£10.11m ANNUAL SAVINGS THAT THE MPS CAN UNLOCK BY PROMOTING THE SELF-EVIDENT APP

"Huge numbers of members of the public, particularly but not exclusively from the younger generation, want to contact us in all sorts of different ways which are not about picking up the telephone or going into a police station. The world is changing, we need to respond fast to it … We need to make the most of digital, but not at the expense of traditional values in policing."

Commissioner Cressida Dick 18.04.17

This Briefing Paper looks at how the Self Evident App can help the MPS respond fast to this changing world. As the App has already been proven to work and is used day in day out, it is uniquely placed to help the MPS. The App is highly rated by MPS officers, victims and witnesses and is based on the Peelian approach to policing and so builds on traditional values in policing.

This Paper focuses on some of the ways that the Self Evident App can help the MPS harness the advantages of the digital world. Assuming that the MPS promotes the Self Evident App to Londoners to complement and enhance 101 and the Online System to report crime and send digital evidence, we estimate the MPS can realise efficiency and other savings in excess of:

£4.86m in the costs of receiving crime reports	section 1
£4.80m in the cost of collecting and validating digital evidence	section 2
£0.45m in the cost of obtaining witness statements	section 3

These estimates are based on the assumption that the Self Evident App or a licensed MPS own brand version of it will be used to report 150,000 crimes a year and to supply evidence to the MPS in a similar number of cases. Using the pricing agreed hitherto, this indicates that for each £1 spent on the Self Evident App, the MPS can unlock some five times in savings . Substantially greater savings can be found if the MPS, rather than Just Evidence, fulfils the service itself.

In section 4 we outline additional benefits and savings that the App will bring in each of these areas but which we have not yet sought to quantify. In section 5, we summarise some of the wider benefits.

For the reasons given in this Briefing we believe that if the MPS promotes the Self Evident App, it can unlock efficiency and other savings in excess of £40m by 2021 – achieved each year by £4.86m in cash and freeing up the equivalent of 137 officers a year - while improving the service it offers Londoners, its officers, other stakeholders and the justice system.

1   Reporting Crime
     MPS Programme: Improving First Contact

1.1   Cost of 101 system
1.1.1   We have been unable to find an audited figure for the cost of receiving and handling a crime report at First Contact and so we have extrapolated from the figures we do have available.

1.1.2   In 2015/16 the cost of "Dealing With The Public" was £163m and there were 3,936,352 calls for service to the MPS which works out at a <u>cost per call</u> for service of £41.41. That year there were 741,060 recorded crimes which works out at a <u>cost per recorded crime</u> of £220.   (In 2017 the number of recorded crimes rose to 886,845. Assuming audited costs were the same as in 15/16, this would average out at a cost per recorded crime of £184).

1.1.3   It is reasonable to assume that a call to report a crime will take longer and cost the MPS more to deal with than other calls to 101 (which can include asking to speak to a named officer, requesting forms for a licence or reporting a house alarm ringing). In the light of this, we make a conservative assumption that it costs £62.11 for the MPS to receive a crime report (this is 1.5 times the pro rata cost of all calls for service in 2015/16).

1.2   £4.86m savings from the Self Evident App in Improving First Contact
1.2.1   If the MPS promotes the Self Evident App or its own label version of it as a way to report crime, we assume here that 20% of the crime reports it receives will be made by the App: 150,000 a year. This is a conservative assumption as the BTP 2016 survey found that the public's preferences for reporting non-emergency crime were 41% by app, 18% by phone, 18% by text, 7% by online form and 6% by email.

1.2.2   Self Evident reports arrive at CCC - the point of First Contact - with:
     a)   the name, verified email and phone number of the reporter,
     b)   whether s/he is a victim or witness,
     c)   the offence type, its date and its location shown on a map,
     d)   the type of vulnerability or hate (if any), and
     e)   a free text summary of the incident which can include a CRN, CRIS or officer's name.

As such, we estimate that a Self Evident crime report can be received and handled by the CCC three times as fast as if that same matter was reported on 101 by phone. Using an assumed average cost of £62.11 to receive and handle a crime report, this could reduce by two thirds the costs to the MPS of receiving these 150,000 reports and so unlock efficiency and other savings of £6.2 million a year.

1.2.3   As hitherto agreed, our fee for fulfilling a Self Evident report - without any evidence attached - is £9. Consequently the fulfilment cost of us servicing 150,000 Self Evident App reports is £1.35m, so enabling the MPS to secure a net saving of £4.86m if it promotes the Self Evident App as a means for Londoners to report crime to it.

2   Supplying Digital Evidence
     MPS Programmes: Optimising Response & Smarter Working

2.1   Cost of current position
2.1.1   In the year to December 2017, the MPS recorded 886,845 offences. We estimate that the MPS will need to seek photo or video evidence (be it of the injury, damage, loss,

scene or incident) in at least two thirds of these offences, some 600,000 times. On the assumption it takes on average two officer hours (at £20 an hour) to get that evidence – whether s/he goes to the scene or to the victim to take a photo or video or s/he has to go and collect the victim's phone to use the XRY or other download and then return it - this will cost over £24m a year.

2.1.2   The MPS report on the Self Evident App notes its benefits in this area:

> 1   Officers would no longer be required to attend scenes, or call for other officers, simply to transport cameras to the scene in order to document damage or injuries. The victim can just use the app to upload an image/video with a reference number attached. The obvious savings come from not having to deploy a unit, which often means two officers, just to take a picture, which takes them away from their other duties. Also there are other indirect savings, such as fuel and vehicle usage. A simple task like this can often take more than 1 or 2 hours depending on distance and traffic.

> 2 The standard solution for collecting evidence from victim's phones is to seize it and perform an XRY download, which less than 5% of officers in the MET are trained to do. This process generally takes an officer about two hours, not including time taken to collect the phone, log it into the property store and find an officer who is trained in XRY. The XRY process does not select the content that is downloaded. Instead the entire phone is downloaded and the officer must select the relevant information to keep. This can cause obvious pitfalls around victim confidence and trust.

2.1.3   Additionally, increasing the numbers of early admissions and pleas will drive significant savings in MPS time and resources. The App's ability to generate real time, accessible digital evidence will significantly help this process. As the bodyworn video trial has confirmed, when suspects are shown such evidence at the time they are first interviewed, there is a much greater chance of them admitting the offence and then pleading guilty. Currently, due to the difficulties and delays officers face in getting digital evidence from or of a victim or witness, it is usually not to hand when suspects are first interviewed (and it can sometimes be months before the suspect sees it) and so the opportunity to prompt an early admission or plea is lost.

2.2   £4.8m Savings from the Self Evident App in Optimising Response & Smarter Working

2.2.1   Two in three Self Evident reports currently have digital evidence attached, be it audio, photo or video files. Furthermore where this evidence is captured on the Self Evident, the App's unique IP validates the evidence so that the file size, time, date and location when it was created and when it was transferred to the secure server are independently logged and separately stored. As a result this validated evidence has been described as 'good to go' by the CPS. Aside from validated evidence, it is also possible for a user to attach to a Self Evident crime report photo or video evidence not captured on the App – such as from a camera, CCTV, website screenshot or the phone's existing photo library. The App is the only practical way in which Londoners can now send the MPS such evidence from their smartphone and so offers the MPS and Londoners advantages over other methods which require the phone owner's co-operation or a legal order and are costly, time consuming and problematic.

2.2.2   For these reasons – apart from the savings and benefits the Self Evident App can bring to the initial reporting of crime - if the MPS were to promote the App as a means to get evidence the public have, it can generate further substantial savings. If, when the crime is reported on 101, Online or @MetCC, the MPS were to advise victims that they can use the Self Evident App to send in evidence of the crime, and assuming 1 in 4 victims respond

positively, this would save the MPS two officer hours 150,000 times and so generate efficiency and other savings of £6m a year.

2.2.3   Assuming also that the early provision of this digital evidence (see 2.1.3 above) will cause 5% of offenders in these 150,000 cases to admit the offence at first interview, we estimate this will save ten officer hours in investigating, considering, liaising and preparing for trial and in supporting the victim. This will unlock further efficiency savings of £1.5m.

2.2.4   If the MPS were only to promote the Self Evident App as a means to obtain evidence and not as a way to initially report the crime, the cost of fulfilling these 150,000 reports with evidence will be £2.7m. This is based on the agreed £18 fee for a report that has evidence attached. This would make the net annual savings £4.8m. Further savings can be realised if the fulfilment is done by the MPS in-house.

3   Witness Statements
MPS Programme: Transforming Investigations & Prosecutions

3.1   Cost of the current position
3.1.1   It currently takes at least an hour to take a statement from a victim or witness and this usually involves two officers. The witness's initial account is heard, clarified and taken down in shorthand in real time by an officer; the officer then writes it out in long-hand as a coherent statement, reading it as s/he goes; then waits while the statement is read and signed (whether amended or not) by the witness. On the conservative assumption that each statement takes two hours of officer time, the cost to the MPS will be £40 per statement. This is before the statement is typed up.

3.2   £0.45m savings with the Self Evident App
3.2.1   In its One Met Digital Policing Strategy, the MPS states it wants victims and witnesses to be able to record their own accounts. This is illustrated below:

Appendix A: Personas and User Stories

In this section, we outline the way in which the lives of our customers will be affected, for the better, with the introduction of the technology outlined above. Below are technology personas which have been created to illustrate the impact of new technology being delivered by the Met. These have been based on wider One Met Model work and represent a technology-based snapshot.

Cycle commuter

Alex has been cycling to work for the last year, from home in Stratford to her company's office in Clerkenwell. She was recently knocked off her bike, fortunately only suffering a few bruises and some scuffed paintwork. What was worse was that the van driver seemed to do it deliberately and drove off after swearing at her. The video from her helmet cam didn't capture the van's number plate but a fellow cyclist did. Alex took a few pictures of her bike and her arm.

In future

- Alex will be able to record details of the incident using a simple, flexible, easy to use web page that she will be able to access quickly on the Met web site.

- The page will automatically capture her location (if she wishes) and allow Alex to attach photos and videos.

- Alex will also be able to upload video of witnesses giving their names and talking about the incident, as they saw it.

- Alex will be able to view an alert on her phone whenever there's a significant update of the case.

- Alex will be able to add other evidence to the case as it arises, for example her doctor's letter stating that the bruise was actually a minor fracture.

3.2.2   The Self Evident App is already a proven and effective way for victims and witnesses – as in Alex's case study - to supply initial accounts to the MPS. Significantly the Self Evident App guides victims and witnesses with helpful prompts on what to cover to record a reliable early account of what they or another witness has seen. Uniquely, Self Evident App statements are validated (see 2.2.1), making them 'good to go' for the CPS. As they provide a validated early and reliable account from victims and witnesses, Self Evident App statements will also reduce the time the MPS might otherwise spend on seeking and contacting witnesses, investigating the matter, and in its time spent dealing with the CPS and at court.

3.2.3   If the MPS were to promote this feature to the victims in the 150,000 Self Evident reports with evidence referred to in section 2.2 above, we estimate that 1 in 10 of these victims will use the App to record an early reliable account. Assuming this results in the MPS spending half the time it presently does on obtaining these statements, this will provide efficiency and other savings of £300k a year. Each such statement should save an additional 30 minutes of officer time that would otherwise be spent on seeking witnesses, its investigation, its dealings with the CPS and at trial and so should lead to a further £150k saving a year.

3.2.4   This combined saving of £0.45m is net as the cost of fulfilling the supply of the report and attached evidence in these 150,000 cases has already been accounted for in para 2.2.4 above.

4   Additional Savings and Benefits from the Self Evident App

In this section we look at other as yet unquantified savings and benefits that the Self Evident App can bring the MPS, its officers and Londoners as to the reporting of crime; the supply of digital evidence; and the obtaining of statements. In considering these issues, we consider how the App can complement and enhance the current MPS offers on 101 and through its Online Reporting System.

4.1   Reporting Crime

Abandoned calls: Last year 29% of 101 calls to the Met (860,000) were abandoned. As callers are not tracked and cannot be recontacted, important issues can be missed and those callers who persist and get through later may take more time. These risks do not arise with the Self Evident App as App users are not expecting a real time response and their verified contact details are supplied.

In its Peel Assessment HMI said there was no evidence that any of the abandoned 101 callers last year then used the Online System. While this will largely be because the Online system was only available later in the year, it may also have been because as the BTP Survey shows reporting crime online is half as popular as the phone and a fifth as popular as using an App. It is also relevant that while the online form takes 20-25 minutes to complete any report, the Self Evident App often takes less than 5 minutes.

The advantages of the Self Evident App to the MPS's standing with the public is indicated by the 2017 survey of app users. This found that 77% of Londoners rate the App positively ((52% very positively) as a means to engage with the MPS – and this includes those who received no response to their report.

Children and Young People: Young people do not make voice calls and are far more likely to engage with the Met through an App than an online form on a desktop. As keeping children and young people safe is a priority for the MPS and MOPAC, the App offers benefits over

101 and the Online System for their safety whether it be from gangs, knives or violence against girls.

Digital Evidence: It is not possible for victims or witnesses calling 101 to supply the MPS with digital evidence they have that proves or is relevant to the incident. As to the online system, it is not currently possible for victims or witnesses to supply the MPS with digital evidence. While this feature is due to be added, when it is - unlike the Self Evident App - it can offer no feature to validate the evidence (see 2.2.1). At present one third of evidence attached to App reports is validated and this is relevant as the CPS describe such App evidence as "good to go".

Hoax calls: The MPS received 58,000 hoax calls to 101 in 2014. At the £41.41 average cost for all calls in para 1.1.2, this will cost the MPS some £2.5m to deal with annually. This risk and cost is minimised with the Self Evident App as the user's ID and contact details are verified and so it deters such misuse.

As the Online system does not verify the user's identity and contact details, it can be used by someone using a fictitious name, email and contacts and so does not offer the same advantages as the Self Evident App. This also means that in time there is the risk that someone using a bogus name and contact details could use the online system to submit doctored evidence that is false or misleading. This risk does not arise with the Self Evident App.

Language: The MPS Report on the Self Evident App remarks:
> Many Londoners can read and write English but an accent may impede their ability to dependably relay information verbally. This can lead to confusion, inappropriate grading of the incident or a misallocation of resources to responding to the incident. Additionally the app allows non English speakers to report in their own language.

It is not clear that the Online System with its forms available only in English has the same advantages the Self Evident App offers over 101.

Repeat and vulnerable victims: Protecting repeat and vulnerable victims is a top priority for the MPS and MOPAC. HMI has said it is crucial such people be identified at the earliest opportunity. With the Self Evident App - where 28% of victims using it to report crime are vulnerable - the MPS can see in the subject line of the covering email - *and so before they have opened a Self Evident report* - whether or not a victim is vulnerable/repeat. With 101 calls this is not possible and with the Online System, repeat and vulnerable victims are only identified toward the end of the online process.

Time management: Around one half of calls to the MPS come in between 6-9pm and as these are made in real time, they expect a real time response. This expectation does not arise with App reports and they can be properly and efficiently responded to across shifts. In this regard the Online system should be just as good as the Self Evident App over 101.

Triage: As Self Evident App reports flag to CCC, *even before they are opened*, the offence, whether it is from a victim or witness, any hate and any vulnerability, they are ideally suited for an efficient triage. On the phone, these issues cannot be determined until the call is answered and this means that serious or pressing matters cannot be prioritised over less urgent ones. As the MPS Report on the App comments
> When a victim or witness calls 999 or 101 it occupies an operator for the duration of that call and they are unable to respond to anybody else. This could mean that the operators may work at full capacity and are unable to respond to further calls promptly. Self Evident can provide support as an additional reporting channel, allowing operators to better triage calls, to identify repeat and vulnerable victims in advance and for victims and witnesses to report crimes efficiently by utilising a method that does not demand a real time response.

The Online System should be just as good as the App for triage. However, as it will take 20-25 minutes for a victim or witness to use the online system, we suspect that this may cause some impatience among some users that may lead to an attrition rate which will not arise with the Self Evident App.

Witnesses
In terms of getting intelligence and evidence from witnesses on ASB, criminal damage, driving with a mobile phone or street violence, the Self Evident App offers advantages over 101 and the Online system. First, the App was designed with the interests of witnesses in mind. Secondly, witnesses can only use the App to report a crime if they attach evidence. Thirdly, the App makes it easy for the MPS to log and respond to such a report even before the crime has been reported by the victim.

4.2   Digital Evidence

App Reports: Two in three Self Evident reports have evidence attached. Even where such a report does not become a recorded crime, this evidence will help CCC and officers decide how best to proceed. For instance where the evidence is not of value, knowing this at the outset the officer will be able to avoid an unnecessary journey to the victim to view the evidence. At this time the Online Reporting System does not enable victims or witnesses to attach evidence.

CESO: The Child Exploitation and Sexual Offences team at the MPS has said the app is "really helpful" at getting relevant evidence of and about offences relating to child and sex abuse as many young people are unwilling to surrender their mobile phones for an XRY or other form of download. When the Online System is able to accept evidence, it will not be as easy or practical as the App since where the messages are on the youth's phone, they can be sent to the MPS in a few minutes on the Self Evident App, whereas the Online process will take 20 minutes.

Obtaining video evidence: The MPS's VIIDO / Digital Forensics has written *"We currently have great difficulty getting video clips sent to us that are usually from the mobile phones of witnesses and other community minded folk. Can we use the App?"* When the Online reporting system is able to receive video clips, it will be less user friendly than the App as it has not been designed for witnesses to submit video but for victims to report crime.

Sharing digital evidence: The Self Evident App is already used by MPS officers to share digital evidence which they would have otherwise been unable to pass easily to colleagues. As the MPS Report on the App comments

> Although victims may email officers directly there is often a Police firewall that is designed to stop viruses and harmful materials being attached. In the MET videos and audio files cannot be sent to officers and in many cases images are also blocked. It may take up to 24 hours for an image to successfully arrive in an officer's inbox, which may cause problems, especially if there is a detainee in custody with a 24 hour PACE clock. Furthermore the image is only sent to one officer. If the image needs to be accessed by another officer this is impossible without the app unless shared.

At present, the Online System is not of use to officers who want to share with colleagues a photo or video they have and it was not been designed for this purpose.

Terrorist incidents: Where there has been a terrorist incident, many people use their smartphones to video what is happening and then upload these to social media as there is no simple way for them to send them to the MPS. This evidence might be seen by any fleeing terrorist and used to evade or delay capture. Such footage can also be seen by family

and friends of those injured, causing real distress. While SO15 is now able to set up a bespoke website address to receive such evidence this is only available after the incident, while the App allows Londoners to send such evidence to the MPS immediately.

Victim/Witness co-operation: The MPS report on the App comments:
> The app saves the victim/witness the hassle of having to attend a Police station to give a single piece of evidence, thus raising positive perceptions of the Police. Having to take time to attend the local Police station may be especially detrimental to victims of serious crimes, such as hate crimes and domestic violence. The victim may feel they are doing the officer's work for them, which may lead to a lack of their cooperation or withdrawal of support.

Vulnerable victims
Where a repeat or vulnerable victim has reported an incident, the Self Evident App is a simple way for them to update the MPS of any further incident or breach by an offender and supply relevant evidence, citing a CRN or CRIS and/or the officer's name. Even when the Online system can accept evidence, it has not been designed for these situations and would require the victim to complete the online form afresh, taking 20 – 25 minutes. This is a further example of how the Self Evident App can complement and enhance the Online reporting system and 101 and bring benefits to officers, victims, the MPS and the justice system.

4.3   Additional Savings and Benefits of the App for MPS officers downstream

Digital Diary
As the MPS Report on the Self Evident App notes
> "The majority of domestic violence victims are unlikely to call 999 or 101 until they have been a victim over 10 times. Self Evident can provide these victims with the means to log early incidents supported by evidence which can be reported later".

The Self Evident feature which enables victims to record a validated digital diary will also be of assistance in cases of harassment and stalking as well as domestic abuse downstream as it enables the MPS to put a reliable and credible case to the CPS and then to the courts. This should reduce the time officers have to spend seeking or building sufficient evidence to bring such cases. The Online System will not be able to offer the advantage the App has for making a validated digital diary.

Exculpatory digital evidence
Where the MPS has done an XRY or other download, when it returns the phone to the suspect, the Self Evident App can provide a very simple and easy way the suspect can send copies of any exculpatory evidence they know they have on it to the police. This option will help the MPS with the growing task of discovery of digital evidence, as the App offers a convenient way to limit the risks of digital evidence being missed until the door of the court.

Reduced time chasing CCTV evidence
Where a victim or witness has personal or home CCTV evidence of a crime, the Self Evident App enables them to easily send the relevant extracts to the MPS. This reduces the time officers have to spend looking for and trawling through CCTV or going to the victim or witness to collect their footage.

Validated statements
The Self Evident feature that allows victims and witnesses to record a validated early account of what they saw will have a number of additional benefits downstream over and above those covered in 3.2.1. These are that they should reduce the numbers of adjourned and cracked trials and also the time that the victim or witness is cross-examined. As such this will reduce the time MPS officers spend in court.

<u>Victim Personal Statements</u>
The Self Evident App is to be revised so that it will enable victims to attach a videoed Victim Personal Statement to a report. This will significantly reduce the time that MPS officers have to spend interviewing, writing, typing and updating a VPS.

5.   Summary

> *"Citizens increasingly capture what is happening around them on video, generating potential evidence of crimes. Policing has not yet caught up: the most common means of contacting the police remains the telephone. Police forces must follow the example of banks and retailers and do more to connect with citizens who increasingly live their lives on line... [T]he prize is there for the taking. Millions if not billions of savings. Thousands of police officer hours saved. Untold crimes solved and victims satisfied. And all by getting the fundamentals – information communications technology – right."*
>
> Rt Hon Theresa May, 26 January 2016

As this Paper shows by promoting the Self Evident App to complement and enhance its offers through 101 and Online, the MPS can unlock net savings in excess of £10m a year – a cash saving of £4.86m and freeing up the equivalent of 137 officer in saving time collecting evidence, obtaining statements and preparing for or attending court. The App will also help solve crime and increase victim satisfaction.

Utilising the Self Evident App can help the MPS tackle a range of offences from street crime, ASB and criminal damage, to stalking, domestic abuse and hate crimes which target the vulnerable. Importantly, the Self Evident App does this by building on a traditional value in policing: engaging directly with Londoners and giving them the confidence to report crime and share information, using the tool that now comes most naturally to them – their smart phone.

These savings and benefits can be realised now: the Self Evident concept is proven and the App already works with the MPS's existing systems as things stand, avoiding any costly or complex trials. The Self Evident App is flexible and can allow the MPS to make modifications to an own brand version. Back end integration can also be readily engineered and when it is, the MPS can unlock further savings.

At a time when the MPS has to find £400m in budget cuts by 2021 and when the level of crimes being recorded is increasing, the Self Evident App offers the MPS a practical way to respond fast to these demands and the changing world.

In the context of the role the MPS is playing nationally to help the police service across the country go digital, the Self Evident App can reassert and demonstrate its lead. As the App has been designed to work across police forces, if the MPS uses it to complement and enhance its own offers it will make the case for its Online Reporting Portal to become the national standard all the more compelling.

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