

Objective 4: Honing Investigation Techniques & Detection Skills

Target 1:

Ensure that 20% of crime cases reported are detected

Activities

- \* Ensure 80% compliance with established protocols on scene of crime management.
- \* Conduct a monthly workshops for investigators and enquiring officers on investigative techniques / lessons learnt.
- \* Ensure that in 90% of cases under enquiry all documents / reports required are obtained within two months.



Objective 5: Combating Trafficking & Use of Illegal Drugs

Target 1:

Ensure that 70% of places where drugs are seized remain drug free

Activities:

- \* Carry out vehicles stop and check at least once a week in the vicinity of locations where drugs have been previously seized.
- \* Increase by 15% the number of sensitization sessions with vulnerable groups (students and youngsters) on drug related offences.



# Contacting Metropolitan Division (North)



Police Stations



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Plaine Verte	2402585	<a href="mailto:pvertestn.mpf@govmu.org">pvertestn.mpf@govmu.org</a>
Roche Bois	2171765	<a href="mailto:rboisstn.mpf@govmu.org">rboisstn.mpf@govmu.org</a>
Tombeau Bay	2471910	<a href="mailto:tbaystn.mpf@govmu.org">tbaystn.mpf@govmu.org</a>
Trou Fanfaron	2403932	<a href="mailto:fanfaronstn.mpf@govmu.org">fanfaronstn.mpf@govmu.org</a>
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# Action Plan

2015 - 2016

Quality Service with Pride and Care



## METROPOLITAN DIVISION (NORTH)



## Foreword

I am pleased to present the Metropolitan Division (North) Action Plan for 2015-2016. This plan depicts our main policing priorities and strategies developed to achieve them.

Our Division has a number of important aspects, for instance: a high number of people from other Divisions passing through a dual carriage way cutting across the Division with huge traffic flow, a gateway to the North and the South as well as some unique tourist attractions such as La Citadelle, Le Rivulet Bird Sanctuary, Pere Laval Shrine, Jummah Mosque, Kaylasson Temple and China Town.

Our objectives 2015-2016 are amongst others to ensure safer neighbourhoods, reduce the number of road fatalities and a high quality service to the community. We intend to intensify our efforts to meet the expectation of our people and continuously improve our performance throughout the year.

We will strive to achieve our objectives in consultation with members of the community and other stakeholders during our different Community Policing forums and based on crime dynamics and careful scanning of the policing environment.

On a professional standpoint, the Division is embarking on a Quality Management System with a view to enhancing service delivery.

Divisional Commander  
Metropolitan Division (North)

### OUR VISION

Quality Service with Pride and Care

### OUR MISSION STATEMENT

Enhancing the quality of life of our people by preserving the public peace, enforcing the law, ensuring a safer environment and focusing on service excellence.

### OUR FOCUS

To serve, help and protect the community.

### OUR VALUES

**Professionalism:** We strive to meet the needs and demands of our people.

**Respect:** We exhibit tolerance and sensitivity to the people we serve.

**Integrity:** We believe it is the basis for community trust.

**Dignity:** We value human life and dignity as guaranteed by our Constitution.

**Excellence:** We are most effective when we can identify and solve community problems.

### OUR STRATEGIC GAINS

- Increased Public Confidence in the Police
- Higher Willingness of Victims to report Crime
- Lower Complaint Rates
- Improved Service Delivery
- Effective Investigation and Prosecution of Crime

## Our Action Plan

*July 2015 - June 2016*

Objective 1: Improving Quality of Life

Target 1:

*Reduce larceny with aggravating circumstances by 2%*

Activities:

- \* Increase the number of community policing forums by 10%.
- \* Increase the number of targeted operations in larceny prone areas by 5%.



Target 2:

*Reduce the number of Road Accidents (K&SI) by at least 1%*

Activities:

- \* Increase the number of speed check operations at speed zones by 10 %.
- \* Increase the number of awareness campaigns on Road Safety issues by 5 %.
- \* Increase the number of operations targeting licensed premises operating during prohibited hours by 20 %.

Objective 2: Enhancing Service Delivery

Target 1:

*Ensure that 75% of correspondences are responded to within 15 days*

Activities:

- \* Make sure that all correspondences necessitating Police intervention/enquiry are directed to stations/units concerned within 48 hrs.
- \* Review the status of correspondences and action taken after one week.

Target 2:

*Increase by 3% resolution of policing problems voiced out by community representatives*

Activities:

- \* Initiate actions on policing problems raised during community policing within 48 hours.
- \* Maintain communication with community representatives on a monthly basis.



Objective 3: Increasing Speed of Intervention

Target 1:

*Ensure that 90% of emergency public requests are attended to within 15 minutes*

Activities:

- \* Ensure that the Divisional Ops Room alerts all units concerned within 3 mins after notification of any incident / request.
- \* Conduct at least one simulation exercise, on a quarterly basis, to maintain the Division's operational readiness.

