

Beyond Contact: How DPC Supports the National Reform Agenda

Chief Constable Simon Megicks
NPCC Public Contact Lead
SRO for Digital Public Contact Programme



Why Now

- We know the benefits of working to one system – take contact: 101 replaced 43 numbers for non-emergency contact
- DPC was set up to do the same for digital (SOH, iHub, National My Police Portal)
- Across all policing areas, we still see cases of different approaches, postcode lotteries, and higher costs
- We know we need to remove silos and duplication
- There are practical steps we can take now to help us get ready for whatever Police Reform brings
- DPC is an exemplar of how to do this



The Productivity Challenge

“Improving the productivity of the police is crucial to helping them manage financial pressures and meet government’s policing commitments, including the Neighbourhood Policing Guarantee, while supporting their ability to respond to changing demands.”

National Audit Office on Police Productivity, Nov 2025

“Fragmented and highly de-centralised structures have created expensive duplication, led to a ‘postcode lottery’ of service quality, hindered the coordinated adoption of technology and left the service without a consolidated national dataset.”

The Police Foundation, Delivering Police Reform Report, Oct 2025

“Fragmented systems are slowing justice.”

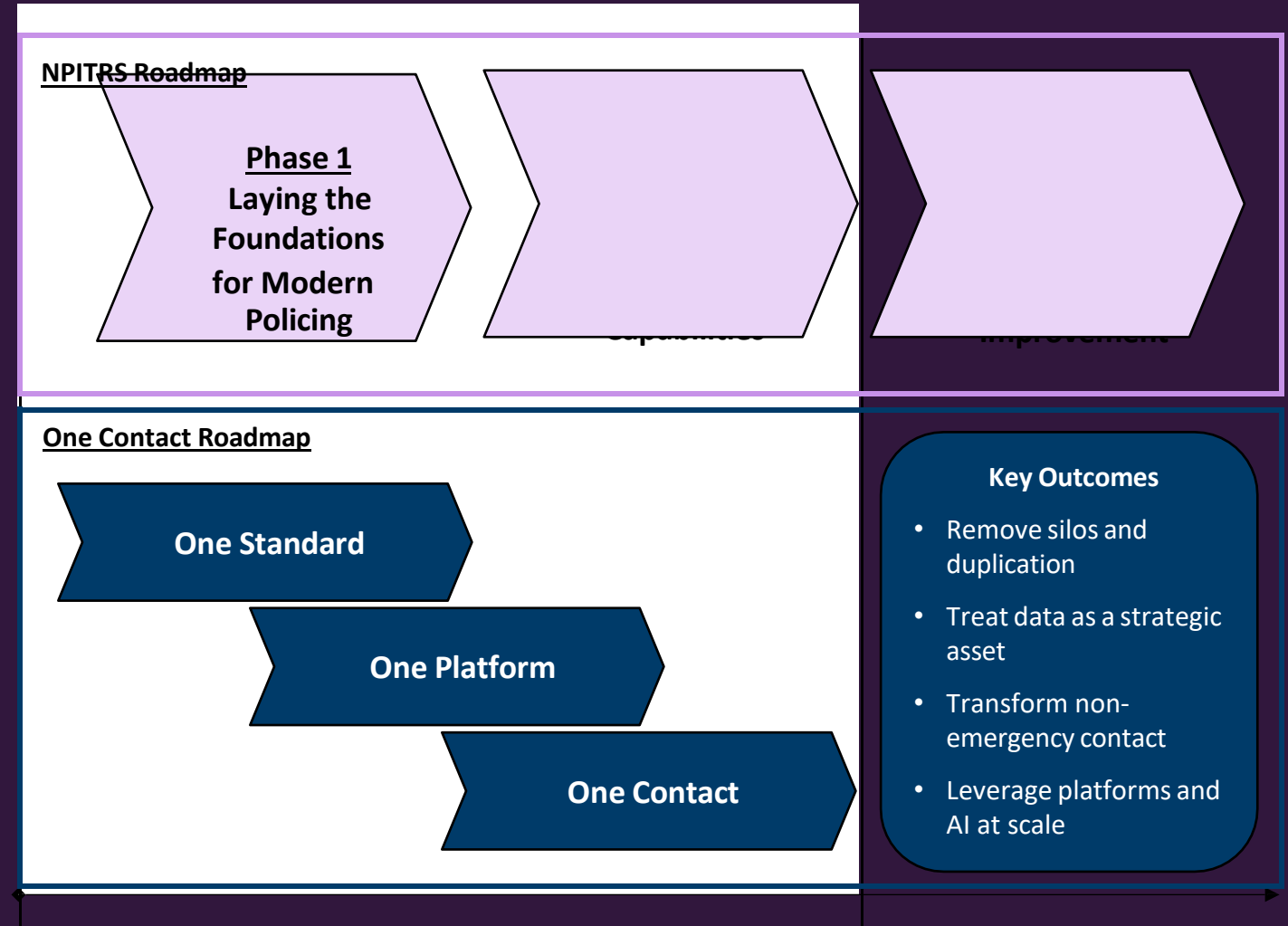
Sir Brian Leveson, NPCC Innovation and Digital summit, Oct 2025



Vision for DPC 2.0

- **One Standard:** Consistent public experience
- **One Platform:** Shared, secure, scalable infrastructure
- **One Contact:** Unified non-emergency channels (digital, voice, augmented)

Alignment of One Contact to NPITRS

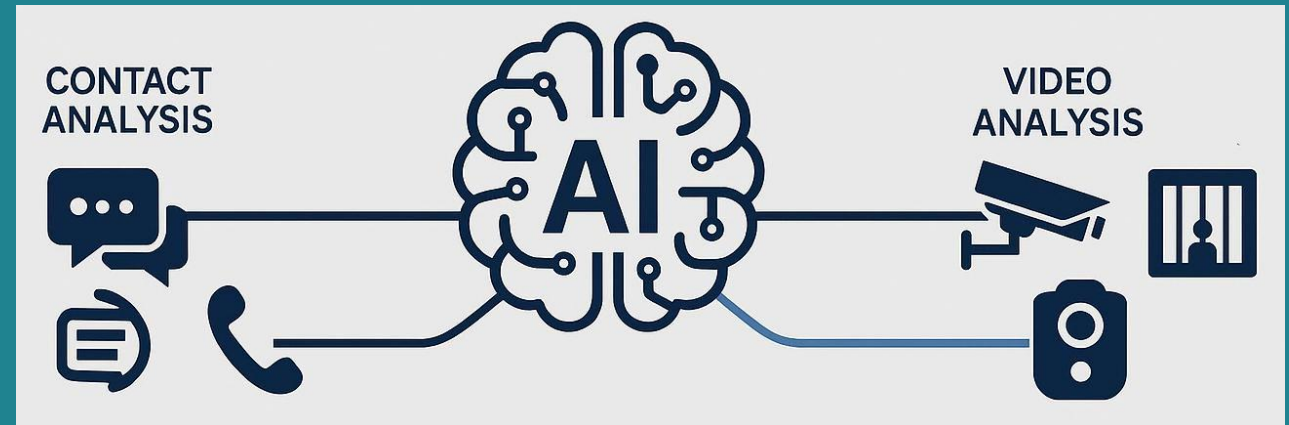


[Video placeholder]



What does this prove?

- This isn't theory – it's real and possible now
- Custody applications, BWV applications – DPC working with **national portfolios** to progress this
- Aligns with IT Reform Roadmap:
 - Unlock value from data
 - Leverage AI ethically
 - Do things once, do them well
- Reform = stronger delivery from the centre:
 - Break silos
 - Eliminate duplication
 - Reduce cost, improve service
- We're not alone:
 - **PECP**: driving efficiency and strategic investment
 - **NDAO**: treating data as a strategic asset
 - **DDaT**: enabling pillars – data, platforms, security, skills
- White Paper sets the frame – but there is opportunity now



National Collaboration – Driving Reform Together

Through scaling proven approaches, reducing duplication, and creating national blueprints, NCVPP demonstrates reform in action.

Collaboration Matters

- DPC + NCVPP = better outcomes for victims
- Supporting RVR rollout and improving reporting (Rapid Video Response live in 22 forces)
- StreetSafe: empowering communities to share safety concerns, informing neighbourhood patrols to tackle predatory behaviour and protect those most at risk

Why This Matters

- NCVPP is reducing the burden on the frontline while improving training quality and relevance
- National Coordination ≠ Loss of Local Flexibility
- Shared standards enable local innovation



NCVPP
National Centre for
Violence Against
Women & Girls and
Public Protection



The Ask: Believe & Act Now

- We have the **capability and opportunity**
- Reform = resilience, not lost sovereignty
- Example: SOH → national convergence = stronger security
- Efficiency and innovation:
 - Reuse components
 - Agile delivery
 - Build once, scale everywhere
- **Policing as a platform:**
 - SOH = frame, iHub = integration layer
 - Plug-and-play innovation



This is beyond technology – it's about building confidence together:

- **Culture and Leadership:** Supporting mindset shifts and strong governance so reform feels achievable
- **Funding and Skills:** Investing sustainably and preparing the workforce
- **Chiefs' Role:** Championing collaboration, reducing duplication, and scaling what already works

***Reform is a journey we know,
and we can do it again***





NPCC
National Police Chiefs' Council

