

Inclusion Strategy: Summary

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Introduction

Our ambition is to be the most trusted, effective and professional police service in the world. Achieving that ambition requires a culture, workforce and service capable of understanding, serving and protecting one of the world's most diverse cities. Inclusion is not separate from the mission of policing; it is essential to delivering it.

Every day we are asked to make difficult decisions, protect vulnerable people, investigate complex crimes, bring offenders to justice and maintain public trust. To do this successfully, we must understand the communities we serve, attract and retain talented people, make fair and effective decisions, and maintain the confidence of Londoners.

This Inclusion Strategy is therefore not an end. Its practical purpose is to help the MPS become more effective at preventing crime, protecting the vulnerable and bringing offenders to justice. Inclusion is not an alternative to operational policing; it is a critical enabler of it. Our commitment to inclusion is founded on four principles.

1. Policing by Consent Requires Inclusion

British policing is founded on the Peelian principle of policing by consent. Peel and the first Commissioners of the Met in the 1830s spoke of public approval, respect, and cooperation as well as impartial service to the law. They recognised then, as now that the legitimacy of policing depends on public trust.

London is one of the most diverse cities in the world. To maintain legitimacy in such a city, we must be capable of understanding different communities, recognising different experiences and engaging effectively with people from all backgrounds. Inclusion strengthens our ability to communicate, build relationships and police with fairness, respect and impartiality.

2. Trust and Confidence Are Essential to Fighting Crime

The public are one of policing's most important partners. We rely on victims reporting crimes, witnesses coming forward, communities sharing information and the public engaging with us to prevent harm and keep people safe.

Research consistently shows that trust, confidence and legitimacy influence public willingness to cooperate with policing. When people believe they will be treated fairly, respectfully and impartially, they are more likely to engage with the police and support our work. A police service that is trusted by all communities is therefore better able to identify offenders, protect victims, safeguard vulnerable people and reduce crime. The College of Policing's evidence on public confidence highlights the importance of fair treatment, respectful interactions, procedural justice and ethical decision-making in building that trust.

3. Inclusive Organisations Perform Better

There is a substantial body of evidence demonstrating that organisations perform better when they can attract, develop and retain talent from diverse backgrounds and create environments where people feel able to contribute fully. Diverse and inclusive organisations benefit from broader perspectives, stronger decision-making, improved innovation and more effective problem solving.

In policing, these benefits are operational as well as organisational. Effective policing requires sound judgement, constructive challenge, critical thinking and the ability to understand complex and evolving situations. A workforce that reflects a broad range of experiences and perspectives is better equipped to make high-quality decisions and serve London's communities effectively. Creating an inclusive workplace is therefore fundamental to building a workforce capable of delivering the highest standards of service and achieving the ambitions of A New Met for London.

4. We Have a Legal and Professional Duty to Act

Promoting inclusion and addressing discrimination is not optional. The Equality Act 2010 and Public Sector Equality Duty require public authorities to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between different groups. For the MPS, these responsibilities align directly with our professional obligations to uphold the rule of law, act fairly and deliver policing without fear or favour. Meeting these duties requires us to continually examine our systems, decisions and services to ensure they are fair, evidence-based and capable of serving all Londoners effectively.

Our Commitment

The Metropolitan Police Service exists to prevent crime, protect the vulnerable and pursue those who cause harm. This Inclusion Strategy supports that mission. It is designed to help us become a more trusted, effective and capable police service by strengthening the relationship between the MPS and the communities we serve, improving the experiences of our workforce, and ensuring that fairness, respect and accountability are embedded in the way we make decisions and deliver services.

Our commitment to inclusion is therefore a sustained commitment to better policing. It is about building an organisation that is trusted by Londoners, valued by its workforce and relentless in its pursuit of protecting the public, reducing crime and bringing offenders to justice.

Our Ambition

Vision

A police service that earns trust through fairness, respect, empathy and accountability; where all Londoners receive equally effective policing, and where all colleagues feel valued and able to thrive.

Objectives

Community Objectives

1. Improve the policing response to hate crime by improving victim experiences, strengthening investigations and providing enhanced protection to communities facing the greatest levels of hate-related harm, threat and vulnerability.
2. Improve the quality, fairness and accountability of policing encounters, ensuring police powers are used in ways that strengthen trust, confidence and legitimacy.
3. Improve the experiences of victims and vulnerable people by delivering positive outcomes, high-quality investigations, effective safeguarding and victim-centred support that encourages future reporting and engagement with policing.
4. Strengthen the policing response to serious crime and community harms, improving outcomes, reducing vulnerability and increasing confidence amongst those communities most affected.

Workforce Objectives

5. Strengthen representation across the organisation by identifying and removing barriers for those most affected.
6. Ensure fair and transparent access to personal and career development.
7. Improve fairness and consistency in formal performance and assessment processes, by identifying and addressing disparities in outcomes and increasing confidence in organisational decisions.
8. Ensure people processes are trusted and effective, encouraging reporting, supporting the fair and transparent resolution of workplace concerns, and increasing confidence in how those concerns are managed and addressed.

Cross-Cutting Objective

9. Improve data capture and data insights to improve accountability, identify and reduce disproportionality.