

List of Social Skills Needs

Analytical skills – to visualise, articulate, and solve complex problems and concepts, and make decisions that make sense based on available information

Change management skills – manage cultural shift to new Command and Control management system (introduction of cadre of Firearm Commanders); to disseminate lesson learnt and embed them in working practices of operational units

Collaborative working skills – working effectively with colleagues and other law enforcement agencies to protect UK borders.

Communication skills - particularly providing commanders with real time information; improved communication between surveillance and firearm teams; establishing a common language between firearms and surveillance officers; and to communicate effectively with minority groups, older members of the community, crowds and protesters, wide range of Olympic attendees and new communities (especially considering language barriers)

Community policing skills – engaging with new communities and explaining what is the norm in total ensuring a common understanding; and encourage more people to become involved in crime reduction alongside operational policing tasks

Counter terrorism skills – mix of skills geared towards combating terrorism

Critical incident management skills – recognise and effectively manage critical incidents

Customer service skills – delivering a consistent high quality service

Cybercrime intelligence gathering skills – to scan multiple data sources and follow leads regarding cybercrime

Data collection and management skills – recording and collecting data in line with a particular system (e.g. homophobic hate crime)

Data recording skills – recording information in the appropriate crime recording format

Data reporting skills – reporting crime statistics to the public

Equality and diversity skills – to treat people appropriately and sensitively as well as better understanding of the cultural issues of the communities they serve; to treat people appropriately and sensitively in line with human rights legislations.

Information sharing skills – to provide effective information to partner agencies both in the UK and abroad

IT skills – work with new secure photo-imagery system for transmitting images of suspects and other data; and in the use of mobile technology and other security related software.

Intelligence gathering skills – to scan multiple data sources and follow leads

Inter-agency working skills – to work effectively with two or more governmental agencies

Investigation skills –to identify cases of hate and racial aggravated crime

Management and leadership skills – actively manage employee well being by supporting flexible working

Media management skills – improve communication with the media before during and after protests to convey policing perspectives of the events; communicating the policing pledge to the public; and to sell the success in tackling crime to the community

Multi-agency working skills – working with other public services to aid immigrations such as securing an interpreter; and to work with other agencies to deliver a safe and secure 2012 Olympics

Operational policing skills – to deliver high visibility policing operations

Partnership working skills – to work effectively with other agencies to a common goal and standards

Public order policing skills – to deliver public order policing tactics in line with recommendations from HMIC in regards to review of G20 policing tactics.

Relationship building skills – to engage with the community and older people to maintain public confidence; within new communities and between new and existing communities

Resource management skills – ensuring the right skills levels are available for specialist Olympic security roles and ‘normal’ frontline policing duties simultaneously

Risk assessment skills – assess the risk in firearm operations

Risk management skills – manage and mitigate risk

‘Soft’ skills – personal qualities and interpersonal skills necessary to effectively deal with the public

Strategic leadership and management skills – effective leadership and management in command and control firearm operations by strategic and tactical firearm commanders

Surveillance skills – ensure evidence gathered during the course of surveillance is robust and processes demonstrate integrity with particular attention paid to continued utility of surveillance logs

Team working skills – between surveillance and firearm teams; seamless working relationship between different units and personnel (‘inter-operability’)

Technical skills – in the use of new covert radio capability and manage communications between MPS and other forces / units across the UK with this capability; and ensure the availability of specialist policing skills such as firearm protection, dog handlers, anti-terror etc.

Victim and witness care skills – to treat victims and witnesses appropriately and sensitively; and keep victims informed throughout the criminal justice process