



Police Commissioner's Message

This document presents the 2018/2019 Policing Plan of the Mauritius Police Force (MPF). It reaffirms the relevance of the current strategic direction 2015-2018, the goal of which is to enhance the quality of life of our people by preserving the public peace, enforcing the law, ensuring a safer environment and focusing on service excellence.

In fact, this Plan ensures that we maintain our policing priorities and crime control strategies implemented since the past three years. The reason is that it is now that we are starting to reap the fruits of our investment. Besides the policing issues emerging, warrant strengthening of the foundation that has been laid as opposed to adopting a totally new line of approach. While we are proud of the positive strides Police have made in many areas, such as the decreasing trend in property crimes and huge seizures of drugs, we are working with more zeal to address other issues such as road safety. We believe that there is always more that we can do with the community to make our roads safer and reduce road fatalities.

The new design of the Plan makes it easier to understand and interpret, and I hope it will provide greater accessibility and accountability to the public. For this reason, I encourage every law-abiding citizen to engage with their Police for keeping their surrounding safe, secure and free from crime. We are fortunate that mainland Mauritius, Rodrigues and other outer islands remain every safe places in which citizens can live, work and play knowing that the Mauritius Police Force is committed to its vision to provide "Quality Service with Pride and Care".

M. M. Nabin, PMSA
Commissioner of Police

IMPROVING QUALITY OF LIFE

Objective 1
To productively utilize all resources to address community policing problems, prevent crime, increase public confidence and build stronger neighbourhood.

METHODLOGY

- Resolve community and prevent criminal activities.
- Improve visibility, availability and accessibility of Police Officers.
- Enhance our partnership with the community and other stakeholders.

TARGETS

- Ensure safer neighbourhoods by reducing Crime against Property (Larceny with aggravating circumstances) by 5%.
- Render our road safer by reducing the number of road accident (Killed & Seriously injured) by 3%.
- Answer to at least 90% of public calls received through Police hotlines within 15 seconds.
- Achieve a 10% increase in the number of Community Policing meetings at all levels.

Objective 2
To maximise operational efficiency and strive for excellence in customer service.

METHODLOGY

- Improve institutional arrangements for ensuring service excellence.
- Adopt a consultative approach in addressing policing problems so as to meet the needs and expectations of the community.

METHODLOGY

- Integrate Virtual Community Forum (VCF) into the existing Community Policing one.

TARGETS

- Mark at least 90% achievement on service standards set.
- Resolve at least 10% of policing problems in consultation with relevant stakeholders.
- Ensure that 10% of Community Policing Forum held are carried out online.

MAURITIUS POLICE FORCE
Moving from Traditional to Contemporary Policing

INCREASING SPEED OF INTERVENTION

Objective 3
To make optimum use of resources in order to respond effectively to all public requests within the least possible delay.

METHODLOGY

- Improve coordination among different response teams within the Force.
- Make optimum use of technology to improve operational effectiveness.
- Conduct regular simulation exercises to maintain operational readiness.

TARGETS

- Attend to at least 90% of emergency public calls within 15 minutes.
- Make at least 90% use of technological equipment in Police interventions.
- Ensure that supervising officers spend at least 35% of their daily working time with personnel on operational duties.

Objective 4
To expand the use of evidence-based methods in the investigation and detection of crimes.

METHODLOGY

- Ensure strict adherence to established protocols among intervention Units.
- Use of analytical techniques to support investigation.

METHODLOGY

- Share best practices in the investigation field.

TARGETS

- Register at least 90% compliance with established protocols.
- Publish on a quarterly basis a document on lesson learnt following concluded crime cases.

Objective 5
To stop the proliferation of illegal drugs and disrupt drug related DRUGS

METHODLOGY

- Strengthen local, regional and international cooperations and intelligence sharing networks.
- Adopt a zero-tolerance approach in the fight against illegal drugs.
- Increase public awareness and educate the public on ill-effects of drug abuse.

TARGETS

- Achieve at least 75% success in drug related operations in terms of arrest and seizure.
- Ensure that 70% of places where drugs are seized remain drug free.
- Ascertain that at least 95% of young persons sensitized do not get involved in drug offences.

Annex A

CONTACTING THE POLICE

POLICE HEADQUARTERS

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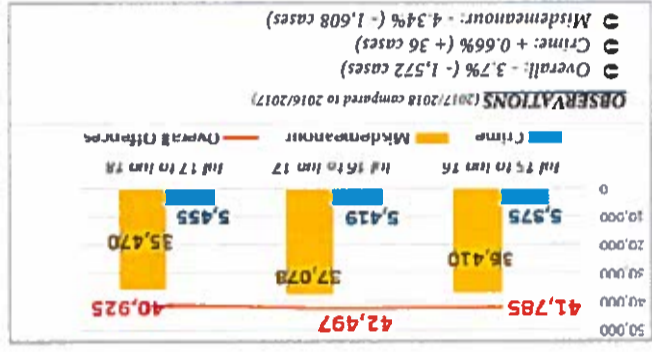
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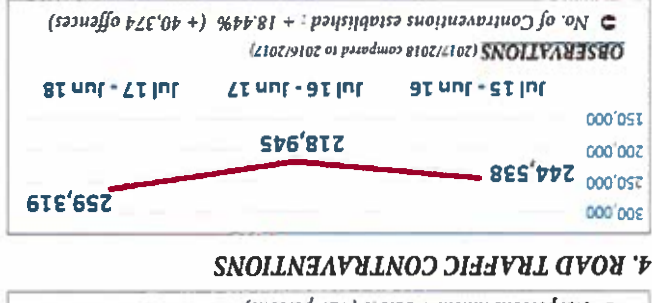
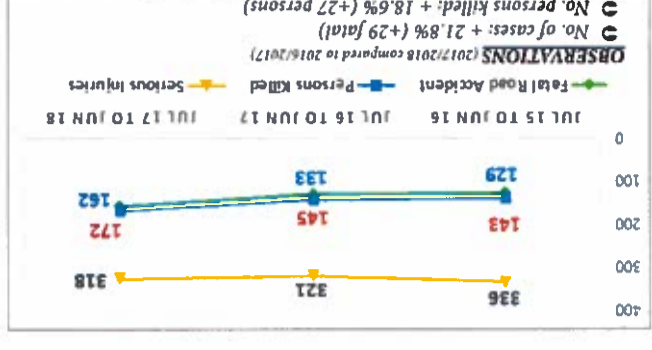
FACT SHEET

Period 2015 - 2018 (Financial year)

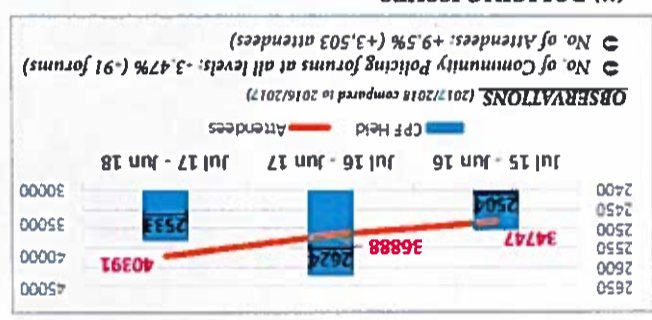
1. CRIME STATUS



2. LARCENY AGGRAVATING CIRCUMSTANCES



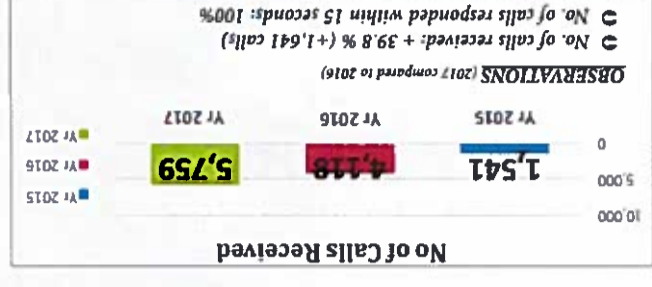
5. (i) COMMUNITY POLICING FORUMS



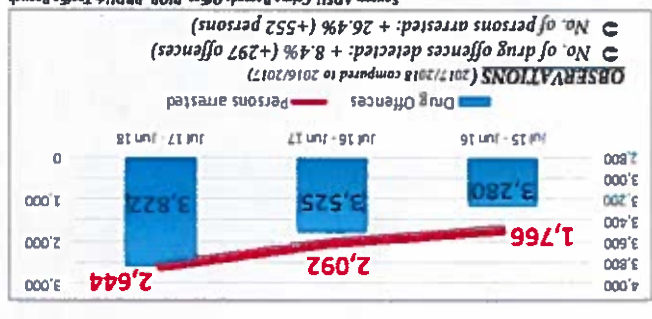
(ii) POLICING ISSUES



6. POLICE HOTLINE (148)



7. DRUG OFFENCES & ARREST



Source: ADSU Crime Rewards Office, P108, P109, P109E Traffic Branch



OUR STRATEGIC DIRECTIONS

JULY 2015 - JUNE 2018



OBJECTIVE 1: IMPROVING QUALITY OF LIFE

Purpose
To proactively utilise all resources to address community policing problems, prevent crime, increase public confidence and build stronger neighbourhood.

Method

- * Resolve community policing problems and prevent criminal activities.
- * Improve visibility, availability and accessibility of Police officers.
- * Enhance our partnership with the community and other stakeholders.

Key Performance Indicator

- > Ensure safer neighbourhoods by reducing Crime against Property (Larceny with aggravating circumstances) by 6%.
- > Render our road safer by reducing the number of road accident (killed & seriously injured) by 3%.
- > Answer to at least 90% of public calls received through Police hotlines within 15 seconds.
- > Achieve a 10% increase in the number of Community Policing meetings at all levels.



OBJECTIVE 2: ENHANCING SERVICE DELIVERY

Purpose
To maximise operational efficiency and strive for excellence in customer service.

Method

- * Improve institutional arrangements for ensuring service excellence.
- * Adopt a consultative approach in addressing policing problems so as to meet the needs and expectations of the community.
- * Integrate Virtual Community Forum (VCF) into the existing Community Policing one.

Key Performance Indicator

- > Mark at least 90% achievement on service standards set.
- > Resolve at least 10% of policing problems in consultation with relevant stakeholders.
- > Ensure that 10% of Community Policing Forum held are carried out online.



OBJECTIVE 4: HONING INVESTIGATION TECHNIQUES & DETECTION SKILLS

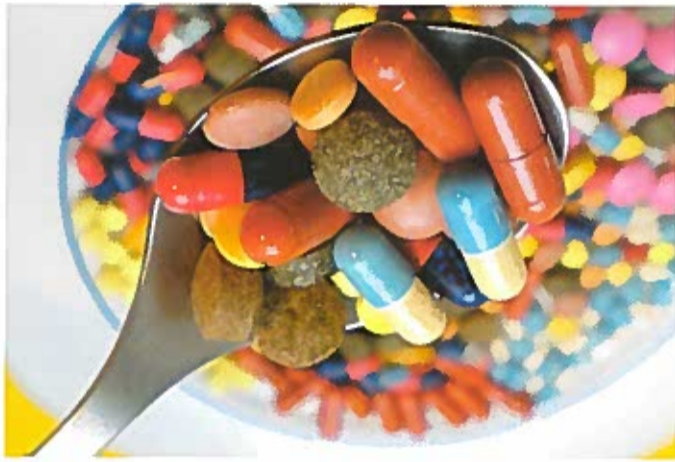
Purpose
To expand the use of evidence-based methods in the investigation and detection of crimes.

Method

- * Ensure strict adherence to established protocols among Intervention Units.
- * Use of analytical techniques to support investigation.
- * Share best practices in the investigation field.

Key Performance Indicator

- > Register at least 90% compliance with established protocols.
- > Record at least 60% detection rate in all reported cases.
- > Publish on a quarterly basis a document on lesson learnt following elucidated crime cases.



OBJECTIVE 5: COMBATING TRAFFICKING & USE OF ILLEGAL DRUGS

Purpose
To stop the proliferation of illegal drugs and disrupt drug related activities.

Method

- * Adopt a zero-tolerance approach in the fight against illegal drugs.
- * Increase public awareness and educate the public on ill-effects of drug abuse.
- * Strengthen local, regional and international cooperations and intelligence sharing network.

Key Performance Indicator

- > Achieve at least 75% success in drug-related operations in terms of arrest and seizure.
- > Ensure that 70% of places where drugs are seized remain drug free.
- > Ascertain that at least 95% of young persons sensitised do not get involved in drug offences.



OBJECTIVE 3: INCREASING SPEED OF INTERVENTION

Purpose
To make optimum use of resources in order to respond effectively to all public requests within the least possible delay.

Method

- * Improve coordination among different response teams within the Force.
- * Make optimum use of technology to improve operational effectiveness.
- * Conduct regular simulation exercises to maintain operational readiness.

Key Performance Indicator

- > Attend to at least 90% of emergency public calls within 15 minutes.
- > Make at least 90% use of technological equipment in Police interventions.
- > Ensure that supervising officers spend at least 35% of their daily working time with personnel on operational duties.



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