

Inside the digital revolution, Policing and Changing Communications with the Public

Bridgette Wessels

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Book review by Sally Ramage

This book is the result of research on the use of digital information and communications technologies used by the UK police.

Social exclusion in complex global cities

Bridgette Wessels says:

'The work of the police places it directly within contradictions of contemporary societies in which crime, deprivation and poverty interact to produce various situations of social exclusion that are experienced at the local level and this prompts the question of how the police develop digital services for communicating with diverse publics in complex global cities.'

ATTACH

The book focuses on the London Metropolitan Police Service (MPS). The MPS is one of the largest police services in the world and is responsible for policing metropolitan London areas with a population of over 8 million people, covering 4,000 square kilometres. The MPS has a digital programme called "Advanced Trans-European Telematics Applications for Community Help (ATTACH).

Police response problem

This ATTACH project developed interactive multimedia kiosks of self-service for citizens with special applications for ethnic minorities and deaf people. Bridgette Wessels' book examines how the police anticipate, respond to, mediate and prioritize citizens' demands, especially as the police service provides an entry point to the judicial system.

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