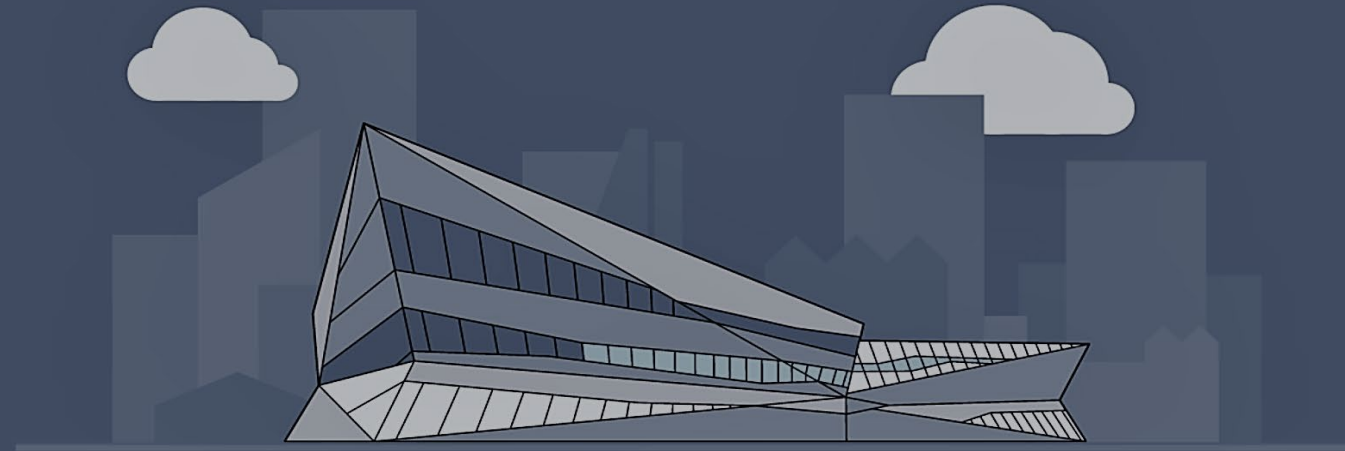


# Mayor's Office for Policing and Crime Quarterly Performance Report

Quarter 3 - 2023/24







# Introduction

# About MOPAC

In London, the elected Mayor - Sadiq Khan - is the Police and Crime Commissioner, ensuring that there is democratic oversight of how policing is delivered across London.

London is policed by the MPS in accordance with the National Policing Framework and the Police and Crime Plan for London.

- The Mayor's Office for Policing and Crime (MOPAC) supports the Mayor in fulfilling his functions by:
- Setting the police and crime objectives through a Police and Crime Plan;
  - Bringing together community safety and criminal justice partners, to make sure local priorities are joined up
  - Setting the force budget and determining the precept;
  - Securing efficient and effective policing by;
  - Holding the Commissioner to account for running the MPS.

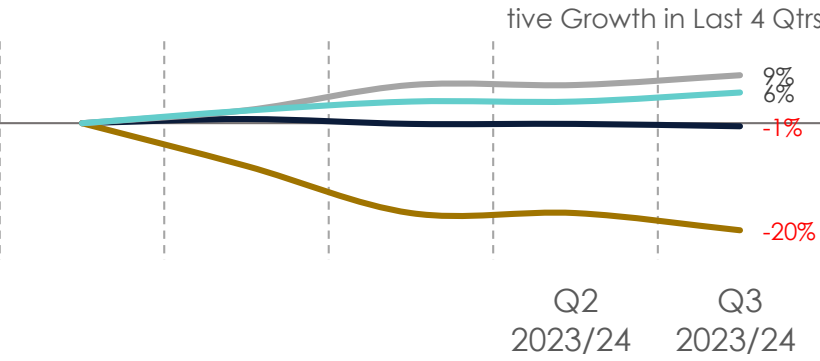
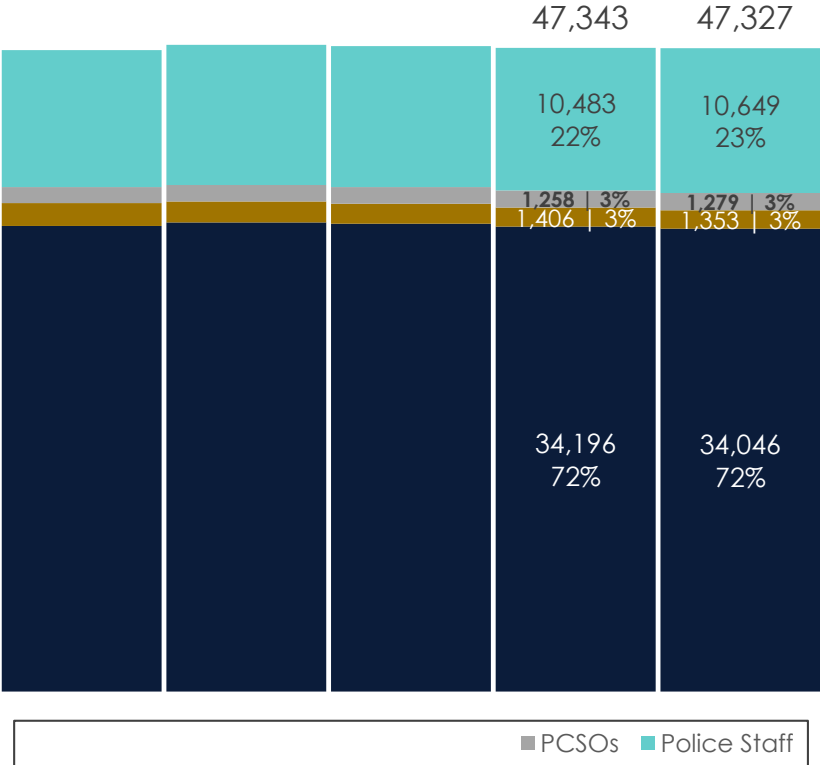
- The following report sets out progress against the Mayor's overarching two responsibilities:
- Priorities for policing and community safety in London (the Police and Crime Plan)
  - Oversight of the MPS (the London Policing Board)



At the end of Q3 2023/24, the Metropolitan Police Workforce consists of:

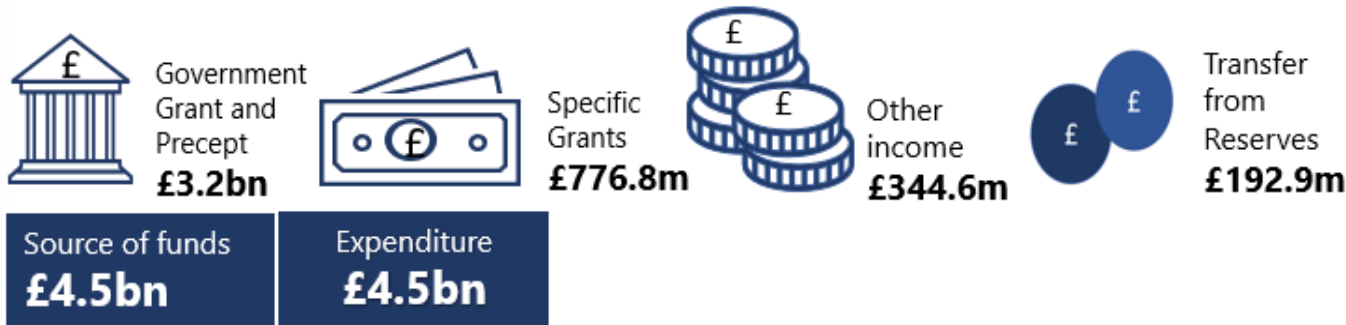
- 34,046 Officers (72% of the total workforce)
- 1,353 Volunteers & Special constables (2% of total workforce)
- 1,279 PCSOs (3% of total workforce)
- 10,649 Staff (23% of total workforce)

## MPS WORKFORCE - 0% GROWTH IN LAST 4 QTRS



# MPS - 2023/24 budget at a glance

## 2023/24 Q3 revised budget



## How we report on MPS business Facts and Figures

### Metropolitan Police

At the end of Q3 2023/24, the Metropolitan Police Workforce consists of a total of **36,678** Officers, Special Constables and PCSOs and **10,649** Staff.



### Revenue Expenditure

The Q3 forecast outturn is for a £27.6m overspend. This represents a decrease of £12.5m compared to the forecast position of £40.1m reported at Q2.

### Capital Expenditure

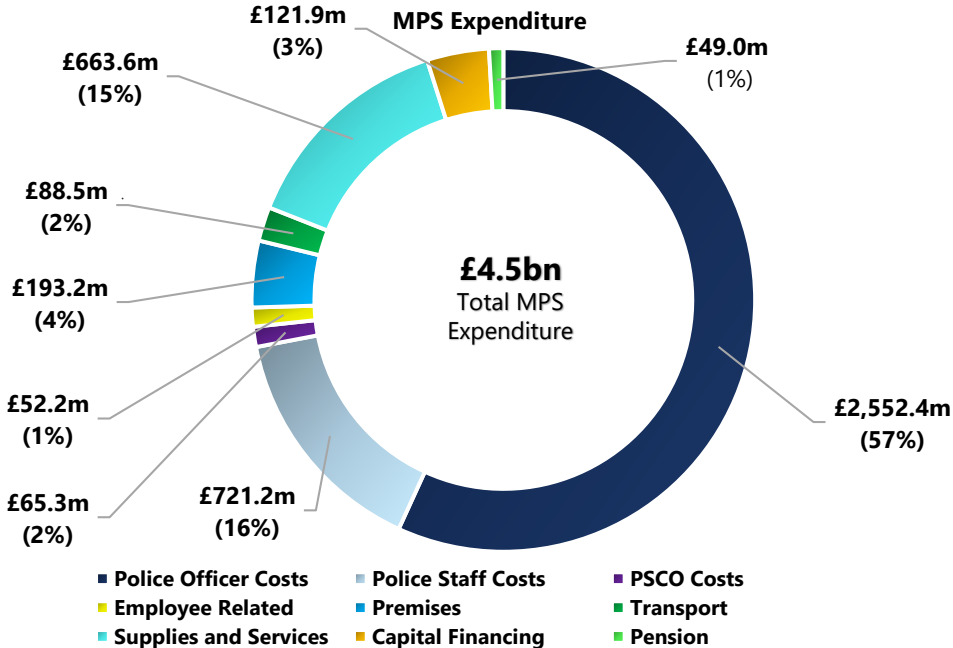
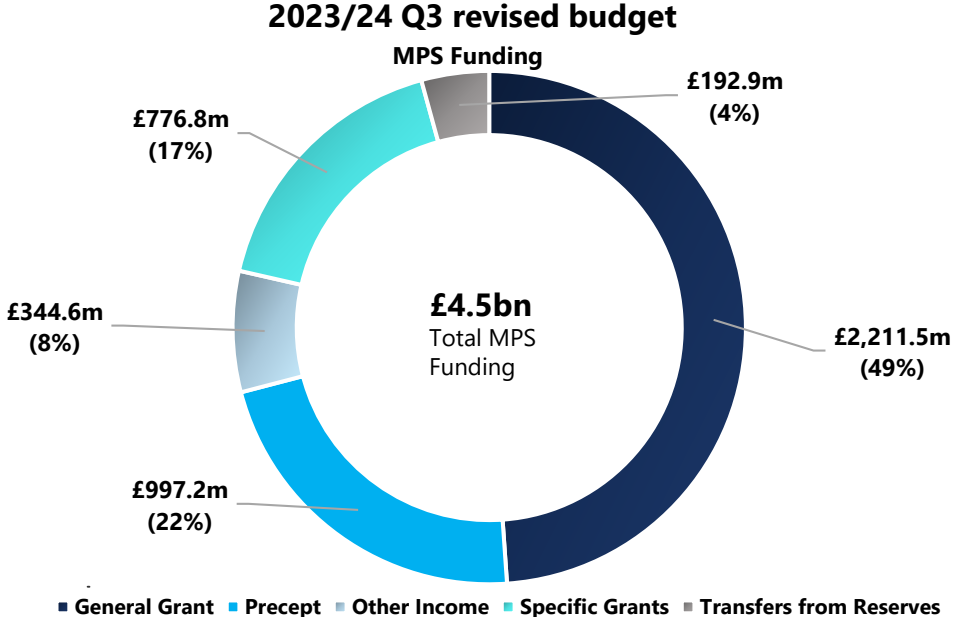
59% of the £335.6m full-year revised budget has been spent as at Q3.

### Savings Delivered

The MPS is forecasting to deliver £33.3m of savings against the approved target of £61.4m this year.

### Planned Reserves Usage

A total of £443.2m earmarked reserves was available at the beginning of the year, and the budget approved a net transfer of £192.9m from reserves at the end of 2023/24.



# Priorities for policing and community safety in London

## The Police and Crime Plan

The Police and Crime Plan sets out the key priorities and objectives for policing and community safety in London over the next three years.

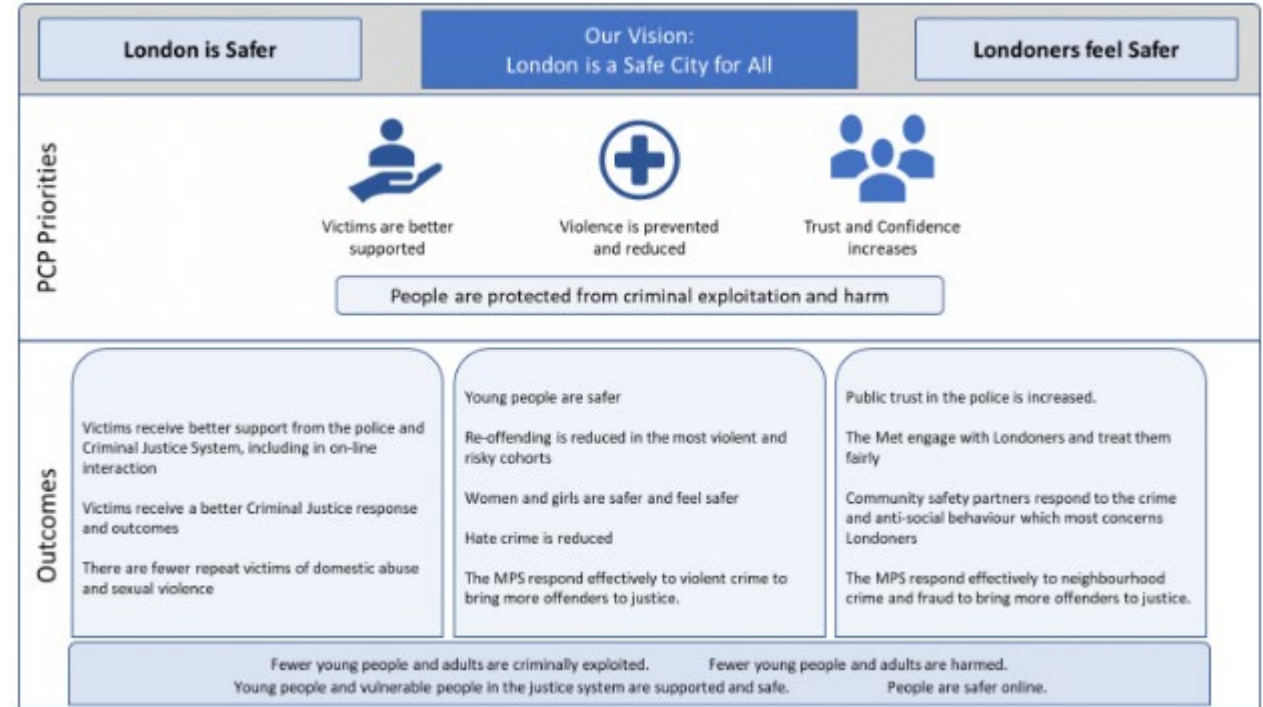
The Mayor's vision is that London is a safe city for all.

The Mayor wants London both to be a safer city and for Londoners to feel safer. It is important that not only do we reduce crime, but that this makes a noticeable difference to Londoners.

To deliver this vision the Police and Crime Plan sets out some key areas for action:

- Reducing and preventing violence
- Increasing trust and confidence
- Better supporting victims
- Protecting people from exploitation and harm

MOPAC is overseeing the delivery of the Mayor's Police and Crime Plan by tracking a core set of measures of policing and crime activity. We have published a new [interactive data dashboard](#) to enable Londoners to follow the progress being made towards achieving those outcomes.



# Oversight of the MPS

## The London Policing Board

The Commissioner has set out how he will address the challenges facing the Met in his [A New Met for London](#) 2023-2025.

The plan sets out how the Met will deliver more trust, less crime and high standards.

The plan includes a set of priorities and measures which the Commissioner agreed with the Mayor and which will be used to judge progress.

These are different to the PCP priorities as they focus exclusively on MPS delivery, however we have ensured that they are aligned.

London Policing Board is the primary forum for the Mayor to hold the Commissioner to account for delivery against this plan.

More Trust Improve Londoners' Perceptions of the MPS	Less Crime The MPS Keeps Londoners Safer	Higher Standards (Improve MPS Culture, Standards and Processes)
Proportion of Londoners who think the Met's doing a good job locally.	Neighbourhood Crime - recorded volume (and outcomes)	The time it takes to resolve public complaints and misconduct matters.
Proportion of Londoners who trust the Met.	Serious violence – recorded volume (and outcomes)	The level of disproportionality in misconduct matters.
The proportion of victims satisfied with the service the Met provides.	Gun Crime – recorded volume (and outcomes)	The proportion of Met officers and staff who feel safe to challenge inappropriate behaviour.
Proportion of Londoners who believe they'd be treated fairly by the Met.	Rape; other serious sexual offences; domestic abuse; stalking and harassment – positive outcomes, repeat victimisation	The proportion of Met officers and staff who say they're fairly treated at work.
Proportion of Londoners who believe stop and search is used fairly (PAS).	Hate crime – positive outcomes, repeat victimisation	The proportion of Met officers and staff who are confident in their leaders (at all levels).
Disproportionality across protected characteristics for all the above measures..	Anti social behaviour– positive outcomes, repeat locations	The proportion of Met officers and staff who are confident inappropriate behaviour and misconduct will be dealt with effectively.



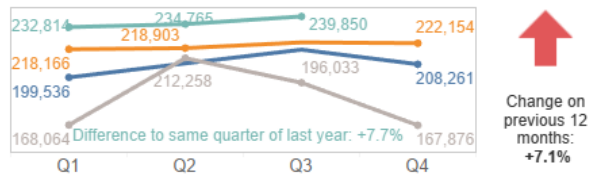


# The Police and Crime Plan



# PCP Headline Performance

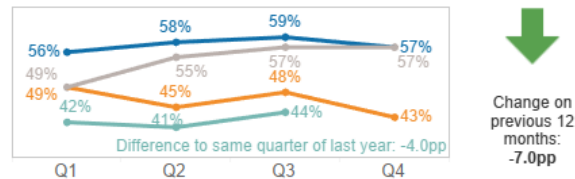
## Londoners are safer - Crime prevalence -TNO Quarterly



Our Vision:  
London is a Safe City for All

2020/2021 2022/2023  
2021/2022 2023/2024

## Londoners feel safer - Worry about crime

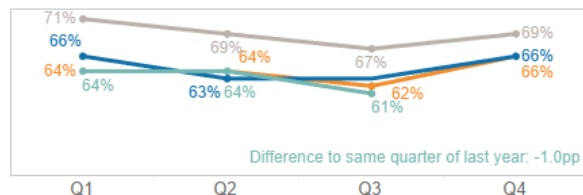


## Victims are better supported

Overall victim satisfaction with the MPS

[Click here to view the Victims and Witnesses Dashboard](#)

Change on same quarter of last year: -1.0pp



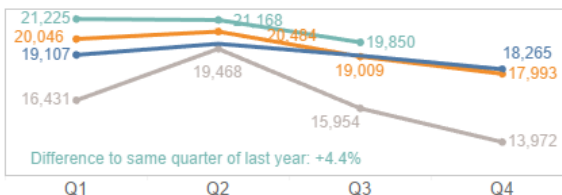
Overall victim and witness satisfaction criminal justice wide

## Violence is prevented and reduced

Violence with injury offences

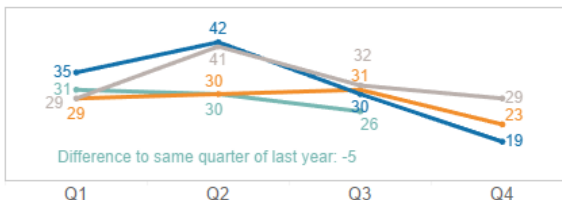
[Click here to view the Violence Dashboard](#)

Change on previous 12 months: +3.1%



Homicide quarterly total

Change on previous 12 months: +1

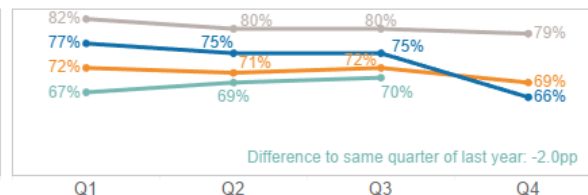


## Trust and Confidence increases

Trust in police

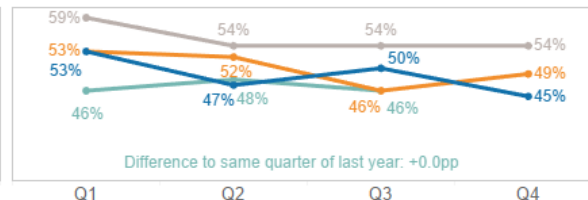
[Click here to view the Trust and Confidence Dashboard](#)

Change on previous 12 months: -2.0pp



Confidence in police (Good job local)

Change on previous 12 months: -2.0pp



New CJS survey will capture both victim and witness satisfaction levels across the entire Criminal Justice system.

## Protecting people from exploitation and harm

We will take a qualitative approach to assessing impact in relation to protection of vulnerable children and adults. No quantitative measures are proposed

Please contact [enquiries@mopac.london.gov.uk](mailto:enquiries@mopac.london.gov.uk) with any feedback or queries related to this dashboard.

Quarters based on the Financial Year  
MOPAC Quarterly Report Q3 2023/24

**MAYOR OF LONDON**  
OFFICE FOR POLICING AND CRIME

# Police and Crime Plan - Quarter 3 FY 2023/24

## PCP Outcomes Summary

Q3 saw significant operational challenges arising from the increase in protest activity, and a rise in hate crime following the Israel – Gaza conflict. The MPS response has been hugely professional, but it has had a significant resource impact.

The impact of this was discussed at the [London Policing Board](#) in December, along with [VAWG](#) and [tackling youth violence](#).

Despite these challenges, the latest data from the MOPAC Public Attitude Survey (PAS) found that the proportion of respondents worried about crime in their local area has fallen by 9% over the last year to 41%. The proportion of respondents worried about anti-social behaviour in their local area has fallen by 14% to 36%.

**“Victims are better supported”** – Victim satisfaction (USS) was 64% in Q3, stable compared to the previous quarter. Telephone satisfaction and online satisfaction are stable at 37% and 33% respectively.

**“Trust and confidence increases”** – In Q3 47% of Londoners feel police do a good job in the local area 69% trust the MPS. Data from the ONS Crime Survey for England and Wales show that public confidence in the MPS has stabilised since September 2022. ONS data for the year ending September 2023 show that public confidence in the MPS (52%) is above the England & Wales average (49%) and its most similar forces – Greater Manchester (39%), West Yorkshire (44%) and West Midlands (45%).

**“Violence is prevented and reduced”** – The latest ONS data shows that the rate of violence with injury per 1,000 population is lower in London (8.91) than the rest of England and Wales (9.48) – and lower still than the average for the Met’s group of most similar police force areas – Greater Manchester, West Yorkshire and the West Midlands (11.67).

## PCP Outcomes Summary

Total homicide offences have reduced compared to the previous quarter (-4 offences) and the same quarter last year (-5 offences). According to MPS data, 2023 (110) and 2022 (109) saw fewer murders in London than any year since 2014 (95).

Hate Crime has increased, driven by increases in Anti-Semitic Hate Crime (+898% on the same quarter last year) and Islamophobic Hate Crime (+182%).

**“People are protected from exploitation and harm”** – The MOPAC commissioned HMICFRS inspection into the MPS handling of child exploitation highlighted three areas of concern. MOPAC is working with the MPS to ensure that an appropriate response is in place.

## Financial Position (Q3)

### MPS

The MPS full year revised budget is £4,523.1m, an increase of £131.4m compared to the 2023/24 original budget of £4,391.7m.

The budget has been updated to reflect additional income (£21.8m) and specific grants (£94.2m). The latter is made up of £157.2m offset by the loss of PUP funding £63m.

### MOPAC

In March 2023, the MOPAC and VRU budget for 2023/24 was set at £72.7m. As at Quarter 3, MOPAC and the VRU are forecasting an underspend of £1.6m, largely driven by an underspend in commissioning of £4.7m offset by increased staffing costs of £2.1m and specific grants of £1.0m



# Victims are better supported

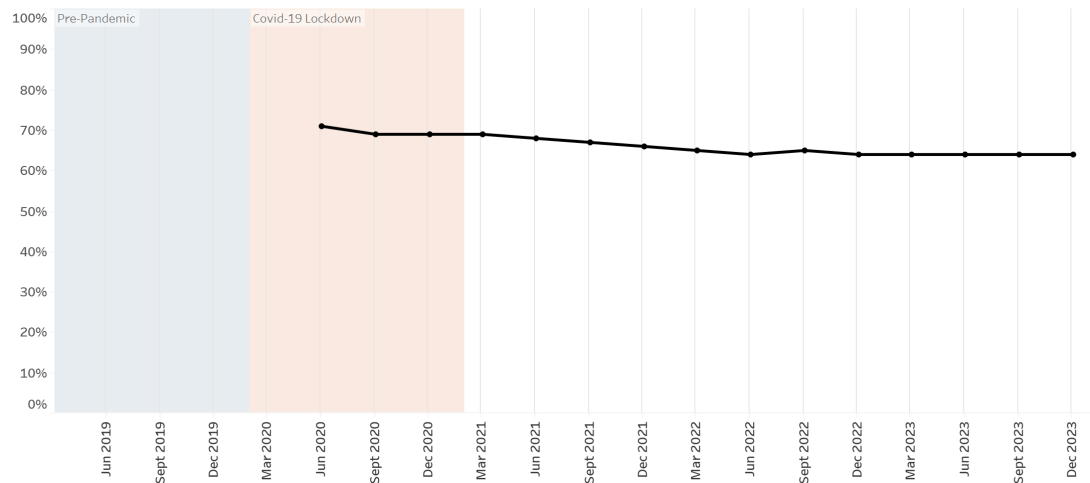
## PCP Outcomes:

The PCP sets out the following desired outcomes for this priority:

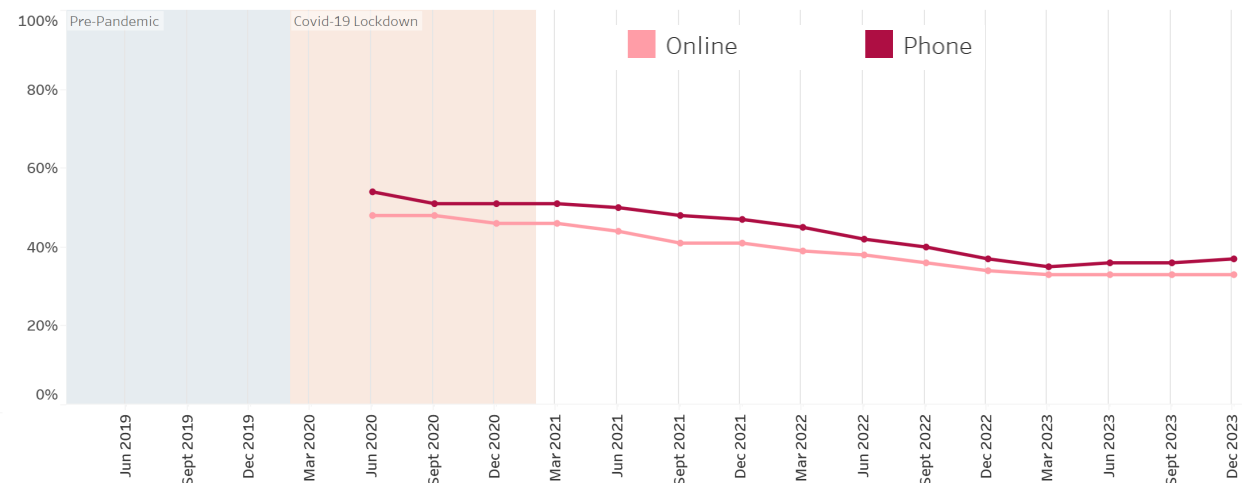
1. Victims receive better support from the police and Criminal Justice System, including in online interaction;
2. Victims receive a better Criminal Justice response and outcomes;
3. There are fewer repeat victims of domestic abuse and sexual violence.

# Data Overview

## Overall victim satisfaction



## TDIU victim satisfaction



- Overall victim satisfaction is at 64% in the most recent quarter (Q3 23-24), this is broadly stable compared to last quarter and the same quarter the previous year.
- 37% of victims who reported their crime to the TDIU via telephone feel satisfied with the service received. This is a 1 percentage point increase compared to last quarter and is stable compared to the same quarter the previous year.
- 33% of victims reporting their crime to the TDIU online feel satisfied, which is the same as the last quarter and a 1 percentage point decrease compared to the same quarter the previous year. The introduction of victims of theft in Q1 23-24 into the TDIU survey appears to have impacted satisfaction for online reporters.
- In Q3, satisfaction would have been at 34% without victims of theft, rather than the 32% seen. *Note these figures are discrete quarter rather than rolling 12-months.*

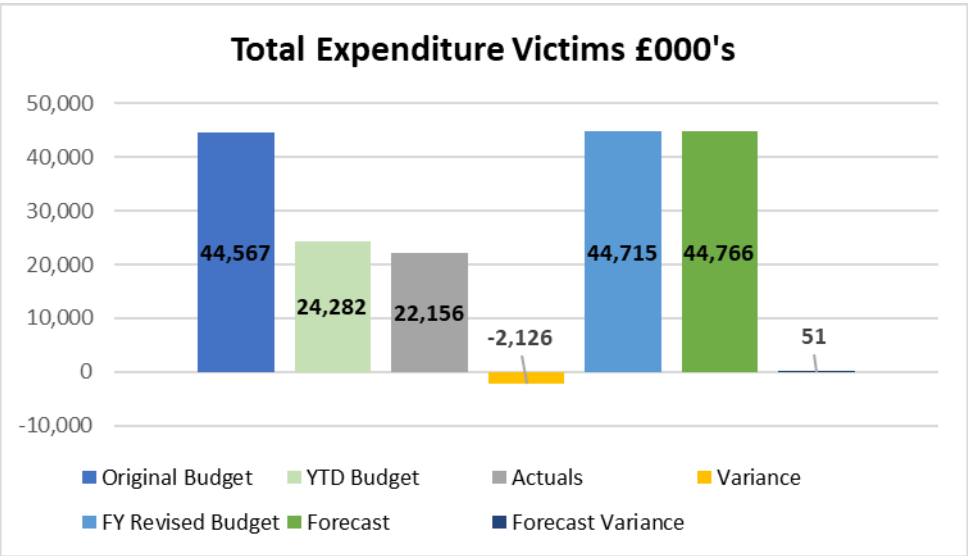
Source: MOPAC User Satisfaction Survey. Rolling 12-month data.

# Overview of PCP Delivery

## Financial Overview – MOPAC budget

In March 2023, the Victims gross expenditure budget was set at £44.6m. The budget has subsequently been increased by £0.1m to £44.7m due to a combination of additional grant income and transfer from reserves.

As at Quarter Three the YTD position is an underspend of £2.1m, largely within commissioning, with expenditure of £22.2m having been incurred against a YTD budget of £24.3m. The full year forecast position is an underspend of £0.1m.



Note: slide 16 includes budget information for key commissioned services. This does not represent the total expenditure in this area.

## Delivery Summary

**User Satisfaction and TDIU Survey Findings:** Overall victim satisfaction is at 64% in the most recent quarter (Q3 23-24), this is broadly stable compared to last quarter and the same quarter the previous year. TDIU telephone satisfaction and online satisfaction have both remained relatively stable at 37% and 33% respectively.

**Victim Care:** Measures of compliance with the national Code of Practice for Victims of Crime (“the Victims’ Code”) have remained relatively stable over the last quarter (see slide 56).

However, the proportion of victims reporting the opportunity to provide a victim statement has fallen by 10 percentage points on the previous year, those reporting being offered the services of LVWS has fallen by 5 percentage points on the previous year, and those who took up the offer of LVWS but were subsequently not contacted by them has increased by 5 percentage points on the previous year.

The MPS launched the enhanced Victim Focus Desk in Quarter 3 to improve the service provided to victims of crime.

**Outcomes of Investigations:** In the twelve months to the end of Q3 (December 2023) victims did not support action in 51% of Domestic Abuse, 33% of Other Sexual Offence cases and 46% of Rape cases.

**Met CC:** The MPS have simplified the process to quickly identify vulnerable repeat callers, when taking a call, an issue raised in the HMICFRS Peel inspection.

# Improving Victim Care

## MPS End-to-End Victim Care Programme

As set out in the New Met for London Plan, MOPAC is working with the MPS to significantly improve their service to victims of crime. This includes a comprehensive range of measures to provide victims with a more consistent and compassionate service from the police, which are being delivered as part of their End-to-End Victim Care Programme.

On 26 October 2023, the MPS publicly launched their enhanced Victim Focus Desk to improve the service provided to victims of crime by extending operating hours to offer victims more regular updates, support and advice.

The rollout of the new My Met Service feedback mechanism continued throughout Q3, following its launch in Q2. This provides victims the opportunity to give timely feedback on their interactions with officers and directs them to the Victim Care Leaflet via a QR code. The introduction of the QR code will result in more victims receiving this leaflet and the User Satisfaction Survey has shown that victims who report receiving it are significantly more satisfied.

MOPAC continues to work with the MPS to facilitate the new 'victim voice forum', which met twice during Q3 following its first meeting in September. The sessions are facilitated by trained professionals and involve victims from across a wide range of crime types and diverse backgrounds discussing how victims are treated within the MPS. The forum will challenge and inform police policy and practice, shaping solutions to influence and inform the frontline, as well as being a sounding board for new innovative ideas and processes.

The MPS also announced their intention to establish further groups to strengthen engagement with victims from specific communities and MOPAC will be working with the MPS to establish them.

## Transforming the Response to Rape and Sexual Offences

The new national operating model for the policing response to rape and other sexual offences, which has been developed through the Operation Soteria-Bluestone programme, was published in July with further updates and additions published in September. The MPS started working with the national programme team on its rollout in September, which continued throughout Q3.

MOPAC concluded the first stage of the review of its commissioned specialist services supporting victims of sexual violence (SV) in Q3. This has involved:

- a comprehensive programme of engagement with victims/survivors to understand their experience and seek their views on how support arrangements for victims/survivors could be improved; and
- a series of workshops and other engagement activities with VCS providers, the MPS and wider partners to scope out options for the design of future services.

Recommendations for the design of future services in London were finalised in Q3 and in Q4 MOPAC will start work on their implementation, including planning for the recommissioning of these services in 2024/25.

Alongside this, MOPAC have been engaging with NHS England (NHSE) as part of their Enhanced Mental Health Pathfinder (EMHP) project, which seeks to improve the support available to victims/survivors of SV who have complex mental health needs, MOPAC is working closely with NHSE to ensure the recommendations from its own review of SV victim support services are aligned with the findings of the EMHP project.



# Overview of MOPAC Activity

## Overview

MOPAC is in the process of recommissioning the London Victim and Witness Service. The service will be replaced by four contracts for services working in concert as part of an ecosystem of support for victims of crime. The four tenders include Generalist Adult Support, Domestic Abuse Support, Support for Children and Young People, and Restorative Justice services. In Q3, MOPAC published the two tenders for the Generalist Adult Service and the Domestic Abuse Service. The remaining two tenders will be published in Q4. All services will go live on 1st October 2024.

MOPAC worked with the CATCH Partnership, as the providers of London's specialist service supporting victims of hate crime, to respond to the impact of the conflict in the Middle East on communities in London. This included providing additional Mayoral funding to increase the capacity of the service to manage the rising levels of hate crime.

Assessment of applications to the second round of the Mayor's VAWG Grassroots Fund, which supports the resilience of organisations working to end VAWG in minoritised and marginalised communities, was conducted in Q3. Applicants were informed of the outcome in December and projects will start mobilising in Q4.

Following delays in being able to access the data required to complete both the research into reasons victims withdraw from the CJS and the Child Sexual Abuse (CSA) research and case review, initial findings from the report for victim withdrawal are due to be presented to the London Criminal Justice Board in March 2024.

For the CSA research the work is now well underway. The report is now forecast to be published in Q3 of 24/25. This has been delayed to allow greater time to consult upon the findings and recommendations following the Mayoral election.

23/24 Key Project Activity		Base	F'Cast	Conf.
1	Launch pilot to provide independent legal advice to victims of rape going through the criminal justice system	Q4 22/23		CA
2	Launch second round of the VAWG Grassroots Fund, with £3m available over 2 years for specialist agencies	Q2		CG
3	Launch pilot to test resources to improve support trusted adults can provide to young victims of crime	Q4 22/23		CA
4	Support TfL in launching a pilot to provide enhanced support to Road Traffic victims	Q2		CG
5	Support the MPS in launching the Victim Voice Forum to support the delivery of the New Met for London Plan	Q2		CG
6	Publish tenders to recommission MOPAC's core victim services for adults and domestic abuse victims	Q3		CG
7	Commission a pilot with Cyber Helpline to enhance support for victims of cyber-enabled crime in London	Q3		CG
8	Agree recommendations for the recommissioning of specialist services supporting victims of sexual violence	Q3		CG
9	Complete research into reasons victims withdraw from the criminal justice process (CJS)	Q4 22/23	Q4	R
10	Support the MPS in establishing the first phase of a multi-agency Victim Care Hub in London	Q4		A
11	Conduct Child Sexual Abuse research and case review	Q4 23/24	Q3 24/25	R
12	Launch an ASB Mediation Pilot with local authorities	Q4		G



# Overview of MOPAC Commissioned Services

Service	Budget 23/24		Target 23/24	YTD	Conf.
London Victim and Witness Service	£7.86m	% of vulnerable victims referred who take up support	25%	31.3%	G
		% of witnesses referred who take up support	65%	83.7%	G
		No. of domestic abuse victims referred who are supported by a specialist advocate	1024	1053	G
Children & Young People's Victim & Witness Service	£1m	% of young people referred receiving ongoing support	33%	32.4%	A
		% of young witnesses referred receiving pre-trial support	66%	97%	A
Havens (Sexual Assault Referral Centres)	£2.1m	% of Forensic Medical Examiner statements issued in 15 working days	70%	73.6%	A
Survivors Gateway & associated support services for victims of sexual violence		No. of referrals processed by the Survivors Gateway 'Navigators'	2,900	2,458	G
		No. of victims/ survivors being supported by an Independent Sexual Violence Advocate (ISVA)	1470	2,408	G
		No. of counselling hours delivered to victim/ survivors at the Rape Crisis Centres	19,440	14,417	A
Ascent Advice Partnership (specialist service supporting victims of domestic abuse (DA))	£700k	No. of calls & digital contacts to hub, providing support to victims/survivors of domestic abuse	1850	1342	A
London Advocacy & Holistic Wraparound Service (specialist service supporting migrant victims of DA)	£960k	No. of victims with no recourse to public funds provided with wraparound support	125	132	G
CouRAGEus (specialist service supporting young victims of violence against women & girls)	£870k	No. of young victims supported by a specialist advocate	300	271	G
London Stalking Support Service	£375k	No. of people able to access service's web-based and telephone support	4,000	3832	G
Prevention & Advice Community Training (specialist service supporting victims of Harmful Practices)	£530k	No. of victims of Harmful Practices receiving 1-2-1 casework support	490	457	G
The Lighthouse (specialist service supporting victims of child sexual abuse)	£500k	No. of children and young people who have been supported by The Lighthouse	220	322	G
		<i>New outcome measure being developed; available from end November</i>	N/A		

## Notes:

This table does not represent all expenditure in this area



# Trust and confidence increases

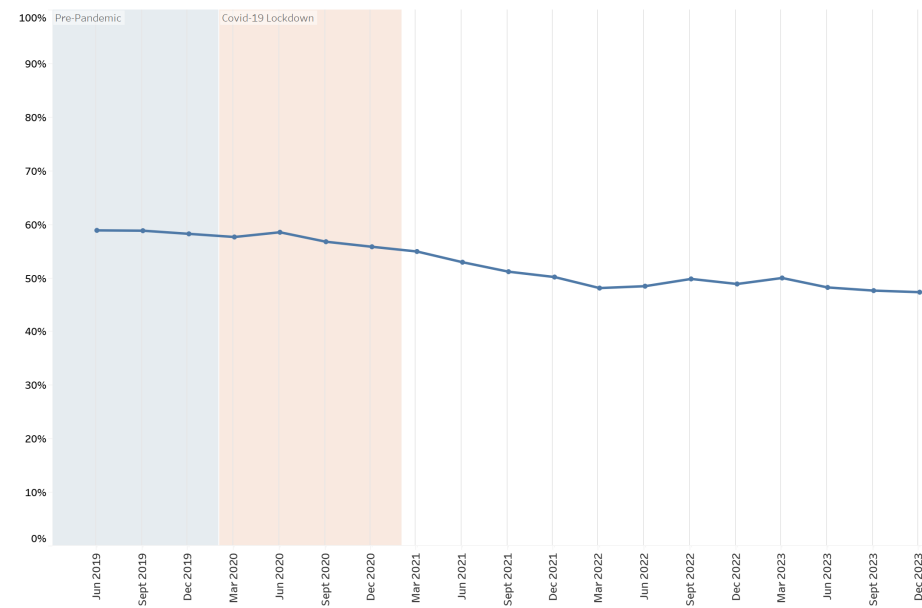
## **Outcome Statements:**

The PCP sets out the following desired outcomes for this priority:

1. Public trust in the police is increased;
2. The MPS engage with Londoners and treat them fairly;
3. Community safety partners respond to the crime and anti-social behaviour which most concerns Londoners;
4. The MPS respond effectively to neighbourhood crime and fraud to bring more offenders to justice.

# Data Overview

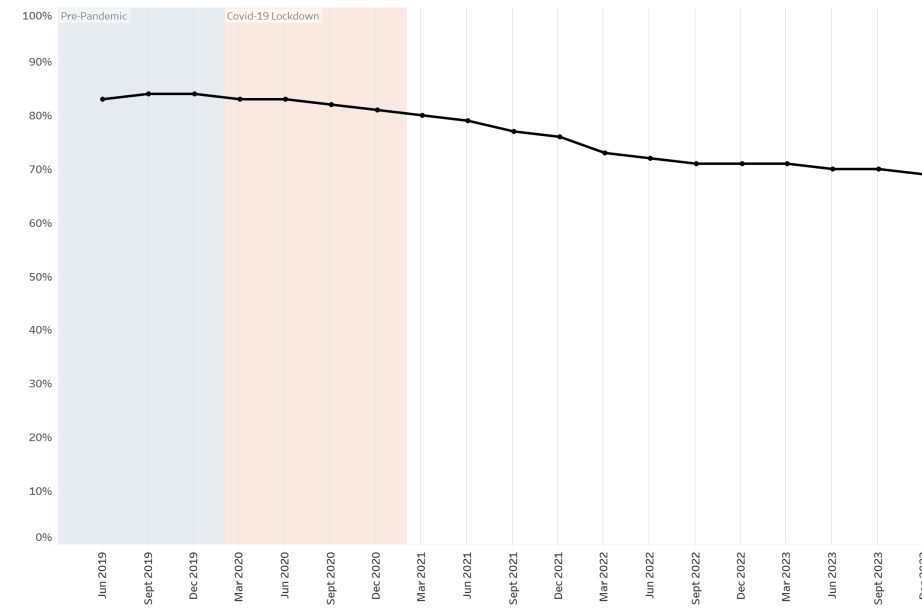
## Good Job Local (confidence)



- Confidence stands at 47% in the most recent quarter (Dec 23).
- This is 1 percentage point lower than the previous quarter, and 2 percentage points lower than the same quarter last year.
- ONS data for the year ending September 2023 show that public confidence in the MPS (52%) is above the England & Wales average (49%) and its most similar forces – Greater Manchester (39%), West Yorkshire (44%) and West Midlands (45%).

Source: MOPAC Public Attitude Survey. Rolling 12-month data.  
\* Percentage who say the police are doing an excellent or good job in their local area

## More Trust



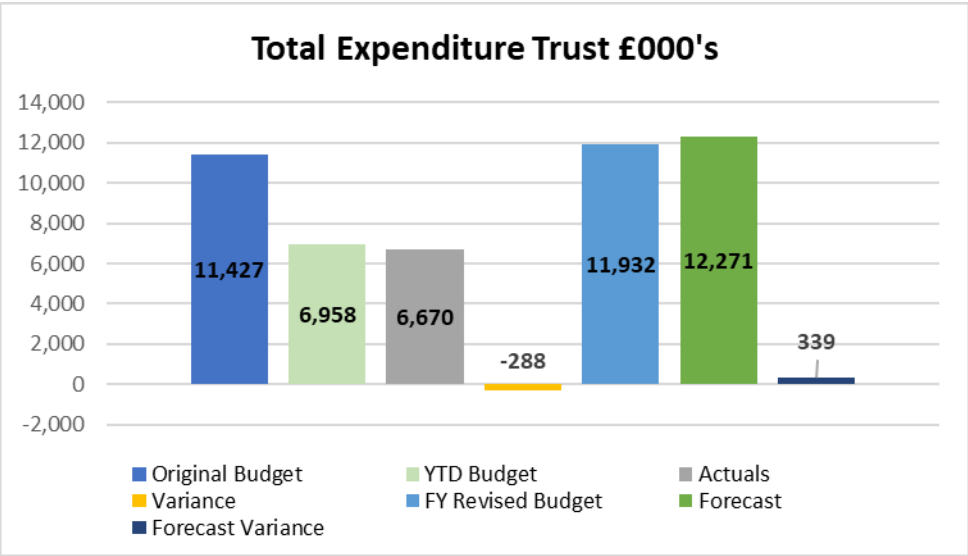
- Trust stands at 69% in the most recent quarter.
- This is 1pp. lower than the previous quarter, and 2 percentage points lower than the same quarter last year.

# Overview of PCP Delivery

## Financial Overview – MOPAC budget

In March 2023, the Trust and Confidence gross expenditure budget was set at £11.4m. The budget has subsequently been increased by £0.5m to £11.9m, reflecting an increase in investment in trust and confidence funded through additional grant income and a net transfer from reserves to align funding with project delivery.

As at Quarter Three, the YTD position is an underspend of £0.3m, with expenditure of £6.7m having been incurred against a budget of £7m. This is mainly due to budget profiles, the forecast position is a small overspend of £0.3m.



## Delivery Summary

**Trust in the MPS:** has remained relatively stable this quarter (69%, -2 pp. compared to Q3 23-24).

**Confidence:** has also remained stable (47%, -2pp. compared to Q3 23-24) according to PAS, consistent with the ONS Crime Survey for England and Wales which shows that public confidence in the MPS has stabilised since September 2022.

**Police Response:** 999 call answering times improved in Q3 compared to Q2 (see slide 73). 84% of calls were answered within 10 seconds, 5 percentage points up on Q2 and 17 above Q3 2022/23.

**Neighbourhood Crime:** Some neighbourhood crime types have increased (see slide 71) in the most recent quarter. Robbery of personal property (+17%) and theft from person (+32%) have increased significantly over Q3 23-24 as compared to Q3 22-23.

Most acquisitive crime (with the exception of theft from person) is below pre-pandemic levels. According to MPS data, the number of burglaries in London has fallen to 56,778 in the 2023 calendar year, a reduction of more than 10,000 offences per year since 2016 (68,414 offences in the calendar year). This is a reduction of -17%.

Latest data from the MOPAC Public Attitude Survey (PAS) found that the proportion of respondents worried about crime in their local area has fallen by 9% over the last year to 41%. The proportion of respondents worried about anti-social behaviour in their local area has fallen by 14% to 36%. (PAS Q2 22-23 versus Q2 23-24)

# Overview of PCP Delivery

## Police Response

HMICFRS highlighted call handling as a reason for the MPS entering engage. The MPS improvement plan has resulted in significant reductions in 999 call answering time, as well as better identification of vulnerability.

There has been an improvement in 999 call answering times in Q3 (see slides 72-73). In Q3 the proportion of calls answered within 10 seconds is 17 percentage points above Q3 2022/23. National statistics show that as of December 2023, the MPS answered 83% of calls in under 10 seconds which is in line with England and Wales (86%).

Response time performance for I calls (15 min target) remains the same as the previous quarter (81% attended within the target time of 15 minutes). Performance for S calls (1-hour target) remains stable on the previous quarter (+1%, with 60% of calls attended within 1 hour).

## Community Engagement

Work to develop the stop and search charter has continued. The MPS has taken a phased approach, which has slowed the pace of delivery, but allowed for a period of co-production with communities. The MPS will launch London-wide survey in quarter 4 to further inform the final Charter. MOPAC officers have provided support and advice to the MPS on the delivery of this work and will continue to do so.

Stop and search disproportionality between Black and White Londoners is stable, with Black Londoners 3.3 times more likely to be stopped than White Londoners (see slides 58 and 59).

MOPAC and the MPS have been working to build on the community engagement and scrutiny review work and the wider evidence base, to develop, test and cost a set of practical operating models aligned to the 'strongest ever neighbourhoods' strand of NMfL. This work will be completed in quarter 4.

## Neighbourhood Crimes

Robbery of personal property (+17%) and theft from person (+32%) have increased over Q3 23-24 as compared to Q3 22-23. Mobile phone theft is one of the drivers, with a 27% increase in mobile phone robbery and a 45% rise in theft of mobile phones in Q3 23-24 as compared to the same quarter last year.

In October 2023 the Mayor and Commissioner held a roundtable with mobile phone companies, to secure further commitments from them to design out mobile phone robbery. MOPAC has continued to work closely with the MPS to drive activity. Regarding retail crime the MPS has appointed a Commander-level lead and the business crime hub is also working with all partners to prevent shoplifting/retail offences and to advise businesses on how to keep their staff and businesses safe. City Hall is supporting this with record investment to provide an additional 1,300 Town Centre officers and 500 new Police Community Support Officers to bolster town centre policing team.

## Oversight of Met Reform

The London Policing Board (LPB) met in September and December 2023. Topics discussed at the September 2023 meeting included Baroness Casey's overview of her review and the proposed approach of the LPB going forward, the New Met for London plan, and the culture and standards within the MPS.

Topics discussed at the December 2023 meeting included, but were not limited to, the Met's approach to becoming an anti-discrimination organisation, tackling violence against women and girls, and violence affecting children and young people.

# Overview of MOPAC Activity

## Overview

Work on delivery of the Mayor's Action Plan for Transparency, Accountability and Trust in Policing has continued. The community engagement review has been completed and shared with key stakeholders. Further work is underway with the Met and local partners to develop, test and cost new models of community scrutiny. This work is informed by the insights gained through the Black Thrive review, the scrutiny pilots and data from the Public Attitude Survey.


Work has continued at pace on the 'strongest ever neighbourhoods' programme and good progress has been made in scoping and identifying the right tools for digital approaches to enable and improve communication between police and Neighbourhood Watch.

Progress has been made on the cannabis research, which will be published shortly. The methodology and approach to the body worn video research has been agreed so that work can be taken forward.

MOPAC have worked with the Safer Schools Partnership Board and the VRU to develop a draft outcomes framework for Safer Schools Officers. This will go out for further consultation with a broader set of stakeholders before finalisation in Q1 2024/5.

MOPAC continues to support and advise the MPS on the delivery and governance of their VAWG Action Plan. Tackling VAWG was also the focus of the December meeting of the London Policing Board (LPB) and MOPAC officers supported an expert session with LPB members ahead of the meeting to facilitate effective oversight.

23/24 Key Project Activity		Base	F'Cast	Conf.
1	Publish Community Engagement Review	Q2	Q4	R
2	Work with the MPS to ensure the MOPAC community engagement review and work on 'strongest ever neighbourhoods' are aligned and delivered	Q4		G
3	Deliver and evaluate community scrutiny pilots	Q4		G
4	Publish research on stop and search interactions through Body Worn Video	Q4	Q4 24/25	R
5	Deliver research into impact of cannabis enforcement on tackling violence	Q2	Q1 24/25	R
6	Support the MPS to consult and clarify outcomes of police in schools	Q3	Q1 24/25	A
7	Produce young people friendly materials about how to make a complaint about police	Q3	Q2 24/25	A
8	Support the MPS to develop their VAWG action plan	Q3		G
9	Work with the MPS to deliver Operation Onyx	Q4		G
10	The LCJB to review the file quality pilot and identify learning to embed across the Met.	Q4	Q2 24/25	A



# Violence is prevented and reduced

## **Outcome Statements:**

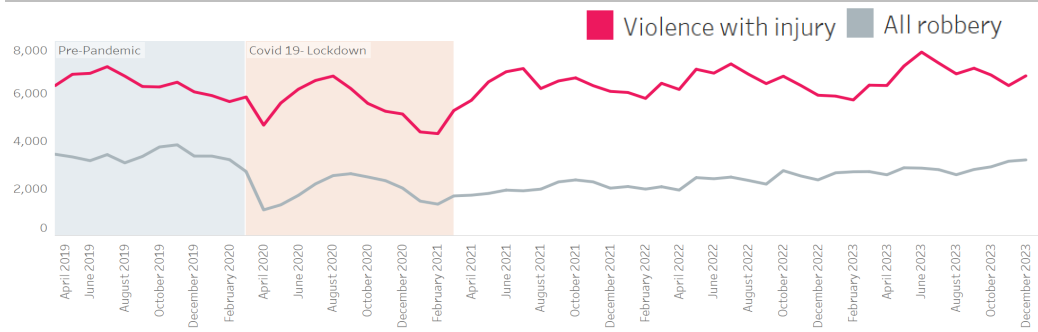
The PCP sets out the following desired outcomes for this priority:

1. Young people are safer;
2. Re-offending is reduced in the most violent and risky cohorts;
3. Women and girls are safer and feel safer;
4. Hate crime is reduced;
5. The MPS respond effectively to violent crime to bring more offenders to justice.



# Data Overview

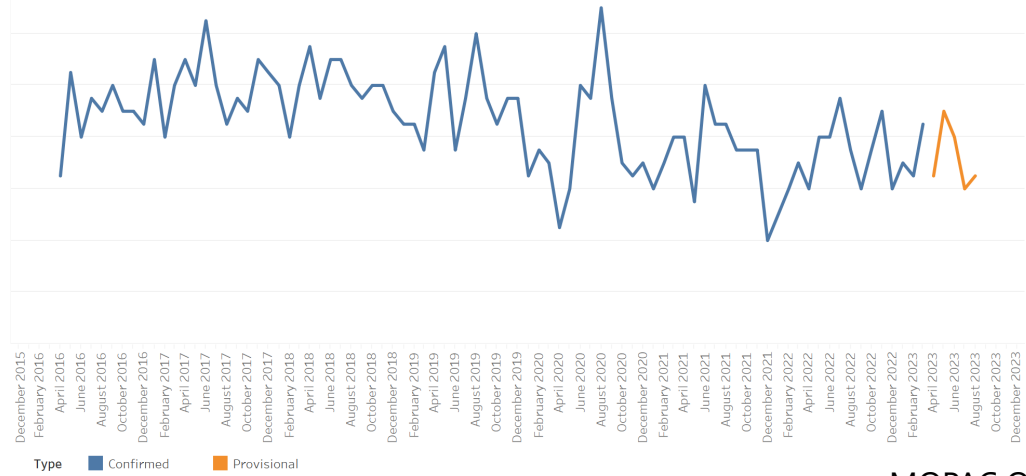
## Violent Crime



- **Violence with injury** is has reduced on the previous quarter (-6%) but is +5% on Q3 22-23. ONS data shows that the rate of violence with injury per 1,000 population is lower in London (8.91) than the rest of England and Wales (9.48)
- Total Robbery has increased on the previous quarter +13%, and +21% on Q3 22-23.

## Finalised Hospital Admission Episodes – Met Police

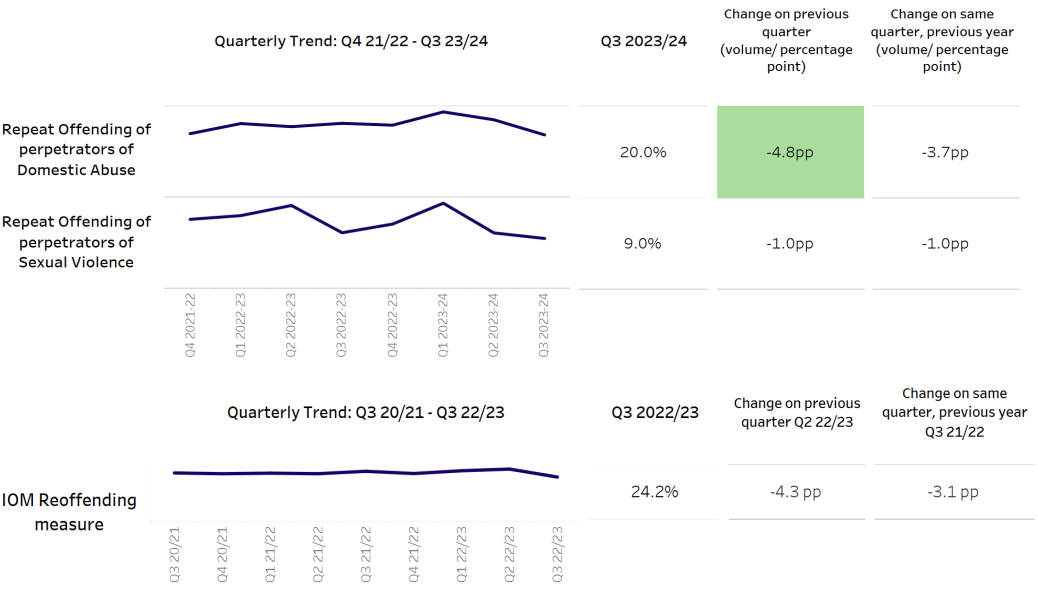
Finalised admission episodes represents the volume of knife/sharp instrument injury admissions to hospital as measured by the NHS



From NHS Published Data

## Repeat Offending

The MPS identifies, disrupts and apprehends the most dangerous perpetrators



- A fifth of **Domestic abuse** perpetrators are repeat offenders in Q3 23-24. This is a reduction as compared to the same quarter last year (-4 pp.).
- In Q3 23-24 9% of **sexual offence** perpetrators were repeat offenders, stable as compared to the same quarter last year (-1 pp.).
- The **reoffending rate\*** for those offenders on the Integrated Offender Management (IOM) cohort has also reduced on both the previous quarter and the same quarter last year.

\*IOM Reoffending Rate: data source is Home Office ID-IOM platform. Reoffending rate calculation is a measure of the number of IOM cases that were charged with offences within a given quarter divided by the number of IOM cases that had the opportunity to do so (were managed within an IOM for at least one day during the quarter in question). IOM reoffending data is currently unavailable and will be updated when the data issue has been resolved by the central IOM team.

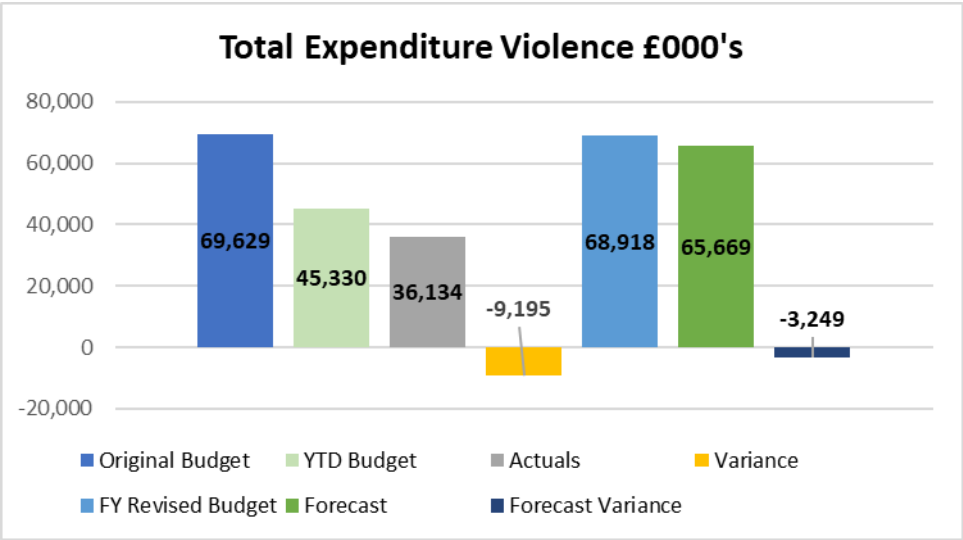
# Overview of PCP Delivery

## Financial Overview – MOPAC budget

In March 2023, the Violence gross expenditure budget was set at £69.6m. The budget has subsequently been reduced by £0.7m to £68.9m as the result of a combination of reduction in grant income and transfer to reserves.

As at Quarter Three, the YTD position is an underspend of £9.2m, with expenditure of £36.1m having been spent against a budget of £45.3m. This is mainly due to budget profiles not being aligned with when expenditure will be incurred.

The forecast position is a £3.2m underspend. The underspend is largely due to an underspend in commissioning spend relating to projects where delivery has been reprofiled into the next financial year.



## Delivery Summary

The MPS compares favourably with the national position for the rate of violent crime per 100 population (ONS data).

**Violence with injury** reduced by 6% on Q2 but went up by 5% on Q3 22-23. The most recent ONS publication shows that violence with injury rates are lower in London (8.91 per 1,000 population) than in England and Wales (9.40) and most similar forces (11.67).

**Gun crime** decreased by 8% from Q3 in 22-23 (see slide 68).

**Knife crime with injury offences (under 25, non-DA)** in Q3 23-24 have decreased on Q2 (-17%) as well as Q3 22-23 (-11%, with 39 fewer offences). NHS data shows that the number of hospital admissions in London for injuries caused by assault with a sharp object in 2022-23 was 18% lower than in 2016-17. The number of admissions for injuries caused by assault with a sharp object in 2022-23 was 25% lower for patients aged under 25 and 8% lower for over 25s than in 2016-17.

**Total Robbery** increased by 13%, on the previous quarter and 21% on Q3 22-23.

There were 26 **Homicide offences** in Q3 23-24. This is a reduction on the previous quarter (-4 offences), and on the same quarter in 22-23 (-5 offences). Research from University College London showed that the homicide rate in London in 2021 was nearly four times lower than in New York and lower than other major global cities including Barcelona, Berlin, Chicago, Madrid, Los Angeles, Paris and Toronto.

**Hate Crime offences** increased by 40% compared to the same quarter in 22-23, driven by increases in Anti-Semitic Hate Crime (+898%), and Islamophobic Hate Crime (+182%). This is linked to events in Israel and Gaza. (see slide 69).

# Overview of PCP Delivery

## Preventing and reducing violence affecting young people

In December the first two BCUs went live with the proactive Model: in one BCU in first week - 25 arrests for robbery, offensive weapons, recalls to prison, breach of bail/CBO, PWITS, and sexual offences.

The Winter Campaign (initiated November 2023) saw over 900 arrests, including those for robbery, 67 weapons recovered.

December saw Live Facial Recognition deployed into Croydon, resulting in seven arrests for a range of offences including, rape and GBH.

Operation Orochi continued to identify criminals causing harm through drugs supply. In partnership with TVP two offenders were charged with a range of serious offences, including false imprisonment.

In November Operation Sceptre looked to tackle knife crime and in particular online sales. The MPS focussed on habitual carriers and engaged with young people to steer them away from carrying one.

The MOPAC Youth Survey 21-22 of nearly 12,000 young people found that the proportion of young people who said they knew someone who has carried a knife in 2021-22 fell to 14% - nearly halved since 2018 (26%). The number of young Londoners who said they know someone who is in a gang more than halved to 10% in 2021-22, down from 23% in the previous 2018 survey.

Latest data from the MOPAC Public Attitude Survey (PAS) found that the proportion of respondents worried about crime in their local area has fallen by 9% over the last year to 41%. Corresponding falls have been seen for worry about knife crime in the local area (down by 6% in the last year, to 49%) and worry about gun crime in the local area (down by 29% in the last year, to 17%). (PAS Q2 22-23 versus Q2 23-24)

## Reducing reoffending by the most violent and high-risk

As part of the Winter campaign, 15 offenders were arrested on recall to prison and 75 offenders were arrested for bail act offence or being wanted on warrant. Op Orochi continued to engage with drug users to ensure diversion opportunities were available and to deter re-offending.

## Making London a safer city for women and girls

MOPAC led 16 days of activism against gender-based violence (25/11-10/12) linked to the Mayor's Tackling Violence Against Women and Girls (VAWG) Strategy. Themed around the cost of living crisis, it highlighted the disproportionate impact on victims of VAWG.

In December the MPS launched their VAWG Action Plan. MOPAC supported development of the plan and will work with the MPS to oversee both its delivery and impact on women and girls in London.

## Preventing hate crime

London has seen a spike in antisemitic and Islamophobic hate crime following events in Israel and Palestine. With an injection of emergency funds from the Mayor, MOPAC has provided additional resources to meet the increased demand on services supporting those communities.

MOPAC is working with the MPS and the communities impacted to ensure their concerns are addressed. The MPS has increased patrols at significant locations and visited over 300 schools, synagogues and mosques to provide reassurance and advice. The Deputy Mayor for Policing and Crime continues to meet with the London Jewish and Muslim Forums to explore what can be done collectively to increase safety and security and improve community cohesion.

# Overview of MOPAC Activity

## Overview

The current violence and exploitation services funded by MOPAC (LGE, Rescue and Response, Empower) have now committed investments up to June 2024, when the new integrated service to be provided by a new Alliance will launch.

Mental Health and Service User engagement services are now established for the most persistent, violent offenders in London and procurement has been completed for specialist mentoring and neurodiversity support services.

The Drive Pan London model went pan London in Q3 and a provider has been awarded funds to deliver an evaluation, this work will commence in Q4.

In Q3, the Stalking Awareness Training provider commenced the roll out of training to MPS, CPS and London Probation, reaching over 400 MPS officers by end of Q3.

Work to rollout Project ADDER to all London boroughs commenced, with recruitment for posts taking place in November, and an information sharing event being hosted for first phase rollout boroughs. Expedited vetting of drugs workers to support diversion work in custody has recommenced.

London Drugs Forum have focussed on cuckooing, which has led to discussions with the MPS, Home Office, local authorities and third sector partners to consider models for tackling cuckooing in all London boroughs. Discussions have also continued with Coroners on sharing data to assist in partners understanding of drug related deaths in London.

The drugs diversion pilot has been delayed owing to the delay of the implementation of the new legislative framework for out court of disposals and therefore there is not the police resource in place to deliver on this.

Delivered responsive work through the Shared Endeavour Fund to schools relating to antisemitism and Islamophobia stemming from the Israel and Hamas conflict. Delivered CT training to Independent Custody Suite Volunteers

23/24 Key Project Activity		Base	F'Cast	Conf.
1	Establish a project supporting community organisations to increase their resilience in tackling hate crime	Q4 22/23	Q1	CA
2	Commission a literature review to identify what works in addressing the behaviour of hate crime perpetrators	Q4 22/23	Q3	A
3	Commission a provider to support the development of a long-term VAWG Prevention Plan	Q2	Q3	A
4	Procurement of new service provider and evaluation for Drive London	Q3	Q3	CG
5	Complete review of MPS's arrangements for managing high-harm offenders	Q4 22/23	Q1 23/24	CA
6	Make recommendations to CJS partners following completion of the DA perpetration and stalking problem profiles.	Q4	Q4	G
7	Launch a drug diversion pilot in London	Q4	Q2 24/25	R
8	Establish mechanism for sharing learning from serious offending/incidents	Q2		CG
9	Mobilise new services to reduce the most persistent violent offending in London.	Q3	Q4 23 /24	A
10	Deliver Stalking Awareness Training to staff/officers across MPS, CPS and London probation.	Q2 24/25		G
11	Deliver Women's Night Safety Audit pilot in partnership with TfL	Q4		G
12	Develop a delivery plan for the London Prison Violence Reduction Strategy	Q3	Q3	CG
13	Commission new pan London violence exploitation service	Q4	Q1 24/25	G

# Overview of MOPAC Commissioned Services

Service	Budget 23/24		Target 23/24	YTD	Conf.
GPS pilot for knife crime offences and domestic abuse	£1.46m	No. of cases with a GPS tagging condition in the pilot	530	481	G
		% of cases where GPS tag was fitted on day of release	80%	90%	G
Integrated Offender Management Mental Health Service	£1.3m	% of Assessments offered within 15 days	90%	90%	G
Drive, a programme tackling the behaviour of high-harm domestic abuse perpetrators	£1m	No. of high-risk domestic abuse perpetrators allocated to the Drive project	95	88	G
		% of open cases where perpetrator is fully engaged with the programme	70%	N/A	R
Culturally Integrated Family Approach (CIFA)	£730k	No of referrals per year across 10 boroughs into the service	300	208	A
Prevent and Change (PAC)	£960k	No. of service users referred into the service per year	350	100	R
Youth 2 Adult (Y2A) Hub (pilot providing wrap around support to young adults on probation in Newham)	£1m	% of young people receiving mentoring support at the Y2A hub reporting increased motivation	85%	87%	G
		% of young people accessing mental health support at the Y2A Hub reporting improved well-being	85%	100%	G
Hate Crime Advocacy Service (specialist service supporting victims of hate crime)	£600k	No. of victims of hate crime supported by the service	3500	2184	A
		% of victims who are satisfied with the service they received.	80%	98%	G
VAWG Prevention Toolkit for Schools	£400k	% of teachers reporting increased confidence to support children and young people regarding healthy relationships	70%	81%	G
London Gang Exit (LGE)	£2.3m	% of young people supported and report a reduction in offending behaviour	70%	82%	G
		% of young people supported and reducing harm/vulnerability	65%	77%	G

## Notes:

This table does not represent all expenditure in this area





# People are protected from exploitation and harm

## **Outcome Statements:**

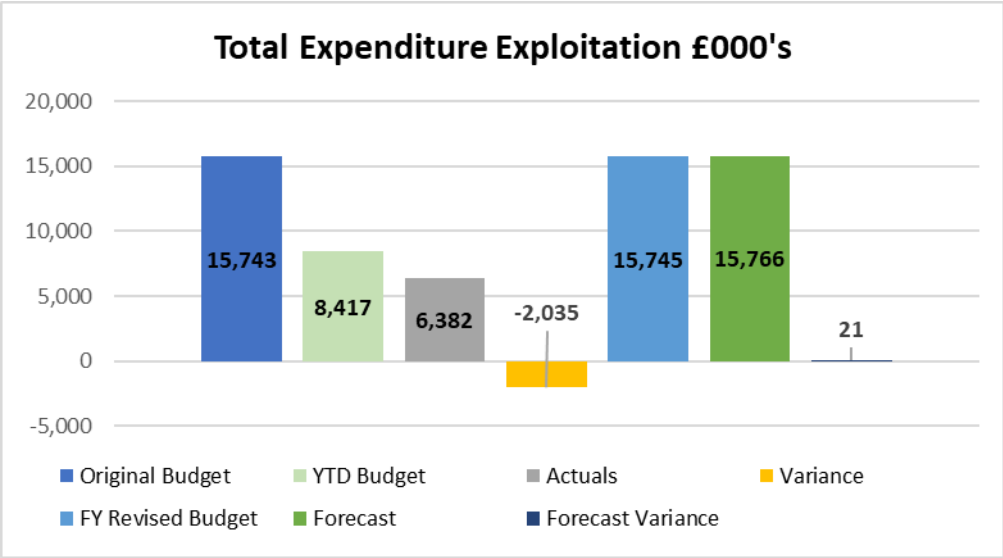
The PCP sets out the following desired outcomes for this priority:

1. Fewer young people and adults are criminally exploited;
2. Fewer young people and adults are harmed;
3. Young people and vulnerable people in the justice system are supported and safe;
4. People are safer online.

# Overview of PCP Delivery

## Financial Overview – MOPAC budget

In March 2023, the Exploitation and Harm budget was set at £15.7m. As at Quarter Three, the YTD position is an underspend of £2.0m, with expenditure of £6.4m having been spent against a budget of £8.4m. This is mainly due to budget profiles not being aligned with when expenditure will be incurred. The forecast position is a small overspend of £0.02m.



## Delivery Summary

The PCP framework does not include headline data for this priority in recognition of the lack of reliable outcome measures for assessing exploitation and harm.

The HMICFRS PEEL inspection of the MPS identified disjointed public protection as a causes for concern. In addition, Baroness Casey’s report also raised concerns about capability and capacity in Public Protection.

MOPAC commissioned HMICFRS to undertake an inspection of the Metropolitan Police Service’s handling of child exploitation. The fieldwork for this inspection took place in Q2 and as a result HMICFRS issued two accelerated causes of concern in Q3 to the Metropolitan Police Service as a result of its failure to:

- Identify and assess risks appropriately, and to respond adequately, when children are reported missing; and
- Carry out sufficiently effective investigations when children are at risk of, or harmed by, criminal or sexual exploitation.

The full report was be published on 9 February and can be found [here](#).

MOPAC is focussed on ensuring that it is engaged with the MPS on the required actions to improve.

This includes by developing a Central Vulnerability Hub which will aim to provide officers with support and tactical advice when they do deal with mental health incidents and missing persons. These changes should provide better outcomes for individuals vulnerable to harm.



# Overview of PCP Delivery

## Fewer young people and adults are criminally exploited

The current violence and exploitation services funded by MOPAC (London Gang Exit, Rescue and Response and Empower) children and young adults who are criminally exploited.

Investments to continue this provision is committed up to June 2024 when the new integrated service to be provided by a new Alliance will launch.

During Q3 **London Gang Exit** supported 137 CYP. 50 new cases were opened. 82% of programme participants reported a reduction in being affected by violence.

**Empower** supported 76 CYP. 21 new cases were opened. All cases are CSE related.

**Rescue and Response** supported 110 children and young people. 65% of programme participants reduced/ceased involvement in county lines following provision of support.

MOPAC has committed £350,000 to support Lambeth's delivery of a £1.9million housing related two-year pilot providing a radically different model of holistic, trauma-informed, and multi-disciplinary housing-related support (outside of the borough), for the highest risk gang-involved young people.

The pilot launched in Q3 with two sites now live and a third to be confirmed.

## Fewer young people and adults are harmed

In response to the HMICFRS accelerated causes of concern the MPS produced an action plan to improve: risk grading of children who go missing; and the quality of investigations when children are harmed or at risk of exploitation. During Q3 officers have received training in risk assessment and grading, and new toolkits and policies are in place to improve grip, ownership, progression and escalation to exploitation specialist teams.

The MPS launched the Right Care Right Person (RCRP) policy in Q3, which aims to ensure the right agency responds to health-related calls. The implementation during Q3 has been positive with strong working relationships between police and health partners to ensure both children and adults receive effective support for their needs.

## Young and vulnerable people in the CJS are supported and safe

The Newham Youth 2 Adult Hub pilot is in its second year of delivery.

Interim evaluation reports have been delivered and early findings are positive. The evaluation has highlighted several key strengths of the model, including co-location and the multi-disciplinary approach, the distinct young adult focus and the rehabilitative ethos.

Further evaluation is underway, with impact and cost benefit analysis expected in early summer. The pilot is currently funded until March 2024, however, there are plans in place to sustain the hub through an adapted model in 2024/25.

# Overview of PCP Delivery

## People are safer online

Q3 is the London Cyber Resilience Centre final quarter delivering the Community Outreach Programme on reducing/preventing cybercrime against SMEs. Across the 12mths of delivery the CRC visited 2,228 businesses, surpassing the 1,000 target. Of the 2,228, 33% of businesses agreed to enhance their cybersecurity posture after these visits.

Additionally, CRC conducted 30 webinars, attended by 717 (exceeding target of 180 attendees), and provided 949 infographics and guidance materials to support businesses in strengthening their cybersecurity.

The Police CPI (PCPI) continue to deliver their MOPAC-funded fraud prevention and reduction programme. In Q3, PCPI completed their scoping exercise on 'what works' regarding fraud prevention. The findings from this exercise will be used to determine the focus of the programmes' deliverables.

In Q3, the Mayor announced the launch of a partnership with the Cyber Helpline to improve the support available to victims of cyber-crime. This ranges from financial fraud to sexual extortion. The helpline offers practical steps to limit harm, liaising with law enforcement and other victim support agencies where appropriate, and empowering victims in their recovery and future online use.

# Overview of MOPAC Activity

## Overview

In Q3, the options appraisal for the future of an Appropriate Adult service for vulnerable adults was finalised with clear recommendations. In Q4, the decision will be made by MOPAC on next steps.

MOPAC continues to work closely with the Met's leads on their new Child First (Children's) Strategy, including alignment with our 'Child First' Policy Position. The Met now intend to share a second draft of the Strategy for targeted consultation before the end of Q4 and MOPAC will finalise our oversight arrangements of the final Strategy once published.

Following the development of a MOPAC Child First Policy Position, MOPAC is continuing to work on internal implementation and supporting the development of the Met's Children's Strategy. Our Child First position statement will now be published in Q4 23/24.

MOPAC continues to work with MPS colleagues on the monitoring of Right Care, Right Person (RCRP) model since its launch in November 2023. The MPS estimate that it has saved approximately 34,000 officer hours per month.

Research into young females affected by group offending is was undertaken in Q3 and will be ready to inform commissioning in Q4.

MOPAC have worked in partnership with the MPS to tackle retail crime, supporting the establishment of the London Retail Harm Reduction Partnership.

Work is ongoing in relation to MOPAC role in safeguarding. Focus has been on improving safeguarding through evolution of commissioned services and influencing the MPS children strategy.

23/24 Key Project Activity		Base	F'Cast	Conf.
1	Commission a consultant to deliver a sufficiency and options paper for the future of an Appropriate Adult service for vulnerable adults.	Q2		CG
2	Publish MOPAC's Child first position statement	Q3	Q4	G
3	Establish oversight mechanism for MPS' Children's Strategy	Q3	Q4	A
4	Carry out research into young females affected by group offending, exploitation and being missing	Q4 22/23	Q4	A
5	Commission training to support police officers to respond better to children involved in county lines exploitation	Q4		G
6	Complete a HMICFRS thematic inspection into the MPS ability to tackle child exploitation	Q4		G
7	Publish tender for new violence & exploitation support service	Q2	Q2	CG
8	New violence & exploitation support service alliance appointed	Q4	Q4	G
9	Convene partners to work towards developing a shared systems vision for the youth justice system in London, underpinned by Child First	Q4 22/23	Q2	A
10	Agree next steps following completion of review of VRU and MOPAC role in safeguarding	Q4 22/23	Q1 24/25	R

# Overview of MOPAC Commissioned Services

Service	Budget 23/24		Target 23/24	YTD	Conf.
Wrap-around support services for women in contact with the criminal justice system	£760k	% Referred Service Users assessed as suitable who attended an Intervention Appointment over the lifespan of the Referral - London E/NE	90%	94%	G
		% Referred Service Users assessed as suitable who attended an Intervention Appointment over the lifespan of the Referral - London NW/N	90%	86%	A
		% Referred Service Users assessed as suitable who attended an Intervention Appointment over the lifespan of the Referral - London S/SE	90%	85%	A
Pilot supporting young men in Cookham Wood YOI to address their experience of victimisation	£80k	% of boys referred who consent to work with the project	90%	96%	G
Empower (specialist service supporting victims of criminal sexual exploitation)	£550k	No. of young people affected by sexual exploitation engaged with the service	70	63	G
Disproportionality Challenge Fund Newham, Inspiring Futures. Mentoring project for children from black and mixed heritage backgrounds.	£99k	No. children and young adults who have engaged with the mentoring support**	70	59	G
Disproportionality Challenge Fund Islington. Leadership mentoring and research project.	£251k	No. children who have engaged with the mentoring support**	60	47	G
Disproportionality Challenge Fund Brent. Enrichment activities and cultural competency training.	£149k	No. children from the YJS cohort who have engaged in enrichment activities**	110	110	G
Rescue and Response (specialist service supporting victims of child criminal exploitation)	£1.97m	No of C&YP currently being supported/receiving interventions through this quarter.*	N/A		N/A
		% of YP with reduced/ceased involvement in county lines following provision of support	80%	65%	R

Note:  
This table does not represent all expenditure in this area.

\*This figure is the number of children / young people being supported in this quarter, not a year-to-date figure. This is to avoid double counting cases engaged across multiple quarters.

\*\*This is the figure as of Q2 as these services have now come to an end.



# Oversight of the Metropolitan Police

# The London Policing Board Performance Framework

[A New Met for London](#) sets the mission of policing in London: **More Trust, Less Crime and High Standards**

To track progress in achieving *More Trust, Less Crime and High Standards*, the MPS has agreed a set of measures with the Mayor. The measures are set out on the next section.



## More Trust

- **More Londoners** think the police are **doing a good job in their local area** (confidence)
- **More Londoners trust the Met**
- **More victims satisfied** with the service they received
- **More Londoners** who believe the Met treat everyone fairly
- **More Londoners** think the Met uses **stop and search fairly**
- **Lower overall disparity in perceptions** for ethnic minority Londoners, disabled Londoners, LGBT+ communities and female Londoners



## Less Crime

- **Lower** recorded volumes of **Neighbourhood Crime**
- **Lower** volumes of **Serious Violence**
- **Lower** volumes of **Gun Crime**
- **Higher proportion** of **positive outcomes** and **lower proportion** of **repeat victims** for Rape and Sexual Offences, Domestic Abuse, Hate Crime and Stalking
- **Lower number** and **lower repeat calls** to **Antisocial Behaviour** incidents
- **Lower overall disparity in outcomes** for Black, ethnic minority, LGBT+ communities and women in London



## High Standards

- **Faster** complaint and misconduct resolutions
- **Lower disproportionality** in **misconduct** matters
- **Higher proportion** of Met officers and staff who say they are **treated fairly**
- **Higher proportion** of Met staff **confident in their leaders**
- **Higher proportion** of Met officers and staff who think **inappropriate behaviour and misconduct is dealt with effectively**

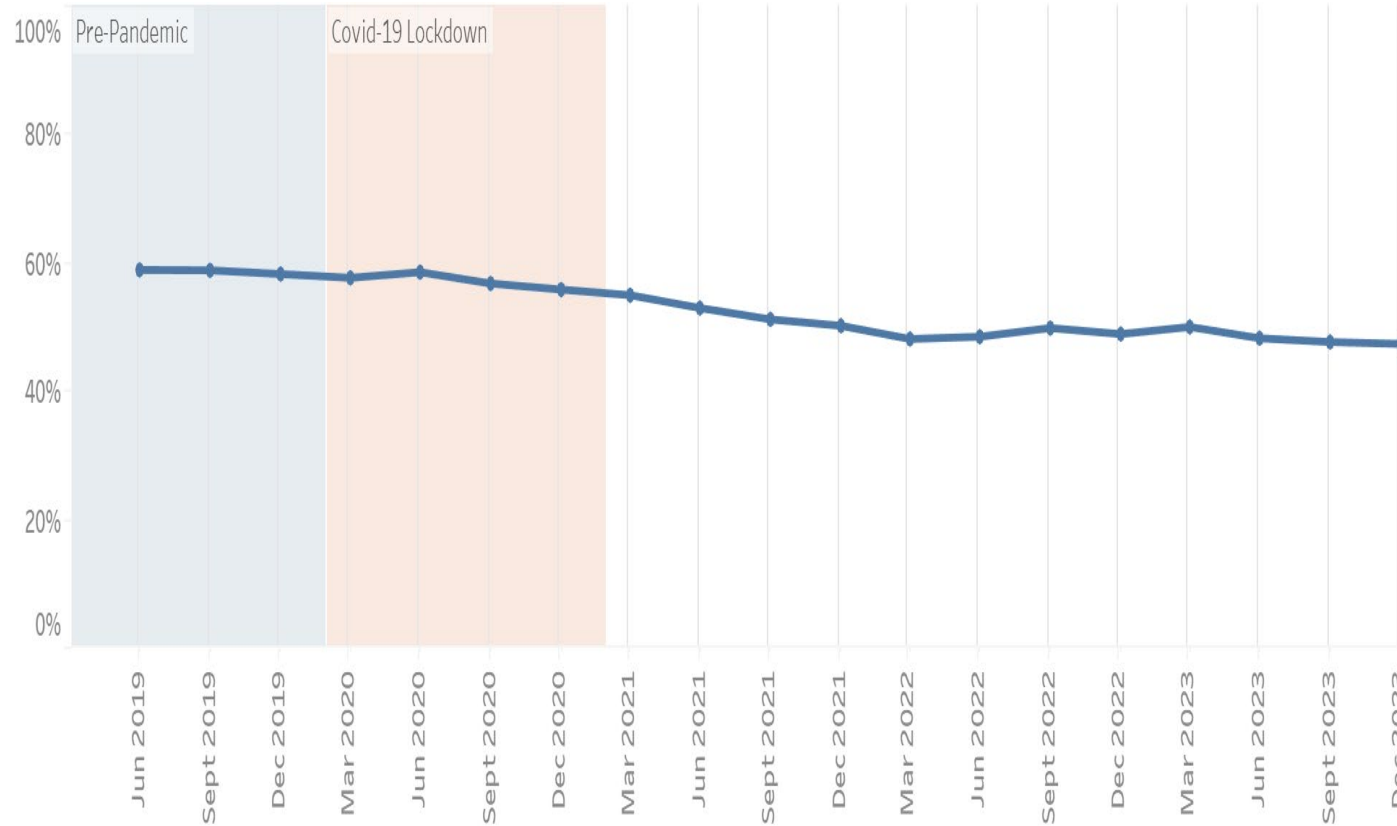


# More Trust





# Good Job Local (confidence)



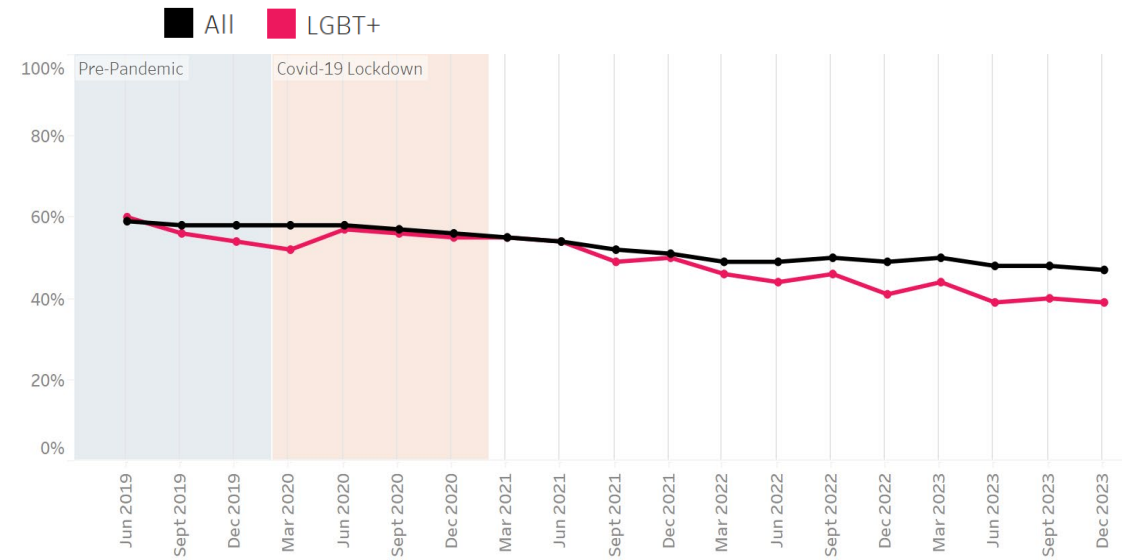
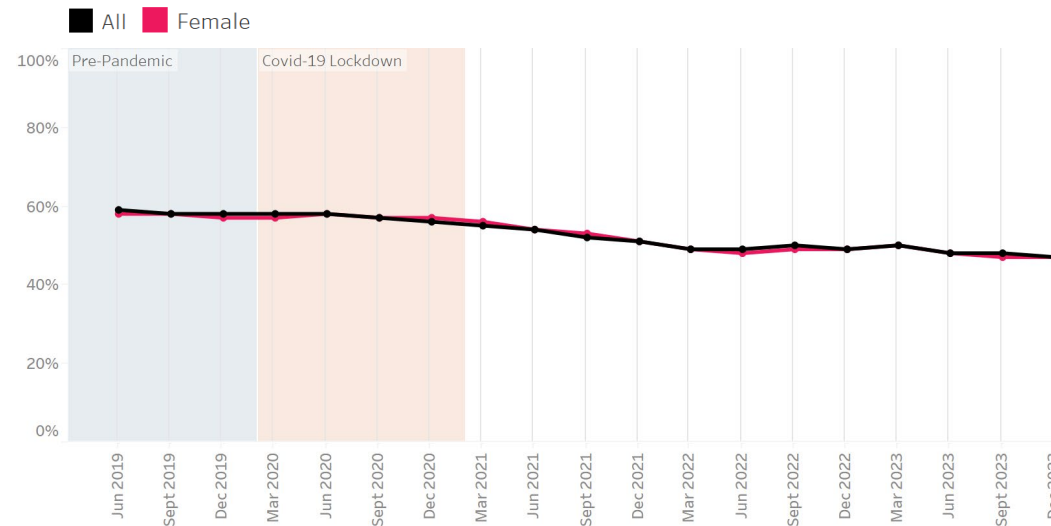
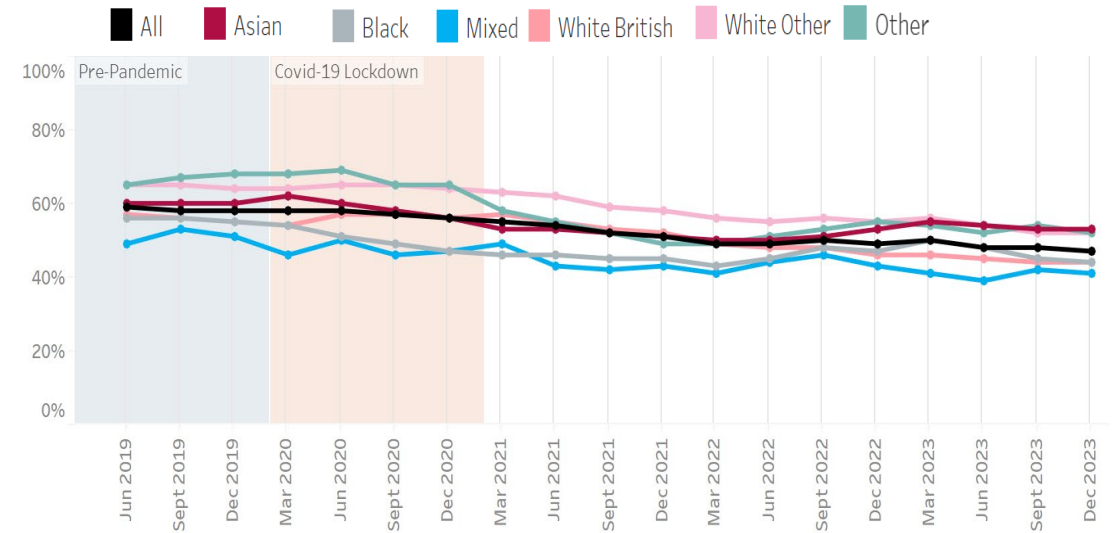
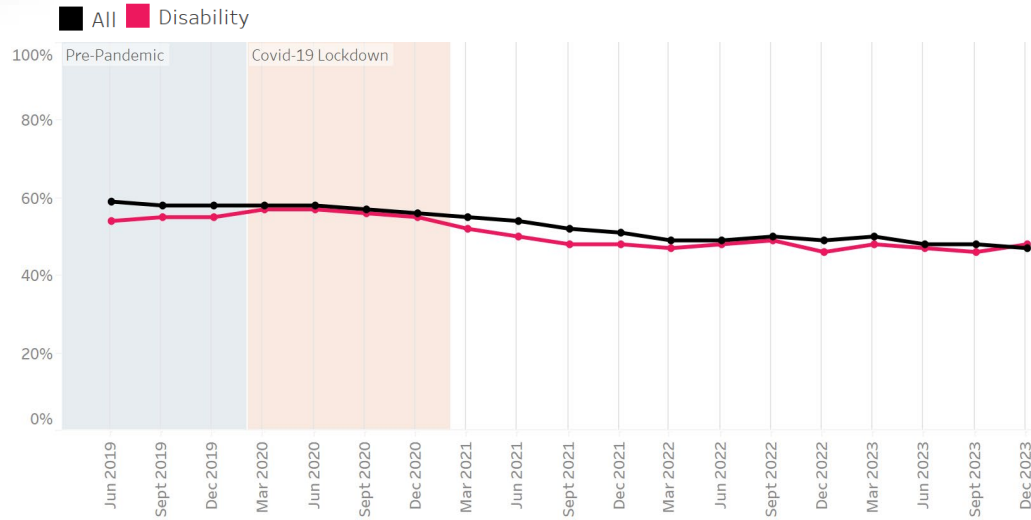
- Confidence stands at 47% in the most recent quarter (Dec 23).
- This is 1 percentage point lower than the previous quarter, and 2 percentage points lower than the same quarter last year.
- ONS data for the year ending September 2023 show that public confidence in the MPS (52%) is above the England & Wales average (49%).
- The biggest gaps in confidence exist for
  - Mixed ethnicity respondents (-6 percentage points)
  - LGBT+ respondents (-8 percentage points)
- Confidence of Black respondents is 3 percentage points below the MPS average
- Confidence of female respondents is in line with the MPS average

Source: MOPAC Public Attitude Survey. Rolling 12-month data.

\* Percentage who say the police are doing an excellent or good job in their local area



# Good Job Local (confidence)

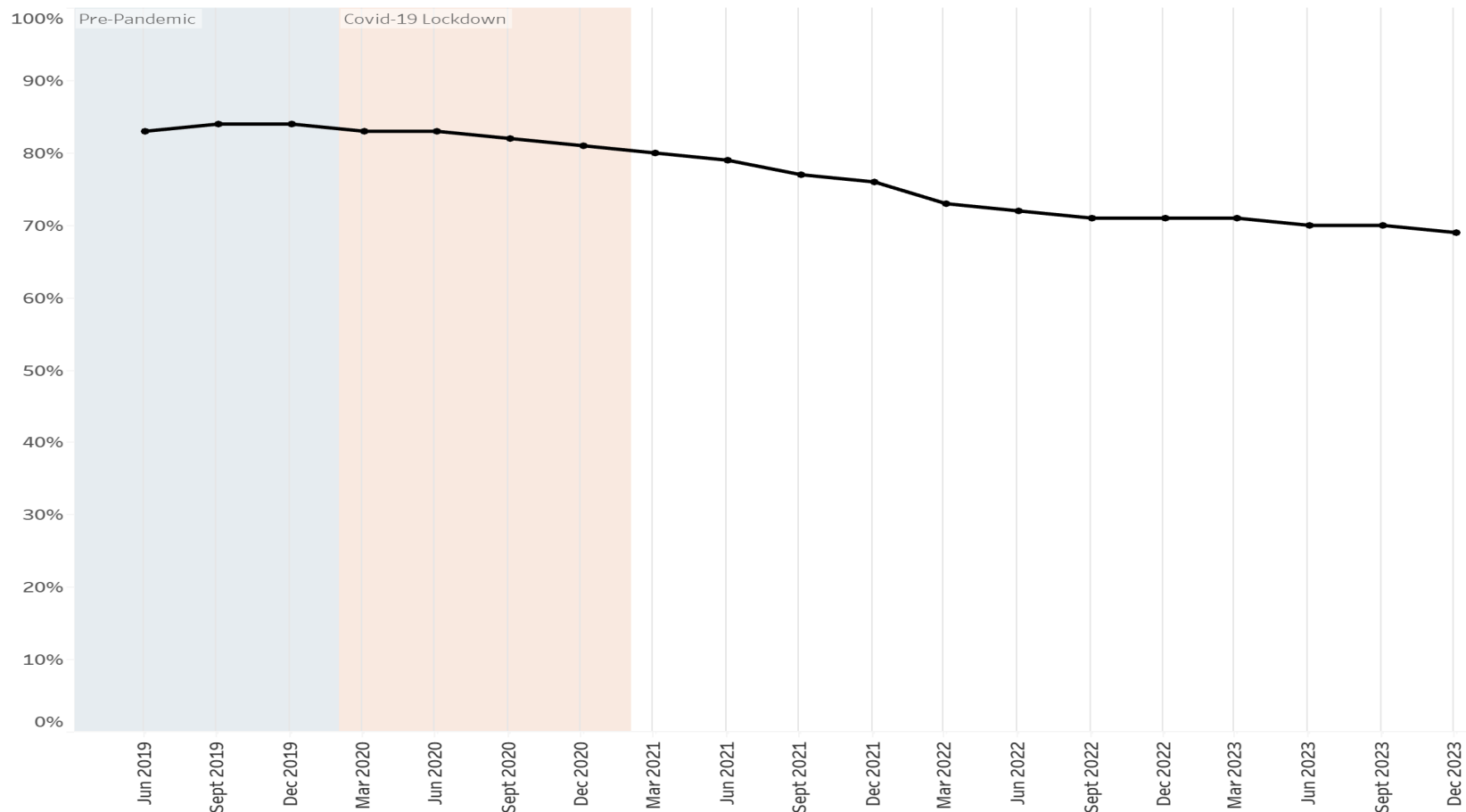


Source: MOPAC Public Attitude Survey. Discrete quarter data.

MOPAC Quarterly Report Q3 2023/24



# More Trust



- Trust stands at 69% in the most recent quarter.
- This is 1pp. lower than the previous quarter, and the 2pp. lower than the same quarter last year.
- The biggest gaps in trust exist for
  - Mixed ethnicity respondents (-11 percentage points)
  - LGBT+ respondents (-17 percentage points)
  - Black respondents (-11 percentage points)
- There is no difference in Confidence between female and male Londoners

Source: MOPAC Public Attitude Survey. Rolling 12-month data.

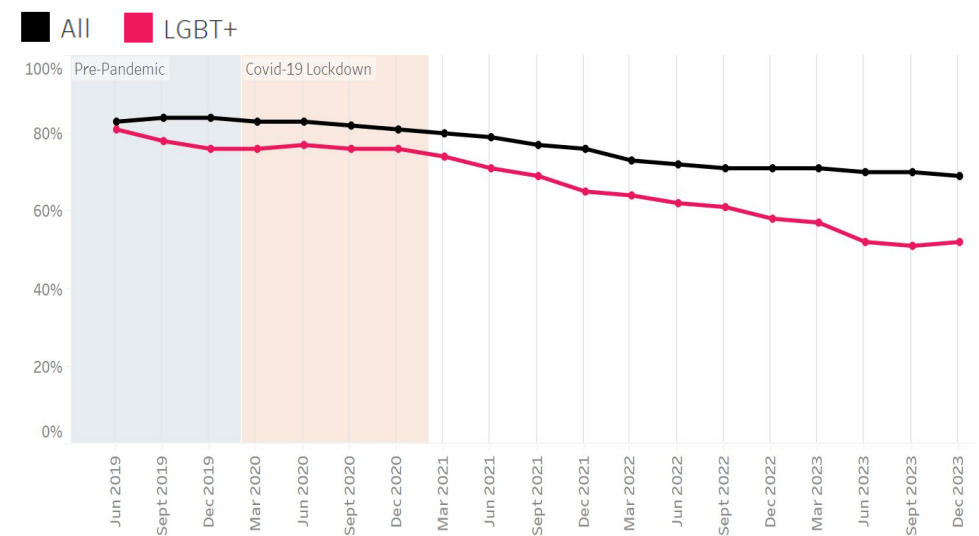
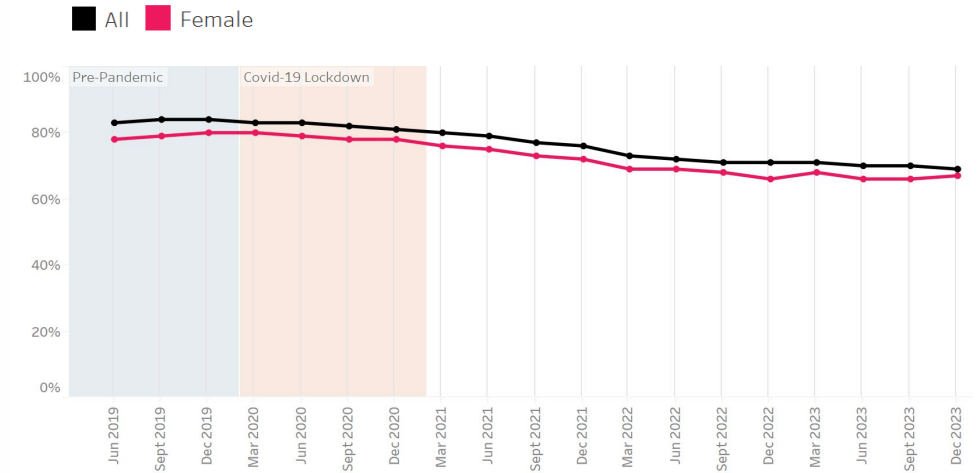
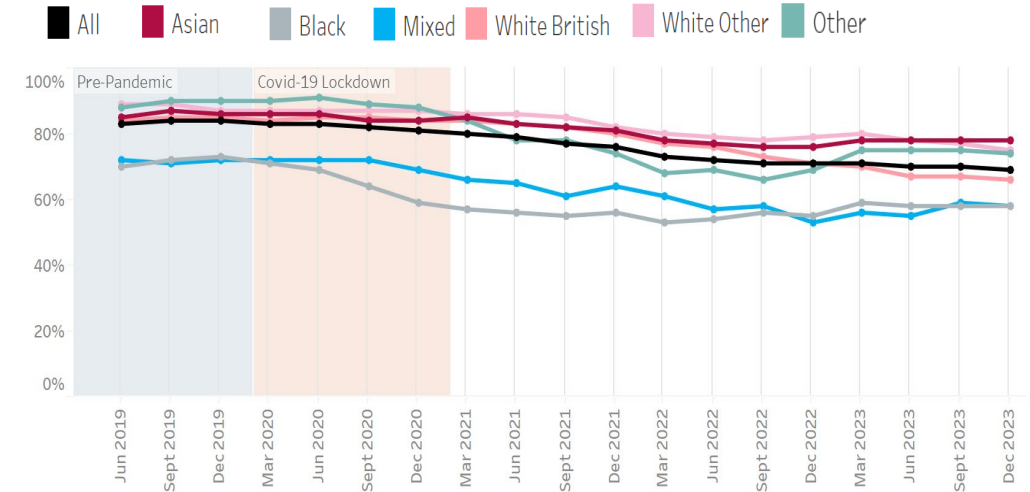
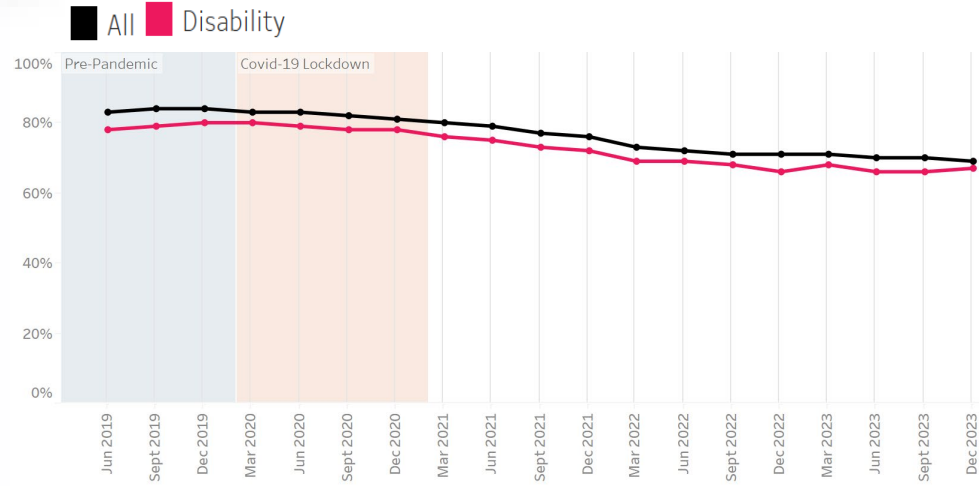
MOPAC Quarterly Report Q3 2023/24

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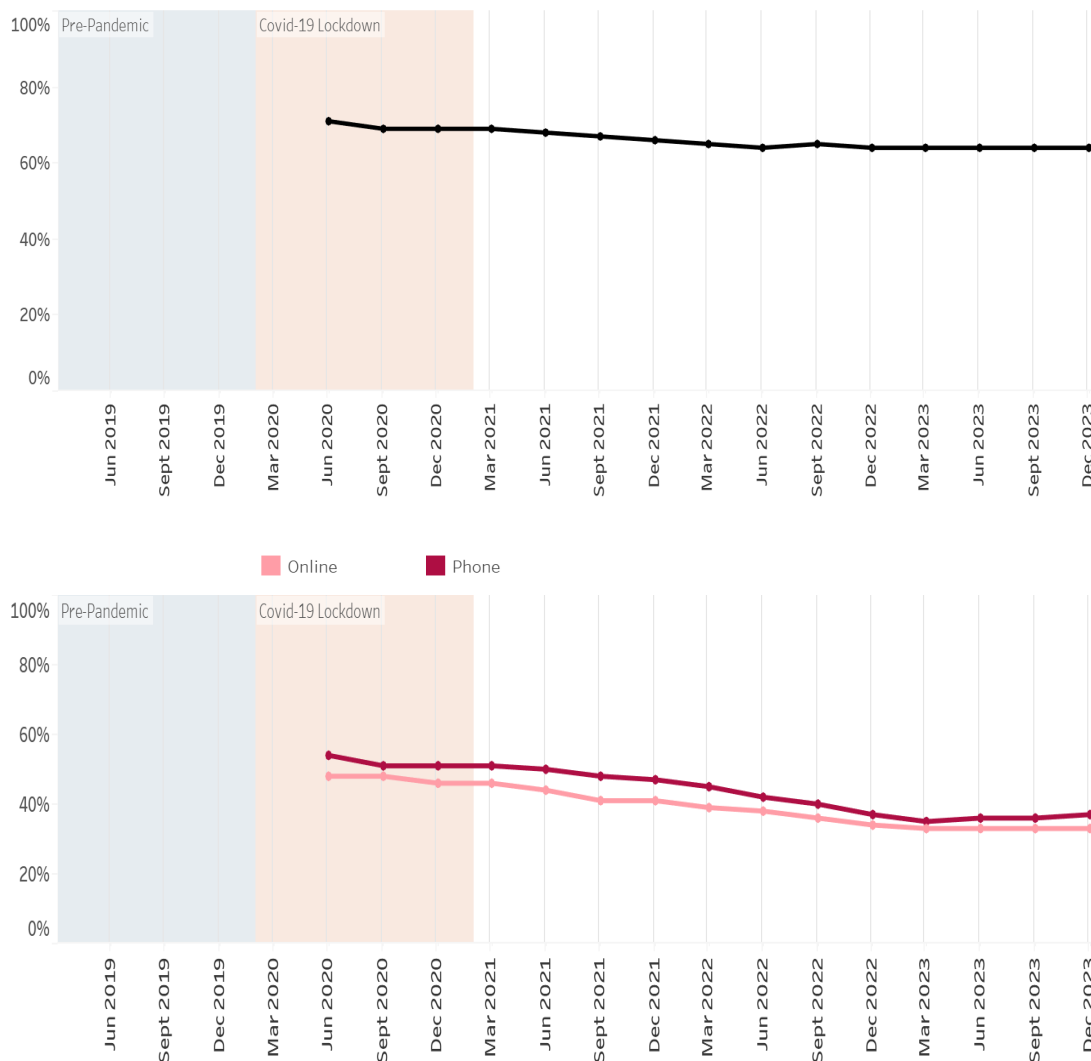
# More Trust



Source: MOPAC Public Attitude Survey. Discrete quarter data.  
MOPAC Quarterly Report Q3 2023/24



# Service Satisfaction (User Satisfaction Survey)

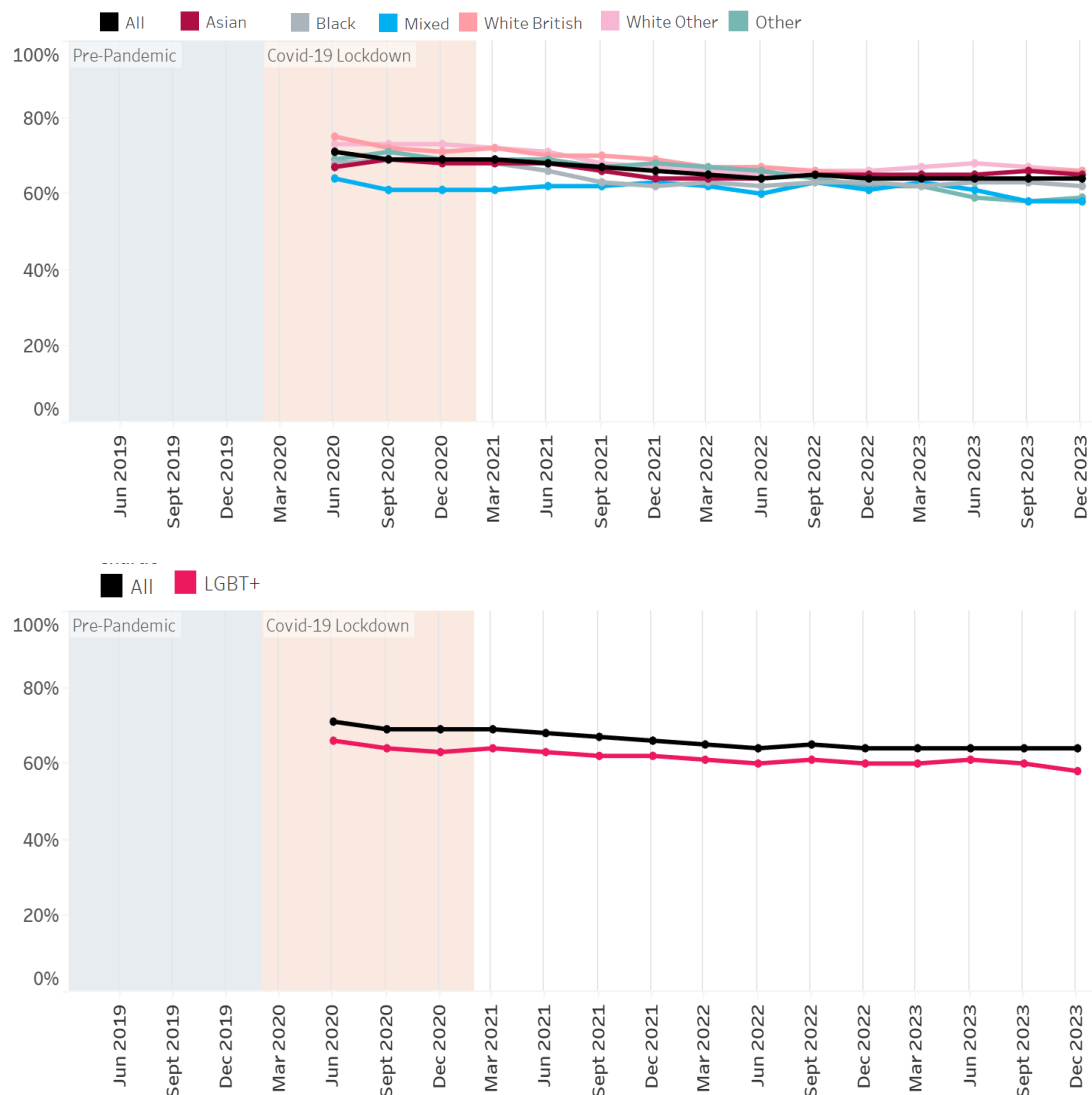


- Overall victim satisfaction is 64% in the most recent quarter (Q3 23-24), stable compared to last quarter and the same quarter the previous year.
- 37% of victims who reported their crime to the TDIU via telephone are satisfied. This is a 1 percentage point increase compared to last quarter and stable compared to the same quarter the previous year.
- 33% of victims reporting their crime online are satisfied, the same as the last quarter and a 1 percentage point decrease compared to the same quarter the previous year.
- The introduction of victims of theft in Q1 23-24 into the TDIU survey appears to have impacted satisfaction for online reporters.
  - In Q1 23-24, satisfaction levels of victims of theft was 10 percentage points lower than the rest of the survey cohort – meaning without theft victims, satisfaction would have been at 37% for the entire cohort, rather than the 33% which was seen.
  - In Q2 23-24, this gap was 6 percentage points.
  - In Q3 23-24 the gap reduced to 3 percentage points.
  - In current Q3, satisfaction would have been at 34% without victims of theft, rather than the 32% seen. *Note these figures are all discrete quarter rather than rolling 12-months.*

Source: MOPAC User Satisfaction Survey. Rolling 12-month data.



# Service Satisfaction (User Satisfaction Survey)



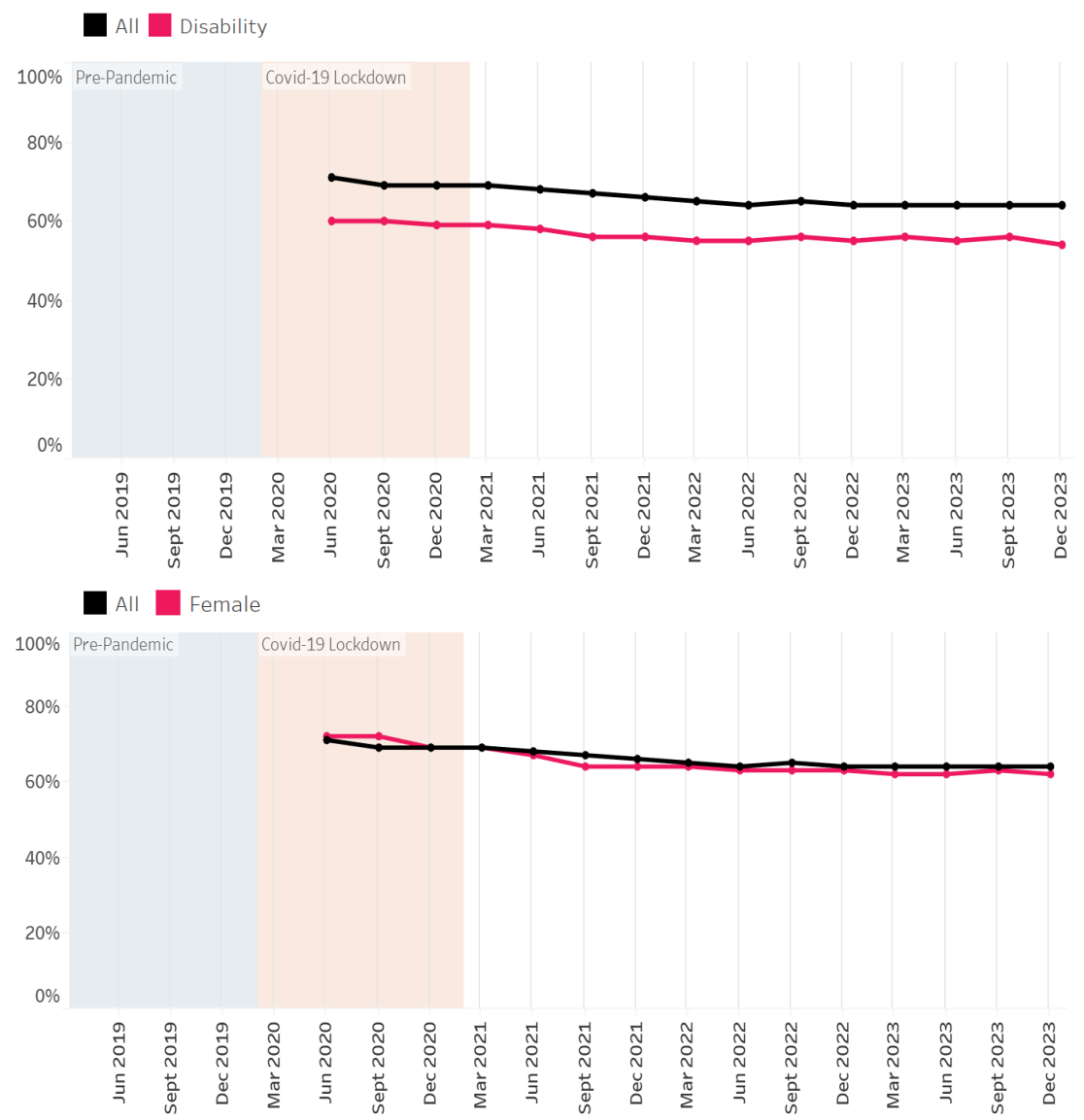
- Satisfaction among victims of crime from Mixed Ethnic backgrounds is at 58% which is 6 percentage points below the Met average.
- Satisfaction among victims from Black backgrounds is at 62%, which is 2 percentage point below the Met average.
- Satisfaction among LGBT+ victims is 6 percentage points lower than the Met average.

Source: MOPAC User Satisfaction Survey. Rolling 12-month data.  
MOPAC Quarterly Report Q3 2023/24





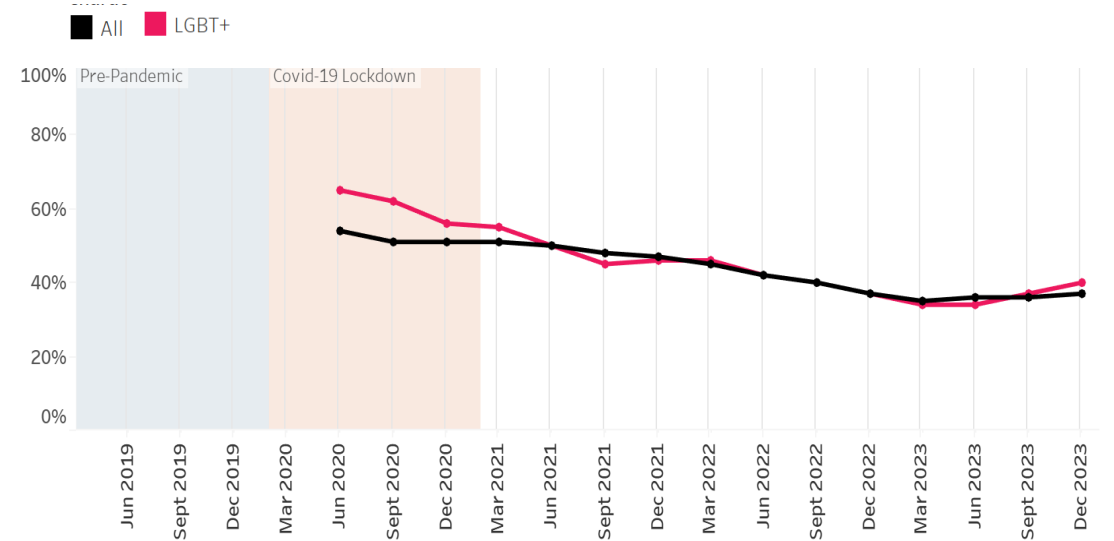
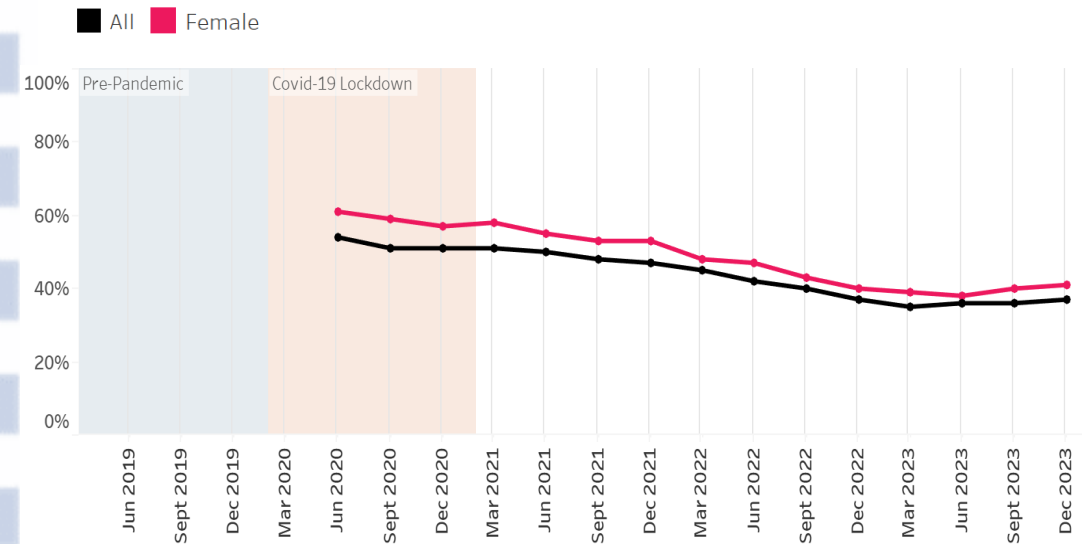
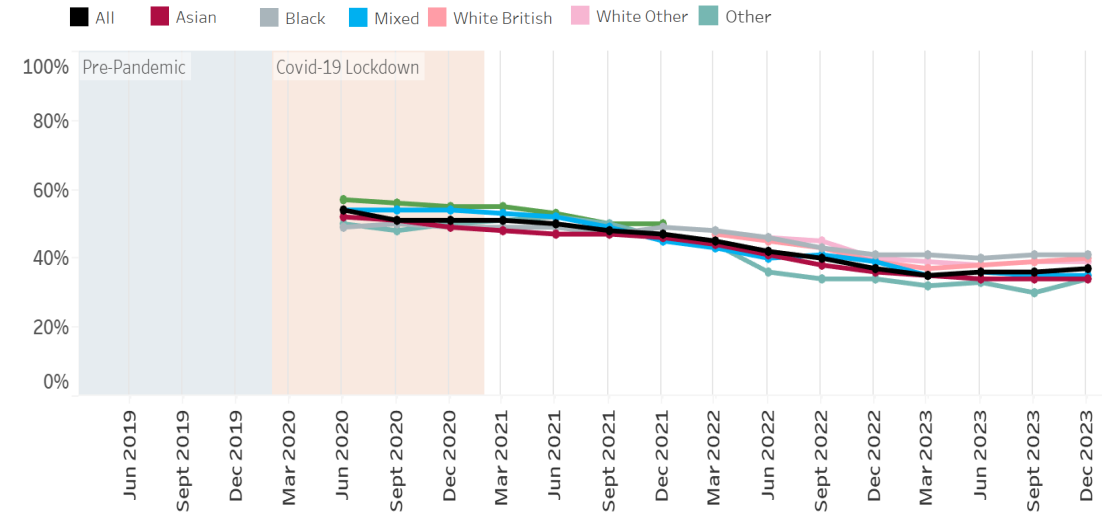
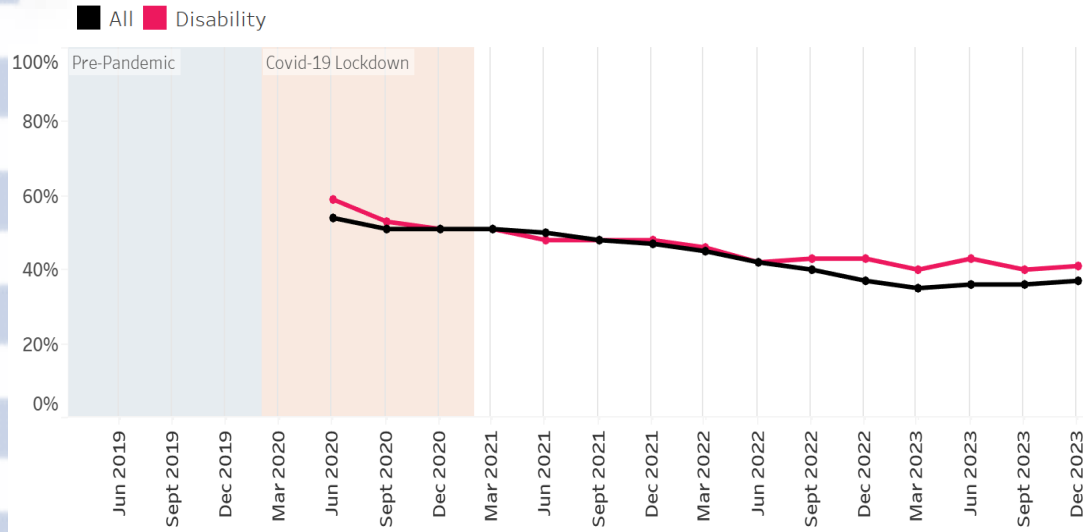
# Service Satisfaction Telephone and Digital



- Satisfaction among victims with a self-declared disability is 10 percentage points below the Met average.
- Victim satisfaction among female Londoners is 2 percentage points below the Met average.



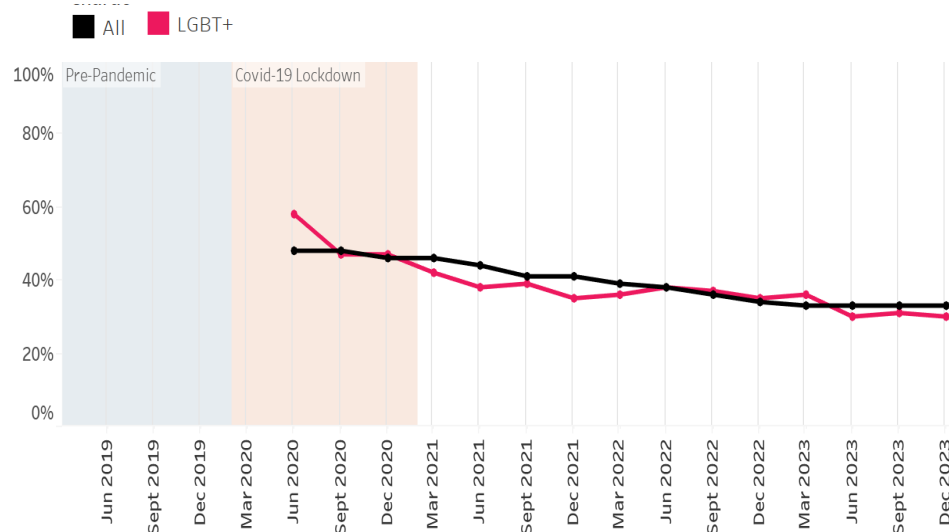
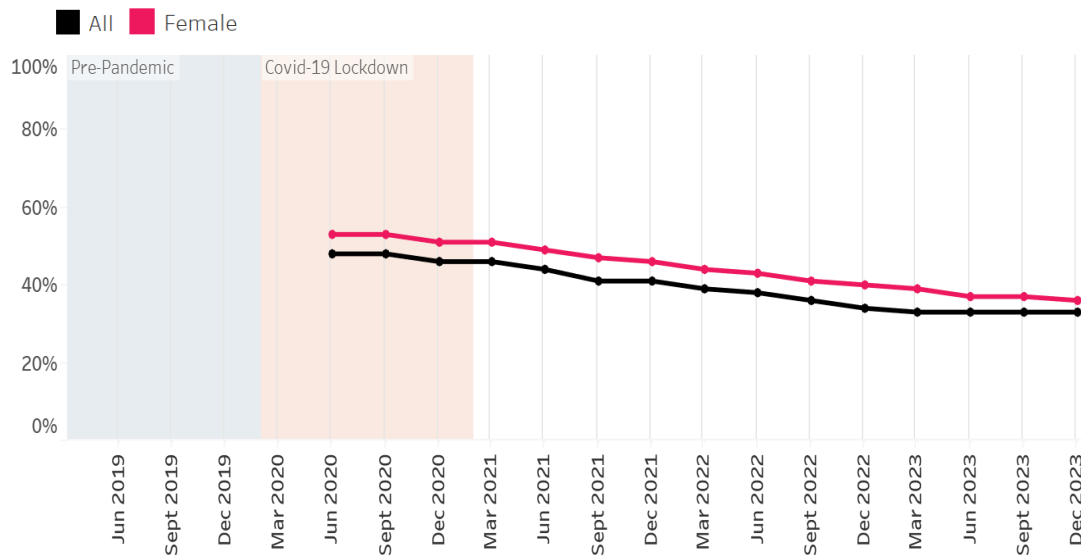
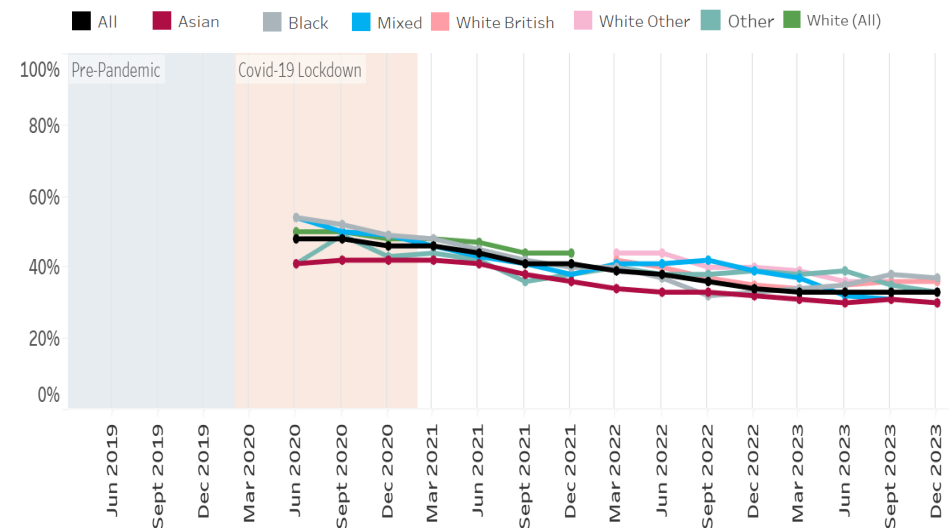
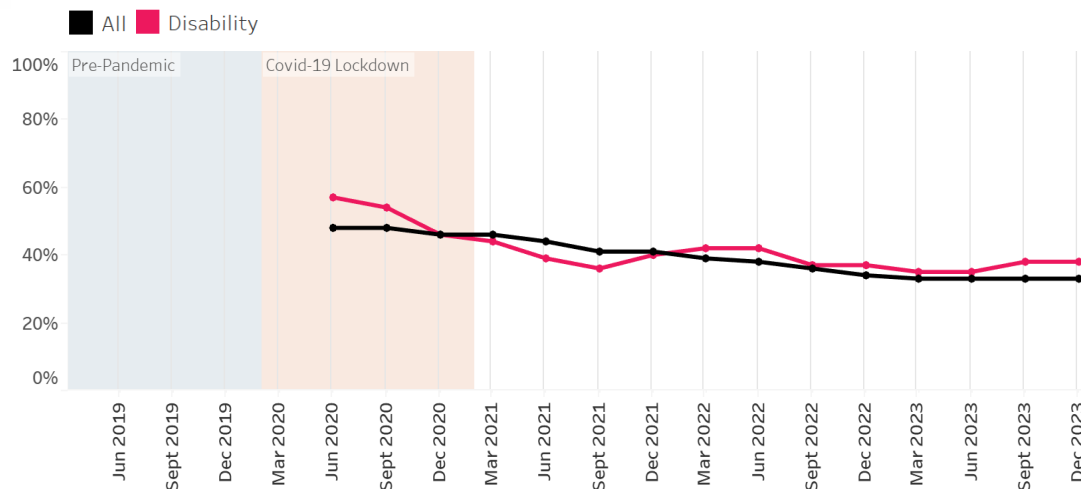
# Service Satisfaction (TDIU Phone Reporters)



Source: MOPAC TDIU Survey. Rolling 12-month data.  
MOPAC Quarterly Report Q3 2023/24



# Service Satisfaction (TDIU Online Reporters)



Source: MOPAC TDIU Survey. Rolling 12-month data.

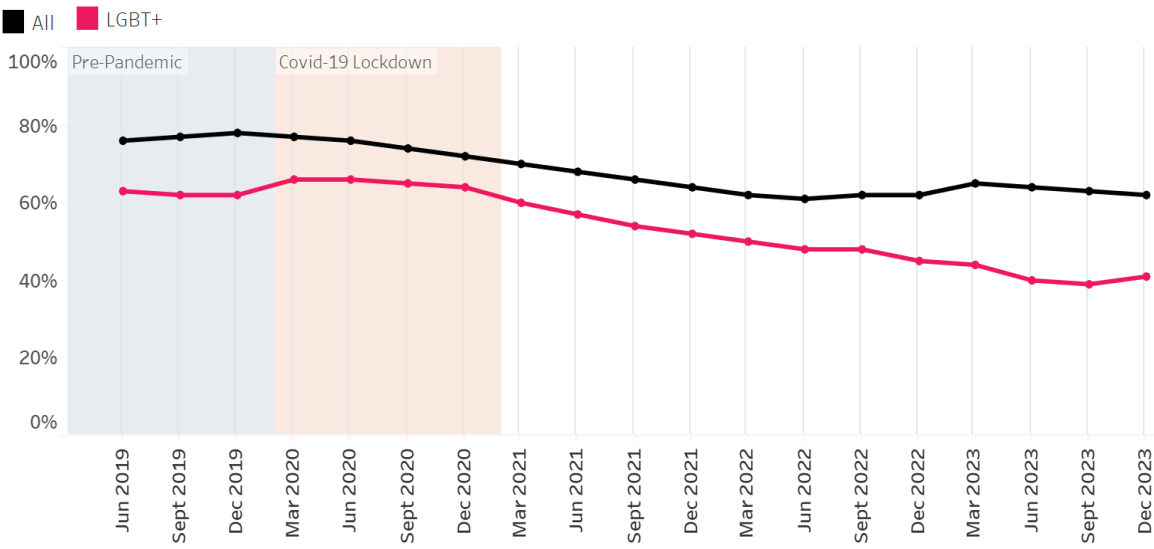
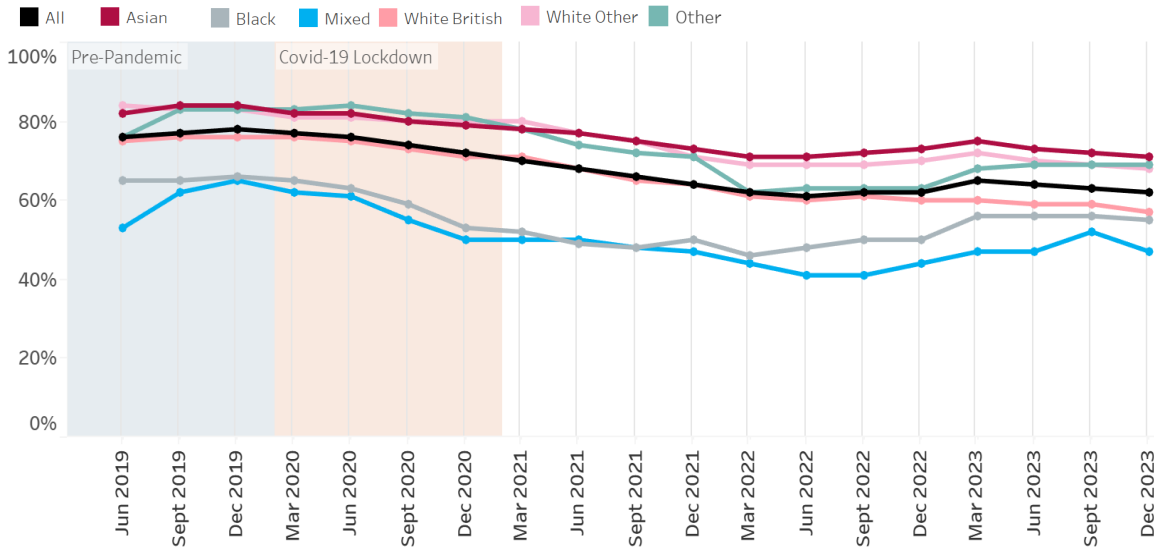
MOPAC Quarterly Report Q3 2023/24

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# Fair Treatment

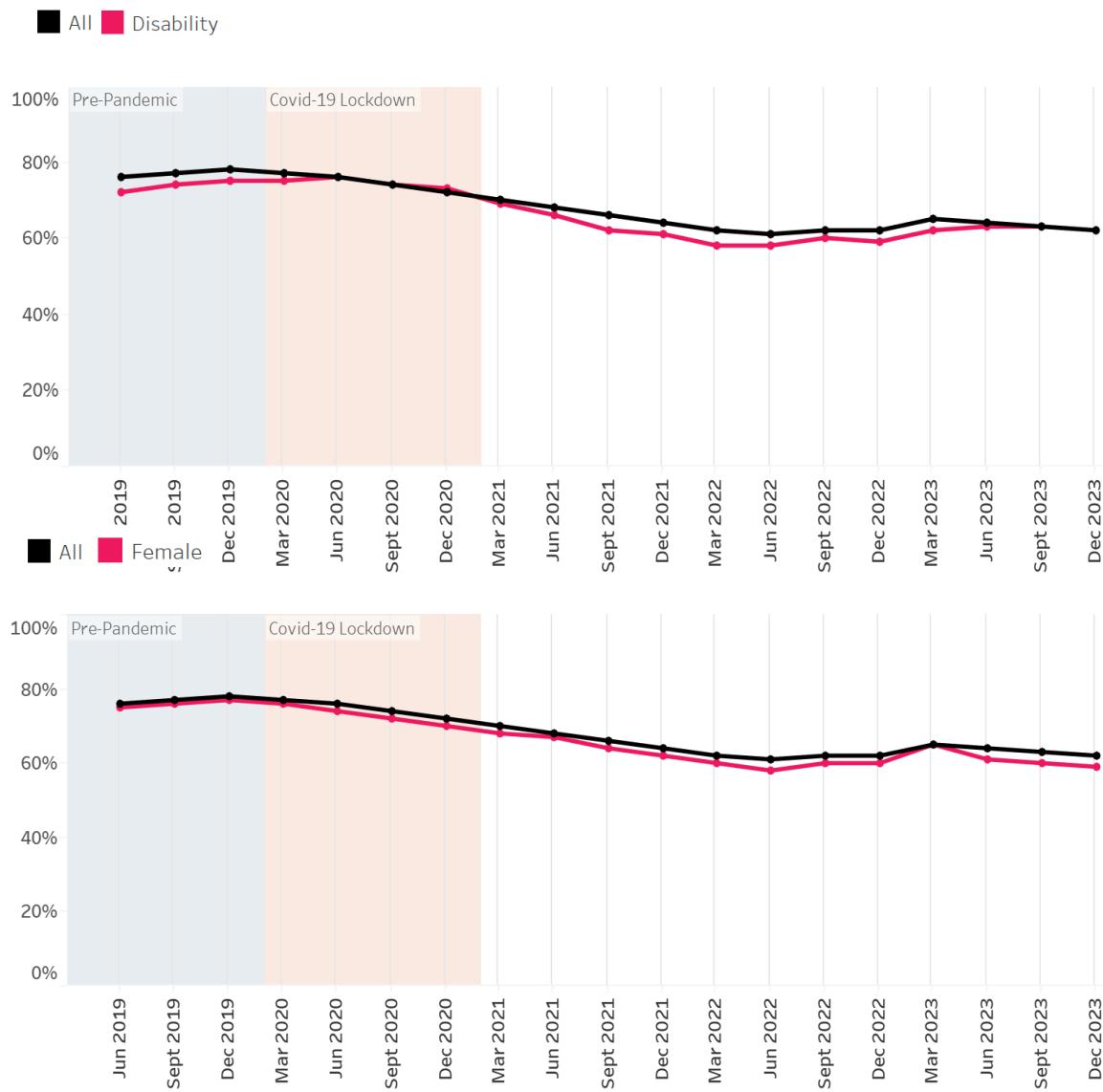


nonth data.

- Perceptions of fair treatment stands at 62%. This is 1 percentage point lower than the previous quarter, and level with the same quarter last year.
- The biggest perception gaps exist for Londoners from a Mixed Ethnic background think the police treat everyone fairly, 15 percentage points below the Met average. Perceptions of fair treatment among Black Londoners is 7 percentage points below the Met average.
- 41% of LGBT+ Londoners think the police treat everyone fairly, which is 21 percentage points below the Met average.



# Fair Treatment



- Perceptions of fair treatment for Londoners with a self-declared disability are at 62%, which is the same as the Met average.
- 59% of female Londoners think the MPS treat everyone fairly, which is 3 percentage points below the Met average.

Source: MOPAC Public Attitude Survey. Rolling 12-month data.

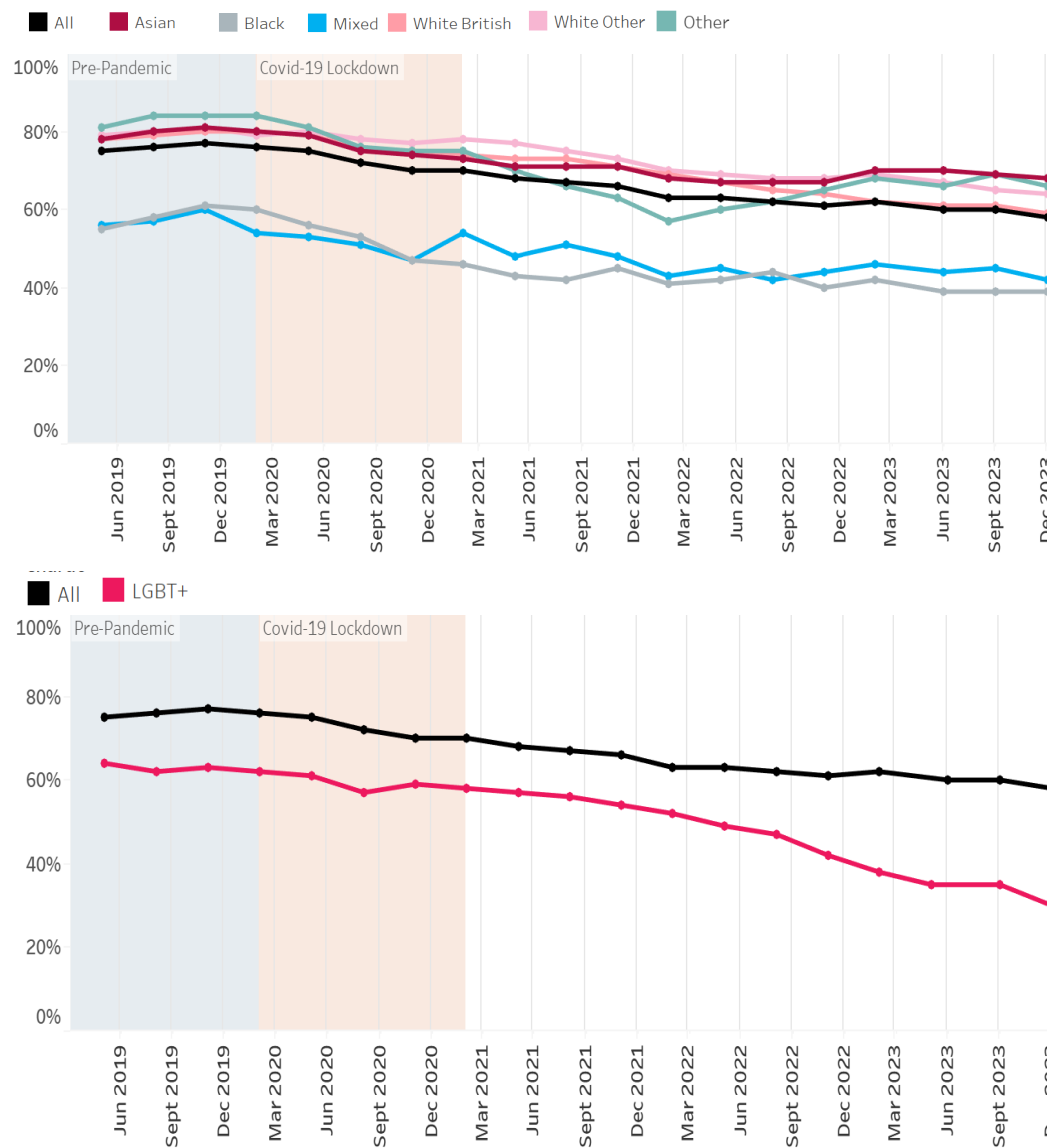
MOPAC Quarterly Report Q3 2023/24

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# Met Use Stop & Search Fairly



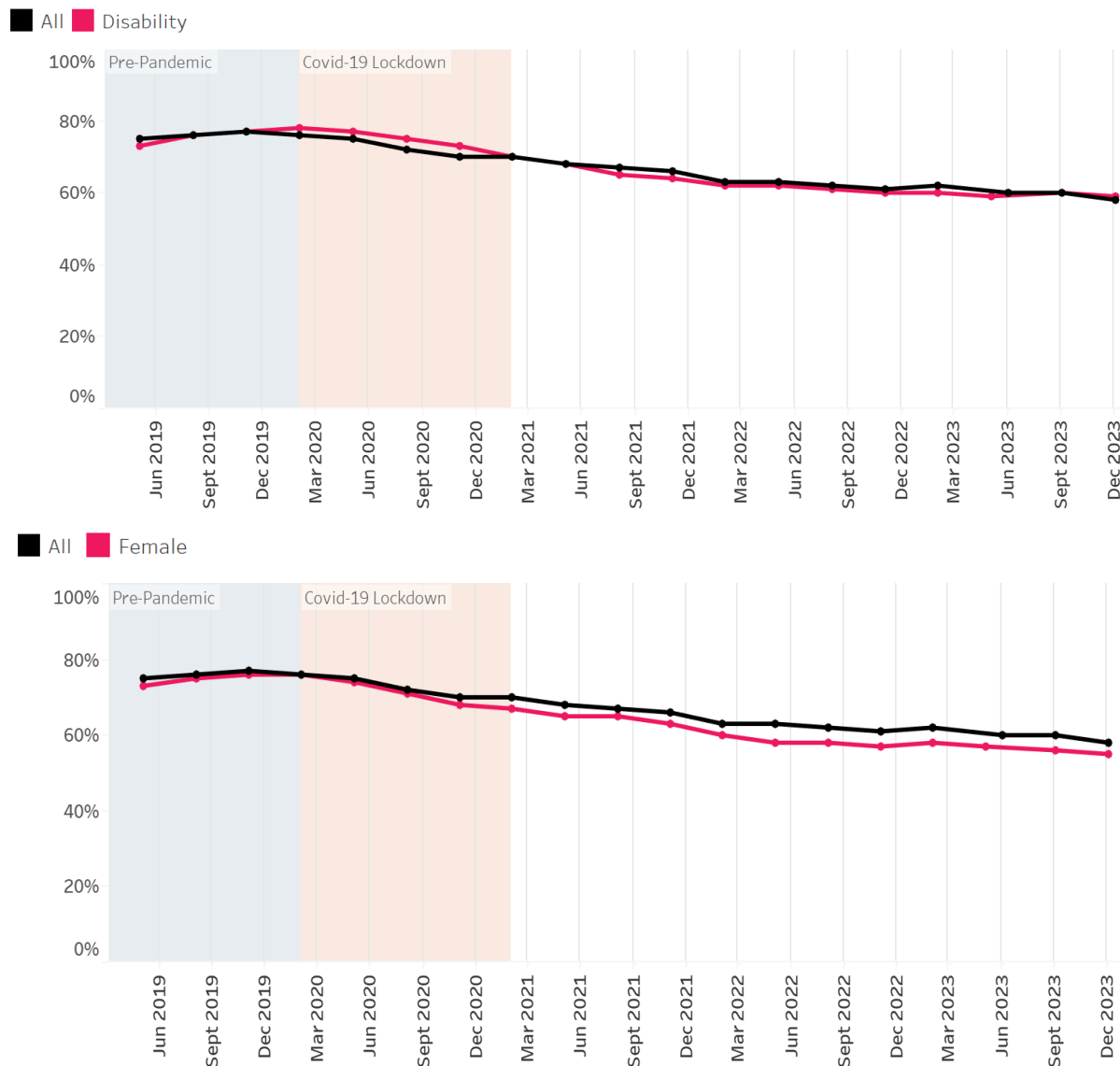
Source: MOPAC Public Attitude Survey. Rolling 12-month data.

- Perceptions that the Met use Stop and Search fairly stands at 58%. This is 2 percentage points lower than the previous quarter, and 3 percentage points lower than the same quarter last year.
- Perceptions that the Met use Stop and Search fairly are lower among Black Londoners (39%) and Londoners from Mixed Ethnic backgrounds (42%). This is 19 percentage points and 16 percentage points below the Met average respectively.
- Perceptions that the Met use Stop and Search fairly are lowest among the LGBT+ community (30%).





# Met Use Stop & Search Fairly



Source: MOPAC Public Attitude Survey. Rolling 12-month data.

MOPAC Quarterly Report Q3 2023/24

- 59% of Londoners with a self-declared disability think the Met use Stop and Search fairly. This is 1 percentage point higher than the Met average.
- Perceptions that the Met use Stop and Search fairly are lower among female Londoners (55%), which is 3 percentage points below the Met average.

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# More Trust – inequalities in perceptions

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		The MPS is an organisation that I can trust (Trust MPS)	Police do a good job in the local area (Good job)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Police use their Stop & Search powers fairly (S&S used fairly)
Weighted MPS result		69%	47%	62%	58%
Ethnicity	White British	-3%	-3%	-5%	1%
	White Other	6%	5%	6%	6%
	Black	-11%	-3%	-7%	-19%
	Asian	9%	6%	9%	10%
	Mixed	-11%	-6%	-15%	-16%
	Other ethnicity	5%	5%	7%	8%
LGBT+	Yes	-17%	-8%	-21%	-28%
	No	1%	1%	1%	2%
Disability	Disability	-2%	1%	0%	1%
	No disability	0%	0%	0%	0%
Sex	Male	1%	1%	3%	4%
	Female	0%	0%	-3%	-3%

## Disproportionality

LGBT+ Londoners see negative gaps across all four perception measures.

Londoners from a Mixed Ethnic Background continue to see negative gaps across all four perception measures. Black Londoners remain less likely to trust the MPS, to feel police treat everyone fairly, or to feel the police use their Stop and Search powers fairly. A smaller inequality has now started to emerge for White British Londoners for feeling the police treat everyone fairly.

Londoners with a disability are more likely to have confidence that the MPS do a good job in their local area. We do not see any other gaps of +/-5 percentage points in relation to either sex or disability.



# More Trust – inequalities in satisfaction

Percentage point gaps compared with the MPS result (R12 data). Gaps of 5pp. or more are highlighted green or red (i.e., above or below the average).		Satisfaction with service received when reporting over the phone (TDIU survey)	Satisfaction with service received when reporting online (TDIU survey)	Overall satisfaction with service provided by the police (USS survey)
Weighted MPS result		37%	33%	64%
Ethnicity	White British	3%	3%	2%
	White Other	2%	3%	2%
	Black	4%	4%	-2%
	Asian	-3%	-3%	1%
	Mixed	-2%	-3%	-6%
	Other ethnicity	-3%	0%	-5%
LGBT+	Yes	3%	-3%	-6%
	No	1%	3%	0%
Disability	Disability	4%	5%	-10%
	No disability	0%	1%	2%
Sex	Male	-1%	0%	1%
	Female	4%	3%	-2%

- There are fewer inequalities for victims of BCU-reported crime, than for trust and confidence.
- Mixed Ethnic and Other ethnicity respondents are less likely to be satisfied with the service provided compared to the Met average (-6 percentage points and -5 percentage points respectively).
- LGBT+ respondents are also less likely to be satisfied with the service provided than the Met average (-6 percentage points).
- BCU-reported crime, satisfaction is 10 percentage points lower for those who self-declare a disability when compared to the Met average.
- However, victims who self-declare a disability are more likely to be satisfied than the Met average when reporting to the TDIU online.



# Appendix: “More Trust” question wording

## Public Perception measures

**Good job local, aka confidence:** “Taking everything into account, how good a job do you think the police in this area are doing?”

- Note: we define “this area” as within a 15-minute walk of the respondent’s home.
- Response options: Excellent / Good / Fair / Poor / Very Poor
- Reporting: The confidence measure (also referred to as “good job local”) is coded so as those responding “excellent” or “good” are considered to have confidence that the police are doing a good job in their local area.

**Trust:** “To what extent do you agree or disagree with the following statements: The Metropolitan Police Service is an organisation that I can trust”

- Response options: Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
- Reporting: When reporting the proportion of people who trust the MPS, those responding “strongly agree” or “tend to agree” are considered to have trust.

**Fair treatment:** “To what extent do you agree or disagree with the following statements: The police in your area treat everyone fairly regardless of who they are”

- Response options: Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
- Reporting: When reporting the proportion of people who believe the MPS treat everyone fairly, those responding “strongly agree” or “tend to agree” are considered to believe the police treat everyone fairly.

**Stop and search used fairly:** “How confident are you that the Police in this area use their stop and search powers fairly?”

- Response options: Very confident / Fairly confident / Not very confident / Not at all confident
- Reporting: When reporting the proportion of people who are confident the MPS use their Stop and Search powers fairly, those responding “very confident” or “fairly confident” are considered to have confidence, over a base of those providing any substantive answer (i.e., removing those who refuse to answer the question or say “don’t know” from the base).

## Satisfaction measures

**Victim satisfaction:** “Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?”

- Response options: Completely satisfied / Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / dissatisfied / Very dissatisfied / Very dissatisfied
- Note: respondents are initially asked to specify whether they are satisfied, dissatisfied or neither. If they respond “satisfied” or “dissatisfied”, they are then asked whether they are completely, very or fairly (dis)satisfied.
- Reporting: When reporting the proportion of victims who are satisfied, those responding “completely satisfied”, “very satisfied” or “fairly satisfied” are considered to be satisfied, over a base of those providing any substantive answer (i.e., removing those who refuse to answer the question or say “don’t know” from the base).

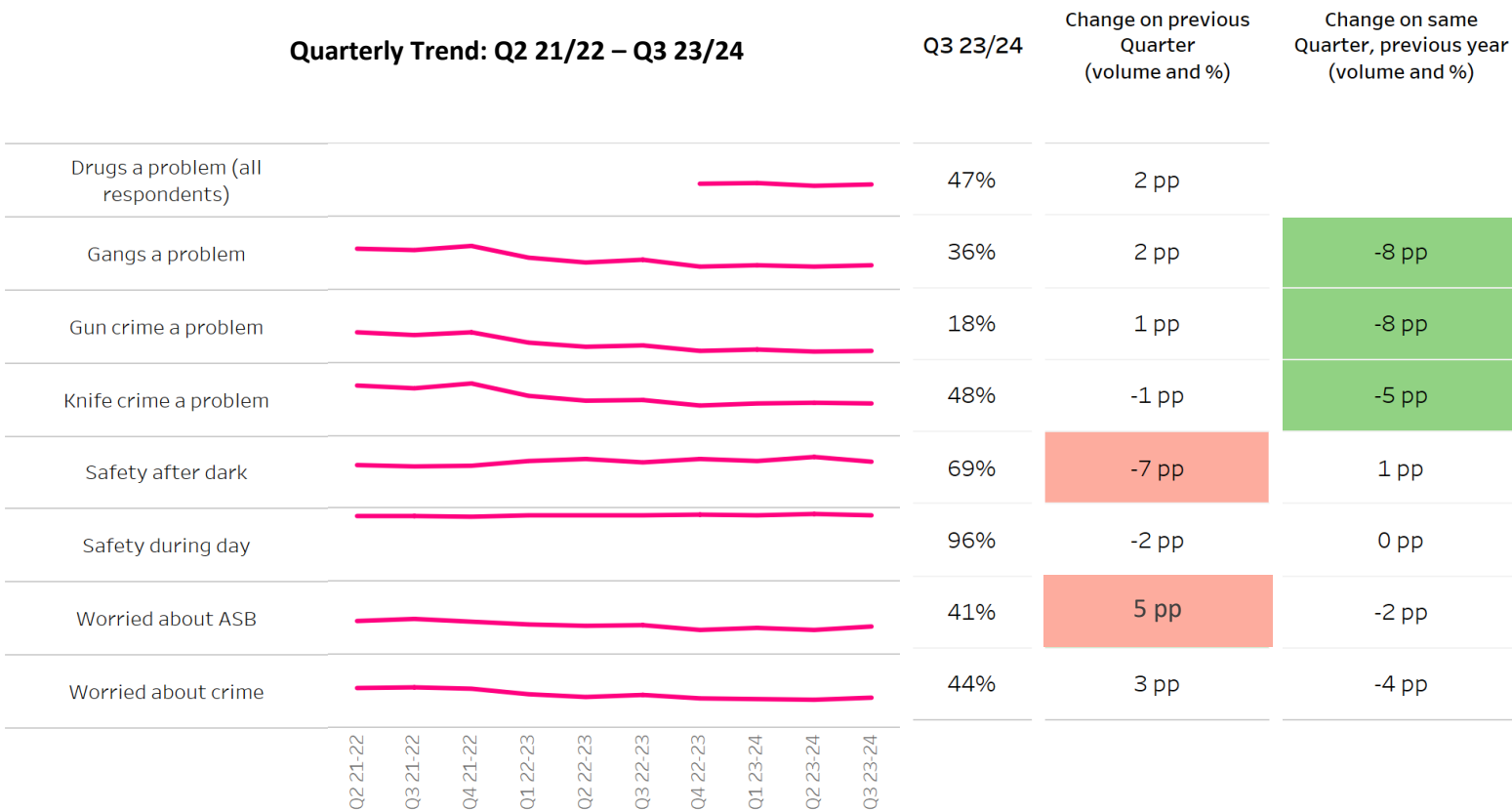


# MPS Performance – “More Trust” Scorecard

All survey data presented here is discrete quarterly data, NOT rolling 12 months. Q3 2023/24 data refers to discrete Quarter 3 Financial Year 2023/24. i.e. October to December 2023.

## More Trust

### Londoners feel safe



‘Drugs a problem (all respondents)’ covers the timeframe Q4 22/23 – Q3 23/24

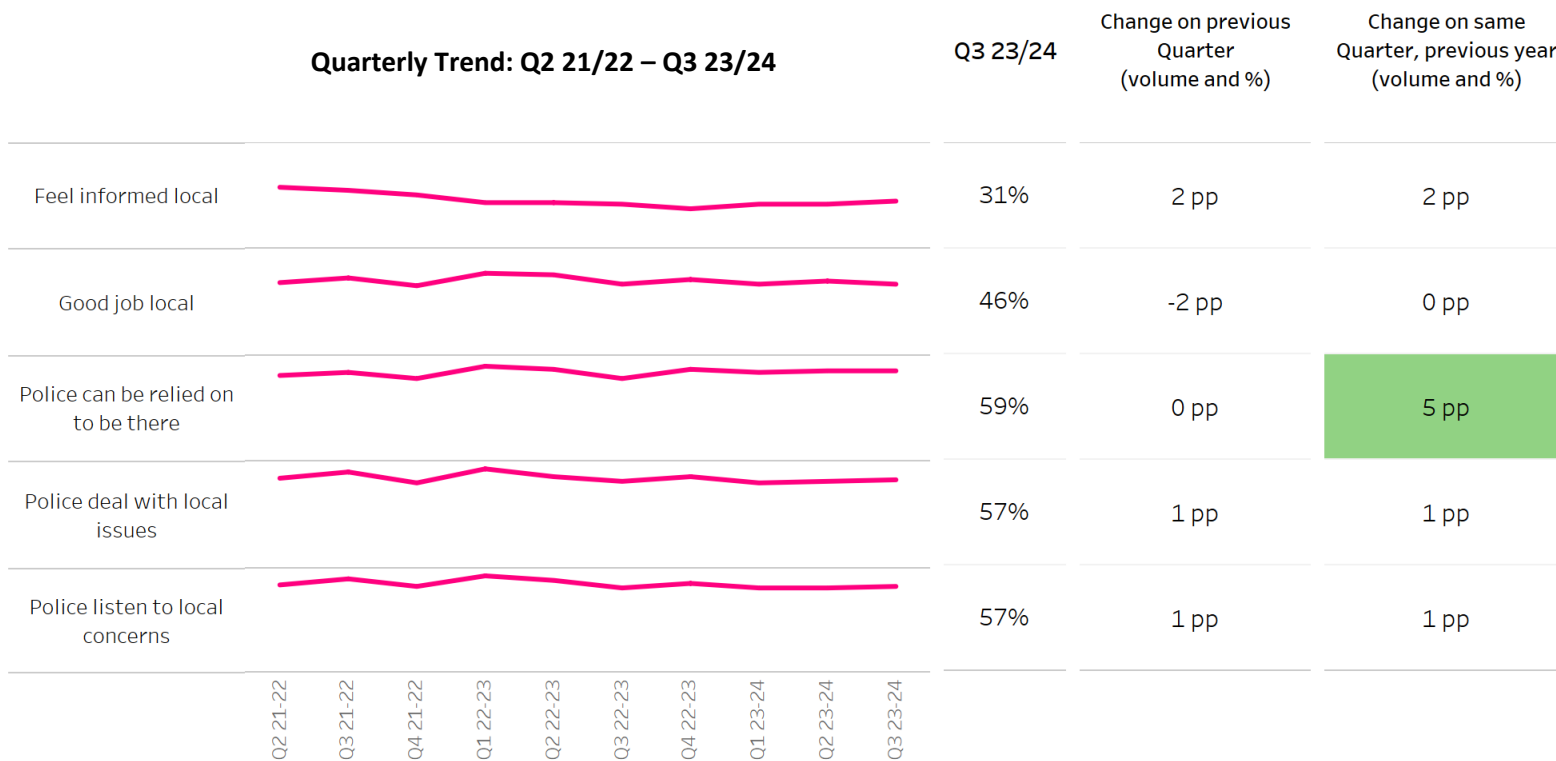


# MPS Performance – “More Trust” Scorecard

All survey data presented here is discrete quarterly data, NOT rolling 12 months. Q3 2023/24 data refers to discrete Quarter 3 Financial Year 2023/24. i.e. October to December 2023.

## More Trust

### Londoners have confidence in the MPS





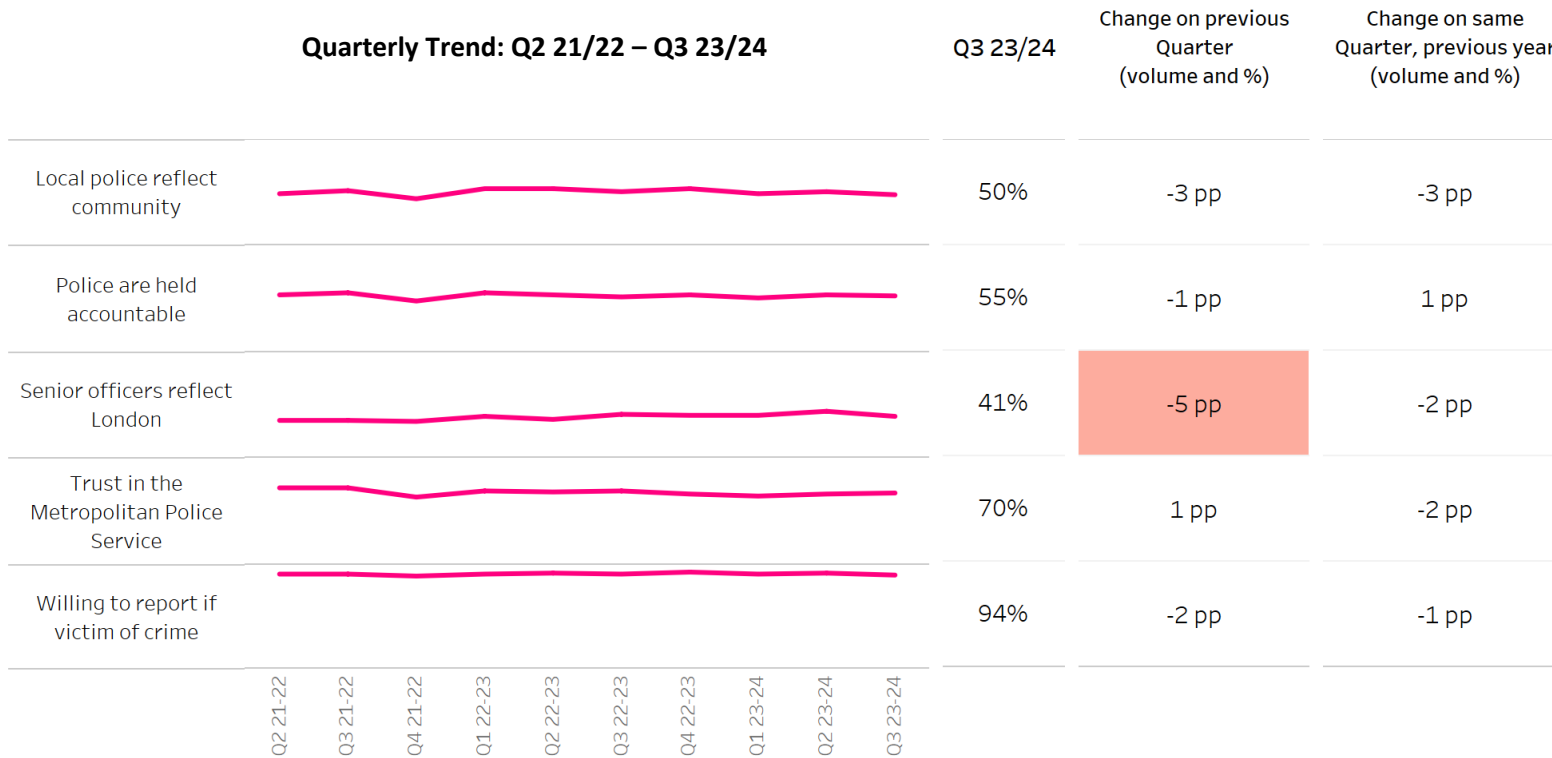


# MPS Performance – “More Trust” Scorecard

All survey data presented here is discrete quarterly data, NOT rolling 12 months. Q3 2023/24 data refers to discrete Quarter 3 Financial Year 2023/24. i.e. October to December 2023.

## More Trust

### Londoners trust the MPS





# MPS Performance – “More Trust” Scorecard

All survey data presented here is discrete quarterly data, NOT rolling 12 months. Q3 2023/24 data refers to discrete Quarter 3 Financial Year 2023/24. i.e. October to December 2023.

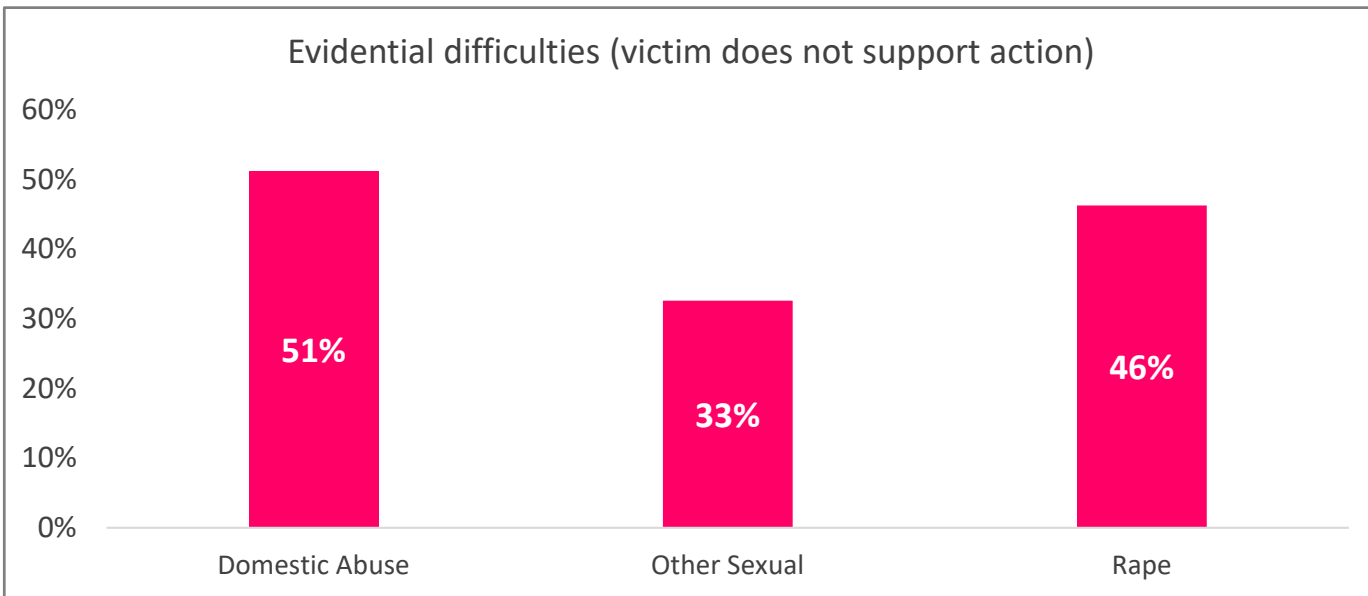
## More Trust

### Victims are supported

Quarterly Trend: Q2 22/23 - Q3 23/24		Q3 23/24	Change on previous Quarter (volume and %)	Change on same Quarter, previous year (volume and %)
[If injured] offered information on Criminal Injuries Compensa..		9%	0 pp	-2 pp
[If no to offer] would you have wanted LVWS		40%	3 pp	0 pp
[If yes to offer] took up LVWS		16%	3 pp	-2 pp
[If yes to take up and contacted] satisfied with LVWS		79%	-3 pp	-3 pp
[If yes to take up] not contacted by LVWS		14%	0 pp	5 pp
Made aware of Victim Code		26%	2 pp	1 pp
Offered information on RJ		14%	-1 pp	0 pp
Offered services of LVWS (Victim Support)		44%	1 pp	-5 pp
Opportunity to provide a victim personal statement		48%	0 pp	-10 pp
	Q2 21-22 Q3 21-22 Q4 21-22 Q1 22-23 Q2 22-23 Q3 22-23 Q4 22-23 Q1 23-24 Q2 23-24 Q3 23-24			



## MPS Performance – Evidential Difficulties Victim Does Not Support



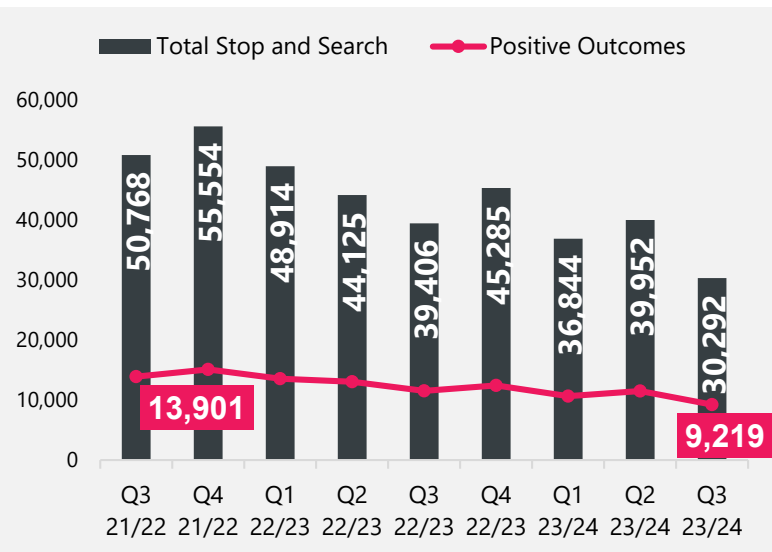
- Maintaining victim engagement in the criminal justice process is critical to the success of investigations, underpins procedural justice and is an indicator of victim confidence in the system.
- Outcomes where victim does not support action are indicative of this and are shown to end December 2023. This is not purely reflective of police action, rather of the wider criminal justice system.
- In the twelve months to end Q3 (December 2023) victims did not support action in 51% of Domestic Abuse, 33% of Other Sexual Offence cases and 46% of Rape cases\*.

• Rate = Evidential Difficulties (Evidential Difficulties Victim Based + Susp id; V not supp; evidential difficulties) / Total Outcome  
Data extracted from London DataStore, 26/01/2024

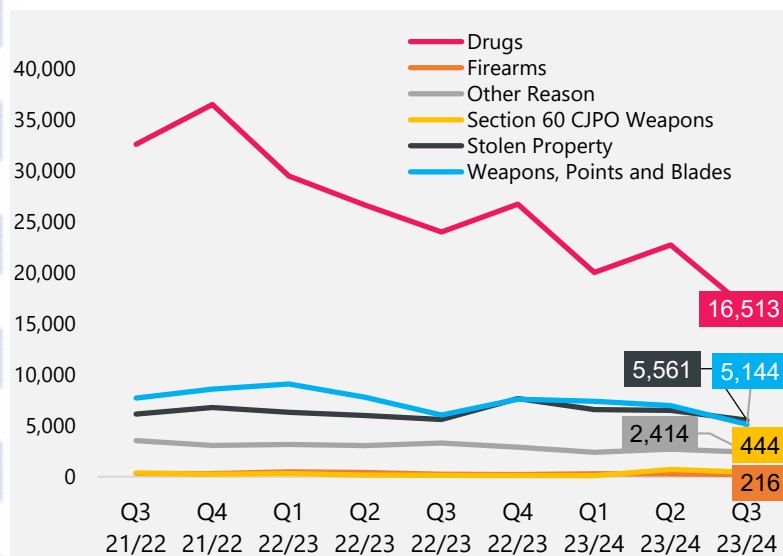


# MPS Performance – Stop and Search

## Number of Stop and Searches Conducted and Reason for Stop and Search



Stop and Searches in the latest quarter decreased by -24% on the previous quarter. Positive outcomes accounted for 30% of all outcomes from Stop and Search in the most recent quarter (no change on the previous quarter).



Drugs-related stops accounted for 55% of all Stop and Search in the latest quarter. 18% of Stop and Search was for Stolen Property and 17% of Stop and Search was weapons, points and blades.

The role of Stop and Search is important in trust and confidence and new analytics points to the importance of procedurally just encounters between police and public.

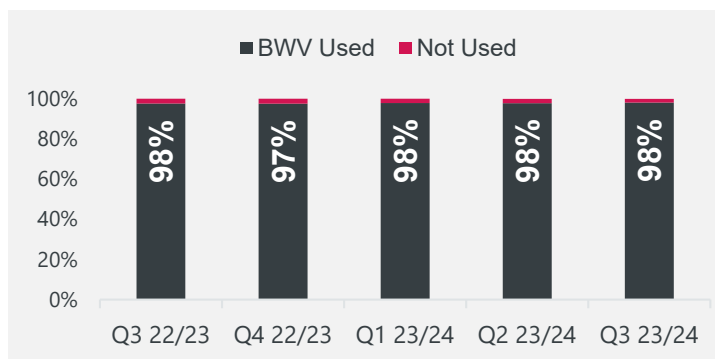
Those Londoners who experienced a procedurally just Stop encounter (*i.e., perceived the police were polite, respectful and had the reason for the stop explained*) had similar levels of trust and confidence compared to those who had not been Stopped at all.

Yet, those Londoners with a perceived procedurally unjust encounter (*i.e., reported police were not polite, not respectful*) had significantly lower levels of trust and confidence compared to those who experienced procedurally just encounters.

This highlights the importance of every interaction. Furthermore, most Londoners believed police treated them with respect and explained why they had been stopped. However, certain groups were significantly less likely to say this (females, younger ages and Black Londoners).

Analysis also showed that in cases where the stop was mixed or perceived to be procedurally unjust, individuals were more likely to communicate negatively about the experience or feel negatively impacted or traumatised.

## Body Worn Video use during Stop and Search

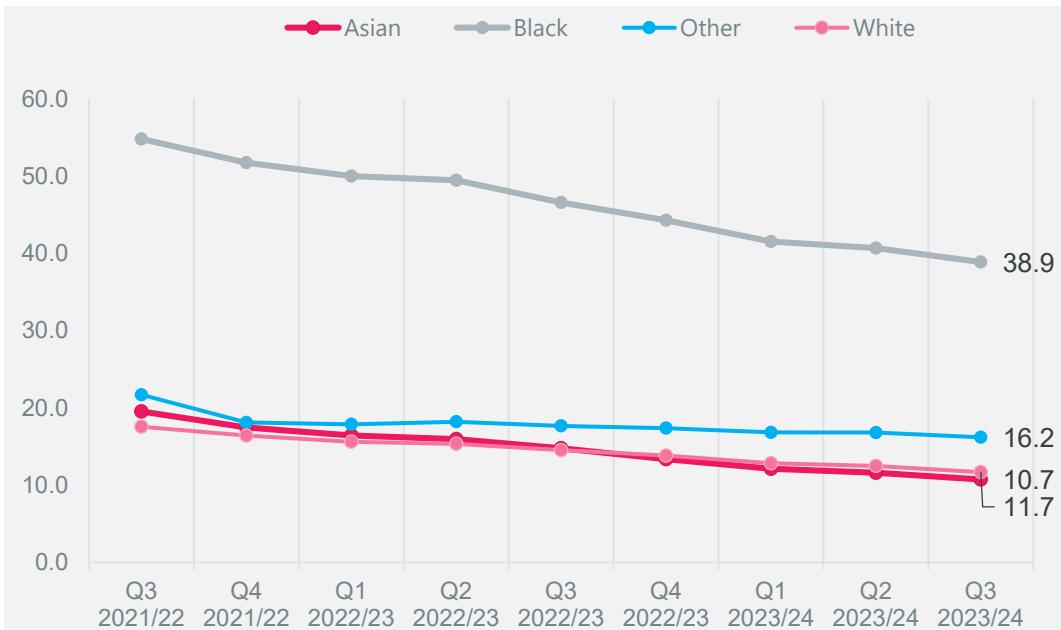


Body Worn Video is used during 98% of Stop and Searches in the latest quarter. This is consistent on the previous year.

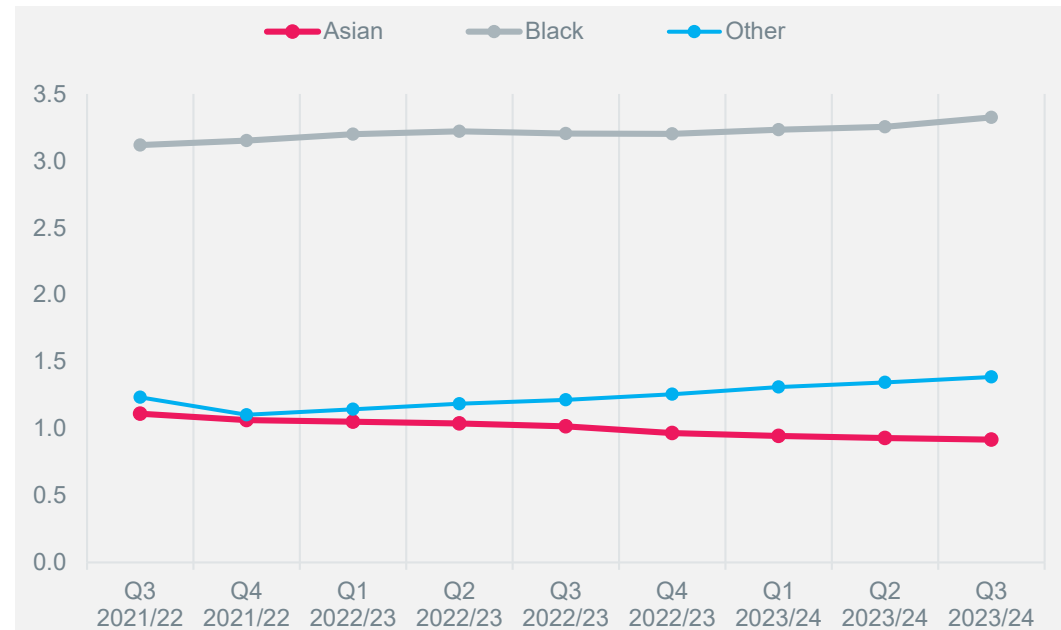


# MPS Performance – Stop and Search

## Stop and search rates per 1,000



## Proportionality



The rate of Stop and Search per 1,000 population decreased in the twelve months to the latest quarter; this follows a gradual decrease since Q1 of 20-21. In the twelve months to Q3 23-24 there were 16 stop and Searches per 1,000 population, the lowest since Q3 2018/19.

In the twelve months to Q3 23-24 Black individuals were 3.3 times more likely to be Stopped and Searched compared to white individuals, similar to the same period to end of the previous quarter and in the twelve months to end Q3 22-23.



# Less Crime





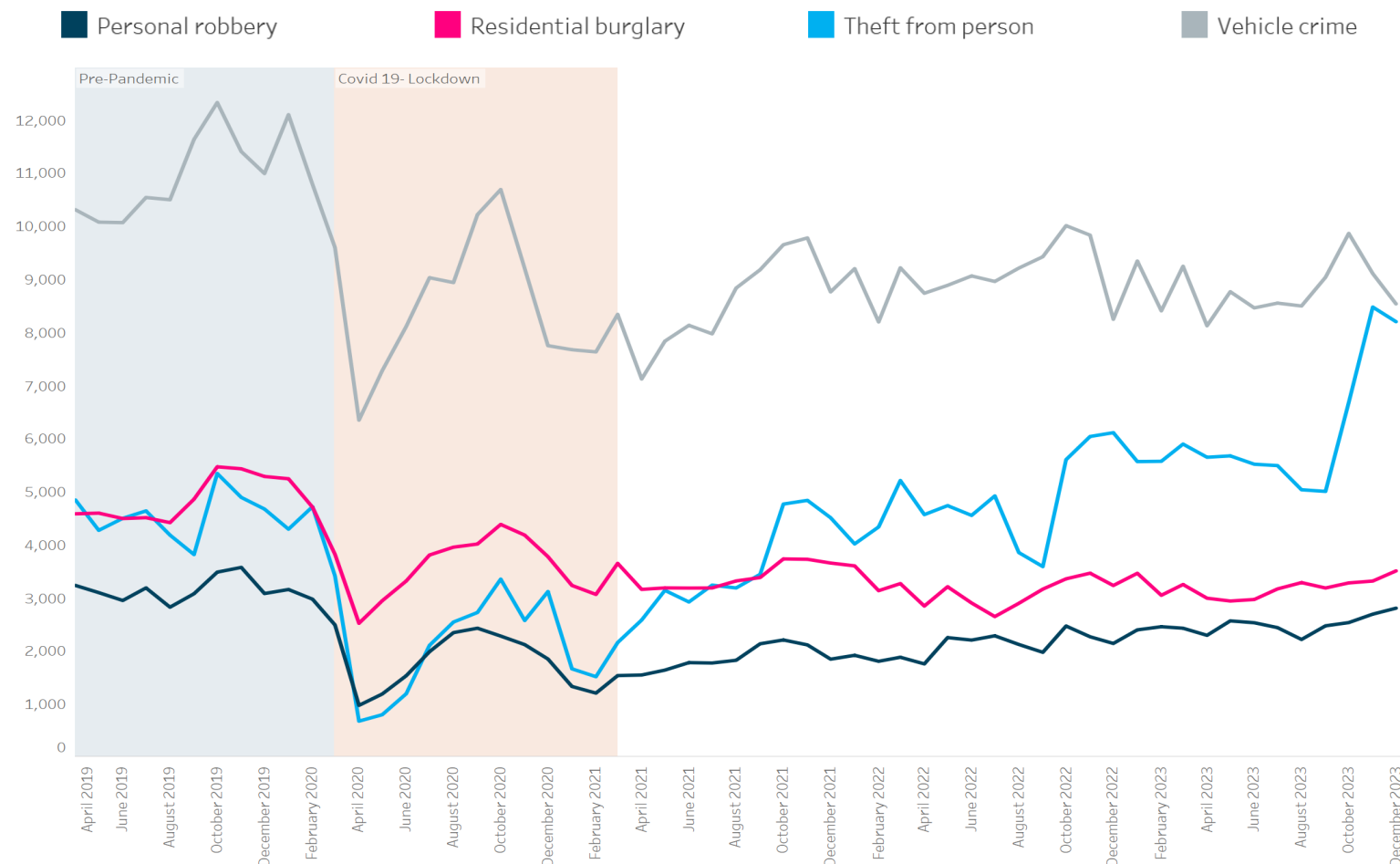
# Less Crime: Recorded Crime

Positive changes of 5% or more (lower crime volume) are highlighted green, while negative changes of 5% or less (higher crime volume) are highlighted red.		Q3 23-24	% change from same quarter of previous year (Q3 22-23)	% change from previous quarter (Q2 23-24)	% change from pre-pandemic period (Q3 19-20)
Anti-social behaviour	Anti-social behaviour	57,792	+14%	-15%	-21%
Neighbourhood crime	Personal robbery	8,035	+17%	+13%	-21%
	Residential burglary	10,107	+0%	+5%	-38%
	Theft from person	23,357	+32%	+50%	+57%
	Vehicle crime	27,505	-2%	+5%	-21%
Public protection	Domestic abuse	29,315	0%	-6%	+4%
	Other sexual offences	3,746	+0%	-8%	+29%
	Rape	2,094	-5%	-7%	+2%
Serious Violence*	All robbery	9,271	+21%	+13%	-15%
	Homicide	26	-16%	-13%	-30%
	Violence with injury	19,850	+5%	-6%	+6%
Offences involving the use of weapons	Gun crime lethal barrel discharge	45	+0%	+32%	-30%
	Knife crime	4,000	+12%	+9%	-4%
	Knife crime injury (victims under 25yrs)	305	-12%	-17%	-20%

- Crime data in the table is to the end of December 2023.
- Patterns of offences over recent years have been affected by the coronavirus (COVID-19) pandemic. Burglary, Robbery, Vehicle Offences, and Gun Crime are still below pre-pandemic levels, despite recent increases.
- Over Q3 23-24, the largest increase has been for **Theft from the Person** (+32% on the same quarter last year), followed by **Robbery** (+21%).
- The latest ONS figures show that the violent crime rate is lower in London than in the rest of England and Wales. In the twelve months to September 2023, there were 27.9 recorded violence against the person offences per 1,000 population in the Met area, lower than the average for the rest of England and Wales of 35.4 per 1,000 population
- ONS figures also show that the rate of violence with injury per 1,000 population is lower in London (8.91) than the rest of England and Wales (9.48).
- The MPS records the highest crime rate in England and Wales for Robbery and Theft From the Person.



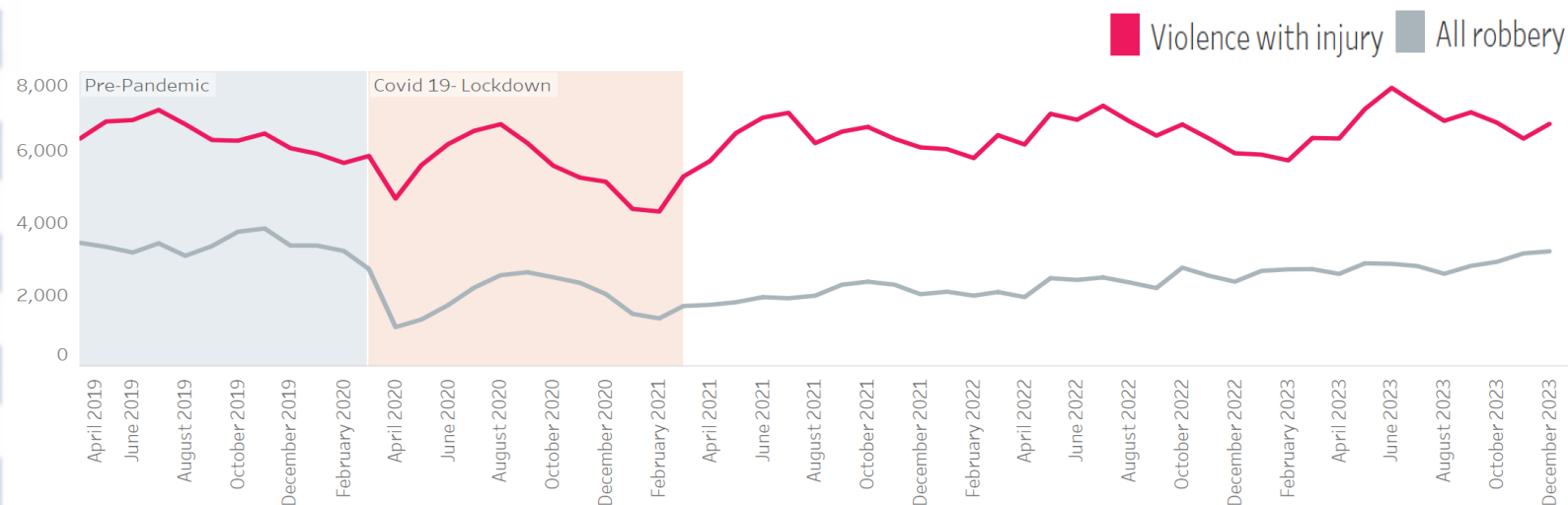
# Lower Volumes of Crime: Neighbourhood Crime



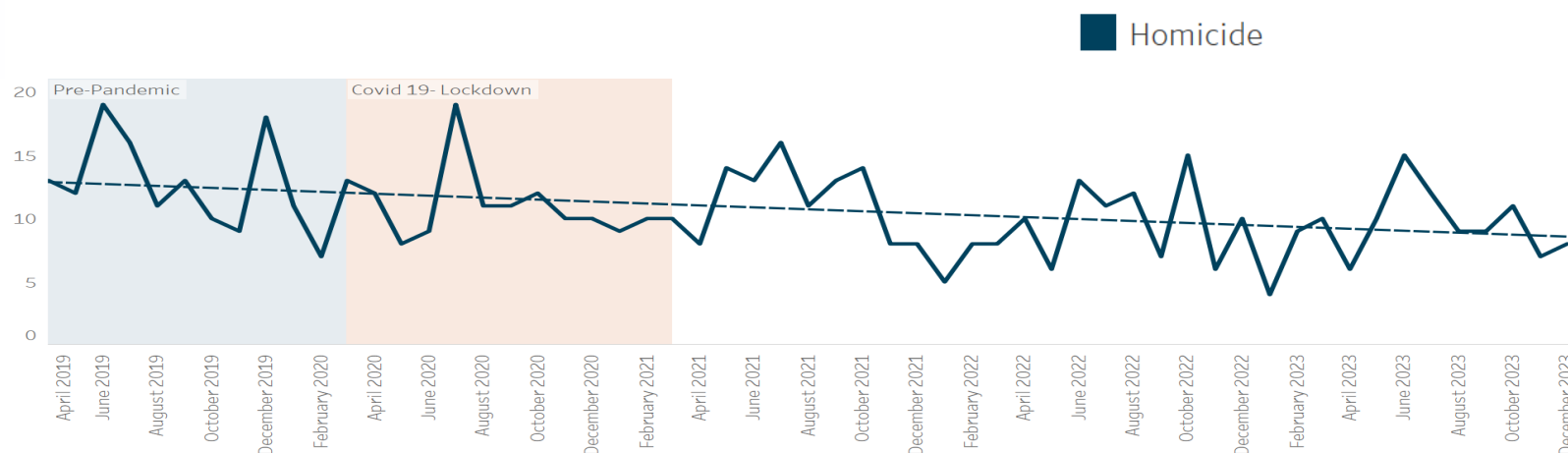
- **Personal robbery** offences recorded in Q3 23-24 increased on both the previous quarter (+13%) and Q3 22-23 (+17%).
- There were significant peaks in **Theft from person** offences in Q3 23-24. Total Theft from Person offences increased on both the previous quarter (+50%) and Q3 22-23 (+32%).
- **Residential burglary** has increased by +5% on the previous quarter and has remained stable compared to Q3 22-23 (+0%).
- **Vehicle crime** offences in Q3 23-24 increased on the previous quarter (+5%) and have remained stable on Q3 22-23 (-2%).



# Lower Volumes of Crime: Serious Violence

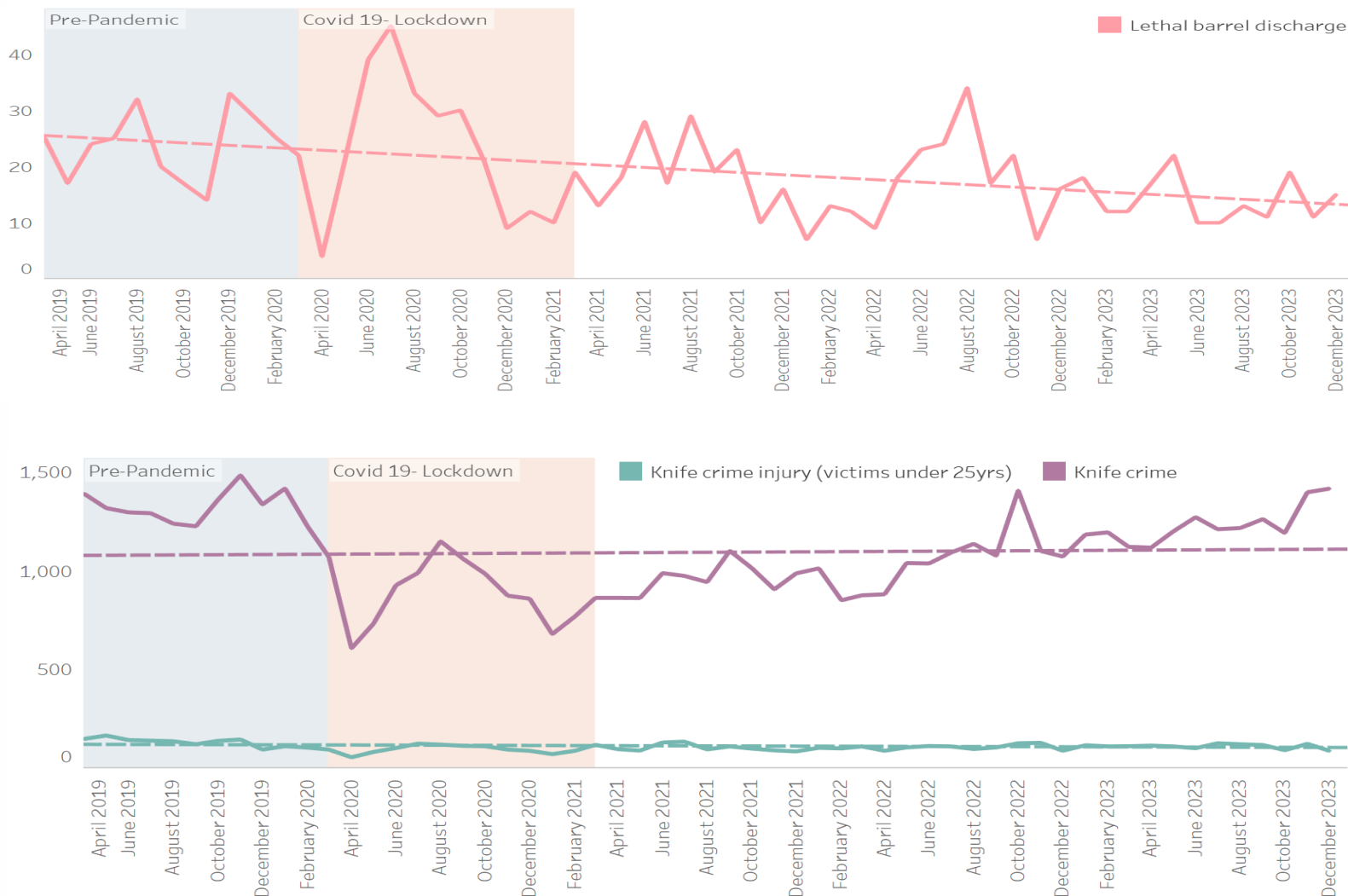


- **Robbery** offences in Q3 23-24 increased on both the previous quarter (+13%) and on Q3 22-23 (+21%).
- **Violence with Injury** offences have decreased on the previous quarter (-6%) and are stable on Q3 22-23 (+5%).
- There were 26 **Homicide** offences in Q3 23-24. This is a decrease on the previous quarter (-4 offences), and on the same quarter in 22-23 (-5).





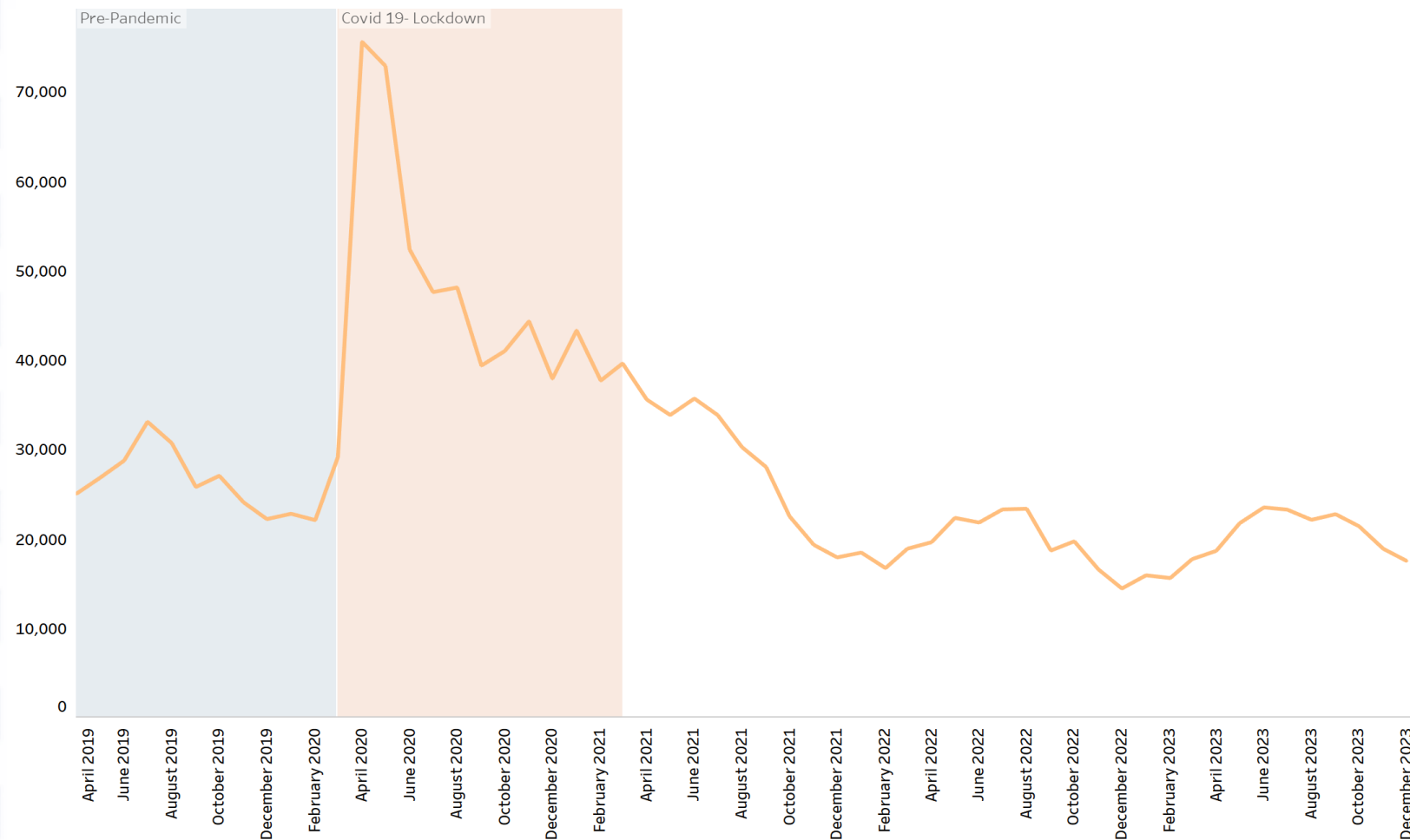
# Lower Volumes of Crime: Offences involving the use of weapons



- Gun Crime **Lethal Barrel Discharge** offences have increased on the previous quarter (+32%) and are stable on the same quarter last year. Overall volume remains low (45 offences in Q3 23-24).
- **Knife Crime** offences in Q3 23-24 increased on both the previous quarter (+9%) and on Q2 22-23 (+12%).



## Lower Volumes of Crime: Anti-Social Behaviour



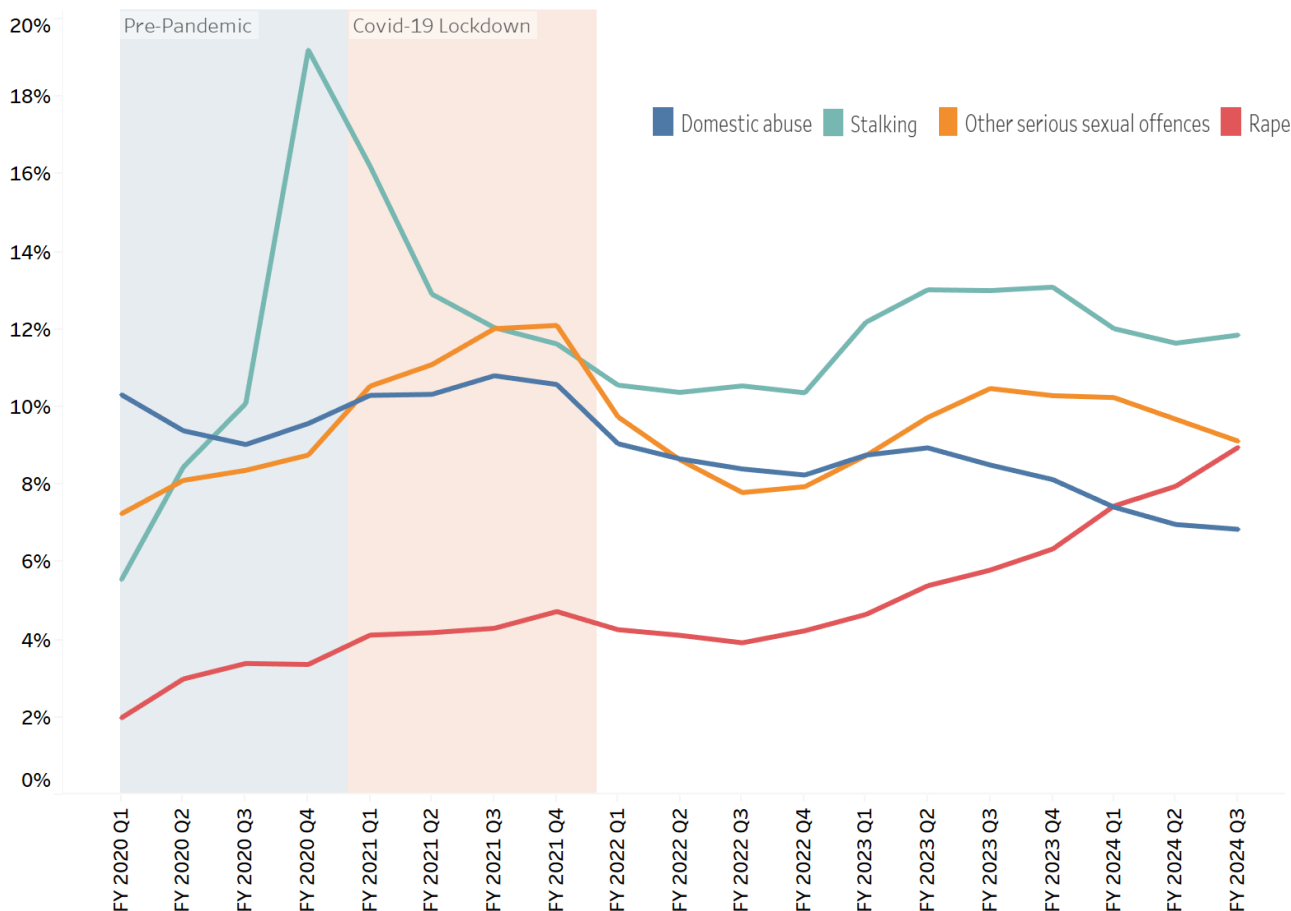
- **Anti-Social Behaviour (ASB) incidents recorded by the police** in Q3 23-24 decreased on the previous quarter (-15%) but increased on the same period in the previous year (+14% higher than Q3 22-23).
- There was a peak in recorded ASB incidents over the Covid-19 lockdown period in April – June 2020. Following this, levels have returned to pre-pandemic volumes.



# Higher proportion of positive outcomes

## Recorded outcome rates

Number of outcomes (by outcome changed date) as a proportion of all offences recorded for the period



- In the 12 months to December 2023 the positive outcome rate for police recorded **rape offences** was 9%. This is an increase of 3 percentage points on the 12 months to December 2022 and there has been a gradual increase over the last two years.
- In the 12 months to December 2023 the positive outcome rate for police recorded **other sexual offences** was 9%. This is stable as compared to the 12 months to December 2022 (10%).
- In the 12 months to December 2023 the positive outcome rate for police recorded **stalking offences** was 12%. This is stable as compared to the 12 months to December 2022 (13%).
- In the 12 months to December 2023 the positive outcome rate for police recorded **domestic abuse offences** was 7%. This is stable as compared to the 12 months to December 2022 (8%).

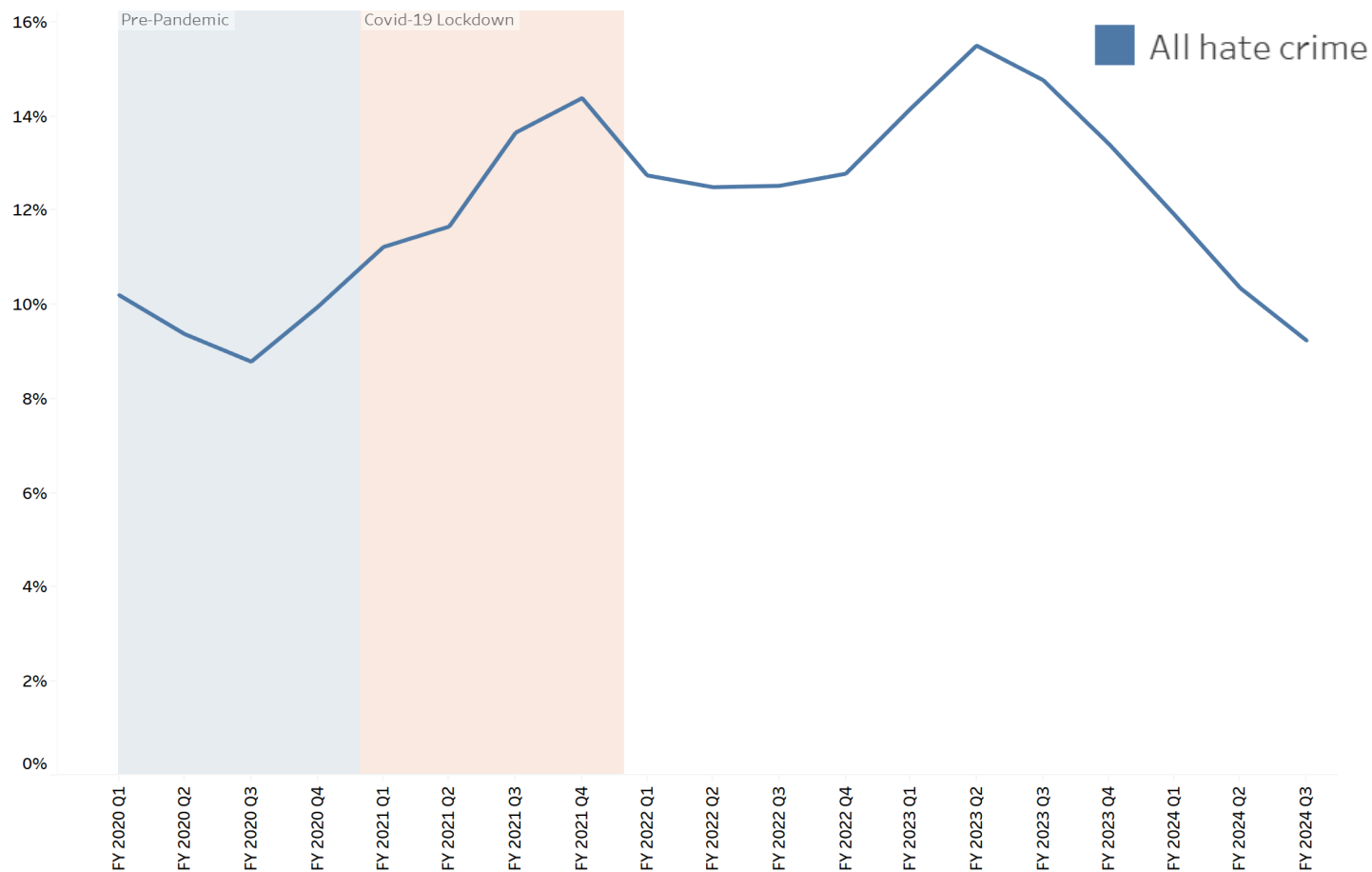
Outcome Rate: Number of outcomes (by outcome changed date) as a proportion of all offences recorded for the period. Outcomes include suspect charged or summonsed, suspect cautioned, 'TIC', penalty notices or drug warning issued, community resolution or diversion.



# Higher proportion of positive outcomes

## Recorded outcome rates

Number of outcomes (by outcome changed date) as a proportion of all offences recorded for the period



- In the 12 months to December 2023, the positive outcome rate for police recorded **hate crime** offences was 9%.
- This is a reduction of 5 percentage points on the 5 months to December 2022 (15%).

Outcome Rate: Number of outcomes (by outcome changed date) as a proportion of all offences recorded for the period. Outcomes include suspect charged or summonsed, suspect cautioned, 'TIC', penalty notices or drug warning issued, community resolution or diversion.

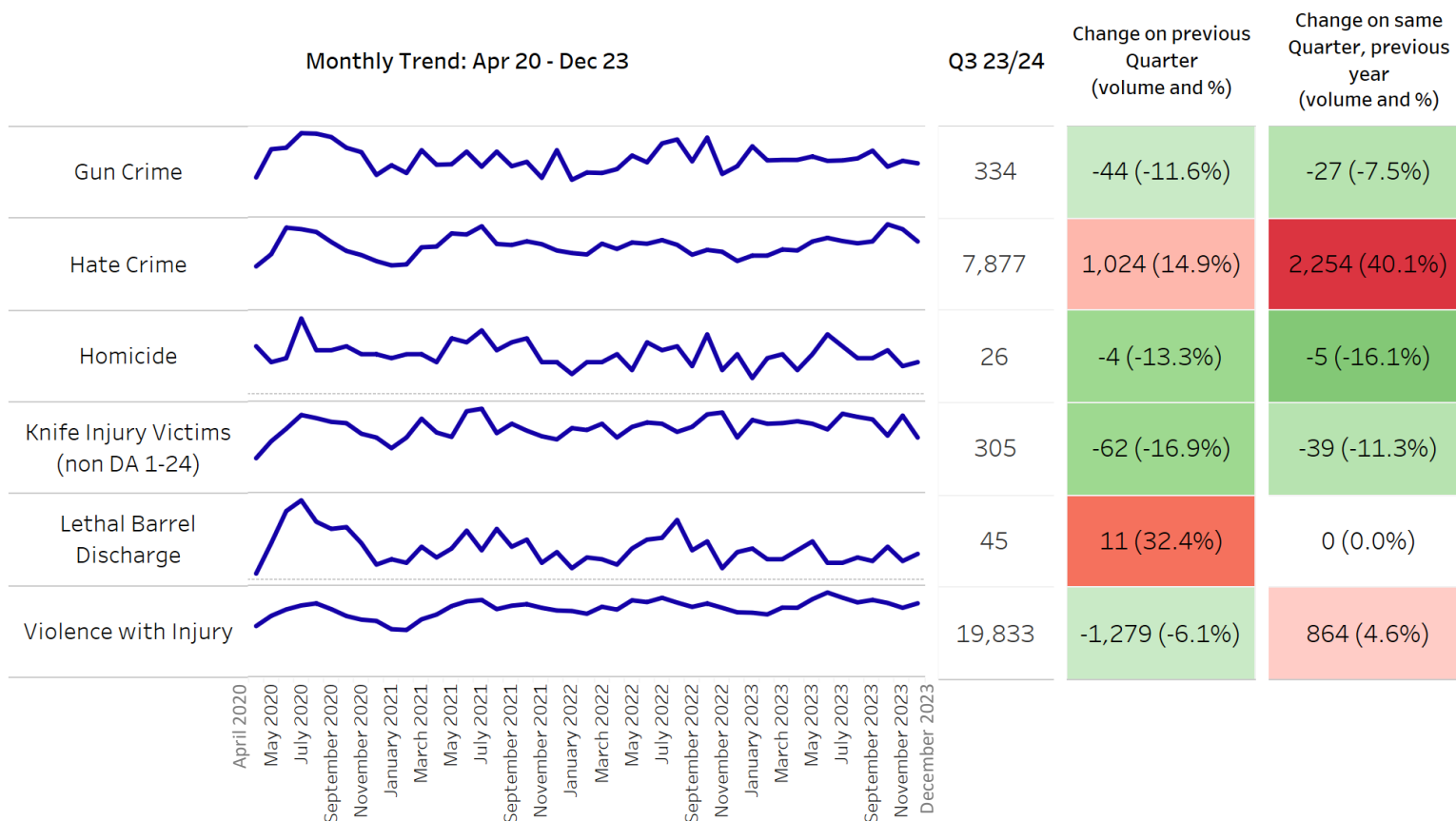




# MPS Performance – “Less Crime” Scorecard

## Less Crime

### Reduce Violent Crime



It should be noted that that patterns of crime over recent years have been affected by the coronavirus (COVID-19) pandemic.

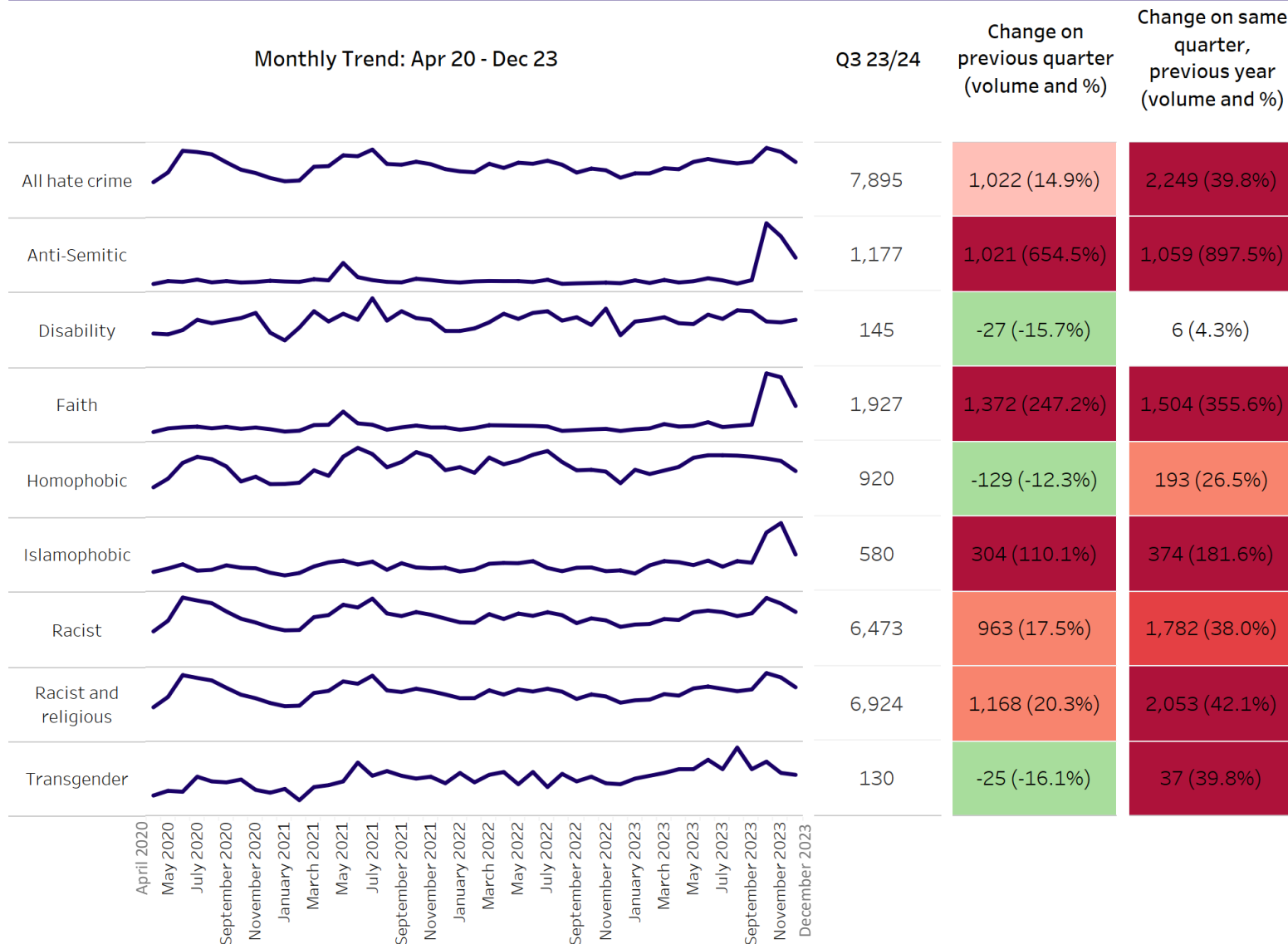
Comparing the most recent quarter to the same quarter last year reductions are seen in gun crime (-7.5%), homicide (-16.1%) and Knife crime with injury offences (under 25, non-DA) (-11.3%)

According to MPS data, when comparing the 12-month period to May 2016 and the latest statistics for the 12 months to December 2023, homicide in London is down by 7%, the number of young people injured with knives has fallen by 18%. Gun crime has fallen by 19%.



# MPS Performance – “Less Crime” Scorecard

## Less Crime



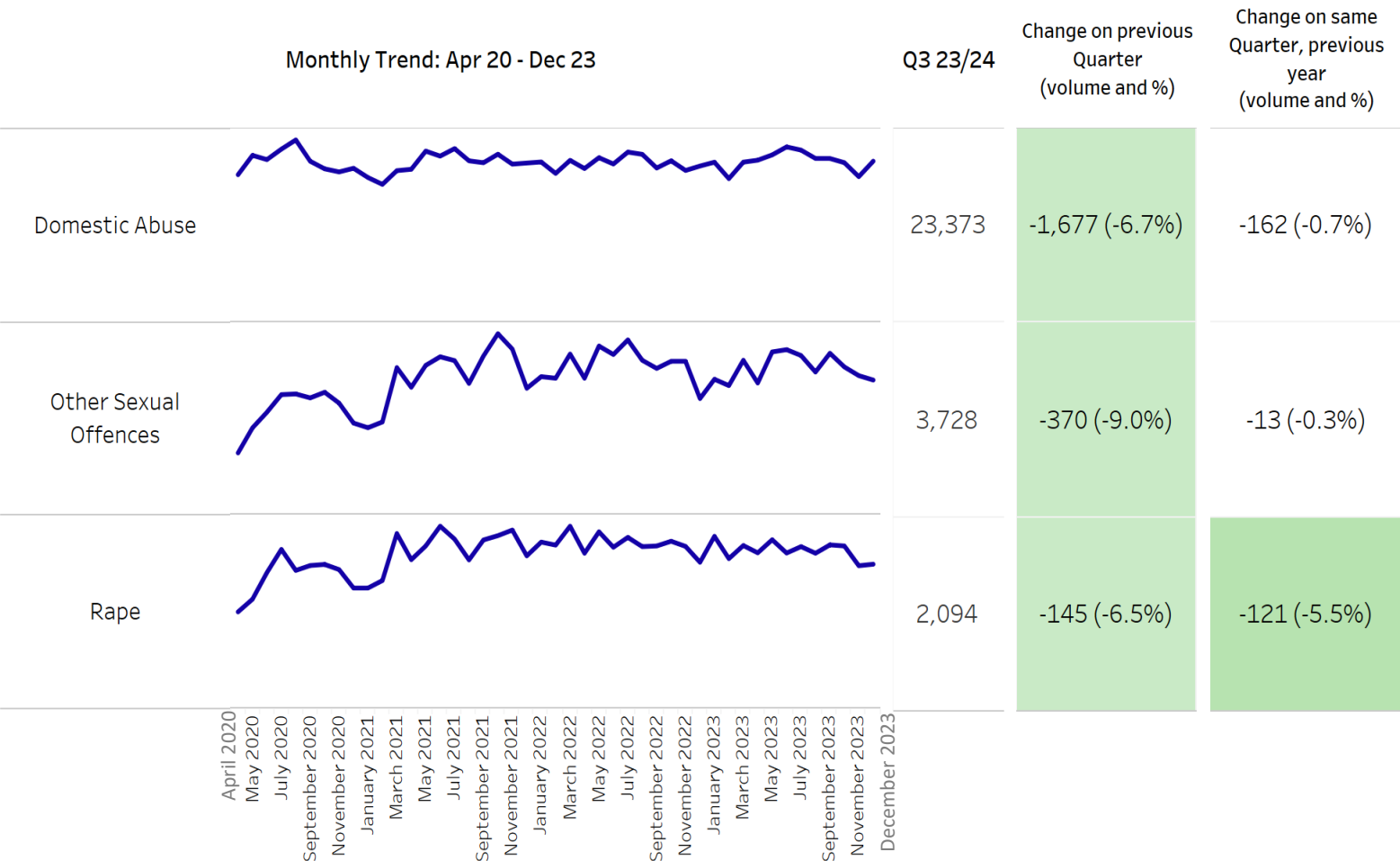
It should be noted that that patterns of crime over recent years have been affected by the coronavirus (COVID-19) pandemic.



# MPS Performance – “Less Crime” Scorecard

## Less Crime

### Improve Public Protection



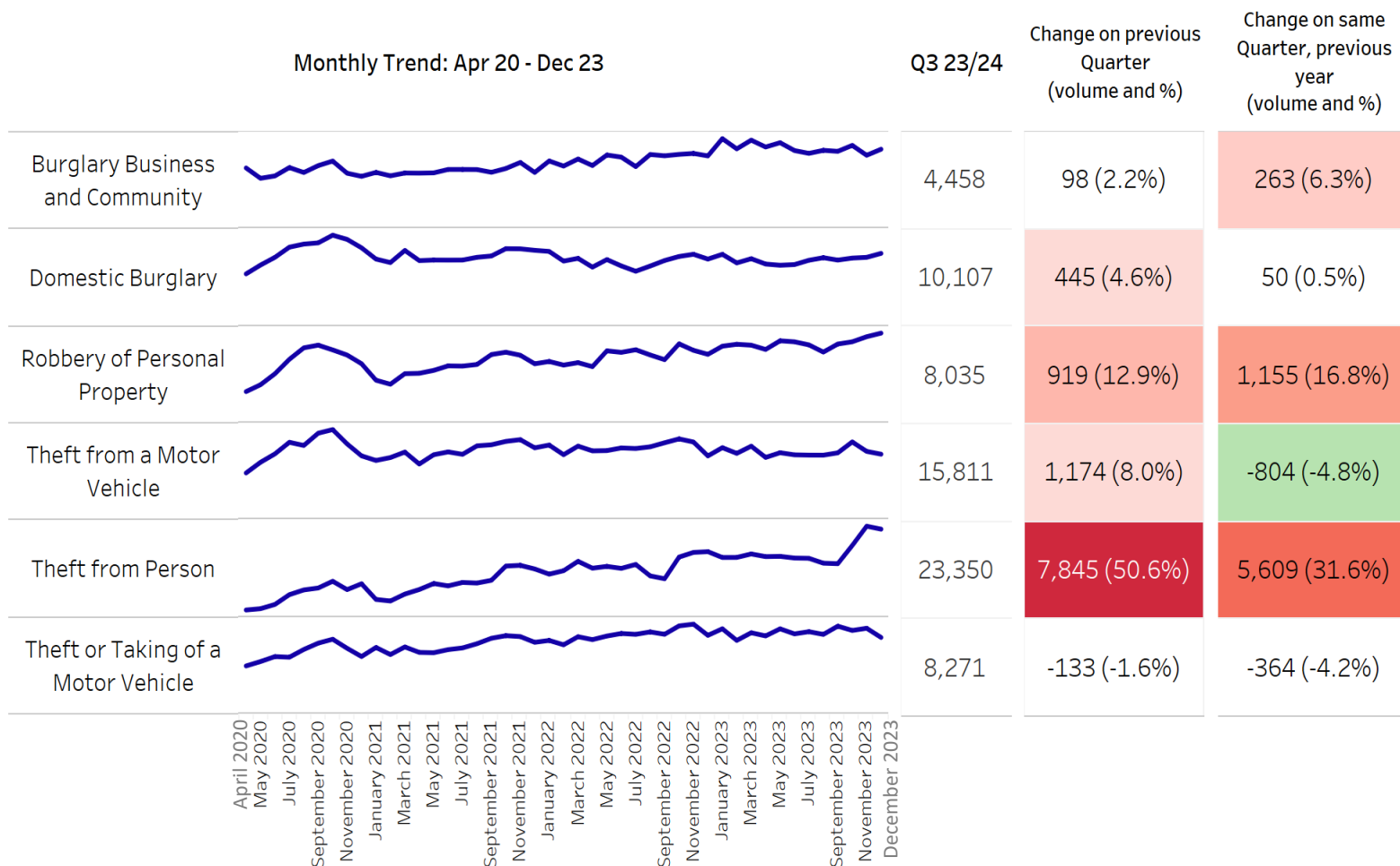
It should be noted that that patterns of crime over recent years have been affected by the coronavirus (COVID-19) pandemic.



# MPS Performance – “Less Crime” Scorecard

## Less Crime

### Reduce Neighbourhood Crime



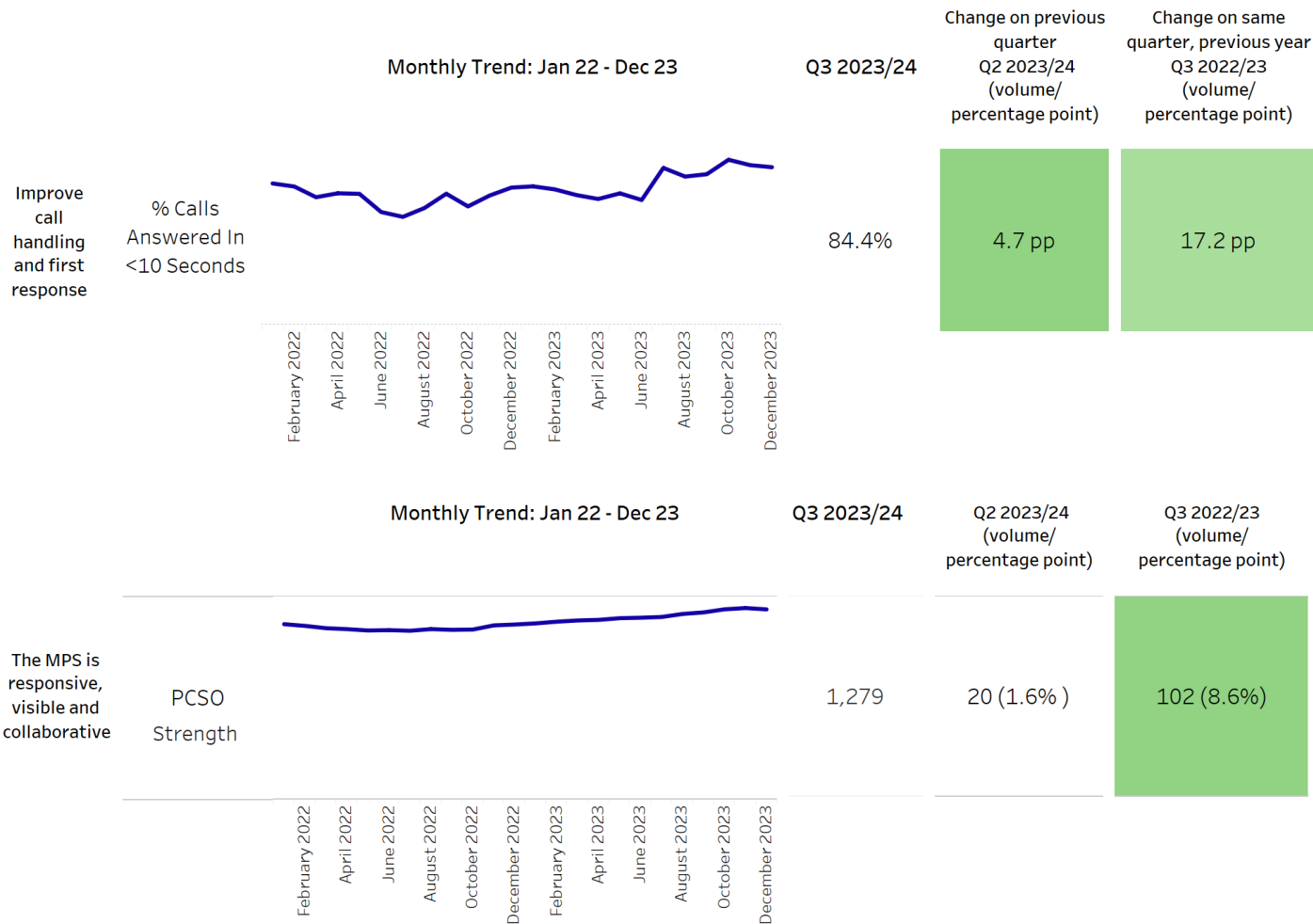
- It should be noted that that patterns of crime over recent years have been affected by the coronavirus (COVID-19) pandemic. Burglary, robbery, and theft from motor vehicle offences are still below pre-pandemic levels, despite recent increases.



# MPS Performance – “Less Crime” Scorecard

Call handling data presented here is discrete quarterly data, not monthly data. Q3 2023/24 data refers to discrete Quarter 3 Financial Year 2023/24. i.e. October to December 2023. PCSO Strength refers to strength (Full Time Equivalent) as of end of Quarter 3 (31<sup>st</sup> December 2023).

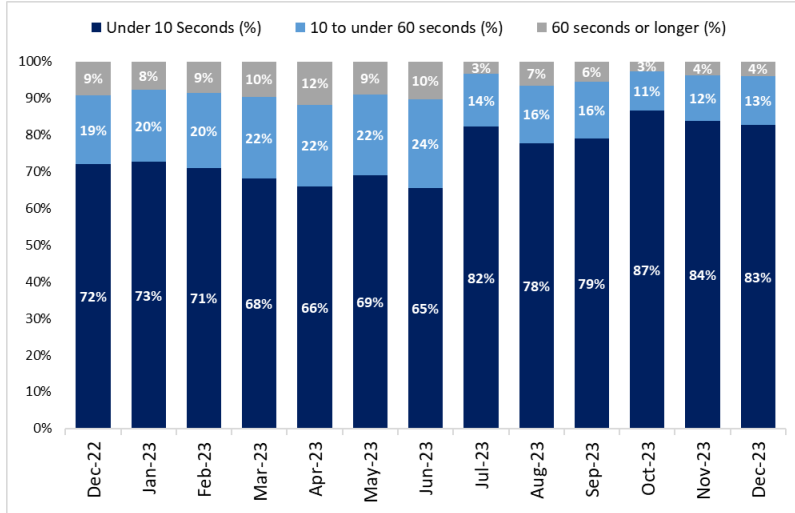
## Less Crime





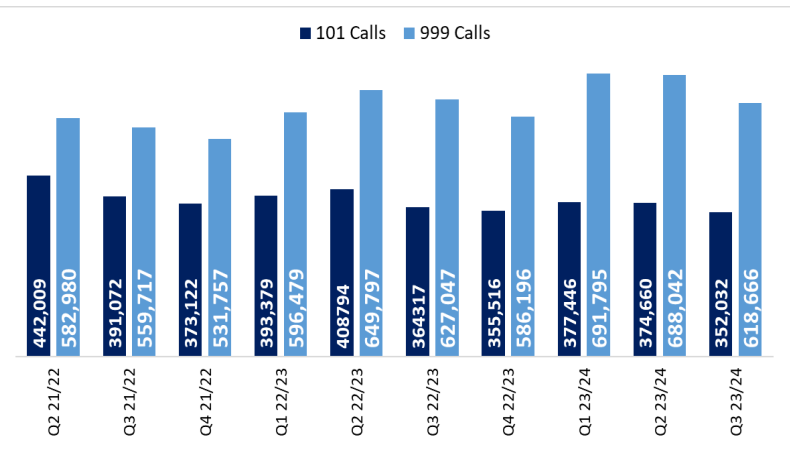
# Police Response

## 999 calls answering time



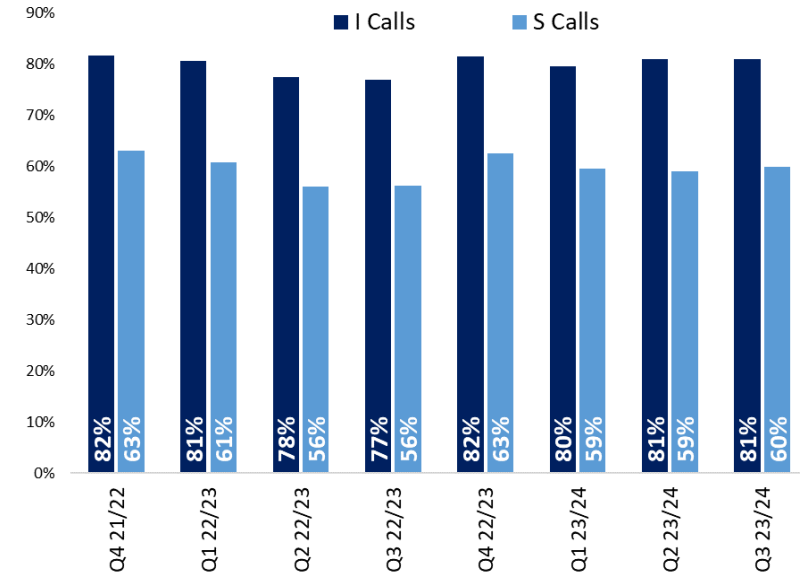
There has been an improvement in 999 call answering times over Q3 compared to Q2. Monthly data, shows that in December 2023, the MPS answered 83% of calls in under 10 seconds (in line with all other police forces in England and Wales, 86%).

## 999 and 101 calls



In Q3 23/24, the number of 999 calls to the MPS decreased when compared to the previous quarter (-10%) but remained stable on the same quarter last year (-1%). 101 calls decreased compared to last quarter (-6%) but remain stable on the same quarter last year (-3%).

## Emergency Response (% of responses within target time)



The HMICFRS PEEL Inspection report notes that on most occasions the MPS responds to calls well.

Response time performance for I calls (15 min target) remains the same as the previous quarter (81% attended within the target time of 15 minutes). Performance for S calls (1-hour target) remains stable on the previous quarter (+1%, with 60% of calls attended within 1 hour).





# Police Response

## I Call Performance

BCU	Borough	FY 2023 Q3	FY 2023 Q4	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	Percentage Point difference on Q3 FY 2023
Central East	Hackney	81.4%	87.3%	84.9%	84.9%	85.0%	3.5 pp
	Tower Hamlets	80.2%	83.4%	82.0%	84.0%	83.8%	3.6 pp
Central North	Camden	84.2%	84.6%	81.4%	82.6%	82.7%	-1.5 pp
	Islington	84.3%	88.2%	86.3%	87.9%	89.2%	4.9 pp
Central South	Lambeth	77.3%	81.3%	77.9%	78.8%	80.6%	3.3 pp
	Southwark	79.9%	83.8%	81.1%	85.7%	84.9%	5.0 pp
Central West	Hammersmith & Fulham	81.5%	85.9%	82.3%	80.6%	83.0%	1.5 pp
	Kensington & Chelsea	78.5%	83.7%	79.7%	79.2%	79.9%	1.4 pp
	Westminster	84.3%	86.7%	86.5%	84.6%	84.4%	0.1 pp
East	Barking & Dagenham	67.2%	75.3%	71.6%	73.7%	72.3%	5.1 pp
	Havering	65.5%	74.6%	70.5%	71.5%	70.8%	5.3 pp
	Redbridge	70.3%	75.4%	74.8%	75.4%	74.2%	3.9 pp
North	Enfield	77.5%	86.9%	87.3%	87.6%	88.4%	10.9 pp
	Haringey	78.4%	89.0%	88.2%	90.3%	92.8%	14.4 pp
North East	Newham	73.2%	73.7%	71.0%	71.3%	72.1%	-1.1 pp
	Waltham Forest	70.8%	71.5%	71.9%	71.1%	71.5%	0.8 pp
North West	Barnet	71.3%	76.1%	76.1%	74.5%	75.7%	4.4 pp
	Brent	75.4%	82.2%	79.6%	78.1%	79.4%	4.1 pp
	Harrow	81.1%	87.8%	83.4%	83.6%	83.5%	2.3 pp
South	Bromley	79.2%	78.9%	74.8%	78.3%	79.2%	0.0 pp
	Croydon	83.3%	85.1%	83.8%	84.6%	81.9%	-1.3 pp
	Sutton	83.1%	86.1%	87.1%	88.5%	87.8%	4.8 pp
South East	Bexley	78.9%	84.6%	82.7%	83.9%	85.0%	6.2 pp
	Greenwich	75.4%	81.8%	78.7%	82.0%	83.6%	8.3 pp
	Lewisham	79.7%	87.0%	83.6%	84.2%	87.3%	7.6 pp
South West	Kingston upon Thames	72.7%	78.2%	75.4%	81.7%	79.1%	6.4 pp
	Merton	78.2%	82.5%	78.7%	82.9%	81.5%	3.3 pp
	Richmond upon Thames	78.0%	81.0%	79.3%	82.1%	83.7%	5.7 pp
	Wandsworth	78.7%	82.9%	80.4%	84.6%	83.6%	4.9 pp
West	Ealing	71.7%	75.0%	75.5%	77.5%	75.0%	3.3 pp
	Hillingdon	69.7%	74.0%	74.5%	76.6%	76.0%	6.3 pp
	Hounslow	68.5%	74.7%	72.5%	72.7%	75.0%	6.4 pp

## S Call Performance

BCU	Borough	FY 2023 Q3	FY 2023 Q4	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	Percentage Point difference on Q3 FY 2023
Central East	Hackney	65.3%	68.9%	65.5%	66.2%	63.4%	-1.9 pp
	Tower Hamlets	62.2%	67.5%	64.9%	64.1%	60.1%	-2.1 pp
Central North	Camden	65.0%	64.8%	62.2%	62.0%	61.4%	-3.6 pp
	Islington	61.8%	65.0%	61.1%	62.4%	61.2%	-0.6 pp
Central South	Lambeth	55.5%	62.2%	57.7%	58.3%	58.2%	2.6 pp
	Southwark	59.2%	65.6%	57.7%	59.6%	60.2%	1.0 pp
Central West	Hammersmith & Fulham	46.7%	55.0%	52.3%	45.5%	46.8%	0.1 pp
	Kensington & Chelsea	47.4%	56.4%	50.4%	49.6%	50.1%	2.8 pp
	Westminster	64.9%	69.3%	67.0%	64.1%	63.6%	-1.4 pp
East	Barking & Dagenham	41.4%	47.4%	44.7%	42.1%	43.9%	2.5 pp
	Havering	47.5%	54.4%	51.8%	48.5%	48.9%	1.4 pp
	Redbridge	45.2%	50.0%	48.1%	44.9%	45.8%	0.5 pp
North	Enfield	66.5%	78.0%	81.0%	77.6%	77.5%	11.0 pp
	Haringey	61.1%	76.4%	74.0%	76.9%	81.4%	20.3 pp
North East	Newham	52.5%	52.3%	47.1%	47.4%	48.6%	-3.8 pp
	Waltham Forest	50.2%	54.3%	52.6%	51.0%	49.2%	-1.1 pp
North West	Barnet	61.1%	68.4%	65.9%	65.4%	68.7%	7.6 pp
	Brent	57.6%	65.4%	59.9%	60.1%	63.7%	6.1 pp
	Harrow	60.1%	68.3%	60.7%	60.4%	64.0%	3.8 pp
South	Bromley	61.7%	64.0%	60.0%	59.1%	61.9%	0.2 pp
	Croydon	56.7%	61.2%	57.2%	55.8%	55.4%	-1.3 pp
	Sutton	69.3%	68.1%	66.5%	70.5%	71.6%	2.2 pp
South East	Bexley	54.2%	71.1%	69.9%	72.1%	74.4%	20.2 pp
	Greenwich	50.2%	67.6%	67.1%	69.3%	70.6%	20.4 pp
	Lewisham	47.1%	62.2%	58.9%	58.6%	67.8%	20.6 pp
South West	Kingston upon Thames	61.3%	61.3%	61.1%	62.1%	65.2%	3.8 pp
	Merton	52.3%	56.5%	51.0%	55.7%	55.6%	3.3 pp
	Richmond upon Thames	58.5%	59.6%	60.6%	60.5%	63.0%	4.6 pp
	Wandsworth	52.9%	56.9%	54.3%	54.5%	56.8%	3.9 pp
West	Ealing	43.8%	47.4%	47.6%	46.1%	47.6%	3.8 pp
	Hillingdon	45.4%	58.0%	48.4%	49.9%	51.9%	6.5 pp
	Hounslow	49.2%	51.4%	49.8%	47.7%	51.8%	2.6 pp

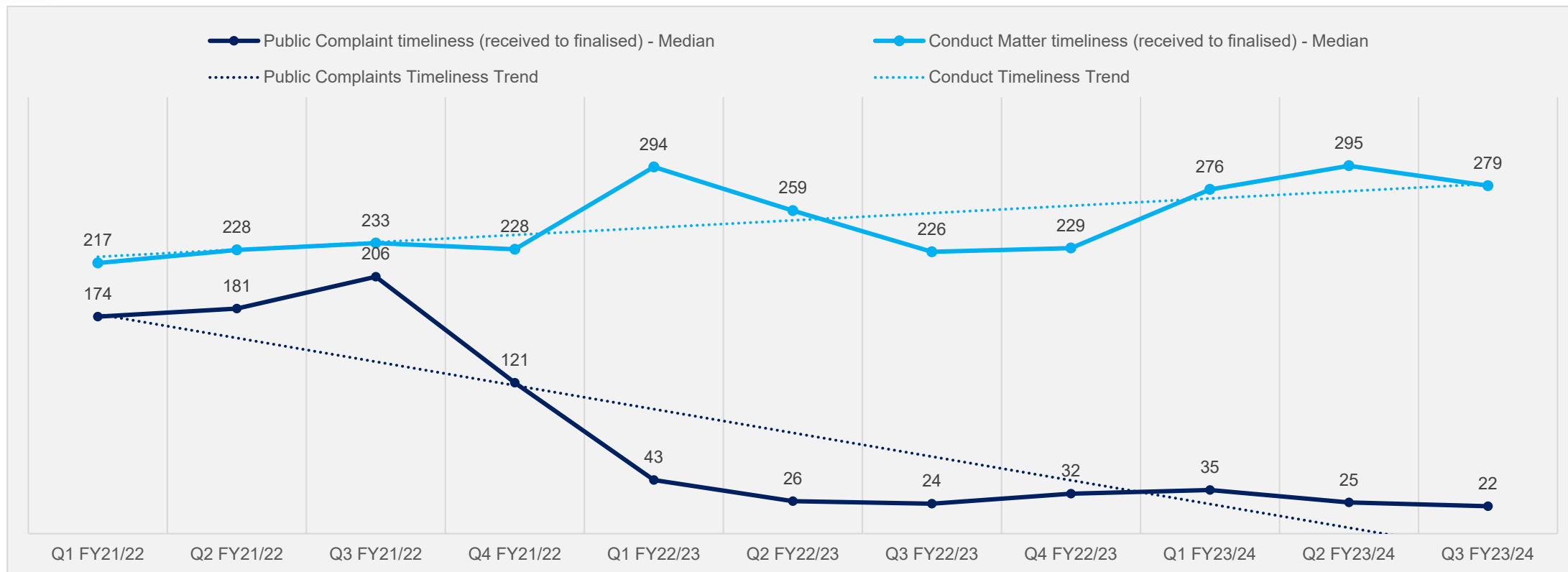




# Higher Standards



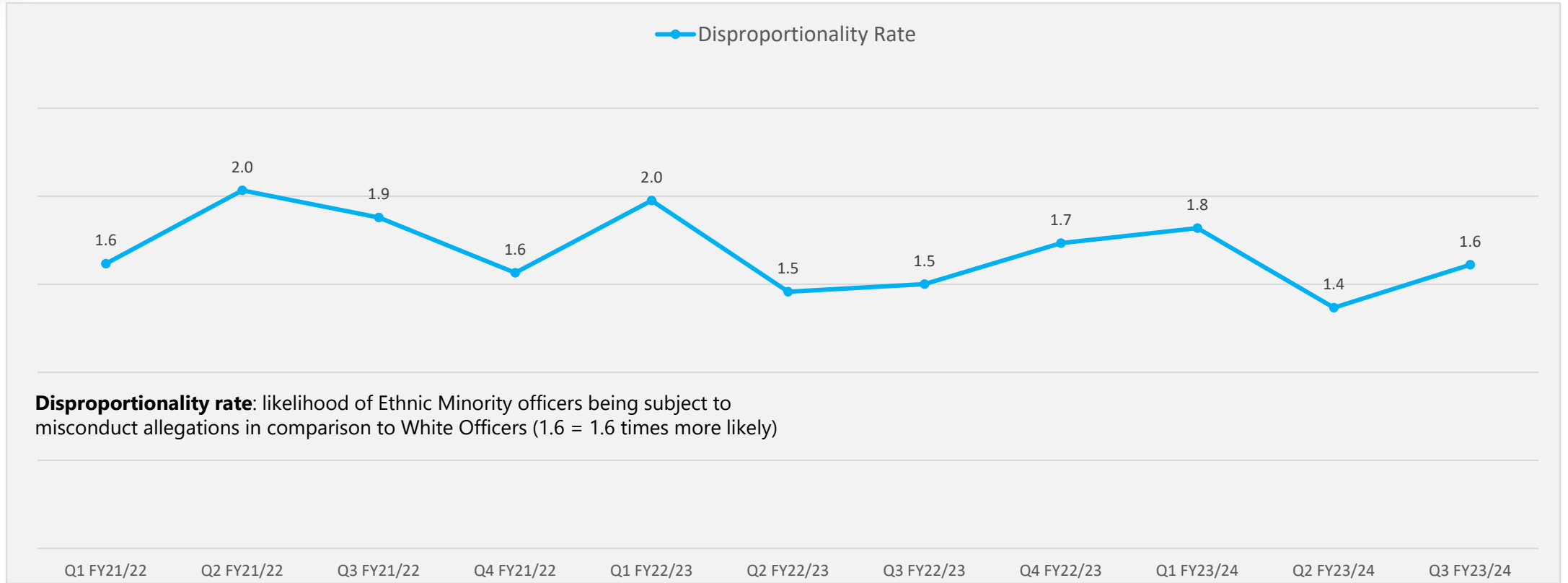
# Conduct and Complaint Resolutions



- Improvements have been made in the handling of public complaints with a sustained reduction in timeliness, following the introduction of the Complaints Resolution Unit in early 2022. The time it takes to resolve public complaints is 22 days as of Q3 23-24. Public complaint timeliness has reduced as compared to the previous quarter (-3 days) and is stable as compared to Q3 22-23 (-2 days).
- The time it takes to resolve conduct matters is 279 days as of Q3 23-24. Conduct Matters timeliness has decreased as compared to the previous quarter (-16 days) and is above Q3 22-23 with an increase of +53 days. This is due to specific action to close long running cases which artificially inflates the timeliness data.



# Disproportionality in Misconduct



- The MPS has committed to reduce the disproportionality in their approach to the police misconduct process.
- As of Q3 23-24, police officers from Black and/or other Minority Ethnic communities are 1.6 times more likely to be referred into the misconduct system by line managers and supervisors.
- This is an increase on the previous quarter (1.4 times more likely) and an increase compared to Q3 22-23 (1.5 times more likely).



## Higher Standards

### The MPS Workforce is representative of London

#### MPS Workforce Strength

Monthly Trend: Apr 20 - Dec 23		Q3 23/24	Change on Q2 23/24	Change on Q3 22/23
PCSO	BAME %	41.3%	0.1 pp	-0.6 pp
	Black %	13.3%	0.0 pp	-1.9 pp
	Female %	35.6%	0.2 pp	1.5 pp
Police Officer	BAME %	17.2%	0.4 pp	0.4 pp
	Black %	3.7%	0.1 pp	0.1 pp
	Female %	30.9%	0.2 pp	0.4 pp
Police Staff	BAME %	28.0%	0.5 pp	1.2 pp
	Black %	10.5%	-0.1 pp	0.2 pp
	Female %	57.6%	0.5 pp	0.5 pp

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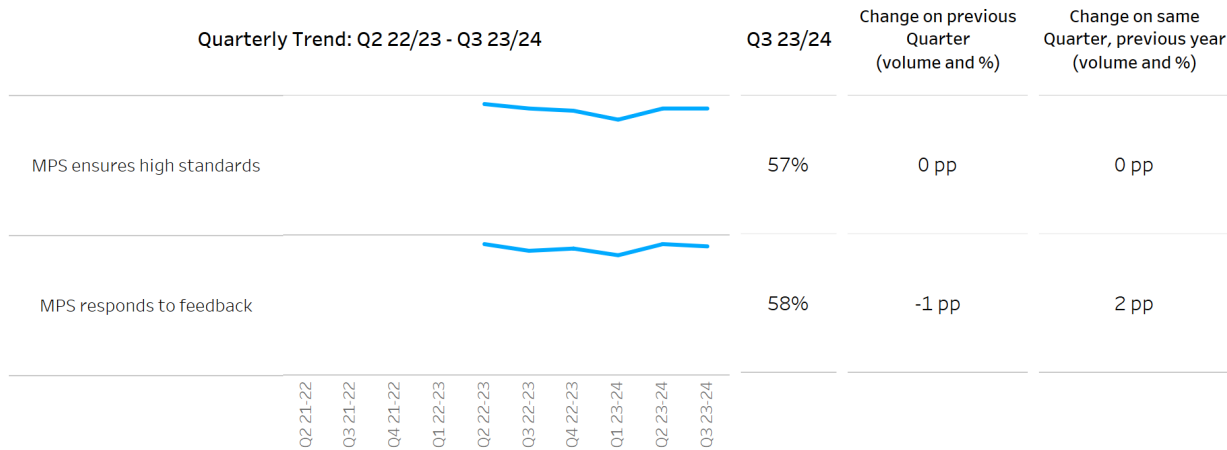
#### MPS Workforce Recruitment

Monthly Trend: Apr 20 - Dec 23		Q3 23/24	Change on Q2 23/24	Change on Q3 22/23
BAME %		49.1%	2.6 pp	18.1 pp
PCSO Black %		16.4%	-0.4 pp	9.3 pp
Female %		45.5%	2.8 pp	10.2 pp
BAME %		26.6%	-4.3 pp	3.3 pp
Police Officer Black %		4.5%	-0.4 pp	-0.1 pp
Female %		38.0%	-5.5 pp	5.7 pp
BAME %		34.4%	1.1 pp	0.9 pp
Police Staff Black %		12.3%	8.1 pp	0.8 pp
Female %		56.9%	7.1 pp	-3.8 pp

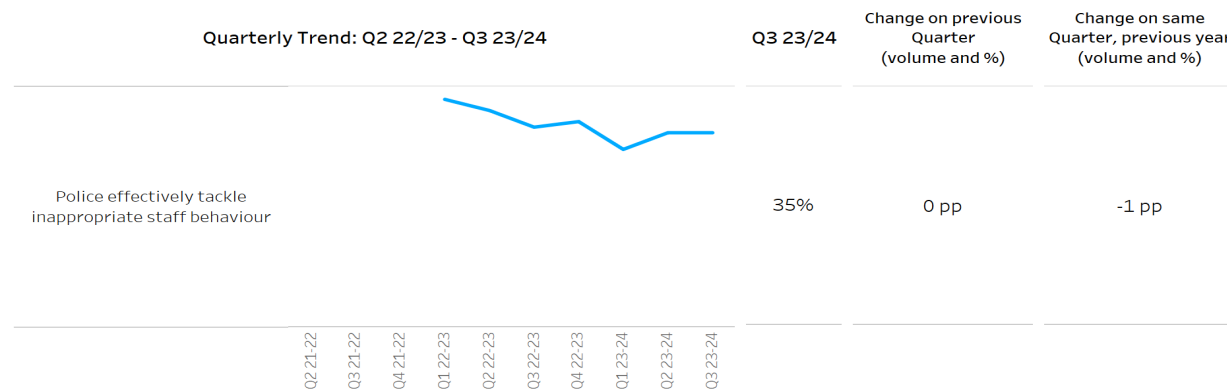
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## Higher Standards

### The MPS is a transparent, accountable, and learning organisation



### The MPS uses its powers legally, proportionately and respectfully



Data presented here are from the MOPAC Public Attitude Survey (PAS), asking Londoners about their perceptions of police standards.

The proportion of people feeling that the MPS work to ensure all police officers adhere to the highest possible standards of professionalism, and that the MPS continually responds to feedback and seeks to develop its staff and officers, stands at 57% and 58% respectively. Both of these measures have remained relatively consistent over the last year.

The proportion of respondents feeling that the MPS effectively tackles inappropriate staff behaviour currently stands at 35%, with little change seen when compared to last quarter and the same quarter the previous year.

All survey data presented here is discrete quarterly data, NOT rolling 12 months. Q3 2023/24 data refers to discrete Quarter 3 Financial Year 2023/24. i.e. October to December 2023.



# Crime Outcomes

**Crime outcomes are embedded across each of the three PCP priority areas.**

The following slide pulls MPS Crime Outcome data into one place for ease of reference.

# Crime Outcomes

Police and Crime Plan Outcome	Crime Category	Positive Outcomes		Positive Outcomes Rate		Change in Positive Outcomes	
		January 2022 - December 2022	January 2023 - December 2023	January 2022 - December 2022	January 2023 - December 2023	Change in volume	Rate (percentage point change)
Trust and Confidence Increases	Total Notifiable Offences	92,256	75,639	10.7%	8.2%	-16617	-2.5 pp
	Burglary	3,660	3,338	6.8%	5.9%	-322	-1.0 pp
	Residential	1,791	1,502	4.7%	3.9%	-289	-0.8 pp
	Business and Community	1,869	1,836	11.8%	10.0%	-33	-1.8 pp
	Vehicle Crime	1,143	960	1.1%	0.9%	-183	-0.1 pp
	Theft from MV	316	263	0.5%	0.4%	-53	-0.1 pp
	Theft/Taking of MV	350	361	1.1%	1.1%	11	0.0 pp
	Robbery Personal Property	1,830	1,514	7.3%	5.1%	-316	-2.2 pp
	Theft from Person	466	633	0.8%	0.9%	167	0.1 pp
Violence is prevented and reduced	Homicide	102	112	91.9%	101.8%	10	9.9 pp
	Violence Against the Person	22,374	18,420	9.3%	7.3%	-3954	-2.0 pp
	Violence With Injury	9,781	8,033	12.6%	10.0%	-1748	-2.6 pp
	Violence Without Injury	12,491	10,275	7.7%	6.0%	-2216	-1.7 pp
	Knife Crime	1,037	860	8.3%	5.8%	-177	-2.4 pp
	Lethal Barrelled Discharges	203	216	93.1%	127.1%	13	33.9 pp
	Domestic Abuse	10,055	8,255	8.5%	6.8%	-1800	-1.6 pp
	Sexual Offences	2,188	2,194	8.7%	9.0%	6	0.3 pp
	Rape	532	790	5.8%	8.9%	258	3.2 pp
	Other Sexual Offences	1,656	1,404	10.3%	9.0%	-252	-1.3 pp
	Overall Hate Crime	3,605	2,470	14.6%	9.1%	-1135	-5.5 pp

Filtered by year on each sheet and removed Aviation Policing as previously done.

Lethal Barrell Discharge - Filter by Lethal Barrell Discharge 'Y'

Knife Crime - Filter by Knife Injury Flagged 'Y'

MPS Positive Outcome Codes - 1, 1A, 2, 2A, 3, 3A, 4, 6, 7, 8.

Positive Outcome Rate calculation (Positive Outcome Rate = Positive Outcome Volume / Relative Offence Volume)

Data run on 5th February 2024.

Before April 2013, the official statistics focused on 6 "detections" (the number of cases resolved with a charge, caution, etc.) to reflect how the police deal with crimes. Since April 2014, police forces have supplied data to the Home Office on the broader set of outcomes (22 different outcomes since April 2014).

The purpose of the revision was;

- **Strengthen police discretion**
- **Promote a more victim-oriented approach**
- **To further increase transparency**

Outcomes are used the same way as detections, but they give a more robust and wholesome view of the system.

An **outcome rate** is calculated as rate is calculated as the number of positive outcomes in a specific time period as a proportion of crimes recorded in the same period.

**Outcome volumes** have decreased for total notifiable offences comparing the 12 months to the end of December 2023 to the 12 months to the end of December 2022.

The majority of the selected crime types have seen decreases in outcome volumes. Particular exceptions are:

- Lethal Barrelled Discharges
- Homicide
- Rape





# MOPAC Finances

# MPS Revenue Summary

## Revenue Summary By Cost Category – 2023/24 Position

The Q3 monitoring position is a forecast £27.6m overspend. This is slightly more favourable than the £40.1m overspend reported at Q2, mainly as a result of reduced revenue contributions to capital and reductions in the forecast expenditure for New Met for London (NMfL).

The gross expenditure forecast for Q3 is for an overspend of £54.7m against the MPS revised budget. Of this, £45.5m relates to combined Overtime for Officers and Staff offset by an underspend of £8.3m on Police Officer and Staff Pay. In addition, running costs are forecast to overspend by £35.8m. These running costs include training for CONNECT.

The £31.5m overspend on **Officer Overtime** up from the £26.8m reported in Q2 and reflects a continuing trend from earlier quarters, with the pressure falling largely within Frontline Policing and Met Operations. This is linked in part to the continuing difficulties in Officer recruitment as well as overtime resulting from the current situation in the Middle East. The latter will continue to be a significant risk for the rest of this financial year. This variance includes £8.6m worth of costs for which additional funding will be received.

Increased service volumes, particularly across MetCC, Met Detention and Public Order, are the main reasons for the projected overspend of £13.9m on **Police Staff Overtime**. This variance is a reduction from the Q2 position of £15.3m.

The significant pressure against **Running Costs** (£35.8m) relates to a £1.9m overspend against Supplies and Services down £26.5m including £9.1m of reallocated PCSO underspends to NMfL activity that is not being spent in line with expectations, a £13.9m overspend on Employee-Related Expenditure which largely relates to mutual-aid costs involved in policing the Israel-Hamas protests, PFI inflationary pressures against Premises costs amounting to £6.5m and Transport costs forecast to be £13.5m over budget due to higher maintenance, leasing and fuel costs as well as the management of PCN's.

**Other Income** is forecasting £21.8m in excess of the budget largely due to higher than anticipated interest income from cash investments. The **Reserve Drawdown** remains unchanged from Q2.

Additional **Grant Income** of £5.2m is forecast, most of which relates to the Home Office Special Grants towards the costs of the Coronation of Charles III.

## Revenue Summary by Cost Category – 2023/24 Position

YTD Budget £m	YTD Actuals £m	YTD Variance £m	Cost Category	Original Budget 2023/24 £m	Q3 Revised Budget £m	Full Year Forecast, at Q3 2023/24 £m	Variance Full Year Forecast, at Q3 Vs Revised Budget 2023/24 £m
1,778.8	1,789.0	10.1	Police Officer Pay	2,382.0	2,397.2	2,407.8	10.6
515.1	511.5	(3.5)	Police Staff Pay	657.1	694.7	692.4	(2.3)
60.2	47.1	(13.1)	PCSO Pay	78.0	80.8	64.3	(16.5)
<b>2,354.2</b>	<b>2,347.6</b>	<b>(6.6)</b>	<b>Total Pay</b>	<b>3,117.1</b>	<b>3,172.8</b>	<b>3,164.5</b>	<b>(8.3)</b>
119.1	138.3	19.2	Police Officer Overtime	137.5	155.2	186.6	31.5
20.1	30.4	10.3	Police Staff Overtime	24.2	26.5	40.4	13.9
0.2	0.4	0.2	PCSO Overtime	0.2	0.3	0.4	0.1
<b>139.4</b>	<b>169.1</b>	<b>29.7</b>	<b>Total Overtime</b>	<b>161.9</b>	<b>181.9</b>	<b>227.5</b>	<b>45.5</b>
38.4	36.4	(2.0)	Employee-Related Expenditure	17.8	52.2	66.1	13.9
148.5	151.9	3.4	Premises Costs	174.1	193.2	199.7	6.5
65.1	72.4	7.3	Transport Costs	81.0	88.5	102.0	13.5
426.6	419.0	(7.6)	Supplies & Services	667.8	663.6	665.5	1.9
<b>678.6</b>	<b>679.7</b>	<b>1.0</b>	<b>Total Running Expenditure</b>	<b>940.7</b>	<b>997.5</b>	<b>1,033.3</b>	<b>35.8</b>
92.7	91.4	(1.3)	Capital Financing Costs	126.7	121.9	102.3	(19.6)
36.8	28.6	(8.2)	Discretionary Pension Costs	45.3	49.0	50.0	1.0
<b>3,301.7</b>	<b>3,316.3</b>	<b>14.6</b>	<b>Total Gross Expenditure</b>	<b>4,391.7</b>	<b>4,523.1</b>	<b>4,577.7</b>	<b>54.7</b>
			<b>Other Income</b>				
(115.3)	(120.3)	(5.0)	Sales Fees & Charges	(106.4)	(157.5)	(161.9)	(4.4)
(10.2)	(8.9)	1.3	Rental Income	(18.0)	(13.5)	(12.7)	0.8
(124.5)	(155.5)	(31.0)	Other 3rd Party Income	(199.6)	(173.5)	(191.8)	(18.3)
<b>(250.0)</b>	<b>(284.7)</b>	<b>(34.7)</b>	<b>Total Other Income</b>	<b>(324.0)</b>	<b>(344.6)</b>	<b>(366.4)</b>	<b>(21.8)</b>
<b>3,051.8</b>	<b>3,031.6</b>	<b>(20.2)</b>	<b>Net Revenue Expenditure</b>	<b>4,067.7</b>	<b>4,178.5</b>	<b>4,211.3</b>	<b>32.9</b>
(88.0)	(88.0)	0.0	Transfers To/From Reserves	(176.3)	(192.9)	(192.9)	0.0
<b>2,963.8</b>	<b>2,943.6</b>	<b>(20.2)</b>	<b>Total Financing Requirement</b>	<b>3,891.4</b>	<b>3,985.6</b>	<b>4,018.4</b>	<b>32.8</b>
			<b>Financing:</b>				
(583.9)	(585.2)	(1.3)	Specific Grants	(682.6)	(776.8)	(782.0)	(5.2)
(1,755.5)	(1,755.5)	0.0	General Grants	(2,211.7)	(2,211.5)	(2,211.5)	0.0
(72.0)	(72.0)	0.0	Business Rates	(94.8)	(94.8)	(94.8)	0.0
(631.7)	(631.7)	0.0	Council Tax Requirement	(902.4)	(902.4)	(902.4)	0.0
<b>(3,043.2)</b>	<b>(3,044.5)</b>	<b>(1.3)</b>	<b>Total Financing</b>	<b>(3,891.4)</b>	<b>(3,985.6)</b>	<b>(3,990.8)</b>	<b>(5.2)</b>
<b>(79.4)</b>	<b>(100.9)</b>	<b>(21.5)</b>	<b>Overall MPS Total</b>	<b>0.0</b>	<b>0.0</b>	<b>27.6</b>	<b>27.6</b>

# MPS Revenue Supporting Information

## Police Officer Pay and Overtime

### Police Officer Pay

The forecast for Police Officer and PCSO Pay is a £5.9m underspend against the revised budget. As at the end of Q3, Officer numbers are forecast to be 1,400 FTEs below the budgeted level. As a result of this, the Home Office has clawed back Police Uplift Funding (PUP Grant) of £62.7m. After accounting for the PUP element, there is a forecast £10.6m overspend against Officer Pay. This is as a result of the 2023/24 Pay Awards' increased London Allowance and high number of Officers relative to those being funded from external sources. Netted off against this is a £16.5m PCSO underspend linked to difficulties in achieving the 500 FTE PCSO recruitment target (165 FTE forecast).

### Police Officer Overtime

Officer and PCSO Overtime is forecast to be £31.6m overspent against the revised budget. Some of this is linked to overtime accrued in relation to the ongoing protests around events in the Middle East (£7.8m) as well as funded Officer units (£8.6m) for which 3<sup>rd</sup> Party funding will also be received. Vacancy cover in Ops & Performance (£8.5m), CONNECT Programme-linked disruption (£2.0m) and the continued high number of probationers in Frontline Policing (£4.5m) are the main drivers behind the remaining overspend.

## Police Staff Pay and Overtime

### Police Staff Pay

Police Staff pay is forecast to be underspent by £2.3m against the revised budget by the end of the Financial Year as a result of staffing levels being lower than the initial design.

### Police Staff Overtime

The Staff overtime forecast variance is a £13.9m overspend, which reflects a £1.4m reduction from the £15.3m reported at Q2. The overspend relates to extra staffing to handle an increase in the number of calls being handled by MetCC (£3.7m). This is coupled with high vacancy levels in Forensics (£1.4m) and resourcing shortfalls in Met Detention (£3.0m). Referencing & Vetting activity (£1.3m) and an increased Public Order demand for event management are also contributory factors.

## Running Costs

Overall Running Costs are anticipated to be £35.8m overspent by the end of the Financial Year:

- There is a forecast £1.8m overspend in Suppliers and Services, a £26.5 reduction from Q2. This favourable movement is predominantly due to a £20.1m reduction in the forecast, half of which relates to a reduced New Met for London forecast due to delayed activity linked to timings around agreeing NMfl requirements against delivery, £3.0m worth of balance sheet adjustments and a £2.9m one-off Airwave credit for overcharging.
- A £13.5m overspend on Transport costs is also forecast, arising from a number of items including £4.3m linked mainly to the process around the management of PCN charge payments, higher than expected costs linked to vehicle maintenance as well as higher vehicle hire costs in Ops and Performance (£3.8m including a £0.8m cost pressure linked to a transfer from the National Police Air Service budget to fund the costs of an airfield on Lippets Hill) and the balance relating mostly to higher Train Operating scheme costs (£1.9m).
- Employee Related Expenditure is forecast to be £13.9m overspent due to the mutual aid costs incurred in policing Operation Brock (£10.1m), coupled with a £2m overspending in Learning & Development due to recruit and interview training.

## Capital Financing Costs

The current forecast variance for Capital Financing is a £19.6m underspend, largely linked to the ongoing slippage in the Capital Programme, resulting in reduced Revenue Contributions to Capital (£8m), lower borrowing costs (£7.7m) and Minimum Revenue Provision charges (£2.8m).

## Discretionary Pension Costs

The current forecast is a £1m overspend, a favourable movement from the previously reported overspend of £6.8m. Much of the favourable movement is due to a technical write-off from the Injury Pension Provision in Q3, which reduces the impact of the underlying overspend driven by a 1987 Police Pensions Scheme £7.6m sanction charge..

## Income

It is expected that by Year End, Other Income will be £21.8m in excess of the revised budget. The main drivers behind the variance are higher than anticipated interest rates resulting in higher investment income (£14.7m), a £1.4m over-recovery of DWP Statutory Benefits and a £7.7m over-recovery of Operations & Performance Income linked to a variety of components including Met Detention income (£2.9m), Vehicle Sales & Disposals (£1.7m) & Met Prosecutions income (£1.5m) amongst others.

## Grants

The forecast grant position is for an over-recovery of £5.2m against the revised budget mostly relates to Home Office Grant receipts to Special Events. Included in the forecast is the additional Government funding generated by the Coronation (£20m), Operation Northleigh (£4.9m) and the Ukraine Recovery Conference (£2.3m).

## Savings update

The savings target for 2023/24 is £61.4m. Of this, £32.3m has been fully delivered with c£1m expected to be delivered based on Q3 performance, and c£28.1m considered no longer deliverable. At Q3, alternative options are still being considered by the MPS to deliver £12.2m of the non-deliverable savings, with the £15.9m balance remaining a pressure for this financial year.

# MPS Capital Summary Performance - 2023/24

## Capital Expenditure

Cost Category £m	2023/24 Original Budget £m	2023/24 Revised Budget, at Q3 £m	2023/24 Full Year Forecast, at Q3 £m	2023/24 Actuals, at Q3 £m	2023/24 Variance Full Year Forecast Vs Revised Budget £m	2022/23 Original Budget £m	2022/23 Revised Budget, at Q3 £m	2022/23 Full Year Forecast, at Q3 £m	2022/23 Actuals, at Q3 £m	2022/23 Variance Full Year Forecast Vs Revised Budget £m
Property Services	134.0	64.0	67.2	39.3	3.2	135.7	86.4	75.8	40.9	(10.6)
CTPHQ	56.4	53.5	53.2	32.3	(0.3)	66.3	56.4	52.6	32.6	(3.8)
Fleet Services	37.9	35.4	36.0	25.0	0.6	29.9	27.1	27.1	17.1	0.0
Digital Policing	55.7	68.1	75.0	44.7	6.9	64.5	53.2	53.2	31.9	0.0
Met Ops	12.2	8.8	8.5	4.2	(0.3)	10.2	5.3	5.3	0.9	0.0
Transformation	64.6	105.8	86.0	51.7	(19.8)	89.1	93.4	59.7	41.0	(33.7)
<b>Total Capital Expenditure</b>	<b>360.8</b>	<b>335.6</b>	<b>325.9</b>	<b>197.2</b>	<b>(9.7)</b>	<b>395.7</b>	<b>321.8</b>	<b>273.7</b>	<b>164.4</b>	<b>(48.1)</b>

### YTD Capital Expenditure

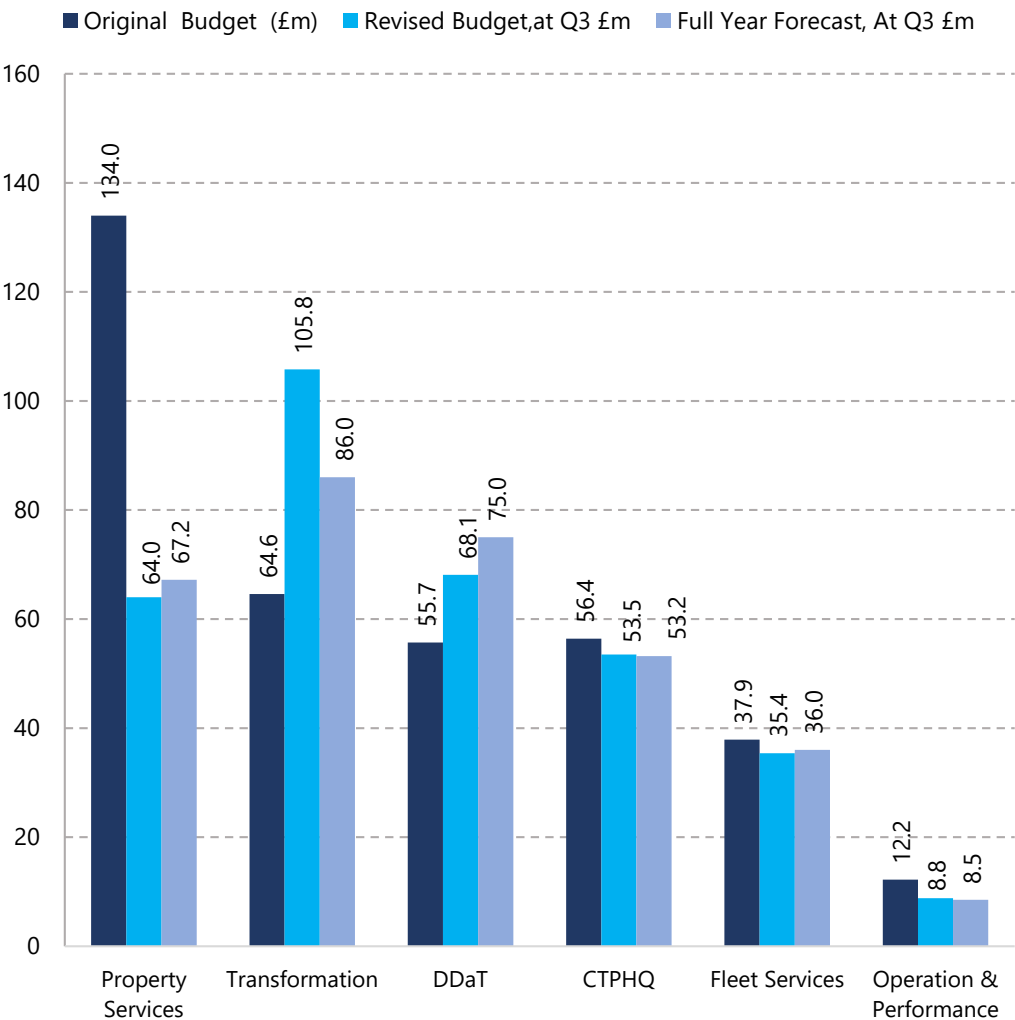
The Capital Expenditure table summarises YTD actuals against both the original and revised budgets by business group.

As at the end of Q3, the YTD expenditure is £197.2m - 55% of the original budget.

The full year forecast of £325.9m represents an underspend of c£9.7m against the revised budget of £335.6m. This is a change from the Q2 position where a £49m overspend was forecast and is largely due to a change to the payments schedule for Command and Control.

# MOPAC Capital Expenditure Programme

## Capital Programme Expenditure – Performance



At Q3, there is a forecast underspend of c£9.7m against the revised budget of £335.6m.

The forecast capital expenditure outturn for 2023/24 is £325.9m. This represents an underspend of £9.7m against the revised budget of £335.6m. As in prior years, the Q2 forecasts became the revised capital budgets for Q3. The main variances are as follows:

**Transformation Directorate** – Forecast underspend of £19.8m against the revised budget of £105.8m (original budget £64.6m). This includes an underspend on Command and Control (£16.9m) due to revised delivery timelines and milestone payments reprofiled into 2024/25. The project is undergoing a formal reset process with the supplier to negotiate commercial terms for completion and a new business case is expected in 2024/25. There is also a £2.4m underspend on the Met CC Improvement Programme, £0.4m overspend on Connect due to Drop 2 Go-Live project delays and c£0.9m underspend on Resource Management due to project slippage.

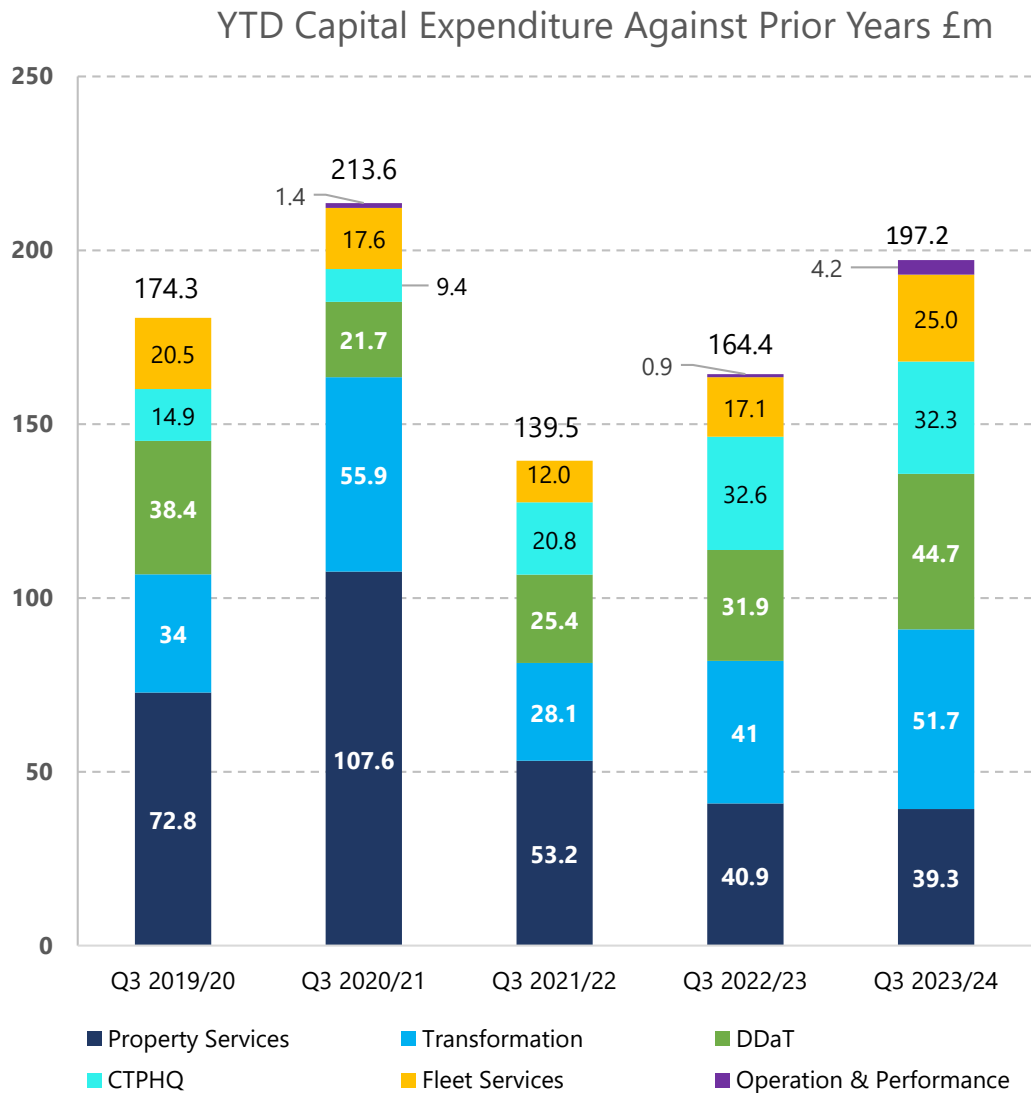
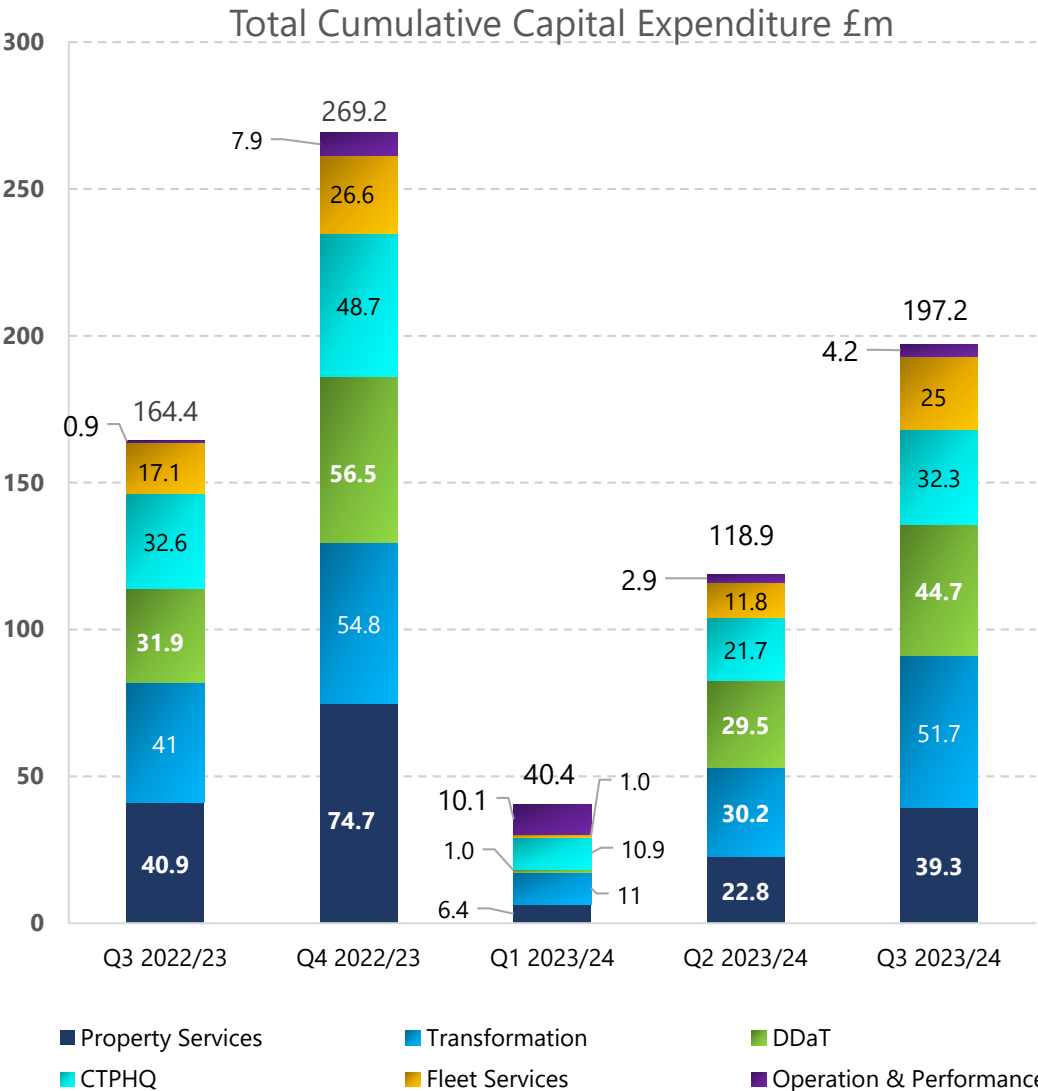
**Data, Digital and Technology (DDaT)**- The full-year forecast is £75m and represents an overspend of £6.9m against the revised budget of £68.1m (original budget £55.7m). This driven by a £10.4m overspend linked to earlier than planned investment in new devices for frontline officers (replacement of tablets with laptops), £3.5m budget adjustments to account for over-programming and a £7m underspend on core IT infrastructure which includes networks, hosting, infrastructure maintenance and applications and service upgrades.

**Property Services:** Forecast of £67.2m represents a £3.2m overspend against the revised budget of £64m (original budget £134m). The overspend is due to £1.9m of works across the estate funded by other departments' revenue contributions, £1.3m of accelerated works at Chadwell Heath and £0.9m of works at Cobalt Square brought forward from 2024/25, offset by the £0.5m Locker Project delays and £0.5m Information and Communications Technology works at Cobalt Square pushed back to 2024/25.

**Operations and Performance**- This includes Fleet, Forensics and Covert Policing.  
**Fleet** – Full year forecast is £36m, this represents an overspend of £0.6m against the revised budget of £35.4m this an adverse position compared to the Q2 forecast of the programme delivering on budget. The overspend is due to purchase of vehicles.  
**Forensics**- Full-year forecast is £4.8m, representing a £0.8m underspend against the budget of £5.6m due to the Digital and Physical Forensics programmes being re-profiled into 24/25 as a result of the delayed Estates strategy.  
**The Covert** capital programme is forecast to deliver on a budget of £3.6m.

**CTPHQ** - The forecast is for an underspend of £0.3m against the revised budget of £53.2m. CTPHQ capital is fully funded so there is no impact on the MPS bottom-line or borrowing requirements. The underspend is mainly due to investments in technology, digital, and IT.

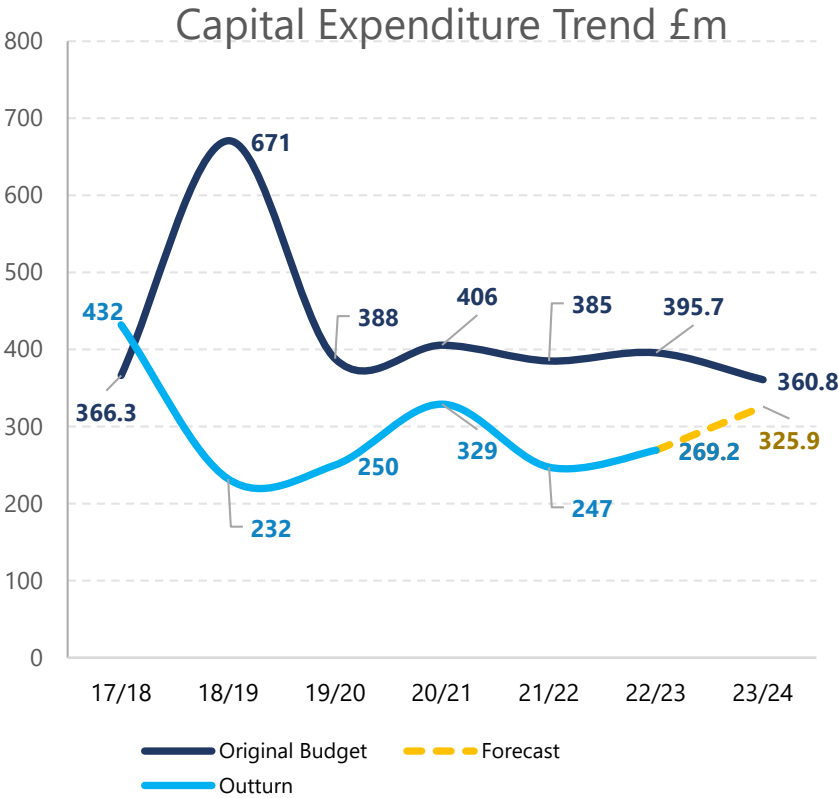
# MPS Financial Trends. Capital expenditure



Actual capital expenditure year to date is £197.2m, representing a 20% increase compared to the same period last year.



# MOPAC Group Capital Expenditure and Financing Trends



**At Q3, the forecast outturn is £325.9 against the original budget of £360.8m.**

**2022/23-** Outturn of £269.2m (original budget £395.6m), underspend of £126.4m. This is due to slippage across a variety of investment and business-as-usual programmes.

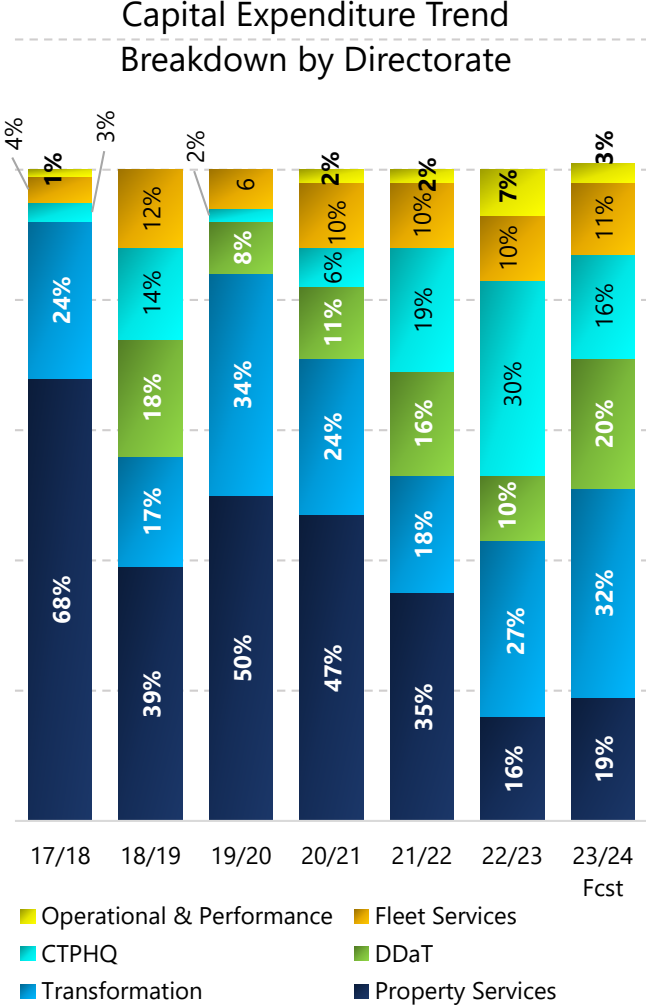
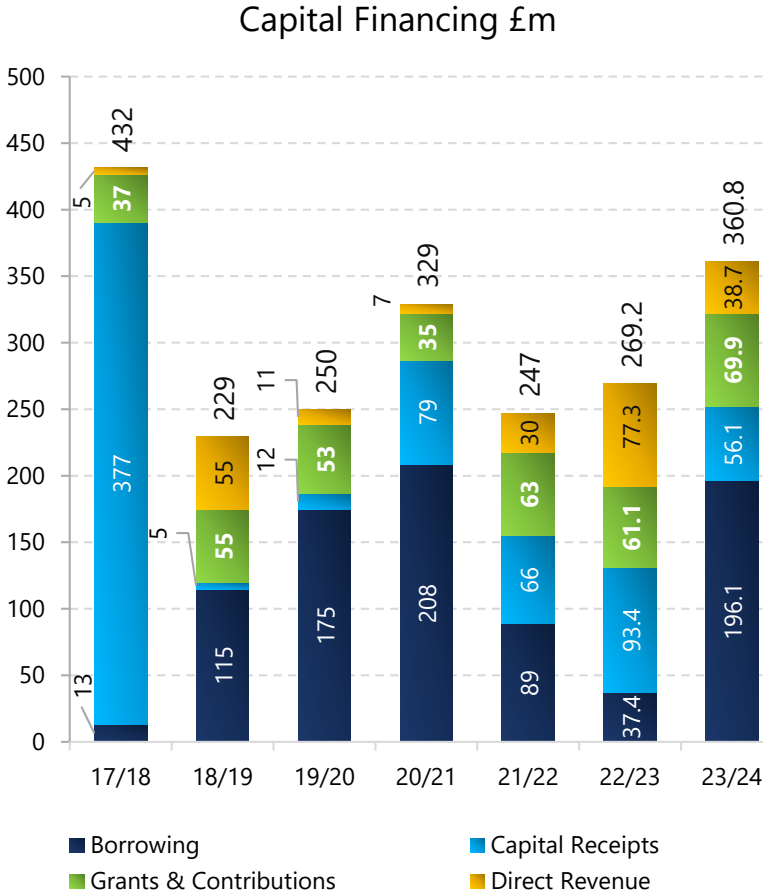
**2021/22-** Outturn £247.2m (original budget £385.1m) - underspend of £137.9m largely driven by underspends in Transformation and Digital Policing.

**2020/21-** Outturn of £329m (original budget £414.7m) - underspend of £85.7m primarily related to the realignment of project activities within Transformation.

**2019/20-** Outturn £250m (original published budget £388m) - underspend of £138m mainly due to slippage in programme activity which was re-profiled into 2020/21.

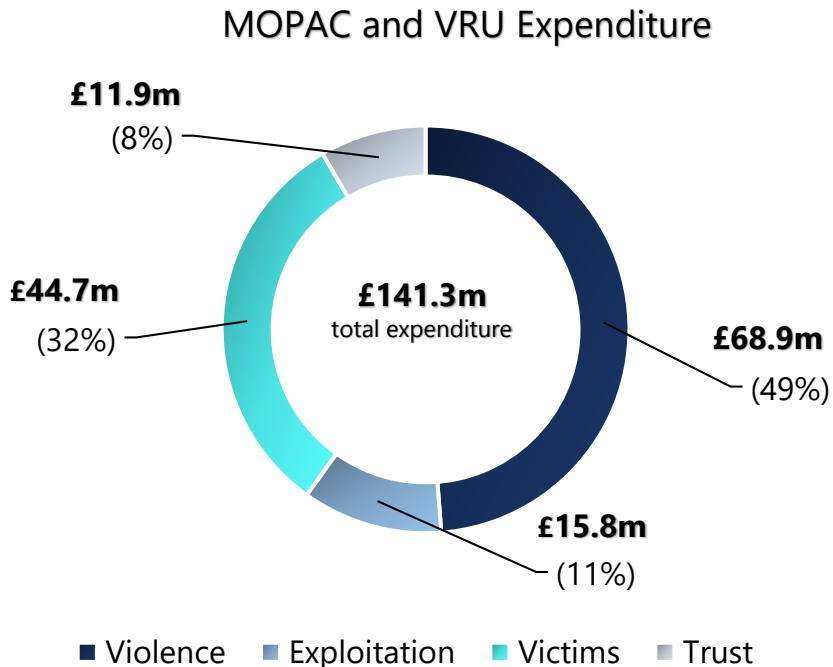
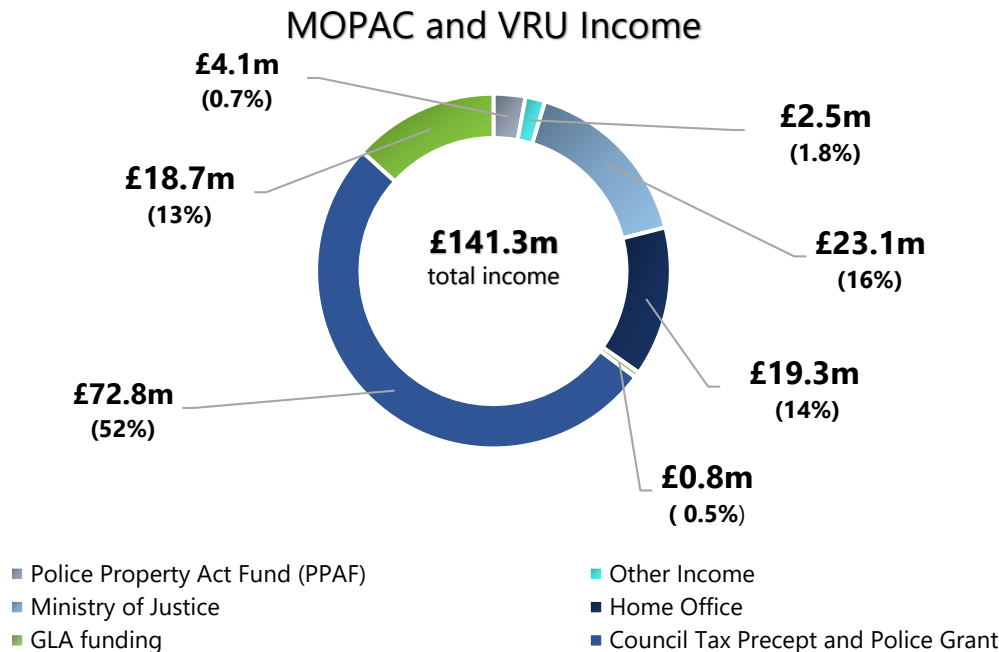
**2018/19-** Outturn £229m (original budget £670.8m) - underspend of £438.8m due to the reprofiling of budgets in future years.

**2017/18** Empress State Building was purchased a year earlier than originally planned, reflected in the £432m expenditure in 17/18 being higher than the revised budget.





# MOPAC & VRU Expenditure



## Highlights

In March 2023, the MOPAC and VRU expenditure budget was set at £141.4m. This budget has subsequently been updated and reduced by £0.1m to £141.3m across the four PCP outcomes. All MOPAC and VRU expenditure is captured within the four PCP outcomes, including costs related to Oversight of the MPS (£5.9m) and back-office costs. The majority of expenditure is funded through a combination of grant income, council tax precept transfers from reserves and the Police and Property Act Fund (PPAF).

As at Q3, MOPAC and the VRU are forecasting a year end underspend of £1.6m.

# MOPAC and VRU – 2023/24 Financial Performance

	VRU				MOPAC				MOPAC & VRU			
	2023/24 Original Budget	2023/24 Full Year Revised Budget	2023/24 Full Year Forecast at Q3	2023/24 Full Year Variance at Q3	2023/24 Original Budget	2023/24 Full Year Revised Budget	2023/24 Full Year Forecast at Q3	2023/24 Full Year Variance at Q3	2023/24 Original Budget	2023/24 Full Year Revised Budget	2023/24 Full Year Forecast at Q3	2023/24 Full Year Variance at Q3
<b>Expenditure</b>	£m	£m	£m	£m	£m	£m	£m	£m		£m	£m	£m
Violence	42.7	41.9	39.7	(2.2)	27.0	27.0	25.9	(1.1)	69.6	68.9	65.7	(3.2)
Exploitation	0.0	0.0	0.0	0.0	15.7	15.7	15.8	0.0	15.7	15.7	15.8	0.0
Victims	0.0	0.0	0.0	0.0	44.6	44.7	44.8	0.1	44.6	44.7	44.8	0.1
Trust	0.0	0.0	0.0	0.0	11.4	11.9	12.3	0.3	11.4	11.9	12.3	0.3
<b>Total Expenditure</b>	<b>42.7</b>	<b>41.9</b>	<b>39.7</b>	<b>(2.2)</b>	<b>98.7</b>	<b>99.4</b>	<b>98.7</b>	<b>(0.7)</b>	<b>141.4</b>	<b>141.3</b>	<b>138.5</b>	<b>(2.8)</b>
<b>Income Streams</b>												
PPAF	0.0	0.0	0.0	0.0	(1.0)	(4.1)	(4.1)	0.0	(1.0)	(4.1)	(4.1)	0.0
Other Income	(2.5)	(3.5)	(2.6)	1.0	(1.7)	1.0	1.0	(0.0)	(4.2)	(2.5)	(1.6)	1.0
Ministry of Justice	0.0	0.0	0.0	0.0	(27.9)	(23.1)	(23.1)	(0.0)	(27.9)	(23.1)	(23.1)	(0.0)
Home Office	(9.5)	(10.8)	(10.8)	0.0	(5.0)	(8.5)	(8.5)	0.0	(14.5)	(19.3)	(19.3)	0.0
GLA funding	0.0	(0.8)	(0.8)	0.0	(3.7)	0.0	0.0	0.0	(3.7)	(0.8)	(0.8)	0.0
<b>Total Income</b>	<b>(12.0)</b>	<b>(15.1)</b>	<b>(14.1)</b>	<b>1.0</b>	<b>(39.3)</b>	<b>(34.7)</b>	<b>(34.8)</b>	<b>(0.0)</b>	<b>(51.3)</b>	<b>(49.8)</b>	<b>(48.8)</b>	<b>1.0</b>
<b>Net Expenditure</b>	<b>30.7</b>	<b>26.8</b>	<b>25.7</b>	<b>(1.2)</b>	<b>59.4</b>	<b>64.7</b>	<b>64.0</b>	<b>(0.7)</b>	<b>90.1</b>	<b>91.5</b>	<b>89.6</b>	<b>(1.9)</b>
<b>Reserves</b>												
Transfers From Reserves	(8.9)	(7.9)	(7.9)	0.0	(8.5)	(20.3)	(20.6)	(0.4)	(17.4)	(28.2)	(28.6)	(0.4)
Transfers To Reserves	0.0	3.0	3.0	(0.0)	0.0	6.4	7.1	0.7	0.0	9.5	10.1	0.7
<b>Total Reserves</b>	<b>(8.9)</b>	<b>(4.9)</b>	<b>(4.9)</b>	<b>(0.0)</b>	<b>(8.5)</b>	<b>(13.8)</b>	<b>(13.5)</b>	<b>0.3</b>	<b>(17.4)</b>	<b>(18.7)</b>	<b>(18.4)</b>	<b>0.3</b>
<b>Total Net Expenditure</b>	<b>21.8</b>	<b>22.0</b>	<b>20.8</b>	<b>(1.2)</b>	<b>50.9</b>	<b>50.8</b>	<b>50.5</b>	<b>(0.4)</b>	<b>72.7</b>	<b>72.8</b>	<b>71.2</b>	<b>(1.6)</b>

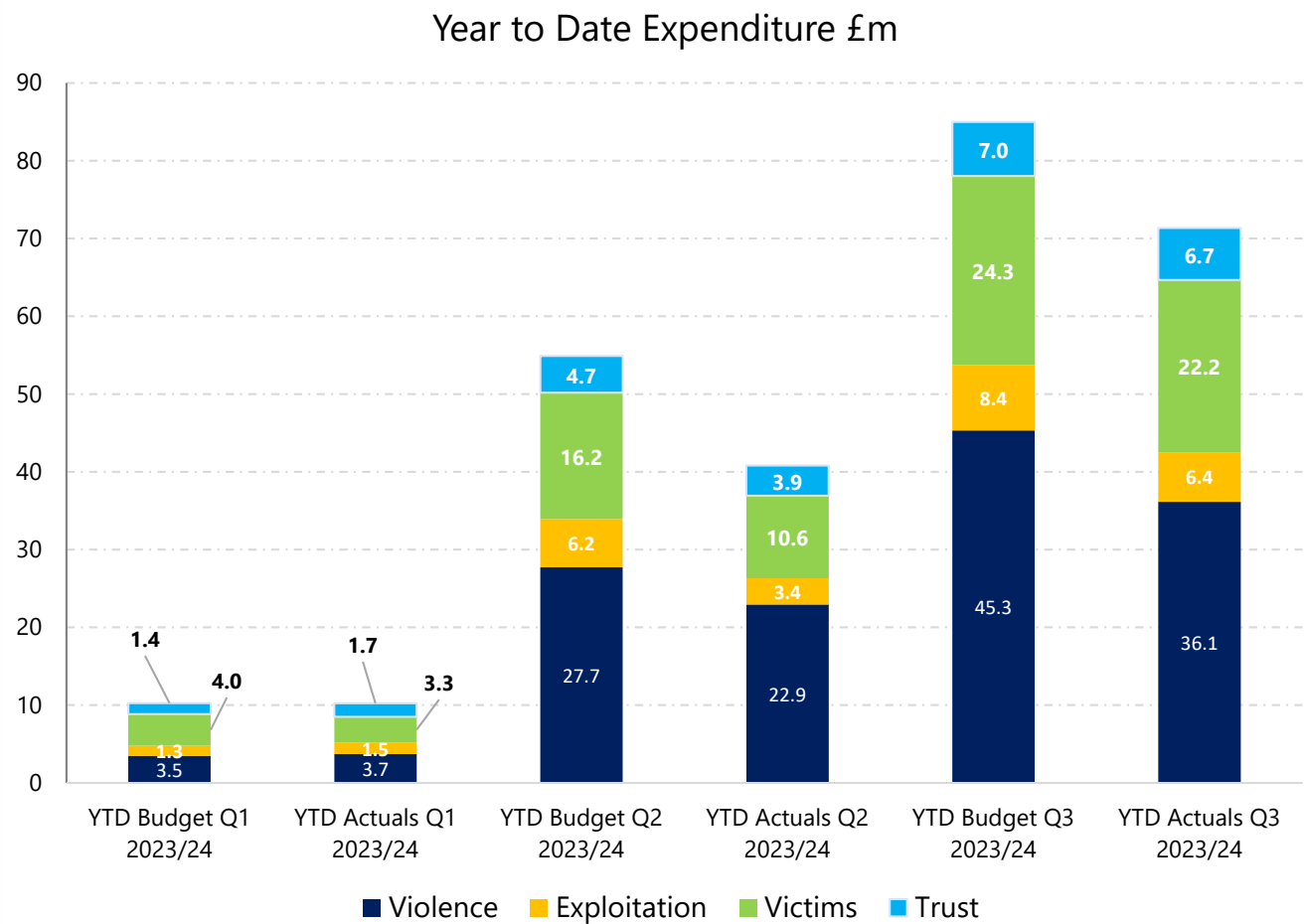
\* Figures rounded to 1dp; and so therefore may not add up exactly

\* Police Property Act Fund (PPAF)

In March 2023, the MOPAC and VRU expenditure budget was set at £141.4m, the budget has subsequently been updated and at Quarter 3 expenditure reduced by £0.1m to £141.3m. This reduction in expenditure is the result of a decrease in grant income as well as net transfer to reserves.

As at Q3, MOPAC and the VRU are forecasting a year end underspend of £1.6m, due to reduced expenditure of £2.8m offset by reduced income of £1.0m and a net transfer to reserves of £0.3m

# Financial trends aligned to PCP priorities- MOPAC and VRU Overall Trends.



As at the end of the first three quarters for 2023/24, MOPAC and the VRU have spent £71.3m against year-to-date budget of £83.6m.

The year-to-date variance of £12.3m is largely driven by underspends in commissioning services. The Q3 forecast is a year-end underspend of £1.6m of which £1.2m relates to the VRU and £0.4m relates to MOPAC.

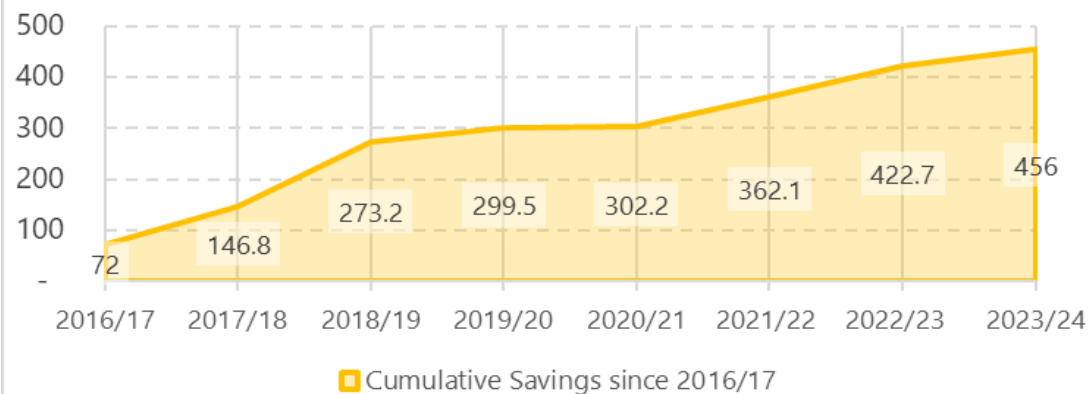
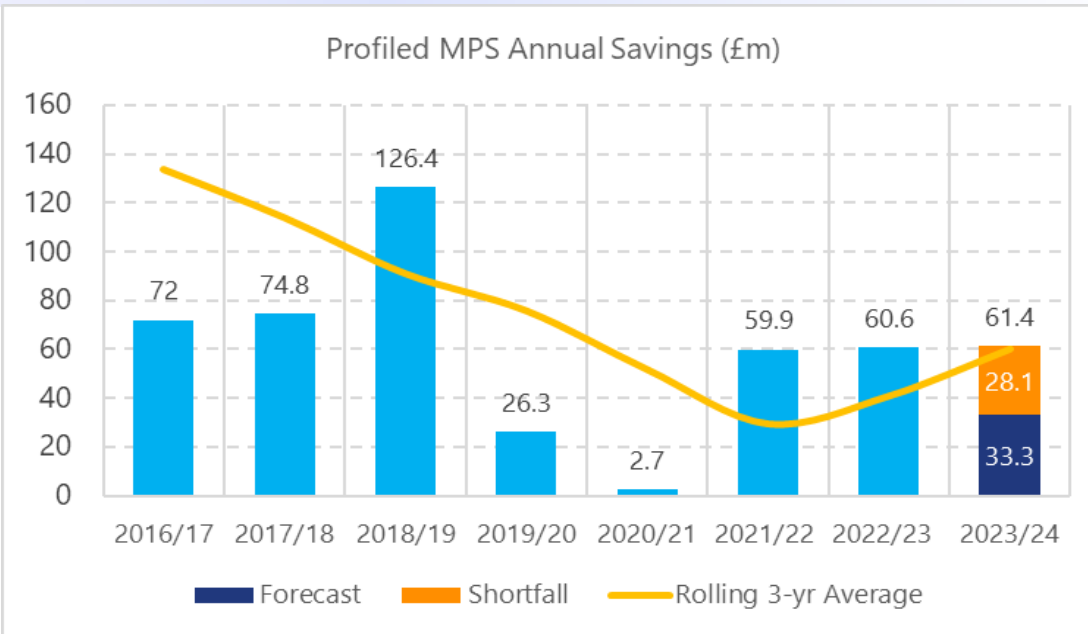
## MPS Annual and Cumulative Savings 2023/24

### 2023/24 Savings Update

The approved 2023/24 savings target to be delivered through a variety of programmes across property, IT, back-office functions and a 1% efficiency saving across all MPS business functions is £61.4m

Of this, £32.3m has already been delivered and a further £1m is forecast to be delivered by the end of the year, in line with the position reported at Q2.

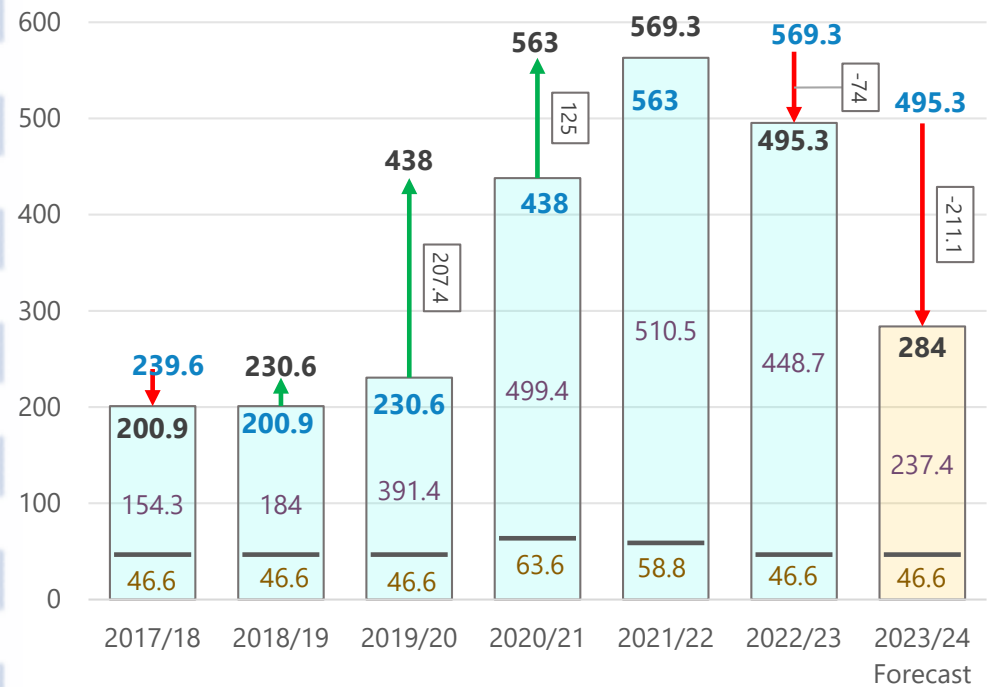
As at Q3, £28.1m of identified savings are considered no longer deliverable. Alternative options are still being considered to deliver £12.2m of these non-deliverable savings, with the £15.9m balance remaining a pressure for this financial year.



The Cumulative Savings include the £33.3m achieved in the current Financial Year. Since 2012/13, a total £1.211bn worth of savings have been achieved.

# MPS and MOPAC Reserves

MOPAC Group Reserve Balances over the Last 7 Years (£m)



Opening Balance (OB)	Closing Balance (CB)	General Reserve CB	Earmarked Reserve CB
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Earmarked reserves are forecast to reduce from £495.3m to £284.2m. The forecast planned usage of reserves is a movement of £211.1m, of which £18.2m relates to MOPAC reserves and £192.9m to MPS reserves.

## MOPAC and MPS General and Earmarked Reserves 2023/24

	MOPAC GROUP RESERVES				
	2023/24 Opening balance	2023/24 Original Budget	2023/24 Total Planned Transfers (To/From) Reserves	2023/24 Variance Forecast Transfers Vs Original Budgeted Transfers	2023/24 Forecast Closing Balance
	£m		£m		£m
Total Reserves £m	495.3	(193.7)	(211.1)	(17.4)	284.2
Breakdown					
Supporting OMM and Local Change	48.3	(20.8)	(34.7)	(13.9)	13.7
Property	56.9	(8.4)	(8.1)	0.3	48.7
Historical public inquiries	2.2	(1.0)	(1.0)	0.0	1.2
Operational Costs	110.2	(40.1)	(79.9)	(39.8)	30.3
Insurance	4.9	(1.0)	(4.9)	(3.9)	0.0
Other earmarked (POCA)	11.4	0.0	(1.0)	(1.0)	10.3
Vetting Delays	0.1	(0.1)	(0.1)	0.0	0.0
Specifically funded for third parties	13.4	(2.6)	0.6	3.2	14.0
Business Group initiatives	1.5	(1.3)	(0.6)	0.7	1.0
Managing the budget	64.6	(71.0)	(33.2)	37.8	31.4
Business Rates	60.0	(30.0)	(30.0)	0.0	30.0
Managing Officer FTEs	23.1	0.0	0.0	0.0	23.1
MOPAC Managing the budget	3.2	(2.3)	(2.3)	0.0	0.9
MOPAC Earmarked	48.9	(15.1)	(15.9)	(0.8)	33.0
Subtotal Earmarked Reserves	448.7	(193.7)	(211.1)	(17.4)	237.6
MOPAC & MPS General reserve	46.6	0.0	0.0	0.0	46.6
Grand Total	495.3	(193.7)	(211.1)	(17.4)	284.2

The table shows the breakdown of earmarked reserves as well as planned usage and contributions in 2023/24. Planned use of reserves at Q3 is £17.4m more than projected when the original budget of £193.7m was set.