

M O P A C

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

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Joanne McCartney AM
Chair of the Police and Crime Committee
London Assembly
City Hall
The Queen's Walk
London SE1 2AA

27 March 2013

Dear Joanne,

Re: Duty of Care

Thank you for your letter of 8 February, introducing the *Duty of Care – improving services for victims of crime* report. I apologise for the delay in my reply.

The Police and Crime Plan outlines MOPAC's strategy to support victims and witnesses in London, and to improve victim satisfaction rates which, as you note, are the lowest nationally.

As funding for victims' services is due to come to Police and Crime Commissioners (PCCs) from 2014/15, this is an ideal opportunity for MOPAC to look at current delivery and see where improvements need to be made. Your report is very useful in this regard, and echoes much of what MOPAC has already learned.

I have met with the Government's Victims' Commissioner, Baroness Newlove, and discussed a full review of victims' services across London and my office are currently in discussions about how we can most usefully take this work forward.

Turning to the specific recommendations in your report, with regard to recommendation 2, as you will know our plans for public access to the police maintain what we and the Metropolitan Police Service consider to be a suitable network of places where the police can engage with the public, including the creation of at least 94 new Contact Points. Our commitment to increasing the number of officers in neighbourhoods by around 2,600 will also improve contact with the police. The MPS pledge to offer a visit to every victim of crime, at a place of their choosing, is also an important part of increasing confidence.

With regard to recommendation 6, MOPAC is involved with other PCCs and the Ministry of Justice to develop a commissioning framework for victims' services. These arrangements will be in place in time to give relevant organisations due notice before bidding for funding.

With regard to recommendation 8, MOPAC's objective is to work towards ensuring that all victims of crime receive the service they need, particularly vulnerable victims, such as those with learning disabilities. Independent Domestic Violence Advisers are trained around particular crime types, which would not be the case in the example you provide.

Finally, with regard to recommendations 9 and 10, I will not set additional targets for the MPS. I fully support their aim to achieve the highest national rating for victim satisfaction by 2016, but the focus of the Police and Crime Plan is on public confidence more generally. This can be achieved partly through improved victim satisfaction and I have every confidence that our work with the MPS will show where improvements need to be made. The transfer of funding for victims' services to PCCs will, moreover, provide the resource to help us make those improvements.

Once again, thank you for providing me with the *Duty of Care* report, which has reassured me that MOPAC is addressing these important issues in the right way.

Yours sincerely



Stephen Greenhalgh
Deputy Mayor for Policing and Crime