

Rt Hon Suella Braverman MP

Home Secretary

2 Marsham Street, London, SW1P 4DF

18 November 2022

Dear Home Secretary,

PEEL 2021/22 – An inspection of the Metropolitan Police

I write with regard to the HM Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) inspection of the Metropolitan Police Service (MPS)'s efficiency, effectiveness and legitimacy, published on 22 September 2022.

The Mayor and I have been clear that wide-ranging reforms are urgently needed for the MPS to regain the trust and confidence of Londoners. The HMICFRS PEEL report reinforces these very serious concerns about MPS performance and these are the issues that have led to the HMICFRS enhanced monitoring process of ENGAGE. Through our established oversight framework we will oversee the PEEL improvements alongside these wider concerns, and are keen to work with partners to achieve the reforms required.

The range of issues HMICFRS raised are extremely disappointing but they are not new. The Mayor's Police and Crime Plan addresses many of the culture and performance issues that are deeply rooted in the MPS. It prioritises effective response and investigation, victim and witness care, trust and confidence, public protection and particularly protection of young people and these are areas where HMICFRS has also identified the need for focus.

Quality support for victims has always been one of the Mayor's priorities. The Mayor appointed London's first Victims' Commissioner, Claire Waxman. Both the victims commissioner and MOPAC have raised concerns about the effectiveness of the MPS's Witness Care Units, which prompted a review. The review is examining the quality of communication to victims; internal processes, roles and responsibilities; and will consider other issues such as culture and workload.

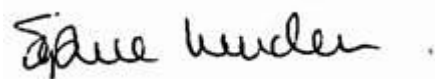
The area within the PEEL report that raised significant concern was the MPS's ability to respond well to the public. The Mayor has already invested £5 million for additional capacity to the Met's Contact Centre, and a new programme of work, initiated in August, aims to improve customer service and support the transition to a new IT system.

The MPS's ability to manage demand was an area of concern that HMICFRS noted within the PEEL report. The Commissioner of the MPS, Sir Mark Rowley, is committed to being data driven and is creating a new data-led delivery centre, expertise and digital tools to provide live data and insight to drive policing and crime-fighting priorities. I am assured that with this focus the MPS will improve its demand management capabilities, we will ensure that there is oversight and scrutiny of this.

The MPS has provided me with a detailed plan that sets out how it will address the causes of concern from this report, and wider reforms for the service. Sir Mark is committed to building more trust, less crime and high standards. To do this he will focus the organisation on tackling corruption and raising standards; doing the basics well, informed by evidence and data; working with communities and building strong neighbourhood policing. The MPS has established new governance to track and manage delivery, with dedicated senior resource to lead, manage, challenge and report on the delivery of turnaround activity, ensure progress is achieved, and importantly, to ensure that expectations of quality and impact from those programmes are being realised. MOPAC officers and I sit on the MPS Turnaround Board, and will continue to oversee the MPS through regular 1:1 meetings with the senior management, and formal oversight board meetings.

The Mayor and I have complete confidence in Sir Mark's leadership and plan for change to deliver the broad reform of the MPS. Londoners have been let down and Sir Mark is focused on making the improvements needed. We are committed to supporting this reform as well as holding the MPS to account.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sophie Linden', followed by a small dot.

Sophie Linden
Deputy Mayor for Policing and Crime