

# Performance and Risk Oversight Board

## Record of Meeting 10 February 2023

### Present

#### **MOPAC**

Sophie Linden, Deputy Mayor for Policing and Crime (DMPC)  
Diana Luchford, Chief Executive  
Kenny Bowie, Director of Strategy and MPS Oversight  
Will Balakrishnan, Director of Commissioning and Partnerships  
James Bottomley, Head of Oversight and Performance  
Dr Paul Dawson, Head of Evidence and Insight  
Amana Humayun, Chief Financial Officer

#### **MPS**

Sir Mark Rowley, Commissioner  
Dame Lynne Owens, Deputy Commissioner  
Commander Kevin Southworth

### **1. Minutes**

- 1.1. The minutes of the 14 October 2022 Performance and Risk Oversight Board meeting were discussed and the completed actions noted.
- 1.2. The discussion included the future presentation of minutes and actions and, as a result, MOPAC officers will work with the MPS to develop the most appropriate presentation to ensure transparency and accountability. It was agreed that MOPAC would consolidate all current outstanding actions into a letter from the Deputy Mayor to the Commissioner.

### **2. Protecting People from Exploitation and Harm**

- 2.1. James Bottomley provided a brief introduction to the item, identifying child sexual abuse, the developing London Child Protection Improvement Plan, work to address concerns around capacity and embedding a child first approach as key issues.

- 2.2. Commander Southworth then summarised the paper provided by the MPS outlining its approach to public protection and work to improve service provision.
- 2.3. The Deputy Mayor noted the positive work that is taking place within the MPS Command and Control team (MetCC) to ensure identification of vulnerability, as noted in the HMICFRS PEEL inspection results.
- 2.4. Commander Southworth updated on the implementation of a central Vulnerability Hub to further improve identification of need and vulnerability, similar to Humberside's Right Care Right Person model. This model would provide additional capacity to deal with specific calls including missing persons and mental health cases and reduce pressures on frontline officers.
- 2.5. The need for joint working with the NHS was noted as part of this discussion, particularly with regards to mental health provision.

**Action 1:** Commander Southworth and Will Balakrishnan would discuss a shared approach to mental health funding conversations.

- 2.6. Commander Southworth updated on the positive work to reduce the number of referrals from the National Centre of Missing and Exploited Children (NCMEC) and as a result, HMICFRS have recognised this as a reducing area of risk.
- 2.7. The risks associated with the implementation of end-to-end encryption were also noted. These include a decrease in referrals and losing the capability to spot harmful content.
- 2.8. There was a discussion about the Online Harms Bill, the issue of legal but harmful behaviours and the opportunity for these issues to be raised by the Mayor.

**Action 2:** The Deputy Commissioner would send the Deputy Mayor a briefing on end-to-end encryption.

- 2.9. The Deputy Mayor noted the progress the MPS had made on reducing the backlog of online child sexual exploitation (CSE) referrals. This was a cause for concern in the HMICFRS PEEL inspection. The reduction from 1300 in October 2021 to 49 now was welcomed.
- 2.10. Recording issues in relation to CSE data had previously been discussed at the Board. While progress had been made, the issue was not sufficiently resolved to allow publication of data due to low compliance with flagging CSE cases. The Deputy Mayor sought assurances that any operational risk as a result of poor data quality was being managed. Commander Southworth updated on the action being taken to drive compliance.

**Action 3:** The MPS would conduct a dip sample of cases across London to assess if safeguarding risks are being picked up.

- 2.11. The Deputy Commissioner updated on how the MPS is dealing with risks from organised crime groups, including an exercise to reveal capability in serious organised crime networks and public protection. The Deputy Mayor welcomed this work.
- 2.12. Commander Southworth described how the child first approach is at the centre of the strengthening public protection programme. A discussion followed on the need for the MPS to measure the impact of implementing a child first approach.

**Action 4:** MOPAC would discuss how to improve response rates to the high harm survey with the MPS.

### **3. 2022-23 Q2 MPS Performance Oversight**

- 3.1. Kenny Bowie introduced the item on performance, highlighting specific issues, including identifying breaches of protective orders and satisfaction rates in the TDIU survey. The Deputy Commissioner also updated on an operation to improve response to robbery.
- 3.2. The Deputy Mayor noted the need to balance service change and culture change and the Deputy Commissioner noted gaps in the response to anti-social behaviour. The Commissioner emphasised the importance of neighbourhood policing in tackling ASB.
- 3.3. It was noted that MOPAC had undertaken detailed analysis of satisfaction, trust, confidence and crime and ASB. The Deputy Commissioner noted the need for a more joined up approach with regards to research products produced by MOPAC and the MPS.

**Action 5:** MOPAC to work with the MPS to ensure that performance products (including surveys) are aligned, with timely provision of data in both directions.

- 3.4. The Deputy Mayor raised the issue of violence and sexual offending, including the spike in sexual offending reporting and volume crimes such as burglary.

**Action 6:** Met would conduct further analysis on the increase in miscellaneous sexual offences.

- 3.5. The Deputy Commissioner noted that that the response rate to burglary calls was just under 90%.
- 3.6. Whilst the response to sexual offending was still improving, there were concerns that victims were dropping out due to cases not reaching court. The Deputy Commissioner also highlighted the impact of capacity issues in public protection.

- 3.7. Commander Southworth updated on new training for SOIT officers and the joint police and CPS conference on rape and serious sexual offences (RASSO).
- 3.8. The Deputy Commissioner updated on a VAWG task and finish group to agree on how to deploy resources to sexual offending and the need to move from a reactive to a proactive model.
- 3.9. The Deputy Mayor asked the MPS about the targeting of high harm offenders and Commander Southworth updated on Operation Rana piloted SN BCU.
- 3.10. Kenny Bowie also raised the importance of responding to breaches of protective orders. The Commissioner noted that little focus nationally on breaches and requested that this should be raised at the London Criminal Justice Board (LCJB).
- 3.11. There was a discussion on the Public Attitude Survey and the need for accurate and up to date data.

**Action 7:** MPS and MOPAC would set up a working group on survey data and ensure data is being used effectively.

**Action 8:** An annual agenda item on the Public Attitude Survey would be added to the forward agenda plan for Oversight Board.

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