

MAYOR'S ACTION PLAN FOR IMPROVING TRANSPARENCY, ACCOUNTABILITY AND TRUST IN POLICING

March 2023

Chapter	Commitment	Status Update
1 Better use of Police Powers		
1.1 Better use of Police Powers	<ul style="list-style-type: none"> Mayor has asked the MPS to launch a new pilot project to review samples of vehicle stops conducted under Section 163 of the Road Traffic Act to identify any disproportionality relating to ethnicity. 	<p>The report following the pilot was published in July 2022 and discussed in detail with communities at a Public Review meeting in Brixton. Since publication of the National Race Action Plan, the MPS' position on the recording of ethnicity in vehicle stops has been realigned with the NPCC's plans to develop a national reporting framework. This was discussed at the Disproportionality Board and MOPAC officers are engaging with the NPCC to ensure that further implementation in the MPS can move forward and inform the national reporting requirements.</p> <p>Phase 2 of the S.163 Road Traffic Act pilot will be commenced as soon as possible in this new year. It is intended to run the same process as Phase 1 but using different departments across the MPS. These being the Territorial Support Group, Violent Crime Taskforce and a BCU (Phase 1 was conducted within Roads and Transport Police Command). Phase 2 will be monitored and reviewed to assess if any amendments are required for a full roll-out. Technology solutions are being sought to facilitate the ease of recording and analysis of data. It must be noted that the MPS carries out the most significant volume of S.163 stops of all forces in the UK so development of technology is essential for an MPS roll out to be effective.</p>

Chapter	Commitment	Status Update
<p>1.2 Better use of Police Powers</p>	<ul style="list-style-type: none"> Mayor asked government to use its powers to compel police services to collect and publish data on ethnicity of vehicle drivers stopped under the Road Traffic Act; The Mayor will lobby the Home Office to revise the current Code of Practice to make the review of Body Worn Video footage a mandatory requirement for community scrutiny. 	<p>Following the Mayor’s letter to the Prime Minister, the Deputy Mayor for Policing and Crime will continue to raise this with the Home Office, including at Ministerial level where possible.</p>
<p>1.3 Better use of Police Powers</p>	<ul style="list-style-type: none"> Commissioner's review of the use of Handcuffing in the MPS, considering: the legal and policy and basis for pre-arrest handcuffing; training officers receive; improving data on the extent of handcuff use; digital solutions for accountability. 	<p>Following the 2020 review of the use of compliant handcuffing by the Metropolitan Police Service and the introduction of the new policy in November 2021, the use of handcuffs in all non-arrest scenarios has fall by more than 25% from 99,500 in the twelve months to December 2020, to 72,779 in the twelve months to December 2022.</p> <ul style="list-style-type: none"> The policy reiterates that handcuffing is not routine and instead needs to be justifiable and properly recorded, with that justification clearly explained. The policy also includes de-escalation advice for officers. The updated training package for all officers began in early October 2021. This is complemented by a digital pre-training mandatory requirement. Upskilling of the Public and Personal Safety Training (PPST) trainers has begun to ensure that all elements of the review are fully understood and able to be translated for officers. IT improvements to ensure use of force and stop and search data sets are cross referenced are underway-this includes change in PPST delivery to encompass scenario-based training with procedural justice,

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		<p>conflict management and trauma informed policing practices interwoven.</p>
<p>1.4 Better use of Police Powers</p>	<ul style="list-style-type: none"> Scrutinise the MPS to ensure that Authorised Professional Practice is followed and searches based on "smell of cannabis" alone are fully documented. 	<p>Senior officers in each borough continue to monitor performance locally. A monthly Gold Group, chaired by the MPS lead for stop and search, provides strategic direction and governance for those leads and key stakeholders.</p> <p>The MPS central Stop & Search Team are reviewing their approach and consulting with the National Police Chiefs Council (NPCC).</p> <p>This is built into the review work undertaken by the Community Monitoring Groups at the local level. Further work is underway to build this into the city-wide scrutiny mechanism.</p>
<p>1.5 Better use of Police Powers</p>	<ul style="list-style-type: none"> MOPAC will commission independent academic research, using open-source data, to assess the effectiveness of cannabis enforcement in relation to tackling violence in London. This research will begin before the end of 2020. 	<p>The University of the West London (UWL) won the tender to undertake this work. Their research comprised of four main components:</p> <ul style="list-style-type: none"> Review of literature and research Collection and analysis of official and other data Collection of feedback from young people – local policing and cannabis use Focused discussions with key experts <p>The report is now in the final stages of drafting.</p>

	<ul style="list-style-type: none"> The MPS in Haringey are working with Haringey Council safeguarding leads to review the safeguarding response to under-18s who are repeatedly stopped and searched. This work will identify how best to ensure that contextual safeguarding is at the centre of those interactions and where there are wider concerns these young people can benefit from timely support and interventions. 	<p>The NA pilot started out as a contextual safeguarding within stop and search and was highlighted in the Mayor's Action Plan. An initial review was completed in March 2021. The review is complete and work continues with North Area and LB Haringey Children's Services, which include further data analysis of stop and search, but with focused parameters (e.g. in areas of higher violence 'hotspots'). The report's recommendations focused on continuing the review work, policy change in relation to when a MERLIN report is compulsory (currently only for children 10 years and under), the LA response when a relevant child is subject to S&S and enhanced training about children's behaviour as part of S&S training. This continued work will be overseen on North Area by the tactical lead.</p> <p>The pilot continues across hotspot areas within NA BCU; Details on young people under the age of 18 that are searched and have an NFA outcome within defined crime hotspots on North Area Basic Command Unit are passed on to Haringey Children Services who cross reference the data to their own database of young people. Essentially, they review the young people who do not have a social worker and make a decision on any necessary intervention. This pilot is currently ongoing.</p>

<h2>2 Working Together</h2>		
<p>2.1 Working Together</p>	<ul style="list-style-type: none"> The MPS will continue to ensure that the work of the Safer Schools Officers is monitored and assessed to ensure the positive work they do can continue and that there are no disproportionate impacts for Black children. 	<p>The MPS produced a report Safer Schools Officers, which was discussed at the July meeting of the Disproportionality Board.</p> <p>MPS are in the process of establishing a governance structure that will bring senior partners together to evolve, maintain and oversee the delivery of the Safer Schools Partnership. Partners will include MOPAC, head teachers, teaching leads, the Youth Justice Service and others with an interest in schools and the development and safety of young people.</p>

		<p>The aims of the Board are:</p> <ul style="list-style-type: none"> • To provide independent review and comment on the existing approach taken by the Schools Strategic Partnership Board (inclusive of any guidance documents/protocols) • To provide independent review, comment and support for proposed new initiatives. • To provide independent review and comment and support for emerging organisational learning. • To act as a 'think tank' with a specific focus on presenting ideas which may assist the MPS is approaching its Safer Schools policing differently, inclusive of a more child-centric approach.
<p>2.2 Working Together</p>	<ul style="list-style-type: none"> • MOPAC will regularly consult parents in London about their views on Safer Schools Officers via its Public Attitudes Survey. MOPAC will analyse the findings by ethnicity, to help identify differences in perceptions. 	<p>New questions were added to the MOPAC Public Attitude Survey around support for Safer Schools Officers.</p> <p>Results indicate that (Q3 2022/23): Public support for Safer Schools Officers is very high: 91% of Londoners say that they support the use of Safer Schools Officers in schools (unchanged from the same quarter last year). Those from Black and Mixed ethnic backgrounds are less likely to support Safer Schools Officers, although support still remains high: 87% and 81% respectively. For White respondents this was 91% and Asian respondents 93%.</p>
<p>2.3 Working Together</p>	<ul style="list-style-type: none"> • MOPAC will continue to incorporate questions about Safer Schools Officers in its regular Youth Voice survey of children and young people in London. 	<p>Data collection for the Youth Voice survey is now complete, with responses gathered from just over 11,800 young people. Initial findings, including views around Safer Schools Officers, are being analysed with a complete report to be published Spring 2023.</p>

<p>2.4</p> <p>Working Together</p>	<ul style="list-style-type: none"> MOPAC will launch a review of MARACs in London by the end of 2020. This will establish the facts around attendance at MARACs and consider whether and how concerns about immigration status and perceptions of policing deter women from reporting crimes 	<p>The MARAC review Standing Together Against Domestic Abuse has been published on 6 December 2021 and can be accessed on this link: https://static1.squarespace.com/static/5ee0be2588f1e349401c832c/t/61a8d3a26416b90796c31770/1638454206864/Pan+London+MARAC+Review_Report_2021.pdf</p>
<p>2.5</p> <p>Working Together</p>	<ul style="list-style-type: none"> London's Independent Victims' Commissioner will launch a new consultation with Black women and the End Violence Against Women (EVAW) coalition to understand their specific needs and experiences. 	<p>As part of the review of community engagement, Sistah Space will be hosting a further roundtable event with Black women survivors with Black Thrive in March 2023. Following roundtables in 2021 with Black women, a further series of consultation sessions were launched as part of the development of the Mayor's VAWG Strategy, including specifically with Black and Asian women. The full report from this engagement was published alongside the VAWG Strategy and can be found here: https://www.london.gov.uk/sites/default/files/mopac_survivors_consultation_final_report_04042022.pdf</p>
<p>2.6</p> <p>Working Together</p>	<ul style="list-style-type: none"> MOPAC and the MPS have committed to work with communities to review all of their existing community engagement mechanisms, to make them more transparent and to identify accessible opportunities for Black communities to be engaged. 	<p>The work to deliver the wider Community Engagement Review being led by Black Thrive in partnership with Psi is underway. The consultation period has been extended to allow time for more universal and targeted engagement with communities.</p> <p>To date there have been 13 in person consultation events [over October, November and December] in Lambeth, Southwark, Hackney, Brent, Hammersmith and Fulham, Camden and Haringey. A series of online events are taking place through February and March focusing on mental health, the experience of Black men in relation to policing, and a focus on local councillors. A further specific event to engage volunteers involved in existing scrutiny mechanisms will take place on 20th March. In person roundtable events focusing on Black women, young people, communities</p>

		<p>on the neurodiversity spectrum and Faith leaders are also planned for March/April 2023. There has also been an online call for evidence survey open since October 2022 which is available for anyone across London to participate in and which will run into March 2023.</p> <p>Recommendations will be provided to MOPAC in April 2023.</p>
2.7	Working Together	<ul style="list-style-type: none"> The MPS is working to develop a 'Handbook of Engagement' which will be shared with communities. <p>The MPS Community Engagement Handbook was published in Spring 2022 and is available here: MPS Community Engagement Handbook (met.police.uk).</p>

3 Represents and understands		
3.1	Represents and understands	<ul style="list-style-type: none"> MPS is aiming for 16% of its officers to be BAME (Black and Minority Ethnic) by 2022, 21% by 2024 and 28% by 2030; The MPS will set specific aims for the recruitment and promotion of Black officers. <p>As of 31st December 2022, the MPS has 34,244 police officers (FTE – full time equivalent). 16.9% (5,783) are of Black and Minority Ethnic heritage, (1,240) are Black (3.6%), and 30.5% (10,451) are female.</p> <p>Since 1st April 2022 the MPS has recruited approximately 2,512 officers (FTE). Nearly 545 (21.7%) were of BAME heritage and over 99 (3.9%) were Black. Nearly 1,015 (40.4%) were female.</p> <p>Whilst the MPS has continued to make steady progress it still has some way to go before it is genuinely representative of London. While the 2022 target was almost met, it is recognised that the pipeline of applicants is not sufficient to reach either the required recruitment targets, or the representation targets by the next report date.</p> <p>To address this, the London Residency requirement has been temporarily lifted, but concerns remain.</p>

3 Represents and understands		
		<p>A significant programme of attraction and recruitment activity continues, and this includes the progression of the ‘Outreach’ programme, which includes additional resource investment to mobilise bespoke and targeted recruitment in communities who are less well represented in the MPS. In addition, the ‘Everyone is a recruiter’ awareness package is being developed to encourage recruitment activity across all business groups.</p> <p>MOPAC has made £1.2m available over 3 years for a specific Career Development Service proposal for the progression and promotion of Black officers and the selection of Career Development Officers at Chief Inspector level. The Mayor has provided £0.9m (£300,000 per annum for three years, 2021/22 to 2023/24) for the development of the Community Outreach Programme fund and Attraction Analytics dashboard to further enable this work.</p>
3.2 Represents and understands	<ul style="list-style-type: none"> MPS will imminently re-introduce the London residency criteria for most new recruits. 	<p>Due to the need to maintain recruitment volumes the MPS has temporarily lifted the London residency criteria.</p>
3.3 Represents and understands	<ul style="list-style-type: none"> Mayor will lobby the Government to review the legislative framework for police officer recruitment to ensure it is fit for purpose and supports efforts to maximise the number of Black recruits. 	<p>The MPS is making full use of all existing legislation and guidance. Deploying equal merit provisions of the Equality Act 2010 at scale where it is able. Lobbying has been paused whilst the MPS continues to push the boundaries of existing legislation and assess the impact of these measures.</p>

3 Represents and understands		
<p>3.4 Represents and understands</p>	<ul style="list-style-type: none"> MPS will ensure communities are more closely involved in the design of new police learning and development by default and a new Learning and Development Community Reference Group will be established 	<p>MOPAC officers were invited to and attended a Learning and Development Community Reference Group meeting in August 2021. It is not clear if this format of meeting has continued.</p> <p>MPS is working with communities to deliver training to new police recruits during Passing Out Parade week. The next MPS information event to attract applications from community groups to apply for the funding committed by MOPAC is being planned for next month.</p>
<p>3.5 Represents and understands</p>	<ul style="list-style-type: none"> In support of broadening the conversations with communities on the use of stop and search, the MPS will mobilise a local pilot in the Central South BCU (Lambeth and Southwark). Over a six-month period, this will bring together a mix of 500 front line operational officers (new recruits and established officers) within community led workshops on cultural equality. 	<p>To date 12 Stop & Search Cultural Equity Workshops have taken place with over 200 officers across AS BCU from Neighbourhoods, Violence Suppression Unit, Prevention & Partnership and Youth Engagement teams. Further workshops are being planned with Mentivity to reach more officers across Emergency Response (the aim is to reach 500 officers in total). Following its completion, the MPS will review and consider the suitability and adaptability for wider roll out across the MPS.</p> <p>Mentivity attended the Action Plan Public Review Meeting in October 2021, and communities shared their experience with delegates. This formed part of a wider conversation about engaging and involving young Londoners in community-led approaches to strengthen police officers' understanding and awareness of the communities they work with.</p>
<p>3.6 Represents and understands</p>	<ul style="list-style-type: none"> The MPS will incorporate direct community input into specific aspects of the training given to new recruits across the service. 	<p>Communities have been involved in the development of the new recruit pathway, which commenced January 2021. Community members are involved in the provision of training and awareness to support new recruits in the policing of London, including cultural awareness across London's communities. The recruit training process also includes a bespoke 'Local Community Immersion' element, where recruits learn and provide presentations</p>

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Represents and understands

with regards to the local history, cultures and communities with whom they will be working on their BCUs.

Lived experience is now incorporated into the Policing Education Qualifications Framework (PEQF) for new recruit training at several points but specifically around stop and search. This also includes a familiarisation week on BCUs where recruits have the opportunity to meet local community members. Individual BCUs are also piloting lived experience stop and search training with experienced officers. Training packages have been developed to support Black officers to share their own personal experiences of being subject to stop and search.

The Met had commissioned Middlesex University to develop a cultural awareness toolkit to assist officers and staff in developing a deeper understanding of the communities that they serve and the principles behind procedural justice –a vital concept for the legitimacy of policing. This has been developed into an e-portal that hosts demographic, socio-historical and cultural information about London's communities.

Looking forward, the MPS will incorporate community-led training into the Met's new Volunteer Police Cadet (VPC) development programme and from 2022/23 onwards will mobilise community-led Continuous Professional Development Days for existing officers. MOPAC provided £700,000 funding to the MPS to help deliver this work.

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Represents and understands

3.7 Represents and understands

- MPS will set **challenging aims to increase the number of Sergeants and Inspectors from BAME groups** and will set a specific aim for Black officers. This will be supported by MOPAC committing £400,000 per annum, ring-fenced additional funding to the MPS.

Through the AP the Mayor has provided over £5 million over three years.

The MPS is aiming for 3% Sergeants and 3% Inspectors to be Black by 2024 and subsequently 7% Sergeants and 7% Inspectors by 2030. In support of this MOPAC has made available £1.2m for a specific Career Development Service proposal for Black officers. This funded work includes:

- The Career Development Service (CDS) aims to increase the number of Black, Asian, Minority Ethnic (BAME) applicants for promotions to the Sergeant and Inspector ranks. It includes:
- Embedding career development officers (Chief Inspectors) in each Basic Command Unit (BCU) and other business groups whose role is to oversee and support career development – especially for those from underrepresented groups.
- Inspiring Leadership Programme. A structured career and development pathway for Black constables to support their progression to Sergeant.
- A leadership programme for underrepresented leaders at Sergeant and Inspector to support their progression.

Total MPS police officers from Black, Asian and/or other Minority Ethnic communities have increased in both proportion and total number over the last five years, accounting for **16.9%** of all police officers as of the end of December 2022 (an increase of 2.9 pp compared to 2018). This is the highest number the MPS has ever had (5,783 FTEs).

The number and proportion of Black officers has shown a much smaller rate of increase – Black officers currently represent **3.6%** of

		<p>police officers which is an increase of 0.4 percentage points over the last five years. The FY21-22 aspiration target for 3.8% Black officer representation was not achieved.</p>
<p>3.8 Represents and understands</p>	<ul style="list-style-type: none"> The MPS has put in place a checks and balances process to review internal referrals into the misconduct process, to ensure opportunities for learning have been fully explored. The Mayor will hold the Commissioner to account for ensuring that this happens. MPS' commitment to continue to significantly reduce disproportionality within the grievance and misconduct processes by 2024. 	<p>MOPAC's Evidence and Insight have begun the next phase of their misconduct research. Small vignettes / role plays for sergeants and inspectors to view/assess and determine what they would refer into the misconduct process and what they would deal with informally. The 'Learning through Reflections' process across 3 BCUs and police staff went live in October 2021 and is being monitored. Results will be reported into the MPS Disproportionality in Misconduct group.</p>
<p>3.9 Represents and understands</p>	<ul style="list-style-type: none"> MPS is expanding the support provided via Operation Hampshire to support officers and staff who are victims of hate crime while on duty. 	<p>New BCU Hate Crime Units will undertake all Operation Hampshire investigations, with the learning from all MPS hate crime investigations, supporting the MPS response to offences against its staff. This is subject to ongoing review across BCUs and Operational Command to ensure best practice.</p>

<p>4 Holding to account</p>		
<p>4.1 Holding to account</p>	<ul style="list-style-type: none"> MOPAC will create a new group to actively involve communities in its scrutiny of the MPS' citywide activities and pan-London teams such as the TSG, RTPC and the VCTF, and in the way that 	<p>This work is being aligned to the wider MOPAC oversight/governance review under the change programme. As part of our work on this action, good practice developed by the CPS in their community expert scrutiny panels has been reviewed to identify relevant learning. Alongside this MOPAC has recruited to a new External Reference Group which will</p>

	<p>complaints about the use of intrusive tactics are handled.</p>	<p>support this and other aspects of the plan to review delivery of the Action Plan and be actively involved in these scrutiny functions.</p>
<p>4.2 Holding to account</p>	<ul style="list-style-type: none"> MOPAC will produce a quarterly race equality audit, reporting on the MPS' use of its powers, including for example, the use of Tasers and strip-searching, publishing this data and holding the Commissioner to account for it. 	<p>The Action Plan data dashboard was first published in March 2021 and is updated quarterly. In addition, to the MOPAC dashboard, and in response to concerns about disproportionality in the use of police powers, the MPS now also publishes data on the use of more thorough searches and strip searches conducted in police custody.</p>
<p>4.2 Holding to account</p>	<ul style="list-style-type: none"> Work together with IOPC to challenge issues that concern Black Londoners so that communities feel the impact of this oversight 	<p>MOPAC and IOPC have partnered to deliver a Public Review meeting on Complaints and Conduct taking place on the 9th of March 2023 in Croydon. This aims to provide information about how the police complaints system works, how it is communicated and how it can be made more accessible to Londoners. It will also explore the barriers that many Londoners face in navigating the system, as well providing an opportunity to share and ask questions of senior police officers around their work to address and reduce disproportionality in policing.</p> <p>The IOPC (Independent Office for Police Conduct) has a seat on the Disproportionality Board, which oversees delivery of the Action Plan and will consider other matters related to reducing disproportionality. An officer meeting has been scheduled to set out and plan the opportunities for further joint working and ensure these are aligned to the Action Plan delivery timetable.</p> <p>MOPAC is also scoping the development of a training package on Deaths in Custody and disproportionality with the IOPC for delivery to Independent Custody Visitors in 2023.</p>

Holding to account

<p>4.3 Holding to account</p>	<ul style="list-style-type: none"> MOPAC will overhaul its community monitoring structures to ensure that London’s diverse communities are better represented, can have a role in monitoring a wider range of police powers, including stop and search and the use of Tasers, and complaints. 	<p>The review of community oversight mechanisms has been fully launched. Consultation of Community Monitoring Groups and broader London communities and stakeholders has been completed, with recommendations for a pilot programme signed off in February 2022.</p> <p>The steering group developed a draft MOU as the foundation for the pilot programme. The first pilot borough is due to open for recruitment for new scrutiny members in March 2023 and two further boroughs are being considered for pilots. In each pilot area MOPAC is seeking to ensure this is a collaborative process working in partnership with local authority colleagues, local CVS leaders and organisations, and local communities. The pilot is being evaluated by MOPAC’s specialist evidence and insight team.</p>
<p>4.4 Holding to account</p>	<ul style="list-style-type: none"> MPS has reinstated Body Worn Video reviews by Community Monitoring Groups from October 2020. 	<p>As of February 2023, Community Monitoring Groups (CMG’s) have attended at least 148 BWV screenings, where multiple stop and search encounters are viewed and scrutinised. Feedback from all CMG BWV screenings are also collated and reviewed quarterly by the central stop and search team to identify any emerging organisational themes and to enable wider organisational learning.</p>
	<ul style="list-style-type: none"> MOPAC and the MPS will start work shortly to jointly research a sample of body worn video footage, to examine the nature of stop and search interactions, particularly when there is escalation or de-escalation in the behaviour of officers, or the individual(s) being stopped; and understand how 	<p>An initial cohort of footage has been analysed and a quality review of the MET data coding is currently taking place by MOPAC’s Head of Evidence and Insight.</p>

Holding to account

	<p>different groups of people experience and interpret stop and search interactions.</p>	
<p>4.5 Holding to account</p>	<ul style="list-style-type: none"> MOPAC will further expand the role of Independent Custody Visitors (ICVs) in London through a new process enabling ICVs to look through complete custody records. 	<p>There have been 7 Custody Record Review meetings and over 100 records have been reviewed across 9 custody suites. The ICVs have been exploring records for all children and also women and girls specifically, The process has already demonstrated to MOPAC and the MPS that the level of scrutiny is greatly enhanced by the ability to review custody records. ICVs have been able to explore and track Appropriate Adult provision, delays between arrests and the authorisation of detention, the use of force and access to healthcare provision. The sample of women and girls' records that were reviewed, for example, highlighted the need for accurate recording of female rights/entitlements being explained. The MPS team have been responsive to resolving concerns quickly and supporting ICVs and MOPAC to understand the process of recording data in custody in real time. The pilot has now come to an end and an evaluation is underway.</p>
<p>4.6 Holding to account</p>	<ul style="list-style-type: none"> MOPAC will review and refresh its Justice Matters and Policing Matters meetings, at which the Commissioner and members of her senior team will answer questions on the work of the MPS. 	<p>This work is aligned to the oversight and governance review within the MOPAC change programme. The meetings below form part of the overarching structure although this is not being taken forward as originally envisaged to avoid creating multiple mechanisms:</p> <ul style="list-style-type: none"> Public Review meetings - The seventh quarterly public review meeting was held on the 5th of December at City Hall and marked the 2nd Anniversary of the Mayor's Action Plan and focused on the great work that has been undertaken by communities to achieve this plan. The next meeting focusing on Complaints and Conduct is due to take place on the 9th of March 2023.

4		Holding to account	
		<ul style="list-style-type: none"> Disproportionality Board (Quarterly - sixth meeting was held on 16th of Jan 2023 with the next scheduled for 26th April 2022) External Reference Group has been recruited and held their first quarterly meeting held on the 9th of April, with the next one taking place on the 18th of April. 	
4.7	Holding to account	<ul style="list-style-type: none"> MOPAC will set up a group including communities and partner organisations to develop a communications plan to ensure that information about people's rights when stopped and searched - and about how to complain - is more widely available. 	<p>A Stop & Search 'Know Your Rights Guide' was produced and printed in fold-up credit-card size format and is available on the GLA website. Two workshops were held in 2022, as well as work with the Communications Team to develop a more comprehensive communications plan, which maximises the opportunities provided by the new London.Gov website.</p>
4.8	Holding to account	<ul style="list-style-type: none"> MOPAC will work with the IOPC to publicise information on the complaints process more widely and support local initiatives that seek to assist communities in exercising their right to complain. 	<p>MOPAC continue to support IOPC Stakeholder meetings to explain MOPAC's review role in the complaints process. Discussions continue with IOPC and MPS to make more information publicly available, including complaints data, in line with forthcoming Government requirements.</p> <p>MOPAC officers continue to work with the IOPC to plan joint work, including making information and guides on rights and processes clearly available on the MOPAC website. This includes the guide linked above on the complaints process: An event focussed on the complaints process is being planned later in 2022.</p> <p>MOPAC is also developing of a training package on Complaints in Custody for delivery to ICVs in June/ July 2023.</p>

Holding to account

<p>4.9 Holding to account</p>	<ul style="list-style-type: none"> MOPAC and the MPS will run a new Complainants Survey asking about people's experiences of the complaints process. 	<p>MPS have reviewed their governance framework for the handling of public complaints which was one of the commitments agreed following the analysis of the 2020 complainant survey responses. The new Complaint Resolution Unit (CRU) will aim to ensure that all complainants are contacted within 48 hours to discuss/explain the available means of delivering a resolution. All complainants whose cases are handled by the CRU will also be invited to complete a short user satisfaction survey. Results and learning points from this survey will be shared with MOPAC.</p>
<p>4.10 Holding to account</p>	<ul style="list-style-type: none"> The Public Attitude Survey will also include questions on complaints. 	<p>Two complaint related questions were added to the Public Attitude Survey from Q4 2020/21. Headlines for Q3 2022/23 are:</p> <ul style="list-style-type: none"> 52% of Londoners feel confident that they would know how to make a complaint about the MPS if they needed to (a decrease of 2 percentage points from the same quarter last year). 51% of Londoners feel confident that the MPS deals fairly with complaints made about them (a decrease of 6 percentage points compared to the same quarter last year). Londoners from a Black (38%) or Mixed (36%) ethnic background are less likely to feel confident that the MPS deals fairly with complaints made about them compared with other groups (e.g., White, 52%; Asian, 60%). Younger Londoners are also less likely to feel the MPS deals with complaints fairly; 48% of 16-24 year olds compared with 55% of those aged 55 or older.
<p>4.11 Holding to account</p>	<ul style="list-style-type: none"> The Mayor has asked the MPS to make stop and search records available by email to anyone who would wish to receive the information. 	<p>The necessary IT changes to enable stop search records to be emailed to those who wish to receive the information in that way have now taken place.</p>

<p>4.12 Holding to account</p>	<ul style="list-style-type: none"> MOPAC will continue to publish updates on progress against the Gangs Violence Matrix Review to ensure that there is continued transparency and scrutiny around the way it is used and managed. 	<p>Following the publication of the MOPAC report – an early insight into the report was provided at the Disproportionality Board – the MPS took the decision to remove all of the green nominals from the GVM and committed to its complete overhaul.</p> <p>MPS are considering what tool might address their operational needs and will be undertaking an external consultation in the New Year and are linking with MOPAC to work through what shape this might take, including the potential for a MOPAC chaired Reference Group.</p>
<p>4.13 Holding to account</p>	<ul style="list-style-type: none"> MOPAC, the MPS and the GLA will review how data sharing between organisations is working and make recommendations on how more data can be made accessible, in line with work with other London public services. In addition, the MPS will sign up to the Voluntary Code of Practice for Statistics in line with MOPAC and the GLA, ensuring that data is used to a consistent and high standard by all parties. 	<p>Data sharing and transparency have been the focus of various discussions with the MPS and there has been some progress, e.g. the recent publication of new More Thorough Searches and custody data dashboards. The broader issues of how data is effectively shared with MOPAC to enable scrutiny has been positively discussed with the new Commissioner.</p> <p>The Voluntary Code of Practice element of this commitment is now part of the MPS Open Data Strategy. An update on progress of this strategy was being given to MPS Data Board in November as they seek to align all related pieces of work. The MPS are working with the Open Data Institute.</p>

Next Steps

<p>Next steps</p>	<ul style="list-style-type: none"> The London Policing Ethics Panel has also reflected on the issues raised by the Black Lives Matter movement; The MPS and MOPAC will use these reflections to support and inform their response as the Action Plan is delivered. 	<p>The London Policing Ethics Panel have published their reports. Any learning will be considered as part of the implementation of key actions within the Plan.</p>
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<p>Next steps</p>	<ul style="list-style-type: none"> To maintain transparency and accountability, the delivery of the Plan will be overseen by a Board co-chaired by the Deputy Mayor for Policing and Crime alongside an independent co-chair, bringing in community voices and expertise 	<p>Disproportionality Board meetings have been held on 15th October, 8th February, 6th April, 21st July and the 10th of October and the 16th of January. The next Board will sit on the 26th of April 2023. The Board meets quarterly and includes regular standing agenda items including</p> <ul style="list-style-type: none"> Mayor's Action Plan (every meeting) Gangs Matrix (every 6 months) Youth Justice Action Plan (every 6 months) Race equality audit (quarterly) <p>The External Reference Group has been inducted and held their first quarterly meeting on the 9th of January 2023 and contributed to the 16th of January Disproportionality Board.</p>
<p>Next steps</p>	<ul style="list-style-type: none"> MOPAC will ensure this Plan is subject to an Equality Impact Assessment to document how any differential impact on Black communities has been considered and mitigated. 	<p>An Equality Impact Assessment was conducted and published alongside the Plan. The EIA was reviewed in 2022 and further work will be undertaken to ensure the EIA feeds into communications and engagement plans going forwards.</p>
<p>Next steps</p>	<ul style="list-style-type: none"> Involve communities in regular meetings reviewing the progress made towards the Action Plan's objectives. 	<p>On 5th December 2022, the Public Review meeting for the Mayor's Action Plan marked the two-year anniversary and show cased the meaningful impact that communities have made across the Mayor's Action Plan.</p> <p>The next Public Review meeting is due to take place on the 9th of March 2023.</p>
<p>Next steps</p>	<ul style="list-style-type: none"> MOPAC will publish on its website a quarterly update, listing all of the Actions and what has happened over the period towards delivering them. 	<p>Quarterly updates have been published since the Action Plan was published.</p>

Next Steps

Next steps

- Consultation of the **new Police and Crime Plan will include specific consultation with Black communities.**

This action is complete. The Police and Crime Plan was published on Thursday 24th March, can be accessed here: <https://www.london.gov.uk/publications/building-safer-london>. During the consultation on the Police and Crime Plan additional community events were put in place to obtain the communities' feedback.