

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

March 2024

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, now the use of handcuffs in all non-arrest scenarios has fallen by half.</p> <p>This 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 Public and Personal Safety Training (PPST) has also been updated to include scenario-based training on procedural justice, conflict management and trauma informed policing practices.</p> <p>We are working with the MPS to ensure more transparency around all areas of stop and search, a bilateral meeting in August 2023 resulted in the MPS starting the process of linking handcuffing data to stop and search data, so we can have clearer oversight over, when and how, handcuffs are being used.</p>

Chapter	Commitment	Status Update
<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>Officer supervision within the MPS has been strengthened, with senior officers in each borough monitoring individual performance and dip sampling officers' body worn video. 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>Stop and search is overseen by the Deputy Mayor for Policing and Crime through regular monitoring of stop and search data through the Disproportionality Board and one-to-ones with senior officers. This is informed by the review work undertaken by the Community Monitoring Groups (CMGs) at the local level, which includes quarterly dip samples of stop and search records and regular body worn video review sessions. CMGs review dip sampled stop and search records and body worn video against the GOWISELY¹ criteria, which includes confirming that appropriate grounds have been provided.</p> <p>The Casey Review's recommendation of a Stop and Search Charter is currently underway with the first stage of community engagement completed. A second wave of engagement is taking place currently and will inform the draft Charter for consultation.</p> <p>The precision stop and search pilots taking place in Barking and Dagenham and Lambeth boroughs are focusing on violent crime hotspots</p>

¹ <https://www.college.police.uk/app/stop-and-search/professional> - see for definition of GOWISELY

Chapter	Commitment	Status Update
		<p>with the grounds of stop and search to focus more on serious violence and the removal of weapons from the street. The evaluation for these pilots is currently underway with findings due to be published in the new year.</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 research has been completed and the report is due for with publication due in Summer 2024.</p>
<p>1.6 Better use of Police Powers</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>Haringey Council’s Children’s Services and the North Area Basic Command Unit (BCU) of the Metropolitan Police Service jointly held a ‘Stop & Search through a Safeguarding lens’ conference at Haringey Sixth Form College on Tuesday afternoon (12 December 2023) sharing the learning that comes from this Pilot.</p> <p>The overarching recommendation is that Stop & Search should be utilised more as an early intervention measure in Safeguarding terms for impressionable children and young people, rather than a punitive action that can have long-lasting psychological and traumatic effects for those youngsters who experience it.</p> <p>Wider Pilot Recommendations were made:</p>

Chapter	Commitment	Status Update
		<ul style="list-style-type: none"> • Pilot work with the MPS to extend to all BCUs in London to audit 10 stop & search with no linked merlin for children under 16 years old • Feed findings into the consultation for Working Together • Focused work with SEN Schools, Neighbourhood Police & SEND • Through Child Death Oversight Panels & Safeguarding Partnership Boards use data to examine system for Preventing child deaths. • Information sharing for identified cohorts

2 Working Together		
<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>MPS have established a partnership panel, and the first meeting took place in April 2023, bringing together senior partners to develop, maintain and oversee the delivery of the Safer Schools Partnership. The membership includes representatives of the Harris Foundation, University College London, the Department for Education, local government education authorities, the MOPAC External Reference Group and Ofsted.</p> <p>The aims of the Board are to provide independent review and comment on the existing approach taken by the Schools Strategic Partnership Board (inclusive of any guidance documents/protocols), proposed new initiatives,</p>

2 Working Together	
	<p>and emerging organisational learning, as well as to act as a ‘think tank’ with a specific focus on presenting ideas which may assist the MPS in approaching its Safer Schools policing differently, inclusive of a more child-centric approach.</p>
<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>The Youth Voice survey gathered responses from just over 11,800 young people. This has now been published - MOPAC Youth Voice Survey</p> <p>Some headline findings:</p> <ul style="list-style-type: none"> The majority of young Londoners continued to feel safe both at school and in their local area (see Figure 3.1)5. However, around one in ten said they felt unsafe at school (9%, 966 of 10,481), while one in five felt unsafe in their local area (20%, 2,102 of 10,704). Hate crime was the crime issue most often perceived to be a problem, with 28% of young Londoners (2,968 of 10,620) feeling this was a ‘big problem’ in the area where they live, and 22% (2,243 of 10,420) feeling it was a ‘big problem’ at school. Beyond this, young people also appeared concerned about violence in their local area, with around a quarter feeling that people carrying knives (26%, 2,803 of 10,609), people joining gangs (25%, 2,612 of 10,602) and people being violent (25%, 2,660 of 10,569) were a ‘big problem’. Certain groups of young people were less likely to say they felt safe at school and in their local area, including those from older age groups and those from Black or Mixed ethnic backgrounds. Importantly, young people who had attended a Pupil Referral Unit (PRU) were also significantly less likely to feel safe in their school (74%, 139 of 188) than those who had not attended a PRU (90%, 5,235 of 5,811).

2		Working Together	
			<ul style="list-style-type: none"> Consistent with MOPAC's last Youth Survey in 2018, certain groups of young Londoners were less likely to hold good opinions of the police. This includes those from minority ethnic backgrounds, with lowest results seen for young Black Londoners at 22% (369 of 1,712). Opinions also became more negative with age: whereas 58% of those aged 11 (1,177 of 2,024) said they had a good overall opinion of the police, this fell to just 25% among those aged 16 (141 of 557).
2.3	Working Together	<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>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>2.4</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>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: MOPAC Survivors Consultation Final Report</p> <p>As part of the review of community engagement, Sistah Space hosted a further roundtable event with Black women survivors with Black Thrive in March 2023.</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>Black Thrive were commissioned to explore what the wider future of community engagement and community-led scrutiny should look like to better represent and build trust and confidence with London's Black communities.</p> <p>The consultation ran from October 2022 – March 2023 and used mixed methodologies to capture the voices of all Londoners through an online call for evidence survey, in-person focus groups and online events.</p>

		<p>1,390 Londoners participated in the consultation – 68% from Black backgrounds.</p> <p>Most of the responses were from people aged between 25 - 34 years old.</p> <p>19% (n 189) of responses were from people between 16 and 24 years old</p> <p>The recommendations included:</p> <ul style="list-style-type: none"> • Appointing an independent body to deliver local police scrutiny in London • Design structures with young people in mind • Greater resource and support needed to manage structures • Better communication to build trust and confidence through this work • Rooting this work in a race equity framework. <p>In addition to Black Thrive’s work, a further stakeholder engagement programme was undertaken to develop, test and cost a set of operating models to take forward the recommendations from the Black Thrive consultation and in the light of the wider evidence base, including the Casey Review and the New Met for London strategy.</p> <p>The outcomes of these pieces of work will be published in Summer 2024.</p>
<p>2. 7</p>	<p>Working Together</p>	<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

- 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.

The number and proportion of Black police officers has remained stable over the last five years. Black officers currently represent 3.7% of police officers (November 2023) - (a change of 0.3 percentage points over the last five years). However, there has been a recent increase in the proportion of Black recruits (6% of all recruits between April-November 2023).

The most diverse rank in the MPS is Constable (19% BAMEH).

The Mayor 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. This has recently been evaluated.

Some headline findings are:

- Outreach delivered 3,618 days of events since the beginning of 2022.
- Between September 2021 and July 2023 there have been a total of 28,346 scanned QR codes, resulting in a total of 1,519 applications (conversion rate of 5% - although conversion rate has improved over time).
- 76% of Outreach applicants were BAMEH.
- Outreach candidates were most likely to be female, 35+ and have black and minority ethnic heritage.
- Black female applicants were more likely to have found out about PC vacancies via Outreach, to have attended Outreach events, and spoken to Outreach officers before applying to the MPS, compared to general applicants.
- 91% of Outreach candidates were from London, a significantly higher proportion than the non-Outreach cohort.

3 Represents and understands		
3.2 Represents and understands	<ul style="list-style-type: none"> MPS will imminently re-introduce the London residency criteria for most new recruits. 	Due to the need to maintain recruitment volumes the MPS has temporarily lifted the London residency criteria.
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. 	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.
3.4 Represents and understands	<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>
3.5 Represents and understands	<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</p>

3 Represents and understands		
		officers' understanding and awareness of the communities they work with.
3.6 Represents and understands	<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 with regards to the local history, cultures and communities with whom they will be working on their BCUs.</p> <p>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.</p> <p>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.</p>

3 Represents and understands		
		<p>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.</p>
<p>3.7 Represents and understands</p>	<ul style="list-style-type: none"> 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. 	<p>Through the Action Plan the Mayor has provided over £5 million over three years.</p> <p>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:</p> <ul style="list-style-type: none"> 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.

3

Represents and understands

3.8 Represents and understands

- 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.

The Mayor is holding the MPS to account publicly through the London Policing Board (LPB). The LPB People and Culture sub-committee met on the 12th of February with the following update noted:

MPS representatives acknowledged disproportionality on the basis of age, sex and time served, as well as of ethnicity, and emphasised the organisation's commitment to tackling the issue. They stressed that disproportionality was largely confined to referral into the system and that disparities in outcomes, although present, were minor. Data and evaluation of the underlying causes were inadequate. Research to explore this was underway and the MPS recognised the need for external challenge and support in this space, as well as in evaluating specific interventions. Addressing disproportionality in misconduct in the context of a major doubling down on MPS standards, and within a complex regulatory framework, was extremely challenging. The transformation programme was focussing on early interventions including specialist training for investigators to improve consistency in referrals and the elimination of a two-tier approach to professional standards.

You can find the full note of this discussion as well as the papers here: [Draft Minutes of People and Culture Sub-Committee 120224](#)

The Deputy Mayor for Policing and Crime regularly reviews misconduct data and holds senior MPS officers to account through regular meetings.

MOPAC's Evidence and Insight Team 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

3 Represents and understands		
		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.
3.9 Represents and understands	<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. 	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.

4 Holding to account		
4.1 Holding to account	<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 complaints about the use of intrusive tactics are handled. 	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 embedded an External Reference Group (ERG) which supports this and other aspects of the plan to review delivery of the Action Plan and be actively involved in these scrutiny functions. The ERG has held five formal quarterly meetings thus far and has attended the last five Disproportionality Boards and MAP review meetings. Additionally, the ERG Chair sits on the new Safer Schools Partnership Board and the London Policing Board People and Culture Sub-Committee. Two ERG members also sit on the MPS's precision stop and search reference group.

4 Holding to account		
4.2 Holding to account	<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.</p> <p>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>
4.2 Holding to account	<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 worked together to deliver the Public Review Meeting that focused on MPS transformation post Casey that took place on June 20th. This was an opportunity for the public to share their views on how to make policing better for Londoners and to hear from the Deputy Mayor for Policing and Crime and senior leaders in the Metropolitan Police Service on how they are responding to these critical issues.</p> <p>MOPAC and IOPC also partnered to deliver a Public Review meeting on Complaints and Conduct on the 9th of March 2023 in Croydon. This event provided information about how the police complaints system works, how it is communicated and how it can be made more accessible to Londoners. It also explored 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>

4 Holding to account		
		MOPAC also developed a training package on Deaths in Custody and disproportionality with the IOPC, which was delivered to Independent Custody Visitors in 2023.
4.3 Holding to account	<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. 	A community scrutiny pilot launched in Hackney in July 2023 with a diverse group of local people meeting monthly to hold the police to account for a wider range of powers and practices. MOPAC is seeking to ensure this is a collaborative process working in partnership with local authority colleagues, local voluntary and community organisations, and with local communities. The pilot is being evaluated by MOPAC's evidence and insight team.
4.4 Holding to account	<ul style="list-style-type: none"> MPS has reinstated Body Worn Video reviews by Community Monitoring Groups from October 2020. 	As of Jan 2024, Community Monitoring Groups (CMGs) have attended over 200 BWV screening sessions (with multiple encounters viewed in each session). 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. Through this process, CMGs have enabled MOPAC to continue to hold the MPS to account for the lawful and proportionate use of stop and search.
	<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 	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.

4 Holding to account		
	different groups of people experience and interpret stop and search interactions.	
4.5 Holding to account	<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>The pilot was conducted between January and November 2022 with 10 Custody Record Review meetings delivered and 130 records have been reviewed across nine custody suites. The Independent Custody Visitors (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 the time of arrest 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 and entitlements being explained to detainees. The MPS team have been responsive to resolving concerns quickly and supporting ICVs in better understanding the process of recording data in custody in real time. The pilot has now come to an end and next steps are being considered.</p>
4.6 Holding to account	<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"> The eleventh public review meeting took place on the 7th of March 2024 and was on closing the feedback loop: you said, we did, amplifying the voices of children and young people. Disproportionality Board meets quarterly with the last Board sitting on the 6th of March 2024 focusing on the MPS Outreach Scheme, Met's Child First Strategy and the work of the External Reference Group.

4		Holding to account
		<ul style="list-style-type: none"> The External Reference Group is embedded with five quarterly meetings having been delivered (9th January 2023, 18th April 2023, 11th July 2023, 7th November 2023, 8th February 2024) along with an away day held in September 2023 to map their annual plan. The ERG also co-hosted the Public Review meeting held on the 7th of March 2024.
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 and 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 and IOPC partnered to deliver a Public Review meeting on Complaints and Conduct on the 9th of March 2023 in Croydon. This event provided information about how the police complaints system works, how it is communicated and how it can be made more accessible to Londoners. It also explored 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>MOPAC also publishes information about the complaints process and our role in providing independent reviews for complainants dissatisfied at the handling or outcome of their complaint to the police here MOPAC's Oversight of Police Complaints</p>

4 Holding to account		
		<p>We are seeking to ensure that our role as an independent review body increases public confidence in the police complaints system by holding the MPS accountable for their complaint handling.</p> <p>In the 12 months to the 30th of September 2023, MOPAC received 421 review requests. This represents a decrease of 36% on the previous year. Over the same period the IOPC received 397 review requests (in relation to MPS complaints).</p> <p>Due to the range and volume of information that needs to be considered in the course of conducting a review, it can take a significant amount of time to reach and then set out a determination in clear terms for the complainant. Nevertheless, with additional resources having been recruited into the Complaints Review Team in 2022 there has been a 17% improvement in the timeliness of MOPAC reviews over the latest 12-month period (to 30/09/23).</p> <p>MOPAC ‘upheld’ (determined that the outcome of the complaint was not reasonable and proportionate) 35% of reviews across the 12-month period to 30th of September 2023. We also made 169 recommendations to the MPS across the same period, an increase of 8% on the previous 12-month period. We have also been able to work collaboratively with the MPS to inform the training of officers involved in complaint handling and investigation.</p>
4.9	Holding to account <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</p>

Holding to account

CRU will also be invited to complete a short user satisfaction survey. Results and learning points from this survey will be shared with MOPAC.

In January 2024 MOPAC formally agreed to carry out a complainant survey in conjunction with the Metropolitan Police Service (MPS).

- This survey will be sent to members of the public who have recently submitted complaints to the MPS. Under the amended 2020 regulations, a complaint can be any expression of dissatisfaction with the police force – whether that be about its policies, operational activities or the conduct of staff and officers.
- As a local policing body, MOPAC have a statutory duty to hold the MPS Commissioner to account for the manner in which complaints are handled. We also have a duty to promote access to the police complaints system, and to ensure that this is being used as a mechanism to identify organisational learning at both an individual and at a wider ‘thematic’ level.
- We carry out the survey in collaboration with the MPS because members of the public, via advisory group engagements, advised us that they would have more confidence in the legitimacy of such a survey if it were not carried out exclusively by the MPS. In addition, MOPAC have specialist staff within our ‘Evidence and Insight’ unit who will be supporting the project both by assisting survey design and leading on the analysis of responses.
- MOPAC will try to ascertain whether members of the public who have had recourse to use it have found the complaints system to be accessible, proportionate and fair.

4 Holding to account		
		<ul style="list-style-type: none"> The aim is to launch the survey in May 2024, subject to the agreement and sign-off of survey format and questions. <p>As part of our wider work to increase awareness of and access to the complaints system, MOPAC is also developing a training package on Complaints in Custody for delivery to Independent Custody Visitors so that they can advise detainees of the right to complain if necessary.</p>
4.10	Holding to account	<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 Q4 2022/23 are:</p> <ul style="list-style-type: none"> 51% of Londoners feel confident that they would know how to make a complaint about the MPS if they needed to (the same as the same quarter last year). 50% of Londoners feel confident that the MPS deals fairly with complaints made about them (an increase of 2 percentage points compared to the same quarter last year). Londoners from a Black (46%) or Mixed (39%) ethnic background are less likely to feel confident that the MPS deals fairly with complaints made about them compared with other groups (e.g., Asian, 61%). Younger Londoners are also less likely to feel the MPS deals with complaints fairly; 49% of 16-24 year olds compared with 56% of those aged 55 or older.
4.11	Holding to account	<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>

4 Holding to account		
<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 MOPAC's ongoing oversight of the Gangs Violence Matrix (GVM) the MPS took the decision to remove all of the green nominals from the GVM and committed to its complete overhaul.</p> <p>The MPS no longer uses the GVM and has launched a new tool.</p> <ul style="list-style-type: none"> The Violence Harm Assessment is a new evidence informed tool that was launched by the Met in February 2024. It is now in operation across London, with the first round of workshops to explore its use with Community Safety leads scheduled throughout March 2024. The Violence Harm Assessment is not a direct replacement for the Gangs Violence Matrix but is a tool to assess risks associated with violence now that the operation of the Gangs Violence Matrix has ceased. <p>You can find out more about the tool here - Met Police Violence Harm Assessment</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>
<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>The Board meets quarterly and includes regular standing agenda items including:</p> <ul style="list-style-type: none"> Mayor’s Action Plan (every meeting) Violence Harm assessment (every 6 months) Youth Justice Action Plan (every 6 months) Race equality audit (quarterly) <p>You can find the minutes of these meetings here: London 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>The last Public Review meeting took place on the 7th of March 2024 and focused on Amplifying the voices of children and young people.</p> <p>MOPAC held 11 public review meetings since the MAP was published to ensure ongoing community involvement in this work, including consistently involving young people. This has:</p>

Next Steps

		<ul style="list-style-type: none"> • Provided opportunities to gather communities' views on the implementation and development of key elements of the Plan, for example the community engagement review and safeguarding in stop and search practices. • Brought together communities and key stakeholders to inform them of the progress of the Mayor's Action Plan. • Each meeting has helped shape the focus of future meetings, and our ongoing work to deliver this plan.
<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.</p>
<p>Next steps</p>	<ul style="list-style-type: none"> • Consultation of the new Police and Crime Plan will include specific consultation with Black communities. 	<p>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.</p>