

Police and Crime Plan for London – 2025-2029

Consultation Summary

March 2025

Foreword



I want to thank everyone who has taken the time to give their views to us as part of the consultation on the Mayor's Police and Crime Plan 2025-2029. I had the pleasure of joining some of the discussion sessions personally, which were so insightful and rewarding for me in my first months as London's Deputy Mayor for Policing and Crime.

The team here at MOPAC have worked hard to gather, thoroughly analyse and reflect on what we've heard during the consultation. More than 4,000 people took part in one way or another, generating a rich body of insights and ideas which have helped shape a stronger and clearer final version of the Police and Crime Plan. In this document we set out the main themes we identified in the consultation findings and what we've done to reflect those views in the final Plan.

As ever with such a strong consultation response, it's not possible to reflect everything we heard from participants in the Plan itself. But I want to assure everyone who had a say that the value of your input stretches beyond just this document and will be so helpful to us in delivering your priorities and the Mayor's vision of a city in which Londoners are safer – and feel safer.

I'm a passionate believer in working with communities and partners, and I see this consultation not as the end of the discussion with Londoners about crime and community safety, but as the start of four years of listening, discussing and collaborating on making our city safer. I can't wait to get started.

Kaya Comer-Schwartz, Deputy Mayor for Policing and Crime

MOPAC routinely surveys tens of thousands of Londoners each year through the Public Attitude Survey (PAS), the User Satisfaction Survey (USS) and the Online Victim Satisfaction Survey (OVSS). These surveys help us to ensure that the decisions we make are in line with the views of the people we serve, and so that Londoners can continue to feed into our work and policing priorities throughout the Mayoral term.

In addition to this, MOPAC runs a dedicated consultation with Londoners and stakeholders on their priorities in the first year of each Mayoral term to inform the Mayor's Police and Crime Plan (PCP) – a statutory document in which the Mayor sets out the priorities for policing and community safety for the next four year period.

A draft of the Police and Crime Plan 2025-2029 was published for consultation on 18th December 2024, with the consultation period running until 12th February 2025. The consultation itself comprised multiple elements to ensure that we a) had a robust sample that was representative of London and b) any Londoner or organisation who wanted to take part could have a way to do so. This included surveys of a representative sample by YouGov, an online survey and discussions hosted on Talk London and a comprehensive package of online and in-person meetings with stakeholders and members of the public. The consultation was open to all Londoners and organisations in London and was advertised widely on social media and other communications channels. In total, more than 4,000 people participated, either by taking part in our surveys, joining the discussion on Talk London, providing written feedback or participating in a meeting.

This document provides more details on the responses received to the consultation and a summary of how the final Plan has been informed by those responses.

How we consulted

Surveys

A total of 3,423 Londoners took part in the surveys conducted for the Police and Crime Plan consultation. A full summary and analysis of our surveys – conducted with YouGov and via City Hall's Talk London consultation platform – will be published alongside the Police and Crime Plan.

Consultation workshops and events

During the consultation period, MOPAC hosted 52 workshops and consultation events with stakeholders and Londoners to inform both the Police and Crime Plan and forthcoming VAWG Strategy. These events were a mix of in-person events both at City Hall and in communities, as well as online sessions. A total of 790 people participated in these sessions.

MOPAC hosted three open sessions for Londoners to share their priorities and discuss policing and crime issues. In addition, MOPAC hosted a series of workshops focused on the perspectives of different sections of London's communities, including older Londoners, children and young adults, faith communities, women and LGBTQIA communities.

MOPAC also undertook a more intensive co-production exercise with a group of disabled Londoners to enable their full participation and engagement in the consultation. This approach played a crucial role in shaping this Plan. We remain dedicated to engaging disabled Londoners in this way and championing it as a model of best practice across City Hall.

In addition, MOPAC held numerous working sessions and discussions with key stakeholders, including representatives from the MPS, the GLA, London Councils (the collective representative body of local government in London, representing all 32 boroughs and the City of London), functional bodies, policing and Criminal Justice System partners and community and voluntary groups.

Groups and organisations who contributed to the PCP consultation included: the London Policing Board, the London Criminal Justice Board, the London Victims Reference Group, the London Victims Board, the London VAWG Board, London Heads of Community Safety, frontline MPS officers, the London Reducing Reoffending Board, London Councils, the Chief Executives of London Committee (CELC), business groups and representatives, LGBTQIA Londoners/representatives, London Safeguarding Children Partnership, Somali Londoners, faith organisations, older Londoners, Disability Co-Production Group ,

criminal justice system third sector organisations, commissioned partners, female Londoners, children and young adults, the Migrant Advisory Panel, faith groups and leaders, the Victim Voice Forum, MPS Independent Advisory Groups (LGBT/Disability/Race), the London Drugs Forum, Black Pride, the Community Security Trust, bereaved families, Black and minority ethnic communities, Legacy Youth Hub, young adults in the criminal justice system and women in the criminal justice system.

Written consultation responses

MOPAC received 88 written responses from stakeholders and members of the public. These were all received by email. In line with other GLA family consultations we do not publish the responses we receive. The usual practice is to provide a summary such as this “You said, we did” document which is a more useful summation of the many comments received.

London Assembly - Police and Crime Committee feedback

The London Assembly’s Police and Crime Committee examines the work of MOPAC. It also investigates key issues relating to policing, crime and safety in London. The Committee plays an important role in the development process for the Police and Crime Plan, and we welcome their feedback and engagement in the process. The Committee gathered evidence at a formal meeting on 15th January 2025, and at Q&A sessions with MOPAC and the MPS on 18th December 2024 and 29th January 2025. The Committee also engaged with a range of relevant stakeholders from policing, academia, community organisations and charities, as well as representatives of the London Youth Assembly. The Committee subsequently provided their written feedback and recommendations on the Plan in March 2025, with the Deputy Mayor for Policing and Crime responding later that month. The Deputy Mayor for Policing and Crime’s response is published alongside the final Plan.

Key Themes

As part of our surveys and consultation sessions, we asked Londoners and stakeholders to provide their views on what our priorities should be. We also asked what, if anything, they felt was missing from the draft Plan.

Overall priorities

In the draft Police and Crime Plan, we had three overarching themes: Reducing Violence and Criminal Exploitation, Improving Trust and Confidence in the Metropolitan Police Service, and Improving the Criminal Justice System and Supporting Victims.

Three quarters of the people we consulted via the YouGov poll and two thirds of those we consulted via the Talk London survey supported the main priority areas set out in the draft Police and Crime Plan 2025-2029.

When asked about what was missing, we heard from Londoners that there should be a clearer emphasis on reform of the MPS. We heard Londoners' concerns about 'neighbourhood' crimes such as theft and shoplifting as well as antisocial behaviour. We asked participants where they felt most and least safe in London. Londoners told us they felt most safe at home, at work, in education and online. They felt least safe in town centres, pubs and clubs, parks and open spaces and on public transport. Both trust and confidence in the MPS were low amongst respondents.

As a result of this feedback, we have increased emphasis on both of these issues in the final Plan, splitting the Improving Trust and Confidence chapter into two: Building Safer, More Confident Communities and Supporting and Overseeing Reform of the MPS.

Reducing Violence and Criminal Exploitation

Prevention

Preventing crime was a key theme that emerged as a priority for Londoners and stakeholders throughout the consultation – particularly in relation to partnership/community working and neighbourhood policing. Londoners taking part in the YouGov and Talk London polls felt it was important for the Mayor to work to 'prevent crime and tackle its root causes.' In the final plan, we have further emphasised the centrality of prevention to our work, and explained what we mean by prevention and the public health approach more clearly.

Mobile Phone Theft

When speaking with community groups and stakeholders alike, we regularly heard that more needed to be done to tackle robbery and theft, in particular mobile phone theft. The Mayor and Commissioner have led efforts to step up preventative work with phone companies and enforcement against the individuals and groups responsible for these crimes. The final Plan reflects that preventing and reducing the robbery of mobile phones in London is a key priority for the Mayor and Commissioner, with the MPS continuing to pursue and prosecute perpetrators and criminal supply chains; and expanding on additional work being done with the Government and the industry to use all of the technology and data at their disposal to prevent stolen phones from being repurposed - ultimately deterring theft.

Building Safer, More Confident Communities

Neighbourhood policing

Neighbourhood policing and police visibility was a clear priority seen throughout the consultation. The Mayor recognises the importance of this and continues to back the MPS with record funding from City Hall. This additional investment has enabled the Commissioner to protect neighbourhood policing at a time of significant budget pressures on the MPS. MOPAC has ensured this is a key priority throughout the final Police and Crime Plan.

Evidence shows that the effectiveness of local policing is the key driver in confidence, and in separating this out in a distinct chapter the final Plan makes a clearer connection between the relevant commitments and the desired outcome of increased public confidence in the MPS.

Local Authority Partnerships

Many members of the public we heard from recognised that tackling crime required a partnership approach, particularly when it came to preventing crime and antisocial behaviour. Amongst stakeholders there was a clear understanding of and support for the partnerships in place between the GLA, MOPAC, MPS, local authorities and communities, but a consistent message that improvements could and should be made to support these partnerships – and the organisations on them – to work more effectively on behalf of Londoners. Areas for improvement highlighted included data sharing, more clarity on relationships where everyone understood their role and purpose within partnerships, and a need for more partnership skills and experience within organisations.

The Plan recognises that partnership working is central to making London safer and Londoners feel safer. MOPAC is well placed to be a system leader in supporting the improvements in partnership working across London, and in the final Plan we highlight the central importance of Crime Reduction Partnerships, committing to work with London's local authorities and regional partners to develop stronger engagement, co-ordination and delivery. This will include consideration of how we convene with partners on joint priorities and to address crime trends which cut across local authority boundaries.

To inform this work, MOPAC's Partnership Team will survey partners and increase feedback on both MOPAC and the MPS. MOPAC will also continue to deliver vital investment through programmes such as the London Crime Prevention Fund.

Working with Businesses

We received extensive feedback from London's businesses and trade organisations, including hosting a dedicated consultation session for the business community. They brought forward a range of ideas as to how the Mayor and the MPS could work with them to tackle crime and in turn strengthen London's economy. A number of concerns they raised were the same as those reflected by other respondents to the consultation – a need to improve safety in London's public realm, tackle crime collectively, and ensure the safety of Londoners as they carry out their jobs. The final Plan reflects our ambition to build a stronger relationship with businesses and recognises business not only in terms of the specific crime types that affect it, but also as a key delivery partner in achieving the Mayor's aim of a safer city for all.

We heard from hospitality sector representatives about their wish to be more integrated into partnership working – recognising the value of the security arrangements they have in place and also the specific crime threats affecting hospitality businesses. In the final Plan, MOPAC commits to working more closely with hospitality, culture and nightlife businesses to ensure the safety of all who use and work in these industries. MOPAC, the MPS, businesses and other partners will work collaboratively to create a safe and thriving 24-hour economy.

The Police and Crime Plan also reflects the Mayor's London Growth Plan, published in February 2025. MOPAC and the MPS contributed to the Growth Plan to ensure alignment between these strategies.

Making travel safer

During the consultation we heard about some of the specific concerns different groups of Londoners had when travelling in the city. In some instances this related to a specific mode of transport such as cycling or walking, in some it related to specific issues such as speeding or bike theft, in some relating to protected characteristics

such as disability or sexuality. The final Plan reflects this feedback, ensuring that these matters are considered in our work to make travel in London safer for all.

An important issue that emerged strongly from discussions with disabled Londoners was hate crime on public transport. Research by the equality charity Scope has found that 23 per cent of disabled people across the UK avoided using public transport after experiencing negative attitudes or behaviours while travelling. The Mayor has committed to establishing a Transport Hate Crime and VAWG Task Force to build on existing partnership efforts to tackle hate crime on public transport and that this also extends to disability hate crime. In the final version of the plan, MOPAC has committed to ensure that the voices and wishes of disabled Londoners – and those of all communities – are heard and acted on by this Task Force.

Supporting and Overseeing Reform of the MPS

Reform was a theme many respondents were keen to see greater emphasis on when reviewing the draft Police and Crime Plan, and this included reforming both the working practices within the MPS as well as the culture. Responses to the Talk London survey and YouGov Poll often wanted to see greater reassurance that behaviours such as misogyny and racism would be tackled, and that there would be improvements to vetting, recruitment, retention and training of officers. We also heard in our consultation sessions that reforming the culture of the MPS would be crucial to re-build trust of the force by communities.

The final Plan highlights the work the Commissioner has already undertaken to reform the MPS through his New Met for London plan. It also reflects that the progress made to date has been recognised by HMICFRS, who confirmed that the MPS will be moved out of the Engage process of enhanced monitoring shortly after the Police and Crime Plan consultation concluded. In the Plan, MOPAC commit to strengthening oversight of the MPS and working closely with the MPS to support them in continuing to deliver and cement the reforms and improvements Londoners expect.

In the consultation we heard interest from Londoners and stakeholders in the future of local scrutiny mechanisms for policing. In the final Plan, we provide more information about the significant research conducted by Black Thrive to inform this work and commit to practical steps to engage with the MPS, partners and communities to deliver measurable impact.

Evidence shows that standards and accountability are the key drivers of public trust in the police, and in separating this out in a distinct chapter the final Plan makes a clearer connection between the relevant commitments and the desired outcome of increased public trust in the MPS.

Improving the Criminal Justice System and supporting victims

Hearing the views of victims of crime – and the organisations working to support them – was a crucial element of the Police and Crime Plan consultation.

A key concern from Londoners and stakeholders was the state of the criminal justice system, and while recognising that the Mayor's powers over the criminal justice system are limited, it was seen as a very important priority that the Mayor engage with central Government to help address these issues. This has been reflected more strongly in the final Plan, and research work will be led by London's Victims' Commissioner, Claire Waxman OBE into the reasons why many victims choose to discontinue legal proceedings before they reach trial – an issue known as victim attrition. The findings of this research will help to inform future work to address the reasons for victim withdrawal and help more victims of crime get justice.

We heard from families bereaved by crime, who felt strongly that the specific needs of such families should be recognised explicitly in the Plan. We have made this clear in the final Plan.

Delivering this Plan

The Police and Crime Plan has been produced at a time of significant uncertainty around police funding. While the Mayor is providing record levels of funding to the MPS from City Hall, around three quarters of the MPS' funding comes from central Government – and policing continues to feel the effects of more than a decade of this central funding not being enough. During the consultation, we heard from Londoners and stakeholders about how important police funding is to them, and how important transparency around the decisions taken on police resourcing are to them.

In the final Plan, we reflect more clearly the scale of the funding challenges facing the MPS, the Commissioner's ambition for the future size of his organisation and the steps we will take together to secure the resources that the MPS need to keep London safe now and into the future.