



**METROPOLITAN
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TERRITORIAL POLICING

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27 March 2013

Dear Ms McCartney

Re: Police and Crime Committee "Duty of Care - Improving support for victims of crime"

Thank you for your report "Duty of Care - Improving support for victims of crime" that you provided to the Commissioner on 8 February, making recommendations that you believe will improve the quality of service victims receive from the Metropolitan Police Service (MPS). As part of my responsibilities I lead on Total Victim Care so I am replying on behalf of the Commissioner.

Please find attached the MPS response to recommendations 1, 2, 3 and 4. I hope this reassures you that progress has been made. The MPS Confidence & Satisfaction Board that I chair will continue to monitor progress of these recommendations.

I am absolutely committed to improving the standard of care provided to victims of crime in London. I look forward to your future review in 18 months.

Helen Ball

Helen Ball
Deputy Assistant Commissioner
Territorial Policing

cc - Susannah Drury, Scrutiny Manager
cc - Commissioner
cc - Deputy Mayor