

Transcript of the Mayor's Office for Policing and Crime Challenge Meeting held on 02 October 2012.

Present:

Boris Johnson (Mayor of London)
Stephen Greenhalgh (Deputy Mayor for Policing and Crime)
Siobhan Coldwell (Head of pan-London Policing and Crime Strategy, MOPAC)
Simon Duckworth (Chairman, Audit Panel, MOPAC)
Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS)
Craig Mackey (Deputy Commissioner, MPS)
Simon Byrne (Assistant Commissioner, Territorial Policing, MPS)
Stephen Otter (Her Majesty's Inspector of Constabulary, National Team, HMIC)
Faith Boardman (Adviser for Organisational Change)
Jonathan Glanz (Adviser for Property & Estates)
Jeremy Mayhew (Adviser for Procurement)
Steve O'Connell (Adviser for Neighbourhoods)
Paul Pugh (Interim Chief Executive, MOPAC)
Bob Atkins (Chief Finance Officer, MOPAC)
Blair Gibbs (Principal Advisor, MOPAC)

Boris Johnson (Mayor of London): Can I welcome everybody to City Hall. I want particularly to thank people who have set this session up, Deputy Mayor Stephen Greenhalgh and his new team of advisers on Mayor's Office for Policing and Crime (MOPAC), some of whom are here with us today as well. I particularly want to thank Bernard Hogan-Howe, Commissioner of the Metropolitan Police, his Deputy and Assistant Commissioner, who have also come along today, for what is a novel approach to helping the police, scrutinising the police and holding them to account in, what I think will be, a productive and challenging way. Hence the title of these proceedings: the MOPAC Challenge. I will not pretend that the questions the Commissioner will get are entirely surprising, that would be wrong, but we are going to hold the Commissioner and his deputies to account about what they are doing to drive down crime in London in a public forum. I think it is vital that Londoners see us catechising, interrogating the people who help to keep us safe and do, in my view, a fantastic job.

Now, I want to hand over to Deputy Mayor Stephen to give us an introduction to the first section, which is the MOPAC mission and the 20/20/20 targets. Stephen, do you want to explain what the 20/20/20 targets are?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes, thanks, Mayor. The mission is one that sounds great but is really very, very challenging in many ways. We want the oldest police service set up by Robert Peel in 1829 to be the UK's most effective and most efficient but also most respected and even most loved police force and that leads to the two 20s, in fact all three 20s in some ways. We want it to be effective because we want to

see crime cut by 20%. Today we look at some crime types that we will be tracking over time that really do blight neighbourhoods. More than that we want it to be efficient. We know that times are tough and we have to be more efficient than ever before and, therefore, we need to cut costs and see the Metropolitan Police Service (MPS) be able to police London with less money to spend. Equally, the third 20 is to boost public confidence by 20%.

So, if I can ask if we can look at the next slide on the crime types and ask Siobhan [Coldwell] just quickly to run through the seven very high-impact, high-volume crimes that we are looking to cut by 2016.

Siobhan Coldwell (Head of pan-London Policing and Crime Strategy, MOPAC): Thank you, Deputy Mayor. The crime types that we have selected have been selected because they are fully understood, they are high-volume, have a sizeable impact and are all victim-based offences. So, the first one is violence with injury. This includes anything where a victim is injured, including things like grievous bodily harm, actual bodily harm, racially or religiously aggravated bodily harm as well as other assaults. It also includes the most serious violence such as homicide, attempted murder or assault occasioning actual bodily harm.

The next one is robbery, which is theft using the use of force. It could include personal robbery, so the theft using force from a person or from a business property. That is different from theft from the person, which would include things like pick-pocketing and snatch theft, so a bag or an article of clothing worn by a victim. The next one is burglary, which is theft or attempted theft from a building or premises where access is not authorised. It includes residential and non-residential properties, but does not include shoplifting. We have then theft of a motor vehicle so stolen cars, vans and so on and theft from a vehicle, which is theft of property from inside a car. Then the final one that we have included is vandalism of criminal damage as it is recorded on the Home Office recording system.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Thanks, Siobhan. So, let us look at the Challenge, as the Mayor's put it: the challenge for 2016 in cutting crime. The target is to cut this crime by at least 20%, and that is the baseline seen in the first Mayoral term. Cutting that by 20% on average, which is actually around a 1/3 million fewer crimes. Then a stretch target of 20% down on the last financial year, 2011/12, where there had been some reduction. If we go to the next slide you can see 1/3 million fewer crimes. As I understand it that would be taking London, which has quite high levels of crime, to a level of crime that has not been seen in the capital for about 16 years. There will be far fewer crimes if we achieve that, whether it is the base or the stretch target. That is certainly a challenging target in cutting crime.

Moving over to boosting confidence. It is not enough just cutting crime, we clearly do want to see the 20% boost in public confidence. I was surprised by this but the Metropolitan Police Service not near the top quartile, it is about 26th out of two forces nationally for public confidence. Clearly we would love to see that leap up the table and we have set a very challenging target of 75%, which would take you into the stratosphere and ahead of Surrey. I

mean, no one wants to be second to Surrey in anything, but over four years we are looking to be first in the country and not 26th to Surrey. That is certainly a big challenge but I think what would be helpful - I know we have Stephen Otter from Her Majesty's Inspectorate of Constabulary (HMIC) - is just to explain why confidence and public confidence matters and what are the drivers of public confidence. Stephen [Otter]?

Boris Johnson (Mayor of London): Sorry, Stephen [Otter], I do not want to interrupt you but are we still on the first section?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes, we are still on the first section. We have not yet finished the first section.

Boris Johnson (Mayor of London): There is a third section entirely about confidence.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes, we are just going to do the next bit about the drivers and then we are going to go into confidence in detail. This is just really the principles.

Boris Johnson (Mayor of London): OK, right. Sorry, Stephen [Otter].

Stephen Otter (Her Majesty's Inspector of Constabulary, National Team, HMIC): That is OK. Very briefly, these confidence figures are taken from a national survey, which is then divided into areas. In London that is nearly 4,000 people surveyed. It is done quarterly as part of what used to be called the British Crime Survey (BCS) but is now called the Crime Survey of England and Wales, because it does not include Scotland. The next results are just about to come out later this month.

The research around confidence shows that it is important because there were two things that reduced crime. One is the effectiveness of crime reduction activity and the other is actually the way in which police officers carry out that role, it is called Procedural Justice, because you do not get cooperation in communities without them feeling as though the process of law enforcement is actually fair and just, so you actually then get cooperation from the public to help the police cut crime. It actually has a link to crime reduction directly, it is not just a separate issue.

The issues, as you can see, before you, confidence comes out of the effectiveness that the police deal with crime. I think one of the issues here is the confidence survey does look at everyone's confidence, whereas there is another survey that looks just at satisfaction that victims have, which in London is a concern because it is the lowest in the country. That link is very important. How well do the police in London engage with the community and listen to what the community want them to do and how fairly are they treated, and also those visible signs of antisocial behaviour, the things that really annoy people, how well do they think the police and the council are actually tackling those. They are the constituent parts there.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): OK, before we get into the performance we will just outline the 20/20/20. 20% cut in neighbourhood crime types, 20% boost in public confidence, while we recognise we have also to find a budget cap which amounts to 20% of your overall budget gap. That is the 20/20/20, which is certainly a major, major challenge for the Commissioner and his team for us.

Boris Johnson (Mayor of London): It certainly is and I suppose the question really for you is do you think it is a reasonable challenge? Do you think you can meet the 20/20/20 challenge?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I am sure we can. It is challenging, there are some stretch targets in there. As the Deputy Mayor has already said, to reduce the resources at the same time as expecting more is always a challenge, but I am confident that we can achieve that. We have made a good start and we have already shown some good progress and we do not know what the next four years will hold, but what we can see, even over the last few weeks and months, even though we have had the Jubilee, the Olympics and the Paralympics, performance has still improved. We will start to see a reduction in resources over the next few years, so that will be where the challenge will kick in but I am confident we can do it.

Boris Johnson (Mayor of London): Fantastic, because if you think about my first term, the last four years, and I think we did get crime down substantially but it was not at that rate. It was, in the end, about 12% or something like that, or 11%. What you are proposing is an acceleration in reduction and the nuts you have chosen to crack, or that MOPAC has chosen, are really pretty hard and some of them are moving in the wrong direction at the moment, like theft, I think I am right in saying.

Stephen Otter (Her Majesty's Inspector of Constabulary, National Team, HMIC):
Theft from the person.

Boris Johnson (Mayor of London): Theft from a person. Can you give us an idea of how, for instance, theft from the person can be brought down in a tough financial climate when the indicator is currently moving in the wrong direction?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Well, first of all, it is the only indicator at the moment which is moving in the wrong direction, however, it remains an issue for us so, therefore, we will need to do something about it. I think the analysis that we have done so far indicates that in part it has been driven by the theft of things like mobile phones and mobile electronic devices. 44% of this type of crime is driven by the theft of mobile phones and particularly when we get a new surge of electronic devices that come out, like we had with the new Apple iPhone, every time a new one comes out then it creates a market for people who will either steal or then sell on.

What we have to do is we make sure we do something about that. There are two or three ways in which we do it. First of all, we have now got 158 plans throughout London for where we think that this type of crime is happening most. Local officers are out there in cars which are covert and they are in plain clothes, and they putting out as many as three and five vehicles in an evening in each of the boroughs. We have officers targeting the people who we know commit these offences, so basically we concentrate on repeat offenders, repeat victims and repeat locations. Secondly, we can do structural things. When these phones are stolen they have an International Mobile Equipment Identity (IMEI) number. That is important to actually get the message over to the public who might be listening to this, is that people need to know what their IMEI number is.

Boris Johnson (Mayor of London): How do they find out what their IMEI number is?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Well, they can either find it by looking on the phone. They can actually punch in a code, or their provider will tell them. Often people forget to recall it and record it.

Boris Johnson (Mayor of London): How do I work out what my IMEI number is from this one?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): You remember when you told me about the questions I have been told about?

Boris Johnson (Mayor of London): Sorry, this proves that this is not a properly choreographed session. Right, OK.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Actually it is a fair question because I had to be told about a year ago and at that stage I did find my IMEI number. I have got a record of it at home and should my phone ever be stolen I know where to go find it. Of course, what many people do is to record it on the phone, as many of us do, and is it is stolen then --

Boris Johnson (Mayor of London): The audience is nodding, Bernard. They are obviously well ahead of me.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): The only point to make is first of all it is vital that we have that number because what it allows the companies to do is to block that phone so, therefore, the phone has no value. What often happens is that by the time the phone has been used, it has been handed to a few parties, they never find that number for a long time and it has a value while ever it is usable. So there is a structural thing that us working together with the phone providers is able to do.

The third thing is obviously to look at the market. If these phones are stolen they are traded as they may be valuable. Therefore, it means that we have to make sure that we are

concentrating on those places that will buy those phones, reprogram them and then put them back into the market as though they were an innocent good. There is something there that we are doing to make sure that we limit that particular crime type. We also work with local authorities using Closed Circuit Television (CCTV) to monitor areas where frankly there are large numbers of people. It is either where people gather through the transport system or people gather into town centres. This is mainly where this type of crime can happen, where people are not really looking after their property.

The final thing is obviously all of us have an opportunity to make sure that these phones are not on show. Many people will come out of the Tube, they will get a signal, they will take out their phone and then you can see them all around London, they have available the very thing that many thieves are actually going to try to steal. We try to get the message over to people, keep it out of sight, do not use it the minute you come out of the Tube and make sure that you are in a safe area when using these things. I think it is a combination of things we can do but we believe a large percentage of it and a large percentage of growth is driven by that type of crime. We have to concentrate on repeat offenders, victims, locations and we will see reductions in the future.

Boris Johnson (Mayor of London): That is extremely interesting. I am right in thinking that they normally contain tracking devices now, do they not? Actually, if people are stupid enough to leave it on then --

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): There are certainly some phones which allow us to do that and in fact we have issued iPads to each of our boroughs so that it allows us to actually track that phone should someone have enabled their phone before it is stolen. Providing they have enabled it and we have a possibility to track it, we do not talk about it too much because there are some opportunities for the thieves to avoid it, but it is a definite opportunity for us to track some of the phones when they are stolen.

Boris Johnson (Mayor of London): Excellent. Can I ask just a general question that has always fascinated me about how we make sure the public can have confidence in the figures that we are giving them? They are great and it looks very, very encouraging as though on a wide front the Met is driving down all sorts of crimes, but a lot of members of the public will say, "Well, that is not my experience. That is not what it feels like where I live". How do we get over the robustness of these figures?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Well we do audit because obviously there is always a danger that either us in trying to please political masters and also in trying to please the public is that we miss-record, so we do audit our own figures to make sure that things are actually classified in the correct way. If you took the period from April 2012 till August 2012 we checked the veracity of the figures around personal robbery and theft from person, the two categories that Siobhan [Coldwell] mentioned earlier. I can tell you that in April 2012 and May 2012 we had a 100%

compliance, that deteriorated to 98% and got down as low as 97% by August 2012, so a 3% failure rate, an average of 99%, 1% failure ratio over period and theft of person we got 97% compliance rate so a 3% failure rate. Even if we took that failure rate into account when comparing with the robbery reduction it would not account for that large reduction because the robbery reductions over that time have gone down by about 1,775 and yet even with the failure of compliance it would only have been 300 of that 1,775. So I think we can show that robbery on the whole is coming down and these crimes are not being miss-recorded as snatch or theft from person.

Boris Johnson (Mayor of London): I see.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Now, we always have to keep an eye on it for the very reasons I explained at the beginning, but we do monitor that quite carefully, for the very reasons that probably the Her Majesty's Inspector (HMI) would notice. Often a reduction in robbery could be accounted for by reclassification to something that is not recorded as robbery. We, together with the HMI, will record that and check on it quite regularly.

Boris Johnson (Mayor of London): That is very helpful. Stephen [Greenhalgh]?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): It is very helpful to know that these figures can be relied on, particularly the two between theft from the person and robbery. How low can you go over the next four years? Robbery starts, as I understand it, from a relatively high base, more than twice the incidences, let us say, of somewhere like West Midlands. How low can London expect to see these figures go if you get your strategies right?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think it is difficult to be precise. I could offer a figure but I think there is no great science that tells you it could go down to 2.3 per 100,000; I think it is rather difficult to be precise. First of all, for my starting point for our achievements for the future is that we need to be at least as good as the family of forces of which we are part of. HMI will tell you that we are actually grouped together with three other force areas, which are similar but not the same. These are West Midlands, including Birmingham; Greater Manchester, obviously Manchester; West Yorkshire, which includes the city of Leeds, so we think that it is at least possible to achieve that type of performance and that is our starting point.

I think if we try to get to where Suffolk is then that is going to be quite challenging. To be fair we have an advantage that Suffolk does not have; we have lots of CCTV. There are many things here that allow us to actually intercept criminals, which rural areas do not have. That said, I think that will always prove a little problematic to get to that performance, but the starting point should be to achieve what the big cities in this country are able to achieve, even if we are a different type of city to the ones that we see in Birmingham.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): My understanding, and Stephen Otter might be able to just provide his bit, is that we are almost double the level of the second city of Birmingham. In theory you could see dramatic reductions in robbery.

Stephen Otter (Her Majesty's Inspector of Constabulary, National Team, HMIC): West Midlands is 2.7 per 1,000.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): What is the Met?

Stephen Otter (Her Majesty's Inspector of Constabulary, National Team, HMIC): Five.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): OK. Simon [Duckworth]?

Simon Duckworth (Chairman, Audit Panel, MOPAC): Just an observation, Commissioner, I think if the citizens of London see these trends, that is where confidence begins to grow. Seeing six out of your seven target areas trending well, this anomalous position of theft from the person -- the stats before us show a comparator with the preceding year. It might be interesting to know what the second quarter of this year was looking like because I think the observation is given that theft from the person tends to be an opportunistic crime often, is there an Olympic impact here? Has any work been done looking at, of course, this correlation between this very high, maybe distorted, figure and the fact that we have been through a unique quarter with thousands of people coming together in ways that have not normally?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): I will probably ask Simon [Byrne] just to add a little detail on it. That is a fair point. In answering a straight question with a straight answer, one of the things we have to acknowledge that there is a complexity to crime figures. For example, these figures cover comparisons with August last year - the very period when this city underwent huge public disorder. For every comparison you have to be really careful to make sure that they really stand and hold ground, but probably Simon could say a little about the Olympics.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): Generally in the inner city area, if you like, Westminster, Camden and Islington, they did see rises in that type of crime over the Olympic period. The single biggest borough that is driving at the moment is Islington, where there are significant increases in that type of crime, which is --

Boris Johnson (Mayor of London): Opportunistic robberies?

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): Not the robberies, the theft from person.

Boris Johnson (Mayor of London): Theft from the person.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): It covers a variety of fields from having someone dip into your handbag --

Boris Johnson (Mayor of London): Theft from the person means that no violence is offered.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): Exactly, but they are things like - and using the vernacular - table surfing where people come into restaurants while you are distracted and remove your iPhone; crimes like that. There is no violence offered but it is also frustrating and annoying when you lose your phone or something like that.

Boris Johnson (Mayor of London): Sure.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): We are working hard with Islington to understand that problem and turn it round. It is there linked to the night-time economy, which you may well touch on later when you explore issues round violence. Not far from here as well, Wandsworth has seen big rises but, at the same time, and a bit like the graphic equaliser from the 1980s, every push that takes some boroughs up there are other in decline. It is learning the lessons from those boroughs to transfer to the ones where we are struggling on performance. It is part of the opportunity in the next three months running up to Christmas, where clearly volumes of people will increase coming, particularly, into the West End and big shopping areas. We want to make sure we are not taken by surprise so we have commissioned plans for each of those places between now and the run up to Christmas to make sure that we can, as the Commissioner talked about, repeat crime, criminals and locations; targeting our most prolific offenders and actually give good crime prevention advice. I remember walking along here during the Olympics behind some officers from the Safer Transport team who were just approaching people enjoying an evening out and saying, "Put your phone away, it is vulnerable". There are simple steps we can do to intervene, as the Commissioner said earlier, message to the public about their own responsibility for crime prevention because these crimes are easy to nip in the bud.

Boris Johnson (Mayor of London): Very, very interesting. Faith [Boardman], did you want to ask a question?

Faith Boardman (Adviser for Organisational Change): Yes. I have to declare an interest as an ex-chief executive of Lambeth Council so I am very disappointed to see that Lambeth is at the worst end of the figures in robbery in particular and also violence with injury. That reminds me of the bad days in the early 2000s. We had got these figures down by the mid 2000s to be in about the middle order of boroughs. So I am wondering personally what has gone wrong.

My experience of that period, I think, raises two issues. One is we found that street robbery in particular had a great impact on public confidence and also on the economic welfare of areas like Brixton in particular, which has all the problems that you mentioned,

Commissioner, about being a major interchange for transport and so forth. We needed to work really closely with the business community in that area, as well as with the public, because there were lots of precautions that the businesses could also take for people using their facilities. We also found that it was really necessary to have a full partnership approach, so I would have a question about - given that councils are now more strapped for resources, just as you are - how well are the partners chipping in and is there more that should be done in that respect as well as in the police?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think generally the relationships with other boroughs is very good. I mean in some areas it is better than others but I do not think there are any issues, as far as I am aware, with Lambeth. I do not think it would be fair to say that the local authority hold a particular responsibility, because we are only talking about theft from person, for any increase in this type of crime. I do agree with you that, of course, where we can work with business, with transport providers or with local authorities we usually have a far better impact than acting alone. We can never really reduce crime alone. We can be accountable and I will always come here and explain carefully what we have done to try to reduce crime, but I think where we can act together we can see far better results. There are very many parts of that equation, whether it is working with young people, whether it is in diversion schemes or, as in this case, what we can do about reducing the snatch or taking of property from people without violence.

Boris Johnson (Mayor of London): Good, well thank you very much. I think that is very helpful. I think we should now move on, unless anybody has any other questions on the opening bit, to look at some of the specific crime types in specific areas. Do you want, Stephen [Greenhalgh], to lead off on that?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes. We are going to go through each of the seven crime types and there are going to be two slides on each. The first one looks at London in tertile so the top third, where the volume crime is in London, recognising boroughs of different sizes. Yes, Faith [Boardman], you are right in violence with injury Lambeth is top and where I grew up in East Sheen, Richmond upon Thames, is bottom, which is nice to know - although I have left East Sheen now to move to another part of London. There we go.

We are going to look at violence with injury. The really interesting thing is the point that Simon Byrne made, "Where are we trending from that baseline?" If we look at the next slide of violence with injury and explain this map of London. Dark green is really, really good, that means the trend is strongly in the right way; light green is reasonably good; white is static orange is going the wrong way; and red is very concerning. As you can see, the first thing we see with violence with injury is that it reflects the overall figure. There is a lot of London that is going the right way and I would probably highlight a couple of boroughs: Westminster - I know Jonathan Glanz is from Westminster - down 14%; Barking and Dagenham in east London down 17.2%; Bromley down 25% although from a low base.

Boris Johnson (Mayor of London): Yes, it must be off a low base.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): There are some ones going the wrong way. The interesting thing I am --

Boris Johnson (Mayor of London): Presumably Sutton is off a low base though? You could get quite a large percentage increase off quite a small actual numerical --

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Correct, yes. The interesting thing is when you have boroughs right next to each other geographically, so Lambeth is going the wrong way, 9.9%, off a high base but Southwark is down 4% going the right way. I just think we need to understand the differences here. I know you run your crime fighters meeting but why are we seeing these divergent trends from boroughs that are not so, so different?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): If I took a second just to explain how we monitor performance anyway and then, perhaps, Simon [Byrne] may talk a little about those two particular boroughs. What we do is that every four weeks I will have a **COMSAT(?)** style meeting with all the department heads, and that includes Territorial Policing (TP) - the only one who is sat here today - but there is also a group of people who deal serious crime and they have an impact in this area. It is not as though we police in silos. We do not police a city in silos; we have to deal with all of it. We have counterterrorism and all the other people. Everybody has to be held to account, whether it be the Information Technology (IT) department, Finance and Human Resources (HR), helping to catch burglars. We have that process that I lead. Then Simon [Byrne] has every four weeks, in the interceding second week if you like, the **COMSAT** around all the 32 boroughs where he is asking each of the borough heads, in much the same way you are asking me now, "What are you doing about crime and what more could we do to reduce it or to help the victim and build confidence?"

The only thing I would say in terms of the juxtaposition of Southwark and Lambeth is that although they are adjacent, they are not the same. They are similar but they are no way the same. You know London far better than I do but whether they are transport links or night-time economies, these are quite separate areas. Equally, we would want to know from our borough commanders, "What are you doing, despite the differences, to have a similar performance?" They are not entirely the same and it does vary by crime type.

Boris Johnson (Mayor of London): Though, are Camden and Islington so very different?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Geographically they are similar but, Simon [Byrne]?

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): I suppose if I take the last point first, Chair. Islington is being driven partly by night-time economy, which is a

big contributor, but also by rise in recorded domestic violence, which is one of those issues where you always have a debate. Is it good that violence domestic goes up because you can make an argument about trust and confidence, which is back to the earlier debate, when actually you want to see less people suffering harm? Clearly there are similarities between the night-time economy and the two boroughs and the mission the Commissioner has given me to deliver is to get smarter understanding of what works in one part of London that you can transfer. Indeed, not just what works in one part of London but other parts of the country. If you see a big urban area with a fall in violent crime, falling faster than us, are we spotting that and are we learning the lessons and bringing them into London?

A lot of the work we are doing at the moment with the borough commanders is about making sure that (a) they have a clear understanding of the problem. They have a plan to address that problem and monitor and evaluate it regularly, but also that there is a broader outlook in terms of what works and is good practice. (b) the crime fighters meeting the Commissioner has mentioned, as well as regional meetings that the Association of Chief Police Officers (ACPO) teams have that cover parts of London, and the meetings that the borough commanders themselves lead are all aimed at pushing reduction in the right way based on tactics that make a difference that we understand actually contribute to crime reduction. I know the HMI have been helping us in that regard as well by bringing good practice into London.

The issues in relation to Lambeth and Southwark, it is probably easier for each of those boroughs, rather than taking too much of your time up now I can send a separate report into the Deputy Mayor that will go down by crime type the reasons. That may be something that will help. There will be differences, for example, we are doing some work at the moment looking at the most prolific licensed premises right across London, to give you an example. If we attack those premises, both to understand what is driving crime there and also making sure that the licensing is well and robustly managed, they are issues where you can see in the crime prolific locations and bring overall crime numbers in London down by targeting the most significant locations right across the conurbation. There will be examples of that working in Lambeth and in Southwark, or in Camden and Islington, which we can share with you perhaps in more detail.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): One other thing I would just add is that there are probably three broad drivers for this type of offence, violence with injury. It is domestic violence, which although varies a little across but broadly counts sometimes up to 40% of the overall crime type; secondly, as Simon [Byrne] has said, it is alcohol-driven, night-time or off licences. The two, the on-licence, the pub or club, or alternatively the off-licence, which is either selling usually to underage, which is usually the source of the problem. The third one obviously is in London gangs. In different parts of London the effect caused by each of those is slightly different. So it is one of the differences we see but, as Simon says, at the moment Islington seems to be particularly driven by domestic violence, which we need to get on top of.

Boris Johnson (Mayor of London): That is very, very, very interesting. I had not realised the impact of the domestic violence figures on those figures and I should have thought of that. Any other questions?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): That is very helpful on domestic violence but also on the impact of alcohol and drugs and the night-time economy. I suppose we welcome the night-time economy in one way and we welcome the billions that it brings to the London economy and I cannot imagine the West End without the ability to have a tippie in the evening. At the end of the day we also see that in some areas that freedom means that we have to ensure that people behave responsibly. The impact it must have on the Police Service, but also on the National Health Service (NHS) and other public services, must be great. Do you have a clear idea where the problems are so we can identify those on a map and say these are areas where we need to start looking at coming down, not just through policing but through licensing where you have the problem premises? Can we do something about cracking down on the isolated numbers that provide a problem for London?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): The only thing I was going to say was just two things in general. One is that what you often find is that the sale of alcohol is a good thing for society on the whole - that is not a problem. The problems you can often find is whether or not people are miss-selling, are they selling to drunks - it remains an offence to sell to drunks, but I am afraid, sadly --

Boris Johnson (Mayor of London): To drunks? To people who are already drunk?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes. You should not be selling alcohol to people who are already drunk because you are going to end up with a problem. It is not a wise thing; it is not even a good contract probably. The principle thing is if you have somebody who allows many drunks to congregate in a pub or a club, you will end up with a problem. Good licensees make sure that does not happen and they ask people to leave or they deal with it. That is a good indicator of a good licensee.

The second thing to always keep an eye on is the density of licences. There is not a problem with having 24-hour licensing. I think that has broadly worked out as a success. If you have many licences where many people wonder from pub to pub, they congregate outside, that can become a problem. For example, last night as I went home on Victoria Street I noticed that a new club had opened right at the end as you get to Victoria station. Must have been 200 young people waiting outside. Now, I guess some of the people there were a little young.

Boris Johnson (Mayor of London): Were too young?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Well, I suspect and I have not had a chance to talk to Simon [Byrne] about it this morning.

Boris Johnson (Mayor of London): You did not ask them?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes, I mean the older we get the younger other people get, of course.

Boris Johnson (Mayor of London): That is what is always said about the police.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Anyway, I suppose my simple point is as a new licensed premises opens, if it is well run that is great, if it is not you can have a challenge. Going back to the Deputy Mayor's comment, what we do is work really well with the local authority and say, "Actually, we are not happy with this licence". What we ask from them is that they treat this as a very serious issue. They do because they have the responsibility to issue the licences and, for me, a zero tolerance policy in that area is good. Saying to a licensee, "You have had your warning. That is it, you have no licence", for me, is one of the best drivers of improving performance around licensing where you actually keep the pressure on the licensee, "This is a privilege to make money but you hold people's health and welfare in your hands. If you get it wrong - as the Deputy Mayor said - both the Health Service and the police will end up picking up the pieces, as will the victims".

For me, those two things are vital to keep an eye on and the final one is the one I mentioned earlier, the off-licence; not so much in the night-time economy in the city centres and the town centres but in the estates. The multiplication of off licences over the years has led to less control. I think there are three really big areas that we have to keep on top of and that is what our borough commanders have to do to link in with chief executives and the local leaders to make sure that we take it really seriously. We want to promote business, we want to promote the night-time economy but we want to keep it a safe environment.

The final one I will mention because I have the floor just for a second, is lighting. I know this might seem slightly off the point, but even in central London when I have been out patrolling in Leicester Square during the Olympics and round Piccadilly, they are quite dark areas. When you get dark areas people congregate and --

Boris Johnson (Mayor of London): This is something for the councils.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): For a massive tourist area there are things like that that can help. I am not saying that is the cause of this, I merely offer that a multiple set of things can help in feelings of safety and actual reducing violence.

Boris Johnson (Mayor of London): Very interesting. Jonathan [Glanz], do you want to come in? That point about lighting is quite interesting.

Jonathan Glanz (Adviser for Property & Estates): I am happy to comment on lighting but first of all, for those that do not know, I represent the West End Ward in Westminster with

another hat on and that includes Soho, which is the very centre of the night-time economy, so it is one of these issues that is very well known to me.

In respect of lighting I think that is one of the areas where we should be cooperating as local authorities. Sometimes the problems are slightly broader than our ability to resolve them as local authorities because they relate to listed buildings, they relate to the supply of electricity within the street and UK Power Networks' (UKPN) ability to produce an electrical supply which will allow those to be powered, and they relate to boring things like wayleaves and that kind of thing. We are looking at that alongside a whole range of other issues where we are working in cooperation through the licensing team and, certainly very much support the idea that we work with the licensing teams and for it to review. We have some very large premises where there have been some focuses of high volume of crime where we worked very successfully and I hope that we can continue to do that. Part of that, I think, through business crime reduction partnerships where it is not just the local authority, as licensing authority, and the police, but also the businesses themselves where that can become self financing. The idea that it is always the council or the police that are funding these things I think can be displaced to a successful group of people coming together to help themselves in this way. Certainly there are examples of that throughout Westminster and I think beyond where they work.

There was a specific question, which was really relating to the operation we enjoyed in the West End over the last few months, Operation Trafalgar, the benefit of the very welcome high number of uniformed police in and around the West End, particularly at the weekends. I think a concern in relation to the numbers, clearly welcome the reduction that this refers to in Westminster generally, but the concern that after Trafalgar that the opportunity to ensure that that ground which has been gained is held for the future.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Our intention is to keep Trafalgar going; it is not a time-limited operation. There is a challenge because there are other boroughs that are represented here in part who will say, "Well, you have taken our officers away" so what we try to do is get as many of our specialists into the West End because we have a high footfall from tourists. Trafalgar has now been running for about six months and our intention is to keep it running. It is a challenge because it means taking people from Croydon, from Islington, wherever, to assist with that, but we also have our specialists like the Territorial Support Group (TSG), have the dogs, the horses, we get some complaints about the manure but on the whole it works. The idea is to have this high footfall where people can have a great experience of London. Our intention is to keep that operation as long as we can.

Jonathan Glanz (Adviser for Property & Estates): Please do.

Boris Johnson (Mayor of London): Good.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): We have another six crime types, Mayor, so we have to --

Boris Johnson (Mayor of London): Well, come on then.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Let us move onto robbery. I am afraid, Faith, that Lambeth tops the bill again and in tertiles again. Just a couple of things if we move onto the map; we clearly welcome the sea of green with a few splodges of red but note that two boroughs are not identical but one, Southwark, increased nearly 20%, Lewisham going down by 22%, Enfield, in the middle, going up by 11%. This is off a high base where we want to see potentially if we are going to get to the level of Birmingham's big drops. It is concerning to see even a few isolated blobs of orange and red and I was wondering if you would comment on that.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I take the point that Faith Boardman made about the relative position of Lambeth, and it might have changed over the years. We want to be careful because this is talking about an absolute number of offences. Big places will generally have more offences. Where there are people there is more crime. I think we have to be aware of that because even a percentage change will still deliver you a big number on a big base and that is what we are seeing in part here. That does not excuse it entirely, and we would always try to get better, but where you see a heavy footfall in most of these boroughs is some of our most populated areas. I think it applies to the absolute number and any small percentage change on that absolute number will lead to a bigger number here. That said, this is where, if we can make a real difference, we will achieve all the targets that we need to hit for the future.

Boris Johnson (Mayor of London): Good, thanks. Next crime type?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes. We move onto burglary and this is one where it is trending down overall. It has split London into three and the different incidence levels between Barnet, very high levels of burglary, down to Kingston upon Thames, which is far less over the past few months. If we look at the map, again, a very mixed picture on burglary with some big, big drops with some positives in Croydon, where Steve [O'Connell] represents, down 20% and Southwark, down 12%, but other areas like Westminster, that Jonathan [Glanz] represents, up 26%. Perhaps you can comment on some of those wide variations across London.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think two things. If you look at Barnet, what you see there is, as you say, a stand out figure for the year - it was bad. By the time you look at the percentage change on the following graph you start to see an improvement how it has got to zero. What we are seeing is that that trend is changing and much of that crime is actually affected by people going into London rather than, what people often complain about, is the reverse that London criminals will go elsewhere and commit their crime. We are seeing a change there. Much of the burglaries are

on the periphery. One of the things that we are looking at is people who are committing cross-border crime. We should be able to bring you some work back now by the time we meet again in three months' time, which I think will make a real difference, particularly around some of the types of offenders where the origin of some of the people involved. Burglary generally over the year is down by about 2% and although people sometimes despair about crime, burglary is about a 27-year low right round the country. Burglary is going down.

Boris Johnson (Mayor of London): Is that right?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes, but people often think they are unsafe in their houses. They are actually safer than they have ever been in a generation.

Boris Johnson (Mayor of London): We had a spate, do you remember? We had to put in Bumblebee again and all that kind of thing. Did that have a big impact?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes, and that is where you see the reduction that kicked in there, but overall over the 27 years it has been coming down. You get blips from time to time when the burglars will come out of prison and they will start burgling again and you have to lock them up again but overall --

Boris Johnson (Mayor of London): It is basically quite a small number of repeat offenders, is it not, the burglars?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes, it is a relatively small number of offences. We are talking here over a three-month period and in Kingston upon Thames, over a 90-day period 339 crimes. Now, for each one of those that is a terrible thing and I would never diminish somebody having their house burgled. Numerically not a frequent offence but a very serious one, which is why we always treat it seriously. We are seeing an improvement on burglary, but, as this shows, it is not uniform and you cannot predict it. It will always happen and you have to keep on top of the burglars and make sure that they are arrested. Also, people have got better at protecting their property. One of the best ways of protecting your property is put a burglar alarm on. Burglars do not tend to attack houses they believe have got a burglar alarm and it is one of the things that local authorities, housing associations and private dwellings can do an awful about themselves. That type of thing does work. People often think that people ignore burglar alarms, burglars do not.

Boris Johnson (Mayor of London): Is that right? OK.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): It is vital that we all manage to get more and more of those on and that is one of the things that has improved over the years, but we still have burglars. It is our task to go out there and catch

them. What you see in some of the figures we show is our detection rate for burglary has moved up 14% over the last six months. That is from a low base of about 10%. It has gone up to about 14% to 15% but that is a massive change in the city where often we find people are travellers who come and burgle here or come from another country. It is quite a challenge to have that detection rate but we are determined that we can do more if we get more fingerprints from scenes of crimes, we are getting to scenes of crimes quicker. Do you remember I made a promise about four months ago? If a victim wants us to go to a scene of crime, we will go. We have seen a huge increase of our attendance of crimes, better forensic retrievals, better witness statements and this is one of the things that we are getting that right but we need our forensics people to go look properly, find the fingerprints, find the DNA and it is the task of the detectives to go and lock them up. That is monitored by Simon [Byrne] and that is driven by time. It is no good getting a forensic retrieval and taking six weeks to arrest. They need arresting now before they carry a spree of offending that you often see. There is that determination to work our way through these people. We are seeing an improvement but where we have seen some challenges we will have to get on top of them again.

Boris Johnson (Mayor of London): What are the rules about attending a burglar alarm? Often they go off and I do not know how to stop my one and you have to destroy it.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): The first thing is we will attend a burglar alarm if someone lets us know or the alarm company lets us know. We will attend. 90% of them can remain as false alarms but we will still attend rapidly.

Boris Johnson (Mayor of London): You will attend, good.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): The only group that we will not attend is because we have a policy that says if your burglar alarm is repeatedly a false activation, as a result of the failure of the system, we will not repeatedly attend unless you sort that out. I think it is usually three within six months.

Boris Johnson (Mayor of London): Well that is fair enough.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I do not think it is an unreasonable target because if we are charging about to burglar alarms with a faulty system then that is not fair. We say to people, “You get your system sorted out then we put you back on cover” but generally we will go if someone tells us there is an alarm going off. We will try to get there even quicker if someone tells us they have seen something suspicious together with a burglar alarm activation. On the whole, the burglar can be deterred.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): What are your response times to those?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Well 90% within 15 minutes for our emergency calls and 90% within 1 hour for any call that is not an absolute emergency. Our test of an emergency call, a 999 if you like, is: is the offender still there, is someone being attacked and is there evidence of a crime. We will try to get to the very serious crimes with the highest emergency within 15 minutes. I would like to see that improve in London. We have actually increased the performance for answering the telephone to 91% on time. That is within seconds we answer that phone if it is a 999 call. We got to the highest ever at 91%. The second one we have increased is the response rates so we are now hitting all our targets, and exceeding them, and I would like to be able to come back to you within the next year to say that we would like to increase the standard rather than decrease it. I think we can get better even in a big city like this and even with traffic challenges. I think we can still do more. There are one or two things we need to sort out together around budget, around where we place our people, and then I think, with that package, that model, we will bring back to you in December we will also be able to promise some better performance times around attending incidents. At the moment, that is our standard and our performance.

Boris Johnson (Mayor of London): Excellent. Next crime type.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes. Well, the next one is a kind of marker for that, what is euphemistically called antisocial behaviour, but let us say vandalism (criminal damage). It is a sea of green, Mayor.

Boris Johnson (Mayor of London): It is going well.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes. There are a few blobs of orange but a sea of green, so perhaps some comments on that?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think two things really. Going back to, as HMI was talking about, perceptions of confidence: why do people feel confident? Well one of the things that causes them not to be confident is the amount of antisocial behaviour. We have seen this year to date - we will get this right, Simon [Byrne] --

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): Last 12.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Sorry, the last 12 months, a 21% reduction in antisocial behaviour. We have also seen it fall down our survey of things that people are most concerned about. I think what we are showing there is that we are doing something right, which is really about, again, targeting repeat offenders, repeat victims and repeat locations. It is not the individual antisocial behaviour incident, it is the fact it happens every night and that people cannot get peace in the home. We are seeing a lot of good there and I think that will contribute in future surveys around confidence, we

believe, to showing that people will be more confident. I think we are still suffering a consequence of the riots of August 2011 sadly.

Boris Johnson (Mayor of London): Yes.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Shall we move onto the next one?

Boris Johnson (Mayor of London): Those figures are very encouraging. Yes, go on.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Sea of green to sea of red on theft from the person.

Boris Johnson (Mayor of London): We had quite a long discussion on this just now.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Just the disparity obviously noted between where Jonathan [Glanz] represents and Bexley at 47 and Westminster at 2,391 but clearly some of this is categorisation as much as anything. We will hopefully see the map improve over time.

Boris Johnson (Mayor of London): This is, again, to do with the theft of mobile devices and that kind of thing.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): That is exactly right, Mayor.

Boris Johnson (Mayor of London): We had quite a good discussion about what we need to do to turn that around.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes. So moving onto theft of a motor vehicle. That looks like it is very largely green with a few isolated patches of red where I am drawing out Ealing and Wandsworth very largely in the wrong direction and Richmond as well, but from a low base. Any comments on theft of a motor vehicle?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes. Although it is a sea of green I still think there may be more we need to do here because, of course, this is when a car is stolen and is not returned. So, really it is someone who is stealing it for profit. Each car is a valuable item and you do not need too many of them to group together which will mean we get a high-value offence combined over London. It is more of business-type offences, where people are stealing for a purpose, a particular purpose, which is about the theft of the car. Even overnight we had a piece of intelligence - and I think it was Islington, but I will have to check - where we raided a premises and found 40 vehicles that had been stolen in the preceding months. That was a result of good intelligence.

Boris Johnson (Mayor of London): Forty vehicles?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes, and in various states of disrepair, which were about, we believe, to be transported abroad. This is where you have to interrupt the market as well as obviously the original theft. What we are showing here at the moment is it is coming down but it is one we do have to keep on top of. We have a relatively small stolen vehicles squad for a city of this size for me and I think we ought to put more people into it. We have always this challenge: do we put more on the street or do we put more in specialist squads? For me, I think we are going to have to put a little more into this, even though --

Boris Johnson (Mayor of London): All the time I have been Mayor I have noticed this figure has been going steadily down and it has always been explained to me that that is because of increases in technological security in the vehicle and car alarms.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think it is, Mayor. It seems a bit churlish of me to say, "Well actually, even though it is going down we still want more", but I honestly think the trouble with this type of crime is if you do not keep on top of it it gets out of hand. This is a big market and you have very organised people who are quite bright and know how to avoid detection.

Boris Johnson (Mayor of London): They might be getting wise to some of the security systems.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes. I think that is fine but even now we are seeing changes here. We have seen lots of reduction in both theft of car and borrowing of car, taking without consent, because people have to have the key to steal the car. Then we saw a rise in robberies to steal the key.

Boris Johnson (Mayor of London): Yes.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): People are now starting to find ways round that type of protection so I think we have always to be vigilant here. The criminal will be as flexible as we can be at least. I honestly think we still have more to do, even though it happens to be a sea of green.

Boris Johnson (Mayor of London): That is very, very interesting. I think before we leave the crime types it would be right for me to --

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): One more crime type.

Boris Johnson (Mayor of London): Which is the last crime type?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Theft from a motor vehicle.

Boris Johnson (Mayor of London): Oh, theft from a motor vehicle, forgive me.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Again, very much a very positive but a couple of isolated splodges of red in Hackney at 27.7% and Westminster at 22%, but those are the isolated ones. Any comments on that?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Not really. I do not think I can particularly add anything, unless Simon [Byrne] is able to give any further information?

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): I think both of them are subject to operations by the local boroughs in the way we have described them before. Acquisitive crime in Westminster has surged in recent months as we put effort into attacking violent crime through the Trafalgar operation, which was talked about on before. Similarly, with Hackney, a lot of focus has been put around reducing some of the gang-related crimes. These are both operations we are pushing with the boroughs at the moment. I think the key as well, the Commissioner touched on it, is getting staff and our officers to remember your cars are the second most valuable thing you are likely to own in London. I know we should take that crime seriously so in the last few months we have attended over 5,000 more victims of crime, principally victims of car crime, to both reassure them, take fingerprints and then get that evidence into the system. We are now pushing the boroughs to, in the way that we have increased the detection rate for burglary, learn those lessons and apply them to vehicle crime as well.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think one thing that is important to mention is that although we are going through this by crime types, which I think is a good thing for the obvious reasons, we have to remember that people who commit this crime do not have this 1960s demarcation about types of crimes they commit.

Boris Johnson (Mayor of London): Sure.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): They are quite happy to assault you --

Boris Johnson (Mayor of London): It is helpful for us and helpful for Londoners.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): No, I am not saying it is wrong. I am just observing that we, as police officers, have to keep an eye on it too. If we are not careful we think of people being car criminals but on a night out they might be violent, or they will be a burglar, or there will be a rape. Sadly, criminal behaviour does not define itself too narrowly, although some people are more likely to be violent, some

people are more likely to be thieves or good burglars. We have to keep an eye on that and one of the reasons for making sure we attend all victims of crime is if you do not take the opportunity to catch them when they leave their fingerprints at a theft from car you might have missed the opportunity to lock up a burglar. It is really vital we do treat all crime as serious because the criminal will not distinguish in that way. Any opportunity to lock them up, any opportunity to get them into the criminal justice system has to be taken. We have limited opportunities but we have to maximise each one of them. For me, car crime, one in three of all crimes is related to a car. The most valuable thing that we have is often parked on the street, apart from the thing that you are living in, so it is really important that car crime is kept on top of and although it is coming down, it is vital that we keep it as a priority.

Boris Johnson (Mayor of London): Good. Thank you very much. I just want to conclude the crime types discussion because I think on the violent crime I have failed to point out that one indicator that we are not looking at is the murder rate. As far as I can remember the Met can claim considerable success here. Would that right?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think over the last year we have seen a reduction of murder of about 35%, leading to a murder rate for the last 12 months of 83. Now, still each one is a terrible event. Anybody losing somebody is still terrible so you should never diminish that, but I think we can see over the year, for the size of the city of now, as we know, 8.2 million people, that 83 people die is, a very sad thing, but is getting better that we are getting less murder.

Boris Johnson (Mayor of London): There was this ludicrous story the other day about a composer who wanted to go and live in Mexico, did you see this thing? Michael Nyman I think his name is, famous composer. He wanted to go and live in Mexico City rather than in London because he said he felt safer in Mexico City, which is totally preposterous, because I think the murder rate in Mexico City is about 20 times that of London.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): It is, but I think to be fair to that man - and I have not met him but I saw the report - was that what he was saying was that in the street he lived he had seen a lot of crime and he was worried. I am sure there must have been other things that had gone into his decision to go and live in another country, but I think in objective terms it is hard to make that comparison. I think this is very safe city but we are determined to make it safer.

Boris Johnson (Mayor of London): On the knife crime thing, which is a thing that Londoners have been worried about for a long time, gang crime, how do you think the Trident operation is getting on?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Relatively early days. We are only about six or seven months into it so I do not think we should yet think that it is trend but very good indicators, very good indicators. If you remember we established two parts of the gang team. One is a central squad and the other part of the squad

is based in the 19 boroughs that have agreed that they are most affected by gang crime. We have increased our judicial control of gang members. What that means is antisocial behaviour orders and injunctions to limit their activity.

Boris Johnson (Mayor of London): We are on them the whole time.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes, we already have 156 of those orders, even though for the full year we need to have 200, but even only halfway through the year we have those 156. They have increased by 55% since April of this year. We have started to use the tools that the Government has given us to make sure we are clamping down in judicial control on the gangs.

In terms of the most harmful of gang members, in that period, we have in custody 432 and that was against a target of 400 of them, so we have exceeded the target of those that we wanted to get into custody. We have seen gun crime come down by 24% compared to the same period last year. We have seen serious victims of violence come down by a third and knife injury victims under-25 down by 27%.

Boris Johnson (Mayor of London): Knife injury victims under-25 come down.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes. What I am trying to show is that first of all we try to set the gang members out and secondly that we have seen in terms of the overall crime that the types of crime they are involved in we are seeing reductions in that type of crime. There is still much more to do because we have said right from the beginning, if you remember, we had to enforce and we also had to divert. What all the research shows is that throughout the world when you do them both with the same vigour, you can make a real difference. I think what we have shown is that we have enforced a law with rigour and vigour and we are going to make sure that where they need locking up that is what is going to happen and they will end up in prison. If we can apply that same rigour around diversion to give those who can be given an opportunity to go somewhere else and get a better form of life when they're 14 and 16 years old then that will give us some long-lasting benefits in the coming years. We have made a start and it is showing some good outcomes.

Boris Johnson (Mayor of London): That is very encouraging. It is obviously the job of all the agencies in London, particularly us and the Greater London Authority (GLA), to give you every possible support in the diversion operation.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think particularly at the younger end there. When you are talking about 14 to 16-year-olds, if they end up in the criminal justice system their life is gone. I think if we can keep them out of it, give them some positive opportunities around employment or whatever, education, that is a real opportunity for the future. We have more that we can do and we will be announcing that, as I say, a little later in the year, particularly around certain groupings within the gangs. We

have made a good start, we have a good team and they are learning things every day but there is more to come.

Boris Johnson (Mayor of London): Excellent. Thank you very, very much. That is probably about enough on the crime types, unless anybody has a question? Jeremy, you have a question?

Jeremy Mayhew (Adviser for Procurement): I was just going to pick up one point that the Commissioner made earlier. I think it would be useful, including in the borough comparisons, to have some per capita figures because, as you pointed out, boroughs vary enormously in size. I do not know whether longer down the road it would be at all useful to have, say, a comparison with New York City to see how we are doing compared with them because we are so often compared.

Boris Johnson (Mayor of London): Well, we are doing much better I can tell you.

Jeremy Mayhew (Adviser for Procurement): Perhaps we are.

Boris Johnson (Mayor of London): They have a murder rate about four or five times above ours.

Jeremy Mayhew (Adviser for Procurement): I did not just mean on murder. Sorry, I realise --

Boris Johnson (Mayor of London): On gangs? Anyway, I am sure the Commissioner will be able to do that.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Good point. I think one of the things that I think is also striking in this type of public forum in terms of, as you say, sharing data. As we have said before these are absolute numbers, but per capita is important. It is important to see trends over time. Without getting into too much detail these are things that we look at to see whether or not a blip is significant or actually we have to look for seasonal change and we have already indicated things happen as the year changes and as events. We have to keep an eye on all of that. We do that quite a lot but, of course, in a public forum that can become a statistician's glory with probably lots of confusion for everybody involved including us sometimes. That sort of information is available if people would like to share it.

Boris Johnson (Mayor of London): Superb. OK, third part of the Challenge is about confidence. Stephen [Greenhalgh]?

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): Yes. I think we move from the effectiveness in cutting crime and efficiency, deploying the resources effectively to another important measure of success, which is around the respect and love agenda, shall we

say. It is very important. The anecdote from the Mayor that someone is choosing now to spend his money in pesos in Mexico City rather than London shows that we have a highly mobile population but we want them to stay and enjoy this great capital city. For that to happen we need to ensure that there is confidence in the Met and in local policing.

What we have done is to split out, from your own public attitude survey rather than the national survey, the spread, if you like, in confidence in boroughs. We can see that Southwark, Tower Hamlets, Brent, Croydon and Haringey have relatively low levels of confidence, whereas in Westminster, Hammersmith & Fulham, Kensington & Chelsea, Sutton, Harrow and Kingston have relatively high levels of confidence. The interesting thing if we look at the maps at the last couple of slides they are not necessarily trending in the right way if we look at the last two reports. Just picking up four of the top five boroughs are seeing some drops in confidence.

So, I guess we want you to do all those great things around being effective and efficient but we have to think about this issue about how we regain and boost public confidence significantly as well and hear your thoughts on how we can do that over the next four years.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): First of all, Mayor, one of the things this is is a good prompt for us to take this particular measure seriously. Of course, anything that is measured gets counted and generally gets done, so I think actually having this as one of the two parameters, which is first of all the crime and secondly the confidence, is a good help in concentrating our minds and obviously the borough commanders as well. I think what we can show is that we have already made a good start on this and that you will see change in the coming years. I think number one is we have already talked about the antisocial behaviour reductions, and that can continue, and that will be a help.

Neighbourhood policing. We committed that we would put an extra 2,000 officers into the neighbourhoods and into the response, so they will be moving in later this year as we agree the budget, we know where we can get our money and where we can put our people. That is not me saying this is a list of whatever and I want more money. This is genuinely that once we know what we have we know how we can create the model. We are going through a big change program led by the Deputy Commissioner but we will know the numbers of people who are going to work in different neighbourhoods. That will be an increase, certainly not a decrease. I think that will be good news.

Boris Johnson (Mayor of London): That will be the 2,000, do you remember, Craig [Mackey]?

Craig Mackey (Deputy Commissioner, MPS): Yes.

Boris Johnson (Mayor of London): There was the 2,000 that we talked about earlier this year that we were going to be abstracted from various silly redundant groups that they had found themselves in.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Not too many, Mayor.

Boris Johnson (Mayor of London): I am presenting this a bit loosely but that was how it was put to me. They had been assigned to big tasks which had been overtaken by events in one way or another and there was a chance to get them out into the Safer Neighbourhood Teams (SNT). That is going ahead, is it?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes. The detail on that will come out, as I say, around November/just before Christmas. We knew that we had broadly 2,000, what we did not want to do, having decided a number, is just to say, "All right, you move out of that team. You move out of that team" and just do it in a very crude way because our experience is when we do that we get it wrong. Therefore, we have taken a little more time and we had to get the budget right as well just to make sure the numbers added up.

I am doing some work with the 10,000 leads in our organisation between now and January where we will have groups of 500 of them together for 22 days where, with the Management Board, we will invest time in them in explaining what our priorities are and asking them what ideas they have for us. That will be a concentrated three- to four-month period this year, but will go on every year where we explain very carefully confidence is important. The significant thing that they as leaders - these are sergeants, inspectors, police staff supervisors - can help us with is particularly around victim satisfaction. HMI has already mentioned we are at the bottom of the league when it comes to satisfaction. That should be entirely in our control. That is a measure of when you meet a police officer, a member of police staff or ring us you are happy with what you get, or not. Some organisations would think two-thirds of the contact being good would be good but we are nowhere near with the best in the country, so we can do more about that. I think those combination of factors will be helpful.

Then finally I am conscious we have to explain ourselves to the people of London and the people in the surrounding area, the people who visit here. We have to make sure that we get the good-news stories out. I accept when there is bad and there will be. Get it right, take it on the chin and then go away, find out where we got it wrong and then go and improve. I think we are suffering in terms of some of the surveys from the consequences. As I said, we had the riots, we have had a series of events in the Metropolitan Police Service, which have not, I think, overall over the last few years, enhanced confidence. I think we are going to have to use this opportunity this year to stabilise that and then let us move forward with a Met that people can feel proud of and love. I agree; I think that term is a good term. We are here to protect the 8.2 million people; we can only do it with them so we have to feel we are doing something for them.

I think that you will see in the coming years that that will improve. It will be partly on efficiency/effectiveness and partly on how we do our job. They have to feel we are here for them.

Boris Johnson (Mayor of London): Terrific. Steve [O’Connell], you had a question?

Steve O’Connell (Adviser for Neighbourhoods): Yes, thank you very much. On confidence, I think the example of our colleague who went to Mexico is a strong example because confidence is not just a stale figure. It is about people feeling safe in their neighbourhoods and I think that is really important. I am energised about the fact that you are introducing a new local policing model and I will be interested to learn, perhaps from Simon [Byrne], how you will see the introduction of that model, how it develops, how that will actually improve confidence.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): I talked before about bringing ideas from outside of London: look at the best and replicate it. Effectively building on the Safer Neighbourhood Teams that most people are really familiar with. We want to change the emphasis so that, in police parlance or things that other people might understand, we move from one where it is just about reassurance, i.e. post-event patrol and meetings where people can help us set priorities to a stronger emphasis on enforcement. The raid you saw about ten days ago under the banner of Operation Hawk where we attacked the most number of drug farms in a day is part of the policing style we expect from neighbourhood teams in the future. It is also about investigating low-level crime. If you ground all those in locally-based teams led by an inspector, from an internal point of view you get clear accountability for performance, and some of the things you have talked about today, but a greater connection with the public. It is simple as.

If you ring, for example, Crimestoppers [independent charity helping to find criminals and help solve crimes] and say there is a cannabis farm at 10 Station Road and three hours later you see the door go in you have a bit more confidence the police are taking your matter seriously. So I will give an example. In the last set of raids we did on Hawk there was information coming in from the public as we were doing those raids, which we were turning round during the day and getting more warrants as we were going along. It is ideas like that, I think, that give us greater optimism that we can turn some of these figures around over the months ahead because people will see more police officers in local policing teams fighting crime and investigating crime, as well as being visible and familiar to them in the way that you would understand at the moment.

Boris Johnson (Mayor of London): Fantastic.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Can I just add to the broad point Simon [Byrne] makes, which is not quite on the Safer Neighbourhood Team point? Simon said one of the tactics they can employ is get information, get a warrant,

and put a door in. People see something is happening. If it is legitimate. The other one is Operation Cubo we have had, the seizing of uninsured vehicles. In the last 10 months we have seized 37,000 vehicles, which is a record in London compared to previous years and we have not even ended the year yet. That has an impact for the reason I think I have explained in various forms before (1) they should not be driving uninsured vehicles; (2) 70% of the people who drive them are criminals so you reduce their mobility; and (3) we can sell and them and we can crush them.

Boris Johnson (Mayor of London): How many have you crushed?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I cannot tell you the exact figure but I know it is tens of thousands. We have sold quite a lot as well. I think we have a couple of million pounds. Simon [Byrne] may have the figure.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): 4,000.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Apparently we have crushed 4,000. Scrap value is very good.

Boris Johnson (Mayor of London): Fantastic. You have made £2 million by selling them.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Yes.

Boris Johnson (Mayor of London): Fantastic.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think it looks like we have an auction value of approaching £1 million but I would hope to get even more in the future.

Boris Johnson (Mayor of London): Terrific.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): We did have a Ferrari outside New Scotland Yard, last week but I think they have had a buyer --

Boris Johnson (Mayor of London): I hope you did not crush that then.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): No. Even if that was not the most effective tactic in the world, I think it is a very good tactic. My broad point is that the public see that something is happening because some of the things we do they never see. They never know that we dealt with a domestic violence in a good way; they never know that we might have taken extra care around a rape victim; but that is a way that we can explain ourselves, which hopefully will build confidence. We have to use that type of tactic wisely. We cannot do it every day all day but if we do it regularly, and we do it with public and media support, then I think we have a way of explaining ourselves where we

spend the £3.5 billion people are kind enough to give us. I think there is a real opportunity for us to get those types of stories out, not just to make the story but because it contributes to the reduction in crime.

Paul Pugh (Interim Chief Executive, MOPAC): I just wanted to follow up on victim satisfaction. I know there has always been a significant gap between the experience of white Londoners and black and minority ethnic (BME) Londoners in reported levels of victim satisfaction. I just wonder whether you think there is more we could do in that angle?

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): I think there is, although I think the gap at the moment is something of the order of - and I may need to take advice here - about 4%.

Simon Byrne (Assistant Commissioner, Territorial Policing, MPS): 5% I think it is.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): Is it 5%? Right, so it is 5% not in favour of minorities.

Paul Pugh (Interim Chief Executive, MOPAC): Yes, black and minority ethnic victims of crime are less satisfied than white victims.

Bernard Hogan-Howe (Commissioner of Police of the Metropolis, MPS): There is a gap but I have to say considering the complexity of London there are areas in this country that show a far bigger gap, so there is a gap. That said, I am not happy until it is equal at least. There is more we can do on that. We do it an awful lot and I think actually Met officers are more sensitised to things like cultural differences than probably we see in colleagues around the country, which is possibly why we see bigger gaps in different parts of the country. We are constantly doing things about that.

We re-launched our victim care package about four months ago. If you do remember under the mission I set, first of all I want us to be the best and that is supported in the targets we are being set; secondly, the total policing approach has got three legs. First one is total war on crime and the second one is total care for victims. So, it is put in officers' minds that even if you cannot catch the criminal you have to look after the victim. It is about being professional, being sensitive to their needs and we are doing our best to improve that. Part of that is the gap that, quite properly, you have identified.

Boris Johnson (Mayor of London): Right.

Stephen Greenhalgh (Deputy Mayor for Policing and Crime): There are three legs to everything, as I have learnt from you, Commissioner. The first obviously is we have to cut crime, second leg is to boost public confidence, but the third leg is we have to bridge the budget gap. That is the reason why it is 20/20/20 and we have to recognise that £3.5 billion will not stay £3.5 billion. The Mayor is doing his bit in freezing the precept; many parts of

the country see cuts in the precept but we are going to have to see a Met that is leaner and meaner and make sure that it uses every pound extremely wisely. It is a formidable challenge over the next four years, which, if we achieve it, would be great for London and ensure that there will not be people like this odd composer that prefer to go to Mexico City than enjoy the greatest city --

Boris Johnson (Mayor of London): Well, let us not beat the poor guy up. Maybe he was misquoted. You always have to be weary of stuff in the paper. Leave him alone. He will probably come back.

Listen, I just want to wind up by thanking everybody very much for coming along, particularly to Assistant Commissioner Simon Byrne, Deputy Commissioner Craig Mackey and to the Commissioner, for taking so much time and so much trouble to answer our questions. I thought it was extremely valuable actually to hear in such detail where the problems are and what your programme is for dealing with them. I think it was the first time I have seen it all brought together in just one hour's space in such a cogent way. A lot of it seems to be going well from the stuff you have just said: 25% fall in injuries from knife crime for under-25s, which is very striking; only 83 murders per year - one is too many as you rightly say but it is still a significant reduction. What other figures? 37,000 cars impounded; 4,000 of them crushed; £2 million raised from selling them; 1 Ferrari lifted from the streets of London - this a very, very impressive record of achievement in my view.

I just want to conclude by repeating the MOPAC Challenge, if I can, which is to cut crime by 20% by 2016, boost public confidence by 20% by 2016 and cut costs by 20% as well. That is a challenge that you have accepted. I am thrilled that you are on course to deliver it and, unless anybody wishes to raise anything else, I declare this first MOPAC Challenge historic meeting over. Thank you.