

**Date:** Wednesday, 24 April 2013  
**Location:** The Chamber, City Hall  
**Hearing:** MOPAC Challenge Board

**Start time:** 10.30 am  
**Finish time:** 12.00 pm

**Members:**

Boris Johnson (Mayor of London) (Chair)  
Stephen Greenhalgh (Deputy Mayor for Policing and Crime)  
Steve O'Connell (MOPAC Non-Executive Adviser)  
Jonathan Glanz (MOPAC Non-Executive Adviser)  
Jeremy Mayhew (MOPAC Non-Executive Adviser)  
Faith Boardman (MOPAC Non-Executive Adviser)  
Linda Duncan (Chair of MOPAC/MPS Audit Panel)

**MOPAC staff:**

Helen Bailey (MOPAC Chief Operating Officer)

**MPS Officers:**

Bernard Hogan-Howe (MPS Commissioner)  
Mark Rowley (Assistant Commissioner)  
Simon Byrne (Assistant Commissioner responsible for Territorial Policing)

**Boris Johnson (Mayor of London) (Chair):** Good morning everybody and welcome to the latest MOPAC Challenge. I want to thank representatives of the Metropolitan Police Service very much for coming along this morning; Commissioner of Police, Sir Bernard Hogan-Howe, Simon Byrne, Assistant Commissioner, Mark Rowley, Assistant Commissioner. Thank you very much, gentlemen, for taking the time, I know you are extraordinarily busy, but the purpose of this occasion is for representatives of MOPAC to interrogate you in as productive and as forensic - and also as friendly - a way as possible in order really to get to grips with some of the successes but also some of the more intractable problems of policing London.

I think we should kick off straightaway with Sir Bernard [Hogan-Howe] and the MOPAC Quarterly Performance Report. Stephen [Greenhalgh], unless I miss my guess, that would be an appropriate thing. The figures really are, in my view, extraordinarily encouraging. Recorded crime across the seven MOPAC categories that we set ourselves is down very substantially over the last year. That is 6.5% in the seven categories, 26,500 fewer offences. By my maths, if you are running at 6.5% annual reduction, you are going to get a 20% reduction over four years. So I think that is extremely encouraging and really, Bernard, if there is more that you would like to say about where we are going and how you feel we are doing and the difficult areas then I think you should fire away and then I am sure the Panel will want to come in.

**Bernard Hogan-Howe (MPS Commissioner):** OK. Well thanks for the introduction. I think that graph shows that things are progressing in the right way. There is more to do. We are not going to claim that this year means that for the next four years it is going to be straightforward but I think what it shows is good progress and, particularly at the end of that graph, you see that the rate of decrease of crime is increasing which is all very helpful.

I am going to go on to say a few headlines and then acknowledge where we still need to do some more work because it is part of the crime figures that I think are bad and we will talk about that. So, overall, crime is down, as you say, in the MOPAC area by that high percentage of 5.5%. We also see the same sort of general crime reduction across the board so not just the seven crime types but all crime types and that means 45,000 less crimes. In fact, what it shows is that crime in London is at a 25 year low.

**Boris Johnson (Mayor of London) (Chair):** A 25 year low for crime in London.

**Bernard Hogan-Howe (MPS Commissioner):** I think that is a significant event because even during that time the crime recording rules changed and in fact inflated the crime so this is despite that inflation we are still seeing a 25 year low. At times we all worry about crime. I think it is important to record that London is a safe city and even today the UK Peace Index has been produced that shows that, compared to other

cities in Europe, then this is a capital that we should be proud to have as a safe area. So we are proud of that.

Within those figures we know that violence with injury is down almost 6%. That is the best performance in four years. Burglary is down 4%. That is the best performance in ten years. Vehicle crime has fallen 10% and that is the best performance, again, in ten years. So I think these are very significant events that we should be proud of. Within that we will come on to talk about the gang work. 29% less serious violence against those under 25, which is a surrogate looking at gang violence. For many reasons we should be proud.

The one area which I think we particularly need to concentrate on is around theft from person. Within that we know that there is a significant issue around theft of mobile phones and electronic devices. So that has seen a significant increase. We are not happy with that. We are starting to see that happening round the UK. We have already seen it in New York. But that is something we have got to get on top of.

**Boris Johnson (Mayor of London) (Chair):** We have already seen it in New York you say?

**Bernard Hogan-Howe (MPS Commissioner):** That is right.

**Boris Johnson (Mayor of London) (Chair):** You have seen a spike in mobile phone theft in New York as well?

**Bernard Hogan-Howe (MPS Commissioner):** Yes. We are now seeing it in the major cities. Manchester, I believe, and Liverpool and other big cities in this country are seeing a similar crime surge in that crime type. We think it is more to do with the market around mobile phones but it is something we have got to react to and do something about.

**Boris Johnson (Mayor of London) (Chair):** That strikes me as being interesting and important. Perhaps we need a bit more detail on that because the general picture is so encouraging and obviously you can never be complacent about crime and it is very, very important that people should not run away with the idea that we have got the problem cracked or anything like that. There are still many people in our city who suffer from unacceptable intimidation and unacceptable levels of crime in their neighbourhood and everybody knows how appalling that sensation can be.

But it is very, very good news for the economy of this country that I think London is increasingly getting a reputation as one of the safest cities in (inaudible) big cities certainly in the world. Actually safer by comparison even with some of the supposedly small cities. Most supposedly tranquil small cities around the world. You mentioned

the study about the peaceful cities, Bernard that is out today. I was very surprised to see London now considerably safer than some cities in Europe that you would expect to be havens of tranquillity. That is very good news.

But the theft of mobile phones is plainly a subject that we talked about a great deal last time. I think we had a discussion from memory about particular brands of mobile phones and whether they were particularly susceptible to theft and whether there was a market being created in these mobile phones. I think it would be really useful now if we stopped beating about the bush and tried to get a feeling of what you think is really going on here. What is the specific problem and what do you think we can do now with the mobile phone manufacturers to sort this out?

**Bernard Hogan-Howe (MPS Commissioner):** OK. Just in terms of the general problem then I will probably ask Simon Byrne to say what we are doing about it and what we can do about it in the future. At the moment we know that last year theft from person, which includes this, as I said, very significant proportion, increased by 17%, so not far off one in five. That was the overall increase. 75% of all theft from person, a man or a woman, involved the theft of a mobile phone.

**Boris Johnson (Mayor of London) (Chair):** 75% of all theft from a person. Right.

**Bernard Hogan-Howe (MPS Commissioner):** That is right. Now two thirds of those phones that were stolen were from one particular manufacturer and 62% of all personal robberies involved a theft of a mobile phone. So that is a very significant element. Just to perhaps, Mayor, remind probably those members of the public who are watching, the distinction between the theft from person and a robbery is that a robbery involves violence or the threat of violence. So somebody stealing something is theft, obviously. Somebody stealing something and threatening someone, or using violence, is robbery. That is the distinction. Sometimes that distinction I think get a little lost.

We have seen, as I said, the increases around the country. The Metropolitan Police Service (MPS) has seen an increase. Greater Manchester has seen an increase. As has Merseyside. We know that within London five of the boroughs account for a very significant proportion of the theft of mobile phones. They are Islington, Camden, Lambeth, Hackney and Westminster. That is where we have been concentrating our efforts. Perhaps --

**Boris Johnson (Mayor of London) (Chair):** Camden, Westminster, Lambeth, Hackney ...

**Bernard Hogan-Howe (MPS Commissioner):** And Islington. So those are the five ones that account for a very significant proportion but perhaps if Simon was able to go

through and say what we think any further about the problem, what we are doing about it and what we can do about it in the future.

**Boris Johnson (Mayor of London) (Chair):** Thank you.

**Simon Byrne (Assistant Commissioner):** Just to pick up on that obviously we recognise in terms of the suite of the MOPAC seven this is the crime that is causing us the most pressure. It appears in the theft person category but it also washes through some of the other issues around, as the Commissioner said both robbery but also in terms of what is stolen from cars and homes. Smartphones also feature in those figures. So to do something about the whole issue is really important for us.

We have stretched the boundaries of our imagination and set up an operation called Ringtone.

**Boris Johnson (Mayor of London) (Chair):** Ringtone. Brilliant!

**Simon Byrne (Assistant Commissioner):** I wonder where we got that one from!

**Boris Johnson (Mayor of London) (Chair):** Classic MPS. Operation Ringtone.

**Simon Byrne (Assistant Commissioner):** In all seriousness if we just tackle this with traditional crime prevention high visibility policing we were not going to get ahead of it so we have appointed a senior officer, one of our Commanders, Christine Jones, to run initially an operation that targets on the five boroughs that make up the bulk of the theft person problem. You will see from the list you have got strong night time economy, which is linked to this frankly, and influx of people visiting bars restaurants etc.

That has done a number of things. It has tightened up crime recording procedures to make sure we have got an accurate record of victimisation so we can get good help to victims. We have done a lot of work round crime prevention. You may recall at the start of the year we ran a campaign across London advising people if you think twice -- because there is still a lot of individual behaviour by people you will see often, frankly, it is young women, who will come out of a Tube station, their phone is held out in front of them while they are talking to their friends. In the nicest way they are just putting that offer to speculative crime.

We have gone right through the continuum of tactics so that this is not just something that my officers are doing. There is support from Mark's [Rowley] specialist side so that we are trying to see where there is organised criminality behind this which is, frankly, fuelling some of the problem. We have got evidence of phones being stolen, packaged

up and ready to leave the country within less than an hour so there are markets in other parts of the --

**Boris Johnson (Mayor of London) (Chair):** Ready to leave the country?

**Simon Byrne (Assistant Commissioner):** Yes, literally in a jiffy bag --

**Boris Johnson (Mayor of London) (Chair):** Why would they need to leave the country though?

**Simon Byrne (Assistant Commissioner):** There is some evidence on the organised crime that they will basically, because of the operating model of one of the companies, which I will come on to, export these phones quickly out of the UK, they then get recycled in the Far East and then reappear often in Africa. So there is a whole industry round this effectively taking advantage of the global swift world we now live in.

Mark's officers are supporting us in operations to tackle that. As we sit here this morning Gerry Campbell, who is the number two to Christine Jones, is in charge of an operation that resulted in nine arrests this morning in central London. We had an arrest at the start of the week in Croydon.

**Boris Johnson (Mayor of London) (Chair):** Who did you arrest this morning in central London?

**Simon Byrne (Assistant Commissioner):** Nine people have been arrested in an operation this morning.

**Boris Johnson (Mayor of London) (Chair):** Was this a systematic mobile phone theft ring?

**Simon Byrne (Assistant Commissioner):** In relation to the systematic theft. We had an operation on Monday in Croydon which showed links between Croydon as a handler and crime within Westminster. So there is a lot of operational effort going into this but we recognise there is more to do.

If you look at the trend in crime it will peak obviously with spring coming and then into summer we will get more people into open spaces so there is a crime prevention issue. There is the responsible guardian type stuff so we are doing a lot of work with licensed premises to say, "As part of your licensing conditions if you are a hotspot premises what are you doing to protect customers that are coming in?" Because we often see crime reported and then we go back to big venues and we will find lots of phones on the floor of a night club the next day which have actually --

**Boris Johnson (Mayor of London) (Chair):** Right. Which have been reported as stolen but actually were just lost?

**Simon Byrne (Assistant Commissioner):** Yes. So there is a crime prevention issue, there is the tactical enforcement which we are doing across the business groups and then there is working with the phone industry. This is an area which has been slow, frankly, to make progress.

The biggest contributor to this is Apple and we have been having lengthy dialogue with them at a senior level and using also expert officers from what we call the National Mobile Phone Unit, which is based here in London, so it offers a service both to the MPS and the rest of the country to try to get Apple to cooperate with us more in terms of technical interventions they can do to help us identify stolen phones or, better still frankly, to stop the theft in the first place. So they have worked a business model which is good for the business -- and I do not want to go too far but their sales figures are out today in the national news. We are at the point of agreement in doing some stuff around information exchange to get better, swifter information in relation to when a phone is stolen and it is re-presented back to Apple.

What we would like to see, both with Apple and across the industry, are a couple of changes. You might have your own experience of buying a phone but the things we rely on, particularly to help us find phones quickly, is something called the IMEI number, which is like the car registration number of the phone, and track my phone or similar devices which help us find a phone across not just London but other parts of the country. At the moment, whether you the purchaser do anything with those two points of information is left to choice. A bit like the work that was done a few years ago with donor cards where we flipped round the do you opt in or out we would like to see the industry sit with the customer and, at the point of sale, make them register the IMEI number and also make them put a password on their phone so that a thief cannot switch off the track my phone device at the point of theft. Often you might think your phone is secure and all a thief has to do, if you are not password protected, is switch off that tracking device and then it frustrates our efforts to find that phone quickly. There are some areas where there is still more to do.

**Boris Johnson (Mayor of London) (Chair):** Thank you.

**Bernard Hogan-Howe (MPS Commissioner):** Mayor, what we said, broadly, is that what we have done up to now is concentrate on repeat victims, repeat offenders and repeat locations so that is the volume side of house that Simon [Byrne] leads. The two big changes we need to make for the coming year are, one that we need the serious crime side of the house to look at this crime as an organised crime, a business, and then get into the tail of that. The other one is obviously we need help from the industry.

**Boris Johnson (Mayor of London) (Chair):** Right. I am just going to bring in Stephen [Greenhalgh] in a moment but I want to ask you say they are making money out of this, I think you said, or something like that, Simon. Could you just explain how that works? If I have an Apple iPhone which I have reason to believe has been nicked and I hand it in to an Apple store, or whatever, what is the procedure? What happens?

**Simon Byrne (Assistant Commissioner):** Effectively at the moment the relationship between the company and the customer is actually with the phone so Stephen could go and bring your phone and say, "I've just got an Apple phone. It's broken. I want it mended" and they will replace the phone. We have been speaking to them about that. There has been some cooperation. We now get information about people who, for example, will make more than one visit to a store. High numbers frankly where Simon Byrne might go over a period of weeks and return 50 broken phones and then we have been able to take action in relation to that.

So it is not that there has been no cooperation from the industry, it is just not as swift as we would like and some of the stuff you can do at point of sale to stop the problem in the first place -- because obviously we are putting resource into this that could be used in other types of crime that worry people, and it is creating a lot of work that if you just switched off the tap at the start would actually both reduce the crime figures. The way our lives work at the moment where often we do all sorts of things on our phones these days apart from ringing people up so if you are a victim it is a hugely frustrating crime and obviously if you have been a victim of violent crime it is a really worrying crime as well.

**Boris Johnson (Mayor of London) (Chair):** Stephen [Greenhalgh], do you want to come in here? What I cannot understand is what the economic interest of Apple is. Is it just in keeping the phone in circulation?

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** We need to look at the economics but I guess there is a value to the physical phone but these days there is also a value to the software so the number of phones you have out there across the world will obviously give you more platforms to have all the software that you sell. I would have thought that is where the market is as much as anything.

The thing I am interested in is if there is a disproportionate problem with one manufacturer where they are well beyond their fair share of the market and all the evidence that you have presented is the one manufacturer that you mentioned; the Apple iPhone with 67% of the 75%. That two thirds figure that you quoted. Clearly all the published information that we see in the public domain shows that it is well in excess of their fair share of the market. At best two times the fair share. If you take most recently published figures in a national newspaper that would be three times fair share. So clearly this is not an issue that is presenting itself in line with this particular

manufacturer's market share. Therefore you want to see uniformity across the piece in terms of an activity at point of sale. Are we able to track the extent to which other mobile phone providers are ensuring that there is that registration at point of sale and you can track it with a national database? Have you any comment on that?

**Simon Byrne (Assistant Commissioner):** As you know, without going brand by brand, the market is increasingly diverse, particularly in terms of smartphones. In relation to the crime problem for London you see a number of things. If you look at the figures over time, in fairness to the main manufacturer we are talking about, they make a product that is craved by people. It is a desirable piece of kit. So that every time there is a release of a new phone you see a surge in crime.

Now there are probably two things driving that, frankly; false reporting, so it is very easy if you just fancy a new one to go down that route. Equally, from the thief's point of view, there is more money to be made at the moment. You can see a few hundreds of pounds exchanged per phone in relation to the criminal market which is quite attractive. Whereas if you are stealing a plasma telly off the wall in someone's home they actually get less money for stuff like that. Any criminal is usually in it for a motive around money/drugs. The whole cycle of this is generating a lot of work for us. Through the National Mobile Phone Unit most of the other providers actually share information with us through another portal which, up to now, has worked better for us. In fairness, we are in close cooperation with Apple at the moment. Our frustration --

**Boris Johnson (Mayor of London) (Chair):** That is good.

**Simon Byrne (Assistant Commissioner):** We have had a number of promises made about dates of information share starting and each time we think we are nearly there the date has slipped. From what I am told this morning we are two weeks away, effectively, from a big step change in how we share information with Apple around theft. But we would still like to see, across the industry, more work to help us at point of sale.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** I think it would be helpful because we have been talking about this as a crime type since the inception of the MOPAC Challenge. In your professional view, given that this is the one crime type which is going against the trend and you would probably be at a 30 year low if we had achieved the reductions across the other crime types, where do you think we can be, provided that we have the preventative action because this is a crime that affects young women in particular and young people in general? If we get the industry and online retailers to follow a way of ensuring that they register the phone so there is that relationship with the individual and not just with the piece of phone. Also, with Operation Ringtone, where do you think we can be by next quarter? What is your

mental ambition to ensure that this does not continue; this relentless growth in theft from a person and theft of mobile phones?

**Simon Byrne (Assistant Commissioner):** I think there are a few things. If you go back 20 years in our lives you remember, in a similar surge of crime, often cars, 20 years ago, were far easier to steal than they are now and, in fairness, there was a lot of work done nationally with motor manufacturers to do gradual things to make theft of a car far more difficult. So you have got a comparator. Even recently with work round certain makes of car which Which? Magazine exposed last year, and then the manufacturer responded by putting information in the public domain about the risk of crime. So I think there is an issue around the crime prevention piece.

Within the Ringtone boroughs four out of five have started to see a fall in crime. Westminster, frankly, is still struggling to make the same improvements that the other four have made. But certainly, as we are now getting increasing help from Mark's [Rowley] staff as well to get more audacious in terms of how we can use tactics from specialist operations to attack the problem. At the moment the problem has stabilised and, as the Commissioner said, there are other parts of the country that are actually seeing bigger rises in crime than us now so whether we have pushed some of the organised criminality out of London I think it is too early to say, or people are just copying a crime type.

The expectation at the moment is, once we have stabilised the five inner London boroughs effectively, we want to roll out the tactics to other places that are seeing rises in crime, particularly Newham and Wandsworth. At the moment the predictions are that we should start to see a fall.

If you put it in context back to the challenge you have set us of the MOPAC seven, it is still relatively small numbers. That is not to denigrate nearly 8,000 crimes but across the whole (inaudible) of 800,000 crimes in London there is as much to do to bring burglary down, which occupies a far bigger chunk of our MOPAC seven than this, but the way it actually creeps into other crime types there are benefits as well.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** So you think you can get to a situation where we do not see an increase in crime in the first instance by next quarter and eventually you will see reductions, provided these strategies work?

**Simon Byrne (Assistant Commissioner):** At the moment, if you look at the graph, it has stabilised.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Yes, I know. It is still increasing though, Simon, isn't it? The last three months sees less of an increase

than we see over the previous years but you are expecting to see that increase eventually reduce?

**Simon Byrne (Assistant Commissioner):** Usually the experience is, in police terms we will talk about crack down consolidation, so in those five areas of London where there is a problem we are far more overt in what we are doing and that will usually suppress criminal behaviour. The evidence academically, which I know you are very keen on, is that generally there is not a big displacement outside of those places. There might be small defused moves. A few streets and things. I think we have got good coverage in those five parts of London. My professional concern is you look out the window today on a beautiful spring day and people will be outside - you will see it yourself as you walk along the South Bank - people in conversation, a phone out on a restaurant table. It takes seconds to distract somebody and steal it. So there is still a big crime prevention issue for us. Anyone watching this or outside needs to take --

**Boris Johnson (Mayor of London) (Chair):** They come up and they put something on your table, don't they, a map or something and then they --

**Bernard Hogan-Howe (MPS Commissioner):** It is called table surfing so they go into bars etc.

**Boris Johnson (Mayor of London) (Chair):** Thank you.

**Bernard Hogan-Howe (MPS Commissioner):** I think, in broad answer to Stephen's question, we should at least see it stabilising over this year. It is difficult to say whether it is first quarter because we still do not know what date this thing starts. We have had a promise about this date of the change of business procedures. We need to see when does that start and when does it start to take an impact. At the very least it should stabilise soon and then by this year we should start to see it go down because there is a three prong attack; carry on doing what we are doing about repeat offenders and concentrate on the high profile boroughs. So we have to keep doing that. Number two is that we have got to do something about the business model of these mobile phone providers to encourage them to take it seriously. It is partly about design and partly about business model. Then, thirdly, we need, on the serious crime side, to pursue the people who are running it as a business. Some of the raids that we have done have found people with 150 phones. They are clearly running it as a business either to resell themselves or to pass on to someone else themselves. Now every time we get that opportunity we have got to get good detectives to follow that line and make sure that we get a conviction not just for the possession of one phone but for the handling and all the serious crime that is involved in that and the money they are making from it we can go after their assets. Now in volume crime we get one charge and in organised crime we prove a conspiracy, we prove a far more serious charge and, frankly, they go to prison for longer. So that is the message we have got to get out there and if we can do

those three things - concentrate on repeat locations and repeat offenders, sort out the business models and number three, is progress around the serious and organised crime - taken together that will make an impact.

I think we can do something to send the message about prevention so that people stop themselves being a victim without impacting on their lives. Nobody wants to see people always with a phone in their pocket. They have got to use the thing. We are all going to have a time when we put the phone down on a table and forget about it. That is life. People should be able to have a life where they can do that; not worry about somebody stealing it every two minutes. So we have got to make some great progress in this crime type.

**Boris Johnson (Mayor of London) (Chair):** Thank you. I am going to bring in Jeremy [Mayhew] and then Linda [Duncan].

**Jeremy Mayhew (MOPAC Non-Executive Adviser):** Just very quickly on the mobile phones I think what you are telling us, without naming names, is that some people are doing what you need. I am wondering whether there would be any value in you stating generally what best practice on the part of the manufacturers are so that we then say, "That best practice is what we'd like from everybody"?

**Simon Byrne (Assistant Commissioner):** It is what I said to the earlier question. We are working with the Cabinet Office. The in phrase is nudge. How subtle changes in behaviour can have a disproportionate effect on things in life. I used the example before of the blood donor card but if we can encourage the manufacturers to get the person buying a phone to register the IMEI number at point of sale, rather than leave it to choice, and also to put a password on the phone tracker, they are two big things that will reduce the risk of crime in our professional opinion.

**Bernard Hogan-Howe (MPS Commissioner):** A third thing, just to add to that, Jeremy, that is really important is that the manufacturers have got to check, when a mobile phone is handed in, is it stolen?

**Jeremy Mayhew (MOPAC Non-Executive Adviser):** Simon, you have just been very clear just now --

**Boris Johnson (Mayor of London) (Chair):** Otherwise they are receiving stolen goods.

**Bernard Hogan-Howe (MPS Commissioner):** That is the risk that they run. They are in possession of a stolen item and that is evidence of handling stolen goods.

**Jeremy Mayhew (MOPAC Non-Executive Adviser):** You have just given a very simple three headlines. I just wonder whether we need to hound away at those three things that we need in order to tackle this crime.

**Boris Johnson (Mayor of London) (Chair):** Linda?

**Linda Duncan (Chair of MOPAC/MPS Audit Panel):** Just to change tack slightly. Focusing on the victims. I was surprised to see, given that Westminster was clearly one of the high incident boroughs, that a very low percentage was actually attributable to tourists and that 80% of the crimes are effected against Londoners. What messages do we give to Londoners to prevent this sort of theft and it is just because the tourists are being more careful or are the Londoners just being careless with their iPhones and their other ...?

**Bernard Hogan-Howe (MPS Commissioner):** I will let Simon answer in detail. I suspect that we have to be wary of the data because I was really surprised for the same reason; that it was such a very low percentage given the number of people. They say that one million people a day travel in and out of London... to say that they only contribute to 0.3% of this problem. We can see they only congregate generally in Westminster. As you know there are other places but generally that is where they congregate. I was a bit suspicious of the data myself.

Two things. One are tourists always reporting it? I wonder whether they wait to get home and then tell their insurers or they go to their supplier. The second thing is whether our data is good enough. Because it is not something we automatically always check with people, "Are you a tourist?" They may be a foreign visitor. They may be a business person. There are various categories they could fall into. So I wonder whether or not our data can be relied on. I was surprised by that percentage.

**Linda Duncan (Chair of MOPAC/MPS Audit Panel):** Presumably it is hard to tell how many crimes are not reported?

**Bernard Hogan-Howe (MPS Commissioner):** Yes, that is true. To be fair, we can compare with the British Crime Survey as well but of course the British Crime Survey does not catch tourists. It is just one of the complexities of crime recording; it is not always easy to get the picture. I could only say I agree with you. I suspect this is not accurate.

**Boris Johnson (Mayor of London) (Chair):** Can I try to summarise the preventative things that we are thinking of doing. Number one, when you get a new mobile phone or a new iPhone - we are talking about these Apple products particularly - then you have got to register the IMEI number so that the shop knows it and you know it and

you have got a record of it somewhere so when your phone is nicked you can ring up the shop and say, "Disable this phone" and they can then do that. Is that right?

Then the second thing is to make sure that before you walk out of the shop, having bought the iPhone or whatever it is, you activate the password on the phone tracker. Is that it? So that, whatever happens, it can be tracked.

The third thing that I do not quite understand is how you make sure that the phone company or the phone shop knows that they are in receipt of a hot phone, a phone that has been nicked, or not. How can they differentiate when the thing is produced to them?

**Simon Byrne (Assistant Commissioner):** What we have started, if you just take the manufacturer we are speaking to, we now daily send lists of stolen phones from London to the manufacturer and through the work that the National Mobile Phone Unit is doing initially we will do that for London and then gradually for the whole country so that if someone comes into the shop there is a stolen phone being presented. People do it two ways. Most of this is done by post. It has to be said. So that the other issue of someone presenting themselves at a shop physically is less common. You may understand why; because obviously --

**Boris Johnson (Mayor of London) (Chair):** They do it by post?

**Simon Byrne (Assistant Commissioner):** Yes, you can send the phone in my post and say, "It's broken. I want a new one". But obviously presenting yourself is not uncommon but eight out of ten will come in by post, from the figures I have got.

**Boris Johnson (Mayor of London) (Chair):** Really. To the ...?

**Simon Byrne (Assistant Commissioner):** To the shop. Obviously if you present yourself and you have got it stolen you know there is more risk of someone calling the police. Obviously.

**Boris Johnson (Mayor of London) (Chair):** Yes! So when they take the phone out in the shop and they look at it how can they tell that it is --

**Simon Byrne (Assistant Commissioner):** Well, now, because there has been a lot of work in the last few months to actually make sure that - back to the Commissioner's point of other bits of -- any big organisation, from the MPS' point of view, data - because of the sheer volumes that we deal with - will sometimes have flaws. When we trialled this a few months ago with the manufacturer about 10% of our own data, in fairness, had flaws in it so there were actually IMEI numbers in that data set that related to other companies so we had to tidy up that data. You do not want to have an error

rate in some of these issues because you do not want to end up arresting an innocent person. So that has now been fixed so that once this system starts properly - and, as I say, my expectation is in two weeks - that at point of return the phone company will be able to know that is a phone that has been reported stolen.

**Boris Johnson (Mayor of London) (Chair):** So what they will do is they will tap in the IMEI number and it will go beep beep beep, nicked phone --

**Simon Byrne (Assistant Commissioner):** Yes.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Arrest them!

**Boris Johnson (Mayor of London) (Chair):** -- because there will be a huge list of IMEI numbers of nicked iPhones. Is that it?

**Simon Byrne (Assistant Commissioner):** Obviously whilst, at the moment, if you report a crime in London we ask you for the IMEI number -- and we have done this in the past about do people actually understand what it is? It is a bit like - the best way of understanding this is you would not drive out of a garage without registering your car and really that is what we are doing at the moment.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** So it is essentially a national mobile phone registration system to track lost and stolen mobiles.

**Boris Johnson (Mayor of London) (Chair):** Well I think that has been a pretty good discussion of theft from the person and the mobile phone issue. I think we should move on through the other neighbourhood crime types.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Shall we start off with burglary? We can put up the slides on that. You mentioned there that we see a ten year low for burglary although it is not quite hitting the percentage reduction that we would like to get over the four years but it is still a significant improvement on previous years. Do you want to talk about where some of the hotspots are in London, Simon?

**Simon Byrne (Assistant Commissioner):** Yes. Firstly it has been an encouraging start. Obviously burglary covers two types; burglary in your home and burglary in shops. So the fall in residential burglary has been bigger than the fall in non-residential burglary. One of the key areas of concern for us still remains Barnet. If you are familiar with the borough there is almost like a self-fulfilling prophecy here. It is a highly residential borough. It is high population. But it also suffers particularly from travelling criminality. So whilst this is a phenomenon increasingly affecting a number of boroughs, because from what our intelligence has shown which is where we have had

particular crackdowns, we have stopped offending by locals because academically and in all our research typically most burglars only travel one or two miles from their home to commit crime. But Barnet does suffer from travelling gangs that come in and plunder the place effectively.

We have seen in the last quarter some improvements. We put a new Commander in, as you probably recall from the MOPAC Challenge sessions around the policing plan, and we have seen, over the course of the year, a fall of just over 2% overall, which is encouraging but it is not where we want it to be. We have run a number of operations with support from Mark's officers so, for example, if we know these people are travelling into the borough, we have deployed automatic number plate recognition (ANPR) operations which is the cars that read car number plates on key arterial routes on a number of occasions to either deter or intercept people that are travelling in. We have done with other transport providers because obviously all you had to do was just in a taxi/a minicab and you have still got mobility so it is how we are targeting that sort of particular phenomenon and also how we get better at crime prevention.

We will probably come on to later some really innovative work that is being done in other parts of London using what we call traceable liquids as part of a crime prevention strategy which has seen significant falls in burglary, up to 80% in some pretty challenged parts of London. The types of demographics in Barnet have not lent itself, while we have been using this traceable asset -- if you are not familiar with it it is something you can mark on your computer, your television. It is a liquid that is unique to you. We can then scan it if we recover property and we can scan offenders when they come into custody centres to see if they have been in contact with this liquid. As a crime prevention tool it is pretty effective. So we want to do more in this borough to get a more consistent approach to crime prevention --

**Boris Johnson (Mayor of London) (Chair):** What is it called, this stuff?

**Simon Byrne (Assistant Commissioner):** I had better call it a traceable liquid because there are reasons -- there are a number of providers in the market and we are looking to see how we --

**Boris Johnson (Mayor of London) (Chair):** Oh OK. Traceable liquid.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** You are not going to endorse a particular traceable liquid but a generic traceable liquid is a fantastic deterrent to the burglars round there.

**Simon Byrne (Assistant Commissioner):** I can always remember as a child the BBC could not say Sellotape!

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Simon, the Barnet point is important. At least it is trending the right way so you can see the most recent quarter, although the absolute level is high, the reduction is greater and hopefully we will see that increase over time.

The only area I would like to raise, which is a high volume burglary borough that is trending the wrong way, is Lambeth. I was wondering if you have got any comments on the situation specifically in Lambeth?

**Simon Byrne (Assistant Commissioner):** In relation to Lambeth we have got a very strong experienced Detective Superintendent in the borough. It has historically been a high crime area. I know there has been a lot of work done - I was only there myself last week - in relation to both targeting local criminality and there is again a phenomenon of some people travelling off the borough. We have to be careful we do not send mixed messages. Off the borough sometimes can mean simply where the line on the map is. You are actually just two minutes across the road.

But I know from both what Matt Bell is doing within the borough and the Commander that has oversight there is a lot of focus. Even tomorrow you will see an estate just near Brixton Police Station there is a whole target hardening campaign going on there with things like locks and traceable liquids to actually reinforce the crime prevention aspect of this particular part of London.

**Boris Johnson (Mayor of London) (Chair):** Thank you. Anybody want to come in on burglary and how we are doing, for instance, against other forces in the country?

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** I notice London is not bottom. There are forces which have higher burglary rates per capita. Realistically where would a capital city -- can we see ourselves coming down that table? What is your professional experience, having policed now in London and other big cities?

**Simon Byrne (Assistant Commissioner):** I know this is something we can leave at the end. I think there is a lot of innovation we can do. The bag I am holding up, which I will wheel round in a minute, is if you go to Brent, which has obviously been a borough that has been challenged by all sorts of different crime types, the Borough Commander there is doing a really good job with the local authority to look at a more sustained approach to crime prevention. So we have used traceable liquids in one particular housing estate there in Harlesden and seen crime fall, particularly in relation to burglary, by 80%. That translates to literally weeks without a burglary happening. They are not just doing --

**Boris Johnson (Mayor of London) (Chair):** Really. That is in Brent?

**Simon Byrne (Assistant Commissioner):** It is in Brent, yes.

**Boris Johnson (Mayor of London) (Chair):** That is very interesting.

**Simon Byrne (Assistant Commissioner):** Really impressive. They have taken a more consistent approach to crime prevention than we have seen in some other parts of London. They then reinforce it with reminders at every opportunity to the offending population so the borough commander will personally go into the cells and serve a letter on a burglar saying that we have got traceable liquids and we have got other crime prevention targeted operations looking at you to deter them. Sadly, many burglars are affected by drugs misuse so chemists where they get their methadone or whatever are now putting the medicine in bags that have this crime prevention message. That is an innovation I would like to see replicated across London --

**Boris Johnson (Mayor of London) (Chair):** That is a very interesting idea.

**Simon Byrne (Assistant Commissioner):** So every opportunity of reminding burglars that we are after you.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Certainly need to see what is happening in Brent because, without wanting to push one particular manufacturer, it sounds like a technology that can have a huge impact.

**Simon Byrne (Assistant Commissioner):** Yes.

**Boris Johnson (Mayor of London) (Chair):** What, the traceable liquids?

**Simon Byrne (Assistant Commissioner):** Yes.

**Boris Johnson (Mayor of London) (Chair):** Yes.

**Bernard Hogan-Howe (MPS Commissioner):** The other thing is that if you look at the graph, which is eight, it shows the performance across the country. The first thing that we need to do is to make sure that we can improve our performance to be at least as good, and ideally better, than our family forces. Now what you see in here, which are our family forces including Greater Manchester and West Midlands, is that Greater Manchester is certainly within reach and West Midlands are not much further away. Then, getting down towards the average, the black line on that graph, is the average for England and Wales. It seems to me that our first aim this year is to get to be better than the rest of our family. They are big urban areas. They are not the same as London. They have other challenges. I think that looks to me to be one of our first aims. We have got our targets and we are aiming for those but, within that, I think this is something we need to keep an eye on.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** That is very helpful.

**Bernard Hogan-Howe (MPS Commissioner):** Now of course they may get worse, they may get better. It could be a receding target. But there is something there to aim at.

**Boris Johnson (Mayor of London) (Chair):** That is very interesting.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Jonathan [Glanz], you wanted ...?

**Jonathan Glanz (MOPAC Non-Executive Adviser):** I wanted to pick up on the traceable liquid. I have done some work with that in the centre of London, as you know, and I just wondered, when you are looking at the data, whether there is any evidence of a displacement of crime as a result of the use of traceable liquids in that way and, if so, whether that is something that, by expanding the area used, we will be able to deal with?

**Simon Byrne (Assistant Commissioner):** We have looked at this both in terms of MPS data but also academic references. You do not see - despite there is a popular myth out there about displacement - that it happens. Sometimes you get a small wash from a particular street, maybe the next street, but not by anything like the numbers of crimes you might see in a hotspot. Generally, if you look at how criminals behave they are quite lazy, they are creatures of habit, and if you can put things in the way of their routine they will actually stop.

This is not the only idea we need to do. There are other things that you can make the environment more risky for a burglar or, indeed, other types of criminality by both police patrolling, working with other people, that we saw before, for example around the security industry that will patrol parts of central London, how they can help, and the public themselves. I think there is a lot we can do.

The burglary question is really interesting because, as you know, Jonathan, within Westminster six out of ten burglaries are actually in shops so if we can reduce the victimisation there by working with shop premises, because obviously that can have a really bad effect on your business if you are a small business, as well as some of the bigger providers, I think there are some opportunities we can exploit better this year now we have got a bit more of a focus on it both in terms of crime prevention but also the forensic recovery from those crime scenes where, actually, what the forensic specialists do, that work in Mark's [Rowley] world, is pretty good. Then the challenge on us is to convert that information into detected crime.

**Bernard Hogan-Howe (MPS Commissioner):** The other thing is right across London you do get different crime types. Westminster will be one example. For example there has been a problem in one area. It remains a burglary to break into a boat, for example, so they had had a problem around barges. We are now the proud owner of a barge -- sorry, actually I think, Mayor, you are the proud owner of a barge --

**Boris Johnson (Mayor of London) (Chair):** Sorry, how did we end up with the barge?

**Bernard Hogan-Howe (MPS Commissioner):** We paid a penny for it so it was not very expensive!

**Boris Johnson (Mayor of London) (Chair):** What, the burglar nicked the barge?

**Bernard Hogan-Howe (MPS Commissioner):** No, no. The Borough Commander decided he had had enough of dealing with burglaries into barges so for a penny he got a barge and he has now set up a sting barge so that if somebody attacks that barge --

**Boris Johnson (Mayor of London) (Chair):** Agh, a honey trap barge! It is a fantastic idea. A wasp trap. Brilliant.

**Bernard Hogan-Howe (MPS Commissioner):** Within Tower Hamlets we made an arrest on the first day.

**Boris Johnson (Mayor of London) (Chair):** You got an arrest on the first day with a decoy barge?

**Bernard Hogan-Howe (MPS Commissioner):** Yes.

**Boris Johnson (Mayor of London) (Chair):** Have we not just given the game away?

**Simon Byrne (Assistant Commissioner):** We are moving the barge so you do not know which one, do you? There was a problem of household burglary --

**Boris Johnson (Mayor of London) (Chair):** I think that will be much appreciated by everybody along the Regent's Canal where I live I can tell you.

**Bernard Hogan-Howe (MPS Commissioner):** The point is we have got as flexible and as creative as the burglars will be prepared to be. It is just one example.

**Boris Johnson (Mayor of London) (Chair):** Very interesting because I thought burglary was classically one of those crimes which was high volume but a small number

of offenders and the way to crack it was to round up the usual suspects but what you are saying is there are lots of different ...

**Bernard Hogan-Howe (MPS Commissioner):** There are three broad issues to consider which are repeat offenders, your point, repeat locations; because we know that repeat victimisation is most likely to occur where somebody has been a victim. So if you are a victim you are most likely to be hit again within six weeks because you replace your TV, the burglar knows how to get into your property and probably knows how to get into your neighbour's property too. So the idea is to warn people around you to expect that they could be a burglar event. So repeat locations are important and repeat victimisation. That is the way to really get into it. We have got to do good forensics so we have to examine scenes and then we have to make sure that we compare with our database of DNA and fingerprints. Doing the best practice consistently. Simon is improving that through the Compstat process getting all the boroughs to do the things we should be doing, not some days but all days, as consistently as human beings can. That is one really important factor.

Then the prevention side. If you can do anything to prevent by design then clearly we should. One of the biggest things, if I get one message out, is put a burglar alarm on. If you put a burglar alarm burglars do not tend to burgle because they are not sure they will succeed so they will select the sites, as Simon says, where they think they have got a better chance of success. So just the mere presence of a burglar alarm, as with smoke alarms, is a real effective mechanism and collective investment in that, through housing associations and local authorities, public buildings, many of them have them but not all homes have them. As we see that progress it will make a real difference.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Commissioner, I think it is fair to say that designing it out is very, very important. As you say getting good locks, particularly in public housing, if you want to stop repeat victimisation, which is clearly a great concern.

The thing that struck me as well as the technology, the designing out process, is getting the involvement of the public. Certainly when I went to the first crime fighters' meeting I noticed those boroughs that had historically been high burglary spots, where there was more public involvement, more schemes like Neighbourhood Watch, essentially the community coming together to defend their interests or to share intelligence with the police and work together, you could also see that. That also plays a role, would you say, as well?

**Bernard Hogan-Howe (MPS Commissioner):** I agree. As the new neighbourhood policing model roles out, if you remember 16 of the 32 boroughs will change in July and the last 16 will change in October, part of the model for the neighbourhoods will be through the Inspectors to get that type of thing running consistently; the

Neighbourhood Watch. It does work. I think the hardest part is getting someone local who is prepared to be the leader of it.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Correct.

**Bernard Hogan-Howe (MPS Commissioner):** Because when they disappear it often deteriorates. But the same is true of the police. If the local Inspector Sergeant does not keep asking that question, "What are we doing to help that group of people?" then it can be that it does not work. So you have got to get both things working together and I think the new neighbourhood teams are a great way to do that. We will have performance measurement round it. You cannot have one everywhere. But the biggest span we have for these Neighbourhood Watches is they are a great opportunity.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Great. Okay.

**Boris Johnson (Mayor of London) (Chair):** Excellent. Sorry, Simon.

**Simon Byrne (Assistant Commissioner):** The other thing, just very quickly, is to build on the Commissioner's point round repeat victimisation; there is something else we are doing called predictive mapping, which you may have seen --

**Boris Johnson (Mayor of London) (Chair):** Yes, yes.

**Simon Byrne (Assistant Commissioner):** -- and we are using technology - because lightening does strike twice, frankly as the Commissioner was saying about repeat victimisation - to deploy our officers for short patrol periods in streets where the data shows there is a high risk of crime.

**Boris Johnson (Mayor of London) (Chair):** They are not bright people on the whole these guys are they?

**Simon Byrne (Assistant Commissioner):** We just need to keep one step ahead of them and the evidence again shows if we can get in the the right place we can either catch people in the act or prevent it in the first place. That is something we are trialling in a number of boroughs at the moment, with support from Mark's officers as well.

**Boris Johnson (Mayor of London) (Chair):** Has predictive mapping ever actually meant that a burglar has turned up to find an officer waiting for him?

**Simon Byrne (Assistant Commissioner):** Well I think very near would be my experience. It is something we did a lot in my previous force. It is like anything and my phrase is organised to win. If you get your staff in the right place well briefed well you can either wait for events to shape you or you can take the fight to the criminal.

**Bernard Hogan-Howe (MPS Commissioner):** I think we have certainly got evidences that when we concentrate in areas where there is a lot of offences and we put, for example, sting properties in place --

**Boris Johnson (Mayor of London) (Chair):** Sting boats?

**Bernard Hogan-Howe (MPS Commissioner):** Well properties generally.

**Boris Johnson (Mayor of London) (Chair):** How are we getting on with sting bicycles?!

**Bernard Hogan-Howe (MPS Commissioner):** That is a good question. I cannot answer you at the moment.

**Boris Johnson (Mayor of London) (Chair):** I think it would be very popular because I think bike theft, from memory, has wobbled around a bit, rather like some of our riders, and what we want to do is keep it really coming down. It is one of the things that is most important for getting people back on bikes. Very often people totally lose confidence in cycling not so much because they fall off but because their bike is stolen. Are we doing anything like that?

**Simon Byrne (Assistant Commissioner):** Yes, we are. Again, it is a tactic we apply both for the safer transport officers that obviously Transport for London (TfL) work very closely with. They have a team there that run operations pretty much every day using decoy bikes --

**Boris Johnson (Mayor of London) (Chair):** Brilliant.

**Simon Byrne (Assistant Commissioner):** -- so we put them in high risk locations and then follow the bike either to the thief or the handler.

**Boris Johnson (Mayor of London) (Chair):** Brilliant. Then do we go through their windows like seals and take them out?!

**Simon Byrne (Assistant Commissioner):** I think there are a variety of means of catching the thief isn't there. Also local boroughs will undertake --

**Boris Johnson (Mayor of London) (Chair):** Zero dark thirty.

**Simon Byrne (Assistant Commissioner):** -- operations as well.

**Boris Johnson (Mayor of London) (Chair):** Fantastic. I told Bernard before once there are some really great stories of the way we are tracking bikes. I met some French resident of London who said she just could not believe it. Her bike got nicked and the police found it and they got in touch with the store where she had bought it from and the store got in touch with her. She said it would never have happened in any other European country.

**Bernard Hogan-Howe (MPS Commissioner):** London compared to Paris has seen far less bike theft with the big schemes that are in place. I think that is a good thing.

**Boris Johnson (Mayor of London) (Chair):** OK. Any other questions on any other crime types before -- do we want to go to other crime types or do we go to public confidence?

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Probably go on to public confidence and cover the two issues. I think it is fantastic to see the direction of travel and to hear the plans on theft from a person.

So look at public confidence then. It is my understanding from the data that we have we have got the drivers of public confidence that are well known and we not only want to see the reduction in crime but we want to see this improvement in public confidence. The latest data indicates that it is fairly flat, which is good news because historically over the last few years we have seen a decline in public confidence in the levels as measured by the British Crime Survey or the Crime Survey of England and Wales. I think we need to see the upsurge because at the moment it is flat lining and not increasing. So any thoughts, Commissioner, on where we are and how we can get that boost in public confidence that we are set as the challenge?

**Bernard Hogan-Howe (MPS Commissioner):** First of all, for me, of all the things that we might talk about today, this is the one that is the hardest to shift and is also susceptible to a thing that has got nothing to do with the police. I have to acknowledge that at the beginning. If you start from just overall we can see there is one of the graphs here that shows that we are broadly mid-point in England and Wales in terms of confidence so you see us there probably just beyond halfway. We are not, as we often see with London, at the bottom of the pile. We are in a pretty good place. The challenge you have set us, that 20%, is to get us to where Northumbria sit today. That is the nature of the challenge.

**Boris Johnson (Mayor of London) (Chair):** Northumbria.

**Bernard Hogan-Howe (MPS Commissioner):** Right on the right hand side there. Together with Leicestershire they have got some pretty high levels of confidence. So we know that there are three or four things we can do better which will affect this.

Number one is satisfaction. In satisfaction we are, at the moment, bottom but improving, but we have got to see a far quicker improvement in that. That figure of 76% was sitting about 72% I think at the beginning of the year. We have seen a rise to 76%. We will catch these other people up. But that is one of the contributions and that is how we deal with the public. We just had a great result with our call handling this year which is part of the satisfaction. We are now known as the best call handling police force in the country in terms of the time it takes to answer and the way in which we answer the phone. Despite the fact we have got 5.5 million telephone calls a year. We are very proud of that.

**Boris Johnson (Mayor of London) (Chair):** Really? That is terrific.

**Bernard Hogan-Howe (MPS Commissioner):** The second thing is how we react to public requests for help. Do we turn up when we say we will? Do we keep them informed? We know there is more to do there about keeping people informed because the evidence shows in fact we could be better at it. So that is something else that we can really do.

There is a third area which is about single events. If we have a particularly horrible murder and we do not deal with it very well. A rape that worries the public. Things like the reputation of me and my colleagues. That has been an issue in London over the last few years. I think a lot of things go towards public confidence and we have all got a part to play in making sure that that improves. But I have to acknowledge I think, first of all, some of these things are long term things that we have to shift, and that takes hard work. We will do it. But I think it is the hardest to predict. If we did X then Y is the result. Whereas I can tell you if we arrest burglars burglary does down on the whole. I think this is harder. It is no reason for not doing it but I am just acknowledging I think it is a complex problem.

**Boris Johnson (Mayor of London) (Chair):** I think that is extremely interesting and I am sure that is right. I am sure there are many facets to it. I am particularly interested obviously in your pledge, Bernard, about when you report a crime we will attend and we will be there. I think that if we can really deliver on that that would make a huge difference. I remember when I was Member of Parliament (MP) for Henley there was an issue that what people really cared about was when they had a burglary and then nobody ever showed up. That was the thing that basically drives people nuts. I think we are better at that in London but that is how to drive the --

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Almost citizen charter stuff.

**Boris Johnson (Mayor of London) (Chair):** Drive people's -- the other stuff you mentioned, it strikes me as being very unfair that confidence in the police should be

affected by headlines about the Leveson Inquiry or whatever it happens to be but it may be out there in the ether and it may be things that people read.

**Bernard Hogan-Howe (MPS Commissioner):** I think, Mayor, we have to deal with it. If you look at slide 14 it shows you the core drivers there. There are two areas as well where we are going to get some benefit this year. Number one is by getting more officers into the neighbourhoods and changing the team. That will be one thing because that is what people tell us. They want to see and meet and know the officers. They do not want to just see them drive past. So that will be a big help.

The other one is about anti-social behaviour. Although it is not part of the MOPAC seven --

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** It is a priority for the --

**Bernard Hogan-Howe (MPS Commissioner):** -- there is something there about setting targets really. Together we need to look at that in two ways. One. The absolute number of anti-social behaviour but, number two, the rate of repeat victimisation.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Commissioner, certainly anti-social behaviour is a priority. We have used criminal damage as a marker for anti-social behaviour, and that is coming down. You are quite right; the very fact that we have a target for public confidence, a driver of that will be how you treat it.

The point you make about engagement with the community I think getting 2,600 extra officers into neighbourhoods as part of the local policing model, ensuring that there is that proper engagement with the community. The procedural justice point I think is important as well.

It would be helpful to know when the roll out is happening because I have had a lot of requests through to the MOPAC office about when boroughs will see these extra officers on the streets. I know that it would be helpful to have that update.

**Bernard Hogan-Howe (MPS Commissioner):** I think probably there are two broad points. One is that, as I say, the change to the new model happens July and October, 50% each. The second thing is that, as you know, we are trying to save £500 million, and move some police officers from one part of the organisation to another. So we say that within two years all the numbers should be in place but the new model will start, even with insufficient numbers at the beginning, but broadly we have got there, but the growth will happen over the next two years.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** In place, yes. Sure.

**Bernard Hogan-Howe (MPS Commissioner):** But we ought to be able to say to you, "Broadly 80% of it will be achieved in Hackney by a certain date". I think we should be able to deliver you that.

The only other one I thought which might be worth mentioning here, because it is often an area that we are challenged on, and we try to do a lot this year, is on the anniversary of Stephen Lawrence's death I think it is really important that we consider this. The MPS has been criticised for its stop search policies in the past. As I arrived I said I wanted us to change not only the perception but the reality of stop search so we have done a huge amount this year. First of all we reduced the number of Section 60 stop searches of an area set up by a police officer by 90%. And, in terms of Section 1s, the routine stop searches, by about 20%. So very significant numbers less.

Number two is that we increased the effectiveness. We have gone from 10% effectiveness, do we arrest somebody or do we find drugs, to 20%. Something of that order.

The third thing is we have had fewer complaints about the number of stop searches that we have done, where we have carried them out. Now I think that is a really powerful thing.

The second thing is people have been talking about the disproportionality in stop search. "Oh you're only stopping black people or people from minorities". Or disproportionately doing that. Now one of the things we are proud of this year is, first of all, we have seen parity when it comes to someone from an Asian background compared to from a white background. That is really important because post-9/11 there was a surge of stop searching people who appeared to be from an Asian background because of the potential link to the extreme Islamist problem. So to get to parity in this city I think is a good thing.

In terms of if you are a black person or a white person it still remains at 2:1. You are more like twice as likely to be stop searched if you are black compared to white. That is not good but I think, number one, we need to acknowledge that has changed from a position where it was 11:1 so it has got to a lot better. The second thing is that street populations do not represent our overall what the census says. So at 8pm/9pm lots of older white people and young white people are not out there, so the street populations are different. All that said if we can get to parity with Asian stop searches we ought to be able to do more about black compared to white stop searches.

I think it is important to say that because a lot of the debate around Stephen Lawrence's murder seemed to me to misrepresent some of the things that I

have talked about in terms of stop search, which I think we can validate. So I think it is important to get the facts out there. I accept that it is not perfect but I think we have done a huge amount this year to get better.

Finally just to say that we have had two tranches of training for our people. The first we have completed everybody has been trained with a DVD and getting local supervisors to do something. Now we have started on doing that in a classroom. Saying, "Actually, behaviourally, this is how you can get better at stop search. Having a good effective outcome. Dealing with the person. Treat them with respect." And even where you have stopped someone ended up with a positive outcome. So we are determined to improve that.

I just think, in London, that is not on this chart, but we know that that is part of what the experience of Londoners is and unless we get it right I think we will struggle around confidence.

**Boris Johnson (Mayor of London) (Chair):** How are we going on the police force that looks like London project? There was a very good line in the order of service for Stephen Lawrence making the point that we are recruiting 5,000 officers and obviously looking to recruit a good number from minorities across London. I just wondered how that is getting on.

**Bernard Hogan-Howe (MPS Commissioner):** The first thing is we have got a group of about 400 officers we are now starting to recruit and the proportion there of people from black and minority ethnic groups is about 18%. One in five. So we have still got the one in three. What we have said is that by June - if you would like we could bring that back here - we want a recruiting plan that says for the remaining 4,600 ideally, first of all, to be London centric. We want Londoners. And within that we want very high proportionate representation for people from minorities and we want creativity about how we get there.

There are some limitations by law but we want to be challenging around the law and it may be that we ask eventually for a law change. First of all we have got to really test what is legally possible and it may be that we outsource the way we do that. Other organisations have done it. The police service in Northern Ireland has asked someone else to recruit their people to remove the potential for bias in the way we pick people, but we have got to be creative and we have got to make progress.

**Boris Johnson (Mayor of London) (Chair):** I often think the faith groups and the big churches with these massive congregations offer really fertile recruiting grounds. I wonder whether we have tried that.

**Bernard Hogan-Howe (MPS Commissioner):** Yes, as it happens, on Friday evening I was in the ExCeL centre where 40,000 Christians - they happened to be from black churches - were together and I only had two messages. 70% to 80% of the people in the room were from London. Some were from Manchester and places but the majority of the people in the room were from London. There were two simple messages. One, what can we do together to reduce crime and keep people safe because we have got some great people here who have got networks and organisation? The second thing I said I wanted them to aspire to be police officers.

**Boris Johnson (Mayor of London) (Chair):** Good.

**Bernard Hogan-Howe (MPS Commissioner):** And their children. Because at the moment I think too often some minorities do not regard the police as a profession nor something their children should aspire to. I think if we can change that mind-set we will get some excellent candidates.

Then yesterday we had a faith forum where the vast majority of religious faiths were represented in London from Jewish to Christian churches - I will not name them but you can imagine a broad span. About 100 people. Same point. At one of the workshops, "What can we do together to get more people to be recruited?"

They are certainly central to our recruitment plan. We do need some support on that. I think we can say so much. Of course if the people of London do not always trust or listen to what we say the fact that others will help us in that message --

**Boris Johnson (Mayor of London) (Chair):** Well we can give every possible support and encouragement and we will certainly want to be as -- would I be right in thinking that there is a general objective, if not quite spelt out in any of these public confidence drivers, to move up from one in five black, Asian and minority ethnic (BAME) to one in three?

**Bernard Hogan-Howe (MPS Commissioner):** Just so I do not mislead you. The one in five is of those recruited. At the moment the proportion of those who are police officers is one in ten.

**Boris Johnson (Mayor of London) (Chair):** It would be lower. I am aware of that. What I am saying is, of the recruiting strategy, we would want to be trying to ...

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Of the 5,000 if we know that there is 40% of London now - it has gone up in the later census to about 40% black, Asian and minority ethnic - you want to get a fair share of the recruits that reflect London and vastly more that live in London. The majority of the MPS do not

actually live in London today, as it stands, so you want to make sure that we get the majority.

**Bernard Hogan-Howe (MPS Commissioner):** The two big chances we have got, number one, is that London is running away from us as we try to approach it so that its diversity is changing around us. 25% of the growth of the UK happened in this great city over the last ten years, so it is changing as we are trying to move. As with great bureaucracies we cannot keep up with in. In one sense we can only recruit what we can recruit. We cannot get rid of all the white people. Nobody is suggesting it. So we have to --

**Boris Johnson (Mayor of London) (Chair):** You have got to be fair.

**Bernard Hogan-Howe (MPS Commissioner):** Recruitment is the thing that we have got to concentrate on. I think, to take the point that Stephen makes, we have got to be looking at roughly about one in two of our recruits is from a minority community.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** The interesting thing, of course, is -- the Mayor has mentioned obviously the black churches as a route in but I was struck by the success of the volunteer police cadets. I am delighted that the young section of that is going to be launched in Haringey. The proportions of black, Asian and minority ethnic Londoners that are part of the volunteer MPS cadets is far higher. It is closer to one in two is my understanding. It is building that connection isn't it with young Londoners that this is a career option they aspire to so when you meet them and you talk to them and you ask them about the traditions of the MPS everybody knows about the MPS being founded in 1829 and when you ask them whether they want to be police officers, surprisingly but actually in my experience, the vast majority of them want to be police officers as they experience the service close at hand.

**Bernard Hogan-Howe (MPS Commissioner):** Finally, from me anyway, although I have been accurate about the rate of recruiting and the number of police officers, one in three of our community support officers (CSOs) is from a minority, one in four of our police staff is from a minority and one in four of our specials are from a minority. They are Londoners, which is the critical test.

**Boris Johnson (Mayor of London) (Chair):** That is very important. Faith [Boardman]?

**Faith Boardman (MOPAC Non-Executive Adviser):** As the former Chief Executive of the Child Support Agency and also of Lambeth Council I think you are very much on the same lines. I have had considerable experience of trying to turn around the public reputation of big public services. I think it is inevitable, and to be expected, that there

will be a considerable time lag between the performance improvements and the confidence improvements. So I do not think we should be too gloomy about this --

**Boris Johnson (Mayor of London) (Chair):** Yes, I agree.

**Faith Boardman (MOPAC Non-Executive Adviser):** -- and I would just like to emphasise that. I am sure that actually the key thing to changing it is the improvements that you have clearly got in hand in the actual performance.

But I think there are other things which can be done - and again I think you are very much on the right lines with what you have described this morning. I would particularly like to emphasise the call centre aspects because I think that is actually the biggest volume of direct contacts between the public and the police and it is often from totally law abiding citizens who will talk to their neighbours who will talk to their neighbours. I think sometimes we get a little bit too hooked up on the formal engagement and the formal chatting with partners and so forth and we forget that individual experience which is, in volume terms, very much concentrated around call handling.

It is also, I think, concentrating around complaints. My experience is that how you handle complaints is also very important to turning that public confidence around. So can you tell me a bit more about how that is working and what you are trying to do to improve that?

**Bernard Hogan-Howe (MPS Commissioner):** We do not come prepared to discuss the complaint figures although we can obviously produce them, probably for next time. But generally I agree with you entirely. The number of complaints is significant because it tells you where you are going wrong, if it is an accurate complaint. As you know we do have two broad groups of complainants. We have those members of the public who want our service and then we have those suspects who do not. They should both be tracked well. Of course one group does not want our service at all so I think we always have to keep an eye on that. We probably could bring back an analysis of where we are on complaints.

In terms of the call handling, yes, to get a national award for a call centre, for our 999s the average response time to answer the phone is 6 seconds and for the 101 it is 11 seconds.

**Boris Johnson (Mayor of London) (Chair):** Wow.

**Bernard Hogan-Howe (MPS Commissioner):** Now I do not think there are any commercial call centres -- I will not name the company but the last time I tried to ring a few call centres -- and this is not, "Please press one and you will get a police officer".

This is you are answered on the phone and somebody deals with it. 5.5 million calls and to be getting that level of performance, the people in there deserve praise.

**Faith Boardman (MOPAC Non-Executive Adviser):** I would agree.

**Bernard Hogan-Howe (MPS Commissioner):** Of course they do not arrive at one a minute. Between 6pm and 9pm we get a huge surge so to achieve that level of performance, we are going to recognise it, but it is fundamental for me, as you say, Faith, most people's experience of the police is on the phone. If we do not get it right we get a bad reputation.

**Boris Johnson (Mayor of London) (Chair):** I think that is right. Thank you, Faith. I think we should probably move on to other crime types and, Stephen, do you want to ...?

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Going beyond the MOPAC seven there are Mayoral priorities. One of those is tackling gangs and youth violence and clearly the performance that we see from violence with injury that the massive reduction in serious youth violence and gang crime is to be commended. Mark [Rowley], perhaps you can provide some context because I think you would admit that this is a great success story but it is one that needs to be sustained?

**Mark Rowley (Assistant Commissioner):** Absolutely. We have had a great year but when the Mayor and the Commissioner and others stood in Trafalgar Square in February last year we all saw this as at least three years' worth of determined effort to really make an enormous and sustainable dent on this problem. It is something I will come back at the end of what I say. We spoke then and I think we need to speak more about the balance between enforcement and prevention because what we bring to the party is about the intelligence and the enforcement more than it is the prevention, but they are equally important.

Just pulling out some of the numbers what have we done? We have put over 1,000 dedicated officers into this area of policing. We have taken the existing Trident command. We have taken some good practice on the boroughs that Simon is responsible for. The important thing is we have built one cross-London regime working to one discipline to share information, who are the most dangerous gangs and dangerous offenders, and targeting them determinedly and ruthlessly. So not be piecemeal but be joined up. That is the critical thing I think we have delivered.

It could not be done without joining the two together. The headline is 29% reduction in serious youth violence so serious violence under 25 years of age. It is a massive first year's result. In some of the other data, and we are doing some press on end of year figures, was if you look at knife crime and gun crime, both in terms of possession or the

weapons used in the crime, all of those statistics are broadly around 20% reductions. Now, as you said, there is a long journey to go down but that is a good start.

So what have we actually done to do that? The chart in front of us talks about the outcome we have been looking for in the first year is a visible control and grip and impact on the most dangerous offenders. We have spoken before about 250 gangs and 4,000 or so involved with it. So we wanted to put as many of the most serious offenders as possible in custody and you will see, based on those latest figures, 803 in custody. We have also got about 200 more under what I would call judicial control, judicial restrictions, whether that is anti-social behaviour orders (ASBOs), gang injunctions, or on licensed conditions having come out of prison. So with 800 in custody and 200 under some degree of judicial control you have got 1,000 gang members under significant control when at the start of the year there were a few hundred. I think that is what has heavily generated those results.

In the same way that Simon has that daily, weekly and monthly grip and management performance around burglary issues we do the same around gangs through the tasking processes. For example, at the moment we have got 20 gangs across London that are of most concern to us. Those gangs (inaudible) 56 operations tackling large groups or small groups, depending. Important to stress again those operations, some are run within the Trident command, some are operated and being run by the local boroughs, and they are using 334 under cover tactics - some technical, some human. So there is an awful lot of effort and determination going to get hold of these characters and get control of them. So that is the first year.

What do we need to do more of going forward? I have got two or three things I wanted to mention. The sexual violence that gangs are responsible for. One of the things we spoke about at the start of the year was about gangs being responsible for a disproportionate amount of crime. We think at least 14% of rape is linked to gangs. That is based on our data. I think the likelihood is it is a significantly bigger proportion than that. That is not an area we have got as much traction of as possible but there are some operations now developing based on our increasing intelligence links into local authorities in terms of their safeguarding concerns and young women who we think, whilst they are not going to talk to us and give us clear evidence, are at risk and we think there is predatory gang behaviour going on. We have got a lot more to do there.

Prisons' intelligence. Our relationship with the prison service is decent but could be stronger. Particularly if we are putting more gang members in prison for more of the time the alliances and what else goes on in prisons we need to have greater visibility on to have more impact on them.

I do want to come back to --- and I think, Mayor, you might want to talk about prevention and diversion. All the evidence around the world - and it is important to be

evidence-led - is that real success and sustainable success is about greater enforcement impact, which in my view suppresses the problem, and that is what we are doing, balanced with really effective prevention and diversion. I think there are many schemes in London which are effective but if the MPS has really raised its game against gangs I am not sure we have done the same yet in the prevention and diversion --

**Boris Johnson (Mayor of London) (Chair):** Mark, I think I would certainly accept that. We, in all sincerity, understand there are two sides to this and it is no good just having a suppression strategy and a strategy of putting the key nominals in custody unless you are also offering people a better way forward. I vividly remember that day in Trafalgar Square and we talked about the approach and we were going to get medieval on you. That is not exactly what you said, Bernard, but what you said was we are going to be very tough! But we are also going to offer you alternatives and we are going to be very clear there are other ways forward for your lives, there are going to be apprenticeships, there are going to be things you can do, there are going to be plenty of diversions. Actually if you look across London there is a huge range of interventions going on.

As we have said before it is very difficult to create out of that huge range of activity, much of it led by the voluntary sector, a single one size fits all machine - probably impossible and probably actually not even desirable because you would stifle some of the energy and the enthusiasm of people who give up their lives to do this kind of thing. But we can promote it more and we can talk about it more. There is much more we can do to encourage it and to support those who do it.

Some of the things that the police do, you lead with Kickz and Hitz and those things are fantastic. You have got all sorts of work going through Team London, through mentoring schemes, through leadership clubs and sporting interventions. There are all sorts of things that we do.

The thing that I would like to see - and this is possibly something that we should be taking forward really through the London Crime Reduction Board (LCRB) as well as through MOPAC - is the multi-agency support hubs, the MASH, really focusing on the problem families not just in terms of threats to particular children from domestic violence or whatever it is but thinking about them as potential gang members and thinking about the way their lives can go wrong. So at a borough level across London there should be coordination between the police, between the social services, between all the bodies who have an interest in this, and a targeting of those families and those young men - it almost always is young men though of course there are exceptions.

What is so interesting about the data that you have produced is you have produced this fantastic fall in serious youth violence simply by incarcerating or taking out of action really quite a small number of people. That suggests to me that if the multi-agency

support hubs can focus on those families, that are not actually in the end that numerous, and on those gangs and on those likely victims, then we can make much more of a difference than we are at the moment.

That is my general response to what you say, Mark, and to your point, Bernard. I am the first to acknowledge that you have a very serious request of us as the political wing to do more on the prevention side and we certainly understand that.

**Mark Rowley (Assistant Commissioner):** We can put more thoughts on that and we can lay those out in more detail outside maybe. As a first year a 29% reduction in serious youth violence we are really pleased with that.

Of course there have been incidents in the papers in the last few weeks which show you have never won completely and there is always fresh issues to be tackled --

**Boris Johnson (Mayor of London) (Chair):** Of course.

**Mark Rowley (Assistant Commissioner):** We are going to have to raise our game around sexual violence and around prisons and of course with a load of these people being recycled out of prison this is going to be a relentless pursuit and not quite medieval but as close to that as we are allowed to be!

**Boris Johnson (Mayor of London) (Chair):** You know what I mean!

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** Actually, Mayor, you are absolutely right in the sense that what we have to do is galvanise the collaboration across the tiers of Government because this is an issue that blights London if we get it wrong. Certainly what the Mayor's office has done, and MOPAC has done, in the first instance is to put ourselves alongside boroughs to spend public money together with schemes that will work locally, because we do not have a pan-London exit service for gangs that sits there like the MPS or a pan-London prevention service. I am surprised at the number and volume of bids from places from Westminster, Lewisham and other places that have gang issues that know the local providers that are there and can work on the ground and then they get remunerated increasingly on delivering results rather than saying, "Here we are. We can do a job for you. Here's a public grant." That is certainly very important.

The other thing is of course this does link back to housing and rehousing issues and getting the right environment. We can only do that by working with local authorities. So we can play a role certainly across Government as well as, as the Mayor has pointed out, making sure the troubled families programme is not just an issue around employment or child protection but we are dealing with these issues around criminality and violence and making sure that that programme, as you say with the multi-agency

hubs, addresses those concerns. We certainly will take that forward in our work within MOPAC and do what we can to support your efforts.

**Bernard Hogan-Howe (MPS Commissioner):** Would you mind if I just made one point which is, Mark alluded to it and it is blindingly obvious, but Trident lives.

**Boris Johnson (Mayor of London) (Chair):** Absolutely.

**Bernard Hogan-Howe (MPS Commissioner):** There has been some speculation that we got rid of it --

**Boris Johnson (Mayor of London) (Chair):** Worth saying.

**Bernard Hogan-Howe (MPS Commissioner):** The best evidence you have got that it exists is that this work has been going on. I honestly do not know why it is -- the only thing we have changed in this last few months is to move the murder investigations from Trident - and you can see the numbers there, they are relatively small - over to the homicide command. That is what we have done. Over a year ago we created the Trident and Gang Command. We put 1,200 people together to fight the gangs. We still call it Trident and Gang Command. It exists. It is still doing great work. I honestly think it is at least inaccurate for those who said that it has gone to carry on with that rhetoric.

It came up around the anniversary of Stephen Lawrence's death as two of the things that were challenges to the MPS. One about stop search, and we have talked about that. Number two was about we lacked caring for the black community; we had got rid of Trident. Well we have not! It is still there. It is still doing great work for all of London. I honestly think if it is possible to put that to rest I would like to through this forum. If we are wrong and somebody could prove it to me then I will go away and --

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** My understanding was less of a shift than even that because, when I had the briefing in the past on this, homicide, when you are shot, was investigated by Trident - I might be right - and knife crime, so homicide as a result of a knife incident, was already being investigated by the homicide unit. So now you are basically saying all of homicide get investigated in one place but the command remains.

**Mark Rowley (Assistant Commissioner):** The distinction started when it made sense 10/15 years ago when there was a whole load of shootings around certain communities and it was labelled yardie. That is unhelpful but people remember the time.

**Boris Johnson (Mayor of London) (Chair):** That was a long time ago.

**Mark Rowley (Assistant Commissioner):** To some degree those terms of reference have stayed which then means you end up slightly bizarrely with Trident investigating a shooting of, say, a Russian dissident or something like that, meanwhile a gang related stabbing is investigated by the murder command. The distinction has made increasingly less sense. Given we have pressure on resources putting all murder investigations together makes absolute sense because what is working here of course is it is that proactive effort that is targeting offenders, getting on top of them and putting them in prison. So that Trident capacity is all going into that activity which I think makes complete sense.

**Bernard Hogan-Howe (MPS Commissioner):** Can I amplify the point Mark has made? The officers who are committed to homicide investigations in Trident, over a hundred, we did not take out. They are still there. So instead of investigating murders they are trying to stop them and the responsibilities for the murders they were investigating, the four last year, are shifted over to homicide. We have got 24 murder teams. So we are asking them to work a bit harder, but that is not unreasonable, and we are saying to the Trident command, "This extra 100 we're not going to take away from you. We do expect you to commit to around the gang work. By any standards it is unfair to say that it went.

**Boris Johnson (Mayor of London) (Chair):** That is very important. I hope that people have duly registered what you have said. I think we are on the last couple of things now.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** The last two slides. One just looking at rape offences. We are not looking to see a reduction in the level of recorded rapes. In fact we want to ensure that there is an environment where people step forward. We want to see a reduction but we want to see people coming forward --

**Boris Johnson (Mayor of London) (Chair):** A real reduction.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** A real reduction rather than a phantom reduction. Confidence in the system.

**Mark Rowley (Assistant Commissioner):** Our focus on performance for some time has been focussing on bringing more rape offenders to justice. We deliberately do not look at detection rates with the same vigour because some of our history shows some of the marginal offences officers can get into all sorts of odd habits about is this definitely a rape or isn't it and that generated some of the problems that have been exposed subsequently. Actually if someone comes to us and makes an allegation our most important consideration ought to be vigorously investigating and, if it is at all possible,

bringing people to justice. That is what we are about with rape and that, more than anything else, will encourage people to come forward.

With a change in performance approach and a more determined approach with offenders, whilst supporting victims, we have generated a 16% uplift in rape charges this year, which is an enormous swing round in performance. The team have done a fantastic job. Again, it is another example of a joined up effort between my teams and Simon's because a lot of the initial response and evidence capture reports come from local officers responding to calls and reports. They are holding the ground, getting the initial evidence and then it slowly gets passed over to the rape experts, the victims get taken through the Haven system if at all possible, which is the best way of meeting all their health and other needs as well as some support in the criminal justice process, and specialist investigators come in on the back of it and we try to make the swiftest possible arrests. Big progress here.

You will have seen from some of the briefings etc that the proportion of rape that is completely stranger is only 7%. That is indicative. Then there are another 20% which are what we call stranger two offences where there is some degree of familiarity that has grown up perhaps that evening or that day before an offence has taken place. Then the rest have various degrees of being non-stranger. The threat is generally about people in relationships abusing power and abusing position. We are seeing with sexual offences in the round a rise in reporting. Not so much in this last year in terms of rape figures, which has gone down slightly, but overall the impact of some of the celebrity investigations that we are doing and the Savile saga etc. People are seeing that even if you make allegations against powerful individuals the police will follow it up and will follow through --

**Boris Johnson (Mayor of London) (Chair):** Will take it through.

**Mark Rowley (Assistant Commissioner):** -- and that is coming through in some of the confidence. We are very keen to follow through on that. The Sapphire teams etc have done an excellent job this year, with support from Simon's people.

**Boris Johnson (Mayor of London) (Chair):** Good. That problem that seemed to crop up a while back of the business in Southwark - was it Southwark? - where there seemed to be some question about - I think we discussed it last time didn't we? That is all going away? We have sorted that?

**Simon Byrne (Assistant Commissioner):** There have been some individual cases of officers, frankly, behaving very badly and not doing their duty and those have largely been dealt with and surfaced. There are some issues remaining to come out in due course but those are all historic issues and, frankly, where we are today we have got a

determined command and we are bringing more and more offenders to justice and we will keep doing that.

**Boris Johnson (Mayor of London) (Chair):** Thank you.

**Stephen Greenhalgh (Deputy Mayor for Policing and Crime):** The last slide before we finish up is on business crime which is a key Mayoral priority. You cannot have a city that is not safe for business, enterprise and the economy. Do you want to just touch on where we are on business crime?

**Bernard Hogan-Howe (MPS Commissioner):** First of all the Deputy Commissioner, who sadly could not be here today because he has got another meeting, has made a great start in actually working with business to identify the different business groups because it is such a massive area. We have seen a reduction in six of the ten business crime hotspots over the last six months. One major retailer has seen crime fall by 20% over the last six months following some significant problems locally. The Capable Guardian Scheme in Oxford Street will see 20 extra special constables sponsored by local business as well as common uniform for local security staff. So we are making progress here. I think it is probably something we need to concentrate on more in the future.

One of the things that we found as a benefit of the Olympics was that 19 different elements were identified within the business community and in fact a hub was set up to keep in contact with them during the Olympics. We have taken that model. We are now trying to implement that so that across the e-sector we have got a point of contact and then we will have a way of working together.

The first point that we have started with that is the British Retail Consortium and they are essentially the big businesses that deal with the big businesses within London. It is obviously not all of them. We have four particular things we have prioritised this year. For example fraudulent deliveries from mail order firms. Then there are other things that we are working on, ANPR with the big business, to make sure that, for example, petrol stations and fuel stations that we are able to stop the fraudulent and stealing of fuel and equally we get some intelligence from the ANPR systems within their fuel stations. So we are making progress there. It is a massive task and I do not think business crime always flags up easily through the recorded crime data. We acknowledge that but we are determined to do more about it.

**Boris Johnson (Mayor of London) (Chair):** Terrific. Thank you. Jonathan, you wanted to say something on that?

**Jonathan Glanz (MOPAC Non-Executive Adviser):** I wanted to comment obviously, first of all, to welcome the work that is being done in this area. I was at the

meetings last week to which you are referring. Also really to look at the work that can be done by way of cooperation not just with the large retailers and the large stakeholders in the crime hotspots but also to ensure that the smaller businesses, for whom the impact of crime can sometimes be much more significant than that for the larger multi nationals, are also included in that process. Certainly they have given an indication that they are willing to play their role in that through business crime reduction partnerships, through the bids and through their organisations such as the Federation of Small Businesses. Just really to ensure that we can include them in that process because the effects on their businesses, as I say, can be so catastrophic.

**Bernard Hogan-Howe (MPS Commissioner):** I agree entirely. It is a little more difficult for us at the MPS level to engage with them because there are so many and they are not always the most well organised. I do not say that as a criticism; it is just that, physically, it is quite hard for them. They have got enough to do running the shop or wherever the small business happens to be so they are not as well organised, collectively. It is a little more difficult. That is where the boroughs and the neighbourhood teams have got an opportunity to influence that. They should be wherever they collect together or, alternatively, seeing them as part of the crime hotspots. Often it is where people congregate so that is where we should be concentrating our efforts. I think the new neighbourhood models are another opportunity and the boroughs also, to have their local business forums, as you say. We are not, certainly, ignoring them; it is just a little difficult at the MPS level, the London level, to say that we have got one method that will easily deal with all their issues. I think more often it is a local solution.

**Jonathan Glanz (MOPAC Non-Executive Adviser):** Thank you.

**Boris Johnson (Mayor of London) (Chair):** Good. Thank you very much, Commissioner, Mark and Simon. Thank you very much everybody. Any other questions from the MOPAC Challenge? I think the Challenge is concluded. Thanks a lot. Very, very good. Thank you.