

Date: Wednesday 28 September 2016  
Location: The Chamber, City Hall  
Hearing: POLICING MATTERS - PERFORMANCE

Start time: 10.00am  
Finish time: 11.30am

Sophie Linden, Deputy Mayor for Policing and Crime (Chair)  
Rebecca Lawrence, MPAC Chief Executive Officer  
Paul Dawson, MOPAC Research Manager

Guests:

Sir Bernard-Howe, Commissioner, Metropolitan Police Service  
Graham McNulty, Deputy Assistant Commissioner, Metropolitan Police Service

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Thank you very much for coming along this morning for the first public accountability forum called Policing Matters.

It is an opportunity for myself as Deputy Mayor for Policing and Crime to try to drill down and look at the crime challenges facing London and understand what you as Commissioner and Deputy Assistant Commissioner, your strategies for tackling those crimes and the trends that happening in London at the moment.

For the benefit of the public who may be watching perhaps we could introduce ourselves; I am Sophie Linden, Deputy Mayor.

**Rebecca Lawrence (Chief Executive Officer - MOPAC):** I am Rebecca Lawrence, Chief Executive of MOPAC.

**Paul Dawson (Research Manager - MOPAC):** I am Paul Dawson, the Research Manager of MOPAC.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Bernard Hogan-Howe, Commissioner of the Metropolitan Police Service.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** Graham McNulty, Deputy Assistant Commissioner, Territorial Policing.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Thank you very much. Paul Dawson is going to introduce and layout the contents of the slides, and we will be looking at all crime, all violence, gun and knife related crime, domestic abuse, hate crime, fraud and cyber crime.

Then we hope to have time, well we will have time at the end to look at crime rates by area, including daytime population and then vulnerable localities, and then to look at victims, and victims including satisfaction and the vulnerability of victims and what that might mean for the response around policing tactics, resources and resource allocation.

I hope that this will provide an opportunity to provide some scrutiny on top of that which the Police and Crime Committee does. So Paul, would you like to start?

**Paul Dawson (Research Manager - MOPAC):** Yes, thank you. So I direct you to slide three first, which is outlining that the Metropolitan Police Service have seen a smaller increase in crime compared to England and Wales.

This presents the most recently available data, comparing crime in London versus England and Wales, and this is the ONS data release year ending 2016.

This shows that total crime has increased by 4.4% in the Metropolitan Police Service compared to England and Wales increase of 8.7%, so more than double increase England and Wales.

Particular points on this graph will be again the improvements that we see in London in terms of burglary and robbery, but also increases in sexual offences, violence of injury and violence against the person.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay, and we are going to move on the particular, obviously as I have flagged up, some of the particular crimes that are seeing an increase.

It is good to see a reduction in burglary in robbery and I just wondered if you had any comments on what has driven that reduction?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** In terms of burglary, it is probably now at a 30 year low, so I think that we have seen that over the years it has come down; it is a very serious crime because it means invading someone's home or their business, but we have seen less of it. I think there are two reasons; one is that obviously we have arrested some burglars, but I think equally design has played a major part. So we have seen house security and alarms have really made a big difference so burglars do not tend to attack those places because they know on the whole they will get caught.

In terms of robbery, I think our work around gangs has been helpful, and we have seen a, well it is nearly a half of the amount of robbery since 2011, and obviously that is serious because people sometimes misunderstand that robbery is theft with violence or the threat of violence, a serious thing that usually happens in the street. So it is good to see that has come down, and I think by concentrating on the gangs that has had quite an impact where we know that probably the gangs have probably been accounted for around half of that crime type.

So we think that has made a big difference, and of course when people are convicted of either offence they go to prison for quite a long time on the whole, so they are taken out of society and hopefully when they return they are less likely to do it.

So I think they are two major things that have been helpful.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. Do you want to go on to the next slide? Thank you.

**Paul Dawson (Research Manager - MOPAC):** If I direct you now to slide four. So while the ONS data is useful, looking more closely with more recent data gives us a slightly different flavour. So in the 12 months to 31 August 2016 there were over 750,000 recording total notifyable offences across London, and that calculates at around a 3.8% increase on the preceding 12 months.

We can see increases in many types of offences against the person, so notably violence against a person had a 10% increase, domestic abuse a 6% increase and rape a 9.8% increase.

We also see increases in weapon related crimes, with gun discharges especially showing an increase around 43% over the last 12 months. We also note an increase in hate crimes.

Similar to the previous slide we see again, reductions in robbery and burglary, and it is right, so these are part of long term reductions over many, many, many years, so burglary offences are across London now at some of the lowest levels since the 1970s.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Do you have any initial observations on the increase in crime?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think there are two things; we see it appears to be a national trend at the moment. I think partly it is driven by a better recording of violence offences, but I do not think we can entirely count for it by that.

So we have seen other crime types of increase, certainly theft of motor vehicles, particularly mopeds and two wheeled vehicles, and we have by design seen an awful lot of vehicle crime reduce over the years, so it is hard to steal cars and hard to steal mopeds and motorcycles. The particular problem we have had in London is that not only have they been stolen to use, they have been stolen to be used in other crime, and we have seen challenges in terms of changes and pursuits of these vehicles.

A change seems to be is that the mopeds that probably we all grew up with were fairly low powered things and were fairly slow, but mopeds now are quite powerful vehicles, and in London traffic they are quite flexible compared to big motorbike, which is probably more powerful but less flexible.

So that has driven it appears some of the crime in this area, and of course we have seen a big increase as well in the reporting of domestic violence.

So I think if we went through each type, the violence, I think ONS accept is driven mainly be better police recording, however, there are some different crime types in there too.

So we have seen there is now an offence of malicious communication, which are recorded as violence without injury. We have also seen some more violence recorded which is disclosing private sexual photographs, and also engaging and controlling coercive behaviour in domestic violence.

I have to say those three new crime types even though they account for some of the rise only account for about 3% of it. So I do not think people can say by any means it is the major factor, but it certainly one, but I think ONS accept that on the whole it is better police recording which we see right around the country, but I think domestic violence still needs to be considered differently from that group.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** We are going to move on to the particular crimes types, but I just think it is worth noting now that the increase in gun crime is incredibly worrying and concerning and I know you share that concern, but we will move on to drilling down a little bit more around that and around domestic abuse and hate crime.

In terms of recording I know there has been obviously the change in recording, but that must be petering out, so it is understanding how much is really about still the change in recording and

how much is really about actually there been an increase in incidents and therefore there is a change needed for policing tactics.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, I do not disagree with you. I think the ONS conclude that it is mainly recording, so I think we have to accept that as part of the evidence. I think when we, we do not have the information here, but when we make comparisons with health data they do not record a big, well they do not even record any change in the amount of violence that they see in the health system.

So I think there are two pieces of evidence there; it is more likely to be recording, but as we have said, there are some crime types within it which are still seeing some worrying trends, and they are the ones that for me are the most worrying, whether it be domestic violence, knife crime or obviously the use of a gun, and the latter two, the knife crime and the gun crime are relatively small in number, but any one of those incidents are always serious as is the domestic violence.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** I know it is shown as a red and an increase, but actually there are some crime types there that are really important for us that we would want to see greater recording where we know actually there is a lot of hidden crime and maybe people do not have confidence to come to tell the police and tell about it in the past, but particularly domestic abuse, rape, sexual offences, hate crime actually we would want to see more people coming forward to tell us about those types of offences.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** We will move on to that and drill down to that, but just as a general point I think absolutely, with those crimes you want to see an increase in reporting, but you have also got to have an understanding whether actually the increases that are being recorded are really about confidence and extra report, or an increase in incidents such as possibly a hate crime, or a combination of the two because we cannot just rely on it being about increase in confidence.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I am sure you are right, and I think it is rather difficult to be precise about it, but I think there are two or three things. I think in ONS we have got an objective auditor, and I think in health data we have got another piece of information. The other thing I think we need to monitor is obviously repeat victimisation, because these are people who are coming forward and if that rate was increasing or decreasing it gives you an indication whether it is more or less of that particular crime type.

It is not easy to be precise about that I agree, and certainly we would never be complacent, but we cannot just say, "Yes there is better recording therefore there is no more crime", I would not say that.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I think it is not just about being precise, and we need to actually drill down and understand and actually analyse how much you can actually look about whether it is increase in confidence or increasing incidents, because that would change the way that you --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** That is my point really --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** -- you need to understand the trends.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** -- is that it is difficult to conclude it --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** But it is difficult.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** -- conclusively which it is. I think we have got some indicators, but we cannot be absolutely sure about it.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay, all right.

**Rebecca Lawrence (Chief Executive Officer - MOPAC):** It is definitely an area where we could do further work and look at that towards the Police and Crime Plan.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is also to understand that if there is an increase, and I am sure there has been an increase in confidence, if that is the case what is it that has triggered that and how do you build on that to actually get more reports and more confidence through.

So there is both sides of it is about how to actually tackle the crimes, but also how do you actually increase the confidence.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Well I think one big driver which we would claim, and I think there is fair evidence of this is that police have, the culture of the police has changed and improved over the years, so we are now more sensitive to reports of domestic violence, and if that is true, and you look at the satisfaction rates, they are pretty good for domestic violence victims, I hope that what happens is that as the message spreads that the police are prepared to listen and do something about those reports then more victims feel able to come forward, so the quality of our response should drive people's expectations.

The other one, which we are not entirely in control of, obviously is then a Crown Prosecution Service (CPS) regime and how the courts deal with it. Now it is impossible for us to be in control of that because somebody could have a good experience with the police, not feel supported by the charging decision, which may be an accurate one, but they may not feel supported, and then how does the victim feel when they pass through a court.

So we know that whole experience will determine whether one victim feels good or bad about how we dealt with it, but also how they will transmit to their family, their friends, how they think they will be responded to should they make a similar complaint, so I think that has been helpful.

Then finally, I think yes, the way that we are now rolling out body worn video, we know that where we have, and I think Graham has got some experience in Hampshire, where body worn video has been deployed to capture evidence, it is has improved the quality of what I have just described that criminal justice process.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

Yes, no, definitely seen and experienced in Hampshire of having body worn video, arriving at the scenes of a domestic dispute and capturing immediately what takes place, and that has gone through the criminal justice network to see more early guilty pleas, so definite benefits.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, I think it will have that effect.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Probably for the benefit of the public who might be watching this, is that we are rolling that body worn video out now, so I think we have got ten boroughs will be completed by March of next year?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

Eleven boroughs will be completed by June, yes.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay, good.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Then the rest will be completed by next October?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

Yes, next year, towards the end of next year.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay, thank you. Paul, do you want to?

**Paul Dawson (Research Manager - MOPAC):** Okay. I now direct you to slide five, which is recorded violence continues to increase at a lower rate compared to England and Wales.

So violence against the person and violence with injury, which is a sub-set of violence against a person, has increased over the last year by 10% and 5% respectively, and almost a third of all violence against the person is classified as violence with injury, so ABH or GBH.

Now as has been mentioned earlier the ONS do recognise that improvements in crime recording processes and practices has been one of the main drivers behind this increase, and you can see this on the chart.

So in the last financial year, violence against a person offending has increased by 43% compared to May 2014. That date is important because that is when the interim report from HMRC was released under crime data integrity. So violence with injury over the same time period has increased by 22% in the Metropolitan Police Service.

If you compare that to increases across England and Wales, we see 52% increase of violence against a person and 31% increases in violence with injury.

It is also notable that around a third of violence against a person recorded in the last year following the classification of harassment, and these are some of the new offences that were mentioned earlier, but these offences have increased by 16% in the last year.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay, thank you very much. We have had some of the discussion around recording already. Was it two years ago that the recording practices changed? So we should be seeing it plateau, so when would you expect that actually the increases will no longer be attributable to the recording practices but actually will be about the number of incidents?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** It is hard to predict precisely. I mean we are starting to see some levelling off, although if you look at the figures for the rest of England and Wales they still seem to be accelerating at quite a pace really, so I think it is hard to predict.

So we are certainly seeing some evidence of easing off, if you look, and I am struggling with this colour system, but violence with injury looks like it is starting to level a little in the rest of England and Wales; violence without injury is still accelerating at pace, which I suspect is more about the new offences than it is about the injury.

So I would have thought we are getting to that stage where we ought to be able to stabilise soon, and it is you know, you could argue it should have happened by now, I think it is a fair challenge, but I think we are trying to educate our officers and challenge them ourselves about our crime recording practices

Yes, we have a crime recording registrar who challenges the boroughs and the command team and the Territorial Policing (TP); I meet them twice a year and we go through those stats. We also have an incident recording registrar, so sometimes they could be misrecording and incident not a crime and we have to get that balance right, and there is some evidence in here that we seen less anti-social behaviour recorded, while at the same time we have seen more violence, and when audits have been carried out they have now been properly recorded, what was first down as anti-social behaviour was in fact something that should be recorded as violence, but of course until the officer gets there we are not quite sure what happened.

So I think it is the whole process from the call handler to the officer attending the scene to our crime recording practices that has taken a while to change, but this evidence is that we are not the only ones who face that challenge I think, but I think it is the right direction, but as you said we would want to balance it out on a crime recording quickly.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, you say soon, I mean it is two years already since the changes in crime recording, it is still being attributable, the increase is being attributed to some extent to the recording, so it would be really good to get an understanding of when we can actually put the aside and actually start dealing with the rise, the overall rise. I mean we know there has been an up rise in knife and gun crime and we will be



coming on to that, I have not forgotten that, but it would be good to get a timing around that when you think actually that will have gone through the system.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Okay. I am afraid we cannot be precise today.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** You cannot do that now, okay.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** I mean we will be subject to more HMRC inspection on crime recording, unannounced visits happening throughout the whole of the year, and you may have seen some of those recent visits to other forces have been published, so it is ongoing.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. Have you got any assessment of the, you have talked about some of the new, and you said it is a 3% rise within harassment and sexual imagery, do you have an assessment to how much that has actually you know, what those types of crimes are and whether that is an increase, or again that is about reporting?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Which ones?

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Harassment and sexual photos, you also --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, I think the harassment column is we think, well not think, we know is around, is 7,091 offences in the last 12 months, and this is a new offence --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** New offence.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** -- and that is 3% current recorded increase, so that is 3%, in our case 30%; it is not a big proportion but it is a significant number.

Then we have seen the disclosing of private sexual photographs with the intent to cause distress, which is think is more popularly known as revenge porn. Since April of 2015 we have seen 249 recorded offences in the past 12, so around 1 a day the city the size of London not massive numbers there, but that is 0.1% of the increase.

Then we have engaging in controlling and coercive behaviour in an intimate or family relationship, which commenced in December 2015 as a crime; we have had 85 offences in the rolling year to 12 months and I think that is 0.04%. Now there is no way that that is I think representative of that crime type.

What we are doing and one of things that we have done this year is to increase the amount of training for our officers in dealing with domestic violence, so I think Graham could probably give us a few details in a second about what that has consisted of. Partly some of it was about this

new crime type of offence, but then there is another batch of training to kick in over the next few months.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

Definitely the biggest batch is the malicious communications, so people sending be that a letter or an email to cause alarm, harassment or distress, that is where that big bulk is around them. Certainly --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** We are going to come on to domestic violence so maybe we will go into that, but it would be really helpful if we could perhaps wait for the slide.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** Of course.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Do you want to carry on Paul?

**Paul Dawson (Research Manager - MOPAC):** Yes. So if I direct you now to slide six, which illustrates that weapon related crime has increased. So this slide looks at both knife crime with injury and gun crime, so the top looks at knife crime.

So the number of knife crime with injury victims in the 12 months to August 2016 has been the highest recorded since October 2011, so nearly 4,000 victims. We also see that around 45% of these victims were aged under 25, and that proportion has remained fairly stable over time since around September 2014.

We also note that victims aged below 25 years of age experience half of all robberies where knives have caused injury, and nearly half of all GBH offences involving knives.

The bottom chart shows recorded gun crime and the increase by around a third in August compared to levels recorded in June.

So there have been 46 lethal barrelled gun discharges recorded in both July and August 2016, with the number of discharges in 12 months to the end of August totalling at 302 offences, and that is 91 more offences in the same period to August 2015.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I am sure you are just as concerned as I am; well I know you are, in terms of knife crime as well as gun crime. Perhaps if we take knife crime first and go on to gun crime.

What do you attribute the increase in knife crime for, because it is very worrying that knife crime with injury, is it at a five year high now?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** There is some contradictory evidence, but I think it is clear that more people are getting stabbed I think is the major issue.

So if you looked at all knife offences, which includes where it is sometimes not a knife involved because somebody thinks it was but they were threatened with something but there was no wounding, the overall number of those type of offences come down quite a lot. So back in September 2011 it is 12,800, but today it is around 10,238.

If you look at the number of times where a knife that somebody was actually stabbed or wounded, then the numbers are from 2011 it was 3,700, it got down as low as 3,300 in the succeeding year, but here today it is just over 4,000, so that is a worrying increase.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Then those people who were stabbed who are under 25, which is one of the measures we use for a surrogate(?) for a knife in a gang crime, not entirely, and obviously it is worrying whoever is stabbed, but I think if a child or a young person is stabbed it is probably an aggravating feature for anyone, now back in September that was 616, sorry 16,068, and today it is 17,051. So not a large numerical increase, but a worrying increase the fact it is not going down.

I think there are two things where we are worried about; one is the fact that we have got gang involvement in it, but it is not entirely down to gangs, and then number two is that obviously we have got too many people casually carrying knives. Most of these events happen in public, they do not appear to be that prearranged, and casual arguments, or random arguments turn into very serious issues. It is most likely linked to organised crime, but not entirely.

Then if, I do not know if you want to go on to the gun crime because we can treat them separately and we are not sure that they are entirely linked.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I think we will look at the gun crime separately. In terms of the gang involvement and the carrying of knives, what do you put that down to in terms of why do more people appear to be carrying knives and more people appear to be willing to use them to sustain injuries?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think we ought not to over exaggerate it because we have only got, say only, over 152 a year and that is two or three per week in a city of this size.

However, I do not think we can be precise about the cause, but I think one is that once you get the one person stabbed it can be another person arms themselves believing that that will make them more safe, when in fact all the evidence is they are more likely to be attacked because often the knife is taken from them and used upon them.

So I think for us there is a cultural issue, which is partly what can we do to educate and what others may do. Secondly, we are not sure yet that the law change, which has said that where a person 18 years old is convicted on a second occasion for carrying a knife then they will go to prison for no less than 3 months.

Now we have not seen, I do not think the data is yet available about how often that what is the requirement, not an absolutely requirement, for the courts to impose that sentence, is it being

imposed or not, we are not sure. Number two, we are certainly not seeing any impact from that law change in these numbers in deterring people from carrying knives. So that will be interesting to see how that plays out.

I do believe that people, if you talk to young people, as we probably all do, I do not think there is a clear understanding that they will go to prison for 3 months after the age of 18 on second conviction. I think for whatever reason that has not landed, so I think the more we can do to explain that to people.

We did see a big reduction in knife crime for a while when we were doing quite a lot of stop search, but we have reduced that over time and I think that is a good thing because we showed that we could reduce stop search and it became less violent. We have over the last years start to increase some of our stop search in areas where we could show that people were getting stabbed more often, and it can be both a deterrence and a prevention.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. In terms of the stop and search around knife crime, in terms of training the officers, because I think most people accept that it is a useful tactic, it is a question of it being properly intelligence led and how it is undertaken, what steps are you putting in to ensure that in reacting to the increasing knife crime that community tensions and community relations and confidence among certain communities is not affected because of policing tactics?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think what we can show is uniquely in the Metropolitan Police Service is that we have radically reduced our stop search. So from 2009 to 2011 when we were stop searching or accounting, because I think we are the only force in the country who will measure stop and account as well as a stop search, which was a post Lawrence requirement, now we kept it going although the rest of the country did not, we were stop searching or accounting 1.3 to 1.4 million people a year, and then now as we sit here that has come down by two thirds.

In terms of section 60 stop searches, which are a senior officer led short term random stop search, we reduced those by 95%. So the amounts of stop search have come down radically.

Of those stop searches we carried out then we increased the training for the people who were doing it to make sure that they targeted and used the law in an appropriate and did it with respect, so I think we can show we have done an awful lot.

Then where we have said that we will now do more stop search, it has only been in the boroughs and in the localities where we know there have been violent problems where a knife has been involved.

So the borough commanders have gone through a process with local communities to explain we have seen this rise, and obviously the communities quite often know it, and then what we are doing and why. I do not know if Graham, if you want to add anything to that?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** Yes, just to say we are having engagement around the fact that it is a tactic that can be useful.

We are targeting individuals who are carrying weapons, particularly those who are habitual carriers of knives, but we have intelligence to deal with them.

We are very much following the best use of stop and search, and actually I think there are some opportunities, certainly from where I have just come from actually, around the roll out of body worn video will give us good examples of good stop and search and dealing with the public, and that gives us a great opportunity for learning for other colleagues throughout the force about the really good way to deal with these interactions on the street.

Absolutely borough commanders are engaged with their IAGs, their independent advisory groups, the Safer Neighbourhood Board panels to explain why we are using this tactic.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Has that actually produced results, in terms of knives found or weapons found has it actually found more weapons?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Certainly we can show that there has been some increase in the number of knives. We have not got that number here today but we can certainly obtain that for you.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** I think if you look at Operation Teal, which is our overarching response to how do we deal with knife crime in London, I think that operation has retrieved 4,700 knives since it has been going.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Which is good, but shows you how many there are out there. It is the worry.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, okay. Just to pick up on what you talked about, gangs involvement in terms of what alignment there is between gangs and knife crime, could you just tell us a little bit more about that because it is not only about gangs is it?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** No. I think the reason we mentioned gangs is that they are disproportionately represented in the overall numbers. I mean the gangs that we concentrate on we have got a gang membership of around 3,700 people. So in a city of 8.6 million people it is a very small number, but in terms of knife crime they do account for quite a high proportion and I believe it is something of the order of about a quarter, so that means three quarters is not, but of course it is a small cohort who we can have a big impact on.

In fact we have had a big impact on that group, I mean of that 3,600, or 3,700 members which includes 200 active gangs, we know that two thirds of them live in the community that they are damaging. Of those 1,100, nearly 1,200 are currently in custody and maybe 700 are subject to judicial orders, so they're in the community but they have got a curfew or something else that limits their behaviour.

So we have to be careful not to say it is entirely down to gangs, but they are a disproportionate influence on this violence. We cannot say we have got perfect intelligence about who is in or

not in a gang, and as we know people are wandering in and out that this is not a very organised group of people and it is not that they register, so we cannot be absolutely precise about that, but they are interesting group to deal with, and of course when you have got gangs competing for things either just by status or things like drugs supply then obviously these are aggravating factors that we have got to take into account.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. As you know the Mayor and myself as a priority on knife crime we are holding a summit in October and we do need to really understand how the new sentencing regime should be affecting knife crime, and it is something that certainly we need to drill down on to make sure that the appropriate sentences are being given when there are the appropriate people in front of the courts. We will be picking this up again for the knife crime summit in October, and also within the Police and Crime Plan because it is so worrying and it is affecting our communities.

Just to move on to gun crime because the figures are quite, well they are quite shocking in terms of the percentage increase. What do you attribute the increase in gun crime to?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** We think the most likely cause is a higher level of supplier for firearms, and partly the evidence I am going to offer is that we have actually seized more firearms than ever before.

So in the previous year we now see 714 guns, now that is obviously around two a day, and even in a city this size that is a worrying number, and this is an increase on previous years by a significant number; I am not sure we have got those numbers here today. Certainly 714 is a worrying level of guns and some of them are, well any gun is dangerous, but some of them are semi-automatic weapons too.

The other piece of evidence I would offer that in fact the supply is changing is that if you look around the big cities of the country then we are seeing a similar profile, so be it Manchester, Birmingham, Leeds, Liverpool, then we are seeing big rises as well.

Then finally, ourselves, I have already mentioned that we have taken out this number of firearms, we have also seen over the last three months some significant large numbers of weapons taken at one time. So we took out a supply within the last 8 to 12 weeks, it was actually the arrests were made in Kent but they were travelling from France, I think on that occasion there were 12 or 13 weapons together with silencers.

Then there was another supply which was coming through from France which the National Crime Agency (NCA) took out, and again 12 or 13 weapons.

So I think collectively that is the concern is that the supply is changing, and what we are doing is targeting with the National Crime Agency the supply routes. So it is either from abroad, it is stealing legally owned weapons in this country, sometimes you have got to look at military supplies and also you have got to look at licensed dealers, and generally licensed dealerships are very good, 99% of them I am sure will be very good, you only need 1% of them to not be operating lawfully and then we have a problem.

So all those routes are being looked up and tightened up, and the main supply into the UK has come from Eastern Europe and then through Europe, but we also have the supply routes coming in from America and we do keep a monitoring exercise within the borders agencies and customs around stuff that comes through the parcel post too. So those are our major sources of supply and how we try to control them.

Then obviously we are doing more stop searching around those people who we believe carry guns. So if they are going to wander around London with a gun we need to put it in their mind that they will be caught. So we are targeting those people to make sure that they are aware that we have got intelligence about them, they can take a risk if they want, but we want to intervene in their criminality.

So those are the major things we are doing, but I think the nearest we have got to understanding this increase is particularly around gun supply.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I understand what you are saying about gun supply, but is it also about willingness to use them, because there is Operation Viper that has just been undertaken in five focus boroughs, is there is a difference in the willingness to use the guns, is it about gang tensions, or is it about drug supply or drug offences?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I mean you are right, the five boroughs that we are concentrating on at the moment, and it had to had to change, one dropped out, one came in, is Hackney, Lambeth, Southwark, Newham and Waltham Forest, so we targeted those where we have had the most problems, which is the armed interventions.

You are quite right, it has got to be the availability of guns and/or the willingness to use them, but I think our feeling is the willingness to use them has not changed, we cannot prove that, but what we can show is that the supply has increased.

It would be odd that in our major cities suddenly everybody started to want to use them because of course if they want to use them but they have not got a gun that is an empty motive, but if they have got a gun then suddenly it becomes possible to use them.

So I think for the reasons we have said we are concerned that it is the supply routes that have changed, and we have seen some of these supply routes come through Albania, some through Lithuania and these are linked to organised crime groups within London and around the rest of the country that are actively being targeted by the NCA and by obviously the local force, which in this case includes us.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** So obviously it is incredibly worrying, but what is particularly worrying is that it is knife crime and gun crime that are going up at the same time and whether it is a change in criminality as well and a change of the types of organised crime that is operating in London, and whether you have a sense of that and what can happen in terms of your policing tactics; not just about the supply, but actually about their ability and willingness to perpetrate violence on the streets of London.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Well I can reassure you, and it is difficult to talk about in this forum, but we target the most intrusive of our surveillance tactics against the groups of people we think have got guns.

Now that is quite difficult at times because of course some of these are very young people, but of course a gun in the hand of a 16 year old remains a very dangerous thing, any gun is dangerous, but putting it in the hand of a very young person can get even more dangerous.

So we are targeting our most intrusive legal opportunities against these groups, which by age generally an organisation we probably would have in the past, but we are having to because this is, for the reasons we are talking about, it is a very dangerous thing.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. All right, we will be keeping, I am sure as you will be, we need to keep an eye on this to make sure that this worrying increase does not become an entrenched trend.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I mean just to reassure you as well, in terms of as you have mentioned already we have got Viper, we have had 170 armed response vehicle deployments, 153 arrests, 50 knives recovered in those arrests and 5 stun guns, 15 firearms including 2 imitations.

So we are constantly taking guns off the street, and it is clear from this the fact of how many people getting shot that there are too many still there.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is also a question for me about offences and arrests and how they lead to convictions and then the sentences. You talked about offences and the number of offences rising, the number of arrests rising, but what we also want to see is the number of convictions rising and the sentences being appropriate for the level of violence or harm that has been perpetrated on the streets.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think to be fair on two things; I think the levels of convictions when somebody is found with a gun then it is fairly straightforward because you cannot legally own it.

There are challenges at times, if a gun is found in premises where the person said, "Well I didn't know it was there", you have to prove it, and if it is found in a vehicle you cannot assume that the person knew it was there, we have to prove that that knowledge was there.

So that can be a challenge at times, but generally we are pretty effective at doing that because it is quite an obligation on the person to explain how that gun got there.

I do not have the information with me, but although when the, it is probably worth reiterating in this public forum, but anybody found with a gun 18 years and over will go to prison for a minimum of five years, when that law change came in, which was probably about 8 or 9 years ago now, the judicial disposals probably ran to about 3 years on what is supposed to be a minimum of 5 years. Today that is well over five years, so generally it is very exceptional when somebody would not get a five year sentence.



There are odd times when there might be somebody with a mental health issue has been bullied by somebody to keep a gun and then that is taken into account, and women and girls have been abused in this way in the past; they have been expected to get no sentence so people have kept the gun with the woman or the girl, but the message has gone out if you have got a gun you will go to prison for five years.

So that does seem to be working, we have no complaint that the judiciary are not imposing that particular sentence, and I think people need to hear in London if you have got a gun, five years inside.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. We will come back to that and keep an eye on that. Slides, do you want to carry on for domestic abuse?

**Paul Dawson (Research Manager - MOPAC):** So I direct you now to slide seven, which outlines that the recorded domestic abuse continues to rise.

So domestic abuse offences in the last year represented approximately one in ten of all recorded offences. Domestic Abuse has increased by 6% in the last year, and by 48% compared with 12 months to August 2013, and as have been the case over the long term domestic flagged violence with injury accounts for a third of all violence with injury.

Now as expected, domestic abuse affects far more women than men with three in four victims recorded as female in the last year, and equally repeated victimisation is a key issue here. So 1 in 4 victims per month had experienced at least one other domestic abuse offence in the 12 months previously.

This would mean that in any given month there would be an average of 3,000 victims of domestic abuse that are repeat victims.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Thank you. We have talked about reporting and confidence and how we do need to drill down to make sure that we understand if there is increased confidence and whether we understand the increase in incidents well enough.

In terms of repeat victimisation, what is it that the police are doing in order to understand where there is repeat victimisation and what are you doing to ensure that also around perpetrators how they are being dealt with?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** So I will just mention about the total(?) resource, then perhaps Graham will talk through Operation Dauntless which is to that point of repeat victimisation.

I mean since 2013 when we had 550 specialist officers in domestic violence we have now increased that to 927, so not quite double but a very significantly increased number of officers because we found we are getting more reporting and of course we had to make sure that we dealt with it properly and the officers were getting overwhelmed by the reports.

So we have now got broadly 1,000 officers dedicated just to the crime type. Then what we have looked at both training for officers and then your point of how do we deal with repeat victimisation to stop it happening again as an aggravating factor.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

Yes, and we look at two real cohorts, there are two real groups that are very important to us; repeat victims, so individuals who have had a previous offence in the previous year, and obviously under the Victims Code of Practice these are individuals who are vulnerable and obviously have been subject to another offence. So the Community Safety Units will give real attention to those individuals and support to those individuals.

We are really clear for our officers and staff in those units, who work incredibly hard and have a high caseload, that when an offence comes in and you deal with that offence you do not just look at the offence in front of you; has that individual, that perpetrator been involved in other offences in the past, are there other victims or are other occasions? Certainly our focus is to go back and look and to try and identify those victims and to give them the support, because one of the things we appreciate with a victim actually often it is in their time when it feels right for them to come forward when they have the confidence and when they want to pursue a criminal justice outcome.

So our focus is really to give them support, give them assurance and try and support them through the Criminal Justice System, and you will know that in some of the Community Safety Units we have one-stop shops, we have our Independent Domestic Violence Advisors and individuals who can give that support that not only deals with the criminal justice elements that maybe the police lead on, but other genuine and practical support for those individuals.

It is clear to say that it is a priority for us that individuals have a right to feel safe in their own home, and where that does not happen that is a significant issue that we take very seriously.

So the victims are a real focus point, but actually those offenders, you will probably be aware of Operation Dauntless where we are really trying to target those individuals who are committing the most offences, these perpetrators who will not stop until we, through the Criminal Justice System, make an intervention to arrest them to try and deal with their offending behaviour.

We are very quick to identify those individuals, arrest those individuals, seek to keep those individuals in custody and where we have evidence charge them. Then actually work with the CPS, and we have joint performance meetings with the CPS because there is absolutely no point in us charging obviously those individuals if actually the case at court collapses because the victim will have no faith in us in the future.

So we work very closely to follow every stage of the process to hopefully improve the conviction rate and give those individuals confidence in the police.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Has the conviction rate improved?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

The conviction rate at the moment I do not have in front of me. What I would say is it is

variable across London. So actually we see some boroughs that have what you might call a high detection rate, but actually the conviction rate is poor, and conversely a low detection rate but a high conviction rate.

So it is not simple, the domestic abuse figures, actually understanding every stage of the process is really important for us, but we are definitely working on plans with the Crown Prosecution Service to improve that conviction rate, because I think it is fair to say previously for us the key element upon which we were tested about whether we are successful or not was the detection rate about these crimes, and obviously there is a chunk of the Criminal Justice System that comes after that that is just as important. So our working with the Crown Prosecution Service is really focusing on the whole process rather than one element of the process.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** We are going to come back to domestic abuse at another time for the same format to look at this and we will have the other criminal justice agencies and partners in the room for that.

Just in terms of the policing response and in terms of keeping the victims safe and dealing with the perpetrators, you have talked about the one in four are repeat victims, how many of those repeat victims are from the same perpetrator, and how else can you actually police and ensure that there is enforcement against the perpetrator to keep the victim safe?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** I actually think there is some learning here from the gangs that we have just talked about. So if you look at the gangs, we have identified a cohort of the most dangerous individuals. We use a lot of judicial controls and restrictions about how we manage them, and there is a lot of activity that takes place that is focused on those individuals who are on the gang matrix.

Actually I think we, the Metropolitan Police Service, can learn a bit from that to focus on those most dangerous individuals who are prolific in these offences.

So we are looking to develop Dauntless; what can we do further around Dauntless around individuals who perhaps have dealt with multiple victims in multiple locations, the top tier.

Certainly within the crime fighters regime that we have within our performance regime within the Metropolitan Police Service, we actively put out to the borough commanders and the area commanders that these are the highest offenders, these have been involved in the most crimes, outline to assure activity, what are you doing about that and what success have you had.

We come back and look at those lists as well, but we also put some focus on what we talked about at the start, the victims as well, and what can we do to support them.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** What about cross borough boundaries, the perpetrators and repeat perpetrators because there have been instances in the past where information has not been shared in the way it should be shared around domestic abuse and really serious domestic violence across boundaries, and how is that going to improve?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** We are looking at cross boundaries, and when I said to you there about how can we develop Dauntless in the future, one of the issues we had looked at there is about the number of individuals who have offended in a number of boroughs.

So the cohort looks at, I think it is three boroughs over three years, and there is quite a large cohort of people there that we are starting to look at now to say how do we deal with our offending.

The approach that I said to you slightly earlier of looking not at the case that is in front of you that morning, not the individual who is sitting in the cell and that one individual case, but actually pulling together those cases that may come in the past, and we as a leadership team have got to make sure that our investigators have got the space to do that so that actually we can deal with all the offending history of those individuals.

I think there are lessons for us more recently about individuals having confidence when perhaps they know it is not just them. I think a lot of victims, the barriers to coming forward sometimes are, "Will I be believed? Will I be listened to?" and actually, where there are other victims where we can compile a case that supports those individuals that may well give them the confidence to take that very brave step to come into the criminal justice arena. So that really is a focus for us moving forward.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think the other thing which is a problem for us is that of course we arrest somebody in one borough and then they go and live somewhere else, their next victim, well they probably will not know about their previous history and we will struggle to identify the next person they have targeted, and the first report will be when we get an attack.

So there is not a general warning system out to all the boroughs of London saying, "This person arrives".

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I was not really thinking about the warning system. There have been instances in the past where information has not been shared in terms of offending, so it is not that type of warning system that I was thinking about, it is actually what you were talking about Mr McNulty around making sure that an offender's history is properly known and is properly shared across borough boundaries and across all partners, not just the police.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, well I think we just have to be realistic that when these people who are living in other areas the police are not able to surveil them throughout their time living there.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Not always, but there have been occasions in the past where there has been offending history and it has not been properly shared and what I am trying to --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, just that when you have done that then what are we going to do?

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Well it is in terms of where there has been an offence whether it is taken seriously enough because you know it is a repeat perpetrator and you know that --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, in terms of the investigation and the charging process I agree, but what we struggle to, as others do, Social Services et cetera, is to monitor that person in society while (overspeaking)

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is to have a proper understanding of what their actual offending history has been --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, but in terms of the charging I entirely agree.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** -- in terms of the risk to the victim is it not, and that is the important element that I am trying to focus on, and in terms of starting that, I think when we come back at the next session it would be good to have an understanding about what are going to be the outcomes of that and how quickly that can be put in place because it is an issue at the moment, and it is going to be a big issue for the Police and Crime Plan in terms of tackling violence against women and girls and domestic abuse and how every bit of the partnership, criminal justice agencies, so as well as local authorities who have a large to play in this as well really step up on this.

Do you want to carry on?

**Paul Dawson (Research Manager - MOPAC):** Yes, thank you. So I will draw your attention now to slide eight, which outlines that recorded race hate crime offences have increased recently.

So in the last 12 months race hate crimes increased by 16%, but especially in the months of June and July this year. Sitting and beneath this producing increases across most hate offences such as faith, Islamophobic, sexual orientation, transgender and disability all had increases.

We did see a very small decrease in anti-Semitic, that works out about a 2.7% decrease, but that is a drop of 13 offences in the last year.

Now analysis indicates that in the 38 days subsequent to the referendum there have been over 2,300 recorded race hate offences; this compares to 1,400 in the 38 days preceding the referendum, so it really does illustrate the peak subsequent to the referendum.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Thank you very much. What is your view of the current picture around hate crime and especially post-Brexit and the referendum?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think we have only got the figures here for August and we have not got the ones agreed yet for September. So I think we have seen this downward trend, but as you can see there was quite a

trend rising anyway. The absolutely numbers are low, but I think we think it is massively under-reported, whether it be from harassment or injury. Sad that people do not tell us certainly about the harassment, the abuse that we know will go on out there.

So unfortunately we saw this horrible spike after Brexit and we have seen a reduction. We also saw a corresponding increase in the number of arrests that we made, and then we have seen it start to reduce again.

Mainly we could not be absolutely precise to say it was down to Brexit, although there is obviously a spike after it. Some of them were attributed to it because of what people have said at the time, yes, we could attribute that, and some people it seemed to be that the East Europeans particularly were targeted within the race hate crime. So there certainly was a spike related to it.

We have fortunately seen it start to come back down, but I am not sure we can say yet it is back to the previous levels.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. I mean it is early days in understanding how the response to Brexit and hate crime. Have you had any opportunity to evaluate how the victims who have come forward how they have been treated and whether they are satisfied with the response of the police?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** It is probably too early to know post-Brexit whether or not people are more satisfied. In general I think people are satisfied, and I think we have got some satisfaction figures later.

I mean one thing we have done generally against since 2013 is to increase the number of officers who are in our Community Safety Units, and we are now going to have officers who are dedicated to race hate crime within those units. So they've always dealt with across that unit, but we want to have dedicated people, and I think this is something that we have talked about when there is a --

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** Hate crime week.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** -- hate crime week, which is being launched in, is that --

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** 7 October.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** 7 October too --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** And that is the hate crime week, yes?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** Yes.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** So 7 October.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** So we've always provided a good service, but I think by having so many dedicated in each of the boroughs to hate crime in particular then we hope we will provide a more specialist service.

As you can see there is quite a wide ambit for them to look at because we range across from transgender, sexual orientation, Islamophobic, disability, race, in fact every illegal discriminator, age as well, which often does not get a mention and we do not get too many reports of it, clearly remains an issue.

So we think by having dedicated people that will help provide a better service too.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** And in terms of the satisfaction of victims coming forward, I know we have got coming up analysis of overall satisfaction, what analysis have you done around actual victims of hate crime and what enabled them to come forward to report the hate crime and whether they are satisfied with the outcome?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I am looking rapidly to see whether we have got a special line on that, so just this second I cannot remember. We normally do do one for crime types, so victims of violence, burglary et cetera, and I just cannot recall offhand one, whether we do it, and it is certainly not on this set of data, but generally we should have that which we could share with you, but we do it by crime type how we respond.

You could argue it is not entirely by crime type, but that we find that quite a powerful piece of information whether it be domestic violence, vehicle crime, and we do get differential rates which we will come on to.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I understand that you have flagged all crimes against people with disabilities as hate crime, is that approach working?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Is the?

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Is the approach of flagging all crimes against people with disabilities as hate crime, is that an approach that is working and those that have had those crimes committed against them are they satisfied with that approach?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** I think we put a fair degree of effort into disability hate crime because we realised that the numbers were incredibly low. They are still low now even though you have got a big percentage increase on your screen in front of us, but we had some events about disabilities hate crime matters, not just police events but multi-agency events, we have done some awareness to our

staff around it, and it is a particular issue for us because I think it is accepted that this is one of the real sectors of hate crime that is under-reported, and particularly a vile crime for individuals to have to go through that.

What I would say, with all hate crime unlike other crime it gets a senior leadership oversight. So on the boroughs, the chief inspector will be looking at all of those individual hate crimes to see how are we performing, what are we doing, so we can engage in service recovery if we identify with the crime at quite a senior level early on that it may not be working right and it may not be meeting the expectations of the victim.

I think the real key thing for us in all these crimes is our assessment around vulnerability, and how vulnerable is that victim and what does that victim need to support them and to help them, and we have to be key because we are right at the start of the criminal justice process in enabling to have that confidence to come and talk to us.

I mean I think it is quite interesting, after our awareness around disability hate crime, the crimes that we were dealing with on a yearly basis we almost started recording them on a monthly basis. So I think our officers are more aware, and they need to be aware about that, and I think there may be a degree of confidence as well to talk to us, but it is an area we are keen to focus on.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, I am glad to hear that, and in terms of overall hate crime we will have to keep an eye on this and I still have daily reports around hate crime come through, because it is worrying that it does not appear to have gone back to levels pre-referendum and we need to understand what is causing that and which particular groups are vulnerable to hate crime.

Then again it is back to offences, arrests and what are the prosecutions and the outcomes of the prosecutions, and whether you have any information for that for today, but it is certainly something that we need to keep an eye on.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** We are very conscious as well obviously the lead and getting the information back about the satisfaction surveys can take 12 weeks, so we are only talking about events in June and July, so it really is early days for us to get the information back and assess it.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** In terms of the arrests have they all gone on to charge and then waiting for --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Since the Brexit it is hard to say yes, because it takes a while to get the charging decision and then obviously you have to get to court. So I am not sure we can be precise. We can give you the numbers which we gave initially, which are about the, I think there was a two thirds increase in the amount of race hate crime and we increased the number of arrests by three quarters. I do not think you can show it up as serious action; the next question is will it be effective in terms of prosecutions? That is a little harder until we have got to the end of the prosecution process, but as we get that through we can show that.



**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Good, okay, thank you.

**Paul Dawson (Research Manager - MOPAC):** I will draw your attention now to slide nine, which is the last slide in this crime section, and this is the brief slide that outlines the changing landscape of the crime.

So this slide represents ONS findings related to fraud and cyber crimes, and it shows nearly one in five fraud crimes referred to the police from Action Fraud disseminated to the Metropolitan Police Service.

It also shows that the rate of fraud offending across the Metropolitan Police Service is high, yet there has been a reduction greater than it has been seen nationally from the previous year.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, I think these figures are a little bit confusing, not because of the way it is presented, one is that it appears that there are less reports to Action Fraud, this is the thing run by City of London who takes the report of the fraud, but there are actually more reports coming through, sorry, yes, there are less reports going to Action Fraud but there are more reports coming through to the police. So they do not put through everything that they receive because they might decide it is a civil action or it is just not a fraud so they have not always put through everything.

They have increased for us, so the first six months of this financial year they have gone up by two thirds, these are very significant; these are hacking and network intrusions.

You probably know that in 2014 we established Falcon, which has now got 330 officers in it.

I will just pause a second, if you bear in mind two or three things we have talked about where we have needed to move officers from one part of the organisation to another and with specialist skills, so we are having two impacts; we are having to move them from different parts, generally from boroughs, but also we are needing specialist detectives, and of course we have only got one pool so we are having to train more.

It is a real challenge at the moment to get enough detectives to go around all these responsibilities. So we are talking about domestic violence, race, cyber and it has proved a real challenge to keep up with that pace, as well as, as we started talking about how do you keep uniforms on the street to deal with the obvious challenges that we have already discussed.

That team has done pretty well. We believe shortly that if we can put more officers in we will be the largest fraud squad in Europe and certainly cyber crime, and of those investigated in the 18 months that it has been operating, which is 26,500 crimes, they have got a positive outcome rate of 23%.

I do not think, and we were talking about this on the way over, I do not think we will arrest our way out of this because we have also got to do things like prevent, protect the systems, but we are showing I think that we are taking some significant action to deal with what is a very difficult challenge, because many of these attackers are attacking people outside of London and some of the attackers are outside London with victims in London.

So when the officers get the investigations, not only have you got a technical problem, where do you get the digital evidence, you have also got the jurisdictional ones of gathering evidence, but the demand continues to increase at a significant pace.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** So in terms of Operation Falcon you talk about the difficulty around capacity, what else could be improved in terms of them and what else is working?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Well the other challenge is that, I have just talked about the investigation, but of course when you have one these crimes where it is a cyber crime then you have got lots of digital evidence, and a bit bottleneck for us is have we got enough people who can actually get the digital evidence backed out to the investigator to then present that in an interview.

There are two big pressures; the one we described in here with Falcon and on the counter-terrorism side we have seen significant amounts of digital evidence. So what we are having to do is to recruit more people and grow skills in that area too, so it is not just the initial investigation, there is a process issue if you like, a bottleneck that we are having to remedy, so those are the two big things.

I think the big things that we are trying to do as well is to make sure that we try and prevent this crime, so where people can protect themselves, so day to day software, and this is a public event to mention to people that it is said that 80% of attacks for consumers can be prevented by merely updated their proprietary software, and we have got an awful lot of information available to help people, we have now got our little, well we have had for a while now, a little book of big scams so that people can, particularly older people who are sometimes confused by some of these attacks. We have got work ongoing on rogue traders and courier fraudsters.

So we have got an awful lot, and then shortly we will see the national cyber crime unit, which will be based in London and will provide a service particularly for business who would say generally that they would like to see more action against those thieves and fraudsters who attack business, but we are trying our best to cope with what is a very significant crime type change.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay, thank you. Paul, do you want to go on to locations, and we are going to take these slides altogether to make sense.

**Paul Dawson (Research Manager - MOPAC):** I will talk you through the next section, which looks at locations. So the previous slides are looking at the volume are really useful, but if we wanted to go further and look a little bit more sophisticatedly looking at crime.

Now one way we can do that is looking at the rates, so rates of resident population per 1,000 resident.

Now if we look at victim based crimes in this way we see five boroughs have seen decreases over the last year, which are on the slide, Camden, Croydon, Islington, Kensington and Chelsea and Sutton.

However, three of those still remain above the Metropolitan Police Service average, so Camden, Islington and Kensington and Chelsea.

Now while that is useful, I will direct you to the next slide, so this slide 12 compares on population and it shows us a very different victimisation picture, so we can improve on using the resident population in terms of the rates.

So this slide presents top left, rates using resident population and bottom right using estimated daytime population, and it is important to use the estimated daytime population because it is estimated that London's population increases by over 1 million, or approximately 1 million individuals during the daytime, and that gives us a very different picture in terms of crime.

So especially we see a big difference in terms of for example, Westminster, which sees a reduction from almost 200 offences per 1,000 population just to 51 when we look at daytime population. So it reflects the internal movement and hopefully gives us a better understanding about ground level crime and population movement in London.

What I would say at this stage, this is daytime population, we do not yet have a night time population metric, which we think would also be really helpful covering things like the night time economy.

I will just take you to the next slide; slide 13. Now this is the vulnerable localities profile. Now this is a composite index based on academic methodology developed by the University College London that combines a range of London centric indicators around deprivation, crime, educational achievement to identify wards which are vulnerable. So in terms of the map, the darker the picture the more vulnerable that ward will be.

As you can see, it identifies a central cross of vulnerability; I would say that every borough has a different vulnerability profile, and I would probably best describe it as a window into London and it is a really useful, potentially useful partnership problem solving tool.

So this is useful in understanding crime and vulnerability, but we can go further and bring some of these vulnerability analytics into crime analytics, and that is what slide 14, the next slide, shows.

So this slide shows us the top 10% of most vulnerable wards, but mapped against the victims of high harm crime. So just in terms of the top 10% of vulnerable wards, we can see that around 6 in 10 are located in either Haringay, Enfield, Newham, Barking and Dagenham, Southwark, Lewisham or Brent. The top ten contain over a third of all wards in Haringay and Enfield, but we also see small counts of high vulnerability wards identified within generally low vulnerability boroughs.

Now this is important because if you live in that top 10% you are on average over 3 times more likely to be the victim of a high harm offence, and by that I am referring to burglary, robbery, violence against the person and sexual offences compared to the least vulnerable wards.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Thank you. They are a bit complicated these maps, but I think they are actually quite useful in terms of understanding

demand of vulnerability and harm. I just wondered whether the maps actually in terms of your understanding, whether they more accurately, looking at daytime population in the way that these maps are showing and the changes, whether that would more accurately reflect your understanding of demand on policing?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** It is difficult because I would not profess to have absolute knowledge about every one of these wards say that, but I think generally in policing we would say that this type of map is not surprising, we would say that generally 10% of the population might well need far more support in many ways.

We try to deal with that in policing terms in a couple of ways I suppose really. The first one is how do we allocate our resources; how many officers do we put in every part of, to be fair around the borough boundaries, not necessarily around the areas that these maps describe, and those essentially we decide the number of officers depending on the demand of an area; half of our allocation is down to demand and half is down to an assessment of need, and I think Graham has got here the things that go into that assessment. They are about vulnerability essentially, the rates of unemployment, how many repeat victimisation.

A big driver of it is obviously how many times people ring us and ask us for help, so obviously that is a big thing; we still get the majority of our demand coming through the telephone at nearly, I think it is 4.25 million calls a year, that is where the majority of the calls come from.

So we do allocate the policing numbers by that formula, and as I say I will ask Graham in a second just to say what is in that.

The second thing we do is, well one of the difficulties for us, and I think we have just brought this out, is that Westminster is always an outlier, so they have relatively small population but a very large percentage of that 1 million net migration into London accumulates around Westminster, and also we know that we have got major events, we have got the Central Government and many other things in central London that we have to account for including the West End and theatre land and making sure we keep people safe there with all the transport hubs too.

So we invest more in Westminster, which is not entirely down to the allocation formula.

The second thing we do is that where we know there are particular problems then these Metropolitan Police Service specialist groups, whether it be dogs, horses, Territorial Support Group (TSG), our robbery squads et cetera, we task towards where the demand is.

So we have got, the first layer is we probably put in the boroughs, then whoever our colleagues could come along and help often from time to time and now always seen, sometimes unseen because it is the nature of the appointment is covert. I wonder if, Graham, you want to say something about the tasking process and the formula?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**

Yes, so the formula we run on a yearly basis, and as the Commissioner said it is split 50/50; 50% need, 50% demand. So the needs we are looking at, we will look at data and information about drugs and alcohol abuse, we look at mental health issues, deprivation, education, look at the

youth population, look at the diversity of the area, so lots of things around the need of that area, which is obviously important information for us and probably important information for other public sector organisations who may well have a similar overlay or not depending on the issues that they are looking at.

Then we go into the demand; what are the demands on a daily basis that are coming out of that area for us. So our emergency calls, the ones that we need to respond to immediately, the lower graded calls that still need a response, the CADs that go on to the system so the incidents that we need to deal with within those areas, and then we look at the amount of crime that was screened in.

Those 2 main categories are weighted 50/50. We have a look at that information, and that information I think it was last done last September or October, so we are not far off when we would do it again, that goes into the chief officer group to try and make an assessment of have we got our formula right.

I think it is really fair to say that we do flex on a daily basis. So we will have grip and PACE meetings which take place across the boroughs, and a central one that takes place across the organisation. So if for example, an issue has happened in Lewisham and they need something in the next half hour we can put corporate resource into there, so that is not only the over policing response, so the Territorial Support Group and others, but maybe a covert policing response that needs to go into that area to support them with their particular problem.

So I think it is quite agile, and then we will look at tasking on a monthly basis. We will have a central tasking meeting when we look at what are the wicked problems we are facing, what we can do about that and where might we need to move our asset within the Metropolitan Police Service to try and deal with what might be a specific gang, an organised crime group or something else that needs our attention.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** A final layer of that process is that obviously we allocate our shifts to where we think the demand will be there, so we do not have the same number of people on for the 24 hours. We are trying to get two balances right there; we have got to provide a service to the public and we have also got to look at the welfare of our own staff, and we are just in the process of changing the shift system, I think it is in October because we are trying to that balance right again.

The one that is quite hard to get right, one of the hardest ones to get right anyway is obviously if you get, and I think this was mentioned, hard to get a profile around night time economies because it is not always generate more work, it maybe there is no more work as a result of that, but if we want officers to patrol some of our night time economies we have got to have significant numbers there, and not all of the formulas pick that up. So Kingston is a night time economy, which is not picked up in any of the formulas, but large numbers of people from south London wander into Kingston and they have had some real problems in those communities.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is, it is looking at the daytime population and vulnerability, need and harm, and the question, the challenge back and everything it does take a lot more work and that is what we are looking around the Police and

Crime Plan is to ensure that the way you have described the tasking, 50/50, if you drill down on that whether that meets the demand and meets the need and vulnerability in the areas, but also how you do that whilst having a balance of a universal offer around neighbourhood policing across London so that you are dealing with complexity as well as reassurance and community engagement and actually your neighbourhood officers being there for the community.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think one of the challenges for us in that and, you are entirely right, is that no formula is perfect and they are not absolutely sensitive. So when we run the formula, let us say for example, it is 2 officers out of 15, you could argue well we should move 2 in and 15, but we know it has not been a perfect formula so it may not accurately describe demand. By the time we move officers, because often we try and get volunteers rather than cause people to change the place they work, we would tend to not move people for small variations in the formula, but if you suddenly heard that one borough needed 200 people, of course you have got to react to that sort of demand.

So we know the formula is not perfect, we know that it is not incredibly sensitive, so one of the things we have to do is to try and provide professional and political judgement to what we see in those areas.

Certainly one borough, he said struggling to remember, I have got a feeling it was somewhere out at the east, who had an increase of 50 officers because the formal showed they were significantly out compared to the rest of London.

Then as Graham said, from time to time, we have seen over the last couple of weeks we have seen large numbers of kids gathering to fight, and of course you are going to put officers in there, but if a local borough cannot cope we have to move people from elsewhere.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** And these maps talk about the daytime, and it is interesting what the difference between Westminster and a couple of other boroughs how that shifts when you talk about daytime population compared to residents. There is also the issue as you said already around the night time and what that would mean around policing demand, and where those night time economies are changing and they are shifting and what that will mean to actually policing.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think if we had gone through the spectrum of policing today, I am not saying we are entirely at the end of it, but if you look at the spectrum you have seen that there is growing demand in most parts of the organisation, and then the question is well what are we going to do to meet that, and the bottom line is you are going to move it from one part of this organisation to another, which supplies that complex dilemma is that if you respond to crime types then that sucks them into a specialism.

Then we talk about general patrol, which people really do appreciate and want to see, but does not always show all the returns that we would like, and trying to get that balance right in what is about 31,700 at the moment is a constant challenge.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is a challenge. Okay. Paul, do you want to talk about victims?

**Paul Dawson (Research Manager - MOPAC):** Yes. Now I will talk you through the final section and I will direct you to slide 16. Now this is continuing the thread of vulnerability but going beyond place to the individual level.

So there were over 690,000 victims of non-state based crime in the last year; the majority experienced theft with over a third experience violence against the person. Within this number we know that repeat victims account for approximately one in eight of victims in crime in a month, and we know that victims of violence are most likely to experience repeat victimisation.

Now I will direct you to slide 17. This slide shows that the vulnerability and the identification and meeting of this vulnerability is essential in maintaining victims' experience of the police. So this is taken from our user satisfaction survey, which are interviews with around 16,000 victims a year.

What we can see is when victims felt they were vulnerable, but this was identified and catered for, satisfaction was very high, 89%, and that is far higher, that is about 9 percentage points higher than the average satisfaction level in the Metropolitan Police Service.

When we see vulnerability was not identified, so it has actually dropped to 55, and when it was identified but not catered for it dropped even lower to 42%.

I will just take you to the next slide, slide 18; this just presents as overall satisfaction and how it varies by ethnicity.

So there has been a consistent white versus Black Asian Minority Ethnic (BAME) gap in terms of overall satisfaction, on average BAME groups are five percentage points less satisfied with their encounter with the police after they are the victim of crime, and that has been consistent for a number of years.

Now it is interesting, and you can look at that gap for particularly young black versus young white, and by young I am talking about 16 to 24, and if we look at the young black versus young white that gap increases to a 10 percentage point increase, so a 10 percentage point gap, so young blacks are ten percentage points less satisfied with treatment and satisfaction than young white individuals.

Slide 19 just analyses that satisfaction varies by borough. So there are 12 boroughs at the moment that have lower satisfaction than Metropolitan Police Service average; Newham, Tower Hamlets and Hackney have the lowest satisfaction with overall service, and I would also flag that Newham and Hackney especially have seen large decreased, approximately nine percentage points over the last two years, so these are at the bottom but also getting worse.

And then finally slide 20 presents a satisfaction by crime type. So the group that showed the most significant and sustained change is the vehicle crime group in terms of their overall satisfaction, and this really increases subsequently with the launch of total victim care.

We can see those victims report the highest level of satisfaction at 84%, and we can see hate crime victims have the lowest level of satisfaction at 75%.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Thanks a lot. If we just take victims first and around repeat victimisation, how are you actually currently assessing and addressing repeat victimisation and what more can you do to support victims or repeat victimisation? I am particularly concerned that it appears that it is particularly victims of violence who are the victims who are most often victims of repeat incidents.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, I mean in one sense because we know that a very significant proportion of violence is domestic violence ie the offender knows the victim then that is where we tend to get most of the repeats; it is not always true but I think that is what accounts to some extent for that fact.

We have already talked already about domestic violence, but of course we do find and we have seen here already the maps we have had that where people live can often lead sadly to the fact that that they are repeatedly victims. This only talks about broadly how many times people are repeat victims, and it does not go on to say, all right, you get into that category if you have been a victim twice within 12 months, it does not go on to say was it 15 times, 16, 63 times.

So you get quite a spread of repeat victimisation, and what we try to do is to give a better service obviously where we see people repeatedly victimised, because they are just suffering quite a lot in various ways.

So first of all we have to recognise it. We have got systems that pick that up; they did not used to in the past, certainly across crime types and I think we have certainly got better at that. We then get more senior involvement where people are repeatedly targeted, so that hopefully a more senior person might spot there might be a better way of resolving what seems to be a chronic problem.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** At what point when you said that these slides do not pick up whether it is one or five or ten times that the victim has been a repeat victim, at what point do the police pick that up, is it the second time, and take that more seriously in terms of the change of response, or what happens then?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Sure, and probably Graham could go through exactly what, but you are quite right, it is picked up on the second occasion. What you have to watch is that in a rolling year you have not missed the fact that they have just slipped into another year and it is a second time.

I think many people certainly understand probably second time certainly helps, but depending on the crime type, but if it is repeatedly happening, Graham?

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** Yes, I mean we focus on it, so it is a real issue for us because we know if someone has been a victim once, continuing to be a victim it becomes a cycle, and our job is how do we break that cycle and find a pathway for somebody to avoid the violence or what is happening to them.



So from the moment someone picks up that phone and rings us we are able to make checks to understand is this someone who has rang us before; our operators are trained around understanding vulnerability and asking the right questions about that individual.

So right from the start of the process is a flag to us really that this is someone who is in need of help and needs support, but also on our crime reporting systems we are able to check the systems again to understand is this someone who has been a repeat victim before, and I talked to you about the approach of looking at them as a victim in totality rather than looking at one incident to try and get them to the support to come through it.

Also in the way that we train not only the call operators but the people on the frontline about identifying the vulnerability of the individual, so the circumstances, the environment, their age, all the things that come together that may make that person particularly vulnerable at that time, because it may be something that is transient in nature, it may be a long term thing for the individual.

So there is a lot of focus given there. Certainly within our crime fighters regime and our performance regime we focus on the people who are the victims the most times. So I see the lists of the people who are repeat victims, I can see sometimes how often that is and that is a worrying statistic that some people continually become victims of crime, but it is a focus of our activity.

It is perhaps not in terms of crime type is the best way to look at it, perhaps the best way to look at it is in terms of vulnerability. So we do exactly the same with missing people; why has that child gone missing 47 times this year so far, it is flagged up to us as someone who is really vulnerable to allow us to create a focus to make it a priority.

I think it often has to be said a lot of these cases actually it is about problem solving, not necessarily a criminal justice outcome, and it is about problem solving with other partners who have a responsibility and a part to play in some of this process of some of these most vulnerable individuals.

I said earlier when you put your map up there of those wards that I felt that that might be a map that has huge importance for other sectors in the public sector around the need that they have there because these are complex issues.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** They are incredibly complex, and it is about that vulnerability and the repeat victimisation and addressing that and identifying it early that is going to make progress in terms of improving people's safety and feeling safe as well, which of course we have not had slides on about fear of crime, which is another aspect that we do need to think about.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think one of the things that yes, I think that this area is developing around vulnerability and I was at a meeting at the Home Office yesterday where there is no clear definition yet of what it means.

I was surprised that so many people of this survey, nearly half, thought they were vulnerable, but that was their definition not anyone else's.

I think we should be reassured that generally it is identified, and where it is identified it is dealt with well, because I presume, I am not quite sure whether these people were surveyed directly after a crime.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Paul, were they?

**Paul Dawson (Research Manager - MOPAC):** It was around six weeks after the offence (overspeaking)

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Right, they were crime victims who were surveyed?

**Paul Dawson (Research Manager - MOPAC):** Yes.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** So they are not the normal population, so they are asked are they vulnerable after they have been a victim of crime, because I do not know what the question is, they might regard them as vulnerable having had something stolen, having been attacked.

So it seems to me that we need to understand that as well as obviously recognise it where it is objectively clearly they are very vulnerable. I think there is a list of things we would all say, somebody's very young, perhaps older, more mature, there may be issues we've gone from race to disability, but I think it is something we have got to understand because we will have to target our resources where they are most needed.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Absolutely. If we just look at satisfaction because the chart on satisfaction around ethnicity, so a 10% gap between a young black person feeling satisfied and a young white person feeling satisfied. What are you doing to try to tackle that?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Well I think one of the things that we are trying, I mean you would have to say that it is not entirely successful, is that first of all there is a gap, secondly, it seems to us that from what the survey data below the numbers tell us is that there are various reasons for that; sometimes the officer has not done their job well enough and that you have to accept, sometimes it can be language issues that people just not express themselves well enough, our officers have not or we have not just been able to communicate very well. Sometimes we have cultural issues, and in the diversity of London that can be a challenge, but it is a pretty consistent feature.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is absolutely consistent.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Also I think in terms of young people I think it is worrying that yes, young black men have got a less satisfied experience of the Metropolitan Police Service.

Now we can look at it in terms like things like stop search; I think we have shown that we have responded very significantly there, but young men, young black men are still more likely to be

stop searched, not people of Asian appearance, they are about as likely to be stopped as white people.

So I think there are always things that we have still got to go back and look at to make sure that we deal with people professionally and objectively.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Is it only young black men that this survey shows, it is women as well is it not?

**Paul Dawson (Research Manager - MOPAC):** It is young black respondents(?) yes, and not just male.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is not just male; it is women as well.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I am sorry, probably I misheard, I thought you said --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** It is absolutely consistent, so it is difficult, it is a challenging area but it is an area that we have absolutely in terms of increasing trust and confidence if those young people continue through their lives into adulthood with that lack of confidence it is going to cause significant problems --

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Yes, and I think the other thing --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** -- to carry on, and it is just not changing is it?

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** I think the other thing I think you have for reassurance for the future is that first of all we are getting more representatives and where we are getting more new recruits who are from minorities then they are concentrated in the frontline, they are in the response in their neighbourhood areas, which I hope would be more reassuring and lead to more satisfaction on the whole.

The fact that frankly if we are doing it, if our interactions with the public are not right I want to know about it, we want to know about it and as we get the body worn video it will either capture evidence of good behaviour by the police or not, and we need to know both. I think the evidence is where they have been used in the past is that complaints go down and presumably either the police modify their behaviour or the suspect does.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** I think there is a lot riding on the body worn video because there is evidence, confidence and prosecution around that. I think it will help, but there is going to have to be other aspects that develop around community policing, developing trust and confidence and the engagement of the police with the community to actually improve that confidence, it cannot just be down to body worn video.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** It is a complex thing, and as you know we are about to start putting more officers into communities, into neighbours, dedicated in communities and being around there. So the challenge is how you spread the line thinly and get the effect that we want.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** And my concern as well is this satisfaction it is what lies below that from those that are not reporting crimes and do not even have the confidence to report, how that can actually shift as well. It is certainly something that we need to think about and actually really challenge ourselves, and borough by borough and it goes on to the satisfaction rates by borough in terms of those boroughs that are very concerning, the three at the bottom that what is it you do in terms of the Metropolitan Police Service centrally to try to drill down and to challenge and to improve the figures here.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** So victim satisfaction is something whom I, the few crime fighters I have shared that we have had a look at, I have spoken to those boroughs about their performance and why it is, and actually I have had some good challenge back from those borough commanders who have said to me, "Actually if you look at the satisfaction survey it is a number of specific crime types".

So, and you will have to help me because I cannot remember them all, but it is the burglary, it is the violence.

What it does not capture is a lot of our most vulnerable victims, so I do not think there are any sexual offences, I do not think there is domestic abuse in there. When I speak to the borough commanders at Hackney, Tower Hamlets and Newham they have put a lot of resource and a lot of effort into gangs, because they have got some gangs problems in some of those boroughs. They have also focused a lot of effort through their Community Safety Unit in terms of dealing with those really vulnerable victims and those crime times I have just talked about.

The thing I would say is we obviously do not like the fact it is red; we really want to improve the victim experience because it is really important for us; every victim matters, every victim cares, but actually it is the reason why this survey I question a little bit about some of our most vulnerable victims are not caught within the material or the definition of that.

That said I do push back on them because I do not just accept that as a reason, and I know those boroughs have plans, I know they are focusing around new innovations that we are doing, so we are doing rate my PC, so actually as a police officer what was the experience, how do you feel, how were you treated by that officer, and we have done some pilots around that already in London.

I also think there is something about the way we are changing in the Metropolitan Police Service and the Metropolitan Police Service model. So we are looking at my investigations, and we are looking at less hand overs and people having more crimes that they deal with from cradle to grave.

I think that will make a difference with victims, because actually one of the things that I think we get fed back to us from victims is being handed over to another officer, being handed over to another department, do you have to relive your crime, do you start from the beginning. We

are actually trying to focus our experience around how we investigate crime actually around that victim experience.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** That will be really helpful, but that will not only affect those victims who are black but those victims who are white, so it is really what focused work can happen for victims who are not white, black victims who are feeling very under-confident in the service that has been provided, because those are universal services that will improve and will help but actually it is focussing on those...

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** So to reassure you on that specific issue, we have a total victim care strategic board chaired by a chief officer, below that sits a delivery board as well and there are different strands of work that they are doing. They look at everything from the initial contact, which actually we think we are better at, I do not have the figures but your colleague may be able to help us around how we do initially to how we do as it is handed over and the secondary investigation.

So they are looking at the whole experience, but they are also specifically focusing on this gap because it concerns us about why is it a gap, and we are looking at using victim contact officers to help us to understand it, because I do not think we fully understand it at the moment, but through putting that focus on it I think we can get a bit more detail and help us to narrow that gap. It is important that we do that.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Okay. Paul, did you want to just say something about the survey and the issue about the crimes?

**Paul Dawson (Research Manager - MOPAC):** Just to clarify, yes. So the USS is a mandated survey from the Home Office, and it covers burglary, violent crime, vehicle crime and hate crime and we interview about 16,000 victims a year.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):** So there are some notable gaps in what I would say are some pretty vulnerable victims that are not part of that survey that actually is important for us to look at as well.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Though in terms of priority around increasing trust and confidence, and that is all communities and especially narrowing this gap to ensure that black victims have more confidence and satisfaction, certainly something we should look at and to see in terms of your board, but also what we can do to actually drill down some of the information through MOPAC to make sure that you have got the right information and the vulnerability is taken into consideration to see if that does play out or actually there are other underlying problems here.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Well it may something in the Policing Plan --

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, absolutely.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** -- that may be something that is a priority.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, that is fine, absolutely. Okay. And then the last bit is about hate crime, which does show a worrying dip in satisfaction around hate crime as I was asking previously on different slides around what is the satisfaction of victims. Although I am not sure that in terms of the quarters whether the post-referendum has been picked up there.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** We are not sure either, and if anybody can help, but we thought that it may be but we are not sure because there is always this slight gap.

**Sophie Linden (Deputy Mayor of Policing and Crime) (Chair):** Yes, okay. Thank you very much.

**Graham McNulty (Deputy Assistant Commissioner - Metropolitan Police Service):**  
Thank you.

**Sir Bernard Hogan-Howe (Commissioner - Metropolitan Police Service):** Thank you.