

HMI Stephen Otter's assessment of the Metropolitan Police Service – Transcript

Hello. I'm Stephen Otter and I'm Her Majesty's Inspector of Constabulary for the Metropolitan Police Service. I am one of five inspectors of constabulary, and our role is to inspect police forces on behalf of the public. Each year we produce an annual assessment of how each force is performing.

I am satisfied with most aspects of the Metropolitan Police Service's performance in keeping people safe and reducing crime, but there are some areas that need to be improved in order to provide a consistently good service.

The Metropolitan Police Service is effective in preventing crime and anti-social behaviour and has demonstrated a strong commitment to protecting vulnerable people. In particular, officers throughout the force see tackling domestic abuse as a high priority. However, more work is required in order to provide a consistent response so that vulnerable people – especially vulnerable children – are always kept safe. Furthermore, the quality of some investigations still needs to improve, although I am encouraged to see that the force is taking steps to improve.

With its track record of achieving savings, an understanding of demand and a balanced budget, I am satisfied that the Metropolitan Police is well prepared to face its future financial challenges.

I am also pleased with the steps the Metropolitan Police has taken to improve its legitimacy. The force has a good understanding of the diverse communities of London and is working hard to improve engagement across the city. The force is making considerable efforts to increase the diversity of its workforce so that it is more representative of the communities it serves. Although this work has not yet been as successful as the force would have liked, I hold the view that it will produce results in the longer term which will help improve the ethical and inclusive culture of the organisation..

The force's senior leadership team has set a clear strategic direction for the force and has clearly communicated the values, behaviours and ethics it expects of its workforce. The force has a good understanding of its current state of leadership and has systems in place to help it to understand how its workforce perceives and understands its leaders. It uses this information to make changes which it communicates to the workforce.

The force understands that its leadership requires further development if it is to successfully lead and implement a major change programme.

In the year ahead I will be particularly interested to see how the force improves the quality of its crime investigations, and the outcome of continuing efforts to enhance the diversity of the workforce. I'll also be interested to see how the force works with communities and partners to increase their understanding of so-called honour-based violence, forced marriage and female genital mutilation, and to help encourage victims to have the confidence to come forward.