

# Overview & Scrutiny

## Living in Hackney Scrutiny Commission

All Members of the Living in Hackney Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows

**Tuesday 22 June 2021**

**7.00 pm**

**Until further notice, all Council meetings will be held remotely**

Contact:

Tracey Anderson

☎ 0208 356 3312

✉ [tracey.anderson@hackney.gov.uk](mailto:tracey.anderson@hackney.gov.uk)

**Ian Williams**

**Acting Chief Executive, London Borough of Hackney**

**Members:** Cllr Sharon Patrick (Chair), Cllr Anthony McMahon, Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Penny Wrout, Cllr Soraya Adejare (Vice-Chair), Cllr Ajay Chauhan and Cllr Clare Joseph

## Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

- |   |                        |                   |
|---|------------------------|-------------------|
| 1 | Agenda Papers          | (Pages 7 - 134)   |
| 2 | Minutes of the Meeting | (Pages 135 - 162) |

## Access and Information

### Public Involvement and Recording

#### Guidance on public attendance during Covid-19 pandemic

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# Overview & Scrutiny

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**Tuesday, 22 June 2021 at 7.00 pm**

**Hackney Town Hall, Mare St, E8 1EA**

**The press and public are welcome to join this meeting remotely via this link:**

<https://youtu.be/8PVdpwHMdU4>

If you wish to attend otherwise, you will need to give notice and to note the guidance below.

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**Ian Williams**

**Acting Chief Executive, London Borough of Hackney**

**Members:** Cllr Sharon Patrick  
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Cllr Ajay Chauhan

Cllr Soraya Adejare  
Cllr Ian Rathbone  
Cllr Clare Joseph

Cllr Anthony McMahon  
Cllr Penny Wrout  
1 Vacancy  
(Opposition)

## Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

<b>1</b>	<b>Election of Chair and Vice Chair</b> At the first meeting of the new Municipal Year (2021-2022), members of the Commission will elect a Chair and Vice Chair.	<b>7.00pm</b>
<b>2</b>	<b>Apologies for Absence</b>	<b>7.02pm</b>
<b>3</b>	<b>Urgent Items / Order of Business</b>	<b>7:03pm</b>
<b>4</b>	<b>Declarations of Interest</b>	<b>7.04pm</b>
<b>5</b>	<b>Trust and Confidence and Inclusive Policing</b>	<b>7.05pm</b>

# Overview & Scrutiny

	<p>A discussion with Metropolitan Police Service (Head Quarters &amp; Borough Commander for Hackney), Mayor's Office for Policing and Crime and the Independent Office for Police Conduct about building trust and confidence and inclusive policing.</p> <p>Following the scrutiny commission discussion in November 2020 further questions were sent to the IOPC, MPS and MOPAC for a response in advance of this meeting.</p> <p>This discussion will cover:</p> <p>Independent Office for Police Conduct (IOPC)</p> <ul style="list-style-type: none"> <li>● MPS complaints system</li> <li>● Culture Change</li> <li>● Youth Engagement.</li> </ul> <p>Mayor's Office for Policing and Crime (MOPAC)</p> <ul style="list-style-type: none"> <li>● Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures</li> <li>● Trust and confidence</li> <li>● Accessibility and transparency of MPS data.</li> </ul> <p>Metropolitan Police Service</p> <ul style="list-style-type: none"> <li>● MPS Complaint system</li> <li>● Accountability of officers</li> <li>● No set targets for the successful outcome rates for stop and search</li> <li>● Reducing disproportionality</li> <li>● Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures.</li> </ul>	<p><b>7.05pm (35 mins)</b></p> <p><b>7.40pm (40 mins)</b></p> <p><b>8.25pm (45 mins)</b></p>
<p><b>6</b></p>	<p><b>Minutes of the Previous Meeting</b></p> <p>The minutes of the last meeting held on 9<sup>th</sup> March 2021 are attached. Members are requested to note and agree the minutes and any actions from the meeting.</p>	<p><b>9.10pm</b></p>
<p><b>7</b></p>	<p><b>Living in Hackney Scrutiny Commission Work Programme and Confirmation of Terms of Reference</b></p> <p>A new work programme is developed each municipal year for the Commission. Members are requested to propose items for the work programme.</p> <p>Members are requested to note the terms of reference for the Scrutiny Commission as set out in Articles (sections</p>	<p><b>9.15pm</b></p>



# Overview & Scrutiny

	7.12-7.16) and Procedures (section 4.5) within the Constitution for Hackney.	
<b>8</b>	<b>Any Other Business</b>	<b>9.30pm</b>

To access the meeting please click in the link <https://youtu.be/8PVdpwHMdU4>

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<b>Living in Hackney Scrutiny Commission</b> <b>22<sup>nd</sup> June 2021</b> <b>Item 5 – Trust and Confidence and Inclusive Policing</b>	Item No <b>5</b>
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### **Outline**

Following the Living in Hackney Scrutiny Commission meeting in November 2020 the key themes listed below emerged for follow up.

1. MPS complaint system - The system is not trusted and seldom used by the community groups most impacted by stop and search activity.
2. Accountability of police officers for behaviour and appropriate use of police tools. The wider public perception is that the MPS does not have robust systems in place for police officers to be held to account.
3. No set monitoring targets for stop and search and outcome success rates. Having on average a 20-25% success rate from the volume of stops and searches conducted is not a good demonstration of success or a good use of resources.
4. Reducing the disproportionality among ethnic minority groups being stopped and searched. There were no reports of current work to address this, or reassurance given on how the MPS plan to address this wider than the BCU review work.
5. Representation of Hackney's diverse community in MPS / MOPAC community engagement and scrutiny structures. We learned the MPS are working to improve dialogue and engagement with the public, but this is not widely known by the local community.

This meeting will be a discussion with Metropolitan Police Service (Head Quarters & Borough Commander for Hackney), Mayor's Office for Policing and Crime and the Independent Office for Police Conduct about building trust and confidence and inclusive policing. Further questions were sent to the IOPC, MPS and MOPAC for a response in advance of this meeting.

This discussion will cover:

- 1) Independent Office for Police Conduct (IOPC)
  - MPS complaints system
  - Culture Change
  - Youth Engagement.
- 2) Mayor's Office for Policing and Crime (MOPAC)
  - Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures

- Trust and confidence
  - Accessibility and transparency of MPS data.
- 3) Metropolitan Police Service
- MPS Complaint system
  - Accountability of officers
  - No set targets for the successful outcome rates for stop and search
  - Reducing disproportionality
  - Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures.

### **Reports in the agenda:**

To support this discussion the following written responses have been provided.

- Letter sent to Independent Office for Police Conduct and written response from the Independent Office for Police Conduct to the discussion areas outlined above.
- Letter sent to the Mayor's Office for Policing and Crime (MOPAC)
- Letter sent to the Metropolitan Police Service (MPS)
- Minutes of the meeting held on 9<sup>th</sup> November 2020

### **Invited Attendees:**

Independent Officer for Police Conduct (IOPC)

**Sal Naseem**, Regional Director London

**Emma Pearce**, Oversight Lead

Mayor's Office for Police and Crime (MOPAC)

**Natasha Plummer**, Head of Engagement

**Jo White**, Reviews Manager

Metropolitan Police Service (MPS)

**From MET HQ**

**Commander Jane Connors**, London lead for Violence and Stop/Search

**From MPS Central East Borough Command Unit**

**Detective Chief Superintendent Marcus Barnett**, BCU Commander Central East (Hackney & Tower Hamlets)

### **Action**

Members are asked to consider the reports, presentations and ask questions.



## Living in Hackney Scrutiny Commission

Hackney Council  
Room 118  
Town Hall  
Mare St E8 1EA

Reply to: [tracey.anderson@hackney.gov.uk](mailto:tracey.anderson@hackney.gov.uk)

16th April 2021

Dear Sal Naseem

Thank you for attending the Living in Hackney Scrutiny Commission (LiH) meeting on 9th November 2020 and for your engagement with the scrutiny commission.

Our engagement with the MPS commenced following concerns about community tensions between the police and local residents in relation to the use of force and stop and search activity by the police. When we commenced discussions with the local BCU the Living in Hackney Scrutiny Commission raised the following:

1. Impact of stop and search on community relations with the police service.
2. The increasing use of handcuffs and use of handcuffs on young people aged 10-14
3. The training police officers receive in relation to carrying out a stop and search
4. The threshold for a police officer's record of complaint to trigger an investigation of any trend or reoccurring inappropriate behaviour
5. The use of TSG officers in the borough and the impact of their work on community relations locally
6. Explanation about the intelligence used to inform a stop and search
7. How links are made between different crime types
8. An explanation about why stop and account is not used first instead of stop and search
9. An explanation about police officer accountability and the complaints system in the MPS
10. An overview about how the stop and search monitoring data and insight is used by the MPS.

Following our discussions the key themes that emerged for follow up were:

1. **MPS complaint system** - The system is not trusted and seldom used by the community groups most impacted by stop and search activity.
2. **Accountability of police officers for behaviour and appropriate use of police tools.** The wider public perception is that the MPS does not have robust systems in place for police officers to be held to account.

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3. **No set monitoring targets for stop and search and outcome success rates.** Having on average a 20-25% success rate from the volume of stops and searches conducted is not a good demonstration of success or a good use of resources.
4. **Reducing the disproportionality among ethnic minority groups being stopped and searched.** There were no reports of current work to address this or reassurance given on how the MPS plan to address this wider than the BCU review work.
5. **Representation of Hackney's diverse community in MPS / MOPAC community engagement and scrutiny structures.** We learned the MPS are working to improve dialogue and engagement with the public but this is not widely known by the local community.

## MPS complaints system

An organisation's complaints system can provide valuable insight to support operational improvements and enhance the customer experience. We were made aware that the MPS complaints system was recently changed to include a right of appeal to MOPAC or the IOPC. Although we note IOPC have been doing engagement work. We strongly believe there is a need for the public to understand the changes to the MPS complaints system at a local level. It is the Commission's view that extensive community engagement and promotion of these changes are needed at a local level.

In our assessment to have confidence in using the complaints system and seeing it as an effective tool to address public concern with the MPS; local communities need to have confidence the new part of the process will be effective. The Hackney Account Group was very clear that the investigation and outcome of complaints by the MPS themselves was a barrier to getting young people engaging with the complaint structures and mechanisms in place. The Commission is of the view it is important to promote the secondary part of the complaints process so that people are aware this has changed and that there is an independent review incorporated in this process.

In our discussion the IOPC also talked about their work to strengthen their engagement with communities. We also learned about the importance of the MPS complaints system as a source of information and that it can be drawn as evidence when the IOPC conducts an investigation or review. Therefore it appears that promoting the importance of the public using the complaints system is critical. We want to see more local residents (who feel their experience has been negative) use the complaints system to express their views about their experience. This could help to break down the barrier for community groups currently reluctant to use the complaints system.

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The scrutiny commission Chair looked at the IOPC's website to review information about the work of the IOPC in relation to the MPS complaints system. The Chair found limited information about the role of the IOPC in the review or appeal processes. To build confidence within communities about the process and procedures for complaints, the Commission is of the view there should be more detailed information about the process and what to expect available to the public. In our view it is likely that adding examples of complaints investigated would help to give the public confidence and reassurance about the process.

## Our request

- 1. Is there scope for the IOPC to work with Hackney Council to better promote the changes to the MPS complaints system to facilitate better community engagement by residents with the MPS complaint system?***
- 2. We would like more information about the outcomes of reviews or appeals the IOPC has conducted since the new process and procedures were introduced?***
- 3. We would like more information about the difference in the role of the IOPC and MOPAC in the right of review/appeal process for MPS complaints.***

## Culture Change

The IOPC acknowledged the positive response from the MPS to their recommendations following the stop and search review. We welcomed the IOPC's review and recommendations notably the recommendation of ride along supervision to support the review of a police officer's conduct operationally. In our discussions we noted the blunt truth that out of 33,000 complaints against the MPS only 4% were from the black communities and 1% from young people. Our local MPS informed us they plan to use the complaints data in their local review of stop and search and handcuffing. We noted the IOPC's comments that your stop and search review confirmed the concerns that have been raised by black and ethnicity minority community groups and these conclusions were not solely drawn from the MPS complaints data. We are concerned that if the MPS rely heavily on their complaints data they will not get a true reflection of the voices and experiences of the local community in Hackney.

There have also been calls for culture change within the MPS. We note the public wants to see the MPS demonstrate it is responding to the public and addressing the concerns raised about the disproportionality of stop and search activity and the bias or unconscious bias behaviour of serving police officers. We are keen to find out more about the monitoring and follow up work of the IOPC's following the recommendations made from your review looking at stop and search.

## Our request

- 1. How will the IOPC monitor the progress of the recommendations from this review and is there any statutory support to enforce the recommendations or the monitoring process?***
- 2. Is there further work the IOPC can do to encourage the MPS to look at culture change within their organisation?***

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## Youth Engagement

We also learned that the IOPC had commenced a programme of engagement work with young people. The IOPC shared with us a link to their resources to give to local networks in Hackney to build awareness and provide guidance for young people about the police complaints system. Our desire is to see the dissemination of this information locally and a connection between the young people in Hackney and the IOPC. We believe the promotion of the complaints system could be carried out as a joint piece of work with the Council, key local stakeholders and the IOPC. This could help to build community confidence in using the MPS complaints process and the work and knowledge of the IOPC.

## Our request

***Is there scope for the Hackney Account Group to feed into the IOPC's youth engagement programme of work?***

To help manage the meeting we are asking for a written response to the requests outlined in this letter. The Commission is proposing to discuss the written responses from attendees at the LiH meeting on 9th November 2020 at the next LiH meeting on 22nd June 2021. Please can you confirm your attendance by 30th April 2021.

Yours faithfully



**Cllr Sharon Patrick**

**Chair of the Living in Hackney Scrutiny Commission at London Borough of Hackney**

CC Natasha Plummer, Head of Engagement (MOPAC)  
Cllr Susan Fajana-Thomas, Cabinet Member for Community Safety (London Borough of Hackney)  
Commander Catherine Roper, Crime Prevention, Inclusion & Engagement (Metropolitan Police Service)  
Commander Jane Connors QPM, Front Line Policing. Violence lead (Metropolitan Police Service)  
Borough Commander Marcus Barnett, CE BCU Commander (Metropolitan Police Service)  
Detective Superintendent Mike Hamer, CE BCU Lead for Violence & Criminal Investigation (Metropolitan Police Service)

## Living in Hackney Scrutiny Commission (LiH)

### MPS complaints system

#### Your request:

Is there scope for the IOPC to work with Hackney Council to better promote the changes to the MPS complaints system to facilitate better community engagement by residents with the MPS complaint system?

#### IOPC response:

Yes, there is definitely scope to undertake this work in Hackney. Whilst we have not yet attended the Hackney IAG, S&S CMG or SNB meetings we can organise these as a priority by liaising with the Chairs of these groups.

Whilst we do try to maintain contact with stakeholders including local Councillors, community groups and Chairs of the aforementioned groups, we are also willing to attend any stakeholder meetings in the Borough where there is a wide reach and the opportunity to raise awareness of communities and residents.

The opportunity to work alongside colleagues from Hackney Council to promote the police complaints system on their website, signposting people to where they can complain is one which we would welcome.

#### Your request:

We would like more information about the outcomes of reviews or appeals the IOPC has conducted since the new process and procedures were introduced?

#### IOPC response:

Since the introduction of the new legislation (1 Feb 2020), the IOPC have continued to handle appeals for legacy cases; complaints made prior to the new legislation coming into force and now handle reviews against handled other than by investigation or investigation.

The IOPC have handled a number of reviews, as well as MOPAC. The MPS have also been considering appeals within this time too, for legacy cases where they are the relevant appeal body.

**Further information from the IOPC and MOPAC is provided below.**

## IOPC reviews/appeals

**Period: 1 February 2020 to 10 May 2021 (inclusive)**

**Appropriate Authority: Metropolitan Police**

### Investigation Appeals

	No. Received	No. Completed	No. valid completed*	No. upheld	No. not upheld	% upheld**	No. completed appeals with 1 or more directions made***
Investigation Appeals	338	374	355	113	241	32%	72

\*Some appeals may be deemed 'invalid' (i.e. there was no right of appeal) and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'

\*\*Due to a recording error, one appeal was deemed valid but has no recorded decision (Upheld or Not Upheld). It has been included as a valid completed appeal, but does not contribute to the number upheld/not upheld or the % upheld.

\*\*\*These 72 appeals accounted for 75 directions in total (3 appeals had two directions made each).

### Reviews

	No. Received	No. Completed	No. valid completed*	No. upheld	No. not upheld	% upheld
Investigation	120	65	65	18	47	28%
Other than by investigation	100	70	67	22	45	33%

\*Some reviews may be deemed 'invalid' (i.e. there was no right of review) and these have been excluded from the number of 'valid completed' and the calculation for '% upheld'

## MOPAC requests for review (received 30/04/21)

MOPAC have received 597 'requests for review' in the twelve months following 1 Feb 2020.

Since 1 January 2021, MOPAC have received approximately 300 requests for review.

MOPAC have upheld approximately 32% of reviews.

In 65% of cases, MOPAC have recommended learning for the MPS. This is most commonly relating to the poor level of contact they have had with complainants.

This leads to them missing parts of what the complainant is unhappy about.

### Your request:

We would like more information about the difference in the role of the IOPC and MOPAC in the right of review/appeal process for MPS complaints

### IOPC response:

The differences in our role is the severity of the types of cases/complaints we will respectively handle. MOPAC will handle the less serious complaints, whereas the IOPC will handle the more serious/severe allegations. But ultimately our aim is the same i.e. to determine whether the forces handling of a complaint is reasonable and proportionate.

The test to decipher who the relevant review body (RRB) is set out in Chapter 18 of the Statutory Guidance. This states that the IOPC is the relevant review body under in any of the following categories:

- . A complaint about senior officers
- . The conduct complained of, if proved, would justify criminal or misconduct proceedings or involves the infringement of Article 2 (right to life) or Article 3 (protection from torture) of the ECHR
- . The complaint has been, or must be, referred to the IOPC

- . The complaint arises from the same incident as a complaint that satisfies any of points 1-3 above

For info, the RRB is the same wording as the relevant appeal body test (RAB) under the previous legislation; the key difference being that the definition of misconduct has changed – misconduct proceedings are warranted if it would result in a written warning).

## Culture change

### Your request:

How will the IOPC monitor the progress of the recommendations from this review and is there any statutory support to enforce the recommendations or the monitoring process?

### IOPC response:

We are aware that a number of local Boroughs are implementing action plans in response to the recommendations made by the IOPC and are using S&S CMG to have oversight/monitor the progress being made.

The IOPC are carrying out a mapping exercise across London to see how consistent this approach is.

Ultimately, MOPAC have within their remit through the Deputy Mayor, to hold the MPS accountable for the delivery against the Stop & Search learning recommendations.

### Your request:

Is there further work the IOPC can do to encourage the MPS to look at culture change within their organisation?

### IOPC response:

Any investigations which cause us concern regarding the culture of policing we address via the learning recommendations made during and at the end of the case.

Our thematic work on Race discrimination will also consider the issue of culture within police forces across England and Wales, as we analyse our evidence base which features issues concerning discrimination. This work is underway, and we will be sharing interim findings this summer and our substantive report will be published next year.

We have recently issued a letter to all police forces across England and Wales, because of concerns we've seen in our investigations about how police officers are using social media. [IOPC warns officers about inappropriate social media use | Independent Office for Police Conduct](#)

## Youth Engagement

**Your request:**

Is there scope for the Hackney Account Group to feed into the IOPC's youth engagement programme of work?

**IOPC response:**

We have been keen to undertake engagement with the Hackney Account group but have unfortunately been unable to do this mainly due to capacity, however, are in contact with colleagues from Account and are hoping to progress this relationship and engagement in the coming months.

We will be extending the invitation for members of Account to join the IOPC youth panel, which is something we can discuss with them when we meet.

We have also ensured that the opportunity to apply to be an IOPC Aspiring Professional (4 week work placement) was forwarded to Account group members in early May.



## Living in Hackney Scrutiny Commission

Hackney Council  
Room 118  
Town Hall  
Mare St E8 1EA

Reply to: [tracey.anderson@hackney.gov.uk](mailto:tracey.anderson@hackney.gov.uk)

23rd April 2021

Dear Natasha Plummer

Thank you for attending the Living in Hackney Scrutiny Commission (LiH) meeting on 9th November 2020 and for your engagement with the scrutiny commission.

Our engagement with the MPS commenced following concerns about community tensions between the police and local residents in relation to the use of force and stop and search activity by the police. When we commenced discussions with the local BCU the Living in Hackney Scrutiny Commission raised the following:

1. Impact of stop and search on community relations with the police service.
2. The increasing use of handcuffs and use of handcuffs on young people aged 10-14
3. The training police officers receive in relation to carrying out a stop and search
4. The threshold for a police officer's record of complaint to trigger an investigation of any trend or reoccurring inappropriate behaviour
5. The use of TSG officers in the borough and the impact of their work on community relations locally
6. Explanation about the intelligence used to inform a stop and search
7. How links are made between different crime types
8. An explanation about why stop and account is not used first instead of stop and search
9. An explanation about police officer accountability and the complaints system in the MPS
10. An overview about how the stop and search monitoring data and insight is used by the MPS.

Following our discussions the key themes that emerged for follow up were:

1. **MPS complaint system** - The system is not trusted and seldom used by the community groups most impacted by stop and search activity.
2. **Accountability of police officers for behaviour and appropriate use of police tools.** The wider public perception is that the MPS does not have robust systems in place for police officers to be held to account.

# Overview & Scrutiny

3. **No set monitoring targets for stop and search and outcome success rates.** Having on average a 20-25% success rate from the volume of stops and searches conducted is not a good demonstration of success or a good use of resources.
4. **Reducing the disproportionality among ethnic minority groups being stopped and searched.** There were no reports of current work to address this or reassurance given on how the MPS plan to address this wider than the BCU review work.
5. **Representation of Hackney's diverse community in MPS / MOPAC community engagement and scrutiny structures.** We learned the MPS are working to improve dialogue and engagement with the public but this is not widely known by the local community.

## **Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures**

We learned that MOPAC has a key role in supporting the community to scrutinise the police at a local level. In our discussions you (MOPAC) emphasised the importance of hearing the voice of the community at a local level but acknowledged SNB's were not provided with support to do community development and engagement work and that this was a gap. We would like to see local community scrutiny structures for the MPS better reflect the voice, experience and concerns of the local community.

MOPAC talked about supporting the network of local community MPS stop and search monitoring groups. The Hackney Account Group provided valuable insight ([Account Group Report](#)) bringing the voice of young people to the MPS stop and search scrutiny and community engagement structures. However we recognise the Hackney Account Group's relationship with the local MPS has been challenging and that this group is no longer funded by CE BCU. Following the scrutiny commission's dialogue with the Account Group and notwithstanding the challenges with their working relationship between the Hackney Account Group and CE BCU. We believe there is a role for their work in the MPS community scrutiny structures. In our dialogue with the MPS and despite assurances that the community would be consulted, it was still unclear how the MPS would engage with young people. The Commission is seeking assurance about the future of local MPS engagement with young people.

# Overview & Scrutiny

We would encourage MOPAC to work with the MET HQ, Central East BCU and Hackney Council to help find a way for constructive engagement so that the concerns raised by Hackney's young people in the Account Group Report can be addressed. The diversity and representation of voices and experiences from the local community is important if the MPS scrutiny structures are to offer the opportunity for the local community to scrutinise local police activity.

In our discussions we did not clarify the level of MOPAC's responsibility for ensuring the local community's scrutiny and engagement structures are reflective and representative of the local community. Also we were not assured the current mechanism or groups are inclusive and capture the breadth of local community voices and experiences to effectively feed into MOPAC's work of holding the MPS to account. From understanding how important hearing the voice of the local community is to MOPAC's work. We would encourage MOPAC to engage with the Central East BCU, the local SNB and Hackney Council to help identify and implement a more representative local community engagement structure for scrutiny of the local MPS.

## ***Our request***

- 1. Does MOPAC have a role in engaging with the local BCU, SNB and Hackney Council to ensure the community scrutiny and engagement structure locally are representative?***
- 2. If MOPAC has a role in ensuring the community scrutiny and engagement structures for the MPS are representative. We would like information about any work MOPAC has done to support the local MPS community scrutiny structures to be a better representation of the local community's voices and experience.***
- 3. We would like to know if Hackney's community insight (the Hackney Account Group report) has fed into MOPAC's work of holding the MPS to account?***
- 4. We would like to know if the Hackney Account Group will continue to be involved in MPS / MOPAC community engagement structures and their role?***

## **Trust and confidence**

Trust and confidence from the community the MPS serves is important and so is understanding the perceptions, feelings and experiences of the communities. In our discussion MOPAC recognised there is a lot of work to do in this area but emphasized they are building on a good foundation. In our discussions we noted MOPAC conducts a police attitudes survey with Londoners to track levels of confidence in the police. In our discussion we noted the recent survey shows 58% for London and 56% for Hackney and that Hackney has consistently tracked below the London average. It was also acknowledged there has been a fall in confidence in recent years. The Commission is of the view that a targeted campaign to increase the response rate of people from black and ethnic minority communities could increase feedback to better reflect the diversity of voices and experiences in relation to MPS operations in London.

# Overview & Scrutiny

We heard that the current Mayor of London has committed to implementing an action plan to address 4 key areas (*Better use of police powers; How we work together with black communities to keep them safer; Building a police service that better represents and serves black Londoners and Holding the police to account*). The key areas of the action plan cover some of the topics the Commission has raised locally with the MPS. Taking into consideration MOPAC's role in overseeing the work of the MPS in its entirety. We are of the view there may be some scope for MOPAC to consider exploring how to create opportunities for the local community to hold MOPAC to account for the oversight work they do of the MPS in delivering the action plan.

As an organisation Hackney Council has recently reviewed and reflected on the culture of its organisation and implemented a programme of inclusive leadership to drive a culture of change across the organisation. We have noted various public calls for culture change within the MPS. The Commission is of the view that if the MPS can make a commitment to culture change it will demonstrate the MPS is listening and responding to the public; in addition to being open to addressing the concerns that have been raised about the disproportionality of stop and search activity and the bias or unconscious bias behaviour of serving police officers. If the MPS were to consider embarking on a journey of culture change we believe this would reflect in a better relationship with communities not just in Hackney but across London. Although the MPS and Hackney Council are different types of organisations, we are of the view there is scope for Hackney Council to share the information it has to date on good practices and the lessons learned from its work.

## **Our request**

- 1. We would like to see MOPAC launch a targeted campaign for the police attitudes survey to encourage more responses from black and ethnic minority communities and relevant representative groups.**
- 2. We would like MOPAC to update on the progress of their action plan (the 4 areas outlined at the [meeting on 9th November 2021](#)).**
- 3. We would encourage MOPAC to consider Hackney for any pilots for new community engagement structures in relation to MOPAC / MPS scrutiny structures that could help build trust and confidence.**
- 4. We would like to understand how MOPAC's work of scrutiny and holding to account can support and encourage the MPS organisation to embark on a journey of culture change.**

## **Accessibility and transparency of MPS data**

We agree with the aims of MOPAC in relation to wanting to see the monitoring indicators reflecting progress and change; in addition to seeing positive changes from communities about their feelings and experiences. At the meeting there was acknowledgement that the monitoring data for the MPS could be more transparent and easier to find. We also heard about MOPAC's plans to develop a suite of MPS data that is more accessible and user friendly to the public. We welcome and encourage this.

# Overview & Scrutiny

## **Our request**

- 1. We would like an update on MOPAC's work to develop a suite of data that is more accessible and user friendly. Outlining timescales and the communication plans for promotion.**
- 2. We would like to clarify MOPAC's role in ensuring:**
  - a. the MPS has adequate monitoring targets in place to ensure MPS officers are using appropriate levels of forces for young people and adults in relation to use of force**
  - b. there is monitoring in place that tracks and reviews the deployment of police tools and police officer conduct.**

Thank you for agreeing to return to the next LiH meeting on 22nd June 2021. To help manage the meeting we are asking for a written response to the requests outlined in this letter. The Commission is proposing to discuss the written responses from attendees at the LiH meeting on 9th November 2020 at the next LiH meeting on 22nd June 2021.

Yours faithfully



**Cllr Sharon Patrick**

**Chair of the Living in Hackney Scrutiny Commission at London Borough of Hackney**

CC Sal Naseem, Regional Director London (IOPC)  
Cllr Susan Fajana-Thomas, Cabinet Member for Community Safety (London Borough of Hackney)  
Commander Catherine Roper, Crime Prevention, Inclusion & Engagement (Metropolitan Police Service)  
Commander Jane Connors QPM, Front Line Policing. Violence lead (Metropolitan Police Service)  
Borough Commander Marcus Barnett, CE BCU Commander (Metropolitan Police Service)  
Detective Superintendent Mike Hamer, CE BCU Lead for Violence & Criminal Investigation (Metropolitan Police Service)

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## Living in Hackney Scrutiny Commission

Hackney Council  
Room 118  
Town Hall  
Mare St E8 1EA

Reply to: [tracey.anderson@hackney.gov.uk](mailto:tracey.anderson@hackney.gov.uk)

23rd April 2021

Dear Commander Catherine Roper, Commander Jane Connors and Borough Commander Marcus Barnett

Thank you for attending the Living in Hackney Scrutiny Commission (LiH) meeting on 9th November 2020 and for your engagement with the scrutiny commission throughout the year.

Our engagement with our local MPS BCU commenced following concerns about community tensions between the police and local residents in relation to the use of force and stop and search activity by the police. When we commenced discussions with the local BCU our scrutiny commission raised the following:

1. Impact of stop and search on community relations with the police service.
2. The increasing use of handcuffs and use of handcuffs on young people aged 10-14
3. The training police officers receive in relation to carrying out a stop and search
4. The threshold for a police officer's record of complaint to trigger an investigation of any trend or reoccurring inappropriate behaviour
5. The use of TSG officers in the borough and the impact of their work on community relations locally
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8. An explanation about why stop and account is not used first instead of stop and search
9. An explanation about police officer accountability and the complaints system in the MPS
10. An overview about the stop and search monitoring data and how the insight is used by the MPS.

Following our discussions the key themes that emerged for follow up were:

1. **MPS complaint system** - The system is not trusted and seldom used by the community groups most impacted by stop and search activity.
2. **Accountability of police officers for behaviour and appropriate use of police tools.** The wider public perception is that the MPS does not have robust systems in place for police officers to be held to account.



# Overview & Scrutiny

3. **No set monitoring targets for stop and search and outcome success rates.** Having on average a 20-25% success rate from the volume of stops and searches conducted is not a good demonstration of success or a good use of resources.
4. **Reducing the disproportionality among ethnic minority groups being stopped and searched.** There were no reports of current work to address this or reassurance given on how the MPS plan to address this wider than the BCU review work.
5. **Representation of Hackney's diverse community in MPS / MOPAC community engagement and scrutiny structures.** We learned the MPS are working to improve dialogue and engagement with the public but this is not widely known by the local community.

## **MPS Complaint system**

At the November meeting we heard from the IOPC that out of 33,000 complaints against the MPS only 4% were from the black communities and 1% from young people. The IOPC pointed out the groups impacted the most were least likely to make a complaint. Our local Account Group was very clear that getting young people to engage with the complaint structures and mechanisms in place was a big barrier.

In our various discussions with the community and stakeholders some parts of the community did not see the MPS as an accountable public body and had reservations about the police investigating themselves. We understand that for the public to have confidence in using the MPS complaints system and seeing it as an effective tool to address problems within the MPS, the public need to have faith in the system.

The complaints system was recently changed to include a right of review by MOPAC or the IOPC. The scrutiny commission Chair looked at the MPS website to review how easy it was to navigate the web page to log a complaint. In the Chair's view it was not very easy to detect from the MPS homepage where to go to make a complaint. As stated during the discussions it is important for the community to know how they can make a complaint but it is also key to have clear navigation that makes it easy for a member of the public to make a complaint. It was also noted that the MPS website did not provide detailed information about the right to review in relation to a complaint. The Commission is of the view it is important to promote the changes to the complaints system so that people are aware there is a secondary part to the process which is independent from the MPS. This would help the police service to be seen as an organisation that welcomes feedback and uses this information to make improvements to the service they provide local communities.

## **Our request**

1. ***We would like to see the local BCU and MET HQ improve its communication with local communities about the complaints procedure and processes and outline the local action plan for this work.***



# Overview & Scrutiny

- 2. We would like an update on the local BCU and MET HQ's work with SNTs to make the process of complaints more accessible and for young people to feel empowered to make a complaint.**
- 3. We would like to see the MPS homepage on the website make it easier to detect how to make a complaint. This would help to make this information more accessible.**
- 4. We would like the local BCU and MET HQ to consider adding more information to the complaints page on their website about the secondary part of the complaints process to give residents reassurance there is an independent review in the process.**

## **Accountability of officers**

Although we acknowledge that wider societal impacts have had an effect on reducing the public's trust and confidence in the MPS. We also note that trust and confidence issues between the Police and Hackney's communities predate these wider society impacts.

We picked up on local community concern that the police have no accountable structures to the public or want to be accountable to the local community they serve. You told us you have systems in place to hold police officers to account but that this information is not publically available. To local people the perception is police officers are unaccountable for inappropriate behaviour or actions. Despite there being different patterns of behaviour exhibited by different police unit teams. The public view police officers as one organisation/unit. We detected some deflection about inappropriate behaviour and excessive use of force coming mainly from the TSG or other police officers who are external to the borough; in comparison to the actions of local police officers who regularly work in the borough. It strikes us that transparency around the monitoring of police officer performance should be improved to build trust and confidence particularly within Hackney. Although we have no formal role in the MPS accountability structures we hope our feedback will be used to inform your strategies and the operational policies of the MPS.

People want their voices to be heard and to see the organisation is listening to the concerns they raise. At our meeting the MET HQ Officers outlined the MPS Commissioner's commitment to: 1) reduce violence and 2) improve trust and confidence. Although we welcome these commitments, our local community has told us they need to see more evidence of change by the MPS so they can see the results of better behaviour and conduct from police officers. We would like to see the MET HQ take further action and full responsibility for the conduct of other police unit officers to help maintain the local community's trust and confidence in their local police officers from the BCU.

# Overview & Scrutiny

## Our request

- 1. We would like the local BCU and MET HQ to consider publishing data that demonstrates how the MPS monitors a police officer's behaviour and conduct when carrying out authorised police activity.***
- 2. We would like the local BCU and MET HQ to consider how they can publish police officer accountability data to make it more accessible and transparent to the public.***
- 3. We would like the local BCU and MET HQ to highlight the progress and changes the organisation has made since the publication of the reports from the Macpherson and Lammy Review. We are seeking reassurance the MPS is listening to the concerns raised and can demonstrate it has responded to the recommendations made.***

## **No set targets for the successful outcome rates for stop and search**

Public sector organisations are expected to provide the best mix of quality, effectiveness and demonstrate best use of resources. Over the last decade the pressure on public finances has been unprecedented.

With stop and search being a key tool in crime prevention the Commission is aghast that there is no set target to monitor the effectiveness of this tool. Stop and Search is a police tool that is seen as key to help reduce crime in London. Locally, successful arrest outcome rates from conducting stop and search activity hovers around the 20-24% mark. If the effectiveness of this tool was measured on this success rate, this tool would be assessed as ineffective and not a good use of resources.

We welcome the local MPS review of stop and search and the use of handcuffing. We also welcome the plans to record the ethnicity of car drivers stopped. We see these two pieces of work as supportive in obtaining more local evidence if profiling is taking place for black and ethnic minority drivers.

At our meeting MET HQ officers encouraged local MPS scrutiny groups to establish the data sets that would support them in their role of local scrutiny of the MPS. We would like to see the MPS establish a community scrutiny group that is representative of Hackney's diverse community so that the suite of data developed helps them to perform robust scrutiny of MPS activity.

## Our request

- 1. Any model of success has a way of demonstrating good performance. We would like the local BCU and MET HQ to consider introducing set targets for their stop and search police activity to drive improved performance. We hope this will help the local BCU and MET to be able to demonstrate that stop and search is a successful police activity and tool in crime prevention/reduction.***

# Overview & Scrutiny

- 2. We would like to ask the local BCU and Safer Neighbourhood Board to work with Hackney Council when they are identifying the suite of local MPS data they need to effectively monitor all local MPS activity in Hackney, particularly stop and search.*
- 3. We would like an update from the local BCU on the local Stop and Search review and an update on the recording of ethnicity data in relation to car stops in Hackney.*

## **Reducing disproportionality**

The stop and search monitoring statistics clearly shows disproportionality in relation to the use of this tool on different ethnic minority groups. In addition there has been a report of increased use of handcuffing. Whilst we understand handcuffing is a necessary tool, there is concern about the impact high use is having on cohorts within the community (particularly black men and young people). The report produced by our local Account Group highlighted the trauma effects this has had on young people in our borough. In our view we feel the MPS does not fully appreciate the impact this is having on trust and confidence.

We were dissatisfied with the MPS replies about the criteria that informs a stop and search activity and the use of that criteria by police officers. Our discussions revealed police officers have a large amount of discretion (judgement) when deploying this police tool. The perception is this autonomy sits alongside weak accountability structures which do not inspire confidence that inappropriate police behaviour, bias, unconscious bias or the conduct of a police officer will be addressed. During the pandemic a person's identity is being concealed by a mask. It is our view that this will make it even more difficult to stop and search the right people based on description. Therefore using this tool will warrant the need for the criteria used to be even more robust with lesser amounts of discretion.

There have been many discussions about this issue over the years and particularly since the 2011 unrest. We welcome Hackney MPS BCU conducting a review on stop and search activity and the steps being taken to set up a local MPS scrutiny group. However, despite the sources of intelligence information being made clearer at the meeting (point 4.12.21 in 9<sup>th</sup> November LiH minutes) there was no explanation that gave a rationale for the disproportionality of stop and search activity other than there being bias or unconscious bias. We believe not having a set criteria for police officers to follow and allowing individual judgement is enabling police officers to exhibit bias or unconscious bias when using the stop and search police tool.

# Overview & Scrutiny

We are concerned when an institution places the onus of bias and unconscious bias on the individual and feel strongly that responsibility should be held by the senior leaders within the organisation (that of police behaviour) and that all institutions should monitor racism and unconscious bias to drive forward a change in culture. Hackney Council has implemented a programme of work to drive forward culture change within the organisation. Particularly in relation to reducing inequalities and bias and unconscious bias. The Commission is of the view that there are working practices, knowledge and information Hackney Council can share with the local BUC about developing inclusive leadership across the organisation. We recognise the police need to maintain law and order and to do this effectively requires some degree of autonomy. But as pointed out in our meeting this autonomy works well with respect from the community served and respect comes from a community when they feel the measures taken are fair and proportionate and more importantly equal across all community groups.

## **Our request**

- 1. We would like a commitment from the local BCU and MET HQ to ensure the local MPS scrutiny groups set up are representative of Hackney's diverse community, capturing a broad range (ethnicity, gender, etc) of both adult and young people's voices and experiences within Hackney.***
- 2. In relation to culture change We would like a commitment from the local BCU and MET HQ to work with Hackney Council to learn about implementing inclusive leadership across the organisation.***
- 3. Communicating and engaging with local residents is key to building trust and confidence. We would like to know what the local BCU and MET HQ plan to do differently in relation to communicating and engaging with residents to address the local concerns raised about the use of force and disproportionality from stop and search activity.***

## **Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures**

We heard about the roll out of additional scrutiny to address local concerns about the use of force and the MPS mentioned they are doing a lot of community engagement work. We also noted the MET's work to bring about change in its dialogue and engagement with the public. Our discussions identified a large volume of work is being conducted by the MPS in relation to community engagement. But this is not being communicated effectively to the local community and the local community is not aware of this work.

# Overview & Scrutiny

The MET HQ officers talked about having more empathy in their engagement with the community and the involvement of young people in the training of new recruits for stop and search. The involvement of young people in the training of police officers for stop and search has been implemented at our local BCU through the local MPS stop and search monitoring groups. This was put in place a few years prior to give a better understanding to both young people and police officers about the effects of stop and search on both parties. But there still remains tension between the community and the police in relation to the use of stop and search activity.

The MPS talked about having a representative monitoring group. We note there is limited public knowledge and understanding within the community about the work and role of the Safer Neighbourhood Board (SNB). However, we do acknowledge that MOPAC confirmed they do not provide support to SNBs to do community development and engagement work. We are aware that the membership of the SNB includes Hackney residents. However, we are not confident the current SNB membership is fully representative of Hackney's diverse community. We also learned that MOPAC relies heavily on the SNB to feed through the concerns of the community. That being said, we are querying if the current SNB membership captures the full breadth of voices and experiences from Hackney's diverse community. Our discussions have highlighted the need for better local MPS community engagement and scrutiny structures to enable all sections of the community to engage. We would like to see the local MPS community engagement and scrutiny groups have a better representation of Hackney's diverse community to better reflect the diversity of voices and experiences within the community.

The Hackney Account Group provided valuable insight ([Account Group Report](#)) bringing the voice of young people to the MPS stop and search scrutiny and community engagement structures. We recognise the Hackney Account Group's relationship with the local MPS has been challenging and that they are no longer funded by the local BCU. Notwithstanding the challenges with the working relationship we believe there is a role for their work in the MPS community scrutiny structures. In our dialogue with the MPS and despite assurances that the community would be consulted, it was still unclear how the MPS would engage with young people. The Commission is seeking assurance about the future of local MPS engagement with young people. We would encourage MET HQ and Central East BCU to work with MOPAC and Hackney Council to help find a way for constructive engagement so that the concerns raised by Hackney's young people in the Account Group Report can be addressed.

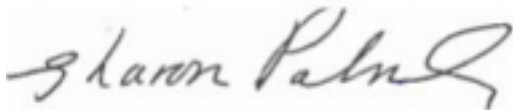
# Overview & Scrutiny

## Our request

- 1. We would like to know what the local BCU and MET HQ will do differently in relation to better community engagement. We would like to see information about the local BCU's communication plan for community engagement?**
- 2. We would like to see a better representation on the SNB and other MPS / MOPAC community scrutiny groups of the various communities in Hackney. We are asking for the local BCU and MET HQ to review the current local SNB membership and to work with Hackney Council to carry out engagement with local residents (adults and young people) to identify a more diverse range of local residents to join the MPS scrutiny structures.**
- 3. We would like to know if the Hackney Account Group will continue to be involved in MPS / MOPAC community engagement structures and their role?**

Thank you for agreeing to return to the next LiH meeting on 22nd June 2021. To help manage the meeting we are asking for a written response to the requests outlined in this letter. The Commission is proposing to discuss the written responses from attendees at the LiH meeting on 9th November 2020 at the next LiH meeting on 22nd June 2021.

Yours faithfully



**Cllr Sharon Patrick**

**Chair of the Living in Hackney Scrutiny Commission at London Borough of Hackney**

CC Natasha Plummer, Head of Engagement (MOPAC)  
Sal Naseem, Regional Director London (IOPC)  
Cllr Susan Fajana-Thomas, Cabinet Member for Community Safety (London Borough of Hackney)  
Detective Superintendent Mike Hamer – CE BCU Lead for Violence & Criminal Investigation (Metropolitan Police Service)

London Borough of Hackney  
Living in Hackney Scrutiny Commission  
Municipal Year 2020/21  
Date of meeting Monday, 9 November, 2020

Minutes of the proceedings of  
the Living in Hackney Scrutiny  
Commission held at  
Hackney Town Hall, Mare  
Street, London, E8 1EA

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<b>Chair</b>	<b>Cllr Sharon Patrick</b>
<b>Councillors in Attendance:</b>	<b>Cllr Sade Etti, Cllr Anthony McMahon, Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Penny Wrout</b>
<b>Apologies:</b>	<b>Cllr Anna Lynch</b>
<b>Officers in Attendance</b>	Cllr Susan Fajana – Thomas (Cabinet Member for Community Safety), Cllr Carole Williams, Cabinet Member for Skills, Employment and Human Resources, Jason Davis, Strategic Lead (Policy) and lead Officer for Hackney’s Community Safety Partnership, Maurice Mason, Community Safety Partnership Manager, Gerry McCarthy, Head of Community Safety, Enforcement and Business Regulation from London Borough of Hackney
<b>Other People in Attendance</b>	Commander Catherine Roper (Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement), Commander Jane Connors (London lead for Violence and Stop/Search), Natasha Plummer (Head of Engagement), Sal Naseem (Regional Director London), Detective Superintendent Mike Hamer (Central East BCU Lead for Violence & Criminal Investigation and Deputy Borough Commander), Tim Head (Account Group Project Officer at HCVS), Great Okosun (HCVS Account Group Representative), Yolanda Lear (HCVS Account Group Representative), Superintendent Andy Port (Central East BCU Lead for Neighbourhood Policing & Community Engagement), Louise Brewood, LBH Safer Neighbourhood Board, Nicola Baboneau, (LBH Safer Neighbourhood Board)
<b>Members of the Public</b>	<b>None</b>
<b>Officer Contact:</b>	<b>Tracey Anderson</b> ☎ 0208 356 3312 ✉ tracey.anderson@hackney.gov.uk

**Councillor Sharon Patrick in the Chair**



## **1 Apologies for Absence**

- 1.1 Apologies for absence from Commission member Cllr Anna Lynch.
- 1.2 Apologies for absence from the Borough Commander of Borough Command Unit Central East (Hackney & Tower Hamlets), Detective Chief Superintendent Marcus Barnett.
- 1.3 Apologies for lateness from Commission member Cllr Anthony McMahon.

## **2 Urgent Items/ Order of Business**

- 2.1 There was no urgent items and the items of the meeting was as per the agenda.

## **3 Declaration of Interest**

- 3.1 No declarations of interest.

## **4 Stop and Search and Inclusive Policing**

- 4.1 In attendance at the meeting for this items from the Mayor's Office for Policing And Crime (MOPAC), Natasha Plummer, Head of Engagement. From the Metropolitan Police Service (MPS) at MET HQ, Commander Catherine Roper, Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement and Commander Jane Connors, London lead for Violence and Stop/Search. From Central East (CE) Borough Command Unit (BCU), Detective Superintendent Mike Hamer, CE BCU Lead for Violence & Criminal Investigation and Superintendent Andy Port, CE BCU Lead for Neighbourhood Policing & Community Engagement. From the Independent Officer for Police Conduct (IOPC), Sal Naseem, Regional Director London.
- 4.2 The Chair introduced this item and commenced by giving some back ground information about the item. The Chair explained the Commission's work in this area started in 2019 following information about the MPS's plans for body worn cameras and the work of the local Account Group.
- 4.3 The Commission followed this up in June 2020 but were left with outstanding questions and wanted a further meeting with the MPS, IOPC and MOPAC.
- 4.4 The Chair pointed out the Commission has a key role in Hackney to look at these issues on behalf of the community. From 2017, since the death of Rushan Charles, trust and confidence among the communities in Hackney has been decreasing significantly. The MPS statistics show an increase in stop and search in Hackney along with a rise in handcuffing across the MPS.
- 4.5 The Commission represents the views of the community but are mindful the Council needs to work with the police to ensure the community is protected. The Chair pointed out currently not all members of Hackney's community felt protected by the Police. The Commission wanted to see improved relations



between Hackney Council, the community, police and MOPAC to find a way forward.

- 4.6 The Chair highlighted following the death of George Floyd the black community's faith in the police is not as it should be due to police behaviour. But this is a global problem between ethnic minorities and the police. Making reference to the Lammy review report the Chair pointed out there are reports that show the BAME community is overrepresented in the justice system.
- 4.7 The Commission invited the Borough Command Unit (BCU) for Central East (Hackney and Tower Hamlets), Metropolitan Police Service Headquarters (MET HQ) and Mayor's Office for Policing and Crime (MOPAC) to talk about their work to build trust and confidence and to outline how this public concern was being addressed by the MPS and MOPAC. Included in this discussion was the Independent Office for Police Conduct (IOPC) to further explore how the IOPC works with the MPS in terms of their complaints system and to hear about the review finding from their use of stop and search review.
- 4.8 The Commission submitted questions in advance to the MPS Borough Commander, MET HQ and MOPAC officer. These questions covered the following areas:
1. Stop and Search
  2. Trust and confidence
  3. Accountability
  4. Handcuffing
  5. Fair and inclusive policing.
  6. Sources of intelligence
  7. Community engagement work related to building trust and confidence.
- 4.9 The Commission submitted questions in advance to the IOPC covering the following areas:
1. Powers of IOPC in relation to the recommendations they make to the MPS
  2. Role of the IOPC in relation to MPS complaints
  3. Their success in influencing policy and implementation of the recommendations they make.
  4. Information about the IOPCs review on the use of stop and search.
- 4.10 Written response to the questions were provided in the agenda under item 4a and item 4b and supplementary papers.

#### **Mayor's Office for Policing And Crime (MOPAC)**

- 4.11 The Head of Engagement from MOPAC commenced her presentation covering the key points from MOPAC's written submission and provided further information in response to the questions submitted.
- 4.11.1 MOPAC is led by the Mayor of London, Sadiq Khan. The Deputy Mayor for Police and Crime, Sophie Linden leads MOPAC on a daily basis. MOPAC's role is to provide oversight of the MPS and ensure delivery of the Mayor's Police and Crime Plan. The Mayor's Police and Crime Plan sets out his strategic ambitions in relation to crime in London. This also sets out his work with partners to drive an effective criminal justice and crime reduction service across London.

- 4.11.2 The Mayor of London sets the strategic direction and budget for the MPS and has powers to bring partners together to problem solve to address key issues affecting Londoners. The Mayor of London does not have operational control of the MPS and cannot direct the MET Commissioner of the MPS. This is a key difference for UK's policing system to other global police forces.
- 4.11.3 The remit of the Head of Engagement from MOPAC covers community engagement and scrutiny. Areas such as wider stakeholder engagement (such as a targeted round table), use of Covid 19 powers, hate crime (this increased during lockdown) and working with local safer neighbourhood boards (SNBs), local stop and search monitoring groups and independent custody visiting in London boroughs.
- 4.11.4 MOPAC highlighted trust and confidence is the central principle to the work of policing by consent. The foundation of which UK policing built and fundamental to the work of the MPS.
- 4.11.5 MOPAC recognise when people have trust in police they are more likely to be satisfied when they encounter a police officer, will comply with police authority and will assist the police with investigations.
- 4.11.6 MOPAC pointed out the view of the police and how powers are used (i.e. stop and search) or perceived to be used by communities, is critical to maintaining that trust and confidence and delivering effective policing in the London.
- 4.11.7 Police confidence is a key measure that has been tracked for a few years through their public attitudes survey. The main measure is a questions about if the police in their area are doing a good job.
- 4.11.8 The most recent survey shows 58% for London and 56% for Hackney - Hackney has consistently tracked below the London average. MOPAC acknowledged the Chair's commented about the fall in confidence over the last 3-4 years. This measure has been compounded by wider society impacts such as austerity, this period of uncertainty and change like Brexit. However it has stabilised at 58% and they hope it will now start to rise in the future.
- 4.11.9 MOPACs role involves overseeing the work of the MPS in its entirety including their work on community engagement, trust and confidence, stop and search and crime reduction. MOPAC also support the community to scrutinise the police at a local level.
- 4.11.10 MOPAC discharge their function by overseeing the work of the MPS and by holding the MET Commissioner and her senior team to account for delivery. This is through various mechanism like 121 meetings with the Mayor and Deputy Mayor and their formal Oversight Board.
- 4.11.11 The meetings are used to integrate the data and challenge the MET Commissioner and about the team's performance; whilst also challenging on issues that matter most to communities.

- 4.11.12 Another way they hold the MPS to account is through transparency. The transparency is through the publication of a variety of information and data sets. These cover general crime data - public voice data, information about complaints and police workforce statistics. The officer highlighted the Hackney Account Group had made use of this publically available data to challenge and scrutinise their local police officers.
- 4.11.13 MOPAC fund Safer Neighbourhood Boards. The SNB's hold the local MPS to account and fund community safety matters. MOPAC also fund local crime reduction projects. LBH receives £29k for projects and to support the work of the SNB.
- 4.11.14 MOPAC also work with communities to look at key aspects of policing like custody. This entails working with independent custody visitors to review police custody through to stop and search community monitoring.
- 4.11.15 MOPAC explained stop and search is an important police power but they also recognise it is quite an intrusive power (allowing within set parameters police officers to put their hands in pockets) if it has not been carried out correctly or with dignity.
- 4.11.16 It is important for trust and confidence that policing is seen with legitimacy, is intelligence led, conducted fairly and proportionately. It is key for communities to have this view.
- 4.11.17 MOPAC acknowledged the data show disproportionality and that this is a cause for concern by community. Based on population data they know that black individuals are 3.5 times more likely to be stopped and search compared to a white individual.
- 4.11.18 As part of MOPACs work they support a network of community stop and search monitoring groups to scrutinise that data at a local level. MOPAC recognise it is important to ensure the community performs that functions and that their conversations feed into the work MOPAC is doing at the corporate centre.
- 4.11.19 MOPAC pointed out 2020 have been a challenging year. The world has witnessed the murder of George Floyd and protests around the world have put police services around the world under intense scrutiny. The Mayor of London is committed to an action plan to address 4 key areas MOPAC hope will address trust and confidence in policing.
- 1) **Better use of police powers** – this looks at consistency e.g. for area like the hand cuffing policy and reviewing the disproportionality across a range of tactics and tools like stop and search, tasers etc.
  - 2) **How we work together with black communities to keep them safer** - this is about developing a new framework for engagement between the police and communities. Enabling more accessible opportunities for a wider range of people to be in the conversations. To help with problem solving and to fully understand how people are experiencing policing on the ground. This work takes into consideration their work with safer schools officers, thinking about how they are supported to build relationships with young people and to keep them safe.

- 3) **Building a police service that better represents and serves black Londoners** - people want a service to reflect them and London. More importantly they want the service that can be seen to operate within the various communities in London. This work will focus on the retention and recruitment of black and ethnic minority officers at every level of the service. It will also highlight how communities and young people can get involved in recruitment training, to make it more open and transparent and bring in lived experience. Help to empower and train officers to operate within London.
- 4) **Holding the police to account** - it is clear from conversations with the community they do not recognise MOPAC is doing a lot of accountability and oversight work. MOPAC is thinking about how to make that more transparent and make communities more aware it is happening. Critically they want to build new and broader opportunities for communities to be involved in that scrutiny. MOPAC is look at how to broaden out the remit of borough level scrutiny and are proposing to build city wide scrutiny mechanisms to enable the public to be more involved. This will not just focus on stop and search but look at other police powers such as the use of tasers.

4.11.20 MOPAC acknowledged there is a lot of work to do but highlighted they are building on a good foundation. They are hearing that communities want more to be done and rapidly.

4.11.21 For MOPAC the challenges are:

- a) how they better inform communities about their work holding the MET to account.
- b) enable people to understand their rights and responsibilities in this space.
- c) support and work with the IOPC to help people to understand how the complaints system works and make it more accessible.

4.11.22 As part of this work MOPAC want to create specific opportunities to be held to account for the oversight they do of the MPS in delivering the plan. They want to be held to account by the public for the experience of how policing feels to them.

4.11.23 MOPAC recognise that trust and confidence is important but so is understanding the perceptions, feelings and experiences of the communities. MOPAC would like to see in 4-5 years' time the monitoring indicators reflecting progress and change and the community feeling and experience to improve too. They want a better relationship with communities across London.

#### 4.12 **Metropolitan Police Service (MPS)**

4.12.1 The Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement from Metropolitan Police Headquarters (MET HQ) / MPS commenced her presentation covering the key points from the written submissions by BCU Central East and in response to the questions submitted.

- 4.12.2 The officer's areas of responsibility include crime prevention and inclusion across the MPS. The department has 3 strands the crime prevention strategy, diversity and inclusion strategy and the engagement strategy. These strategies set the tone for the organisation and holds the organisation to account for the activities carried out.
- 4.12.3 The Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement advised her attendance was following strong messages from the community about not seeing and feeling all the activities the MPS is doing to engage with the community and that their internal structures are aware is happening.
- 4.12.4 Referring to the MOPAC officer's comments the MPS echoed that 2020 has been an unprecedented year and that this has been the same for policing.
- 4.12.5 The MPS highlighted at the beginning of the year trust and confidence in the MET was beginning to be positive. People were feeling more informed about local policing and addressing the concerns of local communities and what they cared about.
- 4.12.6 Following March, April and May there has been a slump in the public attitudes survey particularly trust and confidence within the black communities. Especially after the murder of George Floyd. Commenting there has been an out pouring of frustrations from communities, particularly the black communities in London.
- 4.12.7 The Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement explained they have been working with the community and have a long list of the people the department has engaged with daily. However the MPS did accept they did not do enough talking to people for example they did not speak to the Chinese and south Asian communities and at the start of Covid they started to suffer from hate crime.
- 4.12.8 The MPS have carried out more engagement in a number of their normal policing processes e.g. public order. Although they acknowledged the community seems to not see the impact of this work. The MPS recognised their engagement work has not been fully successful in is their BCUs (frontline policing).
- 4.12.9 There has been some inconsistencies in how they were engaging across the organisation. The MPS was not fully aware of who they were engaging with and who they needed to engage with more. The Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement is taking the lead with a group of officers to resolve.
- 4.12.10 In the agenda papers submitted for the meeting the MPS outlined their minimum offer within frontline policing for all BCUs. This should remove the inconsistency within the service from local policing.
- 4.12.11 The MPS will be increasing their scrutiny processes. The MPS is trying to keep communities better informed and respond to the feedback.

- 4.12.12 The MPS highlighted we are about to enter into lockdown 2. Based on the public's feelings about this they will need to navigate this sensitively.
- 4.12.13 The officer highlighted the MET Commissioner has committed to being the most trusted police service globally. The MET Commissioner has 2 priorities: 1) violence – to reduce violence across the capital; 2) Improve trust and confidence between the MPS and their communities. The MPS acknowledge they have a lot of work to do.
- 4.12.14 The London lead for Violence and Stop/Search added the following points in response to the questions submitted.
- 4.12.15 The officer gave an overview of her role which is the lead for violence in the MPS which also covers stop and search. A key aspect of her role is to look at inconsistency and the accountability of police officers within the MPS. Her role includes making sure they are scrutinised, understand the impact, ensure they are visible and able to respond to their communities. This also includes addressing consistency across the BCUs and pan London units' e.g. violent crime task force and the TSG.
- 4.12.16 The officer's role is to oversee stop and search across the MPS to ensure it is done correctly, effectively and that the MPS listens to communities to improve going forward.
- 4.12.17 From Central East BCU, Deputy Borough Commander and CE BCU Lead for Violence & Criminal Investigation commenced his presentation in response to the questions submitted.
- 4.12.18 The Deputy Borough Commanders for CE BCU highlighted the BCU was asked to respond to two questions 1) briefing and tasking for stop and search b) their engagement work.
- 4.12.19 CE BCU is doing their own internal review with the Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement to look at local stop and search. This will be a deep dive into their stop and search activity. The local MPS recognised that to police with consent they needed to work with the community. The local BCU were of the view they do this and that their work with the community is largely effective.
- 4.12.20 The Deputy Borough Commander for CE BCU pointed out he was joined by the CE BCU Lead for Neighbourhood Policing & Community Engagement. This officer supported community safety teams, SNBs and is the lead engagement officer for the borough.

As part of the opening statement the Chair asked the Deputy Borough Commander for CE BCU to provide more information about how they used intelligence for stop and search. Pointing out Members wanted to understand what the term intelligence led meant for policing and in particular how it informs stop and search activity.

4.12.21 The Deputy Borough Commander for CE BCU confirmed the information is the foundation for their tasking. The information is assessed and analysed and then they use it to task police officers to cover particular issues. Following the tasking they analyse the information and then repeat the cycle. One of the priority areas for the MPS is violent crime – knife, gun and robbery. This covers street based offences. The Deputy Borough Commander for CE BCU explained the intelligence information comes from crimes recorded – in Hackney they record 80 crimes a day. This is information from victims, witnesses and other resources e.g. CCTV, Hackney Council or private resources. The MPS also receive information from the public through face to face contact, calls into the service about ASB, weapon carrying or in recent Covid times group gatherings.

As part of the opening statement Members of the Commission asked the Deputy Borough Commander to clarify how they decide an individual or group of people should be stopped and searched. Members wanted an explanation of how the police make a judgement of who to stop and search and who to handcuff. In the Commission's view this information is missing from the reports or regular updates provided. The Deputy Borough Commander was asked to clarify how a police officer on street patrol would decide they needed to conduct a stop and search. Members referred back to the statistics showing disproportionality.

4.12.22 The Deputy Borough Commander explained the reason and grounds for a stop and search were personal to the police officer from what they observed. This is influenced by their own observations, information from a member of the public or as a result of wider tasking. The officer informed the MPS has finite resources so they want to put their police officers in the locations and at the times where the crime is occurring.

4.12.23 The Deputy Borough Commander pointed out Police officers are not instructed to go out and do a stop and search. They have information about the issues, victim information of the crime profile and tasking information. A stop and search could be in response to an emergency call with very specific information and description of the people involved. It could also be as a result of a patrolling police officer's observes of something that is not right. This professional judgement may lead them to have a personal encounter with a member of the public. The Deputy Borough Commander confirmed he would not give an explanation for individual encounters in Hackney because they are as a result of a variety of reasons.

4.12.24 The focus of the deep dive for stop and search is to understand (though body worn videos and supervision) the recorded grounds for a stop and search alongside reviewing the complaints data to assess if it was sufficiently articulated and justified.

4.12.25 As part of the opening statement the Chair referred to best use of resources and indicated a 20% positive outcome rate for stop and search would not indicate a best use of resources. Members also commented it was unclear if these statistics relate to warnings or people being taken through the justice system.

4.13 **Independent Office for Police Conduct (IOPC)**

- 4.13.1 The Regional Director London from the IOPC commenced his presentation covering the key points from the written submissions and in response to the questions submitted.
- 4.13.2 The officer started by saying three words “stop and search”. The officer explained these words provoke a range of thoughts and emotions from people and they can come from a person’s lived experience, from carrying out a stop and search or working closely in this area.
- 4.13.3 The IOPC know that stop and search is a necessary policing tool and part of the policing tool kit. They also know that for members of the black community it’s a policing tactic in which there is disproportionality and this has eroded their trust and confidence in the MPS police.
- 4.13.4 The IOPC recognise both positions and the importance of trust and confidence. The role of the IOPC is to help maintain trust and confidence in policing by ensuring police officers are accountable for their actions, learn lessons and that there is an effective police complaints system. However the IOPC acknowledged there are concerns about engaging with the police complaints system.
- 4.13.5 The IOPC informed their research showed 33 thousand complaints were logged against the police but only 4% were from members of the black community and 1% by young people. In addition less than 1% of total complaints related to stop and search.
- 4.13.6 The IOPC explained this confirms two things 1) the complaints data in this area should not be used as a measure of policing to assess whether communities are dissatisfied with stop and search. 2) Black communities and young people (both with the lowest rates) are least likely to engage with the systems in place that are designed to take forward their concerns.
- 4.13.7 The IOPC has been making efforts to address this through their work on their engagement strategy. They have worked with their youth panel, done joint presentations with MOPAC and the MPS and carried out broader media work to raise the profile of the complaints system.
- 4.13.8 From speaking to the communities in London the IOPC repeatedly heard comments like “why should I make a complaint. It’s just the police investigating themselves.” Although it is correct that the vast majority of complaints go to the police to investigate. The IOPC pointed out if you are unhappy with the review a person has the right of appeal with either MOPAC or the IOPC.
- 4.13.9 In response to the point why complain, the Regional Director made reference to the recent work of the IOPC on stop and search. The Director highlighted the IOPC looked at all completed investigation data featuring stop and search. There were 5, all featuring black men. They reviewed the cases holistically to understand the bigger picture, key themes and trends.
- 4.13.10 Following this review the IOPC made 11 statutory learning recommendations based on the evidence found. The learning recommendations were made at



an organisational level to avoid inconsistencies around stop and search repeating.

- 4.13.11 The IOPC consulted with community stakeholders, young people and organisations working with young people in this space when they were drafting the recommendations from the review.
- 4.13.12 The 6 key themes found in the review were:
- 1) A lack of understanding by police officers about the impact of disproportionality on communities.
  - 2) Poor communication throughout the stop and search.
  - 3) Consistent use of force.
  - 4) Failure to use body worn video at the start of encounter.
  - 5) Continuing to seek evidence when the initial grounds for stop and search were unfounded.
  - 6) The smell of cannabis being used as the sole grounds for a stop and search.
- 4.13.13 The evidence the IOPC found matched the views being expressed by communities across London.
- 4.13.14 The IOPC review highlighted the need for the MPS to better support their police officers to do their job effectively, with the right training and supervision.
- 4.13.15 The IOPC explained stop and search is a policing tool but like any tool it needs to be used with care and in the right circumstances.
- 4.13.16 By making the learning recommendations they hope both the MPS and black communities in London address the gap that exists in their relationship around trust and confidence.
- 4.13.17 The IOPC pointed out to address a problem the first step is an acknowledgement of the issue that needs to be tackled. It is important to recognise the MPS have accepted all the recommendations.
- 4.13.18 The next challenge will be improving and action.
- 4.13.19 The IOPC pointed out none of their work to address this important issue would be possible if those individuals had not made a complaint. Adding, like any service, the MPS can only improve when they are informed something has gone wrong.
- 4.13.20 The IOPC closed with highlighting this is the importance and value of the complaints system.

4.14 **Questions Answers and Discussions**

- (i) **Members commented this has been a journey and there have been several engagement session on this topic with the Police. The Members acknowledged the work of the Accounts Group and the recommendations in the report. Members referred to the CE BCU's written response to question 1 in the agenda. Highlighting under**

**'intelligence and sources of information' it refers to a person behaviour and makes reference to bandanas as grounds for stop and search. Members read out the definition of a bandana and asked why this item of clothing (that could be used by any person) is listed as a reasonable ground for a stop and search.**

The Deputy Borough Commander from Central East BCU explained the occasions on which any type of clothing is used for grounds for stop and search is very seldom. The MPS review grounds for stop and search and it is never based on an aspect of clothing. However there have been groups that identify themselves by clothing colours in large gatherings e.g. at Nottingham Carnival. However for Hackney the colour of clothing is not a significant feature on the streets of Hackney. This would not be a significant reason for a stop and search in Hackney.

- (ii) **The Cabinet Member for Community Safety from London Borough of Hackney (LBH) made the following comments and questions:**

**Hackney welcomed the report of the IOPC on stop and search and was pleased the MPS accepted all the learning recommendations. The Cabinet Member pointed out conversations about stop and search, particularly related to young black men, have been ongoing for decades.**

**The MET HQ mentioned they are doing a lot of community engagement work but the people are not seeing or feeling the engagement work with the community. The Cabinet Member suggested it was time for the MPS to change the way they engage with the community. Pointing out the issues related to stop and search were more about the relationship and engagement with the community.**

**The Cabinet Member suggested to address the issue of trust and confidence. They should implement robust engagement with the community. Safer Neighbourhood Board (SNB) and stop and search monitoring group**

**The Cabinet Member asked the following questions:**

- 1) what support and strengthening can MOPAC offer the SNB and stop and search monitoring group to fulfil their role in scrutinising the activities of the police.**
- 2) How many repeats stop and searches are there in Hackney?**
- 3) In relation to the work by MOPAC, how will the IOPC recommendations be incorporated in their work about the MPS and black justice?**

- (iii) **Members referred to previous reports about police operation and the treatment of people from the BAME communities. Members asked how things will be different this time and the change people will see in relation to how the MPS engages with the community?**

- (iv) **Member commented the MPS had stated community groups are involved but they were unclear about who they were and who they represent.**

- (v) **Member also commented there has been work to look at body worn cameras. The Commission heard that in Hackney the body worn cameras were not being used correctly and hidden by clothing. Members suggested there was wider community involvement to look at the footage of body worn videos (BWV) like the Northampton project - where the community is shown redacted BWVs.**
- (vi) **Members referred to public confidence and suggested this needed statistical data to show how many police officers were disciplined for not wearing their body worn camera correctly. Member also suggested there should be information about how many were disciplined for the miss use of force with handcuffing. Member commented without this type of monitoring information the promises of change were good intentions. Members suggested the community needed evidence to demonstrate there is a difference on the frontline. Members suggested these figures should be made publically available to help improve trust and confidence. Members asked when these figures would be published?**
- (vii) **Members asked if the MPS was working with the Black Police Association (BPA) to help overcome some of the barriers.**
- (viii) **Members commended the poem featured in the report of the Account Group by Yolanda Lear.**
- (ix) **Members referred to the previous question about the criteria for stop and search and handcuffing and pointed out the MPS's response did not outline the criteria. Members also referred to the response dismissing bandanas as grounds for a stop and search and queried how a bandana was decided and then subsequently undecided as grounds? Members asked the MPS to give clarity about the criteria.**
- (x) **Members highlighted the key questions they are seeking responses to were:**
  - a) **why bandana were included and then dismissed?**
  - b) **the criteria for a person to be stop and searched?**
  - c) **why handcuffs are used?**
- (xi) **Members suggested there must be some form of training and criteria otherwise it was based on the individual police officer's judgement. Member did not think this was appropriate. Members asked the MPs to be specific about the criteria.**

In response to the above question the MPS replied.

In relation to how this will be different this is a question and challenge the MPS has asked itself too. The MPS pointed out they have started reviewing and doing things differently.

The MPS highlighted the Mayor's action plan (which will hold the MPS to account for a range of activities) is not just about doing activities but improving the way they communicate and explain all their work to the public.

The MPS aim to improve how they bring members of the community into processes and how they engage with communities to collate their views, experiences with empathy.

The MPS acknowledge they need to listen more and take responsibility for improvements across the organisation. The MPS pointed out they have included community members in the design and delivery of procedures for police officer training across the organisation. This is to put the focus on the lived experience, fairness and understanding and to have empathy at the heart of MPS activity. They have brought in community members and IAG members to help train their new recruits on stop and search to better understand the recipient's views of that activities.

The MPS works with local communities and bring community representatives to their special operations room for things like public orders so they can see decision making and briefings.

The MPS accept if they cannot explain how people can engage with the MPS, IOPC or MOPAC to make a complaint or engage in the scrutiny of their activities they are letting the community down.

The MPS is also rolling out increased scrutiny procedures for use of force. This is being trailed in Hackney but will be rolled out across the organisation. The aim of this work is to encourage more people to scrutinise MPS activity.

Over the summer the MPS implemented a central scrutiny board to look at the use of Covid-19 regulations. This helped to explain how the regulations would be used, where and why.

AT MET HQ the Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement has responsibility of working with the BCUs to make sure their communities understands where they can obtain information and understand how they can make challenges.

The MPS has involved the community in their diversity and inclusion strategy to bring the community into the heart of their work. This includes communicating about the strategy.

MPS highlighted this needs a cultural shift and was not just about activities or a transactional relationship but about empathy and understanding the emotions attached.

Fundamentally the MPS accepted despite all the work they have done it has had limited impact. But it was their responsibility to change. The BCU commitments outlined in the agenda was the start of this process. The roll out of additional scrutiny is an example of this.

- (xii) **Members referred to the Account Group in Hackney and young people on the streets of Hackney, who feel traumatised and abused from stop and search and hand cuffing and asked what difference they will see? Members asked if there will be less handcuffing, less stop and search, politer officers etc. to help people believe.**

In response the MPS explained the difference will be through local police officers. Whilst the Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement from Met HQ accepted, acknowledged and was saddened about the trauma and upset of the young people in London - particularly young black men – and the effects of stop and search. The MPS is pleased there is still some engagements from this cohort and that they are still holding conversations with the MPS.

In response to what will look and feel different. There will be local training delivered for visiting units to give information about the lived experience and the cultural history of Hackney will be provided. They should see a cultural shift in the way local police officers engage with the people of Hackney, talk to them and explain things as well as empathy. This will not take away difficulties and having to work through them.

They are going to be held to account and the IOPC recommendations have been agreed as a commitment from the MPS.

(xiii) **Members asked about the timescale for this work by the MPS.**

In response the MPS advised the roll out of additional scrutiny on the use of force will be in Hackney and referred to the BCU for a fuller response.

The Central East BCU Deputy Borough Commander added the local MPS will endeavour to review the use of force for each stop and search. This includes the use of handcuffing. There will be a team of 5 people who will review every stop and search encounter.

The police officer explained there are 2 aspects to this work. How they use the learning from this work and how they implement any changes in a timely and proportionate way to moderate police behaviour if needed. Working on the soft skills to communicate, deescalate and sympathise with people better. In the interest of transparency they will use a community reference group and monitoring framework to help support the work. This work has commenced and will need to be communicated back to the community.

The MPS pointed out in September 2020 they had 93% of BWV footage for all stop and searches. This was reported as good progress.

Currently the work has started and they are finalising the terms of reference for the external engagement. They will enable some public review of the BWV unedited. They are looking at the governance issues for this work. They hope to open this up to the community monitoring group in a few weeks.

(xiv) **Members asked how the community monitoring group is selected and if it is representative of Hackney's diverse community?**

In response the MPS confirmed the intention is to have a monitoring group that is representative of the community. The local MPS is speaking to the Account Group about their role in this group. They are building the group as

they go but the intention is for all sections of the community to be involved particularly the youth.

In response to the previous questions above the MPS explained there are other areas of on ongoing work within professional standards. An independent advisory group to scrutinise the professional standards processes across the MET service.

The MPS have community members involved to help design their training for stop and search and procedural justice.

They have young people come and talk to new MPS recruits to give their lived experience from being stopped and searched and growing up in London.

In response to the number of police cadets in London. In Hackney they have approximately 130 Volunteer Police Cadet (VPC) and nearly 5000 across London. In relation to diversity it is approximately 40% black and ethnic minority for the VPC. In addition the MPS pointed out they have approximately 4000 additional volunteers that help the police service on a daily basis.

The MPS pointed out there is a lot of work in progress but they recognise they need to better communicate their work and highlight the scrutiny process more. Then they need to listen to the feedback so it can inform their next steps.

- (xv) **Members commended the 5000 police cadets across London. However Members were still disappointed that there were only 130 in Hackney and asked why? Members commented this was not sufficient or a reason to be complacent.**
- (xvi) **Members were of the view for the public to see change this needed to be demonstrated through statistics that showed change. In their view this included the number of police officers held to account.**
- (xvii) **Members referred to the MPS response to the IOPC recommendations in their recent report. Members made further reference to the use of force and the way a police officers' use of force will be monitored - by asking officers to justify their use of force. But Members suggested the list reads as a check list that gives officers an excuse as to why they use force not justification. Members were of the view this does not help to push back to make a police officer justify their actions. Members think this would be an effective way to reduce the use of force.**

In response to the questions about professional standards, disciplinary of police officers and body worn cameras the London lead for Violence and Stop/Search from MET HQ explained in relation the data and publication of the figures the MPS has a stop and search dashboard and a MOPAC dashboard but acknowledged it was not user friendly. The MPs advised they are working with scrutiny group to establish the data needed for each local area so they provide this data. This will be in addition to the MPS level

data on the dashboard. They acknowledge there are variations in data across the MPS.

There is also the visibility of the information and accessibility of the data and they are working on this too. This is what they are working on with the local scrutiny group.

- (xviii) **Members interjected and pressed for the MPS to clarify if they take disciplinary action against police officers for stop and search and not wearing body worn camera correctly? Members commented this should be communicated back to the community with evidence showing how and what action they are taking. Members were still concerned about stop and searched being intelligence led and having no criteria but relied on a police officer's judgement.**

In response the MPS explained the scrutiny groups look at un-redacted videos and including the grounds for the stop and search records. The officer explained the community representatives on the community groups can look at the grounds and the police officers' actions. They can then provide their feedback on the police officers behaviour, the reason for grounds and provide comment on areas of improvement.

In response to Members concern about justifying, the MPS highlighted the stop and search slip and BWV is made available for scrutiny. This the process by which police officers have to justify their action and why. This is how they are held to account.

In relation to the statistics the MPS is happy to provide data to the community groups. This would be the local BCU scrutiny group. The MET HQ officer encouraged them to submit data requests.

The MPS officer reiterated the BWV footage is at 93% and pointed out the scrutiny groups independently select their own footage to watch from a random selection.

- (xix) **The Account Group representative made the following comments. Thanked the Councillors for their reference to the report they produced. Highlighted the report sets out their findings and recommendations. The Account Group advised they have been in meetings but to date there has been little progress.**

**In reference to the IOPC comments they Account Group commented the IOPC's views were justifying stop and search with no regards to the statistics. In their view the IOPC does not understand the problem and that people are not going to them because they think reporting concerns will not be productive. The Account Group highlighted there is no faith in the IOPC and the police regardless of the promises made. The Account Group representative pointed out young people, in particular young black men, have very little faith in the police to help or treat them fairly. The Account Group informed they have been in meetings with the police and have been overlooked and they feel disrespected. This is the view of young people when they have tried to speak to the police or ask for their help.**

- (xx) **The Account Group representative asked how the MPS will fix the problem when the responsibility is being pushed from senior management decision makers onto the local police units. The Account Group expressed the view that senior managers within the MPS were not taking responsibility for the actions of police officers.**

In response to questions raised earlier in the discussion MOPAC provided the following responses in reference to what will be different and the community engagement question by the Cabinet Member from LBH.

MOPAC explained people are more open and receptive to having this dialogue now than they were a year ago. There is an openness to being challenged and to challenge each other to have the conversations. There is a lot of scrutiny so their actions are all under the spotlight. This gives a real opportunity to make some differences requiring more than just words.

MOPAC made reference to their new engagement framework. MOPAC will look at how they diversify some of their activities. There are a number of structures they support but it's clear there is not enough diversity within the formal mechanisms - diversity of thoughts, experience etc. Their formal structures are not providing the full picture of how people are experiencing policing. This can lead to other side conversation but MOPAC would like these conversations to be captured in their formal mechanisms. To make this happen the current structures need more support than currently provided by MOPAC. MOPAC pointed out these are points SNBs and others have made.

MOPAC informed they provide funding to SNBs for their operation and to support community projects. But there is no support given for community development or engagement more widely whilst also holding the police to account. MOPAC does not provide support for this and this is a gap identified. This is an area they will want to address in the new framework.

In reference to information and data e.g. the complaints data, this is available in the public domain. But there are so many different data sets that are buried on a website that it can make it hard to access. And if found they are not always user friendly.

Following publication of the Mayor's action plan MOPAC will develop a collection of data that will bring key data into a format that will be accessible to people. MOPAC will aim to make this available twice a year. This will be a collection of all the key metrics that will help them to understand if they are improving in trust and confidence, disproportionality and if complaints are being handled effectively and on time. The key aim is to bring this information together to enable people to assess it at a quick glance.

In relation to the discussion about how policing operates MOPAC pointed out how a police officer understands and carries out their role/job compared to how the public understand their job/role and how they carry out their job; there is a gap between the two viewpoints.



They need to work together to bring these 2 positions together. Although there may not be agreement there could be better understanding of the different viewpoints and the parameters in which policing operates. To the public policing can seem archaic and it has a lot of regulation that members of the public are not aware of.

It is equally important for SNBs and groups like the Account Group to challenge and point out if there is a different ways things can be done. This can feed into the work of MOPAC.

The Mayor also has influence and can lobby Government for changes in legislation if required. In addition MOPAC can think differently about how they do scrutiny too.

MOPAC pointed out changing policing, the way it operates and how we experience it will not happen overnight. This is a real challenge for them to accept that it will take time to: a) implement and b) have the impact they want. It is important for the communities to understand that if they make changes it will not be immediately seen. However they need to continue to have these conversations to see if they are starting to have the right impact.

What is important to MOPAC is for people say the MPS is more transparent and that they have a better understanding of their operations. They want people to feel they have an opportunity to inform the MPS of their experiences. This would be a success.

If MOPAC publish the action plan and over time they are hearing from the community it is not delivering the changes they want. They will have to review what they are doing. MOPAC recognise it is not good to have a plan and tick off delivery if the public feeling and experience is not different.

The MPS and MOPAC recognise they need to keep being challenged and reminded of what the community want.

(xxi) **Members referred to the IOPC's opening statement making reference that the report was only possible due to individuals logging a complaint in the system. Members referred to comments from the Account Group in this discussion and their lack of confidence in the IOPC. Members referred to the IOPC's youth panel and asked how young people can get involved in this?**

In response to the questions from the discussion the IOPC provided the following responses.

This discussion exemplified the barrier that the IOPC have to overcome to build trust and confidence in the system.

The police complaints system is the system in place and it is designed to take forward public concerns and complaints about the police.

The complaints system was reformed earlier this year to make it easier so that at the end of the process there was a right of appeal to an independent body to make sure the complaint was handled correctly.

In reference to the IOPC's review work the Director reiterated this was only possible because those individuals engaged with the current system and this is the message he continuously communicates to people. The IOPC are encouraging people to get their voice heard if they are unhappy by using the system that is in place. Although it's acknowledged it is not a perfect system.

That being said using the complaints the IOPC conducted an independent investigation and made the learning recommendations.

In reference to earlier discussions about it being the bigger issues that matter. The IOPC agree with this and pointed out this was the rationale behind taking this issues that were happening and presenting them to the MPS at an organisational level. The IOPC used their statutory powers to make learning recommendations and highlighted the MPS had accepted all 11 recommendations. The MPS response is published on the IOPC website.

The IOPC advised in terms of building confidence in institutions it's about the action taken. The IOPC's pointed out the learning recommendations were made using the powers they have. The MPS will be charged with implementation and MOPAC will be charged with scrutiny and accountability of the learning recommendations.

The starting place for any concern is to engage in the system that is there.

- (xxii) **In discussions Members talked about making a recommendation to the Council to work with the Account Group to help residents to make complaints.**
- (xxiii) **Members referred back to their comments and concerns in relation to institutional racism and the disproportionality of young black men who are subject to stop and search. Member wanted a response to explain the reason for disproportionality and the low positive outcome rates in relation to arrests. Members remained concerned about the grounds for stop and search being executed correctly and the use of handcuffing resulting in trauma to those who have been handcuffed. Members were not satisfied with the explanation thus far for the criteria and grounds to conduct a stop and search and that it was being communicated effectively. Member commented the protocols from the College of Policing were not filtering through to police officers on the frontline.**
- (xxiv) **In addition to the points raised about disproportionality in the discussion Members cited that in the previous lockdown the number of arrests, charges and prosecution for drug possession went up dramatically during this period. Members pointed out this is likely to have had a disproportionate impact on young people. Members asked for the MPS's view on this activity and commented because the streets were quieter it might have been easier to pick up people for drug offences during this time.**

- (xxv) **In addition the Account Group representative raised questions about the statistical analysis related to the positive outcome rates. The Account Group asked what percentage of stop and searches do the police find prohibited items e.g. weapons etc.?**
- (xxvi) **The Account Group pointed out the overall positive outcome rate in Hackney is approximately 20-25%. For the general population the stop and search rates generally are 22%. The Account Group highlighted that the positive outcome rate for young black men aged 15-19 years was 14%. The difference in the 2 rates is quite stark for young people. In local dialogue with the BCU young people have been pushing to get a commitment to improve this rate to equal the general population rate. The Account Group suggested this could be a joint piece of work with the MPS, IOPC and MOPAC. So they could push up this outcome rate to at least equal their white peers.**
- (xxvii) **The Account Group asked for a commitment from the MPS, IOPC and MOPAC to remove the disproportionality in the positive outcome rate. But if this commitment could not be made the Account Group asked why?**

In response to the questions raised about the MPS work with the BPA, not being honest and in response to the comments made by the MOPAC officer about needing more than just words from the MPS. The Head of Profession, Crime Prevention, Inclusion & Engagement - London lead for Crime Prevention, Inclusion and Engagement from Met HQ informed the MPS welcomed hearing more from the youth group so they can consider what they could do differently. The MPS accepts that people who do not have trust and confidence in the MPS would struggle to have trust in the words they are saying. But would like to invite them to have a dialogue with the MPS.

The MPS were unable to refer to the current breakdown for Hackney's stop and search rates. However the general positive outcome rate is 22/23%.

The MPS confirmed they did not have target volume rates for stop and search or target rates for positive outcome rate. The MPS acknowledged they have had previous discussion with the Account Group.

The Deputy Borough Commander from the Central East BCU explained the role of the community monitoring group was to look at the data for local stop and search. The local BCU advised this is a regular report to the community monitoring group which is discussed. This report includes a breakdown of ethnicity and age.

The local BCU were of the view they do have a reinvigorated community monitoring group.

The MPS provided the current statistical data in response to the Account Group question. They quoted as at October 2020 the general outcome rate for white people for stop and search was 23% and for black it was 27.7%. In reference to the younger age group of 15-19 the rate for white it was 20% and for black it was 18.3%. Pointing out the gap was slightly lower than the

statistics quoted by the Account Group. For the 20-24 age group it was 22.5% for white and 32.4% for black.

The MPS cautioned against quoting figures that were not current. The MPS highlighted the most recent statistics show an improved position to the figures quoted earlier.

- (xxviii) **Members acknowledged the statistics were different but commented fundamentally the trend was black people were 10 times more likely to be stopped and searched nationally and 8 times more likely in London. Member commented young people were still feeling racially profiled as a criminal by the police and discriminated against. Member commented it will take more than words to overcome the racism young people feel.**
- (xxix) **Member referred to the training and noted a lot of reference to new recruits. Members asked about the training for established police officers.**
- (xxx) **Members also referred to the increase in Section 60s and asked about the stop and search carried out during the period of a Section 60.**

In response the Deputy Borough Commander advised training was important particularly training for new police officers who do not have prior knowledge of Hackney. This is the impact awareness training. Equally training needs to be refreshed for all police officers because experienced police officers become the role models for new police officers.

One of the objectives of the local stop and search review is to use the learning to work on the soft and communicative skills.

In reference to the question about Section 60s. At the peak they had 9 stop and searches in May 2020, 5 in June 2020, 4 in July 2020, 3 in August 2020 and 5 in September 2020. This correlates with the escalation in violence and the unlicensed music events during this period.

The BCU officer explained this is a preventative tool. A Section 60 is used either post incident or as a preventative if they anticipate disorder. The MPS pointed out the number of Section 60s have not escalated and are reflective of the violence profile during lockdown.

In response to the questions about institutional racism, increase in handcuffing and the request for an update on the work with the Black Police Association (BPA). The MPS informed they are commencing a review on handcuffing. This involves community representatives and the IOPC. This will look at the use of handcuffing and arrests primarily linked to stop and search, to understand why it has increased, who they are being used on and the disproportionality for handcuffing. The MPS advised there will be instances when handcuffing is appropriately used but they acknowledge there has been an increase and disproportionate use in particularly on young black men. The review has commenced and will be made public. The review is expected to conclude at the end of this year.

- (xxxix) **Members asked about the MPS safeguarding responsibility and duty of care in relation to the use of handcuffing.**

In response the MPS confirmed their responsibility was to ensure the use of force is lawful and proportionate. Their responsibility is to only use force when it is absolutely necessary.

- (xxxixii) **Members asked what further support the IOPC and community safety partnership can provide to young people and the wider community that will encourage them to use the complaints system if they feel unfairly targeted. Members commented it is clear the complaints system is key to raising awareness.**

In response the MPS pointed out and agreed the lack of use of the complaints system is not a measure of success. Agreeing there is a lack of trust in the system. The MPS pointed out there are 4 ways a person can make a complaint about a police officer:

- 1) directly to the IOPC
- 2) to crime stoppers – this is an anonymous process
- 3) to a manager in the local police unit
- 4) directly to the Safer Neighbourhood Team.

The MPS officer committed to working with local SNTs to make the process of complaints more accessible and to make young people feel more empowered. The MPS suggested the Account Group to hold her to account to encourage trust and hold the MPS to account to share the information with them.

In response to the concerns raised about institutional racism the MPS reiterated the MET Commissioners position that she does not consider the MPS to be institutionally racist. However there are issues they need to work through and unconscious and conscious bias. The MPS officer pointed out there are approximately 45 thousand staff who work in and around the organisation. This means the organisation will have the best and worst of society working in the organisation. The MPS officer pointed out there are significant challenges in regards to trust and confidence. The ongoing work with the SNT, scrutiny and senior MPS is showing their commitment to change trust and confidence.

- (xxxixiii) **Members asked if stop and search videos can be stored for people to access and referenced if they want to make a complaint. Asking if the stop and search video could be given a reference number to be accessed.**

- (xxxixiv) **The Account Group representative commented the MPS officers stated police officers are not racist. The young person pointed out if you consider the areas where black and Asian communities reside evidence suggests they are suffering at the hands of the police. They are not in areas that have smaller numbers of ethnic minority groups.**

- (xxxixv) **The Account Group representative commented if there is no recognition of a problem then it will be hard to make a change. The young person pointed out they have raised the issue of institutional**

racism but it has been ignored, despite there being statistical information from their research and the MPS's own bodies. The Account Group representative highlighted the responsibility is being passed to the local police officers. But in the young person's view senior management needed to take ownership and responsibility for their employee's actions.

- (xxxvi) **The Account Group representative added regardless of how the police feel the facts tell a different story. The MPS is institutionally racist if it is viewed from a stop and search prospective, persecution prospective and how the police respond to calls. The MPS use racial profiling and more when they doing a stop and search. Regardless of how the MPS feel there are multiple credible resources and bodies in the UK and internationally that support their statement that institutional racism is a major problem within the UK police system.**

In response the IOPC advised they have developed some resources working with their youth panel. This is a guide for young people on how to access the complaints system.

After the meeting the IOPC will share these resources with the scrutiny committee to share with their networks to build awareness of the system in place.

- (xxxvii) **The Cabinet Member for Skills, Employment and Human Resources at LBH made the following comments.**

**She struggled with the concept that there was no institutional racism in the MPS. The Cabinet Member pointed out it is recorded, reported and researched that institutions within society all have racism built in. Both consciously and unconsciously.**

**Therefore it is not as simple to say there is conscious and unconscious bias in the individual that works within an organisation. That gives the organisation too much of an easy get out clause and the ability to blame individual staff without looking at the systems within the organisation.**

**It is important to remember the key principle written into the Lawrence inquiry about racism and people defining their own experiences. It can be damaging to defining that racism for those individuals.**

**If there are people telling you they are experiencing racism we need to listen and hear their experiences of racism.**

**The Cabinet Member commented we are aware the MET Commission has denied there is institutional racism in the MPS. But urged all officers to take the time to reflect on the organisations they are part of. Highlighting it is very easy to be defensive because we take accusations personally as they wanted to think the best of the organisation they work for. But everyone needed to put themselves aside to progress. Pointing out if they set themselves aside to listen to**

what their residents, society and constituents are saying they will have an indication of the problems, issues and challenges ahead.

The MPS has come a long way but it still has a long way to go too.

The Cabinet Member hoped today's meeting and conversation would open an opportunity to continue to work together. The Council appreciates the MPS signing up to their local charter to be an anti-racist organisation and that the local MPS are signing up to the Council's inclusive leadership programme.

The Cabinet Member informed there has been a lot of work and good dialogue at all levels. The Cabinet Member hoped there would be continued dialogue between the Council, MPS and the Account Group. It was her hope that everyone left the meeting feeling robustly challenged.

## 5 Minutes of the Previous Meeting

- 5.1 The minutes of the previous meeting held on 30<sup>th</sup> September 2020 were approved.

<b>RESOLVED:</b> Minutes were approved
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- 5.2 The Chair updated on the matters arising from the previous meeting.

- 5.3 The action on page 16 bullet point xi. The Interim Director of Housing to report back on the timescales for delivery for the project implementing cost effective internet access to all blocks in their estates, community halls and the voucher scheme.

This update will follow and will be available at the next meeting on 14<sup>th</sup> December.

- 5.4 The action on page 18 bullet point xiv. The Interim Director of Housing to report back about the floods in the blocks in Fellows Court tower blocks north and south and timescale for current works.

In response the Interim Director of Housing advised this repair is being actioned by housing maintenance services and is actively being progressed. The work is complex due to the number of flats which require access to repair the pipe and other work being undertaken in the block.

The Director has advised these issues have been resolved and the council was on site week commencing the 14<sup>th</sup> October 2020 to repair the defective pipe. The work was expected to complete by the end of the week.

## 6 Living in Hackney Scrutiny Commission- 2020/2021 Work Programme

- 6.1 The Chair asked Members to agree the draft work programme in the agenda for the municipal year.

Members agreed the work programme.

- 6.2 In further discussions about the work programme Members suggested looking at LTNs. The Chair informed the Commission this was not within their remit and would be discussed by the Skills, Economy and Growth Scrutiny Commission on 23<sup>rd</sup> November 2020.
- 6.3 Members discussed spending more time at the next meeting looking at the work programme.
- 6.4 The Commission Members discussed monitoring the concerns about stop and search and the impact on the community in approximately 6 months.
- 6.5 The Commission Members discussed involving young people in the January meeting focused on parks and open spaces.

## **7 Any Other Business**

- 7.1 None.

Duration of the meeting: 7.00 - 9.50 pm



<b>Living in Hackney Scrutiny Commission</b> <b>22<sup>nd</sup> June 2021</b> <b>Item 6 – Minutes of the Previous Meeting</b>	Item No <b>6</b>
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**Outline**

The draft minutes of the meeting of the 9<sup>th</sup> March 2021.

**Matter arising from 9<sup>th</sup> March 2021 meeting:****Action**

Action page 7 under point xi

The Overview and Scrutiny Officer to include the slides in the next agenda under matters arising.

**Response**

The Thames Water presentation slides are attached in the agenda under this item.

**Action**

Page 8 action under xii.

The Director of Operations from Thames Water to provide information about the Thames Water funding to CAB.

**Response**

An update will be provided at the meeting.

**Action**

The Commission are asked to review and agree the minutes, and to note the responses to actions arising from previous meetings.

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London Borough of Hackney  
Living in Hackney Scrutiny Commission  
Municipal Year 2020/21  
Date of meeting Wednesday, 9 March, 2021

Minutes of the proceedings of  
the Living in Hackney Scrutiny  
Commission held at  
Hackney Town Hall, Mare  
Street, London, E8 1EA

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<b>Chair</b>	<b>Cllr Sharon Patrick</b>
<b>Councillors in Attendance:</b>	<b>Cllr Anthony McMahon, Cllr M Can Ozsen, Cllr Ian Rathbone Cllr Penny Wrout, Cllr Anna Lynch</b>
<b>Apologies:</b>	<b>None</b>
<b>Officers in Attendance</b>	<b>David Patfield (Interim Director of Housing), Sinead Burke (Head of Property and Asset Management), James Hunt (Head of Housing Management, Neighbourhoods and Housing), Henry Lewis (Head of Platforms), Henry Lewis (Head of Platforms), Interim Head of Resident Participation, Sara Kulay (TMOs and Communities, Housing Services), Gilbert Stowe (Head of Tenancy and Leasehold Services)</b>
<b>Other People in Attendance</b>	<b>Steve Spencer (Operations Director, Thames Water), Michael Benke (North London Local Government Lead, Thames Water), Cllr Clayeon McKenzie (Cabinet Member for Housing), Cllr Clare Potter (Brownswood Ward), Cllr James Peters (DeBeauvoir Ward), Steve Webster (Co-Chair of the Resident Liaison Group), Helder da Costa (Co-Chair of the Resident Liaison Group)</b>
<b>Members of the Public</b>	<b>None</b>
<b>Officer Contact:</b>	<b>Tracey Anderson ☎ 0208 356 3312 ✉ tracey.anderson@hackney.gov.uk</b>

**Councillor Sharon Patrick in the Chair**

**1 Apologies for Absence**

- 1.1 No apologies for absence.
- 1.2 The Chair welcomed everyone to the meeting and outlined the meeting etiquettes.

## **2 Urgent Items/ Order of Business**

- 2.1 There was no urgent items, and the items of the meeting was as per the agenda.

## **3 Declaration of Interest**

- 3.1 Declarations of interest from Cllrs: Anna Lynch, Anthony McMahon and Sharon Patrick as leaseholder of Hackney Council.

## **4 Thames Water Update**

- 4.1 The Chair welcomed to the meeting Operations Director, Steve Spencer from Thames Water and Councillor Clare Potter Ward Councillor for Brownswood from London Borough of Hackney.
- 4.2 This is a scheduled update from Thames Water in relation to LiH's monitoring of residents impacted by the flood to ensure they have all returned to their homes. Particularly homeowners who have managed the process themselves.
- 4.3 At the last update concern was raised (at the LiH meeting in September) about communication with residents from the customer support team and the commission also noted the rise in customer complaints to Thames Water as highlighted by the regulator Ofwat.
- 4.4 The discussion commenced with opening comments from the Ward Councillor from Brownswood Cllr Clare Potter. The main points from her presentation were:
- 4.4.1 The Ward Cllrs thanked Thames Water for attending the meeting to update on the progress.
- 4.4.2 The ward councillor pointed out although it has been 17 months since the incident this is still having a huge impact in the area.
- 4.4.3 To the ward councillor's knowledge most of the 83 households that left their properties have returned home. But there are still some residents who have not returned to their home 17 months later. There are also some residents still in their homes awaiting significant works to be completed and still several snagging issues outstanding.
- 4.4.4 There is a strong feeling of frustration among residents with reports of little or poor communication and after care. There have been reports of damp returning across a range of tenures. Residents have reported having to prove it is as a result of the floods. Some gardens are still a mess and some of the work has been reported to be sub-standard with replacement kitchens and bathrooms needing to be replaced.
- 4.4.5 Some compensation payments are still outstanding. But for the payments that have been agreed the process to receive the money has been slow. Residents are still investing a large amount of their own time in getting a resolution and navigating their way through.

- 4.4.6 Recent feedback from residents was noted to be feeling quite remote from Thames Water. Left to deal with loss adjustors and contractors. Residents would like to have someone in Thames Water as a point of contact to bypass loss adjustors.
- 4.4.7 The Brownswood Ward Councillor highlighted the emotional toil and impact this has had on residents. With some residents in basements describing each time there is a mini flood - there have been 3 in the area as a result of pipe replacement work – they become fearful. For example, a relative of a resident has described their elderly parent going into a care home whilst the works are being carried out. But due to covid relatives have been unable to see their relatives until this week.
- 4.5 The Chair asked the Thames Water representative to respond to the points the Ward Cllr raised, update on residents return to their properties, customer complaints and how Thames Water has improved communications with residents who are not supported by the Council or a housing association.
- 4.6 Thames Water provided an update. The update covered the works, recovery work still ongoing for residents and the current work by Thames Water. The main points from the presentation were:
- 4.6.1 The Operations Director highlighted he had previously promised to remain in contact with this case after the impact to ensure Thames Water make the necessary investment to mitigate the risk of this happening again. Currently Thames Water has a significant presence in the area as they undertake the scheme of works.
- 4.6.2 Thames Water reported being very conscious of the emotional impact on residents particularly related to the recent events. E.g. a fountain of water came up through a valve on a main. This related to some proactive survey work on the mains. Taking into consideration the history and events of the area they acknowledged this must have been very concerning for residents in the area. This work is part of a programme to make sure they survey the mains every 2 weeks to pre-empt any future issues before they occur.
- 4.6.3 The investment work being undertaken is replacement pipes to make sure this type of flood experienced does not happen again. This update is to give reassurance to residents.
- 4.6.4 In response to residents returning to their homes. Thames Water confirmed there are a small number of people still out of their properties. Since the last update to the scrutiny commission Thames Water have made contact. Several residents opted to go through their own insurers. Thames Water have contacted residents and their insurance company to get an update and offer their support.
- 4.6.5 From the 12 households still out of their homes they are providing temporary accommodation for 3 resident households. The offer of support from Thames Water remains in place despite residents choosing to go through their own insurers. Other households have not taken up the offer of accommodation. Thames Water informed the ward councillor if there are people struggling the team at Thames Water remains in place to support.

- 4.6.6 In relation to the situation with claims. They have had 292 individual claims and there were 183 properties impacted. Thames Water have agreed all the claims expect 19. Thames Water confirmed the ward councillor was correct that the agreed additional work (they have agreed the scope of work) was still outstanding. Some works need to align with customer availability and others for example agreed garden work have been delayed. This is because it has been a very wet winter. Doing this type of work now might cause damage.
- 4.6.7 Thames Water acknowledged there are a number of things they still need to do and the Director of Operations has a note them and is monitoring the situation. If there are cases where the Director of Operations need to intervene, he will do so.
- 4.6.8 Thames Water still has a dedicated team. This is the team they set up when the incident first occurred. After hearing the reports of resident frustrations from dealing with loss adjustors, he will ask the team to contact residents. The Director of Operations committed to making contact with residents that still had remaining / outstanding work. To ensure if anyone needs support with loss adjustors, they have it.
- 4.6.9 On behalf of Thames Water, the Director of Operations apologised to residents committed to keeping the ward councillor (Cllr Clare Potter) informed.
- 4.6.10 In relation to the burst mains work. After the burst Thames Water decided to spend just over £11 million on 3 large mains around the seven sister's route. Each will be either replaced or relined. Thames Water confirmed this work will take some time and there will be some disruption in the area. Following the completion of this work these large mains will have a new pipe inserted inside or a new pipe laid. This will reduce and mitigate the risk of a mains flood in the future. This project will be in 2 phases. Phase 2 completing in 2022. This will be one of their biggest engineering mains replacement projects being completed over the next 5 years.
- 4.6.11 Thames Water update on customer service following the comments from Ofwat at the last meeting advising that Thames Water customer service was poor. In essence Ofwat was correct Thames Water customer service needed to see improvement. They have made new changes recently including appointing a new Director for Customer Service.
- 4.6.12 When they reviewed customer service, they looked at the provision of clean water, drainage service and billing. The other areas of poor customer service related to the new billing system that was implemented. Over 2/3rds (over 70%) of customer complaints / dissatisfaction derived from billing. The new billing software platform was introduced in February / March 2020 just as staff were sent work from home due to covid.
- 4.6.13 Therefore, familiarisation with the new system and using the system was mainly through online training coupled with a number of improvements. These 2 things compounded the increase in complaints and residents contacting Thames Water about billing. Over the last year Thames Water have been trying to rectify this. They commenced with bringing several people back into the office in a covid secure way to try to improve. This area of compliant is now

showing an improving trajectory. Thames Water acknowledged they still have a long road ahead before they are a high performing company in the sector.

4.6.14 Thames Water apologised to all the people who have been affected by this and advised they have improvement plans in place that they will need to deliver on. But this will take some time to achieve.

4.6.15 The Director of Operations explained complaint cover 2 areas:

- a) **Operations** – the primary reason is related to leakage. They are working with Ofwat and the Greater London Authority (GLA) to secure £275million to replace water mains in London over the next 4 years. This will be additional investment to the original plans for investment. This should commence later in the year. This will target the areas that are prone to water bursts and leakage.
- b) **Waste/drainage** – the primary issue is around flooding. Particularly this year with the very wet weather it has been a very challenging year for Thames Water. Primarily in the Thames Valley part of their region.

4.6.16 The key messages Thames Water wanted to convey are they have clear plans in place to make improvements. Thames Water outlined some of the improvements they have put in place to support customers during the pandemic. They are:

- A new bill design
- Upgraded their website
- Changes to their incident response
- Submitted a significant donation to their customer assistance fund and a trust fund. This is to help people who are struggling. Not just with their water bill but generally
- Identifying people who could be eligible for a social tariff. This takes 50% off their bill.
- They are also in partnership with Citizens Advice Bureau (CAB) to help with debt advice.

4.6.17 In summing up Thames Water acknowledged they have a long road ahead, but they have plans in place that will show they are trying to make a difference and improve.

#### 4.7 Questions Answers and Discussion

i. **The Director of Operations offered to set up regular monthly meetings with the Ward Councillor (Cllr Clare Potter).**

In response Cllr Potter confirmed she would welcome a regular meeting monthly with Thames Water. Cllr Potter appreciated the offer of proactive contact but asked if this could cover more than just outstanding queries but also include all issues like snagging and aftercare? Cllr Potter also pointed out that although the Thames Water customer care team has always been in place, the feedback from residents appear to indicate this is not evident to residents. The Ward Councillor suggested Thames Water issues an update like they did in the beginning to all residents. This will ensure residents are aware of what work is outstanding and the commitment from Thames Water to resolve it. The Ward Councillor requested for a specific communication to the residents impacted by the incident.

In response the Director of Operations from Thames Water confirmed he was happy to meet all the requests from Cllr Potter and committed to getting the team to contact all 292 residents that had a claim. Thames Water also committed to producing the newsletter to give all residents an update and aftercare service.

- ii. **Members commented it was disheartening to hear there were still some problems 17 months on. Members commented further that they were not confident the commitments from Thames Water would have been made if the scrutiny commission had not made requests for information and regular updates. Although Members pointed out every time Thames Water have attended the meetings things moved forward for the better for residents. Members hoped this would be the last update from Thames Water about this.**
- iii. **Members suggested Thames Water could communicate with Hackney residents through the Hackney Life / Hackney Today publications as they go to every household in the borough. Members also asked if Thames Water had any plans to speak to residents directly in some way e.g., hosting a meeting to keep residents informed.**

In response the Director of Operations from Thames Water thanked members for their suggestion and advised they would explore the publicity channel. The Director of Operations highlighted the last 12 months has been difficult with regards to communication particularly with the covid restrictions in place. Under normal circumstances they would have carried out more face-to-face meetings. The Director of Operations suggested in addition to emails they could do some outbound calls to residents. The Director of Operations advised if an individual meeting with a resident is required, they would try to organise this. However, they cannot convene meetings with large groups currently.

The Director of Operations from Thames Water pointed out he welcomed having monthly meetings with Cllr Potter and they could use this to review individual cases. If progress is not being made, Thames Water would welcome the scrutiny commission inviting them back to discuss this further.

- iv. **Members commented it is good to hear Thames Water are listening.**
- v. **Members asked for more information about the funding for debt advice and the social tariff so they could pass on this information to residents. Members pointed out there is a real problem in Hackney with poverty and destitution among residents.**
- vi. **Members referred to the debt advice fund and commented they would welcome Thames Water directing some of the funding towards Hackney for debit advice taking into consideration all the disruption that the borough has experienced from Thames Water.**
- vii. **In reference to the social tariff for bill relief, Members assumed there would be a criterion that members of the public would need to meet. Members suggested this information is shared with ward councillors so they can share this with the voluntary sector.**



- viii. **Members highlighted Hackney Marshes was still disrupted following the works to repair the burst water mains. Members asked Thames Water to provide an update about the timescale of this work to the ward councillors for Kings Park and Hackney Wick.**
- ix. **Members expressed concern about the anxiety resident in basement properties are feeling when they experienced a small flood. Members suggested Thames Water does some work to explore this further. Particularly for basement properties.**
- x. **Cllr Potter asked Thames Water for an estimated timescale all residents would return to their homes, all compensation payments made, and the works completed.**

The Director of Operations from Thames Water explained in relation to people returning to their property it was difficult to answer this question. For all the people they have directly managed their repairs, they have returned to their properties. It is the independent cases that are outstanding. Thames Water has reached out to the people and the insurance companies but there is no obligation on them to accept their offer of help. They have been informed the vast majority are close to returning.

The Director of Operations gave an example of the reason for delays by pointing out there is some work like garden work outstanding. Thames Water wants to complete this between April and May (this has been agreed) because the ground has been saturated due to the wet weather.

The dedicated team keep the Director of Operations updated with any outstanding issues and claims. There are some cases they are close to resolving. The Director of Operations advised if they agreed to the regular meetings, he would provide the ward councillor with updates at their regular monthly meetings and run through each case.

The Ward Councillor Cllr Potter agreed this was a good way forward.

- xi. **Cllr Potter asked if Thames Water could share the presentation slides.**

The Director of Operations from Thames Water agreed to share the presentation slides.

<b>ACTION</b>	The Overview and Scrutiny Officer to include the slides in the next agenda under matters arising.
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In response to Members questions about debt advice. The Director of operations confirmed the debt advice is funded through the Citizen Advice Bureau. This is to provide debt advice. The Director of Operations and urged people to use the service.

In relation to the social tariff the Director of Operations encouraged customers or constituents who are struggling to come forward and contact Thames Water. Pointing out Thames Water staff can assist and put people onto that tariff. The Director of Operations offered to send some information through to the scrutiny commission to share with constituents. This is open to all Thames Water customers who qualify.

- xii. **Members asked Thames Water to confirm if the CAB are funded directly. Members pointed out the CAB in Hackney is very busy and any extra funding they can receive would be helpful.**

The Director of Operations advised he will find out who the funding is sent to at the Citizen Advice Bureau (CAB) and report back to the Commission.

<b>ACTION</b>	The Director of Operations from Thames Water to provide information about the Thames Water funding to CAB.
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- xiii. **The Chair thanked Thames Water for attendance and informed the scrutiny commission would maintain contact with the ward councillor for further updates.**

## 5 Lift Maintenance and Repair

- 5.1 The Chair welcomed to the meeting Cabinet Member for Housing, Councillor Clayeon McKenzie; Interim Director of Housing, David Patfield; Head of Property and Asset Management, Sinead Burke; Head of Housing Management, Neighbourhoods and Housing, James Hunt and Cllr James Peters ward councillor for DeBeauvoir from London Borough of Hackney.
- 5.2 The Chair also welcomed to the meeting representatives from the Resident Liaison Group Co-Chair, Steve Webster and Co-Chair, Helder da Costa.
- 5.3 The Chair informed the meeting the current lift maintenance contract is going through a new tender process so this discussion will not cover the performance of the current contractor or look at the current contract agreement. This is commercially sensitive information. The discussion will focus on how the council maintains its lifts and the service level agreement for repairs.
- 5.4 Currently lift maintenance and repair for Hackney housing estates are carried out by contractors in the borough. Concerns have been raised about the Council's communication, response, and service level to residents (particularly vulnerable residents) when a lift has broken down.
- 5.5 The Commission asked for the Council to provide information about:
1. Hackney Council's lift protocol
  2. A lift maintenance contract monitoring – response times, servicing arrangements and changes or any enhancements being made to manage the new contract effectively.

- 5.6 The Commission wanted to take this opportunity to comment on the contract monitoring arrangements. To ensure the new contract put in place results in a better system of maintenance and repair.
- 5.7 The Cabinet Members for Housing commenced the presentation by highlighting the Council understands the importance of having a good lift service in operation for high rise building and that it is critical for ensuing people have a decent quality of life.
- 5.8 The Head of Housing Management, Neighbourhoods and Housing commenced the presentation and made the following main points.
- 5.8.1 The Council's protocol in place is to ensure that lifts are repaired in a timely manner and that residents are kept informed about the repair and timescales.
- 5.8.2 There is a focus on vulnerable residents in this protocol and it is the responsibility of the housing officer to contact vulnerable residents. This is to assess needs and to put in place any support to help them.
- 5.8.3 Before the pandemic this type of support was fragmented. A positive outcome from the pandemic is that it has helped to concentrate that support into one place. Now housing officers making calls, assessing the vulnerability are directing people the 'here to help' helpline. This is to tap into the solutions to give access to food delivery, medication etc.
- 5.8.4 The future aim is to find a better way of communicating to all residents both vulnerable and non-vulnerable. The current protocol puts the emphasis on the contractor and as a council they want to take on more responsibility with regards to communication. This will free up the contractor to focus their time and efforts on repairing the lift.
- 5.8.5 The council is working on a better way to have information flowing between them and the contractor to update residents. They have been experimenting with different communications channels such as sending residents information via text and email messages. The council is currently analysing this to decide on the best system to put in place for residents they cannot contact via these options.
- 5.9 The Head of Property and Asset Management updated on contractor monitoring. The main points from the presentation were:
- 5.9.1 The officer referred to the report in the agenda and advised it outlines the proposals for the lift maintenance contract monitoring. This is subject to the contract tender and approval process.
- 5.9.2 The current service provider ELA has served a contract termination notice effective June 2021. The Council is currently in the process of procuring an interim service and maintenance contract. This will be a 1-year interim contract. The officer explained there needs to be an interim contract because the formal procurement process takes a long time to complete. The procurement process will include carrying out leaseholder consultation and requires Cabinet Procurement Committee approval. These are carried out either side of a 2-stage tender valuation process.

- 5.9.3 The new contract will cover servicing and maintenance from June 2021. This will not cover capital programme works. This is due to the limited capacity they have to consult with leaseholders on the interim contracts.
- 5.9.4 The outline ideas they have for the long-term contract are in contrast with the current set up. Currently they have one contractor responsible for reactive and planned work (servicing & repairs and long term capital work) e.g. lift replacement work. The contract being terminated has highlighted some risks in relation to having one provider doing all this work in the whole borough.
- 5.9.5 Officers are proposing to mitigate that risk by putting in place a framework contract. Framework contracts have some slight disadvantages over a term contract (the current contract type). A single contract can be issued for up to 10 years and breaking the contract is limited to 4 years. After a review of this they consider the balance in favour for this trade -off for a framework contract.
- 5.9.6 For the framework contract they want to have 3-5 contractors. There are 600 lifts in the borough so this is a large volume of work to cover. They are considering how to award the contracts taking into consideration the serious health and safety implications. The aim is to give a contractors a patch so they can have control over the access to the areas they will work on. For example, they could have one contractor with a patch in the north of the borough and another contractor having servicing in the south of the borough and then have a third contractor as a backup if one of the 2 contractors fail. Therefore, although contractors will be given a patch, they would some recourse to a backup if they fail.
- 5.9.7 The council is finalising their documentation to go out to tender on four other mechanical and electrical contracts. The procurement work from this can be used to inform the other new contracts. The council has done a lot of work with legal firms on the forms of contract and researching the types of specifications that can be used in these contracts.
- 5.9.8 The council has also begun a wider review of the lift service operation so when they are redesigning and thinking about the responsibilities for the new contractor, they will a better understanding of the needs. This work will be carried out in close working with the Head of Housing Management, Neighbourhoods and Housing who will aim to be more in control of the resident communication.
- 5.9.9 The cyber-attack has complicated things for the council because several of the systems they would have used to do text alerts are not currently available. When the systems are back online, they will trail them to produce a more live form of communication and update on issues.
- 5.9.10 There are several stages to go through before completing the procurement process, but the council anticipates having a new contract in place by June 2022.
- 5.9.11 In relation to contract monitoring this will be carried out by a dedicated team who are specialist in the field of lifts. Due to the cyber-attack, they have lost some data, so they have been rebuilding their dashboard of data on lifts. The council will be moving the focus away from contractor KPIs to enable the

council to get a better picture about the lifts themselves and the core of technical issues with lifts. This would include looking at things like the number of times London Fire Brigade attend lift trappings, overall lift availability and the number of lifts which have been out of service for 24 hours. The aim is to give the council a better understanding of lift operations not just contract performance so they have a clearer picture about lifts as a service to residents rather than solely looking at the performance of the lift contractor.

- 5.9.12 Lift availability is usually at 97% - 98% and this is the expected rate for lift operation. They do not expect to hit 100% because of having a servicing regime which impacts on the operational percentage. The recent performance has dipped to 95% and this is linked to the reduction in servicing regime during covid. It highlighted the lift contractors had several staff self-isolating and it has led to an accumulation of issues resulting in a higher rate of breakdowns.
- 5.9.13 Other areas of improvement such as moving to a reporting software to help with monitoring, working with colleagues in resident safety to ensure there is a wider range of compliance and carrying a review on each block to identify the type of two lift situations they have, if at all. This information will help to inform how urgent the situation is, if residents have access to a second lift or if assistance needs to be provided to residents.
- 5.9.14 The lift review has now provided the council with an understanding of all types of situations e.g., having 2 lifts that stop of all floors, 2 lifts that stop on alternate floors or a lifts that are at different end of the building that they may need to open up access to. They now have a clearer picture of all the situations. This will help her team to work closely with the housing management teams to target that assistance.

## 5.10 Questions, Discussion and Comments

- i. **Members asked who was responsibility (council or contractor) for informing residents about lifts breakdowns and the length of time they would not be operational?**

In response the Head of Property and Asset Management from LBH advised the current contract requires the contractor to put up a notice on the lift and all floors. This information should provide an update on the status and when they estimate it will be back in action. This becomes challenging when the contractor does not do the communication very well. This is where they have had conversations with housing management about taking more responsibility for communication. They also want to explore if there are better ways of communication other than posters. This might be a text-based system. The other challenge is that the dates might change but the poster might not be updated and this could cause some frustration for people. This will be explored for the new contact but at present the responsibility is with the contractor. They want to have a more real time way to connect with residents i.e. text system once restored.

- ii. **Members suggested the council does take this area of responsibility back from contractors. Member also agreed they should be sending out text messages. However, Members pointed out the council needs to ensure**

**the people who do not have access to text messaging are kept informed too.**

- iii. Members pointed out an area of concern is the support to residents. Members wanted to see this improved, and this should be a responsibility of the council. Members urged for this issue to be explored now and long term. Members commented on people being trapped in their houses because people cannot get in and out due to the lift being broken.**
- iv. Members referred to lift notices and pointed out the notice only provided information about who to contact for a breakdown. Members suggested the council's protocol includes residents who have concerns about being trapped inside or outside their home. This is in addition to a protocol for people trapped inside the lift. Members suggested the 'here to help' service was expanded to include the lift protocol and provide contact details.**
- v. Members asked if lifts could be rediverted from serving alternative floors to all floors? Members suggested ensuring lifts could stop at all floors was something to be taken into consideration for future property developments.**

In response the Head of Property and Asset Management from LBH advised no and explained there would be concrete where there should be a door. Therefore, lifts that served alternate floors could not be rediverted to serve all floors.

- vi. Cllr Peters Ward Councillor for De Beauvoir Ward asked questions and made the following points to the commission on behalf of residents.**
  - 1. A regular feature of local TRA discussions and meetings is lift operation and lifts being out of action with vulnerable residents being trapped in their homes without contact from the council.**
  - 2. In relation to the vulnerable residents list how are people identified, how do they get on the list and has there been a loss of data following the cyber-attack why some residents have not been contacted?**
  - 3. Commended the work to look at expanding the number of contractors and considering the technical aspects. A reoccurring theme from lift outage is waiting for parts. The Member asked if there are standard lift parts and if the council could store these parts to make sure it is not waiting for them to come in from Europe or internationally.**
  - 4. Does the Council need to contract out this work or can the Council insource this service and directly employ Hackney staff to do lift maintenance and repair service work.**

In response the Head of Housing Management, Neighbourhoods and Housing replied the current list has been produced for the covid response the council put in place for vulnerable residents. Although this is covid related it covers a wide range of vulnerable people. This list also includes the personal evacuation policy for all tower blocks in the borough where they have identified anyone who would struggle to exit the building as a result of a fire. This information is collected annually by the resident safety team.

The officer confirmed the list has been affected by the cyberattack. The current list is from March 2020 and is a static document.

The council is developing a new system which will allow much greater access to information. Not only information from housing but also information from other service areas that the council hold with permitted access rights. This will inform the future identification of vulnerable resident. This will be a dynamic live system. It will also enable them to automatically text residents about a lift breakdown and give accurate information to the right people because they will have knowledge about the structure of the building. The information will be structured in a way that will enable them to text or email the right people to give them the correct information.

Currently this is a static document, but it covers a very wide remit of vulnerability. This comes from a range of data sources such as adult social care, NHS etc. New residents that come in have an initial tenancy visit and they use this to update the records.

The system is expected to improve because the new system they are building will get the right information to officers so they can make the right decisions for the right people.

In response to the questions about parts the Head of Property and Asset Management confirmed the council does have a parts store but a concisely limited range of parts they need. In addition, some parts are very expensive, therefore speculatively holding the item in stock just in case a part breaks is not effective use of resources. The officer confirmed a large proportion of parts come from Germany and Sweden. There are manufactures in the UK too but normally the part is specific to the make and model and can also require bespoke parts too. The officer explained lifts are like cars they are specific makes and models. Upgraded models and older models. The part needs to be specific to that model. This is an industry wide issue where some parts have a long wait time. This issue is not unique to Hackney or the contractor they work with.

In reference to insourcing, the report they will take to Cabinet Committee outlines the option for insourcing in response to the council's manifesto commitment to do that where possible. However, they have not recommended this option due to the large staff resource it would need, the requirement to run a full out of hours service and that it requires specialist. They find it a challenge to recruit the specialists required to carry out the contract management for this service. In addition there are also a range of insurance issues that will need to be managed to cover health and safety of staff working on dangerous machinery and environments. The third challenge is that the Council would need to have in place a very complex supply chains to cover parts etc. This requires a company having access to a whole range of lift part companies. This would be a key component to providing the service.

The Council has plans to expand the DLO service. The expansion will focus on services already identified as viable. There will be information about this provided to Members shortly.

- vii. **Members asked if working with neighbouring boroughs would create the economies of scale to make this type of insourcing viable.**

In response Head of Property and Asset Management explained scale is not necessarily the barrier the biggest challenge was having a supply chain, risk in place and the specialist skills needed to operate the service.

- viii. **Members commented they appreciated the attraction to have different contractors covering different parts of the borough and that this would lead to much better communication channels between the various local stakeholders. Members asked how many lifts break down at any one time and how they are prioritised? Members asked if a priority criterion will be built into the contract, or will the contract companies be sufficiently large that they can manage multiple breakdowns on the same day?**
- ix. **The Member pointed out intermittent problems with lifts is a significant issue. Members referred to a case whereby a resident on the 4<sup>th</sup> floor had not left their property in 4 months due to fearing they would not be able to get back into their home following the many intermittent problems with the lift. Members commented when you have lifts with intermittent problems contractors tend to leave that lift until last because it regularly breaks down.**
- x. **Members also commented lifts that have regular problems eventually ending up on the capital works programme. Member queried if this programme would be on hold until June 2022 or later and if the council will have to do a separate contract for the lift replacement service. Members raised concern that if this is the case this could result in the replacement programme being on hold until 2023 and this would result in a very long delay.**
- xi. **Members raised concern that the termination of the contract prompted the review of how the council carries out its contract management. Members agreed with seeing more rigorous KPIs and the plans for better accountability structures for contractors when repairs are not carried out in a timely manner.**
- xii. **Members referred to the 'here to help' service that should provide some level of wrap around service to create a one stop shop for resident. Member suggested having some form of dashboard that red flags this information, so when a resident in this position makes contact with the council it enables them to link with other services. Members suggested the vision for the council should be to link all different services from the council. For example, if a resident calls up about a lift break down it would flag up that they are vulnerable and could need other areas of support. The Member commented she found the information provided by officers reassuring and that this approach should be applied to all the Council's contract management.**
- xiii. **Representatives from the RLG asked if the Council had plans to engage residents in the contract procurement process and the contract monitoring?**



- xiv. **The RLG asked what arrangements would be in place for scheduled lift maintenance works in addition to putting up notifications and sending text messages to residents?**
- xv. **The RLG asked what arrangements would be put in place for lifts that breakdown with building that have elderly or disabled residents on the higher floors?**

The Head of Property and Asset Management replied with regards to prioritisation this is an area they will look at and consider. The expectation is that all lifts will be attended to for diagnostics within a specified time. The current prioritisation for lifts is not based on the height of the building but the problem. There is a higher priority if a person is trapped in the lift compared to a lift break down.

In reference to lift intermittent problems yes, they do have lifts with these problems and the officer acknowledged the frustrations these caused.

In reference to lift replacement programme the officer confirmed it is difficult to do any replacement work until the new contract is in place. However, when they do secure the contract, they will also need to develop a capital works project and carry out leaseholder consultation. This will take time to set up therefore it is likely to be summer 2023 before the new contract yields capital programme works. This will be kept under review, but pointed out this is due to the lengthy procurement process.

In relation to if the contract termination prompted the review. The answer was yes and no. The officer explained there are things they can only review and consider at the point of a new contract. This was also prompted by the cyber-attack as they are thinking about how to get the monitoring figures back again. In addition to this they have a new team of specialist that have recently joined the team bring renewed energy to the work. But generally, at the point of a new contract is the time they can do big thinking because they can change the contract terms. The officer pointed out this approach is also being applied to other contracts.

In response to the RLG about resident involvement in the procurement of the contract. The officer advises she was happy to discuss ideas about building this into the process but cautioned they have a small timeframe for their involvement.

The Head of Housing Management, Neighbourhoods and Housing echoed Cllr Lynch's comments about the enthusiasm for the 'here to help' project and it has spawned so many other areas his team are working on. Pointing out the advice network in place now offers a wider range of advice and support for residents they can tap into.

Their key aim is to have a better offer for vulnerable residents in its entirety. The expectation is this will get better as they draw on the VCS network and not just their statutory partners.

Regarding supporting people to get in and out of the building this requires physical movement - to physically carry the person up and down. The officer informed the Council has recently had a few of those cases. These are managed on a case-by-case basis. With a recent case they were able to get support of the family to carry the person. The Council also put a person in hotel accommodation because they had medical appointments to attend. The officer pointed out there is some flexibility to offer some level of support. However, over the long term they do not have a service they can offer residents. But as part of the wider advice network, there is a partnership with organisations like Age UK who for example do have access to this type of service. This will be explored further by the council to see if there is an agency that could provide this service. The protocol does say they will work with individuals for each case.

It is hoped the new advice network will be beneficial and that they will deliver more services through it.

- xvi. **Members asked what things would be in the new contract to ensure that lifts are repaired promptly. Members commented that previously they were led to believe the contractors did not come out on time to repair lifts or just surveyed the damage and left the lift to meet their contract criteria. Members urged the council to ensure all lifts are fixed promptly. And if a lift cannot be fixed promptly Members asked for a priority criteria to be in place.**
- xvii. **Members referred to the information about lift breakdowns. Although they had been discussing the council calling residents. Member comments the information on the lifts themselves was not very helpful and recommended better information was displayed on the lifts about what a person should do if the lift is broken down and who they can contact. Members also asked for the information to cover what happens if a lift break down occurs out of hours.**
- xviii. **Members asked if there was an out of hours team to attend to the lift to repair it? Members also asked what happens if someone comes home out of hours to find the lift out of service and they cannot get into their home. Members were not convinced residents had knowledge of this information. Members pointed out the pandemic had several restrictions in place limiting where people could travel to or take shelter. Members asked if this has been taken into consideration?**

In response the Head of Housing Management, Neighbourhoods and Housing explained they want to get to a point where they are proactive and can tell residents a lift has broken down rather than vice versa. Although the technology is not in place and the current situation has been hampered by the cyber-attack and changes to the system. The council wants to be in a position whereby they are sending out information to residents in a timely manner.

If they can get the contract fit for purpose and the technology and information flowing to the council in the correct way, they will be in a better position to take control of texting and emailing residents. Instead of having multiple people all

calling the council about the same problem. This is the service they want to deliver to provide better communication.

The Head of Property and Asset Management added they have remote monitoring on the lifts currently. This provides the council with an alert that the lift has broken down. For out of hours the monitoring system will automatically put a call out to the contractor. The officer pointed out they have a system in place that alerts them to the problem the challenge they face is that it is not connected to their resident communication system.

The other challenge with the system is it highlights all faults like if the door is jammed open. A door jammed open can cause the lift system to go into an automatic shut down for 10 minutes. This will be notified on their system as a shutdown. The council does not want keep texting residents for these small shut down as this would be frustrating for residents. The council needs to understand how they can filter out of the system these small outages and set an appropriate level of outage before sending out communications to residents. The officer pointed out currently the Head of Housing Management, Neighbourhoods and Housing's team gets notified about any lifts that were out the previous day. This is the current trigger for communications with residents.

In response to the question about ensuring the contractor fixes the lifts in a timely manner. This is an area they will work on in detail as they review the contract and the provisions. The officer highlighted the framework with more than 1 contractor does give them slightly more flexibility and a bit of competition to allow the contractors to compete rather than having a situation whereby they are reliant on a single contractor. The officers are proposing the council has a framework to give them this flexibility to manage it.

The officer accepted the Members points about whether some lifts should carry greater priority than others. This will be explored further.

- xix. **Members enquired if there is a shortage of lift contractors in the country operating in the market and asked if the council was confident of getting the required number of contractors to put in place this framework?**

The Head of Property and Asset Management advised at present they have not done any market testing. After a review of the contract value the Council concluded they should be able to attract the contractors. There are several contractors in the market. The officer acknowledged with specialist areas of work they can end up with the same contractors repeatedly. Lifts are not that specialist and there is a good range of contractors in the market. But they will do some market testing as part of the procurement process to ensure they are attracting the right contractors.

- xx. **Members wanted reassurance the Council would not be stuck with contractors that are not performing well because there were no alternative operators in the market.**

In response the officer agreed they did not want to be in that position.

- xxi. **Members referred to the council's desire to be the communicator when lifts have broken. Members enquired what will happen in the interim until the system is ready and how is the Council is managing this?**
- xxii. **Members also enquired what happens if someone is stuck outside their home and they live on the 17<sup>th</sup> floor. For example, if they have a pushchair and a child, a trolley full of shopping or the person is in a wheelchair. What assistance is available to residents and how do people find out what they should do to access this assistance? Members commented this information needs to be readily available to people in the physical environment e.g., by the lifts and in the housing block. Member commented not everyone has a mobile phone or can operate text messaging. Members urged the Council to consider all possible scenarios.**
- xxiii. **Members also referred to an article in the Hackney Citizen about a housing block at 355 Queensbridge Road. This article mentioned the concerns from residents about the lifts being out of action and asked officers for an update about the situation and the progress to resolve it.**

In response the Head of Housing Management, Neighbourhoods and Housing explained they still have the lift protocol in place with the current contractors. This requires the contractor to put up notices and a report gets emailed to all the area housing managers within his team detailing all the lifts that have been out of service overnight. This report triggers the lift protocol. Everyone on the vulnerable list is contacted. The officer explained hand delivery is in the protocol currently, but this is difficult to do currently with all the covid restrictions in place. Therefore, the council relies on the posters by the contractor, texting, emailing, and making phone calls.

In response to people being stuck inside or outside their home. There is no readymade physical solution for that scenario or to pick people up and take them to places. The officer highlighted residents can contact his service, they have a helpline. For this reason, they are exploring other possible options through the advice network and their statutory partners. Taking the specific examples mentioned the officer highlighted they can with time and planning arrange for assistance to be put in place e.g., put a person into a hotel (this is if the need is identified). As informed earlier the council has put a resident into hotel accommodation because they had appointments that could not be missed. This was the offer of assistance the council put in place. The officer highlighted they do have the ability to offer hotels or alternative accommodation but, on a case,-by-case basis. It was reiterated the Council cannot physically carry a person and the council does not currently have any partners or organisation that offer this type of service.

In reference to 355 Queensbridge Road. The Interim Director of Housing explained the work by the council in relation to this issue. 355 Queensbridge Road has a concierge service, and this service has been adapted to help residents in this block. Where there is an existing service provision like this, they can utilize this service in a different way. The pandemic response put in place by the Council had overtaken the temporary changes. The officer hoped this response and service would continue because it has been a very valuable

service to residents particular for the residents that do not meet the safeguarding threshold for adult social care. The officer agreed they will have to review the offer to residents regarding carrying them physically to their home. Currently this is very limited.

The Interim Director of Housing added 355 Queensbridge Road is a designated housing block for the over 55s. They have several elderly residents living in the block. This block is served by 2 lifts that stop at all the floors. However, one of the lifts has been unreliable and out of service for a while. This awaiting a part to come from Germany. The Council is very conscious that residents are worried that the other lift might breakdown too. The council is doing everything possible to look after the more reliable lift which is under extra strain. The council has put in place an enhanced servicing regime; however, this means the lift will be out of action for 2 hours when they do a service. Last week they arranged for letters to be delivered to all residents before the servicing of the lift to inform them. In addition, the council put on an extra concierge duty for that day to help and provide extra assistance if required.

The Chair thanked officers for the update.

## **6 Digital Divide and Hackney Council Housing Services**

- 6.1 The Chair welcomed to the meeting the Cabinet Member for Housing, Councillor Clayeon McKenzie; Interim Director of Housing, David Patfield and Head of Platforms, Henry Lewis from London Borough of Hackney.
- 6.2 This item on digital divide covered council housing services to review how housing services were supporting residents who are digitally excluded and a progress update on the connectivity for community halls.
- 6.3 The Interim Director of Housing commenced this item referring to the Council's work on digital exclusion and the Head of Platform provided a presentation about the Council's work on digital inclusion and the full fibre connectivity project.
  - 6.3.1 The Interim Director of Housing explained during the pandemic the world moved services online- shopping and work – and the assumption has been the same for all council services. The Director explained whilst some services had shifted online, the Council's housing services (when developing services) have been mindful that a significant proportion of residents do not have access to the internet or digital tools. In developing mechanisms of communication, they have kept this in mind.
  - 6.3.2 In the report it highlights some of channels they have been using. There has been a big emphasis on telephony because at the start of the pandemic this was recognised as an important tool for communication.
  - 6.3.3 The council's housing contact centre with the Council's corporate contact centre merged. This was to ensure the move to remote working for all telephony staff was consistent across the council. This also provided the council with flexibility to move staff around to cover staff shortages. There have also been some service improvements such as the voice activation service and

- automated call backs. There have also been several outbound calls made to residents during the pandemic which led to the here to help service.
- 6.3.4 The council also provided printed communications in the quarterly housing publication. There has also been work on mass texting as covered under the previous discussion item. The Council did acknowledge not all residents have access to a mobile phone but pointed out the vast majority do. Based on the communication trails to date, text messaging looks like the most suitable communication channel to progress.
- 6.3.5 Housing services have also aimed to join up as much as possible with the wider digital inclusion work. E.g. providing laptops to disadvantaged children. This also linked into housing services resident participation work.
- 6.4 The Head of Platforms commenced his presentation explaining he was the Council's strategic lead for connectivity. The presentation covered the council's work to launch the better broadband programme. The main points were:
- 6.4.1 This programme commenced 2-3 years ago. It was noted a number of services had been doing work on connectivity, but the council lacked an overarching strategy. This strategy covers the vision agreed by The Mayor and Cabinet for connectivity in December 2018.
- 6.4.2 The council now has a set of key principles to use. These are to use its key assets to deliver and maximise benefits for the communities and businesses of Hackney.
- 6.4.3 The Council's key asset is its building and the better broadband programme aims to help the council leverage its housing stock to provide more affordable high performing broadband services for tenants and the key service stakeholders they want to target.
- 6.4.4 Connectivity is important and was also a key priority prior to the pandemic because it was needed for:
- Job search - easier access to jobs and support online to make applications
  - Education - access to the internet is a vital tool to support learning online
  - Shopping - people shopping online save money (approximately £500 per household)
  - economic development - to support SMEs in digital and media services. Feedback from SMEs highlighted traditional broadband providers were too expensive for them and a barrier to setting up successfully in Hackney.
- 6.4.5 During the pandemic connectivity has become even more important for:
- Home schooling
  - To keep in touch with families and friends
  - To work from home
  - A source of entertainment
- 6.4.6 Connectivity has been a lifeline for people where it has been available. Especially for people who have been shielding to keep in touch with family and friends.

- 6.4.7 The Council also has a key manifesto commitment around this area related to pushing the market to provide Hackney with faster consistent internet connectivity. This links with other manifesto commitments to invest in and develop connectivity for people in temporary accommodation provision in Hackney. It was pointed out having connectivity in their own room was important to the residents of Hackney.
- 6.4.8 The council talked to tenants and local businesses before launching this programme work. In Autumn 2019 they survey all council tenants, and they received a positive response to the proposals. They received a lot of feedback about intermittent broadband and wanting broadband that worked. The officer highlighted these were the comments before the pandemic. It is assumed these comments would have focused more upon the importance of high performing services.
- 6.4.9 3 key areas of high priority:
- Higher performing services
  - Affordable services – people worried about the cost of broadband services.
  - Digital inclusion.
- 6.4.10 The council also talked to the tenant liaison group when they were at the development stage of the programme and have since returned to talk about the launch of the programme.
- 6.4.11 The programme is working with several full fibre connectivity providers to implement high performing and more affordable broadband into housing block and street properties.
- 6.4.12 The summary of programme was noted to be:
- New connectivity providers will be implementing high performing, more affordable broadband into their housing blocks and street properties. It is anticipated this programme of work will be able to cover almost all housing blocks and street properties. Many tenants will then have a choice of full fibre providers.
  - There will be no cost to the Council - the funding for new roles within the Council's Housing department to support the roll out and the costs that the council will incur to support the management of the programme will be by the providers.
  - Tenants will have a choice about whether to sign up to the programme. It will not be compulsory
  - There will be a range of social value benefits from the providers to support some of our most vulnerable residents. The Council is of the view this will give residents more choice and better value for money.
  - The programme will run for between 2 and 3 years. It is anticipated they will get most areas with at least one provider within the next year.
- 6.4.13 Regarding delivering more affordable full fibre provider options. The officer displayed a table listing the prices of full fibre providers compared to other big broadband providers. It was highlighted that typically the well-known broadband providers advertise a particular speed per second, but the

customers experience is well short of that provision. Whereas for the full fibre providers their service promise matches the customer experience.

6.4.14 Social value benefits were outlined to be:

- Free full fibre internet in perpetuity for key council services:
  - temporary hostels – it will deliver full gigger bit connectivity to all council hostels and build WiFi on top. This is so everyone in hostels is able to get connectivity in their rooms for free
  - Housing with Care schemes – as above and will include residents and their carers in that scheme. The buildings are managed by RSLs. The Council is in discussion about the connectivity and the RSL will provide the WiFi.
  - Housing community halls - they will all be connected.
  - Children's centres - they will all be connected.
- Each provider to provide 40 free connections in perpetuity. This will give a total of 120 which will be enough to cover the services outlined above.
- Council and/or RSLs will deliver free WiFi to these sites.
- The providers have agreed that for one in ten households that are connected they will give:
  - Vouchers to the council which will be targeted to households in financial hardship. This should be able to help approximately 1000 households. This should also help to deliver a 50% discount to monthly costs. Taking the provision of the basic package cost to about £10 a month.
  - Further, free connections may now be available for 12 months to vulnerable households with school age children.
- Will be delivering digital skills training. Hope to deliver some of this training through community halls.
- There will be a range of apprenticeships and employment opportunities.

6.4.15 All the providers have signed up to the better business tool kits, local employment through the council's employment and skills team and are a London living wage employer.

6.4.16 The providers have recently announced there may be free connection available for 12 months to vulnerable households with school aged children.

6.4.17 In comparison to the provision by other providers to other London boroughs (who have rolled out this scheme) Hackney is getting more for residents. Hackney applied the learning from other council deals to secure better deal for Hackney borough through their negotiations.

6.4.18 They have one provider signed up to the scheme. The next steps will be:

- Signing up more providers
- Close to agreeing the roll out schedules for the programme
- Delivering a comms plan for the programme
- The council remains in discussions with RSLs to ensure as many people in social housing can benefit from this scheme.
- Agreeing criteria for targeting vouchers
- Continuing to liaise with voluntary sector partners about this programme.



## 6.5 Questions, Discussions and Comments

- i. **Representative from the RLG confirmed the RLG has been communicating with LBH officers about the programme. The RLG referred to families on very low incomes and commend the proposals for the voucher scheme. The RLG suggested the council considers adding some extra funding to widen the provision. The RLG acknowledged the Council has limited funds but suggested they identify some VCS partners and facilitate crowd funding to subsidise this programme further and extend the availability to the next group (in terms of the indices of poverty).**
- ii. **Members referred to community halls and previous discussion about viability and their future. Members commented that covid had highlighted the need for provision to be near where people live. Members asked if work has been carried out on how the benefits of having the internet access within the community halls will provide opportunities for the council to provide non-council service e.g., health services as well exploring options to generate an income stream for the council.**
- iii. **Members wanted the Council to press upon RSLs to be included in the connectivity work to give equity of experience to council tenants and RSL tenants.**
- iv. **Members asked how access to the community hall's Wi-Fi will be managed in relation to opening and closing times of the building. Members wanted to understand if the community hall will only be open at certain times and how residents make use of this? Members pointed out access needs to be made available for the community and not just for specific groups, presentation, meetings etc.**

In response the Head of Tenancy and Leasehold Services from LBH confirmed the full fibre delivery to community halls was an opportunity to develop and link up with other service partners to help deliver additional services where possible.

Due to covid and the cyber-attack on Hackney Council the work to consider the future use of community halls was put on hold. But the opportunities that full fibre offer will not be lost. The council will work closely with statutory and VCS partners to look at what can be delivered and the opportunities for people to access the new provision.

The officer pointed out as part of the community halls review, they were looking at accessibility. The officer pointed out half of the community halls are managed by the council and the other half are managed by local TRAs or other groups. This review was looking at how to improve these arrangements to maximise the use of the community halls.

It was highlighted tough decisions will need to be made about current use, future use and how much they would invest in community halls. Some halls have deteriorated badly, and they will need to make decisions about their future.

In relation to ICT's work in terms of prioritising the roll out for full fibre this will consider the community halls team information about the current condition of the community halls to understand which halls they should target first and what ones they need to do further work on before it can be used for full fibre connectivity.

The Interim Head of Resident Participation, TMOs and Communities, Housing Services added in relation to the points about health they are starting to reach out to get involved in conversations at a neighbourhood level in Clissold Ward. This is being used as a sounding board to understand the needs of local people to offer in the local space. The officer has also been meeting with learning disability commissioners to review how the centres could be used for people with a learning disability too. Despite this work the challenge remains in matching the financial viability of the building to the needs of the people.

The Head of Platforms advised ICT is working closely with leaseholder services and the resident participation team to make sure they co-ordinate the provision of connectivity. This is so when community hall re open they will be able to deliver new services to residents and make use of the connectivity provided. In essence having connectivity and not delivering services will not make use of the provision. This should also help to improve people's lives locally.

In relation to the query about Wi-Fi passwords. Passwords for an all-access Wi-Fi service will not require a password, making it easy for everyone to access. The officer pointed out if Wi-Fi is difficult to access people tend not use it and this has led to people being digitally excluded in the past. This will be an easy-to-use system where people press one button and can be connected for 3 months.

In response to the query about RSLs. ICT has done quite a lot of work with RSLs to encourage them to sign up with the same full fibre providers on similar terms so they delivery similar benefits for their tenants. The Chief Executive from Hackney Council has written to all RSL Chief Executive encouraging them to have a dialogue with Hackney's ICT. Typically, it is the smaller RSLs that have been interested than the larger RSLs. This is because the larger RSLs tend to be national and have their own arrangements in place. ICT has found that the RSLs they work with for adult social care are interested in signing up to this service. This is good for the council because it will mean they are delivering connectivity to places with residents that have learning disability or mental health.

- v. **Members asked if the council would maintain both the security and new wireless infrastructure. Members also asked if there would be financial implications to the council to deliver the service and the benefits to the council for providing this service?**
- vi. **Members enquired if other network providers have a better service in the future or better financial opportunities will customers be able to switch?**
- vii. **Members asked for more information about which RSLs have not engaged with this work and asked if they could get an indication of the large RSLs that have not responded. Members suggested this**

information could be shared with ward councillors to help encourage RSLs.

- viii. **Members commented they were encouraged to see this work linked to apprenticeships and some training included in the discussion with providers. Members asked for more information about the activities this will involve and enquired how these opportunities will be advertised and how all age groups will be sign posted to these career opportunities.**

In response to the question about security and maintenance the Head of Platforms explained the council is only providing access to the internet and the only security there will be on the system is to prevent accessing sites that are illegal. There is no particular access to council services therefore people are free to surf the internet as they would in their own home.

In response to the question about other suppliers in the future who may wish to come onboard. The Head of Platforms explained this can be accommodated because it is not an exclusive scheme. Anybody who meets the criteria can sign up to the scheme. Currently there are only 3 providers in London who can deliver full fibre in the way the council has envisaged.

In response to the question about RSLs and who has engaged and who has not. The Head of Platforms advised he did not have that information at present. The officer confirmed he would be happy to take up the offer to work with ward councillors to help encourage RSLs to join the scheme. Engagement of ward councillors would be better in a few months' time when they have more data about take up and understand resident experience.

To date their discussions with RSLs have centred around support services like housing with care schemes and the benefits connectivity can provide to residents whilst also leading to improved health and wellbeing. The discussion has been more focused on outcome and not technology. This is the same approach they would like to take with RSLs. Highlighting why connectivity is important.

In terms of employment and skills plans the information about this would be provided by the Council's Employment and Skills Team. The officer advised he would be happy to report back on the details if the commission wanted further details.

- ix. **Members asked if the council has control over the pricing or can the providers increase the prices without consultation with the Council? Members also asked if the price does increase is there an agreement with the Council about the increase limit?**

The Head of Platforms provided clarity about the pricing and explained the arrangements are between the supplier and the individual households. They are free to set their own pricing.

The officer pointed out the council will have discount vouchers and the degree to which they can apply a discount. The council is expecting this scheme to lead to a more competitive market and that the full fibre providers signed up will see a benefit in under cutting the prices the big brand providers are offering.

The officer pointed out recently Hyperoptic talked about exploring a best value offer which would be open to all residents in Hackney. This would still be a high level of connectivity which is better than the top brands. To date the direction of travel in relation to pricing is a downward trend, so the council is relatively reassured. However, pricing is not in their control. It is anticipated by having competition in the market there will be more providers to provide these services.

The Cabinet Member for Housing, Councillor Clayeon McKenzie added this has been journey over the past year. There have been some hard negotiations and the principles set out to all parties wishing to engage in this scheme. The Cabinet Member commented unfortunately, the council is unable to regulate the market although they did make enquires at the start of this work about market control, but it was not possible. No local authority can dictate the market rate. However the council is mindful about securing the best deal for Hackney residents.

The Cabinet Member highlighted their work in Hackney is starting a trend of worry by big providers about the market and the effect on their market share. The Cabinet Member pointed out residents can make an informed choice. The Council is hoping for the direction of travel for pricing to continue downwards. The Cabinet Member informed the scheme being set up in Hackney is being noticed by the big brand operators in the market and they are concerned about market share.

The Cabinet Member for Housing said these types of schemes are a good indication of being able to force the market down. In addition, the Council plans to lobby Government in terms of regulating the internet service provider industry to highlight that tariff price rates need to be genuinely affordable. The Cabinet Member pointed out having access to the internet is an essential service and a requirement for any person to enjoy a full life. Political they are escalating this to central government in the interest of getting better regulation for the internet services provider industry.

## **7 Resident Engagement**

- 7.1 The Chair welcomed to the meeting Cabinet Member for Housing, Councillor Clayeon McKenzie; Interim Director of Housing, David Patfield, Interim Head of Resident Participation, TMOs and Communities, Housing Services, Sara Kulay and Head of Tenancy and Leasehold Services, Gilbert Stowe from London Borough of Hackney.
- 7.2 The Chair also welcomed to the meeting representatives from the Resident Liaison Group Co-Chair, Steve Webster and Co-Chair, Helder da Costa.
- 7.3 This item was an update on the approach to supporting resident engagement and participation for tenants and leaseholders within Hackney Housing Services.
- 7.4 The update was a follow up to the work and information provided at previous LiH meetings. The report to support this discussion item was in the agenda under item 7. The main updates from the report were noted to be:

- 7.4.1 This report aimed to aid the discussion about the restructure of the Resident Participation Team (RPT) and strategy development. It also highlighted some of the work they have been doing during the pandemic. The officer pointed out this was important because previous reports to the scrutiny commission had focused on the need to widen participation and increase engagement in some of their participation funds. Despite the pandemic they have made some progress in these areas.
- 7.4.2 As a result of the lock down some of their usual activity - like estate fun days, trips to the seaside and theatre to see the pantomime - had been put on hold. However, the team has participated in other areas of work like the 'Let's talk project'.
- 7.4.3 It was pointed out within 11 days of the first lockdown in March 2020 the Resident Participation Team put in place the 'Let's Talk' project. It was a response to understanding the anxiety, isolation and worries about the financial difficulties tenants and leaseholders were experiencing. They set up a referral route very quickly from housing officers into the team.
- 7.4.4 When the project launched, they had no idea about the take up. Over 500 people contacted the team and in some cases, they had multiple calls with the same people because of their complex needs related to anxiety, depression, and family concerns.
- 7.4.5 The initial scheme helped to develop the subsequent 'can we help scheme'. Feedback was provided to the strategy and policy function about the service and what people needed and the problems people were presenting with. This has helped to shape the service. The service provision was a 2 way street because their resident participation staff benefited from additional training and development (domestic violence, mental health) and this has helped to increase the capability and capacity of the team. This has also helped to identify the vulnerability of some of their tenants and leaseholders. This information is important in terms of shaping further strategy development.
- 7.4.6 Another area of work the Resident Participation Team funded was a children and young people's programme over the summer. They commissioned 5 providers directly to work on their estates. This was a hyper local provision. They co-ordinated with Young Hackney so they were not targeting and reaching the same children and young people. They engaged 350 children in those programmes over the summer. This provided important respite for children and parents. This was a very positive initiative. They will move forward this work in the future with Young Hackney and engage with the recommendations coming out of the Hackney Young Futures Commission.
- 7.4.7 In reference to widen engagement for the Resident Estate Improvement fund (previously known as the Resident Led Improvement Budget). This year the team worked with the Resident Liaison Group to come up with a new name. They were conscious if they wanted to promote it and market it effectively, they had to make it clear it was an estate-based fund and focused on housing estates. The report details the wider programme of engagement and consultation they carried out about the fund. The team has worked with colleagues in other departments to promote the programme borough wide. In

terms of responses, they received 805 and most were digital responses. They also conducted walkabouts on estates. The covid restrictions have impacted on estate walkabouts. But there have been some opportunities for people to walk around on the estate. The report details some ward-based analysis from this information. They recognise there is room for improvement in relation to the responses. 805 represents only 2.6% from households. Notwithstanding this was the first step and viewed as a positive first step. Next year they are hoping to coordinate wider publicity about the walkabouts to get a bigger turn out on the walkabouts.

- 7.4.8 The Resident Participation Team (RPT) has also done some targeted work in wards that do not have large scale estates like Cazenove. As they are conscious, they do not always have the resident participation engagement structures in place in the same way large estates do. They have carried out targeted work in Cazenove hosting and promoting zoom meetings with residents in particular blocks on estates. This has been good because they have reached out and engaged people who previously had no contact with the RPT. The RPT is now trying to get them to form a Tenant and Resident Associations. This may not be the step they want to take right now but the engagement has provided an opportunity for them to think about how they wish to work with the RPT in the future.
- 7.4.9 The other key areas of work was the strategy development and restructure. A lot of this work has been put on hold due to the pandemic and the corporate decisions to halt restructures. The RPT has now completed the restructure of the Resident Participation Team. The new structure will be implemented on 1<sup>st</sup> June 2021. This gives more clarity about the support role and a focus on project and community development. The RPT recognised this was needed to improve involvement in the community development fund. A fund set up to benefit residents. There is also a youth engagement role within the new structure too.
- 7.4.10 The RPT has also taken forward the work on the resident engagement strategy. This model has been developed in partnership with the RLG. It is a model of co-production. The development of this strategy as involved working from the ground up. The strategy development process was more important than the final document. This was because it was about building connections and relationships. From the process itself they anticipate they will get a lot more feedback from residents.
- 7.5 Representative from the Resident Liaison Group confirmed residents on his estate had given positive feedback about the 'lets talk project' and that this was a very welcomed project for residents who were vulnerable and/or isolated during the pandemic. The RLG hoped this would be developed and expanded in the future. The RLG commented they would like to see this type of support / service continue after the pandemic.
- 7.5.1 In reference to resident engagement, the RLG pointed out they and officers from LBH have been working closely to develop a framework to engage with a wider range of residents in the borough to get their views on how the council should communicate with residents, work together and develop projects together.

- 7.5.2 The RLG commented one of the key points they wanted to make was that they would like the engagement structure to recognise the contributions that active resident groups (TRAs, Panels and RLGs and support residents groups) can make and that they are the primary groups to have discussions with.
- 7.5.3 The RLG commented they want there to be consultation with a wider range of residents, young people and different ethnic groups, people with disabilities etc to get a really broad range of views. The RLG want this insight to be useful for a long period of time. A framework that recognises the input from residents across the borough.
- 7.6 **Questions, Discussions and Comments**
- i. **Members made the following comments and questions. Resident engagement has been an issue that has been raised for several years. Members pointed out estate walkabouts are held during the day and weekdays which is more suitable for officers, and that this is despite the fact that the majority of residents are at work.**
  - ii. **Members urged officers to think of better ways to engage with residents at a time that is more suitable to them. Members pointed out if the council is going to engage with residents it needs to be on their terms not the council.**
  - iii. **Members acknowledged the work that has been carried out in relation to digital inclusion and that this needed to continue.**
  - iv. **Members suggested the council reviews officer contractual working times to enable officers to be flexible and work weekends or evening when residents are available.**
  - v. **Members asked if TMOs have been included in this work? Members acknowledged TMOs are responsible for their own engagement work with their tenants but Members pointed out the residents are still Council tenants. Members were of the view TMOs should be included to some extent in the council's engagement work.**
  - vi. **Members referred to the engagement work in the report following Black Lives Matter and as a result of new government policy. Members were of the view the council should have been doing this prior to these 2 events. Members pointed out engaging with their ethnic minority communities should have been standard because a large proportion of residents are from black and ethnic minority backgrounds.**

In response the Interim Head of Resident Participation, TMOs and Communities, Housing Services from LBH explained in reference to TMOs are responsible for their own resident engagement strategy. The Council recognises they need to work in partnership and have a good TMO client team that sits within the service. The RPT has regular TMO forum meetings and they have discussed resident engagement strategy at the TMO forum. The Council does view them as very important partners and stakeholder. The key aim is to build good relationships and learn from each other and share more around good practice.

Regarding the timings of the estate walk abouts for the resident estate improvement fund. This year they liaised with TRAs and the TRAs communicated the best time for them. As a result, they did quite a few walk abouts in the early evening. They have altered the times to try to provide some flexibility to accommodate what residents wanted. The officer confirmed they have not considered weekends, but they can explore this.

In reference to the drivers for development of the resident engagement strategy. The officer explained there were plans to develop a resident engagement strategy for a while. The officer pointed out this was a gap in their framework. The officer highlighted the new social housing white paper, which has evolved from Grenfell, identified a key issue was around residents not being heard. Although residents were spoke to, they were not listened to. This is important and the council is very mindful of this. The white paper puts the tenant voice at the heart of everything housing services should do. In the report the Council was highlighting how they plan to make sure there is even better engagement with their resident. With Black Lives Matter this was related to the issues around diversity and inclusive approaches. They want to ensure the resident engagement process is as wide as possible and that they hear from as many different people from as many different groups as possible. To understand how they want to be involved.

The Cabinet Members for housing commented in relation to the resident participation strategy. This had been impacted by events outside of their control. The Council is aware that as a social landlord they need to put the resident voice at the centre of their thinking, in terms of evolving the services they roll out to residents. There is more room for improvement but their current working with residents is moving in the right direction.

## **8 Minutes of the Previous Meeting**

- 8.1 The minutes of the previous meetings held on 18<sup>th</sup> January 2021 and the 11<sup>th</sup> February 2021 were approved.

<b>RESOLVED:</b>	Minutes of the meeting on 18 <sup>th</sup> January 2021 and 11 <sup>th</sup> February 2021 were approved.
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## **9 Living in Hackney Scrutiny Commission- 2020/2021 Work Programme**

- 9.1 The Chair referred to the work programme and confirmed this was the last meeting for the municipal year.
- 9.2 The next meeting will be in the new municipal year commencing June 2021. The first meeting will be a follow up to their meeting in November 2020 with the Metropolitan Police, MOPAC and the IOPC.
- 9.3 The Chair suggested Members of the Commission email the Overview and Scrutiny Officer their suggestions for the new scrutiny commission work programme. This will be discussed at the meeting in July 2021.



- 9.4 The Chair thanked all Members and officers for their attendance throughout the year.
- 9.5 The Chair thanked the officers who have supported the scrutiny commission. Overview and Scrutiny officer Tracey Anderson and ICT officer Mario Kahraman for the dedicated live stream support to the scrutiny commission meetings over the last year.

**10 Any Other Business**

- 10.1 None.

Duration of the meeting: 7.00 - 9:55 pm

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# London Borough of Hackney

## Policy and Performance Scrutiny

Steve Spencer – Operations Director

9<sup>th</sup> March 2021

# Aims and objectives

Provide key updates on several topics discussed at the previous Living in Hackney Scrutiny Panel of 30 September 2021

- Provide the latest information following the burst main at Queen's Drive
- Update on Seven Sisters project
- Our customer service performance
- Improvement plan and pandemic support
- Q&A



# Supporting our customers

- Following the Queen's Drive burst:
  - 188 properties were impacted including external and internal damage
  - 83 properties had to be vacated while repairs were undertaken
- Of the 83 properties that had to be vacated:
  - All but 12 households have now returned to their own properties
  - All 12 families are working with their own contractors and insurers – TW offer of support remains
  - Of the 12 we are supporting three in our alternative accommodation until their work is complete
- Many of the insurance claims have been agreed/dealt with (273 of 292) and a dedicated team remains in place with the remaining residents having access to a nominated contact
- Our aftercare team remains in place, and our Operations Director continues to be kept abreast of every case





# Seven Sisters Road project update

- We're relining the pipe which burst and the adjacent mains between Green Lanes and Seven Sisters Road at a cost of just over £11m in two phases.
- Phase 1 – Yonge Park junction to Finsbury Park Road
- Phase 2 - Stroud Green Road junction to Green Lanes (via Queens Drive)
- We're sorry for the disruption this is causing, but this project will reduce the risk of any future incidents
- In the meantime we have access chambers and are undertaking fortnightly surveys of the mains to ensure any further issues are detected at the earliest opportunity
- Due to the complicated nature of the job, phase 1 is now expected to complete in May 2021 and phase 2 will start in the summer
- Customers are being kept informed of all the changes and support is in place for any business impacted by our works



# Our customer service

- At the last meeting we recognised our customer service and complaints are not at an acceptable level.
- Our new CEO, Sarah Bentley, has made improving our customer service one of her top priorities, including the appointment of a new Customer Service Director.
- Around 70% of our complaints are due to issues with bills, and many relate to problems we've had with our new billing software implemented last year.
- As a result of the pandemic, we also have many colleagues currently working from home, which has made the transition to the new billing platform more difficult.
- In the field one of our major reasons for complaints is leaks, and working with the GLA and our regulator Ofwat we are planning on investing £275m to replace water mains in London, over the next 4 years.
- We are committed and confident we'll improve, but also recognise significant change will not happen overnight





# Our improvement plans

- Following feedback, we're improving how customers interact with us by investing in new online and telephone systems
- Our website has been upgraded, meaning customers can access their account online far more easily
- Our redesigned bill makes it easier to understand respective charges and has received positive customer feedback
- We overhauled our incident structure last year so we're in a better position to support people when things go wrong



## Pandemic support

- Introduced flexible payment options
- Doubled our donation to the Thames Water Trust Fund – now the biggest funder of debt advice in the region
- 200,000 customers are on a social tariff, getting 50% off bills
- £4 million committed to our Customer Assistance Fund





# Questions

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<b>Living in Hackney Scrutiny Commission</b>  <b>22<sup>nd</sup> June 2021</b>  <b>Item 7 – Living in Hackney Scrutiny Commission 2020/21 Work Programme and Confirmation of Terms of Reference</b>	Item No  <b>7</b>
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### **OUTLINE**

A new work programme is developed each municipal year for the Commission. Members are requested to propose items for the work programme.

Members are requested to note the terms of reference for the Scrutiny Commission as set out in Articles (sections 7.12-7.16) and Procedures (section 4.5) within the Constitution for Hackney.

### **ACTION**

The Commission is asked for suggestion for the work programme for the new municipal year 2021-2022.

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# Overview & Scrutiny

## Living in Hackney Scrutiny Commission: Work Plan June 2021 – April 2022

Each agenda will include an updated version of this Scrutiny Commission work programme

All meeting guests will be virtual until further notice.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p><b>22<sup>nd</sup> June 2021</b></p> <p>Papers deadline: Thurs 8<sup>th</sup> June 2021</p>	<p>Trust and Confidence and Inclusive Policing</p>	<p><b>Metropolitan Police Service</b></p> <p>DCS Marcus Barnett, CE BCU Commander</p> <p>Commander Jane Connors</p> <p><b>Mayor's Office for Police and Crime (MOPAC)</b></p> <p>Natasha Plummer, Head of Engagement</p> <p><b>Independent Officer for</b></p>	<p>This meeting will be a discussion with Metropolitan Police Service (Head Quarters &amp; Borough Commander for Hackney), Mayor's Office for Policing and Crime and the Independent Office for Police Conduct about building trust and confidence and inclusive policing. Further questions were sent to the IOPC, MPS and MOPAC for a response in advance of this meeting.</p> <p>This discussion will cover:</p> <p>Independent Office for Police Conduct (IOPC)</p> <ol style="list-style-type: none"> <li>1. MPS complaints system</li> <li>2. Culture Change</li> <li>3. Youth Engagement.</li> </ol> <p>Mayor's Office for Policing and Crime (MOPAC)</p> <ol style="list-style-type: none"> <li>1. Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures</li> <li>2. Trust and confidence</li> <li>3. Accessibility and transparency of MPS data.</li> </ol> <p>Metropolitan Police Service</p> <ol style="list-style-type: none"> <li>1. MPS Complaint system</li> </ol>

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
		<b>Police Conduct (IOPC)</b>  Sal Naseem, Regional Director London	2. Accountability of officers 3. No set targets for the successful outcome rates for stop and search 4. Reducing disproportionality 5. Representation of Hackney's diverse community in the MPS and MOPAC community engagement structures.
<b>14<sup>th</sup> July 2021</b>  Papers deadline: Mon 5 <sup>th</sup> July 2021	Play Infrastructure	David Padfield Interim Director of Housing	Play infrastructure – The Council's policy on play infrastructure in parks, estates and the provision across the borough. The design principles for play infrastructure for developments and estate regenerations.
	Play Infrastructure and Planning	Aled Richards Strategic Director Sustainability and Public Realm	Planning - Local Plan and sustainability consultation/feedback on child friendly borough and the links between Green Infrastructure strategy and Local Plan.
<b>26<sup>th</sup> October 2021</b>  Papers deadline: Fri 15 <sup>th</sup> Oct 2021	<b>TBC</b>		

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<p><b>8<sup>th</sup> November 2021</b></p> <p>Papers deadline: Wed 27<sup>th</sup> October 2021</p>	<p>TBC</p>		
<p><b>13<sup>th</sup> December 2021</b></p> <p>Papers deadline: Wed 1<sup>st</sup> December 2021</p>	<p>TBC</p>		

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
<b>17<sup>th</sup> January 2022</b>  Papers deadline: Wed 5 <sup>th</sup> January 2022	TBC		
<b>24<sup>th</sup> February 2022</b>  Papers deadline: Mon 14 <sup>th</sup> February 2022	TBC		
<b>7<sup>th</sup> March 2022</b>  Papers deadline: Wed 23 <sup>rd</sup> February 2022	TBC		



## Article 7 - Overview and Scrutiny

The Overview and Scrutiny function is carried out by the [Scrutiny Panel](#) and the [Scrutiny Commissions](#). They are set up to hold the Elected Mayor and Cabinet to account. The role of Scrutiny is to be non-adversarial, non-partisan and act as a critical friend to challenge decision makers within the Council as well as external agencies.

- 7.1 The Council must appoint at least one Overview and Scrutiny Committee to: -
- i) Hold the Cabinet to account, by examining decisions that are about to be taken; taken but not yet implemented (known as the call-in process); and that have been implemented (post-hoc review) in connection with the discharge of any functions which are the responsibility of the Cabinet;
  - ii) Review the general policy framework document and policies generally and make suggestions for improving them;
  - iii) Contribute to continuous improvement in service delivery through consideration of service delivery performance, participation in Service and value for money reviews, and investigations of budgets;
  - iv) Review and make recommendations relating to the discharge of non-executive (regulatory) functions;
  - v) Consider and make recommendations to Full Council and external partner stakeholder organisations on any matters having a direct bearing on the economic, social or environmental well-being of Hackney Citizens;
  - vi) In the case of the Health in Hackney Scrutiny Commission, to review and scrutinise matters relating to the health service in the authority's area and to make reports and recommendations on such matters in accordance with any Regulations and Directions made under the Health and Social Act 2001. The Health in Hackney scrutiny commission may, from time to time, decide to appoint a Joint Health Scrutiny Committee, which may involve one or more other local authorities;
  - vii) In the case of the Living in Hackney Scrutiny Commission, to review and scrutinise decisions made, or other actions taken, in connection with the discharge by the responsible authorities of their crime and disorder functions. To make reports or recommendations to Full

Council and to provide copies of reports to such responsible authorities and co-operating persons and bodies as appropriate, in accordance with the Police and Justice Act 2006, with respect to the discharge of those functions;

- viii) Request information from relevant external partner authorities, invite interested parties to comment as appropriate and to make recommendations.
- ix) Consider any referral by a Councillor under the Councillor Call for Action, and if considered appropriate to scrutinise decisions and/or actions taken in relation to a matter;
- x) Consider matters referred to in accordance with the Council's Petition Scheme as set out in [Part 6](#) of this Constitution

7.2 The Scrutiny Panel and Commissions may make recommendations arising from such work to the Cabinet, Full Council and external partner / stakeholder organisations.

### **Attendance by Elected Mayor, Cabinet Councillors and other persons**

7.3 The Scrutiny Panel and Commissions may require the Elected Mayor, Cabinet Councillors or Chief Officers to attend before it to answer questions and may invite other persons to attend meetings of the Commissions.

7.4 It shall be the duty of any Councillor or Officer to comply with any requirement so made.

7.5 A Councillor must not be involved in scrutinising a decision in which they had been directly involved.

7.6 A person is not obliged to answer any question. However, they would be entitled to refuse to answer a question in or for the purposes of proceedings in a court in England and Wales.

### **Role and Function of the Scrutiny Panel**

7.7 The Council shall appoint a Scrutiny Panel to coordinate and oversee the work of the Scrutiny Commissions

7.8 The Panel will be responsible for establishing [task-finish scrutiny panels](#) and for considering a request made by any 5 non-executive Members for the call-in of a cabinet decision or a decision of the [Joint committee](#) of the Six Growth Boroughs. The Scrutiny Panel's terms of reference are set out

in [Part 3](#) of the Constitution

- 7.9 The Scrutiny Panel shall comprise 9 Members, who cannot be Members of the Cabinet. It shall include the [Chairs](#) and [Vice-Chairs](#) of the Scrutiny Commissions and a Councillor of the larger opposition group, if not already represented as a Chair or Vice-Chair of a commission.
- 7.10 The Scrutiny Panel's Chair shall be a Member of the majority political group of the Council. Chairs of the Scrutiny Commissions are not eligible for the position of Chair of the Scrutiny Panel. The Vice-Chair of the Panel should be a member of the larger opposition party.
- 7.11 The Scrutiny Panel may invite the Elected Mayor and the Deputy Mayor to attend meetings of the Panel to assist in consideration of the scrutiny work programme, and how the Elected Mayor and Deputy Mayor can participate in the Panel's work programme. The Scrutiny Panel may also invite the chairs of the Audit and Corporate Committees to assist with discharging the functions of the Panel.

### **Role and function of the Scrutiny Commissions**

- 7.12 Full Council will appoint the following Scrutiny Commissions as set out in the table below:

<b>Commission</b>	<b>Scope</b>
Living in Hackney Scrutiny Commission	Quality of life in local communities covering neighbourhoods, place, wellbeing and amenities.
Skills, Economy and Growth scrutiny Commission	Prosperity of the borough and development, in particular economic development, employment and large-scale schemes.
Health in Hackney Scrutiny Commission	Health Services, Adult Social Services, Older People
Children and Young People's Scrutiny Commission	Children and Young People, Hackney Learning Trust

- 7.13 The Children and Young People Scrutiny Commission shall include in its membership the following voting representatives: -
- a) One London Diocesan board for Schools (Church of England)

- representative;
- b) One Roman Catholic Westminster Diocesan Schools Commission representative;
- c) Two parent governor representatives: and the following non-voting representatives;
- d) One Orthodox Jewish community representative;
- e) One representative from the North London Muslim Community Centre;
- f) One representative from the Free Churches Group;
- g) One representative from the Hackney Schools Governors' Association; and
- h) Up to five representatives from the Hackney Youth Parliament.

7.14 Within their terms of reference, the Scrutiny Commissions may: -

- i) Develop a rolling programme of scrutiny and review which shall be reviewed on a quarterly basis;
- ii) Exercise an overview of the Sustainable Community Strategy for the purpose of contributing to policy development;
- iii) Review and/or scrutinise decisions or actions relating to the discharge of the Council's functions within its terms of reference. This could include reviewing decisions before they have been taken (policy development) or after they have been implemented (post-hoc review);
- iv) Where referred to it, consider a request made by any 5 non-executive Members for the call-in of a Cabinet decision
- v) Make reports and / or recommendations to the Cabinet for possible forwarding to Full Council and/or the Cabinet, and/or Corporate Committee and/or any Ward Forum with the discharge of any [Council functions](#); and
- vi) Exercise responsibility for any resources made available to them.

### **Specific functions of Scrutiny Commissions**

7.15 Scrutiny Commissions specific functions are: -

i) **Policy Development and Review**

- To assist Full Council and the Cabinet in the development of the budget and policy framework by in-depth analysis of policy issues;
- To conduct research and consult with the community on policy issues and options available to the Council;
- To consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- To liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working; and
- To consult or question councillors of the Cabinet and senior officers about their views on issues and proposals affecting the area.

ii) **Scrutiny**

- To review and scrutinise Cabinet decisions made by the Elected Mayor, the Cabinet, by an individual Councillor of the Cabinet, by a Committee of the Cabinet, or by an Officer of the Council;
- To review and scrutinise the work of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- To question Councillors of the Cabinet and senior Officers about their decisions and the performance of the services for which they are responsible, whether generally in comparison with service plans and targets over a period of time or in relation to particular decisions initiatives or projects;
- For the Health in Hackney Scrutiny Commission, to carry out health Scrutiny in accordance with Section 244 Regulations under that section of the National Health Services Act 2006 (as amended by the Local Government and Public Involvement in Health Act 2007 and the Health and Social Care Act 2012 relating to reviewing and scrutinising local health service matters). Where the proposal relates to more than one local authority area, it must be considered by a Joint Health Scrutiny Committee appointed by each of the local authorities in question;

- For the Living in Hackney Scrutiny Commission, to discharge the functions conferred under the Police and Justice Act 2006;
- To make recommendations to Cabinet arising from the outcome of the scrutiny process for possible forwarding to Full Council;
- To review and scrutinise the performance of other public bodies in the area, invite them to address the Scrutiny Commission, and prepare reports about their initiatives and performance;
- To gather evidence from any person or organisation outside the Council;
- To consider referrals from Ward Forums and Enhanced Tenants Residents Associations and initiate reviews of issues as deemed appropriate.

iii) **Community Representation**

- To promote and put into effect closer links between Overview and Scrutiny Members and Citizens;
- To encourage and stimulate an enhanced community representation role for Overview and Scrutiny Members including enhanced methods of consultation with local people;
- To liaise with the Council's consultative Ward Forums and Enhanced Tenants Residents Associations on matters that affect or are likely to affect the local area;
- To keep the Council's area-based governance arrangements under review and to make recommendations to the Scrutiny Panel, to the Cabinet and / or Full Council as to how participation in the democratic process by local people can be enhanced;
- To receive petitions, deputations and representations from local people and other stakeholders about matters of concern within the Scrutiny Commission's remit. Where considered appropriate, to refer them to the Cabinet, an appropriate Committee or Officer for action, with a recommendation for a report back if requested.

iv) **Developing the Work Programme**

In considering their work programme, the Scrutiny Commissions shall have regard to the following:

- Recommendations received from the Scrutiny Panel;

- Cross-cutting items proposed for the programme by the Scrutiny Panel;
- Petitions received from the public;
- The contents of the Cabinet Meetings and Key Decisions Notice;
- Issues emerging from the ward/representational role of any Councillor;
- Issues relating to Councillor Call for Action;
- Referrals made by Healthwatch Hackney relating to health and social care matters;
- Referrals by any Councillor of the Council on any matter relevant to the functions of the Scrutiny Commission;
- Referrals by any Councillor on a local crime and disorder matter;
- Referrals to it by Full Council, the Cabinet or another Committee;
- Issues which, whilst not the direct responsibility of the Council, have a direct bearing on the economic, social or environmental well-being of the borough's Citizens;
- Issues relating to Joint Overview and Scrutiny Committees.

### **Proceedings of Overview and Scrutiny**

- 7.16 The Scrutiny Panel and Commissions will conduct their proceedings in accordance with the Overview and Scrutiny Procedure Rules set out in [Part 4](#) of this constitution

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## 4.5 Overview and Scrutiny Procedure Rules

### 1. Arrangements for overview and scrutiny

- 1.1 The Council will have a [Scrutiny Panel](#) and four [Scrutiny Commissions](#) as set out in [Article 7](#) of this Constitution. Article 7 sets out the broad framework for the operation of the Council's overview and scrutiny function. These rules set out some of the more detailed working arrangements.

### 2. Meetings of the Scrutiny Panel and Commissions

- 2.1 There shall be 4 Ordinary Meetings of the Scrutiny Panel in each year. In addition, Extraordinary Meetings may be called from time to time as and when appropriate. A Scrutiny Panel meeting may be called by the Chair of the Panel or by the Monitoring Officer if they consider it necessary or appropriate.
- 2.2 The Scrutiny Commissions are each expected to meet at least 8 times a year, but this may include site visits and informal meetings undertaken as part of a review.

### 3. Quorum

- 3.1 The [quorum](#) for the Scrutiny Panel and the Scrutiny Commissions shall be one quarter of voting Members or three voting Members, whichever is the greater.

### 4. Chairs and Vice-chairs

- 4.1 The Chairs of the Scrutiny Panel and the Scrutiny Commissions shall be appointed by their voting members at their first meeting of each municipal year.
- 4.2 The Scrutiny Panel's Chair shall be a Councillor of the majority political group of the Council. The Vice-Chair shall be a Councillor of the largest minority political group of the Council. The Chairs of the Scrutiny Commission are not eligible for the position of Chair.

### 5. Reports from Scrutiny Panel or Commissions

- 5.1 Once it has formed recommendations, a Scrutiny Commission or the Scrutiny Panel will prepare a formal report and its recommendations to the Monitoring Officer for consideration by the Elected Mayor, a Cabinet Councillor, the Executive or Full

Council (usually only if the recommendation would require a departure from or a change to the agreed budget or policy framework) as appropriate. Where recommendations are made that relate to an external organisation (such as an NHS Trust) the report will also be submitted to that body.

5.2 If the Scrutiny Panel or Commission cannot agree on one single final report, then up to one minority report may be prepared and submitted for consideration alongside the majority report.

5.3 Where referred to Full Council or the Executive, the report of the Scrutiny Panel or Commission will be considered at the next scheduled meeting.

6. **Ensuring that reports are considered by the Cabinet and other bodies**

6.1 Where the Scrutiny Panel or Commission publishes a report which includes recommendations, it will submit a copy of the report to the relevant decision-making person or body. It will copy the report to the Elected Mayor (unless the Elected Mayor is the decision-maker) and the Monitoring Officer indicating the decision-maker(s) to whom the report has been sent.

6.2 The following sub-sections govern the procedure to be followed according to the decision-maker receiving the report:

i. Where the decision-maker is Full Council:

When Full Council meets to consider the report, it shall also consider the response of the Executive to the recommendations. The outcome of the discussion at Full Council will be placed on the agenda of the next scheduled meeting of the Scrutiny Panel and/or Commission

ii. Where the decision-maker is Cabinet:

The report will be considered under the standing item "Issues Arising from Overview and Scrutiny", unless it can be considered in the context of the Executive's deliberations on a substantive item on the agenda. The Executive shall also consider the response of the lead Cabinet Councillor(s) for the portfolio area(s) to which the report's recommendations relate. The outcome of the discussion by the Executive will be

placed on the agenda of the next scheduled meeting of the Scrutiny Panel and/or Commission.

- iii. Where the decision-maker is the Elected Mayor or another individual Councillor of the Cabinet:

The Councillor with delegated decision-making power must consider the matter and report back to the Scrutiny Panel and / or Commission within 2 weeks. If the Councillor does not accept some or all of the recommendations then they must include within that report the reasons for not doing so, send a copy of their response to the Monitoring Officer, and attend the meeting of the Scrutiny Panel and/or Commission that considers their response.

- iv. Where the decision-making is an external (non-Council organisation):

- a) Where that organisation has a statutory duty to respond to the Scrutiny Panel and / or a Commission, a written response shall be requested within the timescale required, or if mutually agreed, by another set deadline, so the response can be placed on the agenda of the next scheduled meeting of the Panel and / or Commission;

- b) Where that organisation does not have a statutory duty to respond to the Scrutiny Panel and/or a Commission, a written response shall be invited within a reasonable period of time noting that, if submitted, the response would be placed on the agenda of the next scheduled meeting of the Panel and/or Commission.

- 6.3 The Scrutiny Panel and each Scrutiny Commission will in any event have access to the Executive Meetings and [Key Decisions Notice](#) and timetable for decisions and intentions for consultation. Even where an item is not the subject of detailed consideration by the Panel or a Commission, the Panel or Commission will be able to respond in the course of the Executive's planned consultation process in relation to any Key Decision.

**7. Rights of access to documents**

7.1 In addition to their rights as elected Councillors, members of the Scrutiny Panel and Commissions have the additional right to documents, and to notice of meetings as set out in the [Access to Information Procedure Rules](#) in [Part 4](#) of this Constitution.

7.2 Nothing in this Rule prevents more detailed liaison between the Executive and the Scrutiny Panel and Commissions as appropriate, depending on the particular matter under consideration.

**8. Members and Officers giving account**

8.1 The Scrutiny Panel and any Scrutiny Commission may scrutinise and review decisions made, or actions taken, in connection with the discharge of any Council functions relevant to the issues it is examining. As well as reviewing documentation, in fulfilling the scrutiny role it may require any member of the Executive, the [Head of the Paid Service](#) and / or any senior Officer and, subject to contractual arrangements, any other person delivering a Council service, to attend before it to explain in relation to matters within their remit:

- i. Any particular decision or series of decisions;
- ii. The extent to which the actions taken implement Council policy;
- iii. The performance of relevant services; and / or
- iv. As required under the Council Petition Scheme; and it is the duty of those persons to attend if so required.

8.2 Where any [Councillor](#) or Senior Officer is required to attend the Scrutiny Panel or a Commission under this provision, the Chair of that Panel / Commission will inform the [Monitoring Officer](#) who shall inform the Councillor or Senior Officer in writing giving at least 5 working days' notice of the meeting at which their attendance is required. The notice will state the nature of the item on which they are required to attend to give account and whether any papers are required to be produced for the Commission. Where the account to be given to the Commission will require the production of a report, then the Member or Senior Officer concerned will be given sufficient notice to allow for

preparation of that document

8.3 Where, in exceptional circumstances, the Member or Senior Officer is unable to attend on the required date, the Scrutiny Panel / Commission shall, in consultation with the Member or senior officer, arrange an alternative date for attendance, or, an alternative attendee

8.4 A Senior Officer may determine that another Officer should attend because of their knowledge and experience is more relevant to the issue being discussed

## 9. **Attendance by others**

9.1 The relevant Scrutiny Panel or Commission will be able to exercise legal rights to require attendance by individuals who are not Officers, or Councillor of the Council, such as the right to require attendance by an Officer of a local NHS body [as conferred by the Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2013]; the right to require attendance by Officers or employees of responsible authorities and co-operating bodies of a local Community Safety Partnership [as conferred by the Crime and Disorder (Overview and Scrutiny) Regulations 2009]; and the right to require information from partner authorities which relate to local improvement targets [as conferred by the Local Authorities (Overview and Scrutiny Committees) (England) Regulations 2012].

9.2 A Scrutiny Panel or Commission may invite people other than those referred to above to address it, discuss issues of local concern, and/or answer questions. It may for example wish to hear from Citizens, stakeholders and Members and/or officers in other parts of the public or private sector; and shall be free to invite such people to attend.

## 10. **Call-in**

10.1 [Call-in](#) of executive decisions should only be used in exceptional circumstances. These are where any 5 non-executive Members have evidence which suggests that:

- i. The decision-maker did not take the decision in accordance with the principles set out in Article 13.2;  
or

- ii. The decision-maker acted contrary to the policy framework; or
- iii. The decision-maker acted not wholly in accordance with the Council's budget; or
- iv. The decision-maker failed to consider relevant evidence when taking a decision; or
- v. The decision would not be in the interests of the borough's residents and a preferable alternative decision could be adopted.

10.2 The procedure for a call-in is:

- i. When an executive decision is made by the Elected Mayor, at a Cabinet meeting, or, by an individual member of the Cabinet, or a key decision is made by an Officer (under delegated authority) the decision shall be published. The Chair of the Scrutiny Panel will be sent copies of the records of all such decisions within the same timescale by the person responsible for publishing the decision.
- ii. All such decisions will include the date published and will specify that the decision will come into force, and may then be implemented, on the expiry of 5 working days after the publication of the decision, unless that decision is called-in by at least 5 non-executive members in writing and submitted to the Monitoring Officer. Each of the 5 non-executive members requesting the call-in shall either sign the call-in request or individually email the Monitoring Officer indicating their support for the request.
- iii. The Monitoring Officer shall call-in a decision for scrutiny by the Scrutiny Panel if so notified and shall then notify the Elected Mayor and Cabinet of the call-in. They shall place the call-in on the agenda for the next Scrutiny Panel meeting. If no meeting is scheduled to take place within 10 working days, a special meeting of the Panel will be convened as soon as reasonably practicable taking into account the existing calendar of Council meetings. The Panel may

agree a procedure for convening such a meeting.

- iv. If, having considered the decision, the Scrutiny Panel feel that a preferable alternative decision should be taken it may refer the decision back to the decision-maker for reconsideration, setting out in writing the nature of its concerns and recommendations. Where the Panel considers that its recommendations would have an impact on the Council's budget or policy framework, it may instead refer the matter to Full Council.
- v. If the decision is referred to an individual member of the Executive, or to an officer, they will then reconsider the proposed decision, and may amend it. If the Member or Officer rejects any or all of the recommendations made, they will submit a written statement to the next meeting of the Scrutiny Panel setting out their reasons.
- vi. If the decision is referred to the Executive, the item will be placed on the agenda for the next Executive meeting. They will then reconsider the proposed decision and may amend it. If the Executive rejects any or all of the recommendations made to it, it will then reconsider the proposed decision, and may amend it. If the Executive rejects any or all the recommendations made to it, it will submit a written statement to the next meeting of the Scrutiny Panel setting out its reasons.
- vii. If the decision is referred to Full Council, the item will be included on the agenda for the next ordinary meeting for reconsideration.
- viii. If Full Council does not refer the decision back to Cabinet, the decision shall become effective on the date of the Full Council meeting.
- ix. Full Council may only change a Cabinet decision if it is contrary to the policy framework or contrary to or not wholly consistent with the budget.
- x. Unless that is the case, Full Council shall refer any decision with which it does not concur back to the decision-making person or body, together with Full

Council's views on the decision. That decision-making body or person shall choose whether to amend the decision or not. Its determination shall then be implemented.

- xi. Where the decision was taken by the Cabinet as a meeting, or by a Committee of it, a meeting shall be convened to reconsider the decision within 15 working days of the Full Council meeting. Where the decision was made by an individual, the individual shall reconsider the decision within 15 working days of the Full Council meeting. In either case, a written statement shall be submitted to the next meeting of the Scrutiny Panel setting out the outcome.
- xii. If, following a call-in, the Scrutiny Panel does not refer the matter back to the decision-maker, the decision shall take effect on the date of the Scrutiny Panel meeting.
- xiii. If the decision-maker or Full Council does not amend a decision under the above circumstances, and the Scrutiny Panel still feels a more appropriate decision should have been taken, it may add the matter to its own work programme or the work programme of a Commission and monitor the implementation of the decision.

## 11. **Call-in and urgency**

- 11.1 The call-in procedure set out above shall not apply where the decision being taken is urgent. A decision will be urgent if any delay likely to be caused by the call-in process would seriously prejudice the Council's or the public interest. The record of the decision, and notice by which it is made public, shall state whether in the opinion of the decision-maker, the decision is an urgent one, and therefore not subject to call-in. The Chair of the Scrutiny Panel must agree both that the decision proposed is reasonable in all the circumstances and to it being treated as a matter of urgency. In the absence of the Chair, the Speaker's consent shall be required. In the absence of both, the Head of the Paid Service, or their nominee's, consent shall be required. Decisions taken as a matter of urgency must be reported to the next available meeting of Full Council, together with the reasons



for urgency.

- 11.2 The operation of the provisions relating to call-in and urgency shall be monitored annually, and a report submitted to Full Council with proposals for review if necessary.

12. **Councillor Call for Action**

- 12.1 The Councillor Call for Action is a procedure which enables Councillors to have a matter referred to the Scrutiny Panel or relevant Scrutiny Commission for consideration. Prior to requesting such reference, Councillors are invited to raise the matter with the relevant Group Director or Lead Councillor in order to achieve settlement without the need for formal reference. Notwithstanding, the option for formal reference shall remain available.

- 12.2 Any member of any Scrutiny Panel / Commission, may by giving written notice of at least 15 working days to the Monitoring Officer, prior to the date of the meeting at which the Councillor wishes to raise the matter, request that any matter which is relevant to the functions of the Scrutiny Panel or Commissions, as the case may be, is included in the agenda for discussion at a meeting of the Panel or Commission.

- 12.3 Any Member of the Council, may by giving written notice of at least 15 working days to the Monitoring Officer, request that any local government matter (pursuant to Section 21A of the Local Government Act 2000) which is relevant to the functions of the Scrutiny Panel or Commissions is included in the agenda and is discussed at a meeting of the Panel or Commission.

- 12.4 Any Member of the Council, may, by giving written notice of at least 15 working days to the Monitoring Officer, request that a local crime and disorder matter (pursuant to section 19 of the Police and Justice Act 2006) is included in the agenda for discussion at a meeting of the Living in Hackney Scrutiny Commission.

- 12.5 A local government matter pursuant to Rule 12.3 shall not include:

- i. Any matter relating to a planning decision;
- ii. Any matter relating to a licensing decision;

- iii. Any matter relating to an individual or entity in respect of which that individual or entity has a right of recourse to a review or right of appeal conferred by or under any enactment;
- iv. Any matter which the Monitoring Officer determines to be vexatious, discriminatory or not reasonable to be included in the agenda for, or to be discussed at, a meeting of the Scrutiny Panel or Commissions.

A matter shall not fall within a description in Rule 12.5(i)-(iv) above if it consists of an allegation that a function for which the authority is responsible has not been discharged at all or that its discharge has failed or is failing on a systematic basis, notwithstanding the fact that the allegation specifies or refers to a planning decision, a licensing decision or a matter relating to an individual or entity in respect of which that individual or entity has a right of recourse to review or right of appeal conferred by or under any enactment.

12.6 The Scrutiny Panel and Commissions will undertake their proceedings pursuant to the powers set out in [Article 7](#) of the Constitution.

12.7 Where a local government matter is referred to the Scrutiny Panel or one of the Commissions by a Member of the local authority, in considering whether or not to exercise any of its powers in relation to a matter, the Scrutiny Panel/Commission may have regard to:

- i. Any powers which a Councillor may exercise in relation to the matter by virtue of section 236 of the Local Government and Public Involvement in Health Act 2007 (exercise of functions by local Councillors in England); and
- ii. Any representations made by the Councillor as to why it would be appropriate for the Scrutiny Panel / Commission to exercise any of its powers to include a matter on the agenda for discussion at a meeting of any Panel/Commission.

12.8 If the Scrutiny Panel or Commission decides not to exercise any of those powers in relation to the matter, it shall notify the

Councillor of –

- i. Its decision; and
- ii. The reasons for it.

12.9 The Scrutiny Panel or Commission shall provide the Councillor with a copy of any report or recommendations which it makes to the authority or the Cabinet if the matter is included in the agenda and discussed at a meeting of the Scrutiny Panel / Commission.

13. **Crime and Disorder Matters**

13.1 The Living in Hackney Scrutiny Commission is the designated Crime and Disorder Commission. A “crime and disorder matter” means a matter concerning crime and disorder (including in particular forms of crime and disorder that involve anti-social behaviour or other behaviour adversely affecting the local environment) or the misuse of drugs, alcohol and other substances in that area.

13.2 Where the Living in Hackney Scrutiny Commission, as the Crime and Disorder Commission makes a report or recommendations to Full Council it must:

- i. Provide a copy of the report or recommendations to any member of the authority who referred the local crime and disorder matter in question to the Commission;
- ii. Provide a copy of the report or recommendations to such of the responsible authorities, co-operating persons and bodies as it thinks appropriate.

13.3 Where a copy of a report or recommendations is provided to a responsible authority, co-operating person or body under paragraph 13.2 above that authority, person or body shall:

- i. Consider the report or recommendations;
- ii. Respond to the Living in Hackney Scrutiny Commission indicating what (if any) action it proposes to take;
- iii. Have regard to the report or recommendations in

exercising its functions.

**14. Joint Committee of the Six Growth Boroughs**

14.1 This Committee is a formally constituted Joint Committee undertaking executive functions on behalf of the Six Growth Boroughs including Hackney

14.2 Decisions of the Joint Committee may be called-in by one or more participating boroughs pursuant to the Joint Committee's Procedure Rules. Each of the boroughs shall apply their existing overview and scrutiny arrangements to decisions of the Joint Committee

14.3 Upon publication by the Chief Executive of the record of Joint Committee decisions, Members of Hackney Council may call-in any such decision pursuant to the Joint Committee Procedure Rules

**15. Procedure at Scrutiny Panel and Commission meetings**

15.1 The Scrutiny Panel and Commissions shall include within their agendas the following business:

- i. Declarations of interest (including whipping declarations);
- ii. Minutes of any previous meetings;
- iii. Consideration of the body's own work programme;
- iv. Other business.

15.2 Where the Scrutiny Panel or Commissions conducts investigations (e.g. with a view to policy development), the Panel/Commission may also ask people to attend to give evidence at meetings which are to be conducted in accordance with the following principles; that:

- i. The investigation be conducted fairly and all Councillors (including co-opted Members) of the Panel / Commission be given the opportunity to ask questions of attendees, and to contribute and speak;
- ii. Those assisting the meeting by giving evidence be treated with respect and courtesy;

- iii. the investigation be conducted so as to maximise the efficiency of the investigation or analysis;
- iv. Evidence collected is analysed; and
- v. Any recommendations made are based upon that evidence.

15.3 Following any investigation or review, the Scrutiny Panel or Commission, may prepare a report for submission to the relevant decision-maker, Executive and/or Full Council as appropriate and shall make its report and findings public except to the extent that they may include confidential or exempt information.

15.4 These rules shall apply to any Scrutiny Commissions and working parties.

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**London Borough of Hackney**  
**Living in Hackney Scrutiny Commission**  
**Municipal Year 2021/22**  
**Date of meeting Tuesday, 22 June 2021**

Minutes of the proceedings of  
 the Living in Hackney Scrutiny  
 Commission held at  
 Hackney Town Hall, Mare  
 Street, London, E8 1EA

<b>Chair</b>	<b>Cllr Sharon Patrick</b>
<b>Councillors in Attendance:</b>	<b>Cllr Penny Wrout, Cllr M Can Ozsen, Cllr Ian Rathbone, Cllr Ajay Chauhan, Cllr Anthony McMahon, Cllr Soraya Adejare</b>
<b>Apologies:</b>	<b>Cllr Clare Joseph</b>
<b>Officers in Attendance</b>	<b>Maurice Mason, Community Safety Partnership Manager</b>
<b>Other People in Attendance</b>	<b>Cllr Susan Fajana – Thomas (Cabinet Member for Community Safety LBH), Natasha Plummer (Head of Engagement MOPAC), Jo White (Reviews Manager MOPAC), Sal Naseem (Regional Director London IOPC), Emma Pearce (Oversight Lead IOPC), Detective Superintendent Marcus Barnett (Borough Commander Central East BCU), Commander Jane Connors (London lead for Violence and Stop/Search, MET HQ)</b>
<b>Members of the Public</b>	<b>None</b>
<b>Officer Contact:</b>	<b>Tracey Anderson</b> ☎ 0208 356 3312 ✉ tracey.anderson@hackney.gov.uk

**Councillor Sharon Patrick in the Chair**

**1. Election of Chair and Vice Chair**

- 1.1. Following the nomination and seconding of Cllr Patrick as Chair. Cllr Patrick was duly elected Chair of the Living in Hackney Scrutiny Commission.
- 1.2. Following the nomination and seconding of Cllr Adejare as Vice-Chair. Cllr Adejare was duly elected Vice-Chair of the Living in Hackney Scrutiny Commission.

**2 Apologies for Absence**

- 2.1 Apologies for absence from Cllr Clare Joseph.
- 2.2 Virtual attendance from the following Councillors on the Commission.

- Cllr Anthony McMahon
- Cllr Soraya Adejare.

### **3 Urgent Items/ Order of Business**

3.1 There are no urgent items, and the order of business was as set out in the agenda.

### **4 Declaration of Interest Hackney Library Services**

4.1 None.

### **5 Trust and Confidence and Inclusive Policing**

5.1 The Chair outlined the reasons for this session.

5.2 Following the Living in Hackney Scrutiny Commission meeting in November 2020 the key themes that emerged for follow up were:

1. MPS complaint system
2. Accountability of police officers for behaviour and appropriate use of police tools.
3. No set monitoring targets for stop and search and outcome success rates.
4. Reducing the disproportionality among ethnic minority groups being stopped and searched.
5. Representation of Hackney's diverse community in MPS / MOPAC community engagement and scrutiny structures.

5.3 Invited guest to the meeting were:

- Metropolitan Police Service (Head Quarters & Borough Commander for Hackney),
- Mayor's Office for Policing and Crime (MOPAC)
- Independent Office for Police Conduct (IOPC).

5.4 To continue their work looking at building trust and confidence and inclusive policing.

5.5 The Chair informed the meeting questions were sent to the IOPC, MPS and MOPAC for a response in advance of this meeting. The meeting was split into 3 sessions.

#### **Session 1 IOPC**

5.6 The IOPC provided a written response to the questions submitted. The meeting moved straight into the questions and answer session for this segment of the meeting.

#### **Session 2 MOPAC**

5.7 The Chair introduced the item and asked the Head of Engagement from MOPAC to cover the questions sent in advance and respond to the queries raised in the previous session related to stop and search, handcuffing and progress on the Mayor's Action Plan for Crime and Policing in London.



- 5.7.1 The session commenced with a presentation from the Head of Engagement from MOPAC outlining their response to questions sent in advance. (Questions were noted in the agenda).
- 5.7.2 The main points from the presentation are outlined below. MOPAC is led by the Mayor of London Sadiq Khan. The Mayor of London is the Police and Crime Commissioner (PCC) for London. The police and crime commissioner for London sets the budget and the strategic direction for the Metropolitan Police Service (MET/MPS). The PCC is responsible for overseeing the work and holding the MET Commissioner to account for delivery. During the mayoral term a police and crime plan is produced, and this sets out the strategic direction.
- 5.7.3 The officer highlighted at the last meeting MOPAC advised they would do a series of workshops over the summer looking at trusts and confidence, particularly within black communities. MOPAC spoke to over 400 people in this programme of work organisations within the black communities and from black communities.
- 5.7.4 MOPAC explained they have focused on black communities because of the significant concerns this community has raised and the gaps in their level of trust and confidence in policing compared to other communities. Notwithstanding, confidence across all communities has fallen more recent years.
- 5.7.5 From the work carried over the summer MOPAC has published an action plan for transparency, accountability and trust in policing. This was published in November 2020. This report is organised across 4 themes and has 40 actions in the plan. The majority of which are now in progress.
- 5.7.6 A full update on all the actions across the plan was published in February 2021. A further update is due early July 2021.
- 5.7.7 The 4 themes across the plans focus on the areas that relate to the discussion at the meeting.

A) better use of police powers – looking at how the police use their policing tools (handcuffing, tasers, use of force and stop and search). MOPAC recognise there is some disproportionate impact on some communities but also that it is of concern to the public and has a key impact on the trust and confidence measures.

B) how they work together with black communities to make them safer and how they engage with the MET and MOPAC about the work that they do and policing in their area.

C) how the service represents and understands black communities. This is relevant in relation to how they recruit police officers, black police officers to the service and increase the numbers. MOPAC explained the MPS have stated their ambitions in relation to this. They will also be considering how police officers are equipped, trained and education to be able to operate in the many diverse communities they serve.

D) how MOPAC hold the police to account for their operations.

5.7.8 MOPAC advised in response to the questions sent in advance they would speak about their community engagement activity, data transparency and accountability.

#### Community engagement

5.7.9 In the action plan MOPAC have made a commitment to overhaul their community engagement structures. This is currently being reviewed. This involves mapping some of the activity that already exist, and now MOPAC is working towards establishing a new community engagement framework.

5.7.10 This work will involve communities across London, in Hackney, the Safe Neighbourhood Boards (SNB), the community monitoring groups, all other existing groups and the wider community.

5.7.11 MOPAC is aware that the monitoring groups that are currently in place e.g. stop and search and SNBs have been in place for a significant periods of time and they acknowledged they are not well known or as representative as they would like them to be. These groups are not as well positioned to be talking about the good work they may be doing in their various areas. MOPAC explained the groups were set up under the previous administration. However, in relation to how the groups are structured and bringing new people on board. MOPAC have provide them with upfront investment and spent time setting them up. MOPAC has provided a broad framework in which they are expected to operate, a model terms of reference and a set of expectations round engagement and what they should be working on.

5.7.12 MOPAC has become aware that the groups need more ongoing support for the work they would like them to do. Over the years some of the work has been delivered through MOPAC and local authorities but the financial pressures in recent years and the ongoing capacity needed to support them has become more critical.

5.7.13 Within the current framework MOPAC are advising groups to become more diverse and have encouraged them to think about how to be more inclusive. However, MOPAC do not have a direct role in recruiting people to these groups.

5.7.14 MOPAC explained they would expect them to have a natural understanding of their local communities. One of the questions MOPAC Head of Engagement is asking is “what are the barriers to people are being involved in those mechanisms and are they still fit for purpose”. MOPAC is currently doing this work with communities because they want to understand peoples lived experiences and expertise in those spaces so they can build something that will work for communities on the ground.

5.7.15 The next phase of their work on the action plan aims to resolve these issues and the key aim is to make sure the groups are more diverse and representative. MOPAC will consider how they can enable this.

5.7.16 MOPAC have scheduled a meeting in July to talk to communities about this.

#### Data transparency

- 5.7.17 This is an important element of the work that they do. There is a lot of data already in the public domain, but this data is not necessarily as visible to everyone as they would like it to be. It was highlighted that people do not necessarily know the data is available and MOPAC is planning to do some work to promote the data and make it more accessible.
- 5.7.18 As part of the action plan MOPAC have produced the new race equality data dashboard. This brings together into one place a range of data to help better understand disproportionality across all the data sets. This covers data from the public attitude survey (covering different levels of trust and confidence) through to use of force and stop and search data.
- 5.7.19 Although this data already existed MOPAC will be pulling it together in one place so that people can see it through the disproportionality lens. This was published at the end of February 2021 and a further update to that data will be in the next quarter.
- 5.7.20 In relation to the question about the public attitude survey about how they use the survey and how they get people to respond to the survey; linked to promotion etc. The MOPAC officer explained the survey uses a representative sampling technique. People are identified and approached and asked to respond to the survey by an independent organisation. Therefore, it is not an advertised opportunity. However, one of the things MOPAC have tried to do to is increase representation and amplify some of the voices heard. The aim is to boost the number of black respondents within the sample. This will be increased to 1000 people in a quarter.
- 5.7.21 The Head of Engagement explained MOPAC want to understand and identify the different experiences within the community.

#### Accountability

- 5.7.22 MOPAC exercise their oversight function in a number of ways such as how they publish and monitor various data sets, holding the Police Commissioner and her senior team to account through their formal oversight meetings and 121 meetings.
- 5.7.23 They have a regular oversight board which reviews the data sets etc. the Deputy Mayor of London for Policing and Crime at MOPAC is the responsible officer holding the MET Commissioner to account. The data transparency around this is important because it enables both MOPAC and the public to see the data and interrogate it. In addition to this MOPAC's work with communities to enable communities to scrutinise key aspects of policing e.g. stop and search and police custody through custody visitors. Helps MOPAC and the MPS understand how communities are experiencing policing on the ground.
- 5.7.24 MOPAC's monitoring of this is to consider this question 'is the outcome expected from policy being experienced on the frontline or is something else being experienced'.
- 5.7.25 The officer pointed out this is not always understood from quantitative data, the qualitative data from people's voices is also really important.

- 5.7.26 MOPAC explained they have regular oversight meetings and regular oversight boards where they review regular data sets and the MPS business plan. The Deputy Mayor of London for Policing and Crime holds the MPS Commissioner to account and has a dialogue about the data set. Drawing attention to where things are going in the wrong direction. The Deputy Mayor of London for Policing and Crime will aim to get underneath what the issues are applying the right leverage and inquisition to make the right things happen.
- 5.7.27 In addition, the Deputy Mayor for Policing and Crime has regular meetings and dialogue with the senior leadership team.
- 5.7.28 MOPAC have a whole range of data sets they can see and use to monitor the MPS performance and review the areas being identified as particular concerns. The officer pointed out through some of the police tools MOPAC understood that trust and confidence was going down and they were looking at this area.
- 5.7.29 MOPAC is aware the issues and concern for black communities and how much their confidence and trust in the police has decreased.
- 5.7.30 MOPAC were looking at extensive amounts of data. This includes stop and search, hate crime, trust and confidence, domestic and sexual violence, police officer numbers and abstractions – the number of police officers taken away from their local community beats. All this data is being tracked by MOPAC and they are publishing the data so the public can scrutinise the MPS and ask questions of the MPA and MOPAC, testing the work they are doing in that space.

**Session 3 MPS (local Borough Command Unit and MPS Headquarters)**

- 5.8 The MPS provided a written response to the questions submitted. The meeting moved straight into the questions and answer session for this session.
- 5.9 **Q&A session IOPC**
- (i) **Members asked for the reason why a large proportion of complaints or appeals were not upheld by the IOPC?**

In response the Regional Director for London from the IOPC explained the figures sent over were from 1<sup>st</sup> February 2020 to 1<sup>st</sup> May 2021. The officer confirmed 32% of the appeals sent to the IOPC concerning the MET were upheld. This figure is an improvement. The officer explained in 2013-14 they were upholding over 50% of the appeals sent through to the IOPC. Over the years the MPS has improved, and that figure has gradually reduced. Therefore, the figure provided in the written response signifies the best performance to date of the MPS.

The officer pointed out there needs to be some recognition for this improvement, but the officer did acknowledge if looking at the figure 32% of appeals (a third sent to them) in isolation with no context does not look great. However, this is demonstrating an improving picture of performance compared to historical performance.

- (ii) **The Chair commented the Commission's initial assumption was that the low upheld figure represented poor performance, but this was incorrect. The Chair asked the officer to confirm if the IOPC has not upheld an**

**appeal or review it was because the MPS have not operated poorly or that there is no evidence of misconduct.**

In response the Regional Director for London from the IOPC explained two-thirds of the complaint appeals they review are in favour of the Police Service. But in a third of the complaints, they review they are upholding in favour of the complainant. In the past this figure was half of the complaints. Therefore, in summary it is an improving picture.

The Oversight Lead and Oversight Liaison officer from the IOPC added that in relation to the figures outlined in the written report. The officer highlighted when the IOPC considers an appeal there are several grounds they can uphold an appeal on. This could mean a police officer was at fault; there was not enough information provided to the complainant; they could disagree with the finding but record the same outcome or they could have asked for a reinvestigation. Therefore, the reason for upholding a case can be different and individual to the case.

The Central East BCU Borough Commander added the other important point about the improving picture was also down to the significant hard work of the MPS. Having 32% upheld and 68% not upheld in his view demonstrated that there were big elements where police officers were not found to be operating incorrectly.

- (iii) Members asked the IOPC what learning, or areas of improvement have they taken away from cases that are not upheld and how does the IOPC regulate and share the learning with the MPS?**

In response the Regional Director for London from the IOPC explained he did not have that information at the meeting. However, the officer explained the IOPC produce an annual report on police complaints statistics. This report is published and provides a breakdown. This is not just for the MET but covers the 43 police forces in England and Wales. This report will outline the areas that complaints are upheld, not upheld, the type of complaints and the breakdown by ethnicity. This information was not available at the meeting and this information would not be available for the current financial year. This would be published next year. The officer pointed out this information is in the public domain, and a link could be sent to the Commission.

In response to the query about learning. The IOPC have powers to make learning recommendation to help improve policing practice. They do this through independent investigations and appeals. This can depend on the individual cases and the circumstance of that individual matter. To give an idea of the volume of work the IOPC carries out in this area. The officer highlighted since they were created in 2018 there has been over 400 learning recommendations made by the IOPC and each one is a particular opportunity to improve policing practice in that area.

- (iv) Members asked if it is possible for the IOPC to have a role in helping to establish the standard for accountability of police officers to reassure the public there are robust systems and processes in place; to root out inappropriate behaviour, manage unconscious bias and address poor standards for police officer conduct.**

In response the Regional Director for London from the IOPC informed the Commission their role in the system is to help the MPS ensure police officers are held accountable for their actions, lessons are learnt and also to ensure guardianship of the police complaints system. In essence they are there to ensure the public have confidence in the police service. In terms of establishing the standards there are national standards in place that all police officers must abide by. There is the code of ethics that all police officers must adhere to. There are the professional standards. When the IOPC investigate matters they make sure the police officer has adhered to the relevant standard, operating procedures and policies. They do refer to the code of ethics and professional standards. However, the IOPC do not establish the standards but ensure the codes of ethics and professional standards that are in place are followed.

- (v) **Members commented this discussion was taking place because of the lack of trust and confidence in the police by the local community. Members queried if the IOPC could do more to establish trust and confidence in the police. Members asked about the IOPC's role as the independent regulator. Not just in building trust in confidence in the police but trust and confidence in the IOPC too. Members pointed out previous evidence given to the Commission from the community highlighted that people do not want to go to the IOPC because**
- a) they do not think they are independent enough and.**
  - b) that they don't see the work carried out by the IOPC as representing them.**

**The Member commented after reviewing the IOPC website they noted information about the types of cases referenced in the meeting and recommendations they have made about police working practices. Members found this information to be very helpful but did not think it was accessible enough to the public.**

- (vi) **Members commented trust and confidence issues are not unique to Hackney but it's a London wide issue and possibility across other parts of the UK.**
- (vii) **Members asked how they would help the public understand how the IOPC, MPS and MOPAC work together to build trust and confidence and asked for better communication and reassurance to the public that demonstrates the MPS does have robust processes in place to hold police officers to account. Members suggested the MPS identify the type of information that could be made available in the public domain. Members asked the IOPC to explain how they see their role in making this happen.**

In response the Regional Director for London from the IOPC replied the IOPC recognise the challenge in building confidence in the IOPC as an organisation due to the issues from their predecessor. In reference to the IOPC building trust with the community. The IOPC recruited a dedicated stakeholder engagement team a couple of years ago. The IOPC believe it was important to go out into the community engage with them, listen to what they have to say and build awareness of the IOPC. This the reason why the IOPC attended the

scrutiny commission meeting last year and again today. The officer pointed out the IOPC has done a number of community engagements. Over the last year they have attended 50+ meetings across London engaged with different groups - not just bodies like the scrutiny commission but young people, charities, youth groups - all with the intention of building awareness of the IOPC. Through these types of conversations, the IOPC can establish relationships and try to close the gap that exists in trust and confidence. Although it's acknowledged reversing the public perception will not be a quick fix because people and communities will judge you based on what you do, not what you say.

In reference to the IOPC being held accountable for the work that they do and the actions they take. This was why it is important for the IOPC to attend the scrutiny meeting to talk about the work they have done and their work on stop and search. The IOPC will continue to work this way nationally and they are committed to working like this in London.

The IOPC recognise there is that gap in trust and confidence both nationally and at regional level. The officer pointed out it is important to highlight there is an accountable system in place and the IOPC is part of the system. If people are unhappy, they can voice their concerns through the complaints system. Like any service it can only improve if they understand when things have gone wrong and can have the opportunity to put things right. Therefore, it's important to build awareness of the system and work together with the other bodies. All three organisations do work separately and jointly on occasions to present to communities. They have done a joint piece of work to explain their different roles in the system.

For the IOPC they deal with the most serious complaints. However, the majority of complaints go to the MPS to respond to first.

The IOPC see it is important for them to work together to explain the system and point out that they are an independent body to review cases when things go wrong.

There is a lot of miss conception and confusion about their role. But the responsibility is on the IOPC and the Regional Director for London to make sure they do this myth busting to give clarity, reduce the mis conceptions and close the gap that existing in relation to trust and confidence.

- (viii) Members referred to the IOPC website and pointed out it was a bit unclear about the difference between appeals and reviews. Members commented that they did not think many people know they can go to the IOPC for a review and suggested the IOPC does more publicity about this.**
- (ix) Members acknowledged the information provided from the IOPC about trust and confidence, working with the public and building community engagement. Members asked if the IOPC would be willing to work more closely with Hackney Council officers and MOPAC to promote to stakeholders or participate in public meetings.**
- (x) Members referred to the 32% upheld and 68% not upheld and asked if this data was broken down by ethnicity for each category?**

- (xi) Members explained they were interested in the ethnic profile of the public who have had their appeals upheld or not upheld against the MPS.**

In response the Regional Director for London from the IOPC confirmed this information was not available at this stage.

- (xii) In response Members commented this information is quite important because the Commission's work started with stop and search looking at the disproportionality between different ethnic groups. Members added that having the ethnic breakdown for this data was critical and would really be useful for the Commission to see.**

- (xiii) Members commented given the lack of trust among people who have taken out grievances against the MPS for the way they have been treated. The public may view the low upheld figure with scepticisms, and this is unlikely to inspire confidence in the MPS. Members asked the IOPC how they can reverse this view?**

In response the Regional Director for London from the IOPC explained this data was note the only metric by which the IOPC can be measured for success.

With the appeals and the work of the IOPC Oversight Team with the MPS there has been an improving picture. In terms of confidence in the IOPC as an organisation, it's about taking the opportunities to build awareness about their work to close the gaps. Particularly around learning. There are several facets to their work, and they do independent investigations which is the accountability aspect. These are important and they attract a lot of publicity.

With regards to the learning side of their work from systematic reviews to prevent issues repeating. The Regional Director referred to the IOPC's work on stop and search and the 11 learning recommendations made and pointed out this was an opportunity to improve trust and confidence in the IOPC as an organisation. This is to show they will focus on the areas of concern highlighted by communities in London, and they will do something about it.

The IOPC have used the levers available to them and the Regional Director pointed out the MPS accepted all 11 recommendations. Now they are in the phase of implementation. Therefore, the view is confidence in the IOPC should be measured more broadly than just one metric.

- (xiv) Members asked for clarity to confirm if the IOPC had an individual role and systematic role?**

- (xv) Members commented trust and confidence is important and the role of the IOPC is important too. Members pointed out the recently published public inquiry report concluded the MPS had institutional corruption. The reference to institutional corruption was not in relation to the MPS working with criminals but rather that the MPS was not good at examining itself, being transparent and honest with itself and the people they serve.**

- (xvi) Members queried if the IOPC's systematic reviews of the MPS should have highlight this rather than a public inquiry.**



**(xvii) Members asked about the lessons learnt from the public inquiry and the role of the IOPC in getting the MPS to be more candid. To view itself and its procedures more critically.**

In response the Regional Director for London from the IOPC informed the Commission the public inquiry had a very specific role. The IOPC's role is set out in law. The officer explained the IOPC review referrals that come in from individual police forces. These will be deaths or serious injuries following police contact, conduct matters and complaints.

The IOPC will consider them and decide whether to undertake an independent investigation. Other cases go back to the individual police force for their consideration. The IOPC also looks at appeals against complaints. This inquiry had a very different remit, so it is important not to conflate the role of the IOPC with the role of the inquiry.

In relation to systemic learnings, the IOPC will look at their independent investigations holistically to detect connections. This helps them to identify if there are gaps or shortfalls in procedures / policies the IOPC will make learning recommendations to close those gaps.

The Regional Director confirmed the IOPC have a role. However, following publication of the report it will be for the MPS, MOPAC and Hampshire police to review the report and consider if any referrals need to be made to the IOPC.

The IOPC has stated publicly that in tandem they will review the report to consider if there are any conduct matters arising and if necessary, call those matters in. But initially it will be the individual police forces and MOPAC to consider the report.

**(xviii) Members enquired if the IOPC was concerned that the findings of the report would reflect negatively on the IOPC and if this would make the work of the IOPC more difficult in relation to winning trust and confidence because the concerns had not been raised by the IOPC previously.**

In response the Regional Director for London from the IOPC disagreed with the view expressed about the reflection of the report's findings on the IOPC. The Regional Director pointed out no criticism was directed towards the IOPC in the report. The criticism is related to the MPS and reiterated there is a process underway for the MPS and MOPAC to consider if they need to make referrals to the IOPC.

In reference to the term watchdog there are other bodies that operate in the system such as the inspectorate, HMIC, FRS who have been commissioned by the Home Secretary to do a review into the MPS following the report.

**(xix) Members commented about the learning, transparency and accountability for many communities. Members pointed out there is a lack of trust in any complaints commission although they acknowledged the IOPC was the latest reincarnation of this body. Members highlighted Cynthia Jarrett, Mark Dugan and Hackney's Rushan Charles and many more have felt let down by the complaints processes. Member's wanted assurance that what the IOPC take forward is reflective of community's needs.**

Particularly in respect of stop and search. Members commented although the processes in place may not address people's complaints in full because it's considered normal policing. People's experiences may feel far from it. Members highlighted in terms of the learn recommendation made by the IOPC and the recommendations being sent to the MPS. The public would like to see them implemented in full. It is recognised there are no quick fixes, but Members were of the view changes need to happen fairly quickly to assure the public there is a system in place that the public can have confidence in and that their needs will be fully met through a referral to the IOPC.

In response the Regional Director for London from the IOPC replied in identifying the changes the community will see the IOPC will use the levers and powers it has to make recommendations. The Regional Director pointed out the MPS have accepted the recommendations, so the next challenge is in making a difference in the areas they have identified and for communities to see that change. The officer also suggested MOPAC responds to the questions too because the MPS is accountable to MOPAC for implementation. MOPAC have the ability to scrutinise the MPS about their daily operations and implementation of the recommendations and the delivery of change in more detail.

#### 5.10 MOPAC Q&A

- (i) **Members thanked the officer for the presentation and expressed they were pleased MOPAC recognised the disproportionate treatment of black citizens across London. But were disappointed the Police Commissioner for London did not acknowledge this or recognised the problem. However, Members pointed out it has been 40 years since Scarman and 20 years since the McPherson reports. Members highlighted the changes have not been significant enough for many people across many demographics to feel there has been changes. In reference to the Mayor's action plan for policing and crime Members commented they could see the intentions of MOPAC in relation to implementation of the action plan but noted there had been no specific outcomes readily available for people to see.**
  
- (ii) **Members asked for clarity on how changes to public experiences will manifest in the coming years. For example, could MOPAC see more police officers etc. Members commented although the policies and names of police officers had changed over the years the outcomes had remained the same. Members wanted to understand the outcomes MOPAC expected to see because of the Mayor's Action Plan for Policing and Crime.**

The Head of Engagement from MOPAC advised the Mayor of London had clarified the 2 outcomes they are aiming to achieve through their work in the action plan. The Head of Engagement from MOPAC pointed out the action plan is not the only work they are doing there is other work to address this too. The officer pointed out there is a whole range of work that MOPAC and the MPS is doing.

The two key measures for the Deputy Mayor for Policing and Crime are:

- 1) improving trust and confidence

- 2) reducing disproportionality.

These 2 will be the litmus test to demonstrate whether their work is making a change.

The third area they would like to understand is the community experience. The officer pointed out the service has changed since the Scarman report, and many things are different. But acknowledged when they speak to people their experiences of the service and perception did not demonstrate anything had changed. The third area the officer expected to see change is how the public feel about the service, how they perceive it and their experiences. This would be in addition to the changes they may see in the data.

MOPAC acknowledged there have been other plans and previous reports. However, the key difference about this plan is:

- 1) they were creating an action plan and not making recommendations. These are actions and things they are going to do and the MPS are going to be held to accountable for doing. This will be implemented within the Police and Crime Plan and will be part of their statutory delivery.
- 2) The other area that was different was the way they developed the plan.

MOPAC created an action plan not recommendations, so this work is part of the service's statutory delivery. This is different because MOPAC are putting themselves up to be held accountable for delivery as well as the MPS. MOPAC did this work very deliberately with communities and involved them from the very beginning in devising, sense checking and getting their feedback on the solutions. In contrast historically they would tell the public the solutions. Most importantly MOPAC is finding out what the community would like to see addressed.

This has given MOPAC and the MPS real clarity about what communities care about. The Head of Engagement from MOPAC advised opening themselves up and having a committed to keeping communities involved in the conversations (whilst working with them to develop things) gives opportunities to the public to hold MOPAC to account.

MOPAC informed the Commission they received feedback from the community and partners expressing their concerns about the statement released from the MPS. The Head of Engagement from MOPAC wanted to reassure the Commission that this was one of the top priorities for the Mayor of London. The officer confirmed the MPs has orientated its resources towards getting this done and there was a commitment behind this work.

- (iii) **Members queried the connection between communities and police officers who are custodians of their community safety. Members commented this has slowly dissolved. Members asked if this has been as a result of the ways the MPS is organised across London having regional and some centralised functions e.g. The TSG and tactical support units. Members pointed out the impact of this is one week they are responding to situation in Hackney and another day they may be responding to situations in Croydon, Bromley or other area of the capital. Notwithstanding other institutional and organisational challenges. Members understand the rationale for this working practice but urged**

**MOPAC to review this decision and the impact it was having on community relations.**

- (iv) **Members asked if the Mayor of London had an action in the plan to review or reverse some of these decisions and re-establish community relations between police officers and the communities they serve.**

The Head of Engagement from MOPAC confirmed this is a point they hear raised a number of times.

The way the service operates is not mandated by MOPAC. The Police Commissioner has operational discretion to organise the resources as the leader sees fit.

In regard to the regional work MOPAC has encouraged the MPS to recognise the need for BCU Commanders to have good local connections across their area. The MOPAC officer felt the Central East BCU had good local connections.

In relation to local resourcing and dedicated ward officers out on the frontline. The Head of Engagement explained when the Mayor of London was elected in the first term, he put additional officers into the MPS. There was also a commitment to limit the number of abstractions from frontline areas. Making reference to the additional uplift in police officer numbers (big recruitment in London) and the additional funding from Government. This gave them the opportunity to boost local numbers. There is work underway to identify how to get more local officers into the local areas. This would mean not relying on officers from big task groups or the TSG but drawing more on local delivery teams too.

Around TSG and other tactical teams that can come in and work in other boroughs. This is challenging. But there is work within the MPS that thinks about how TSGs are briefed when they go into local areas. The Head of Engagement informed she is aware the TSG in Haringey go and speak to the local team before they deploy. This is to understand the local context for the reasons outlined by Members of the Commission.

The Head of Engagement from MOPAC informed the Commission the TSG do a lot of community engagement working with young people and outreach work. The officer pointed out the TSG recognise that distance and are trying to address this.

- (v) **Members referred to MOPAC's commitment and reporting back on the action plan. Members asked after all the consultations and outreach to the black and working-class communities what difference MOPAC (the community) would expect to see in the next 6-9months in relation to handcuffing, stop and search and disproportionality following their community engagement work.**

The Head of Engagement from MOPAC informed the Commission MOPAC will be tracking trust and confidence and disproportionality. It is not anticipated the measures would have moved much during the period stated. At the top level this will take much longer to be noticeable in the data. However MOPAC hope

through the local surveys carried and ways of working with the community there might be some under the line changes in the way the local relationships operate and how people feel about them.

The officer highlighted the MPS is increasing their engagement work within the local community and MOPAC will be doing work around the action to keep the conversations active with local communities. The MOPAC officer would like to see that people will begin to feel differently about the nature of the relationship. However, the officer pointed out although this is not easy to measure, if people are unhappy, they will vocalise it. If this starts to improve then they will be travelling in the right direction, even if it cannot be measured in the actual data.

In terms of the community engagement work and outcome in the next 6-9 months. By the next financial year they would have developed their new community engagement framework and implement it. It is anticipated that they will focus on areas like stop and search and where they know there are issues around trust and confidence because they are the most critical. They want to enable people to hold the police to account more effectively and also feel confident that there are various levels of scrutiny particularly around stop and search.

- (vi) Members still raised concern about the profile of MOPAC in relation to their community engagement and commented many people have never heard of MOPAC. Members asked how MOPAC carried out consultation, engagement and would report back to people?**
- (vii) Members also asked for MOPAC's views about Ward Panels. Member pointed out in Hackney Ward panels are quite active and commented the police make the effort to report back to the community.**
- (viii) Member referred to the previous Borough Commander taking steps to bring in outside training for the police to understand how to deal with difficult customers and queried if this was still ongoing?**

The Head of Engagement from MOPAC agreed MOPAC does have a low profile with the public. There is a lack of understanding of who the Mayor's Office for Police and Crime are and their role. The officer agreed the public know who the Mayor of London is but not MOPAC.

The work of MOPAC is carried out through a number of mechanisms. Across City Hall they have several stakeholder groups and networks they work with. This includes their commissioned service providers and existing community engagement structures. MOPAC also works with other voluntary sector organisations to network out to other organisations.

MOPAC acknowledged they do not reach everybody, but they have their annual programme of surveys (victim satisfaction and public attitudes) which surveys a representative sample of Londoners. This is to ensure they get a representative view in the data. Through this engagement MOPAC also try to work with networked organisations. Resource wise they are a small team of staff, so they have to work through networks. There is more they can do, and they try to work through partners to amplify messages.

In relation to consultation and engagement this is an ongoing process, and they will continue to bring new people into the conversations.

MOPAC is also looking at their wider communications around the action plan and in general. MOPAC is looking at the different channels they can use to interact with more people e.g. young people and use digital channels to interact with groups that will not read the Mayor's press releases or attend these meetings like these. MOPAC's objectives are to go out to the public to reach audiences where are rather than expecting them to come to them. MOPAC is doing some analysis to look at the gaps and identifying who they should be talking to, to then target their communications towards them.

In terms of Ward Panels, the Head of Engagement for MOPAC was pleased to hear they are active and that the MPS support them well. The officer explained they are part of the wider engagement landscape and MOPAC will be looking at these mechanisms too. The officer explained across London ward panels vary in their effectiveness and how representative they are. MOPAC highlighted they suffer from some of the same problems as their other engagement mechanisms. MOPAC talked about working with the MPS to think about how they would address this too.

- (ix) Members highlighted that MOPAC had increased their engagement efforts with the community and asked if the budget for community engagement had increased in line with the extra community engagement work.**

The Head of Engagement from MOPAC confirmed the budget had not increased. However, the officer explained as they revisit the frameworks, they will have to look at the budgets. The officer pointed out currently the budgets is allocated Safer Neighbourhoods Boards and used to run the meeting structure as well as invest in local projects. In the future this may not be the model and the local projects piece may disappear and it might focus on more engagement activity. Therefore, this could mean some of the funding may be reallocated. The officer acknowledges there will need to be further thinking about how they used the funding to ensure there is sufficient support for the groups on an ongoing basis. This may require more budget, but these decisions will be made when the structures become clearer.

**5.11 MPS Q&A**

- (i) Members referred to the Account Group (a local youth group) and noted they were quite a challenging group towards the police and about the work of the police. Members commented they had learned the MPS had reviewed their monitoring groups locally and noted the range of groups they were currently working with were not set up to specifically to challenge police activity. Members wanted to understand out of the all the groups the local MPS was working with, who was set up specifically to monitor police activity?**

The Borough Commander for the BCU Central East informed the Commission the MPS was still working with the Account Group. They met with them, the Mayor of Hackney and Cabinet Member for Community safety recently along with members of the TSG.

The Borough Commander for the BCU Central East also pointed out they are working with Hackney Voyage, and they provide advocacy and scrutiny. Particularly around terms of reference and grievances around Section 60s. The MPS has their own community monitoring groups e.g., police encounter scrutiny group, they have an innovation hub working through the MOPAC action plan. The local MPS has held 3 sessions with 30 young people in each session from different schools and communities in Hackney. The sessions have covered talking about policing, the context and how they establish solutions to policing and improve engagement.

The Borough Commander also pointed out the MPS work with the local authority and the scrutiny commission. The BCU view these groups as holding the police to account. Alongside the independent advisory group, safer neighbourhood board, IOPC and various other monitoring groups that look closely at police activity. Part of this structure has included setting up a Police Encounter Panel to look at body worn camera footage and the way the police operate.

The Borough Commander outlined a number of groups and organisation they are working with across the borough to develop a comprehensive engagement plan. It was also pointed out this includes their youth engagement plan where the MPS works across 20 priority schools and colleges. The Borough Commander highlighted the MPS has over 200 police cadets. Working with their youth engagement officers.

**(ii) Member enquired about the response the MPS has received from these groups in relation to trust and confidence and how the MPS is using the information provided?**

The Borough Commander for the BCU Central East advised in the last 6 months they have seen some positive improvements in the work around trust and confidence. They also have the satisfaction survey, and this has shown improvements in that area.

The Borough Commander advised through all the conversations the local MPS has had with young people and groups they noted overall 80% of Londoners support and trust the MPS.

The Borough Commander advised they are aware of the concerns and focus on improving their policing response particular in relation to trust and confidence, stop and search, section 60s and use of force. The Borough Commander is of the view the MPS is starting to see real improvements. The Borough Commander highlighted for stop and search they are averaging 28% positive outcome rates. This is significantly higher than it has been previously. There is more focus around their use of Section 60, messaging and training about culture. The local MPs is working with members of the black community linked to Rushan Charles's family to understand the community tensions.

The Borough Commander of Central East BCU was of the view they have a way to go but this is an improving picture. Their community engagement has been improving trust and confidence.

- (iii) Members referred to the reviews the local MPS informed they would carry out to look at body worn camera footage and stop and search. Members asked if the reviews have been completed. Members also enquired about the outcomes and the recruitment of members of the community to participate in the MPS review groups.**

The Borough Commander for Central East BCU replied they reviewed approximately 800 stop and search footage. The Commission was informed the MPS have reported on the headline finding around stop and search, use of force, handcuffing, body worn video to their learning and development teams and identified officers that were particularly adept at stop and search.

The Borough Commander for Central East BCU expressed in reference to the comments about local TSG officers he disagreed with the views about the TSG, a view he highlighted he had recently expressed in a conversation with the Account Group. The Borough Commander informed the Commission the TSG have the highest positive stop and search outcome rates in London and fewer complaints. In his view there was a misconception about the TSG performance.

The Borough Commander pointed out there are several resources that come into the borough.

Highlighting when the TSG come into Tower Hamlets and Hackney, they are very well briefed and the TSG is brilliantly led. In his view they do a great job supporting London and keeping London safe. This is the same for the violent crimes task force, transport policing and firearms command and specialist crimes.

The Borough Commander from Central East BCU confirmed the stop and search review was complete and the local BCU has a monitoring group looking at stop and search. They are in the process of setting up the Police Encounter Panel. This will be an independent process looking at body worn video footage or incidents that are shown in the media.

The Borough Commander highlighted that there are times that only a very small snapshot is shown in the media to the public. Therefore, a full reflection of the encounter is not taken into context. There has been a significant amount of work carried out in MPS and they are starting to see improvements around the way and use of stop and search, use of force, training and cultural awareness. The local MPS is working very closely with the local authority and other community groups in the area of cultural awareness.

- (iv) Members asked the MPS to explain what change they would expect to see in 6-9 months. Members acknowledged there has been community engagement work training and reviews but explained they wanted clarity on the changes the MPS are anticipating seeing.**
- (v) Members wanted to know the difference the public will see particularly in regard to diversity of the way the MPS carry out their stop and search police activity. Members commented young black males represent a high proportion of the people stopped and searched. Members wanted to know when a better reflection of proportionality would be seen in the data?**



- (vi) Members asked about the recruitment the MPS carried out for the review group from the community and who was in the group from the community?**
- (vii) Although Members acknowledged change takes time. Members commented it is important for the public to see changes and there is an increasing desire to see change.**

The Borough Commander for Central East BCU explained overall he hoped to see less violence on the streets in Hackney. The Borough Commander pointed out currently in violent crimes young black men were subjected to serious levels of violence.

The MPS hopes to see far less victims on the streets, a reduction in violence, a reduction in weapons being used in violence and firearms. Notwithstanding this will mean a continued use of all their legal powers in a proportionate and balanced way.

The Borough Commander highlighted this will be alongside an improving picture around training and awareness of the communities (cultural awareness) to gain a greater understanding of their experiences.

The MPS acknowledged there is low confidence in the black communities, but they are working on this. The Borough Commander hoped to see an improvement in trust and confidence and an improving engagement picture with the public wanting to work with the MPS. The Borough Commander also hoped to see Members of the scrutiny commission and other influential community leaders coming out for a ride along with local police officers to see how the police operate on the frontline to understand the daily challenges they encounter on the streets to keep people safe. The Borough Commander pointed out they are complex and there are many challenges.

The Borough Commander acknowledged the MPS is a big organisation but was of the view the MPS is not an institutionally corrupt organisation or institutional racist but agreed they do have areas they need to improve. The Borough Commander added if there are these types of behaviours or activities, they would be rooted out.

The Borough Commander expects the scrutiny commission and the wider community to see a continuing improving picture around trust and confidence and a reduction in crime.

- (viii) Members referred to the monitoring groups looking at the body camera footage and commented it was a good initiative. Members noted there was a recent consultation by the MPS that was seeking the view of young people and reached out to people in the community to forward this to young people. Members asked how many consultation responses the MPS received from young people and how the MPS had taken their views into account when they were framing the terms of reference for the monitoring group who will be looking at the body worn camera footage?**
- (ix) In connection with the MPS review of the body worn camera footage Members also asked if the MPS had identified a police officer that was not**

**successfully delivering their body worn camera footage i.e., regularly have technical problems with their body worn camera. How would this information be shared and used?**

- (x) Members referred to dispersal zone applications and commented they have noticed that in the last couple of months there have been regular applications for dispersal zones. Particularly in the Dalston Gillette Square area, almost a constant dispersal zone. Members acknowledge the area has experienced problems and a murder recent but queried if there was a connection between stop and search and the regular use of dispersal zones? Members asked if a dispersal zone made it easier for a police officer to carry out a stop and search?**
- (xi) Members queried if the dispersal zone was a short-term measure to use in extreme cases?**

In response the Borough Commander for Central East BCU informed he could not give detailed information about the consultation with young people or the outcome. This could be reported back. The Borough Commander explained the aim of the consultation was to ask young people about their views on how a Police Encounter Panel can operate and inform who will have access to them.

The Borough Commander explained people can sign up to receive inclusion notices and the Panel will have a strong term of reference. However, it is not unusual for members of the young community to be reluctant to sign up to the strict terms of reference and inclusion notices.

The Borough Commander for Central East BCU was confident that Commander Roper - the Scotland Yard lead for this area of work – would be focused on the young people of London in this work.

In reference to identification of police officers that are not using body worn cameras as required. If they are not carrying out a stop and search as required, justifying the grounds for a stop and search appropriately and the encounter does not meet the professionalism standards expected. The MPS has robust process that enabled them to review police officers' pattern of behaviour and establish the learning and training development needs or if it's a discipline issue. This is shared and implemented across the BCU and London as required. The Borough Commander highlighted although the details are not widely published or made known there are a number of accountability, transparency and openness channels through their local professional standards that will look at the findings for accountability of their actions and how they are operating.

In reference to dispersal zone applications. The purple zone has been an ongoing area of concern for the partnership and there have been many meetings regarding this. There has been successful outcome in designing out crime by the use of CCTV to support businesses in the community. There is a street drinking community and there has been some anti-social behaviour (ASB). In response they have put dispersal zones in place. This is used in Hackney and across London to keep volumes of crowds down and reduce anti-social behaviour (ASB).

In response to dispersal zone applications and stop and search. The Borough Commander explained they do not make it easier or enable police officer to carry out a stop and search. Police officers still need to show a proportionate lawful and balanced use of stop and search. A police officer still has to (this is the same for Section 60s) justify their legal action for using a stop and search. The Borough Commander stated it is a myth in thinking that police officers can dispense with the rules because this is in place.

In response the Community Safety Manager from LBH added in relation to Gillette Square and the use of a Section 35 under the Anti-Social Behaviour Act 2014. The officer concurred it does not facilitate stop and search. But pointed out the use of a Section 60s would facilitate a stop and search, but this tool has not been used recently within the borough of Hackney.

The officer highlighted the LBH Community Safety had campaigned for a Section 35 to be put in place in Gillette Square. This is in response to various types of crime that have been carried out there including the recent murder. The Community Safety Manager advised the business owners in that location will testify to issues and the perceptions of the problems they see in that location. It was pointed out the Council has an action plan in place, and this aims to treat the causes. The officer highlighted the second area with a Section 35 dispersal orders in place is the nighttime economy.

The Community Safety Manager advised the community safety team fully supported the two dispersal orders and reiterated they did not facilitate stop and search.

- (xii) Members referred to accountability and engagement with partners. Members asked in reference to the accountability of police officers who have high rates of non-actionable footage for stop and search. Members encouraged this data to be shared with the groups the MPS had selected to scrutinise their processes. Members commented they hoped the Council would have some involvement in this process too.**
- (xiii) In terms of dispelling the narrative that stop and search is not disproportionate despite the numbers decreasing. Members commented the perception within the community is that stop and search is not reducing although the MPS data indicates otherwise. Members highlighted that minority communities hold the view the middle classes are seen taking drugs and selling it but not put under the same kind of searching tactics as minority communities. Members urged for the data to be shared amongst the groups scrutinising and asked the MPS how this will be taken forward?**
- (xiv) Members asked about the MPS process that would identify if an officer is implementing the police tool disproportionately and the tangible outcomes demonstrating the approaches taken locally or London wide are as a result of changes being embedded in the processes of the MPS.**

In response the Borough Commander for Central East BCU advised the MPS will share a range of data with the various monitor groups. In relation to the processes to manage a police officer who is identified as not performing as expected. If there is a training need or something more serious they would be

subject to formal process and the MPS would share the detail to explain the findings, action taken and how they will improve.

The Borough Commander reiterated they want as many people as possible from the community to walk with them to see their work and get an understanding of the collective challenges faced in trying to create cohesion and a safe environment for their communities. The Borough Commander expressed this is not just a challenge for the police but a whole community challenge.

The Borough Commander for Central East BCU offered to take Members of the Commission out on a ride along with police officers to see their daily operations. The Borough Commander was of the view this would be a rich and enlightening experience for the scrutiny commission.

The Borough Commander confirmed they will be sharing the data with the people included in the monitoring and scrutiny process.

**(xv) Members enquired if the MPS scrutiny process identified patterns of behaviours, what would be the procedure?**

The Borough Commander for Central East BCU explained this would depend on the findings. Overall, the outcomes found are expected to lead to improving trusts and confidence in terms of less resented stop and searches, less use of force where not necessary and increased positive outcome rates. Where a police officer may not be putting their body worn camera on, not sufficiently justifying the grounds for their stop and search or there is a training need, they will get trained and developed. If it is more serious and a misconduct issue (not in line with the code of conduct, ethics, or the law) this will be managed through the formal performance processes. This could mean reflective practice, misconduct illustrated through formal processes like written warnings, gross misconduct etc. The Borough Commander highlighted as noted by the IOPC there are a range of measures that can be used, and these are open for the public to see and to understand. In addition, members of the public can make a complaint if they feel this is necessary.

**(xvi) Members asked a follow up in response to the Borough Commanders comments. Pointing out it is not always obvious to the public or made known to the public how issues with police officers are managed. Members asked the MPS to confirm how any concerns related to a police officer not operating correctly whilst using their discretion would be identified?**

In response the Borough Commander for Central East BCU explained although a police officer has the use of discretion they still need to use their powers within the context of the incident and the law. This is their responsibility as a Constable of the Crown. When a police officer decides to stop and search a person it is the police officer's responsibility to justify their actions.

If the officer offence is a minor issue such as not switching the camera on, camera battery has run out of charge, not filling out the paperwork correctly or something else not in order. If this is a one-off incident the police officer may be spoken to and told areas of improvement. If it's a police officer that keeps

coming to notice, there may be a training issue. The training can be in depth or one to one or repeating officer safety training. But if in the stop and search the police officer has been aggressive, displayed in appropriate use of language or in appropriate use of force which cannot be justified. An investigation is carried out. This would be a possible misconduct where a formal investigation will take place. This can be by local investigators, central investigators from police complaints, discipline prospective or by the IOPC. The Borough Commander explained there is a huge range of complexities that are involved in policing and the MPS are led by the intelligence and police officers must use their curiosity and professional judgement.

The Borough Commander highlighted there is a range of activities they can undertake to bring the police officer up to standard but if they are completely not suitable for the organisation or policing that is the very end of the spectrum with the IOPC or serious misconduct processes.

- (xvii) Members queried how the MPS or local Borough Commander communicates with the public in relation to a perceived police officer misconduct. Members wanted to understand the MPS communication strategy for building trust and confidence that gives the public assurance that police officers are disciplined or retrained if they are deemed to be not acting professionally.**

The Borough Commander for Central East BCU reiterated the local MPS is doing a huge amount of work led by their local officer working with the council and the Community Safety Partnership for Hackney. Covering a wide range of community engagement which includes the MPS SNB, IAGs and other monitoring groups. The Borough Commander highlighted the MPS has invested in work to improve their communication. There is also the wider MPS work. In addition, there is work to support local policing through MOPAC community engagement. The Borough Commander pointed out linked to the IOPC and other channels the MPS is describing and explaining the work they are doing. This work is not seen as an easy quick win. But over the medium to long term they will start to see sustained long term improvements.

The Borough Commander made a commitment that his local MPS team will provide a consistent strong focus working with the Community Safety Partnership (CSP) to improve the streets of Hackney. The Borough Commander commended the work of his officers, and the local CSP viewing it as a strong partnership with a wide range of diverse in-depth activities undertaken.

- (xviii) Members asked if the data shows how many teenagers are being stopped and searched and queried how many were not arrested or had not committed any crime?**
- (xix) Members asked the MPS if they have informed the public, it is compulsory for police officers to use their body worn camera and that there a recording?**
- (xx) Members reiterated the ask for all the information on stop and search to be shared with partners?**

The Borough Commander for Central East BCU advised the body worn camera is absolute and it is the same across London. No police officer should be out on the streets without a body worn camera operating. Occasional they may experience technological failure; a button has not been pressed or a battery has failed. Their current reporting shows 98% compliance from police officers, thus approximately 2% short across London from 100% compliance of body worn cameras capturing every stop and search and encounter with police officers in London.

The Borough Commander highlighted where they can scrutinise and hold to account, they are seeing improvements and the public are aware. The MPS had recently through various mediums explained about stop and search and the body worn camera usage and the supervision rates. Every month they take approximately 400 weapons off the streets in London. The MPS see the scrutiny commission as part of the positive work they talk about related to community cohesion and the collective work to bring safety to the streets of Hackney.

In reference to the data about young people. The Borough Commander was unable to provide these figures at the meeting. The Borough Commander did highlight that in the last 6 months they have stopped approximately 600 – 850 people a month in Hackney. The average positive outcome rate is approximately 28%. The Borough Commander informed unfortunately they do need to stop young people as young as 12 years old that have zombie knives and drugs on their persons. That are committing serious acts of violence or involved in serious acts of violence. The Borough Commander explained it is not uncommon for young people to be carrying big knives and sometimes firearms and quantities of drugs. Therefore, the Borough Commander will continue to direct his police officers to use stop and search in a proportionate and lawful way to keep people safe.

**(xxi) Members commented they were encouraged to hear about the positive work of the MPS. Members asked how many misconduct issues have been picked through reviews of body worn footage?**

In response the BCU Borough Commander advised in November 2021 they will do another month of scrutiny looking at every single stop and search that has happened on the street. This activity is labour intensive. This is in addition to the work already carried out to make improvements through police officer safety training and learning and development with the community.

If there is a complaint about the conduct of a police officer this is managed through formal processes. Currently the MPS do not publish data revealing the outcome of the process.

The Borough Commander advised the MPS could speak to the IOPC and MOPAC about the publication of data. The Borough Commander reminded the Commission the local MPS has monitoring groups with community representatives on them.

**(xxii) Members commented the MOPAC officer referred to transparency and the use of data being increasingly important. Members urged the MPS to take the initiative and not wait for different bodies to insist on its**

**publication. Members were of the view this would be a proactive way of increasing trust and confidence with the community and show the community the MPS is taking their concerns seriously.**

**(xxiii) Members commented it was good to know that the use of the footage from body worn cameras could be used to root out bad behaviour.**

**(xxiv) Members highlighted the MPS can have a negative attitude towards members of the public who film the police whilst conducting their duties. Members asked the Borough Commander for his view on this.**

In response to the comments about encouraging the publication of the data the Borough Commander from Central East BCU advised he will have a conversation with colleagues to establish whether this is being considered.

In response to the comments about the MPS being negative towards being filmed by the public. The Borough Commander explained that sometimes police officers are under extreme provocation and might react in a way they would not be expect to behaviour. When this happens the MPS will address it. The Borough Commander highlighted most of the time police officers are incredibly restrained, and he does not see bad attitude very often. But where he does see bad attitude the police officer would be removed from frontline duty and reprimanded. The Borough Commander has no objections to members of the public filming and added they have a right to do this. The Borough Commander pointed out where he does have concern is when police officers are being filmed whilst under extreme provocation and being subjected to violence, with members of the public standing by and filming police officers being assaulted on the streets. This is not acceptable or expected behaviour from the community. A balance needed.

**(xxv) The Chair concurred and expressed the scrutiny commission did not condone anyone being subjected to abuse or being filmed whilst being assaulted. The Chair acknowledged many police officers do try to do their job to the best of their abilities and are public servants.**

**(xxvi) The Chair advised whilst the scrutiny commission's work programme was still being drafted the Commission would like to keep this under review and may revisit it before the end of the municipal year. The Chair explained the Commission was keen to hear about the improvements and outcomes from the work discussed at the meeting by the MPS and MOPAC.**

**(xxvii) The Chair expressed a desire to take up the offer of a ride along with police officers in Hackney to see them undertaking their duties.**

The BCU Borough Commander commented it would be an invaluable experience for members of scrutiny to go out with police officers to ride along and see them at work within the local community.

The Community Safety Manager from London Borough of Hackney offered to facilitate this visit.

<b>ACTION</b>	Overview and Scrutiny Officer to liaise with the MPS and LBH Community Safety Manager about facilitating a ride along for Members of the Living in Hackney Scrutiny Commission.
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## 6 Minutes of the Previous Meeting

- 6.1 The minutes of the previous meeting in the agenda for approval were the 9<sup>th</sup> March 2021.
- 6.2 The minutes of the previous meetings were agreed.

<b>RESOLVED:</b>	Minutes were approved
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## 7 Living in Hackney Scrutiny Commission- 2020/2021 Work Programme

- 7.1 The Chair informed the Commission the work programme was still being drafted. At the next commission meeting the scrutiny commission would review the draft work programme for the municipal year.
- 7.2 The highlighted the following items were being considered for the work programmes.
- 7.3 A review of the council's work to achieve its commitment to net zero carbon emissions. The Chair highlighted this topic area was also being covered by the Skills Economy and Growth Scrutiny Commission and the Scrutiny Panel. Each scrutiny commission would be looking at different areas of the council's commitments.
- 7.4 LiH scrutiny commission would focus on reviewing the councils work on its buildings, solar energy, how the council builds and its retrofitting of buildings. In addition, this may include how the council can encourage the private sector to be greener.
- 7.5 There will also be a one-off joint scrutiny session with children and young people scrutiny commission to look at housing for care leavers. It is proposed to combine this session with looking at the Council's housing company to see if this vehicle can be used to help provide care leavers with sustainable housing for the future.
- 7.6 At the next meeting on 14<sup>th</sup> July 2021 a full programme will be drafted for the scrutiny commission membership to consider.



**8 Any Other Business**

8.1 None.

Duration of the meeting: 7.00 - 9.35 pm

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