

# A New Met for London

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What it means for you.



Easy Read



**METROPOLITAN  
POLICE**

November 2023

## Important

### Words written in **orange**

In this easy read leaflet, some words are shown in **orange**. We do this if the words may be hard to understand or if the words might have another meaning in other places.

At the back of the booklet is a words list that explains what the **orange** words mean. The words list starts on page **9**.

# What this leaflet is about

This leaflet is from the Metropolitan Police – your local police service. Many people just call us ‘the Met’.

We want Londoners to know that we have learned from the things that went wrong in the past. And we want to make sure things are done better in future.

We think the best way to do this is for us to make a **fresh start**.

We have given our **fresh start** a name – ‘A New Met for London’. It aims to:

- help Londoners trust us more.
- lower the number of **crimes** that happen in London.
- make sure **our people** do their best to keep London safe.



## What we want for Londoners

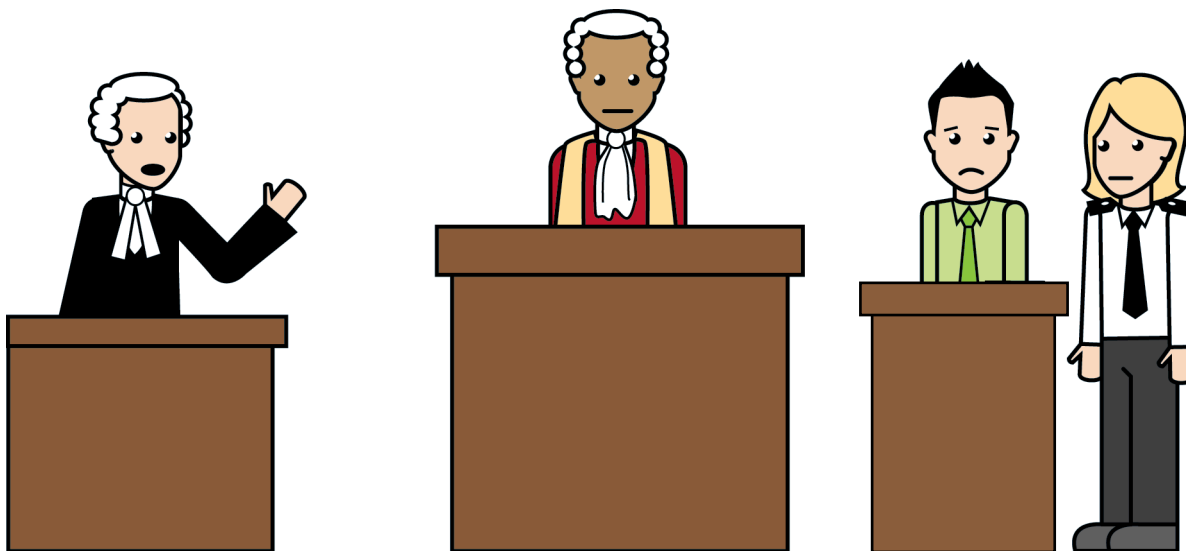
We want Londoners to:

- know their local police officers.
- tell us where we can make the biggest differences to their lives.
- work with us to stop **crime** and **anti-social behaviour**.
- know that if they call us for help, they will be happy with our service.

Our work already means very few Londoners get hurt in **crimes**.  
We want to do more to keep it that way.

We want to find and stop people who hurt and badly treat women, girls and children.

We want to find the worst **criminals** and get the courts to put them in prison before they can hurt people again.



And where our work affects some groups more than others, we want to make things more equal.

## What we have already done

While making ‘A New Met for London’, we had over 10,000 chats with Londoners, **our people** and other groups. They told us what they think should be our most important types of work.

We have done a lot of important work, but there is still lots to do.

## What we have done in the last year

Things that matter to Londoners are getting better:

- Fewer homes are being broken into (6% fewer), and we nearly always send a police officer.
- We are faster at answering phone calls.
- **Murders** have not gone up since Covid ended.
- Compared to last year, 500 more people went to court because of sex attacks on women. We stop the most dangerous men from hurting more people.
- We are now up to date with our work to stop children being hurt by people on the internet.
- We are getting fewer calls about **anti-social behaviour** (10% fewer).
- We are doing a lot of work to find and deal with police officers who are **criminals** or who treat groups of people unfairly.

# What we will do now and in future

## Working with people in their local area

We will work with the people who live in London to keep them safe. For example:

- We will work with people to stop **crime** and **anti-social behaviour**.
- We will give jobs to 500 people to become **police community support officers (PCSOs)** – that’s about 15 more for each borough.
- We will have more police officers and **PCSOs** in each area. They will work on the things Londoners say are most important to them.
- We will use information to find out where people need us. And we will send **our people** to where they will make the most difference.
- We will add 565 people to our special teams. These teams work with local police and other groups to find some of the worst **criminals**.

For example:

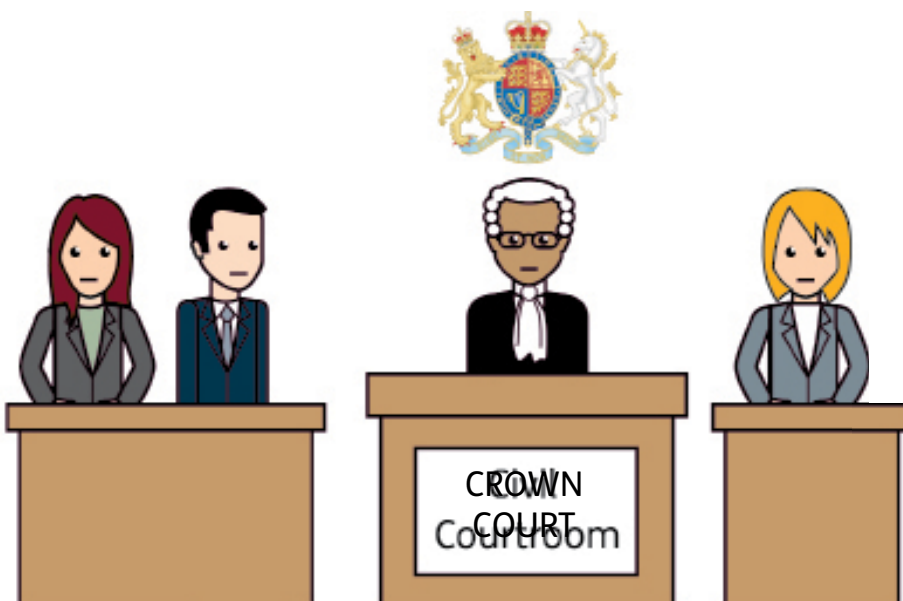
- people who hurt their families, such as women and their children.
- people who take part in sex **crimes**.
- people who use children for sex.
- We will make it easier for Londoners to contact us using a **device** or in person – each area will have police officers that people can contact at any time, on any day.
- We will make the 999 emergency number even better so that calls are answered faster.
- We will continue to work with other groups so that people who need care get support from the right people. This will free up the police to work on **crime**.
- We will set up a service giving support and advice to victims of **crime**.

## Changing things for the better

Most Londoners agree that police work is needed and they support our work. We help keep them safe, keep their families safe, and keep what people own safe.

But we know some Londoners do not like the way we did some of our work in the past. So we are going to make changes so that all Londoners can support our work. For example:

- Our work will aim to meet the needs of London and all Londoners.
- We will work hard to have more Londoners from Black and Asian groups work with us.
- We will make sure **our people** treat all Londoners fairly.
- We will stop any of **our people** from treating groups of Londoners differently. For example, because of their sex or race.
- We will be careful how we use our powers – for example, how we use force and '**stop and search**'. And we will do checks to make sure rules are followed properly.
- If **our people** break the law, they will be punished.



## Fixing the Met from the top to the bottom

We believe we can fix the Met and make it a success. We have worked out ways to do this – for example:

- We will change how the police service is set up in London, putting **our people** in the places where they can best look after the public.
- We will give **our people** everything they need to do their work, such as training, equipment and up-to-date information.
- We will find the best people in the Met and train them to lead the Met and help the Met get better.

## Final messages

We know **our people** care about the things we have talked about in this leaflet.

We believe A New Met for London can only happen with the help and agreement of all the different groups of people in London. We would like you to work with us as the Met changes.

To find out more, please go to [www.met.police.uk/ANewMetForLondon](http://www.met.police.uk/ANewMetForLondon)

## If you are a victim of a crime

Only phone **999** in an emergency where there's danger to life or a crime is happening.

Go to **met.police.uk** or phone **101** to report things that are not emergencies.



## Words list

### Anti-social behaviour

This happens when someone does something which causes someone else to be scared or upset. For example, playing music too loud late at night, kicking a ball against their wall, or breaking their things.

### Crime and criminals

A **crime** happens when someone breaks the law. A person who breaks the law is called a **criminal**.



### Device

In this leaflet this means things that people use to get in touch with other people. Such as a phone, a tablet or a computer.

### Fresh start

This means the chance to start something again.

### Murder

This is when someone kills another person and the killing is not an accident.

### Our people

In this leaflet we use this to mean the people who work for the Met. This includes people like police officers, managers and office staff.

### Police community support officers or PCSOs

These are people who do everyday things to help and support police officers in local areas of London. For example, they collect information, talk to Londoners, go out on patrols and make local people feel safer. Sometimes they also help people with things that do not have to be done by a police officer.

### Stop and search

Police officers can do this if they have a good reason to think a person is carrying:

- a knife or a gun
- stolen property
- drugs, or
- something that could be used in a **crime**, such as a crowbar.