

# Public Voice Insights

Learning from the MOPAC Public Voice Surveys

Quarter 4 2023-24

MOPAC Evidence & Insight

Contact: [Evidence & Insight](#)

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**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Executive Summary

## Public Attitude Survey (PAS)

Trust and Confidence in the police have seen sustained downwards trajectories over recent years, reaching particularly low levels at the end of FY 21-22. Results for both measures have since settled at lower levels. In Q4 23-24, **71% of Londoners believed the Metropolitan Police Service was an organisation they could trust – consistent with levels seen last quarter**. 49% felt police do a good job in their local area, which is an increase of 3 percentage points following a low result last quarter.

**Worry about crime** saw a downwards trend during FY 22-23 (likely influenced by methodological changes to the PAS), with more recent results now tending to stabilise. In Q4 23-24, **43% of Londoners said they were worried about crime in their local area; broadly in line with levels seen last quarter** (44% in Q3 23-24). **This quarter saw a decline in public worry about ASB, alongside an increase in feelings of safety after dark.**

FY 22-23 saw a phased return to face-to-face interviewing for the Public Attitude Survey; data for FY 23-24 are now entirely based on in-person interviews. Results between telephone and in-person interviews vary quite considerably for some measures, which appears to be as a result of the interview mode, rather than differences between the samples. *Please note that this change in methodology will affect the comparability of trends presented in this pack.*

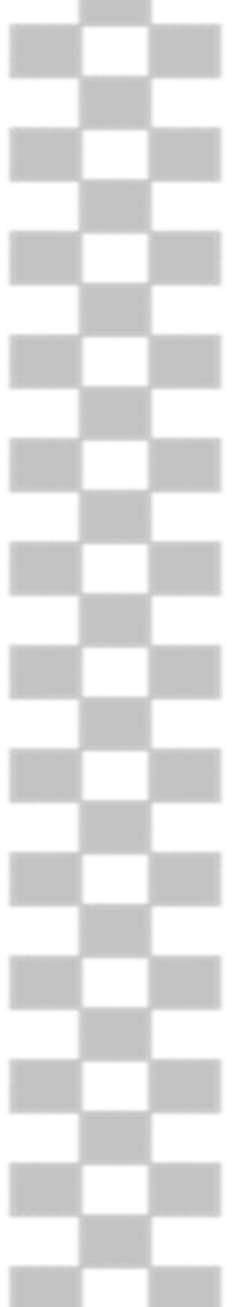
## User Satisfaction Survey (USS)

Two thirds of those who reported an offence to the MPS reported to the Basic Command Unit (BCU) were satisfied with the service they received. Satisfaction was at 66% in Q4 22-23 and sits at 65% currently in Q4 23-24. **Overall Satisfaction shows no change from last year.**

## TDIU survey

**39% of those who report their crime via the telephone – and 32% of those who reported their crime online – were satisfied with the service they received.**

When comparing this quarter with the same period last year (Q4 22-23 vs. Q4 23-24) there has **not been any significant change** for both telephone reporters (+3pp. to 39%) and for online reporters (-3pp. to 32%).



# Key Findings for Public Perceptions



## Trust & Confidence

In Q4 23-24, **71%** of Londoners believed the Metropolitan Police Service was an organisation they could trust, whilst **49%** felt police do a good job in their local area. Levels have remained relatively stable during FY 23-24, but both measures remain low when looking back longer term.



## Perceptions of the Police

The proportion of Londoners believing police treat everyone fairly and deal with local issues has also remained relatively stable during FY 23-24. However, large declines are again seen longer-term, with fair treatment now standing 13 percentage points below that in Q4 18-19.



## Inequalities in Public Perceptions

**LGBT+ Londoners** see large negative gaps across all four of the PCP Trust and Confidence Measures in Q4 23-24. These gaps have rapidly widened over recent years: to illustrate, when compared with two years ago the gap seen for **deal with issues** has *more than tripled in size* (from -6pp. in Q4 21-22 to -22pp. in Q4 23-24).

Londoners from a **mixed ethnic background** see large negative gaps on three of the four perception measures, with these gaps tending to narrow over the last year. **Black Londoners** are also less likely to trust the MPS or to feel police treat everyone fairly.

Additional analysis shows that inequalities seen in FY 23-24 are larger for some **intersectional groups** of black and mixed ethnicity Londoners (see Public Voice Insights – Public Attitude Survey).

Full results and breakdowns can be seen on [MOPAC's PCP Trust and Confidence Dashboard](#).



## Local Issues & Safety

The proportion of Londoners feeling **hate crime** and **drugs are a problem locally** have both seen small declines in Q4 23-24 (-4pp. and -3pp. compared to Q3 23-24 respectively). In turn, feelings of **safety after dark** increased by +4pp. to 73% (recovering from a low result in Q3 23-24). However, large gender gaps remain here.



## Crime & Victimization

In January 2024, the PAS was changed to ask Londoners about their experiences of crime during the last quarter (rather than the last month). Around 5% of Londoners interviewed from January to March 2024 said they had **experienced a crime in the previous quarter**.



## The National Picture

Latest results from the **Crime Survey for England and Wales** show that the MPS/CoLP ranks **14<sup>th</sup> out of 42** police forces on confidence (52%, rolling 12 months to Q3 2023-24). This is broadly in line with the England and Wales result.



## Policing Standards

Londoners are divided in their views of police standards. Following a particularly low result in Q1 23-24, the proportion believing **officers adhere to the highest standards** has since recovered - and currently stands at 59%. 56% of Londoners believe **the MPS is changing for the better**.



## Topical Insights

The increased sample size of the PAS enables better understanding of Trust and Confidence across **intersectional groups**, and reveals current ethnic inequalities are being driven by those from black Caribbean and mixed 'white and black' backgrounds. Trust is also low for **young black Londoners** (under 35), with **young black female Londoners** holding *particularly negative* views on a range of measures.

New PAS questions show that less than half of Londoners have **seen communication about their local police** in the last 12 months – most often in a local newsletter or leaflet. Whilst all communication methods are associated with increased awareness of local SNTs, some are more strongly linked to confidence than others.

# Key Findings for Victim Satisfaction



## USS Overall Satisfaction

**Overall Satisfaction** shows no change from last year; from 66% in Q4 22-23 to the current 65% in Q4 23-24.

There are no statistically significant differences when comparing Q4 22-23 and Q4 23-24 results for any of the drivers of satisfaction.



## VCOP Compliance

**VCOP compliance** has remained consistent in the main. The proportion of victims who report being offered the services of LVWS fell slightly over the last year, but has returned to higher levels seen previously.



## Victim Leaflets

Little progress has been achieved in the distribution of **Victim Information Leaflets**. At present, 33% of victims interviewed as part of USS report receiving a leaflet.



## TDIU Satisfaction

**Telephone reporters have been consistently more satisfied than those who report online.** When comparing this quarter with the same period last year (Q4 22-23 vs. Q4 23-24) there has **not been any significant** change for both telephone reporters (+3pp.) and for online reporters (-3pp.).



## Topical Insights

Diagnostics of the satisfaction of telephone and online reporters shows worsening experiences over the last two years. For both telephone and online reporters, declines are seen in the proportion of victims being given an explanation of the crime reporting process, and being offered victim support. For both reporting channels, this has led to higher proportions of victims saying their views of the MPS got worse as a result of reporting. **Currently 45% of both telephone and online reporters say their views of the MPS have got worse.**

New analysis sought to better understand how the police can provide reassurance to victims. Analysis suggests that a range of processes and issues helped victims to feel reassured by the police. Most often these cover perceptions around the thoroughness of the investigation and the way the police conducted themselves. For victims who did not feel reassured by the police, most often they felt that investigation into their incident was not substantial enough and that the police had not taken sufficient action against the suspects.



## Inequalities in Victim Satisfaction

Looking at inequalities, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is that of age. **Older respondents** – over 65 years old – are more satisfied than the MPS average. In addition for the TDIU, **younger respondents** – aged 16 to 44 – are less satisfied than the MPS average.

For online reporters, there are also negative gaps for those from **mixed ethnic backgrounds**, and those identifying as **LGBT+**.

Within the USS one of the largest negative gaps is seen between those who self-declare a **disability** and those who do not, currently at -9pp. This is consistent over time. In addition, there are also gaps for those from the **mixed** and **other** ethnicity groups as well as those from the **LGBT+** group.

*Full results and breakdowns can be seen on [MOPAC's PCP Victims and Witnesses Dashboard](#).*

# Trust and Confidence



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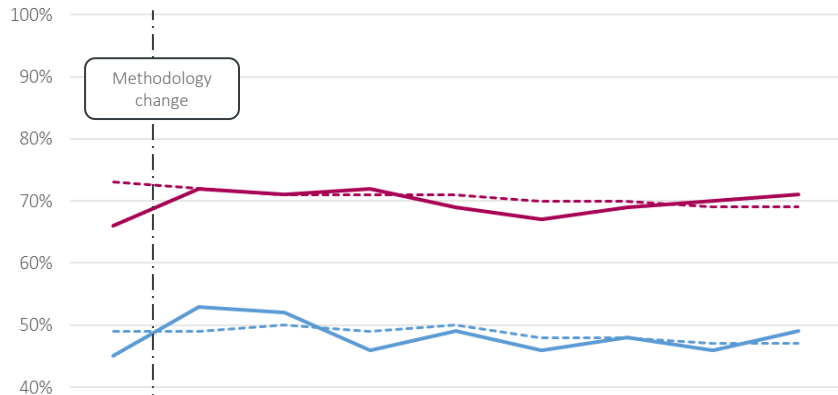
# Trust and confidence is at stable (albeit historically low) levels

Trust and Confidence in the police have seen sustained downwards trajectories over recent years, reaching particularly low levels at the end of FY 21-22. Results for both measures have since settled at lower levels. In Q4 23-24, **71% of Londoners believed the Metropolitan Police Service was an organisation they could trust** – consistent with levels seen last quarter. **49% felt police do a good job in their local area**, which is an **increase** of 3 percentage points following a low result last quarter. Latest results for both measures are broadly in line with those seen at the end of the previous financial year (i.e. Q4 22-23) but *remain low when looking back longer term*. To illustrate, confidence has **declined** by 10 percentage points over the last five years (i.e. when compared with Q4 18-19) and trust has **declined** by 12 percentage points over the same timeframe.

The proportion of Londoners believing **police treat everyone fairly also saw a slight uplift** this quarter to 64% (+4 pp.), whilst perceptions that **police deal with local issues continued a stable trend** at 57%. Once again, large declines have been seen longer term for these measures, with fair treatment declining by 13 percentage points compared with Q4 18-19.

## Trust and Confidence

(% positive, Quarterly and Rolling-12 Trends)

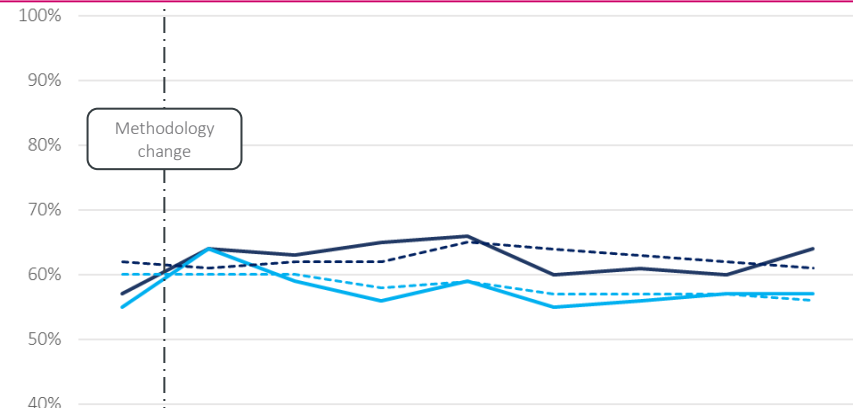


Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24
— Good job local (Quarter)	45%	53%	52%	46%	49%	46%	48%	46%	49%
— Trust in MPS (Quarter)	66%	72%	71%	72%	69%	67%	69%	70%	71%
- - - Good job local (R12)	49%	49%	50%	49%	50%	48%	48%	47%	47%
- - - Trust in MPS (R12)	73%	72%	71%	71%	71%	70%	70%	69%	69%

## Police Treat Everyone Fairly and Deal with Local Issues

(% agree, Quarterly and Rolling-12 Trends)



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24
— Fair treatment (Quarter)	57%	64%	63%	65%	66%	60%	61%	60%	64%
— Dealing issues (Quarter)	55%	64%	59%	56%	59%	55%	56%	57%	57%
- - - Fair treatment (R12)	62%	61%	62%	62%	65%	64%	63%	62%	61%
- - - Dealing issues (R12)	60%	60%	60%	58%	59%	57%	57%	57%	56%

# Worry about crime has been at stable levels over the last year

In Q4 23-24, the PAS Victimisation Module was changed to ask Londoners about their experiences of crime during the quarter prior to taking part in the survey (as opposed to the previous month). Currently, **around 5% of Londoners interviewed from January to March 2024 said that they had experienced something they would consider to be a crime** during the previous quarter (i.e., October to December 2024).

The proportion of Londoners feeling **worried about crime in their local area** saw a **downwards trend** last year (FY 22-23). This was **likely influenced by methodological changes to the PAS**, with concerns about crime tending to be *lower* amongst those interviewed face-to-face than those interviewed over the telephone. Results during FY 23-24 have since **stabilised**. In Q4 23-24, 43% of Londoners said they were worried about crime in their local area; broadly in line with levels seen last quarter (44% in Q3 23-24).

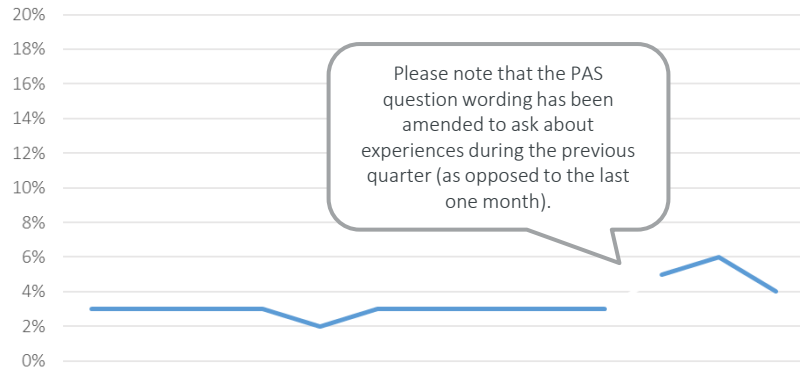
London is Safer

Our Vision:  
London is a Safe City for All

Londoners feel Safer

## Victimisation Prevalence

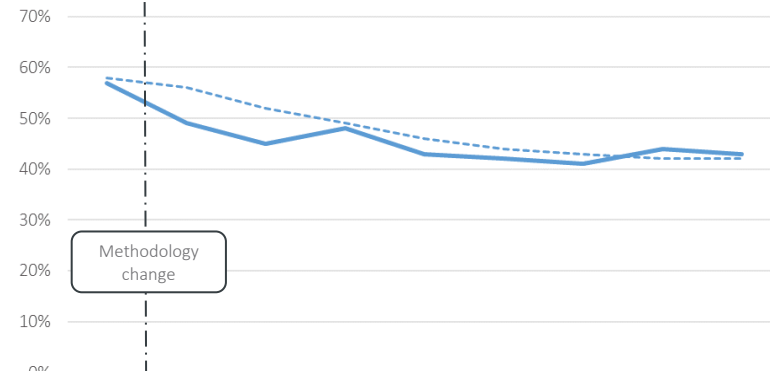
(% experiencing something they would consider to be a crime during the last month/quarter)



	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Experiencing crime	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	5%	6%	4%

## Worried about crime in the local area

(% very or fairly worried, Quarterly and Rolling-12 Trends)



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24
Worried about crime (Quarter)	57%	49%	45%	48%	43%	42%	41%	44%	43%
Worried about crime (R12)	58%	56%	52%	49%	46%	44%	43%	42%	42%

# Large gender gaps remain for feelings of safety when walking alone after dark

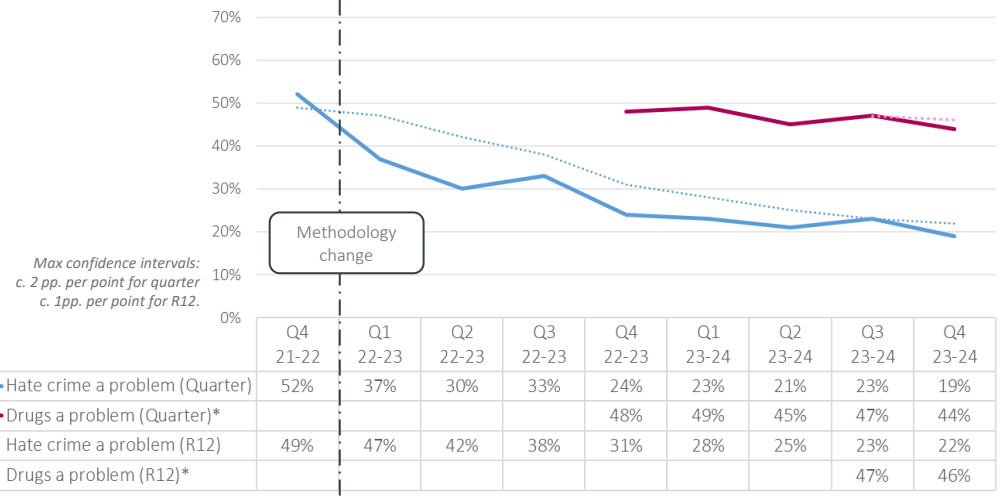
Londoners' concerns about hate crime **declined** during FY 22-23 (again likely influenced by methodological changes to the PAS) and have since stabilised.

During Q4 23-24, **19%** of Londoners believed hate crime was a problem in their local area; this stands 4 percentage points below levels seen in Q3 23-24. **44%** believe people using or dealing drugs are a problem in their local area, which is a **decline** of 3 percentage points compared with last quarter.

The proportion **feeling safe walking alone after dark increased** by 4 percentage points in Q4 23-24 to 73% - recovering from a large decline seen last quarter. **Uplifts** have been seen for both males and females, but large gender gaps remain here.

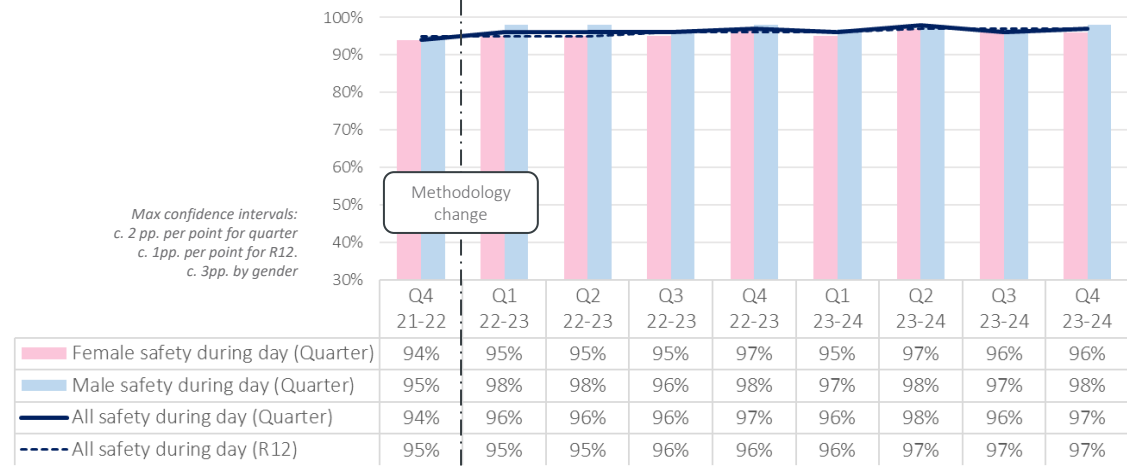
## Crime concerns in the local area\*

(% problem, Quarterly and Rolling-12 Trends)



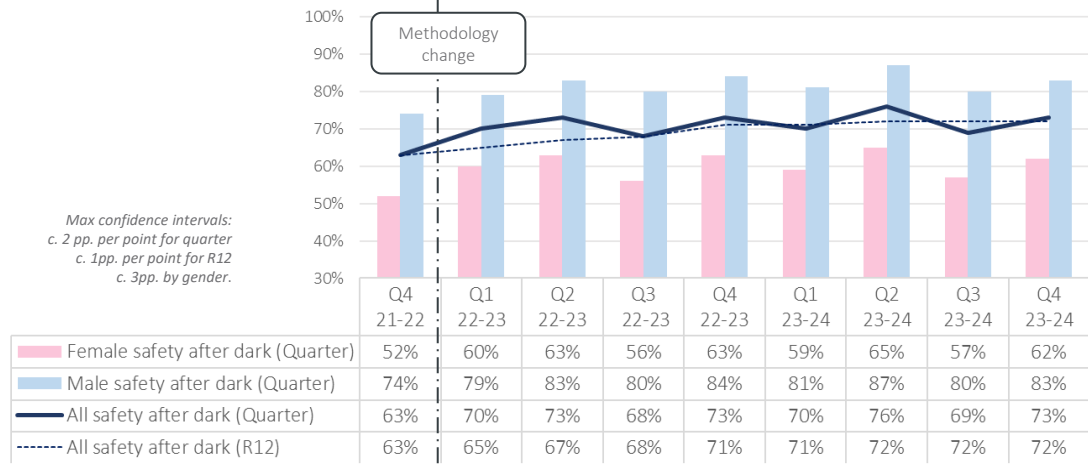
## Safety walking alone in local area during the day, by gender\*\*

(% feeling safe, Quarterly and Rolling-12 Trends)



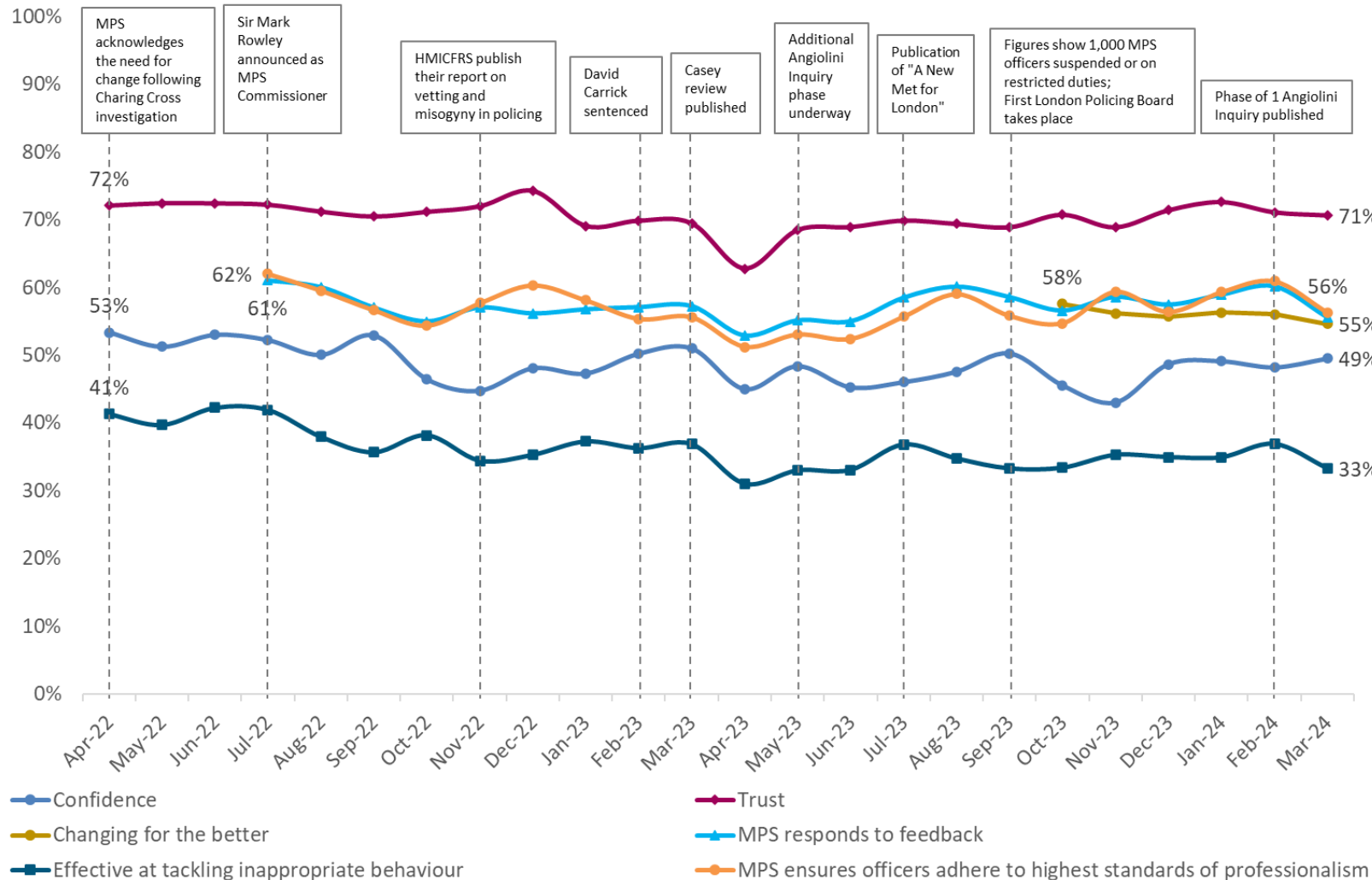
## Safety walking alone in local area after dark, by gender\*\*

(% feeling safe, Quarterly and Rolling-12 Trends)



\*Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area was only asked to ALL PAS respondents starting Q4 22-23, so historical trends are unavailable.  
 \*\*Please note that the PAS Gender question changed to Sex from Q1 22-23; safety excludes those that do not go out in their local area.  
 \*Hate Crime data taken from the Metropolitan Police Service Monthly Crime Dashboard.

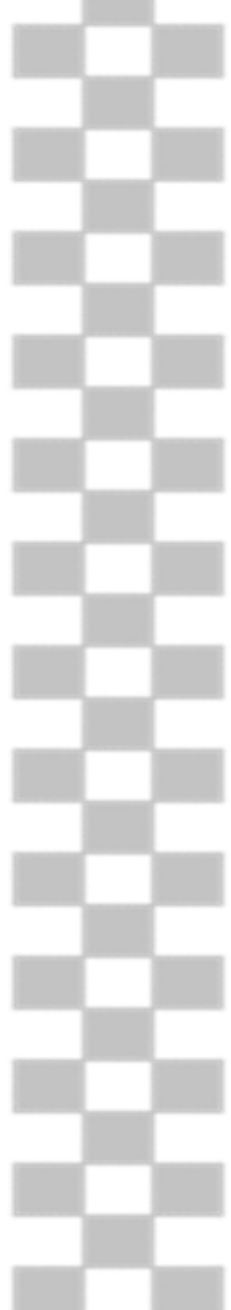
# Confidence and trust may have fluctuated in response to recent events



Since Q1 2022-23, the PAS has included a series of metrics tracking Londoners' opinions of the MPS' professionalism and standards.

Over that period of time, most of the perceptions of the MPS' standards have remained consistent. However, there has been a notable decrease in the proportion of the public that agree the MPS are effective at tackling inappropriate behaviour (-8pp.).

Perceptions of the MPS have fluctuated in response to large scale events. For example, there was a notable decrease in all metrics in the aftermath of both the sentencing of David Carrick and the publication of the Casey review. There are early signs that there may have been a similar dip following the publication of the first phase of the Angiolini Inquiry.



# Those from the LGBT+ community – and those of mixed and black ethnicity – have the lowest confidence

LGBT+ Londoners see large negative gaps across all four perception measures. These gaps have rapidly **widened** over recent years: to illustrate, when compared with the same point two years ago the gap seen for **deal with issues** has *more than tripled in size* (from -6pp. in Q4 21-22 to -22pp. in Q4 23-24).

Londoners from a **mixed ethnic background** continue to see large negative gaps on three of the four perception measures, with these gaps tending to **narrow** over the last year. **Black Londoners** remain less likely to trust the MPS or to feel police treat everyone fairly.

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Weighted MPS result		47%	69%	61%	56%
Ethnicity	White British	-4%	-2%	-4%	-4%
	White Other	4%	6%	5%	3%
	Black	-2%	-10%	-6%	0%
	Asian	5%	8%	8%	7%
	Mixed	-3%	-11%	-11%	-7%
	Other ethnicity	8%	4%	6%	7%
LGBT+	Yes	-9%	-18%	-18%	-22%
	No	1%	1%	1%	1%
Age	16-24	6%	1%	-1%	4%
	25-34	3%	-1%	-4%	-1%
	35-44	0%	1%	2%	-1%
	45-54	-4%	0%	1%	-3%
	55-64	-6%	-3%	-1%	-3%
	65 years +	1%	6%	6%	6%
Disability	Disability	1%	-2%	2%	2%
	No disability	0%	1%	0%	0%
Sex	Male	1%	0%	2%	0%
	Female	0%	1%	-2%	1%

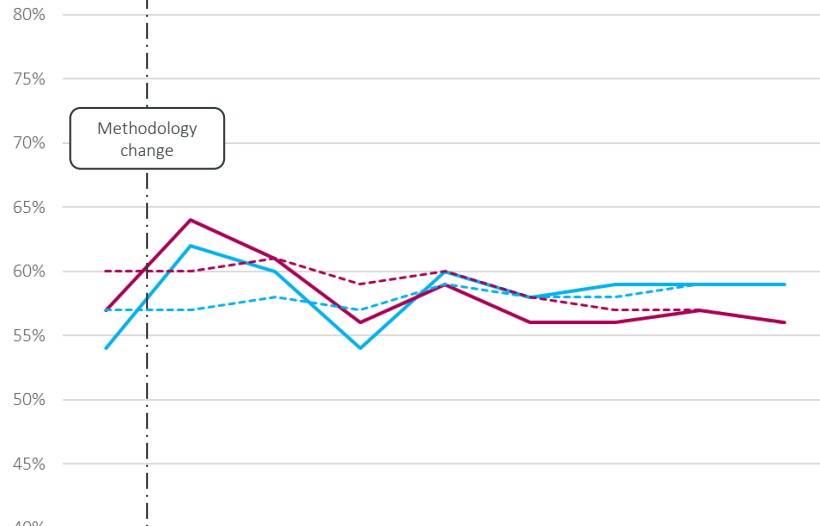
Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Barking and Dagenham	48%	74%	65%	57%
Barnet	48%	69%	60%	62%
Bexley	55%	76%	72%	60%
Brent	46%	73%	57%	57%
Bromley	50%	69%	59%	50%
Camden	48%	67%	53%	56%
Croydon	41%	70%	57%	53%
Ealing	47%	73%	62%	60%
Enfield	45%	67%	63%	58%
Greenwich	46%	65%	59%	54%
Hackney	41%	59%	47%	47%
Hammersmith and Fulham	54%	73%	63%	64%
Haringey	41%	57%	52%	49%
Harrow	56%	78%	72%	69%
Havering	48%	74%	72%	58%
Hillingdon	53%	78%	73%	68%
Hounslow	44%	75%	60%	59%
Islington	41%	62%	53%	53%
Kensington and Chelsea	59%	80%	73%	72%
Kingston upon Thames	54%	71%	62%	59%
Lambeth	45%	64%	55%	56%
Lewisham	46%	59%	53%	47%
Merton	53%	75%	63%	58%
Newham	45%	73%	66%	56%
Redbridge	44%	67%	67%	46%
Richmond upon Thames	50%	69%	59%	55%
Southwark	42%	65%	53%	54%
Sutton	51%	77%	69%	63%
Tower Hamlets	44%	72%	65%	54%
Waltham Forest	36%	57%	53%	39%
Wandsworth	48%	70%	59%	59%
Westminster	60%	79%	70%	66%

Many Boroughs continue to see **declines in confidence and trust** – with a cluster of **North-West London Boroughs** (Brent, Ealing & Hillingdon) **declining** across *all four* perception measures. However, improvements in dealing with issues have been seen in some Central London Boroughs.

\*Please note that the PAS Gender question changed to Sex from Q1 22-23; please note that LGBT+ variable additionally includes those identifying their Sex as different to that assigned at birth from FY 22-23.

# Around half of Londoners believe the MPS is changing for the better

Public perception additional oversight measures - police perceptions  
(% agree, Quarterly and Rolling-12 Trends)



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

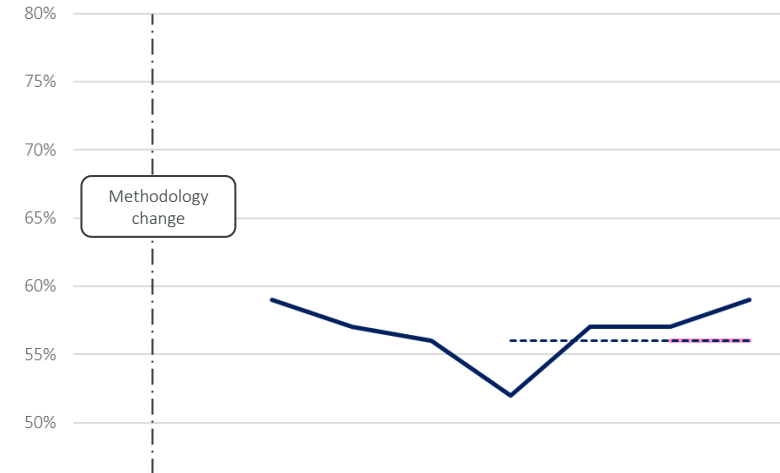
	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24
Relied on (Quarter)	54%	62%	60%	54%	60%	58%	59%	59%	59%
Listen to concerns (Quarter)	57%	64%	61%	56%	59%	56%	56%	57%	56%
Relied on (R12)	57%	57%	58%	57%	59%	58%	58%	59%	59%
Listen to concerns (R12)	60%	60%	61%	59%	60%	58%	57%	57%	56%

The proportion of Londoners believing police can be **relied on to be there when needed** (59% in Q4 23-24) and **listen to local concerns** (56% in Q4 23-24) have remained **stable** during FY 23-24. However, looking back longer-term these measures have seen notable declines over recent years, and have both fallen by 11 percentage points when compared with the same point five years ago (i.e. Q4 18-19).

Londoners are divided in their views of police culture and standards. After a low result in Q1 23-24, the proportion of Londoners believing **police officers adhere to the highest standards of professionalism** has recovered slightly – and currently stands at 59%. **56% of Londoners believe the Metropolitan Police Service is changing for the better.**

Public perception additional oversight measures - police culture and standards\*  
(% agree, Quarterly and Rolling-12 Trends)

\* 'The MPS work to ensure all police officers adhere to the highest standards of professionalism' was introduced in Q2 22-23; 'the MPS is changing for the better' was introduced in Q3 23-24. Prior trends are unavailable for these questions.



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

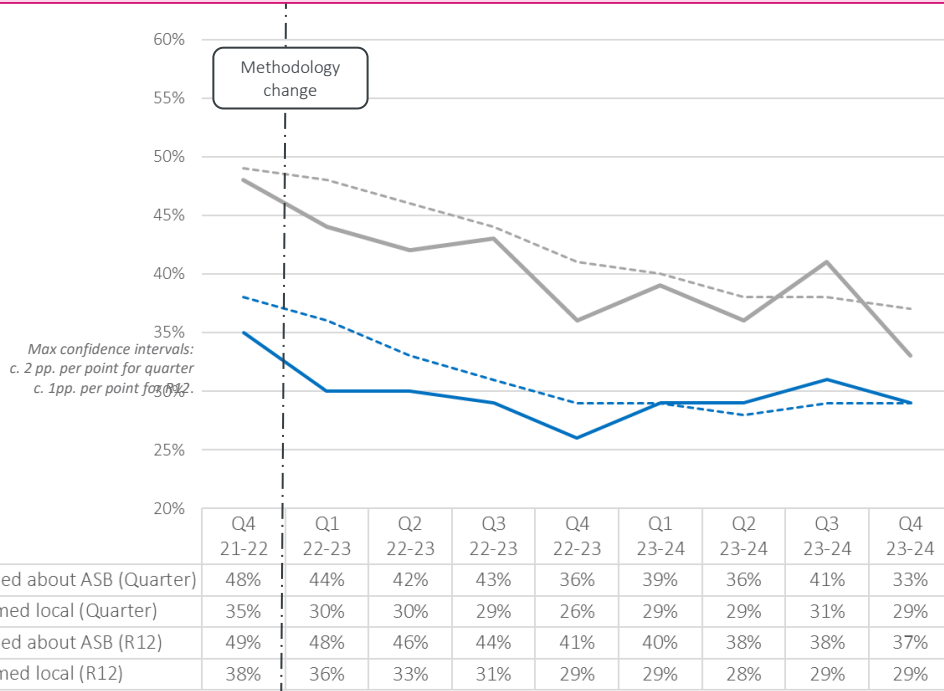
	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24
Highest standards (Quarter)			59%	57%	56%	52%	57%	57%	59%
Changing for the better (Quarter)								56%	56%
Highest standards (R12)						56%	56%	56%	56%
Changing for the better (R12)									

# Those from the LGBT+ community – and those of mixed ethnicity – are less likely to think the police can be relied upon to be there when needed

Londoners' concerns about ASB declined during FY 22-23. This is in line with reductions seen in wider crime concerns, and was likely influenced by methodological changes to the PAS. Following an uplift seen last quarter, the proportion of Londoners **worried about ASB in their area declined significantly by 8 percentage points to 33%** in Q4 23-24.

The proportion of Londoners feeling **informed about local policing has remained stable** during FY 23-24, with 29% feeling well informed in Q4 23-24.

Public perception additional oversight measures - local area  
(% agree, Quarterly and Rolling-12 Trends)

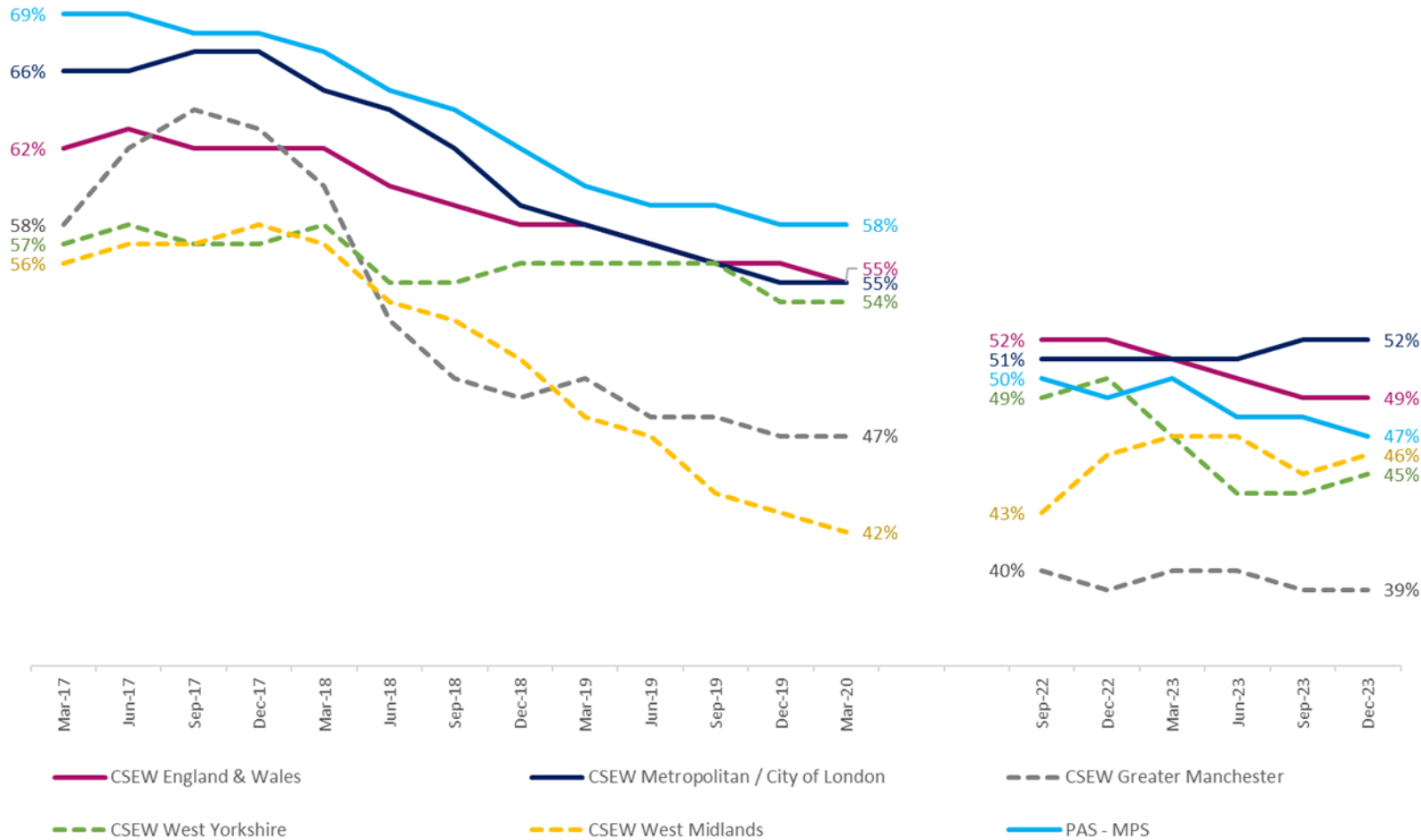


Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels worried about ASB in the local area (Worry ASB)	Feels well informed about local policing over the last 12 months (Informed local)	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police listen to the concerns of local people (Listen to concerns)	Agree the MPS works to ensure high standards (High standards)
Weighted MPS result		37%	29%	59%	56%	56%
Ethnicity	White British	1%	0%	-5%	-4%	-3%
	White Other	1%	-1%	4%	4%	3%
	Black	-5%	2%	2%	1%	-3%
	Asian	2%	2%	5%	5%	8%
	Mixed	1%	-2%	-9%	-9%	-16%
	Other ethnicity	-2%	1%	6%	5%	7%
LGBT+	Yes	2%	-4%	-15%	-19%	-21%
	No	0%	1%	1%	1%	1%
Age	16-24	-13%	3%	5%	2%	0%
	25-34	-4%	-3%	1%	-3%	-2%
	35-44	7%	-2%	-1%	0%	0%
	45-54	7%	0%	-5%	-1%	-1%
	55-64	6%	2%	-6%	-2%	-1%
	65 years +	-4%	5%	3%	8%	6%
Disability	Disability	2%	-1%	1%	2%	4%
	No disability	0%	0%	0%	0%	0%
Sex	Male	-3%	1%	0%	0%	1%
	Female	3%	0%	0%	0%	-1%

LGBT+ Londoners are less likely to believe the police can be relied on to be there or listen to local concerns, with the size of these gaps **widening** over the last year (i.e., when compared with Q4 22-23). LGBT+ Londoners are also far less likely to feel police adhere to the highest standards, with *only around a third* of this group agreeing (35%). Londoners from mixed ethnic backgrounds are also less likely to hold positive views on these measures; whilst those from Asian and 'other' ethnic backgrounds respond more positively, alongside those aged 65+.

# Confidence in London is similar to that in England and Wales overall

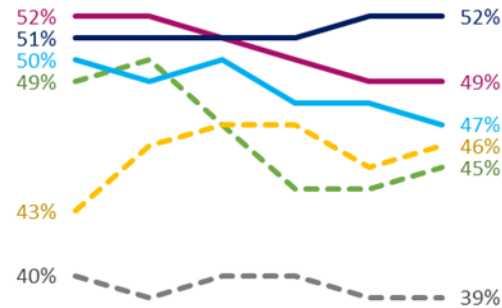
Proportion of respondents indicating the police do a good job  
CSEW and PAS data - R12 data per point



In Q3 23-24, as measured by the **Crime Survey for England and Wales (CSEW)**, the proportion of Londoners that agreed the police do a good job in their local area stood at 52%.

This result is similar to the England and Wales result (49%), and slightly higher than some of the MPS' Most Similar Group forces – particularly Greater Manchester Police.

Overall, in the CSEW, the MPS/CoLP was ranked 14<sup>th</sup> out of 42 forces. By contrast, West Midlands was ranked 31<sup>st</sup>, West Yorkshire 35<sup>th</sup> and Greater Manchester 41<sup>st</sup>.



# Even *within* ethnic groups, levels of trust and confidence are often not cohesive; some intersectional groups hold more negative perceptions – particularly young black females.

In 2022, the PAS sample size was increased to interview over 19,000 Londoners a year, enabling further breakdowns to understand trust & confidence across intersectional groups.

## Trust and Confidence differ *even within* ethnic groups.

Negative inequalities currently seen for black Londoners are *specifically larger* amongst those from 'black Caribbean' Backgrounds, whilst gaps for mixed ethnicity Londoners are primarily due to those from 'white and black' backgrounds.

Looking at **intersectionality**, trust is low across *many groups of people* from black and mixed ethnic backgrounds; with large gaps for **young black Londoners**.

Ethnic Group		Confidence	Trust
White British	White British	-4%	-2%
White Other	White Irish	-6%	-4%
	Other White	5%	7%
Mixed	Mixed White & Black	-7%	-17%
	Mixed White & Asian	1%	-3%
	Mixed Other	-1%	-8%
Asian	Asian Indian	8%	10%
	Asian Pakistani	-4%	0%
	Asian Bangladeshi	-1%	5%
	Asian Chinese	10%	14%
	Asian Other	10%	10%
Black*	Black Caribbean	-8%	-16%
	Black African	5%	-5%
Other	Arab	8%	4%
	Other Background	6%	3%

Positive gaps seen for Asian Londoners are driven by those from Indian and Chinese Backgrounds; as opposed to Pakistani or Bangladeshi Backgrounds.

PP. Gap from overall MPS		Confidence	Trust
Black Ethnicity	Male	0%	-11%
	Female	-3%	-10%
	<b>Under 35</b>	-4%	-13%
	35+	0%	-8%
	<b>Under 35</b> Male	0%	-12%
	Female	-6%	-14%
35+	Male	1%	-10%
	Female	-1%	-7%

PP. Gap from overall MPS		Confidence	Trust	
Mixed Ethnicity	Male	0%	-11%	
	Female	-5%	-10%	
	<b>Under 35</b>	0%	-6%	
	35+	-7%	-17%	
	<b>Under 35</b> Male	4%	-6%	
	Female	-2%	-6%	
	35+	Male	-4%	-17%
	Female	-9%	-15%	

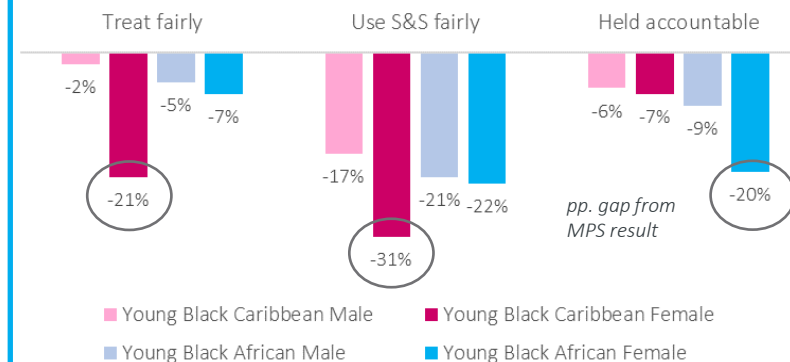
The opposite is seen for mixed ethnicity Londoners, with gaps larger amongst **older age groups**.

## A Focus on Young Black Females

Across many wider perception measures, young black female Londoners currently hold *particularly negative* views.

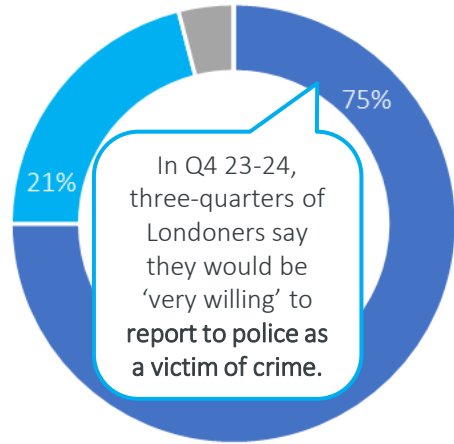
pp. Gap from overall MPS	Black Ethnicity			
	Under 35		35+	
	Male	Female	Male	Female
Treat fairly	-4%	-14%	-2%	-5%
Listen to concerns	2%	-8%	6%	2%
Held accountable	-9%	-14%	-1%	-1%
Highest standards	-7%	-10%	2%	-1%
Should use S&S	-16%	-25%	-10%	-11%
Use S&S fairly	-19%	-25%	-13%	-15%

Even here, differences are again seen within black communities – for example **young black Caribbean females** are particularly concerned about fairness; whilst **young black African females** respond most negatively about accountability:



\*Data on this slide for FY 23-24. Intersectional breakdowns result in low base sizes – groups shown are >100 respondents. Intersectional gaps are highlighted orange if -5pp. to -9pp. below MPS result, and red if -10pp.+ . Gaps may not be statistically significant.

# Most Londoners would report witnessing serious crimes to police. However, there is evidence of a decline in willingness to report



■ Very willing    ■ Fairly willing  
■ Not very willing    ■ Not willing at all

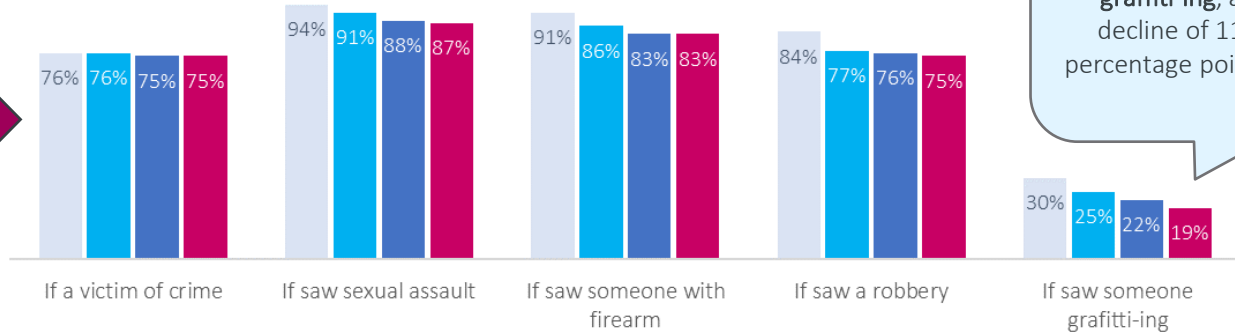
The proportion of Londoners 'very willing' to report to police as a **victim of crime** has remained stable over the last two years.

However, there is some evidence of *increasing hesitance* to report to police as a **witness of crime** – particularly for lower-level offending.

Most Londoners remain 'very willing' to report serious crimes including sexual assault and robbery, but results have **declined significantly** over the last two years.

Trends shown for FY 22-23 and 23-24 due to methodological changes to the PAS.  
% 'very willing'.

Only one in five Londoners are now 'very willing' to report **someone graffiti-ing**; a decline of 11 percentage points.



		As a victim of crime	If witnessed...			
			...graffiti-ing	... robbery	...a firearm	...sexual assault
Ethnicity	White British	2%	0%	2%	2%	2%
	White Other	4%	0%	2%	1%	1%
	Mixed	-6%	0%	-5%	0%	2%
	Asian	-2%	4%	0%	-3%	-4%
	Black	-4%	-3%	-4%	0%	1%
	Other	-2%	3%	-3%	0%	0%
Age	16-24	-7%	-4%	-8%	-2%	0%
	25-34	-5%	-2%	0%	1%	0%
	35-64	3%	2%	3%	2%	2%
	65+	6%	4%	-2%	-3%	-4%
Disability	Disability	4%	5%	0%	-2%	-2%
	No Disability	-1%	0%	0%	1%	0%
Gender	Male	-3%	1%	-1%	-1%	-2%
	Female	3%	-1%	1%	1%	1%
LGBT+	LGBT+	-8%	-1%	-9%	0%	-3%
	Not LGBT+	0%	1%	0%	0%	0%

In Q4 23-24, younger Londoners, LGBT+ Londoners and those from mixed ethnic backgrounds are *less likely* to say they would **report to police as a victim of crime**.

Positively, far **smaller inequalities** are seen for **witnessing serious crimes**, including sexual assault and someone with a firearm. However, this is not the case for witnessing a robbery.

■ Q2 22-23    ■ Q4 22-23    ■ Q2 23-24    ■ Q4 23-24

The declines in Londoners' willingness to report seen over recent years have occurred across **many demographic groups\***.

However, when reporting as a witness, **links to trust and confidence may be more complex**. Here, trust and confidence are more strongly associated with the likelihood to report *minor offending* (graffiti) than *more serious crimes* (someone with a firearm or sexual assault).

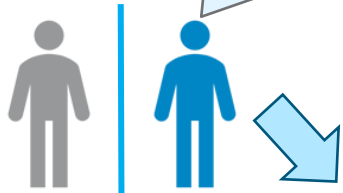
Regression modelling shows that – holding demographics constant – a person's **trust and confidence** are both **influential** in shaping their decision to report as a victim of crime.



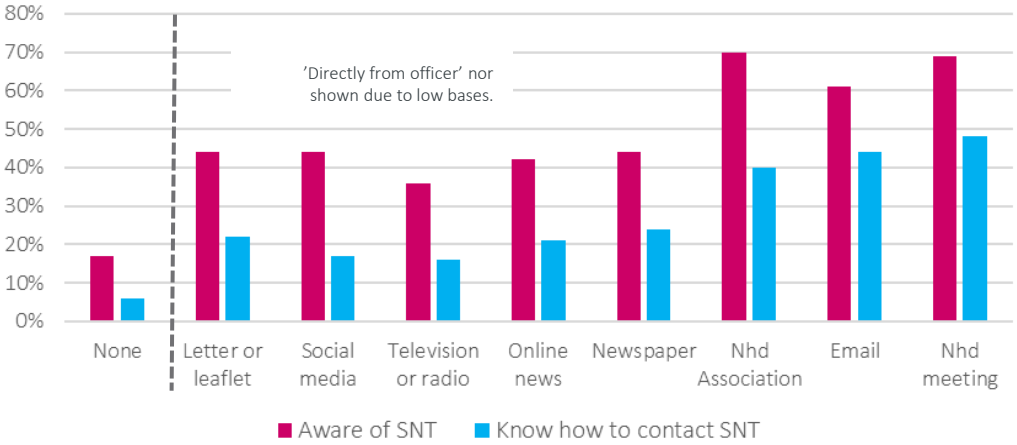
Data on this slide is discrete quarter (Q4 23-24) unless otherwise specified.  
\*When comparing % 'very willing' to report in Q2 22-23 vs Q4 23-24.

# Around half of Londoners have received communication from their local police. Communication methods differ in terms of their reach and association with levels of confidence.

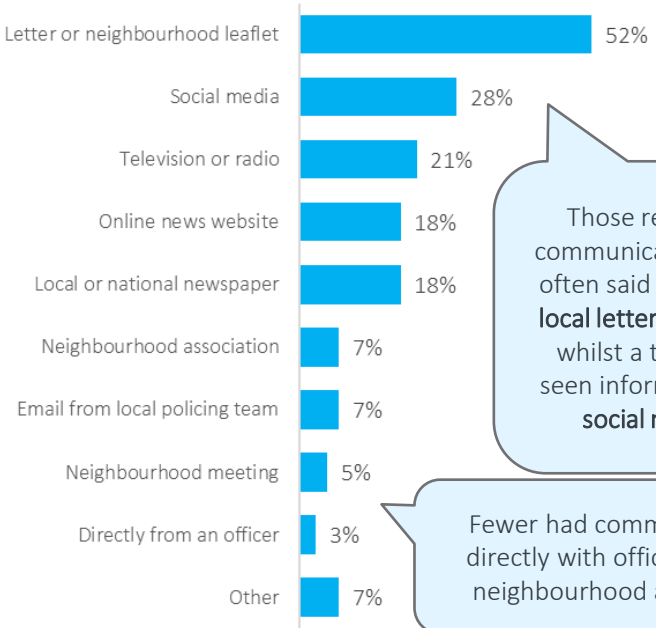
Overall, just under **half** of Londoners say they have received **communication about their local police during the last 12 months (44%)**.



Those who have received communication are more likely to be **aware of their safer neighbourhood team (SNT)**.  
Positively, **all communication methods** were associated with increased awareness; particularly emails and neighbourhood activities.



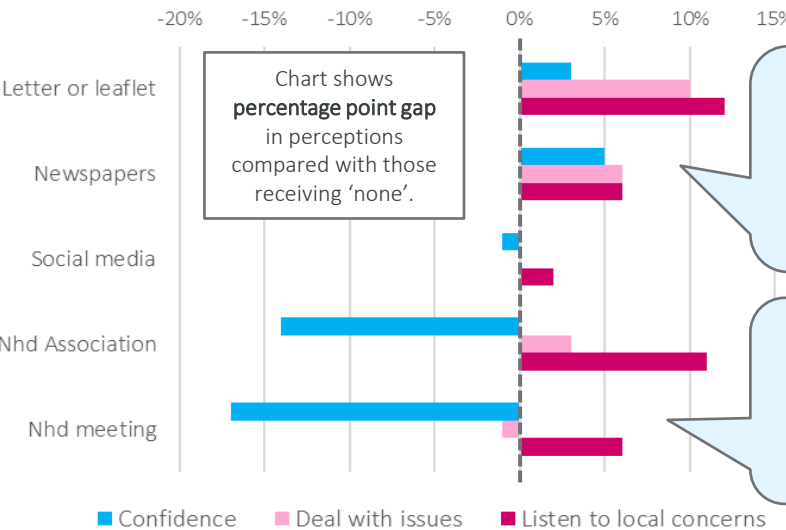
59% of those receiving communication said it was from just **ONE** source. 17% had seen information in **THREE OR MORE** places – with this group also *most aware* of their SNT.



Those receiving communication most often said it was in a **local letter or leaflet**, whilst a third had seen information on **social media**.

Fewer had communicated directly with officers or via neighbourhood activities.

Modelling shows that Londoners who feel more informed about what local police are doing tend to have higher confidence\*. However, findings could suggest **some communication methods may be more beneficial than others**.



Some types of communication – including leaflets and newspapers – were associated with **higher confidence**; even when taking into account the types of people receiving these methods and their wider concerns about crime. However, other types – including social media – saw less of an association with confidence.

Moreover, the small minority receiving communication via Neighbourhood Meetings/Associations in fact saw **lower confidence**. Further analysis suggests this may reflect *increased crime concerns amongst this group* (perhaps motivating participation in the first place).

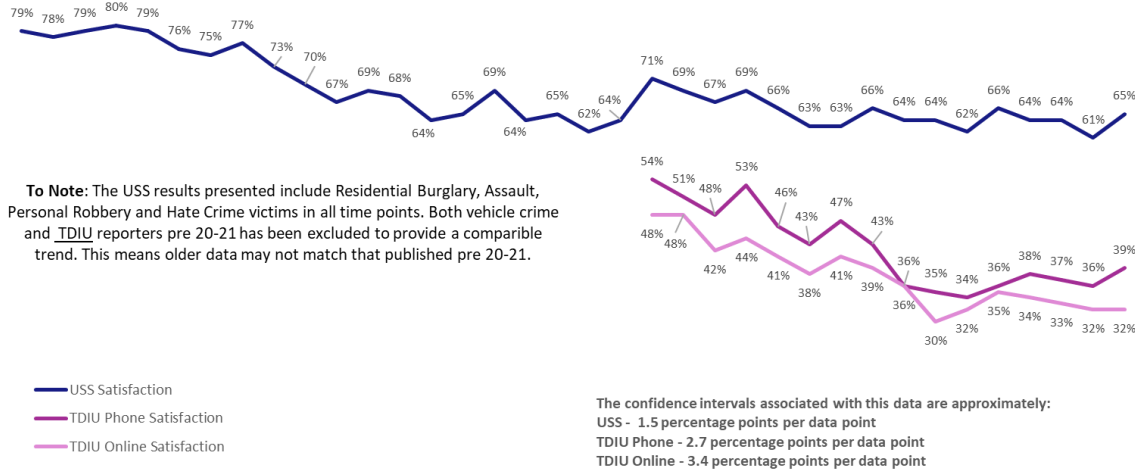
Data on this slide is discrete Q4 23-24. Please note that respondents can choose more than one communication route, so categories are not mutually exclusive and do not add up to 100%.

# Victim Satisfaction



# Victim satisfaction has remained stable over the last year

**Overall Satisfaction of victims by survey and reporting method**  
(% of respondents Completely, Very or Fairly satisfied - Quarterly data)



**To Note:** The USS results presented include Residential Burglary, Assault, Personal Robbery and Hate Crime victims in all time points. Both vehicle crime and TDIU reporters pre 20-21 has been excluded to provide a comparable trend. This means older data may not match that published pre 20-21.

The confidence intervals associated with this data are approximately:  
 USS - 1.5 percentage points per data point  
 TDIU Phone - 2.7 percentage points per data point  
 TDIU Online - 3.4 percentage points per data point

Looking at inequalities, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is that of age. **Older respondents – over 65 years old – are more satisfied** than the MPS result. In addition, for the TDIU surveys **younger respondents – 16-44 – are less satisfied** than the MPS result.

For online reporters, there are also **negative gaps for those from mixed ethnic backgrounds, and those identifying as LGBT+.**

Within the USS the largest negative gap is seen between those who **self-declare a disability** and those who do not. This is consistent over time. In addition, there are also gaps for those from the **mixed** and **other ethnicity** groups as well as those from the **LGBT+ group.**

BCU reported Overall Satisfaction (USS) shows **no change** from this time last year; from 66% in Q4 22-23 to the current 65% in Q4 23-24.

Telephone reporters have been consistently more satisfied than those who report online. When comparing this quarter with the same period last year (Q4 22-23 vs. Q4 23-24) there has **not been any significant** change for either telephone reporters (+3pp.) or for online reporters (-3pp.).

12 months to Q4 23-24		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>
<b>Unweighted MPS result</b>		<b>63%</b>	<b>37%</b>	<b>33%</b>
Ethnicity	White British	3%	3%	3%
	White Other	2%	3%	1%
	Black	-1%	5%	1%
	Asian	2%	-2%	-4%
	Mixed	-5%	0%	-5%
LGBT+	Other ethnicity	-9%	-4%	-2%
	Yes	-7%	4%	-5%
Age	No	1%	2%	2%
	16-24	1%	-9%	-11%
	25-34	0%	-10%	-11%
	35-44	-3%	-7%	-6%
	45-54	1%	3%	2%
	55-64	-1%	8%	10%
Disability	65 years +	11%	23%	20%
	Disability	-9%	5%	3%
Gender*	No disability	3%	1%	1%
	Male	1%	-1%	-1%
	Female	-1%	4%	2%

\*Responses other than Male and Female are too few in number to present separately.

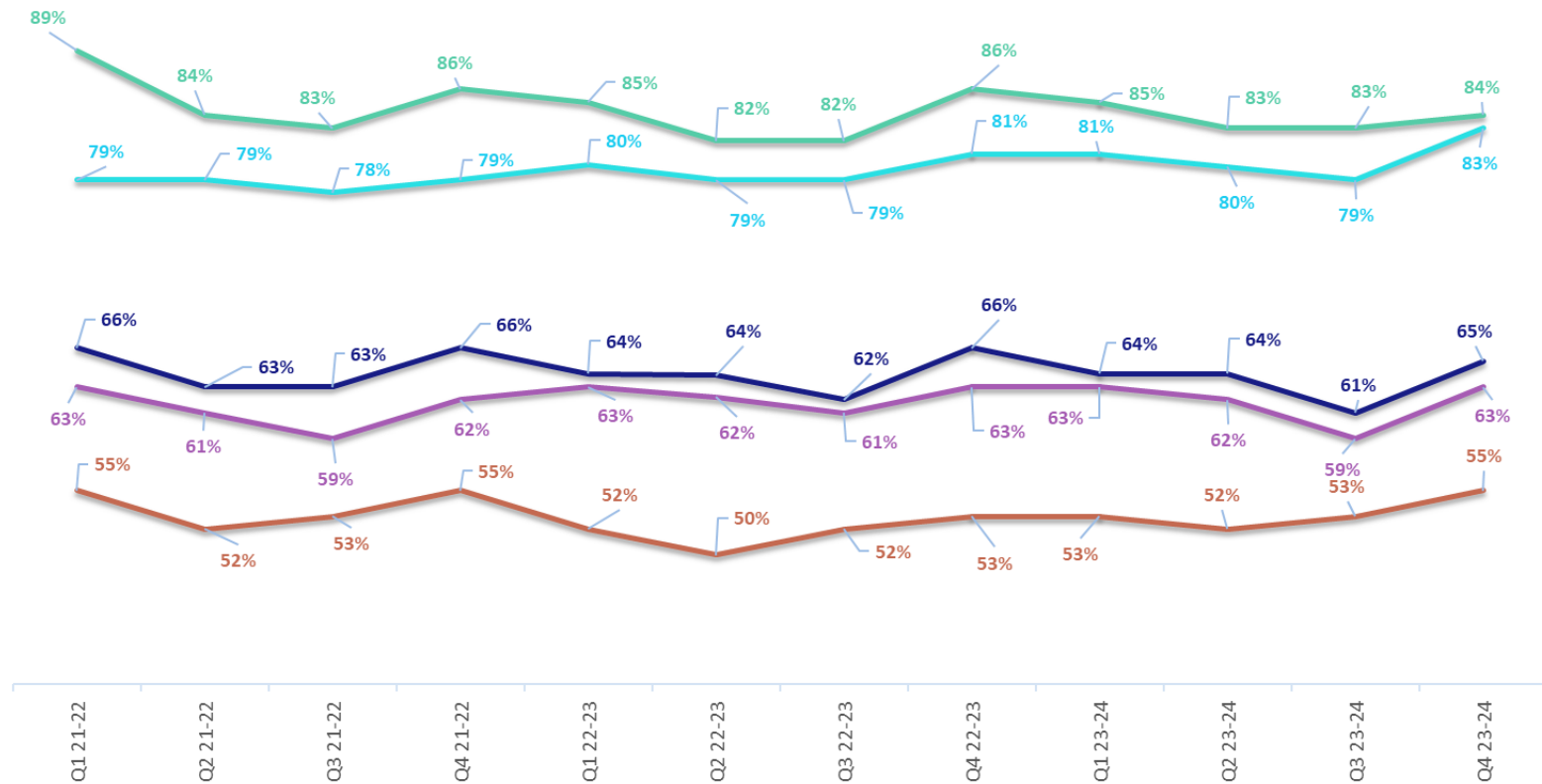
# Overall satisfaction is stable and there has been no change across all service areas

## Overall Satisfaction and satisfaction within service areas (% CVF Satisfied)

Discrete Quarter per point

Overall Satisfaction Ease of Contact Police Actions Follow Up Treatment

The confidence intervals associated with this data are approximately 1.5 percentage points per data point



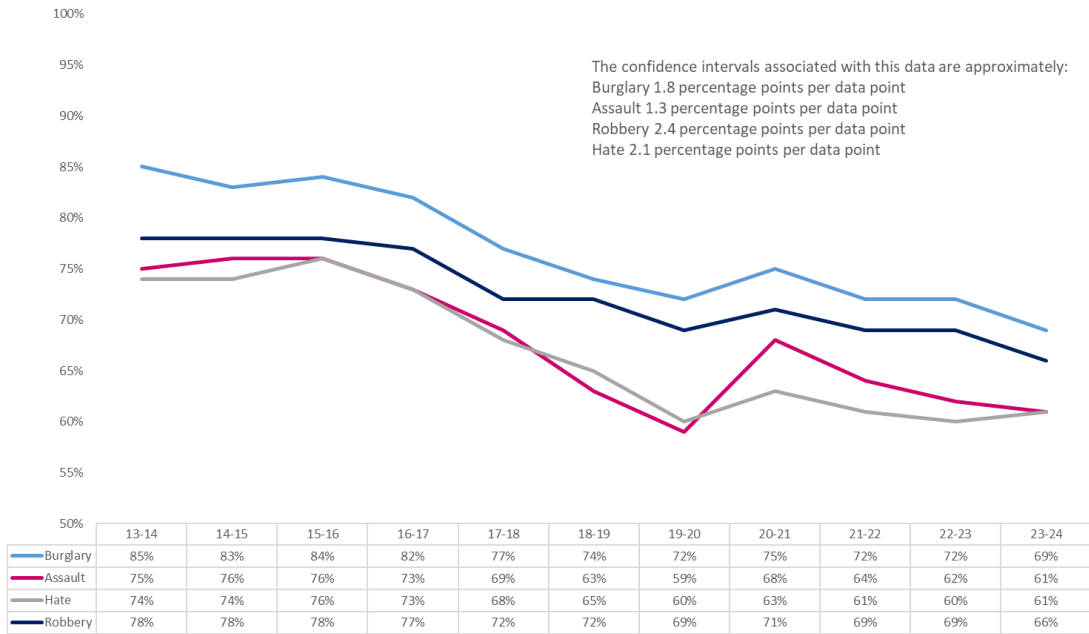
Overall Satisfaction shows **no change** from this time last year; from 66% in Q4 22-23 to the current 65% in Q4 23-24.

There are **no statistically significant** differences when comparing Q4 22-23 and Q4 23-24 results for any of the wider service areas.

There is **no statistically significant** differences when comparing FY 22-23 and FY 23-24 Overall Satisfaction. However, one of the wider service areas, Follow Up, shows a small **increase** of 1 pp. when comparing FY 22-23 and FY 23-24, which is statistically significant.

# Victims of hate crime and assault have been the least satisfied victim groups over time

**Overall Satisfaction over time by crime group**  
(% CVF Satisfied - FY)



Satisfaction is higher for victims of burglary (69%) and robbery (66%) and lower for victims of assault (61%) and hate crime (61%) for the FY to date (i.e. Q1 – Q3 23-24). When comparing last FY to the current FY there is a **significant** change for the burglary group with a **reduction** of 3pp. from 72% to 69%.

**Overall Satisfaction by BCU over time(USS)**  
(% CVF satisfied - 12m data per point)



There is variation in performance between BCUs, with a **6pp. range** between **top and bottom** performers. The difference between the top performing BCU (South Area) and the bottom 5 performing BCU (Central West, Central South, North West, West Area and Central East) are **statistically significant**.

# USS: VCOP compliance has remained largely consistent

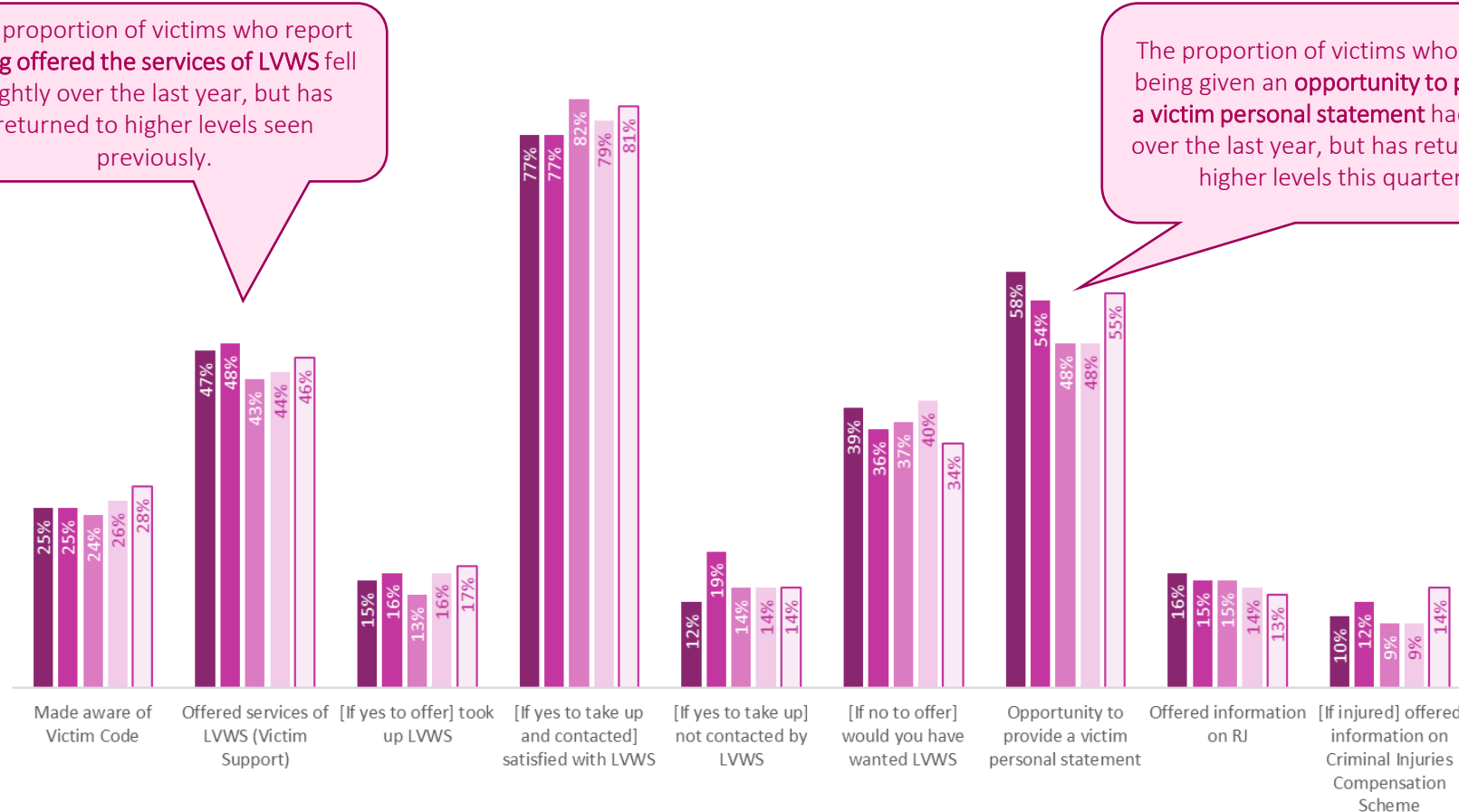
## Victim Code responses over time

Discrete data per point

■ Q4 22-23 ■ Q1 23-24 ■ Q2 23-24 ■ Q3 23-24 ■ Q4 23-24

The proportion of victims who report being offered the services of LVWS fell slightly over the last year, but has returned to higher levels seen previously.

The proportion of victims who report being given an opportunity to provide a victim personal statement had fallen over the last year, but has returned to higher levels this quarter.



# USS: Around a third of victims receive a victim care leaflet

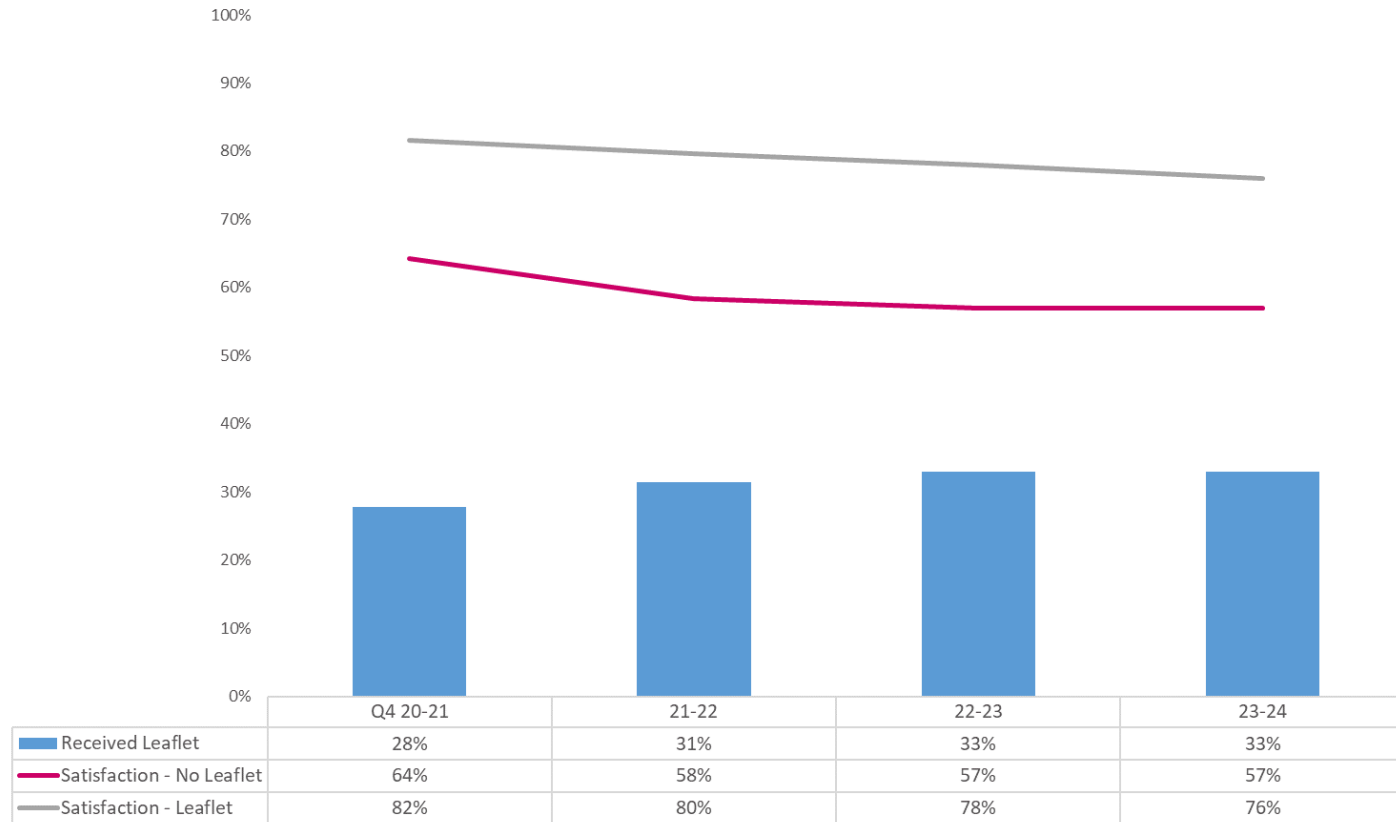
The MPS began distribution of a **Victim Care Leaflet** in November 2020 (Q4 20-21). These are directly given to victims aiming to improve information, VCOP compliance, and overall support.

Around a third of respondents in the USS report receiving leaflet. This has **increased slightly** over time.

Overall, those who report receiving the leaflet are more satisfied, and this is **consistent** over time.

Burglary victims are more likely to report receiving the leaflet (47% FY 23-24), than Robbery (33%), Hate (30%), and Assault (27%) victims.

**Leaflet provision and Overall Satisfaction (USS)**  
 (% Received leaflet / % CVF satisfied - Various data per point)



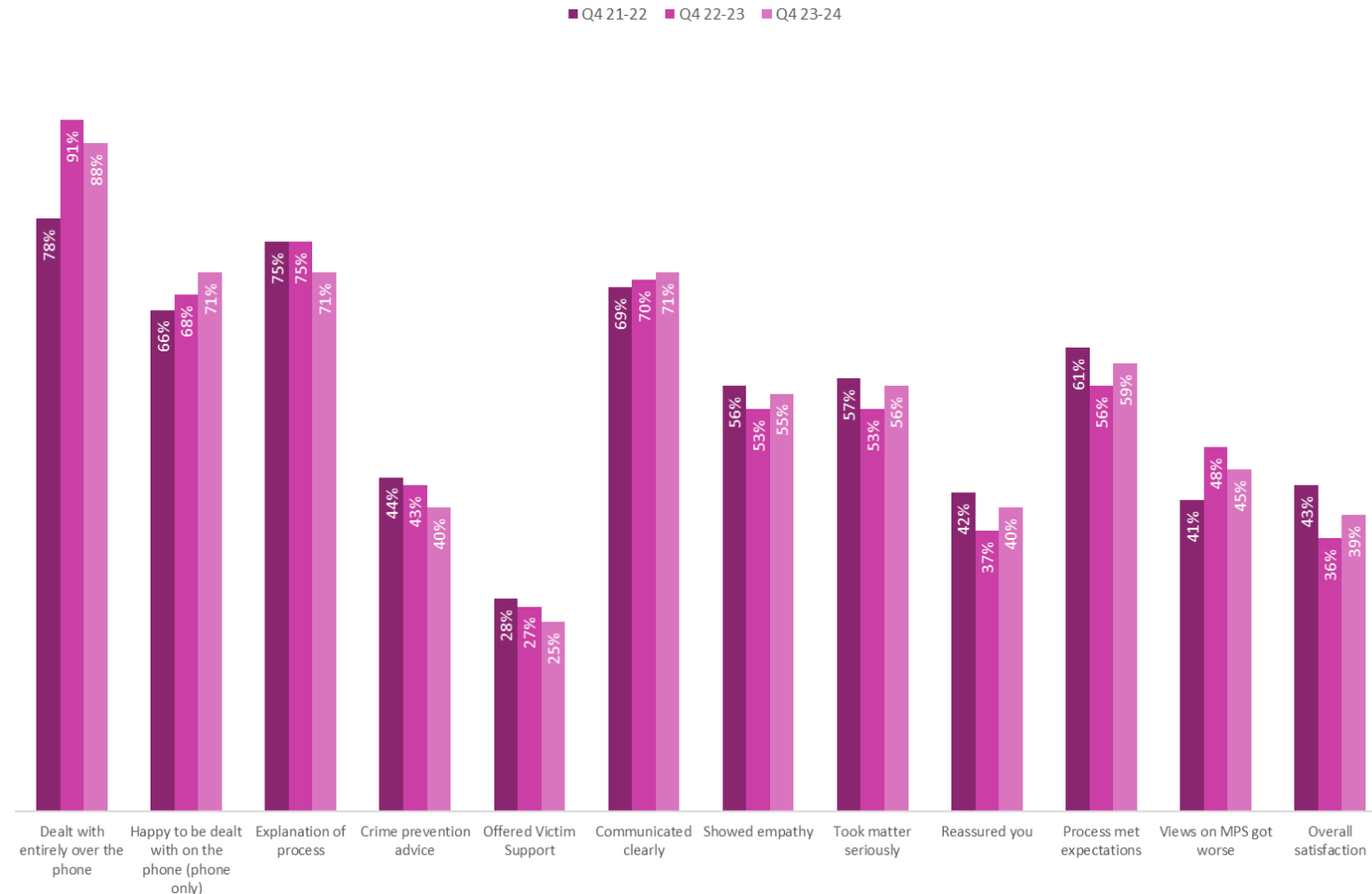
# TDIU telephone reporters: an increasing number of victims have been left with a worse opinion of the MPS

For those initially reporting on the telephone an increasing proportion are dealt with entirely over the phone, without receiving a visit from an officer or staff. The large shift is driven by the burglary group. Burglary victims were the most likely crime group to receive a visit within the TDIU survey, but are now a smaller proportion of the respondents. This is due to fewer burglaries being reported via the TDIU after the Commissioner's commitment to offer visits to all burglary victims.

Some of the strongest associations with satisfaction for telephone reporters are feeling reassured ( $r=0.95$ ), the process meeting expectations (0.98) and receiving an explanation of the process (0.92) over the full period the TDIU survey has been run (Q1 20-21 onwards).

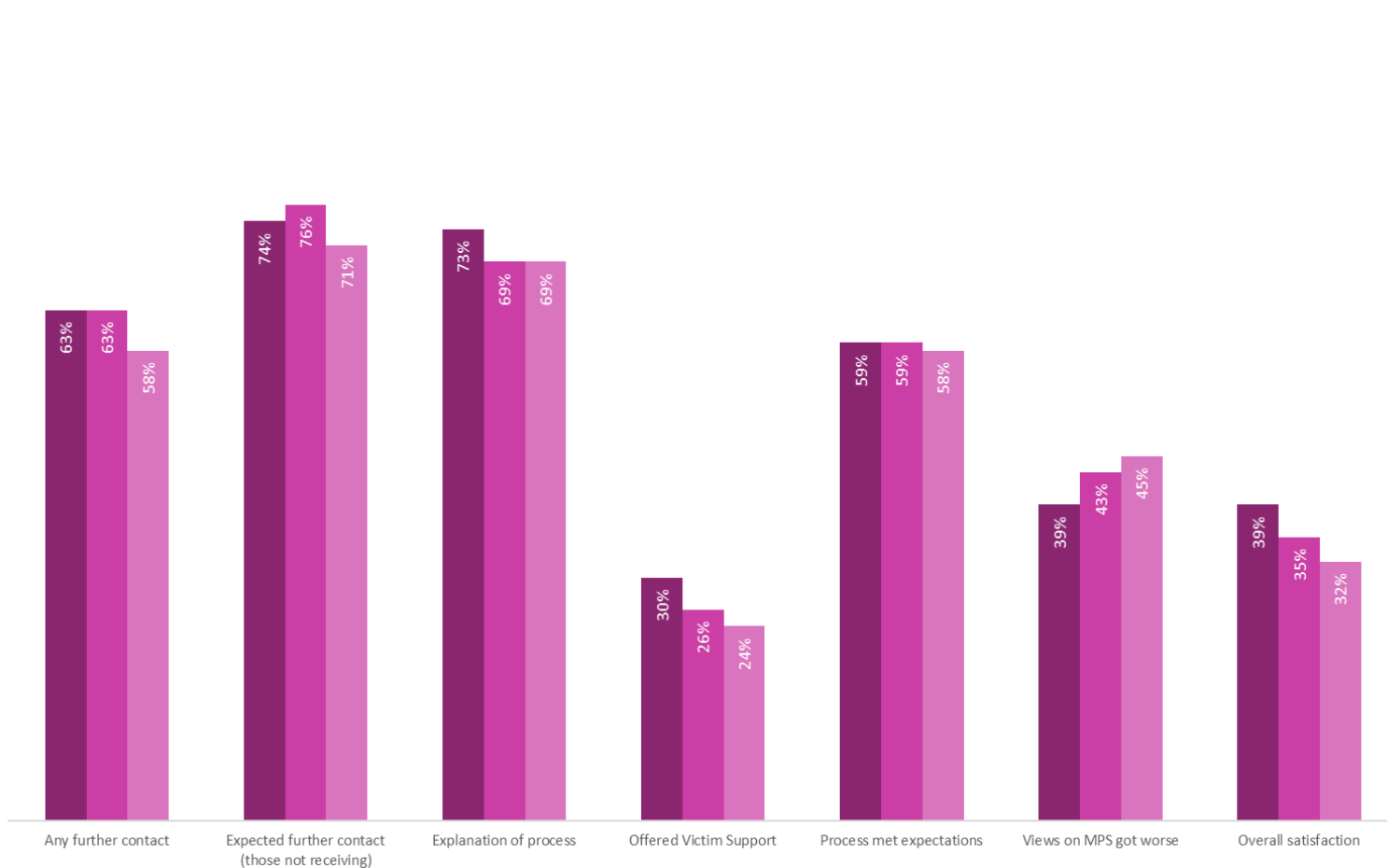
In Q4 23-24 60% of respondents felt the police spent too little time investigating their report, which is broadly consistent since introduction in Q1 22-23 (60% to 64% range).

Associated with falling performance, there is an increase in those left with a worse opinion of the MPS subsequent to their report – now half of respondents for Q4 23-24 (45%), up slightly from 41% two years ago.



# TDIU online reporters: an increasing number of victims have been left with a worse opinion of the MPS

■ Q4 21-22 ■ Q4 22-23 ■ Q4 23-24



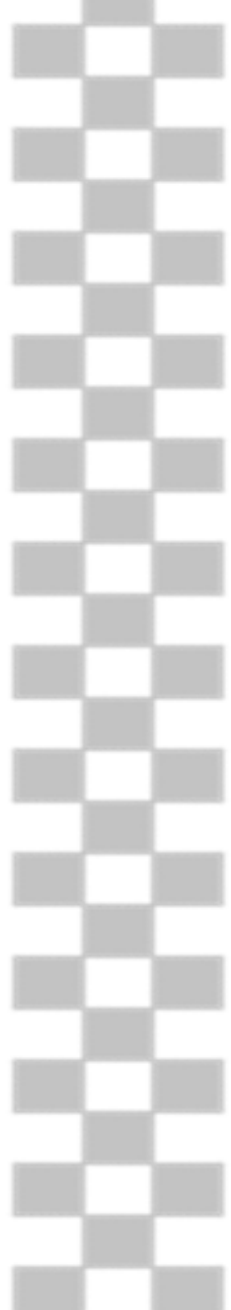
Of those reporting online just under half **do not receive further contact other than an email** acknowledging their report. However, just under **three quarters of those not receiving any further contact expected it** although this proportion has fallen slightly over time.

Over half (62%, Q4 23-24) of respondents feel the police spent **too little time investigating** their report. This has been **consistent** since this question was added in Q1 22-23 (range 59% to 62%).

A little over half of respondents report feeling that the process of reporting **met their expectations** (Q4 23-24 58%)

Over the last 2 years satisfaction has **fallen** 7pp. from 39% (Q4 21-22) to 32% (Q4 23-24).

Associated with this, an **increasing** proportion of respondents leave the experience with a **worse view of the MPS** (up 6pp. from Q4 21-22 to a little under half of respondents (45% Q4 23-24)).



# Understanding victim reassurance – qualitative analysis

Victims were interviewed as part of the User Satisfaction Survey in Q2 2023/24 and were asked whether they were reassured by what the police did. Victims that were reassured were asked what the police did to make them feel this way, while those victims that were not reassured were asked what the police could have done. This analysis seeks to understand the factors and actions that were top of mind among victims when thinking about these topics.

1,431 victims felt **reassured** by the police

*The common reasons for reassurance for this group were...*

What was it about what the police did that reassured you?

1



Investigation process

460 comments – 32%

2



Office conduct / communication

454 comments – 32%

3



Effective police action

241 comments – 17%

4



Speed of police action

203 comments – 14%

5



Follow-up process

161 comments – 11%

763 victims **did not feel reassured** by the police

*The most common things suggested to improve reassurance were...*

What could the police have done to reassure you?

1



A fuller investigation

239 comments – 31%

2



Effective police action

206 comments – 27%

3



Improved follow-up

126 comments – 17%

4



Improved police manner

117 comments – 15%

5



Improved speed of response

91 comments – 12%

Please note that the total number/percentage of comments in each category will not sum to the overall total as each comment could have been coded into more than one category.

# Why do victims feel reassured by the police?

A range of processes and issues helped victims to be reassured by the police. Most often these cover perceptions around the thoroughness of the investigation and the way the police conducted themselves. However, it is also important to note that victims felt that police action was important to making them feel reassured.



## Investigation process

(460 comments: 32%)

Victims most commonly said the investigation process reassured them. In particular, the victims cited the thoroughness of the investigation, including the presence of forensics and the taking of CCTV footage. This theme was strongest among victims of burglary (43%).

I thought that they were very thorough

They took time to listen to both parties and check the CCTV.

They searched for fingerprints and the crime scene in general.

They looked around, took the statements from the witnesses, they gathered the CCTV evidence and mobile camera evidence that someone recorded.



## Office conduct / communication

(454 comments: 32%)

Only slightly less common than the investigation process, victims also emphasised the importance of the conduct and communication of the police when dealing with their incident. This included providing full and clear explanations of the process, but also helping victims to feel comfortable and safe.

They talked and treated me like was in a safe zone.

They came and listened. They calmed down from the experience as I was shaken.

They handled the matter in a very professional order and after they offered to take me home.

The two officers that visited were great. They were thorough, concerned and answered every question.



## Effective police action

(241 comments: 17%)

In addition to perceptions of officer conduct and investigation, many victims reported the importance of a tangible impact from the police. This could be an arrest, or a warning issued to a suspect.

Because the caught the person and arrested [them].

They spoke to the person and took him to the police station.

They caught two of the criminals and their presence generally made me feel safe.

Contacting the person responsible and got an apology. Felt reassured that they would do everything they could as it was a hate crime.



## Speed of police action

(203 comments: 14%)

A quick response or action was a key factor for victims feeling reassured. Many victims noted that the police arrived promptly at the scene and were able to work efficiently, which contributed to their sense of safety.

They came quickly and sorted the problem out on the street.

They stopped immediately quick and attended and shot off straight after the guy.

Their time for response was quite quick. They came on the scene straight away with their body cameras.

They arrived quickly and stated the investigation quickly.



## Follow-up process

(161 comments: 11%)

Victims noted that the follow up communication received from the police reassured them. This could be completed over the phone, email or in person. Receiving this information from the police helped victims to feel that the process was moving forward and as well as safe an outcome had been achieved.

They kept on updating me and told me how the process was going on.

I later received a phone call explaining that process and that there was no need to worry.

The police called me back and arranged a very quick visit. The most satisfying thing is a personal visit by two professional officers.

# Reassurance can decrease across the crime reporting and investigation process

It is important to note that victim satisfaction and reassurance is not necessarily a static state. As a result, a small number of victims noted that, while they were reassured initially, this has been shaken over time and after engaging with the MPS at other points.

While the initial contact from the police is essential to maintaining reassurance, it is important that a high standard is maintained across the whole lifespan of a case in order to ensure that victims remain reassured by the police. Some example of this are outlined below:

They did ok, but [the] number they gave didn't get answered when I called. [I'm] still scared it may happen again

I felt reassured when it was happening, but when I received the call saying it was thrown out I wasn't as reassured

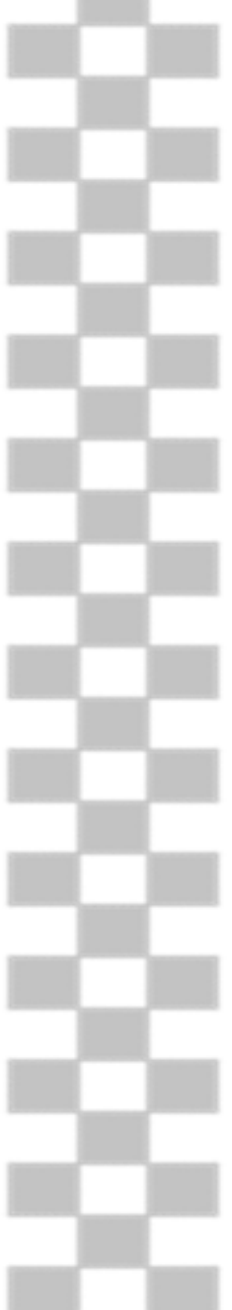
Happy with the help I received, but investigation didn't go anywhere

I felt reassured but right now I expected to receive something from them as I wanted to go to court but I haven't heard anything so I don't know what [is] happening now.

I was reassured at the time but they haven't got back to [me] since. I do realise that they have no other things to do, but the guy drove into me deliberately

I was happy that they got there relatively quick and dealing with the guy. I'm not satisfied because I don't know what they charged him with.

They said they would sort it out, but since then I'm not sure if they've done anything as [I] haven't been informed



# How could the police help victims to be feel reassured?

For victims who did not feel reassured, they often felt that the investigation into their incident was not substantial enough and that the police had not taken sufficient action against the suspects. Potentially these issues could be resolved by improving communication between the police and the victims. In turn, this emphasis on communication would also link up with the additional victim requests of improving the frequency of follow-up contact and manner of police conduct.



## A fuller investigation (239 comments: 31%)

Victims most often noted a full investigation would have helped to reassure them. Often victims felt that the police had not investigated the crime, had not acquired the full range of evidence or had not followed up on evidence they have provided.

Investigate it, not tell that they are powerless in looking at the CCTV

Investigate the case properly and find the person as I have provided a lot of evidence

When the statement was provided they did not really do anything about it or search the crime scene at the time.

They could [have] actually investigated the crime because it appears they have not investigated fully.



## Effective police action (206 comments: 27%)

Victims also commonly noted that the police were not able to take action, whether via an arrest or through another method, against the suspects of the crime. Some even noted that there are repeat offenders who they felt haven't been dealt with, and 3% felt that the case was closed too quickly. This left them feeling unsure about the force, with a small number questioning why they would call the police at all.

Didn't do anything. Let the guy go [even though] a witness called [the] police, yet they do nothing

Because I still have to walk past the place and the guys still there. [They have] closed the case, no further action taken.

I feel like the police didn't take this seriously because there was CCTV...I am disappointed because the offenders are still out there.



## Improved follow-up (126 comments: 17%)

Many victims noted that better follow up would reassure them. Several noted that they have not been, or only rarely, contacted by the police after the incident, leading several to chase the police themselves. This means that they felt they had no information on the case and as a result have not had the reassurance that comes with that clarity.

I've had no contact with them since the incident. Just one phone call...I want to know what happened

If I was given updates after the incident. I have had to chase the assigned office on numerous occasions.

Well at least they could have told me about the investigation. This would have given me some reassurance that next time I would've been safe on the road



## Improved police manner (117 comments: 15%)

Victims noted that a change in the way that the police conducted themselves could help to improve their reassurance. Some noted that were not made to feel safe or heard, while others felt that the officers had been rude. In addition to this, 4% noted that the police had treated them unfairly or with prejudice and 3% of victims felt that they had been treated as criminals.

[They could have] been more cooperative tried to blame us for starting it.

One of the officers who attended my home was very rude...I felt like I was treated like a liar and worse than the criminal.

They made me see that its not safe for me and they didn't make me feel comfortable.



## Improved speed of response (91 comments: 12%)

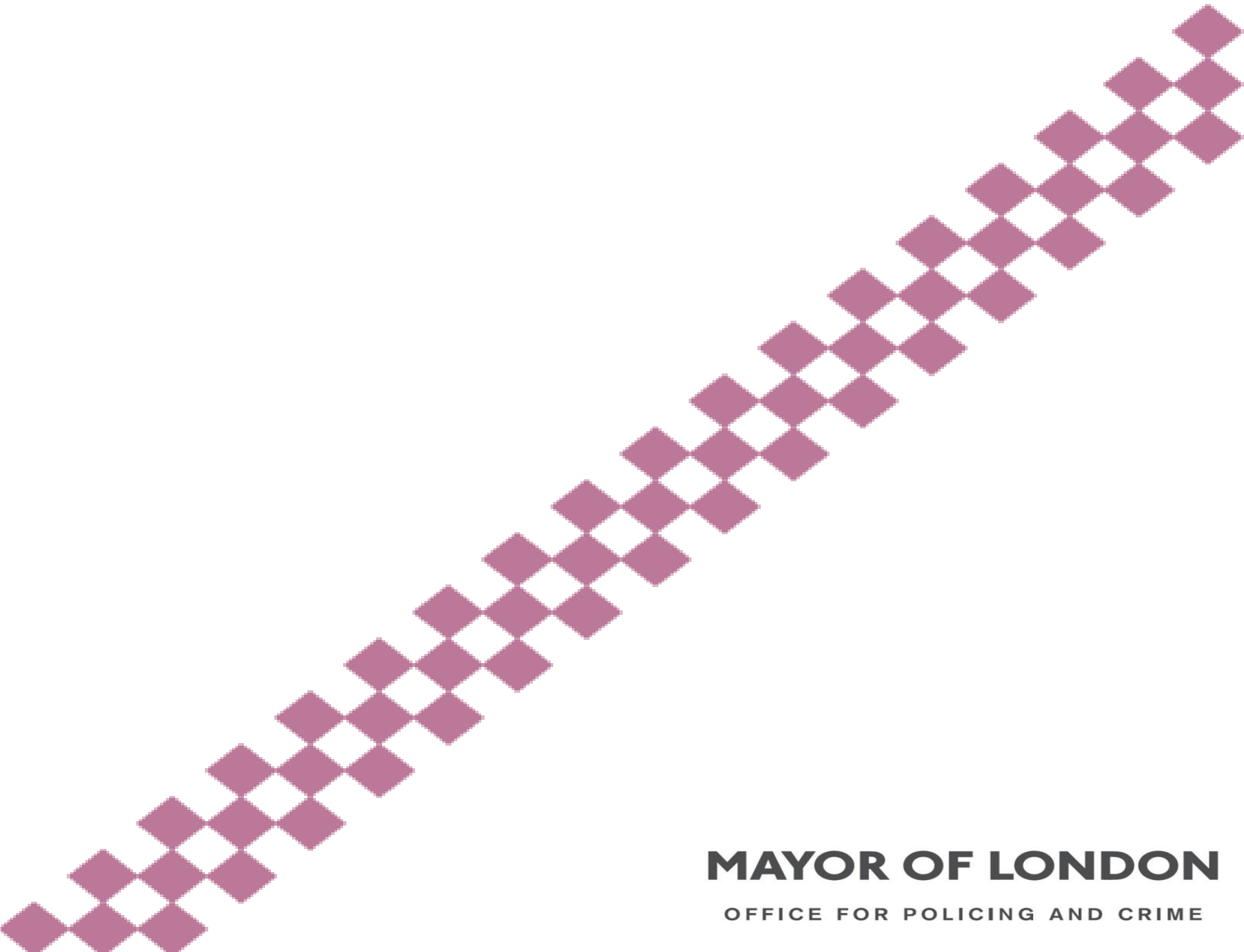
A large number of victims felt that the police took too long to respond to the incident. For some it gave the impression that the crime was not being taken seriously. 8% of victims felt that police should have attended the scene of their crime. However, 2% did acknowledge that police resources are stretched.

If they'd turned up at the time of the incident.

Told to wait at the scene [and] then no one came. 2 weeks later asked to go to [the] station

Took 6 weeks for them to come out after calling about 10 times changing and cancelling visits

# Methodology



# About the MOPAC surveys



## User Satisfaction Survey (USS)

The **USS** is a **telephone survey** asking 9,600 victims each year about their **experience of reporting a single crime incident to the police**.

Questions cover initial contact, the response they got and how they were treated by police.

Victims of Residential Burglary, Assault, Personal Robbery and Hate Crime are interviewed 6-12 weeks after the report of their incident. Results are presented at MPS and BCU level.

Exclusion criteria: Under 18; Domestic Violence; Sexual offences; Police Officers assaulted on duty.



## TDIU Survey

The **TDIU survey** is a short **online questionnaire** for those victims who **report their crime via the MPS Telephone and Digital Investigation Unit (TDIU)**, either over the phone or online, asking about their experience of this process.

All TDIU-reporting victims of Residential Burglary, Assault, Vehicle Crime, Personal Robbery, Hate Crime and Theft (added FY 23-24) are invited via email or SMS message to participate in the survey 6-12 weeks after the report of their incident. FY 22-23 saw just under 9000 interviews.



## Public Attitude Survey (PAS)

The **Public Attitude Survey** asks **London residents** about their experiences of and **attitudes towards policing and crime in London**. Interviews take place throughout the year and are distributed evenly across all London boroughs. In FY 23-24, the survey has gathered the views of over 19,000 residents – around 600 per London Borough.

### Methodological Note:

Historically, the Public Attitude Survey was conducted face-to-face with Londoners in their own homes using address-based sampling. However, due to the COVID-19 pandemic, the survey was temporarily moved to telephone interviewing for FY 20-21 and FY 21-22. FY 22-23 saw a phased return to face-to-face interviewing, and **latest data for FY 23-24 are now based entirely on face-to-face interviews**. *Please note that this change in methodology will affect the comparability of trends presented in this pack.*

# Confidence intervals and question wording

## Statistical significance and confidence intervals

Measures from the surveys report the percentage of respondents who have answered in a certain way for any given question. Given that the respondents represent a sample out of a population the results are subject to sampling tolerances.

This is calculated as a Confidence Interval (CI), which is expressed in percentage points. The full range of the sample estimate can be determined by adding the Confidence Interval to the survey result (to determine the range maximum) and subtracting the Confidence Interval from the survey result (to determine the range minimum). The Confidence Interval is routinely calculated at the 95% Confidence Level - so if every eligible respondent was asked the question, there is a 95% probability that the result would be within this range of the sample estimate.

## Trust, confidence and satisfaction question wording and reporting

### Trust

- *Question wording:* “To what extent do you agree or disagree with the following statements: The Metropolitan Police Service is an organisation that I can trust”.
- *Response options:* Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
- *Reporting:* When reporting the proportion of people who trust the MPS, those responding “strongly agree” or “tend to agree” are considered to have trust, over a base of those providing any substantive answer (i.e., removing those who refuse to answer the question or say “don’t know” from the base).

### Confidence

- *Question wording:* “Taking everything into account, how good a job do you think the police in this area are doing?”.
- *Note:* we define “this area” as within a 15 minute walk of the respondent’s home.
- *Response options:* Excellent / Good / Fair / Poor / Very poor
- *Reporting:* The confidence measure (also referred to as “good job local”) is coded so as those responding “excellent” or “good” are considered to have confidence that the police are doing a good job in their local area, over a base of those providing any substantive answer (i.e., removing those who refuse to answer the question or say “don’t know” from the base).
- *History:* The confidence measure is a long-standing question, used by PAS for many years, as well as the Crime Survey for England and Wales (CSEW) and other forces in the UK. Coding those who respond “excellent” or “good” as having confidence is a standardised approach taken to ensure continuity of PAS trends and comparability with CSEW; response options should not be coded in alternative ways to measure confidence via PAS.

### Victim satisfaction

- *Question wording:* Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?
- *Response options:* Completely satisfied / Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied / Very dissatisfied
- *Note:* respondents are initially asked to specify whether they are satisfied, dissatisfied or neither. If they respond “satisfied” or “dissatisfied”, they are then asked whether they are completely, very or fairly (dis)satisfied.
- *Reporting:* When reporting the proportion of victims who are satisfied, those responding “completely satisfied, “very satisfied” or “fairly satisfied” are considered to be satisfied, over a base of those providing any substantive answer (i.e., removing those who refuse to answer the question or say “don’t know” from the base).

