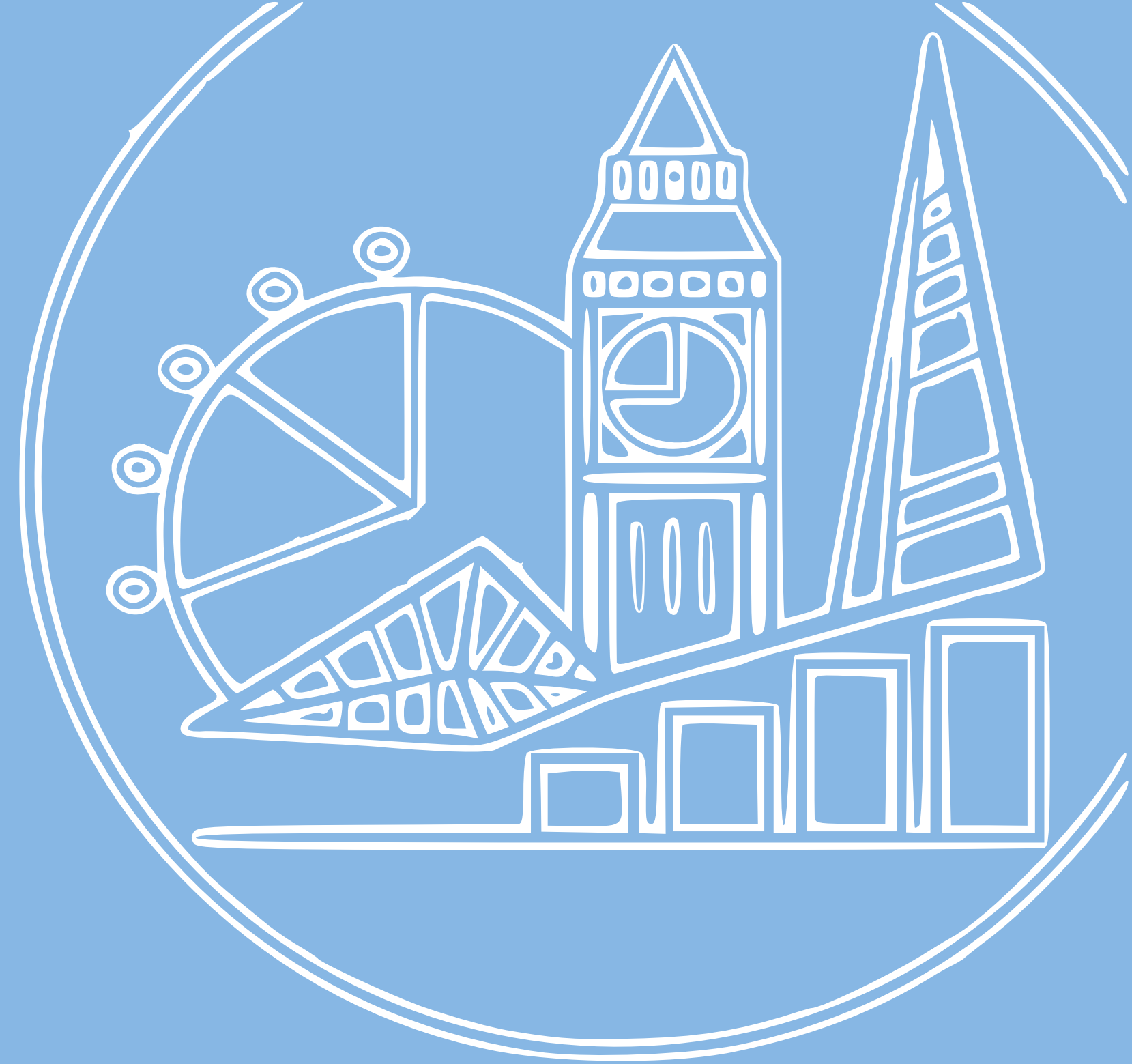


Public Voice Insights

*Learning from the MOPAC
Public Voice Surveys*

Quarter 4 2025-26

Date	June 2026
Data to	Q4 25-26
Contact	evidenceandinsight@mopac.london.gov.uk
Version	
Marking	OFFICIAL



Executive Summary – Q4 2025-26

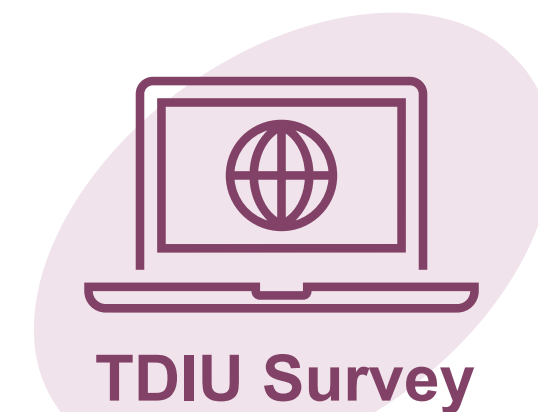
User Satisfaction Survey (USS)

There was **no change** in overall victim satisfaction (USS) for BCU-recorded offences from this time last year; **65% in Q4 25-26** vs. 65% in Q4 24-25. This is also reflected in the results for the drivers of satisfaction, which have remained largely stable over the same period.



Telephone Digital Investigation Unit (TDIU) Survey

Satisfaction for the TDIU survey **dropped** this quarter. In Q4 25-26, 31% of respondents who reported via the **telephone** and 24% of those who reported **online** were satisfied with the overall service they received. These are **significant reductions** of 7 percentage points compared to this time last year in both cases.



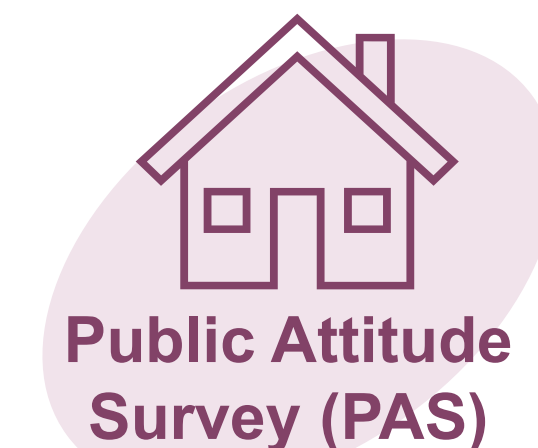
Public Attitude Survey (PAS)

*In Q4 25-26, **71% of Londoners believed the Metropolitan Police Service (MPS) is an organisation they can trust.** Trust **increased significantly** by five percentage points this quarter following the joint-lowest quarterly result ever seen for this measure in Q3 25-26.*

***45% of Londoners believed the police do a good job in their local area** in Q4 25-26. This **increased** by two percentage points following the joint-lowest quarterly result also seen in Q3 25-26.*

***Victimisation has remained stable over the last year:** 6% of Londoners surveyed during Q4 25-26 said that they experienced something they would consider to be a crime in the previous quarter.*

*In Q4 25-26, **41% of Londoners said they were worried about crime in their local area.** This result stands six percentage points **below** the same point last year but remains high longer term (10pp. above Q1 16-17).*



Key findings for public perceptions



Trust and Confidence

Trust & confidence ([slide 10](#))

In Q4 25-26, **trust in the MPS increased significantly** by five percentage points to 71%. This follows a notably low result last quarter, which saw trust at the *joint-lowest* recorded level. Confidence has remained more stable, with 45% of Londoners believing the **police do a good job in their local area** (+2pp.).

Police fairness ([slide 12](#))

In Q4 25-26, 63% of Londoners believed the **police treat everyone fairly**. However, the proportion believing **police use Stop and Search fairly** has remained low for the second consecutive quarter at 53% - now the *lowest recorded result*.

The national picture ([slide 16-17](#))

Latest results from the **Crime Survey for England & Wales** (CSEW) for Q3 25-26 show that **confidence and trust in local police** in London were broadly in line with national results for England and Wales.



Local Crime and Safety

Crime victimisation ([slide 18](#))

Levels of self-reported victimisation in the PAS have remained stable over the last year. In Q4 25-26, 6% of Londoners said they had **experienced a crime** during the financial quarter prior.

Local crime & ASB ([slide 19-20](#))

In Q4 25-26, 41% of Londoners were **worried about crime** in their area. Concerns gradually declined during FY 25-26 and now stand six percentage points *below* Q4 24-25. The proportion **worried about ASB** (33%) and who think **hate crime is a problem** (16%) in their area also *decreased significantly* in Q4 25-26.

Feelings of safety ([slide 21](#))

In Q4 25-26, the proportion of Londoners who felt **safe walking alone after dark** *increased significantly* to 72%. 61% of **females said they felt safe after dark**, with the current gender gap at 20 percentage points.



Local Policing and Standards

Local policing ([slide 23-24](#))

In Q4 25-26, the proportion of Londoners feeling police can be **relied on to be there** *increased significantly* by six percentage points to 62%. However, the proportion feeling police **deal with local issues, listen to local concerns** and who feel **informed about local policing** remained stable at low levels.

CJS effectiveness ([slide 25](#))

The proportion of Londoners confident that the **criminal justice system (CJS) is effective at bringing people to justice** stood at the *lowest recorded level* in Q4 25-26 (52%).

Police standards ([slide 26-27](#))

Perceptions of police standards increased slightly in Q4 25-26, but all measures remain below the same point last year. In Q4 25-26, just 30% felt the MPS **tackles inappropriate staff behaviour**, whilst 50% believed the MPS is **changing for the better**.

Demographic breakdowns

LGBT+ Londoners and **Mixed Ethnicity Londoners** remained far less likely to trust the MPS and to respond positively about police fairness, local policing and standards.

Black Londoners, those with **no religion**, and **'other' religions** were also less likely to respond positively on many trust and confidence measures, with **White British Londoners** less likely to feel confident.

Concerns about hate crime remained high for **LGBT+, Mixed Ethnicity** and **Jewish Londoners**. Negative inequalities have also *widened over the last year* for **Jewish Londoners** on perceptions of local policing and concerns about ASB and hate crime.

[\(slides 13, 22, 28 and 29\)](#)

Borough performance

Borough performance on the four key measures of trust and confidence remain mixed. Results have *worsened* over the last year in **Hillingdon** and a cluster of central London Boroughs (including **Lambeth** and **Westminster**).

[\(slide 14-15\)](#)

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

Key findings for victim satisfaction



Overall Satisfaction

USS satisfaction [\(slide 32\)](#)

BCU-reported **overall satisfaction** (USS) showed no significant change over the last year - 65% in Q4 25-26 vs. 65% in Q4 24-25. Over the longer term, satisfaction has fallen substantially - 12 percentage points since Q4 16-17.

TDIU telephone reporting satisfaction [\(slide 32\)](#)

Telephone reporters have consistently been more satisfied than those who report online. Compared to the same quarter last year, there has been a significant reduction in satisfaction for this group (31% in Q4 25-26 vs. 38% in Q4 24-25).

TDIU online reporting satisfaction [\(slide 32\)](#)

Compared to the same quarter last year, there has been a significant reduction in satisfaction for **online reporters** (24% in Q4 25-26 vs. 31% in Q4 24-25).



Key Drivers of Satisfaction

USS key drivers of overall satisfaction [\(slide 33-34\)](#)

The key driver areas of satisfaction are satisfaction with **ease of contact**, the **actions** taken by police, how well victims were kept informed (**follow-up**), and perceived police **treatment**.

When comparing Q4 25-26 results to the same quarter last year (Q4 24-25) for the key driver areas there are no significant changes.



Service Provision

Offering victim support services [\(slide 37\)](#)

Victim experience of the **Victims' Code** has been largely stable over the last 5 quarters, however:

- There has been a four percentage point increase in victims reporting being **made aware of the Victims' Code**, with 33% of victims in the USS now saying they were made aware of the Code (compared to 29% last quarter).
- There has been a small decline in the proportion of respondents who report being offered the opportunity to provide a **victim personal statement** - reducing from 49% in Q4 24-25 to the current 46% in Q4 25-26.

Leaflet provision [\(slide 38\)](#)

For both surveys around one third of respondents reported receiving a **Victim Information Leaflet** (USS 34%; TDIU telephone 35% and TDIU online 34%)

Demographic breakdowns

The only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is by **age**. Respondents aged 65 and over have higher levels of satisfaction than the MPS result across all surveys. Conversely, TDIU online and telephone reporters aged 16-44 are significantly less satisfied.

There are negative gaps in satisfaction in both the USS and TDIU online for those from a **Mixed Ethnic** background. In contrast, **Black** respondents reporting to the TDIU, both via the telephone and online, are more satisfied than the MPS result.

Within the USS, a large negative gap in overall satisfaction exists for those who self-declare a **disability**. This disability gap is the largest and is present across all driver areas as well as overall satisfaction.

[\(slide 35\)](#)

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

Introduction to MOPAC's Public Voice Surveys



User Satisfaction Survey (USS)

About the User Satisfaction Survey (USS)

The User Satisfaction Survey (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 that victims 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. Excludes those aged under 18; domestic abuse/sexual offences; and police officers assaulted on duty.



TDIU Survey

About the Telephone Digital Investigation Unit (TDIU) Survey

The Telephone Digital Investigation Unit (TDIU) Survey is a short online survey for victims who report their crime via the MPS 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 are invited via email or SMS message to participate in the survey 6-12 weeks after reporting their incident. FY 25-26 saw around 8,900 responses.



Public Attitude Survey (PAS)

About the Public Attitude Survey (PAS)

The Public Attitude Survey (PAS) asks London residents about their experiences of and attitudes towards policing, crime and safety in the capital. The survey is conducted with Londoners face-to-face in their own homes*.

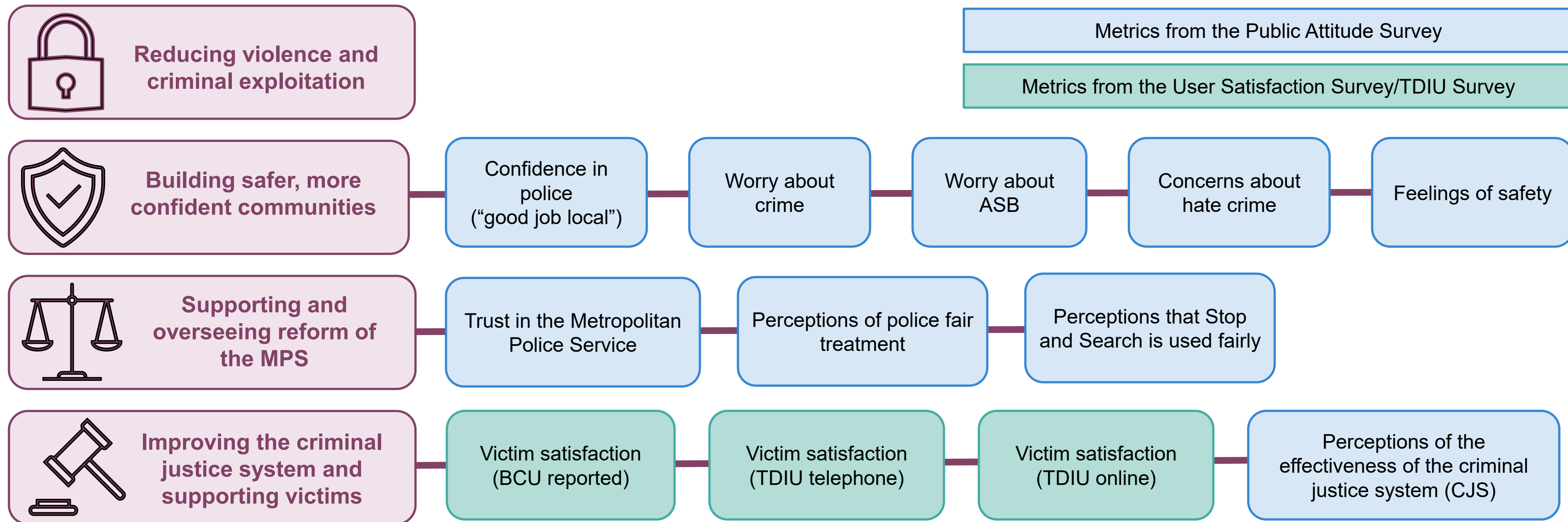
Interviews take place throughout the year and are distributed evenly across all London boroughs. The survey currently gathers the views of over 19,000 residents per year – around 600 in each London borough. Topics include trust and confidence in the police, perceptions of local problems and experiences of crime.

***Methodological Note:** During the COVID-19 pandemic, the PAS was temporarily moved to telephone interviewing for FY 20-21 and FY 21-22. FY 22-23 then saw a phased return to face-to-face interviewing; all data since FY 23-24 are now based entirely on face-to-face interviews. Please note that this change in methodology may affect the comparability of trends presented in this pack.

Overview of the Police and Crime Plan 2025-29

“London is a safe city for all”

The Mayor’s vision is that London is a safe city for all. To deliver this, the Police and Crime Plan (PCP) for 2025-2029 sets out four key priority areas. Metrics from MOPAC’s public voice surveys feed into three of the four areas.



The surveys are also providing some of the performance metrics for **A New Met for London** and the **London Policing Board**.

Further information about the London Policing Board can be found here: [The London Policing Board | London City Hall](#)

A New Met for London plan can be viewed here: [A New Met for London | Metropolitan Police](#)

Public Perceptions

Why are trust and confidence important?

Public perceptions are key to the British model of policing by consent.

Trust and confidence are important crime-fighting tools, and improving perceptions of the police will bring tangible benefits.

Londoners who trust and feel confident in police are more likely to...



...help the police by providing information.



...contact the police as a victim of crime.

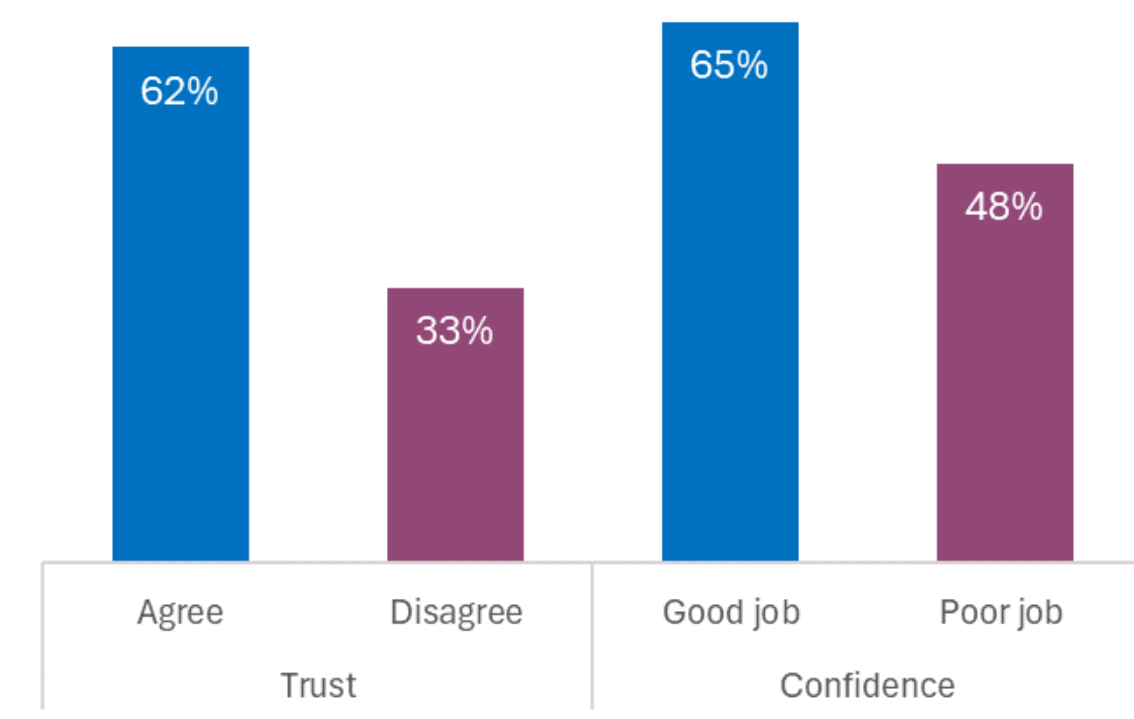
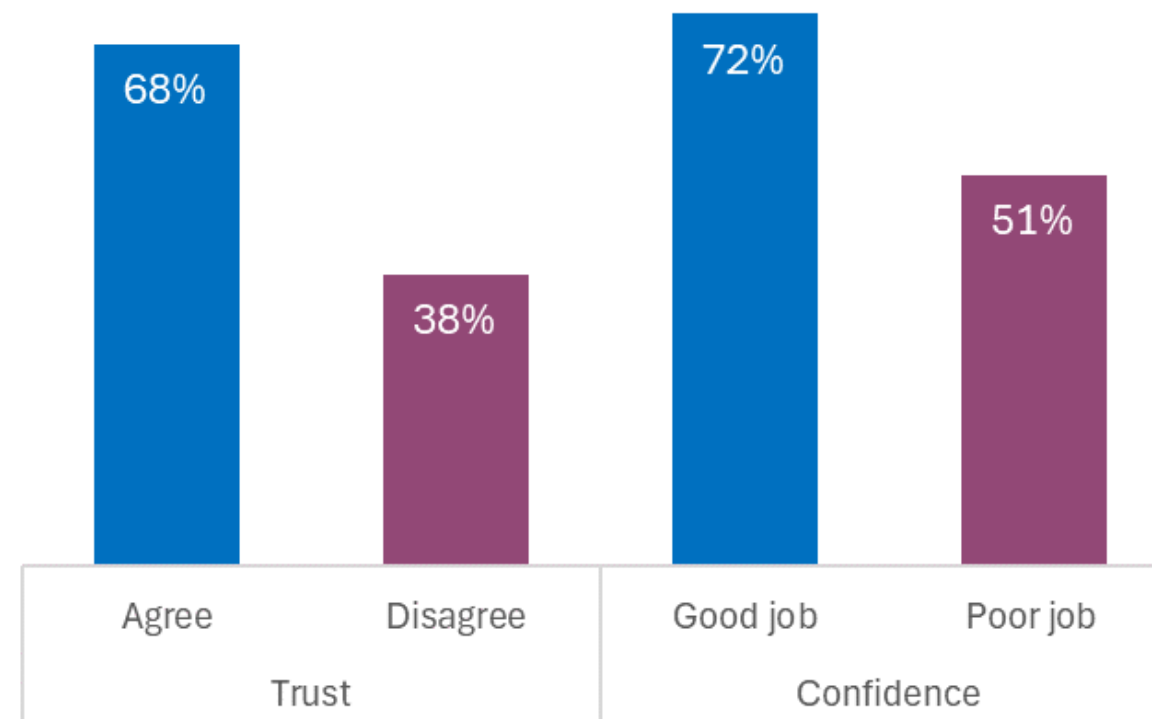
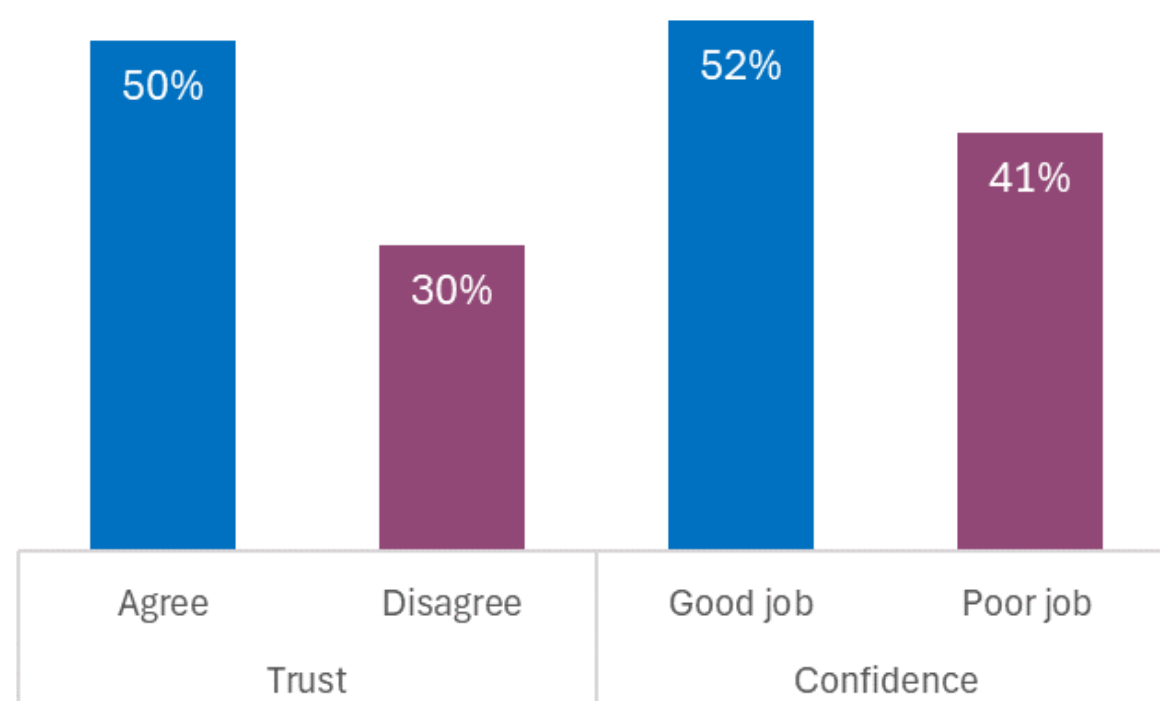


...obey the law and police orders.

% 'very likely' to help the police find someone suspected of committing a crime by providing information.

% 'very willing' to contact the police if they were a victim of crime or worried about something.

% 'strongly agree' that they feel an obligation to obey police orders.



Source: PAS. Data on this slide is for FY 25-26.

London's trust and confidence models show the levers for improvement

Modelling of trust and confidence in the PAS shows the key drivers of trust and confidence – levers that can be used to improve public perceptions.

Confidence

Strongest Driver

- Police Local Engagement & Treatment**
Feeling police listen, understand and deal with issues that matter to communities; are helpful, friendly, approachable, fair and respectful.
- Police Effectiveness**
Feeling the MPS effectively prevents crime, supports victims, and tackles issues such as gun crime, knife crime, VAWG, burglary and ASB.
- Police Accountability & Standards**
Feeling the MPS maintains high standards and responds to feedback; that police are held accountable and represent communities they serve.
- Personal Security and Local Safety**
Feeling the local area is a safe place - both personally, and for vulnerable groups - and not feeling worried about crime, ASB, and drugs locally.
- Community Crime Problems**
Feeling issues such as violent crime (gun crime, knife crime and gangs) and hate crime are not problematic in the local area.
- Local Patrol Visibility**
Whether someone says they see an officer in their area 'at least weekly'.
- Local Information Provision**
Whether someone feels 'very well informed' about policing in their area.
- Individual Demographics**
Even controlling for these things, some groups of people are still less likely to respond positively – particularly black Londoners.

Londoners' perceptions of **police engagement-treatment** is the *strongest driver* of confidence – with aspects of police effectiveness, crime and safety issues, and police visibility also influential.

Londoners' perceptions of **police accountability-standards** is the *strongest driver* of trust, with perceptions of engagement-treatment and effectiveness also playing a role here.

Trust

Strongest Driver

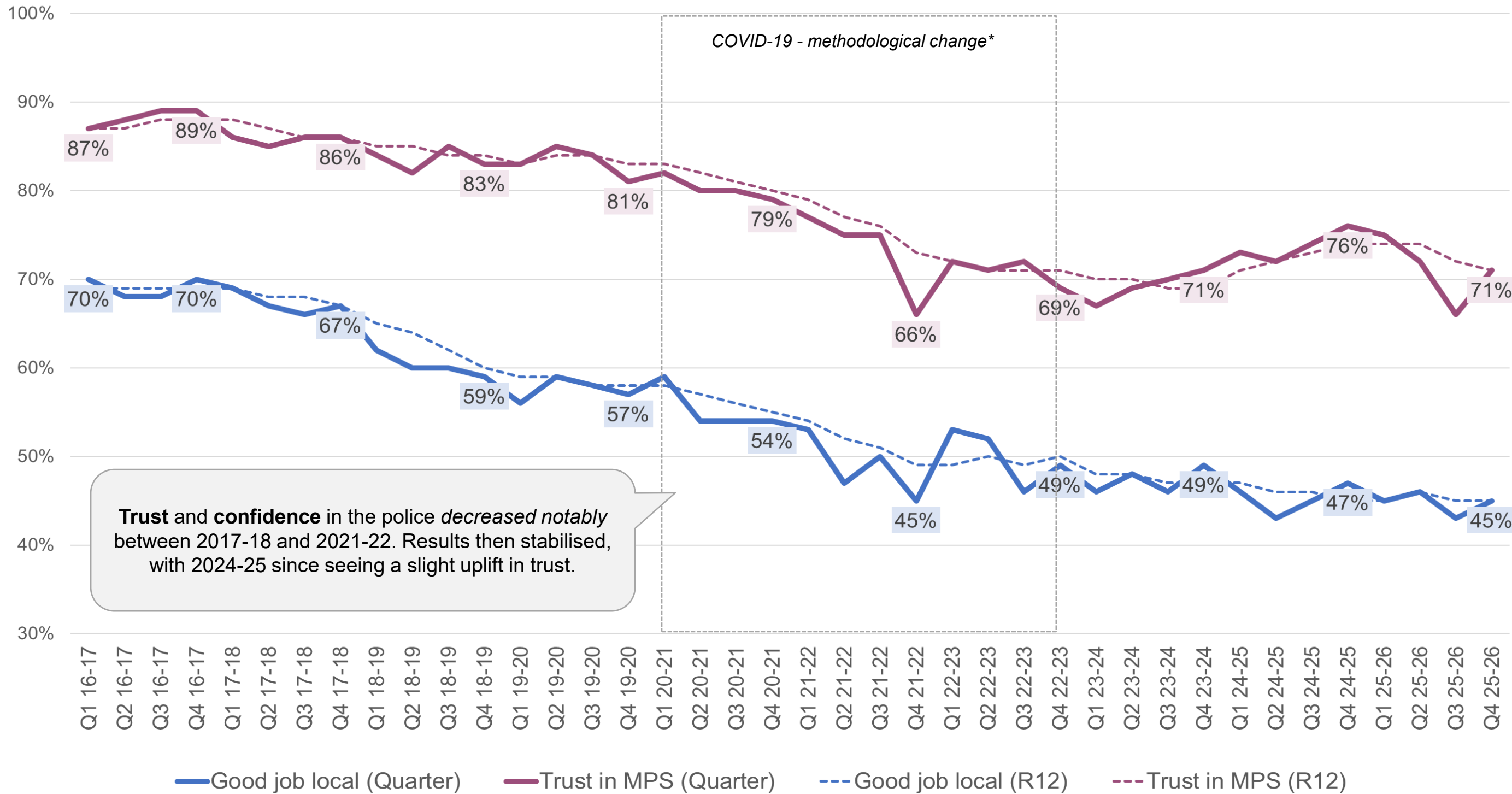
Diagrammatic representation of two logistic regression models predicting Confidence and Trust in the MPS for PAS respondents in FY 23-24. **Lines show key drivers of each** - all pathways are statistically significant at $p \leq 0.001$.

Models explain c. 35-47% of variance in confidence and c. 37-53% of variance in trust.

Trust has recovered from a notably low result last quarter...

Trust and confidence

(% feeling they can trust the MPS and % feeling that police do a good job in their local area, discrete quarterly and rolling 12-month trends)



Trust and Confidence

In Q4 25-26, **trust in the MPS** increased significantly by five percentage points to 71%. This recovery follows a notably low result last quarter, which saw trust at the *joint-lowest* recorded level (66%).

The proportion of Londoners feeling **police do a good job in their local area** has remained more stable and stands at 45% in Q4 25-26 (+2pp.).

Source: PAS
Current confidence intervals:
Between c.1 and 2 pp. per point for quarter
c. 1pp. per point for R12.

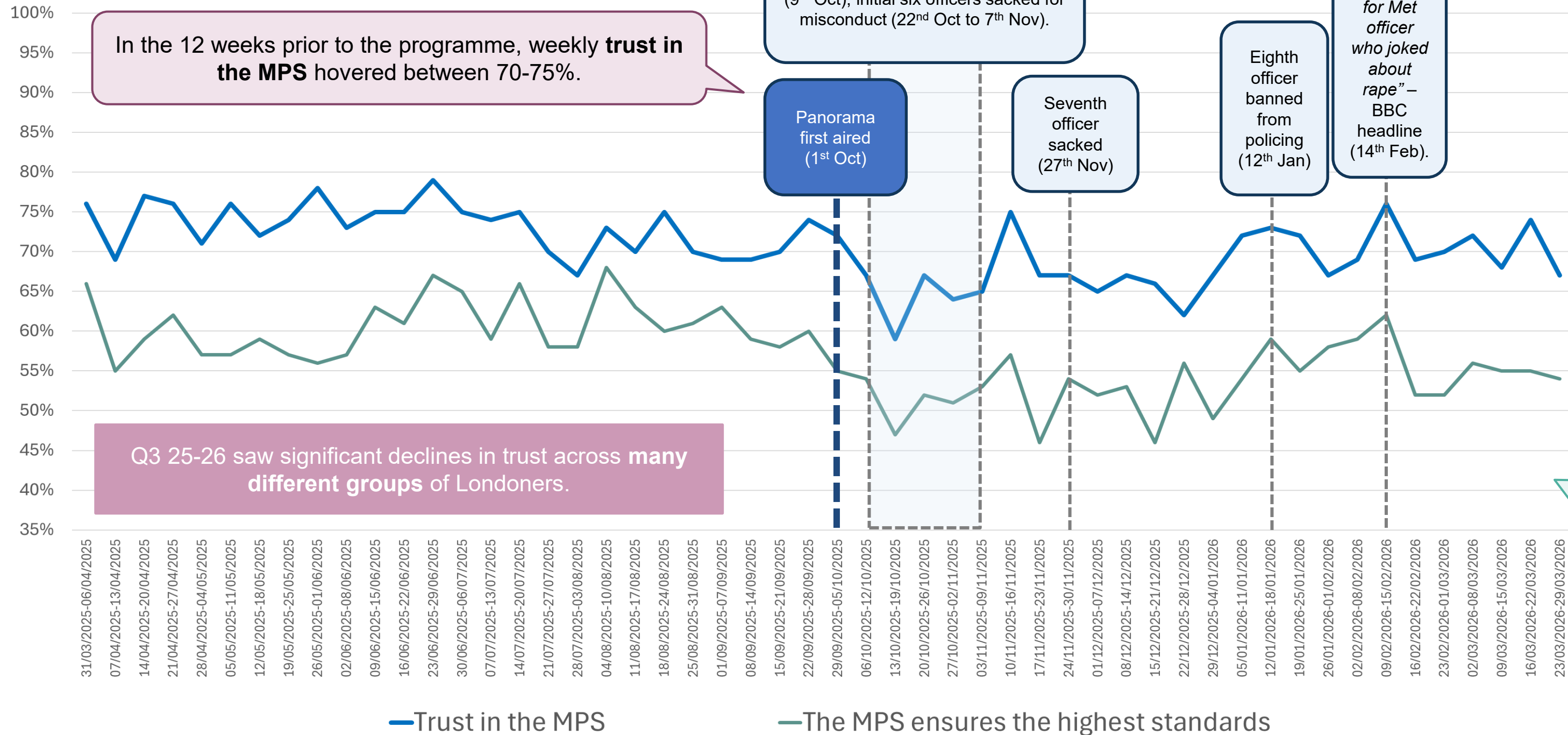
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

... with the low result coinciding with BBC's Panorama documentary about the MPS

On the 1st October 2025, the BBC aired a Panorama investigation into the culture and behaviour of MPS officers in Charing Cross police station. Weekly data shows that this coincided with a decline in Londoners' trust and perceptions of police standards.

Chart shows **weekly PAS data*** with key Charing Cross media coverage events marked at week in which they occurred (from BBC News).



In the 12 weeks prior to the programme, weekly trust in the MPS hovered between 70-75%.

IOPC announce misconduct hearings (9th Oct); initial six officers sacked for misconduct (22nd Oct to 7th Nov).

Panorama first aired (1st Oct)

Seventh officer sacked (27th Nov)

Eighth officer banned from policing (12th Jan)

"No sanctions for Met officer who joked about rape" – BBC headline (14th Feb).

Q3 25-26 saw significant declines in trust across many different groups of Londoners.

Londoners' trust in the Metropolitan Police Service (MPS) declined sharply in the two weeks following the airing of Panorama.

Latest data shows that trust then remained comparatively low for around 12 weeks after the programme*.

After the initial decline, weekly results* then hovered at around 65% until w/c 5th January 2026, before seeing a **recovery** to levels more in line with those seen prior to Panorama.

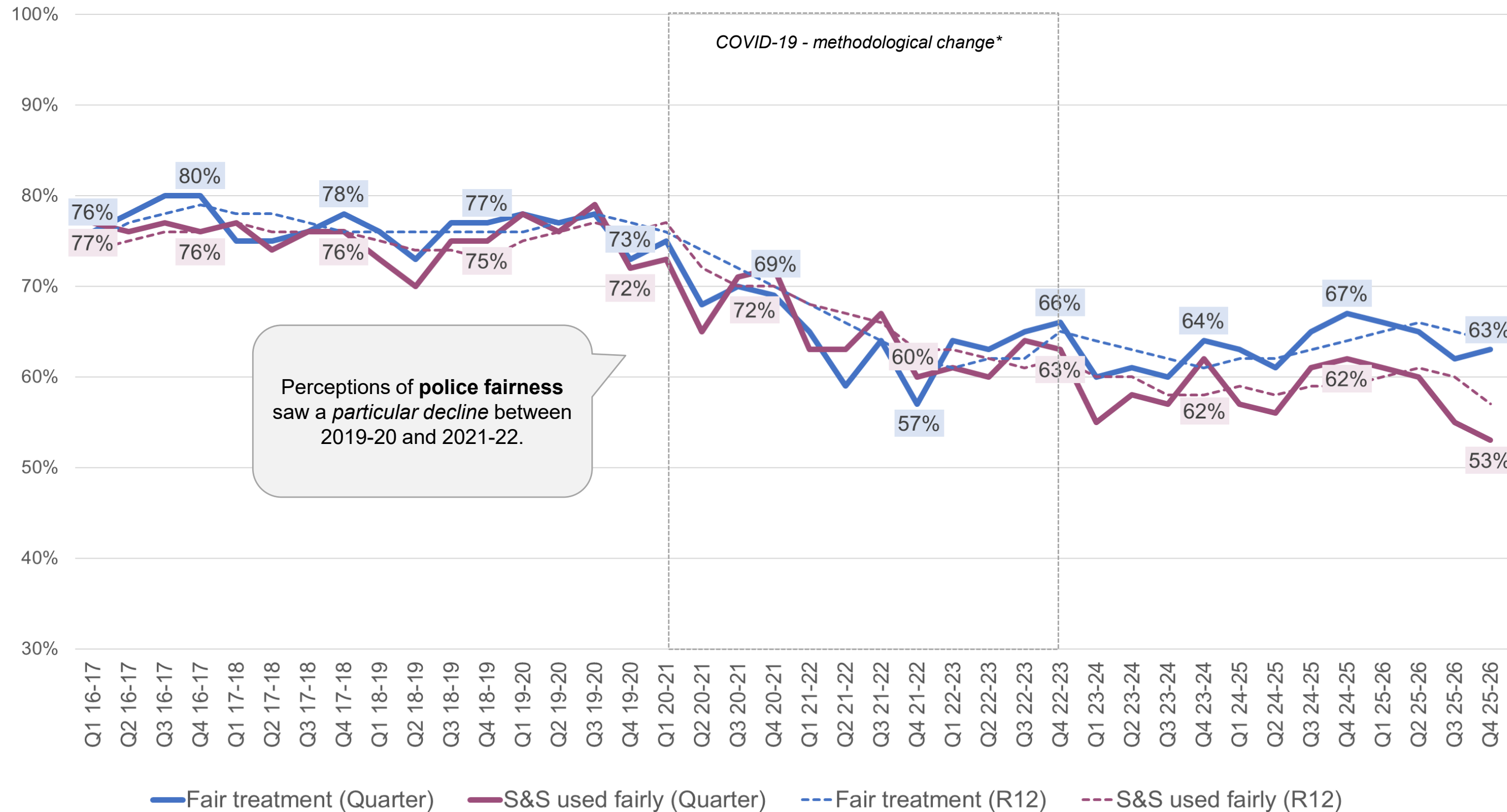
Perceptions of **MPS standards** also declined after Panorama aired. Weekly results had then shown a gradual upwards trajectory* but returned to lower levels (around 55%) following the news that a ninth officer would face no penalty.

*Note that weekly data can fluctuate due to small base sizes. Most weeks were around 300 respondents, but this was lower during the Christmas period. The 12 weeks following Panorama saw one week where trust fluctuated to 75%, but levels otherwise remained low at around 65%.

Perceptions that police use Stop and Search fairly stand at the lowest recorded level

Police fairness

(% feeling local police treat everyone fairly and % feeling that the police use their Stop and Search powers fairly, discrete quarterly and rolling 12-month trends)



Perceptions of **police fairness** saw a *particular decline* between 2019-20 and 2021-22.



In Q4 25-26, 63% of Londoners believed the police in their area **treat everyone fairly**.

However, just 53% of Londoners felt confident that the **police use Stop and Search (S&S) fairly**. This question has remained low for two consecutive quarters and now stands at the *lowest recorded result*.

Source: PAS
Current confidence intervals:
Between c.1 and 2 pp. per point for quarter
c. 1pp. per point for R12.

*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

LGBT+ and Mixed Ethnicity Londoners continue to have poorer perceptions of the police

Trust and confidence - demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q4 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		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)	Police use their Stop & Search powers fairly (S&S used fairly)
Weighted MPS result		45%	71%	64%	57%
Ethnicity	White British	-5%	-2%	-4%	2%
	White Other	4%	5%	4%	7%
	Black	2%	-8%	-5%	-17%
	Asian	4%	6%	8%	6%
	Mixed	-9%	-14%	-14%	-19%
	Other ethnicity	8%	8%	7%	7%
LGBT+	Yes	-5%	-14%	-15%	-14%
	No	0%	1%	1%	1%
Age	16-24	3%	1%	0%	-1%
	25-34	5%	-2%	-1%	-6%
	35-44	0%	0%	1%	0%
	45-54	-4%	-1%	-1%	1%
	55-64	-5%	-2%	-3%	0%
	65 years +	0%	5%	4%	10%
Disability	Disability	-2%	-2%	-1%	1%
	No disability	0%	0%	0%	0%
Sex	Male	0%	1%	3%	3%
	Female	0%	-1%	-2%	-2%
Religion	Christian	0%	2%	2%	4%
	Hindu	7%	9%	10%	11%
	Jewish	-10%	4%	-8%	0%
	Muslim	7%	4%	7%	3%
	Sikh	-2%	1%	11%	0%
	Other	-3%	-15%	-5%	-8%
	No religion	-5%	-5%	-7%	-7%

Large negative gaps continued to be seen on all four trust and confidence measures for **LGBT+ Londoners**. These gaps widened rapidly during FY 22-23 and FY 23-24 but have since tended to stabilise.

Londoners from **Mixed Ethnic backgrounds** and **Black Ethnic backgrounds** remain less likely to respond positively on many measures, particularly for feeling police use Stop and Search fairly. A range of negative gaps were also seen amongst Londoners with **no religion** or 'other' religious backgrounds, with **White British Londoners** continuing to be less likely to feel confident in local police.

Jewish Londoners were less likely to feel **confident** in their local police or that police **treat everyone fairly**. The gap for confidence has widened over the last year, from -2pp. in Q4 24-25 to -10pp in Q4 25-26 (see Slide 29).

Londoners from **Asian** or **Other Ethnic backgrounds** and **Hindu** Londoners remain more likely to respond positively across these measures.

Further results including historical breakdowns are available at [MOPAC's PCP Trust and Confidence Dashboard](#).

Source: PAS


Note that all data for presented for demographic breakdowns is rolling-12 months per point.


Perceptions have declined in Hillingdon and a cluster of central London boroughs

Trust and confidence – borough performance

Change in R12 to Q4 25-26 vs R12 to Q4 24-25. Red arrows show decreases of 5pp. or more, 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)	Police treat everyone fairly regardless of who they are (Fair treatment)	Police use their Stop and Search powers fairly (S&S used fairly)	Total no of questions increasing	Total no of questions decreasing*
Barking and Dagenham	49%	76%	73%	59%	2	0
Barnet	45%	78%	64%	60%	0	0
Bexley	47%	74%	67%	64%	0	1
Brent	45%	74%	66%	64%	0	0
Bromley	45%	69%	64%	64%	0	0
Camden	36%	67%	50%	48%	0	0
Croydon	44%	65%	54%	53%	0	1
Ealing	41%	71%	65%	58%	0	1
Enfield	58%	75%	70%	62%	1	0
Greenwich	52%	69%	74%	60%	2	1
Hackney	44%	59%	58%	42%	0	1
Hammersmith and Fulham	46%	75%	64%	57%	0	0
Haringey	43%	69%	55%	44%	0	0
Harrow	49%	78%	68%	74%	0	0
Havering	52%	76%	74%	71%	1	0
Hillingdon	35%	62%	57%	55%	0	4
Hounslow	39%	70%	65%	67%	0	1
Islington	35%	64%	53%	43%	0	0
Kensington and Chelsea	42%	69%	61%	59%	0	3
Kingston upon Thames	52%	75%	73%	72%	1	1
Lambeth	32%	64%	49%	46%	0	4
Lewisham	45%	60%	53%	41%	1	0
Merton	54%	81%	69%	64%	0	1
Newham	48%	75%	72%	54%	1	0
Redbridge	44%	74%	74%	55%	0	0
Richmond upon Thames	50%	75%	66%	74%	0	0
Southwark	39%	60%	55%	39%	0	2
Sutton	51%	76%	75%	68%	1	0
Tower Hamlets	47%	72%	73%	53%	1	0
Waltham Forest	43%	71%	67%	48%	1	0
Wandsworth	42%	73%	59%	64%	0	3
Westminster	42%	70%	60%	53%	0	4
MPS	45%	71%	64%	57%	0	0

Borough performance on the four trust and confidence measures remains **mixed**. In particular, ten boroughs saw notable declines in trust over the last year*, whilst *less than a third* of residents in **Lambeth** said they felt confident in their local police.

 **Barking and Dagenham** and **Greenwich** have seen notable increases on *two of the four* measures over the last year*.

 **Hillingdon** has seen particularly large declines on *all four measures* over the last year*. **Lambeth** and **Westminster** have also declined on *all four* measures - with **Kensington and Chelsea** and **Wandsworth** declining on three - revealing worsening performance in a cluster of central boroughs.

Source: PAS
Data for borough results is **rolling-12 months** per point.
*Change of +/-5pp or more for the current period vs. the same period last year.

No boroughs have seen a notable improvement in trust over the last 12 months

BCU	Borough	Trust: rolling 12 months to Q4 25/26	Trust: change vs. rolling 12 months to Q4 24/25	Confidence: rolling 12 months to Q4 25/26	Confidence: change vs. rolling 12 months to Q4 24/25	
All	All MPS	71%	-3pp	45%	No Change	
Central East BCU	Tower Hamlets	72%	-2pp	47%	+7pp	▲
	Hackney	59%	-11pp	44%	+3pp	
Central North BCU	Camden	67%	+2pp	36%	-2pp	
	Islington	64%	-1pp	35%	-4pp	
Central South BCU	Lambeth	64%	-5pp	32%	-11pp	▼
	Southwark	60%	-6pp	39%	-4pp	
Central West BCU	Hammersmith and Fulham	75%	No Change	46%	No Change	
	Westminster	70%	-10pp	42%	-6pp	▼
	Kensington and Chelsea	69%	-7pp	42%	-8pp	▼
East Area BCU	Barking and Dagenham	76%	+2pp	49%	+9pp	▲
	Havering	76%	-4pp	52%	+8pp	▲
	Redbridge	74%	-3pp	44%	+1pp	
North Area BCU	Enfield	75%	-4pp	58%	+4pp	
	Haringey	69%	-3pp	43%	-1pp	
North East BCU	Newham	75%	-2pp	48%	+5pp	▲
	Waltham Forest	71%	+1pp	43%	+2pp	
North West BCU	Barnet	78%	+4pp	45%	-1pp	
	Harrow	78%	+2pp	49%	No Change	
	Brent	74%	-3pp	45%	+3pp	
South Area BCU	Sutton	76%	+1pp	51%	+2pp	
	Bromley	69%	-1pp	45%	+2pp	
	Croydon	65%	-1pp	44%	+1pp	
South East BCU	Bexley	74%	-2pp	47%	-2pp	
	Greenwich	69%	-6pp	52%	+6pp	▲
	Lewisham	60%	-4pp	45%	+7pp	▲
South West BCU	Merton	81%	-1pp	54%	-2pp	
	Richmond upon Thames	75%	-2pp	50%	+1pp	
	Kingston upon Thames	75%	-5pp	52%	-2pp	
	Wandsworth	73%	-8pp	42%	-11pp	▼
West Area BCU	Ealing	71%	-5pp	41%	+4pp	
	Hounslow	70%	-4pp	39%	-10pp	▼
	Hillingdon	62%	-16pp	35%	-20pp	▼

Trust and confidence – borough performance over the last 12 months

Compared to the 12 months to Q4 24/25, **10 boroughs have seen a decline of five percentage points or more for trust**. No boroughs have seen an increase in trust of five percentage points or more.

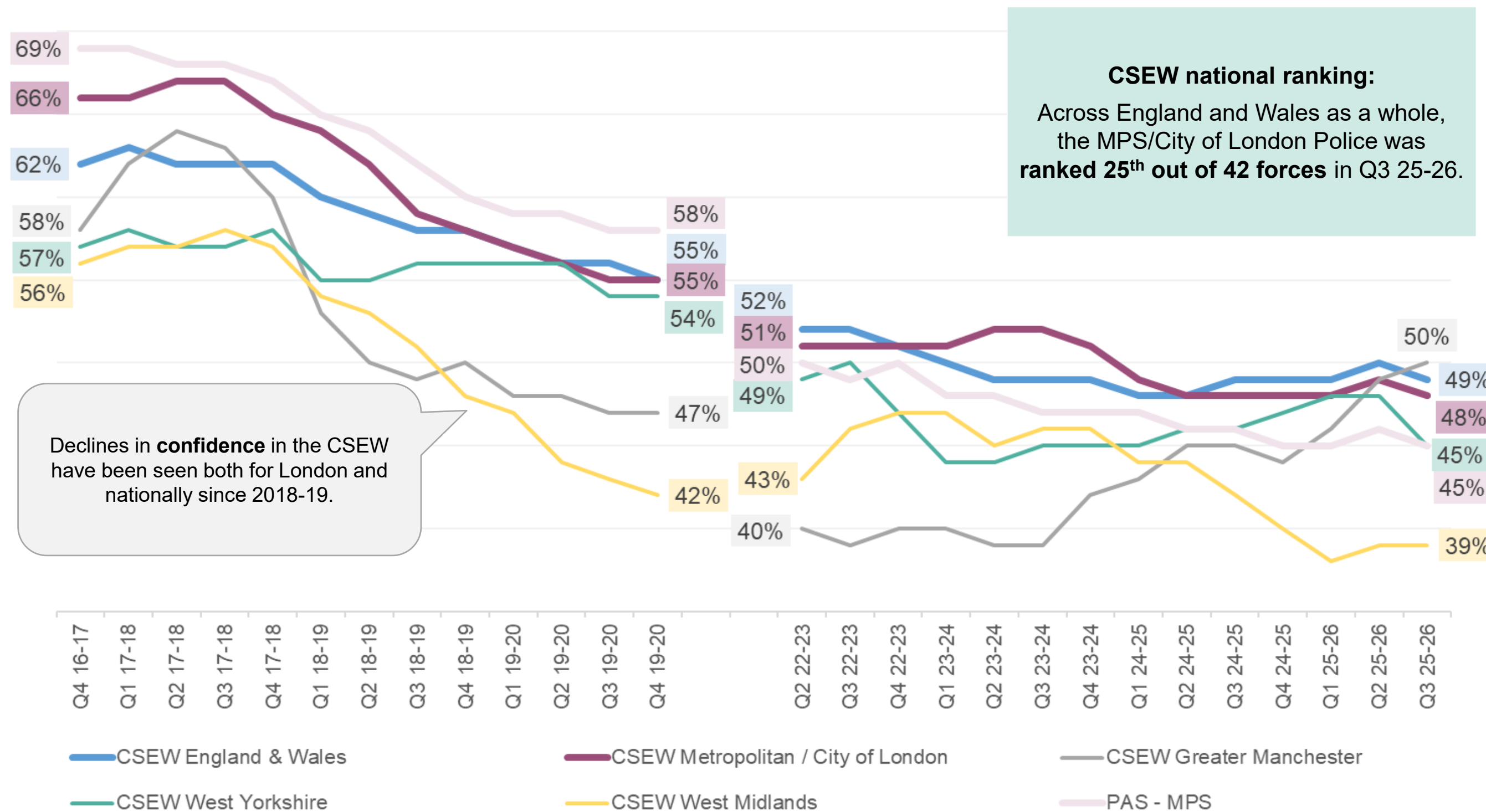
For confidence in local policing, **improvements of five percentage points or more have been seen for six boroughs**. Conversely, **six boroughs have seen a decrease in confidence**.

Source: PAS
 *Change of +/-5pp. or more for the current period vs. the same period last year are highlighted red/green.

CSEW data shows confidence in local policing in London remains in line with national levels

The national picture – confidence in local policing

(% feeling police do a good job locally; rolling 12-month trends, data from the Crime Survey for England and Wales and the PAS)



In Q3 25-26*, **confidence** in local policing in London as measured by the **Crime Survey for England and Wales** (CSEW) remained relatively stable at 48%.

This was in line with the national result for England and Wales (49%), Greater Manchester (50%) and West Yorkshire (45%), but above the result for West Midlands (39%).

Source: CSEW & PAS

* Latest CSEW data available. CSEW data is released one quarter lagged compared to the MOPAC PAS.

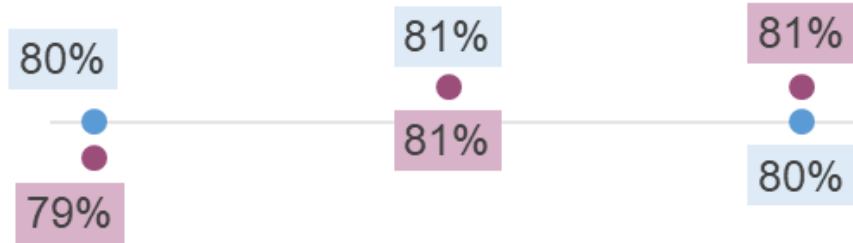
CSEW data was unavailable during the COVID-19 pandemic.

All labelled and quoted figures are rolling 12-month results

CSEW data shows Londoners' trust in local police is also in line with national levels

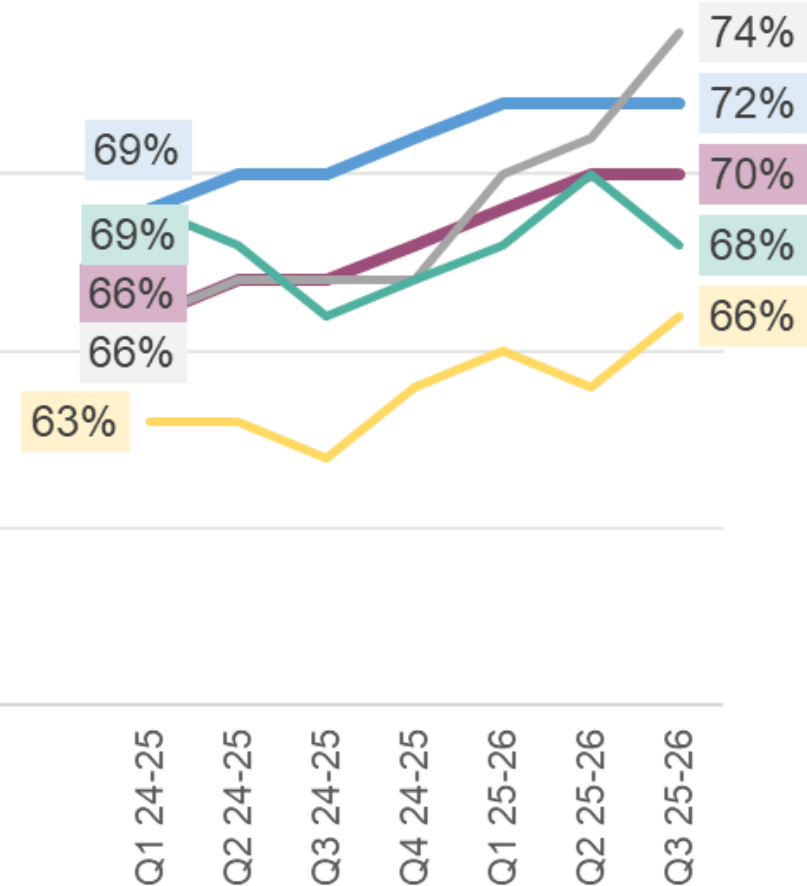
The national picture - trust in local police

(% feeling they can trust the police in their local area; rolling 12-month trends, data from the Crime Survey for England and Wales)



Historically, **trust in local police*** in London as measured by the CSEW was broadly in line with the national average for England and Wales. Declines in trust have been seen both for London and nationally since 2018-19.

CSEW national ranking: Across England and Wales as a whole, the MPS/City of London Police was **ranked 27th of 42 forces** in Q3 25-26.



In Q3 25-26** **trust in local police** in London as measured by the **Crime Survey for England and Wales** (CSEW) stood at 70%.

This result is in line with the national result for England and Wales (72%), Greater Manchester (74%), West Yorkshire (68%) and West Midlands (66%).

Source: CSEW

Note that CSEW trust data was not routinely published prior to 2024-25. Data points show all available CSEW data.

*Comparable PAS data unavailable due to different question wording.
 ** Latest CSEW data available. CSEW data is released one quarter lagged compared to the MOPAC PAS.

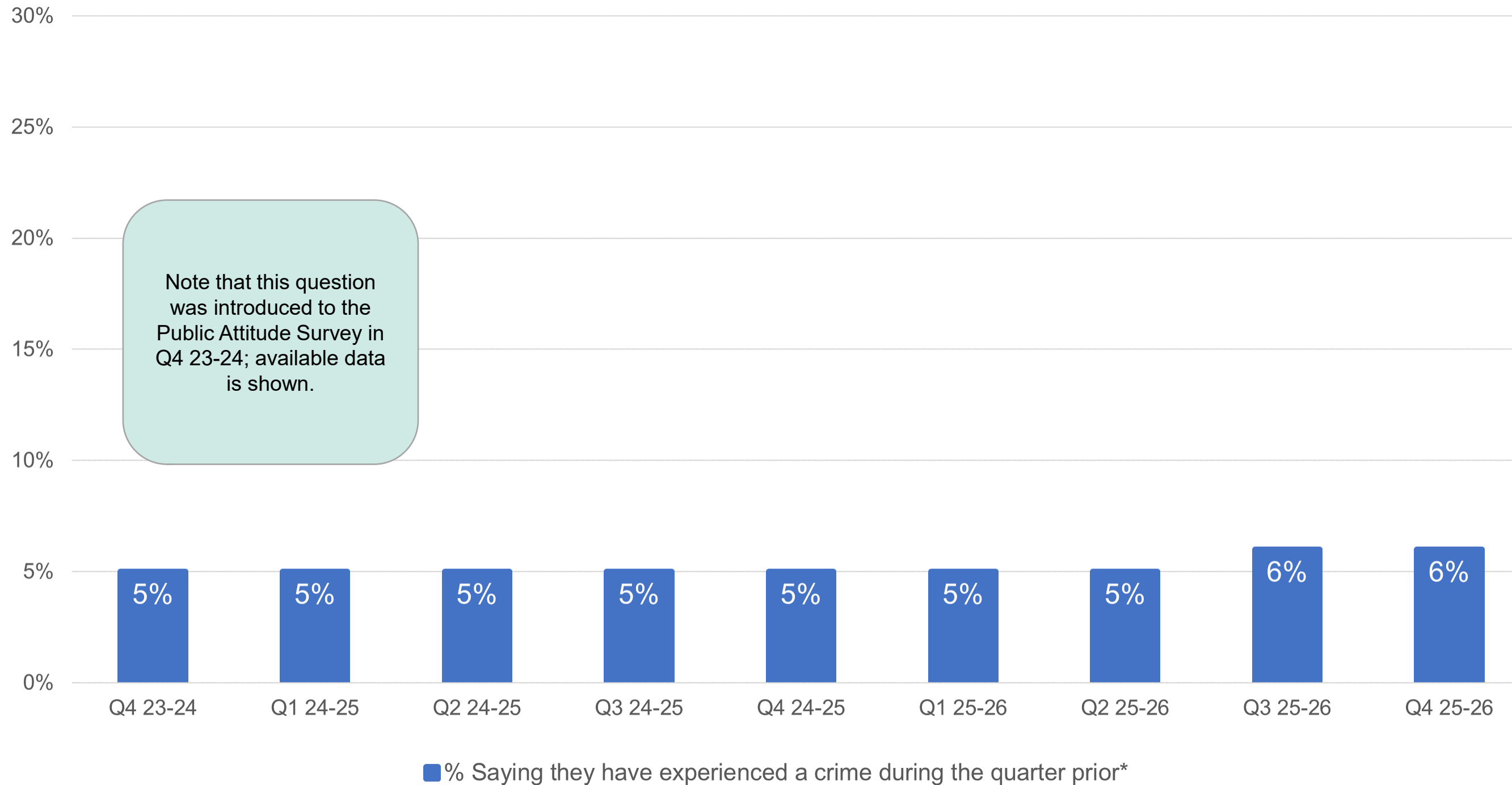
CSEW data was unavailable during the COVID-19 pandemic.

All labelled and quoted figures are rolling 12-month results

Self-reported victimisation in London has remained stable over the last two years

Crime victimisation

(% saying they have experienced something they would consider to be a crime during the quarter prior, discrete quarterly trends*)



Levels of self-reported crime victimisation in the PAS have remained stable over the last two years.

In Q4 25-26, 6% of Londoners said that they had **experienced something they would consider to be a crime** during the quarter prior to taking part in the survey (i.e., from October to December 2025)*.

Source: PAS
Current confidence intervals:
c. 1pp. per point for quarter

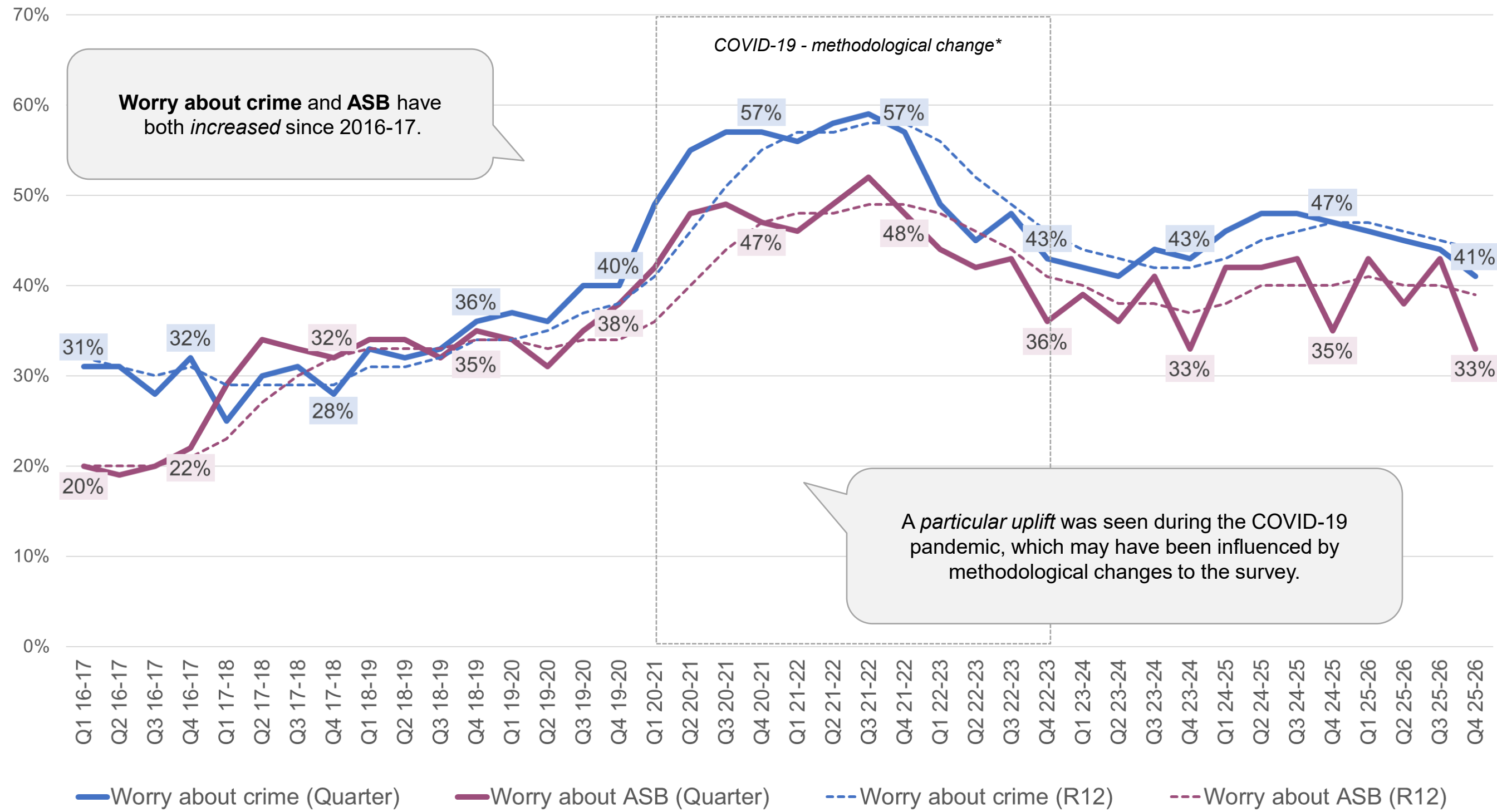
*This question asks Londoners about their experiences during the financial quarter prior to taking part in the survey. As such all data is discrete quarterly; R12 trends are unavailable.

All labelled and quoted figures are discrete quarterly results

Londoners' concerns about crime have gradually decreased over the last year

Worry about crime and antisocial behaviour (ASB)

(% saying they feel worried about crime in their local area and % saying they feel worried about ASB in their local area; discrete quarterly and rolling 12-month trends)



The proportion of Londoners **worried about crime in their local area** decreased by three percentage points to 41% in Q4 25-26. A gradual downwards trend has been seen during 2025-26, with this latest result significantly lower than the same point last year (47%).

The proportion of Londoners **worried about ASB** decreased significantly by ten percentage points to 33% compared with the previous quarter, with levels tending to be low in Q4 each year.

Source: PAS
Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c. 1pp. per point for R12.

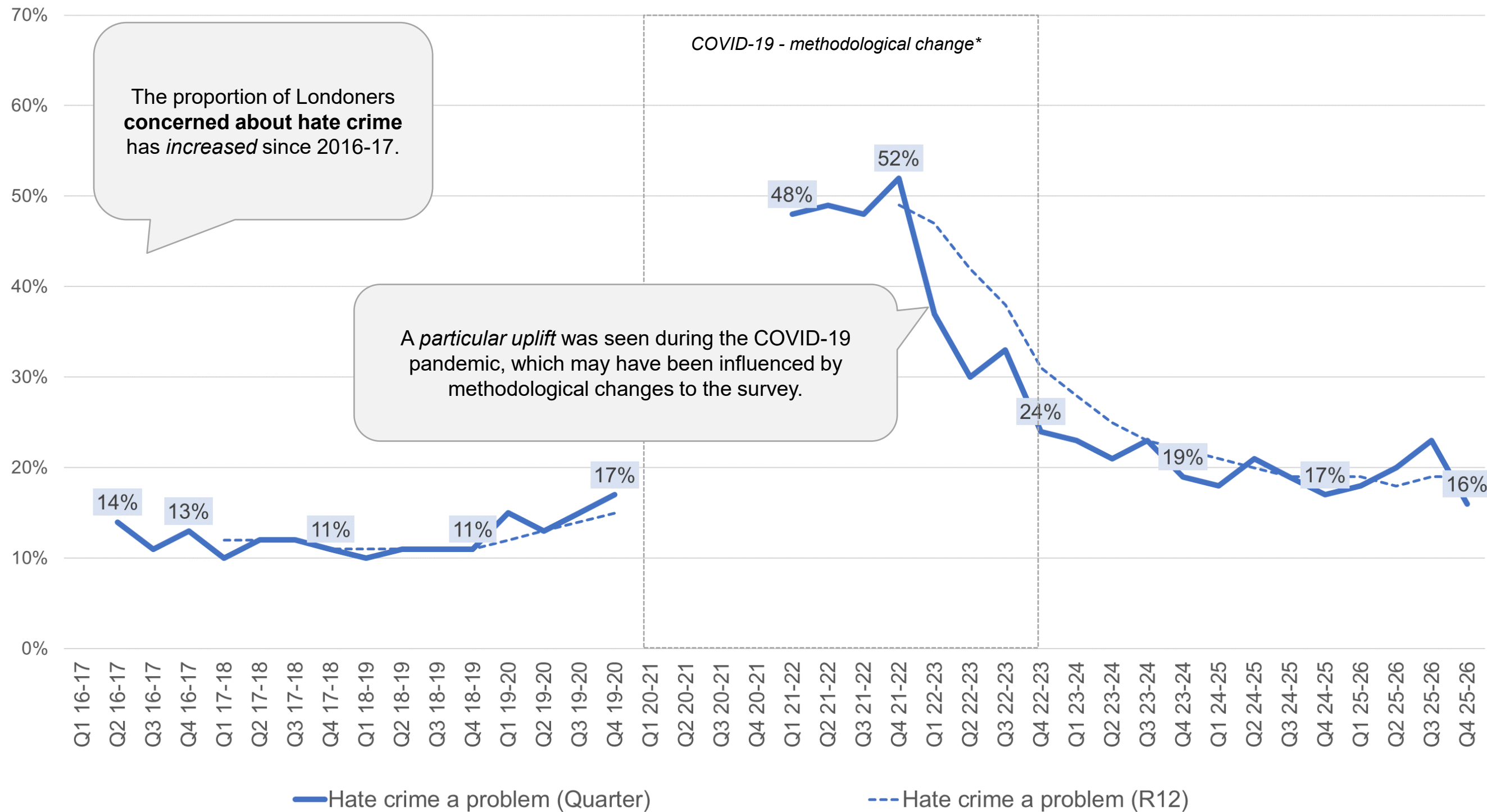
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

Concerns about hate crime have returned to lower levels following an uplift last quarter

Hate crime a problem

(% feeling hate crime is a problem^{**}; discrete quarterly and rolling 12-month trends)



The proportion of Londoners feeling **hate crime is a problem** in their local area decreased significantly by seven percentage points to 16% in Q4 25-26. This follows a particularly high result of 23% seen in the previous quarter (Q3 25-26).

Source: PAS

Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c.1pp. per point for R12.

*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

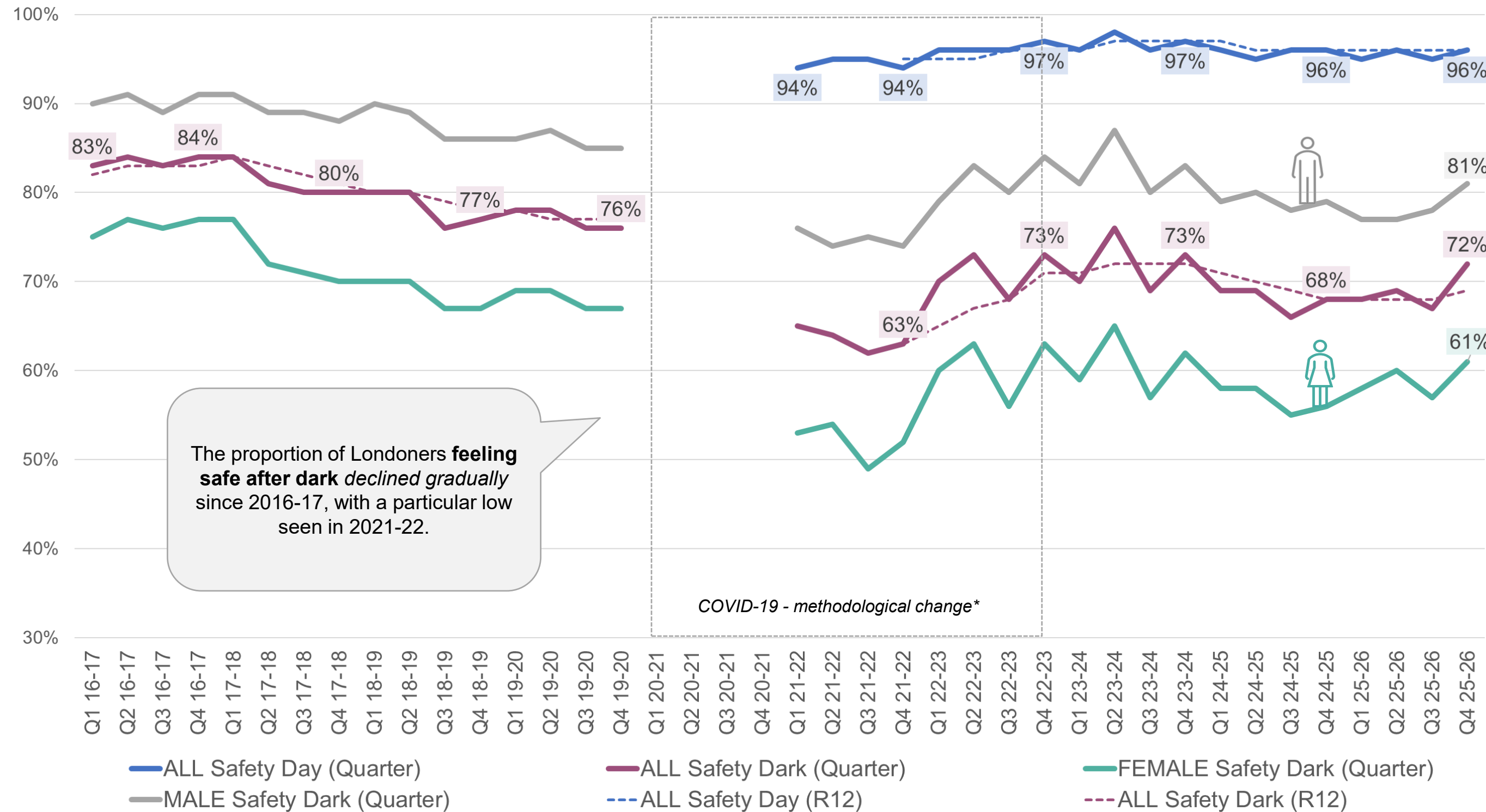
**This question was introduced to the survey in Q2 16-17 and was temporarily removed during the COVID-19 pandemic.

All labelled and quoted figures are discrete quarterly results

Londoners' feelings of safety after dark stand at the highest point for two years

Feelings of safety

(% feeling safe walking alone in their local area during the day and % feeling safe walking alone in their local area after dark**; discrete quarterly and rolling 12-month trends*)



The proportion of Londoners **feeling safe after dark** declined gradually since 2016-17, with a particular low seen in 2021-22.



In Q4 25-26, the proportion of Londoners **feeling safe after dark** increased significantly by five percentage points to 72% compared to the previous quarter – this is the highest level since Q4 23-24.

Increases in feeling safe after dark were seen for both males and females. In Q4 25-26, 61% of **females said they felt safe after dark**, with the current gender gap at 20 percentage points.

Source: PAS
Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c. 1pp. per point for R12.

*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

**Questions were temporarily removed during the COVID-19 pandemic; safety during the day was introduced in Q1 21-22.

All labelled and quoted figures are discrete quarterly results

Concerns about hate crime remain particularly high for Jewish and LGBT+ Londoners

Some groups of Londoners were *more likely* to feel **worried about crime** and **ASB** in their local area – including those **aged 45 to 64**, **Jewish** Londoners and **Sikh** Londoners. Concerns tended to be *lower* amongst those aged **16 to 34**.

Jewish Londoners and **LGBT+** Londoners were *more likely* to believe that **hate crime is a problem** in their local area, whilst **females**, **disabled** Londoners and **Sikh** Londoners were *least likely* to **feel safe after dark**.

Feelings of safety after dark were low across **many demographic groups of females**.

Female safety after dark – demographic breakdowns

Local crime and safety – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q4 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		Feels worried about ASB in the local area (Worry about ASB)	Feels worried about crime in the local area (Worry about crime)	Hate crime a problem in the local area (Hate crime a problem)	Feels safe walking alone in the local area during the day (Safe during day)	Feels safe walking alone in the local area after dark (Safe after dark)
Weighted MPS result		39%	44%	19%	96%	69%
Ethnicity	White British	1%	1%	2%	0%	2%
	White Other	0%	0%	0%	-1%	-2%
	Black	-3%	-4%	-2%	0%	4%
	Asian	1%	2%	-2%	-1%	-4%
	Mixed	1%	-3%	6%	0%	2%
	Other ethnicity	-2%	-3%	-4%	-1%	-1%
LGBT+	Yes	1%	-6%	19%	0%	5%
	No	0%	0%	0%	0%	0%
Age	16-24	-12%	-13%	0%	0%	1%
	25-34	-6%	-9%	-1%	1%	4%
	35-44	3%	2%	2%	-1%	-1%
	45-54	6%	7%	2%	-1%	-1%
	55-64	7%	7%	1%	-1%	-2%
	65 years +	-1%	2%	-4%	0%	-2%
Disability	Disability	3%	5%	3%	-4%	-13%
	No disability	0%	-1%	0%	0%	1%
Sex	Male	-3%	-5%	-3%	1%	9%
	Female	4%	5%	3%	-2%	-10%
Religion	Christian	1%	3%	0%	-1%	-3%
	Hindu	1%	3%	-3%	-1%	-4%
	Jewish	6%	5%	17%	-2%	-1%
	Muslim	-1%	-3%	-5%	-1%	0%
	Sikh	7%	10%	2%	-5%	-16%
	Other	5%	4%	6%	-1%	-4%
	No religion	-1%	-3%	3%	1%	5%



Feelings of safety after dark remain particularly low amongst **disabled females**, standing 23 percentage points below the overall MPS result.

Percentage point gaps compared with the MPS result (R12 to Q4 25-26). Gaps of 10pp. or more highlighted green (positive) or red (negative).		Feels safe walking alone in the local area after dark (Safe after dark)	
Weighted MPS result		69%	
		Male	Female
		78%	59%
Ethnicity	White British	13%	-11%
	White Other	8%	-12%
	Mixed	16%	-10%
	Asian	2%	-10%
	Black	15%	-5%
	Other ethnicity	5%	-9%
LGBT+	Not LGBT+	9%	-10%
	LGBT+	10%	0%
Age	16-24	9%	-8%
	25-34	13%	-6%
	35-44	9%	-11%
	45-54	9%	-11%
	55-64	8%	-13%
	65 years +	6%	-12%
Disability	Disability	0%	-23%
	No disability	10%	-8%

All male/female demographic groups shown N > 200; note that gender breakdowns by religion are not shown due to small base sizes.

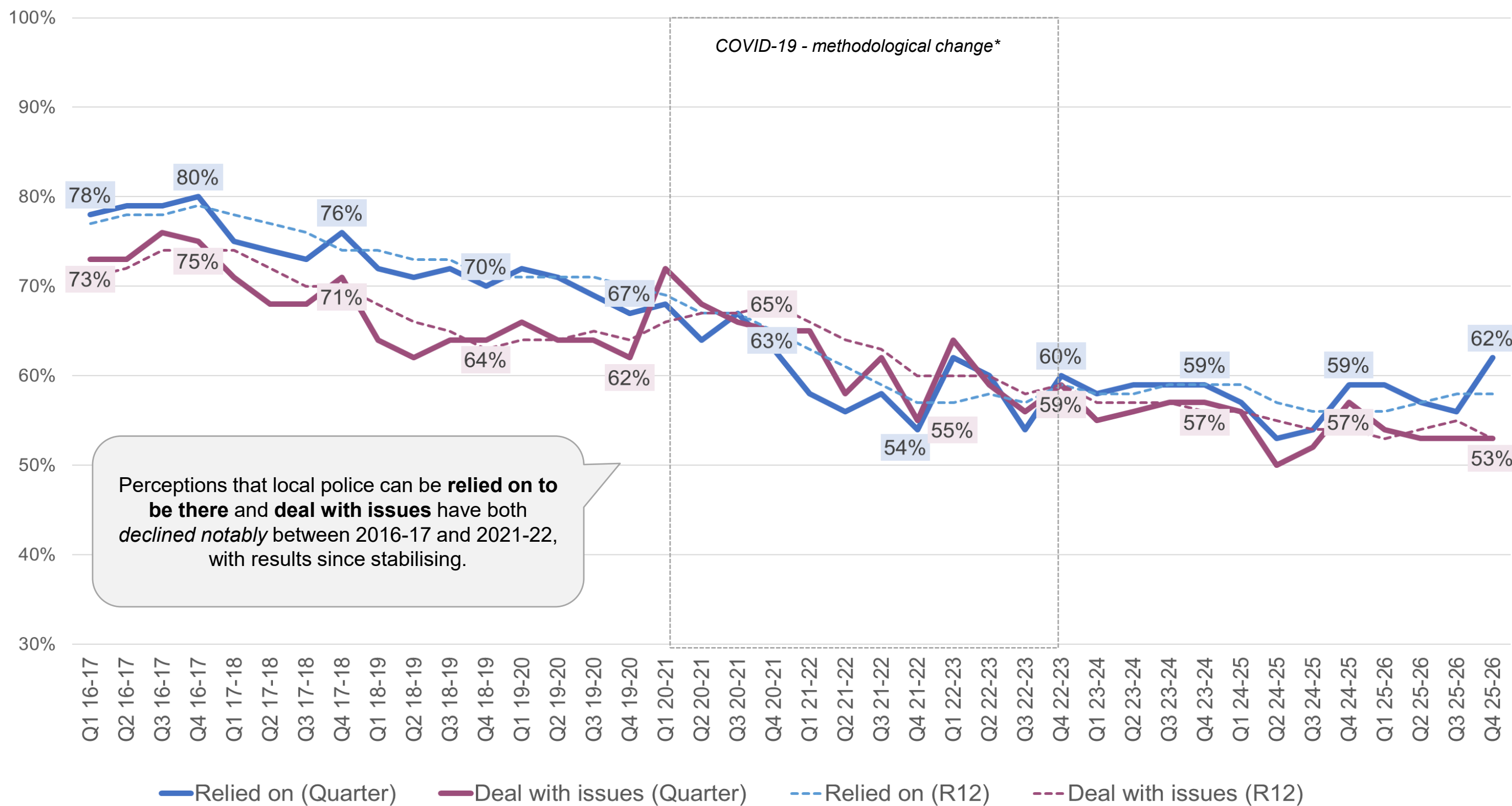
Source: PAS

Note that all data for demographic breakdowns is **rolling-12 months** per point.

The proportion of Londoners feeling police can be relied on to be there increased this quarter

Police can be relied on and deal with issues that matter

(% agree the police can be relied on and % agree the police deal with issues that matter; discrete quarterly and rolling 12-month trends)



Local Policing and Standards

The proportion of Londoners feeling their local police **deal with the issues that matter** has remained relatively stable but low in Q4 25-26, at 53%.

However, the proportion feeling police can be **relied on to be there when needed** increased significantly by six percentage points to 62% compared with the previous quarter - the highest level since Q1 22-23.

Perceptions that local police can be **relied on to be there** and **deal with issues** have both *declined notably* between 2016-17 and 2021-22, with results since stabilising.

Source: PAS
Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c.1pp. per point for R12.

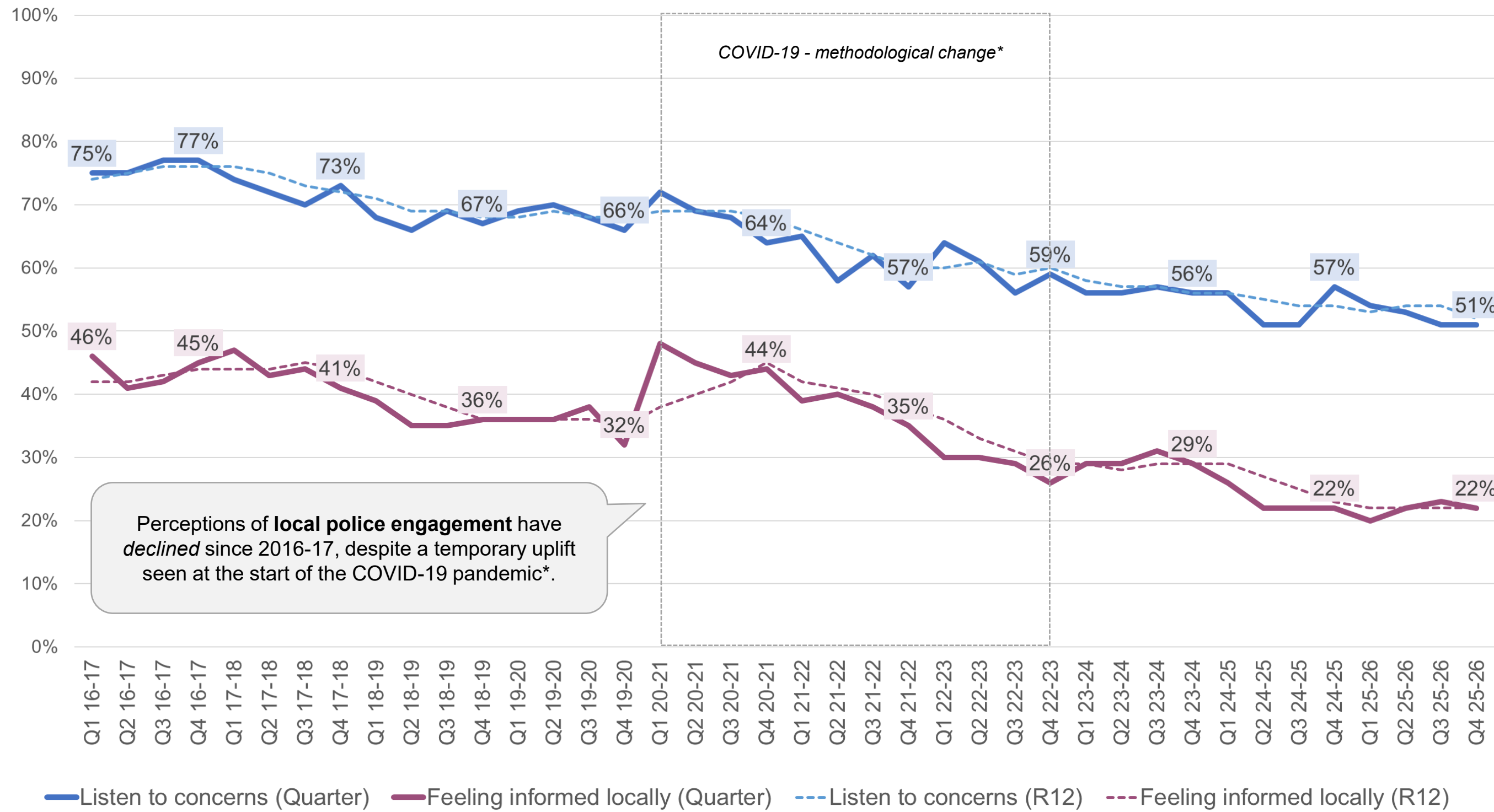
**Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.*

All labelled and quoted figures are discrete quarterly results

Perceptions of local police engagement remain low

Police listen to local concerns and feeling informed about local policing

(% agree the police listen to local concerns and % feeling well informed about local policing; discrete quarterly and rolling 12-month trends)



Local Policing and Standards

In Q4 25-26, 51% of Londoners believed **the police listen to the concerns of local people**, whilst 22% said they felt **well informed about local policing**.

Results for both measures remain low following long-term declines.

Source: PAS

Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c.1pp. per point for R12.

*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

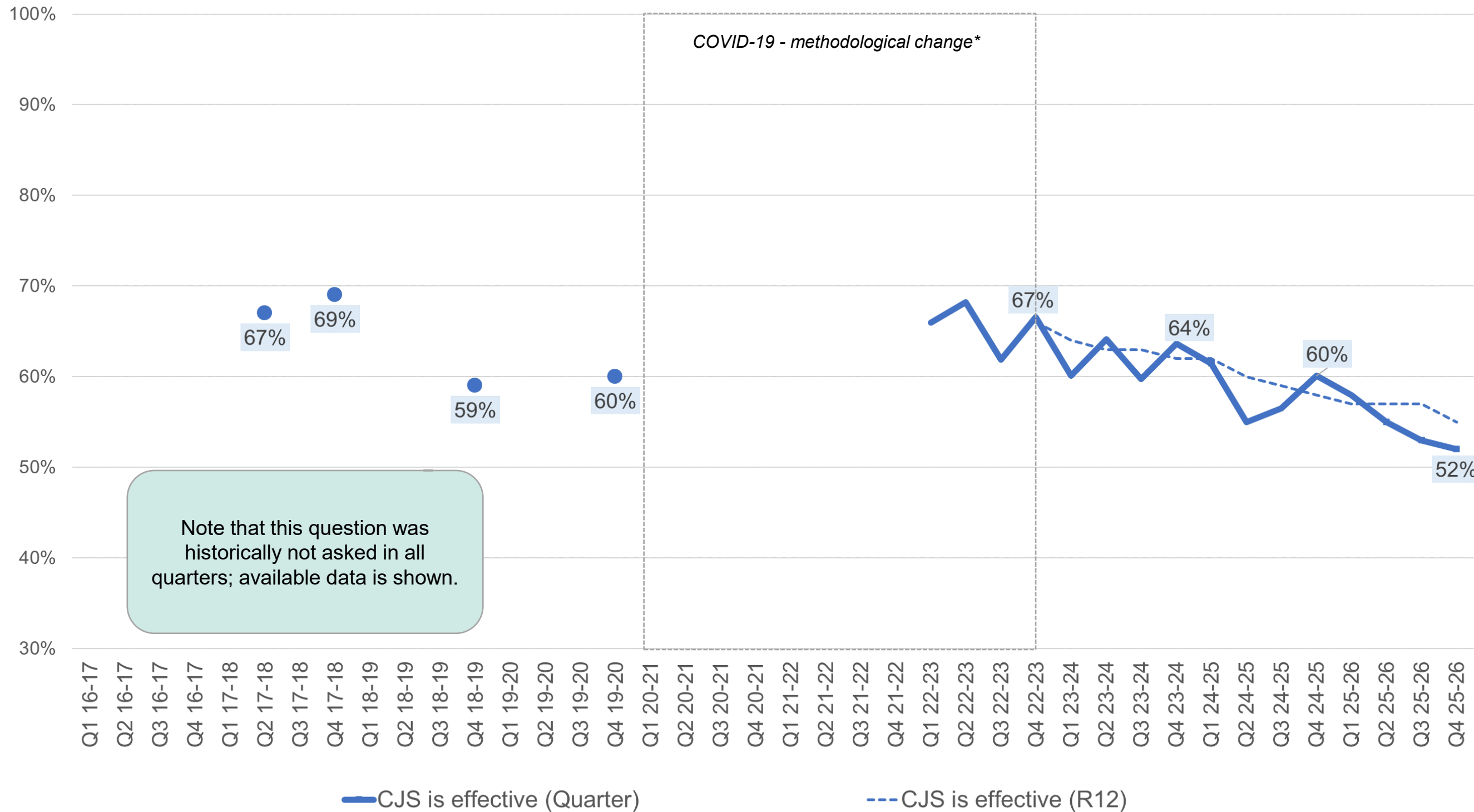
Perceptions of **local police engagement** have *declined* since 2016-17, despite a temporary uplift seen at the start of the COVID-19 pandemic*.

All labelled and quoted figures are discrete quarterly results

Londoners' confidence in effectiveness of the criminal justice system has declined over time

Criminal justice system (CJS) effectiveness

(% confident that the criminal justice system is effective; discrete quarterly and rolling 12-month trends)



Local Policing and Standards

The proportion of Londoners feeling confident that **the criminal justice system is effective at bringing people to justice** has declined over time and remains low for the second consecutive quarter, at 52% in Q4 25-26.

This latest level is the *lowest recorded quarterly result* for this question.

Source: PAS

Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c. 1pp. per point for R12.

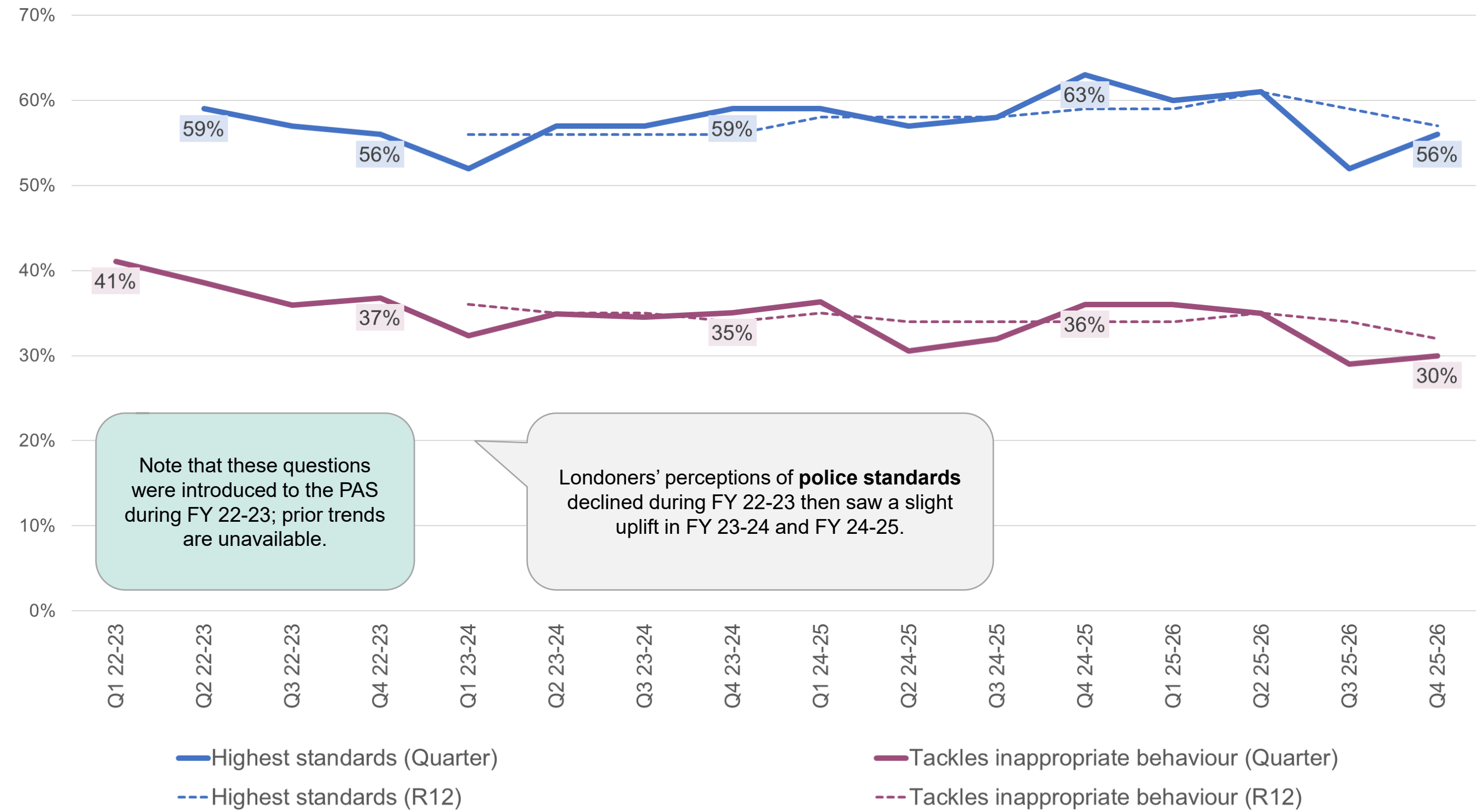
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

Londoners' perceptions of police standards remain low

MPS maintains the highest standards and tackles inappropriate behaviour

(% agree that the MPS maintains the highest standards and % feeling the MPS effectively tackles inappropriate behaviour; discrete quarterly and rolling 12-month trends**)



Local Policing and Standards

The proportion of Londoners feeling the MPS **maintains the highest standards** increased by four percentage points to 56% in Q4 25-26 compared to the previous quarter. The proportion feeling the MPS **effectively tackles inappropriate officer and staff behaviour** remained low at 30%.

Results for both measures stand significantly *below* the same point last year (Q4 24-25).

Note that these questions were introduced to the PAS during FY 22-23; prior trends are unavailable.

Londoners' perceptions of **police standards** declined during FY 22-23 then saw a slight uplift in FY 23-24 and FY 24-25.

Source: PAS
Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c.1pp. per point for R12.

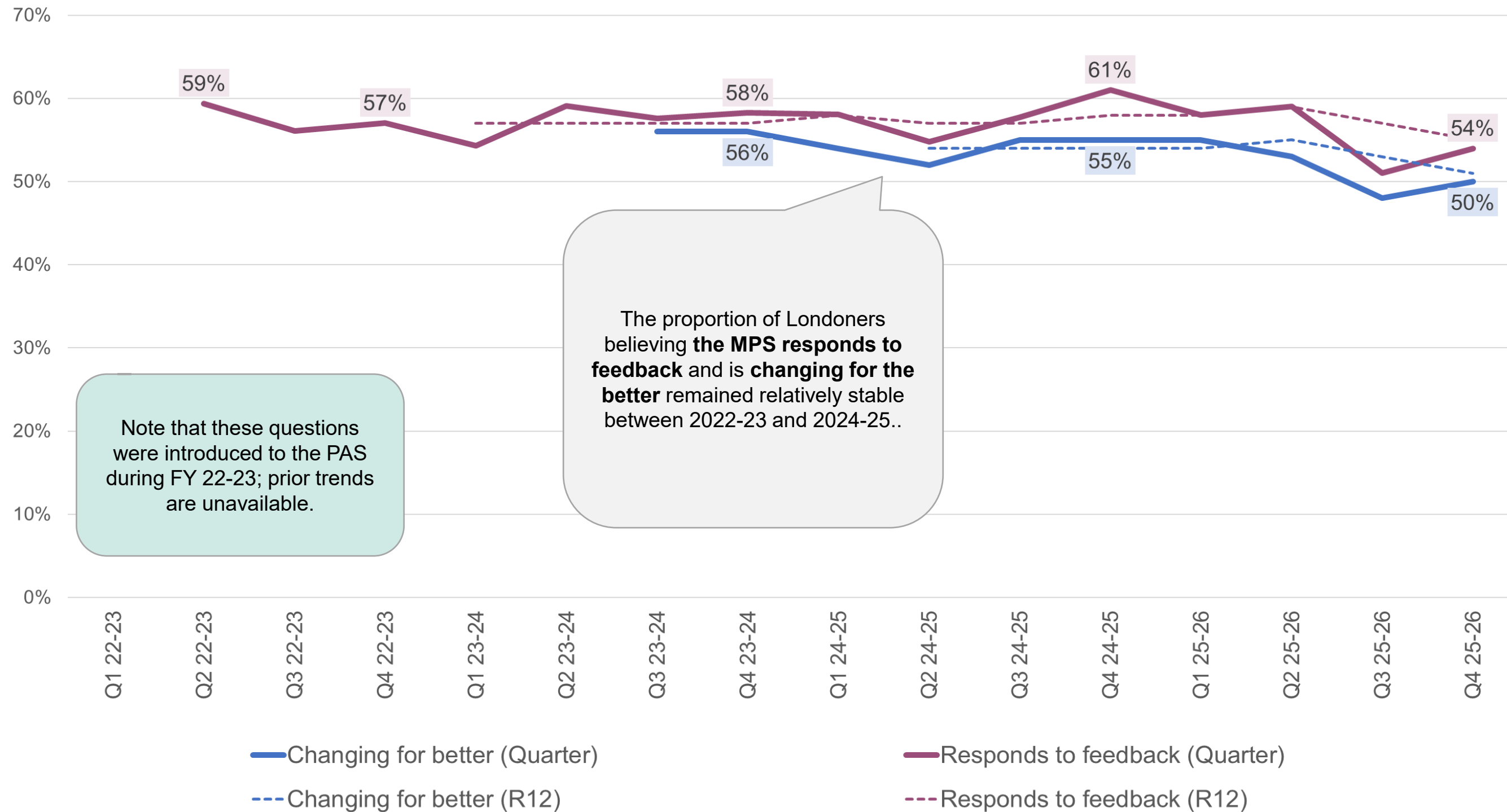
**Note that these questions were introduced to the PAS during FY 22-23, meaning longer-term trends are not available.

All labelled and quoted figures are discrete quarterly results

Half of Londoners believe the Metropolitan Police Service is changing for the better

MPS responds to feedback and is changing for the better

(% agree that the MPS responds to feedback and % agree that the MPS is changing for the better; discrete quarterly and rolling 12-month trends**)



Local Policing and Standards

Following notably low results last quarter, the proportion of Londoners feeling the MPS **responds to feedback** recovered slightly by three percentage points to 54% in Q4 25-26. Londoners remain divided that the MPS is **changing for the better**, with just 50% agreeing.

Both measures also stand significantly below the same point last year (Q4 24-25).

Source: PAS

Current confidence intervals:
Between c.1pp. and 2pp. per point for quarter
c.1pp. per point for R12.

**Note that these questions were introduced to the PAS during FY 22-23, meaning longer-term trends are not available.

All labelled and quoted figures are discrete quarterly results

Some groups of Londoners are less positive about local policing and MPS standards

LGBT+ Londoners, Mixed Ethnicity Londoners, Jewish Londoners, and those with no religion or 'Other' religions were less likely to respond positively across many measures of local policing and police standards, with **White British** Londoners less likely to respond positively on effectiveness of the criminal justice system and some measures of local policing. During 2025-26, a range of negative inequalities around local policing have *widened* for Jewish Londoners (see next slide).

In contrast, Londoners from **Asian and 'Other' Ethnic Backgrounds, Hindu Londoners and Muslim Londoners** responded more positively across many measures.

Source: PAS

Note that all data for demographic breakdowns are **rolling-12 months** per point.

Local policing – demographic breakdowns

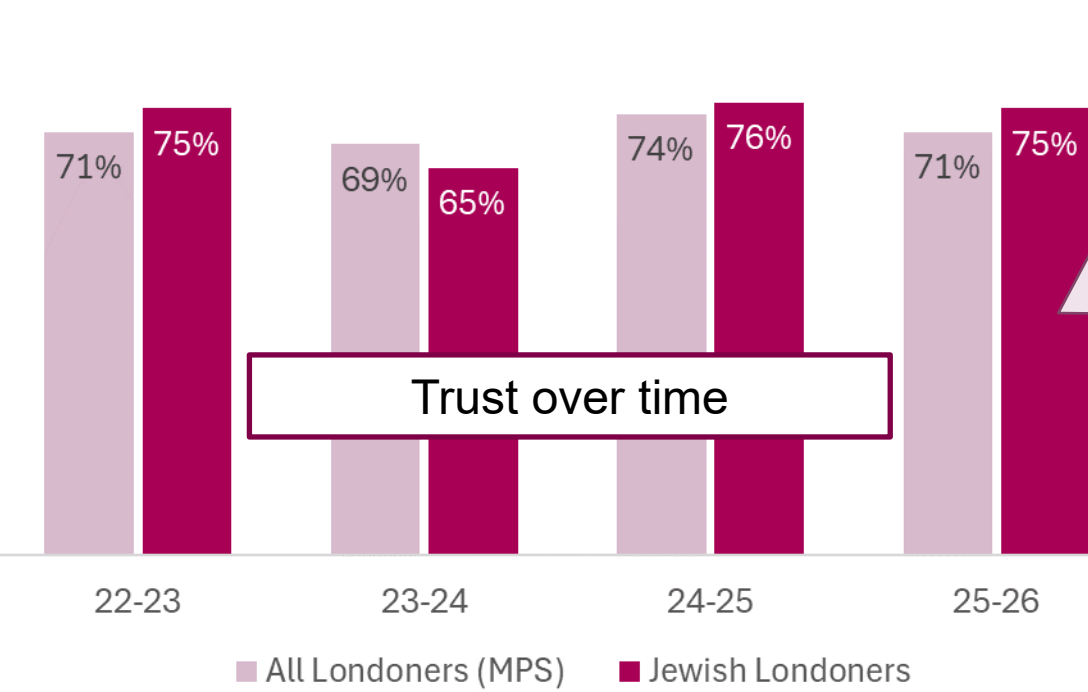
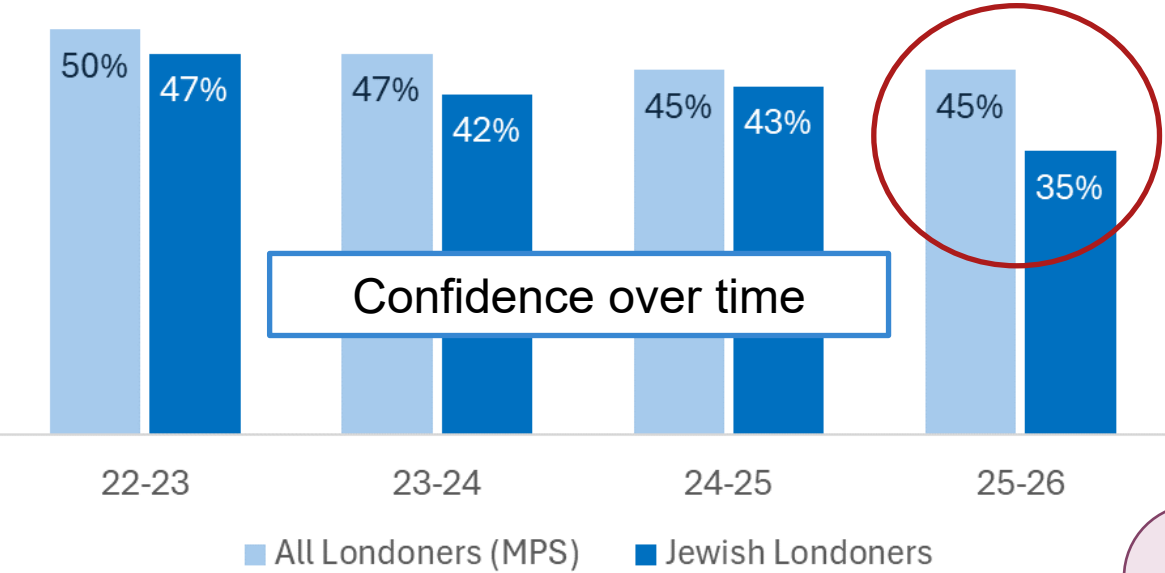
Percentage point gaps compared with the MPS result (R12 to Q4 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		Feels well informed about local police activities over the last 12 months (Feeling informed locally)	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police listen to the concerns of local people (Listen to concerns)	Agree the police are dealing with the things that matter to the community (Dealing with issues)	The Criminal Justice System is effective at bringing people to justice (CJS is effective)
Weighted MPS result		22%	58%	52%	53%	55%
Ethnicity	White British	2%	-5%	-4%	-5%	-7%
	White Other	-1%	3%	4%	4%	5%
	Black	0%	4%	1%	2%	-1%
	Asian	-2%	6%	4%	6%	8%
	Mixed	-1%	-7%	-9%	-8%	-10%
	Other ethnicity	-3%	8%	8%	8%	12%
LGBT+	Yes	2%	-9%	-10%	-13%	-7%
	No	0%	1%	1%	1%	0%
Age	16-24	3%	8%	3%	5%	6%
	25-34	-4%	4%	-1%	2%	1%
	35-44	-2%	1%	-1%	0%	-1%
	45-54	0%	-4%	-2%	-2%	-1%
	55-64	2%	-4%	-2%	-5%	-3%
	65 years +	3%	1%	5%	5%	0%
Disability	Disability	1%	0%	0%	-1%	-4%
	No disability	0%	1%	0%	1%	0%
Sex	Male	0%	0%	-1%	0%	0%
	Female	-1%	1%	1%	1%	-1%
Religion	Christian	3%	2%	3%	2%	1%
	Hindu	-4%	9%	8%	9%	9%
	Jewish	1%	-11%	-7%	-8%	-3%
	Muslim	-2%	9%	7%	9%	9%
	Sikh	-6%	3%	2%	1%	5%
	Other	3%	-10%	-4%	-5%	-7%
	No religion	-2%	-5%	-7%	-6%	-7%

Police standards – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q4 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		Agree the MPS works to ensure the highest standards (Highest standards)	Agree that the MPS responds to feedback (Responds to feedback)	Agree that the MPS is changing for the better (Changing for the better)	Feel that the MPS is effective at tackling inappropriate behaviour (Tackles inappropriate behaviour)
Weighted MPS result		57%	55%	51%	32%
Ethnicity	White British	-3%	-2%	-1%	-4%
	White Other	4%	4%	1%	5%
	Black	-4%	-2%	-1%	-2%
	Asian	6%	4%	4%	7%
	Mixed	-12%	-14%	-4%	-8%
	Other ethnicity	9%	8%	7%	13%
LGBT+	Yes	-15%	-10%	-5%	-8%
	No	1%	1%	1%	1%
Age	16-24	0%	-2%	2%	5%
	25-34	-2%	-1%	0%	0%
	35-44	1%	0%	1%	1%
	45-54	-1%	0%	-1%	-1%
	55-64	-1%	1%	0%	-2%
	65 years +	4%	5%	4%	2%
Disability	Disability	-1%	-1%	0%	2%
	No disability	0%	1%	1%	0%
Sex	Male	1%	1%	0%	1%
	Female	-1%	0%	0%	0%
Religion	Christian	2%	2%	2%	3%
	Hindu	8%	6%	5%	10%
	Jewish	-5%	-8%	-3%	5%
	Muslim	8%	8%	6%	8%
	Sikh	-2%	-2%	-3%	5%
	Other	-4%	-9%	-5%	-4%
	No religion	-6%	-5%	-4%	-8%

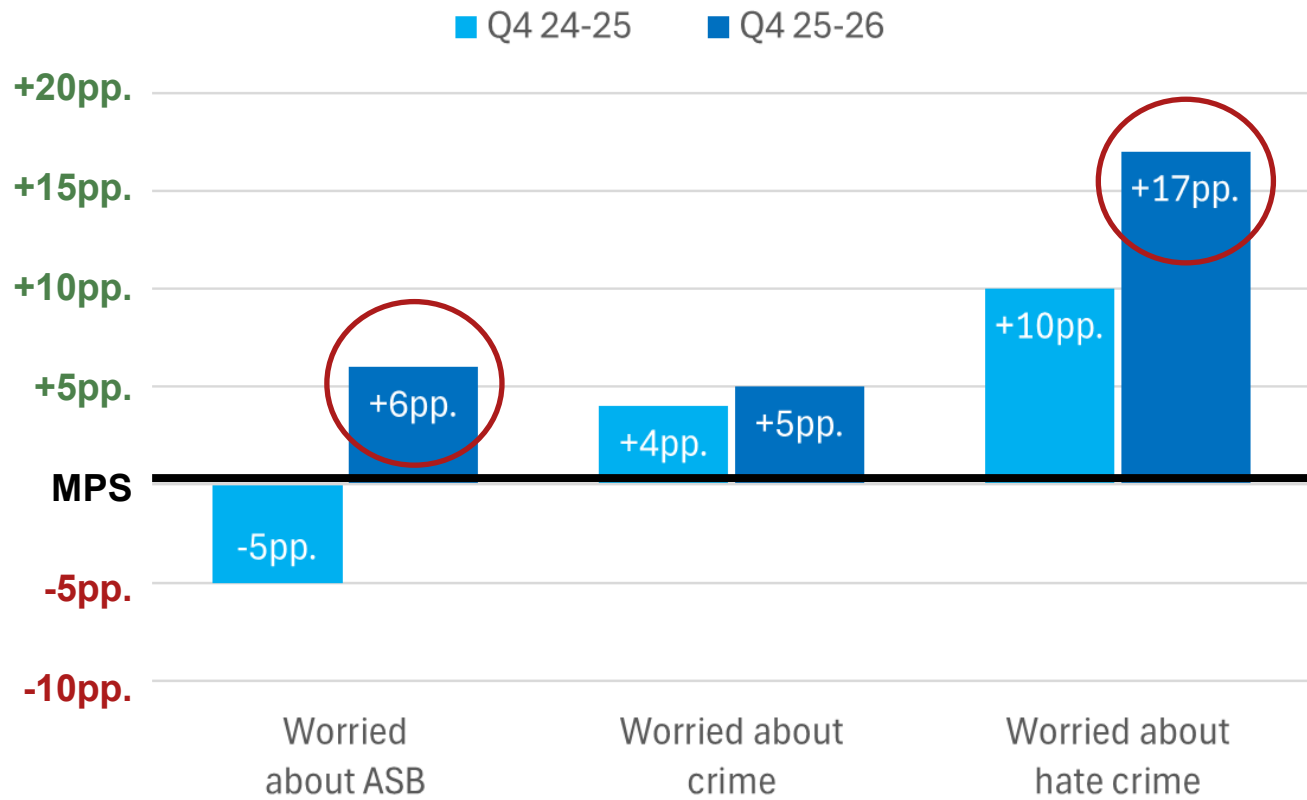
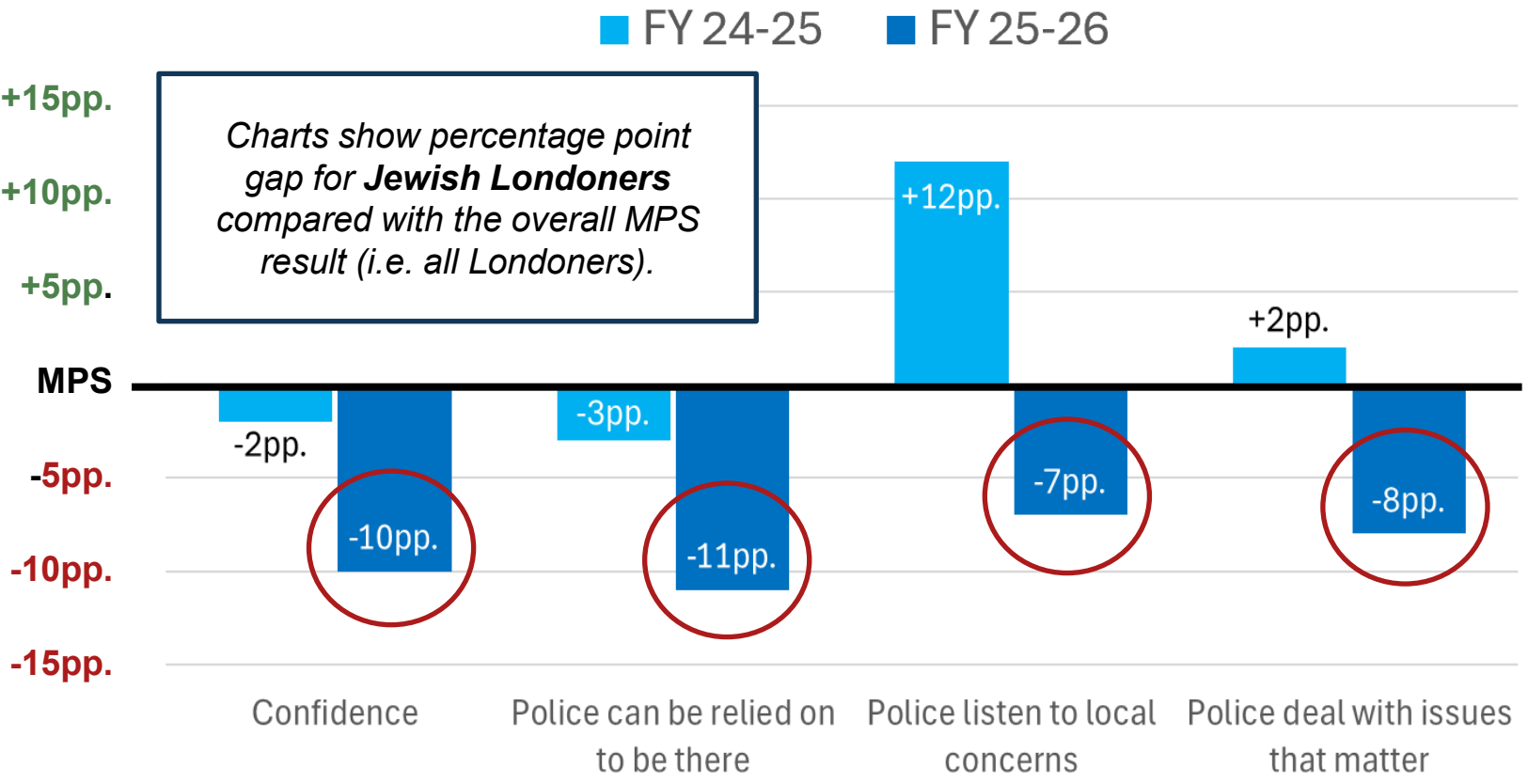
Perceptions of local policing amongst Jewish Londoners have recently worsened

Confidence amongst Jewish Londoners declined notably in FY 25-26 – with the latest result now 10 percentage points **below** the overall London-wide (MPS) result.



Trust amongst Jewish Londoners currently stands **slightly above** overall London-wide (MPS) levels.

Source: PAS
 Note that all data on this slide are **rolling-12 months** per point. Due to low base sizes for Jewish Londoners some of these changes do not reach statistical significance at $p \leq 0.05$.



Widening negative inequalities in confidence were accompanied by **worsening views of local police engagement** amongst Jewish Londoners during FY 25-26.

At the end of last year, Jewish Londoners held more positive views on some measures.

However, **large negative gaps have since emerged** – including for feeling local police can be **relied on to be there, listen to local concerns and deal with issues that matter.**

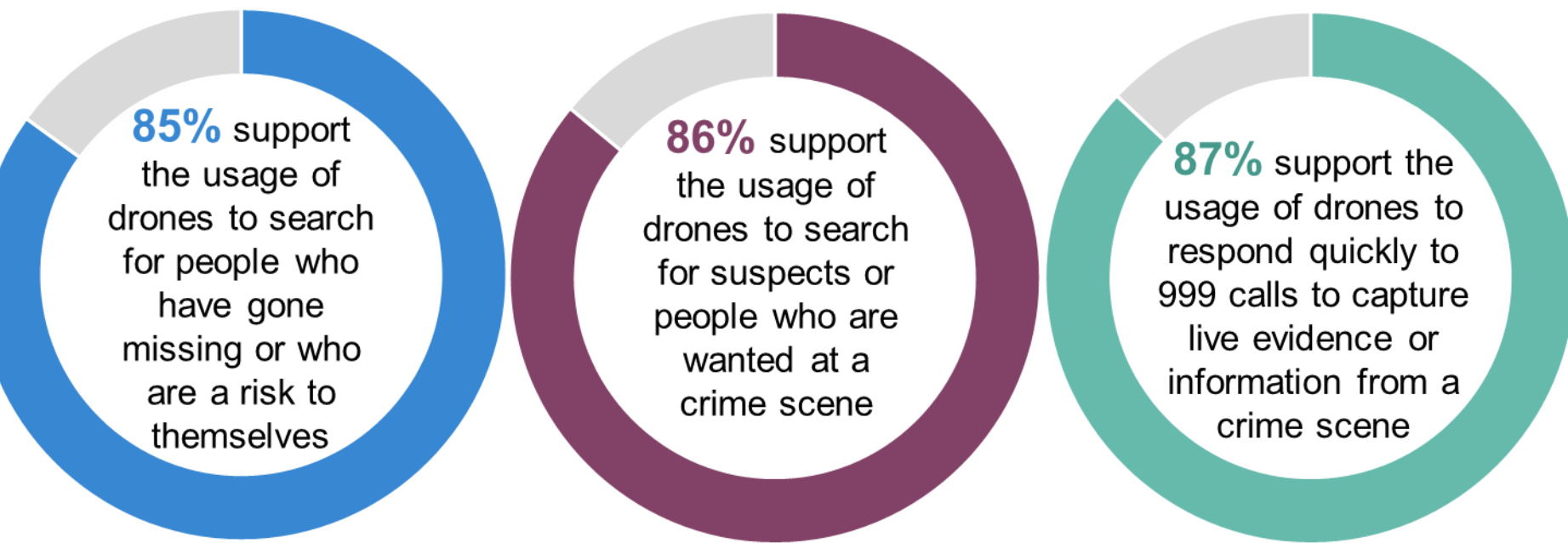
Gaps also widened on some measures of local concerns – with Jewish Londoners *increasingly likely* to feel **antisocial behaviour (ASB)** and **hate crime** are a problem.

In FY 25-26, 25% of Jewish Londoners believed the MPS **effectively tackles hate crime** – the *lowest demographic group*.

New questions in the survey show most Londoners support police use of drones

Proportion of Londoners that support the use of drones by the MPS in different contexts

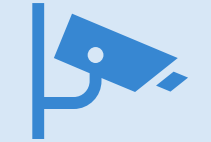
To what extent do you support or oppose the Metropolitan Police Service using drones to...



Londoners' attitudes towards the MPS using drones

In Q4 25-26, most Londoners supported the use of drones to help the MPS **search for missing people (85%), search for suspects (86%)** and **respond to 999 calls (87%)**.

Support for drones was generally high across many demographic groups. However, LGBT+ Londoners, Black Londoners and those from Mixed Ethnic Backgrounds were *less likely* to support the use of drones.

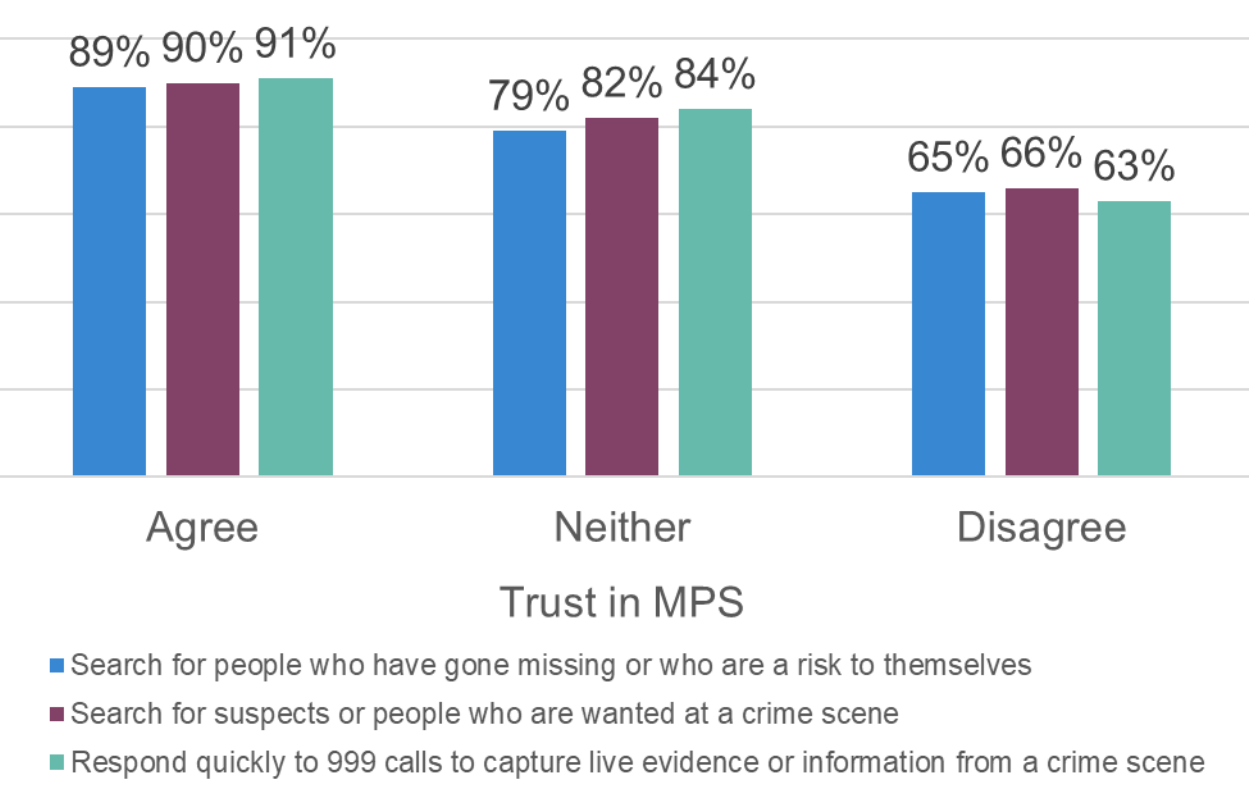


Attitudes towards drones and Live Facial Recognition

Londoners that supported police use of drones were **also more likely to support police use of other innovative technologies.**

For example, 87% of those supporting the use of drones to search for people also supported the use of **Live Facial Recognition (LFR) to search for people who are at risk** – compared with just 27% of those who *opposed* the use of drones for this purpose.

Proportion of Londoners supporting the use of drones, by trust and confidence*



Londoners who trust and feel confident in police were more likely to support the use of drones for all three purposes.

Support for drones was particularly linked to trust: around 9 in 10 Londoners who *agreed* that the MPS is an organisation they can trust supported the use of drones for all three purposes, compared with two-thirds of those who *disagreed*.

Proportion of different demographic groups that support the use of drones

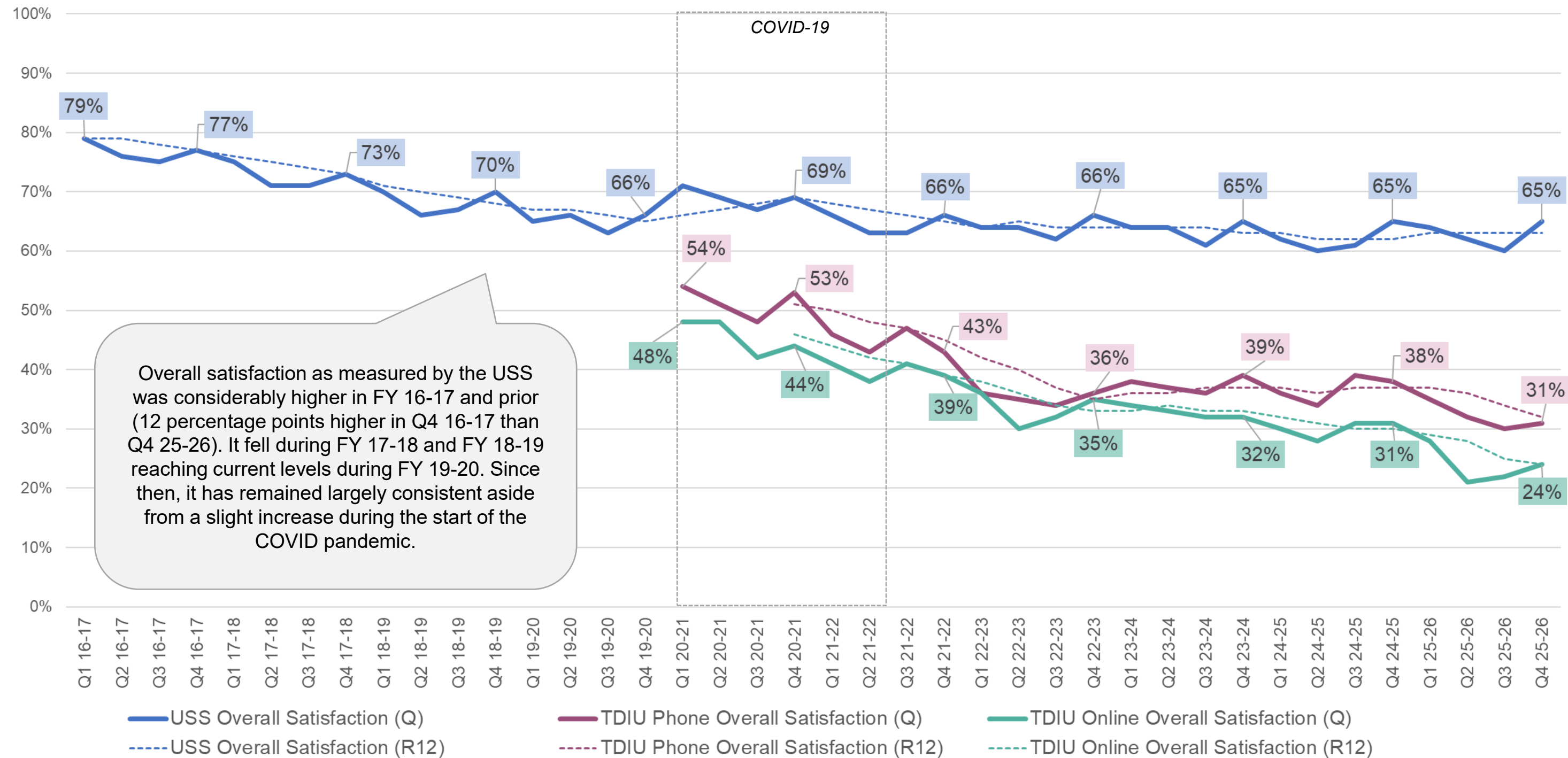
Difference between the proportion in each demographic group that support each drone usage and the overall MPS total		Search for people who have gone missing or who are a risk to themselves	Search for suspects or people who are wanted at a crime scene	Respond quickly to 999 calls to capture live evidence or information from a crime scene
MPS Total		85%	86%	87%
Sex	Male	0%	0%	1%
	Female	-1%	0%	-1%
Age	16-24	-4%	-3%	-2%
	25-34	-1%	-2%	-1%
	35-64	-1%	1%	0%
	65+	4%	4%	3%
Ethnicity	White British	1%	2%	2%
	White Other	0%	-1%	-2%
	Mixed	-10%	-8%	-4%
	Asian	4%	5%	4%
	Black	-7%	-6%	-6%
	Other	0%	-1%	-1%
LGBT+	Yes	-13%	-17%	-15%
	No	0%	1%	1%
Disability	Yes	0%	0%	-1%
	No	0%	0%	0%
IMD Quartile**	Most deprived	-2%	-2%	-3%
	2	0%	2%	1%
	3	0%	0%	-1%
	Least deprived	0%	1%	2%

Source: PAS. All data on this slide comes from the Q4 data from 2025-26; *Confidence in the MPS is measured by a question that asks Londoners how good a job the MPS is doing in their local area; **This data refers to the 2025 Index of Multiple Deprivation, split into quartiles. Green shading in the table shows demographic groups who stand 5 percentage points or more ABOVE the overall MPS result; red shading shows demographic groups who stand 5 percentage points or more BELOW the MPS result.

Victim Satisfaction

Satisfaction is considerably lower for victims whose crime was handled by the TDIU compared to BCU-handled crime

Overall satisfaction by contact method (% satisfied; discrete quarterly and rolling 12-month trends)



Overall Satisfaction

Overall satisfaction as measured by the USS was considerably higher in FY 16-17 and prior (12 percentage points higher in Q4 16-17 than Q4 25-26). It fell during FY 17-18 and FY 18-19 reaching current levels during FY 19-20. Since then, it has remained largely consistent aside from a slight increase during the start of the COVID pandemic.

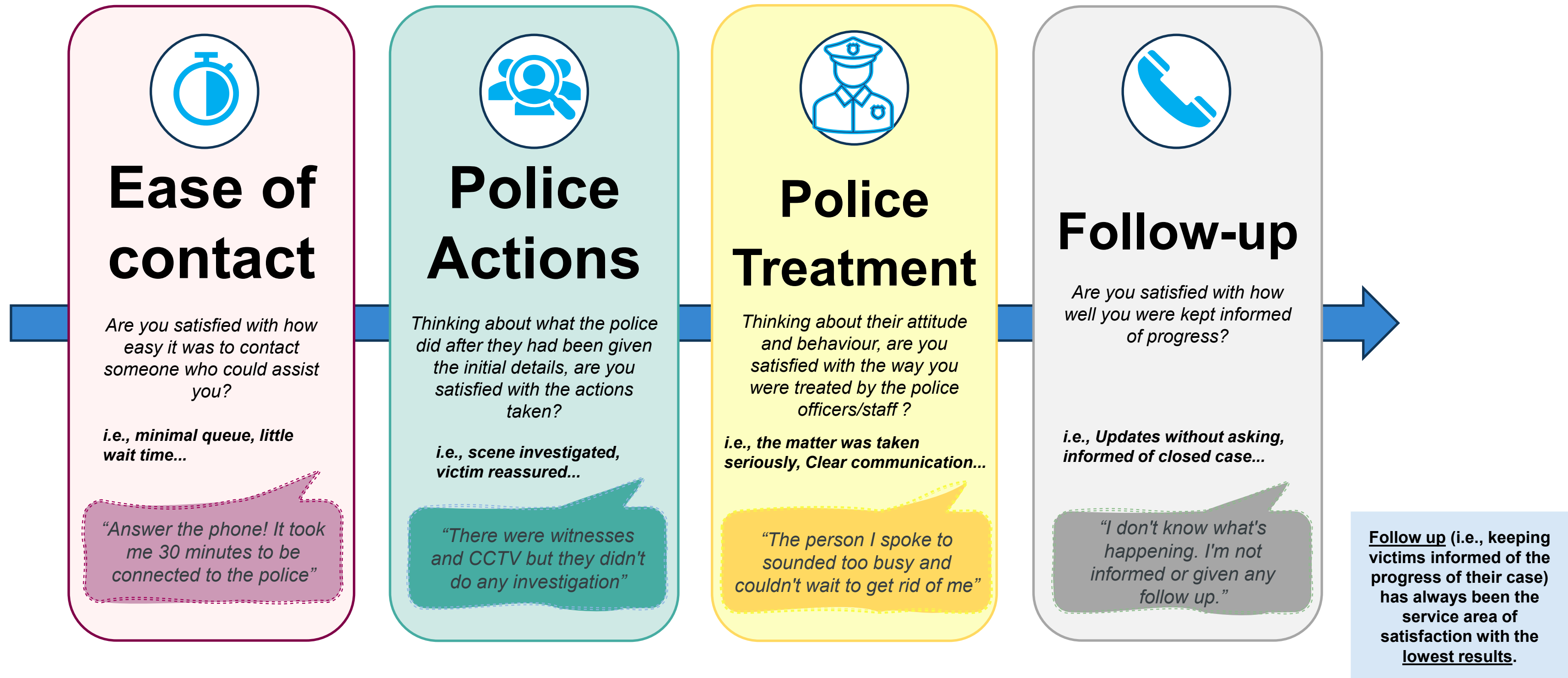
There has always been a considerable gap in **satisfaction** between the USS (BCU-handled crime) and the TDIU survey (telephone or online handled crime), which has grown over time.

Satisfaction among victims responding to the TDIU survey has dropped in recent quarters. In Q4 25-26, 31% of respondents who reported via the phone and 24% of those who reported online were **satisfied with the overall service they received**. These are significant reductions of 7 percentage points compared to this time last year in both cases.

Source: USS & TDIU Survey
 Approx confidence intervals:
 USS - 1.5 pp per data point
 TDIU Phone - 3 pp per data point
 TDIU Online - 3 pp per data point.

All labelled and quoted figures are discrete quarterly results

The User Satisfaction Survey questionnaire is broken into four key service areas




Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?

If yes: was this completely, very, or fairly satisfied.

Satisfaction across the service areas has largely mirrored overall satisfaction

Service areas

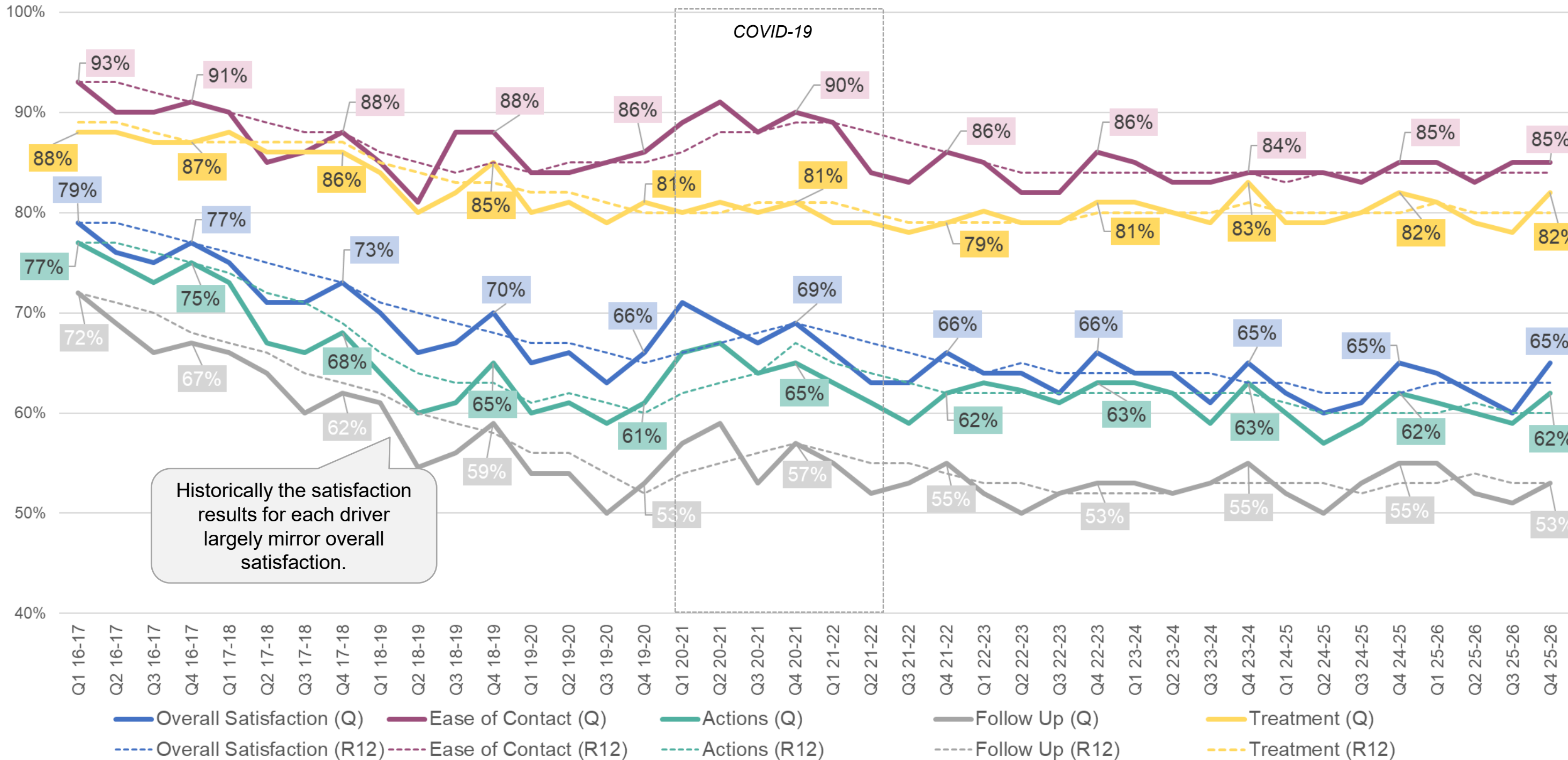
(% satisfied with each service area; discrete quarterly and rolling 12-month trends)


Key satisfaction service areas

The **recent** period of performance for the service **areas of satisfaction** has been largely stable, taking into account some seasonality.

When comparing Q4 25-26 and Q4 24-25 results for the drivers of satisfaction there are **no significant differences**.

Follow up (i.e., keeping victims informed of the progress of their case) remains the driver of satisfaction with the lowest result.



Historically the satisfaction results for each driver largely mirror overall satisfaction.

Source: USS
Approx confidence intervals:
1.5 pp per data point

All labelled and quoted figures are discrete quarterly results

Victims from a Mixed Ethnic background and victims with a disability are less satisfied

Satisfaction – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q4 25-26). Gaps of 5pp. Or more highlighted green (positive) or red (negative)		Overall Satisfaction USS	Satisfaction with Ease of Contact USS	Satisfaction with Actions USS	Satisfaction with Follow Up USS	Satisfaction with Treatment USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
Unweighted MPS result		63%	84%	60%	53%	80%	32%	24%
Ethnicity	White British	2%	5%	2%	1%	2%	3%	3%
	White Other	1%	1%	1%	1%	3%	2%	0%
	Black	1%	0%	3%	1%	-2%	9%	5%
	Asian	0%	-1%	1%	1%	1%	-3%	-4%
	Mixed	-8%	-2%	-7%	-10%	-5%	1%	-8%
	Other ethnicity	-1%	-6%	-1%	-3%	-3%	-5%	8%
LGBT+	Yes	-4%	-1%	-3%	-2%	-4%	0%	-4%
	No	1%	1%	1%	1%	1%	2%	1%
Age	16-24	2%	2%	0%	0%	2%	-14%	-10%
	25-34	-1%	0%	-1%	0%	0%	-15%	-11%
	35-44	-3%	-1%	-3%	-3%	-1%	-7%	-7%
	45-54	-2%	-1%	1%	-1%	-1%	0%	2%
	55-64	0%	2%	2%	1%	-1%	13%	6%
	65 years +	8%	4%	10%	7%	4%	25%	21%
Disability	Disability	-11%	-5%	-9%	-11%	-11%	2%	1%
	No disability	4%	3%	4%	3%	4%	1%	0%
Sex	Male	2%	1%	2%	2%	1%	-1%	-2%
	Female	-2%	1%	0%	-2%	-1%	3%	3%

Looking at demographic breakdowns, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is by **age**.

Older respondents – over 65 years old – have higher levels of satisfaction than the MPS result for USS, TDIU telephone and TDIU online. For the TDIU survey younger respondents – aged 16-44 – are also less satisfied than the MPS result both by telephone and online.

In terms of ethnicity, there are negative gaps in satisfaction in both the USS and TDIU online for those from a **Mixed Ethnic** background. In contrast, **Black** respondents reporting to the TDIU, both via the telephone and online, are more satisfied than the MPS result.

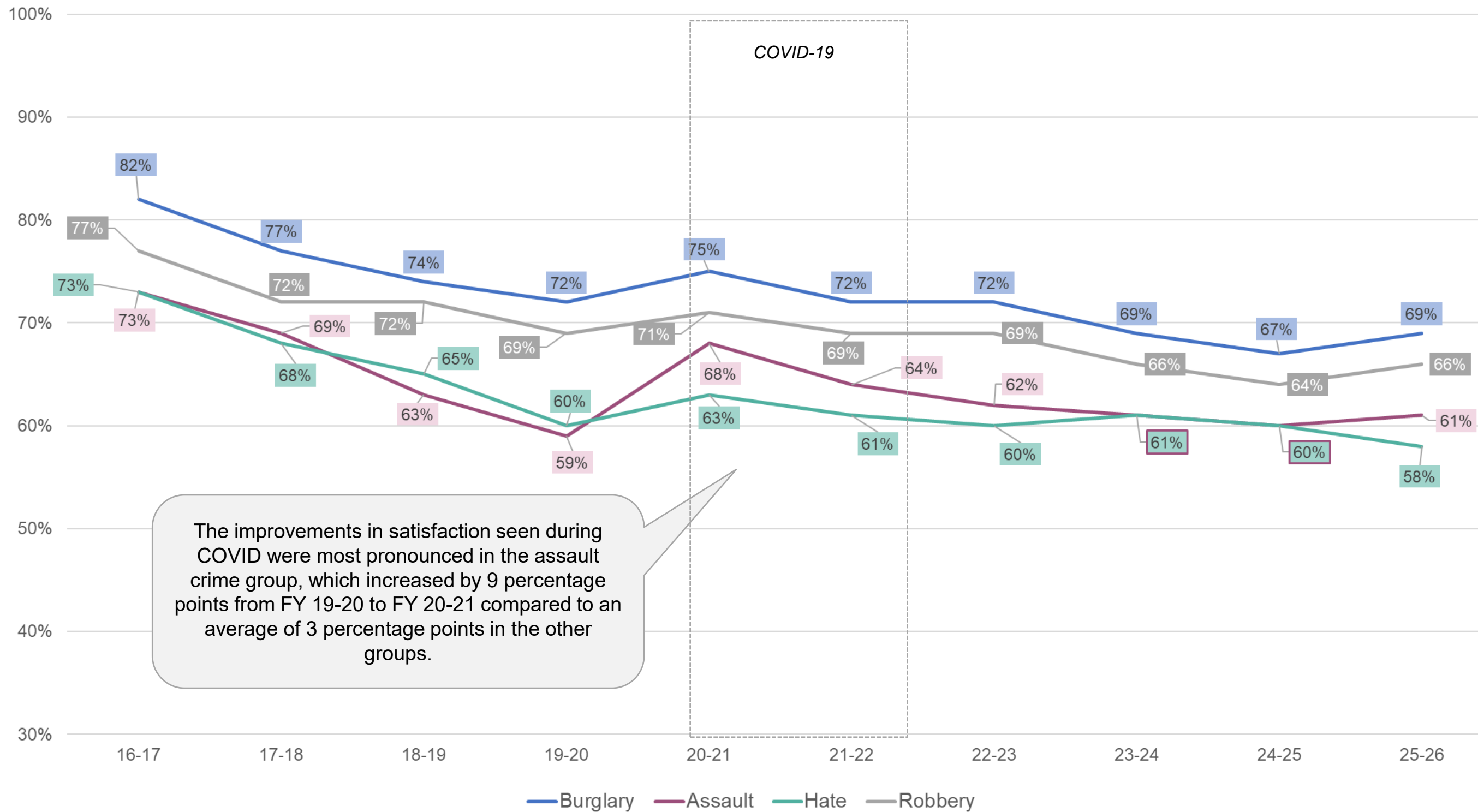
Within the USS, a large negative gap in overall satisfaction exists for those who self-declare a **disability**. This disability gap is the largest and is present within all service areas as well as overall satisfaction.

Source: USS

Note that all data for demographic breakdowns are rolling-12 months per point
Approx confidence intervals: up to 6 pp

Burglary victims tend to be the most satisfied of all of the crime groups

Overall satisfaction by crime group (% satisfied for each crime group; financial year trends)



The improvements in satisfaction seen during COVID were most pronounced in the assault crime group, which increased by 9 percentage points from FY 19-20 to FY 20-21 compared to an average of 3 percentage points in the other groups.

When comparing FY 25-26 with 24-25 there have **not been any significant changes** in satisfaction for any of the crime groups.

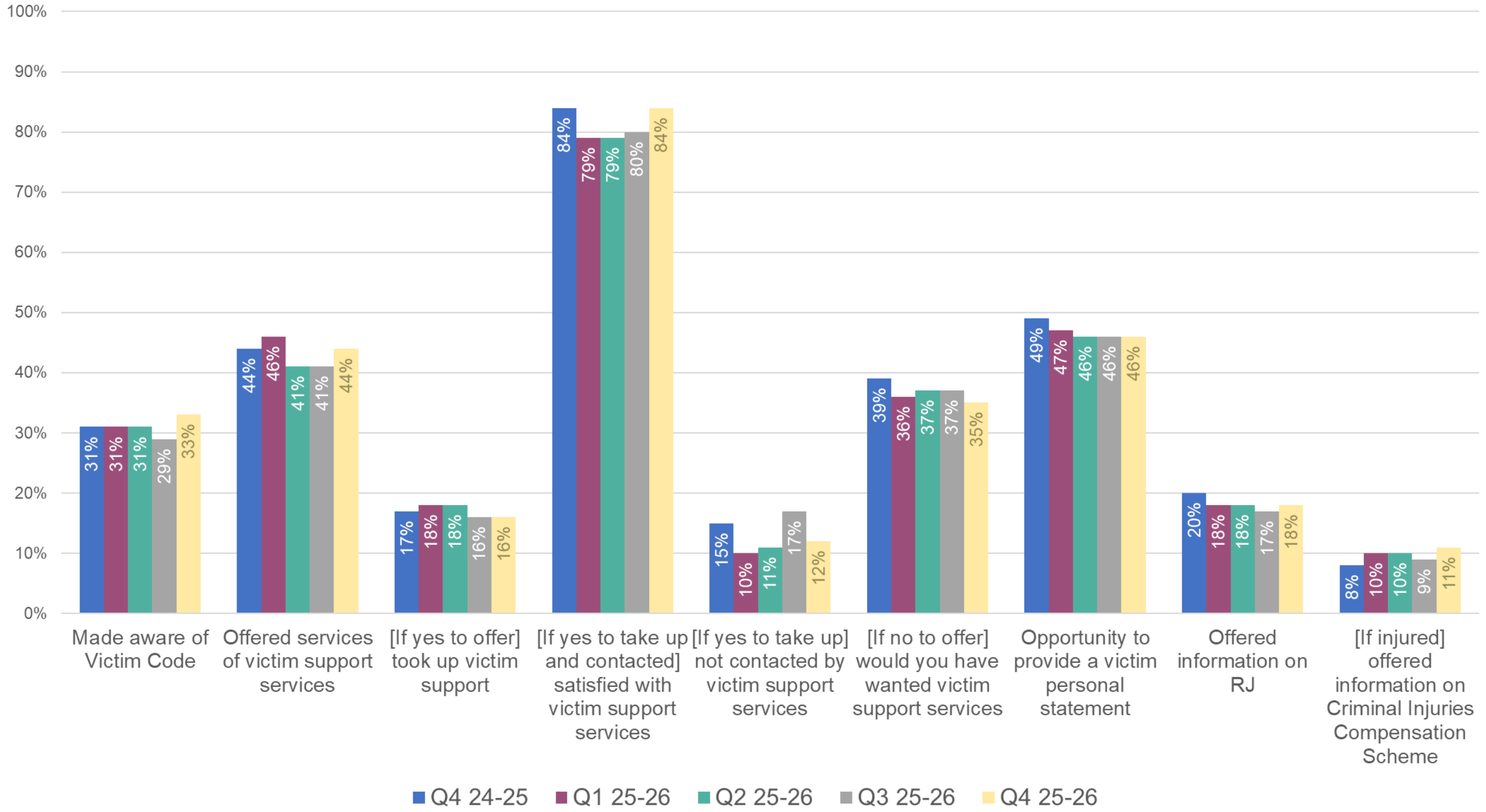
Generally, victims of **burglary** have been the most satisfied of all victim groups in the USS, and victims of **hate** crime the least satisfied.

All labelled and quoted figures are financial year figures, except the final result, which is rolling 12 months

Source: USS
Approx confidence intervals:
Burglary – 1 pp.; Assault – 0.5 pp.; Hate – 4 pp; Robbery – 2 pp..

Victim experience of the Victims' Code remains largely stable

Victim experience of the Victims' Code (% agree/yes to each measure; discrete quarterly trends)



Victim experience of the Victims' Code has been largely stable over the last five quarters.

There has been a four percentage point increase in victims reporting being **made aware of the Victims' Code**, with 33% of victims in the USS now saying they were made aware of the Code (compared to 29% last quarter).

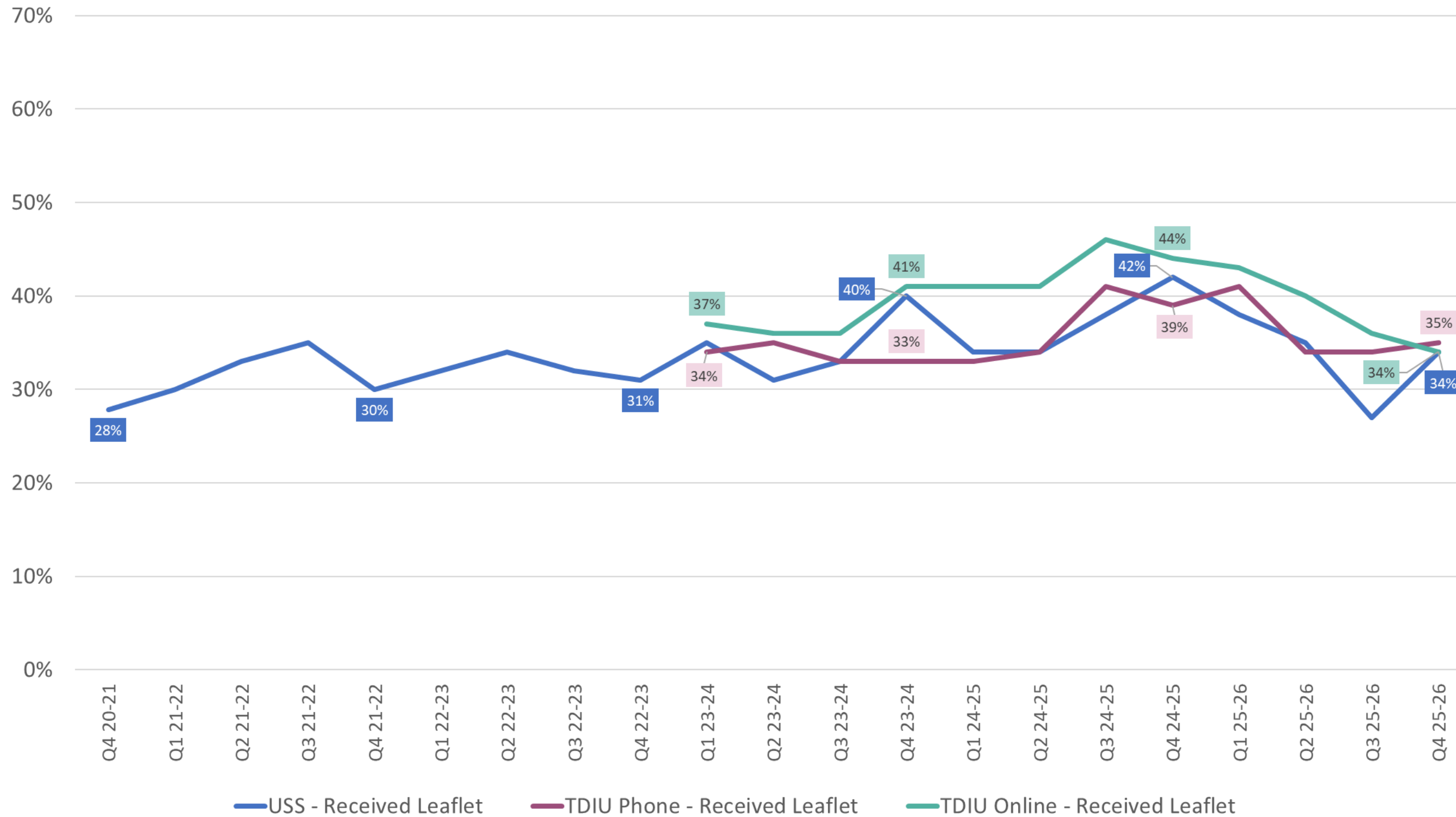
However, there has been a small decline in the proportion of respondents who report being offered the opportunity to provide a **victim personal statement** - reducing from 49% in Q4 24-25 to the current 46% in Q4 25-26.

Source: USS
Approx confidence intervals:
2 pp per data point

All labelled and quoted figures are discrete quarterly results

Around one third of victims report receiving a Victim Information Leaflet

Victim Information Leaflet provision over time
 (% who report receiving a Victim Information Leaflet; discrete quarterly trends)



For both surveys the level of reported Victim Information Leaflet provision sits at around one third (USS 34%; TDIU phone 35% and TDIU online 34%)

Victims who report receiving a leaflet are more satisfied, with this gap standing at 21 percentage points in the USS; 76% who report receiving a leaflet are satisfied, compared to 55% who do not report receiving a leaflet (FY 25-26).

However, receiving a leaflet is correlated with other elements of service. Officers remembering to hand out a leaflet may be the same officers who deliver other services, and it may be a combination of these things which leads to increased satisfaction.

Source: USS and TDIU
 Approx confidence intervals:
 USS - 1.5 pp per data point; TDIU Phone / Online - 3 pp. per point

Vulnerability is unavoidable — outcomes depend on the police response

The USS asks victims if they felt vulnerable at the time of victimisation, and whether they felt the police identified this, and catered for it in the crime reporting and investigation process.

Victims are the least satisfied where they feel their vulnerability was identified but not addressed.

Around half of victims reporting crime and interviewed in USS report feeling vulnerable

What happens next is CRITICAL...

No vulnerability reported
Satisfaction: 76%

Vulnerability not identified
Satisfaction: 38%

Vulnerability **identified but not addressed**
Satisfaction: 18%

Vulnerability **identified and addressed**
Satisfaction: 77%

This leads to questions about how officers are identifying victim vulnerability, and how they are catering for those vulnerabilities?

Officer response can shape the outcome

If everyone had their vulnerability identified and catered to **satisfaction could be in the region of 76%**, or 11 pp. higher than the Q4 25-26 result of 65%.

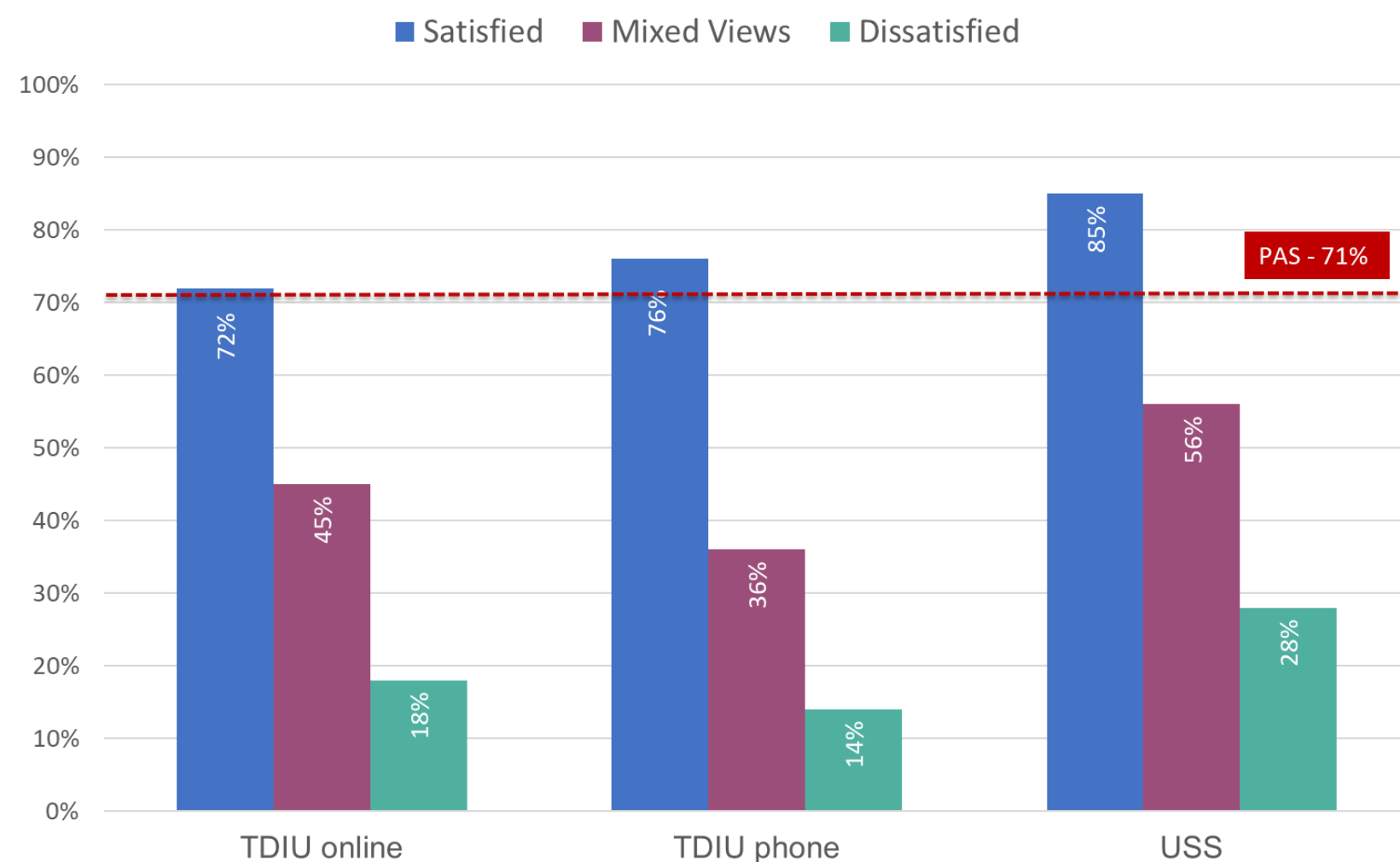
Source: USS
Q4 25-26

Victim satisfaction is a key enabler of trust and confidence in the police

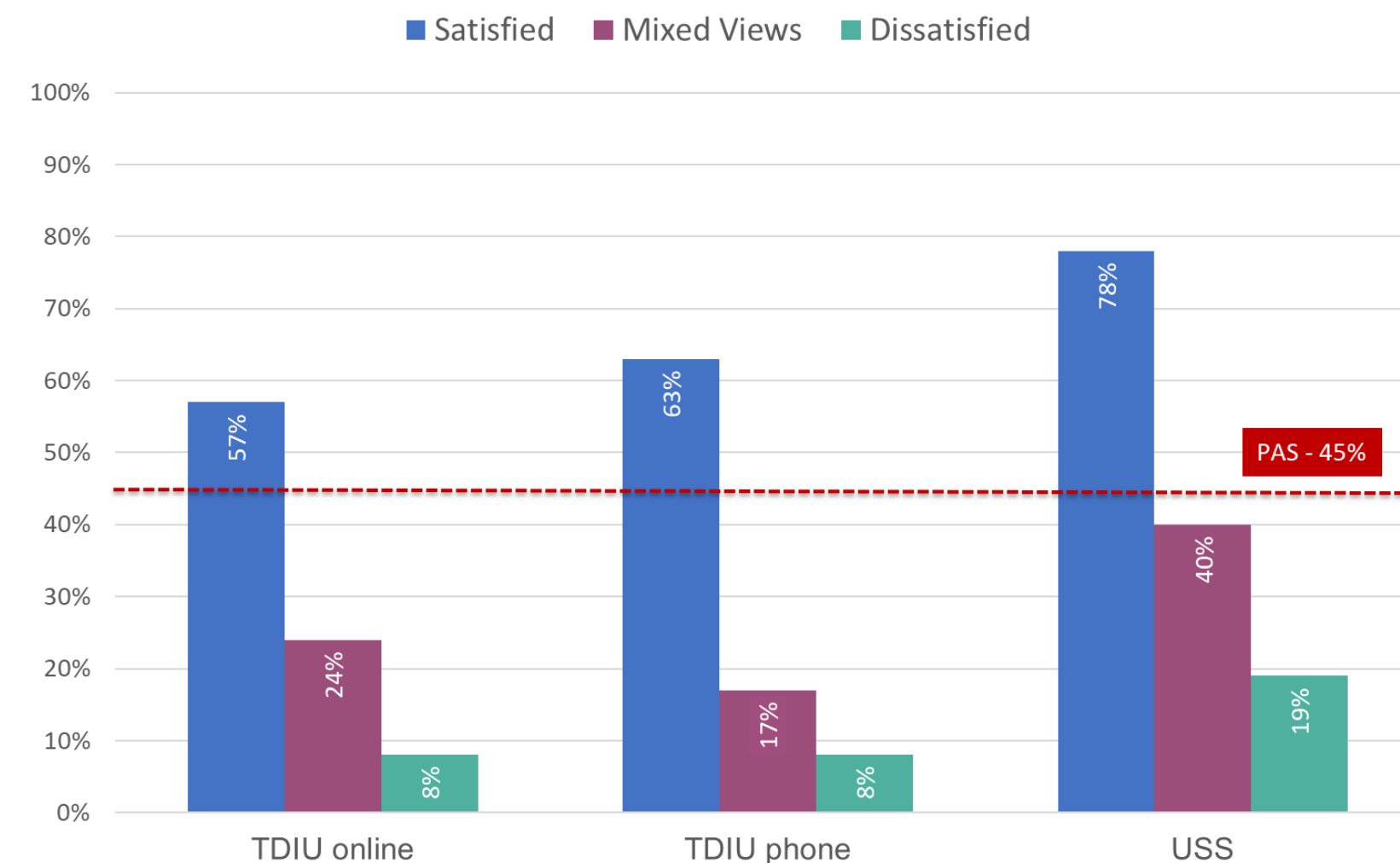
Victim satisfaction is a core pillar in **New Met For London**, and the **Mayor's Police and Crime Plan**. It is also important in relation to victim attrition, as well as driving trust and confidence. This is illustrated when looking at results for trust in the MPS and confidence in local policing across the victim surveys and the Public Attitude Survey.

Victims who are **satisfied** have significantly **higher** levels of trust and confidence in the police. Victims with **mixed or dissatisfied** views have **significantly lower** levels of trust and confidence.

Trust in the MPS (% feeling they can trust the MPS, rolling 12-month data)



Confidence (% feeling police do a good job in their local area, rolling 12-month data)



Source: USS, TDIU and PAS

Appendix

Methodological notes

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).