

Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 3 2024-25 (Oct-Dec 2024)

MOPAC Evidence & Insight

Contact: [Evidence & Insight](#)

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MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Executive Summary



User Satisfaction Survey (USS)

Overall victim satisfaction has remained stable this quarter (61% in Q3 23-24 and in Q3 24-25).



TDIU Survey

Telephone reporters historically have been more satisfied with their experience than those who report online. This quarter, there has been a **significant increase in overall experience for telephone reporters** (+3pp. to 39%) but **no significant change** for online reporters (-1pp. to 31%).



Public Attitude Survey (PAS)

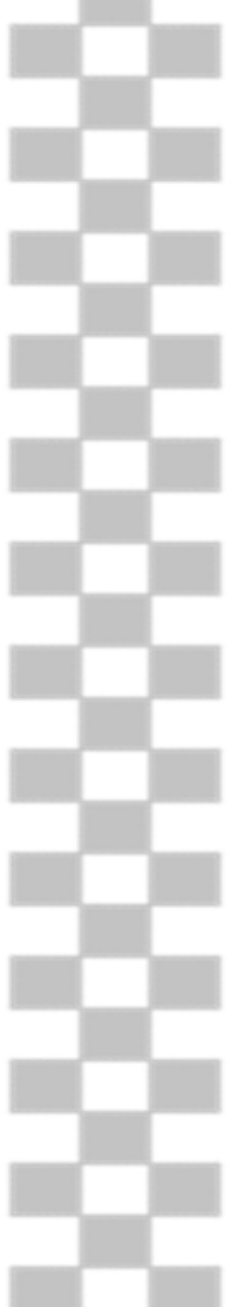
In Q3 24-25, **45% of Londoners believed the police do a good job in their local area. This result remains low** and follows the lowest ever quarterly result recorded (43% in Q2 24-25). Improvements in confidence have been seen for Black Londoners in particular, with the result for this group currently at 50%*.

In Q3 24-25, **74% of Londoners believed the Metropolitan Police Service was an organisation they could trust.** 2024-25 has seen an increase in results, with this being two percentage points above last quarter and four percentage points above the same time last year (Q3 23-24).

Victimisation has remained stable over the last year: between 4-6% of those surveyed during Q3 24-25 said that they experienced something they would consider to be a crime in the previous quarter.

In Q3 24-25, 48% of Londoners said they were worried about crime in their local area, which was four percentage points higher than Q3 23-24.

*Rolling 12 months to Q3 24-25 data.



Introduction to 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 Telephone and Digital Investigation Unit (TDIU) survey is a short online questionnaire for those 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 (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 23-24 saw approximately 9000 interviews.



Public Attitude Survey (PAS)

The Public Attitude Survey (PAS) 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 PAS 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 and FY 24-25 are now based entirely on face-to-face interviews**. Results between telephone and in-person interviews varied for some measures, which appeared to be a result of 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.

Key Findings for Public Perceptions



Trust & Confidence [Slide 8](#)

FY 24-25 has seen an increase in Londoners' trust in the police. In Q3 24-25, 74% believed **the MPS was an organisation they could trust**. However, confidence remains low, with 45% feeling **police do a good job locally** in Q3 24-25. Improvements in confidence have been seen for Black Londoners in particular, with the result for this group currently at 50%*.



Perceptions of the Police [Slide 8](#)

The proportion of Londoners believing **police treat everyone fairly** has increased by four percentage points in Q3 24-25, to 65%. The proportion feeling police **deal with the issues that matter** is at 52%.



Local Issues & Safety [Slides 12 & 13](#)

66% of Londoners said they **felt safe walking alone after dark** in Q3 24-25, a three percentage point decline on Q2 24-25. **Worry about crime** in the local area has increased by four percentage points over the last year (48% in Q3 24-25).



Crime & Victimisation [Slide 12](#)

Levels of victimisation have remained stable over the last year. During the months in Q3 24-25, the proportion of Londoners saying they have **experienced something they would consider to be a crime in the quarter prior to taking part in the survey** was between 4-6%.



Policing Standards [Slide 16](#)

In Q3 24-25, 58% of Londoners believed police adhere to the **highest standards**. The proportion of Londoners believing **the MPS is changing for the better** increased by three percentage points in Q3 24-25, to 55%.



The National Picture [Slide 11](#)

In Q2 24-25, **confidence in London as measured by the Crime Survey for England and Wales (CSEW)** was 48%. This was in line with the national average for England and Wales in the CSEW (48%).



Topical Insights

Confidence decreased by three percentage points during the **second half of 2024** (i.e. July-December 2024). Decreases were reported amongst **some groups of people that previously held more positive views** on this measure. Londoners have become less confident that police deal with issues that matter to communities and tackle crimes including robbery, drugs and gangs – particularly in **West-Central London Boroughs**. See slides [9](#) and [10](#).

The proportion of Londoners feeling **well informed about local policing** has declined over the last year to its lowest level reported (22% in Q3 24-25). See [slide 18](#).



Inequalities in Public Perceptions [Slide 14](#)

LGBT+ Londoners continue to report large negative gaps across all four of the PCP Trust and Confidence Measures in Q3 24-25. These gaps widened considerably over recent years, but recently the gap has decreased on some measures. Improvements have been seen for feeling the police are dealing with issues and would treat everyone fairly.

A range of negative inequalities were also reported by Londoners from **Mixed** and **Black Ethnic backgrounds** – particularly for trust and fair treatment.

White British Londoners report the lowest levels of confidence of any ethnic group.

Asian Londoners and those from **Hindu** or **Muslim** religions reported more positive views on many of the PCP Measures.

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

*Rolling 12 months to Q3 24-25 data.

Key Findings for Victim Satisfaction



Overall satisfaction **remained consistent with this time last year**; at 61% in both Q3 23-24 and Q3 24-25.

USS Overall Satisfaction
[Slide 20](#)



Victim Code Of Practice (VCOP) **compliance** remained consistent. The proportion of victims who report being made aware of the Victim Code increased to 33% (up 5pp. compared to Q2 24-25). The proportion of victims being offered the services of London Victim and Witness Service (LVWS) has remained lower since Q1 24-25 and was 42% this quarter.

VCOP Compliance
[Slide 26](#)



Little progress has been achieved in the distribution of **Victim Information Leaflets**.

Victim Leaflets
[Slide 24](#)



Telephone reporters have been consistently more satisfied than those who **report online**. When compared with the same quarter last year (Q3 24-25 vs. Q3 23-24) there was **no change for online reporters** (-1pp.) but an **increase for telephone reporters** (+3pp).

TDIU Satisfaction
[Slide 20](#)



Delivery of key services by the police is associated with higher satisfaction for all groups of victims in the USS. By using a composite score of ten yes/no diagnostic questions about the service victims receive, it is possible to create a "**service score**". This score can be broken down by demographic groups to understand differences in experiences. **As service score increases, overall satisfaction increases**. This pattern holds across a range of demographic characteristics and across crime types. See [slide 23](#).

Topical Insights

Victims tell us that catering for **vulnerability** is also important for good service. 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 their vulnerability was identified but not catered for by the police**. See [slide 25](#).



Inequalities in Victim Satisfaction
[Slide 20](#)

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

Within the USS, the largest negative gap is between those who self-declare a **disability** and those who do not. There are also gaps for those from the **LGBT+** group.

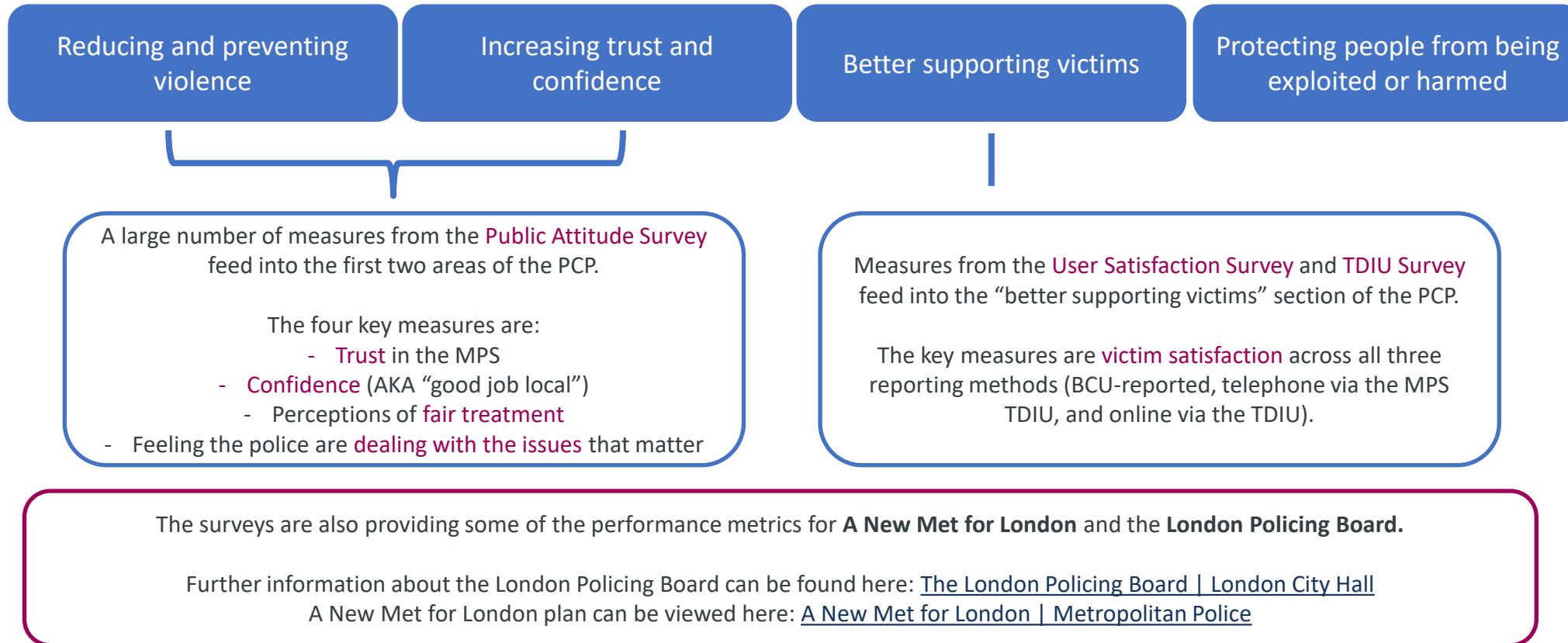
For TDIU online reporters, there are negative gaps for those from **Asian** and **Mixed Ethnic** backgrounds, and those who identify as **LGBT+**.

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

Introduction to the 22-25 Police and Crime Plan

London is a Safe City for All

The Mayor's vision is that London is a safe city for all. The Mayor wants London both to be a safer city and for Londoners to feel safer. To deliver this vision the Police and Crime Plan (PCP) sets out some key areas for action. A number of measures from the Public Voice Surveys feed into these areas. The "Measuring Success" section of this report monitors trends and inequalities for these measures.



Trust and Confidence



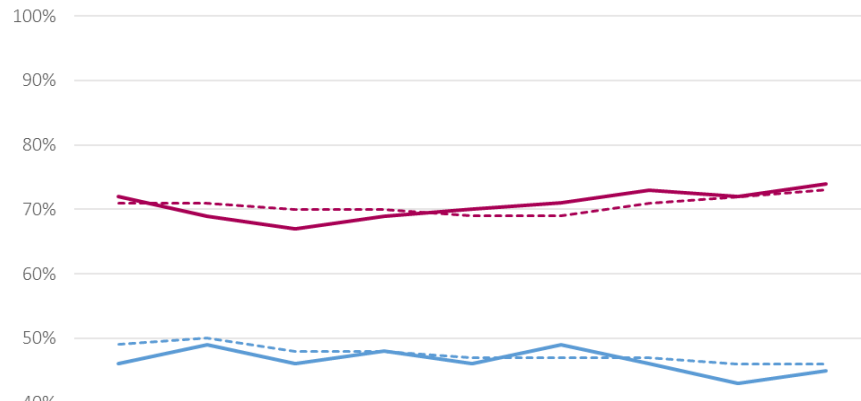
Trust and Confidence in the Police - Trends

Trust and confidence in the police has decreased over recent years, reaching particularly low levels at the end of 2021-22 and stabilising in 2022-23 and 2023-24.

Londoners' trust in the police has increased in 2024-25. In Q3 24-25, 74% of Londoners believed **the Metropolitan Police Service was an organisation they could trust**, four percentage points higher than the same point last year (i.e. Q3 23-24). However, confidence remained at lower levels, with 45% believing **the police do a good job in their local area**. Q2 24-25 recorded the lowest quarterly result for confidence. Looking back longer term, trust is 10 percentage points below the same point five years ago (i.e. Q3 19-20), whilst confidence is 13 percentage points lower.

The proportion of Londoners who believed **police treat everyone fairly** increased by four percentage points in Q3 24-25 to 65%. However, the proportion who felt police **deal with the issues that matter** remained low for the second consecutive quarter at 52%. When compared with the same point five years ago (i.e. Q3 19-20) fair treatment declined by 13 percentage points and deal with issues declined by 12 percentage points.

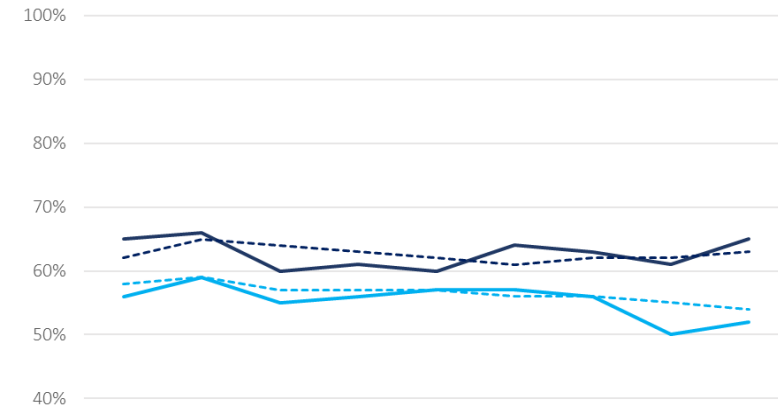
Trust and Confidence
(% positive, Quarterly and Rolling-12 Trends)



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

	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
— Good job local (Quarter)	46%	49%	46%	48%	46%	49%	46%	43%	45%
— Trust in MPS (Quarter)	72%	69%	67%	69%	70%	71%	73%	72%	74%
- - - Good job local (R12)	49%	50%	48%	48%	47%	47%	47%	46%	46%
- - - Trust in MPS (R12)	71%	71%	70%	70%	69%	69%	71%	72%	73%

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.

	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
— Fair treatment (Quarter)	65%	66%	60%	61%	60%	64%	63%	61%	65%
— Dealing issues (Quarter)	56%	59%	55%	56%	57%	57%	56%	50%	52%
- - - Fair treatment (R12)	62%	65%	64%	63%	62%	61%	62%	62%	63%
- - - Dealing issues (R12)	58%	59%	57%	57%	57%	56%	56%	55%	54%

Confidence in the police decreased in the second half of 2024, driven by groups that previously held positive views

The proportion of Londoners who felt police do a 'good job in their local area' was particularly low from June to October 2024. During January-June 2024, confidence was 47%. In July-December, confidence decreased to 44%.

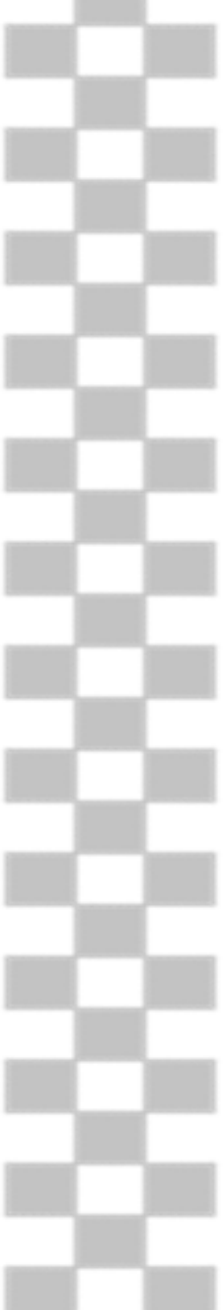
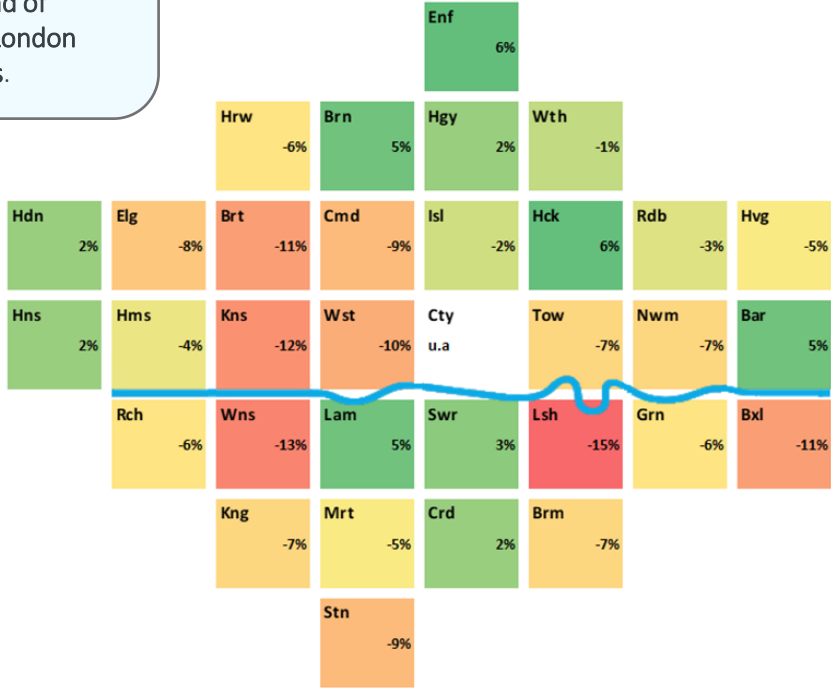
Percentage point change in confidence during second half of 2024*		
MPS		-3%
Sex	Male	-4%
	Female	-3%
Age	16-24	-7%
	25-34	-1%
	35-64	-3%
	65+	-3%
Ethnicity	White British	-2%
	White Other	-5%
	Mixed	-1%
	Asian	-5%
	Black	-3%
	Other	-6%
Disability	Disability	-3%
	No Disability	-4%
LGBT+	Not LGBT+	-4%
	LGBT+	-2%

Decrease in confidence during the second half of 2024 were more pronounced amongst some groups of people.

Many of these were groups who previously held more positive views, including those aged 16-24, and those from White Other, Asian and 'Other' Ethnic Backgrounds.

Declines in confidence during the second half of 2024 were particularly pronounced across a band of West/Central London Boroughs.

Good job local
Percentage point change between Jan-Jun '24 and July-Dec '24



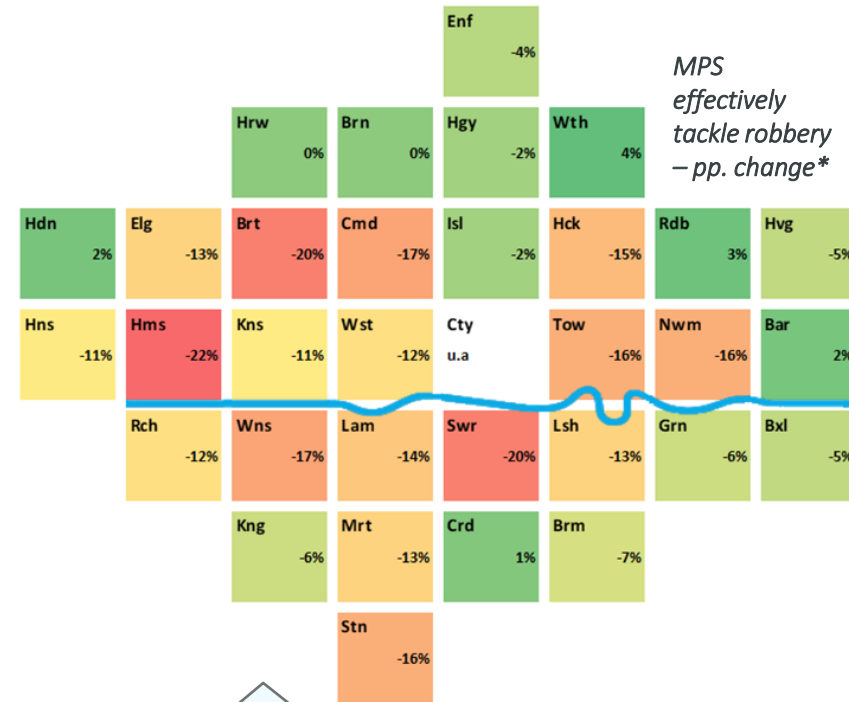
Londoners were less likely to feel police deal with local and London-level issues, which impacted overall confidence in the police

During the second half of 2024, public perceptions worsened across many of the key drivers of confidence.

In particular, fewer Londoners believed the Metropolitan Police Service was **effective at dealing with a range of crime issues** – including robbery, drugs and gangs. Fewer felt their local police **deal with the issues that matter** to people.

Key Driver of Confidence	Measure	pp. change during second half of 2024
Police Effectiveness	Tackle robbery	-9%
	Tackle drugs	-8%
	Tackle gangs	-8%
	Tackle VAWG	-8%
	Prevent crime	-7%
	Tackle burglary	-7%
	Tackle knife crime	-7%
	Tackle ASB	-6%
	Support victims	-5%
	Tackle inappropriate staff behaviour	-5%
Tackle gun crime	-5%	
Police Local Engagement & Treatment	Deal with local issues	-6%
	Listen to local concerns	-5%
	Relied on to be there	-5%
Personal Security & Local Safety	Area safe for children and young people	-5%
Community Crime Problems	Drugs a problem in local area	+5%
Local Information Provision	Well informed about local policing	-6%

Table shows PAS measures included in MOPAC's 23-24 Confidence Model that have changed by 5pp. or more when comparing the most recent two quarters (July-Dec '24) with the two quarters prior (Jan-June '24).

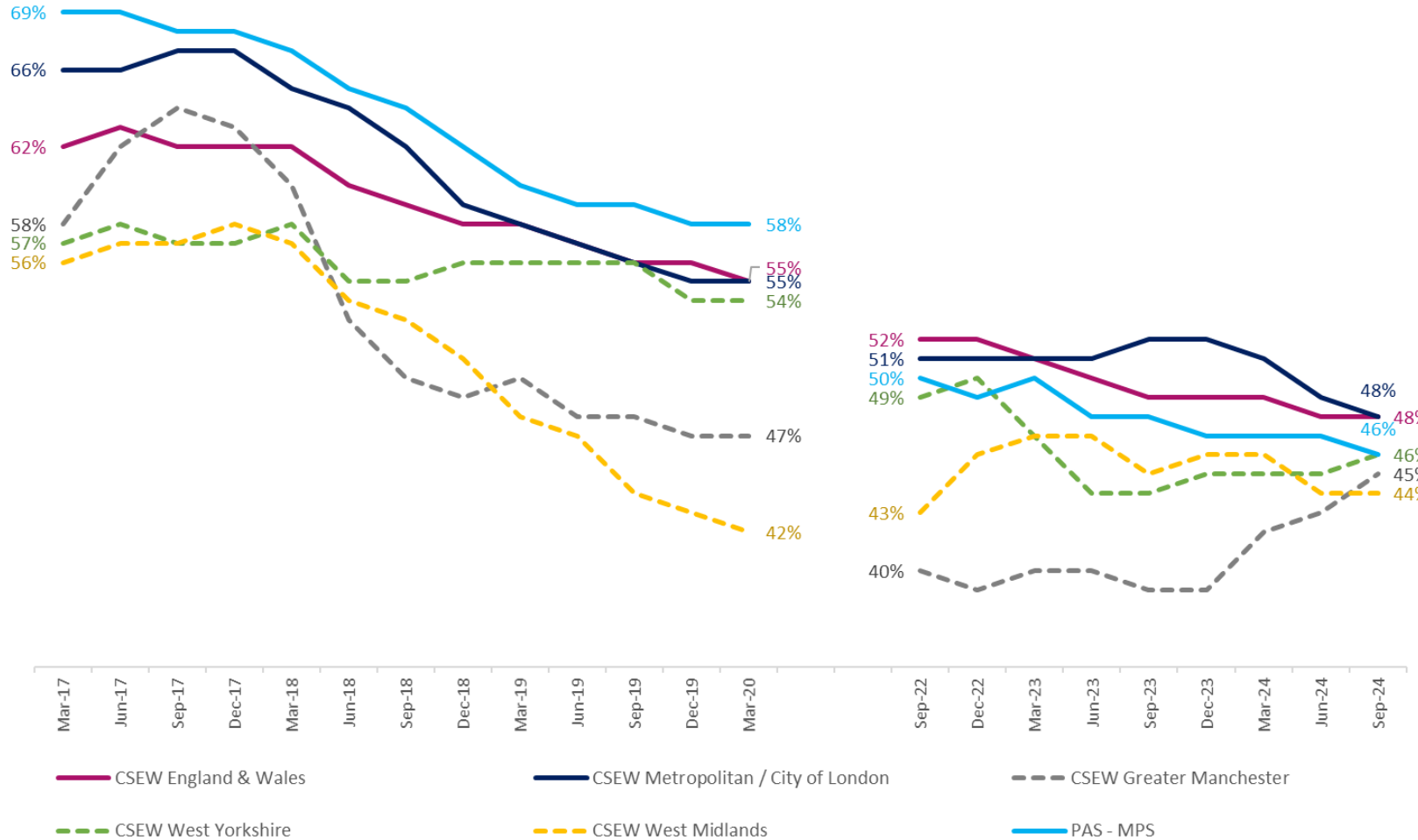


Declines in these measures during the second half of 2024 were particularly pronounced in a cluster of West/Central London Boroughs – including in Hammersmith & Fulham, Brent and Southwark. For example, residents here became *less confident* the police effectively tackle robbery in the second half of 2024 compared to the first half of the year.

*Data on this slide compares results during the first half of 2024 (i.e. Jan-June 24) and the second half of 2024 (i.e. July-Dec 24).

Crime Survey for England and Wales data show that confidence in the police in London is in line with the national average

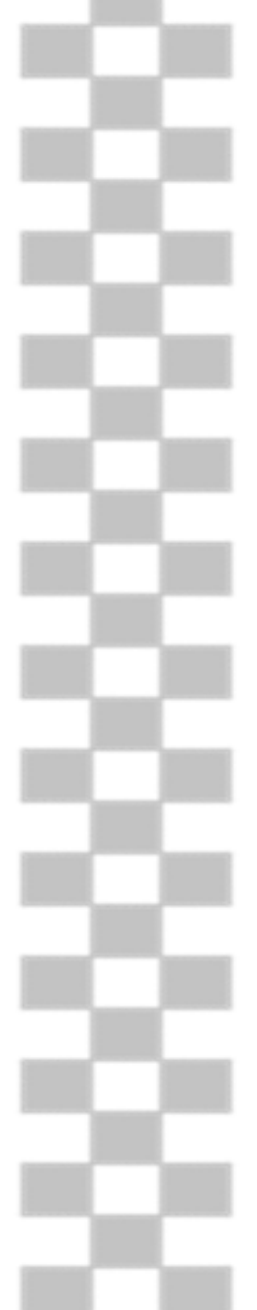
Proportion of respondents indicating the police do a good job
CSEW and PAS data - R12 data per point



In Q2 24-25, confidence in London as measured by the Crime Survey for England and Wales (CSEW) stood at 48%. This is in line with the national average for England and Wales as measured by the CSEW (48%).

Across England and Wales as whole, the MPS/City of London Police (CoLP) was ranked 22nd out of 42 forces. The latest confidence result for the MPS/CoLP is in line with its most similar group of forces, namely West Yorkshire (46%), Greater Manchester (45%) and West Midlands (44%)*.

*Differences between the MPS and its most similar force areas are not statistically significant, taking into account confidence intervals in the CSEW.



Nearly half of Londoners said they are worried about crime in their local area

Levels of self-reported crime victimisation remained relatively stable over the last year, with around 5% of Londoners saying they have **experienced something they would consider to be a crime in the quarter prior to taking part in the survey**. This was between 4% and 6% during Q3 24-25.

The proportion of Londoners who felt **worried about crime in their local area** decreased during 2022-23 (likely influenced by methodological changes to the PAS) and then stabilised during 2023-24. However, 2024-25 has seen an increase in public concerns about crime: in Q3 24-25 nearly half of Londoners said they were **worried about crime in their local area** (48%). Concerns have increased over recent quarters, rising by four percentage points since Q3 23-24.

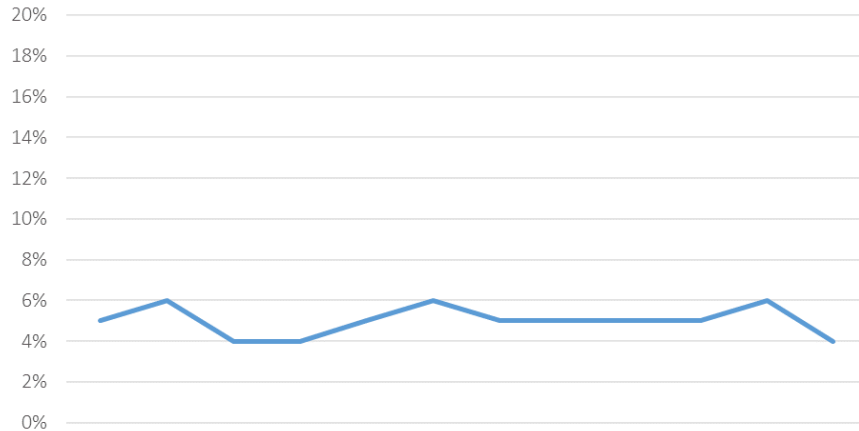
London is Safer

Our Vision:
London is a Safe City for All

Londoners feel Safer

Victimisation Prevalence

(% experiencing something they consider to be a crime during the quarter prior)

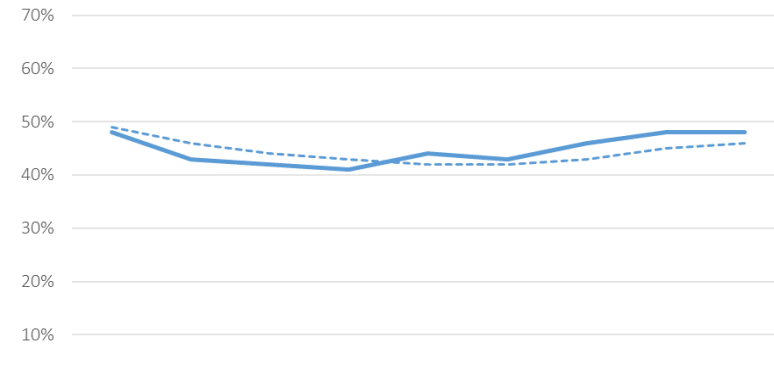


Max confidence intervals:
c. 2.5pp. per point for month.

— Experiencing crime

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.

— Worried about crime (Quarter)

- - - Worried about crime (R12)

	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
Worried about crime (Quarter)	48%	43%	42%	41%	44%	43%	46%	48%	48%
Worried about crime (R12)	49%	46%	44%	43%	42%	42%	43%	45%	46%

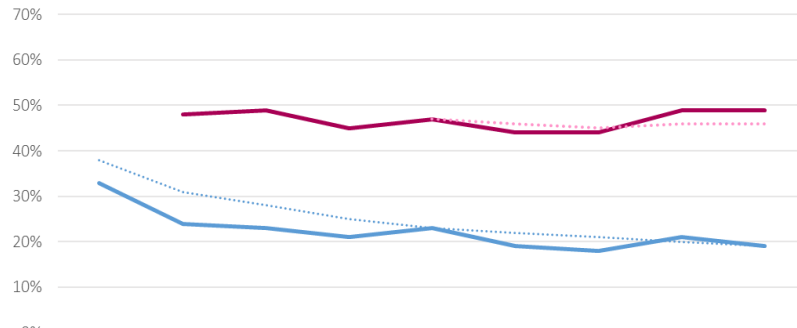
Feelings of safety whilst walking alone in the local area after dark have decreased this quarter

Londoners' concerns about hate crime declined during 2022-23 (likely influenced by methodological changes to the PAS) and then stabilised during 2023-24.

In Q3 24-25, 19% of Londoners believed **hate crime is a problem in their local area** – remaining stable over the last year. However, the proportion of Londoners feeling **people using or dealing drugs are a problem in their local area** remained high for a second consecutive quarter (49% in Q3 24-25), returning to levels more in line with those seen in Q1 23-24.

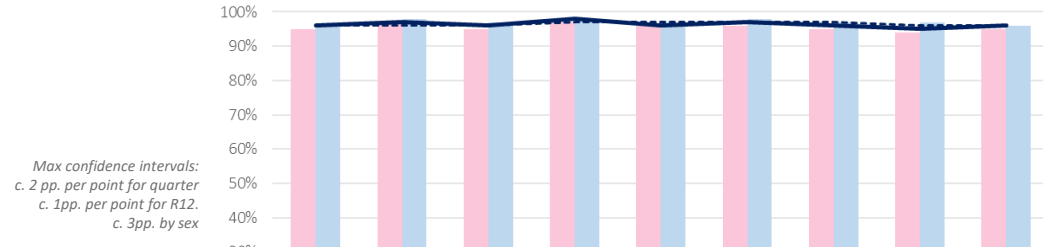
The proportion of Londoners **feeling safe walking alone after dark** decreased by three percentage points in Q3 24-25, to 66%. Females remained less likely to feel safe walking alone after dark than males.

Crime concerns in the local area* (% problem, Quarterly and Rolling-12 Trends)



	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
Hate crime a problem (Quarter)	33%	24%	23%	21%	23%	19%	18%	21%	19%
Drugs a problem (Quarter)*		48%	49%	45%	47%	44%	44%	49%	49%
Hate crime a problem (R12)	38%	31%	28%	25%	23%	22%	21%	20%	19%
Drugs a problem (R12)*					47%	46%	45%	46%	46%

Safety walking alone in local area during the day, by Sex (% feeling safe, Quarterly and Rolling-12 Trends)



	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
Female safety during day (Quarter)	95%	97%	95%	97%	96%	96%	95%	94%	95%
Male safety during day (Quarter)	96%	98%	97%	98%	97%	98%	97%	97%	96%
All safety during day (Quarter)	96%	97%	96%	98%	96%	97%	96%	95%	96%
All safety during day (R12)	96%	96%	96%	97%	97%	97%	97%	96%	96%

Safety walking alone in local area after dark, by Sex (% feeling safe, Quarterly and Rolling-12 Trends)



	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
Female safety after dark (Quarter)	56%	63%	59%	65%	57%	62%	58%	58%	55%
Male safety after dark (Quarter)	80%	84%	81%	87%	80%	83%	79%	80%	78%
All safety after dark (Quarter)	68%	73%	70%	76%	69%	73%	69%	69%	66%
All safety after dark (R12)	68%	71%	71%	72%	72%	72%	71%	70%	69%

*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..

Large negative inequalities continued amongst LGBT+ Londoners

Large negative inequalities continue for **LGBT+ Londoners** (see slide 15 for more information). **Black Londoners** and those from **Mixed Ethnic backgrounds** also see a range of negative inequalities – particularly for trust and fair treatment – whilst **White British Londoners** now see the lowest levels of confidence of any ethnic group. Londoners with **no religion** were more negative across all four questions, whilst **Asian Londoners**, and those from **Hindu** or **Muslim** religions held more positive views on many measures.

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		46%	73%	63%	54%
Ethnicity	White British	-6%	-1%	-3%	-4%
	White Other	3%	4%	4%	2%
	Black	4%	-10%	-6%	1%
	Asian	4%	6%	9%	6%
	Mixed	-3%	-13%	-12%	-7%
	Other ethnicity	9%	4%	4%	5%
LGBT+	Yes	-10%	-17%	-16%	-13%
	No	0%	1%	1%	0%
Age	16-24	6%	-1%	-1%	4%
	25-34	3%	-3%	-3%	-1%
	35-44	-1%	1%	0%	-1%
	45-54	-5%	1%	2%	-2%
	55-64	-4%	-2%	0%	-2%
	65 years +	0%	3%	5%	4%
Disability	Disability	-1%	-5%	2%	2%
	No disability	0%	0%	0%	0%
Sex	Male	-1%	0%	1%	0%
	Female	0%	0%	-1%	0%
Religion	Christian	2%	1%	3%	3%
	Hindu	10%	9%	14%	9%
	Jewish	-5%	-1%	-5%	-2%
	Muslim	5%	4%	7%	5%
	Sikh	-2%	4%	2%	2%
	Other	1%	-6%	1%	1%
	No religion	-6%	-5%	-8%	-8%

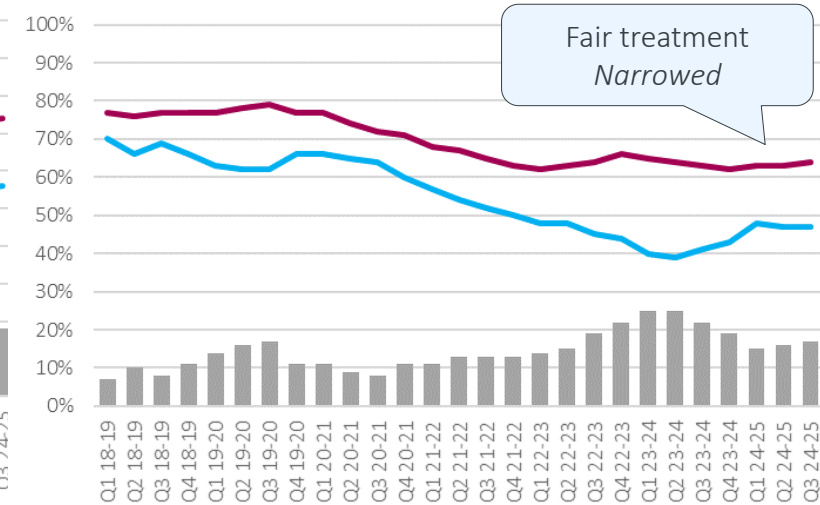
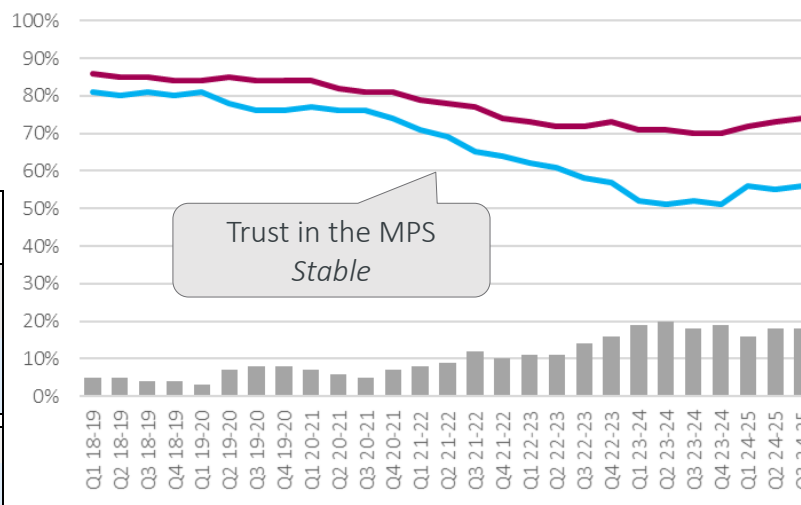
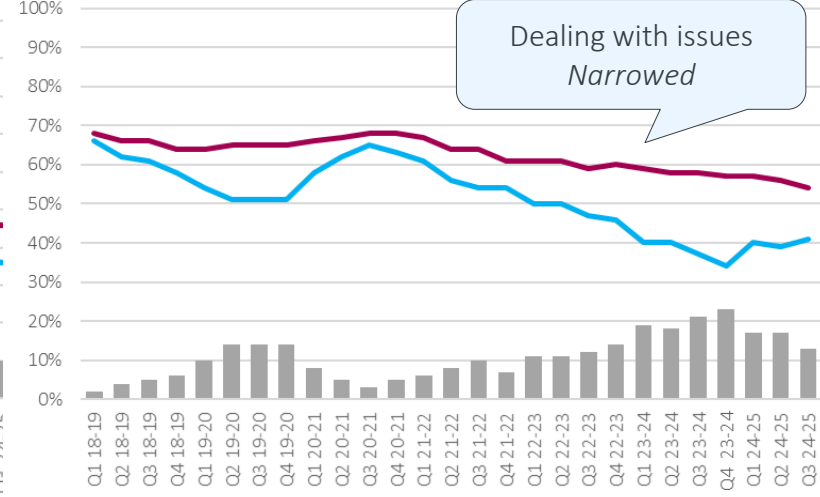
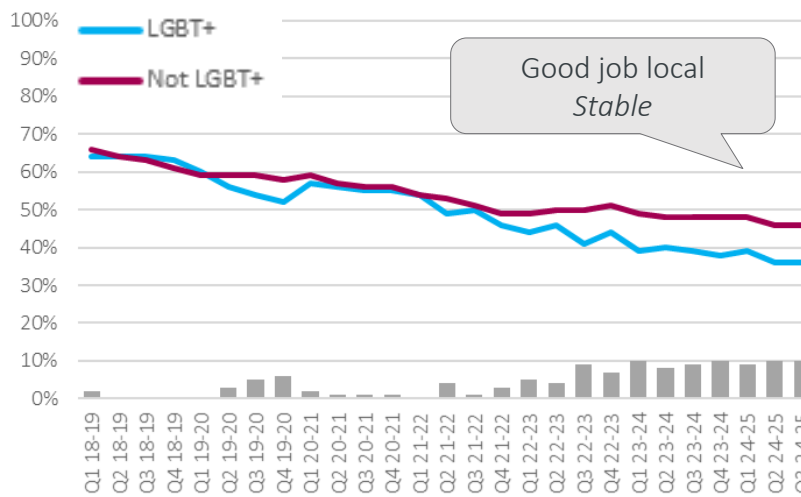
Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone 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	43%	75%	68%	54%
Barnet	46%	70%	66%	54%
Bexley	50%	75%	75%	60%
Brent	43%	75%	63%	60%
Bromley	46%	71%	58%	47%
Camden	39%	64%	54%	48%
Croydon	44%	69%	59%	47%
Ealing	36%	72%	57%	52%
Enfield	51%	76%	63%	63%
Greenwich	48%	73%	65%	56%
Hackney	40%	68%	55%	48%
Hammersmith and Fulham	51%	74%	64%	58%
Haringey	46%	68%	57%	54%
Harrow	49%	77%	68%	64%
Havering	44%	79%	72%	59%
Hillingdon	56%	78%	72%	66%
Hounslow	48%	74%	62%	57%
Islington	40%	65%	54%	45%
Kensington and Chelsea	51%	78%	68%	67%
Kingston upon Thames	54%	77%	66%	53%
Lambeth	43%	69%	56%	51%
Lewisham	38%	62%	52%	44%
Merton	58%	81%	65%	58%
Newham	43%	76%	68%	53%
Redbridge	45%	77%	74%	51%
Richmond upon Thames	50%	76%	60%	50%
Southwark	41%	65%	58%	53%
Sutton	47%	74%	68%	56%
Tower Hamlets	42%	73%	69%	50%
Waltham Forest	39%	67%	57%	44%
Wandsworth	50%	78%	64%	54%
Westminster	54%	82%	68%	62%
MPS	46%	73%	63%	54%

Although several boroughs saw improvements in **trust**, 10 boroughs saw declines in **confidence** and 15 saw declines in **dealing with issues that matter**. Harrow was the only borough to see declines on *all four* measures.

There were small improvements amongst LGBT+ Londoners for feeling the police are dealing with issues and would treat everyone fairly

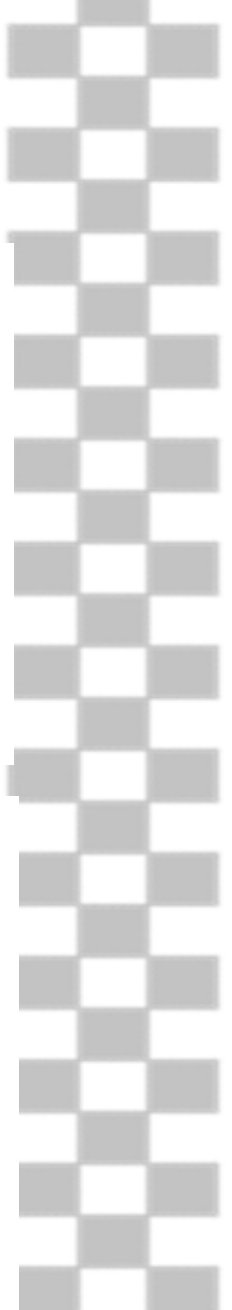
LGBT+ Londoners continued to hold more negative views of the police than non-LGBT+ Londoners. Whilst the gaps between LGBT+ and non-LGBT+ Londoners remained large, latest results reveal a recent narrowing trend on some measures.

This recent narrowing of LGBT+ inequalities was seen for several core questions, including feeling police deal with issues, treat people fairly, listen to local concerns, and maintain high standards.



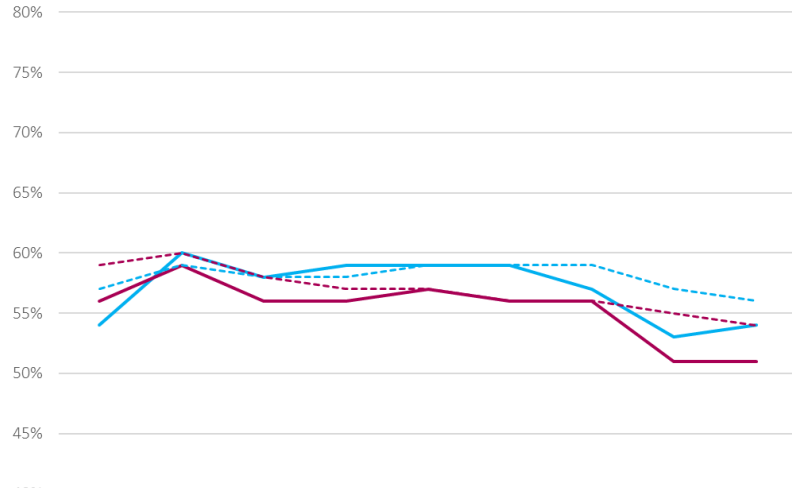
	Gap at Q3 23-24	Gap at Q3 24-25	Direction*
Confidence	-9pp.	-10pp.	Stable
Trust	-18pp.	-18pp.	Stable
Deal with issues	-21pp.	-13pp.	Narrowed
Fair treatment	-22pp.	-17pp.	Narrowed
Relied on	-15pp.	-13pp.	Stable
Listen to concerns	-19pp.	-12pp.	Narrowed
Highest standards	-22pp.	-15pp.	Narrowed

*R12 data. Gaps that have narrowed by 5 percentage points or more between R12 to Q3 23-24 and R12 to Q3 24-25.



The proportion of Londoners who felt police can be relied on to be there and listen to local concerns remained low this quarter

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.

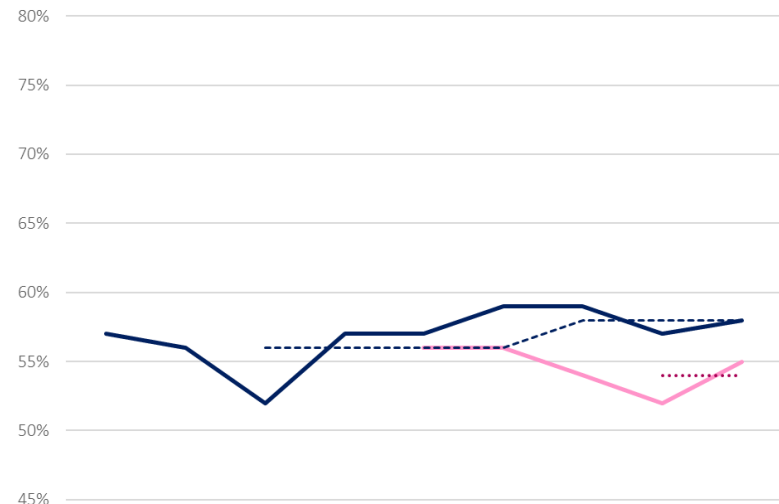
	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
Relied on (Quarter)	54%	60%	58%	59%	59%	59%	57%	53%	54%
Listen to concerns (Quarter)	56%	59%	56%	56%	57%	56%	56%	51%	51%
Relied on (R12)	57%	59%	58%	58%	59%	59%	59%	57%	56%
Listen to concerns (R12)	59%	60%	58%	57%	57%	56%	56%	55%	54%

The proportion of Londoners who felt police can be **relied on to be there** and **listen to local concerns** have remained low for a second consecutive quarter after a decrease in Q2 24-25. In Q3 24-25, 54% of Londoners believed the police could be relied on to be there, whilst 51% felt police listened to local concerns.

Over the last five years (i.e. vs Q3 19-20) relied on to be there has decreased by 15 percentage points and listen to concerns by 17 percentage points.

Londoners were divided in their views of police culture and standards. The proportion who believed **police adhere to the highest standards** remained stable over the last year, standing at 58% in Q3 24-25. The proportion of Londoners who believed **the Metropolitan Police Service is changing for the better** has increased by three percentage points to 55% in Q3 24-25, following a low result last quarter.

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

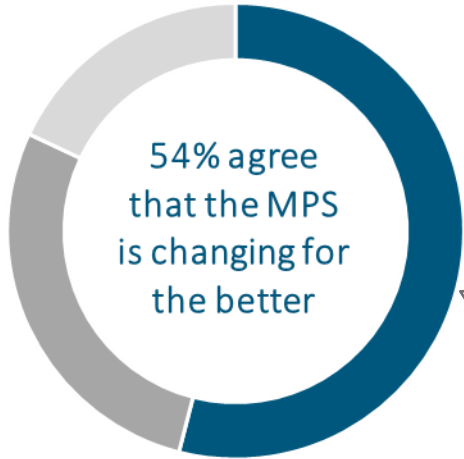


Max confidence intervals:
c. 2 pp. per point for quarter
c. 1pp. per point for R12.

	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
Highest standards (Quarter)	57%	56%	52%	57%	57%	59%	59%	57%	58%
Changing for the better (Quarter)					56%	56%	54%	52%	55%
Highest standards (R12)			56%	56%	56%	56%	58%	58%	58%
Changing for the better (R12)*								54%	54%

* '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.

Londoners were divided on whether the MPS is changing for the better

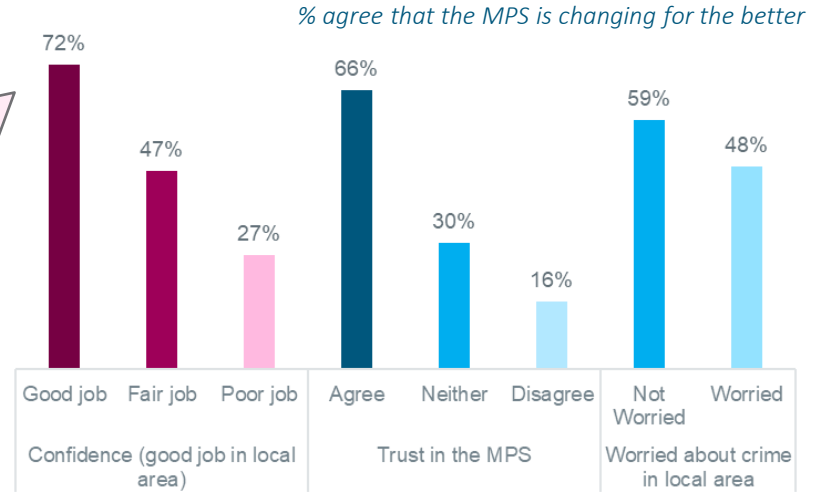


■ Agree ■ Neither ■ Disagree

In R12 to Q3 24-25, half of Londoners agreed that the MPS is changing for the better.

Since the introduction of this question in Q3 23-24, this data has remained stable (see slide 16).

Londoners who had higher levels of confidence and trust, along with being less worried about crime, were more likely to believe that the MPS is changing for the better.

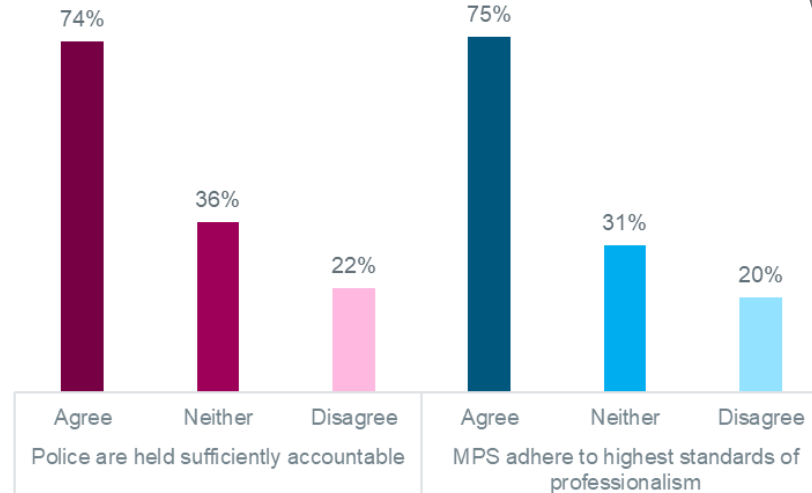


Percentage point gap from the R12 MPS results		% agree that the MPS is changing for the better	Difference to MPS total
Gender	Male	54%	0%
	Female	55%	1%
Age	16-24	56%	2%
	25-34	54%	0%
	35-64	53%	-1%
	65+	58%	4%
Ethnicity	White British	53%	-1%
	White Other	56%	2%
	Mixed	45%	-9%
	Asian	57%	3%
	Black	52%	-2%
Disability	Other	57%	3%
	Disability	53%	-1%
LGBT+	No Disability	54%	0%
	LGBT+	46%	-8%

There was little variation between sub-groups when looking at the proportion who believe the MPS is changing for the better.

LGBT+ Londoners and those from Mixed Ethnic backgrounds were the least likely to believe the MPS is changing for the better.

% agree that the MPS is changing for the better



Similarly, Londoners that agreed the MPS are held sufficiently to account and adhere to the highest professional standards were more likely to believe that the MPS is changing for the better.

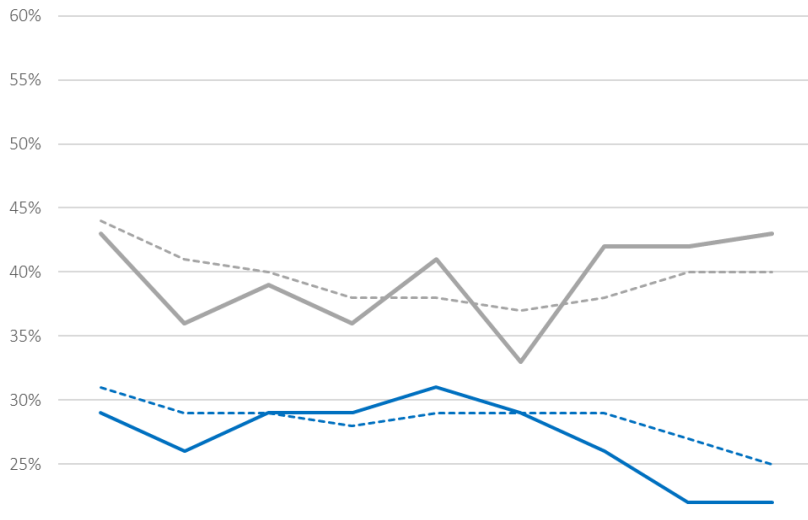
This suggests the belief that the MPS is changing for the better is closely linked with people's wider views of the police - including their trust and confidence in police and views of accountability and standards.

The proportion feeling well informed about policing in their local area has decreased over the last year, and is at a record low

The proportion of Londoners **worried about antisocial behaviour in their local area** has remained high for the third consecutive quarter – with 43% of respondents feeling worried in Q3 24-25.

The proportion feeling **well informed about policing in their local area** has decreased over the last year, and remains at a record low for the second consecutive quarter. In Q3 24-25, 22% of Londoners felt well informed about local policing.

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



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

	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25
— Worried about ASB (Quarter)	43%	36%	39%	36%	41%	33%	42%	42%	43%
— Informed local (Quarter)	29%	26%	29%	29%	31%	29%	26%	22%	22%
- - - Worried about ASB (R12)	44%	41%	40%	38%	38%	37%	38%	40%	40%
- - - Informed local (R12)	31%	29%	29%	28%	29%	29%	29%	27%	25%

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		40%	25%	56%	54%	58%
Ethnicity	White British	1%	1%	-7%	-5%	-3%
	White Other	0%	-3%	4%	2%	3%
	Black	-6%	2%	6%	3%	-3%
	Asian	2%	0%	5%	4%	6%
	Mixed	0%	-3%	-3%	-4%	-11%
Other ethnicity	-2%	-3%	6%	5%	5%	
LGBT+	Yes	2%	2%	-13%	-12%	-14%
	No	0%	0%	0%	0%	1%
Age	16-24	-10%	3%	7%	3%	1%
	25-34	-4%	-2%	2%	-3%	-3%
	35-44	4%	-2%	-1%	-1%	-1%
	45-54	7%	-1%	-3%	-1%	2%
	55-64	3%	1%	-4%	-1%	-1%
65 years +	-4%	3%	1%	4%	5%	
Disability	Disability	3%	0%	0%	-1%	1%
	No disability	0%	0%	0%	0%	0%
Sex	Male	-3%	1%	-1%	-1%	2%
	Female	3%	-1%	0%	1%	-1%
Religion	Christian	0%	2%	2%	3%	3%
	Hindu	-1%	0%	11%	10%	8%
	Jewish	-3%	-4%	-5%	8%	-4%
	Muslim	2%	-2%	5%	3%	5%
	Sikh	9%	-6%	-6%	0%	2%
	Other	5%	3%	-2%	-3%	-2%
No religion	-1%	-2%	-7%	-9%	-7%	

Large inequalities were seen on many measures for **LGBT+ Londoners**; although some of these gaps have recently narrowed (see slide 15). Inequalities have also narrowed for **Mixed Ethnicity Londoners** – with the gap for listen to concerns narrowing by 9pp. compared with Q3 23-24. **White British Londoners** were least likely to feel police can be relied on or listen to concerns of any ethnic group, whilst **Sikh Londoners** were more likely to be worried about ASB, and less likely to feel informed about local policing.

Victim Satisfaction

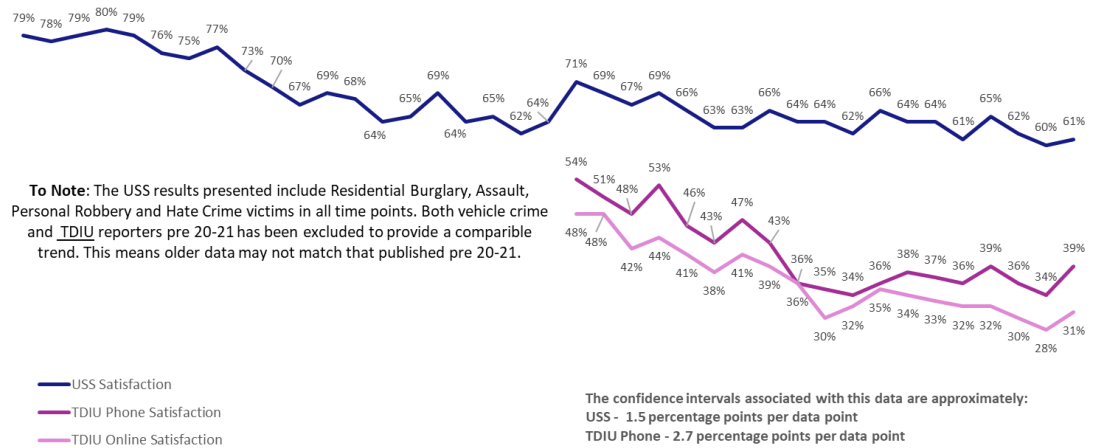


MAYOR OF LONDON

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Victim Satisfaction 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

Overall satisfaction (USS), which measures satisfaction for crime handling by the MPS Basic Command Units (BCUs), showed no change from this time last year; remaining at 61% in both Q3 23-24 and Q3 24-25.

Telephone reporters have been more satisfied than those who report online. When comparing this quarter with the same quarter last year (Q3 24-25 vs. Q3 23-24) there has been no change in satisfaction for online reporters (-1pp.) but an increase for telephone reporters (+3pp).

Looking at inequalities, 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 – were more satisfied than the MPS average. For the TDIU surveys **younger respondents** – 16-44 – were less satisfied than the MPS average both by phone and online.

Within the USS, the largest negative gap is between those who self-declare a **disability** and those who do not. There are also gaps for those from the **LGBT+** group.

For TDIU online reporters, there are negative gaps for those from **Asian** and **Mixed Ethnic backgrounds**, and those who identify as **LGBT+**.

12 months to Q3 24-25		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>
Unweighted MPS result		62%	37%	30%
Ethnicity	White British	1%	1%	3%
	White Other	2%	5%	2%
	Black	1%	6%	4%
	Asian	1%	-1%	-6%
	Mixed	-3%	-3%	-6%
Other ethnicity		-2%	-4%	0%
LGBT+	Yes	-6%	1%	-5%
	No	1%	1%	3%
Age	16-24	2%	-7%	-6%
	25-34	-2%	-11%	-11%
	35-44	-3%	-7%	-5%
	45-54	0%	1%	2%
	55-64	0%	7%	10%
65 years +		12%	24%	22%
Disability	Disability	-9%	1%	-3%
	No disability	3%	1%	1%
Sex	Male	1%	-1%	0%
	Female	0%	3%	2%

To note, there was a 2 week suspension of the surveys in October 24, part of Q3 24-25.

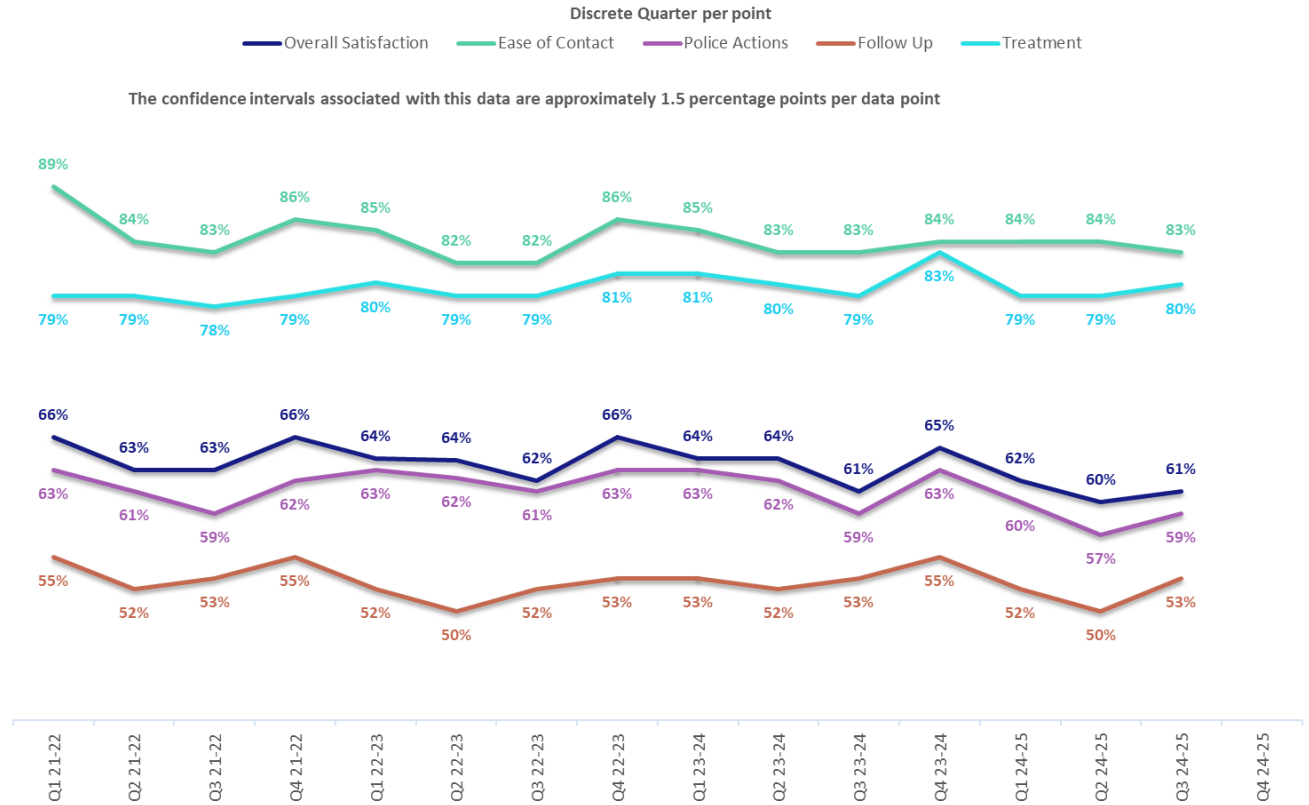
The key drivers of victim satisfaction have remained stable

This model shows the **key drivers of victim satisfaction** with the Metropolitan Police Service.

Overall satisfaction



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

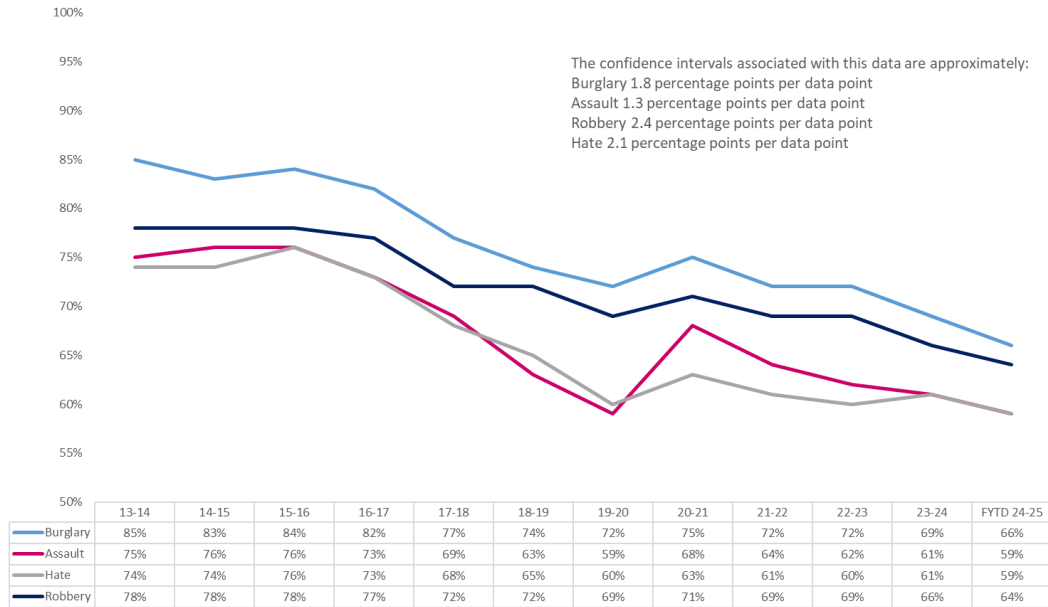


Overall satisfaction has seen no change from this time last year; at 61% in both Q3 23-24 and Q3 24-25.

When comparing Q3 23-24 and Q3 24-25, results for the drivers of satisfaction, there are no significant differences in any of these key areas, which is expected given there has been no change in overall victim satisfaction.

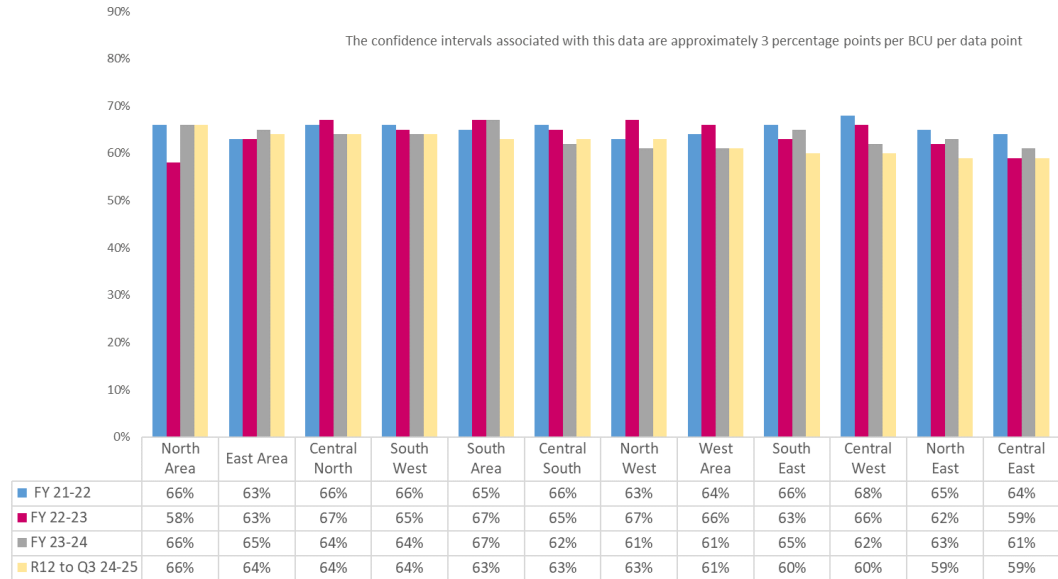
Satisfaction continues to vary by crime group and BCU

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



Overall satisfaction between the crime groups has been converging over the last few years. The gap between the most satisfied group and least satisfied group has reduced from 13 pp. in 2019-20 to 7 pp. in 2024-25. This is largely driven by reductions in satisfaction for burglary and robbery victims.

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



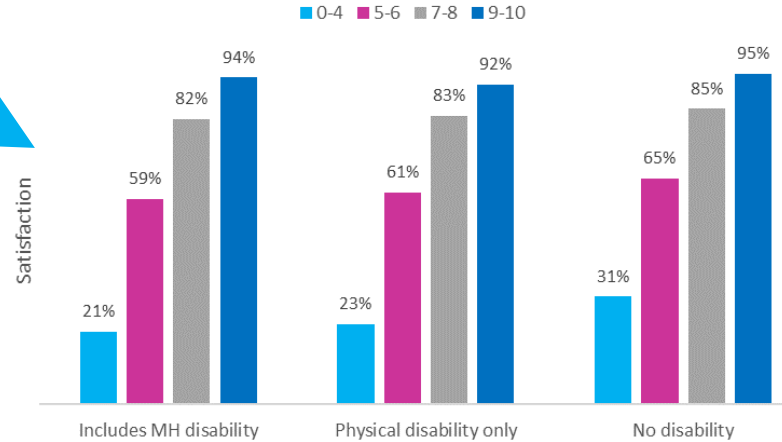
There is variation in performance between BCUs, with a 7pp. range between top and bottom performers.

The differences between the top performing BCU (North Area) and the bottom two performing BCUs (North East and Central East) are statistically significant.

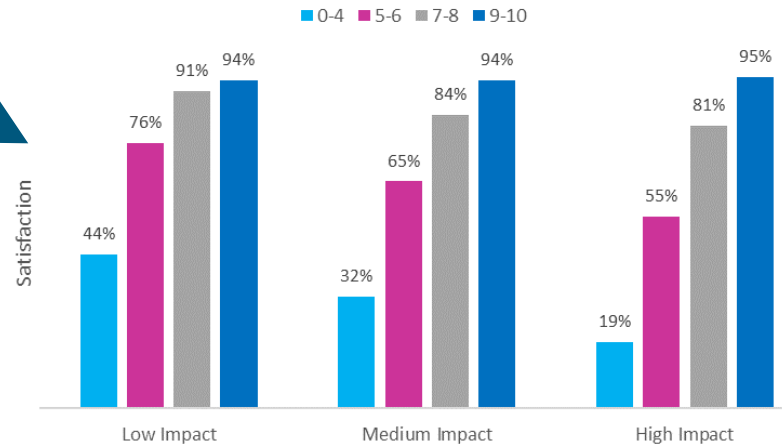
The delivery of key services is associated with higher satisfaction for all groups

By using a composite score of ten yes/no diagnostic questions* about the service victims receive, it is possible to derive a "service score". This score can be broken down by demographic groups to understand differences in experiences.

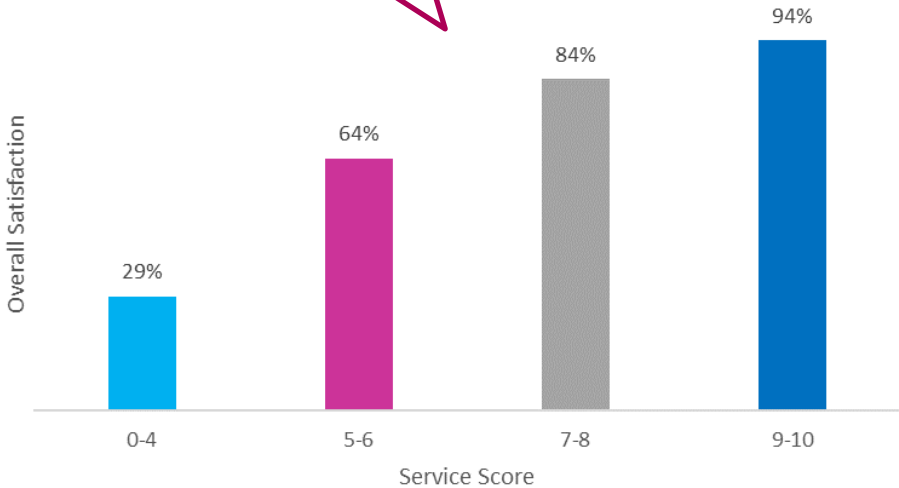
Small differences were seen by disability. There is a particularly negative effect of delivering poor service (a service score of 0-4) for those with a disability compared to those without.



As impact of the crime on the victim increases, there is an increasingly negative impact of receiving a poor service a service score of 0-4, on overall satisfaction.



As service score increases, overall satisfaction increases. This pattern holds across a range of demographic characteristics and across crime types.



*The ten diagnostic questions are: Scene was investigated; Victim services were offered; Victim Personal Statement offered; Information on Restorative Justice was offered; Crime prevention advice was given; An explanation of the process was offered; A letter/email of acknowledgement within 5 days; There were updates without asking; The matter was taken seriously; Communication was clear.

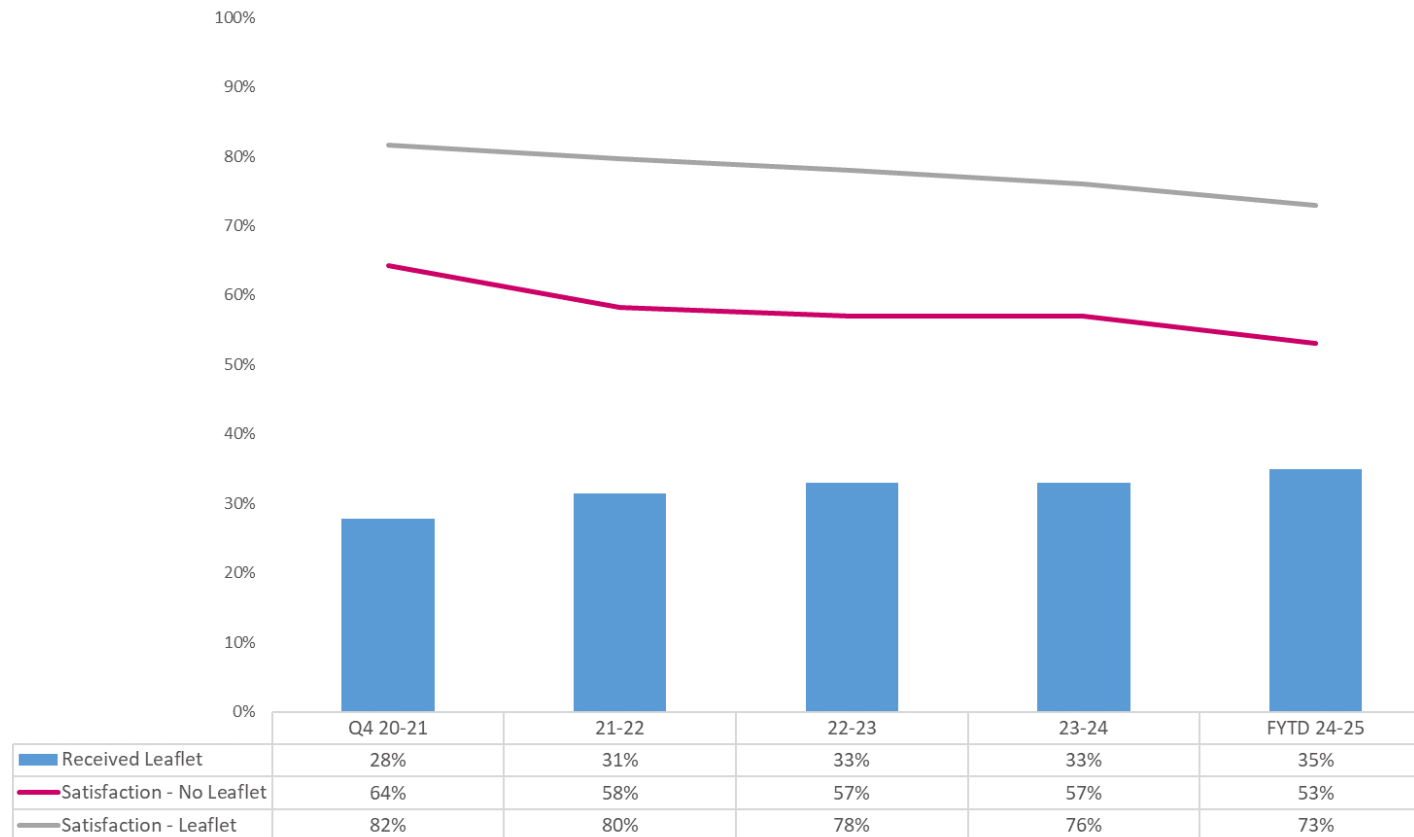
Leaflet provision helps with delivery of a good service for victims

The MPS began distribution of a **Victim Care Leaflet** in November 2020 (Q4 20-21). These leaflets are given to victims, and set out what they can expect from the criminal justice system and provide details of support agencies.

Around a third of respondents in the USS report receiving a leaflet (see graph). This increased slightly over time.

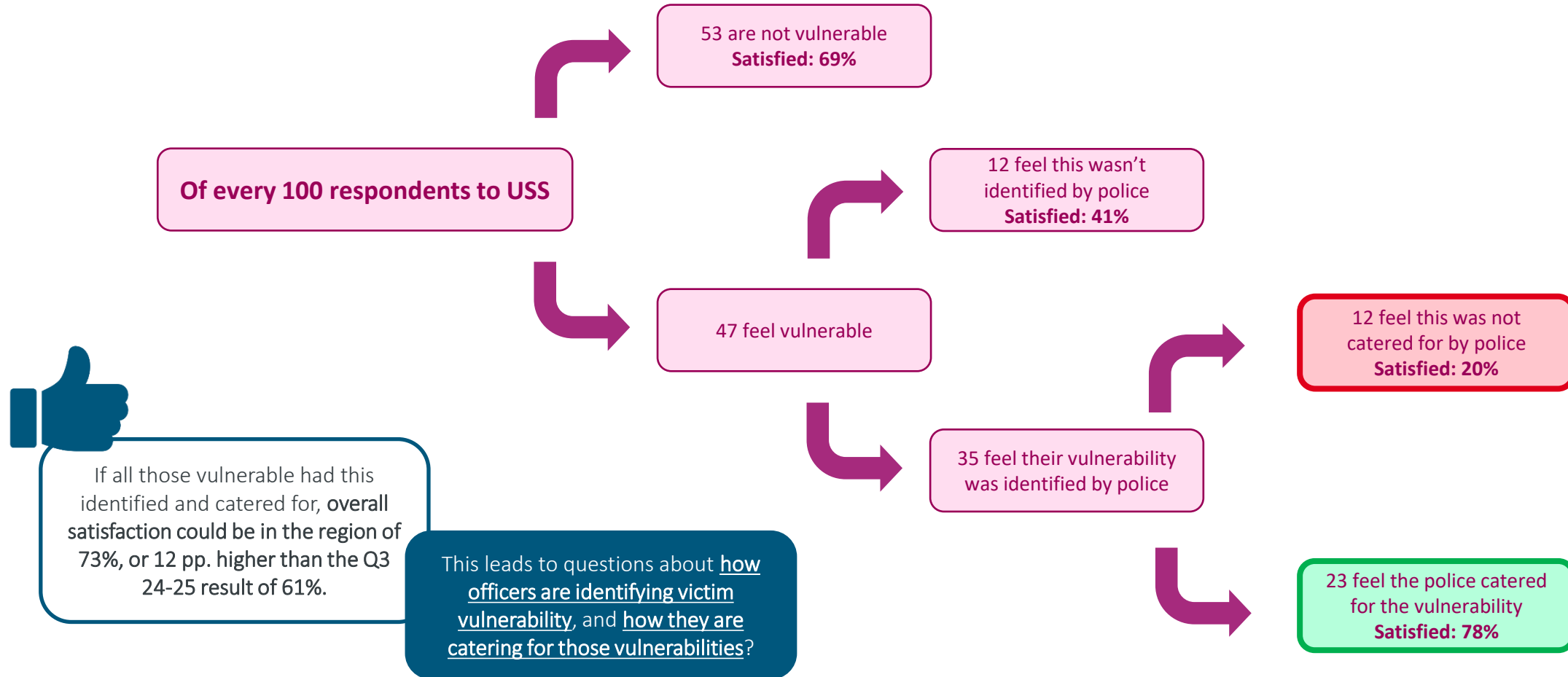
Overall, **those who report receiving the leaflet are more satisfied**. This gap narrowed slightly over time but stands at 20 pp.

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



Victims tell us that catering for vulnerability is also important for good service

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. Ultimately, victims are the least satisfied where their **vulnerability was identified but not catered for by the police.**



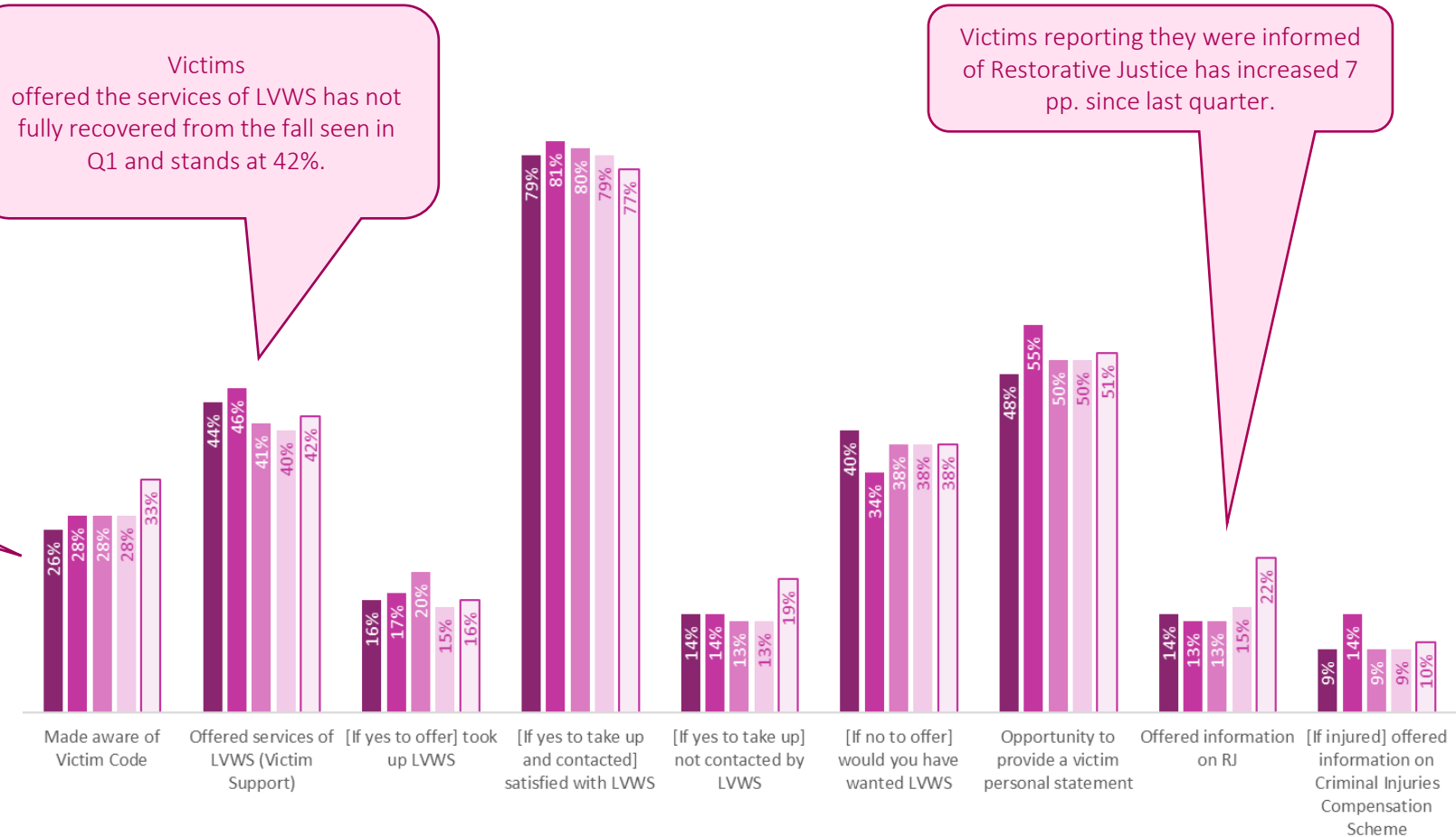
The USS measures compliance with standards set out in the Victim Code Of Practice

The Victims' Code of Practice sets out the services that victims can expect and explains their rights.

Victim Code responses over time

Discrete data per point

■ Q3 23-24 ■ Q4 23-24 ■ Q1 24-25 ■ Q2 24-25 ■ Q3 24-25



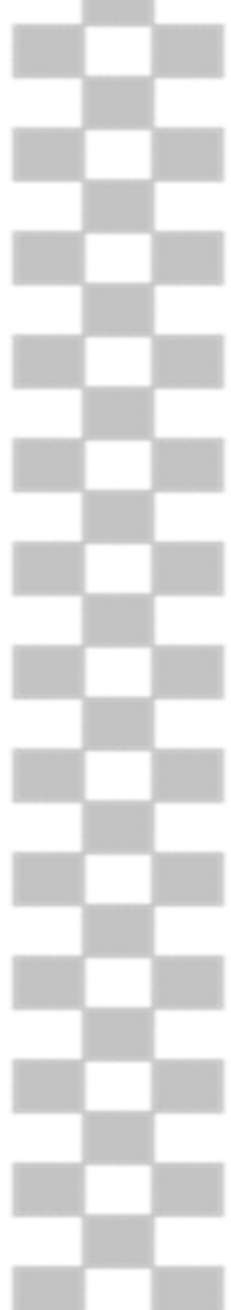
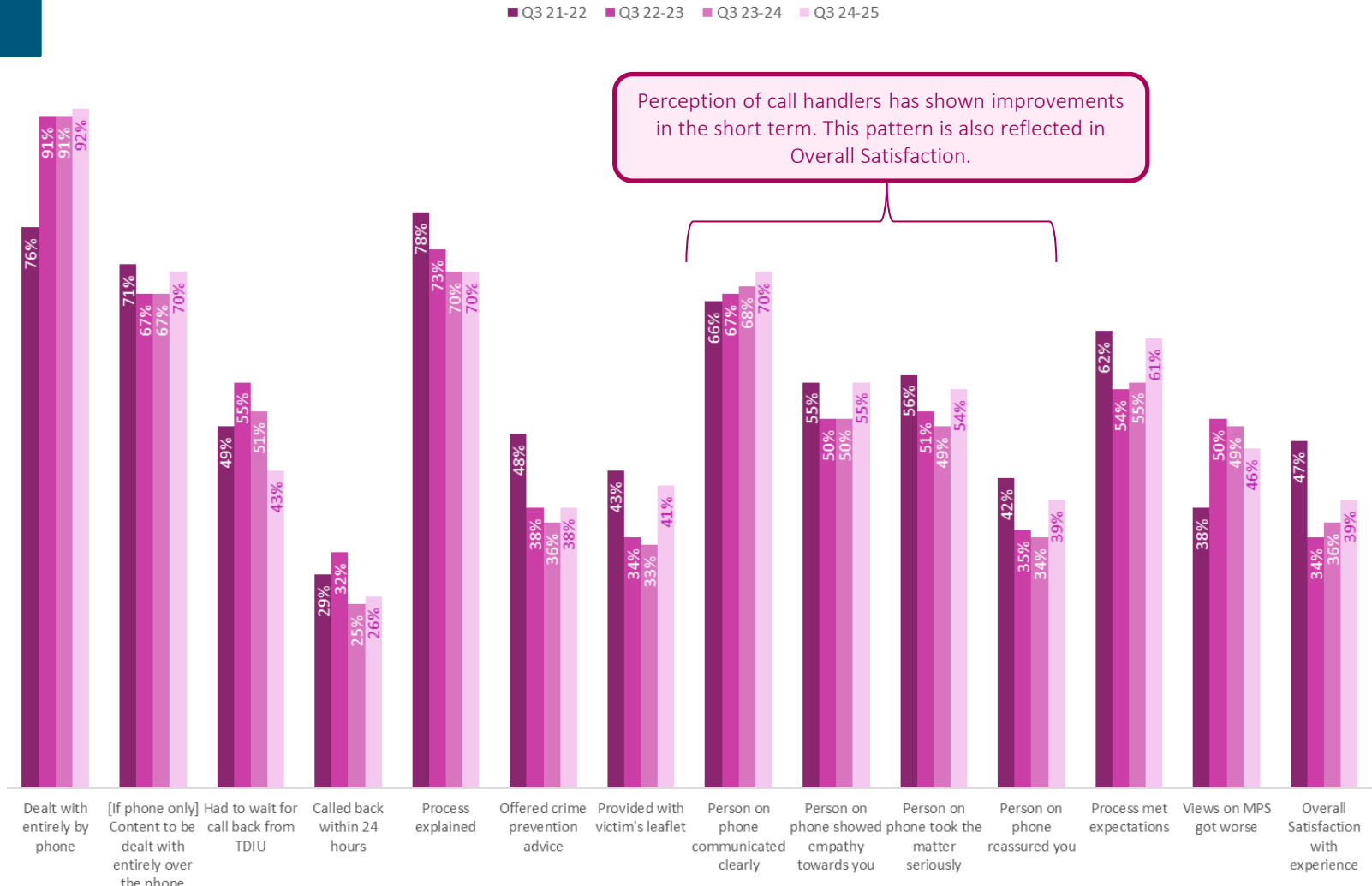
The proportion of victims who reported being made aware of the Victim Code has increased over the last 4 quarters.

Victims offered the services of LVWS has not fully recovered from the fall seen in Q1 and stands at 42%.

Victims reporting they were informed of Restorative Justice has increased 7 pp. since last quarter.

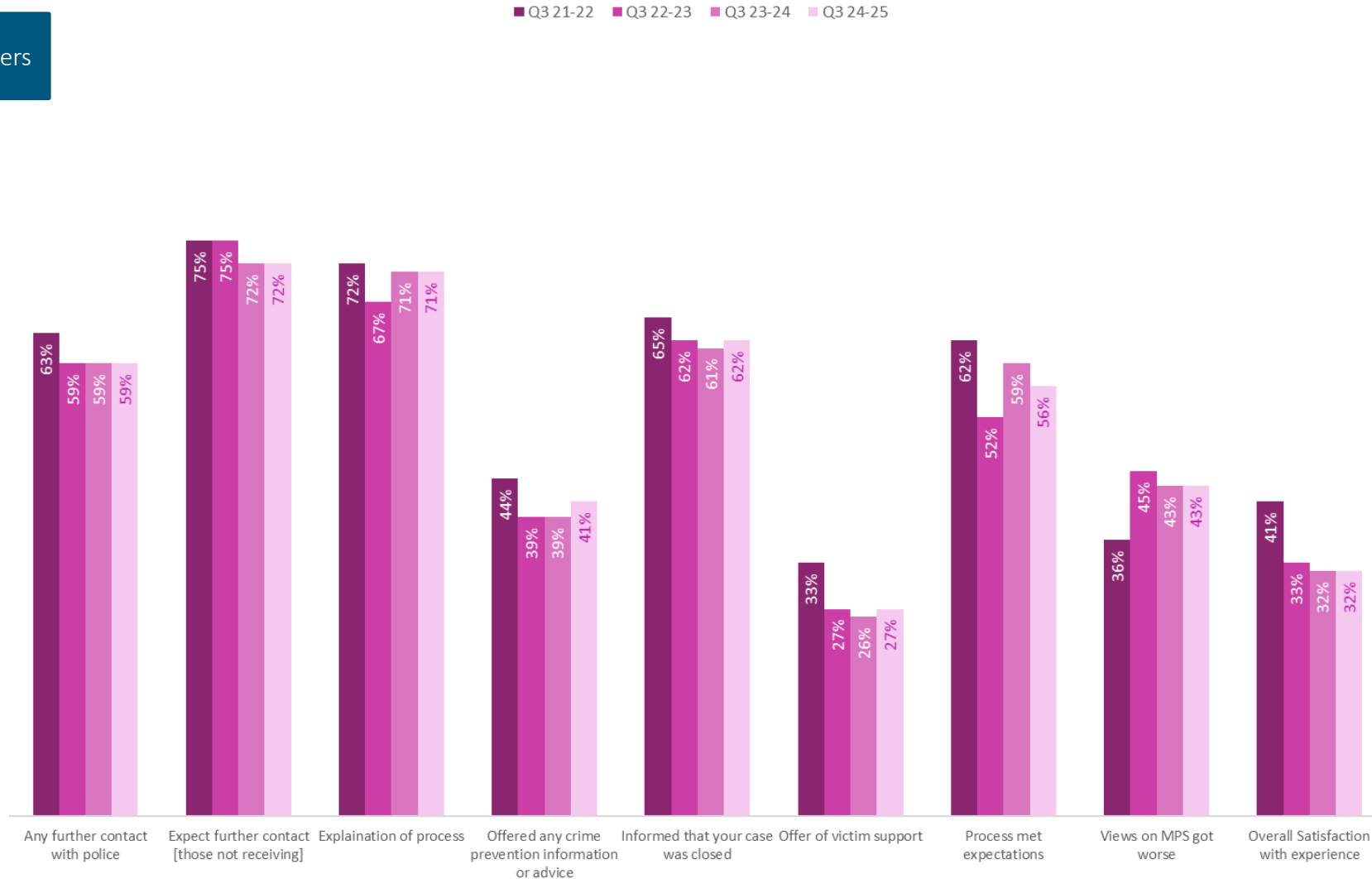
A smaller proportion of victims had to wait to receive a call back from the TDIU this quarter

TDIU: telephone reporters

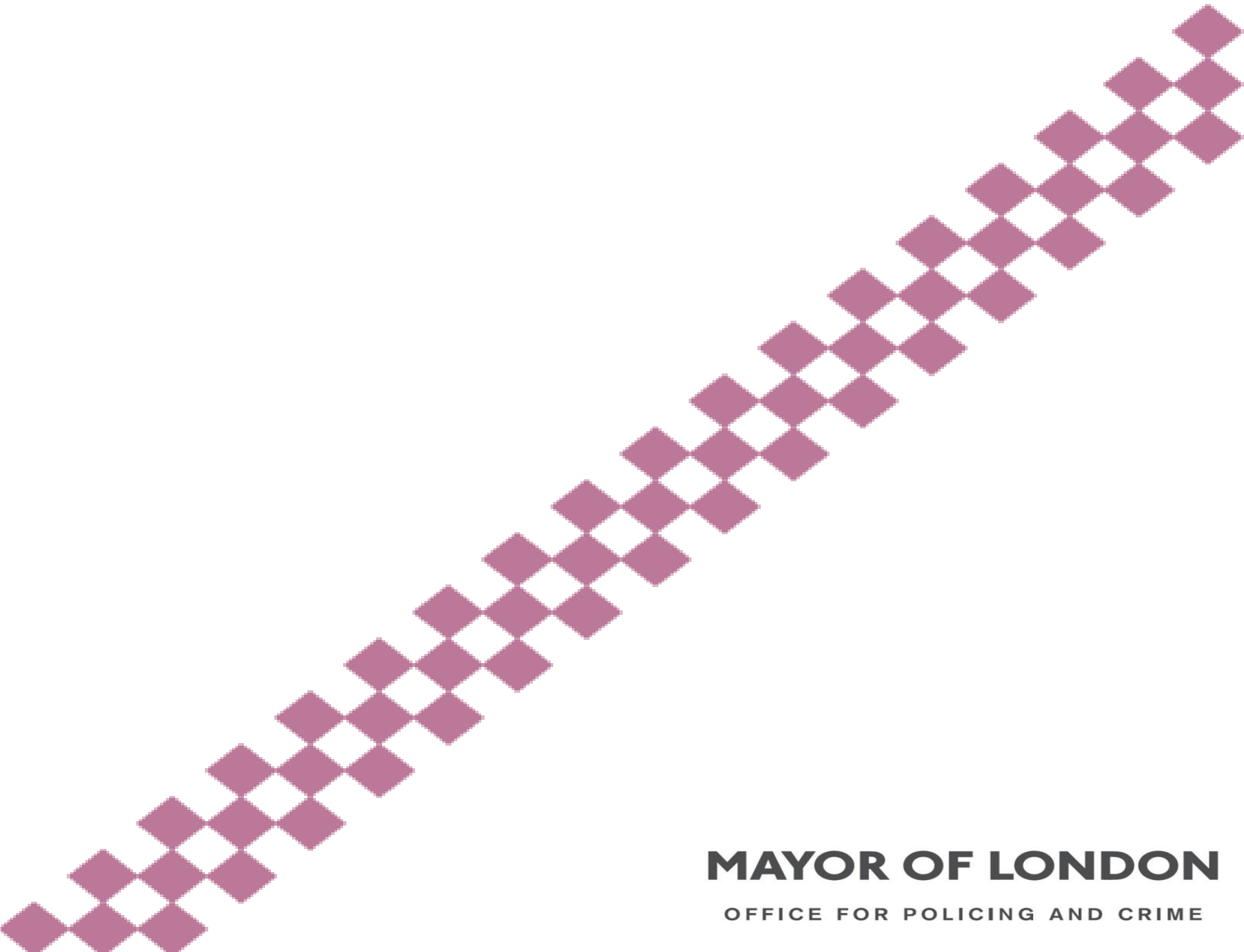


The experience of online reporters has remained consistent this quarter

TDIU: online reporters



Methodology



Appendix

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

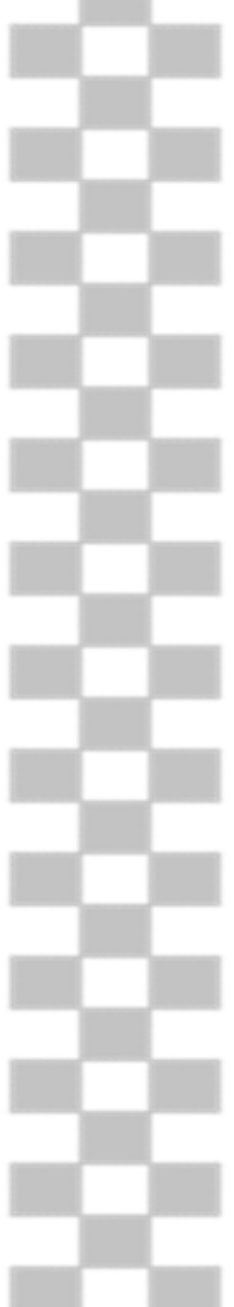
- *Question wording:* “To what extent do you agree or disagree with the following statements: The Metropolitan Police Service is an organisation that I can trust”.
- *Response options:* Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
- *Reporting:* When 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.

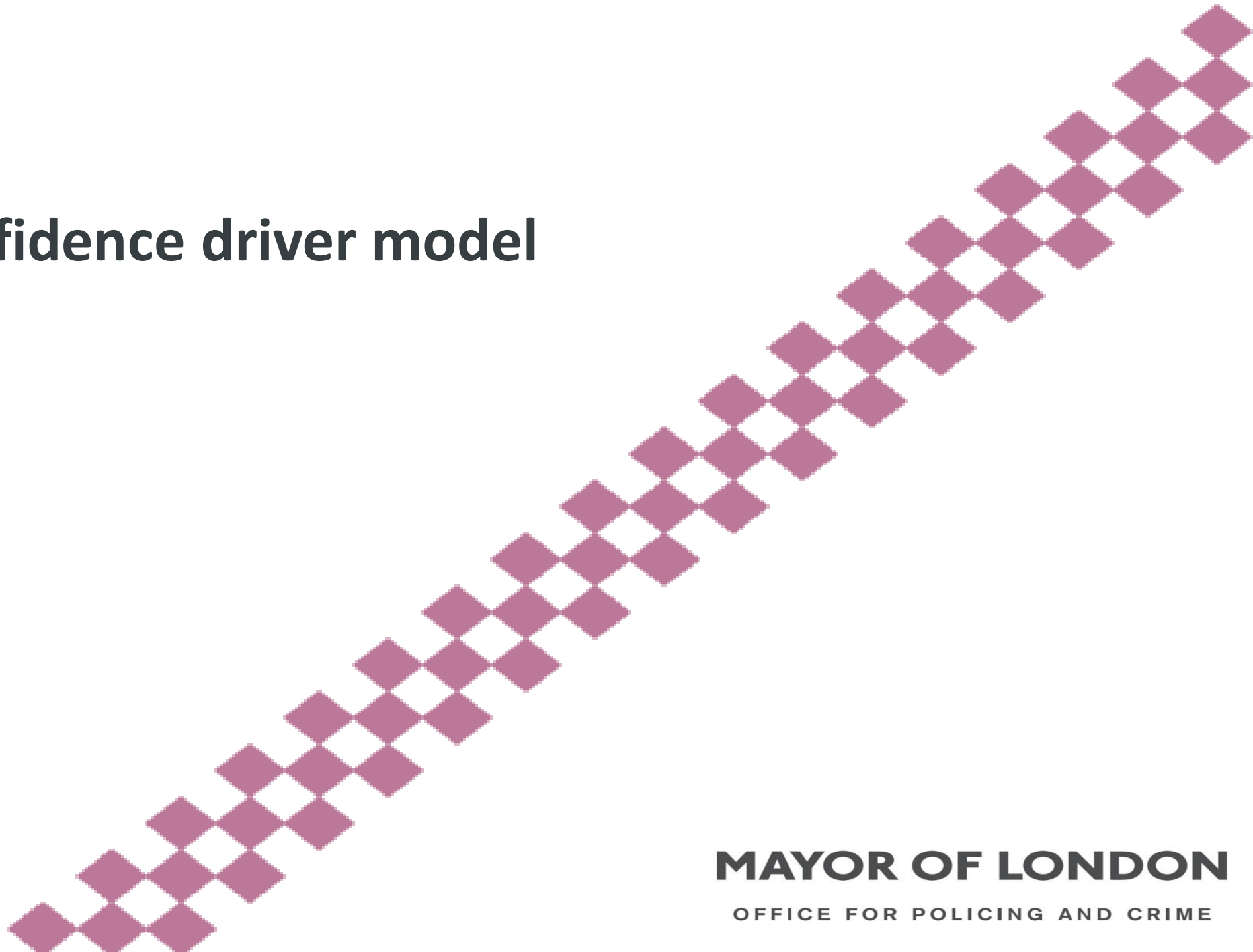
Victim satisfaction

- *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).



Appendix

Trust and confidence driver model



The drivers of trust and confidence remain stable in FY 23-24. Both concepts are interlinked but distinct – with *shared and unique* predictors.

A stable picture of what matters most to Londoners

Refreshed modelling of trust and confidence in the PAS shows the key drivers have remained overwhelmingly similar.

Note that questionnaire changes mean some variables may be *slightly different* to previous models – including police accountability, which includes a new focus on maintaining standards and continuous development.

Confidence

People’s perceptions of **police engagement-treatment** continued to be the *strongest driver* of confidence – with aspects of police effectiveness, crime and safety issues, and police visibility also still influential.

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.

Our strongest models of trust and confidence to date

Both of these models explain *more variance* in whether people trust or feel confident in police than previous versions. This likely reflects the widened scope of survey questions in the PAS, enabling a more comprehensive picture.

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

Trust

People’s perceptions of **police accountability-standards** continued to be the *strongest driver* of trust in the MPS, with perceptions of engagement-treatment and effectiveness also playing a role here.

Strongest Driver

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