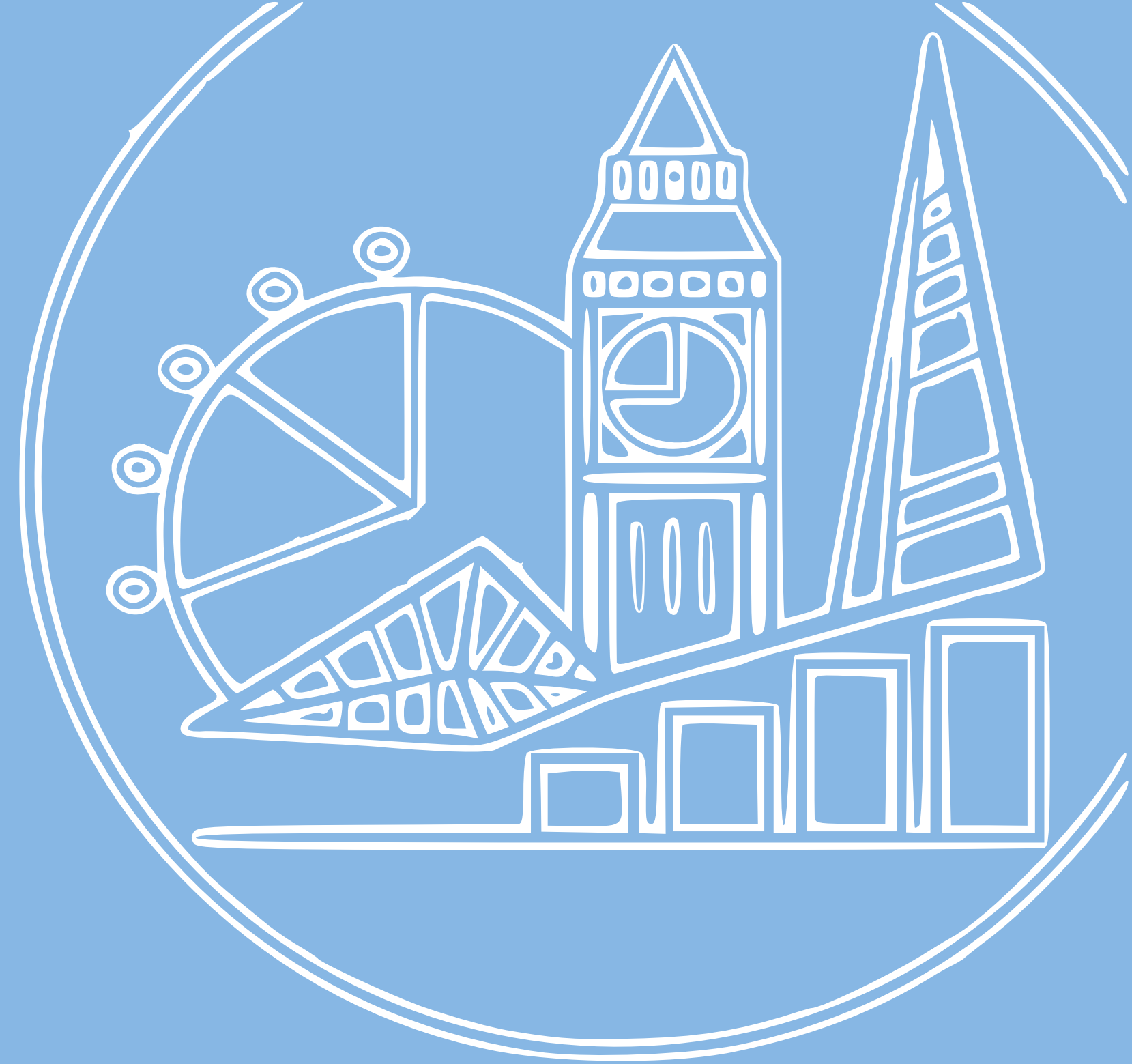


# Public Voice Insights

*Learning from the MOPAC  
Public Voice Surveys*

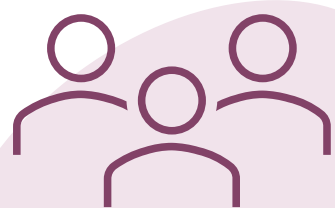
*Quarter 1 2025-26*

Date	October 2025
Data to	Q1 25-26
Contact	<a href="mailto:evidenceandinsight@mopac.london.gov.uk">evidenceandinsight@mopac.london.gov.uk</a>
Version	
Marking	OFFICIAL



# Introduction and Key Findings

# 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 24-25 saw around 9,600 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\*.

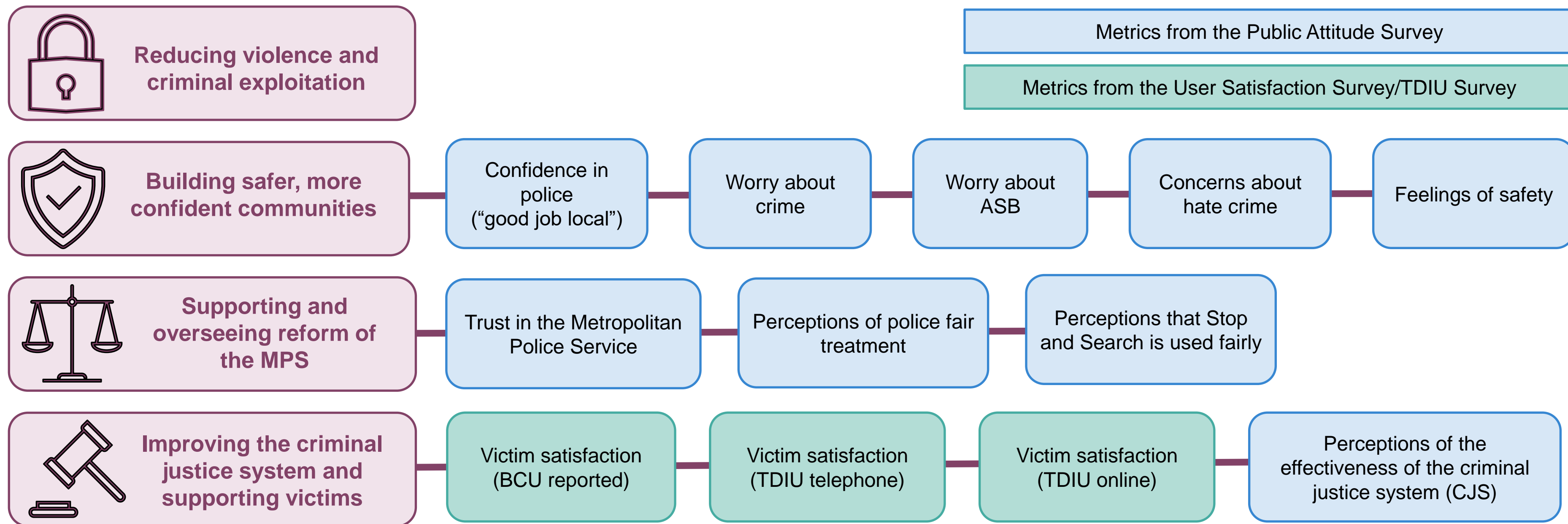
Interviews take place throughout the year and are distributed evenly across all London boroughs. The survey currently gathers the views of over 19,000 residents per year – around 600 in each London borough. Topics include trust and confidence in the police, perceptions of local problems and experiences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

# Executive Summary – Q1 2025/26

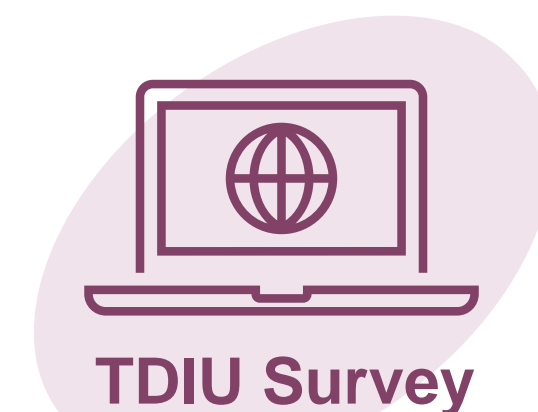
## User Satisfaction Survey (USS)

BCU-reported **overall satisfaction** (USS) showed no significant change from this time last year; 62% in Q1 24-25 vs. 64% in Q1 25-26.



## Telephone Digital Investigation Unit (TDIU) Survey

Telephone reporters have consistently been more satisfied than those who report online. When comparing Q1 25-26 with the same quarter last year, there has been no significant change in the satisfaction of **telephone reporters** (35% in Q1 25-26 vs. 36% in Q1 24-25). When comparing Q1 25-26 with the same quarter last year, there has been no significant change in satisfaction for **online reporters** (28% in Q1 25-26 vs. 30% in Q1 24-25).



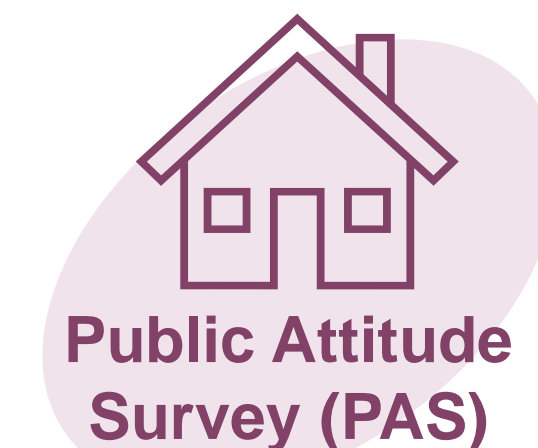
## Public Attitude Survey (PAS)

In Q1 25-26, **45% of Londoners believed the police do a good job in their local area.** This result has remained low.

In Q1 25-26, **75% of Londoners believed the Metropolitan Police Service was an organisation they could trust.** This result has remained relatively stable following an uplift seen during FY 24-25.

**Victimisation has remained stable over the last year:** 5% of those surveyed during Q1 25-26 said that they experienced something they would consider to be a crime in the previous quarter.

In Q1 25-26, **46% of Londoners said they were worried about crime in their local area.** Results for this question have remained relatively stable over the last year.



# Key findings for public perceptions



## Trust and Confidence

### Trust & confidence [\(slide 11\)](#)

Trust in the MPS saw an uplift during FY 24-25, with latest results for Q1 25-26 remaining relatively stable at 75%. However, **confidence** decreased by 2 percentage points to 45% in Q1 25-26.

### Police fairness [\(slide 12\)](#)

In Q1 25-26, 66% of Londoners believed the **police treat everyone fairly** and 61% believed the **police use their Stop and Search powers fairly**. Both results have remained relatively stable in line with Q4 24-25.

### The national picture [\(slide 15-16\)](#)

Latest results from the **Crime Survey for England & Wales** (CSEW) for Q4 24-25 show that confidence in London was broadly in line with the national result for England and Wales. While comparable to other forces, CSEW trust in **local** police in the MPS/CoLP was below the national average.



## Local Crime and Safety

### Crime victimisation [\(slide 17\)](#)

Levels of self-reported victimisation in the PAS have remained stable over the last year. In Q1 25-26, 5% of Londoners said they had **experienced a crime** during the financial quarter prior.

### Local crime & ASB [\(slide 18-19\)](#)

In Q1 25-26, the proportion of Londoners **worried about crime** in their local area remained relatively stable at 46%. However, the proportion **worried about ASB** increased significantly by 8 percentage points to 43%, following a notably low result in Q4 24-25.

### Feelings of safety [\(slide 20\)](#)

In Q1 25-26, **safety walking alone after dark** remained stable at 68%. Females were significantly less likely to say they feel safe walking alone after dark than males, with the current **gender gap** standing at 19 percentage points.



## Local Policing and Standards

### Local engagement [\(slide 22-23\)](#)

In Q1 25-26, statistically significant decreases were seen on some measures of local engagement, including that police **deal with local issues** and **listen to local concerns** (both -3pp. vs Q4 24-25). Feeling **informed about local policing** also stands at the *lowest ever recorded level* (20% in Q1 25-26).

### CJS effectiveness [\(slide 24\)](#)

In Q1 25-26, 58% of Londoners believed the criminal justice system (CJS) was **effective at bringing people to justice**, a decline of 2 percentage points on Q4 24-25.

### Police standards [\(slide 25-26\)](#)

Londoners remain divided in their views of police standards and culture. In Q1 25-26 60% believed the MPS **maintains high standards**. However, just 36% felt the MPS effectively **tackles inappropriate behaviour** amongst its officers and staff.

## Demographic Breakdowns

Some groups of Londoners remain less likely to hold positive views of the police.

As with previous quarters, **LGBT+ Londoners** were far less likely to trust or to feel confident in the MPS. This group were also less likely to respond positively about police fairness, engagement and standards. Concerns about hate crime were also high amongst LGBT+ Londoners.

Londoners from **Black** or **Mixed Ethnic backgrounds** were also less likely to trust the MPS, and to feel police behave fairly. Mixed Ethnicity Londoners were also less likely to feel confident in police standards.

[\(slides 13, 21 and 27\)](#)

## Borough Performance

Borough performance on the four key measures of Trust and Confidence remained mixed, with **Enfield** the only borough to see notable improvements across all questions.

[\(slide 14\)](#)

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

# Key findings for victim satisfaction



## Overall Satisfaction

### USS satisfaction [\(slide 29\)](#)

BCU-reported **overall satisfaction** (USS) showed no significant change from this time last year; 62% in Q1 24-25 vs. 64% in Q1 25-26. Over the longer term, satisfaction has fallen substantially - 15 percentage points since Q1 16-17.

### TDIU telephone reporting satisfaction [\(slide 29\)](#)

**Telephone reporters** have been more satisfied than those who report online. When comparing Q1 25-26 with the same quarter last year, there has been no significant change in satisfaction (35% in Q1 25-26 vs. 36% in Q1 24-25).

### TDIU online reporting satisfaction [\(slide 29\)](#)

When comparing Q1 25-26 with the same quarter last year, there has been no significant change in satisfaction for **online reporters** (28% in Q1 25-26 vs. 30% in Q1 24-25).



## Key Drivers of Satisfaction

### USS key drivers of overall satisfaction [\(slide 30-31\)](#)

Work has shown the key drivers of satisfaction include satisfaction with **ease of contact**, the **actions** taken by police, how well they were kept informed (**follow-up**), and police **treatment**.

When comparing Q1 24-25 and Q1 25-26 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.



## Service Provision

### Offering victim support services [\(slide 34\)](#)

The proportion of victims who report having been **offered victim support services** has increased from 41% in Q1 24-25 to 46% in the current quarter.

### Information on restorative justice [\(slide 34\)](#)

The proportion of victims who report having been **offered information on restorative justice** has increased from 13% in Q1 24-25 to 18% in the current quarter.

### Leaflet provision [\(slide 35\)](#)

Over a third (38%) of respondents in the USS report **receiving a leaflet**. This has increased over the longer term. Overall, those who report receiving the leaflet are more satisfied, with this gap standing at 20 percentage points.

## Demographic Breakdowns

Looking at demographic break downs, 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 result. For the TDIU surveys, younger respondents – aged 16-44 – were less satisfied than the MPS result both for telephone and online reporting.

Within the USS, a large negative gap in satisfaction exists for those who self-declare a **disability**. There are also negative gaps for those from the **LGBT+** group and those from a **Mixed Ethnic background**.

[\(slide 32\)](#)

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

# 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.

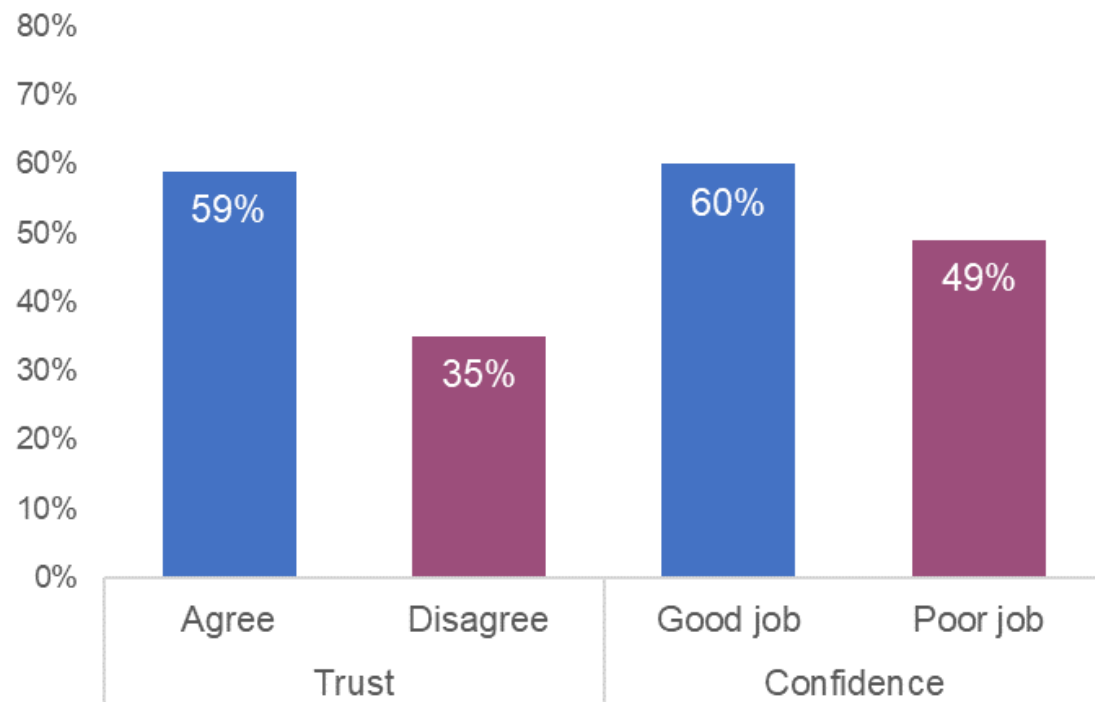


...contact the police as a victim of crime.

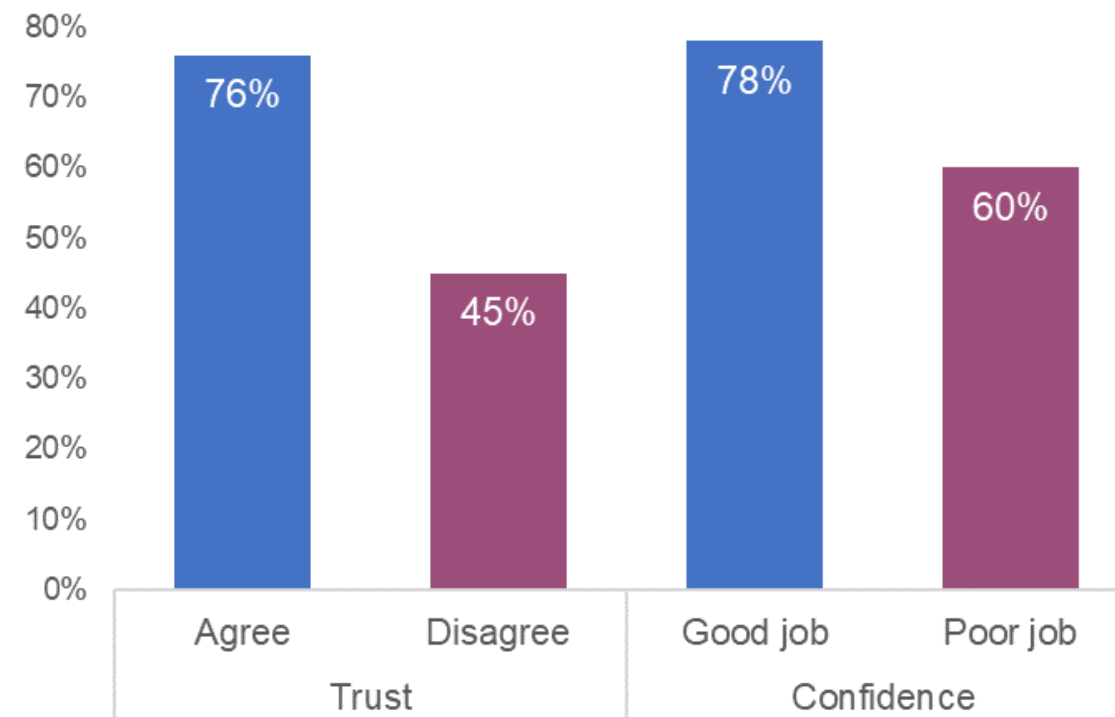


...obey the law and police orders.

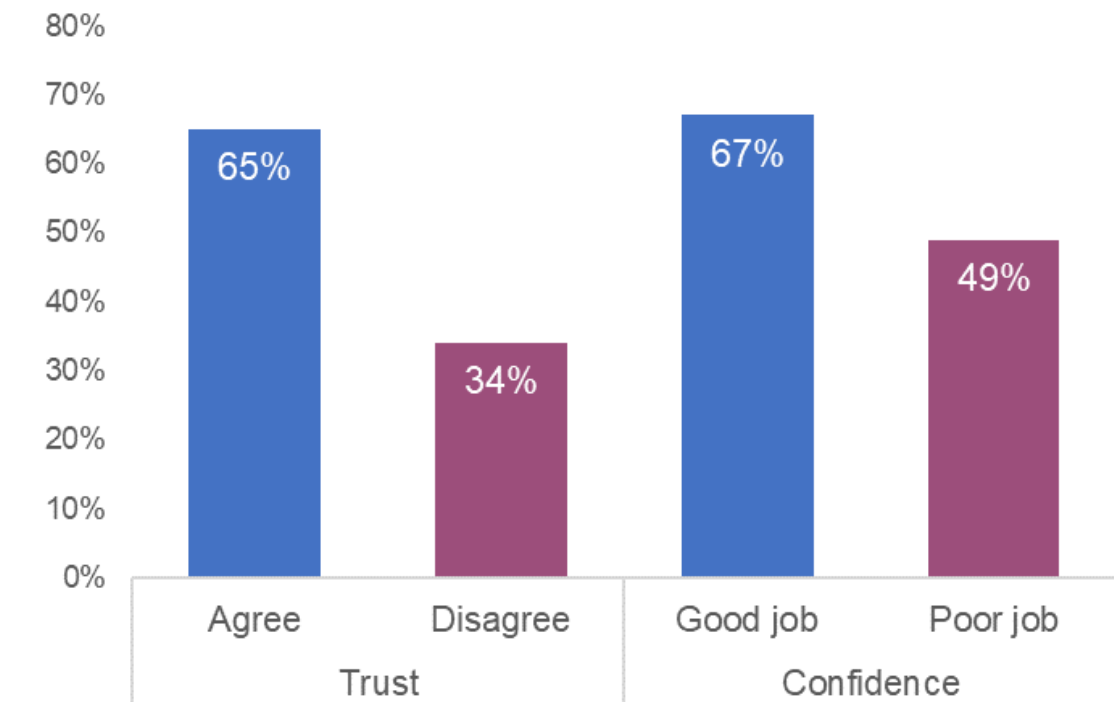
% 'very likely' to help the police find someone suspected of committing a crime by providing information.



% '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 24-25; likelihood to help police asked in Q3 and Q4 only.

# 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.

Strongest Driver

**Trust**

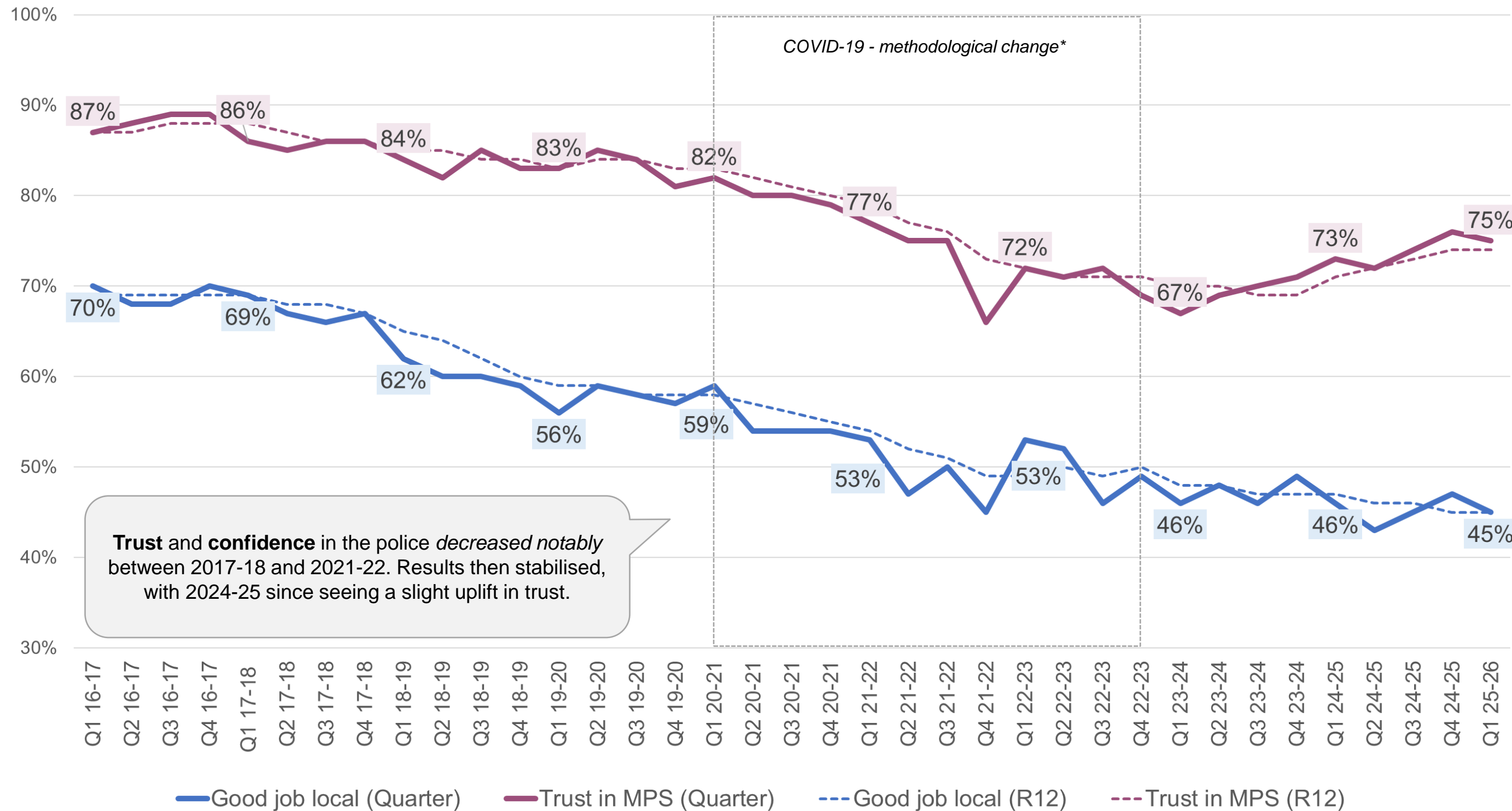
Diagrammatic representation of two logistic regression models predicting Confidence and Trust in the MPS for PAS respondents in FY 23-24. **Lines show key drivers of each** - all pathways are statistically significant at  $p \leq 0.001$ .

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

# Trust in the MPS has recently increased, but confidence remains low

## Trust and confidence

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



Trust and confidence in the police decreased notably between 2017-18 and 2021-22. Results then stabilised, with 2024-25 since seeing a slight uplift in trust.



In Q1 25-26, 75% of Londoners believed the Metropolitan Police Service was an organisation they could trust. This result has remained relatively stable following an uplift seen during 2024-25.

The proportion feeling police do a good job in their local area decreased slightly by 2 percentage points in Q1 25-26, to 45%.

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

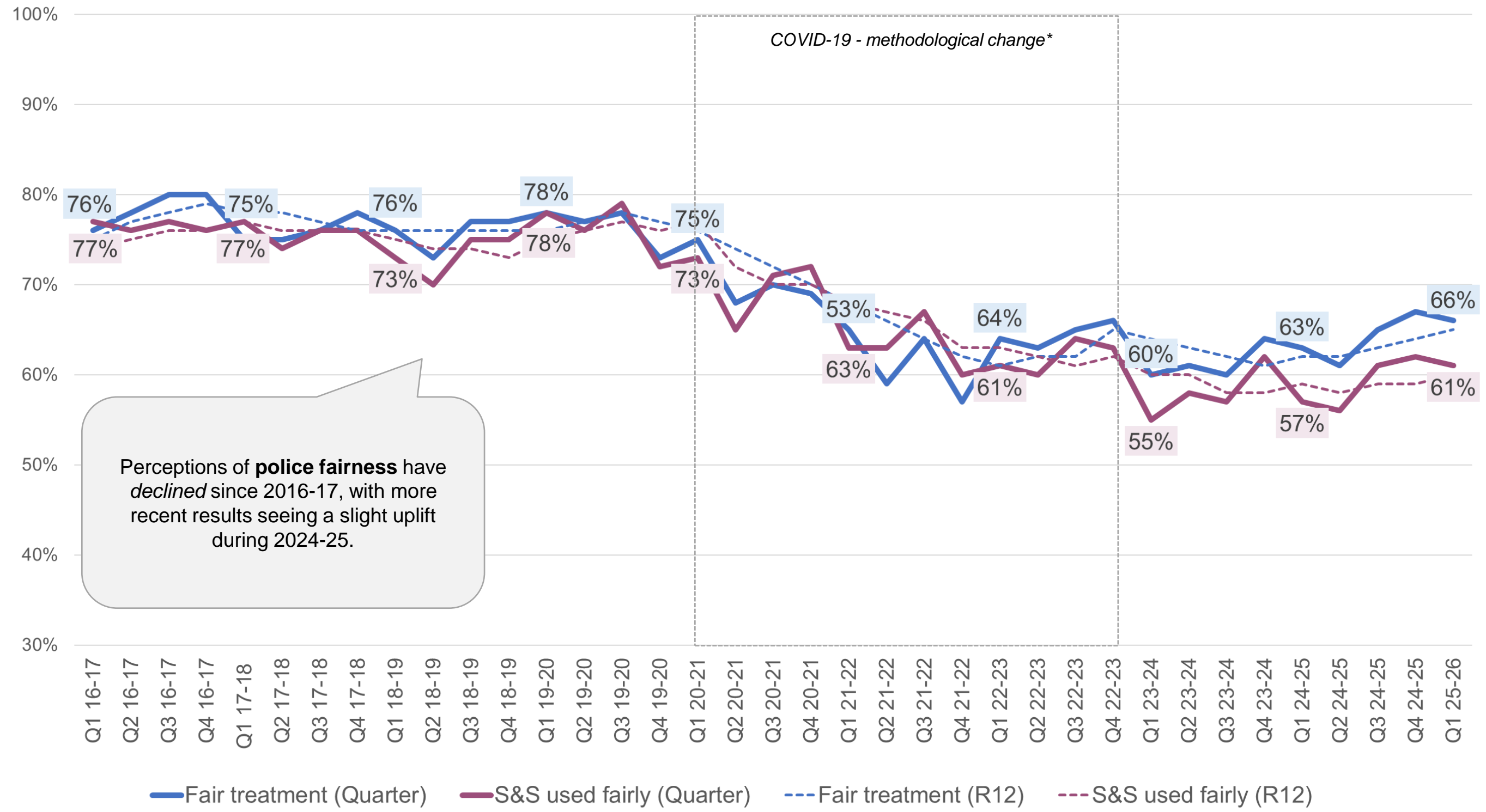
\*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

# Perceptions of police fairness have remained relatively stable this quarter

## Police fairness

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



In Q1 25-26, 66% of Londoners believed the police in their area **treat everyone fairly**, whilst 61% were confident that the police **use Stop and Search (S&S) fairly**.

Results for both measures have remained relatively stable over the last three quarters but stand *significantly higher* than the same point two years ago.

Perceptions of **police fairness** have *declined* since 2016-17, with more recent results seeing a slight uplift during 2024-25.

**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+ Londoners remain less likely to trust or feel confident in the police

## Trust and confidence - demographic breakdowns

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)	Police use their Stop & Search powers fairly (S&S used fairly)
Weighted MPS result		45%	74%	65%	60%
Ethnicity	White British	-6%	-1%	-2%	2%
	White Other	3%	4%	3%	7%
	Black	3%	-8%	-7%	-18%
	Asian	4%	5%	7%	6%
	Mixed	-4%	-13%	-15%	-19%
	Other ethnicity	9%	7%	8%	3%
LGBT+	Yes	-9%	-16%	-18%	-19%
	No	0%	1%	1%	1%
Age	16-24	5%	-1%	-2%	-7%
	25-34	4%	-3%	-3%	-6%
	35-44	-1%	0%	0%	-1%
	45-54	-2%	1%	2%	2%
	55-64	-4%	-2%	-2%	1%
	65 years +	1%	6%	5%	11%
Disability	Disability	0%	-3%	-1%	1%
	No disability	0%	1%	0%	0%
Sex	Male	-1%	0%	2%	3%
	Female	1%	1%	-2%	-3%
Religion	Christian	1%	2%	1%	3%
	Hindu	10%	8%	11%	14%
	Jewish	3%	4%	-1%	9%
	Muslim	6%	4%	7%	1%
	Sikh	3%	2%	4%	3%
	Other	0%	-9%	-3%	-8%
	No religion	-6%	-4%	-7%	-6%

A range of demographic inequalities in trust and confidence continue to be seen.

Large negative gaps remained on *all four measures* for **LGBT+ Londoners**. **Black Londoners** and **Mixed Ethnicity Londoners** were also *less likely* to trust the MPS or to respond positively about police fairness.

In contrast, Londoners from **Asian** or **Other Ethnic backgrounds**, **Hindu Londoners**, and **older age groups (65+)** were *more likely* to respond positively on several measures.

. Source: PAS

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

# Some North London Boroughs have seen recent improvements

## Trust and confidence – Borough performance

*Change vs. the same time last year. 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	43%	77%	69%	57%	1	0
Barnet	49%	76% ▲	65% ▲	66% ▲	3	0
Bexley	45% ▼	76%	72%	66% ▼	0	2
Brent	40% ▼	79% ▲	64%	67%	1	1
Bromley	44%	69%	63% ▲	67%	1	0
Camden	35% ▼	67%	51%	50%	0	1
Croydon	41%	67%	59%	58%	0	0
Ealing	38% ▼	77% ▲	64% ▲	61%	2	1
Enfield	55% ▲	81% ▲	67% ▲	64% ▲	4	0
Greenwich	47%	74% ▲	67% ▲	61%	2	0
Hackney	41%	68%	59% ▲	42%	1	0
Hammersmith and Fulham	49%	76%	64%	60%	0	0
Haringey	45%	74% ▲	62% ▲	47% ▲	3	0
Harrow	48% ▼	76%	68%	76%	0	1
Havering	45%	80% ▲	76%	75%	1	0
Hillingdon	52%	77%	71%	74%	0	0
Hounslow	47%	71% ▼	64%	64%	0	1
Islington	37% ▼	65%	53%	40% ▼	0	2
Kensington and Chelsea	45% ▼	74% ▼	69%	59% ▼	0	3
Kingston upon Thames	52%	81% ▲	68%	77% ▲	2	1
Lambeth	44%	71% ▲	56%	52%	1	0
Lewisham	38% ▼	65%	54%	42%	0	1
Merton	55%	83% ▲	67%	68%	1	0
Newham	43%	75%	70%	51% ▼	0	1
Redbridge	43%	76%	72%	57%	0	0
Richmond upon Thames	50%	77% ▲	64% ▲	71%	2	0
Southwark	44%	65%	57%	47%	0	0
Sutton	47% ▼	76%	72% ▲	70%	1	1
Tower Hamlets	41%	73%	70%	53% ▼	0	1
Waltham Forest	41%	73% ▲	66% ▲	50% ▲	3	0
Wandsworth	49%	80% ▲	62%	65%	1	0
Westminster	46% ▼	78%	63% ▼	59% ▼	0	3
<b>MPS</b>	<b>45%</b>	<b>74%</b>	<b>65%</b>	<b>60%</b>	<b>0</b>	<b>0</b>

Borough performance on the four trust and confidence metrics remained **mixed**. Trust and confidence are *highest* in **Enfield** and **Merton**, whilst levels are *lowest* in Boroughs including **Camden, Islington** and **Lewisham**.

▲ **Enfield** was the only borough to see notable improvements on *all four* measures over the last year\*, whilst **Barnet, Haringey** and **Waltham Forest** increased on three of the four questions.

▼ **Kensington & Chelsea** and **Westminster** have *declined* on three of the four questions when compared with the same point last year.

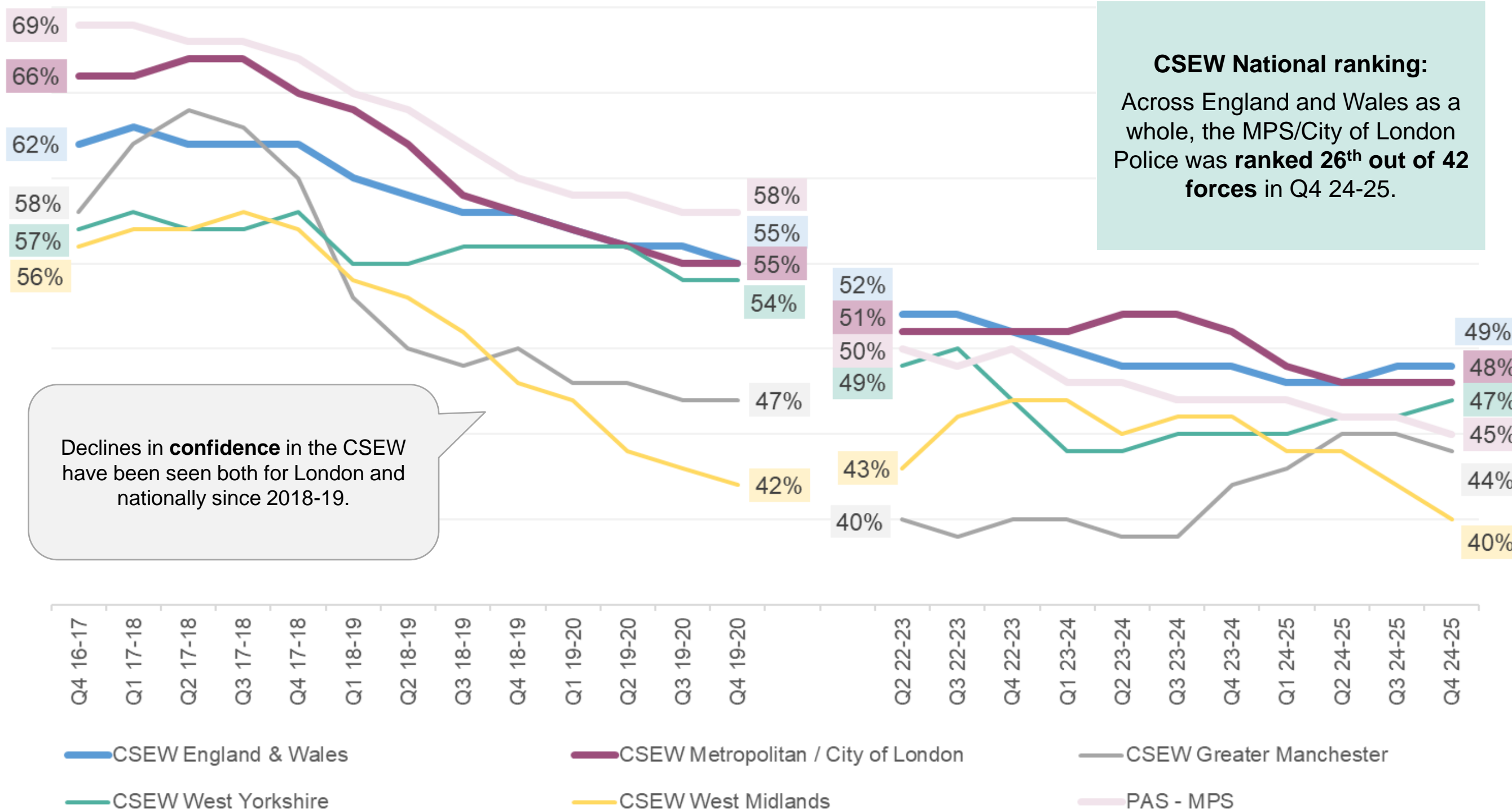
Source: PAS

Note that all data for borough results is **rolling-12 months** per point.  
\*Change for the current period vs. the same period last year.

# CSEW data shows confidence in London is in line with the national average

## The national picture - confidence

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



## Trust and Confidence

In Q4 24-25, **confidence** in London as measured by the **Crime Survey for England and Wales (CSEW)** stood at 48%.

This was in line with the national average for England and Wales (49%), and also in line with West Yorkshire (47%), Greater Manchester (44%) and West Midlands (40%).

Source: CSEW & PAS

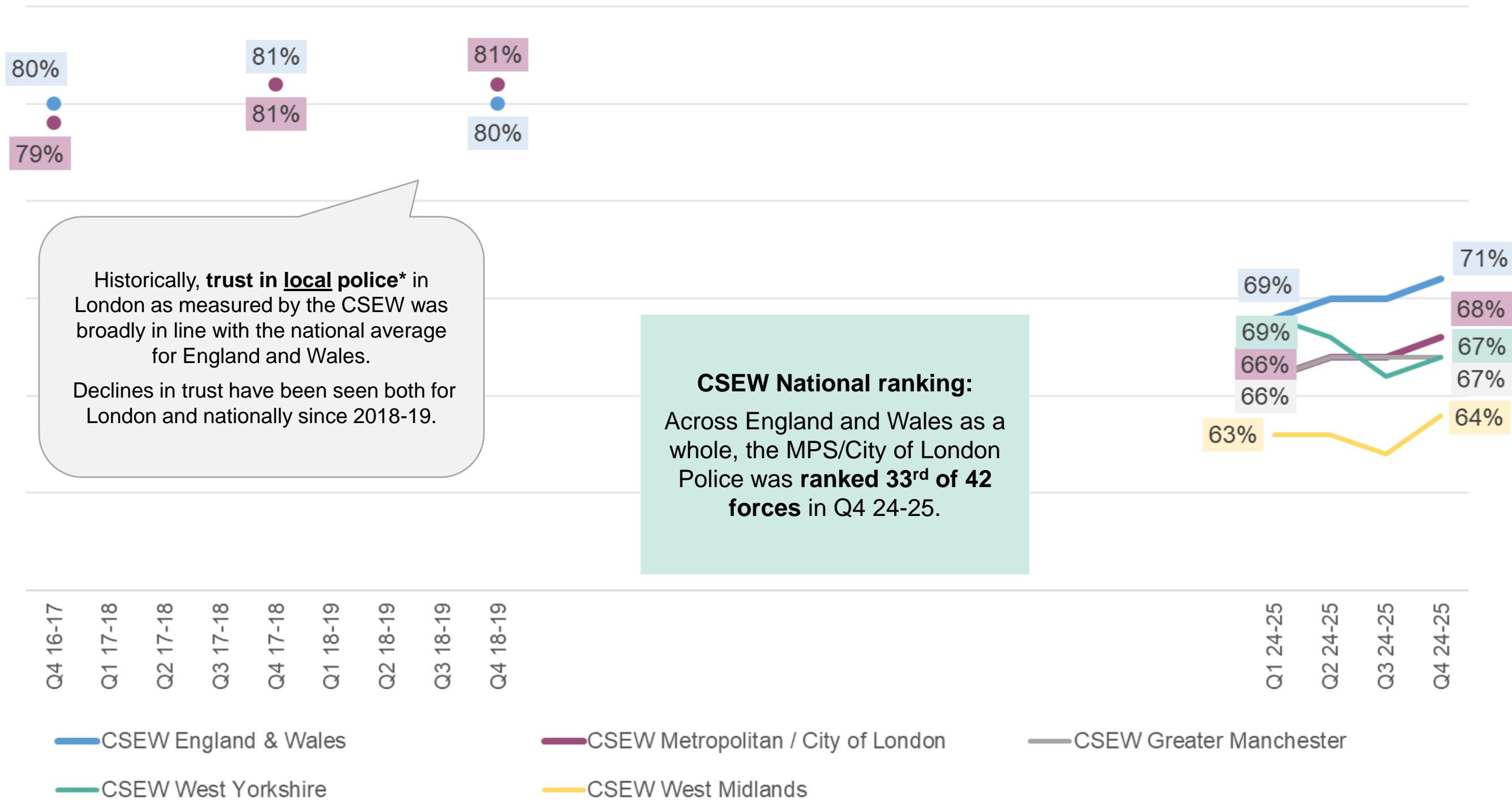
CSEW data was unavailable during the COVID-19 pandemic.

All labelled and quoted figures are rolling 12-month results

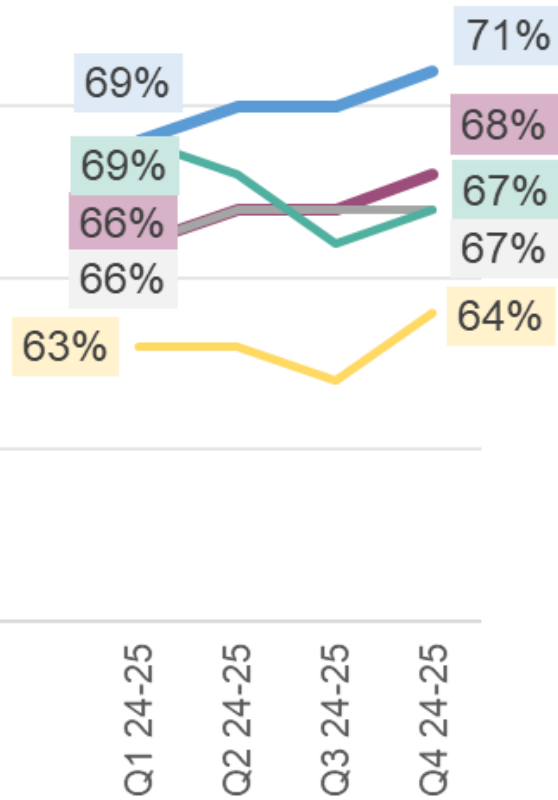
# Londoners' trust in local police is slightly below the national average

## 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)



**CSEW National ranking:**  
Across England and Wales as a whole, the MPS/City of London Police was **ranked 33<sup>rd</sup> of 42 forces** in Q4 24-25.



## Trust and Confidence

In Q4 24-25 **trust in local police** for London as measured by the **Crime Survey for England and Wales (CSEW)** stood at 68%.

This result was slightly *below* the England and Wales result of 71%. Trust in London was in line with Greater Manchester (67%) and West Yorkshire (67%), but slightly higher than West Midlands (64%).

Source: CSEW

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

CSEW data was unavailable during the COVID-19 pandemic.

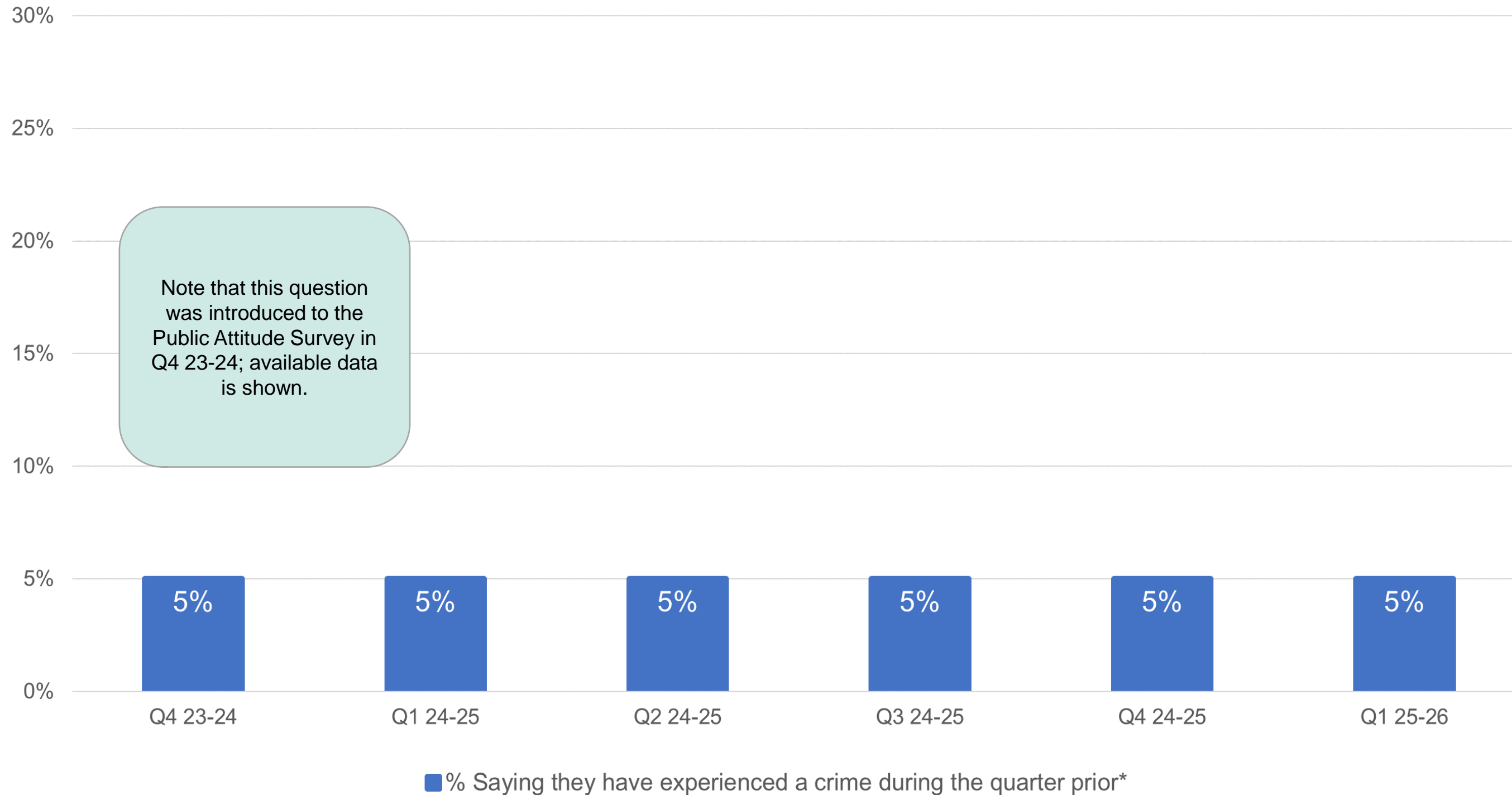
\*Comparable PAS data unavailable due to different question wording.

All labelled and quoted figures are rolling 12-month results

# Victimisation in London has remained stable over the last year

## 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 victimisation have remained stable.

In Q1 25-26, 5% 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. in Q4 24-25).

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

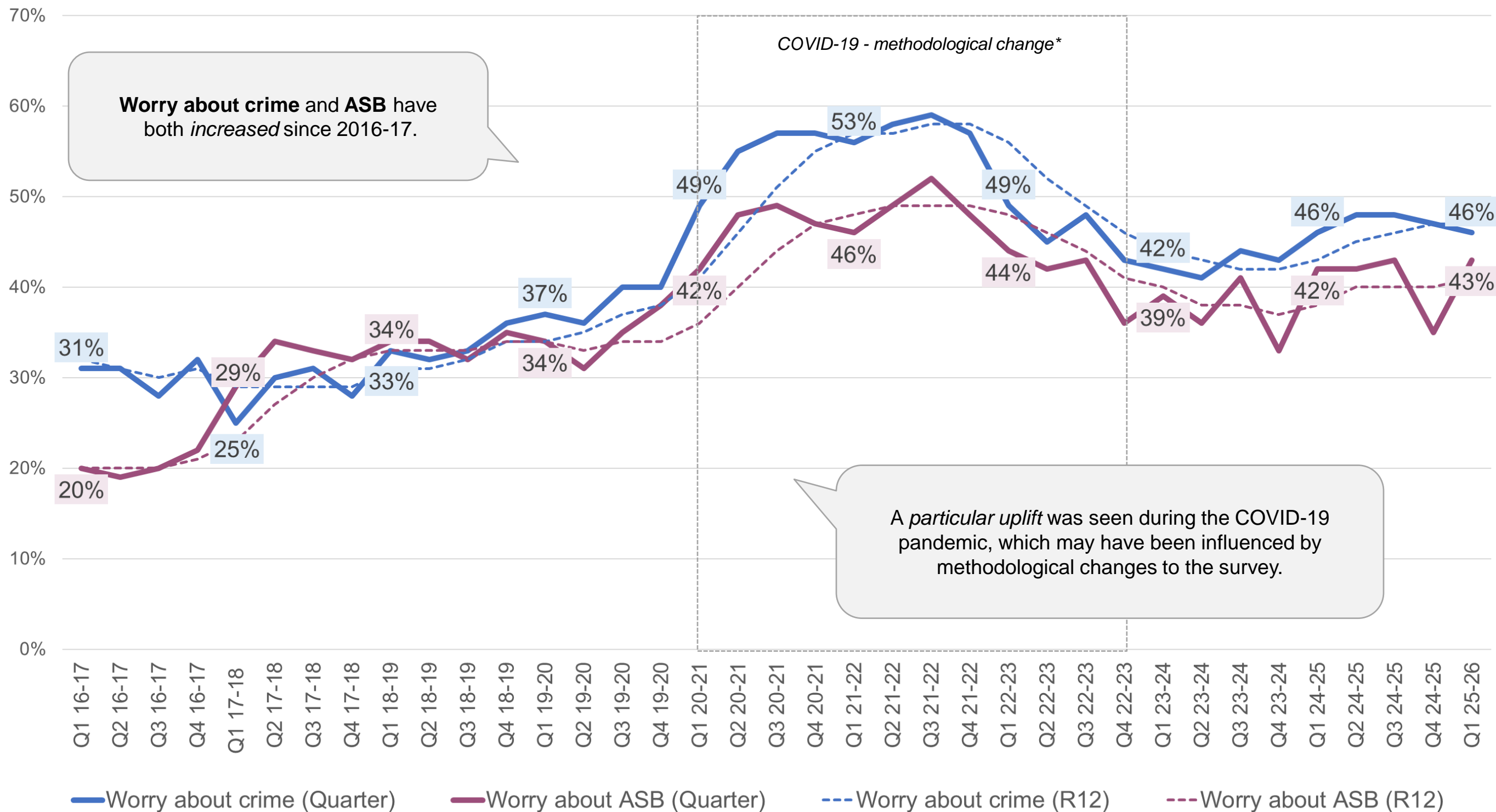
\*This question asks Londoners about their experiences during the financial quarter period prior to taking part in the survey. As such all data is discrete quarterly; R12 trends are unavailable.

All labelled and quoted figures are discrete quarterly results

# Just under half of Londoners are worried about crime in their local area

## Worry about crime and antisocial behaviour (ASB)

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



In Q1 25-26, 46% of Londoners said they were **worried about crime in their local area**. Results for this question have remained relatively stable over the last year.

After a particularly low result last quarter, the proportion of Londoners **worried about ASB** increased significantly by 8 percentage points to 43% (Q1 25-26).

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

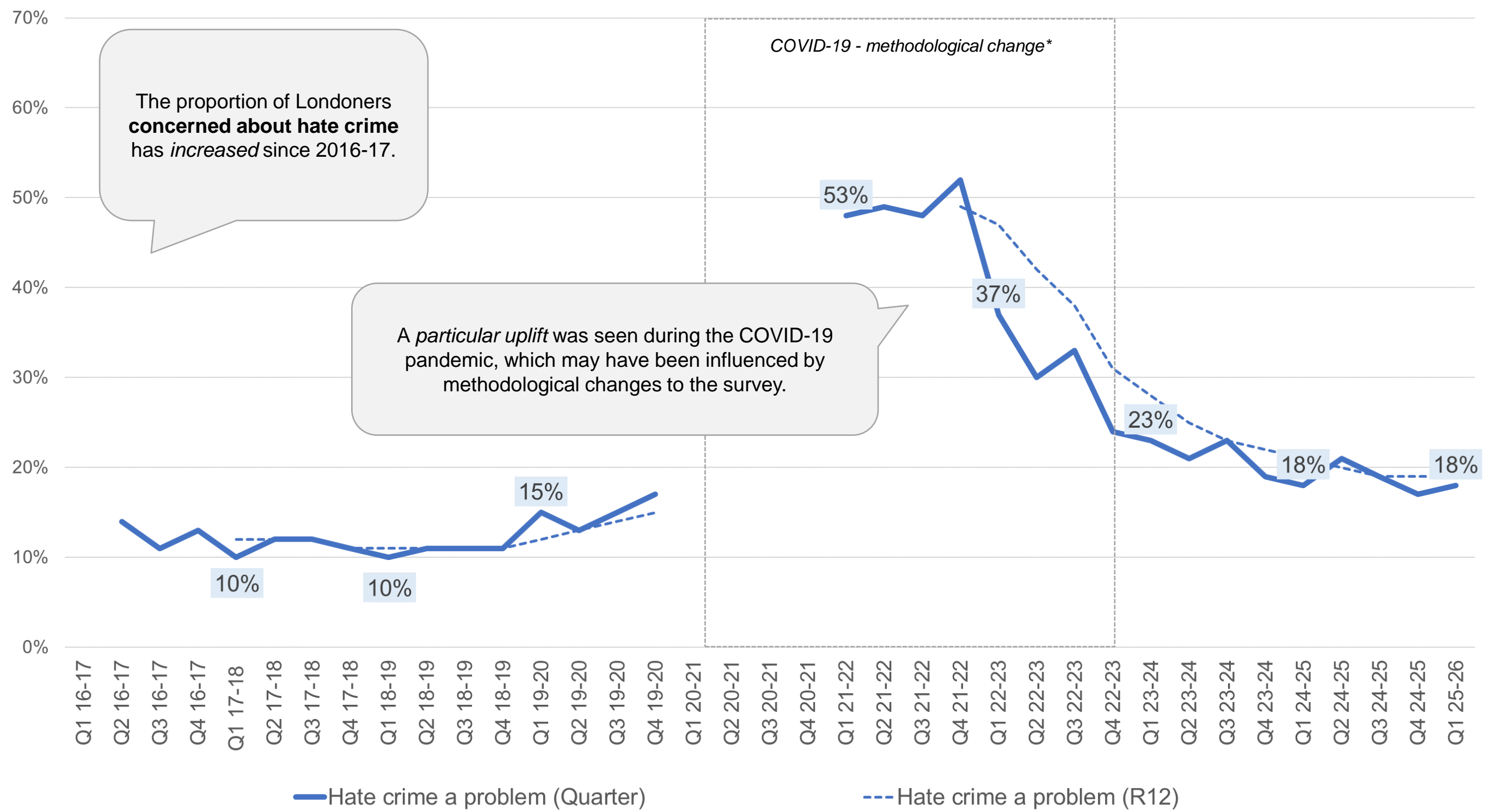
\*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

# Around one in five Londoners feel hate crime is a problem in their area

## Hate crime a problem

(% feeling hate crime is a problem in their local area<sup>\*\*</sup>; discrete quarterly and rolling 12-month trends)



In Q1 25-26, 18% of Londoners believed that **hate crime was a problem in their local area**. This proportion has remained relatively stable over the last 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.*

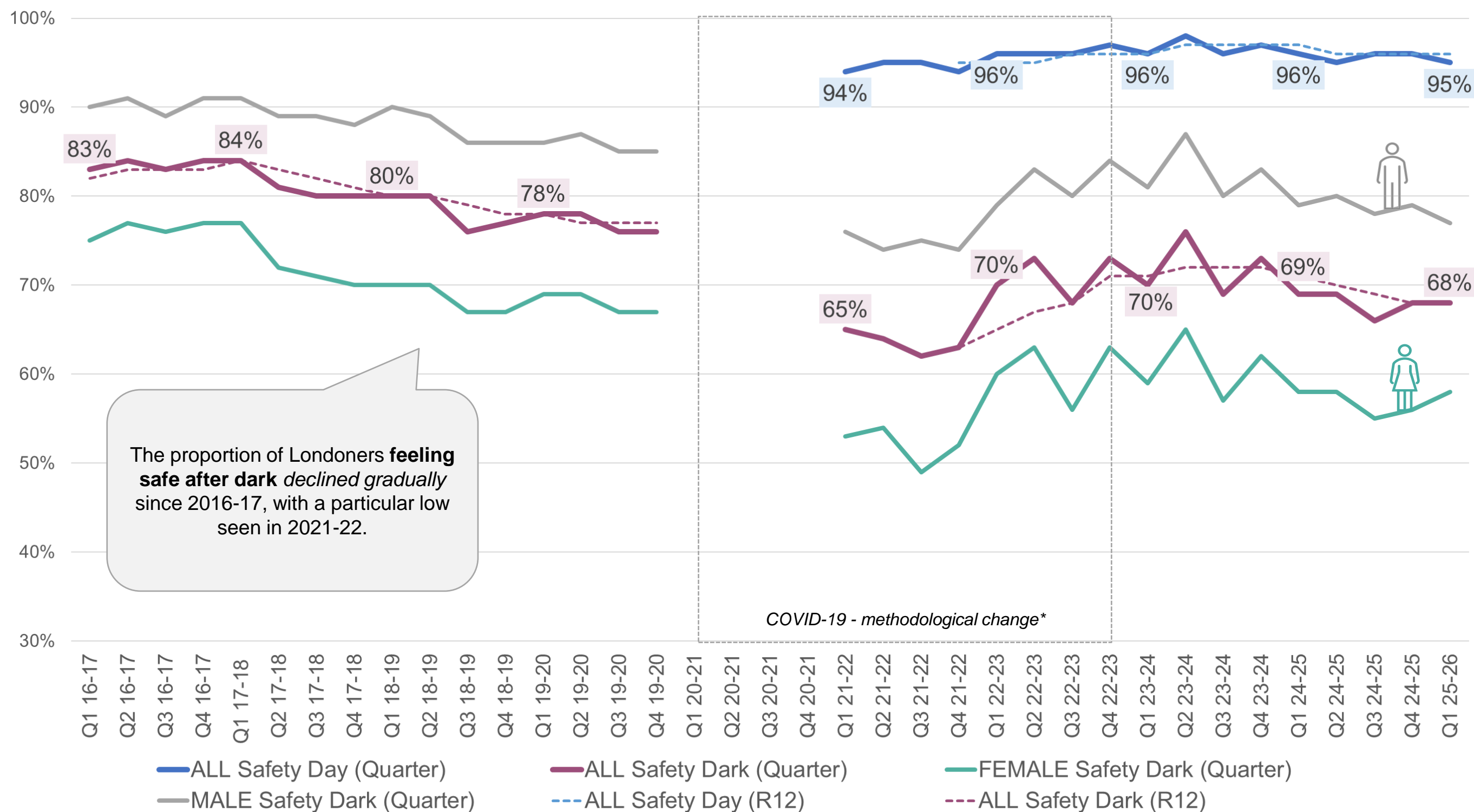
*\*\*This question was introduced to the survey in Q2 16-17 and was temporarily removed during the COVID-19 pandemic.*

All labelled and quoted figures are discrete quarterly results

# Females remain less likely to feel safe after dark than males

## Feelings of safety

(% feeling safe walking alone in their local area during the day and 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.



### Local Crime and Safety

In Q1 25-26, most Londoners felt safe **during the day** (95%), whilst around two-thirds felt safe walking alone in their local area **after dark** (68%). These levels have remained relatively stable.

In Q1 25-26, 58% of **females** felt safe after dark, compared with 77% of **males** - a gap of 19 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

# Some groups of Londoners are more concerned about crime and safety

Some groups of Londoners were more likely to be concerned about crime and safety in their area, with **LGBT+ Londoners, Mixed Ethnicity Londoners and Jewish Londoners** *most likely* to feel hate crime is a problem in their area.

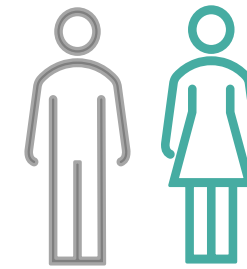
**Disabled Londoners, females** and **Sikh Londoners** were *least likely* to feel safe walking alone after dark.

Safety after dark was 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 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 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		41%	47%	19%	96%	68%
Ethnicity	White British	1%	1%	1%	0%	1%
	White Other	0%	0%	-2%	-1%	-2%
	Black	-5%	-6%	-2%	1%	4%
	Asian	0%	2%	-2%	-1%	-4%
	Mixed	3%	1%	11%	0%	-1%
	Other ethnicity	-2%	-1%	-3%	-1%	-2%
LGBT+	Yes	2%	-1%	17%	0%	4%
	No	0%	0%	-1%	0%	0%
Age	16-24	-11%	-15%	3%	0%	-1%
	25-34	-5%	-8%	0%	1%	3%
	35-44	3%	3%	1%	0%	-2%
	45-54	6%	8%	0%	-1%	0%
	55-64	6%	5%	1%	-2%	1%
	65 years +	-5%	-1%	-6%	0%	-3%
Disability	Disability	3%	3%	3%	-5%	-11%
	No disability	-1%	0%	-1%	0%	1%
Sex	Male	-3%	-5%	-3%	1%	10%
	Female	3%	5%	2%	-1%	-11%
Religion	Christian	1%	2%	-1%	0%	-2%
	Hindu	-4%	-1%	-6%	-1%	-2%
	Jewish	-5%	2%	13%	-1%	-2%
	Muslim	-1%	-2%	-4%	-1%	-2%
	Sikh	4%	7%	0%	-3%	-8%
	Other	4%	3%	6%	-1%	-3%
	No religion	-1%	-2%	2%	0%	4%



Safety after dark is particularly low amongst **disabled females**, standing 21 percentage points below the overall MPS result.

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 10pp. or more are highlighted green, while negative gaps of 10pp. or more are highlighted red.		Feels safe walking alone in the local area after dark (Safe after dark)	
Weighted MPS result		68%	
		Male	Female
		78%	57%
Ethnicity	White British	14%	-11%
	White Other	10%	-12%
	Mixed	15%	-13%
	Asian	3%	-12%
	Black	16%	-6%
	Other ethnicity	7%	-12%
LGBTQ+	Not LGBTQ+	11%	-11%
	LGBTQ+	8%	-2%
Age	16-24	8%	-11%
	25-34	12%	-6%
	35-44	11%	-14%
	45-54	10%	-12%
	55-64	13%	-11%
	65 years +	7%	-14%
Disability	Disability	1%	-21%
	No disability	11%	-10%

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

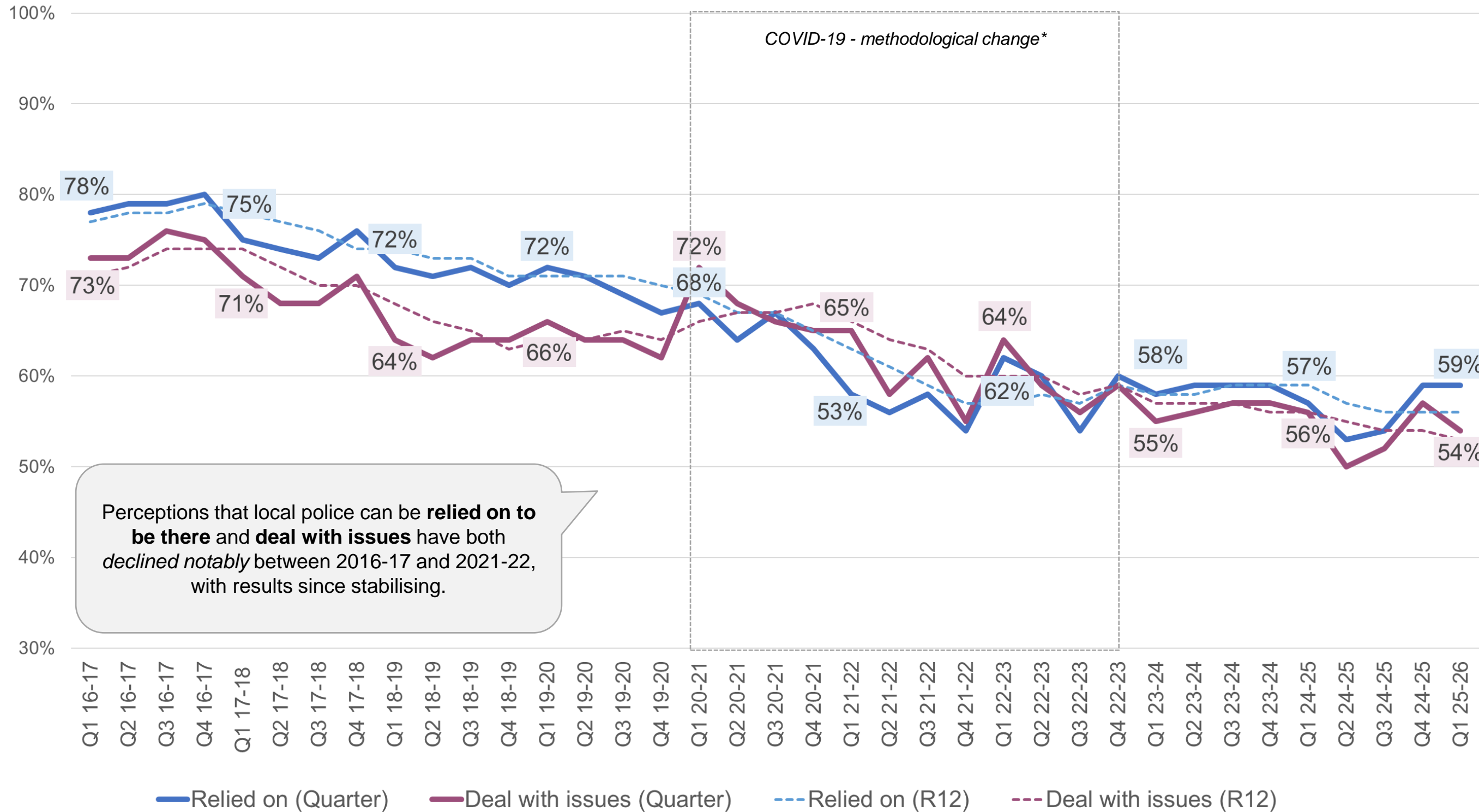
Source: PAS

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

# Around half of Londoners feel their local police deal with the issues that matter

## Police can be relied on and deal with issues that matter

(% agree; discrete quarterly and rolling 12-month trends; discrete quarterly and rolling 12-month trends)



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.



In Q1 25-26, the proportion of Londoners who felt **police can be relied on to be there when needed** remained stable at 59%.

The proportion feeling **police deal with the issues that matter to local people** declined significantly by 3 percentage points to 54%.

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

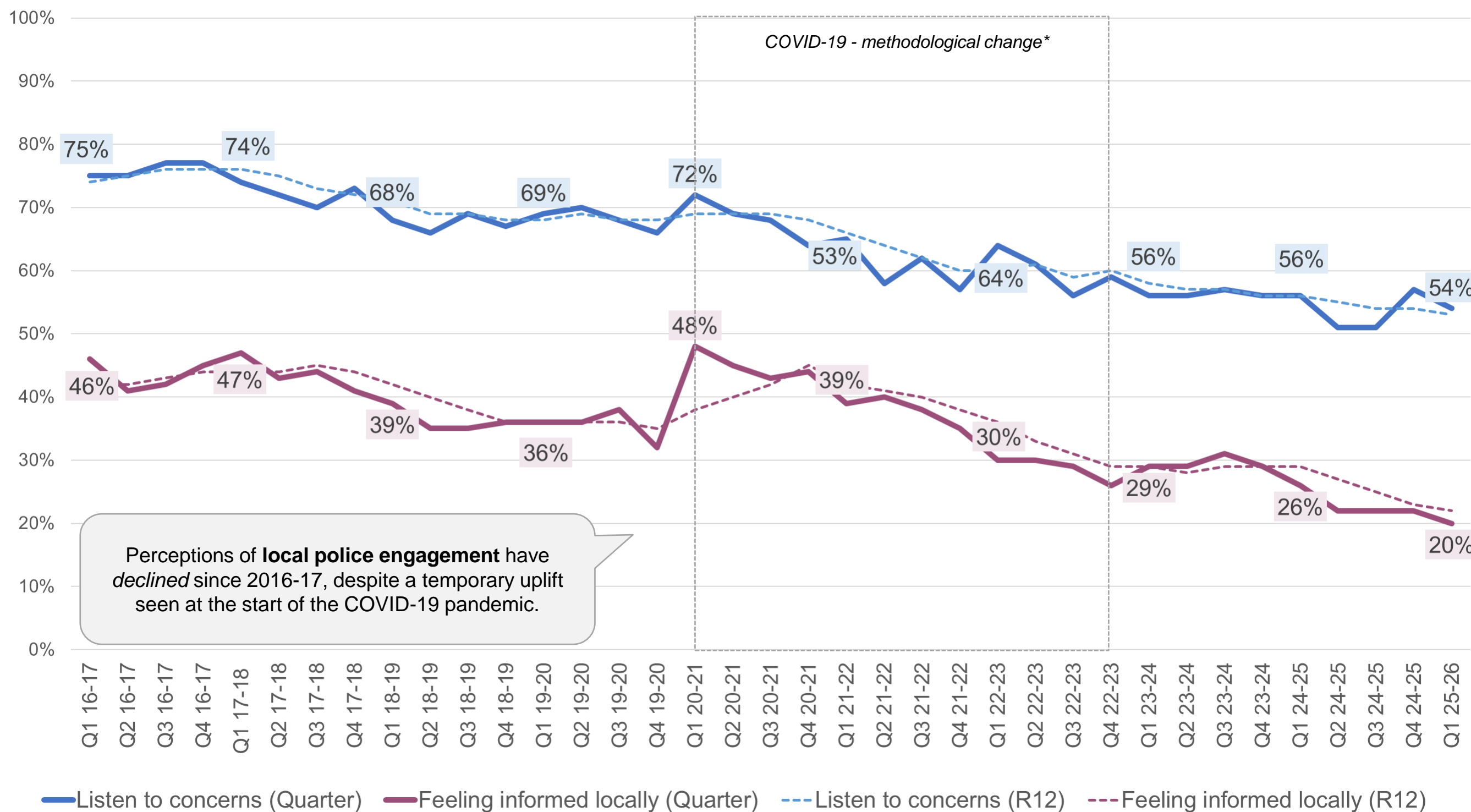
\*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

# Feeling informed about local policing stands at the lowest level ever recorded

## Police listen to local concerns and feeling informed about local policing

(% agree/well informed on local policing; discrete quarterly and rolling 12-month trends)



### Local Policing and Standards

In Q1 25-26, 54% of Londoners believed **the police listen to the concerns of local people.**

The proportion of Londoners feeling **well informed about local policing** declined further by 2 percentage points in Q1 25-26, to 20%. This represents the lowest result ever recorded for this question.

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

Source: PAS

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

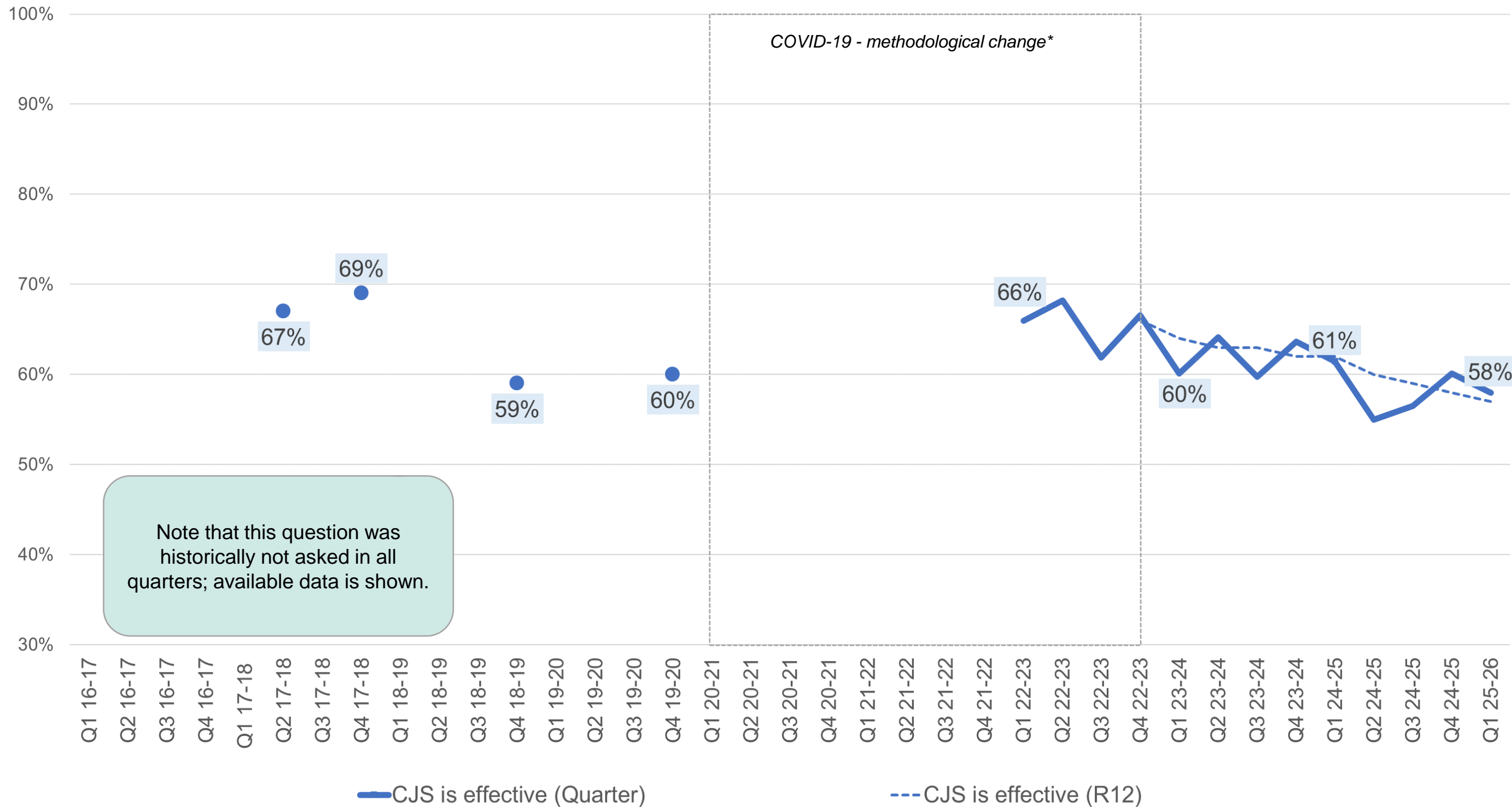
\*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

# Confidence that the criminal justice system is effective has recently declined

## Criminal justice system (CJS) effectiveness

(% confident; discrete quarterly and rolling 12-month trends)



## Local Policing and Standards

In Q1 25-26, the proportion of Londoners feeling confident that **the criminal justice system is effective at bringing people who commit crime to justice** declined by 2 percentage points to 58%.

Results have seen a gradual downwards trajectory over the last three years, with the latest result significantly below Q1 22-23.

Source: PAS

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

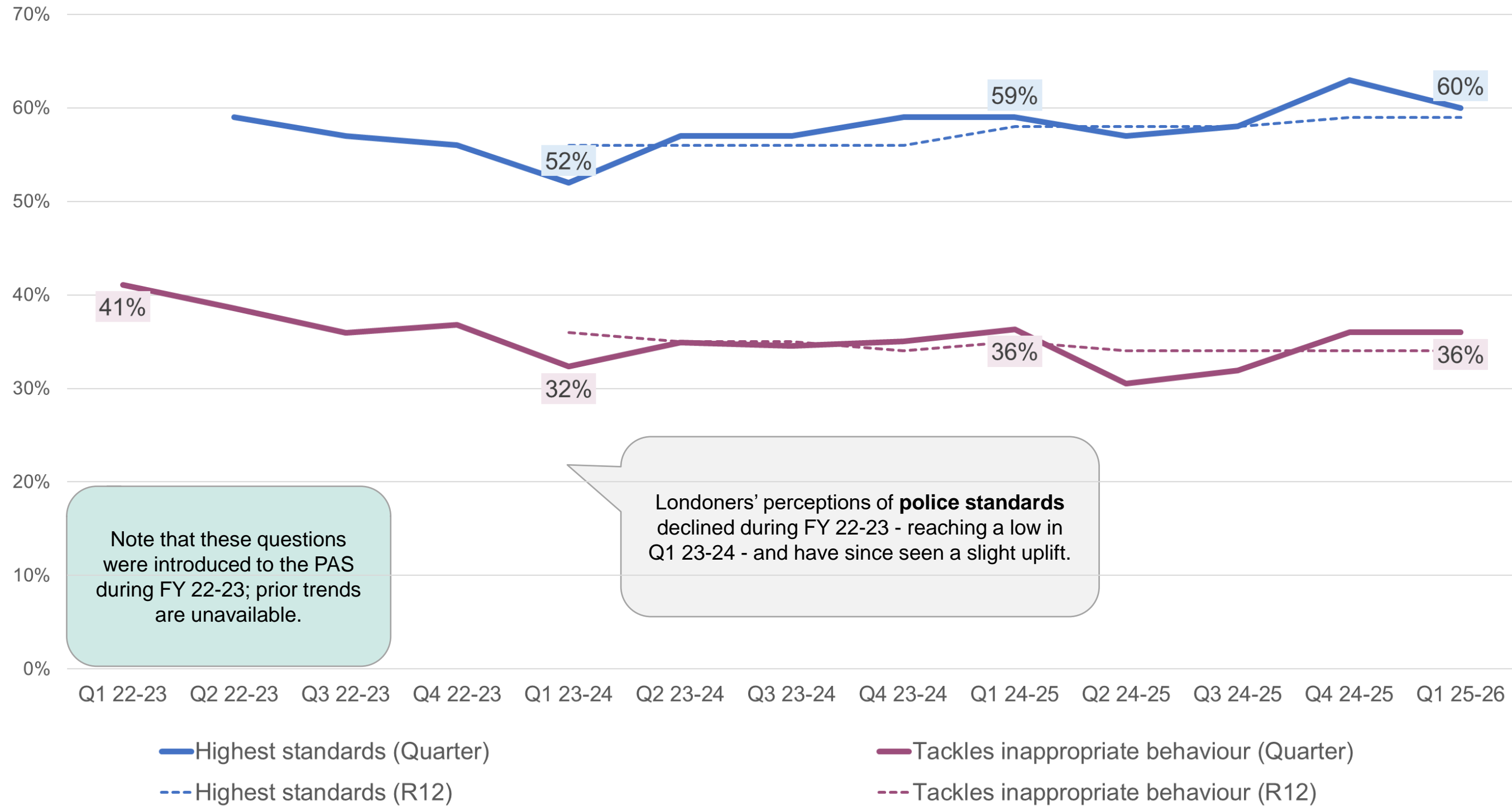
\*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

# Londoners remain divided in their views of police standards

## MPS maintains the highest standards and tackles inappropriate behaviour

(% agree/effective; discrete quarterly and rolling 12-month trends\*\*)



### Local Policing and Standards

In Q1 25-26, 60% of respondents agreed that **the Metropolitan Police Service maintains the highest standards** – a statistically significant decline of 3 percentage points after a high result last quarter.

36% of Londoners believed the Metropolitan Police Service was **effective at tackling inappropriate officer and staff behaviour**.

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 - reaching a low in Q1 23-24 - and have since seen a slight uplift.

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

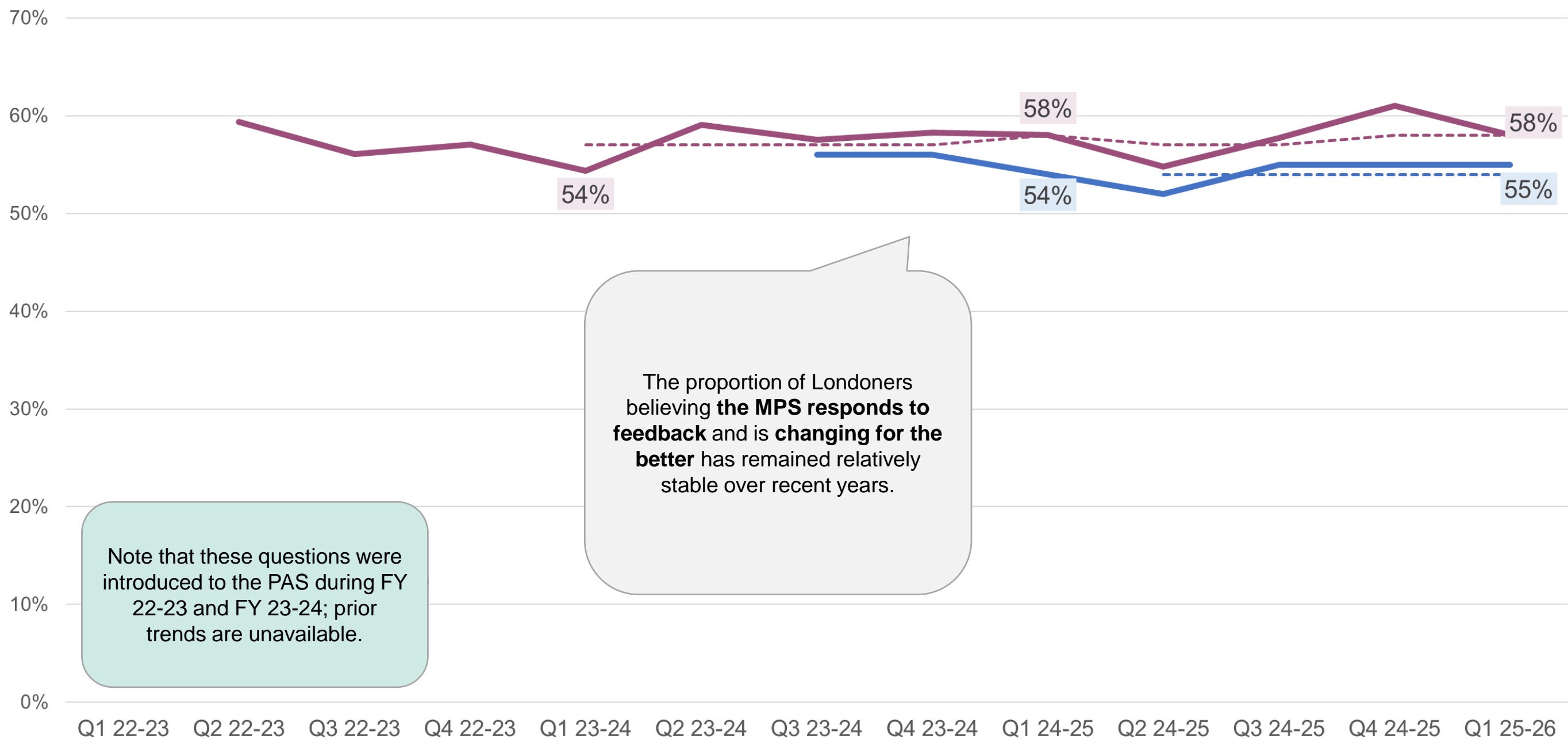
\*\*Note that these questions were introduced to the PAS during FY 22-23, meaning longer-term trends are not available.

All labelled and quoted figures are discrete quarterly results

# Around half of Londoners feel the MPS is currently changing for the better

## MPS responds to feedback and is changing for the better

(% agree; discrete quarterly and rolling 12-month trends\*\*)



Note that these questions were introduced to the PAS during FY 22-23 and FY 23-24; prior trends are unavailable.

The proportion of Londoners believing **the MPS responds to feedback** and is **changing for the better** has remained relatively stable over recent years.



### Local Policing and Standards

Londoners hold mixed views on MPS organisational culture and progress.

In Q1 25-26, 58% of Londoners believed that **the Metropolitan Police Service responds to feedback**, whilst 55% agreed that **the Metropolitan Police Service is changing for the better**.

**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

# LGBT+ Londoners hold more negative views of local policing and standards

**LGBT+ Londoners** were *less likely* to respond positively across many measures of local policing and standards. A range of negative inequalities were also seen for **Mixed Ethnicity Londoners** (particularly for police standards) and for those with **No Religion**.

In contrast, Londoners from **'Other' Ethnic backgrounds**, **older Londoners (65+)**, **Hindu Londoners** and **Muslim Londoners** responded 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 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		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%	56%	53%	53%	57%
Ethnicity	White British	2%	-5%	-4%	-4%	-4%
	White Other	-3%	2%	3%	2%	4%
	Black	0%	5%	2%	1%	0%
	Asian	-1%	4%	3%	6%	7%
	Mixed	-1%	-5%	-2%	-5%	-8%
	Other ethnicity	-4%	8%	7%	6%	9%
LGBT+	Yes	5%	-12%	-12%	-14%	-10%
	No	0%	1%	1%	1%	1%
Age	16-24	2%	6%	2%	4%	5%
	25-34	-4%	2%	-4%	0%	-1%
	35-44	-2%	0%	0%	-1%	1%
	45-54	1%	-1%	1%	-1%	0%
	55-64	1%	-5%	-2%	-2%	-2%
	65 years +	3%	1%	6%	6%	3%
Disability	Disability	2%	1%	1%	2%	-3%
	No disability	-1%	0%	0%	0%	1%
Sex	Male	0%	-1%	-1%	0%	0%
	Female	-1%	1%	1%	0%	1%
Religion	Christian	2%	1%	3%	2%	2%
	Hindu	-1%	11%	8%	9%	10%
	Jewish	-4%	0%	13%	6%	-1%
	Muslim	-3%	6%	5%	7%	7%
	Sikh	-2%	-1%	5%	8%	2%
	Other	0%	-6%	-1%	-1%	-3%
	No religion	-1%	-5%	-7%	-7%	-5%

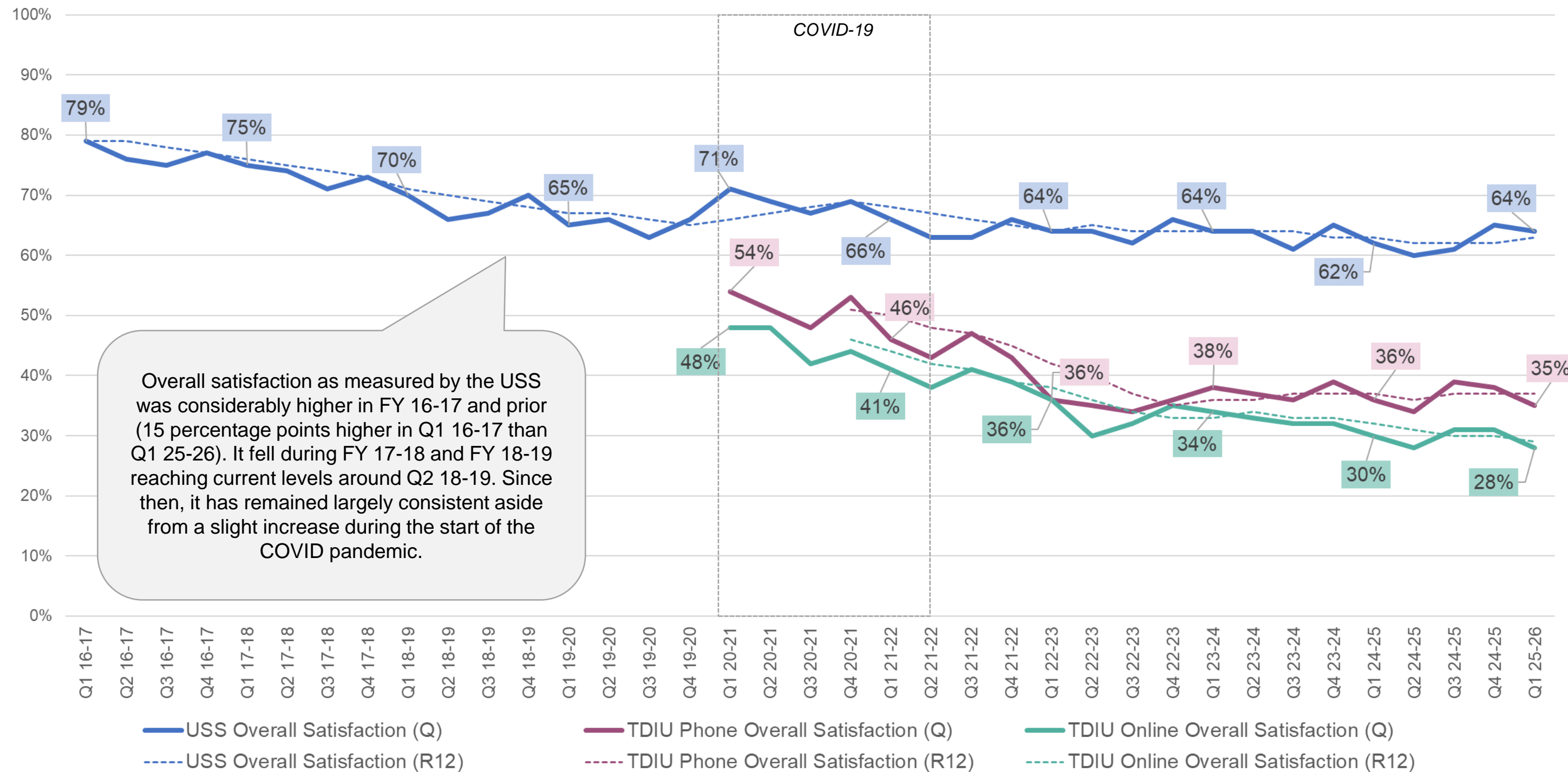
## Police standards – demographic breakdowns

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.		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		59%	58%	54%	34%
Ethnicity	White British	-2%	-2%	0%	-4%
	White Other	4%	3%	2%	3%
	Black	-4%	-2%	-3%	-2%
	Asian	6%	4%	2%	5%
	Mixed	-11%	-15%	-5%	-9%
	Other ethnicity	7%	5%	7%	10%
LGBT+	Yes	-16%	-17%	-1%	-10%
	No	1%	1%	1%	0%
Age	16-24	0%	-2%	4%	5%
	25-34	-4%	-4%	-1%	-2%
	35-44	-1%	-2%	-1%	-2%
	45-54	1%	1%	0%	-1%
	55-64	0%	0%	-1%	-3%
	65 years +	7%	7%	5%	3%
Disability	Disability	1%	0%	-2%	2%
	No disability	0%	0%	1%	-1%
Sex	Male	1%	0%	-1%	0%
	Female	-1%	-1%	1%	-1%
Religion	Christian	3%	2%	3%	3%
	Hindu	8%	5%	5%	10%
	Jewish	0%	2%	-1%	7%
	Muslim	6%	6%	2%	5%
	Sikh	5%	3%	-2%	4%
	Other	-3%	-12%	-3%	-2%
	No religion	-6%	-6%	-3%	-9%

# Victim Satisfaction

# Overall satisfaction has remained stable over the last year, but fallen in the longer term

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



There has always been a considerable gap in **satisfaction** between the USS (BCU-reported crime) and the TDIU survey (telephone or online reported).

Performance for all surveys has been consistent over the last year. In Q1 25-26, 64% of respondents to the USS were **satisfied with the overall service they received**. For the TDIU, these figures stand at 35% for phone reports and 28% for online reports.

Overall satisfaction as measured by the USS was considerably higher in FY 16-17 and prior (15 percentage points higher in Q1 16-17 than Q1 25-26). It fell during FY 17-18 and FY 18-19 reaching current levels around Q2 18-19. Since then, it has remained largely consistent aside from a slight increase during the start of the COVID pandemic.

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

# Within the USS, overall satisfaction has four key drivers

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

**Overall satisfaction**

**Ease of contact**  
*Are you satisfied, dissatisfied or neither with HOW EASY IT WAS TO CONTACT someone who could assist you?*

**Police actions**  
*Thinking about what the police did after they had been given the initial details, are you satisfied, dissatisfied or neither with THE ACTIONS TAKEN by the police?*

**Follow-up**  
*Are you satisfied, dissatisfied or neither with HOW WELL YOU WERE KEPT INFORMED of progress?*

**Treatment**  
*Thinking about their attitude and behaviour, are you satisfied, dissatisfied or neither with THE WAY YOU WERE TREATED by the police officers and staff who dealt with you?*

**Key components:**  
Not waiting for call to be answered/ minimal queue at front counter  
First method of contact successful (wait time for 101 minimal)  
Accurate timeframe given for attendance (no call back to chase)

**Key components:**  
Scene investigated by officers/ forensics  
Positive victim experience of the Victims' Code  
Explanation of process given  
Victim felt reassured

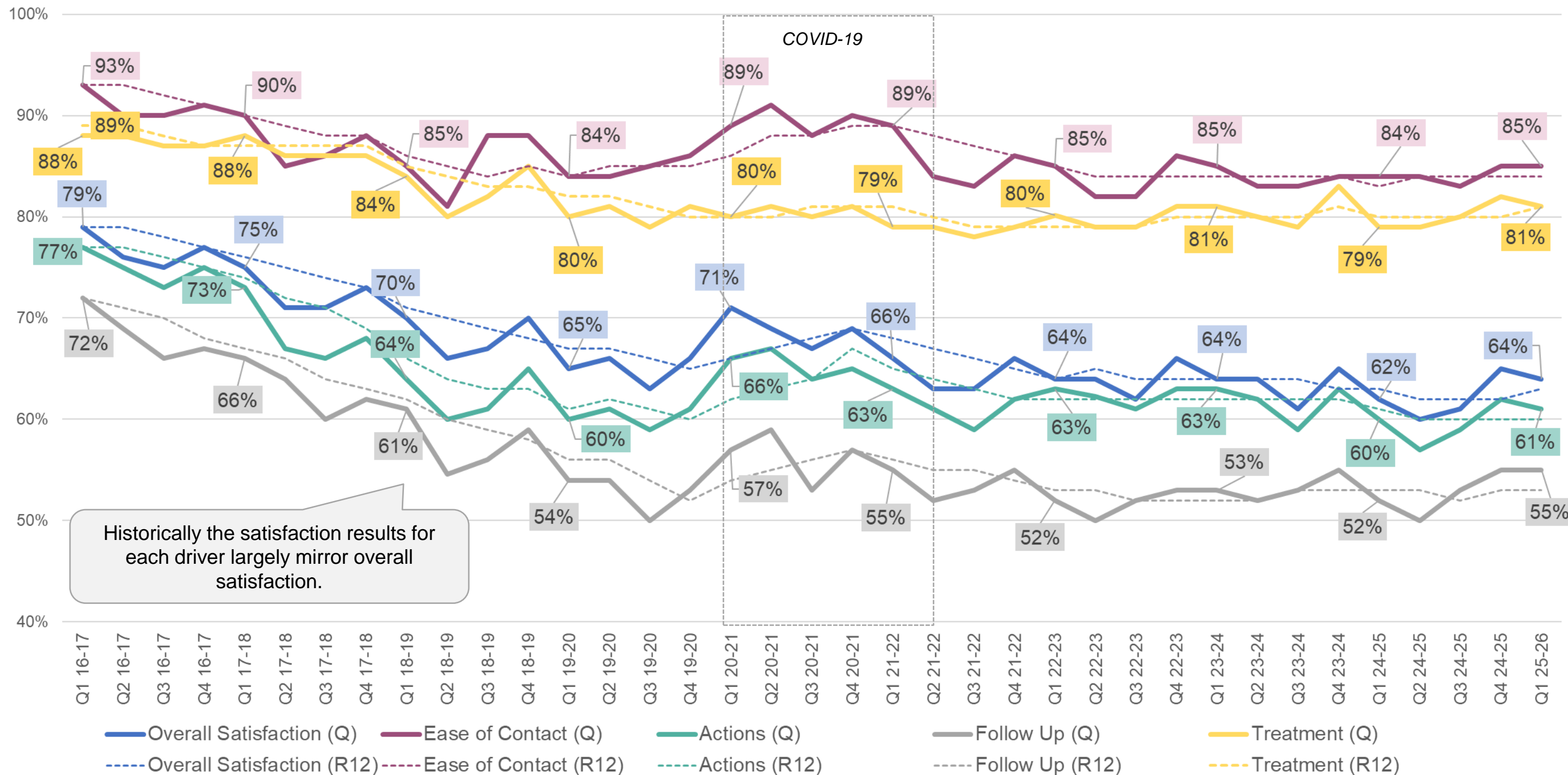
**Key components:**  
Updated without asking  
Informed if case was closed  
Had a point of contact

**Key components:**  
Taken seriously by officers  
Communication was clear  
Shown empathy by officers

# Satisfaction across the driver areas has largely mirrored overall satisfaction

## Satisfaction drivers

(% satisfied; discrete quarterly and rolling 12-month trends)



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

**Key Drivers of Satisfaction**

- ✓ —
- ✓ —
- ✓ —

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

All measures are at similar levels to last quarter.

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

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

All labelled and quoted figures are discrete quarterly results

# Victims from a Mixed background and/or those with a disability are less satisfied

## Satisfaction – demographic breakdowns

% satisfied / pp deviation from MPS result – R12 to Q1 25-26		Overall Satisfaction USS <i>All crime groups, unweighted data</i>	Satisfaction with Ease of Contact USS	Satisfaction with Actions taken USS	Satisfaction with Follow Up USS	Satisfaction with Treatment USS	Overall Satisfaction TDIU - Telephone <i>All crime groups, unweighted data</i>	Overall Satisfaction TDIU - Online <i>All crime groups, unweighted data</i>
Unweighted MPS result		63%	84%	60%	53%	81%	37%	29%
Ethnicity	White British	0%	3%	1%	0%	0%	4%	4%
	White Other	2%	2%	3%	4%	3%	3%	1%
	Black	2%	1%	2%	2%	-2%	6%	2%
	Asian	2%	-1%	1%	2%	1%	-3%	-5%
	Mixed	-13%	-4%	-11%	-9%	-7%	-1%	-1%
	Other ethnicity	-2%	-6%	-2%	-2%	-2%	-5%	4%
LGBT+	Yes	-6%	-3%	-6%	-3%	-6%	-3%	-5%
	No	0%	1%	0%	0%	0%	2%	3%
Age	16-24	1%	2%	-2%	2%	2%	-11%	-8%
	25-34	-2%	-1%	-2%	0%	-1%	-12%	-11%
	35-44	-3%	-1%	-3%	-4%	-4%	-9%	-5%
	45-54	0%	0%	2%	1%	-1%	0%	1%
	55-64	0%	1%	2%	2%	0%	9%	11%
	65 years +	12%	5%	13%	9%	7%	25%	20%
Disability	Disability	-10%	-6%	-10%	-9%	-11%	3%	-1%
	No disability	3%	2%	3%	3%	3%	0%	2%
Sex	Male	1%	0%	2%	2%	1%	-1%	0%
	Female	-2%	1%	-2%	-2%	-2%	3%	2%

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 – were more satisfied than the MPS result. For the TDIU surveys younger respondents – aged 16-44 – were less satisfied than the MPS result both by phone and online.

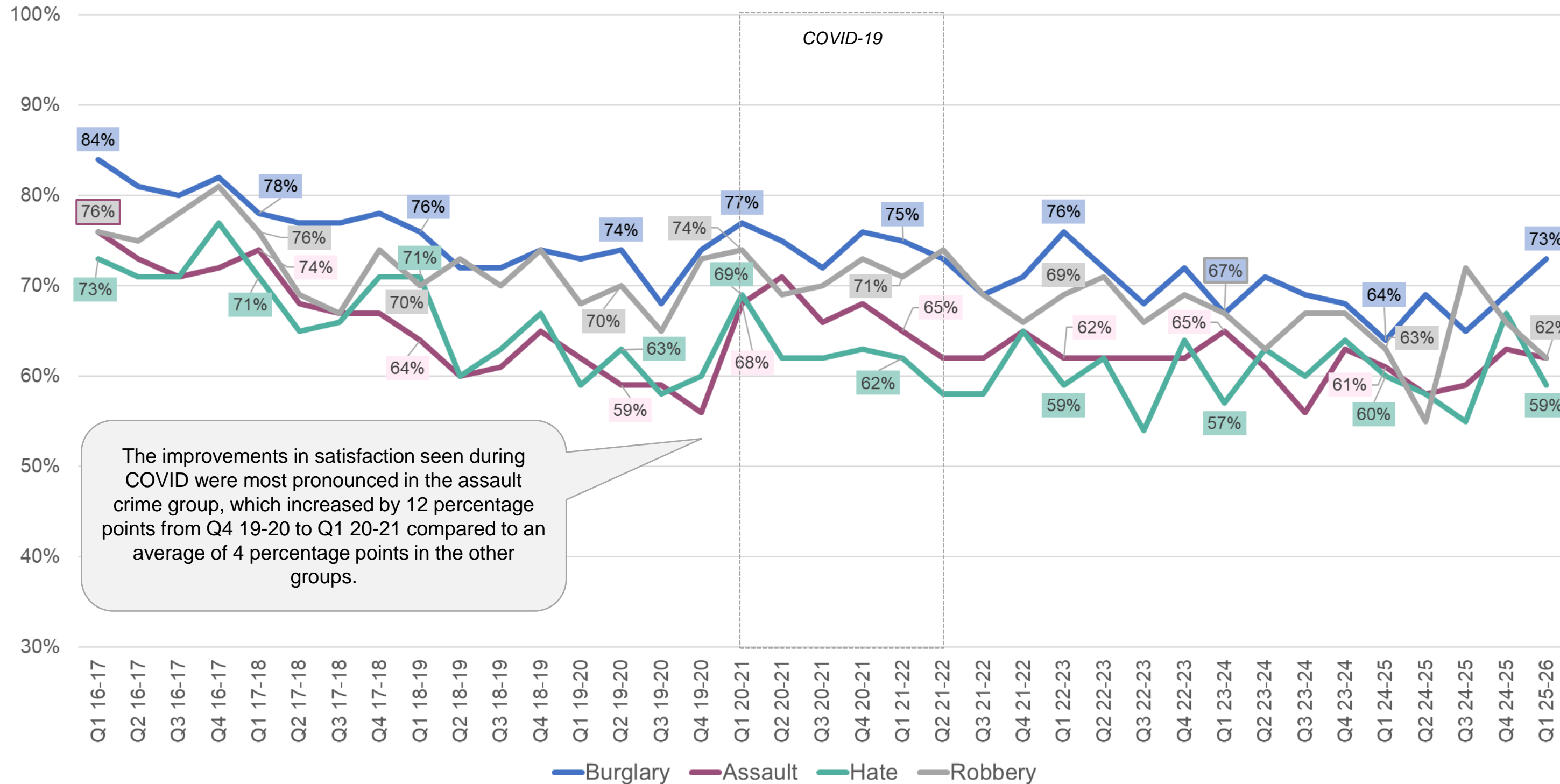
Within the USS, a large negative gap in satisfaction exists for those who self-declare a **disability**. There are also negative gaps for those from the **LGBT+ group** and those from a **Mixed Ethnic** background.

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

## Overall satisfaction by crime group (% satisfied; discrete quarterly trends)



The improvements in satisfaction seen during COVID were most pronounced in the assault crime group, which increased by 12 percentage points from Q4 19-20 to Q1 20-21 compared to an average of 4 percentage points in the other groups.



Generally, the **burglary** group have been the most satisfied and the **hate** group the least satisfied, although this varies on an individual quarterly basis.

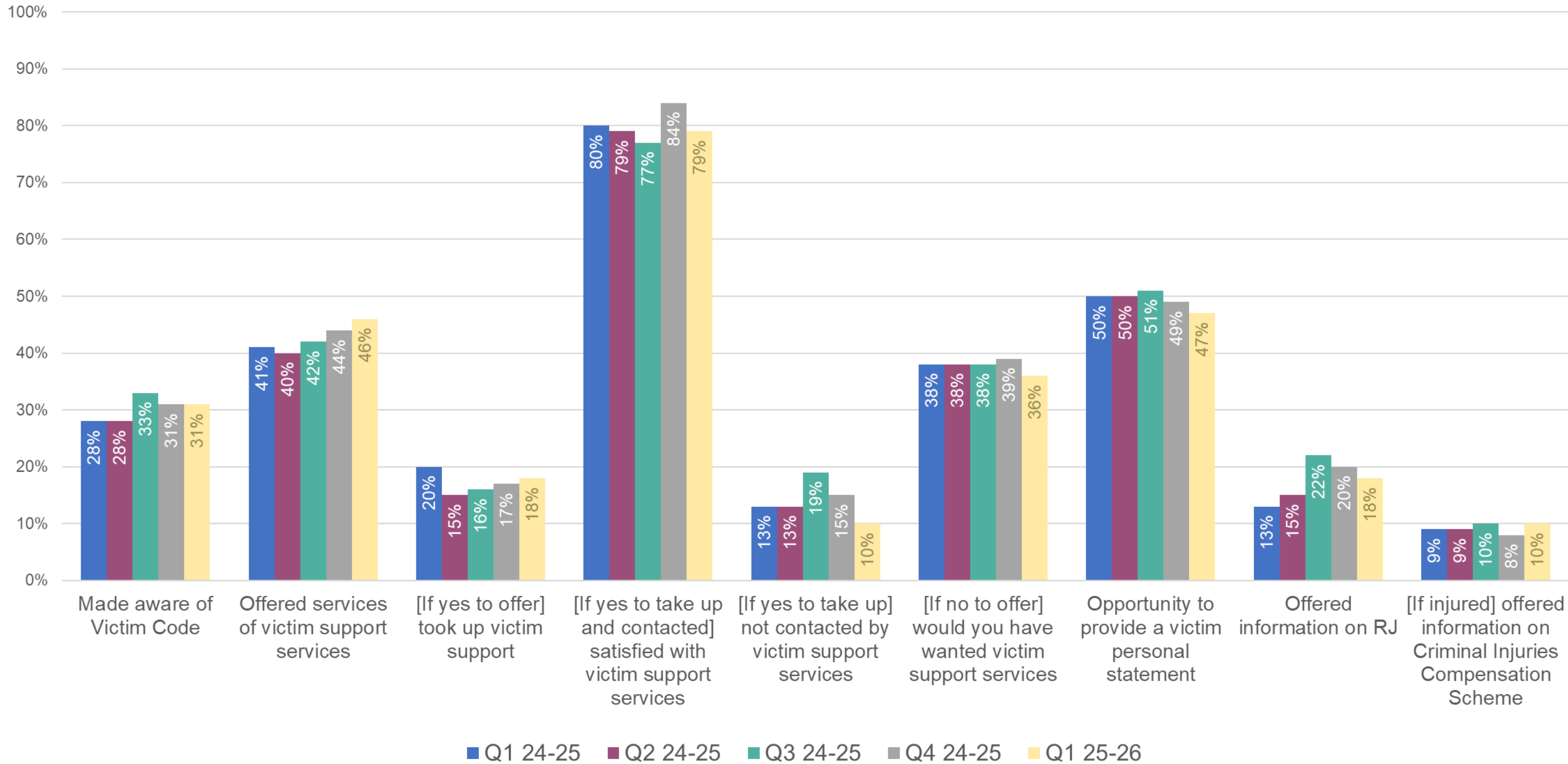
In the most recent quarter, the satisfaction of the various crime groups has shown some convergence, with only the burglary group having an upward trajectory.

All labelled and quoted figures are discrete quarterly results

Source: USS  
Approx confidence intervals:  
Burglary – 5 pp.; Assault – 3 pp.; Hate – 8 pp; Robbery – 7 pp..

# Victim experience of the Victims' Code is largely consistent

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



Victim experience of the Victims' Code has been consistent over the last 5 quarters.

There have been small increases in the proportion of victims who report having been offered victim support. This has increased from 41% in Q1 24-25 to 46% in the current quarter.

An increase has also been seen in the proportion of victims who report having been offered information on restorative justice. This has increased from 13% in Q1 24-25 to 18% in the current quarter.

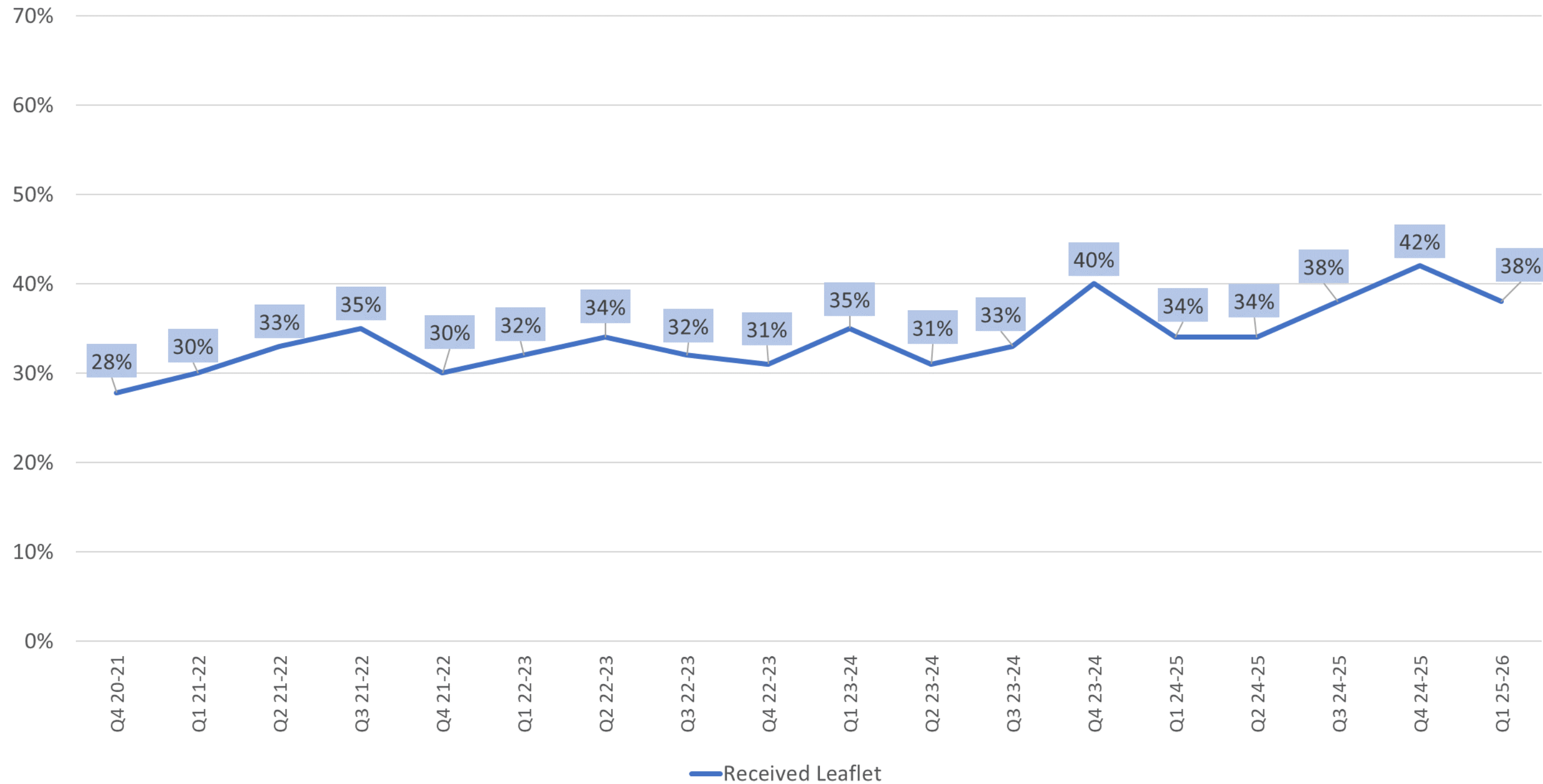
Source: USS  
Approx confidence intervals:  
2 pp per data point

All labelled and quoted figures are discrete quarterly results

# Leaflet provision is associated with higher levels of satisfaction

## Leaflet provision over time

(% Received leaflet; discrete quarterly trends)



Over a third (38%) of respondents in the USS now report receiving a leaflet. This has increased over the longer term.

Overall, those who report receiving the leaflet are more satisfied, with this gap standing at 20 percentage points. However, receiving a leaflet is correlated with other elements of service. This suggests that it is likely those officers remembering to hand out a leaflet are also likely to be the same officers who perform other services, and it is a combination of these things which lead to increased satisfaction.

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

# 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).