

Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 4 2024-25 (Jan-Mar 2025)

MOPAC Evidence & Insight

Contact: [Evidence & Insight](#)

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MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

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.** *Please note that this change in methodology will affect the comparability of trends presented in this pack.*

Executive Summary

User Satisfaction Survey (USS)

BCU-reported overall satisfaction (USS) showed **no change** from this time last year; remaining at 65% in both Q4 23-24 and Q4 24-25.

TDIU survey

Telephone reporters historically have been more satisfied with their experience than those who report online.

When comparing this quarter with the same quarter last year (Q4 24-25 vs. Q4 23-24) there has been **no significant change in satisfaction for online reporters** (-1pp.) and **no significant change for telephone reporters** (-1pp).

Public Attitude Survey (PAS)

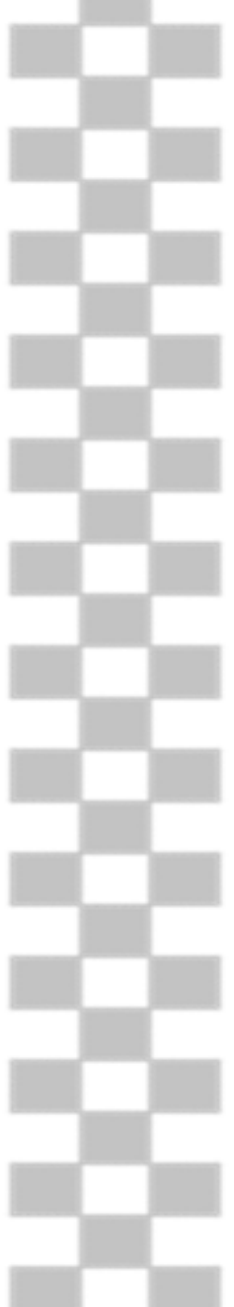
In Q4 24-25, **47% of Londoners believed the police do a good job in their local area**, an increase of two percentage points compared with last quarter.

In Q4 24-25, **76% of Londoners believed the Metropolitan Police Service was an organisation they could trust**, with this result the *highest since Q1 21-22*.

Levels of self-reported **crime victimisation have remained relatively stable** over the last year. During Q4 24-25, around 5% of Londoners said they had experienced something they would consider to be a crime in the quarter prior to taking part in the survey.

In Q4 24-25, 47% of Londoners said they were **worried about crime in their local area**, with the result for FY 24-25 standing *five percentage points above* that seen in FY 23-24.

FY 22-23 saw a phased return to face-to-face interviewing for the Public Attitude Survey; data from FY 23-24 onwards are based on in-person 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 9](#)

In Q4 24-25, **76% of Londoners felt the MPS was an organisation they could trust** (the highest result since Q1 21-22), whilst **47% believed the police do a good job in their local area**. Both measures increased by two percentage points compared with Q3 24-25.



Perceptions of the Police [Slide 9](#)

After low results in Q2 and Q3, the proportion of Londoners feeling **police deal with the issues that matter recovered by five percentage points to 57%** in Q4 24-25. **67% believed police treat everyone fairly**, with this measure also seeing an uplift of two percentage points this quarter.



Local Issues & Safety [Slides 15 & 16](#)

In Q4 24-25, **68% of Londoners felt safe walking alone after dark**, recovering two percentage points from a low result seen in Q3 24-25. The proportion **worried about crime in their local area** remained relatively stable, at 47%.



Crime & Victimization [Slide 15](#)

Levels of victimisation have remained stable over the last year. During the months in Q4 24-25, around **5% of Londoners said they had experienced something they would consider to be a crime** in the quarter prior to taking part in the survey.



Policing Standards [Slide 17](#)

In Q4 24-25, the proportion who believed **police adhere to the highest standards saw a statistically significant increase of five percentage points to 63%**. The proportion who felt the **Metropolitan Police Service is changing for the better** remained stable at 55%.



The National Picture [Slide 11](#)

In Q3 24-25, **confidence policing 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 (49%).



Topical Insights

Increases in trust were seen during FY 24-25 across many different demographic groups of people, but were particularly pronounced for those living in a cluster of **North East London boroughs** (see [slide 10](#)). Performance on **kept informed** also varied geographically across London, with fewer residents living in some **West London boroughs** feeling well informed about local policing in FY 24-25 (see [slide 19](#)).

Around one in five Londoners said they **had a personal interaction with the MPS during the last year**, with negative experiences of MPS interaction associated with particularly low trust and confidence (see [slide 20](#)).



Inequalities in Public Perceptions [Slide 12](#)

LGBT+ Londoners continued to report **large negative gaps across all four of the PCP Trust and Confidence Measures in Q4 24-25**. These gaps widened considerably over recent years but have *recently narrowed on some measures*.

Black Londoners and those from Mixed Ethnic backgrounds remained less likely to trust the MPS or to feel police treat everyone fairly. Further analysis showed that opinions were particularly negative amongst **young Black and Mixed Ethnicity Londoners**, whilst Londoners with **mental health or learning/memory disabilities** were also less likely to hold positive views of the police (see [slide 14](#)).

White British Londoners reported the lowest confidence of any ethnic group. Asian Londoners and those from Hindu or Muslim religions held more positive views on many of the PCP Measures.

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

Key Findings for Victim Satisfaction



USS Overall Satisfaction [Slide 23](#)

Overall satisfaction has seen no change from this time last year; at 65% in both Q4 23-24 and Q4 24-25.

When comparing Q4 23-24 and Q4 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.



VCOP Compliance [Slide 30](#)

The proportion of victims who reported being made aware of the Victim Code has increased compared to the same time last year (28% in Q4 23-24 compared to 31% in Q4 24-25).

Victims reporting that they were **offered information on Restorative Justice** has increased by 7 pp. since this time last year.



Inequalities in Victim Satisfaction [Slide 23](#)

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

Within the USS, a large negative gap in satisfaction exists between those who self-declare a disability and those who do not. There are also negative gaps for those from the LGBT+ group and Mixed Ethnic backgrounds.

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

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



Victim Leaflets [Slide 28](#)

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

At present, 37% of victims interviewed as part of USS reported receiving a leaflet. This is a 6pp. rise in 4 years.



TDIU Satisfaction [Slide 23](#)

Telephone reporters have been more satisfied than those who report online. When comparing this quarter with the same quarter last year (Q4 24-25 vs. Q4 23-24) there has been **no significant change in satisfaction for online reporters** (-1pp.) and **no significant change for telephone reporters** (-1pp).



Topical Insights

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 27](#).

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 29](#).

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.

Reducing and preventing violence

Increasing trust and confidence

Better supporting victims

Protecting people from being exploited or harmed

A large number of measures from the **Public Attitude Survey** feed into the first two areas of the PCP.

The four key measures are:

- **Trust** in the MPS
- **Confidence** (AKA "good job local")
- Perceptions of **fair treatment**
- Feeling the police are **dealing with the issues** that matter

Measures from the **User Satisfaction Survey** and **TDIU Survey** feed into the "better supporting victims" section of the PCP.

The key measures are **victim satisfaction** across all three reporting methods (BCU-reported, telephone via the MPS TDIU, and online via the TDIU).

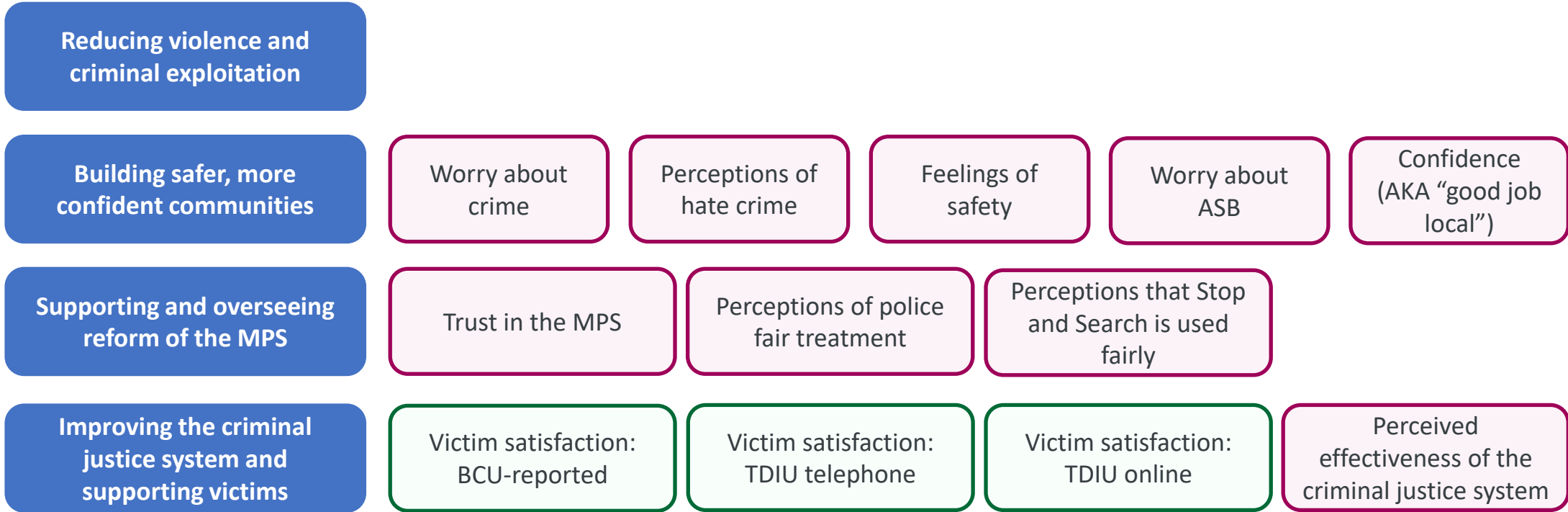
The surveys are also providing some of the performance metrics for **A New Met for London** and the **London Policing Board**.

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](#)

The new Police and Crime Plan 25-29

The Mayor's vision is that **London is a safe city for all**. To deliver this vision, the Police and Crime Plan (PCP) for 2025-2029 sets out four key priority areas of focus. A measures from the **Public Attitude Survey**, **User Satisfaction Survey** and **TDIU Survey** 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](#)

Trust and Confidence



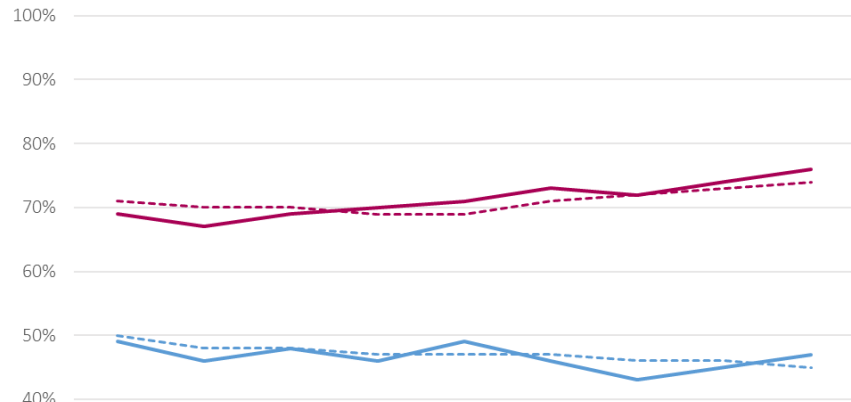
Trust in the police saw an uplift during FY 24-25, but confidence remains low.

Trust and confidence in the police has decreased over recent years, reaching particularly low levels at the end of FY 21-22. Results stabilised in FY 22-23 and FY 23-24. In Q4 24-25, 76% of Londoners believed **the Metropolitan Police Service was an organisation they could trust**, with this result the *highest since Q1 21-22*. The proportion of Londoners feeling **the police do a good job in their local area** increased by two percentage points to 47% in Q4 24-25.

At the end of FY 24-25, trust in the Metropolitan Police Service now stands at 74%, *five percentage points above* the FY 23-24 result. However, confidence has seen a statistically significant decline of two percentage points over the same timeframe (45% for FY 24-25, and 47% for FY 23-24), and results for both measures also remain significantly below levels seen five years ago (trust: -9pp., confidence -13pp. compared with FY 19-20).

After low results in Q2 and Q3, the proportion of Londoners believing police **deal with the issues that matter** increased by five percentage points to 57% in Q4 24-25, whilst 67% believed the police **treat everyone fairly**. Fair treatment has seen an increase of three percentage points compared with FY 23-24, but believing the police deal with the issues that matter has declined by two percentage points. Once again, both measures remain low longer-term (fair treatment: -13pp; deal with issues -10pp. compared with FY 19-20).

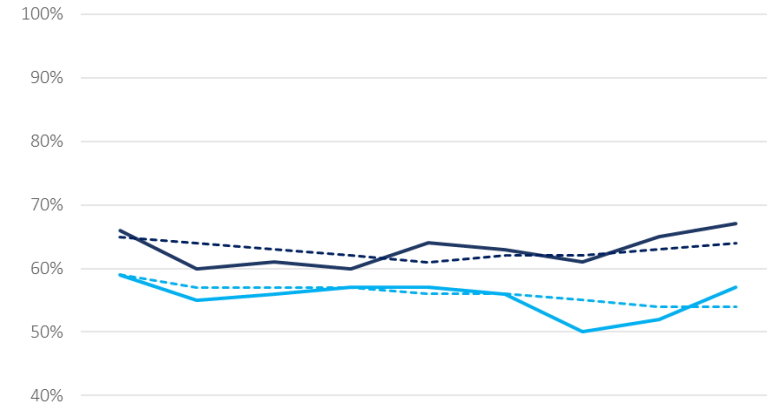
Trust and Confidence
(% positive, Quarterly and Rolling-12 Trends)



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

	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25
Good job local (Quarter)	49%	46%	48%	46%	49%	46%	43%	45%	47%
Trust in MPS (Quarter)	69%	67%	69%	70%	71%	73%	72%	74%	76%
Good job local (R12)	50%	48%	48%	47%	47%	47%	46%	46%	45%
Trust in MPS (R12)	71%	70%	70%	69%	69%	71%	72%	73%	74%

Police Treat Everyone Fairly and Deal with Local Issues
(% agree, Quarterly and Rolling-12 Trends)

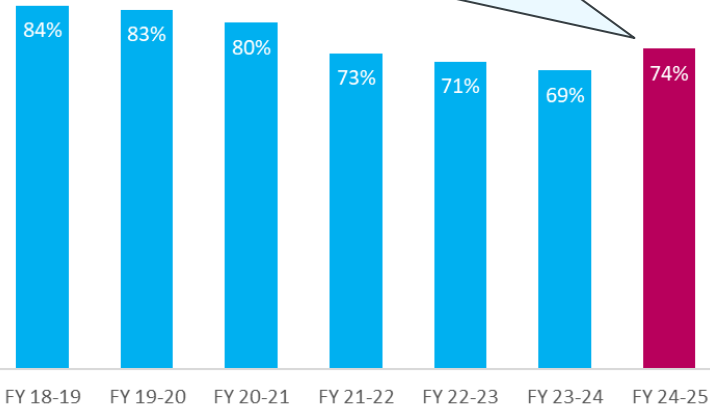


Max confidence intervals:
c. 2 pp. per point for quarter
c. 1pp. per point for R12.

	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25
Fair treatment (Quarter)	66%	60%	61%	60%	64%	63%	61%	65%	67%
Dealing issues (Quarter)	59%	55%	56%	57%	57%	56%	50%	52%	57%
Fair treatment (R12)	65%	64%	63%	62%	61%	62%	62%	63%	64%
Dealing issues (R12)	59%	57%	57%	57%	56%	56%	55%	54%	54%

Increases in trust were seen across many demographic groups of people in FY 24-25, but were most pronounced in a cluster of North-East London boroughs

Following several years of consecutive declines, 2024-25 saw a statistically significant uplift in Londoners' trust in the Metropolitan Police Service.



Improvements in trust during FY 24-25 were seen across many demographic groups of Londoners.

However, increases were *more pronounced* amongst some groups – including older age groups (35+); those from White British, Black or 'Other' Ethnic Backgrounds; and Jewish Londoners. A notable uplift was also seen for LGBT+ Londoners.

The increase in trust seen amongst **Black Londoners** was primarily driven by an uplift amongst those from **Black African Backgrounds** (+9 pp.).

The increase in trust seen for **Jewish Londoners** represents a return to levels more in line with FY 22-23, after a negative gap emerged during FY 23-24.

Residents living in some areas of London saw larger increases in trust during FY 24-25.

Improvements were *particularly pronounced* in a cluster of North-East London boroughs, with increases also seen in some South-West London boroughs.

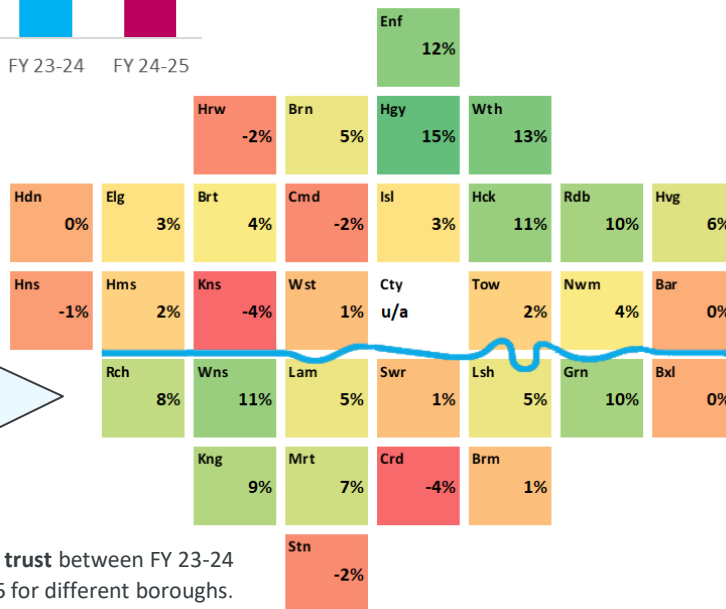


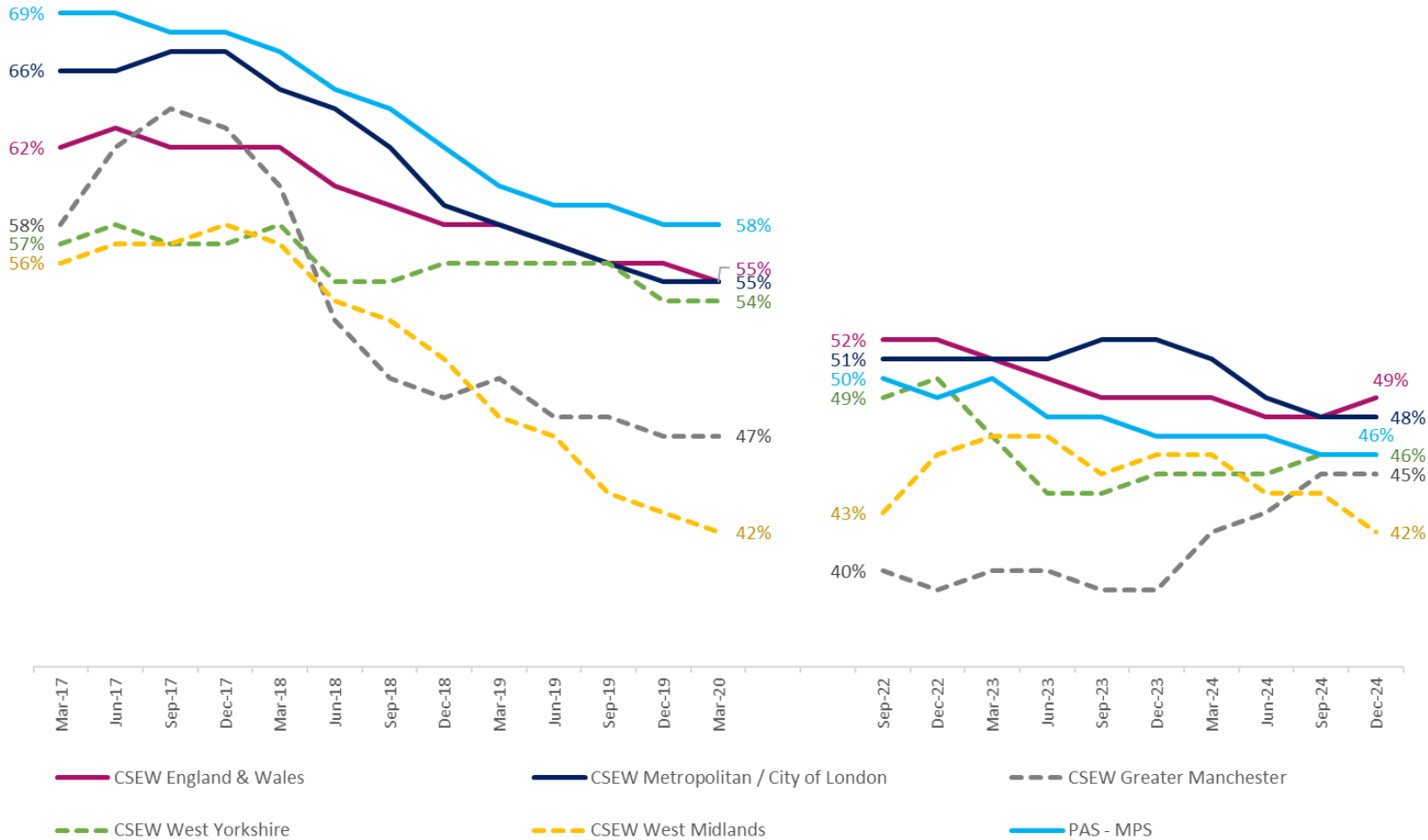
Table shows **percentage point change in trust** between FY 23-24 and FY 24-25 for different groups, and the trust result for different groups in FY 24-25.

Changes of 5pp. or more between FY 23-24 and FY 24-25 are highlighted		Change in Trust (pp.)	Trust in FY 24-25
Sex	Male	+5pp.	74%
	Female	+4pp.	74%
Age	16-24	+2pp.	72%
	25-34	+2pp.	70%
	35-64	+5pp.	74%
	65+	+4pp.	79%
Ethnicity	White British	+6pp.	73%
	White Other	+3pp.	78%
	Mixed	+4pp.	62%
	Asian	+2pp.	79%
	Black	+6pp.	65%
	Other	+7pp.	80%
Disability	Disability	+3pp.	70%
	No Disability	+5pp.	75%
LGBT+	Not LGBT+	+5pp.	75%
	LGBT+	+7pp.	58%
Religion	Christian	+4pp.	75%
	Hindu	0pp.	82%
	Jewish	+11pp.	76%
	Muslim	+4pp.	78%
	Sikh	-4pp.	76%
	Other	+8pp.	69%
No religion	+6pp.	70%	

Map shows **percentage point change in trust** between FY 23-24 and FY 24-25 for different boroughs.

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 Q3 24-25, confidence in the police 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 (49%).

Across England and Wales as whole, the MPS/CoLP was ranked 25th out of 42 forces. The latest confidence result for the MPS/CoLP is in line with its most similar forces: West Yorkshire (46%), Greater Manchester (45%) and West Midlands (42%)*.

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

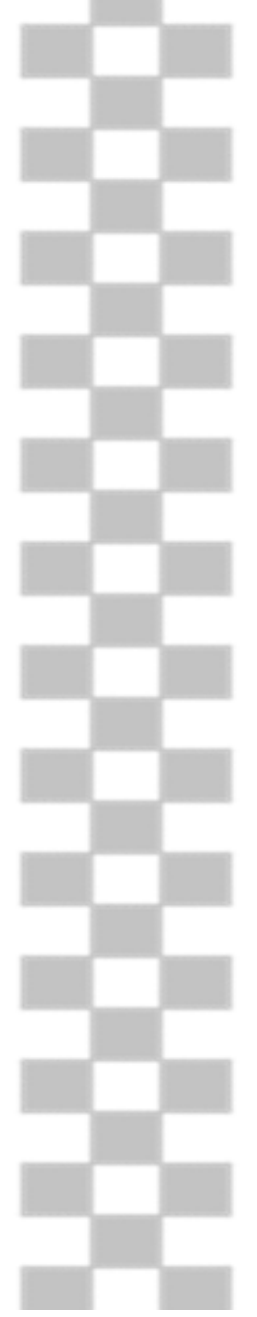
LGBT+ Londoners continue to have lower levels of trust and confidence in the police, and remain less likely to hold positive views more widely

Large negative inequalities continued to be seen for **LGBT+ Londoners** on all four perception measures, although in some cases these have recently started to narrow. For example, the gap seen for ‘dealing with issues’ stood at -22pp. in FY 23-24 and -13pp. in FY 24-25. **Black Londoners** and those from **Mixed Ethnic backgrounds** remained less likely to trust the MPS or to feel police treat everyone fairly. Londoners with **no religious background** also responded negatively on many measures, whilst **Hindu Londoners** held the most positive views.

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		45%	74%	64%	54%
Ethnicity	White British	-5%	-1%	-2%	-4%
	White Other	3%	4%	3%	2%
	Black	4%	-9%	-8%	1%
	Asian	4%	5%	8%	5%
	Mixed	-3%	-12%	-13%	-7%
	Other ethnicity	8%	6%	8%	6%
LGBT+	Yes	-7%	-16%	-16%	-13%
	No	1%	1%	1%	1%
Age	16-24	5%	-2%	-1%	4%
	25-34	3%	-4%	-4%	-1%
	35-44	-1%	0%	-1%	-1%
	45-54	-3%	1%	3%	-1%
	55-64	-3%	-2%	-2%	-2%
	65 years +	1%	5%	5%	4%
Disability	Disability	0%	-4%	0%	1%
	No disability	0%	1%	0%	0%
Sex	Male	0%	0%	1%	0%
	Female	1%	0%	-1%	0%
Religion	Christian	2%	1%	2%	3%
	Hindu	11%	8%	13%	9%
	Jewish	-2%	2%	-3%	2%
	Muslim	6%	4%	7%	6%
	Sikh	2%	2%	2%	4%
	Other	-1%	-5%	-3%	-2%
	No religion	-6%	-4%	-7%	-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	40% ▼	74%	66%	52% ▼
Barnet	46%	74% ▲	65%	54% ▼
Bexley	49% ▼	76%	74%	59%
Brent	42%	77%	64%	59%
Bromley	43% ▼	70%	61%	47%
Camden	38% ▼	65%	52%	48% ▼
Croydon	43%	66%	59%	47% ▼
Ealing	37% ▼	76%	61%	55% ▼
Enfield	54% ▲	79%	65%	65% ▲
Greenwich	46%	75%	67%	57%
Hackney	41%	70%	59%	49%
Hammersmith and Fulham	46% ▼	75%	62%	56% ▼
Haringey	44%	72%	59%	56% ▲
Harrow	49% ▼	76%	68%	63% ▼
Havering	44%	80%	75%	61%
Hillingdon	55%	78%	73%	65%
Hounslow	49%	74%	66%	58%
Islington	39%	65%	53%	42% ▼
Kensington and Chelsea	50% ▼	76%	68%	65% ▼
Kingston upon Thames	54%	80%	67%	54% ▼
Lambeth	43%	69%	55%	49% ▼
Lewisham	38% ▼	64%	53%	47%
Merton	56%	82%	65%	58%
Newham	43%	77%	71%	50% ▼
Redbridge	43%	77%	70%	51% ▲
Richmond upon Thames	49%	77%	62%	51%
Southwark	43%	66%	58%	51%
Sutton	49%	75%	70%	55% ▼
Tower Hamlets	40%	74%	69%	49% ▼
Waltham Forest	41%	70%	61%	46% ▼
Wandsworth	53%	81%	64%	53% ▼
Westminster	48% ▼	80%	65%	59% ▼
MPS	45%	74% ▲	64%	54%

Many Boroughs have seen *increases* for trust and fair treatment during FY 24-25, but performance on **good job local** and **dealing with issues** remains mixed.



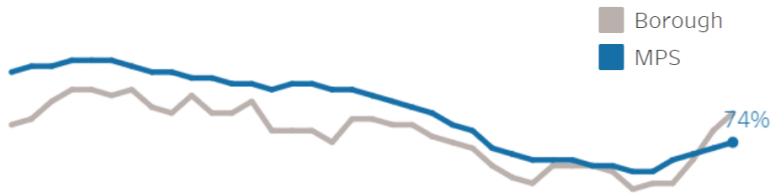
Enfield has seen improvements in public perceptions, particularly for trust and confidence

Trust Rolling 12 months data

	Response %	pp change from previous year
MPS	74%	▲5.0 p.p
Enfield	79%	▲12.0 pp

Increases in trust in the MPS have been seen across London. However, these improvements are particularly pronounced in Enfield...

Public Perceptions over time for Enfield respondents compared to the MPS overall

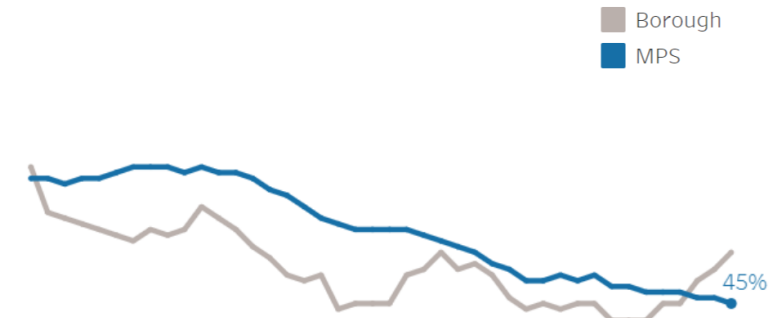


... and for confidence, Enfield has seen large improvements, despite confidence going down generally across London.

Confidence Rolling 12 months data

	Response %	pp change from previous year
MPS	45%	▼2.0 p.p
Enfield	54%	▲9.0 pp

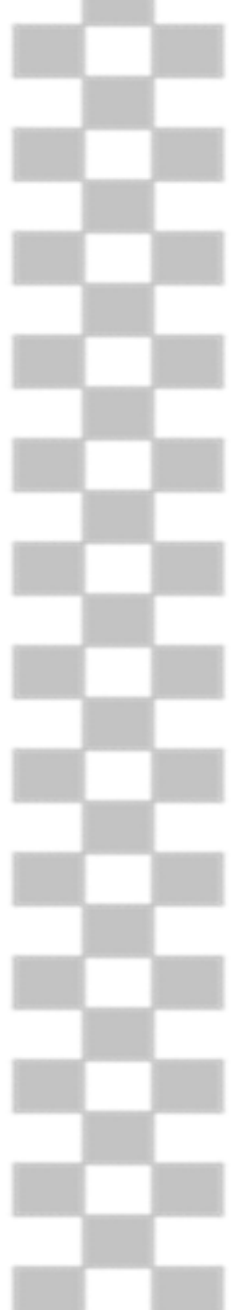
Public Perceptions over time for Enfield respondents compared to the MPS overall



Historically, residents in Enfield have had lower levels of trust and confidence compared to the MPS result as a whole. However, in recent quarters this has improved, with Enfield having higher levels of trust and confidence than the MPS overall result.



Data for each London borough can be found on the **MOPAC Trust & Confidence dashboard**. The dashboard allows user to look at trends in public perception measures at a borough and MPS level. The dashboard can be found [here](#).



Some groups have more negative views of policing – particularly *young* Black and Mixed Ethnicity Londoners, and Londoners with a mental health disability or a memory/learning disability

In addition to different views seen between different demographic groups of Londoners, there are also a range of views *within* groups.

Disability

At the end of FY 24-25, no notable inequalities in perceptions of the police were seen for disabled Londoners *as a whole*. However, looking at different groups of disabled people reveals some underlying differences in views.

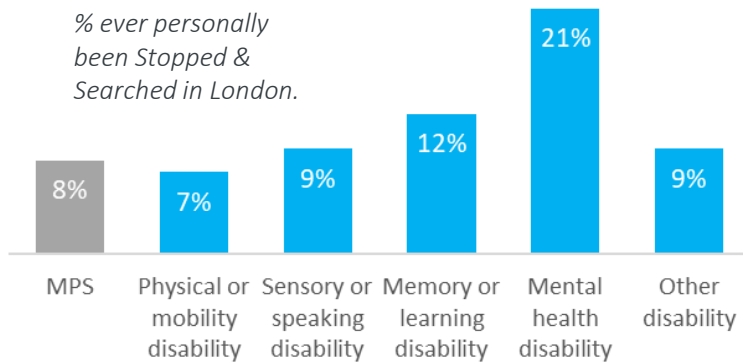
Table shows pp. gap from MPS result*	Confidence	Trust	Fair Treatment	Deal with issues
MPS	45%	74%	64%	54%
Any disability	0%	-4%	0%	1%
Physical or mobility disability	1%	0%	3%	3%
Sensory or speaking disability	0%	3%	3%	1%
Memory or learning disability	-3%	-20%	-6%	-4%
Mental health disability	-5%	-18%	-12%	-5%
Other disability	0%	-1%	5%	2%

*gaps of 5pp. or more are highlighted.

Londoners who said they had a **mental health disability** or a **disability related to memory or learning** were *far less likely* to trust the MPS or to feel police treat everyone fairly.

People with these types of disability were more likely to be **younger** and to identify as **LGBT+** than people with other types of disability. However, **even taking these other differences into account**, they were *still less likely* to trust the MPS.

% ever personally been Stopped & Searched in London.



Londoners with some types of disability may also have **different experiences with the police**.

For example, those with a **mental health disability** were *far more likely* to say they had been **stopped and searched** than other groups.

Note that categories are not mutually exclusive, as respondents could have more than one type of disability. **Physical or mobility disability** relates to difficulties with walking or moving, manual dexterity, coordination or ability to lift/carry objects; **sensory or speaking disability** refers to speaking, hearing or seeing disabilities; **memory or learning disability** includes disabilities related to memory, the ability to concentrate, learn or understand, or dyslexia.

Ethnicity



As seen in previous years, **Black Caribbean Londoners** had much lower levels of trust and confidence than **Black African Londoners** in FY 24-25.

Trust was low across many intersectional groups of Black Londoners— **particularly young Black Londoners** (-15pp.).

Mixed Ethnicity females (-15pp.) were also less likely to trust the MPS compared to **Mixed Ethnicity males** (-8pp.).

However, we know that what drives trust and confidence is the same for all groups of Londoners – the same things are important for everyone. See slide 36.

Levels of self-reported victimisation have remained stable, but FY 24-25 has seen an increase in Londoners' worry about crime

Levels of self-reported crime victimisation have remained relatively stable over the last year. During Q4 24-25, around 5% of Londoners said they had **experienced something they would consider to be a crime in the quarter prior to taking part in the survey**.

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. 2024-25 has seen an increase in public concerns about crime. In Q4 24-25, 47% of Londoners said they were **worried about crime in their local area**, with the result for FY 24-25 standing *five percentage points above* that seen in FY 23-24.

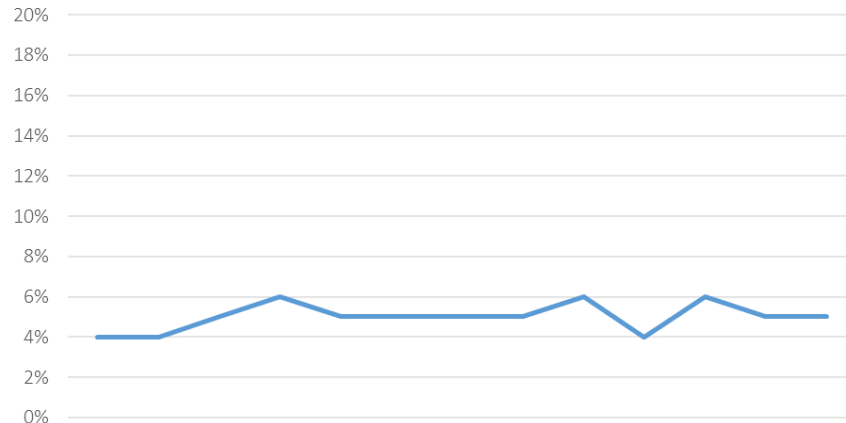
London is Safer

Our Vision:
London is a Safe City for All

Londoners feel Safer

Victimisation Prevalence

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



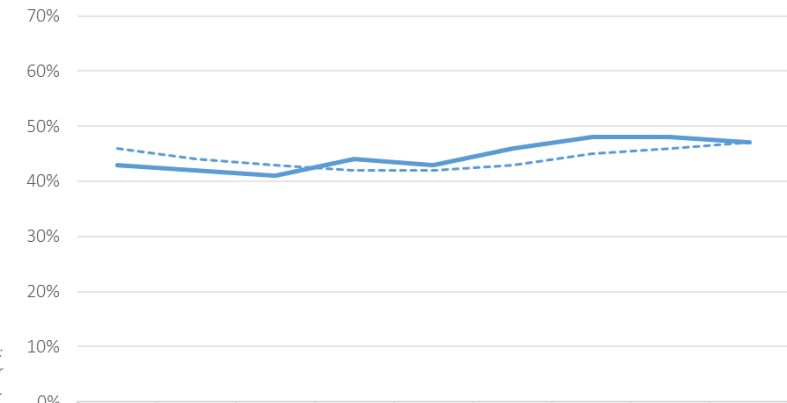
Max confidence intervals:
c. 2.5pp. per point for month.

— Experiencing crime

Month	Victimisation Prevalence (%)
Mar-24	4%
Apr-24	4%
May-24	5%
Jun-24	6%
Jul-24	5%
Aug-24	5%
Sep-24	5%
Oct-24	5%
Nov-24	6%
Dec-24	4%
Jan-25	6%
Feb-25	5%
Mar-25	5%

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)

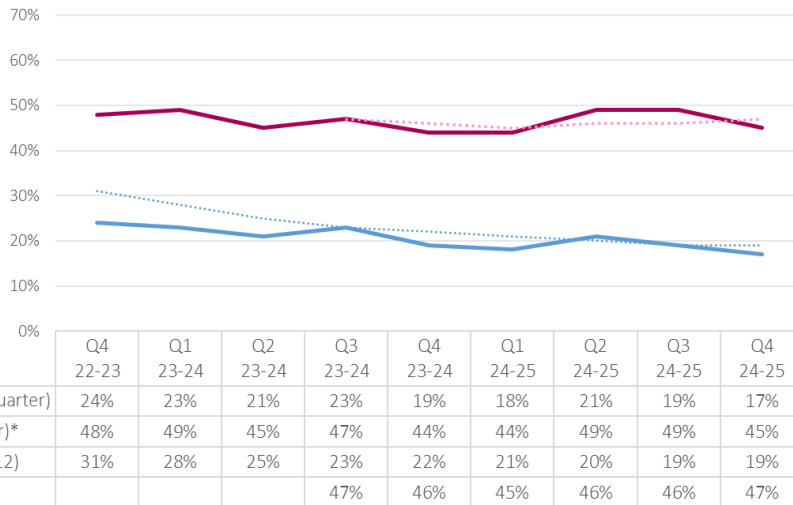
Quarter	Worried about crime (Quarter) (%)	Worried about crime (R12) (%)
Q4 22-23	43%	46%
Q1 23-24	42%	44%
Q2 23-24	41%	43%
Q3 23-24	44%	42%
Q4 23-24	43%	42%
Q1 24-25	46%	43%
Q2 24-25	48%	45%
Q3 24-25	48%	46%
Q4 24-25	47%	47%

Feelings of safety walking alone after dark declined during FY 24-25, with females remaining less likely to feel safe than males

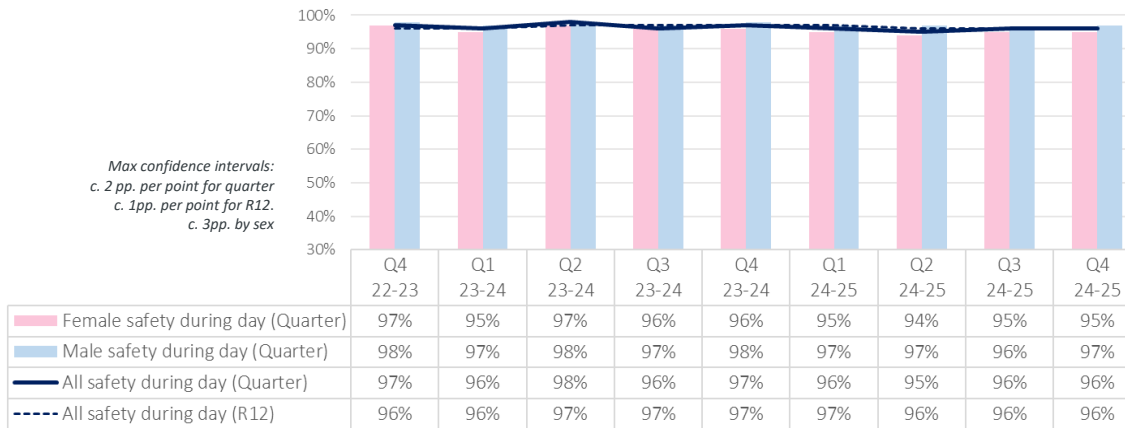
In Q4 24-25, 17% of Londoners believed **hate crime is a problem in their local area**, whilst the proportion of Londoners feeling **people using or dealing drugs are problem in their local area** declined significantly by four percentage points compared to last quarter, to 45%. At the end of FY 24-25, the proportion of Londoners feeling hate crime is a problem has declined by three percentage points compared with FY 23-24, whilst concerns about drugs have remained stable.

The proportion of Londoners **feeling safe walking alone after dark** stood at 68% in Q4 24-25, recovering slightly from a low result seen in Q3. However, the FY 24-25 result for this measure stands *four percentage points below* that seen in FY 23-24, with females remaining less likely to feel safe after dark than males.

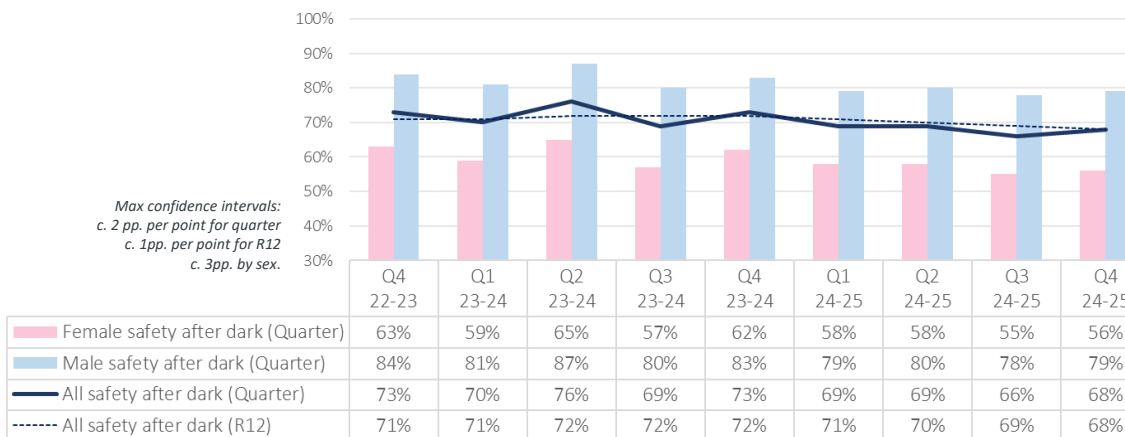
Crime concerns in the local area* (% problem, Quarterly and Rolling-12 Trends)



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



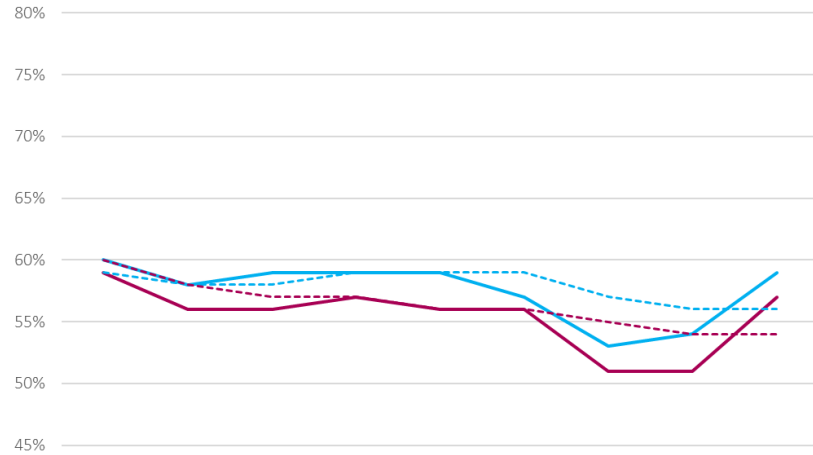
Safety walking alone in local area after dark, by Sex (% feeling safe, Quarterly and Rolling-12 Trends)



*Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area was only asked to ALL PAS respondents starting Q4 22-23, so historical trends are unavailable..

The proportion of Londoners who felt police can be relied on to be there and listen to local concerns both saw increases 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.

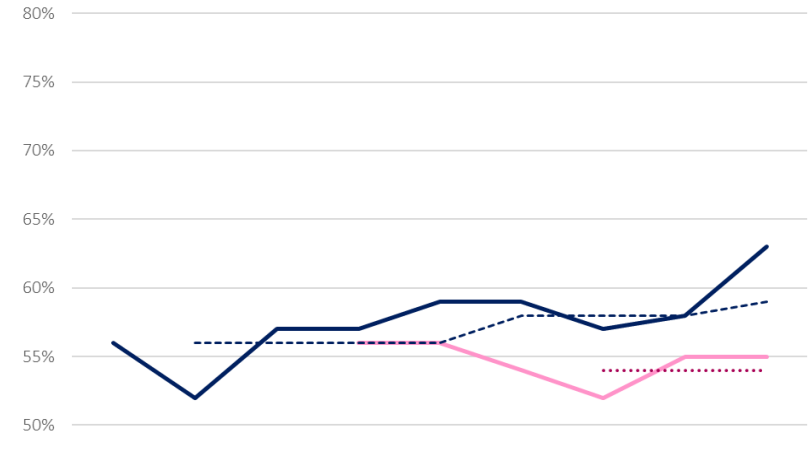
	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25
Relied on (Quarter)	60%	58%	59%	59%	59%	57%	53%	54%	59%
Listen to concerns (Quarter)	59%	56%	56%	57%	56%	56%	51%	51%	57%
Relied on (R12)	59%	58%	58%	59%	59%	59%	57%	56%	56%
Listen to concerns (R12)	60%	58%	57%	57%	56%	56%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

The proportion of Londoners who felt police can be **relied on to be there** and **listen to local concerns** both increased significantly in Q4 24-25 (by five and six percentage points respectively compared to last quarter), following particularly low results in Q2 and Q3.

At the end of FY 24-25, results for both of these questions remain slightly below levels seen in FY 23-24 (relied on, - 3pp.; listen to concerns, -2pp.), and 14 percentage points below levels seen in FY 19-20.

Londoners were divided in their views of police culture and standards. The proportion who believed **police adhere to the highest standards** saw a statistically significant increase of five percentage points in Q4 24-25 compared to Q3 24-24, to 63%, whilst the proportion who felt **the Metropolitan Police Service is changing for the better** remained more stable at 55%.

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



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

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

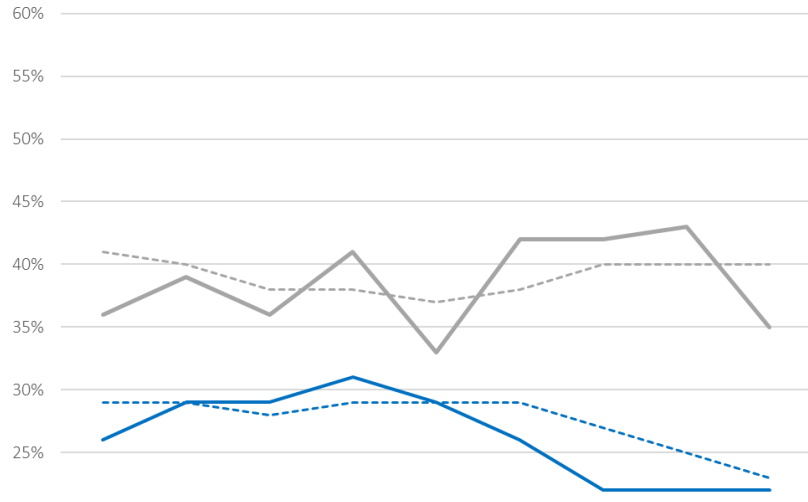
	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25
Highest standards (Quarter)	56%	52%	57%	57%	59%	59%	57%	58%	63%
Changing for the better (Quarter)				56%	56%	54%	52%	55%	55%
Highest standards (R12)		56%	56%	56%	56%	58%	58%	58%	59%
Changing for the better (R12)*							54%	54%	54%

The proportion feeling well informed about policing in their local area decreased in FY 24-25, and remains at a record low for the third consecutive quarter

The proportion of Londoners feeling **worried about antisocial behaviour in their local area** declined significantly by eight percentage points in Q4 24-25 compared to Q3 24-25, to 35%.

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 *third consecutive quarter* (22% in Q4 24-25). At the end of FY 24-25, this measure stands six percentage points below the FY 23-24 result.

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.

	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25
— Worried about ASB (Quarter)	36%	39%	36%	41%	33%	42%	42%	43%	35%
— Informed local (Quarter)	26%	29%	29%	31%	29%	26%	22%	22%	22%
- - - Worried about ASB (R12)	41%	40%	38%	38%	37%	38%	40%	40%	40%
- - - Informed local (R12)	29%	29%	28%	29%	29%	29%	27%	25%	23%

		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%	23%	56%	54%	59%
Ethnicity	White British	2%	2%	-6%	-4%	-2%	
	White Other	1%	-2%	2%	2%	3%	
	Black	-5%	1%	4%	2%	-4%	
	Asian	2%	0%	3%	2%	6%	
	Mixed	4%	0%	-4%	-4%	-11%	
	Other ethnicity	-2%	-3%	7%	7%	6%	
LGBT+	Yes	0%	3%	-12%	-11%	-16%	
	No	0%	0%	0%	0%	1%	
Age	16-24	-10%	2%	5%	3%	1%	
	25-34	-3%	-3%	1%	-4%	-4%	
	35-44	4%	-1%	-1%	-1%	-1%	
	45-54	6%	1%	-1%	0%	1%	
	55-64	6%	1%	-5%	-2%	-1%	
	65 years +	-4%	3%	0%	5%	7%	
Disability	Disability	3%	1%	0%	-1%	1%	
	No disability	0%	0%	0%	0%	0%	
Sex	Male	-3%	1%	-1%	-1%	2%	
	Female	3%	-1%	0%	0%	-1%	
Religion	Christian	1%	2%	1%	3%	3%	
	Hindu	-3%	-1%	11%	9%	7%	
	Jewish	-5%	-4%	-3%	12%	-2%	
	Muslim	1%	-1%	5%	4%	5%	
	Sikh	5%	-4%	-4%	1%	5%	
	Other	3%	2%	-5%	-4%	-3%	
	No religion	0%	-1%	-6%	-8%	-6%	

Large inequalities were seen on many measures for **LGBT+ Londoners**; although these gaps have tended to narrow when compared with FY 23-24. **Mixed Ethnicity Londoners** were less likely to believe police adhere to the highest standards, with gaps also narrowing compared with FY 23-24. A range of negative inequalities were also seen for those with **no religion**, whilst **Hindu Londoners** were more likely to respond positively.

The declines in informed local seen during FY 24-25 have been particularly large in a cluster of West London boroughs

The proportion of Londoners feeling **well informed** about policing in their local area declined by six percentage points during FY 24-25, with results for this measure standing at a *record low* for three consecutive quarters. Performance during FY 24-25 varied considerably across London.

In FY 24-25, particularly large declines for informed local were seen in a cluster of West London boroughs – including in Brent, Ealing, Harrow, Hillingdon and Kensington & Chelsea.

The decline in Harrow means it saw the lowest result of any borough in FY 24-25 – with just 13% of residents saying they felt well informed about local policing here.

Map shows *pp. change in informed local* during FY 24-25 vs. FY 23-24.



Results in North-East London Boroughs remained more stable.



In Q4 23-24
44%

...of Londoners said they had seen information about their local police*.

In Q4 24-25
37%

...of Londoners said they had seen information about their local police*.

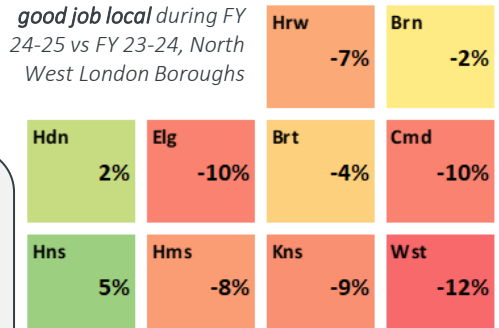
Fewer Londoners now say that they have seen information about their local police. Amongst those who *have* seen information, leaflets and social media remain the most common sources*.

Many of these same West London Boroughs also saw large declines on **other measures of local policing** during FY 24-25, including confidence (good job local - see right) and feeling police deal with issues that matter.

This demonstrates that residents feeling informed about local policing, and feel that the police deal with local issues, are **crucial for having confidence in the police.**

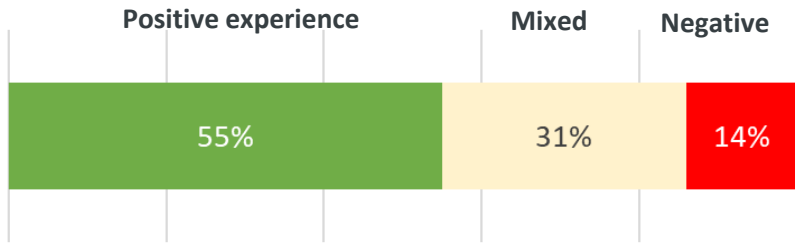
*Seen information about their local police via at least one source during the last 12 months. In Q4 24-25, 20% of Londoners had seen information in leaflets; 10% on social media.

Map shows *pp. change in good job local* during FY 24-25 vs FY 23-24, North West London Boroughs

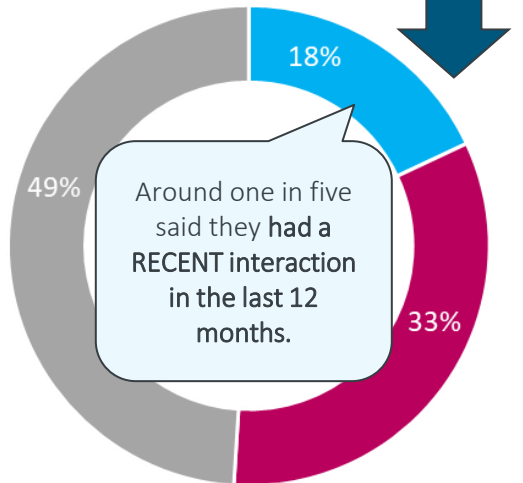


Half of Londoners have had a personal interaction with the MPS; negative experiences may be *particularly detrimental* to trust and confidence

New questions in the PAS for FY 24-25 show that **51% of Londoners** said they had **EVER** had a **personal interaction** with the Metropolitan Police Service*.



Of those who had a personal interaction with the MPS, 55% said their experience(s) had been **positive** – whilst 14% felt their experience(s) had been **negative**.



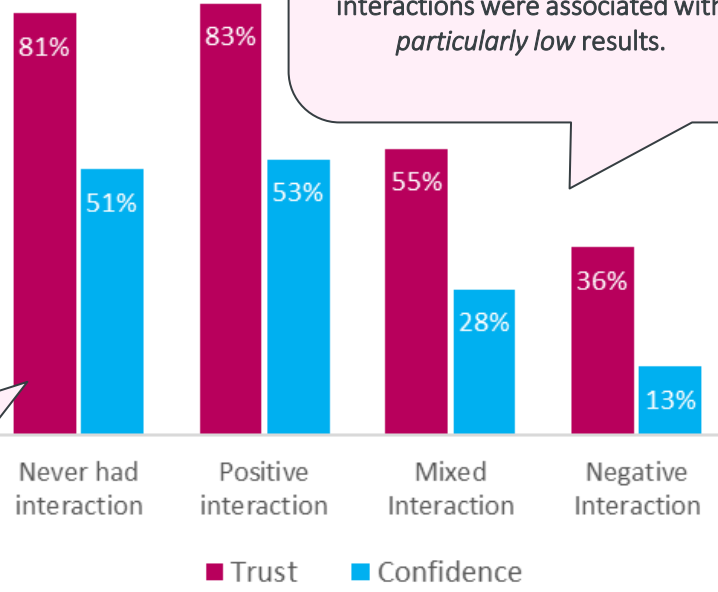
- Had interaction in last 12 months
- Had interaction, but not in last 12 months
- Never had interaction

*N.B. Any form of interaction, including speaking to an officer, being stopped, or as a victim of crime.

*67% of LGBT+ and 59% of Mixed Ethnicity Londoners ever had an interaction; in both cases 49% felt this had been positive.

LGBT+ Londoners and those from Mixed Ethnic Backgrounds were **more likely** to have had an interaction with the Metropolitan Police Service, but were **less likely** to feel their experience of this interaction had been positive*.

Londoners' experiences of interactions are important to trust and confidence...



Trust and confidence *remained high* amongst those with positive interactions, but **negative** interactions were associated with *particularly low* results.

Analysis of free-text comments in 2022 revealed that the **most commonly mentioned reason** for trusting - or for *NOT trusting* - the Metropolitan Police Service was Londoners' **own personal experience of contact with the police**.

More information about this work can be found [here](#).

Residents continued to place gun/knife crime as their *top priority* for policing in London - but have increasingly emphasised street crime/robbery in recent years.

When asked to list their top three priorities for policing *across London as a whole*, residents place a clear emphasis on police work to tackle **gun and knife crime**. Many also feel the police should focus on tackling **drug-related crime**, **gang-related crime**, and **street crime and robbery**.

What would you say are the TOP THREE things the police should be doing **across LONDON as a whole**?



Tables show the most commonly mentioned policing priorities:

	First Priority	Second Priority	Third Priority	Total
Gun and knife crime	43%	21%	8%	72%
Drugs and drug-related crime	13%	16%	11%	40%
Gangs and gang related crime	6%	16%	13%	35%
Street crime and robbery	4%	9%	15%	28%
Anti-social behaviour (ASB)	3%	7%	11%	21%
Violent crime	5%	6%	8%	19%
Accessibility or visibility of police	6%	4%	5%	15%
Terrorism	8%	3%	3%	14%
Burglary	2%	4%	7%	13%

When asked about priorities for policing *in their own local area*, residents are more divided. Many once again prioritise **drug-related crime**, **gun and knife crime**, and **street crime and robbery** – alongside tackling **antisocial behaviour** and improving local **accessibility and visibility of the police**.

What would you say are the TOP THREE things the police should be doing **in your LOCAL area**?



	First Priority	Second Priority	Third Priority	Total
Drugs and drug-related crime	18%	13%	10%	41%
Anti-social behaviour (ASB)	12%	14%	12%	38%
Gun and knife crime	14%	10%	7%	31%
Accessibility or visibility of police	15%	7%	7%	29%
Street crime and robbery	7%	9%	12%	28%
Burglary	9%	10%	7%	26%
Vehicle crime	5%	6%	6%	17%
Gangs and gang related crime	2%	6%	6%	14%
General crime reduction or prevention	3%	4%	6%	13%
Traffic and road related issues	3%	4%	4%	11%

Many of these same top priorities have consistently emerged over time.

However, recent years have seen a *greater consensus* on police work to tackle **gun and knife crime** across London as a whole, whilst residents have also become *more likely* to list **street crime and robbery** within their top three priorities for policing (both in their local area and across London as a whole)*.

Answer option of 'none/nothing' has been excluded from tables; shading shows modal ranking. *When compared with R12 to Q1 22-23 the total % of residents placing these issues in their top three has increased by 14-15 percentage points.

Victim Satisfaction

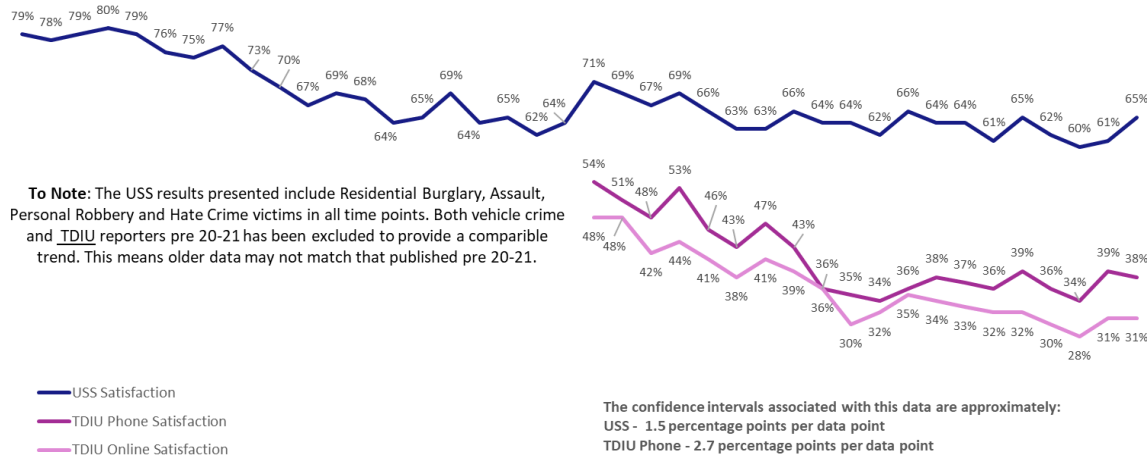


MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

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)



BCU-reported overall satisfaction (USS) showed no change from this time last year; remaining at 65% in both Q4 23-24 and Q4 24-25.

Telephone reporters have been more satisfied than those who report online. When comparing this quarter with the same quarter last year (Q4 24-25 vs. Q4 23-24) there has been **no significant change in satisfaction for online reporters (-1pp.)** and **no significant change for telephone reporters (-1pp.)**.

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

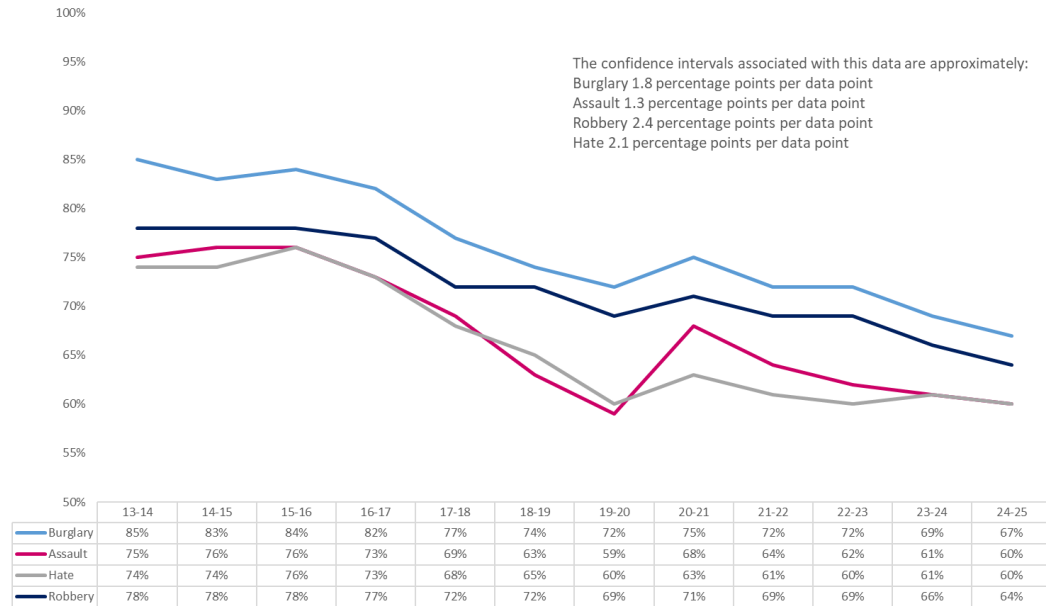
Within the USS, a large gap in satisfaction exists between those who self-declare a **disability** and those who do not. There are also gaps for those from the **LGBT+** group and those from **Mixed Ethnic** backgrounds.

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

12 months to Q4 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	0%	2%	3%
	White Other	3%	5%	2%
	Black	2%	6%	4%
	Asian	1%	-3%	-6%
	Mixed	-9%	-2%	-2%
	Other ethnicity	-1%	-5%	1%
LGBT+	Yes	-5%	-3%	-5%
	No	1%	2%	3%
Age	16-24	1%	-9%	-6%
	25-34	-2%	-12%	-11%
	35-44	-3%	-8%	-6%
	45-54	0%	0%	0%
	55-64	1%	8%	11%
	65 years +	12%	25%	22%
Disability	Disability	-8%	1%	-2%
	No disability	3%	0%	1%
Sex	Male	1%	-1%	0%
	Female	-1%	3%	2%

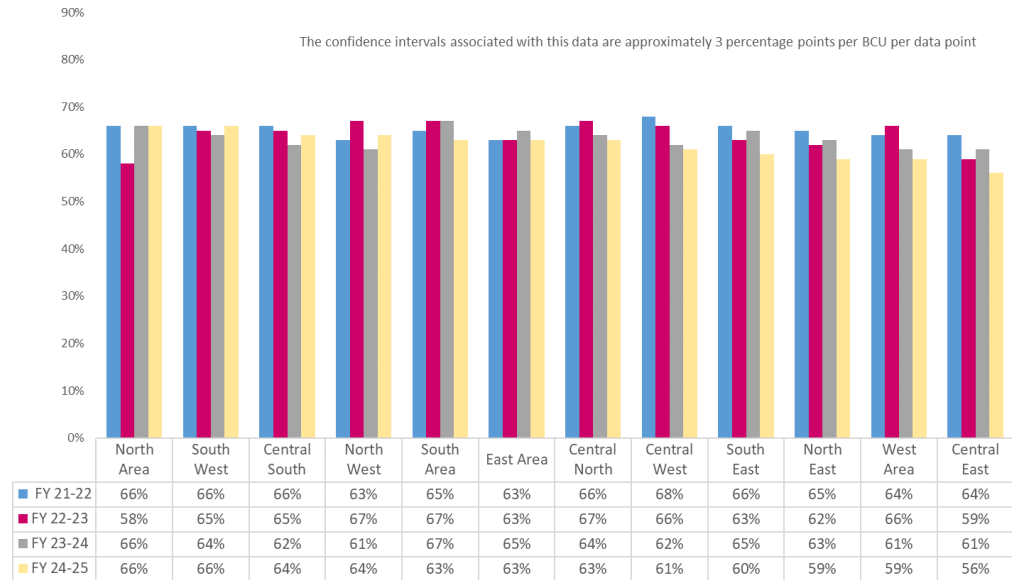
Overall satisfaction continues to vary by crime group and BCU

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 13pp. in FY 19-20 to 7pp. in FY 24-25. 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 10pp. range between top and bottom performers.

The differences between the top performing BCUs (North Area & South West) and the bottom four performing BCUs (Central East, West Area, North East and South East) are statistically significant. Both North Area & South West have been amongst the top performers for the last 4 years. **East Area and Central South are the most improved BCUs over this timeframe.**

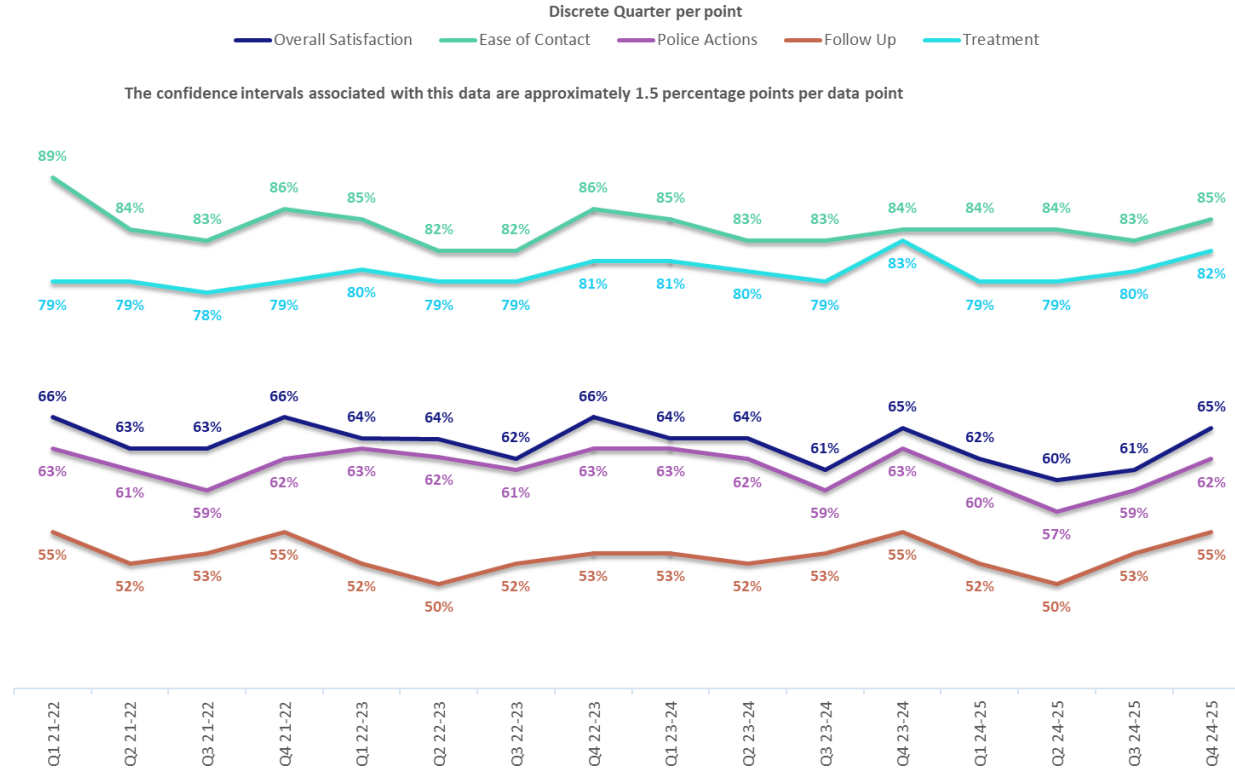
The key drivers of victim satisfaction have also remained stable

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)

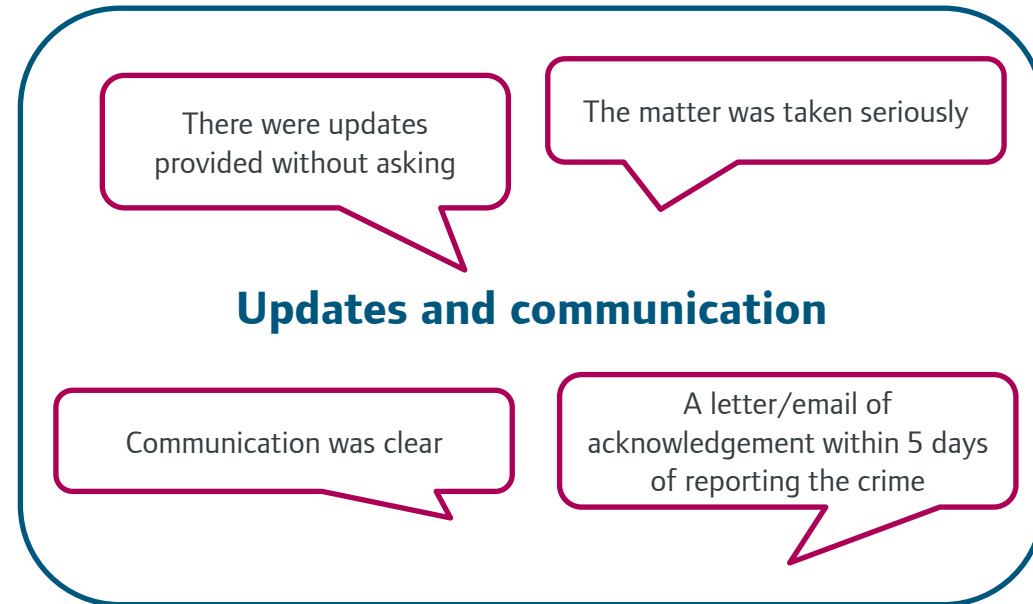
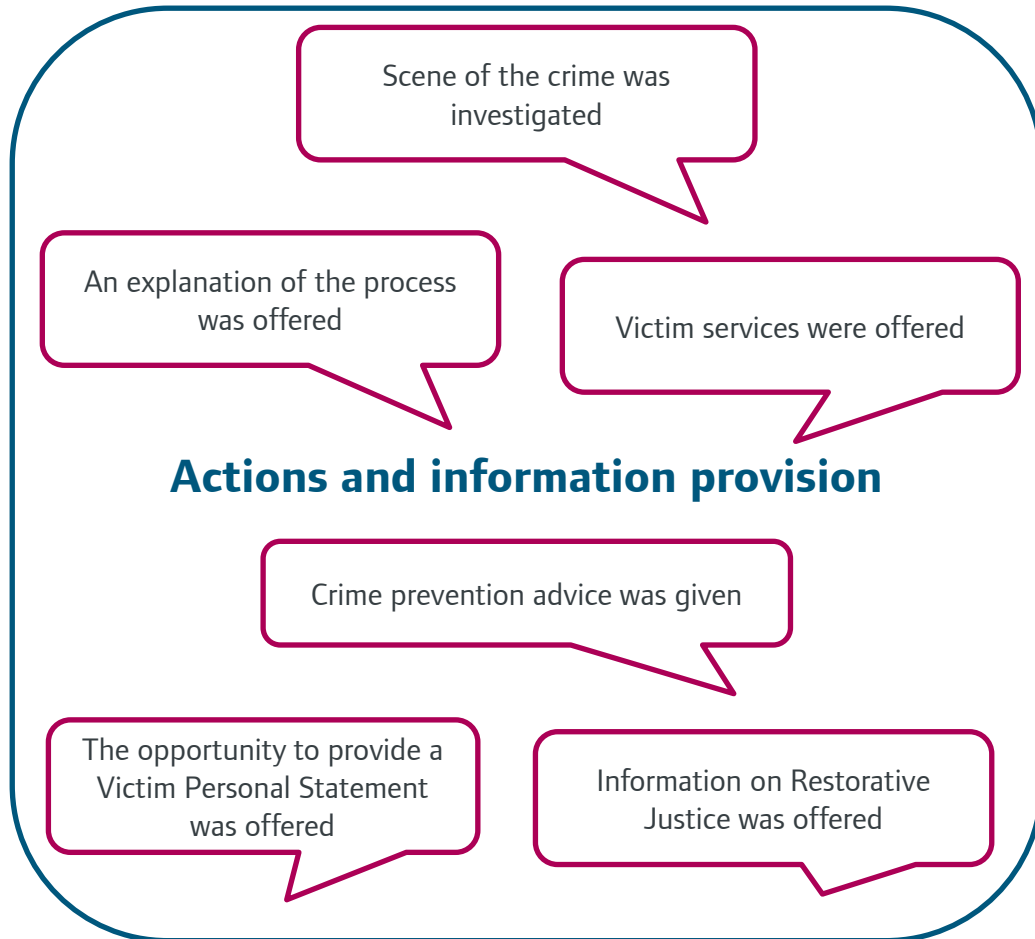


Overall satisfaction has seen no change from this time last year; at 65% in both Q4 23-24 and Q4 24-25.

When comparing Q4 23-24 and Q4 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.

There are activities policing teams can do which will help to deliver the drivers of satisfaction...

By using a composite score of ten yes/no diagnostic questions about key activities, it is possible to derive a measure of the level of service provided to victims. This is a "service score", which can be further broken down by demographic groups. The ten key elements which make up the "service score" can be seen here (split thematically into two groups: 'actions and information' and 'updates and communication').



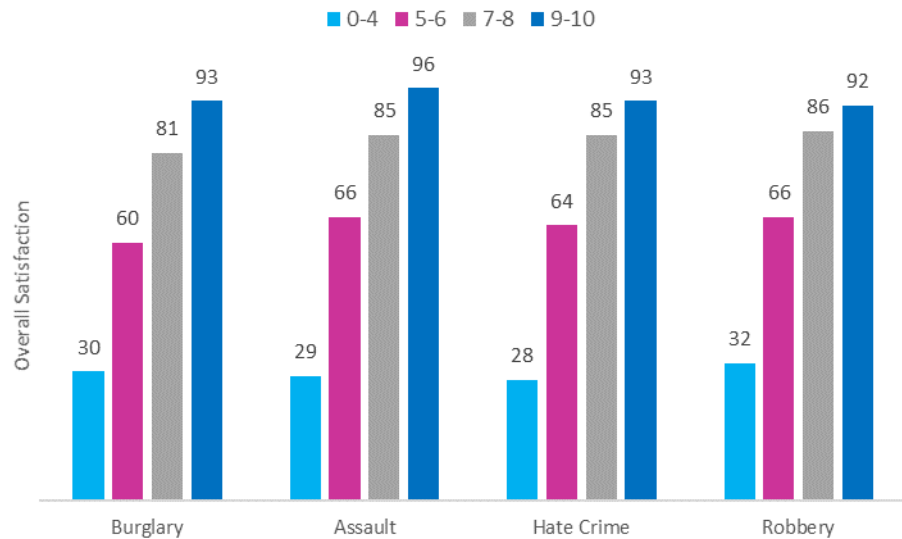
The next slide demonstrates why **delivering as many of these activities as possible is key to victim satisfaction.**

...and doing these activities is associated with higher satisfaction for all groups

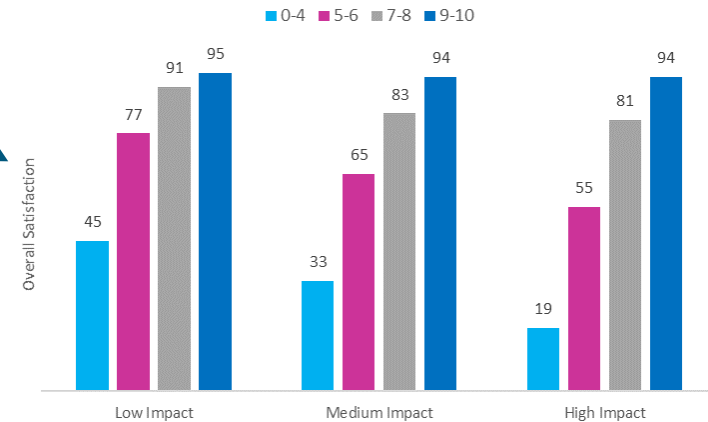
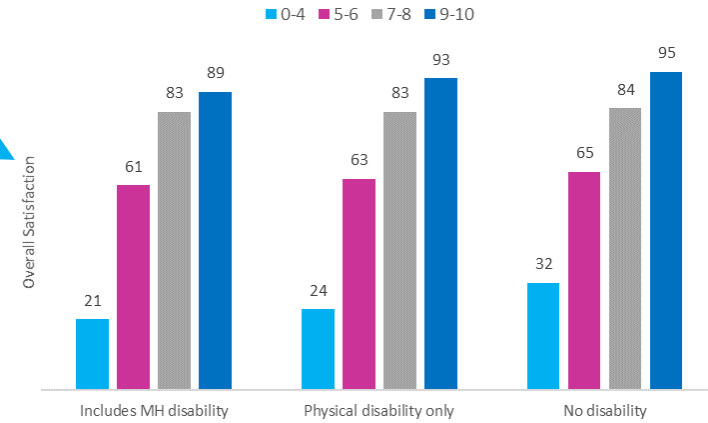
By using a composite score of ten yes/no diagnostic questions* about the service victims receive, it is possible to derive a "service score". This score can be broken down by demographic groups to understand differences in experiences.

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

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.



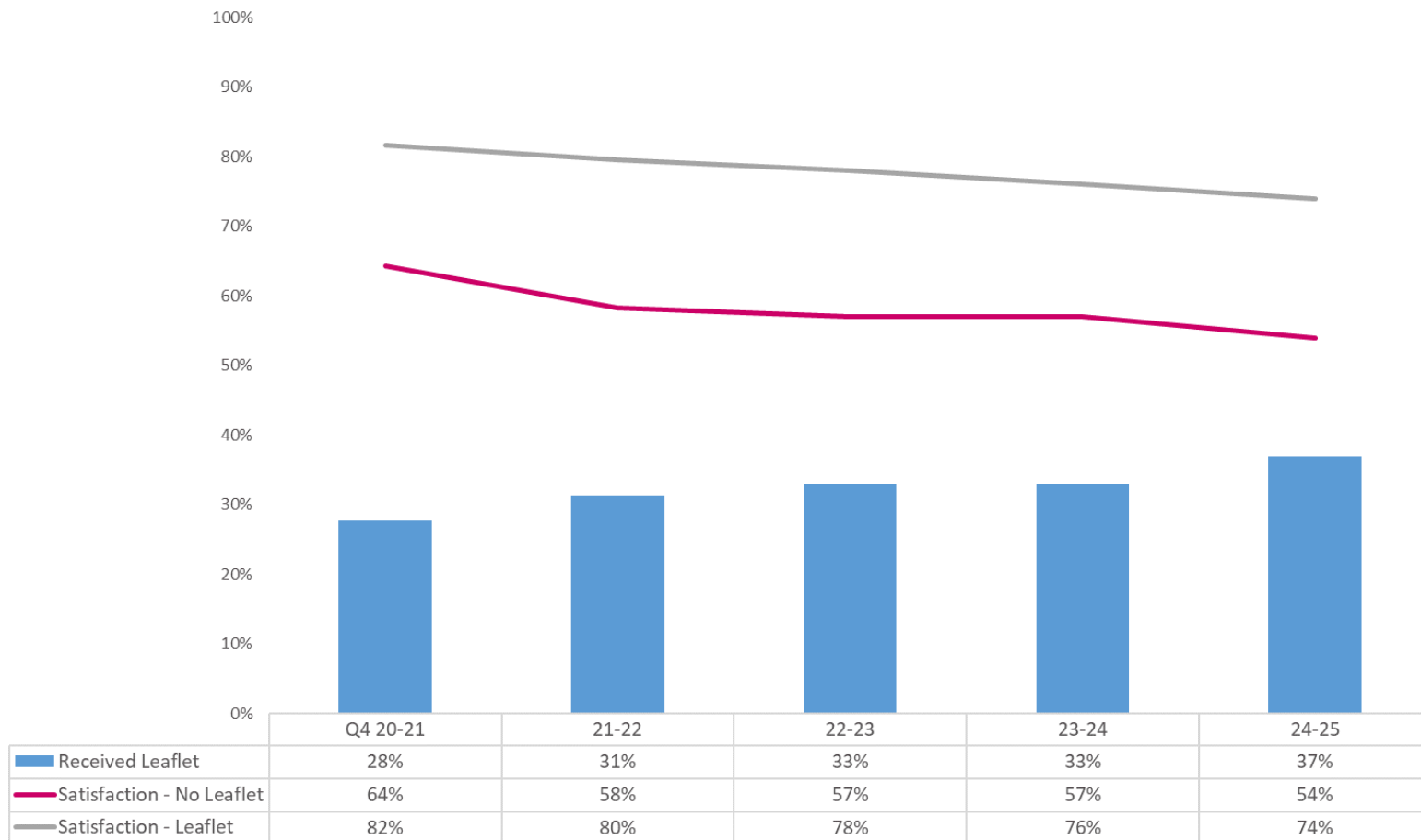
As impact of the crime on the victim increases, there is an increasingly negative impact of receiving a poor service a service score of 0-4, on overall satisfaction.



*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 can be a way of delivering some of these activities

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



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. This has increased slightly over time.

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

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.**

Of every 100 respondents to USS

52 are not vulnerable
Satisfied: 74%

48 feel vulnerable

13 feel this wasn't
identified by police
Satisfied: 42%

35 feel their vulnerability
was identified by police

12 feel this was not
catered for by police
Satisfied: 23%

23 feel the police catered
for the vulnerability
Satisfied: 79%

If all those vulnerable had this identified and catered for, **overall satisfaction could be in the region of 76%**, or 11 pp. higher than the Q4 24-25 result of 65%.

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

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

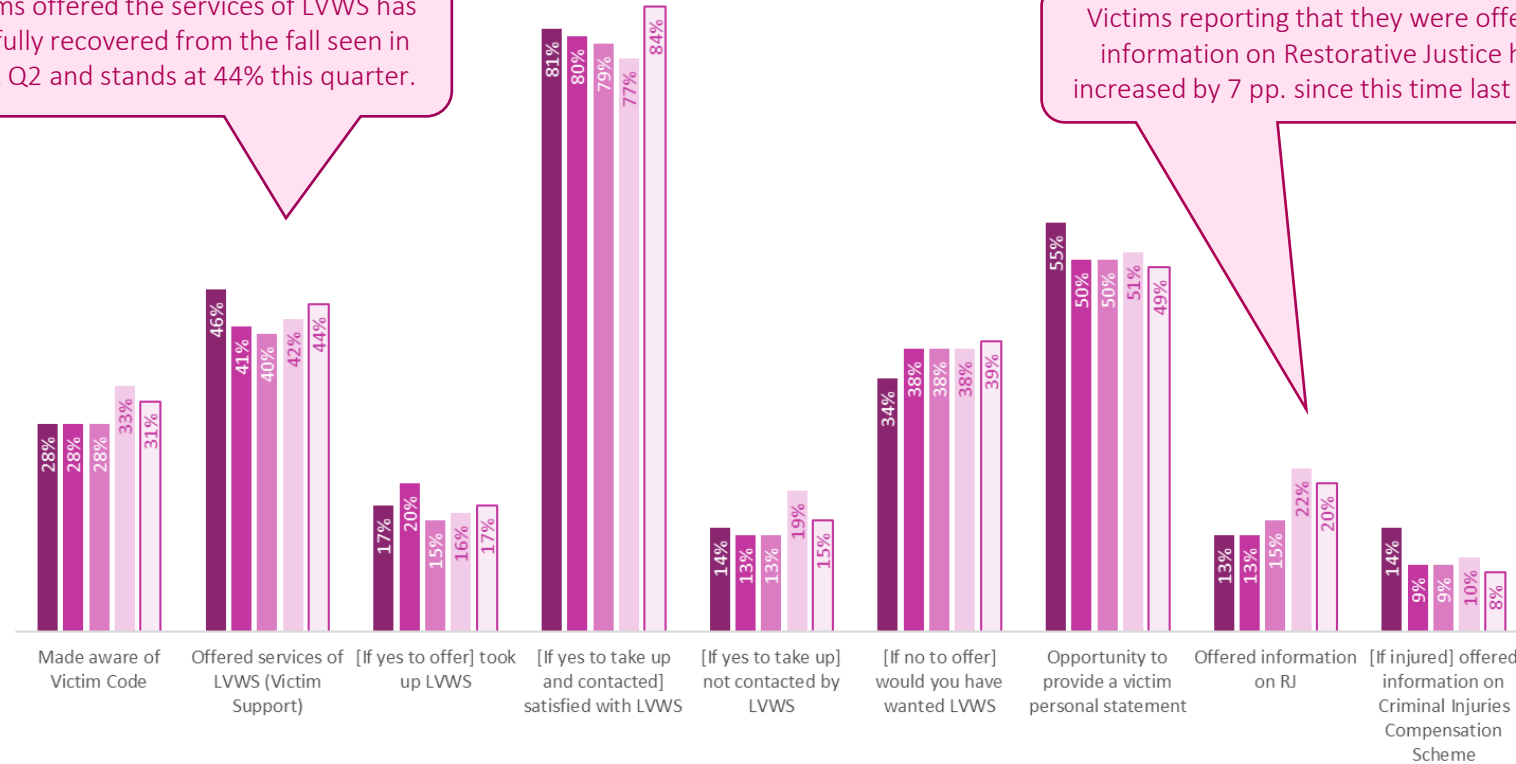
Discrete data per point

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

Victims offered the services of LVWS has not fully recovered from the fall seen in Q1 & Q2 and stands at 44% this quarter.

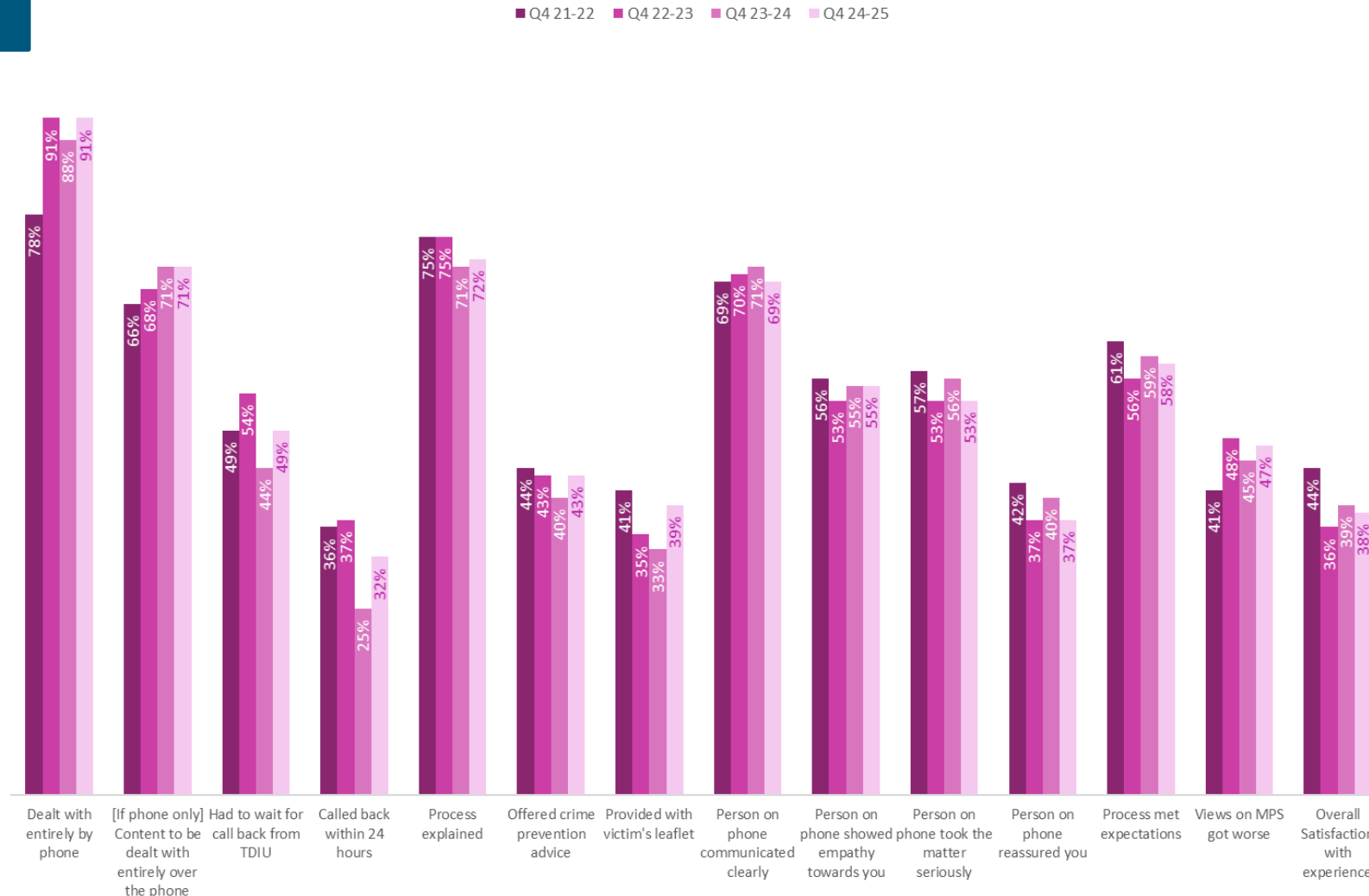
The proportion of victims who reported being made aware of the Victim Code has increased compared to the same quarter last year.

Victims reporting that they were offered information on Restorative Justice has increased by 7 pp. since this time last year.



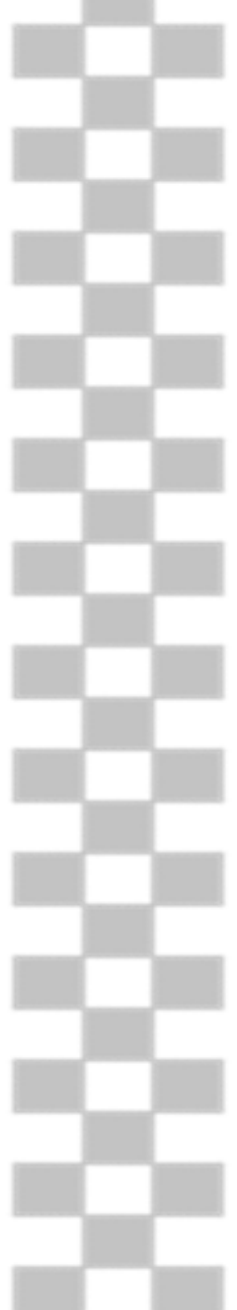
A smaller proportion of victims had to wait to receive a call back from the TDIU this quarter

TDIU: telephone reporters



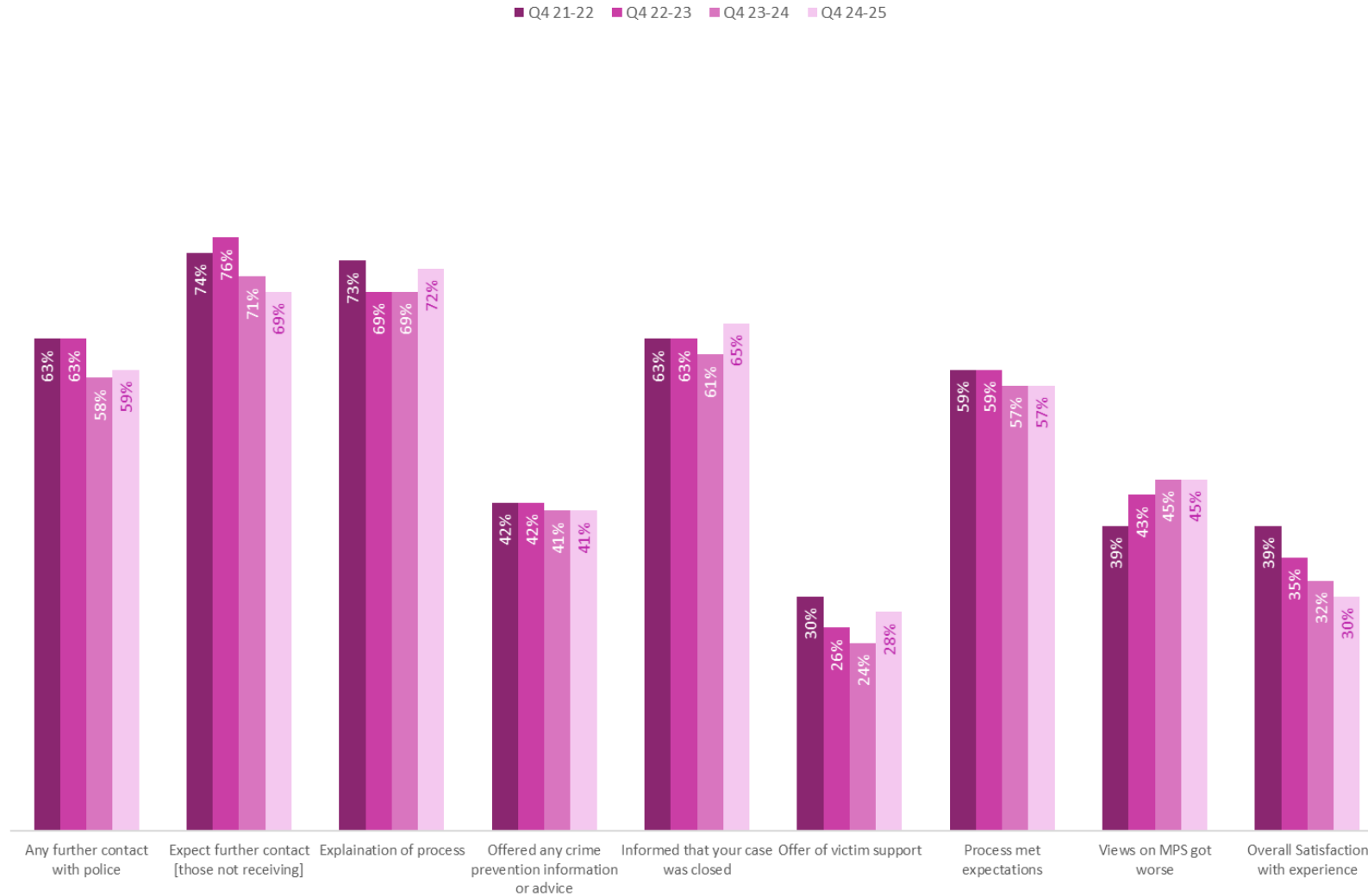
MOPAC London Surveys Q4 24-25

Sources: TDIU



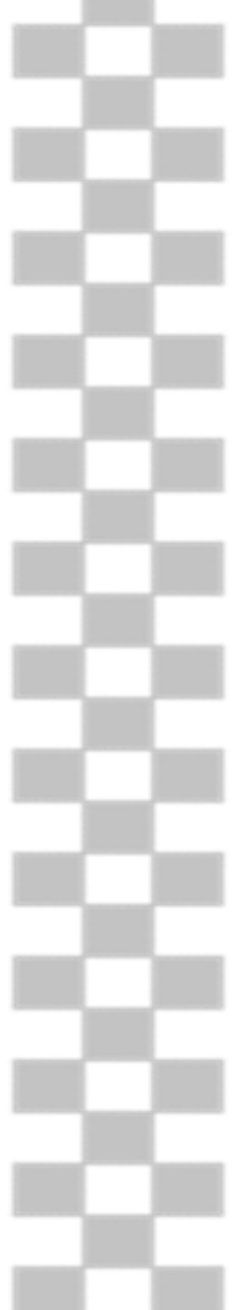
The experience of online reporters has remained consistent this quarter

TDIU: online reporters



MOPAC London Surveys Q4 24-25

Sources: TDIU



Methodology



Methodology

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

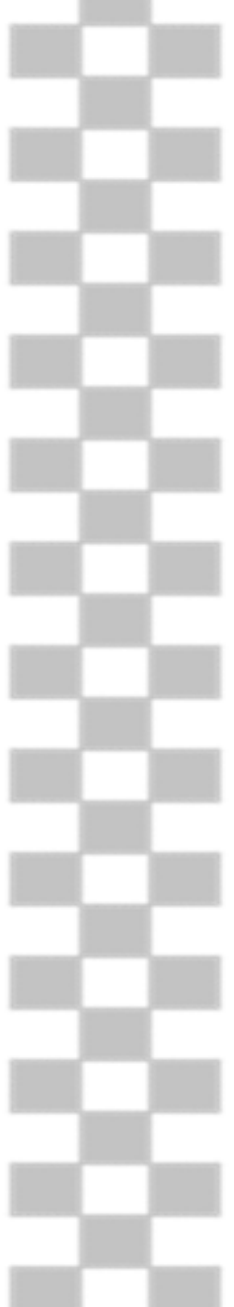
- *Question wording:* “To what extent do you agree or disagree with the following statements: The Metropolitan Police Service is an organisation that I can trust”.
- *Response options:* Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
- *Reporting:* When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

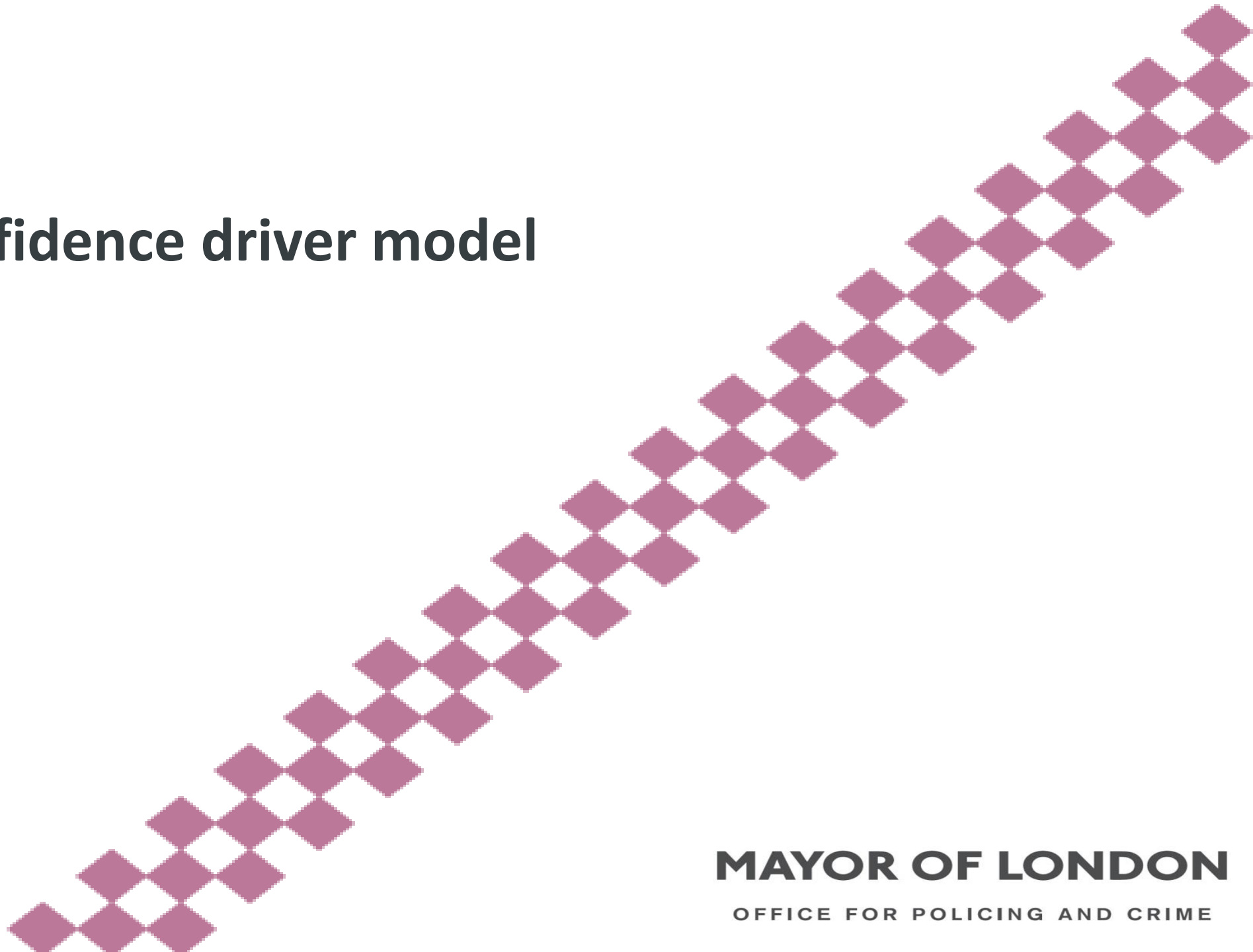
Victim satisfaction

- *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 $p \leq 0.001$.