

# Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 1 2024-25

MOPAC Evidence & Insight

Contact: [Evidence & Insight](#)

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**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Executive Summary



**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Executive Summary – Top Lines

## User Satisfaction Survey (USS)

Overall Satisfaction shows no significant change from last year. It was 64% in Q1 23-24 and sits at 62% currently in Q1 24-25.

## TDIU survey

Telephone reporters have been consistently **more satisfied** than those who report online.

When comparing this quarter with the same period last year (Q1 23-24 vs. Q1 24-25) there has **not been any significant change for both telephone reporters** (-2pp. to 36%) **or for online reporters** (-4pp. to 30%).

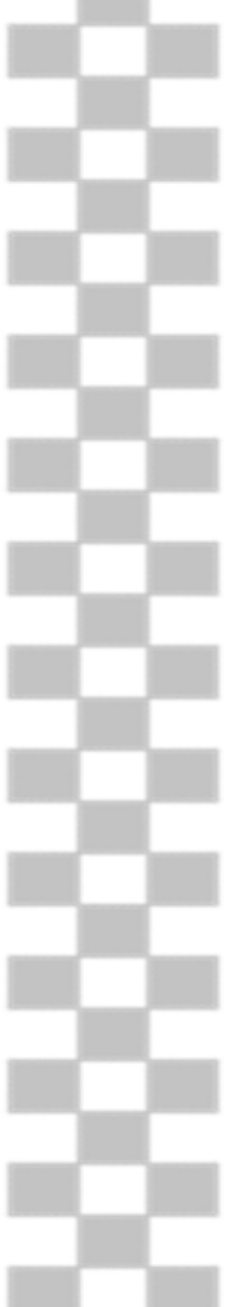
## Public Attitude Survey (PAS)

**Trust and confidence have seen sustained declines over recent years**, reaching particularly low levels at the end of FY 21-22. Results for both measures have **since stabilised at these lower levels**. In Q1 24-25, 73% of Londoners believed the Metropolitan Police Service was an organisation they could trust, while 46% felt police did a good job in their local area.

**Victimisation has remained relatively stable over the last year**: around 5% of Londoners interviewed for the Public Attitude Survey during Q1 24-25 said they had experienced something they would consider to be a crime during the quarter prior.

**Worry about crime saw a downwards trend during FY 22-23** (likely influenced by methodological changes to the PAS), with **more recent results now tending to stabilise**. In Q1 24-25, 46% of Londoners said they were worried about crime locally; a 3-percentage point increase compared with Q4 23-24. This quarter also saw an uplift in public worry about ASB; alongside a reduction in feelings of safety after dark.

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



# Key Findings for Public Perceptions



## Trust & Confidence

In Q1 24-25, 73% of Londoners believed the **Metropolitan Police Service was an organisation they could trust**, whilst 46% felt **police do a good job in their local area**. These levels have remained broadly stable with those seen in FY 23-24, but both measures *remain low* when looking back longer term.



## Perceptions of the Police

The proportion of Londoners believing **police treat everyone fairly** (63%) and **deal with local issues** (56%) are also in line with FY 23-24. However, large declines have once again been seen longer-term, with fair treatment falling by 15 percentage points over the last five years (vs. Q1 19-20).



## Local Issues & Safety

In Q1 24-25, the proportion of Londoners feeling **hate crime** and **drugs are a problem locally** have remained stable with Q4 23-24 (at 18% and 44% respectively). However, feelings of **safety after dark** decreased by -4pp. to 69% in Q1 24-25, with large gender gaps also remaining here.



## Crime & Victimization

In 2024, the PAS was changed to ask Londoners about their experiences of crime during the previous quarter (rather than the previous month). The level of victimisation has remained consistent across Q1 24-25, with around 5% of Londoners saying they had **experienced a crime during the quarter prior**.



## Policing Standards

Londoners remain divided in their views of police standards. The proportion believing **officers adhere to the highest standards** currently stands at 59% in Q1 24-25, whilst 58% of Londoners believe **the MPS is changing for the better**. These results have remained stable over recent quarters.



## The National Picture

Latest results from the **Crime Survey for England and Wales** show that the MPS/CoLP ranks **15<sup>th</sup> out of 42** police forces on confidence (51%, rolling 12 months to Q4 2023-24). This is in line with the England and Wales average.



## Topical Insights

New questions for Q1 24-25 show that just 14% of Londoners have heard of the **London Policing Board (LPB)** previously. 44% of Londoners believe the Mayor effectively holds the Metropolitan Police Service to account, whilst 56% feel reassured by the role of the LPB in holding the Metropolitan Police Service to account.

Nearly half of Londoners surveyed in Q1 24-25 said they had **personally had an interaction with the Metropolitan Police Service** (46%). 54% of these felt their interaction(s) had been **positive**, whilst 14% felt they had been negative – with **negative interactions disproportionately damaging to trust and confidence**.



## Inequalities in Public Perceptions

As with previous quarters, **LGBT+ Londoners** see large negative gaps across *all four* of the PCP Trust and Confidence Measures in Q1 24-25.

These gaps have widened over recent years: compared to Q1 22-23, the gaps for both **trust** (-10% in Q1 22-23 vs -15% in Q1 24-25) and **deal with issues** (-10% in Q1 22-23 to -16% in Q1 24-25) have increased substantially.

Londoners from a **mixed ethnic background** continue to see large negative gaps on *three of the four* perception measures (trust, fair treatment, deal with issues), whilst **black Londoners** remain one of the groups least likely to trust the MPS.

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

# Key Findings for Victim Satisfaction



## USS Overall Satisfaction

Overall Satisfaction shows **no significant change** from this time last year; from 64% in Q1 23-24 to the current 62% in Q1 24-25.

When comparing Q1 23-24 and Q1 24-25 results for the wider service areas there are **significant** reductions for Actions (64% vs. 62%) and Treatment (81% vs. 79%).



## VCOP Compliance

VCOP **compliance** has remained largely consistent in the main. However, there has been an increase in the proportion of victims informed about the Victim Code, but fewer informed of Restorative Justice.



## Victim Leaflets

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

At present, 30% of victims interviewed as part of USS report receiving a leaflet.



## TDIU Satisfaction

**Telephone reporters have been consistently more satisfied than those who report online.** When comparing this quarter with the same period last year (Q1 23-24 vs. Q1 24-25) there has not been any significant change for both telephone reporters (-2pp.) and for online reporters (-4pp.).



## Topical Insights

Victims of crime taking part in the TDIU survey are given the opportunity to answer additional questions that match some of those asked in the PAS.

The views of these victims of crime tend to be **more negative** than those seen across Londoners as a whole (i.e., as captured by the PAS). This includes both their **perceptions of the police** and their **feelings of safety** in the local area. For example, TDIU respondents' levels of trust were 35 percentage points lower than PAS respondents in Q1 24-25, and were 26 percentage points lower for feeling safe walking alone in their area after dark.

New questions in the TDIU survey for Q1 24-25 show that just 16% of respondents said they had **heard of the London Policing Board** – in line with results from the PAS. In turn, just 22% of these were reassured the London Policing Board helped to hold the Metropolitan Police Service to account, standing below the PAS.



## Inequalities in Victim Satisfaction

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

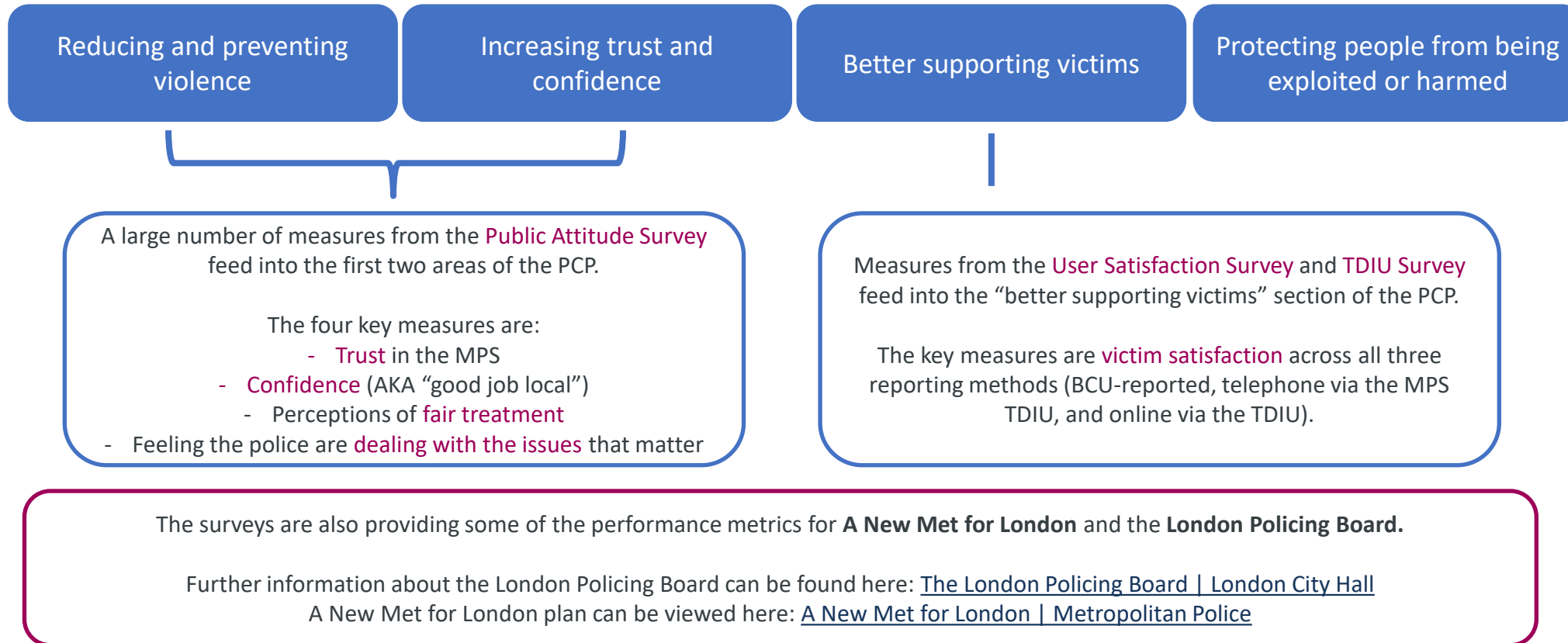
Within the USS the largest negative gap is seen between those who self-declare a disability and those who do not. This is consistent over time. In addition, there are also gaps for those from the 'other' ethnicity group as well as those from the LGBT+ group.

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

# Introduction to the 22-25 Police and Crime Plan

## London is a Safe City for All

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



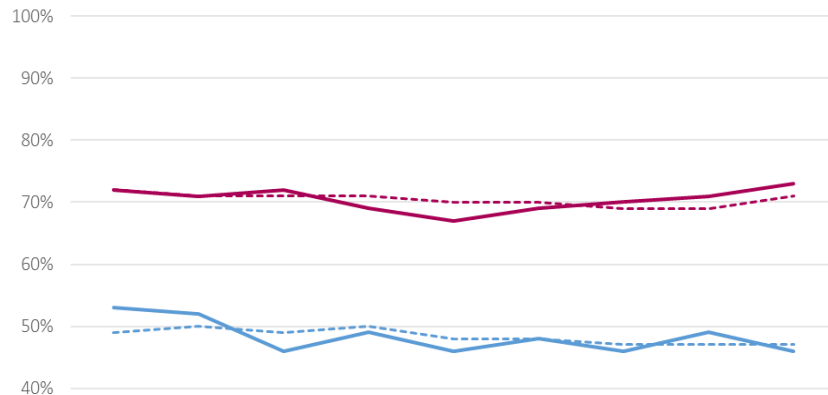
# Trust and Confidence



# Trust and Confidence in the Police - Trends

Trust and Confidence in the police saw sustained downwards trajectories over recent years, reaching particularly low levels at the end of FY 21-22. Results for both measures have since settled at lower levels. In Q1 24-25, 73% of Londoners believed **the Metropolitan Police Service was an organisation they could trust** – two percentage points above Q4 23-24. However, the proportion of Londoners believing **police do a good job in their local area declined** by three percentage points in Q1 24-25, and currently stands at 46%. Although recent trends have stabilised, results remain low looking back longer term, with both measures standing *10 percentage points* below those seen at the same point five years ago (i.e., vs. Q1 19-20). The proportion of Londoners believing **police treat everyone fairly** (63%) and **deal with local issues** (56%) have both remained **stable** in Q1 24-25, but again see longer term declines. In particular, fair treatment has declined by 15 percentage points compared with the same point five years ago (i.e., vs. Q1 19-20).

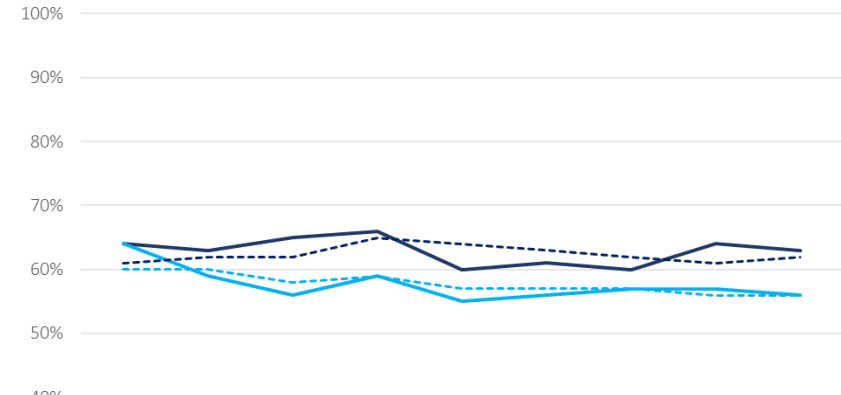
**Trust and Confidence**  
(% positive, Quarterly and Rolling-12 Trends)



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

	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25
— Good job local (Quarter)	53%	52%	46%	49%	46%	48%	46%	49%	46%
— Trust in MPS (Quarter)	72%	71%	72%	69%	67%	69%	70%	71%	73%
- - - Good job local (R12)	49%	50%	49%	50%	48%	48%	47%	47%	47%
- - - Trust in MPS (R12)	72%	71%	71%	71%	70%	70%	69%	69%	71%

**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.

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

# London as a Safe City for All

In Q4 23-24, the PAS Victimisation Module was changed to ask Londoners about their experiences of crime during the quarter prior to taking part in the survey (as opposed to the month prior). Levels of self-reported victimisation have remained relatively **stable** since, with around 5% of Londoners interviewed from April to June 2024 saying that they had **experienced something they would consider to be a crime** during the previous quarter.

The proportion of Londoners feeling **worried about crime in their local area** saw a downwards trend during FY 22-23 (likely influenced by methodological changes to the PAS), with levels since **stabilising** during FY 23-24. In Q1 24-25, 46% of Londoners said they were worried about crime in their local area; three percentage points **above** Q4 23-24.

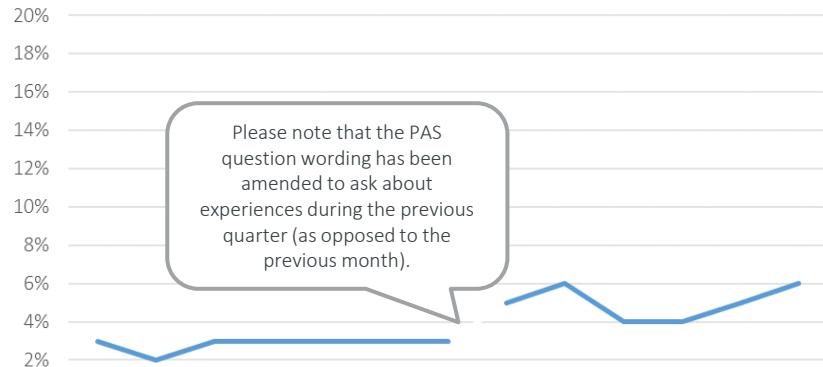
London is Safer

Our Vision:  
London is a Safe City for All

Londoners feel Safer

## Victimisation Prevalence

(% experiencing something they consider to be a crime during the last ONE/THREE months)

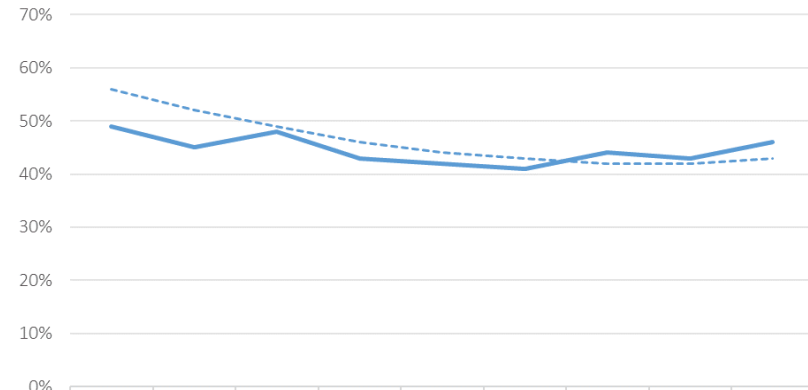


Max confidence intervals:  
c. 2.5pp. per point for month..

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

## 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.

	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25
Worried about crime (Quarter)	49%	45%	48%	43%	42%	41%	44%	43%	46%
Worried about crime (R12)	56%	52%	49%	46%	44%	43%	42%	42%	43%

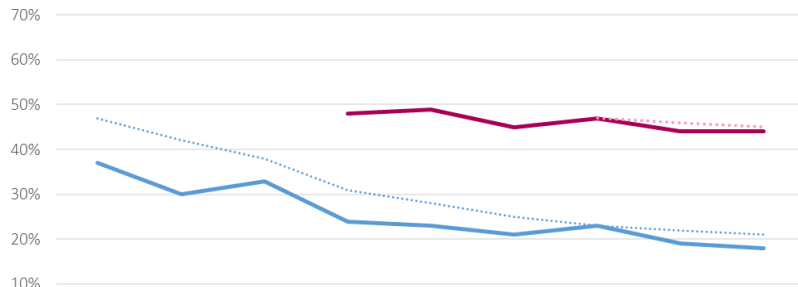
# Crime Concerns and Feelings of Safety

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

Latest results for Q1 24-25 show 18% of Londoners believe **hate crime is a problem in their local area**. The proportion of Londoners **believing people using or dealing drugs are a problem in their local area** has also remained **stable** in Q1 24-25, at 44%.

After a slight uplift last quarter, the proportion of Londoners **feeling safe walking alone after dark** **declined** by four percentage points in Q1 24-25 to 69%. Perceptions of safety declined for both males and females; with large gender gaps remaining.

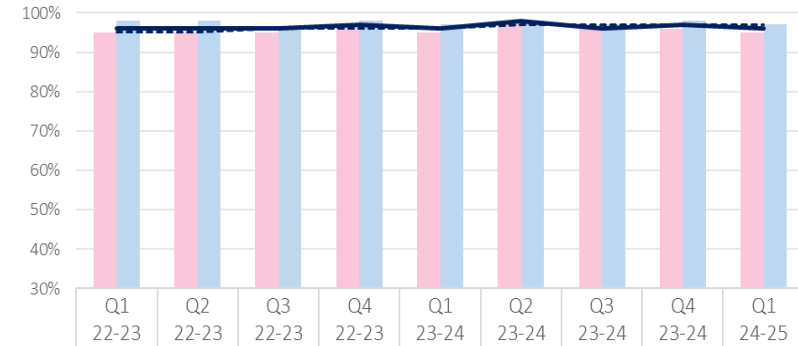
## Crime concerns in the local area\* (% problem, Quarterly and Rolling-12 Trends)



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

	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25
Hate crime a problem (Quarter)	37%	30%	33%	24%	23%	21%	23%	19%	18%
Drugs a problem (Quarter)*				48%	49%	45%	47%	44%	44%
Hate crime a problem (R12)	47%	42%	38%	31%	28%	25%	23%	22%	21%
Drugs a problem (R12)*							47%	46%	45%

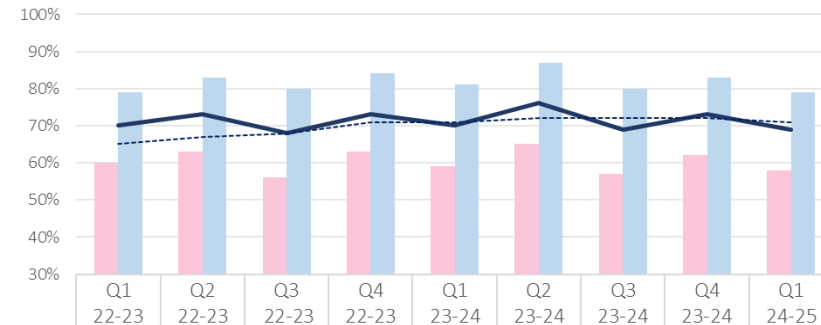
## Safety walking alone in local area during the day, by gender\*\* (% feeling safe, Quarterly and Rolling-12 Trends)



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.  
c. 3pp. by gender

Female safety during day (Quarter)	95%	95%	95%	97%	95%	97%	96%	96%	95%
Male safety during day (Quarter)	98%	98%	96%	98%	97%	98%	97%	98%	97%
All safety during day (Quarter)	96%	96%	96%	97%	96%	98%	96%	97%	96%
All safety during day (R12)	95%	95%	96%	96%	96%	97%	97%	97%	97%

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



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12  
c. 3pp. by gender.

Female safety after dark (Quarter)	60%	63%	56%	63%	59%	65%	57%	62%	58%
Male safety after dark (Quarter)	79%	83%	80%	84%	81%	87%	80%	83%	79%
All safety after dark (Quarter)	70%	73%	68%	73%	70%	76%	69%	73%	69%
All safety after dark (R12)	65%	67%	68%	71%	71%	72%	72%	72%	71%

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

\*\*Please note that the PAS Gender question changed to Sex from Q1 22-23; safety excludes those that do not go out in their local area.

# Trust and Confidence in the Police - Inequalities

LGBT+ Londoners continue to see large negative gaps across *all four* core perception measures. These inequalities have widened over time: for example, when compared to the same point two years ago, gaps are now larger for trust (-10pp. in Q1 22-23 to -15pp. in Q1 24-25) and dealing with issues (-10pp. in Q1 22-23 to -16pp. in Q1 24-25).

As in previous quarters, **mixed ethnicity Londoners** continue to see large negative gaps on three of the four perception measures. **Black Londoners** are the ethnic group least likely to trust the MPS.

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Weighted MPS result		47%	71%	62%	56%
Ethnicity	White British	-5%	-2%	-4%	-4%
	White Other	5%	5%	5%	3%
	Black	-1%	-12%	-8%	0%
	Asian	5%	8%	8%	6%
	Mixed	-2%	-9%	-11%	-5%
LGBT+	Other ethnicity	10%	4%	5%	10%
	Yes	-8%	-15%	-14%	-16%
Age	No	1%	1%	1%	1%
	16-24	7%	0%	-1%	4%
	25-34	2%	-2%	-4%	0%
	35-44	1%	1%	1%	0%
	45-54	-4%	0%	1%	-2%
	55-64	-6%	-4%	-3%	-3%
Disability	65 years +	1%	5%	6%	6%
	Disability	1%	-3%	2%	3%
Sex	No disability	0%	1%	0%	0%
	Male	0%	0%	1%	0%
	Female	0%	0%	-1%	1%

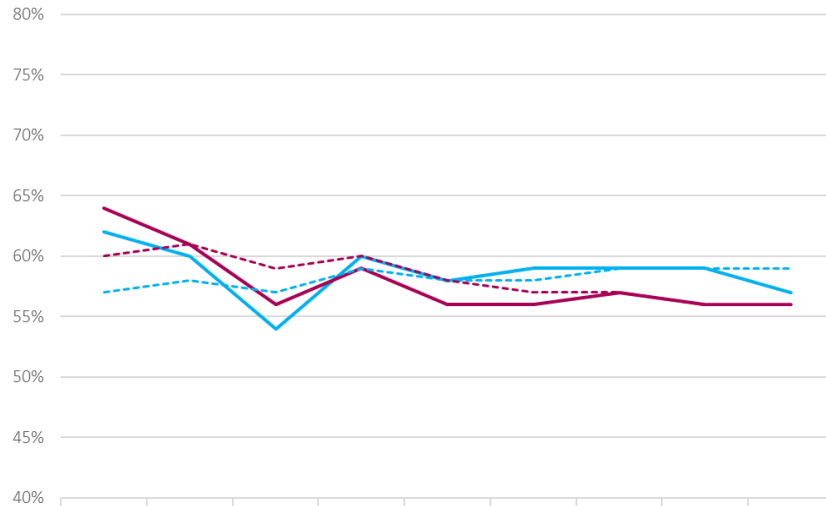
Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Barking and Dagenham	43%	74%	64%	57%
Barnet	47%	70%	59%	60%
Bexley	54%	76%	72%	60%
Brent	48%	74%	63%	62%
Bromley	48%	73%	58%	50%
Camden	46%	65%	55%	56%
Croydon	42%	69%	56%	51%
Ealing	44%	71%	58%	57%
Enfield	45%	67%	59%	58%
Greenwich	50%	69%	61%	56%
Hackney	41%	65%	52%	51%
Hammersmith and Fulham	51%	74%	64%	65%
Haringey	41%	58%	51%	51%
Harrow	55%	78%	69%	67%
Havering	46%	74%	72%	55%
Hillingdon	54%	78%	71%	66%
Hounslow	46%	76%	61%	60%
Islington	43%	63%	55%	50%
Kensington and Chelsea	57%	80%	72%	74%
Kingston upon Thames	57%	73%	65%	57%
Lambeth	44%	64%	55%	56%
Lewisham	46%	63%	56%	47%
Merton	54%	76%	63%	58%
Newham	46%	79%	67%	58%
Redbridge	45%	72%	68%	45%
Richmond upon Thames	49%	70%	59%	54%
Southwark	40%	65%	56%	56%
Sutton	52%	76%	66%	62%
Tower Hamlets	45%	74%	69%	55%
Waltham Forest	37%	61%	54%	43%
Wandsworth	51%	73%	62%	60%
Westminster	59%	82%	71%	67%
<b>MPS</b>	<b>47%</b>	<b>71%</b>	<b>62%</b>	<b>56%</b>

Borough results remain mixed. Ealing and Hillingdon continue to see declines across *all four* perception measures. However, some Boroughs have now started to see improvements for Trust in the MPS.

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

# PAS: Public perception additional oversight measures - Trends

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.

	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25
Relied on (Quarter)	62%	60%	54%	60%	58%	59%	59%	59%	57%
Listen to concerns (Quarter)	64%	61%	56%	59%	56%	56%	57%	56%	56%
Relied on (R12)	57%	58%	57%	59%	58%	58%	59%	59%	59%
Listen to concerns (R12)	60%	61%	59%	60%	58%	57%	57%	56%	56%

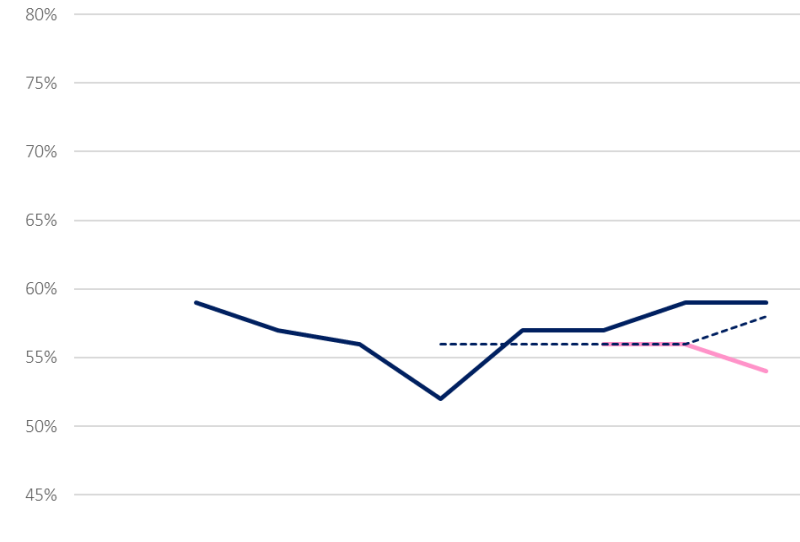
In Q1 24-25, the proportion of Londoners believing police can be **relied on to be there when needed** (57%) and **listen to local concerns** (56%) has remained **in line** with levels seen during FY 23-24.

However, looking back longer term both measures have seen considerable declines, with **relied on** decreasing by 15 percentage points and **listen to concerns** by 13 percentage points over the last five years (i.e., vs. Q1 19-20).

Londoners remain divided in their views of police culture and standards. In Q1 24-25, 59% of Londoners believed **police officers adhere to the highest standards of professionalism** whilst 58% felt **the Metropolitan Police Service is changing for the better**. Results for both measures have been relatively **stable** over recent quarters.

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.

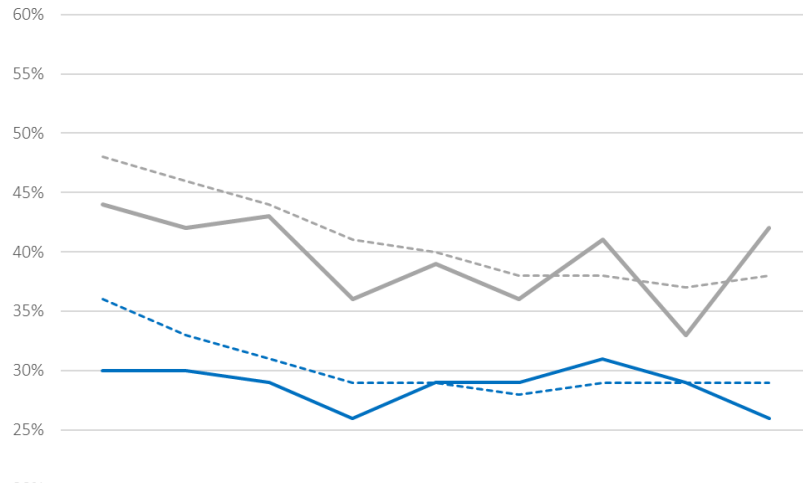
	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25
Highest standards (Quarter)		59%	57%	56%	52%	57%	57%	59%	59%
Changing for the better (Quarter)							56%	56%	54%
Highest standards (R12)					56%	56%	56%	56%	58%
Changing for the better (R12)*									

# PAS: Public perception additional oversight measures - Inequalities

Londoners' concerns about ASB declined during FY 22-23, likely influenced by methodological changes to the PAS. After a *particularly low* result in Q4 23-24, the proportion of Londoners **worried about ASB in their area increased** by nine percentage points to 42% in Q1 24-25, returning to levels more in line with Q3 23-24.

The proportion of Londoners feeling **informed about local policing declined** by three percentage points in Q1 24-25 to 26%.

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



	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25
— Worried about ASB (Quarter)	44%	42%	43%	36%	39%	36%	41%	33%	42%
— Informed local (Quarter)	30%	30%	29%	26%	29%	29%	31%	29%	26%
- - - Worried about ASB (R12)	48%	46%	44%	41%	40%	38%	38%	37%	38%
- - - Informed local (R12)	36%	33%	31%	29%	29%	28%	29%	29%	29%

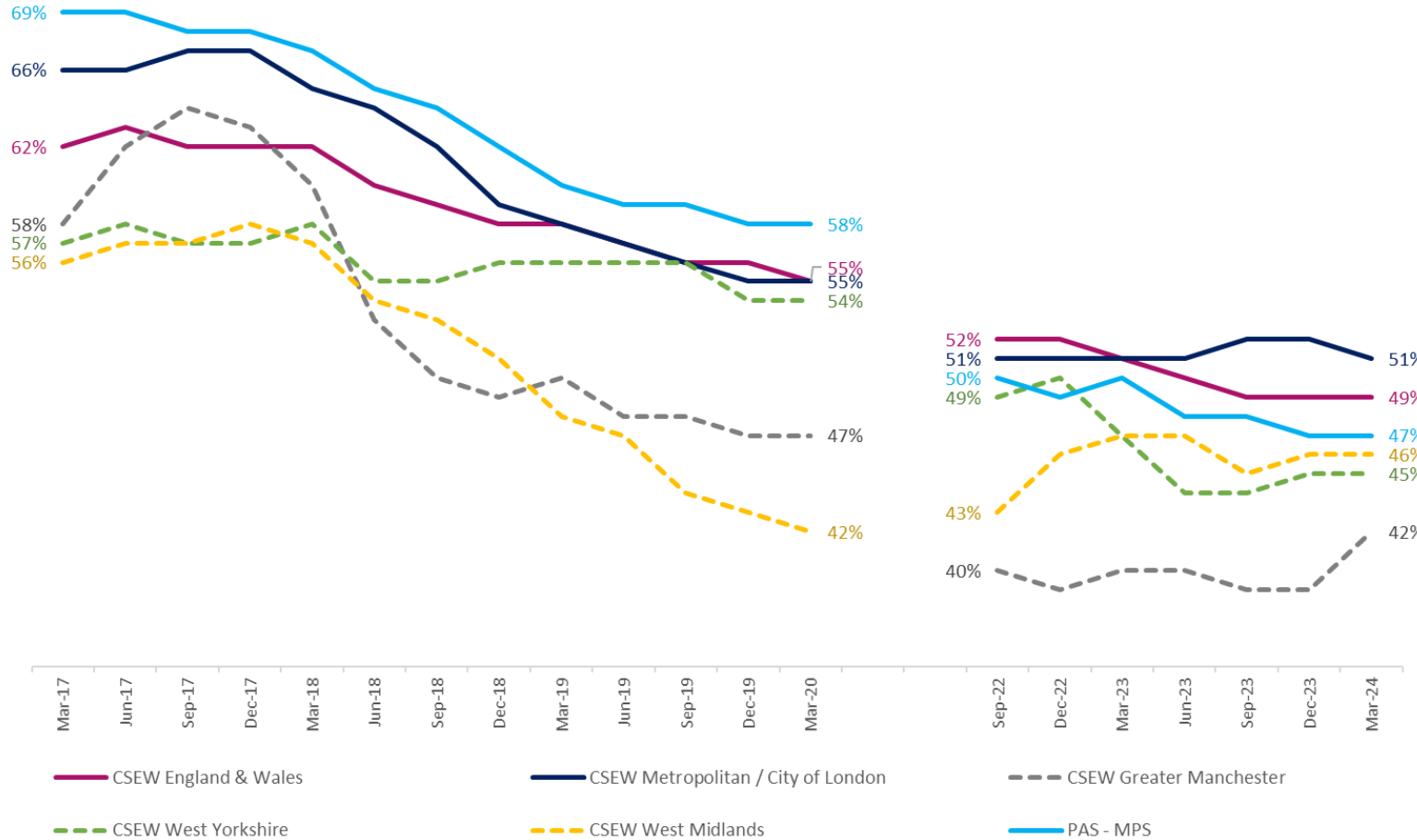
Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels worried about ASB in the local area (Worry ASB)	Feels well informed about local policing over the last 12 months (Informed 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		38%	29%	59%	56%	58%
Ethnicity	White British	1%	0%	-6%	-4%	-3%
	White Other	0%	-2%	3%	4%	2%
	Black	-4%	2%	2%	1%	-3%
	Asian	1%	1%	4%	5%	7%
	Mixed	1%	-3%	-4%	-6%	-14%
LGBT+	Other ethnicity	-3%	1%	7%	7%	8%
	Yes	3%	-4%	-12%	-14%	-18%
Age	No	0%	0%	0%	1%	1%
	16-24	-13%	1%	6%	2%	1%
	25-34	-4%	-3%	1%	-2%	-3%
	35-44	6%	-2%	-1%	0%	0%
	45-54	7%	0%	-4%	0%	0%
	55-64	6%	1%	-6%	-2%	-3%
Disability	65 years +	-4%	3%	2%	6%	6%
	Disability	2%	-1%	0%	1%	2%
Sex	No disability	0%	0%	0%	0%	0%
	Male	-4%	1%	0%	0%	1%
	Female	3%	-1%	0%	1%	-1%

LGBT+ Londoners remain less likely to believe police listen to local concerns (-14 pp.) or can be relied on to be there (-12pp.), with the size of these gaps also widening over recent years. LGBT+ Londoners are also far less likely to believe police ensure the highest standards of professionalism, with just 40% agreeing here.

Young Londoners under the age of 25 are less likely to be worried about ASB, while those aged between 35 and 64 are most concerned.

# Good job local in MPS and Most Similar Group - Trends

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



In Q4 23-24, as measured by the Crime Survey for England and Wales (CSEW), the proportion of Londoners that agreed the police do a good job in their local area was **in line with the England and Wales average**.

Across England and Wales as whole, the MPS/CoLP was ranked 15<sup>th</sup> out of 42 forces. By contrast, West Midlands was ranked 31<sup>st</sup>, West Yorkshire 35<sup>th</sup> and Greater Manchester 41<sup>st</sup>.

# New questions show public awareness of the London Policing Board (LPB) is low, and Londoners hold mixed views on its role in holding the MPS to account

New PAS questions for Q1 24-25 show that public awareness of the London Policing Board (LPB) is low...

**1 in 7** Londoners said they had heard of the London Policing Board before taking part in the PAS (14%).



...whilst only around half of Londoners they feel reassured that the Mayor and the London Policing Board effectively hold the MPS to account.

Percentage point gap compared with the MPS result (Q1 24-25)*		Mayor holds the MPS to account	Heard of the LPB	LPB holds the MPS to account
<b>Weighted MPS result</b>		<b>44%</b>	<b>14%</b>	<b>56%</b>
Ethnicity	White British	-7%	4%	-6%
	White Other	2%	-2%	0%
	Black	3%	1%	3%
	Asian	7%	-6%	6%
LGBT+	Other ethnicity	11%	-9%	11%
	Yes	2%	6%	2%
Age	No	0%	0%	0%
	16-24	-7%	-1%	1%
	25-34	-2%	-4%	-5%
	35-64	2%	0%	0%
Disability	65 years +	-1%	4%	4%
	Disability	1%	2%	-1%
Sex	No disability	0%	-1%	0%
	Male	1%	1%	-1%
	Female	-1%	-1%	1%

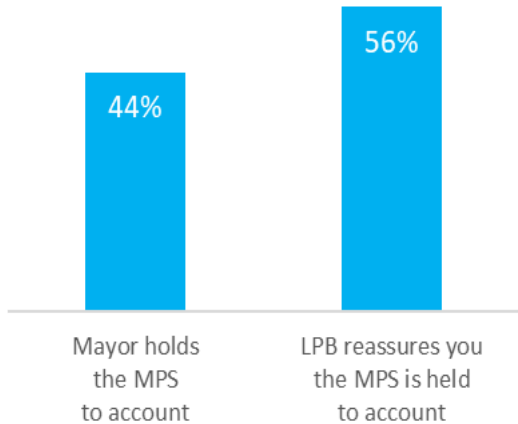

Some groups of Londoners are *less likely* to feel the Mayor and the LPB hold the MPS to account – particularly white British and younger age groups.

Londoners from Asian and ‘other’ ethnic backgrounds *are most likely* to respond positively here; but *least likely* to have heard of the LPB before.

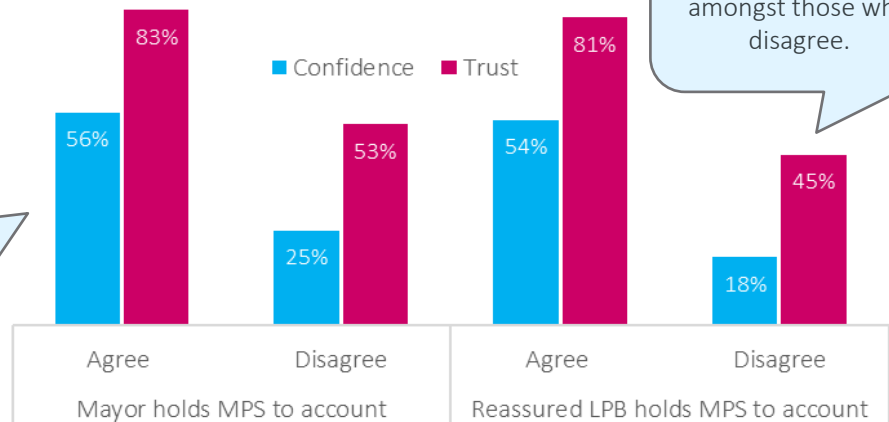
\*Gaps of 5pp. or more are shaded.

% agree

\*Note that all respondents were given information about the role and remit of the LPB to ensure adequate comprehension before being asked their opinions of the LPB.

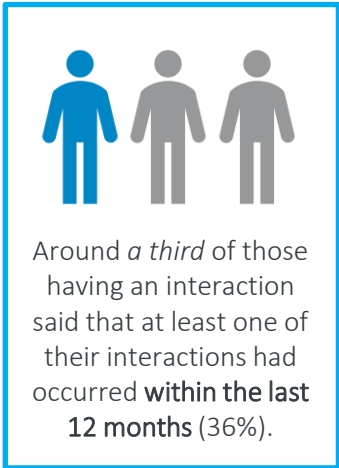
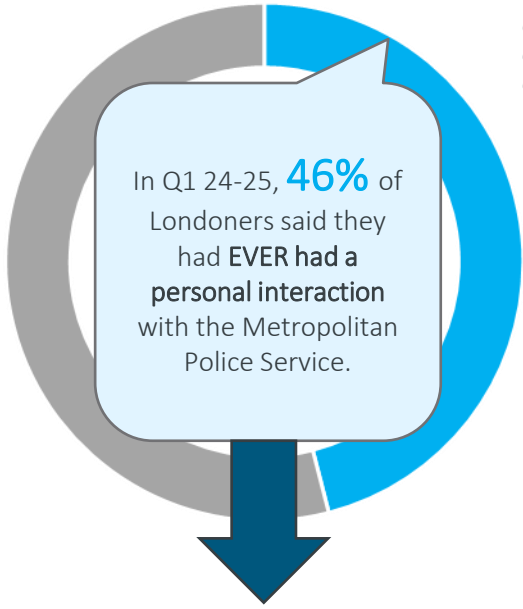
Londoners who AGREE that the Mayor and the LPB hold the MPS to account are in turn also **more likely** to trust and feel confident in police...



Both trust and confidence are *low* amongst those who disagree.

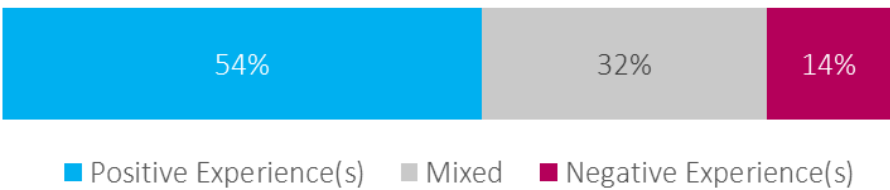
# Nearly half of Londoners say they have ever had personal contact with the MPS; negative experiences may be *particularly damaging* to trust and confidence.

*\*Note that personal interactions could span different experiences - including reporting a crime, speaking to an officer on the street or at an event, or being stopped by police.*



Just over half of those who had a personal interaction with the MPS describe their experience(s) as positive...

...whilst 14% feel their experience(s) have been negative.

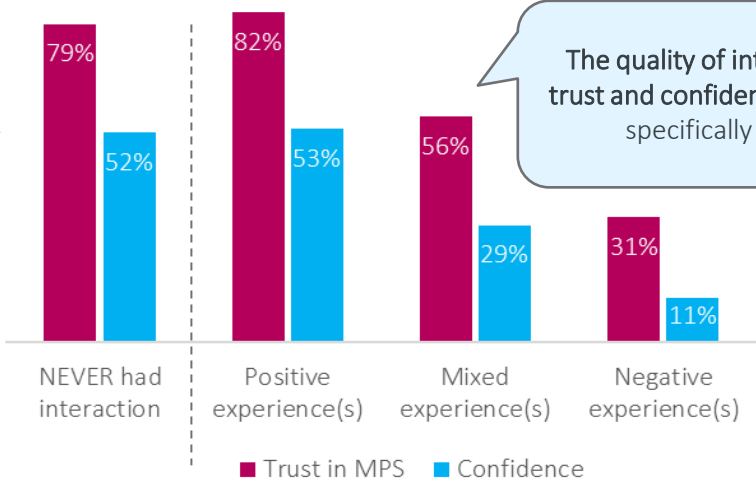


Percentage point gaps compared with the MPS result (Q1 2024/25)*		<u>Ever</u> had personal interaction with the Metropolitan Police Service	Positive overall experience with MPS (of those having contact)
<b>Weighted MPS result</b>		<b>46%</b>	<b>54%</b>
Ethnicity	White British	10%	2%
	White Other	-2%	9%
	Black	-5%	-15%
	Asian	-12%	4%
	Mixed	13%	u/a*
Age	Other	-10%	u/a*
	16-24	-11%	-7%
	25-34	-4%	-6%
	35-64	3%	1%
Disability	65 years +	3%	9%
	Disability	8%	-1%
	No disability	-1%	1%
Sex	Male	3%	-1%
	Female	-3%	3%
LGBT+	LGBT+	14%	u/a*
	Not LGBT+	0%	u/a*

Some groups of Londoners are more likely to have had a personal interaction with the MPS - including white British, mixed ethnicity, disabled, and LGBT+ Londoners.

However, black Londoners and young Londoners were *less likely* to feel these interaction(s) had been positive experiences.

*\*Gaps of 5pp. or more are shaded. Note that some groups are not displayed here due to low base numbers (<100).*



The quality of interactions with the MPS may be key to trust and confidence. This is in line with previous findings specifically on Stop and Search interactions.

Amongst those with positive interactions, trust and confidence are in line with those never having contact; **but negative interactions may be disproportionately damaging.**

# Victim Satisfaction

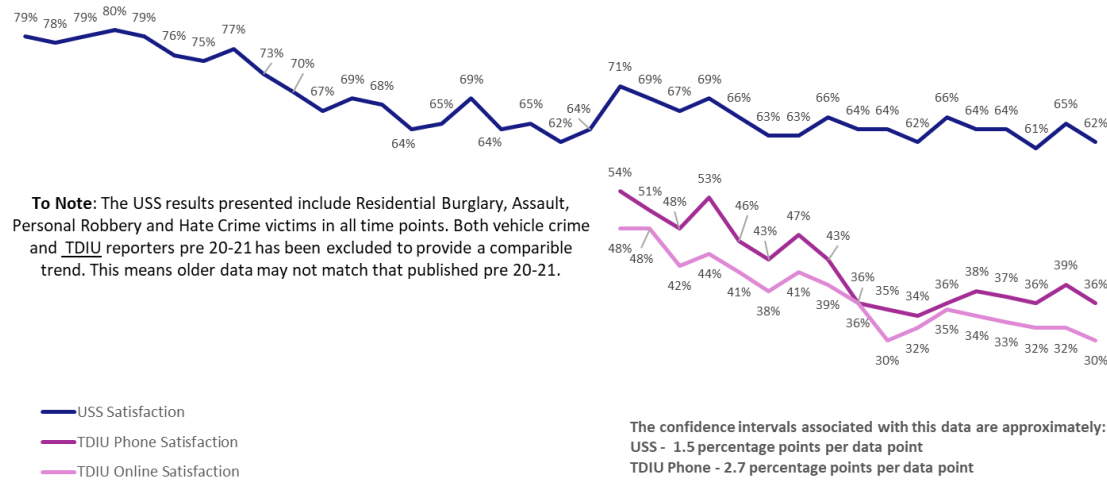


**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Victim Satisfaction

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



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

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

12 months to Q1 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		63%	37%	32%
Ethnicity	White British	2%	1%	3%
	White Other	2%	3%	3%
	Black	-1%	7%	2%
	Asian	1%	-2%	-6%
	Mixed	-3%	-1%	-5%
Other ethnicity	-5%	-3%	-2%	
LGBT+	Yes	-7%	3%	-4%
	No	1%	1%	3%
Age	16-24	0%	-10%	-11%
	25-34	-1%	-11%	-10%
	35-44	-3%	-6%	-6%
	45-54	-1%	1%	3%
	55-64	-1%	8%	10%
65 years +	9%	22%	19%	
Disability	Disability	-9%	3%	1%
	No disability	2%	0%	1%
Sex	Male	1%	-2%	0%
	Female	0%	4%	3%

BCU reported Overall Satisfaction (USS) shows **no significant change** from this time last year; from 64% in Q1 24-25 to the current 62% in Q1 24-25.

Telephone reporters have been consistently more satisfied than those who report online. When comparing this quarter with the same period last year (Q1 23-24 vs. Q1 24-25) there has **not been any significant change** for both telephone reporters (-2pp.) and for online reporters (-4pp.).

Non-significant changes also hold true for FY 23-24 vs. FYTD 24-25 comparisons on these measures.

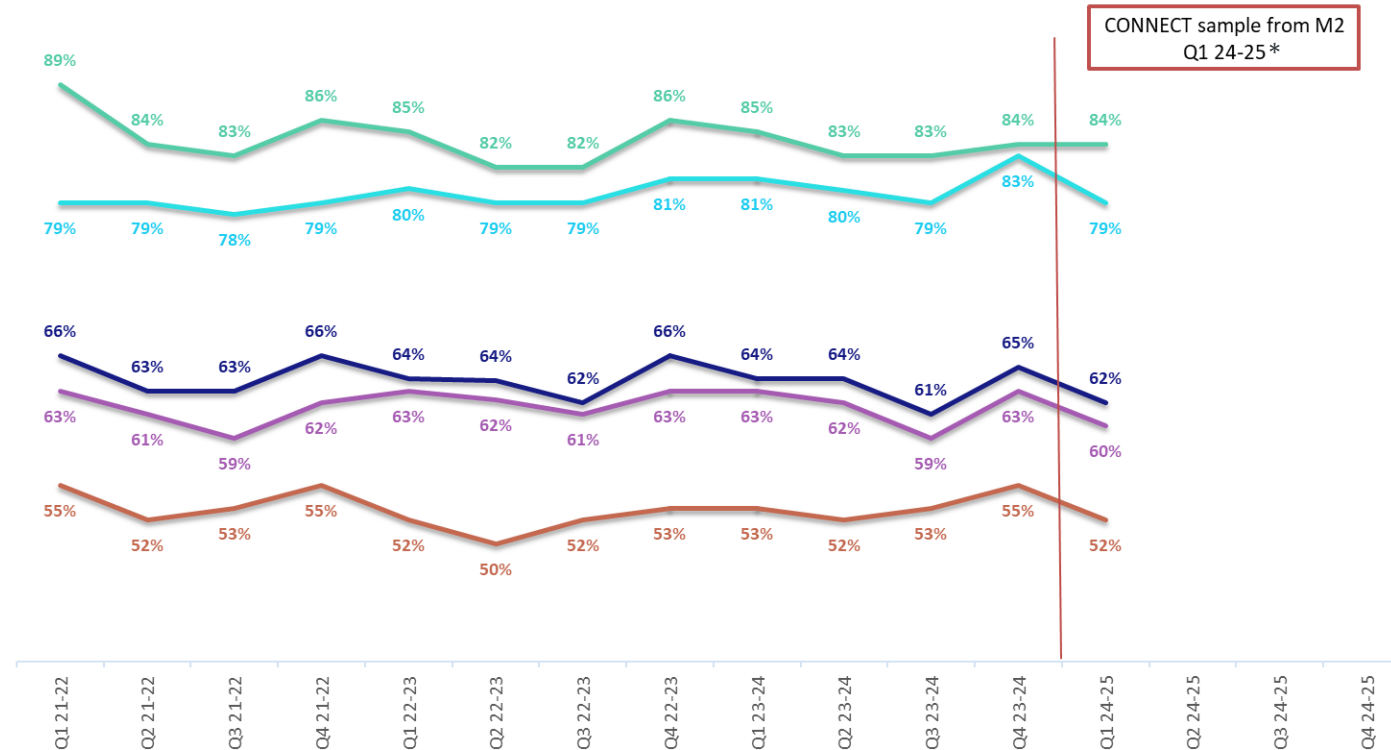
# USS: Overall Satisfaction and drivers

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

Discrete Quarter per point

Overall Satisfaction Ease of Contact Police Actions Follow Up Treatment

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



Overall Satisfaction shows **no significant change** from this time last year; from 64% in Q1 23-24 to the current 62% in Q1 24-25.

When comparing Q1 23-24 and Q1 24-25 results for the wider service areas there are **significant reductions** for Actions (64% vs. 62%) and Treatment (81% vs. 79%).

There are **no statistically significant reductions** when comparing FY 23-24 and FYTD 24-25 for Overall Satisfaction. However, one of the wider service areas, Treatment, shows a **decrease** of 2 pp. when comparing FY 23-24 and FYTD 24-25, which is statistically significant.

\*The MPS recently switched to a new integrated record management system called 'CONNECT'. The USS sample has historically been drawn from the MPS' CRIS system. However, interviews conducted from May 2024 onwards use sample taken from the new CONNECT system.

# USS: VCOP compliance has remained largely consistent

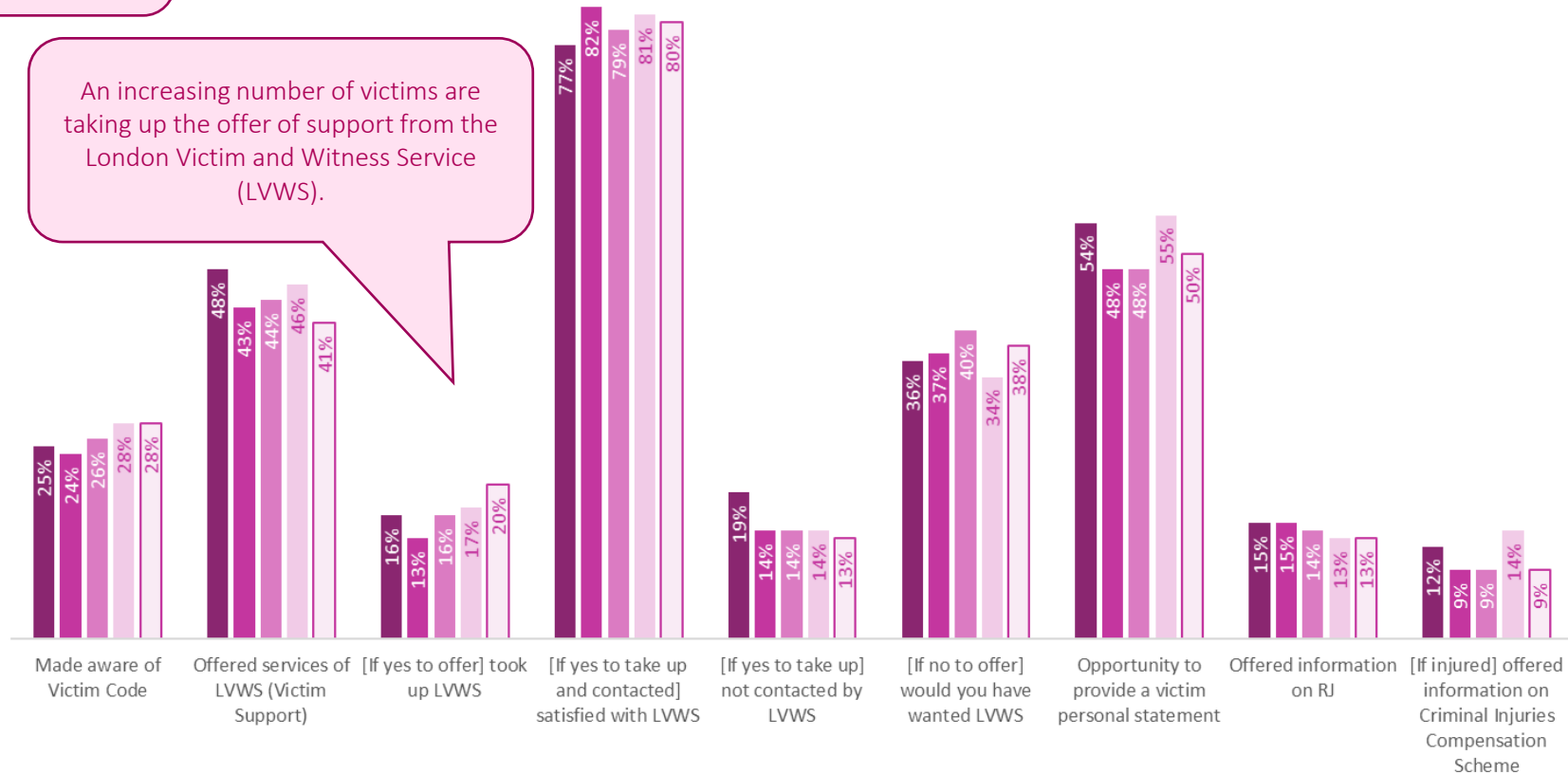
## Victim Code responses over time

Discrete data per point

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

The proportion of victims who report being made aware of the Victim Code has increased slightly over the last four quarters.

An increasing number of victims are taking up the offer of support from the London Victim and Witness Service (LVWS).



# USS: Leaflet provision

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

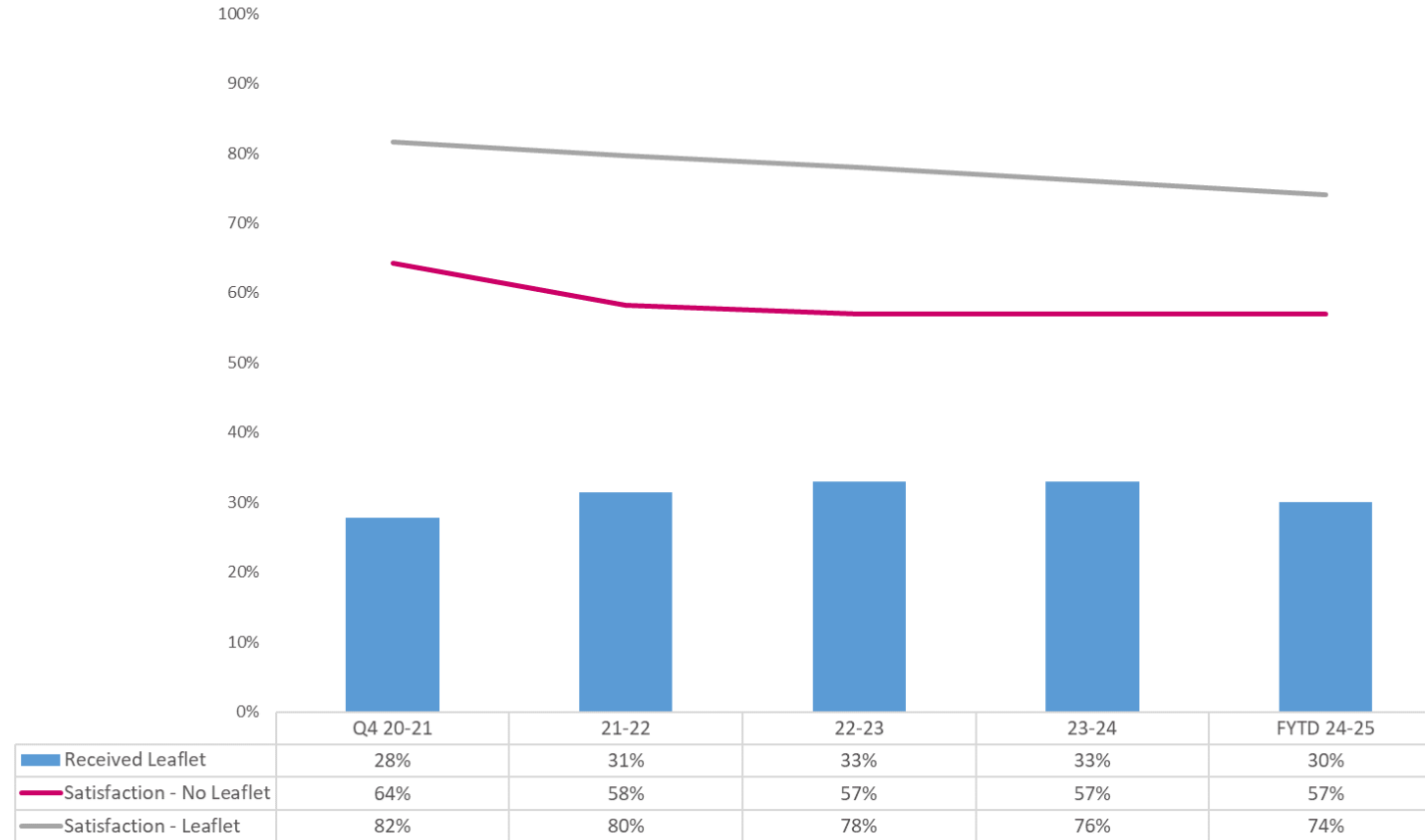
Around a third of respondents in the USS report receiving leaflet (see graph). This increased slightly over time from inception, but has dropped slightly for the first quarter of FY 24-25.

Overall, **those who report receiving the leaflet are more satisfied**, and this pattern is consistent over time. This gap has narrowed slightly over time, but still stands at 17 percentage points.

Burglary victims are more likely to report receiving the leaflet (43% FYTD 24-25), than Hate (29%) Assault (27%) and Robbery (22%) victims.

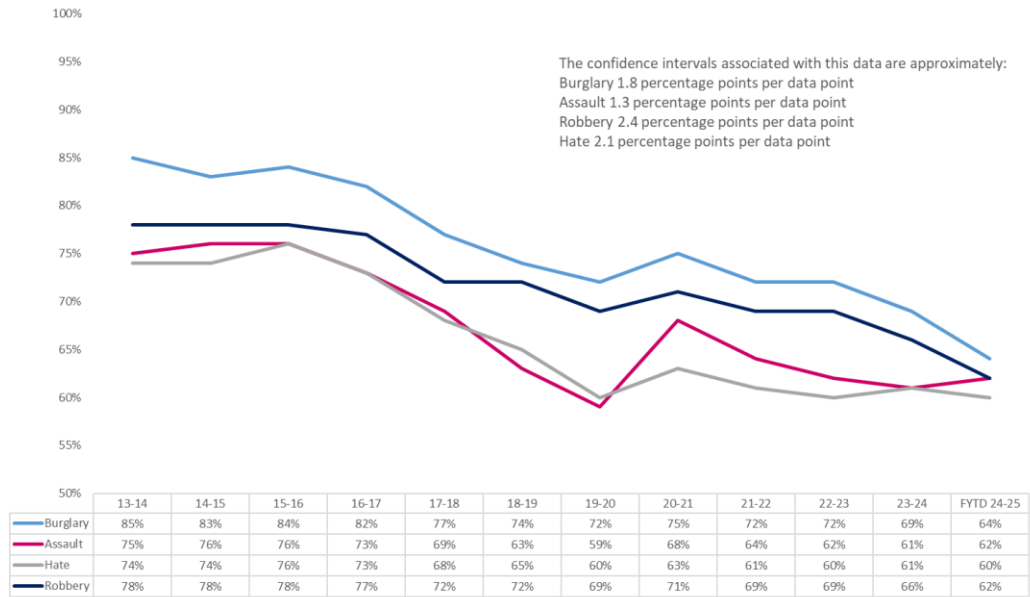
## Leaflet provision and Overall Satisfaction (USS)

(% Received leaflet / % CVF satisfied - Various data per point)



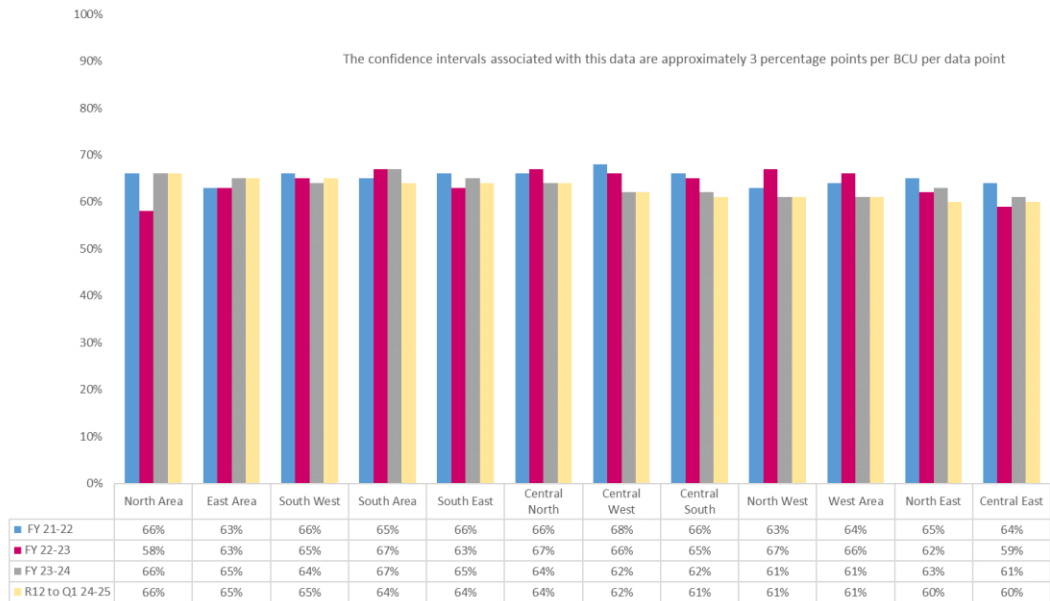
# USS: Overall Satisfaction by crime group and BCU

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



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 12 pp. for the period 19-20 through 22-23 to 4 pp. in FYTD 24-25. This is driven by reductions in satisfaction for both burglary and robbery victims over the last year.

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



There is variation in performance between BCUs, with a **6pp. range between top and bottom performers.**

The differences between the top performing BCU (North Area) and the bottom 5 performing BCUs (Central South, North West, West Area, North East and Central East) are **statistically significant.**

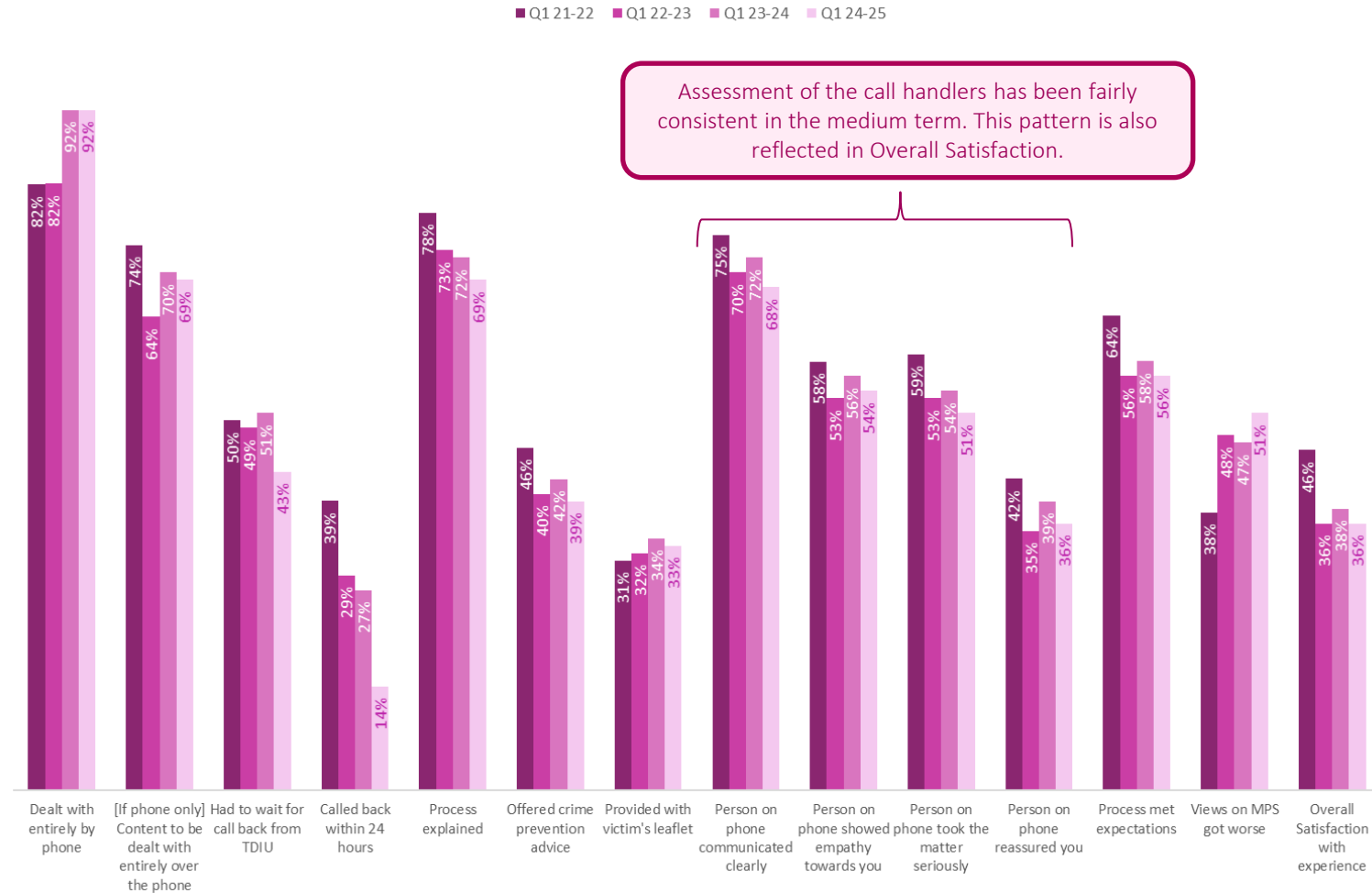
# TDIU: Telephone reporters

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

A consistently high proportion (69% for Q1 24-25) of those being dealt with entirely over the phone were not content with this.

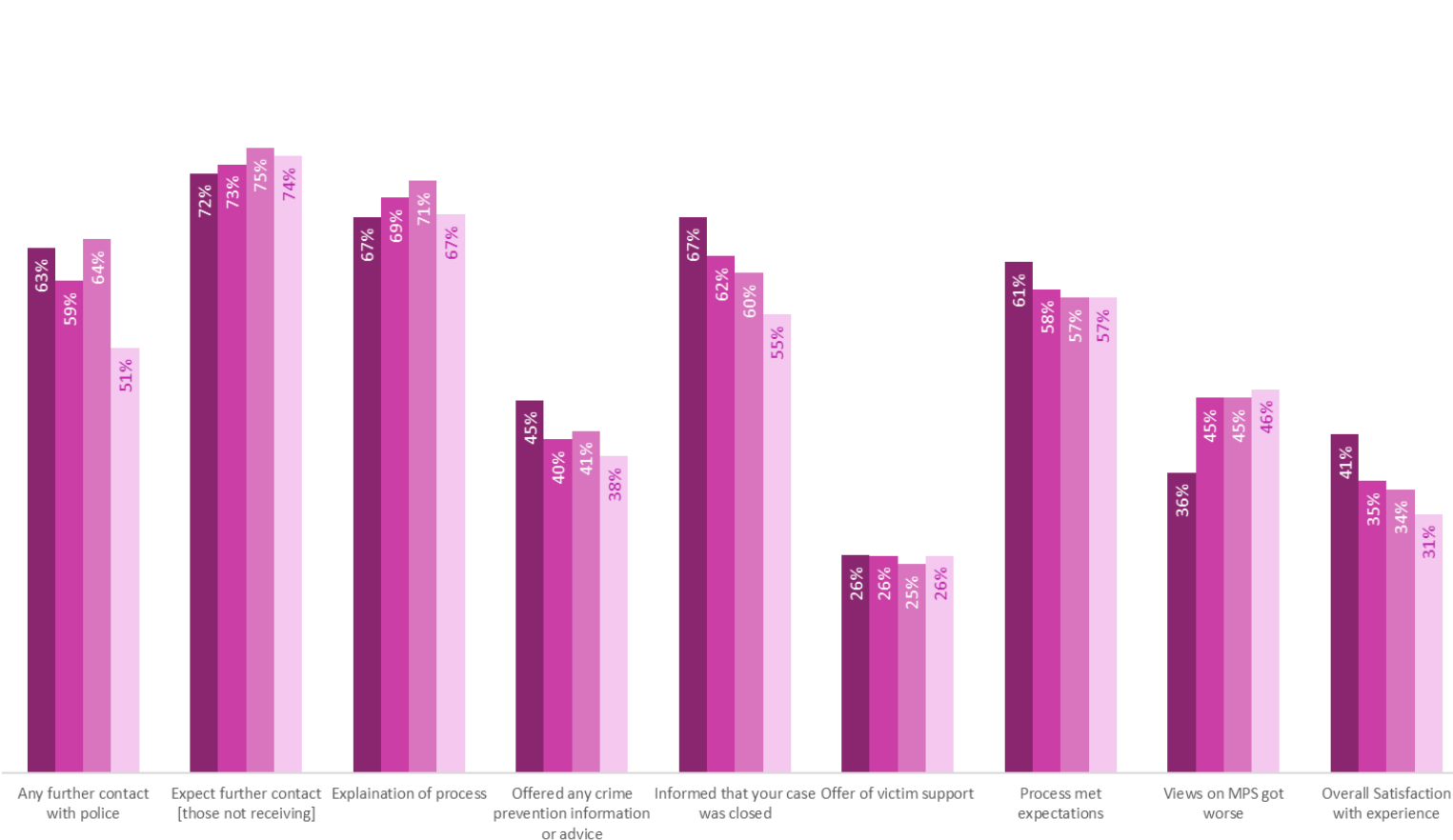
Although the proportion of those having to wait for a call back from the TDIU (as opposed to live transfer) has fallen (down 7 pp. from Q1 23-24 to Q1 24-25), the proportion of those people being called back within 24 hours has fallen steeply over the last 3 years (down 25pp.).

Associated with falling performance, there is an increase in those left with a **worse opinion of the MPS** subsequent to their report – now half of respondents for Q1 24-25 (51%), up from 38% three years ago.



# TDIU: Online reporters

■ Q1 21-22 ■ Q1 22-23 ■ Q1 23-24 ■ Q1 24-25



Of those **reporting online** about half **do not receive further contact other than an email** acknowledging their report. However, just under **three quarters of those not receiving any further contact expected it.**

A little over over half of respondents report feeling that the process of reporting **met their expectations** (Q1 24-25 57%)

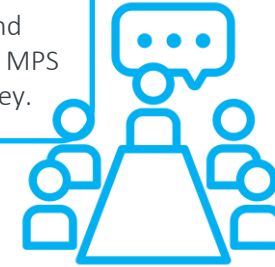
Over the last 3 years satisfaction has fallen by 10 percentage points, from 41% (Q1 21-22) to 31% (Q1 24-25).

Associated with this, an increasing proportion of respondents leave the experience with a **worse view of the MPS** (up 10pp. from Q1 21-22 to a little under half of respondents (46% Q1 24-25)).

# TDIU respondents are less positive about policing than London residents generally

Respondents to the TDIU Survey are given the option of answering some extra questions about perceptions of policing more generally at the end of the survey. These are questions which are also asked in the Public Attitude Survey (PAS), allowing a comparison between London residents and the TDIU victim cohort. Results show that TDIU Survey respondents are less positive in their responses than PAS respondents across the board.

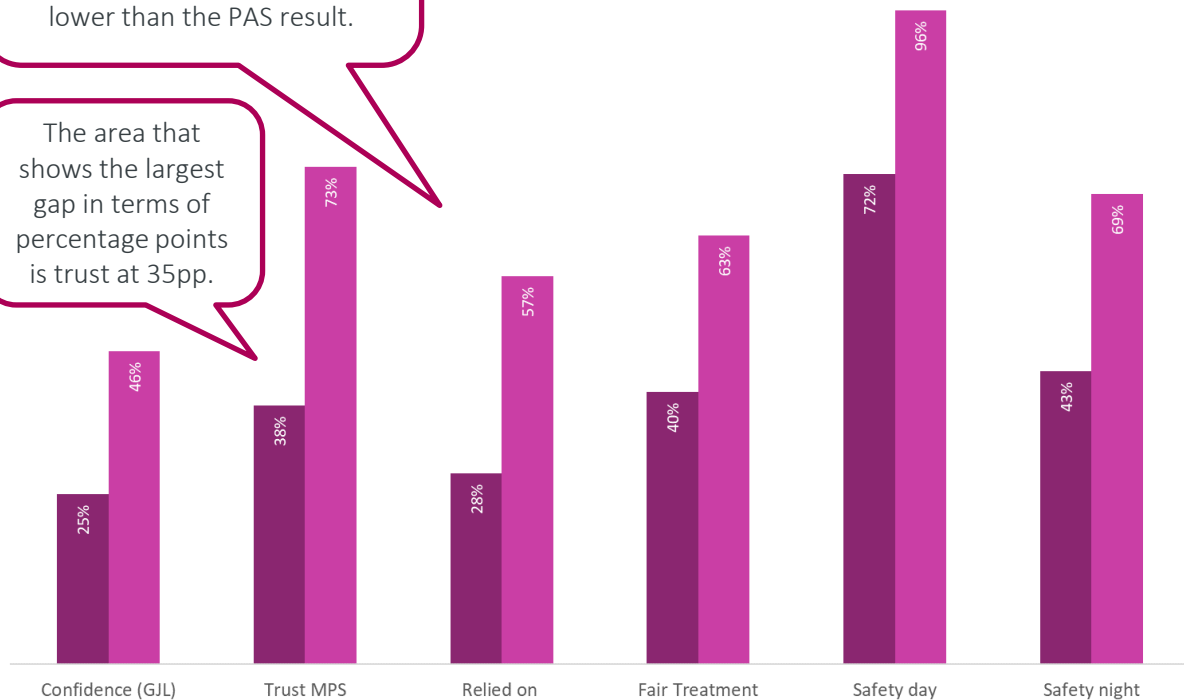
With the launch of the London Policing Board by the Mayor of London, questions about awareness and whether the Board makes Londoners reassured the MPS are held to account were added to the TDIU Survey.



The area with the largest gap in terms of proportion is relied on, where the response from TDIU Survey respondents is 51% lower than the PAS result.

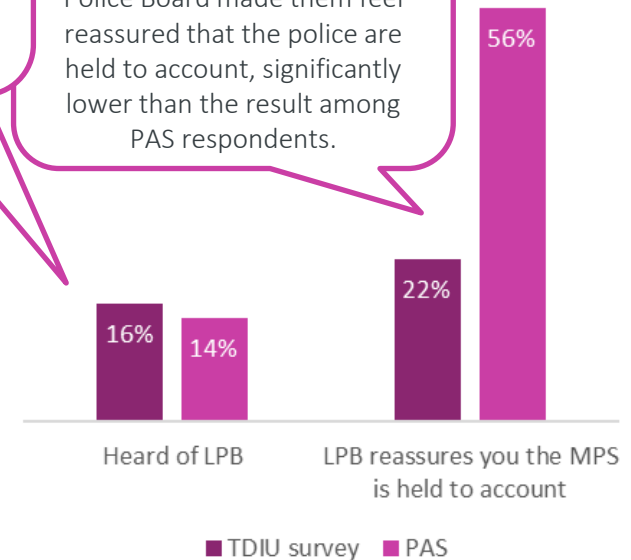
The area that shows the largest gap in terms of percentage points is trust at 35pp.

■ TDIU Survey ■ PAS

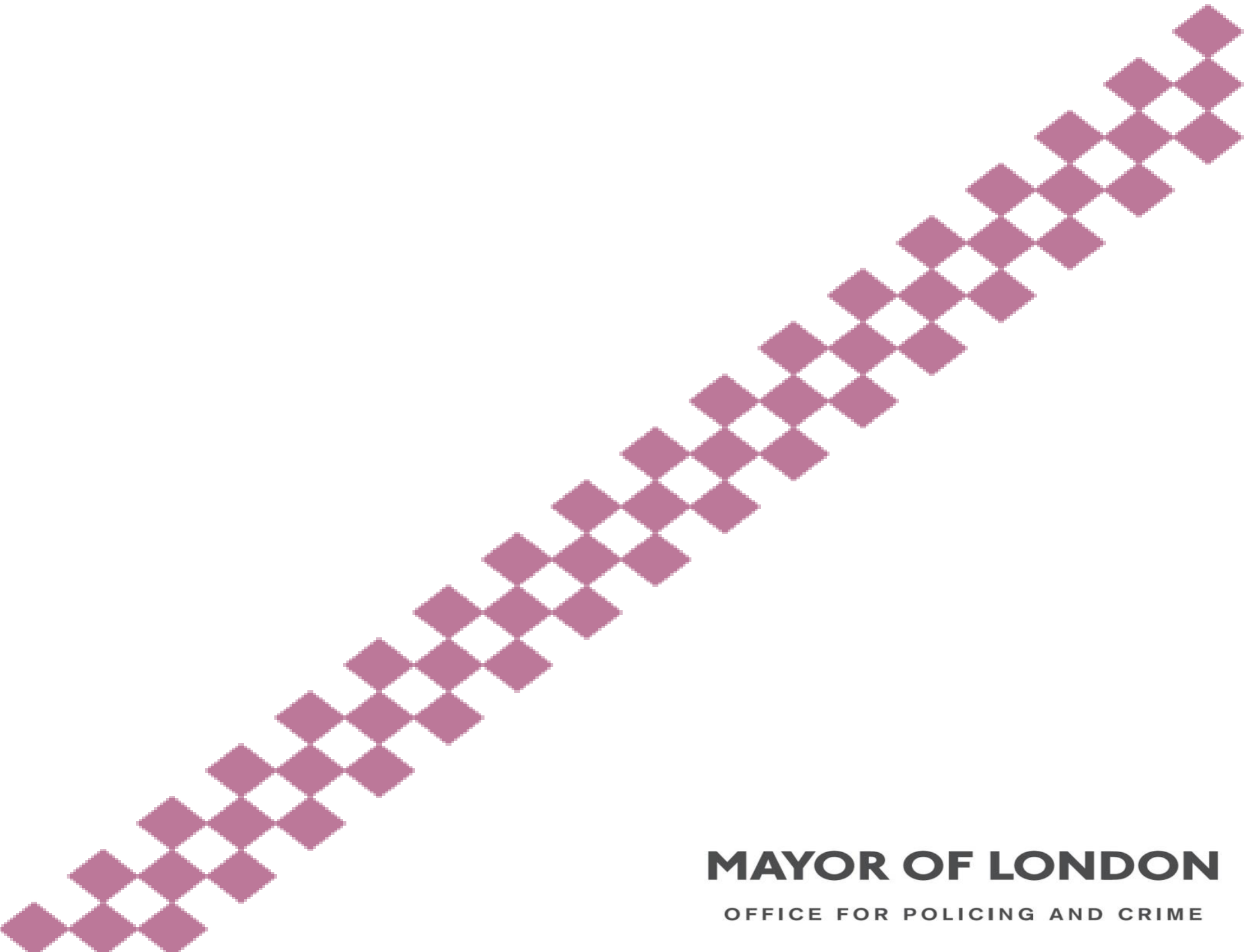


16% of respondents had heard of the London Policing Board in Q1 24-25 (in line with findings from PAS).

However, only around a quarter (22%) said the London Police Board made them feel reassured that the police are held to account, significantly lower than the result among PAS respondents.



# Methodology



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

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



## Public Attitude Survey (PAS)

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

### Methodological Note:

Historically, the Public Attitude Survey was conducted face-to-face with Londoners in their own homes using address-based sampling. However, due to the COVID-19 pandemic, the survey was temporarily moved to telephone interviewing for FY 20-21 and FY 21-22. FY 22-23 saw a phased return to face-to-face interviewing, and **latest data for FY 23-24 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.*

# Appendix

## Statistical significance and confidence intervals

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

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

## Trust, confidence and satisfaction question wording and reporting

### Trust

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

### Confidence

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

### Victim satisfaction

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

