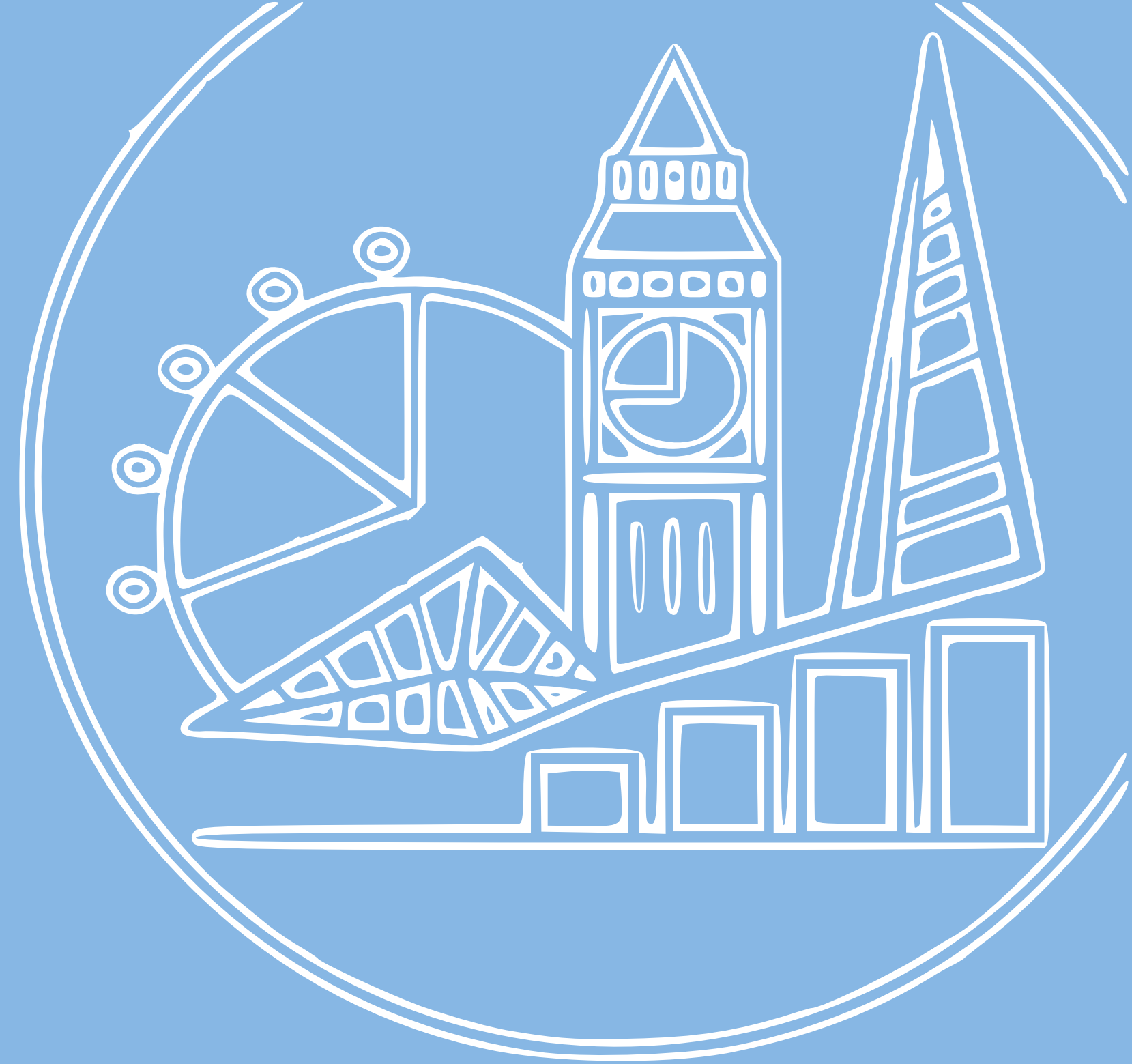


Public Voice Insights

*Learning from the MOPAC
Public Voice Surveys*

Quarter 2 2025-26

Date	February 2026
Data to	Q2 25-26
Contact	evidenceandinsight@mopac.london.gov.uk
Version	
Marking	OFFICIAL



Executive Summary – Q2 2025-26

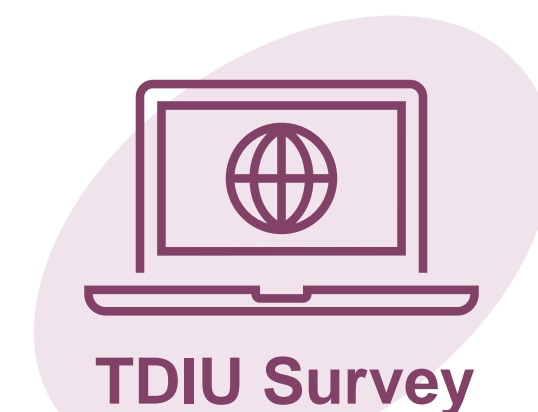
User Satisfaction Survey (USS)

There was **no change** in overall victim satisfaction (USS) for BCU-recorded offences from this time last year; **62% in Q2 25-26** vs. 60% in Q2 24-25. This is also reflected in the results for the drivers of satisfaction, which have remained largely stable over the same period.



Telephone Digital Investigation Unit (TDIU) Survey

Satisfaction for the TDIU survey **dropped** this quarter. In Q2 25-26, **32% of respondents who reported via the phone were satisfied** with the overall service they received (vs. 35% in Q1 25-26), compared with **only 21% of online reporters satisfied, the lowest ever quarterly result seen** (vs. 28% in Q1 25-26). Telephone reporters have consistently been more satisfied than those who report online.

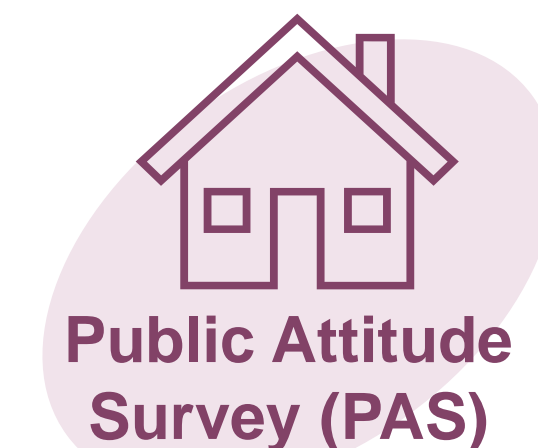


Public Attitude Survey (PAS)

46% of Londoners believe the police do a good job in their local area (Q2 25-26).

72% of Londoners believe the Metropolitan Police Service was an organisation they could trust. After an uplift in trust seen in FY 24-25. **This marks a significant decline** of three percentage points in Q2 25-26.

Victimisation rates remained stable over the last year. 5% of those surveyed during Q2 25-26 said that they experienced something they would consider to be a crime in the previous quarter. In Q2 25-26, **45% of Londoners said they were worried about crime in their local area.** This result stands three percentage points below the same point last year but remains high longer term (14pp. above Q1 16-17).



Key findings for public perceptions



Trust and Confidence

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

Trust in the MPS saw an uplift during FY 24-25. However, Q2 25-26 has seen a statistically significant decline of three percentage points to 72%. Confidence remains more stable at 46% in Q2 25-26.

Police fairness [\(slide 13\)](#)

In Q2 25-26, 65% of Londoners believe the police treat everyone fairly and 60% believe the police use their Stop and Search powers fairly. Both results stand four percentage points above the same point last year.

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

Latest results from the Crime Survey for England & Wales (CSEW) for Q1 25-26 show that confidence in London is broadly in line with the national result for England and Wales, but that CSEW trust in local police in the MPS/CoLP remains slightly below the national average.



Local Crime and Safety

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

Levels of self-reported victimisation in the PAS have remained stable over the last year. In Q2 25-26, 5% of Londoners said they had experienced a crime during the financial quarter prior.

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

In Q2 25-26, 45% of Londoners are worried about crime in their area, three percentage points below the same point last year. The proportion of Londoners worried about ASB has declined significantly by five percentage points to 38% in Q2 25-26 following a high result last quarter. 20% believe hate crime is a problem.

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

In Q2 25-26, feelings of safety walking alone after dark remain stable at 69%. The proportion of females feeling safe after dark has increased to 60%, but levels still remain 17 percentage points below males.



Local Policing and Standards

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

In Q2 25-26, the proportion of Londoners feeling police deal with local issues, can be relied on to be there and listen to local concerns has declined by one to two percentage points. The proportion feeling informed about local policing has increased to 22% following the lowest ever recorded level (20% in Q1 25-26).

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

In Q2 25-26, the proportion of Londoners confident that the criminal justice system (CJS) is effective at bringing people to justice has declined significantly by three percentage points to 55%.

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

In Q2 25-26, the proportion of Londoners feeling the MPS maintains high standards (61%) and responds to feedback (59%) both stand four percentage points above the same point last year.

Demographic Breakdowns

LGBT+ Londoners remain far less likely to trust or to feel confident in the MPS, or to respond positively about police fairness, local engagement and standards.

Mixed Ethnicity Londoners are also less likely to respond positively across many measures, whilst Black Londoners are specifically less likely to trust the MPS or to feel police treat people fairly.

Concerns about hate crime are particularly high for LGBT+, Mixed Ethnicity and Jewish Londoners.

[\(slides 14, 21 and 27\)](#)

Borough Performance

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

[\(slide 11\)](#)

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

Key findings for victim satisfaction



Overall Satisfaction

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

BCU-reported overall satisfaction (USS) shows **no significant change** from this time last year; 62% in Q2 25-26 vs. 60% in Q2 24-25. Over the longer term, satisfaction has fallen substantially, by 15 percentage points since Q1 16-17.

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

When comparing Q2 25-26 with the same quarter last year, there has **been no significant change in satisfaction** (32% in Q2 25-26 vs. 34% in Q2 24-25).

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

When comparing Q2 25-26 with the same quarter last year, there has been a statistically **significant reduction** in satisfaction for **online reporters** (21% in Q2 25-26 vs. 28% in Q2 24-25).



Key Drivers of Satisfaction

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

The key drivers of satisfaction include satisfaction with **ease of contact**, the **actions** taken by police, how well the victim was kept informed (**follow-up**), and police **treatment**.

When comparing Q2 24-25 and Q2 25-26 results for the drivers of satisfaction, there are **no significant differences in any of these key areas**, which is expected given there has been no change in overall victim satisfaction.



Service Provision

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

Following increases across a number of quarters, the proportion of victims being offered victim support services has dropped by 5 percentage points to 41% this quarter.

There has been a small but consistent decline in the proportion of respondents who report being offered the opportunity to provide a victim personal statement - reducing from 50% in Q2 24-25 to 46% in Q2 25-26.

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

Over a third (36%) of respondents in the USS now **report receiving a leaflet**. Overall, those who report receiving the leaflet are more satisfied, with this gap standing at 21 percentage points in the USS.

Demographic Breakdowns

Looking at demographic breakdowns, the only difference that is **consistently seen across all results** (i.e., USS and both TDIU contact methods) is **by age**. Older respondents – aged 65 years or above – are more satisfied than the MPS result. For the TDIU surveys younger respondents – aged 16-44 – are less satisfied than the MPS result both when reporting by phone and online.

Within the USS, a large negative gap in satisfaction exists for those who **self-declare a disability**. There are also negative gaps for those from a **Mixed** or **Other ethnicity** background.

[\(slide 32\)](#)

Full results and breakdowns can be seen on [MOPAC's Victim Satisfaction Dashboard](#).

Introduction to MOPAC's Public Voice Surveys



User Satisfaction Survey (USS)

About the User Satisfaction Survey (USS)

The User Satisfaction Survey (USS) is a telephone survey asking 9,600 victims each year about their experience of reporting a single crime incident to the police. Questions cover initial contact, the response that victims got and how they were treated by police.

Victims of residential burglary, assault, personal robbery and hate crime are interviewed 6-12 weeks after the report of their incident. Results are presented at MPS and BCU level. Excludes those aged under 18; domestic abuse/sexual offences; and police officers assaulted on duty.



TDIU Survey

About the Telephone Digital Investigation Unit (TDIU) Survey

The Telephone Digital Investigation Unit (TDIU) Survey is a short online survey for victims who report their crime via the MPS TDIU - either over the phone or online - asking about their experience of this process.

All TDIU-reporting victims of residential burglary, assault, vehicle crime, personal robbery, hate crime and theft are invited via email or SMS message to participate in the survey 6-12 weeks after reporting their incident. FY 24-25 saw around 9,600 responses.



Public Attitude Survey (PAS)

About the Public Attitude Survey (PAS)

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

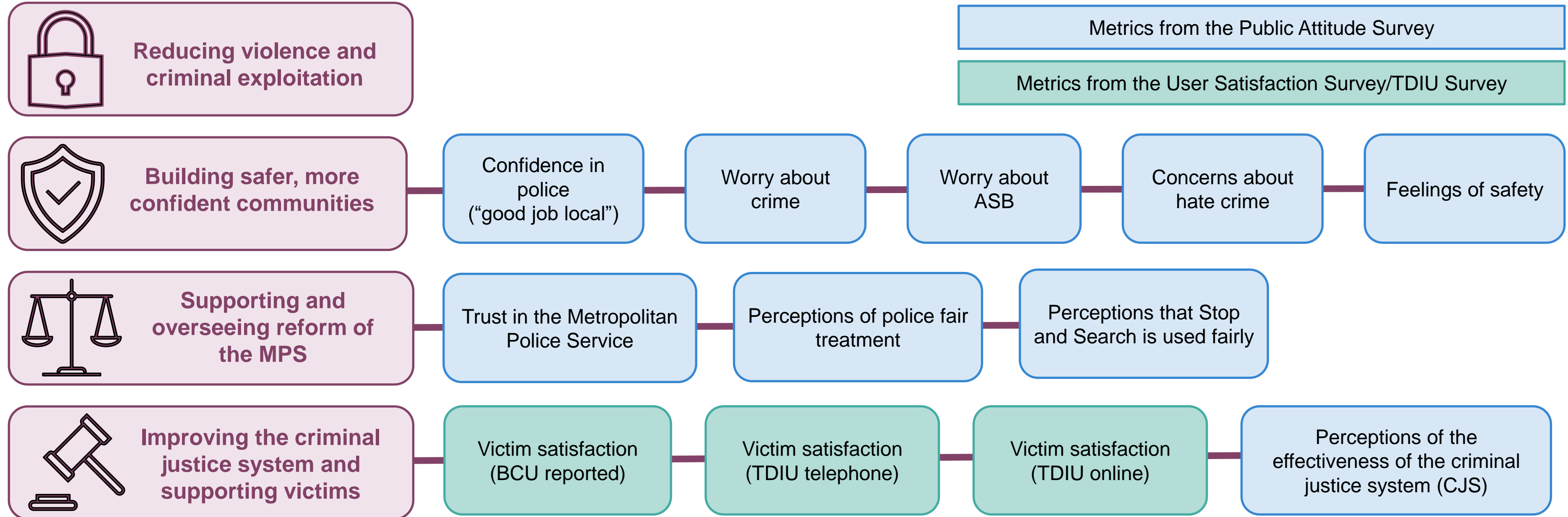
Interviews take place throughout the year and are distributed evenly across all London boroughs. The survey currently gathers the views of over 19,000 residents per year – around 600 in each London borough. Topics include trust and confidence in the police, perceptions of local problems and experiences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

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

Overview of the Police and Crime Plan 2025-29

“London is a safe city for all”

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



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

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

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

Public Perceptions

Why are trust and confidence important?

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

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

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



...help the police by providing information.

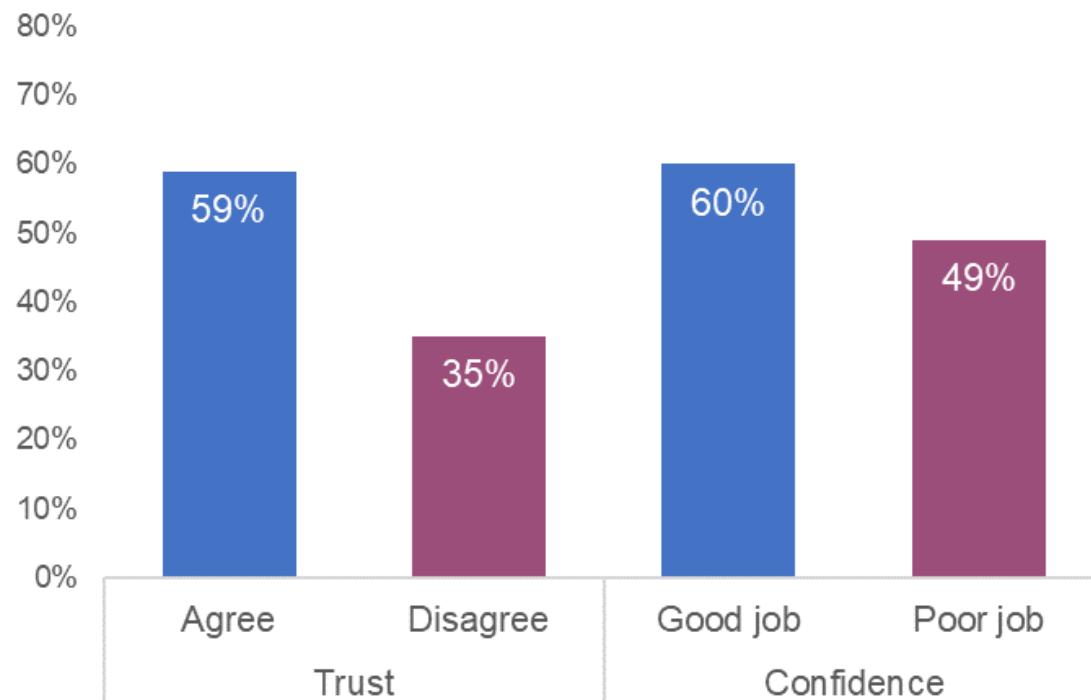


...contact the police as a victim of crime.

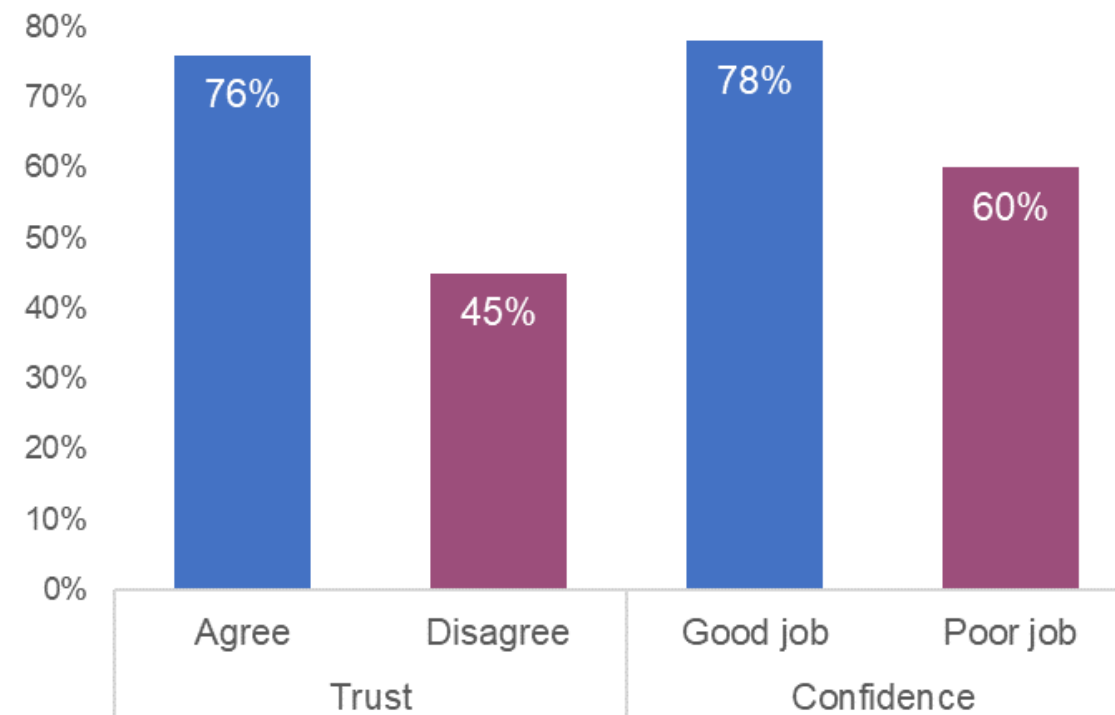


...obey the law and police orders.

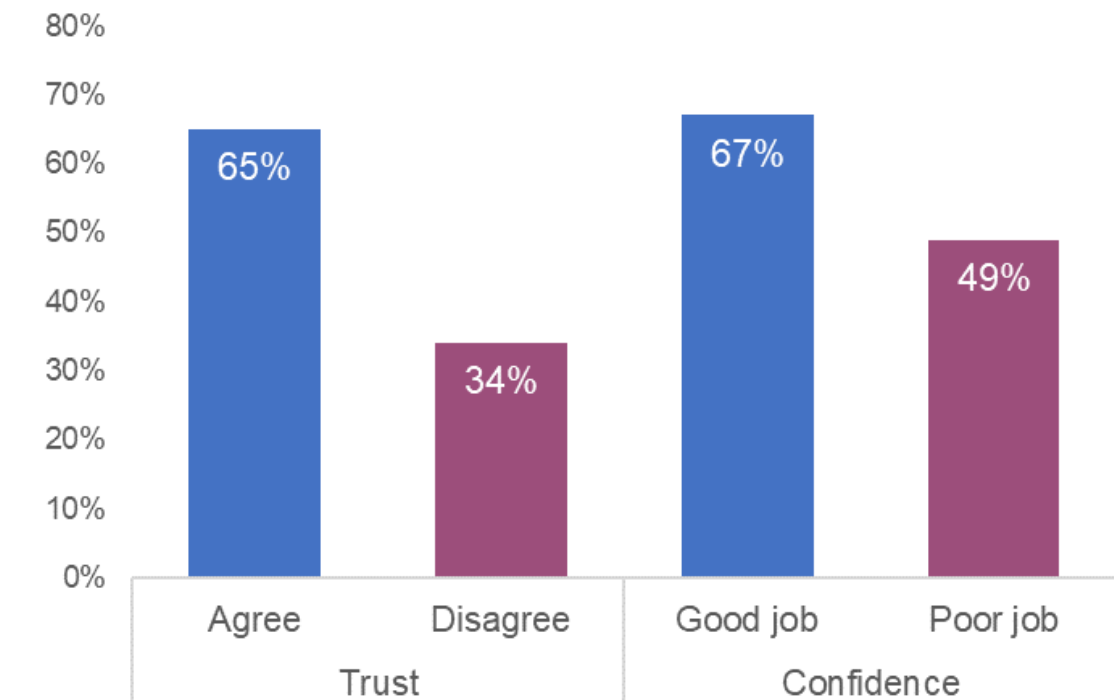
% 'very likely' to help the police find someone suspected of committing a crime by providing information.



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



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



Source: PAS. Data on this slide is for FY 24-25; likelihood to help police asked in Q3 and Q4 only.

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

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

Confidence

Strongest Driver

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

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

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

Trust

Strongest Driver

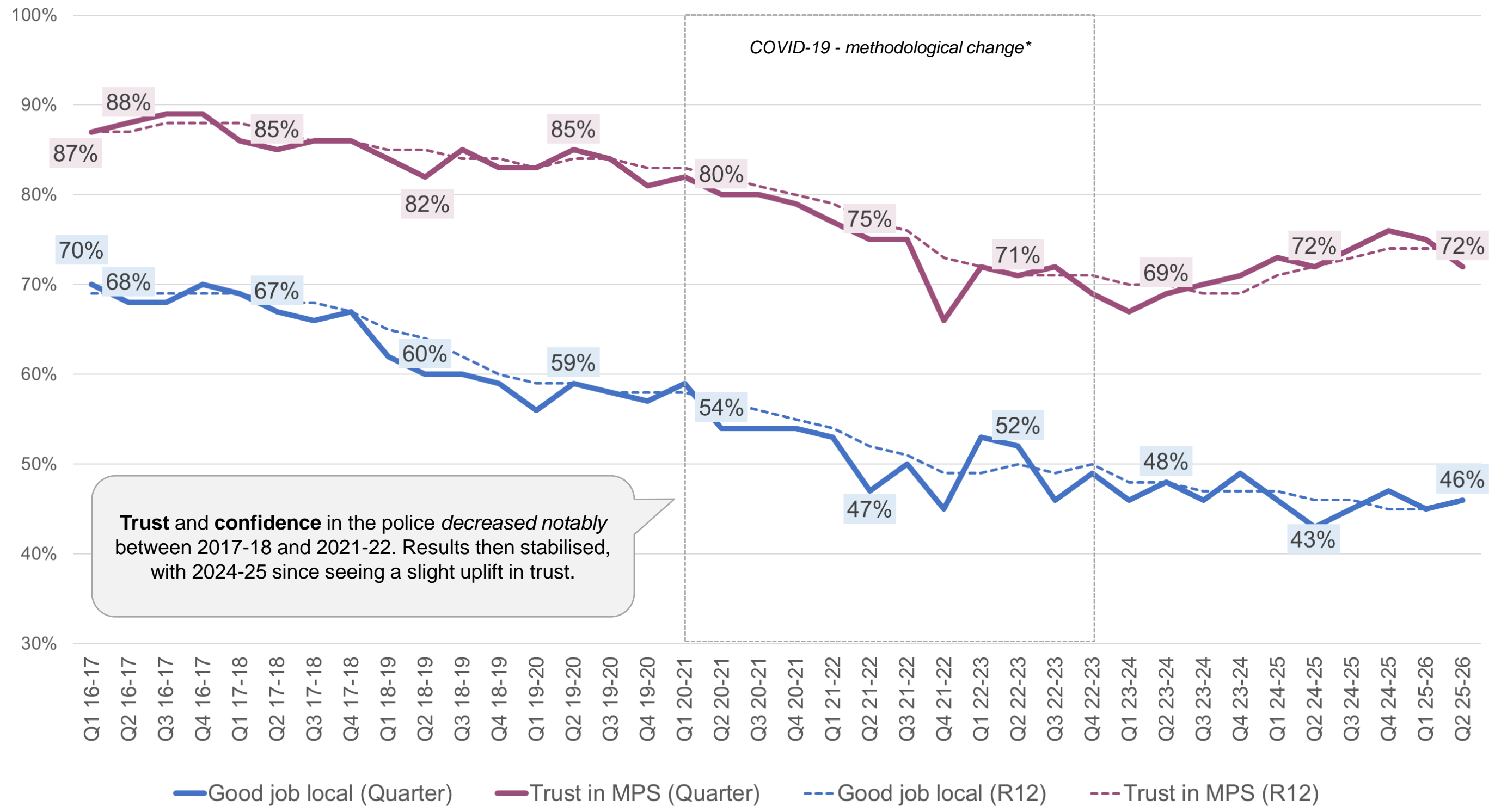
Diagrammatic representation of two logistic regression models predicting Confidence and Trust in the MPS for PAS respondents in FY 23-24. **Lines show key drivers of each** - all pathways are statistically significant at $p \leq 0.001$.

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

After a recent uplift, trust declined this quarter; confidence remains low

Trust and confidence

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



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



In Q2 25-26, trust in the Metropolitan Police Service declined significantly by three percentage points to 72%. This follows a gradual uplift in trust that was seen during 2024-25.

The proportion of Londoners feeling police do a good job in their local area remained more stable in Q2 25-26, at 46%.

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

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


All labelled and quoted figures are discrete quarterly results


Enfield has seen notable improvements in perceptions over the last year

Trust and confidence – Borough performance

Change vs. the same time last year. Red arrows show decreases of 5pp. or more, while green arrows show increases of 5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Police treat everyone fairly regardless of who they are (Fair treatment)	Police use their Stop and Search powers fairly (S&S used fairly)	Total no of questions increasing	Total no of questions decreasing*
Barking and Dagenham	46%	77%	69%	56%	0	0
Barnet	47%	79% ▲	67% ▲	66% ▲	3	0
Bexley	49%	78%	72%	67% ▼	0	1
Brent	44%	78%	67%	68% ▲	1	0
Bromley	45%	70%	65% ▲	67%	1	0
Camden	38%	67%	53%	51%	0	0
Croydon	44%	67%	60%	59%	0	0
Ealing	43%	78% ▲	69% ▲	67% ▲	3	0
Enfield	55% ▲	79% ▲	69% ▲	66% ▲	4	0
Greenwich	47%	74%	71% ▲	60%	1	0
Hackney	44% ▲	65%	57% ▲	43% ▲	3	0
Hammersmith and Fulham	49%	77%	67%	63%	0	0
Haringey	44%	74% ▲	60% ▲	48% ▲	3	0
Harrow	48%	75%	67%	75%	0	0
Havering	49% ▲	79%	77% ▲	74%	2	0
Hillingdon	45% ▼	75%	69%	73%	0	1
Hounslow	44%	70% ▼	66% ▲	68%	1	1
Islington	34% ▼	66%	51%	39% ▼	0	2
Kensington and Chelsea	47% ▼	74% ▼	67% ▼	60% ▼	0	4
Kingston upon Thames	53%	80% ▲	69% ▲	76%	3	0
Lambeth	42%	70%	55%	54%	0	0
Lewisham	43%	64%	55%	43%	0	0
Merton	56%	85% ▲	69%	71% ▲	2	0
Newham	43%	76%	71% ▲	54%	1	0
Redbridge	44%	76%	71%	57%	0	0
Richmond upon Thames	50%	77%	64%	72%	0	0
Southwark	43%	66%	59%	49%	0	0
Sutton	51%	78% ▲	72% ▲	70% ▲	3	0
Tower Hamlets	46% ▲	74%	73% ▲	54%	2	0
Waltham Forest	42%	73% ▲	71% ▲	47%	2	0
Wandsworth	48%	78%	62%	67% ▲	1	0
Westminster	47% ▼	79%	67%	62% ▼	0	2
MPS	46%	74%	66%	61%	0	0

Borough performance on the four trust and confidence measures remained **mixed**.
 Lowest results tend to be seen in Islington, Lewisham, Camden and Hackney; whilst Merton and Kingston see the *highest* performance.
 Nearly half of London Boroughs (14) have seen *increases* in fair treatment over the last year*.

 **Enfield** was the only borough to see notable improvements on *all four* measures over the last year*.

 **Kensington & Chelsea** has declined on *all four* measures when compared with the same point last year*.

Source: PAS

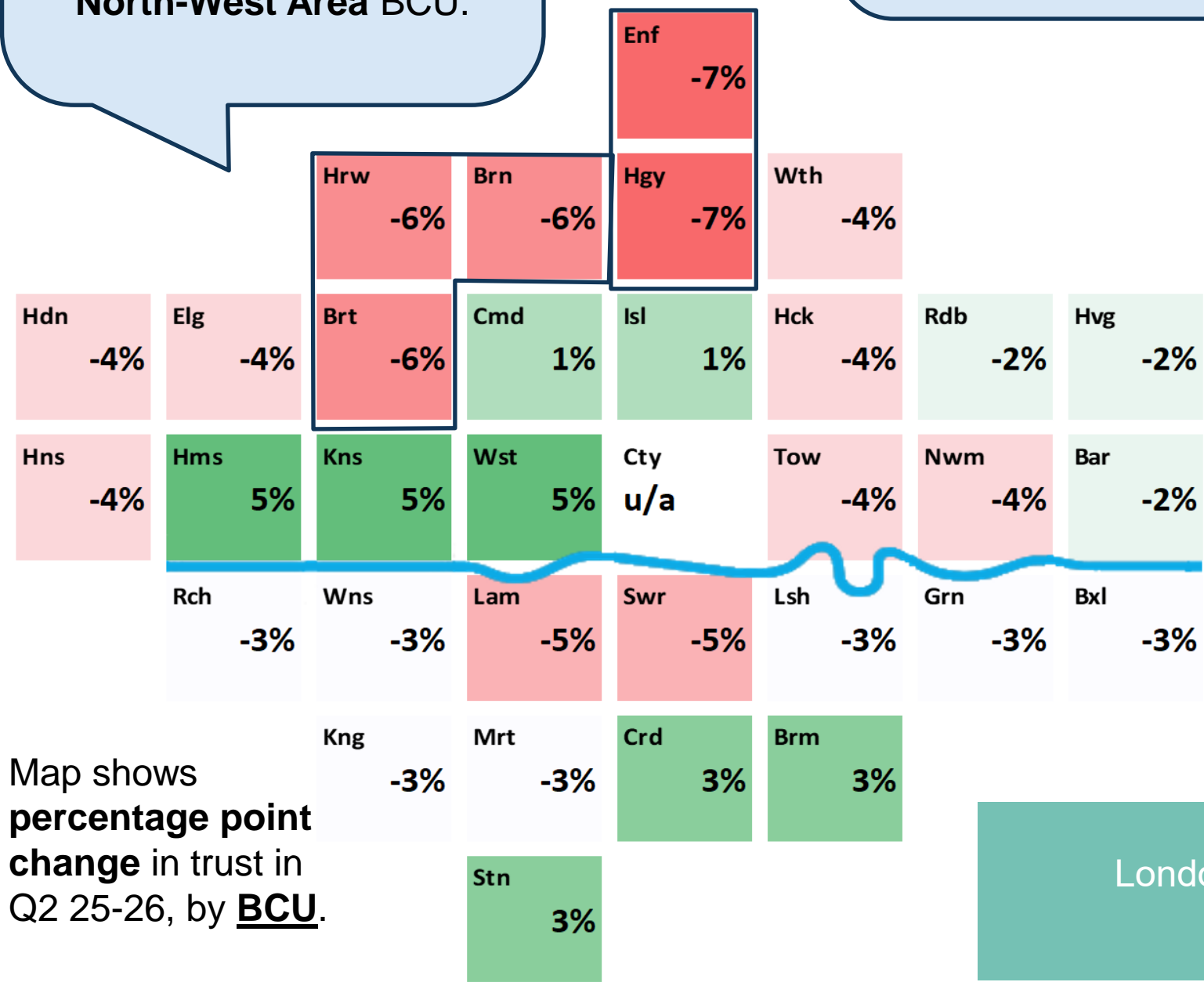
Note that all data for borough results is **rolling-12 months** per point.
 *Change of 5pp or more for the current period vs. the same period last year.

The decline in trust was largest in North London (and also seen for other organisations)

The decline in trust in the MPS seen in Q2 25-26 was particularly pronounced in **North London**, including in **North Area BCU** and **North-West Area BCU**.



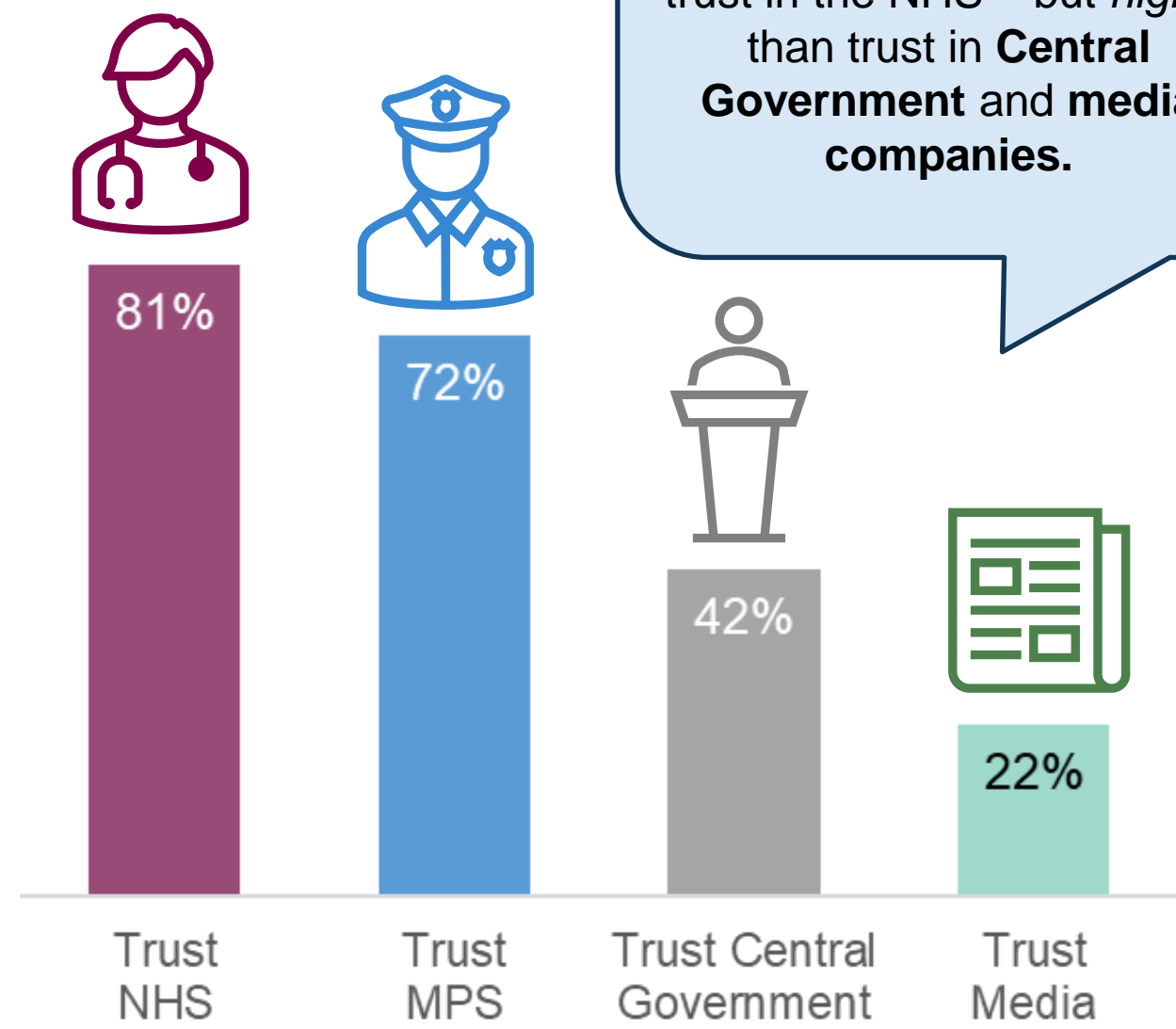
Trust in the MPS also saw a statistically significant decline amongst **female Londoners** in Q2 25-26 (-5pp.) – with results for males remaining stable (-1pp.).



Map shows percentage point change in trust in Q2 25-26, by **BCU**.

The recent decline in trust seen for the Metropolitan Police Service was also accompanied by decreasing trust in other organisations. Trust in the **MPS**, **Central Government** and the **NHS** all declined significantly in Q2 25-26**.

Please note that questions on trust in other organisations are only asked in Q2 and Q4.



Londoners' trust in the **Metropolitan Police Service** remains lower than trust in the NHS – but higher than trust in **Central Government** and **media companies**.

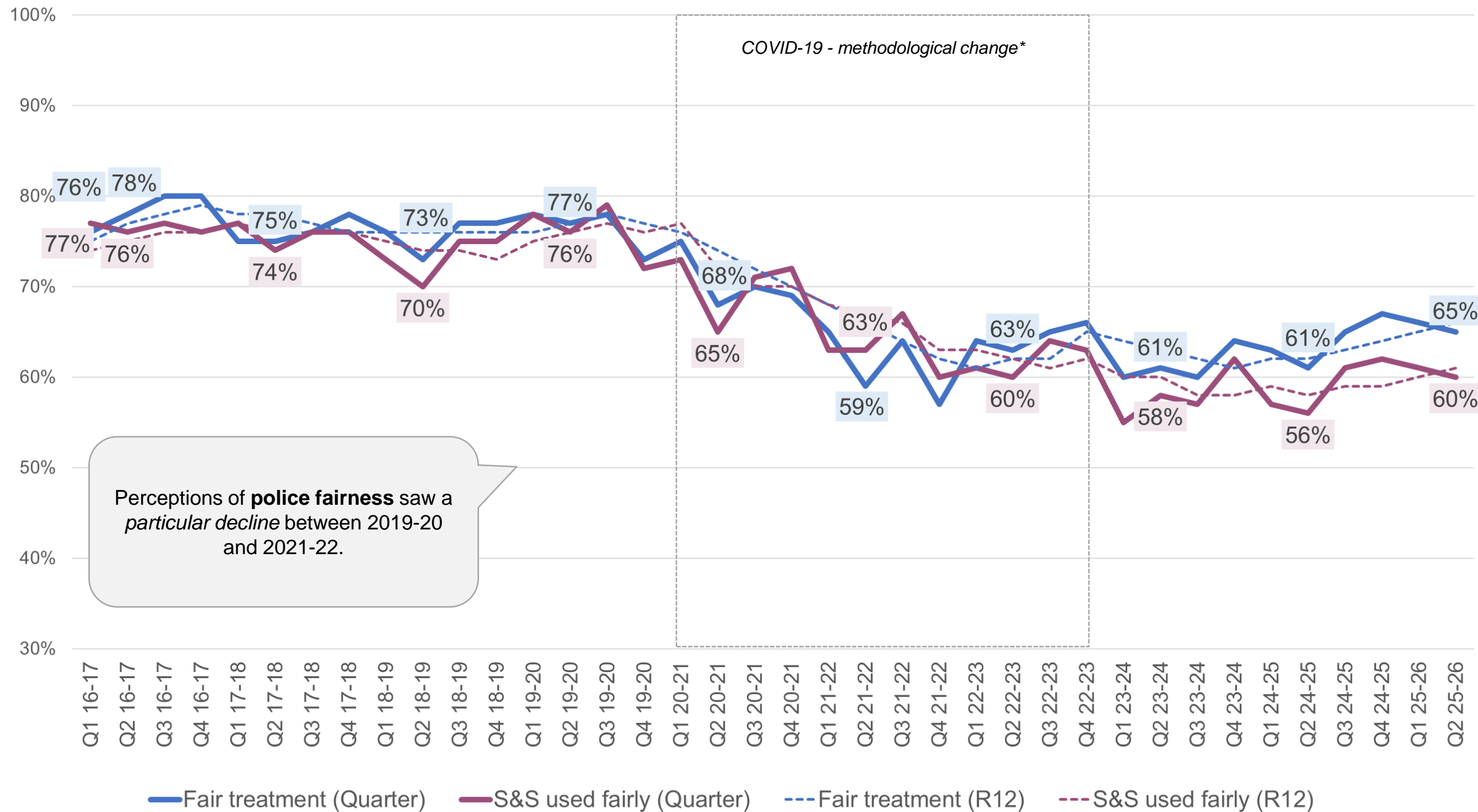
Londoners' trust in other organisations is also linked to their trust in the police – with trust in **Central Government** particularly strongly associated with trust in the MPS*.

*Logistic regression predicting whether or not a respondent trusts the MPS from their trust in NHS, Central Government and media, controlling for individual demographics - data for discrete Q2 25-26. **vs. Q4 24-25.

Perceptions of police fairness remain higher than the same point last year

Police fairness

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



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



In Q2 25-26, 65% of Londoners believed the police in their area **treat everyone fairly**, whilst 60% were confident that the police **use Stop and Search (S&S) fairly**.

Results for both measures have declined slightly over the last two quarters but remain four percentage points *above* the same point last year.

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

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

All labelled and quoted figures are discrete quarterly results

LGBT+ Londoners continue to be less likely to trust or feel confident in the police

Trust and confidence - demographic breakdowns

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Police use their Stop & Search powers fairly (S&S used fairly)
Weighted MPS result		46%	74%	66%	61%
Ethnicity	White British	-6%	-1%	-3%	2%
	White Other	4%	5%	4%	8%
	Black	2%	-9%	-7%	-19%
	Asian	5%	5%	7%	6%
	Mixed	-7%	-15%	-16%	-20%
	Other ethnicity	8%	7%	7%	5%
LGBT+	Yes	-7%	-14%	-16%	-19%
	No	0%	1%	1%	1%
Age	16-24	5%	0%	-1%	-4%
	25-34	5%	-3%	-2%	-6%
	35-44	-1%	0%	0%	-1%
	45-54	-3%	1%	1%	2%
	55-64	-6%	-2%	-4%	0%
	65 years +	0%	6%	5%	10%
Disability	Disability	-1%	-2%	-2%	1%
	No disability	0%	1%	0%	0%
Sex	Male	-1%	1%	2%	3%
	Female	1%	0%	-3%	-2%
Religion	Christian	1%	2%	1%	4%
	Hindu	9%	8%	10%	14%
	Jewish	-4%	2%	-7%	1%
	Muslim	7%	3%	6%	1%
	Sikh	4%	4%	8%	3%
	Other	-5%	-11%	-6%	-11%
	No religion	-5%	-4%	-6%	-7%

Large negative gaps continued to be seen on *all four* trust and confidence measures for **LGBT+** Londoners. However, when compared with the same point last year, some of these inequalities have tended to narrow (trust and confidence both by three percentage points).

Mixed Ethnicity Londoners and **Black** Londoners also held more negative views on these measures, alongside those with **no religion** and **'other' religious backgrounds**. Inequalities in trust and confidence for Londoners from 'other' religious backgrounds have *widened* over the last year.

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

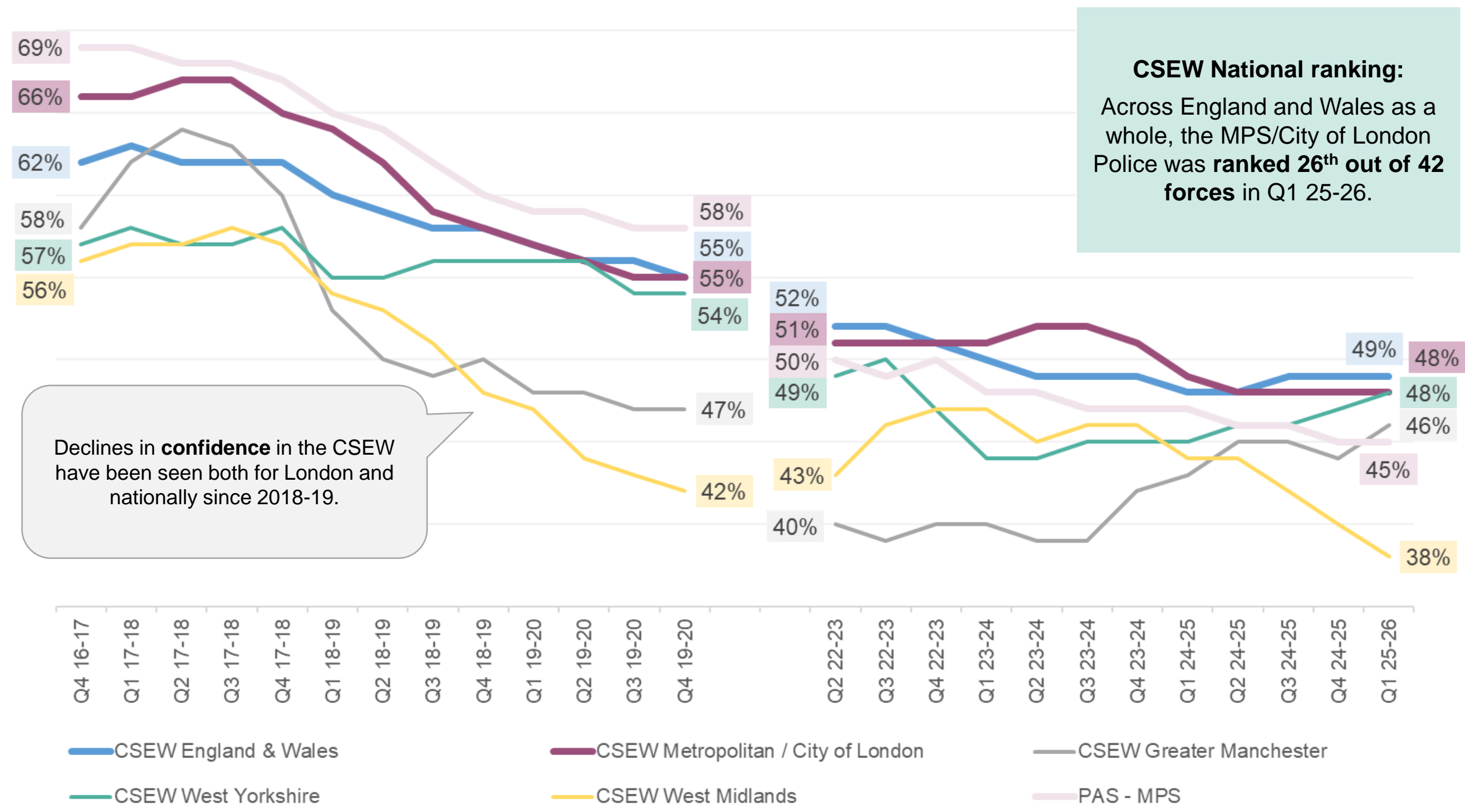
Source: PAS

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

CSEW data shows confidence in London remains in line with the national average

The national picture - confidence

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



CSEW National ranking:
Across England and Wales as a whole, the MPS/City of London Police was **ranked 26th out of 42 forces** in Q1 25-26.



Trust and Confidence

In Q1 25-26, **confidence** in London as measured by the **Crime Survey for England and Wales (CSEW)** remained stable at 48%.

This was in line with the national average for England and Wales (49%), West Yorkshire (48%) and Greater Manchester (46%), but now stands significantly *above* the result for West Midlands following a recent decline to 38%.

Declines in **confidence** in the CSEW have been seen both for London and nationally since 2018-19.

Source: CSEW & PAS

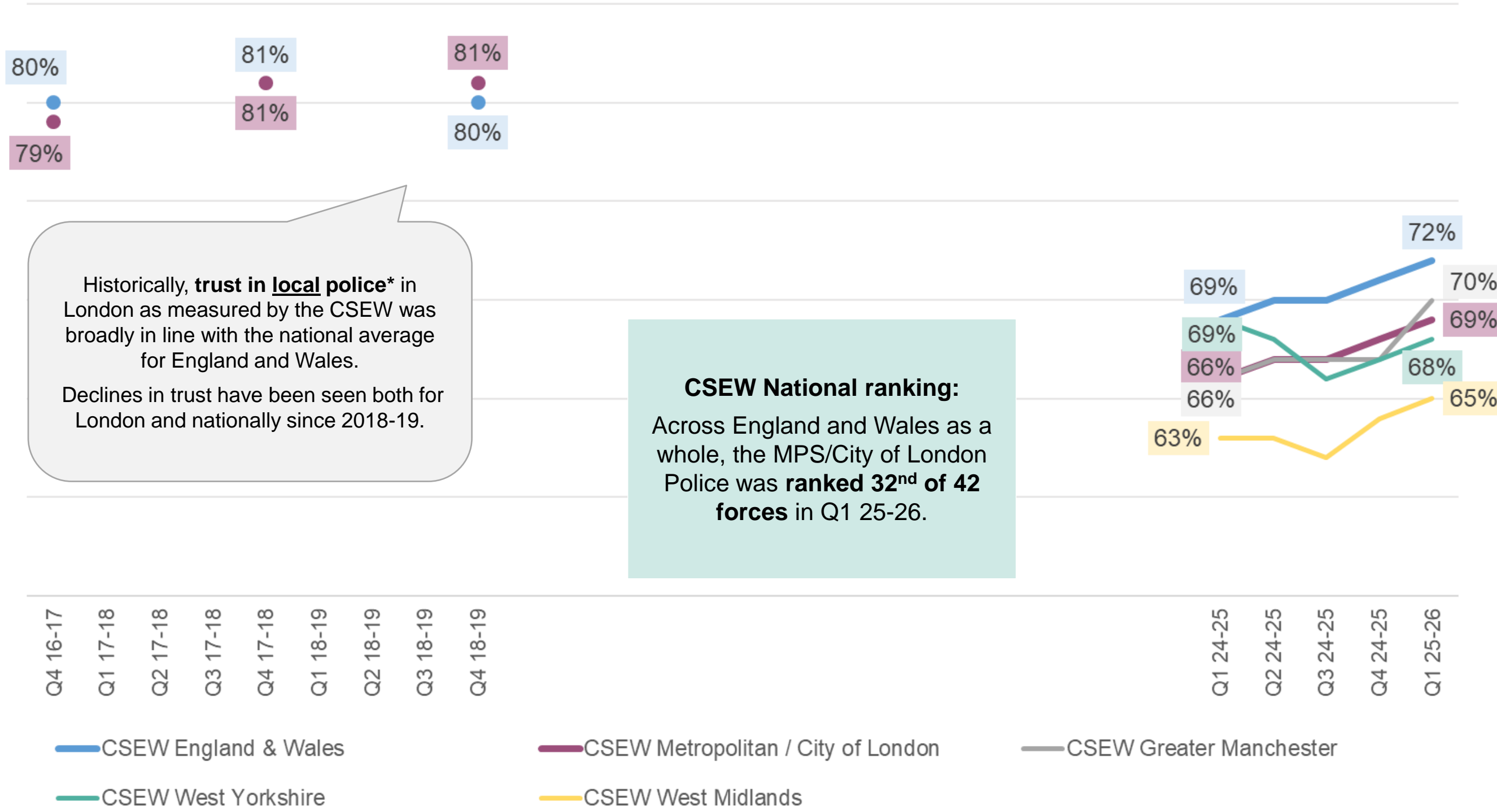
CSEW data was unavailable during the COVID-19 pandemic.

All labelled and quoted figures are rolling 12-month results

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

The national picture - trust in local police

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



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

CSEW National ranking: Across England and Wales as a whole, the MPS/City of London Police was **ranked 32nd of 42 forces** in Q1 25-26.



In Q1 25-26 **trust in local police** for London as measured by the **Crime Survey for England and Wales (CSEW)** stood at 69%.

This result was slightly below the England and Wales result of 72%, but in line with London's Most Similar Force Areas of Greater Manchester (70%), West Yorkshire (68%) and West Midlands (65%).

Source: CSEW

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

CSEW data was unavailable during the COVID-19 pandemic.

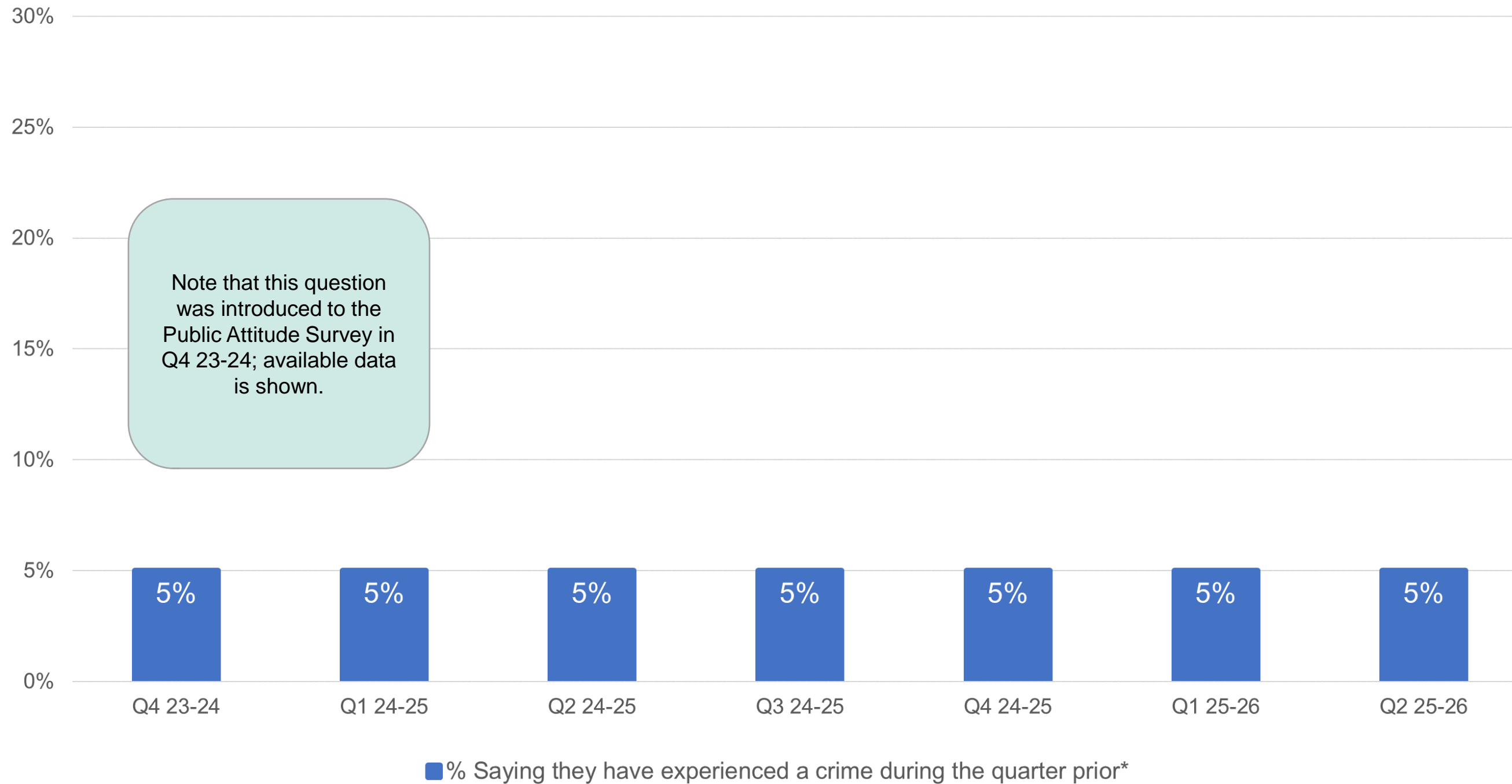
*Comparable PAS data unavailable due to different question wording.

All labelled and quoted figures are rolling 12-month results

Victimisation in London has remained stable over the last year

Crime victimisation

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



Levels of self-reported victimisation in the PAS have remained stable over the last year.

In Q2 25-26, 5% of Londoners said that they had **experienced something they would consider to be a crime** during the quarter prior to taking part in the survey (i.e. from April to June 2025)*.

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

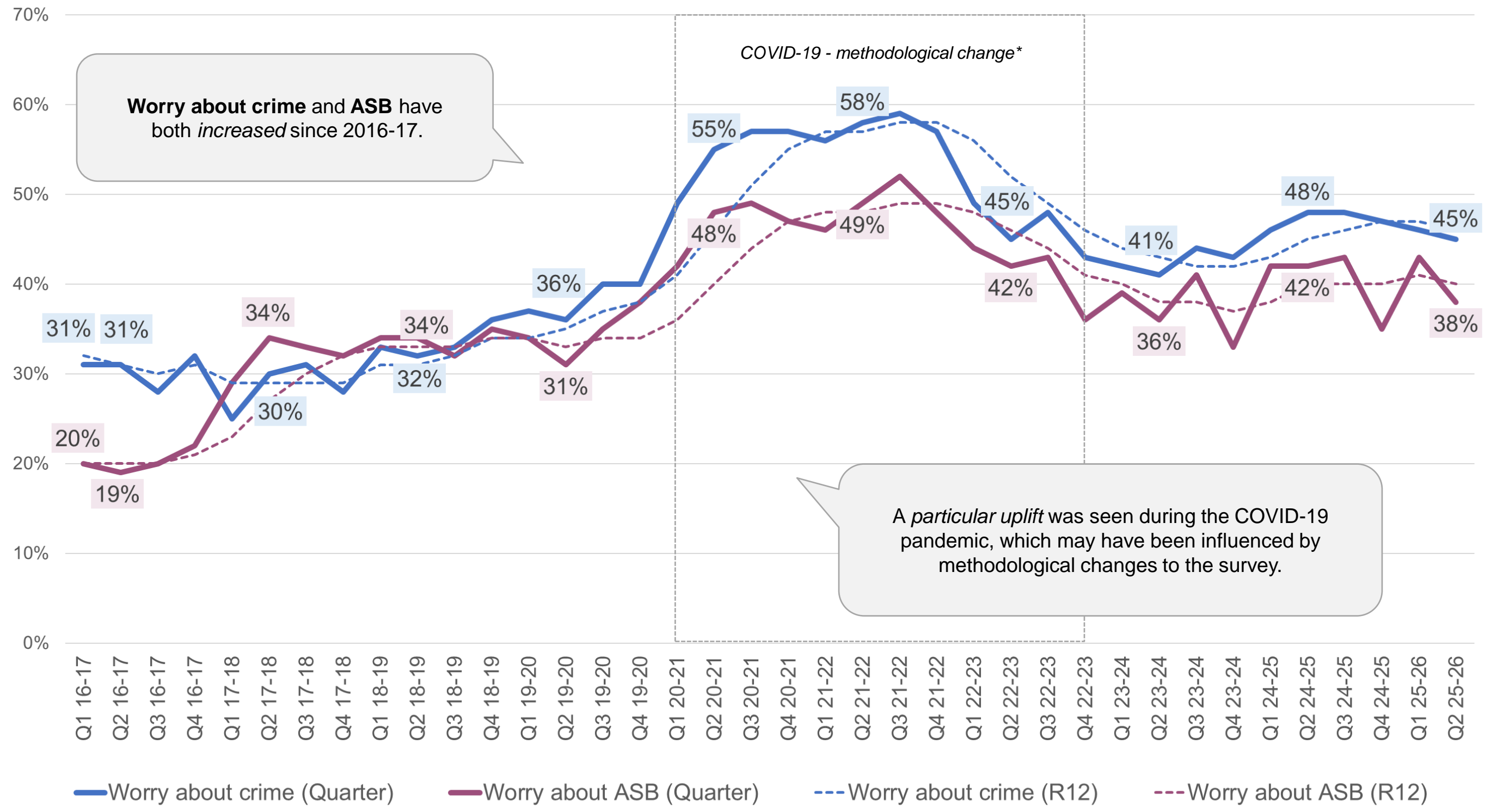
*This question asks Londoners about their experiences during the financial quarter period prior to taking part in the survey. As such all data is discrete quarterly; R12 trends are unavailable.

All labelled and quoted figures are discrete quarterly results

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

Worry about crime and antisocial behaviour (ASB)

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



In Q2 25-26, 45% of Londoners said they were **worried about crime in their local area**. A gradual declining trend has been seen over recent quarters, with this result standing three percentage points below the same point last year.

The proportion of Londoners **worried about ASB** has fluctuated, with the latest result for Q2 25-26 standing at 38%.

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

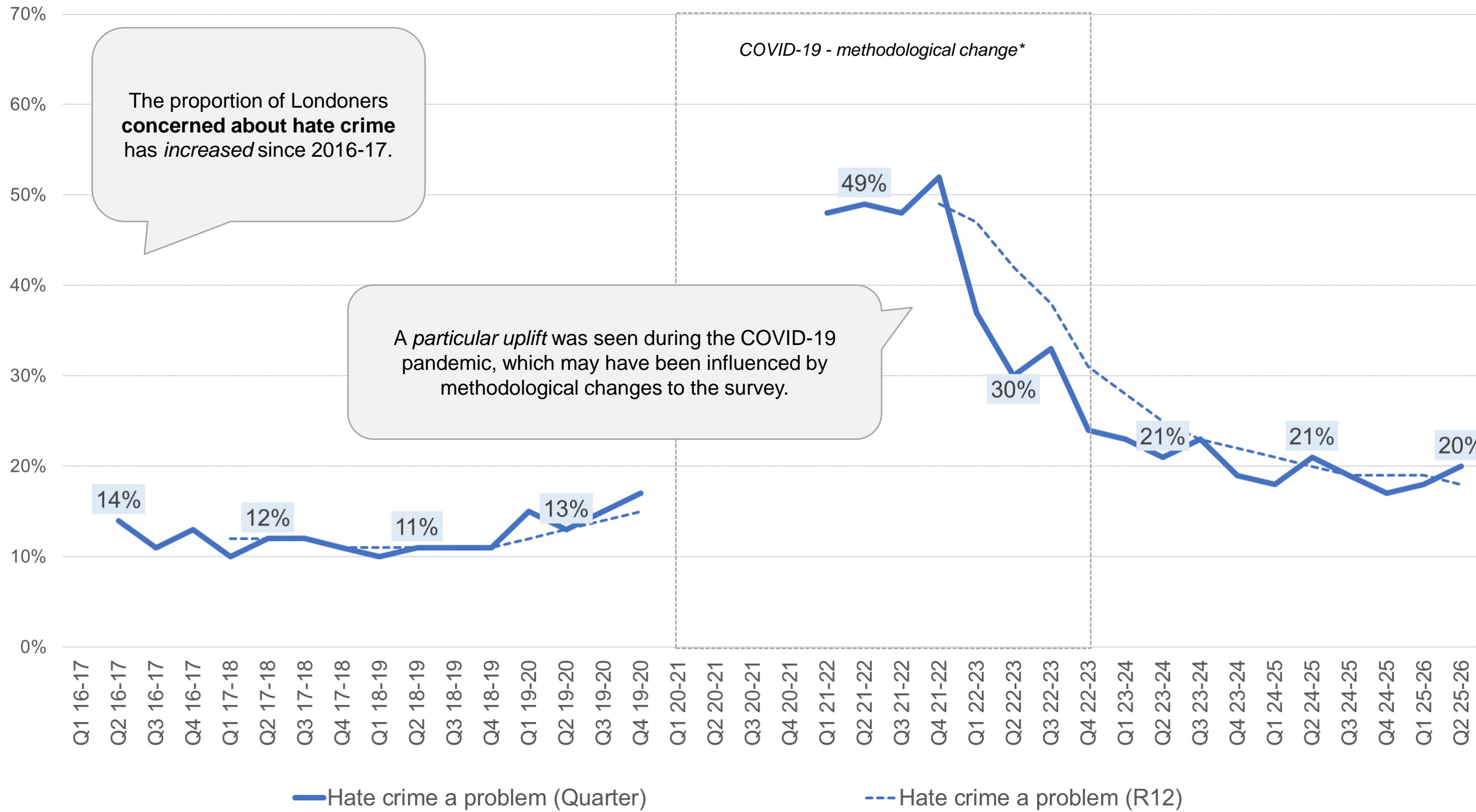
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

One in five Londoners feel hate crime is a problem in their area

Hate crime a problem

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



In Q2 25-26, 20% of Londoners believed that **hate crime was a problem in their local area**. This proportion has remained relatively stable over recent years.

Source: PAS

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

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

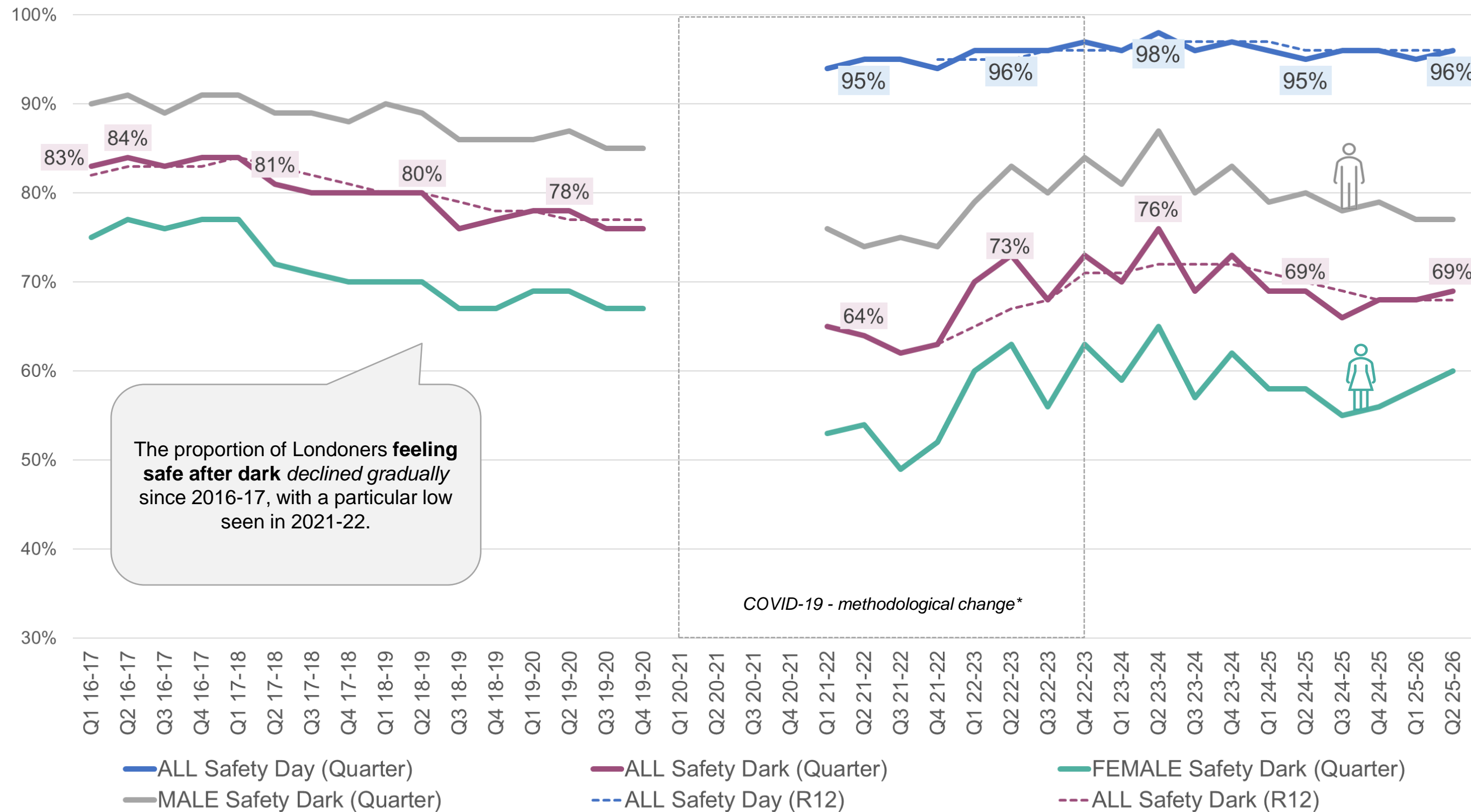
**This question was introduced to the survey in Q2 16-17 and was temporarily removed during the COVID-19 pandemic.

All labelled and quoted figures are discrete quarterly results

The proportion of females feeling safe after dark has increased

Feelings of safety

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



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



In Q2 25-26, most Londoners felt safe during the day (96%), whilst 69% felt safe walking alone in their local area after dark.

In Q2 25-26, 60% of females said they felt safe after dark. This result has increased from lower levels seen in 24-25. The current gender gap stands at 17 percentage points.

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

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

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

All labelled and quoted figures are discrete quarterly results

LGBT+ and Jewish Londoners are most likely to be concerned about hate crime

Some groups of Londoners were more likely to be concerned about crime and safety.

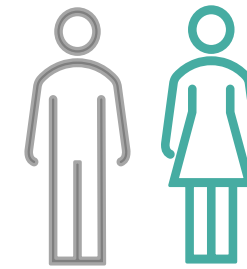
Younger Londoners (aged 16 to 34) were *less likely* to be worried about crime and ASB in their local area, whilst those **aged 45-64** were more worried. Concerns about hate crime were *highest* for **LGBT+** Londoners, **Mixed Ethnicity** Londoners and **Jewish** Londoners, whilst **disabled** Londoners, **females** and **Sikh** Londoners were *least likely* to feel safe after dark.

Safety after dark was low across **many demographic groups of females**.

Female safety after dark – demographic breakdowns

Local crime and safety – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels worried about ASB in the local area (Worry about ASB)	Feels worried about crime in the local area (Worry about crime)	Hate crime a problem in the local area (Hate crime a problem)	Feels safe walking alone in the local area during the day (Safe during day)	Feels safe walking alone in the local area after dark (Safe after dark)
Weighted MPS result		40%	46%	18%	96%	68%
Ethnicity	White British	1%	1%	2%	0%	1%
	White Other	-1%	1%	-1%	-1%	-2%
	Black	-5%	-6%	-2%	1%	4%
	Asian	0%	2%	-2%	-1%	-4%
	Mixed	3%	0%	12%	1%	0%
	Other ethnicity	-2%	-1%	-2%	-1%	-1%
LGBT+	Yes	0%	-3%	16%	0%	4%
	No	0%	0%	0%	0%	0%
Age	16-24	-13%	-14%	2%	1%	0%
	25-34	-6%	-9%	1%	1%	3%
	35-44	3%	3%	2%	-1%	-2%
	45-54	6%	8%	2%	0%	0%
	55-64	7%	7%	1%	-2%	0%
	65 years +	-4%	1%	-5%	0%	-3%
Disability	Disability	1%	4%	3%	-5%	-10%
	No disability	-1%	0%	0%	0%	1%
Sex	Male	-3%	-5%	-2%	1%	10%
	Female	2%	5%	3%	-1%	-11%
Religion	Christian	1%	3%	0%	0%	-2%
	Hindu	-3%	-1%	-4%	-1%	-3%
	Jewish	1%	1%	15%	-1%	-1%
	Muslim	-1%	-1%	-3%	-1%	-2%
	Sikh	4%	8%	0%	-3%	-12%
	Other	5%	2%	8%	0%	-6%
	No religion	-2%	-2%	3%	1%	4%



Safety after dark is particularly low amongst **disabled females**, standing 20 percentage points below the overall MPS result.

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 10pp. or more are highlighted green, while negative gaps of 10pp. or more are highlighted red.		Feels safe walking alone in the local area after dark (Safe after dark)	
Weighted MPS result		68%	
		Male	Female
		78%	57%
Ethnicity	White British	13%	-12%
	White Other	9%	-11%
	Mixed	17%	-13%
	Asian	2%	-11%
	Black	15%	-5%
	Other ethnicity	7%	-10%
LGBT+	Not LGBT+	10%	-11%
	LGBT+	8%	-1%
Age	16-24	7%	-8%
	25-34	12%	-6%
	35-44	9%	-13%
	45-54	11%	-11%
	55-64	11%	-12%
	65 years +	7%	-14%
Disability	Disability	1%	-20%
	No disability	11%	-9%

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

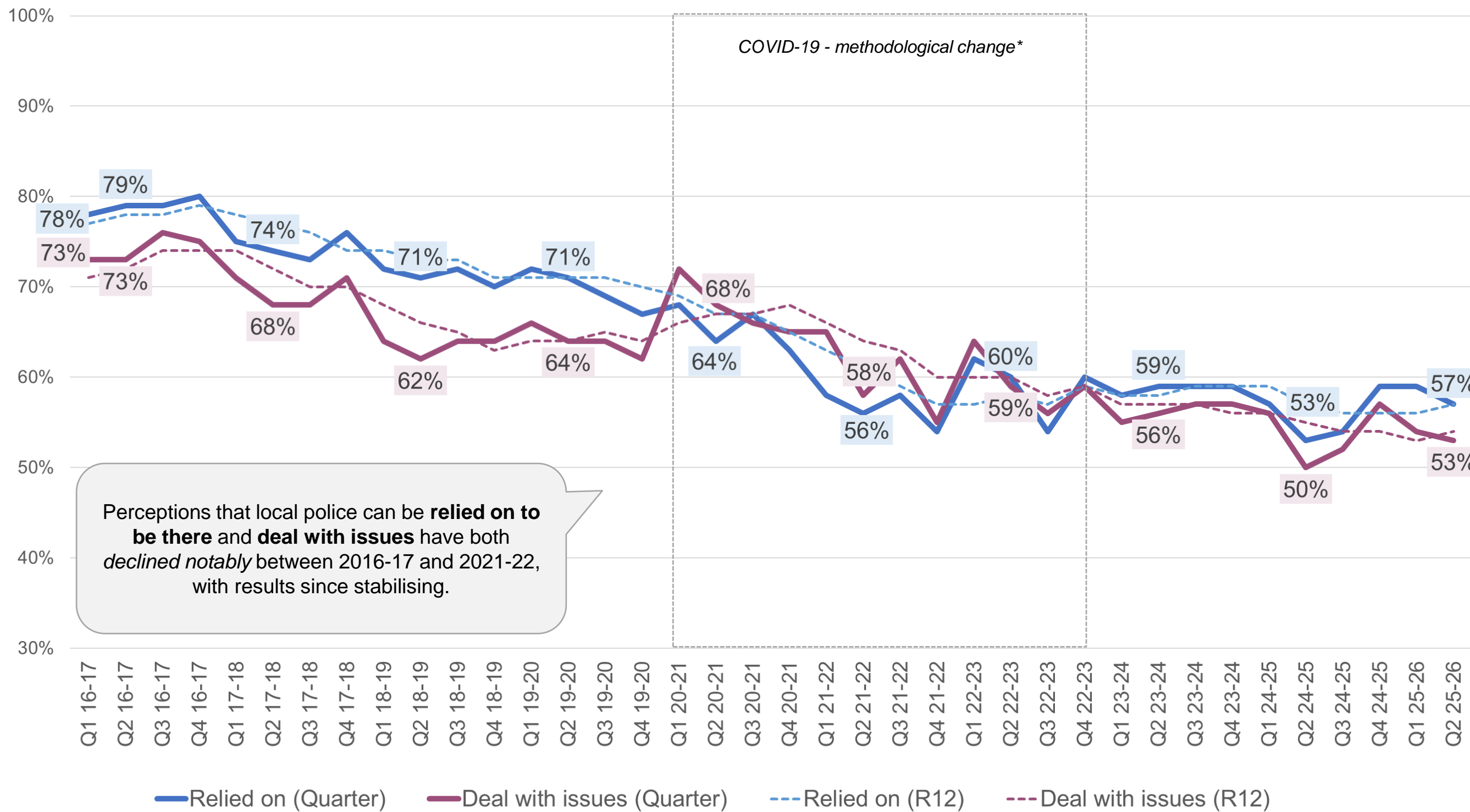
Source: PAS

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

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

Police can be relied on and deal with issues that matter

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



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



In Q2 25-26, 57% of Londoners felt the police can be **relied on to be there when needed**, whilst 53% believed police **deal with the issues that matter**.

Both questions have seen small declines this quarter but remain above the same point last year (by 4pp. and 3pp. respectively).

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

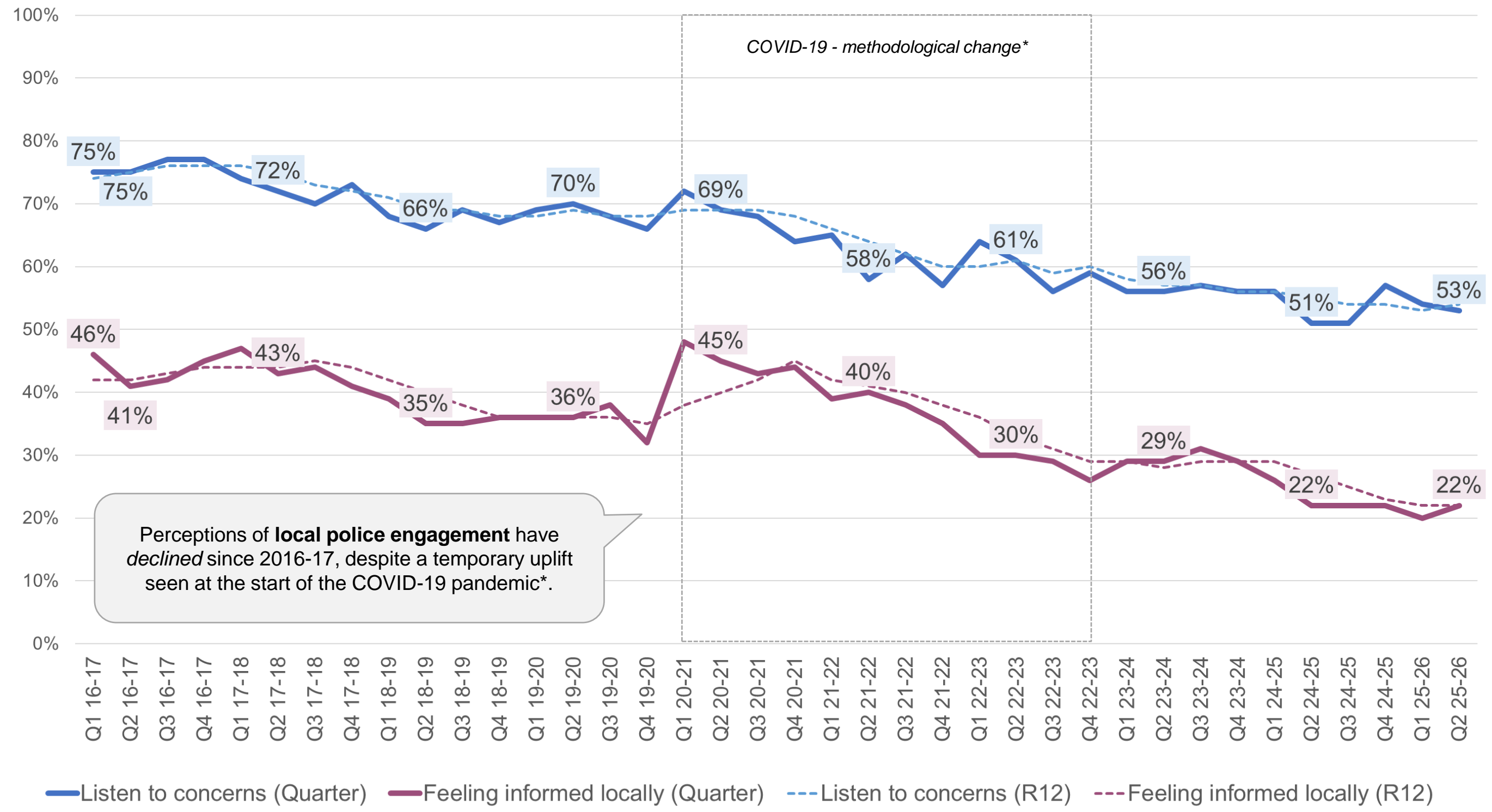
**Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.*

All labelled and quoted figures are discrete quarterly results

Feeling informed about local policing remains low

Police listen to local concerns and feeling informed about local policing

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



In Q2 25-26, 53% of Londoners believed **the police listen to the concerns of local people**.

The proportion of Londoners feeling **well informed about local policing** increased by 2 percentage points to 22% in Q2 25-26. However, this remains low and follows the *lowest ever* result recorded for this question last quarter.

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

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

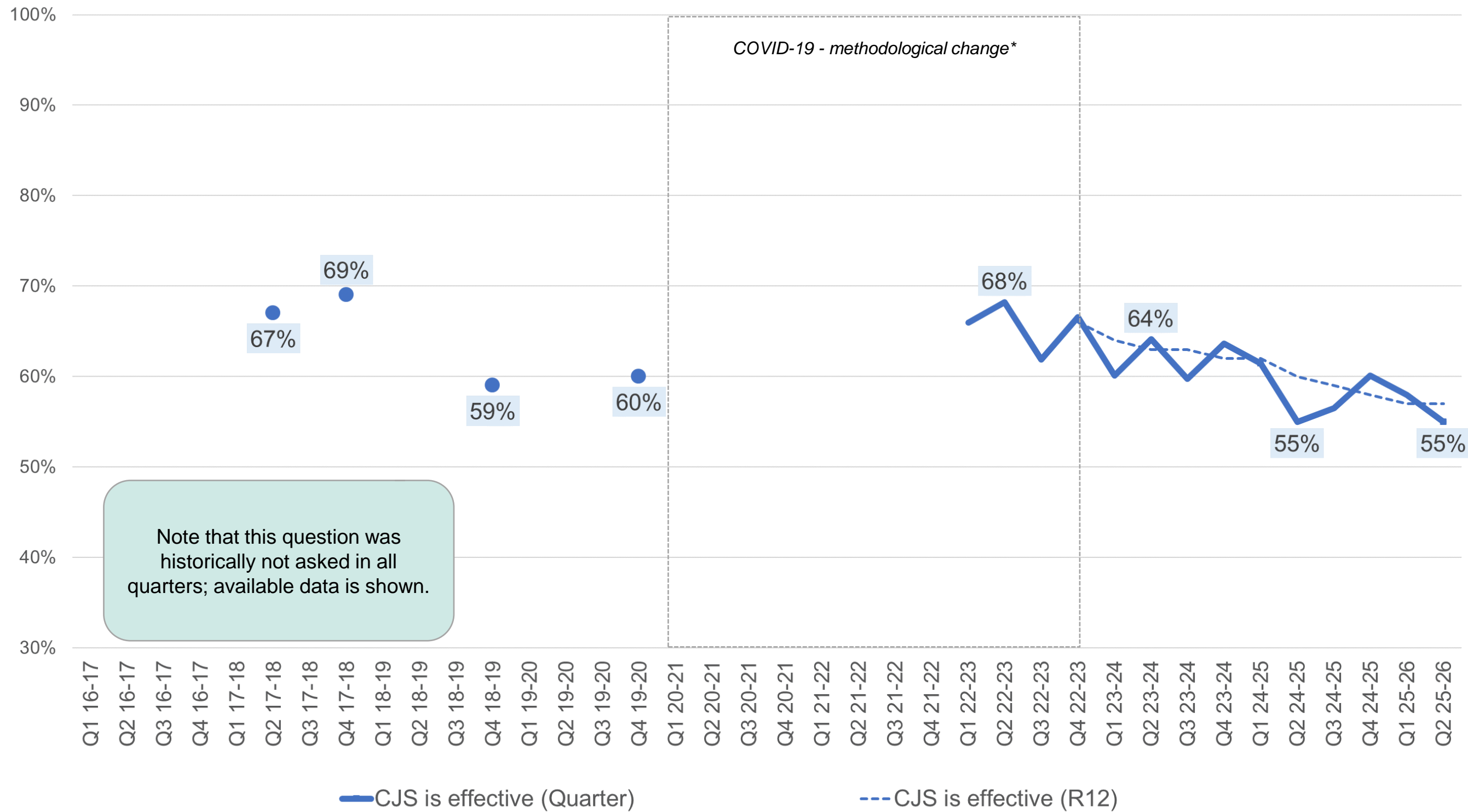
Perceptions of **local police engagement** have *declined* since 2016-17, despite a temporary uplift seen at the start of the COVID-19 pandemic*.

All labelled and quoted figures are discrete quarterly results

Londoners are divided in their confidence in the wider criminal justice system

Criminal justice system (CJS) effectiveness

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



Local Policing and Standards

In Q2 25-26, the proportion of Londoners confident that **the criminal justice system is effective at bringing people to justice** declined significantly by three percentage points to 55%.

Results have seen a gradual downwards trajectory since the question was introduced.

Source: PAS

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

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

All labelled and quoted figures are discrete quarterly results

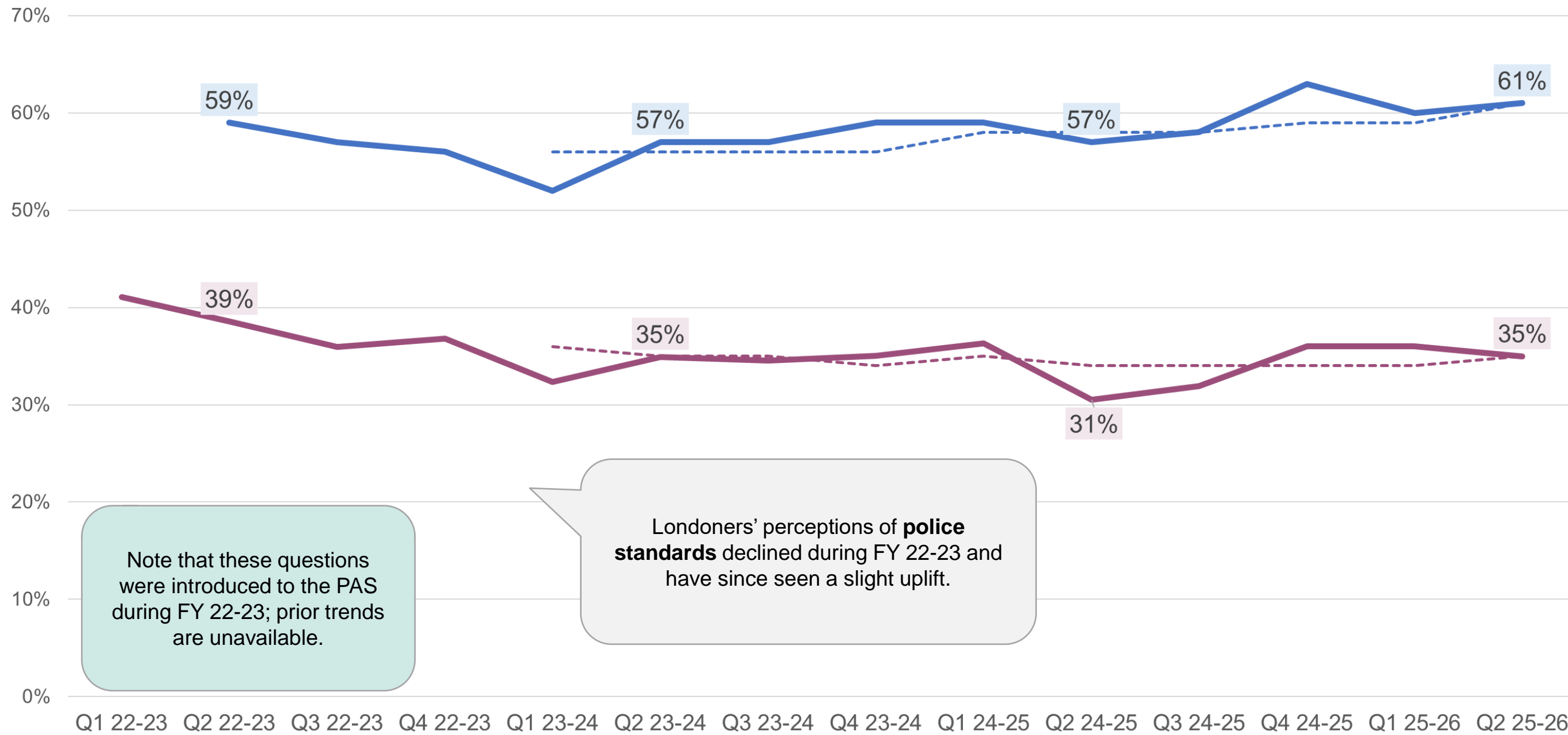
There has been a recent increase in perceptions of MPS standards

MPS maintains the highest standards and tackles inappropriate behaviour

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



Local Policing and Standards



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

Londoners' perceptions of **police standards** declined during FY 22-23 and have since seen a slight uplift.

In Q2 25-26, 61% of Londoners believed the **Metropolitan Police Service maintains the highest standards**. This result now stands four percentage points *above* the same point last year.

35% of Londoners believed the Metropolitan Police Service was **effective at tackling inappropriate officer and staff behaviour**.

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

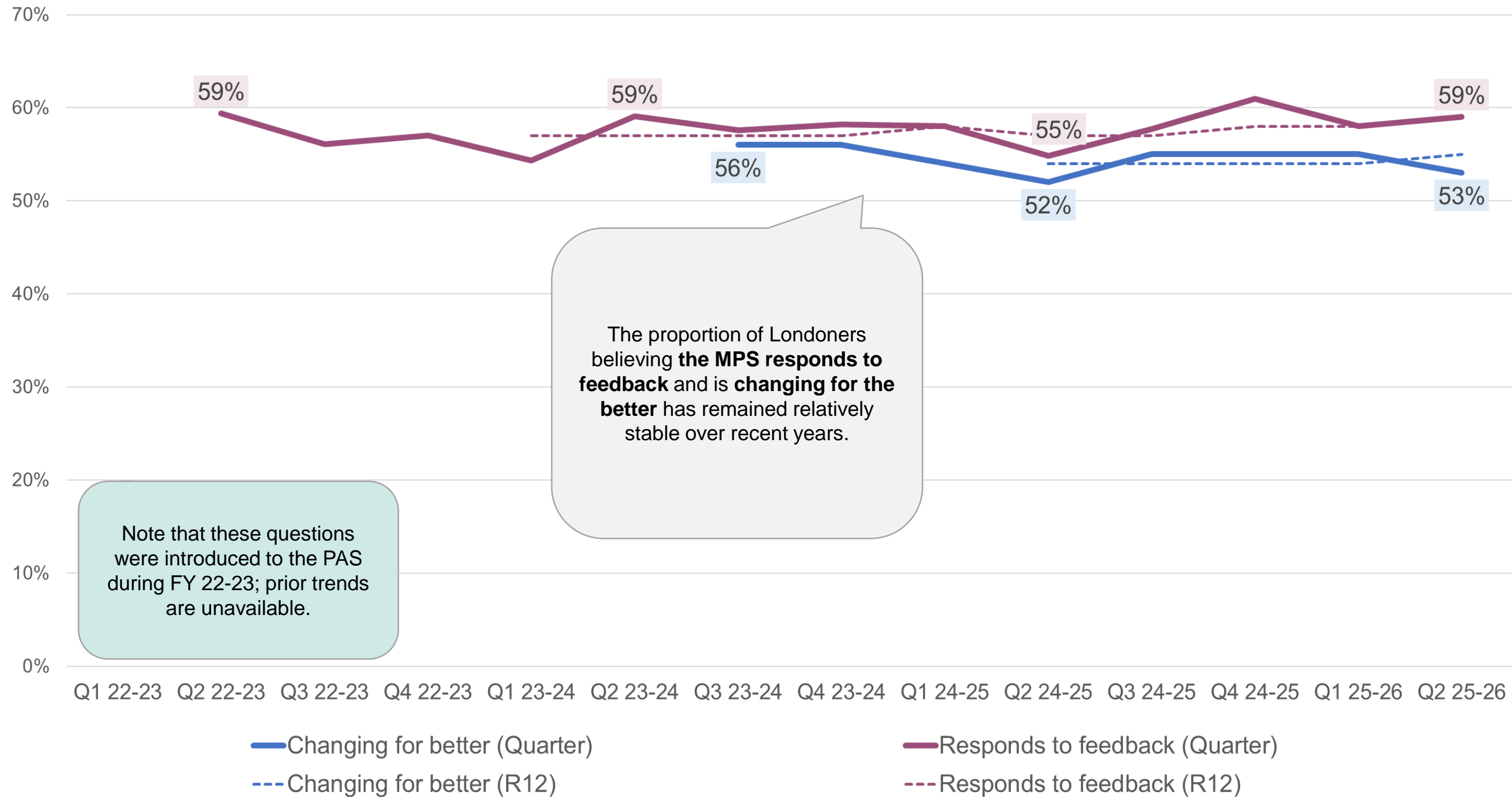
**Note that these questions were introduced to the PAS during FY 22-23, meaning longer-term trends are not available.

All labelled and quoted figures are discrete quarterly results

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

MPS responds to feedback and is changing for the better

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



Local Policing and Standards

Londoners hold mixed views on MPS organisational culture and progress.

In Q2 25-26, 59% believed that **the Metropolitan Police Service responds to feedback**, whilst the proportion feeling **the Metropolitan Police Service is changing for the better** declined slightly by two percentage points, to 53%.

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

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

Source: PAS

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

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

All labelled and quoted figures are discrete quarterly results

LGBT+ Londoners hold particularly negative views of local policing and standards

LGBT+ Londoners, Mixed Ethnicity Londoners and Londoners with no religion were *less likely* to respond positively across many measures of local policing and standards. Londoners from **White British Backgrounds** were also *less likely* to feel the police can be relied on to be there and deal with issues, or that the CJS is effective.

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

Source: PAS

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

Local policing – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels well informed about local police activities over the last 12 months (Feeling informed locally)	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police listen to the concerns of local people (Listen to concerns)	Agree the police are dealing with the things that matter to the community (Dealing with issues)	The Criminal Justice System is effective at bringing people to justice (CJS is effective)
Weighted MPS result		22%	57%	54%	54%	57%
Ethnicity	White British	2%	-5%	-4%	-5%	-5%
	White Other	-2%	3%	3%	3%	6%
	Black	-1%	4%	1%	2%	-1%
	Asian	-1%	4%	3%	6%	8%
	Mixed	1%	-7%	-6%	-7%	-11%
	Other ethnicity	-2%	8%	6%	5%	9%
LGBT+	Yes	0%	-9%	-13%	-14%	-12%
	No	2%	1%	0%	1%	1%
Age	16-24	2%	7%	3%	5%	5%
	25-34	-4%	2%	-3%	0%	1%
	35-44	-2%	-1%	-1%	-1%	0%
	45-54	1%	-1%	0%	-2%	1%
	55-64	2%	-5%	-4%	-4%	-4%
	65 years +	3%	0%	5%	5%	2%
Disability	Disability	2%	2%	1%	1%	-3%
	No disability	-1%	0%	-1%	0%	1%
Sex	Male	0%	-1%	-1%	0%	0%
	Female	0%	1%	0%	1%	1%
Religion	Christian	3%	1%	3%	2%	2%
	Hindu	-3%	10%	6%	8%	9%
	Jewish	-2%	-4%	4%	-1%	-4%
	Muslim	-2%	7%	5%	7%	9%
	Sikh	-1%	-1%	4%	6%	6%
	Other	1%	-9%	-1%	-1%	-4%
	No religion	-2%	-4%	-7%	-7%	-5%

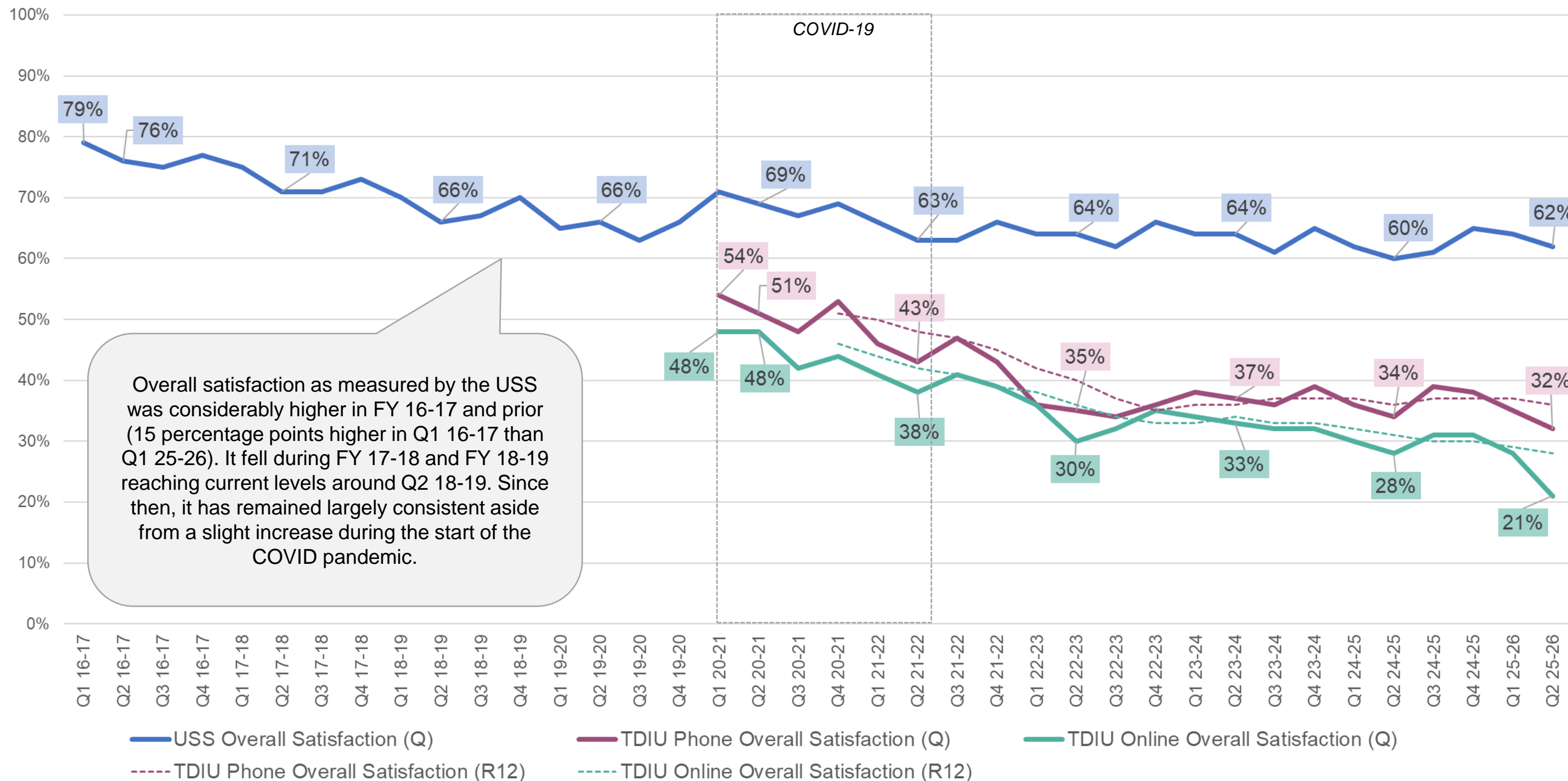
Police standards – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Agree the MPS works to ensure the highest standards (Highest standards)	Agree that the MPS responds to feedback (Responds to feedback)	Agree that the MPS is changing for the better (Changing for the better)	Feel that the MPS is effective at tackling inappropriate behaviour (Tackles inappropriate behaviour)
Weighted MPS result		61%	59%	55%	35%
Ethnicity	White British	-3%	-2%	-2%	-4%
	White Other	4%	3%	2%	3%
	Black	-6%	-3%	-3%	-3%
	Asian	5%	5%	2%	5%
	Mixed	-13%	-14%	-6%	-9%
	Other ethnicity	7%	7%	8%	11%
LGBT+	Yes	-17%	-17%	-6%	-12%
	No	0%	1%	0%	0%
Age	16-24	0%	-2%	4%	5%
	25-34	-3%	-3%	-2%	-1%
	35-44	-2%	-1%	-1%	-2%
	45-54	-1%	0%	-1%	0%
	55-64	0%	0%	-2%	-3%
	65 years +	5%	6%	3%	3%
Disability	Disability	0%	0%	-1%	2%
	No disability	0%	0%	0%	-1%
Sex	Male	0%	0%	-1%	0%
	Female	-1%	0%	1%	-1%
Religion	Christian	1%	1%	1%	2%
	Hindu	7%	5%	3%	10%
	Jewish	-10%	-8%	-8%	5%
	Muslim	6%	7%	3%	5%
	Sikh	3%	2%	0%	5%
	Other	-3%	-11%	-2%	-4%
	No religion	-6%	-5%	-3%	-8%

Victim Satisfaction

Overall satisfaction has dropped for the TDIU this quarter, and fallen for all surveys in the longer term

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



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



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

Performance for the TDIU survey has dropped this quarter. In Q2 25-26, 32% of respondents who reported via the phone were **satisfied with the overall service they received**, with online reports being at the lowest ever level of 21% satisfaction.

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

All labelled and quoted figures are discrete quarterly results

Victim satisfaction has four key drivers



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

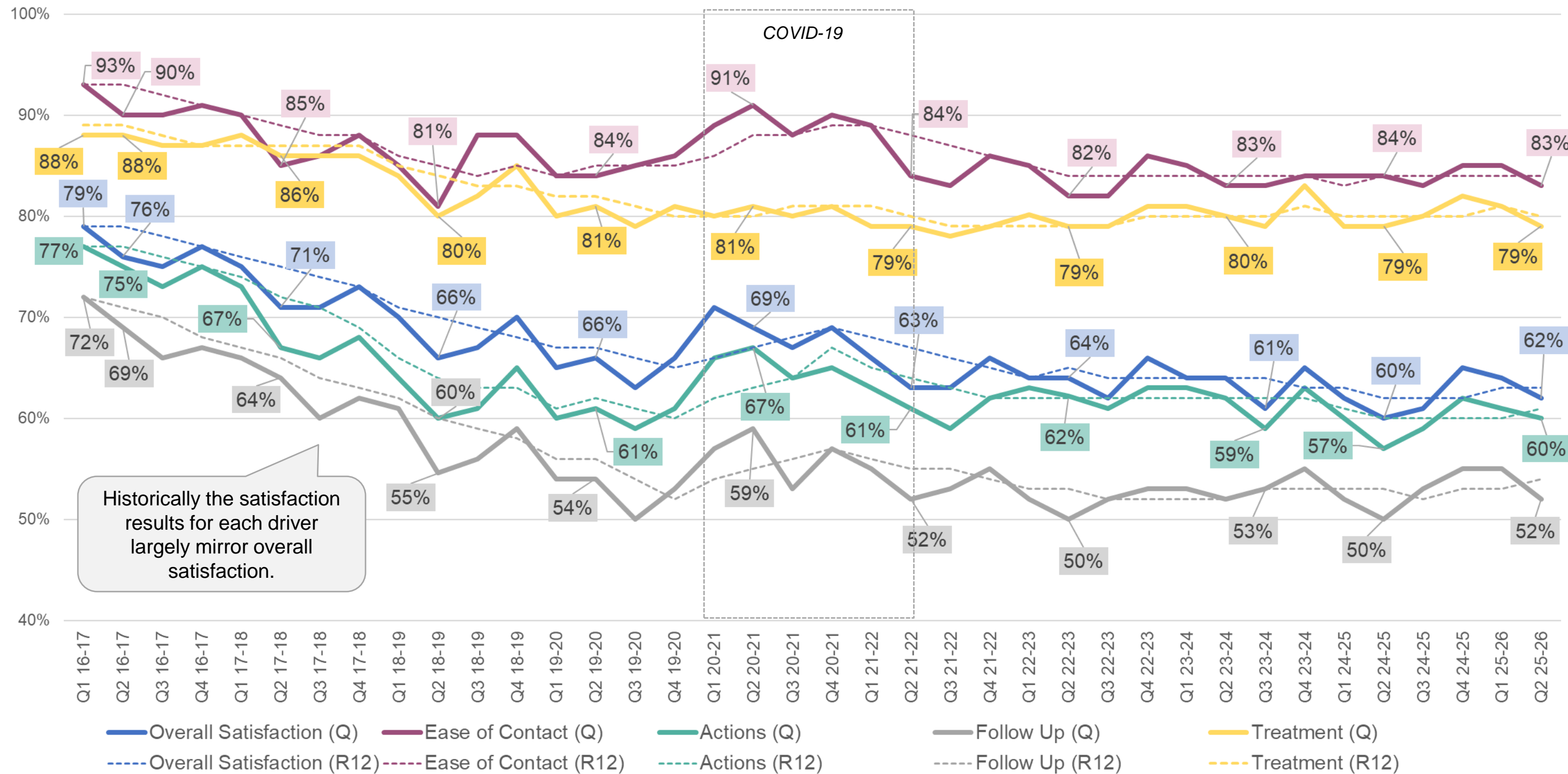
Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?

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

Satisfaction across the driver areas has largely mirrored overall satisfaction

Satisfaction drivers

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



Key Drivers of Satisfaction

- ✓ —
- ✓ —
- ✓ —
- ✓ —

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

All measures are at similar levels to last quarter.

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

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

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

All labelled and quoted figures are discrete quarterly results

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

Satisfaction – demographic breakdowns

% satisfied / pp deviation from MPS result – R12 to Q2 25-26		Overall Satisfaction USS	Satisfaction with Ease of Contact USS	Satisfaction with Actions USS	Satisfaction with Follow Up USS	Satisfaction with Treatment USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
Unweighted MPS result		63%	84%	61%	54%	80%	36%	28%
Ethnicity	White British	2%	4%	2%	1%	2%	3%	3%
	White Other	2%	0%	2%	2%	3%	2%	-1%
	Black	2%	0%	3%	1%	-1%	9%	6%
	Asian	2%	-1%	0%	1%	1%	-2%	-5%
	Mixed	-11%	-1%	-10%	-10%	-6%	-2%	-4%
	Other ethnicity	-2%	-6%	-2%	-2%	-1%	-2%	2%
LGBT+	Yes	-4%	-1%	-3%	-3%	-3%	-3%	-4%
	No	1%	1%	0%	0%	1%	3%	2%
Age	16-24	2%	1%	-2%	0%	2%	-11%	-8%
	25-34	-1%	0%	-2%	0%	0%	-12%	-10%
	35-44	-3%	-1%	-3%	-4%	-2%	-9%	-7%
	45-54	0%	-1%	0%	1%	0%	1%	1%
	55-64	0%	1%	1%	1%	1%	10%	8%
	65 years +	11%	5%	12%	9%	8%	25%	20%
Disability	Disability	-10%	-6%	-10%	-10%	-10%	2%	-1%
	No disability	4%	2%	3%	3%	4%	1%	1%
Sex	Male	2%	1%	2%	2%	2%	-1%	-1%
	Female	-1%	0%	-2%	-2%	-1%	4%	2%

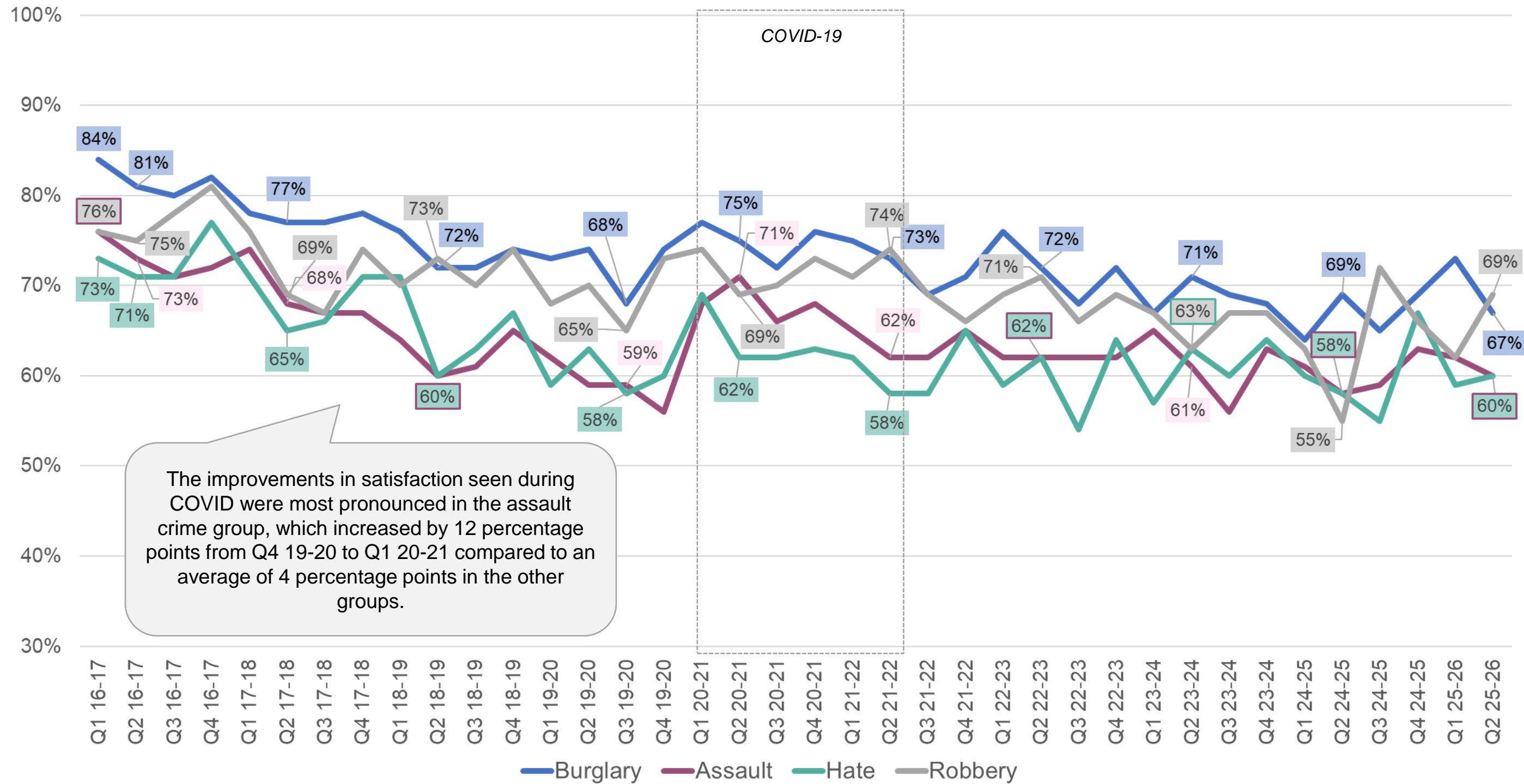
Looking at demographic breakdowns, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is by **age**. Older respondents – aged 65 years and above – were more satisfied than the MPS result. For the TDIU surveys younger respondents – aged 16-44 – were less satisfied than the MPS result both by phone and online. In addition, victims from an **Asian** background were less likely to be satisfied when reporting online.

Within the USS, a large negative gap in satisfaction exists for those who self-declare a **disability**. There are also negative gaps for those from a **Mixed** or **Other** ethnicity background.

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

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

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



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



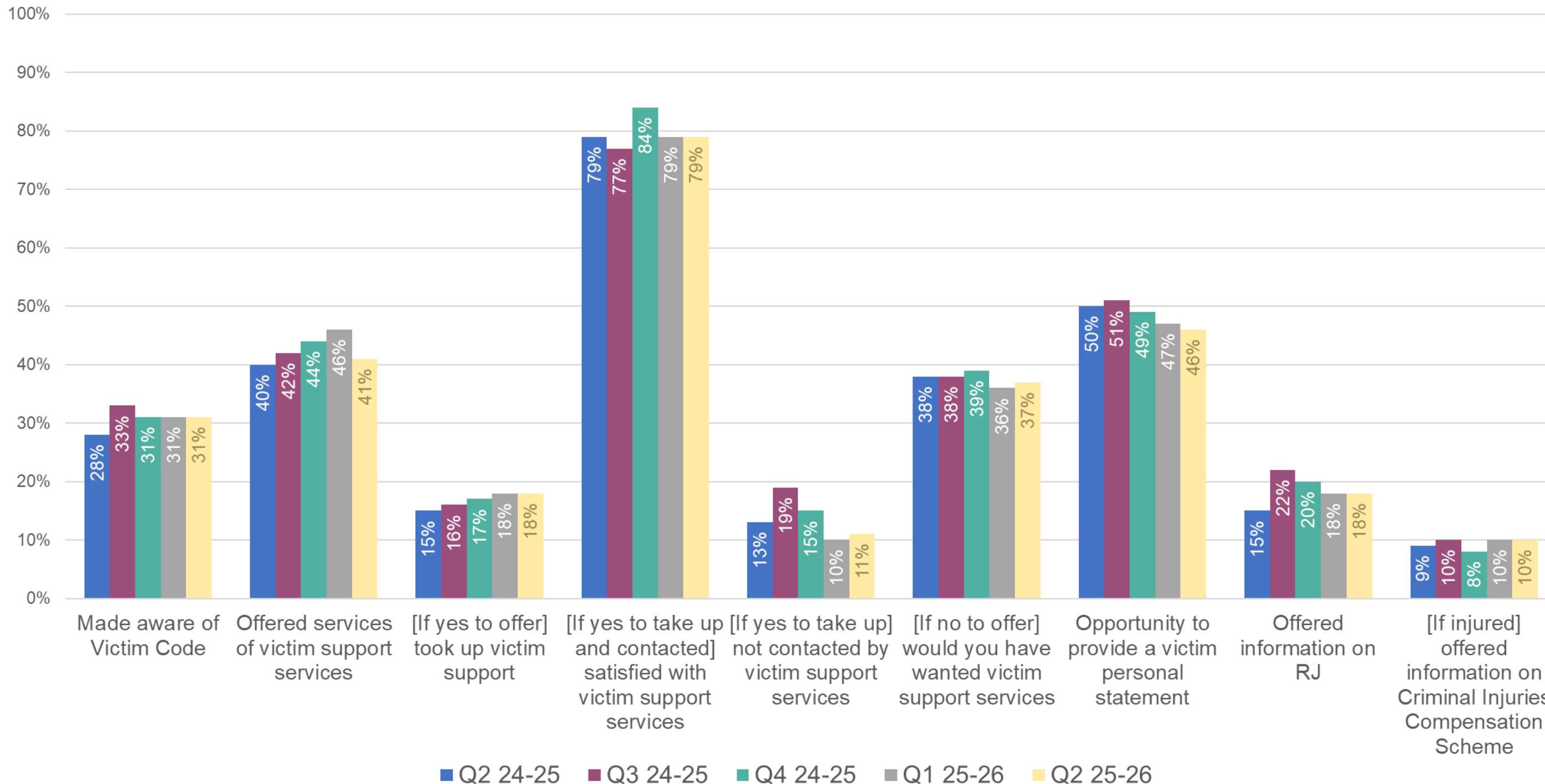
Generally, victims of **burglary** have been the most satisfied and victims of **hate** crime the least satisfied, although this varies on an individual quarterly basis.

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

All labelled and quoted figures are discrete quarterly results

The proportion of victims being offered victim support services has dropped this quarter

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



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

Following increases across a number of quarters, the proportion of victims being offered victim support services has dropped by 5pp. to 41% this quarter.

There has been a small but consistent decline in the proportion of respondents who report being offered the opportunity to provide a victim personal statement - reducing from 50% in Q2 24-25 to 46% in Q2 25-26.

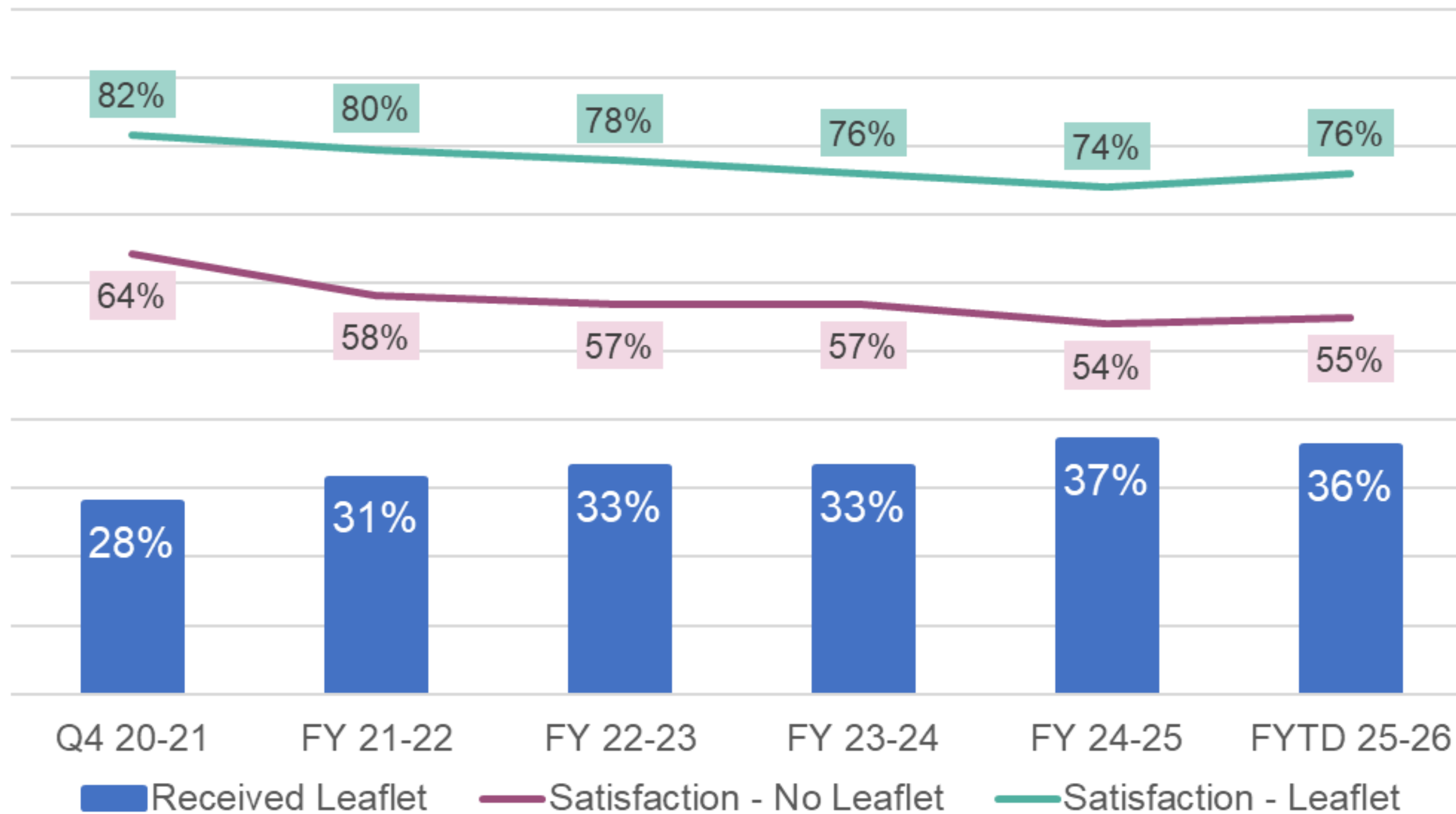
Source: USS
Approx confidence intervals:
2 pp per data point

All labelled and quoted figures are discrete quarterly results

Leaflet provision is associated with higher levels of satisfaction

Leaflet provision over time

(% received leaflet; % satisfied)



Service Provision

Over a third (36% in FYTD 25-26) of respondents in the USS now report receiving a leaflet.

Overall, those who report receiving the leaflet are more satisfied, with this gap standing at 21 percentage points in the USS.

However, receiving a leaflet is correlated with other elements of service. This suggests that it is likely those officers remembering to provide a leaflet are also likely to be the same officers who perform other services, and it is a combination of these things which lead to increased satisfaction.

Source: USS

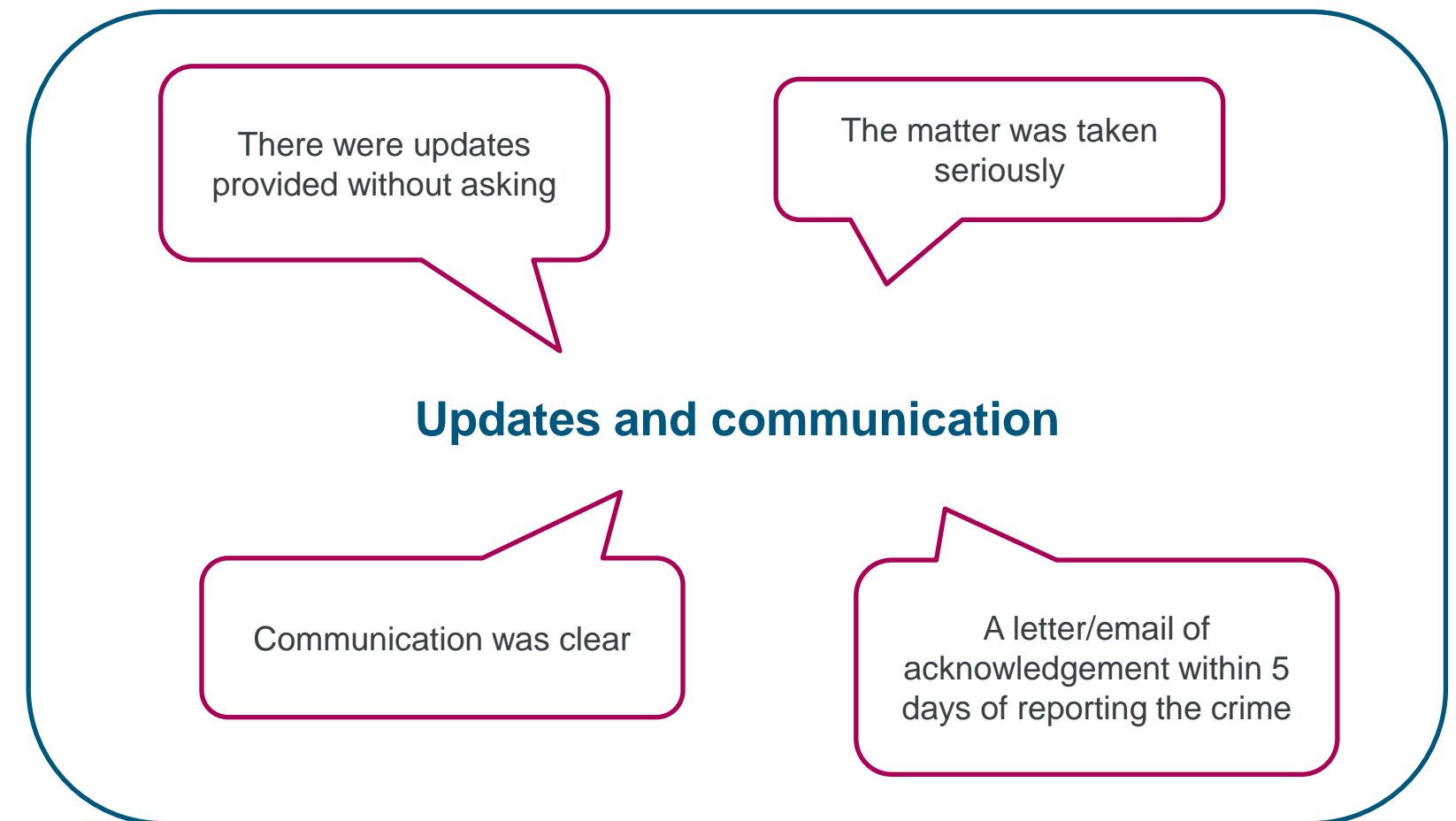
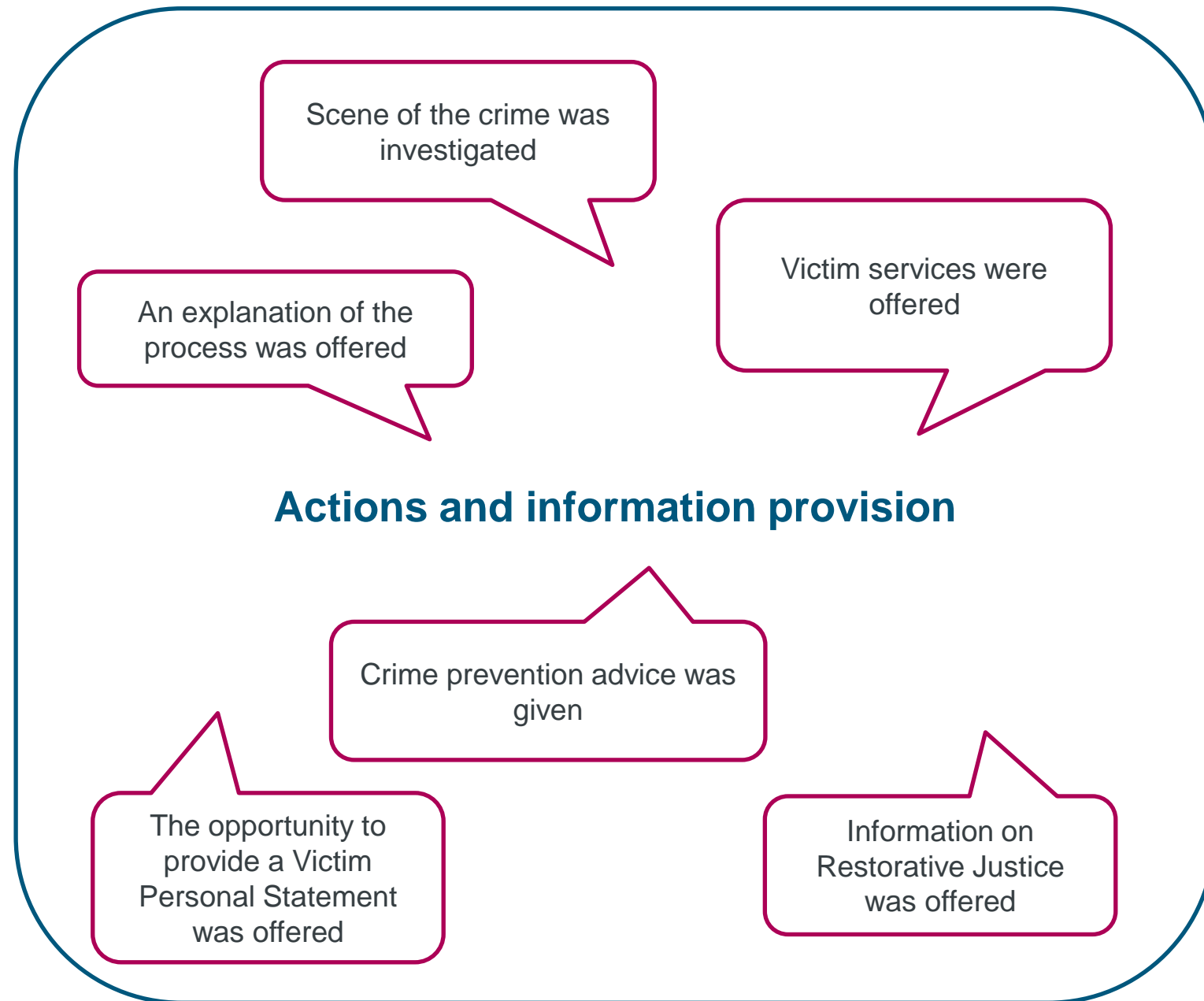
Approx confidence intervals:
USS - 1.5 pp per data point

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



Service Provision

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.**

Source: USS

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

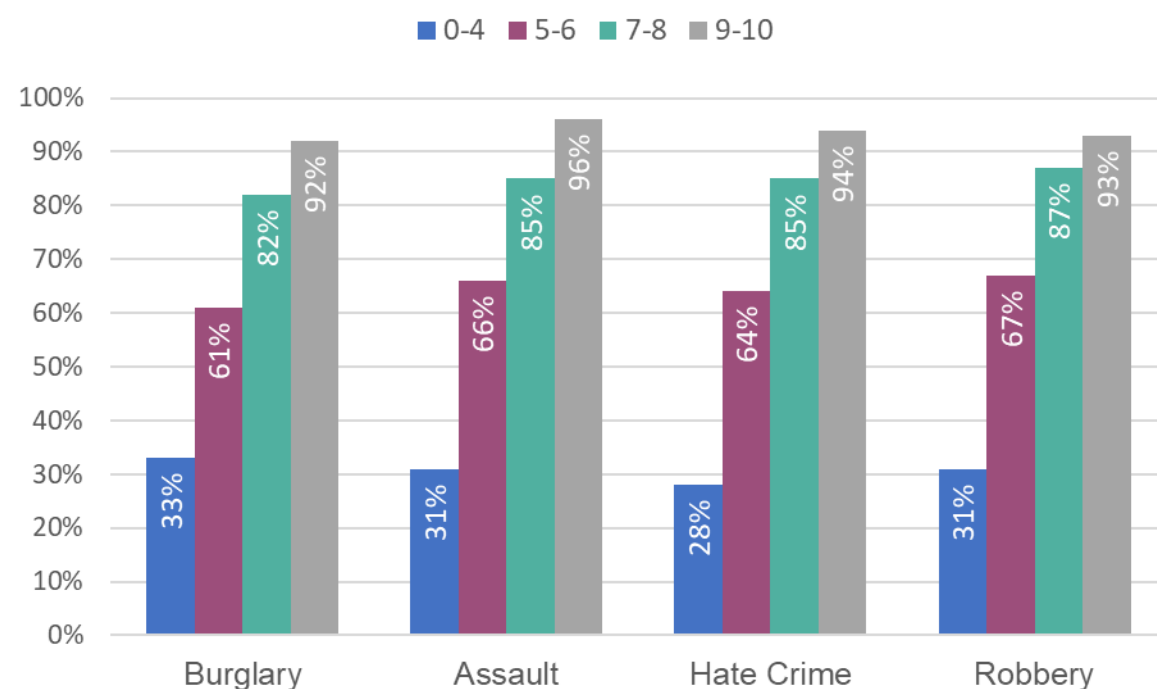
By using a composite score of ten yes/no diagnostic questions* about the service victims receive, it is possible to derive a "service score". This score can be broken down by demographic groups to understand differences in experiences.

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

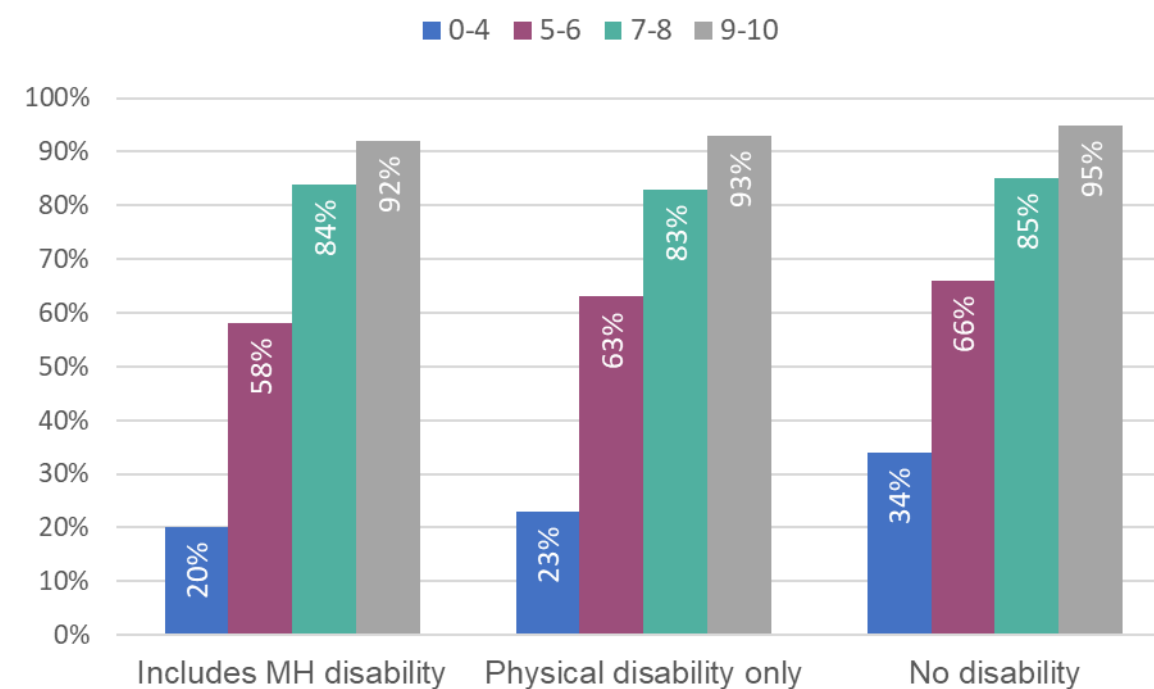
Small differences were seen by disability. There is a particularly negative effect of delivering poor service (a service score of 0-4) for those with a disability compared to those without.

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.

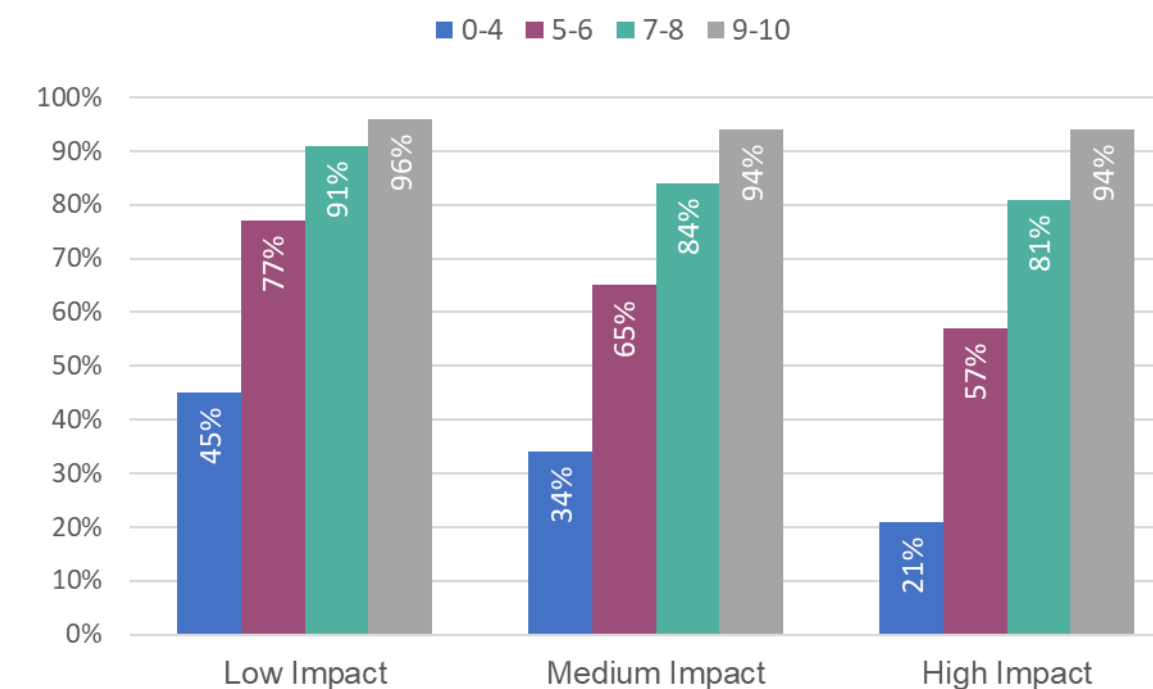
% satisfied with overall service by service score and by crime group



% satisfied with overall service by service score and by self-declared disability status



% satisfied with overall service by service score and by self-declared impact of crime

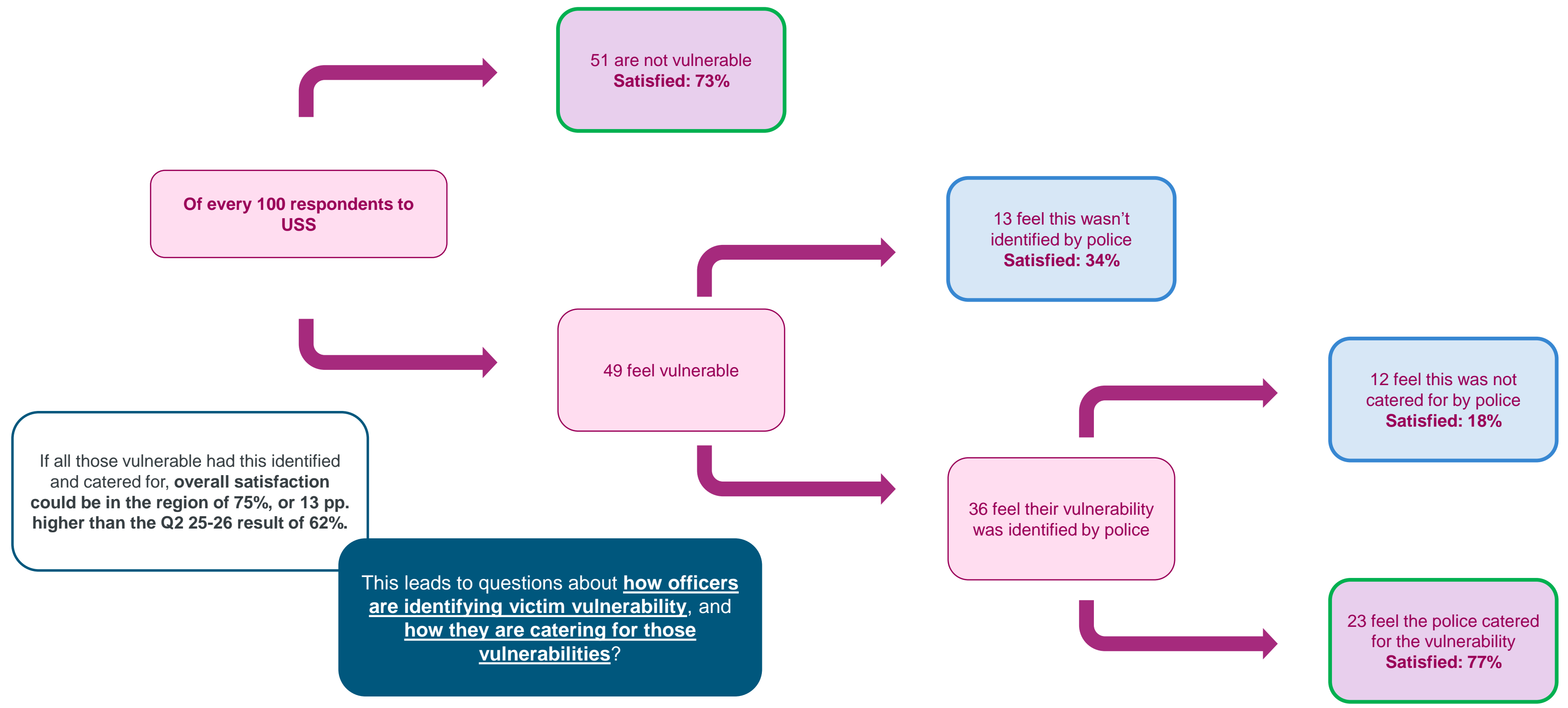


*The ten diagnostic questions are: Scene was investigated; Victim services were offered; Victim Personal Statement offered; Information on Restorative Justice was offered; Crime prevention advice was given; An explanation of the process was offered; A letter/email of acknowledgement within 5 days; There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

Source: USS. Data on this slide is for FY 23-24 thru to Q2 FY 25-26. This is to maximise base size for the different levels of service when breaking down by demographic groups.

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**.



Source: USS Q2 25-26

Appendix

Methodological notes

Statistical significance and confidence intervals

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

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

Trust, confidence and satisfaction question wording and reporting

Trust

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

Confidence

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

Victim satisfaction

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