

Progress on the Key Drivers of Trust and Confidence for FY 24-25

MOPAC Evidence & Insight



Progress on the Key Drivers of Trust and Confidence – Main Findings



Work has identified the key drivers of trust and confidence in the police – *the things we know to matter most to Londoners* in shaping whether (or not) they trust the MPS and feel police do a good job locally.

These key drivers include how well the police are seen to engage with and to treat citizens, to be accountable, and their effectiveness at tackling crime – alongside people’s wider concerns about crime and safety.



FY 24-25 has seen mixed progress in Londoners’ trust and confidence in their police. Whilst trust saw a statistically significant uplift of five percentage points, confidence continued to decline.

Mixed progress was also seen across the key drivers that underlie trust and confidence. Examining changes in these drivers can help to understand current trajectories in trust and confidence.



In particular, public perceptions of ‘Police Accountability & Standards’ saw a notable improvement in FY 24-25.

Londoners became *more confident* in how police deal with complaints and ensure high standards, revealing some encouraging progress in this area.

This is also the *strongest driver of trust* - and so will likely have influenced the uplift seen this year.



However, Londoners became less confident in ‘Police Effectiveness’ to deal with crime issues in FY 24-25 – particularly in response to violence (including gangs, robbery, knife crime and gun crime) and antisocial behaviour (ASB).

This is a *strong driver of both trust and confidence*: reassuring Londoners that police are dealing with these issues may therefore be a current area of focus to drive further improvement (and to reverse the decline in public confidence).

Work has identified the key drivers of trust and confidence – *the things that matter most to Londoners in shaping these judgements.*

Work in FY 23-24 showed the key drivers of trust and confidence – *the things that matter most to Londoners in shaping these judgements.*

These are illustrated here, with interconnecting lines showing the key drivers of each.

Confidence

Strongest Driver

People’s perceptions of **police engagement-treatment** are the *strongest driver* of confidence – with aspects of police effectiveness, crime and safety issues, and local policing also important.

- 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.

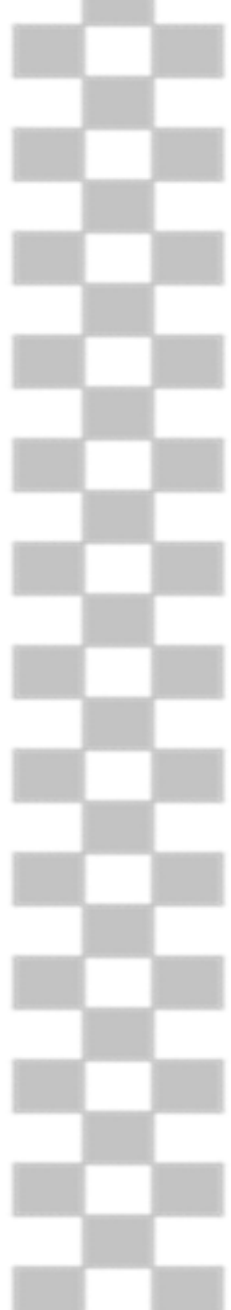
Analysis also showed that these drivers held true across different groups of people. **That is to say these same things were important to Londoners – regardless of who they are.**

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

Strongest Driver

Trust

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



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

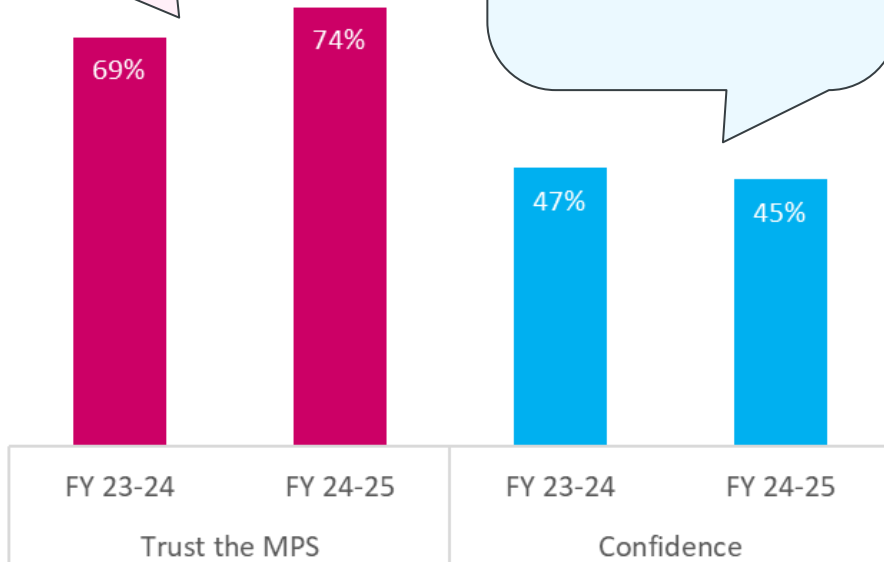
Trust in the MPS increased during FY 24-25, but confidence conversely declined. *Mixed progress was also seen across the key drivers of trust and confidence.*

Following several years of consecutive declines, **trust** in the Metropolitan Police Service (MPS) saw an **uplift** of five percentage points in FY 24-25.

However, **confidence** conversely *continued to decline*, with a statistically significant fall of two percentage points in FY 24-25.

Mixed progress was also seen across the key drivers of trust and confidence in FY 24-25.

Two driver areas saw *particular change*: whilst public perceptions of 'Police Accountability and Standards' **improved**, perceptions of 'Police Effectiveness' at dealing with crime **declined**.



Key Driver Area	Change in FY 24-25	
Police Effectiveness	Decreased	Largest changes
Police Accountability & Standards	Increased	
Personal Security & Local Safety	Decreased	Small changes
Community Crime Problems	Increased	
Police Local Engagement & Treatment	Stable	

Smaller changes were seen on other key drivers of trust and confidence*.

*All key drivers marked as increased/decreased here saw **statistically significant changes** in FY 24-25 compared with FY 23-24. No significant change was seen for Police Local Engagement & Treatment. Note that this pack focuses on scale key drivers (i.e. excluding binary drivers of whether 'very well' informed locally (no change in FY 24-25) and whether seen a police officer 'at least weekly' (-2pp.).

In FY 24-25, Londoners responded more positively about 'Police Standards and Accountability'. *This is the strongest driver of trust and likely influenced its uplift.*

In FY 24-25, **improvements** were seen across many questions that measure Londoners' views of Police Standards and Accountability.

Londoners became *more confident* in the processes in place to deal with complaints and maintain standards – with more also feeling the police shared their values – revealing some encouraging progress in this area.

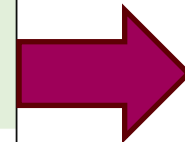
FY 24-25 also saw an increase in the proportion of Londoners feeling police **treat everyone fairly** (+3 percentage points).



Perceptions of Police Standards and Accountability

*underlying PAS questions, performance and change in FY 24-25**

	FY 23-24	FY 24-25	pp. change
MPS responds fairly to complaints	51%	55%	4%
Police have same sense of right and wrong	67%	71%	4%
MPS maintains highest standards	56%	59%	3%
Local police reflect population	51%	53%	2%
MPS responds to feedback	57%	58%	1%
Police are held accountable	55%	56%	1%
Senior officers reflect population	43%	43%	0%



This is the *strongest driver* of Londoners' trust in the MPS* – and so improvements in this area will likely have contributed to the uplift in trust seen during FY 24-25.

*Note that this is **not** a key driver of confidence.

*Table shows % agreeing with questions in the PAS that measure aspects of police standards and accountability. Highlighted cells show statistically significant change in % agreeing in FY 24-25 compared with FY 23-24.



However, Londoners became less confident in 'Police Effectiveness' at tackling crime. *This may be a current area of focus to drive further change.*

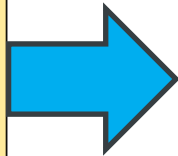
In FY 24-25, decreases were seen across many questions that measure Londoners' views of Police Effectiveness at dealing with crime.

Perceptions of Police Effectiveness

underlying PAS questions, performance and change in FY 24-25*

	FY 23-24	FY 24-25	pp. change
Tackling gangs	40%	32%	-8%
Tackling robbery	38%	30%	-8%
Tackling knife crime	41%	34%	-7%
Tackling ASB	39%	33%	-6%
Preventing crime	38%	32%	-6%
Tackling gun crime	59%	53%	-6%
Tackling drug dealing and use	40%	35%	-5%
Tackling burglary	33%	28%	-5%
Supporting victims	52%	48%	-4%
Tackling VAWG	45%	41%	-4%
Reponding to emergencies	64%	63%	-1%
Tackling hate crime	41%	41%	0%
Tackling inappropriate staff behaviour	34%	34%	0%

In particular, Londoners became *less confident* that the police effectively deal with **violent crime** (including gangs, robbery, knife crime and gun crime) and **antisocial behaviour** (ASB).



This is a *strong driver* of both trust and confidence. Reassuring Londoners that police are dealing with such issues may therefore be a current area of focus to drive further improvement (and to reverse the decline in public confidence).

*Table shows % agreeing that the Metropolitan Police Service is effective at dealing with these issues. Highlighted cells show statistically significant change in % agreeing in FY 24-25 compared with FY 23-24; red shading shows statistically significant change of over 5pp., whilst orange shading shows statistically significant change of 5pp. or less.

