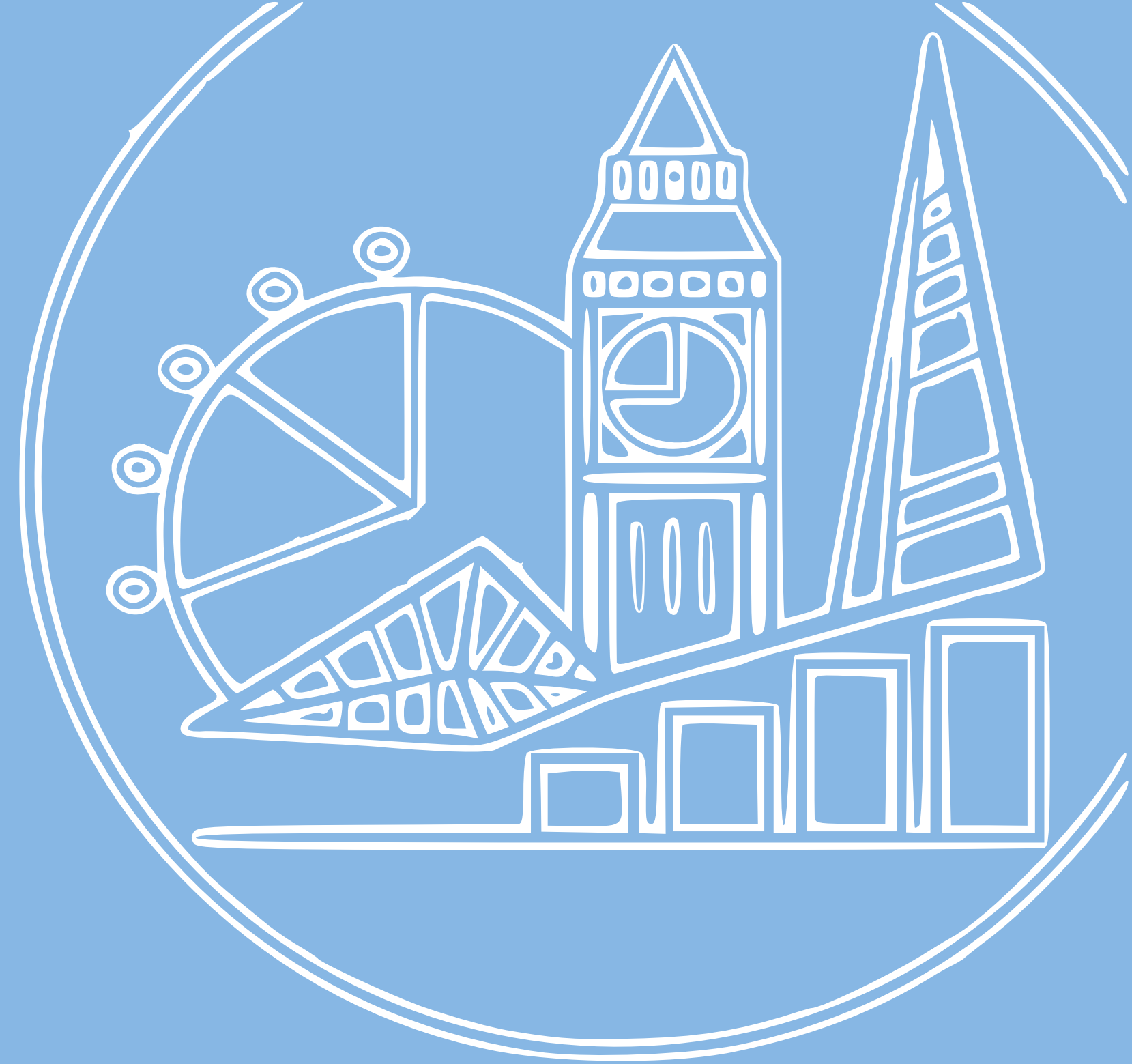


Public Voice Insights

*Learning from the MOPAC
Public Voice Surveys*

Quarter 3 2025-26

Date	March 2026
Data to	Q3 25-26
Contact	evidenceandinsight@mopac.london.gov.uk
Version	
Marking	OFFICIAL



Executive Summary – Q3 2025-26

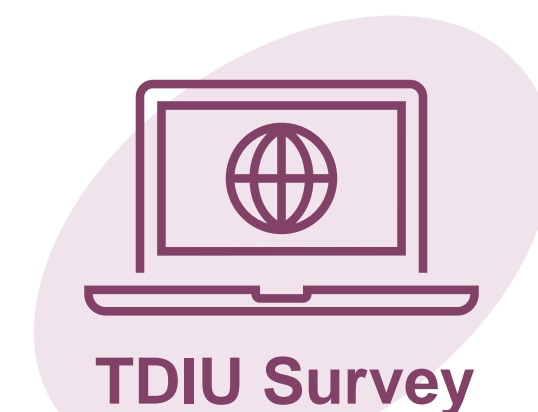
User Satisfaction Survey (USS)

There was **no change** in overall victim satisfaction (USS) for BCU-recorded offences from this time last year; **60% in Q3 25-26** vs. 61% in Q3 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 Q3 25-26, **30% of respondents who reported via the phone were satisfied** with the overall service they received (vs. 39% in Q3 24-25). Similarly, **only 22% of online reporters satisfied, the 2nd lowest ever quarterly result seen** (vs. 31% in Q3 24-25). Telephone reporters have consistently been more satisfied than those who report online.



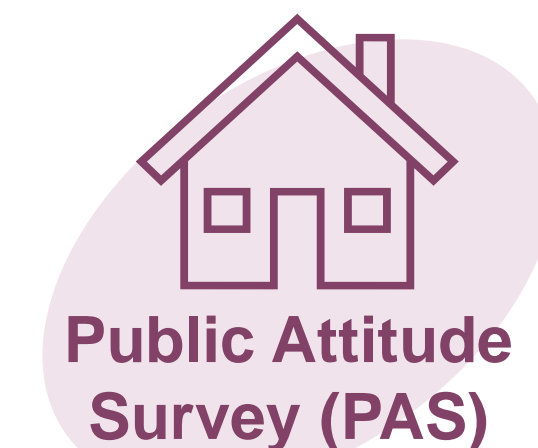
Public Attitude Survey (PAS)

In Q3 25-26, **66% of Londoners believed the Metropolitan Police Service is an organisation they can trust**. Trust saw a **large decline** of six percentage points this quarter, with the latest result the **joint-lowest** quarterly result ever seen for this measure.

43% of Londoners believed the police do a good job in their local area in Q3 25-26. This is a **decline** of three percentage points and also represents the **joint-lowest** result ever seen for this measure.

Victimisation has remained stable over the last year: 6% of those surveyed during Q3 25-26 said that they experienced something they would consider to be a crime in the previous quarter.

In Q3 25-26, **44% of Londoners said they were worried about crime in their local area**. This result stands four percentage points **below** the same point last year but remains high longer term (13pp. above Q1 16-17).



Key findings for public perceptions



Trust and Confidence

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

Trust in the MPS saw a large decline of six percentage points to 66% in Q3 25-26, whilst **confidence** declined significantly by three percentage points to 43%. Both measures now stand at the *joint-lowest quarterly levels ever recorded*.

Police fairness ([slide 13](#))

In Q3 25-26, 62% of Londoners believed the **police treat everyone fairly**. The proportion believing **police use Stop and Search fairly** declined by five percentage points to 55% - also the *joint-lowest quarterly level ever recorded*.

The national picture ([slide 16-17](#))

Latest results from the **Crime Survey for England & Wales** (CSEW) for Q2 25-26 show that **confidence** and **trust in local police** in London were broadly in line with National results for England and Wales.



Local Crime and Safety

Crime victimisation ([slide 18](#))

Levels of self-reported victimisation in the PAS have remained stable over the last year. In Q3 25-26, 6% of Londoners said they had **experienced a crime** during the financial quarter prior.

Local crime & ASB ([slide 19-20](#))

In Q3 25-26, 44% of Londoners were **worried about crime** in their area - four percentage points below the same point last year - whilst 43% were **worried about ASB**. The proportion of Londoners **concerned about hate crime** increased significantly by three percentage points in Q3 25-26, to 23%.

Feelings of safety ([slide 21](#))

In Q3 25-26, **safety walking alone after dark** declined slightly by two percentage points to 67%. **Female safety after dark** also declined to 57%, with the gender gap currently standing at 21 percentage points.



Local Policing and Standards

Local policing ([slide 23-24](#))

In Q3 25-26, the proportion of Londoners feeling police **deal with local issues** and can be **relied on to be there** remained relatively stable. The proportion believing police **listen to local concerns** and who feel **informed about local policing** also remained stable but stand at *low levels*.

CJS effectiveness ([slide 25](#))

The proportion of Londoners confident that **the criminal justice system (CJS) is effective at bringing people to justice** has declined for three consecutive quarters, to a low 53% in Q3 25-26.

Police standards ([slide 26-27](#))

Perceptions of police standards saw large declines to *low levels* in Q3 25-26. The proportion believing **the MPS maintains high standards** declined by nine percentage points to 52%, whilst the proportion feeling **the MPS responds to feedback** declined by eight percentage points to 51%.

Demographic Breakdowns

LGBT+ Londoners and **Mixed Ethnicity Londoners** remained far less likely to trust the MPS and to respond positively about police fairness, local policing and standards. In some cases, inequalities for LGBT+ Londoners have *recently narrowed*, but inequalities for Mixed Ethnicity Londoners have *recently widened*.

Black Londoners, those with **no religion**, and **'other' religions** were also less likely to respond positively on many trust and confidence measures.

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

[\(slides 14, 22 and 28\)](#)

Borough Performance

Borough performance on the four key measures of trust and confidence remained mixed. Some boroughs have seen notable shifts over the last year – with results for many perception measures improving in Ealing but declining in Hillingdon.

[\(slide 15\)](#)

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

Key findings for victim satisfaction



Overall Satisfaction

USS satisfaction [\(slide 30\)](#)

BCU-reported **overall satisfaction** (USS) showed no significant change over the last year - 60% in Q3 25-26 vs. 61% in Q3 24-25). Over the longer term, satisfaction has fallen substantially - 19 percentage points since Q1 16-17.

TDIU telephone reporting satisfaction [\(slide 30\)](#)

Telephone reporters have been more satisfied than those who report online. Compared to the same quarter last year, there has been a **significant reduction** in satisfaction (30% in Q3 25-26 vs. 39% in Q3 24-25).

TDIU online reporting satisfaction [\(slide 30\)](#)

Compared to the same quarter last year, there has been a **significant reduction** in satisfaction for **online reporters** (22% in Q3 25-26 vs. 31% in Q3 24-25).



Key Drivers of Satisfaction

USS key drivers of overall satisfaction [\(slide 31-32\)](#)

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

When comparing Q3 24-25 and Q3 25-26 results for the drivers of satisfaction, the only **significant change** is the fall in **treatment** from 80% in Q3 24-25 to 78% in Q3 25-26. Although a relatively modest reduction, the current quarterly figure is the lowest since Q3 21-22 (also 78%).



Service Provision

Offering victim support services [\(slide 35\)](#)

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 51% in Q3 24-25 to 46% in Q3 25-26.
- Being offered information on restorative justice – reducing from 22% in Q3 24-25 to 17% in Q3 25-26.

Leaflet provision [\(slide 36\)](#)

A third (33%) 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 – over 65 years old – were more satisfied than the MPS result. For the TDIU surveys younger respondents – aged 16-44 – were less satisfied than the MPS result both by phone and online.

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

A smaller gap which has emerged since last quarter is that of **LGBT+** respondents being less satisfied for both USS and TDIU telephone. These gaps stand at -5 percentage points and -6 percentage points respectively.

[\(slide 33\)](#)

Full results and breakdowns can be seen on [MOPAC's PCP Victims and Witnesses 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*.

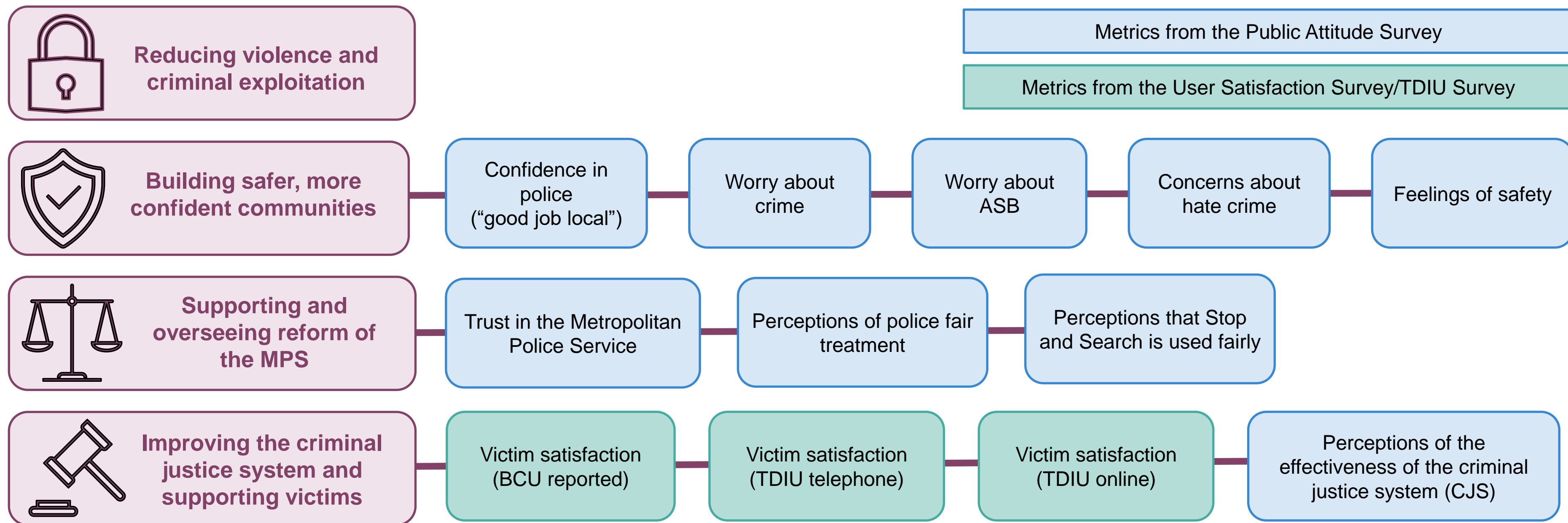
Interviews take place throughout the year and are distributed evenly across all London boroughs. The survey currently gathers the views of over 19,000 residents per year – around 600 in each London borough. Topics include trust and confidence in the police, perceptions of local problems and experiences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

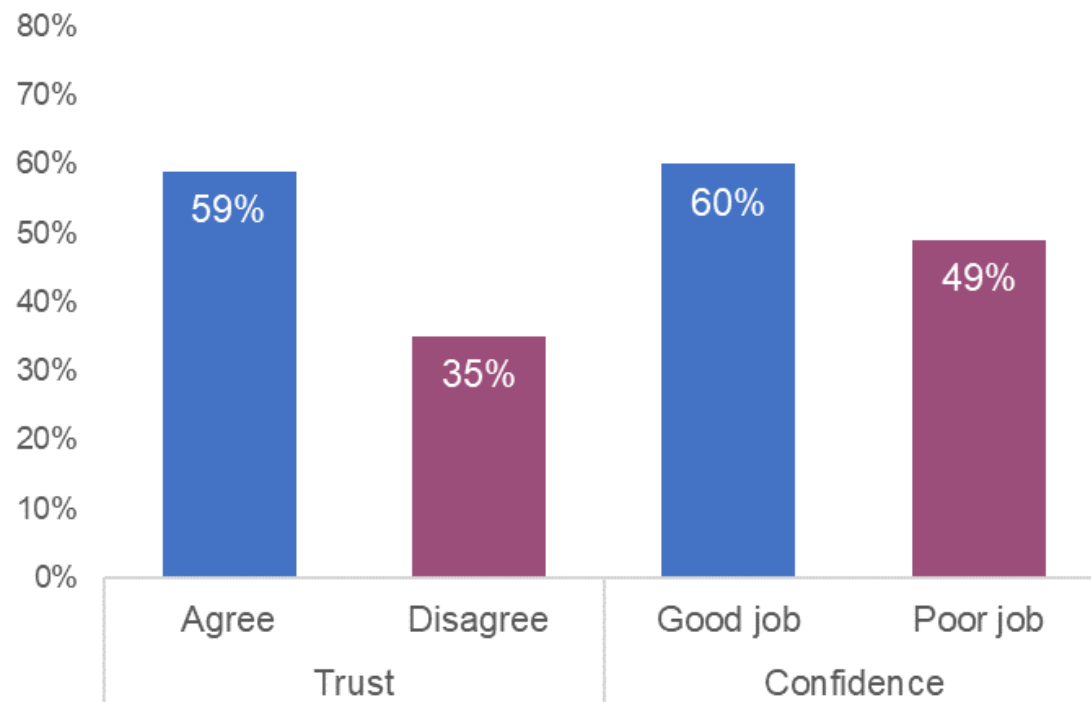


...contact the police as a victim of crime.

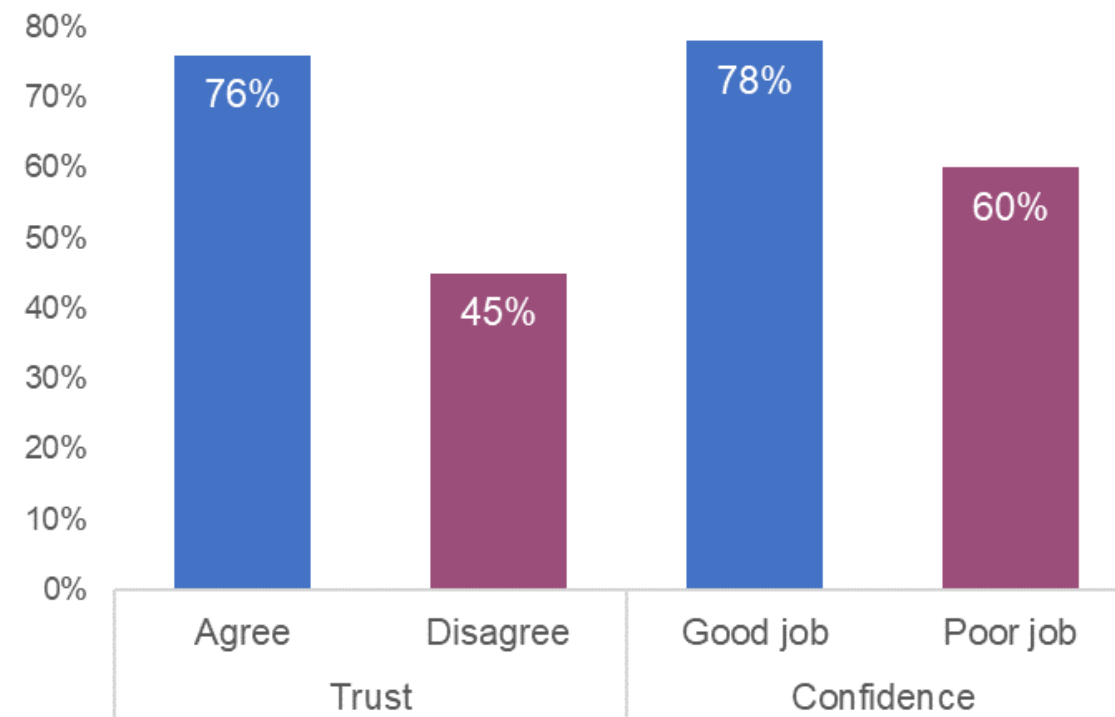


...obey the law and police orders.

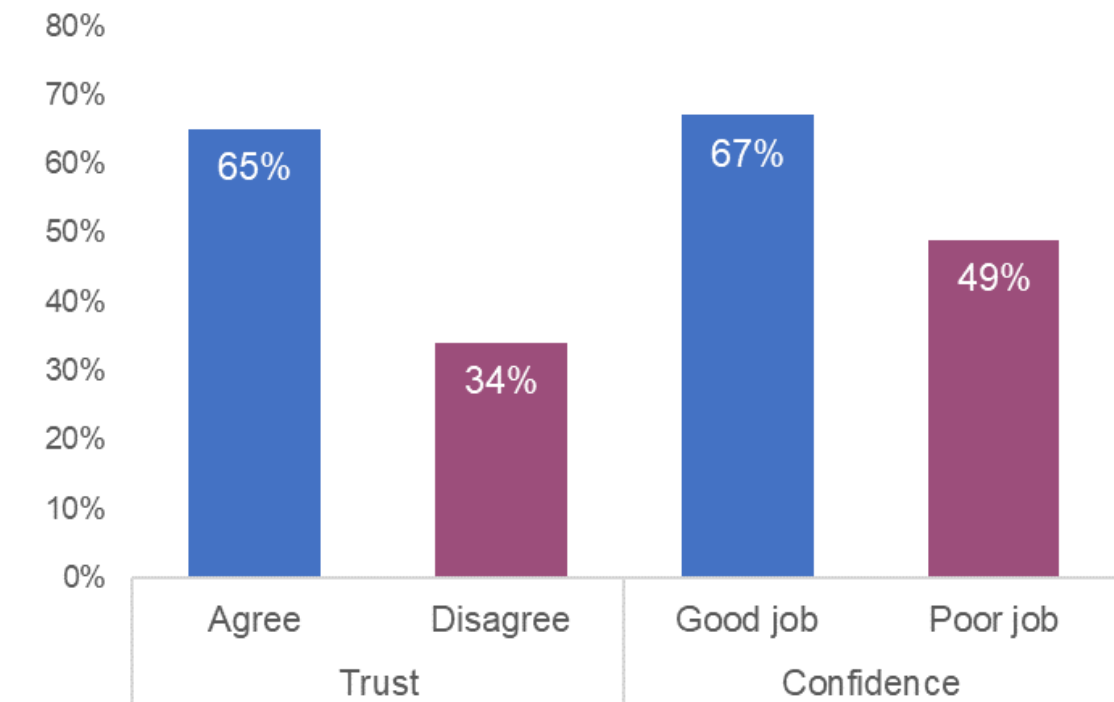
% 'very likely' to help the police find someone suspected of committing a crime by providing information.



% '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

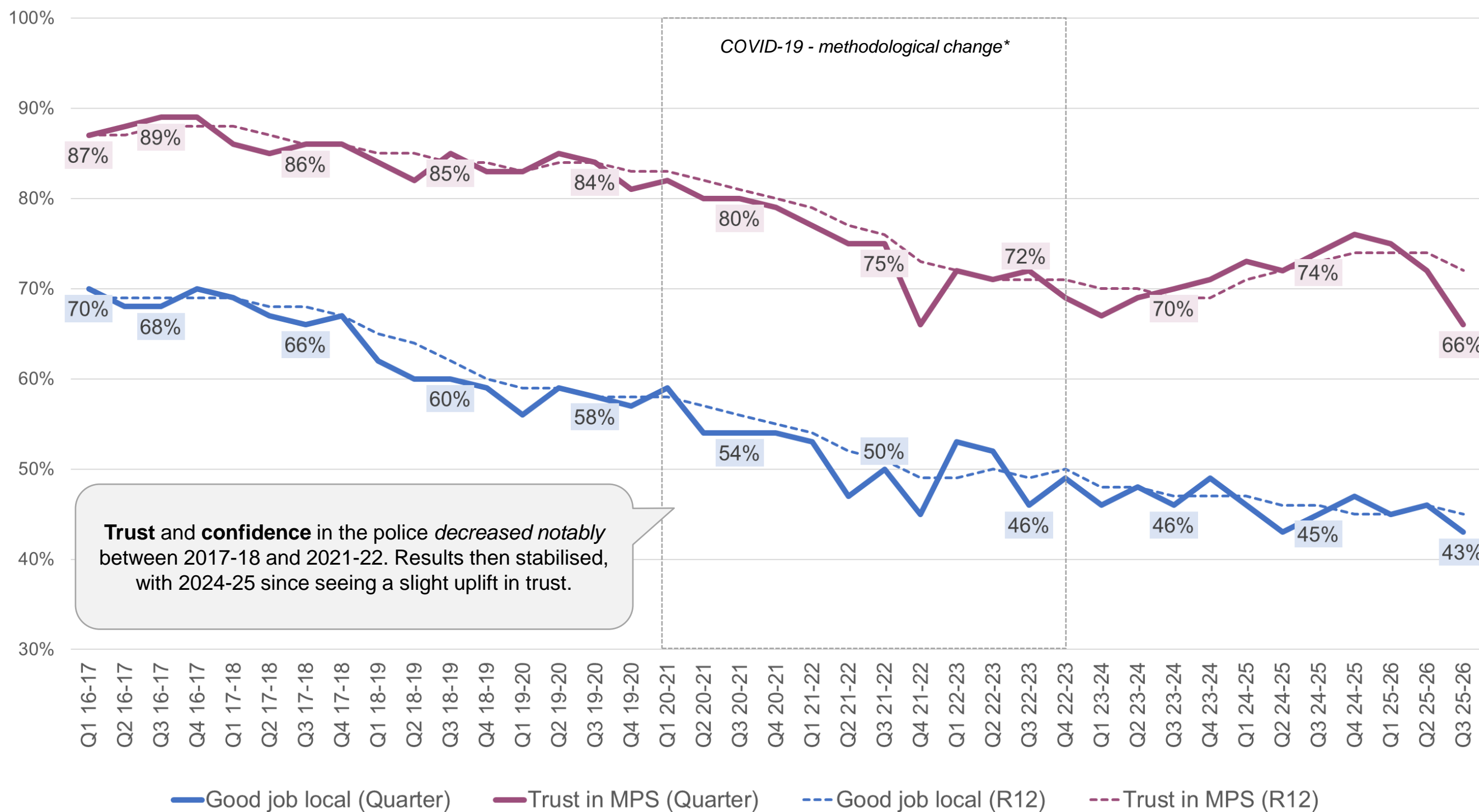
Diagrammatic representation of two logistic regression models predicting Confidence and Trust in the MPS for PAS respondents in FY 23-24. **Lines show key drivers of each** - all pathways are statistically significant at $p \leq 0.001$.

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

Trust saw a notable decline in Q3 25-26 to the joint-lowest result ever recorded

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 Q3 25-26, trust in the Metropolitan Police Service saw a large and statistically significant decline of six percentage points to 66%. The proportion of Londoners feeling police do a good job in their local area also declined by three percentage points to 43%.

Both trust and confidence currently stand at the *joint-lowest* discrete quarterly levels ever recorded.

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.

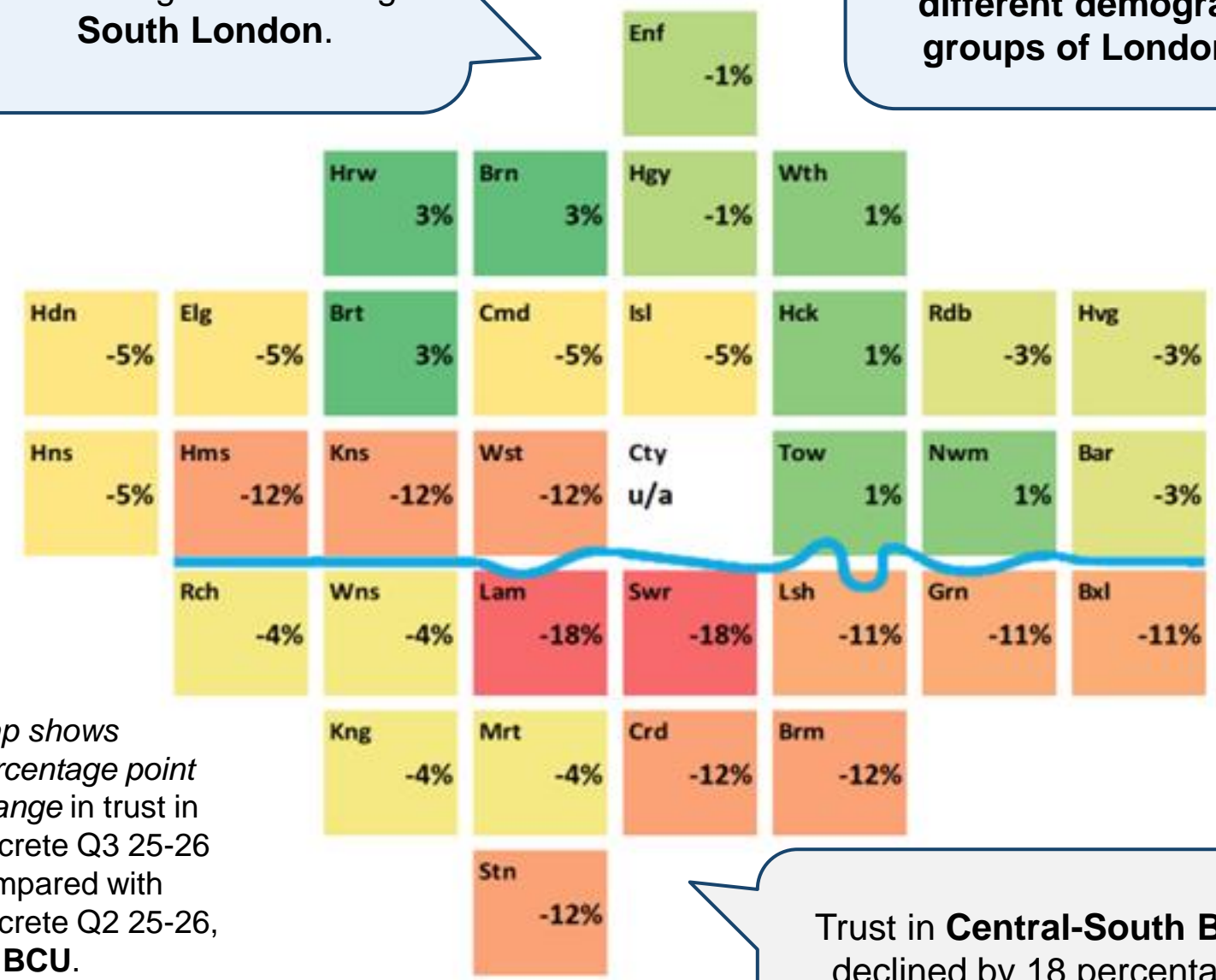
All labelled and quoted figures are discrete quarterly results

Declines in trust were largest in South London and seen for many groups of people

Trust in the Metropolitan Police Service (MPS) declined by six percentage points to 66% in Q3 25-26 – a large and statistically significant decline to the joint-lowest level ever recorded for this measure.

During Q3 25-26, particularly large declines in trust were seen amongst those living in **South London**.

Statistically significant declines in trust were seen in Q3 25-26 for **many different demographic groups of Londoners**.



Map shows percentage point change in trust in discrete Q3 25-26 compared with discrete Q2 25-26, by BCU.

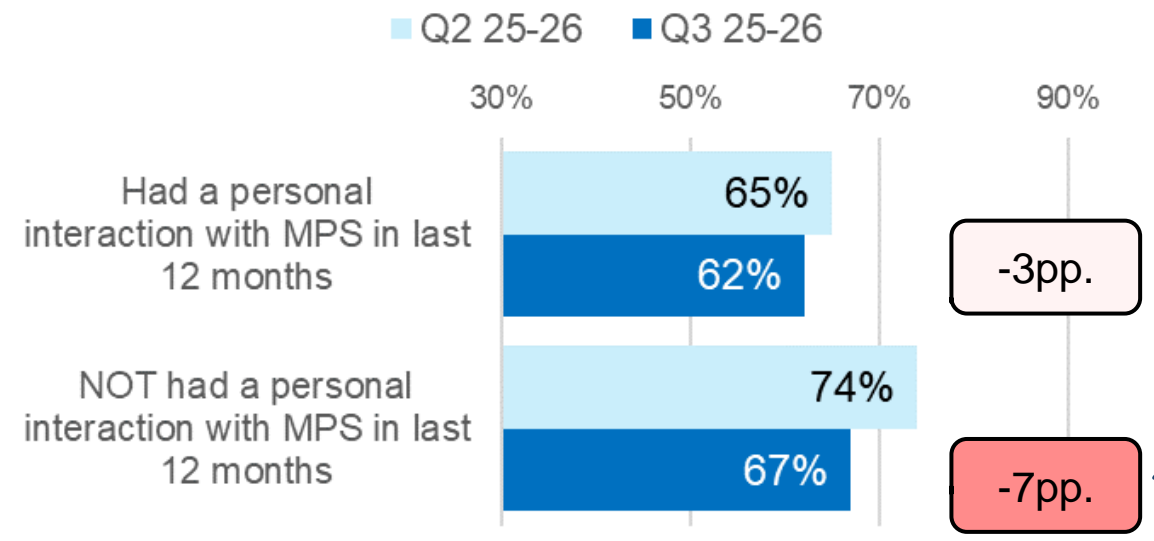
Trust in **Central-South BCU** declined by 18 percentage points in Q3 25-26.

*Note that all data on this slide is for discrete Q3-25 compared with discrete Q2 25-26.

Trust, by demographic group		Q2 25-26	Q3 25-26	pp. Difference
Sex	Male	73%	69%	-4%
	Female	70%	65%	-5%
Ethnicity	White British	70%	63%	-7%
	White Other	80%	71%	-9%
	Mixed*	52%	49%	-3%
	Asian	78%	74%	-4%
	Black	61%	61%	0%
	Other*	78%	80%	2%
Disability	Yes	72%	61%	-11%
	No	72%	67%	-5%
LGBT+	Yes*	63%	47%	-16%
	No	73%	67%	-6%
Age	16 to 24	73%	69%	-4%
	25 to 34	71%	64%	-7%
	35 to 64	71%	65%	-6%
	65+	77%	72%	-5%

Declines in trust seen in discrete Q3 25-26 were largest amongst **LGBT+ Londoners*** and **disabled Londoners**.

Declines were also larger amongst Londoners from **White Ethnic backgrounds** than those from other Ethnic groups.



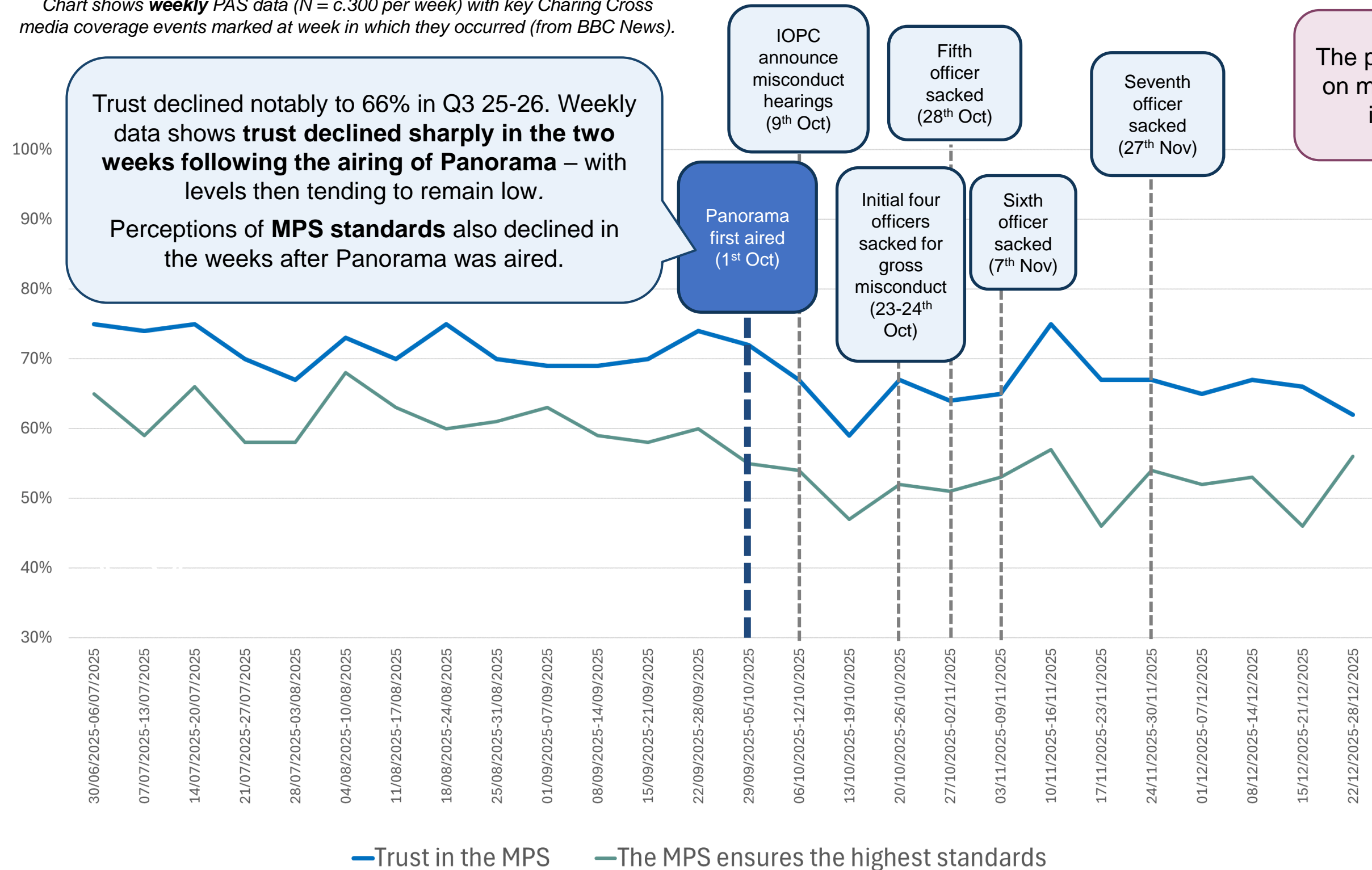
Declines in trust were larger amongst **Londoners who had NOT had a recent personal interaction** with the police – suggesting this may not be grounded in personal experiences.

*Base numbers less than 200 for these demographic groups..

Trust fell after the airing of BBC's Panorama documentary about the MPS

On the 1st October 2025, the BBC aired a Panorama investigation into the culture and behaviour of MPS officers in Charing Cross Police Station. This coincides with the decline in Londoners' trust in the MPS, with large declines also seen on measures of police accountability and standards.

Chart shows **weekly PAS data** (N = c.300 per week) with key Charing Cross media coverage events marked at week in which they occurred (from BBC News).



The period after Panorama was aired also saw significant declines on many other aspects of **police accountability and standards**, including that **officers reflect communities they serve**.

■ Three months BEFORE Panorama* ■ Three months AFTER Panorama*



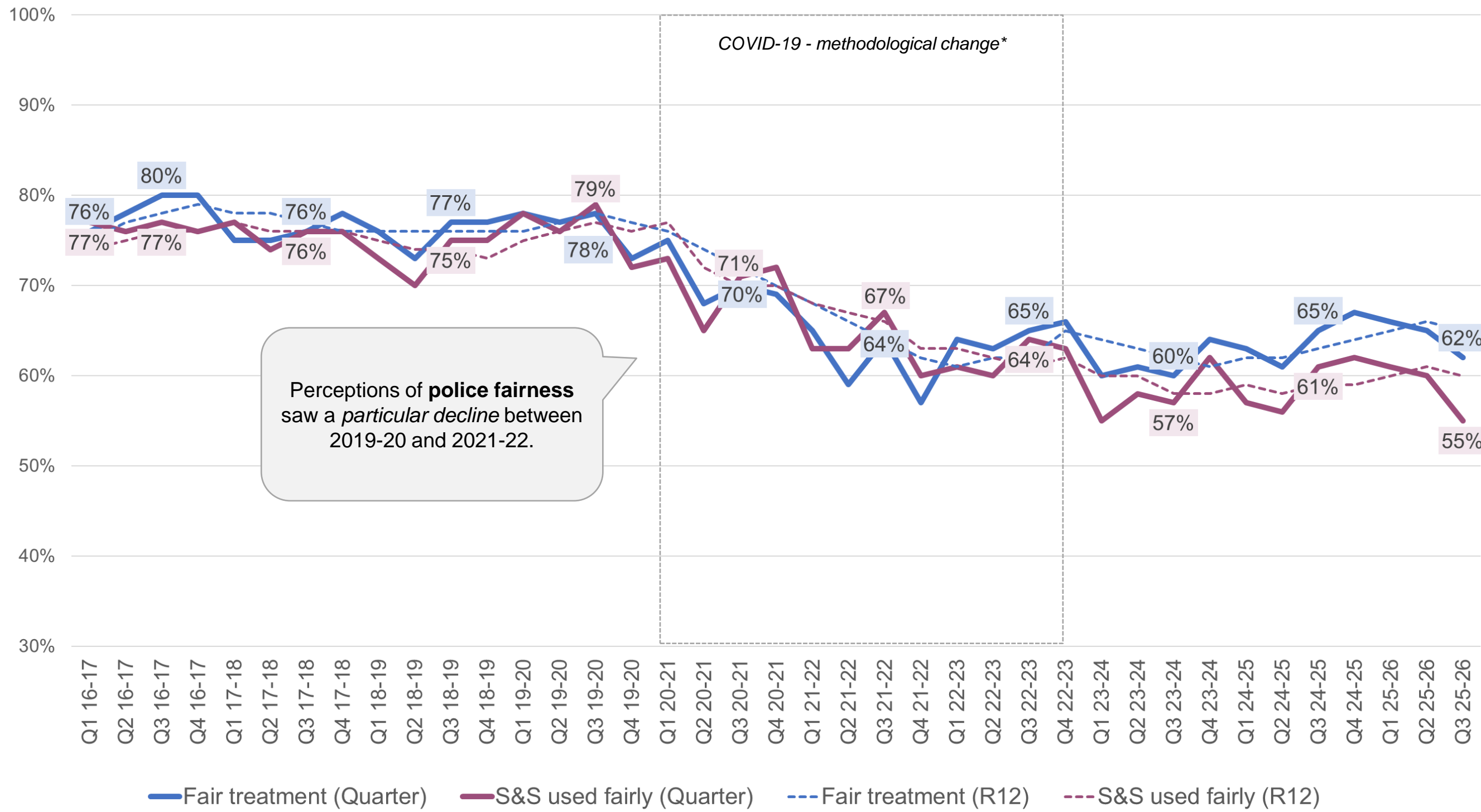
'Police accountability and standards' is the **strongest driver of trust** (see slide 9) – these judgements are closely interlinked.

*Approximate three-month periods, before = 1st July to 1st October inclusive; after = 2nd October to 31st December inclusive.

Perceptions that 'Stop & Search is used fairly' also declined notably this quarter

Police fairness

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



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



In Q3 25-26, 62% of Londoners believed the police in their area **treat everyone fairly**.

However, the proportion feeling confident that **police use Stop and Search (S&S) fairly** declined significantly by five percentage points to 55%. This is the joint-lowest quarterly result recorded for this question.

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+ and Mixed Ethnicity Londoners continue to have poorer perceptions of the police

Trust and confidence - demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q3 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Police use their Stop & Search powers fairly (S&S used fairly)
Weighted MPS result		45%	72%	65%	60%
Ethnicity	White British	-5%	-2%	-3%	2%
	White Other	4%	6%	3%	7%
	Black	2%	-9%	-6%	-19%
	Asian	6%	6%	8%	5%
	Mixed	-7%	-16%	-17%	-19%
	Other ethnicity	9%	9%	9%	6%
LGBT+	Yes	-5%	-14%	-16%	-18%
	No	1%	1%	1%	1%
Age	16-24	5%	0%	1%	-3%
	25-34	5%	-2%	-2%	-6%
	35-44	-1%	0%	1%	-1%
	45-54	-3%	0%	0%	0%
	55-64	-5%	-3%	-4%	-1%
	65 years +	1%	6%	5%	10%
Disability	Disability	-1%	-2%	-2%	0%
	No disability	0%	1%	0%	0%
Sex	Male	0%	1%	3%	2%
	Female	1%	0%	-3%	-3%
Religion	Christian	1%	2%	2%	4%
	Hindu	8%	9%	10%	11%
	Jewish	-4%	4%	-9%	0%
	Muslim	8%	5%	7%	1%
	Sikh	4%	2%	9%	-3%
	Other	-8%	-14%	-8%	-12%
	No religion	-5%	-5%	-7%	-8%

Negative gaps continued to be seen on all four trust and confidence measures for **LGBT+ Londoners**. However, gaps for confidence and trust have tended to narrow over the last year, with the gap in confidence in local policing (good job) reducing from -10pp. in Q3 24-25 to -5pp. in Q3 25-26.

Mixed Ethnicity Londoners were also less likely to respond positively on all four measures. Many of these gaps have widened over the last year.

Black Londoners, those with **no religion** and **'other' religions** were also less likely to respond positively on many measures. **Jewish Londoners** were also less likely to feel the police treat everyone fairly.

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

Source: PAS

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

There is notable variation in perceptions between boroughs

Trust and confidence – borough performance

**Change in R12 to Q3 25-26 vs R12 to Q3 24-25. 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	45%	76%	69%	57%	0	0
Barnet	45%	78% ▲	62%	62%	1	0
Bexley	48%	75%	69% ▼	65%	0	2
Brent	45%	77%	66%	68%	0	0
Bromley	45%	71%	66% ▲	67%	1	0
Camden	38%	68%	52%	49%	0	0
Croydon	44%	65%	57%	56%	0	0
Ealing	45% ▲	76%	70% ▲	67%	3	0
Enfield	55%	74%	68% ▲	64%	2	0
Greenwich	48%	70%	73% ▲	58%	1	1
Hackney	41%	59% ▼	55%	41%	0	1
Hammersmith and Fulham	46%	75%	64%	59%	0	1
Haringey	41%	69%	55%	47%	1	1
Harrow	51%	78%	69%	75%	0	0
Havering	51% ▲	77%	76%	70%	1	0
Hillingdon	39%	69%	65%	68%	0	4
Hounslow	40%	69%	63%	65%	0	2
Islington	35%	64%	53%	41%	0	1
Kensington and Chelsea	48%	73%	66%	63%	0	1
Kingston upon Thames	53%	78%	70%	73%	0	0
Lambeth	36%	66%	53%	51%	0	1
Lewisham	46%	63%	58%	44%	2	0
Merton	54%	82%	68%	68%	0	0
Newham	47%	77%	72%	52%	0	1
Redbridge	45%	74%	70%	56%	0	0
Richmond upon Thames	50%	75%	65%	73%	1	0
Southwark	42%	61%	57%	43%	0	0
Sutton	51%	78%	74%	68%	1	0
Tower Hamlets	44%	72%	72%	52%	0	1
Waltham Forest	42%	72% ▲	70%	48%	2	0
Wandsworth	47%	76%	62%	68%	1	0
Westminster	45%	76%	65%	61%	0	3

Borough performance on the four trust and confidence measures remained **mixed**. Lowest results tend to be seen in Islington and Hackney; whilst Havering and Kingston see the highest performance.

Ealing has seen notable improvements on *three of the four* measures over the last year*. Confidence, fair treatment and perception of Stop and Search fairness all *increased* by around 10 percentage points from low levels in Q3 24-25.

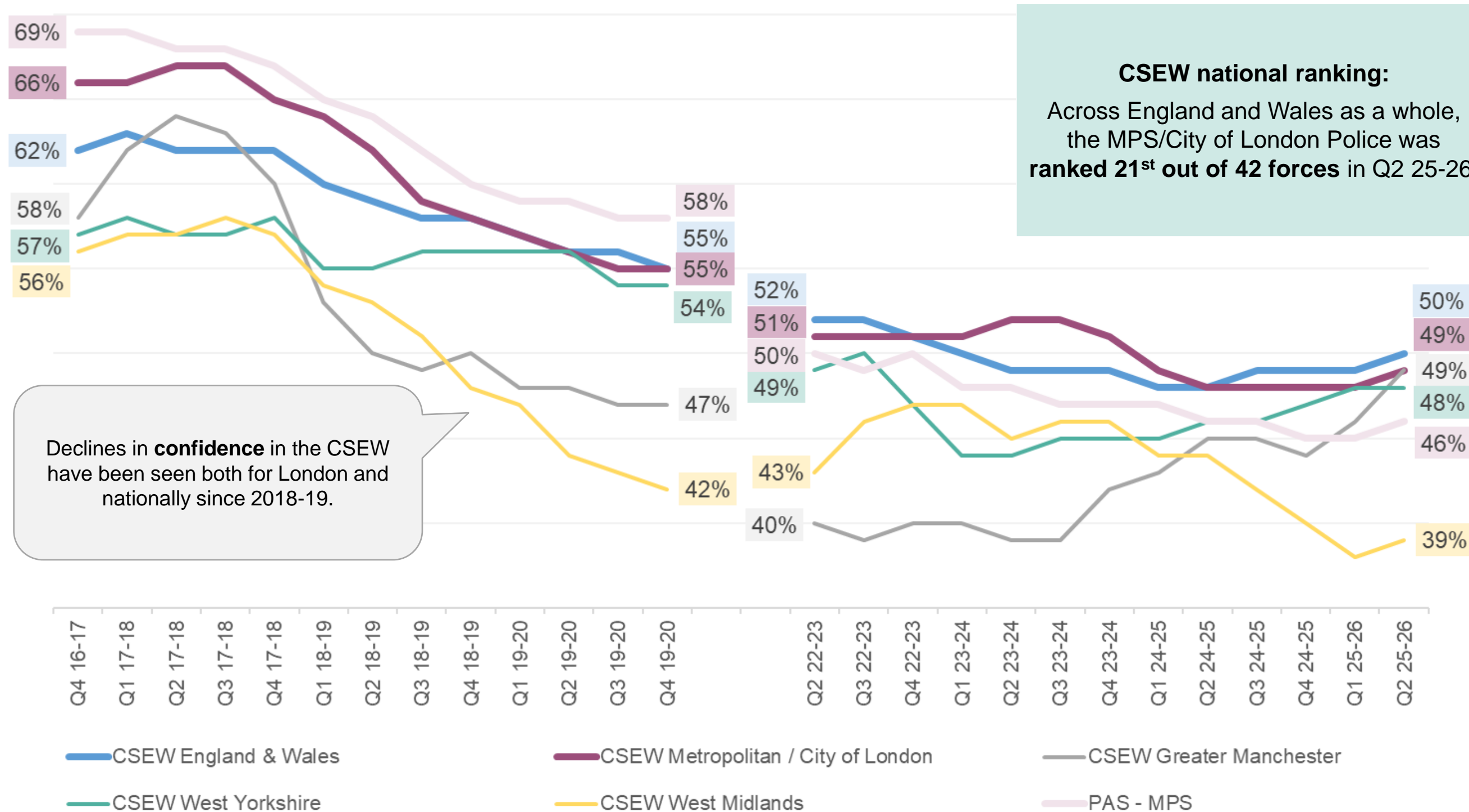
Hillingdon has declined on *all four* measures when compared with the same point last year*.

Source: PAS
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.

CSEW data shows confidence in local policing in London remains in line with national levels

The national picture – confidence in local policing

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



Trust and Confidence

In Q2 25-26, **confidence** in local policing in London as measured by the **Crime Survey for England and Wales (CSEW)** remained relatively stable at 49%.

This was in line with the national result for England and Wales (50%), Greater Manchester (49%) and West Yorkshire (48%), but above the result for West Midlands (39%).

Source: CSEW & PAS

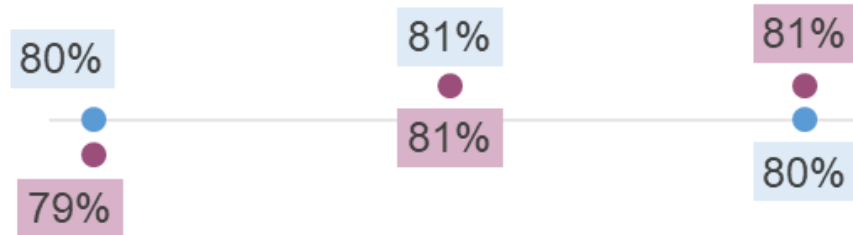
CSEW data was unavailable during the COVID-19 pandemic.

All labelled and quoted figures are rolling 12-month results

Londoners' trust in local police is also in line with the national average

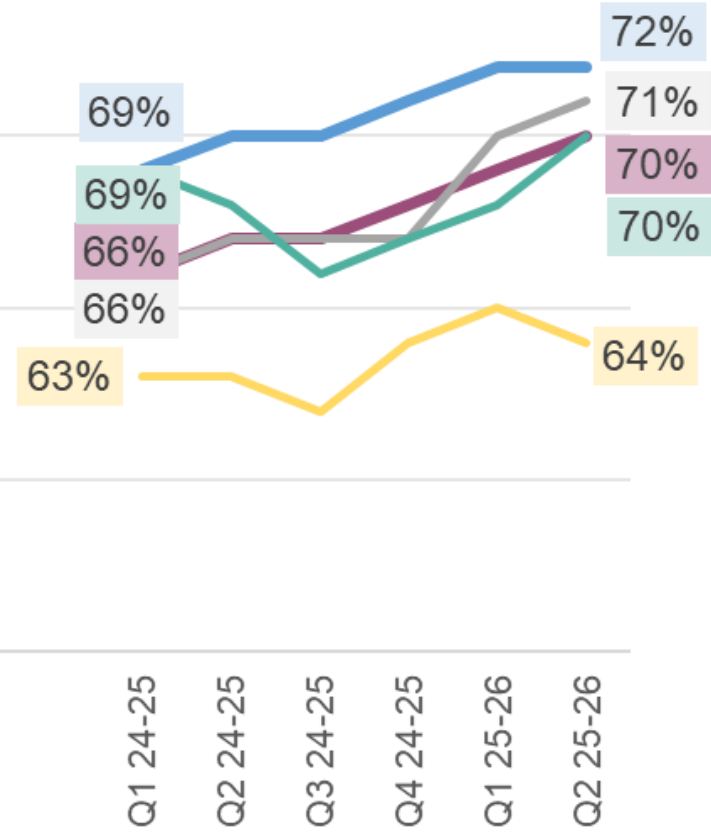
The national picture - trust in local police

(% 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 30th of 42 forces** in Q2 25-26.



Trust and Confidence

In Q2 25-26 **trust in local police** in London as measured by the **Crime Survey for England and Wales (CSEW)** has increased over the last year and currently stands at 70%.

This result is in line with the national result (72%) and London's Most Similar Force Areas of Greater Manchester (71%), West Yorkshire (70%) and West Midlands (64%).

Source: CSEW

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

CSEW data was unavailable during the COVID-19 pandemic.

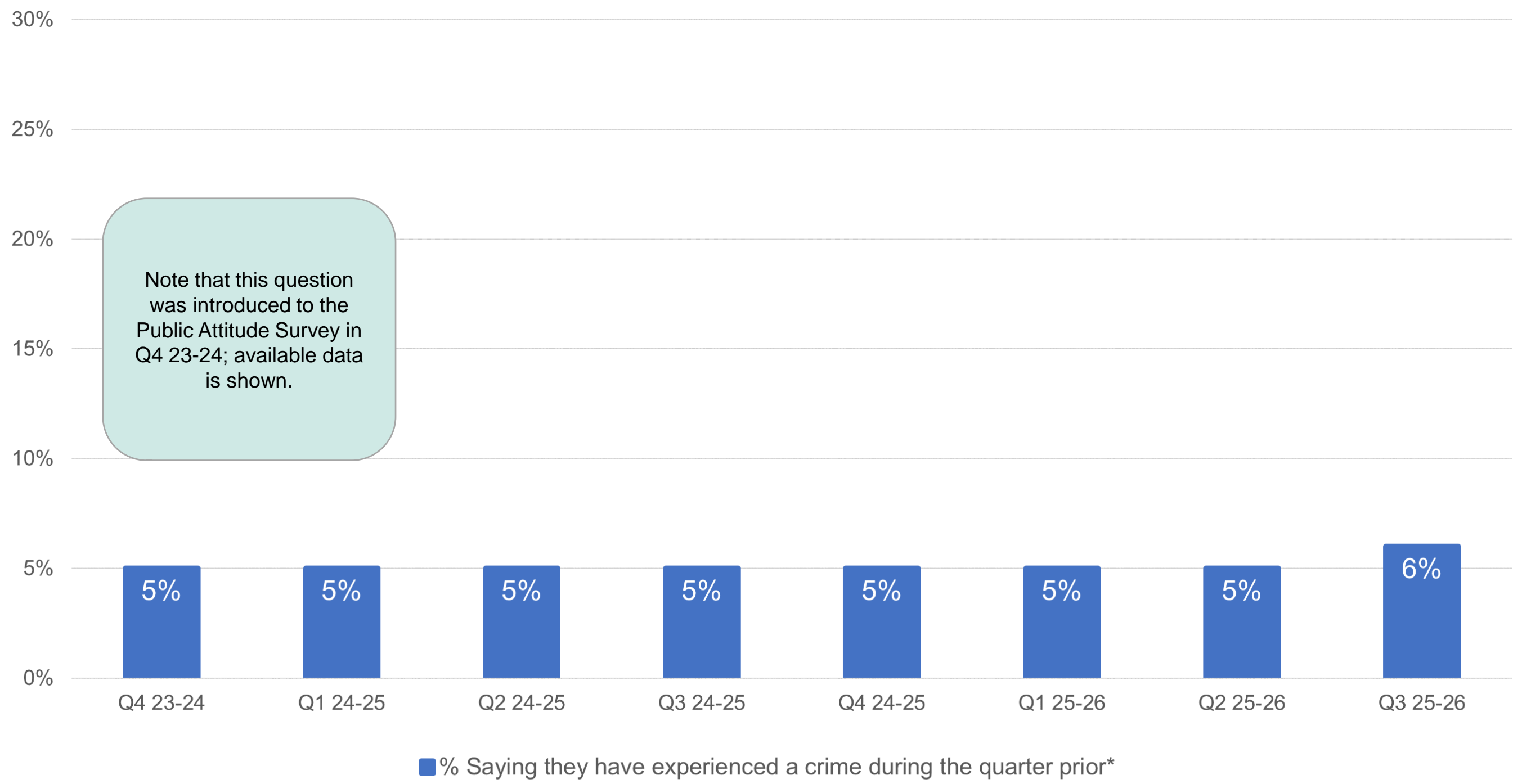
*Comparable PAS data unavailable due to different question wording.

All labelled and quoted figures are rolling 12-month results

Victimisation in London has remained stable over the last two years

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 two years.

In Q3 25-26, 6% 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 July to September 2025)*.

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

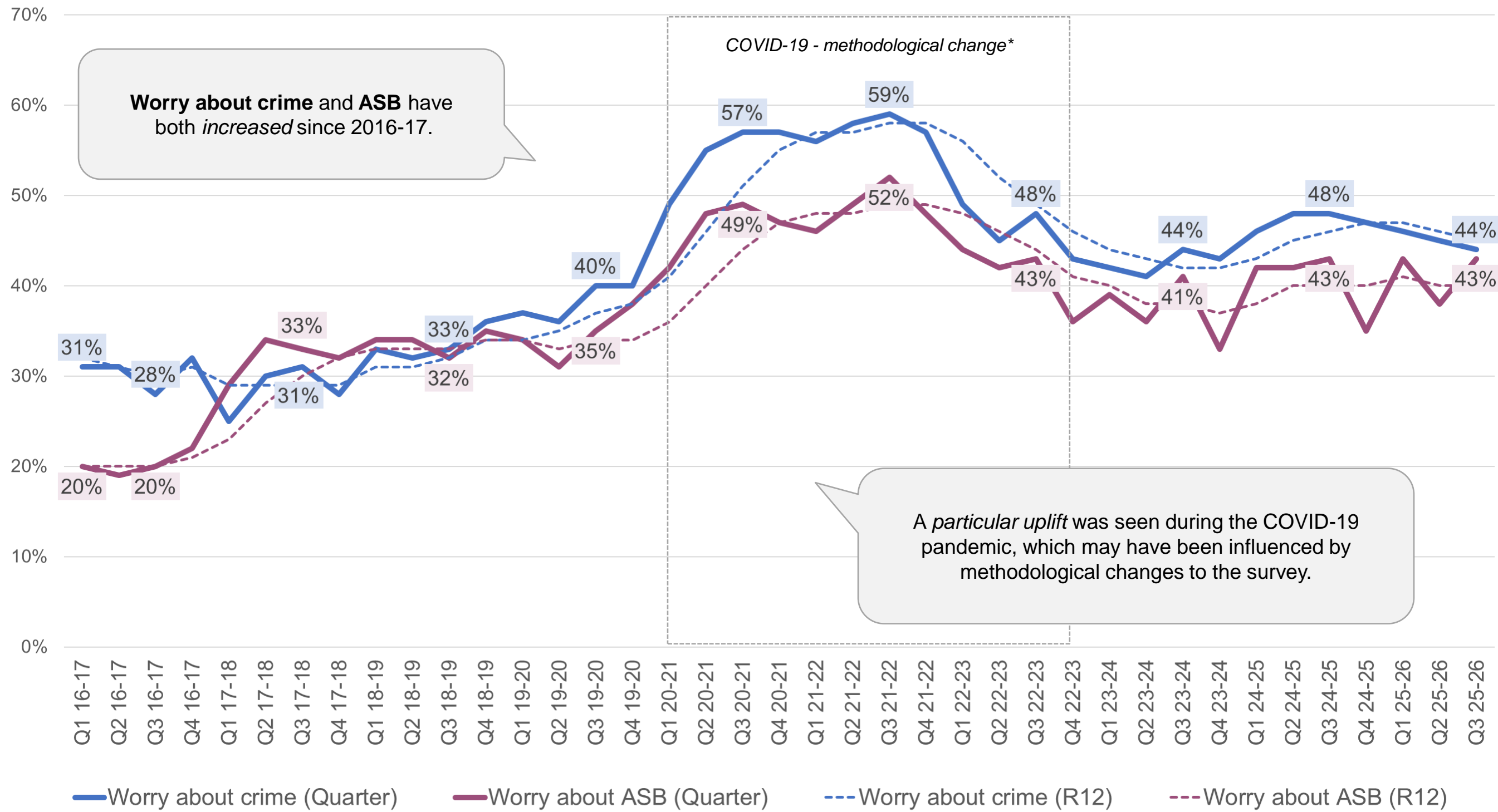
*This question asks Londoners about their experiences during the financial quarter prior to taking part in the survey. As such all data is discrete quarterly; R12 trends are unavailable.

All labelled and quoted figures are discrete quarterly results

Just under half of Londoners are worried about crime or ASB in their 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 Q3 25-26, 44% 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 four percentage points below Q3 24-25.

The proportion of Londoners **worried about ASB** has fluctuated but remains stable compared to the same quarter last year at 43%.

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

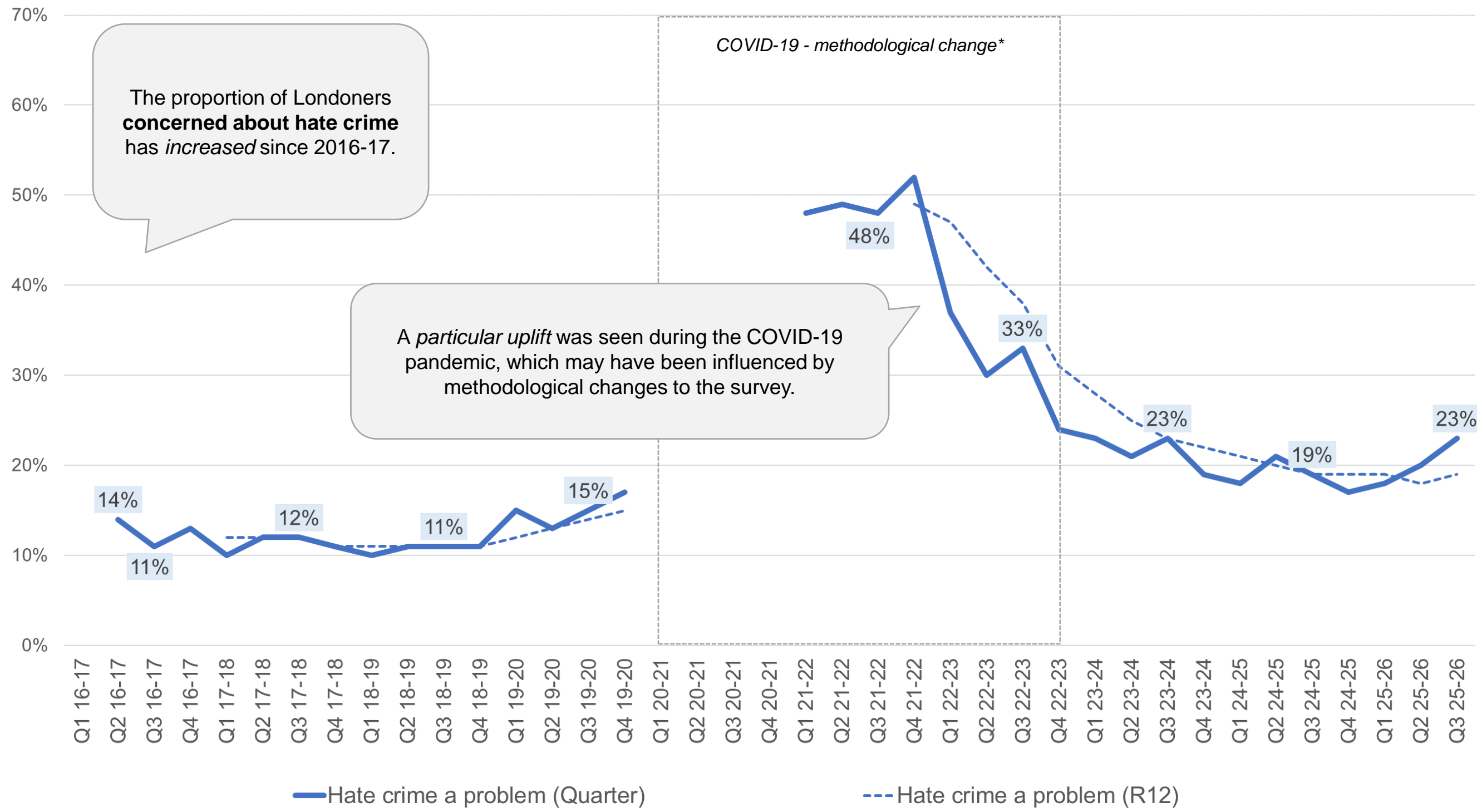
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

The proportion of Londoners concerned about hate crime has recently increased

Hate crime a problem

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



The proportion of Londoners feeling **hate crime is a problem** in their local area increased significantly by three percentage points in Q3 25-26, to 23%.

This result is now four percentage points above that seen the same time last year (Q3 24-25).

Source: PAS

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

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

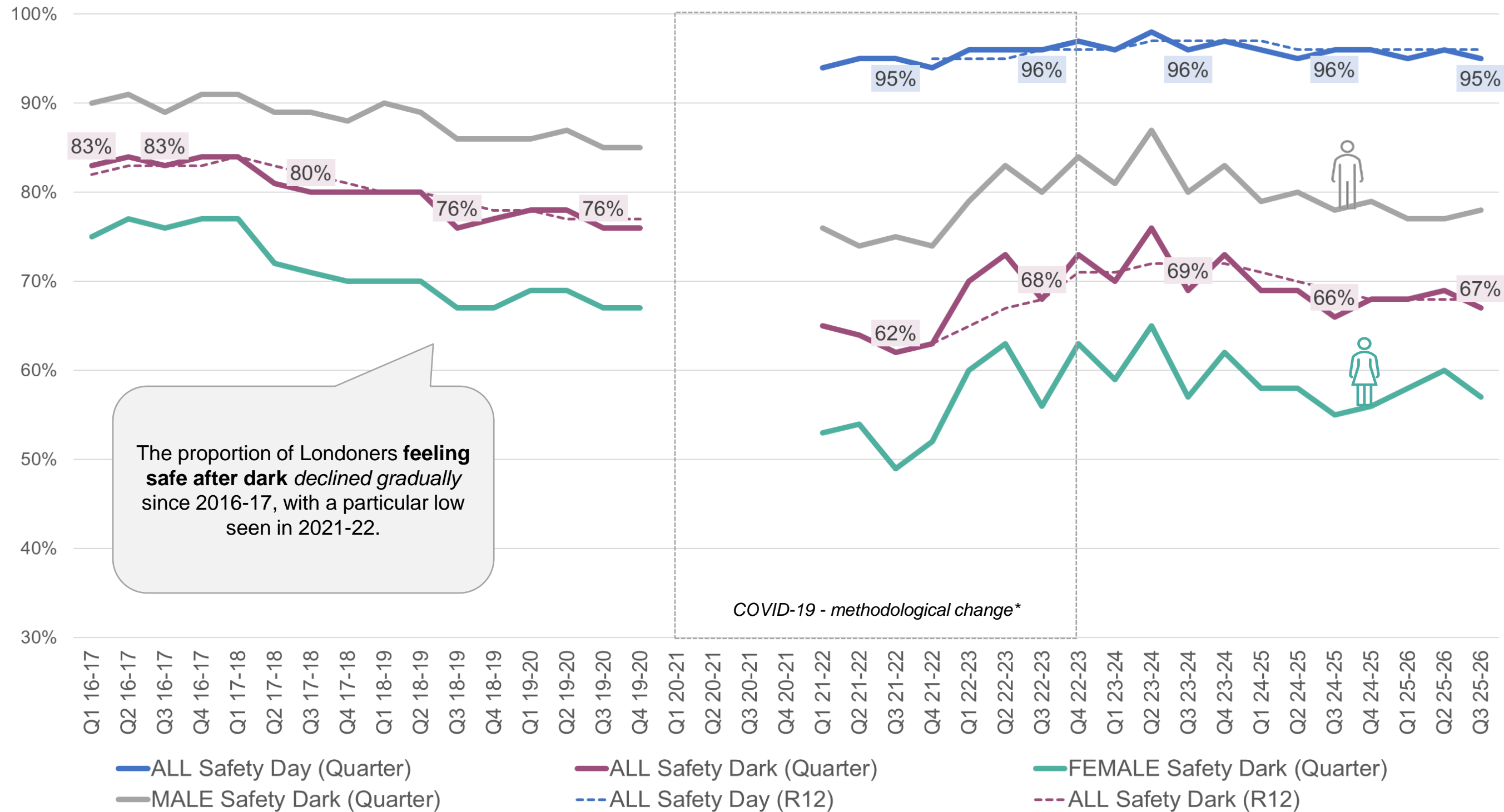
**This question was introduced to the survey in Q2 16-17 and was temporarily removed during the COVID-19 pandemic.

All labelled and quoted figures are discrete quarterly results

Females remain less likely to feel safe walking alone after dark

Feelings of safety

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



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



Local Crime and Safety

In Q3 25-26, most Londoners felt safe **during the day** (95%), whilst 67% felt safe walking alone in their local area **after dark**.

In Q3 25-26, the proportion of **females feeling safe after dark** declined by three percentage points to 57%. The current **gender gap** stands at 21 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

Different groups of Londoners have different levels of concern about crime and safety. In particular, younger Londoners (16 to 34) were less likely to be worried about crime and ASB in their local area this quarter, whilst those **aged 45-64** were more worried.

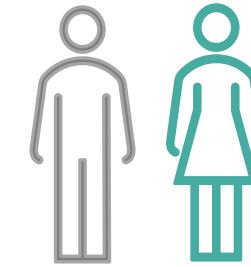
Concerns about hate crime remained highest for **LGBT+** Londoners and **Jewish** Londoners. **Disabled** Londoners, **females** and **Sikh** Londoners were least likely to feel safe after dark.

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 to Q3 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		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%	45%	19%	96%	68%
Ethnicity	White British	1%	1%	2%	0%	1%
	White Other	-1%	1%	0%	-1%	-2%
	Black	-4%	-5%	-2%	1%	5%
	Asian	-1%	2%	-2%	-1%	-3%
	Mixed	5%	0%	9%	0%	2%
	Other ethnicity	-3%	-3%	-5%	0%	-1%
LGBT+	Yes	-2%	-5%	16%	1%	4%
	No	0%	1%	0%	0%	0%
Age	16-24	-14%	-14%	0%	1%	2%
	25-34	-6%	-9%	0%	1%	4%
	35-44	3%	3%	3%	-1%	-2%
	45-54	6%	7%	2%	-1%	-1%
	55-64	7%	8%	1%	-1%	-1%
	65 years +	-3%	2%	-5%	0%	-2%
Disability	Disability	1%	4%	2%	-4%	-11%
	No disability	-1%	0%	0%	0%	1%
Sex	Male	-3%	-4%	-2%	1%	10%
	Female	2%	5%	3%	-1%	-10%
Religion	Christian	1%	3%	-1%	-1%	-2%
	Hindu	-2%	1%	-4%	-1%	-2%
	Jewish	1%	4%	14%	-2%	0%
	Muslim	-2%	-3%	-5%	0%	-1%
	Sikh	3%	7%	-1%	-5%	-11%
	Other	5%	0%	7%	-1%	-7%
	No religion	-1%	-2%	4%	1%	4%



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

Percentage point gaps compared with the MPS result (R12 to Q3 25-26). Gaps of 10pp. or more highlighted green (positive) or red (negative).		Feels safe walking alone in the local area after dark (Safe after dark)	
Weighted MPS result		68%	
		Male	Female
		78%	58%
Ethnicity	White British	13%	-12%
	White Other	9%	-12%
	Mixed	18%	-11%
	Asian	3%	-10%
	Black	15%	-4%
	Other ethnicity	6%	-9%
LGBT+	Not LGBT+	10%	-11%
	LGBT+	9%	-1%
Age	16-24	9%	-7%
	25-34	12%	-5%
	35-44	10%	-13%
	45-54	10%	-12%
	55-64	10%	-13%
	65 years +	6%	-12%
Disability	Disability	0%	-21%
	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.

Londoners' perceptions of local policing have remained relatively stable

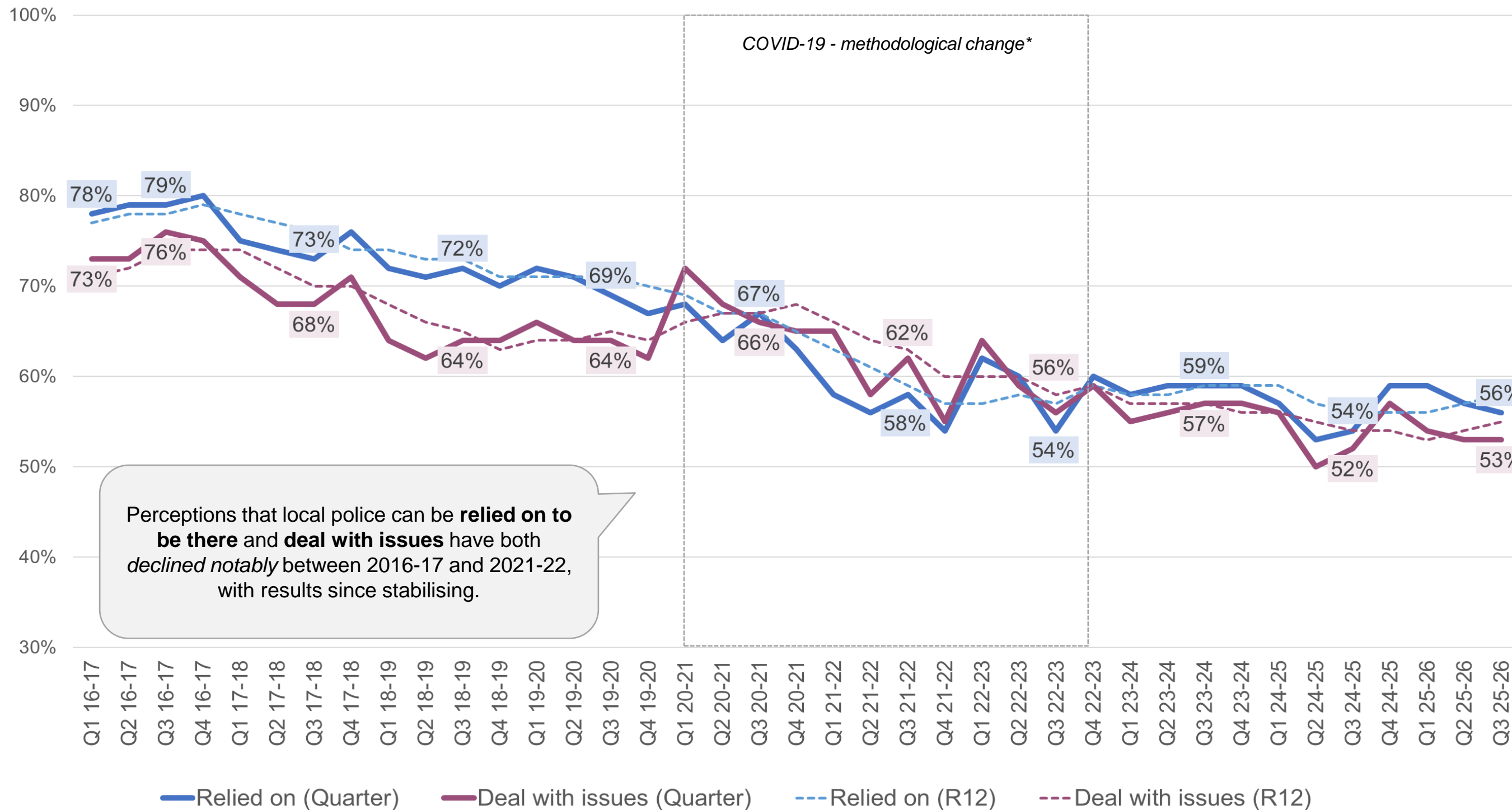
Police can be relied on and deal with issues that matter

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



Local Policing and Standards

The proportion of Londoners feeling their local police can be **relied on to be there when needed** (56%) and **deal with the issues that matter** (53%) have both remained relatively stable in Q3 25-26.



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.

Source: PAS

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

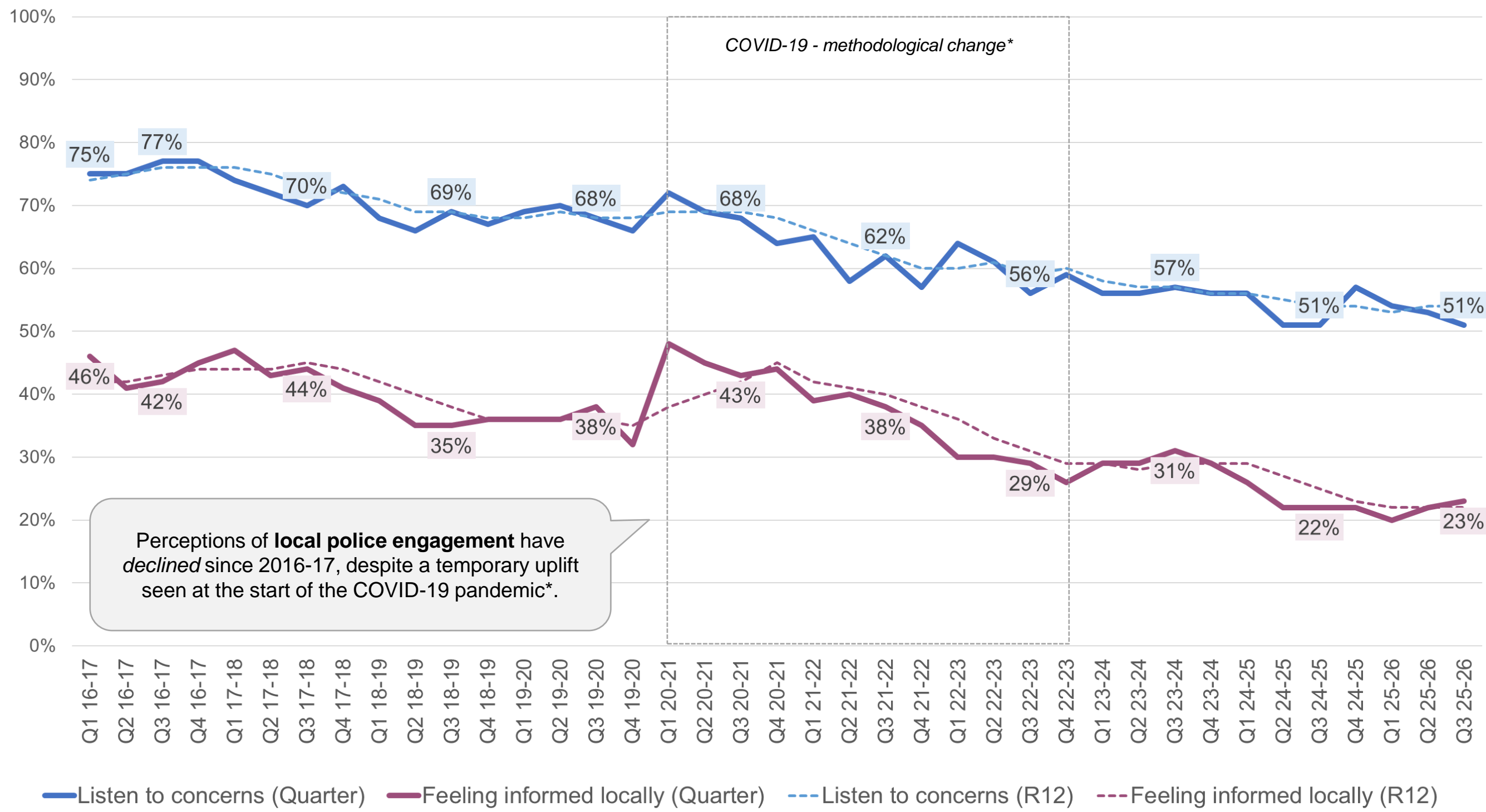
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

Perceptions of local police engagement have remained stable

Police listen to local concerns and feeling informed about local policing

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



Local Policing and Standards

In Q3 25-26, 51% of Londoners believed **the police listen to the concerns of local people**, whilst 23% said they felt **well informed about local policing**.

Results for both of these measures have remained low over the last year.

Source: PAS

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

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

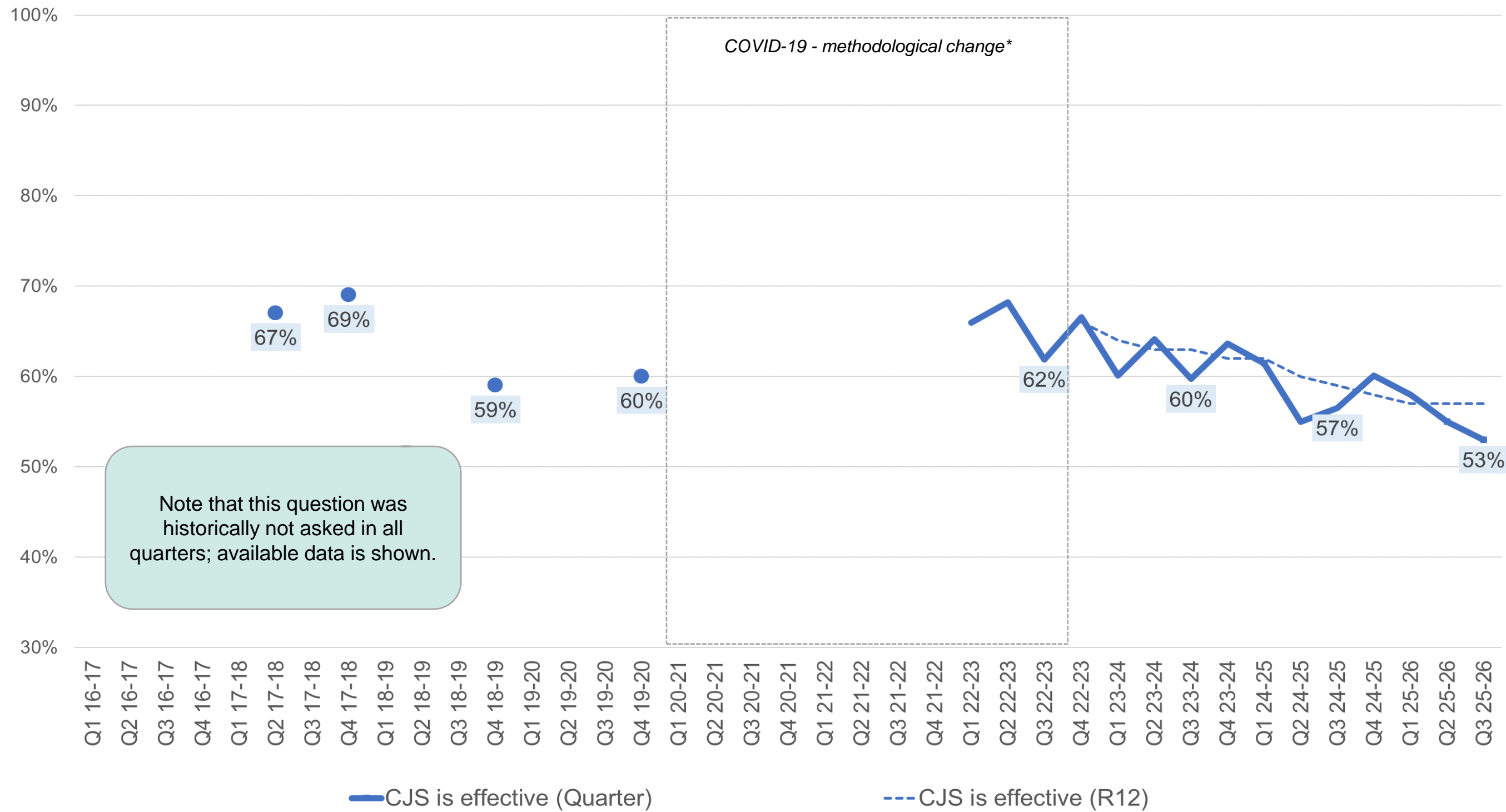
Perceptions of **local police engagement** have declined since 2016-17, despite a temporary uplift seen at the start of the COVID-19 pandemic*.

All labelled and quoted figures are discrete quarterly results

Londoners' confidence in effectiveness of the criminal justice system has declined over time

Criminal justice system (CJS) effectiveness

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



Local Policing and Standards

The proportion of Londoners feeling confident that **the criminal justice system is effective at bringing people to justice** has declined for three consecutive quarters, from 60% in Q4 24-25 to just 53% in Q3 25-26.

This latest level is the lowest ever quarterly result recorded for this question.

Source: PAS

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

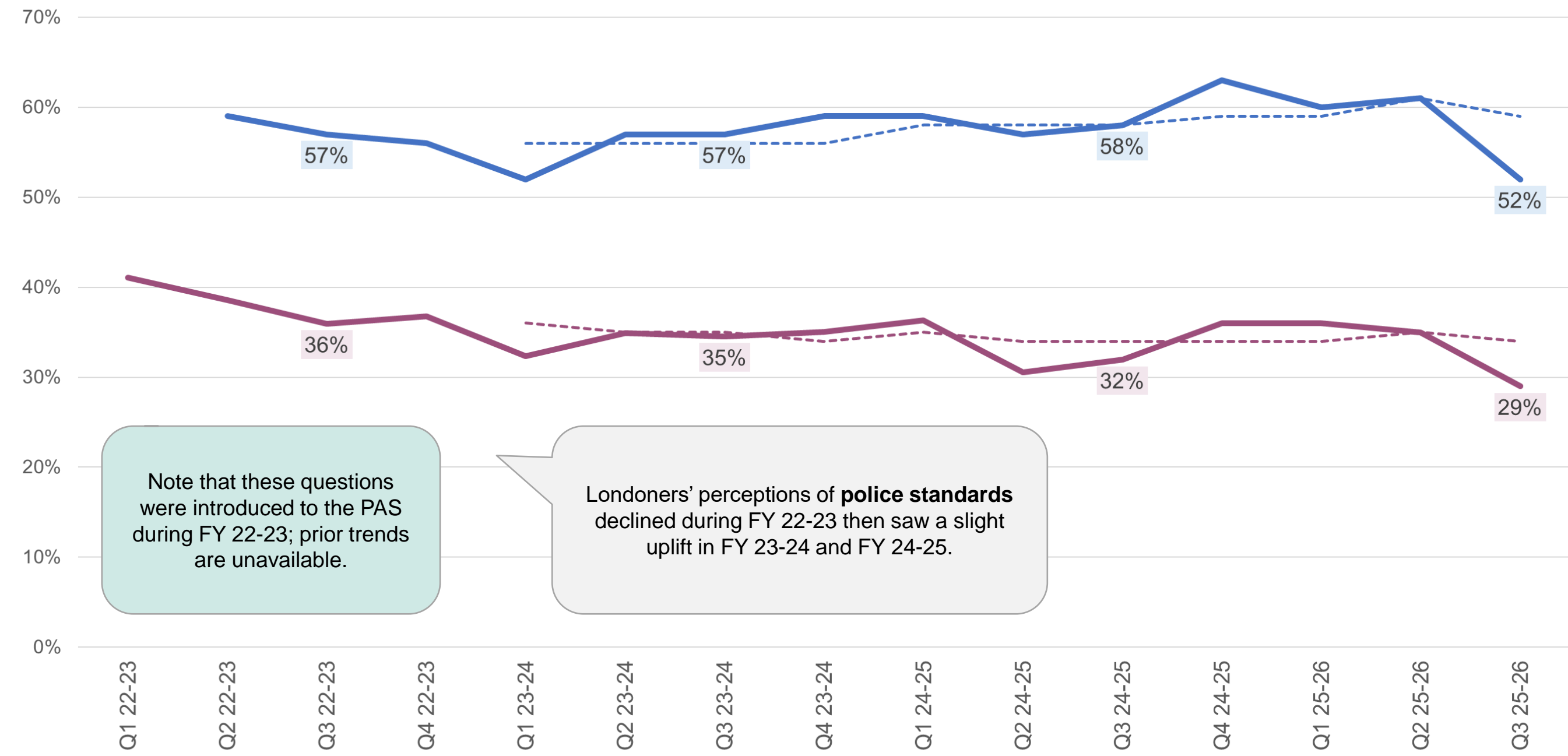
*Note that the PAS was temporarily moved to telephone interviewing during the COVID-19 pandemic. This may affect the comparability of trends during FY 20-21 to FY 22-23.

All labelled and quoted figures are discrete quarterly results

There were notable declines in perceptions of MPS standards this quarter...

MPS maintains the highest standards and tackles inappropriate behaviour

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



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 then saw a slight uplift in FY 23-24 and FY 24-25.

In Q3 25-26, the proportion of Londoners feeling **Metropolitan Police Service maintains the highest standards** saw a large decline of nine percentage points to 52% (the joint-lowest quarterly result recorded for this question).

The proportion feeling the Metropolitan Police Service **effectively tackles inappropriate officer and staff behaviour** also declined by six percentage points to its lowest level (29%).

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

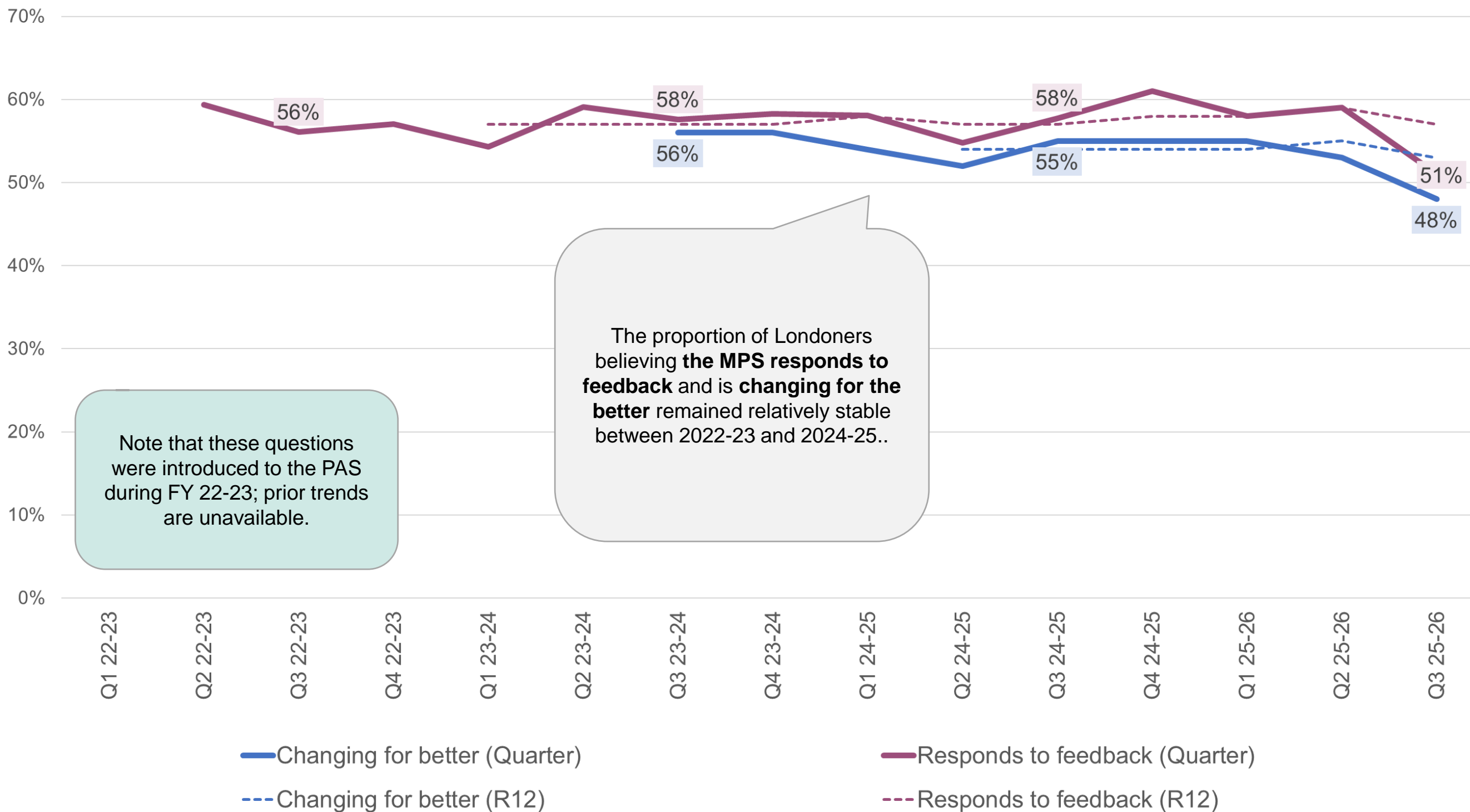
**Note that these questions were introduced to the PAS during FY 22-23, meaning longer-term trends are not available.

All labelled and quoted figures are discrete quarterly results

... And this was seen across a number of measures

MPS responds to feedback and is changing for the better

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



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

The proportion of Londoners believing the MPS responds to feedback and is changing for the better remained relatively stable between 2022-23 and 2024-25..



In Q3 25-26, the proportion of Londoners feeling the Metropolitan Police Service responds to feedback declined by eight percentage points to 51%, while the proportion feeling the Metropolitan Police Service is changing for the better declined by six percentage points to 48%.

Both questions stand at the lowest quarterly levels seen since they were introduced.

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

Some groups of Londoners are less positive about local policing and MPS standards

LGBT+ Londoners, Mixed Ethnicity Londoners, Jewish Londoners, and those with no religion or 'Other' religions were less likely to respond positively across many measures of local policing and MPS standards. Negative inequalities for Mixed Ethnicity Londoners on measures of local policing have also recently widened: when compared with Q3 24-25, the gap seen for 'relied on' has increased by seven percentage points and 'listen to concerns' by five percentage points.

In contrast, Londoners from **Asian and '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 to Q3 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		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%	58%	54%	55%	57%
Ethnicity	White British	2%	-5%	-4%	-6%	-6%
	White Other	-1%	2%	3%	2%	5%
	Black	0%	3%	1%	1%	-2%
	Asian	-2%	5%	3%	6%	8%
	Mixed	0%	-10%	-9%	-9%	-13%
	Other ethnicity	-1%	9%	9%	8%	10%
LGBT+	Yes	0%	-9%	-12%	-15%	-12%
	No	1%	0%	0%	0%	0%
Age	16-24	2%	7%	3%	5%	4%
	25-34	-4%	3%	-2%	1%	1%
	35-44	-1%	-1%	-1%	-1%	-1%
	45-54	1%	-3%	-2%	-4%	-1%
	55-64	2%	-5%	-4%	-6%	-5%
	65 years +	3%	0%	5%	5%	0%
Disability	Disability	2%	0%	1%	0%	-4%
	No disability	0%	0%	-1%	-1%	0%
Sex	Male	0%	-1%	-1%	-1%	0%
	Female	0%	0%	0%	0%	0%
Religion	Christian	3%	1%	2%	2%	1%
	Hindu	-4%	9%	6%	9%	10%
	Jewish	1%	-10%	-3%	-5%	-4%
	Muslim	-2%	7%	6%	8%	9%
	Sikh	-3%	1%	2%	3%	8%
	Other	1%	-12%	-5%	-6%	-9%
	No religion	-2%	-6%	-7%	-8%	-7%

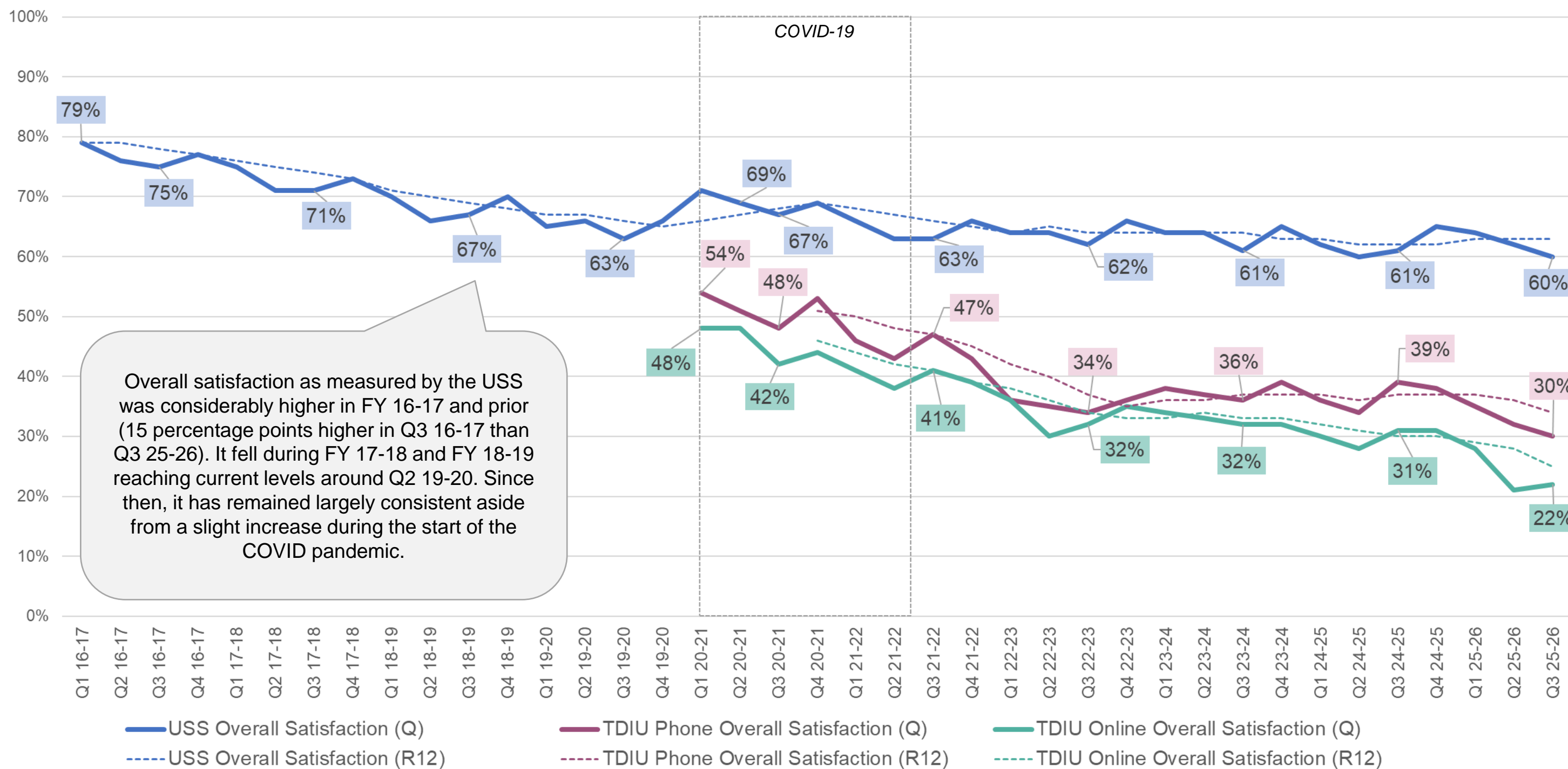
Police standards – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q3 25-26). Gaps of 5pp. or more highlighted green (positive) or red (negative).		Agree the MPS works to ensure the highest standards (Highest standards)	Agree that the MPS responds to feedback (Responds to feedback)	Agree that the MPS is changing for the better (Changing for the better)	Feel that the MPS is effective at tackling inappropriate behaviour (Tackles inappropriate behaviour)
Weighted MPS result		59%	57%	53%	34%
Ethnicity	White British	-3%	-2%	-2%	-4%
	White Other	4%	3%	1%	4%
	Black	-5%	-3%	-2%	-3%
	Asian	6%	5%	3%	7%
	Mixed	-13%	-15%	-6%	-11%
	Other ethnicity	9%	9%	10%	14%
LGBT+	Yes	-18%	-15%	-5%	-10%
	No	1%	1%	0%	1%
Age	16-24	0%	-2%	2%	5%
	25-34	-3%	-2%	-1%	-1%
	35-44	0%	0%	-1%	0%
	45-54	-1%	0%	-1%	-2%
	55-64	-1%	0%	-2%	-4%
	65 years +	6%	5%	4%	3%
Disability	Disability	0%	0%	0%	2%
	No disability	0%	0%	0%	0%
Sex	Male	1%	0%	0%	0%
	Female	-1%	0%	0%	0%
Religion	Christian	2%	2%	1%	3%
	Hindu	7%	6%	4%	10%
	Jewish	-6%	-10%	-6%	4%
	Muslim	7%	8%	6%	7%
	Sikh	4%	1%	-2%	5%
	Other	-5%	-11%	-5%	-6%
	No religion	-7%	-5%	-4%	-8%

Victim Satisfaction

Victim satisfaction has dropped for those victims whose crime was handled by the TDIU

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



Overall Satisfaction

Overall satisfaction as measured by the USS was considerably higher in FY 16-17 and prior (15 percentage points higher in Q3 16-17 than Q3 25-26). It fell during FY 17-18 and FY 18-19 reaching current levels around Q2 19-20. Since then, it has remained largely consistent aside from a slight increase during the start of the COVID pandemic.

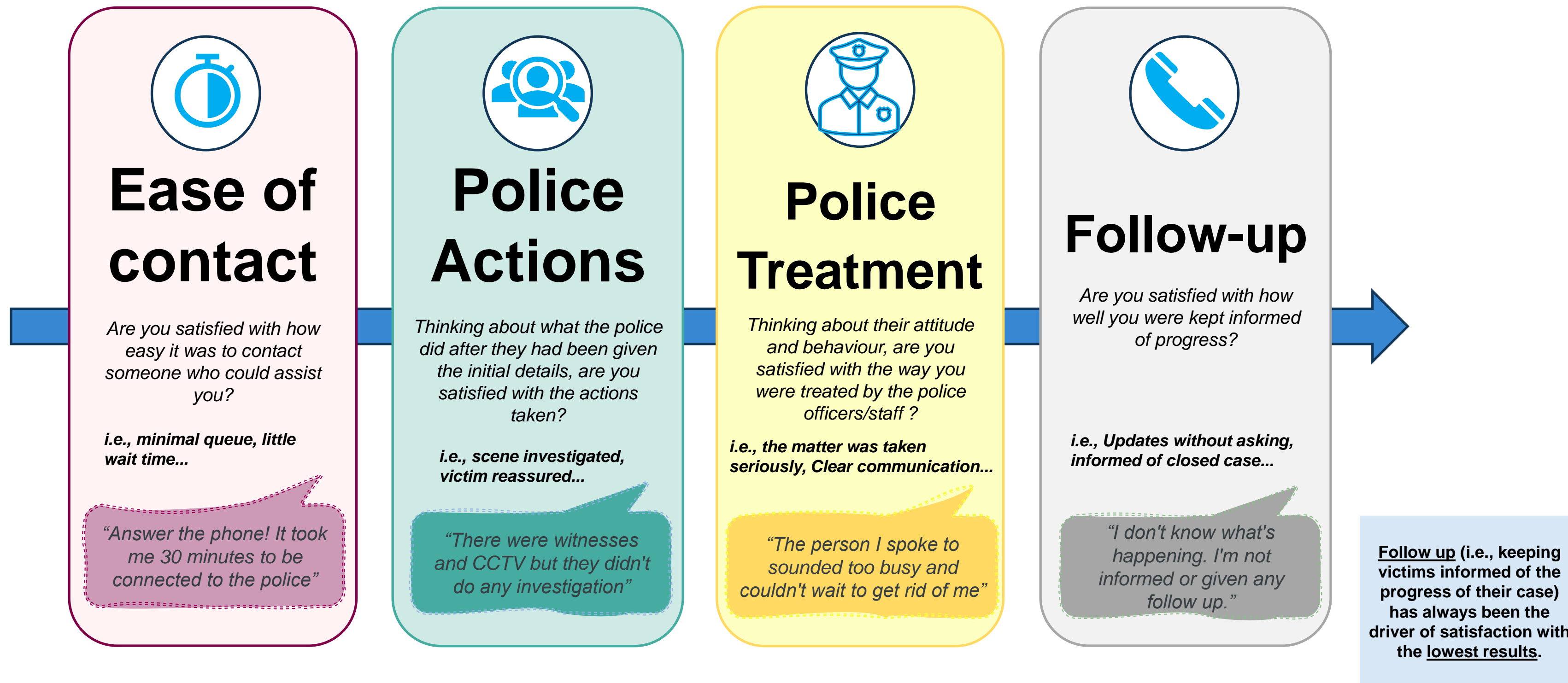
There has always been a considerable gap in **satisfaction** between the USS (BCU-handled crime) and the TDIU survey (telephone or online handled crime).

Satisfaction among victims responding to the TDIU survey has dropped in recent quarters. In Q3 25-26, 30% of respondents who reported via the phone were **satisfied with the overall service they received**. Satisfaction among online reporters has remained low at 22% – a significant reduction of 9 percentage points compared to this time last year.

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



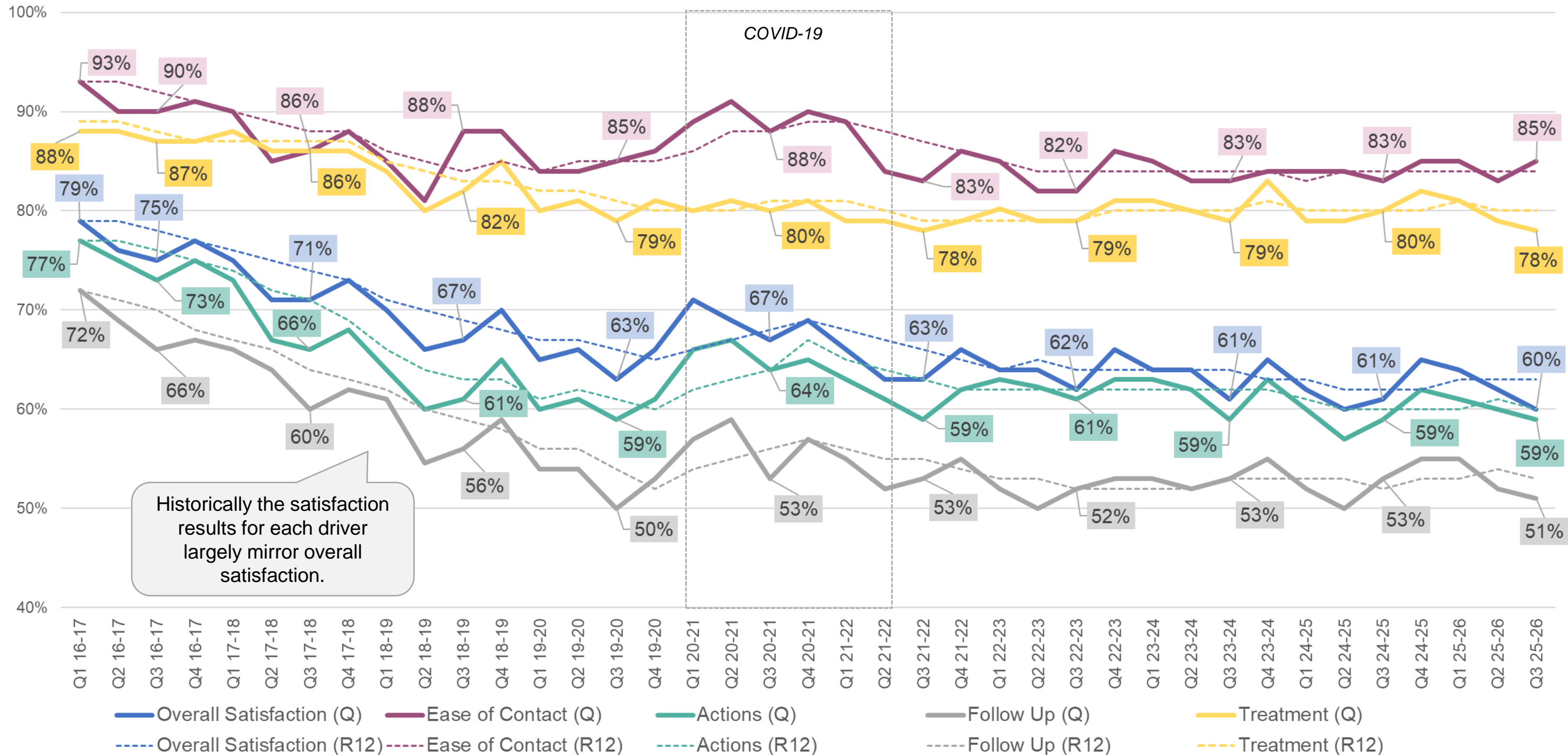
Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?

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)



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

Key Drivers of Satisfaction

- ✓ Follow Up
- ✓ Treatment
- ✓ Ease of Contact
- ✓ Actions
- ✓ Overall Satisfaction

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

When comparing Q3 24-25 and Q3 25-26 results for the drivers of satisfaction, the only significant change is the fall in treatment from 80% in Q3 24-25 to 78% in Q3 25-26. Although a relatively modest reduction, the current quarterly figure is the lowest since Q3 21-22 (also 78%).

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

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

All labelled and quoted figures are discrete quarterly results

Victims from a Mixed Ethnic background and victims with a disability are less satisfied

Satisfaction – demographic breakdowns

Percentage point gaps compared with the MPS result (R12 to Q3 25-26). Gaps of 5pp. Or more highlighted green (positive) or red (negative)		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%	60%	53%	80%	34%	25%
Ethnicity	White British	2%	5%	3%	2%	2%	3%	3%
	White Other	2%	1%	3%	3%	3%	2%	1%
	Black	1%	0%	3%	1%	-2%	9%	3%
	Asian	1%	-1%	1%	2%	1%	-4%	-4%
	Mixed	-12%	-1%	-9%	-11%	-6%	4%	-3%
	Other ethnicity	-4%	-8%	-4%	-4%	-4%	-7%	5%
LGBT+	Yes	-5%	1%	-3%	-2%	-3%	-6%	-3%
	No	1%	1%	1%	1%	0%	2%	2%
Age	16-24	1%	2%	0%	1%	2%	-12%	-7%
	25-34	-1%	0%	-1%	0%	-1%	-13%	-10%
	35-44	-3%	-1%	-2%	-3%	-2%	-7%	-7%
	45-54	-2%	0%	1%	1%	-1%	0%	2%
	55-64	0%	1%	2%	1%	0%	10%	8%
	65 years +	10%	5%	11%	7%	5%	24%	21%
Disability	Disability	-11%	-6%	-9%	-9%	-11%	1%	1%
	No disability	3%	3%	4%	4%	3%	1%	1%
Sex	Male	2%	1%	2%	2%	1%	-1%	-2%
	Female	-2%	0%	-1%	-2%	-2%	3%	3%

Looking at demographic breakdowns, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is by **age**.

Older respondents – over 65 years old – were more satisfied than the MPS result. For the TDIU surveys younger respondents – aged 16-44 – were less satisfied than the MPS result both by phone and online.

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

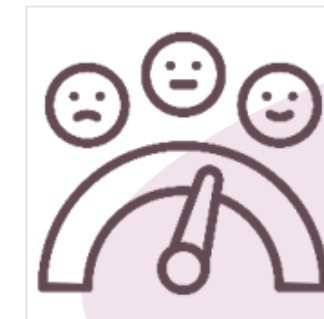
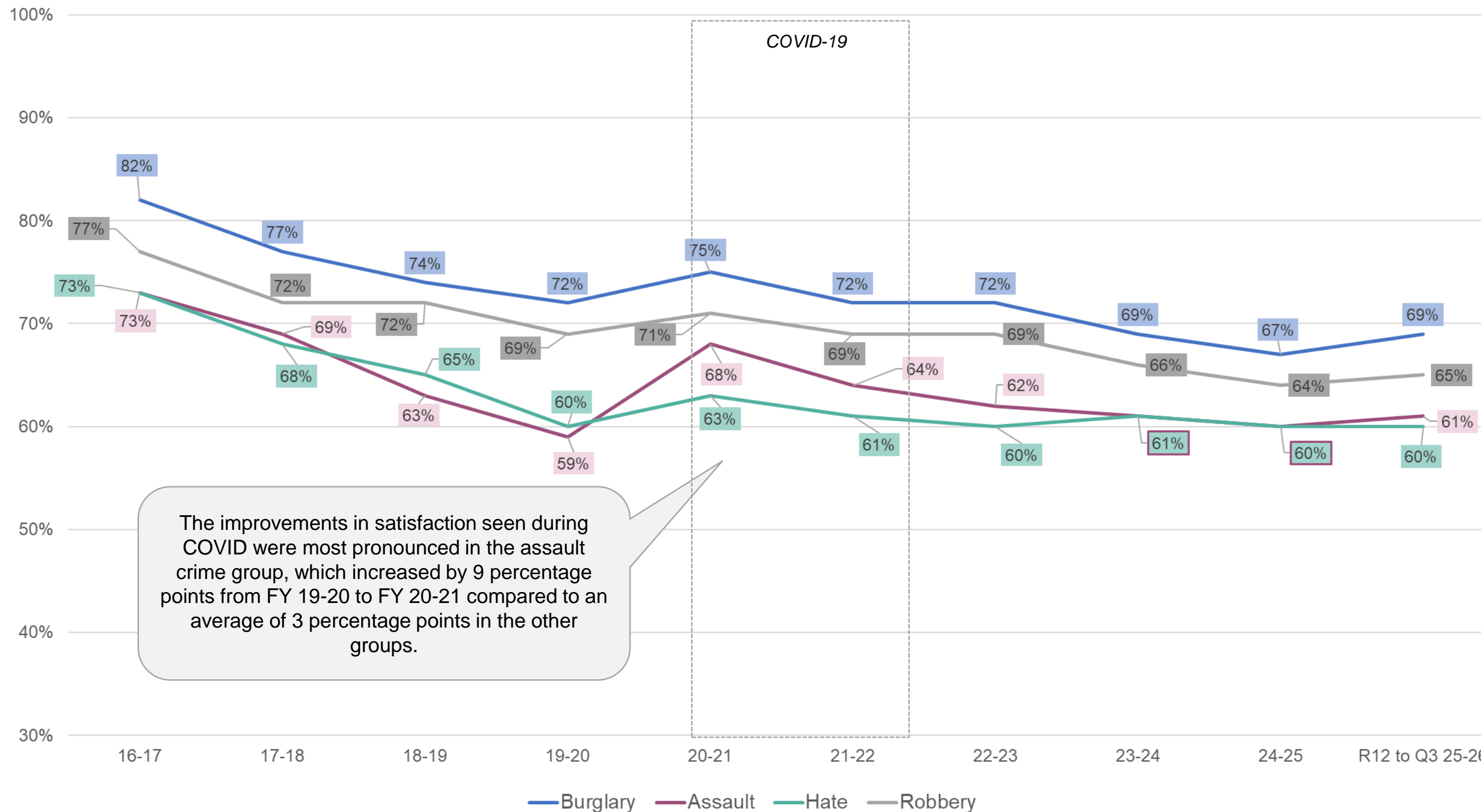
A smaller gap which has emerged since last quarter shows that **LGBT+** respondents were less satisfied for both USS and TDIU telephone. These gaps stand at -5 percentage points and -6 percentage points respectively.

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; financial year trends)



Overall Satisfaction

Generally, victims of **burglary** have been the most satisfied of all victim groups in the USS, and victims of **hate** crime the least satisfied.

Source: USS

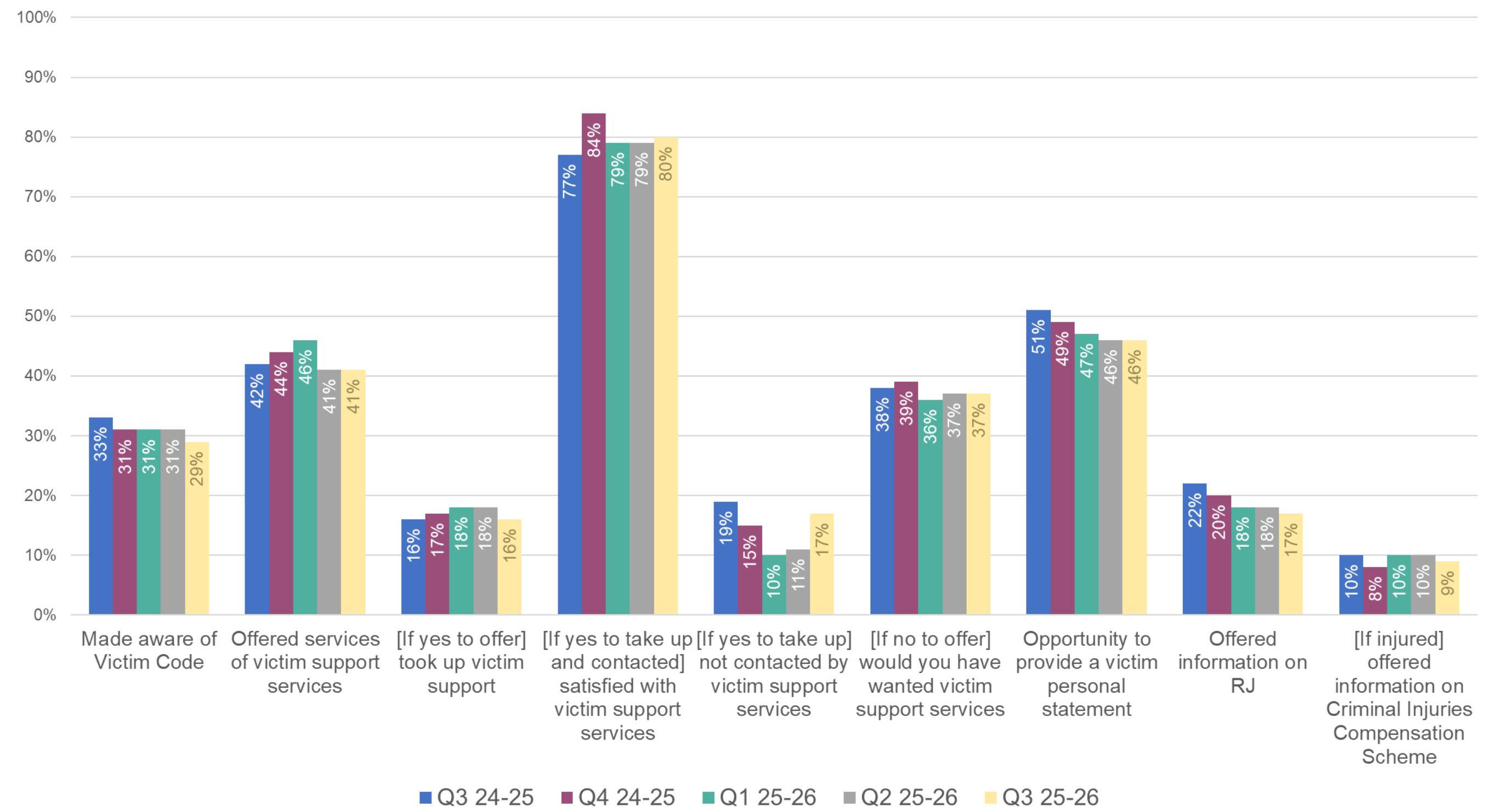
Approx confidence intervals:

Burglary – 1 pp.; Assault – 0.5 pp.; Hate – 4 pp; Robbery – 2 pp..

All labelled and quoted figures are financial year figures, except the final result, which is rolling 12 months

Victim experience of the Victims' Code remains largely stable

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



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

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 51% in Q3 24-25 to 46% in Q3 25-26.

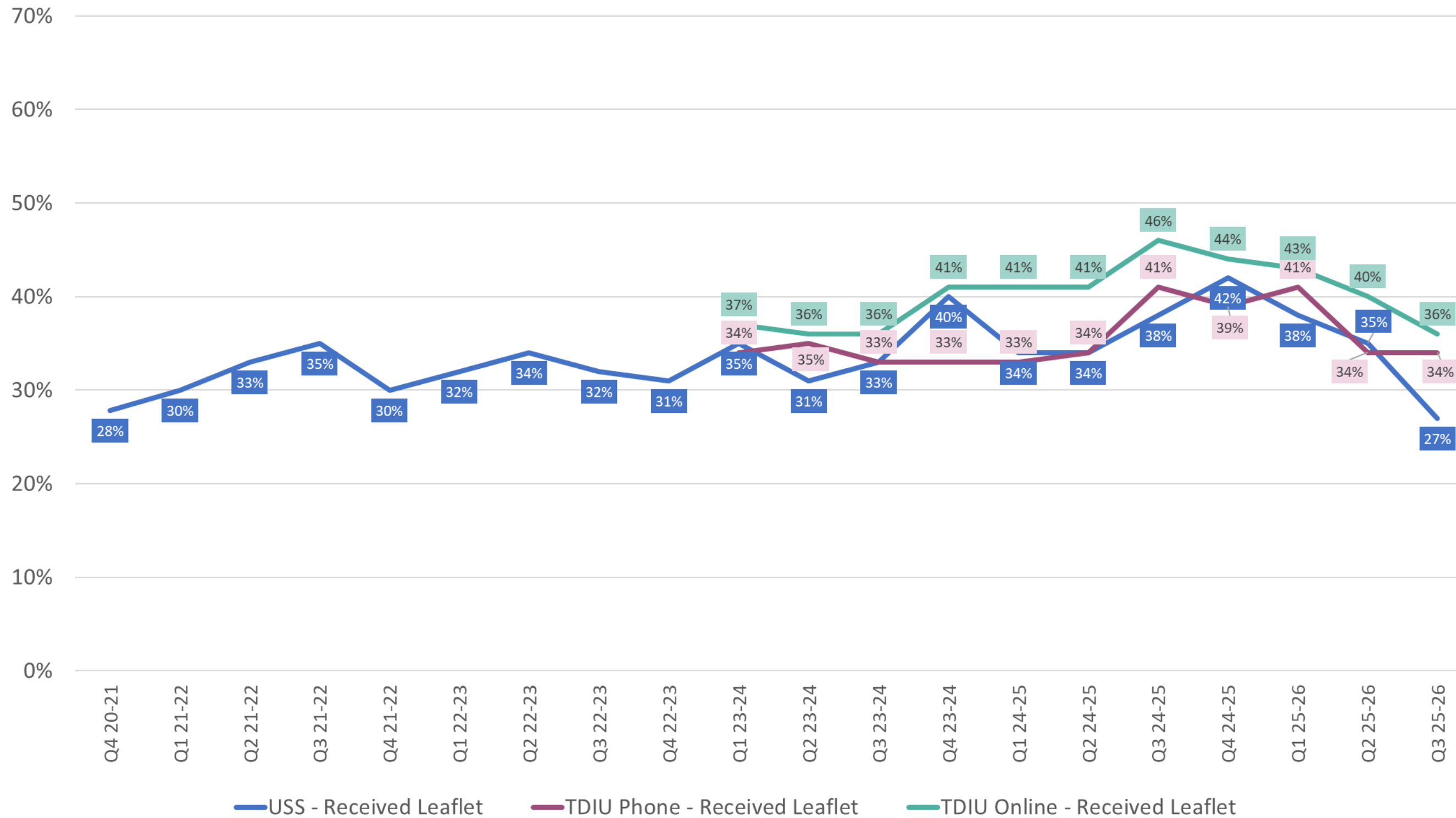
Additionally, a decline has been seen in the proportion of victims being offered **information on restorative justice** – reducing from 22% in Q3 24-25 to 17% in Q3 25-26.

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

All labelled and quoted figures are discrete quarterly results

Victim information leaflet provision has fallen over consecutive quarters

Leaflet provision over time
(% Received leaflet; discrete quarterly trends)



Service Provision

The proportion of victims who report receiving a victim information leaflet has reduced in each of the last 4 quarters, going from 42% in Q4 24-25 to 27% in Q3 25-26 in the USS (44% to 36% in TDIU online; 39% to 34% TDIU phone).

Victims who report receiving a leaflet are more satisfied, with this gap standing at 21 percentage points in the USS; 75% who report receiving a leaflet are satisfied, compared to 54% who do not report receiving a leaflet (FYTD 25-26).

However, receiving a leaflet is correlated with other elements of service. Officers remembering to hand out a leaflet may be the same officers who deliver other services, and it may be a combination of these things which leads to increased satisfaction.

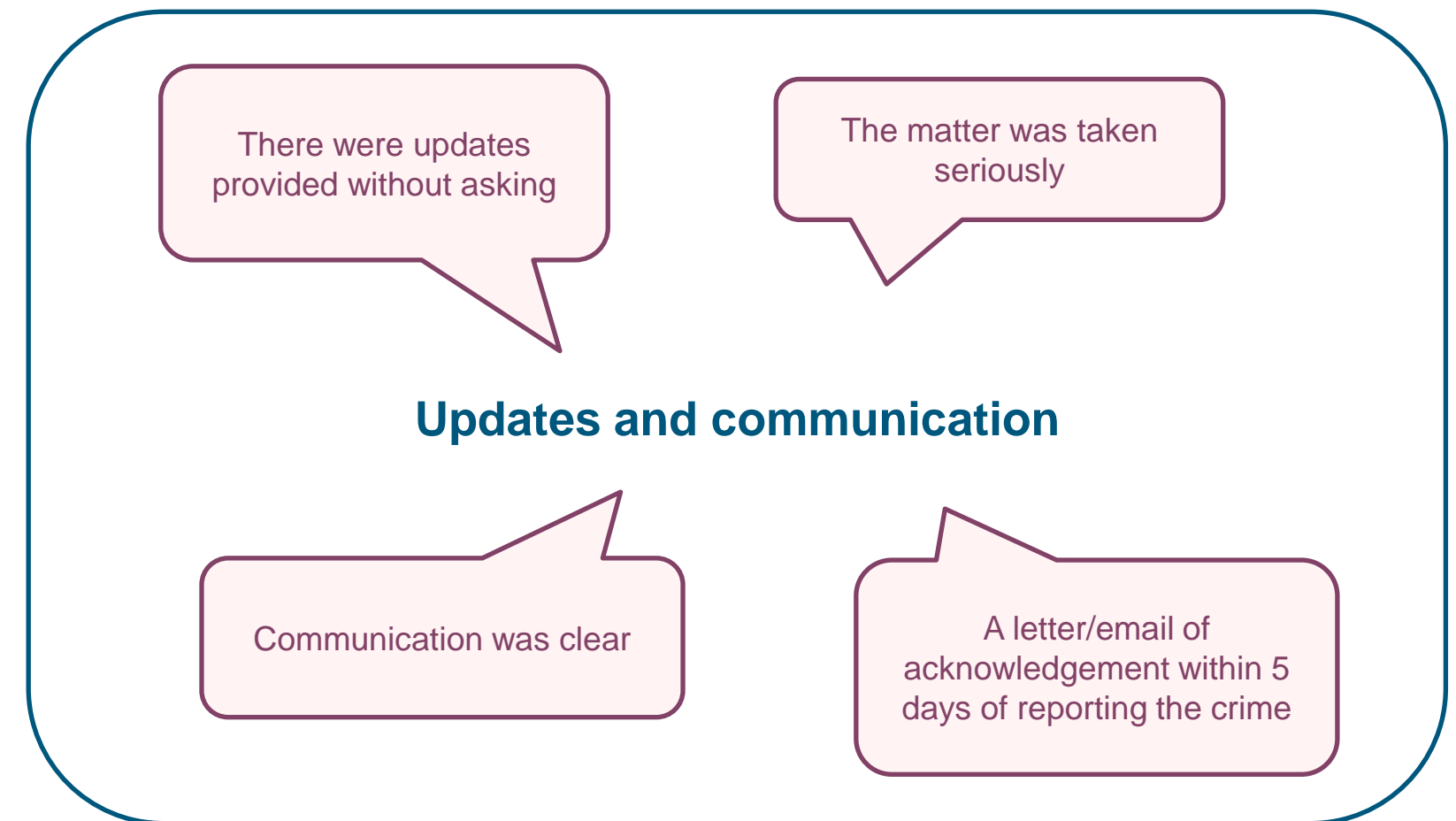
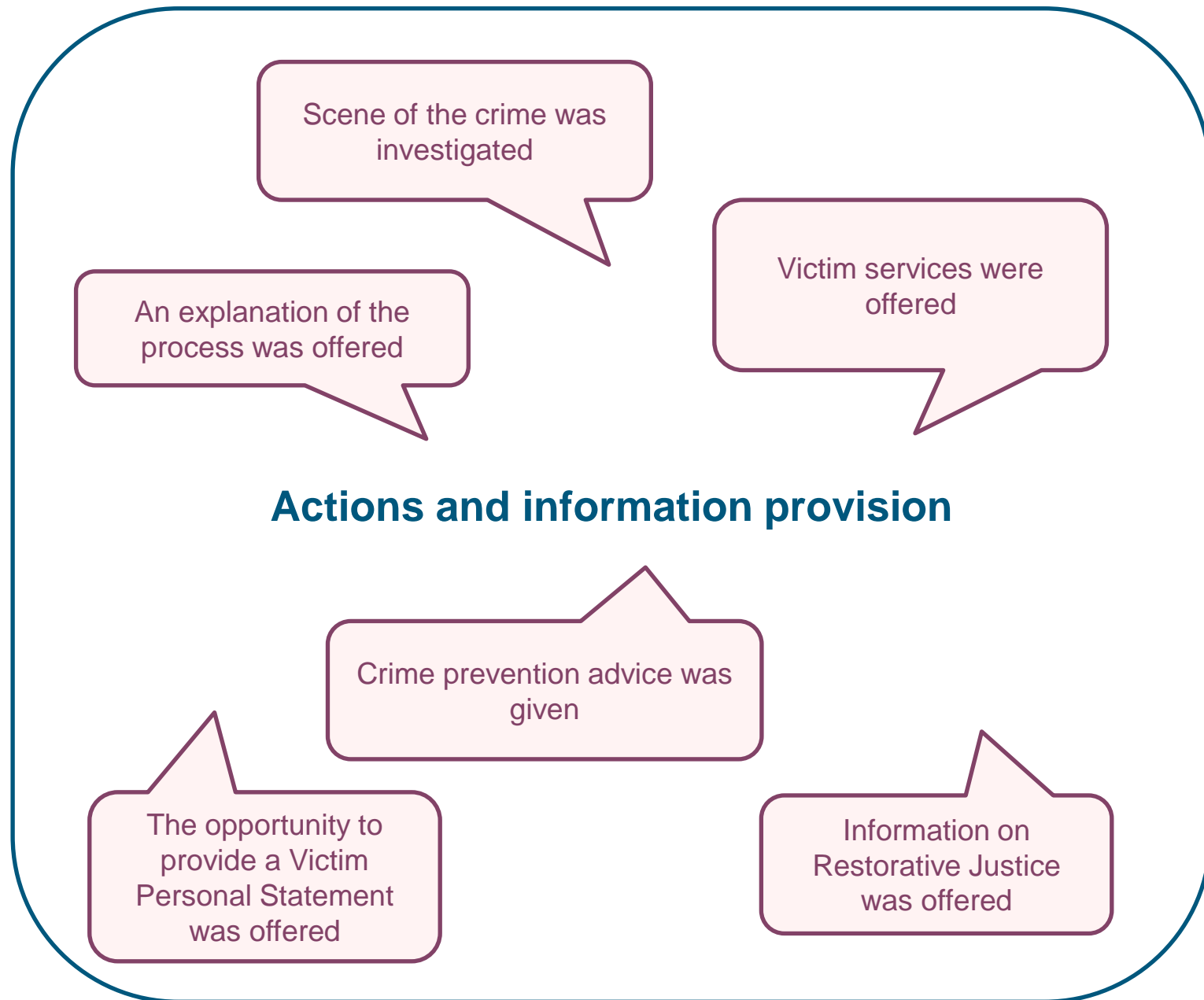
Source: USS and TDIU
Approx confidence intervals:
USS - 1.5 pp per data point; TDIU Phone / Online - 3 pp. per point

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

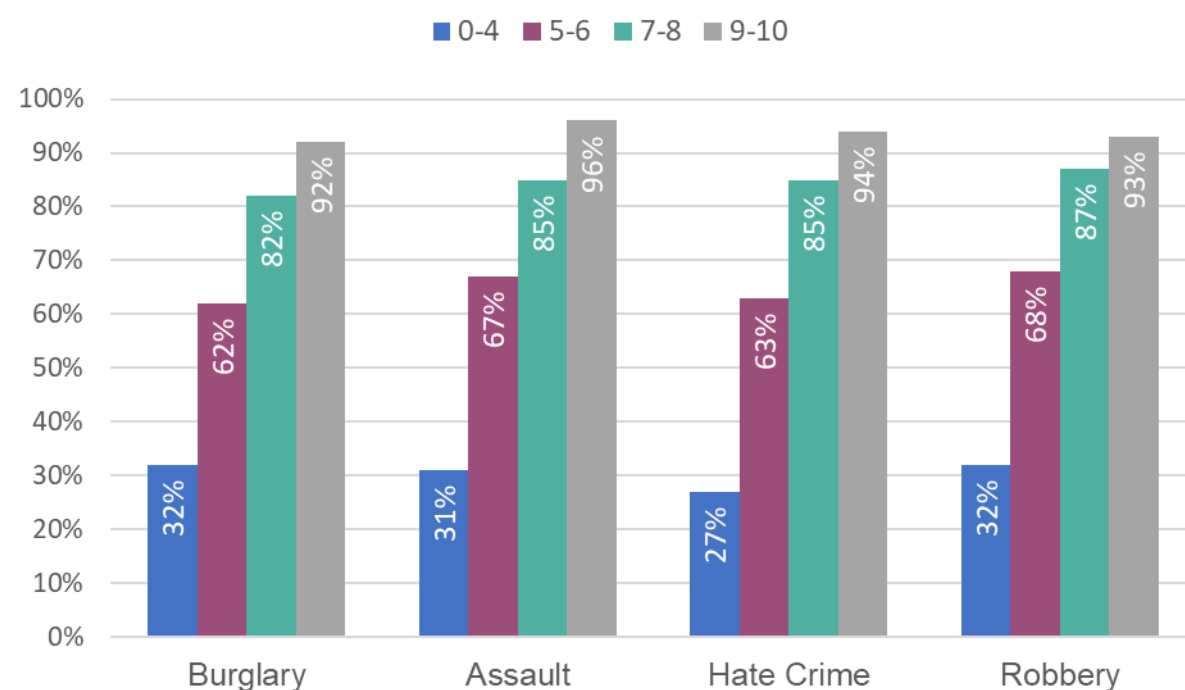
By using a composite score of ten yes/no diagnostic questions* about the service victims receive, it is possible to derive a "service score". This score can be broken down by demographic groups to understand differences in experiences.

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

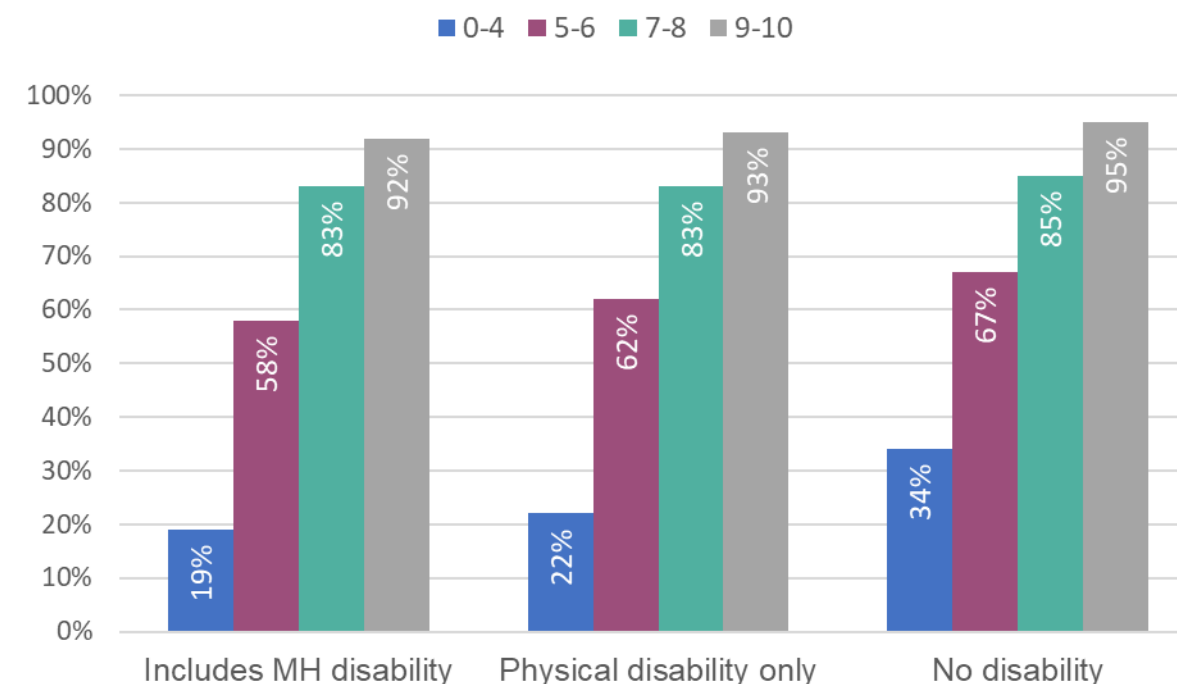
Small differences were seen by disability. There is a particularly negative effect of delivering poor service (a service score of 0-4) for those with a disability compared to those without.

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.

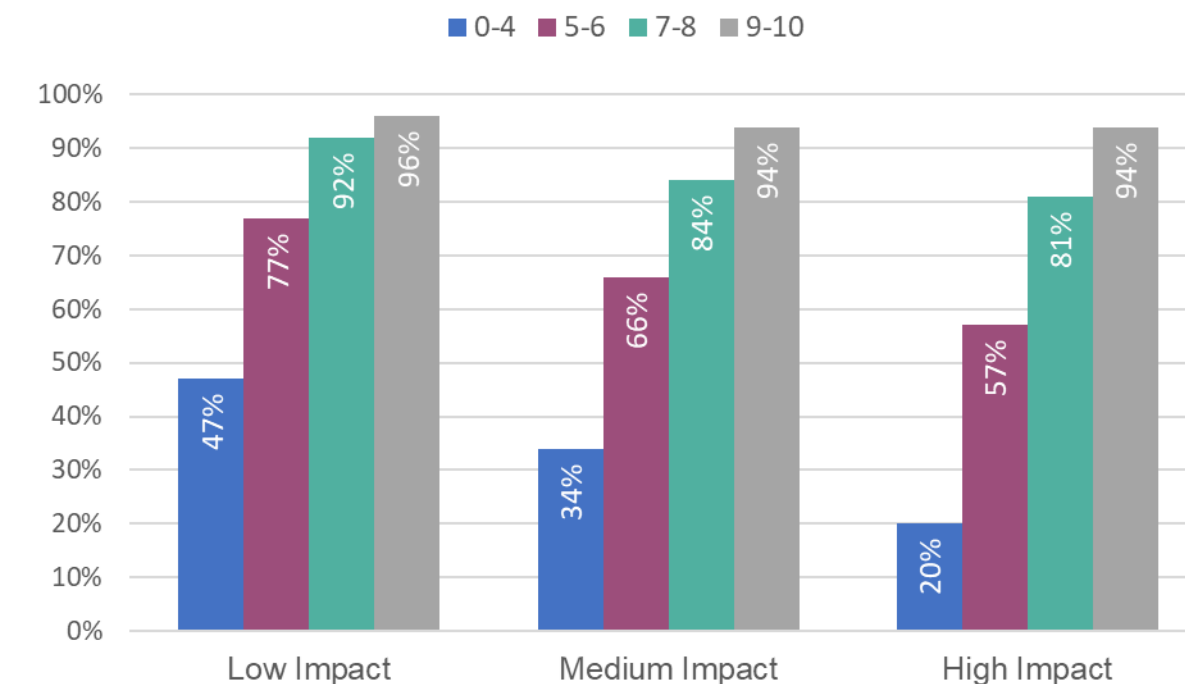
% satisfied with overall service by service score and by victim group



% 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



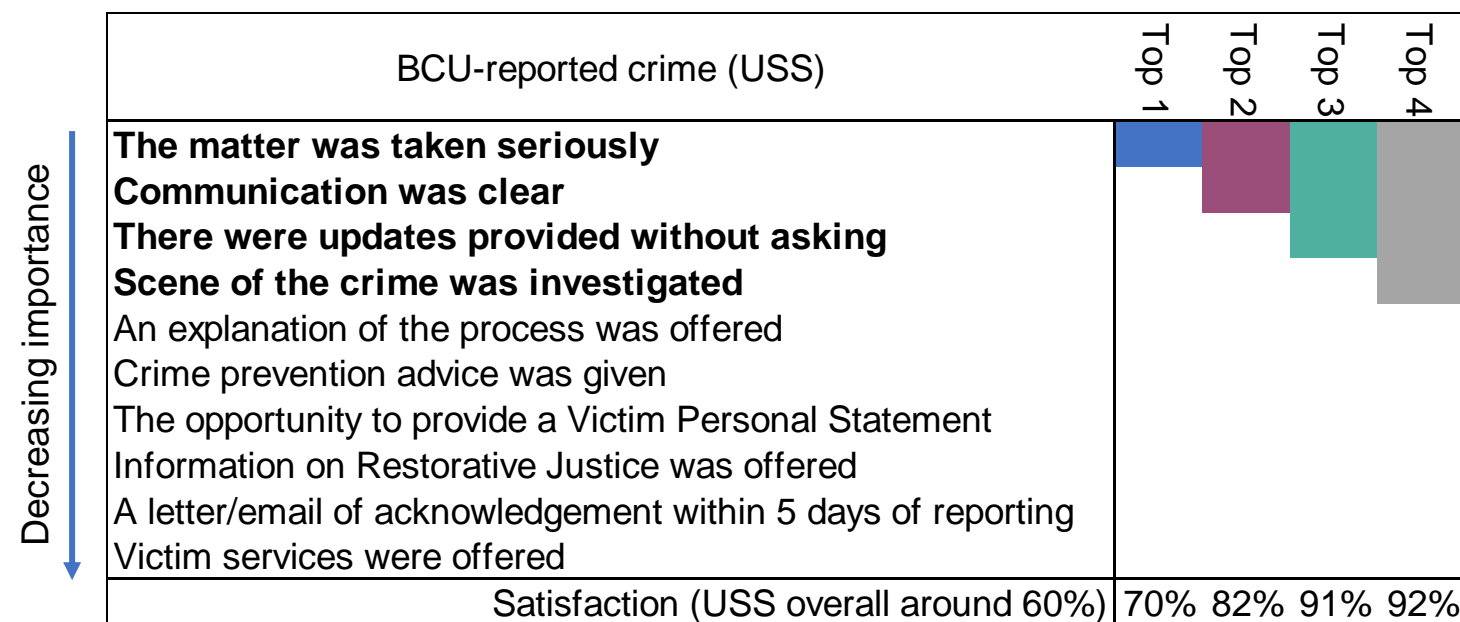
*The ten diagnostic questions are: Scene was investigated; Victim services were offered; Victim Personal Statement offered; Information on Restorative Justice was offered; Crime prevention advice was given; An explanation of the process was offered; A letter/email of acknowledgement within 5 days; There 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 Q3 25-26. This is to maximise base size for the different levels of service when breaking down by demographic groups.

We can also understand the best combinations of activities to deliver

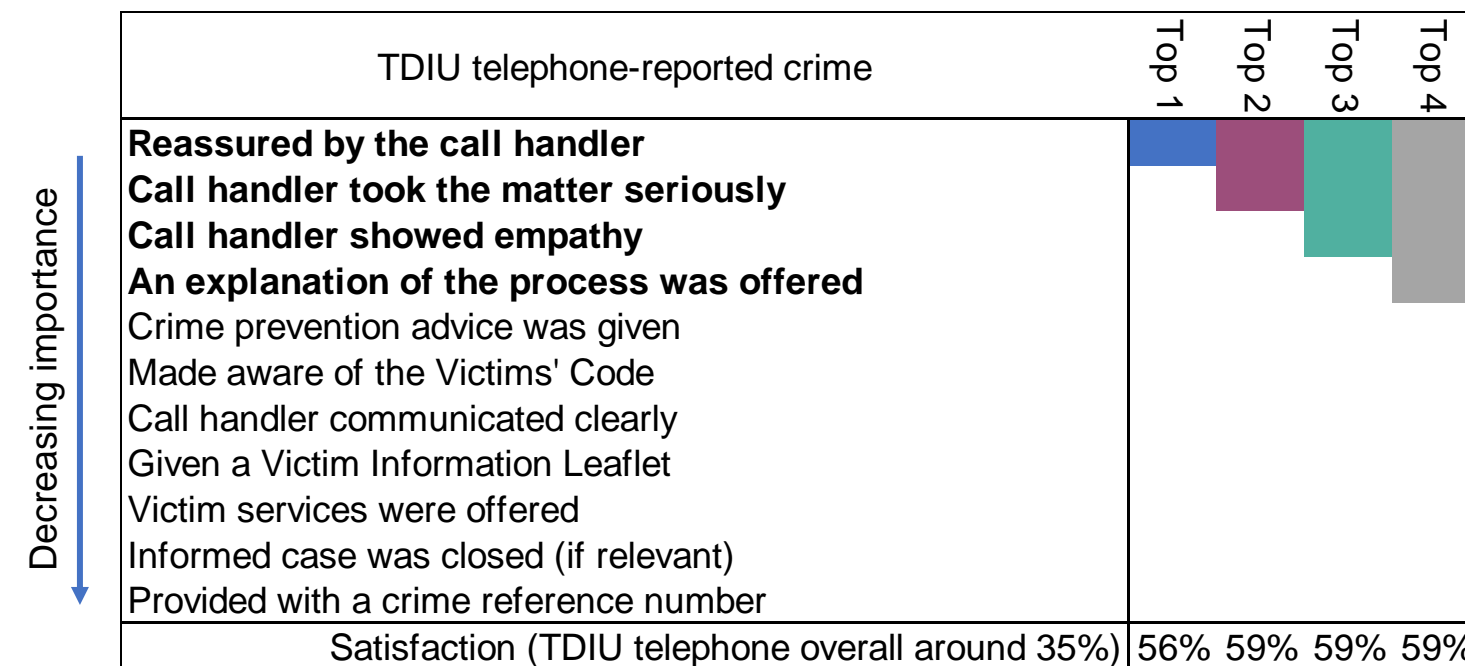
Looking at the activities delivered by policing teams for victims, we can also explore the **best combinations of these activities** in terms of satisfaction across both BCU-handled crime (USS) and crime dealt with by the TDIU either via the telephone or online.

There are hundreds of possible combinations of activities that policing teams can deliver to a victim. Analysis shows that across BCU-reported crime (USS), TDIU telephone-reported and TDIU online-reported crime, the **optimal number of activities was four**.



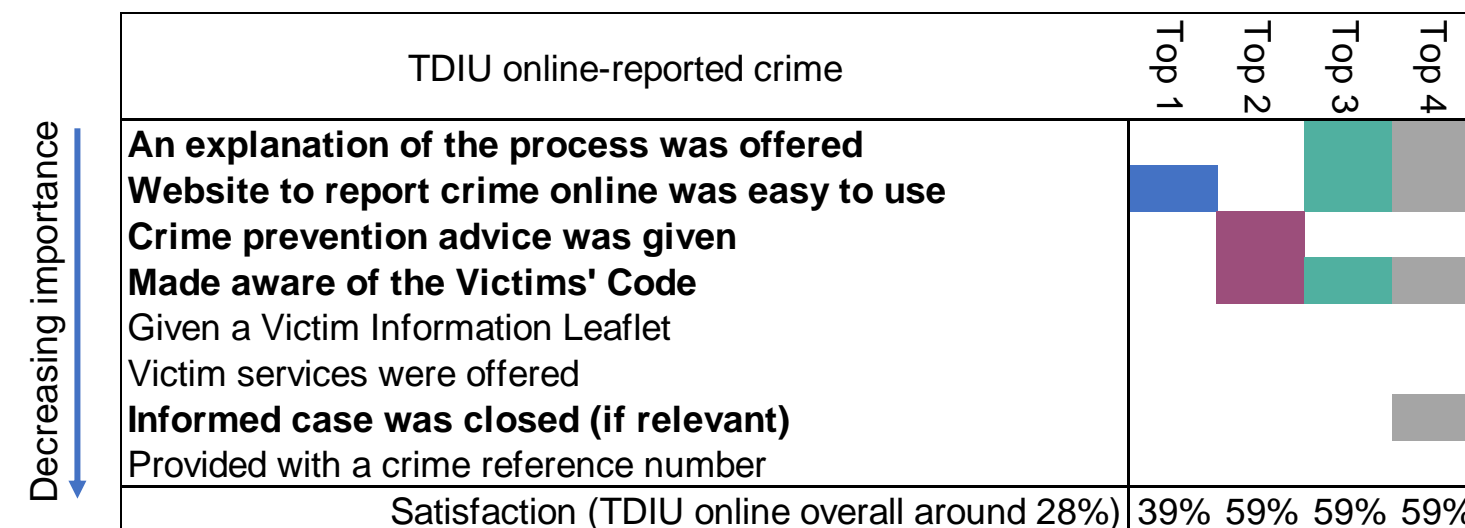
For BCU-reported crime (USS), the activity with the most impact was showing the victim the **matter was taken seriously**.

Adding **clear communication, providing updates without asking, and investigation of the scene** bring further benefits for satisfaction; this combination sees satisfaction above 90%.



For TDIU telephone reporters, the most powerful combination of four activities is:

- ✓ Feeling **reassured**
- ✓ The call handler taking the **matter seriously**
- ✓ The call handler showing **empathy**
- ✓ Being **offered an explanation of the process**



For TDIU online reporters, this combination is:

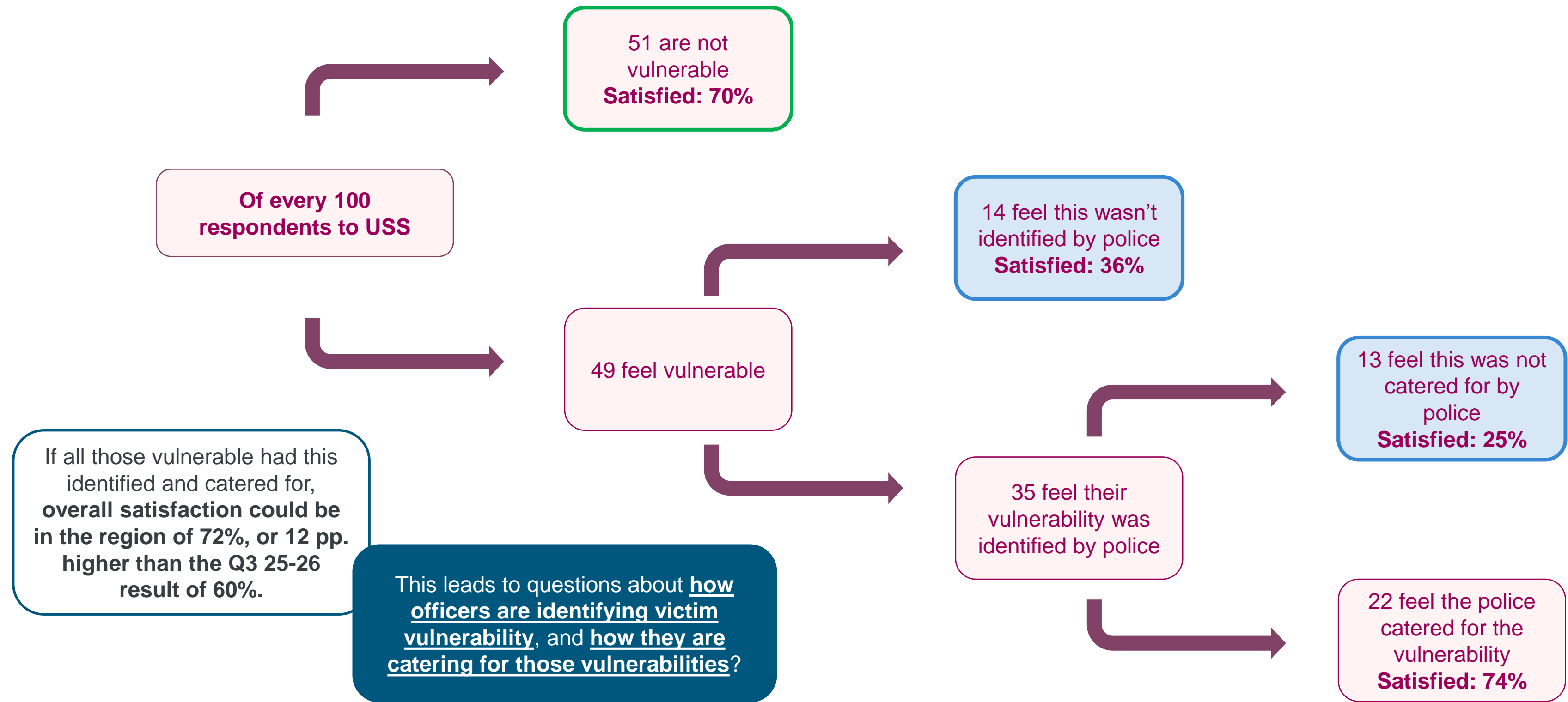
- ✓ Being offered an **explanation of process**
- ✓ Feeling the **website to report crime online was easy to use**
- ✓ Being made aware of the **Victims' Code**
- ✓ Being informed the **case was closed**

Maximum satisfaction is defined by maximum CV (cross-validation) accuracy from a random forest classifier over 5 folds.
10 activities present 1024 possible combinations; 11 activities present 2048 possible combinations; 8 activities present 256 possible combinations.

Source: USS and TDIU

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.**

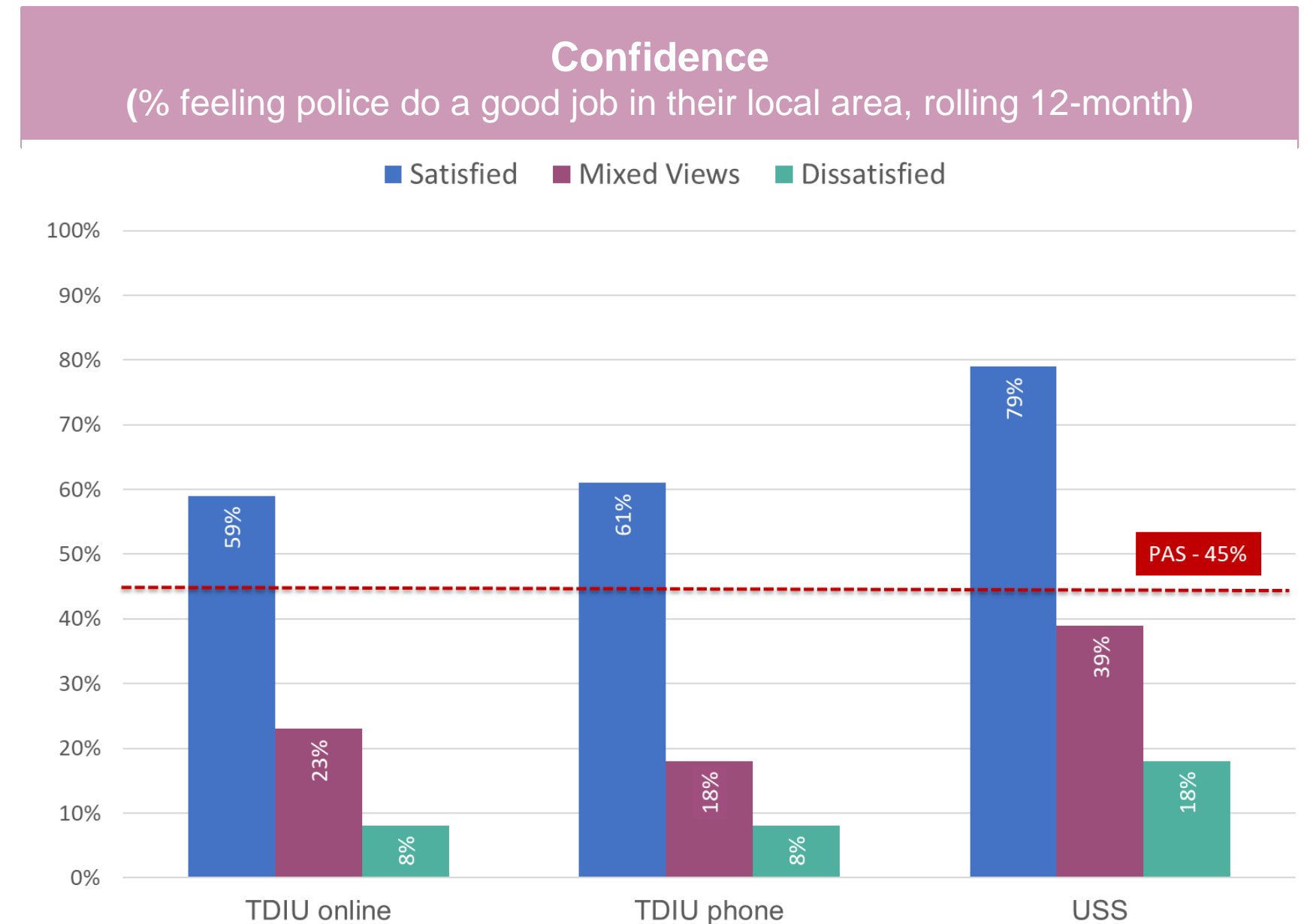
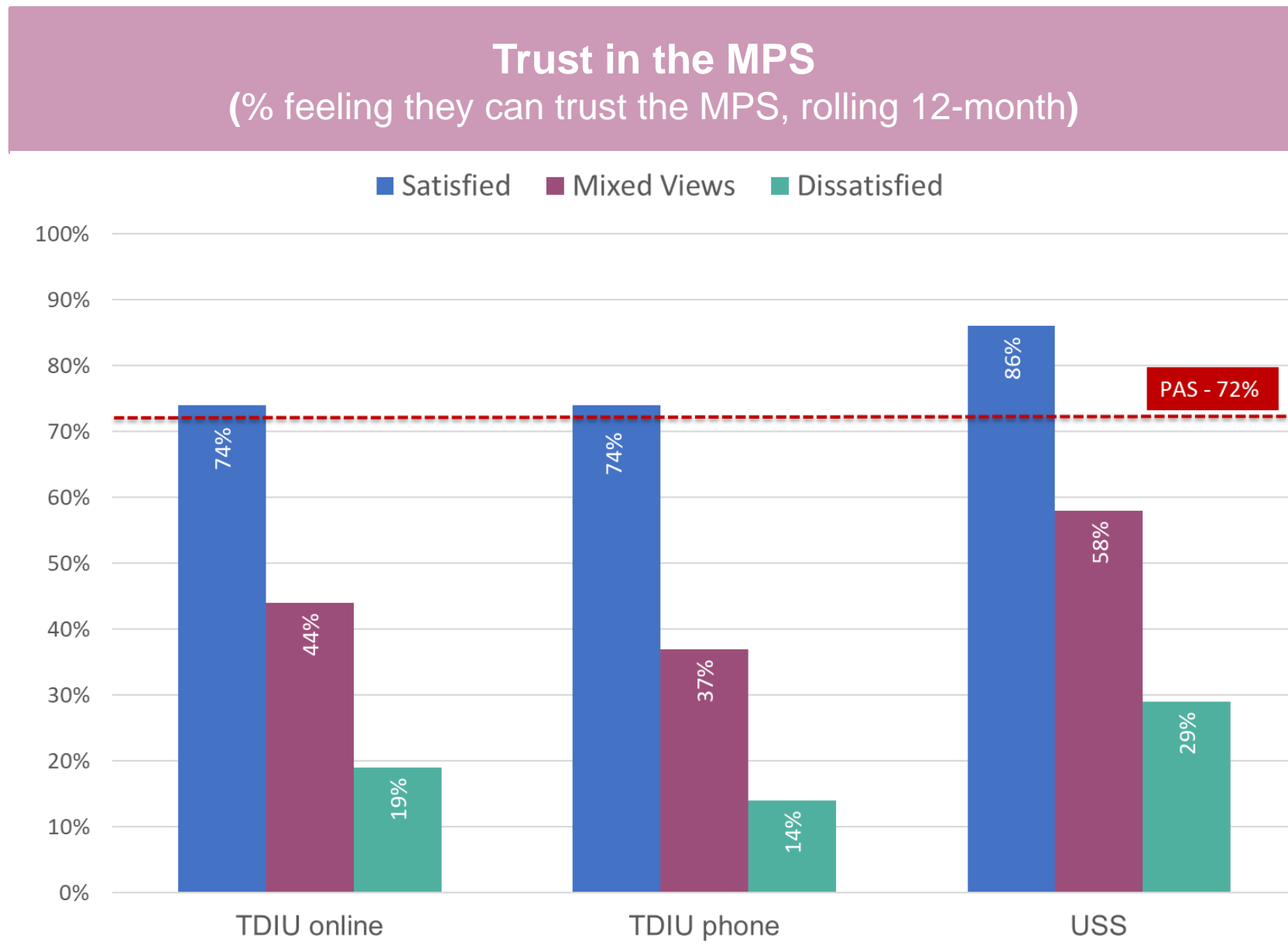


Source: USS
Q3 25-26

Victim satisfaction is a key enabler of trust and confidence in the police

Victim satisfaction is a core pillar in **New Met For London**, and the **Mayor's Police and Crime Plan**. It is also important in relation to victim attrition, as well as driving trust and confidence. This is illustrated when looking at results for trust in the MPS and confidence in local policing across the victim surveys and the Public Attitude Survey.

Victims who are **satisfied** are significantly **higher** in trust and confidence.
Victims with **mixed or dissatisfied** views have **significantly lower** trust and confidence.



Source: USS and TDIU

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).