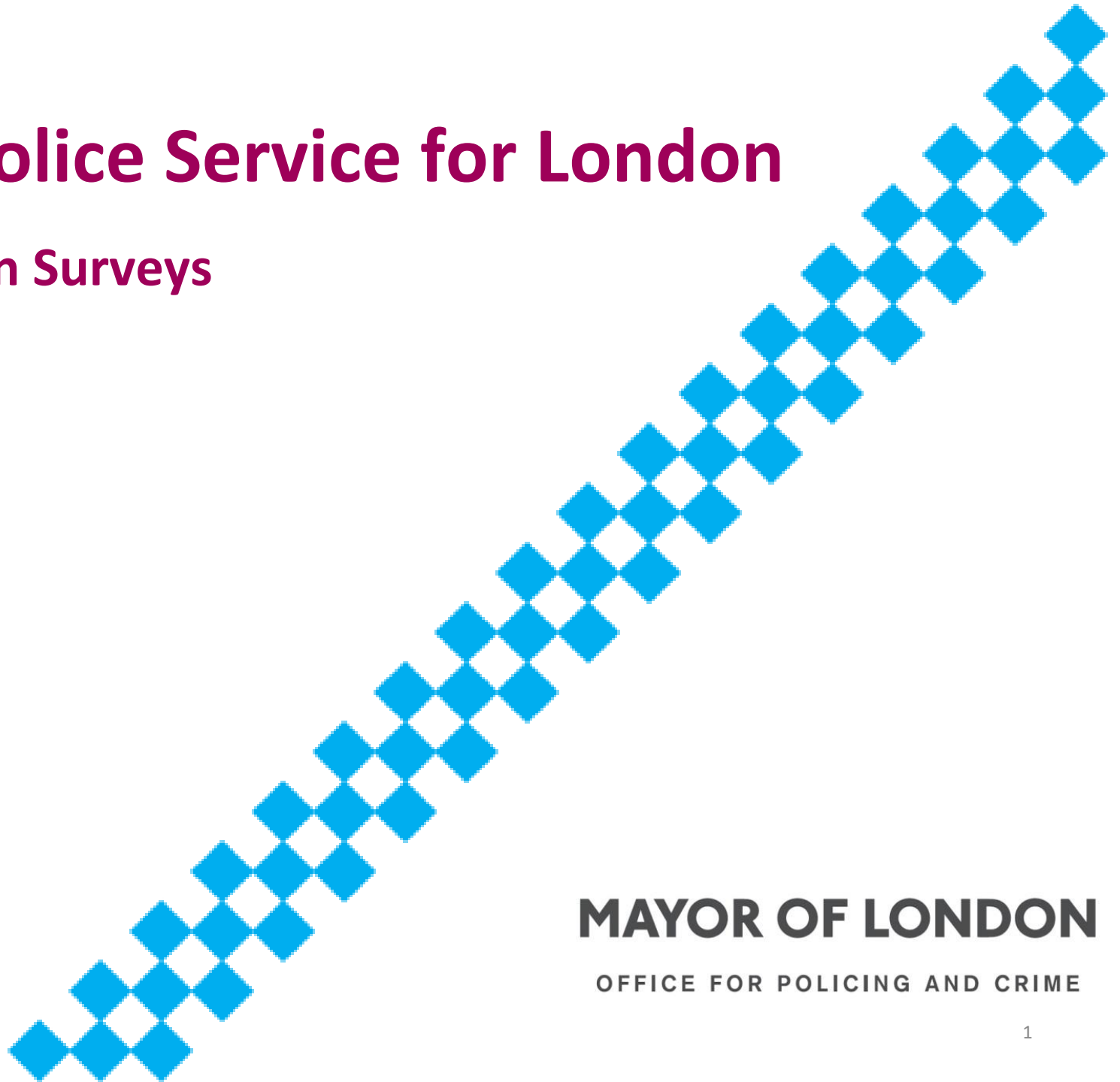


A Better Police Service for London

MOPAC London Surveys

Q1 21-22 results



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

About the MOPAC surveys



Introduction to the MOPAC surveys

User Satisfaction Survey (USS)

The USS is a telephone survey asking 9,600 victims each year about their experience of reporting a single crime incident to the police.

Questions cover initial contact, the response they got and how they were treated by police.

Victims of Residential Burglary, Assault, Personal Robbery and Hate Crime are interviewed 6-12 weeks after the report of their incident. Results are presented at MPS and BCU level.

Exclusion criteria: Under 18; Domestic Violence; Sexual offences; Police Officers assaulted on duty.

Online TDIU survey

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

All TDIU-reporting victims of Residential Burglary, Assault, Vehicle Crime, Personal Robbery and Hate Crime are invited via email or SMS message to participate in the survey 6-12 weeks after the report of their incident. FY 20-21 saw just under 12,000 interviews.

Public Attitude Survey (PAS)

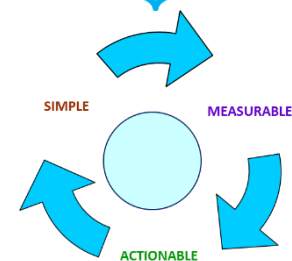
The Public Attitude Survey is a telephone survey of 12,800 Londoners each year about their experiences of and attitudes towards policing and crime in London.

Interviews take place throughout the year and are distributed evenly across all London boroughs.

Together, the surveys provide a regular overview of Londoners' opinions and views of, as well as experiences with, the police. They enable MOPAC to monitor improvements around the 'A better police service for London' objective in the Police and Crime Plan 2017-21.

The Police and Crime Plan (2017-21) has a focus on seven core questions from the PAS that underpin the behaviours of Neighbourhood policing.

1. [police in this area] can be relied on to be there when you need them (relied on to be there)
2. [police in this area] treat everyone fairly regardless of who they are? (fair treatment)
3. [police in this area] are dealing with the things that matter to people in this community (dealing issues)
4. [police in this area] listen to the concerns of local people (listen to concerns)
5. How well informed do you feel about what the police in THIS AREA have been doing (informed local)
6. *(Your Safer Neighbourhood Team is a group of police officers dedicated to serving your community. The team includes 2 officers (Dedicated Ward Officers) based in your area (or 'ward'), supported by additional officers from the wider area.) ... Do you know how to contact your Local Ward Officer? (contact ward officer)*
7. ...How good a job do you think the police in this area are doing? (good job)



Important changes to the USS from FY 20-21

The User Satisfaction Survey underwent significant methodology changes for FY 20-21 which will mean the survey maintains relevance to new MPS ways of working and how crime is reported. With a growing volume of telephone and online reporting, there have been some difficulties with the representativeness of the USS sample and questions raised over whether a 15-minute telephone interview is proportionate for all victim reports.

Up to March 2020



USS gathers the views of around **12,800 victims** per year on their experience of reporting crime to the Metropolitan Police Service.

Just over 1,000 interviews for **every Basic Command Unit** and approx. 800 for the **Telephone Digital Investigation Unit** per year.



Victims of **volume crimes**: burglary, vehicle crime, assault, robbery or hate crime.

Quotas to achieve a set number of interviews per crime type per BCU.

Interviews conducted over the **telephone**.



Interviewed **6 to 12 weeks** after they reported to police.



Data is available **quarterly**.



From April 2020

1) User Satisfaction Survey continues in its new form.

- **Around 9,600 victims** per year will be spoken to about their experience of reporting crime to the Metropolitan Police Service.
- Victims of **volume crimes**: burglary, assault, robbery or hate crime.
- No quotas for crime types at BCU level. Complete random sampling.
- 800 interviews for **every Basic Command Unit**.



2) Victims reporting via the **Telephone Digital Investigation Unit** will be invited to an online survey as a separate project (the TDIU survey).

- **All victims of specific crime types reporting via the TDIU** (both online and by telephone) will be invited to participate.
- Victims of **volume crimes**: burglary, assault, robbery, hate crime or vehicle crime.
- Satisfaction measured for online and telephone reporters separately.
- We expect to hear from c.2,500 victims per quarter.



3) Aspirations to hear from **High Harm** victims.

Other methodological aspects and data provision remain unchanged

Impact of COVID-19 on the surveys

User Satisfaction Survey (USS)

USS interviewing takes place throughout any given month over the telephone. The market research company who conduct the fieldwork **maintained service throughout the lockdown periods**, with workers conducting interviews from their homes.

USS results for FY 20-21 and FY 21-22 are different from previous results in FY 19-20, but this is likely due to the methodological changes - outlined on slide 4 - which removed the TDIU reporters to a separate product, rather than any disruption caused by the COVID-19 pandemic.

All results presented in this pack are from the new methodology only.

Public Attitude Survey (PAS)

The Public Attitude Survey has historically been conducted face-to-face with Londoners in their homes, with all postal addresses eligible to take part. As a result, the COVID-19 pandemic and lockdown has had a considerable impact on fieldwork.

Due to the COVID-19 pandemic, **the PAS was moved from face-to-face to telephone interviewing**. Interviews during FY 20-21 and now into FY 21-22 were conducted exclusively on the telephone.

Core Public Perception Measures remained in place but **the change in methodology may impact on the comparability of trend data**. The PAS still aims to achieve a total of 3,200 interviews across London for each quarter, with 100 interviews in each of the 32 London Boroughs.

The PAS will remain using the new telephone methodology for FY 21-22.

Executive Summary



Executive Summary – Key Findings

Victim Satisfaction

At a quarterly level Overall Satisfaction has shown a significant decline over the last year from 71% in Q1 20-21 to the current 66% in Q1 21-22. This is also reflected in satisfaction with Police Actions. There are also significant differences in satisfaction based on crime type, with hate crime victims reporting the lowest levels of satisfaction (63%).

Telephone reporters are consistently more satisfied than those who report online. There has been a statistically significant reduction in those satisfied over the last year (Q1 20-21 vs. Q1 21-22) for both telephone (fall of 8pp.) and online (fall of 7pp.) reporters.

Public Perceptions

Historically, public perceptions results remained fairly stable between FY 12-13 to FY 16-17. A comparatively sharp decline was seen through FY 17-18 and FY 18-19, with results tending to level off in FY 19-20. More recent trends for FY 20-21 have been mixed, with Q1 21-22 now showing declines across many measures.

The upward trend in measures of police communication (feeling ‘informed about local policing’ and ‘knowing how to contact your SNT/DWO’) have **levelled off** in Q1 21-22, although results remain high due to previous uplifts seen over FY 20-21.

However, wider **attitudinal** measures such as feeling the police ‘can be relied on’, ‘treat everyone fairly’, ‘do a good job in the local area’ (confidence) and ‘trust in the MPS’ have all seen **continued declines** into Q1 21-22. Confidence is at an all time low, at 54%.

Inequalities in Victim Satisfaction and Public Perceptions

Across the User Satisfaction Survey, TDIU Survey, and Public Attitude Survey gaps between different demographic groups exist.

Public Perceptions: The largest inequalities in public perceptions continue to be seen by Ethnicity. Londoners from a **Mixed Ethnic Background** see large gaps across 6 of the 7 core questions (and Trust in the MPS) and Londoners from a **Black Ethnic Background** see large gaps across all 7 core questions (and Trust in the MPS). Inequalities for both groups have **widened** over FY 20-21 – particularly amongst those from a Black Ethnic Background. However, recent results suggest this may now be slowing for both groups.

Victim Satisfaction: The only difference that is consistently seen across all results (i.e., USS and both TDIU results) is that of older respondents – aged 65+ – being more satisfied than the MPS average.

Those who self-declare a disability are less satisfied, with respondents who report a disability 10 pp. lower than the MPS average. A smaller disability gap is present for Online reporters to the TDIU survey (-5 pp.)

LGBT+ respondents are more negative on the USS (-5 pp.) and Online reporters from the TDIU survey (-6 pp.).

Full results and breakdowns can be seen on [MOPAC's Public Voice Dashboards](#). These will be updated according to the publication schedule.

Victim Satisfaction with the police service



Summary of Victim Satisfaction with the Police Service

USS findings

At a quarterly level Overall Satisfaction has shown a **significant decline** over the last year from 71% in Q1 20-21 to the current 66% in Q1 21-22.

The service areas are as follows for Q1 21-22 at a discrete quarterly level with a comparison to the same point last year:

Ease of Contact	89% (No change from Q1 20-21)
Police Actions	63% (-3pp. from Q1 20-21)
Follow Up	55% (-2pp. from Q1 20-21)
Treatment	79% (-1 pp. Q1 20-21)

Police Actions is the only **statistically significant** change.

Crime group results

For R12 to Q1 21-22 there is a **statistically significant difference** in the satisfaction of victims based on the crime type they are reporting:

- Victims of residential burglary are the most satisfied group at 75%.
- Those that have experienced a hate crime have the lowest levels of satisfaction at 63%.

BCU results

There is variation in performance between BCUs, with a 7pp. range between top and bottom performers. Central East, the bottom performing BCU, is the only BCU that is significantly different from the R12 MPS average of 68%. Central East consistently fell each quarter in FY 2021 from 68% in Q1 20-21 to 63% in Q4 20-21, but has had a non-significant rise to 64% in Q1 21-22.

Monthly trends (USS & TDIU survey)

Monthly data has shown a fairly stable result for both the USS and TDIU survey. The results show that victims reporting to police face to face (USS) are consistently, and significantly, more satisfied than those reporting on the phone or online.

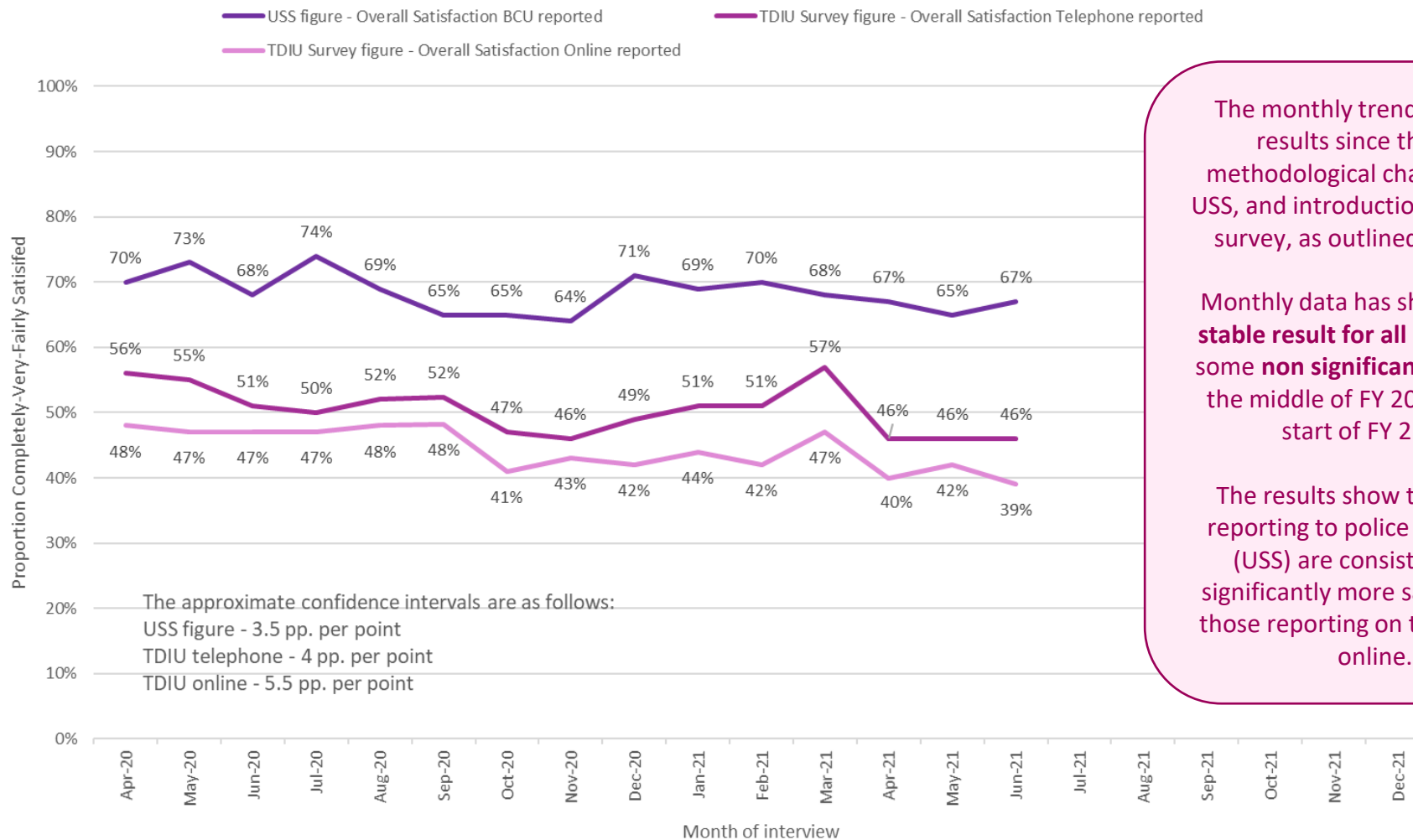
TDIU survey findings

Telephone reporters are consistently more satisfied than those who report online. There has been a statistically significant reduction in those satisfied over the last year (Q1 20-21 vs. Q1 21-22) for both telephone (54% to 46%, a fall of 8pp.) and online (48% to 41%, a fall of 7pp.) reporters.

Common issues highlighted by respondents concern a lack of reassurance by police during the process.

Those whose incident is dealt with face to face continue to be more satisfied than those who are dealt with over the phone or online

Overall Satisfaction of victims by survey and reporting method
Discrete month data



The monthly trend shows the results since the large methodological changes to the USS, and introduction of the TDIU survey, as outlined on slide 4.

Monthly data has shown a fairly **stable result for all surveys** with some **non significant** variation in the middle of FY 20-21 and the start of FY 21-22.

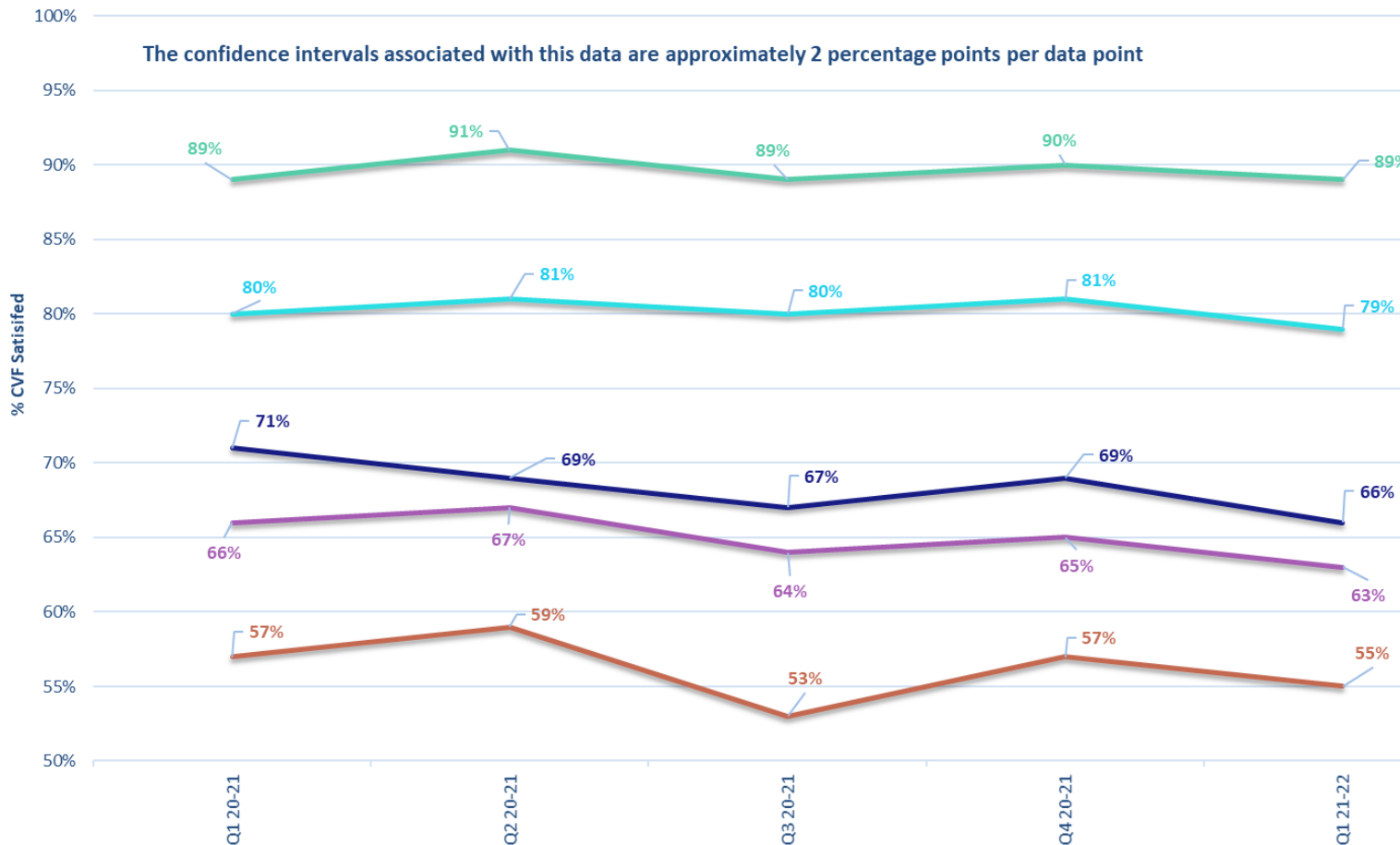
The results show that victims reporting to police face to face (USS) are consistently and significantly more satisfied than those reporting on the phone or online.

Two thirds of those interviewed in Q1 21-22 for the USS were satisfied with the overall service they received from the police

Overall Satisfaction and satisfaction within service areas

Discrete Quarter per point

Ease of Contact Police Actions Follow Up Treatment Overall Satisfaction



The confidence intervals associated with this data are approximately 2 percentage points per data point

Due to the change in USS methodology outlined in slide 4 of this pack, a new quarterly trend has begun from FY 20-21.

However, the **service area satisfaction levels remain in the same order** as previous years (i.e. Ease of Contact, Treatment, Actions then Follow up).

Overall Satisfaction has been on a shallow downward trend since Q1 20-21 from 71% to the current Q1 21-22 result at 66%.

This fall is **statistically significant**.

Similarly, the fall in the Police Actions service area over the same period from 66% to 63% is also **significant**. Police Actions have consistently been the strongest drivers of Overall Satisfaction.

The service area that has the lowest levels of satisfaction is Follow Up, at 55% for Q1. This includes updates on investigation and being told the case is closed.

Satisfaction varies significantly across offence groups and, to an extent, geographic area

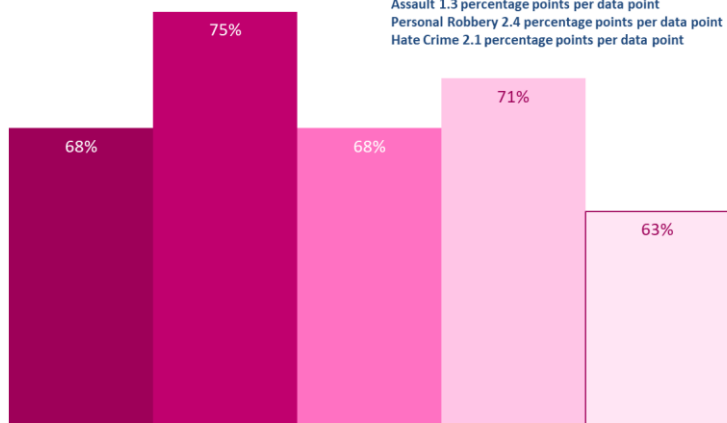
Satisfaction is higher for victims of burglary (75%) and lower for victims of hate crime (63%) when compared to the R12 MPS average (68%). These differences are **statistically significant**. This finding has been consistent over time and was present prior to the methodological change to the USS.

There is variation in performance between BCUs, with a 7pp. range between top and bottom performers. Central East, the bottom performing BCU, is the only BCU that is **significantly different** from the R12 MPS average of 68%. Central East consistently fell each quarter in FY 2021 from 68% in Q1 20-21 to 63% in Q4 20-21, but has had a non-significant rise to 64% in Q1 21-22.

Overall Satisfaction by crime group
R12 to Q1 21-22 data

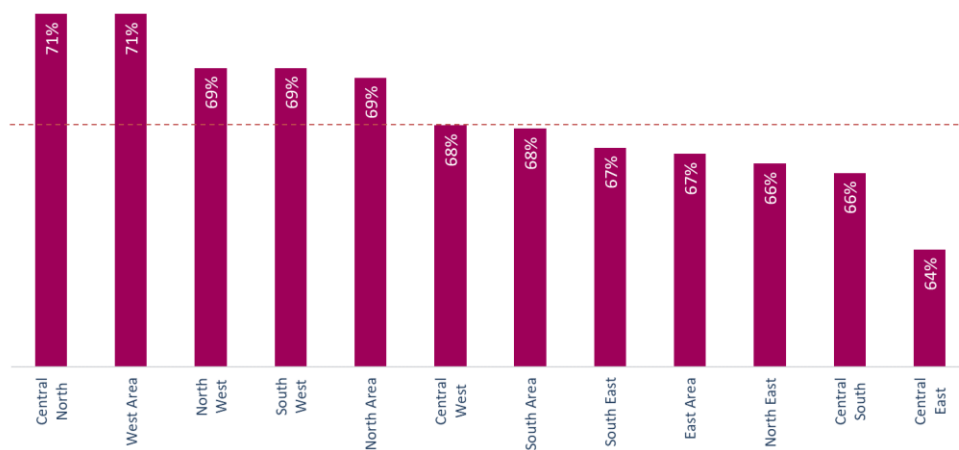
■ All crime groups ■ Residential Burglary ■ Assault ■ Personal Robbery ■ Hate Crime

The confidence intervals associated with this data are approximately:
All crime groups 0.9 percentage points per data point
Residential Burglary 2.3 percentage points per data point
Assault 1.3 percentage points per data point
Personal Robbery 2.4 percentage points per data point
Hate Crime 2.1 percentage points per data point



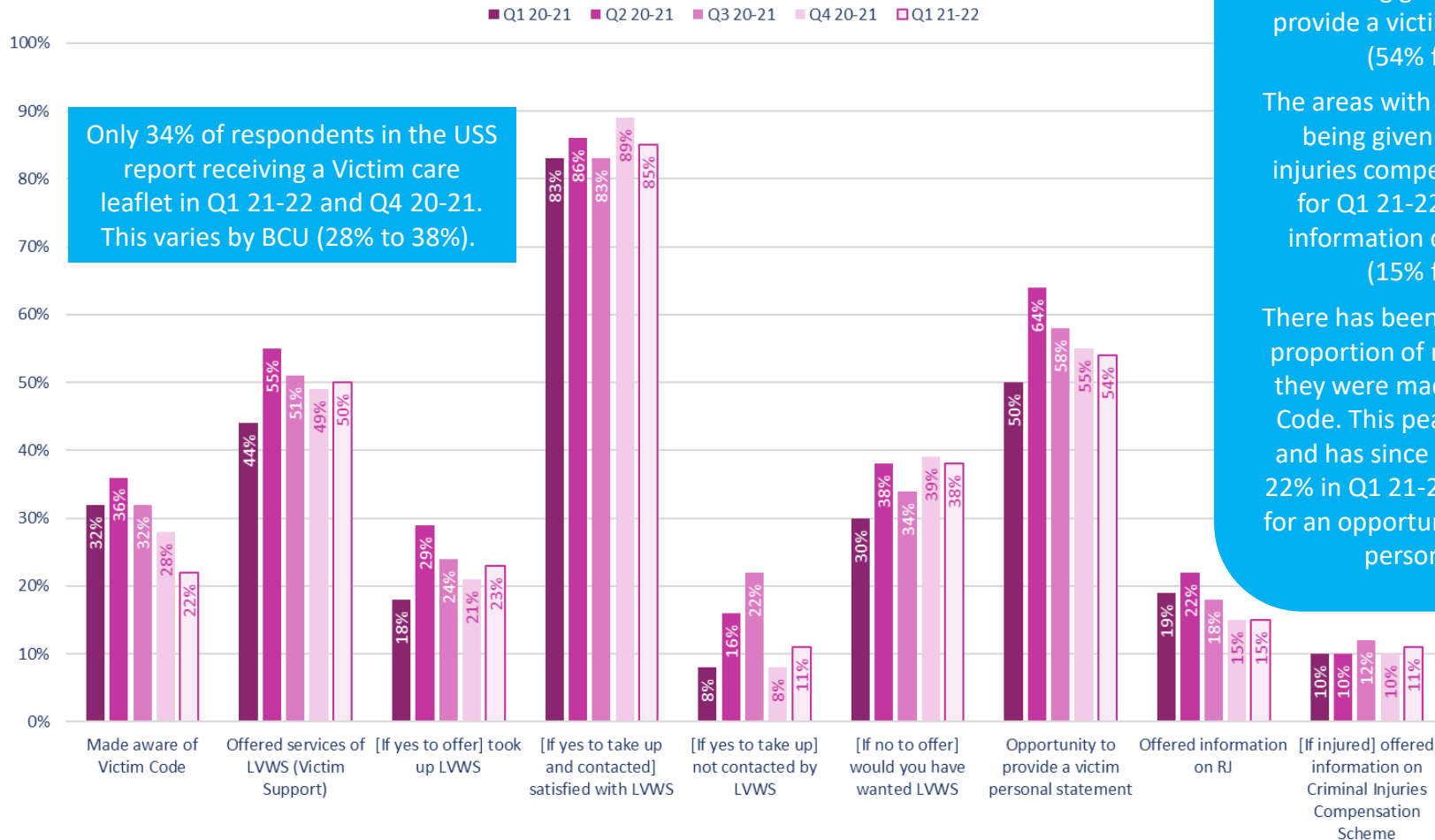
Overall Satisfaction by BCU
R12 to 21-22 data

The confidence intervals associated with this data are approximately
3.4 percentage points per BCU and 0.9 percentage points for MPS data



Compliance with the Code of Practice for Victims of Crime has shown some declines over the last 3 quarters

Victim Code responses over time
Discrete data per point



Only 34% of respondents in the USS report receiving a Victim care leaflet in Q1 21-22 and Q4 20-21. This varies by BCU (28% to 38%).

The areas with the highest compliance are being offered the services of LVWS (Victim Support) (50% for Q1 21-22) and being given the opportunity to provide a victim personal statement (54% for Q1 21-22).

The areas with lowest compliance are being given information on the injuries compensation scheme (11% for Q1 21-22) and being offered information on restorative justice (15% for Q1 21-22).

There has been a consistent fall in the proportion of respondents reporting they were made aware if the Victim Code. This peaked Q2 20-21 at 36% and has since fallen each quarter to 22% in Q1 21-22. A similar fall is seen for an opportunity to provide a victim personal statement.

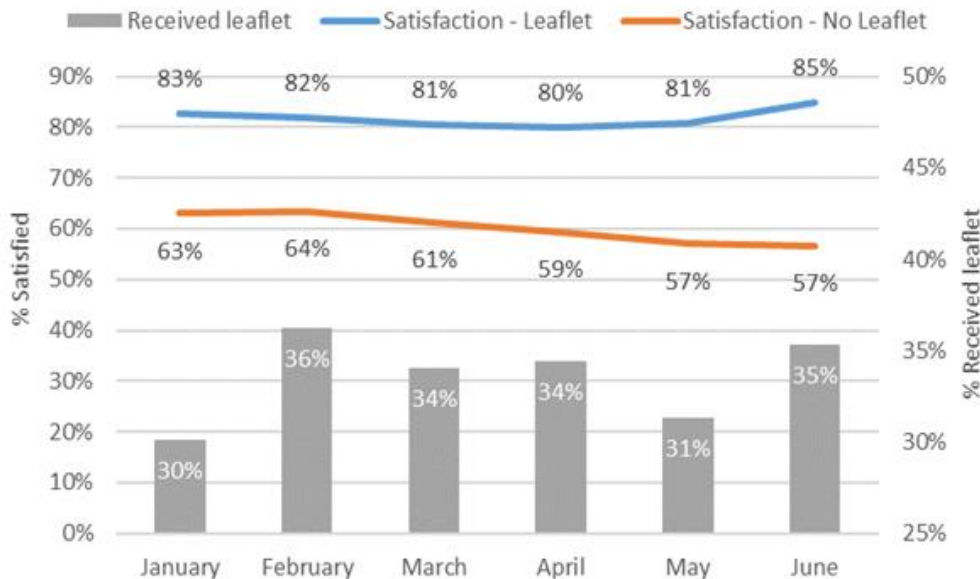
Early results indicate those who report receiving the new victims' leaflet are more satisfied

MPS distribution of new leaflets began November 2020. These are directly given to victims aiming to improve information, VCOP compliance, and overall support.

34% of respondents in the USS report receiving a Victim Care Leaflet in Q1 21-22 and Q4 20-21.

Burglary victims are more likely to report receiving the leaflet (49%), than robbery (37%), and Assault and Hate victims (30%).

Overall, those who report receiving the leaflet are more satisfied, and this is consistent over time.



Leaflet receipt varies by borough.
 Top boroughs in terms of victim self-reporting receiving a leaflet - Hammersmith at 46% and Hillingdon at 42%.
 Bottom borough – Waltham Forest at 26%

Those who report receiving the leaflet were significantly more positive across the board...

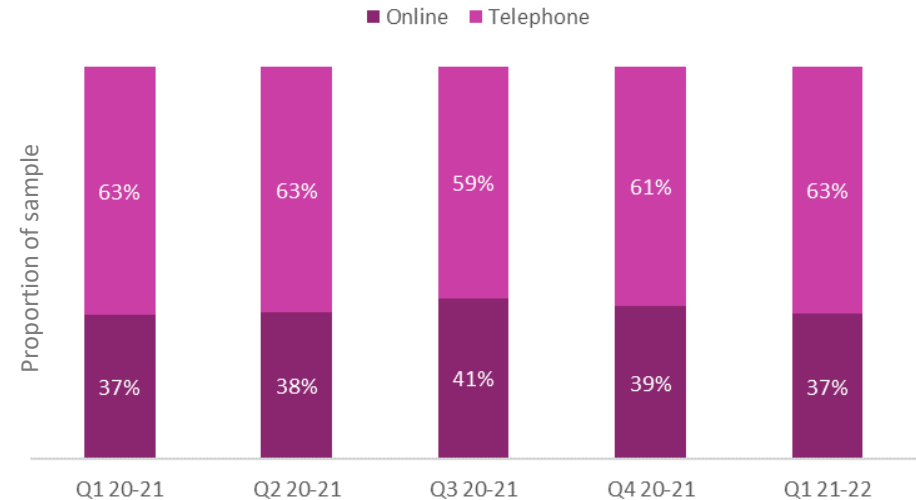
	Leaflet (n= ~ 1200)	No leaflet (n= ~2500)	Difference
Satisfaction – Overall *	82	60	+22 pp
Satisfaction – Actions*	79	56	+23 pp
Scene investigation*	86	69	+17 pp
Crime ref*	93	73	+20 pp
Explain next steps*	93	76	+17 pp
Victim code awareness*	48	13	+35 pp
Offer Victim Support*	72	37	+35 pp
Victim personal statement*	67	49	+18 pp
Info restorative justice*	28	9	+19 pp
Info Criminal Injuries Compensation*	19	6	+13 pp
Crime prevention advice*	69	41	+28 pp
Reassured*	84	62	+22 pp
Under 10 minutes spent*	9	18	-9 pp

The positive impacts are seen across **all crime types** and **demographics (age, sex, ethnicity)**. The largest net increase in seen for those with a self-identified Mental Health disability (78% with Leaflet vs. 42% satisfied without Leaflet, a 25pp difference).

The TDIU survey shows a large mismatch in victim expectations and delivered service for both online and telephone reports

The invitation to take part in the TDIU survey is extended to **all** victims who report the **specified crime types** via the telephone or online.

Around 10% of those invited to do so take part in the survey (approx. 2500 per quarter) and response is consistently split approximately 60:40 telephone to online.



Online

38% of those **reporting online** receive **no further contact** other than an email acknowledging the report (Q1 21-22).

Of those who did not receive further contact, **72% expected** that the police would **contact** them regarding their report (Q1 21-22). This represents a sizeable increase from the 63% in Q4 20-21.

Telephone

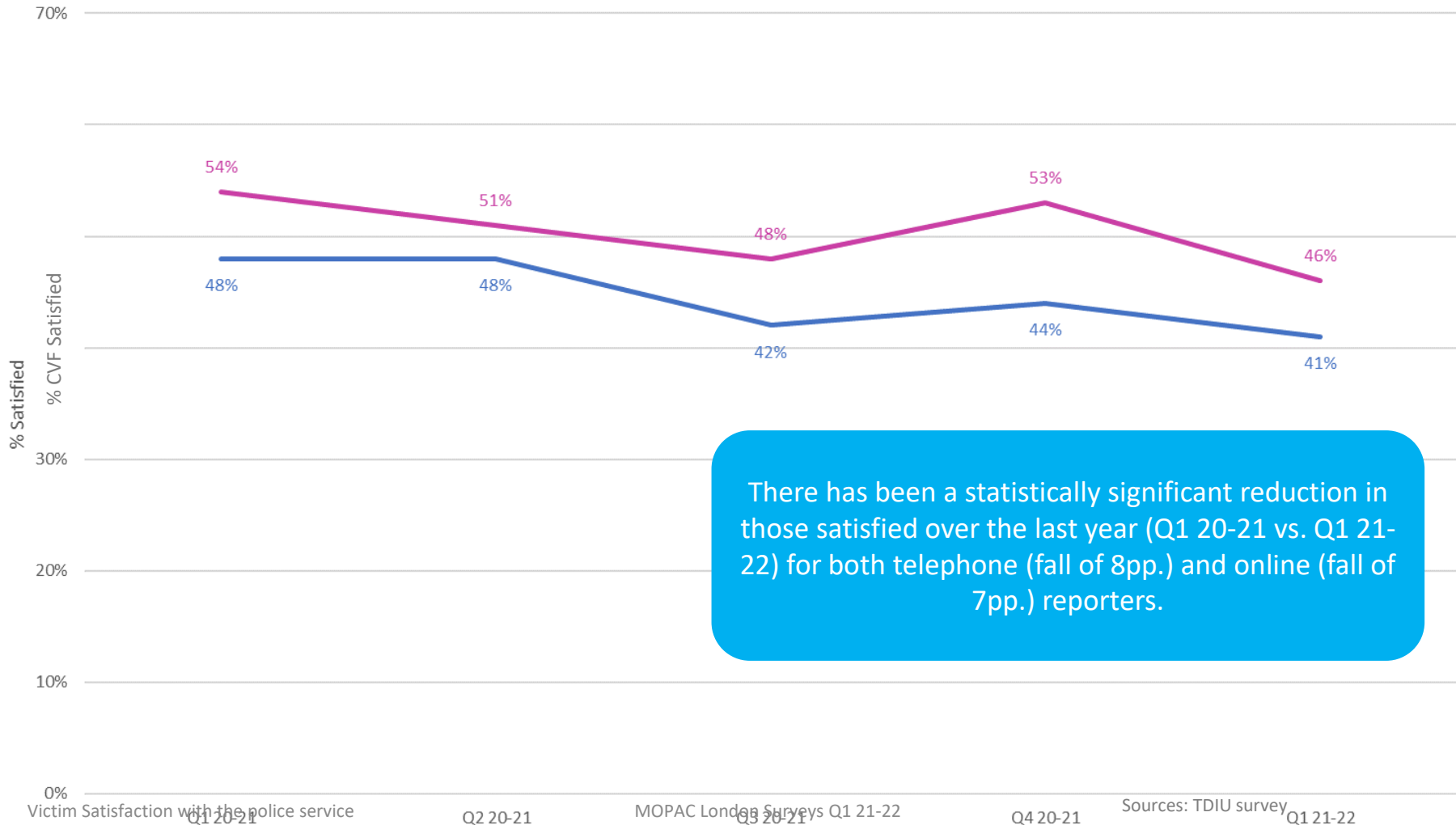
18% of those reporting via telephone **receive a visit** from an officer of staff. Of those who do not; **just over a quarter (26%) are not happy being dealt with entirely over the telephone** (Q1 21-22).

Half of those reporting via telephone **are transferred directly to the TDIU** from MetCC (50%). Of those who aren't; just over third (39%) are called back within 24 hours, but **just over one in ten (13%) report not receiving a call at all** (Q1 21-22).

TDIU - Telephone reporters are consistently more satisfied than those who report online – but both groups have seen a decline

Victim satisfaction from the TDIU survey
Quarterly data per point

— Online — Phone



TDIU - Similar to the USS, being reassured by police is a key element of satisfaction for telephone reporters

The service elements most predictive of satisfaction for this group are:

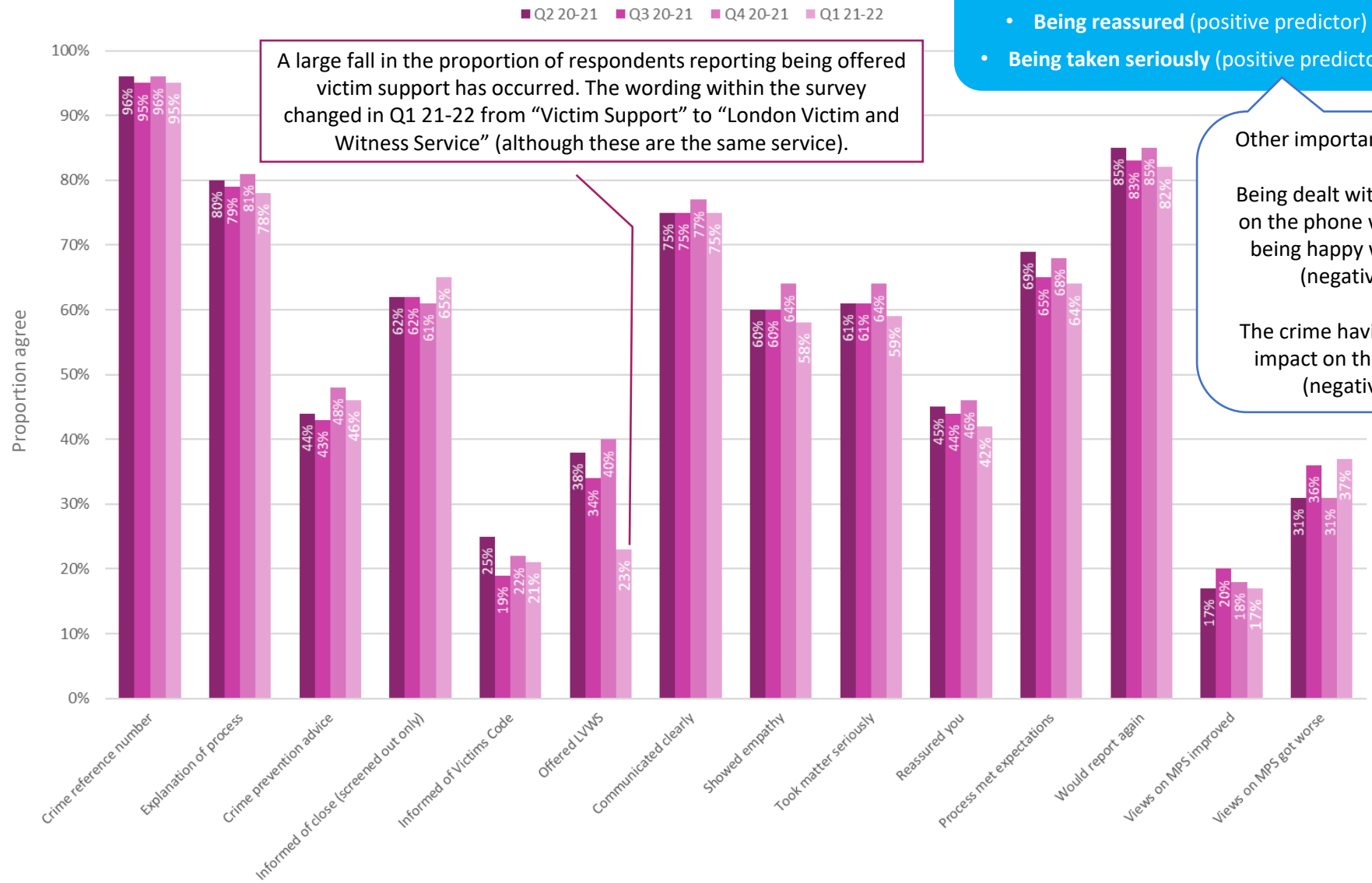
- Being reassured (positive predictor)
- Being taken seriously (positive predictor)

A large fall in the proportion of respondents reporting being offered victim support has occurred. The wording within the survey changed in Q1 21-22 from "Victim Support" to "London Victim and Witness Service" (although these are the same service).

Other important factors:

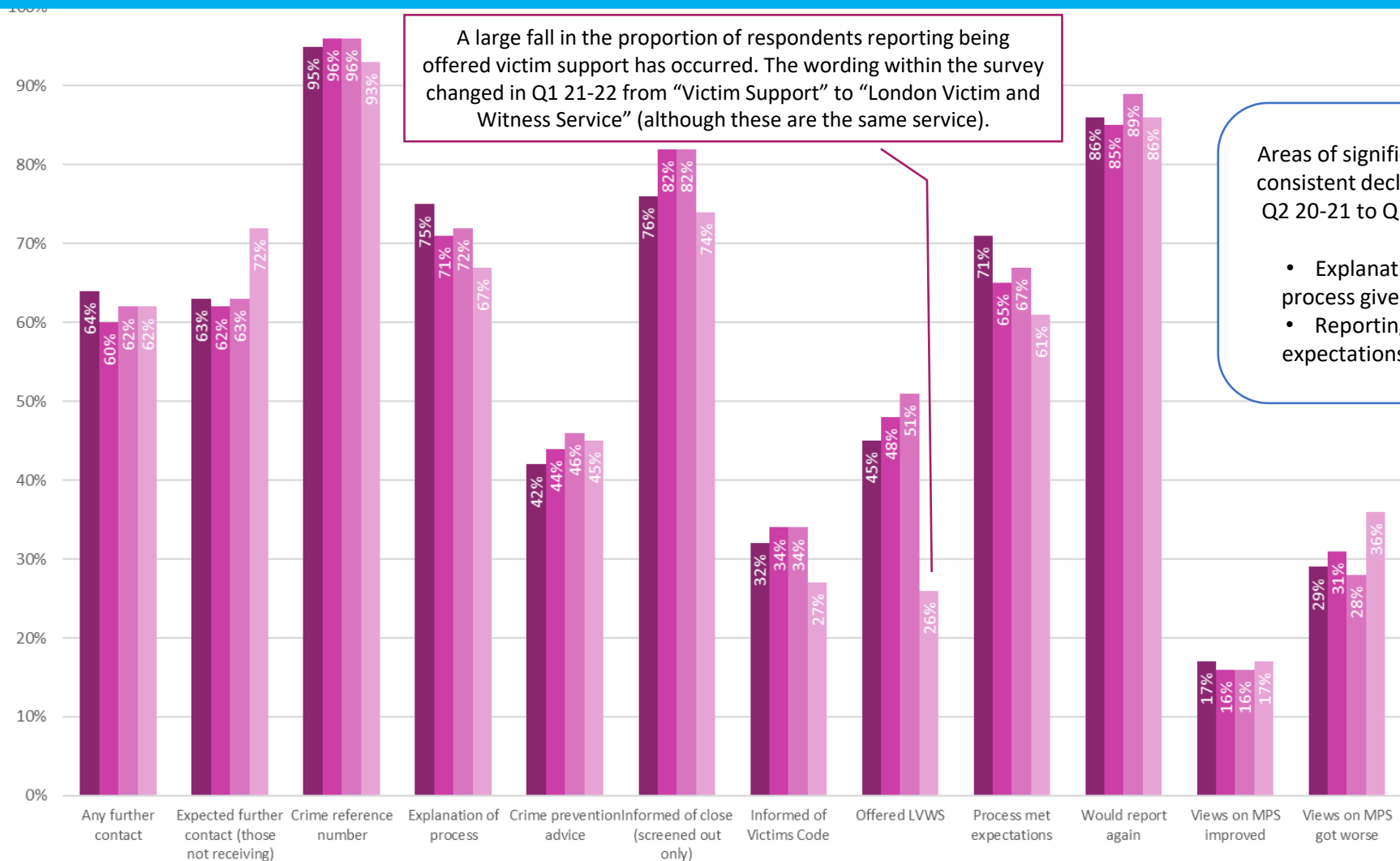
Being dealt with entirely on the phone whilst **not** being happy with this (negative)

The crime having a high impact on the victim (negative)



TDIU – Having no further contact is an important factor for satisfaction amongst those who report online

Regression analysis shows **not having further contact**, particularly where it is expected, is the single largest driving factor of satisfaction for online reporters. The reporter experiencing high impact from the crime can also exacerbate this effect.



Public Perceptions towards the police



Summary of Public Perceptions towards the police

Changes to the PAS due to COVID-19

In the past, interviews for the PAS have been conducted face-to-face with Londoners in their homes. However, as a result of the COVID-19 pandemic, the survey has moved to telephone interviews. Although steps have been taken to minimise the impact on results, *this methodological change may affect the consistency of trends presented in this pack.*

Data for discrete Q1 20-21 to Q1 21-22 is drawn **entirely from telephone interviews.**

Results across the 7 Core Public Perception questions

Historically, public perception measures had remained fairly stable between FY 12-13 to FY 16-17. A comparatively sharp decline was seen through FY 17-18 and FY 18-19, with results then levelling off in FY 19-20 and showing a mixed picture in FY 20-21. Moving into Q1 21-22 results for many measures have **declined.**

Measures of police communication (e.g. informed local, contact SNT/DWO) had seen an uplift in FY 20-21. Results for these measures have continued to **level off** in R12 to Q1 21-22, while **other perception measures have declined.**

Confidence remains notably low, with just 54% of Londoners feeling the police do a good job in their local area.

Discrete Quarterly Trends

Discrete quarterly results also declined steadily over recent years, reaching a low in Q2 18-19 and then remaining more stable throughout FY 19-20. Trends in FY 20-21 were more sporadic.

Results for discrete Q1 21-22 reflect trends in R12 results. Measures of police communication had seen considerable uplifts in Q1 20-21 and have since **stabilised** at these higher levels. Measures of police engagement (listen to local concerns/deal with issues) also saw uplifts in Q1 20-21, but have since **gradually returned to lower levels.**

All of the attitudinal measures have seen **declines** since Q1 20-21 through to Q1 21-22. In particular, 'relied on to be there' and 'fair treatment' have both declined by 10pp. over this time.

Borough Level Public Perceptions

During FY 20-21, Borough performance was mixed, with some London Boroughs seeing net improvements.

In R12 to Q1 21-22, 11 London Boroughs show net declines*, while only 3 Boroughs see net improvements. Performance continues to vary by question – no London Borough currently has a decline of 5pp. or more for 'contact SNT/DWO', but 24 of 32 Boroughs see declines for 'fair treatment'.

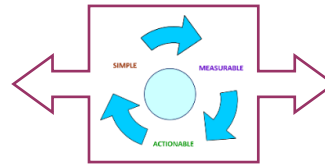
*a change of at least 5 pp across 3 or more of the 7 core Public Perception questions when compared with the 12 months prior.

Trends in public perceptions are mixed – uplifts seen for communication measures have levelled off, many other perceptions continue to decline

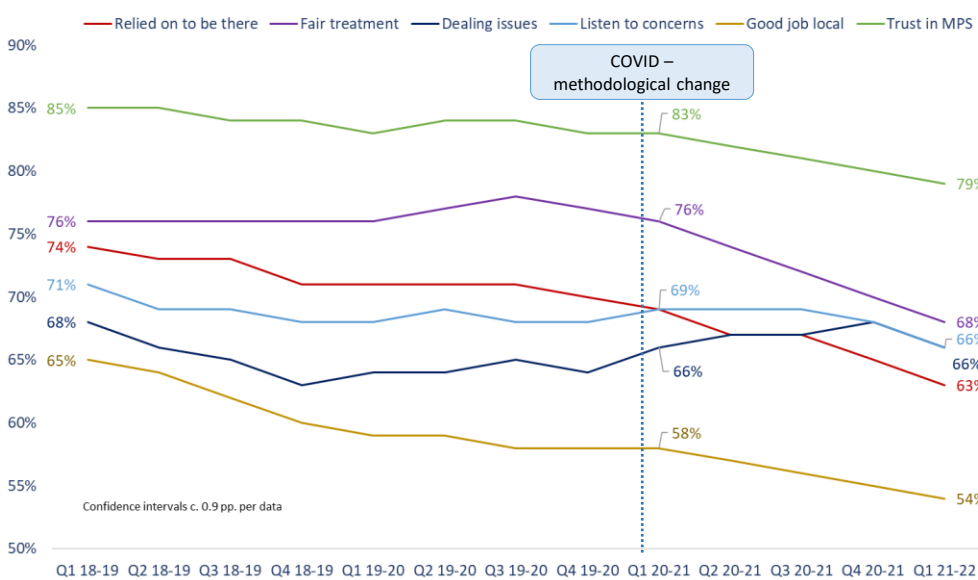
Upwards trends in measures of **police communication** (e.g. informed local and contact SNT/DWO) were seen throughout FY 20-21. Results for Q1 21-22 suggest these have now started to level off, but results remain high.

However, wider **attitudinal** measures such as feeling the police ‘can be relied on’, ‘treat everyone fairly’, ‘do a good job in the local area’ and ‘trust in the MPS’ have all seen **continued declines** into Q1 21-22. At the same point last year (R12 to Q1 20-21), fair treatment stood at 76%; but this has since fallen by 8 percentage points to 68%. Confidence remains notably low, with just 54% of Londoners feeling the police do a good job in their local area.

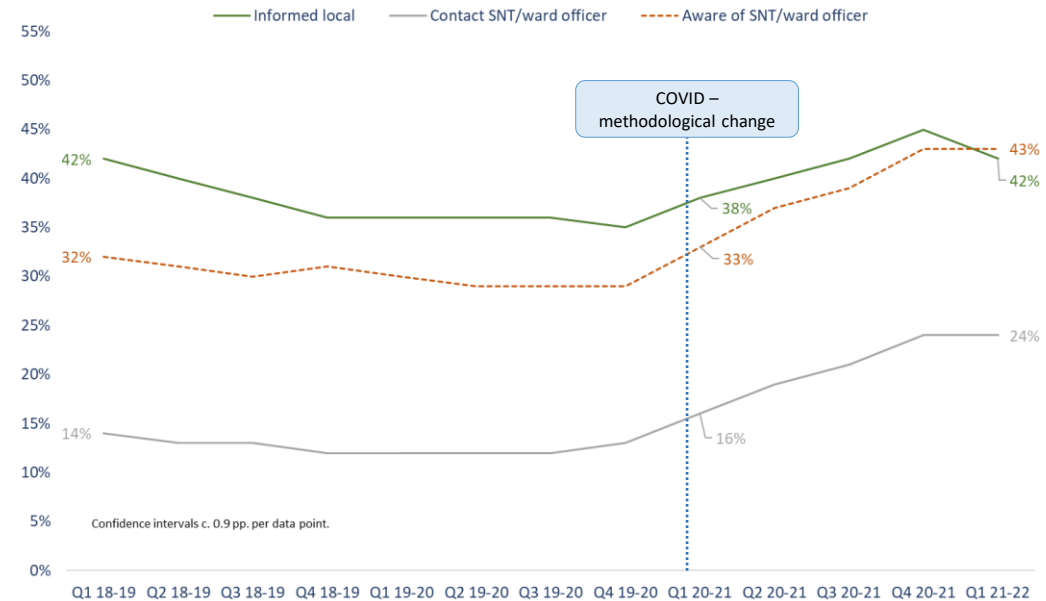
Perceptions amongst Black Londoners in particular fell sharply in FY 20-21, which may be contributing to the overall downward trends for many measures (see slide 31 for more details).



Public Perceptions of the Police (Attitudes)
R12 per Data Point



Public Perceptions of the Police (Communication)
R12 per Data Point

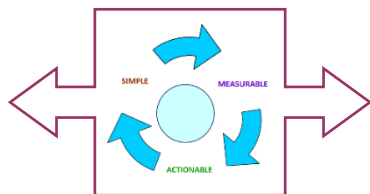


Trends at a discrete quarterly level are similar - most perception measures are stable or have declined in Q1 21-22

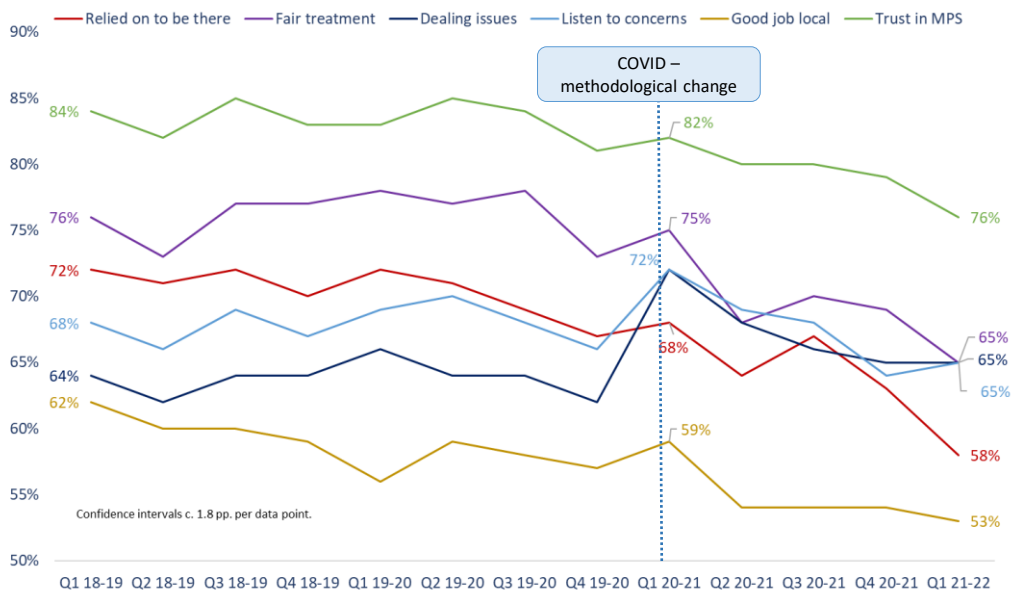
Q1 20-21 saw considerable uplifts in perceptions of police **communication** and **engagement** measures, which may have been influenced by changes to police engagement with communities during the first COVID lockdown period. This will have influenced the overall upwards trends in these measures seen at a R12 level on the previous slide; although more recent results for discrete into Q1 21-22 show a **continued levelling off**.

Declines in the **attitudinal** measures have continued into Q1 21-22, with 3 of 6 measures **seeing decreases and others remaining more stable**. At the same point last year (Q1 20-21), 'fair treatment' stood at 75%; but this has since fallen by 10 percentage points to 65%. 'Relied on to be there' has also fallen by 10 percentage to 58% compared to the same point last year.

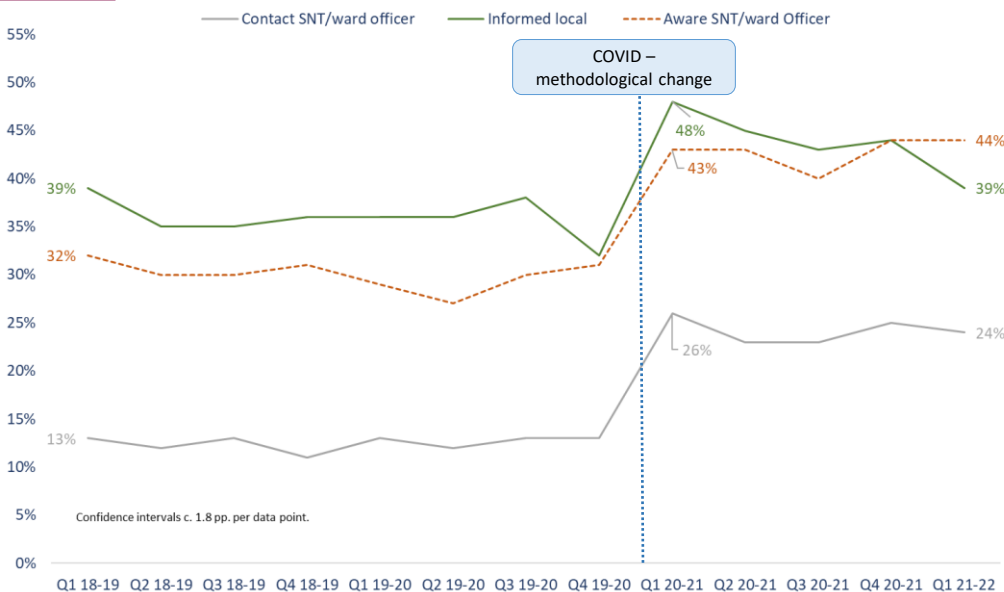
Currently just 53% of Londoners feel the police do a good job in their local area, representing a fall of 9 percentage points over the last three years (vs. Q1 18-19).



Public Perceptions of the Police (Attitudes)
Discrete Quarter per Data Point



Public Perceptions of the Police (Communication)
Discrete Quarter per Data Point



Following mixed FY 20-21 results, more boroughs show declines in Q1 21-22

During FY 20-21, Borough performance was mixed, with some London Boroughs seeing net improvements. Into R12 to Q1 21-22, only 3 Boroughs see net improvements and a greater number of boroughs now see net declines.

Performance also varies across different perception questions: although no London Boroughs see declines of 5pp. or more for Contact Ward Officer, 24 of the 32 Boroughs see declines for Fair Treatment. Please note that results presented below additionally include 'Trust in the Metropolitan Police Service'.

	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)	Agree the police listen to the concerns of local people (Listen to concerns)	Feels well informed about local police activities over the last 12 months (Informed local)	Knows how to contact their local SNT/ward officer (Contact ward officer)	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	No. of questions increasing by 5 percentage points or more	No. of questions decreasing by 5 percentage points or more
Barking and Dagenham	60%	66%	68%	62%	39%	23%	47%	80%	2	5
Barnet	64%	72%	63%	68%	40%	29%	51%	79%	1	6
Bexley	66%	81%	77%	79%	53%	34%	59%	86%	4	0
Brent	64%	70%	69%	70%	45%	24%	53%	80%	1	7
Bromley	64%	71%	67%	71%	51%	28%	62%	84%	1	3
Camden	60%	58%	59%	64%	38%	24%	53%	77%	2	3
Croydon	64%	63%	60%	61%	46%	26%	50%	76%	2	1
Ealing	62%	71%	69%	62%	39%	20%	53%	79%	0	6
Enfield	58%	67%	64%	64%	42%	18%	52%	75%	2	0
Greenwich	61%	70%	68%	66%	42%	23%	55%	75%	2	4
Hackney	61%	56%	57%	59%	33%	26%	49%	69%	3	1
Hammersmith and Fulham	67%	69%	68%	70%	44%	21%	60%	81%	1	3
Haringey	61%	66%	64%	67%	43%	21%	53%	75%	6	0
Harrow	63%	78%	71%	67%	46%	27%	52%	83%	1	5
Havering	61%	78%	69%	72%	45%	24%	57%	82%	2	3
Hillingdon	67%	81%	70%	69%	48%	27%	60%	85%	4	0
Hounslow	66%	74%	70%	70%	49%	25%	57%	82%	1	5
Islington	64%	54%	62%	65%	41%	20%	56%	70%	3	3
Kensington and Chelsea	64%	70%	68%	68%	41%	30%	62%	79%	1	6
Kingston upon Thames	64%	80%	75%	73%	51%	32%	67%	85%	1	1
Lambeth	64%	52%	60%	59%	31%	17%	49%	73%	0	2
Lewisham	60%	55%	58%	55%	27%	17%	46%	67%	0	4
Merton	63%	69%	67%	68%	47%	30%	60%	79%	2	4
Newham	67%	73%	67%	67%	39%	18%	47%	80%	1	3
Redbridge	60%	71%	66%	66%	44%	30%	48%	79%	2	4
Richmond upon Thames	63%	72%	73%	80%	57%	31%	63%	87%	3	2
Southwark	59%	58%	62%	62%	37%	22%	54%	77%	1	6
Sutton	72%	78%	78%	76%	46%	30%	61%	86%	2	2
Tower Hamlets	62%	66%	61%	61%	37%	16%	45%	76%	1	4
Waltham Forest	59%	68%	67%	68%	43%	23%	54%	80%	3	1
Wandsworth	68%	63%	70%	69%	47%	22%	57%	78%	2	1
Westminster	65%	72%	66%	64%	42%	22%	52%	84%	1	5
MPS	63%	68%	66%	66%	42%	24%	54%	79%	1	2

11 London Boroughs see net declines* across 3 or more public perception questions compared with the same point last year; while only 3 Boroughs see net improvements.

Haringey has seen increases across 6 public perception questions over the last year, while Bexley and Hillingdon both see improvements across 4 questions.

However, Brent, Barnet, Ealing, Kensington & Chelsea and Southwark have all seen declines across 6 or more public perception questions.

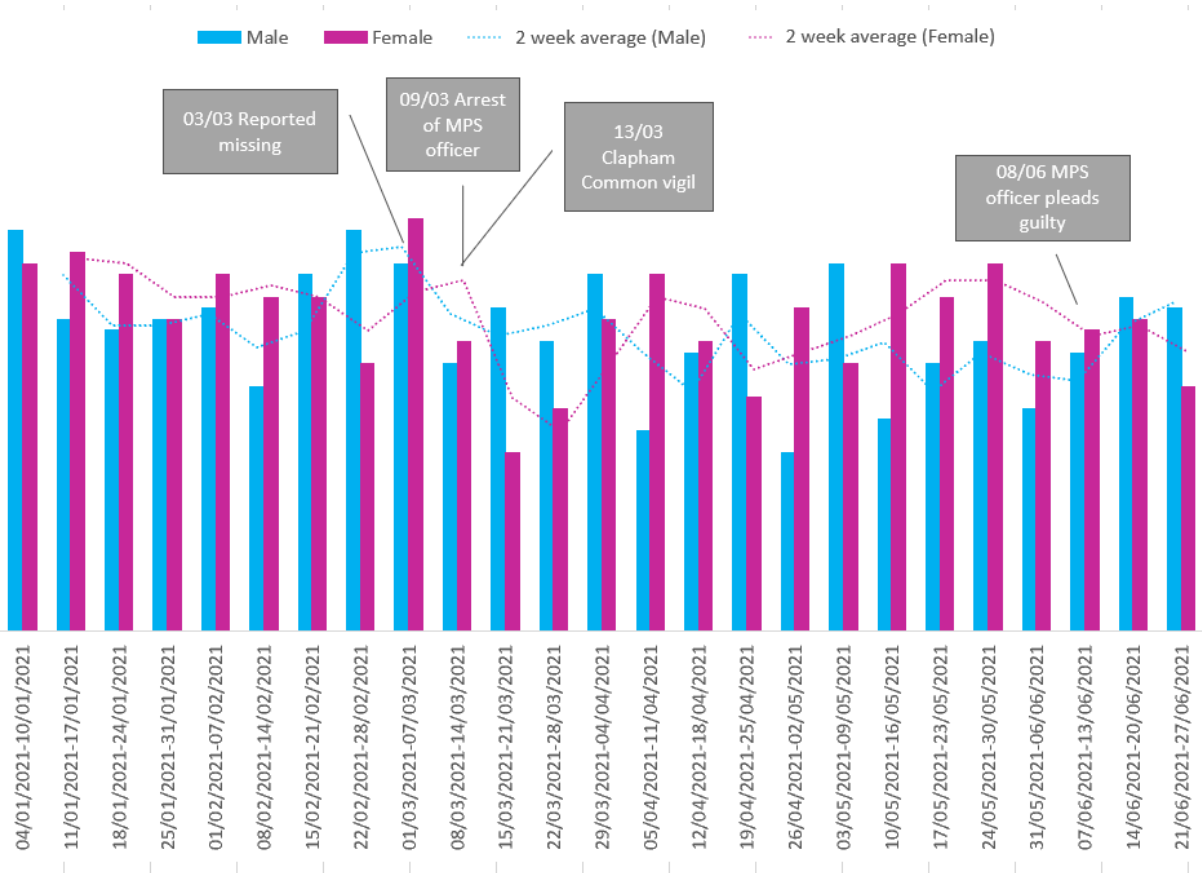
For each column boroughs are coloured red to green according to their relative position compared to all boroughs. A red arrow (▼) indicates a decrease of 5 pp. or more since the same period last year, whilst a green arrow (▲) indicates an increase of 5 pp. or more since the same period last year.

*Notable reductions are of 5 pp. or more when comparing results during the most recent 12 months with the 12 months prior. Boroughs highlighted red in the first and final two columns see net reductions across three or more questions, while boroughs highlighted green in the first and final two columns show net improvements.

Trust in the MPS amongst female Londoners fell following the Sarah Everard vigil on Clapham Common, but have since recovered

Following the murder of Sarah Everard and the subsequent vigil leading to a police response and four arrests for breaches of COVID-19 regulations we have used PAS data to examine the views of female Londoners at this time and any impact on the views of the police. Weekly results are indicative due to low base size.

Trust in the Metropolitan Police Service saw a decline in the weeks following the arrest of a serving MPS officer in relation to the death of Sarah Everard, and the vigil on Clapham Common. A particularly sharp decline in trust was seen amongst female Londoners. However, more recent data from the PAS suggests that trust in the MPS has since tended to recover, with results for females returning to higher levels than those seen for males in recent weeks:



London as a safe place for women and girls

An in-depth focus on women's safety has been produced for Q1 21-22, and is available as part of MOPAC's monthly evidence pack or by emailing evidenceandinsight@mopac.London.gov.uk.

Overall, results suggest a recently **worsening picture of safety in the capital.**



Compared with the last time questions were asked, **fewer Londoners now say they feel safe walking alone in their local area after dark**, or feel their area is a safe place for women & girls or children & young people.

12% of Londoners say they have experienced **unwanted sexual attention in public** over the last 12 months – an increase of 4pp. compared with the last time these questions were asked, despite COVID lockdowns.

However, just 1 in 8 (13%) of those experiencing any form of unwanted attention said they **reported it to the police**. Over 4 in 5 Londoners feel it is the responsibility of police to deal with incidents of unwanted attention (82%); but just 2 in 5 feel **police take such incidents seriously** (39%).

Londoners' top priorities for policing have generally remained stable

What would you say are the **TOP THREE** things the police should be dealing with **ACROSS LONDON?**



Overall, Londoners' top priorities for policing remain fairly similar in R12 to Q1 21-22 compared with pre-COVID

Gun/knife crime remains the top priority for London-wide policing, while **ASB** is the top priority for Local policing.

What would you say are the **TOP THREE** things the police should be dealing with **IN YOUR LOCAL AREA?**



	First Priority	Second Priority	Third Priority	Total	Change from FY 19-20
Gun/knife crime	37%	17%	7%	61%	-23pp.
Drugs and drug-related crime	7%	12%	10%	29%	-15pp.
Gangs and gang-related crimes	9%	11%	7%	27%	-11pp.
Anti-social behaviour (ASB)	5%	9%	12%	26%	+3pp.
Terrorism	7%	4%	3%	14%	-37pp.
Street crime/robbery	2%	4%	5%	11%	+8pp.
Burglary	1%	4%	4%	9%	+6pp.
Accessibility/visibility of police	3%	2%	3%	8%	+5pp.
Violent crime	3%	3%	2%	8%	+6pp.
Hate Crime	2%	2%	3%	7%	+2pp.
Crime reduction/prevention	3%	2%	1%	6%	+5pp.
Traffic/road related issues	1%	2%	3%	6%	+0pp.
Theft	1%	2%	2%	5%	+4pp.
Coronavirus	2%	1%	2%	5%	N/A

	First Priority	Second Priority	Third Priority	Total	Change from FY 19-20
Anti-Social Behaviour (ASB)	14%	14%	14%	42%	-2pp.
Gun/knife crime	16%	11%	6%	33%	-2pp.
Burglary	11%	11%	8%	30%	-10pp.
Drugs and drug-related crime	11%	10%	7%	28%	-14pp.
Accessibility/visibility of police	7%	5%	6%	18%	-12pp.
Gangs and gang-related crimes	5%	7%	5%	17%	0pp.
Traffic/road related issues	2%	4%	5%	11%	-7pp.
Vehicle crime	3%	4%	3%	10%	+6pp.
Street crime/robbery	3%	3%	3%	9%	+6pp.
Crime reduction/prevention	4%	1%	1%	6%	+5pp.
Violent crime	2%	2%	2%	6%	+5pp.
Theft	1%	2%	2%	5%	+5pp.

However – although the top priorities remain similar – the *proportions choosing them* have tended to decline. Instead there is an increasing divergence in priorities.

For example, although terrorism and gun/knife crime remain top priorities for London, the proportion selecting these has declined by -37 pp. and -23 pp. respectively. Meanwhile, smaller – but increasing – proportions now feel a range of issues such as street crime/robbery, violent crime, and general crime reduction/prevention should be priorities for policing.

In some cases there has also been a shift from local to London-wide policing priorities – this is particularly the case for burglary and accessibility/visibility.

These trends may have been influenced by changes to how Londoners have used space in the capital as a result of COVID and lockdowns.

Discrete **Quarter 1 21-22** has also seen an emerging shift in priorities (at both a local and London-wide level) **towards certain higher harm and VAWG issues** including:

- Domestic abuse
- Sex-related crimes
- Gangs and gang-related crime
- Hate crime
- General women's safety



This may also have been influenced by recent events including the murder of Sarah Everard.

The PAS provides insight into Londoners' experiences and perceptions of Hate Crime in the capital

Around **half of Londoners** (48%) feel that **hate crime** is a problem in their local area.



While nearly **three-quarters** (72%) feel **online harassment and cyber-crime** is a problem

Those who feel hate crime is a problem in their local area base their views on a range of sources, including:



42% - what they have seen in the media

40% - what they have seen in the local area

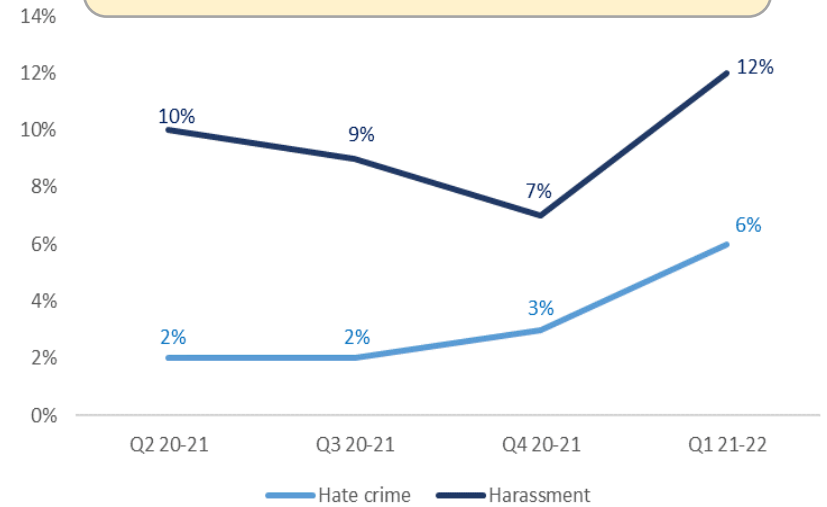


33% - their own personal experience

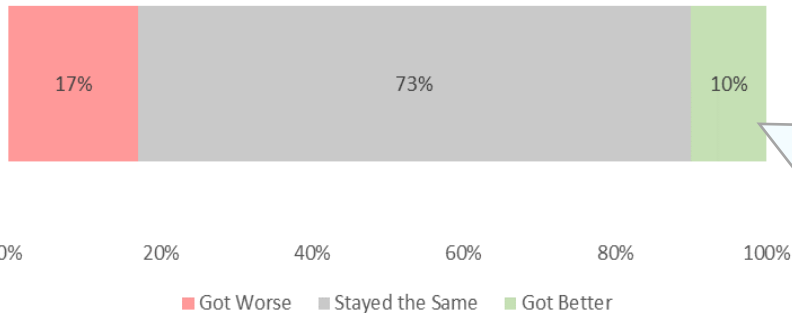
26% - the experience of someone they know



Quarter 1 21-22 sees an uplift in the proportion of PAS respondents saying they have been the victim of **hate crime or harassment**.



Most Londoners feel that levels of hate crime in their local area have **stayed the same** over the last year. However, approaching a fifth of Londoners feel levels of hate crime have **got worse**, while one in ten feel they have **got better**.



Londoners from **Black and Minority Ethnic (BAME)** Backgrounds are **MORE LIKELY** to feel hate crime has **got better** over the last year (17%) than those from White Backgrounds (5%).



Only **half of Londoners** (52%) feel the **Metropolitan Police Service** respond effectively to hate crime.

Challenging the inequalities



Summary of inequalities in satisfaction and public perceptions

Ethnicity

Satisfaction: There are **no consistent gaps across both the USS and TDIU** survey. The largest gaps are for Mixed ethnicity victims within the USS, with a result 6 pp. below the MPS average.

Public Perceptions: Londoners from a **Mixed** ethnic background continue to see large gaps across 6 of the 7 core questions (and for trust in the MPS). **Gaps seen for this group had gradually widened since Q3 19-20, though this continues to level off into Q1 21-22. The largest gap is seen for 'fair treatment' at -18 pp.**

Londoners from a **Black** ethnic background now see large **negative gaps for all 7 core questions**, with the largest gap once again seen for 'fair treatment' (-19 pp). This group are also far less likely to trust the MPS (-23 pp.). **Inequalities for Black Londoners have widened sharply over FY 20-21. While results into Q1 21-22 suggest this may be levelling off, gaps for all 7 core questions remain larger compared to Q4 19-20.**

LGBT+

Satisfaction: LGBT+ respondents are less satisfied on the USS (-5 pp.) and amongst TDIU Online reporters (-6 pp.).

Public Perceptions: LGBT+ Londoners continue to see a negative gap for fair treatment (-11 pp.). **Gaps seen for this group tended to narrow during FY 20-21 compared to FY 19-20 and remain stable going into Q1 21-22.** In depth analysis conducted previously on PAS data show that most of these gaps were related to wider demographic and geographic factors, not simply LGBT+ status.

Age

Satisfaction: Those aged 65+ are far more likely to be satisfied compared with the MPS result (+11 to +17 pp.). This pattern is seen across all surveys.

Public Perceptions: A range of inequalities continue to be seen across age groups. Residents aged 65+ show positive gaps across 6 of the 7 core questions, while negative gaps tend to be seen for younger age groups. **This pattern has remained stable over time.**

Disability

Satisfaction: Levels of satisfaction are lower amongst those who self-report a disability (-10 pp.) on the USS. Within the USS sample those individuals with a self reported Mental Health disability are the least satisfied of all. A smaller gap is present for Online reporters to the TDIU survey (-5 pp.)

Sex

Satisfaction: Female victims are more satisfied than male victims when reporting via the TDIU (5 pp. telephone and 5 pp. online). There is no difference of 5pp. or more within the USS or in PAS core Public Perceptions measures.

Full results and breakdowns can be seen on [MOPAC's Public Voice Dashboards](#).

Inequalities in Satisfaction

The table below compares the unweighted MPS level FY satisfaction figures from both the USS and TDIU surveys with each protected characteristic. Highlighted are positive or negative difference of 5 percentage points or more between these two. These results are indicative rather than statistically significant in all cases.

		Overall Satisfaction USS <i>All crime groups, unweighted data</i>	Overall Satisfaction TDIU - Telephone <i>All crime groups, unweighted data</i>	Overall Satisfaction TDIU - Online <i>All crime groups, unweighted data</i>
Unweighted MPS result		68%	50%	44%
Ethnicity	White British	2%	3%	3%
	White Other	3%	**	**
	Black	-2%	-1%	1%
	Asian	0%	-3%	-3%
	Mixed	-6%	2%	-1%
	Other ethnicity	1%	2%	-2%
LGBT+	Yes	-5%	0%	-6%
	No	1%	1%	3%
Age	16-24	1%	-2%	-7%
	25-34	-1%	-9%	-3%
	35-44	-2%	-5%	-3%
	45-54	-2%	0%	0%
	55-64	1%	7%	3%
	65 years +	11%	17%	11%
Disability	Disability	-10%	-2%	-5%
	No disability	3%	1%	1%
Gender*	Male	1%	-4%	-2%
	Female	-1%	5%	5%

*Responses other than Male and Female are too few in number to present separately.

**The TDIU survey only identifies top level ethnicity where all white groups are one category.

The only difference that is **consistently seen across all results** (i.e. USS and both TDIU contact methods) is that of older respondents – **over 65 years old** – being **more satisfied** than the MPS average. These differences are also the largest.

Within the USS another large gap is seen between those who self-declare a disability and those who do not, with respondents who report a disability 10 pp. lower than the MPS average. These differences are driven largely by those with a mental health disability. A disability gap of 5 pp. is also present within the online reporters for the TDIU survey.

LGBT+ responders within both the USS and online survey also show lower levels of satisfaction (-5 pp. and -6 pp. respectively).

Inequalities in Public Perceptions

A range of inequalities continue to be seen across the Public Perception Questions.

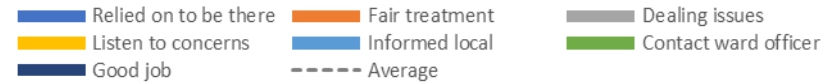
Large gaps remain by **Ethnicity, LGBT+ and Age**. Londoners from a Mixed ethnic background continue to see large negative gaps across 6 of the 7 Core Public Perception Questions and Londoners from a Black ethnic background now see large negative gaps across all 7 Core Public Perception Questions – most notably for feeling the police treat everyone fairly (Black, -19 pp.; Mixed, -18 pp.). Londoners from a Black Background also see a large gap for Trust in the MPS, at -23 pp.). Younger age groups also continue to see a range of negative gaps; while older residents instead see positive gaps across the majority of measures. Those from the LGBT+ community also hold less positive views, particularly with regard to feeling the police treat everyone fairly, at -11 pp.

		7 Core Public Perception Questions							
		Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)	Agree the police listen to the concerns of local people (Listen to concerns)	Feels well informed about local police activities over the last 12 months (Informed local)	Knows how to contact their local SNT/ward officer (Contact ward officer)	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)
Weighted MPS result		63%	68%	66%	66%	42%	24%	54%	79%
Ethnicity	White British	-1%	0%	0%	1%	2%	5%	1%	4%
	White Other	7%	9%	9%	9%	4%	-1%	8%	7%
	Black	-5%	-19%	-9%	-8%	-7%	-6%	-8%	-23%
	Asian	4%	9%	4%	1%	1%	-4%	-1%	4%
	Mixed	-6%	-18%	-9%	-11%	-7%	-4%	-11%	-14%
Other ethnicity	-1%	6%	3%	2%	5%	2%	1%	-1%	
LGBT+	Yes	-1%	-11%	-5%	-4%	-1%	-3%	0%	-8%
	No	1%	0%	1%	1%	1%	0%	0%	0%
Age	16-24	1%	-10%	-2%	-5%	-6%	-12%	-9%	-9%
	25-34	1%	-2%	-2%	-3%	-4%	-7%	1%	-4%
	35-44	2%	3%	-1%	-2%	-1%	-1%	-1%	0%
	45-54	-1%	2%	0%	1%	2%	6%	0%	2%
	55-64	-6%	0%	2%	4%	8%	11%	-1%	1%
65 years +	2%	6%	6%	9%	7%	7%	6%	8%	
Disability	Disability	-1%	-2%	-2%	-1%	1%	4%	-4%	-4%
	No disability	1%	0%	1%	1%	0%	0%	0%	0%
Sex	Male	-1%	1%	0%	0%	2%	0%	-1%	-1%
	Female	2%	-1%	0%	1%	-1%	0%	0%	0%

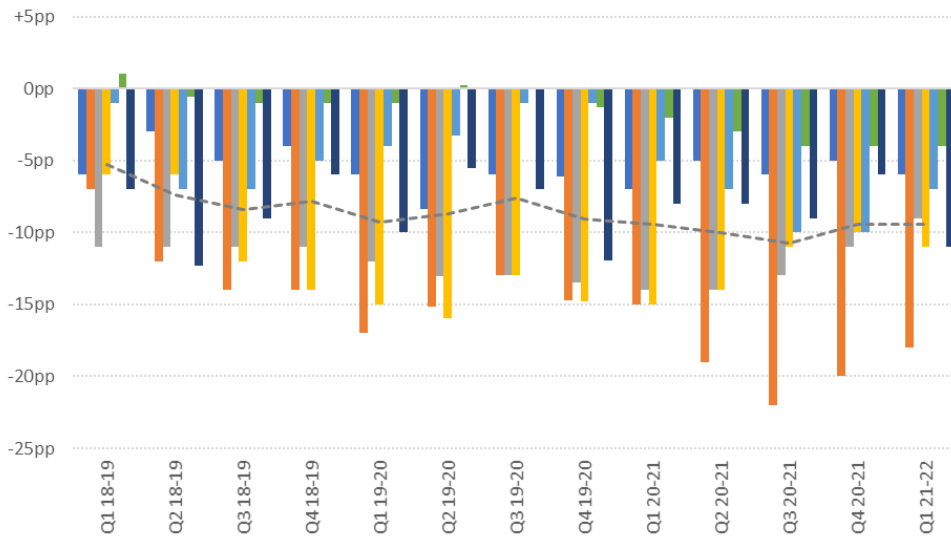
The table above compares the weighted MPS figure to each group and highlights positive or negative change of 5 percentage points or more between these two.

Inequalities remain for ethnicity, but the widening trend has started to level off

The charts below show the size of perception gaps across each of the 7 Core Public Perception Questions for Mixed and Black ethnicity Londoners. Questions with positive gaps are *above the horizontal axis*, while those with negative gaps are *below the horizontal axis*. Gaps of 5 pp. or more are considered significant.



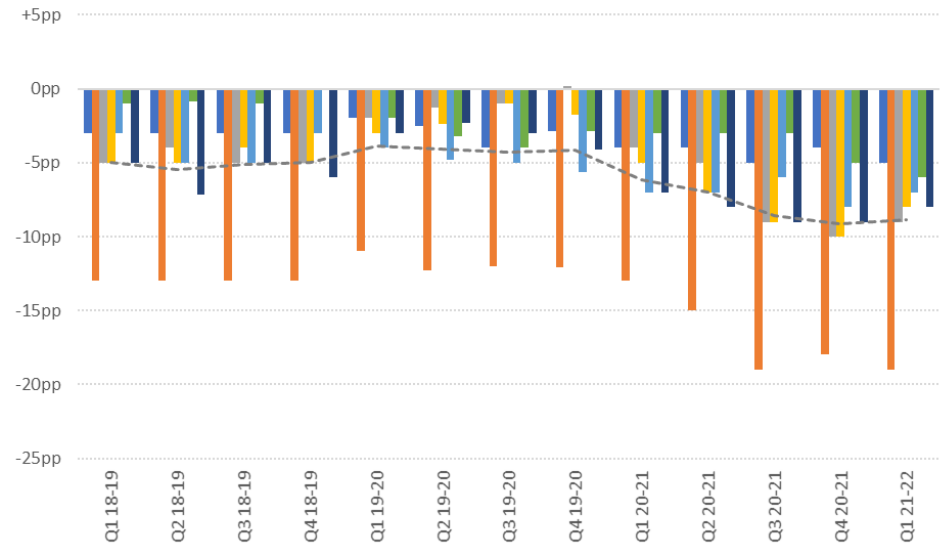
Perceptions Gaps for Mixed Londoners over time
R12 data per point



Gaps seen for Londoners from a Mixed ethnic background have **gradually widened over recent years**. The most recent results for R12 Q1 21-22 show a **mixed picture**, although overall gaps **remain wide**.

The largest gap continues to be seen for **fair treatment** (18 pp.), although this gap has narrowed since R12 Q3 20-21. Gaps for **dealing with issues** and **informed local** have both also narrowed in R12 Q1 21-22. However, the gap for **good job local** has widened by 5 pp. over the most recent quarter (R12 Q1 21-22 vs R12 Q4 20-21).

Perceptions Gaps for Black Londoners over time
R12 data per point



Gaps seen for Black Londoners saw a **particularly sharp widening trend over FY 20-21**. The most recent results for R12 Q1 21-22 indicate that, while gaps **remain wide**, this widening trend has **levelled off**.

All 7 core questions now see notable gaps of 5 pp. or more. This compares to R12 Q4 19-20 when such gaps were only seen for 2 of the 7 core questions. As with Londoners from a Mixed ethnic background, the largest gap seen for Black Londoners remains **fair treatment** (19pp.), and this has widened by 7pp. compared with R12 to Q4 19-20.

Appendix: Statistical Significance and Confidence Intervals

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

This is calculated as a Confidence Interval (CI), which is expressed in percentage points. The full range of the sample estimate can be determined by adding the Confidence Interval to the survey result (to determine the range maximum) and subtracting the Confidence Interval from the survey result (to determine the range minimum).

The Confidence Interval is routinely calculated at the 95% Confidence Level - so if every eligible respondent was asked the question, there is a 95% probability that the result would be within this range of the sample estimate.

Worked Example 1: Borough A has a result of 75% Satisfaction and Borough B 84%. The confidence interval for both boroughs is 5%. This means the upper range of result for borough A is 80%, whilst the lower range for Borough B is 79%. As the upper range and lower range of the compared figures cross this difference is not statistically significant.

Worked Example 2: The MPS result in FY 11-12 was 74% and in FY 12-13 was 76%. The confidence interval for each figure is 0.7%. This means the upper range for FY 11-12 is 74.7%, whilst the lower range for FY 12-13 is 75.3%. As the upper range and lower range of the compared figures do not cross this difference is statistically significant.