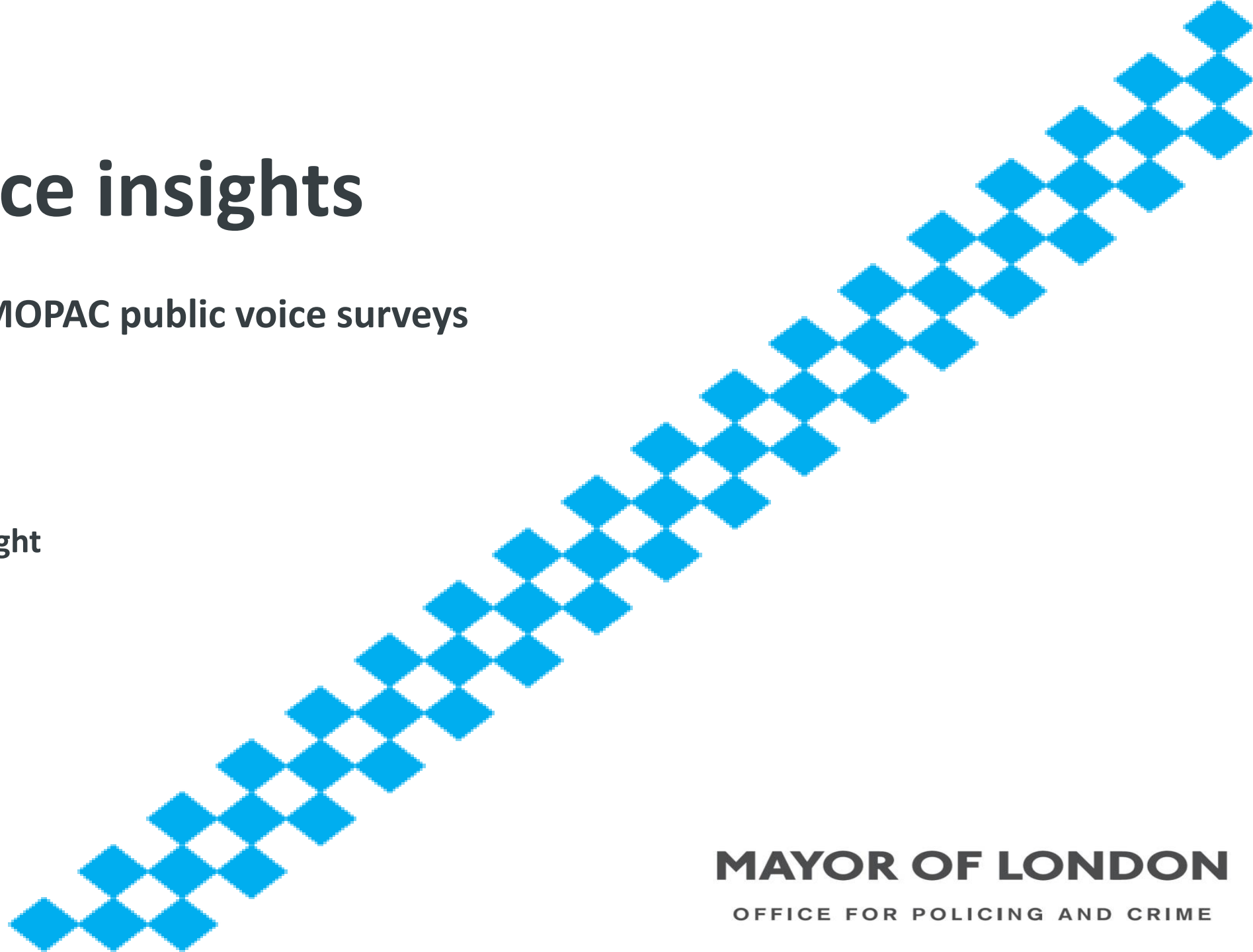


Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 2 2023-24

MOPAC Evidence & Insight



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Executive Summary – Top Lines

User Satisfaction Survey (USS)

Overall Satisfaction shows no change from last year. It was 64% in Q2 22-23, and sits at 64% currently in Q2 23-24.

TDIU survey

Telephone reporters have been consistently **more satisfied** than those who report online, with one exception just over a year ago in Q1 22-23.

When comparing this quarter with the same period last year (Q2 22-23 vs. Q2 23-24) there has not been any significant change for both telephone reporters (+2pp. to 37%) or for online reporters (+3pp. to 33%).

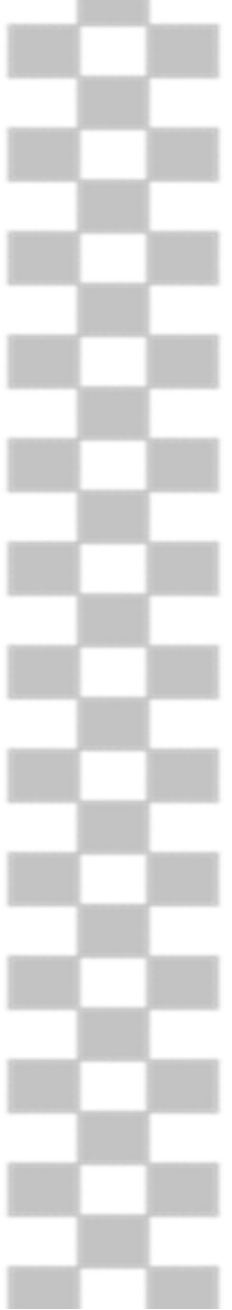
Public Attitude Survey (PAS)

Trust and confidence have seen sustained declines over recent years, reaching particularly low levels at the end of FY 21-22. Results for both measures have since tended to stabilise at these lower levels, with 69% of Londoners feeling the Metropolitan Police Service is an organisation they can trust and 48% believing police do a good job in the local area during Q2 23-24.

Victimisation has remained relatively stable over the last year: around 3% of Londoners interviewed for the Public Attitude Survey during Q2 23-24 said they had experienced something they would consider to be a crime during the one calendar month prior.

Worry about crime saw a downwards trend during FY 22-23, likely influenced by methodological changes to the PAS. However, latest results have once again started to stabilise, with 41% of Londoners feeling worried about crime in their local area during Q2 23-24.

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



Introduction to the MOPAC surveys



User Satisfaction Survey (USS)

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

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

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

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



TDIU Survey

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

All TDIU-reporting victims of Residential Burglary, Assault, Vehicle Crime, Personal Robbery, Hate Crime and Theft (added FY 23-24) are invited via email or SMS message to participate in the survey 6-12 weeks after the report of their incident. FY 22-23 saw just under 9000 interviews.



Public Attitude Survey (PAS)

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

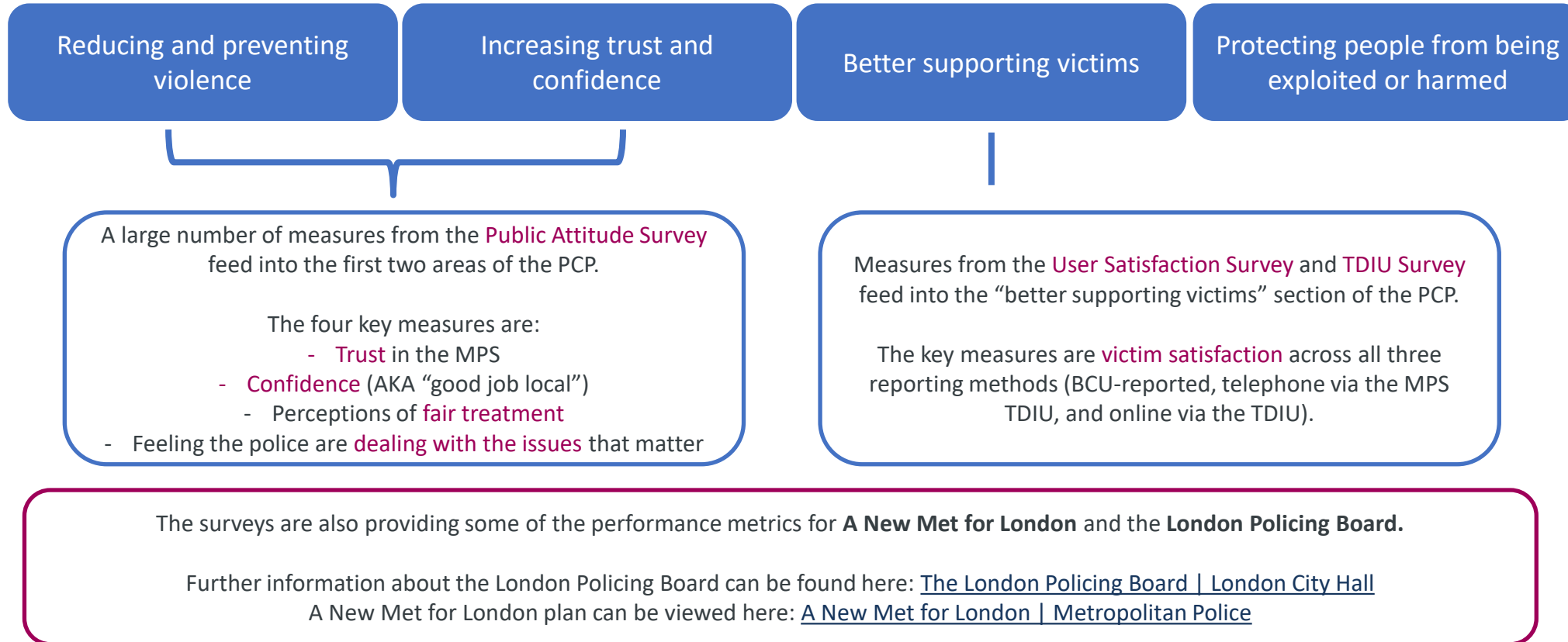
Methodological Note:

Historically, the Public Attitude Survey was conducted face-to-face with Londoners in their own homes using address-based sampling. However, due to the COVID-19 pandemic, the survey was temporarily moved to telephone interviewing for FY 20-21 and FY 21-22. FY 22-23 saw a phased return to face-to-face interviewing, and **latest data for FY 23-24 are now based entirely on face-to-face interviews**. *Please note that this change in methodology will affect the comparability of trends presented in this pack.*

Introduction to the 22-25 Police and Crime Plan

London is a Safe City for All

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



Executive Summary



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Key Findings for Victim Satisfaction

Overall Satisfaction shows no statistically significant change over the last year from 64% in Q2 22-23 to the current 64% in Q2 23-24. There are no statistically significant differences when comparing Q2 22-23 and Q2 23-24 results for any of the drivers of satisfaction.

VCOP compliance has remained consistent in the main. However, satisfaction with London Victim and Witness Service (LVWS) has been somewhat sporadic, with an increase by 5pp. to 82% in Q2 23-24, following lower levels for the previous two quarters. The proportion of victims who took up the offer but report not being contacted by LVWS has also increased compared to a year ago.

Little progress has been achieved in the distribution of **Victim Information Leaflets**. At present, 32% of victims interviewed as part of USS report receiving a leaflet.

Telephone reporters have been consistently more satisfied than those who report online (with the exception of Q1 22-23). When comparing this quarter with the same period last year (Q2 22-23 vs. Q2 23-24) there has not been any significant change for both telephone reporters (+2pp.) and for online reporters (+3pp.).

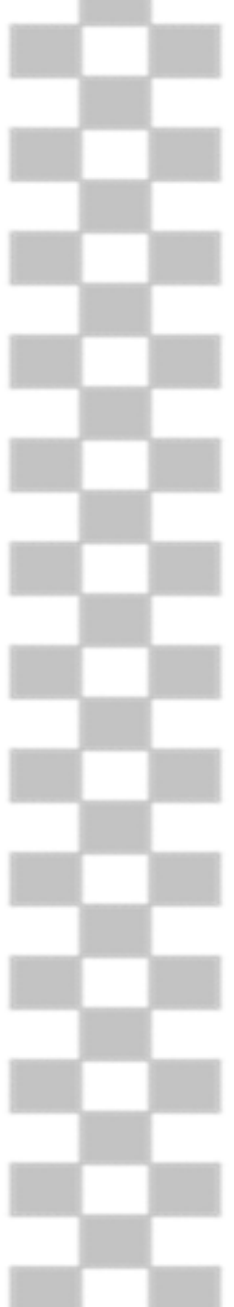
Diagnostics of the satisfaction of telephone and online reporters shows worsening experiences over the last two years. For both telephone and online reporters, declines are seen in the proportion of victims being given an explanation of the crime reporting process, feeling their expectations were met, and being offered victim support. For both reporting channels, this has led to higher proportions of victims saying their views of the MPS got worse as a result of reporting. **Currently 48% of telephone reporters and 43% of online reporters say their views of the MPS have got worse.**

Inequalities

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

Within the USS the only large negative gap is seen between those who self-declare a **disability** and those who do not. This is consistent over time. Currently satisfaction for respondents who report a disability is 8 pp. lower than the MPS average.

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



Key Findings for Public Perceptions

In Q2 2023-24, just 48% of Londoners felt police do a **good job in their local area**, while 69% believed the Metropolitan Police Service was an organisation they could **trust**. Both measures have remained relatively consistent over recent quarters. However, looking back longer term, trust and confidence also remain **significantly below levels seen at the same point three years ago**, with trust declining by 11 percentage points and confidence by 6 percentage points compared with Q2 2020-21.

The proportion of Londoners who believe the **police treat everyone fairly** stands at 61%, while the proportion feeling the **police deal with the issues that matter** stands at 56%. Both measures have remained stable compared to last quarter, but have also seen long-term declines, remaining significantly below levels seen at the same point three years ago (fair treatment -7pp. and dealing with issues -12pp. compared with Q2 2020-21).

The proportion of Londoners feeling **worried about crime in their local area** and feeling **hate crime is a problem in their local area** have remained relatively stable compared to last quarter, currently at 41% and 21% respectively. The proportion of Londoners feeling **people using or dealing drugs are a problem in their local area** has declined by 4 percentage points to 45% compared to last quarter.

In terms of victimisation, this quarter around 3% of Londoners said they had **experienced something they would consider to be a crime during the last month**. Victimisation levels have remained relatively stable since June 2022, following slightly higher results seen in April and May 2022 (6%).

The proportion of Londoners feeling **safe walking alone in their local area after dark** increased this quarter to 76% (+6pp.). Large gender gaps remain here, with levels standing at 65% for females compared to 87% for males.

Looking at the national picture of confidence, Crime Survey for England and Wales data show that the **MPS/CoLP rank 19th out of 42** police forces on confidence (51%, rolling 12 months to Q1 2023-24). This is above the MPS's Most Similar Group: West Midlands ranked 33rd (47%), West Yorkshire 40th (44%) and Greater Manchester 42nd (40%).

Appetite for **involvement in police oversight** is high among Londoners, with 90% believing the **public should be involved in reviewing at least one area of police work** across police performance and use of intrusive tactics. Londoners were most likely to feel the public should be involved in reviewing police use of Stop & Search, general service delivery and performance, and professional standards. Certain groups of Londoners were more likely to feel the public should be involved in reviewing police work. **LGBT+** Londoners, **Mixed/Black** ethnicity Londoners and those with lower trust and confidence were more likely to want public involvement in reviewing intrusive tactics in particular.

Results for Q2 2023-24 show that the majority of Londoners feel **safe waiting for public transport alone in their local area both during the day** (98% for bus, train and tube) and **after dark** (82% bus, 85% train and 87% tube).

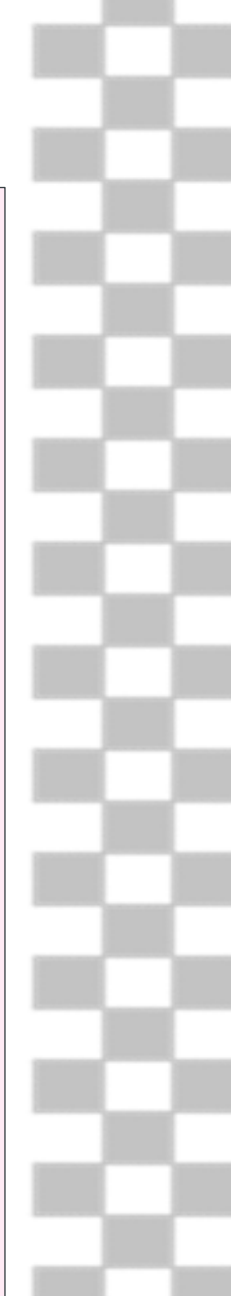
Inequalities

LGBT+ Londoners see particularly low results across all four of the PCP Trust and Confidence measures in Q2 2023-24, continuing sustained downward trajectories. This has driven increasingly wide perception gaps for this group, with particularly large inequalities seen for feeling the police treat everyone fairly (-24pp.) and trusting the MPS (-19pp.).

Londoners from **Mixed Ethnic Backgrounds** also see negative gaps across all four core PCP Trust and Confidence measures, with particularly large inequalities seen for feeling the police are dealing with the issues that matter (-12pp.), trust in the MPS and feeling the police treat everyone fairly (both -11pp.). However, these gaps have tended to narrow over recent quarters.

Inequalities for **Black** Londoners have remained stable into Q2 2023-24, but this group remain less likely to respond positively on trust (-12pp.) and fair treatment (-7pp.).

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



Police and Crime Plan 2021-25

Measuring Success



London as a Safe City for All

The proportion of Londoners saying they have **experienced something they would consider to be a crime** during the one calendar month prior to taking part in the Public Attitude Survey has remained relatively stable over the last year. In Q2 23-24, around 3% of Londoners said they had experienced a crime during the calendar month prior.

A downwards trend was seen during FY 22-23 in the proportion of Londoners feeling **worried about crime in their local area**. This was likely due to methodological changes to the PAS and the phased return to face-to-face interviewing (with concerns about crime tending to be *lower* amongst those interviewed face-to-face compared with those interviewed over the telephone). In Q2 23-24, 41% of Londoners said they were worried about crime in their local area, with latest results showing a stabilisation of this trend.

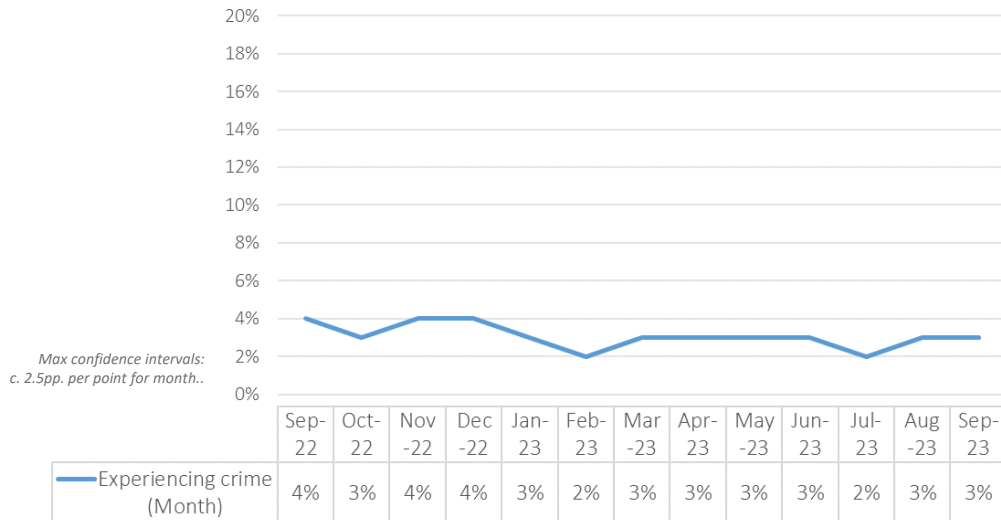
London is Safer

Our Vision:
London is a Safe City for All

Londoners feel Safer

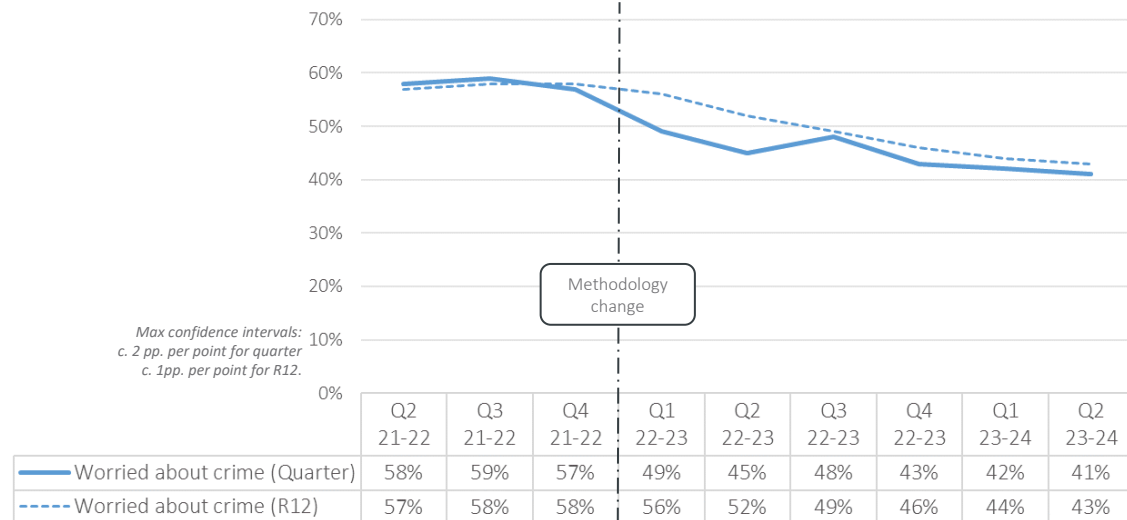
Victimisation Prevalence

(% experiencing something they would consider to be a crime during the last month, Monthly Trends)



Worried about crime in the local area

(% very or fairly worried, Quarterly and Rolling-12 Trends)



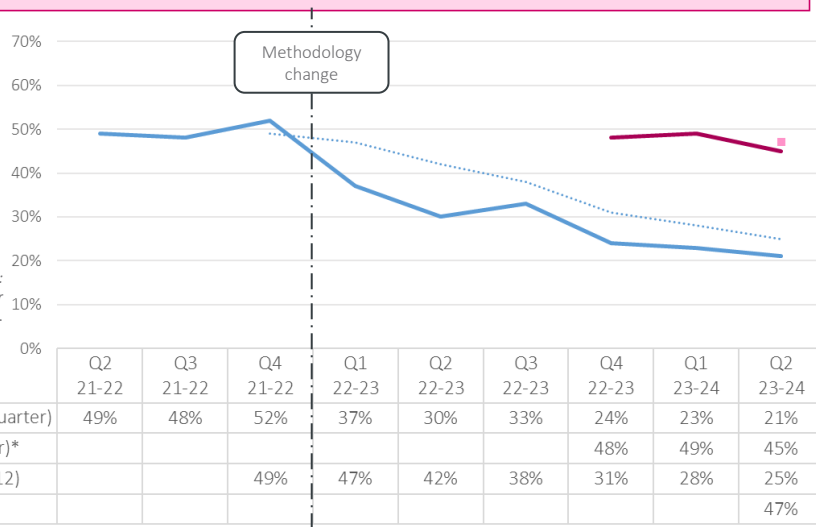
Crime Concerns and Feelings of Safety

Mirroring the downwards trends seen for overall worry about crime, Londoners' concerns about hate crime also declined during FY 22-23; likely influenced by methodological changes to the PAS. Latest results have started to stabilise, with 21% of Londoners believing **hate crime is a problem in their local area** in Q2 23-24.

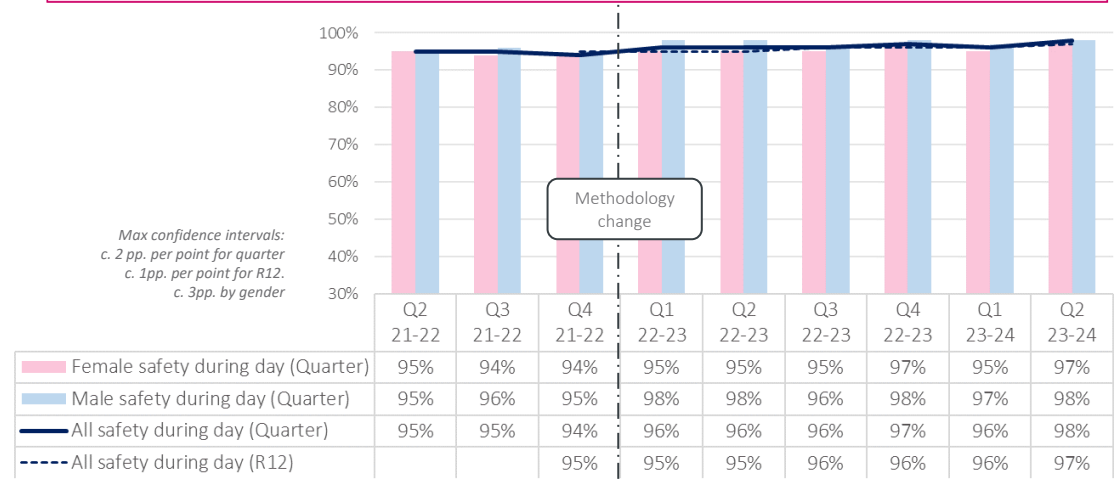
This quarter, 45% of Londoners felt **drugs were a problem in their local area**.

In turn, the proportion of Londoners feeling safe walking alone (particularly after dark) increased during FY 22-23. Latest results for Q2 23-24 show 76% of Londoners said they felt **safe walking alone after dark**; but this result remains below the proportion feeling **safe walking alone during the day** (98%). Large gender inequalities also continue to be seen for safety after dark – with females less likely to feel safe than males (65% vs. 87% in Q2 23-24).

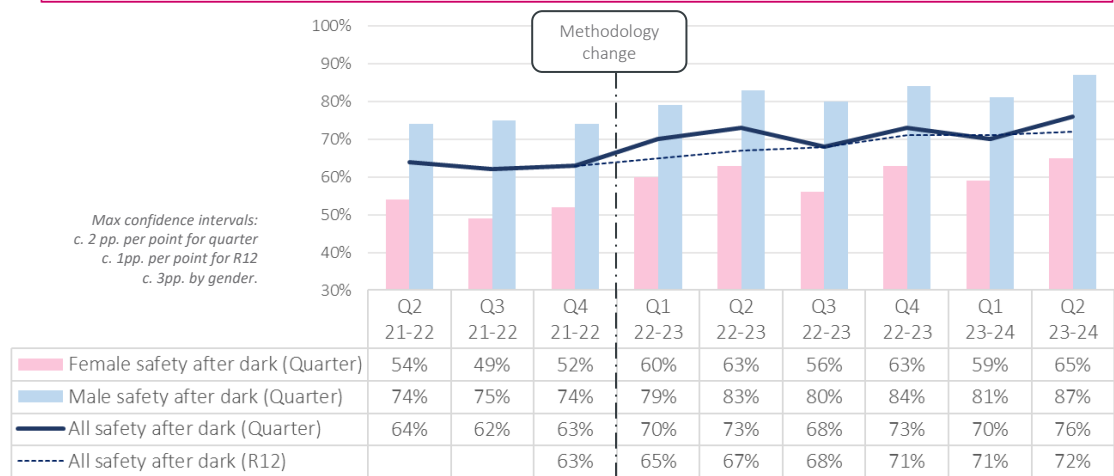
Crime concerns in the local area*
(% problem, Quarterly and Rolling-12 Trends)



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



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



*Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area was only asked to ALL PAS respondents starting Q4 22-23, so historical trends are unavailable. The latest rolling result here relates to 9 rolling months (3 financial quarters) of data.
**Please note that the PAS Gender question changed to Sex from Q1 22-23; safety excludes those that do not go out in their local area.

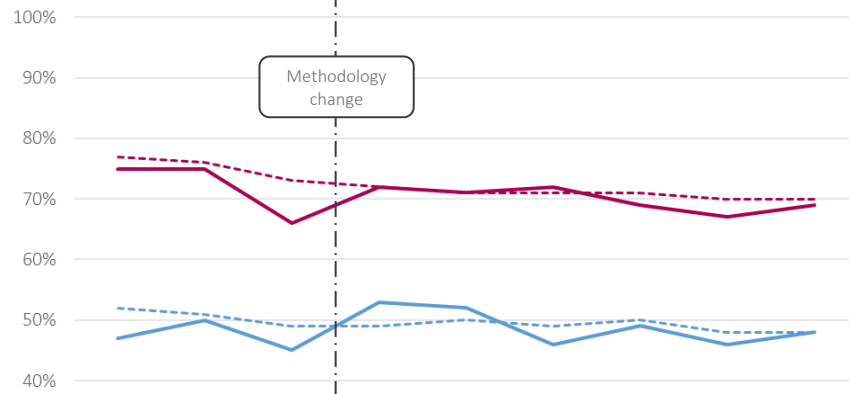
Trust and Confidence in the Police - Trends

Trust and confidence in the police have seen sustained downwards trajectories over recent years, reaching *particularly low levels* at the end of FY 21-22. Results for both measures have since tended to stabilise at these lower levels.

In Q2 23-24, 69% of Londoners believed **the Metropolitan Police Service is an organisation they can trust**, whilst 48% felt **the police do a good job in their local area**. Levels seen for these questions have remained relatively consistent over recent quarters, but remain low when looking back longer term. To illustrate, confidence has declined by 6 percentage points over the last three years (compared with Q2 20-21), whilst trust has fallen by 11 percentage points over this same timeframe.

In Q2 23-24, 61% of Londoners believed the **police treat everyone fairly**, whilst 56% felt police **deal with the issues that matter**. Once again, these measures have also seen longer term downwards trajectories, and have declined by 7 percentage points and 12 percentage points respectively over the last three years (compared with Q2 20-21).

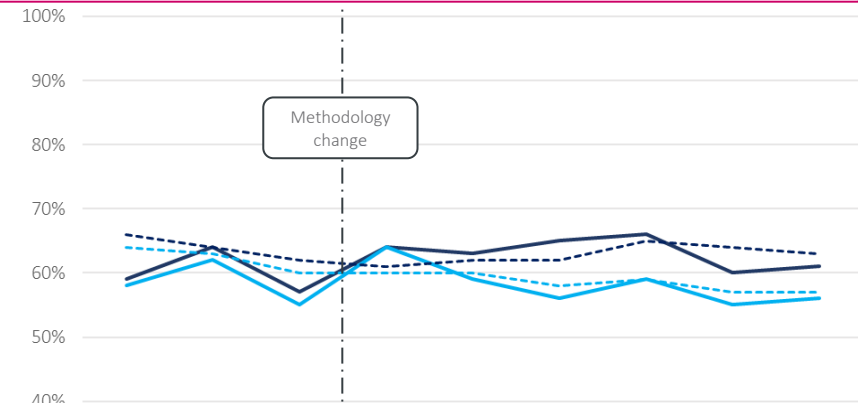
Trust and Confidence
(% positive, Quarterly and Rolling-12 Trends)



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

	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24
— Good job local (Quarter)	47%	50%	45%	53%	52%	46%	49%	46%	48%
— Trust in MPS (Quarter)	75%	75%	66%	72%	71%	72%	69%	67%	69%
- - - Good job local (R12)	52%	51%	49%	49%	50%	49%	50%	48%	48%
- - - Trust in MPS (R12)	77%	76%	73%	72%	71%	71%	71%	70%	70%

Police Treat Everyone Fairly and Deal with Local Issues
(% agree, Quarterly and Rolling-12 Trends)



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

	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24
— Fair treatment (Quarter)	59%	64%	57%	64%	63%	65%	66%	60%	61%
— Dealing issues (Quarter)	58%	62%	55%	64%	59%	56%	59%	55%	56%
- - - Fair treatment (R12)	66%	64%	62%	61%	62%	62%	65%	64%	63%
- - - Dealing issues (R12)	64%	63%	60%	60%	60%	58%	59%	57%	57%

Trust and Confidence in the Police - Inequalities

Londoners identifying as **LGBT+** see large negative gaps across all four perception measures; and these have tended to widen compared with the same point last year. Here the gap for fair treatment has *widened* by 10pp. compared with R12 to Q2 22-23, and trust by 9pp.

Londoners from a **Mixed Ethnic Background** continue to see large negative gaps across *all four* perception measures, but these gaps have tended to narrow over recent quarters. In particular, the gap seen for fair treatment has *narrowed* by 10pp. when compared with this same point last year (R12 to Q2 22-23), and by 5pp. when compared with last quarter (R12 to Q1 23-24). **Black Londoners** also remain less likely to trust the MPS or to feel police treat everyone fairly.

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Weighted MPS result		48%	70%	63%	57%
Ethnicity	White British	-4%	-3%	-4%	-5%
	White Other	4%	7%	6%	3%
	Black	-3%	-12%	-7%	0%
	Asian	5%	8%	9%	7%
	Mixed	-6%	-11%	-11%	-12%
Other ethnicity	6%	5%	6%	6%	
LGBT+	Yes	-8%	-19%	-24%	-17%
	No	0%	1%	1%	1%
Age	16-24	5%	-2%	-4%	1%
	25-34	3%	-1%	-3%	-1%
	35-44	-2%	1%	2%	-1%
	45-54	-5%	-1%	0%	-3%
	55-64	-5%	-4%	-1%	-4%
65 years +	-1%	4%	6%	4%	
Disability	Disability	-2%	-4%	0%	-1%
	No disability	0%	0%	0%	0%
Sex	Male	0%	0%	3%	1%
	Female	-1%	-1%	-3%	-1%

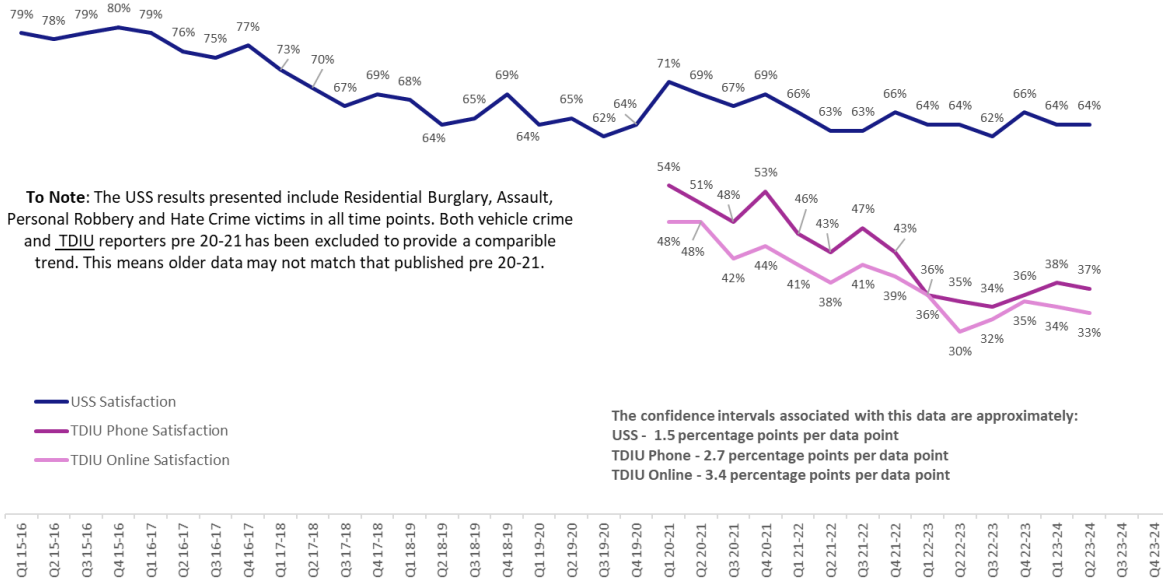
Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Barking and Dagenham	47%	69%	63%	56%
Barnet	47%	72%	67%	62%
Bexley	52%	75%	72%	57%
Brent	51%	75%	67%	64%
Bromley	52%	69%	64%	53%
Camden	47%	67%	50%	53%
Croydon	38%	65%	58%	51%
Ealing	48%	77%	71%	65%
Enfield	42%	69%	67%	55%
Greenwich	45%	67%	60%	52%
Hackney	40%	59%	49%	48%
Hammersmith and Fulham	48%	70%	59%	57%
Haringey	41%	59%	52%	51%
Harrow	62%	82%	81%	76%
Havering	53%	74%	72%	62%
Hillingdon	58%	81%	79%	73%
Hounslow	47%	74%	69%	62%
Islington	43%	62%	51%	50%
Kensington and Chelsea	60%	78%	72%	69%
Kingston upon Thames	47%	72%	63%	58%
Lambeth	45%	63%	53%	49%
Lewisham	42%	57%	51%	45%
Merton	52%	75%	66%	59%
Newham	46%	72%	65%	54%
Redbridge	46%	65%	65%	51%
Richmond upon Thames	49%	64%	58%	49%
Southwark	44%	61%	50%	48%
Sutton	51%	81%	75%	71%
Tower Hamlets	45%	74%	66%	56%
Waltham Forest	37%	57%	53%	42%
Wandsworth	49%	68%	58%	55%
Westminster	61%	77%	70%	66%

Borough performance remains mixed. Half of London Boroughs see declines of -5pp. or more for **dealing with issues that matter** when compared with the same point last year (16 of 32).

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

Victim Satisfaction

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



To Note: The USS results presented include Residential Burglary, Assault, Personal Robbery and Hate Crime victims in all time points. Both vehicle crime and TDIU reporters pre 20-21 has been excluded to provide a comparable trend. This means older data may not match that published pre 20-21.

The confidence intervals associated with this data are approximately:
 USS - 1.5 percentage points per data point
 TDIU Phone - 2.7 percentage points per data point
 TDIU Online - 3.4 percentage points per data point

BCU reported Overall Satisfaction shows **no change** from this time last year; from 64% in Q2 22-23 to the current 64% in Q2 23-24.

Telephone reporters have been consistently more satisfied than those who **report online**, with one exception just over a year ago in Q1 22-23. When comparing this quarter with the same period last year (Q2 22-23 vs. Q2 23-24) there has **not been any significant** change for both telephone reporters (+2pp.) and for online reporters (+3pp.).

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

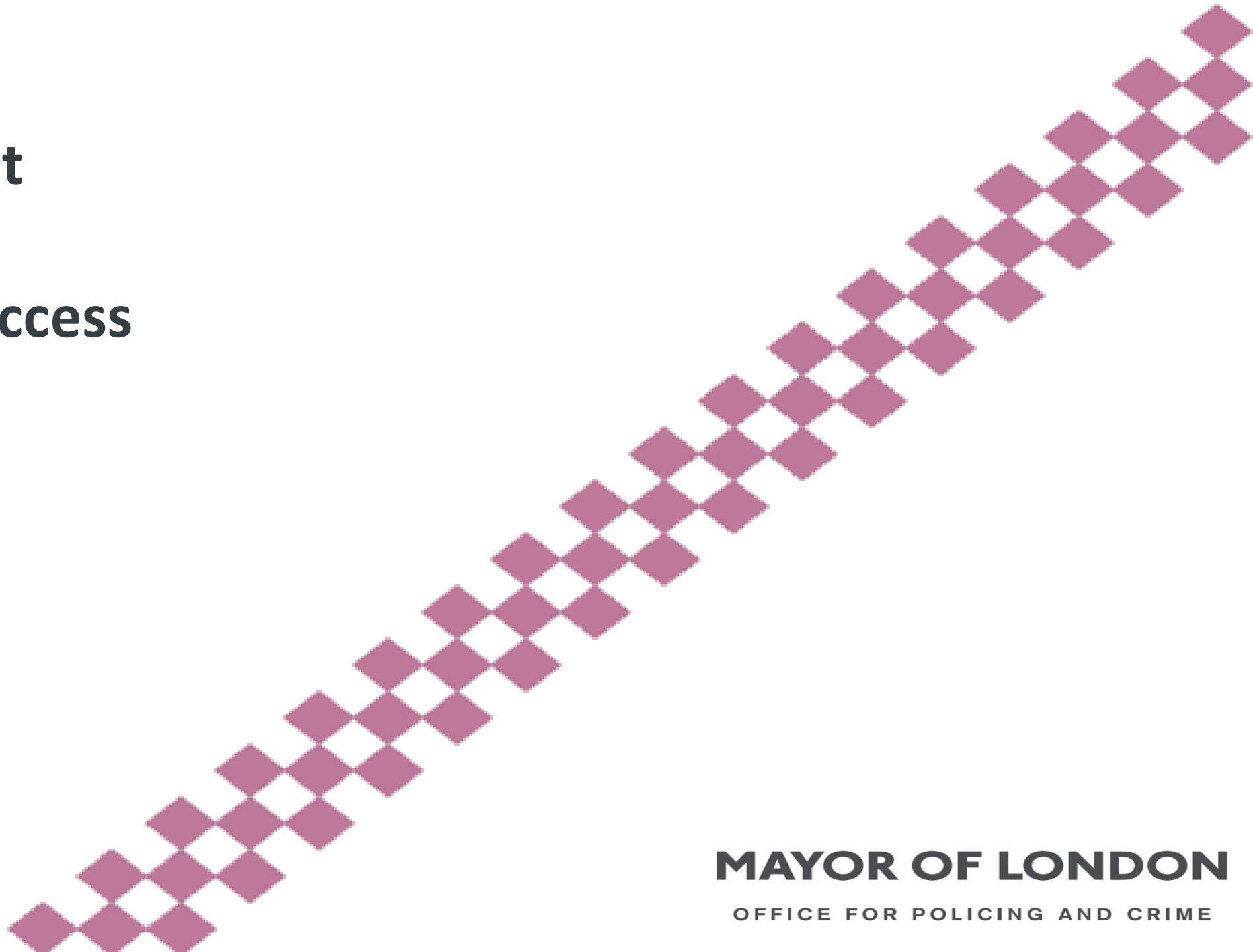
Within the USS the largest negative gap is seen between those who **self-declare a disability** and those who do not. This is consistent over time. In addition, there is a smaller gap for those from the **mixed and other ethnicity groups**.

12 months to Q2 23-24		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>
Unweighted MPS result		64%	36%	33%
Ethnicity	White British	2%	3%	3%
	White Other	3%	3%	3%
	Black	-1%	5%	5%
	Asian	2%	-2%	-2%
	Mixed	-6%	-1%	-2%
LGBT+	Other ethnicity	-6%	-6%	2%
	Yes	-4%	1%	-2%
Age	No	0%	2%	3%
	16-24	1%	-10%	-10%
	25-34	-2%	-9%	-10%
	35-44	-3%	-10%	-4%
	45-54	1%	3%	3%
	55-64	-1%	10%	7%
Disability	65 years +	11%	23%	20%
	Disability	-8%	4%	5%
Gender*	No disability	2%	1%	1%
	Male	1%	0%	0%
	Female	-1%	4%	4%

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

MPS Oversight

Measuring Success



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

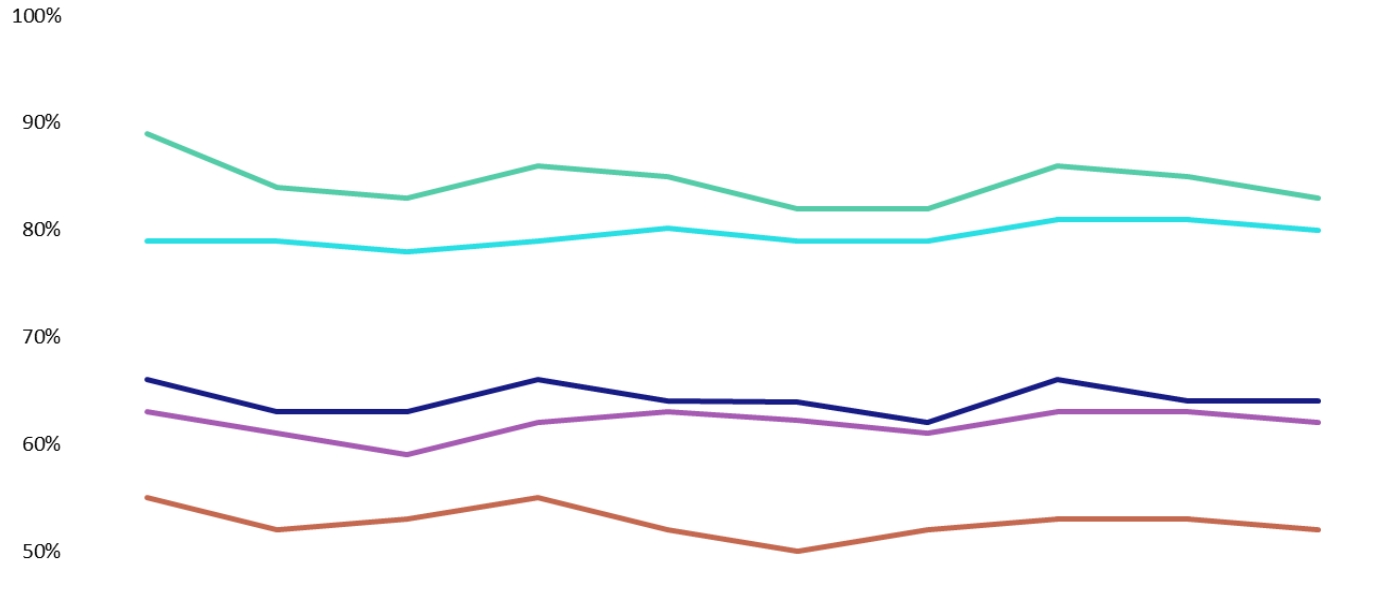
USS: Overall Satisfaction and drivers

Overall Satisfaction and satisfaction within service areas (USS) (% CVF satisfied - Discrete Quarter)

Overall Satisfaction shows no change over the last year from 64% in Q2 22-23 to the current 64% in Q2 23-24.

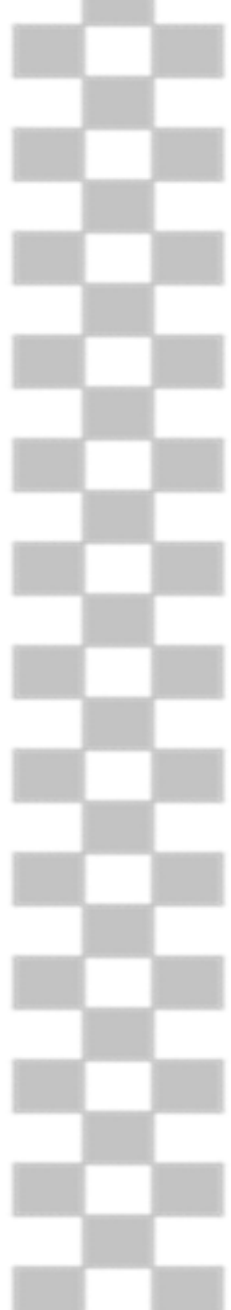
There are **no statistically significant** differences when comparing Q2 22-23 and Q2 23-24 results for any of the wider service areas.

There are **no statistically significant** differences when comparing FY 22-23 and FYTD 23-24 results for either Overall Satisfaction or any of the wider service areas.



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

	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24
Overall Satisfaction	66%	63%	63%	66%	64%	64%	62%	66%	64%	64%
Ease of Contact	89%	84%	83%	86%	85%	82%	82%	86%	85%	83%
Police Actions	63%	61%	59%	62%	63%	62%	61%	63%	63%	62%
Follow Up	55%	52%	53%	55%	52%	50%	52%	53%	53%	52%
Treatment	79%	79%	78%	79%	80%	79%	79%	81%	81%	80%



USS: VCOP compliance has remained largely consistent

Results across quarters are consistent for the majority of VCOP measures.

Victim Code responses over time

Discrete data per point

■ Q2 22-23 ■ Q3 22-23 ■ Q4 22-23 ■ Q1 23-24 ■ Q2 23-24



USS: Leaflet provision

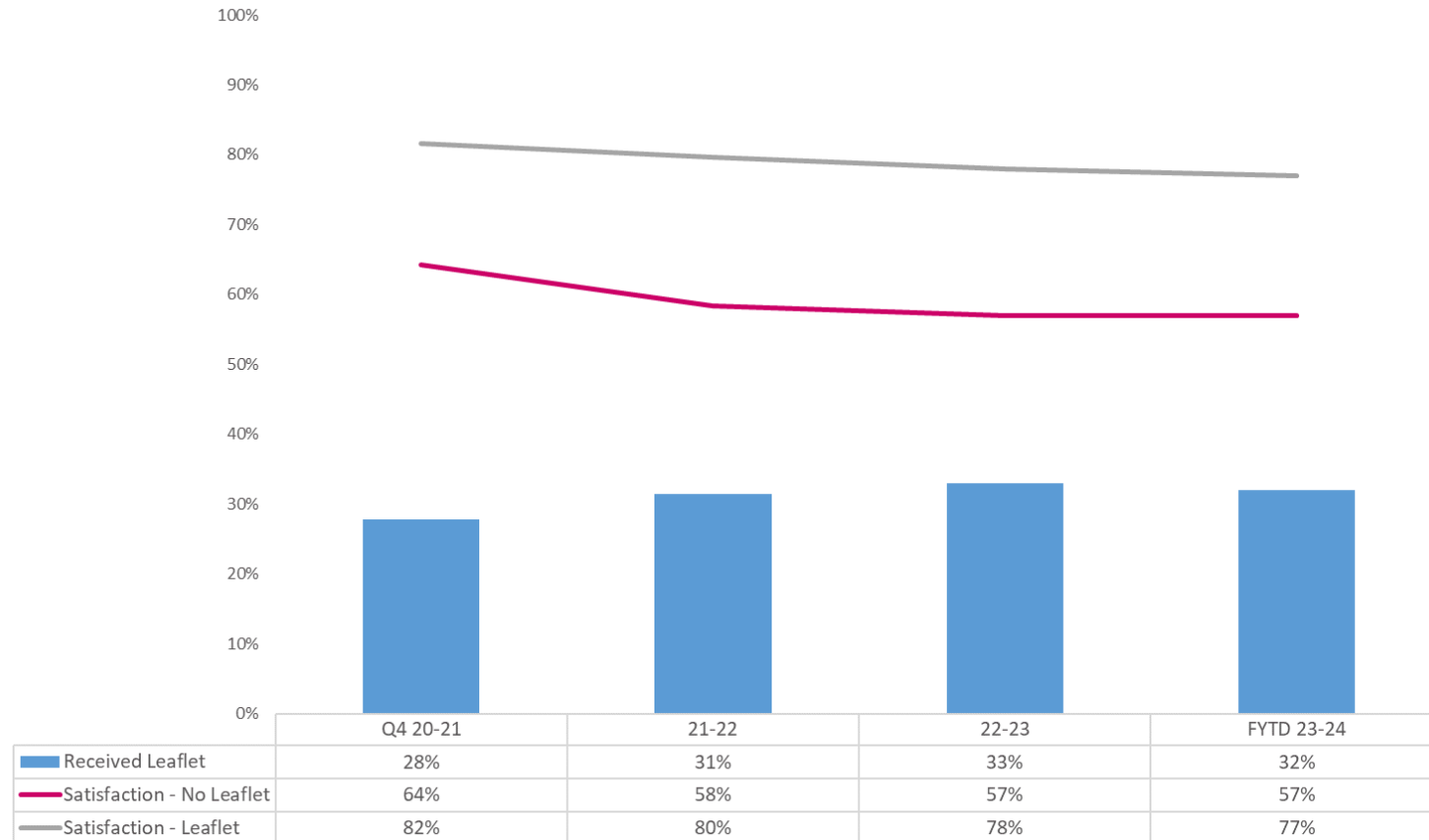
The MPS began distribution of a **Victim Care Leaflet** in November 2020 (Q4 20-21). These are directly given to victims aiming to improve information, VCOP compliance, and overall support.

Around a third of respondents in the USS report receiving leaflet (see graph). This has increased slightly over time.

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

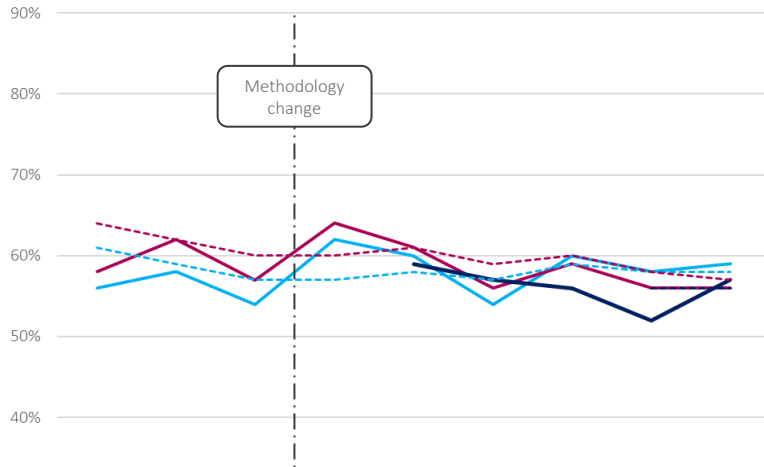
Burglary victims are more likely to report receiving the leaflet (48% FYTD 23-24), than Robbery (34%), Hate (28%), and Assault (26%) victims.

Leaflet provision and Overall Satisfaction (USS)
(% Received leaflet / % CVF satisfied - Various data per point)



PAS: Public perception additional oversight measures - Trends

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



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

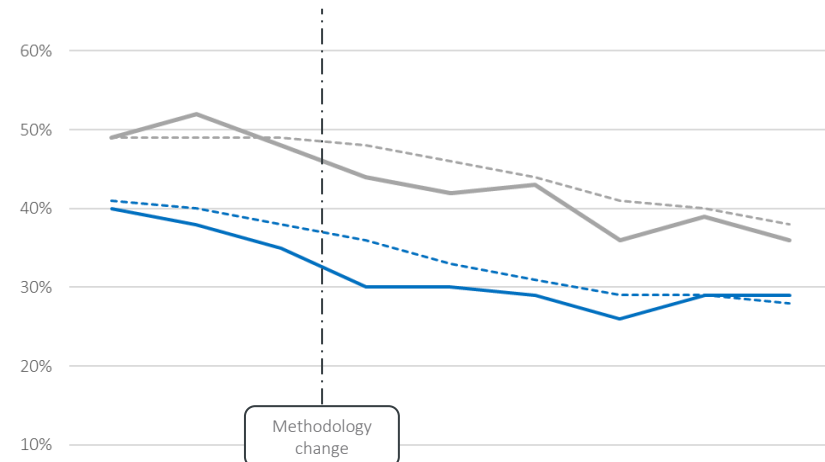
	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24
— Relied on (Quarter)	56%	58%	54%	62%	60%	54%	60%	58%	59%
— Listen to concerns (Quarter)	58%	62%	57%	64%	61%	56%	59%	56%	56%
— High standards (Quarter)					59%	57%	56%	52%	57%
- - - Relied on (R12)	61%	59%	57%	57%	58%	57%	59%	58%	58%
- - - Listen to concerns (R12)	64%	62%	60%	60%	61%	59%	60%	58%	57%
- - - Highest standards* (R12)								56%	56%

The proportion of Londoners believing police can be **relied on to be there** (59% in Q2 23-24) and **listen to local concerns** (56% in Q2 23-24) has remained relatively stable over recent quarters. However, both measures have seen longer-term declines; in particular listen to concerns has decreased by 13 percentage points over the last three years (vs. Q2 20-21). After a particularly low result last quarter, the proportion of Londoners believing **the MPS works to ensure the highest standards of professionalism** has recovered by 5 percentage points to 57% in Q2 23-24.

Following a decline seen during FY 20-21 and FY 21-22, the proportion of Londoners feeling **informed about local policing** has also tended to stabilise over recent quarters. In Q2 23-24, 29% said they felt well informed about policing in their area.

Londoners' concerns about ASB declined gradually during FY 22-23. This is in line with reductions seen in wider crime concerns, and was likely influenced by methodological changes to the PAS. In Q2 23-24, 36% of Londoners felt **worried about ASB in their area**.

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



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

	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24
— Worried about ASB (Quarter)	49%	52%	48%	44%	42%	43%	36%	39%	36%
— Informed local (Quarter)	40%	38%	35%	30%	30%	29%	26%	29%	29%
- - - Worried about ASB (R12)	49%	49%	49%	48%	46%	44%	41%	40%	38%
- - - Informed local (R12)	41%	40%	38%	36%	33%	31%	29%	29%	28%

* 'The MPS work to ensure all police officers adhere to the highest standards of professionalism'. Question introduced Q2 22-23.

PAS: Public perception additional oversight measures - Inequalities

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels worried about ASB in the local area (Worry ASB)	Feels well informed about local police activities over the last 12 months (Informed local)	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police listen to the concerns of local people (Listen to concerns)	Agree the MPS works to ensure high standards (High standards)
Weighted MPS result		38%	28%	58%	57%	56%
Ethnicity	White British	0%	0%	-6%	-4%	-5%
	White Other	2%	0%	4%	4%	4%
	Black	-3%	0%	1%	-3%	-4%
	Asian	3%	2%	6%	6%	10%
	Mixed	-1%	-1%	-8%	-11%	-12%
	Other ethnicity	-2%	0%	6%	8%	5%
LGBT+	Yes	-1%	0%	-11%	-15%	-20%
	No	0%	0%	0%	1%	1%
Age	16-24	-13%	2%	4%	0%	-3%
	25-34	-2%	-3%	1%	-3%	-2%
	35-44	6%	-1%	1%	0%	1%
	45-54	7%	0%	-4%	-2%	-2%
	55-64	7%	1%	-6%	-2%	-1%
	65 years +	-4%	4%	1%	7%	5%
Disability	Disability	3%	0%	-2%	0%	4%
	No disability	0%	0%	0%	0%	-1%
Sex	Male	-3%	1%	0%	1%	2%
	Female	3%	-1%	-1%	-1%	-2%

In line with wider inequalities seen across other perception measures, Londoners from a **Mixed Ethnic Background** and **LGBT+ Londoners** are *less likely* to believe police can be relied on to be there when needed, listen to local concerns, or work to ensure the highest standards of professionalism.

The size of these inequalities have also *recently increased* for **LGBT+ Londoners**, with the gap for 'relied on' widening from -6 percentage points to -11 percentage points over the last year, and the gap for 'listen to concerns' widening from -9 percentage points to -15 percentage points during this timeframe (Q2 22-23 vs Q2 23-24).

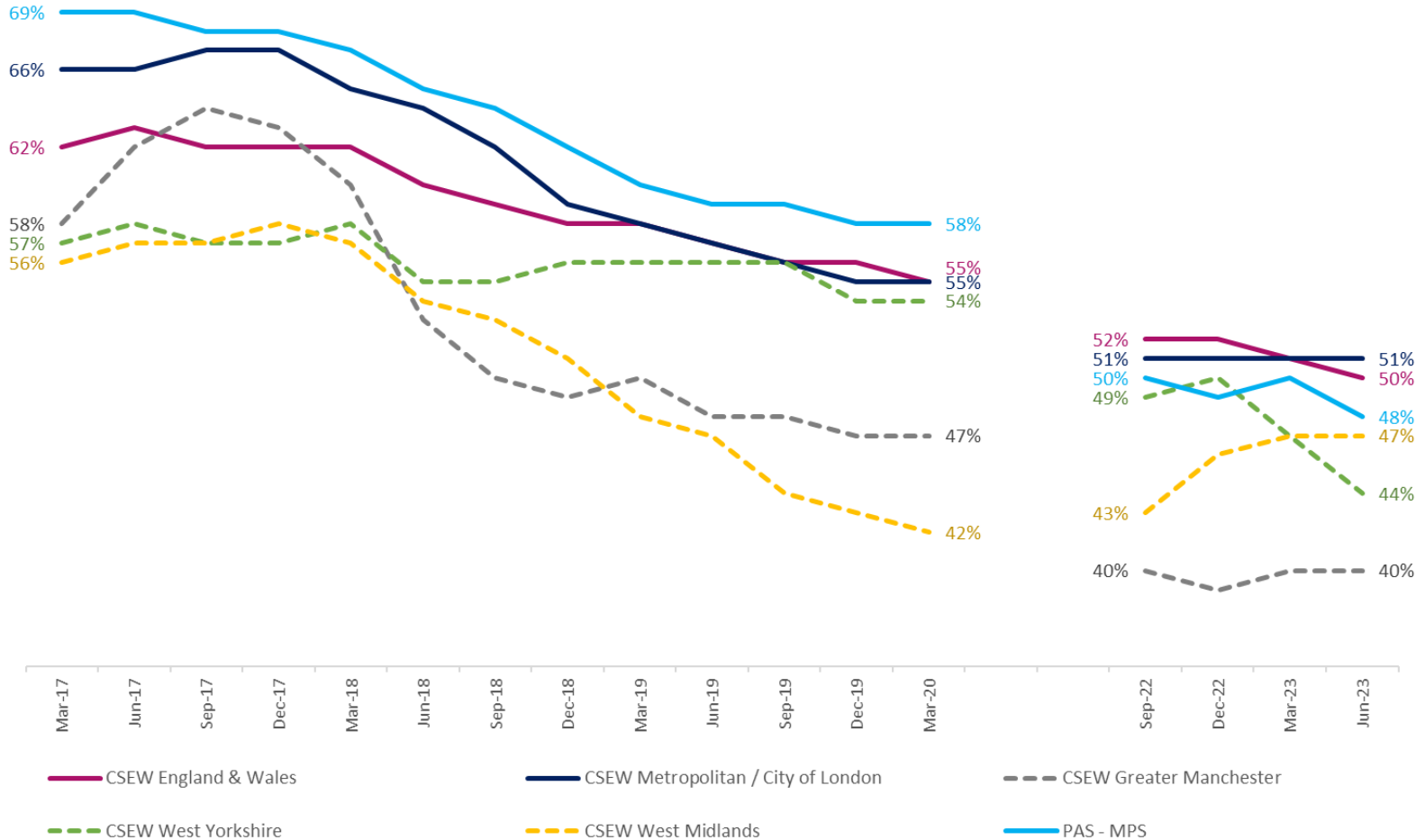
Younger Londoners (those aged 16 to 24) are less likely to feel worried about ASB in their local area.

Overall, no inequalities are seen for local information provision.

Good job local in MPS and Most Similar Group - Trends

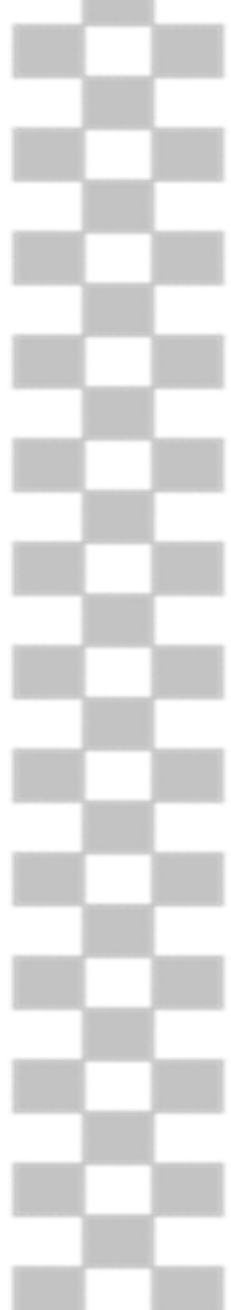
Proportion of respondents indicating the police do a good job

CSEW and PAS data - R12 data per point



In Q1 23-24, the proportion of respondents indicating the police do a good job in the local area in London, as measured by the Crime Survey for England and Wales, remains comparable to or above results seen both in England and Wales and the police forces in the MPS's Most Similar Group.

As measured by CSEW, MPS/CoLP are ranked 19th out of 42 forces. West Midlands is ranked 33rd, West Yorkshire is ranked 40th and Greater Manchester is ranked 42nd.



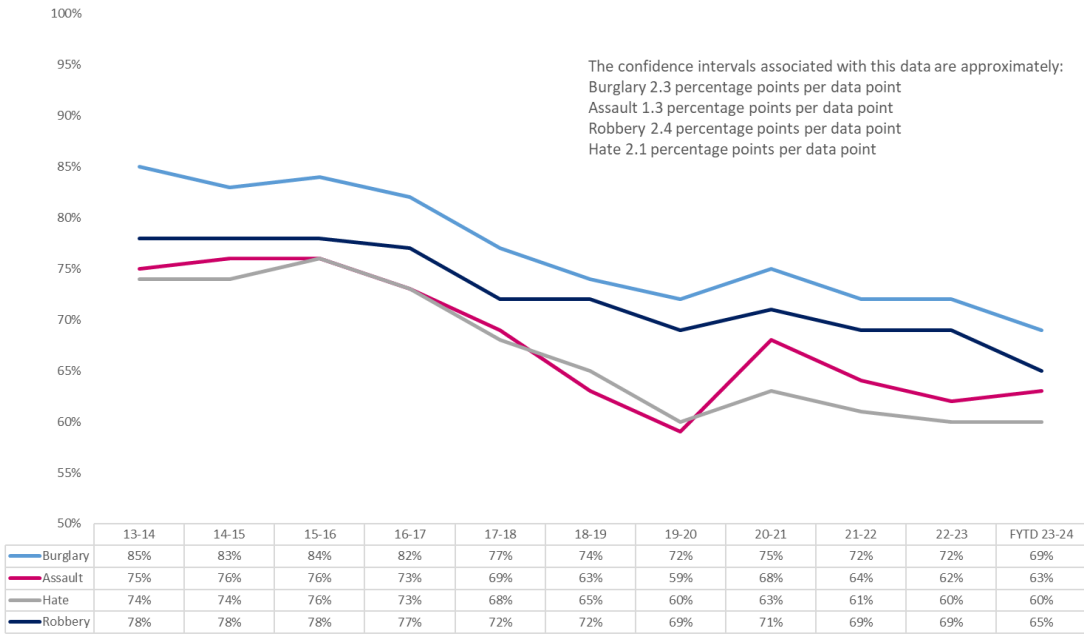
Public Voice Insights

Victim Satisfaction



USS: Overall Satisfaction by crime group and BCU

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

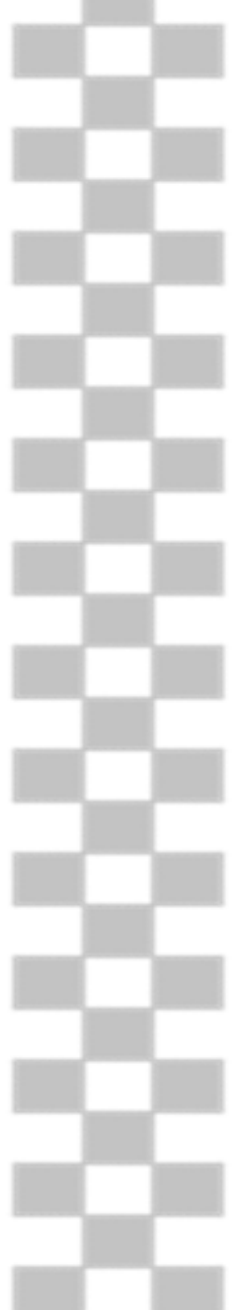


Satisfaction is higher for victims of **burglary** (69%) and **robbery** (65%) and lower for victims of **hate crime** (60%) for the FY to date (i.e. Q1 - Q2 23-24). There has been a significant 3pp. decrease for the burglary group between Q1 and Q2 23-24. Coupled with the 4pp. fall in satisfaction for the Robbery group this has led to a convergence of levels of satisfaction between the offence types.

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



There is variation in performance between **BCUs**, with a 10pp. range between top and bottom performers. The difference between the top performing BCU (South Area) and the bottom performing BCU (Central East) is statistically significant.



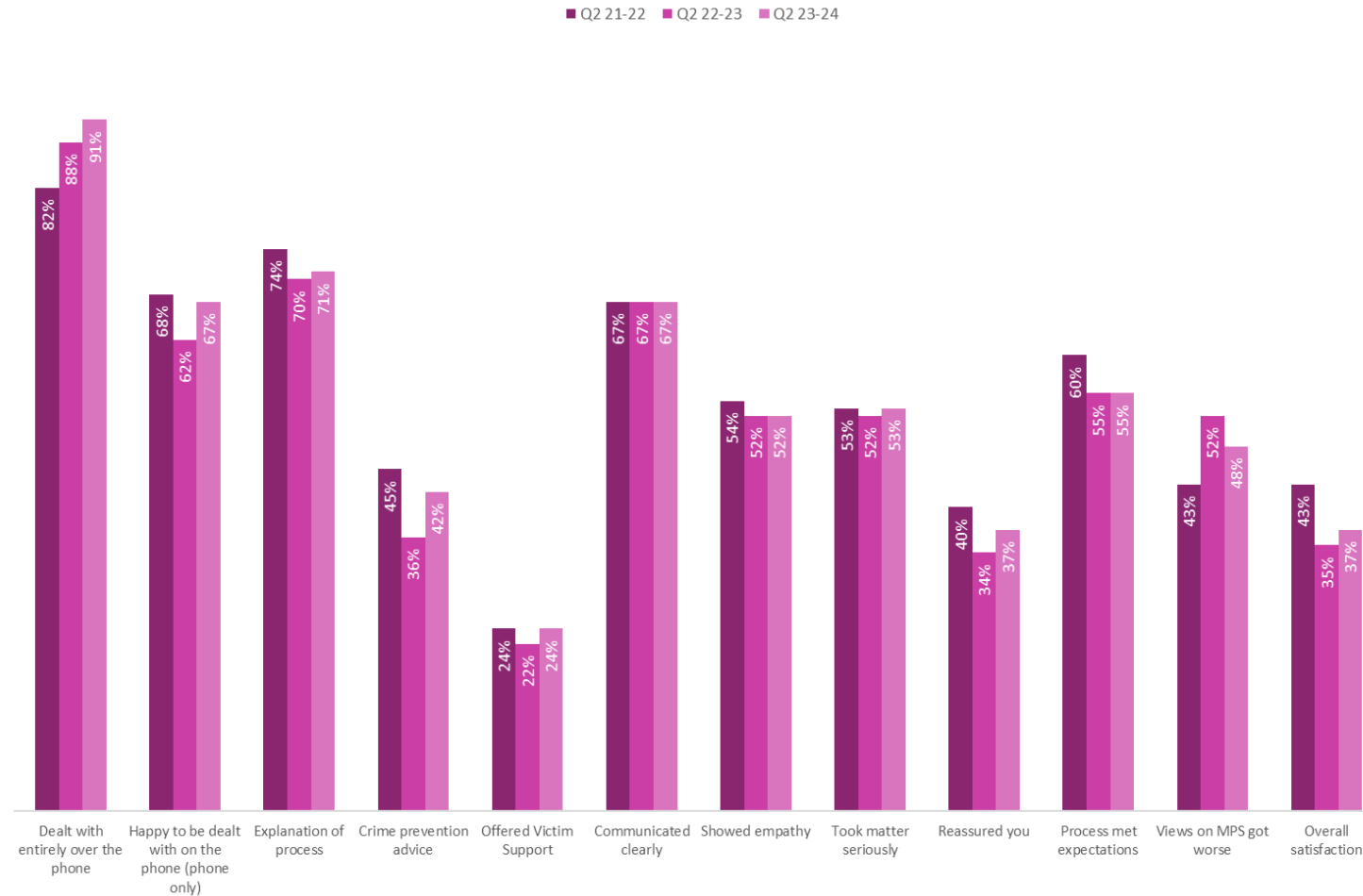
TDIU: Telephone reporters

For those initially **reporting on the telephone** an increasing proportion are **dealt with entirely over the phone**, without receiving a visit from an officer or staff. The large shift over the last 2 quarters is driven by the burglary group. Burglary victims were the most likely crime group to receive a visit within the TDIU survey, but are now a smaller proportion of the respondents. This is due to fewer burglaries being reported via the TDIU after the Commissioner's commitment to offer visits to all burglary victims.

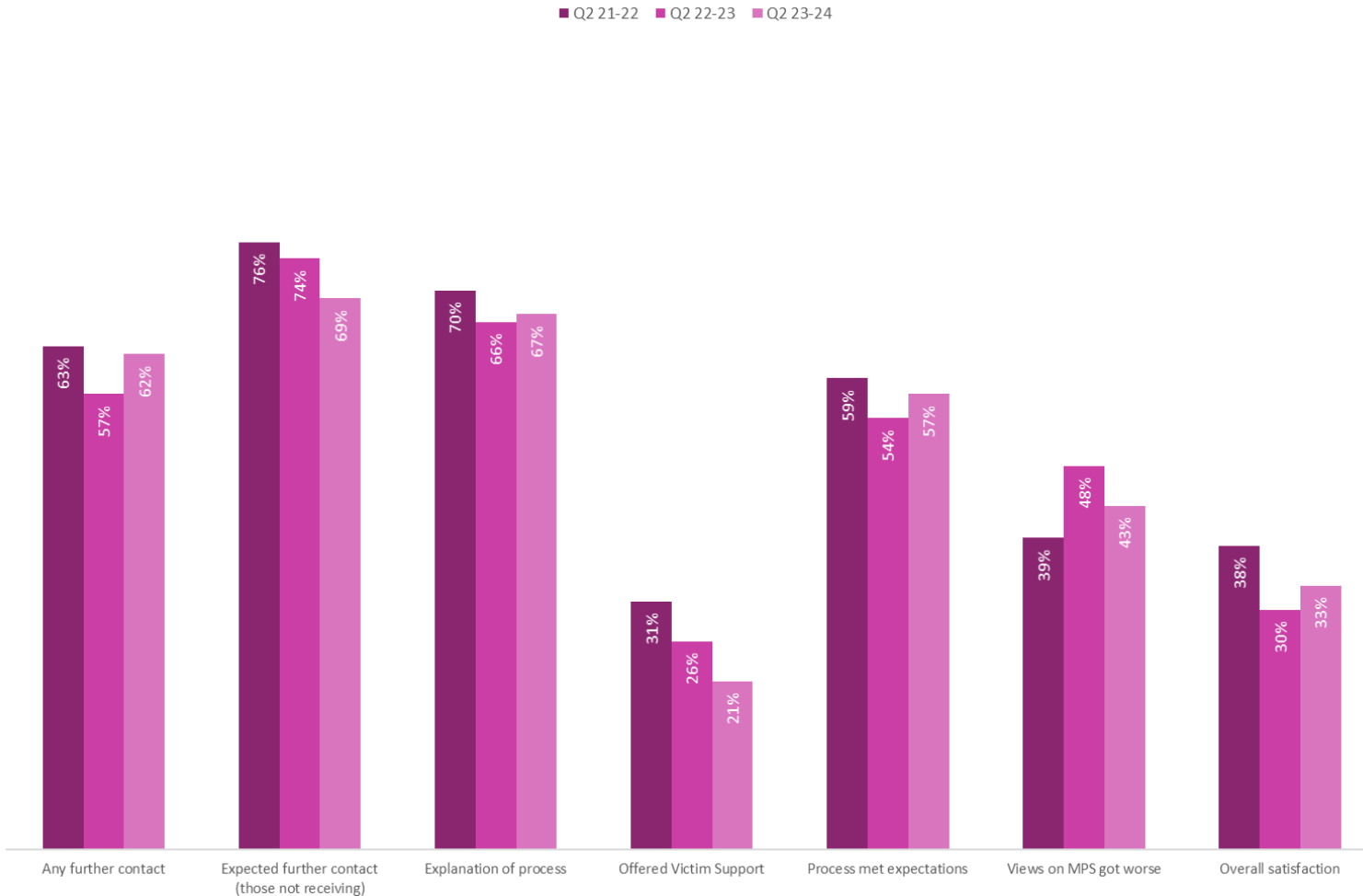
Some of the strongest associations with satisfaction for telephone reporters are feeling reassured ($r=0.97$), the process meeting expectations (0.98) and receiving an explanation of the process (0.93) over the full period the TDIU survey has been run (Q1 20-21 onwards).

In Q2 23-24 61% of respondents feel the police spent **too little time** investigating their report, which is broadly consistent since introduction in Q1 22-23 (64% to 60% range).

Associated with worsening performance, there is an increase in those left with a **worse opinion of the MPS** subsequent to their report – now half of respondents for Q2 23-24 (48%).



TDIU: Online reporters



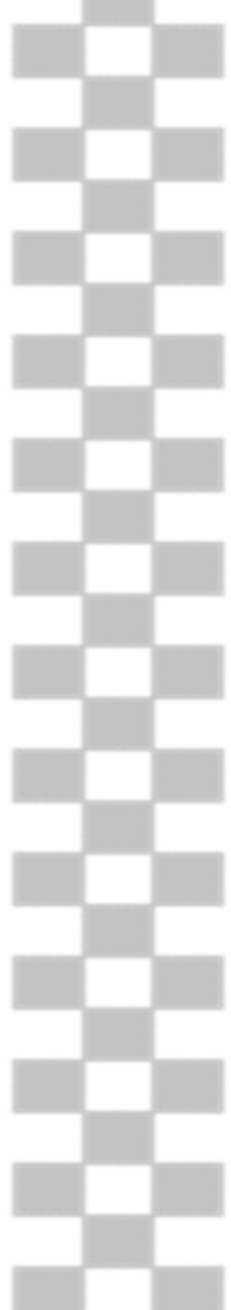
Of those reporting online just over a third **do not receive further contact other than an email** acknowledging their report. However, just under **three quarters of those not receiving any further contact expected it** although this proportion has fallen slightly over time. This is one of the strongest associations with satisfaction for online reporters ($r = -0.71$).

Over half (60%, Q2 23-24) of respondents feel the police spent **too little time investigating** their report. This has been consistent since this question was added in Q1 22-23.

Just over half of respondents report feeling that the process of reporting **met their expectations** (Q2 23-24 57%)

Over the last 2 years satisfaction has fallen 5pp. from 38% (Q2 21-22) to 33% (Q2 23-24).

Associated with this, an increasing proportion of respondents leave the experience with a **worse view of the MPS** (up 4pp. from Q1 21-22 to a little under half of respondents (43% Q2 23-24)).



Public Voice Insights

Public Attitude Survey

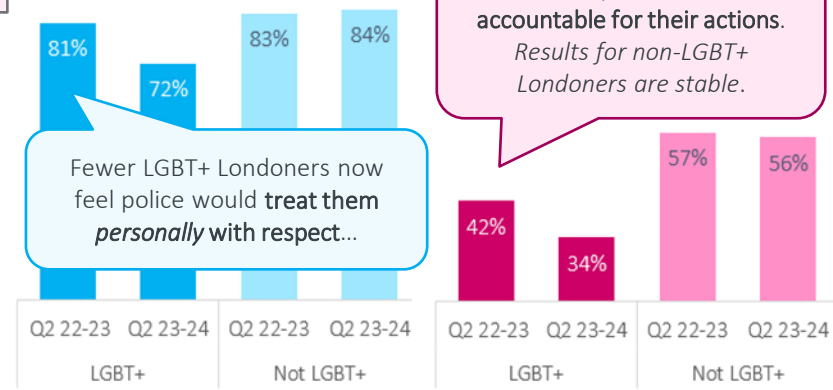
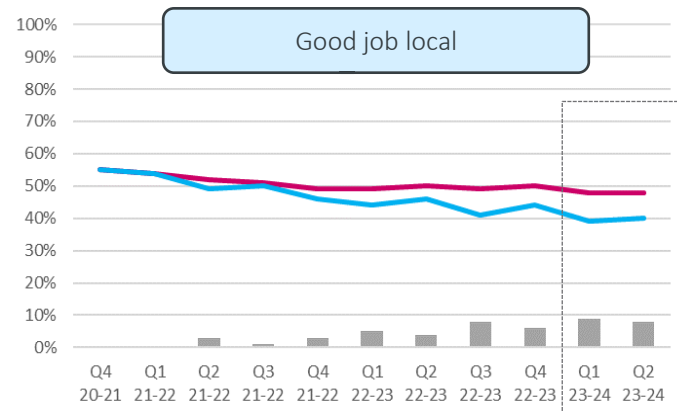
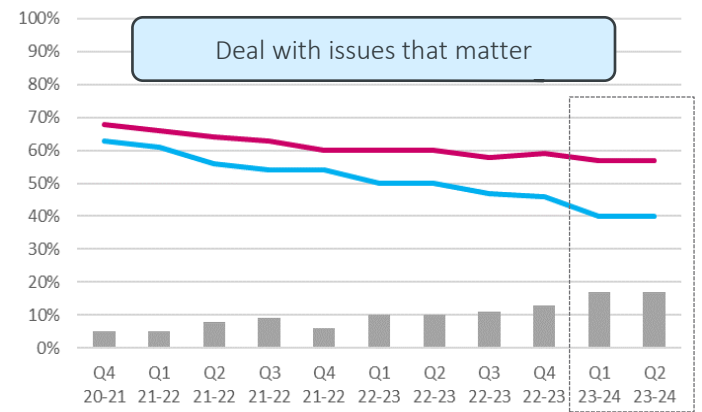
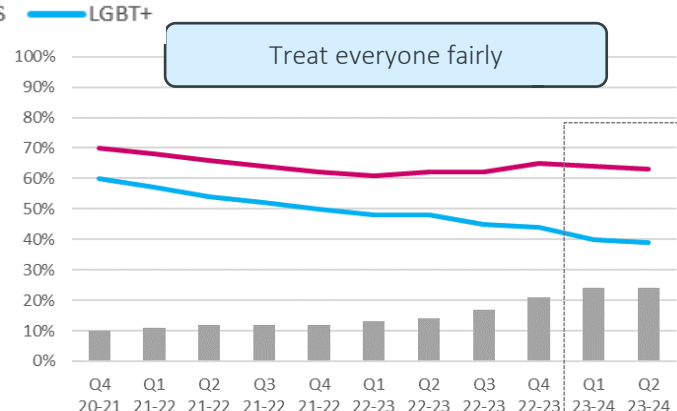
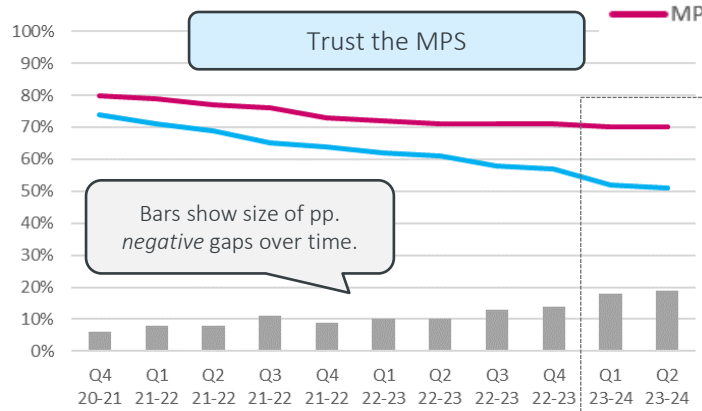


Widening perception gaps have been driven by *particularly low* results for LGBT+ Londoners – with implications for wider police legitimacy.

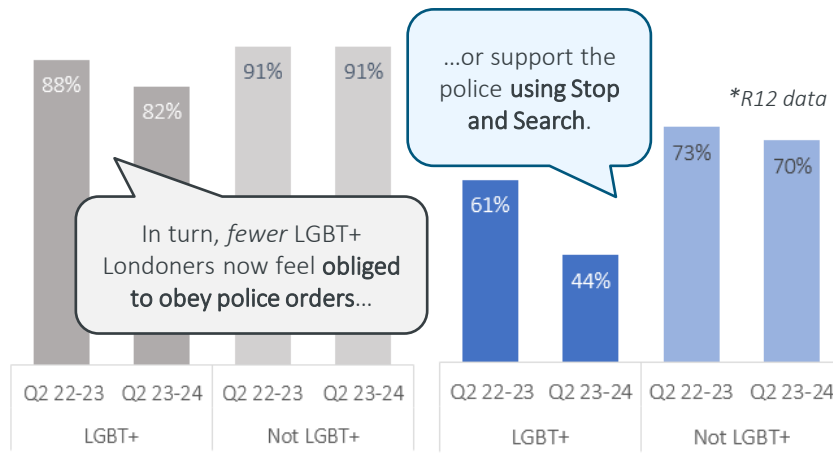
Widening perception gaps for LGBT+ Londoners have continued into FY 23-24. Whilst overall MPS levels have remained more stable over recent years, results for LGBT+ Londoners have seen sustained downwards trajectories. **The size of these inequalities have widened further in FY 23-24, driven by particularly low results for LGBT+ Londoners.**

Currently, just half of LGBT+ Londoners trust the MPS (51%). Only around 40% believe police do a good job in their local area, deal with issues that matter, or treat people fairly: that is to say, **most LGBT+ Londoners do NOT agree with these statements.**

Further evidence of this recent *disproportionate deterioration* amongst LGBT+ Londoners is also seen across **other survey measures** – including elements of treatment and accountability – with implications for wider support for operational policing.



...or that police are held accountable for their actions. Results for non-LGBT+ Londoners are stable.



...or support the police using Stop and Search.

In turn, fewer LGBT+ Londoners now feel obliged to obey police orders...

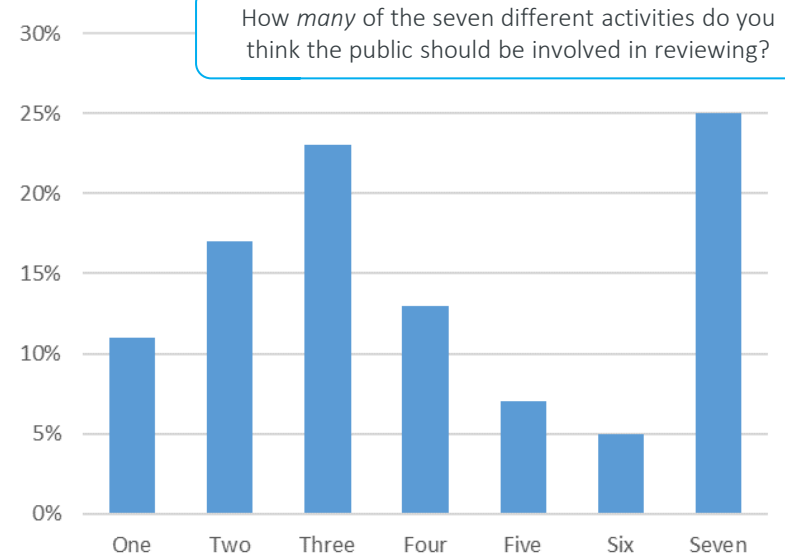
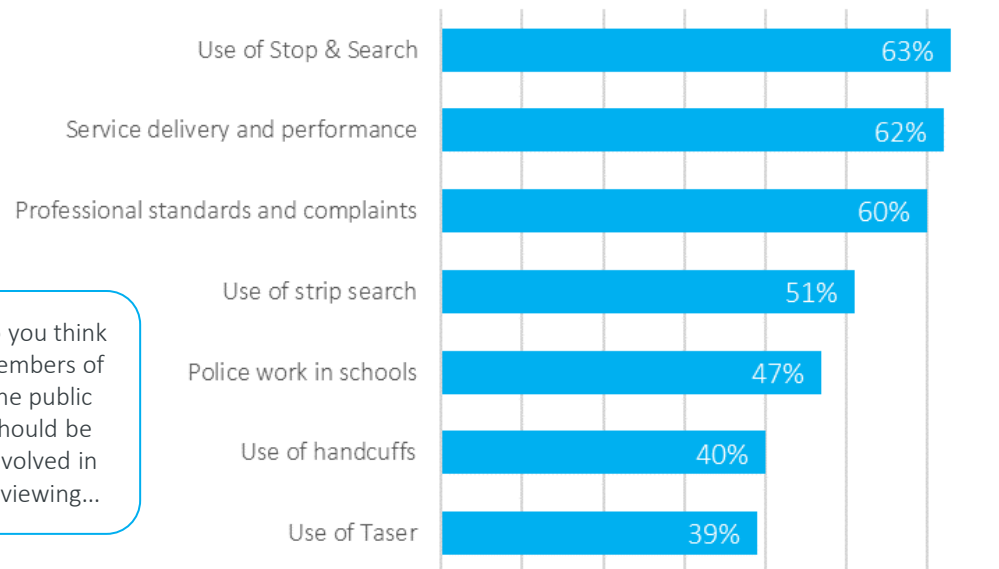
Many Londoners believe the public should be involved in reviewing police work – including police performance and their use of intrusive tactics.

Londoners taking part in the PAS in Q1 and Q2 23-24 were asked whether they thought **members of the public should be involved in police oversight** by reviewing information about different aspects of police work.



Overall appetite for involvement was **high** – 9 in 10 Londoners believed the public should be involved in reviewing **at least one of the seven activities listed** (90%).

Amongst those who felt the public should be involved in oversight, many believed this should **span several different areas of police work**.
To illustrate, only one in ten felt the public should be involved in reviewing **just one** activity; whilst a quarter believed the public should be involved in **all seven**.



Do you think members of the public should be involved in reviewing...

Looking at these individual activities, Londoners were *most likely* to feel members of the public should be involved in reviewing **police use of Stop & Search**, general **service delivery**, and **professional standards** – and were *least likely* to feel the public should review police **use of Taser**.

Certain groups of Londoners – and those with lower Trust and Confidence – were more likely to want public involvement in reviewing police work.

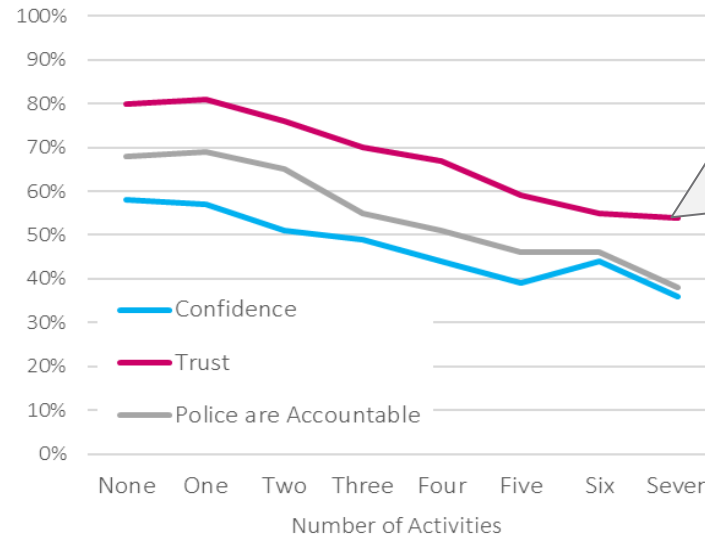


Certain groups of Londoners were more likely to feel the public should be involved in reviewing police activities. LGBT+ and Mixed/Black Ethnicity Londoners were more likely to want public involvement in reviewing intrusive tactics in particular.

Gaps of 5pp. or more are highlighted		Police Performance			Intrusive Tactics			
		Service delivery	Standards	Schools	Stop & Search	Strip Search	Handcuffs	Taser
Weighted MPS result		62%	60%	47%	63%	51%	40%	39%
Ethnicity	White British	66%	65%	50%	64%	53%	41%	41%
	White Other	61%	60%	47%	59%	47%	37%	38%
	Black	62%	64%	52%	72%	58%	44%	50%
	Asian	60%	54%	46%	60%	45%	37%	34%
	Mixed	57%	58%	44%	72%	59%	48%	45%
Other ethnicity	62%	55%	42%	55%	46%	38%	34%	
LGBT+	Yes	70%	76%	51%	81%	69%	55%	58%
	No	62%	59%	47%	63%	50%	39%	39%
Age	16-24	53%	51%	41%	67%	53%	41%	38%
	25-34	61%	64%	50%	65%	53%	42%	42%
	35-64	65%	61%	49%	63%	50%	40%	39%
	65 years +	64%	59%	43%	56%	47%	38%	37%
Disability	Disability	61%	59%	42%	64%	51%	43%	42%
	No disability	62%	60%	48%	63%	51%	40%	39%
Sex	Male	61%	60%	45%	63%	51%	40%	39%
	Female	63%	61%	49%	64%	51%	40%	40%

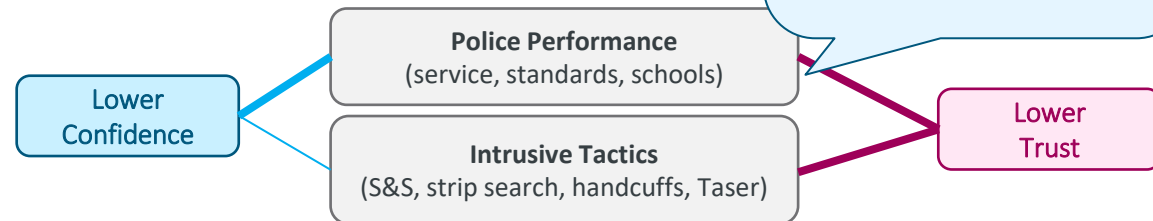
Different patterns also emerged here across the activity groupings. For example, whilst LGBT+ Londoners wanted public involvement in the full range of police activities, greater support from Black and Mixed Londoners was more confined to oversight of 'intrusive tactics'.

Londoners who believed members of the public should be involved in reviewing police activities were also **less likely to hold positive views of the police** – suggesting the desire for public scrutiny may be grounded in a **lack of confidence in current processes**.



This was cumulative - such that those wanting the *most public involvement* in reviewing activities were *least likely* to trust or feel confident in police – or to believe police are held to account.

These relationships held true even when controlling for the aforementioned demographic differences – with **stronger relationships** seen for Trust than for Confidence.



Whilst wanting public scrutiny of **both** police performance AND intrusive tactics were independently associated with lower **trust**, lower **confidence** was more strongly associated with elements of **police performance**.

*Diagrammatic representation of two logistic regression models predicting Confidence and Trust by cumulative number of areas in police performance (0-3) and intrusive tactics (0-4), controlling for demographics. Bold lines represent stronger relationships.

A focus on youth intersectionality: Young Black female and young LGBT+ Londoners hold particularly negative views of the police

Focusing on young Londoners, that is those aged 16-24, certain demographics within this group are less likely to hold positive perceptions towards the police, and less likely to feel safe walking alone in their local area after dark.

Several groups of young Londoners are less likely to agree that they **trust** the MPS or think the MPS treats everybody fairly or would treat them with respect compared to the MPS average, with particularly low results among **LGBT+, disabled and Black female young Londoners**.

In contrast, **confidence** is generally higher among young Londoners compared to the MPS average, particularly among those **living in the least deprived areas (+15pp.)**.* However, lower results are still seen for confidence among **Black female and LGBT+ young Londoners**.



Feelings of safety

Young female Londoners are less likely to feel safe walking alone in their local area after dark (-13pp.) and less likely to agree their local area is a safe place for children and young people to grow up (-6pp.) compared to the MPS average.

In contrast, **young male Londoners** are more likely to feel safe walking along in their local area after dark (+10pp.) compared to the MPS average.

In general, this pattern holds *regardless of ethnicity, LGBT+ status or disability*. However, **young female Londoners who live in the least deprived areas** are more likely to agree their local area is a safe place for children and young people to grow up (+15pp.) compared to the MPS average.*

Pp. gap compared with the weighted MPS result		Trust			Confidence			Fair treatment			Respect		
MPS weighted result		70%			49%			63%			84%		
16 to 24		All	Male	Female	All	Male	Female	All	Male	Female	All	Male	Female
Ethnicity	White British	-3pp	2pp	-9pp	6pp	6pp	6pp	-7pp	3pp	-18pp	-1pp	3pp	-5pp
	White Other	6pp	8pp	6pp	10pp	16pp	5pp	0pp	-1pp	0pp	-2pp	-4pp	-1pp
	Mixed	-11pp	-	-	1pp	-	-	-9pp	-	-	-10pp	-	-
	Asian	7pp	5pp	9pp	7pp	8pp	6pp	3pp	11pp	-4pp	-4pp	-2pp	-7pp
	Black	-15pp	-5pp	-22pp	-1pp	5pp	-5pp	-10pp	0pp	-19pp	-15pp	-10pp	-19pp
	Other	-8pp	-	-	2pp	-	-	-7pp	-	-	-4pp	-	-
LGBT+	Yes	-24pp	-	-	-6pp	-	-	-30pp	-	-	-26pp	-	-
	No	-1pp	-	-	6pp	-	-	-2pp	-	-	-4pp	-	-
Disability	Yes	-14pp	-	-	-1pp	-	-	-16pp	-	-	-12pp	-	-
	No	-1pp	-	-	6pp	-	-	-4pp	-	-	-5pp	-	-

*Indices of multiple deprivation (IMD) is a measure of relative deprivation, with wards classified into four quartiles: quartile 1 being the most deprived and quartile 4 being the least deprived. Least deprived areas refers to wards within quartile 4.

Source: MOPAC Public Attitude Survey. Data for Q1 22-23 to Q2 23-24, respondents aged 16 to 24 only. Results for some small groups are unavailable due to low base numbers.

A focus on youth intersectionality: Young Black female and young LGBT+ Londoners hold particularly negative views around issues related to Stop and Search

Stop & Search

Overall, support for Stop and Search is relatively high, with over two thirds of Londoners currently supporting its use. However, young Londoners are less likely to support the use of Stop and Search (-15pp.) or have confidence that the police use Stop and Search powers fairly (-8pp.) compared to the MPS average, with large negative gaps seen across demographic groups.

Pp. gap compared with the weighted MPS result			Support S&S	S&S used fairly
MPS weighted result			69%	60%
16 to 24	Ethnicity	White British	-14pp	-6pp
		White Other	-13pp	-4pp
		Mixed	-25pp	-14pp
		Asian	-4pp	4pp
		Black	-25pp	-26pp
		Other	-16pp	-4pp
	LGBT+	Yes	-36pp	-33pp
		No	-13pp	-6pp
	Disability	Yes	-22pp	-
		No	-14pp	-7pp
Sex	Male	-11pp	1pp	
	Female	-18pp	-16pp	

*Disproportionately large gaps are seen among **young female Black Londoners** (-32pp. for support of Stop & Search, -34pp. for confidence in its fair use) compared to their young male Black counterparts (-17pp. for both).*

*Similarly, **disproportionately large gaps** are seen among **young LGBT+ Londoners** compared to their non-LGBT+ counterparts.*

However, confidence in the fair use of Stop & Search is not lower among young male Londoners, particularly those living in the least deprived areas (+14pp.).*

Crime problems and police effectiveness

Young Londoners living in less deprived areas are less likely to think that gun, knife, gang or drugs-related crime are a problem in their local area.

Pp. gap compared with the weighted MPS result			Gun crime problem	Knife crime problem	Gangs problem	Drugs problem
Weighted MPS result			22%	51%	39%	48%
16 to 24	IMD Quartile	1 - Most deprived	1pp	4pp	4pp	2pp
		2	-1pp	2pp	-2pp	-4pp
		3	-7pp	-6pp	-3pp	-13pp
		4 - Least deprived	-9pp	-8pp	-11pp	-21pp

Young male Londoners are more likely to think that the MPS are effective at tackling gun (+8pp), drug-related (+11pp.), knife (+5pp.) or gang (+9pp.) crime compared to the MPS average, particularly **young Black male Londoners** (+15pp. for knife crime, +17pp. for gang crime).



Young female Londoners are less likely to think that the MPS are effective at tackling gun crime (-7pp.), particularly **young female Black Londoners** (-20pp.).

*Indices of multiple deprivation (IMD) is a measure of relative deprivation, with wards classified into four quartiles: quartile 1 being the most deprived and quartile 4 being the least deprived. Least deprived areas refers to wards within quartile 4.

Source: MOPAC Public Attitude Survey. Data for Q1 22-23 to Q2 23-24, respondents aged 16 to 24 only. Results for some small groups are unavailable due to low base numbers.

A focus on intersectionality: Some groups of women hold *particularly negative* views of the police and safety – including LGBT+ females, Black/Mixed Ethnicity females, and female victims

Perceptions of the Police – VAWG Inequalities and Intersectionality

Some demographic groups – including LGBT+ Londoners and those from Black or Mixed Ethnic Backgrounds – hold more negative views of the police. **In general, these gaps persist regardless of gender**; that is to say *both males and females in these groups tend to be below the MPS result*.

However, in some cases these perception gaps are **larger** for females than for males – particularly for Trust and Fair Treatment.

For example, **LGBT+ females** and **females from Mixed and Black Ethnic Backgrounds** see large negative gaps on these measures that are *wider than those seen for their male counterparts*. This is illustrated below:

pp. gap compared with MPS result	Trust			Fair Treatment		
	MPS	Male	Female	MPS	Male	Female
	70%	1%	-1%	63%	3%	-2%
LGBT+	-15%	-11%	-21%	-20%	-14%	-28%
All Mixed	-13%	-10%	-15%	-14%	-10%	-16%
All Black	-11%	-6%	-14%	-8%	-2%	-11%
Young White British (16-24)	-3%	2%	-9%	-7%	3%	-18%
Young Black (16-24)	-15%	-5%	-22%	-10%	0%	-19%

Full intersectional inequalities for all measures are presented in Appendix 1

Intersectionality reveals **large gaps amongst young Black females – but also young White British females** - again disproportionately worse than male counterparts.

Feelings of Safety – VAWG Inequalities and Intersectionality

Overall, few gender or demographic differences are seen in Londoners' feelings of safety during the day.

However, **females are far less likely than males to feel safe after dark** – and this pattern persists *across different groups of women*:



It is notable that **disabled females** are less likely to feel safe both during the day (-6pp.) and after dark (-21pp.) compared with the MPS result.

Londoners who have recently experienced either a crime or ASB* are also less likely to feel safe walking alone after dark – with safety **particularly low for female victims**.

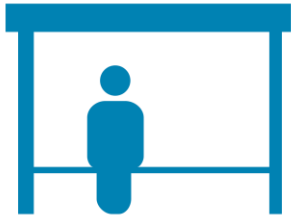
pp. gap compared with MPS result		Safe After Dark		
Weighted MPS result		MPS	Male	Female
		72%	10%	-11%
Ethnicity	White British	1%	13%	-11%
	White Other	-1%	10%	-12%
	Mixed	-1%	11%	-11%
	Asian	-6%	3%	-15%
	Black	4%	15%	-5%
	Other ethnicity	2%	10%	-9%
LGBT+	Yes	0%	11%	-13%
	No	0%	10%	-11%
Age	16-24	-1%	10%	-13%
	25-34	0%	12%	-11%
	35-44	-2%	9%	-13%
	45-54	0%	11%	-11%
	55-64	0%	10%	-11%
	65 years +	1%	9%	-8%
Disability	Disability	-11%	-1%	-21%
	No disability	1%	11%	-10%
Victim of Crime	Yes	-18%	-4%	-30%
	No	0%	11%	-10%
Victim of ASB	Yes	-19%	-6%	-31%
	No	1%	12%	-9%

*Those who have been the victim of something they would consider to be crime/ASB in the ONE MONTH PRIOR to taking part in the PAS. Data for Q1 22-23 to Q2 23-24.

New questions added to PAS ask about Londoners' feelings of safety on public transport

Results for Q2 23-24 show that the majority of Londoners **feel safe waiting for public transport alone in their local area** both during the day and after dark.

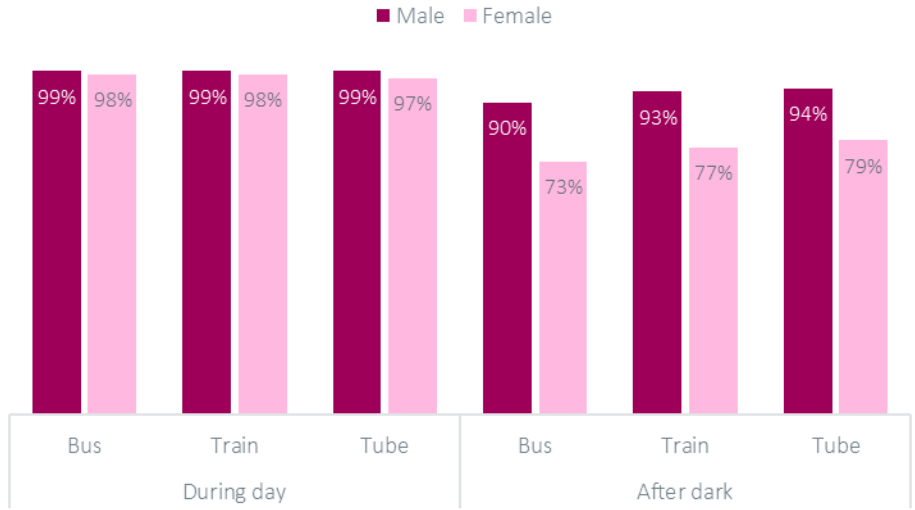
MPS result	During day	After dark
Bus	98%	82%
Train	98%	85%
Tube	98%	87%



The proportion of Londoners who feel safe waiting for public transport alone in their local area after dark is *higher* than the proportion who feel safe walking alone in their local area after dark (76%).

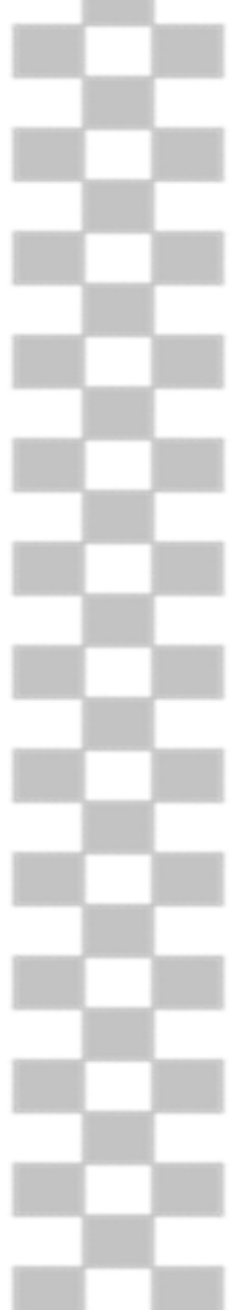


Disabled Londoners are *less likely* to feel safe waiting for a bus alone in their local area after dark compared to non-disabled Londoners (74% vs 83%).



Female Londoners are *less likely* to feel safe waiting for public transport alone in their local area after dark compared to male Londoners.

Notable gaps are not seen for different groups by age or ethnicity. Gaps seen for LGBT+ Londoners will be monitored over time as the number of respondents enables analysis.



Appendix

Statistical significance and confidence intervals

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

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

Trust, confidence and satisfaction question wording and reporting

Trust

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

Confidence

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

Victim satisfaction

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

