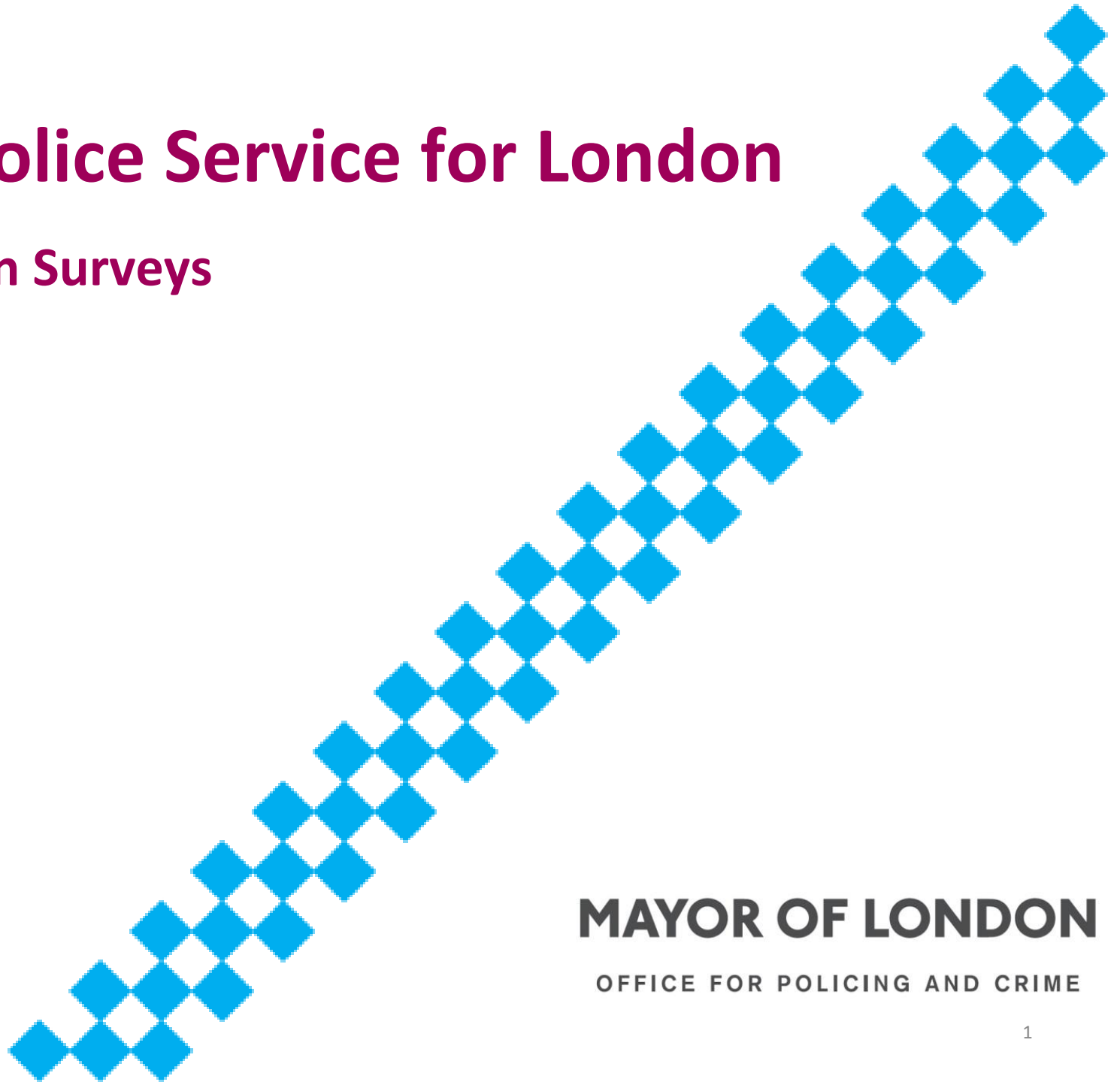


A Better Police Service for London

MOPAC London Surveys

Q3 21-22 results



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Executive summary - topline

User Satisfaction Survey (USS)

Overall Satisfaction has shown a significant decline since Q1 20-21 - 71% to the current 63% in Q3 21-22.

Online TDIU survey

Telephone reporters to the TDIU are consistently more satisfied than those who report online.

Both groups have seen a significant decline in satisfaction since Q1 20-21. For telephone reporters, satisfaction has dropped from 54% to the current 47% in Q3 21-22. For online reporters, satisfaction has dropped from 48% to the current 41% in Q3 21-22.

However, there is a significant improvement within online and telephone victims due to a Victim Call back scheme that was implemented.

Public Attitude Survey (PAS)

Confidence is currently at 50% (discrete Q3 21-22), down by 10pp. over the last 3 years (from 60% in discrete Q3 18-19).

Trust is currently at 75% (discrete Q3 21-22), down by 10pp. over the last 3 years (from 85% in discrete Q3 18-19).

Inequalities – gaps in perceptions are seen for:

- Mixed ethnicity Londoners (gaps on all 7 core measures plus trust)
- Black Londoners (gaps on 6 core measures plus trust)
- LGBT+ Londoners (gaps on 4 core measures plus trust)
- Under 25s (gaps on 4 core measures plus trust)

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 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)

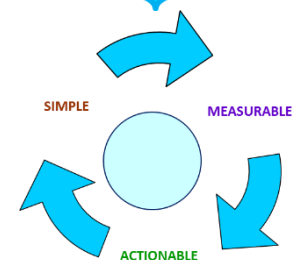
The Public Attitude Survey is a telephone survey of 12,800 Londoners each year about their experiences of and attitudes towards policing and crime in London.

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

Important changes to PAS from FY 22-23

From April 2022, the **Public Attitude Survey** will be improved to offer a number of benefits.

Up to March 2022

12,800 interviews per year
- 400 interviews for **every borough every year**



Interviews conducted over the **telephone**.

Data is available **quarterly**.



From April 2022

1. PAS continues with a larger sample size:

- **Around 19,200** interviews per year
- 600 interviews per borough per year
- Interviews conducted **face-to-face**
- A new enhanced **victimisation** section
- A wider range of questions

2. A separate **hyper-local survey** will be launched, focusing on specific wards.



This gives much greater **opportunity** in a number of areas:

- **An enhanced questionnaire** – more content across a broader range of topics.
 - **More detailed analysis** will be available at the borough-level.
 - The opportunity to explore **intersectionality** in greater depth.

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 unless otherwise stated.

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, but return face-to-face for FY 22-23.

Executive Summary



Executive Summary – Key Findings

Victim Satisfaction

At a quarterly level Overall Satisfaction has shown a significant decline since Q1 20-21 from 71% to 63% in Q3 21-22. This is also reflected in satisfaction with service areas.

A large fall in Satisfaction occurred during the summer, and analytics indicate this is related to MetCC receiving high demand and high staff abstraction.

Telephone reporters to the TDIU are consistently more satisfied than those who report online, with a decline in quarterly results for both. Results for Q3 21-22 have shown improvements, but this is due to an **intervention of call backs** to screened-out victims of vehicle crime to answer questions and provide reassurance to victims. The impact was measured through a Randomised Control Trial (RCT). A large 52pp. satisfaction increase was seen for online reporters.

New analysis shows that where CCTV is present and used, satisfaction levels are increased'.

Public Perceptions

Upwards trends in measures of **police communication** (informed local and contact SNT/DWO) were seen over FY 20-21. Results for FY 21-22 have since levelled-off but remain high. However, wider **attitudinal measures** have shown **rapid declines** in FY 21-22. This has been influenced by particularly low results seen in discrete Q2 21-22, **although discrete Q3 21-22 shows slight improvement in most attitudinal measures.**

However, Confidence is particularly low in R12 to Q3 21-22, with just 51% of Londoners now feeling the police do a good job in their local area.

Additional analysis this quarter shows that:

- People using/dealing drugs is the biggest ASB concern for Londoners.
- Londoners think the MPS is most effective at responding to emergencies and tackling gun crime.
- Most Londoners would report people they suspected of radicalisation or involvement with terrorist activities.

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 all 7 core questions and Trust in the MPS; and Londoners from a **Black Ethnic Background** see large gaps across 6 of the 7 core questions and Trust in the MPS. Inequalities for both groups **widened** over FY 20-21 – particularly amongst those from a Black Ethnic Background. However, recent results show that these gaps have levelled off for both groups.

Notable gaps are also seen for **young Londoners aged 16 to 24** across 4 of the 7 core public perception questions and Trust in the MPS. **Inequalities for this group have recently widened.**

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.

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** since Q3 20-21 from 67% to 63% in Q3 21-22.

The service areas are as follows for Q3 21-22 at a discrete quarterly level with a comparison to the same point last year:

Ease of Contact	83% (-6pp. from Q3 20-21)
Police Actions	59% (-5pp. from Q3 20-21)
Follow Up	53% (unchanged from Q3 20-21)
Treatment	78% (-2pp. from Q3 20-21)

All of these declines, with the exception of Follow Up, are **statistically significant** changes.

Crime group results

For R12 to Q3 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 at 74%.
- Those that have experienced a hate crime have the lowest levels of satisfaction at 60%.

BCU results

There is variation in performance between BCUs, with a 5pp. range between top and bottom performers. However, no BCU is significantly above or below the MPS average of 66%. Central East has consistently been the lowest performer for the last four periods.

Monthly trends (USS & TDIU survey)

Monthly data has shown a fair degree of non-significant variation as is the nature of the smaller base sizes. However, the 3 monthly rolling trend lines show shallow downward trend since the start of the year.

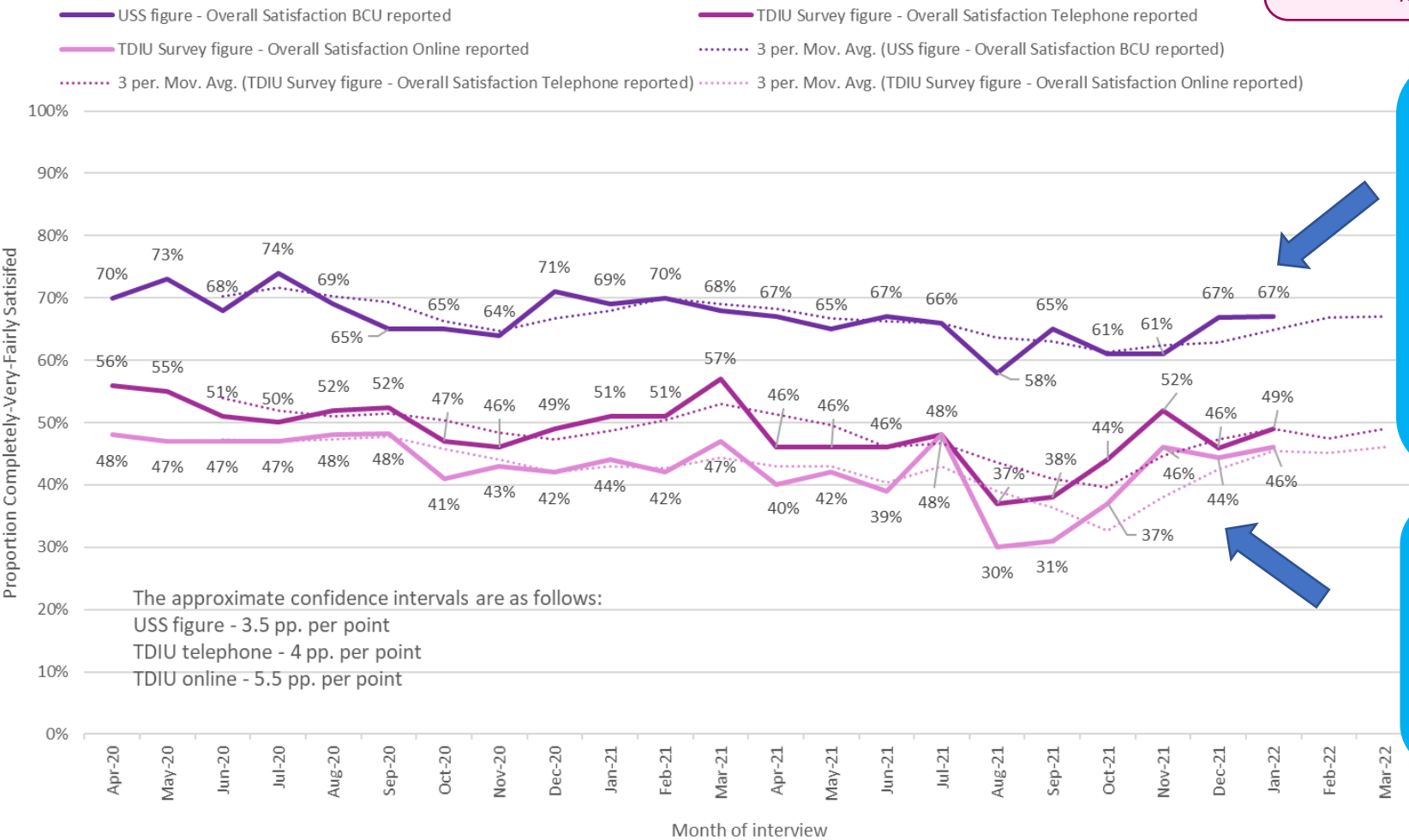
TDIU survey findings

Telephone reporters are consistently more satisfied than those who report online. Since inception there has been a broadly consistent downward decline in quarterly results for both telephone online reporters. Results for Q3 21-22 have shown improvements, but this is due to the Victim Callback intervention measured through a Randomised Control Trial (RCT) in this quarter.

The TDIU intervention of call backs to screened-out victims of vehicle crime in order to answer questions and provide some reassurance to victims. Victims were randomly allocated to receive a call or not. A large 52pp. satisfaction increase was seen for online reporters in the treatment group compared to the control group.

Overall satisfaction on a shallow downward trend, but clear improvement within online and telephone victims due to a Victim Call back scheme

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.

Victims reporting to police face to face (USS) are consistently and significantly more satisfied than those reporting on the phone or online.
The 3 monthly rolling trend lines show a shallow downward trend since the start of the financial year.

Large increase within TDIU results. This can be attributed to a Victim Call back scheme and is discussed on slide 20.

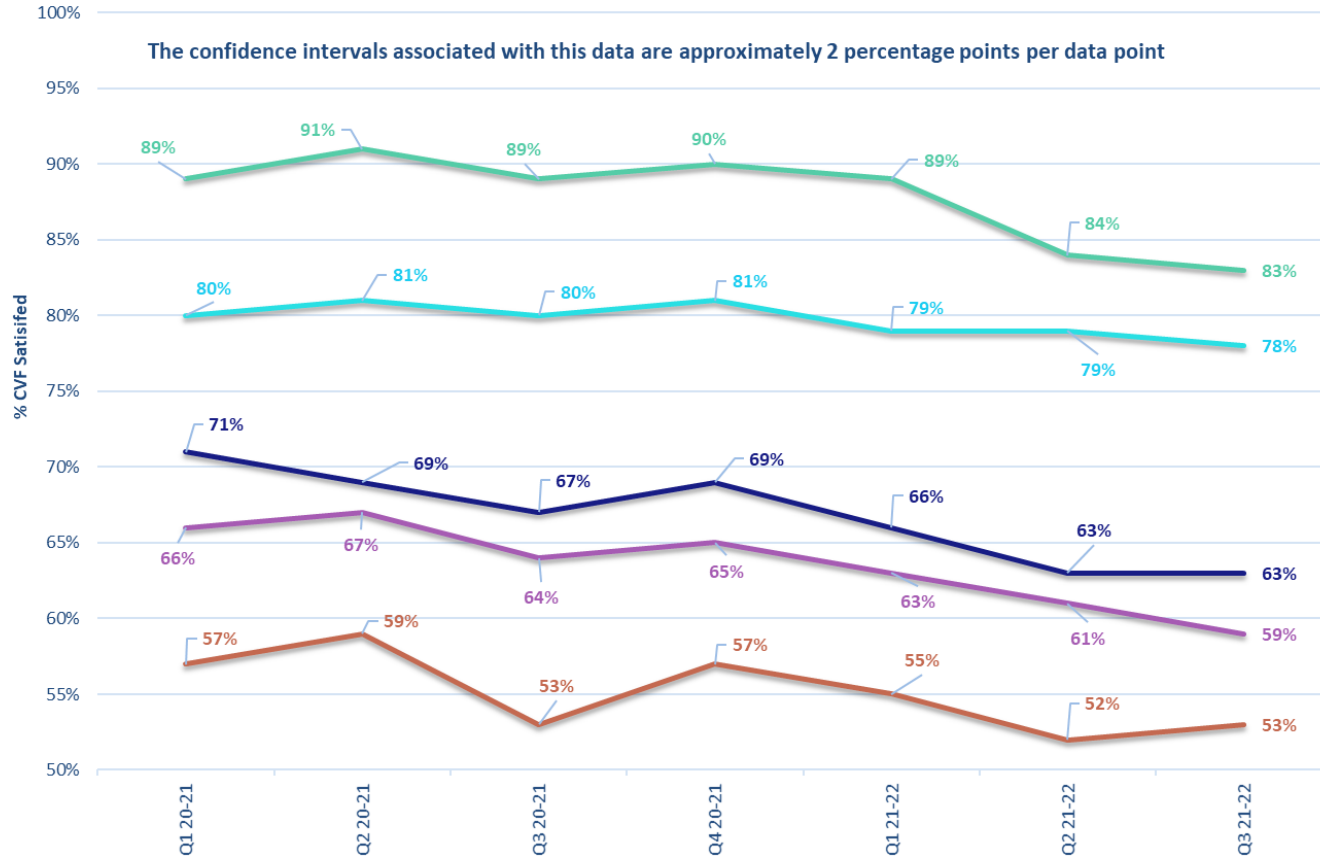
The approximate confidence intervals are as follows:
USS figure - 3.5 pp. per point
TDIU telephone - 4 pp. per point
TDIU online - 5.5 pp. per point

Overall Satisfaction has shown a slow steady fall for the last 15 months

Overall Satisfaction and satisfaction within service areas

Discrete Quarter per point

Ease of Contact Police Actions Follow Up Treatment Overall Satisfaction



Overall Satisfaction has been on a shallow downward trend since Q1 20-21 from 71% to the current Q3 21-22 result at 63%. This fall is **statistically significant**.

Similarly, the fall in the Police Actions service area over the same period from 66% to 59% is also **significant**. Police Actions are consistently the **strongest driver** of Overall Satisfaction.

Ease of Contact, normally a consistent and high satisfaction driver, has fallen significantly from 89% in Q1 21-22 to 83% in Q3 21-22. This was linked to call answering times at MetCC caused by increased summer volume and in part by staff sickness due to COVID-19.

The service area that has the lowest levels of satisfaction is Follow Up, at 53% for Q3 21-22. This includes updates on investigation / being told the case is closed.

Satisfaction varies across offence groups but not geographic areas

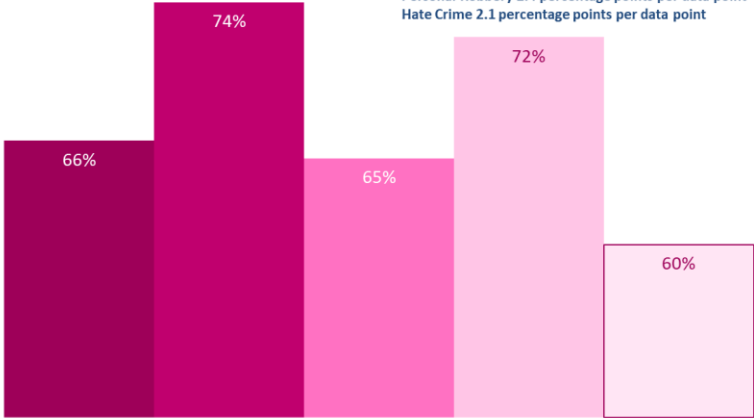
Satisfaction is higher for victims of burglary (74%) and lower for victims of hate crime (60%) when compared to the R12 MPS average (67%). These differences are statistically significant and this is consistent over time.

There is variation in performance between BCUs, with a 5pp. range between top and bottom performers. However, no BCU is significantly above or below the MPS average of 66%. Central East has consistently been the lowest performer for the last four periods.

Overall Satisfaction by crime group
R12 to Q3 21-22 data

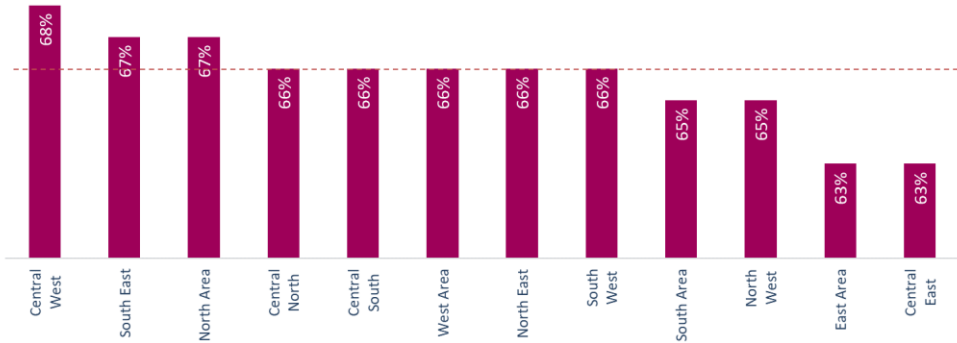
■ All crime groups ■ Residential Burglary ■ Assault ■ Personal Robbery ■ Hate Crime

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 Q3 21-22 data

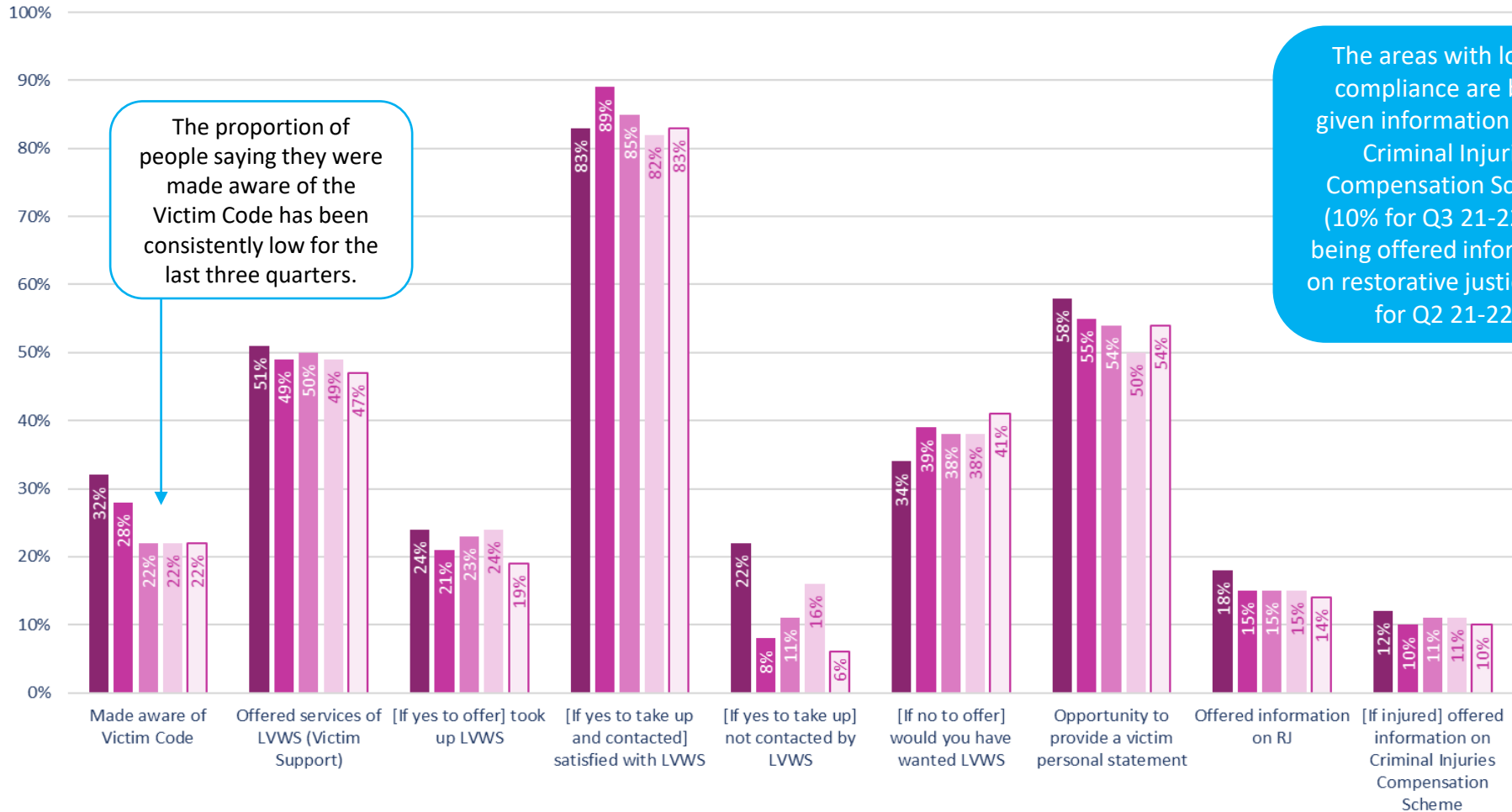
The confidence intervals associated with this data are approximately:
 3.4 percentage points per BCU and 0.9 percentage points for MPS data



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

Victim Code responses over time
Discrete data per point

■ Q3 20-21 ■ Q4 20-21 ■ Q1 21-22 ■ Q2 21-22 ■ Q3 21-22



The proportion of people saying they were made aware of the Victim Code has been consistently low for the last three quarters.

The areas with lowest compliance are being given information on the Criminal Injuries Compensation Scheme (10% for Q3 21-22) and being offered information on restorative justice (14% for Q2 21-22).

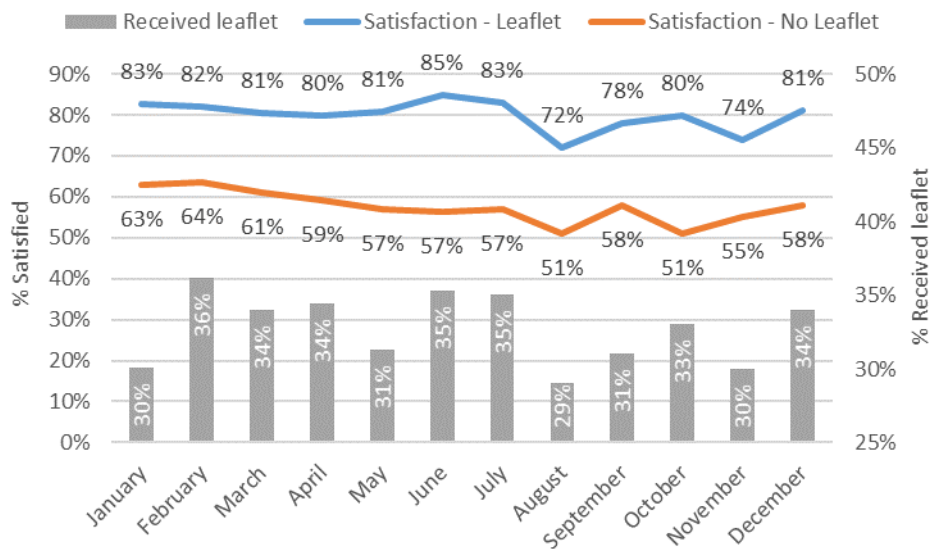
Those who report receiving a Victim Care Leaflet are more satisfied, but leaflet distribution has not improved

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

Between **29% and 36%** of respondents in the USS report receiving leaflet since January (see graph). There is no consistent pattern in terms of growth or fall.

Burglary victims are more likely to report receiving the leaflet (48%), than Robbery (36%), Assault (30%) and Hate victims (30%). The trend for each group is consistent.

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 & Fulham at 43% and Sutton at 41%.
Bottom boroughs – Greenwich 28%, Barking & Dagenham 28% and Kingston upon Thames at 26%.

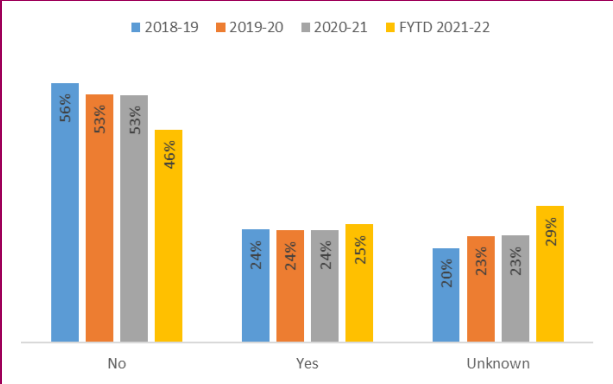
	Leaflet Base approx. 2300	No leaflet Base approx. 4800	Difference
Satisfaction - Actions	78%	54%	+24 pp.
Satisfaction - Overall	80%	58%	+22 pp.
Crime ref number given	93%	72%	+21 pp.
Explanation of next steps	91%	75%	+16 pp.
Offer of LVWS/Victim Support	72%	37%	+35 pp.
Info on restorative justice	27%	9%	+18 pp.
Info on Criminal Injuries Compensation	19%	7%	+12 pp.
Crime prevention advice given	57%	29%	+28 pp.
Reassured by what the police did	82%	59%	+23 pp.

The positive impacts are seen across **all crime types** and **demographics (age, sex, ethnicity, faith)**. The largest net increase is seen for those with a self-identified **report a disability** (79% satisfied with Leaflet vs. 46% satisfied without Leaflet, a 33 pp. difference) and those who are **LGBT+** (83% with Leaflet vs. 53% satisfied without a Leaflet, a 30pp. difference).

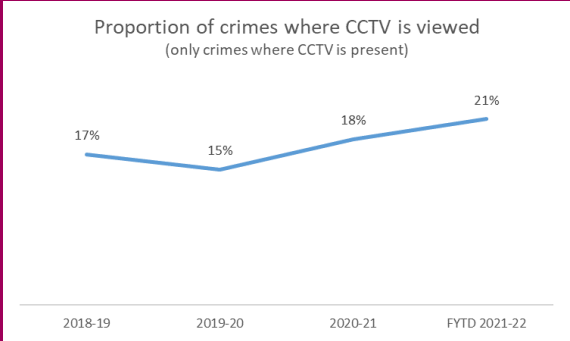
CCTV is present in at least a quarter of USS crimes. If CCTV is marked as viewed on the crime report, higher levels of satisfaction are seen

Within the USS, victims are given the option of being identified so that their responses to the survey can be attached to their crime number. Approximately 60% of respondents agree to be identified. This information has been used to match CCTV presence and use from the crime report to victim responses.

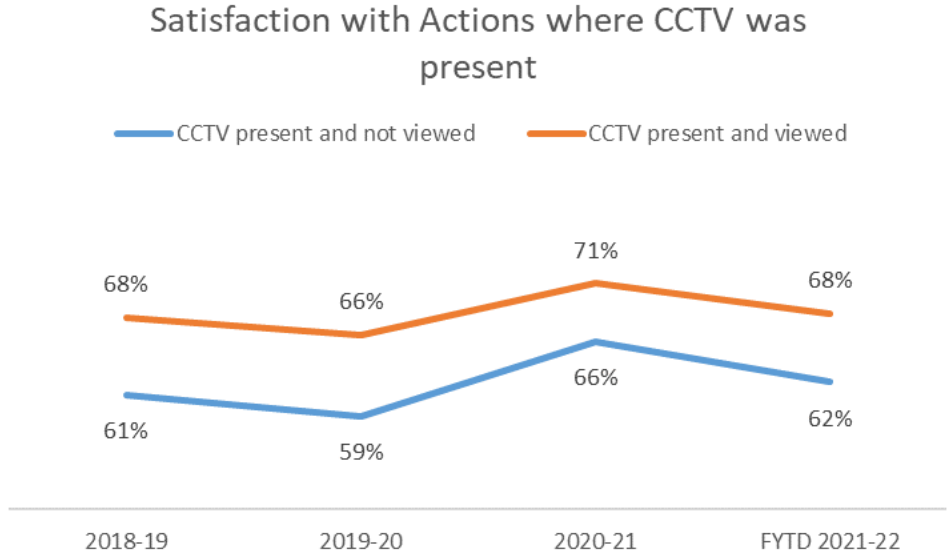
CCTV is coded on the crime report as present, not present or unknown. The proportion of crimes marked as CCTV being present has remained consistent over time. However, there has been an increase in those marked unknown.



Where CCTV is present, the proportion being viewed has increased over time.



A consistent 5-7pp. gap in satisfaction is seen between crimes where CCTV was present and viewed vs. present and not viewed.



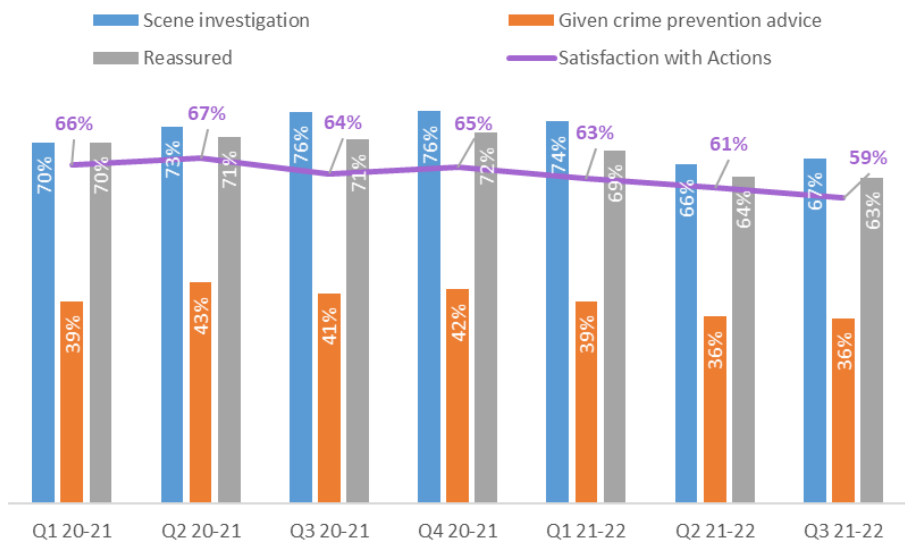
The positive impacts are seen across **all crime types** and **demographics (age, sex, ethnicity, faith)**.

Reassurance and receiving updates without asking are the key factors in satisfaction with actions and follow up respectively

Q3 FYTD data show the **strongest driver** of satisfaction with police actions is **reassurance**, with those who are reassured being almost **16x more likely** to be satisfied with police actions than those who aren't reassured – everything else being equal. This is also the strongest driver for each of the three quarters individually.

Other consistently strong elements are scene investigation and being given crime prevention advice.

Trends for these three elements are shown below:

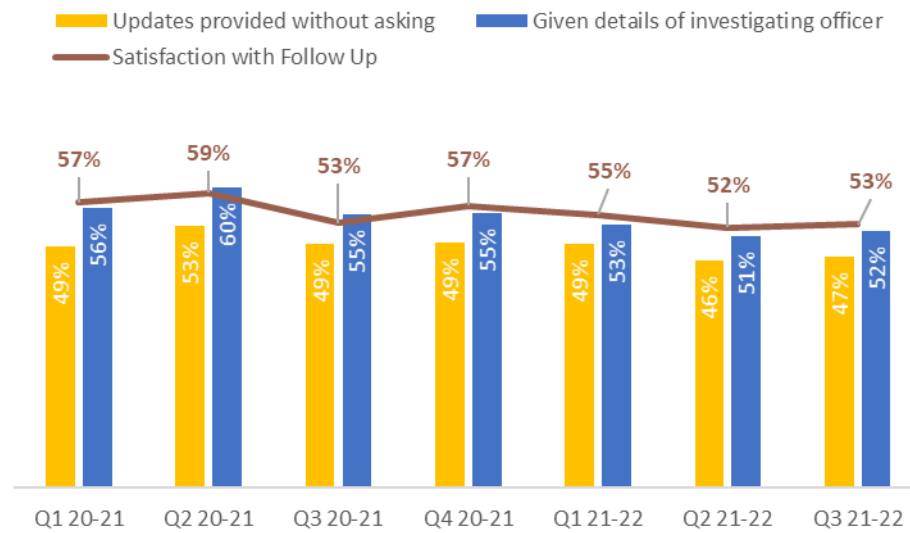


Victim Satisfaction with the police service

Q3 FYTD data show the **strongest driver** of satisfaction with follow up is **receiving updates without asking**, with those who are get updated are almost **9x more likely** to be satisfied with follow up than those who aren't updated without asking – everything else being equal. This is also the strongest driver for each of the three quarters individually.

Other consistently strong elements are receiving details of the investigating officer.

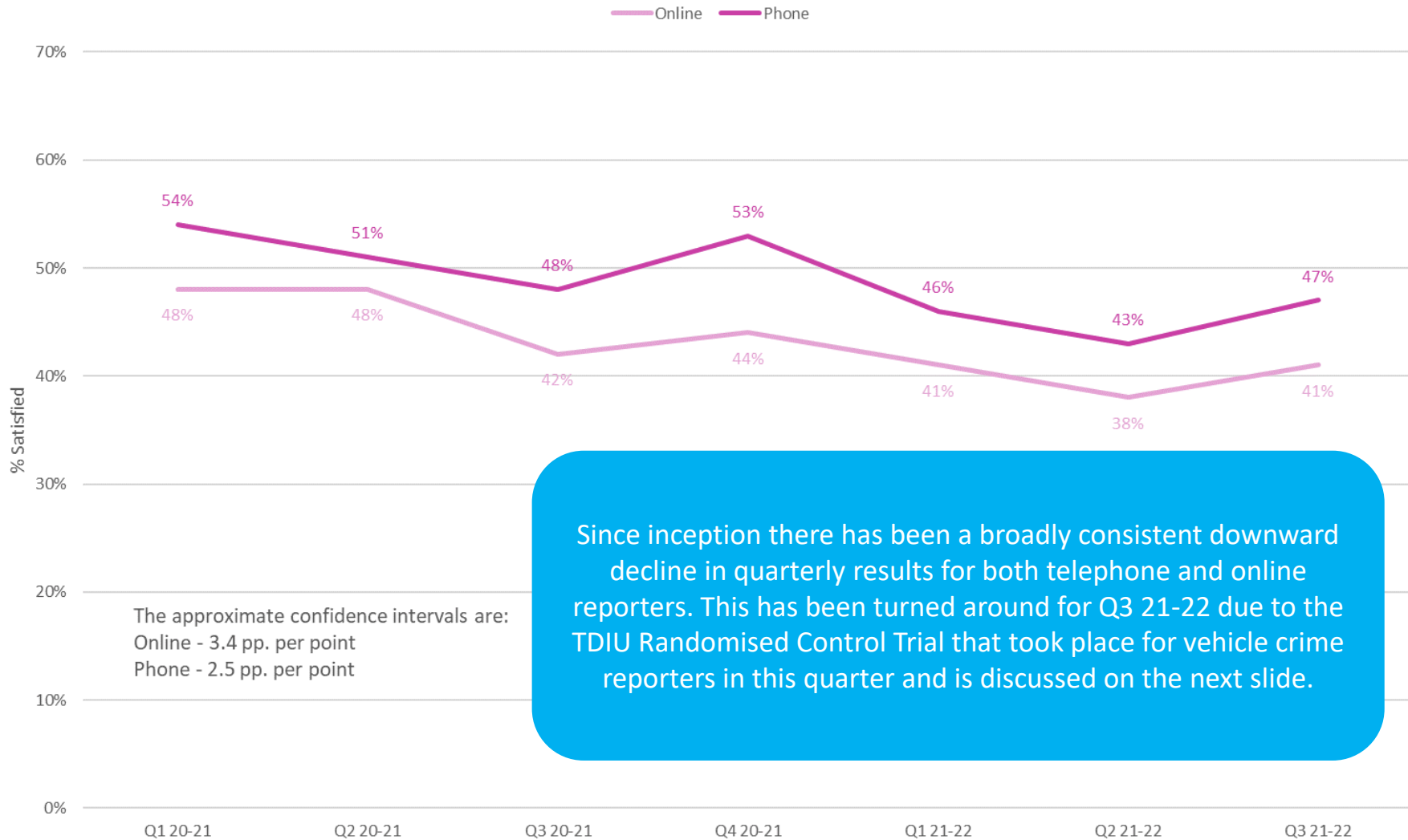
Trends for these two elements are shown below:



Sources: User Satisfaction Survey

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

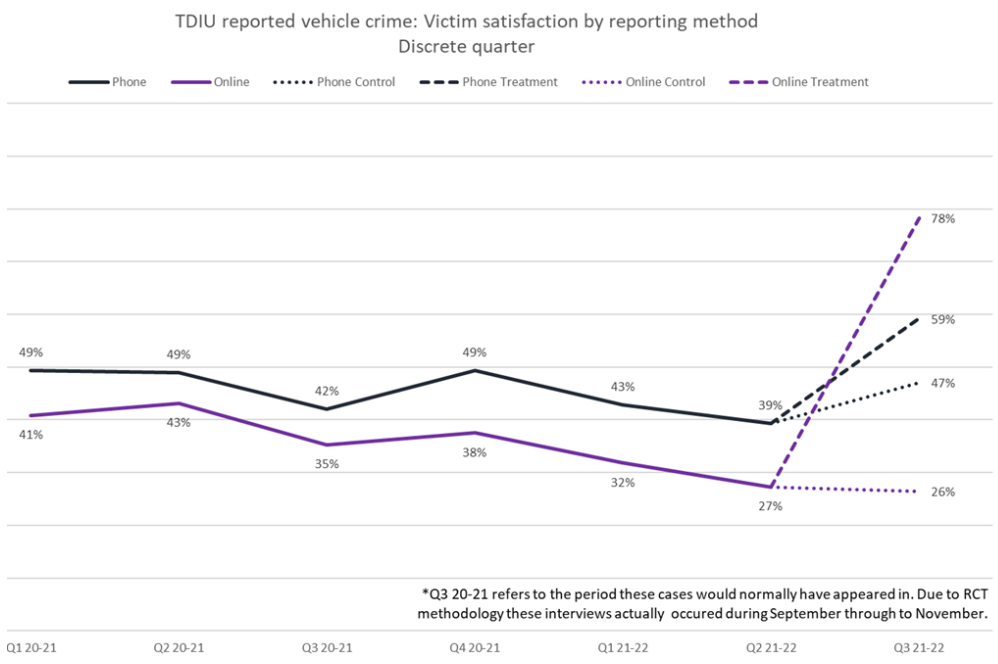


The approximate confidence intervals are:
Online - 3.4 pp. per point
Phone - 2.5 pp. per point

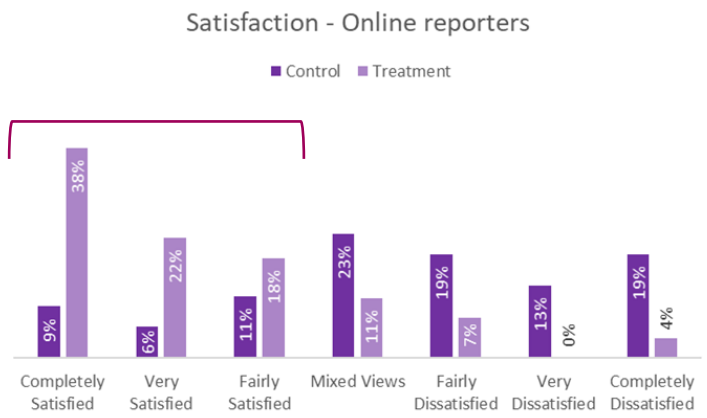
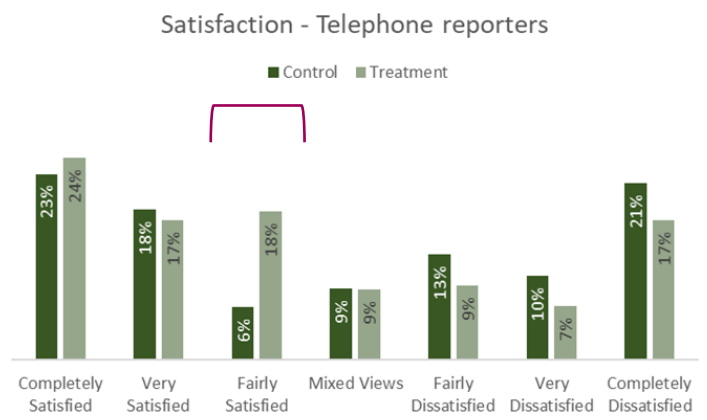
Since inception there has been a broadly consistent downward decline in quarterly results for both telephone and online reporters. This has been turned around for Q3 21-22 due to the TDIU Randomised Control Trial that took place for vehicle crime reporters in this quarter and is discussed on the next slide.

Victim Call backs improve satisfaction for online and telephone victims

An intervention of victim call backs (for the purpose of answering questions and providing reassurance) has been implemented. The existing Online TDIU survey was used as a means of assessing impacting by employing a Randomised Control Trial (RCT) methodology to the TDIU vehicle crime sample. Victims were **randomly assigned** to Control (i.e., not called back) and Treatment (i.e., called back) and a direct comparison in satisfaction and other elements could be made from the survey data for Q3 20-21.



There is a clear positive difference for both Telephone and Online reporters in the Treatment group when compared to the Control group, with results being statistically significant for both.



The effect for Online reporters was more pronounced being...

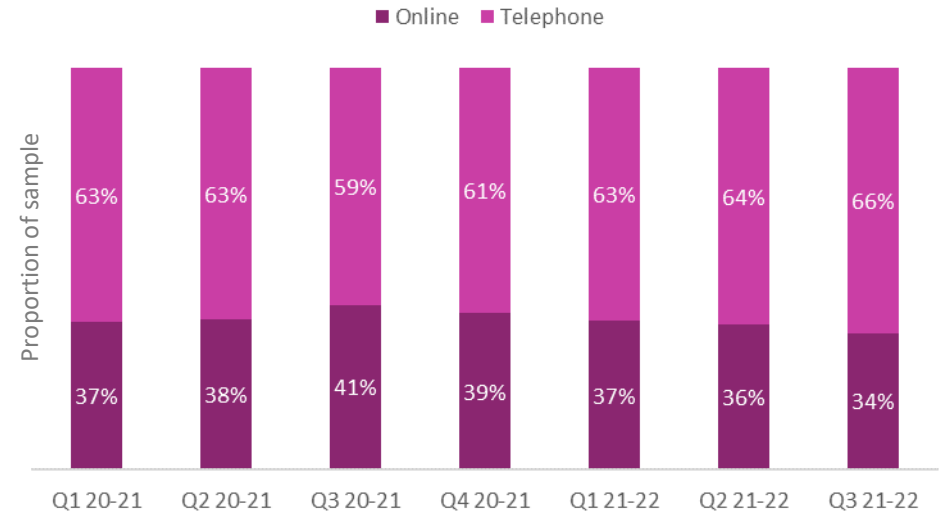
- Larger than for Telephone reporters
- More concentrated in the most satisfied groups compared to Telephone reporters
- Present across both reassurance and information provision elements of service

The positive impact of call backs appeared across all demographic groups.

The TDIU survey shows a large mismatch in victim expectations and the service delivered

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 7% of those invited to do so take part in the survey (approx. 2,100 per quarter) and response is consistently split approximately 60:40 telephone to online. The response rate has reduced from around 10% since the survey launch.



Online

37% of those **reporting online** receive **no further contact** other than an email acknowledgement (Q3 21-22).

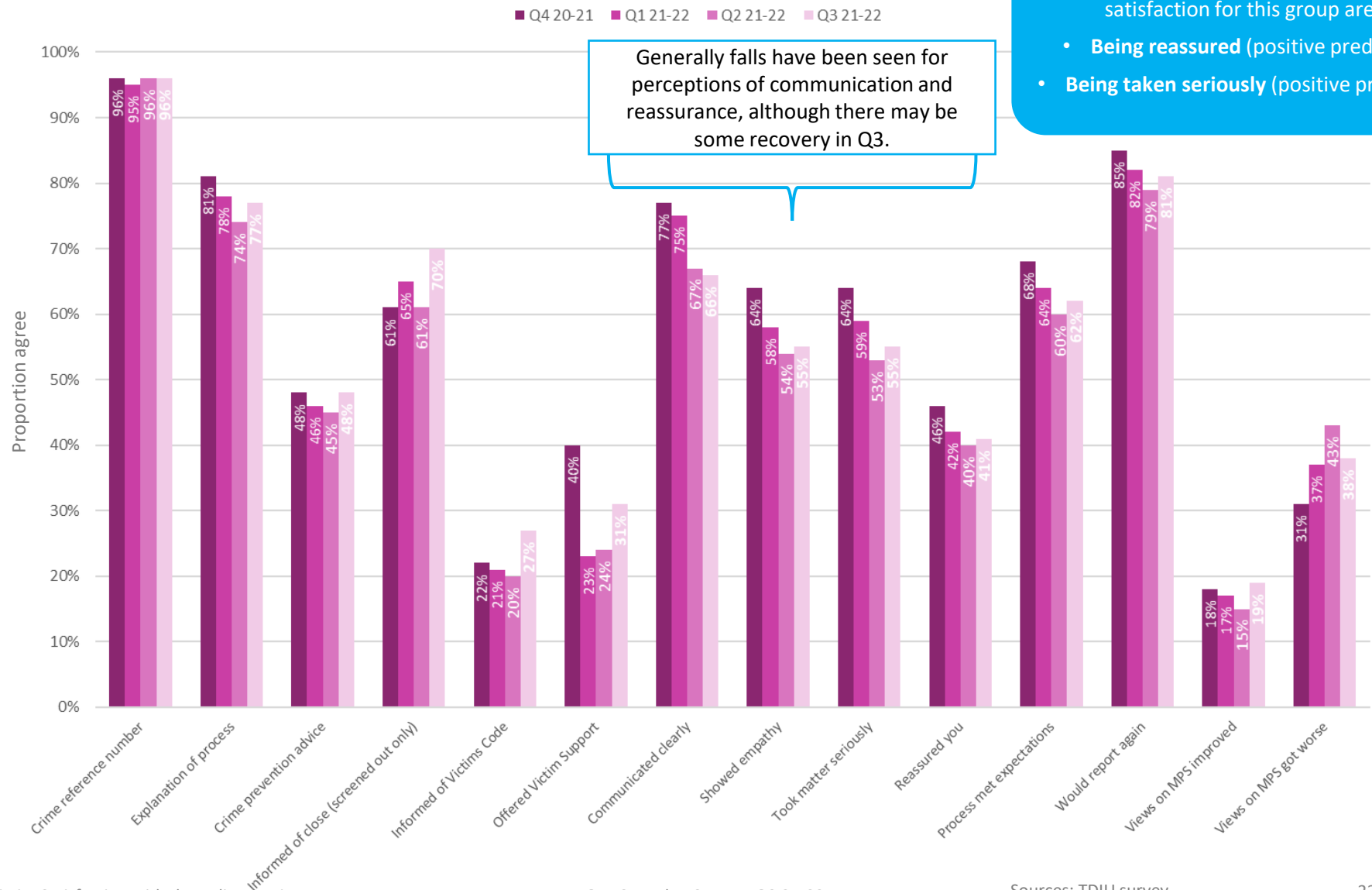
Of those who did not receive further contact, 75% **expected** that the police would **contact** them regarding their report(Q3 21-22). This represents a sizeable increase from the 63% average from FY 20-21, with an increase seen each quarter of this financial year.

Telephone

24% of those reporting via telephone **receive a visit** from an officer or staff. Of those who do not; **just under a third (29%) are not happy being dealt with entirely over the telephone** (Q3 21-22).

Half of those reporting via telephone **are transferred directly to the TDIU** from MetCC (51%). Of those who aren't; just under a third (29%) are called back within 24 hours, but **two in ten (18%) report not receiving a call at all** (Q3 21-22).

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

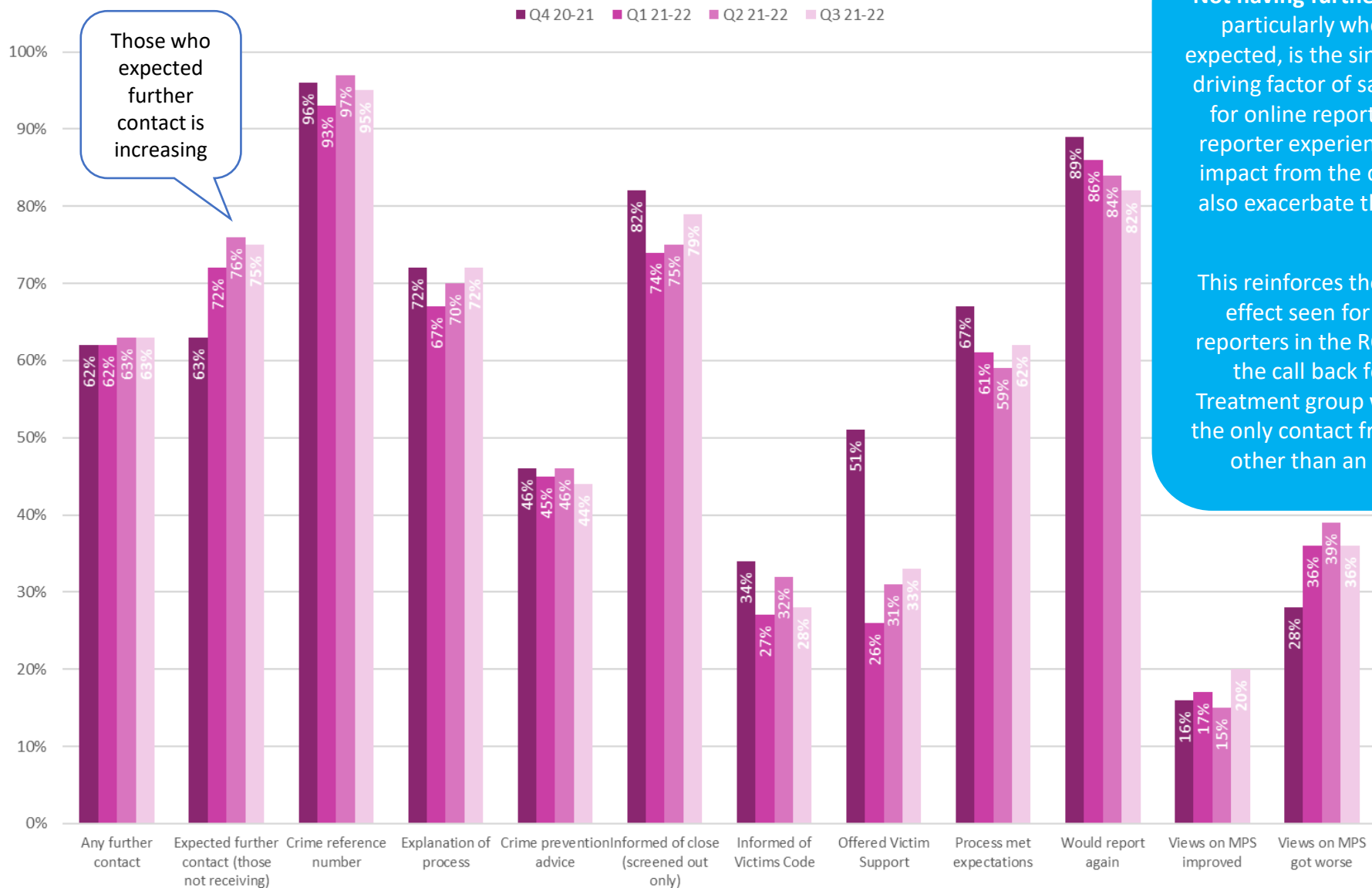


The service elements most predictive of satisfaction for this group are:

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

Generally falls have been seen for perceptions of communication and reassurance, although there may be some recovery in Q3.

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



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.

This reinforces the positive effect seen for online reporters in the RCT, where the call back for the Treatment group was often the only contact from police other than an email.

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 were conducted face-to-face with Londoners in their homes. However, as a result of the COVID-19 pandemic, the survey 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 Q3 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 more mixed picture in FY 20-21.

More recent results for R12 to Q3 21-22 show that **communication measures** (e.g., informed local, contact SNT/DWO) have remained high.

However, results for wider **attitudinal measures** have shown rapid declines into R12 to Q3 21-22, including for good job local, trust in the MPS, fair treatment, and feeling police listen to local concerns or deal with the issues that matter.

Confidence is particularly low in R12 to Q3 21-22, with just 51% of Londoners now feeling the police do a good job in their local area.

Discrete Quarterly Trends

Discrete quarterly results declined steadily through FY 17-18, reaching a low in Q2 18-19 and then remaining more stable throughout FY 19-20. Trends in FY 20-21 were more sporadic.

Looking at Q1 21-22 and Q2 21-22, measures of **police communication** have remained high. However, wider **attitudinal measures** saw accelerated declines to particularly low levels in Q2 21-22. In Q3 21-22 there is some recovery in these measures.

However, results still remain low. Confidence is at 50% in discrete Q3 21-22: only half of Londoners feel the police do a good job in their local area.

Borough Level Public Perceptions

At a Borough Level, performance was mixed during FY 20-21. However, results for R12 to Q3 21-22 indicate a **return to downwards performance across London Boroughs.**

In R12 to Q3 21-22, 18 London Boroughs show net declines* across the public perception measures, while no Boroughs see net improvements. Performance is generally poor across attitudinal and trust questions but better across communication and engagement questions – 23 of 32 boroughs have a decline of 5pp. or more for 'relied on', whereas 18 of 32 boroughs see an improvement of 5pp. or more for 'contact ward officer'.

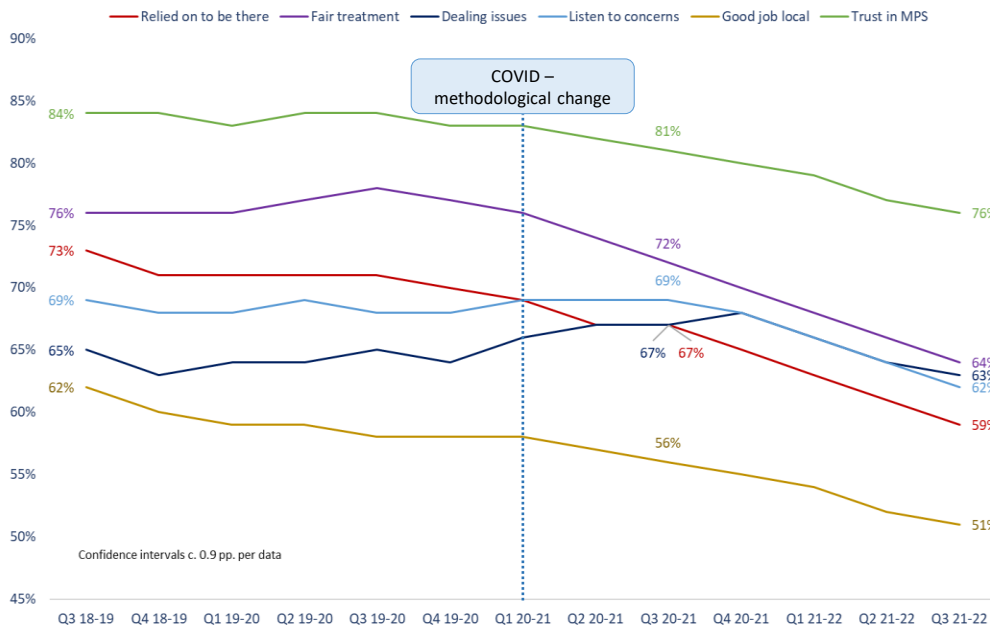
*a change of at least 5 pp across 3 or more of the 7 core Public Perception questions when compared with the 12 months prior.

There remain declines across many perception measures continues

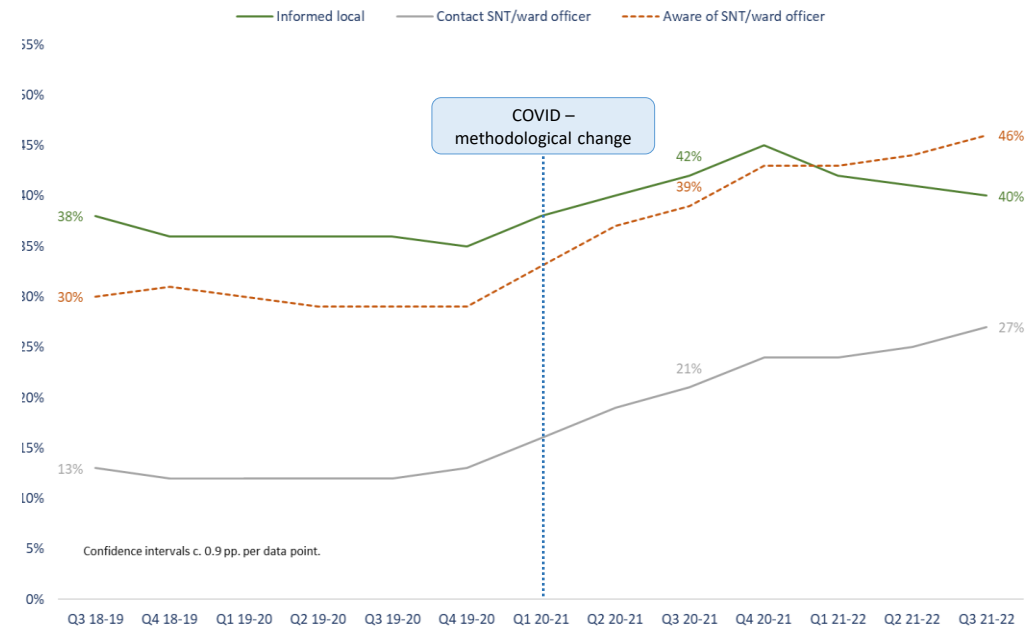
Upwards trends in measures of **police communication** (e.g., informed local and contact SNT/DWO) were seen throughout FY 20-21. Contact SNT/DWO and aware of SNT/DWO have continued to see **gradual increases**. Informed local has seen a **gradual decline** over since the beginning of FY 21-20, but results remain above those seen prior to the uplift over FY 20-21.

Sustained declines continue to be seen across several attitudinal measures, with relied on to be there, fair treatment and listen to concerns all seeing further decreases compared to R12 to Q2 21-22. Other measures – including trust and confidence – **remain stable** compared to R12 to Q2 21-22. However, all attitudinal measures for R12 to Q3 21-22 **remain below those seen in FY 20-21**.

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



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

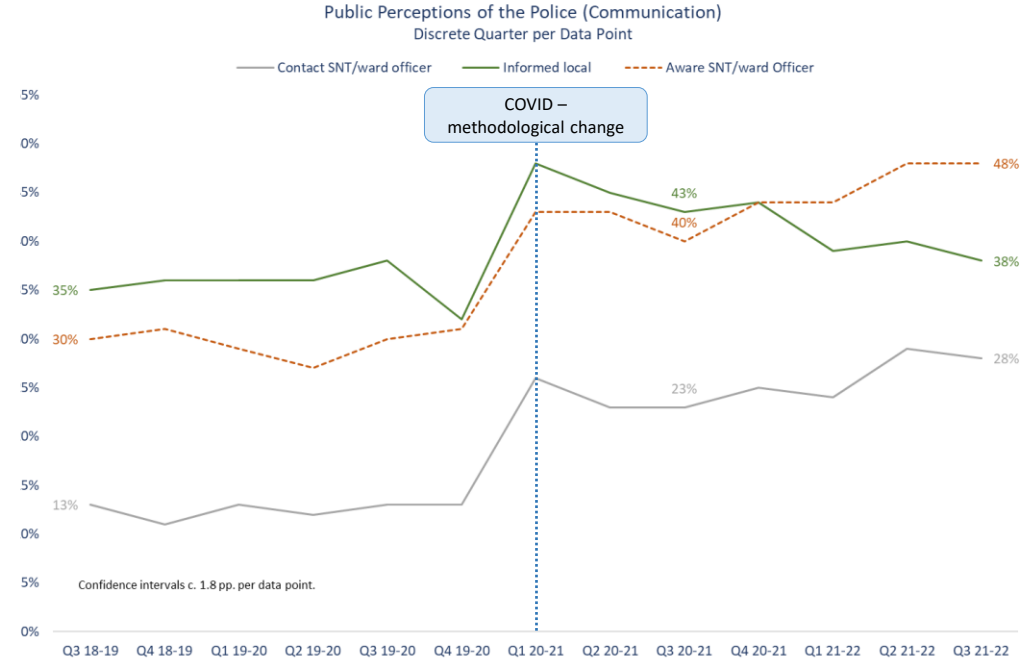
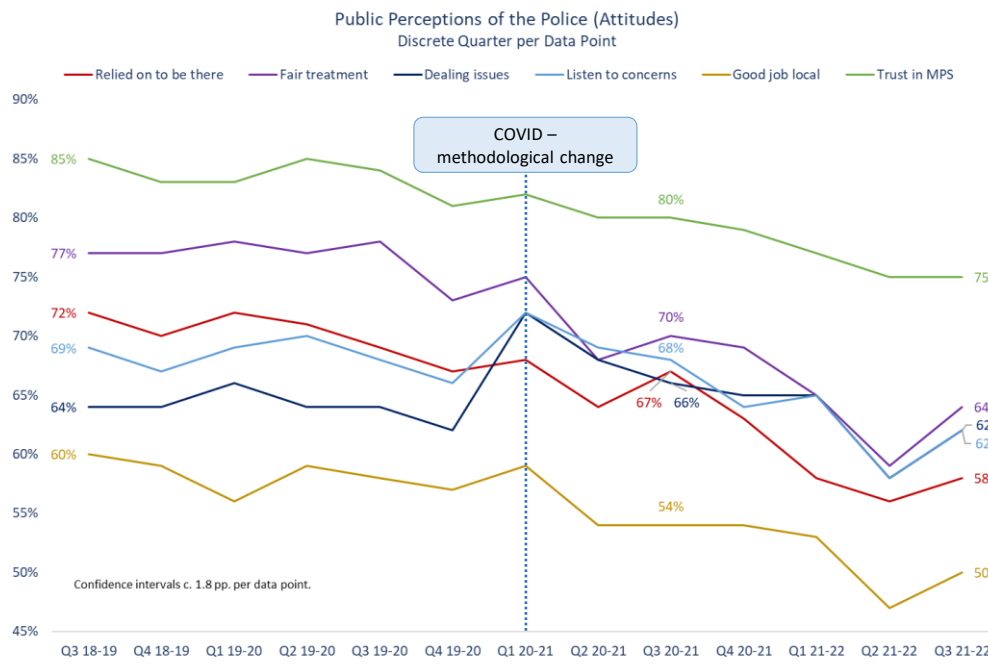


Results seen in discrete Q3 21-22 show improvements across several measures, but still reflect longer term declines

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. Contact SNT/DWO and aware of SNT/DWO have since remained high. However, informed local has since declined back in line with results seen prior to the COVID pandemic.

Sustained downwards trends have been seen across **attitudinal measures** since Q1 20-21, with Q2 21-22 seeing accelerated declines to particularly low levels. However, the **latest results sees improvements across several measures**, including confidence (+3 pp.) and fair treatment (+5 pp.). Despite these improvements, **most results remain below those seen prior to FY 20-21**.

Currently just **50%** of Londoners feel the police do a good job in their local area. This represents a fall of 10 percentage points over the last three years (vs. Q3 18-19).



A trend of more boroughs showing declines continues into Q3 21-22

Results into R12 to Q3 21-22 continue to show a general picture of decline across core measures. Downwards trends are stronger compared to the previous quarter, with no boroughs seeing any net improvement and an increase to **over half of boroughs now seeing net declines**.

Performance is generally poor across attitudinal and trust questions, with only 3 boroughs seeing increases of 5pp. or more for any of these measures and **half or more of boroughs seeing decreases of 5pp. or more for Confidence, Relied on to be There, Fair Treatment and Listen to Concerns**. Somewhat better performance is seen across communication and engagement questions: this quarter 18 of the 32 boroughs see improvements of 5pp. or more for Contact Ward Officer, however improvements in Informed Local seen in previous quarters have levelled off.

	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	62%	70%	70%	61%	45%	25%	50%	78%	1	3
Barnet	56%	74%	62%	61%	43%	30%	52%	78%	1	4
Bexley	63%	79%	70%	68%	46%	34%	55%	85%	0	2
Brent	65%	70%	63%	68%	40%	21%	58%	81%	0	4
Bromley	57%	62%	66%	66%	42%	32%	56%	79%	1	6
Camden	58%	56%	59%	66%	37%	28%	49%	73%	2	2
Croydon	58%	63%	57%	59%	41%	29%	43%	75%	1	2
Ealing	58%	64%	64%	61%	37%	21%	45%	78%	0	7
Enfield	55%	62%	59%	56%	39%	22%	46%	73%	0	4
Greenwich	52%	64%	60%	60%	40%	32%	50%	72%	2	6
Hackney	57%	51%	56%	58%	33%	26%	46%	67%	1	2
Hammersmith and Fulham	65%	68%	66%	69%	44%	22%	55%	79%	0	1
Haringey	52%	57%	56%	59%	39%	26%	50%	70%	1	5
Harrow	62%	71%	63%	61%	45%	31%	47%	81%	1	5
Havering	59%	73%	66%	66%	43%	29%	53%	80%	1	6
Hillingdon	62%	76%	65%	66%	43%	31%	57%	82%	1	1
Hounslow	59%	74%	67%	66%	44%	24%	55%	82%	0	2
Islington	62%	51%	62%	61%	39%	28%	53%	65%	1	4
Kensington and Chelsea	62%	66%	65%	63%	39%	26%	56%	83%	1	6
Kingston upon Thames	64%	80%	73%	71%	51%	36%	66%	84%	1	0
Lambeth	57%	45%	56%	53%	32%	22%	45%	67%	1	5
Lewisham	55%	52%	56%	57%	27%	18%	44%	68%	0	1
Merton	57%	61%	62%	60%	44%	29%	52%	77%	0	5
Newham	58%	66%	65%	63%	39%	18%	46%	77%	0	3
Redbridge	55%	64%	58%	58%	41%	35%	47%	73%	1	5
Richmond upon Thames	62%	75%	70%	72%	55%	37%	70%	82%	2	3
Southwark	54%	52%	61%	61%	32%	25%	50%	76%	0	4
Sutton	68%	77%	77%	73%	43%	35%	65%	84%	1	1
Tower Hamlets	62%	66%	58%	57%	36%	24%	48%	75%	1	2
Waltham Forest	57%	66%	64%	66%	42%	26%	48%	77%	0	2
Wandsworth	62%	60%	62%	62%	44%	23%	53%	75%	1	4
Westminster	59%	66%	67%	60%	38%	22%	48%	83%	0	5
MPS	59%	64%	63%	62%	40%	27%	51%	76%	1	5

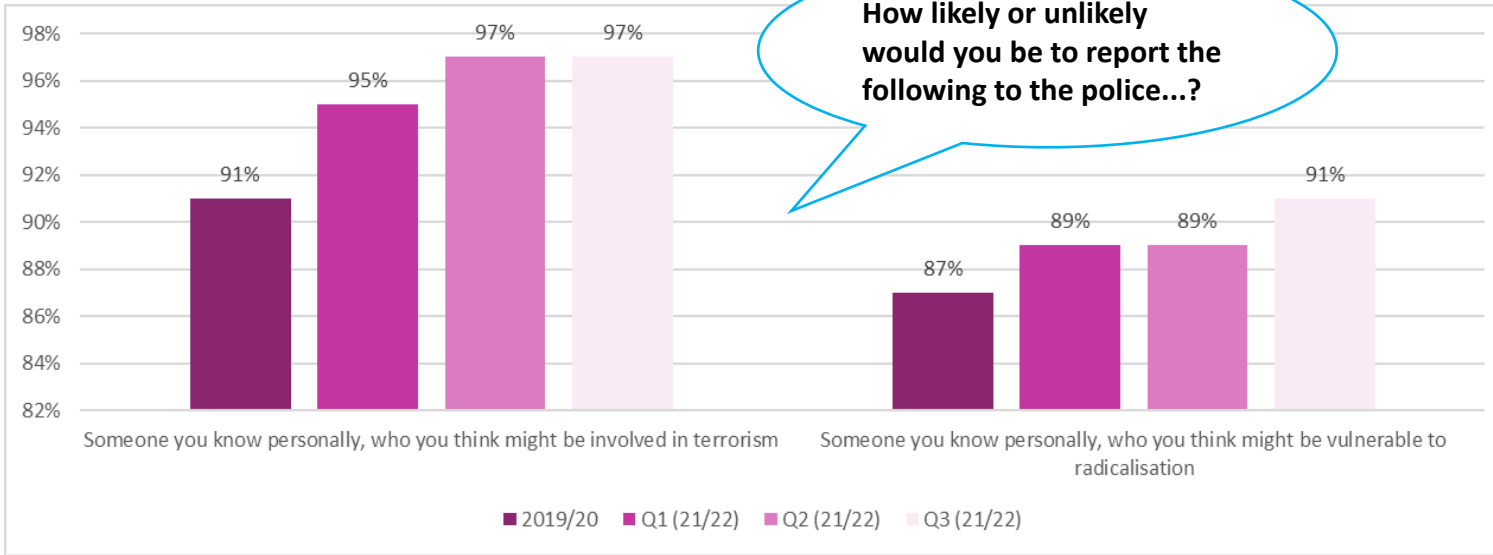
18 London Boroughs see net declines* across 3 or more public perception measures compared with the same point last year; while no Boroughs see net improvements.

5 boroughs have seen declines across 6 or more measures – Bromley, Ealing, Greenwich, Havering and Kensington & Chelsea. This has decreased from 9 boroughs compared to the previous quarter. However, both Ealing and Kensington & Chelsea have seen such declines since R12 to Q1 21-22.

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.

The vast majority of people say they would report people they know of suspected radicalisation or involvement with terrorist activities



At least nine in ten respondents are likely to report vulnerability to radicalisation or involvement in terrorism activities.

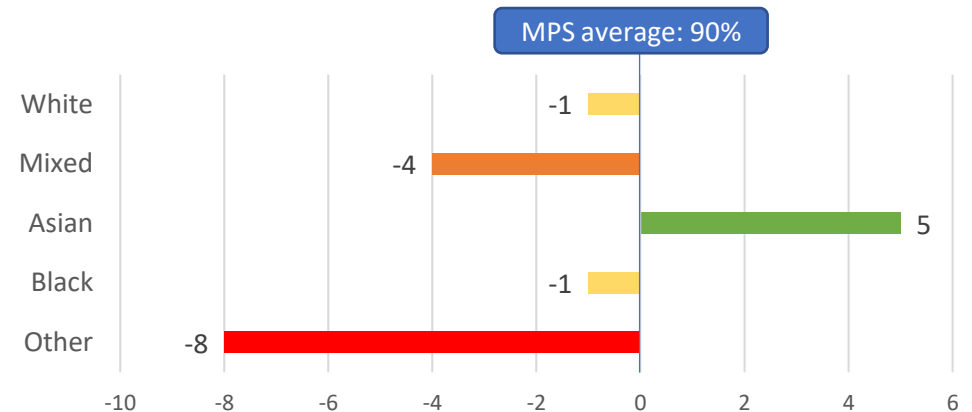
Although small, there has been an increase in the likelihood of reporting in Q3 21-22 compared to Q1, as well as FY 19-20.

The chart indicates the % of those stating they would be "very likely" or "fairly likely" to report.

Likelihood of reporting someone vulnerable to radicalisation

No significant gaps in demographics can be seen for likelihood to report someone who may be involved in terrorism.

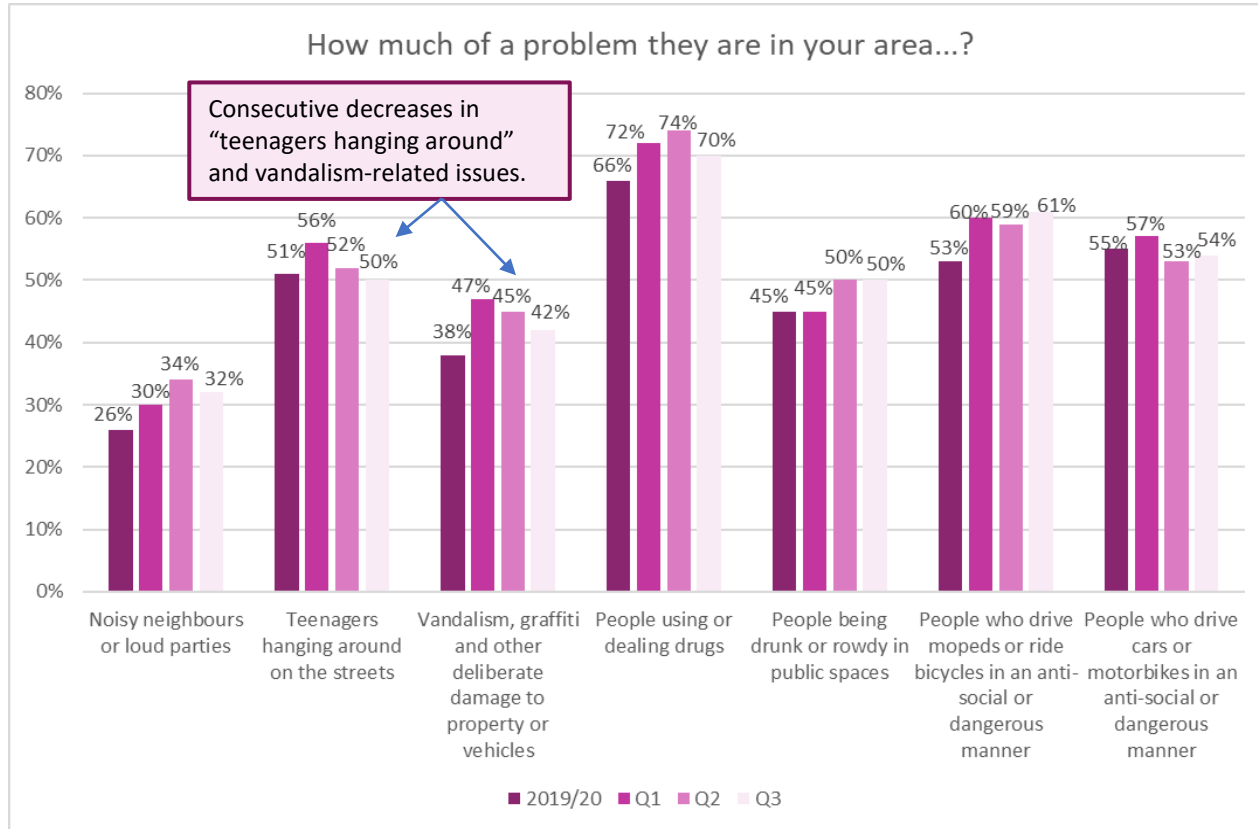
For reporting someone who might be vulnerable to radicalisation, there are **gaps by ethnicity**. Asian respondents are more likely to report in this case, and those from 'Other' ethnicities far less likely - although the large majority would still report.



The chart above compares the weighted figure of each group to the MPS average. Source: PAS FYTD 21-22

A focus on ASB: People using or dealing drugs is the biggest local ASB concern of London residents

For five of the seven ASB issues asked about, the proportion of people considering these issues a problem in their area has increased this year compared with FY 19-20.



The chart above indicates the % of those stating they issues are a “very big problem” or a “fairly big problem”.

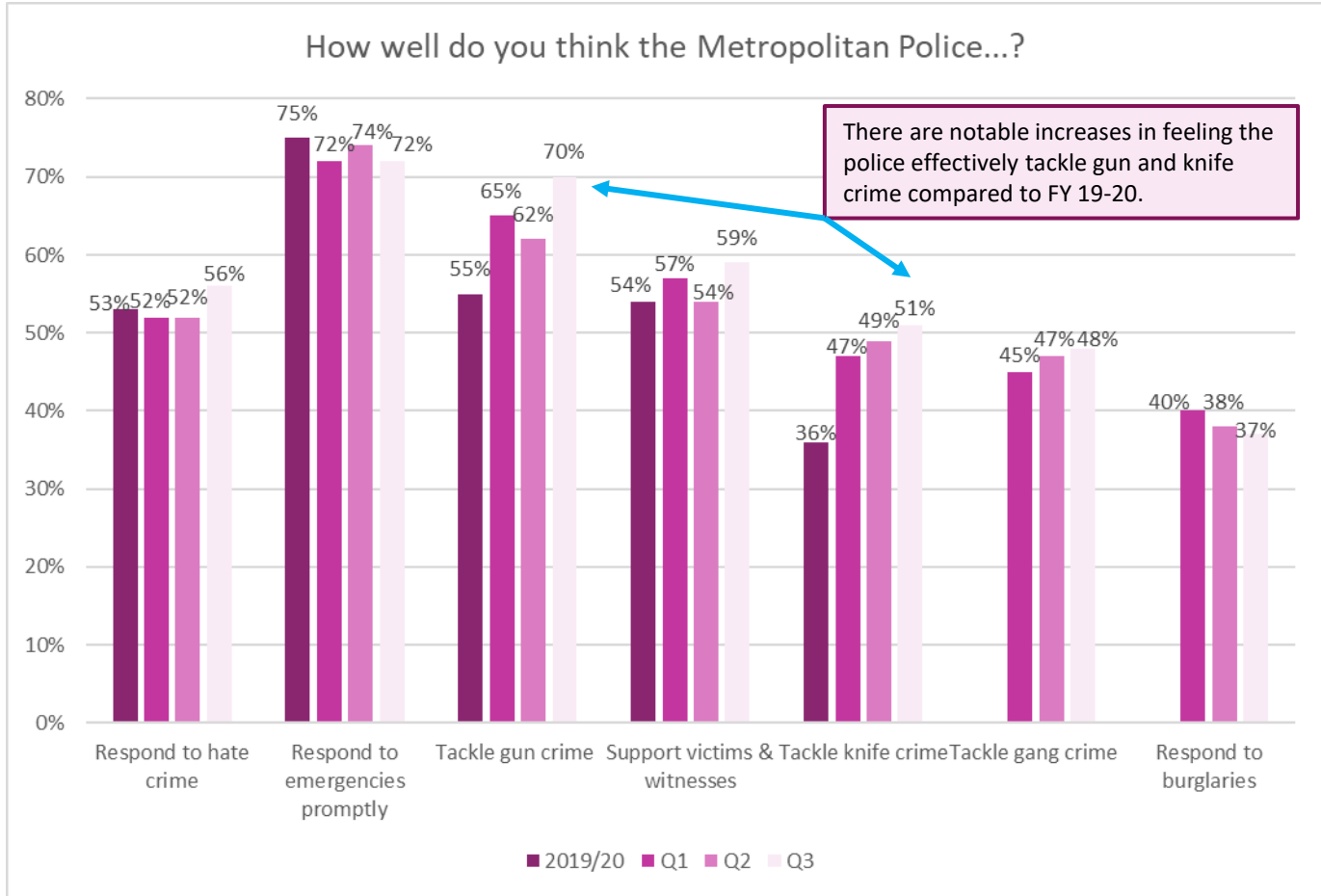
Asian respondents are more likely to feel these issues are a problem in their area (with the exception of the two driving-related measures), whereas black respondents are generally less likely to feel these issues are a problem.

On the other hand, the older age group (+55) seem to consider these areas less of a problem than younger age groups in all areas but those related to driving.

The biggest ASB-related issues identified by Londoners are **people using or dealing drugs, and people driving mopeds or riding bicycles antisocially**. However, two of the areas, “teenagers hanging around” and “vandalism, graffiti and other deliberate damage” have seen consecutive decreases from Q1 to Q3 21-22.

Police effectiveness: Londoners feel the MPS is most effective at responding to emergencies and tackling gun crime

When asked about effectiveness, Londoners report feeling the police are most effective at responding to emergencies and tackling gun crime. Conversely, responding to gang crime and responding to burglaries are the areas where the public feel the police are the least effective, with the latter being the only one that has seen a decrease between Q1 to Q3 of this financial year.



Respondents from **Black and Mixed ethnic backgrounds, and those aged under 25 are generally less likely to see the police as effective.**

Black respondents see gaps of 5pp. or more for six of the seven areas asked about, with three negative gaps for respondents from Mixed ethnic backgrounds and those under 25 years old.

The largest gaps are seen for effectiveness of the police in dealing with hate crime (-11pp. Black, -12pp. -10pp. Under 25).

The chart above shows the % of those ranking 5 or above on a scale from 1 to 7, where 1 is "not at all well" and 7 is "very well".

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 only gaps of 5 pp. or over are for the Mixed groups on the USS (-5 pp.) and Other ethnicity for the TDIU online group, where satisfaction is 5 pp. lower than the average.

Public Perceptions: Londoners from a **Mixed** ethnic background see **large negative gaps across all 7 core questions** (and for trust in the MPS). The largest gap is seen for 'fair treatment' at -17 pp. Gaps seen for this group had gradually widened over recent years, but this widening trend has **started to level off**.

Londoners from a **Black** ethnic background continue to see large **negative gaps across 6 of the 7 core questions**, with the largest gap once again seen for 'fair treatment' (-14 pp). This group are also far less likely to trust the MPS (-20pp.). Inequalities for Black Londoners widened sharply during FY 20-21, although this widening trend has also now **started to level off**.

LGBT+

Satisfaction: There are no consistent or sizeable gaps across both the USS and TDIU survey. Within the USS LGBT+ victims are less satisfied (-5 pp.).

Public Perceptions: LGBT+ Londoners see gaps **for 4 of the 7 core questions**, and for trust in the MPS. The largest gap is seen for 'fair treatment', at -12pp.

Inequalities for this group were wide in FY 19-20, but narrowed during FY 20-21. However, results into Q3 21-22 suggest **gaps may be widening again**. Analysis conducted previously 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 (+8 to +19 pp.). This pattern is seen across all surveys.

Public Perceptions: A range of inequalities continue to be seen across age groups. Residents aged under 25 show negative gaps across **4 of the 7 core questions (and for trust in the MPS)**, while positive gaps tend to be seen for residents aged 65+. Further analysis shows **gaps for young Londoners have widened considerably since FY 19-20** – particularly amongst young females and young people from BAME backgrounds.

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.

Sex

Satisfaction: Female victims are more satisfied than male victims when reporting via the TDIU (5 pp. telephone and 6 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		66%	47%	41%
Ethnicity	White British	3%	3%	3%
	White Other	1%	**	**
	Black	-4%	2%	-1%
	Asian	-2%	-1%	-5%
	Mixed	-3%	-2%	-3%
	Other ethnicity	2%	-1%	-2%
LGBT+	Yes	-4%	-1%	-6%
	No	0%	3%	3%
Age	16-24	2%	-4%	-6%
	25-34	-1%	-11%	-3%
	35-44	-2%	-4%	-3%
	45-54	-1%	1%	0%
	55-64	-1%	6%	6%
	65 years +	12%	23%	9%
Disability	Disability	-10%	1%	-1%
	No disability	2%	1%	1%
Gender*	Male	1%	-2%	-1%
	Female	-2%	6%	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.

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 Black ethnic background continue to see large negative gaps across 6 of the 7 Core Public Perception Questions and Londoners from a Mixed ethnic background continue to see large negative gaps across all 7 Core Public Perception Questions – most notably for feeling the police treat everyone fairly (Black, -14 pp.; Mixed, -17 pp.). Londoners from Black and Mixed ethnicity backgrounds also see large gaps for Trust in the MPS (Black, -20 pp.; Mixed, -12 pp.). Younger age groups also continue to see a range of negative gaps. Those from the LGBT+ community also hold less positive views, particularly with regard to feeling the police treat everyone fairly, at -12 pp., and trust, 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		59%	64%	63%	62%	40%	27%	51%	76%
Ethnicity	White British	-2%	0%	-1%	0%	1%	5%	1%	4%
	White Other	5%	7%	6%	6%	2%	-3%	7%	6%
	Black	-3%	-14%	-7%	-7%	-7%	-5%	-6%	-20%
	Asian	5%	9%	3%	3%	2%	-3%	0%	5%
	Mixed	-5%	-17%	-8%	-9%	-5%	-6%	-8%	-12%
	Other ethnicity	4%	7%	0%	1%	5%	-6%	-2%	-2%
LGBT+	Yes	-2%	-12%	-9%	-8%	-4%	-7%	-1%	-11%
	No	0%	1%	1%	1%	0%	0%	0%	1%
Age	16-24	1%	-5%	-2%	-6%	-4%	-13%	-8%	-10%
	25-34	2%	0%	-1%	-2%	-2%	-8%	2%	-3%
	35-44	3%	4%	1%	2%	1%	0%	1%	2%
	45-54	-1%	-1%	-1%	1%	1%	7%	1%	2%
	55-64	-7%	-2%	-2%	0%	1%	8%	-4%	1%
	65 years +	0%	3%	3%	6%	4%	5%	4%	7%
Disability	Disability	-3%	-3%	-4%	-3%	1%	1%	-3%	-4%
	No disability	0%	1%	0%	1%	0%	-1%	0%	1%
Sex	Male	0%	3%	0%	0%	2%	-1%	0%	1%
	Female	0%	-2%	-1%	0%	-2%	0%	0%	0%

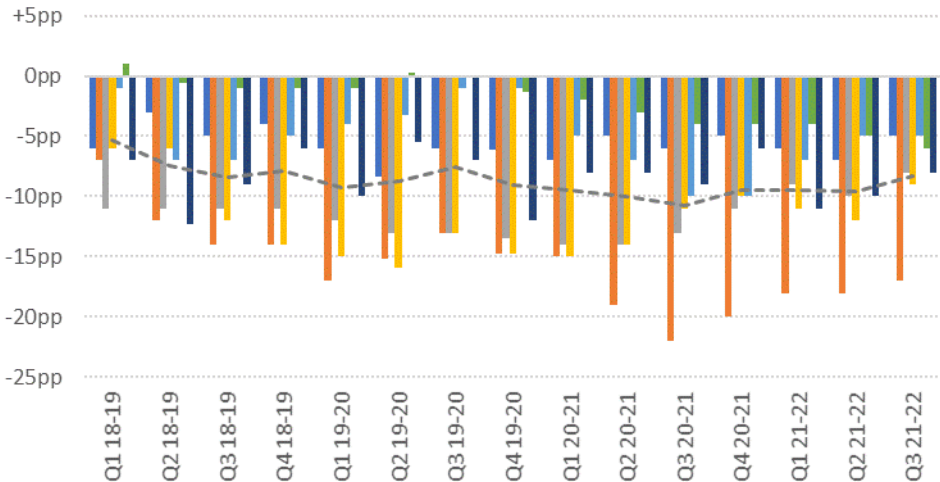
The table above compares the weighted MPS figure to each group and highlights positive or negative change of 5 percentage points or more between these two.

Inequalities remain for ethnicity, but the widening trend has continued 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*.

- Relied on to be there
- Fair treatment
- Dealing issues
- Listen to concerns
- Informed local
- Contact ward officer
- Good job
- - - Average

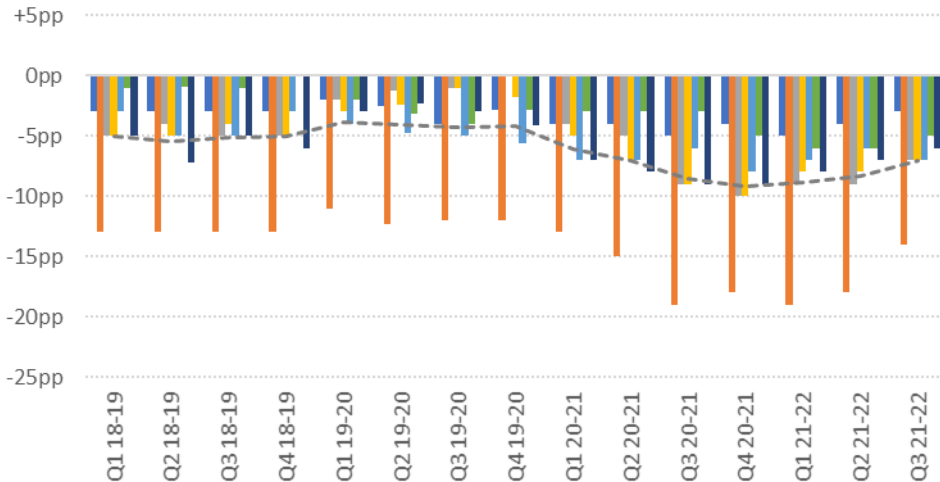
Perceptions Gaps for Mixed Londoners over time
R12 data per point



Gaps seen for Londoners from a Mixed Ethnic Background have gradually widened over recent years and inequalities **remain wide** for this group, with **all 7 core questions seeing notable gaps of 5 pp. or more**. However, latest results continue to indicate that this widening trend has **levelled off**.

The gap for listen to concerns sees a small improvement of 3pp. in R12 to Q3 21-22 compared to the previous quarter. Gaps for all other measures **remain stable in R12 to Q3 21-22** compared with the previous quarter.

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 Q3 21-22 continue to indicate gaps **remain wide**, this widening trend has also **levelled off**.

6 of the 7 core questions still see notable gaps of 5 pp. or more, whereas at the end of FY 19-20 such gaps were only seen for 2 of the 7 core questions. However, **the gap for fair treatment decreased by 4 pp.** and gaps across all other measures have **remained stable** for R12 Q3 21-22 compared to the previous quarter.

Perception gaps have widened over time for young Londoners aged 16 to 24 – especially for young females and young people from BAME Backgrounds

Perception gaps seen for young Londoners aged 16 to 24 have **recently widened**. **Trust in the MPS** amongst this group now stands **-10pp. below the MPS result**; whereas at the end of FY 19-20 no gap was seen. Similarly, **Confidence** previously tracked slightly higher than the MPS result (+3pp. at the end of FY 19-20), but now stands **-8pp. below the MPS result**. Low results seen for those aged 16 to 24 will have influenced wider declines in perceptions seen at a London level.

Historically, gaps seen for those aged 16 to 24 remained relatively stable - confined to around +/- 5pp. Small positive gaps were seen for some measures, including confidence.

Although this has now started to level off, considerable gaps remain amongst for those aged 16 to 24: including for trust and confidence.

Gaps are widening **within** certain groups of young Londoners, including **females** and those from **Black and Minority Ethnic backgrounds**:

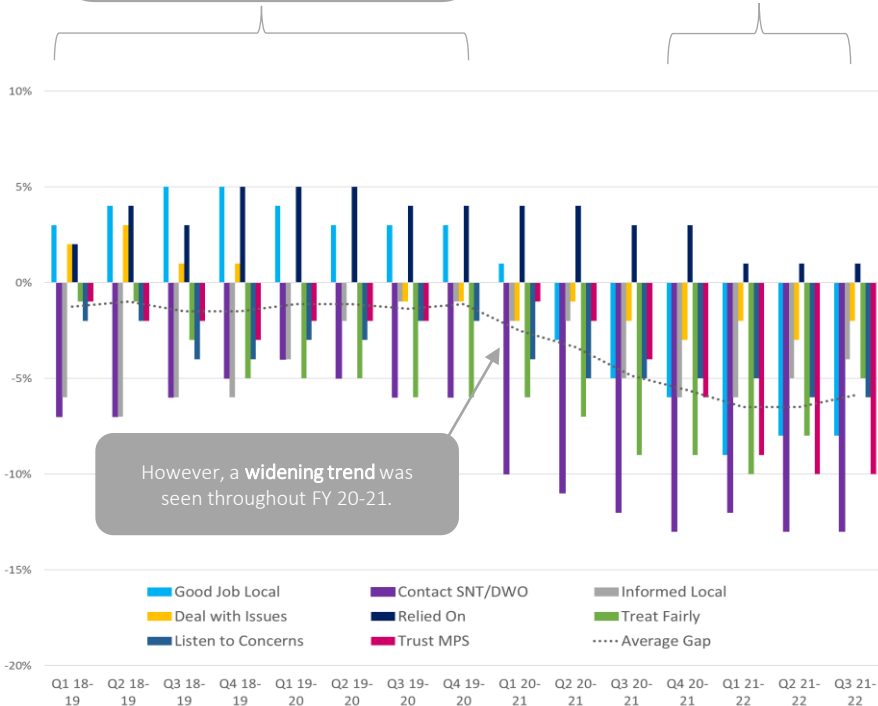
	Males Under 25		Females Under 25	
	FY 19-20	R12 to Q3 21-22	FY 19-20	R12 to Q3 21-22
Good job local	+2pp.	-2pp.	+1pp.	-12pp.
Trust MPS	-2pp.	-4pp.	+2pp.	-16pp.
Treat fairly	-4pp.	+1pp.	-6pp.	-11pp.
Listen to concerns	-1pp.	-3pp.	-3pp.	-8pp.
Deal with issues	-1pp.	+2pp.	+1pp.	-5pp.
Relied on	+5pp.	+5pp.	+4pp.	-3pp.
Informed local	+4pp.	+3pp.	-3pp.	-11pp.
Contact SNT	-7pp.	-12pp.	-7pp.	-15pp.

Gaps for young females are **larger** than those seen for young males, and have **widened notably since FY 19-20**.

This is particularly true for the measures of Trust and Confidence.

	White Under 25		BAME Under 25	
	FY 19-20	R12 to Q3 21-22	FY 19-20	R12 to Q3 21-22
Good job local	+4pp.	-2pp.	-1pp.	-10pp.
Trust MPS	+5pp.	-2pp.	-3pp.	-15pp.
Treat fairly	-2pp.	+3pp.	-9pp.	-10pp.
Listen to concerns	0pp.	0pp.	-3pp.	-9pp.
Deal with issues	0pp.	+5pp.	-1pp.	-5pp.
Relied on	+8pp.	+9pp.	+1pp.	-3pp.
Informed local	+1pp.	-3pp.	0pp.	-6pp.
Contact SNT	-6pp.	-9pp.	-8pp.	-16pp.

Gaps have also widened more for young people from **BAME Backgrounds**, with particular reductions again seen in Trust and Confidence.



MOPAC's Youth Survey 2021-22 will provide insight into the views of young people aged 11 to 16 growing up in the capital.

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.