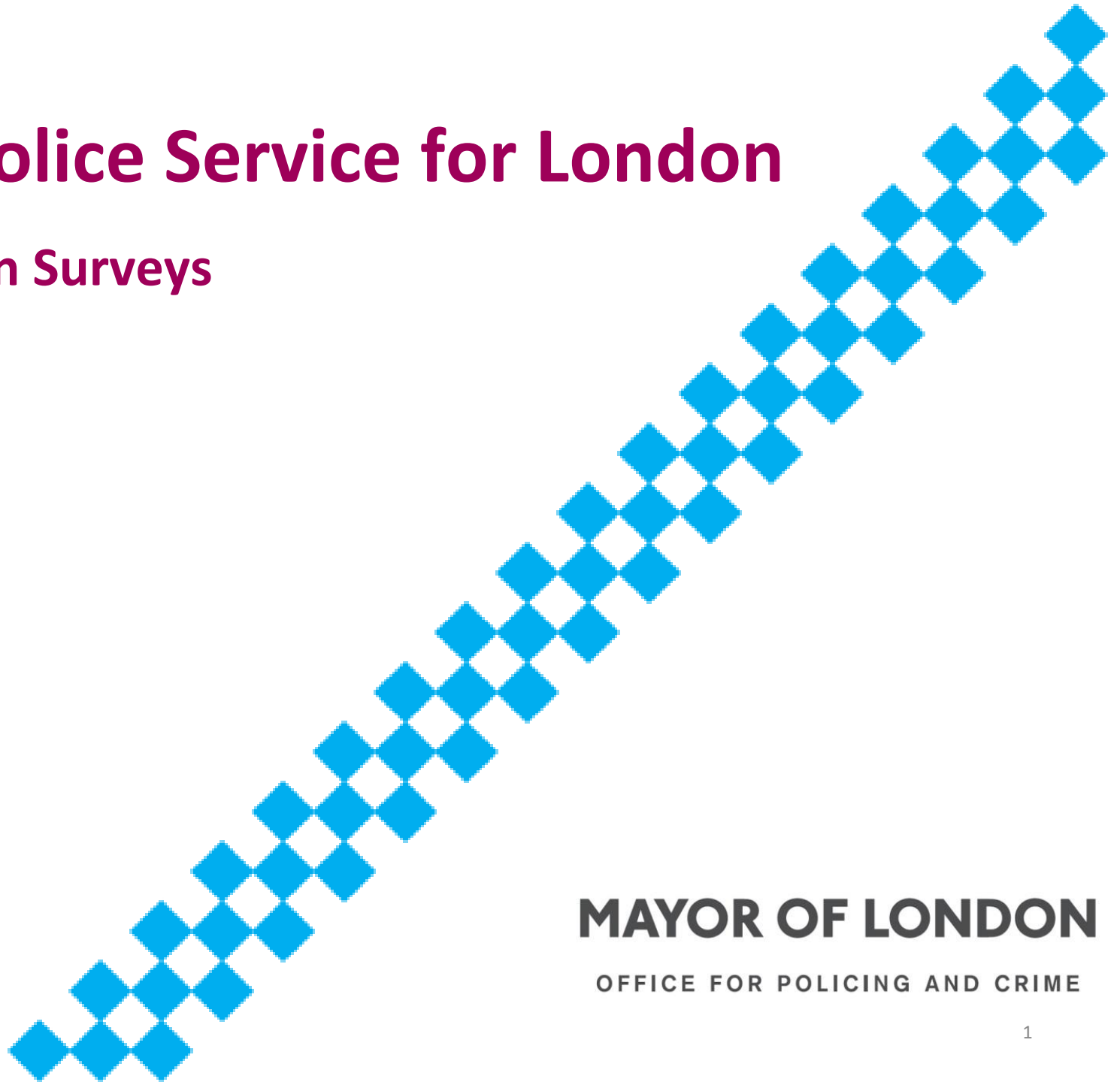


A Better Police Service for London

MOPAC London Surveys

Q2 21-22 results



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

About the MOPAC surveys



Introduction to the MOPAC surveys

User Satisfaction Survey (USS)

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

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

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

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

Online TDIU survey

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

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

Public Attitude Survey (PAS)

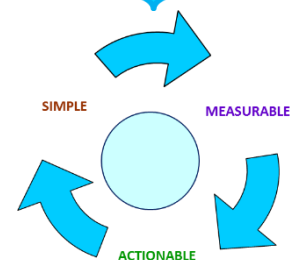
The Public Attitude Survey is a telephone survey of 12,800 Londoners each year about their experiences of and attitudes towards policing and crime in London.

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

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

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

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



Important changes to the USS from FY 20-21

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

Up to March 2020



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

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



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

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

Interviews conducted over the **telephone**.



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



Data is available **quarterly**.



From April 2020

1) User Satisfaction Survey continues in its new form.

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



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

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



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

Other methodological aspects and data provision remain unchanged

Impact of COVID-19 on the surveys

User Satisfaction Survey (USS)

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

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

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

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 Q2 21-22. This is also reflected in satisfaction with service areas. Analysis shows that being taken seriously and being reassured by what the police did have consistently been the strongest drivers of Overall Satisfaction. There are significant differences in satisfaction based on crime type, with hate crime victims reporting the lowest levels of satisfaction (61%). New analysis shows there is also variation in satisfaction within victims of hate crime, with those who suffered a physical injury the least satisfied.

There has also been a statistically significant reduction in those satisfied over the last year (Q2 20-21 vs. Q2 21-22) for both telephone (51% to 43%, a fall of 8pp.) and online (48% to 38%, a fall of 10pp.) reporters.

A large fall in Satisfaction occurred during the summer, and analytics indicate this is related to MetCC receiving high demand and high staff abstraction. The TDIU also have a large and increasing backlog of victims to contact, which appears to be negatively affecting satisfaction.

Public Perceptions

Public perceptions results for FY 20-21 were mixed, but Q1 and Q2 21-22 have seen a return to declines for many measures. Upwards trends in measures of **police communication** (informed local and contact SNT/DWO) were seen over FY 20-21. Results for R12 to Q1 21-22 and Q2 21-22 have since levelled-off but remain high. However, wider **attitudinal measures** have shown **rapid declines** in R12 to Q1 21-22 and Q2 21-22. This has been influenced by **particularly low results seen in discrete Q2 21-22**.

For the first time, confidence fell to below 50% in discrete Q2 21-22, with just 47% of Londoners feeling police do a good job in their local area in this discrete quarter. The decline in confidence is not unique to specific demographic groups or geographic areas.

The proportion of Londoners who have considered a career in the MPS has risen to a quarter, but differences by ethnicity have emerged.

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 5 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 11 pp. lower than the MPS average. A smaller disability gap is present for Online reporters to the TDIU survey (-5 pp.)

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

Victim Satisfaction with the police service



Summary of Victim Satisfaction with the Police Service

USS findings

At a quarterly level Overall Satisfaction has shown a **significant decline** since Q1 20-21 from to 63% in Q2 21-22.

The service areas are as follows for Q2 21-22 at a discrete quarterly level with a comparison to the same point last year:

Ease of Contact	84% (-7pp. from Q2 20-21)
Police Actions	61% (-6pp. from Q2 20-21)
Follow Up	52% (-7pp. from Q2 20-21)
Treatment	79% (-2pp. from Q2 20-21)

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

Crime group results

For R12 to Q2 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 61%.

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 67%. Central East BCU (covering Hackney and Tower Hamlets boroughs) has consistently been the lowest performer for the last three periods.

Monthly trends (USS & TDIU survey)

Monthly data has shown a fair degree of non-significant variation, alongside a large and significant decline across both surveys in August. The 3 monthly rolling trend lines show shallow downward trends, which have accelerated in more recent months.

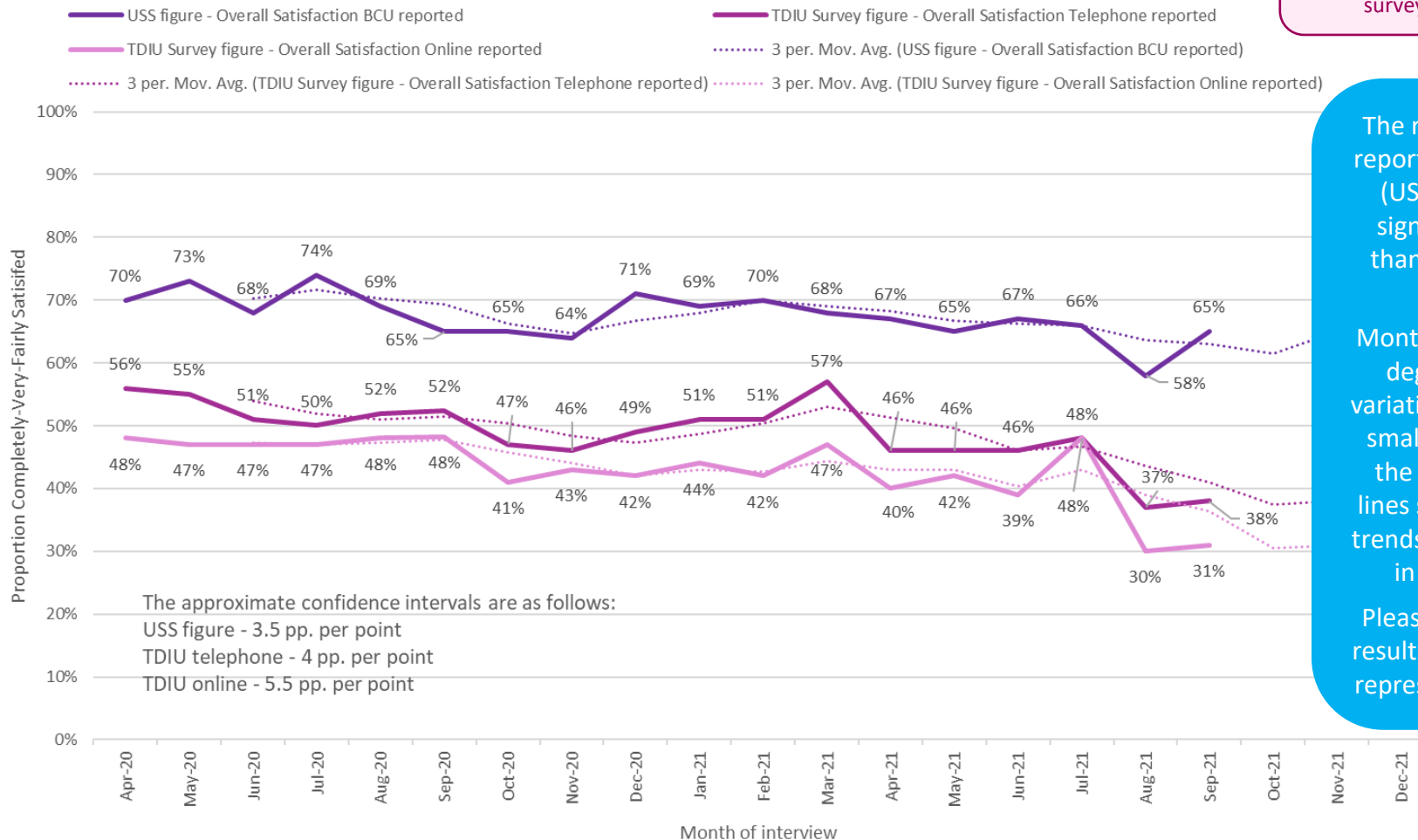
TDIU survey findings

Telephone reporters are consistently more satisfied than those who report online. There has been a statistically significant reduction in those satisfied over the last year (Q2 20-21 vs. Q2 21-22) for both telephone (51% to 43%, a fall of 8pp.) and online (48% to 38%, a fall of 10pp.) reporters.

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

Large declines observed within August for all areas of satisfaction, but there was some recovery in September

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



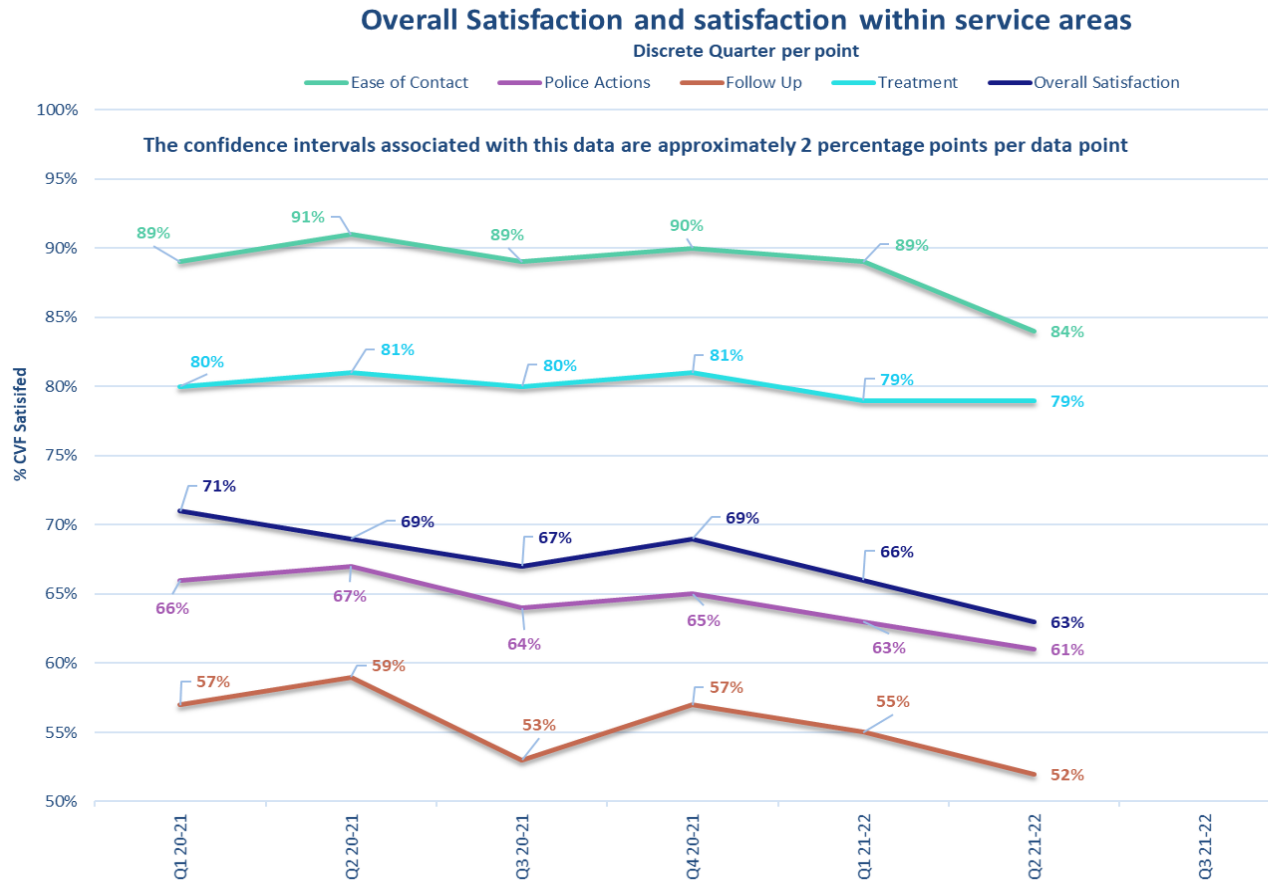
The monthly trend shows the results since the large methodological changes to the USS, and introduction of the TDIU survey, as outlined on slide 4.

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

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 trends, which have accelerated in more recent months.

Please note, the August 2021 results across USS and TDIU do represent a significant decline.

Overall Satisfaction has shown a slow steady fall for the last 15 months, with Ease of Contact showing a sudden fall this quarter



Overall Satisfaction has been on a shallow downward trend since Q1 20-21 from 71% to the current Q2 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 61% 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 84% in Q2 21-22. Ease of Contact is explored further in slide 12.

The service area that has the lowest levels of satisfaction is Follow Up, at 52% for Q2 21-22. This includes updates on investigation / being told the case is closed.

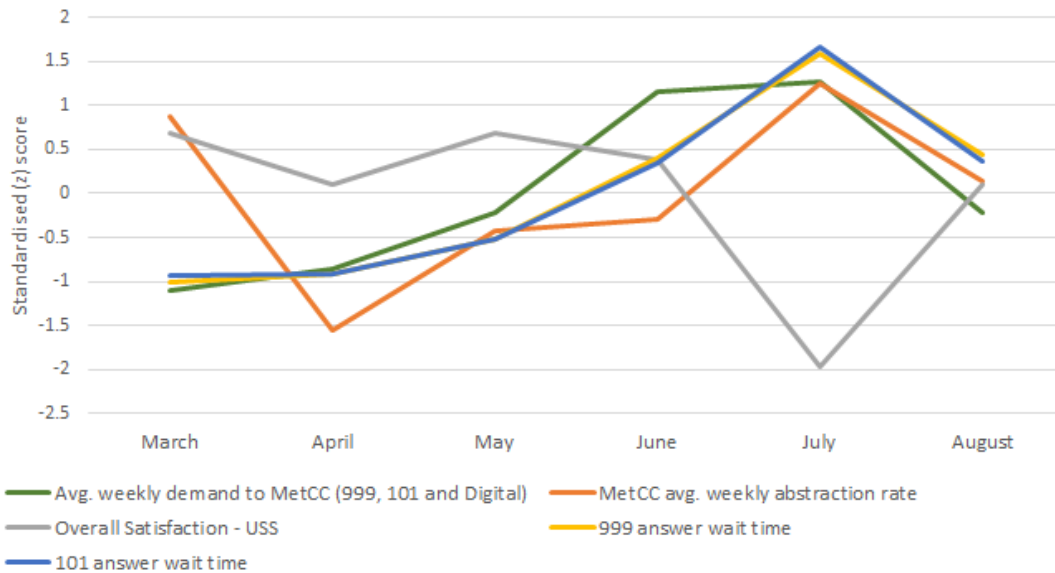
A fall in Satisfaction occurred during the summer when MetCC suffered high demand and high staff abstraction

It is important to note that due to the delay between report and interview USS results are offset by one month.

When normalised, there is a clear relationship – as staff abstraction, demand and call answering times **increase**, overall satisfaction **declines**.

Monthly satisfaction against demand and abstraction

Discrete monthly data per point



In September 2021 the USS results fell sharply.

MetCC, which handles the majority of the contact inputs (all telephony and digital channels), were contacted for comment.

The data provided shows an association between USS satisfaction data and MetCC performance metrics including demand, staff abstraction and call answering time for both 999 and 101.

Month	999 Avg Speed of Answer (secs)	Satisfaction with Ease of Contact (999 callers)	101 Avg Speed of Answer (secs)	Satisfaction with Ease of Contact (101 callers)
March	12	91%	109	87%
April	13	91%	112	84%
May	16	90%	151	85%
June	24	86%	239	82%
July	35	81%	374	76%
August	25	91%	241	81%
Correlation	-0.85		-0.97	

	March	April	May	June	July	August	September
Satisfaction	67%	65%	67%	66%	58%	65%	
Abstraction	45%	38%	41%	41%	46%	43%	43%
Demand	76525	78005	81963	90234	90904	81884	85639

Satisfaction varies significantly across offence groups but not geographic area

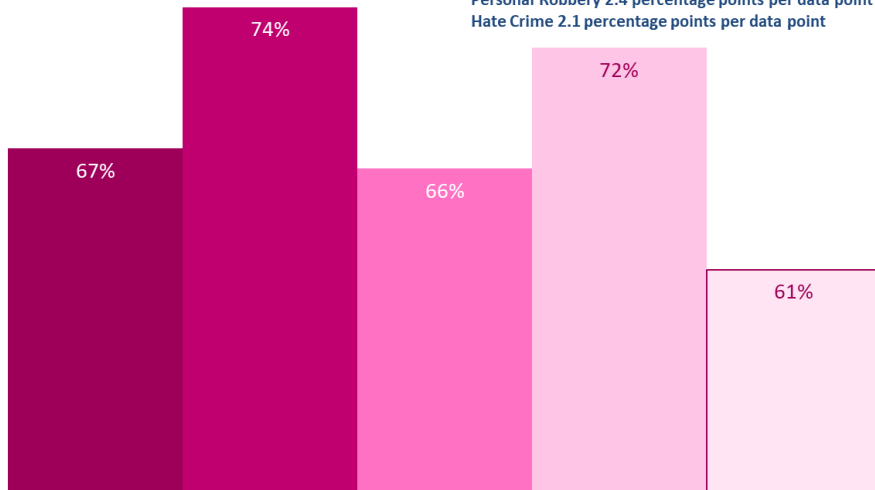
Satisfaction is higher for victims of burglary (74%) and lower for victims of hate crime (61%) when compared to the R12 MPS average (67%). These differences are **statistically significant** and this is consistent over time. In the last quarter there has been a fall in satisfaction for both assault and hate crime groups that is not reflected in burglary or robbery groups.

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 67%. Central East has consistently been the lowest performer for the last three periods.

Overall Satisfaction by crime group
R12 to Q2 21-22 data

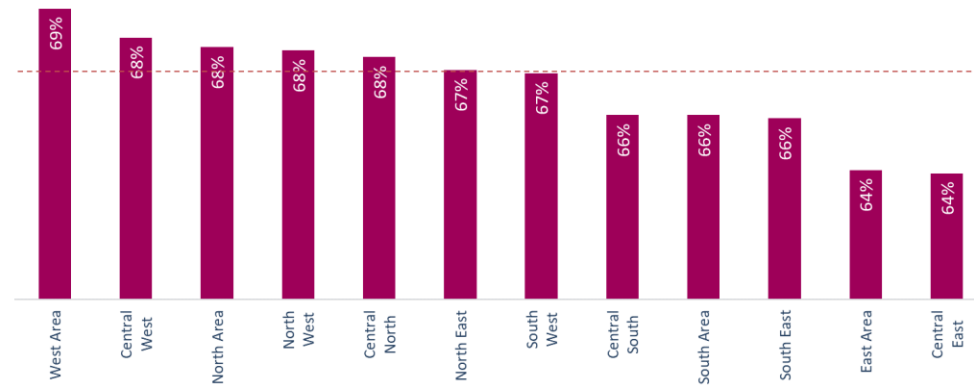
■ All crime groups ■ Residential Burglary ■ Assault ■ Personal Robbery ■ Hate Crime

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 Q2 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



Within a subset of Hate crime victims there is some variation in satisfaction depending on offence type

Within the survey victims have the option of remaining anonymous. Approximately two thirds **do not** remain anonymous and a crime number is returned. This allows a backwards matching of information to the survey results.

The table shows broad offence types for all Hate crime victims who returned their details between Q1 18-19 and Q2 21-22, ranked by satisfaction with Overall Service, for crime types with large enough base sizes to present.

	Satisfied	Base
Threats / fear of violence	62%	174
Harassment / comms offences	62%	708
Public Order offences	62%	1769
Assault w/o injury	60%	562
Criminal damage	58%	165
Racial incidents	56%	390
Violence with injury	55%	253
All	61%	4221

Red figures are those where satisfaction is at least 5pp. different from the average for Hate crime victims.

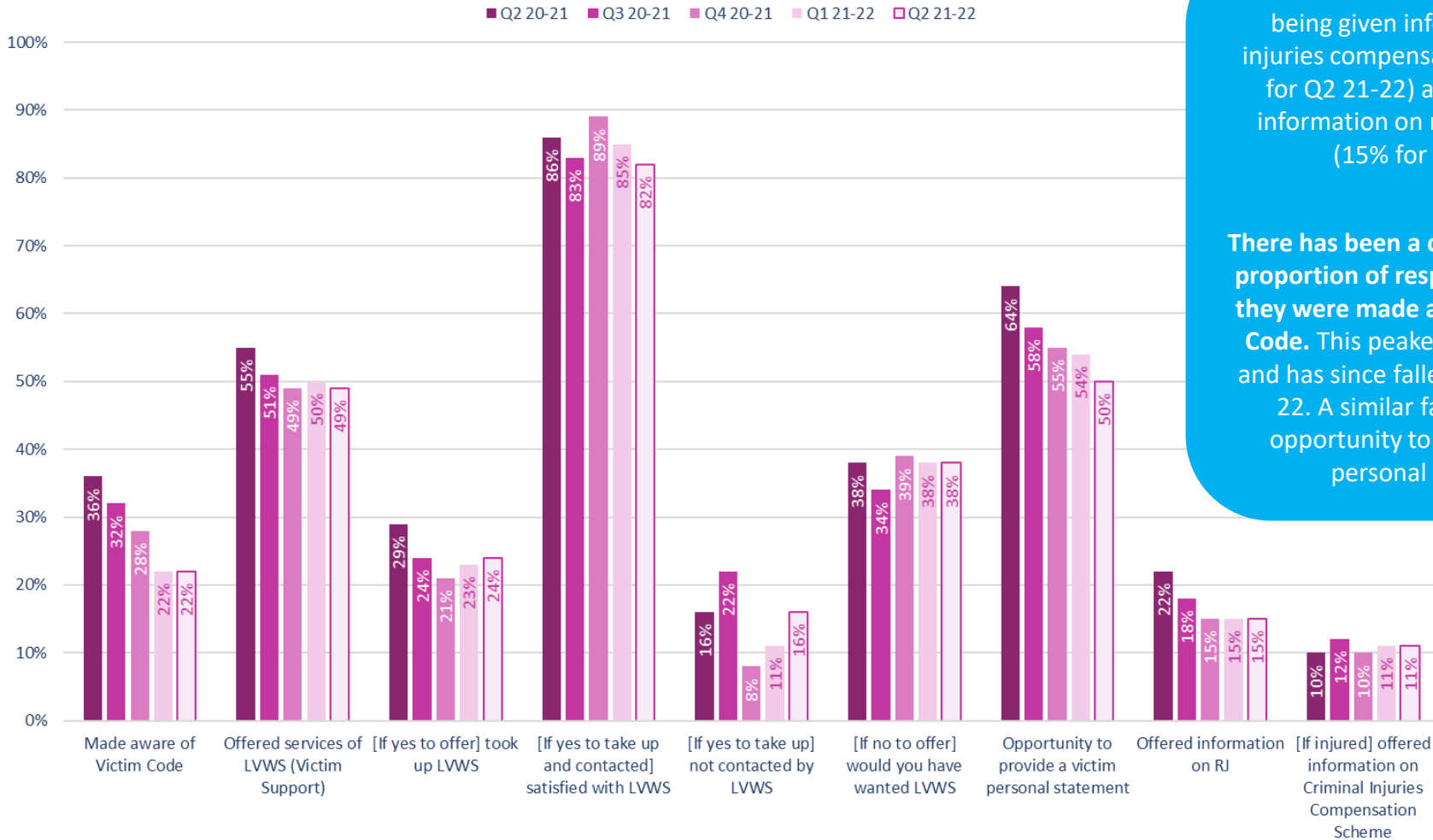
Although the base size is very small (and therefore not presented here) Disability Hate Incident victims are particularly dissatisfied. This is noteworthy due to the high levels of dissatisfaction within the disabled group which is shown in the Equalities section of this pack.

As a general rule, the Hate victims with the highest levels of satisfaction were those where no physical injury or damage was suffered.

The lowest levels of satisfaction were for those who suffered a physical injury. Racial Incident victims also report a lower level of satisfaction.

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



The areas with lowest compliance are being given information on the injuries compensation scheme (11% for Q2 21-22) and being offered information on restorative justice (15% for Q2 21-22).

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

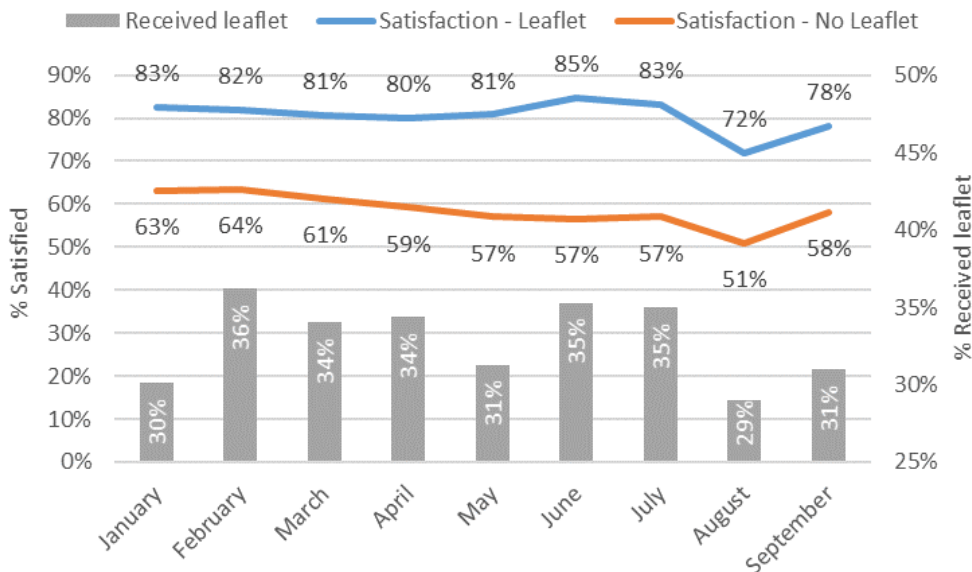
Those who report receiving the new victims' leaflet are more satisfied, but leaflet distribution has not improved...

MPS distribution of new 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 a **Victim Care 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 (49%), than robbery (37%), Assault (30%) and Hate victims (29%). The trend for each group is consistent.

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



Victim Satisfaction with the police service

Leaflet receipt varies by borough.
 Top boroughs in terms of victim self-reporting receiving a leaflet – Hammersmith & Fulham at 46% and Sutton at 43%.
 Bottom boroughs – Greenwich 26% and Kingston upon Thames at 25%

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

	Leaflet N approx. 1700	No leaflet N approx. 3600	Difference
Satisfaction - Actions	78%	55%	+23 pp.
Satisfaction - Overall	81%	58%	+23 pp.
Crime ref number given	93%	73%	+20 pp.
Explanation of next steps	92%	75%	+17 pp.
Victim code awareness	48%	12%	+36 pp.
Offer of LVWS/Victim Support	72%	37%	+35 pp.
Info on restorative justice	27%	9%	+18 pp.
Info on Criminal Injuries Compensation	18%	6%	+12 pp.
Crime prevention advice given	58%	30%	+28 pp.
Reassured by what the police did	83%	60%	+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 **Mental Health disability** (75% with Leaflet vs. 41% satisfied without Leaflet, a 34 pp. difference) and those who are **LGBT+** (83% with Leaflet vs. 52% satisfied without a Leaflet, a 31pp. difference).

Being taken seriously and being reassured by what the police did have consistently been the strongest drivers of Overall Satisfaction

The table shows the results of a logistic regression on discrete Q2 20-21 data (which included 1,200 individuals). Results shown are all variables that predict Overall Satisfaction as at least twice as likely/less likely.

Survey question	Effect size on Overall Satisfaction	
Taken seriously	6.37	times more likely
Reassured by what the police did	5.56	times more likely
Communicated clearly	5.28	times more likely
Knew who to contact if needed	5.19	times more likely
Impact of crime – High (rated 9 or 10 out of 10)	2.43	times less likely
Vulnerability perceived not identified or catered for	2.43	times less likely
Updated without asking	2.23	times more likely
Victim offered info on restorative justice	2.03	times more likely

For Q2 21-22 being taken seriously and being reassured by the police are the top two predictors of Overall Satisfaction, with a positive response to either of these questions suggesting a victim is approximately 6 times more likely to be satisfied with all other factors in the model being equal.

No demographic characteristics included in the model are strong significant predictors.

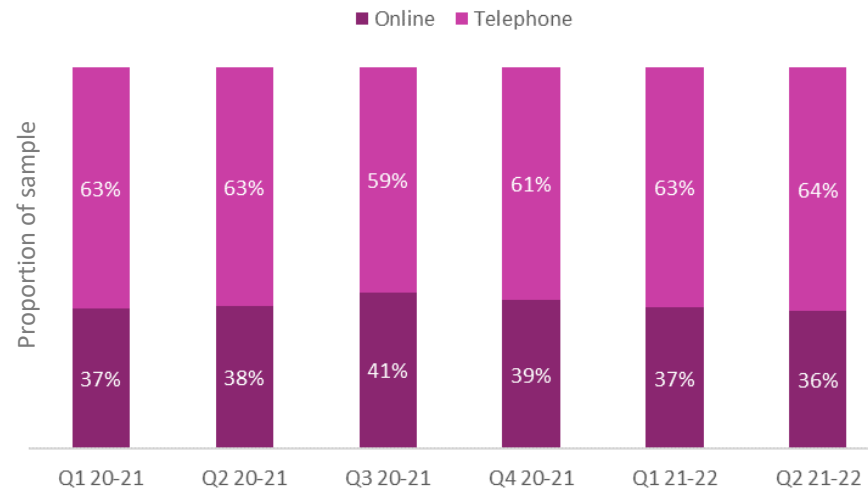
The only non-police aspect is a negative predictor. Victims who perceived the crime as having a high impact (9 or 10 level of impact on a self selected 10 point scale), we less likely to be satisfied.

The other seven key predictors are all related to police treatment and communication.

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 10% of those invited to do so take part in the survey (approx. 2,500 per quarter) and response is consistently split approximately 60:40 telephone to online.



Online

37% of those **reporting online** receive **no further contact** other than an email acknowledgement (Q2 21-22).

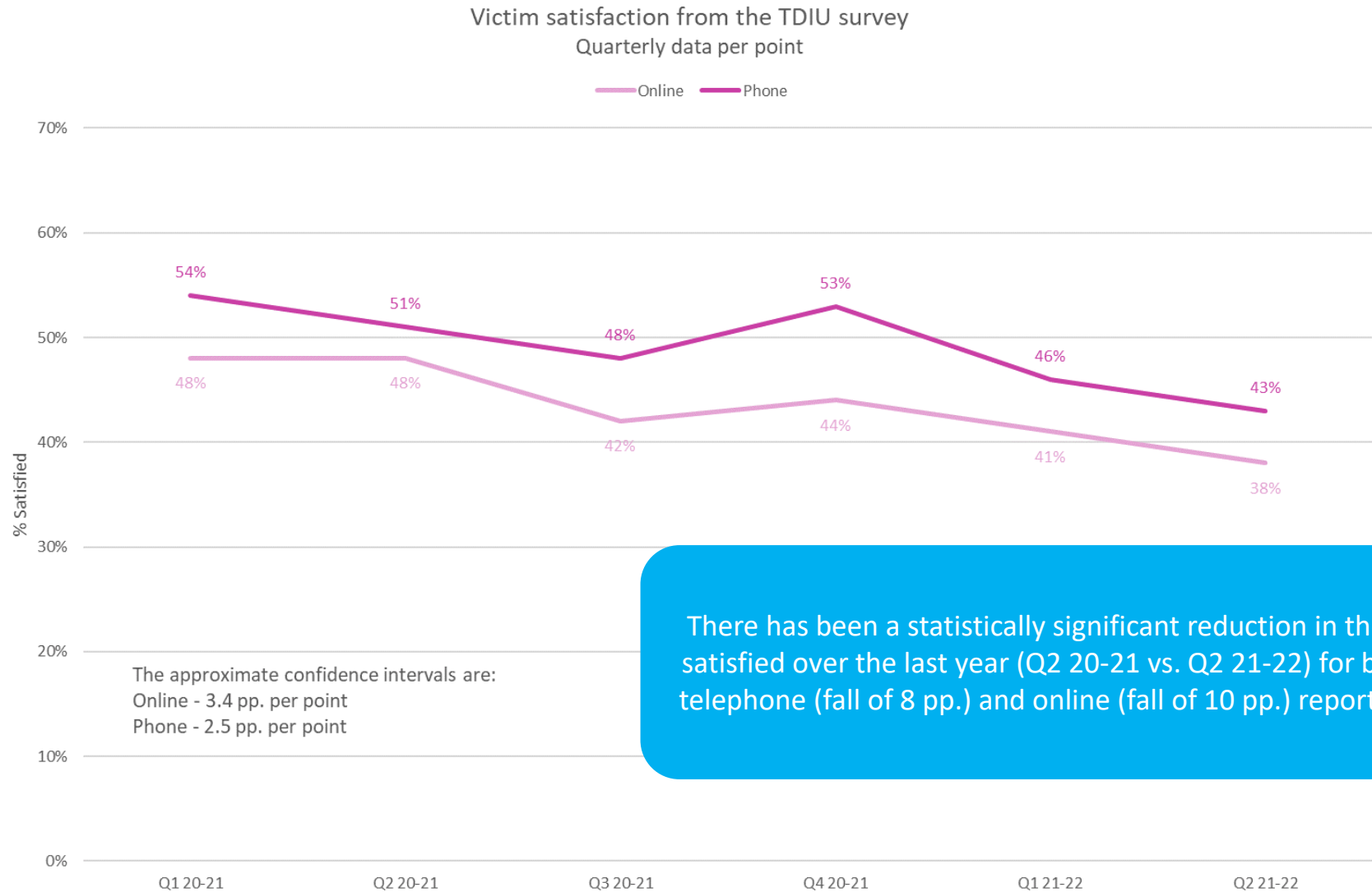
Of those who did not receive further contact, **76% expected** that the police would **contact** them regarding their report (Q2 21-22). This represents a sizeable increase from the **63%** average from FY 20-21.

Telephone

18% of those reporting via telephone **receive a visit** from an officer or staff. Of those who do not; **just under a third (32%) are not happy being dealt with entirely over the telephone** (Q2 21-22).

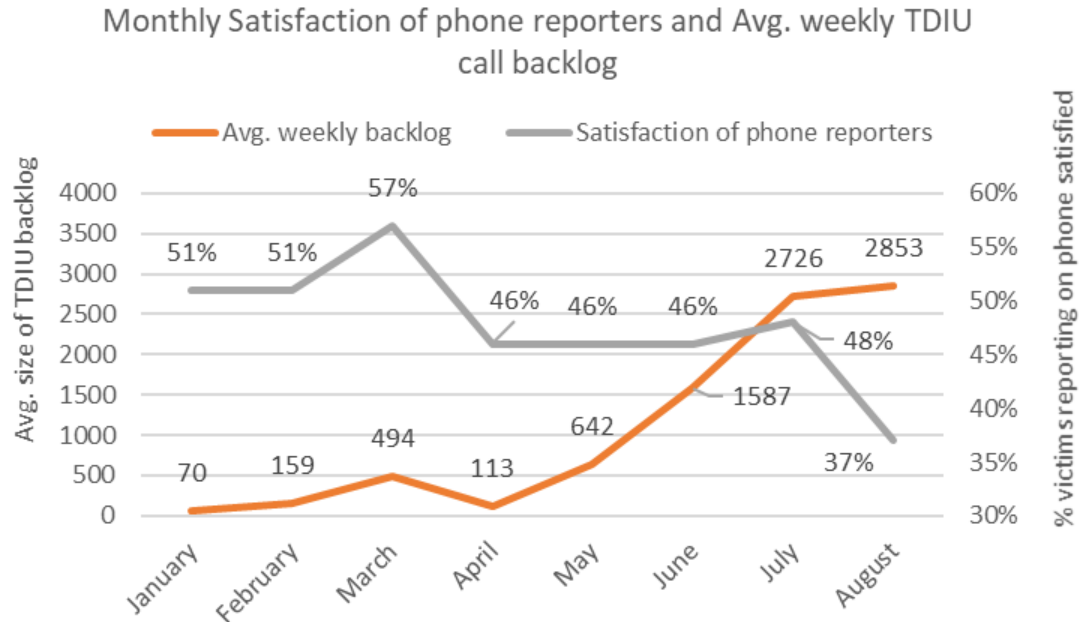
Half of those reporting via telephone **are transferred directly to the TDIU** from MetCC (48%). Of those who aren't; just over a quarter (28%) are called back within 24 hours, but **just over one in ten (16%) report not receiving a call at all** (Q2 21-22).

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



Call demand increased for the TDIU during the summer and along with it a backlog of victims to contact

The TDIU is seeing an increasing backlog of victims to contact. As of August, the backlog is at **2,853** victims to contact, an increase of **over 2000%** compared with April, where only 113 victims were in the backlog.



Total demand rose for the TDIU during the summer (26,087 in March to 31,253 by August, up 20%). This appears to have contributed to the increased backlog.

Average time spent on each call has increased slightly throughout the year with January to April being 7:20 and May to August increasing to 7:40 equating to a 13% rise. A longer call is associated with higher satisfaction, but there are obviously impacts on those not spoken to if this creates a backlog.

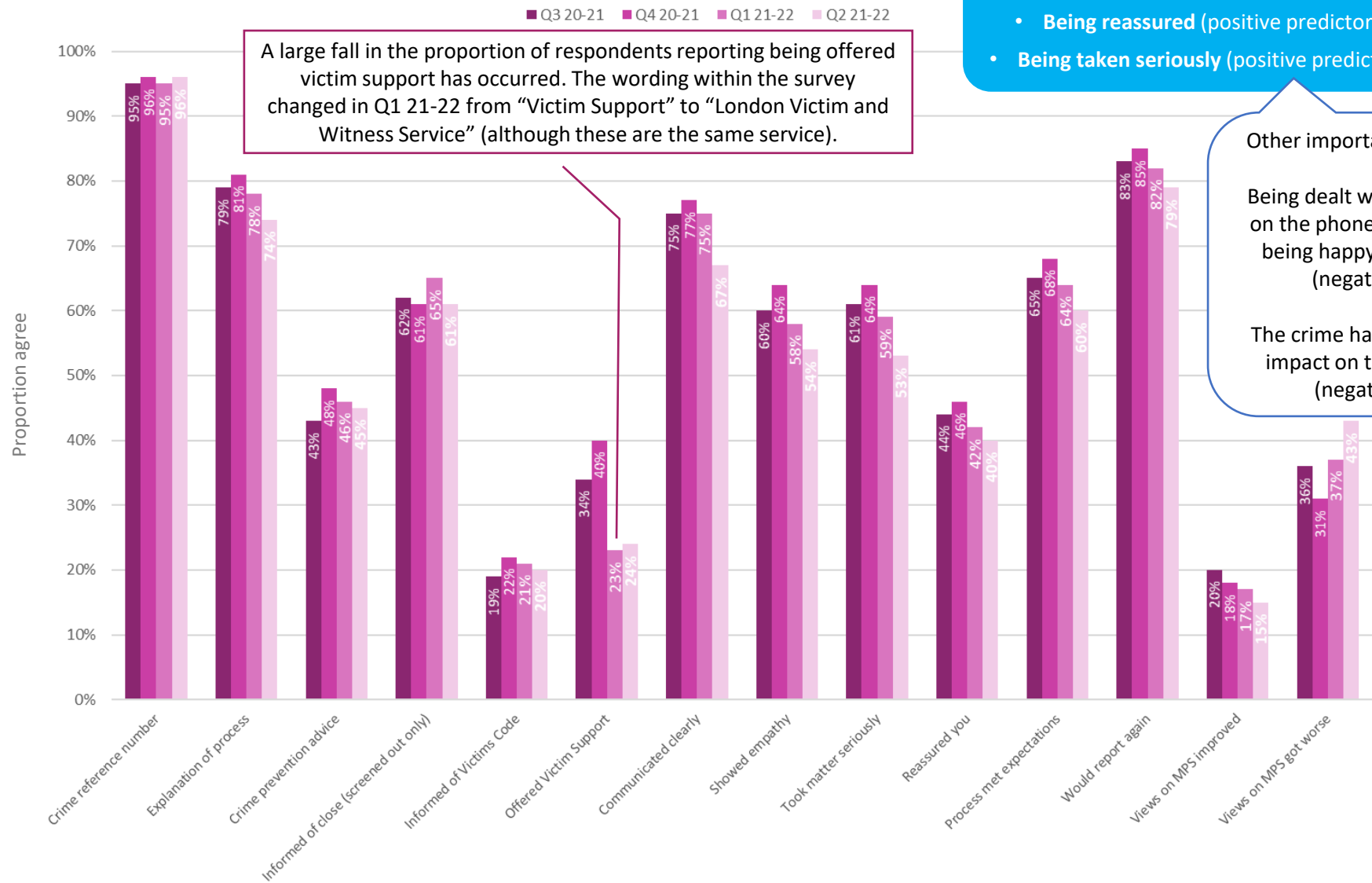
For this calendar year there is a positive correlation between average calls handled each month by the TDIU and satisfaction (0.7). Calls handled were lowest in June and August.

There is a negative correlation between average weekly backlog and satisfaction (-0.67), with satisfaction clearly falling as the backlog has increased.

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

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

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

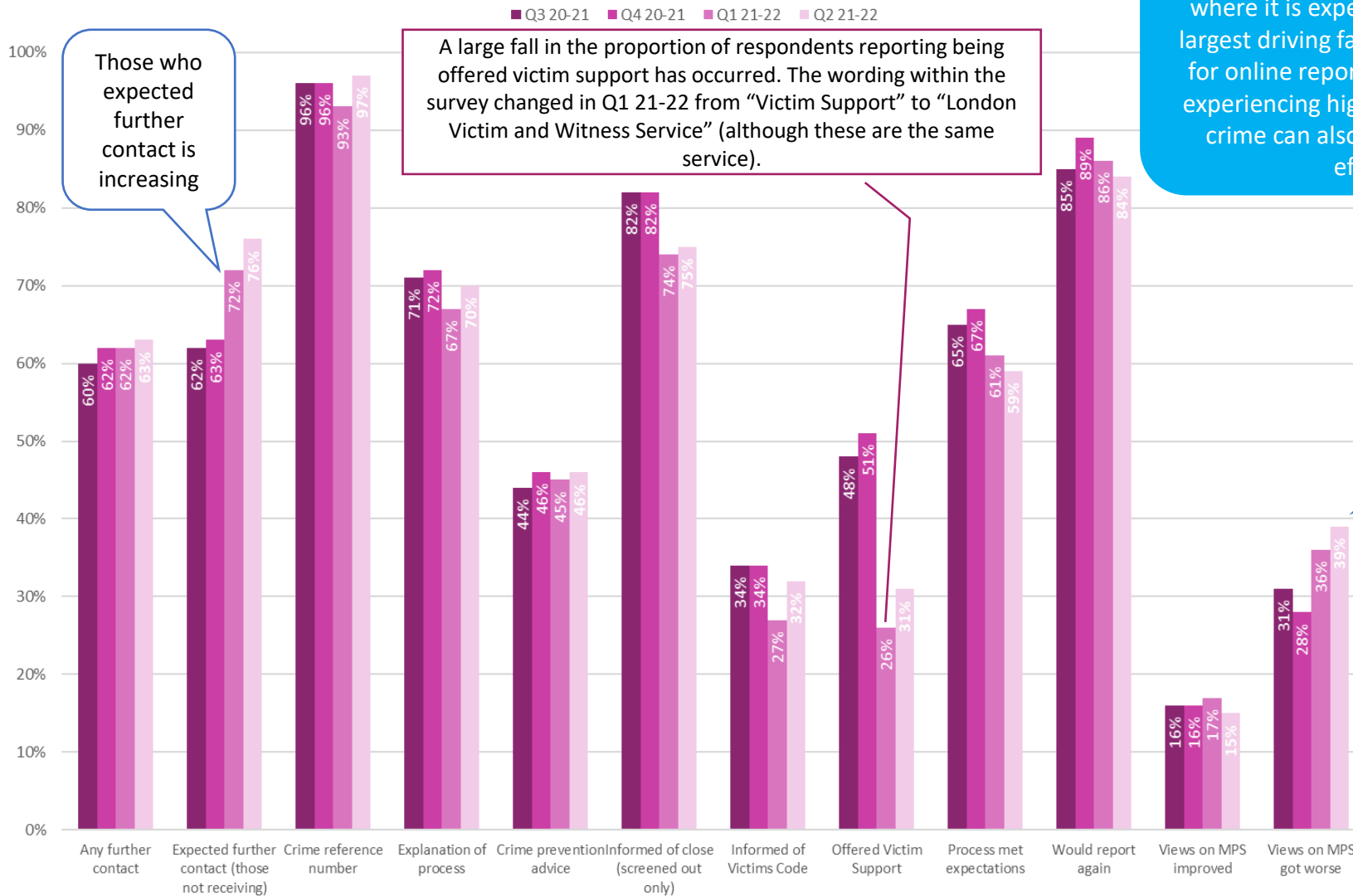


A large fall in the proportion of respondents reporting being offered victim support has occurred. The wording within the survey changed in Q1 21-22 from "Victim Support" to "London Victim and Witness Service" (although these are the same service).

Other important factors:
 Being dealt with entirely on the phone whilst **not** being happy with this (negative)
 The crime having a high impact on the victim (negative)

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

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



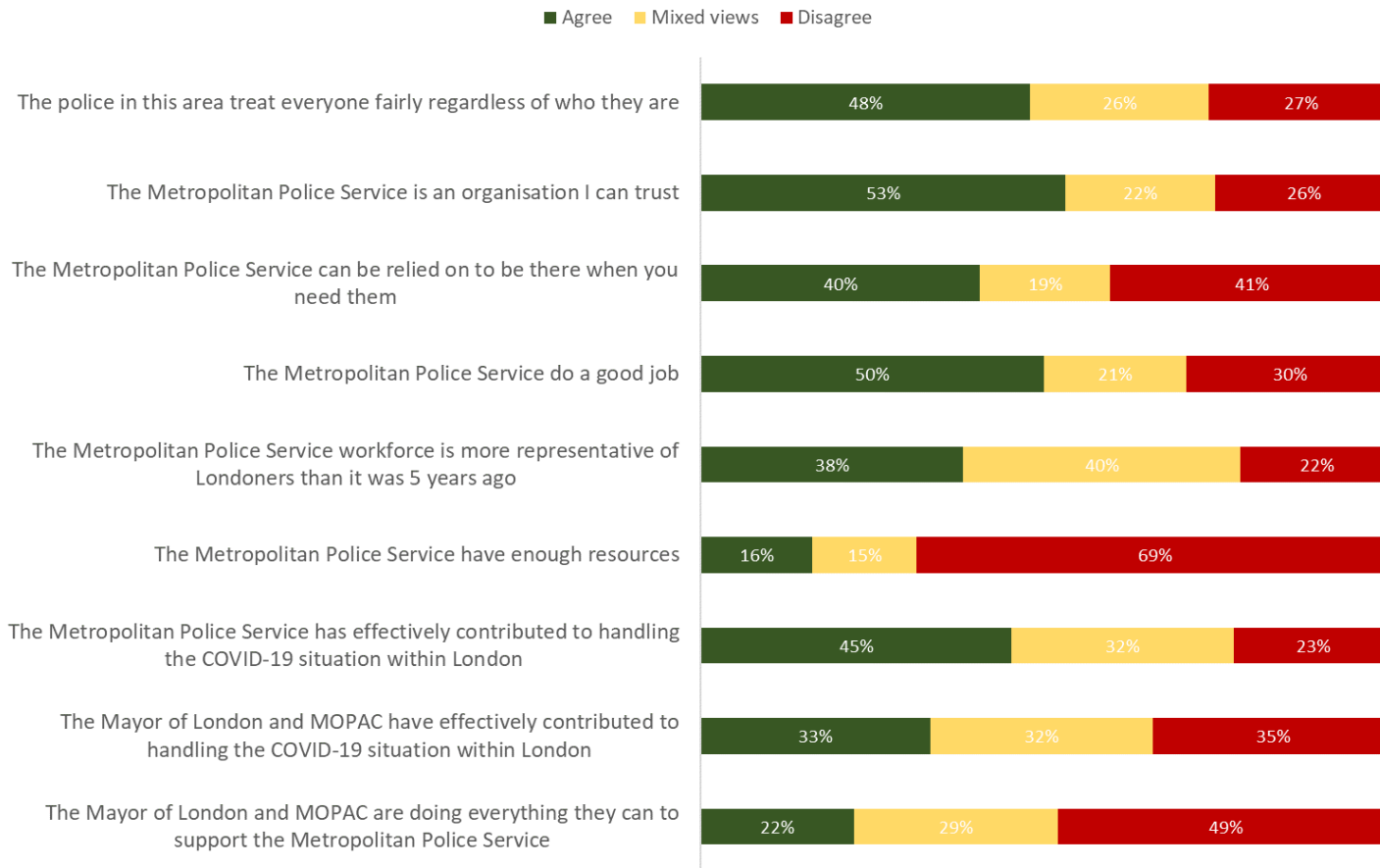
Those who expected further contact is increasing

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

Those reporting a worse view of the MPS is increasing

Public Perception questions within the TDIU survey are more negative than matched questions in the PAS

At the end of the TDIU survey, victims are asked if they would answer a few more general questions about their views of the MPS and MOPAC. Additions have been made for FY 21-22, and now with two quarters of data the results are presented below:



The questions that are matched to the PAS are slightly less positive in the TDIU survey:
 Fair treatment 48% vs. 59%
 Trust 53% vs. 75%
 Relied on 40% vs. 56%
This may be the impact of victimisation.

This question represents the first time we have asked the public about progress over time with regard to representativeness of the MPS workforce. Just over a third (38%) agree the workforce has become more representative over time, with a further 40% having mixed views.

The questions about the Mayor and MOPAC are the least positive, with only a third (33%) of victims feeling that there has been a positive contribution to handling COVID-19, and less than a quarter (22%) feeling the Mayor and MOPAC do everything they can to support the MPS.

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 Q2 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 Q1 21-22 and Q2 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 Q2 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 Q2 21-22, with just 52% 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** have seen accelerated declines to particularly low levels in Q2 21-22. In particular, **fair treatment** has fallen by -10pp. over the last two discrete quarters to just 59%.

For the first time, confidence has fallen to below 50%: just 47% of Londoners feel the police do a good job in their local area in discrete Q2 21-22. This decline is not driven by specific demographic groups or residents living in particular areas.

Borough Level Public Perceptions

At a Borough Level, performance was mixed during FY 20-21. However, results for R12 to Q2 21-22 indicate a **return to downwards performance across London Boroughs.**

In R12 to Q2 21-22, 16 London Boroughs show net declines* across the public perception measures, while only 2 Boroughs see net improvements. Performance is generally poor across attitudinal and trust questions but better across communication and engagement questions – 24 of 32 boroughs have a decline of 5pp. or more for 'fair treatment', whereas 26 of 32 boroughs see an improvement of 5pp. or more for 'contact ward officer'.

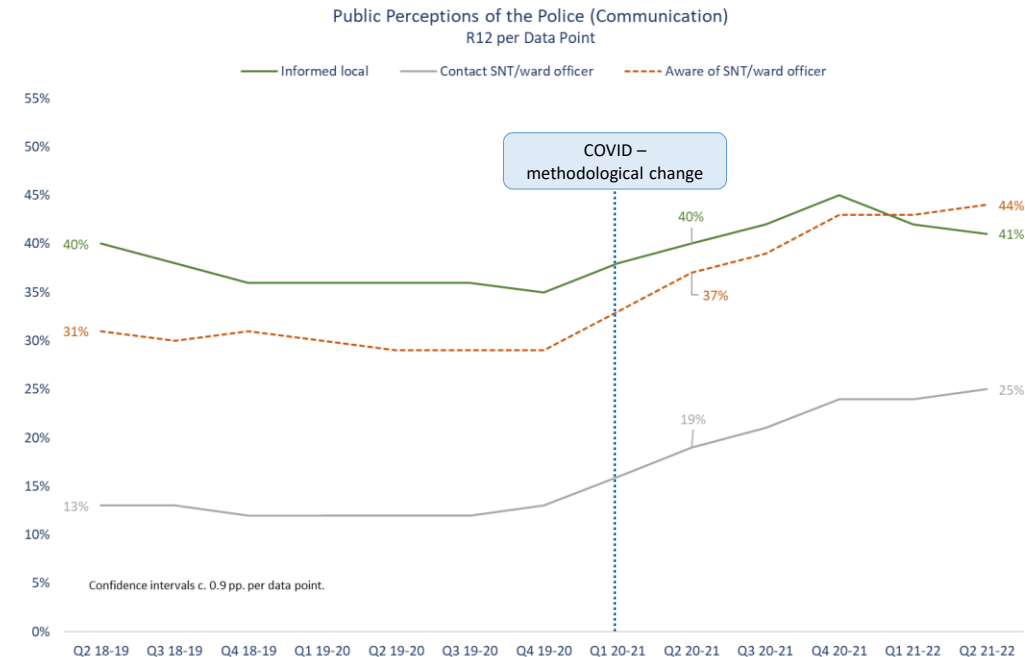
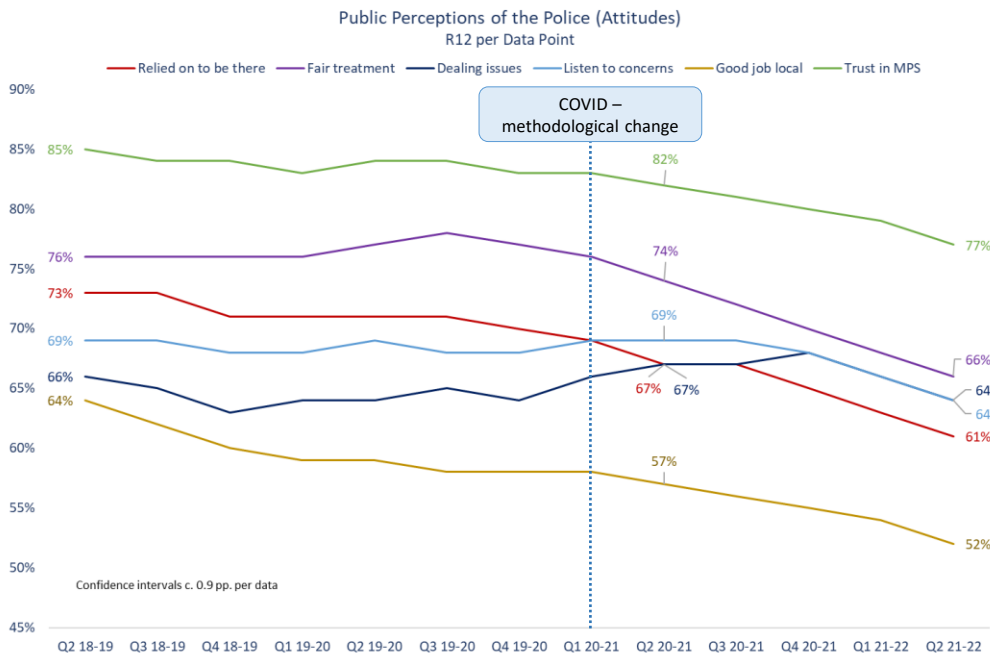
*a change of at least 5 pp across 3 or more of the 7 core Public Perception questions when compared with the 12 months prior.

Rapid declines continue to be seen across many perception measures, including Trust and Confidence...

Upwards trends in measures of **police communication** (e.g. informed local and contact SNT/DWO) were seen throughout FY 20-21. This trend has **levelled off** into FY 21-22, but results remain high.

However, **wider attitudinal measures have continued to decline**. Although feeling the police 'listen to local concerns' and 'deal with the issues that matter' saw slight uplifts during FY 20-21, more recent results now show a return to a downwards trend. Other measures (including trust, confidence and fair treatment) have all seen **sustained declines**.

In particular, the declines seen for trust and confidence **accelerated into R12 to Q2 21-22**, with **good job local now standing at just 52%**. This has been influenced by a particularly low result seen in the most recent quarter (see slides 31-36 for an in-depth analysis).



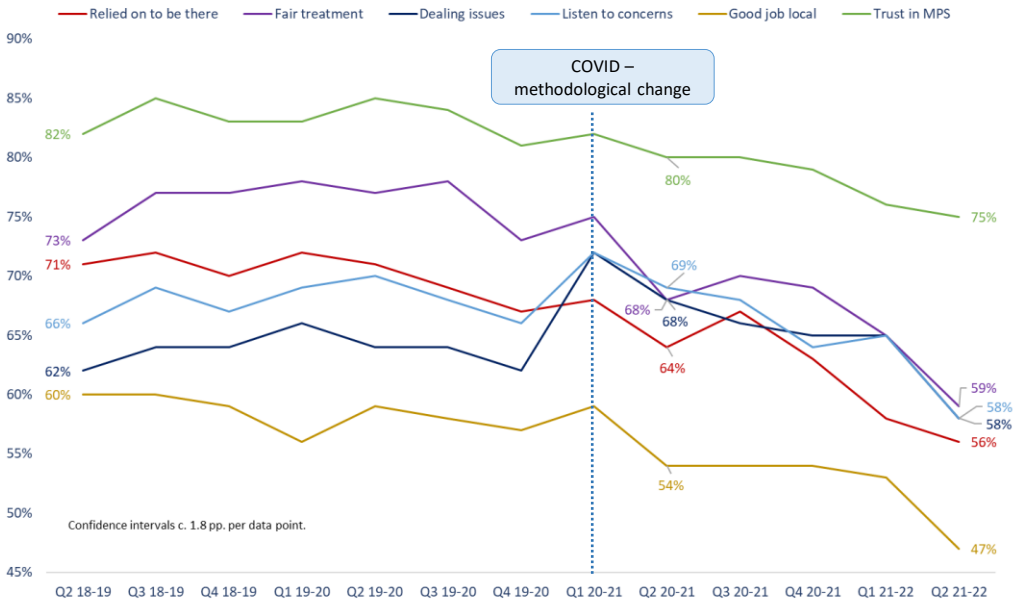
Declines for many measures have recently accelerated, with particularly low results seen in discrete Q2 21-22...

Q1 20-21 saw considerable uplifts in perceptions of police **communication** and **engagement** measures, which may have been influenced by changes to police engagement with communities during the first COVID lockdown period. Measures of communication (e.g. informed local, contact SNT) have since remained high.

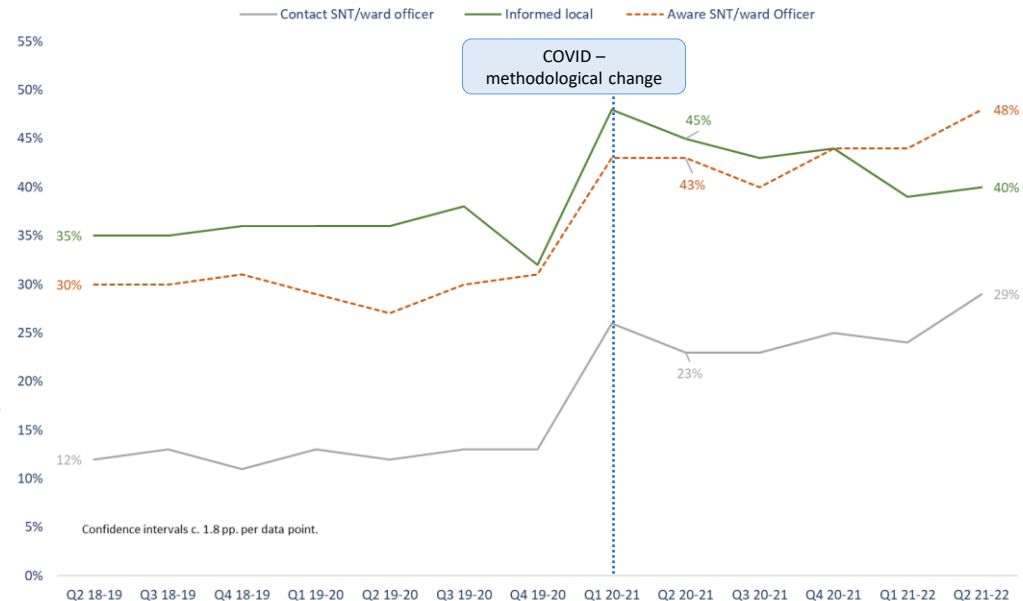
However, **downwards trends continue to be seen across many attitudinal measures**, with latest results showing **accelerated declines to particularly low levels**. Results for Q2 21-22 alone see large reductions for deal with issues (-7pp.), listen to local concerns (-7pp.), good job local (-6pp.) and fair treatment (-6pp.) – with the latter falling by -10pp since Q4 20-21.

Currently just **47%** of Londoners feel the police do a good job in their local area. This is the first time that confidence has stood below 50%, and represents a fall of 13 percentage points over the last three years (vs. Q2 18-19).

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



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



A trend of more boroughs showing declines continues into Q2 21-22

During FY 20-21, Borough performance was mixed, with some London boroughs seeing net improvements. However, results into R12 to Q2 21-22 indicate a return to downwards trends, with only 2 boroughs seeing net improvements and an increase to **half of boroughs now seeing net declines**.

Performance is generally poor across attitudinal and trust questions, with the number of boroughs seeing declines outstripping the number seeing improvements. **No London Boroughs see increases of 5pp. or more for Trust, Confidence or Fair Treatment.** In particular, 24 of the 32 boroughs see declines of 5pp. or more for Fair Treatment and 21 boroughs see declines for Relied on to be There. However, better performance is seen across communication and engagement questions: this quarter no boroughs see declines of 5pp. or more for Contact Ward officer and 26 of the 32 boroughs see improvements for this question.

	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	57% ▼	66% ▼	64% ▼	58% ▼	41% ▲	22%	44% ▼	77% ▼	1	6
Barnet	62%	72% ▼	62%	63% ▼	40%	29% ▲	49% ▼	77% ▼	1	6
Bexley	67% ▲	78% ▼	74% ▲	73% ▲	49% ▲	34%	58% ▼	85% ▼	4	2
Brent	65% ▼	71% ▼	66% ▼	71% ▼	43% ▼	21% ▲	57%	83%	1	5
Bromley	63% ▼	66% ▼	65% ▼	69% ▼	47% ▼	32% ▲	60%	81% ▼	1	4
Camden	60% ▼	57% ▼	59% ▼	67% ▲	37%	25% ▲	49% ▼	77%	2	3
Croydon	61%	63% ▼	58% ▼	59% ▼	45% ▼	27% ▲	49%	75%	1	0
Ealing	59% ▼	67% ▼	67% ▼	61% ▼	36% ▼	21% ▼	49% ▼	79% ▼	0	6
Enfield	58%	64% ▼	62% ▼	60%	41%	19% ▼	50%	74%	0	1
Greenwich	58% ▼	66% ▼	63% ▼	63% ▼	42% ▲	28% ▲	55%	74%	2	5
Hackney	61% ▲	54% ▼	56% ▼	57% ▼	32% ▲	25% ▲	48%	69%	3	0
Hammersmith and Fulham	64% ▼	67% ▼	67%	70%	42%	23% ▼	57% ▼	78% ▼	1	5
Haringey	60%	63% ▼	62% ▼	65% ▼	41% ▲	25% ▲	51%	73% ▼	2	1
Harrow	63% ▼	77% ▼	67% ▼	63% ▼	43% ▼	28% ▲	51%	82%	1	6
Havering	64%	78% ▼	69% ▼	70%	47% ▲	25% ▲	57%	82%	2	2
Hillingdon	64%	79% ▼	68% ▲	69% ▲	47% ▲	31% ▲	58%	86%	4	0
Hounslow	64% ▼	73% ▼	68% ▼	68% ▼	48%	27%	56%	80%	1	2
Islington	64% ▼	53% ▼	63% ▼	63% ▼	40%	24%	55%	66% ▼	2	3
Kensington and Chelsea	61% ▼	65% ▼	63% ▼	64%	41%	30% ▲	59%	80%	1	6
Kingston upon Thames	63% ▼	78% ▼	71% ▼	69% ▼	52% ▲	36% ▲	67%	86%	2	2
Lambeth	62%	47% ▼	56% ▼	53% ▼	30%	21%	48%	69% ▼	1	4
Lewisham	56% ▼	55% ▼	56% ▼	55% ▼	27% ▼	20%	43% ▼	68%	1	4
Merton	57% ▼	64% ▼	62% ▼	60% ▼	48% ▲	30% ▲	55%	78%	2	6
Newham	65%	71% ▼	65% ▼	66% ▼	37%	19% ▼	45% ▼	80%	0	2
Redbridge	51% ▼	67% ▼	58% ▼	60% ▼	44% ▲	34%	44% ▼	74%	2	6
Richmond upon Thames	62%	73% ▼	67% ▼	73% ▼	54% ▲	34% ▲	65%	84%	2	2
Southwark	57% ▼	54% ▼	59% ▼	58% ▼	36% ▼	24%	48%	75% ▼	1	6
Sutton	69% ▼	75% ▼	79% ▼	74% ▼	44%	34%	63%	86%	2	2
Tower Hamlets	60% ▼	65% ▼	55% ▼	58% ▼	34%	19% ▲	45% ▼	75% ▼	1	6
Waltham Forest	56% ▼	69% ▼	66% ▼	67% ▼	42%	23%	51%	78%	1	1
Wandsworth	64%	57% ▼	68% ▼	68% ▼	46% ▼	23%	55%	76%	2	2
Westminster	64% ▼	69% ▼	68% ▼	59% ▼	43% ▼	23%	52% ▼	83%	0	3
MPS	61% ▼	66% ▼	64% ▼	64% ▼	41%	25% ▲	52% ▼	77% ▼	1	5

16 London Boroughs see net declines* across 3 or more public perception questions compared with the same point last year; while only 2 Boroughs see net improvements.

Hillingdon has again seen increases across 4 public perception questions over the last year, while Hackney has seen improvements across 3 questions.

However, 9 boroughs have seen declines across 6 questions. This includes Barnet, Ealing, Kensington & Chelsea and Southwark, which also saw declines across 6 or more public perception questions last quarter.

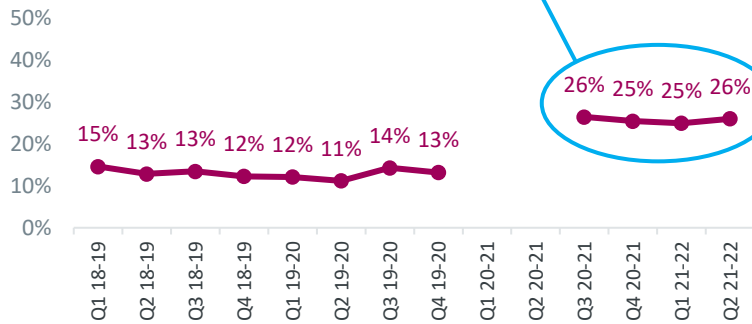
For each column boroughs are coloured red to green according to their relative position compared to all boroughs. A red arrow (▼) indicates a decrease of 5 pp. or more since the same period last year, whilst a green arrow (▲) indicates an increase of 5 pp. or more since the same period last year.

*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.

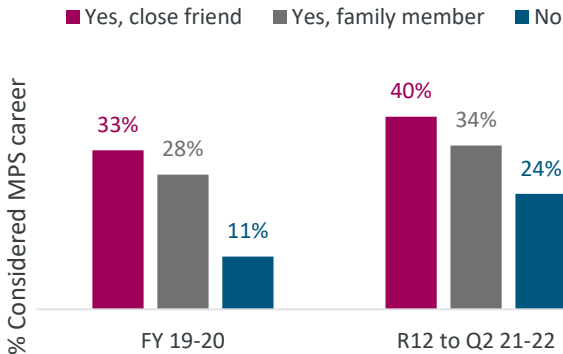
The proportion of Londoners who have considered a career in the MPS has risen to a quarter, but differences by ethnicity have emerged

Discrete quarter per data point

The proportion of Londoners who have ever considered a career within the MPS has **doubled** in recent quarters, when compared to FY 18-19 and 19-20.



Do any immediate family or close friends work for the MPS?



NOTE: "Have you ever considered a career within the MPS?" was not asked Q1 or Q2 20-21.

Londoners were asked ...

"Have you ever considered a career within the MPS?"

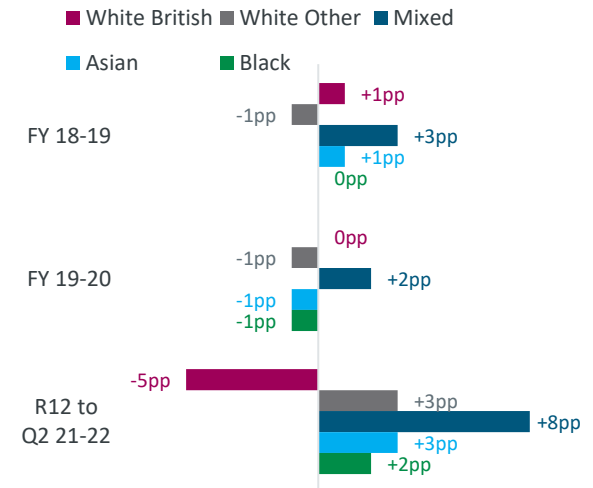
... looking at those who responded "yes":

Men are more likely to have considered a career within the MPS, with a 3 pp. gap compared to women in FY 18-19 and 19-20. In the 12 months to Q2 21-22, this gap increased to 7 pp. (29% for men vs. 22% for women).

Respondents are **more likely** to have considered a career in the MPS if a family member or close friend works there. However, this difference has narrowed in R12 to Q2 21-22 as the proportion of those with no such connection to the MPS considering a career has seen a relatively greater increase.

Differences by ethnicity have emerged in R12 to Q2 21-22, with White British respondents less likely to have considered a career with the MPS – this difference is statistically significant. Respondents of Mixed ethnicity are most likely to have considered a career within the MPS, but this difference is not statistically significant.

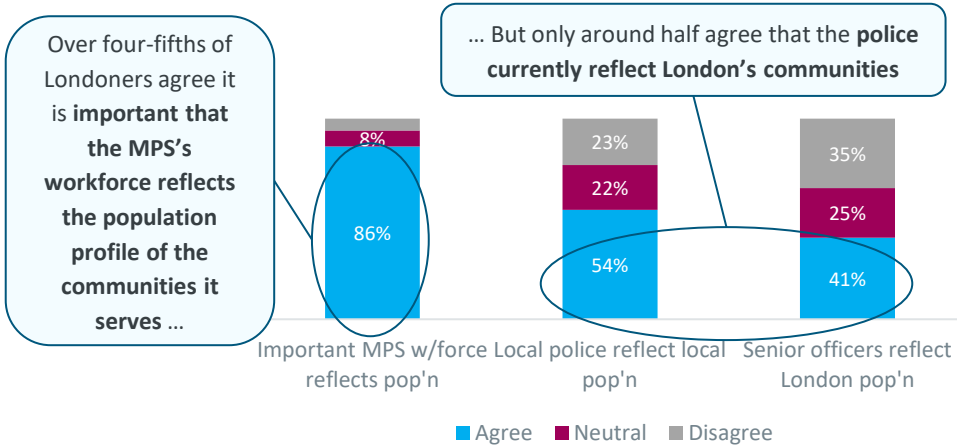
Pp. difference to MPS result



Agreement that the MPS workforce reflects London's communities varies by ethnicity and wider perceptions of the police

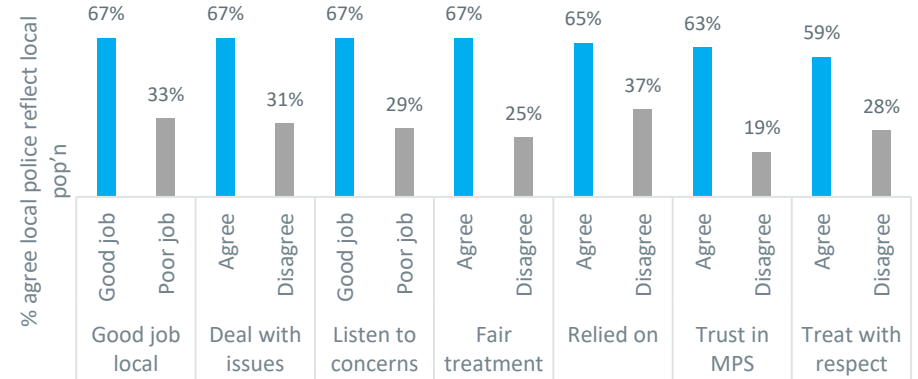
Londoners were asked about their views on MPS workforce representation – whether it is important that the MPS's workforce reflects the population profile of the communities it serves, and the extent to which the police in their local area currently reflect the population profile of the local community and senior ranking officers reflect the population profile of London.

There is a large perception gap between whether the MPS should be and is reflective of Londoners...



Broader attitudes towards police relate to perceptions of representativeness...

Those who have positive perceptions across core indicator measures are more likely to agree that police in their local area reflect the population profile of the local community. This pattern also holds for agreement that senior officers reflect London's population profile (but only weakly for feeling it is important that the workforce reflects the population).



Perceptions vary by ethnicity ...

	Important MPS reflects pop'n		Local police reflect local pop'n		Senior officers reflect London pop'n	
	Response	Gap	Response	Gap	Response	Gap
White British	87%	+1pp	57%	+3pp	39%	-2pp
White Other	85%	-1pp	60%	+6pp	49%	+8pp
Mixed	88%	+2pp	44%	-10pp	29%	-12pp
Asian	84%	-2pp	56%	+2pp	46%	+5pp
Black	88%	+2pp	44%	-10pp	32%	-9pp
Other	87%	+1pp	52%	-2pp	43%	+2pp

While agreement that it is important that the MPS's workforce reflects London's communities is consistently high across different groups, Londoners of **Black or Mixed ethnicity** are less likely to agree that local police or senior officers reflect London's communities and, conversely, Londoners of **White Other ethnicity** are more likely to agree.

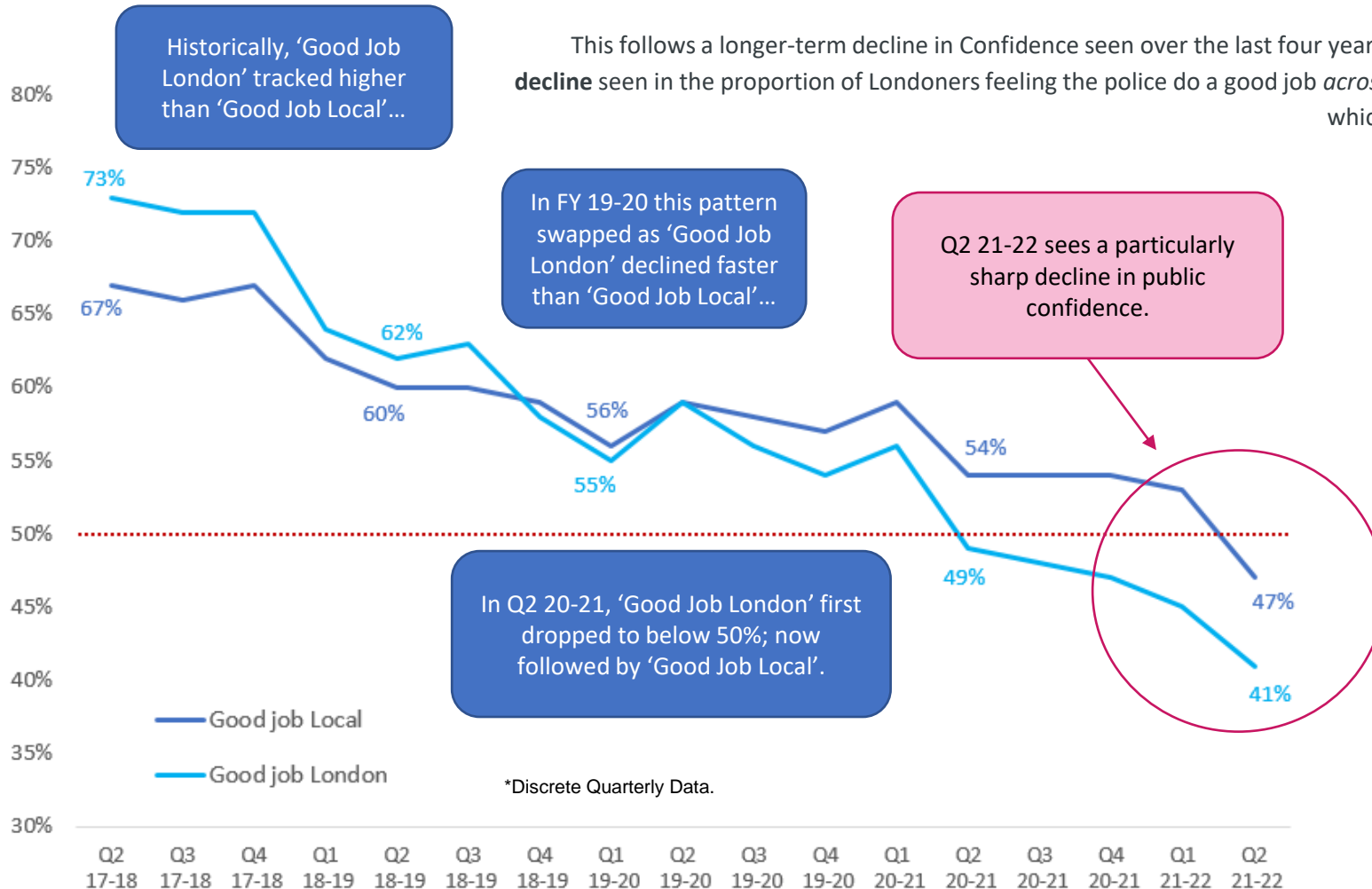
* Differences of 5pp. or more highlighted.

A Focus on Trust and Confidence



A crisis in confidence? Less than half of Londoners now feel the police do a good job - either Locally or across London...

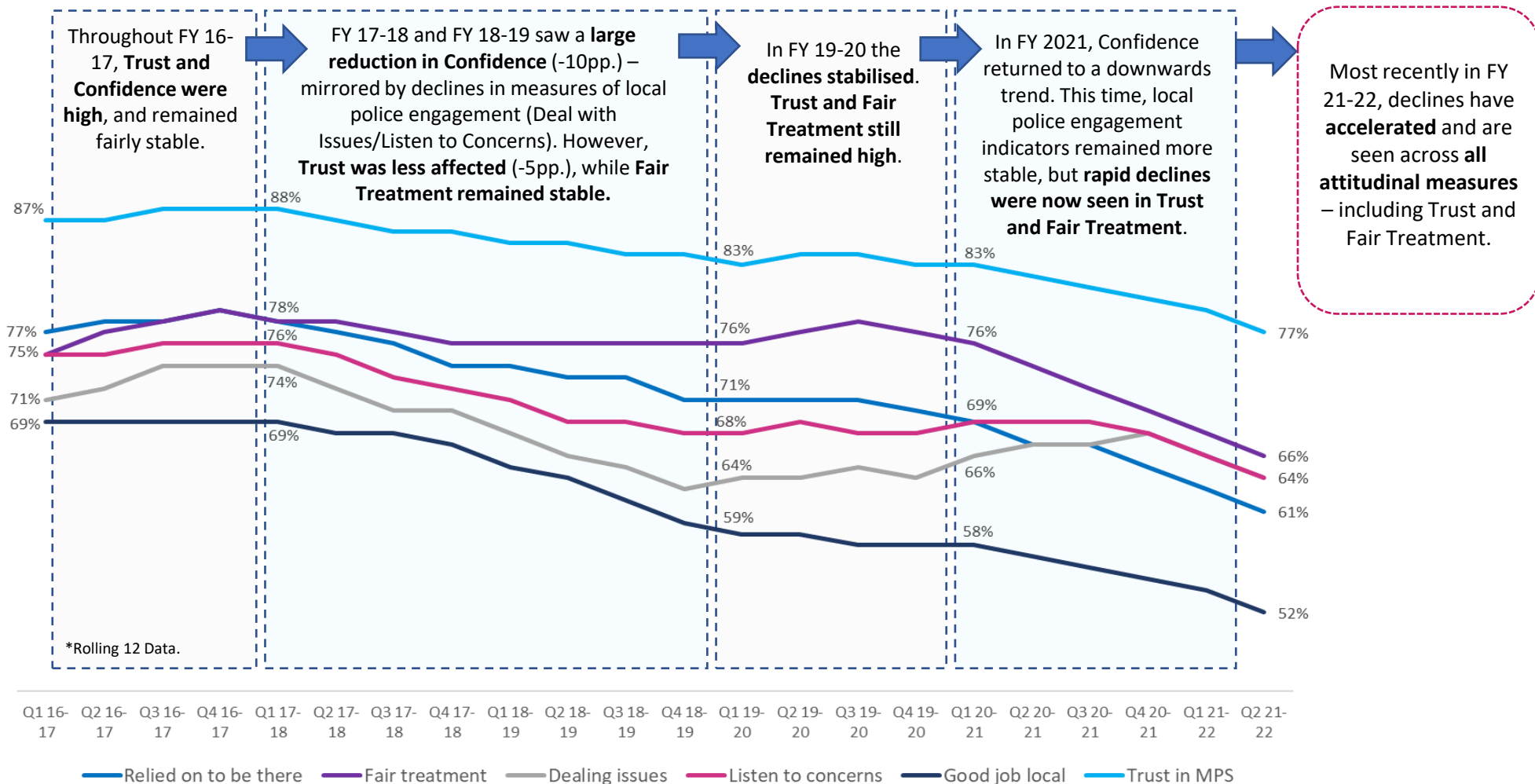
For the first time, latest data for discrete Q2 21-22 shows **Public Confidence** (aka 'good job local') fell to below 50%.



This brings important considerations for the British model of policing by consent, with **the majority of Londoners no longer feeling police do a 'good job'**.

Recent declines are part of longer-term trends. Historically Trust and Fair Treatment were more resistant to change, but this has now shifted...

Recent declines in perception measures are part of a **longer term downwards trend**. Looking back over the last five years, we see the decline in Confidence started in FY 17-18 – this coincided with reductions in **local policing engagement measures** such as deal with local issues/listen to concerns. In contrast, measures of police legitimacy such as Trust and Fair Treatment had historically remained more resistant to change. **However, this picture has recently shifted, with Trust and Fair Treatment now also showing rapid declines - alongside other measures.**

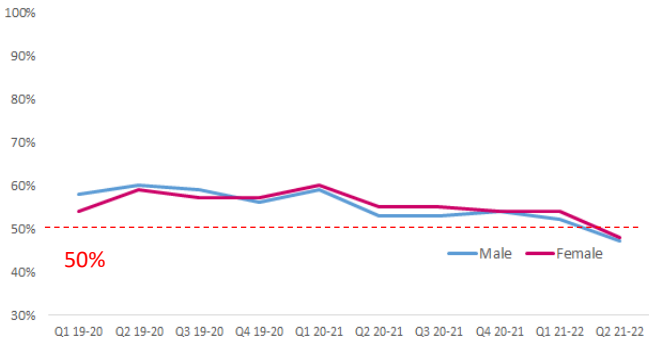


Confidence and Trust have declined in Q2 21-22 across a range of different demographic groups...

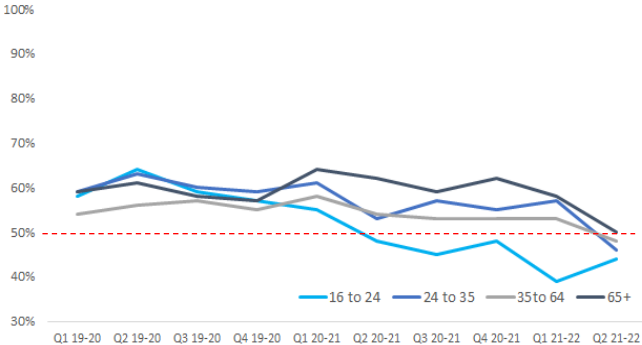
In Q2 21-22, **Confidence (aka Good Job Local)** stands at **below 50% across most demographic groups**; while declines are also seen across most groups.

Confidence is low for both **males and females**. Although a slight uplift was seen in Q2 21-22 for those **aged under 25**, this followed a particularly low result last quarter and is part of a longer term steep downwards trend that has widened age gaps. Although base numbers are small, confidence is also low for **LGBT+ Londoners** at just 36% in Q2 21-22 (a fall of -18pp. compared with Q1 21-22).

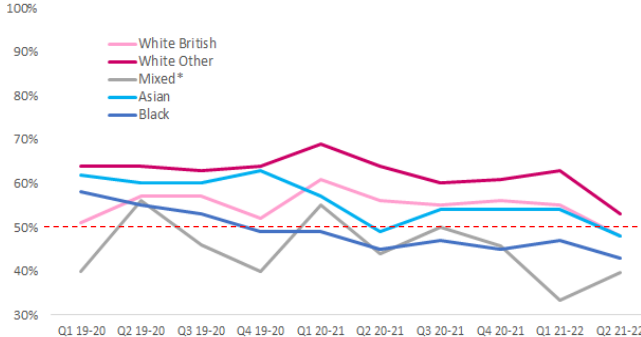
Confidence, by Gender



Confidence, by Age

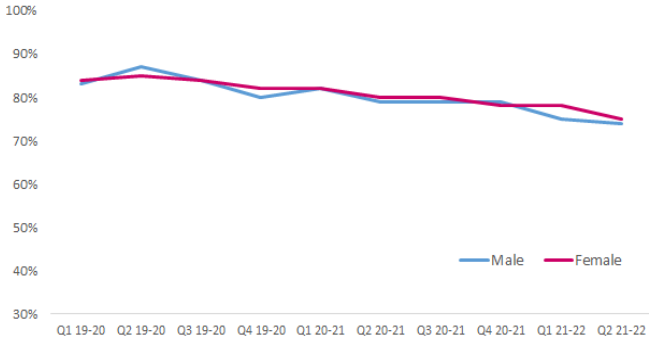


Confidence, by Ethnicity

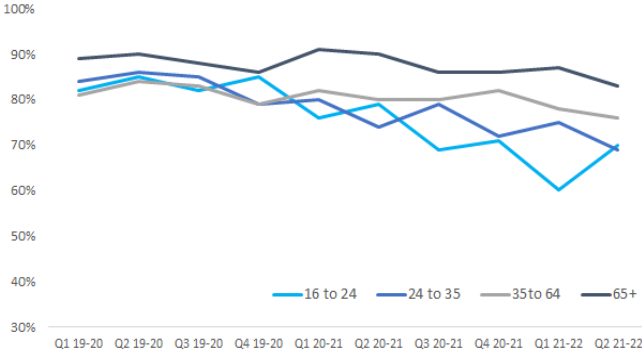


A broadly similar picture also emerges for **Trust in the MPS**, with **reductions tending to be seen in Q2 21-22 across most demographic groups**. Once again, low results have been seen for both males and females, while gaps across different age groups and ethnic groups have widened.

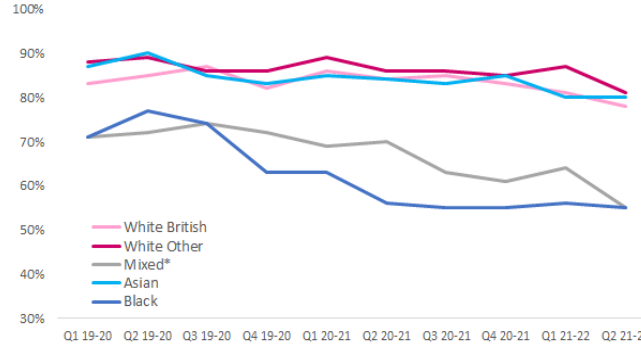
Trust, by Gender



Trust, by Age



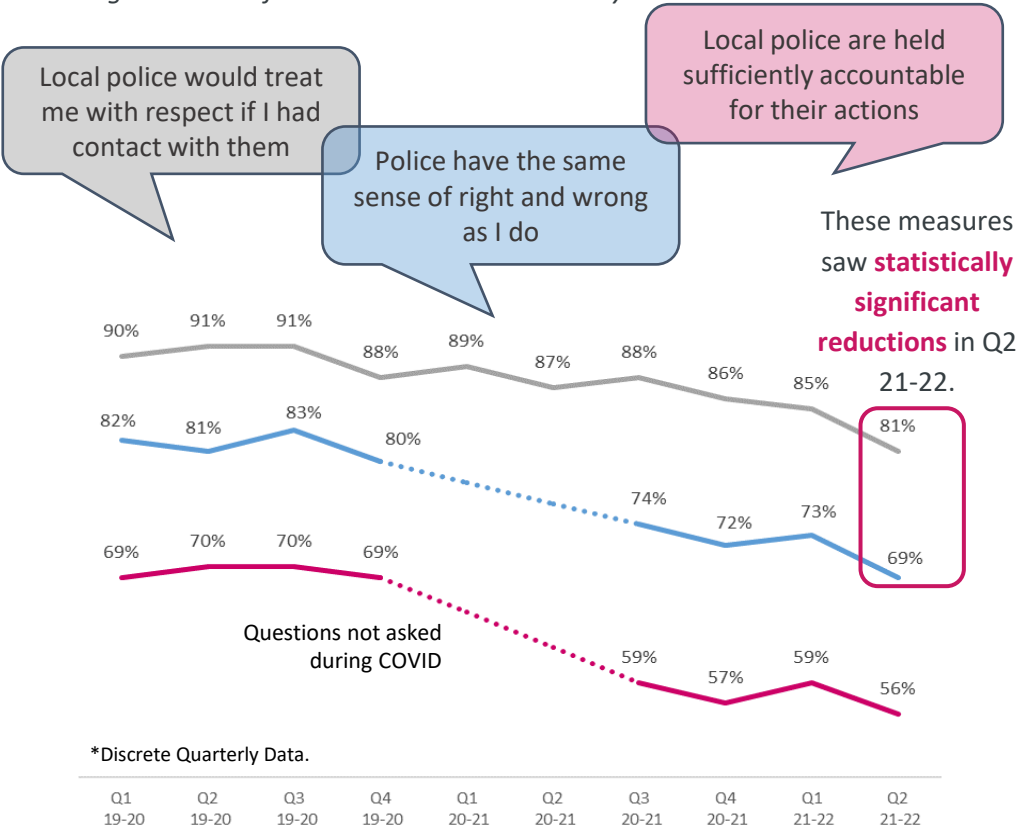
Trust, by Ethnicity



*Discrete quarterly data. Base numbers low for Mixed Ethnicity (c. 100). Results for Other Ethnicity not presented due to low bases (c. 50).
Public Perceptions towards the police

Recent declines also extend into aspects of police accountability and behaviour – particularly amongst females and young Londoners...

Alongside the recent sharp declines in public Trust and Fair Treatment, reductions have also been seen across *wider measures of police legitimacy* – including measures of behaviour and accountability:

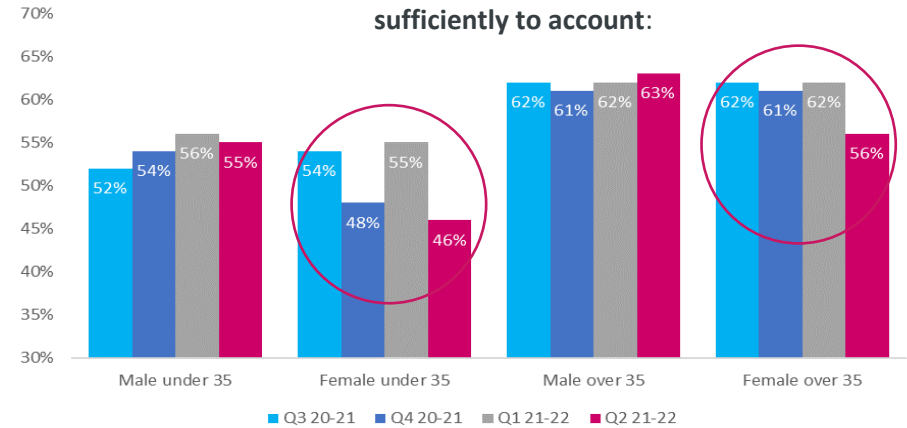


Although trend data is unavailable due to questionnaire changes during COVID, reductions have also been seen for feeling local police are **helpful** (-10pp. comparing FY 19-20 with FYTD 21-22) or **friendly and approachable** (-8pp.). Again these measures had remained relatively stable prior to FY 19-20.

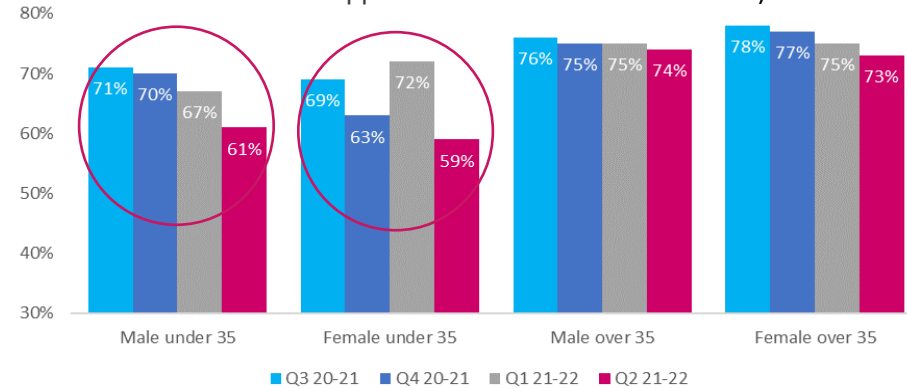


Focusing in on the most recent data, Q2 21-22 sees *particular declines amongst certain groups*.

For example, **females** are far less likely to feel police are **held sufficiently to account**:



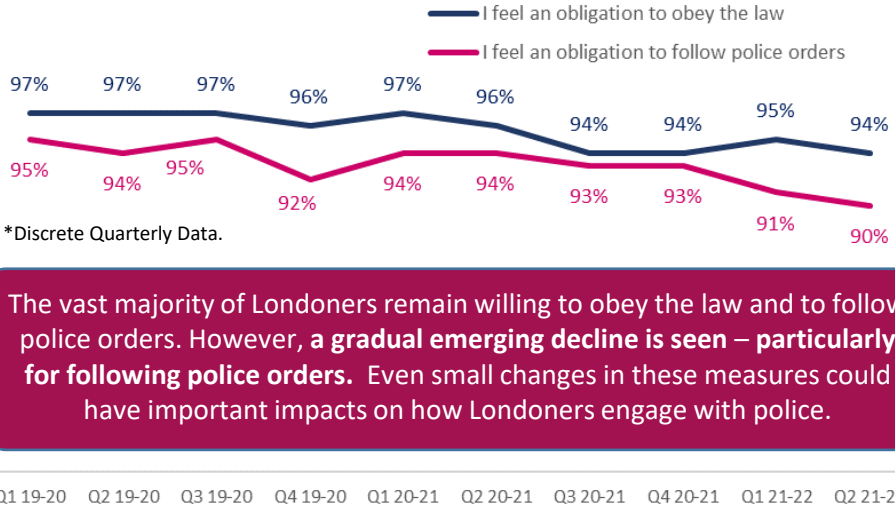
...While **younger age groups** are less likely to feel the **police have the same sense of right and wrong as they do** (a significant decline of -6pp. is also seen overall for **females**).



Evidence from the PAS suggests the recent decline in public perceptions may also have tangible impacts on policing...

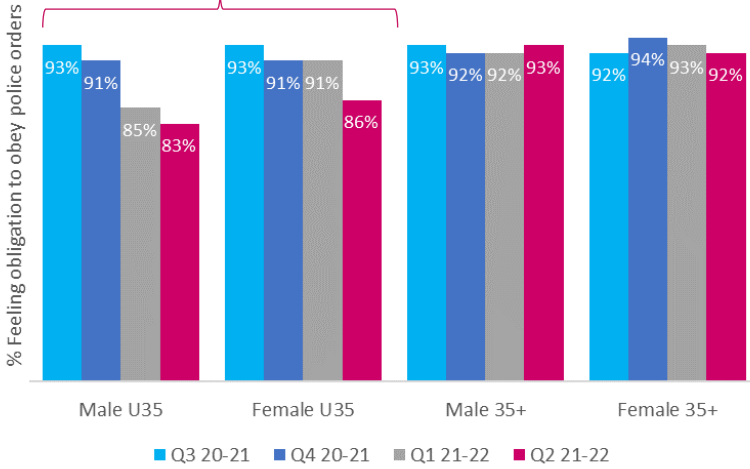
The PAS also highlights an emerging downwards trend in several measures relevant to **operational policing**. Although in many cases results for these questions remain high, declines in Confidence and Trust – alongside accountability – could have tangible impacts on policing; particularly amongst certain groups.

On compliance with police orders...



The recent decline in **willingness to follow police orders** has once again been *particularly pronounced* amongst younger age groups.

The vast majority of Londoners remain willing to obey the law and to follow police orders. However, a **gradual emerging decline is seen – particularly for following police orders**. Even small changes in these measures could have important impacts on how Londoners engage with police.



On reporting crime...

The proportion of Londoners saying they would **contact police if they saw someone graffiti-ing something** has fallen from 60% in Q4 20-21 to 53% in Q2 21-22. This could highlight an **increased hesitancy for Londoners to contact the police about lower-level issues**.

Despite this, most Londoners continue to say they would contact the police about more serious issues, such as if they saw a **firearm** (98%) or a **robbery** (97%), or if they were personally the **victim of a crime** (95%).

On support for Police Tactics...



Public support for **Stop and Search** is also at its *lowest point* for the second quarter running, with just 63% of Londoners feeling it is used fairly in Q2 21-22.

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 -18 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' (-18 pp). This group are also far less likely to trust the MPS (-22 pp.). Inequalities for Black Londoners widened sharply during FY 20-21. Although this widening trend has also now **started to level off**, gaps for all 7 core questions remain the same or larger compared with FY 19-20.

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 3 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 Q2 21-22 suggest **gaps may be widening again** with gaps for 3 of the 7 core questions also increasing by 3pp. compared with the previous quarter. In depth analysis conducted previously on PAS data show that most of these gaps were related to wider demographic and geographic factors, not simply LGBT+ status.

Age

Satisfaction: Those aged 65+ are far more likely to be satisfied compared with the MPS result (+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 **5 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 (-11 pp.) on the USS. Within the USS sample those individuals with a self reported Mental Health disability are the least satisfied of all. A smaller gap is present for Online reporters to the TDIU survey (-5 pp.)

Sex

Satisfaction: Female victims are more satisfied than male victims when reporting via the TDIU (5 pp. telephone and 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	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		67%	48%	41%
Ethnicity	White British	3%	2%	3%
	White Other	1%	**	**
	Black	-4%	-1%	1%
	Asian	-1%	-1%	-3%
	Mixed	-5%	1%	0%
	Other ethnicity	0%	2%	-5%
LGBT+	Yes	-5%	-3%	-2%
	No	0%	2%	3%
Age	16-24	2%	-3%	-6%
	25-34	-1%	-11%	-1%
	35-44	-2%	-4%	-2%
	45-54	-3%	0%	0%
	55-64	0%	6%	5%
	65 years +	12%	19%	8%
Disability	Disability	-11%	0%	-5%
	No disability	2%	0%	2%
Gender*	Male	1%	-3%	-1%
	Female	-3%	5%	6%

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 11 pp. lower than the MPS average. These differences are driven largely by those with a mental health disability. A disability gap of -5 pp. is also present within the online reporters for the TDIU survey.

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 see large negative gaps across 6 of the 7 Core Public Perception Questions and Londoners from a Mixed ethnic background now see large negative gaps across all 7 Core Public Perception Questions – most notably for feeling the police treat everyone fairly (Black, -18 pp.; Mixed, - 18 pp.). Londoners from Black and Mixed ethnicity backgrounds also see large gaps for Trust in the MPS (Black, -22 pp.; Mixed, - 16 pp.). Younger age groups also continue to see a range of negative gaps; while older residents instead see positive gaps across several measures. Those from the LGBT+ community also hold less positive views, particularly with regard to feeling the police treat everyone fairly, at -12 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		61%	66%	64%	64%	41%	25%	52%	77%
Ethnicity	White British	-2%	-1%	0%	0%	1%	6%	1%	5%
	White Other	7%	9%	7%	7%	4%	-1%	7%	8%
	Black	-4%	-18%	-9%	-8%	-6%	-6%	-7%	-22%
	Asian	4%	9%	3%	1%	2%	-3%	0%	5%
	Mixed	-7%	-18%	-10%	-12%	-5%	-5%	-10%	-16%
	Other ethnicity	4%	6%	2%	4%	4%	-1%	0%	1%
LGBT+	Yes	0%	-12%	-8%	-7%	-1%	-3%	-3%	-8%
	No	1%	1%	0%	0%	1%	1%	1%	1%
Age	16-24	1%	-8%	-3%	-6%	-5%	-13%	-8%	-10%
	25-34	1%	-2%	-2%	-3%	-2%	-7%	2%	-3%
	35-44	2%	3%	-1%	-1%	0%	0%	0%	1%
	45-54	-1%	1%	0%	1%	2%	7%	1%	3%
	55-64	-5%	0%	1%	3%	5%	12%	-2%	1%
	65 years +	0%	4%	5%	6%	4%	6%	5%	9%
Disability	Disability	-3%	-4%	-3%	-2%	1%	3%	-4%	-4%
	No disability	1%	0%	0%	0%	0%	0%	1%	1%
Sex	Male	-1%	1%	0%	-1%	2%	0%	0%	0%
	Female	1%	-2%	0%	0%	-2%	1%	1%	1%

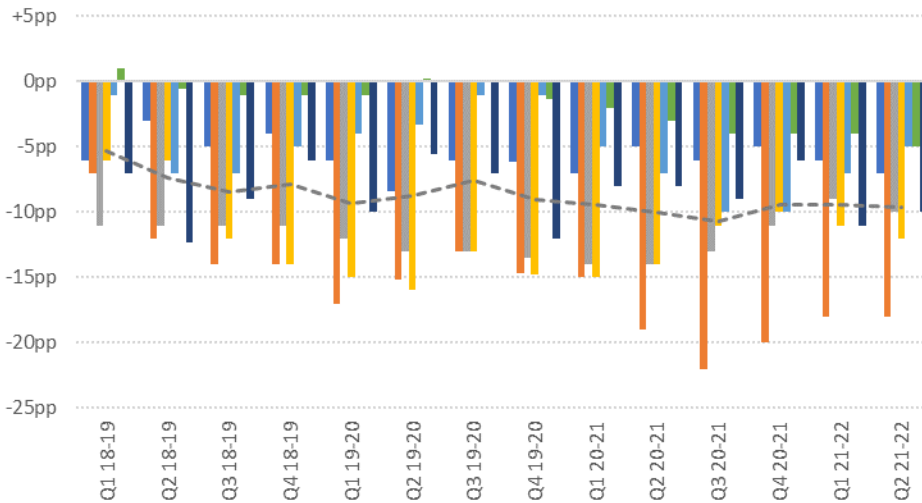
The table above compares the weighted MPS figure to each group and highlights positive or negative change of 5 percentage points or more between these two.

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*.

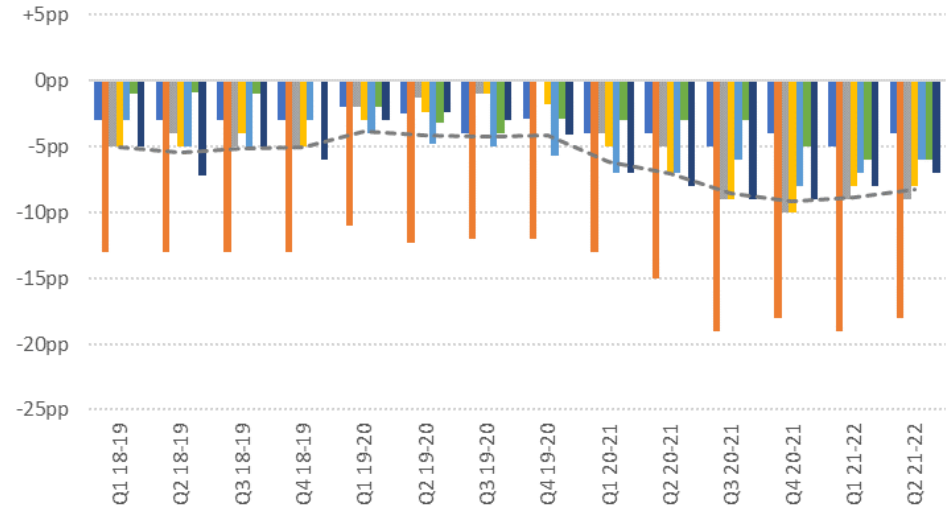
- Relied on to be there
- Fair treatment
- Dealing issues
- Listen to concerns
- Informed local
- Contact ward officer
- Good job
- - - Average

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. However, latest results indicate that this widening trend has **levelled off**, with gaps for all measures **remaining stable in R12 to Q2 21-22** compared with the previous quarter. Despite this, inequalities remain wide for this group.

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 Q2 21-22 continue to indicate that, while 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, gaps across all measures have **remained stable** for R12 Q2 21-22 compared to the previous quarter.

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.