

# Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 2 2024-25

MOPAC Evidence & Insight

Contact: [Evidence & Insight](#)

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**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Introduction to the MOPAC surveys



## User Satisfaction Survey (USS)

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

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

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

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



## TDIU Survey

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

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



## Public Attitude Survey (PAS)

The Public Attitude Survey (PAS) asks London residents about their experiences of and attitudes towards policing and crime in London.

Interviews take place throughout the year and are distributed evenly across all London boroughs. In FY 23-24, the survey has gathered the views of over 19,000 residents – around 600 per London Borough.

### Methodological Note:

Historically, the PAS was conducted face-to-face with Londoners in their own homes using address-based sampling. However, due to the COVID-19 pandemic, the survey was temporarily moved to telephone interviewing for FY 20-21 and FY 21-22. FY 22-23 saw a phased return to face-to-face interviewing, and **latest data for FY 23-24 and FY 24-25 are now based entirely on face-to-face interviews.** *Please note that this change in methodology will affect the comparability of trends presented in this pack.*

# Executive Summary

## User Satisfaction Survey (USS)

Overall victim satisfaction significantly reduced over the last year (64% in Q2 23-24 to 60% in Q2 24-25).

## TDIU survey

Telephone reporters historically have been more satisfied with their experience than those who report online.

Compared with a year ago, there was a **significant decrease in overall experience for online reporters** (-5pp. to 28%) but **no significant change for telephone reporters** (-3pp. to 34%). The **satisfaction of TDIU online reporters is at an all-time low**.

## Public Attitude Survey (PAS)

**Levels of trust and confidence in the Met have declined over recent years**, reaching particularly low levels at the end of FY 21-22. Results for both measures stabilised over FY 22-23 and 23-24.

In Q2 24-25, **43% of Londoners believed the police do a good job in their local area** – this represents the lowest ever quarterly result for public confidence in the Met.

In Q2 24-25, **72% of Londoners believed the Metropolitan Police Service was an organisation they could trust**. This measure has remained stable.

**Victimisation remained stable over the last year**: 5% of Londoners during Q2 24-25 reported they experienced something they would consider to be a crime in the previous quarter.

Worry about crime decreased during FY 22-23 (likely influenced by methodological changes to the PAS). Levels of concern stabilised during FY 23-24 but began to increase in Q1 and Q2 24-25. In Q2 24-25, **48% of Londoners were worried about crime in their local area**. This was an increase of two percentage points compared with Q2 24-25, and five percentage points compared with Q4 23-24.

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

# Key Findings for Public Perceptions



## Trust & Confidence

In Q2 24-25, 72% of Londoners believed the Metropolitan Police Service was an organisation they could trust. However, just 43% felt **police do a good job in their local area**: *the lowest quarterly confidence result recorded*. Both these measures also remain low when looking back longer term.



## Perceptions of the Police

Whilst the proportion of Londoners feeling **police treat everyone fairly** remained stable in Q2 24-25 at 61%, the proportion feeling **police deal with local issues** saw a statistically significant decline of six percentage points to just 50% - and *also stands at the lowest quarterly result recorded*.



## Local Issues & Safety

In Q2 24-25, the proportion of Londoners feeling **drugs are a problem in their local area** saw a statistically significant increase of five percentage points to 49%. Feelings of safety remained relatively stable, with females still less likely to **feel safe walking alone after dark** than males.



## Crime & Victimisation

In 2024, the PAS was changed to ask Londoners about their experiences of crime during the previous quarter (rather than the previous month). Levels of victimisation have remained stable during Q2 24-25, with around 5% of Londoners saying they had **experienced a crime during the quarter prior**.



## Policing Standards

Londoners are divided in their views of police culture and standards. In Q2 24-25, 57% believed **officers adhere to the highest standards**, whilst 52% **felt the MPS is changing for the better**. The latter measure has declined for two consecutive quarters, and now stands four percentage points below Q4 23-24.



## The National Picture

In R12 to Q1 24-25, confidence in London as measured by the Crime Survey for England and Wales (CSEW) stood at 49%. This is **in line with the national CSEW average** and the PAS result for London. Across England and Wales as whole, the MPS/CoLP was ranked 19<sup>th</sup> out of 42 forces.



## Topical Insights

Confidence in Q2 24-25 stands at the *lowest quarterly result recorded*. Further analysis reveals **particularly large falls this quarter amongst groups who historically hold higher confidence**, including those in South London, those aged 16-24, and those from Asian backgrounds. Widespread declines were also seen across many of the things we know to be important to confidence – including perceptions of police effectiveness and engagement with communities.

Londoners' trust in the Metropolitan Police Service (MPS) stands **below their trust in the NHS** – but remains far **higher than their trust in Central Government**. Levels of trust in different organisations have remained relatively stable over time.



## Inequalities in Public Perceptions

**LGBT+ Londoners** continue to see large negative gaps across *all four* of the PCP Trust and Confidence Measures in Q2 24-25. These have widened over recent years, for example the gap for trust has increased from 10 percentage points in Q2 22-23 to 17 percentage points in Q2 24-25.

A range of negative inequalities are also seen for Londoners from **Mixed** and **Black ethnic backgrounds** – particularly for trust and fair treatment.

However, **Asian Londoners** and those from **Hindu** or **Muslim** religions hold more positive views across *all four* of the PCP Measures.

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

# Key Findings for Victim Satisfaction



## USS Overall Satisfaction

Overall satisfaction has seen a **significant reduction** from this time last year; from 64% in Q2 23-24 to the current 60% in Q2 24-25.

When comparing Q2 23-24 and Q2 24-25 results for the wider service areas there is a **significant difference** for police actions (62% vs. 57%).



## VCOP Compliance

VCOP compliance has remained largely consistent in the main. However, the proportion of victims being offered the services of LVWS has not recovered from the fall seen last quarter, and now stands at 40% - **the lowest level seen in the last three years**. Additionally, the proportion of victims taking up the offer of the services of LVWS has fallen by 5 percentage points, to 15%.



## Victim Leaflets

Little progress has been achieved in the distribution of **Victim Information Leaflets**.

At present, 31% of victims interviewed as part of USS report receiving a leaflet.

Leaflets form a small but significant part of the satisfaction offering.



## TDIU Satisfaction

**Telephone reporters** have been consistently more satisfied than those who **report online**. When comparing this quarter with the same period last year (Q2 23-24 vs. Q2 24-25) there has been a **significant decrease** for online reporters (-5pp. to 28%) and no significant change for telephone reporters (-3pp. to 34%). The satisfaction of TDIU **online reporters is at an all-time low**.



## Topical Insights

Victims of crime taking part in the TDIU survey are given the opportunity to answer additional questions on their perceptions of the MPS that match some of those asked in the PAS.

The views of these victims of crime tend to be **more negative** than those seen across Londoners as a whole (i.e., as captured by the PAS). This includes both their **perceptions of the police** and their **feelings of safety** in the local area. For example, TDIU respondents were 36 percentage points less likely to trust the MPS than PAS respondents in Q2 24-25, and were 28 percentage points less likely to say they felt safe walking alone in their area after dark.

New questions in the TDIU survey for Q1 24-25 show that this quarter (Q2), 16% of respondents said they had **heard of the London Policing Board** – in line with results from the PAS. In turn, 23% of these were reassured the London Policing Board helped to hold the Metropolitan Police Service to account, standing below the PAS.



## Inequalities in Victim Satisfaction

Looking at **inequalities**, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is that of age. **Older respondents** – aged 65 and over – are more satisfied than the MPS result. In addition, for the TDIU survey's **younger respondents** – 16-44 – are less satisfied than the MPS result both by phone and online.

Within the USS the largest negative gap is seen between those who **self-declare a disability** and those who do not. This is consistent over time. In addition, there are now also gaps for those from the **LGBT+** group.

For TDIU online reporters, there are negative gaps for those from **Asian** and **Mixed ethnic backgrounds**, and those who identify as **LGBT+**.

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

# Introduction to the 22-25 Police and Crime Plan

## London is a Safe City for All

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

Reducing and preventing violence

Increasing trust and confidence

Better supporting victims

Protecting people from being exploited or harmed

A large number of measures from the **Public Attitude Survey** feed into the first two areas of the PCP.

The four key measures are:

- **Trust** in the MPS
- **Confidence** (AKA "good job local")
- Perceptions of **fair treatment**
- Feeling the police are **dealing with the issues** that matter

Measures from the **User Satisfaction Survey** and **TDIU Survey** feed into the "better supporting victims" section of the PCP.

The key measures are **victim satisfaction** across all three reporting methods (BCU-reported, telephone via the MPS TDIU, and online via the TDIU).

The surveys are also providing some of the performance metrics for **A New Met for London** and the **London Policing Board**.

Further information about the London Policing Board can be found here: [The London Policing Board | London City Hall](#)

A New Met for London plan can be viewed here: [A New Met for London | Metropolitan Police](#)

# Trust and Confidence



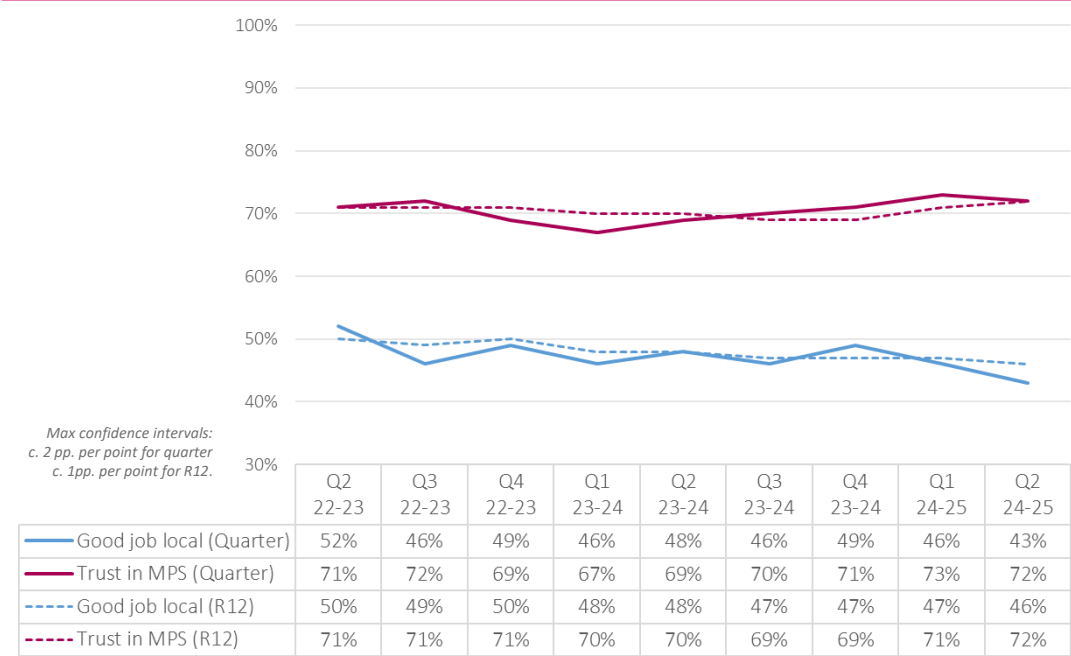


# Trust and Confidence in the Police - Trends

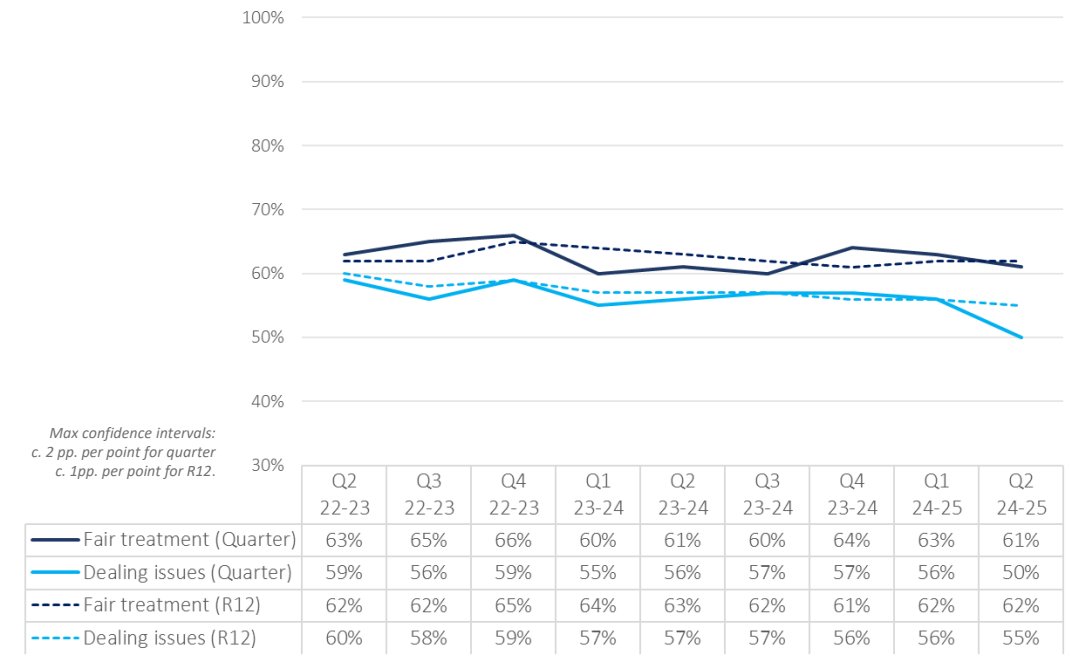
Trust and confidence in the police have seen sustained downwards trajectories over recent years, reaching particularly low levels at the end of FY 21-22. Results for both measures stabilised over FY 22-23 and 23-24. In Q2 24-25, **72% of Londoners believed the Metropolitan Police Service was an organisation they could trust**, broadly in line with results seen over the last year. However, **43% of Londoners believed the police do a good job in their local area** – with this representing the *lowest ever* quarterly result for public confidence. Looking back longer term, trust and confidence stand 11 percentage points and 13 percentage points respectively below levels seen at the same point five years ago (i.e. Q2 19-20).

Whilst the **proportion of Londoners believing police treat everyone fairly has remained relatively stable** in Q2 24-25 at 61%, the **proportion feeling police deal with local issues has seen a statistically significant decline** of six percentage points to 50%: the lowest quarterly result recorded. When compared with the same point five years ago (i.e. Q2 19-20), fair treatment has declined by 17 percentage points and deal with issues has declined by 16 percentage points.

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



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





# London as a Safe City for All

In Q4 23-24, the PAS Victimisation Module was changed to ask Londoners about their experiences of crime during the quarter prior to taking part in the survey (as opposed to the month prior). Levels of self-reported victimisation have remained relatively stable since: in Q2 24-25 **around 5% of Londoners said they had experienced something they would consider to be a crime** in the quarter prior to taking part in the survey.

The proportion of Londoners feeling **worried about crime in their local area** saw a downwards trend during FY 22-23 (likely influenced by methodological changes to the PAS). Levels stabilised during 23-24, but Q1 and Q2 24-25 have since seen a slight uplift in concerns. In Q2 24-25, 48% of Londoners were worried about crime in their local area, an increase of two percentage points on Q1 24-25, and five percentage points on Q4 23-24.

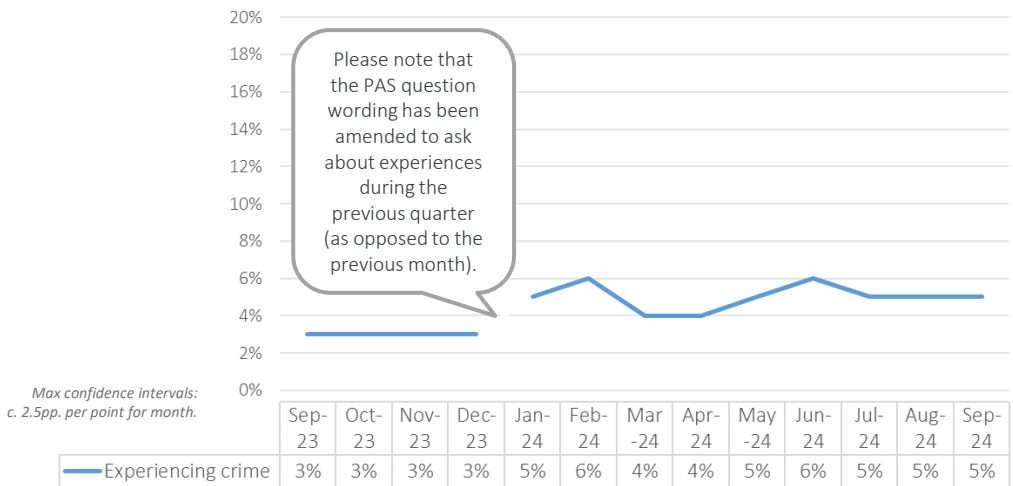
London is Safer

Our Vision:  
London is a Safe City for All

Londoners feel Safer

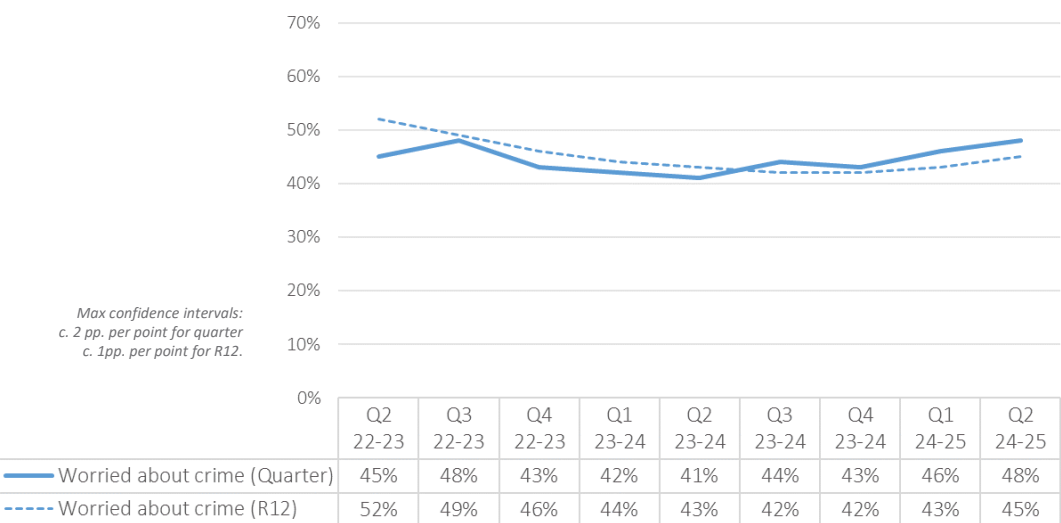
## Victimisation Prevalence

(% experiencing something they consider to be a crime during the month/quarter prior)



## Worried about crime in the local area

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



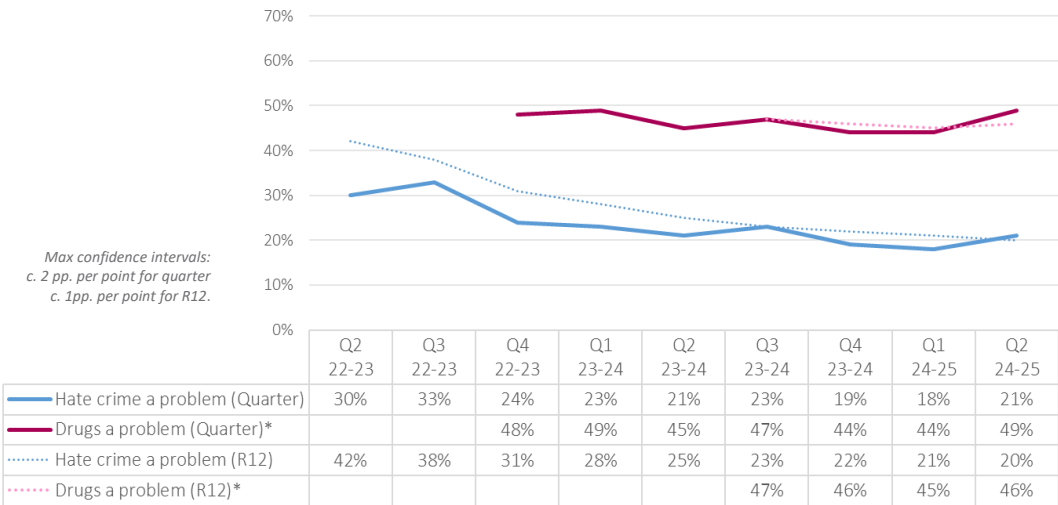
# Crime Concerns and Feelings of Safety

Londoners’ concerns about hate crime declined during FY 22-23 (likely influenced by methodological changes to the PAS) and then stabilised during FY 23-24.

In Q2 24-25, 21% of Londoners believed hate crime is a problem in their local area. The proportion of Londoners feeling drugs are a problem in their local area saw a statistically significant increase of five percentage points in Q2 24-25, and currently stands at 49%.

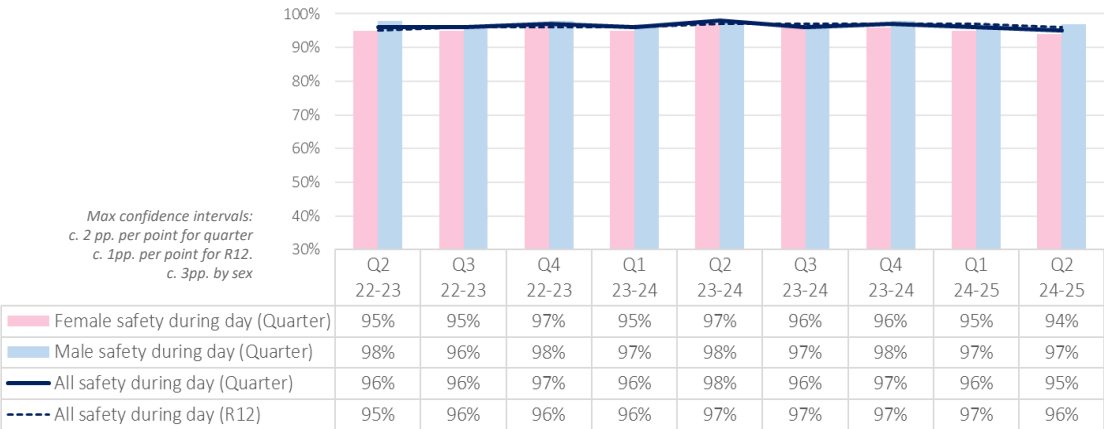
Despite this, feelings of safety have remained relatively stable. In Q2 24-25, 69% of Londoners said they felt safe walking alone in their local area after dark, with females remaining less likely to feel safe than males.

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

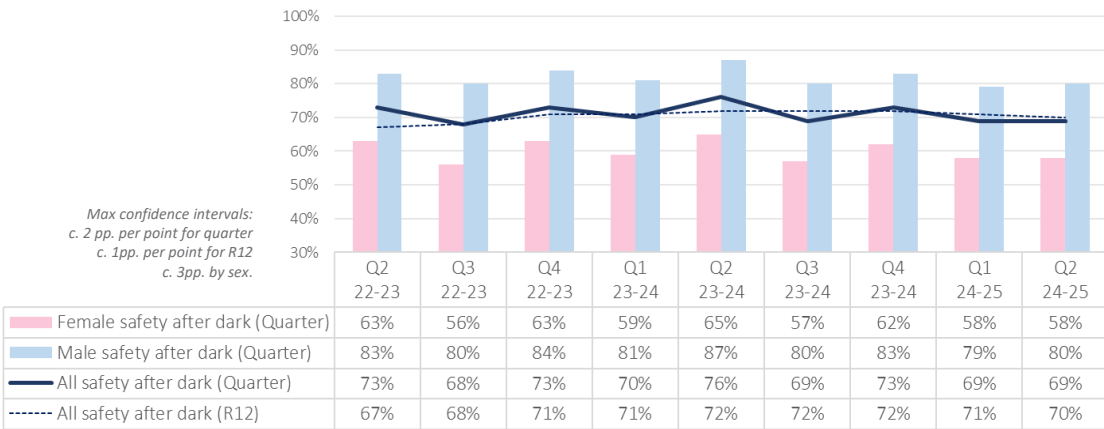


\*Please note that the PAS question asking whether Londoners think ‘people using or dealing drugs’ is a problem in their local area was only asked to ALL PAS respondents starting Q4 22-23, so historical trends are unavailable..

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



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



# Trust and Confidence in the Police - Inequalities

Large negative inequalities continue to be seen for LGBT+ Londoners. These have tended to widen over recent years, for example the gap for trust has increased from 10 percentage points in Q2 22-23 to 17 percentage points in Q2 24-25. Negative inequalities are also seen for Londoners from Mixed and Black ethnic backgrounds, and White British Londoners now have the lowest levels of confidence of all ethnic groups. Asian Londoners and those from Hindu or Muslim religions hold more positive views across all four measures.

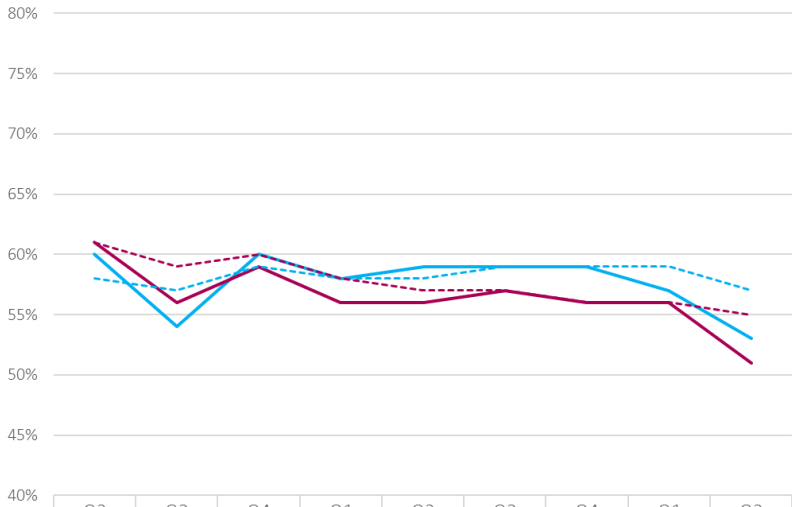
Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Weighted MPS result		46%	72%	62%	55%
Ethnicity	White British	-6%	-2%	-4%	-5%
	White Other	4%	5%	4%	2%
	Black	1%	-12%	-7%	0%
	Asian	5%	8%	10%	7%
	Mixed	-3%	-13%	-14%	-7%
	Other ethnicity	8%	4%	5%	9%
LGBT+	Yes	-10%	-17%	-15%	-16%
	No	0%	1%	1%	1%
Age	16-24	5%	-1%	-1%	4%
	25-34	2%	-3%	-4%	-1%
	35-44	0%	1%	0%	-1%
	45-54	-4%	1%	2%	-2%
	55-64	-4%	-2%	-1%	-3%
	65 years +	1%	4%	5%	5%
Disability	Disability	0%	-5%	1%	2%
	No disability	0%	1%	0%	0%
Sex	Male	0%	0%	1%	0%
	Female	0%	0%	-1%	0%
Religion	Christian	2%	1%	3%	3%
	Hindu	10%	12%	16%	11%
	Jewish	-6%	-2%	-5%	-2%
	Muslim	5%	5%	7%	6%
	Sikh	-1%	2%	1%	2%
	Other	5%	-4%	2%	0%
	No religion	-6%	-5%	-9%	-8%

Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Barking and Dagenham	42%	75%	67%	57%
Barnet	44%	69%	57%	54%
Bexley	52%	74%	74%	59%
Brent	45%	75%	63%	62%
Bromley	47%	72%	59%	50%
Camden	41%	65%	54%	52%
Croydon	42%	68%	57%	47%
Ealing	39%	70%	58%	56%
Enfield	49%	71%	59%	57%
Greenwich	50%	70%	62%	57%
Hackney	37%	65%	52%	48%
Hammersmith and Fulham	52%	73%	64%	63%
Haringey	43%	64%	54%	52%
Harrow	52%	79%	69%	67%
Havering	42%	77%	71%	56%
Hillingdon	56%	78%	71%	66%
Hounslow	48%	77%	61%	57%
Islington	42%	65%	54%	49%
Kensington and Chelsea	54%	79%	72%	71%
Kingston upon Thames	55%	75%	63%	55%
Lambeth	44%	68%	57%	56%
Lewisham	41%	62%	55%	48%
Merton	57%	78%	65%	58%
Newham	45%	78%	65%	56%
Redbridge	43%	74%	71%	49%
Richmond upon Thames	52%	77%	63%	55%
Southwark	41%	66%	58%	55%
Sutton	48%	73%	67%	57%
Tower Hamlets	40%	70%	67%	49%
Waltham Forest	38%	64%	52%	43%
Wandsworth	49%	75%	63%	57%
Westminster	56%	81%	67%	65%
MPS	46%	72%	62%	55%

Although some boroughs now see improvements in trust, performance remains mixed for confidence, fair treatment, and dealing with issues (with Harrow and Ealing declining on all three compared with the same point last year).

# PAS: Public perception additional oversight measures - Trends

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

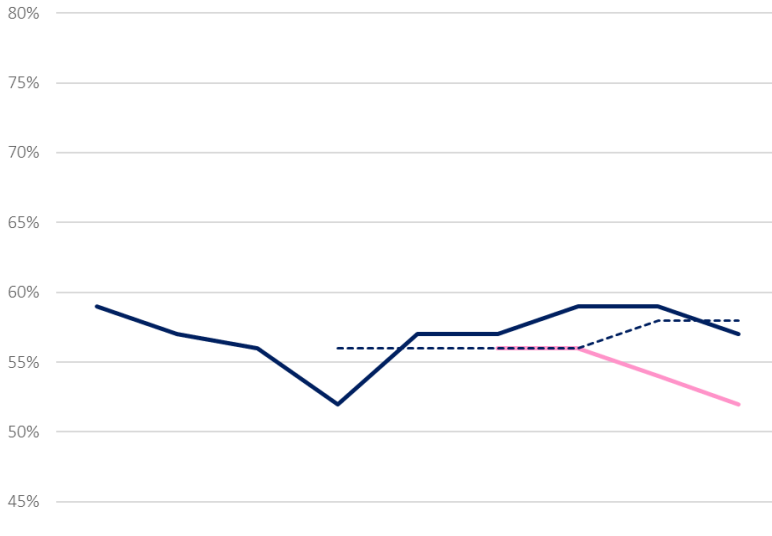


Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25
Relied on (Quarter)	60%	54%	60%	58%	59%	59%	59%	57%	53%
Listen to concerns (Quarter)	61%	56%	59%	56%	56%	57%	56%	56%	51%
Relied on (R12)	58%	57%	59%	58%	58%	59%	59%	59%	57%
Listen to concerns (R12)	61%	59%	60%	58%	57%	57%	56%	56%	55%

Londoners are divided in their views of police culture and standards. In Q2 24-25, **57%** believed officers adhere to the highest standards, whilst **52%** felt the MPS is changing for the better. The proportion believing the MPS is changing for the better has declined for two consecutive quarters and now stands four percentage points below Q4 23-24.

Public perception additional oversight measures - police culture and standards\*  
(% agree, Quarterly and Rolling-12 Trends)



\* 'The MPS work to ensure all police officers adhere to the highest standards of professionalism' was introduced in Q2 22-23; 'the MPS is changing for the better' was introduced in Q3 23-24. Prior trends are unavailable for these questions.

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

	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25
Highest standards (Quarter)	59%	57%	56%	52%	57%	57%	59%	59%	57%
Changing for the better (Quarter)						56%	56%	54%	52%
Highest standards (R12)				56%	56%	56%	56%	58%	58%
Changing for the better (R12)*									54%

The proportion of Londoners feeling police can be relied on to be there and listen to local concerns have both **declined significantly** in Q2 24-25. Latest results show that 51% of Londoners believe police listen to local concerns - five percentage points below Q1 24-25 - whilst 53% feel police can be relied on to be there.

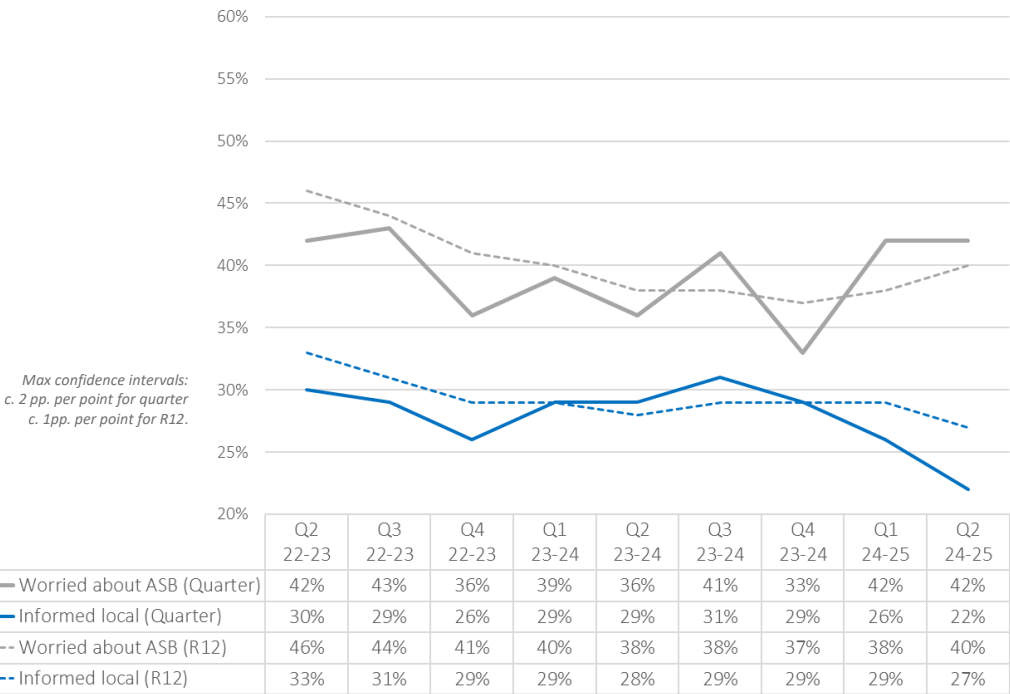
Looking back longer term, listen to concerns has fallen by 19 percentage points and relied on by 18 percentage points over the last five years (i.e. vs. Q2 19-20).

# PAS: Public perception additional oversight measures - Inequalities

Londoners’ concerns about antisocial behaviour (ASB) declined during FY 22-23, likely influenced by methodological changes to the PAS. In Q2 24-25, **42% said they were worried about ASB in their local area**, stable with Q1 24-25.

However, the proportion of Londoners feeling informed about their local police has **declined significantly** for two consecutive quarters. In Q2 24-25, **22% felt well informed about policing in their area** – seven percentage points below Q4 23-24.

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



Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels worried about ASB in the local area (Worry ASB)	Feels well informed about local policing over the last 12 months (Informed local)	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police listen to the concerns of local people (Listen to concerns)	Agree the MPS works to ensure high standards (High standards)
Weighted MPS result		40%	27%	57%	55%	58%
Ethnicity	White British	1%	1%	-6%	-5%	-3%
	White Other	-1%	-3%	4%	3%	3%
	Black	-5%	2%	4%	2%	-4%
	Asian	2%	1%	6%	5%	7%
	Mixed	1%	-3%	-5%	-7%	-14%
Other ethnicity		-3%	-1%	8%	6%	7%
LGBT+	Yes	4%	-2%	-14%	-13%	-16%
	No	-1%	0%	1%	1%	1%
Age	16-24	-12%	3%	7%	1%	1%
	25-34	-4%	-3%	3%	-2%	-4%
	35-44	4%	-2%	0%	-1%	-1%
	45-54	6%	0%	-4%	0%	1%
	55-64	4%	1%	-5%	-2%	-2%
65 years +		-4%	4%	2%	5%	6%
Disability	Disability	2%	-1%	1%	0%	1%
	No disability	-1%	0%	0%	0%	0%
Sex	Male	-4%	1%	0%	-1%	1%
	Female	3%	-1%	0%	1%	-1%
Religion	Christian	0%	2%	2%	3%	3%
	Hindu	-1%	0%	11%	11%	10%
	Jewish	-1%	0%	-6%	7%	-7%
	Muslim	2%	0%	6%	4%	7%
	Sikh	9%	0%	1%	-1%	2%
	Other	3%	4%	-2%	-2%	-6%
No religion		-1%	-2%	-7%	-8%	-8%

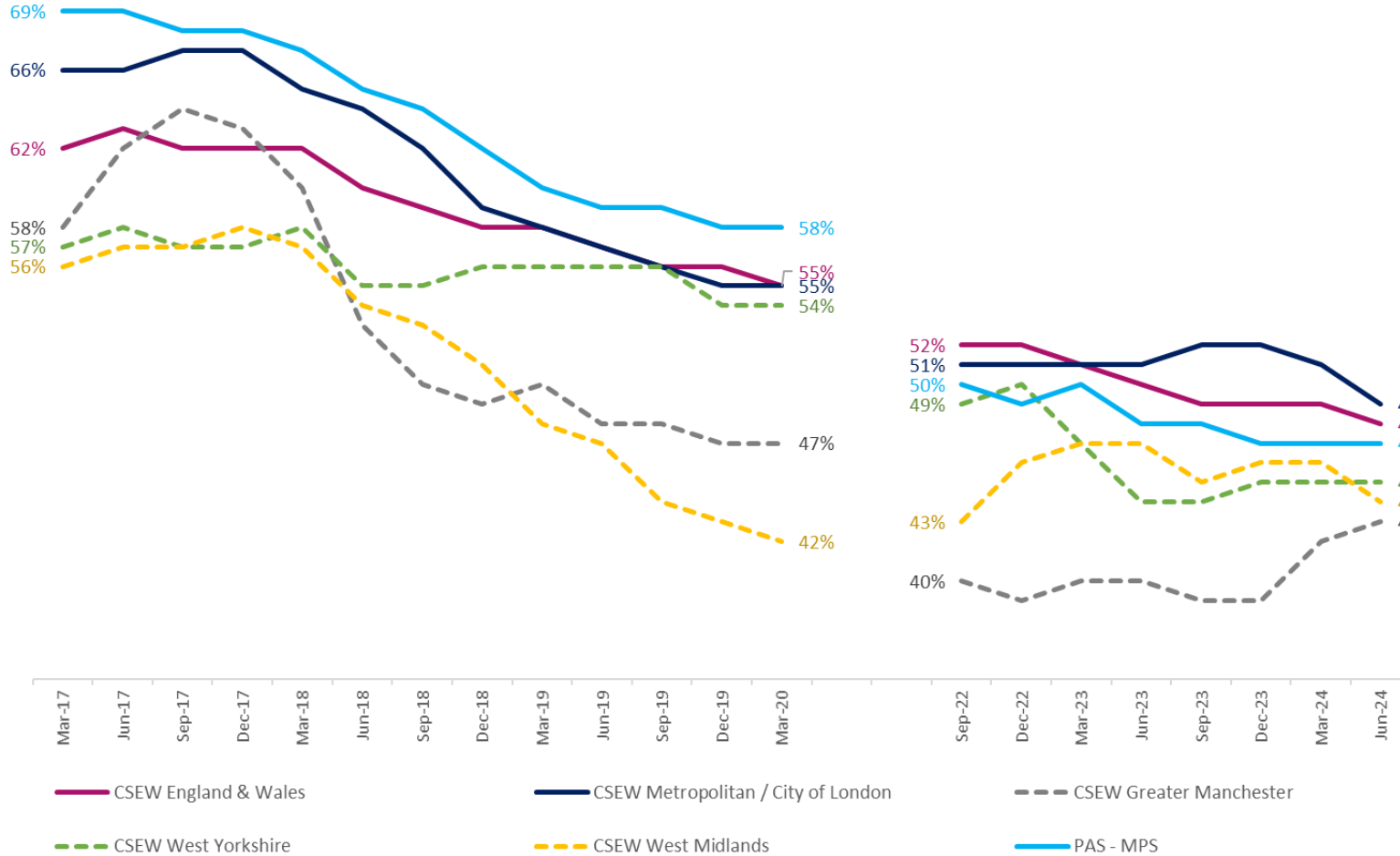
LGBT+ Londoners and those from Mixed ethnic backgrounds are less likely to feel police can be relied on, listen to local concerns, or adhere to high standards. Jewish Londoners are also less likely to feel police adhere to high standards, alongside those from ‘other’ or no religious background.

White British Londoners are less likely to say the police can be relied on or listen to local concerns.

# Good job local in MPS and Most Similar Group - Trends

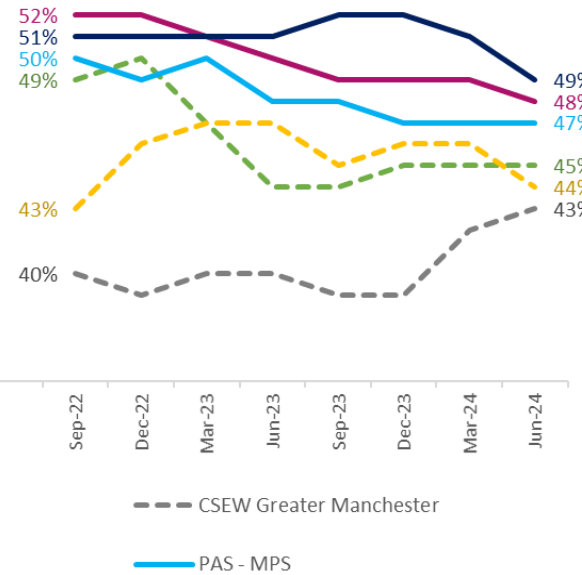
## Proportion of respondents indicating the police do a good job

CSEW and PAS data - R12 data per point



In Q1 24-25, confidence in London as measured by the Crime Survey for England and Wales (CSEW) stood at 49%. This is in line with the national average for England and Wales in the CSEW (48%) and the PAS result for London (47%).

Across England and Wales as whole, the MPS/CoLP was ranked 19<sup>th</sup> out of 42 forces. By contrast, West Yorkshire was ranked 30<sup>th</sup>, West Midlands 34<sup>th</sup>, and Greater Manchester 35<sup>th</sup>.



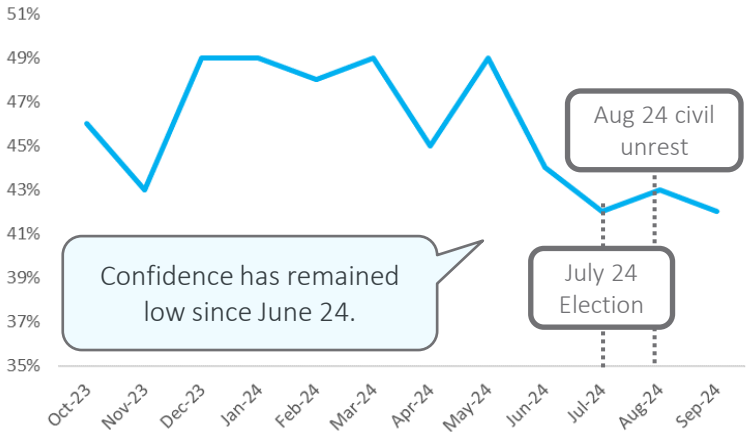


# Confidence stands at its lowest ever level. Widespread declines have been seen in Q2 24-25; largest for historically more positive groups.

In Q2 24-25, just 43% of Londoners felt the police do a good job in their local area – the lowest ever quarterly result for confidence.

## Change in Confidence Q2 24-25

Central South	+8pp.
North Area	+4pp.
East Area	0pp.
West Area	-1pp.
Central North	-1pp.
North East	-4pp.
Central West	-4pp.
South Area	-6pp.
North West	-6pp.
Central East	-8pp.
South West	-9pp.
South East	-11pp.



Q2 24-25 saw a period of instability, with general elections in July and widespread civil unrest in August.

Key drivers and underlying perception measures, pp. change in Q2 24-25 compared to Q1 24-25.

The MPS tackle drugs	-7pp.	Police Effectiveness
The MPS tackle VAWG	-7pp.	
The MPS tackle ASB	-7pp.	
The MPS tackle robbery	-7pp.	
The MPS prevent crime	-7pp.	
The MPS tackle knife crime	-6pp.	
The MPS tackle burglary	-6pp.	
Police deal with issues that matter	-6pp.	Police Local Engagement and Treatment
Police listen to local concerns	-5pp.	
Police are helpful	-5pp.	
Police have links to the community	-5pp.	
Safe for children	-5pp.	Security and Safety
Drugs a problem	+5pp.	
Knife crime a problem	+6pp.	Community Crime

Looking at the drivers of confidence – *the things we know to be important* – Londoners were less likely to feel the police effectively tackle crime issues or engage well with local communities in Q2 24-25.

Confidence

Londoners were more worried about problems such as drugs and knife crime; and less likely to feel police deal with these.

pp. change in confidence in Q2 24-25; N.B. only demographics with 5pp. or more change shown.

Age	16-24	-8pp.
	25-34	+1pp.
	35-64	-3pp.
	65+	-5pp.
Ethnicity	White British	-2pp.
	White Other	-5pp.
	Mixed	+5pp.
	Asian	-5pp.
	Black	-3pp.
	Other	-7pp.

Declines in confidence in Q2 24-25 were widespread: seen across *many* areas of London and groups of people.

However, **particularly large reductions were seen for groups who historically hold higher levels of confidence.** For example, those in South East/South West BCUs, those aged 16-24, and those from Asian, White Other and 'Other' ethnic backgrounds.

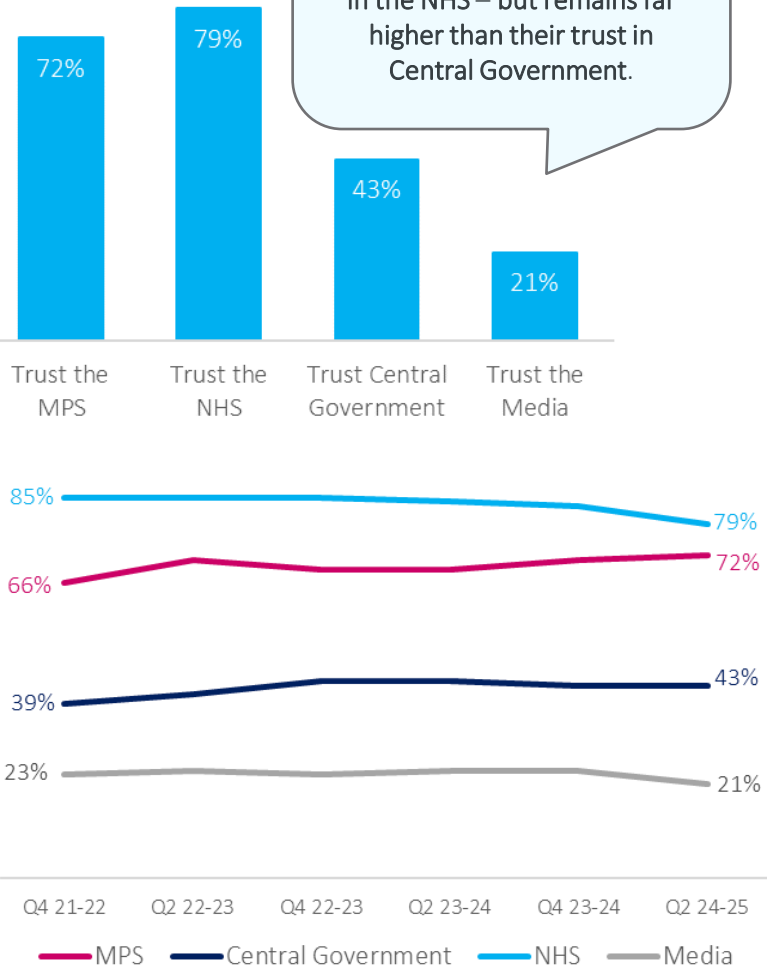
\*Measures with largest changes shown.

Sources: PAS



# Trust in the Metropolitan Police Service stands below trust in the NHS, but above Central Government. Some inequalities in trust are *unique to policing*.

Data for discrete Q2 24-25, % agree



Largest inequalities are seen for Londoners' trust in the MPS and Central Government – more so than the NHS.

Levels of trust in different organisations have remained relatively stable over time\*.

Percentage point gap from MPS result, gaps of +/-5pp. or more highlighted		Trust the MPS	Trust the NHS	Trust Central Government	Trust the Media
Ethnicity	White British	-1%	3%	-7%	-4%
	White Other	3%	-2%	7%	0%
	Mixed	-12%	-1%	-7%	-3%
	Asian	6%	-1%	8%	10%
	Black	-8%	0%	-4%	0%
	Other	8%	2%	15%	7%
Age	16-24	-1%	3%	6%	1%
	25-34	-3%	0%	1%	1%
	35-64	0%	-1%	-1%	0%
	65+	4%	3%	-2%	2%
Sex	Male	-1%	0%	-1%	0%
	Female	1%	0%	1%	1%
LGBT+	Not LGBT+	1%	1%	0%	1%
	LGBT+	-18%	2%	-3%	-1%
Disability	Disability	-4%	1%	-2%	4%
	No Disability	1%	1%	0%	0%

Inequalities for discrete quarter, note low bases for some groups (inc. mixed/ LGBT+).

However, some inequalities are *unique* to the MPS.

In particular, whilst **LGBT+** Londoners are *far less likely* to trust the MPS, this pattern is *not seen* for other organisations.

\*Discrete quarter per point, note broken time series as question asked alternate quarters.

Sources: PAS

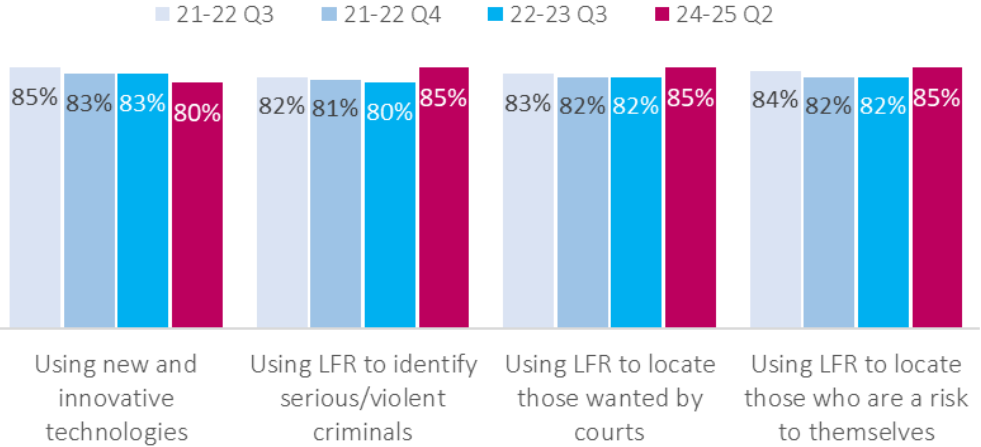
# Most Londoners support police use of Live Facial Recognition; however, support is lower for LGBT+ Londoners. Support is closely linked with trust and accountability.

Overall, **4 in 5** Londoners support the Metropolitan Police Service using innovative technology – including Live Facial Recognition (LFR).



Support for LFR is high across different purposes – including to identify serious criminals, to find wanted people, and to locate those at risk (all 85%).

Current levels of support for LFR in Q2 24-25 remain broadly in line with those seen last time these questions were asked\*.



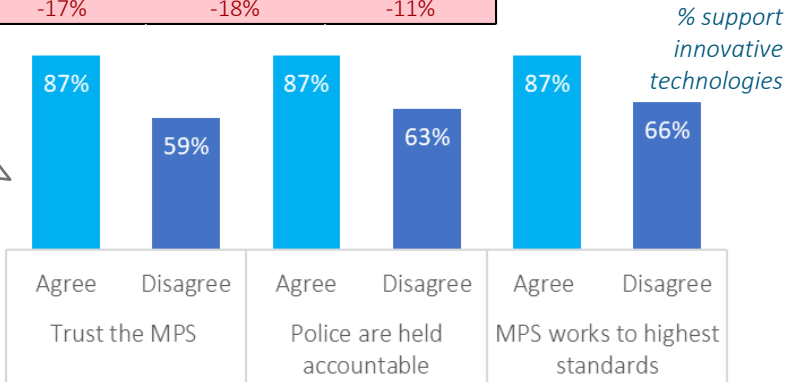
\*Note the broken time trend, discrete quarterly data.

Percentage point gap from MPS result, with gaps of 5pp. or more shaded.		Using new and innovative technologies	Using LFR to identify serious or violent criminals	Using LFR to locate those wanted by courts	Using LFR to locate those who are a risk to themselves
MPS		80%	85%	85%	85%
Ethnicity	White British	1%	1%	0%	1%
	White Other	1%	-2%	-1%	-1%
	Mixed	-6%	-9%	-4%	-2%
	Asian	5%	4%	5%	4%
	Black	-7%	-6%	-3%	-3%
	Other	3%	3%	4%	1%
Sex	Male	-1%	-2%	-1%	-2%
	Female	2%	1%	2%	3%
Age	16-24	-5%	-4%	-3%	-1%
	25-34	-7%	-6%	-4%	-4%
	35-64	2%	1%	1%	1%
	65+	7%	5%	5%	6%
Disability	Disability	2%	2%	2%	3%
	No Disability	0%	0%	0%	0%
LGBT+	Not LGBT+	1%	1%	1%	1%
	LGBT+	-22%	-17%	-18%	-11%

Some groups of Londoners are *less likely* to support the use of innovative technologies.

Londoners from Black or Mixed ethnic backgrounds are less likely to support LFR specifically to identify criminals, whilst LGBT+ Londoners are far less likely to support LFR for *all purposes* – a pattern also seen previously.

Support for innovative technologies is closely linked with a person's trust in the Metropolitan Police Service and their views of police standards and accountability.



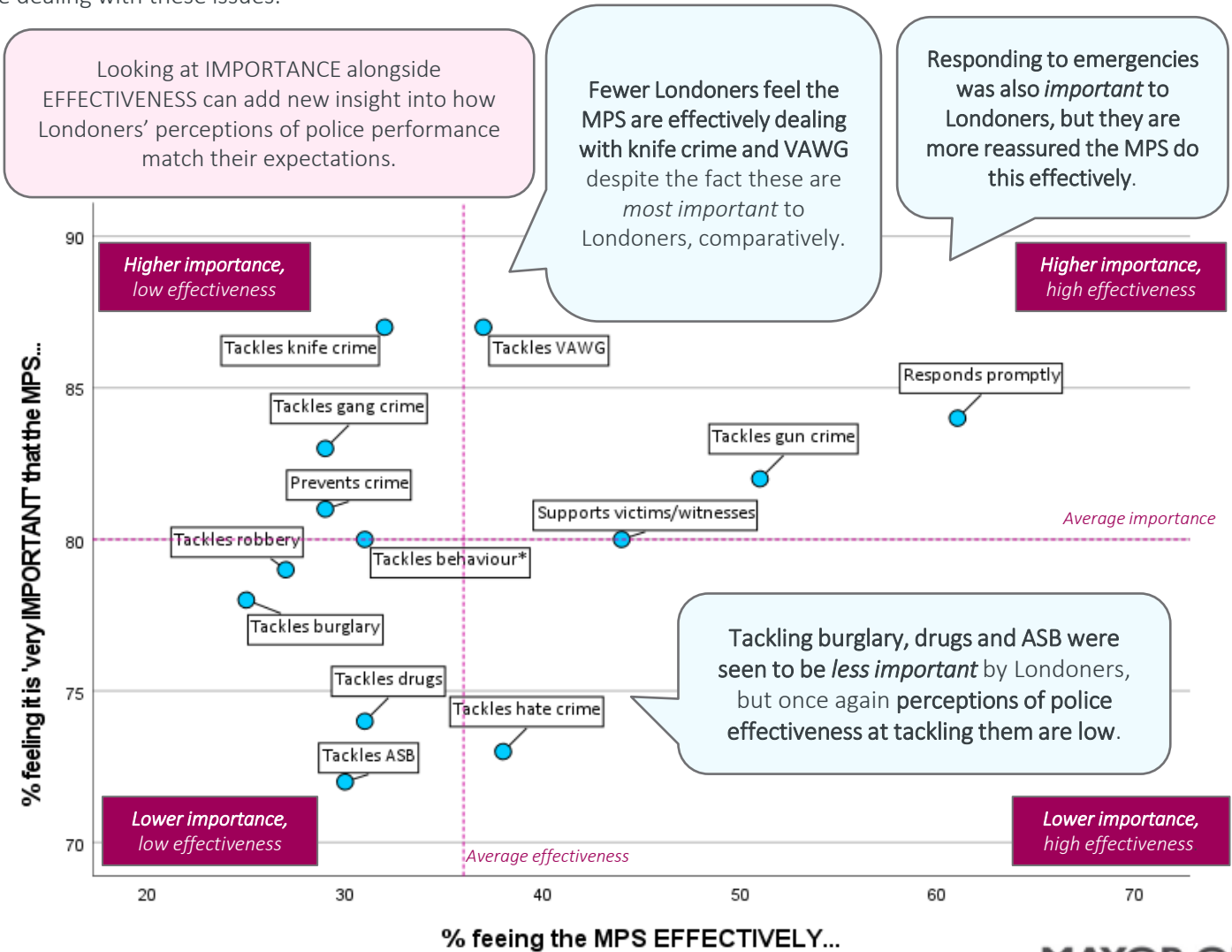
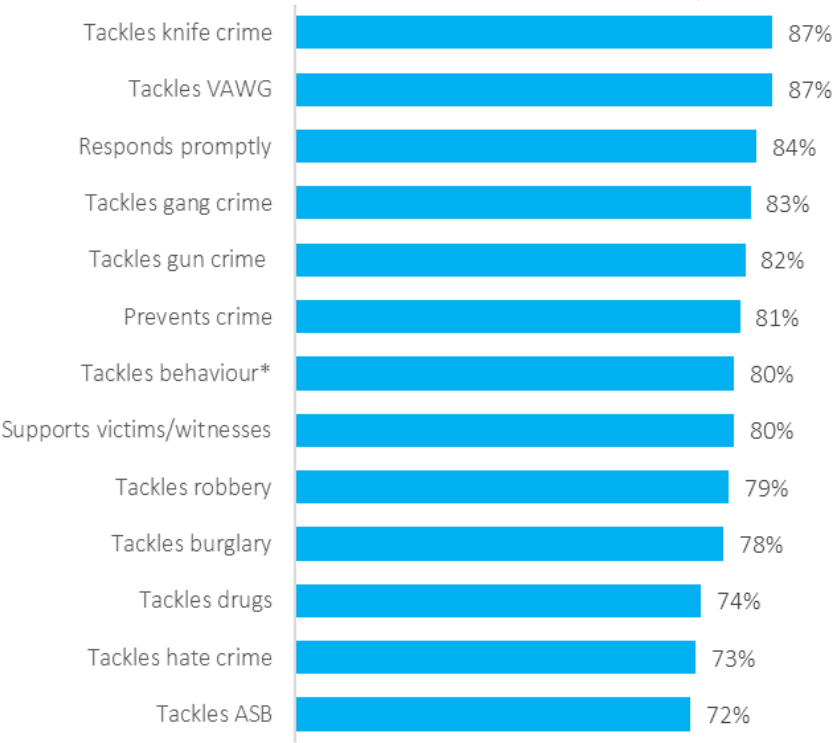
\*\*Inequalities for discrete Q2 24-25, please note low base numbers for some groups, inc. LGBT+ and mixed ethnicity Londoners (c. 130).

# Londoners are most likely to feel it is *important* for the MPS to tackle knife crime and VAWG; but fewer believe the MPS are *effectively* doing so...

In Q2 24-25, Londoners were asked how IMPORTANT it was to them that the Metropolitan Police Service (MPS) deals with a range of issues. This sits alongside an existing bank of questions in the PAS that asks how EFFECTIVELY they feel the MPS are dealing with these issues.

Nearly everyone feels it is important for the MPS to deal with a range of issues. However, Londoners were *most likely* to feel it was 'very important' for the MPS to tackle knife crime and VAWG, and were *least likely* to feel it was 'very important' to tackle drugs, hate crime and antisocial behaviour (ASB).

% feeling it is 'very important' that the MPS..



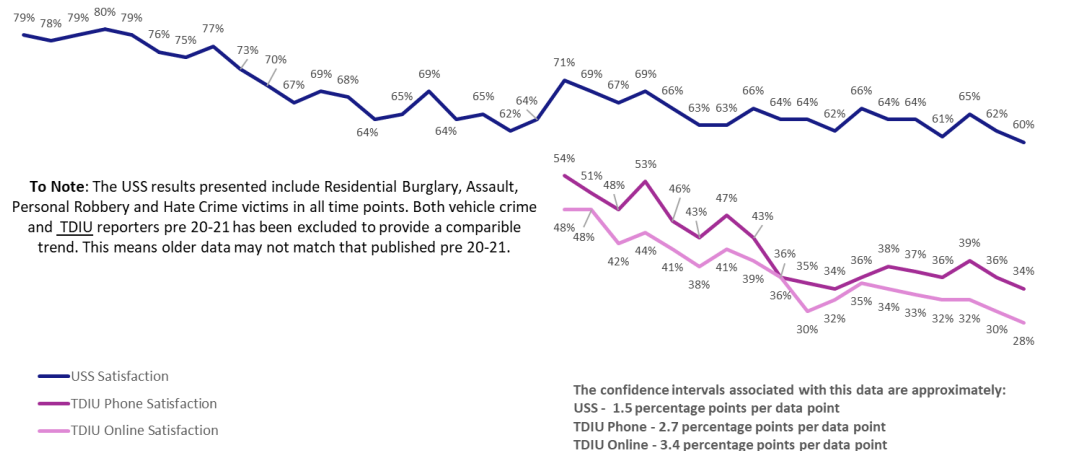
\*Tackles inappropriate behaviour amongst officers and staff  
Note that analyses use 'very important' as 'important' was all >94%.

# Victim Satisfaction



# Victim Satisfaction

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



BCU-reported overall satisfaction (USS) shows a significant reduction from this time last year; from 64% in Q2 23-24 to the current 60% in Q2 24-25.

Telephone reporters have been consistently more satisfied than those who report online. When comparing this quarter with the same period last year (Q2 23-24 vs. Q2 24-25) there has been a significant decrease for online reporters (-5pp.) but no significant change for telephone reporters (-3pp).

The satisfaction of TDIU online reporters is at an all-time low, of 28%.

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

Within the USS, the largest negative gap is seen between those who self-declare a disability and those who do not. This is consistent over time. In addition, there are also gaps for those from the LGBT+ group.

For TDIU online reporters, there are negative gaps for those from Asian and Mixed ethnic backgrounds, and those who identify as LGBT+.

12 months to Q2 24-25		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		All crime groups, unweighted data	All crime groups, unweighted data	All crime groups, unweighted data
Unweighted MPS result		62%	36%	31%
Ethnicity	White British	1%	2%	2%
	White Other	2%	4%	3%
	Black	-1%	6%	1%
	Asian	1%	-2%	-7%
	Mixed	-2%	1%	-7%
LGBT+	Other ethnicity	-4%	0%	1%
	Yes	-8%	3%	-6%
Age	No	1%	1%	2%
	16-24	1%	-9%	-10%
	25-34	-1%	-11%	-11%
	35-44	-2%	-5%	-6%
	45-54	-1%	1%	2%
	55-64	0%	7%	9%
Disability	65 years +	11%	25%	21%
	Disability	-10%	3%	-2%
Sex	No disability	3%	0%	1%
	Male	1%	-2%	-1%
	Female	0%	4%	1%

# USS: Overall satisfaction and drivers

This model shows the **key drivers of victim satisfaction** with the Metropolitan Police Service.

## Overall satisfaction

### Ease of contact

*Are you satisfied, dissatisfied or neither with HOW EASY IT WAS TO CONTACT someone who could assist you?*

### Police actions

*Thinking about what the police did after they had been given the initial details, are you satisfied, dissatisfied or neither with THE ACTIONS TAKEN by the police?*

### Follow-up

*Are you satisfied, dissatisfied or neither with HOW WELL YOU WERE KEPT INFORMED of progress?*

### Treatment

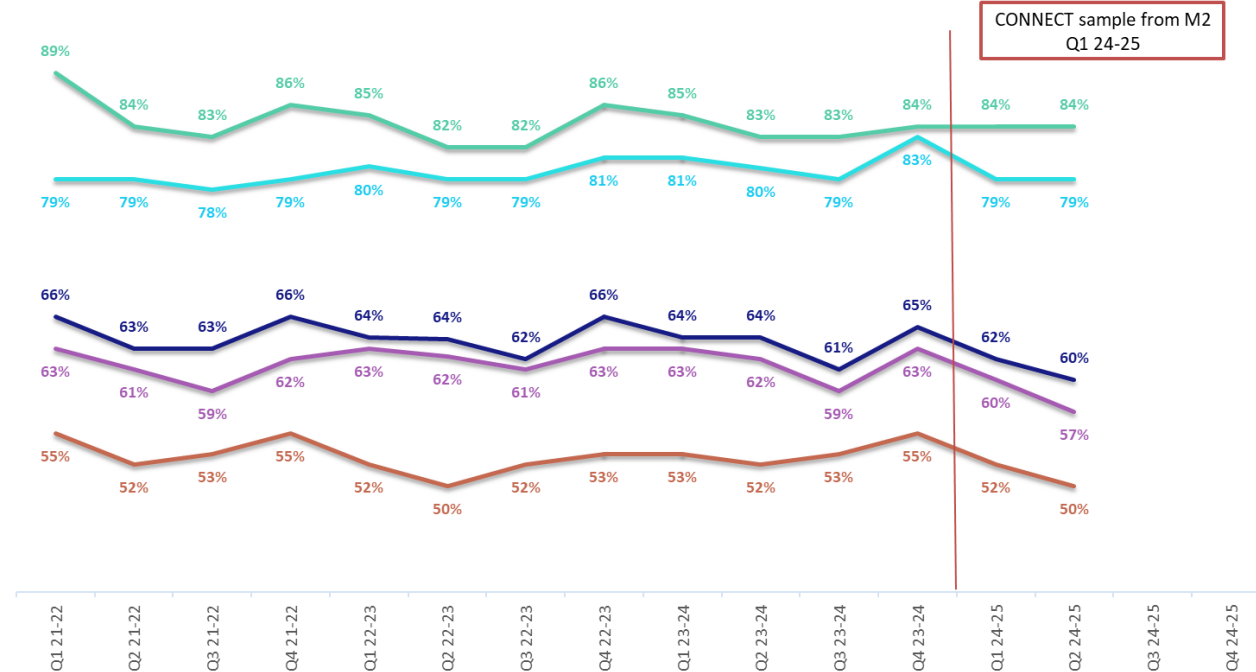
*Thinking about their attitude and behaviour, are you satisfied, dissatisfied or neither with THE WAY YOU WERE TREATED by the police officers and staff who dealt with you?*

## Overall Satisfaction and satisfaction within service areas (% CVF Satisfied)

Discrete Quarter per point

Overall Satisfaction Ease of Contact Police Actions Follow Up Treatment

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



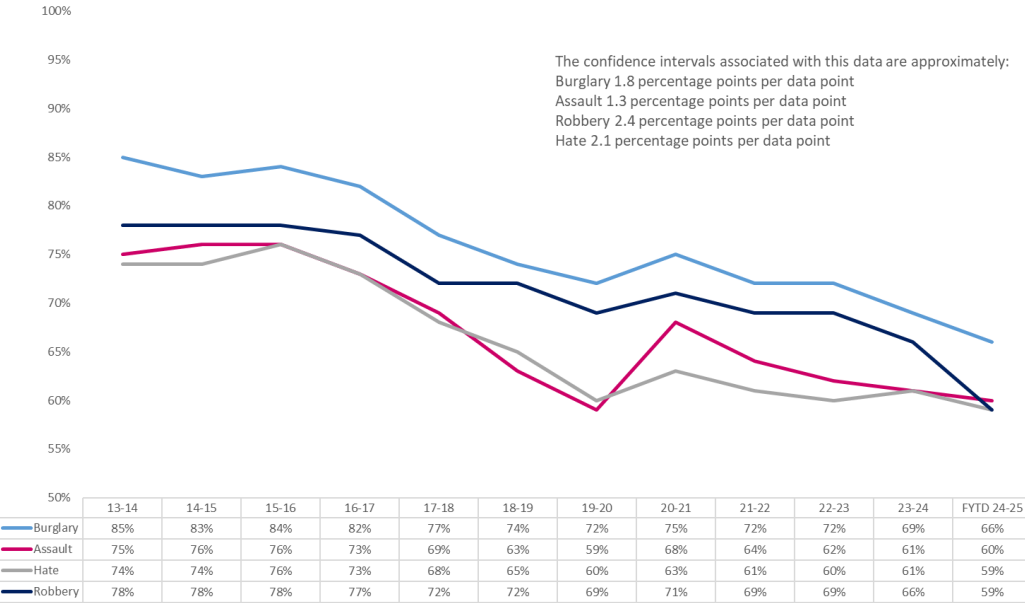
Overall satisfaction has seen a significant reduction from this time last year; from 64% in Q2 23-24 to the current 60% in Q2 24-25.

When comparing Q2 23-24 and Q2 24-25 results for the wider service areas **there is a significant difference for police actions** (62% vs. 57%). There are statistically significant differences when comparing FY 23-24 and FYTD 24-25 for overall satisfaction (63% vs. 61%), police actions (62% vs. 59%), follow up (53% vs. 51%) and treatment (81% vs. 79%). This suggests the overall trend in the medium term is slightly downwards.



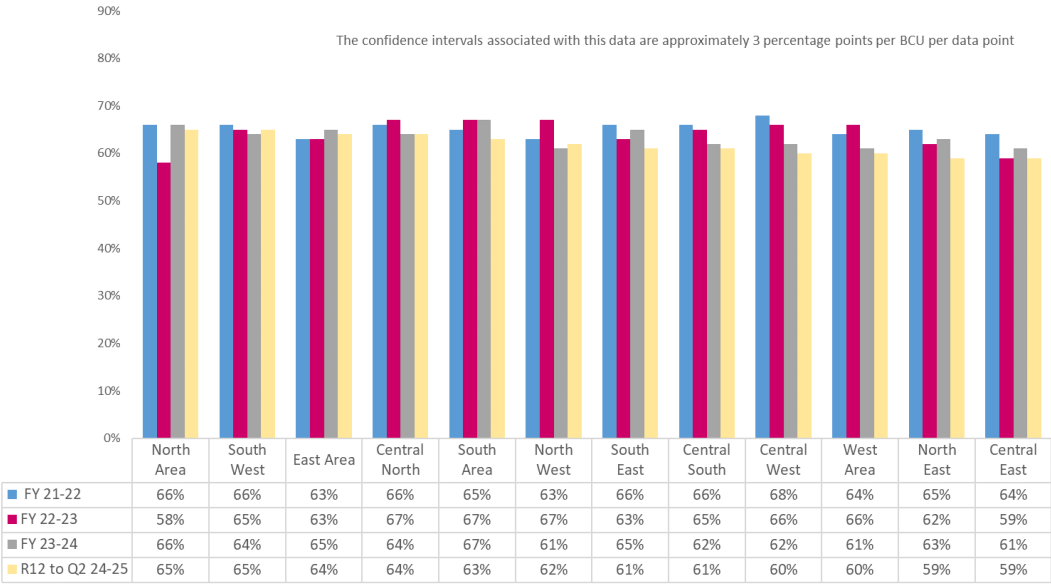
# USS: Overall Satisfaction by crime group and BCU

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



Overall satisfaction between the crime groups has been converging over the last few years. The gap between the most satisfied group and least satisfied group has reduced from 12 pp. for the period 19-20 through 22-23 to 7 pp. in FYTD 24-25. **This is driven by reductions in satisfaction for both burglary and particularly robbery victims over the last year.**

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



There is variation in performance between BCUs, with a 6pp. range between top and bottom performers.

The differences between the top two performing BCUs (North Area and South West) and the bottom four performing BCUs (Central West, West Area, North East and Central East) are statistically significant.



# The delivery of key services is associated with higher satisfaction for all groups

By using a composite score of ten yes/no diagnostic questions about key deliverables, it is possible to derive a measure of the level of service provided to victims. This is a "service score", which can be further broken down by demographic groups. The ten key elements which make up the "service score" can be seen here (split thematically into two groups: 'actions and information' and 'updates and communication').

## Actions and information

- Scene of the crime was investigated
- An explanation of the process was offered
- Victim services were offered
- Crime prevention advice was given
- The opportunity to provide a Victim Personal Statement was offered
- Information on Restorative Justice was offered

## Updates and communication

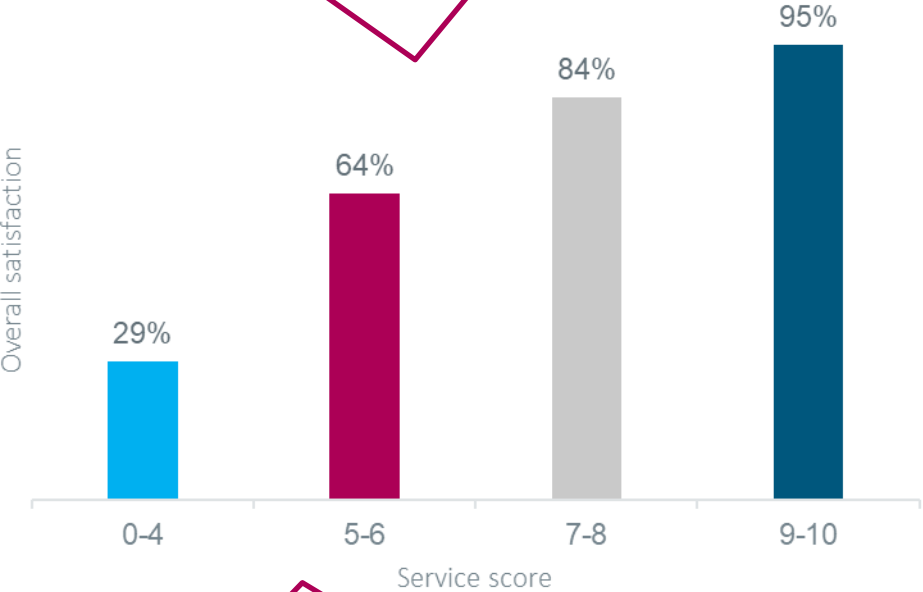
- There were updates provided without asking
- The matter was taken seriously
- Communication was clear
- A letter/email of acknowledgement within 5 days of reporting the crime



The next slide demonstrates why delivering as many of these services as possible is key to victim satisfaction.

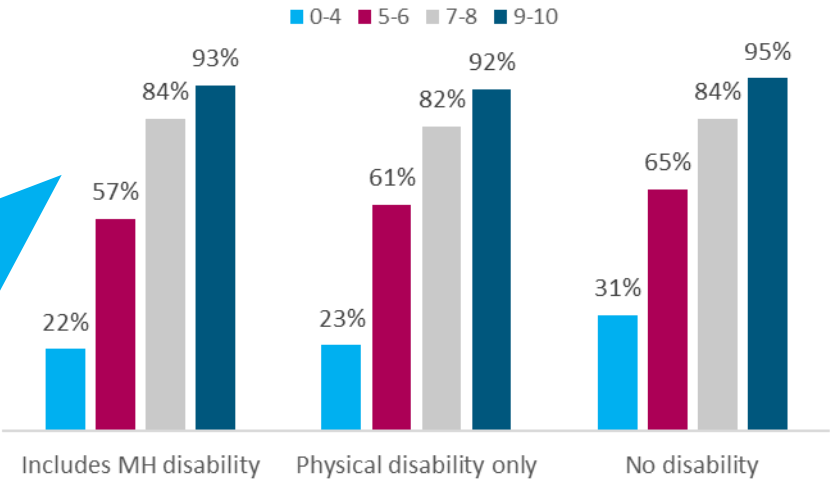
# The delivery of key services is associated with higher satisfaction for all groups

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

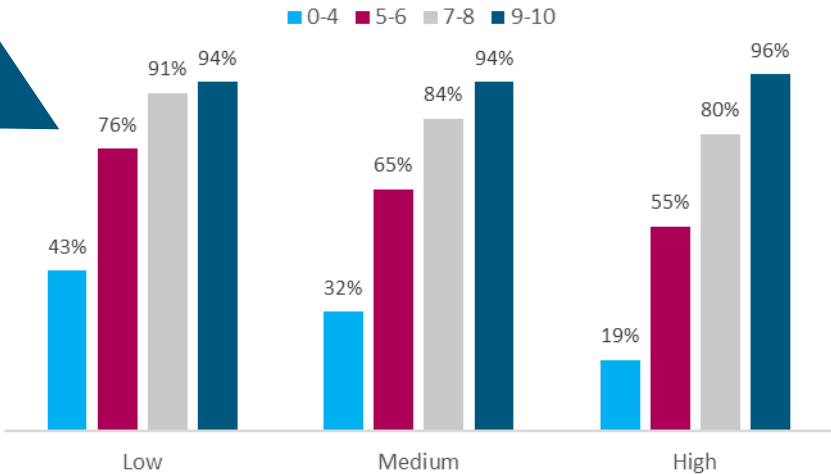


One third of victims have a service score of 0-4 (33%), with a similar proportion having a score of 5-6 (31%). A quarter have a score of 7-8 (25%), and 10% have the highest possible score of 9 or 10.

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



As impact of the crime on the victim increases, there is an increasingly negative impact of receiving a poor service a service score of 0-4, on overall satisfaction

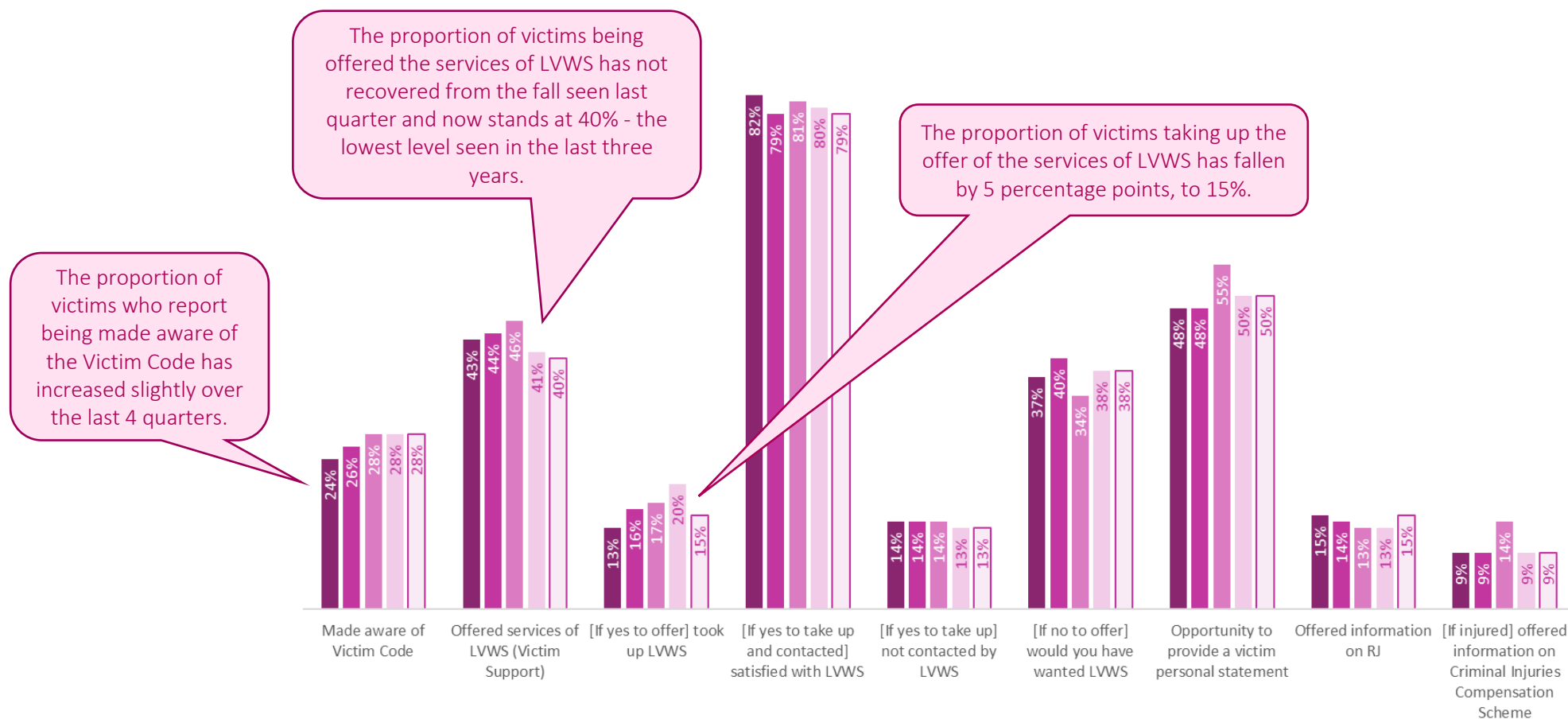


# USS: Victim Code Of Practice compliance has remained largely consistent

Victim Code responses over time

Discrete data per point

■ Q2 23-24 ■ Q3 23-24 ■ Q4 23-24 ■ Q1 24-25 ■ Q2 24-25

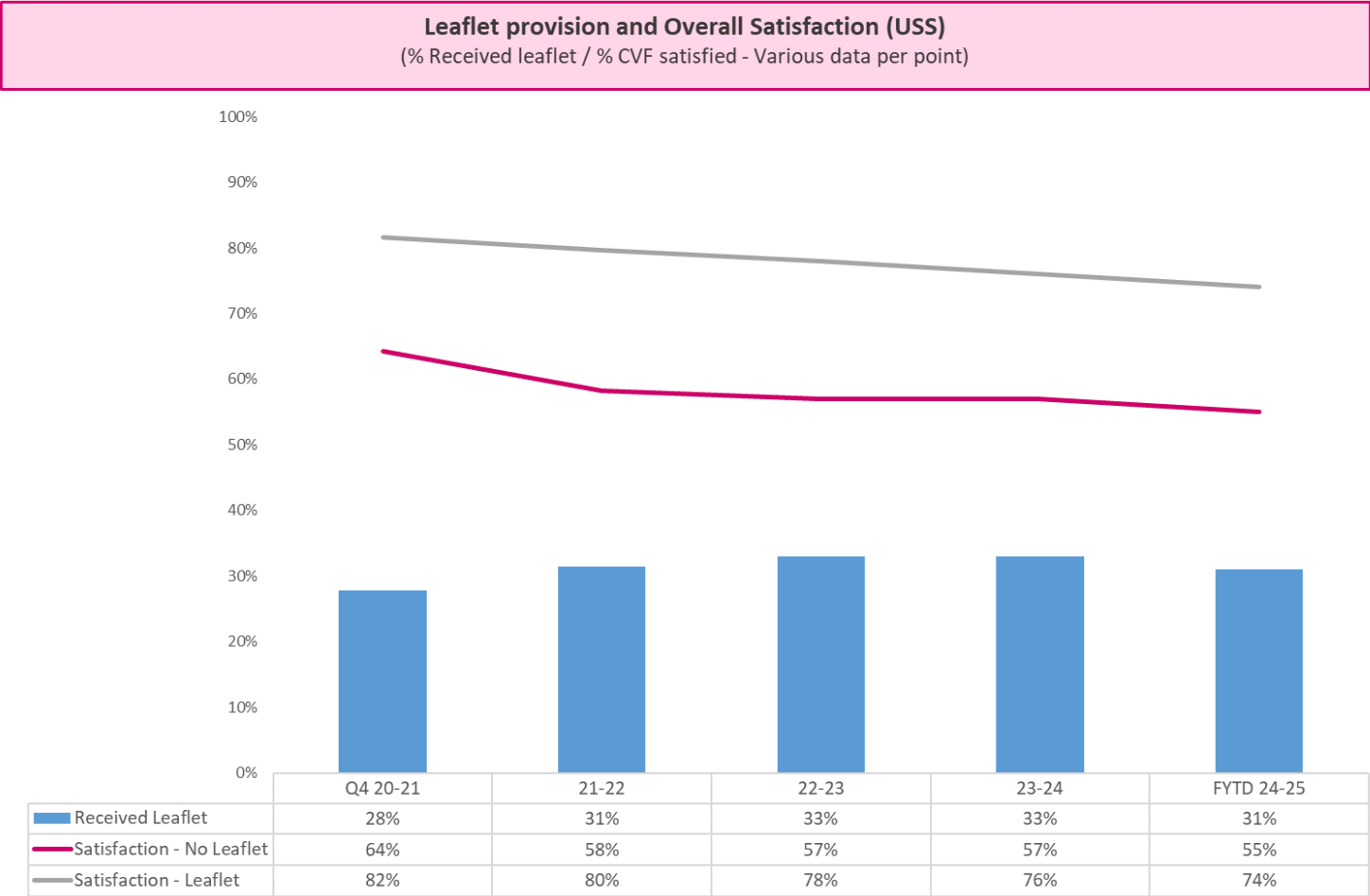


# USS: Leaflet provision

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

Around a third of respondents in the USS report receiving leaflet (see graph). This increased slightly over time from inception but has dropped slightly for the first quarter of FY 24-25.

Overall, **those who report receiving the leaflet are more satisfied**, and this pattern is consistent over time. This gap has narrowed slightly over time but still stands at 19 pp. when looking at the question in isolation.



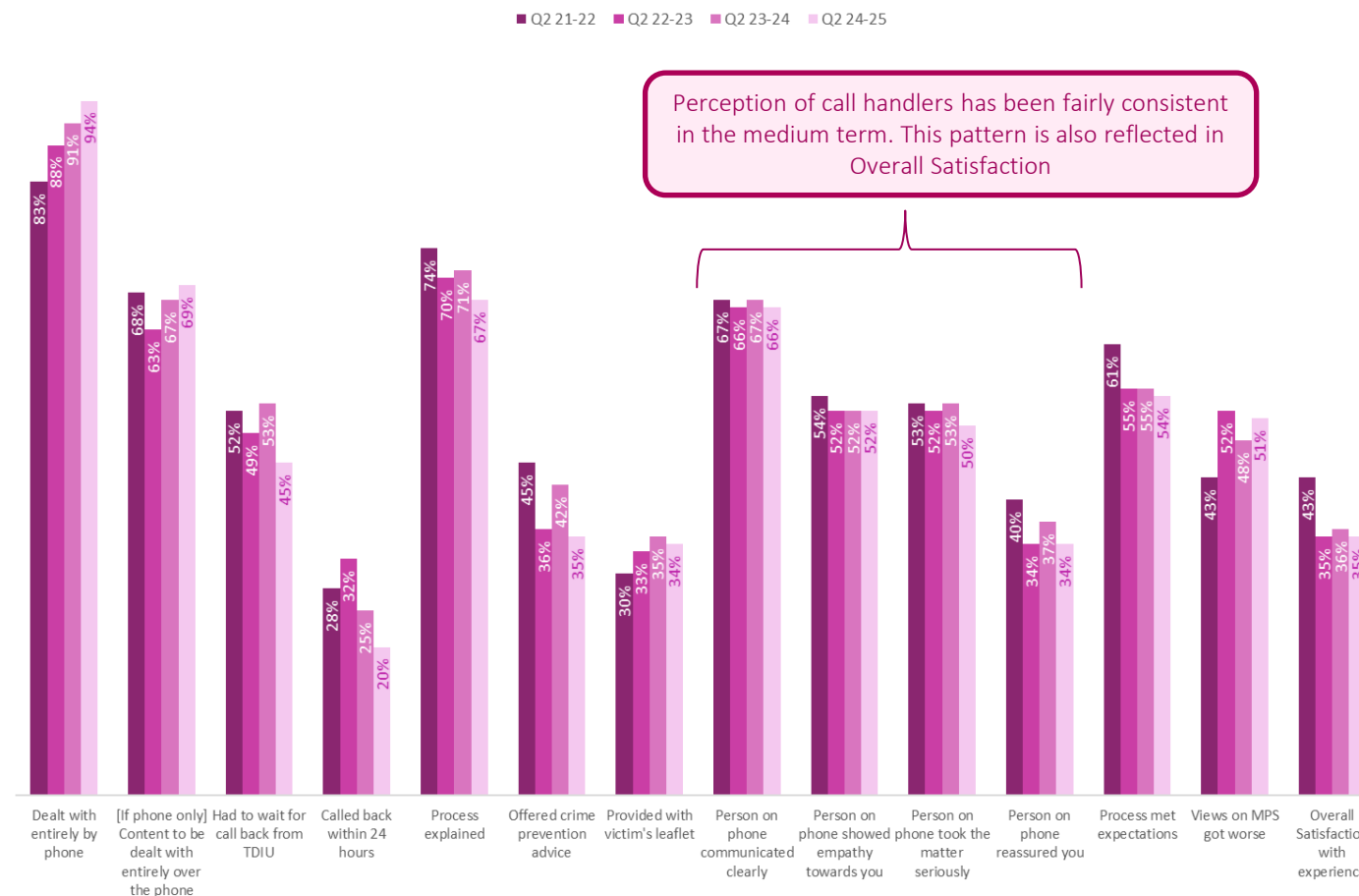
# TDIU: Telephone reporters

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

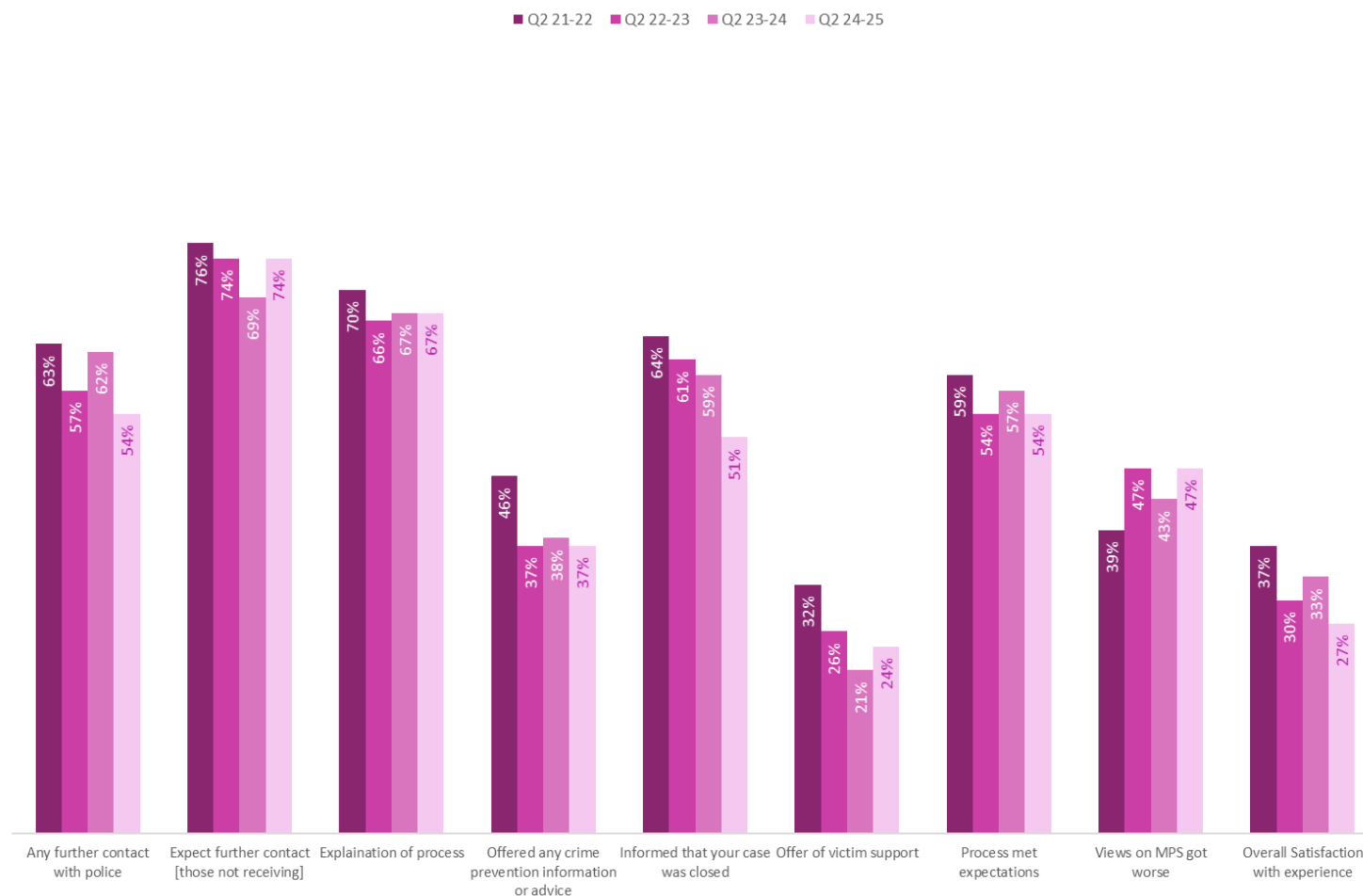
A consistently high proportion of those being dealt with entirely over the phone were content with being dealt with in this way: 69% for Q2 24-25).

Although the proportion of those having to wait for a call back from the TDIU (as opposed to live transfer) has fallen (down 8 pp. from Q2 23-24 to Q2 24-25), the proportion of those people being called back within 24 hours has fallen over the last 3 years (down 8pp.).

Associated with falling performance, there is an increase in those left with a worse opinion of the MPS subsequent to their report – now half of respondents for Q2 24-25 (51%), up from 43% three years ago.



# TDIU: Online reporters



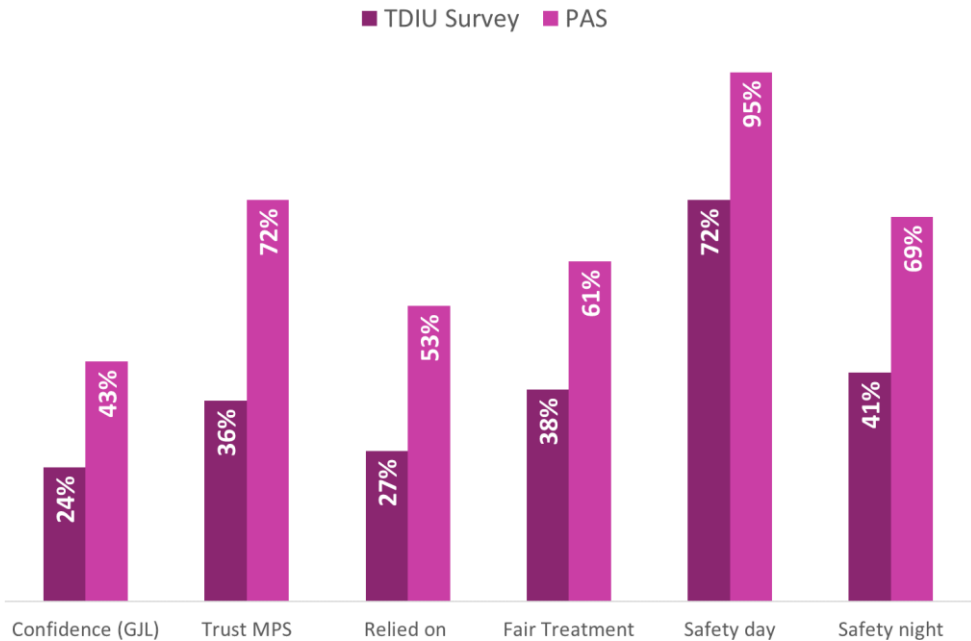
Of those **reporting online** about half **do not** receive further contact other than an email acknowledging their report. However, **just under three quarters** of those not receiving any further contact expected it.

A little over half of respondents report feeling that the process of reporting met their expectations (Q2 24-25, 54%).

Over the last 3 years, **overall satisfaction has fallen 10pp.** from 37% (Q2 21-22) to 27% (Q2 24-25).

Associated with this, an **increasing proportion of respondents leave the experience with a worse view of the MPS** (up 8pp. from Q2 21-22 to a little under half of respondents (47%, Q2 24-25)).

# TDIU: Matched PAS questions

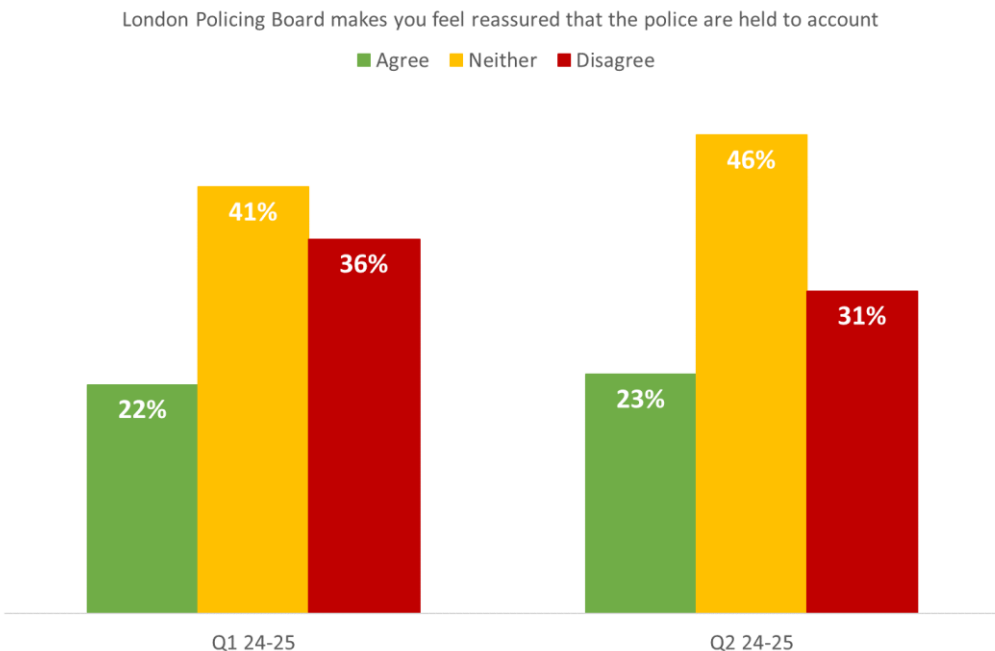


Victims of crime taking part in the TDIU survey are given the opportunity to answer additional questions on their perceptions of the MPS that match some of those asked in the PAS.

TDIU Survey respondents are less positive than those interviewed as part of the Public Attitude Survey (PAS) for all questions. The area that shows the largest gap is trust at 36pp.: 36% of TDIU respondents say they trust the police, versus 72% of PAS respondents at the same time point.

With the launch of the London Policing Board by the Mayor of London, two new questions about the Board were added to the TDIU survey. These covered awareness of the Board, and whether the Board made Londoners feel reassured that the MPS are held to account.

Only 16% of respondents had heard of the London Policing Board in Q2 24-25 (consistent with Q1). Of those who had heard of it, just less than a quarter (23%) felt reassured the police were being held to account by the London Policing Board.





# Methodology



# Appendix

## Statistical significance and confidence intervals

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

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

## Trust, confidence and satisfaction question wording and reporting

### Trust

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

### Confidence

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

### Victim satisfaction

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