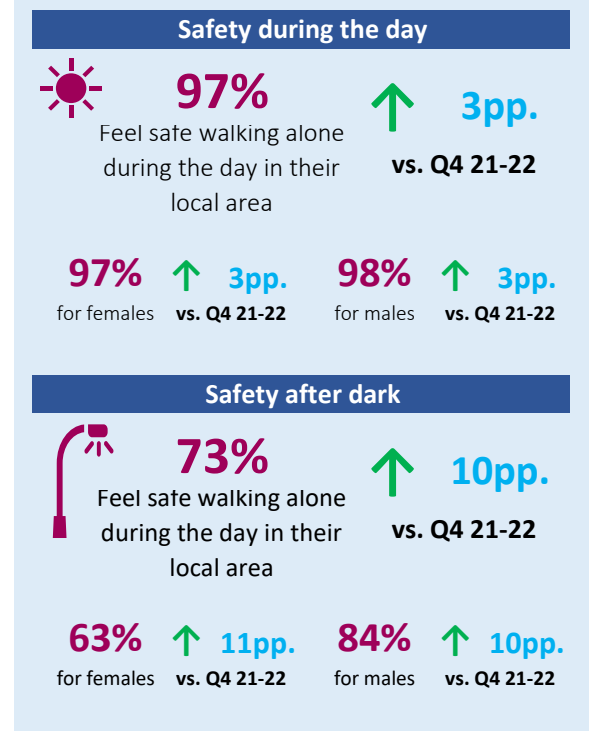
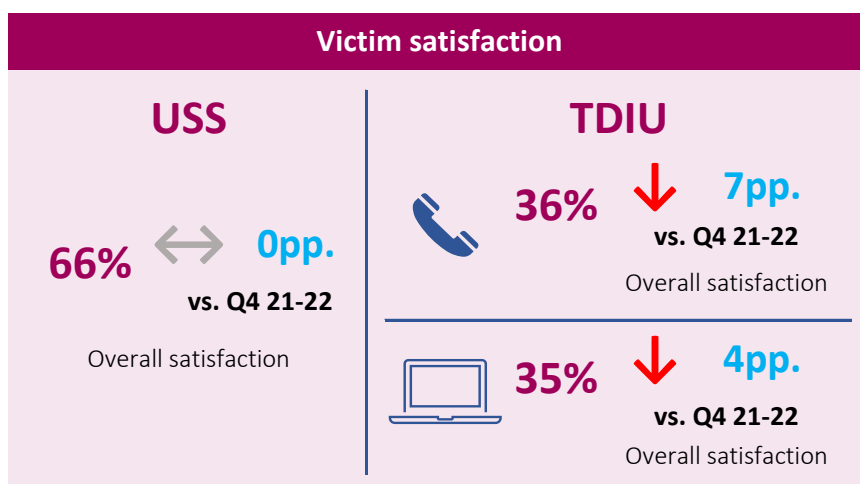
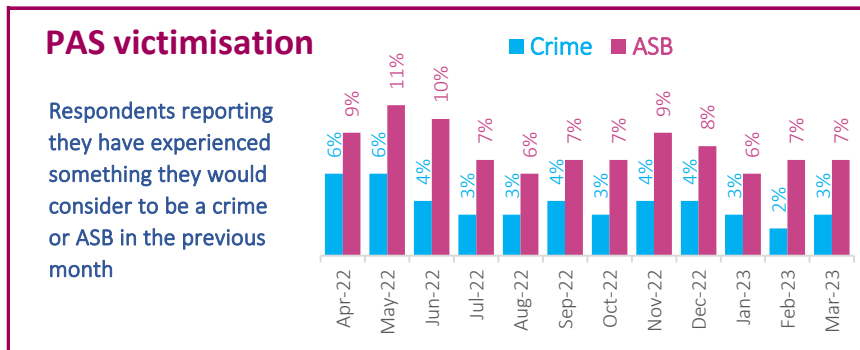
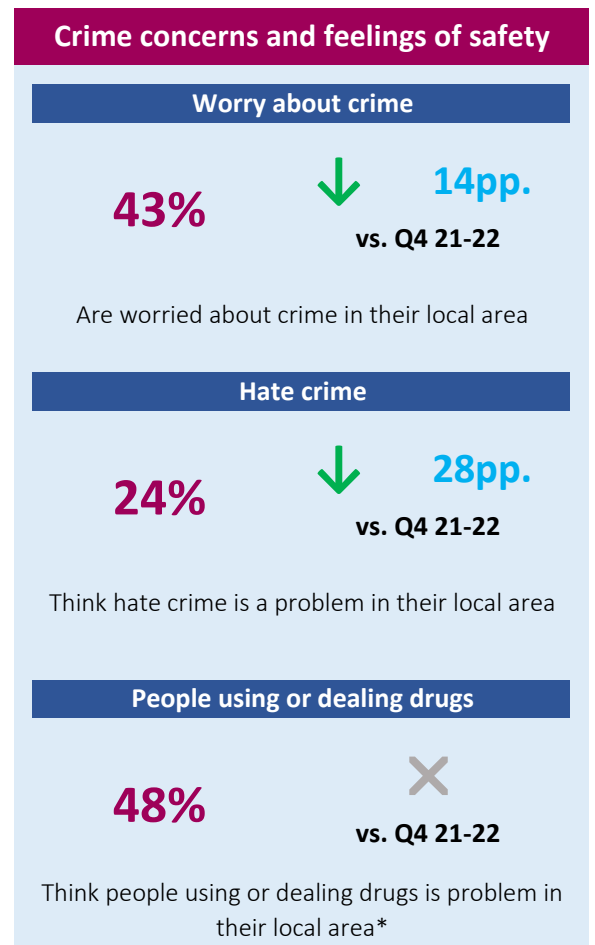
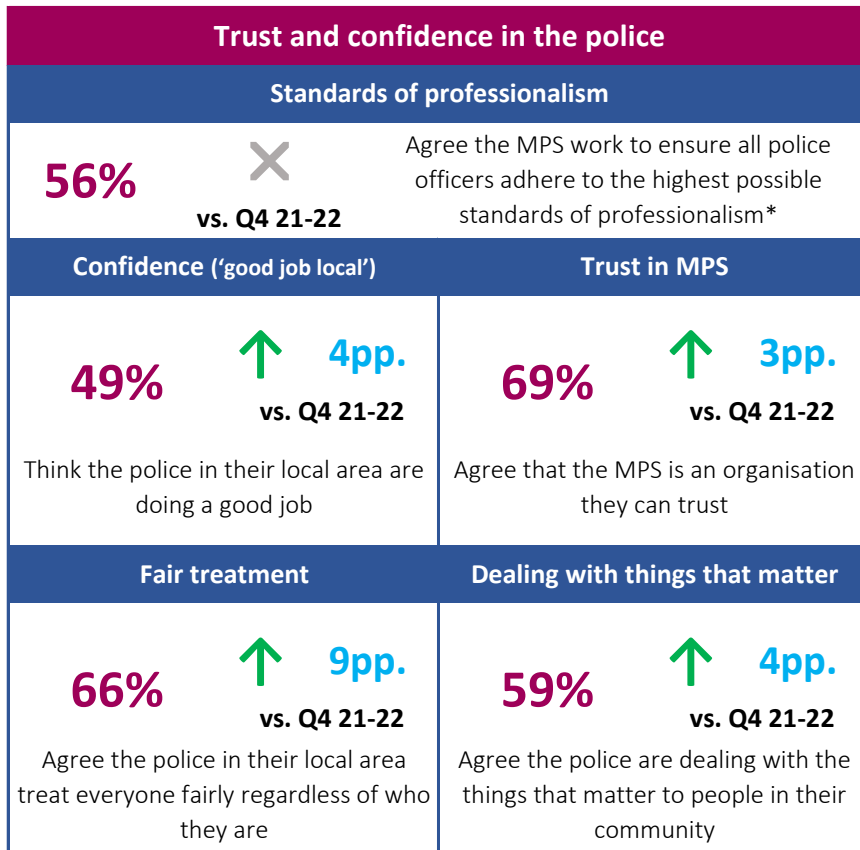


How have things changed over the last 12 months?



* Comparison data with previous year not available as question recently introduced into the PAS or question wording is changed.

PAS data collection changed from telephone in Q4 21-22 to a mix of telephone and face-to-face in Q1 22-23. Please note that this change in methodology will affect the comparability of trends. Red and green arrows indicate notable change of 3 percentage points or more compared to the previous quarter. All data are discrete quarter except where stated.

How have things changed over the last 12 months?

Quarterly insights

TDIU data shows worsening experiences over the past 2 years. For both telephone and online reporters, declines are seen in the proportion of victims being given an explanation of the crime reporting process, feeling their expectations were met, and being offered victim support. Currently 48% of telephone reporters and 43% of online reporters say their views of the MPS got worse as a result of reporting – up by 17pp. and 15pp. respectively compared with two years ago.

The relationship between overall worry about crime and levels of recorded crime is weak. Declines in worry have been seen while TNOs remained relatively stable. Worry about crime and ASB and thinking that specific violence-related crimes are a problem has reduced across all demographic groups (ethnicity, LGBT+, age, disability, sex). Initial analysis suggests the declines have been driven by a combination of true change and methodological impacts. Future work will monitor this.

Londoners identifying as LGBT+ see large negative gaps across all four of the PCP Trust and Confidence measures, with a particularly large gap for feeling the police treat everyone fairly (-21pp.). Recently, perception gaps for LGBT+ Londoners have started to widen. While results during FY 22-23 broadly stabilised for non LGBT+ Londoners, PCP perception measures contrastingly continued to fall for LGBT+ groups. This has driven these widening inequalities.

PCP trust and confidence measures: borough-level performance

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	48%	71%	67%	61%
Barnet	48%	74%	71%	62%
Bexley	51%	75%	70%	58%
Brent	56%	78%	80%	71%
Bromley	54%	71%	66%	57%
Camden	44%	67%	49%	58%
Croydon	40%	66%	59%	53%
Ealing	52%	78%	79%	72%
Enfield	45%	70%	65%	56%
Greenwich	50%	68%	62%	55%
Hackney	42%	62%	51%	50%
Hammersmith and Fulham	53%	70%	62%	57%
Haringey	46%	66%	52%	56%
Harrow	63%	82%	86%	76%
Havering	54%	77%	72%	62%
Hillingdon	63%	84%	85%	80%
Hounslow	52%	76%	71%	64%
Islington	46%	62%	48%	53%
Kensington and Chelsea	57%	78%	69%	63%
Kingston upon Thames	51%	78%	64%	59%
Lambeth	48%	60%	49%	47%
Lewisham	42%	61%	53%	46%
Merton	54%	77%	68%	63%
Newham	49%	75%	61%	61%
Redbridge	48%	70%	66%	60%
Richmond upon Thames	53%	69%	60%	53%
Southwark	50%	65%	53%	49%
Sutton	52%	80%	73%	67%
Tower Hamlets	47%	72%	61%	56%
Waltham Forest	38%	62%	53%	49%
Wandsworth	51%	71%	59%	58%
Westminster	56%	75%	67%	65%
MPS	50%	71%	65%	59%

Borough performance across the four PCP trust and confidence measures remains mixed, with many London boroughs seeing declines over the last year but some seeing improvements.