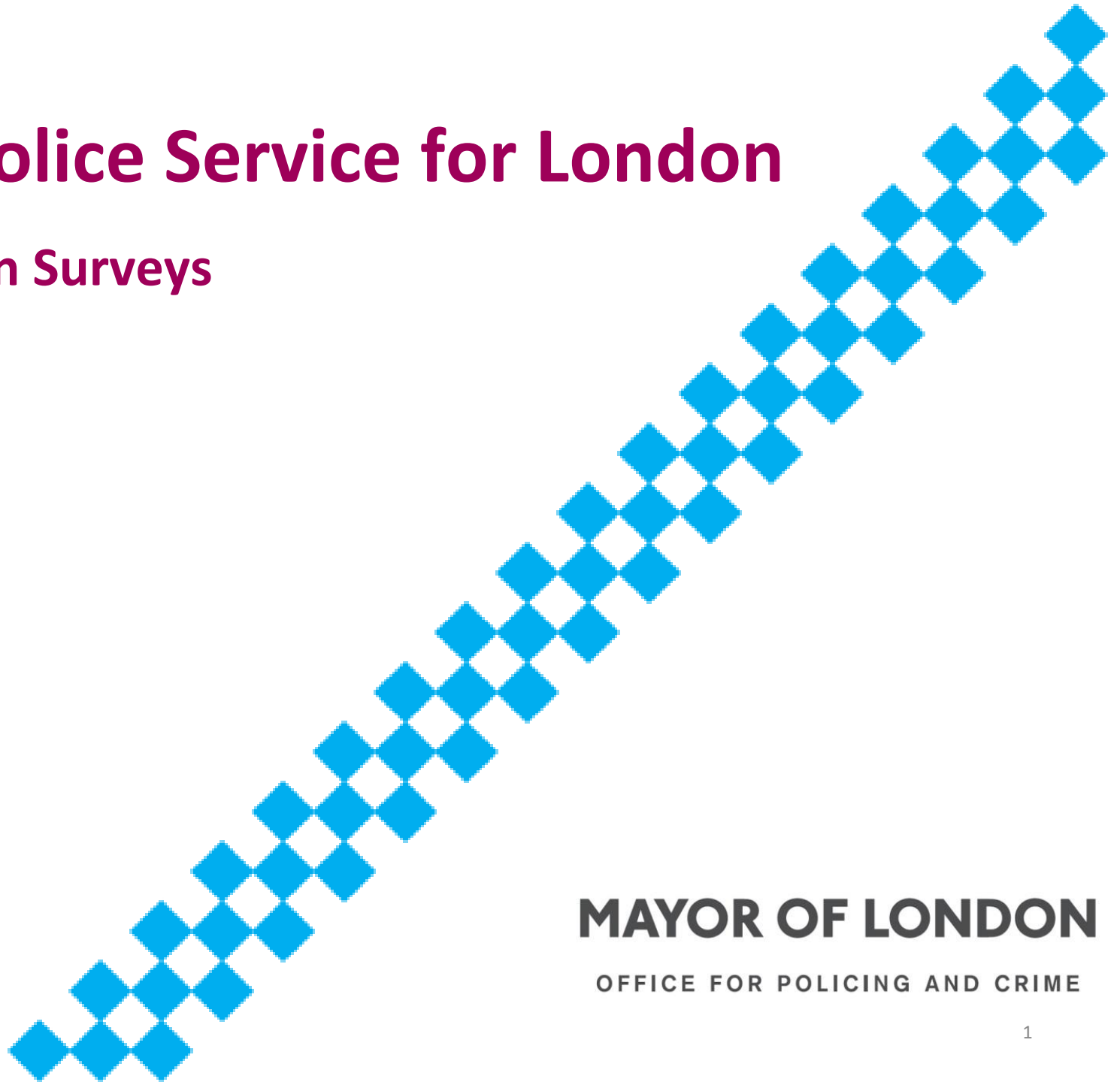


A Better Police Service for London

MOPAC London Surveys

FY 21-22 results



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Executive summary - topline

User Satisfaction Survey (USS)

Overall Satisfaction has shown a significant decline since Q1 20-21; 71% to the current 66% in Q4 21-22.

Online TDIU survey

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

Both groups have seen a significant decline in satisfaction since Q1 20-21. For telephone reporters, satisfaction has dropped from 54% to the current 43% in Q4 21-22. For online reporters, satisfaction has dropped from 48% to the current 39% in Q4 21-22.

Public Attitude Survey (PAS)

Both trust and confidence have seen sustained declines over recent years, which have continued through FY 21-22.

Confidence is currently at 45% (discrete Q4 21-22), representing a fall of 14pp. over the last three years (from 59% in discrete Q4 18-19). **Trust** currently stands at 66% (discrete Q4 21-22), with a decline of 17pp. seen over the last three years (from 83% in discrete Q4 18-19).

Inequalities – gaps in perceptions are seen for:

- Mixed ethnicity Londoners (gaps on 5 core measures plus trust)
- Black Londoners (gaps on 5 core measures plus trust)
- LGBT+ Londoners (gaps on 4 core measures plus trust)
- Under 25s (gaps on 5 core measures plus trust)

About the MOPAC surveys



Introduction to the MOPAC surveys

User Satisfaction Survey (USS)

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

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

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

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

Online TDIU survey

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

All TDIU-reporting victims of Residential Burglary, Assault, Vehicle Crime, Personal Robbery and Hate Crime are invited via email or SMS message to participate in the survey 6-12 weeks after the report of their incident. FY 21-22 saw just under 8,000 interviews.

Public Attitude Survey (PAS)

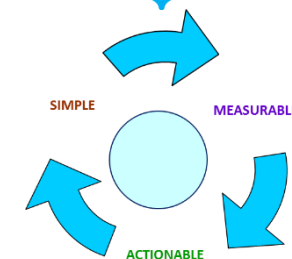
The Public Attitude Survey is a telephone survey of 12,800 Londoners each year about their experiences of and attitudes towards policing and crime in London.

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 PAS from FY 22-23

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

Up to March 2022

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



Interviews conducted over the **telephone**.

Data is available **quarterly**.



From April 2022

1. PAS continues with a larger sample size:

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

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



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

- **An enhanced questionnaire** – more content across a broader range of topics.
 - **More detailed analysis** will be available at the borough-level.
 - The opportunity to explore **intersectionality** in greater depth.
- A closer eye on changes at a monthly level, allowing **quicker reaction** to issues.

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 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 FY 21-22 were conducted exclusively on the telephone. **From Q1 FY 22-23 the PAS will return to a face-to-face methodology.**

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.

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 66% in Q4 21-22. This is also reflected in satisfaction with service areas.

Five BCUs have shown statistically significant declines between FY 20-21 and FY 21-22, related to fewer victims feeling their vulnerability was identified and catered for, which was related to feeling the police did not take them seriously.

Telephone reporters to the TDIU are consistently more satisfied than those who report online, with a decline in quarterly results for both – results for Q3 21-22 were higher given an intervention of call backs to screened-out victims of vehicle crime. Now that the call backs have stopped, TDIU satisfaction levels have fallen back to those seen prior to the intervention (43% telephone; 39% online).

Public Perceptions

Following upwards trends in measures of **police communication** (informed local and contact SNT/DWO) seen over FY 20-21, results for FY 21-22 have levelled off. However, wider **attitudinal measures** have declined rapidly during FY 21-22, with particularly low results seen in discrete Q4 21-22.

Confidence and trust have both fallen notably over the last year. In FY 21-22, *less than half* of Londoners now feel the police do a good job in their local area (49%) – a decline of -6pp. compared with FY 20-21. Trust stands at 73% in FY 21-22, with a similar decline of -7pp. seen compared with FY 20-21.

Particularly low levels of trust were seen in discrete Q4 21-22 (66%), demonstrated by an unprecedented 9 p.p. reduction at the quarterly level.

Further analysis suggests declines were seen across many demographic groups, but results do not appear to have been directly influenced by the announcement of the resignation of Cressida Dick.

Comparing trust in the MPS with other organisations shows that falls in trust are not unique to the police, with similar declines also seen for public trust in Central Government.

Emerging declines are also seen in measures of public co-operation with police – particularly amongst younger Londoners. This brings tangible impacts on how Londoners engage with police.

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 **Mixed** and **Black Ethnic Backgrounds** see large gaps across 5 of the 7 core questions, and for 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 10 pp. lower than the MPS average.

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

Victim Satisfaction with the police service



Summary of Victim Satisfaction with the Police Service

USS findings

At a quarterly level Overall Satisfaction has shown a **significant decline** since Q4 20-21 from 69% to 66% in Q4 21-22.

The service areas are as follows for Q4 21-22 at a discrete quarterly level with a comparison to the same point last year:

Ease of Contact	86% (-4pp. from Q4 20-21)
Police Actions	62% (-3pp. from Q4 20-21)
Follow Up	55% (-2pp. from Q4 20-21)
Treatment	79% (-2pp. from Q4 20-21)

Ease of Contact and Police Actions are **statistically significant** changes.

Crime group results

For FY 21-22 there is a **statistically significant difference** in the Overall Satisfaction of victims based on the crime type they are reporting:

- Victims of residential burglary are the most satisfied at 72%.
- Those that have experienced a hate crime have the lowest levels of satisfaction at 61%.
- All crime types have shown a decline in Overall Satisfaction in FY 21-22 compared to FY 20-21.
- The largest fall is for the Assault group that has reduced from 68% in FY 20-21 to 64% in FY 21-22, however all changes are between 2 and 4 pp.

BCU results

There is variation in Overall Satisfaction between BCUs, with a 5pp. range between top and bottom performers. However, no BCU is significantly above or below the MPS average of 65%.

5 BCUs (Central North, North Area, North West, West and South West) have shown statistically significant drops of 5 pp. or more between FY 20-21 and the current FY 21-22. The main reasons for the falls in these BCUs was due to a reduced proportion of victims feeling their vulnerability was identified and catered for, which was related to feeling the police did not take them seriously.

TDIU survey findings

Telephone reporters are consistently more satisfied than those who report online. Since inception there has been a broadly consistent downward decline in quarterly results for both types of reporter.

Feeling reassured and feeling the police took the report seriously are the main factors for satisfaction in telephone reporters. For online reporters receiving further contact, particularly if the victim felt the crime had impacted them a lot, was the main factor associated with satisfaction.

Expectations also seem to have changed in FY 21-22, with more online reporters expecting further contact and fewer telephone reporters being happy reporting over the phone. Falling satisfaction has led to an increased proportion of victims having a worse view of police after their report.

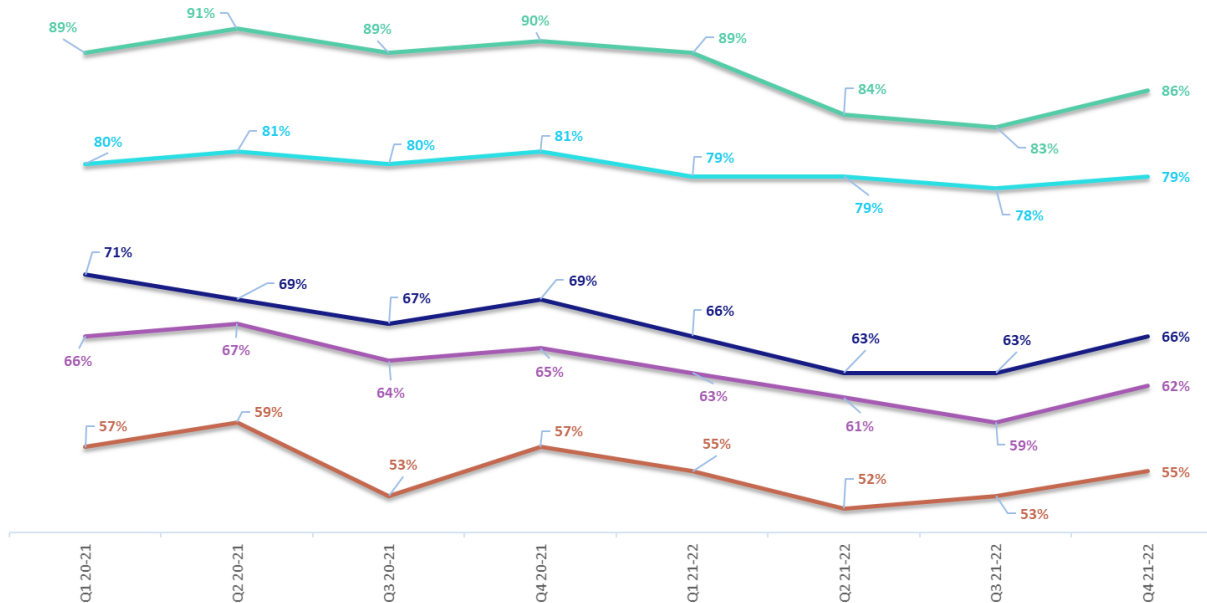
The short term picture for satisfaction is a small rise. The longer term picture is that of larger decline.

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

Discrete Quarter per point

Ease of Contact Police Actions Follow Up Treatment Overall Satisfaction

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



At a FY level Overall Satisfaction has fallen 4 percentage points from 69% in 20-21 to 65% in 21-22. At FY level a change of 0.5 pp. is a significant change.

Overall Satisfaction has shown a **statistically significant** upward shift of 3 percentage points from 63% Q3 21-22 to 66% in Q4 21-22.

Similarly, the rise in the Police Actions service area over the same period from 59% to 62% is also **significant**. Police Actions are consistently the **strongest driver** of Overall Satisfaction.

Ease of Contact, normally a consistent and high satisfaction driver, suffered a large fall in 21-22. This has shown some recovery in Q4 21-22 with a **significant 3 percentage point** increase.

Treatment has remained consistent throughout FY 20-21 and FY 21-22 with no significant change.

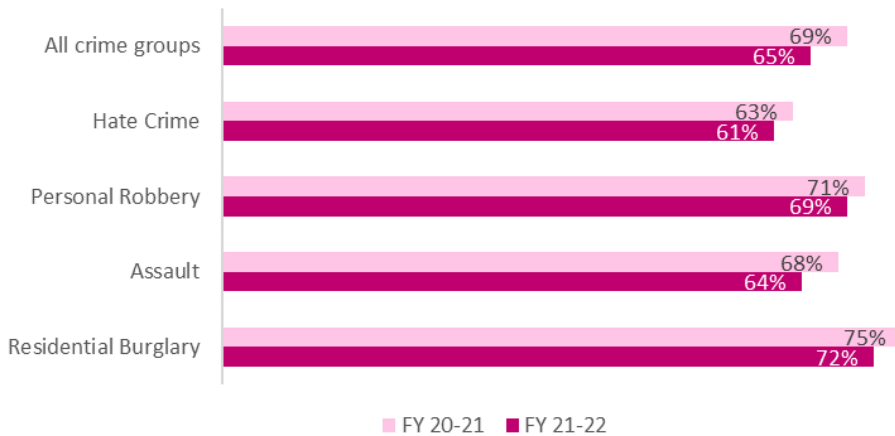
The service area that has the lowest levels of satisfaction is Follow Up, at 55% for Q4 21-22. This includes updates on investigation / being told the case is closed.

Satisfaction varies across offence groups but not geographic areas

Satisfaction is higher for victims of burglary (72%) and lower for victims of hate crime (61%) when compared to the FY MPS average (65%). These differences are statistically significant and this is consistent over time. All crime groups have shown a reduction over the last FY. These reductions are fairly evenly distributed ranging from 2 pp. to 4 pp.

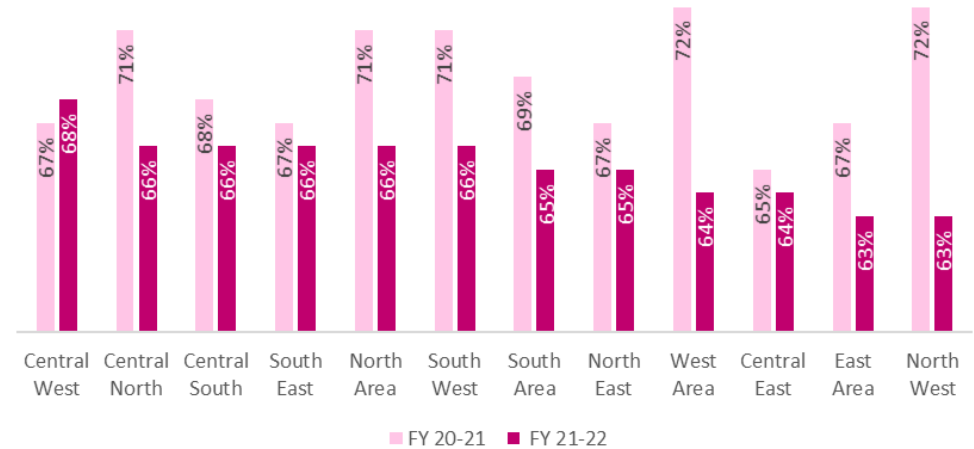
There is variation in performance between BCUs, with a 5pp. range between top and bottom performers. However, no BCU is significantly above or below the FY MPS average of 65%. 5 BCUs (Central North, North Area, North West, West Area and South West) have shown statistically significant drops of 5 pp. or more between FY 20-21 and the current FY 21-22. This drop is explored on the next slide.

Overall satisfaction by crime group
FY data



The confidence intervals associated with this data are approximately:
 All crime groups: 1 percentage point per data point
 Hate crime: 2 percentage points per data point
 Personal robbery: 2.5 percentage points per data point
 Assault: 1.5 percentage points per data point
 Residential burglary: 2.5 percentage points per data point

Overall satisfaction by BCU
FY data



The confidence intervals associated with this data are approximately 3 percentage points per BCU per data point

The large drop some BCUs have seen is due to service issues around identifying vulnerability and taking victim reports seriously

As per the large drops seen between FY 20-21 and FY 21-22, BCUs were split into two groups:

Significant change (Sig. BCUs) - Central North, North Area, North West, West and South West

Non significant change (N/S BCUs)- Central West, Central North, Central South, South East, North Area, South West, South Area, North East, West Area, Central East, East Area

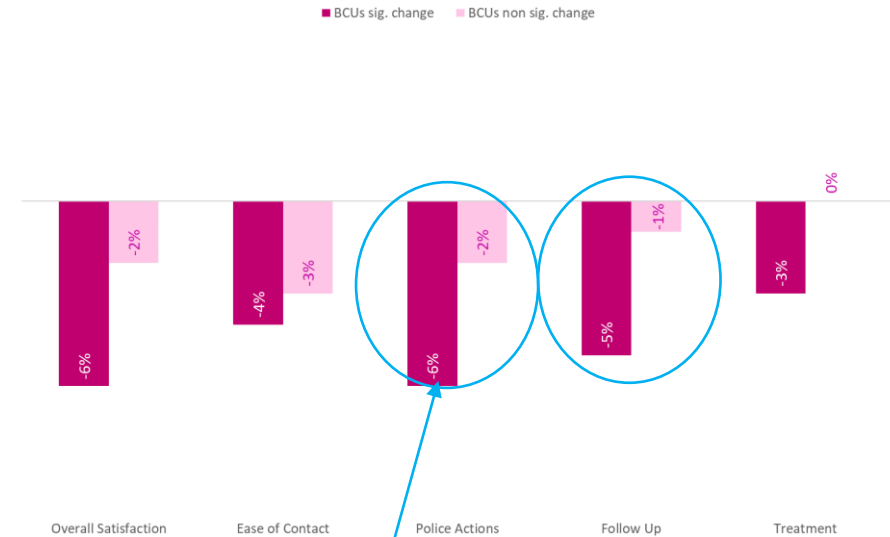
Main factors at play:

- Despite BCUs with significant change in Overall Satisfaction having the same proportion of victims self declaring as vulnerable (65% 20-21 vs. 64% 21-22), more of these vulnerable victims feel this was not identified by police (-4pp. change between years in sig. BCUs vs -1pp. in N/S BCUs) or not dealt with (-5pp. vs. -1pp.).
- On the sig. BCUs there was a large fall in the proportion of victims who felt their report was taken seriously (-6pp. vs. no change).
 - A greater fall in the proportion of victims who felt the investigation fell below their expectations was seen on sig. BCUs (-6pp. vs. -2pp.).

Other factors:

- Smaller disparities are seen for providing an explanation of actions, giving crime prevention advice and reassurance as well as repeat victimisation and having a disability.

Satisfaction changes between FY 20-21 and FY 21-22



Looking more widely than just Overall Satisfaction it is apparent that the largest disparities in the annual change is Actions (-6pp. for Sig. and -2pp. for N/S) and Follow Up (-5pp. for Sig. and -1pp. for N/S) followed closely by Treatment.

There is very little difference in annual change between the two sets of BCUs when comparing remaining crime feature (crime group, screening, SD, injury level) and demographic (age, ethnicity, LGBT+, deprivation etc.) characteristics .

Compliance with the Code of Practice for Victims of Crime has been largely stable

Victim Code responses over time

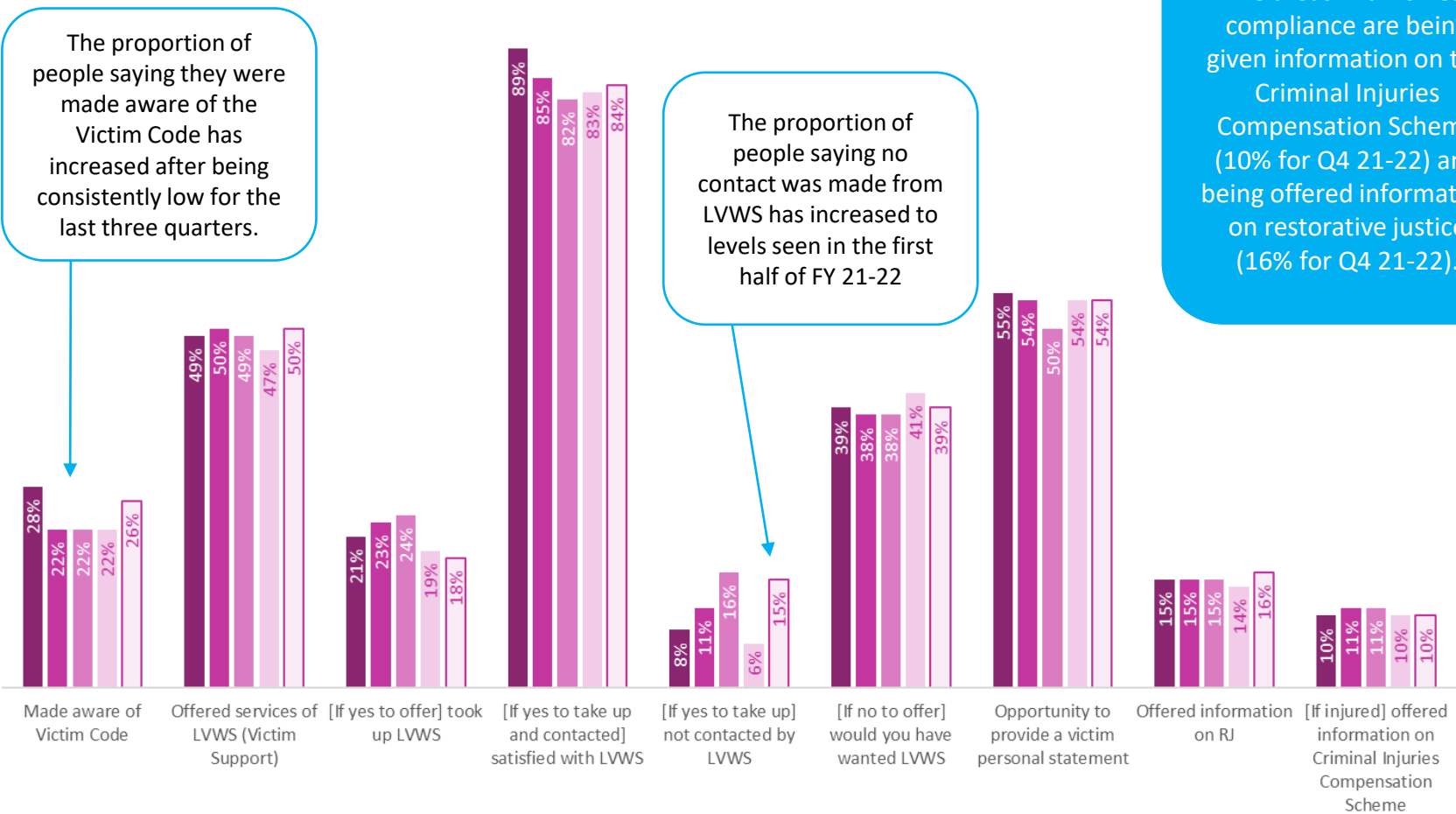
Discrete data per point

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

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

The proportion of people saying no contact was made from LVWS has increased to levels seen in the first half of FY 21-22

The areas with lowest compliance are being given information on the Criminal Injuries Compensation Scheme (10% for Q4 21-22) and being offered information on restorative justice (16% for Q4 21-22).



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

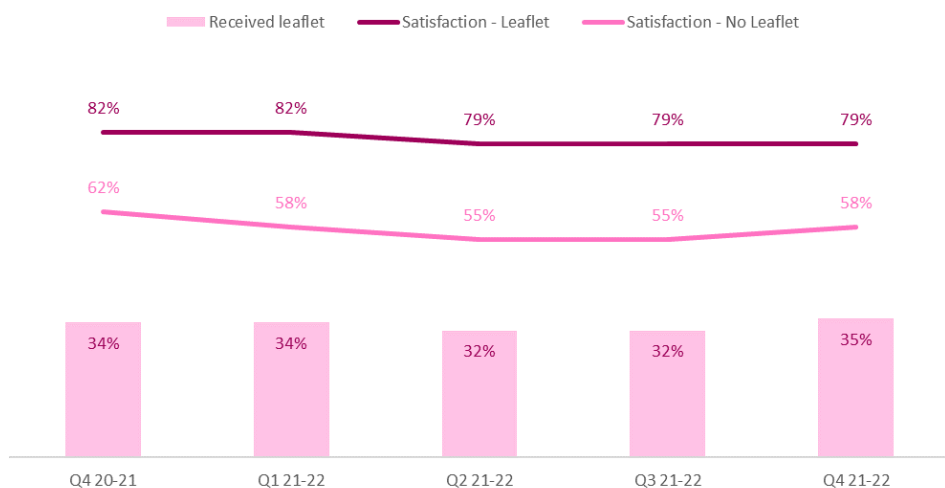
MPS distribution of new Victim Care Leaflets began in November 2020. These are directly given to victims aiming to improve information, VCOP compliance, and overall support.

A third of respondents in the USS report receiving leaflet (see graph). There is consistent over time.

Burglary victims are more likely to report receiving the leaflet (49% FY 21-22), than Robbery (34%), Assault (30%) and Hate victims (30%). The trend for each group is broadly consistent over time.

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

Victims receiving a leaflet and Overall Satisfaction (% CVF Satisfied)
Quarter data per point



Leaflet receipt varies by borough.

Top boroughs in terms of victim self-reporting receiving a leaflet – Hammersmith & Fulham at 42%, Barnet at 40% and Sutton at 40%. Bottom boroughs – Islington at 28% and Kingston upon Thames at 24% (compared to an average of 34% for the other boroughs on the BCU).

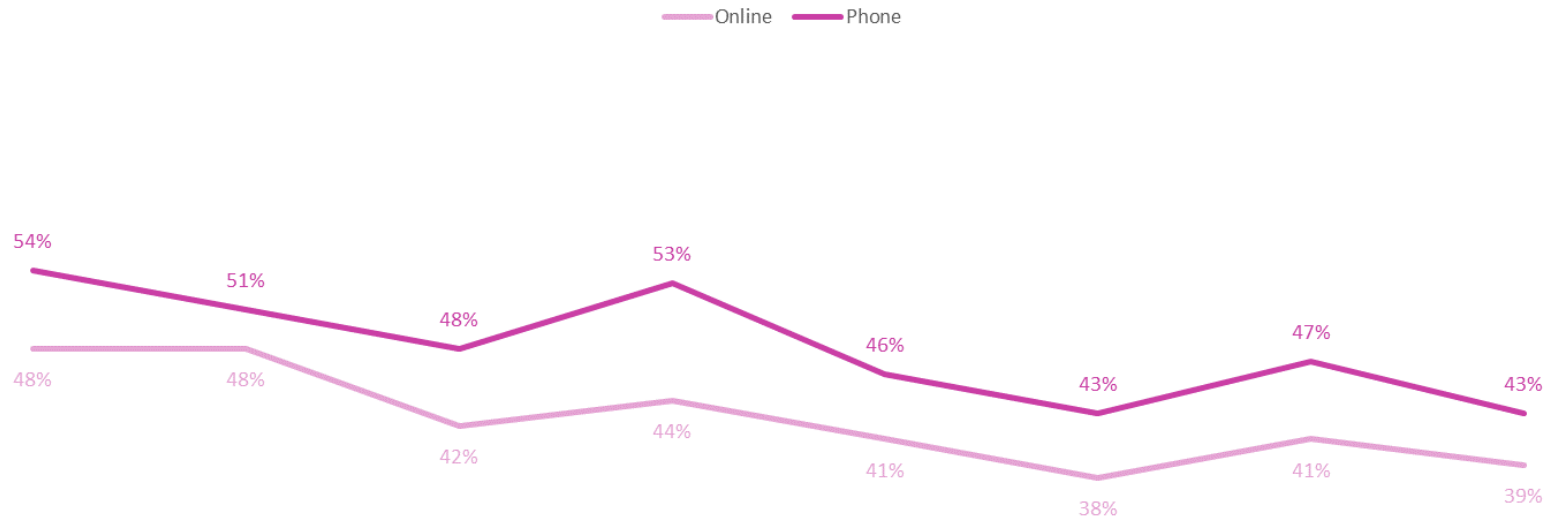
	Leaflet Base approx. 2500	No leaflet Base approx. 5000	Difference
Satisfaction - Actions	76%	54%	+22 pp.
Satisfaction - Overall	80%	56%	+24 pp.
Crime ref number given	92%	73%	+19 pp.
Explanation of next steps	91%	74%	+17 pp.
Offer of LVWS/Victim Support	71%	37%	+34 pp.
Info on restorative justice	28%	9%	+19 pp.
Info on Criminal Injuries Compensation*	17%	7%	+10 pp.
Crime prevention advice given	57%	28%	+29 pp.
Reassured by what the police did	81%	58%	+23 pp.

*Base size approx. half due to question only being asked of those who received an injury.

The positive impacts are seen across **all crime types and demographics** (age, sex, ethnicity, faith etc.). The **largest net increase** is seen for those with a self-identified report a **disability** (77% satisfied with Leaflet vs. 44% satisfied without Leaflet, a 33 pp. difference).

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

Victim satisfaction from the TDIU survey (% CVF Satisfied)
Quarterly data per point



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

Since inception there has been a broadly consistent downward decline in quarterly results for both telephone and online reporters.

On an annual basis the fall is (both significant):

Online – 7 pp. (46% 20-21 to 39% 21-22)

Phone – 6 pp. (51% 20-21 to 45% 21-22)

Q1 20-21

Q2 20-21

Q3 20-21

Q4 20-21

Q1 21-22

Q2 21-22

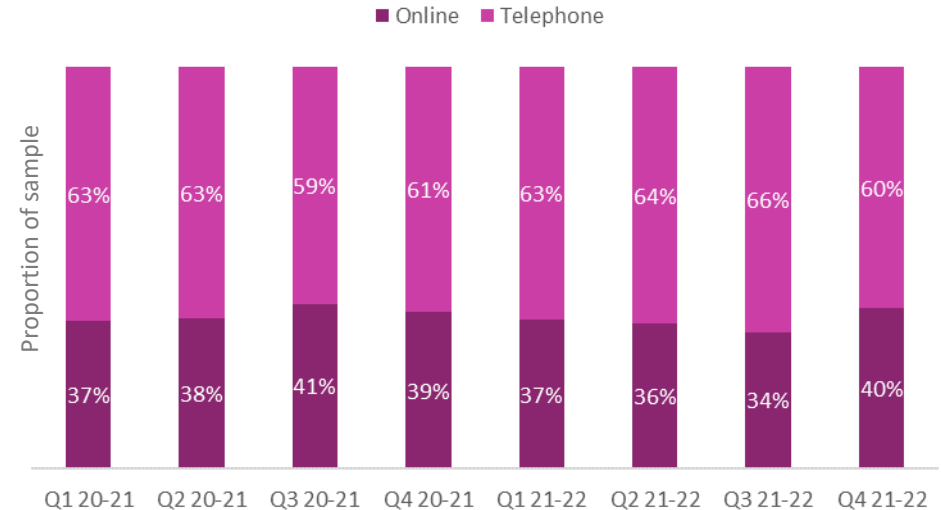
Q3 21-22

Q4 21-22

The TDIU survey shows a large mismatch in victim expectations and the service delivered, with an indication this gap is growing

The invitation to take part in the TDIU survey is extended to **all** victims who report the **specified crime types** via the telephone or online.

Around 7% of those invited to do so take part in the survey (approx. 1,900 per quarter) and response is consistently split approximately 60:40 telephone to online. The response rate has reduced from around 10% since the survey launch.



Online

37% of those **reporting online** receive **no further contact** other than an email acknowledgement (Q4 21-22). This is consistent over time.

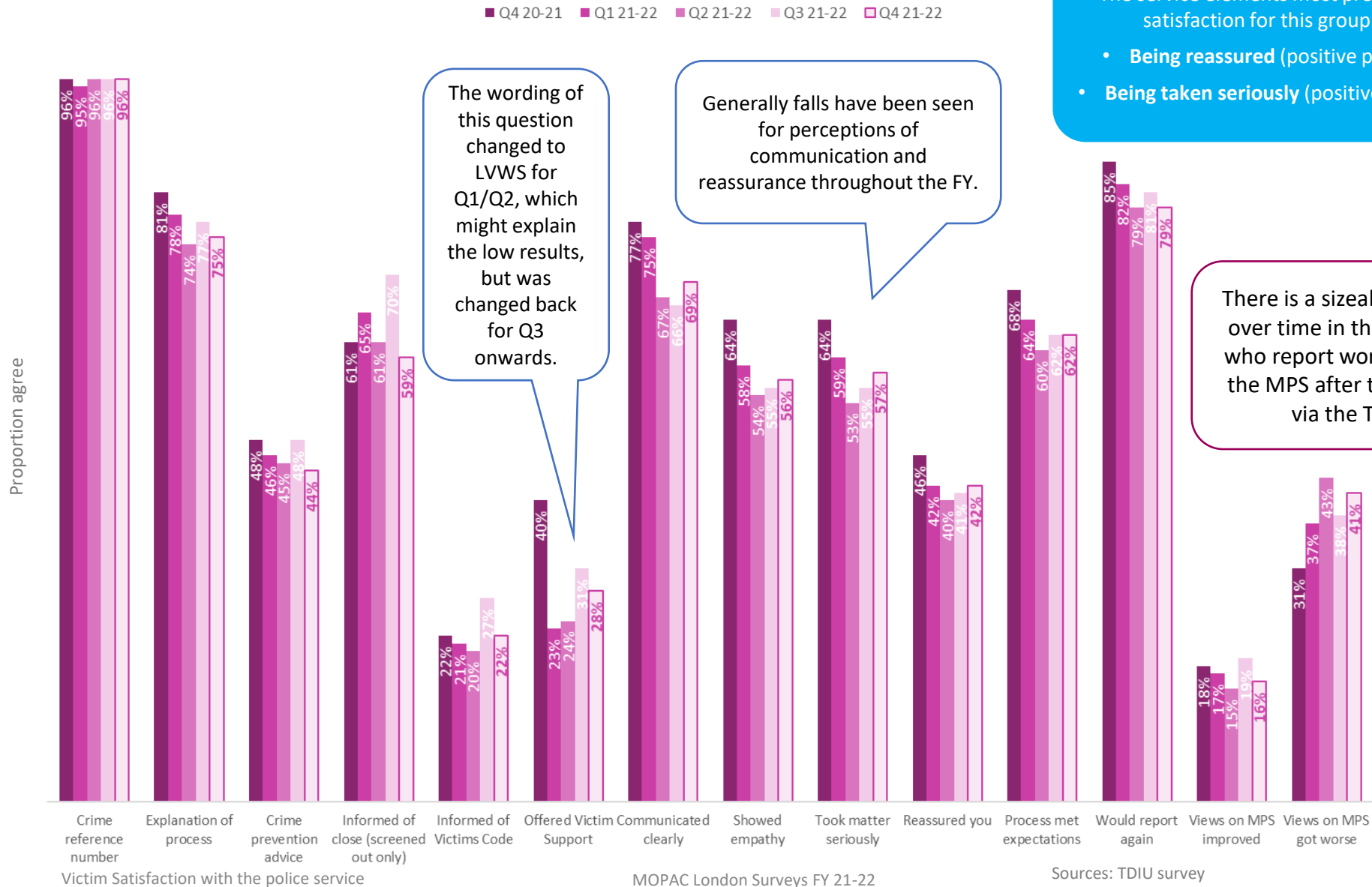
Of those who did not receive further contact, 74% **expected** that the police would **contact** them regarding their report (Q4 21-22). This represents a sizeable increase from the 63% average from FY 20-21.

Telephone

22% of those reporting via telephone **receive a visit** from an officer or staff. This is consistent over time. Of those who do not; **a third (34%) are not happy being dealt with entirely over the telephone** (Q4 21-22). This has increased from a quarterly average of 28% last FY.

Half of those reporting via telephone **are transferred directly to the TDIU** from MetCC (51%). Of those who aren't; just over a third (36%) are called back within 24 hours, but **two in ten (18%) report not receiving a call at all** (Q4 21-22). These are both consistent over time.

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



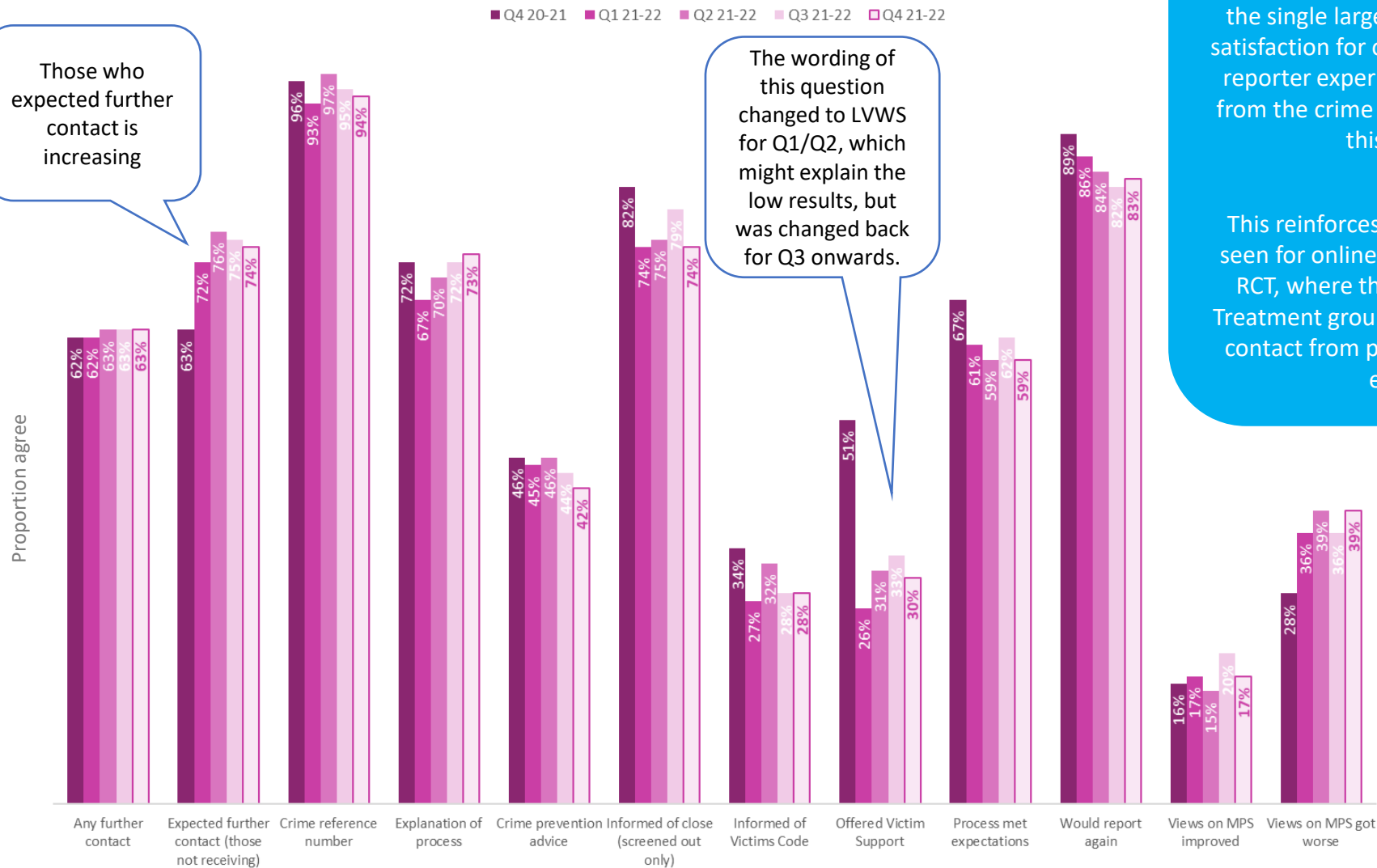
The wording of this question changed to LVWS for Q1/Q2, which might explain the low results, but was changed back for Q3 onwards.

Generally falls have been seen for perceptions of communication and reassurance throughout the FY.

- The service elements most predictive of satisfaction for this group are:
- Being reassured (positive predictor)
 - Being taken seriously (positive predictor)

There is a sizeable increase over time in those victims who report worse views of the MPS after their report via the TDIU.

TDIU – Having further contact is an important factor for satisfaction amongst those who report online



Those who expected further contact is increasing

The wording of this question changed to LVWS for Q1/Q2, which might explain the low results, but was changed back for Q3 onwards.

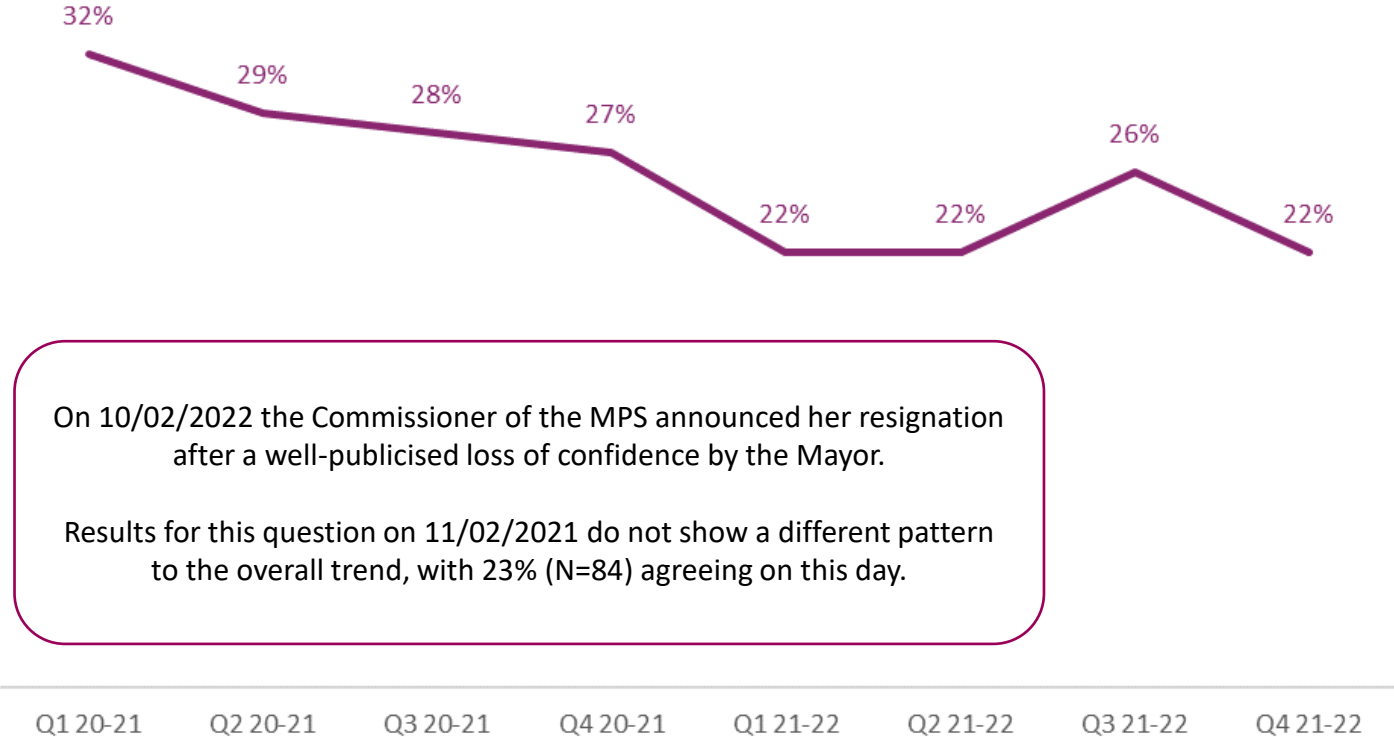
Not having further contact, particularly where it is expected, is the single largest driving factor of satisfaction for online reporters. The reporter experiencing high impact from the crime can also exacerbate this effect.

This reinforces the positive effect seen for online reporters in the Q3 RCT, where the call back for the Treatment group was often the only contact from police other than an email.

There is a sizeable increase over time in those victims who report worse views of the MPS after their report via the TDIU. For Q4 21-22 the factors most associated with having a worse opinion are the same as satisfaction – further contact and impact.

There has been a reduction in the proportion of respondents feeling the Mayor and MOPAC are effectively supporting the MPS over time

The Mayor of London and MOPAC are doing everything they can to support the Metropolitan Police Service (% agree)
Quarterly data per point



On 10/02/2022 the Commissioner of the MPS announced her resignation after a well-publicised loss of confidence by the Mayor.

Results for this question on 11/02/2021 do not show a different pattern to the overall trend, with 23% (N=84) agreeing on this day.

Public Perceptions towards the police



Summary of Public Perceptions towards the police

Results across the 7 Core Public Perception questions

Confidence has fallen by -6pp. over the last year, while **trust in the MPS** has seen a similar reduction of -7pp. In FY 21-22, *less than half* of Londoners now feel the police do a good job in their local area (49%).

Upwards trends in measures of **police communication** (e.g., informed local and contact SNT/DWO) were seen through FY 20-21, but results have since levelled off during FY 21-22. Wider **attitudinal measures** have seen sharp declines throughout FY 21-22, with fair treatment, relied on, listen to concerns and deal with issues all declining by -8pp. compared with the previous year end.

Discrete Quarterly Trends

Discrete Q3 21-22 saw slight uplifts for many measures, but latest results for Q4 21-22 have decreased sharply – continuing the general downwards trend seen earlier in the year. **Trust in the Metropolitan Police Service has fallen by 9 percentage points** this quarter, with just two-thirds of Londoners now trusting the police (66%). **Confidence has also decreased by 5 percentage points** this quarter, meaning just 45% of Londoners feel the police do a good job in their local area in discrete Q4 21-22.

Borough Level Public Perceptions

Following a mixed performance during FY 20-21, FY 21-22 saw a **return to downwards performance at a Borough Level**, particularly across attitudinal measures (including trust). Whereas 11 Boroughs saw net declines* across the public perception measures at the start of the year (R12 to Q1 21-22), this has since risen to **25 Boroughs** at the end of the year (R12 Q4 21-22). Furthermore, **no boroughs now see net improvements across these measures**.

Performance is generally poor for attitudinal measures (including trust). Each of these measures have declined by -5pp. or more in **over half** of London boroughs. Performance for communication measures is more mixed, but improvements for ‘informed local’ seen in previous quarters have reversed – with **over half** of boroughs now also seeing declines of 5pp. or more here.

Additional insight

Comparing trust in the MPS with other organisations shows that falls in trust are not unique to the police, with similar declines also seen for public trust in Central Government. Overall, trust in the Metropolitan Police Service (66%) sits below trust in the NHS (85%). However, levels remain higher than those seen for central Government (39%) or for media companies (23%).

A number of high-profile events in Q4 21-22 may have influenced perceptions, including the resignation of the Commissioner, and the publication of the Operation Hotton report and Child Q report. The declines in public perceptions cannot be tied to any of these events individually, but they may have had a cumulative impact.

Latest declines in trust during Q4 21-22 have been seen across demographic groups – but results are now particularly low for Black and Mixed Londoners. Less than half of Black (44%) or Mixed (45%) Ethnicity Londoners interviewed said they trust the MPS.

Emerging declines are also seen in measures of public co-operation with police – particularly amongst younger Londoners. This brings tangible impacts on how Londoners engage with police. A -13pp. fall has been seen in young males’ willingness to obey police orders in FY 21-22 compared with FY 20-21. The proportion of young females ‘very willing’ to contact police if they were the victim of crime has declined by -21pp. to just 38% (change from FY 20-21 to FY 21-22).

Freetext analysis shows that the primary drivers of individuals NOT trusting the MPS relate to personal experience and media coverage. The strongest drivers of trust in the MPS are personal experience and a general sense of effectiveness.

Looking at inequalities in perceptions, although Black Caribbean Londoners continue to see larger gaps than Black African Londoners at the end of FY 21-22, performance has worsened to a greater extent for Black African residents over recent years.

*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.

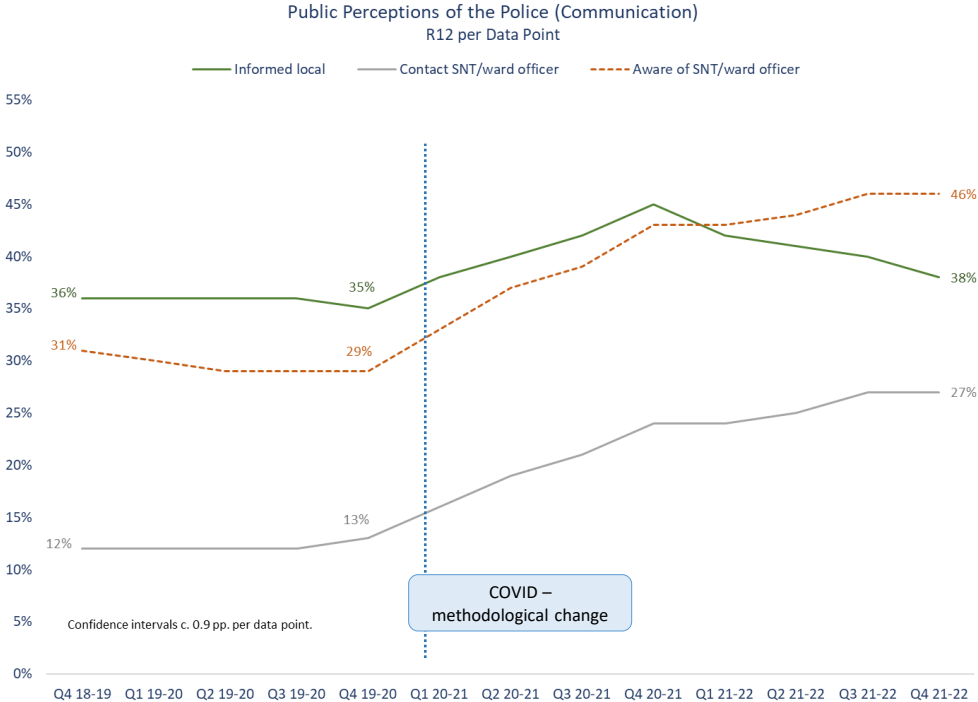
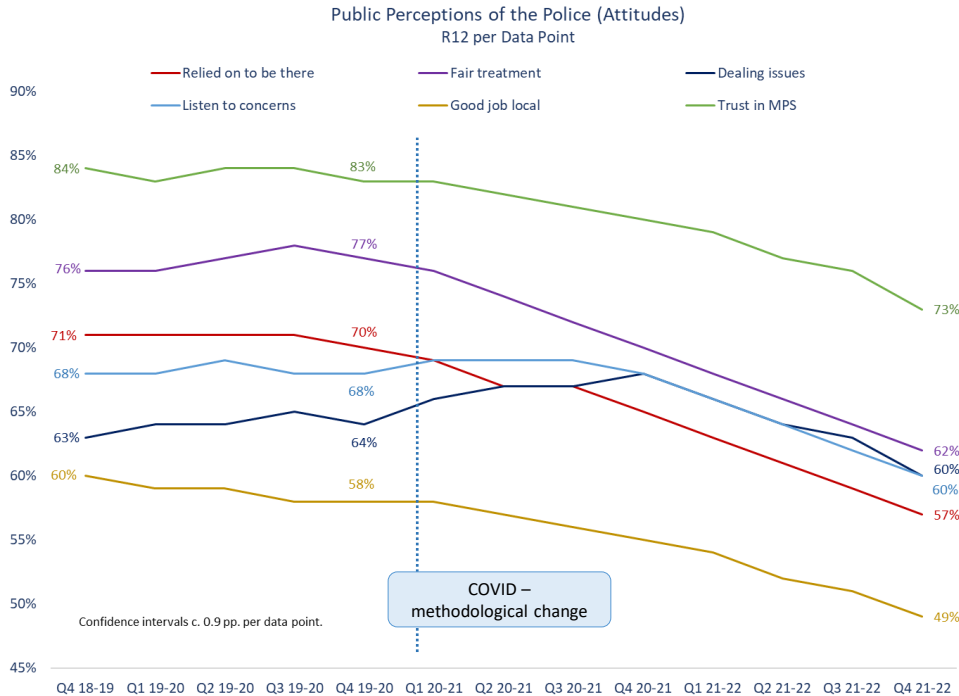
Looking at the most recent rolling 12 months of data shows sustained declines across many perception measures

Perceptions of the police have seen sustained declines over recent years, which have continued throughout FY 21-22.

Compared with the previous year end (FY 20-21), **confidence has declined by 6 percentage points** over this time; while **trust in the Metropolitan Police Service has also seen a similar reduction of 7 percentage points**. Looking back longer term, this represents a fall of 11 percentage points for both measures since the end of FY 18-19. In particular, *less than half* of Londoners now feel confident that the police do a good job in their local area, at just 49% for FY 21-22.

Steady declines have also been seen across wider **attitudinal measures**. The proportion of Londoners feeling the police treat everyone fairly, can be relied on to be there when needed, listen to local concerns, and deal with the issues that matter have all reduced by 8 percentage points since the end of FY 20-21.

Upwards trends in measures of **police communication** (e.g., informed local and contact SNT/DWO) were seen throughout FY 20-21. However, results have since levelled off during FY 21-22 for contact SNT/DWO, while a shallow downwards trend has been seen for informed about local policing.



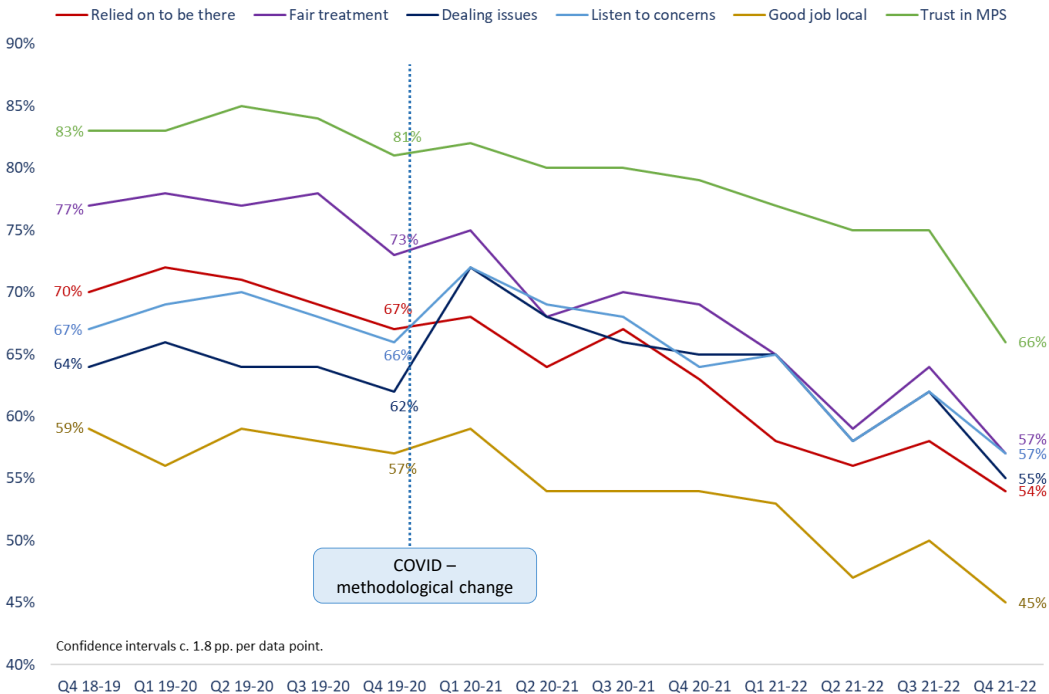
At a discrete (Q4 21-22) level sharp declines are seen, especially for trust

Trust in the Metropolitan Police Service has fallen by an unprecedented 9 percentage points this quarter, with just two-thirds of Londoners now trusting the police (66%). Confidence has also decreased by 5 percentage points this quarter, meaning just 45% of Londoners feel the police do a good job in their local area in discrete Q4 21-22. Both of these are the lowest on record.

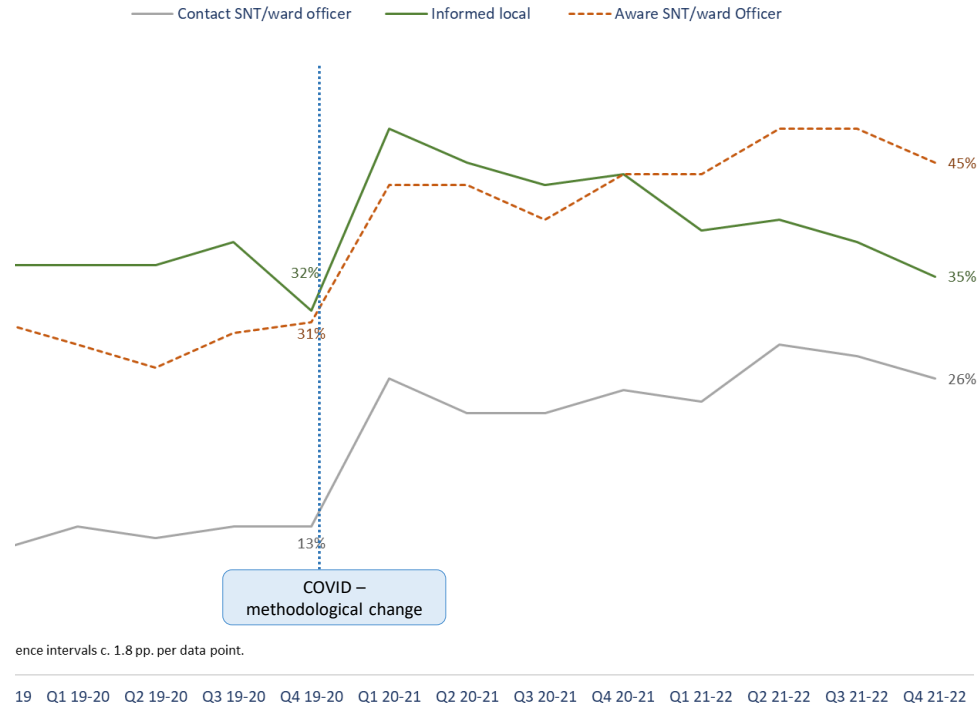
When compared with the same point last year (discrete Q4 20-21) this represents a fall of 13 percentage points for trust and 9 percentage points for confidence. Looking back longer-term, confidence has fallen 14 percentage points over the last three years (compared with discrete Q4 18-19), while trust has declined by 17 percentage points.

Sharp declines have also been seen this quarter for wider attitudinal measures. In particular, the proportion of Londoners feeling the police treat everyone fairly and deal with the issues that matter have both fallen by 7 percentage points in discrete Q4 21-22, after brief uplifts last quarter.

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



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



Downwards trends at a Borough level have accelerated in Q4 21-22

Results into R12 to Q4 21-22 continue to show a general picture of decline across core measures. Downwards trends are stronger compared to the previous quarter, with no boroughs seeing net improvements across three or more measures and an increase to **25 of the 32 boroughs now seeing net declines**.

Performance is generally poor across attitudinal and trust questions, with **no boroughs seeing increases of 5pp. or more** for any of these measures. Furthermore, each of these measures have declined by -5pp. or more in **over half of boroughs**. Looking at communication and engagement, while better performance is seen for Contact Ward Officer –11 boroughs see improvements of 5pp. or more in R12 to Q4 21-22 and no boroughs see declines– improvements in Informed Local seen in previous quarters now see a reversal – 19 boroughs see declines of 5 pp. or more.

	Agree the police can be relied upon to be there when needed (Relied on to be there)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)	Agree the police listen to the concerns of local people (Listen to concerns)	Feels well informed about local police activities over the last 12 months (Informed local)	Knows how to contact their local SNT/ward officer (Contact ward officer)	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	No. of questions increasing by 5 percentage points or more	No. of questions decreasing by 5 percentage points or more
Barking and Dagenham	62%	70%	67%	59%	46%	26%	46%	77%	1	1
Barnet	54%	73%	59%	63%	40%	29%	51%	77%	0	2
Bexley	61%	71%	66%	64%	43%	33%	51%	79%	0	7
Brent	61%	68%	62%	66%	40%	20%	56%	78%	0	2
Bromley	59%	59%	65%	67%	36%	32%	58%	75%	0	5
Camden	55%	52%	58%	61%	35%	26%	46%	70%	1	4
Croydon	51%	56%	53%	56%	34%	28%	37%	65%	0	7
Ealing	57%	63%	62%	62%	36%	23%	44%	76%	0	6
Enfield	53%	58%	59%	54%	37%	25%	44%	70%	1	6
Greenwich	50%	60%	56%	60%	35%	34%	45%	72%	1	6
Hackney	58%	55%	60%	61%	37%	27%	46%	68%	1	2
Hammersmith and Fulham	65%	63%	64%	65%	40%	22%	51%	76%	0	1
Haringey	51%	56%	55%	57%	36%	24%	49%	68%	0	7
Harrow	61%	68%	60%	59%	42%	30%	48%	79%	0	5
Havering	58%	69%	65%	65%	41%	30%	50%	77%	1	7
Hillingdon	61%	80%	66%	66%	43%	28%	52%	82%	0	5
Hounslow	58%	73%	66%	62%	41%	24%	55%	80%	0	3
Islington	55%	48%	57%	55%	34%	27%	50%	60%	1	7
Kensington and Chelsea	61%	62%	60%	59%	37%	27%	54%	78%	0	6
Kingston upon Thames	61%	77%	71%	70%	50%	38%	62%	79%	1	1
Lambeth	53%	39%	46%	45%	31%	22%	40%	60%	1	6
Lewisham	50%	49%	54%	53%	26%	21%	40%	67%	1	4
Merton	54%	59%	59%	61%	40%	30%	49%	74%	0	7
Newham	51%	61%	63%	58%	36%	18%	41%	70%	0	7
Redbridge	54%	66%	60%	59%	42%	35%	46%	72%	0	5
Richmond upon Thames	61%	75%	69%	71%	53%	38%	67%	77%	1	4
Southwark	52%	51%	59%	59%	30%	27%	48%	73%	0	7
Sutton	67%	76%	74%	72%	43%	37%	61%	80%	1	3
Tower Hamlets	59%	62%	57%	59%	37%	25%	45%	71%	1	4
Waltham Forest	61%	63%	63%	64%	41%	27%	46%	75%	0	4
Wandsworth	56%	55%	56%	60%	40%	20%	52%	73%	0	7
Westminster	58%	58%	60%	57%	36%	21%	51%	80%	0	6
MPS	57%	62%	60%	60%	38%	27%	49%	73%	0	7

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

15 boroughs have seen declines across 6 or more measures, a threefold increase from 5 boroughs in the previous quarter. This includes Ealing and Kensington & Chelsea, boroughs that have seen such declines since R12 to Q1 21-22.

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

*Notable reductions are of 5 pp. or more when comparing results during the most recent 12 months with the 12 months prior. Boroughs highlighted red in the first and final two columns see net reductions across three or more questions, while boroughs highlighted green in the first and final two columns show net improvements.

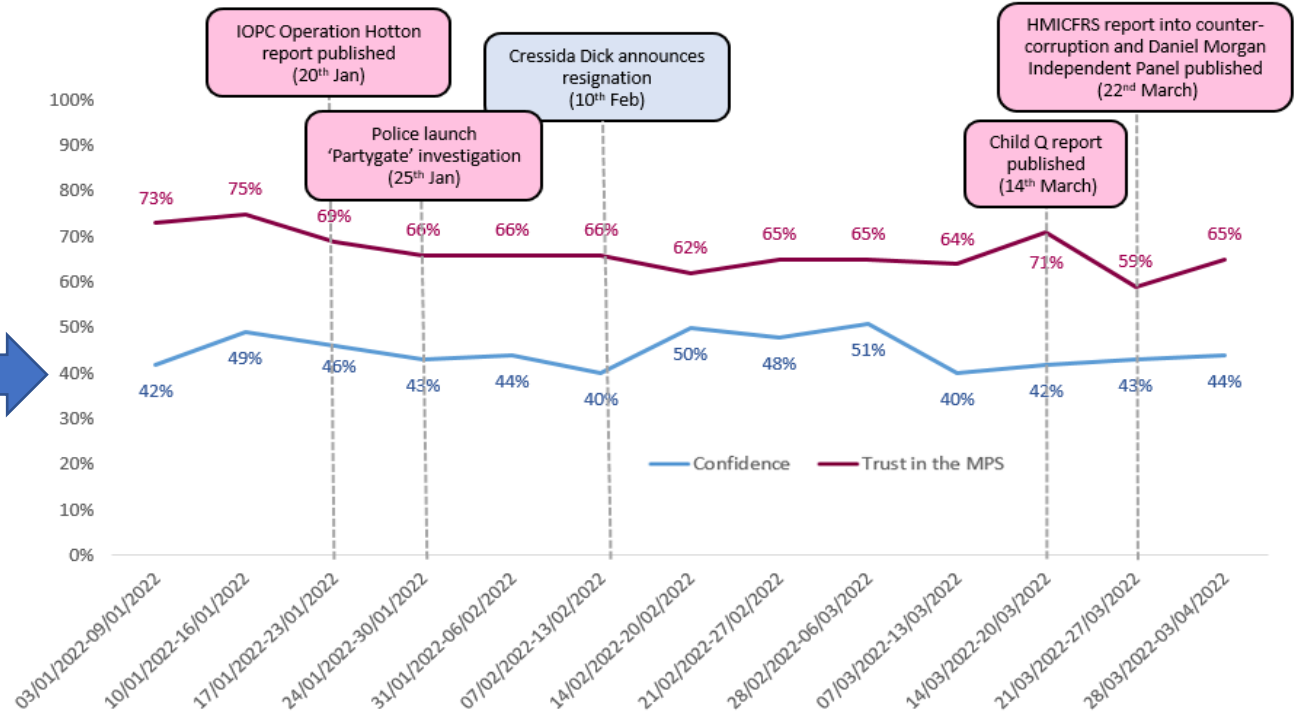
Several high-profile events during Q4 21-22 may have influenced trends in public trust and confidence

On 10th February 2022, Cressida Dick announced that she would be stepping down as the Metropolitan Police Commissioner. To understand the impact of this on public trust and confidence, Q4 21-22 was divided into two timeframes covering the period **before this announcement** (i.e., from 2nd January to 9th February 2022) and the period **after this announcement** (i.e., from 10th February to 31st March 2022).

Overall, results suggest **little impact** of the resignation of Cressida Dick on public Trust and Confidence. When comparing the Q4 21-22 period **before** this announcement with the period **after**, confidence remained stable (pre: 44%, post: 45%), while trust in the MPS declined significantly (pre: 69%, post: 64%).

However, at a **weekly level** (see right) trust in the MPS remained relatively stable over the weeks immediately surrounding this announcement. Instead, other events during Q4 may as have had a greater influence on trust – for example, a decline of 9pp. was seen in the weeks surrounding the IOPC’s Operation Hotton report and in the lead up to the launch of police investigations into alleged Government lockdown parties.

Confidence saw a temporary uplift after Cressida Dick’s announcement; but subsequently returned to lower levels.



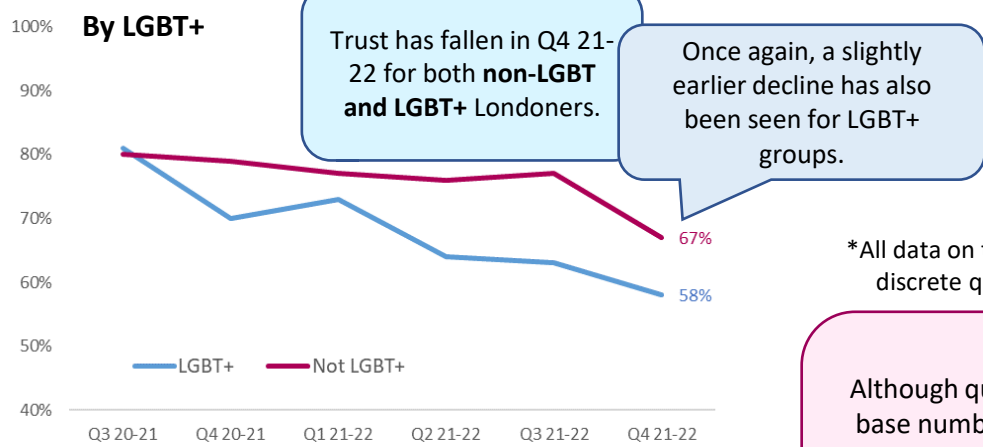
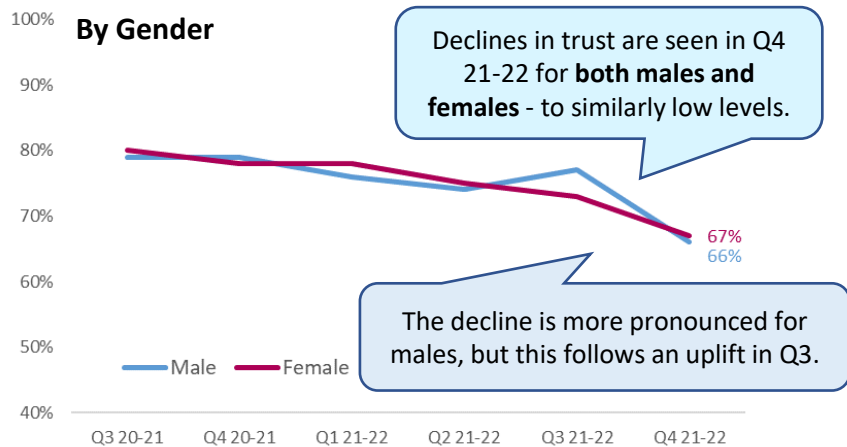
Analysis revealed **25 news articles** related to the MPS that reached **over 10,000 social media interactions** over this timeframe*. **Over half of these were around the police response to 'Partygate'**, suggesting this may have been particularly prominent in public interest. Other prominent topics included the resignation of Cressida Dick and the search of Child Q.



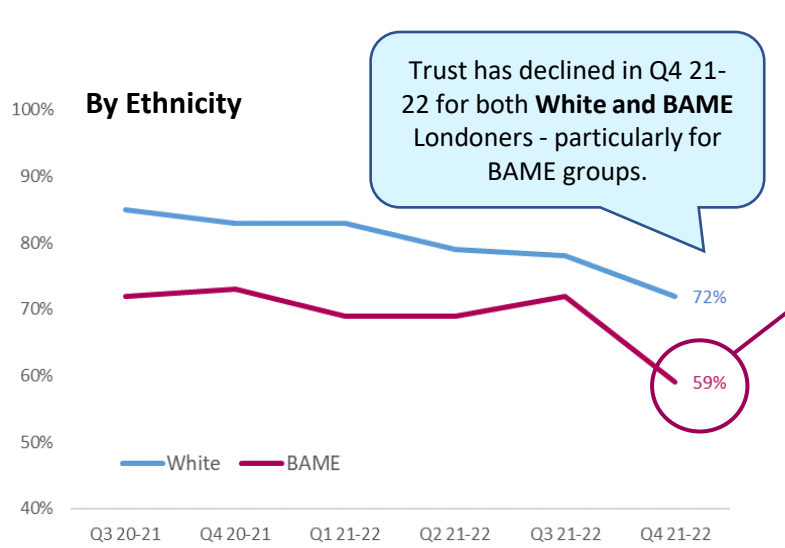
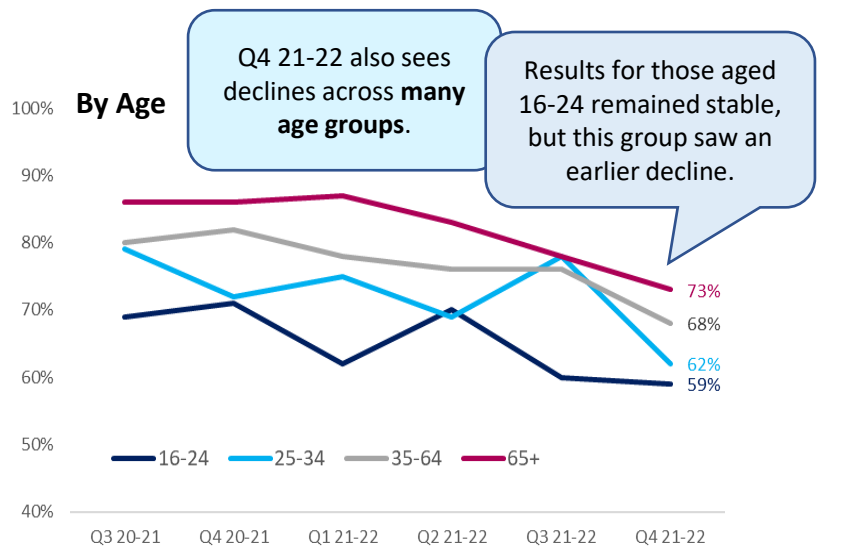
*Data from Newswhip covering news articles mentioning the Metropolitan Police Service from 1st Jan to 31st Mar 2022.

Latest declines in trust during Q4 21-22 have been seen across demographic groups – but results are now *particularly low* for Black and Mixed Londoners

Discrete Q4 21-22 has seen a **large decline** in public trust in the Metropolitan Police Service. This slide shows that reductions have been seen across a range of different **demographic groups**. However, these latest declines mean that trust amongst **Black and Mixed Ethnicity Londoners** now stands *below 50%*.



*All data on this slide is discrete quarterly



Although quarterly base numbers are low, the decline for BAME Londoners is driven by **large reductions** for those from Mixed, Black and 'Other' Ethnic Backgrounds.

As a result, less than half of Black (44%) or Mixed (45%) Ethnicity Londoners interviewed during Q4 21-22 said they trust the MPS.

Understanding Londoners' Trust in the Police – Qualitative Analysis

Londoners interviewed as part of MOPAC's Public Attitude Survey (PAS) during May 2022 were asked to explain the reasons WHY they did or did not trust the Metropolitan Police Service. Analysis of these comments sought to understand issues on the forefront of Londoners' minds when answering this question.

427 Londoners either *disagreed* or were *neutral*.
The most common themes mentioned by this group were...

1,134 Londoners *agreed*.
The most common themes mentioned by this group were...

Why do you say that you DISAGREE or are NEUTRAL that... "the MPS is an organisation you can trust"?



Personal Experience (Negative)
(122 comments – 26%)



Media Coverage
(110 comments – 26%)



Leadership and Culture
(39 comments – 9%)



Inconsistencies or Individuals' Behaviour
(43 comments – 10%)



Racism and Discrimination
(52 comments – 12%)



Effectiveness and Priorities
(38 comments – 9%)



Issues with Visibility and Resourcing
(32 comments – 7%)



Women's Safety and Misogyny
(28 comments – 7%)

Why do you say that you AGREE that... "the MPS is an organisation you can trust"?



Personal Experience (Positive)
(280 comments – 25%)



Belief the police do a good job
(211 comments – 19%)



Police Treatment
(88 comments – 8%)



Media and Current Events
(92 comments – 8%)



Belief the police should be trusted
(195 comments – 17%)



Doing Best Despite Challenges
(83 comments – 7%)



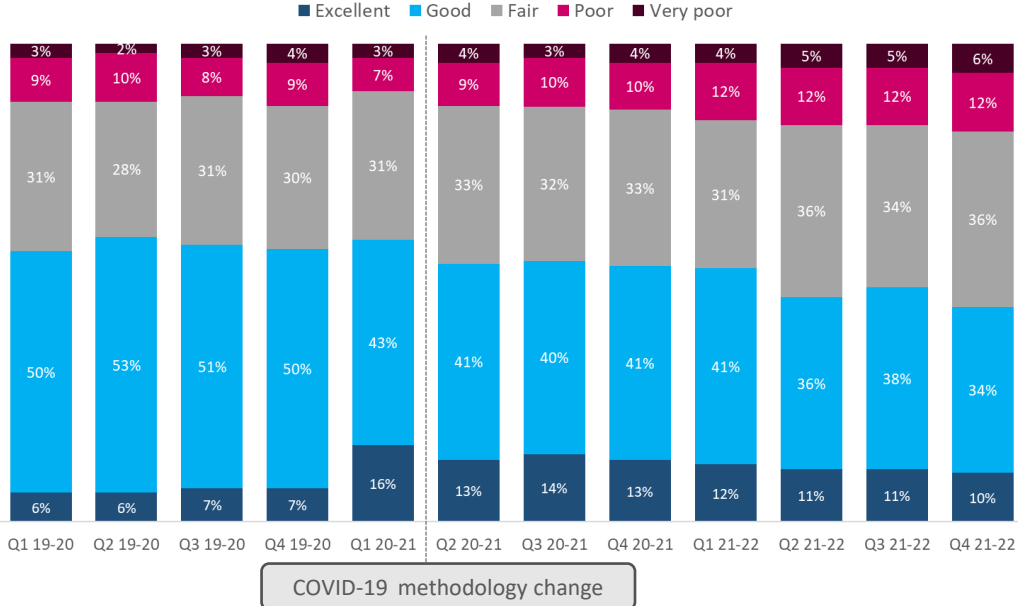
Inconsistencies or Individuals' Behaviour
(70 comments – 6%)



Personal/Professional Affiliation with Police
(48 comments – 4%)

Confidence has seen a shift *from* feeling police do a **GOOD** job in the local area *towards* doing a **FAIR** job

Confidence in the Metropolitan Police Service has seen a sustained decline over recent years, and stands at just 45% in Quarter 4 21-22. Looking at this question in more detail, the **largest shifts have been seen amongst Londoners with 'middling' views**. In particular, the proportion feeling **police do a GOOD job** locally has declined from 50% in Q4 19-20 to just 34% in Q4 21-22. Instead, respondents are now more likely to feel **police do a FAIR job**:

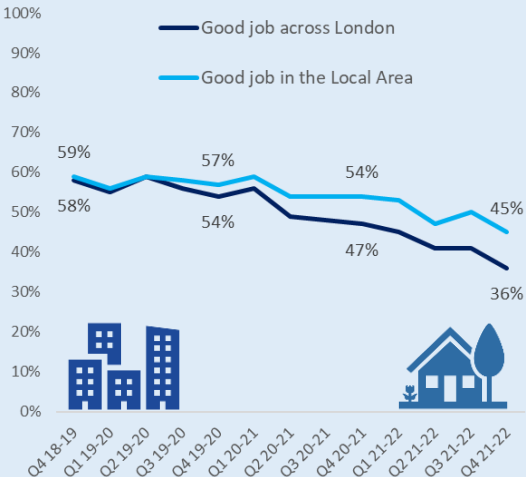


Interestingly though, Londoners' views have also become **increasingly polarised at the extremes**. The proportion feeling **police do an EXCELLENT job** saw an *uplift* during the COVID-19 period*, and still remains slightly higher than levels seen in FY 19-20. Meanwhile, the proportion feeling **police do a VERY POOR job** has also *doubled* - from around 3% during FY 19-20 to 6% in Q4 21-22.

Tenure and the length of time living in the local area are both drivers of feeling the police do an **EXCELLENT job** in their local area. Private renters and those who have lived in their local area for less than 3 years were most likely to say 'excellent' (both 17%). Regression modelling shows these factors to be **stronger drivers of saying 'excellent' than other demographic factors** (age, disability, ethnicity, gender, LGBT).

Confidence in Local Policing vs. London-Wide Policing

The PAS also asks Londoners whether they feel police do a **good job across London**. Historically, this measure used to track *above* local confidence; but the gap *gradually narrowed* so that measures were equal during FY 18-19.

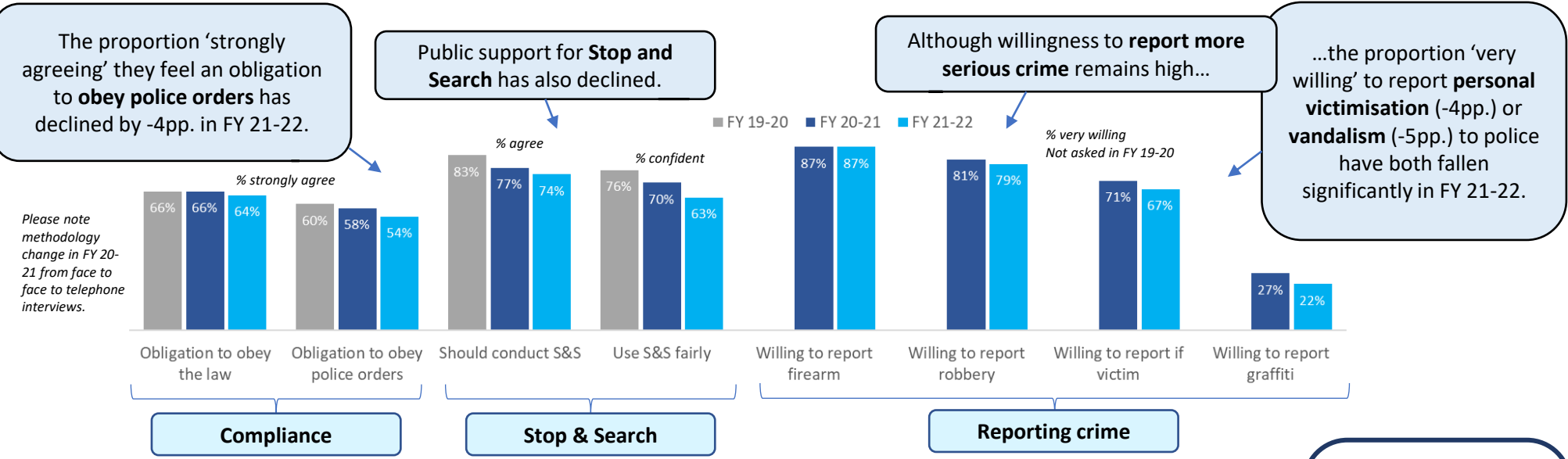


However, this gap has **recently reversed and widened** - driven by *even larger* reductions in 'good job London'. During discrete Q4 21-22, just one in three residents (36%) believed the police do a good job across London as a whole.

*Discrete quarterly data on this slide, the COVID-19 period also coincided with a change in PAS methodology from face-to-face to telephone interviewing, which may have affected results.

Emerging declines are also seen in measures of public co-operation with police – particularly amongst younger Londoners

Those who trust the Metropolitan Police Service and who feel confident in their local police are more likely to respond positively across a range of measures associated with operational policing. However, FY 21-22 has **also seen emerging declines across other measures of public involvement and co-operation with police**. These declines are **further amplified amongst certain groups** – including younger generations – bringing tangible impacts on how Londoners engage with police.



Please note methodology change in FY 20-21 from face to face to telephone interviews.

Although many of these emerging declines are small, they are further **amplified for certain groups** – in particular young Londoners...

Percentage Point Change in FY 20-21 to FY 21-22. Gaps of -5pp. or more are highlighted.

	Age Group			
	16 to 24	25 to 34	35 to 64	65+
Obligation to obey law	-7pp.	-4pp.	-1pp.	+1pp.
Obligation to obey police	-9pp.	-5pp.	-4pp.	-2pp.
Police should Stop & Search	-7pp.	-4pp.	-4pp.	-3pp.
Stop & Search used fairly	-10pp.	-7pp.	-6pp.	-9pp.
Willingness to report graffiti	-9pp.	-8pp.	-4pp.	-4pp.
Willingness to report if victim	-14pp.	-1pp.	-4pp.	-6pp.

FY 21-22. 16-24 n = 565; 25-34 n = 1,631; 35-64 n = 6,677; 65+ n = 4,030.

A -13pp. fall has been seen in **young males'** willingness to **obey police orders***.

The proportion of **young females** 'very willing' to **contact police** if they were the victim of crime has declined by -21pp. to just 38%.

...while **intersectionality** highlights other risks:

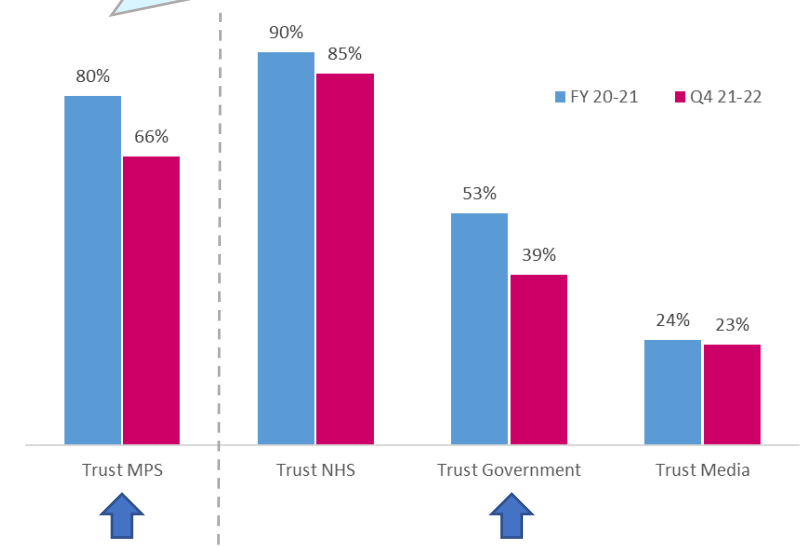


*In FY 21-22 compared with FY 20-21, those aged 16 to 24. FY 21-22 young female n = 301, young male n = 258.

Falls in trust are not unique to the police, with similar declines also seen for public trust in Central Government

Questions in the Public Attitude Survey (PAS) help to **benchmark trust in the Metropolitan Police Service against trust in other organisations**. These questions were asked throughout FY 20-21 – providing a baseline – and were then *re-introduced* in discrete Q4 21-22. This slide compares trust in the MPS with other organisations.

Overall, **trust in the Metropolitan Police Service (66%) sits below trust in the NHS (85%)**. However, levels remain *higher* than those seen for central Government (39%) or for media companies (23%).



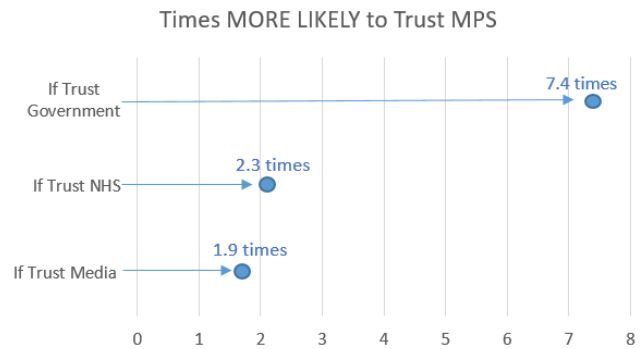
The decline for trust in the Metropolitan Police Service seen over this timeframe is **mirrored by a similar decline in trust in the Government** (both down -14 pp. when comparing FY 20-21 with Q4 21-22). Meanwhile, levels of trust in the NHS and in media companies have **remained more stable**.

Ethnic inequalities in trust are *larger* for the **Metropolitan Police Service** and the **Government** than for the NHS or media companies. However, lower trust amongst Black Londoners appears more *unique to the police*.

pp. gaps in Q4 21-22 compared with the MPS result

	White British	White Other	Mixed	Asian	Black
MPS	+4pp.	+11pp.	-21pp.	+7pp.	-22pp.
Government	-5pp.	+7pp.	-18pp.	+17pp.	-3pp.
NHS	+4pp.	-1pp.	-3pp.	+2pp.	-6pp.
Media	-2pp.	+2pp.	-5pp.	+6pp.	0pp.

Analysis suggests that Londoners' trust in the MPS continues to be closely interlinked with their wider trust in central government'.



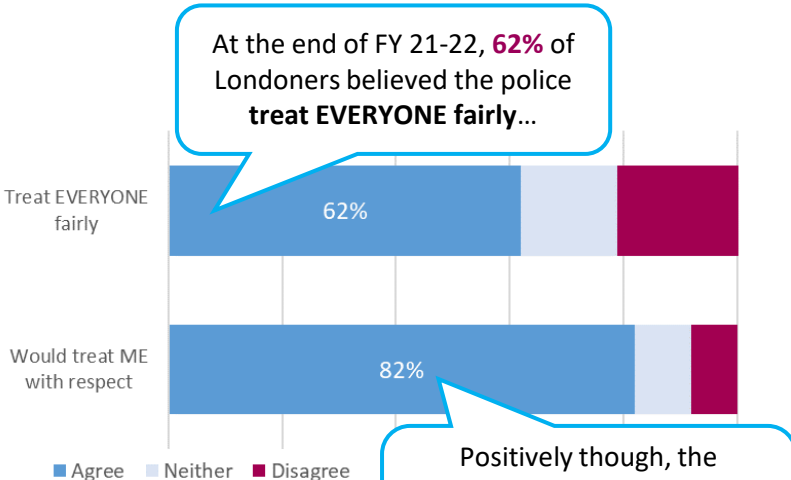
Holding individual demographics constant*, trusting central Government is associated with *over seven times increased odds of also trusting* the Metropolitan Police Service.

However – *even when controlling for trust in the Government* – Londoners from Black and Mixed Ethnicity Backgrounds remain **less likely to trust the MPS**, suggesting other factors are here influencing these inequalities.

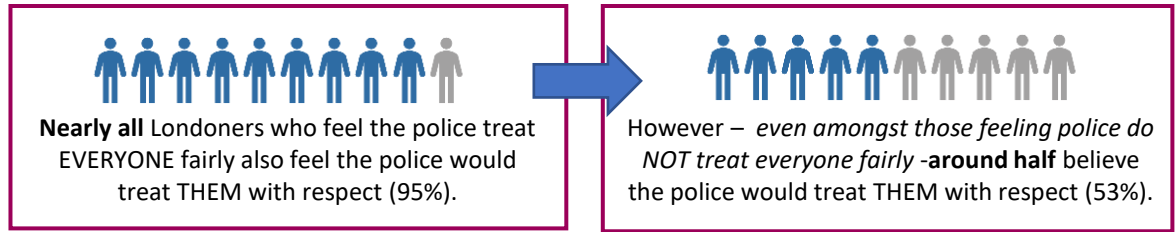
*Regression modelling was used to predict Trust in the MPS from trust in other organisations, while controlling for a respondent's gender, age, ethnicity and sexuality. Analysis was conducted on discrete Q4 21-22 data.

Despite fewer Londoners feeling police treat EVERYONE fairly, the majority still feel officers would treat THEM PERSONALLY with respect

As well as asking Londoners whether they feel police **treat EVERYONE** fairly, the PAS also asks whether Londoners believe the police would **treat THEM** with respect if they had contact with them for any reason. Considering these **two questions together** adds further insight into residents' perceptions of police treatment.



Analyses suggest perceptions that the police treat EVERYONE fairly and would treat THEM with respect are **inter-related**, but are also **somewhat distinct**. Illustrating this:



Some groups of Londoners are less likely to feel police would **treat them** with respect...

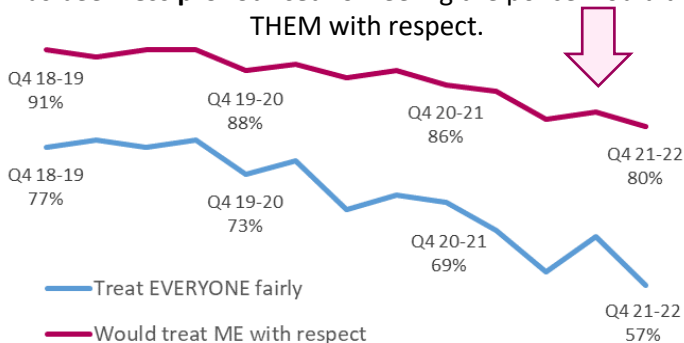
		Treat EVERYONE fairly	Would treat ME with respect
Gender	Male	+1pp.	0pp.
	Female	-2pp.	0pp.
Age	16 to 24	-6pp.	-6pp.
	25 to 34	-1pp.	-2pp.
	35 to 64	0pp.	0pp.
	65+	+3pp.	+7pp.
Ethnicity	White British	-1pp.	+3pp.
	White Other	+7pp.	+5pp.
	Mixed	-18pp.	-6pp.
	Asian	+9pp.	-1pp.
	Black	-16pp.	-15pp.
LGBT+	Other	0pp.	-1pp.
	LGBT+	-12pp.	-2pp.
Disability	Not LGBT+	+1pp.	0pp.
	No disability	0pp.	0pp.
Disability	Disability	-4pp.	-2pp.
	No disability	0pp.	0pp.

Inequalities follow **similar patterns** to those seen for fair treatment, supporting the overlap between these two measures.

Accordingly, Londoners **aged under 25** and those from **Black or Mixed Ethnic Backgrounds** are *far less likely* to feel the police would treat THEM with respect.

However – while **LGBT+ Londoners** remain less likely to feel police treat EVERYONE fairly – *no gaps* are contrastingly seen here for how they feel police would treat THEM.


Although both measures have declined over recent years, this has been **less pronounced** for feeling the police would treat THEM with respect.



*Table shows gaps compared with MPS result at FY 21-22.

A quarter of Londoners say they have considered a career in the MPS, with a wide range of factors seeming to shape this decision

Those taking part in the Public Attitude Survey (PAS) are asked **whether they have ever considered a career** in the Metropolitan Police Service.



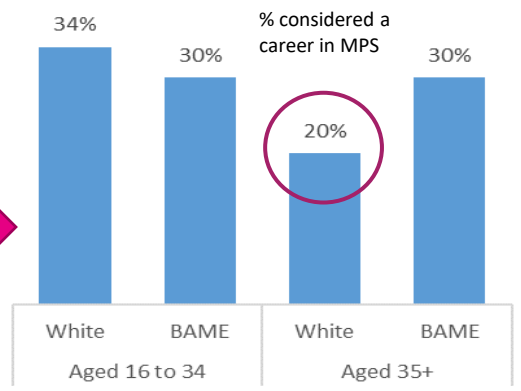
A **quarter** of Londoners interviewed during FY 21-22 said they had **considered a career in the Metropolitan Police Service*** (26%).

Males (29%) were *more likely* than females (23%) to have considered a career in the MPS; while those **aged 65+** were *least likely* (12%).

No differences were seen between **LGBT+** (28%) and non-LGBT+ (26%) groups.




Londoners from **BAME Backgrounds (30%)** were *more likely* to say they had considered a career in the MPS than those from White Backgrounds (23%). However, this effect is predominantly driven by a *reduced* tendency amongst older White Londoners.



What shapes the decision to consider a career with the MPS?

Analysis sought to examine factors influencing whether or not a person had considered a career in the MPS. Controlling for demographics, **a range of factors were influential** (see below). However, the final model* only explained around 10% of variance, suggesting this decision may be *largely grounded in other factors*.

- Family & friends** → Having an **immediate family member or close friend who works for the MPS** was most **strongly influential** in shaping this decision, with around 1.7x increased odds.
- Experiences of crime & the CJS** → Wider experiences of crime/CJS were **moderately influential**. Those who had **been the victim of a crime/ASB during the last year** or who were **worried about crime in their area** were more likely to have considered a career in the MPS. Interestingly, those who **had been Stopped and Searched in London** were also *more likely* to have considered working for the police - even if this experience was not viewed as entirely positive.
- Views of the police** → Importantly, perceptions of the police were **less influential**. Those believing **local police/senior officers reflect the community** were slightly more likely to have considered a career with the MPS, alongside those feeling **confident** (around 1.2x increased odds). However, trust in the MPS was *not influential* in shaping this decision, and neither were perceptions of police accountability or moral alignment with police.



Results in the PAS are higher than in MOPAC's **Youth Survey 2021-22**, where **14%** of young Londoners aged 11 to 16 said they had thought about a career in the MPS when they grow up.

*This question is not asked to those who said they already worked for the MPS. Please see appendix slide for further information about the analytical approach.

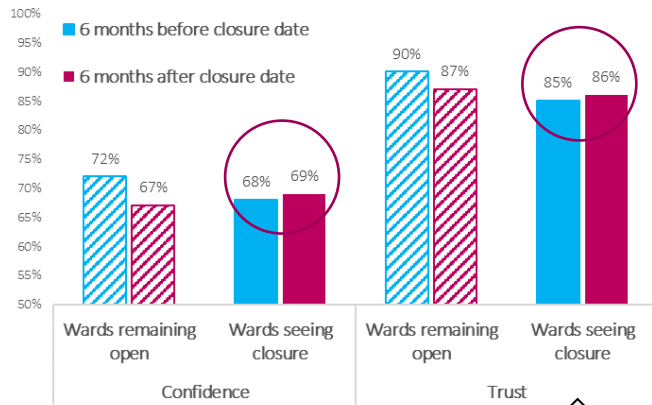
Exploring the impact of police station closures on public perceptions

The MOPAC/MPS **Public Access Strategy** saw a review of the MPS estate, alongside commitments to restructure Dedicated Ward Officers and improve online services. As part of this, **several front counters across London were closed from 14th December 2017**. Analysis sought to explore the **impact of these closures on local residents** by examining Public Attitude Survey results during the **six months before and after** this date in **Wards where front counters were closed** – and comparing these with Wards where they **remained open** (control).

Overall, results revealed little impact on trust and confidence.



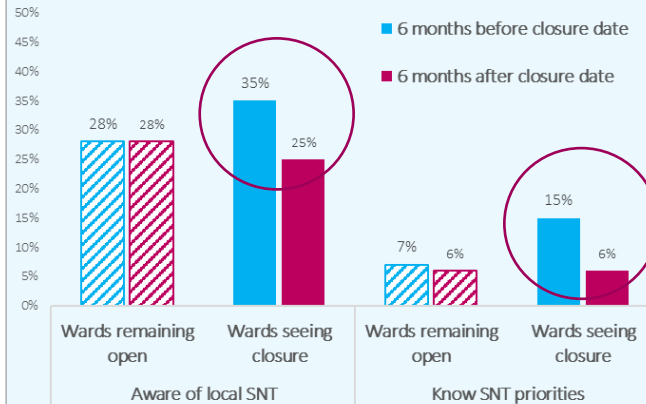
Trust and confidence in Wards **seeing front counter closures remained stable** in the six months **before** and **after** these closures. Similarly, no statistically significant changes were seen in control wards. These findings suggest **little immediate impact** of these front counter closures on trust and confidence amongst local residents.



A similar picture was also seen for **wider perception measures**, such as feeling police treat everyone fairly or deal with the issues that matter.

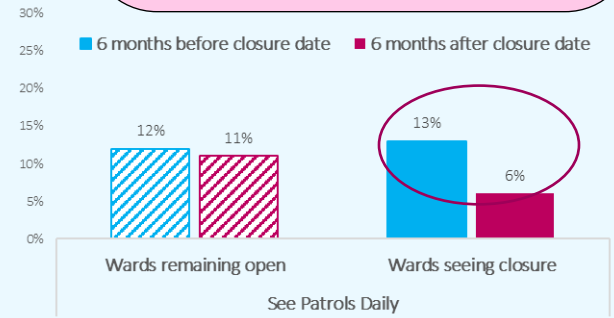
Larger declines were seen in measures of Safer Neighbourhood Team engagement. However, these were largely driven by **higher results leading up to front counter closures**.

In the months following front counter closures, **significant declines** were seen for several measures of SNT engagement - including the proportion aware of their SNT, knowing their SNT priorities, having received information from their SNT, and knowing how to contact their SNT. This pattern here *differed from control wards*, which saw no significant changes.



However, it is notable that Wards with front counter closures saw **particularly high results leading up to the closure date** – and that results afterwards fell to levels more in line with control Wards. It is possible these declines may therefore reflect **increased engagement and community participation in light of the proposed closure itself**; for example as part of the scoping or consultation process.

Wards where front counters closed also saw a **significant reduction** in the proportion of residents saying they **saw police officers patrol daily** – which **halved** from 13% in the six months before to 6% in the six months after closure. In contrast, results in control wards again remained stable over this timeframe.



Methodological note: Wards that saw a front counter closure on 14th December 2017 were grouped together, and a range of public perception measures from the PAS were compared during the *six months before* and *six months after* this closure date. Wards where front counters had remained open over this timeframe were used as a control group. Data was unweighted, and final analysis is based on 1,266 Londoners: 599 in Wards where front stations closed (prior: 312, post: 287) and 667 in Wards where front stations remained open during this time (prior: 324, post: 343).

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 Asian group on the TDIU online (-5 pp.) and White Other ethnicity for the TDIU online group, where satisfaction is 5 pp. above the average.

Public Perceptions: Londoners from a **Mixed** ethnic background see **large negative gaps across 5 of the 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 FY 21-22 saw this widening trend **level off**.

Londoners from a **Black** ethnic background also see large **negative gaps across 5 of the 7 core questions**, with the largest gap once again seen for 'fair treatment' (-16 pp). This group are also far less likely to trust the MPS (-20pp.). Inequalities for Black Londoners widened sharply during FY 20-21, but FY 21-22 again saw this widening trend **level off**. Although **Black Caribbean** Londoners continue to see *larger* gaps than **Black African** Londoners at the end of FY 21-22, performance has *worsened* to a greater extent for Black African residents over recent years.

LGBT+

Satisfaction: There are no or sizeable gaps across both the USS and TDIU survey.

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

Inequalities for this group were wide in FY 19-20, narrowed during FY 20-21, and, while there was some fluctuation, remained relatively stable over FY 21-22. Analysis conducted previously show that most of these gaps were related to wider demographic and geographic factors, not simply LGBT+ status.

Age

Satisfaction: Those aged 65+ are far more likely to be satisfied compared with the MPS result (+10 to +24 pp.). This pattern is seen across all surveys. Those under 44 years old show more negative views on the TDIU survey.

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+.

Disability

Satisfaction: Levels of satisfaction are lower amongst those who self-report a disability (-10 pp.) on the USS. Within the USS sample those individuals with a self reported Mental Health disability are the least satisfied of all.

Sex

Satisfaction: Female victims are more satisfied than male victims when reporting via the TDIU (5 pp. online). There is no difference of 5pp. or more within the USS or in PAS core Public Perceptions measures.

Full results and breakdowns can be seen on [MOPAC's Public Voice Dashboards](#).

Inequalities in Satisfaction

The table below compares the unweighted MPS level FY satisfaction figures from both the USS and TDIU surveys with each protected characteristic. Highlighted are positive or negative difference of 5 percentage points or more between these two. These results are indicative rather than statistically significant in all cases.

		Overall Satisfaction USS <i>All crime groups, unweighted data</i>	Overall Satisfaction TDIU - Telephone <i>All crime groups, unweighted data</i>	Overall Satisfaction TDIU - Online <i>All crime groups, unweighted data</i>
Unweighted MPS result		65%	45%	39%
Ethnicity	White British	2%	2%	3%
	White Other	1%	2%	5%
	Black	-2%	3%	1%
	Asian	-1%	-1%	-5%
	Mixed	-3%	-2%	2%
	Other ethnicity	2%	-1%	1%
LGBT+	Yes	-4%	1%	-3%
	No	1%	2%	2%
Age	16-24	3%	-9%	0%
	25-34	-2%	-12%	-6%
	35-44	-2%	-6%	-4%
	45-54	-1%	2%	1%
	55-64	-2%	6%	9%
	65 years +	13%	24%	10%
Disability	Disability	-10%	1%	3%
	No disability	3%	0%	1%
Gender*	Male	1%	-2%	-1%
	Female	-1%	3%	5%

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

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 TDIU survey there those under 44 years old are generally more negative in their responding.

Within the USS another large gap is seen between those who self-declare a disability and those who do not, with respondents who report a disability 10 pp. lower than the MPS average. These differences are driven largely by those with a mental health disability.

Inequalities in Public Perceptions

A range of inequalities continue to be seen across the Public Perception Questions.

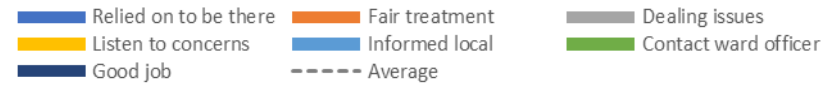
Large gaps remain by **Ethnicity, LGBT+ and Age**. Londoners from both Black and Mixed ethnic backgrounds see large negative gaps across 5 of the 7 Core Public Perception Questions – most notably for feeling the police treat everyone fairly (Black, -16 pp.; Mixed, -18 pp.). Londoners from Black and Mixed ethnic backgrounds also see large gaps for Trust in the MPS (Black, -20 pp.; Mixed, -12 pp.). Younger age groups also continue to see a range of negative gaps. Those from the LGBT+ community also continue to hold less positive views, particularly with regard to feeling the police treat everyone fairly, at -12 pp., and trust, at -9 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		57%	62%	60%	60%	38%	27%	49%	73%
Ethnicity	White British	-2%	-1%	-1%	0%	1%	4%	0%	4%
	White Other	5%	7%	5%	6%	1%	-3%	7%	7%
	Black	-2%	-16%	-6%	-7%	-7%	-4%	-6%	-20%
	Asian	3%	9%	5%	5%	4%	-2%	1%	5%
	Mixed	-6%	-18%	-7%	-7%	-4%	-4%	-8%	-12%
	Other ethnicity	0%	0%	2%	2%	2%	-11%	0%	-5%
LGBT+	Yes	-1%	-12%	-6%	-5%	-4%	-9%	-3%	-9%
	No	0%	1%	1%	1%	0%	1%	0%	1%
Age	16-24	1%	-6%	-2%	-8%	-5%	-13%	-7%	-10%
	25-34	2%	-1%	0%	-1%	-1%	-8%	2%	-2%
	35-44	3%	4%	3%	3%	1%	0%	1%	2%
	45-54	-1%	-2%	-2%	1%	0%	6%	0%	1%
	55-64	-8%	-4%	-3%	-1%	-1%	7%	-4%	1%
	65 years +	-2%	3%	4%	6%	4%	6%	2%	7%
Disability	Disability	-3%	-4%	-4%	-1%	1%	1%	-2%	-4%
	No disability	0%	0%	1%	1%	0%	0%	0%	1%
Sex	Male	0%	1%	0%	0%	2%	-2%	0%	0%
	Female	0%	-2%	1%	1%	-2%	1%	0%	0%

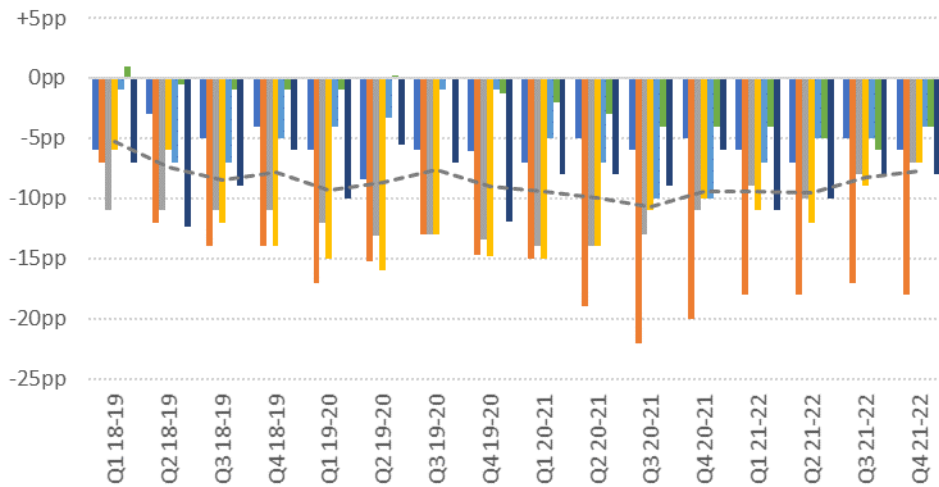
The table above compares the weighted MPS figure to each group and highlights positive or negative change of 5 percentage points or more between these two.

Inequalities remain for ethnicity, with gaps remaining stable compared to the previous quarter

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*.



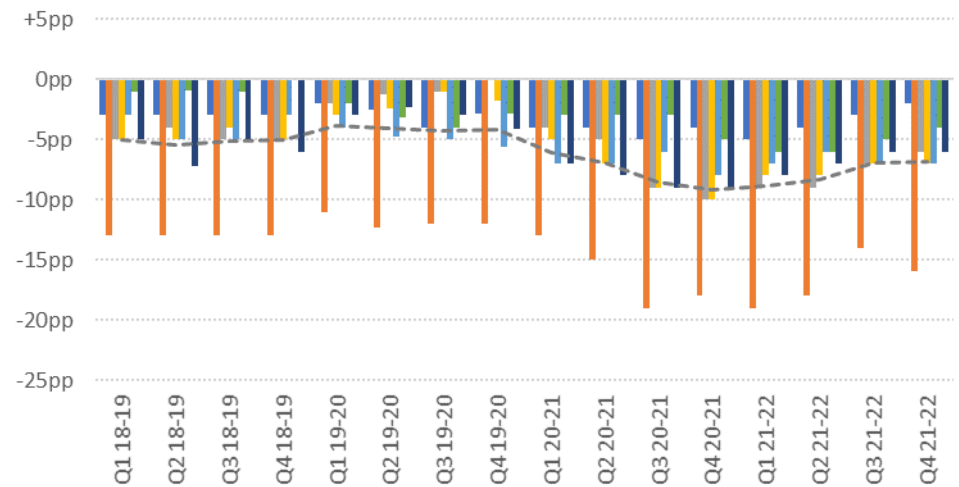
Perceptions Gaps for Mixed Londoners over time
R12 data per point



Gaps seen for Londoners from a Mixed Ethnic Background had gradually widened over recent years. Although results then tended to level off through FY 20-21 and 20-21, inequalities **remain wide** for this group.

5 of the 7 core questions see notable gaps of 5 pp. or more – while this is a decrease compared with previous quarters (R12 to Q2 and Q3 21-22 both saw such gaps across *all seven* questions) the **average gap across measures has remained more stable**. This reflects that **no notable changes in measures** are seen in R12 to Q4 21-22 compared with the previous quarter.

Perceptions Gaps for Black Londoners over time
R12 data per point



Gaps seen for Black Londoners saw a **particularly sharp widening trend over FY 20-21**. The most recent results for FY 21-22 continue to indicate that, while this widening trend has also **levelled off**, gaps **remain wide**.

5 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. The **average gap across measures remains stable** for R12 to Q4 21-22 compared with the previous quarter. This reflects that there are **no notable changes in any measures**.

Looking at FY 21-22 performance across *lower-level* ethnic groups adds further nuance to inequalities.

At the end of FY 21-22, a range of gaps remain across London’s communities. Londoners from ‘**Other White**’ (i.e. non-British or Irish), **Indian, Pakistani** and ‘**Other Asian**’ Backgrounds show **positive gaps** across many measures. This pattern has **consistently emerged** over recent years.

Although results for **Bangladeshi** Londoners are **mixed** in FY 21-22, some **positive progress** has been seen here: in FY 19-20 this group saw negative gaps* across *five of the eight* measures, but many have since narrowed. Londoners from **Arab** Backgrounds also see few notable gaps in FY 21-22. However, this group historically saw results *above* the overall MPS levels – meaning this represents a **worsening picture** over time. In FY 19-20, positive gaps* were seen across *six of the eight* measures; but this progress has since eroded to just two measures.

Table shows pp. gaps compared with the overall MPS result for FY 21-22.

Trends in text reflect on the last three years (FY 19-20, FY 20-21 and FY 21-22).

	Good job local	Trust the MPS	Relied on to be there	Treat everyone fairly	Deal with issues that matter	Listen to local concerns	Informed local	Contact SNT/DWO
	49%	73%	57%	62%	60%	60%	38%	27%
White British/NI	0%	4%	-2%	-1%	-1%	0%	1%	4%
White Southern Irish	-1%	3%	-1%	-5%	-2%	3%	-6%	6%
Other White	8%	8%	5%	8%	6%	6%	2%	-4%
Mixed	-8%	-12%	-6%	-18%	-7%	-7%	-4%	-4%
Asian Indian	2%	6%	5%	12%	5%	3%	1%	0%
Asian Pakistani	-1%	5%	-3%	6%	4%	5%	6%	-1%
Asian Bangladeshi	-8%	-1%	2%	4%	0%	3%	3%	-7%
Other Asian (inc. Chinese)	6%	10%	8%	12%	10%	8%	7%	-3%
Black African	-3%	-17%	-2%	-12%	-2%	-3%	-9%	-7%
Black Caribbean	-10%	-21%	-2%	-20%	-9%	-10%	-4%	0%
Arab	2%	-2%	5%	2%	1%	1%	5%	-9%
Any Other Ethnicity*	-3%	-20%	-10%	-11%	-3%	-4%	-6%	-9%

Large **negative gaps** continue to be seen for Londoners from **Black** Backgrounds. However, looking back over recent years a **shift** has been seen: while gaps for **Black Caribbean** Londoners have **narrowed slightly** when compared with FY 19-20, gaps for **Black African** Londoners have conversely **widened**. Whereas in FY 19-20 **Black African** Londoners saw **positive gaps*** across **four of the eight measures**, this shifted to **negative gaps*** for **six questions** in FY 20-21, and remains at four questions in FY 21-22. This will have influenced the widening of gaps for Black Londoners during FY 20-21 seen on the previous slide.

Negative gaps are also seen for Londoners from **Mixed** and ‘**Any Other**’ Ethnic Backgrounds. While the picture for **Mixed** Ethnicity Londoners has **remained more stable** over recent years, inequalities for those from ‘**Any Other**’ Backgrounds have **widened considerably**: in FY 19-20, *no measures* saw negative gaps*; but this has increased to *five measures* in FY 21-22. The gap seen for trust in the MPS is particularly large here at -20pp., and has widened notably from -2pp. last year.

*Gaps refer to those of **five percentage points or more** from the overall MPS result. Please note ‘Any Other Ethnicity’ excludes Arab (presented separately) and includes Black Other (due to low bases).

Confidence FY 19-20 vs. FY 21-22

Black African: +5pp vs. -3pp.
Black Caribbean: -15pp. vs. -10pp.

Trust FY 19-20 vs. FY 21-22

Black African: -2pp. vs. -17pp.
Black Caribbean: -25pp. vs. -21pp.

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.

Police recruitment slide analytical notes: Results are drawn from a regression model predicting whether or not someone had considered a career in the MPS. Data excludes those already working for the MPS, and covers March to December 2021 (to enable the inputting of a victimisation predictor) with a total base of 5,694 respondents. Predictors were inputted in Blocks – Block 1: Individual Demographics (age, ethnicity, gender, LGB, employment status), Block 2: Family or Friends work for MPS, Block 3: Trust and Confidence in the Police, Block 4: Police Representation (whether local officers reflect community and whether senior officers reflect community), Block 5: Experiences of Crime (whether personally been victim and whether worried about crime in local area), Block 6: Whether been Stopped & Searched in London (NB. model also run comparing those that had been stopped and felt police were polite, respectful and explained what was happening vs. negative or mixed experiences on these aspects), and Block 7: Wider Police Legitimacy (whether held accountable, whether have same sense of right and wrong, whether feel an obligation to obey the law and follow police orders).