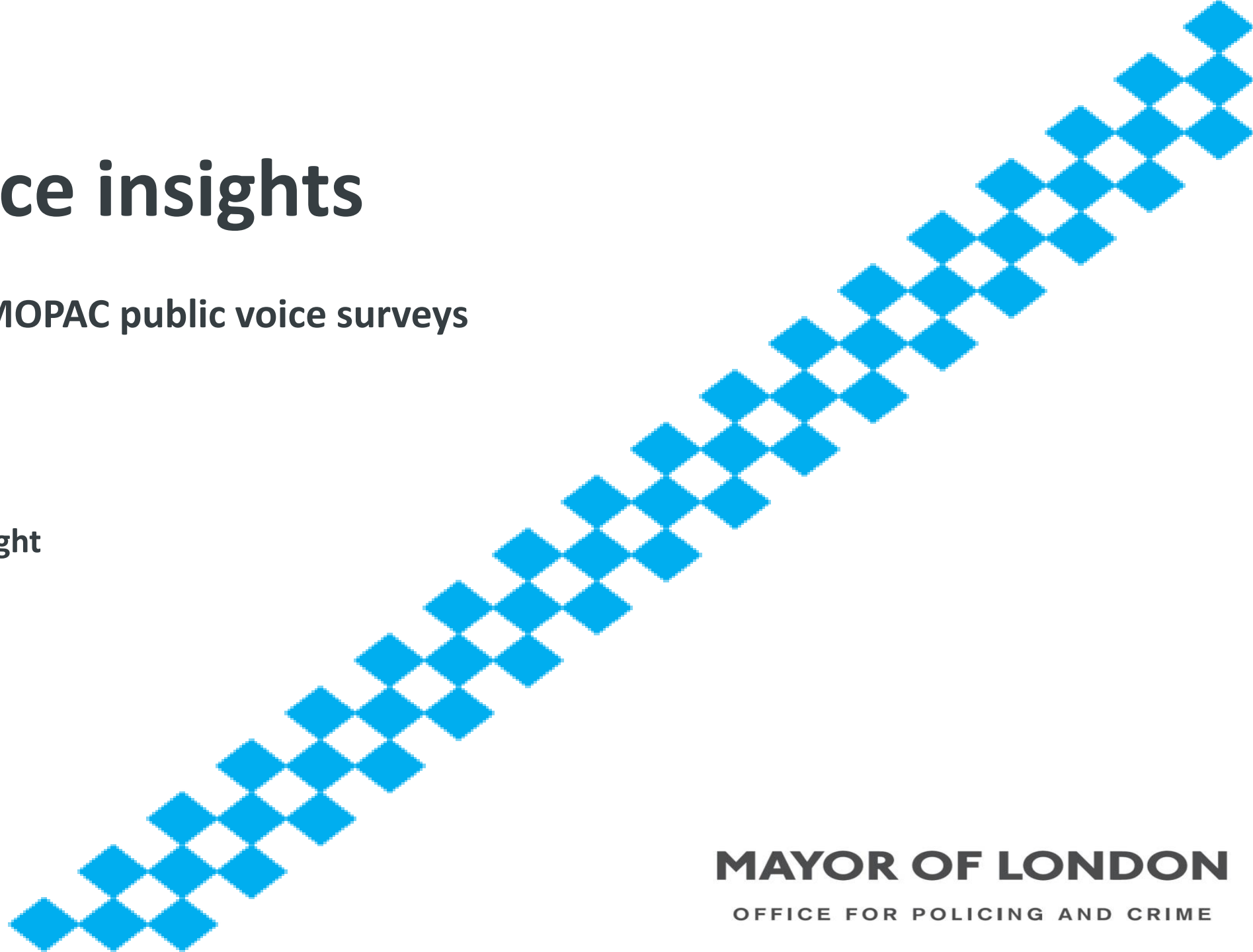


# Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 1 2023-24

MOPAC Evidence & Insight



**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Executive Summary – Top Lines

## User Satisfaction Survey (USS)

**Overall Satisfaction** shows no change from last year. It was 64% in Q1 22-23, and sits at 64% currently in Q1 23-24.

## TDIU survey

**Telephone reporters** have been generally more satisfied than those who **report online**, with satisfaction for telephone reporters currently at 38%, and satisfaction for online reporters at 34%.

When comparing this quarter with the same period last year (Q1 22-23 vs. Q1 23-24) there has not been any significant change for either telephone reporters (+2pp.) or online reporters (-2pp.).

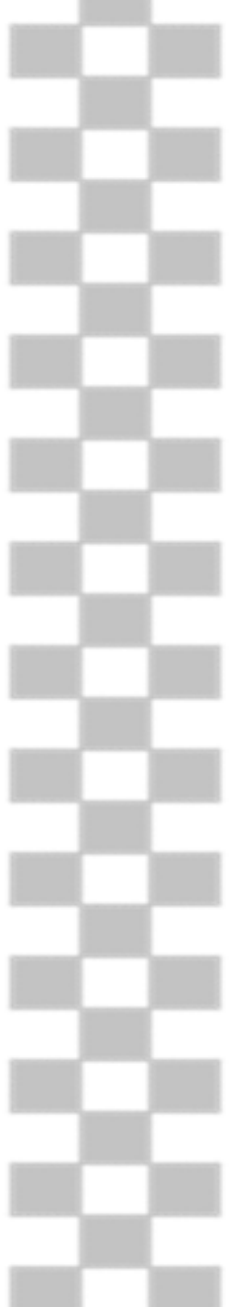
## Public Attitude Survey (PAS)

**Trust and confidence** have seen sustained declines over recent years, reaching particularly low levels at the end of FY 21-22. In Q1 2023-24, just 46% of Londoners felt police do **a good job in their local area**, while 67% believed the Metropolitan Police Service was an organisation they could **trust**.

**Victimisation** has remained relatively stable, with around 3% of Londoners saying they had **experienced something they would consider to be a crime during the last month**.

The proportion of Londoners feeling **worried about crime in their local area** has remained relatively stable compared to last quarter, currently at 42%.

FY 2022-23 saw a phased return to face-to-face interviewing for the Public Attitude Survey; data for FY 2023-24 are now entirely based on in-person interviews. Results between telephone and in-person interviews vary quite considerably for some measures, which appears to be as a result of the 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.*



# 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 **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, 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 22-23 saw just under 9000 interviews.



## Public Attitude Survey (PAS)

The **Public Attitude Survey** 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 will gather the views of 19,200 residents – around 600 per London Borough.

### Methodological Note:

Historically, the Public Attitude Survey 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 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.*

# 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](#)

# Executive Summary



**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Key Findings for Victim Satisfaction

**Overall Satisfaction** shows no change over the last year from 64% in Q1 22-23 to the current 64% in Q1 23-24. There are no statistically significant differences when comparing Q1 22-23 and Q1 23-24 results for any of the drivers of satisfaction.

**VCOP compliance** has remained consistent in the main. However, satisfaction with London Victim and Witness Service (LVWS) has been somewhat sporadic, with lower levels for the last two quarters. The proportion of victims who took up the offer of LVWS support who report not being contacted by LVWS has also increased.

Little progress has been achieved in the distribution of **Victim Information Leaflets**. At present, 32% of victims interviewed as part of USS report receiving a leaflet.

**Telephone reporters have been consistently more satisfied than those who report online** (with the exception of Q1 22-23). When comparing this quarter with the same period last year (Q1 22-23 vs. Q1 23-24) there has not been any significant change for either telephone reporters (+2pp.) or online reporters (-2pp.).

Diagnostics of the satisfaction of telephone and online reporters shows worsening reported experiences over the last two 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. For both reporting channels, this has led to higher proportions of victims saying their views of the MPS got worse as a result of reporting. **Currently 47% of telephone reporters and 45% of online reporters say their views of the MPS have got worse.**

As per the Commissioner's promise in Summer 2022, more victims of burglary are getting a visit, **and this is associated with higher satisfaction levels compared to being dealt with over the telephone/online.**

Several new questions were added to the USS for FY 23-24 to try and add context and further understanding of victim satisfaction. Looking at the time taken for an officer to arrive when victims are told this will be ASAP shows that generally the **quicker the police arrive, the more satisfied the victim is with the overall service.** In terms of the actions the police took, those victims for who **CCTV evidence** was gathered by the police or where CCTV evidence did not exist are more satisfied than those where CCTV did exist but was not gathered or where there may have been CCTV but the police did not check. Similarly, in cases where **witness statements** were collected or where there were no witnesses there are higher levels of satisfaction than cases where there were witnesses but statements were not taken.

## Inequalities

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 younger respondents – aged 16-44 – are less satisfied than the MPS average.

Within the USS the only large negative gap is seen between those who self-declare a disability and those who do not. This is consistent over time. Currently satisfaction for respondents who report a disability is 9 percentage points lower than the MPS average.

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

# Key Findings for Public Perceptions

In Q1 2023-24, just 46% of Londoners felt police do a **good job in their local area**, while 67% believed the Metropolitan Police Service was an organisation they could **trust**. Trust has declined by 5 percentage points over the last two quarters alone, from 72% in Q3 2022-23. Looking back longer term, both measures also remain **significantly below levels seen at the same point three years ago**, with confidence declining by 13 percentage points and trust by 15 percentage points compared with Q1 2020-21.

Mirroring the decline in trust and confidence this quarter, the proportion of Londoners who believe the **police treat everyone fairly** has fallen by 6pp. compared to last quarter (now standing at 60%), while feeling the **police deal with the issues that matter** has fallen by 4pp. to 55%. Both of these measures have also seen long-term declines, and once again remain significantly below levels seen at the same point three years ago (fair treatment -15pp. and dealing with issues -17pp. compared with Q1 2020-21).

The proportion of Londoners feeling **worried about crime in their local area** has remained relatively stable compared to last quarter, currently at 42%. The proportion of Londoners feeling **hate crime is a problem in their local area** (23%) and **people using or dealing drugs are a problem in their local area** (70%) have also both remained stable this quarter.

In terms of victimisation, this quarter around 3% of Londoners said they had **experienced something they would consider to be a crime during the last month**. Victimisation levels have remained relatively stable since June 2022, following slightly higher results seen in April and May 2022 (6%).

The proportion of Londoners feeling **safe walking alone in their local area after dark** declined slightly this quarter to 70% (-3pp.). Large gender gaps remain here, with levels standing at 59% for females – a fall of 4 percentage points compared with the previous quarter.

The proportion of Londoners experiencing **unwanted attention** in public spaces has declined for the second year; but some groups continue to be at increased risk. One in ten Londoners had experienced unwanted non-sexual attention during the last 12 months, while 7% had experienced unwanted sexual attention. 1% had experienced unwanted **sexual contact**. Prevalence of unwanted attention was **particularly high amongst LGBT+ Londoners**, with a third experiencing 'non-sexual attention' and a quarter experiencing 'sexual attention' during the last 12 months. **Females, younger Londoners**, and those from a **Mixed Ethnic Background** also saw increased risk.

Results for Q1 23-24 show a **continued decline in both support for Stop and Search** (66%) and **confidence in the fair use of Stop and Search** powers (55%) among Londoners. Support has declined by 15pp. and confidence in fair use by 18pp. compared to Q1 20-21. Overall, around one in ten Londoners said they had personally ever been Stopped and Searched (S&S) in London (9%). Different groups of Londoners are impacted by S&S in different ways – with negative impacts seen more frequently among Black Londoners in particular.

## Inequalities

Londoners identifying as **LGBT+** see particularly 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 (-24pp.).

Londoners from **Mixed Ethnic Backgrounds** also see negative gaps across all four core PCP Trust and Confidence measures, with particularly large inequalities seen for feeling the police treat everyone fairly (-17pp.), trust in the MPS and feeling the police are dealing with the issues that matter (both -15 pp.).

Inequalities for **Black** Londoners have tended to narrow over FY 2022-23 with gaps remaining stable into Q1 2023-24, but this group remain less likely to respond positively on trust (-12pp.) and fair treatment (-8pp.).

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

# Police and Crime Plan 2021-25

## Measuring Success





# London as a Safe City for All

In Q1 2023-24, around 3% of Londoners said that they had **experienced something they would consider to be a crime during the one calendar month prior to taking part in the Public Attitude Survey**. Victimization levels have remained relatively stable over the last year.

The proportion of Londoners feeling **worried about crime in their local area declined notably during FY 2022-23**. This coincides with methodological changes to the PAS and the gradual return to face-to-face interviewing (with concerns about crime tending to be *lower* amongst those interviewed face-to-face compared with those interviewed over the telephone). In Q1 2023-24, 42% of Londoners said that they were **worried about crime in their local area**.

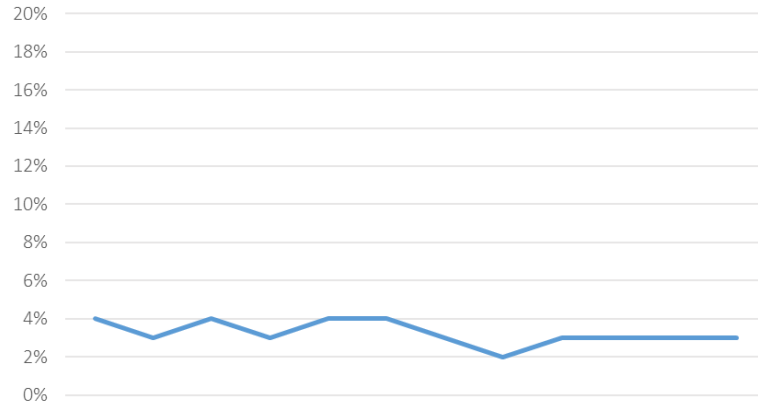
London is Safer

Our Vision:  
London is a Safe City for All

Londoners feel Safer

## Victimisation Prevalence

(% experiencing something they would consider to be a crime during the last month, Monthly Trends)

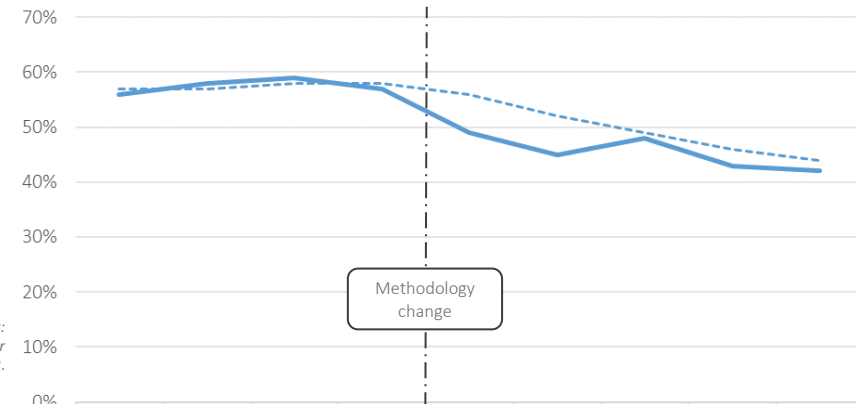


Max confidence intervals:  
c. 2.5pp. per point for month..

Month	Victimisation Prevalence (%)
Jul-22	4%
Aug-22	3%
Sep-22	4%
Oct-22	3%
Nov-22	4%
Dec-22	4%
Jan-23	3%
Feb-23	2%
Mar-23	3%
Apr-23	3%
May-23	3%
Jun-23	3%

## Worried about crime in the local area

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



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

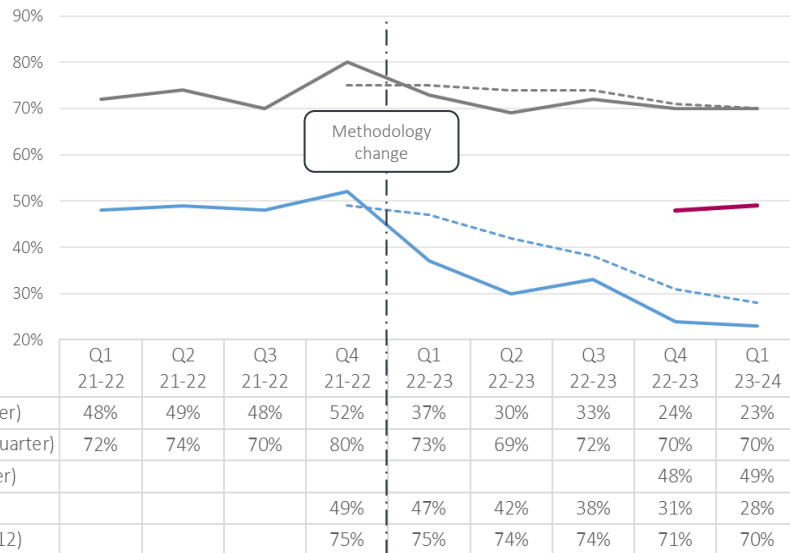
Quarter	Worried about crime (Quarter)	Worried about crime (R12)
Q1 21-22	56%	57%
Q2 21-22	58%	57%
Q3 21-22	59%	58%
Q4 21-22	57%	58%
Q1 22-23	49%	56%
Q2 22-23	45%	52%
Q3 22-23	48%	49%
Q4 22-23	43%	46%
Q1 23-24	42%	44%

# Crime Concerns and Feelings of Safety

Londoners' concerns about specific crime issues also declined during FY 2022-23; likely influenced by methodological changes to the PAS and the phased return to face-to-face interviewing. In Q1 2023-24, 23% of Londoners said that **hate crime was a problem** in their local area, while 49% believed **drugs were a problem**.

Mirroring the decline in crime concerns, feelings of safety saw an uplift in FY 2022-23. Despite this, the proportion of Londoners saying they **feel safe walking alone after dark** (70% in Q1 2023-24) remains lower than the proportion **feeling safe walking alone during the day** (96% in Q1 2023-24). Female Londoners also continue to be *less likely* to say they feel safe after dark than males, with the size of this gender gap remaining relatively stable over time.

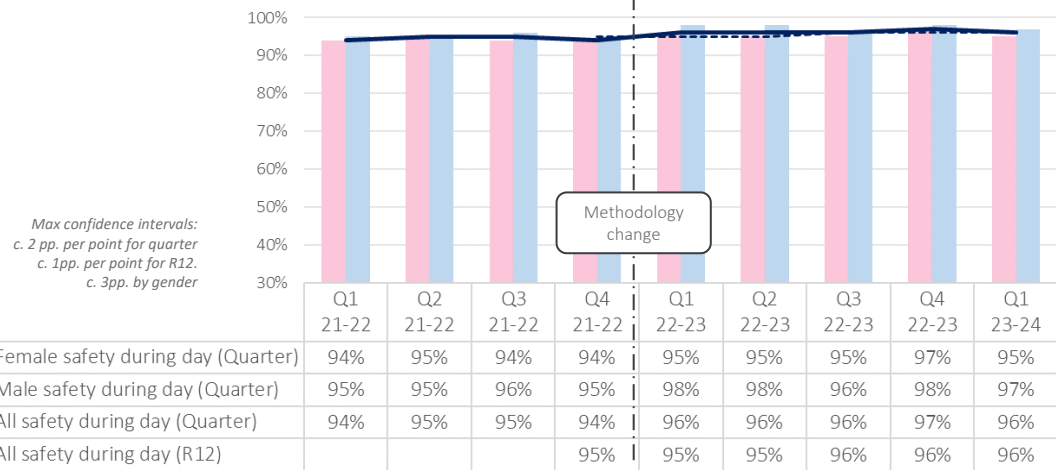
**Crime concerns in the local area\***  
(% problem, Quarterly and Rolling-12 Trends)



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

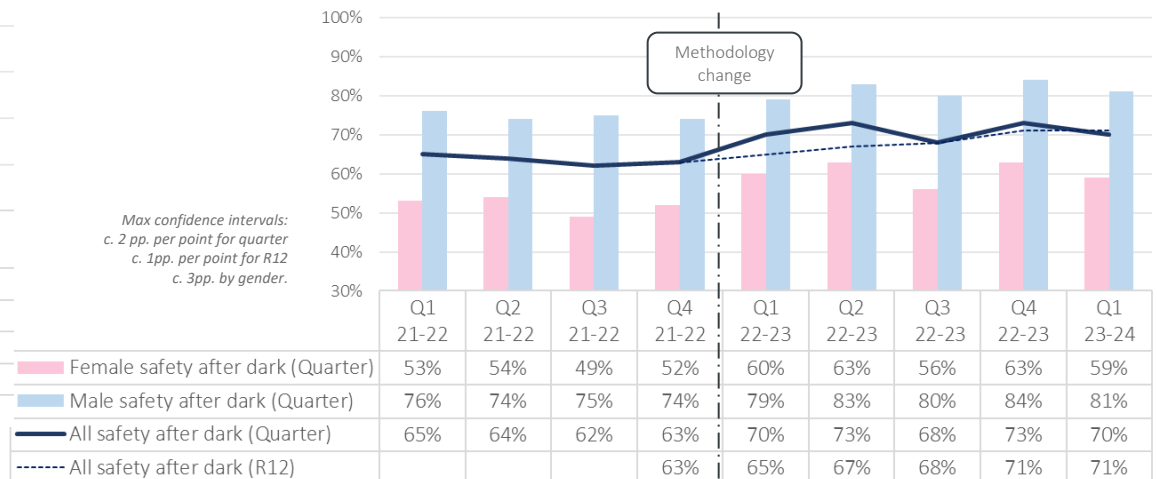
\*Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area is routed so that it is ONLY asked to those WORRIED ABOUT ASB in their local area. \*\*Please note that the PAS Gender question changed to Sex from Q1 22-23; safety excludes those that do not go out in their local area.

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



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.  
c. 3pp. by gender

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



Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12  
c. 3pp. by gender.

# Trust and Confidence in the Police - Trends

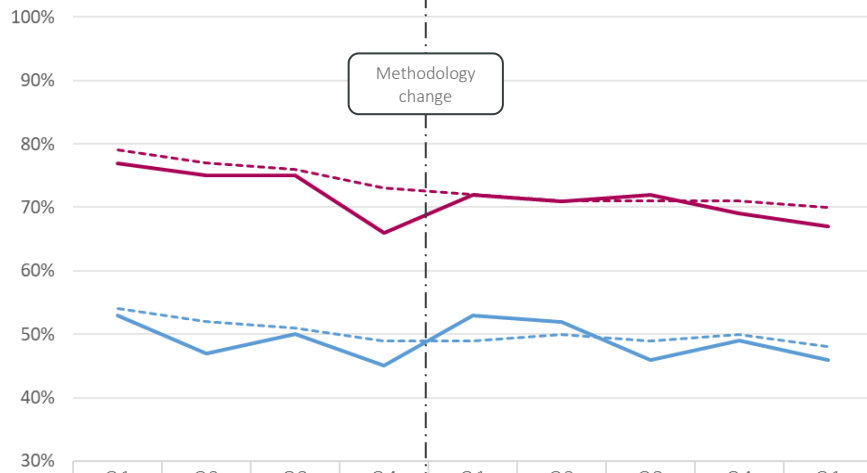
Trust and confidence in the police have seen sustained downwards trajectories over recent years, reaching *particularly low levels* at the end of FY 2021-22. Results for both measures tended to stabilise during FY 2022-23, but latest results suggest a more recent decline.

In Q1 2023-24, just 46% of Londoners felt **police do a good job in their local area**, while 67% believed **the Metropolitan Police Service was an organisation they could trust**. Trust has declined by 5 percentage points *over the last two quarters alone*, from 72% in Q3 2022-23. Looking back longer term, both measures also remain significantly below levels seen at the same point three years ago, with confidence declining by 13 percentage points and trust by 15 percentage points compared with Q1 2020-21.

In Quarter 1 2023-24, 60% of Londoners believed the **police treat everyone fairly**, while 55% felt **police deal with the issues that matter**. Both of these measures have also seen long-term declines, and once again remain significantly below levels seen at the same point three years ago (fair treatment -15pp.; dealing with issues -17pp. compared with Q1 2020-21).

## Trust and Confidence

(% positive, Quarterly and Rolling-12 Trends)

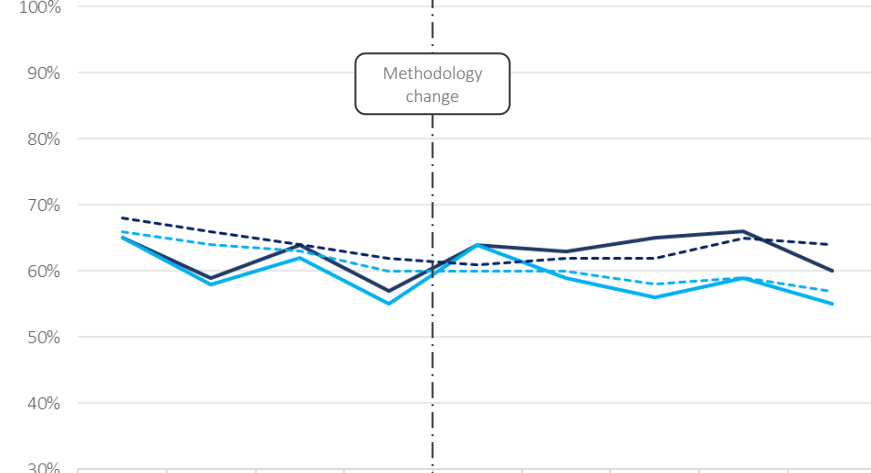


Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24
Good job local (Quarter)	53%	47%	50%	45%	53%	52%	46%	49%	46%
Trust in MPS (Quarter)	77%	75%	75%	66%	72%	71%	72%	69%	67%
Good job local (R12)	54%	52%	51%	49%	49%	50%	49%	50%	48%
Trust in MPS (R12)	79%	77%	76%	73%	72%	71%	71%	71%	70%

## Police Treat Everyone Fairly and Deal with Local Issues

(% agree, Quarterly and Rolling-12 Trends)



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

	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24
Fair treatment (Quarter)	65%	59%	64%	57%	64%	63%	65%	66%	60%
Dealing issues (Quarter)	65%	58%	62%	55%	64%	59%	56%	59%	55%
Fair treatment (R12)	68%	66%	64%	62%	61%	62%	62%	65%	64%
Dealing issues (R12)	66%	64%	63%	60%	60%	60%	58%	59%	57%

# Trust and Confidence in the Police - Inequalities

A range of **inequalities** in trust and confidence continue to emerge. Londoners from Mixed Ethnic Backgrounds have consistently seen large negative gaps across all four measures – in particular for feeling police treat everyone fairly (-17pp.). Inequalities for Black Londoners have tended to narrow over FY 2022-23 with gaps remaining stable into Q1 2023-24, but this group also remain less likely to respond positively on trust (-12pp.) and fair treatment (-8pp.). Londoners identifying as LGBT+ also see large negative gaps for all four of the perception measures, with these gaps tending to widen over recent quarters. A particularly large gap is seen for fair treatment (-24pp.).

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		48%	70%	64%	57%
Ethnicity	White British	-3%	-3%	-5%	-4%
	White Other	6%	8%	6%	4%
	Black	0%	-12%	-8%	1%
	Asian	6%	8%	9%	9%
	Mixed	-9%	-15%	-17%	-15%
	Other ethnicity	4%	5%	5%	4%
LGBT+	Yes	-9%	-18%	-24%	-17%
	No	1%	1%	1%	2%
Age	16-24	5%	-3%	-5%	2%
	25-34	4%	-1%	-4%	-1%
	35-44	0%	2%	2%	1%
	45-54	-5%	0%	0%	-2%
	55-64	-2%	-3%	0%	-2%
	65 years +	0%	4%	5%	5%
Disability	Disability	-1%	-4%	-1%	0%
	No disability	1%	1%	0%	1%
Sex	Male	1%	1%	2%	1%
	Female	0%	-1%	-3%	0%

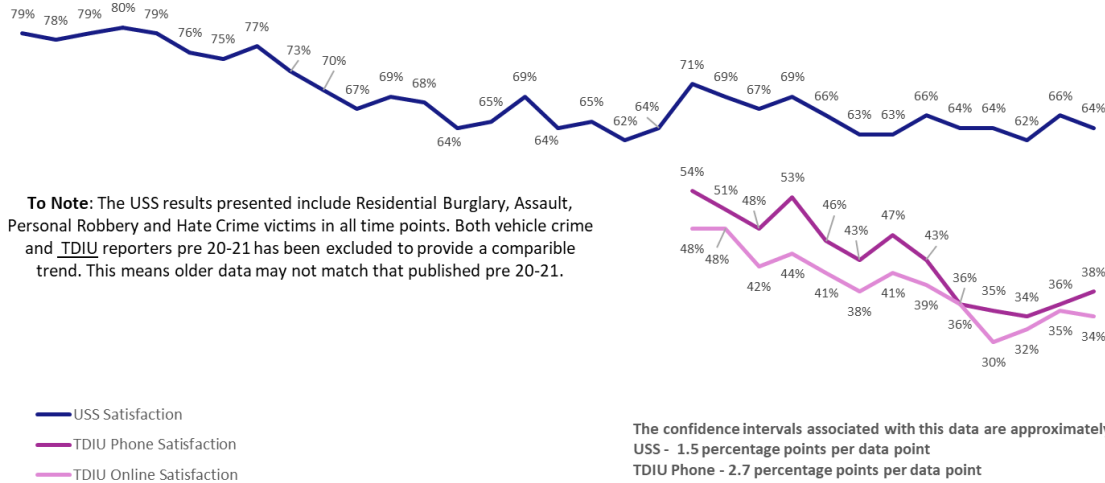
Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone 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	49%	71%	66%	59%
Barnet	48%	73%	68%	62%
Bexley	54%	73%	72%	56%
Brent	53%	77%	71%	64%
Bromley	54%	68%	65%	56%
Camden	44%	67%	48%	53%
Croydon	38%	64%	58%	51%
Ealing	50%	79%	76%	69%
Enfield	42%	70%	66%	55%
Greenwich	46%	68%	62%	55%
Hackney	40%	58%	48%	48%
Hammersmith and Fulham	50%	66%	59%	54%
Haringey	44%	62%	53%	53%
Harrow	63%	82%	85%	78%
Havering	51%	75%	71%	63%
Hillingdon	61%	84%	84%	78%
Hounslow	50%	75%	70%	62%
Islington	43%	60%	47%	52%
Kensington and Chelsea	60%	78%	70%	64%
Kingston upon Thames	47%	76%	61%	57%
Lambeth	44%	60%	51%	46%
Lewisham	41%	59%	50%	46%
Merton	54%	77%	69%	61%
Newham	46%	71%	61%	54%
Redbridge	46%	67%	66%	57%
Richmond upon Thames	53%	69%	60%	50%
Southwark	47%	64%	51%	48%
Sutton	51%	80%	74%	68%
Tower Hamlets	44%	71%	61%	55%
Waltham Forest	38%	58%	50%	42%
Wandsworth	51%	68%	59%	56%
Westminster	59%	74%	67%	65%
<b>MPS</b>	<b>48%</b>	<b>70%</b>	<b>64%</b>	<b>57%</b>

**Borough performance** remains mixed. While several boroughs have seen *improvements* for fair treatment, *declines* across other measures are seen across several boroughs. This is particularly true for believing the police deal with issues which matter to the community, with 13 boroughs seeing declines for this measure over the last 12 months.

\*Please note that the PAS Gender question changed to Sex from Q1 22-23; please note that LGBT+ variable additionally includes those identifying their Sex as different to that assigned at birth from FY 22-23.

# Victim Satisfaction

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



**To Note:** The USS results presented include Residential Burglary, Assault, Personal Robbery and Hate Crime victims in all time points. Both vehicle crime and TDIU reporters pre 20-21 has been excluded to provide a comparable trend. This means older data may not match that published pre 20-21.

The confidence intervals associated with this data are approximately:  
 USS - 1.5 percentage points per data point  
 TDIU Phone - 2.7 percentage points per data point  
 TDIU Online - 3.4 percentage points per data point

BCU reported Overall Satisfaction shows **no change** from this time last year; from 64% in Q1 22-23 to the current 64% in Q1 23-24.

Telephone reporters have been consistently more satisfied than those who report online, with the exception of Q1 22-23. When comparing this quarter with the same period last year (Q1 22-23 vs. Q1 23-24) there has not been any significant change for either telephone reporters (+2pp.) or online reporters (-2pp.).

From Q1 23-24, victims of **theft** are now eligible for the TDIU survey; these victims are among the least satisfied. Improvements seen in satisfaction of victims of other crime types have been tempered by the inclusion of victims of theft. **If theft victims were not included, both telephone and online satisfaction figures would be 39%.**

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 **younger respondents** – aged 16-44 – are less satisfied than the MPS average.

Within the USS the only large negative gap is seen between those who **self-declare a disability** and those who do not. This is consistent over time. In addition, there is a smaller gap for those from the **other ethnicity** group.

12 months to Q1 23-24		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>
<b>Unweighted MPS result</b>		<b>64%</b>	<b>36%</b>	<b>33%</b>
Ethnicity	White British	1%	2%	2%
	White Other	4%	2%	3%
	Black	-1%	4%	2%
	Asian	1%	-2%	-3%
	Mixed	-3%	0%	-1%
	<b>Other ethnicity</b>	<b>-5%</b>	<b>-3%</b>	<b>6%</b>
LGBT+	Yes	-3%	-2%	-3%
	No	0%	2%	3%
Age	16-24	1%	<b>-11%</b>	<b>-6%</b>
	25-34	-1%	<b>-9%</b>	<b>-7%</b>
	35-44	-3%	<b>-9%</b>	<b>-6%</b>
	45-54	1%	4%	2%
	55-64	0%	8%	5%
	<b>65 years +</b>	<b>11%</b>	<b>22%</b>	<b>18%</b>
Disability	Disability	<b>-9%</b>	<b>7%</b>	1%
	No disability	2%	0%	2%
Gender*	Male	1%	0%	-1%
	Female	-2%	2%	4%

**MPS Oversight**

**Measuring Success**



# USS: Overall Satisfaction and drivers

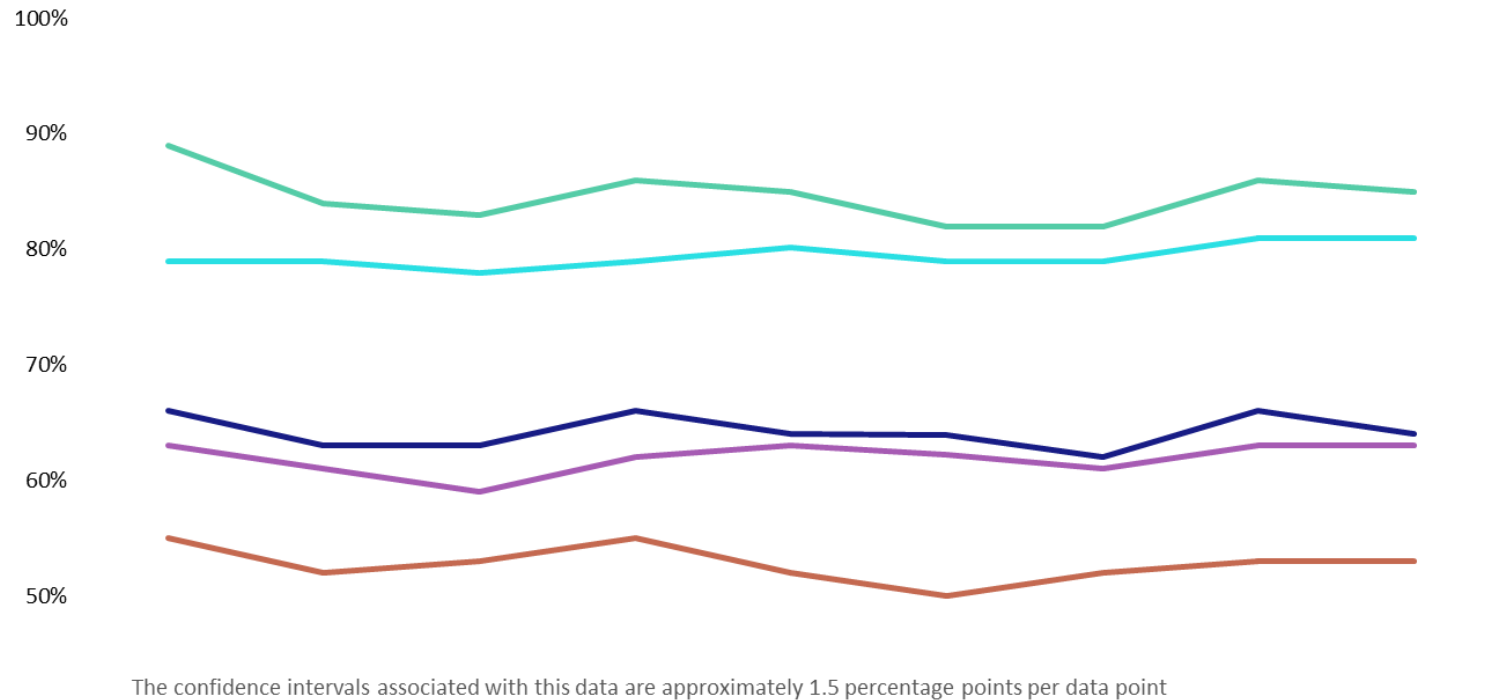
## Overall Satisfaction and satisfaction within service areas (USS)

(% CVF satisfied - Discrete Quarter)

Overall Satisfaction shows **no change** over the last year from 64% in Q1 22-23 to the current 64% in Q1 23-24.

There are **no statistically significant** differences when comparing Q1 22-23 and Q1 23-24 results for any of the wider service areas.

There are **no statistically significant** differences when comparing FY 22-23 and FYTD 23-24 results for either Overall Satisfaction or any of the wider service areas.



	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24
Overall Satisfaction	66%	63%	63%	66%	64%	64%	62%	66%	64%
Ease of Contact	89%	84%	83%	86%	85%	82%	82%	86%	85%
Police Actions	63%	61%	59%	62%	63%	62%	61%	63%	63%
Follow Up	55%	52%	53%	55%	52%	50%	52%	53%	53%
Treatment	79%	79%	78%	79%	80%	79%	79%	81%	81%

# USS: VCOP compliance has remained largely consistent

Results across quarters are consistent for the majority of VCOP measures.

## Victim Code responses over time

Discrete data per point

■ Q1 22-23 ■ Q2 22-23 ■ Q3 22-23 ■ Q4 22-23 ■ Q1 23-24





# USS: Leaflet provision has not improved, with around a third of victims receiving a leaflet

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.

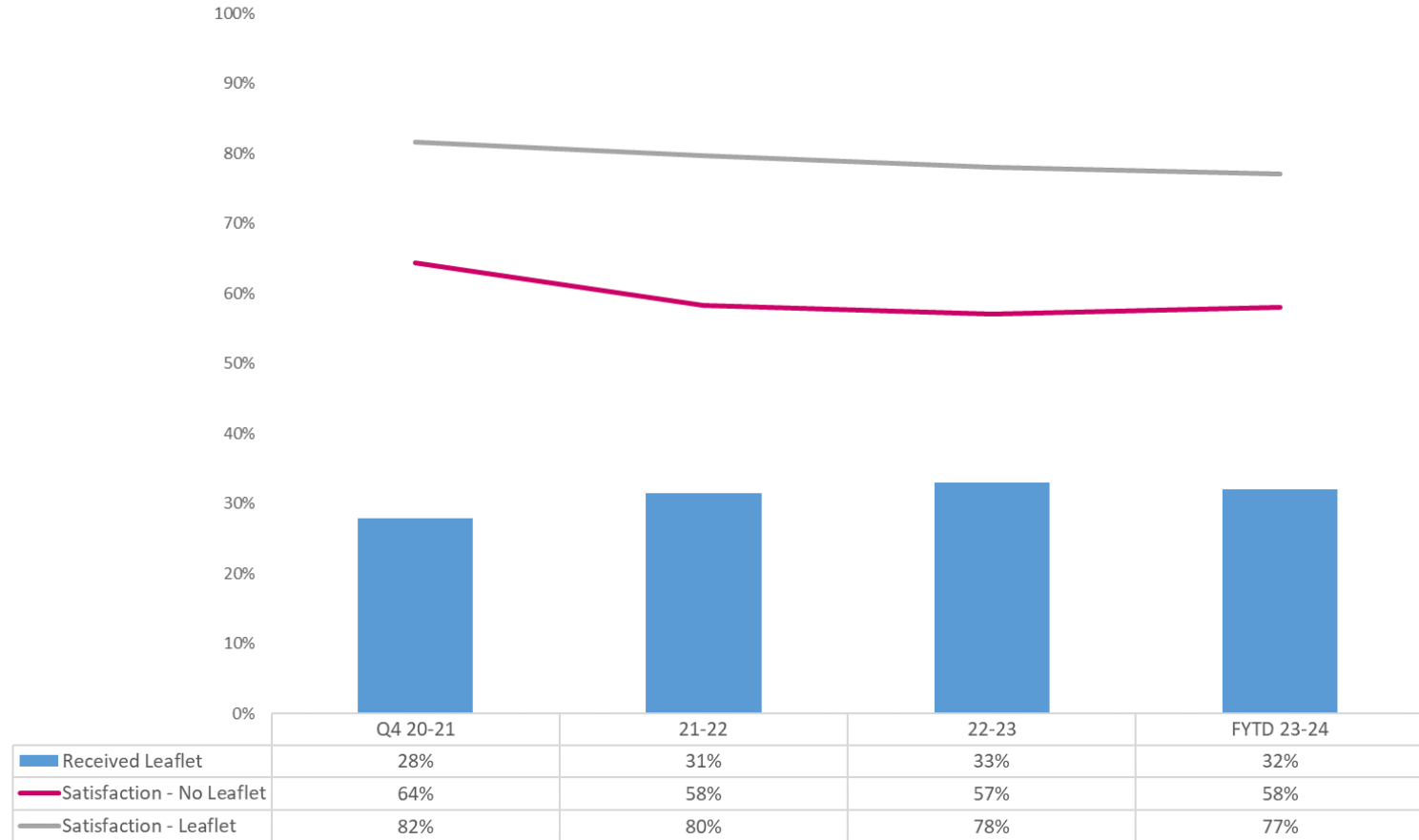
Around a third of respondents in the USS report receiving leaflet (see graph). This has increased slightly over time.

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

Burglary victims are more likely to report receiving the leaflet (47% FYTD 23-24), than Robbery (32%), Assault (26%) and Hate (26%) victims.

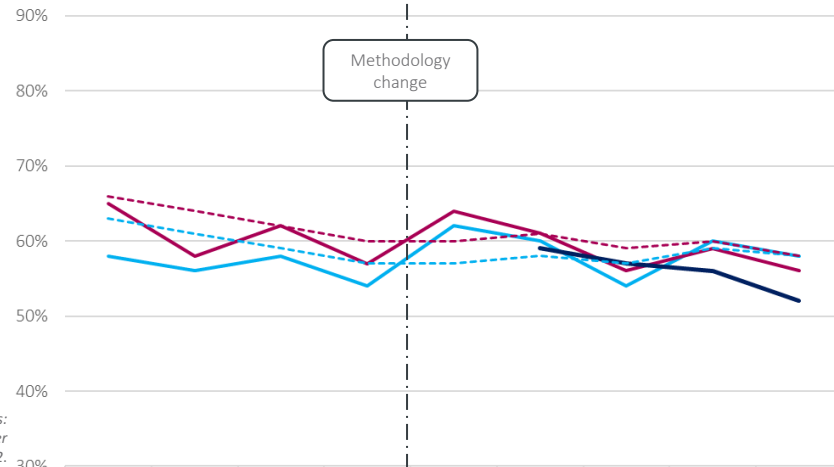
## Leaflet provision and Overall Satisfaction (USS)

(% Received leaflet / % CVF satisfied - Various data per point)



# 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.

	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24
Relied on (Quarter)	58%	56%	58%	54%	62%	60%	54%	60%	58%
Listen to concerns (Quarter)	65%	58%	62%	57%	64%	61%	56%	59%	56%
High standards (Quarter)						59%	57%	56%	52%
Relied on (R12)	63%	61%	59%	57%	57%	58%	57%	59%	58%
Listen to concerns (R12)	66%	64%	62%	60%	60%	61%	59%	60%	58%
Highest standards* (R12)									56%

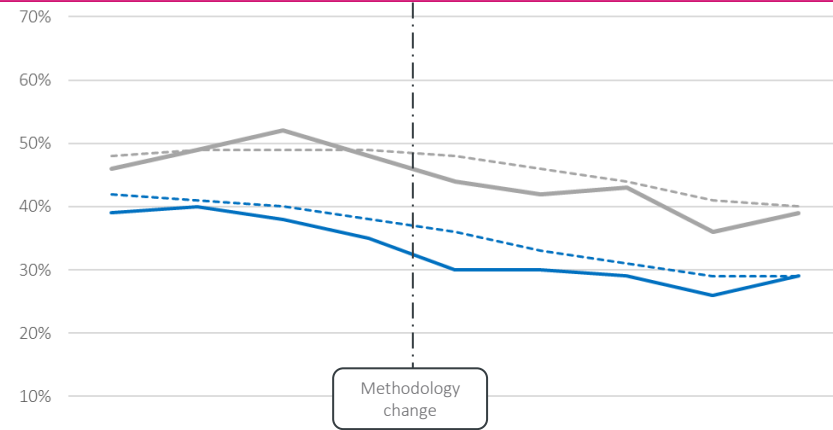
In Q1 2023-24, 58% of Londoners believed **police can be relied on to be there**, while 56% felt **police listen to local concerns**. Both these measures returned to lower levels after a slight uplift last quarter. Longer-term declines have also been seen for both questions, with 'relied on' falling by 10 percentage points and 'listen to concerns' falling by 16 percentage points over the last three years (vs. Q1 2020-21).

Quarter 1 2023-24 saw a *significant decline* in the proportion of Londoners believing the **MPS works to ensure the highest standards of professionalism** (-4pp. to 52%).

The proportion of Londoners feeling **informed about local policing** has seen an uplift in Q1 2023-24 following a low result last quarter (+3pp. to 29%).

Londoners' concerns about ASB declined gradually during FY 2022-23. This is in line with reductions seen in wider crime concerns and was likely influenced by methodological changes to the PAS. In Q1 2023-24, 39% of residents said they were **worried about ASB in their area**.

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



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

	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24
Worried about ASB (Quarter)	46%	49%	52%	48%	44%	42%	43%	36%	39%
Informed local (Quarter)	39%	40%	38%	35%	30%	30%	29%	26%	29%
Worried about ASB (R12)	48%	49%	49%	49%	48%	46%	44%	41%	40%
Informed local (R12)	42%	41%	40%	38%	36%	33%	31%	29%	29%

\* 'The MPS work to ensure all police officers adhere to the highest standards of professionalism'. Question introduced Q2 22-23 – R12 trend over time not yet available.

# PAS: Public perception additional oversight measures - Inequalities

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 police activities 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%	29%	58%	58%	56%
Ethnicity	White British	-1%	0%	-6%	-4%	-4%
	White Other	1%	-1%	6%	4%	6%
	Black	-6%	-1%	2%	-1%	-5%
	Asian	4%	1%	7%	8%	11%
	Mixed	-2%	-2%	-10%	-15%	-14%
	Other ethnicity	-2%	-4%	5%	7%	3%
LGBT+	Yes	-1%	-1%	-13%	-15%	-19%
	No	0%	0%	1%	1%	2%
Age	16-24	-12%	0%	2%	0%	-3%
	25-34	-3%	-4%	2%	-4%	-2%
	35-44	4%	-2%	2%	0%	1%
	45-54	7%	0%	-4%	-1%	-1%
	55-64	6%	2%	-5%	-1%	1%
	65 years +	-4%	4%	0%	7%	5%
Disability	Disability	2%	-1%	-2%	1%	3%
	No disability	-1%	0%	0%	0%	0%
Sex	Male	-3%	1%	0%	1%	2%
	Female	2%	-2%	-1%	-1%	-1%

Londoners from a **Mixed Ethnic Background** are consistently less likely to believe the police can be relied on to be there or listen to the concerns of local people. Large negative, and widening, gaps for these measures are also seen among those identifying as **LGBT+**, with the gap for relied on increasing from -3pp. to -13pp. and for listen to concerns from -8pp. to -15pp. comparing Q1 2022-23 to Q1 2023-24.

An emerging gap is seen for **White British** residents feeling that the police can be relied on to be there, currently 6pp. below the MPS average.

A range of inequalities are also seen in Londoners' **concerns about ASB**. In particular, London's younger residents (aged 16 to 25) are less likely to feel worried about ASB in their local area. However, no inequalities are seen in the proportion of Londoners feeling **well informed about their local policing activities**.

Inequalities are seen in agreeing the MPS work to ensure **high standards**, with Londoners from Black and Mixed ethnic backgrounds and those identifying as **LGBT+** seeing negative gaps.

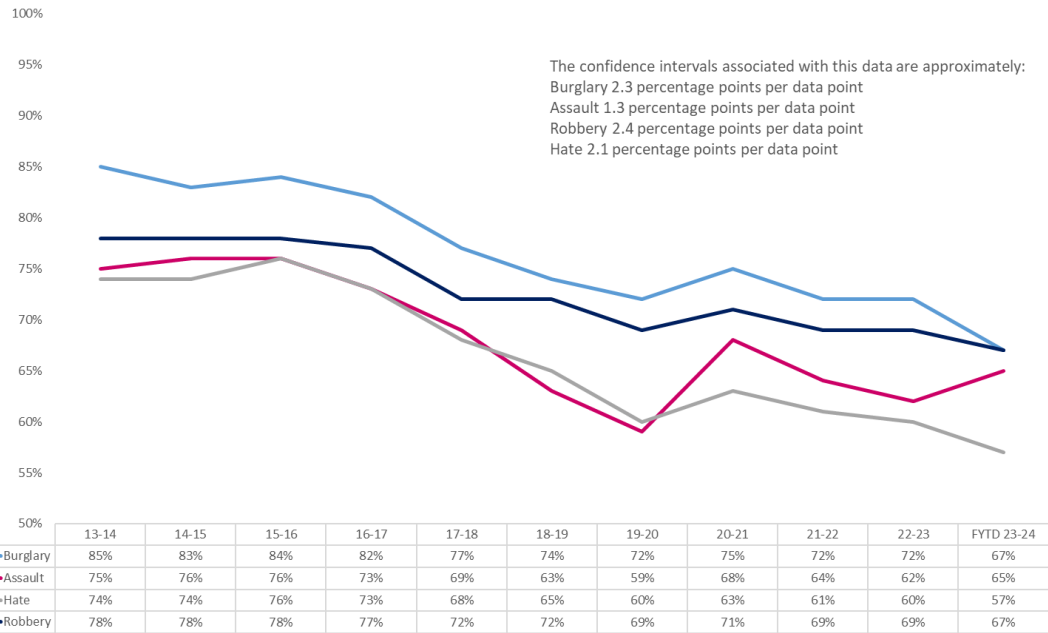
**Public Voice Insights**

**Victim Satisfaction**



# USS: Overall Satisfaction by crime group and BCU

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



Satisfaction is higher for victims of **burglary** (67%) and **robbery** (67%) and lower for victims of **hate crime** (57%) for the FY to date (i.e., Q1 23-24). There have been some changes compared to the last FY, with a significant 3 pp. increase for assault group, and a significant 5 pp. decrease for the burglary group.

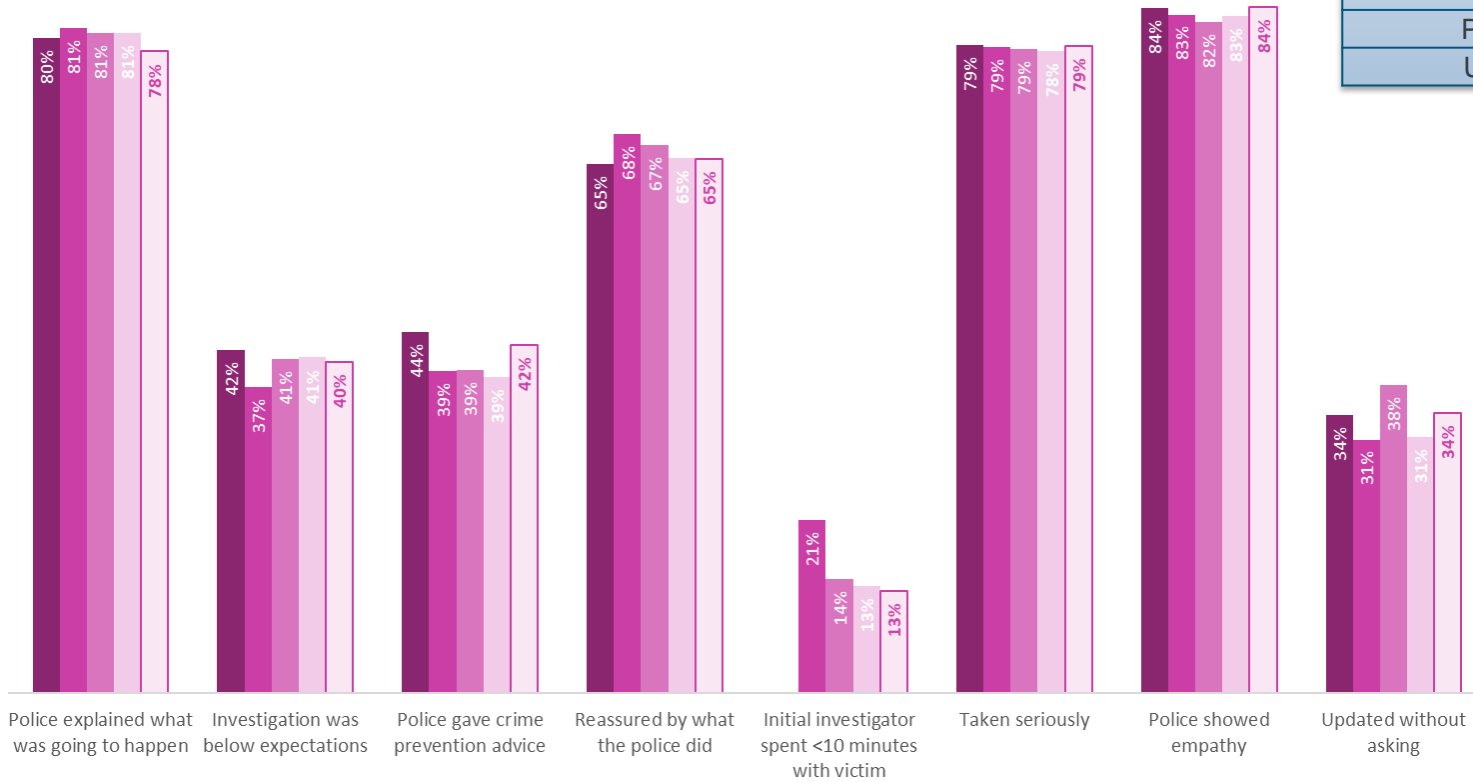
**Overall Satisfaction by BCU over time(USS)**  
(% CVF satisfied - 12m data per point)



There is variation in performance between **BCUs**, with a 9pp. range between top and bottom performers. The difference between the top-performing BCU (South Area) and the three bottom-performing BCUs (East Area, North Area and Central East) is statistically significant.

# USS: Key diagnostic questions over time

■ Q1 19-20 ■ Q1 20-21 ■ Q1 21-22 ■ Q1 22-23 ■ Q1 23-24



Overall satisfaction by key diagnostics: R12 to Q1 23-24 data

	No	Yes	Gap
Police explained what was going to happen	39%	71%	32pp.
Investigation was below expectations	92%	24%	68pp.
Police gave crime prevention advice	53%	79%	27pp.
Reassured by what the police did	23%	86%	63pp.
Initial investigator spent <10 minutes with victim	67%	46%	21pp.
Taken seriously	17%	78%	61pp.
Police showed empathy	15%	75%	60pp.
Updated without asking	56%	82%	26pp.

Service delivery in relation to most of the key diagnostic questions (KDQs) has been consistent over time. This is reflected in the relative stability of Overall Satisfaction.

However, several of the KDQs stand out as having a large impact on Overall Satisfaction if they are not fulfilled. The largest gap is for the investigation being below expectations, where satisfaction is 24% for those who feel it was below expectations (40% of respondents currently) vs. 92% for those where expectations were either met or exceeded. This is a 68pp. gap.

Similarly, reassurance is crucial, with a 63pp. gap in satisfaction between those feeling reassured and those not feeling reassured.

# More victims of burglary are getting a visit, and this is associated with higher satisfaction levels compared to being dealt with over the telephone/online.

Satisfaction levels for burglary victims has fallen for FYTD 23-24 – from 72% in FY 22-23 to 67% in Q1 23-24.

■ FY 18-19 ■ FY 19-20 ■ FY 20-21 ■ FY 21-22 ■ FY 22-23 ■ FYTD 23-24

The nature of burglary appears to be changing. The offences are more likely to involve damage, the removal of sentimental items, a lack of insurance, and higher costs associated with losses.

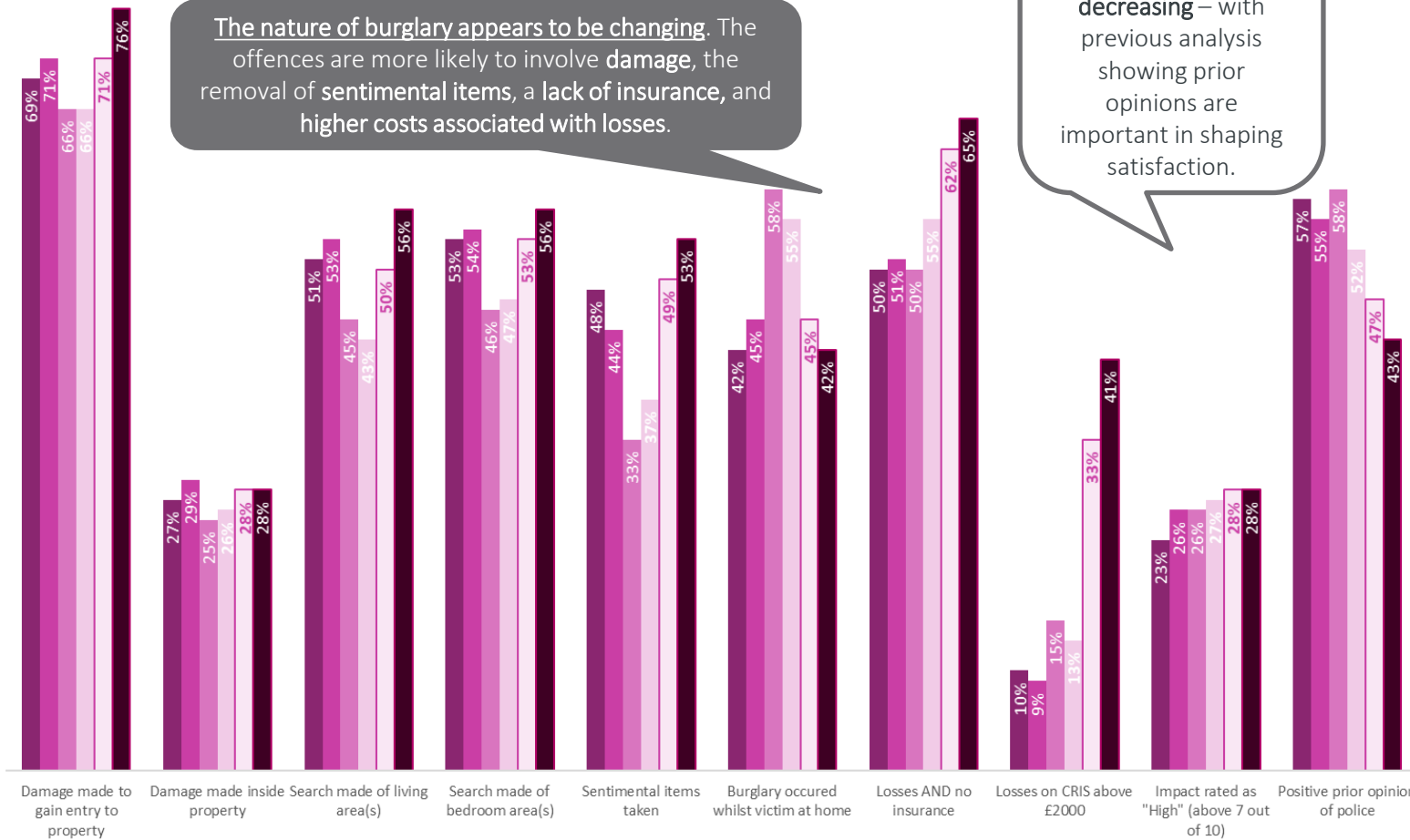
Additionally, the proportion of people who had a positive opinion of the MPS prior to reporting is decreasing – with previous analysis showing prior opinions are important in shaping satisfaction.



FY 23-24 has also seen a change in recording practice for burglary. Previously, incidents which involved items taken from detached outbuildings of a home (such as a shed or a garage) were not recorded as burglary. From FY 23-24, they are. This may play into the apparent changing nature of burglary.

Alongside this, the reporting of burglary is increasingly being removed from telephone and online to in-person, as per the Commissioner's promise in Summer 2022.

Although this looks like a negative for USS satisfaction, it should be noted that the satisfaction levels of victims from the USS remain higher than the historic levels seen within the TDIU survey – victims appear to be more satisfied with service when they receive a face-to-face visit than they would have been just reporting via the telephone or online.



# USS: New questions for FY 23-24



Several new questions were added to the USS for FY 23-24 to try and add context and further understanding of victim satisfaction. The results from the first quarter are explored on this slide.

An extra question asking about the time it took for police to arrive is asked to those victims who were told the police would arrive ASAP.



Reported time taken for police to arrive		Satisfaction
Less than 30 minutes	63%	75%
30 mins to 1 hour	17%	69%
1 to 6 hours	13%	61%
6 to 24 hours	4%	42%
24 hours or more	3%	53%

Results show that generally the **quicker the police arrive, the more satisfied the victim is with the overall service.**



Victims who were given a specific time of arrival or made an appointment for an officer to visit were asked about whether the agreed time was adhered to. Q1 23-24 results show that 58% report the officer arriving when agreed, with 14% arriving earlier and 28% arriving later.

Two extra questions ask about the **actions** police took in relation to **CCTV and witness statements**. It is important to remember this represents victim perceptions of these issues, not what is recorded on police systems.

## Perceptions of actions taken show links with satisfaction.

Those victims for who CCTV evidence was gathered by the police or where CCTV evidence did not exist are more satisfied than those where CCTV did exist but was not gathered or where there may have been CCTV but the police did not check.

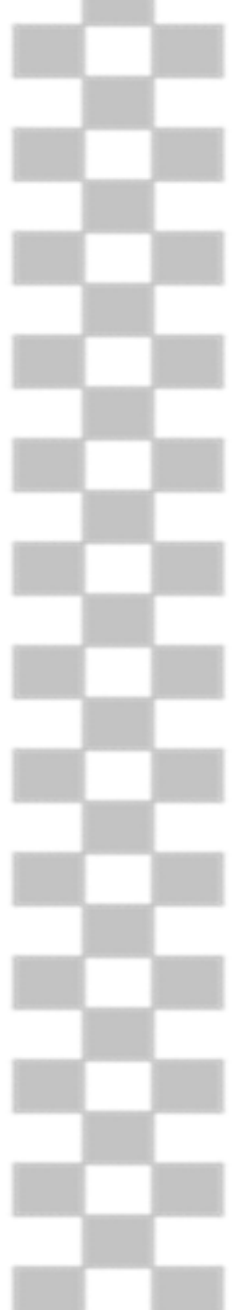
Similarly, in cases where witness statements were collected or where there were no witnesses there are higher levels of satisfaction than cases where there were witnesses but statements were not taken.

Did the police gather or receive CCTV evidence?		Satisfaction
Yes	43%	70%
No - but there was CCTV	12%	40%
No - because there was no CCTV	39%	69%
No - there might have been CCTV but the police didn't check if there was or not	7%	46%

Did the police collect statements from witnesses?		Satisfaction
Yes	53%	74%
No - but there were witnesses	18%	40%
No - because there were no witnesses	29%	65%



These findings again highlight **the importance of managing expectations**, and of the **actions that victims perceive the police to be taking.**

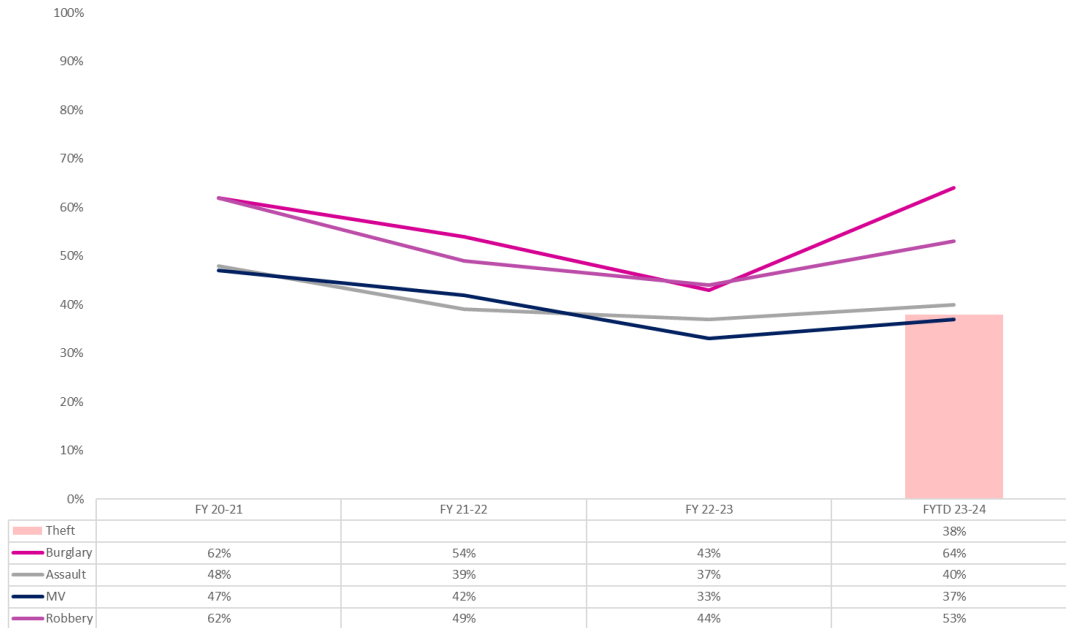




# Victims of theft are now interviewed as part of the TDIU survey, and show low levels of satisfaction

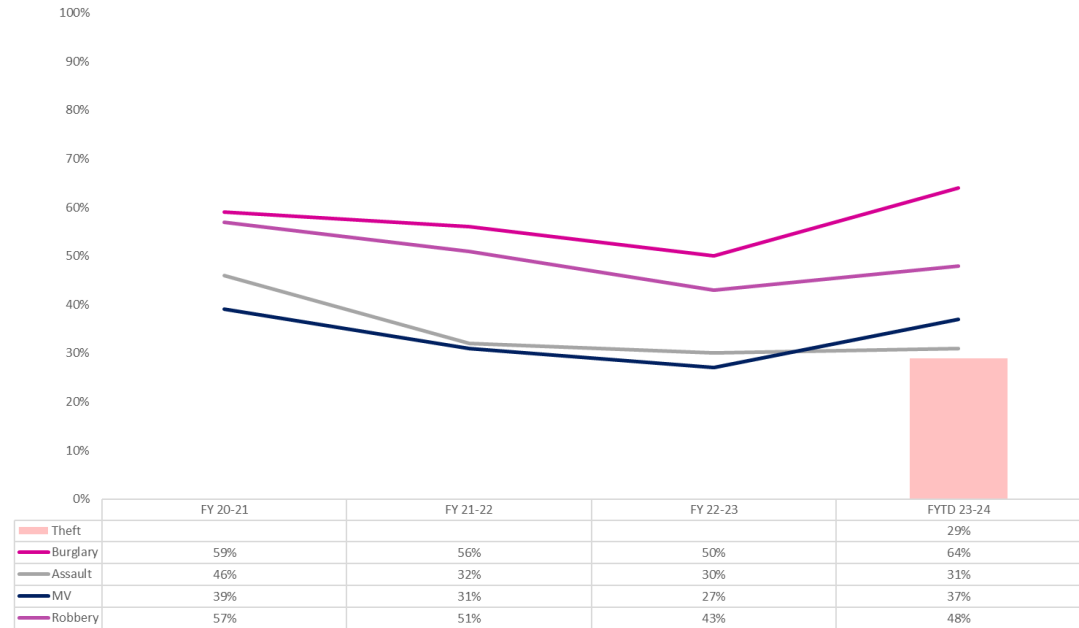
A substantial portion of victims who report via the MPS TDIU are victims of theft. In order to achieve a greater coverage of victims who report via the TDIU, victims of theft have been added to the TDIU survey for FY 23-24. Victims of theft are the largest group of survey respondents in Q1 23-24, making up 45% of the respondent sample (1283 individuals). Victims of motor vehicle crime are the second largest group at 41% (1167 individuals). For Q1 23-24 the TDIU survey captures the views of 4% of theft victims invited to the survey. This is a similar proportion to the other crime types within the survey, which sit at between 3% and 6%.

**Satisfaction of TDIU telephone respondents over time**  
(% satisfied- FY/FYTD)



For Q1 23-24, victims of theft are among the least satisfied group for respondents reporting over the phone at 38%. This is slightly above the motor vehicle group (37% satisfied).

**Satisfaction of TDIU online respondents over time**  
(% satisfied- FY/FYTD)



For Q1 23-24 victims of theft are the least satisfied group for respondents reporting online, at 29%. This is slightly below victims of assault (31% satisfied).

Note: Victims of hate crime are not included in the chart because of small base sizes across all periods.

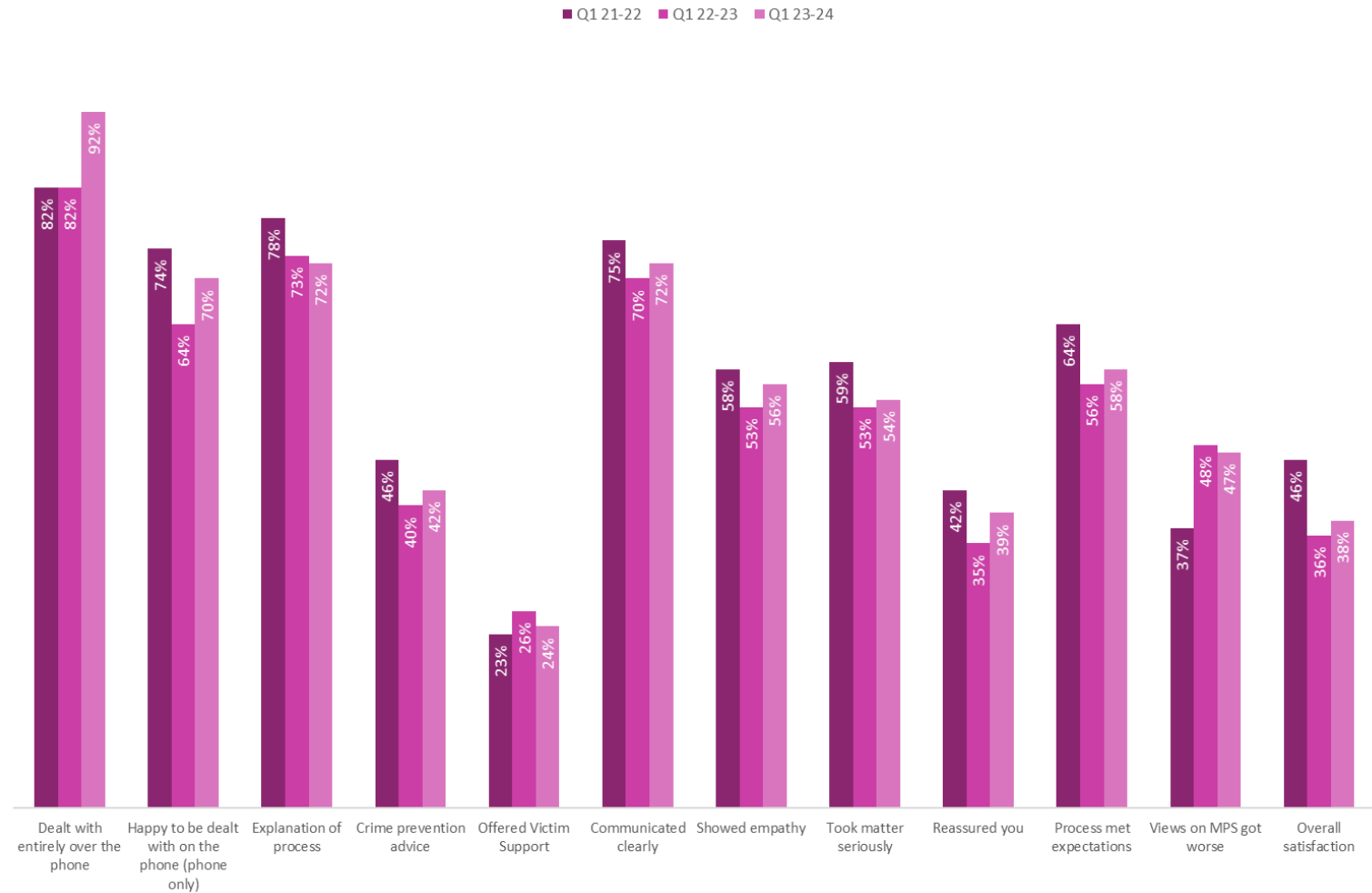
# Nearly half of respondents are left with worse views of the MPS after reporting a crime over the telephone via the TDIU.

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. The large increase this quarter is driven by the burglary group. Burglary victims are the most likely crime group to receive a visit within the TDIU survey, but they now make up a smaller proportion of the respondents (approx. 20% in Q1 21-22 & Q1 22-23 compared to 3% Q1 23-24). This is partly due to less burglaries being reported via the TDIU, as well as the addition of victims of theft to the TDIU survey.

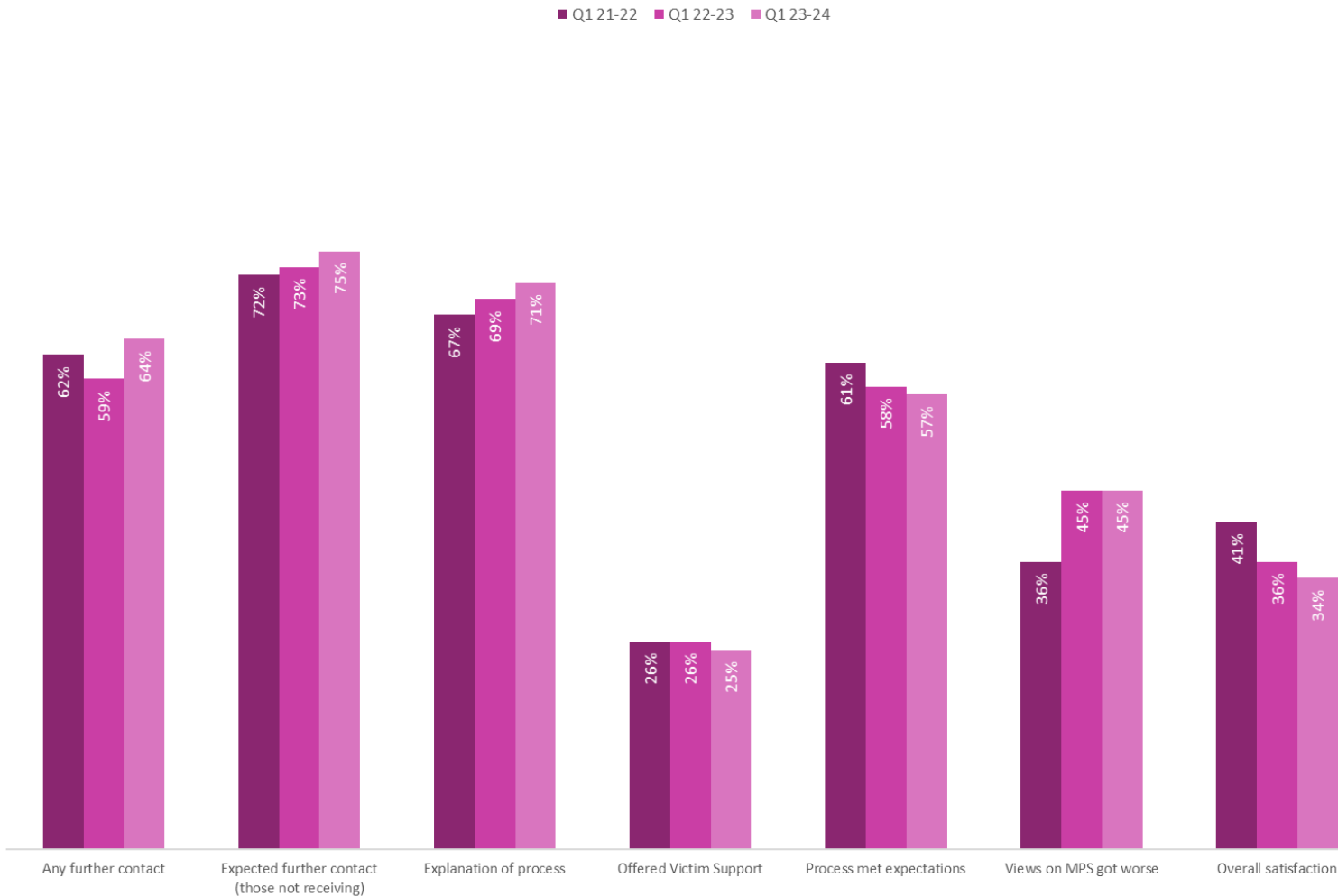
Over the full period that the TDIU survey has been run, some of the strongest associations with satisfaction for telephone reporters are feeling reassured ( $r=0.97$ ), the process meeting expectations (0.98) and receiving an explanation of the process (0.93).

In Q1 23-24 60% of respondents feel the police spent **too little time** investigating their report, which is broadly consistent over time.

Associated with worsening performance, there is an increase in those left with a **worse opinion of the MPS** subsequent to their report – now half of respondents for Q1 23-24 (47%).



# Nearly half of respondents are left with worse views of the MPS after reporting a crime online, via the TDIU.



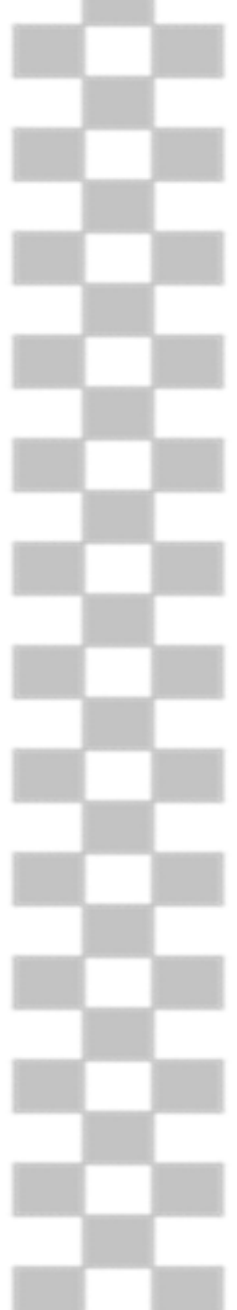
Of those reporting online, around a third do not receive further contact other than an email acknowledging their report. However, three quarters of those not receiving any further contact expected it. This is one of the strongest associations with satisfaction for online reporters ( $r=-0.77$ ).

Over half 60% (Q1 23-24) of respondents feel the police spent **too little time investigating** their report. This has been consistent since this question was added in Q1 22-23.

These factors are associated with a decreasing proportion of respondents feeling that the process of reporting **met their expectations**, which has fallen 4 pp. over the last 2 years.

Consequently, over this same period satisfaction has fallen by 7 pp., from 41% (Q1 21-22) to 33% (Q1 23-24).

Associated with this, an increasing proportion of respondents leave the experience with a **worse view of the MPS**. This is up by 9 pp. from the same period two years ago to just under half of respondents (45% Q1 23-24).



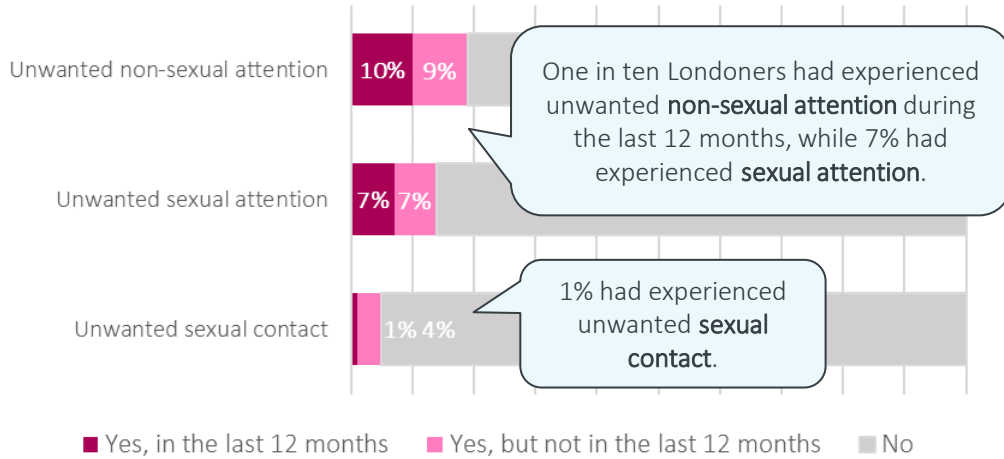
**Public Voice Insights**

**Public Attitude Survey**



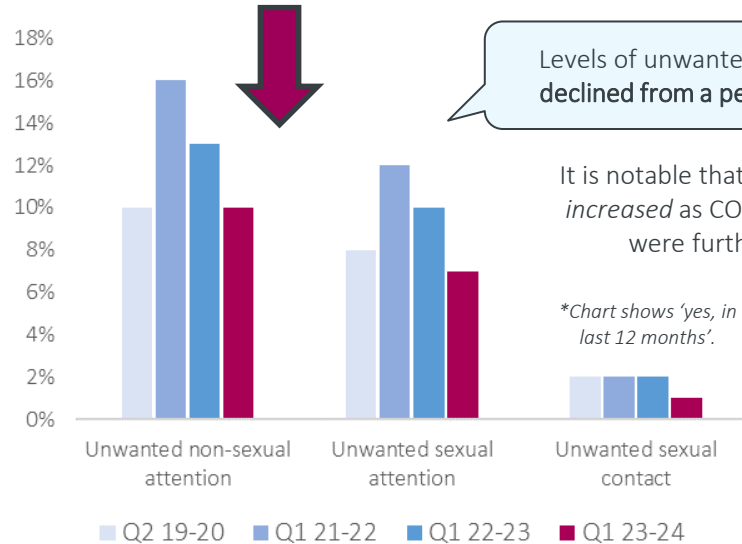
# The proportion of Londoners experiencing unwanted attention in public spaces has declined for the second year; but some groups continue to be at increased risk

In Q1 23-24, Londoners were asked whether they had experienced **unwanted attention or contact in public spaces** such as parks, shops and public transport.



One in ten Londoners had experienced unwanted **non-sexual attention** during the last 12 months, while 7% had experienced **sexual attention**.

1% had experienced unwanted **sexual contact**.



Levels of unwanted attention have **declined from a peak in Q1 21-22\***.

It is notable that levels have *not increased* as COVID restrictions were further eased.

\*Chart shows 'yes, in last 12 months'.

15% of **LGBT+** Londoners said they had experienced sexual contact prior to this – levels nearly **4x higher** than non-LGBT+.

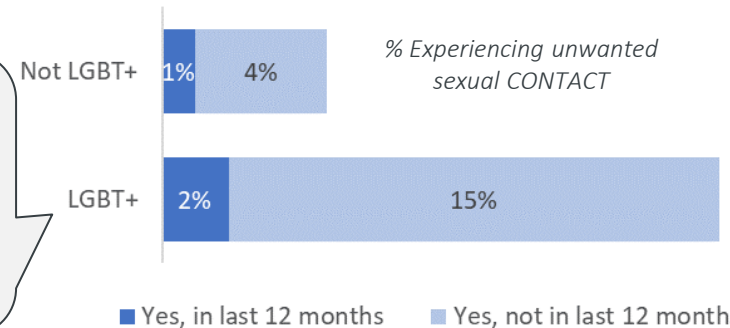
Table shows **prevalence of unwanted behaviours** by demographic groups. Groups standing 5pp. above or below the MPS result are highlighted.

During the last 12 months		Non-sexual attention	Sexual attention	Sexual contact
MPS		10%	7%	1%
Gender	Female	14%	13%	2%
	Male	6%	1%	0%
LGBT+	LGBT+	32%	26%	2%
	Not LGBT+	10%	7%	1%
Age	16 to 24	16%	15%	2%
	25 to 34	16%	14%	3%
	35 to 64	8%	4%	1%
	65+	3%	0%	0%
Ethnicity	White British	13%	9%	2%
	White Other	12%	8%	1%
	Mixed	17%	17%	3%
	Asian	6%	4%	1%
	Black	6%	7%	1%
	Other	7%	1%	0%
Disability	Disabled	11%	4%	1%
	Not disabled	10%	8%	1%

Some groups of Londoners remained more likely to have experienced unwanted attention.

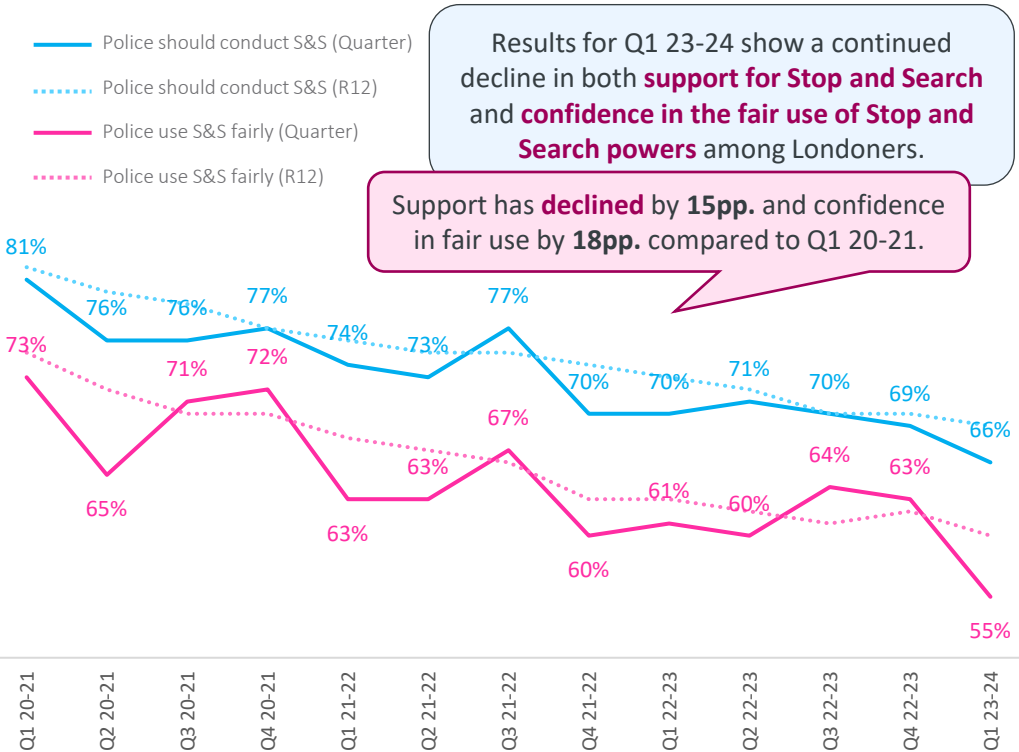
Prevalence was **particularly high amongst LGBT+ Londoners**, with a third experiencing 'non-sexual attention' and a quarter experiencing 'sexual attention' during the last 12 months.

**Females, younger Londoners, and those from a Mixed Ethnic Background** also saw increased risk.



Further insights can be found in the **'VAWG update 23-24'** In Focus pack.

# Support for Stop & Search is declining; longstanding inequalities continue



Results for Q1 23-24 show a continued decline in both **support for Stop and Search** and **confidence in the fair use of Stop and Search powers** among Londoners.

Support has **declined by 15pp.** and confidence in fair use by **18pp.** compared to Q1 20-21.

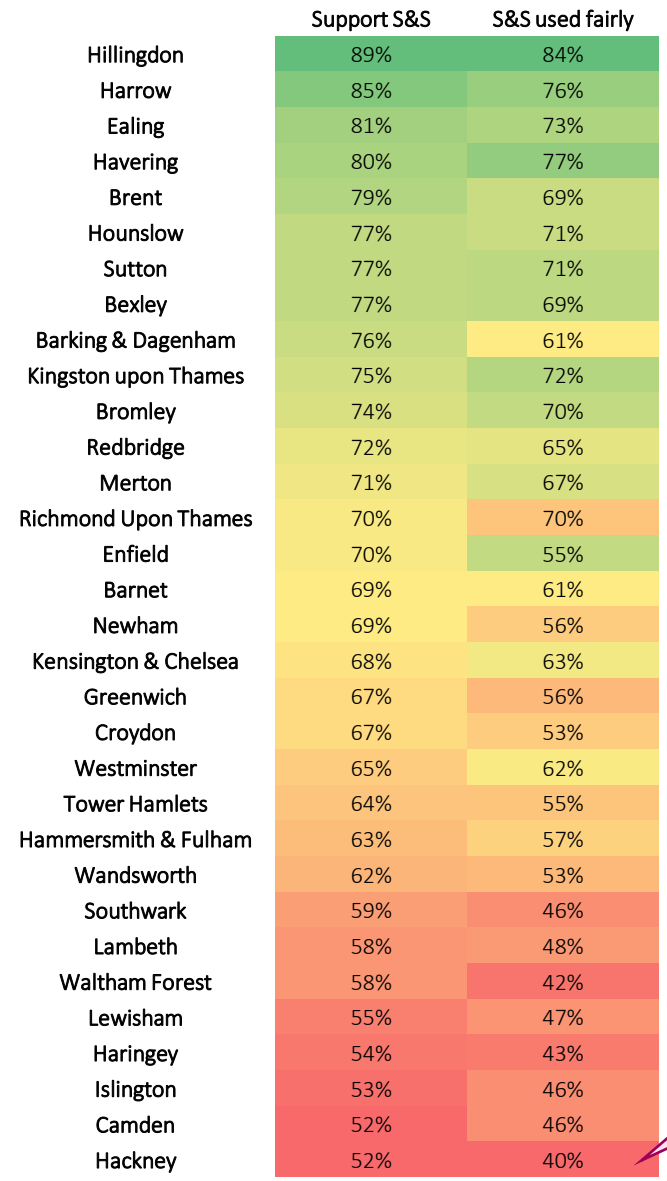
**Believing Stop and Search is used fairly is related to trust.** In Q1 23-24, 87% of those who believe the police use Stop and Search fairly trust the MPS, compared with 44% for those who do not feel it is used fairly.

**Longstanding inequalities by ethnicity** have been seen for these questions. This pattern has continued for Q1 23-24.

In Q1 23-24, **less than half** of Londoners from a **Black** (49%) or **Mixed** ethnicity (44%) background were **agreed the police should conduct Stop & Search** and **only around a third** of Londoners from a **Black** (33%) or **Mixed** ethnicity (36%) background were **confident the police use Stop and Search fairly.**

Percentage point gap compared to MPS result\*

	Police should conduct S&S	Police use S&S fairly
MPS	66%	55%
White British	+4pp	+1pp
White Other	+1pp	+7pp
Mixed	-22pp	-19pp
Asian	+6pp	+10pp
Black	-17pp	-22pp
Other	+2pp	+4pp



There is **borough variation** in both support for Stop and Search and confidence in the fair use of Stop and Search powers.\*\*



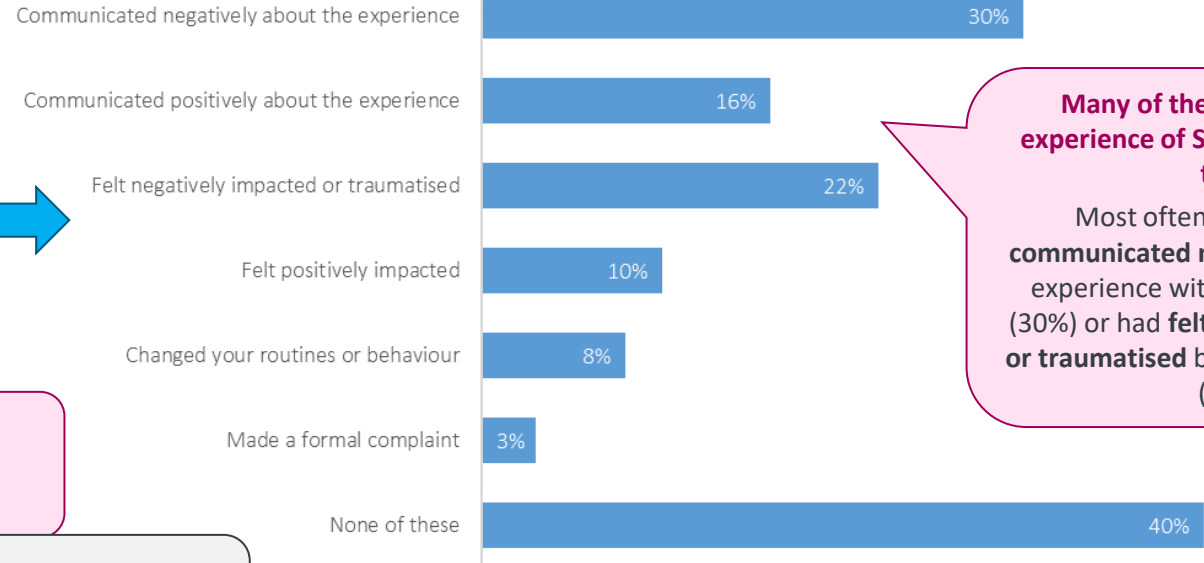
Residents in **Hackney** are the least likely to support Stop and Search, or believe it is used fairly.

\* Discrete quarterly data Q1 23-24. Gaps of 5pp. or more are highlighted. Note low bases for Mixed (N ≈ 130) and Other (N ≈ 150) ethnicity – results to be used with caution.

\*\* R12 data to Q1 23-24

# Stop and Search has the potential to impact on Londoners, with some groups more likely to say they were negatively impacted by their experience

Overall, around one in ten Londoners said they had **personally ever been Stopped and Searched (S&S) in London** (9%).



Many of these believed their experience of S&S had impacted on them.

Most often, Londoners had **communicated negatively** about their experience with family and friends (30%) or had **felt negatively impacted or traumatised** by the Stop and Search (22%).

Different groups of Londoners are impacted by S&S in different ways – with particularly negative impacts seen amongst **Black Londoners**.

**Black Londoners** were far *more likely* to have **felt traumatised or communicated negatively** about their experience of S&S, and were *less likely* to have **felt positively impacted**.

Table shows percentage point gap for measures compared with the MPS result above. Gaps of 5pp or more are highlighted. Colours are indicative of positive (blue) or negative (red) impact.

	Male	Female	16-24	25-34	35-64	65+	White British	White Other	Asian	Black	Disability	No disability
Communicated negatively about the experience	-1pp	+4pp	+6pp	+3pp	-3pp	-5pp	-6pp	0pp	0pp	+13pp	-3pp	0pp
Communicated positively about the experience	+1pp	-4pp	-3pp	+1pp	0pp	+7pp	+3pp	+5pp	-1pp	-4pp	+7pp	-1pp
Changed your routines or behaviour	-1pp	+2pp	+2pp	+2pp	-2pp	-4pp	-2pp	-4pp	+5pp	+1pp	+2pp	-1pp
Felt negatively impacted or traumatised	-1pp	+5pp	-1pp	+3pp	-1pp	+2pp	-7pp	-4pp	+5pp	+11pp	+5pp	-1pp
Felt positively impacted	0pp	-2pp	-3pp	+1pp	-1pp	+1pp	0pp	+4pp	+5pp	-7pp	0pp	0pp
Made a formal complaint	0pp	+2pp	-1pp	+1pp	0pp	+1pp	0pp	-2pp	+1pp	+2pp	+1pp	0pp
None of these	0pp	-3pp	-2pp	-4pp	+2pp	+2pp	+7pp	-2pp	-7pp	-10pp	-7pp	+1pp

Londoners who are **female, Asian or disabled** were also *more likely* to have **felt negatively impacted or traumatised** by their experience of S&S.

Results R12 to Q1 23-24.  
 Due to low base sizes, Mixed and Other ethnicity not reported. Due to low base sizes, LGBT+ not reported.  
 Insights: Public Perceptions

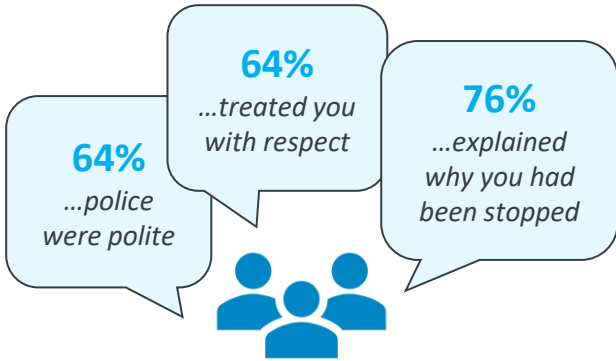
# The impact of Stop and Search appears linked with how Londoners experience this interaction – but ‘procedurally unjust’ interactions can hold disproportionately negative impacts

Most Londoners who had been Stopped and Searched believed police were polite, treated them with respect, and explained why they had been stopped.

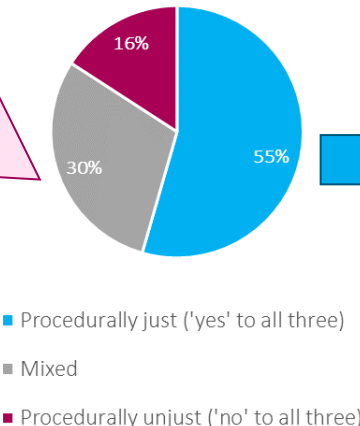


	Male	Female	16-24	25-34	35-64	65+	White British	White Other	Asian	Black	Disability	No disability
Polite	+2pp	-5pp	-5pp	-2pp	+4pp	+4pp	+9pp	+7pp	-1pp	-18pp	+6pp	-1pp
Respect	+1pp	-7pp	-4pp	-4pp	+3pp	+1pp	+9pp	+6pp	-2pp	-19pp	+4pp	-1pp
Explained	+1pp	-6pp	-5pp	+1pp	+2pp	-7pp	+7pp	+3pp	-3pp	-11pp	+4pp	-1pp

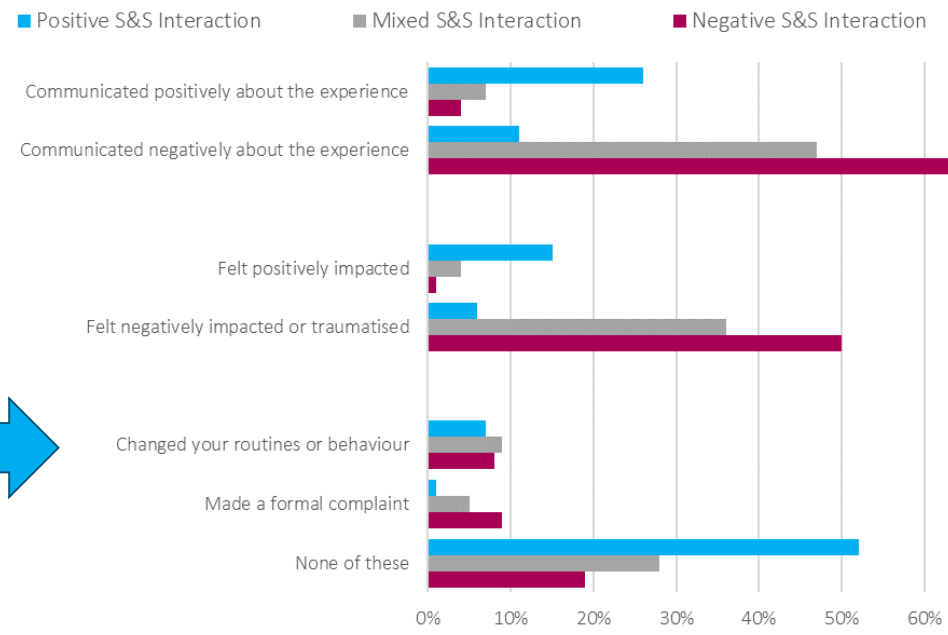
However, certain groups were *less likely* to say this – including females, younger age groups, and Black Londoners.



Just over half said ‘yes’ to all three of these questions – indicative of a **procedurally just** interaction. One in six said ‘no’ to all three – indicative of a **procedurally unjust** interaction.\*



In turn, the nature of the Stop and Search interaction seems important in shaping its impact. Importantly though – whilst Londoners experiencing ‘procedurally just’ interactions were more likely to be positively impacted – ‘procedurally unjust’ interactions may have *disproportionately negative impacts*.



To illustrate, around a quarter of Londoners who reported **procedurally just interactions** said they had **communicated positively** (26%), while over one in seven felt **positively impacted** by their experience (15%).

However, amongst those reporting **procedurally unjust interactions** *nearly two-thirds* had **communicated negatively** (63%), while *half* said they had **felt traumatised** (50%) – revealing a disproportionately greater impact.

This asymmetry aligns with wider research – supported by the PAS – that has documented *disproportionately detrimental impacts* of negative encounters on **wider perceptions of police** (e.g. Trust).

Results R12 to Q1 23-24.

Due to low base sizes, Mixed and Other ethnicity not reported. Due to low base sizes, LGBT+ not reported.

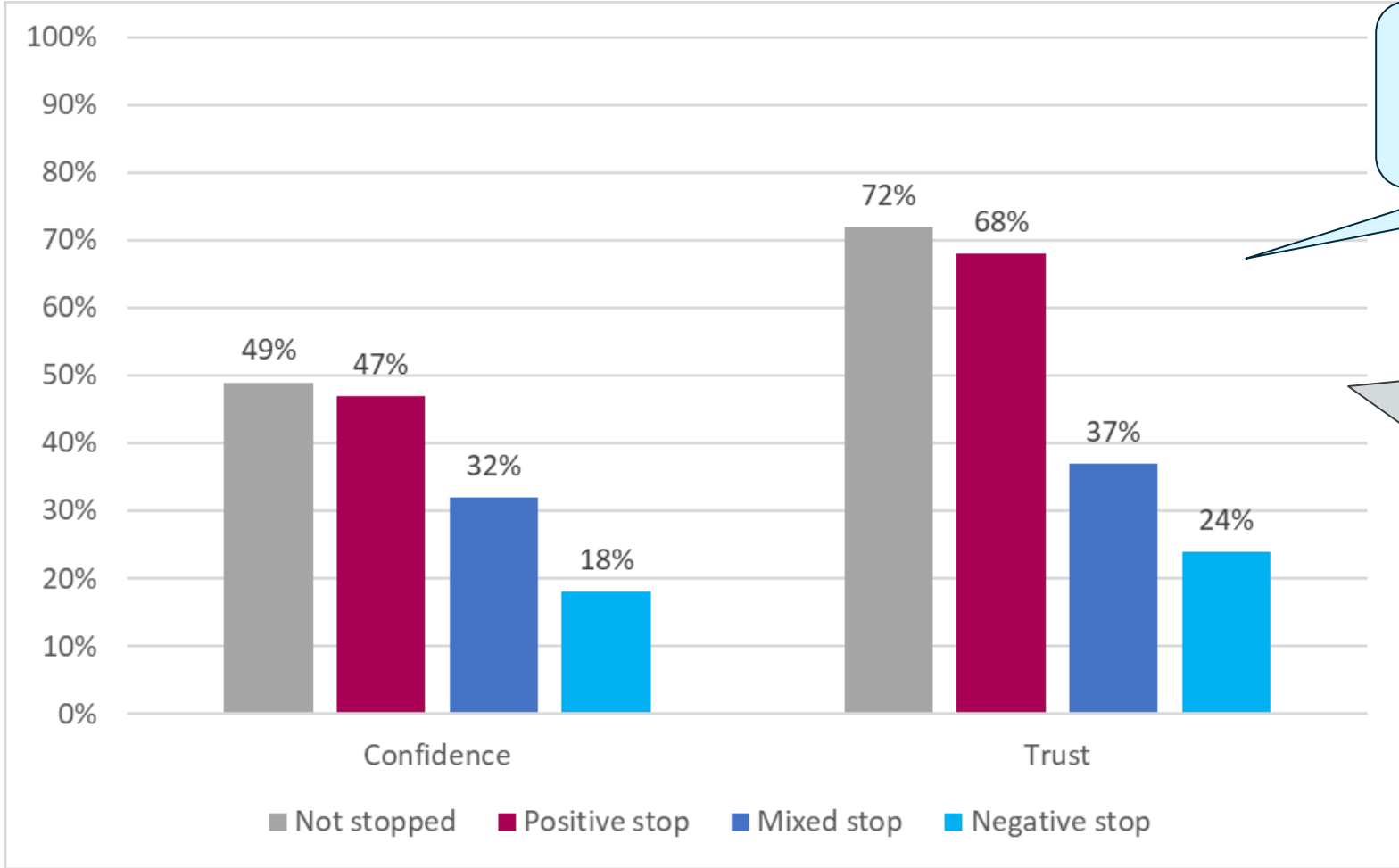
\*‘Mixed’ refers to all other respondents who gave a valid answer to all three questions in any other combination.

Insights: Public Perceptions



# 'Procedurally unjust' interactions are also associated with low levels of trust and confidence

Looking at trust and confidence of Londoners who have never been Stopped and Searched, those who experienced a positive ('procedurally just') stop, those having a mixed experience and those experiencing a negative ('procedurally unjust') stop, clear differences emerge...



Those who reported experiencing a **procedurally just interaction** have similar levels of trust and confidence to those who have never been Stopped and Searched.

However, those who say their stop and search experience was mixed or negative ('**procedurally unjust**') are significantly less likely to report having trust or confidence in the police.

Of those experiencing a negative stop, just 18% say they have confidence in the police, and 24% trust the MPS.

The finding on Stop and Search are **consistent** with findings from Q3 22-23, showing little change over the last six months.

# 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).

