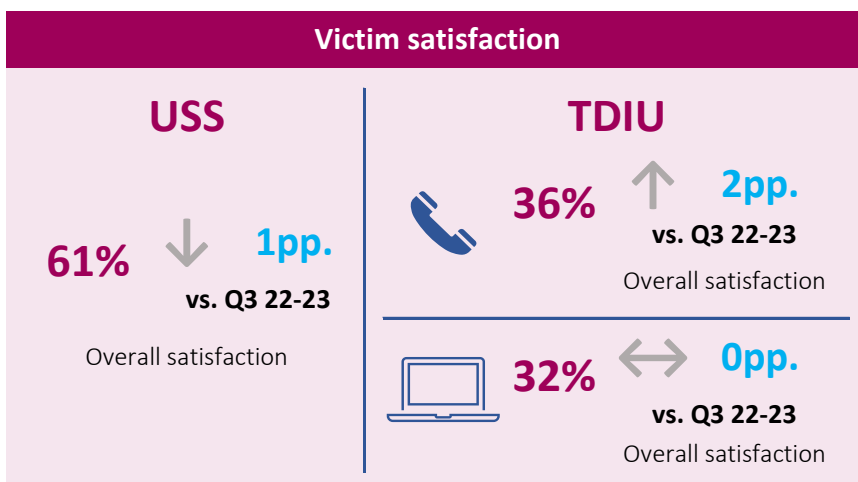
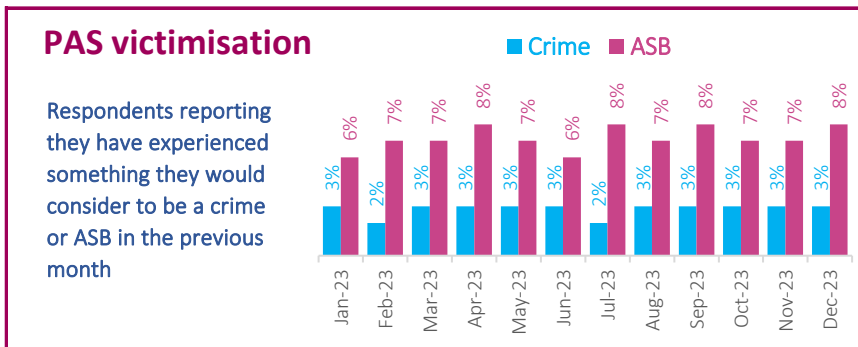
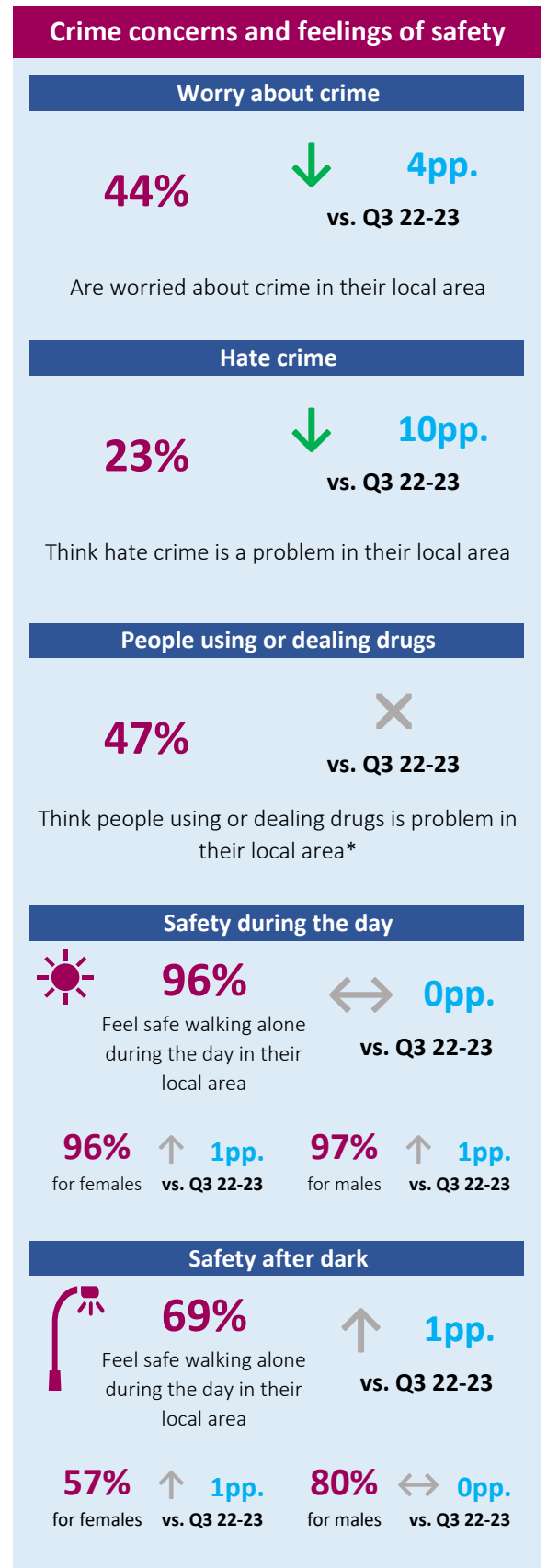
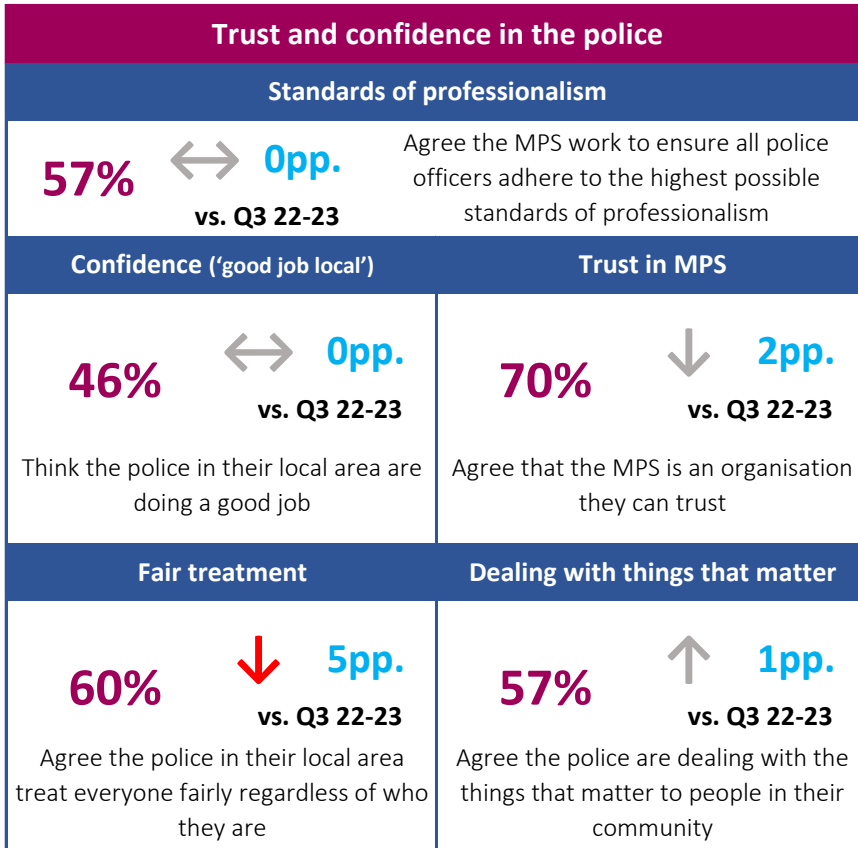


How have things changed over the last 12 months?



* Comparison data with previous year not available as question wording has changed.

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

How have things changed over the last 12 months?

Quarterly insights

Looking at the national picture of confidence, Crime Survey for England and Wales data show that the MPS/CoLP rank 15th out of 42 police forces on confidence (52%, rolling 12 months to Q2 2023-24). This is above the MPS's Most Similar Group: West Midlands ranked 37th (45%), West Yorkshire 39th (44%) and Greater Manchester 42nd (39%).

Widening perception gaps for LGBT+ Londoners have continued into FY 23-24. Whilst overall MPS levels have remained more stable over recent years, results for LGBT+ Londoners have seen sustained downwards trajectories. The size of these inequalities have widened further in FY 23-24, driven by particularly low results for LGBT+ Londoners.

A new question in the PAS reveals mixed views towards MPS reform. In Q3 23-24, 56% of Londoners believed the MPS is 'changing for the better'. This result is in line with other measures of MPS culture and standards. Londoners who believe the MPS responds to feedback and promotes high standards are also more likely to believe the MPS is 'changing for the better' – suggesting these judgements are closely linked.

Victim satisfaction is highest when vulnerability is identified and catered for. If all those vulnerable had this identified and catered for, overall satisfaction could be in the region of 74% or 13 pp. higher than the Q3 23-24 results of 61%.

PCP trust and confidence measures: borough-level performance

Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Barking and Dagenham	48%	71%	63%	59%
Barnet	47%	70%	60%	62%
Bexley	54%	74%	71%	58%
Brent	49%	75%	64%	63%
Bromley	51%	68%	60%	52%
Camden	48%	66%	52%	55%
Croydon	38%	65%	55%	52%
Ealing	48%	76%	68%	64%
Enfield	42%	66%	62%	54%
Greenwich	47%	68%	61%	56%
Hackney	41%	59%	50%	49%
Hammersmith and Fulham	51%	70%	61%	62%
Haringey	40%	59%	53%	51%
Harrow	61%	82%	78%	74%
Havering	48%	73%	71%	58%
Hillingdon	57%	79%	77%	71%
Hounslow	46%	74%	67%	60%
Islington	42%	61%	52%	52%
Kensington and Chelsea	61%	80%	75%	75%
Kingston upon Thames	51%	72%	62%	60%
Lambeth	46%	63%	55%	55%
Lewisham	45%	56%	50%	46%
Merton	51%	73%	65%	59%
Newham	46%	71%	65%	53%
Redbridge	44%	64%	64%	47%
Richmond upon Thames	49%	66%	57%	55%
Southwark	42%	63%	50%	49%
Sutton	52%	76%	72%	66%
Tower Hamlets	42%	72%	64%	55%
Waltham Forest	38%	57%	54%	39%
Wandsworth	49%	69%	57%	56%
Westminster	60%	78%	71%	67%
MPS	47%	69%	62%	57%

Borough performance remains mixed. A cluster of North-East London Boroughs (Hackney, Haringey and Redbridge) all see declines of 5 percentage points or more on three of the four perception measures.