MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Public Voice Insights

How have things changed over the last 12 months?

Q2 2023-24

Quarterly summary

Trust and confidence in the police

Standards of professionalism

57%



vs. Q2 22-23

Agree the MPS work to ensure all police officers adhere to the highest possible standards of professionalism

Confidence ('good job local')

vs. Q2 22-23

Think the police in their local area are doing a good job

Trust in MPS

69%

2pp.

vs. Q2 22-23

Agree that the MPS is an organisation they can trust

Fair treatment

Dealing with things that matter

61%



vs. Q2 22-23

2pp.

56%



3pp.

vs. Q2 22-23

Agree the police in their local area Agree the police are dealing with the treat everyone fairly regardless of who things that matter to people in their they are community

Crime concerns and feelings of safety

Worry about crime

41%



4pp.

vs. Q2 22-23

Are worried about crime in their local area

Hate crime

21%



9pp.

vs. Q2 22-23

Think hate crime is a problem in their local area

People using or dealing drugs

45%



vs. Q2 22-23

Think people using or dealing drugs is problem in their local area*

Safety during the day

PAS victimisation

Respondents reporting they have experienced something they would consider to be a crime or ASB in the previous month



98%

Feel sate walking alone during the day in their local area

2pp.

vs. Q2 22-23

97%

个 2pp.

 $98\% \leftrightarrow 0pp.$

for females vs. Q2 22-23

vs. Q2 22-23

Victim satisfaction

Overall satisfaction

TDIU



2pp.

vs. Q2 22-23 Overall satisfaction

3pp.

vs. Q2 22-23

Overall satisfaction

Safety after dark

76%

Feel sate walking alone during the day in their

3рр.

vs. Q2 22-23 local area

65% 2pp.

4pp.

for females vs. Q2 22-23

for males

vs. Q2 22-23

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.

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

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Looking at the national picture of confidence, Crime Survey for England and Wales data show that the MPS/CoLP rank 19th out of 42 police forces on confidence (51%, rolling 12 months to Q1 2023-24). This is above the MPS's Most Similar Group: West Midlands ranked 33rd (47%), West Yorkshire 40th (44%) and Greater Manchester 42nd (40%).

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.

Appetite for involvement in police oversight is high among Londoners. Londoners were most likely to feel the public should be involved in reviewing police use of Stop & Search, general service delivery and performance, and professional standards. Certain groups of Londoners were more likely to feel the public should be involved in reviewing police work. LGBT+ Londoners, Mixed/Black ethnicity Londoners and those with lower trust and confidence were more likely to want public involvement in reviewing intrusive tactics in particular.

Results for Q2 2023-24 show that the majority of Londoners feel safe waiting for public transport alone in their local area both during the day (98% for bus, train and tube) and after dark (82% bus, 85% train and 87% tube).

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 | 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% | |
| MPS | 48% | | 70% | | 64% | | 57% | |

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