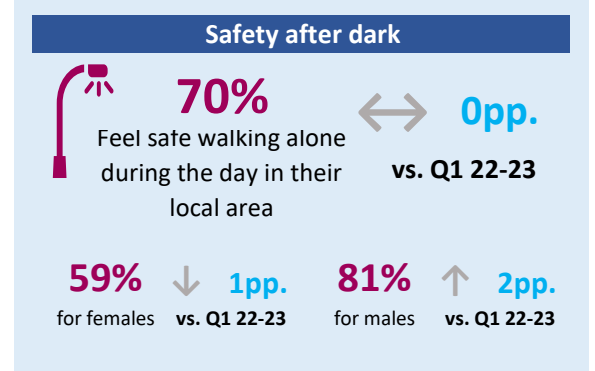
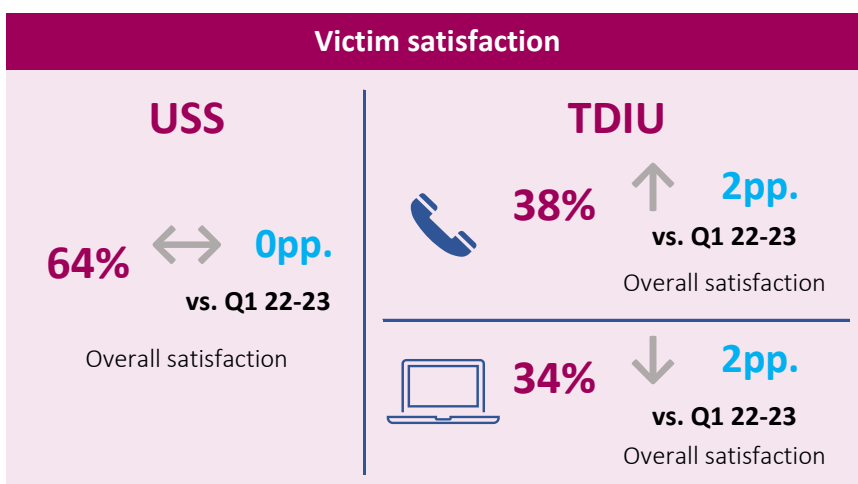
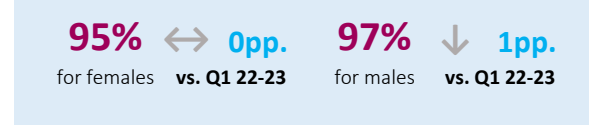
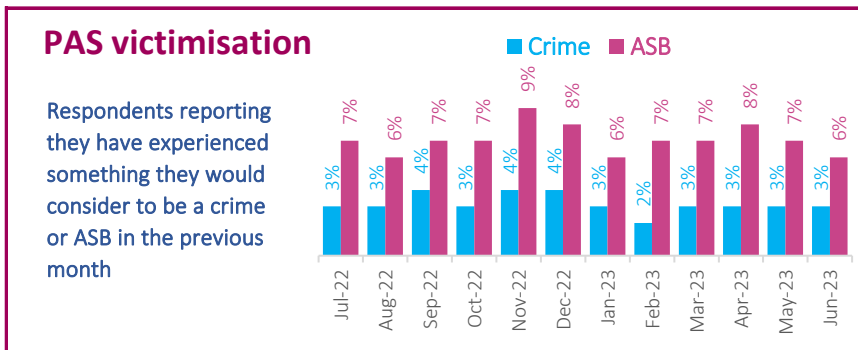
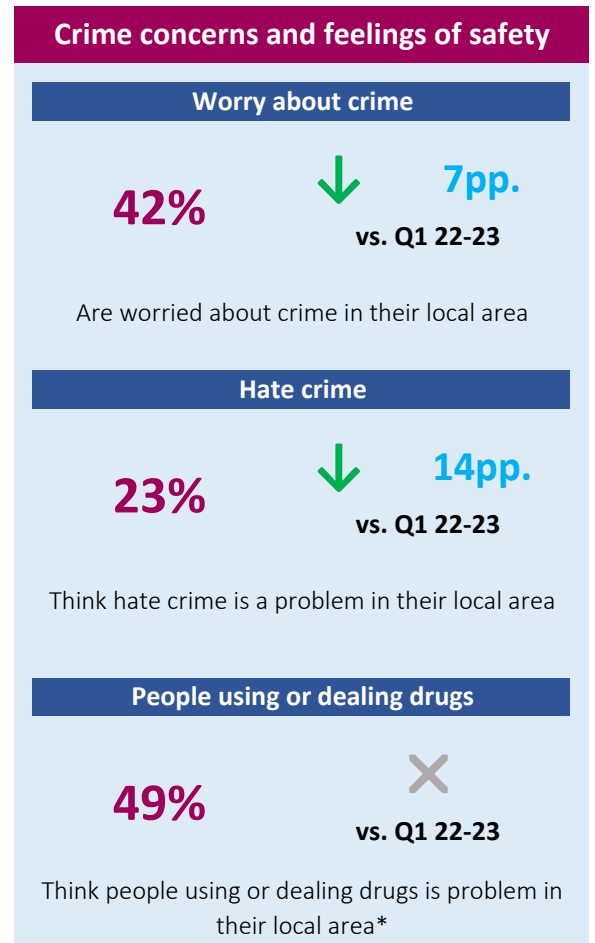
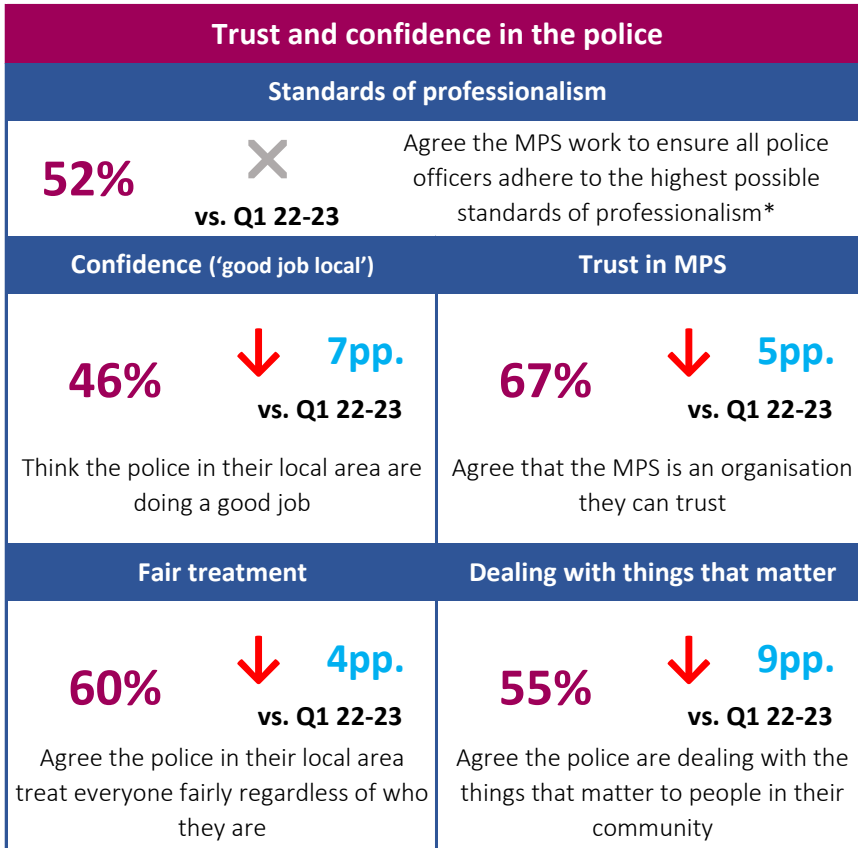


How have things changed over the last 12 months?



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

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

How have things changed over the last 12 months?

Quarterly insights

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 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.

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.

The proportion of Londoners experiencing unwanted attention in public spaces has declined for the second year. 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. Some groups of Londoners continue to be at increased risk, including LGBT+ Londoners, females, younger Londoners, and those from a Mixed Ethnic Background.

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.

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.