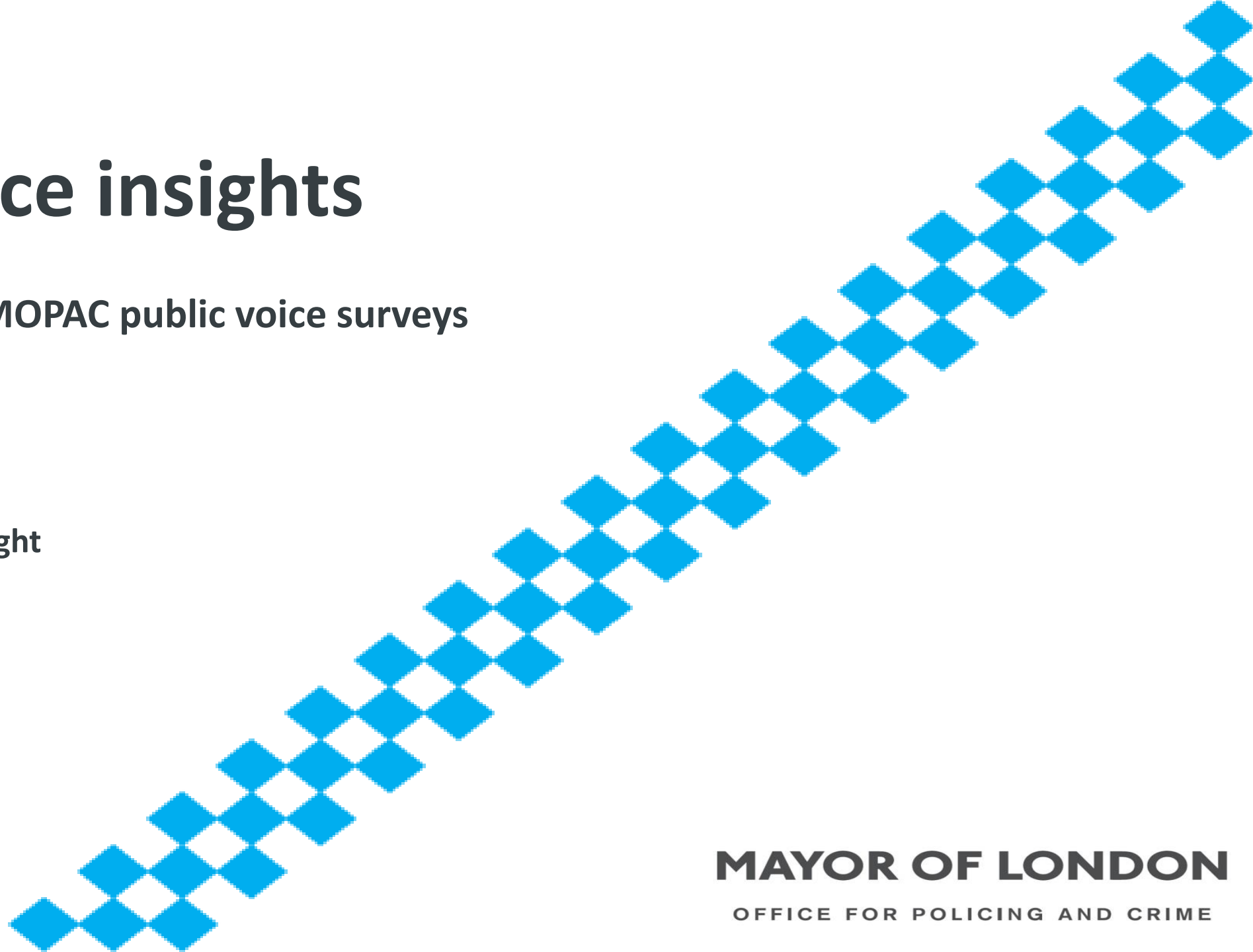


Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 3 2022-23

MOPAC Evidence & Insight



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Executive Summary – Top Lines

User Satisfaction Survey (USS)

Overall Satisfaction shows no statistically significant change from last year. It was 63% in Q3 21-22, and sits at 62% currently in Q3 22-23.

TDIU survey

Telephone reporters have been generally more satisfied than those who **report online**, with satisfaction for telephone reporters currently at 34%, and satisfaction for online reporters at 32%.

There has been a significant **reduction** in those satisfied over the last year for both telephone and online reporters, at -13pp. for telephone reporters and -9pp. For online reporters.

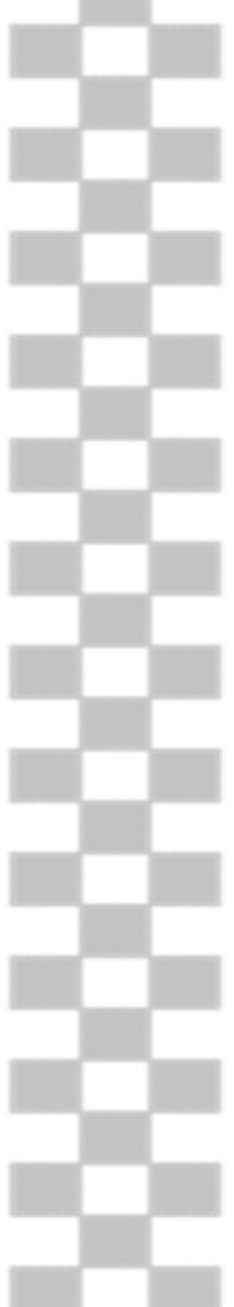
Public Attitude Survey (PAS)

Trust and confidence have seen sustained declines over recent years, reaching particularly low levels at the end of FY 21-22. Trust has since remained relatively stable throughout FY 22-23, with 72% of Londoners now believing the Metropolitan Police Service is an organisation they can trust. However, confidence (aka good job local) has seen a sharp decline of 6 percentage points this quarter, and currently stands at just 46% in Q3 22-23

Victimisation has remained relatively stable during the third quarter of FY 22-23, with around one in twenty five Londoners saying they have been a victim of crime.

The proportion of Londoners feeling **worried about crime in their local area** has increased slightly this quarter compared with last quarter, with 48% of respondents saying they are worried about crime.

*FY 2022-23 will see a phased return to face-to-face interviewing for the Public Attitude Survey, with results for Q3 22-23 representing a combination of telephone and in-person interviews (79% in-person). **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 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** 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.

Prior to FY 22-23, the Public Attitude Survey gathered the views of around 12,000 Londoners per year. For the new FY 22-23, this has been **increased to around 19,200 interviews per year** – around 600 per London Borough.

Methodological Note:

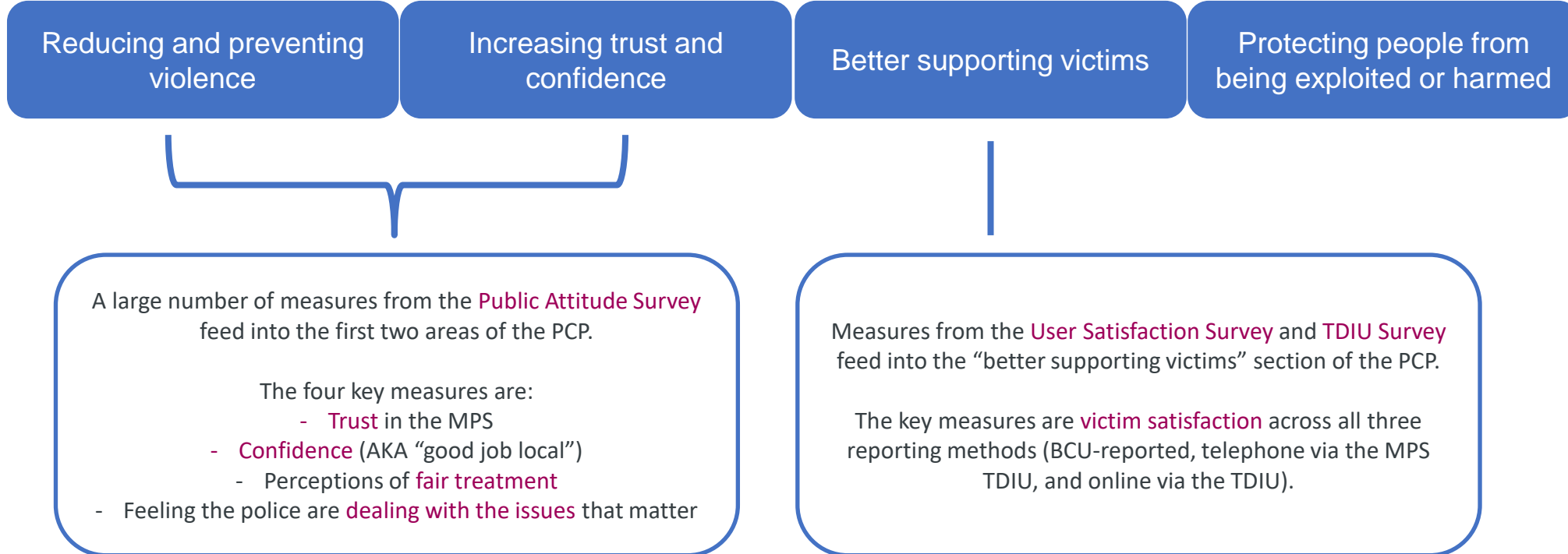
Historically, the Public Attitude Survey was conducted face-to-face with Londoners in their own homes using address-based sampling. However, due to the COVID-19 pandemic, the survey was **temporarily moved to telephone interviewing for FY 20-21 and FY 21-22**.

FY 22-23 will see a **phased return to face-to-face interviewing** for the Public Attitude Survey. In Quarter 1 22-23, 66% of interviews were conducted face-to-face; in Quarter 2 22-23, 83% of interviews were conducted face-to-face; and in Quarter 3 22-23 79% of interviews were conducted face-to-face. *Please note that this change in methodology will affect the comparability of trends presented in this pack.*

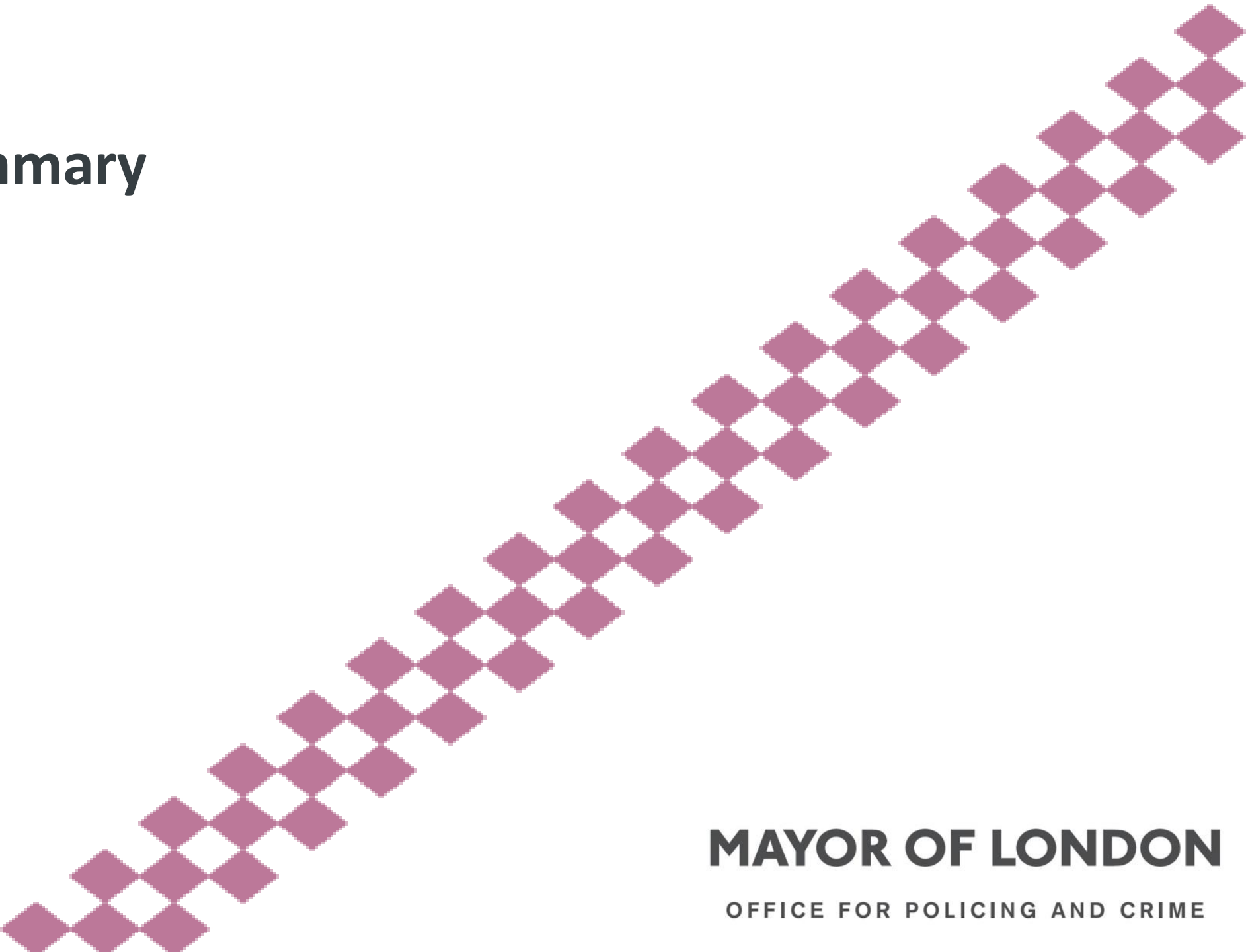
Introduction to the 22-25 Police and Crime Plan

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.



Executive Summary



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Key Findings for Victim Satisfaction

Overall Satisfaction shows no statistically significant change over the last year from 63% in Q3 21-22 to the current 62% in Q3 22-23. There are no statistically significant differences when comparing Q3 21-22 and Q3 22-23 results for any of the drivers of satisfaction.

VCOP compliance has remained consistent in the main. However, satisfaction with London Victim and Witness Service has returned to previous levels, after a below-average result seen in Q2 22-23. There has also been a small increase in victims reporting being given an opportunity to provide a victim personal statement during this FY compared to last.

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). Satisfaction for telephone reporters currently at 34%, and satisfaction for online reporters at 32%. There have been significant reductions in those satisfied over the last year (Q3 21-22 vs. Q3 22-23) for both telephone reporters (-13pp.) and for online reporters (-9pp.).

Diagnostics of the satisfaction of telephone and online reporters shows worsening 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 50% of telephone reporters and 45% of online reporters say their views of the MPS have got worse – both up by 14pp. compared with two years ago.

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 older respondents –65 years + – being more satisfied than the MPS average.

For TDIU reporters, **younger age groups** are generally less satisfied - telephone and online reporters under 44 years old are also 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 pp. 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

Trust has remained relatively stable throughout FY 22-23, with 72% of Londoners now believing the Metropolitan Police Service is an organisation they can trust. However, confidence (aka good job local) has seen a sharp decline of 6 percentage points this quarter, and currently stands at just 46%.

Looking further into the decline in confidence, disproportionately larger declines were seen across residents in **South and East** London. Declines were also larger amongst older age groups – particularly those **aged 65+** (-8pp.) – with older Londoners now less confident than younger Londoners. Large declines in confidence were also seen in Q3 22-23 for those with a **disability** (-11pp.).

Looking at the national picture of confidence, Crime Survey for England and Wales data show that the **MPS ranks 31st out of 42** on confidence (51%, rolling 12 months to Q2 22-23). Dyfed-Powys scores the highest with 66%, and Greater Manchester the lowest at 40%.

Mirroring the decline in confidence this quarter, the proportion of Londoners believing police **deal with the issues that matter** has also fallen by 3 percentage points in Q3 22-23; although **fair treatment** has seen a contrasting uplift (+2 pp. to 65%).

The proportion of Londoners feeling **worried about crime in their local area** remained relatively stable over the last two years. However – following a decrease seen last quarter - the proportion of residents worried about crime in their local area has seen a slight increase of 3 percentage points this quarter to 48%.

Slight increases have been seen this quarter in the proportion of Londoners feeling **hate crime is a problem in their local area** (+3pp. to 33%) and **people using or dealing drugs are a problem in their local area** (+3pp. to 72%).

The proportion of Londoners feeling **safe walking alone in their local area after dark** declined this quarter to 68% (-5pp.). Large gender gaps remain here, with levels standing at 56% for females – a fall of 7 percentage points compared with the previous quarter.

This quarter, around 4% 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%).

Inequalities

Londoners from **Mixed Ethnic Backgrounds** see negative gaps across all four core PCP Trust and Confidence measures, with particularly large inequalities seen for feeling the police treat everyone fairly and trust in the MPS (both -18 pp.). Those from **Black Ethnic Backgrounds** also see large negative gaps for these two measures.

Over the last two years, gaps seen between responses from Black Londoners compared with the overall MPS result have tended to narrow. Focusing on Black Londoners, perceptions remained relatively stable over this time before a particularly low result in Q4 21-22, with results in Q1 and Q2 22-23 showing a slight uplift. In contrast, larger – and statistically significant – shifts are seen over these quarters for other Ethnic groups. This includes White British Londoners – the group that is largest in the sample, and therefore has the biggest impact on the MPS result. Additionally, Q3 saw relatively large reductions in confidence in particular for both Black and White British Londoners. As such, the emerging uptick in perceptions among Black Londoners has not been sustained. Taken together, this suggests the recent narrowing of gaps has predominantly been **driven by significant declines among White Londoners bringing the overall MPS result down, rather than significant increases for Black Londoners**.

Londoners identifying as **LGBT+** also see 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 (-17pp.).

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

During the most recent quarter, around 4% of Londoners said they had **experienced something they would consider to be a crime during the last month**. Victimization levels have remained relatively stable since June 2022, following slightly higher results seen in April and May 2022 (6%). Prior trends are unavailable for this measure.

The proportion of Londoners feeling **worried about crime in their local area** remained relatively stable over the last two years. Results declined notably in Q1 22-23: 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). However – following a decrease seen last quarter - the proportion of residents worried about crime in their local area has seen a slight increase of 3 percentage points this quarter to 48%.

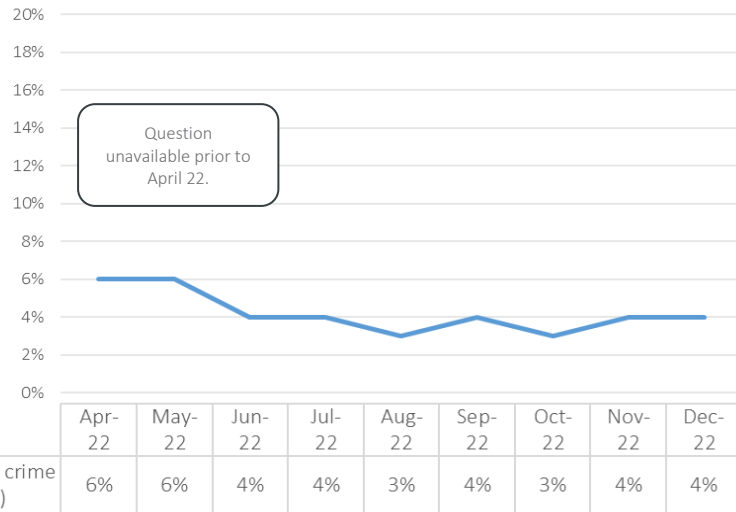
London is Safer

Our Vision:
London is a Safe City for All

Londoners feel Safer

Victimisation Prevalence

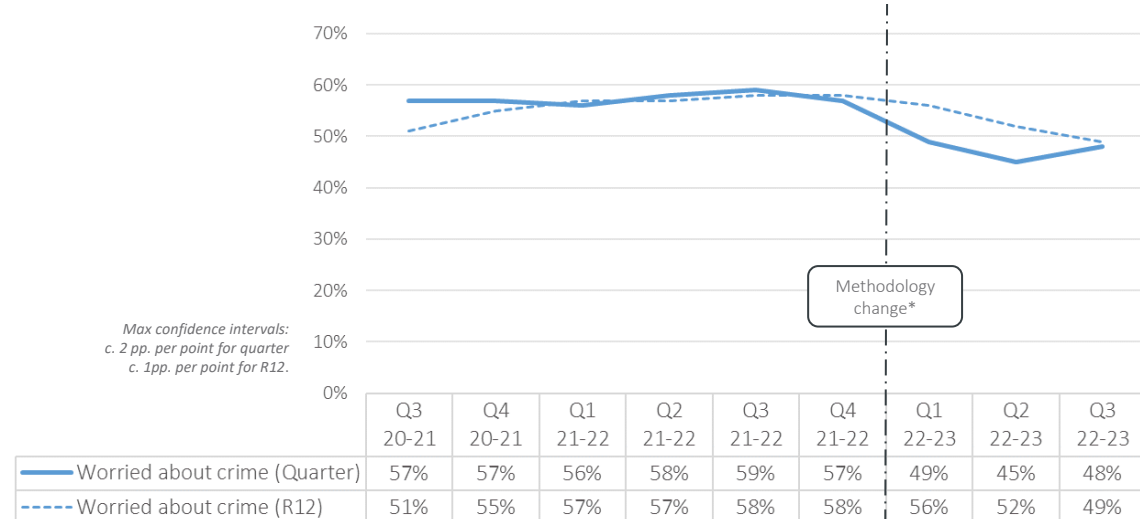
(% experiencing something they would consider to be a crime during the last month, Monthly Trends)



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

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.

*Please see slide 3 for further information about methodological changes to the PAS.

**Based on an adult (16+) population of 7,473,100 London residents as per GLA Housing Led Population Estimates.

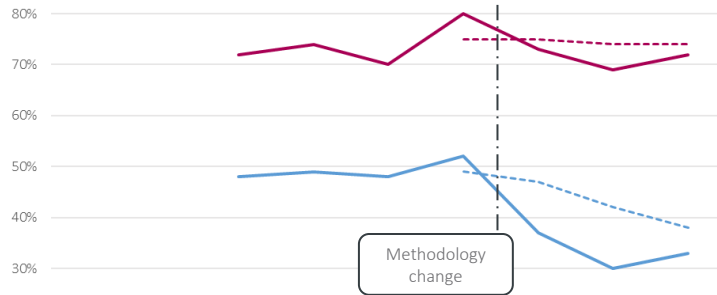


Crime Concerns and Feelings of Safety

Mirroring the increase in overall worry about crime, the proportion of Londoners concerned about hate crime and drugs has also seen a slight increase this quarter (both +3 pp). A third of Londoners believe **hate crime is a problem in their local area** (33%), while three quarters of those concerned about ASB believe **people using or dealing drugs are a problem in their local area** (72%).

In turn, the proportion of Londoners feeling **safe walking alone in their local area after dark** also declined this quarter to 68% (-5pp.). Large gender gaps remain here, with levels standing at 56% for females – a fall of 7 percentage points compared with the previous quarter. The proportion of Londoners feeling **safe walking alone in their local area during the day** has remained more stable (96%), with no gender gaps seen here.

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

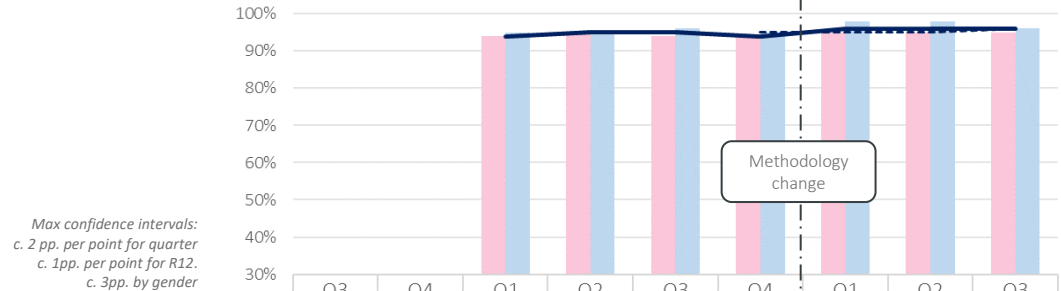


Max confidence intervals:
c. 2 pp. per point for quarter
c. 1pp. per point for R12.

	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
— Hate crime a problem (Quarter)			48%	49%	48%	52%	37%	30%	33%
— Drugs a problem (Quarter)			72%	74%	70%	80%	73%	69%	72%
- - - Hate crime a problem (R12)						49%	47%	42%	38%
- - - Drugs a problem (R12)						75%	75%	74%	74%

Data for these measures is not available during FY 20-21. *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.

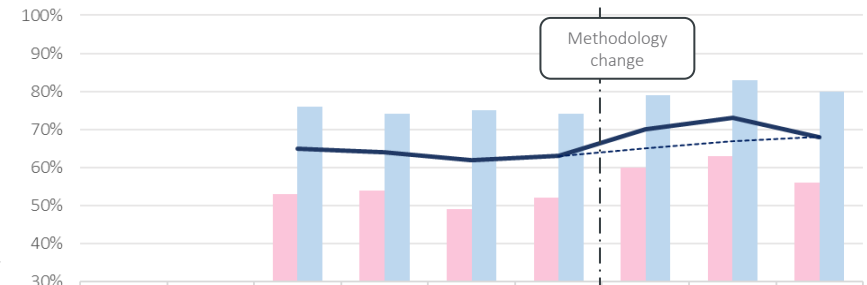
Safety walking alone in local area during the day, by gender**
(% feeling safe, Quarterly and Rolling-12 Trends)



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

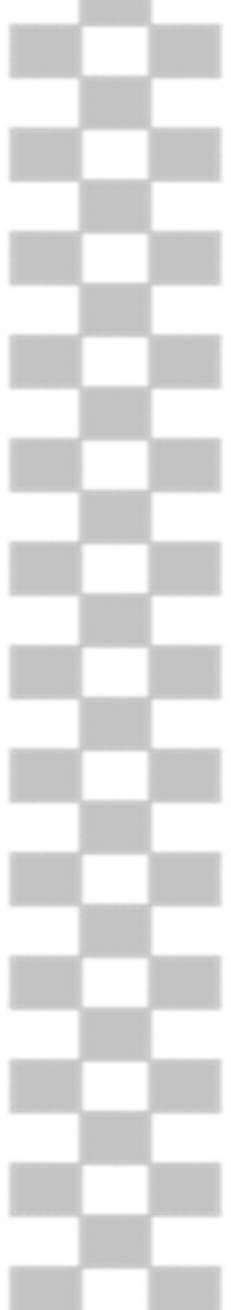
	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
Female safety during day (Quarter)			94%	95%	94%	94%	95%	95%	95%
Male safety during day (Quarter)			95%	95%	96%	95%	98%	98%	96%
All safety during day (Quarter)			94%	95%	95%	94%	96%	96%	96%
All safety during day (R12)						95%	95%	95%	96%

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.

	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
Female safety after dark (Quarter)			53%	54%	49%	52%	60%	63%	56%
Male safety after dark (Quarter)			76%	74%	75%	74%	79%	83%	80%
All safety after dark (Quarter)			65%	64%	62%	63%	70%	73%	68%
All safety after dark (R12)						63%	65%	67%	68%

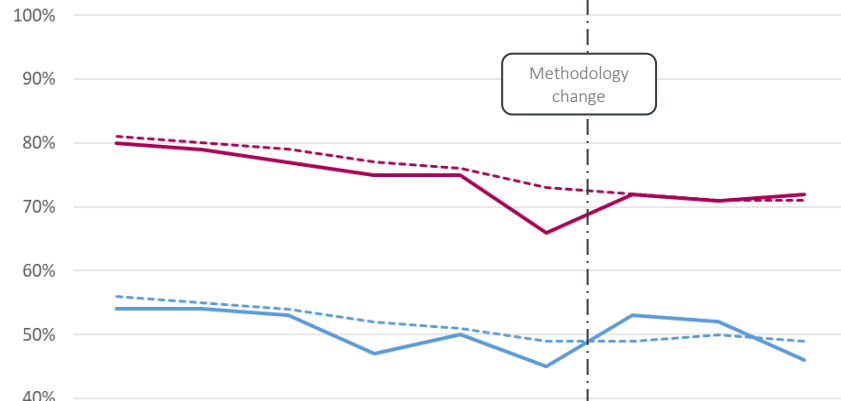


Trust and Confidence in the Police - Trends

Trust and confidence in the police have seen sustained downwards trajectories over recent years, reaching *particularly low levels* at the end of FY 21-22. Trust has since remained relatively stable throughout FY 22-23, with 72% of Londoners now believing the Metropolitan Police Service is an organisation they can trust. However, confidence (aka good job local) has seen a sharp decline of 6 percentage points this quarter, and currently stands at just 46% in Q3 22-23. Despite this, latest R12 results for both measures remain broadly in line with those seen at the end of FY 21-22, suggesting a comparative stabilisation of the longer-term downwards trends. However, both trust and confidence *still remain low*, and are significantly below levels seen at the same point two years ago (confidence -7pp. and trust -10pp. compared with R12 to Q3 20-21).

Mirroring the decline in confidence this quarter, the proportion of Londoners believing police **deal with the issues that matter** has also fallen by 3 percentage points in Q3 22-23; although **fair treatment** has seen a contrasting uplift (+2 pp. to 65%). Once again, R12 trends for both of these measures still remain significantly below those seen at the same point two years ago (fair treatment -10pp. and dealing with issues -9pp. compared with R12 to Q3 20-21).

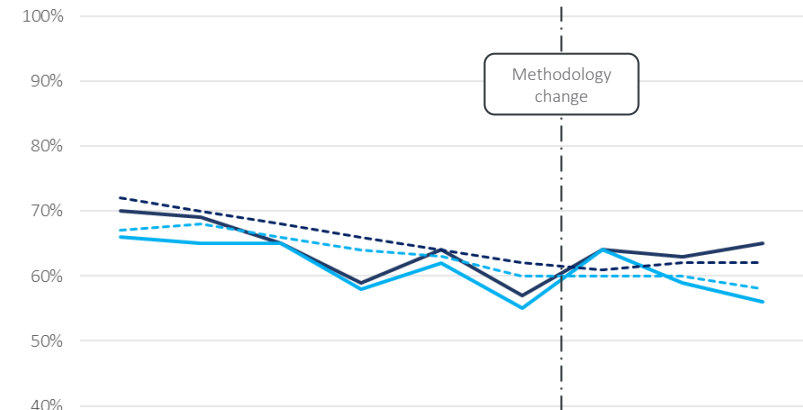
Trust and Confidence
(% positive, Quarterly and Rolling-12 Trends)



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

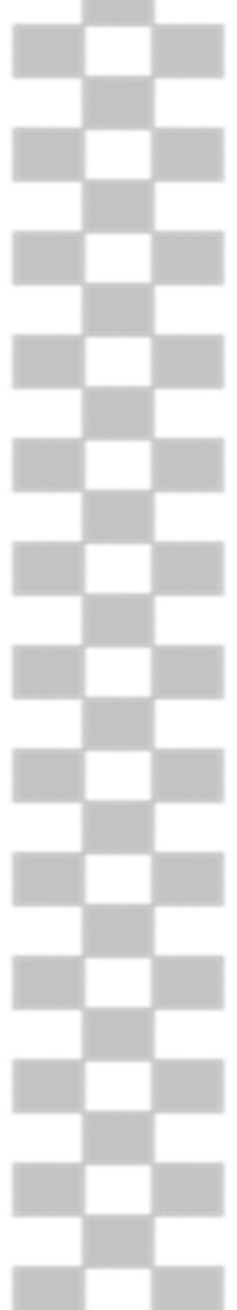
	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
— Good job local (Quarter)	54%	54%	53%	47%	50%	45%	53%	52%	46%
— Trust in MPS (Quarter)	80%	79%	77%	75%	75%	66%	72%	71%	72%
- - - Good job local (R12)	56%	55%	54%	52%	51%	49%	49%	50%	49%
- - - Trust in MPS (R12)	81%	80%	79%	77%	76%	73%	72%	71%	71%

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.

	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
— Fair treatment (Quarter)	70%	69%	65%	59%	64%	57%	64%	63%	65%
— Dealing issues (Quarter)	66%	65%	65%	58%	62%	55%	64%	59%	56%
- - - Fair treatment (R12)	72%	70%	68%	66%	64%	62%	61%	62%	62%
- - - Dealing issues (R12)	67%	68%	66%	64%	63%	60%	60%	60%	58%



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 trust (-18pp.) and feeling police treat everyone fairly (-18pp.). Inequalities for Black Londoners have tended to narrow over the last year, but this group also remain less likely to respond positively on these two measures. Londoners identifying as LGBT+ also see large negative gaps for all four of the perception measures, with this pattern relatively stable over time. In turn, younger residents are also more likely to respond negatively, whilst older residents hold more positive views.

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		49%	71%	62%	58%
Ethnicity	White British	-3%	0%	-2%	-3%
	White Other	6%	8%	8%	4%
	Black	-2%	-16%	-12%	0%
	Asian	4%	5%	11%	9%
	Mixed	-6%	-18%	-18%	-14%
	Other ethnicity	6%	-2%	1%	3%
LGBT+	Yes	-8%	-13%	-17%	-11%
	No	1%	1%	2%	1%
Age	16-24	2%	-6%	-5%	-1%
	25-34	3%	-3%	-2%	0%
	35-44	0%	2%	4%	2%
	45-54	-3%	1%	1%	-2%
	55-64	-4%	-1%	0%	-2%
	65 years +	0%	5%	5%	5%
Disability	Disability	-3%	-5%	-3%	0%
	No disability	0%	0%	1%	1%
Sex	Male	0%	0%	3%	1%
	Female	0%	-1%	-2%	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	46%	73%	69%	61%
Barnet	49%	76%	72%	59%
Bexley	49%	73%	67%	61%
Brent	53%	73%	72%	65%
Bromley	55%	72%	67%	58%
Camden	41%	68%	47%	57%
Croydon	38%	62%	55%	52%
Ealing	52%	76%	73%	67%
Enfield	45%	70%	65%	59%
Greenwich	48%	68%	59%	54%
Hackney	45%	65%	55%	56%
Hammersmith and Fulham	50%	69%	56%	56%
Haringey	49%	67%	55%	59%
Harrow	59%	79%	79%	68%
Havering	54%	76%	71%	63%
Hillingdon	59%	83%	84%	74%
Hounslow	55%	75%	70%	64%
Islington	45%	61%	48%	53%
Kensington and Chelsea	55%	75%	64%	57%
Kingston upon Thames	53%	76%	65%	60%
Lambeth	44%	56%	42%	41%
Lewisham	39%	64%	52%	47%
Merton	53%	77%	69%	62%
Newham	45%	70%	57%	63%
Redbridge	46%	72%	69%	62%
Richmond upon Thames	54%	71%	64%	56%
Southwark	49%	66%	52%	52%
Sutton	52%	80%	74%	66%
Tower Hamlets	46%	68%	58%	55%
Waltham Forest	38%	64%	52%	52%
Wandsworth	51%	71%	55%	54%
Westminster	56%	74%	58%	58%
MPS	49%	71%	62%	58%

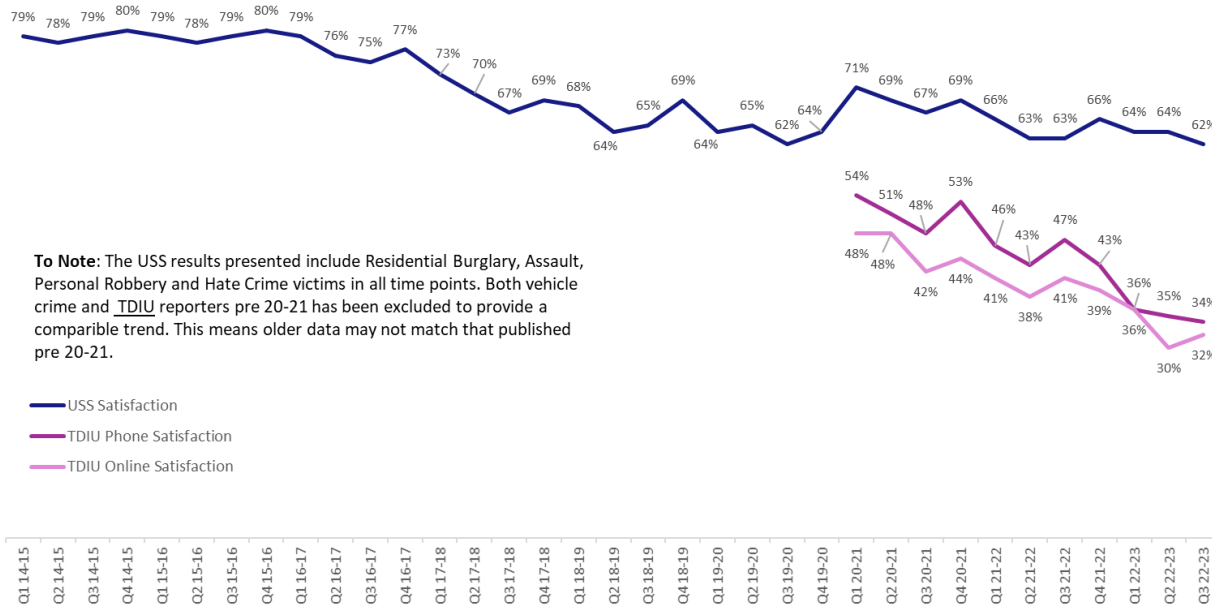
Borough performance remains mixed. However, the number of Boroughs seeing *declines* across these measures has reduced during FY 22-23, while a small number now see *improvements* on some measures.

**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.

— USS Satisfaction
— TDIU Phone Satisfaction
— TDIU Online Satisfaction

Looking at **inequalities**, 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. Telephone and Online reporters under 44 years old are also less satisfied than the MPS average.

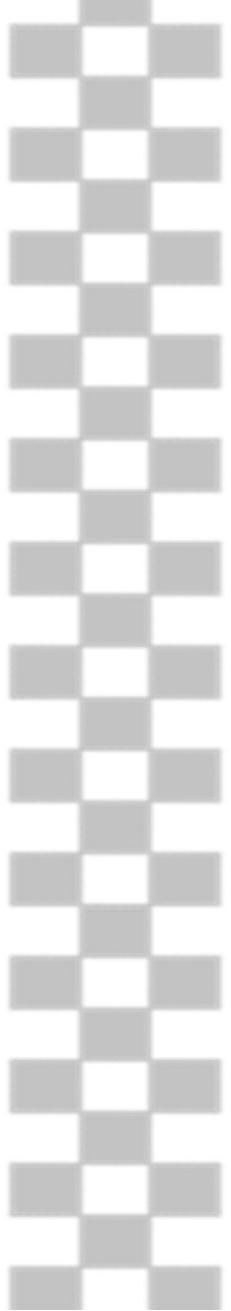
Within the USS the only large negative gap is seen between those who **self-declare a disability** and those who do not. This is consistent over time.

12 months to Q3 22-23		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>
Unweighted MPS result		64%	37%	34%
Ethnicity	White British	1%	2%	1%
	White Other	2%	3%	6%
	Black	-1%	4%	-1%
	Asian	1%	-1%	-2%
	Mixed	-3%	2%	5%
Other ethnicity		-2%	-3%	5%
LGBT+	Yes	-4%	0%	1%
	No	1%	2%	3%
Age	16-24	3%	-8%	-1%
	25-34	-1%	-9%	-6%
	35-44	-2%	-8%	-5%
	45-54	0%	4%	2%
	55-64	-2%	5%	4%
	65 years +	12%	23%	15%
Disability	Disability	-9%	6%	3%
	No disability	3%	0%	1%
Gender*	Male	1%	-1%	-2%
	Female	-1%	3%	6%

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

BCU reported Overall Satisfaction shows **no statistically significant change** from this time last year; from 63% in Q3 21-22 to the current 62% in Q3 22-23.

Telephone reporters have been consistently more satisfied than those who report online, with the exception of Q1 22-23. There have been **reductions** in those satisfied over the last year (Q3 21-22 vs. Q3 22-23) for both telephone reporters (-13pp. (sig.)) and for online reporters (-9pp. (sig.)).



MPS Oversight

Measuring Success



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

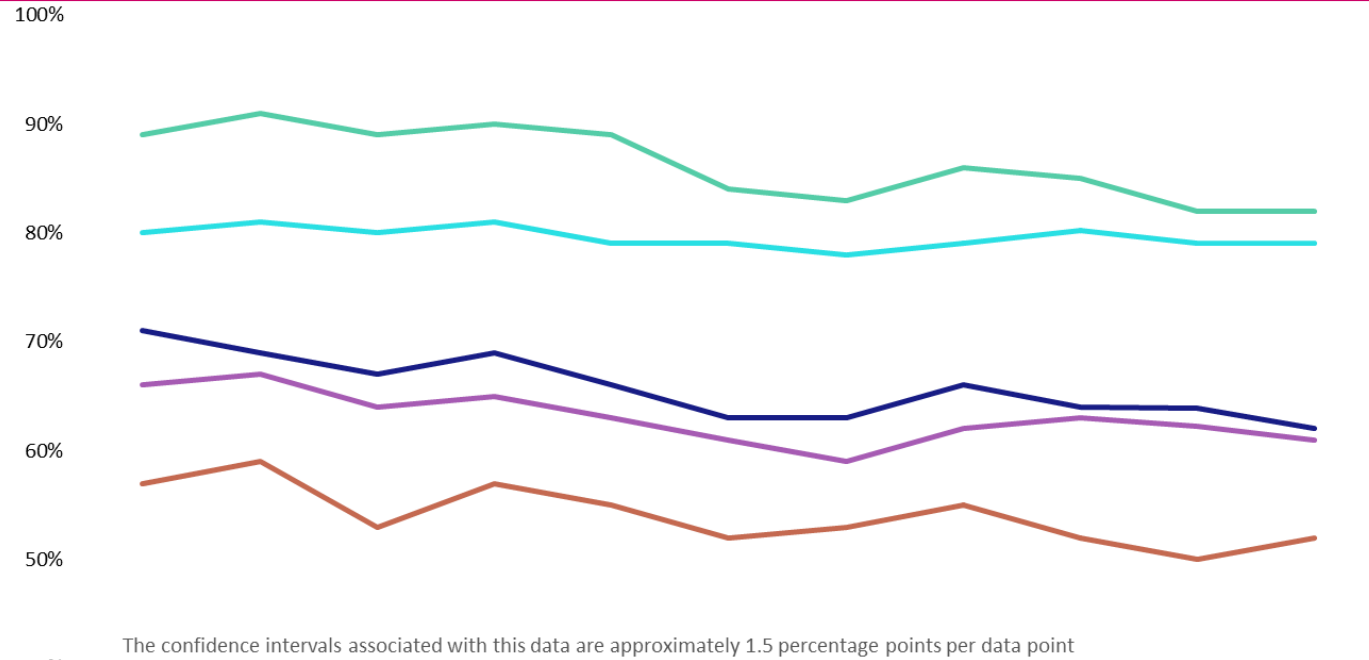
USS: Overall Satisfaction and drivers

Overall Satisfaction and satisfaction within service areas (USS) (% CVF satisfied - Discrete Quarter)

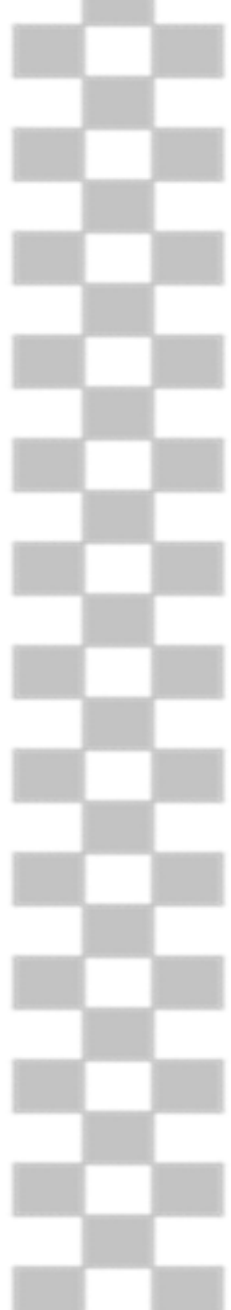
Overall Satisfaction shows no statistically significant change over the last year from 63% in Q3 21-22 to the current 62% in Q3 22-23.

There are no statistically significant differences when comparing Q3 21-22 and Q3 22-23 results for any of the wider service areas.

However, a broader financial year view shows that both **Ease of Contact** (FY 21-22 86% vs FYTD 22-23 83%) and **Follow Up** (54% vs. 51%) are both showing significant declines.



	Q1 20-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
Overall Satisfaction	71%	69%	67%	69%	66%	63%	63%	66%	64%	64%	62%
Ease of Contact	89%	91%	89%	90%	89%	84%	83%	86%	85%	82%	82%
Police Actions	66%	67%	64%	65%	63%	61%	59%	62%	63%	62%	61%
Follow Up	57%	59%	53%	57%	55%	52%	53%	55%	52%	50%	52%
Treatment	80%	81%	80%	81%	79%	79%	78%	79%	80%	79%	79%



USS: VCOP compliance has remained consistent

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

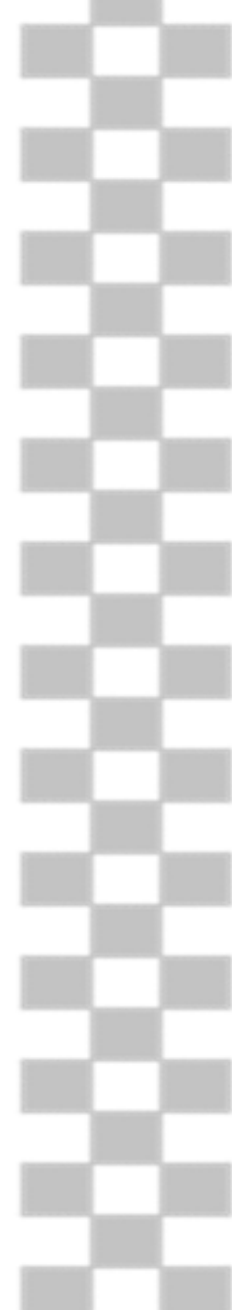
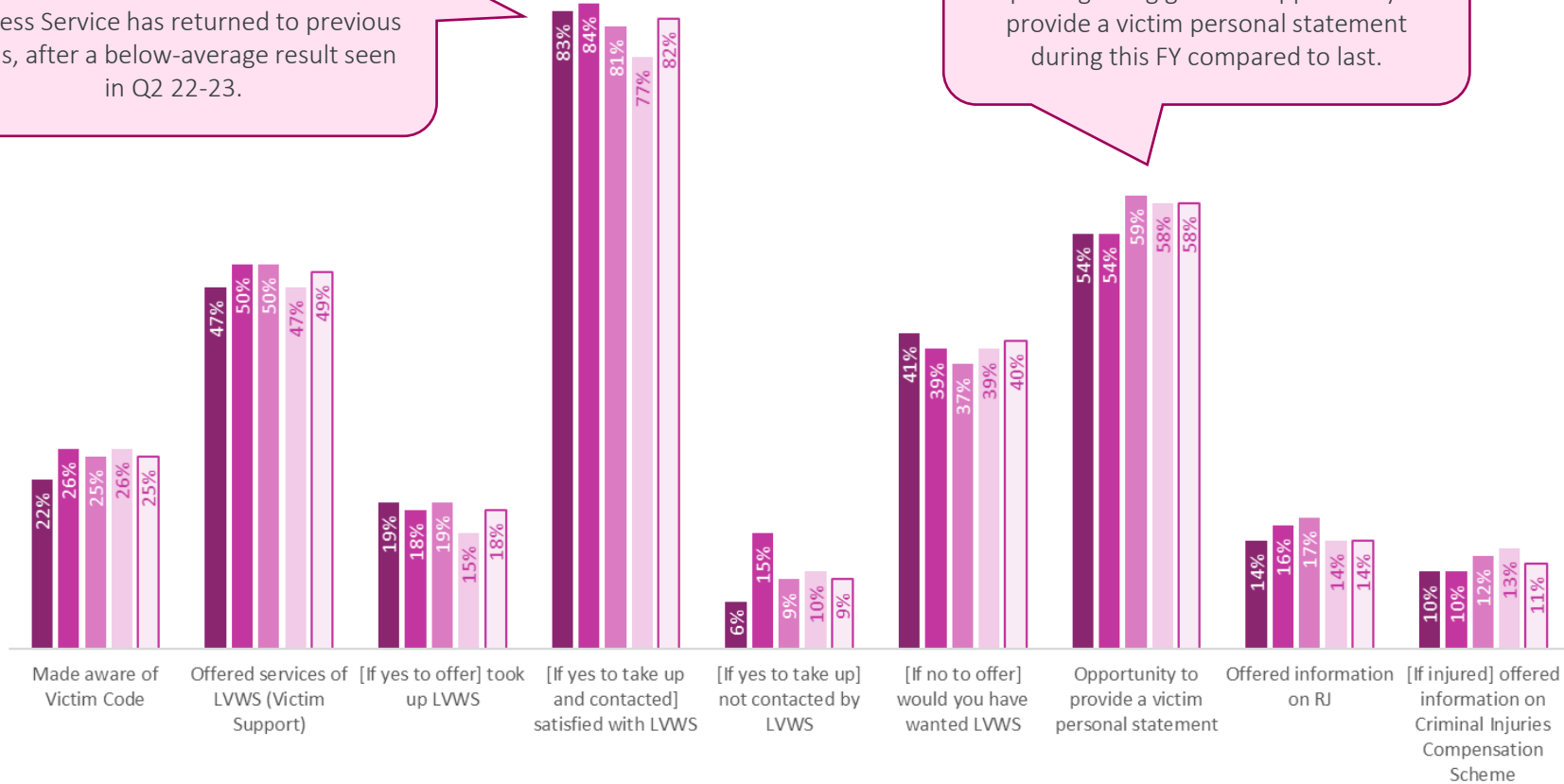
Victim Code responses over time

Discrete data per point

■ Q3 21-22 ■ Q4 21-22 ■ Q1 22-23 ■ Q2 22-23 ■ Q3 22-23

Satisfaction with London Victim and Witness Service has returned to previous levels, after a below-average result seen in Q2 22-23.

There have been small increase in victims reporting being given an opportunity to provide a victim personal statement during this FY compared to last.



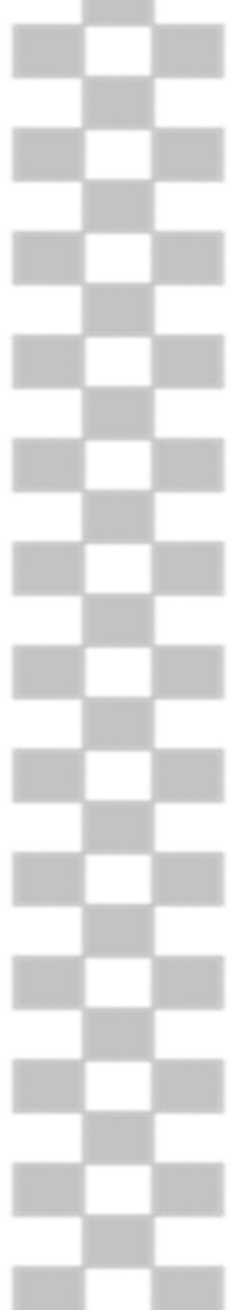
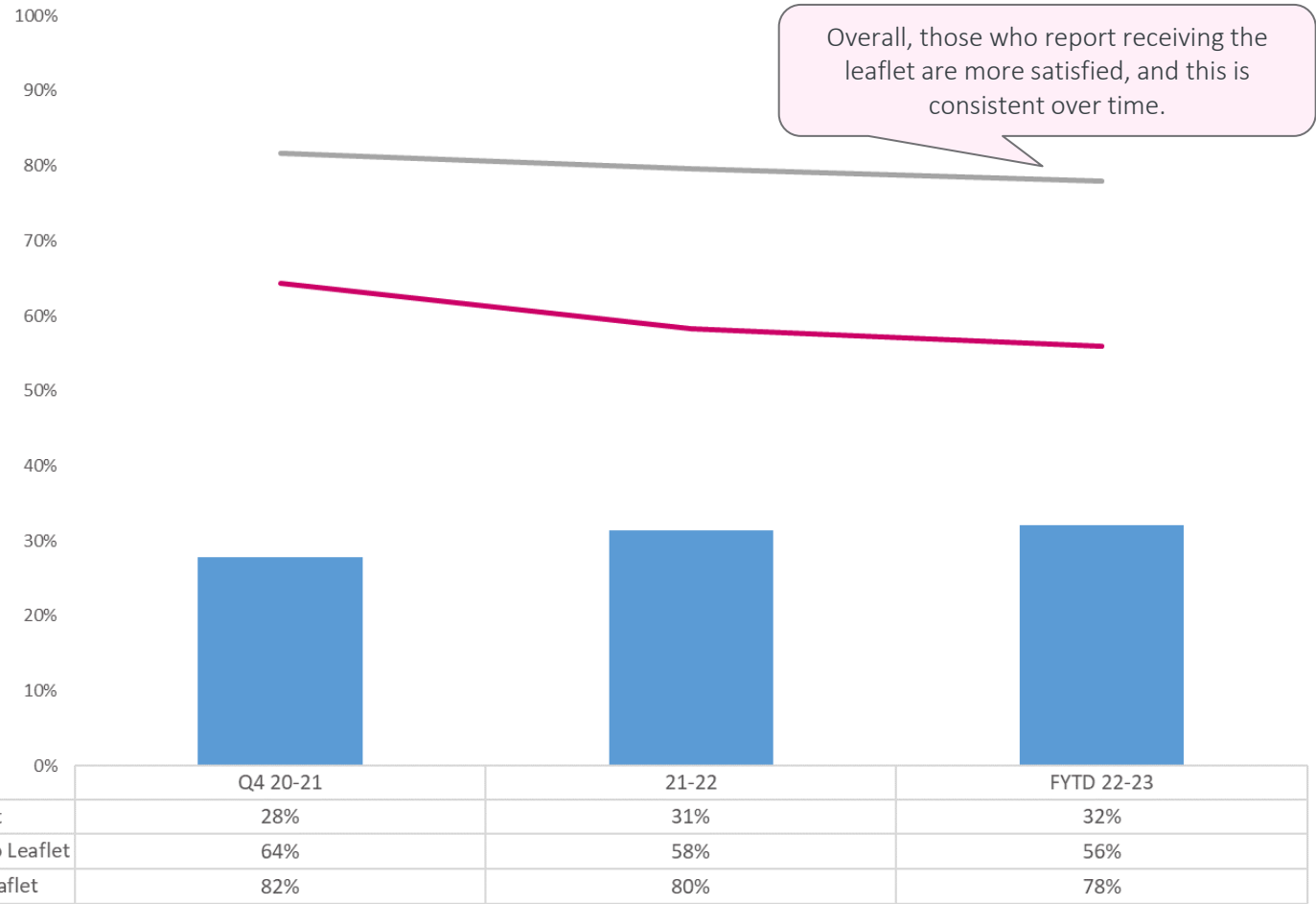
USS: Leaflet provision

Leaflet provision and Overall Satisfaction (USS)
 (% Received leaflet / % CVF satisfied - Various data per point)

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.

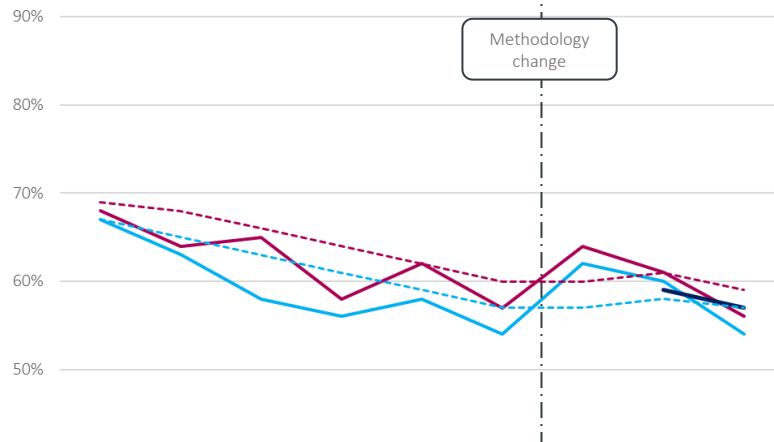
Around a third of respondents in the USS report receiving leaflet (see graph). This has increased slightly over time.

Burglary victims are more likely to report receiving the leaflet (44% Q4 20-21 thru FYTD 22-23), than Robbery (33%), Assault (28%) and Hate (28%) victims.



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.

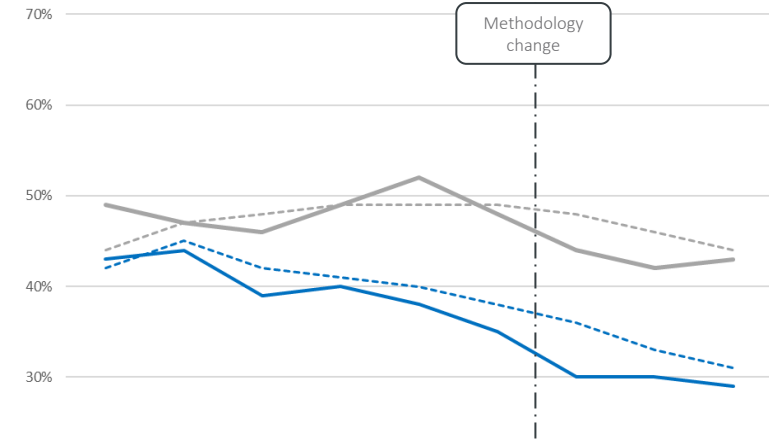
	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
Relied on (Quarter)	67%	63%	58%	56%	58%	54%	62%	60%	54%
Listen to concerns (Quarter)	68%	64%	65%	58%	62%	57%	64%	61%	56%
High standards* (Quarter)								59%	57%
Relied on (R12)	67%	65%	63%	61%	59%	57%	57%	58%	57%
Listen to concerns (R12)	69%	68%	66%	64%	62%	60%	60%	61%	59%

The proportion of Londoners feeling police can be **relied on to be there** or **listen to local concerns** has seen a downwards trajectory over recent years. After a slight uplift in Q1 22-23, results for both of these measures have *fallen significantly* this quarter (relied on, -6pp.; listen to concerns, -5pp.), returning to low levels more in line with Q4 21-22.

The proportion of Londoners believing the MPS works to ensure **high standards** of professionalism stands at 57% in discrete Q3 22-23.

The proportion of Londoners feeling **worried about ASB** (+1pp. to 43%) and feeling **informed about local policing** (-1pp. to 29%) have both remained more stable this quarter.

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.

	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23
Worried about ASB (Quarter)	49%	47%	46%	49%	52%	48%	44%	42%	43%
Informed local (Quarter)	43%	44%	39%	40%	38%	35%	30%	30%	29%
Worried about ASB (R12)	44%	47%	48%	49%	49%	49%	48%	46%	44%
Informed local (R12)	42%	45%	42%	41%	40%	38%	36%	33%	31%

* 'The MPS work to ensure all police officers adhere to the highest standards of professionalism'. Question introduced Q2 22-23, R12 trend not 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		44%	31%	57%	59%	58%
Ethnicity	White British	-1%	0%	-4%	-2%	-3%
	White Other	1%	1%	6%	5%	6%
	Black	-5%	-4%	2%	-3%	-7%
	Asian	6%	3%	5%	7%	10%
	Mixed	-1%	-3%	-6%	-14%	-12%
Other ethnicity	-2%	-3%	0%	4%	5%	
LGBT+	Yes	0%	-3%	-7%	-9%	-18%
	No	0%	0%	1%	1%	2%
Age	16-24	-9%	-1%	3%	-4%	-3%
	25-34	-2%	-3%	3%	-3%	-1%
	35-44	5%	0%	2%	2%	2%
	45-54	7%	2%	-2%	0%	0%
	55-64	5%	1%	-6%	-1%	0%
65 years +	-6%	4%	-1%	7%	5%	
Disability	Disability	3%	1%	-2%	1%	2%
	No disability	0%	0%	1%	0%	0%
Sex	Male	-3%	2%	0%	0%	2%
	Female	3%	-2%	0%	0%	-2%

In line with wider inequalities seen across other perception measures, Londoners from **Mixed Ethnic Backgrounds** and those identifying as **LGBT+** are also less likely to believe the police can be relied on to be there or listen to the concerns of local people. These patterns have remained relatively stable over time.

A range of smaller inequalities are also seen in Londoners' **concerns about ASB**. In particular, London's younger residents (aged 16 to 25) and older residents (aged 65+) are both 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 large negative gaps.

* Note that as this question was introduced in Q2 22-23, inequalities have been calculated based on data from Q2 and Q3 22-23 only.

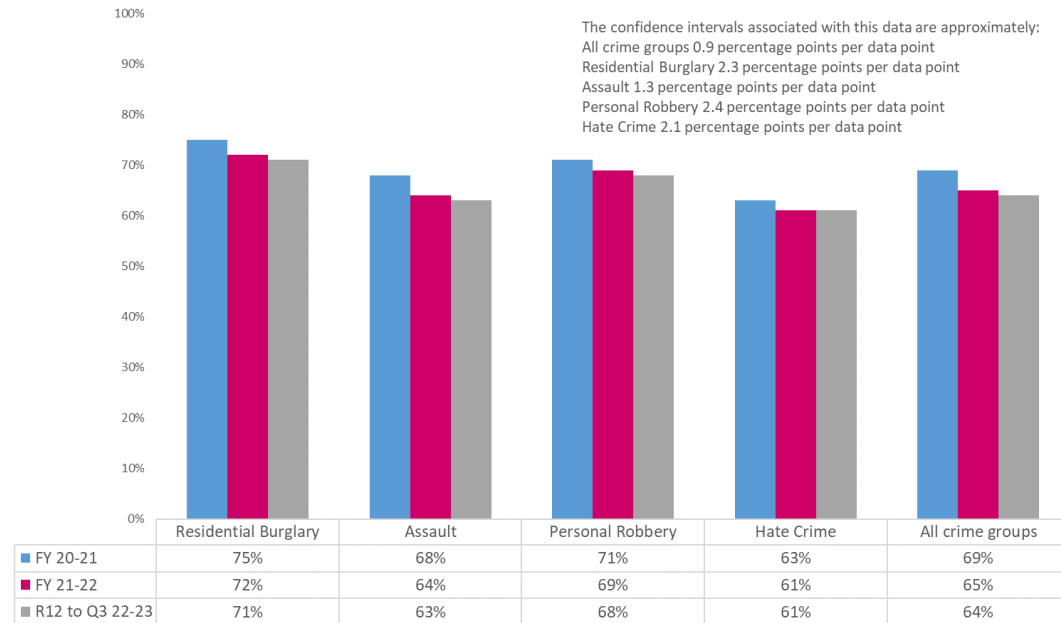
Public Voice Insights

Victim Satisfaction



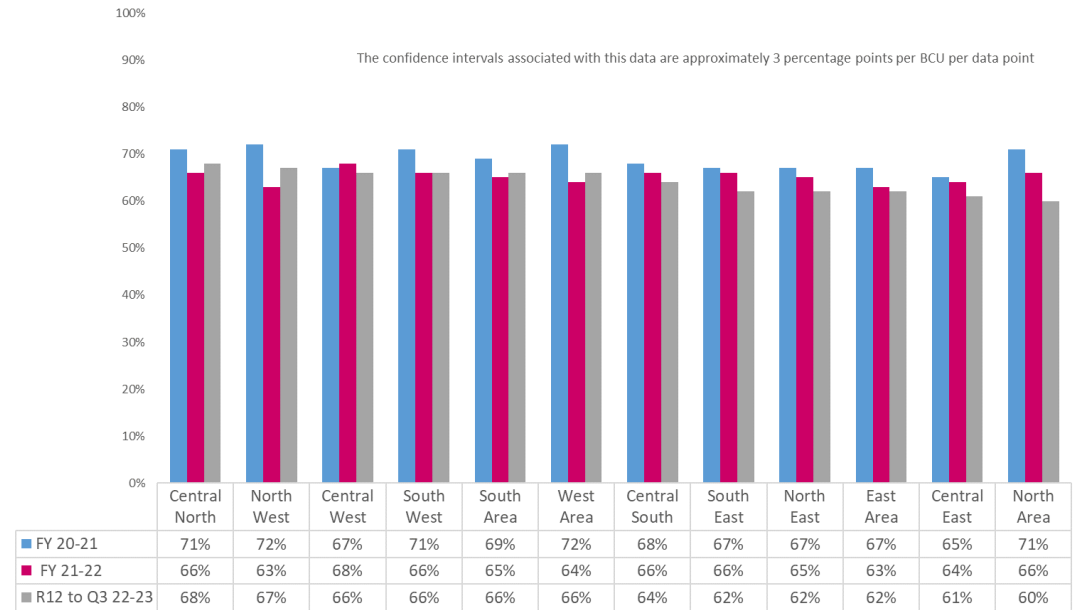
USS: Overall Satisfaction by crime group and BCU

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

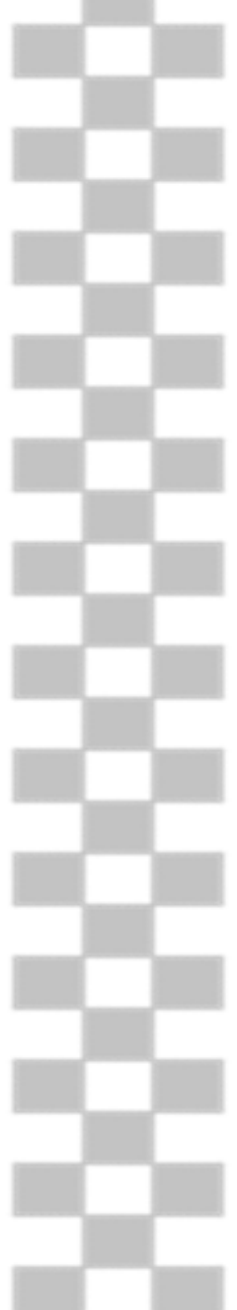


Satisfaction is higher for victims of **burglary** (71%) and lower for victims of **hate crime** (61%) when compared to the FY MPS average (64%). These differences are statistically significant and this is consistent over time.

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



There is variation in performance between **BCUs**, with a 8pp. range between top and bottom performers. The difference between the top performing BCUs and the two bottom performing BCUs is statistically significant.



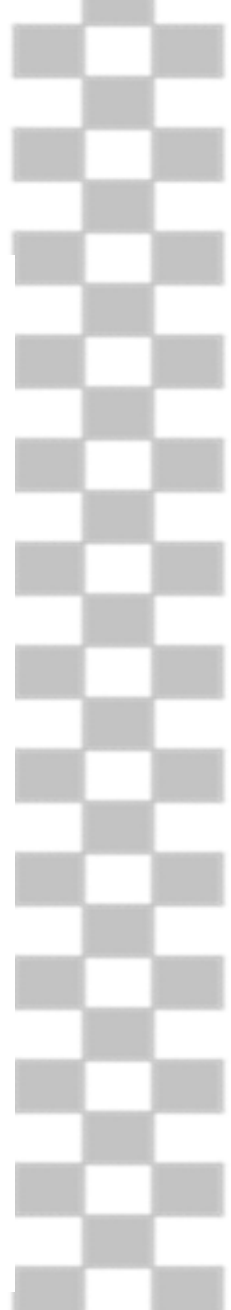
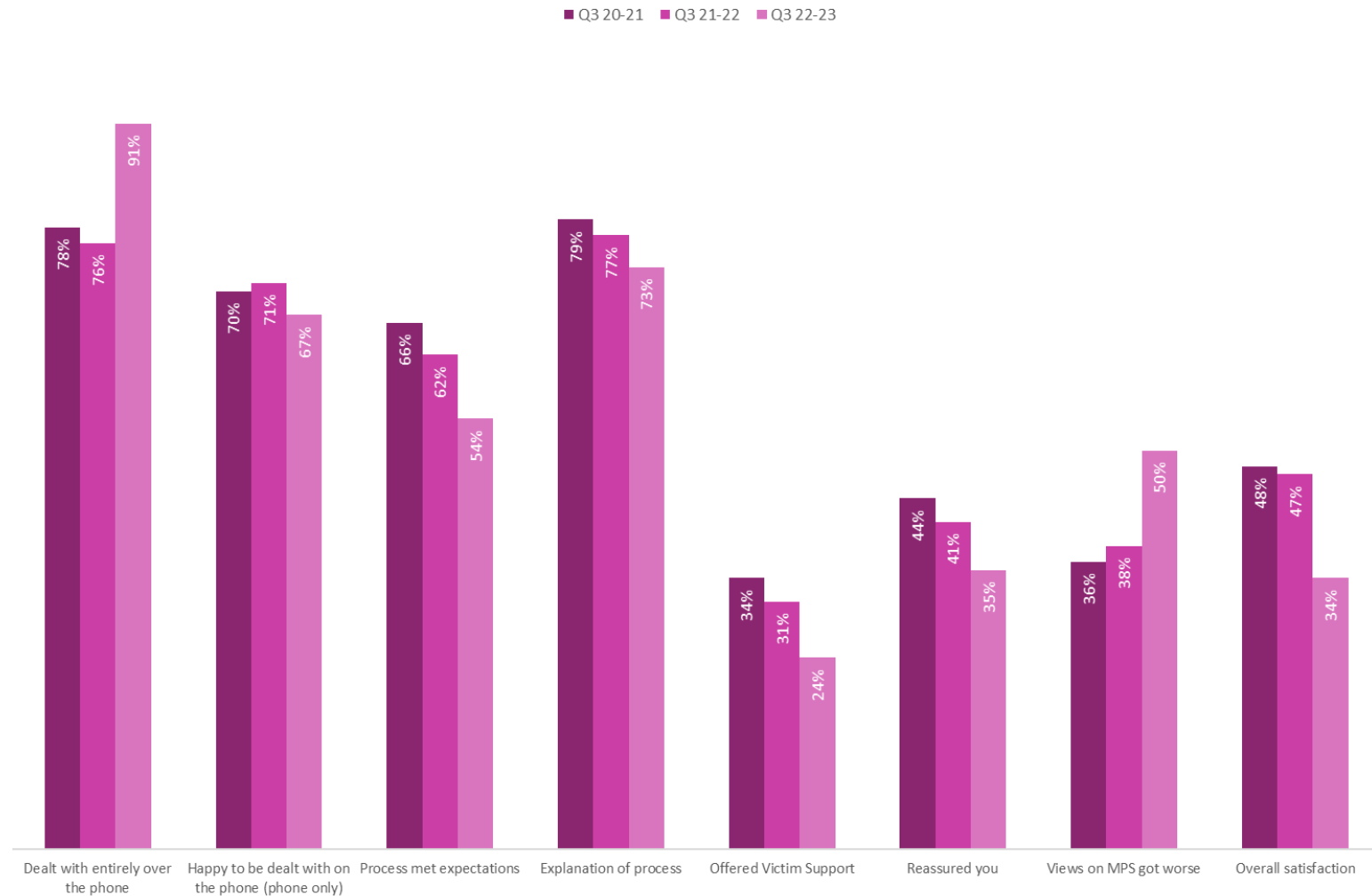
TDIU: Telephone reporters

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 shift this quarter is driven by the burglary group. Burglary victims were historically the most likely crime group to receive a visit within the TDIU survey, and they now make up a smaller proportion of the respondents (approx. 20% Q3 20-21 & Q3 21-22 to 9% Q3 22-23) due to less burglaries being reported via the TDIU.

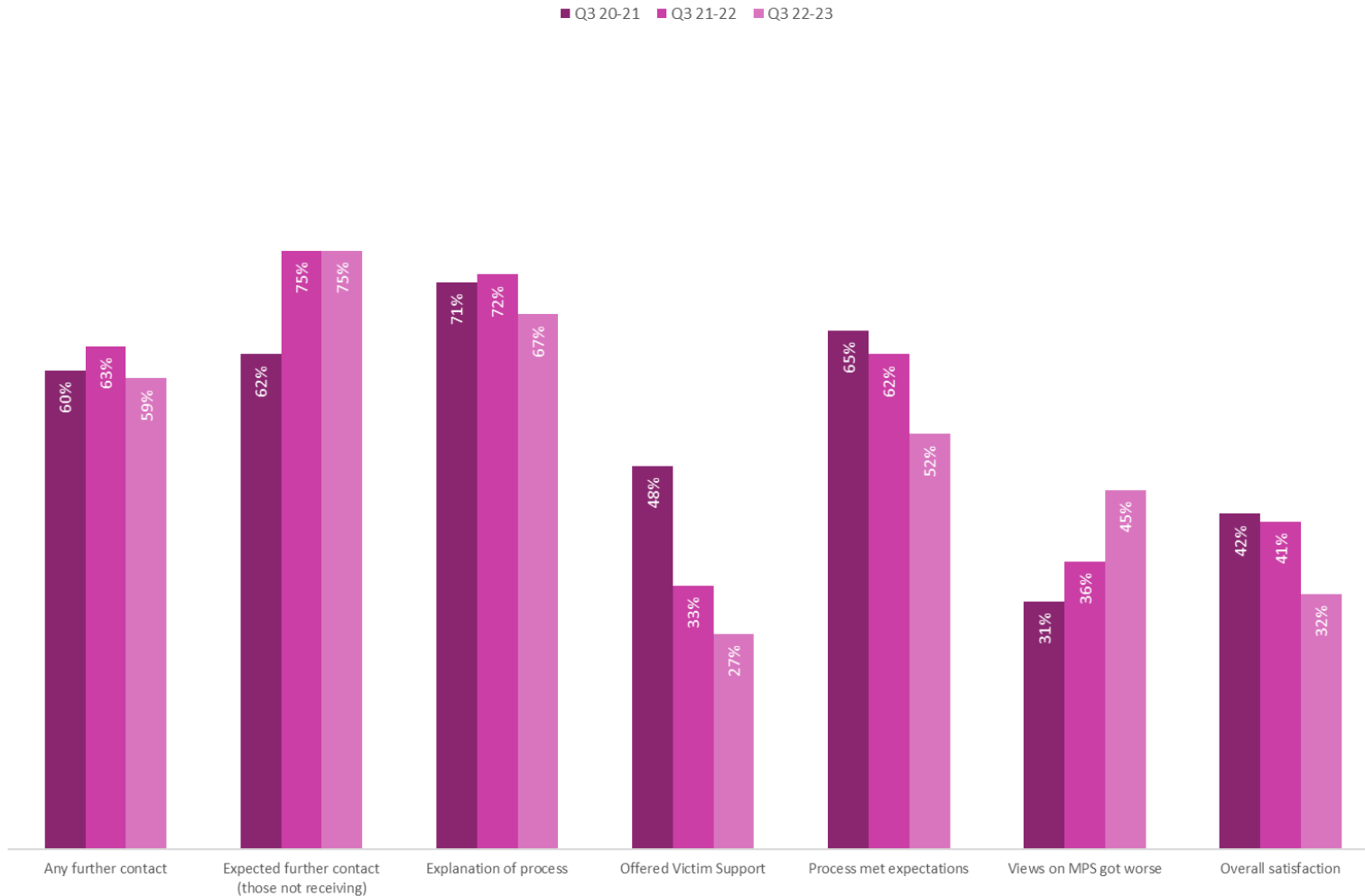
Some of the strongest associations with satisfaction for telephone reporters are feeling reassured ($r=0.98$), the process meeting expectations (0.98) and receiving an explanation of the process (0.95) over the full period the TDIU survey has been run (Q1 20-21 onwards).

Initial results from a new question for FY 22-23 show 64% of respondents feel the police spent **too little time** investigating their report, which is consistent over Q1 thru Q3.

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 Q3 22-23 (50%).



TDIU: Online reporters



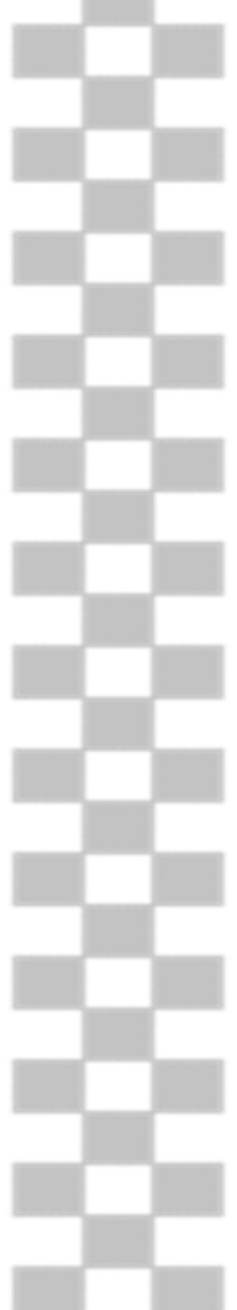
Of those reporting online over half do not receive further contact other than an email acknowledging their report. However, **three quarters of those not receiving any further contact expected it**. This is one of the strongest associations with satisfaction for online reporters ($r=-0.74$).

Just under half (43% Q3 22-23) of respondents tried another method before reporting their crime online. These individuals are less satisfied overall (23% vs. 38% FYTD 22-23). Free text comments suggest many of these victims call 101 initially, where a hold message highlights online reporting.

A new question for FY 22-23 shows 62% (Q3 22-23) of respondents feel the police spent **too little time investigating** their report.

These factors are associated with a decreasing proportion of respondents feeling that the process of reporting **met their expectations**, which has fallen 13 pp. over the last 2 years.

Associated with this, an increasing proportion of respondents leave the experience with a **worse view of the MPS** (up 14 pp. from Q3 20-21 to just under half of respondents (45% Q3 22-23)).



Public Voice Insights

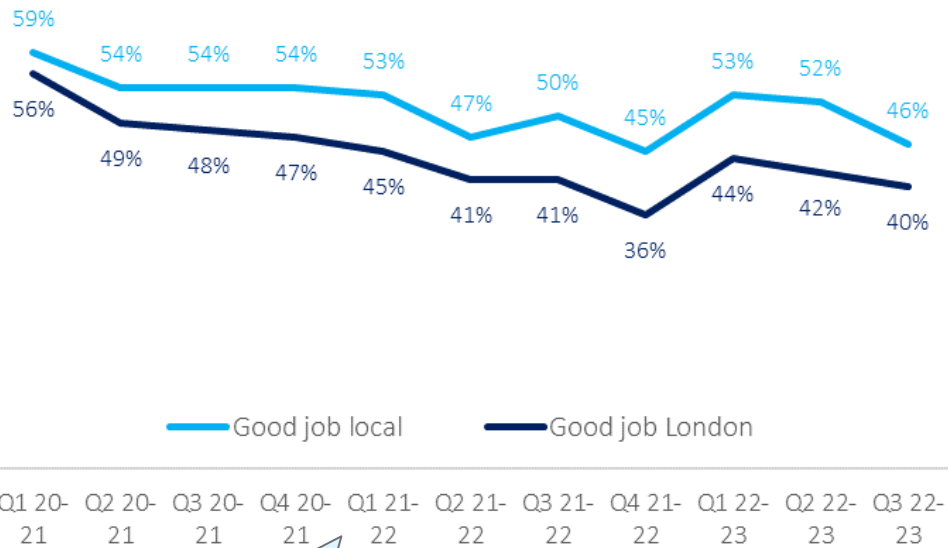
Public Attitude Survey



The confidence decline in Q3 22-23 was associated with reductions in how well Londoners think police respond to crime

Confidence (i.e., feeling that police do a good job locally) *declined significantly* by 6 percentage points in Q3 22-23.

The decline in confidence was more pronounced for feeling police do a good job **LOCALLY**.



The proportion believing police do a **good job ACROSS LONDON** saw a smaller decline of -2pp this quarter. However, this measure continues to track below good job local.

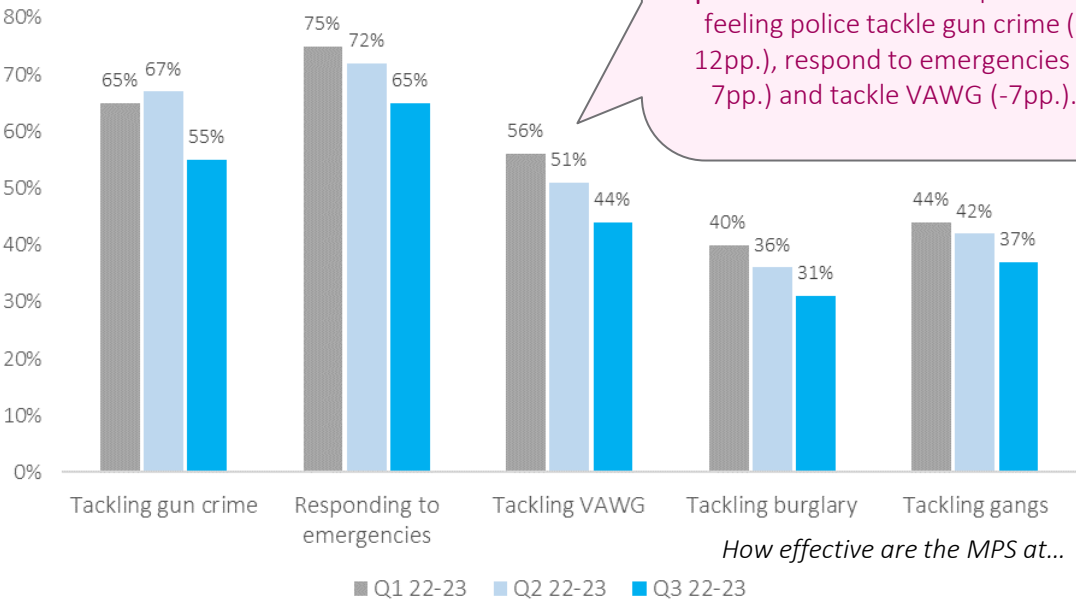
New work ongoing to look at perceptions of police effectiveness, and explore what Londoners' think of when they think of an effective police force. Initial findings show **effectiveness goes beyond crime fighting and prevention**, with aspects of community engagement, fairness and trust also important.

Analysis suggests the decline in confidence in Q3 22-23 may have been influenced by particular reductions in public perceptions of how police engage with communities and respond to crime:

To illustrate, when looking at wider perception measures known to **drive confidence**, fewer Londoners believed the police **listen to local concerns** (-5pp.) or can **be relied on to be there when needed** (-6pp.) in Q3 22-23. In contrast, measures of **police treatment** – including believing police treat people fairly and with respect – remained more stable.

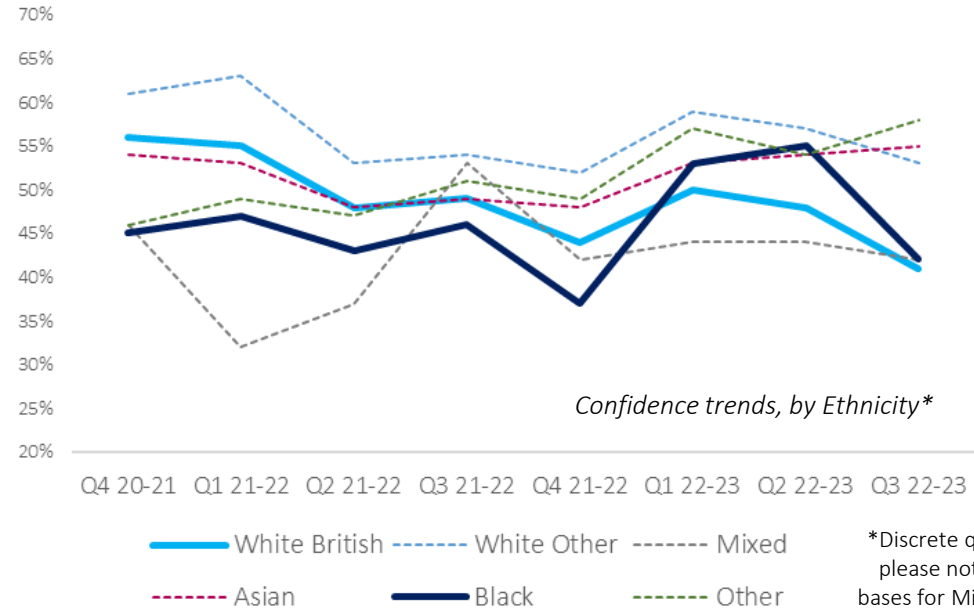
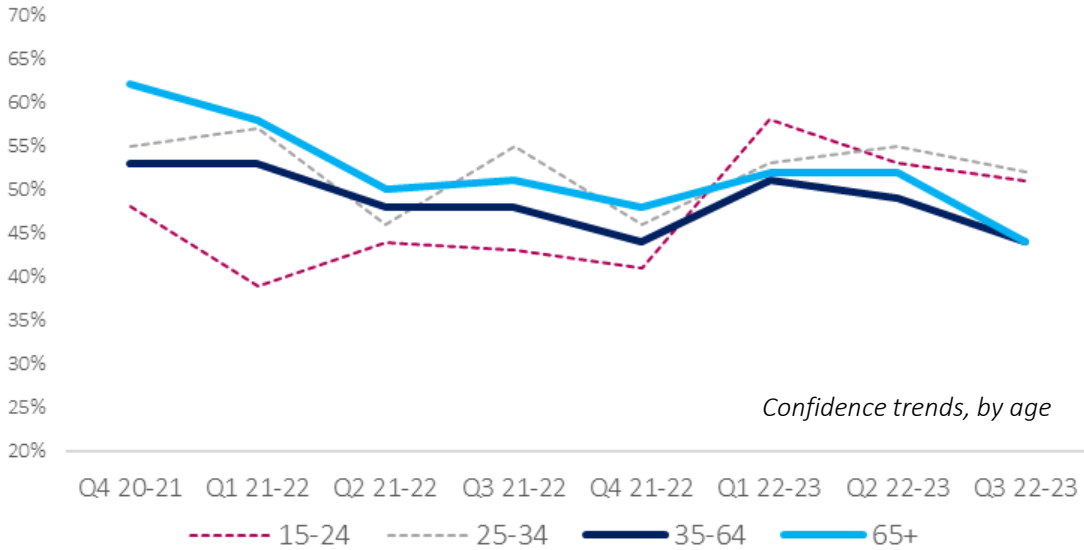


More widely, the decline in confidence seen in Q3 22-23 has also been mirrored by significant reductions across all measures of **police effectiveness** – in particular feeling police tackle gun crime (-12pp.), respond to emergencies (-7pp.) and tackle VAWG (-7pp.).



The confidence decline this quarter was more pronounced for certain groups

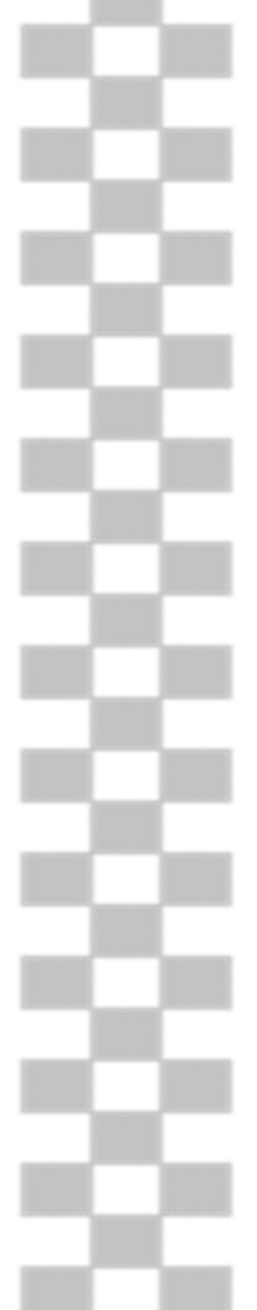
Declines in confidence during Q3 22-23 were larger amongst older age groups – particularly those **aged 65+** (-8pp.) – with older Londoners now *less confident* than younger Londoners. Large declines in confidence were also seen in Q3 22-23 for those with a **disability** (-11pp.).



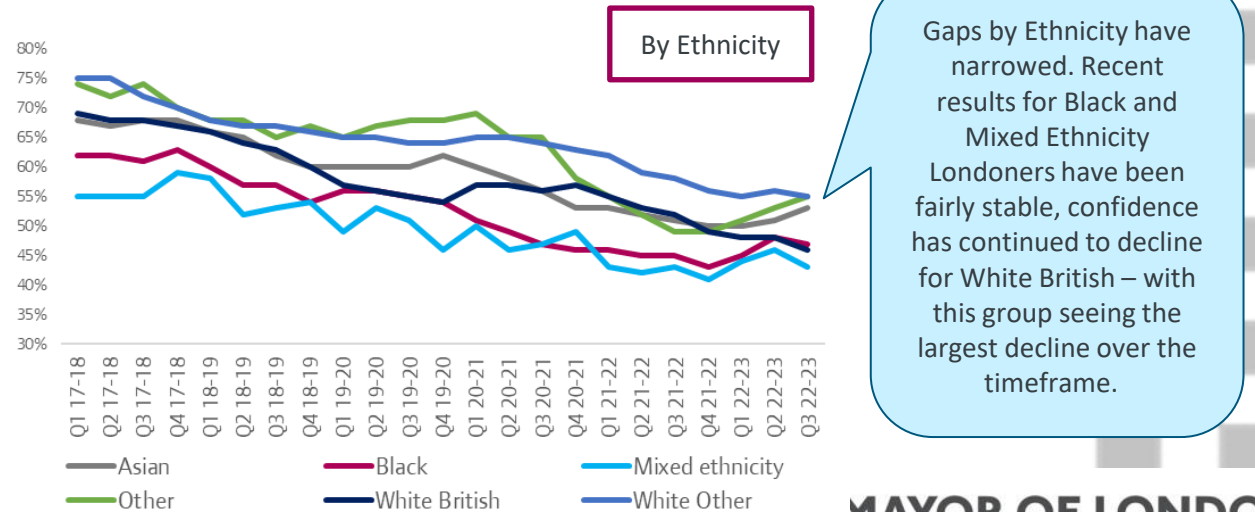
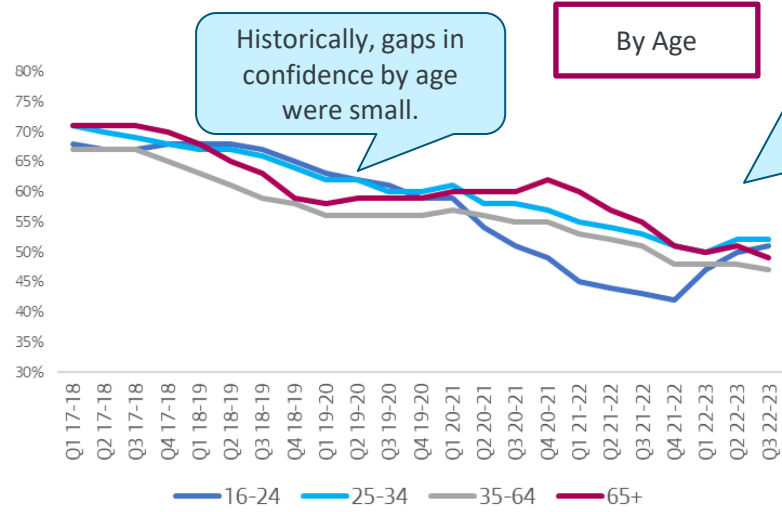
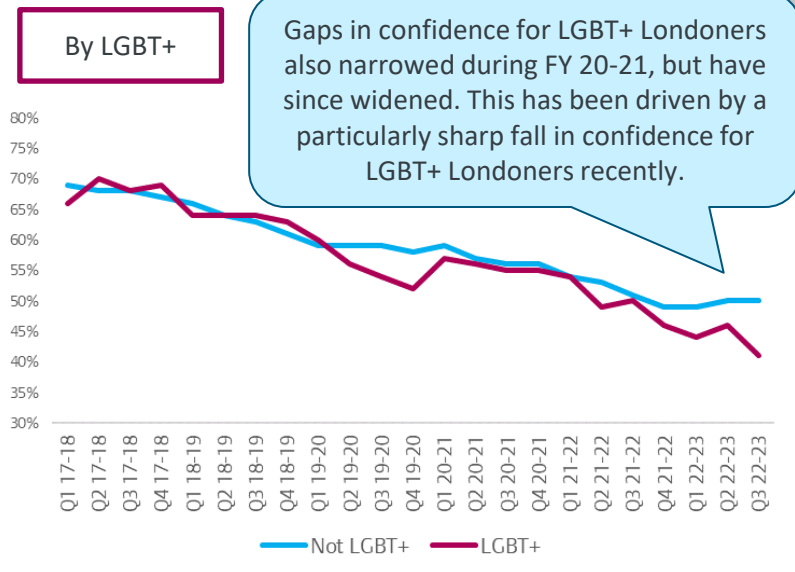
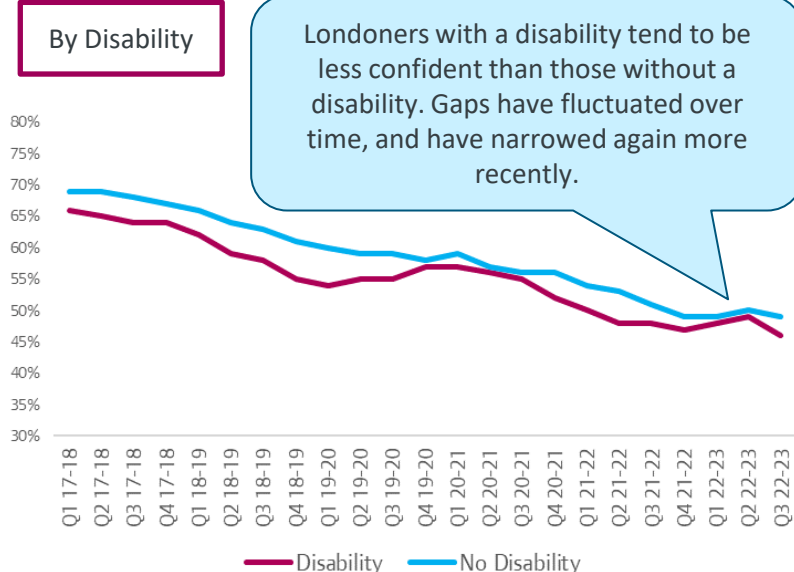
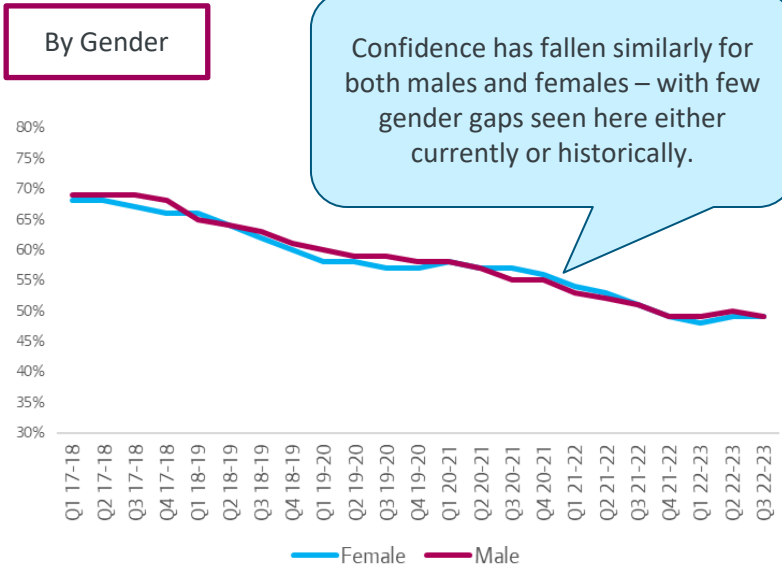
In Q3 22-23, Confidence stood below 50% across most London BCU areas – with only West London (West Area, North West and Central West BCUs) seeing levels above 50%. Most London BCUs have also seen **declines in Confidence** when compared with Q1 22-23.

The confidence decline this quarter was most pronounced in BCUs across South East London. However, it appears that the **demographic make-up of this area is driving declines**, rather than anything specific about these areas.

Falls in confidence were also more pronounced amongst **White British (-7pp.) and Black (-13pp.)** Londoners.

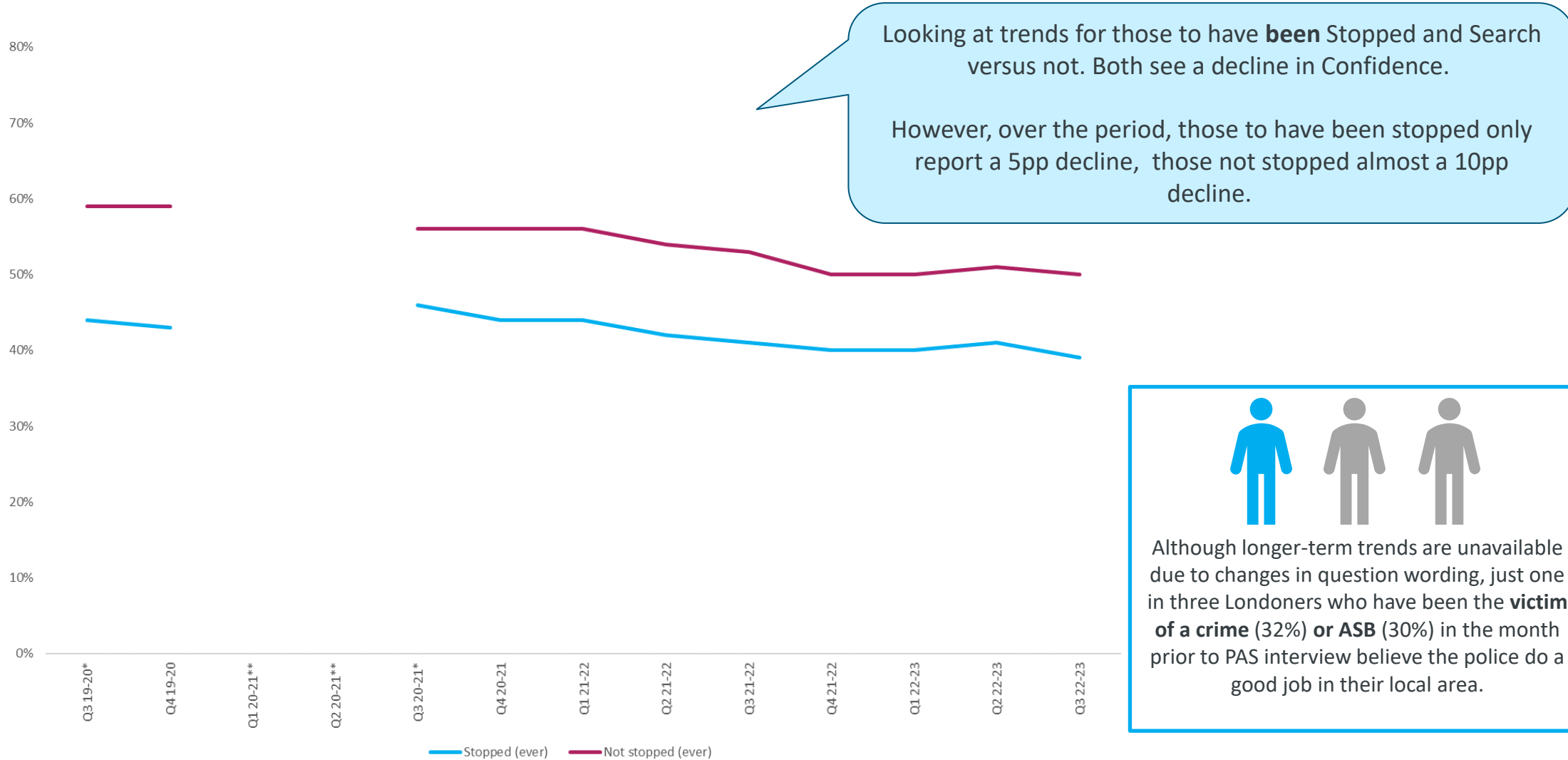


Longer term confidence has declined over time for all demographic groups, but inequalities show a mixed picture



*Please note that changes to demographic question wording and groupings mean the LGBT+ variable is not consistent over time.

No obvious findings on a *worsening* contact experience with the MPS. Victims are also less likely to feel confident.



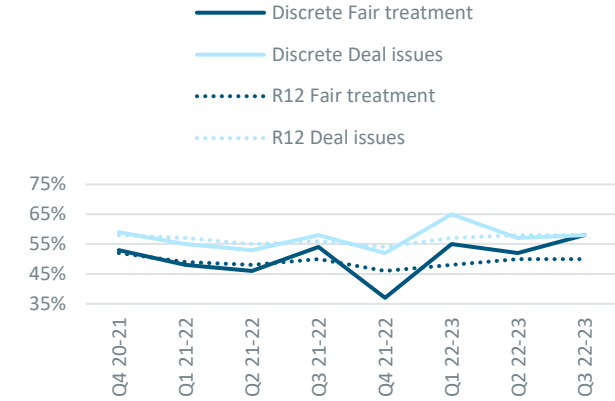
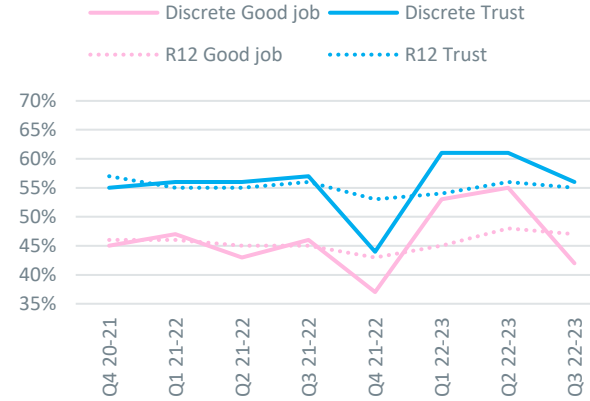
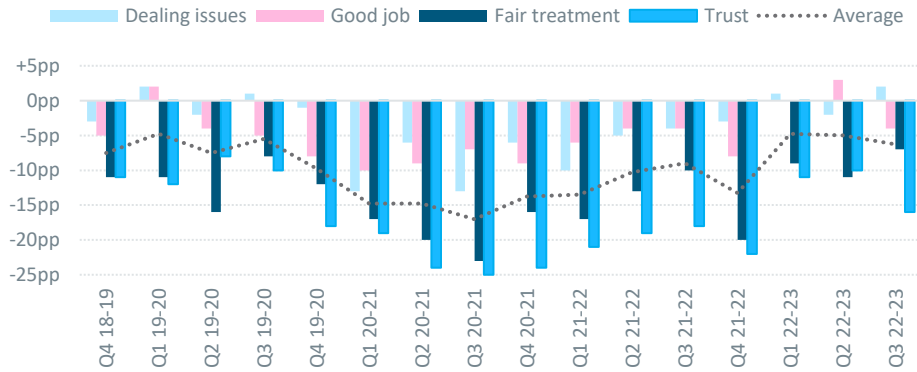
*Only 3 quarters of data for these points. All other points are 12 months.
 **Question missing due to changes in survey as a response to COVID-19.
 Victimization question relates to FYTD 2022-23 (Q1 to Q3)

Despite perception gaps for Black Londoners narrowing over time, perceptions among Black Londoners have remained stable

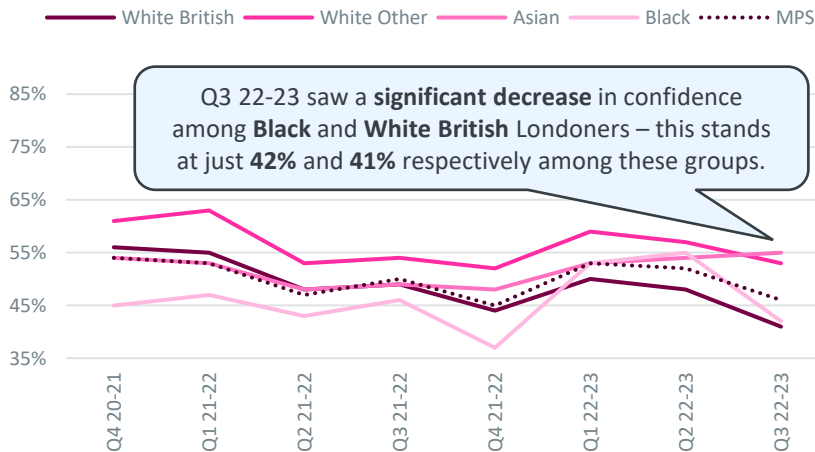
Over the last two years, gaps seen for Black Londoners compared with the MPS result have **tended to narrow**.

Focusing on **Black Londoners**, perceptions remained **relatively stable** over this time. Results into Q1 and Q2 22-23 showed a slight uplift following a *particularly low* result in Q4 21-22 – however, this trend has not continued into Q3 22-23.

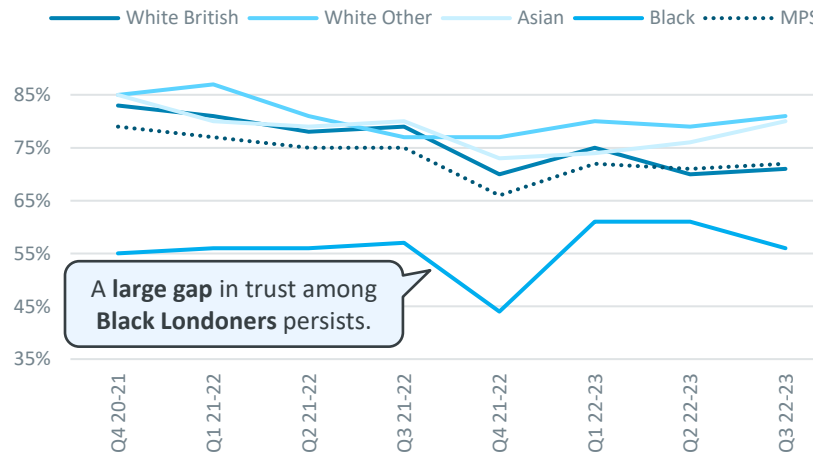
Perceptions Gaps for Black Londoners over time
Discrete quarter data per point



Good Job Local
Discrete quarter data per point



Trust
Discrete quarter data per point

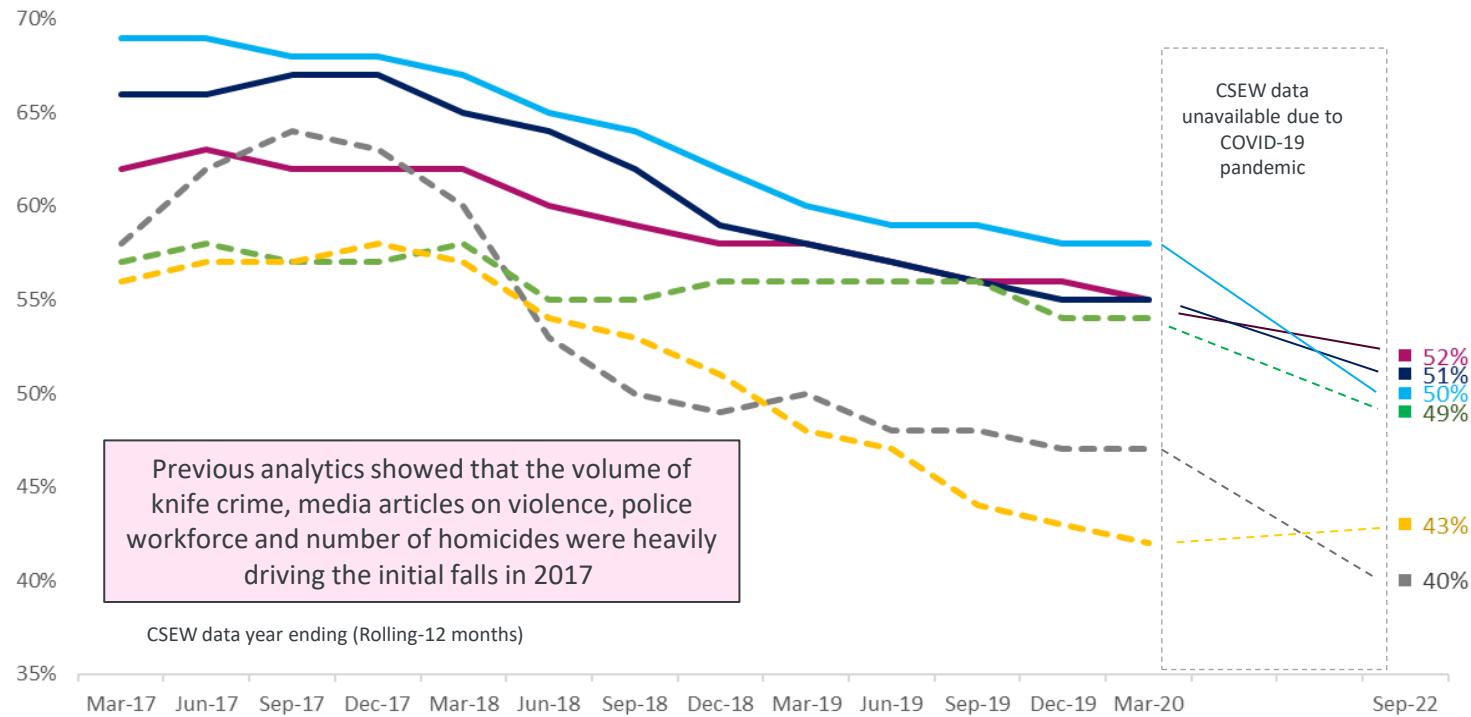


Results suggest the recent narrowing of gaps has so far been predominantly driven by significant declines among White Londoners bringing the MPS result down, rather than significant increases for Black Londoners. Additionally, Q3 saw relatively large reductions in confidence in particular for both Black and White British Londoners. As such, the emerging uptick in perceptions among Black Londoners has not been sustained.

A long-term national decline in confidence towards the police – London fares well compared to most-similar force areas

The Crime Survey for England and Wales allows us to compare confidence – as measured through the “good job local” question – of Londoners with residents in most-similar force areas. Historically, London has performed relatively well in terms of confidence compared to most similar forces.

Data up until March 2020 (pre-pandemic) showed London residents were similar in their levels of confidence to the England and Wales result and West Yorkshire; but were better than Greater Manchester and West Midlands. The first CSEW data release following COVID-19 (R12 to Q2 22-23) shows general declines across most of these areas. However, the pre-pandemic ranking of most-similar forces remains broadly stable, with results for London still in line with the England and Wales CSEW result and above Greater Manchester and West Midlands.



Previous analytics showed that the volume of knife crime, media articles on violence, police workforce and number of homicides were heavily driving the initial falls in 2017

To add context, the MPS ranks **31st out of 42 force areas** on confidence (rolling 12 months to Q2 22-23). Dyfed-Powys scores the highest with 66%, and Greater Manchester the lowest at 40%.

— CSEW England & Wales
 — CSEW Metropolitan / City of London
 - - - CSEW Greater Manchester
- - - CSEW West Yorkshire
 - - - CSEW West Midlands
 — PAS - MPS

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).

