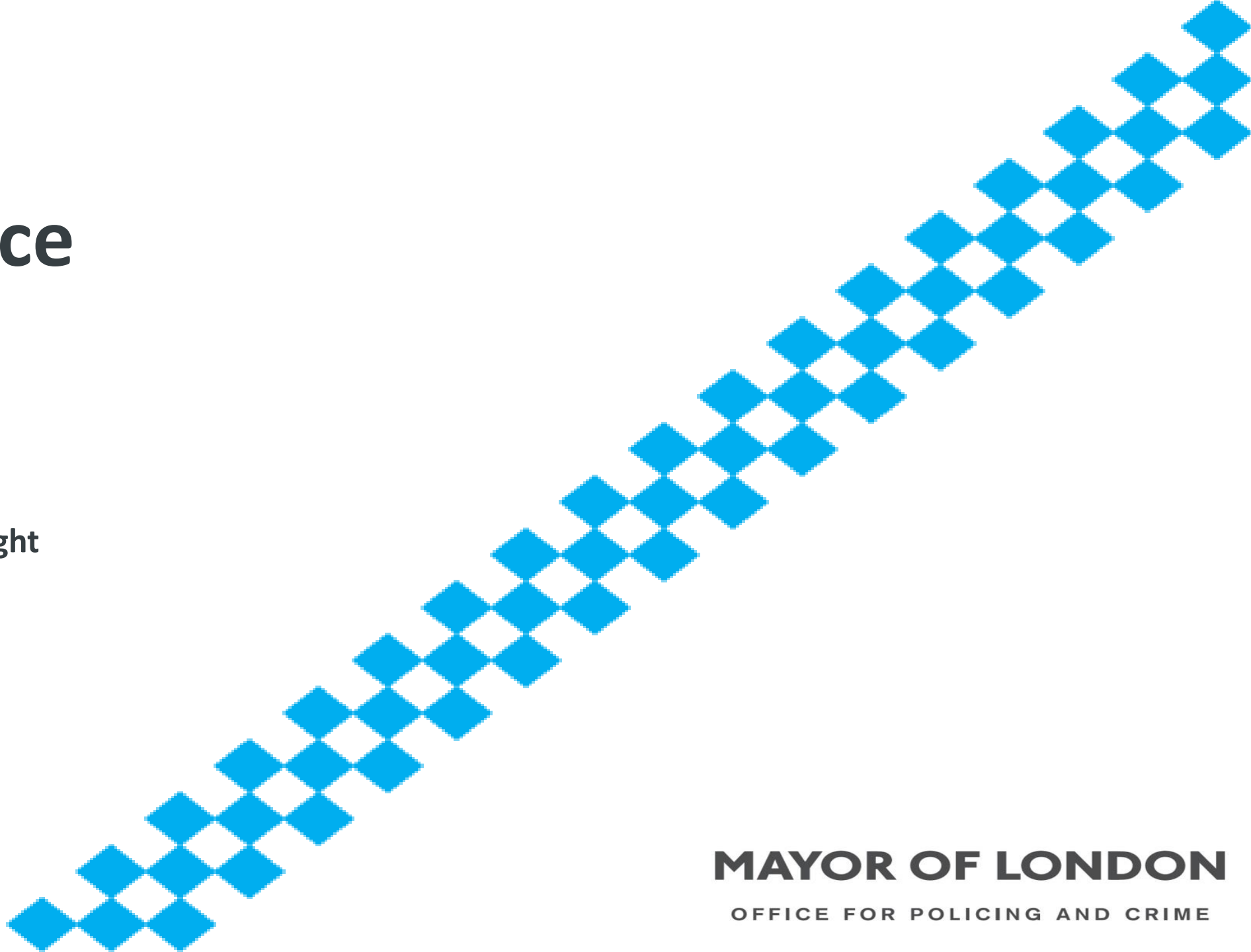


# Public Voice

Quarter 4 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 over the last year: it was at 66% in Q4 21-22 and the same in Q4 22-23.

## TDIU survey

**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 36%, and satisfaction for online reporters at 35%.

There has been a significant reduction in those satisfied over the last year (Q4 21-22 vs. Q4 22-23) for telephone reporters (-7pp.)

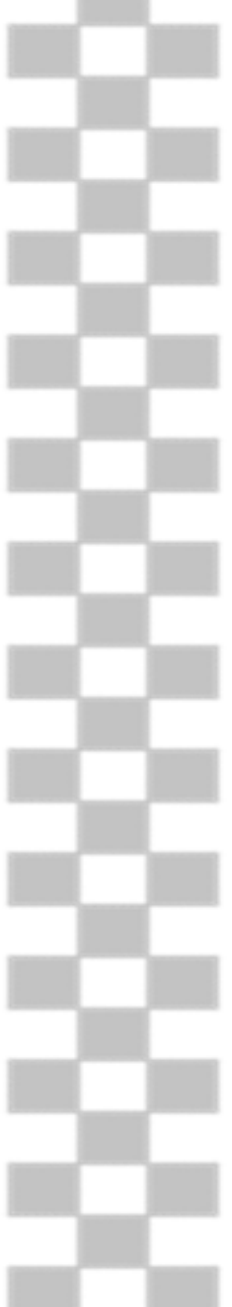
## Public Attitude Survey (PAS)

**Trust in the Metropolitan Police Service** has declined significantly in Q4 22-23 (-3pp.), and currently stands at just 69%. **Confidence** in the police saw a contrasting uplift in Q4 22-23 (+3 pp.); but this follows a particularly poor result last quarter. Despite this, confidence still remains low, with *less than half* of Londoners believing **the police do a good job in the area where they live** (49%).

**Victimisation** has remained stable during the final quarter of FY 22-23, with 3% of Londoners saying they have been a victim of crime.

The proportion of Londoners feeling **worried about crime in their local area** has tended to decline during FY 2022-23, with latest results for Q4 2022-23 standing at 43%.

FY 2022-23 has seen a phased return to face-to-face interviewing for the Public Attitude Survey, with results for Q4 22-23 representing a combination of telephone and in-person interviews (94% 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:

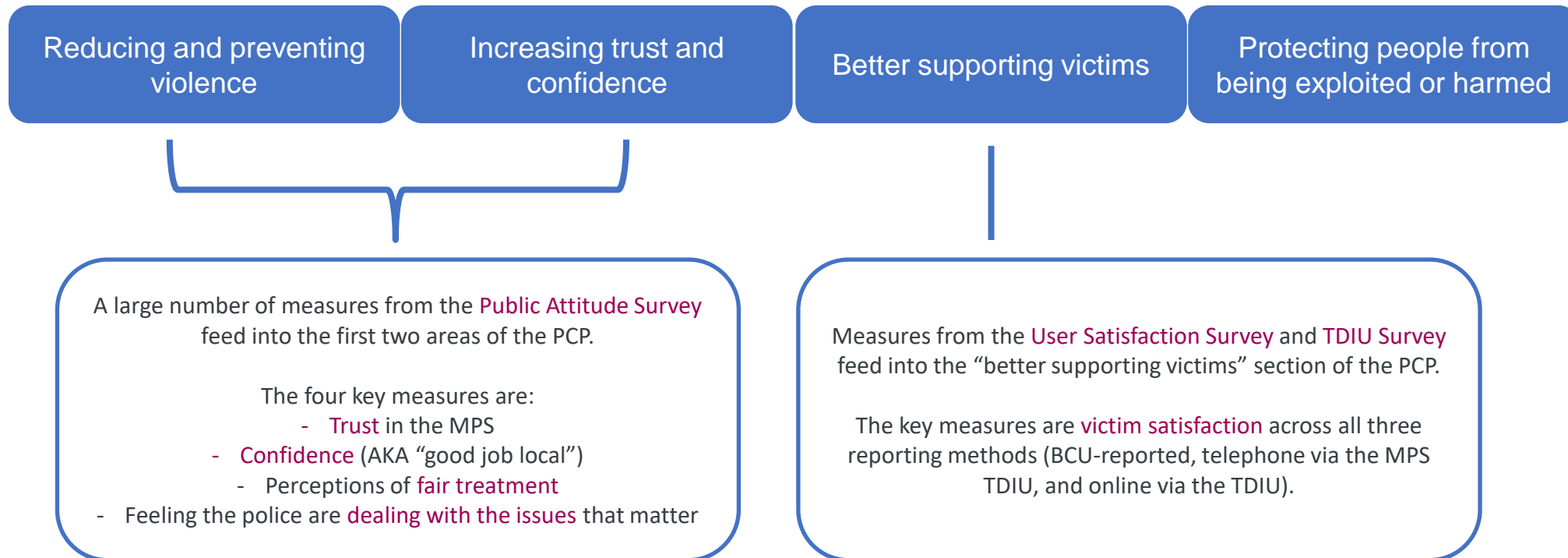
Historically, the Public Attitude Survey was conducted face-to-face with Londoners in their own homes using address-based sampling. However, due to the COVID-19 pandemic, the survey was **temporarily moved to telephone interviewing for FY 20-21 and FY 21-22**.

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; in Quarter 3 22-23 79% of interviews were conducted face-to-face; in Quarter 4 22-23 94% 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: it was at 66% in Q4 21-22 and the same in Q4 22-23. There are no statistically significant differences when comparing Q4 21-22 and Q4 22-23 results for any of the drivers of satisfaction.

**VCOP compliance** has remained broadly stable. However, the proportion of victims who report that London Victim and Witness Service did not contact them despite them requesting their services has increased. This is at the same time as reductions in satisfaction with the service.

Little progress has been achieved in the distribution of **Victim Information Leaflets**. In FY 22-23, 33% of victims interviewed as part of the USS reported 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 is currently at 36%, and satisfaction for online reporters at 35%. There has been a significant reduction in those satisfied over the last year (Q4 21-22 vs. Q4 22-23) for telephone reporters (-7pp.)

Diagnostics of satisfaction for the telephone and online reporters to the TDIU 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 48% of telephone reporters and 43% of online reporters say their views of the MPS have got worse –up by 17pp. and 15pp. respectively 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 – in particular, telephone reporters under 44 years old 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 8 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 in the Metropolitan Police Service** has declined significantly in Q4 22-23 (-3pp.), and currently stands at just 69%. **Confidence** in the police saw a contrasting uplift in Q4 22-23 (+3 pp.); but this follows a particularly poor result last quarter. Despite this, confidence still remains low, with *less than half* of Londoners believing **the police do a good job in the area where they live** (49%).

Mirroring the slight uplift in confidence, the proportion of Londoners believing police **deal with the issues that matter** also increased by +3pp in Q4 2022-23 after a low result last quarter, while **fair treatment** has remained more stable (+1pp. to 66%).

The proportion of Londoners feeling **worried about crime in their local area** has tended to decline during FY 2022-23, with latest results for Q4 2022-23 standing at 43%. It is likely that methodological changes to the PAS and the gradual return to face-to-face interviewing has influenced this downwards trend.

Results for Q4 2022-23 have seen a particularly sharp decline in the proportion of Londoners believing **hate crime is a problem in their local area** (-9pp. to 24%). Again this follows a general downwards trend during FY 2022-23 that may have been influenced by methodological changes to the PAS. In Q4 2022-23, half of Londoners believed **people using or dealing drugs is a problem in their area**.

Exploring this further, **the relationship between overall worry about crime and levels of recorded crime is weak**. Declines in worry have been seen while TNOs remained relatively stable. Worry about crime and ASB and thinking that specific violence-related crimes are a problem has **reduced across all demographic groups** (ethnicity, LGBT+, age, disability, sex). However, there have been greater reductions in thinking knife crime and hate crime are problems in the local area among non-LGBT+ Londoners compared to LGBT+ Londoners

The proportion of Londoners **feeling safe walking alone in their local area after dark** has seen an uplift in Q4 2022-23 (+5pp. to 73%), recovering from a low result last quarter. Increases in safety have been seen for both males and females; but a large gender gap remains here.

This quarter, 3% of PAS respondents **said they had experienced something they would consider to be a crime** during the calendar month prior to taking part in the survey. Levels of victimisation have remained relatively stable over recent months.

## 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 (-18 pp.). Those from **Black Ethnic Backgrounds** also see large negative gaps for feeling the police treat everyone fairly and trust in the MPS.

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 (-21pp.). Recently, perception gaps for LGBT+ Londoners have started to widen. While results during FY 22-23 broadly stabilised for non LGBT+ Londoners, PCP perception measures contrastingly **continued to fall for LGBT+ groups**. This has driven these widening inequalities.

*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 Q4 2022-23, 3% of PAS respondents **said they had experienced something they would consider to be a crime** during the calendar month prior to taking part in the survey. Levels of victimisation have remained relatively stable over recent months, but remain lower than those seen at the start of the financial year (6% in April and May 2022).

The proportion of Londoners feeling **worried about crime in their local area** has tended to decline during FY 2022-23, with latest results for Q4 2022-23 standing at 43%. It is likely that methodological changes to the PAS and the gradual return to face-to-face interviewing has influenced this downwards trend, with crime concerns tending to be *lower* amongst those interviewed face-to-face compared with those interviewed over the telephone.

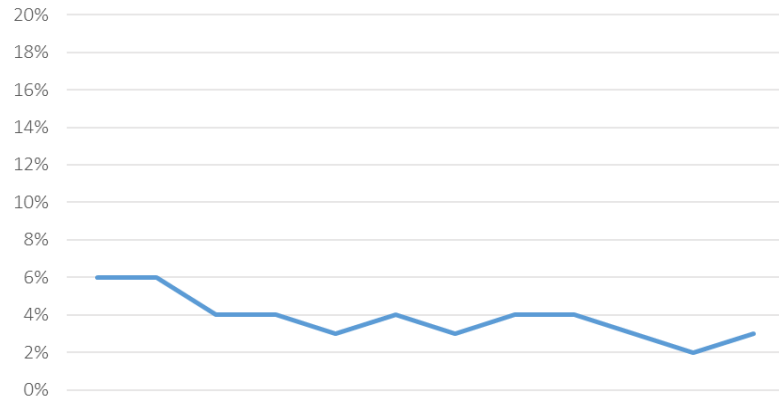
London is Safer

Our Vision:  
London is a Safe City for All

Londoners feel Safer

## Victimisation Prevalence

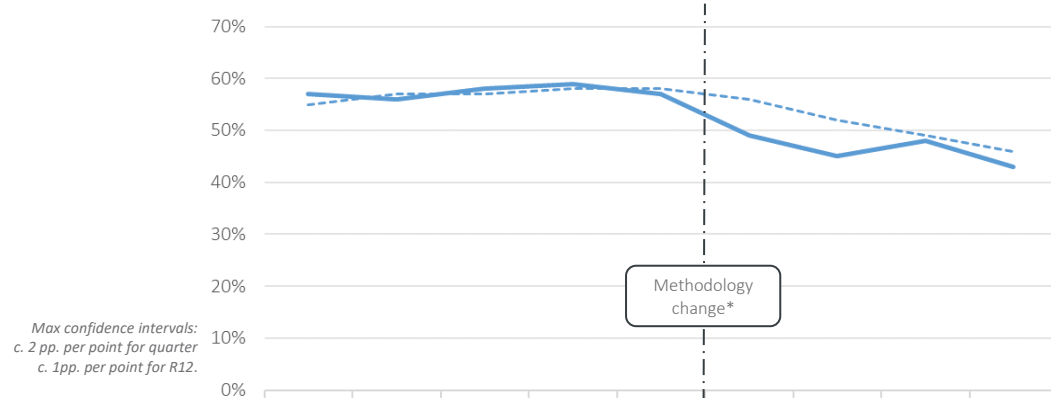
(% experiencing something they would consider to be a crime during the last month, Monthly Trends)



	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Experiencing crime (Month)	6%	6%	4%	4%	3%	4%	3%	4%	4%	3%	2%	3%

## Worried about crime in the local area

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



	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23
Worried about crime (Quarter)	57%	56%	58%	59%	57%	49%	45%	48%	43%
Worried about crime (R12)	55%	57%	57%	58%	58%	56%	52%	49%	46%

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

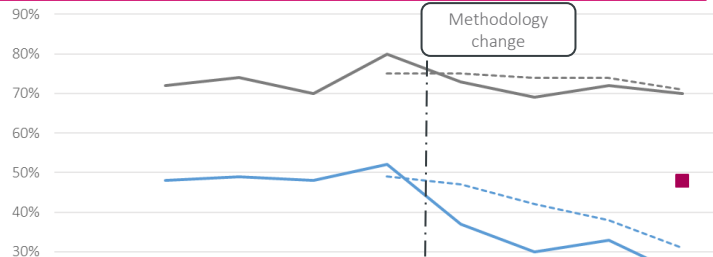
# Crime Concerns and Feelings of Safety

Results for Q4 2022-23 have seen a particularly sharp decline in the proportion of Londoners believing **hate crime is a problem in their local area** (-9pp. to 24%). Again this follows a general downwards trend during FY 2022-23 that may have been influenced by methodological changes to the PAS, with concerns about hate crime tending to be lower for those interviewed face-to-face than by telephone.

However, *even amongst those interviewed face-to-face*, a significant decline in concern is still seen this quarter (-5pp.). In Q4 2022-23, nearly half of Londoners believed **people using or dealing drugs is a problem in their area** [see footnote].

In turn, the proportion of Londoners **feeling safe walking alone in their local area after dark** has seen an uplift in Q4 2022-23 (+5pp. to 73%), recovering from a relatively low result last quarter. Increases in safety have been seen for both males and females; but a large gender gap remains here.

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

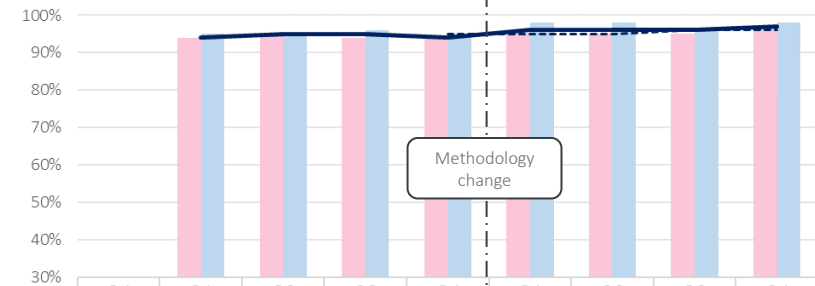


Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23
— Hate crime a problem (Quarter)		48%	49%	48%	52%	37%	30%	33%	24%
— [Routed] Drugs a problem (Quarter)		72%	74%	70%	80%	73%	69%	72%	70%
■ [All] Drugs a problem* (Quarter)									48%
--- Hate crime a problem (R12)					49%	47%	42%	38%	31%
--- [Routed] Drugs a problem (R12)					75%	75%	74%	74%	71%

**Safety walking alone in local area during the day, by gender\*\***

(% feeling safe, Quarterly and Rolling-12 Trends)

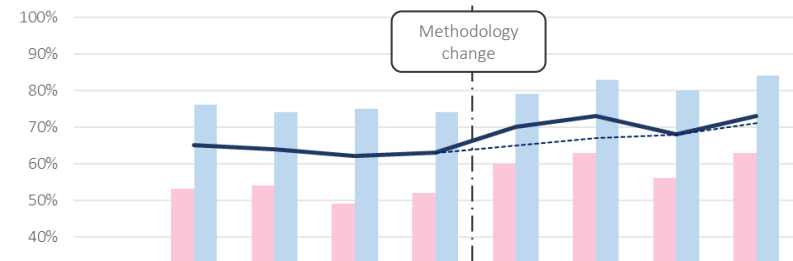


Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.  
c. 3pp. by gender

	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23
■ Female safety during day (Quarter)		94%	95%	94%	94%	95%	95%	95%	97%
■ Male safety during day (Quarter)		95%	95%	96%	95%	98%	98%	96%	98%
— All safety during day (Quarter)		94%	95%	95%	94%	96%	96%	96%	97%
--- All safety during day (R12)					95%	95%	95%	96%	96%

**Safety walking alone in local area after dark, by gender\*\***

(% feeling safe, Quarterly and Rolling-12 Trends)

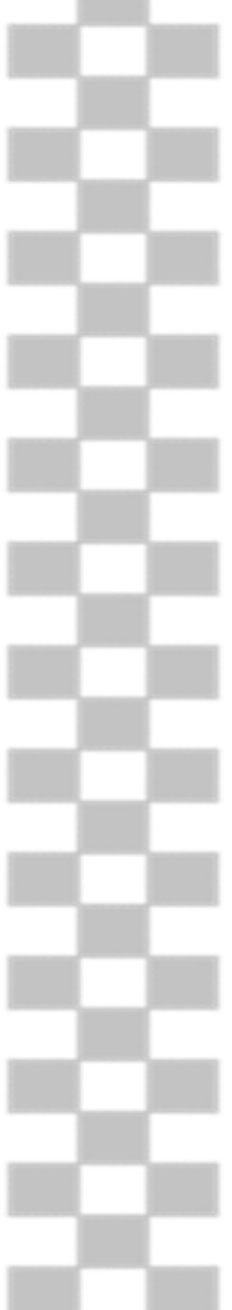


Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12  
c. 3pp. by gender.

	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23
■ Female safety after dark (Quarter)		53%	54%	49%	52%	60%	63%	56%	63%
■ Male safety after dark (Quarter)		76%	74%	75%	74%	79%	83%	80%	84%
— All safety after dark (Quarter)		65%	64%	62%	63%	70%	73%	68%	73%
--- All safety after dark (R12)					63%	65%	67%	68%	71%

Data for these measures is not available during FY 20-21. \*Please note that previously the PAS question asking whether Londoners 'think 'people using or dealing drugs is a problem' was routed so it was ONLY asked to those WORRIED ABOUT ASB in their local area. From Q4 22-23 this question is now asked to ALL Londoners. This new measure is reported here alongside the previous measure to aid comparability, but will become the main measure of concerns about drugs moving forwards.

\*\*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.

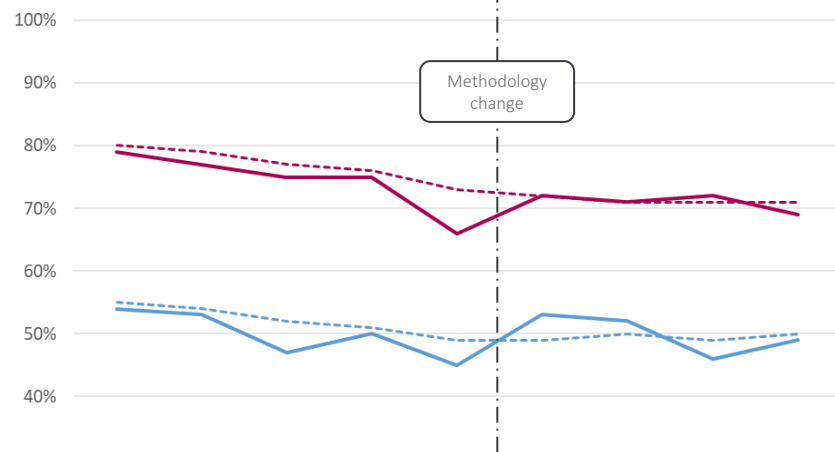


# Trust and Confidence in the Police - Trends

**Trust in the Metropolitan Police Service** has declined significantly in Q4 22-23 (-3pp.), and currently stands at just 69%. **Confidence** in the police saw a contrasting uplift in Q4 22-23 (+3 pp.); but this follows a particularly poor result last quarter. Despite this, confidence still remains low, with *less than half* of Londoners believing **the police do a good job in the area where they live** (49%). Mirroring the slight uplift in confidence, the proportion of Londoners believing police **deal with the issues that matter** also increased by +3pp in Q4 2022-23 after a low result last quarter, while **fair treatment** has remained more stable (+1pp. to 66%).

**Perception measures have seen sustained declines over recent years**, reaching particularly low levels at the end of FY 2021-22. Looking back across FY 2022-23 as a whole, results for these four measures are broadly in line with FY 2021-22, suggesting downwards trends have stabilised. Despite this, results *remain low* compared with earlier years. To illustrate, both confidence and fair treatment have declined by 5 percentage points compared with FY 2020-21, while trust and dealing with issues have declined by 9 percentage points over this time. **Longer-term, confidence is now 17 percentage points below levels seen five years ago (FY 2017-18), and trust has fallen by 15 percentage points.**

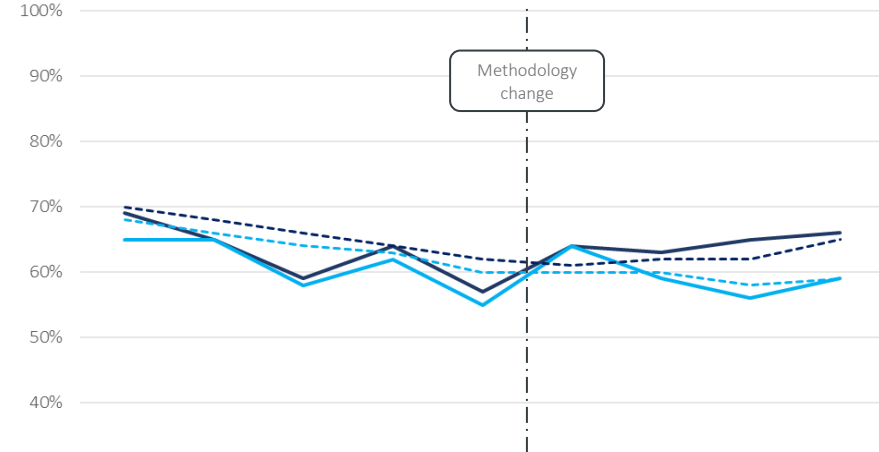
**Trust and Confidence**  
(% positive, Quarterly and Rolling-12 Trends)



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

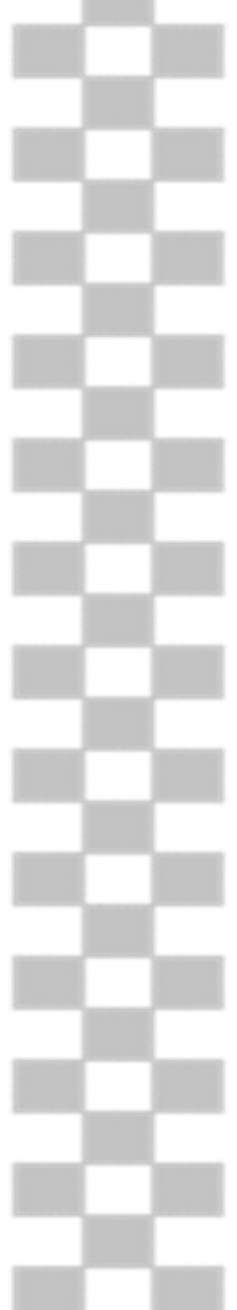
	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23
Good job local (Quarter)	54%	53%	47%	50%	45%	53%	52%	46%	49%
Trust in MPS (Quarter)	79%	77%	75%	75%	66%	72%	71%	72%	69%
Good job local (R12)	55%	54%	52%	51%	49%	49%	50%	49%	50%
Trust in MPS (R12)	80%	79%	77%	76%	73%	72%	71%	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.

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



# Trust and Confidence in the Police - Inequalities

Londoners from **Mixed Ethnic Backgrounds** see large negative gaps across all four perception measures, while **Black Londoners** are also less likely to Trust the MPS or to feel police treat everyone fairly. Inequalities for Black Londoners have tended to narrow over the last year, but gaps for Mixed Ethnicity Londoners have remained more stable – with ‘dealing with issues’ *widening* (from -7pp. in FY 21-22 to -16pp. in FY 22-23). Londoners identifying as **LGBT+** also see large negative gaps for all four measures, and a widening trend has recently started to emerge (see Slide 25 for further information).

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		50%	71%	65%	59%
Ethnicity	White British	-4%	-1%	-5%	-4%
	White Other	6%	9%	7%	5%
	Black	0%	-12%	-9%	1%
	Asian	5%	7%	10%	9%
	Mixed	-9%	-15%	-18%	-16%
	Other ethnicity	4%	4%	3%	5%
LGBT+	Yes	-6%	-14%	-21%	-13%
	No	1%	2%	1%	1%
Age	16-24	4%	-4%	-6%	0%
	25-34	3%	-2%	-3%	-1%
	35-44	0%	2%	3%	2%
	45-54	-4%	2%	-1%	-2%
	55-64	-3%	-2%	-1%	-2%
	65 years +	-1%	5%	5%	5%
Disability	Disability	-2%	-3%	-3%	1%
	No disability	1%	1%	0%	1%
Sex	Male	0%	2%	3%	2%
	Female	0%	-1%	-3%	-1%

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%	67%	61%
Barnet	48%	74%	71%	62%
Bexley	51%	75%	70%	58%
Brent	56%	78%	80%	71%
Bromley	54%	71%	66%	57%
Camden	44%	67%	49%	58%
Croydon	40%	66%	59%	53%
Ealing	52%	78%	79%	72%
Enfield	45%	70%	65%	56%
Greenwich	50%	68%	62%	55%
Hackney	42%	62%	51%	50%
Hammersmith and Fulham	53%	70%	62%	57%
Haringey	46%	66%	52%	56%
Harrow	63%	82%	86%	76%
Havering	54%	77%	72%	62%
Hillingdon	63%	84%	85%	80%
Hounslow	52%	76%	71%	64%
Islington	46%	62%	48%	53%
Kensington and Chelsea	57%	78%	69%	63%
Kingston upon Thames	51%	78%	64%	59%
Lambeth	48%	60%	49%	47%
Lewisham	42%	61%	53%	46%
Merton	54%	77%	68%	63%
Newham	49%	75%	61%	61%
Redbridge	48%	70%	66%	60%
Richmond upon Thames	53%	69%	60%	53%
Southwark	50%	65%	53%	49%
Sutton	52%	80%	73%	67%
Tower Hamlets	47%	72%	61%	56%
Waltham Forest	38%	62%	53%	49%
Wandsworth	51%	71%	59%	58%
Westminster	56%	75%	67%	65%
<b>MPS</b>	<b>50%</b>	<b>71%</b>	<b>65%</b>	<b>59%</b>

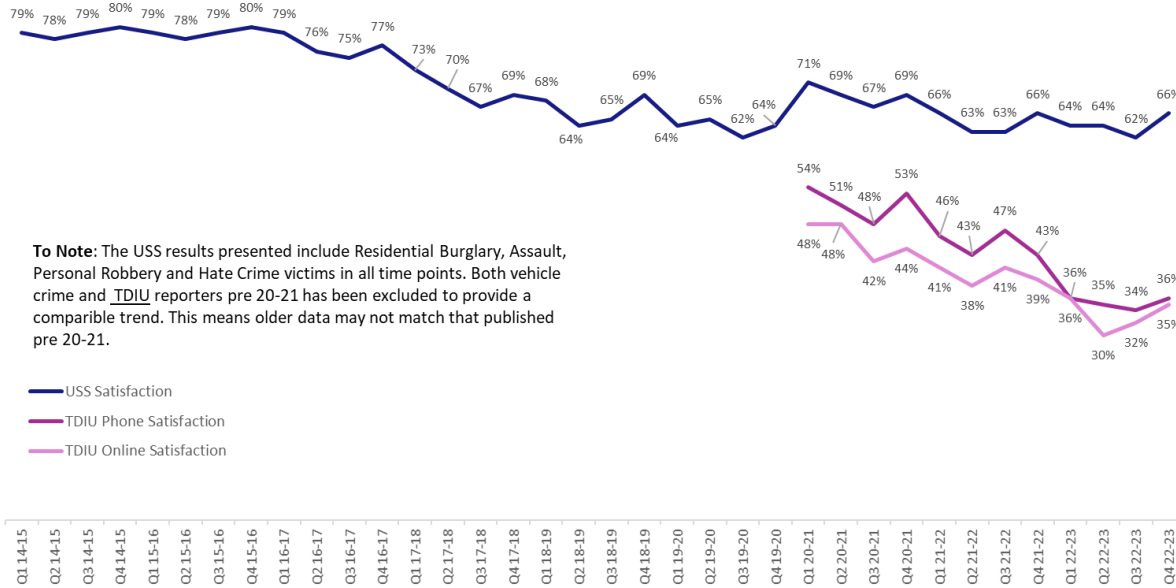
Borough performance remains mixed, but has tended to stabilise during FY 22-23. At the end of FY 21-22, 20 Boroughs had seen notable declines in Confidence. However, this has since reduced to just 4 Boroughs at the end of FY 22-23 – with 8 Boroughs now seeing improvements\*.

\*\*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

\*Declines/improvements of 5pp. or more over the last 12 months.

# 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 reporters under 44 years old are also consistently 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.

BCU reported Overall Satisfaction shows **no statistically significant change** from this time last year; from 66% in Q4 21-22 to the current 66% in Q4 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 (Q4 21-22 vs. Q4 22-23) for both telephone reporters (-7pp. (sig.)) and for online reporters (-4pp. (non-sig.)).

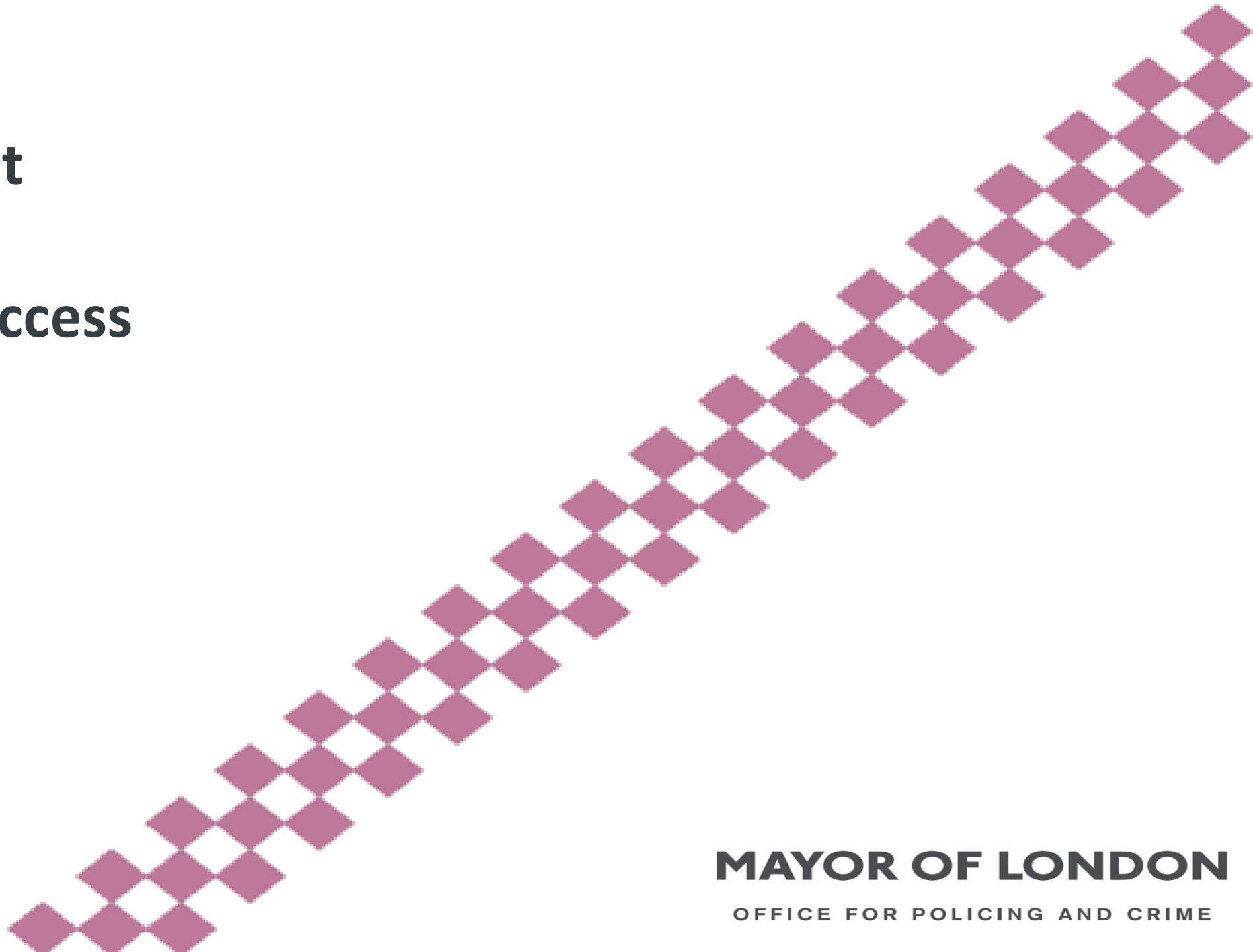
12 months to Q4 22-23		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>
<b>Unweighted MPS result</b>		64%	35%	33%
Ethnicity	White British	1%	2%	1%
	White Other	3%	4%	6%
	Black	-2%	6%	1%
	Asian	1%	0%	-2%
	Mixed	-1%	0%	4%
LGBT+	Other ethnicity	-2%	-3%	5%
	Yes	-4%	-1%	3%
Age	No	0%	2%	3%
	16-24	1%	-9%	-4%
	25-34	-1%	-8%	-6%
	35-44	-3%	-9%	-3%
	45-54	1%	4%	2%
	55-64	-1%	9%	3%
Disability	65 years +	11%	21%	15%
	Disability	-8%	5%	2%
Gender*	No disability	2%	1%	1%
	Male	1%	0%	-1%
	Female	-2%	4%	6%

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



**MPS Oversight**

**Measuring Success**



**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

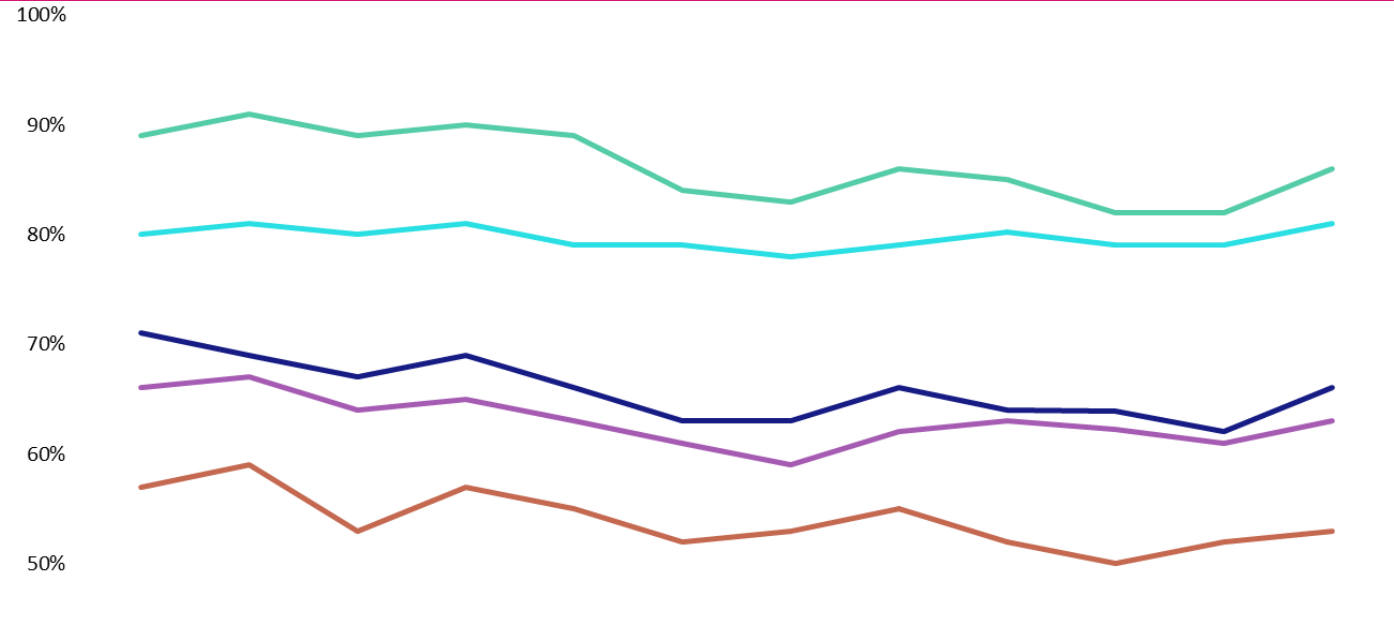
# USS: Overall Satisfaction and drivers

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

Overall Satisfaction shows no statistically significant change over the last year from 66% in Q4 21-22 to the current 66% in Q4 22-23.

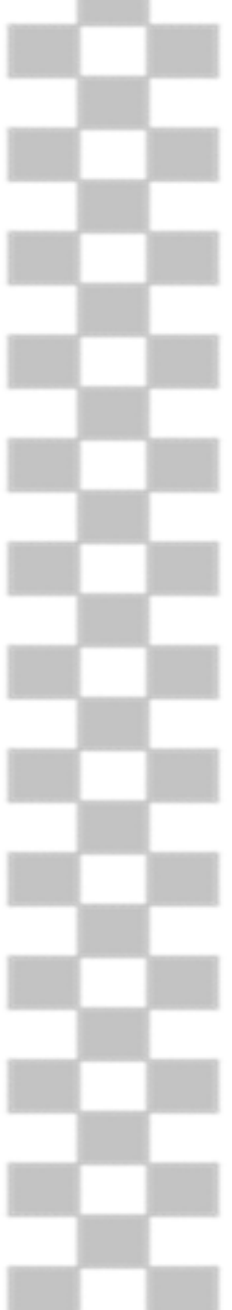
There are no statistically significant differences when comparing Q4 21-22 and Q4 22-23 results for any of the wider service areas.

However, a broader financial year view shows that both **Ease of Contact** (FY 21-22 86% vs FYTD 22-23 84%) and **Follow Up** (54% vs. 52%) are both showing significant declines.



The confidence intervals associated with this data are approximately 1.5 percentage points per data point

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



# USS: VCOP compliance has remained consistent

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

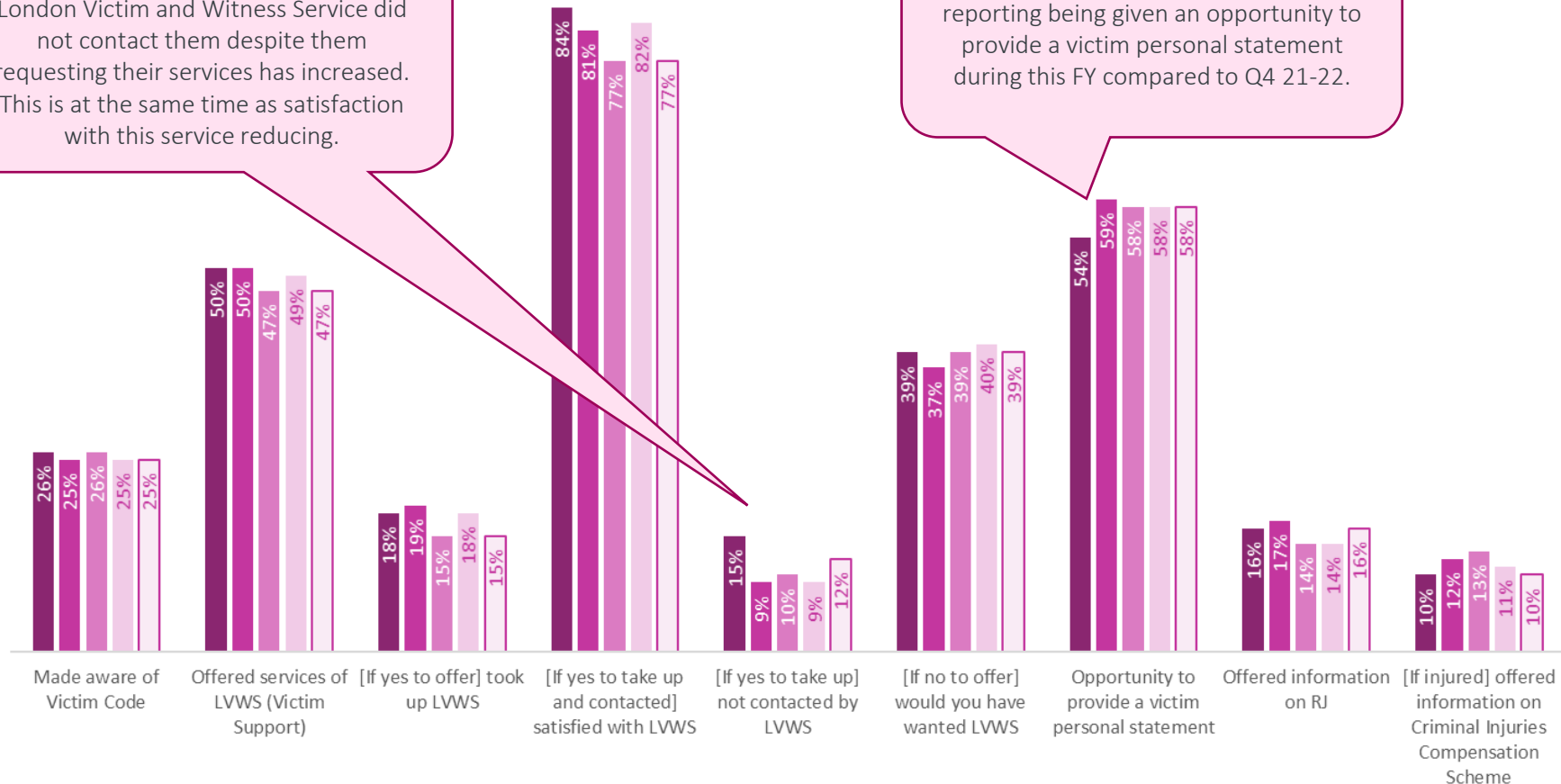
## Victim Code responses over time

Discrete data per point

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

The proportion of victims who report that London Victim and Witness Service did not contact them despite them requesting their services has increased. This is at the same time as satisfaction with this service reducing.

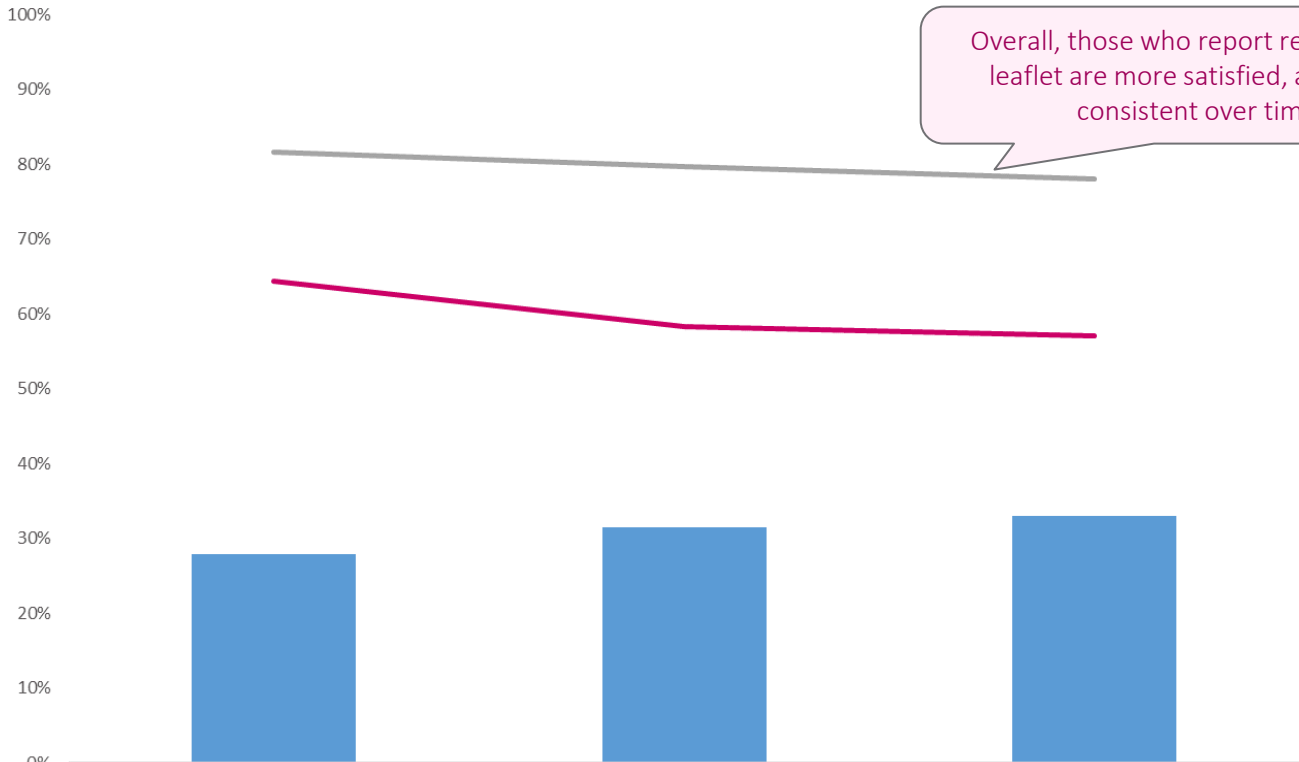
There have been small increase in victims reporting being given an opportunity to provide a victim personal statement during this FY compared to Q4 21-22.





# USS: Leaflet provision

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



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

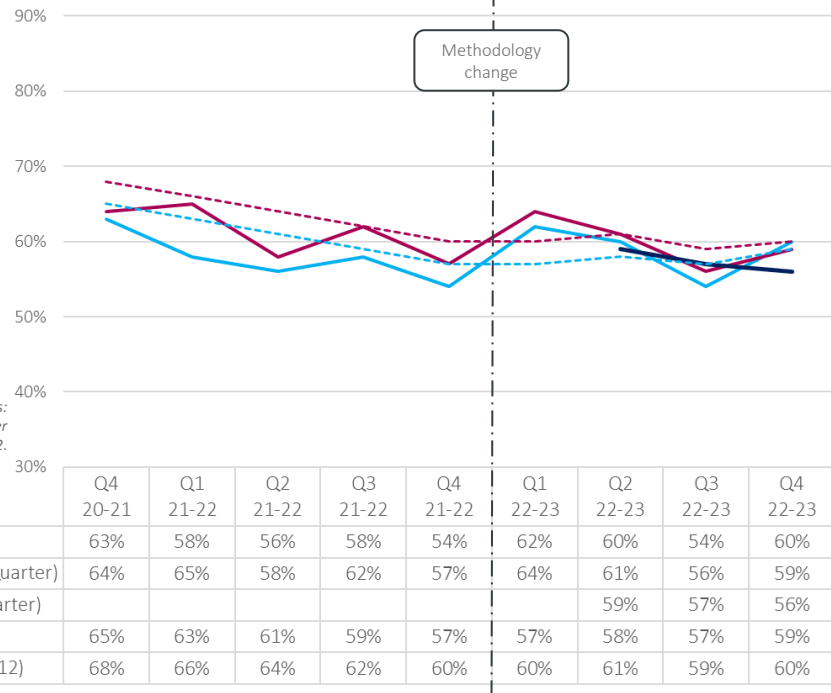
The MPS began distribution of a **Victim Care Leaflet** in November 2020 (Q4 20-21). These are directly given to victims aiming to improve information, VCOP compliance, and overall support.

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

Burglary victims are more likely to report receiving the leaflet (45% FY 22-23), than Robbery (36%), Assault (29%) and Hate (29%) victims.

# PAS: Public perception additional oversight measures - Trends

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



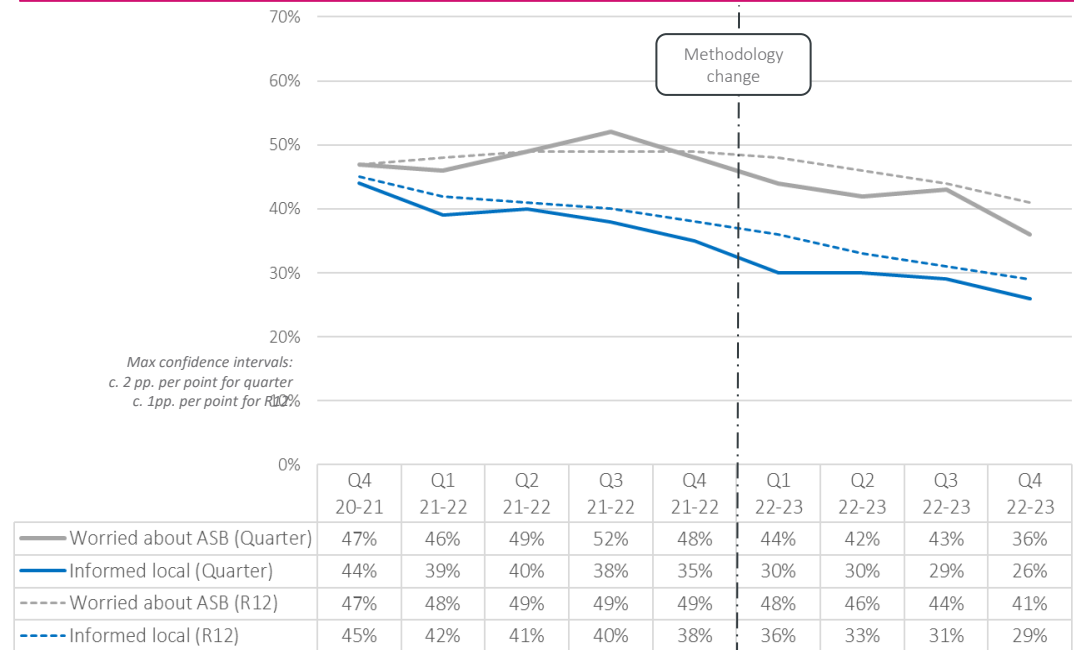
Max confidence intervals:  
c. 2 pp. per point for quarter  
c. 1pp. per point for R12.

After low results last quarter, the proportion of Londoners believing police can be **relied on to be there** and **listen to local concerns** have both seen an uplift in Q4 2022-23 (by 6pp. and 3pp. respectively). Results for both these measures had seen a general downwards trajectory over recent years, which has stabilised during FY 2022-23.

The proportion of Londoners believing **the MPS works to ensure high standards** of professionalism stands at 56% in discrete Q4 2022-23.

Q4 2022-23 has seen a large decline in the proportion of Londoners **worried about ASB in their local area** (-7pp. to 36%). This is in line with similar reductions also seen in public worry about crime. Although results may have been influenced by methodological changes to the PAS, concerns about ASB have fallen by 5 percentage points both for those interviewed face-to-face and over the telephone. Despite this, only a quarter of Londoners said they felt **well informed about policing in their local area** (26%).

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.

\* '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		41%	29%	59%	60%	58%
Ethnicity	White British	-1%	1%	-6%	-4%	-5%
	White Other	0%	0%	5%	5%	5%
	Black	-5%	-2%	2%	-2%	-7%
	Asian	5%	2%	6%	8%	11%
	Mixed	-1%	-5%	-8%	-16%	-12%
	Other ethnicity	0%	-4%	4%	4%	6%
LGBT+	Yes	0%	1%	-10%	-12%	-18%
	No	0%	0%	0%	1%	1%
Age	16-24	-11%	0%	2%	-1%	-4%
	25-34	-3%	-4%	3%	-4%	-2%
	35-44	4%	-1%	1%	1%	1%
	45-54	8%	2%	-3%	-1%	-1%
	55-64	5%	2%	-5%	-1%	0%
	65 years +	-5%	4%	-1%	7%	4%
Disability	Disability	3%	1%	-2%	2%	1%
	No disability	0%	0%	0%	0%	0%
Sex	Male	-3%	2%	0%	1%	2%
	Female	3%	-2%	-1%	-1%	-2%

\*This question was introduced in Q3 22-23. The data above is Q3 and Q4 22-23 combined, rather than the usual R12.

In line with wider inequalities seen across other perception measures, Londoners from **Mixed Ethnic Backgrounds** are less likely to believe police can be relied on to be there or listen to local concerns. The gap for **listen to concerns** has widened here, from -7pp. in FY 21-22 to -16pp. in FY 22-23. **LGBT+ Londoners** are also less likely to respond positively to these measures, and gaps have once again recently started to widen (see slide 25).

New analysis reveals a range of inequalities for believing **the MPS works to ensure high standards**. Particularly large gaps are seen here for **LGBT+ Londoners**, while those from Mixed, Black, or White British **Ethnic Backgrounds** are also less likely to respond positively.

Smaller inequalities tend to be seen in Londoners' **worry about ASB**, with younger residents (aged 16 to 24) less likely to feel concerned. Few inequalities are seen in the proportion of Londoners feeling **well informed about their local policing activities**.

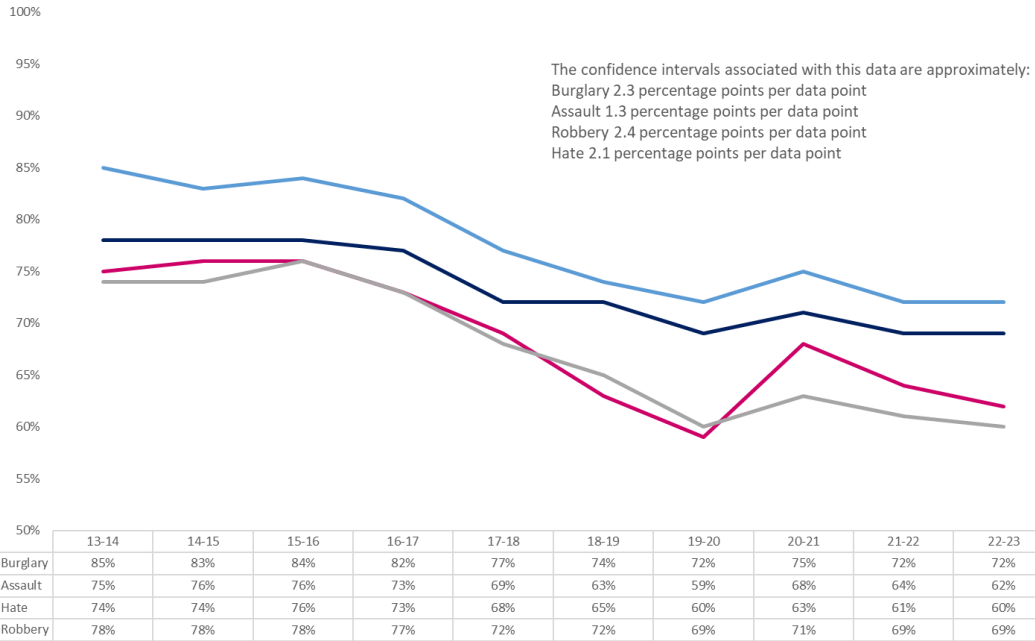
**Public Voice Insights**

**Victim Satisfaction**



# USS: Overall Satisfaction by crime group and BCU

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



Satisfaction is higher for victims of **burglary** (72%) and lower for victims of **hate crime** (60%) when compared to the FY MPS average (66%). These differences are statistically significant and this is consistent over time.

For all groups satisfaction declined from FY 15-16 to FY 19-20, after which performance has been broadly consistent apart from an increase that is associated with the start of the COVID-19 pandemic. This was particularly acute for the Assault 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 3 performing BCUs and bottom two performing BCUs is statistically significant.

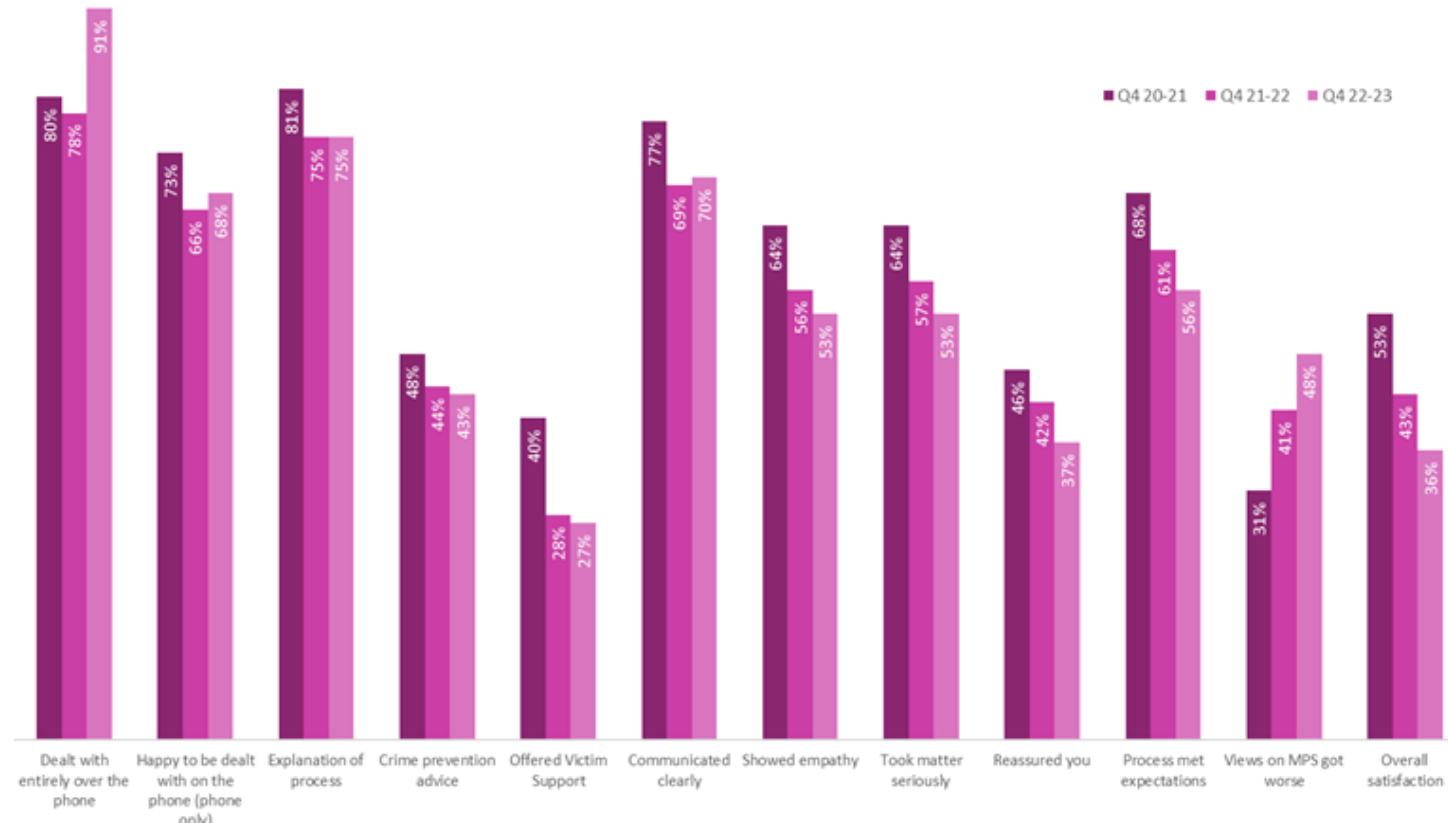
# TDIU: Telephone reporters

The factors most strongly associated with satisfaction for telephone reporters include **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).

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. All victims of burglary are now offered a visit by police and as such are less likely to be a part of the TDIU survey. This is explored later in the pack.

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 Q4.

Due to lessening performance there is an increase in those left with a **worse opinion of the MPS** subsequent to their report – now half of respondents for Q4 22-23 (48%). Given the volume of crime reported via the TDIU this could be having a large impact on views of the police in general.



# 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. Not receiving any further contact, but expecting contact, is one of the strongest associations with dissatisfaction for online reporters ( $r=-0.76$ ).

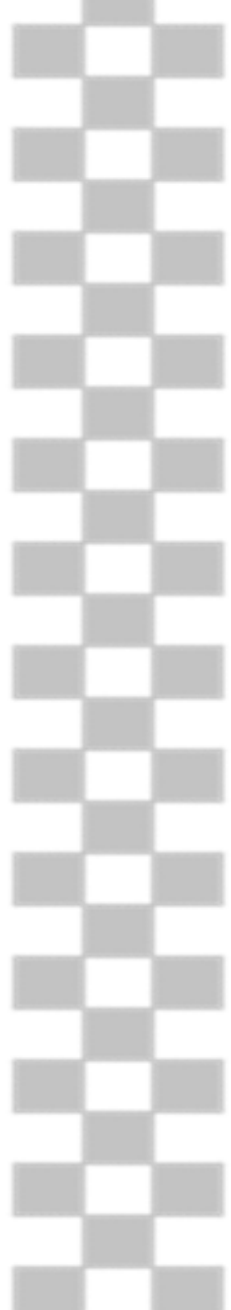


Far fewer victims report being offered the services of Victim Support over time. This has fallen from around half (51% Q4 20-21) to around a quarter (26% Q4 22-23).

A new question for FY 22-23 shows 61% (Avg. of Q1-Q4 22-23) of respondents feel the police spent **too little time investigating** their report.

These factors are associated with a decreasing proportion of respondents answering that the process of reporting **met their expectations**, which has fallen 8 pp. over the last 2 years.

As a consequence of this an increasing proportion of respondents leave the experience with a worst view of the MPS (up 15 pp. from 28% Q4 20-21 to just under half of respondents (43% Q4 22-23)).



**Public Voice Insights**

**Public Attitude Survey**





# Widening inequalities have recently emerged for LGBT+ Londoners, driven by sustained downwards trajectories. New insight shows inequalities are larger for certain LGBT+ groups.

Recently, perception gaps for LGBT+ Londoners have started to widen. While results during FY 22-23 broadly stabilised for non LGBT+ Londoners, PCP perception measures contrastingly **continued to fall for LGBT+ groups**. This has driven these widening inequalities.



The increased PAS sample size for FY 22-23 enables new insight to better understand the current picture of inequalities amongst **specific groups of LGBT+ Londoners**.

The table below shows percentage point gaps between LGBT+ demographic groups and the overall MPS result for FY 22-23.

Gaps of 10pp.+ are shaded light Gaps of 20pp.+ are shaded dark		Good job local	Trust the MPS	Treat everyone fairly	Deal with issues
<b>All MPS</b>		50%	71%	65%	59%
<b>Sexual orientation*</b>	LGBT+ Gay/Lesbian	-8%	-11%	-19%	-14%
	LGBT+ Bisexual	-7%	-22%	-30%	-16%
<b>Sex</b>	LGBT+ Males	-2%	-9%	-15%	-9%
	LGBT+ Females	-11%	-21%	-28%	-17%
<b>Ethnicity</b>	LGBT+ White	-8%	-15%	-23%	-14%
	LGBT+ BAME	-2%	-14%	-13%	-6%
<b>Age</b>	LGBT+ Aged Under 35	-6%	-20%	-29%	-19%
	LGBT+ Aged 35+	-6%	-8%	-12%	-7%

Negative gaps tend to be seen across all groups of LGBT+ Londoners – but inequalities in Trust and Fair Treatment are particularly large for Bisexual Londoners.

In addition, gaps are more pronounced amongst LGBT+ females, younger LGBT+ Londoners, and those from a White Ethnic Background.



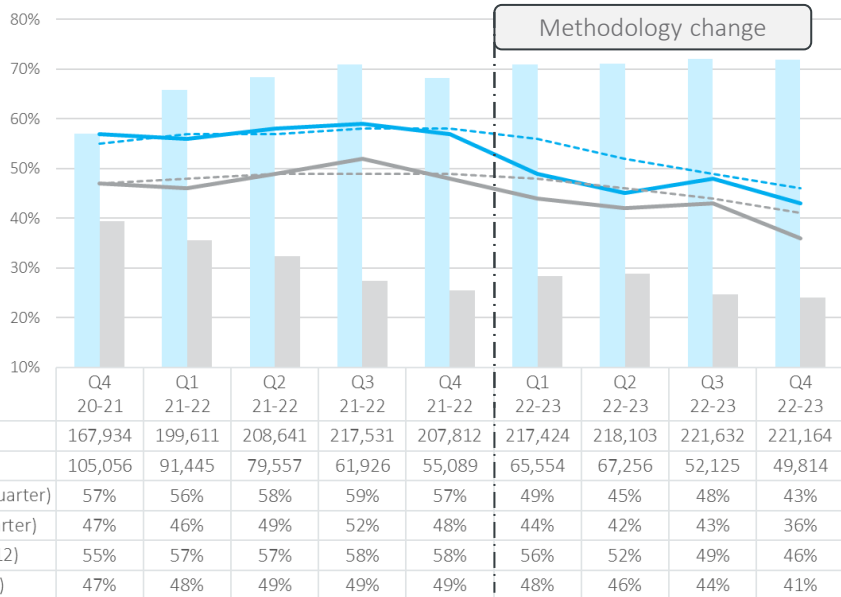
\*LGBT+ also includes Londoners identifying as a non-binary sex, transgender, and those who don't know their sexual orientation. However further breakdowns for these groups are not possible due to low base sizes. Groups here range from around 150-550 people.

Sources: PAS

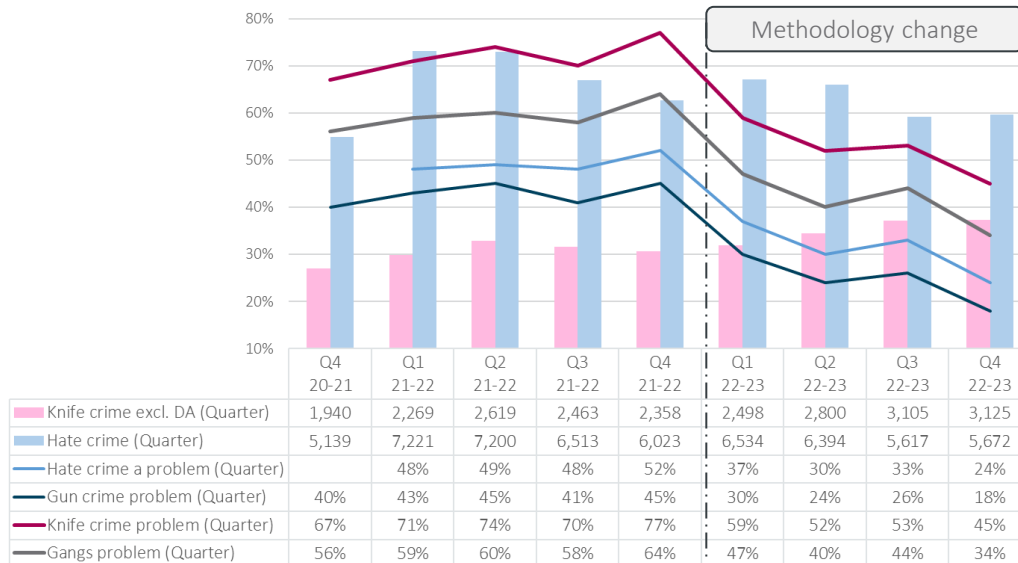
# Declines have been observed in a range of measures around violent crime

Measures of Londoners' **concerns about crime and ASB** in their local area **have reduced significantly** over FY 2022-23. In Q4 22-23, overall worry about crime stands at 43%, reduced by 14 percentage points since Q4 21-22 (discrete quarter). Particularly sharp **reductions observed for Londoners thinking specific violence-related crimes are a problem** in their local area.

Worried about crime/ASB in the local area  
(% very or fairly worried, Quarterly and Rolling-12 Trends)



Crime concerns in the local area  
(% problem, Quarterly Trends)



**The relationship between overall worry about crime and levels of recorded crime is weak.** Declines in worry have been seen while TNO has remained relatively stable. At a borough level, greater worry about crime is generally not associated with higher levels of TNO.



Insights: Public Perceptions

Worry about crime and ASB and thinking that specific violence-related crimes are a problem has **reduced across all demographic groups** (ethnicity, LGBT+, age, disability, sex). However, there have been greater reductions in thinking knife crime and hate crime are problems in the local area among non-LGBT+ Londoners compared to LGBT+ Londoners.



MOPAC London Surveys Q4 22-23

Initial analysis suggests the declines have been driven by a combination of true change and methodological impacts.

**Future trends will be monitored and further analysis conducted to understand these declines.**

Sources: PAS and MetStats data

# 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).

