

### Trust and confidence in the police

#### Standards of professionalism

57%



Agree the Metropolitan Police Service work to ensure all police officers adhere to the highest possible standards of professionalism\*

#### Confidence ('good job local')

#### Trust in MPS

46%

↓ 4pp.  
vs. Q3 21-22

Think the police in their area are doing a good job

72%

↓ 3pp.  
vs. Q3 21-22

Agree that the MPS is an organisation they can trust

#### Fair treatment

#### Dealing with things that matter

65%

↑ 1pp.  
vs. Q3 21-22

Agree the police in their area treat everyone fairly regardless of who they are

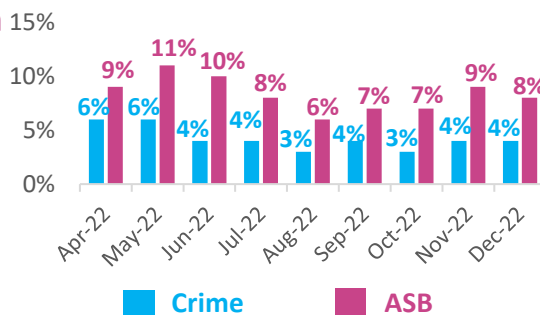
56%

↓ 6pp.  
vs. Q3 21-22

Agree police are dealing with the things that matter to people in their community

### PAS victimisation

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



### Victim satisfaction

#### USS

62%

↓ 1pp.  
vs. Q3 21-22

Overall satisfaction

#### TDIU



34%

↓ 13pp.  
vs. Q3 21-22  
Overall satisfaction



32%

↓ 9pp.  
vs. Q3 21-22  
Overall satisfaction

### Crime concerns and feelings of safety

#### Worry about crime

48%

Are worried about crime in their local area

↓ 11pp.  
vs. Q3 21-22

#### Hate crime

33%

Think hate crime is a problem in their area

↓ 15pp.  
vs. Q3 21-22

#### People using or dealing drugs

72%

Think people using or dealing drugs is a problem in their area

↑ 2pp.  
vs. Q3 21-22

#### Safety during the day



96%

Feel safe walking alone during the day in their area

↑ 1pp.  
vs. Q3 21-22

95% ↑ 1pp.  
for females vs. Q3 21-22

96% — 0pp.  
for males vs. Q3 21-22

#### Safety after dark



68%

Feel safe walking alone after dark in their area

↑ 6pp.  
vs. Q3 21-22

56% ↑ 7pp.  
for females vs. Q3 21-22

80% ↑ 5pp.  
for males vs. Q3 21-22

\* Comparison data with previous year not available as question only introduced to PAS in Q2 22-23.

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

Quarterly insights

TDIU data shows worsening experiences over the past 2 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. Currently 50% of telephone reporters and 45% of online reporters say their views of the MPS got worse as a result of reporting – both up by 14pp. compared with two years ago.

Declines in confidence during Q3 22-23 were larger amongst older age groups – particularly those aged 65+ (-8pp compared to Q2) – with older Londoners now *less confident* than younger Londoners. Declines were also associated with reductions in public perceptions of how well police engage with communities and respond to crime.

Based on the Crime Survey for England and Wales, London residents still have higher levels of confidence in their local police than residents of most-similar force areas.

Over the last two years, gaps seen between responses from Black Londoners compared with the overall MPS result have tended to narrow. Analysis suggests this has been driven by significant declines among White Londoners bringing the overall MPS result down, rather than significant increases for Black Londoners. There was a slight uplift in perceptions amongst Black Londoners last quarter, however this has not been sustained – Q3 saw large reductions in confidence for both Black and White British Londoners.

PCP Trust and Confidence measures: Borough-level performance

Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Barking and Dagenham	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%
<b>MPS</b>	<b>49%</b>	<b>71%</b>	<b>62%</b>	<b>58%</b>

Borough performance across the four PCP Trust and Confidence measures remains mixed, with many London Boroughs seeing declines over the last year but some seeing improvements.