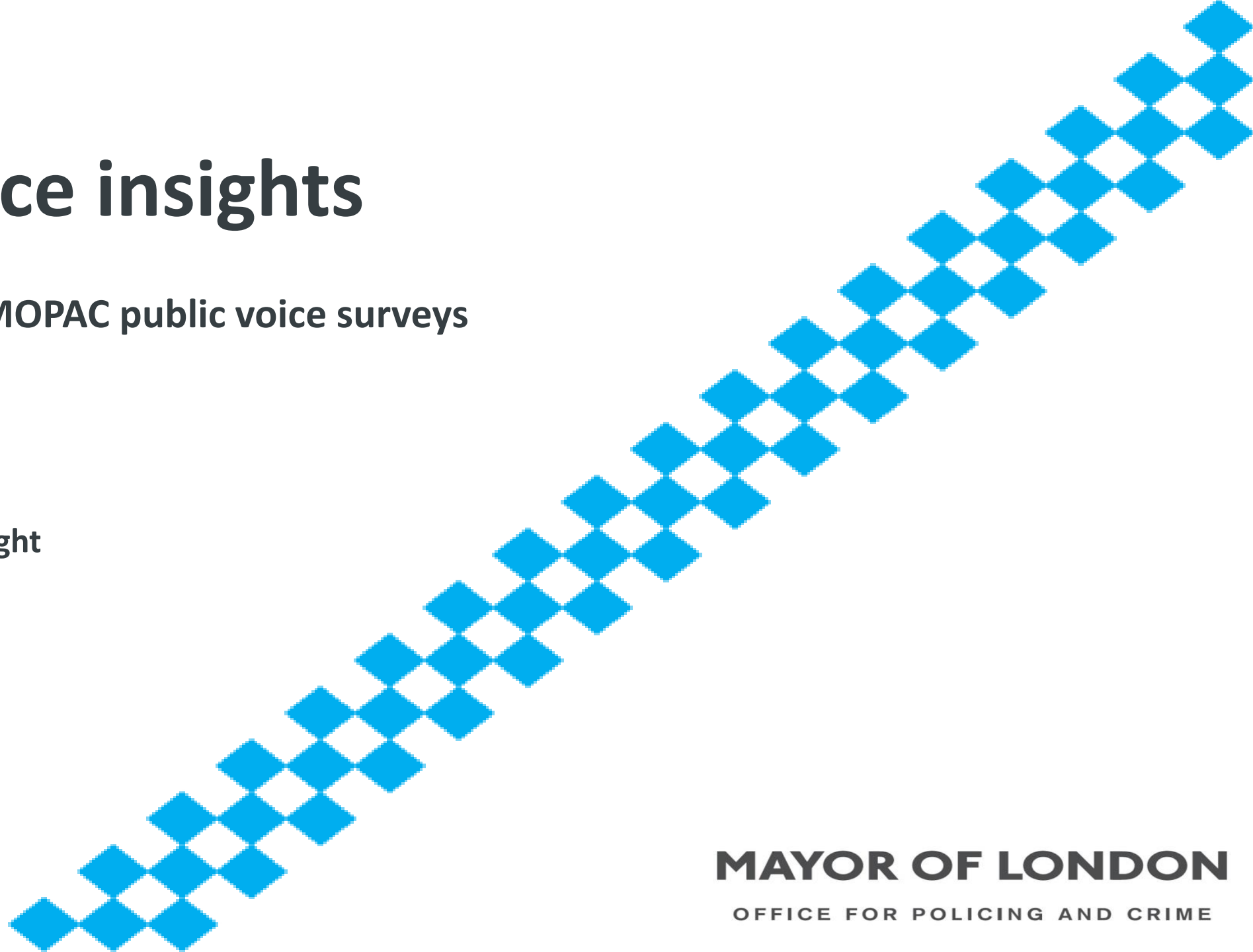


# Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 3 2023-24

MOPAC Evidence & Insight



**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Executive Summary – Top Lines

## User Satisfaction Survey (USS)

**Overall Satisfaction** shows no significant change from this time last year; from 62% in Q3 22-23 to the current 61% in Q3 23-24.

## TDIU survey

**Telephone reporters** have been consistently **more satisfied** than those who report online, with one exception in Q1 22-23.

When comparing this quarter with the same period last year (Q3 22-23 vs. Q3 23-24) there has **not been any significant** change for both telephone reporters (currently 36%; +2pp. compared to last year) and for online reporters (currently 32%, the same as last year).

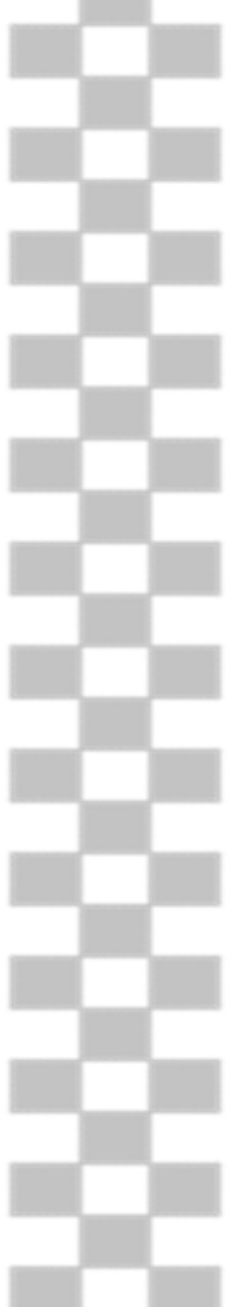
## Public Attitude Survey (PAS)

**Trust and confidence** have seen sustained declines over recent years, reaching particularly low levels at the end of FY 21-22. Results for both measures have since stabilised at these lower levels. In Q3 23-24, 70% of Londoners believed the Metropolitan Police Service was an organisation they could trust, while 46% felt police did a good job in their local area.

**Victimisation** has remained relatively stable over the last year: 3% of Londoners interviewed for the Public Attitude Survey during Q3 23-24 said they had experienced something they would consider to be a crime during the one calendar month prior.

**Worry about crime** saw a downwards trend during FY 22-23 (likely influenced by methodological changes to the PAS), with more recent results now tending to stabilise. In Q3 23-24, 44% of Londoners said they were worried about crime locally; a 3 percentage point increase compared with Q2 23-24. This quarter also saw an increase in public worry about ASB, alongside a reduction in feelings of safety after dark. It should be noted that there is an element of seasonality for these measures.

FY 22-23 saw a phased return to face-to-face interviewing for the Public Attitude Survey; data for FY 23-24 are now entirely based on in-person interviews. 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, Hate Crime and Theft (added FY 23-24) are invited via email or SMS message to participate in the survey 6-12 weeks after the report of their incident. FY 22-23 saw just under 9000 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. In FY 23-24, the survey will gather the views of over 19,000 residents – 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 saw a phased return to face-to-face interviewing, and **latest data for FY 23-24 are now based entirely on face-to-face interviews**. *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.

Reducing and preventing violence

Increasing trust and confidence

Better supporting victims

Protecting people from being exploited or harmed

A large number of measures from the **Public Attitude Survey** feed into the first two areas of the PCP.

The four key measures are:

- **Trust** in the MPS
- **Confidence** (AKA "good job local")
- Perceptions of **fair treatment**
- Feeling the police are **dealing with the issues** that matter

Measures from the **User Satisfaction Survey** and **TDIU Survey** feed into the "better supporting victims" section of the PCP.

The key measures are **victim satisfaction** across all three reporting methods (BCU-reported, telephone via the MPS TDIU, and online via the TDIU).

The surveys are also providing some of the performance metrics for **A New Met for London** and the **London Policing Board**.

Further information about the London Policing Board can be found here: [The London Policing Board | London City Hall](#)

A New Met for London plan can be viewed here: [A New Met for London | Metropolitan Police](#)

# Executive Summary



**MAYOR OF LONDON**

OFFICE FOR POLICING AND CRIME

# Key Findings for Victim Satisfaction

**Overall Satisfaction** shows no significant change from this time last year; from 62% in Q3 22-23 to the current 61% in Q3 23-24. There are no statistically significant differences when comparing Q3 22-23 and Q3 23-24 results for any of the drivers of satisfaction.

**VCOP compliance** has remained consistent in the main. Satisfaction with London Victim and Witness Service (LVWS) has fluctuated over time. The proportion of victims who took up the offer of LVWS but report not being contacted has also increased compared to a year ago.

Little progress has been achieved in the distribution of **Victim Information Leaflets**. At present, 31% of victims interviewed as part of USS report receiving a leaflet.

**Telephone reporters have been consistently more satisfied than those who report online.** When comparing this quarter with the same period last year (Q3 22-23 vs. Q3 23-24) there has **not been any significant** change for both telephone reporters (+2pp.) and for online reporters (0pp.).

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 49% of telephone reporters and 43% of online reporters say their views of the MPS have got worse.**

There are a number of factors associated with **vulnerability**: having a self-declared disability, being female, having a serious injury recorded on CRIS, being a repeat victim, and being a victim of robbery. Victim satisfaction is highest when vulnerability is identified and catered for. If all those vulnerable had this identified and catered for, overall satisfaction could be in the region of 74% or 13 pp. higher than the Q3 23-24 results of 61%. Identifying health issues and/or disabilities may be particularly important; health issues are one of the least identified vulnerabilities, but when it is identified it is one that is most likely to be catered for.

## 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 age. **Older respondents** – over 65 years old – are more satisfied than the MPS average. In addition, for the TDIU, **younger respondents** – aged 16 to 44 – 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 10pp. 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

In Q3 23-24, 70% of Londoners believed **the Metropolitan Police Service was an organisation they could trust**, while 46% felt **police do a good job in their local area**. Levels of Trust and Confidence have been relatively stable during FY 23-24, but remain *low when looking back longer-term*. To illustrate, Confidence has declined by 8 percentage points when compared with the same time three years ago (Q3 20-21), whilst Trust has declined by 10 percentage points over this timeframe.

The proportion of Londoners believing **police treat everyone fairly** (60% in Q3 23-24) and **deal with issues that matter** (57% in Q3 23-24) have also remained stable during FY 23-24. Once again though, large declines are seen looking back longer term; with fair treatment declining by 10 percentage points and deal with issues by 9 percentage points since Q3 20-21.

The proportion of Londoners believing **hate crime is a problem in their local area** only saw a 2 percentage point increase to 23% in Q3 23-24; despite a marked increase in police-recorded hate crime over this time. However, Q3 23-24 saw a significant decline in feelings of **safety walking alone after dark** (-7pp. to 69%) after a high result last quarter – with safety declining both for males and females.

Self-reported **victimisation** has remained stable over the last year: in Q3 23-24, 3% of Londoners saying they experienced something they would consider to be a crime during the month prior.

Looking at the national picture of confidence, Crime Survey for England and Wales data show that the **MPS/CoLP rank 15<sup>th</sup> out of 42** police forces on confidence (52%, rolling 12 months to Q2 2023-24). This is above the England and Wales average (49%), and above the MPS's Most Similar Group: West Midlands ranked 37<sup>th</sup> (45%), West Yorkshire 39<sup>th</sup> (44%) and Greater Manchester 42<sup>nd</sup> (39%)

A new question in the PAS reveals mixed views towards MPS reform. In Q3 23-24, **56% of Londoners believed the MPS is 'changing for the better'**. This result is in line with other measures of MPS culture and standards. Londoners who believe the MPS responds to feedback and promotes high standards are *also* more likely to believe the MPS is 'changing for the better' – suggesting these judgements are closely linked.

During December 2023, an open free-text question was included in the PAS to help understand how Londoners form their judgements about **whether police treat people fairly**. Londoners most commonly believed police did NOT treat people fairly due to what they had seen or heard in the media – including in news stories and often on social media.

Looking at **safety**, many Londoners who feel unsafe walking alone in their area have changed their behaviour as a result. Feeling unsafe may be particularly restrictive for females, disabled, and older Londoners - all of whom are more likely to say they avoid going out as a result of feeling unsafe.

## Inequalities

**LGBT+** Londoners see large negative inequalities across all four of the PCP Trust and Confidence measures in Q3 23-24. These gaps have widened rapidly over the last two years, such that *only half* of LGBT+ Londoners now trust the MPS (52%; a gap of -21pp.) and *just 37%* believe police deal with the issues that matter to them (a gap of -20pp.).

Londoners from a **Mixed Ethnic Background** continue to see negative gaps across all four perception measures; but these gaps have tended to narrow when compared with the same point last year. **Black Londoners** remain less likely to trust the MPS (-11pp.) or to feel police treat everyone fairly (-7pp.), whilst smaller inequalities have now started to emerge for **White British** Londoners on some measures.

*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 Q3 23-24, around 3% of Londoners said that they had **experienced something they would consider to be a crime during the one calendar month prior to taking part in the Public Attitude Survey**. Levels of self-reported crime victimisation have remained relatively stable over time.

The proportion of Londoners feeling **worried about crime in their local area** saw a downwards trend last year (FY 22-23). This was likely influenced by methodological changes to the PAS, with concerns about crime tending to be *lower* amongst those interviewed face-to-face than those interviewed over the telephone. Results for FY 23-24 have since seen a stabilisation of this downwards trend. In Q3 23-24, 44% of Londoners said they were worried about crime locally; a 3 percentage point increase when compared with Q2 23-24.

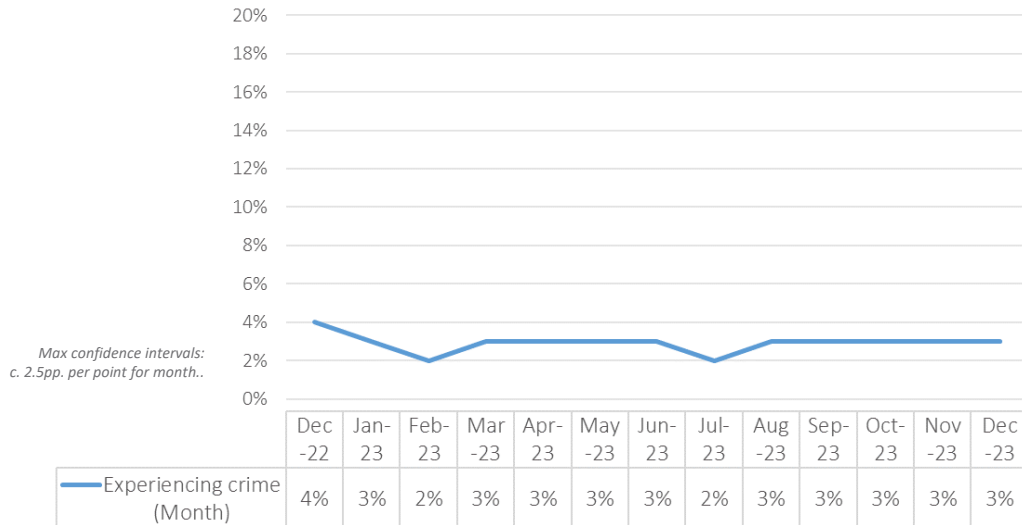
London is Safer

Our Vision:  
London is a Safe City for All

Londoners feel Safer

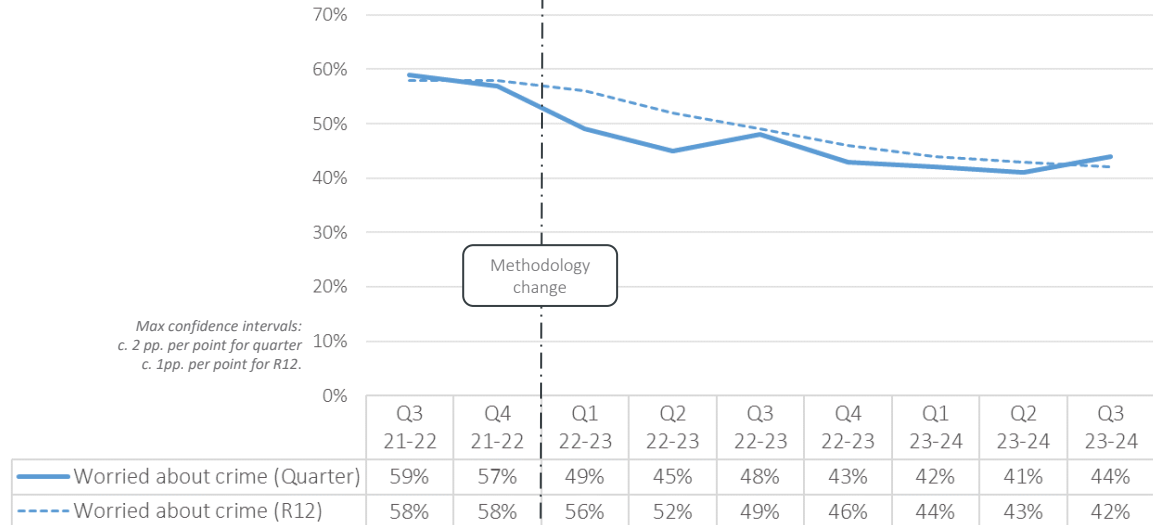
## Victimisation Prevalence

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



## Worried about crime in the local area

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



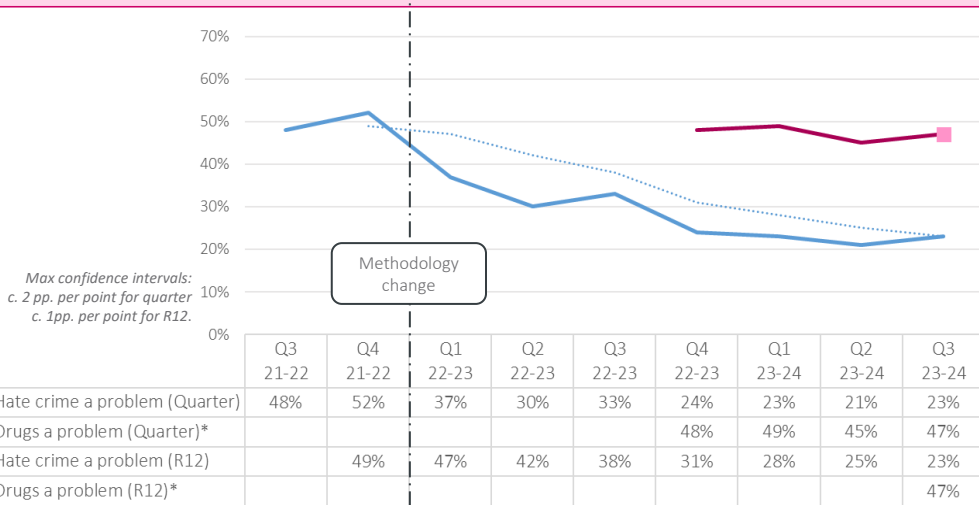
# Crime Concerns and Feelings of Safety

Londoners' concerns about hate crime declined during FY 22-23 (again likely influenced by methodological changes to the PAS) and have since stabilised.

In Q3 23-24, 23% of Londoners believed **hate crime was a problem in their local area** - a 2 percentage point increase following a low result in Q2 23-24. This suggests public concern about hate crime remained relatively stable; despite a marked increase in police-recorded hate crime over this timeframe (from 6874 offences in Q2 23-24 to 7895 in Q3 23-24<sup>†</sup>).

However, Q3 23-24 saw a significant decline in the proportion of Londoners **feeling safe walking alone after dark** (-7pp. to 69%), after a high result in Q2 23-24. Large gender gaps continue to be seen here, with results declining this quarter both for males (-7pp.) and females (-8pp.).

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

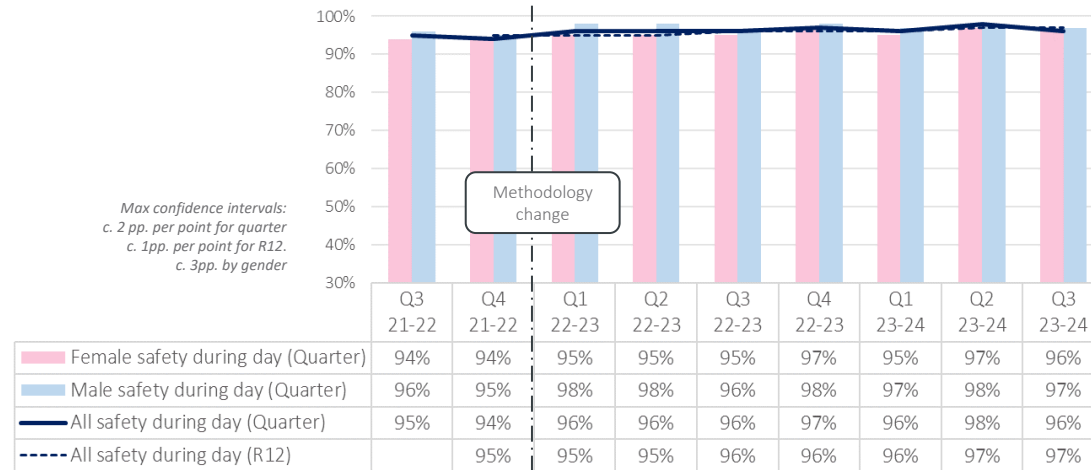


\*Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area was only asked to ALL PAS respondents starting Q4 22-23, so historical trends are unavailable.

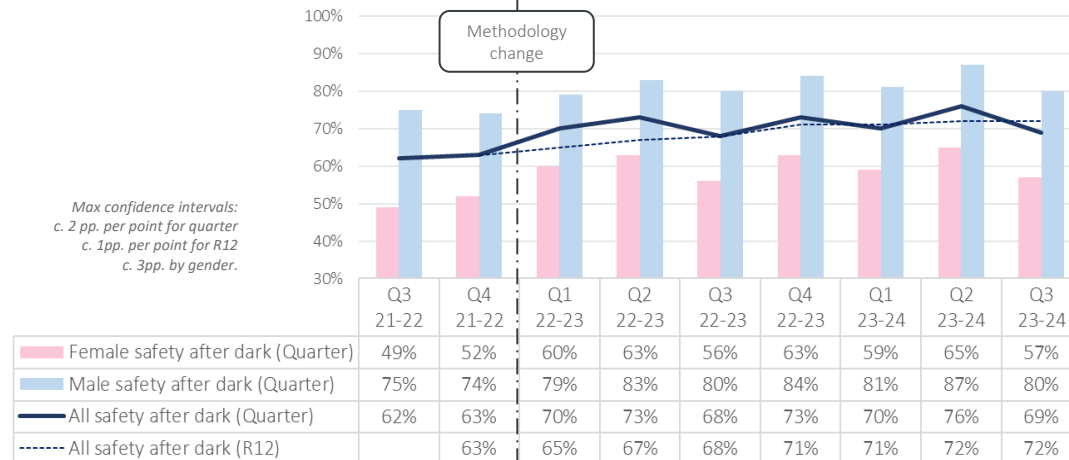
\*\*Please note that the PAS Gender question changed to Sex from Q1 22-23; safety excludes those that do not go out in their local area.

<sup>†</sup>Hate Crime data taken from the Metropolitan Police Service Monthly Crime Dashboard.

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



**Safety walking alone in local area after dark, by gender\*\***  
(% feeling safe, Quarterly and Rolling-12 Trends)



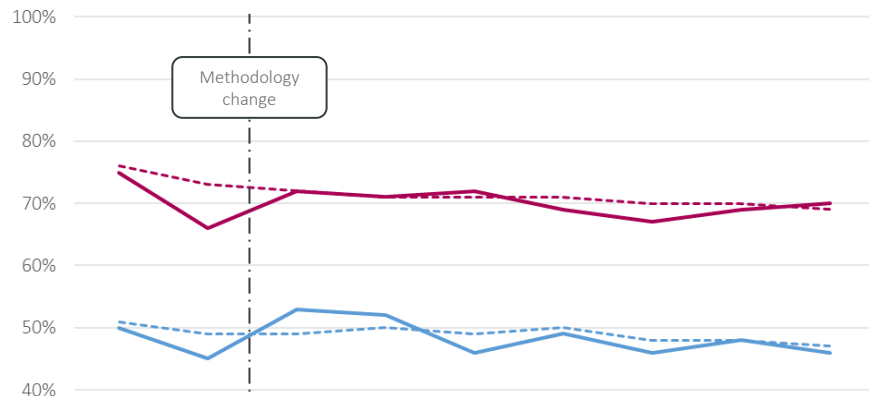
# Trust and Confidence in the Police - Trends

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. Results for both measures have since settled at these lower levels, with results for FY 23-24 broadly continuing this stabilisation.

In Q3 23-24, 70% of Londoners believed **the Metropolitan Police Service was an organisation they could trust**; in line with levels seen the previous quarter (+1pp.). Less than half of Londoners believed the **police do a good job in their local area** (46% in Q3 23-24), and this result stands 2 percentage points below the previous quarter. Results for both of these measures are broadly in line with those seen the same time last year (Q3 22-23), but *remain low when looking back longer-term*. To illustrate, confidence has declined by 8 percentage points when compared with the same time three years ago (Q3 20-21), whilst trust has declined by 10 percentage points over the same timeframe.

The proportion of Londoners believing **police treat everyone fairly** (60% in Q3 23-24) and **deal with issues that matter** (57% in Q3 23-24) have also remained stable during FY 23-24. Once again though, large declines have been seen longer term; with fair treatment declining by 10 percentage points and deal with issues by 9 percentage points since Q3 20-21.

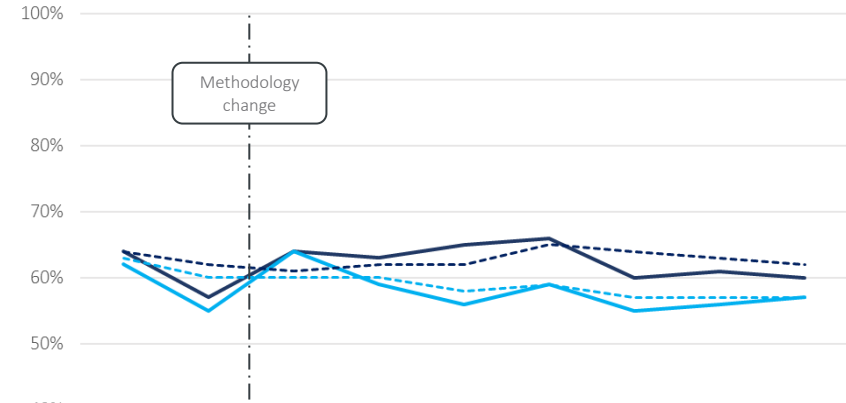
**Trust and Confidence**  
(% positive, Quarterly and Rolling-12 Trends)



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

	Q3 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24
Good job local (Quarter)	50%	45%	53%	52%	46%	49%	46%	48%	46%
Trust in MPS (Quarter)	75%	66%	72%	71%	72%	69%	67%	69%	70%
Good job local (R12)	51%	49%	49%	50%	49%	50%	48%	48%	47%
Trust in MPS (R12)	76%	73%	72%	71%	71%	71%	70%	70%	69%

**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 21-22	Q4 21-22	Q1 22-23	Q2 22-23	Q3 22-23	Q4 22-23	Q1 23-24	Q2 23-24	Q3 23-24
Fair treatment (Quarter)	64%	57%	64%	63%	65%	66%	60%	61%	60%
Dealing issues (Quarter)	62%	55%	64%	59%	56%	59%	55%	56%	57%
Fair treatment (R12)	64%	62%	61%	62%	62%	65%	64%	63%	62%
Dealing issues (R12)	63%	60%	60%	60%	58%	59%	57%	57%	57%

# Trust and Confidence in the Police - Inequalities

**LGBT+ Londoners** see large negative gaps across all four perception measures. These gaps have widened rapidly over the last two years, such that in R12 to Q3 23-24, *only half* of LGBT+ Londoners trust the MPS (52%) and *just 37%* believe police deal with the issues that matter to them.

Londoners from a **Mixed Ethnic Background** continue to see large negative gaps across all four perception measures; these gaps have tended to narrow when compared with the same point last year. **Black Londoners** remain less likely to trust the MPS or to feel police treat everyone fairly, whilst smaller inequalities have now started to emerge for **White British** Londoners on some measures.

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		47%	69%	62%	57%
Ethnicity	White British	-3%	-3%	-5%	-5%
	White Other	5%	6%	6%	4%
	Black	-3%	-11%	-7%	-1%
	Asian	6%	9%	9%	7%
	Mixed	-6%	-11%	-15%	-10%
LGBT+	Yes	-8%	-17%	-21%	-20%
	No	1%	1%	1%	1%
Age	16-24	6%	0%	-2%	2%
	25-34	3%	-1%	-4%	-2%
	35-44	0%	1%	2%	-1%
	45-54	-4%	-1%	0%	-3%
	55-64	-5%	-4%	-2%	-3%
	65 years +	1%	5%	6%	6%
Disability	Disability	1%	-2%	0%	0%
	No disability	0%	0%	0%	0%
Sex	Male	1%	1%	3%	1%
	Female	0%	0%	-3%	-1%

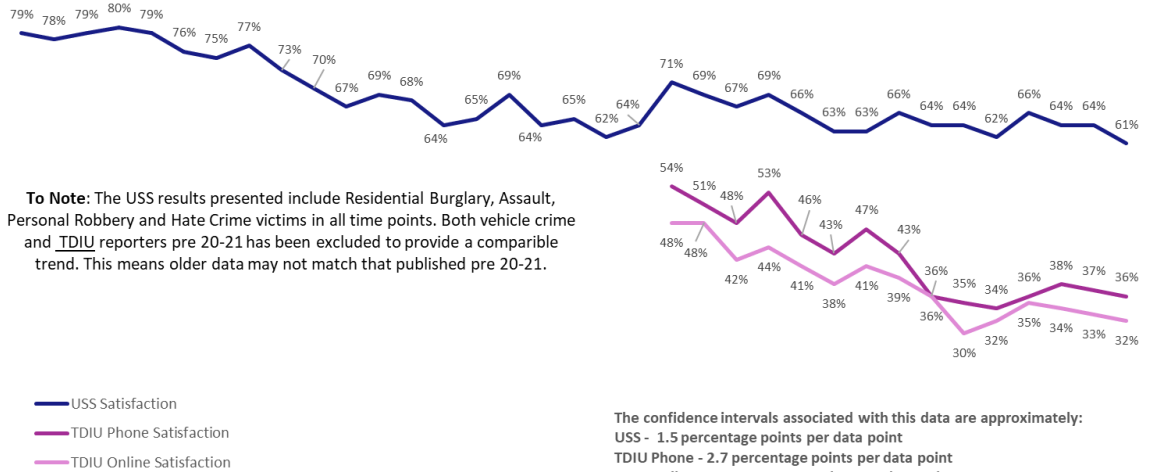
Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.	Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone 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%	63%	59%
Barnet	47%	70%	60%	62%
Bexley	54%	74%	71%	58%
Brent	49%	75%	64%	63%
Bromley	51%	68%	60%	52%
Camden	48%	66%	52%	55%
Croydon	38%	65%	55%	52%
Ealing	48%	76%	68%	64%
Enfield	42%	66%	62%	54%
Greenwich	47%	68%	61%	56%
Hackney	41%	59%	50%	49%
Hammersmith and Fulham	51%	70%	61%	62%
Haringey	40%	59%	53%	51%
Harrow	61%	82%	78%	74%
Havering	48%	73%	71%	58%
Hillingdon	57%	79%	77%	71%
Hounslow	46%	74%	67%	60%
Islington	42%	61%	52%	52%
Kensington and Chelsea	61%	80%	75%	75%
Kingston upon Thames	51%	72%	62%	60%
Lambeth	46%	63%	55%	55%
Lewisham	45%	56%	50%	46%
Merton	51%	73%	65%	59%
Newham	46%	71%	65%	53%
Redbridge	44%	64%	64%	47%
Richmond upon Thames	49%	66%	57%	55%
Southwark	42%	63%	50%	49%
Sutton	52%	76%	72%	66%
Tower Hamlets	42%	72%	64%	55%
Waltham Forest	38%	57%	54%	39%
Wandsworth	49%	69%	57%	56%
Westminster	60%	78%	71%	67%
<b>MPS</b>	<b>47%</b>	<b>69%</b>	<b>62%</b>	<b>57%</b>

Borough performance remains mixed. A cluster of North-East London Boroughs (Hackney, Haringey and Redbridge) all see declines of 5 percentage points or more on *three of the four* perception 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.

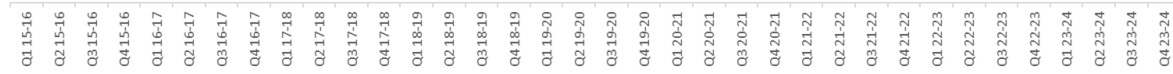
# Victim Satisfaction

**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.

The confidence intervals associated with this data are approximately:  
 USS - 1.5 percentage points per data point  
 TDIU Phone - 2.7 percentage points per data point  
 TDIU Online - 3.4 percentage points per data point



BCU reported Overall Satisfaction shows **no significant change** from this time last year; from 62% in Q3 22-23 to the current 61% in Q3 23-24.

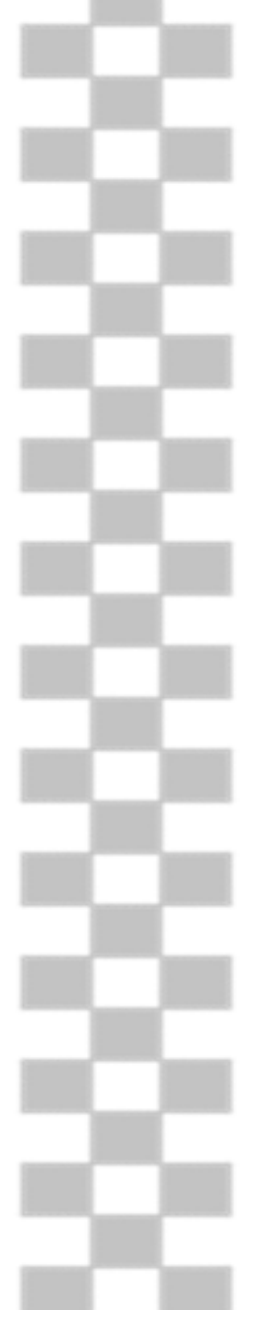
**Telephone reporters** have been consistently more satisfied than those who **report online**. When comparing this quarter with the same period last year (Q3 22-23 vs. Q3 23-24) there has **not been any significant change** for both telephone reporters (+2pp.) and for online reporters (0pp.).

Looking at **inequalities**, the only difference that is consistently seen across all results (i.e., USS and both TDIU contact methods) is that of age. **Older respondents** – over 65 years old – are more satisfied than the MPS average. In addition, for the TDIU surveys **younger respondents** – 16-44 – are less satisfied than the MPS average.

Within the USS the largest negative gap is seen between those who **self-declare a disability** and those who do not. This is consistent over time. In addition, there is a smaller gap for those from the **mixed and other ethnicity** groups as well as those from the **LGBT+** group.

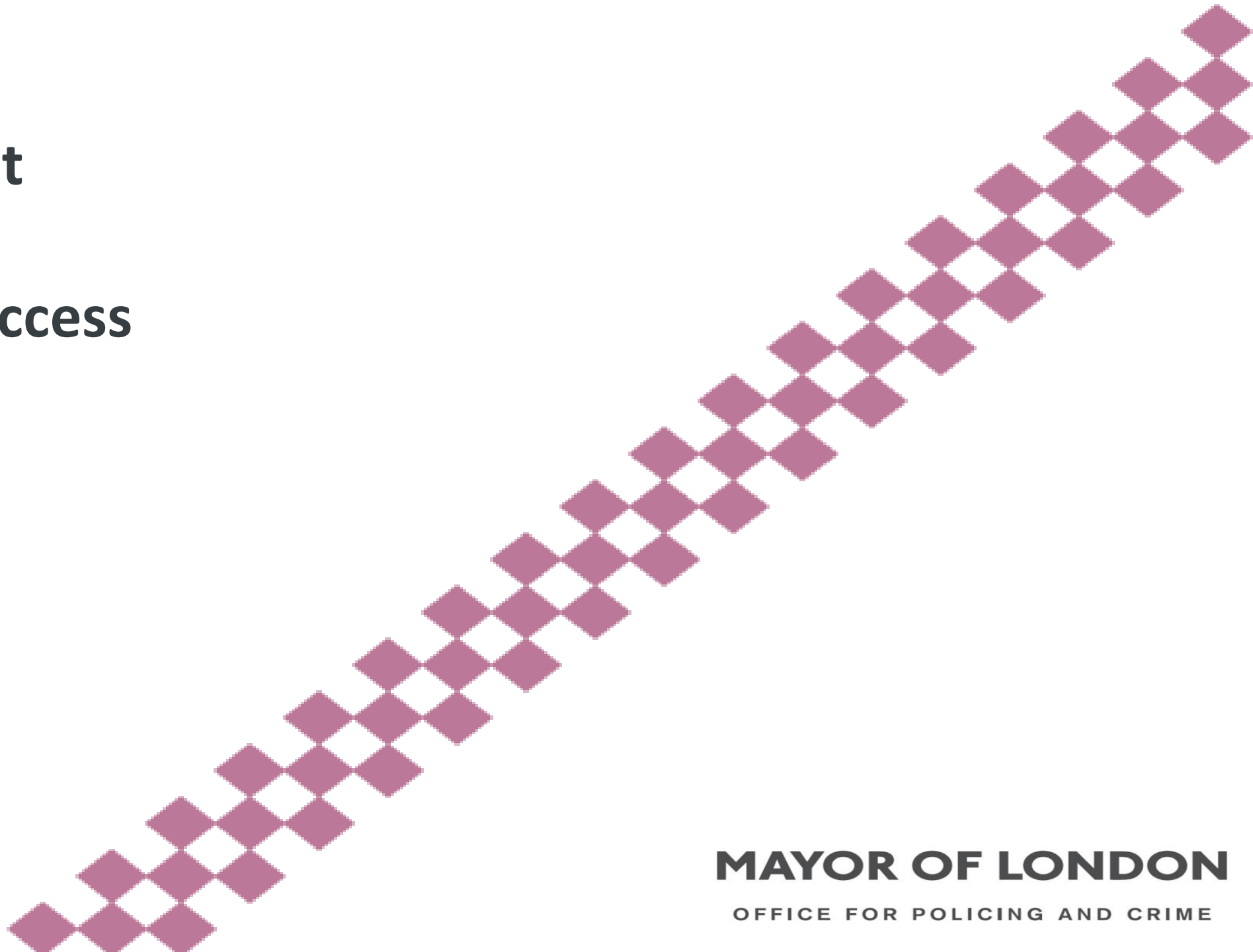
12 months to Q3 23-24		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>
Unweighted MPS result		64%	37%	33%
Ethnicity	White British	2%	3%	3%
	White Other	2%	2%	3%
	Black	-2%	4%	4%
	Asian	1%	-3%	-3%
	Mixed	-6%	-2%	-3%
LGBT+	Other ethnicity	-5%	-3%	0%
	Yes	-6%	3%	-3%
Age	No	0%	1%	3%
	16-24	0%	-12%	-12%
	25-34	-2%	-11%	-10%
	35-44	-3%	-9%	-5%
	45-54	0%	3%	2%
	55-64	0%	10%	9%
Disability	65 years +	10%	23%	20%
	Disability	-10%	4%	5%
Gender*	No disability	2%	0%	1%
	Male	1%	-1%	0%
	Female	-2%	4%	3%

\*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

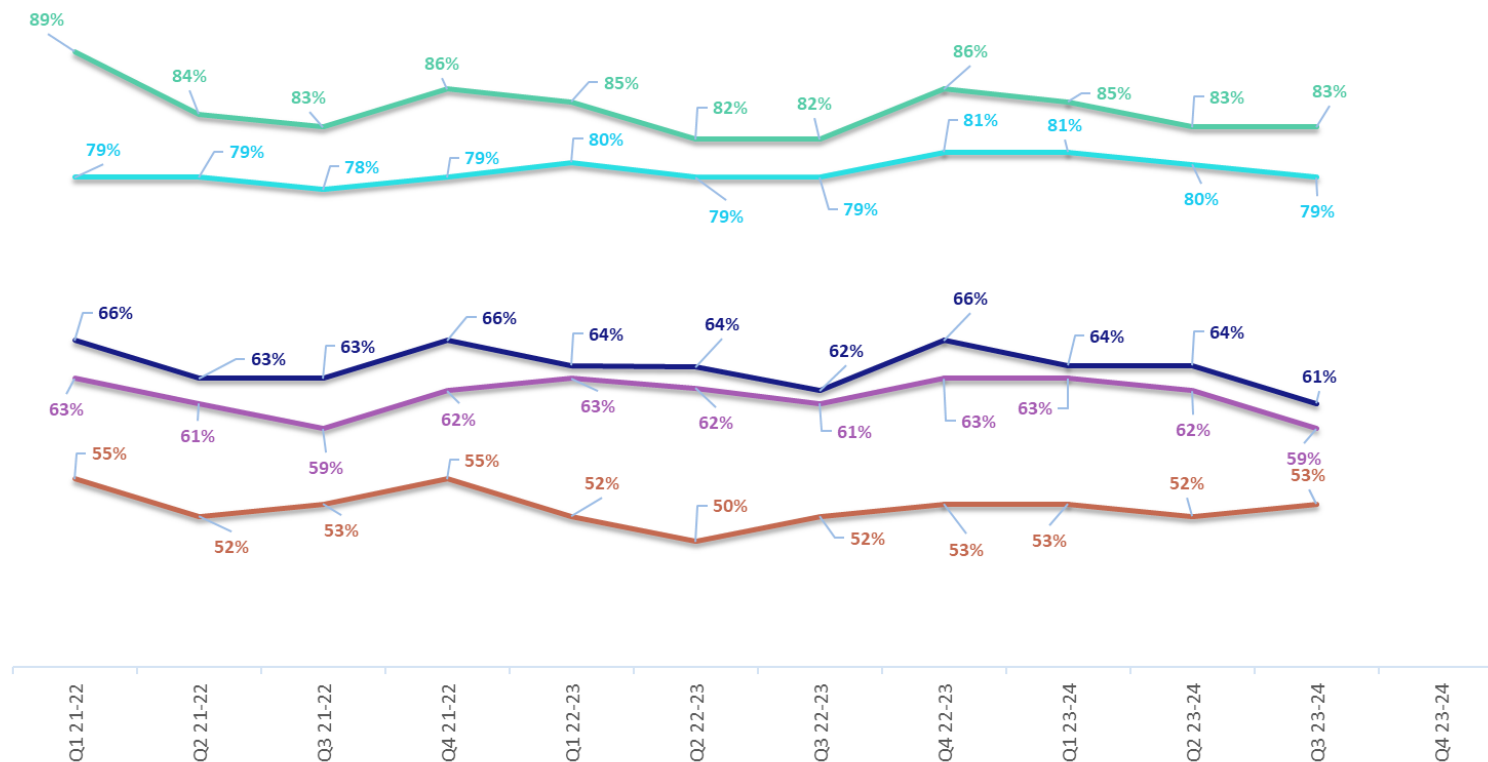
# USS: Overall Satisfaction and drivers

## Overall Satisfaction and satisfaction within service areas (% CVF Satisfied)

Discrete Quarter per point

Overall Satisfaction Ease of Contact Police Actions Follow Up Treatment

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



Overall Satisfaction shows **no significant change** from this time last year; from 62% in Q3 22-23 to the current 61% in Q3 23-24.

There are **no statistically significant** differences when comparing Q3 22-23 and Q3 23-24 results for any of the wider service areas.

There are **no statistically significant** differences when comparing FY 22-23 and FYTD 23-24 results for either Overall Satisfaction or any of the wider service areas.

# USS: VCOP compliance has remained largely consistent

## Victim Code responses over time

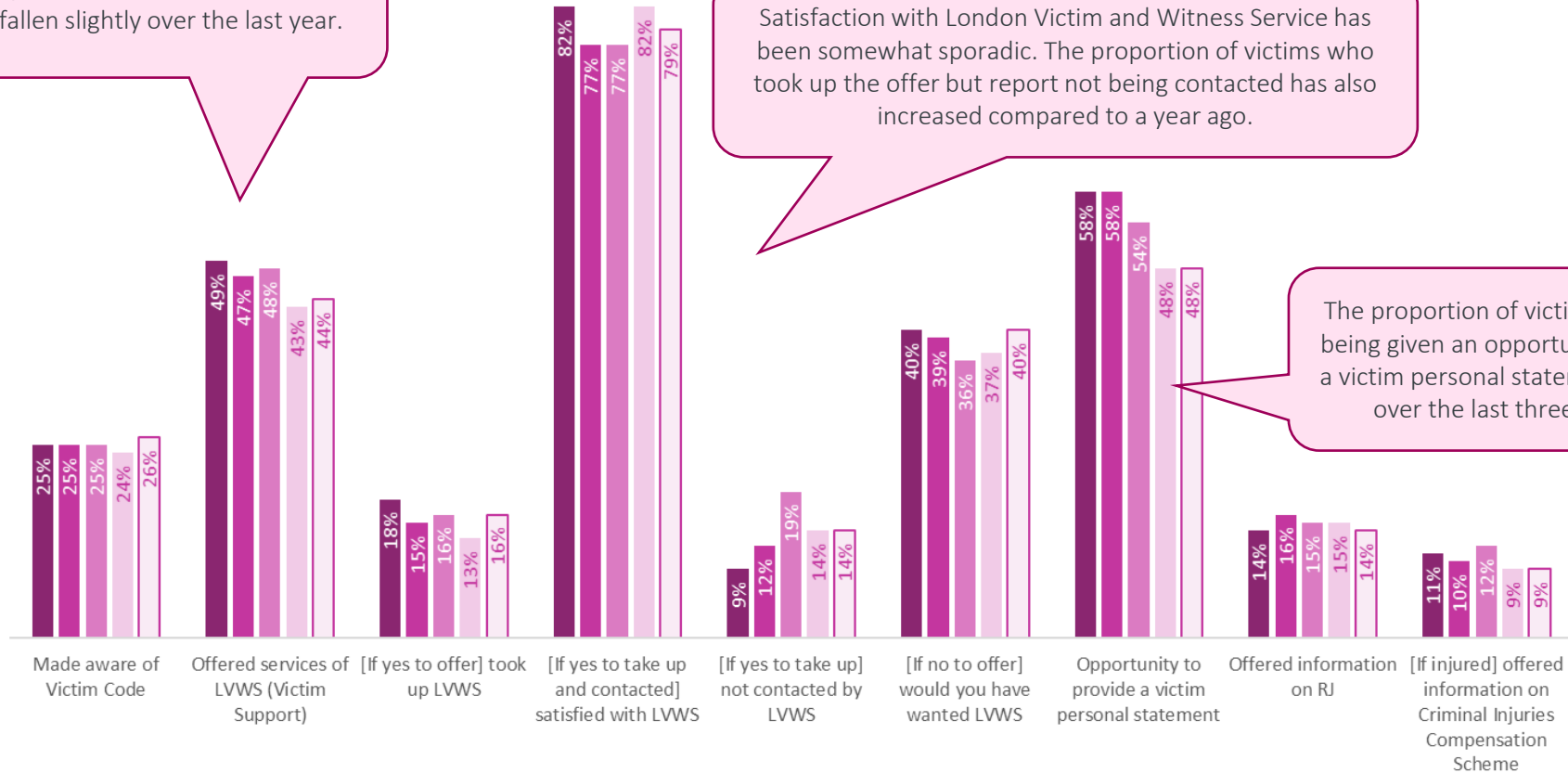
Discrete data per point

■ Q3 22-23 ■ Q4 22-23 ■ Q1 23-24 ■ Q2 23-24 ■ Q3 23-24

The proportion of victims who report being offered the services of LVWS has fallen slightly over the last year.

Satisfaction with London Victim and Witness Service has been somewhat sporadic. The proportion of victims who took up the offer but report not being contacted has also increased compared to a year ago.

The proportion of victims who report being given an opportunity to provide a victim personal statement has fallen over the last three quarters.





# USS: No change in leaflet provision

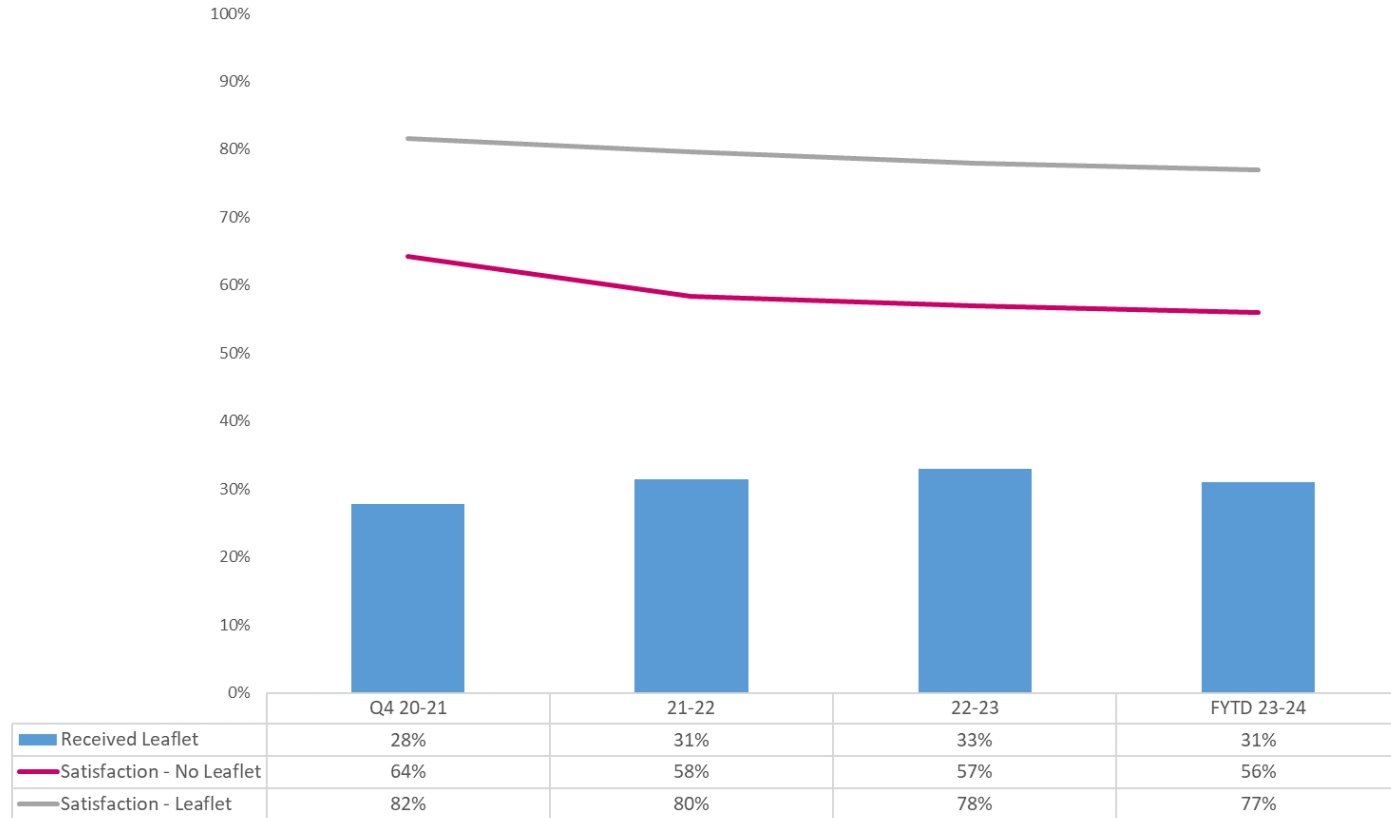
The MPS began distribution of a **Victim Care Leaflet** in November 2020 (Q4 20-21). These are directly given to victims aiming to improve information, VCOP compliance, and overall support.

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

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

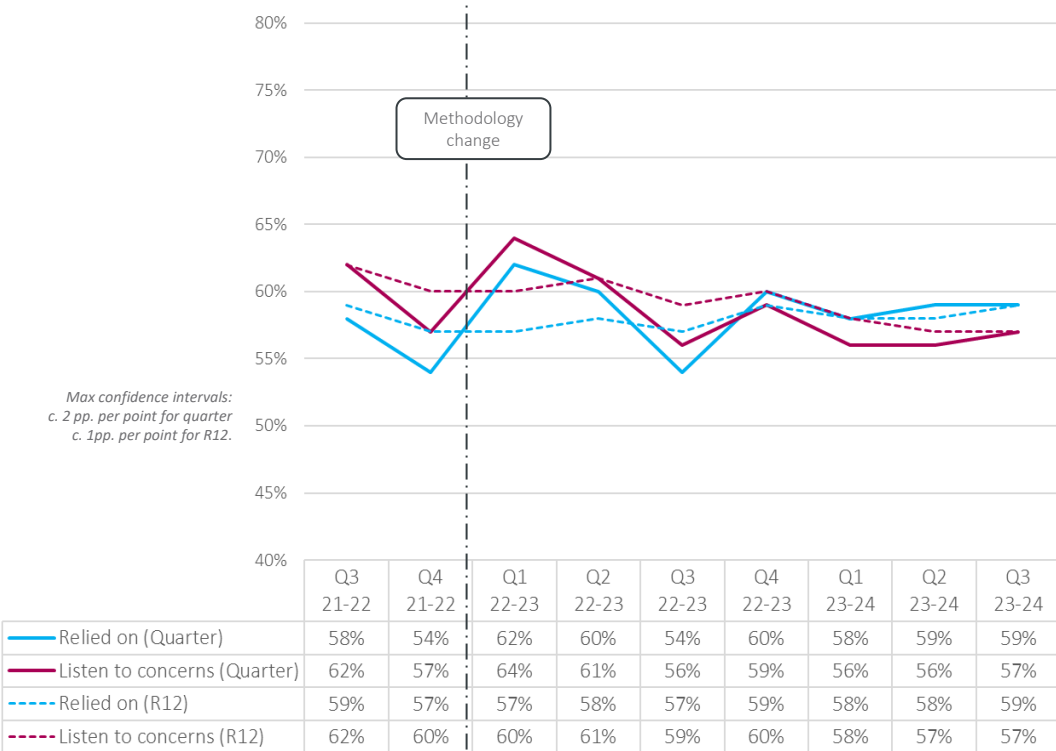
Burglary victims are more likely to report receiving the leaflet (47% FYTD 23-24), than Robbery (33%), Hate (28%), and Assault (25%) victims.

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



# PAS: Public perception additional oversight measures

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

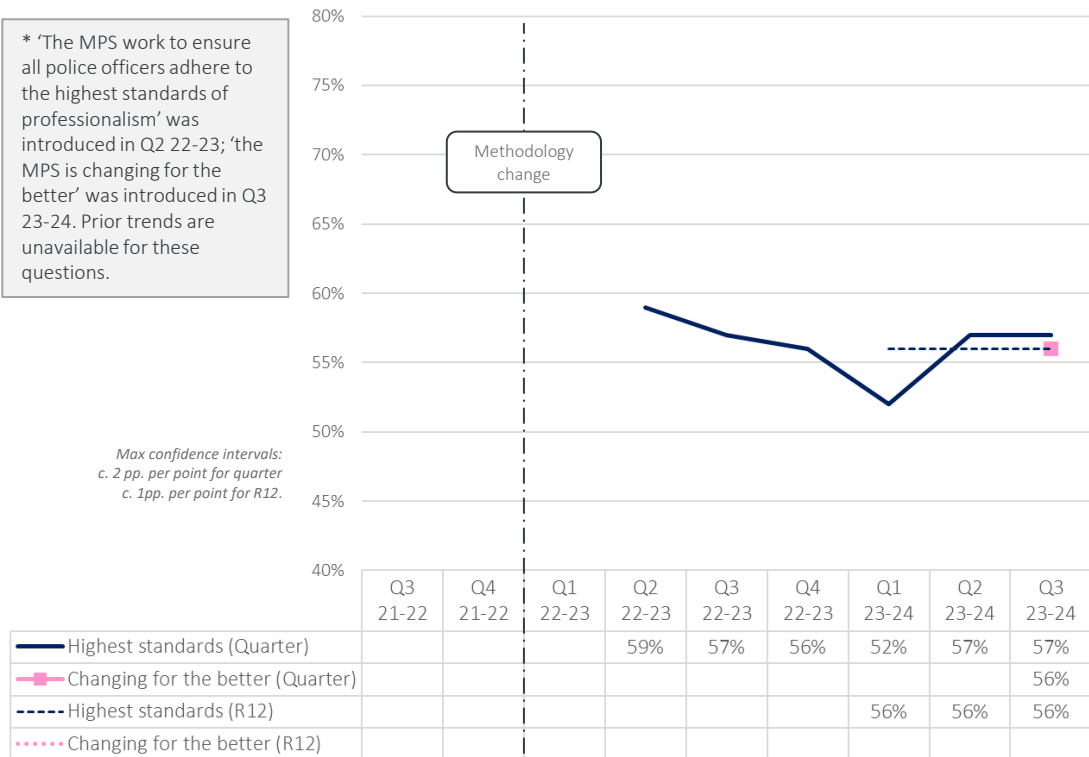


The proportion of Londoners believing police can be **relied on to be there when needed** (59% in Q3 23-24) and **listen to local concerns** (57% in Q3 23-24) have remained stable during FY 23-24. However, both measures have seen considerable declines when looking back longer-term, with ‘relied on’ falling by 8 percentage points and ‘listen to concerns’ by 11 percentage points over the last three years (vs. Q3 20-21).

Londoners are divided in their views of police culture and standards. After a low result in Q1 23-24, 57% of Londoners believed **police officers adhere to the highest standards of professionalism** in Q3 23-24. A new question introduced to the PAS this quarter shows 56% feel **the Metropolitan Police Service is changing for the better**.

## Public perception additional oversight measures - police culture and standards\* (% agree, Quarterly and Rolling-12 Trends)

\* ‘The MPS work to ensure all police officers adhere to the highest standards of professionalism’ was introduced in Q2 22-23; ‘the MPS is changing for the better’ was introduced in Q3 23-24. Prior trends are unavailable for these questions.

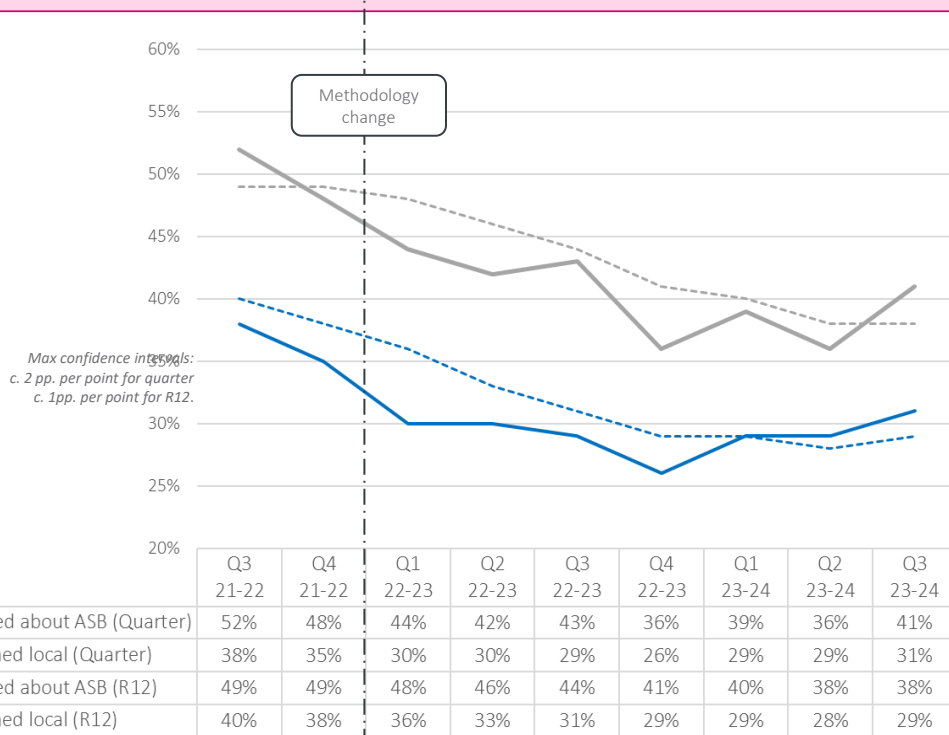


# PAS: Public perception additional oversight measures

Londoners' concerns about ASB declined during FY 22-23. This is in line with reductions seen in wider crime concerns, and was likely influenced by methodological changes to the PAS. However, a statistically significant increase has been seen this quarter (+5pp.) compared to last quarter, with 41% of Londoners feeling **worried about ASB in their area** in Q3 23-24.

The proportion of Londoners feeling informed about local policing also declined over recent years, but has remained more stable during FY 23-24.

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



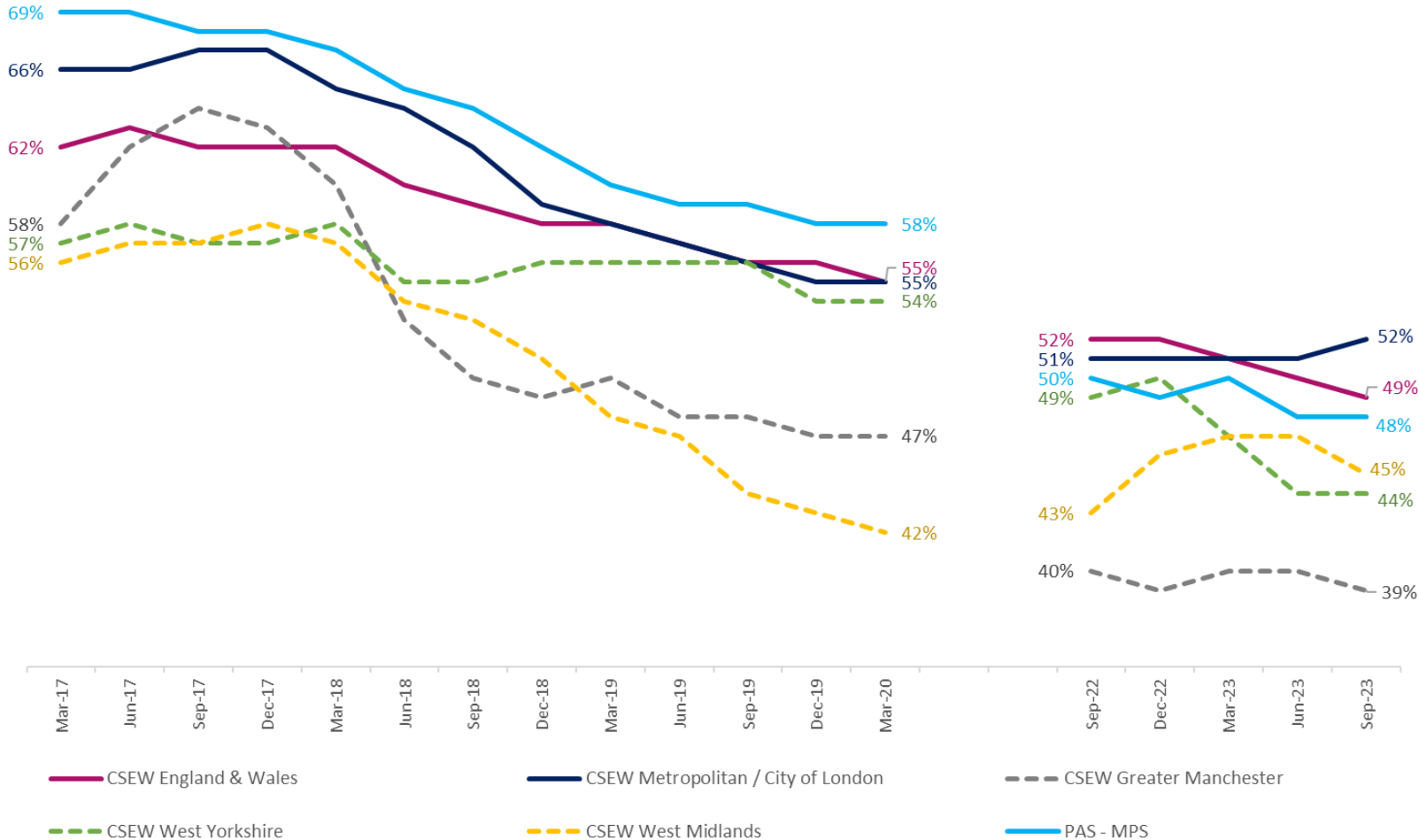
Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Feels worried about ASB in the local area (Worry ASB)	Feels well informed about local policing over the last 12 months (Informed 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		38%	29%	59%	57%	56%
Ethnicity	White British	0%	0%	-5%	-4%	-5%
	White Other	1%	-2%	4%	4%	3%
	Black	-4%	1%	1%	-1%	-4%
	Asian	2%	1%	6%	6%	9%
	Mixed	1%	-3%	-10%	-13%	-17%
	Other ethnicity	-2%	0%	6%	6%	6%
LGBT+	Yes	2%	-3%	-14%	-18%	-21%
	No	0%	0%	1%	1%	1%
Age	16-24	-14%	2%	4%	0%	-1%
	25-34	-4%	-4%	1%	-4%	-3%
	35-44	5%	-2%	0%	-1%	0%
	45-54	6%	0%	-4%	0%	-2%
	55-64	7%	1%	-6%	-2%	-1%
	65 years +	-4%	4%	3%	8%	5%
Disability	Disability	3%	-1%	0%	1%	3%
	No disability	-1%	0%	0%	0%	-1%
Sex	Male	-4%	0%	0%	1%	1%
	Female	3%	-1%	0%	-1%	-2%

In line with inequalities seen for Trust and Confidence, **LGBT+ Londoners** are also less likely to believe police can be relied on to be there and listen to local concerns – with the size of these gaps *doubling over the last year* (compared with Q3 22-23). LGBT+ Londoners are also far less likely to feel police adhere to the highest standards; whilst large gaps are also seen on these measures for Londoners from **Mixed Ethnic Backgrounds**. **Younger Londoners** (aged 16-24) are *least likely* to feel concerned about ASB in their area.

# The national picture of public confidence in policing

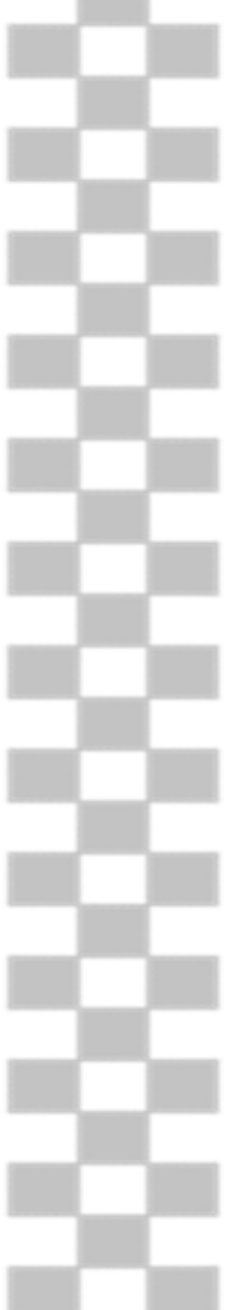
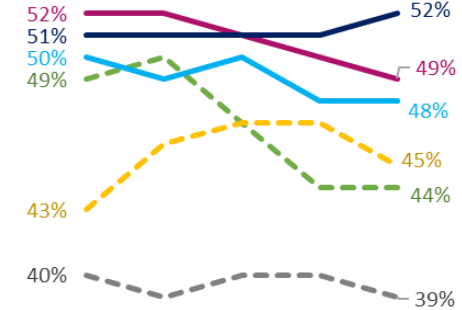
Proportion of respondents indicating the police do a good job

CSEW and PAS data - R12 data per point



In Q2 23-24, the proportion of respondents indicating the police do a good job in the local area in London, as measured by the Crime Survey for England and Wales (CSEW), is higher than results seen both in England and Wales and the police forces in the MPS's Most Similar Group.

As measured by CSEW, MPS/CoLP are ranked 15<sup>th</sup> out of 42 forces. West Midlands is ranked 37<sup>th</sup>, West Yorkshire is ranked 39<sup>th</sup> and Greater Manchester is ranked 42<sup>nd</sup>.



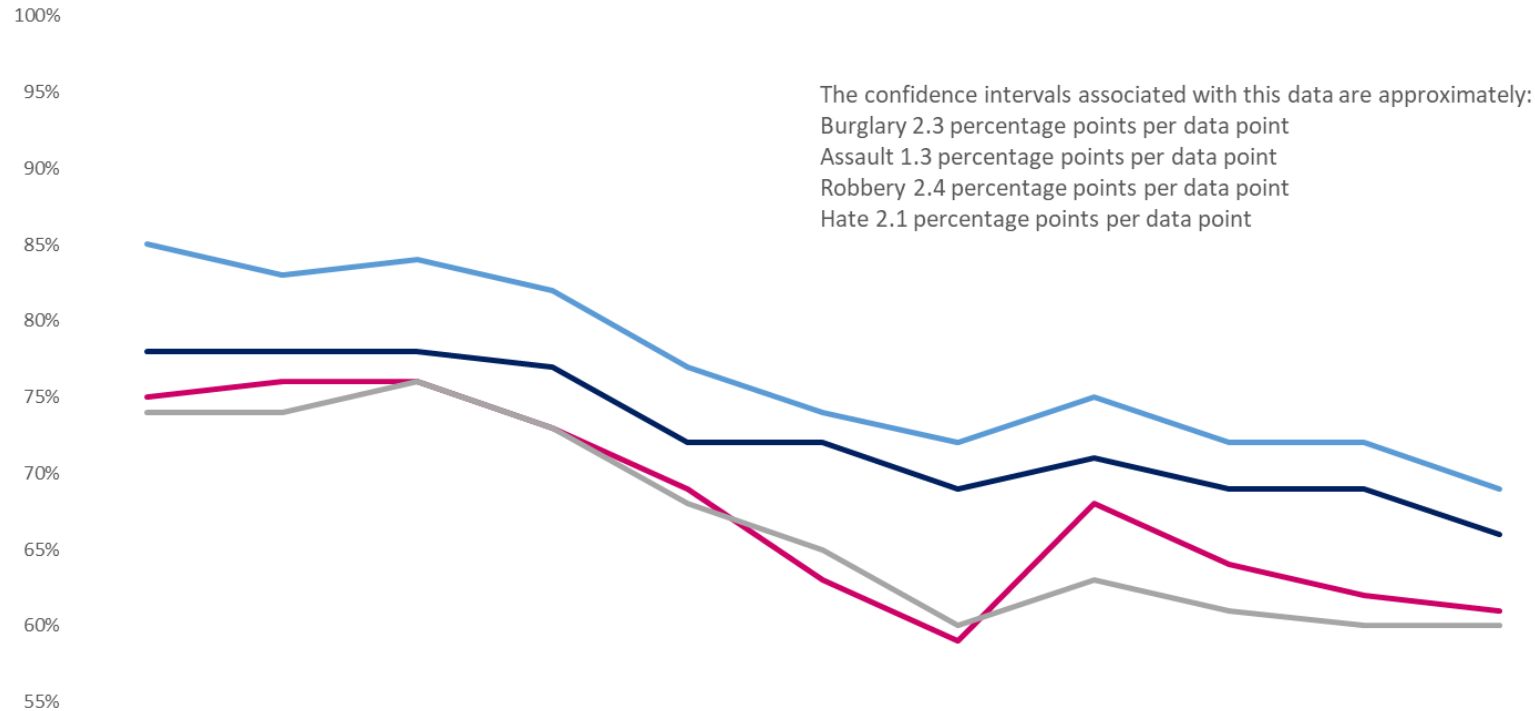
**Public Voice Insights**

**Victim Satisfaction**



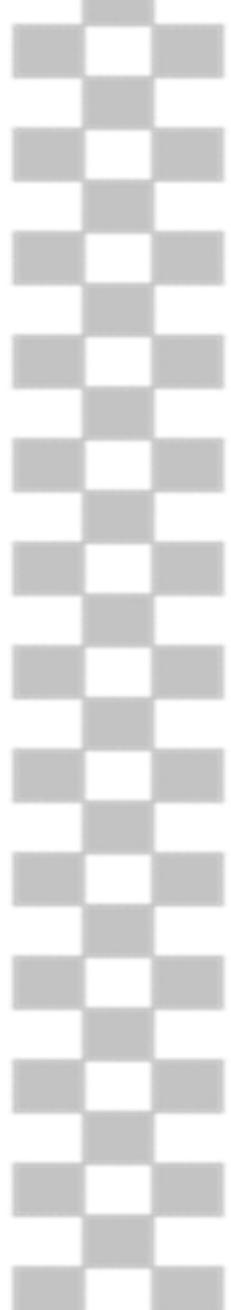
# USS: Overall Satisfaction by crime group

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



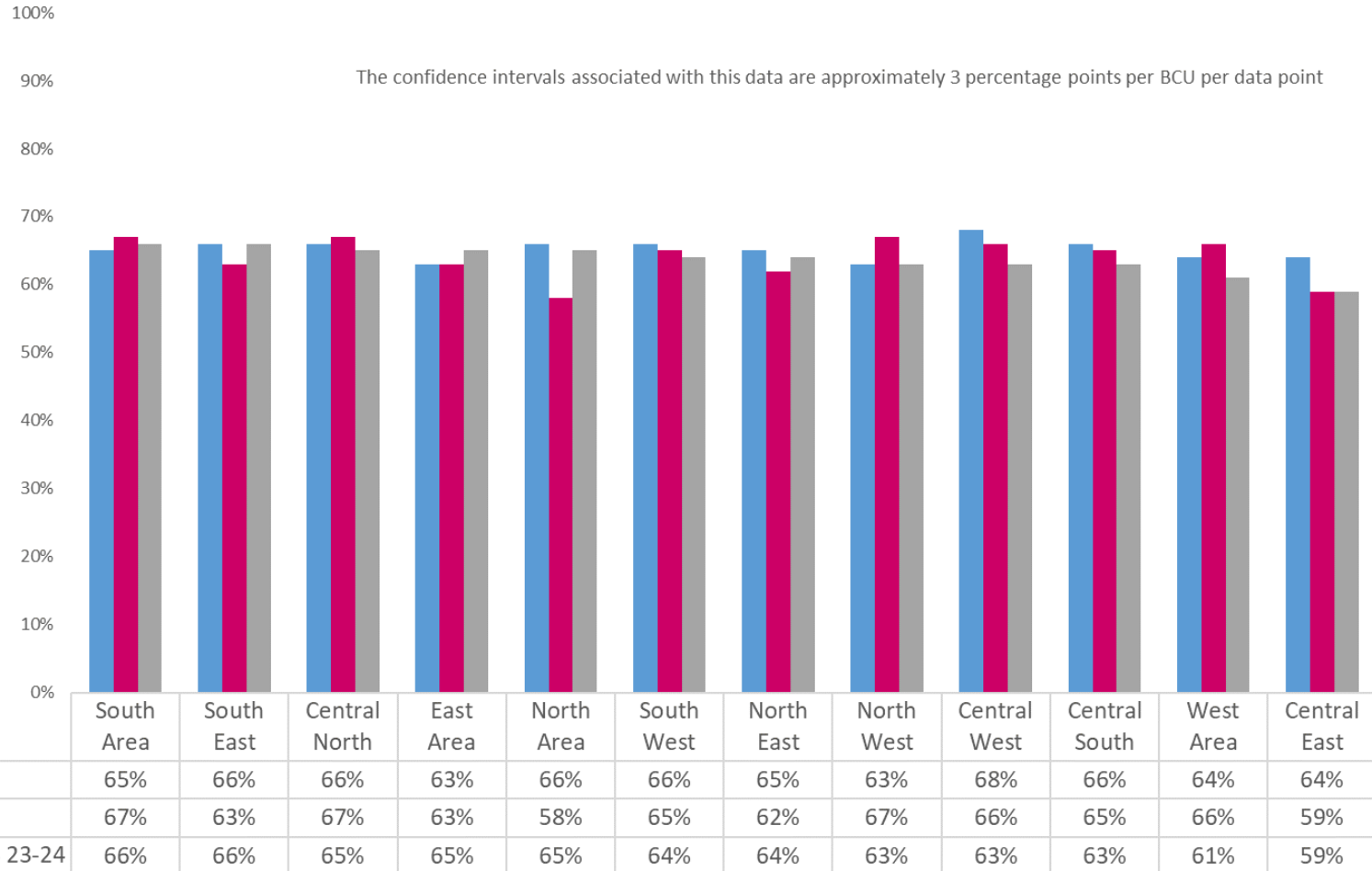
Satisfaction is higher for victims of **burglary** (69%) and **robbery** (66%) and lower for victims of **assault** (61%) and **hate crime** (60%) for the FY to date (i.e. Q1 – Q3 23-24). When comparing last FY to the current FYTD there are **no significant** changes.

	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22	22-23	FYTD 23-24
Burglary	85%	83%	84%	82%	77%	74%	72%	75%	72%	72%	69%
Assault	75%	76%	76%	73%	69%	63%	59%	68%	64%	62%	61%
Hate	74%	74%	76%	73%	68%	65%	60%	63%	61%	60%	60%
Robbery	78%	78%	78%	77%	72%	72%	69%	71%	69%	69%	66%

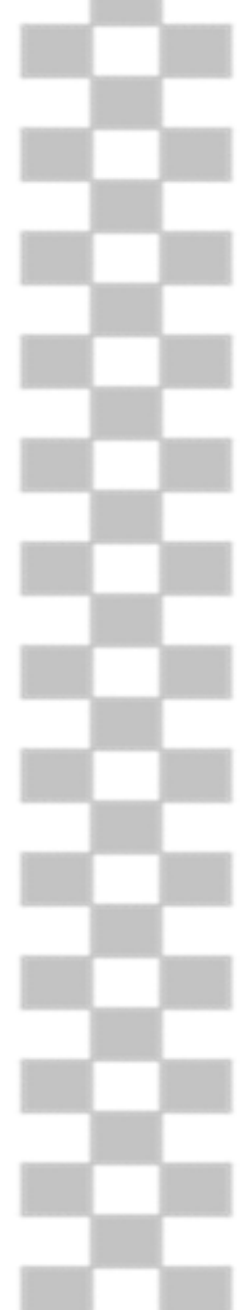


# USS: Overall Satisfaction by BCU

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



There is variation in performance between BCUs, with a **7pp. range between top and bottom performers.** The difference between the top performing BCUs (South Area and South East) and the bottom performing BCU (Central East) is **statistically significant.** The difference between the top performing BCU (South Area) and the second to bottom performing BCU (West Area) is also **statistically significant.**



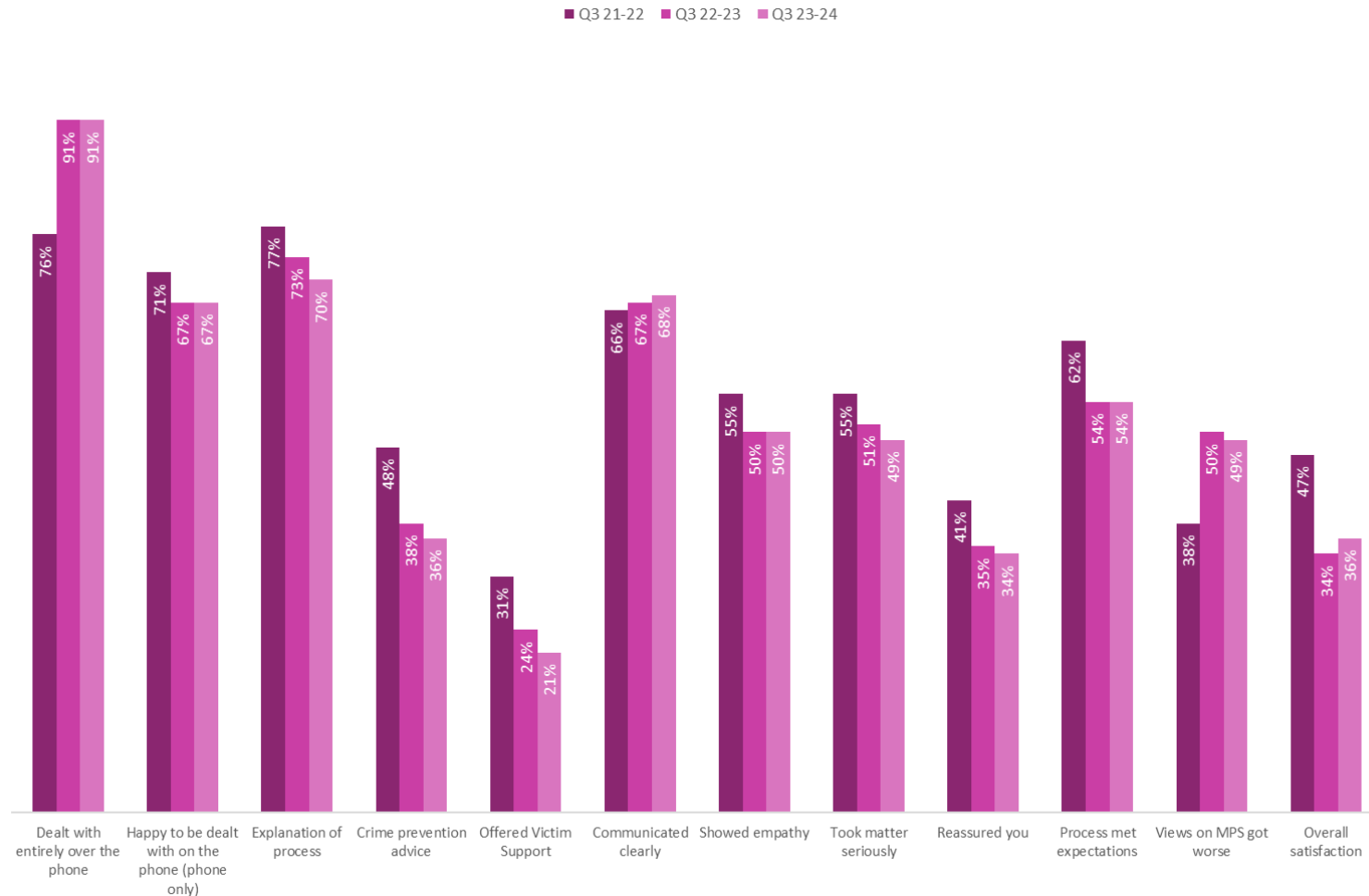
# TDIU: Telephone reporters

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 over the last 3 quarters is driven by the burglary group. Burglary victims were the most likely crime group to receive a visit within the TDIU survey, but are now a smaller proportion of the respondents. This is due to fewer burglaries being reported via the TDIU after the Commissioner's commitment to offer visits to all burglary victims.

Some of the strongest associations with satisfaction for telephone reporters are feeling reassured ( $r=0.96$ ), the process meeting expectations (0.98) and receiving an explanation of the process (0.93) over the full period the TDIU survey has been run (Q1 20-21 onwards).

In Q3 23-24 64% of respondents feel the police spent **too little time** investigating their report, which is broadly consistent since introduction in Q1 22-23 (60% to 64% range).

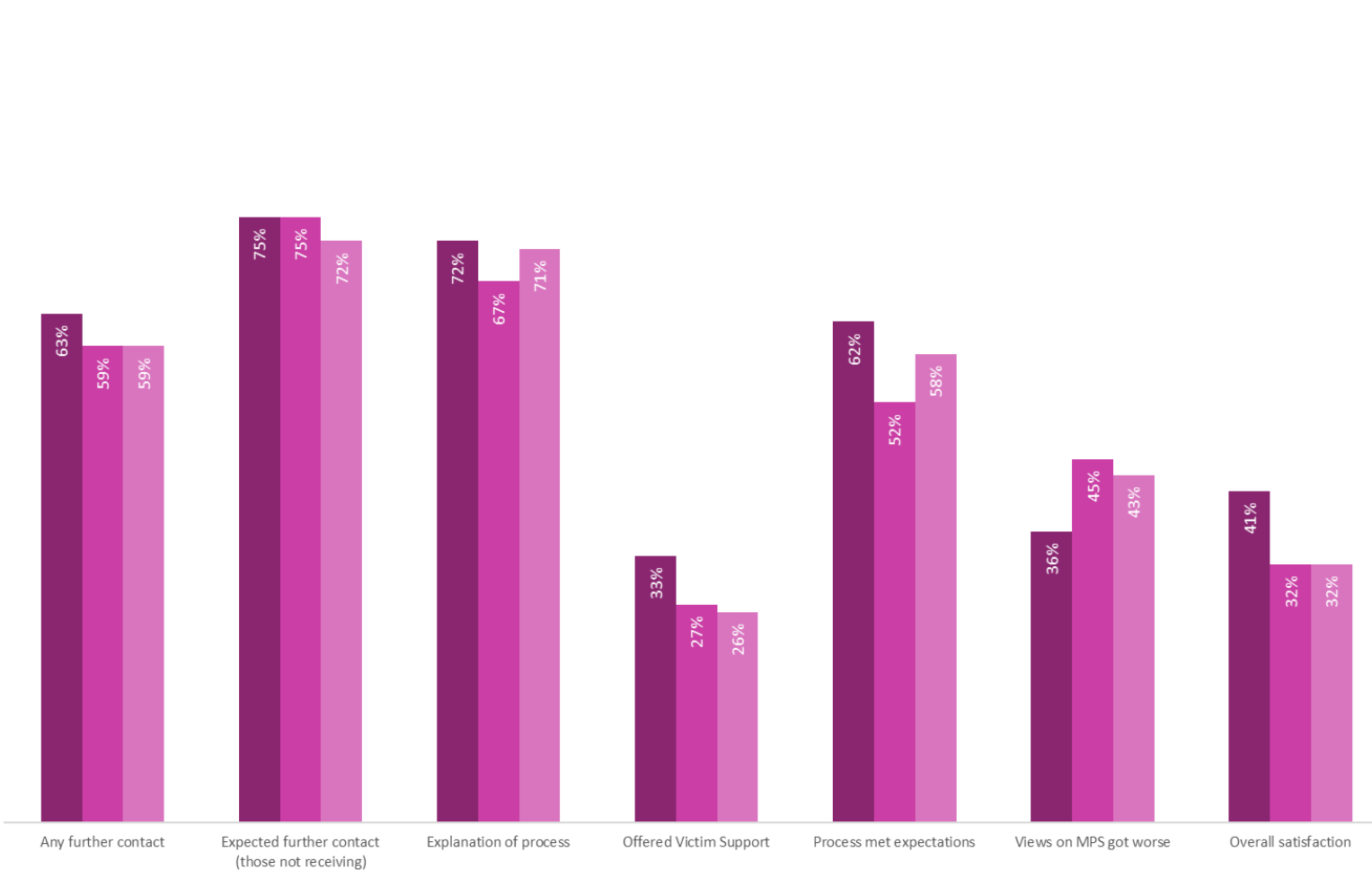
Associated with falling performance, there is an increase in those left with a **worse opinion of the MPS** subsequent to their report – now half of respondents for Q3 23-24 (49%), up from 38% two years ago.





# TDIU: Online reporters

■ Q3 21-22 ■ Q3 22-23 ■ Q3 23-24



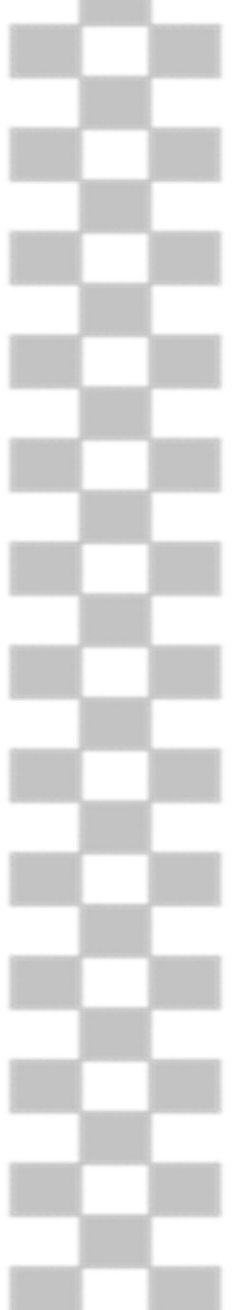
Of those **reporting online** over a third **do not receive further contact other than an email** acknowledging their report. However, just under **three quarters of those not receiving any further contact expected it** although this proportion has fallen slightly over time.

Over half (59%, Q3 23-24) of respondents feel the police spent **too little time investigating** their report. This has been consistent since this question was added in Q1 22-23 (range 59% to 62%).

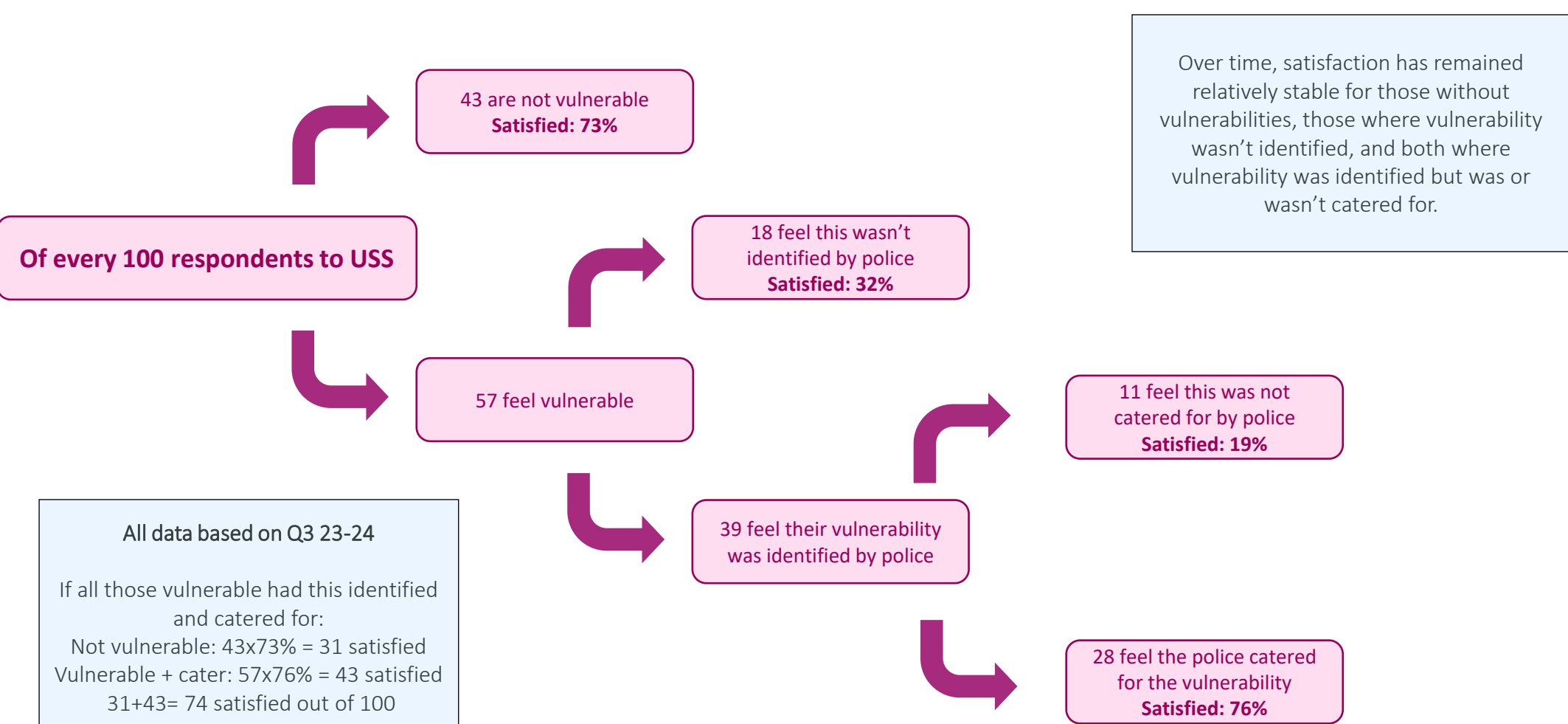
A little over over half of respondents report feeling that the process of reporting **met their expectations** (Q3 23-24 59%)

Over the last 2 years satisfaction has fallen 9pp. from 41% (Q3 21-22) to 32% (Q3 23-24).

Associated with this, an increasing proportion of respondents leave the experience with a **worse view of the MPS** (up 7pp. from Q3 21-22 to a little under half of respondents (43% Q3 23-24)).



# Satisfaction is highest when vulnerability is identified and catered for



Over time, satisfaction has remained relatively stable for those without vulnerabilities, those where vulnerability wasn't identified, and both where vulnerability was identified but was or wasn't catered for.

All data based on Q3 23-24

If all those vulnerable had this identified and catered for:

- Not vulnerable:  $43 \times 73\% = 31$  satisfied
- Vulnerable + cater:  $57 \times 76\% = 43$  satisfied
- $31 + 43 = 74$  satisfied out of 100

Overall satisfaction could be in the region of 74% or 13 pp. higher than the Q3 23-24 results of 61%.

# There are several factors that help predict vulnerability



When looking at the Satisfaction driver areas for Q3 23-24 it is clear that **significant gaps** exist across the board for those who have a **vulnerability which isn't identified or catered for**.

The largest of these gaps is for the area of Actions where three quarters (71% for not vulnerable and 72% for vulnerability catered for) are satisfied, compared to a quarter of those with a vulnerability that is not addressed (27%).

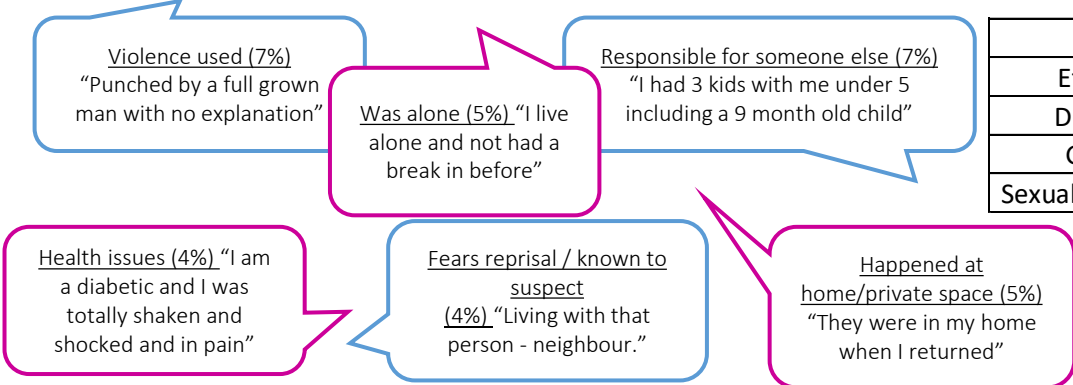
Universally, those with a vulnerability which is identified and addressed satisfaction is the same or higher than those who aren't vulnerable.

**Factors most associated with vulnerability**

Regression analysis of FYTD 23-24 data shows these factors have the strongest association with vulnerability whilst holding other factors constant:

- Having a self declared disability (2.9x)
- Being female (2x)
- Having a serious injury recorded on CRIS (1.9x)  
(Although having any injury recorded is significant)
- Being a repeat victim (1.7x)
- The crime group being robbery (1.7x)

In Q3 23-24 those who said they were vulnerable were asked why. There were 5 multi code options detailed in the table below as well as an 'other' free response option. Coding of these free responses identified the below categories as the most frequent.



Age	18%
Ethnicity	14%
Disability	13%
Gender	11%
Sexual orientation	3%

# Identifying health issues and/or disability may lead to improvements in satisfaction

Previous work shows that when vulnerable victims have their vulnerabilities identified and catered for by the police, they are more likely to be satisfied with the service received. A new question in USS has allowed us to look at **why victims felt vulnerable**, and whether any of these reasons were more or less likely to be identified and/or catered for.

	Vulnerability not identified	Identified	Base
Weapon used	18%	82%	22
Surprise (eg. set upon, random nature)	21%	79%	24
Victim caring for someone (eg. child or parent)	23%	77%	57
Size / # difference	25%	75%	20
Violence used	26%	75%	47
Happened at home	26%	74%	35
Alone when occurred	32%	68%	25
Reprisal / Known to suspect	38%	63%	32
Health issue/disability	40%	60%	30
Lack of community / wider help	47%	53%	15
Police response	56%	44%	18

	Vulnerability not catered for	Catered for	Base
Weapon used	6%	94%	18
Alone when occurred	12%	88%	17
Health issue/disability	24%	77%	17
Happened at home	24%	76%	25
Size / # difference	29%	71%	14
Surprise (eg. set upon, random nature)	29%	71%	17
Victim caring for someone (eg. child or parent)	33%	67%	42
Lack of community / wider help	38%	63%	8
Violence used	41%	59%	34
Reprisal / Known to suspect	56%	44%	18
Police response	75%	25%	8

NB: blue shading represents categories 5 pp. above the average; pink shading is 5pp. below the average.

Some forms of vulnerability are more likely to be identified by the police, e.g., where a weapon was used. Conversely, other vulnerabilities are less likely to be identified, for example a health issue or disability.

Once a vulnerability has been identified, there are differences in whether or not the victim felt it was catered for by the police. For example, feeling vulnerable because of a health issue or disability is more likely to be catered for, whereas feeling vulnerable because the suspect was known to the victim is less likely to be catered for.

What is interesting to note is that **having a health issue is one of the least identified vulnerabilities**, but when it is identified it is one that is most likely to be catered for.

Given we know that victims with a disability are less likely to be satisfied with overall service than victims without a disability, and we know that when vulnerability because of a health issue or disability is catered for victims are more satisfied, identifying and catering for this form of vulnerability **may help to improve overall satisfaction.**



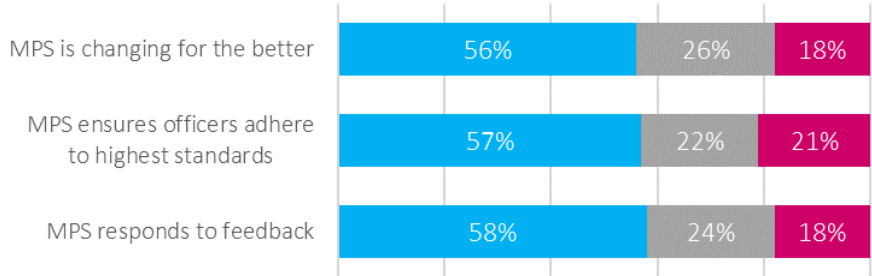
**Public Voice Insights**

**Public Attitude Survey**



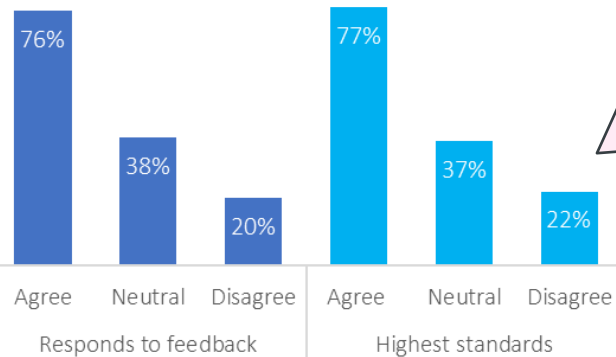
# Londoners are divided in their belief that the MPS is 'changing for the better': this is closely linked with standards & culture, but other factors are also important.

A new question in the PAS reveals mixed views towards MPS reform.  
 In Q3 23-24, **56% of Londoners** believed the MPS is 'changing for the better'.  
 This result is in line with other measures of MPS culture and standards.



■ Agree ■ Neither ■ Disagree

Londoners who believe the MPS responds to feedback and promotes high standards are *also* more likely to believe the MPS is 'changing for the better' – suggesting these judgements are **closely linked**.



However – even amongst those who disagree – around one in five **still feel the MPS is changing for the better**.

		Changing for the better	Responds to feedback	Highest standards
MPS		56%	58%	57%
Gender	Male	0%	1%	1%
	Female	1%	-1%	-2%
Age	16-24	-3%	-2%	3%
	25-34	-1%	-5%	-5%
	35-64	0%	0%	-1%
	65+	8%	6%	7%
Ethnicity	White British	0%	-2%	-3%
	White Other	2%	1%	3%
	Mixed	-8%	-22%	-21%
	Asian	2%	5%	8%
	Black	-6%	-6%	-8%
	Other	14%	13%	11%
LGBT+	Not LGBT+	1%	1%	1%
	LGBT+	-12%	-24%	-23%
Disability	Disability	0%	0%	1%
	No Disability	1%	0%	0%

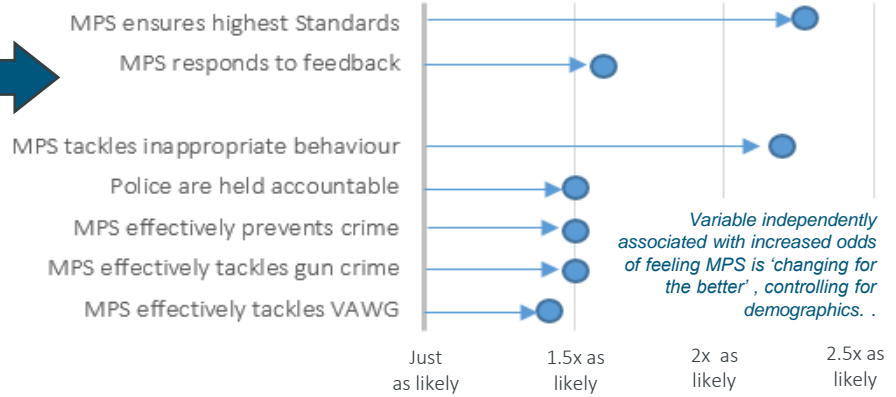
In Q3 23-24, comparatively **smaller inequalities** were seen for believing the MPS is 'changing for the better' than for other questions on MPS standards and culture.

This was particularly true for LGBT+ and Mixed Ethnicity Londoners\*; inequalities will continue to be monitored as base numbers increase over time.

\*Note low base numbers for these groups (c. 110).

Londoners who responded positively to these questions showed statistically **increased likelihood** of feeling the MPS is 'changing for the better'\*.

Regression modelling shows that a person's belief the MPS is 'changing for the better' is *not only* grounded in standards and culture – but is **also influenced by other views about the MPS as an organisation**, including how well it tackles inappropriate staff/officer behaviour and prevents and responds to crime.



\*Diagram illustrates odds ratios for significant predictors in a logistic regression model from organisational culture, standards, accountability, and effectiveness measures (controlling for individual demographics).

# Those who feel police DO NOT treat people fairly often say this is due to the media, perceptions of racism or discrimination, or their own interactions...

## Why do Londoners believe the police DO NOT treat everyone fairly?

During December 2023, an open free-text question was included in the PAS to help understand how Londoners form their judgements about whether police treat people fairly.

In total, 252 Londoners explained WHY they actively **disagreed** with this question. Comments were read and **thematically coded**, with the themes and illustrative comments outlined here. Please note that each comment could cover more than one theme.

### From the media or current affairs (75 comments)



Londoners most commonly believed police did NOT treat people fairly due to what they had **seen or heard in the media** – including in news stories and often on **social media**.

Videos on social media showing police beating up black boys.

Some policemen discriminate – its all over social media.

Because of constant news of police using their position and abusing power.

There are obviously instances which come out through the media.

### Perceived racism (52 comments)



Around one in five Londoners mentioned perceived **racist treatment or discrimination due to ethnicity**. In most cases this was a general belief, but some again linked it back to what they had seen in the media.

I feel the police are very racist and as a black woman I do not feel safe.

If you are not white you will face different behaviours from them.

Some police men can be racist.

They are racist – they have admitted.

### From personal experience (39 comments)



One in six felt police did NOT treat people fairly based on their **own interactions** or ones they had personally witnessed. It is worth noting that 12 of 39 **Black Londoners** mentioned this theme – levels significantly higher than White British (8 of 106).

I had a personal interaction with the police and they are biased regarding abuse.

Every time I see a pulled over car it's Black and Asian people.

I was pulled over from the police and kept in the corner, and they checked my car for no reason.

I've seen them treat people badly.

### Perceived bias or discrimination (31 comments)



Londoners also mentioned wider perceptions of police discrimination. These comments were *not specific to race*, and cited either a **general bias** or other forms of **stereotyping** (e.g. based on age or where people live).

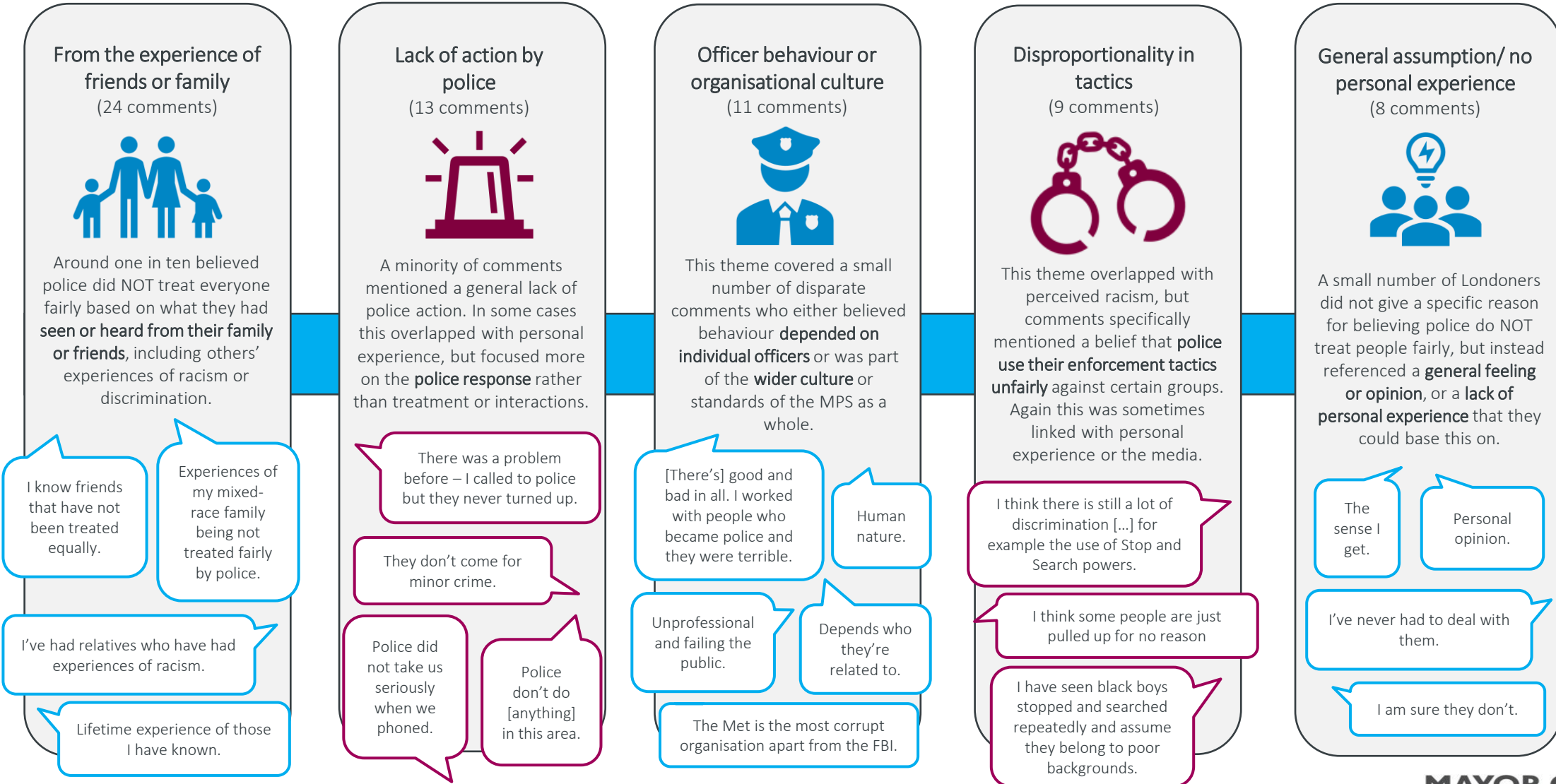
They are misogynist; no support for victims.

Police in this area [are] judgemental.

I saw that the police was biased against young people with social issues in the past.

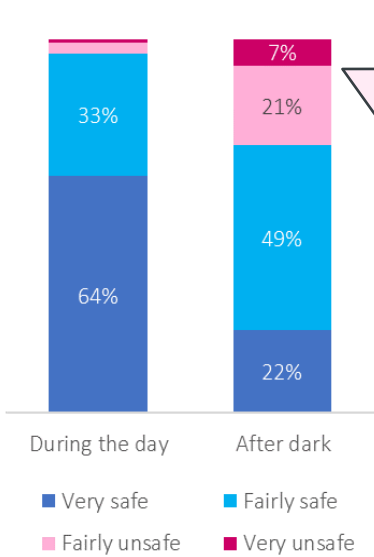
I do believe that they can make quick judgements about where you live and your family as well.

# ...experiences of other people, and how the police deal with crime and use their tactics may also make Londoners feel police do NOT treat people fairly.





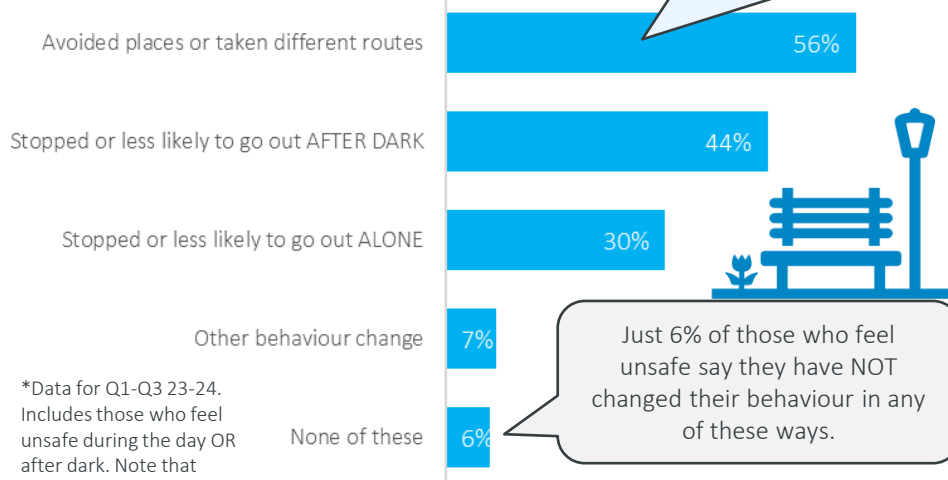
# Many of those who feel unsafe have changed their behaviour as a result. Feeling unsafe may be *particularly restrictive* for females, disabled, and older Londoners.



Positively, almost all Londoners feel safe walking alone in their local area during the day.

However, **over a quarter say they feel UNSAFE walking alone after dark** – with **females (40%)** and **disabled Londoners (41%)** more likely to feel unsafe.

Amongst those who feel unsafe\* **many have changed their behaviour as a result** – often by avoiding certain places or changing routes.



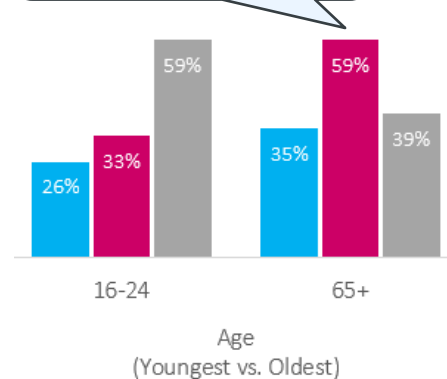
\*Data for Q1-Q3 23-24. Includes those who feel unsafe during the day OR after dark. Note that respondents could select more than one impact.

Just 6% of those who feel unsafe say they have NOT changed their behaviour in any of these ways.

Different groups of Londoners are more likely to have changed their behaviour in different ways – suggesting the impacts of feeling unsafe can vary.

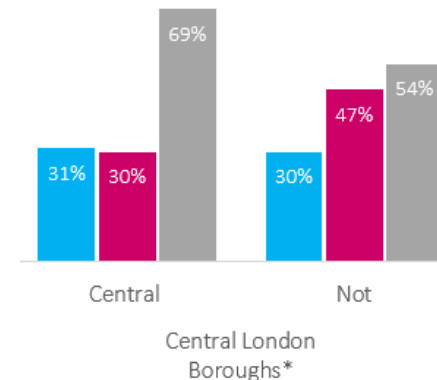
Feeling unsafe may be *particularly restrictive* for females, disabled and older Londoners – all of whom are more likely to say they avoid going out as a result.

Older Londoners are also more likely to stop going out – particularly **AFTER DARK** (59%, vs 33%).



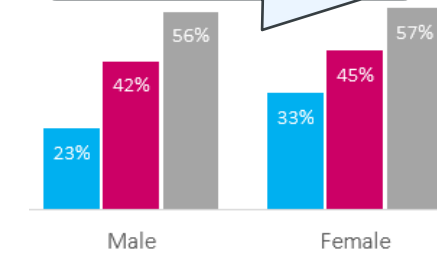
MOPAC London Surveys Q3 23-24

Conversely, younger Londoners and those living in Central London Boroughs are more likely to change their routes instead.

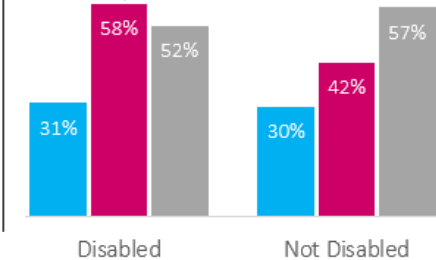


- I have stopped or am less likely to go out ALONE
- I have stopped or am less likely to go out AFTER DARK
- I avoid places or take different routes

Females are specifically more likely to stop going out **ALONE** than males (33%, vs 23%)...



...whilst **disabled Londoners** are more likely to stop going out **AFTER DARK** (58%, vs 42%).



\*Central London Boroughs are Camden, Islington, K&C, Lambeth, Southwark & Westminster.

Charts illustrate largest (and statistically significant) gaps between key groups. Smaller gaps were seen by Ethnicity, with low bases for Mixed and Other Ethnicity. Bases were also prohibitively low for LGBT+ Londoners (<100).

# 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).

