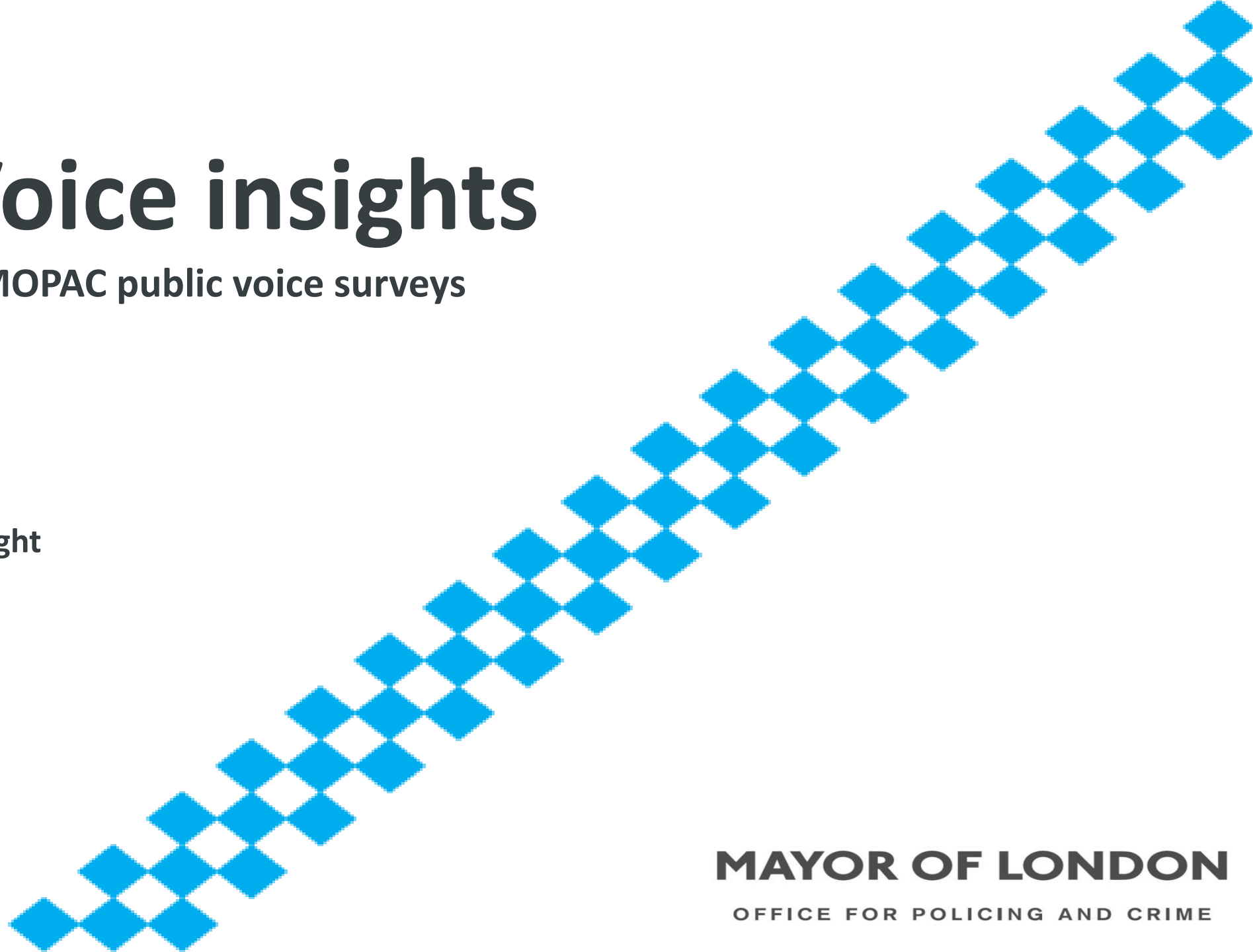


Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 1 2022-23

MOPAC Evidence & Insight



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Executive Summary – Top Lines

User Satisfaction Survey (USS)

Overall Satisfaction shows no statistically significant change from last year. It was 66% in Q1 21-22, and sits at 64% currently in Q1 22-23.

TDIU survey

Telephone reporters have been consistently more satisfied than those who **report online**, but the gap has closed this quarter (both at 36%). There has been a significant **reduction** in those satisfied over the last year for telephone reporters (-10pp. between Q1 21-22 and Q1 22-23).

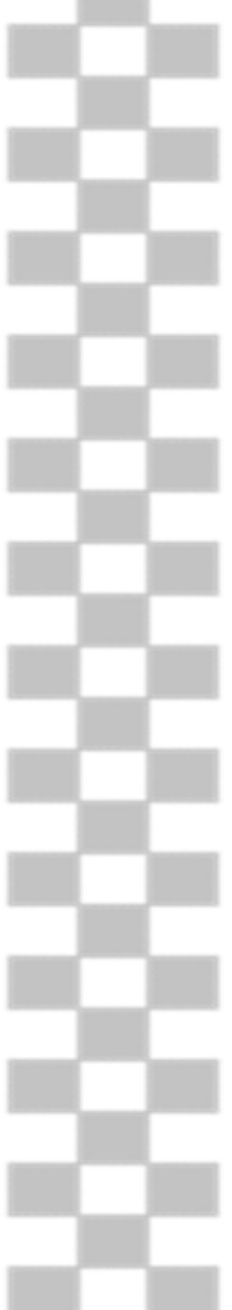
Public Attitude Survey (PAS)

Trust and confidence have seen sustained declines over recent years. Whilst uplifts have been seen this quarter, **results remain low**: around half of Londoners feel police do a good job in their local area (53%) and less than three-quarters believe the MPS is an organisation they can trust (72%).

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

The proportion of Londoners feeling **worried about crime in their local area** remained relatively stable over the last two years, but has seen a **notable reduction this quarter** from 57% to 49%.

FY 2022-23 will see a phased return to face-to-face interviewing for the Public Attitude Survey, with results for Q1 22-23 representing a combination of telephone and in-person interviews (1,648 telephone and 3,202 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 20-21 saw just under 12,000 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 12,800 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.

Important 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 2022-23 will see a phased return to face-to-face interviewing for the Public Attitude Survey, with results for Q1 22-23 representing a combination of 1648 telephone interviews and 3202 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.*

Executive Summary



Key Findings for Victim Satisfaction

Overall Satisfaction shows no statistically significant change from last year, at 66% in Q1 21-22 to 64% in Q1 22-23. However, there are significant reductions in satisfaction with Ease of Contact (-4pp. Q1 21-22 vs. Q1 22-23) and Follow Up (-3pp. Q1 21-22 vs. Q1 22-23).

VCOP compliance remains generally stable. There have been small increases in victims reporting being made aware of the Victim Code and given an opportunity to provide a victim personal statement. There have been small decreases in the proportion who took up the offer of LVWS.

Little progress has been achieved in the distribution of Victim Information Leaflets. At present, 35% of victims interviewed as part of USS report receiving a leaflet.

Screened out victims in the USS are more satisfied than those screened in. The picture is complex and the pattern is not explainable by one element alone. It is possible that aspects of a more prolonged investigation – including elements of follow-up – may be influential here.

Analysis suggests that satisfaction is highest when **vulnerability is identified and catered for (and lowest when it is identified but NOT catered for)**. Victims who are less likely to have their vulnerabilities identified or catered for include repeat victims, those for who the impact of the crime was high, those whose losses were not covered by insurance, and those with a mental health disability.

Telephone reporters have been consistently more satisfied than those who **report online**, although the gap has closed this quarter (both at 36%).

TDIU respondents generally have **more negative perceptions of the police** than PAS respondents. Those victims that had a bad experience of reporting, and subsequently **worse opinions of the police**, are overwhelmingly less positive with regards to wider perceptions of policing compared to those participating in the Public Attitude Survey. This illustrates the link between victim satisfaction and wider Trust in the Police.

Inequalities

The only difference that is consistently seen across all results (i.e., USS and both TDIU results) is that of older respondents – aged 65+ – being more satisfied than the MPS average.

Within USS, those who **self-declare a disability** are less satisfied, with respondents who report a disability 9 pp. lower than the MPS average.

Full results and breakdowns can be seen on [MOPAC's Public Voice Dashboards](#).

Key Findings for Public Perceptions

Both **trust and confidence** have seen sustained declines over recent years. Whilst uplifts have been seen this quarter, **results remain low:** around half of Londoners feel police do a good job in their local area (53%) and less than three-quarters believe the MPS is an organisation they can trust (72%).

Uplifts have also been seen this quarter for **fair treatment** and **dealing with local issues**. Both measures now stand at 64% in Q1 2022-23, with large declines seen compared with the same point two years ago (fair treatment, -11pp.; deal with issues: -8pp.).

The proportion of Londoners feeling **worried about crime in their local area** remained relatively stable over the last two years, but has seen a **notable reduction this quarter** from 57% in Q4 21-22 to 49% currently.

Large declines were seen this quarter in the proportion of Londoners feeling **hate crime** (-15pp. to 37%) and **people using or dealing drugs** (-7pp. to 73%) are a problem locally (both Q1 22-23 vs. Q4 21-22).

An uplift was seen in the proportion of Londoners saying they **feel safe walking alone in their local area after dark** (+7pp. to 70%). Levels increased for both females (+8pp. to 60%) and males (+5pp. to 79%) in Q1 22-23 compared to Q4 21-22, but a considerable gender gap remains here.

Victimisation has remained relatively stable during the first quarter of FY 22-23, with around one in twenty Londoners saying they have been a victim of crime. Londoners most often said they experienced harassment or abuse (24% of those experiencing a crime in May 2022).

The types of issues that Londoners **prioritise** for policing have remained relatively stable over time. Gun and knife crime remains the clear priority for policing across London. Londoners' priorities for local policing are slightly more divided, with antisocial behaviour forming the top priority, followed by drug-related crime, gun and knife crime, and burglary.

In Q1 22-23, a minority of Londoners said they had experienced **unwanted attention or contact** in public spaces, including shops and transport. 13% had experienced non-sexual unwanted attention in the last 12 months, 10% had experienced unwanted sexual attention, and 2% unwanted sexual contact. Results are broadly the same as those seen in Q1 21-22.

When asked about **police handling of rape**, 67% say the police take reports of rape seriously, and 50% say the police are good at investigating cases of rape. Females are less confident in the police's handling of rape cases. Despite this, 92% of Londoners would personally report a rape to the police.

Results for Q1 22-23 show the majority of Londoners continue to **support Stop and Search** (70%) and have confidence in the fair use of Stop and Search powers (61%). However, results for both have seen a gradual decline since Q1 20-21.

Inequalities

Londoners from **Mixed Ethnic Backgrounds** show negative gaps across *all four* of the PCP Trust and Confidence measures, with particularly large inequalities seen for feeling police treat everyone fairly (-20 pp.) and trust in the MPS (-15 pp.). Those from **Black Ethnic Backgrounds** also see large negative gaps for these two measures.

However, inequalities for Black Londoners have tended to narrow over the last year, with particularly large improvements seen in Q1 22-23. Whilst the same is generally true of other ethnic groups, many of the increases for Black Londoners are much sharper.

Londoners identifying as **LGBT+** also see large negative gaps across all four of the PCP Trust and Confidence measures, with the size of these gaps again remaining relatively stable over the last year.

Full results and breakdowns can be seen on [MOPAC's Public Voice Dashboards](#).

Police and Crime Plan 2021-25

Measuring Success



London as a Safe City for All

The proportion of Londoners saying they have **experienced something they would consider to be a crime during the last month** has remained relatively stable during the first quarter of FY 22-23, with around one in twenty Londoners experiencing victimisation. Prior trends are unavailable for this measure.

The proportion of Londoners feeling **worried about crime in their local area** remained relatively stable over the last two years, but has seen a **notable reduction this quarter** from 57% to 49%. It is likely this decline was influenced by the PAS methodology change and return to face-to-face interviews in Q1 22-23 following COVID-19*, with Londoners interviewed by telephone more likely to say they were worried about crime (61%; broadly in line with levels seen in previous quarters during FY 21-22) than those interviewed face to face (43%).

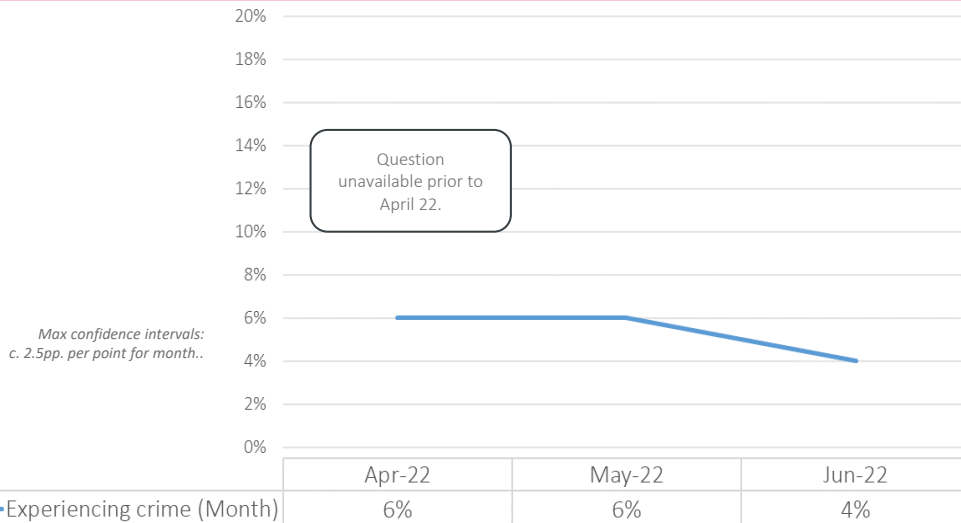
London is Safer

Our Vision:
London is a Safe City for All

Londoners feel Safer

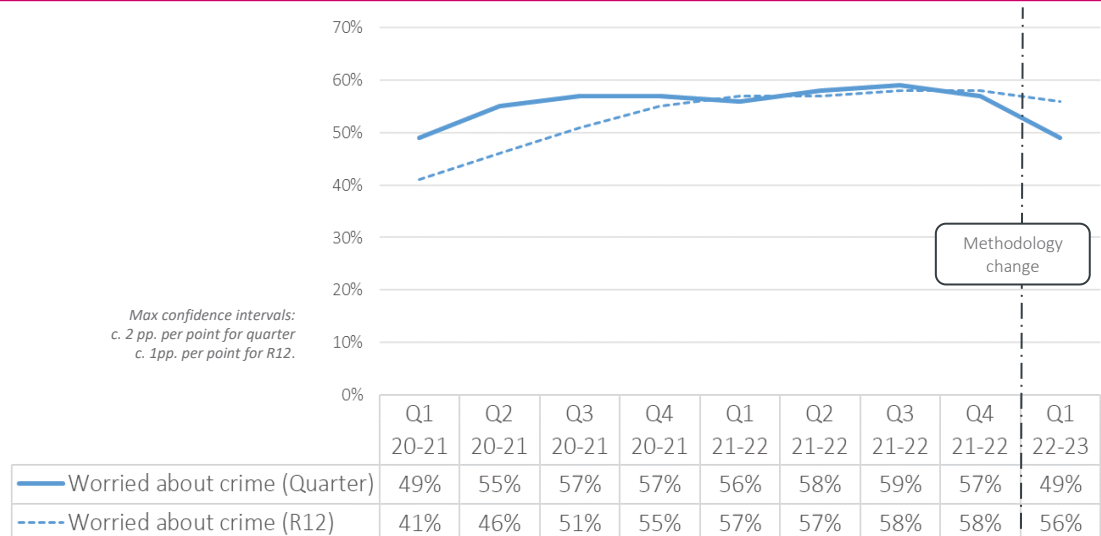
Victimisation Prevalence

(% 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)



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

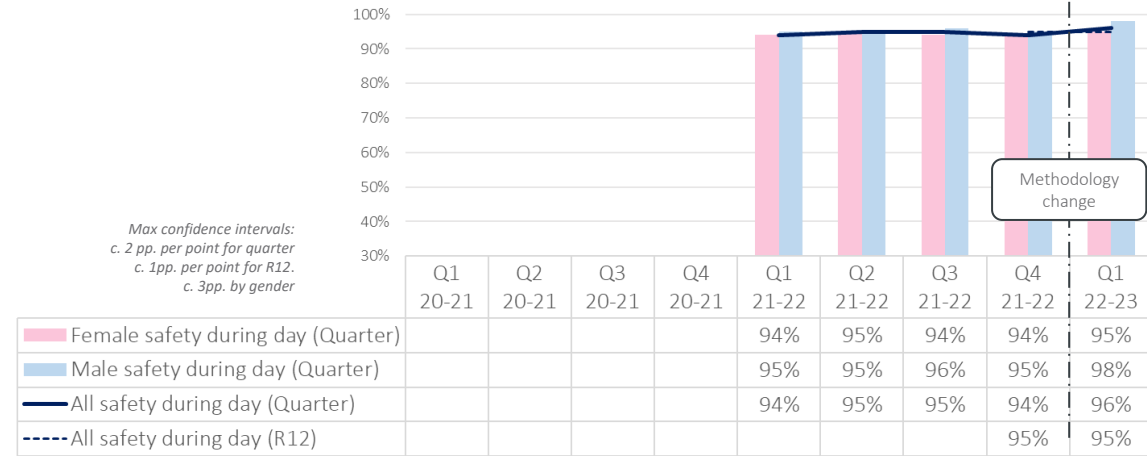
Crime Concerns and Feelings of Safety

In line with the reduction seen in overall worry about crime, large declines were also seen this quarter in the proportion of Londoners feeling **hate crime** (-15pp. to 37%) and **people using or dealing drugs** (-7pp. to 73%) are a problem locally.

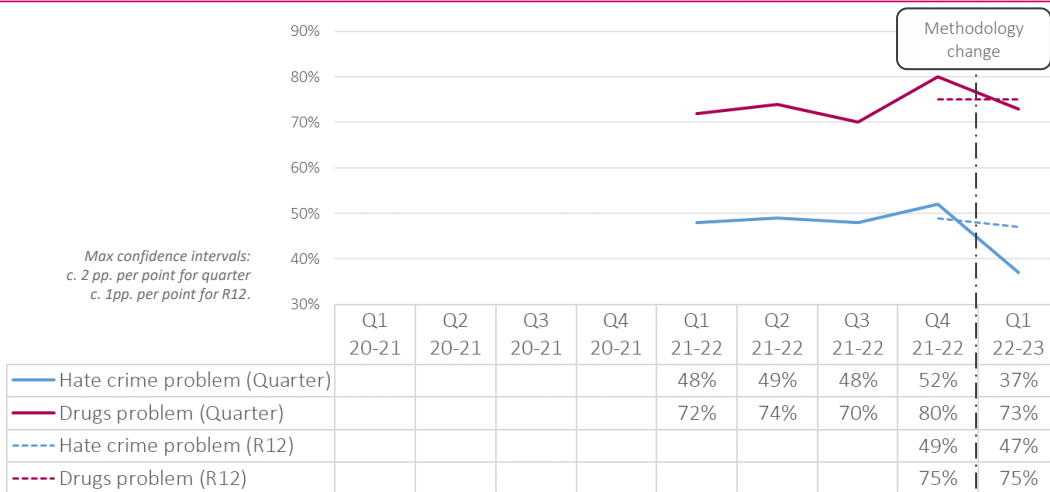
In turn, an uplift was seen in the proportion of Londoners saying they **feel safe walking alone in their local area after dark** (+7pp. to 70%). Levels increased for both females (+8pp. to 60%) and males (+5pp. to 79%) in Q1 22-23, but a considerable gender gap remains here. The majority of Londoners continue **to feel safe walking alone in their local area during the day** (+2pp. to 96%); regardless of gender.

Once again, improvements in these measures are likely to have been influenced by the change in PAS methodology, with higher results tending to be seen for those interviewed face-to-face than over the telephone.

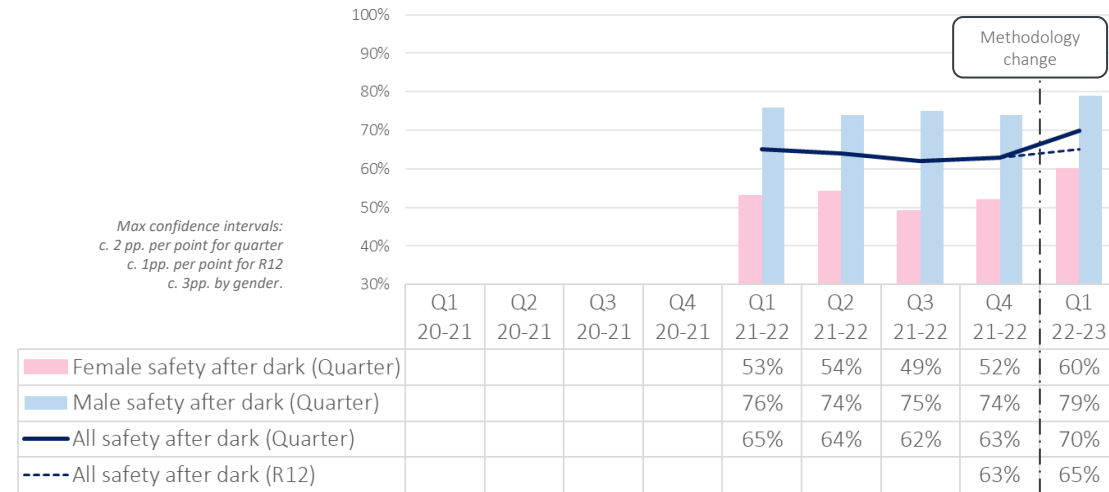
Safety walking alone in local area during the day, by gender**
(% feeling safe, Quarterly and Rolling-12 Trends)



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



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



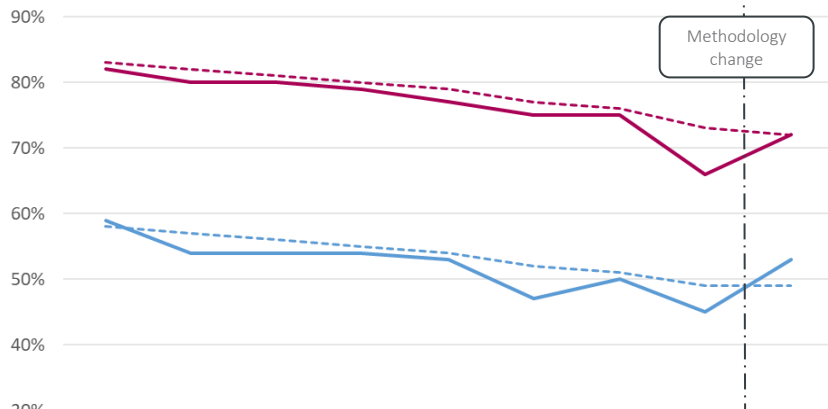
Data for these measures is not available during FY 20-21. *Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area is routed so that it is ONLY asked to those WORRIED ABOUT ASB in their local area. **Please note that the PAS Gender question changed to Sex from Q1 22-23; safety excludes those that do not go out in their local area.

Trust and Confidence in the Police - Trends

Trust and confidence in the police have seen **sustained downwards trajectories over recent years**. However, following *particularly low* results seen last quarter (Q4 2021-22), perceptions have seen an **uplift this quarter** and returned to levels more in line with Q3 2021-22. Despite this, **results remain low**: around half of Londoners feel police do a good job in their local area (53%) and less than three-quarters believe the MPS is an organisation they can trust (72%). Confidence is 6 percentage points lower than levels seen at the same point two years ago, while Trust has declined by 10 percentage points over this time.

Uplifts have also been seen this quarter for **fair treatment** and **dealing with local issues** - again following notably low results last quarter. Both measures now stand at 64% in Q1 2022-23, with large declines once again seen compared with the same point two years ago (fair treatment, -11pp.; deal with issues: -8pp.).

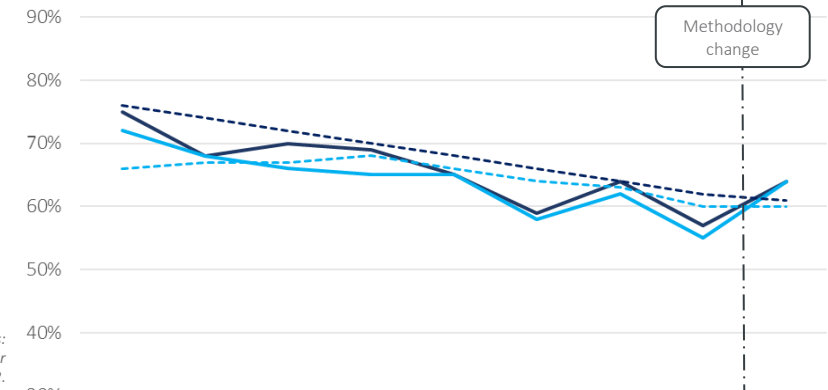
Trust and Confidence
(% positive, Quarterly and Rolling-12 Trends)



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

	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
Good job local (Quarter)	59%	54%	54%	54%	53%	47%	50%	45%	53%
Trust in MPS (Quarter)	82%	80%	80%	79%	77%	75%	75%	66%	72%
Good job local (R12)	58%	57%	56%	55%	54%	52%	51%	49%	49%
Trust in MPS (R12)	83%	82%	81%	80%	79%	77%	76%	73%	72%

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.

	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
Fair treatment (Quarter)	75%	68%	70%	69%	65%	59%	64%	57%	64%
Dealing issues (Quarter)	72%	68%	66%	65%	65%	58%	62%	55%	64%
Fair treatment (R12)	76%	74%	72%	70%	68%	66%	64%	62%	61%
Dealing issues (R12)	66%	67%	67%	68%	66%	64%	63%	60%	60%

Trust and Confidence in the Police - Inequalities

A range of **inequalities** in Trust and Confidence continue to be seen. Londoners from **Mixed Ethnic Backgrounds** show negative gaps across *all four* of the PCP Trust and Confidence measures, with particularly large inequalities seen for feeling police treat everyone fairly (-20 pp.) and trust in the MPS (-15 pp.). Those from **Black Ethnic Backgrounds** also see large negative gaps for these two measures. However, inequalities for Black Londoners have tended to narrow over the last year, with particularly large improvements seen in Q1 22-23. Whilst the same is generally true of other ethnic groups, many of the increases for Black Londoners are much sharper.

Londoners identifying as **LGBT+** also see large negative gaps across all four of the PCP Trust and Confidence measures, with the size of these gaps again remaining relatively stable over the last year.

Percentage point gaps compared with the MPS result (R12 data). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.		Police do a good job in the local area (Good job)	The MPS is an organisation that I can trust (Trust MPS)	Agree the police treat everyone fairly regardless of who they are (Fair treatment)	Agree the police are dealing with the things that matter to this community (Dealing issues)
Weighted MPS result		49%	72%	61%	60%
Ethnicity	White British	-1%	4%	-1%	-2%
	White Other	6%	7%	8%	4%
	Black	-4%	-18%	-13%	-3%
	Asian	1%	5%	10%	5%
	Mixed	-5%	-15%	-20%	-11%
	Other ethnicity	2%	-3%	2%	4%
LGBT+	Yes	-5%	-10%	-13%	-10%
	No	0%	1%	1%	1%
Age	16-24	-2%	-8%	-4%	-2%
	25-34	1%	-3%	-1%	-1%
	35-44	1%	2%	4%	3%
	45-54	-1%	1%	-1%	-2%
	55-64	-5%	0%	-2%	-4%
	65 years +	1%	7%	4%	4%
Disability	Disability	-1%	-3%	-3%	-2%
	No disability	0%	1%	1%	0%
Sex	Male	0%	1%	3%	0%
	Female	-1%	0%	-3%	0%

Borough-level results (R12 data).	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	47%	75%	70%	66%
Barnet	49%	75%	71%	58%
Bexley	48%	77%	68%	63%
Brent	56%	76%	69%	64%
Bromley	56%	75%	62%	62%
Camden	45%	68%	51%	59%
Croydon	38%	67%	57%	55%
Ealing	48%	78%	67%	64%
Enfield	45%	68%	61%	59%
Greenwich	45%	68%	58%	54%
Hackney	45%	67%	54%	58%
Hammersmith and Fulham	55%	75%	62%	64%
Haringey	49%	68%	53%	57%
Harrow	49%	77%	70%	58%
Havering	53%	79%	69%	63%
Hillingdon	51%	80%	78%	66%
Hounslow	53%	78%	71%	65%
Islington	49%	63%	50%	57%
Kensington and Chelsea	56%	78%	65%	60%
Kingston upon Thames	58%	77%	72%	68%
Lambeth	43%	58%	38%	46%
Lewisham	40%	64%	50%	51%
Merton	50%	75%	58%	60%
Newham	44%	68%	60%	66%
Redbridge	46%	72%	67%	58%
Richmond upon Thames	64%	73%	71%	66%
Southwark	48%	72%	51%	56%
Sutton	57%	77%	74%	69%
Tower Hamlets	47%	71%	62%	58%
Waltham Forest	41%	70%	60%	61%
Wandsworth	49%	73%	51%	55%
Westminster	51%	77%	58%	59%
MPS	49%	72%	61%	60%

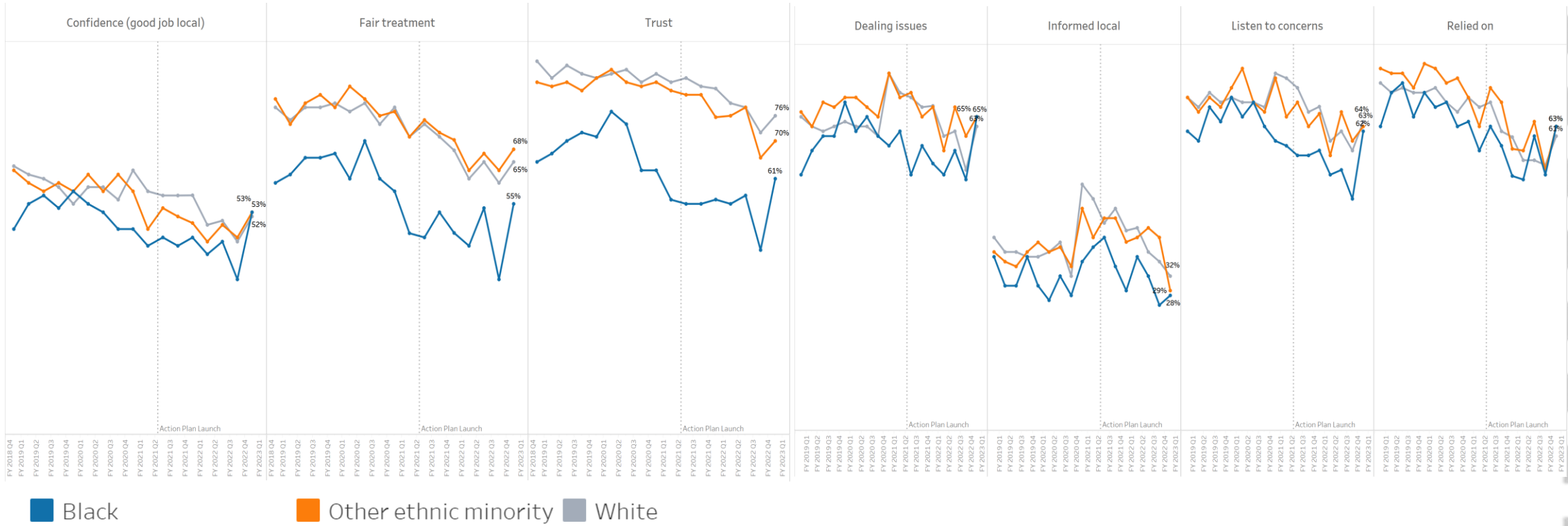
Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more.

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

**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.

Black Londoners see stark improvements in the most recent quarter

Public Perceptions: Londoners responses from the Public Attitude Survey

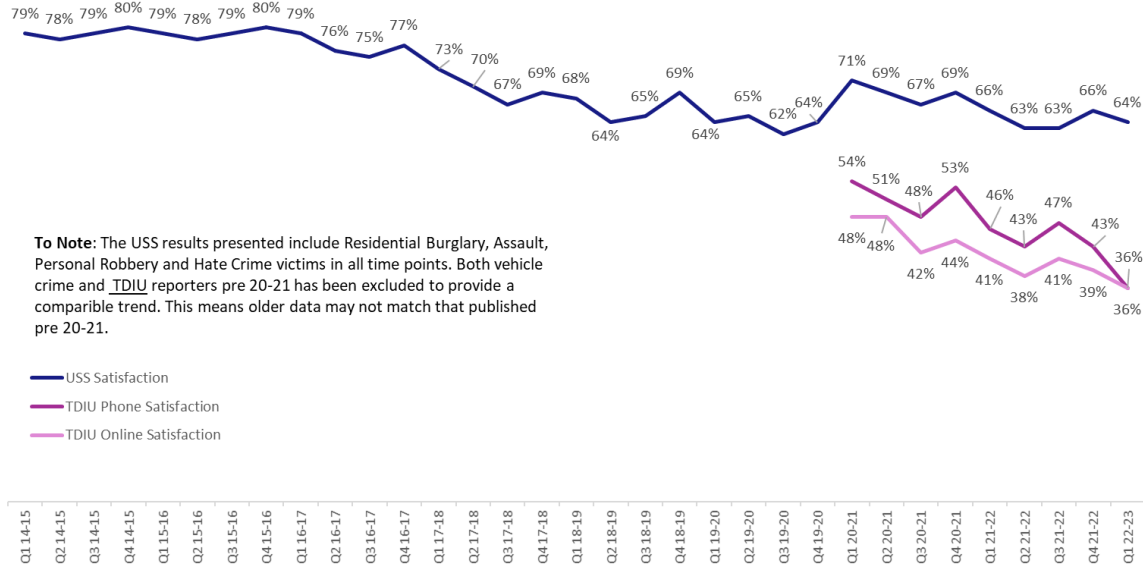


Improvements have been seen across all perceptions measures for Black Londoners compared to Q4. Whilst the same is generally true of other ethnic groups, many of the increases for Black Londoners are much sharper. Discrete Q1 22-23 has seen **confidence** in the MPS increase for Black Londoners up to 53%, which is in line with White Londoners (52%). However, Black Londoners continue to have lower levels of **trust in the MPS** (61% vs. 76% for White Londoners) and a lower proportion believe that the police **treat everyone fairly** (55% vs. 65%).

Please note that many of the Q1 results are similar to those seen in Q3 FY 21-22, following particularly poor results in Q4 FY 21-22 for most groups of respondents. PAS has also returned to predominantly face-to-face interviewing, which may be impacting trends presented.

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 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.

BCU reported Overall Satisfaction shows **no statistically significant change** from last year from 66% in Q1 21-22 to the current 64% in Q1 22-23.

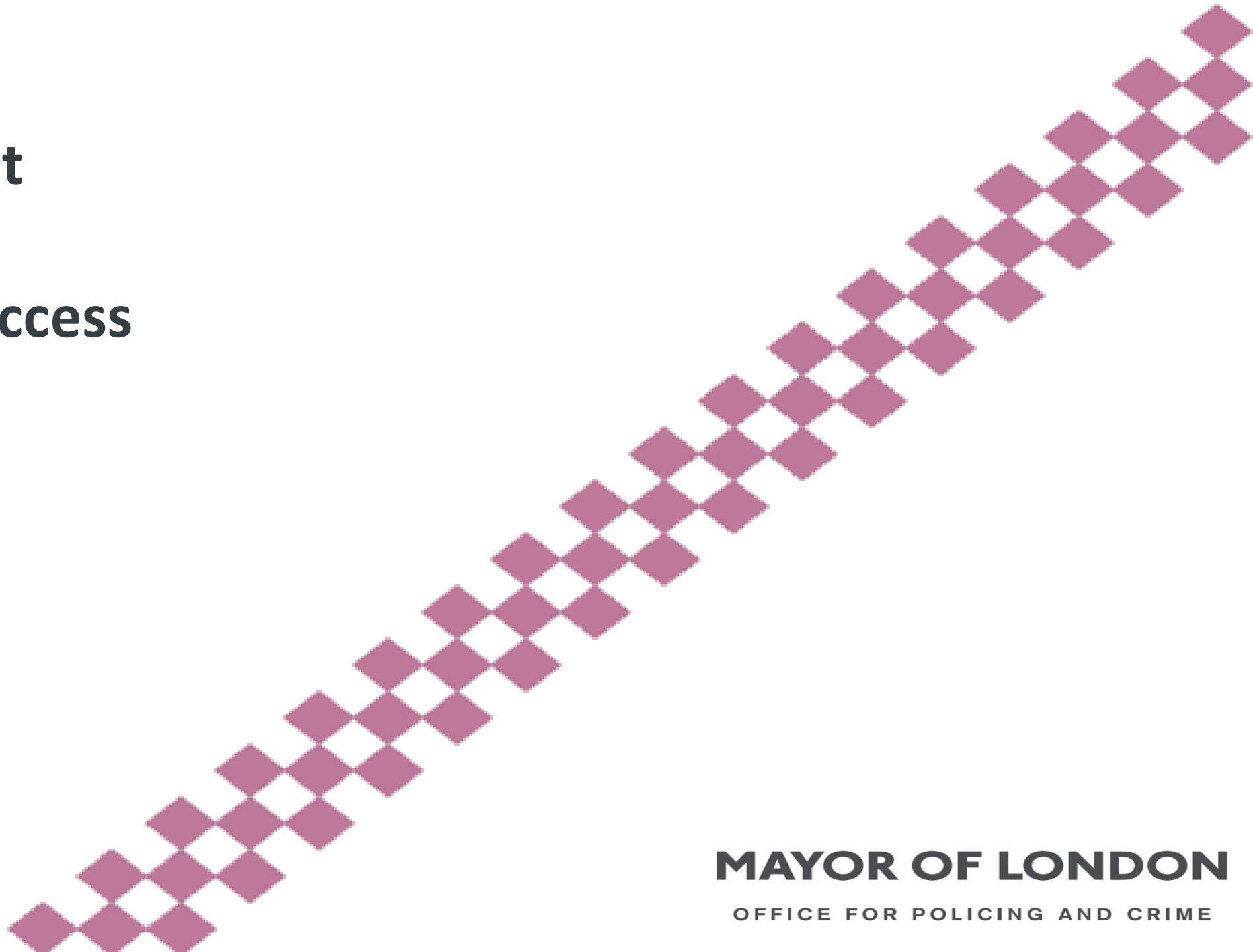
Telephone reporters have been consistently more satisfied than those who **report online**, although this has closed this quarter. There have been **reductions** in those satisfied over the last year (Q1 21-22 vs. Q1 22-23) for both telephone reporters (-10pp. (sig.)) and for online reporters (-5pp. (non-sig.)).

12 months to Q1 22-23		Overall Satisfaction USS	Overall Satisfaction TDIU - Telephone	Overall Satisfaction TDIU - Online
		<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>	<i>All crime groups, unweighted data</i>
Unweighted MPS result		64%	42%	38%
Ethnicity	White British	3%	3%	2%
	White Other	1%	4%	6%
	Black	-2%	4%	-1%
	Asian	0%	-1%	-5%
	Mixed	-4%	-2%	3%
	Other ethnicity	2%	-6%	0%
LGBT+	Yes	-4%	0%	0%
	No	1%	2%	2%
Age	16-24	4%	-8%	-2%
	25-34	-2%	-12%	-7%
	35-44	-3%	-7%	-2%
	45-54	2%	2%	0%
	55-64	-3%	6%	8%
	65 years +	12%	26%	8%
Disability	Disability	-9%	0%	4%
	No disability	3%	1%	1%
Gender*	Male	1%	1%	0%
	Female	-1%	5%	5%

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

MPS Oversight

Measuring Success

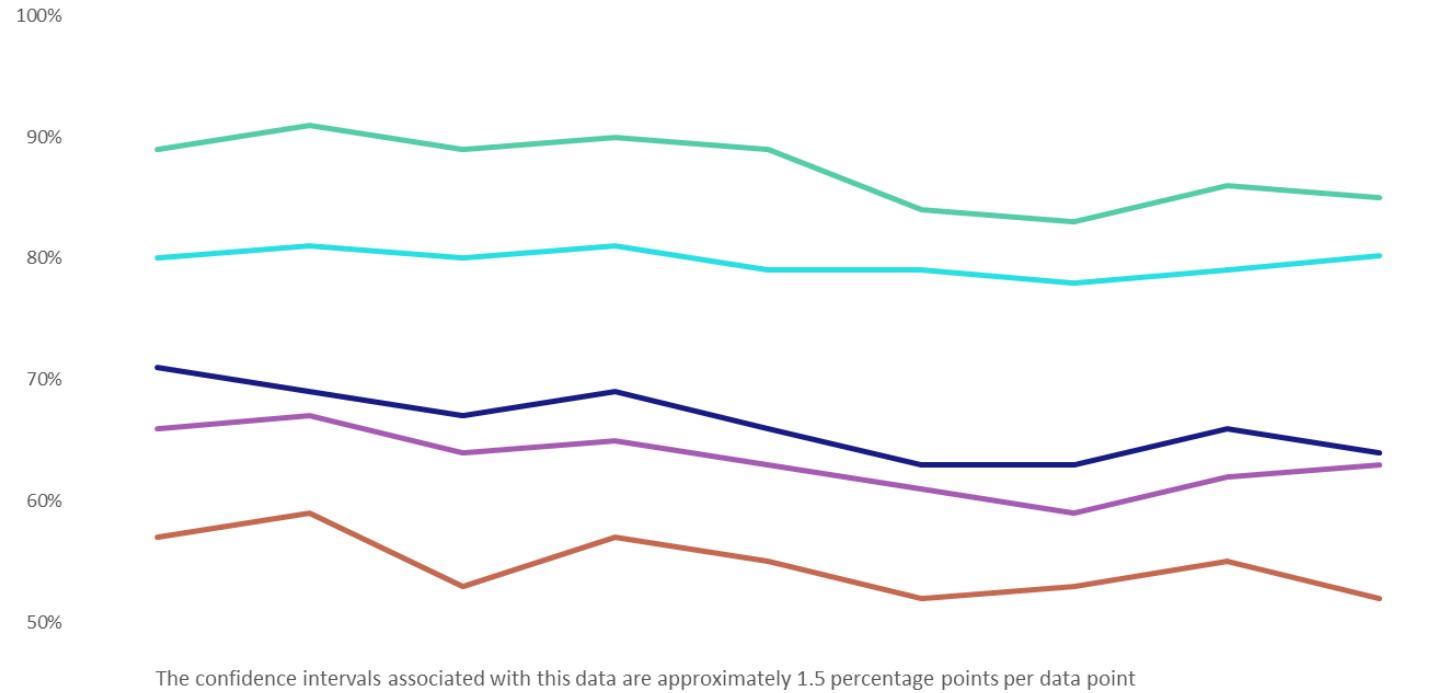


MAYOR OF LONDON

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 Q1 21-22 to the current 64% in Q1 22-23.

There are, however, significant reductions in satisfaction with **Ease of Contact** (-4pp. Q1 21-22 vs. Q1 22-23) and **Follow Up** (-3pp. Q1 21-22 vs. Q1 22-23).

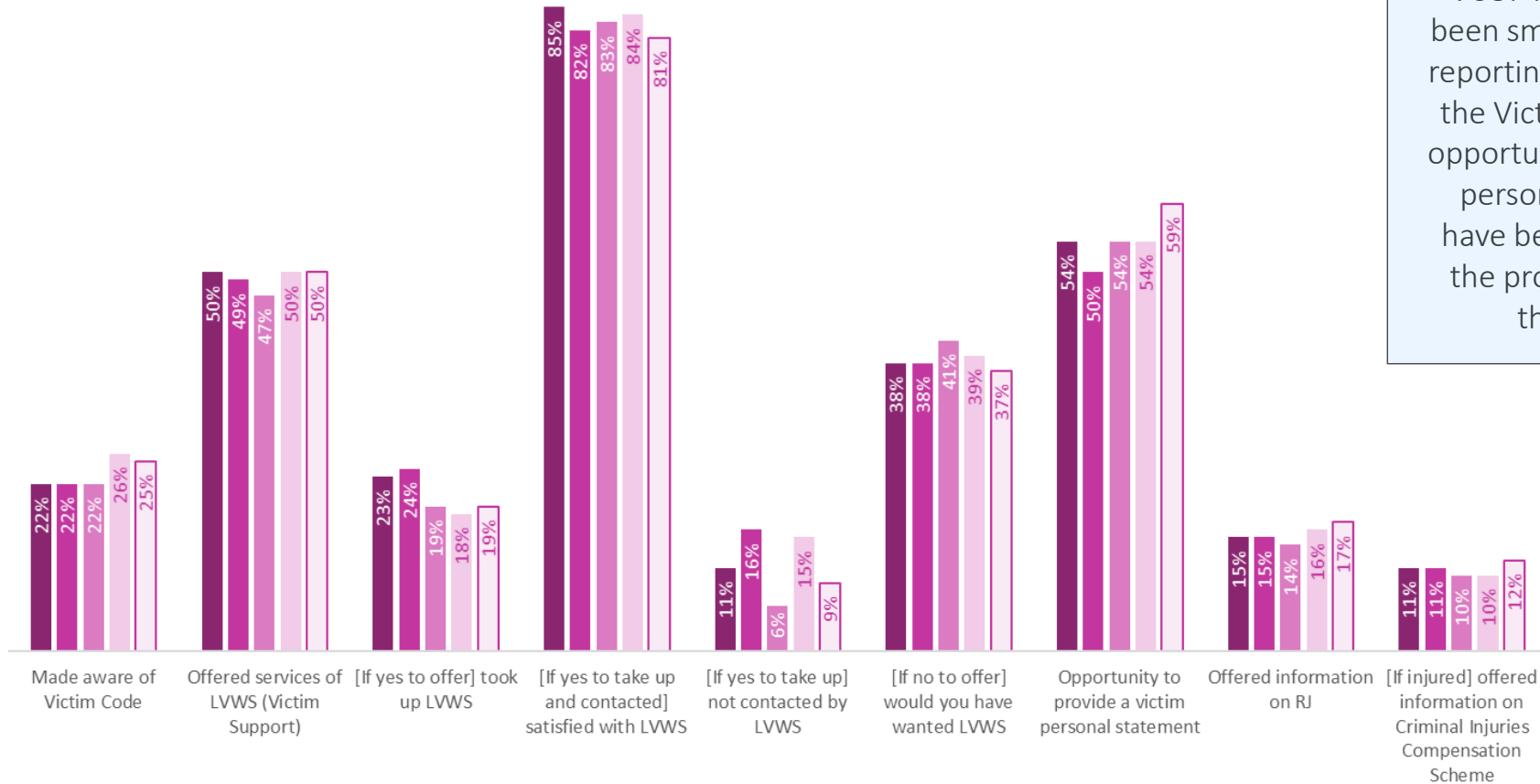
	Q1 20-21	Q2 20-21	Q3 20-21	Q4 20-21	Q1 21-22	Q2 21-22	Q3 21-22	Q4 21-22	Q1 22-23
Overall Satisfaction	71%	69%	67%	69%	66%	63%	63%	66%	64%
Ease of Contact	89%	91%	89%	90%	89%	84%	83%	86%	85%
Police Actions	66%	67%	64%	65%	63%	61%	59%	62%	63%
Follow Up	57%	59%	53%	57%	55%	52%	53%	55%	52%
Treatment	80%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

USS VCOP compliance remains stable

Victim Code responses over time

Discrete data per point

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



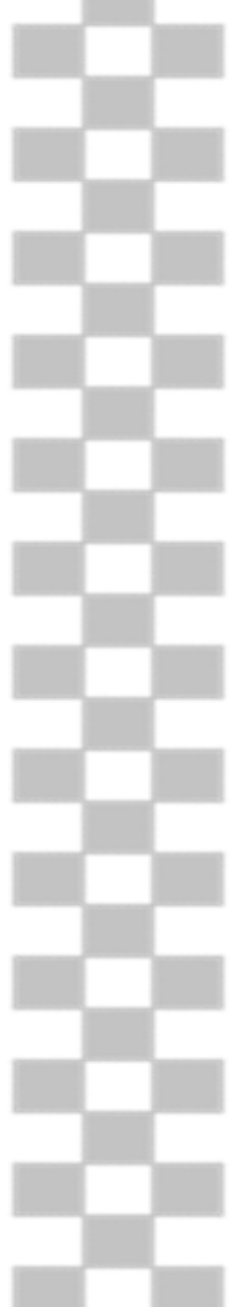
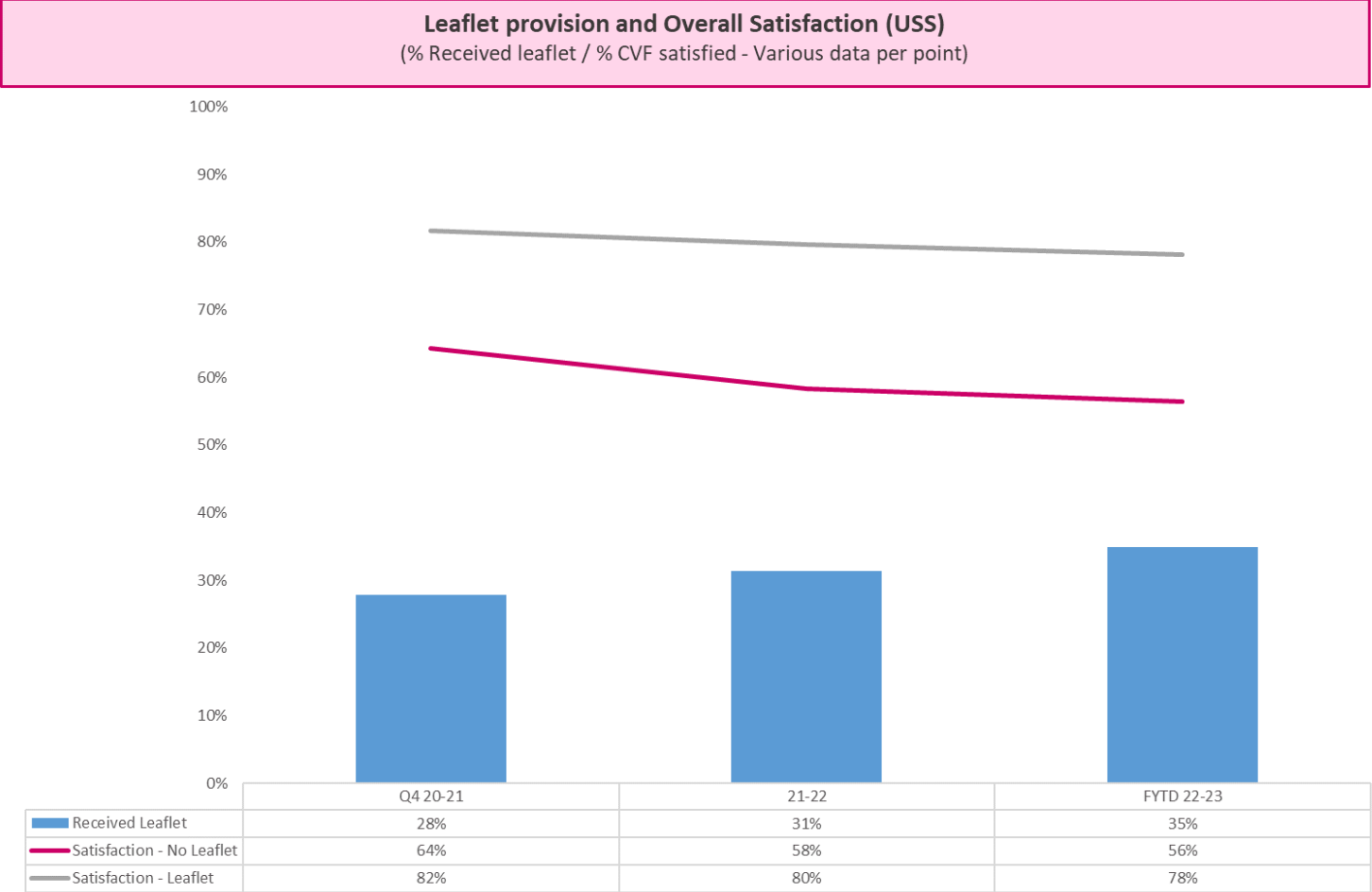
Results across quarters are consistent for the majority of **VCOP measures**. There have been small increases in victims reporting being made aware of the Victim Code and given an opportunity to provide a victim personal statement. There have been small decreases in the proportion who took up the offer of LVWS.

Little has been progress achieved in promoting leaflets for victims

The MPS began distribution of a **Victim Care Leaflet** in November 2020 (Q4 20-21). These are directly given to victims aiming to improve information, VCOP compliance, and overall support. Around a third of respondents in the USS report receiving leaflet (see graph). This has increased slightly over time.

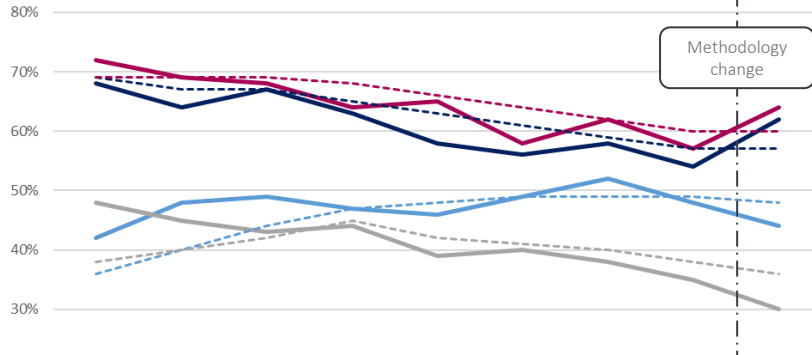
Burglary victims are more likely to report receiving the leaflet (44% Q4 20-21 thru FYTD 22-23), than Robbery (32%), Hate (32%) and Assault (28%) victims.

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



PAS: Public perception additional oversight measures

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



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

	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
— Worried about ASB (Quarter)	42%	48%	49%	47%	46%	49%	52%	48%	44%
— Informed local (Quarter)	48%	45%	43%	44%	39%	40%	38%	35%	30%
— Relied on (Quarter)	68%	64%	67%	63%	58%	56%	58%	54%	62%
— Listen to concerns (Quarter)	72%	69%	68%	64%	65%	58%	62%	57%	64%
- - - Worried about ASB (R12)	36%	40%	44%	47%	48%	49%	49%	49%	48%
- - - Informed local (R12)	38%	40%	42%	45%	42%	41%	40%	38%	36%
- - - Relied on (R12)	69%	67%	67%	65%	63%	61%	59%	57%	57%
- - - Listen to concerns (R12)	69%	69%	69%	68%	66%	64%	62%	60%	60%

The proportion of Londoners feeling police can be **relied on to be there** or **listen to local concerns** has seen a downwards trajectory over recent years. However, both measures saw an **uplift this quarter** – with 64% feeling police listen to local concerns and 62% believing they can be relied on. Despite this, results remain significantly lower than levels seen the same point two years ago (listen to concerns: -8pp. compared with Q1 20-21; relied on -6pp.).

The proportion of Londoners feeling **worried about ASB** declined by -4pp. this quarter to 44%, while the proportion feeling **informed about local policing** also declined by -5pp – continuing a sustained downwards trend.

Several **inequalities** are seen for these measures. These are most pronounced for feeling police listen to local concerns – with large negative gaps seen for **Mixed Ethnicity** (-12 pp.) and **Black Londoners** (-6 pp.), **LGBT+ groups** (-8 pp.) and those **aged 16 to 24** (-7pp.). Younger Londoners and older Londoners are also *less likely* to be worried about ASB – with higher concerns seen amongst those aged 35 to 44 and 45 to 54.

Percentage point gaps compared with the MPS result (R12 data).		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)
Weighted MPS result		48%	36%	57%	60%
Ethnicity	White British	-2%	0%	-2%	0%
	White Other	-1%	1%	5%	5%
	Black	-2%	-5%	0%	-6%
	Asian	7%	3%	5%	4%
	Mixed	0%	-4%	-5%	-12%
	Other ethnicity	2%	0%	2%	3%
LGBT+	Yes	-2%	-4%	-3%	-8%
	No	0%	0%	1%	1%
Age	16-24	-6%	-2%	4%	-7%
	25-34	-2%	-2%	2%	-2%
	35-44	6%	1%	3%	3%
	45-54	6%	1%	0%	0%
	55-64	2%	-1%	-7%	-1%
	65 years +	-7%	4%	-2%	7%
Disability	Disability	4%	2%	-1%	-1%
	No disability	0%	-1%	1%	0%
Sex	Male	-3%	2%	1%	1%
	Female	3%	-2%	0%	0%

Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red.

Public Voice Insights

Victim Satisfaction

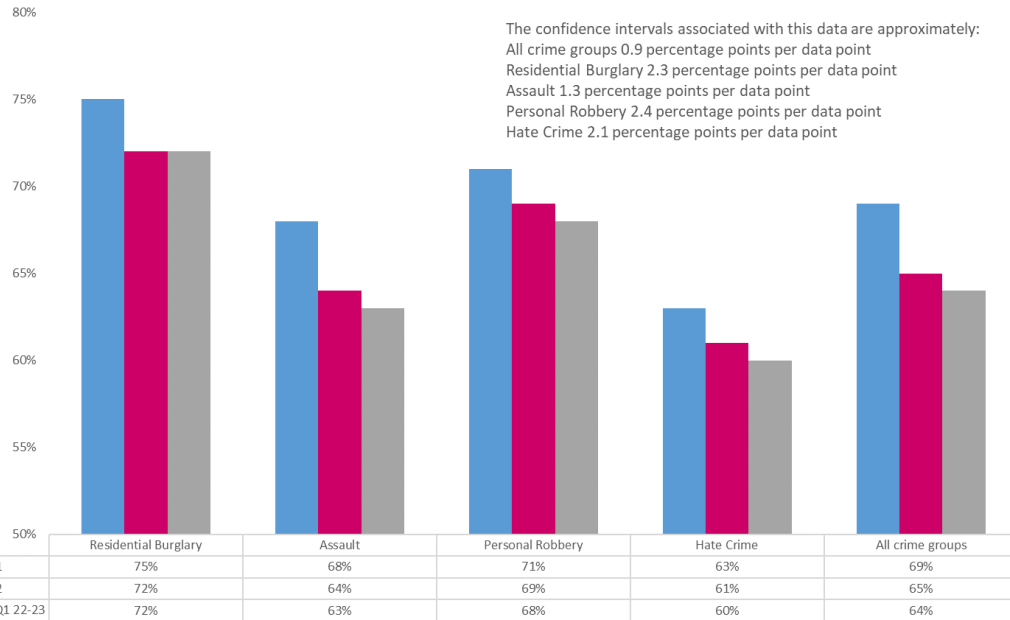


MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

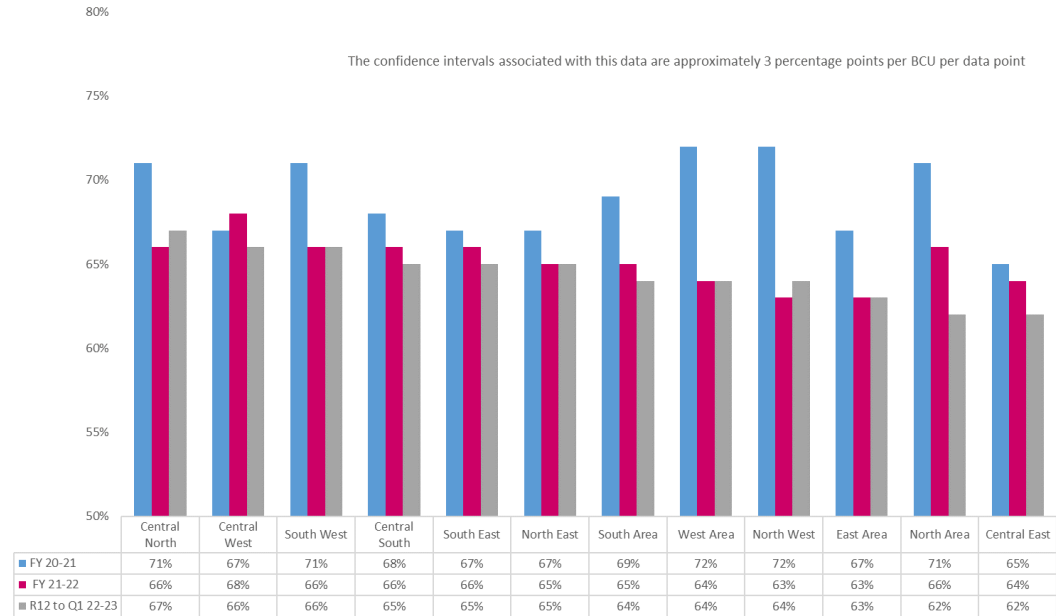
USS: Overall Satisfaction by crime group and BCU

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



Satisfaction is higher for victims of **burglary** (72%) and lower for victims of **hate crime** (60%) when compared to the FY MPS average (64%). These differences are statistically significant and this is consistent over time.

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



There is variation in performance between **BCUs**, with a 5pp. range between top and bottom performers. However, no BCU is significantly above or below the FY MPS average of 64%.

Screening: Inconsistent patterns of satisfaction emerge for screened in/out

Analysis sought to understand victim satisfaction by whether the incident was 'screened in' or 'screened out'.

Please note that the flag used here relates to the screening decision allocated to the incident *at the time of the survey sample download*.

Please also bear in mind that each **survey route represents a specific sub-set** of screened in or out victims:

TDIU Survey

-Sub-set of screened in/out crime **opened by TDIU**.

- Around **60%** of the survey sample are screened out
- Screened out victims are largely **vehicle crime**.

USS

-Sub-set of screened in/out crime **allocated to BCU**.

- Around **15%** of the survey sample are screened out*
- Screened out victims are largely **assault**.

The TDIU survey captures the views of **more 'screened out' victims** than the USS (see left) – and satisfaction is lower here.

However, *within the individual survey routes* we see an **inconsistent pattern** of satisfaction. In some cases – particularly for the USS – satisfaction is in fact **HIGHER** for those screened out than in.



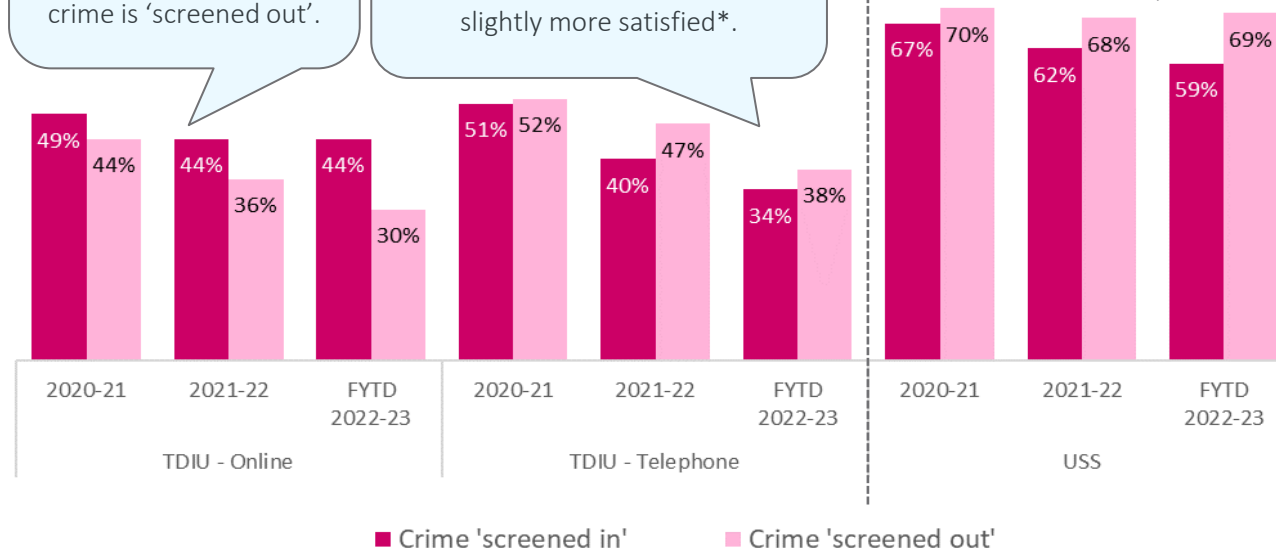
User Satisfaction Survey

However, **USS** respondents are **consistently far MORE SATISFIED** if their crime is 'screened out'. This is perhaps contrary to the pattern that may be expected here.



For those reporting **online via the TDIU**, victims are consistently **LESS SATISFIED** if their crime is 'screened out'.

Gaps are smaller for **TDIU reporters over the phone**, with 'screened out' victims here slightly **more satisfied***.



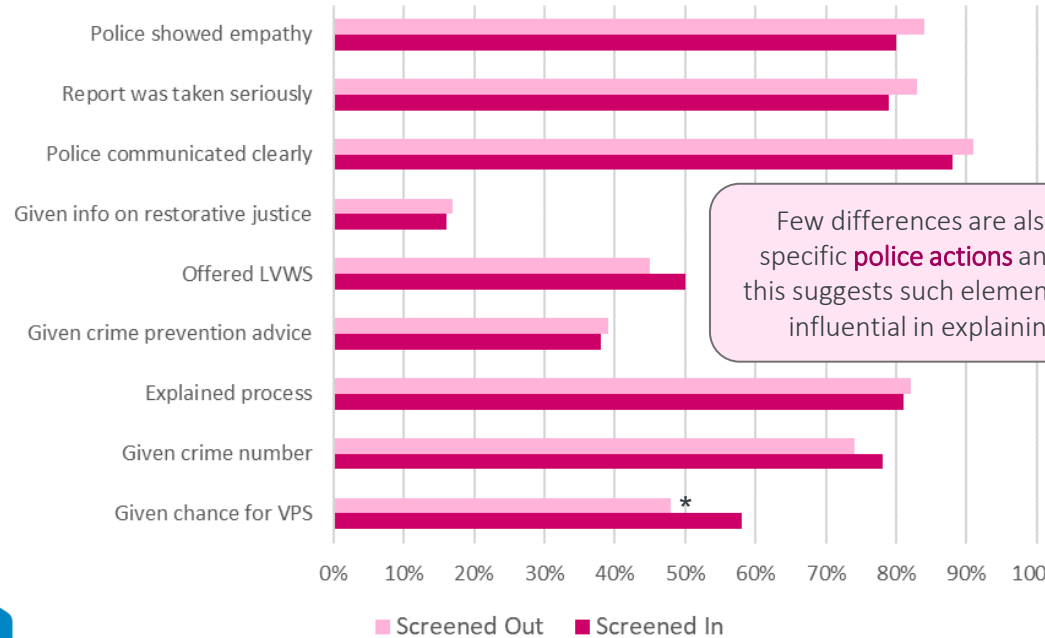
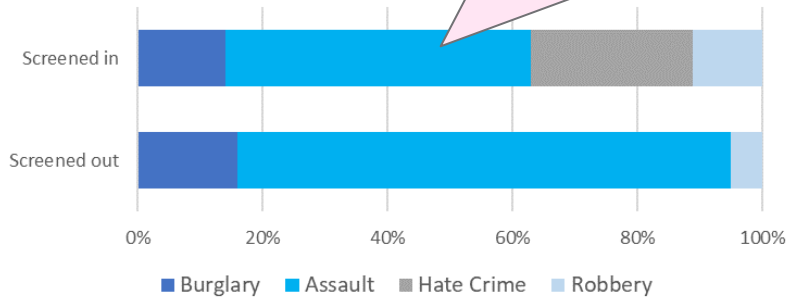
*Please note this does not reach statistical significance for FYTD 2022-23.

**Screening decision in the USS is only available for those consenting to pass their crime reference number back to MOPAC – c. 60% of the sample.

Screening: Wider measures help to explore the satisfaction gap seen in the USS

Previously we saw consistently LOWER satisfaction levels amongst USS victims whose crimes had been ‘screened in’. This is perhaps contrary to expectations given likely differences in the level of service offered to these victims. As such further analysis was conducted on the USS to better understand this satisfaction gap.

As noted earlier, several differences are seen in the **types of crime** ‘screened in’ or ‘out’ in the USS. Importantly though, satisfaction gaps remain regardless of crime type— suggesting these differences *do not* drive this gap.



Few differences are also seen when looking at specific **police actions** and **treatment**. Once again this suggests such elements may *not* be particularly influential in explaining the satisfaction gap.

Note that many of these form part of the Victims’ Code.



More widely, few **demographic differences** are seen between USS victims ‘screened in’ or ‘out’ – including by gender, ethnicity and age. Again, this suggests such individual characteristics are *not* influential in explaining this satisfaction gap.

It is possible that **other elements of the police service** may therefore be *more influential* in shaping this satisfaction gap. One important consideration may be **police follow up**.
However, since 2018, satisfaction with follow-up in the USS has only been asked to those ‘screened in’ (as those screened out are unlikely to receive further contact) – which makes direct comparisons difficult.

Supporting this, historical USS data shows ‘screened out’ victims were consistently **MORE satisfied with follow up** between 2012-18. It is likely that expectations for further contact may be playing a role here.

Data for FYTD 22-23 unless otherwise specified. * marks significant differences.

Screening: Victim expectations and the investigation may also play a role

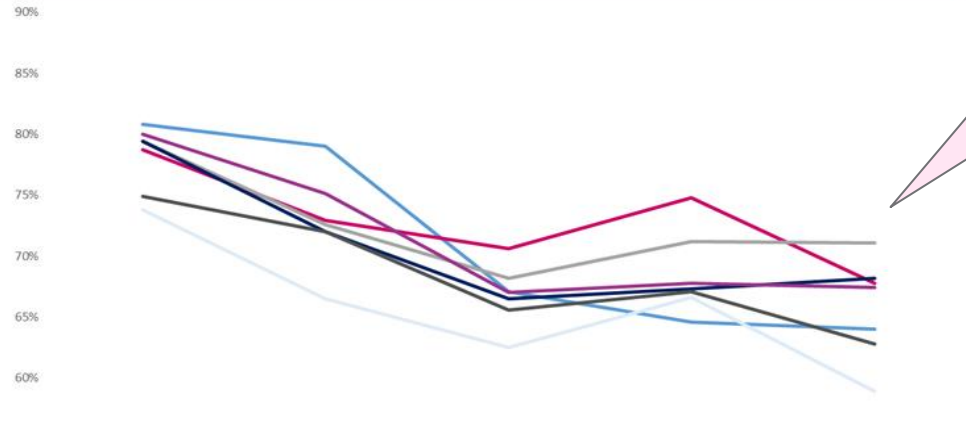
Victims' **expectations** around the investigative process may also be important.

Moving beyond just 'screening decision', further analysis also sought to understand the role of **investigation length** in shaping USS satisfaction. To do this, we calculated the number of days from the crime report to completion in the sample*.

Although both 'screened in' and 'screened out' USS victims report **similar outcomes...**

...those 'screened in' are still **MORE** likely to feel **the investigation was BELOW their expectations** – in line with the lower satisfaction levels seen here.

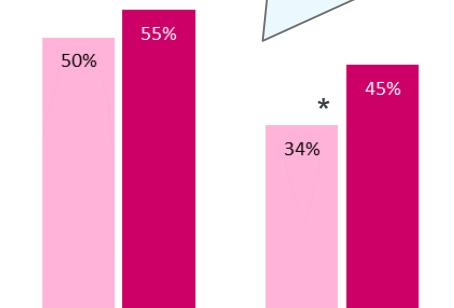
Satisfaction by days from report to completion over time
(% CVF satisfied - FY)



Overall, those with **longer investigation times** tend to be *less satisfied* - with those 'screened in' around twice as likely to have an investigation length of 11+ days.

	2017-18	2018-19	2019-20	2020-21	2021-22
Same day	81%	79%	67%	65%	64%
1 day	79%	73%	71%	75%	68%
2 days	79%	73%	68%	71%	71%
3 or 4 days	79%	72%	67%	67%	68%
5 through 10 days	80%	75%	67%	68%	67%
11 through 20 days	75%	72%	66%	67%	63%
21 through 42 days	74%	67%	63%	67%	59%

Conclusions
Together, this suggests the lower satisfaction seen for 'screened in' USS victims is complex, and cannot be explained by one factor alone. However, it is possible that aspects of the more prolonged investigation – including elements of follow-up – may be influential here.



■ Screened Out ■ Screened In

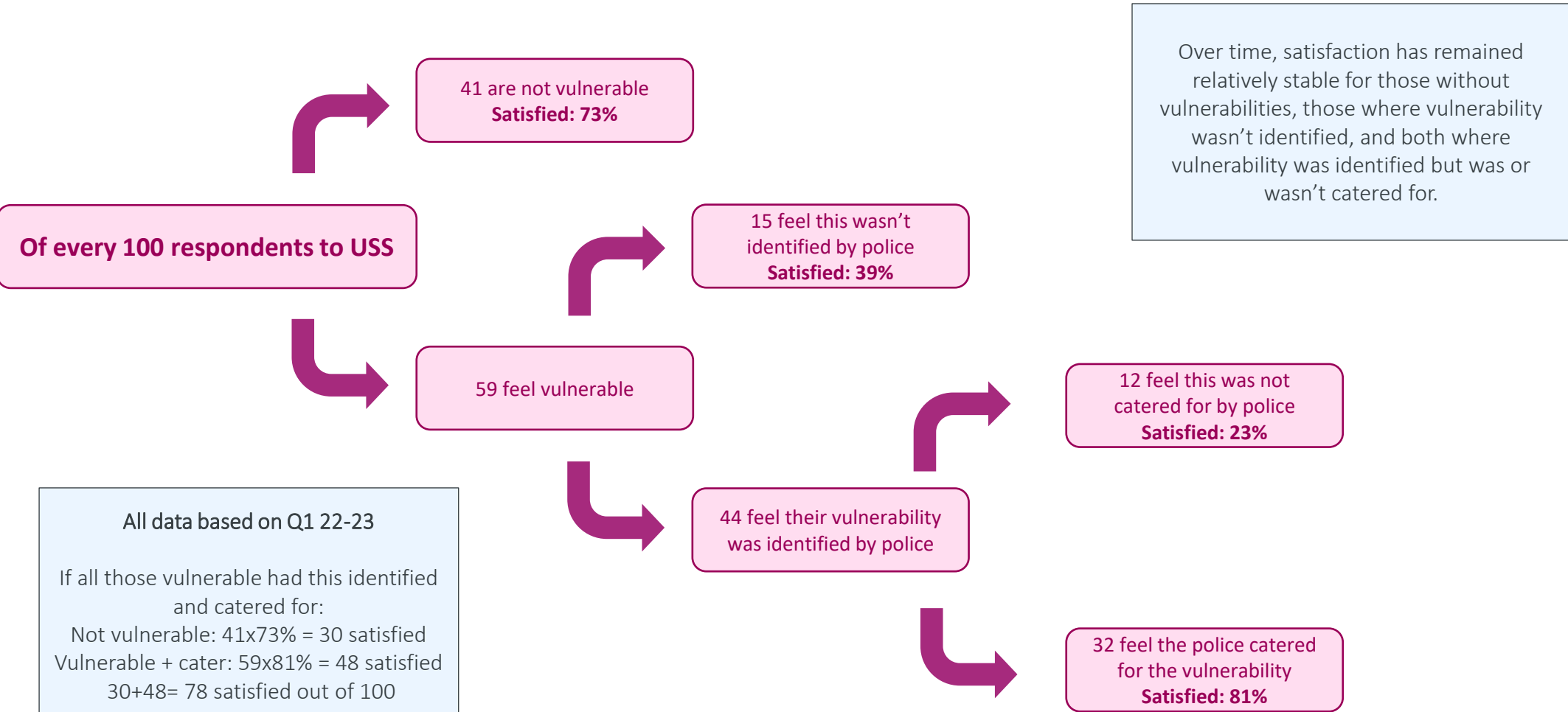


Future research could help to test this further, including:

- Better understanding of how 'screening decision' flags are used and applied on CRIS.
- Case studies to explore the differing journeys of victims screened in/out in the USS.
- Further work to understand victims' expectations and experiences – particularly for follow-up and investigation.

*Using the crime numbers of those respondents who allow it (approx. 60%) it is possible to download extra information from the crime system. It is possible, therefore, to attain the number of days from crime report to completion. Data here caps this time at 42 days– this is to avoid instances where the investigation was ongoing at the time of USS interview. **Data for FY 21-22 (latest available for investigation length).

Satisfaction is highest when vulnerability is identified and catered for



All data based on Q1 22-23

If all those vulnerable had this identified and catered for:

- Not vulnerable: $41 \times 73\% = 30$ satisfied
- Vulnerable + cater: $59 \times 81\% = 48$ satisfied
- $30 + 48 = 78$ satisfied out of 100

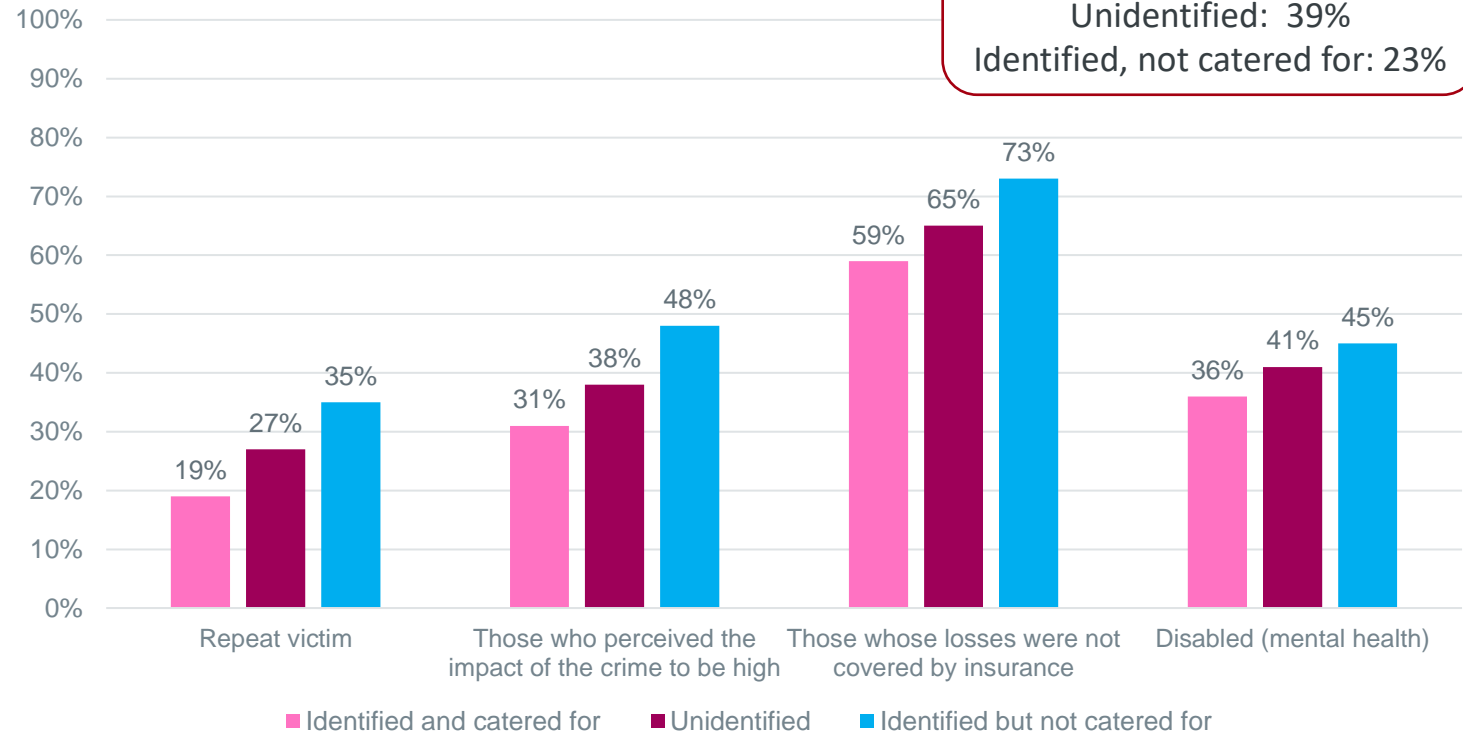
Overall satisfaction could be in the region of 78% or 14 pp. higher than the Q1 22-23 results of 64%.

Who are those with unidentified or uncatered for vulnerabilities?

Comparing victims with unidentified vulnerabilities, identified but uncatered for vulnerabilities, and victims who felt their vulnerability was catered for, those with uncatered for vulnerabilities are more likely to be...



There are no large differences by other demographics (including age, gender or ethnicity) or crime type.



A reminder: satisfaction
 Identified & catered for: 81%
 Unidentified: 39%
 Identified, not catered for: 23%

If officers could identify and cater for vulnerability for these particular groups of people, **overall satisfaction with service could be improved.**

This leads to questions about how officers are identifying victim vulnerability, and how they are catering for those vulnerabilities?

TDIU: Telephone reporters

	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
Dealt with entirely over the phone	79%	79%	78%	80%	82%	82%	76%	78%	82%
Happy to be dealt with on the phone (phone only)	72%	73%	70%	73%	74%	68%	71%	66%	64%
Crime reference number	96%	96%	95%	96%	95%	96%	96%	96%	96%
Explanation of process	81%	80%	79%	81%	78%	74%	77%	75%	73%
Crime prevention advice	48%	44%	43%	48%	46%	45%	48%	44%	40%
Informed of close (screened out only)	63%	62%	62%	61%	65%	61%	70%	59%	54%
Informed of Victims Code	28%	25%	19%	22%	21%	20%	27%	22%	20%
Offered Victim Support	40%	38%	34%	40%	23%	24%	31%	28%	26%
Communicated clearly	77%	75%	75%	77%	75%	67%	66%	69%	70%
Showed empathy	62%	60%	60%	64%	58%	54%	55%	56%	53%
Took matter seriously	63%	61%	61%	64%	59%	53%	55%	57%	53%
Reassured you	46%	45%	44%	46%	42%	40%	41%	42%	35%
Process met expectations	69%	69%	65%	68%	64%	60%	62%	62%	56%
Too little time spent investigating									64%
Would report again	86%	85%	83%	85%	82%	79%	81%	79%	78%
Views on MPS improved	19%	17%	20%	18%	17%	15%	19%	16%	14%
Views on MPS got worse	29%	31%	36%	31%	37%	43%	38%	41%	48%
Overall satisfaction	54%	51%	48%	53%	46%	43%	47%	43%	36%

For those **reporting on the telephone** approximately a fifth report **receiving a visit from an officer or staff**. This has been consistent over time, however, an increasing proportion of those dealt with entirely over the phone are not happy with this (fall of 10 pp. from Q1 21-22 to Q1 22-23).

Some of the strongest association with satisfaction for telephone reporters are receiving an explanation of the process and feeling reassured ($R^2=0.96$) over the full period the TDIU survey has been run (Q1 20-21 onwards).

Initial results from a new question for Q1 22-23 show 64% of respondents feel the police spent **too little time** investigating their report.

An increasing proportion of respondents feel the reporting process **did not meet their expectations**, with a subsequent increase in those left with a worse opinion of the MPS subsequent to their report.

TDIU: Online reporters

	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
Any further contact	62%	64%	60%	62%	62%	63%	63%	63%	59%
Expected further contact (those not receiving)	65%	63%	62%	63%	72%	76%	75%	74%	73%
Crime reference number	97%	95%	96%	96%	93%	97%	95%	94%	91%
Explanation of process	77%	75%	71%	72%	67%	70%	72%	73%	69%
Crime prevention advice	46%	42%	44%	46%	45%	46%	44%	42%	40%
Informed of close (screened out only)	81%	76%	82%	82%	74%	75%	79%	74%	70%
Informed of Victims Code	36%	32%	34%	34%	27%	32%	28%	28%	23%
Offered Victim Support	53%	45%	48%	51%	26%	31%	33%	30%	26%
Process met expectations	70%	71%	65%	67%	61%	59%	62%	59%	58%
Too little time spent investigating									59%
Would report again	89%	86%	85%	89%	86%	84%	82%	83%	81%
Views on MPS improved	18%	17%	16%	16%	17%	15%	20%	17%	16%
Views on MPS got worse	25%	29%	31%	28%	36%	39%	36%	39%	45%
Overall satisfaction	48%	48%	42%	44%	41%	38%	41%	39%	36%

Of those **reporting online** just over a third **do not receive further contact other than an email** acknowledging their report. However, three quarters of those not receiving any further contact expected it. This is one of the strongest association with satisfaction for online reporters ($R^2=-0.76$) over the full period the TDIU survey has been run (Q1 20-21 onwards).

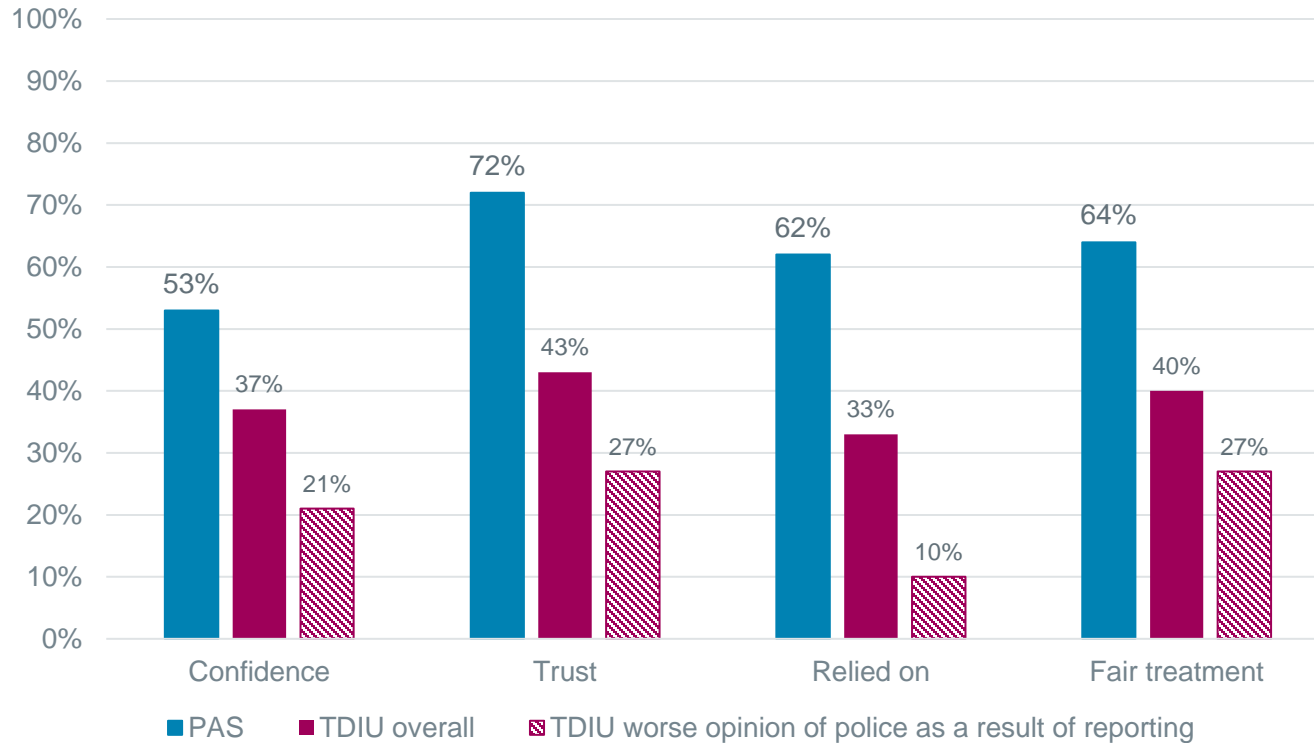
Related to this is a new question for Q1 22-23 which asks participant if they felt the level of investigation was appropriate to their report. Initial results show 59% of respondents feel the police spent **too little time** investigating their report.

Both of these factors are associated with a decreasing proportion of respondents answering that the process of reporting **met their expectations**, which has fallen 12 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 20 pp. from Q1 20-21 to just under half of respondents (45% Q1 22-23)).

Victim reporting experience may be adversely affecting wider perceptions of the MPS

The TDIU surveys asks victims a number of questions about wider perceptions of the police, such as trust and confidence, which can be matched to PAS.



Data is for discrete Q1 22-23

TDIU respondents generally have **more negative perceptions** than PAS respondents.

Those victims that had a bad experience of reporting, and subsequently **worse opinions of the police**, are overwhelmingly less positive with regard to all matched PAS questions.

34% of TDIU respondents have reported a worse opinion of the police as a result of reporting since the start of FY 20-21.

In that period, the TDIU opened 722,000 crimes. If 34% of those victims subsequently ended up with a worse opinion of the police, that's 238,000 individuals whose perceptions have been adversely affected by their reporting experience.

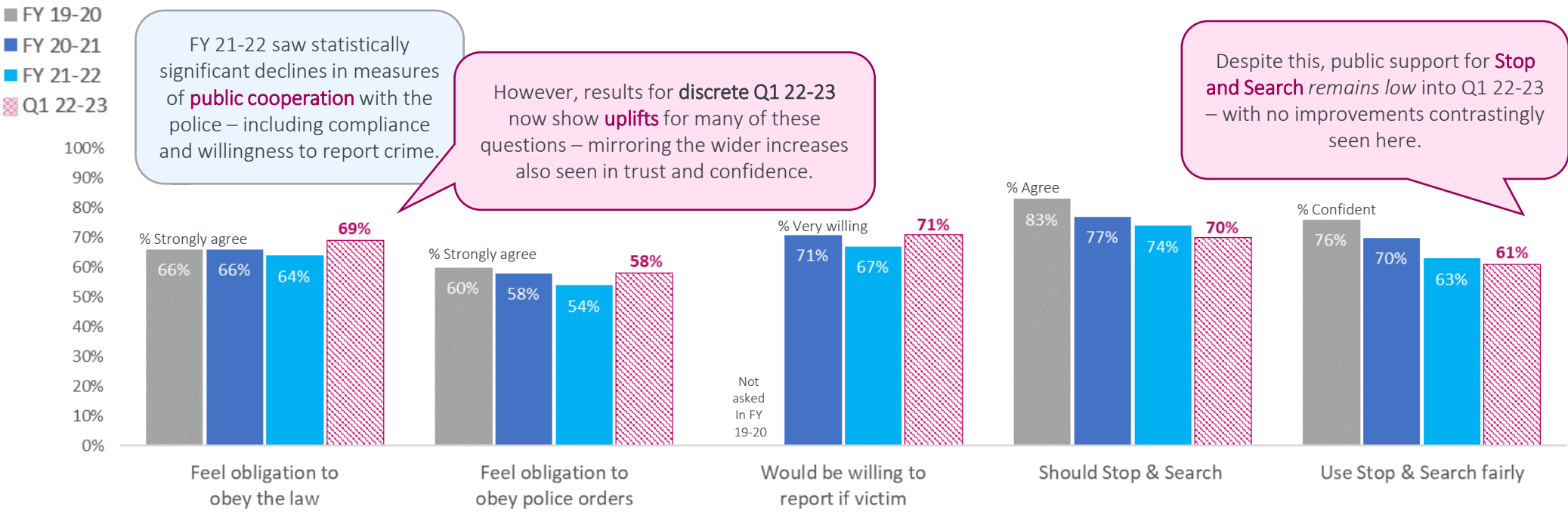
Poor victim experience is likely to be having an influence on wider perceptions of the MPS.

Public Voice Insights

Public Attitude Survey



Measures of public co-operation with the police have stabilised, mirroring the wider stabilisation in trust and confidence



FY 21-22 saw statistically significant declines in measures of **public cooperation** with the police – including compliance and willingness to report crime.

However, results for **discrete Q1 22-23** now show **uplifts** for many of these questions – mirroring the wider increases also seen in trust and confidence.

Despite this, public support for **Stop and Search** remains low into Q1 22-23 – with no improvements contrastingly seen here.

FY 21-22 saw *particularly large declines* for these measures amongst **young Londoners** aged 16 to 24.

Positively, improvements are seen this quarter compared with FY 21-22 across **many age groups** – including this **youngest group**.

However, results for young Londoners **still remain below older age groups**; with the *greatest uplifts* seen this quarter amongst those aged 65+.



	Result for discrete Q1 22-23				PP. Change from FY 21-22			
	16 to 24	25 to 34	35 to 64	65+	16 to 24	25 to 34	35 to 64	65+
Obey the law	61%	59%	72%	79%	+6pp.	-2pp.	+5pp.	+12pp.
Obey police orders	53%	51%	61%	64%	+7pp.	-2pp.	+5pp.	+11pp.
Willing to report if victim	52%	63%	77%	82%	+9pp.	0pp.	+7pp.	+6pp.
Should S&S	54%	65%	74%	81%	-3pp.	-4pp.	-3pp.	0pp.
Use S&S fairly	53%	55%	63%	70%	+5pp.	-4pp.	-3pp.	-3pp.

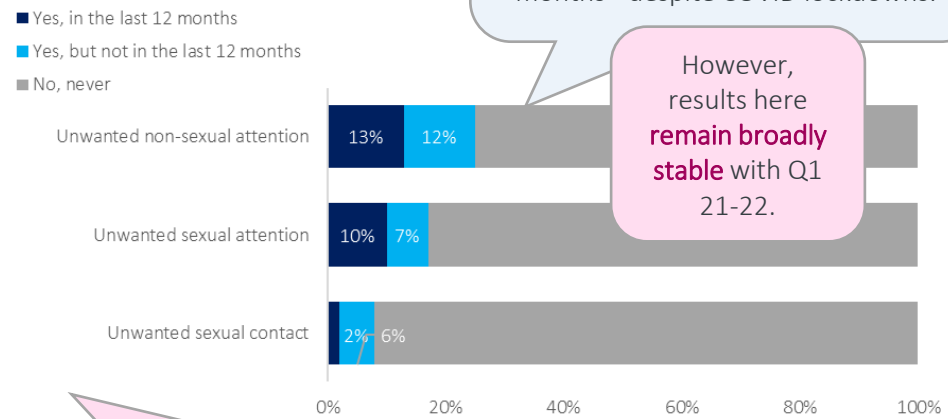
*Please note this slide compares data for discrete Q1 22-23 with data from prior financial years to help maximise base sizes for age breakdowns – with the latest quarter aided by the boost in sample size.

The picture of unwanted attention and sexual harassment in London has remained broadly stable compared to last year

In Q1 22-23, a minority of Londoners say they have experienced **unwanted attention or contact** in public spaces, including shops and transport.

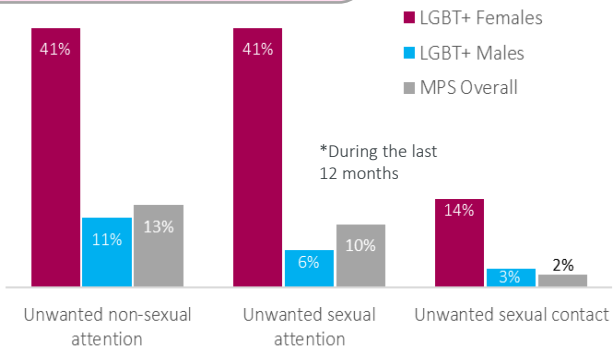
Last time these questions were asked (Q1 21-22), *increases* had been seen in the proportions experiencing unwanted attention during the last 12 months - despite COVID lockdowns.

However, results here **remain broadly stable** with Q1 21-22.

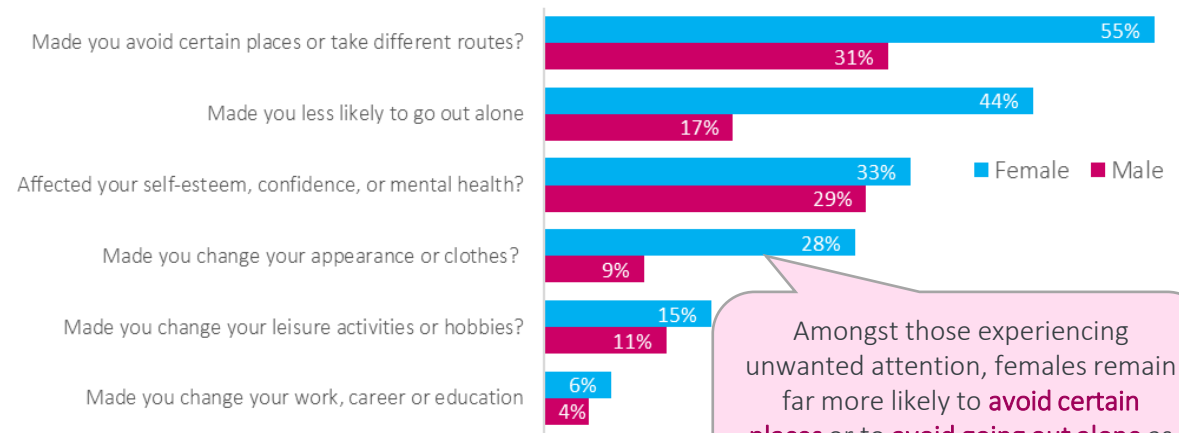


Despite this, certain groups of Londoners **remain more likely to have experienced unwanted attention** – including females, LGBT+ Londoners and younger age groups.

Although numbers are low (c. 100), results for Q1 22-23 give new insight into intersectionality to reveal *disproportionately high levels* of unwanted attention amongst **LGBT+ females**.



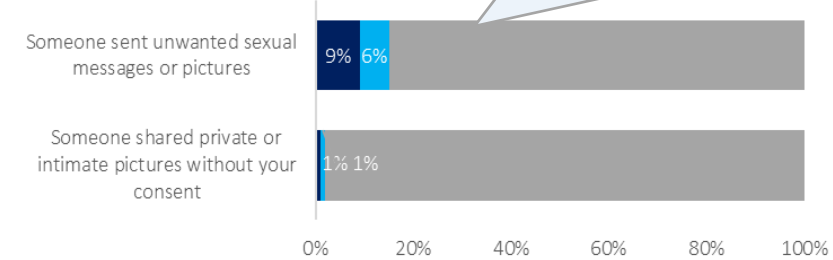
Unwanted attention continues to impact on how Londoners live their lives. This picture also **remains stable** compared with the last time questions were asked in Q1 21-22:



Amongst those experiencing unwanted attention, females remain far more likely to **avoid certain places** or to **avoid going out alone** as a result – while nearly a third say they have **changed their appearance**.

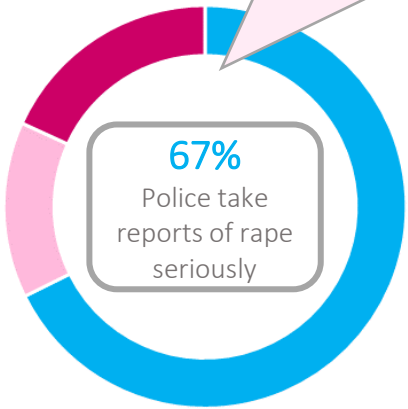
88%
...of Londoners **feel safe online** – consistent with the last time the question was asked in Q1 21-22 (89%).

A minority have also experienced **online risks**. The proportion receiving unwanted sexual messages or pictures online has *declined slightly over the last year* – from 14% in Q1 21-22 to 9% in Q1 22-23.

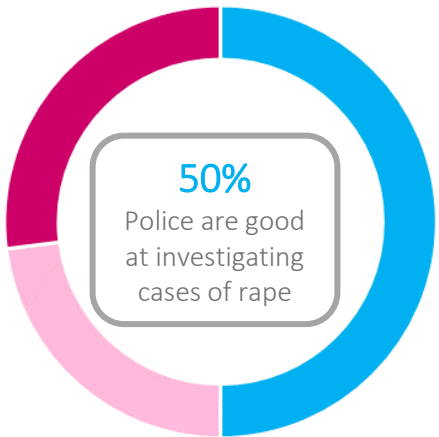


Confidence in police handling of rape is mixed; but most Londoners say they would *personally* report a rape to police

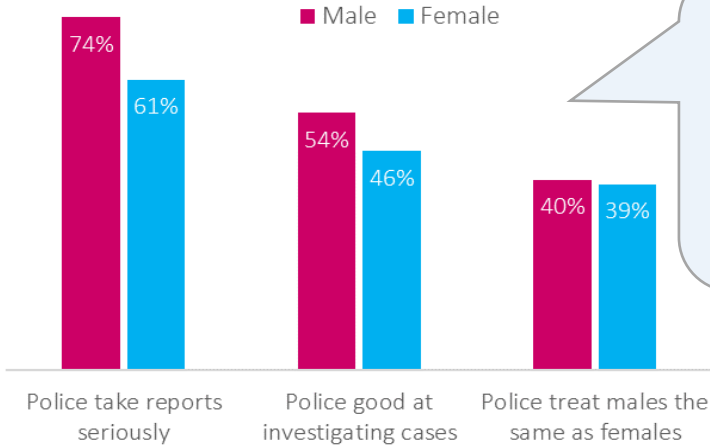
Overall, Londoners hold **mixed opinions** of the police's effectiveness at dealing with rape cases.



■ Agree ■ Neither ■ Disagree



Only **40%** of Londoners believe the police **treat men who report rape the same as they treat women.**



In addition, many Londoners were **unsure** about the police's response to rape – one in six said they **'do not know'** if police are good at investigating cases (16%), and one in five said they **'do not know'** whether police treat males the same as females (20%).

Females are less confident in the police's handling of rape cases. However, no gender differences are seen in whether police treat males who report rape the same as females.

These gender gaps became particularly wide amongst younger Londoners (above) – with young females here *far less likely* to feel confident in how the police deal with rape than young males.

Percentage point gap between females and males

	Police take reports seriously	Police are good at investigating cases	Police treat males the same as females
16 to 24	-23pp.	-27pp.	-14pp.
25 to 34	-9pp.	-4pp.	+4pp.
35 to 64	-11pp.	-7pp.	0pp.
65+	-12pp.	0pp.	+1pp.

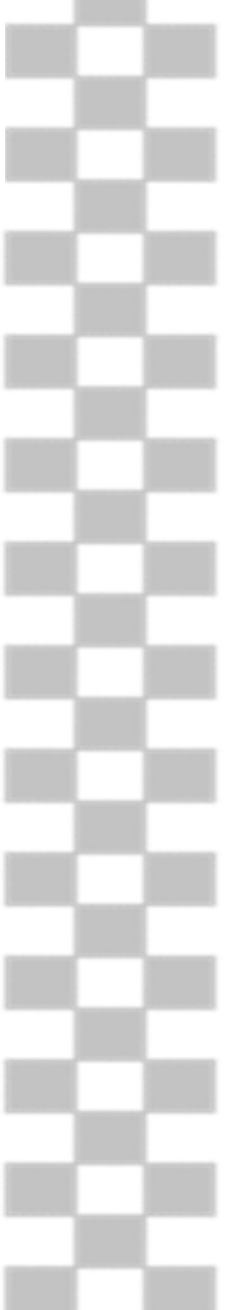
Despite this, the vast majority of Londoners say **they would PERSONALLY report a rape to the police.**

Reporting is high regardless of demographics – including gender.

92% 92%

92%

■ Agree ■ Neither ■ Disagree

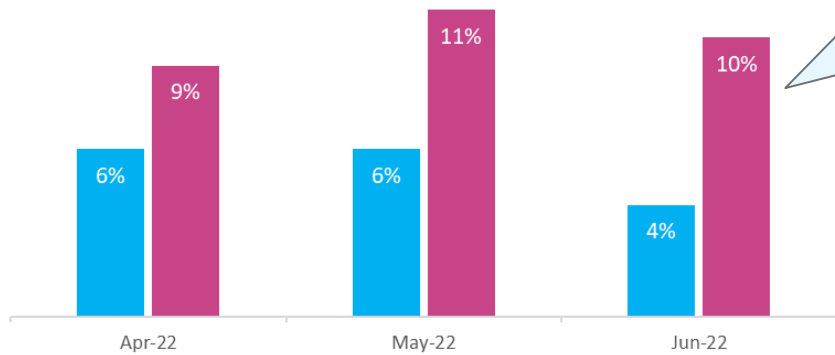


*Unless otherwise specified, results exclude 'don't knows'.

Around 1 in 20 Londoners tell us they have experienced a crime in the last month

Data from the PAS brings an emerging insight into the picture of monthly victimisation in London. Please note that this question asks Londoners to reflect upon *the last calendar month*. Latest data presented here is from PAS interviews conducted in June 2022, and so provides a picture of crimes experienced in May 2022.

- During the last calendar month, have you experienced anything you would consider to be a CRIME?
- During the last calendar month, have you experienced anything you would consider to be ASB?

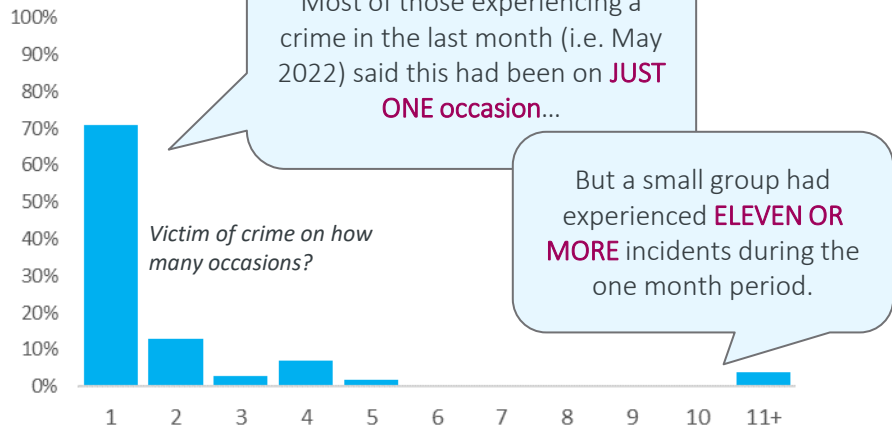


In June 2022, **4%** of PAS respondents said they had been the victim of **something they would consider to be a crime during the last month** (i.e. May 2022).

...While **10%** said they had been the victim of something they would consider to be antisocial behaviour.

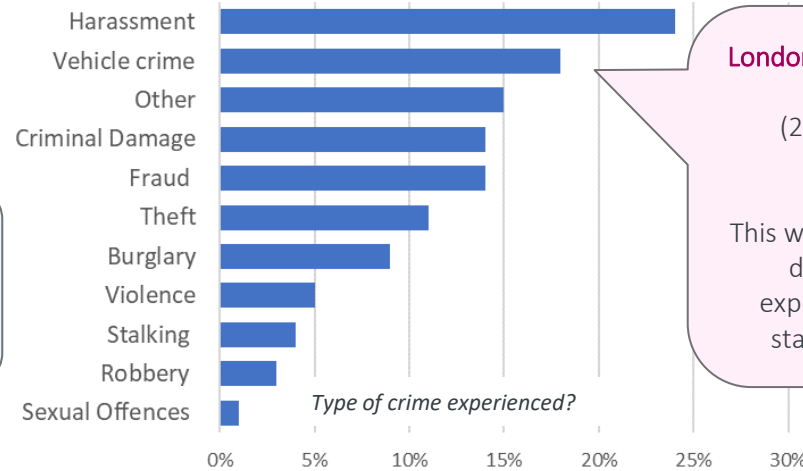


Scaling this up to the **capital's population**, this would equate to a snapshot of **298,924** Londoners experiencing a crime in this one-month period (i.e. May 2022)



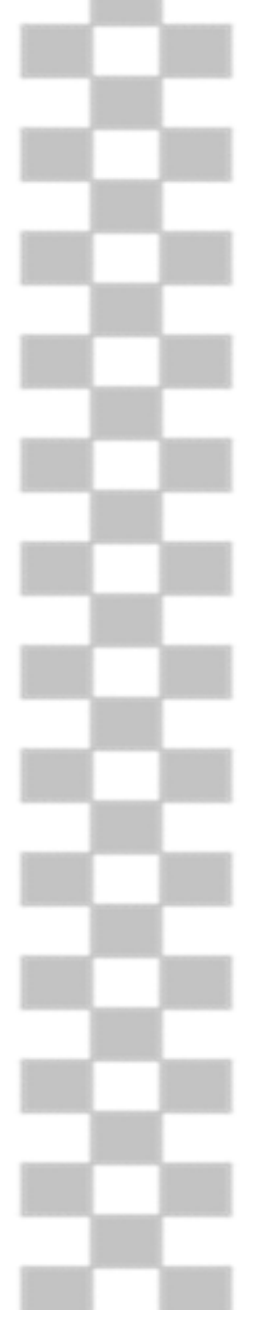
Most of those experiencing a crime in the last month (i.e. May 2022) said this had been on **JUST ONE occasion...**

But a small group had experienced **ELEVEN OR MORE** incidents during the one month period.



Londoners most often said they experienced **harassment or abuse** (24% of those experiencing a crime in May 2022*).

This was followed by vehicle crime, criminal damage and fraud; but fewer had experienced crimes including violence, stalking, robbery, or sexual offences.



*Please note that base numbers for victims are low, with 69 Londoners interviewed in June 2022 saying they experiencing a crime in May 2022.

**Based on an adult population aged 16+ of 7,473,100.

Londoners' top priorities for policing have remained relatively stable, but continue to reflect some changes seen during the COVID-19 pandemic...

What would you say are the **TOP THREE** things the police should be dealing with **ACROSS LONDON**?



Overall, the types of issues that Londoners prioritise for policing have remained relatively stable over time. **Gun and knife crime** remains the clear priority for policing **ACROSS LONDON**, followed by drug-related and gang-related crime. Londoners' priorities for **LOCAL** policing are slightly more divided, with **antisocial behaviour** forming the top priority; followed by drug-related crime, gun and knife crime, and burglary.

What would you say are the **TOP THREE** things the police should be dealing with **IN YOUR LOCAL AREA**?



	First Priority	Second Priority	Third Priority	Total	Difference from R12 to Q1 21-22		First Priority	Second Priority	Third Priority	Total	Difference from R12 to Q1 21-22
Gun and knife crime	30%	19%	9%	58%	-3pp.	Anti-Social Behaviour (ASB)	13%	13%	11%	37%	-5pp.
Drugs and drug-related crime	10%	11%	9%	30%	+1pp.	Drugs and drug-related crime	14%	12%	8%	34%	+6pp.
Gangs and gang-related crimes	8%	13%	8%	29%	+2pp.	Gun and knife crime	14%	10%	7%	31%	-2pp.
Terrorism	11%	5%	5%	21%	+7pp.	Burglary	9%	9%	8%	26%	-4pp.
Anti-Social Behaviour (ASB)	4%	7%	9%	20%	-6pp.	Accessibility/visibility of police	8%	6%	7%	21%	+3pp.
Violent crime	5%	5%	6%	16%	+8pp.	Gangs and gang-related crimes	5%	6%	6%	17%	0pp.
Accessibility/visibility of police	5%	3%	5%	13%	+5pp.	Street crime/robbery	3%	5%	6%	14%	+5pp.
Street crime/robbery	3%	4%	6%	13%	+2pp.	Vehicle crime	4%	5%	5%	14%	+4pp.
Burglary	2%	4%	5%	11%	+2pp.	Traffic/road related issues	3%	3%	3%	9%	-2pp.
						Crime reduction/prevention	3%	2%	3%	8%	+2pp.

Understanding recent trends in context



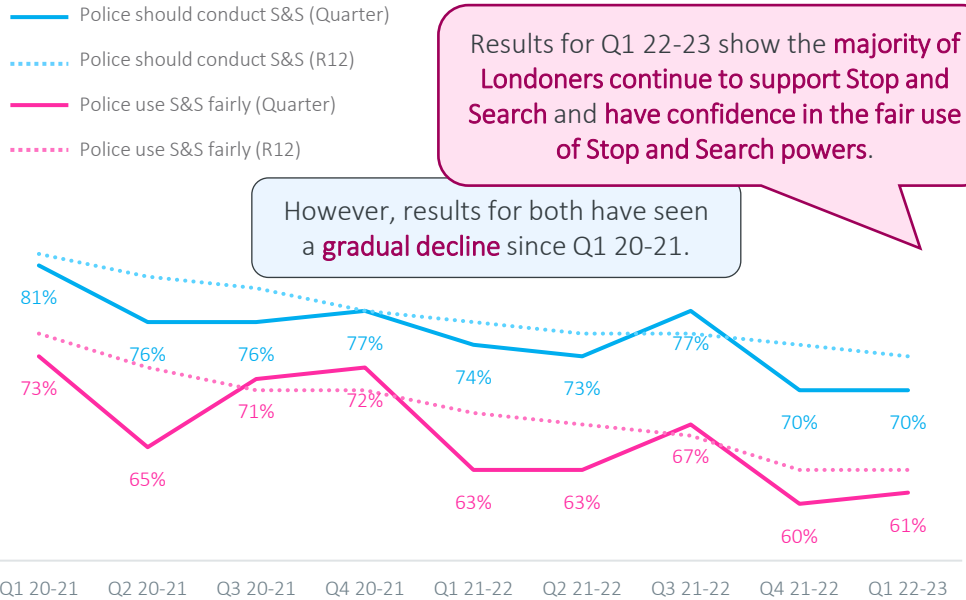
Although the *types of issues* prioritised by Londoners have remained stable, some shifts were seen during FY 20-21; coinciding with the COVID-19 pandemic. These were most pronounced for priorities for policing **ACROSS LONDON**, and perhaps reflected changes to how Londoners used space in the Capital.

During this time, fewer residents placed issues such as **terrorism**, **drug crime**, or **gun and knife crime** in their top priorities for policing **ACROSS LONDON**. Most recent results show little change here, suggesting such issues *continue to be less of a priority* for Londoners when compared with pre-COVID. Although the proportion selecting Terrorism increased slightly during the last year (+7pp.), this also remains substantially below levels seen pre-COVID.

Instead, residents increasingly prioritised a range of *other issues* for policing **ACROSS LONDON** during the COVID-19 period – including **street crime**, **general violence** and **accessibility of police**. Here, latest results show that the proportion prioritising **general violence** and **accessibility of police** has *continued to rise* over the last year– meaning these issues now remain *stronger priorities* when compared with pre-COVID.

*R12 to Q1 22-23 data. Tables show priorities where more than 5% of Londoners grouped in their top three, excluding 'nothing' and 'other' responses. Results do not add up to 100% as respondents could choose multiple answers. Don't know and refused responses removed prior to analysis.

Support for Stop & Search has declined and longstanding inequalities continue



Results for Q1 22-23 show the **majority of Londoners continue to support Stop and Search and have confidence in the fair use of Stop and Search powers.**

However, results for both have seen a **gradual decline** since Q1 20-21.

 Only **43%** of Londoners agree the police should have the ability to **handcuff people while conducting Stop and Search** (Q1 22-23).

Considering **experiences of Stop & Search, inequalities** are seen by **ethnicity, disability and gender** for R12 to Q1 22-23. **

Only around half of **Black Londoners** who have been subject to a Stop and Search felt that the police were **polite** (51%) or treated them with **respect** (47%) the last time this happened.

Percentage point gap compared to MPS result

		Police were polite	Police treated you with respect	Police explained why they S&S'ed you
MPS		69%	68%	82%
Ethnicity	White British	+8pp	+9pp	+2pp
	White Other	+10pp	+12pp	+5pp
	Mixed	-14pp	-10pp	-15pp
	Asian	+3pp	+4pp	+1pp
	Black	-18pp	-21pp	-4pp
Disability	Disability	-5pp	-7pp	-6pp
	No disability	+2pp	+2pp	+1pp
Gender	Male	+2pp	+2pp	+1pp
	Female	-9pp	-8pp	-8pp

Longstanding inequalities by ethnicity have been seen for these questions. This pattern has continued for Q1 22-23.*

In Q1 22-23, **less than half** of Londoners from a **Black** (44%) or **Mixed** ethnicity (43%) background were confident the police use Stop and Search fairly.

Percentage point gap compared to MPS result

	Police should conduct S&S	Police use S&S fairly
MPS	70%	61%
White British	+4pp	+1pp
White Other	+4pp	+8pp
Mixed	-17pp	-18pp
Asian	+5pp	+5pp
Black	-16pp	-17pp

These inequalities are not seen in results for R12 to Q1 21-22 for disability and sex, with gaps emerging due to a **decline in results for Londoners who have a disability or are female.**

* Gaps of 5pp. or more are highlighted. Note low bases for Mixed ethnicity (n≈130) – results to be used with caution. Other ethnicity not reported due to very low bases.
 ** Gaps of 5pp. or more are highlighted. Note low bases for Mixed ethnicity (n≈100) – results to be used with caution. Other ethnicity not reported due to very low bases.

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).