

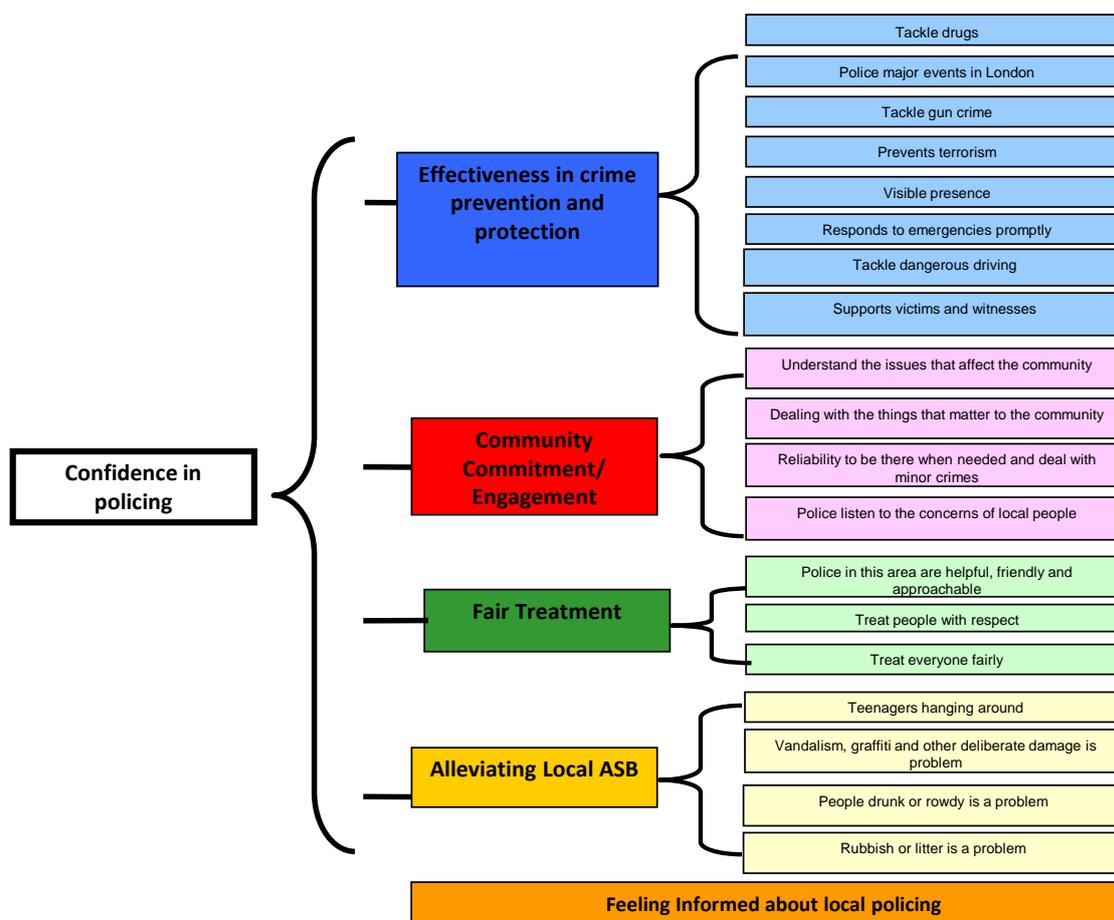
Public Confidence - The Key Drivers and Visibility

Confidence

Londoners' confidence in local policing is measured via the Crime Survey for England and Wales and the MOPAC/MPS Public Attitude Survey (PAS). The question asked of respondents is 'How good a job do you think the police are doing in this area?'¹ Confidence levels have remained fairly stable over time and currently 68% of Londoners are confident in local policing (Quarter 1 2014-15²). The most recent **discrete** quarterly data shows local confidence has fallen by 2 percentage points³.

Robust analysis of the survey data has identified the key drivers of confidence, as illustrated in the model below. These are the levers for driving improvement in confidence in policing. Community Engagement and Fair Treatment are the strongest drivers of confidence, followed by Effectiveness and Alleviating ASB. Feeling informed about local policing is also a key enabler of public confidence. The questions which feed into each of the drivers are included in the model:

Fig 1: The MOPAC/MPS Confidence Model



¹ Confidence scores are taken from the proportion of respondents answering 'Excellent' or 'Good'

² PAS Quarter 1 14-15, rolling 12 months data (Jul 13-Jun 14)

³ PAS Quarter 1 14-15, discrete quarterly data (Apr-Jun 14) – 67%

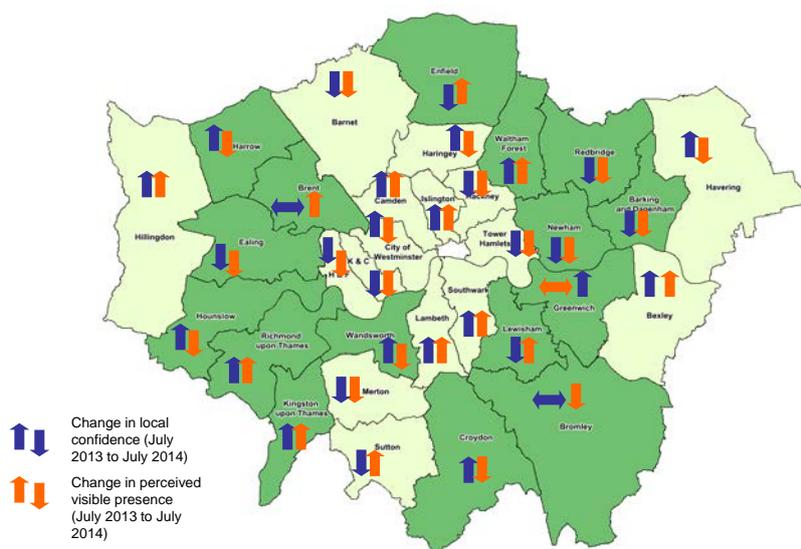
In boroughs where improvement is seen across the driver areas, confidence in local policing also increases. Haringey is a good example of this, where improvement across the drivers is associated with an 8 percentage point improvement in local confidence in Quarter 1 2014-15.

Visibility

Respondents in the PAS are asked to report how well the Metropolitan Police provides a visible patrolling presence. The latest data shows that just over half of Londoners think the MPS provides a visible patrolling presence (53%).

As illustrated in the map below, there is an uneven relationship between change over time in providing a visible patrolling presence and confidence, which is consistent with visibility not being a key driver of public confidence. Engagement and Fair Treatment are the biggest drivers of confidence and so a visible patrolling presence should look to embrace these concepts.

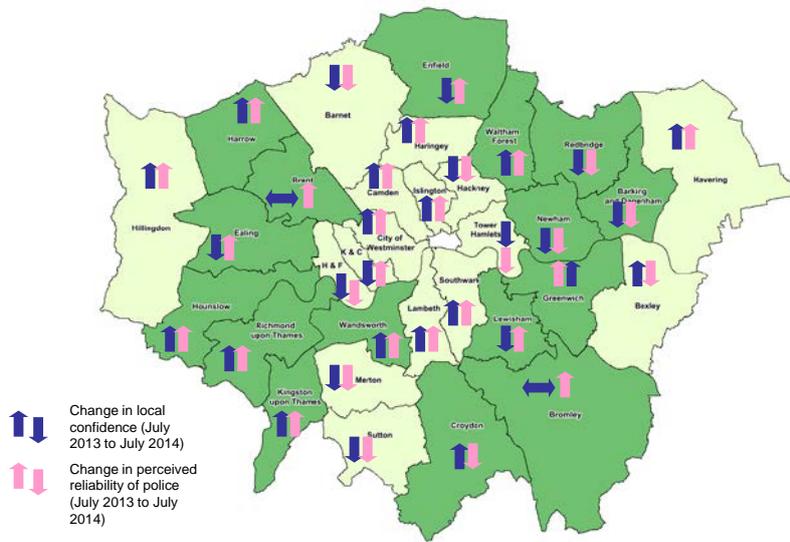
Fig 2: Change over time in providing a visible patrolling presence and public confidence



Source: MOAPC/MPS Public Attitude Survey

The visibility question alone does not reflect an assessment of how good a job the police are doing, nor does it assess what officers are doing whilst providing a visible presence. As such, the 'reliability' of local police is proposed as a better measure. Latest data shows that 76% of Londoners feel that their local police can be relied on to be there when needed – this represents a 2 percentage point improvement compared to 12 months ago. As this question forms part of the Community Engagement driver, it is more closely linked to confidence than visibility. In boroughs where Londoners' confidence has increased, so has their agreement that the police can be relied on to be there when they need them (see below).

Fig 3: Change over time in reliability of local police and public confidence



Source: MOAPC/MPS Public Attitude Survey