

Public Voice insights

Learning from the MOPAC public voice surveys

Quarter 2 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 63% in Q2 21-22, and sits at 64% currently in Q2 22-23.

TDIU survey

Telephone reporters have been generally more satisfied than those who **report online**, with satisfaction for telephone reporters currently at 35%, and satisfaction for online reporters at 30%.

There has been a significant **reduction** in those satisfied over the last year for both telephone and online reporters, at -8pp. for both groups.

Public Attitude Survey (PAS)

Trust and confidence have seen sustained declines over recent years. Whilst uplifts were seen last quarter, results have stabilised this quarter. However, **results remain low**: around half of Londoners feel police do a good job in their local area (52%) and less than three-quarters believe the MPS is an organisation they can trust (71%).

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

The proportion of Londoners feeling **worried about crime in their local area** has declined slightly this quarter compared with last quarter, with 45% of respondents saying they are worried about crime.

FY 2022-23 will see a phased return to face-to-face interviewing for the Public Attitude Survey, with results for Q2 22-23 representing a combination of telephone and in-person interviews (83% 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 12,000 Londoners per year. For the new FY 22-23, this has been **increased to around 19,200 interviews per year** – around 600 per London Borough.

Methodological Note:

Historically, the Public Attitude Survey was conducted face-to-face with Londoners in their own homes using address-based sampling.

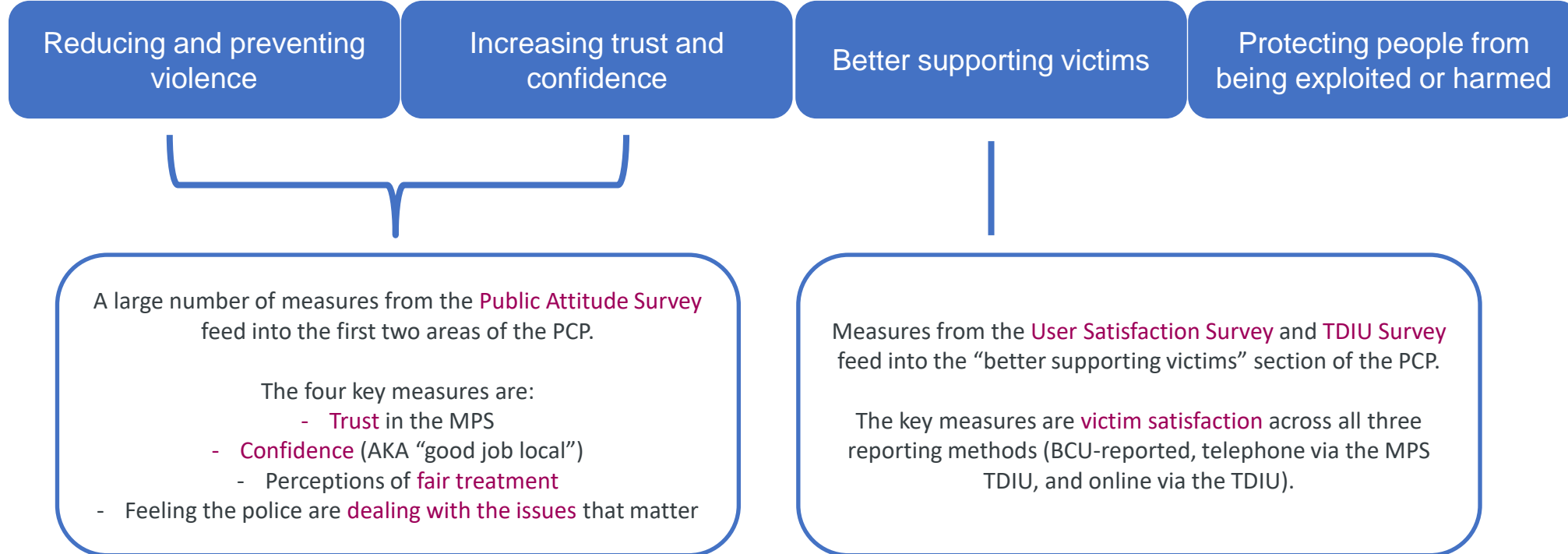
However, due to the COVID-19 pandemic, the survey was **temporarily moved to telephone interviewing for FY 20-21 and FY 21-22**.

FY 22-23 will see a **phased return to face-to-face interviewing** for the Public Attitude Survey. In Quarter 1 22-23, 66% of interviews were conducted face-to-face; in Quarter 2 22-23, 83% of interviews were conducted face-to-face. Please note that this change in methodology will affect the comparability of trends presented in this pack.

Introduction to the 22-25 Police and Crime Plan

London is a Safe City for All

The Mayor's vision is that London is a safe city for all. The Mayor wants London both to be a safer city and for Londoners to feel safer. To deliver this vision the Police and Crime Plan (PCP) sets out some key areas for action. A number of measures from the Public Voice Surveys feed into these areas. The "*Measuring Success*" section of this report monitors trends and inequalities for these measures.



Executive Summary



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

Key Findings for Victim Satisfaction

Overall Satisfaction shows no statistically significant change from last year, at 63% in Q2 21-22 to 64% in Q2 22-23. There are also no statistically significant changes in the four key driver areas of satisfaction over the last year.

VCOP compliance remains generally stable. However, there have been small decreases in the proportion of victims being offered the services of LVWS, decreases in the proportion of those who took up the offer of LVWS, and decreases in satisfaction with service for those who did take up the offer.

Little progress has been achieved in the distribution of **Victim Information Leaflets**. At present, 32% of victims interviewed as part of USS report receiving a leaflet.

There is a limited relationship between time the crime report is open and positive perceptions of time spent investigating. Satisfaction is higher for those whose case was open for fewer than 6 days.

Telephone reporters have been generally more satisfied than those who report online, with satisfaction for telephone reporters currently at 35%, and satisfaction for online reporters at 30%. There has been a significant reduction in those satisfied over the last year for both telephone and online reporters, at -8pp. for both groups.

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 52% of telephone reporters say their views of the MPS got worse, up 31% compared with two years ago. For online reporters, this figure is 48%, up from 29% two years ago.

Analysis of comments from victims on how the reporting process could be improved most frequently mention police actions and follow up for victims reporting both via the telephone online. Commonly-identified issues within these themes include lack of attendance to the scene or a lack of investigation, perceived open avenues of investigation, and a lack of updates about the case.

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.

For TDIU reporters, **younger age groups** are generally less satisfied for both methods of reporting; there are negative gaps for those aged 16-44 among telephone reporters, and for online reporters aged 25-44.

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 PCP Victims and Witnesses Dashboard](#).

Key Findings for Public Perceptions

Trust and confidence have seen sustained declines over recent years. Whilst uplifts were seen last quarter, results have stabilised this quarter. However, **results remain low**: around half of Londoners feel police do a good job in their local area (52%) and less than three-quarters believe the MPS is an organisation they can trust (71%).

The proportion of Londoners believing **police treat everyone fairly** has also remained relatively stable, following an uplift last quarter, and currently stands at 63% in Q2 22-23. However, a decline of -5pp. is seen this quarter for feeling police **deal with the issues that matter**, to 59%.

The proportion of Londoners feeling **worried about crime in their local area** remained relatively stable over the last two years, but saw a notable reduction last quarter. The current quarter saw a **further reduction** of 4pp., to 45%.

Continued declines have also been seen this quarter in the proportion of Londoners feeling **hate crime** (-7pp. to 30%) and **people using or dealing drugs** (-4pp. to 69%) are a problem locally.

The proportion of Londoners saying they **feel safe walking alone in their local area after dark** increased by +3pp. this quarter to 73%. Similar increases were seen for both females (+3pp.) and males (+4pp.), but a **large gender gap remains**.

This quarter, **around 4% of Londoners** said they had **experienced something they would consider to be a crime** during the last month. These levels are slightly below those seen during April and May 22 (6%).

Results for Q2 22-23 show the **majority of Londoners continue to support Stop and Search** (71%) and have confidence in the fair use of Stop and Search powers (60%). However, results for both have seen gradual declines since Q1 20-21.

New questions added to PAS in Q2 22-23 ask Londoners who have been stopped and searched what happened as a result of this experience. Around a quarter said that they **communicated negatively** about their experience with friends and/or family or **felt negatively impacted or traumatised by their experience**.

Inequalities

Londoners from **Mixed Ethnic Backgrounds** show negative gaps across three of the four core PCP Trust and Confidence measures, with particularly large inequalities seen for feeling police treat everyone fairly (-21 pp.) and trust in the MPS (-13 pp.). Those from **Black Ethnic Backgrounds** also see large negative gaps for these two measures.

Over the last two years, gaps seen between responses from Black Londoners compared with the overall MPS result have tended to narrow. Focusing on Black Londoners, perceptions remained relatively stable over this time before a particularly low result in Q4 21-22, with results since showing a slight uplift. In contrast, larger – and statistically significant – shifts are seen over these quarters for other Ethnic groups. This includes White British Londoners – the group that is largest in the sample, and therefore has the biggest impact on the MPS result. Therefore, this suggests the recent narrowing of gaps has predominantly been **driven by significant declines among White Londoners bringing the overall MPS result down, rather than significant increases for Black Londoners**.

Londoners identifying as **LGBT+** also see large negative gaps across three 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 PCP Trust and Confidence Dashboard](#).

Police and Crime Plan 2022-25

Measuring Success



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

London as a Safe City for All

During the most recent quarter, around 4% of Londoners said they had **experienced something they would consider to be a crime during the last month**. Scaling this up to the capital’s population, this equates to nearly 300,000 victims of crime in London per month on average. These levels are slightly below those seen in April and May 22, where 6% of Londoners said they had experienced a crime. 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. However, levels saw a notable reduction in Q1 22-23 coinciding with methodological changes to the PAS (the gradual return to face-to-face interviewing following the COVID-19 pandemic). Results for Q2 22-23 saw a further reduction of -4pp. when compared with Q1 22-23, with 45% of Londoners now saying they are worried about crime in their local area. It is likely this reflects the continued return to face-to-face interviewing (see Slide 2), with levels of worry notably lower amongst face-to-face than telephone interviewees (42%, vs 59%).

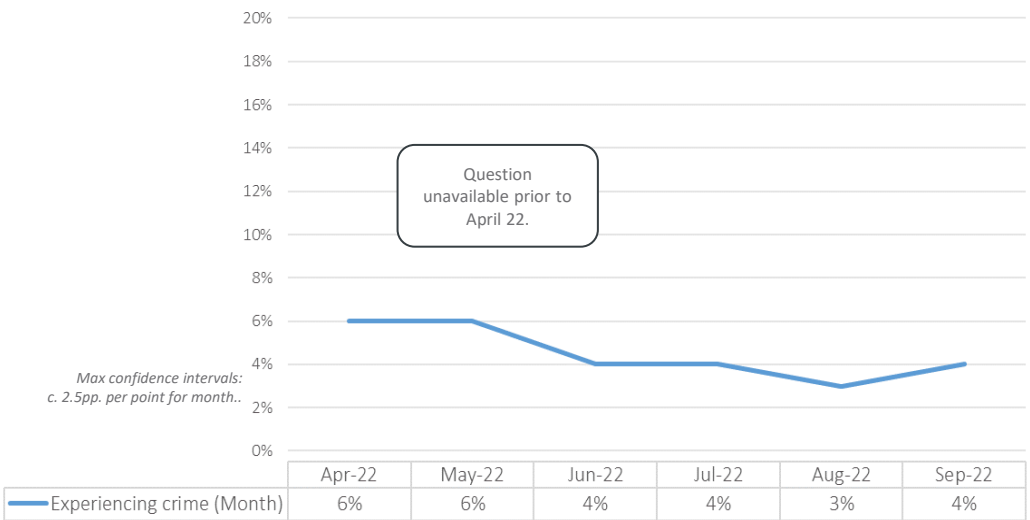
London is Safer

Our Vision:
London is a Safe City for All

Londoners feel Safer

Victimisation Prevalence

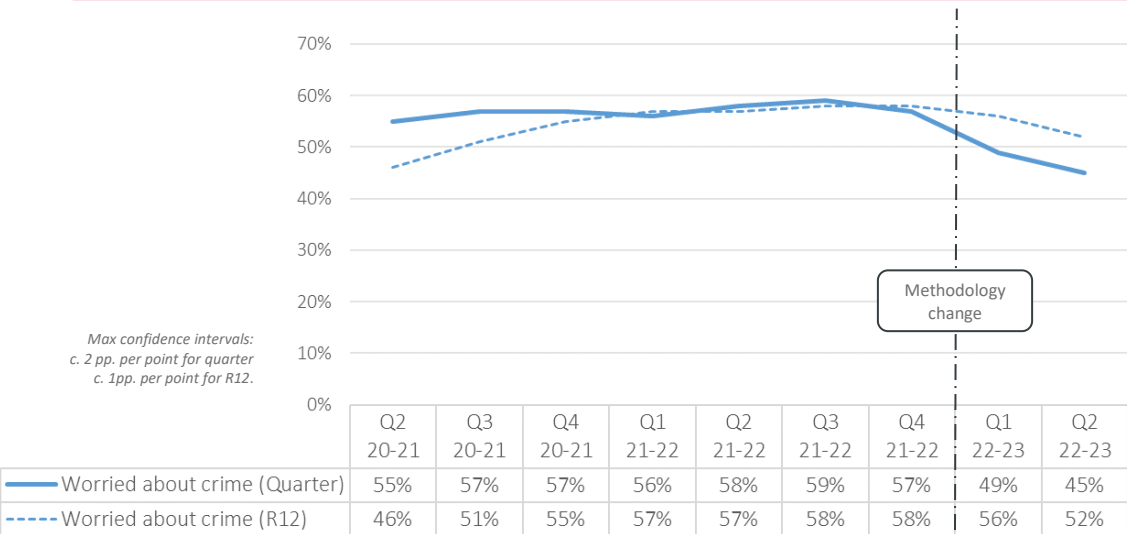
(% experiencing something they would consider to be a crime during the last month, Monthly Trends)



*Please see slide 2 for further information about methodological changes to the PAS.

Worried about crime in the local area

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



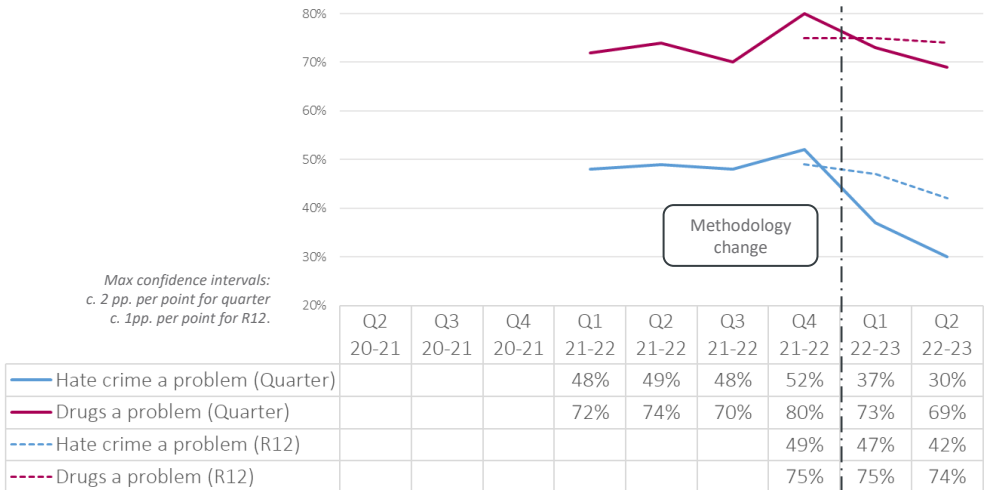
Crime Concerns and Feelings of Safety

In line with the reduction seen in overall worry about crime, continued declines were also seen this quarter in the proportion of Londoners feeling **hate crime** (-7pp. to 30%) and **people using or dealing drugs** (-4pp. to 69%) are a problem locally.

In turn, the proportion of Londoners saying **they feel safe walking alone in their local area after dark** also increased by +3pp. to 73%. Similar increases were seen here for both females (+3pp.) and males (+4pp.) this quarter, but a large gender gap remains. The proportion of Londoners saying they **feel safe walking alone in their local area during the day** remained stable at 96%, with no gender gap.

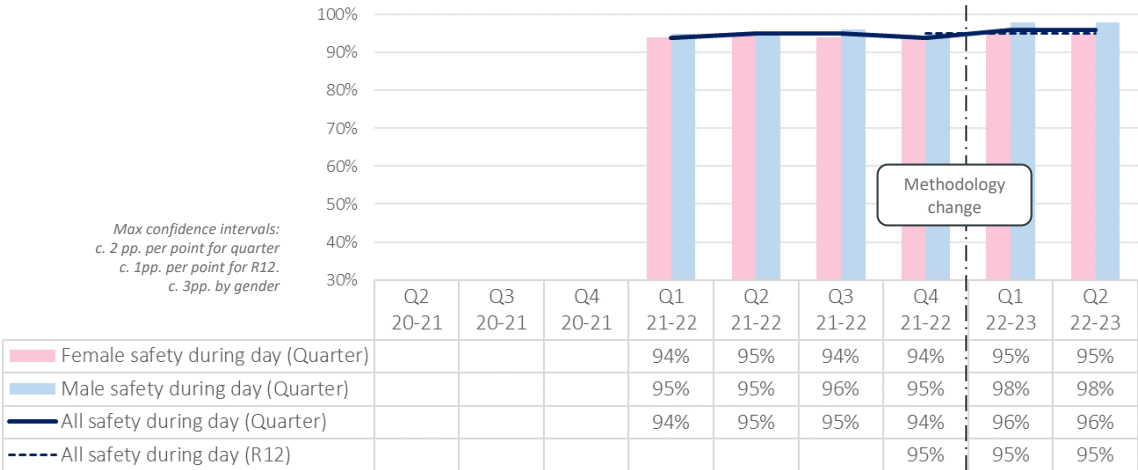
Once again, improvements in these measures are likely to have been influenced by the change in PAS methodology, with higher results tending to be seen for those interviewed face-to-face than over the telephone.

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

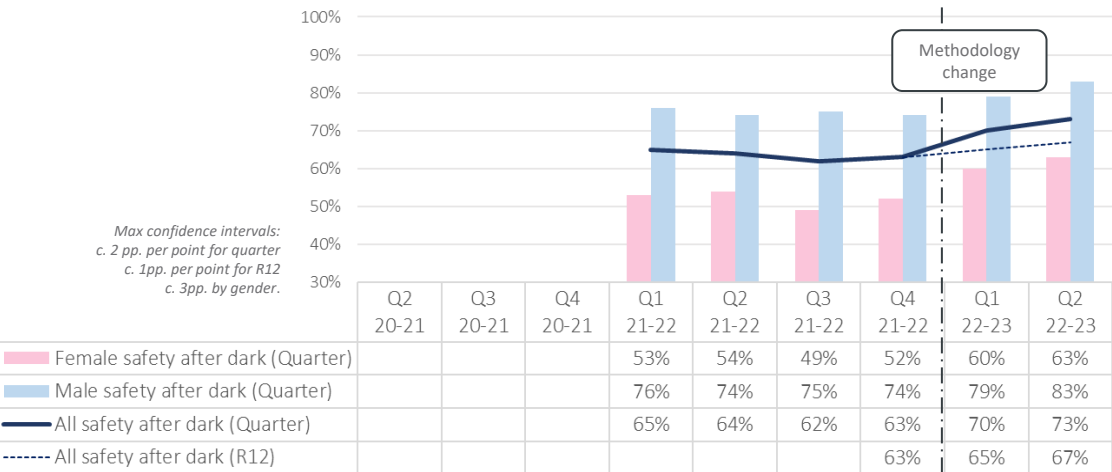


Data for these measures is not available during FY 20-21. *Please note that the PAS question asking whether Londoners think 'people using or dealing drugs' is a problem in their local area is routed so that it is ONLY asked to those WORRIED ABOUT ASB in their local area. **Please note that the PAS Gender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

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)

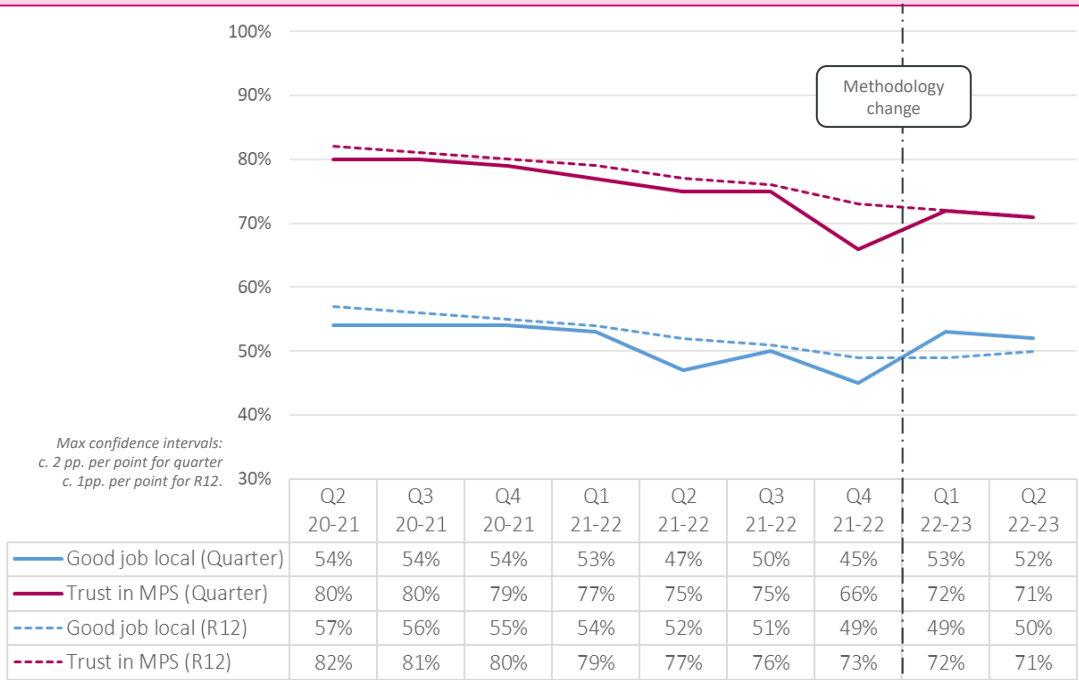


Trust and Confidence in the Police - Trends

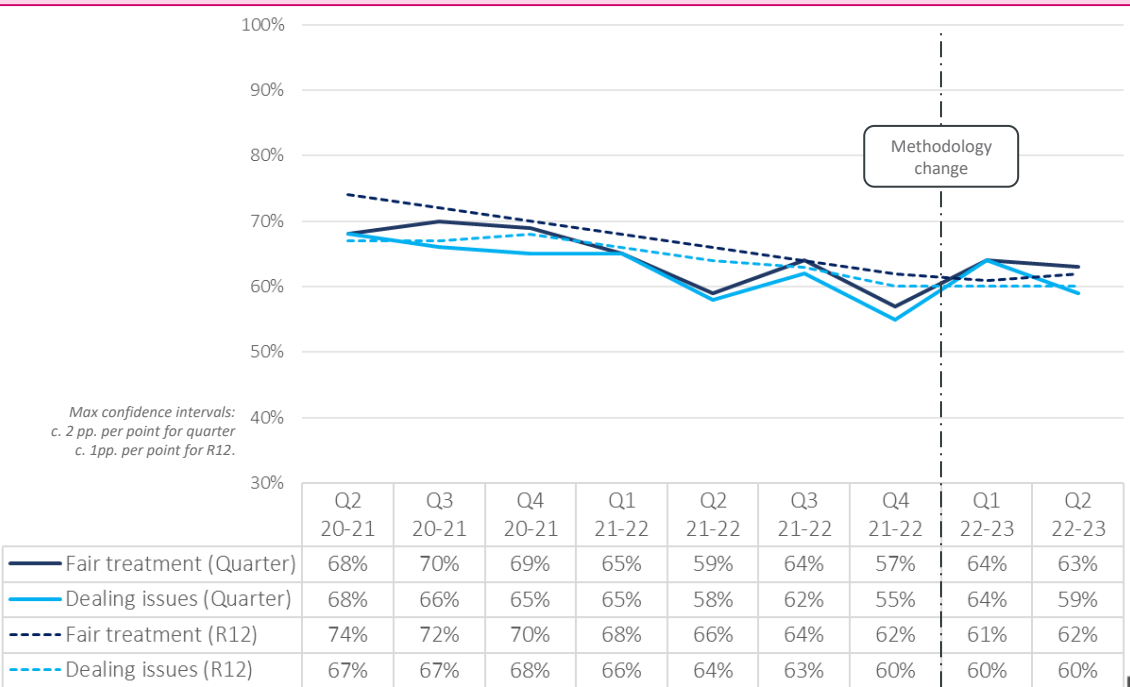
Trust and confidence in the police have seen **sustained downwards trajectories over recent years** – reaching *particularly low levels* at the end of FY 21-22. These measures have since seen a slight uplift in FY 22-23, with results for Q2 22-23 remaining broadly stable with the previous quarter. Despite this, both Trust and Confidence **are still low**, with 52% of Londoners feeling police do a good job in their local area and 71% believing the MPS is an organisation they can trust. Compared with the same point three years ago, this represents a decline of -7pp. for Confidence and -14pp. for Trust.

The proportion of Londoners believing police **treat everyone fairly** has also remained relatively stable this quarter, and currently stands at 63% in Q2 22-23. However, a decline of -5pp. is seen this quarter for feeling police **deal with the issues that matter**, to 59%.

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



Police Treat Everyone Fairly and Deal with Local Issues
(% agree, Quarterly and Rolling-12 Trends)



Trust and Confidence in the Police - Inequalities

A range of **inequalities** in Trust and Confidence also continue to be seen. Londoners from **Mixed Ethnic Backgrounds** show negative gaps across three of the four PCP Trust and Confidence measures, with particularly large inequalities seen for feeling police treat everyone fairly (-21 pp.) and trust in the MPS (-13 pp.). Those from **Black Ethnic Backgrounds** also see large negative gaps for these two measures. Inequalities for Black Londoners have tended to narrow over the last year, while gaps for Mixed Ethnicity Londoners have remained more stable. Londoners identifying as **LGBT+** also see large negative gaps across three of the four 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 | | 50% | 71% | 62% | 60% |
| Ethnicity | White British | -2% | 2% | -1% | -3% |
| | White Other | 6% | 7% | 7% | 3% |
| | Black | -2% | -15% | -12% | -2% |
| | Asian | 1% | 5% | 10% | 8% |
| | Mixed | -4% | -13% | -21% | -11% |
| | Other ethnicity | 3% | -5% | 1% | 1% |
| LGBT+ | Yes | -4% | -10% | -14% | -10% |
| | No | 0% | 1% | 1% | 1% |
| Age | 16-24 | 0% | -7% | -4% | -2% |
| | 25-34 | 2% | -2% | -2% | -1% |
| | 35-44 | 0% | 2% | 3% | 3% |
| | 45-54 | -2% | 1% | 0% | -3% |
| | 55-64 | -4% | 1% | -1% | -3% |
| | 65 years + | 1% | 6% | 4% | 5% |
| Disability | Disability | -1% | -3% | -2% | -1% |
| | No disability | 0% | 1% | 1% | 0% |
| Sex | Male | 0% | 1% | 3% | 0% |
| | Female | -1% | -1% | -2% | 0% |

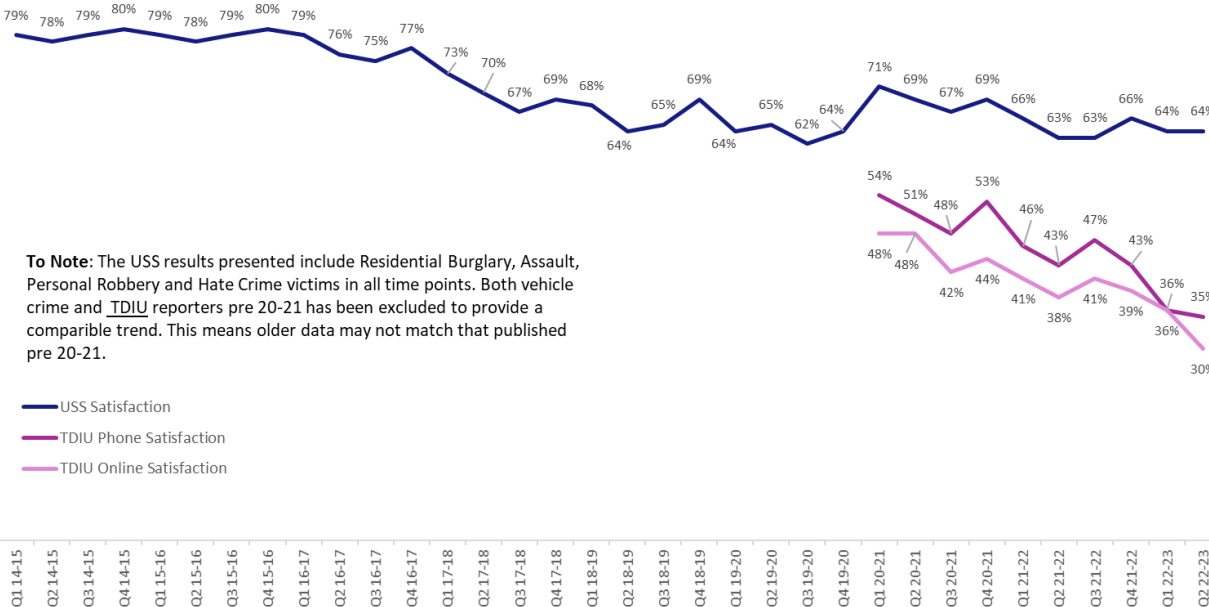
| Borough-level results (R12 data). Red arrows show declines of -5pp. or more compared with the same point last year, while green arrows show increases of +5pp. or more. | Police do a good job in the local area (Good job) | | The MPS is an organisation that I can trust (Trust MPS) | | Agree the police 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 | 50% | ▲ | 77% | | 71% | ▲ | 66% | |
| Barnet | 49% | | 74% | | 71% | | 59% | |
| Bexley | 50% | ▼ | 74% | ▼ | 68% | ▼ | 63% | ▼ |
| Brent | 54% | | 73% | ▼ | 71% | | 63% | |
| Bromley | 56% | | 73% | ▼ | 64% | | 61% | |
| Camden | 46% | | 66% | ▼ | 50% | ▼ | 59% | |
| Croydon | 38% | ▼ | 67% | ▼ | 57% | ▼ | 56% | |
| Ealing | 50% | | 77% | | 71% | | 67% | |
| Enfield | 44% | ▼ | 67% | ▼ | 61% | | 58% | |
| Greenwich | 45% | ▼ | 67% | ▼ | 60% | ▼ | 54% | ▼ |
| Hackney | 47% | | 67% | | 56% | | 59% | |
| Hammersmith and Fulham | 55% | | 74% | | 61% | ▼ | 61% | ▼ |
| Haringey | 50% | | 67% | ▼ | 53% | ▼ | 57% | ▼ |
| Harrow | 53% | | 78% | | 74% | | 64% | |
| Havering | 51% | ▼ | 78% | | 70% | ▼ | 61% | ▼ |
| Hillingdon | 58% | | 80% | ▼ | 83% | | 72% | |
| Hounslow | 55% | | 79% | | 71% | | 65% | |
| Islington | 47% | ▼ | 61% | ▼ | 48% | ▼ | 55% | ▼ |
| Kensington and Chelsea | 55% | | 77% | | 66% | | 60% | |
| Kingston upon Thames | 58% | ▼ | 78% | ▼ | 71% | ▼ | 67% | |
| Lambeth | 42% | ▼ | 53% | ▼ | 39% | ▼ | 43% | ▼ |
| Lewisham | 43% | | 65% | | 53% | | 51% | ▼ |
| Merton | 52% | | 76% | | 65% | | 64% | |
| Newham | 45% | | 67% | ▼ | 56% | ▼ | 65% | |
| Redbridge | 51% | ▲ | 73% | | 68% | | 63% | ▲ |
| Richmond upon Thames | 60% | ▼ | 74% | ▼ | 66% | ▼ | 64% | |
| Southwark | 54% | ▲ | 73% | | 53% | | 59% | |
| Sutton | 56% | ▼ | 77% | ▼ | 76% | | 65% | ▼ |
| Tower Hamlets | 46% | | 68% | ▼ | 57% | ▼ | 58% | |
| Waltham Forest | 40% | ▼ | 66% | ▼ | 55% | ▼ | 55% | ▼ |
| Wandsworth | 52% | | 71% | ▼ | 55% | | 55% | ▼ |
| Westminster | 53% | | 77% | ▼ | 58% | ▼ | 59% | ▼ |
| MPS | 50% | | 71% | ▼ | 62% | | 60% | |

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

**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.

— 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.

| 12 months to Q2 22-23 | | Overall Satisfaction USS | Overall Satisfaction TDIU - Telephone | Overall Satisfaction TDIU - Online |
|-----------------------------------|---------------|-----------------------------------|---------------------------------------|------------------------------------|
| All crime groups, unweighted data | | All crime groups, unweighted data | All crime groups, unweighted data | All crime groups, unweighted data |
| Unweighted MPS result | | 65% | 40% | 36% |
| Ethnicity | White British | 1% | 3% | 1% |
| | White Other | 1% | 5% | 4% |
| | Black | -2% | 3% | -4% |
| | Asian | 0% | -2% | -3% |
| | Mixed | -2% | 1% | 6% |
| Other ethnicity | | -1% | -6% | 2% |
| LGBT+ | Yes | -4% | 0% | 1% |
| | No | 0% | 2% | 2% |
| Age | 16-24 | 3% | -10% | 2% |
| | 25-34 | -2% | -9% | -7% |
| | 35-44 | -4% | -7% | -5% |
| | 45-54 | 0% | 3% | 0% |
| | 55-64 | -3% | 6% | 7% |
| | 65 years + | 11% | 25% | 12% |
| Disability | Disability | -9% | 3% | 1% |
| | No disability | 2% | 0% | 1% |
| Gender* | Male | 0% | 0% | -2% |
| | Female | -2% | 3% | 5% |

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

BCU reported Overall Satisfaction shows **no statistically significant change** from this time last year from 63% in Q2 21-22 to the current 64% in Q2 22-23.

Telephone reporters have been consistently more satisfied than those who **report online**, with the exception of Q1 22-23. There have been **reductions** in those satisfied over the last year (Q2 21-22 vs. Q2 22-23) for both telephone reporters (-8pp. (sig.)) and for online reporters (-8pp. (sig.)).

MPS Oversight

Measuring Success

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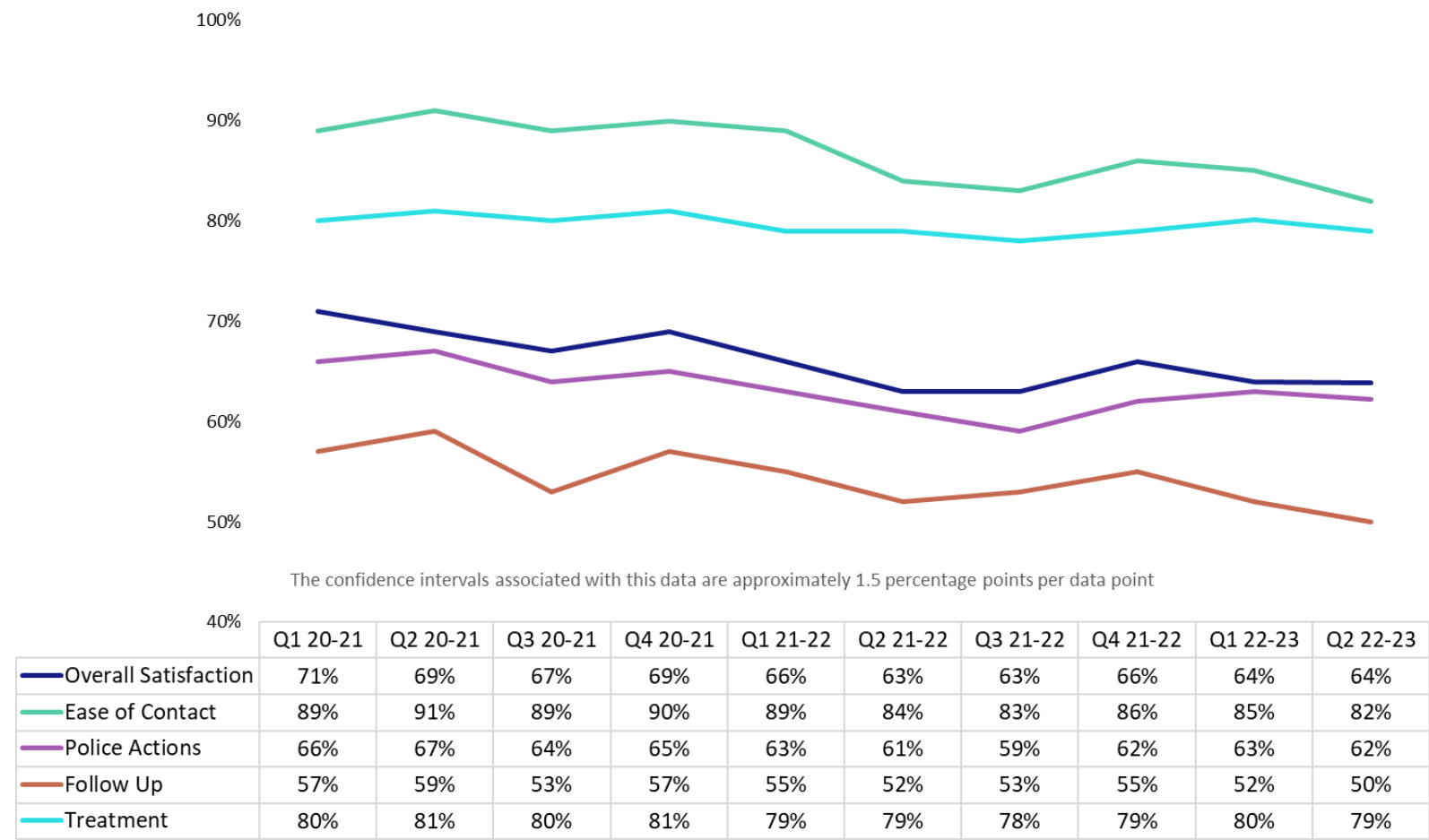
USS: Overall Satisfaction and drivers

Overall Satisfaction shows **no statistically significant** change over the last year from 63% in Q2 21-22 to the current 64% in Q2 22-23.

There are **no statistically significant** differences when comparing Q2 21-22 and Q2 22-23 results for any of the wider service areas.

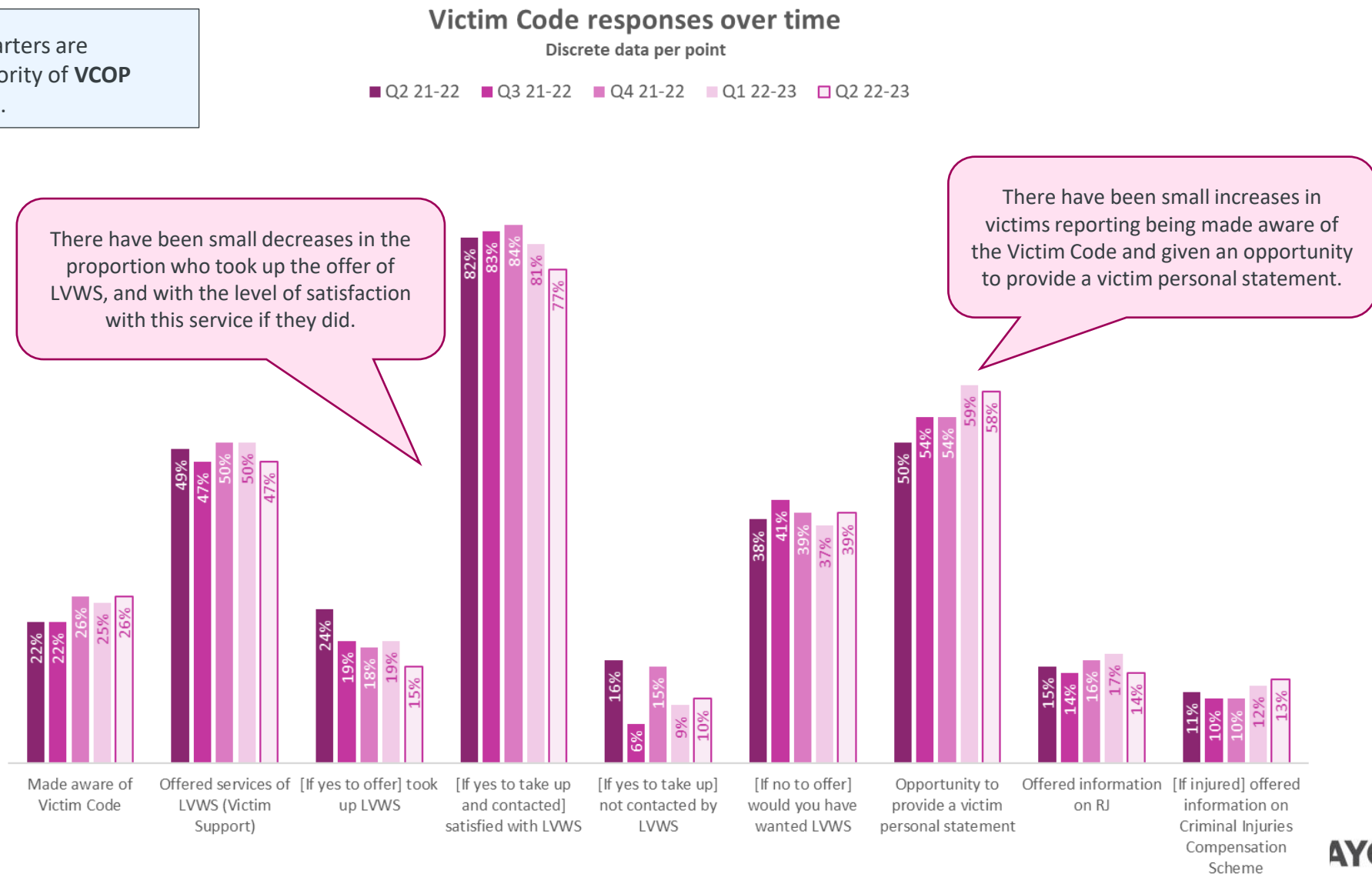
However, a broader financial year view shows that both **Ease of Contact** (FY 21-22 86% vs FYTD 22-23 83%) and **Follow Up** (54% vs. 51%) are both showing **significant declines**.

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



USS: VCOP compliance has remained consistent

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

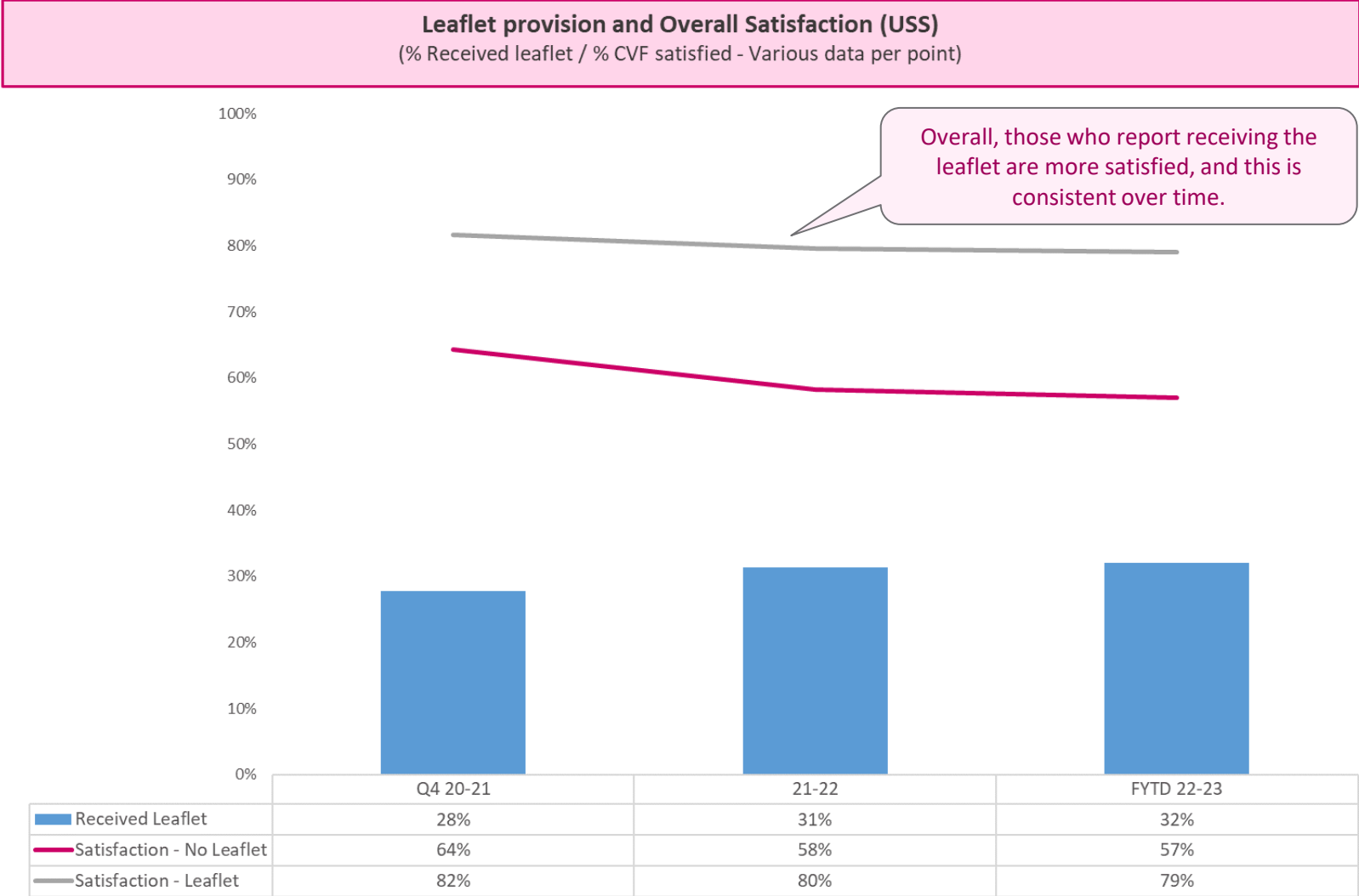


USS: Leaflet provision

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.

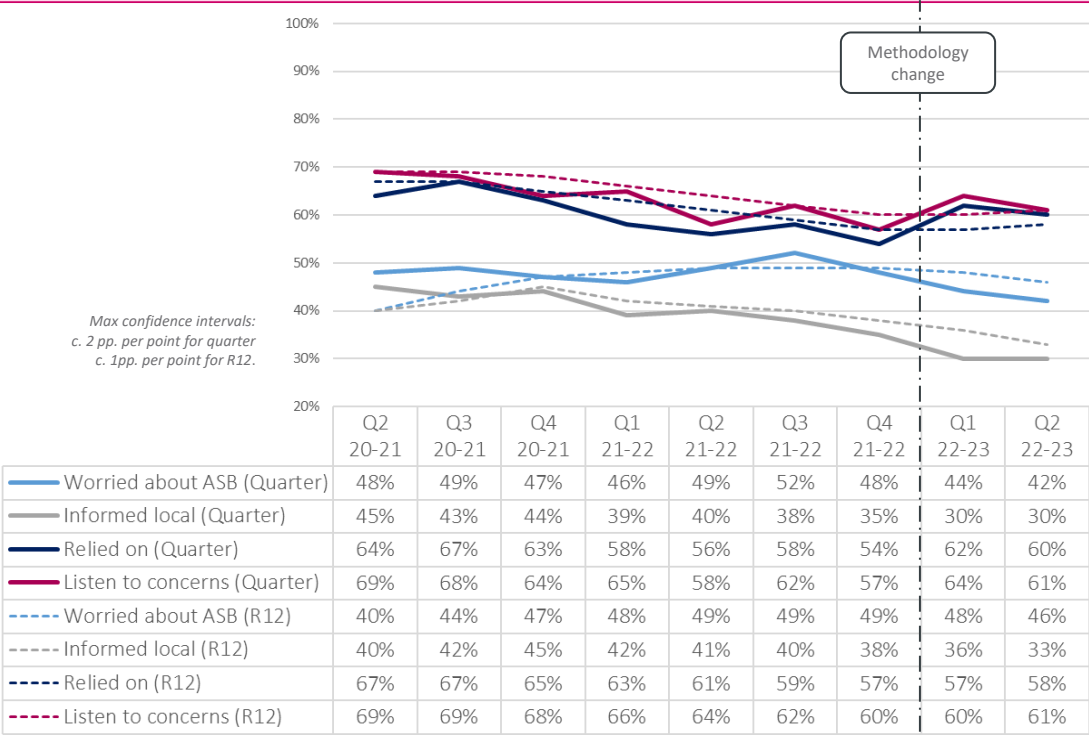
Burglary victims are more likely to report receiving the leaflet (44% Q4 20-21 through FYTD 22-23), than Robbery (33%), Assault (28%) and Hate (29%) victims.

There is currently a pilot underway within the MPS, exploring the use of QR codes to enable leaflet distribution. USS data will be monitored around this, with any impact potentially visible from Q3 22-23 onwards.



PAS: Public perception additional oversight measures

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



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. Following an uplift last quarter, these measures have both seen small declines in Q2 22-23 (by -2pp. and -3pp. respectively). Levels remain below the same point two years ago – in particular for feeling police listen to local concerns, which has fallen by -8pp. over this time.

The proportion of Londoners feeling **worried about ASB** has continued to decline slightly this quarter (-2pp. to 42%), while **informed local** has stabilised over recent quarters at 30% following a sustained decline (-15pp. from the same point two years ago).

Several **inequalities** are also seen for these measures. These are most pronounced for feeling police **listen to local concerns**, with Londoners from a Mixed Ethnic Background (-12pp.) and those identifying as LGBT+ (-9pp.) seeing particularly large negative gaps here. These groups are also less likely to feel police can be **relied on to be there** when needed.

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). Positive gaps of 5pp. or more are highlighted green, while negative gaps of 5pp. or more are highlighted red. | | Feels worried about ASB in the local area (Worry ASB) | Feels well informed about local police activities over the last 12 months (Informed local) | Agree the police can be relied upon to be there when needed (Relied on to be there) | Agree the police listen to the concerns of local people (Listen to concerns) |
|--|-----------------|---|--|---|--|
| Weighted MPS result | | 46% | 33% | 58% | 61% |
| Ethnicity | White British | -2% | 1% | -3% | -2% |
| | White Other | 1% | 0% | 5% | 4% |
| | Black | -6% | -4% | 2% | -5% |
| | Asian | 7% | 4% | 5% | 5% |
| | Mixed | 0% | -3% | -5% | -12% |
| | Other ethnicity | 2% | -2% | -2% | 0% |
| LGBT+ | Yes | 0% | -3% | -6% | -9% |
| | No | 0% | 1% | 1% | 0% |
| Age | 16-24 | -8% | -2% | 3% | -4% |
| | 25-34 | -2% | -2% | 3% | -3% |
| | 35-44 | 6% | 0% | 2% | 2% |
| | 45-54 | 7% | 1% | -1% | -1% |
| | 55-64 | 4% | 1% | -6% | -2% |
| | 65 years + | -6% | 5% | -1% | 7% |
| Disability | Disability | 4% | 2% | 0% | 0% |
| | No disability | 0% | 0% | 1% | 0% |
| Sex | Male | -2% | 2% | 1% | 0% |
| | Female | 3% | -1% | 0% | 0% |

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Victim Satisfaction

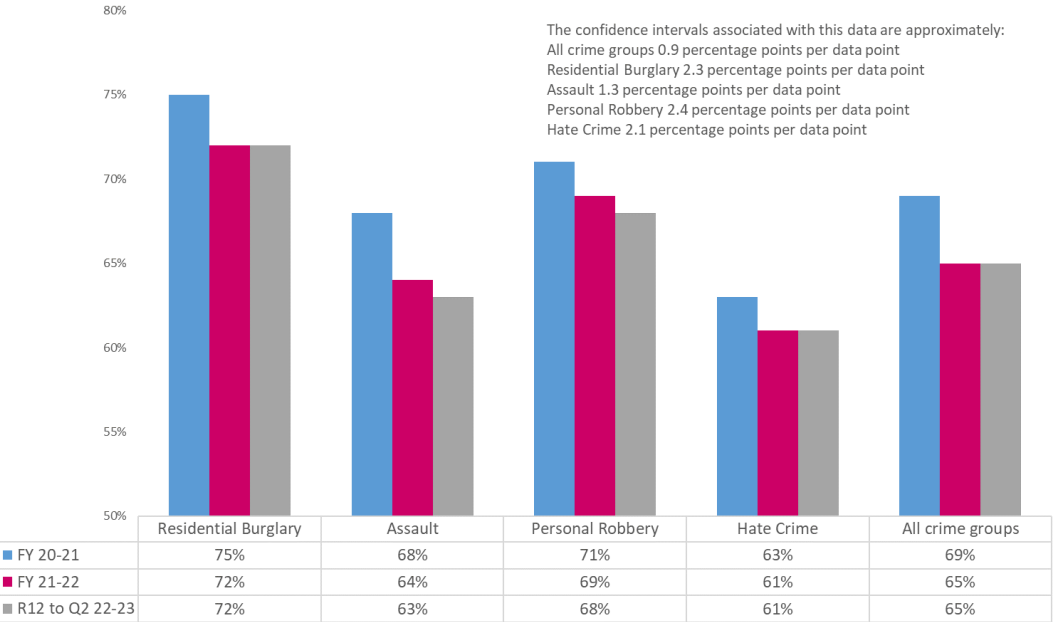
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USS: Overall Satisfaction by crime group and BCU

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** (61%) when compared to the FY MPS average (65%). 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 7pp. range between top and bottom performers. However, no BCU is significantly above or below the FY MPS average of 65%.

USS: Perceptions of investigation time

A new question for 22-23 asks respondents:

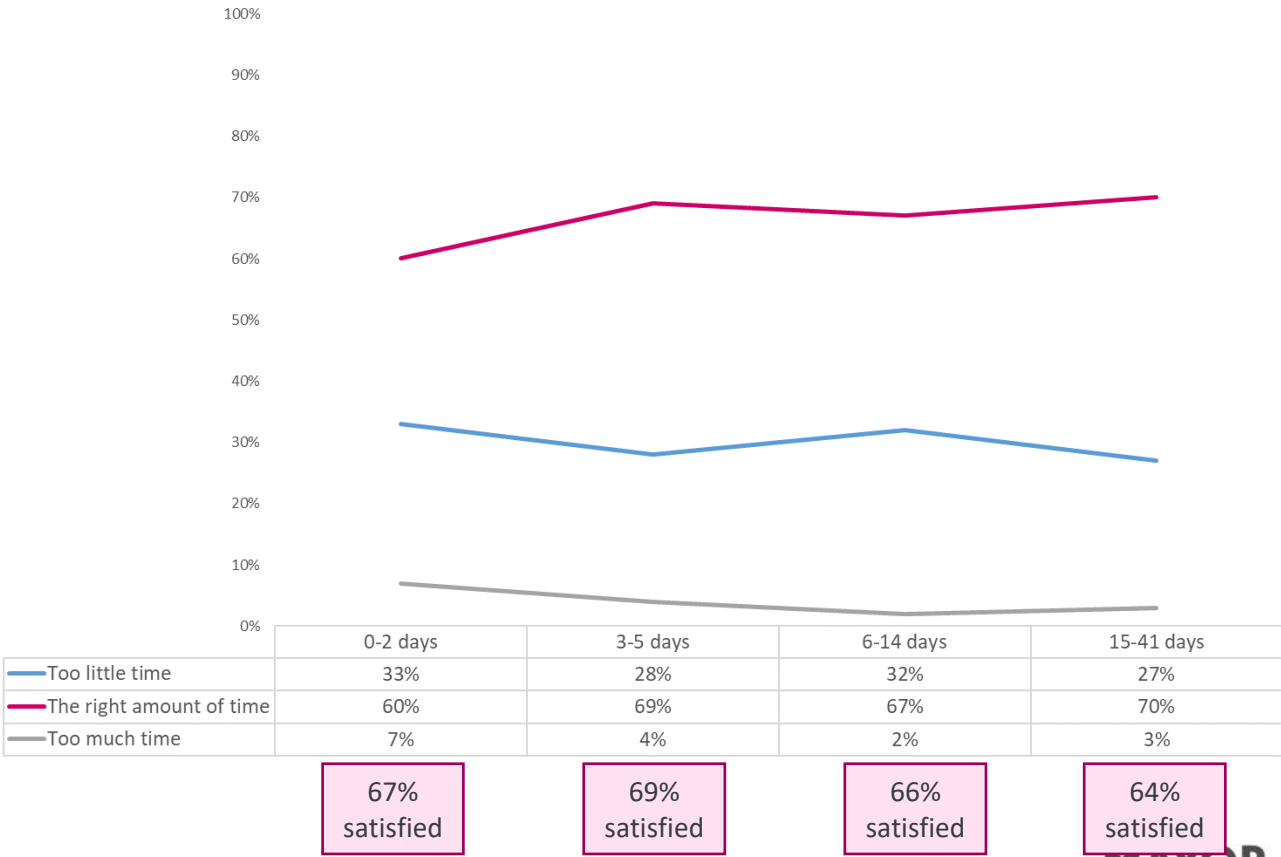
“Thinking about the length of time the police spent investigating your case, do you feel this was too much time, too little time, or the right amount of time?”

Initial results for the first 6 months of the year show that **66% of respondents feel the police spent about the right amount of time investigating**, with a further 30% feeling too little time was spent investigating.

Using the crime numbers of those respondents who allow it (approx. 60%) it is possible to attain the **number of days from crime report to completion**. The below example caps this time at 42 days – this is to avoid instances where the investigation was ongoing at the time of USS interview.

When comparing this information to the new perceptions question we can see that there is a limited relationship between time the crime report is open and positive perceptions of time spent investigating. The differences are not statistically significant. Satisfaction is higher for those whose case was open for fewer than 6 days.

Perceptions of investigation length vs. time the crime report is open
(% agree - Quarters 1&2 22-23)



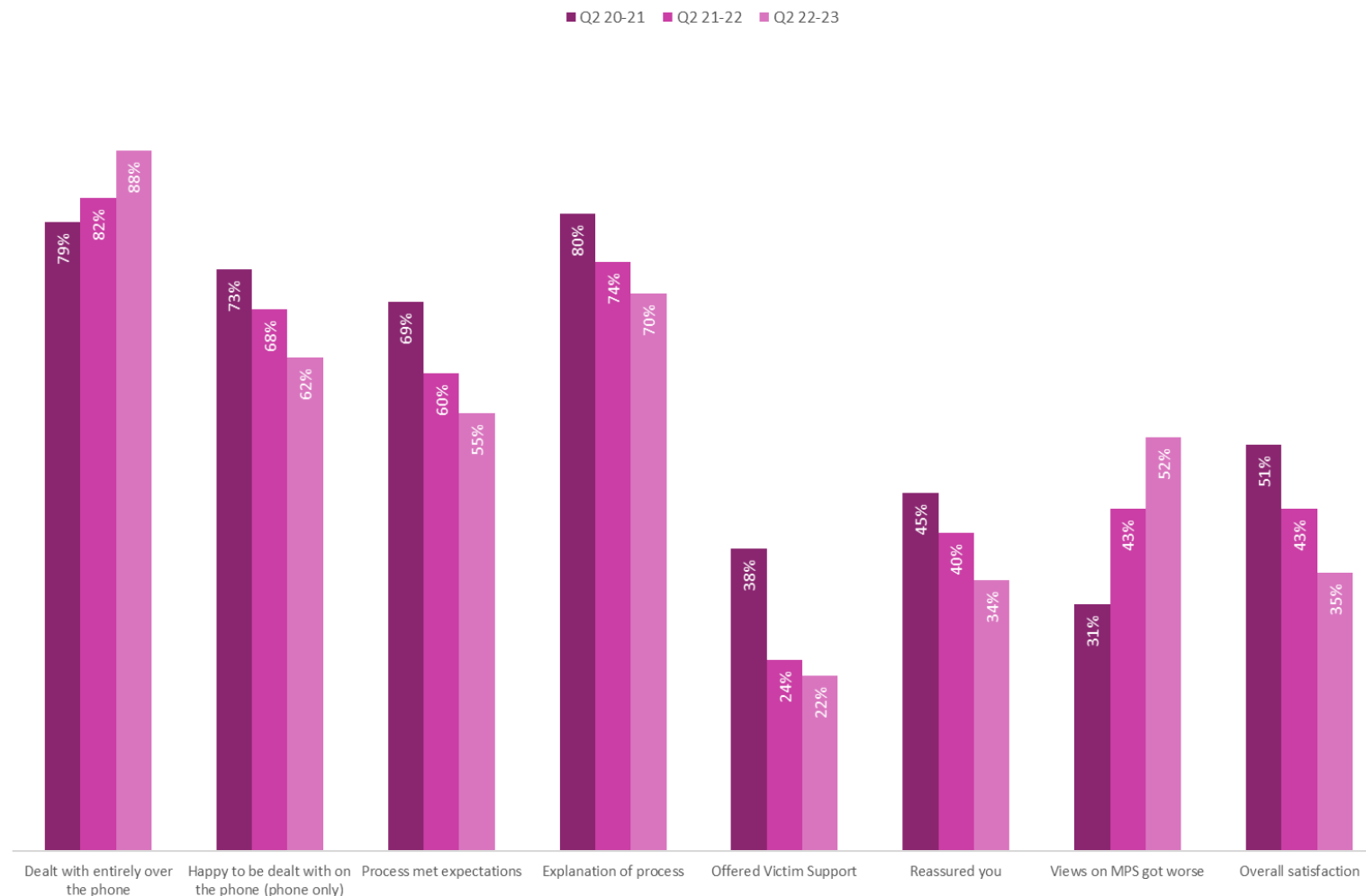
TDIU: Telephone reporters

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. In contrast, of those not receiving a visit a decreasing proportion are happy being dealt with entirely over the phone (fall of 11 pp. from Q2 21-22 to Q2 22-23). This is effectively driving a **gap in expectations**.

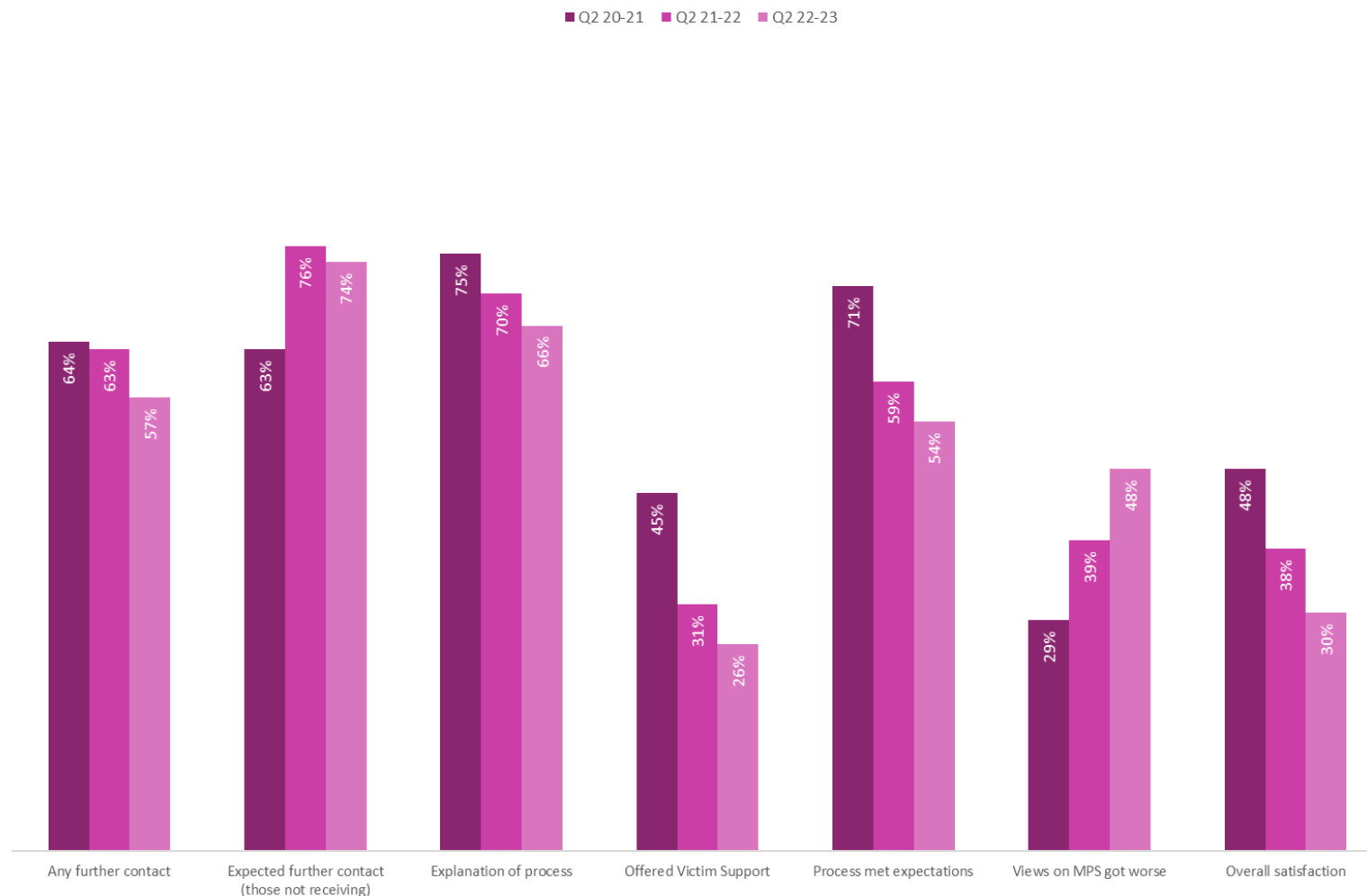
Some of the diagnostics which have the strongest association with satisfaction for telephone reporters are receiving an explanation of the process and feeling reassured ($R^2=0.97$). This has been a consistent finding since the TDIU survey started (Q1 20-21).

Initial results from a new question for FY 22-23 show 64% of respondents feel the police spent **too little time** investigating their report, which is consistent over Q1 & Q2.

Due to lessening performance there is an increase in those left with a **worse opinion of the MPS** subsequent to their report – now over half for Q2 22-23 (52%).



TDIU: Online reporters report receiving a worse service over time



Of those **reporting online** just under half **do not receive further contact other than an email** acknowledging their report. However, **three quarters of those not receiving any further contact expected it**. This is one of the strongest association with satisfaction for online reporters ($R^2=-0.71$).

At least a third (37% Q2 22-23) of respondents tried another method before reporting their crime online. These individuals are less satisfied overall (24% vs. 37% FYTD 22-23)

A new question for FY 22-23 asks respondents if they felt the level of investigation was appropriate to their report. Q2 22-23 results show 62% of respondents feel the police spent **too little time investigating** their report.

These factors are associated with a decreasing proportion of respondents answering that the process of reporting **met their expectations**, which has fallen 17 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 23 pp. from Q2 20-21 to just under half of respondents (48% Q2 22-23)).

How could the reporting process be improved? *Qualitative insights.*

Respondents were given the opportunity to comment and give suggestions about how the reporting process could be improved.

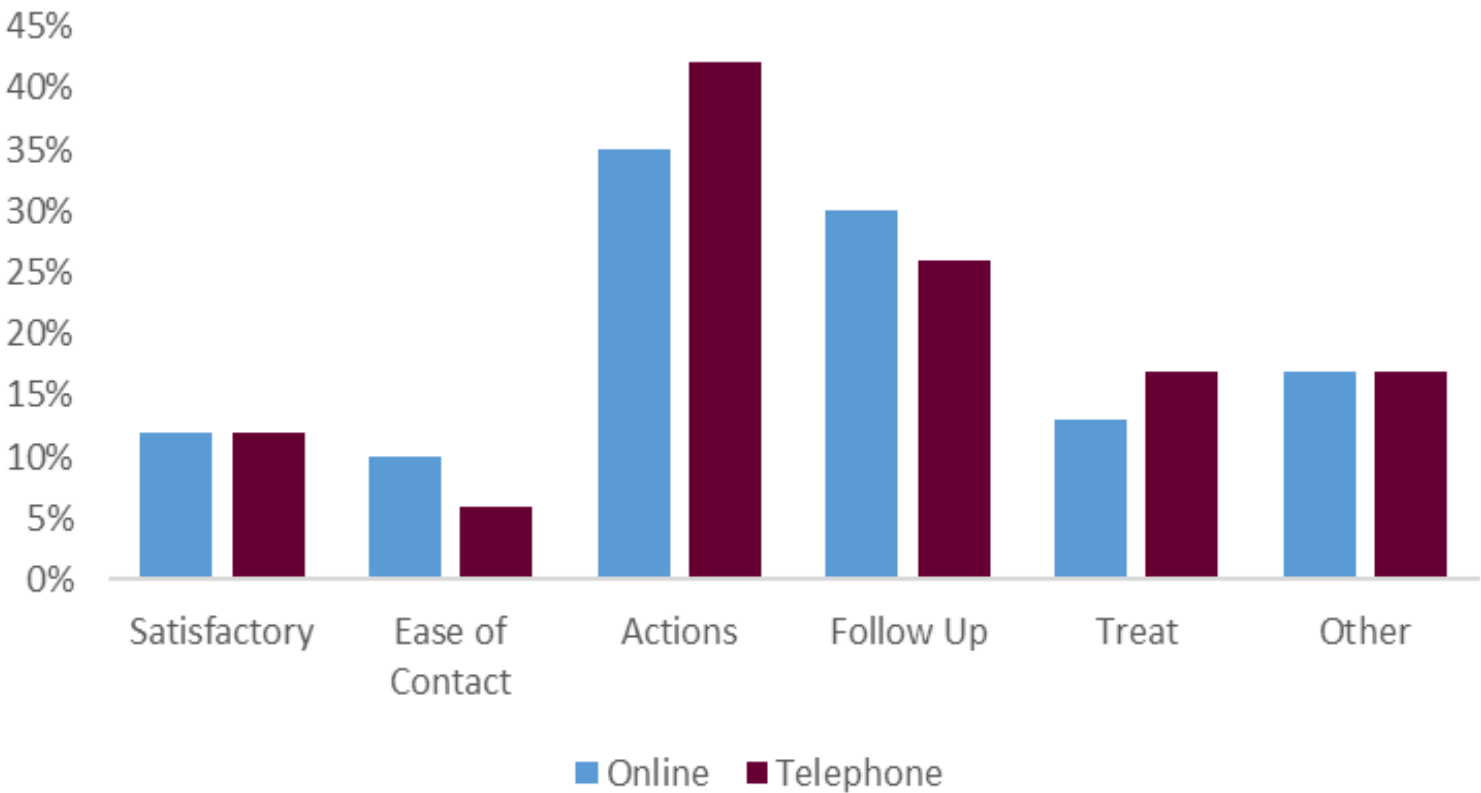


804 comments



487 comments

Comments by area



Respondents mentioning a theme as a % from total # of comments

Both online and telephone reporting follow a similar pattern.

Actions and Follow Up are the areas mentioned by a higher proportion of people, whereas Ease of Contact is the area least mentioned.

However, we can see a **higher percentage of people mentioning issues with Ease of Contact and Follow Up online compared to telephone**, whereas a higher proportion of respondents talked about the actions when reporting on the telephone.

How could the reporting process be improved? Telephone reporters



Actions

42%
(n=336)

Two thirds of comments related to actions mentioned a **lack of attendance to the scene or a lack of investigation**, and a **third** (n=111) mentioned **perceived open avenues of investigation** (e.g. cameras not checked, witnesses not interviewed, GPS not followed, looking at the wrong evidence...). A small number of people (n=11) mentioned details being wrongly recorded (e.g. wrong number plate, officer sent to a wrong address...) or a promise of a call or an appointment not being fulfilled (n=33).

"Act on information given. I have the number plate of the car that pulled up to commit the crime but no further investigation was carried out"

"I had been told that an officer would be in touch to come and collect evidence from me (broken padlock, looking at the damaged garage shutter) but I never heard anything back since the initial call"



Follow Up

26%
(n=206)

Comments related to follow up were mainly about wanting to be **kept informed about advances and the outcome of the investigation**. Some mentioned they **did not know what had happened after reporting** (e. g. if items were found or people had been prosecuted). A quarter (n=53) of respondents thought their case **was closed too quickly**.

"Yes, there was no follow up or follow through on my report. I never spoke to a police officer or received an adequate update"

"I do not think they investigated our car being stolen. I got an automatic response 12 hours later saying that the case was closed"



Treatment

17%
(n=137)

Over half of the comments around treatment mentioned a **lack of care or empathy** and/or a **disinterest from the officers when reporting**. Over a third within this theme said **they felt they were not taken seriously**. A small number of comments suggested the police should **manage expectations** about the length/possibilities of the investigation in advance.

"The person I spoke to sounded too busy to care and couldn't wait to get rid of me and seemed reluctant to answer my questions"

"Having anything stolen is a traumatic experience. The person taking the call could be more empathetic and also inform you of next steps instead of being so abrupt"



Ease of Contact

6%
(n=49)

80% of those talking about ease of contact referred to **the slowness of answering calls**.

"Answer the phone! It took me 30 minutes to be connected to the police"

"It takes a long time to get through to the police when phoning. By that time the incident is over and the culprits disappeared"



12% of respondents said they were happy with the handling of the investigation taking into account available resources/evidence and the seriousness of the crime reported. 4% also **praised their call handler**.

18% of respondents spoke about things that were not related with any of the areas above. Over a third of these expressed **lost of trust in the police or fear of further crime as a consequence of the incident reported**. Other comments included a **perceived lack of resources**, and a small number highlighted issues with technology (e.g. uploading photos) (n=4) or a desire to go to a police station rather than reporting over the phone (n=7). Some respondents specifically expressed that the reporting process itself was good but it was the Actions or the Follow Up that they had issues with.

"Reporting was OK but the telephone call guy just seemed under pressure with workload and the main aim is to give a crime number so you can claim on the insurance"

"I have lost trust in the police and won't bother making another report again as this is the third time I have had no help from the police"

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How could the reporting process be improved? Online reporters



Actions 35%
(n=170)

"The officer dealing with my case failed to attend the appointment we had arranged, he has completely disappeared I feel very let down."

"They just told me they do not have manpower to do this for me"

More than half of those talking about Actions mentioned a **lack of attendance to the scene or a lack of investigation**, and almost half mentioned **perceived open avenues of investigation** (e.g. cameras not checked, witnesses not interviewed, GPS not followed, looking at the wrong evidence...).

"We have been the victim of the same crime 3 times in 3 years and nothing is ever done about catching the culprits. Expensive to replace cars and distressing as well as inconvenient"



Follow Up 30%
(n=145)

Half of the respondents mentioning follow up **would have liked a call back with updates about the case**, and a quarter felt their **case was closed too quickly**.

"I was expecting the police to call and ask for further information that I might miss on my report which would help the further investigation"

"There was little point in reporting the incident. I had photos of the event, yet the case was closed in less than 24 hours"



Treatment 13%
(n=63)

13% of respondents suggested improvements with regards to treatment received. These are mainly in two areas; **showing care and interest** and **feeling that the report is taken seriously**.

"The crime was viewed as not important and I was left feeling unsafe, unheard and ignored"

"The way my report was treated, and immediately dismissed, made the whole thing harder to deal with"



Ease of contact 10%
(n=50)

Over 80% of the comments related to ease of contact stated that **they tried to contact by phone first but gave up because of long waiting times**.

"I spent more than an hour on hold a few times so eventually gave up and reported online. The police never bothered to get in touch with me"

"Process very slow. called just after incident happened but no response at all so just had to report online."



12% of respondents said they were happy with the handling of the investigation taking into account available resources/evidence and the seriousness of the crime reported.

"I think the met did what they could since most CCTV cameras on the premises did not work and could not identify the perpetrator."

"There was very little to go on (the cameras installed in the building were not actually recording) so there's only so much the police could do in response to the case I reported. I appreciate the information I received about this type of crime and the suggestions they shared on how to avoid a repeat"

17% of respondents also commented things that were not related with any of the areas above. Comments were mainly about a **loss of trust in the police** or **fear of further crime** as a consequence of the incident reported and about technical problems when reporting online.

"The online form was very long, complicated and kept saying I hadn't filled it in correctly and wouldn't submit."

"The reporting function on my phone's browser did not work. I had to use a laptop the next day at work to complete the report."

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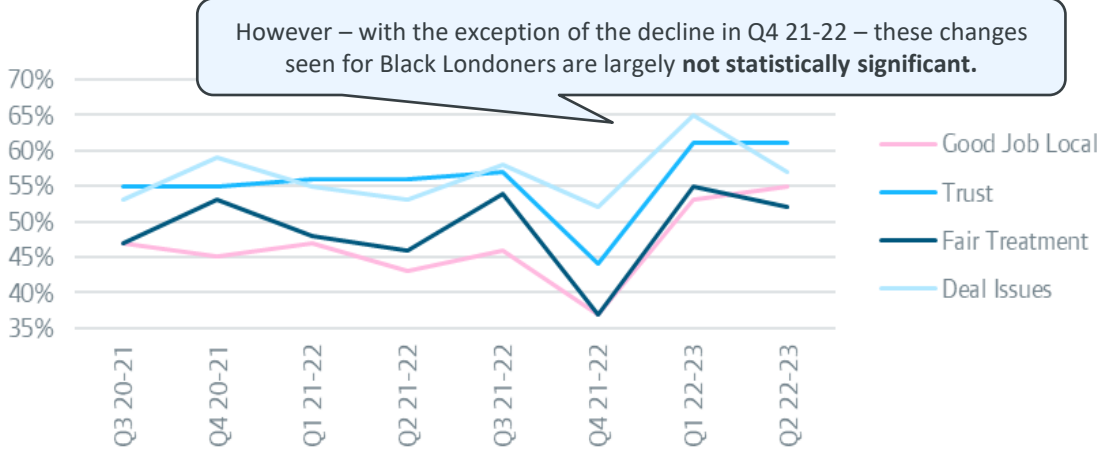
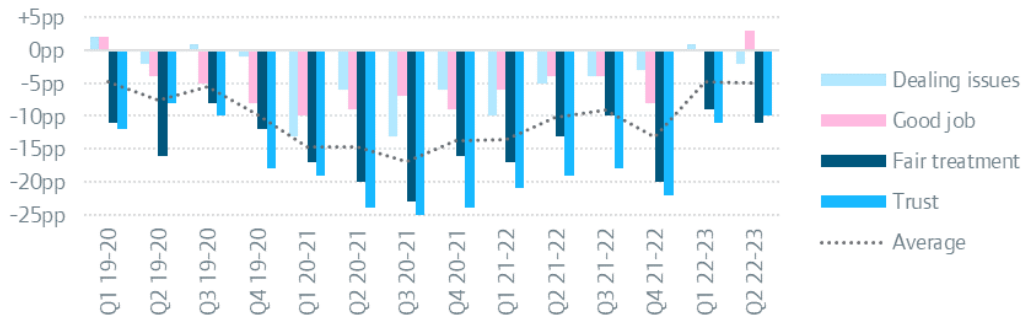
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The narrowing of the perception gap between Black Londoners and the MPS result has been predominantly driven by declines among White Londoners

Over the last two years, gaps seen for Black Londoners compared with the MPS result have **tended to narrow**.

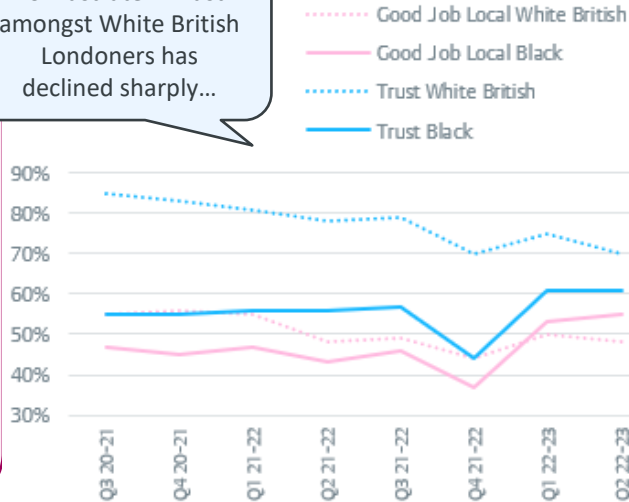
Focusing on **Black Londoners**, perceptions remained relatively stable over this time before a *particularly low* result in Q4 21-22 and with results since showing a slight uplift.

Perception gaps for Black Londoners vs MPS result
Discrete quarter data per point

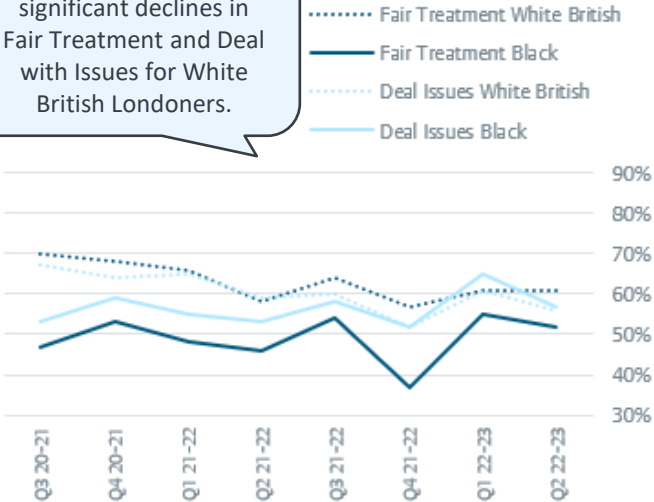


In contrast, larger – *and statistically significant* – shifts are seen over these quarters for other Ethnic groups. This includes White British Londoners – the group that makes the proportionately greatest contribution to the MPS result (representing c.50% of the total sample).

To illustrate – Trust amongst White British Londoners has declined sharply...



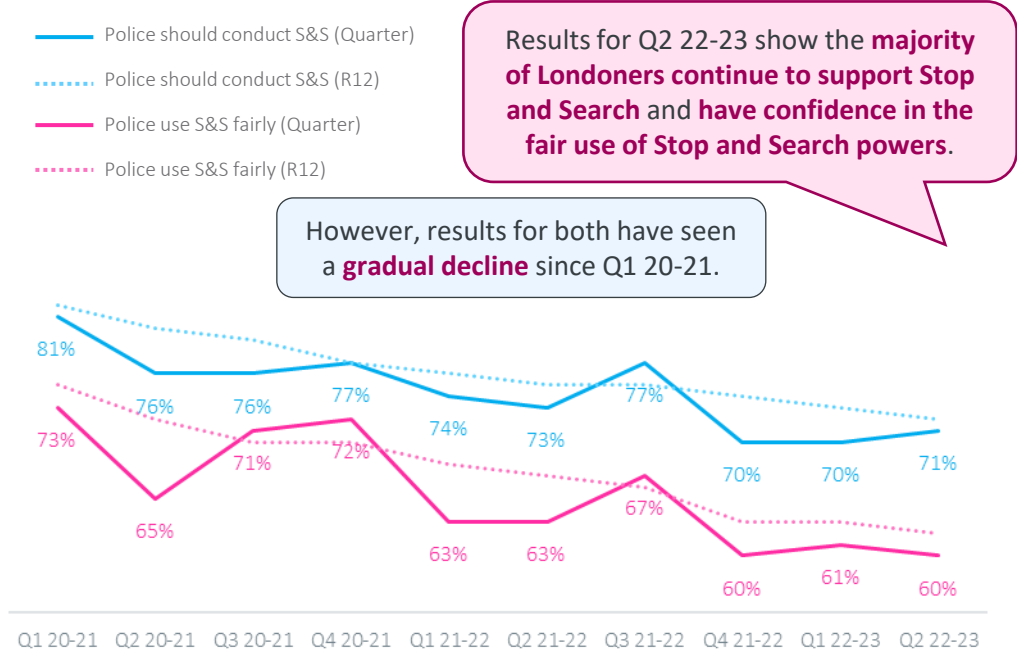
...mirrored by statistically significant declines in Fair Treatment and Deal with Issues for White British Londoners.



Results here suggest the recent narrowing of gaps has so far been predominantly driven by significant declines among White Londoners bringing the MPS result down, rather than significant increases for Black Londoners.

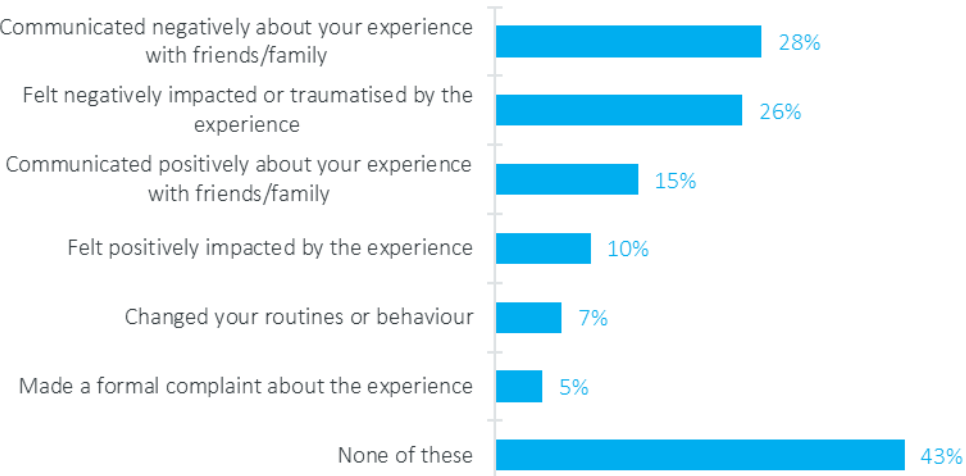
However, monitoring of future trends will be important to understand whether the recent emerging uplift in perceptions for Black Londoners continues to be seen.

Support for Stop & Search has declined; longstanding inequalities continue; many Londoners report negative impacts of being stopped and searched



Questions have been added to PAS asking **Londoners who have been stopped and searched, what has happened as a result of this experience.** Results for Q2 22-23 enable an overview at the MPS level – additional analysis, including demographic breakdowns, will be possible in future when the number of respondents allows.

Results for Q2 22-23 show around a **quarter** said that they **communicated negatively** about their experience with friends and/or family or **felt negatively impacted or traumatised** by their experience.



Longstanding inequalities by ethnicity have been seen for these questions. This pattern has continued for Q2 22-23.*



In Q2 22-23, **less than half** of Londoners from a **Black** (42%) or **Mixed** ethnicity (44%) 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 | 71% | 60% |
| White British | +5pp | +1pp |
| White Other | +1pp | +6pp |
| Mixed | -16pp | -16pp |
| Asian | +6pp | +6pp |
| Black | -20pp | -18pp |

51% (n=244) of those stopped and searched had **previously had any in-person interaction with the police in London** (Q2 22-23).

Respondents who have had any in person interaction with police were significantly **more likely to communicate negatively about their stop and search experience** with friends/family (37% vs. 19%).

* Gaps of 5pp. or more are highlighted. Note low bases for Mixed ethnicity (n≈140) – results to be used with caution. Other ethnicity not reported due to very low bases.
** Responses total to over 100% as multiple responses accepted. N=477.

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).