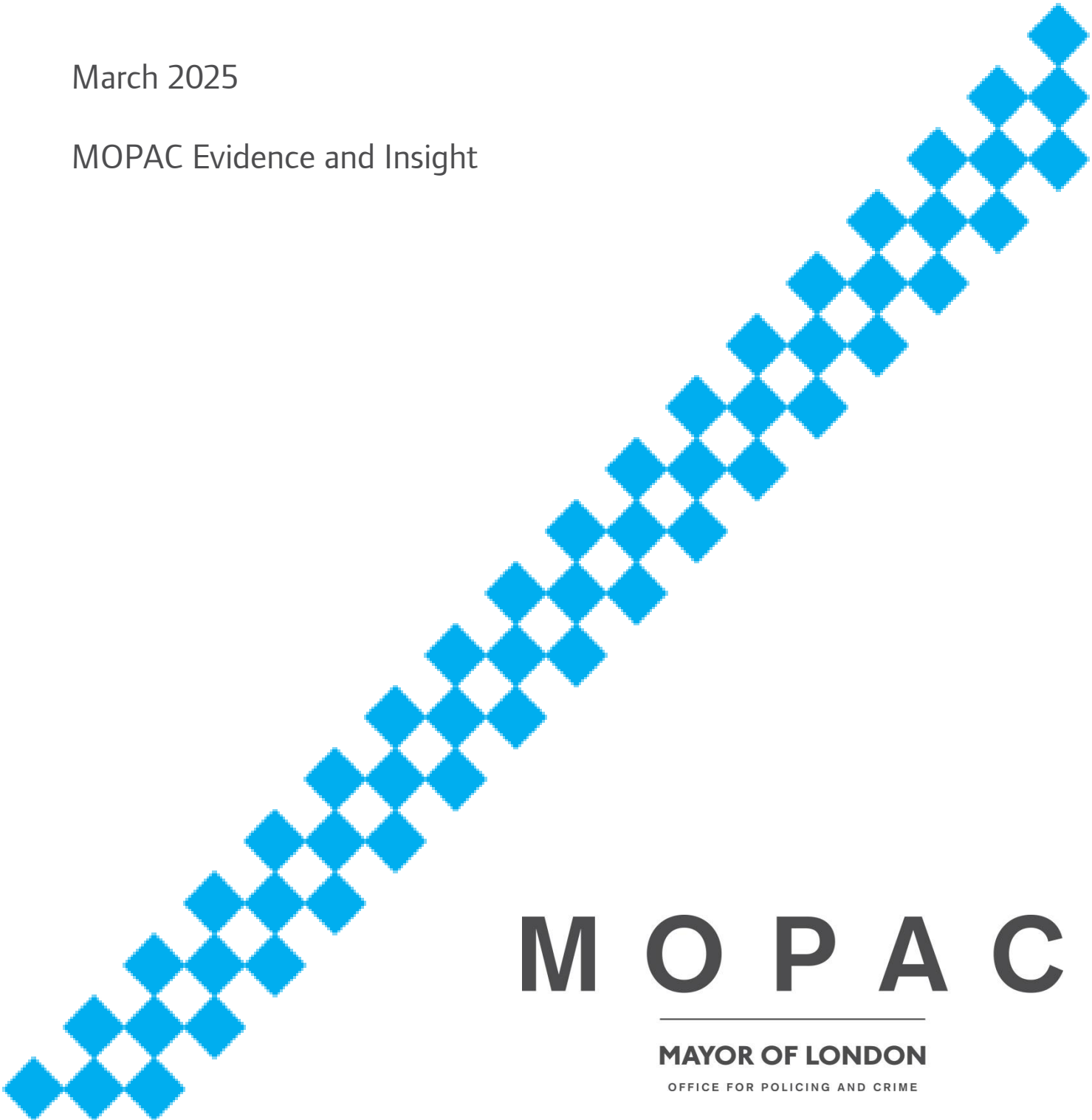

Police and Crime Plan 2025-29

Public Consultation

March 2025

MOPAC Evidence and Insight



M O P A C

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

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Key Findings

Consultation methodology and reach

This report presents findings from MOPAC's consultation on the draft Police and Crime Plan 2025-29, which invited Londoners and stakeholders to review the draft and to give their feedback on its contents. Results are drawn from five consultation routes, including a **YouGov Poll** of 1,582 Londoners, a short online **Talk London Survey** receiving 1,470 responses, and a series of **Talk London discussion boards** with 287 posts. In addition, 42 **workshops** were facilitated by MOPAC, whilst **written correspondence** was also received from residents and other stakeholders (such as non-profit organisations).

Support for the draft Police and Crime Plan 2025-29

- **Most of those consulted support the three main priority areas in the draft Police and Crime Plan 2025-29¹.** In the YouGov Poll, three-quarters of respondents said they supported these priorities (76%), with support high across different demographic groups. 66% of respondents in the Talk London Survey said they supported the priority areas.
- **The areas covered by the draft Police and Crime Plan generally match Londoners' own priorities for crime and safety.** Across all consultation routes, dealing with violent crime emerged as a top priority for crime and policing in London. In addition, many of those consulted felt robbery and theft, Violence Against Women and Girls (VAWG), and visible policing were important issues.
- **Those consulted want the Mayor to focus on early interventions and tougher enforcement of crime.** Respondents in the YouGov Poll and the Talk London Survey felt it was *most important* for the Mayor to work to 'prevent crime and tackle its root causes' and to 'support the police to take tougher enforcement action against crime', supporting a holistic approach to crime and safety.
- **Public backing is high for many of the specific proposals in the draft Plan.** In the YouGov Poll, respondents felt it was important for the Mayor to take a range of actions to 'reduce violence and criminal exploitation' – particularly those aimed at prosecuting the most violent criminals and perpetrators of domestic violence. Many also supported proposals to 'increase trust and confidence in the Metropolitan Police Service' by improving public safety and reforming police accountability systems. Backing in the YouGov Poll was also high for steps to 'improve the criminal justice system and support victims', including by providing safe accommodation for victims of domestic abuse and reducing the court backlog. Addressing violence, VAWG and supporting victims also emerged strongly for Workshop participants.
- **Some areas of the Plan may be more important for certain demographic groups.** For example, results from the YouGov Poll showed that female Londoners were more likely than males to support proposals related to tackling VAWG, whilst Black Londoners were more likely to support proposals aimed at increasing trust and confidence and improving police oversight and accountability.

What is missing from the draft Police and Crime Plan 2025-29?

- **There was little public consensus on issues missing from the draft Police and Crime Plan 2025-29.** Across all consultation routes, respondents raised a diverse range of topics: few mentioned issues not already included in the Plan, with many instead wanting a greater focus on certain areas (or reinforcing the importance of areas). Data science techniques showed that most of the topics

¹ 'Reducing violence and criminal exploitation'; 'increasing trust and confidence in the Metropolitan Police Service'; and 'improving the Criminal Justice System and supporting victims'.

raised in Workshops, Talk London Discussion Boards and Correspondence were already covered in the Plan.

- **Consultees felt the draft Plan should have more detail on cultural and procedural change in the Metropolitan Police Service.** This was the most commonly mentioned theme in both the YouGov Poll and the Talk London Survey; respondents felt the Plan should have more commitments to tackle perceived racism and misogyny in the MPS, as well as to improve police recruitment, retention, training and operational procedures. Some felt that increasing trust and confidence should not be a priority *in and of itself* but would instead come naturally as a result of wider systemic change.
- **Those consulted often felt more should be done to deal with robbery/theft.** Respondents in the YouGov Poll and the Talk London Survey also felt the Plan should do more to deal with ‘volume’ issues including pickpocketing and theft of mobile phones and bicycles – with feelings of safety *lowest* in town centres in London. Many of those commenting on Talk London Discussion Boards mentioned terms including ‘theft’ and ‘shoplifting’ that impacted on safety.
- **Consultees mentioned a range of other areas they felt warranted greater focus in the Plan.** Respondents to the surveys often wanted more detail on implementation and delivery, or the governance mechanisms in place to monitor success. Data science techniques revealed that ‘protests and political issues’ were often mentioned by consultees, but that this topic was not clearly referenced in the draft Plan. Some of those consulted also felt there should be a greater focus on areas such as vulnerable victims, police visibility and neighbourhood engagement, and partnership and community working.
- **Feedback from the consultation has informed the development of the final Police and Crime Plan 2025-29.** Further information about MOPAC’s response to its consultation on the draft Plan can be found in the accompanying ‘You Said, We Did’ Consultation Summary.

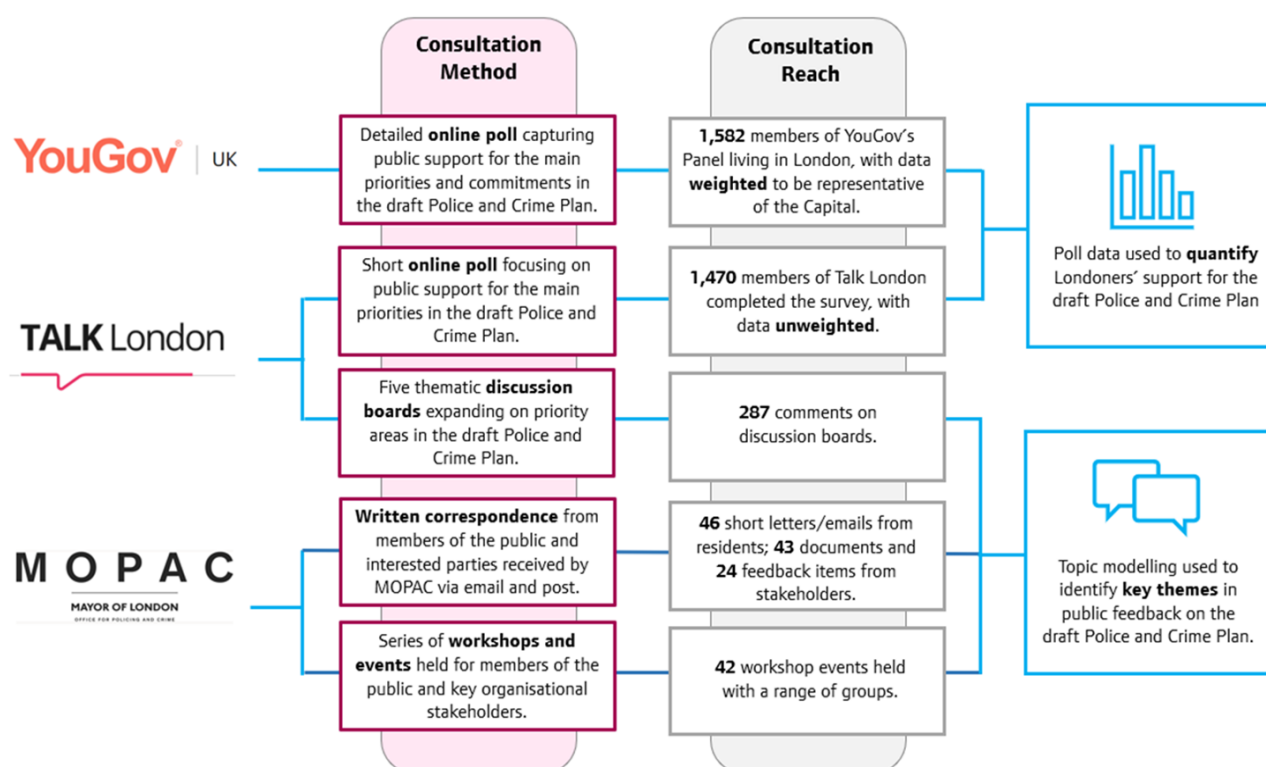
Introduction

The Mayor of London must draft, consult on, and publish a Police and Crime Plan within the financial year that they are elected. This Plan sets out the Mayor’s high-level priorities for policing, crime and community safety in London for their term in office. A draft of the Police and Crime Plan 2025-29 was published for public consultation by the Mayor’s Office for Policing and Crime (MOPAC) on 18th December 2024, and was structured around three key objectives to deliver ‘a safer London for everyone’:

- Reducing violence and criminal exploitation.
- Increasing trust and confidence in the Metropolitan Police Service.
- Improving the Criminal Justice System and supporting victims.

MOPAC’s consultation on the draft Police and Crime Plan 2025-29 was open until 12th February 2025, and invited Londoners and stakeholders to review the document and to give their feedback on its contents. The consultation was conducted via five complementary routes to ensure a broad reach; these included a poll conducted by YouGov, an online survey and moderated discussion boards hosted on the Greater London Authority’s ‘Talk London’ platform, and a series of workshops and events facilitated by MOPAC’s Community Engagement Team. Written comments on the draft Plan were also received from interested parties. In total, more than 4,000 people gave their views on the draft Police and Crime Plan 2025-29 during the eight-week period, with further detail on each of the five methodologies summarised in Figure 1.1

Figure 1.1. Illustration of the five distinct consultation methods and their respective reach.



This report presents key findings from MOPAC’s public consultation on the draft Police and Crime Plan 2025-29, and is divided into two sections:

- Section 1 presents findings from the YouGov Poll, which aimed to capture feedback from a robust and representative sample of Londoners.
- Section 2 presents findings from other consultation routes, including Talk London, written correspondence and MOPAC events.

Section 1: YouGov Poll

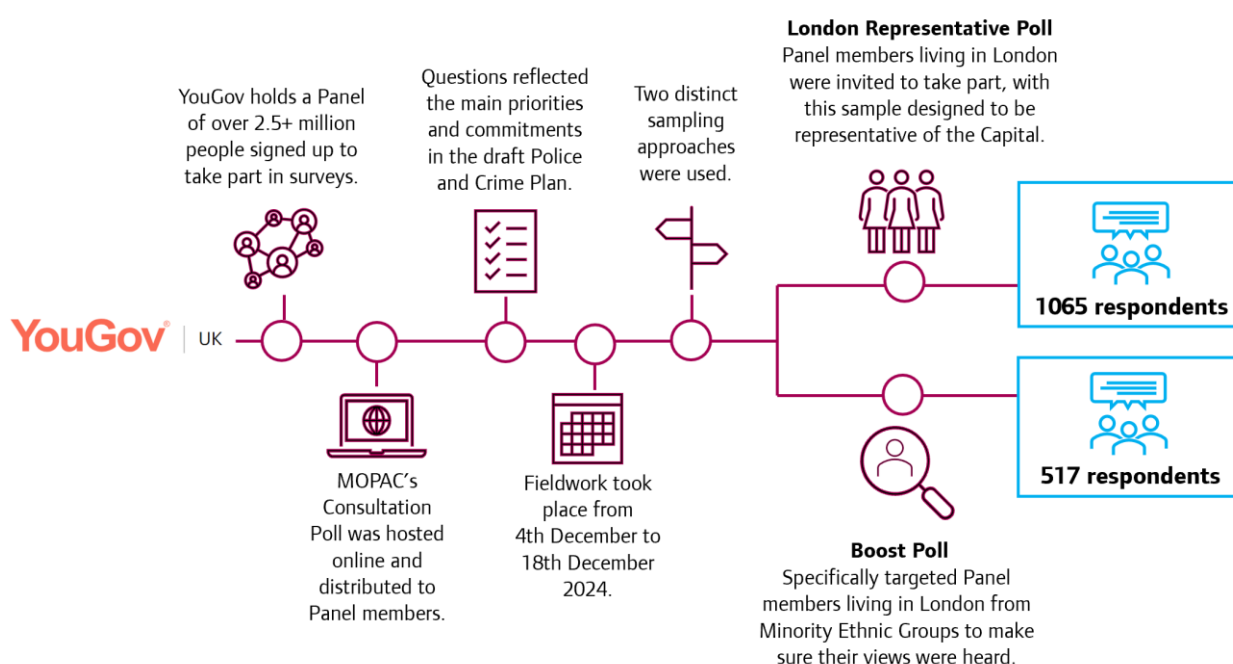
This section of the report presents findings from online polling conducted by YouGov as part of MOPAC's Public Consultation on the draft Police and Crime Plan 2025-29.

1.1. YouGov Poll: Methodology and Sample

MOPAC commissioned YouGov² to conduct a poll of Londoners to gather their feedback on the draft Police and Crime Plan 2025-29. Fieldwork for this element took place between 4th December 2024 and 18th December 2024, with selected members of YouGov's research panel resident in London invited to take part.

Respondents were shown information drawn from the draft Police and Crime Plan and were asked for their views. To ensure participation from Londoners across a range of backgrounds and experiences, two distinct quota-based sampling approaches were used: a 'representative' sample that was designed to reflect the capital's population as a whole, supplemented by a dedicated 'boost' sample that ensured robust representation across ethnic minority groups. Information about the YouGov Poll methodology is illustrated in Figure 1.2, with detail on the analytical approach available in Appendix 1.

Figure 1.2. Summary of the YouGov Poll methodology.



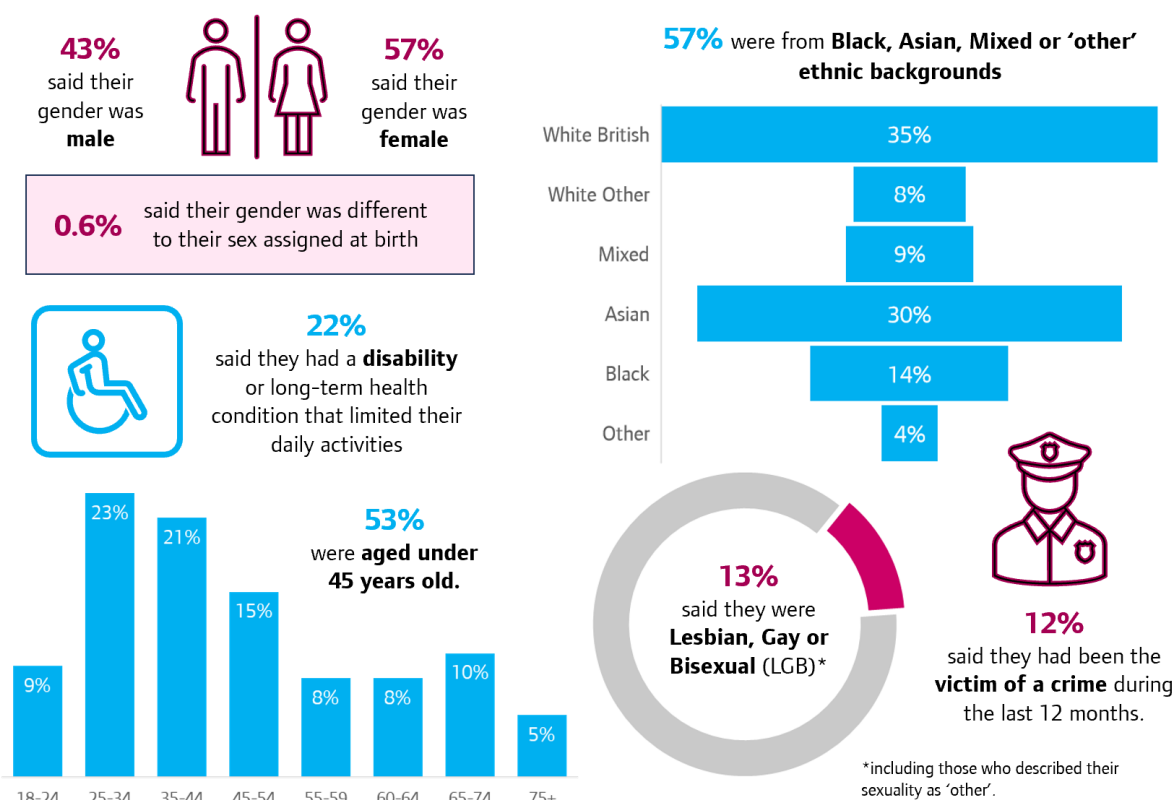
In total, 1,582 Londoners gave their views on the draft Police and Crime Plan 2025-29 as part of online polling conducted by YouGov (1,065 in the Representative Poll and 517 in the BAME Boost Poll). Further information about the achieved sample is provided in Figure 1.3.

Please note that, unless otherwise specified, all data in this section are for the full sample combined across the two poll routes and weighted to reflect the demographic make-up of London. Where possible, unweighted base numbers are shown (N). All percentages are calculated from statistically valid responses, with non-valid answers (including 'prefer not to say', 'don't know', and 'not applicable') set as missing.

² All figures in this section, unless otherwise stated, are from YouGov Plc. Total sample size was 1582 adults. Fieldwork was undertaken between 4th - 18th December 2024. The survey was carried out online. The figures have been weighted and are representative of all London adults (aged 18+).

and excluded from analysis for that question. The report may reference valid respondents to reflect this approach. We refer to those taking part in the YouGov Poll and the Talk London Survey to clarify the two separate samples throughout this report.

Figure 1.3. Demographics of YouGov Poll sample (total N= 1,582, data unweighted, Representative Poll and BAME Boost Poll combined, valid answers only).



Source: YouGov Poll

1.2. YouGov Poll: Overall support for the main priorities in the draft Police and Crime Plan

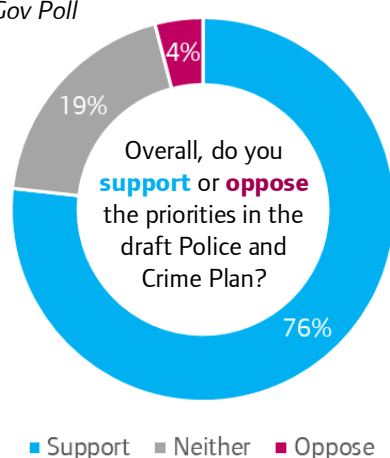
The Mayor of London's draft Police and Crime Plan 2025-29 outlined three main priorities to make London safer for everyone: reducing violence and criminal exploitation; increasing trust and confidence in the Metropolitan Police Service; and improving the criminal justice system and supporting victims.

Overall, Londoners' support for these priorities was high: in the YouGov Poll three-quarters of valid respondents³ (76%) said that they **supported the three identified priorities**, whilst just 4% said they actively opposed them. Support was also high across a range of different demographic groups, revealing widespread public backing for the three main areas (see Figure 1.4).

Figure 1.4: Support for priorities in the draft Police and Crime Plan ('strongly support' and 'tend to support' combined, N = 1,461) and broken down across key demographic groups (where unweighted N > 100).

Source:

YouGov Poll



		% Support	N
Gender	Male	74%	635
	Female	79%	826
Age	18 to 24	77%	132
	25 to 34	75%	314
	35 to 64	76%	791
	65+	81%	224
Ethnicity	White British	75%	519
	White Other	87%	116
	Mixed	73%	122
	Asian	78%	434
	Black	75%	195
Sexuality	Heterosexual	76%	1,179
	LGB	77%	169
Disability	Disabled	77%	313
	Not Disabled	76%	1,134
Victim of crime in last year	Yes	72%	162
	No	79%	1,190

When asked to **rank the priorities in order of importance**, 'reducing violence and criminal exploitation' was most often selected as the *most important* area (by 66% of valid respondents). 'Improving the criminal justice system and supporting victims' was most often ranked second; whilst 'increasing trust and confidence in the Metropolitan Police Service' was most often ranked third (see Figure 1.5).

Figure 1.5: Rankings of the three priority areas in the draft Police and Crime Plan, with the most important ranked first; modal values highlighted (N = 1,505).

	Ranked First	Ranked Second	Ranked Third
Reducing violence and criminal exploitation	66%	20%	14%
Improving the criminal justice system and supporting victims	19%	50%	31%
Increasing trust and confidence in the Metropolitan Police Service	15%	31%	55%

Overall, this *order of ranking* remained relatively stable across different demographic groups of Londoners, revealing a general consensus. However, some groups of people were more likely to prioritise certain areas: for example, those from Black (21%, N = 196) and Asian ethnic backgrounds (20%, N = 436) were significantly more likely to place 'increasing trust and confidence in the Metropolitan Police Service' in

³ Figures in this section exclude those who said, 'don't know'.

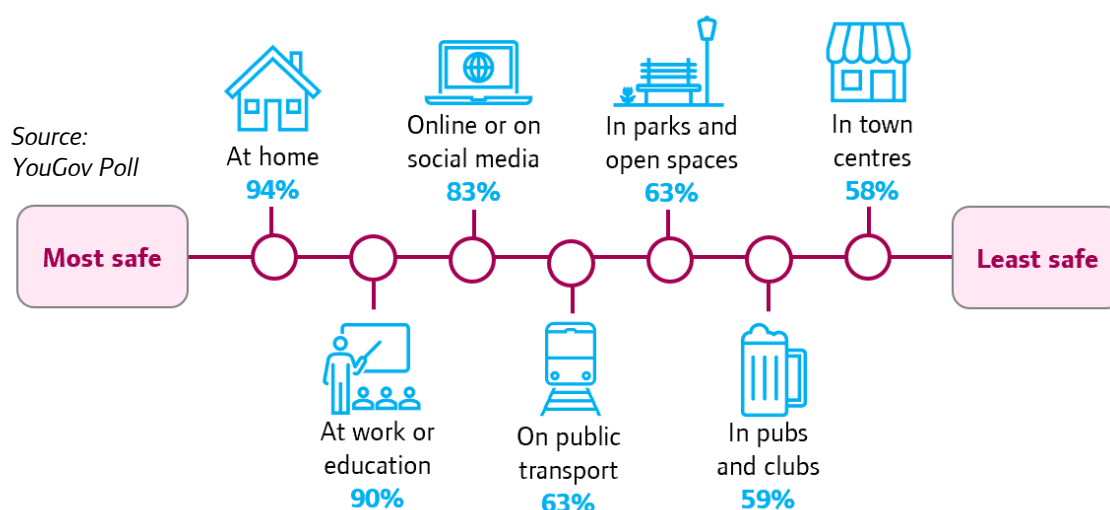
first position than white British respondents (12%, N = 538). This suggests some aspects of the Plan may be more important to some groups of people.

1.3. YouGov Poll: Perceptions of safety and policing in London

The Mayor's draft Police and Crime Plan 2025-29 aims to build 'a safer London for everyone'. Those taking part in the YouGov Poll were asked some questions to understand more about their feelings of safety in the capital.

Feelings of safety varied across different environments (see Figure 1.6). Whilst most of those responding⁴ said they **felt safe at home** (94%, N = 1,573), respondents were *less likely* to feel safe in public spaces, including **in pubs and clubs** (59%, N = 1,253) or **town centres** (58%, N = 1,526).

Figure 1.6: Proportion of valid respondents in the YouGov Poll saying they feel safe ('very' or 'fairly' safe) in different environments in London.



Some groups of respondents in the YouGov Poll were also less likely to feel safe. In particular, females were significantly *less likely* than males to say they felt safe in public areas, including in parks and open spaces (56%, N = 875, compared with 69%, N = 655) and in pubs and clubs (52%, N = 679, compared with 66%, N = 574). Londoners with a disability and those who had been the victim of a crime during the last 12 months were also significantly less likely to feel safe across many of the environments listed.

Levels of trust and confidence in London's police were low amongst YouGov respondents: just a third of valid respondents⁵ believed the police do a **good job in their local area** (33%, N = 1,413), whilst 38% agreed that **the Metropolitan Police Service was an organisation they could trust** (N = 1,537). These levels stand considerably below those seen in MOPAC's own Public Attitude Survey⁶.

1.4. YouGov Poll: The role of the Mayor

Those taking part in the YouGov Poll were shown some of the key roles and responsibilities of the Mayor to improve crime and safety in London, and were asked to rank these in order of importance. Here, those

⁴ Figures in this section exclude those who said, 'don't know' or 'not applicable'.

⁵ Figures in this section exclude those who said, 'don't know'.

⁶ In Q2 24-25, 43% of those taking part in MOPAC's Public Attitude Survey agreed that the police did a good job in their local area, whilst 72% felt the Metropolitan Police Service was an organisation they could trust.

responding⁷ felt it was *most important* for the Mayor to ‘invest in work aimed at **preventing crime and tackling its root causes**’, revealing widespread public backing for preventative interventions to deal with crime (see Figure 1.7).

Figure 1.7: Rankings of key Mayoral responsibilities, with the most important ranked first; modal values highlighted (N = 1,504).

	Ranked First	Ranked Second	Ranked Third	Ranked Fourth
Invest in work aimed at preventing crime and tackling its root causes	49%	29%	18%	5%
Support and oversee the police to take tougher enforcement action	37%	24%	14%	24%
Commission services to support victims of crime	5%	26%	41%	28%
Invest in programmes to rehabilitate criminals and prevent reoffending	9%	21%	27%	43%

Many respondents in the YouGov Poll also felt it was important for the Mayor to ‘support and oversee the police to take **tougher enforcement action against crime**’. However, it is worth noting that public opinion was somewhat divided here: whilst over a third of respondents felt this was the *most important* role of the Mayor (37%), a quarter conversely placed this as *least important* (24%).

Further divergences were also seen across demographic groups. For example, whilst those aged 65+ were most likely to place supporting **tougher enforcement action** in *first position* (52%, N = 232), those aged 18 to 35 were conversely most likely to place this in *last position* (33%, N = 474). Londoners identifying as Lesbian, Gay or Bisexual (LGB) and those from Black ethnic backgrounds were also more likely to place this role in last position⁸.

1.5. YouGov Poll: Londoners’ own priorities for the Police and Crime Plan

When asked to list their own top three priorities for crime and policing in London⁹, those responding in the YouGov Poll overwhelmingly placed an emphasis on **tackling violent crime and weapons**, with many wanting greater action to deal with knife crime, gun crime, general violence, and murder (641 respondents, 48%). This is in line with earlier findings whereby the ‘reducing violence and criminal exploitation’ was seen to be the *most important* priority area within the draft Police and Crime Plan 2025–29 (see Section 1.2).

The second most commonly mentioned priority was **robbery and theft** (487 respondents, 37%), including mentions of pickpocketing, street robbery, phone theft, and mugging. Many Londoners also placed dealing with **Violence Against Women and Girls** (296 respondents, 22%), improving **police visibility** (196 respondents, 15%) and enhancing **public safety** (194 respondents, 15%) amongst their own top three priorities for crime and policing in London. The most commonly mentioned priorities are summarised in Figure 1.8.

⁷ Figures in this section exclude those who said, ‘don’t know’.

⁸ 9% of those aged 65+ ranked ‘supporting and overseeing the police to take tougher enforcement action’ in last position. 35% of LGB (including other sexual orientation) respondents placed this in last position, compared with 22% of Heterosexual respondents; 34% of Black respondents placed this in last position, compared with 22% of White British respondents.

⁹ Percentages are unweighted for this question, and are based on 1,332 respondents who listed at least one priority for crime and policing (i.e. excluding those who said ‘don’t know’ or did not respond). Each priority was read and thematically coded. Please note that the number of coded fragments do not add up to the total number of responses. In some cases a single priority could span *more than one thematic area*, whilst in some cases two or more separate priorities may fit within the *same thematic area*.

Figure 1.8: Respondents' OWN priorities for crime and policing: most commonly mentioned themes (% of respondents making valid comments, N = 1,332).



1.6. YouGov Poll: Support for key proposals to ‘reduce violence and criminal exploitation’

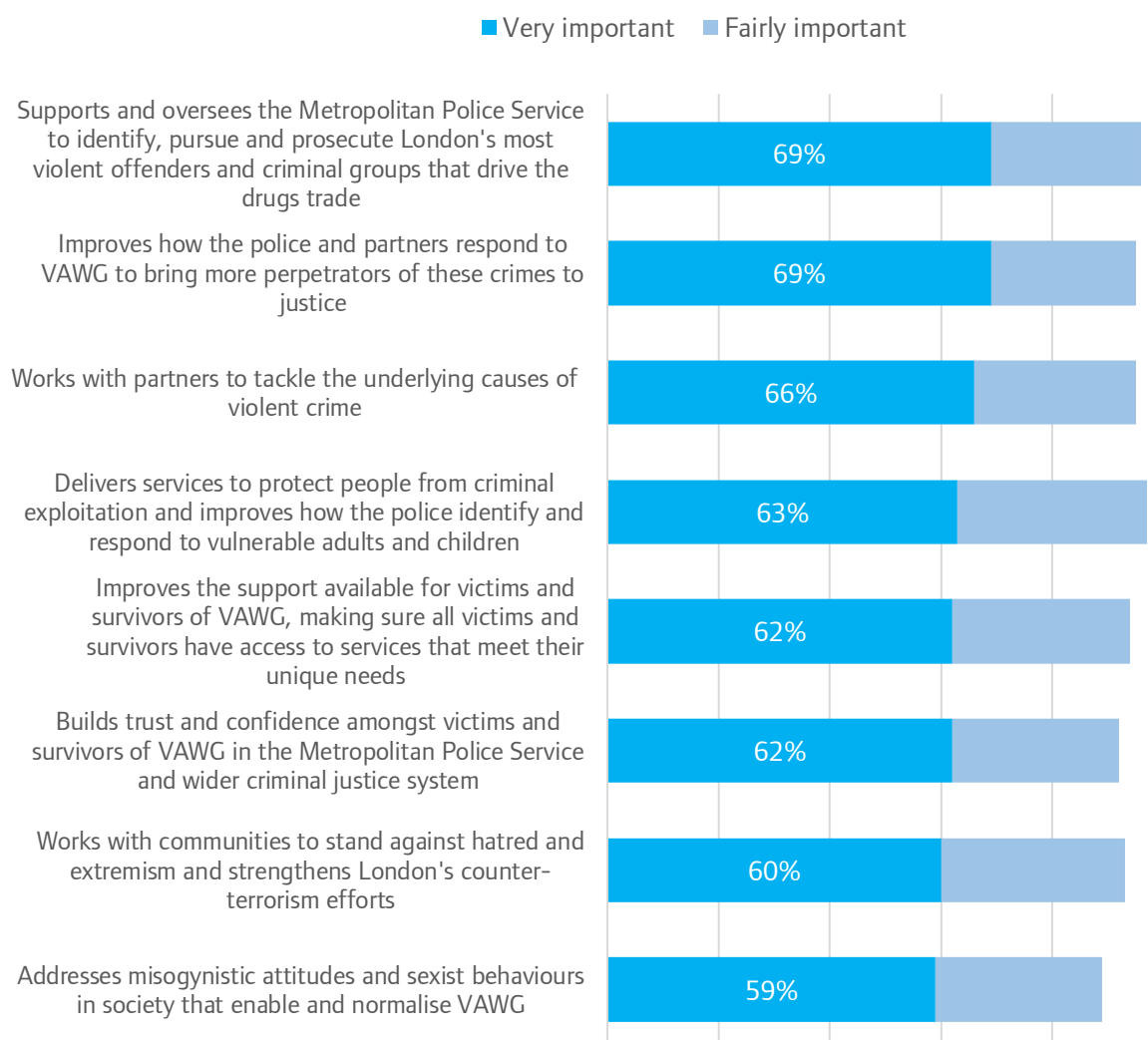
Those taking part in the YouGov Poll were asked *how important* they felt it was for the Mayor to take a range of actions to ‘reduce violence and criminal exploitation’. This aimed to test public support for some of the key commitments underlying the three main priority areas within the draft Police and Crime Plan 2025–29; these proposals are illustrated in Figure 1.9.

Overall, public support for each of the proposals to ‘reduce violence and criminal exploitation’ was high, with few feeling they were NOT important (maximum 11%). Those responding¹⁰ were *most likely* to feel it was ‘very important’ for the Mayor to support tougher enforcement action – including to support and

¹⁰ Figures in this section exclude those who said, ‘don’t know’.

oversee the Metropolitan Police Service to **identify, pursue and prosecute London's most violent offenders** (69%, N = 1,511) and to improve how the police and partners respond to Violence Against Women and Girls (VAWG) to **bring more perpetrators of VAWG to justice** (69%, N = 1,512). Around two-thirds of YouGov respondents felt it was 'very important' for the Mayor to work with partners to **tackle the underlying causes of violent crime** (66%, N = 1,520), again revealing public backing for preventative interventions.

Figure 1.9: Proportion of respondents feeling key actions in the draft Plan are important to reduce violence and criminal exploitation (minimum N = 1,498). HOW IMPORTANT, if at all, do you think it is that the Mayor of London... Source: YouGov Poll



Support for many of the key actions to 'reduce violence and criminal exploitation' outlined in the draft Police and Crime Plan 2025-29 was high across different demographic groups of people, revealing widespread backing. However, in many cases female respondents were *more likely* to feel these actions were 'very important' than males - this was particularly true for those relating to VAWG. To illustrate, whilst overall 59% of Londoners felt it was 'very important' for the Mayor to **address misogynistic attitudes and sexist behaviours in society**, this stood at 72% amongst females (N = 872) and 45% amongst males (N = 643). In addition, older age groups were *more likely* to feel it was 'very important' for the Mayor to support police work to **identify, pursue and prosecute London's most violent offenders**¹¹, mirroring higher support for enforcement action seen earlier for this group (see Section 1.4).

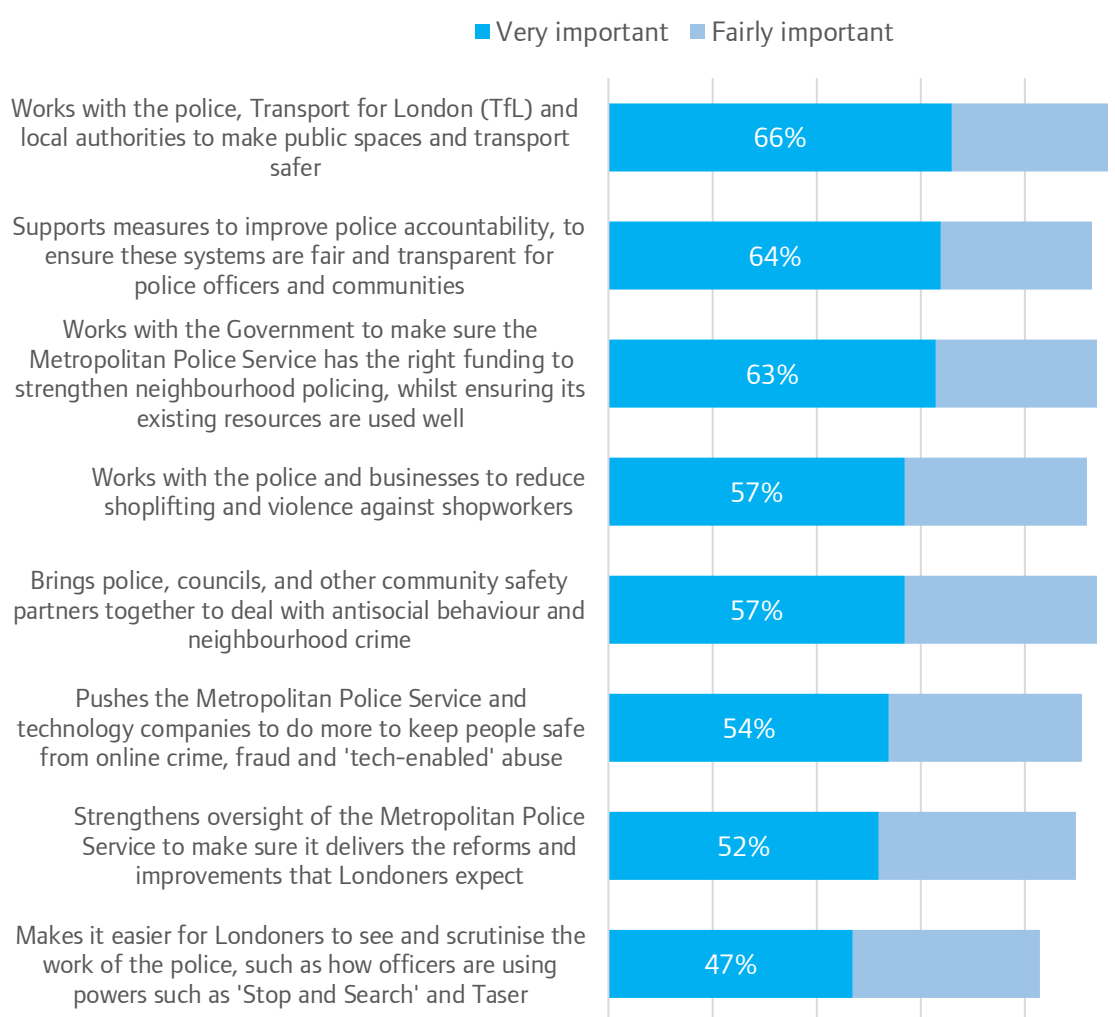
¹¹ 86% of those aged 65+ (N = 231) felt this was 'very important', compared with 57% of those aged 18 to 35 (N = 482).

1.7: YouGov Poll: Support for key proposals to ‘increase trust and confidence in the Metropolitan Police Service’

Overall, backing in the YouGov Poll was also high for a range of proposals to ‘increase trust and confidence in the Metropolitan Police Service’ drawn from the draft Police and Crime Plan 2025-29 (see Figure 2.0). Around two-thirds of those responding¹² believed it was ‘very important’ for the Mayor to work with partners to **make public spaces and transport safer** (66%, N = 1,513). Respondents in the YouGov Poll also supported Mayoral proposals to **improve police accountability systems** (64%, N = 1,509) and to secure the right resources for the Metropolitan Police Service to **strengthen neighbourhood policing** (63%, N = 1,505).

Figure 2.0: Proportion of respondents feeling key actions in the draft Plan are important to increase trust and confidence in the Metropolitan Police Service (minimum N = 1,481). HOW IMPORTANT, if at all, do you think it is that the Mayor of London...

Source: YouGov Poll



Less than half of respondents felt it was ‘very important’ for the Mayor to **make it easier for Londoners to see and scrutinise the work of the police** (47%, N = 1,497). However, support for this proposal was *significantly higher* amongst Black respondents, with 68% feeling it was ‘very important’ to improve public scrutiny here (N = 200) compared with just 40% of White British respondents (N = 532). Support for several other proposals in this area were also higher amongst Black Londoners – particularly those related to improving police oversight and accountability. This is in line with earlier findings whereby Black

¹² Figures in this section exclude those who said, ‘don’t know’.

Londoners were also more likely to prioritise commitments in the Police and Crime Plan 2025-29 to ‘increase trust and confidence in the Metropolitan Police Service’ (see Section 1.2).

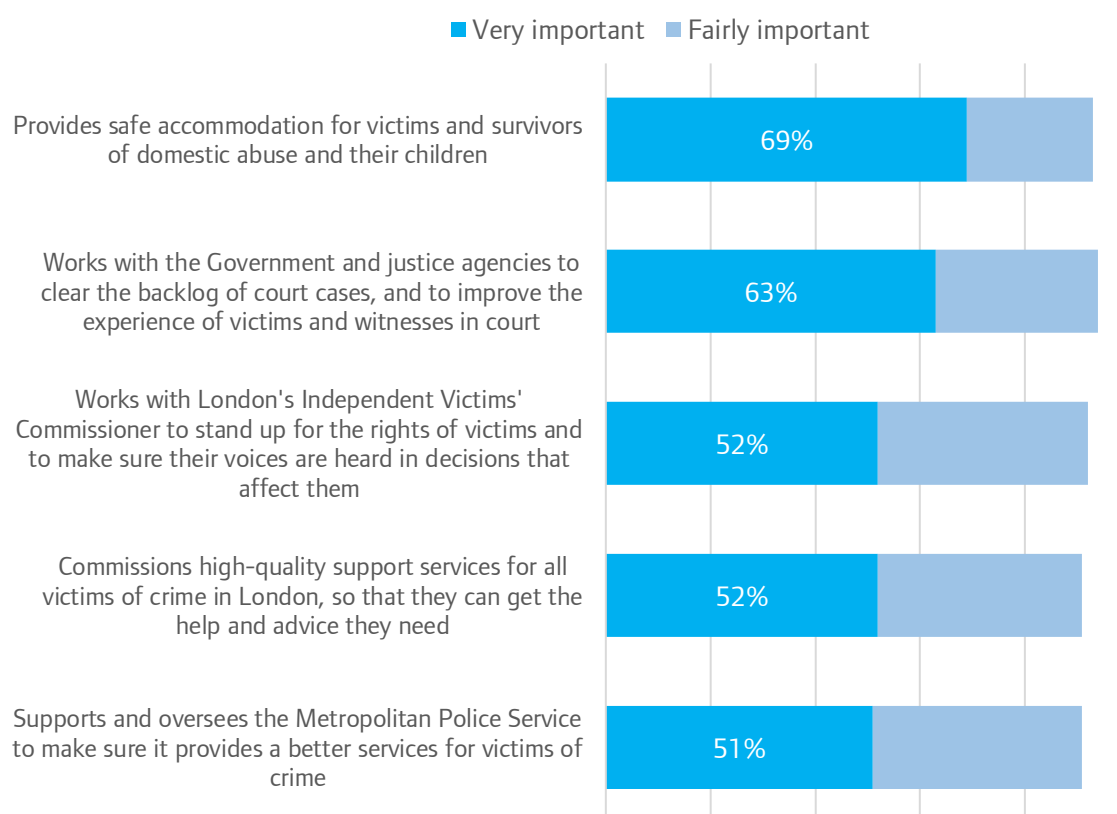
Female respondents were also significantly more likely than males to support many of the proposals within this priority area, whilst older Londoners were *more likely* to support those related to dealing with neighbourhood/volume crime and antisocial behaviour. To illustrate, nearly three-quarters of those aged 65+ felt it was ‘very important’ for the Mayor to work to **reduce shoplifting and violence against shopworkers** (72%, N = 232), compared with less than half of those aged 16 to 34 (47%, N = 481).

1.8. YouGov Poll: Support for key proposals to ‘improve the criminal justice system and support victims’

Once again, many of those taking part in the YouGov Poll supported key proposals in the draft Police and Crime Plan 2025-29 to ‘improve the criminal justice system and support victims’ (see Figure 2.1). Those responding¹³ were most likely to feel it was ‘very important’ for the Mayor to **provide safe accommodation for victims and survivors of domestic abuse** (69%, N = 1508), whilst many also supported proposals to clear the backlog of court cases and **improve the experience of victims and witnesses in court** (63%, N = 1,499).

Figure 2.1: Proportion of respondents feeling key actions in the draft Plan are important to improve the criminal justice system and support victims (minimum N = 1,488). HOW IMPORTANT, if at all, do you think it is that the Mayor of London...

Source: YouGov Poll



Londoners were *more divided* in their support for wider **improvements to victim services**, with around half believing it was ‘very important’ for the Mayor to commission high-quality support services; to work in partnership with London’s Victims Commissioner to stand up for the rights of victims; and to oversee

¹³ Figures in this section exclude those who said, ‘don’t know’.

improvements to the service delivered to victims by the police. However, in all cases a large proportion of respondents felt these actions were ‘fairly important’ – with less than one in ten feeling they were NOT important (maximum 9%).

Once again, female respondents were *more likely* than males to support many of the proposals in the draft Police and Crime Plan 2025-29 to ‘improve the criminal justice system and support victims’, particularly the provision of **safe accommodation for victims and survivors of domestic abuse**¹⁴. It is also worth noting that public support for many of the actions in the draft Police and Crime Plan 2025-29 to ‘improve the criminal justice system and support victims’ was *similar* for Londoners who had personally been the victim of a crime in the last 12 months and those who had not.

1.9. YouGov Poll: What is missing from the Draft Police and Crime Plan 2025-29?

Finally, Londoners taking part in the YouGov Poll were asked whether they felt there was anything that had not already been mentioned or that was missing from the draft Police and Crime Plan 2025-29. Thematic analysis was conducted on a total of 569 comments, representing 36% of all respondents. Top themes are illustrated in Figure 2.2.

Overall, there was little consensus on issues missing from the draft Police and Crime Plan 2025-29, with respondents in the YouGov Poll raising a range of policing, crime and safety topics. It is also worth noting that few mentioned issues that were NOT already included in the draft Plan, with many instead wanting a *greater focus* on certain areas (or reinforcing the importance of areas already covered).

The most commonly mentioned theme was around **reform or change in the Metropolitan Police Service (MPS)**, with around 15% of those commenting wanting a greater emphasis in the draft Police and Crime Plan on reforming the working practices and culture of the organisation (84 comments). Some wanted more reassurance that behaviours such as racism and misogyny amongst officers would be tackled, alongside commitments to improve police vetting processes, recruitment, and retention. This theme also covered a range of suggestions to improve police working practices, such as improved training for police officers. Several respondents believed that ‘increasing trust and confidence’ should not be a priority in the Plan *in and of itself*; and would instead come naturally as a result of wider systemic change:

“The police can’t build trust and confidence without reform to their own culture and ways of working. If that were a priority I would be on board.”

I think “trust” is gained via good service, support for victims and good behaviour among the police. In this sense it should not be a “priority” for the new plan since it should/would naturally happen as a consequence.”

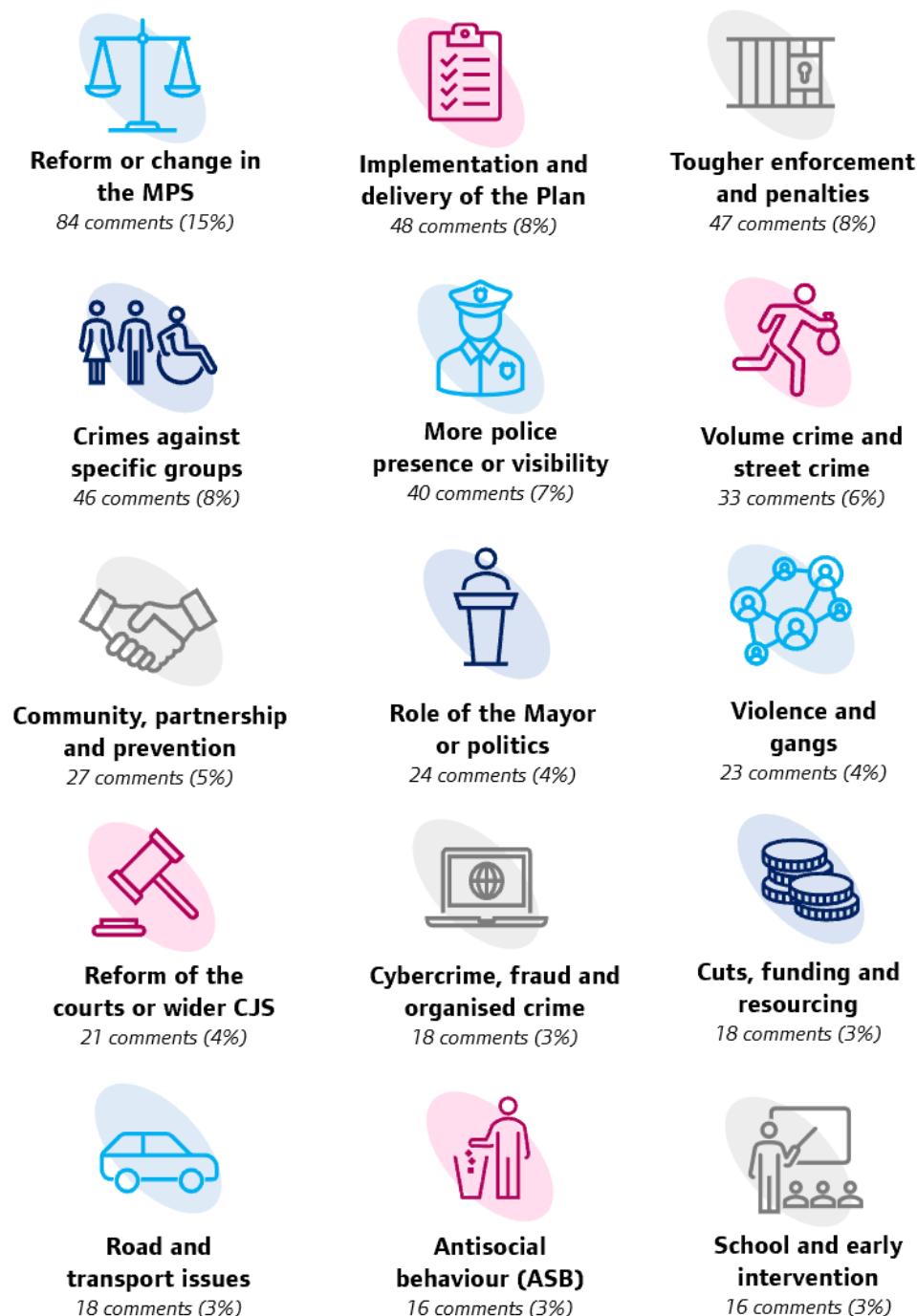
Around one in ten comments referenced the wider **delivery and implementation of the Plan** (48 comments, 8%), most often feeling the draft lacked enough detail on the measures that would be used to determine its success (or failure) and the mechanisms in place for monitoring progress:

“[We need] someone/ committee/ group to oversee that tasks are being met and adhered to. Not just tick boxes.”

¹⁴ 80% of females felt this was ‘very important’ (N=861) compared with 58% of males (N=647).

Figure 2.2. Is there anything not already mentioned or that you think is missing from the draft Police and Crime Plan 2025-29: most commonly mentioned themes (% of total valid comments, N = 569)¹⁵.

"Is there anything you think is MISSING from the draft Police and Crime Plan?"



Source: YouGov Poll

¹⁵ Londoners taking part in the YouGov Poll were asked whether they had any other comments or felt that anything was 'missing' from the draft Police and Crime Plan 2025-29. The top themes are shown here, with the unweighted number and percentage of COMMENTS. Please note that proportions are calculated on 569 valid comments, representing 36% of all respondents (N = 1,582). This excludes blank comments or refusals (e.g. "no", "DK", "N/A" etc), but includes respondents who commented but did not mention a crime and safety issue (e.g. those who voiced general agreement with the Plan or commented that everything had been covered). Note that a single comment could span more than one topical theme.

Some of those responding also believed there should be a greater focus on **tougher enforcement and penalties for crime** (47 comments, 8%), including a desire for more thorough police investigation and harsher sentencing for criminals. Some specifically felt that the draft placed *too much* emphasis on other areas (such as prevention or rehabilitation), and that more focus should instead be placed on catching or punishing criminals:

“There seems to be equal priority given to preventative measures and support as to enforcement – enforcement should be the vast majority of the work.”

Around one in ten comments mentioned **crimes against specific groups of people** (46 comments, 8%). This covered a disparate range of vulnerable groups: some respondents in the YouGov Poll felt the Plan should have a greater focus on hate crime and specific references to antisemitism and Islamophobia, whilst others wanted more emphasis on protecting groups such as disabled or elderly Londoners and asylum seekers. Several were concerned that the draft Plan placed *too much* emphasis women and girls at the perceived expense of other groups – including male victims:

“It is not at all inclusive [...] to miss out all genders and gender identities affected by crime, or to ignore them apart from women and girls; important as this group is.”

7% of those commenting in the YouGov Poll believed the draft Police and Crime Plan should have a greater focus on improving **police presence and visibility** (40 comments) including re-opening local police stations and improving neighbourhood patrols and local community engagement. A similar proportion believed the draft Plan should cover more **volume crime and street crime issues** (6%, 33 comments), particularly commitments to deal with the theft of mobile phones, pickpocketing, and bicycle theft in London. Many had also placed such issues amongst their top priorities for crime and safety in London (see Section 1.5).

“Petty theft (phone, wallet etc) is more commonly experienced by people, and gives a false impression of safety in London. This must be tackled strongly to increase the perceived safety of everyday London experiences.”

Respondents to the YouGov Poll also mentioned a range of other themes. Some wanted a greater focus in the Plan on **community, prevention and partnership working** (27 comments), including feeling the Mayor and police should work with residents, councils, housing and health organisations to improve safety and tackle societal causes of crime. 24 comments made reference to **the role of the Mayor or politics**, such as whether the Mayor had the necessary levers to deliver changes to crime and safety in London, or the importance of operational independence for the police. A similar number felt the Plan should have a greater focus on **violence and gangs** (23 comments) – particularly that there should be more commitments to deal with gangs through early interventions and tougher enforcement – whilst 21 comments referenced wider **reforms to the courts or the criminal justice system** (CJS), including wanting more action to deal with court processes and delays, or to tackle prison overcrowding. Once again, these comments covered a diverse range of areas, with little consensus on key issues missing from the draft Police and Crime Plan 2025-29 emerging from the YouGov Poll.

Section 2: Talk London, Written Correspondence and MOPAC Events

This section of the report presents findings from other consultation routes conducted as part of MOPAC's Public Consultation on the draft Police and Crime Plan 2025-29, including responses received via Talk London, written submissions, and feedback received from workshops and events.

2.1. Other Consultation Routes: Methodology and Sample

MOPAC's consultation on the draft Police and Crime Plan 2025-29 took place between 18th December 2024 and 12th February 2025. Alongside the poll of Londoners conducted by YouGov outlined in Section 1, a range of other consultation channels were also used to help gather feedback on the draft Plan from members of the public and stakeholder organisations during this time (see Figure 1.1).

Talk London Survey and Discussion Boards:

Talk London is an online community hosted by the Greater London Authority (GLA), designed to give Londoners a say on issues to shape policy decisions. As part of MOPAC's consultation on the draft Police and Crime Plan 2025-29, members of Talk London were shown information about the draft Plan and were invited to give their feedback via a short online survey (focused on public support for the main priority areas) and five topical co-moderated discussion boards to capture qualitative insight. Talk London content was accompanied by a promotional campaign to increase engagement, resulting in 768 new members to the platform over the consultation period¹⁶.

In total, 1,470 members of Talk London gave their views on the draft Police and Crime Plan 2025-29 via the survey. Of these, the majority identified themselves as from a White Ethnic Background, whilst one in three said they had personally been the victim of a crime during the last 12 months (see Figure 2.3 for more information about the survey sample)¹⁷. In addition, 193 members of Talk London commented on the thematic discussion boards¹⁸.

Written Correspondence:

In addition to feedback gathered via Talk London, MOPAC also received written correspondence from residents and stakeholders as part of the consultation on the draft Police and Crime Plan 2025-29. This included 46 short emails and letters from individual residents, as well as 43 documents and 24 feedback submissions from stakeholders, such as non-profit organisations and community groups.

The content of these submissions varied widely, with some residents providing brief comments on specific aspects of the draft Plan, while others shared more detailed personal experiences or concerns. Stakeholder organisations, meanwhile, contributed structured responses outlining their perspectives on the Plan's priority areas, often drawing on their expertise and engagement with affected communities.

MOPAC Events and Workshops:

MOPAC facilitated 42 workshops and engagement events as part of the consultation on the draft Police and Crime Plan 2025-29. These sessions gathered feedback from a diverse range of participants, including

¹⁶ This campaign included paid social media advertisement, alongside email prompts to encourage participation and completions. During the campaign period, 768 new members joined Talk London, whilst 345 unsubscribed.

¹⁷ Please note that data from the Talk London Survey remains unweighted. Non-valid responses to questions (including 'prefer not to say', 'don't know', 'not applicable' and 'skipped') have been set as missing. Respondents could give their views via BOTH the survey and the discussion boards, meaning these two samples will overlap.

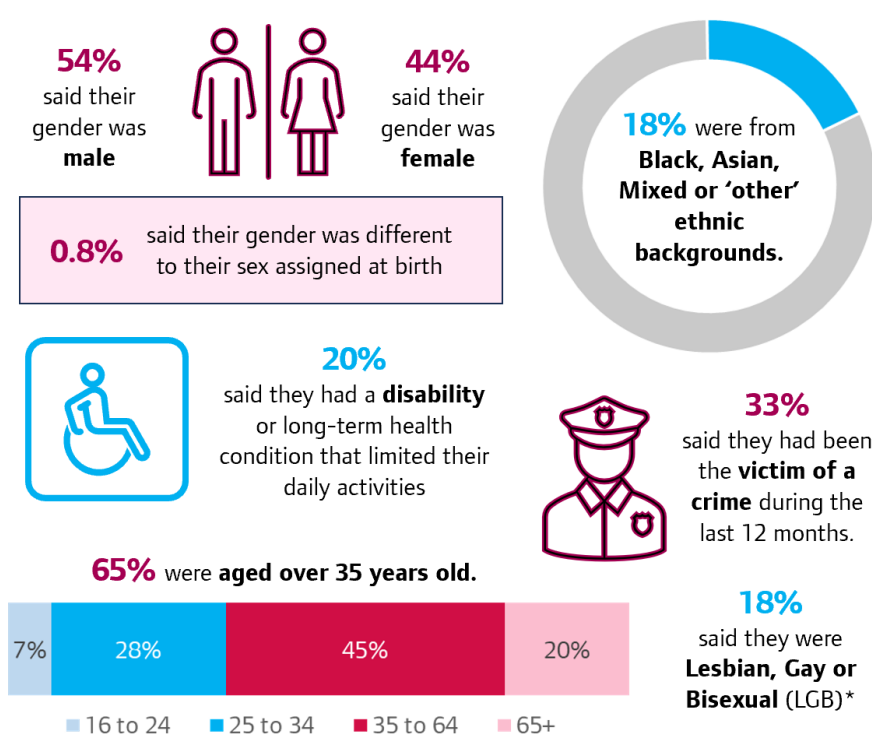
¹⁸ Discussion boards were focused on 'Violence Against Women and Girls (VAWG); 'reducing violent crime'; 'trust and confidence in police'; 'feeling safe in London'; and 'support for victims of crime. Note that respondents could give their views via BOTH the survey and the discussion boards, meaning these two samples will overlap.

members of the public, stakeholder organisations, and professionals within the criminal justice system. Events were held both online and in person, with targeted sessions for specific groups such as older Londoners, disabled Londoners, young people, faith communities, and frontline police officers.

Workshops covered a broad range of perspectives, with engagement from voluntary sector organisations, victim advocacy groups, advisory panels, and community networks. Sessions provided valuable insights into key concerns such as trust in policing, community safety, and partnership working.

Feedback from Talk London Discussion Boards, written correspondence and MOPAC-hosted events was reviewed and analysed to identify common themes and key issues raised by consultees. These findings sit alongside the survey methodologies to inform the development of the final Plan.

Figure 2.3. *Demographics of the Talk London Survey sample (total N = 1,470, data unweighted, valid answers only)*



*including those who described their sexuality as 'other'.

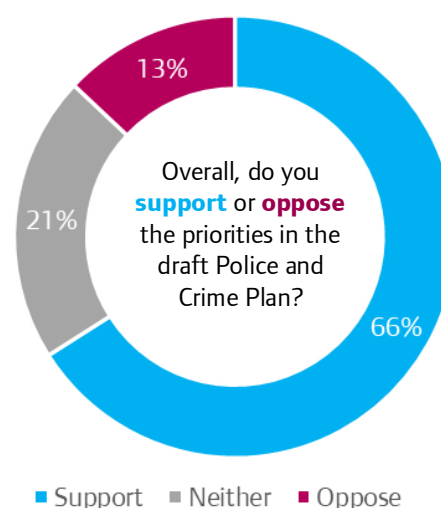
2.2. Talk London Survey: Overall support for the main priorities in the draft Police and Crime Plan

Around two-thirds of Talk London members taking part in the short online survey said that they **supported the three main priority areas within the draft Police and Crime Plan 2025-29** (66%, N = 1,412, see Figure 2.4)

Although a majority, this nevertheless stands below levels of public support seen in the YouGov Poll (76%, see Section 1.2), with over one in ten Talk London respondents saying they *actively opposed* the three priorities.

Support for these priority areas was specifically low amongst some groups of Talk London members. For example, whilst 75% of female members (N = 620) said they supported the three main priorities, this stood at just 59% of males (N = 760). In addition, only around half of those who had experienced a crime during the last 12 months said they supported the three main priority areas (54%, N = 435) – compared with 74% of non-victims (N = 884).

Figure 2.4: Support for priorities in the draft Police and Crime Plan ('strongly support' and 'tend to support' combined, N = 1,412).



Source: Talk London Survey

When asked to **rank the priorities in order of importance**, Talk London members¹⁹ most often placed 'reducing violence and criminal exploitation' in first position. 'Improving the criminal justice system and supporting victims' was most often ranked second; whilst 'increasing trust and confidence in the Metropolitan Police Service' was most often ranked third (see Figure 2.5). This ordering is in line with that seen in the YouGov Poll (Section 1.2).

Figure 2.5: Rankings of the three priority areas in the draft Police and Crime Plan in the Talk London survey, with the most important ranked first; modal values highlighted (minimum N = 1354).

	Ranked First	Ranked Second	Ranked Third
Reducing violence and criminal exploitation	64%	23%	13%
Improving the criminal justice system and supporting victims	19%	49%	32%
Increasing trust and confidence in the Metropolitan Police Service	17%	28%	54%

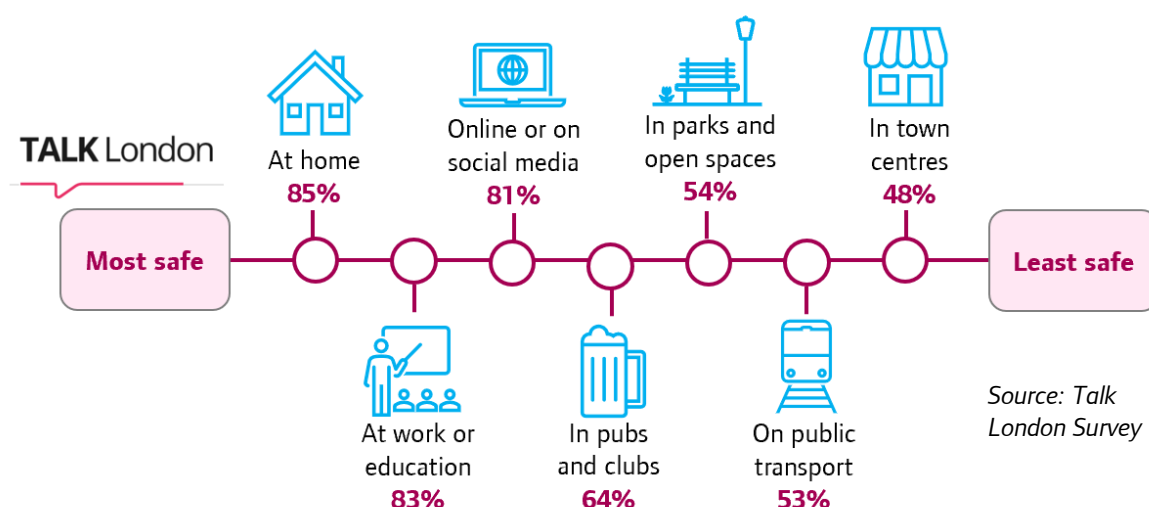
2.3. Talk London Survey: Perceptions of safety and policing in London

Mirroring results obtained in the YouGov Poll, feelings of safety amongst Talk London members also varied across different environments. Whilst most Talk London members taking part in the survey²⁰ said they **felt safe at home** (85%, N = 1,455), *less than half* said that they **felt safe in town centres** in London (48%, N = 1,454, see Figure 2.6).

¹⁹ Figures in this section exclude those who said, 'don't know'.

²⁰ Figures in this section exclude those who said, 'don't know' and 'not applicable'.

Figure 2.6: Proportion of Talk London members saying they feel safe ('very' or 'fairly' safe) in different environments in London.



Source: Talk London Survey

Feelings of safety across all environments tended to be lower amongst Talk London members than those taking part in the YouGov Poll, with some groups of members - including those who had been the victim of a crime during the last month - significantly *less likely* to feel safe in many places. On the **'Feeling Safe' Talk London discussion board**, those contributing mentioned a range of topics that may impact on their safety in London - with a particular focus on 'shoplifting', 'vandalism', 'bike theft', and 'phone theft' (see Figure 2.7).

Figure 2.7: Word cloud of Talk London 'Feeling Safe' discussion board showing commonly mentioned terms.



Trust and confidence in the police were also low amongst Talk London members.

Just one in five of those responding felt the **police do a good job in their local area** (18%, N = 1,357), whilst 37% believed **the Metropolitan Police Service was an organisation they could trust** (N = 1,460).

These levels once again stand considerably below those seen in MOPAC's own Public Attitude Survey, whereby trust stood at 72% and confidence at 43% during Q2 2024-25.

2.4. Talk London Survey: The role of the Mayor

When shown some of the key roles and responsibilities of the Mayor, Talk London members taking part in the survey²¹ were *most likely* to prioritise Mayoral work aimed at **supporting tougher police enforcement action** and **preventing crime and tackling its root causes** (see Figure 2.8).

Figure 2.8: Rankings of key Mayoral responsibilities amongst Talk London members, with the most important ranked first; modal values highlighted (minimum N = 1,307).

	Ranked First	Ranked Second	Ranked Third	Ranked Fourth
Support and oversee the police to take tougher enforcement action	52%	17%	9%	21%
Invest in work aimed at preventing crime and tackling its root causes	40%	41%	16%	4%
Commission services to support victims of crime	3%	21%	43%	34%
Invest in programmes to rehabilitate criminals and prevent reoffending	7%	22%	32%	39%

Compared with the YouGov Poll, Talk London members were *more likely* to place an emphasis on **supporting and overseeing tougher police enforcement action**. However, respondents here were once again somewhat divided – with 21% of Talk London members also placing this in last position.

2.5. Talk London Survey: Londoners’ own priorities for the Police and Crime Plan

When asked to list their own top three priorities for crime and policing in London²², Talk London members taking part in the short online survey most often wanted a focus on **tackling violent crime and weapons** (575 respondents, 40%) alongside **robbery and theft** (565 respondents, 39%). These top priorities mirror those mentioned in the YouGov Poll (see Section 1.5), with many of the same crime and safety issues once again emerging (see Figure 2.9).

²¹ Figures in this section exclude those who said, ‘don’t know’.

²² Percentages are based on 1,439 respondents who listed at least a first priority for crime and policing (i.e. excluding those who said ‘don’t know’ or did not respond). Each priority was read and thematically coded. Please note that the number of coded fragments do not add up to the total number of responses. In some cases a single priority could span *more than one thematic area*, whilst in some cases two or more separate priorities may fit within the *same thematic area*.

Figure 2.9: Talk London members' OWN priorities for crime and policing: most commonly mentioned themes (% of respondents making valid comments, N = 1,439).



2.6. Talk London Survey: What is missing from the Draft Police and Crime Plan 2025-29?

Talk London members taking part in the survey were also asked whether they felt there was anything that had not already been mentioned or that was *missing* from the draft Police and Crime Plan 2025-29²³.

Once again, there was little consensus on issues missing from the draft Plan, with Talk London members often reinforcing the importance of themes already included (or wanting a slightly different focus of these areas).

²³ Talk London members taking part in the Talk London Survey were asked whether they had any other comments or felt that anything was 'missing' from the draft Police and Crime Plan 2025-29. Thematic analysis was conducted on 882 valid comments. Top themes are outlined here, with the number and percentage of COMMENTS. This excludes blanks and refusals (e.g. "no", "DK", "N/A" etc) but includes those who commented but did not mention a crime and safety issue (e.g. those who voiced general agreement with the Plan or felt that everything had been covered – N.B. this group was much smaller amongst Talk London members than YouGov respondents, meaning percentages are not directly comparable). Note that a single comment could span more than one topical theme.

In line with results from the YouGov Poll, those taking part in the Talk London Survey most often mentioned **reform or change in the Metropolitan Police Service** (230 comments, 26%). Many once again felt the Plan should have a greater focus on cultural reform, including police treatment, accountability, and misconduct processes. However, others also believed the police required more support and empowerment to do their job. This theme also covered suggestions for procedural change (such as police powers, recruitment, retention, and training), with several again feeling that 'increasing trust' would instead come as an outcome of wider reform:

"Increasing trust and confidence in the Met: the priority should be thorough investigation and reform of the Met, in order to increase trust and confidence. You can't have one without the other."

The next most commonly mentioned theme in the Talk London Survey was around **volume crime and street crime** (129 comments, 15%). Echoing findings from the 'Feeling Safe Discussion Board', respondents here wanted the Police and Crime Plan 2025-29 to take a tougher stance against issues such as robbery, theft of mobile phones and bicycles, acquisitive crime and general 'petty' crimes.

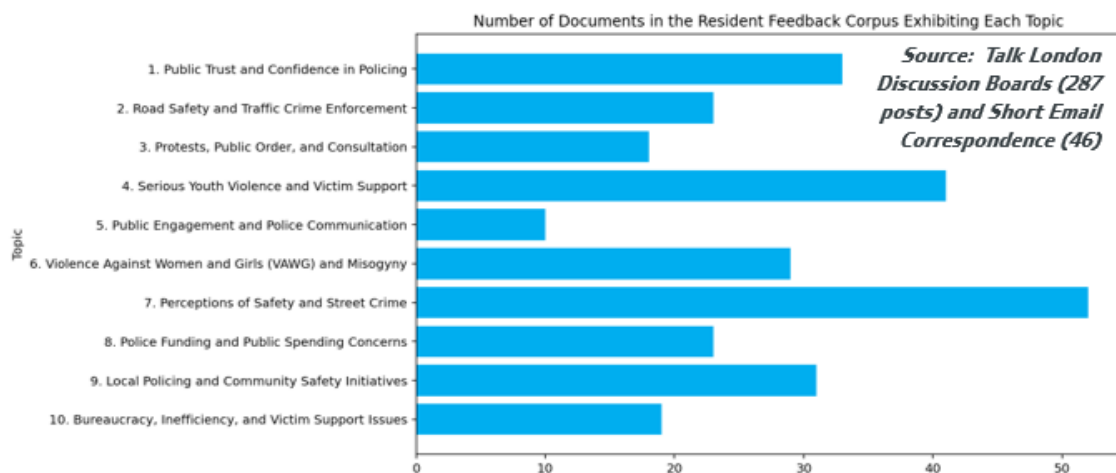
"Phone theft is barely mentioned, yet it contributes greatly to the unsafe feeling as everyone has a phone and feels like they can't use it on the street."

Other commonly mentioned themes amongst Talk London members included wanting greater commitments to improve **police presence and visibility** (117 comments) - often linked to neighbourhood engagement and detection/prevention of crime - alongside a focus on **tougher enforcement action or penalties** against criminals (116 comments). Around one in ten comments mentioned aspects of **community/partnership working and prevention** (90 comments), covering suggestions for early interventions and greater collaborative problem-solving with organisations such as social services, government, and housing associations. A similar proportion once again raised concerns about the **implementation and delivery of the Plan** (81 comments), including wanting greater detail on the measures and processes that would be used to monitor delivery. Further information about the top themes mentioned in the Talk London Survey are presented in Appendix 2.

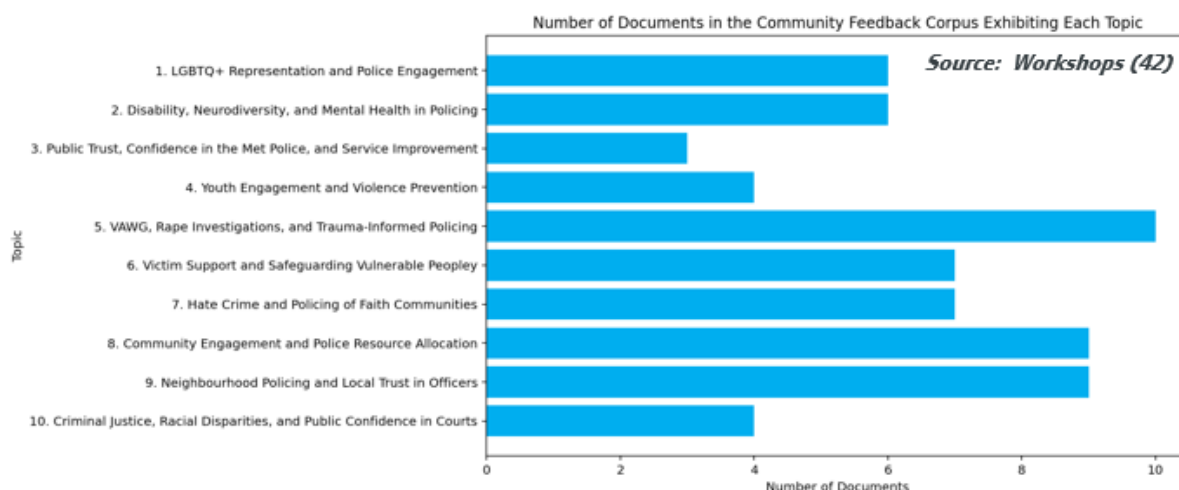
2.7. Talk London Discussion Boards, Correspondence and Events: Topic Modelling Analysis

To identify the most prevalent issues raised through the consultation, Topic Modelling was applied to the correspondence received. This analysis highlighted the ten most frequently cited themes, ranked by their prominence across the dataset. The strength of each topic was measured by how many texts it appeared in, how prevalent it was in the dataset, and how many words were associated with it. This provided a structured overview of the key concerns expressed by participants.

Feedback from Talk London discussion boards and short email correspondence from the public most frequently referenced issues relating to *Perception of Safety and Street Crime*, *Serious Youth Violence and Victim Support*, and *Public Trust and Confidence in Policing*.

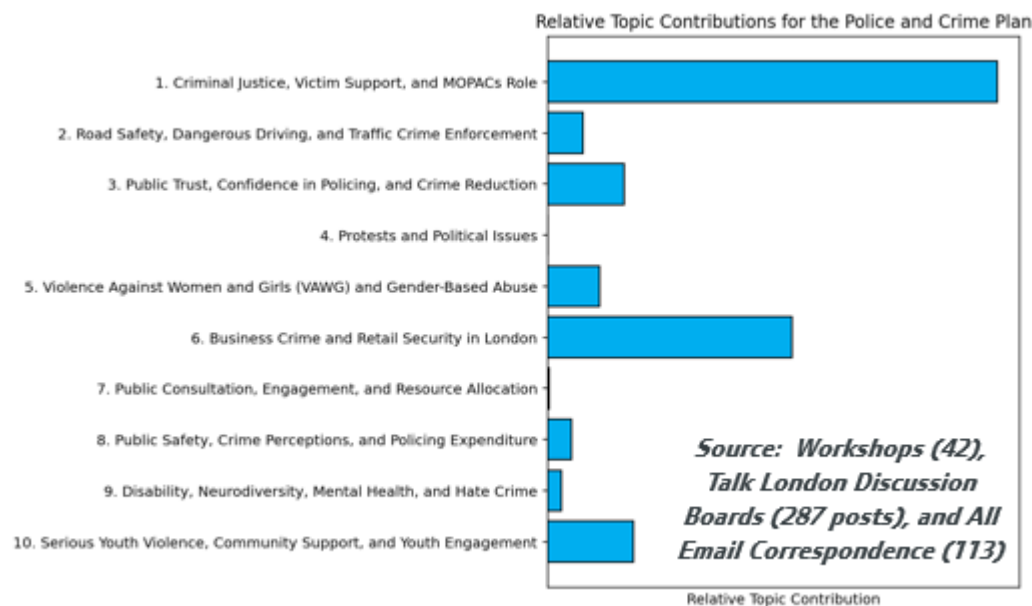


In contrast, discussions in MOPAC-facilitated workshops placed greater emphasis on topics such as *VAWG*, *Rape Investigations*, and *Trauma-Informed Policing*, *Community Engagement and Police Resource Allocation*, and *Neighbourhood Policing and Local Trust in Officers*. These insights help to illustrate how different consultation methods captured varied perspectives, reflecting both personal experiences and wider systemic concerns.



2.8. Talk London Discussion Boards, Workshops and Correspondence: Representation of Public Views in the Police and Crime Plan

To assess how well the draft Police and Crime Plan 2025-29 reflected the views of Londoners, a comparative analysis was conducted between the key themes identified through consultation and the content of the draft Plan. Data Science techniques were applied to quantify the extent to which each theme was represented in the draft Plan, ensuring an objective assessment of alignment. This analysis provided insights into areas where the Plan effectively captured public priorities and where opportunities remained for stronger representation of community concerns.



The strongest alignment was observed in topics relating to *Criminal Justice, Victim Support, and MOPAC's Role*, demonstrating clear integration of public concerns into policy priorities. Of the ten themes highlighted in the consultation, nine were evident in the draft Plan. However, issues relating to *Public Consultation, Engagement, and Resource Allocation* were less prominently addressed. Notably, *Protests and Political Issues*—a topic raised by some participants—was not reflected in the draft Plan.

By applying this approach, the consultation findings directly informed the development of the final Plan, strengthening its connection to the needs and expectations of Londoners.

Conclusion

MOPAC's public consultation on the draft Police and Crime Plan 2025-29 employed five simultaneous feedback routes to secure a wide reach across Londoners, community groups, and interested parties. This approach allowed for a robust and representative capture of public support for the draft Plan, alongside the opportunity for Londoners to engage in conversation and to tell us *what matters most* in their own words. During an eight-week period, more than 4,000 people gave their views on the draft Police and Crime Plan 2025-29, supporting MOPAC to ensure its priorities for crime and community safety in the capital meet the needs of residents and stakeholders.

Positively, those taking part in the consultation demonstrated a clear backing for many of the issues covered by the draft Police and Crime Plan. Feedback from surveys revealed that Londoners generally

supported the Plan's three main priorities (and the underlying proposals to achieve these). Many of those surveyed recognised the importance of Mayoral work both to strengthen police enforcement action and to deliver early intervention, whilst the crime and safety issues covered by the draft Plan aligned closely with people's own priorities for the capital. Data science techniques also revealed that most of the top themes raised by those consulted through other routes (including MOPAC events, Talk London Discussion Boards, and written submissions) were also evident within the draft Plan.

While there was widespread backing for the policies and actions set out in the draft Police and Crime Plan 2025-29, some of those taking part in the consultation raised a diverse range of topics that they believed warranted *additional or greater* focus. When asked what was 'missing' from the Plan, survey respondents often felt there should be a greater emphasis on cultural and procedural change in the Metropolitan Police Service, including reassurance that perceived racism and misogynistic behaviour would be tackled alongside commitments to improve police recruitment, retention, training, and operational procedures. The prominence of this theme in public feedback (despite 'increasing trust and confidence' sitting as one of the core priority areas in the draft) reinforces the importance of ensuring that commitments in this area align with Londoners' own concepts of – and expectations for – reform. It is notable that several of those consulted believed that 'increasing trust and confidence' should not be a priority in the Plan *in and of itself* and would instead come naturally as an outcome of wider change to the Metropolitan Police Service (i.e., by first securing the fundamentals of a good service and high standards).

Londoners giving feedback in the surveys often wanted more information on the implementation and delivery of the Plan, including greater detail around how commitments would be delivered and the processes and governance mechanisms in place to monitor performance. In addition – although the main crime and safety issues covered by the draft broadly aligned with people's own priorities – consultees also placed a clear emphasis on dealing with volume and 'street' crimes in their feedback (such as theft of mobile phones, robbery, pickpocketing, and shoplifting). Many of those taking part in surveys said they felt actively *unsafe* in town centres in London, whilst a focus on 'safety and street crimes' also emerged strongly in written submissions and on Talk London Discussion Boards. Data science techniques also revealed that dealing with 'protests and political issues' was frequently mentioned by those attending workshops or giving open comments; but that this was not clearly referenced in the draft Plan.

Overall, feedback obtained during MOPAC's consultation on the draft Police and Crime Plan 2025-29 shows that the main areas covered by the draft Plan aligned closely with Londoners' own priorities for crime and policing in the capital. However – despite clear public backing – some of those consulted raised topics that may warrant additional or different focus. Feedback from this consultation has informed the development of the final Police and Crime Plan 2025-29, with further information available in the accompanying 'You Said, We Did' Consultation Summary.

Appendix 1

Further information about the YouGov Poll:

All figures in Section 1 of this report, unless otherwise stated, are from YouGov Plc. Total sample size was 1582 adults. Fieldwork was undertaken between 4th - 18th December 2024. The survey was carried out online. The figures have been weighted and are representative of all London adults (aged 18+).

This survey has been conducted using an online interview administered to members of the YouGov Plc UK panel of 2.5 million+ individuals who have agreed to take part in surveys. Emails are sent to panellists selected at random from the base sample. The e-mail invites them to take part in a survey and provides a generic survey link. Once a panel member clicks on the link they are sent to the survey that they are most required for, according to the sample definition and quotas. (The sample definition could be "GB adult population" or a subset such as "GB adult females"). Invitations to surveys don't expire and respondents can be sent to any available survey. The responding sample is weighted to the profile of the sample definition to provide a representative reporting sample. The profile is normally derived from census data or, if not available from the census, from industry accepted data.

Appendix 2

'What is missing from the draft Police and Crime Plan 2025-29' – additional themes mentioned in the Talk London Survey:

Other themes mentioned by Talk London members included feeling the draft Plan needed more information or acknowledgement of **budget cuts, funding or resourcing** (53 comments) and greater commitments to deal with **road and transport issues** (53 comments) including dangerous and antisocial driving of cars and mopeds/bicycles/e-scooters. Respondents raised a range of suggestions for **reform of the courts or wider Criminal Justice System reform** (50 comments), such as to reduce court waiting times, deliver stronger sentences, or increase the use of restorative/rehabilitative programmes. 49 respondents believed the Plan should do more to tackle **antisocial behaviour** (often linked to volume crime), whilst some also mentioned **violence and gangs** (42 comments) – including wanting a tougher response to knife crime. 40 comments mentioned **protests and perceived two-tier policing**, which covered a range of suggestions about police handling of protests and public order – often feeling police resources were being misplaced. Some Talk London members also wanted commitments to **deal with VAWG and improve female safety** (41 comments) and to **improve the police response or service delivery** (40 comments) – covering specific mentions of easier reporting, faster attendance and more thorough investigation of crimes, and better treatment of victims (often with reference to their own experiences).