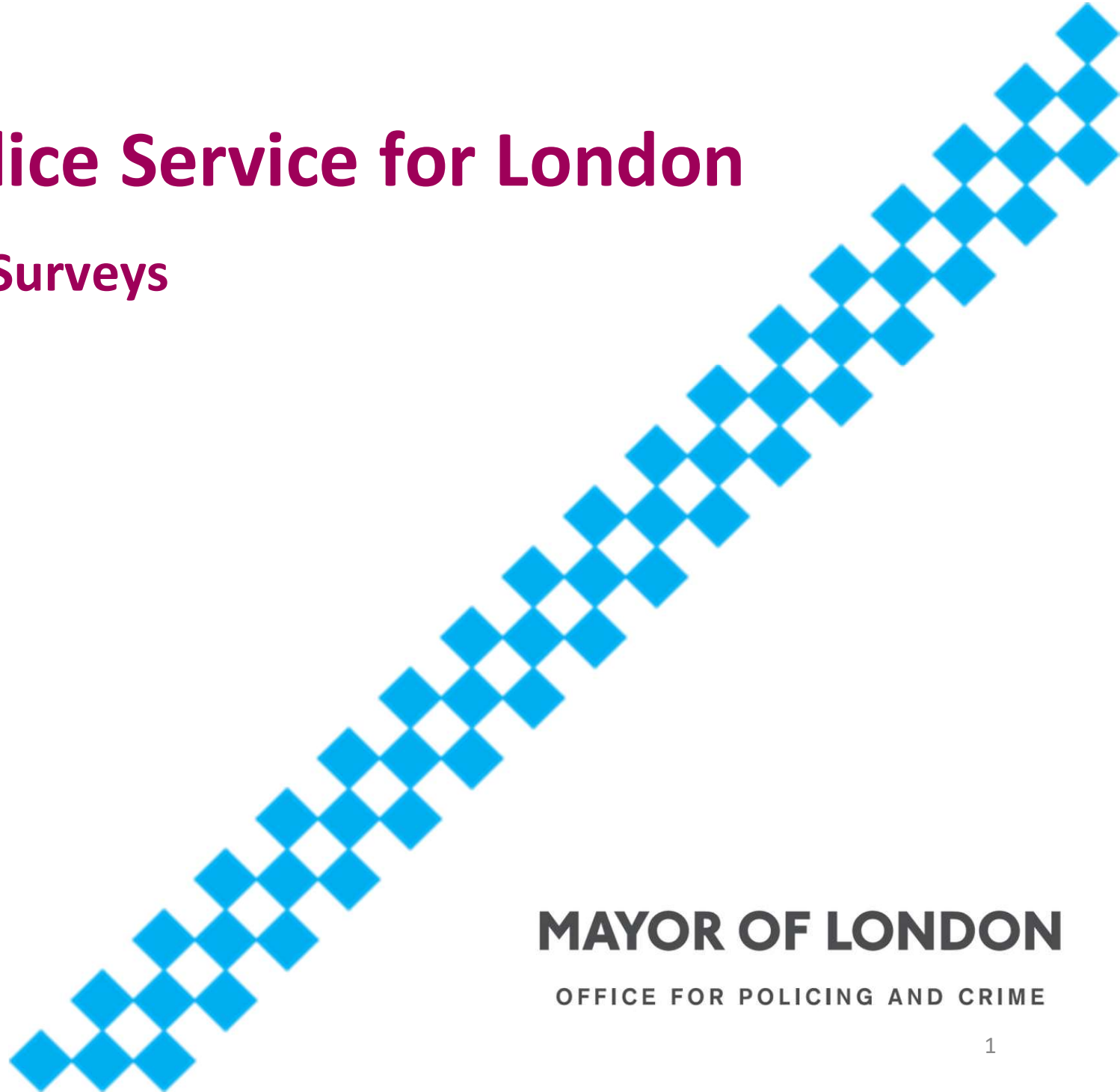


A Better Police Service for London

MOPAC London Surveys

Financial Year 2018-19



MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

About the MOPAC surveys



Introduction to the MOPAC surveys

User Satisfaction Survey (USS)

A telephone interview asking approximately 13,000 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; Vehicle Crime; and Hate Crime are interviewed 6-12 weeks after the report of their incident. Changes to the USS have been made for this financial year to make the survey more realistically reflect current practice within the MPS (including changes to TDIU and the inclusion of Personal Robbery - these are outlined later in the pack).

Exclusion criteria: Under 18; Domestic Violence; Police Officers on duty.

Public Attitude Survey (PAS)

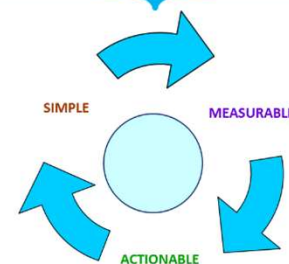
12,800 Londoners are interviewed each year about their experiences and attitudes towards policing.

Interviews take place throughout the year and are distributed evenly across all London boroughs.

Together, both surveys provide a regular overview of Londoners' opinions and views of, as well as experiences with the police. Going forward, they allow MOPAC to monitor improvements around the 'A better police service for London' objective in the Police and Crime Plan 2017-21.

The Police and Crime Plan (2017-21) has a focus on seven core questions from the PAS that underpin the behaviours of Neighbourhood policing.

1. **[police in this area] can be relied on to be there when you need them (relied on to be there)**
2. **[police in this area] treat everyone fairly regardless of who they are? (fair treatment)**
3. **[police in this area] are dealing with the things that matter to people in this community (dealing issues)**
4. **[police in this area] listen to the concerns of local people (listen to concerns)**
5. **How well informed do you feel about what the police in THIS AREA have been doing (informed local)**
6. *(Your Safer Neighbourhood Team is a group of police officers dedicated to serving your community. The team includes 2 officers (Dedicated Ward Officers) based in your area (or 'ward'), supported by additional officers from the wider area.) ... Do you know how to contact your Local Ward Officer? (contact ward officer)*
7. **...How good a job do you think the police in this area are doing? (good job)**



Executive Summary



Executive Summary – Key Findings

The Police and Crime Plan is the Mayor's vision as to how the Police and partner agencies will work together to make London safer and reduce crime. The performance framework incorporates Londoners' experiences and perceptions into defining success.

Victim Satisfaction

Overall victim Satisfaction with service is at 67% for the FY 18-19 - this has decreased by 3 percentage points when compared with FY 17-18, continuing the long term decline. **Overall Satisfaction is now at an all time low for FY data** after 14 years of data collection.

This pattern is mirrored in Satisfaction with each of the service areas compared with last FY: follow-up (57%, -5 pp.), police actions (60%, -4 pp.), police treatment (81%, -4 pp.) and ease of contact (83%, -3 pp.).

At a discrete monthly level the last few months have seen a slight increase in performance.

TDIU continues to report significantly lower levels of Satisfaction (56%), with the FY 18-19 gap between TDIU and the MPS Average standing at 11 pp.

Inequalities in Victim Satisfaction and Public Perceptions

Across both the User Satisfaction Survey and Public Attitude Survey, gaps between different demographic groups exist:

- **Public Perceptions:** Large gaps continue to be seen for Black and Mixed Ethnicity respondents. In addition, residents from an LGB background are less likely to feel the police 'listen to local concerns' (-11 pp.) or 'treat everyone fairly' (-10 pp.), with these gaps both widening in FY 18-19 compared with FY 17-18.
- **Victim Satisfaction:** Those aged 65+ are far more likely to be satisfied compared to others. This pattern has remained stable over time. Recently a gap has emerged for 25-34 year olds, who are now less satisfied than other age groups.

Full results and breakdowns can be seen on the [Public Perceptions Dashboard](#). This will be updated according to the publishing schedule.

Public Perceptions

Historically, Public Perceptions have remained fairly stable, with a gradual upwards trend seen between FY 12-13 and FY 16-17.

However, over the last two financial years this trend has reversed, with a comparatively sharp decline seen since FY 16-17. Results for many questions are now at the lowest levels seen since FY 12-13.

Sources: Public Attitude Survey and User Satisfaction Survey FY 18-19

Victim Satisfaction with the police service



Substantial changes to the USS have been implemented

Telephone and Digital Investigations Unit (TDIU)

Due to the increasing use of TDIU, and the subsequent impact this has on borough level results, the TDIU results are now presented separately as a 33rd borough or 13th Basic Command Unit (BCU) during FY 18-19.

TDIU cases are excluded from borough data where it is possible to do so. This change is backdated to Q2 16-17.

Due to TDIU dealing with up to 85% of vehicle crime, there is not enough sample remaining to continue interviewing this group at current volumes at borough level. Therefore a portion of the vehicle crime sample has been allocated to another crime group (see right).

These changes are substantial, but it was felt that they will update the survey to more realistically reflect current practice within the MPS and remain valid at both a BCU and borough level.

These changes are fully reflected and backdated in FY 18-19 products. This means figures in the FY 18-19 products may not match previously presented results, but the trends will be comparable within the new products.

Upcoming changes:

For FY 19-20 the USS is moving to a BCU sampling model. This change means the sample will be allocated to ensure an adequate number of interviews are carried out for each crime group across BCU areas, and the TDIU. The change is being undertaken because the BCU model is now fully rolled out and resources and management within the MPS will be applicable at this level. Although still available, borough level data may not be representative across crime groups in the same way that it has been in the past.

Crime Groupings

Personal Robbery is the 'new' crime group, and "Violent crime" becomes "Assault". The robbery group has been chosen because:

- Robbery is a priority for MOPAC and the MPS, and has shown an increase in volume.
- This group made up part of the violent crime group – meaning methodologically we know the survey works with these victims and there have been no issues reported.
- As a number of robbery victims feature in the violent crime group it is possible to separate a portion (if they did not choose to be anonymous) of these individuals' responses in order to form a historic baseline.

This change can be backdated to Q1 13-14.

Summary of Victim Satisfaction with the Police Service

Overall satisfaction with service

Overall victim Satisfaction with service is at 67% for the FY 18-19 - this has decreased by 3 percentage points when compared with FY 17-18, continuing the long term decline. **Overall Satisfaction is now at an all time low for FY data** after 14 years of data collection.

This pattern is mirrored in Satisfaction with each of the service areas compared with last FY: follow-up (57%, -5 pp.), police actions (60%, -4 pp.), police treatment (81%, -4 pp.) and ease of contact (83%, -3 pp.).

The gap between boroughs has been reducing this FY, however Tower Hamlets and Westminster perform significantly below the MPS average. Conversely, Lambeth and Southwark (who make up the Central South BCU) perform significantly above the MPS average.

Victims whose incidents were opened by the TDIU continue to report significantly lower levels of Satisfaction (56%), with the gap between TDIU and the MPS Average standing at 11 pp.

The MPS' Strengthening Local Policing Programme (SLPP) has transitioned from pilot sites to full roll out. The Pathfinder implementation was associated with an immediate pronounced decline in satisfaction, which has shown some recovery. This effect of decline during the process of change has been seen to some extent in all other areas as the BCU roll out progresses. The difference has been that decline has not been as pronounced, which is likely attributable to the soft roll out of the programme in subsequent waves and the application of learning from the Pathfinder sites.

Monthly results

Monthly results for September 2018 were at the lowest recorded levels. Overall satisfaction for the months since then has increased +12 pp. to 71% (Mar-19) returning to a level more in line with the period between January-August 2018. This pattern is broadly similar across all satisfaction indicators. These changes represent a levelling off of results.

Crime Groups

All crime groups have suffered the recent downturn in Satisfaction. However, there are some differences between the groups.

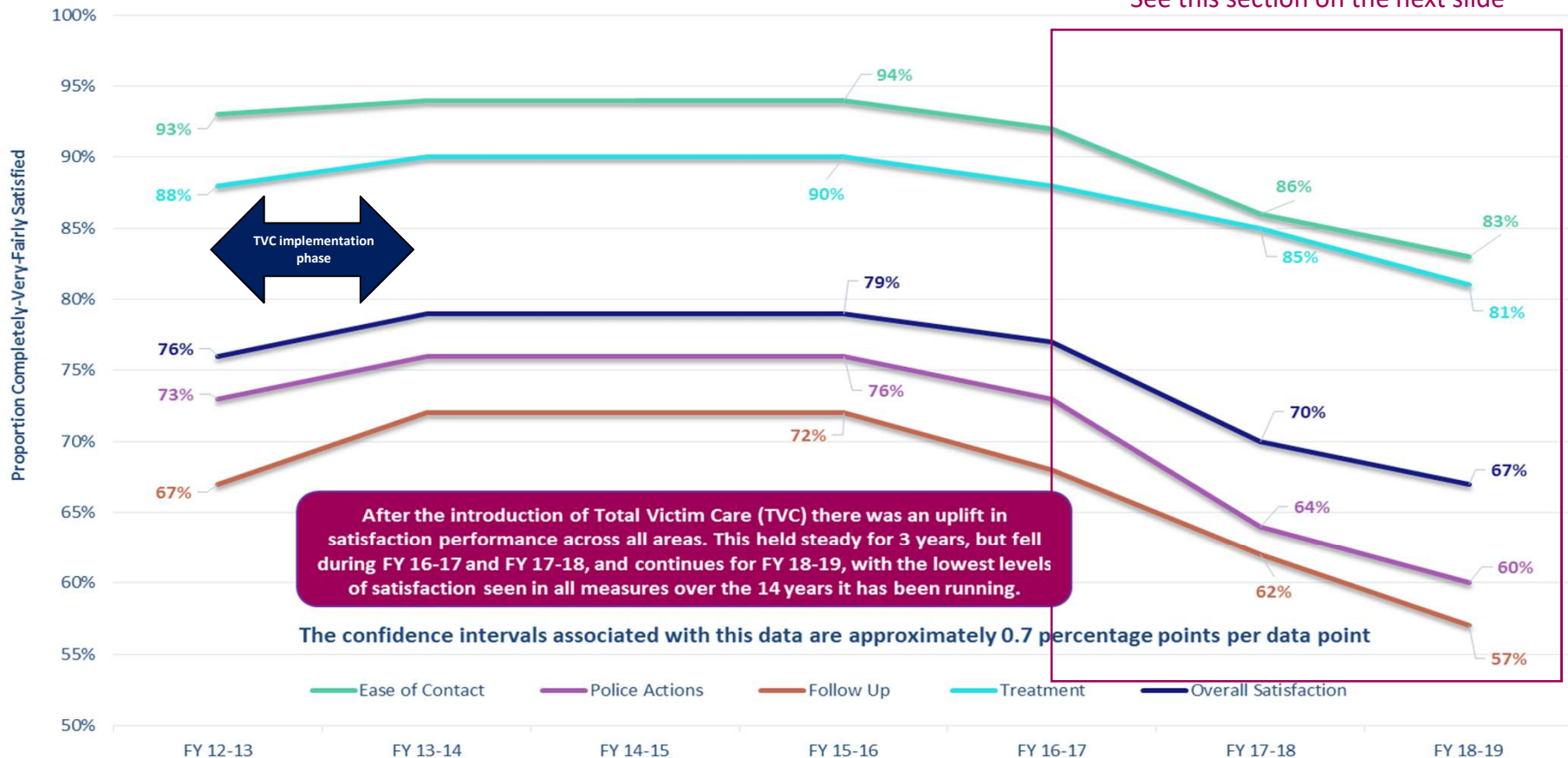
- Victims of residential burglary remain the most satisfied group at 73%.
- The vehicle crime group has seen the largest reduction in levels of Satisfaction, falling 19 pp. - or by a quarter - since FY 15-16. This group is now the least satisfied group at 60%, having historically been the second most satisfied group. This group are now largely dealt with over the telephone.

Long term trends show a decline in victim satisfaction since 2015-16

Overall Satisfaction and satisfaction within service areas

Rolling 12 months per point

See this section on the next slide



After the introduction of Total Victim Care (TVC) there was an uplift in satisfaction performance across all areas. This held steady for 3 years, but fell during FY 16-17 and FY 17-18, and continues for FY 18-19, with the lowest levels of satisfaction seen in all measures over the 14 years it has been running.

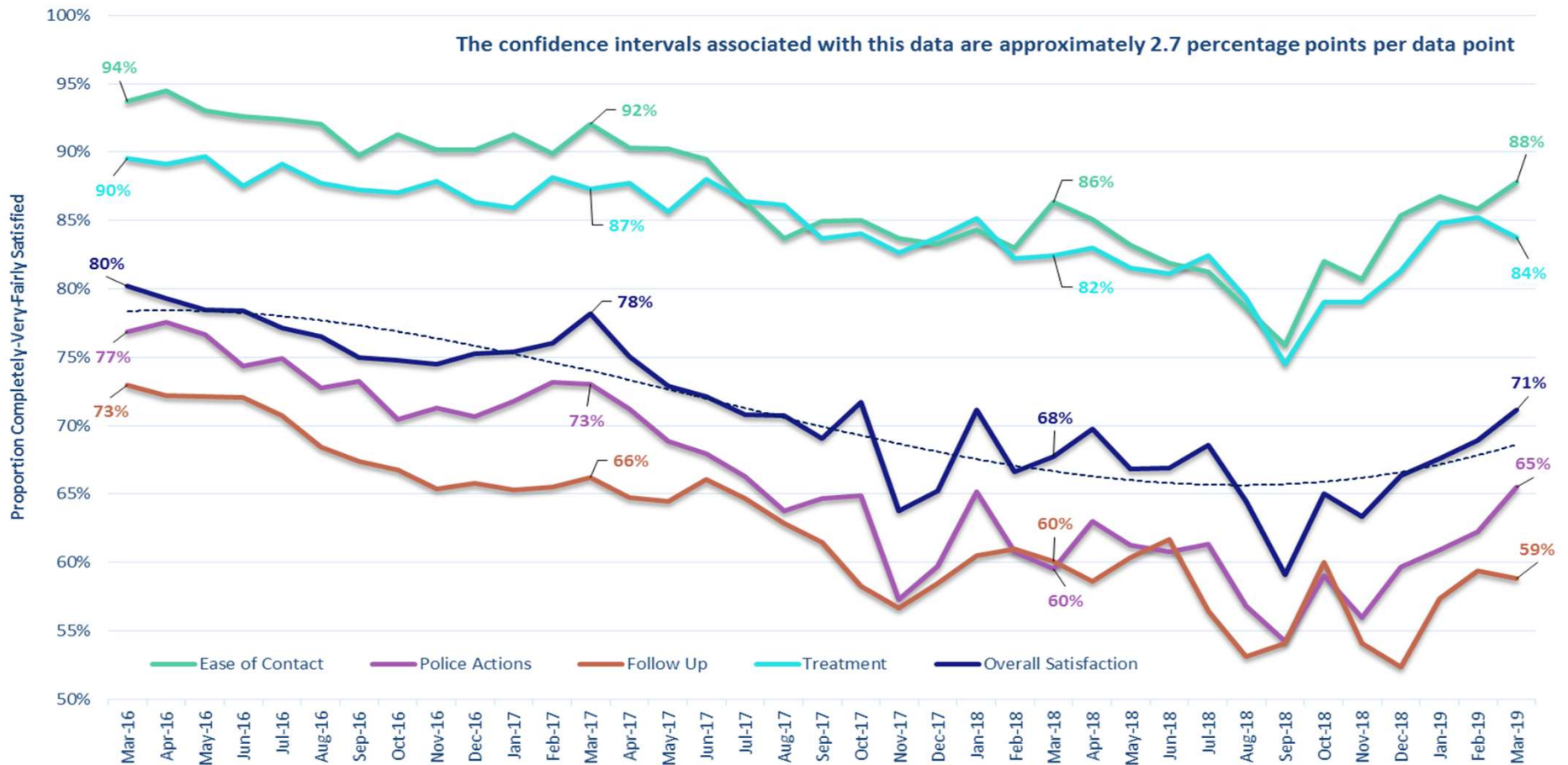
1. Drivers of Police Actions include reassurance, practical help, providing a crime number and telling people what would happen.
2. Drivers of Follow Up include a written confirmation of the report, updates without asking and details of an investigator/contact for further information.
3. Drivers of Ease of Contact include not waiting at a front counter and not having to call back to get an update on police attendance.
4. Driver of Police Treatment include being taken seriously and being communicated with clearly.

Monthly results show some tentative positive signs

Over the last FY, monthly results for September 2018 were at the lowest recorded levels. Overall satisfaction for the months since then has increased +12 pp. to 71% (Mar-19) returning to a level more in line with the period between January-August 2018. This pattern is broadly similar across all satisfaction indicators.

Overall Satisfaction and satisfaction within service areas

Discrete month per point

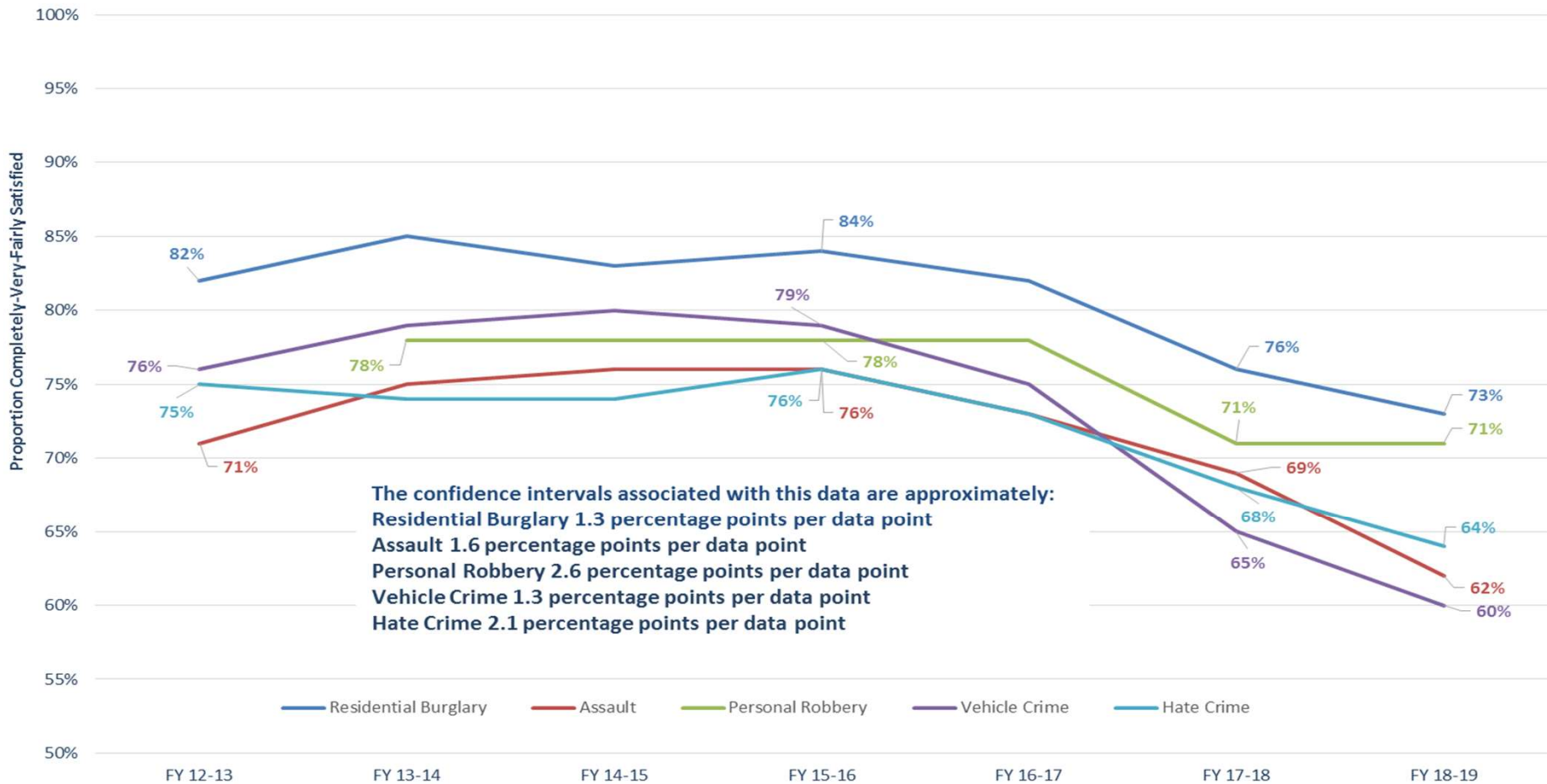


All crime groups have seen decreases in victim satisfaction

The crime group that has seen the largest reduction in Satisfaction is vehicle crime. This is likely because this group have seen the largest process changes, with the vast majority of vehicle crimes now being dealt entirely over the telephone with by the TDIU.

Overall Satisfaction and satisfaction within service areas

Rolling 12 months per point

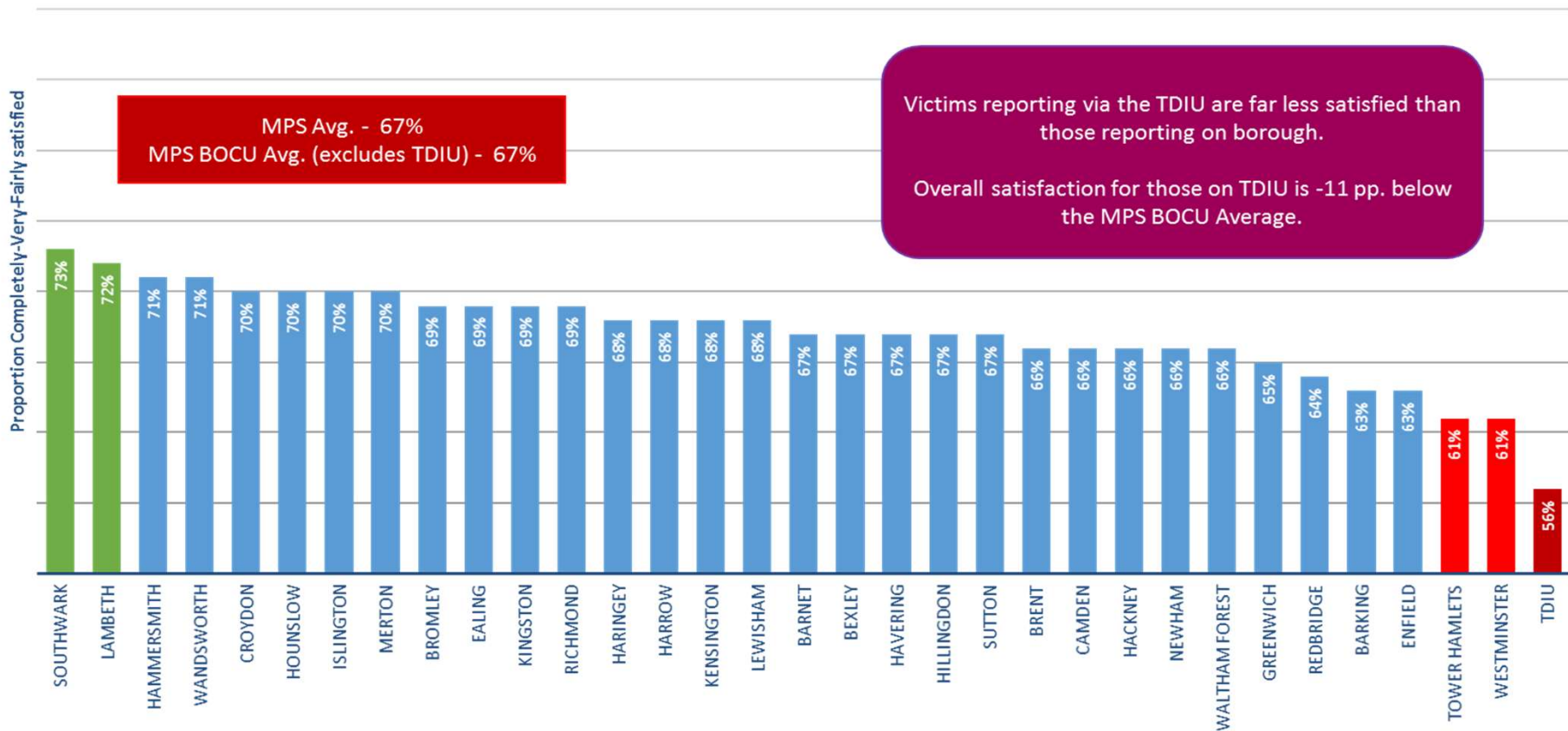


Variation in borough performance is reducing, but there is a gap of up to 12 p.p. The two top performing boroughs are the Central South BCU.

Overall Satisfaction broken down by borough

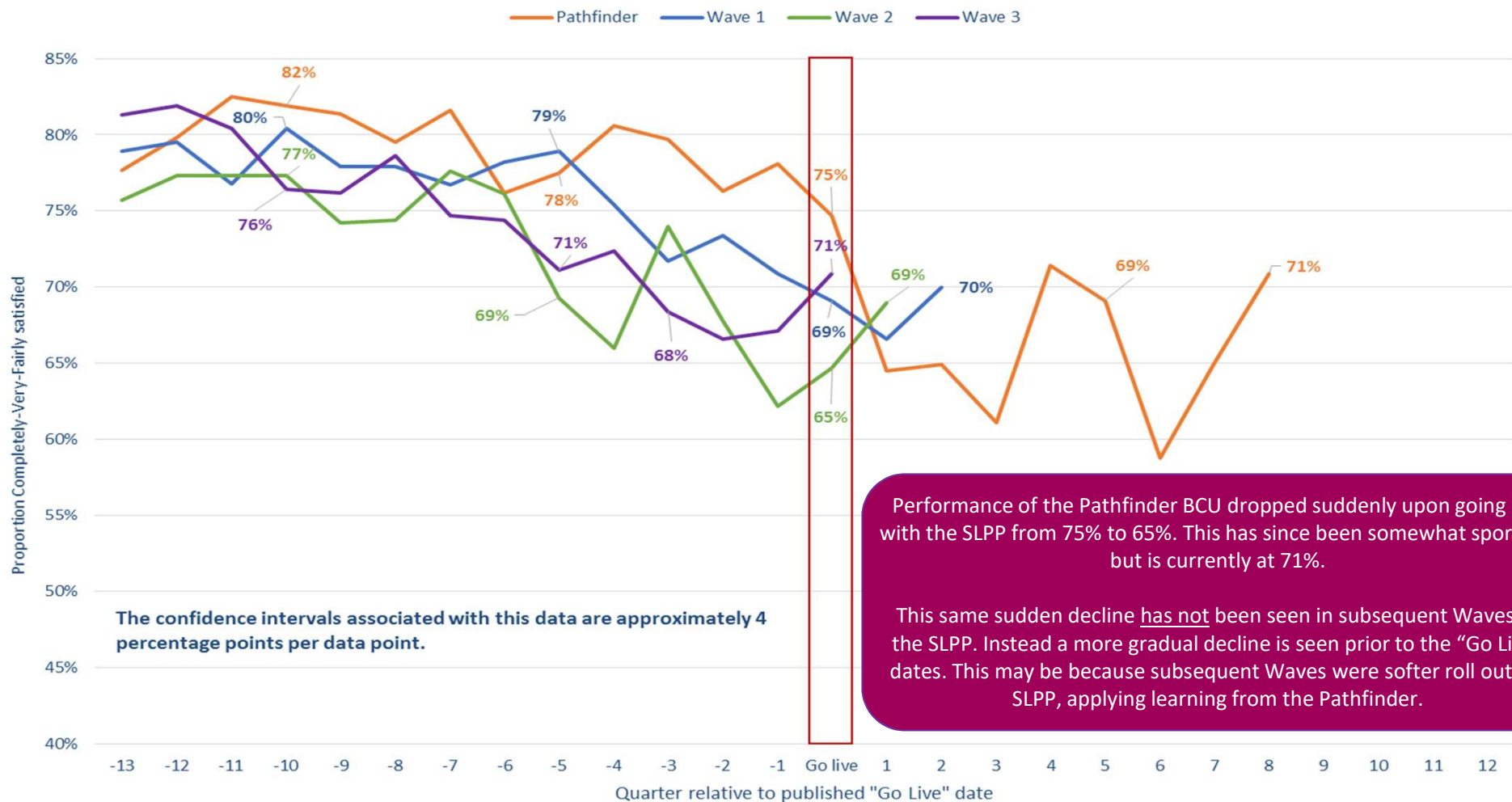
Rolling 12 months data

The confidence intervals associated with this data are approximately 4.3 percentage points per borough data point and 0.7 for the MPS data point. Boroughs outside of these boundaries (based on the BOCU avg) are highlighted green (above) or red (below)



Declines can be observed across all Strengthening Local Policing Programme areas prior to the “Go Live” dates

Overall satisfaction relative to "Go Live" of BCU merger - nearest quarter assumed
Quarterly data per point



Performance of the Pathfinder BCU dropped suddenly upon going live with the SLPP from 75% to 65%. This has since been somewhat sporadic, but is currently at 71%.

This same sudden decline has not been seen in subsequent Waves of the SLPP. Instead a more gradual decline is seen prior to the “Go Live” dates. This may be because subsequent Waves were softer roll outs of SLPP, applying learning from the Pathfinder.

Low levels of Victim Code of Practice compliance and BCU variation

MPS trends over time

Victims from the USS report varying degrees of compliance across the 3 Victim Code of Practice (VCOP) questions. Levels have varied slightly over time, but remain broadly consistent.

Currently just over half of victims report being offered a Victim Support referral (58% for Q4 18-19). Fewer victims are offered the opportunity to complete a Victim Personal Statement (45% for Q4 18-19). Only 20% of victims (Q4 18-19) report being offered information on Restorative Justice.

VCOP questions over time - USS
Discrete quarter per point



Sources: User Satisfaction Survey

Victim Satisfaction with the police service

BCU breakdown

When examining the results at BCU level over the last 12 months (FY 18-19) a degree of variation is seen, however, this variation has been reducing over time.

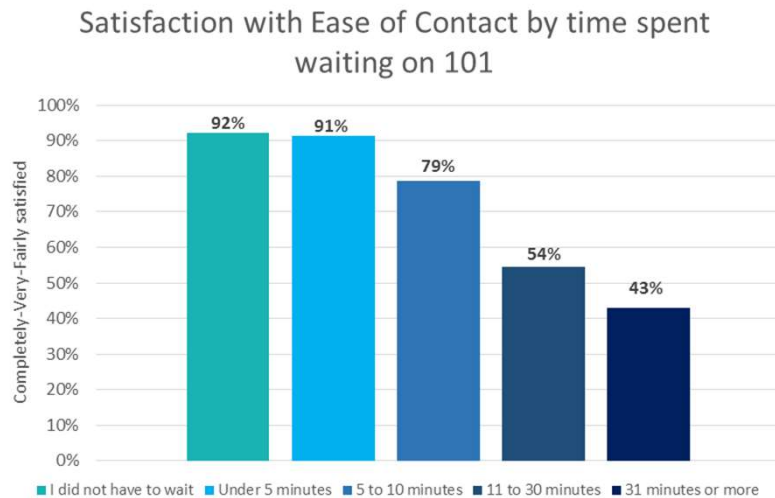
The table below marks out the areas where the difference is 5 pp. above/below the MPS average.

	Offered Victim Support	Offered Victim Personal statement	Information on Restorative Justice
East Area	51%	47%	18%
Central North	62%	47%	19%
Central West	62%	53%	25%
Central South	61%	45%	21%
West Area	59%	49%	23%
South East	55%	44%	19%
North Area	59%	46%	22%
Central East	54%	44%	18%
South Area	57%	46%	18%
North East	52%	48%	20%
North West	60%	48%	23%
South West	65%	51%	21%
TDIU	56%	38%	18%
MPS	58%	47%	21%

Timeliness in service, ease of access and victim expectations are key for satisfaction

Contacting 101

Satisfaction notably decreases as wait time on 101 increases.



TDIU

The majority of respondents who were dealt with entirely over the phone were happy with this method (74%). However, for those who are not there is a striking impact on Overall Satisfaction (18% vs. 73%).

Those TDIU victims who have to wait for more than 24 hours for a call back or are not called back at all are the least satisfied (43% Overall Satisfaction vs. 58% for those who are called back within 24 hours).

Satisfaction is highest when expectations are exceeded

Six in ten USS respondents felt the investigation either met (46%) or exceeded (14%) their expectations.

Burglary and robbery victims are most likely to report their expectations were exceeded (15% and 14% respectively), whilst assault and vehicle crime victims are most likely to report the investigation was below their expectations (47% and 46% respectively).

Those respondents who report their expectations were exceeded are the most satisfied (98%), closely followed by those whose expectations are met (90%). **Satisfaction falls to only 28% for those who report the investigation fell below their expectations.**

The majority of those who had their crime screened out understood that there would be no further investigation unless more information came to light (83%).

NEW QUESTION FOR 19-20 for further insights into expectations - What could the MPS have done to meet your expectations?

Public Perceptions towards the police



Summary of Public Perceptions towards the police

Results across the 7 Core Public Perception questions

Historically, Public Perception results have remained fairly stable, with a gradual upwards trend seen between FY 12-13 and FY 16-17.

However, over the most recent two financial years, there has been a sharp decline across most public perceptions. Results for many questions are now at the lowest point since FY 12-13.

In particular, since FY 16-17, large reductions have been seen in the proportion of Londoners feeling the police deal with the issues that matter (-11 pp.), do a good job locally (-9 pp.), can be relied on to be there when needed (-8 pp.), and listen to local concerns (-8 pp.).

Discrete Quarterly Trends

A gradual downwards trajectory is also seen for discrete quarterly results since Q4 16-17.

Despite a slight uplift in Public Perceptions seen in Q3 18-19, results for the most recent quarter (Q4 18-19) have been more mixed. Some questions have remained stable in line with the Q3 18-19 result, but others have seen a return to lower levels.

Sources: Public Attitude Survey

Borough Level Public Perceptions

The number of boroughs seeing a net decrease across 3 or more public perceptions questions* has reduced over the course of FY 18-19, from 21 boroughs in Q1 18-19 to 12 boroughs in Q4 18-19.

In particular, in Lewisham, there have been reductions across 6 of the 7 Core Public Perception Questions when comparing FY 18-19 with FY 17-18.

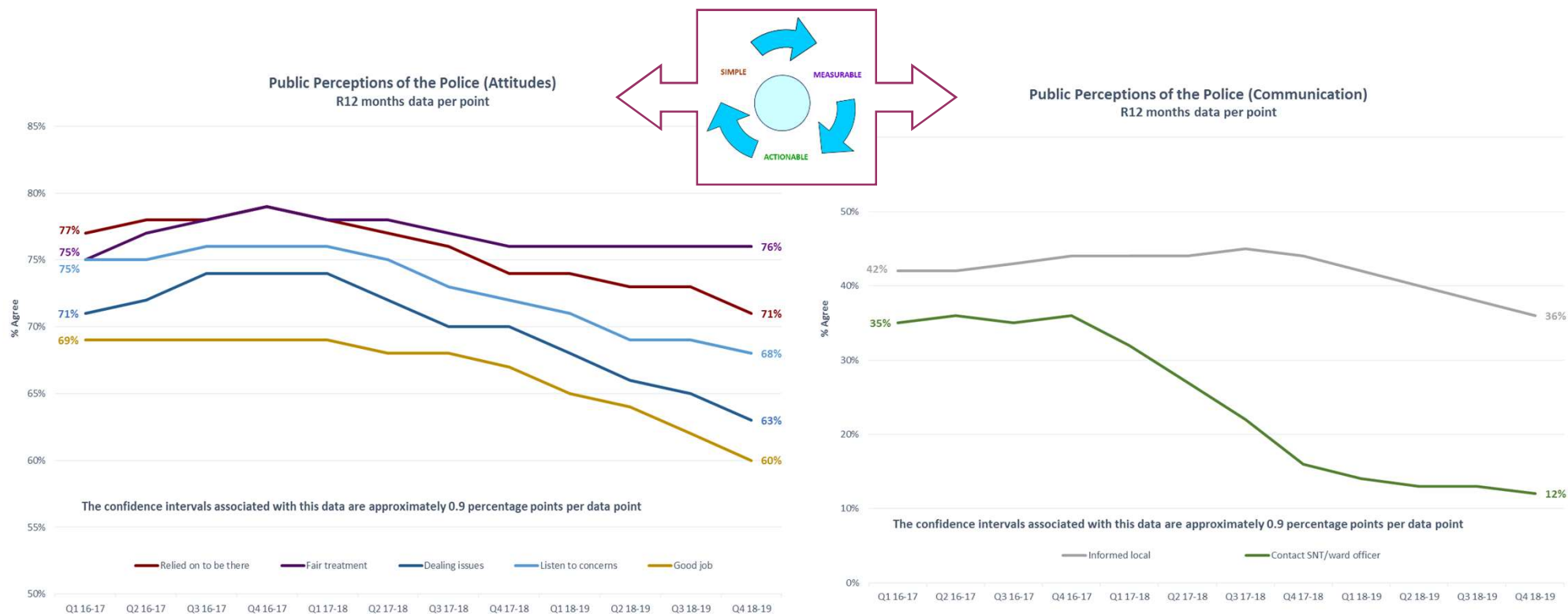
No London boroughs see increases across 3 or more public perceptions questions over this time.

*a change of at least 5 pp across 3 or more of the 7 core Public Perception questions when compared with the 12 months prior.

Public Perceptions have continued to decline throughout FY 18-19...

Historically, public perceptions results have remained fairly stable. A gradual increasing trend was seen between FY 12-13 and FY 16-17. However, results since then have started to **decline**, with many of the Core Questions now at the lowest point since FY 12-13.

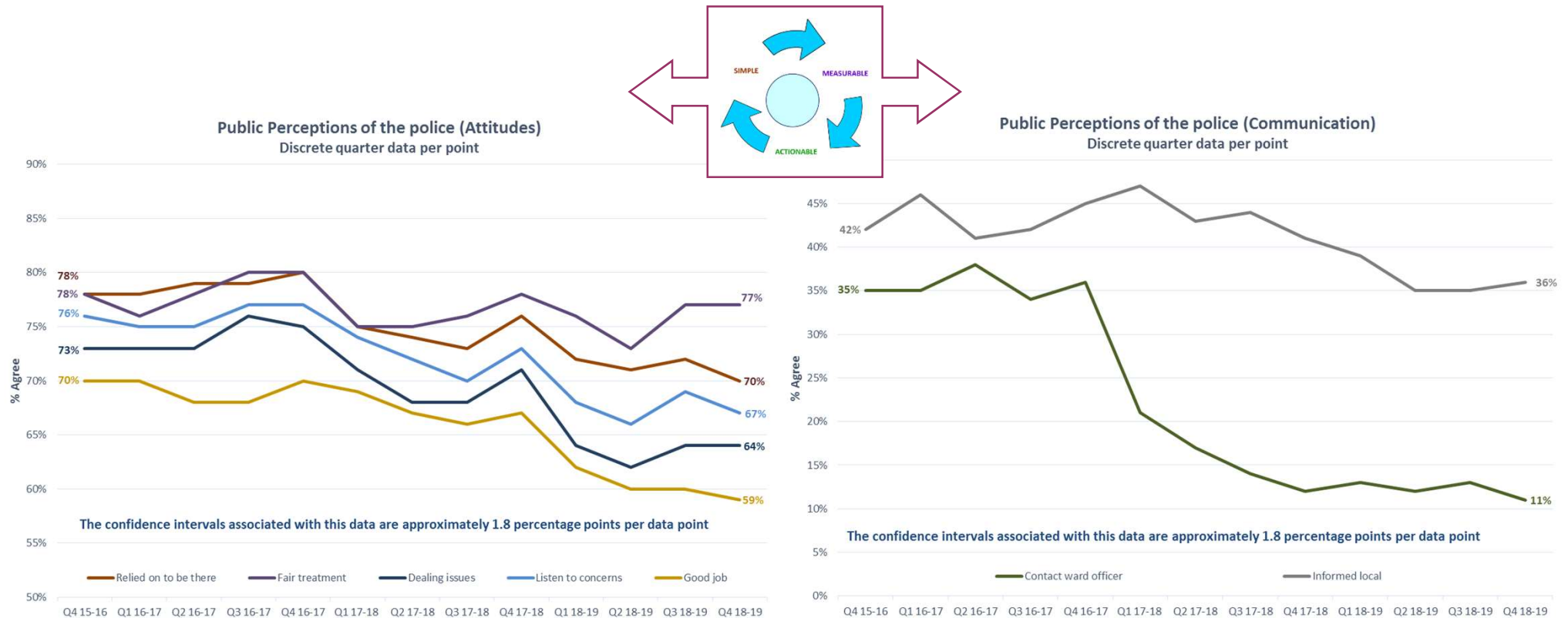
The decline seen over the last two years has been **pronounced**. In particular, **large reductions** have been seen in the proportion of Londoners feeling the police deal with the issues that matter (-11 pp.), do a good job locally (-9 pp.), can be relied on to be there when needed (-8 pp.), and listen to local concerns (-8 pp.).



* In Q1 17/18, 'Contact local SNT/Ward Officer' question wording was changed from: *Do you know how to contact your local policing team?* ' to *Do you know how to contact your Safer Neighbourhood Team or your Dedicated Ward Officers?*'. This is likely to have impacted on results and contributed to the recent decline.

Following a slight uplift in Q3 18-19, progress has slowed this quarter.

When looking at discrete quarterly data, public perceptions showed a slight improvement in Q3 18-19. However, the most recent quarterly results (Q4 18-19) have been more mixed, with some questions tending to remain in line with the Q3 18-19 result and others seeing a return to lower levels.



* In Q1 17/18, 'Contact local SNT/Ward Officer' question wording was changed from: *Do you know how to contact your local policing team?* ' to *'Do you know how to contact your Safer Neighbourhood Team or your Dedicated Ward Officers?'*. This is likely to have impacted on the large decrease seen between Q4 16-17 and Q1 17-18.

Large variations in Public Perceptions are seen by Borough...

When comparing results for FY 18-19 with FY 17-18, the majority of London Boroughs have either declined or remained stable. Particularly large differences are seen between the highest performing borough and the lowest performing borough for fair treatment (- 36 pp.), dealing with the issues that matter (-36 pp.) or good job local (- 34 pp.).

	Agree the police can be relied upon to be there when needed (Relied on to be there)	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)	Agree the police listen to the concerns of local people (Listen to concerns)	Feels well informed about local police activities over the last 12 months (Informed local)	Knows how to contact their local SNT/ward officer (Contact ward officer)	Police do a good job in the local area (Good job)
Barking and Dagenham	67%	79%	61%	67%	37%	9%	59%
Barnet	74%	76%	66%	73%	41%	15%	61%
Bexley	63%	75%	63%	68%	38%	18%	67%
Brent	69%	73%	57%	62%	31%	7%	52%
Bromley	<u>72%</u>	83%	62%	67%	39%	17%	66%
Camden	79%	71%	69%	73%	40%	13%	59%
Croydon	<u>70%</u>	<u>76%</u>	61%	61%	38%	11%	56%
Ealing	77%	82%	72%	71%	42%	12%	65%
Enfield	59%	70%	49%	58%	33%	19%	50%
Greenwich	66%	74%	63%	71%	29%	9%	67%
Hackney	71%	52%	58%	61%	27%	17%	50%
Hammersmith and Fulham	75%	74%	68%	73%	29%	9%	69%
Haringey	69%	63%	62%	<u>65%</u>	37%	21%	49%
Harrow	68%	80%	62%	66%	<u>37%</u>	13%	60%
Havering	66%	84%	57%	65%	38%	11%	58%
Hillingdon	69%	77%	61%	66%	41%	13%	59%
Hounslow	73%	83%	66%	67%	48%	10%	63%
Islington	76%	62%	59%	64%	26%	14%	50%
Kensington and Chelsea	89%	88%	85%	86%	46%	4%	83%
Kingston upon Thames	71%	<u>85%</u>	67%	<u>71%</u>	39%	13%	73%
Lambeth	74%	70%	67%	67%	35%	10%	61%
Lewisham	69%	73%	62%	69%	30%	12%	62%
Merton	76%	82%	67%	72%	43%	11%	68%
Newham	76%	86%	78%	82%	<u>41%</u>	10%	56%
Redbridge	65%	81%	54%	63%	35%	15%	55%
Richmond upon Thames	74%	77%	63%	69%	35%	9%	70%
Southwark	67%	75%	66%	67%	35%	12%	62%
Sutton	74%	79%	65%	70%	40%	15%	66%
Tower Hamlets	75%	73%	61%	65%	27%	7%	53%
Waltham Forest	63%	72%	55%	<u>60%</u>	33%	16%	51%
Wandsworth	77%	80%	72%	74%	35%	6%	71%
Westminster	80%	87%	79%	80%	43%	7%	71%
MPS	71%	76%	63%	68%	36%	12%	60%

Borough declines have begun to slow during FY 18-19.

At the start of the year (Q1 18-19), 21 boroughs saw net decreases across 3 or more public perceptions questions*. However, at the end of the year (Q4 18-19) 12 boroughs see such decreases.

In particular, Lewisham has seen reductions across 6 of the 7 Core Public Perception Questions when comparing FY 18-19 with FY 17-18.

However, no London boroughs see increases across 3 or more public perceptions questions over this time.

For each column boroughs are coloured red to green according to their relative position compared to all boroughs. Bold text indicates an decrease of 5 pp. or more since the same period last year, whilst italic and underlined text indicates an increase of 5 pp. or more since the same period last year.

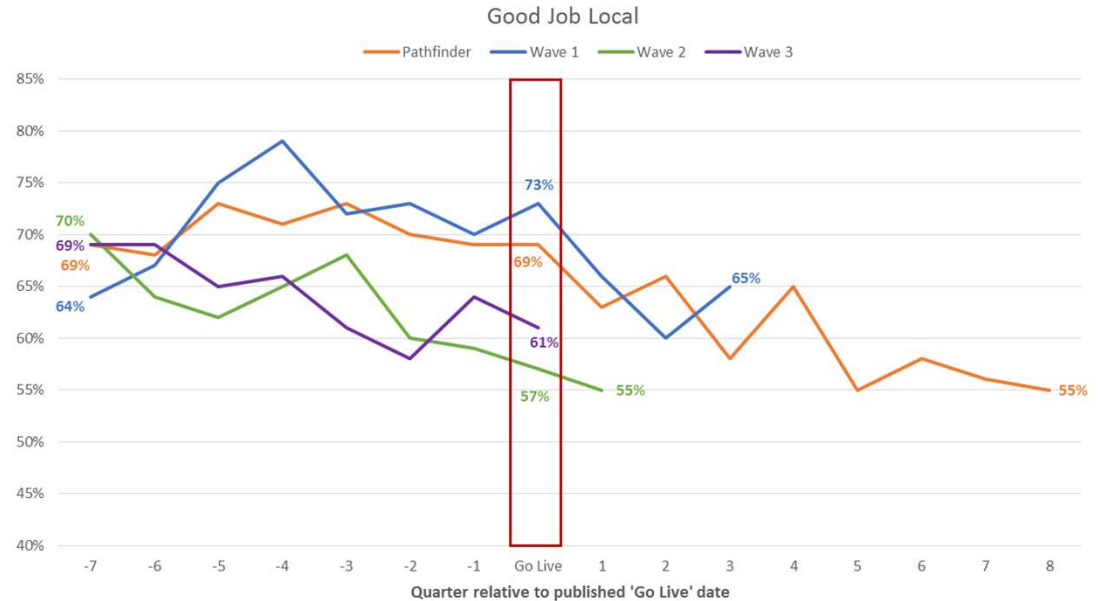
*Notable reductions are of 5 pp. or more when comparing results during the most recent 12 months with the 12 months prior.

Opinions of the BCU Merger Programme are mixed...

Overall, the impact of SLPP upon Public Perceptions appears mixed.

When looking at **Pathfinder** BCUs, results for several of the Core Public Perception Questions dropped after go-live. In particular, 'good job local' on Pathfinder sites declined from 69% at go-live, to 55% two-years later.

However, this pattern appears less pronounced for **subsequent waves** of SLPP. Instead, more gradual declines tend to be seen in the lead-up to go-live. This may have been influenced by more gradual roll-outs in these areas compared with Pathfinder.



At the end of FY 18-19, around 1 in 6 Londoners (14%) said they were **aware of the Borough Merger programme** before taking part in the survey.

Londoners have mixed views towards the programme. Half (47%) feel it will have a **negative** impact on how their area is policed, while a third (34%) feel it will have a **positive** impact.

	% Aware of Borough Merger	% Thinking it will have a negative impact
Central West	10%	27%
Central North	9%	33%
Central South	11%	32%
Central East	7%	37%
North East	11%	38%
East	16%	46%
South East	13%	42%
South	19%	50%
South West	18%	46%
West	18%	69%
North West	16%	55%
North	12%	57%

Variation in results is seen across BCU areas, with residents in South, South West, and West BCUs **most likely** to be aware of the programme.

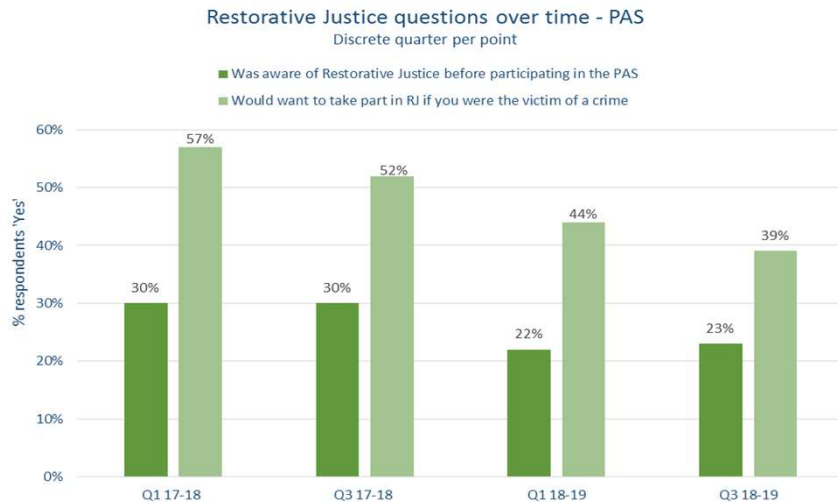
However, boroughs showing higher awareness also tend to show more **negative opinions** of the programme.

Gradual declines are seen in Londoners' awareness and willingness to be involved in Restorative Justice

Restorative Justice (RJ) awareness – trends over time

Respondents who have not necessarily had any contact with police are asked whether they were aware of Restorative Justice before the survey, and whether they would be likely to take part in this process if they were to experience a crime. **Latest available data is Q3 18-19 – new data will be available in Q1 19-20.**

Awareness of Restorative Justice has tended to decrease over time. During FY 17-18, 30% of residents said they were aware of Restorative Justice, whereas this figure is lower during Q1 18-19 (22%) and Q3 18-19 (23%). Similarly, the proportion of residents saying they would be willing to take part in Restorative Justice if they were to experience a crime has decreased each quarter, from 57% in Q1 17-18 to 39% in Q3 18-19.

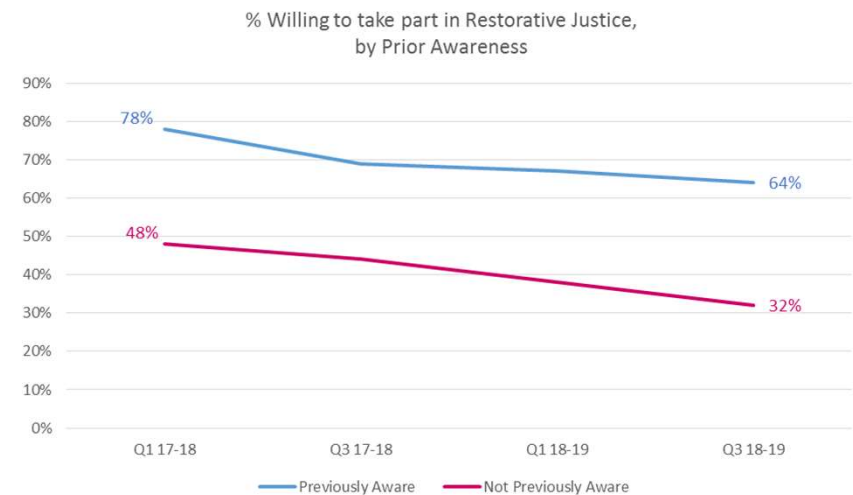


Sources: Public Attitude Survey

The relationship between awareness and appetite for RJ

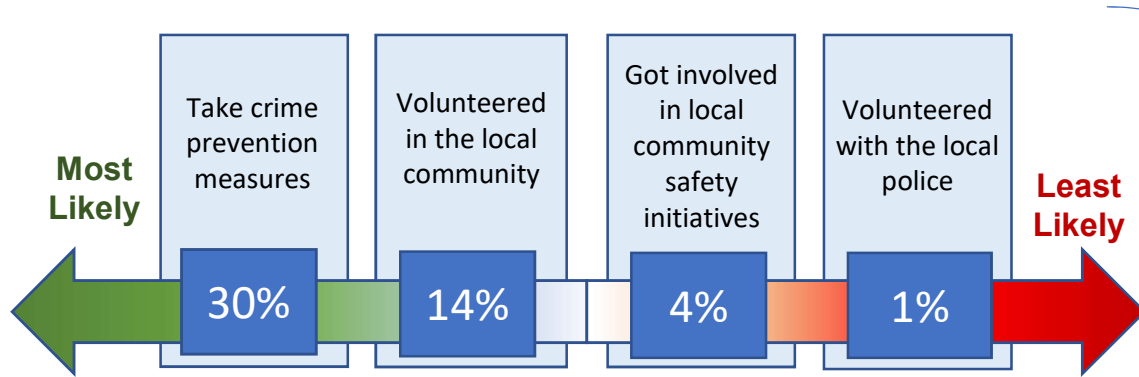
Londoners who are aware of Restorative Justice before participating in the PAS are more likely to say they would be willing to take part in the process (70%) than those not previously aware (40%).

However, when looking at results over time, declines are seen in residents' willingness to take part in Restorative Justice across both those who ARE aware and those who are NOT aware.



Together, therefore, the decrease in the proportion of residents willing to take part in Restorative Justice seen since Q1 17-18 may partly be influenced by reductions in Londoners' awareness of this route, but also by a more general reduction in Londoners' appetite to use this pathway.

Results show a mixed picture of Londoners' involvement in Active Citizenship and Volunteering...



Overall, just over a third of PAS respondents (37%) have been involved in **at least one** Volunteering or Active Citizenship initiative. Those who are involved in one way are **more likely** to also be involved in other ways.

Londoners living in **low-crime** areas are **more likely** to be involved in Active Citizenship than those in high-crime areas; particularly for community volunteering and taking crime prevention measures.



A third

of Londoners (33%) feel they **have a say** in how their local area is policed.

Londoners from a Black (25%), White Other (25%) or Asian (29%) background are less likely to have taken **crime prevention measures** than those from White British (35%) or Mixed Ethnicity (41%) backgrounds.

However, smaller inequalities are seen for **volunteering in the community**, with no differences between White British (15%), Asian (13%), or Black (14%) residents.

Results highlight a **mixed picture** of the relationship between residents' involvement Active Citizenship and Volunteering and their **wider views of the police**.



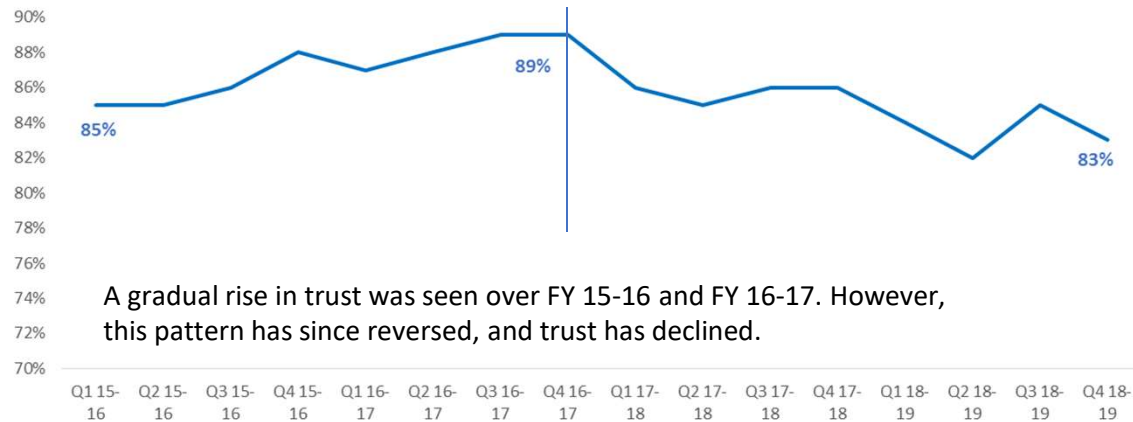
Those who have been involved in such initiatives are **more likely** to feel informed about what local police are doing and to know how to contact their local SNT/DWO.



However, those who have been involved in such initiatives are **less likely** to respond positively across other perceptions, such as feeling police do a good job in the local area, deal with the things that matter to the community, or listen to the concerns of local people.

Trust in the Metropolitan Police Service has declined over the last two years but overall it remains fairly high

84%
...of Londoners agree that the **Metropolitan Police Service (MPS)** is an organisation they can trust.

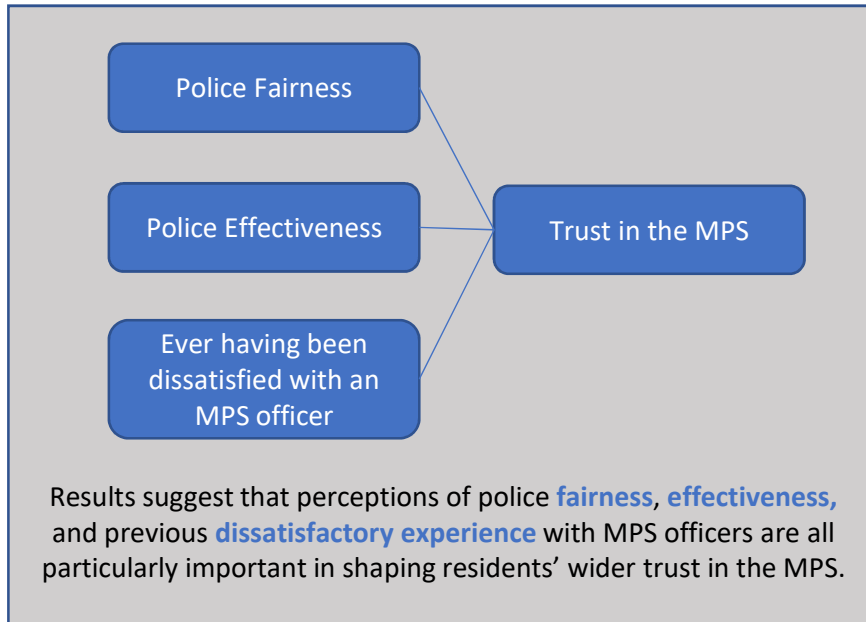


The proportion of Londoners saying they **disagree** that the MPS is an organisation they can trust has doubled from 4% in Q4 16-17 to 8% in Q4 18-19.

Considerable **ethnic inequalities** are seen in trust in the MPS.



In particular, only **just over half** of Londoners from a **Black Caribbean background** feel that the Metropolitan Police Service is an organisation they can trust (56%).



Those who feel the MPS is an organisation they can trust are more likely to take positive **action** against crime, including:

Call the police to report a crime happening in your area (95%, compared with 72%)

Help the police find someone suspected of committing a crime by providing information (93%, compared with 69%)

Report terrorist behaviour, for example someone acting suspiciously in public (88%, compared with 73%).

Challenging the inequalities



Summary of inequalities in satisfaction and public perceptions

Ethnicity

Public Perceptions: The largest inequalities across the 7 Core Public Perceptions Questions are seen by ethnicity. This pattern has remained consistent over time. In particular, residents from a 'Mixed' Ethnic Background see large gaps across 5 of the 7 Core Questions, while residents from a 'Black' Background see gaps across 4 of the 7 Core Questions. Further analyses suggest that the gap seen for 'Black' residents is driven predominantly by those from a 'Black Caribbean' background rather than a 'Black African' background.

Sexual Orientation

Public Perceptions: Particular inequalities are seen for LGB residents for feeling the police 'listen to local concerns' (- 11 pp.) and 'treat everyone fairly' (- 10 pp.).

These gaps have both widened over the last year, from -5 pp. at the end of FY 17-18.

Disability

Satisfaction: Levels of Satisfaction continue to be lower amongst those who self-report a mental health disability (60%) when compared with those with a physical disability or no disability at all (69% and 67% respectively). This pattern is consistent over time.

Public Perceptions: Those who self-declare a disability see gaps for feeling the police can be 'relied on to be there' (- 6 pp.), with this pattern remaining stable over time. A gap is also seen for 'good job' (-5 pp.).

Age

Satisfaction: Those aged 65+ are far more likely to be satisfied compared with the MPS result (+ 16 pp.). This pattern has remained stable over time. Recently a gap has emerged for 25-34 year olds, who are now less satisfied than other age groups (- 5 pp.).

Public Perceptions: Respondents in older age groups (55 to 64, and 65+) continue to show positive gaps for 'informed local' and 'contact ward officer', with negative gaps seen amongst those aged 16 to 24 or 25 to 34. This is consistently seen over time.

Those aged 45 to 54 (-6 pp.) and 55 to 64 (- 5 pp.) are less likely to feel the police 'can be relied on to be there'. However, positive results are seen for younger age groups (16 to 24 and 25 to 34).

Sex

No notable inequalities are seen between males and females for Satisfaction or Public Perception measures.

Full results and breakdowns for these inequalities can be seen on the [Public Perceptions Dashboard](#).

Inequalities in Satisfaction and Public Perceptions

Largest inequalities continue to be seen for the 7 Core Public Perceptions Questions, with comparatively small inequalities seen for Overall Satisfaction. In particular, a range of inequalities are seen by Ethnicity.

		Agree the police can be relied upon to be there when needed (Relied on to be there)	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)	Agree the police listen to the concerns of local people (Listen to concerns)	Feels well informed about local police activities over the last 12 months (Informed local)	Knows how to contact their local SNT/ward officer (Contact ward officer)	Police do a good job in the local area (Good job)	Overall Satisfaction <i>All crime groups, unweighted</i>
Weighted MPS result		71%	76%	63%	68%	36%	12%	60%	67%
Ethnicity	White British	-3%	-1%	-3%	-2%	3%	4%	0%	2%
	White Other	6%	8%	7%	6%	-4%	-3%	6%	2%
	Black	-3%	-13%	-5%	-5%	-3%	0%	-6%	-3%
	Asian	2%	5%	4%	2%	0%	-2%	0%	-2%
	Mixed	-4%	-14%	-11%	-14%	-5%	-1%	-6%	-4%
	Other ethnicity	11%	7%	12%	7%	6%	-4%	7%	-3%
Sexual orientation	LGB	-2%	-10%	-5%	-11%	2%	3%	3%	-1%
	Not LGB	0%	1%	1%	0%	1%	0%	1%	0%
Age	16-24	5%	-5%	1%	-4%	-6%	-5%	5%	1%
	25-34	5%	-1%	1%	-2%	-6%	-4%	4%	-5%
	35-44	2%	3%	1%	2%	1%	0%	1%	-4%
	45-54	-6%	-2%	-3%	-4%	4%	3%	-5%	-2%
	55-64	-5%	-1%	-3%	-1%	6%	6%	-5%	3%
	65 years +	-3%	5%	4%	5%	6%	5%	-1%	16%
Disability	Disability	-6%	-3%	-2%	0%	1%	3%	-5%	-1%
	No disability	1%	0%	1%	0%	0%	0%	1%	0%
Sex	Male	0%	2%	1%	0%	2%	0%	1%	-2%
	Female	0%	-2%	0%	0%	-1%	0%	0%	2%

The table above compares the weighted MPS figure to each group and highlights positive or negative change of 5 percentage points or more between these two. USS data for Overall Satisfaction is included for a comparison.

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.

Worked Example 1: Borough A has a result of 75% Satisfaction and Borough B 84%. The confidence interval for both boroughs is 5%. This means the upper range of result for borough A is 80%, whilst the lower range for Borough B is 79%. As the upper range and lower range of the compared figures cross this difference is not statistically significant.

Worked Example 2: The MPS result in FY 11-12 was 74% and in FY 12-13 was 76%. The confidence interval for each figure is 0.7%. This means the upper range for FY 11-12 is 74.7%, whilst the lower range for FY 12-13 is 75.3%. As the upper range and lower range of the compared figures do not cross this difference is statistically significant.