

# Surveys in the MPS: Londoners' Views Count

Public surveys allow the Metropolitan Police Service (MPS) to understand what Londoners want from the police, to improve our service delivery and increase confidence of the public.

**The most recent results from the Public Attitude Survey (as of June 2010) show:**

**Public Confidence:**

49% of people have said that the *'the police and local council are dealing with crime and antisocial behaviour issues that matter to the community'*.

63% of people have told us that *'the local police do a good/excellent job'*.

**User Satisfaction:**

79% of people who have used the police have told us that they are satisfied with the service received.

## Confidence in policing: what are Londoners telling us?

The Home Office has indicated that public confidence is important for policing. The Home Office measure this within its national victimisation survey (The British Crime Survey), using the following question:

*"...how much would you agree or disagree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?"*

The most recent BCS results (12 months to March 2010) show that the MPS is at **54.7% for this question.**

The MPS includes this question in its own survey of Londoners (The Public Attitude Survey). The most recent results on this question from the Public Attitude Survey indicate that public confidence in the MPS currently stands at **49%.**

The MPS monitor another question to understand public confidence, this is known as the *'good job'* question.

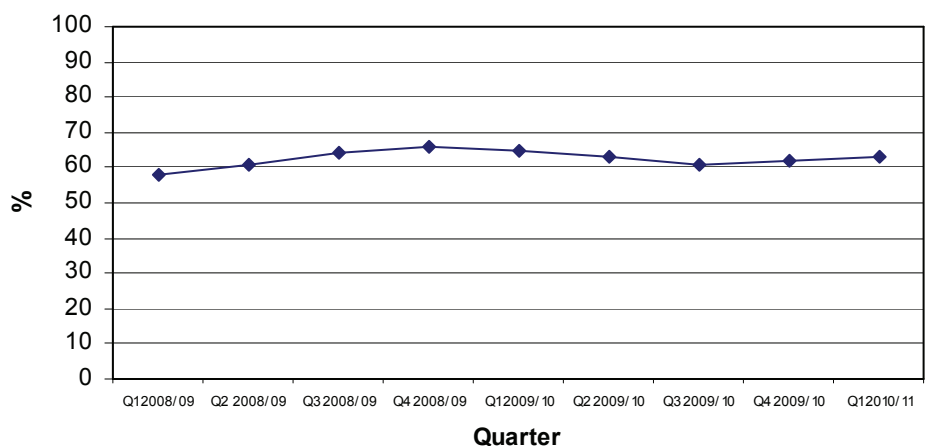
*"Taking everything into account how good a job do you think the police IN THIS AREA are doing?"*

MPS confidence in policing, as reflected through the *'good job'* question, is at **63%**. See figure 1.

People's views about the good job that police do have improved over the last three financial years (58%-63%).

Responses on this *'good job'* measure are consistently higher than the Home Office national measure.

**Figure 1. Confidence in local policing 'good job' measure**



## Confidence — continued

From our research we know that Londoners want a police force to be:

- engaged with the community;
- offering fair treatment;
- successful in tackling Anti-Social Behaviour (ASB); and
- effective in dealing with crime.

The MPS uses these survey results to inform how to improve confidence in boroughs where current levels are below the MPS average.

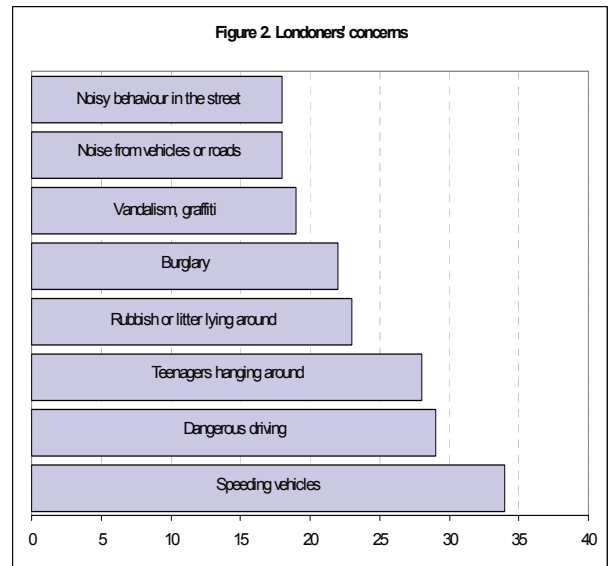
Figure 2 provides Londoners main ASB and crime concerns. At present, 'speeding vehicles' is Londoners main concern.

Notably, 64% of Londoners report they feel informed about what their local police are doing. This is an increase from 09/10 levels (61%).

The two problems driving people's perceptions of anti-social behaviour (ASB) are 'teenagers hanging around' and 'rubbish or litter lying around'.

From our surveys, people have told us that these ASB issues have decreased by 10% from last year.

We know that targeted information about local police activity enables Londoners to feel more confident.



## User Satisfaction : what do users of the police want from police contact

Victims of crime/ those involved with road traffic collisions in London tell us that they want a service that is **timely, effective** and offers **reassurance**.

Overall victim satisfaction with the service received from the police has remained stable over the last 3 years.

Victim satisfaction in the MPS is currently at **79%**.

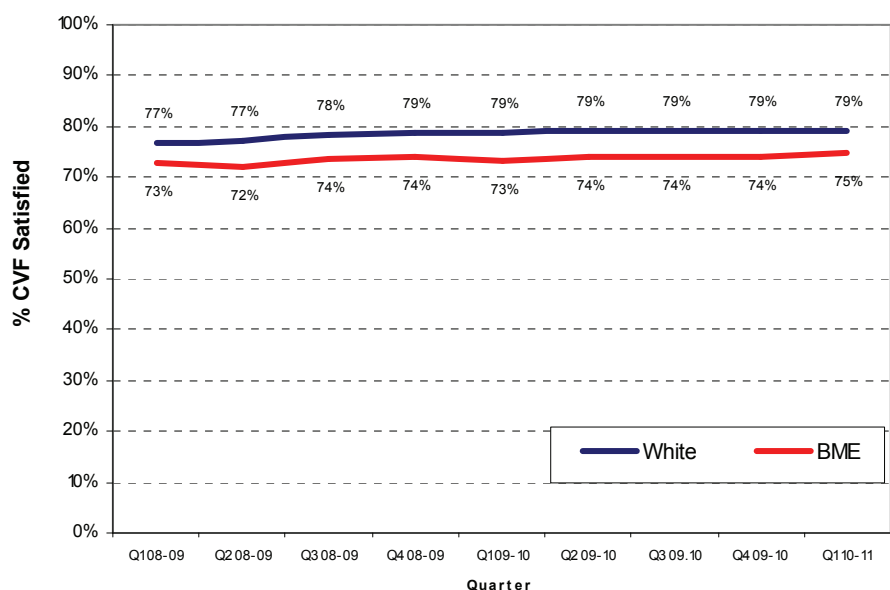
There is a difference between satisfaction levels comparing White and Black and Minority Ethnic (BME) victims.

Overall, BME victims are 4.6% less satisfied with their service from the police (see figure 3).

Additional analysis reveals other gaps in satisfaction. The following groups all have lower levels of user satisfaction:

- younger victims;
- violent crime victims;
- victims of racially motivated crime;
- victims that report at a front counter within a police station; and
- repeat victims.

Figure 3. Overall Satisfaction: White vs. BME



## Background: Londoners' views count

Over recent years the Government has moved towards a bottom-up approach to policy making and delivering public services.

The Community Empowerment White Paper '*Communities in Control*' (2008), demands that public services engage with, are accountable to and deliver outcomes to benefit local people.

People who have higher levels of confidence and satisfaction are more likely to:

- report victimisation;
- come forward with information to assist cases;
- cooperate with the police and
- obey the law.

This highlights why it is so important for us to ensure confidence in the police, and why we continue to capture and report this data.

## Useful links

Metropolitan police website  
<http://www.met.police.uk/>

Metropolitan Police Service confidence website  
<http://www.met.police.uk/about/performance/confidence.htm>

Public Frequently Asked Questions on the PAS  
<http://www.met.police.uk/about/performance/faq.htm>

For technical information on the Public Attitude Survey  
[http://www.met.police.uk/about/performance/documents/pas\\_tech\\_report.pdf](http://www.met.police.uk/about/performance/documents/pas_tech_report.pdf)

The User Satisfaction Survey  
[http://www.met.police.uk/victim\\_support/victim\\_survey.htm](http://www.met.police.uk/victim_support/victim_survey.htm)

Home Office  
<http://www.homeoffice.gov.uk/>

The British Crime Survey  
<http://www.homeoffice.gov.uk/rds/bcs1.html>

Home office link on citizen focus policing  
<http://police.homeoffice.gov.uk/community-policing/citizen-focused-policing>

A recent issue of the 'Policing journal'—key articles on confidence and satisfaction  
<http://policing.oxfordjournals.org/current.dtl> (volume 3, number 4, 2009)