

Draft Police and Crime Plan 2021-25 Public Consultation Final Consultation Report - February 2022

This document presents findings from MOPAC's Consultation on the Draft Police and Crime Plan 2021-25, hosted through Talk London and YouGov Polls spanning 19th November 2021 to 21st January 2022.

Please note that this report summarises main findings and demographic breakdowns, and is accompanied by an Excel document that provides full supplementary tables.

Executive Summary

Section A: Consultation Methodology.....Page 3

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Overall support for the Police and Crime Plan was **high**, with over three-quarters of those consulted saying they 'support' the priority areas. Support was high **for a range of demographic groups** and across both inner/outer London, suggesting a general consensus. When asked to **rank** the priority areas in order of importance, 'reducing and preventing violence' was most commonly placed first, while 'increasing trust and confidence in the Metropolitan Police Service' was most commonly placed fourth. However, themes relating to trust and confidence remained prominent throughout the consultation.

Section C: Contextual questions - Safety, crime and police in London.....Page 5

Those consulted were divided as to whether they thought London was a **safe city**. Respondents felt a range of **crime issues** were a 'major problem' in London: most often **knife crime and gangs**, followed by **violence against women and girls (VAWG)**; but also covering 'volume' issues such as burglary and ASB. Several demographic differences emerged here; for example, females and younger age groups were more likely to feel issues such as 'sexual assault and sexual violence' or 'sexual harassment and stalking' were a 'major problem' in London. However, *only around a quarter* of consultation respondents felt the Metropolitan Police Service (MPS) **responds effectively** to crime issues.

Section D: Priority 1 - Reducing and preventing violence.....Page 6

Over 80% of those consulted felt **violence was a problem** in London, while results also highlighted issues with **women's safety**. London was perceived to be *least safe* for 'girls and young women', while females were less likely than males to say they felt safe in pubs/clubs, on public transport, or in parks/open spaces. **Public support was generally high for outcomes** to reduce and prevent violence, but slightly fewer felt that 'preventing hate crime' should be a main area of focus here. Females and Black Londoners were more likely than other groups to support 'preventing hate crime', while females were also more likely to put a focus on 'making London a city in which women and girls are safer and feel safer'. When asked about specific action areas, respondents were most likely to support the Mayor working with the MPS to identify and respond to **violence against women and girls**; to target **organised criminal groups** and the most violent offenders; and to tackle the **criminal exploitation** of young people.

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Overall, those consulted had low confidence in the fairness and effectiveness of the Criminal Justice System (CJS). Again, **public support was high for each of the main outcomes to better support victims**; although slightly lower results were seen for 'improving the service and support that victims receive from the MPS and CJS'. Support for these outcomes also remained high across demographic groups – including those who had previously been the **victim** of crime/ASB or who had been to court. Looking at specific areas of action, those consulted again placed emphasis on dealing with VAWG, most

often feeling it was ‘very important’ for the Mayor to **improve prosecution rates** for sexual offences and to identify **serial or repeat domestic abuse/rape offenders**. In contrast, those consulted were least likely to feel it was ‘very important’ for the Mayor to develop bespoke support services for victims of crime or to improve online support. Several **demographic differences** emerged across the specific areas of action here. Females were more likely than males to support many of the areas of action, with a particularly large gap seen for increasing the number of IDVAs/ISVAs. Furthermore, BAME Londoners were more likely than White to feel it is ‘very important’ to ensure support services meet the needs of different communities.

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Trust and confidence in the police were low amongst those consulted – below levels seen in MOPAC’s Public Attitude Survey. Many felt certain demographic groups were not well represented in the MPS workforce (including Black, Asian and LGBT+ staff), with results highlighting opportunities to improve public awareness of **workforce diversity**. Support for outcome areas to improve confidence and trust was slightly lower than that seen across the first two priority areas, **but still remained high** – even amongst those with low trust and confidence. When looking at specific actions to improve trust and confidence, there was a strong focus on **police professionalism**, with nearly all feeling it was ‘very important’ that the Mayor ensured officers adhered to the highest possible standards. High support was also seen for other aspects of **accountability**, including ensuring ethical use of police technology and data, and supporting the independent enquiry into the murder of Sarah Everard. Support for aspects of professionalism and accountability were *higher* amongst those saying the MPS was NOT an organisation they could trust. More widely, females were more likely than males and Black respondents more likely than White British to support many of the actions listed to improve trust and confidence, while older Londoners placed more emphasis on aspects of local neighbourhood policing to improve trust and confidence.

Section G: Priority 4 - Protecting people from exploitation and harm.....Page 14

While most of those consulted felt children and young people were safe at home, only a quarter felt they were safe online. Confidence was also low in the MPS’ ability to safeguard adults and children. **Support was again high for each of the main outcomes** in this priority area, with females more likely to feel that ‘young people in the justice system are supported and safe’ should here be a focus. Looking at more specific areas of action, respondents most often felt it was ‘very important’ for the Mayor to **support police work to target high-harm offenders**, including identifying organised criminals involved in exploitation, and tackling online child abuse. Those consulted were *least likely* to feel it was ‘very important’ to develop trauma-informed services for those in contact with the CJS, although support was higher amongst females, young people, and those from Black Backgrounds.

Section H: Delivering the priorities.....Page 15

Those consulted most often thought the Mayor should work **in partnership with the Metropolitan Police Service; local councils and social services; and local communities themselves** to deliver the priorities in the Police and Crime Plan. Younger respondents were *less likely* to prioritise working with the MPS, and were instead more likely to support working with schools, the health sector, and charities/voluntary organisations. Overall, results highlighted an appetite for Londoners to be **involved in the work of MOPAC** and to have their say on crime and policing in the capital.

Section I: What’s missing from the draft Police and Crime Plan?.....Page 17

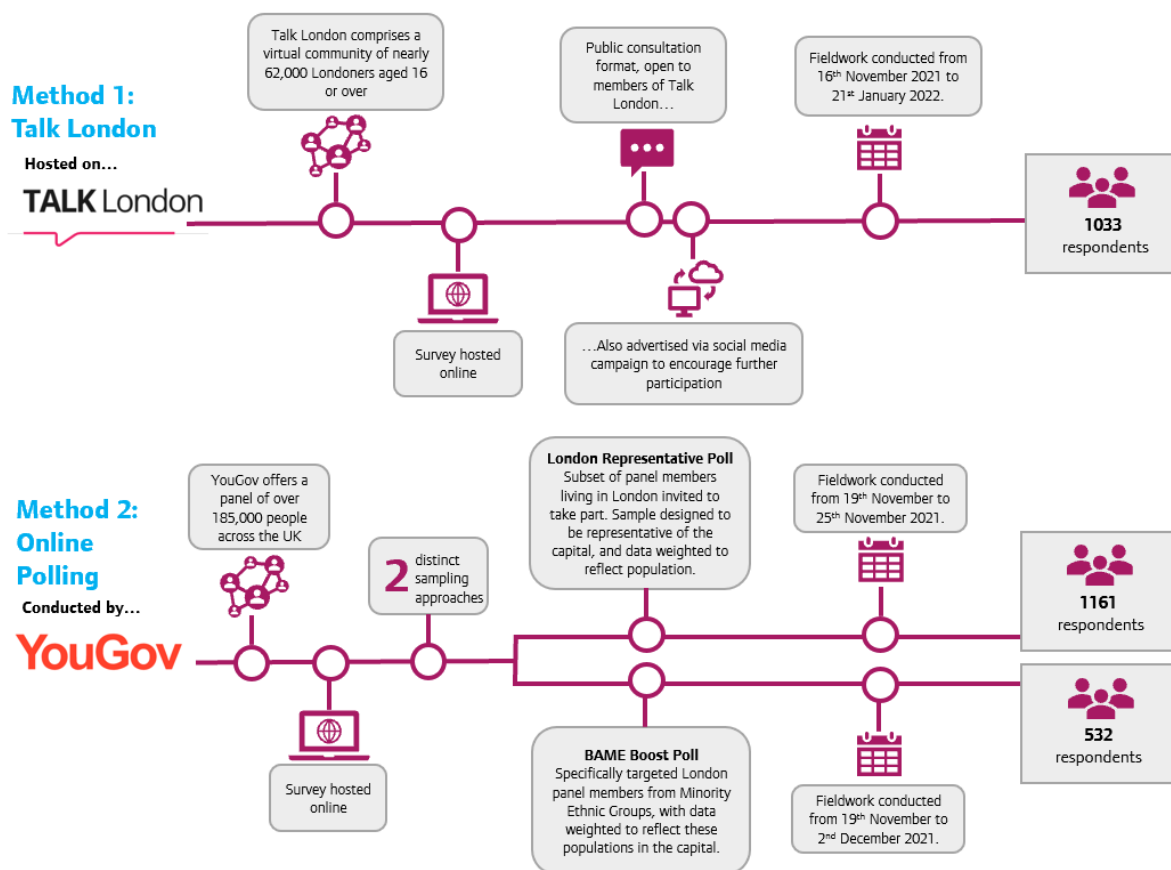
It is worth noting that very few comments *disagreed* with the proposed priorities, but respondents instead tended to build upon or expand the existing priority areas. Once again, many of the themes cut across aspects of public trust and confidence in the police; despite this priority earlier being ranked fourth. Those consulted most often felt the Police and Crime Plan should have a greater focus on **tackling police misconduct and improving accountability**, or on **increasing police officer numbers and visibility**. Other prominent themes included improving community relations and engagement, better supporting third-sector or community-based interventions, and improving the police response to volume crime, antisocial behaviour, and road-related issues.

Section A: Consultation Methodology

MOPAC’s consultation on the Draft Police and Crime Plan 21-25 took place via two distinct methodological approaches¹. The first was an online consultation open to all members of **Talk London** – City Hall’s online community designed for Londoners to give their views on a range of topics. The second was through **online polling** conducted by YouGov. This route further incorporated two distinct sampling approaches; a Representative Poll designed to reflect the capital’s population as a whole, alongside a dedicated BAME Boost Poll to ensure robust representation across minority ethnic groups. The use of these simultaneous routes helped to ensure we spoke to a wide range of people, including different genders, ages and ethnicities. Further information about the methodologies is provided in Figure A1.1.

Findings in this document represent the views of **2,726 people** responding to MOPAC’s consultation on the draft Police and Crime Plan 21-25. 1033 gave their views as part of Talk London², while 1,693 took part in the online polls (1,161 in the Representative Poll and 532 in the BAME Boost Poll). The Talk London consultation was available to all members and advertised through a paid social media campaign³, while the polling approaches used quota-based sampling to help achieve a diverse spread of respondents. Further details on the sampling and analytical approach are provided in the Appendix, with full sample demographics available in Supplementary Tables A1 to A6.

Figure A1.1: Summary of consultation methodologies.



¹ Alongside the Talk London consultation and YouGov Polls, members of the public were also able to email feedback on the draft Police and Crime Plan 21-25 directly to MOPAC. In addition, workshops were held with stakeholder groups. Please note that responses received through these alternative routes were reviewed separately, and do not form part of this report.

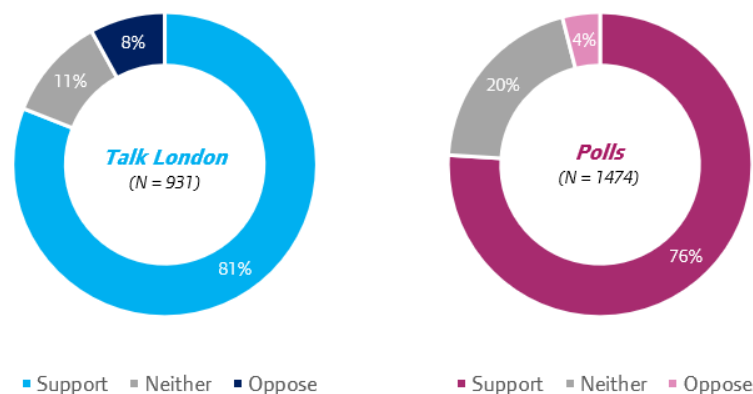
² The Talk London campaign received 41,657 unique page views. In addition to the survey responses there were 32 comments on the proposals (also reviewed separately) and 55 additional interactions (likes/hearts).

Section B: Overall Support for the Draft Police and Crime Plan

B1. Overall support for the priorities

Across both routes, over three-quarters of those consulted said they **supported the priorities** outlined in the draft Police and Crime Plan⁴. Only small proportions said they *actively opposed* the priorities (with remaining respondents neutral) but this proportion was twice as large in Talk London (8%) compared with the Polls (4%). Despite this, across both routes the majority of those consulted also felt the Plan would **help to make London safer** (Talk London: 56%; Polls: 57%). Together, these findings suggest high levels of overall support for the priorities in the draft Police and Crime Plan.

Figure B1.1: Overall support for the priorities outlined in the draft Police and Crime Plan.



Support for the priorities in the draft Police and Crime Plan was also **high across a range of demographic groups**. Few significant differences were seen by Ethnicity, with support high across both white and non-white ethnic groups. However, females were more likely to say they supported the priorities than males (Polls: 83% vs 71%; Talk London: 86% vs 80%), while the Polling approach also revealed increased support by age from 66% of those aged 16 to 25 to 89% of those aged 65+ (although this effect was less pronounced in Talk London). No differences in overall support were seen by geographical area (inner/outer London Boroughs⁵).

Those consulted were also asked to RANK the four priorities in order of importance⁶. When doing this, **‘reducing and preventing violence’ was most commonly selected as the top priority**; ‘protecting people from exploitation and harm’ was most commonly selected as the second priority; ‘better supporting victims’ was most commonly selected as the third priority; and ‘increasing trust and confidence in the Metropolitan Police Service’ was most commonly selected as the fourth priority (see Figure B2.1).

Once again, the order of ranking remained relatively stable across demographic groups, suggesting a general consensus. **An exception to this was by age**: although those aged under 25 were still most likely to rank ‘reducing and preventing violence’ first, this preference was *less pronounced* than in older age groups (e.g. those aged 45+). In turn, this youngest age group were more likely to rank other priorities first, including ‘better supporting victims’ and ‘protecting people from exploitation and harm’. In contrast, results also suggested a *shift in prioritisation* amongst those aged 65+, so that ‘improving trust and confidence in the MPS’ tended to be ranked higher, and in turn ‘better supporting victims’ was then more likely to be placed in fourth position.

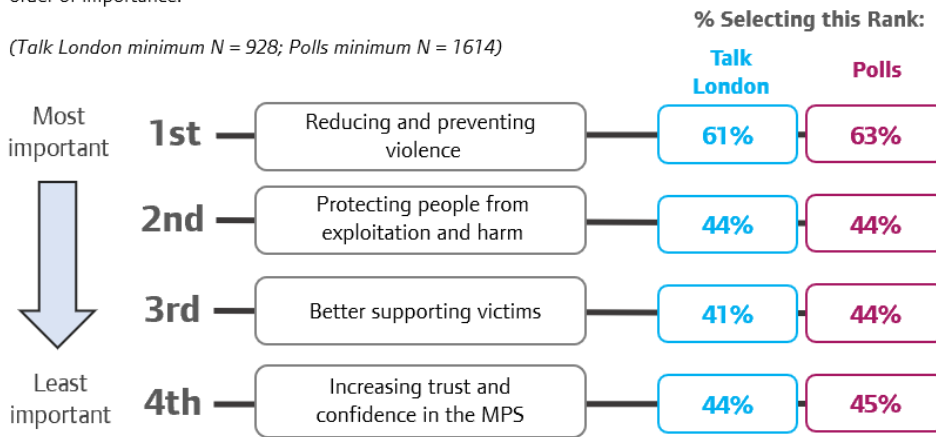
⁴ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

⁵ For more information about geographical area, please see Appendix 1.

⁶ Respondents were able to skip this ranking question – results exclude those who did not provide a rank.

Figure B1.2: Most commonly selected rank for each priority, when respondents were asked to RANK them in order of importance.

(Talk London minimum N = 928; Polls minimum N = 1614)



Full results and breakdowns are available in supplementary tables B1 to B8.

Section C: Contextual Questions - Safety, Crime and Police in London

C1. Feelings of safety

Respondents were divided as to whether they felt **London was a safe city**: 55% of those consulted across both routes felt it was safe⁷. Although most felt safe walking alone in their local area **during the day** (Polls: 89%; Talk London: 82%), safety was lower **after dark** (Polls: 49%; Talk London: 50%)⁸.

Large differences were here seen by gender, with females less likely than males to agree that London is a safe city (Polls: 47% vs 62%; Talk London: 51% vs 61%) or to feel safe walking alone in their local area after dark (Polls: 39% vs 60%; Talk London: 40% vs. 60%) – although no gender differences were seen for safety during the day. These patterns are consistent with MOPAC’s Public Attitude Survey (PAS). Across both consultation routes, **younger respondents** were also significantly less likely to say they felt safe walking alone in their area after dark (Polls: 37% under 25 vs. 60% 65+; Talk London: 39% under 25 vs. 66% 65+). Feelings of safety were similar across both inner London and outer London Boroughs.

C2. Perceptions of crime and policing in London

Those consulted felt a range of **crime issues** were a problem in London, with levels of concern tending to be higher than those seen ‘in the local area’ as measured by MOPAC’s Public Attitude Survey. **Knife crime was the top crime issue listed**, with over 8 in 10 feeling this was a ‘major problem’ in London (Polls: 85%; Talk London: 81%). This was followed by gangs and gang-related crime, where around three-quarters felt this was a ‘major problem’, while two-thirds felt that sexual assault/sexual violence or domestic abuse/violence were a ‘major problem’. This generally supports earlier findings where respondents ranked ‘reducing and preventing violence’ as their top priority. However, over half also felt that issues such as burglary, antisocial behaviour (ASB) and dangerous road use were a ‘major problem’.

A range of **demographic differences** also emerged for **crime concerns**. Across both consultation routes, **females** were more likely than males to feel that hate crime and violence against women and girls (including sexual harassment and stalking, sexual assault/violence, and domestic abuse/violence) were a major problem in London. Public concerns about several crime issues also **increased with age** – including for gun crime and gangs; again, this could support higher prioritisation for ‘reducing and preventing violence’ seen earlier for older age groups. However, this pattern *reversed* for issues such as ‘sexual assault

⁷ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

⁸ These questions additionally exclude those who answered ‘not applicable’ as they didn’t go out at all or didn’t go out alone.

and sexual violence’ and ‘sexual harassment and stalking’, with older age groups conversely *less likely* to feel these issues were a major problem in London.

Despite most Londoners feeling crime issues were a problem, far fewer felt the **police effectively deal with such issues**. To illustrate, *only around a quarter* of those consulted felt the Metropolitan Police Service ‘tackle knife crime well’ (Polls: 25%; Talk London: 22%) or ‘respond well to incidents of violence against women and girls’ (Polls: 25%; Talk London: 19%). Although excluded from this analysis, it is worth noting that many of those consulted said they ‘did not know’ how well police tackle several issues – including hate crime and sexual harassment/stalking (where around 20-25% answered ‘don’t know’).

Overall, around two-thirds of those consulted **supported police use of Stop and Search** (Polls: 67%; Talk London: 58%). However, those aged **under 25** were *less likely* to support this power (Polls: 58% under 25 vs 83% 65+; Talk London 28% under 25 vs 70% 65+), while the Polls also highlighted low support specifically amongst **Black** (44%) or **Mixed** (56%) Ethnic groups. These findings are in line with trends seen in MOPAC’s Public Attitude Survey.

C3. Experiences of crime and the Criminal Justice System

Around one in seven of those consulted through the Polls said they had been the **victim of a crime** in the last 12 months (14%) while a quarter had been the **victim of ASB** (24%)⁹. These proportions were far higher in the Talk London sample; with around *twice as many* saying they had experienced a crime (31%) or ASB (48%). However, across both routes considerable proportions of these victims said they **did not report any** of the crimes (Polls: 24%; Talk London: 33%) or ASB (Polls: 60%; Talk London: 58%) incidents that they experienced. Fewer than one in ten said that they had **personally attended court or given evidence** as a victim of crime or antisocial behaviour (Polls: 7%; Talk London: 8%).

Full results and breakdowns are available in supplementary tables C1 to C14.

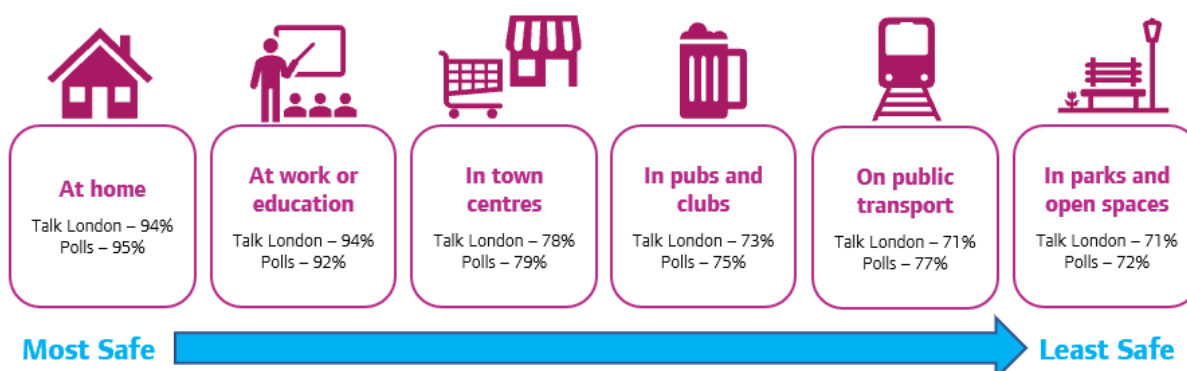
Section D: Priority Area 1 - Reducing and Preventing Violence

D1. Contextual Questions – Safety and Violence in London

Those consulted were asked a range of questions to understand more about their feelings of safety and perceptions of violence in the capital. Over 80% of those consulted felt **violence was a problem in**

Figure D1.1. Percentages feeling safe in different environments.

(Excludes ‘not applicable’: Talk London N = 778 to 1028; Polls N = 1232 to 1654)



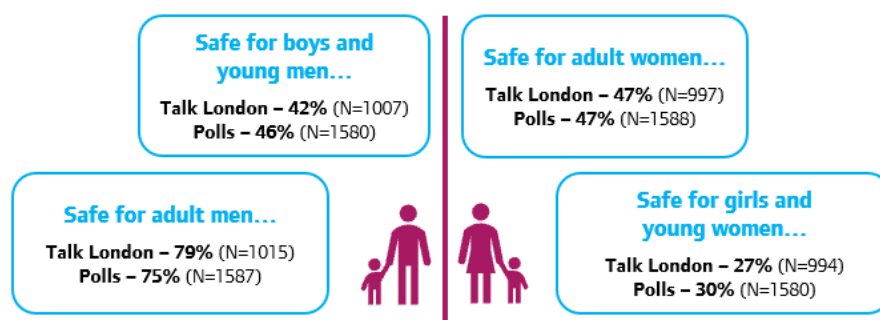
⁹ Respondents were able to skip questions about victimisation (Talk London N = 117; Polls N = 320). Results for this question additionally exclude ‘prefer not to say’.

London (Talk London: 82%; Polls: 84%). This was most often based on¹⁰ what respondents had seen or read in the media – more so in the Polls (80%) than in Talk London (64%).

Feelings of safety varied considerably across different environments in London and for different groups of people, suggesting that **safety is contextual**. Illustrating this, while over 9 in 10 said they felt safe in their own home or at their place of work/education, far fewer said they felt safe **in pubs and clubs**, on **public transport**, or in **parks and open spaces**¹¹ (See Figure D1.1). Furthermore – while no **gender differences** were seen at home, at work/education or in town centres – females were significantly *less likely* than males to feel safe on public transport, in pubs and clubs, or in parks and open spaces. This highlights certain environments where **women’s safety may be of particular concern**. Younger Londoners were also far less likely to feel safe in pubs/clubs in London (Polls: 59%; Talk London: 49%).

Those consulted also felt London was **less safe for certain groups of people**. While around three-quarters felt the city was safe for adult men, *less than half* felt it was safe for adult women or for boys and young men. When asked about girls and young women this fell once again to *fewer than one in three* (see Figure D1.2). Younger Londoners (aged under 25) were *least likely* to feel London was safe for women or for girls – this could support earlier results highlighting greater proportions feeling VAWG issues are a ‘major problem’ amongst this group.

Figure D1.2. Percentages feeling London is safe for different groups.



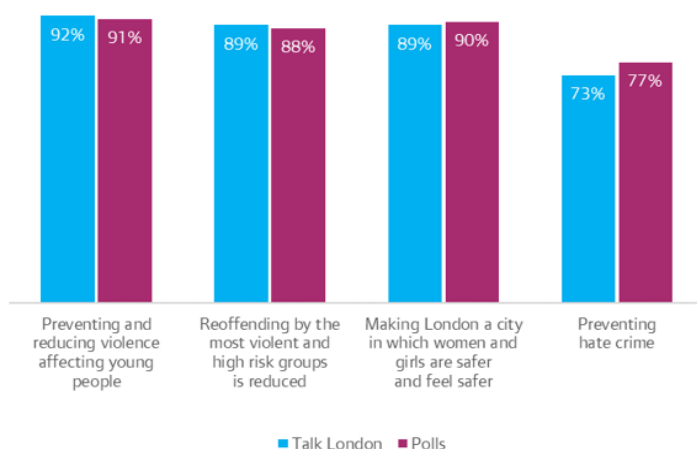
Younger Londoners (aged under 25) were *least likely* to feel London was safe for women or for girls – this could support earlier results highlighting greater proportions feeling VAWG issues are a ‘major problem’ amongst this group.

Support for **widening the definition of hate crime** to additionally include incidents motivated by a hostility towards someone’s GENDER was also high: around three-quarters said they would support this move (Polls: 74%; Talk London: 79%). Across both consultation routes, females were significantly more likely to support this move than males (Polls: 81% vs 68%; Talk London 88% vs. 72%).

D2. Support for main outcomes to reduce and prevent violence

Figure D2.1. Support for main outcomes to reduce and prevent violence.

(Talk London minimum N = 942; Polls minimum N = 1532)



Overall, **support was high for each of the main outcomes within the priority area of reducing and preventing violence**. Around nine in ten felt that ‘preventing and reducing violence affecting young people’, ‘reducing reoffending by the most violent and high-risk groups’ and ‘making London a city where women and girls are safer and feel safer’ should be main areas of focus to help tackle violence in London. However, fewer of those consulted felt that ‘preventing hate crime’ should be a main area of focus (see Figure D2.1)

¹⁰ Results for this question *includes* those who answered ‘don’t know’ (Polls: 3%; Talk London: 0%).

¹¹ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified. Results for this question additionally exclude those selecting ‘Not Applicable’.

Support for the first two outcomes listed was **high across demographic groups**. However, **larger demographic differences were seen for the last two outcomes** of ‘making London a city in which women and girls are safer and feel safer’ and ‘preventing hate crime’. Across both consultation routes **females** were *more likely* to feel these should be areas of focus in the Police and Crime Plan, while results from Talk London also showed higher support amongst younger age groups. Support for ‘preventing hate crime’ was also significantly higher amongst **Black Londoners** (85%) compared with White British (73%) in the Polls, with higher support also seen for BAME groups in Talk London (78% vs 71% White). No differences in support for the main outcomes to reduce and prevent violence were seen between those living in inner London or outer London boroughs.

D3. Support for specific areas of action to reduce and prevent violence

Those consulted were asked how important they felt it was for the Mayor to take a range of actions to help reduce and prevent violence in London, drawn from the Draft Police and Crime Plan.

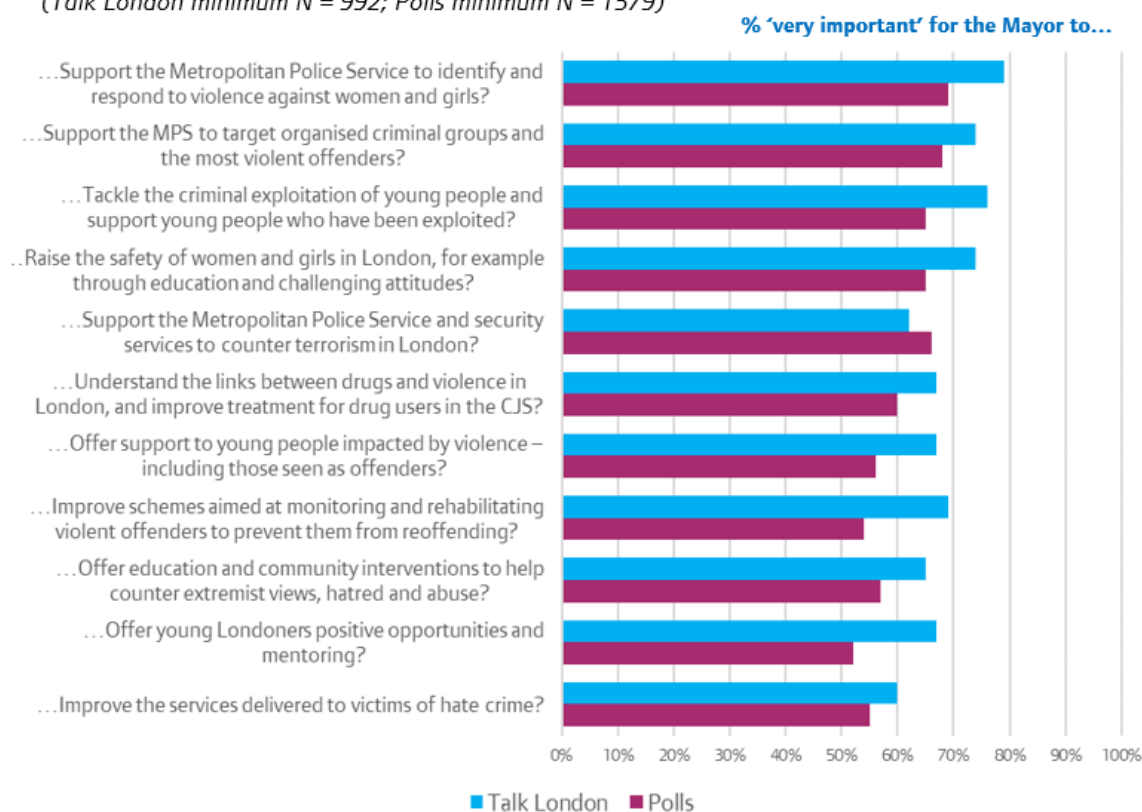
Overall, **support was high across the actions falling under this priority area**, with very few saying any of the actions were ‘not important’ (maximum 13%)¹². However, respondents were most likely to say it was ‘very important’ for the Mayor of London to take steps to support the MPS to identify and respond to violence against women and girls; to target organised criminal groups and the most violent offenders; and to tackle the criminal exploitation of young people and support young people who have been exploited. Despite this, fewer of those consulted felt it was ‘very important’ for the Mayor to offer young Londoners positive opportunities and mentoring, or to improve services for victims of hate crime (see Figure D3.1).

Positively, support for specific areas of action tended to be **high across demographic groups**. Across both consultation routes, **females** were *more likely* than males to feel that many of the specific areas of action listed were ‘very important’ to help reduce and prevent violence. Similarly, the Polls consultation route revealed particularly high support for many of the actions listed amongst those from a **Black Ethnic Background** – with the largest ethnicity gaps here seen for offering young Londoners positive opportunities and mentoring. Older age groups and those living in outer London Boroughs were more likely to support **collaborative working with the Metropolitan Police Service** to target organised criminals and the most violent offenders and to counter terrorism.

¹² Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

Figure D3.1. Support for key actions to reduce and prevent violence.

(Talk London minimum N = 992; Polls minimum N = 1579)



Further results and breakdowns are available in supplementary tables D1 to D21.

Section E: Priority Area 2 – Better Supporting Victims

E1. Contextual Questions – Views of the Criminal Justice System

Confidence in the fairness and effectiveness of the criminal justice system was **generally low**. Only around a third of those consulted were confident that the criminal justice system **as a whole was fair**¹³. Furthermore, even fewer were confident that the criminal justice system was **effective in bringing people who commit crime to justice** or adequately **supported victims and witnesses** – including for violence against women and girls (see Figure E1.1).

Figure E1.1. Perceptions that the Criminal Justice System...

(Talk London minimum N = 844; Polls minimum N = 1317)



Those consulted through Talk London tended to hold more negative views of the criminal justice system than those consulted as part of

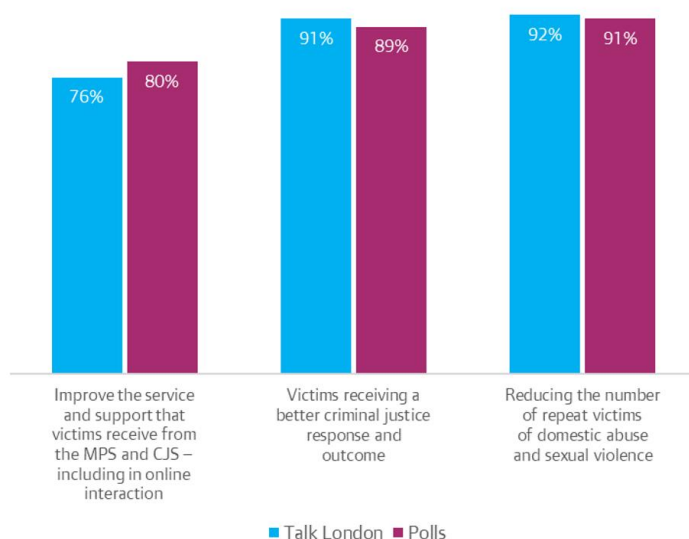
¹³ Please note that results exclude those who answered 'don't know' for all questions unless otherwise specified.

the Polls. This may in part reflect higher levels of personal victimisation in this cohort, with those who had personally been the victim of crime/ASB also responding less positively. Importantly, perceptions of the criminal justice system **did not differ** when looking at whether someone had previously **attended court** or given evidence as a victim.

E2. Support for main outcomes to better support victims

Figure D2.1. Support for main outcomes to better support victims.

(Talk London minimum N = 912; Polls minimum N = 1478)



Once again, **support was high for each of the main outcomes** within the priority area of better supporting victims. Across both consultation routes, around 9 in 10 felt that ‘reducing the number of repeat victims of domestic abuse and sexual violence’ and ‘ensuring victims receive a better criminal justice response’ should be main areas of focus in the Police and Crime Plan¹⁴.

Fewer felt that ‘improving the service and support that victims receive from the Metropolitan Police Service and Criminal Justice System (including online interaction)’ should be an area of focus under this priority; but support remained high (see Figure D2.1).

Positively, support for these three outcome areas was again **high across a range of demographic groups**. Few consistent differences were seen by age, ethnicity, or inner/outer London, and support remained high even amongst those who had been the victim of a crime or ASB or who had attended court. However, females were more likely to support these outcomes than males – with a particularly large difference seen in Talk London for ‘improving the service and support that victims receive [...]’ (82% vs 70%).

E3. Support for specific areas of action to better support victims

Those consulted were asked how important they felt it was for the Mayor to take a range of actions to better support victims. Here, **targeting perpetrators of violence against women and girls** again emerged as a strong focus, with respondents most likely to feel it was ‘very important’ for the Mayor of London to work to improve prosecution rates for rape and serious sexual offences, and to identify serial/repeat domestic abuse or rape perpetrators and deliver interventions to change their behaviour. High levels of support were also seen for reducing court backlogs and raising court capacity.

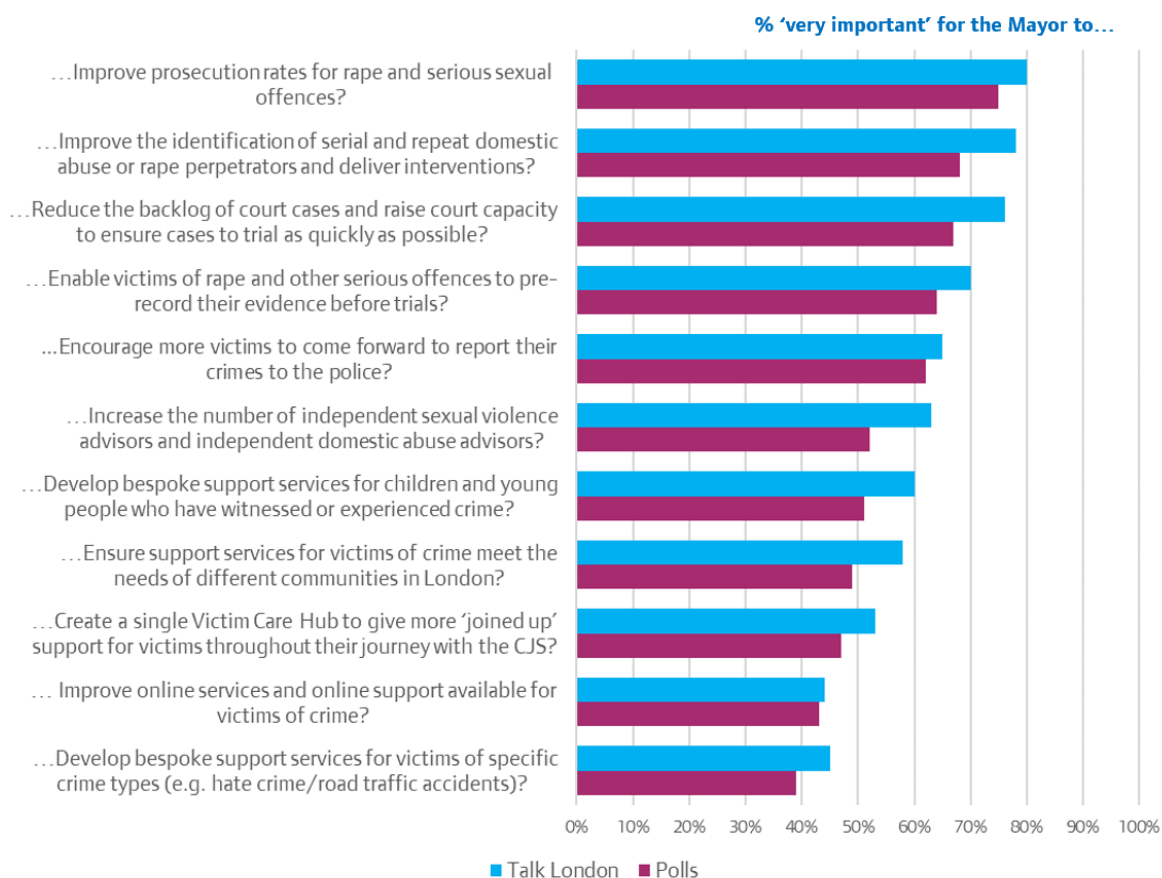
However, support was lower for actions aimed at **developing bespoke victim services**. For example, only around 40% felt it was ‘very important’ to develop services for victims of specific crime types (such as hate crime or road traffic crashes) or to improve online services and support for victims of crime; while around half felt it was ‘very important’ to create a more joined up victim care hub (see Figure E3.1).

Females were more likely to feel it was ‘very important’ for the Mayor to take many of the actions listed to better support victims, with largest gender gaps seen for ‘increasing the number of ISVAs/IDVAs’ (Polls: 61% vs. 43%; Talk London: 75% vs 51%). Results from the Polls also revealed higher support for many actions amongst respondents from a **Black Ethnic Background**, in particular for ‘ensuring victim support services meet the needs of different communities in London’ (65% vs White British 42%). Support for this question was also higher amongst **BAME groups** in Talk London (69% vs White 55%).

¹⁴ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

Figure E3.1. Support for key actions to better support victims.

(Talk London minimum N = 944; Polls minimum N = 1472)



Full results and breakdowns are available in supplementary tables E1 to E21.

Section F: Priority Area 3 – Increasing Trust and Confidence in the Metropolitan Police Service

F1. Contextual Questions – Perceptions of the Police

Mirroring earlier perceptions of the criminal justice system, perceptions of the police were also poor. Less than half of those consulted agreed that the Metropolitan Police Service was an organisation they could **trust** (Polls: 42%; Talk London: 41%), while only a third felt the police did a **good job in their local area** (Polls: 33%; Talk London: 29%)¹⁵. These figures stand below levels seen in MOPAC’s Public Attitude Survey (PAS).

Data from the Polls highlighted low trust amongst **Black Londoners** at 29%, with significant differences also seen in Talk London between White (43%) and BAME (34%) groups. Particularly poor perceptions were also seen in Talk London amongst the youngest respondents, where only one in five of those aged under 25 said they trusted the MPS (18%) or that the police did a good job in their area (20%). This pattern of inequalities is in line with MOPAC’s PAS¹⁶.

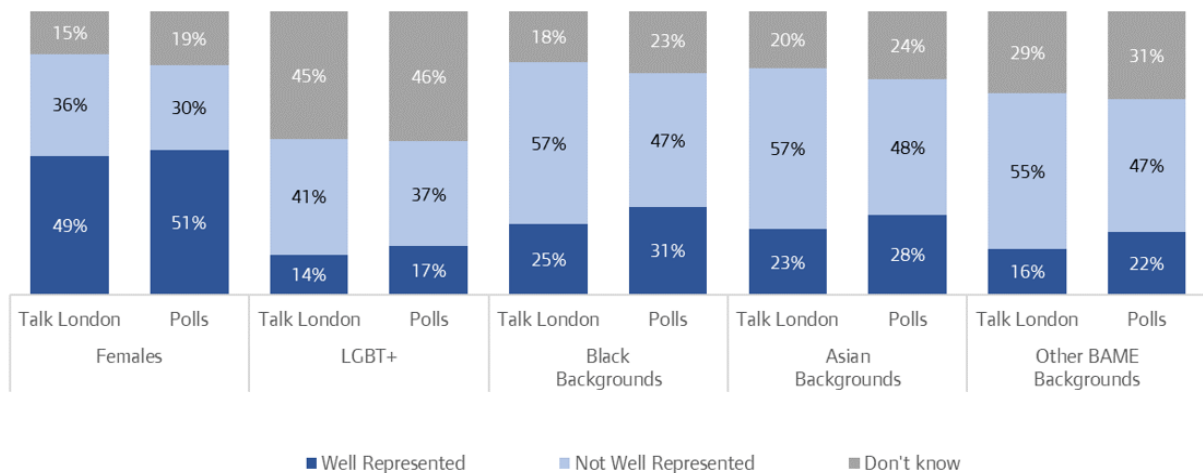
¹⁵ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

¹⁶ In the PAS (discrete Q3 21-22), trust in the MPS stands at 75%, while confidence stands at 50%.

While nearly all of those consulted felt it was important that the Metropolitan Police Service **reflects the communities it serves** (Polls: 83%; Talk London: 82%), far fewer felt a range of demographic groups were **well represented in its workforce** (see Figure F1.1). Please note that results here include ‘don’t knows’ (grey), with *particularly high* proportions seen for several groups – including LGBT+. Importantly, this could highlight an opportunity to improve public awareness of diversity within the Metropolitan Police Service’s workforce.

Figure F1.1. How well represented are the following groups in the MPS workforce?

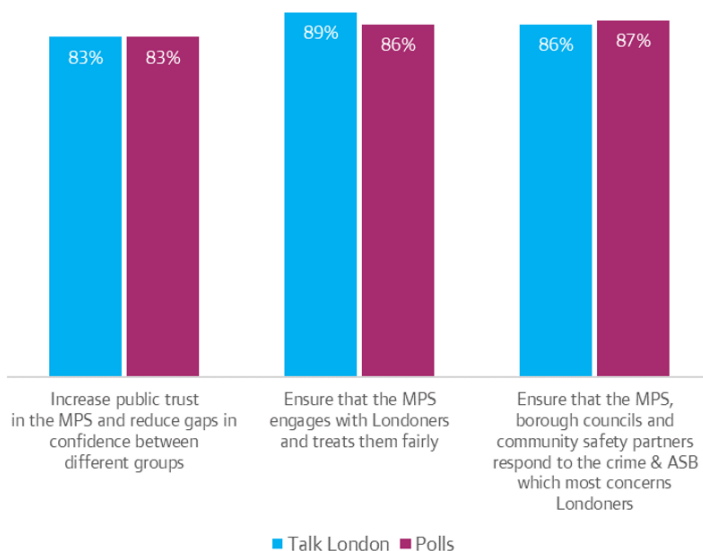
(Talk London N = 1033; Polls N = 1693)



F2. Support for main outcomes

Figure F2.1. Support for main outcomes to improve trust and confidence.

(Talk London minimum N = 961; Polls minimum N = 1518)



More than 8 in 10 of those consulted felt **all three of the main outcomes should be areas of focus** to improve trust and confidence in the Metropolitan Police Service (see figure F2.1). Support was slightly lower than that seen for outcomes across earlier priority areas, but nevertheless remains very high¹⁷.

Support for these outcomes was **high across a range of demographic groups** – and even amongst those who said they did not trust or were not confident in police. However, older Londoners were *more likely* to feel that ‘ensuring the MPS [...] respond to the crime and ASB issues that most concern Londoners’ should be a focus under this priority (Polls: Under 25 78% vs 65+ 90%; Talk London: Under 25 69% vs 65+ 93%).

F3. Support for specific areas of action

Those consulted were asked how important they felt it was for the Mayor to take a range of actions to improve trust and confidence in the Metropolitan Police Service. Here, a particularly **strong focus on**

¹⁷ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

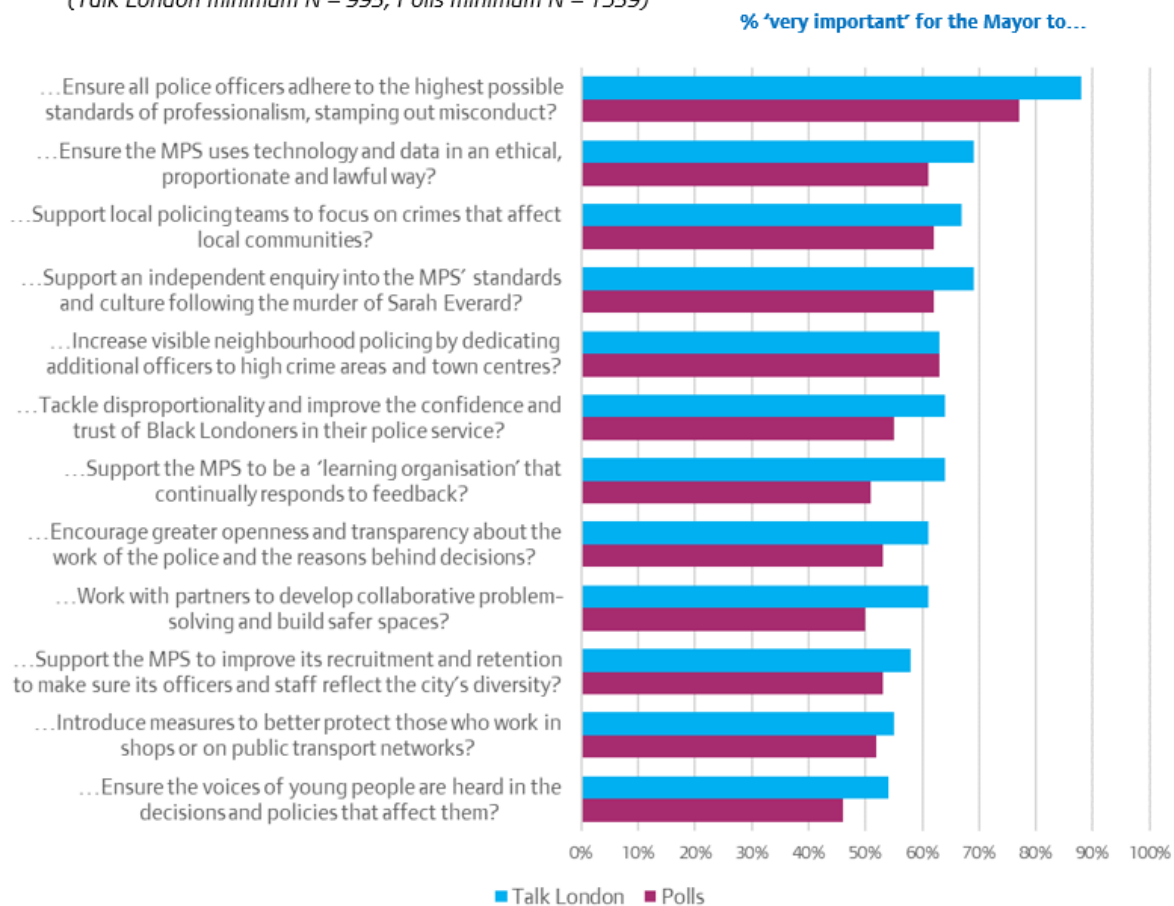
professionalism emerged, with high proportions feeling it was ‘very important’ for the Mayor to work to ensure all police officers adhere to the highest possible standards of professionalism; stamping out misconduct and discrimination¹⁸. Across both routes, less than 1% felt this was ‘not at all important’.

In line with this, high support was also seen across other actions related to **police accountability**, including ensuring the MPS uses technology and data ethically, and supporting implementations from the independent enquiry into the murder of Sarah Everard. Interestingly, those who did NOT trust the MPS were *more* likely to feel aspects of police professionalism and accountability were ‘very important’ here, suggesting these may be particularly central to improving perceptions amongst this group. More widely, higher support for many of the actions listed to improve trust and confidence was also seen amongst females (including supporting the independent enquiry into the murder of Sarah Everard), while the Polls also revealed higher support for several actions amongst Black respondents compared with White British.

Aside from this, relatively high public support was also seen for **aspects of local policing**, including increasing visible neighbourhood policing and ensuring neighbourhood teams focus on crimes that affect local communities. **Large age gaps emerged here:** for example, those aged 65+ were far more likely to feel it was ‘very important’ to increase visible neighbourhood policing than those aged under 25 (Polls: 44% vs 71%; Talk London: 34% vs. 76%). In line with earlier findings across the main outcomes, this could once again suggest a greater focus on local policing amongst older residents to improve trust and confidence in the MPS. Across both consultation routes those living in outer London Boroughs were also more likely than those in inner London Boroughs to place emphasis on aspects of local policing.

Figure F3.1. Support for key actions to improve trust and confidence.

(Talk London minimum N = 993; Polls minimum N = 1539)



Full results and breakdowns are available in supplementary tables F1 to F22.

¹⁸ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

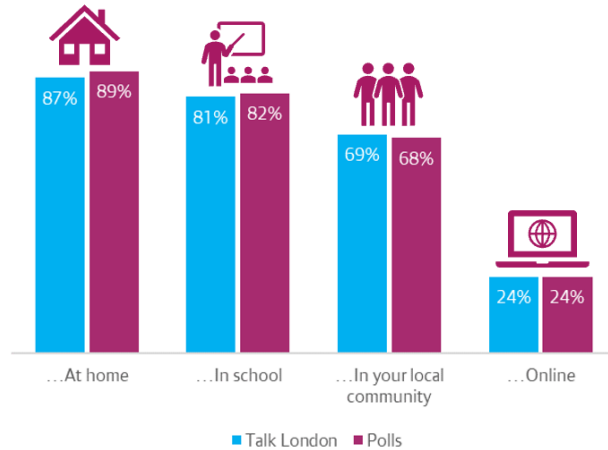
Section G: Priority Area 4 – Protecting People from Exploitation and Harm

G1. Contextual Questions – Keeping people safe

Most respondents felt that children and young people in London were **safe at home and at school**¹⁹ (see Figure G1.1). However, only around *a quarter* felt children were **safe online**, with females significantly less likely to agree than males across both consultation routes (Polls: 18% vs 30%; Talk London: 18% vs 28%).

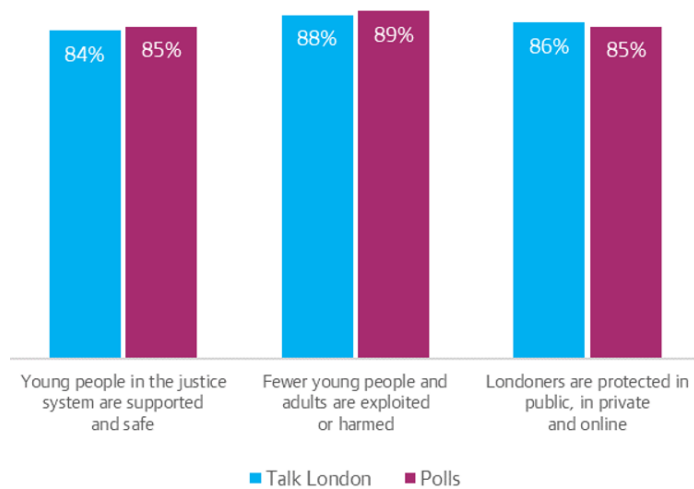
Confidence in the ability of the Metropolitan Police Service to **safeguard people** was also low: just one in three believed the MPS keeps children and young people (Polls: 32%; Talk London: 27%) or adults (Polls: 35%; Talk London: 33%) safe from harm or exploitation²⁰.

Figure G1.1. How safe do you think children and young people are...
(Talk London minimum N = 926; Polls minimum N = 1488)



G2. Support for main outcomes

Figure G2.1. Support for main outcomes to protect people.
(Talk London minimum N = 947; Polls minimum N = 1519)



When looking at the main outcomes under this priority area, **over 8 in 10 again felt they were the right areas of focus** for the Police and Crime Plan. Support was highest for ensuring ‘fewer young people and adults are exploited or harmed’.

Support for these outcomes was **high across demographic groups**, with few significant differences seen. However, females were more likely than males to feel that ensuring ‘young people in the justice system are supported and safe’ should be a main area of focus under this priority (Polls: 90% vs 80%; Talk London: 91% vs 79%).

G3. Support for specific areas of action

Those consulted were asked how important they felt it was for the Mayor to take a range of actions to help protect people from exploitation and harm. Here, a strong focus emerged on actions aimed at **supporting police work to target high harm offenders**; including by identifying and disrupting organised crime groups/predatory offenders, and by supporting dedicated police teams aimed at tackling online child abuse/online sexual exploitation.

¹⁹ Please note that results exclude those who answered ‘don’t know’ for all questions unless otherwise specified.

²⁰ Rating 5 or above on a scale from 1 (not at all well) to 7 (very well).

Consistent with previous consultation areas, those taking part through ‘Talk London’ were more likely to feel many of the actions listed were ‘very important’ to help keep people safe from exploitation and harm. Similarly, **females** were once again more likely to support a range of actions than males.

However, *only around half* of those consulted felt it was ‘very important’ for the Mayor to develop **trauma-informed services** for those coming into contact with the CJS. This is in line with earlier findings, whereby public support for actions aimed at developing support services have tended to be lower. Despite this, several demographic differences emerged here, with younger Londoners, females, and those from a Black Ethnic Background *more likely* to support the development of trauma-informed services.

Figure G3.1. Support for key actions to protect people.

(Talk London minimum N = 983; Polls minimum N = 1529)



Full results and breakdowns are available in supplementary tables G1 to G15.

Section H: Delivering the Priorities

H1. Partnership working

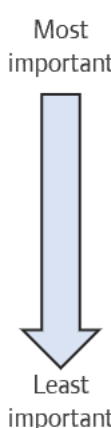
When asked about partnership working, those consulted were most likely to feel the Mayor of London should work together with the **Metropolitan Police Service** to deliver the priority areas in the draft Police and Crime Plan²¹. This was followed by collaboration with **local councils/social services**, and with **local communities/residents**. Those consulted were *least likely* to feel the Mayor of London needed to work collaboratively with **businesses and shops** or with **charities and the voluntary sector**; although those consulted through Talk London were twice as likely to prioritise the voluntary sector than those consulted through the Polls (see Figure H1.1).

²¹ Please note that this question additionally *includes* ‘don’t knows’.

Notable differences were here seen by **age**. Younger Londoners were far *less likely* to prioritise collaborative working with the **Metropolitan Police Service** (Polls: Under 25 52% vs 65+ 75%; Talk London Under 25 39% vs 65+ 81%). Instead, they had an increased tendency to prioritise collaborative working with other agencies including charities/voluntary sector organisations, health services and schools. Within the Polls, those from a **Black Ethnic Background** were also more likely to prioritise partnership working with charities and the voluntary sector (15%, vs 7% White British).

Figure H1.1: Who do you think it is MOST IMPORTANT for the Mayor to work with to deliver priorities? Proportion selecting in top three.

(Talk London N = 1033; Polls N = 1693)



	Talk London	Polls
Metropolitan Police Service	68%	62%
Local communities and residents	49%	35%
Local councils and social services	46%	35%
Courts and probation services	27%	25%
The Government	17%	25%
Schools	23%	19%
Public transport/ British Transport Police	19%	20%
Charities and voluntary sector	17%	8%
Businesses and shops	3%	4%
None of the above	1%	2%
I don't know	2%	9%

H2. Data and participation

Those consulted through Talk London were more likely to respond positively to questions on data and participation in MOPAC's work: this likely reflects the mode of sampling, where many participants were signed up to take part in online discussions for London. Nevertheless, across both routes most respondents felt **it was important for them to have a say on policing** in London (Polls: 77%; Talk London: 94%), and to have **access to data on crime and policing** (Polls: 77%; Talk London: 90%)²². Many also felt it was important to have access to dashboards (Polls: 65%; Talk London: 73%).

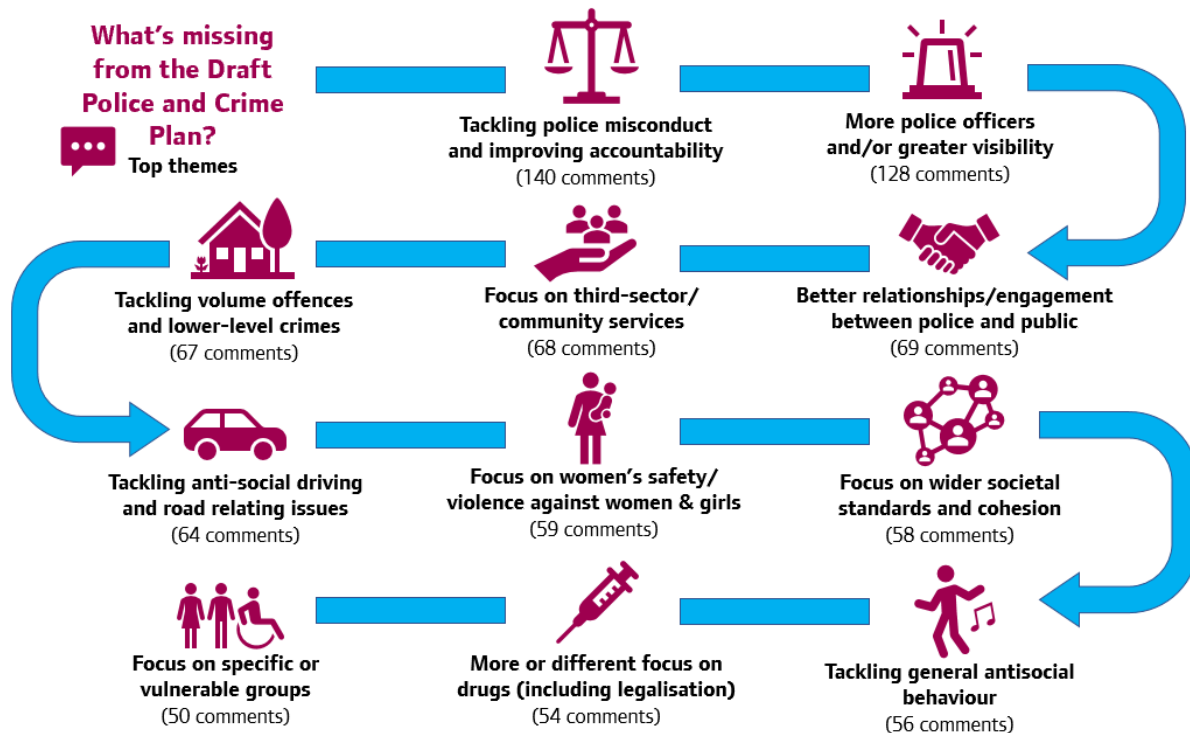
Similarly, nearly all of those consulted felt it was **important for Londoners to be given the opportunity to be involved in MOPAC's work** (Polls: 87%; Talk London: 91%). While many said they would be likely to get involved by **giving their views** on crime and policing issues (Polls: 59%; Talk London: 85%), fewer said they would personally be likely to **attend meetings** with MOPAC or the Deputy Mayor for Policing and Crime (Polls: 32%; Talk London 53%). However, data from the Polls showed that Londoners from Black or Asian Ethnic Backgrounds were significantly *more likely* to say they would give their views or attend meetings compared with those from a White British Background. Together, these findings highlight an appetite for public involvement in MOPAC's work.

Full results and breakdowns are available in supplementary tables H1 to H8.

²² Please note that results exclude those who answered 'don't know' for all questions unless otherwise specified.

Section I: What's missing from the draft Police and Crime Plan?

Those consulted were asked whether they felt there were any other police and crime issues the Mayor should prioritise for London, or whether anything was missing from the Police and Crime Plan. Analysis is based on a total of 932 comments²³: 579 made by those consulted through Talk London, 242 from the Representative Poll, and 111 from the BAME Boost Poll. Top themes are presented here, with further information and illustrative quotes available in Supplementary Table I1.



It is worth noting that few comments *disagreed* with the priority areas outlined in the Draft Police and Crime Plan; instead most of the main themes either *overlap or expand* on these existing priorities. This supports earlier findings that revealed broad support for the draft Police and Crime Plan amongst those consulted. Furthermore, many of the themes identified cut across aspects of public trust and confidence in the police; despite this priority area previously being placed fourth when ranked in order of importance.

The most commonly mentioned theme was around a greater emphasis on **tackling police misconduct and improving accountability** (140 comments). Comments often mentioned the need for 'reform from within', or felt there should be greater independent scrutiny of the Metropolitan Police Service to ensure transparency and professionalism. Many believed there was a culture of sexism and misogyny in the police, and references were frequently made to the murder of Sarah Everard. Other comments mentioned institutional racism or discrimination, or perceived inequalities in use of tactics (e.g. Stop and Search). Many felt that changes to recruitment and vetting processes should be made to ensure those with convictions or discriminatory attitudes were not able to enter the police service in the first place.

"Make sure thorough and extensive vetting is happening, even when officers are moving from one police force to another, to make sure any worrying signs are found and dealt with."

"There should be 'zero tolerance' for anyone in a position of authority who is not a decent, safe representative of the office and position they hold."

The second most commonly raised theme was a need for **more police officers and greater police visibility** (128 comments). This was most often with reference to the local area, but a minority of comments also mentioned high-street or central London locations, or understaffing in specific teams (e.g.

²³ Comments were excluded from analysis if they did not contain suggestions (e.g. 'No'; 'I don't know'). Please note that each comment could span several different themes.

contact centre, response teams). Those consulted felt that increasing the number of officers was fundamental to the success of any Police and Crime Plan. Respondents wanted police to be visible – out on the streets or in local communities; rather than in cars. They either believed an increased police presence would help to fight crime – for example by deterring criminals or enabling a faster response – or would help to build stronger relationships within the community. This theme was often linked with the **closure of local police stations** (32 comments), and some felt neighbourhood officers should have a greater knowledge and understanding of their local communities.

“The number 1 priority should be to put more police on the streets. A reliable, visible police presence in communities throughout the day and night would do more than all the policies in this survey to reduce crime and make people feel safer.”

The third most commonly mentioned theme was around **improving relationships and engagement between police and the public** (69 comments). Comments often felt the police treated members of the public poorly, or cited a perceived lack of trust in the police. This theme was strongly related to the first theme, as many believed misconduct had led to poor community relations. Respondents felt that better engagement and collaboration with residents would help to rebuild trust, and a range of specific suggestions were made. This included the development of ‘formal’ engagement mechanisms (such as regular public surveying, SNT panels, Neighbourhood Watch or ‘liaison groups’ with local communities/organisations) alongside more informal routes (such as ensuring police listen to people’s lived experiences, and encouraging greater engagement between local officers/PCSOs and residents).

“At the moment, police treat the public as enemies and with suspicion, so better relationships need to be created. Developing trust in the police is essential for the solution of all other difficulties.”

The fourth most commonly mentioned theme was around a need for **greater focus on third sector or community services external to the police** (68 comments). Some respondents felt that better collaboration or co-operation between the MPS and other organisations was required; while others advocated ‘de-funding’ the MPS or reallocating its responsibilities to third-sector organisations. There was a strong focus on the *prevention* of crime here, with respondents believing that improvements to community support programmes would tackle underlying drivers including drug use, poverty, and youth unemployment. Several comments specifically mentioned a need for more mental health services – this covered dedicated support for both victims of crime and perpetrators, with several feeling police were not best placed or trained to deal with mental health related incidents.

“The focus on the police is part of the problem. We need to recognise and support areas like schools, social services, legal aid, mental health, local community centres, libraries - all areas which are being severely underfunded”

Many respondents felt the Police and Crime Plan should have a greater focus on **ensuring police tackle volume crimes or lower-level offences** (67 comments), including burglary and street theft. Many acknowledged it was right that the Plan prioritised more serious crimes, but felt that lower-level crimes affected their lives on a daily basis. Several felt that getting the police response to these issues right would help to build public confidence. Some respondents outlined personal experiences of reporting such issues to the police and feeling they were not taken seriously, or that officers failed to attend the incident. This theme was often associated with feeling there should be a greater focus on **general anti-social behaviour** (56 comments), including issues such as street drinking, people hanging around or noise complaints. Many felt that targeting low-level disorder in a range of forms would help to prevent more serious crimes and improve residents’ feelings of safety.

“I can see why you would want to focus on violence, abuse and exploitation but don't forget the so-called 'low level' stuff which affects people's lives and makes them feel that their community is not pleasant, safe or a good place to bring up children”

Closely related to the above, many respondents also felt the Police and Crime Plan should have a greater focus on **antisocial driving and road-related issues** (64 comments). This covered dangerous road use by car drivers, cyclists, mopeds and scooters. Those consulted felt that the police currently failed to enforce traffic offences, and that action should be taken against those who speed, drive without insurance, use mopeds/scooters on the pavement, or drive under the influence. Many noted such issues affected their lives on a day-to-day basis; but felt they had not been addressed adequately in the plan.

“It's also important the Mayor tackle dangerous driving & very serious motor offences in London which are often at the root of other criminal activities.”

Another commonly mentioned theme was around **women's safety in London and violence against women and girls** (59 comments). Some respondents mentioned a general feeling that the capital was unsafe for females, and believed that actions aimed at increasing feelings of safety would also help to build public confidence in the police. Others felt the Police and Crime Plan should have a greater focus on improving the handling of VAWG offences within the Criminal Justice System, citing low prosecution rates or believing police officers required better specialist training to deal with victims. Related to this, several comments felt police handling of VAWG was limited by misogyny *within* the Metropolitan Police Service, and this was once again often linked to high-profile cases such as the murder of Sarah Everard. A number also felt that more should be done to challenge wider misogynistic attitudes across society as a whole, and felt this was fundamental to improving women's safety.

"There needs to be a greater emphasis on reducing sexual violence not just violence in general. There needs to be increased long term secured funding for specialist services such as rape crisis. There needs to be joined up thinking to support survivors of sexual violence to mitigate the far-reaching impact it has."

Interlinked with this, many respondents felt there should be greater focus on **wider societal standards or building cohesive communities** (58 comments). This theme covered a range of aspects, but was united in the view that steps needed to be taken in society to help *prevent* crime from happening in the first place. At the simplest level, some suggested that environmental changes could help to build safer communities – such as increased street lighting, better town planning, or wider pavements. Others felt more work was required to tackle the structural conditions in society that underlie crime, including poverty, inequality, unemployment and austerity (this was often associated with the earlier theme of improving third sector or community services). Finally, some comments placed emphasis on how children were raised in society, and believed that steps to improve discipline, build stronger families, and foster greater respect for others amongst young people was key to preventing crime.

"I think the mayor needs to look into prevention. This plan puts a lot of responsibility on the police but children might not turn into criminals if they have food in the fridge, electricity on the meter and a safe place to be social."

Many of those consulted also felt the Police and Crime Plan should have a greater (or different) focus on **drugs** (54 comments). Importantly, comments were divided between two opposing positions: that the police should take *more* action against drugs, and that the police should take *less* action. Those advocating the former often cited drug issues in their local area, or felt police should target county-lines and organised drug-dealing as an underlying driver of serious violence and exploitation. However, in direct contrast, some of those consulted felt the police spent *too much* time tackling drugs, and that resources could be better allocated to 'more serious' offences. At the extreme end of this, several felt drugs should be legalised – ranging from small amounts of cannabis for personal use to *all* drugs. Those adopting this view felt legalisation and better regulation of the drugs market would help to remove criminality and support drug-users to seek help. Clear differences emerged across the two consultation routes: nearly all of those consulted through the Polls advocated stronger police enforcement of drugs, whereas the Talk London sample were far more divided (with around half supporting greater enforcement and half supporting legalisation).

"I also feel that drug use amongst youths is another aim to address - especially since in schools alcohol misuse, [v]aping, smoking both legal and illegal drugs underage etc. are very prominent amongst teens."

"ALL drugs should be legalised. ALL. Then we remove the vast range of criminal activity associated with drug use. We can offer all those depend[ent] on drug use care and treatment should they want it."

Finally, a number of comments mentioned **specific groups in society** that they felt had been omitted from the Police and Crime Plan (50 comments). This was most often in terms of protecting people from exploitation or harm, and included a range of potentially vulnerable groups including older people, those with a disability/mental health condition, specific groups of women, and homeless individuals. Some felt that the Police and Crime Plan had too strong a focus on young people and failed to acknowledge issues affecting the elderly, while others noted that men were also frequently affected by crime – including domestic abuse and sexual assault. Others felt the Plan had not acknowledged hate crime against specific groups, such as religious hate crime or that committed against LGBTQ+ or disabled Londoners. Several of felt that police training could help officers better engage with specific groups and communities.

"Disabled and older people. I find it quite terrifying that the survey seems to focus heavily mostly on young people. Older Londoners are also often vulnerable and victims of violence. There's less support for them and it's desperately needed."

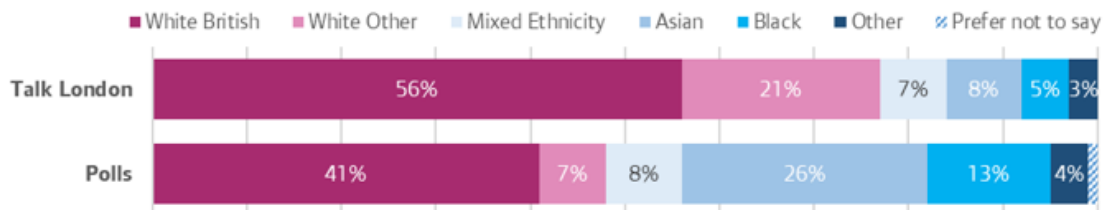
Appendix

Appendix 1. Sample characteristics

Findings represent the views of **2,726 people** responding to MOPAC’s consultation on the Draft Police and Crime Plan 21-25. 1033 gave their views as part of Talk London, while 1,693 took part in the online polls (1,161 as part of the Representative Poll and 532 as part of the BAME Boost Poll). The consultation specifically sought to gather the views of a wide range of Londoners, including those from minority ethnic backgrounds and under-represented groups. Final sample composition is outlined below.

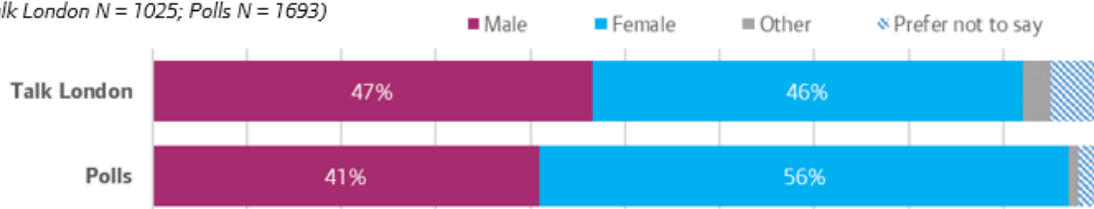
Ethnic Group

(Talk London N = 1033; Polls N = 1693)



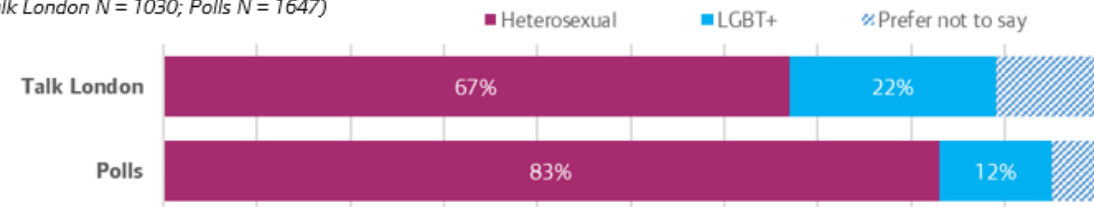
Gender

(Talk London N = 1025; Polls N = 1693)



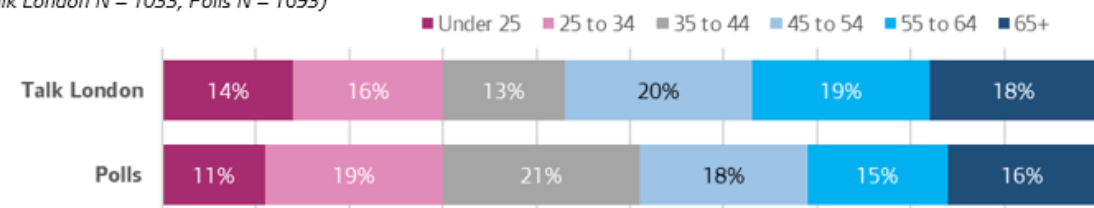
Sexual Orientation

(Talk London N = 1030; Polls N = 1647)



Age

(Talk London N = 1033; Polls N = 1693)



When looking the achieved sample by **Ethnicity**, 77% of Londoners consulted through Talk London said they were from a White Background – leaving 23% from Black or Minority Ethnic Backgrounds. Across the polls, just under half of those consulted identified themselves as White (49%); with around a quarter from Asian Backgrounds, 13% from Black Backgrounds, and 8% from Mixed Ethnic Backgrounds. Sample sizes for non-white groups were here ‘boosted’ by the dedicated BAME Boost Poll, which specifically sought to gather the views of Londoners from Black or Minority Ethnic Backgrounds.

The Talk London platform achieved a relatively even divide between **males and females**; although the Polling approaches showed a slightly increased tendency towards female respondents. Across both routes,

only a small minority identified themselves as being a non-binary gender (Talk London: 3%; Polls: 1%) or said that their gender was different to their sex registered at birth (Talk London: 2%; Polls: 1%). Those giving their views through Talk London were more likely to identify as **LGBT+** (22%) than those consulted through the polling approaches (12%).

Both consultation routes reached Londoners across a broad range of **ages**, while less than one in ten said their day-to-day activities were severely limited by a **disability** or long-standing health condition (Talk London: 7%; Polls: 9%).

When looking at **geographical distribution**, 34% of those taking part via the Polls lived in an inner London Borough, while 66% lived in an outer London Borough²⁴. This is broadly in line with 2020 GLA Population Projections, which show around 37% of London's population lives in inner London. However, the Talk London sample was more concentrated towards central London, with 51% here living in an inner London Borough and 47% living in an outer London Borough (a further 1% lived outside of London).

Full results and breakdowns are available in supplementary tables A1 to A6.

Appendix 2: Data, weighting, and analytical notes

Please note that, due to the distinct methodologies, data from Talk London and online polls are **considered separately** in this report. The Talk London consultation was open to all members of this online community and was accompanied by a social media advertising campaign. Data therefore represents an opportunistic sample and remains **unweighted**.

However, for the polling approaches, individuals were invited to take part in the consultation based on target demographics to help ensure a wider spread of responses. Despite this, certain groups remained slightly over or under-represented in the final sample. Furthermore, although the dedicated BAME Boost recruitment helped to ensure the polls gathered the views of minority ethnic groups, this also meant these groups were once again comparatively over-represented within the final poll sample when compared with London's population as a whole.

Importantly – to help balance these effects – data gathered as part of the polls were therefore **weighted back to their target populations**. Unless otherwise specified, findings for London presented in this report represent data across the two polls combined (the Representative Poll and the BAME Boost Poll), but with this data *weighted back to the population of London* to ensure it provides a representative picture of the capital overall.

This report provides an overview of findings from the online consultation, and highlights key demographic differences with a focus on age, gender and ethnicity. **However, please note that these demographic breakdowns are not exhaustive, and full supplementary data tables are available for further reference.** Although the BAME Boost Poll enabled full breakdowns by Ethnic Group for Polling data, low base numbers for non-white respondents in Talk London meant breakdowns for this data was limited to White and BAME group comparisons.

Please note that base numbers are *unweighted* across both consultation routes, and that throughout this report 'don't know' and 'prefer not to say' responses have been set as missing for all questions unless otherwise specified.

²⁴ Inner London Boroughs were classified as City of London, Camden, Greenwich, Hackney, Hammersmith & Fulham, Islington, Kensington & Chelsea, Lambeth, Lewisham, Southwark, Tower Hamlets, Wandsworth and Westminster.