



METROPOLITAN POLICE AUTHORITY

Safer London Panel

First Panel Survey

Report

December 2004

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Introduction

This report is based on the results of the first survey of the Safer London Panel, which was recruited in the summer of 2004. A total of 2921 questionnaires were posted on 24 November and a reminder posted on the 10 December, with a final return date of 17 December 2004.

This includes, 77 questionnaires which were sent out with a translation sheet to panel members who said at recruitment that they might need assistance in completing the questionnaires.

A total of 1378 completed questionnaires have been received which represents a 47% response rate.

Topline summary

Access to police services

29% of all respondents had visited their local police station in the last 12 months.

Of these:

- 92% found it easy to find (this includes 59% who found it very easy)
- 86% found the opening hours convenient (this includes 40% who found them very convenient)
- 92% found it easy to go into the building (this includes 53% who found it very easy)

22% of respondents who had visited their local police station in the last 12 months were seen immediately, whilst 25% were seen within 5 minutes. 16% said that it took up to 10 minutes for them to be seen and 17% said it took up to 15 minutes. 21% said that it took 20 minutes or more.

Satisfaction with aspects of the service

In terms of satisfaction / dissatisfaction with their visit overall, of the 29% of all respondents who had visited their local police station in the last 12 months:

- 84% expressed overall satisfaction (very/fairly) with the politeness of the staff who dealt with them (this includes 51% who were very satisfied). 5% said that they were dissatisfied overall (very/fairly) whilst 12% were neither satisfied nor dissatisfied.
- 68% were satisfied overall (very/fairly) with the speed with which they were dealt with (this includes 27% who were very satisfied). 18% said that they were dissatisfied overall (very/fairly) whilst 14% were neither satisfied nor dissatisfied.
- 77% were satisfied overall (very/fairly) with the friendliness of the staff (this includes 44% who were very satisfied) 6% said that they were dissatisfied overall (very/fairly) whilst 17% were neither satisfied nor dissatisfied.
- 72% were satisfied overall (very/fairly) with how understanding the staff were (this includes 38% who were very satisfied). 9% said that they were dissatisfied overall (very/fairly) whilst 19% were neither satisfied nor dissatisfied.

Reporting crime and anti-social behaviour

26% of all respondents had been the victim of a crime or anti-social behaviour in the last 12 months, 69% had not and 5% did not provide a response to this question.

30% of all respondents had witnessed a crime or an episode of anti-social behaviour in the last 12 months, 63% had not and 7% did not provide a response to this question.

Respondents who had either been a victim and / or a witness to crime or an episode of anti-social behaviour were asked what their most recent experience was. 47% of these respondents said that their most recent experience was as the victim, whilst 51% said it was as a witness. These respondents were then asked further questions based on this most recent experience. 3% did not provide a response to this question.

Respondents were asked to indicate what the best description of this most recent experience was: 10% of these respondents cited assault, whilst a further 9% cited burglary. (See table 1 in Appendix 2)

48% of respondents who had either been a victim and / or a witness to crime or an episode of anti-social behaviour in the last 12 months said that they did not report this incident to the police. The main reason given was that respondents felt that the incident was not important enough to bother the police with (37%), whilst 33% felt that the police would not do anything about it. (See table 1 in Appendix 2)

41% of all respondents who had either been a victim and / or a witness to crime or an episode of anti-social behaviour in the last 12 months said that they did report this incident to the police, with 63% of these respondents doing so via the telephone and a further 21% reporting the incident in person at the police station. 8% reported the incident face to face to a police officer / local community support office (PCSO) in their local area.

58% of respondents who did report the incident said that they were satisfied overall with the way that they were treated when reporting it. This includes 29% who said that they were very satisfied. 26% said that they were fairly or very dissatisfied. 15% were neither satisfied nor dissatisfied and 1% did not provide a response.

Other than being a witness or victim of a crime, only 11% of all respondents had been involved in helping with police enquiries on crime or anti-social behaviour in the last 12 months, and 73% of these respondents expressed overall satisfaction with the way that they were treated by the police (including 38% who were very satisfied).

86% of all respondents were not involved in helping the police and 3% did not provide response to this question.

Discrimination or abuse

10% of all respondents had suffered discrimination or abuse because of their race, gender, sexual orientation, faith or disability. 87% of all respondents said that they had not, whilst 4% did not give a response.

Of those respondents who had experienced this kind of discrimination or abuse, 7% reported it to the police whilst the majority (91%) did not; the main reason given was that the incident wasn't important enough to bother the police with (59%). (See table 3 in appendix 2)

Policing in your local area

47% of all respondents agreed (including 10% who strongly agreed) that the police in their area can be relied on to be there when you need them; 19% disagreed. 23% neither agreed nor disagreed. (A total of 11% don't know / not stated)

73% of all respondents agreed (including 20% who strongly agreed) that the police in their area will treat you with respect if you have contact with them for any reason, and 5% disagreed. 13% neither agreed nor disagreed. (A total of 10% don't know / not stated)

51% of all respondents agreed (including 14% who strongly agreed) that the police in their area treat everyone fairly regardless of who they are, while 14% disagreed. 22% neither agreed nor disagreed (A total of 13% don't know / not stated)

35% of all respondents agreed (including 9% who strongly agreed) that the police in their area can be relied on to deal with minor crimes as well as major crimes, and 31% disagreed. 22% neither agreed nor disagreed (A total of 12% don't know / not stated)

46% of all respondents agreed (including 9% who strongly agreed) that the police in their area understand the issues that affect the community, while 10% disagreed. 29% neither agreed nor disagreed (A total of 15% don't know / not stated)

36% of all respondents agreed (including 11% who strongly agreed) that the police in their area are dealing with the things that matter to people in this community, and 16% disagreed. 31% neither agreed nor disagreed (A total of 17% don't know / not stated)

Involvement with policing practice and issues

Overall, 51% of all respondents would like to be involved in influencing policing practice and issues for London as a whole, and 11% would not. 21% neither agreed nor disagreed (A total of 17% don't know / not stated)

64% of all respondents would like to be involved in influencing policing practice and issues for the borough in which they live, and 6% would not. 15% neither agreed nor disagreed (A total of 14% don't know / not stated)

68% of all respondents would like to be involved in influencing policing practice and issues in their local neighbourhood, and 5% would not. 14% neither agreed nor disagreed (A total of 13% don't know / not stated)

Preventing crime and reacting to and solving crime

Respondents were asked to indicate whether they thought that the police should spend more time preventing crime or reacting to and solving it. Overall, 42% of all respondents said that more police time should be spent preventing crime, whilst 26% said that more police time should be spent reacting to and solving crime. 23% chose the mid point, which indicates an equal division of energies, whilst 9% did not respond provide a response to this question.

Responsibility for preventing crime and making people feel safe in London

All respondents were asked to say how far they think each of the following groups should be taking an active part in preventing crime and making people feel safe in London.

Overall:

76% of respondents thought that national government had a part to play, whilst 9% felt that they had no part to play. (7% chose the mid point / equal part and 8% don't know / not stated)

92% of respondents thought that the local police had a part to play, whilst 3% felt that they had no part to play. (2% chose the mid point / equal part and 4% don't know / not stated)

82% of respondents thought that the local council had a part to play, whilst 7% felt that they had no part to play. (7% chose the mid point / equal part and 5% don't know / not stated)

50% of respondents thought that businesses had a part to play, whilst 23% felt that they had no part to play. (18% chose the mid point / equal part and 9% don't know / not stated)

76% of respondents thought that transport operators had a part to play, whilst 10% felt that they had no part to play. (9% chose the mid point / equal part and 5% don't know / not stated)

68% of respondents thought that community groups had a part to play, whilst 12% felt that they had no part to play. (13% chose the mid point / equal part and 7% don't know / not stated)

63% of respondents thought that individual residents had a part to play, whilst 17% felt that they had no part to play. (14% chose the mid point / equal part and 6% don't know / not stated)

76% of respondents thought that parents had a part to play, whilst 11% felt that they had no part to play. (7% chose the mid point / equal part and 5% don't know / not stated)

76% of respondents thought that schools had a part to play, whilst 10% felt that they had no part to play. (8% chose the mid point / equal part and 5% don't know / not stated)

The Safer London Panel

24% of all respondents agreed that they had learned more about policing in London since joining the Safer London Panel, and 31% disagreed. 31% neither agreed nor disagreed (A total of 13% don't know / not stated)

22% of all respondents agreed that they had learned more about the Metropolitan Police Authority, and 32% disagreed. 33% neither agreed nor disagreed (A total of 14% don't know / not stated)

31% of all respondents said they felt that they had made a contribution to policing in London, and 20% said they did not feel this. 32% neither agreed nor disagreed (A total of 17% don't know / not stated)

NB: It would be interesting to benchmark these results as the time spent as panel members increases.

Appendix 1 - Profile of respondents

| GENDER | Postal Survey Profile | Panel Profile |
|---------------|------------------------------|----------------------|
| Total | 1,379 | |
| Male | 613 44.5% | 46% |
| Female | 765 55.5% | 54% |
| Not stated | 1 0.1% | |

| AGE | Postal Survey Profile | Panel Profile |
|--------------|------------------------------|----------------------|
| Total | 1,379 | |
| 16 - 34 | 424 30.7% | 37% |
| 35 - 54 | 536 38.9% | 36% |
| 55+ | 418 30.3% | 26% |
| Not stated | 1 0.1% | |

| WORKING STATUS | Postal Survey Profile | Panel Profile |
|-----------------------|------------------------------|----------------------|
| Total | 1,379 | |
| Working | 860 62.4% | 60% |
| Not working at all | 504 36.5% | 40% |
| Not stated | 15 1.1% | |

| ETHNICITY | Postal Survey Profile | Panel Profile |
|-----------------|-----------------------|---------------|
| Total | 1,379 | |
| White British | 846 61.3% | 52% |
| Irish | 39 2.8% | 3% |
| White (Other) | 142 10.3% | 10% |
| Bangladeshi | 21 1.5% | 2% |
| Pakistani | 31 2.2% | 3% |
| Indian | 65 4.7% | 6% |
| Asian other | 36 2.6% | 4% |
| Black Caribbean | 43 3.1% | 5% |
| Black African | 75 5.4% | 7% |
| Black other | 6 0.4% | 1% |
| Chinese | 15 1.1% | 1% |
| Mixed + Other | 61 4.4% | 5% |
| Not stated | 1 0.1% | * |

| FAITH | Postal Survey Profile |
|--------------------|------------------------------|
| Total | 1,379 |
| Christian | 737 53.4% |
| Buddhist | 12 0.9% |
| Hindu | 54 3.9% |
| Jewish | 22 1.6% |
| Muslim | 90 6.5% |
| Sikh | 12 0.9% |
| Any other religion | 97 7.0% |
| No religion | 290 21.0% |
| Prefer not to say | 38 2.8% |
| Not stated | 27 2.0% |

| DISABILITY | Postal Survey Profile |
|-------------------|------------------------------|
| Total | 1,379 |
| Self | 124 9.0% |
| Another HH member | 88 6.4% |
| No-one | 1,147 83.2% |
| Not stated | 20 1.5% |

| SEXUAL ORIENTATION | Postal Survey Profile |
|---------------------------|------------------------------|
| Total | 1,379 |
| Heterosexual | 1,162 84.3% |
| Gay | 33 2.4% |
| Lesbian | 5 0.4% |
| Bi-sexual | 20 1.5% |
| Prefer not to say | 89 6.5% |
| Not stated | 70 5.1% |

| TRANSGENDER | Postal Survey Profile |
|--------------------|------------------------------|
| Total | 1,379 |
| Yes | 37 2.7% |
| No | 1,125 82.1% |
| Prefer not to say | 93 6.7% |
| Not stated | 124 9.0% |

| BOROUGH | Postal Survey Profile | Panel Profile |
|---------------------|------------------------------|----------------------|
| Total | 1,379 | |
| NORTH LONDON | 205 14.9% | |
| Barnet | 42 3.0% | 4% |
| Camden | 50 3.6% | 3% |
| Enfield | 38 2.8% | 3% |
| Haringey | 39 2.8% | 3% |
| Islington | 36 2.6% | 2% |
| SOUTH LONDON | 559 40.5% | |
| Bexley | 47 3.4% | 3% |
| Bromley | 49 3.6% | 4% |
| Croydon | 41 3% | 4% |
| Greenwich | 43 3.1% | 3% |
| Kingston | 56 4.1% | 2% |
| Lambeth | 44 3.2% | 4% |
| Lewisham | 51 3.7% | 4% |
| Merton | 49 3.6% | 2% |
| Richmond | 44 3.2% | 2% |
| Southwark | 52 3.8% | 4% |
| Sutton | 41 3.0% | 2% |
| Wandsworth | 42 3.0% | 3% |

| | | |
|------------------------|-------|----|
| EAST LONDON | 273 | |
| | 19.8% | |
| Barking & Dagenham | 30 | 2% |
| | 2.2% | |
| City | 3 | * |
| | 0.2% | |
| Hackney | 40 | 3% |
| | 2.9% | |
| Havering | 48 | 3% |
| | 3.5% | |
| Newham | 45 | 4% |
| | 3.3% | |
| Redbridge | 32 | 3% |
| | 2.3% | |
| Tower Hamlets | 29 | 4% |
| | 2.1% | |
| Waltham Forest | 46 | 3% |
| | 3.3% | |
| WEST LONDON | 339 | |
| | 24.6% | |
| Brent | 51 | 4% |
| | 3.7% | |
| Westminster | 48 | 3% |
| | 3.5% | |
| Ealing | 36 | 4% |
| | 3.0% | |
| Hammersmith | 35 | 2% |
| | 2.6% | |
| Harrow | 41 | 3% |
| | 3.0% | |
| Hillingdon | 44 | 3% |
| | 3.2% | |
| Hounslow | 42 | 3% |
| | 3.0% | |
| Kensington and Chelsea | 38 | 2% |
| | 2.8% | |
| Not stated | 3 | |
| | 0.2% | |

Appendix 2

Table 1

Question B4: Most recent episode of crime or anti-social behaviour experienced in the last 12 months.

| | Total |
|---|--------------|
| Total | 587 |
| Assault | 61 10.4% |
| Burglary | 53 9.0% |
| Mugging/street robbery | 45 7.7% |
| Attack or abuse based on ethnic origin, faith or sexual orientation | 42 7.2% |
| Vehicles being stolen/ joyriding | 41 7.0% |
| Domestic violence | 17 2.9% |
| Drug dealing | 17 2.9% |
| Sex crime/sexual assault | 2 0.3% |
| Car vandalised / broken into | 0 0.0% |
| Fraud / Credit Card fraud | 0 0.0% |
| Children / kids vandalising property | 0 0.0% |
| Vandalism to public property | 0 0.0% |
| Verbal abuse | 0 0.0% |
| Kids/youth loitering | 0 0.0% |
| Theft/shoplifting | 0 0.0% |
| Drunks/drunken behaviour | 0 |

| | |
|---|--------------|
| | 0.0% |
| Noise/noise pollution/disturbing the peace | 0 0.0% |
| Car incidents / reckless driving / dangerous driving / road rage | 0 0.0% |
| Graffiti | 0 0.0% |
| Bicycle theft | 0 0.0% |
| Anti Social behaviour (all mentions) | 0 0.0% |
| Fighting / violence in the streets | 0 0.0% |
| Drugs use / drugs in the streets | 0 0.0% |
| Not Stated | 309 52.6% |

Table 2

Question B6: Reason for not reporting incident to the police

| | Total |
|---|--------------|
| Total | 281 |
| The incident wasn't important enough to bother the police with | 104 37.0% |
| The police wouldn't do anything about it | 92 32.7% |
| I didn't think the police would take my complaint seriously | 62 22.1% |
| Someone else reported it | 61 21.7% |
| Reporting something to the police takes too long | 39 13.9% |
| I told someone else instead | 36 12.8% |
| I was worried about retaliation | 33 11.7% |
| I didn't want to get involved | 33 11.7% |
| I didn't want to have to give my name and address | 18 6.4% |
| The police station was too far away | 17 6.0% |
| I couldn't find an open police station | 6 2.1% |
| I don't trust the police | 5 1.8% |
| Police/security were on the scene promptly/already on their way. | 0 0.0% |
| I confronted them / intervened and made them stop. | 0 0.0% |
| Incident relatively minor / Police not interested in small crime. | 0 0.0% |
| Not stated | 30 10.7% |

Table 3

C3: why respondent did not report their experience of discrimination and abuse because of race, gender, sexual orientation, faith or disability

| | Total |
|--|--------------|
| Total | 124 |
| It wasn't important enough to bother the police with | 73 58.9% |
| I didn't think the police would take me seriously | 50 40.3% |
| The police wouldn't do anything about it | 45 36.3% |
| Did not think that the police would understand | 32 25.8% |
| I told someone else instead | 24 19.4% |
| Reporting something to the police takes too long | 17 13.7% |
| I was worried about retaliation | 16 12.9% |
| I didn't want to have to give my name and address | 10 8.1% |
| I didn't want to get involved | 6 4.8% |
| I don't trust the police | 6 4.8% |
| The police station was too far away | 4 3.2% |
| I couldn't find an open police station | 2 1.6% |
| Someone else reported it | 1 0.8% |
| Racial abuse / discrimination hard to prove / not taken seriously. | 0 0.0% |
| Insufficient evidence / not easy to prove | 0 0.0% |
| Not stated | 9 7.3% |

