Metropolitan Police Authority

Policing Planning and Performance Improvement Unit

"Because I'm a Londoner": Results from the public consultation to inform the Policing London Business Plan 2011/12

Public consultation is central to informing the Metropolitan Police Authority (MPA) and Metropolitan Police Service (MPS) of what London wants from its police service. Public consultation around policing priorities is a critical part of the MPA/MPS planning cycle. It allows the organisations to address any differences between public concerns and the MPS strategic objectives and ensure that Londoners views are reflected when deciding where to direct resources. Communicating with and listening to the concerns of Londoners is a key strand of Met Forward, the MPA's mission statement for London's police outlining how we want the MPS to develop and perform to improve services, provide better value for money and fight crime[1].

The Metropolitan Police Authority (MPA) 'Have Your Say on Policing in London' consultation to inform the 2011/12 Policing London Business Plan ran between July and November 2009[2]. The consultation used four different sources to obtain information about Londoners' priorities for policing in London:

- A full qualitative questionnaire asking respondents to state their top three priorities for policing in London together with details of why they thought

1 Further details of Met Forward are available at www.mpa.gov.uk/publications/metforward

[2] Advertisements promoting the consultation were placed in every Local Policing Summary which appeared in free Local Authority publications distributed to households between July and October 2009, on the MPA and MPS websites and in the Metro newspaper (06/10/09). A link to the consultation was also sent to all Safer Neighbourhoods (SN) sergeants via the MPS central SN Unit to distribute to their ward panels, Key Individual Networks (KINs) and through other communication channels. In addition, an email inviting people to take part in the consultation was sent to all respondents who took part in last year's consultation, a variety of contacts from databases held by colleagues within the MPA and groups representing different people in London (e.g. blind and visually impaired people, businesses). The consultation was also promoted at various community meetings attended by MPA colleagues. Although widely promoted, respondents to some parts of the consultation were self selecting and therefore do not provide a statistically representative view of the population. The consultation is intended to give a flavour of what is of concern to Londoners and to do so in a way that allows us to establish why Londoners are concerned about these issues and what they would like the police to do about it. A breakdown of the demographics of respondents is included in appendix three.

they should be priorities and what the police should be doing to tackle them[3].

- A shorter postcard style questionnaire asking people to select their top three priorities from a set list. The shorter questionnaires were used at various community events across London including the Biggin Hill Air Show youth day and Time of Your Life older people event in Hammersmith and Fulham[4].

- Two questions around priorities included in the MPS Public Attitudes Survey (PAS) **[5]**.

- A question around priorities included in the MPS online youth survey**[6]**.

Policing Planning and Performance Improvement Unit staff also considered the findings of other related surveys across London (e.g. GLA Young Londoners Survey, GLA Annual London Survey, Place Survey and British Crime Survey (BCS)) and policing priorities of bordering police force areas. Further details of this analysis are included in appendix four.

In total, 762 full qualitative questionnaires were completed either online, hard copy or via telephone, 713 shorter postcard style questionnaires were completed at various community events across London, 6,261 people were interviewed for the PAS (quarter 2 2009/10) and over 31,000 young people took part in the MPS online youth survey.

Table one below presents the top five priorities raised by respondents to the various parts of the consultation.

[3] All responses were inputted into an Excel spreadsheet and coded for ease of analysis. Codes from last year's analysis were used to allow for comparison; however there were some additional codes to reflect the even broader range of issues raised by respondents in this year's consultation. A copy of the full qualitative questionnaire is included in appendix six.

4 A copy of the shorter postcard style questionnaire is included in appendix six.

[5] The MPS PAS measure Londoners' perceptions of policing and experiences of crime and has taken place since 1983. The PAS surveys 20,480 people annually, equating to 640 interviews per borough, with interviewing taking place continually throughout the year. The PAS adopts a probability sampling method to ensure the sample of respondents is representative of the population of London and at borough level.

[6] The 2009 annual online MPS Youth Survey attracted over 31,000 respondents aged 11 to 18 years from secondary schools across London. The survey asked respondents to select their top three priorities from a set list that they felt should be the most important issues for the MPS to focus on over the following year.

Table one: Top five priorities raised by respondents to the various parts of the consultation

	Consultation type[7]			
Top five priorities raised	**Full qualitative questionnaire**[8]	**Shorter postcard style questionnaire**	**Public Attitudes Survey (PAS)**	**MPS online youth survey**
	Anti social behaviour (ASB)	Gun and knife crime	Gun and knife crime	Knife crime[9]
	Accessibility and visibility of the police	Anti social behaviour (ASB)	Drugs and drug related crime	Gangs or groups of young people committing crime
	Traffic and road related issues	Accessibility and visibility of the police	Accessibility and visibility of the police	Gun crime
	Drugs and drug related crime	Street crime and robbery	Anti social behaviour (ASB)	Anti social behaviour (ASB)
	Gun and knife crime	Burglary	Terrorism	Drugs and drug related crime

[7] A list of all priorities raised in each consultation type is included in appendix five.

8 Similar priorities emerged in last year's consultation with the exception of drugs and drug related crime. This replaced youth and youth related issues which appeared considerably lower in this year's list of priority areas highlighted by respondents compared to last year. This year's analysis separated youth and youth related issues into three categories ('youth issues – young people as offenders', 'youth issues – young people as victims' and 'youth issues – other') however, even when combined, they did not feature in the top five priorities. The top five combined priorities raised in the consultation conducted in 2008 to inform the 2010/11 Policing London Business Plan were ASB, accessibility and visibility of the police, youth and other youth related issues, traffic and road related issues and gun and knife crime.

[9] Gun and knife crime were included as separate categories in the MPS online youth survey to allow the MPA to explore whether young people prioritised one weapon type higher than the other.

It is important to note that methods varied between different parts of the consultation. The full consultation questionnaire asked people to simply state their top three priorities, the shorter postcard style questionnaire and MPS online youth survey asked respondents to tick their top three priorities from a set list and respondents to the PAS were asked for details of their priorities towards the end of a face to face interview about their perceptions and experiences of crime and policing. Each of these methods could elicit different types of priorities from respondents. However, there were some clear similarities in priorities highlighted in each method:

- **ASB and gun and knife crime** were prioritised by respondents to all consultations
- **Accessibility and visibility of the police and drugs and drug related crime** were prioritised by respondents to three of the four methods.

In the full qualitative questionnaire, respondents were asked why they prioritised issues and what they wanted the MPS to do to address their priority areas[10]. Respondents to the PAS were also asked how they would like the MPS to tackle their priority areas. Responses varied by the type of issue prioritised however there were some similarities across all priorities.

When asked why they prioritised an issue in the full qualitative questionnaire, many respondents referred to:

- Impact on fear of crime or quality of life
- Public safety and the 'right' to feel and be safe in London
- Certain crime types being linked to or escalating to more serious offending

When asked what they wanted the MPS to do to address their priority area in both the full qualitative questionnaire and PAS[11], many respondents stated:

- Increased police presence, visibility and accessibility of the police
- Harsher penalties or sentences

[10] An analysis of why people prioritised issues and what they want the police to do to tackle them, raised in the full qualitative questionnaires, is included in appendix one.

[11] The MPA provided MRUK with a coding framework after receiving the first tranche of data which was reported in previous consultation analysis. This may make comparisons between the tactics reported in this and the previous year's consultation analysis report unreliable. The tactics raised in the PAS reported in the previous consultation analysis (for quarter 3 2008/09 – September to December 2008) were more police patrols and visible policing, find a way of stopping or dealing with it, be stricter in dealing with and give harsher sentences to offenders, more for young people/youths to do and be given more power/resources to deal with it.

- Stricter enforcement of laws or zero tolerance
- Increase in policing methods or activities
- Community engagement or work with the community

Concluding remarks and next steps

It is vital that both the MPA and MPS consider the results of this consultation when developing future service provision and reviewing policing priorities for London for 2011/12 and future years.

This work is part of an integrated consultation process being overseen by the MPA that includes questions in the PAS, MPS Youth Survey and consideration of other consultations within the capital and priorities of bordering police force areas. The Policing Planning and Performance Improvement Unit will be reviewing current methods prior to the next consultation in order to enhance the process and improve the diversity of those people taking part in the more in-depth aspects of the consultation. Options being considered include discussion groups at borough based community events, use of the internet (particularly social networking sites) and utilising community contacts of Safer Neighbourhoods' colleagues.

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[12] The authors would like to thank Jane Owen, Laura Duckworth, Helena McKinnon and James Bennett for their assistance with the consultation.

Appendix one: Analysis of priority areas raised in full qualitative questionnaires[13]

Anti social behaviour (ASB)

Why do you think this should be a priority?

Respondent's most commonly cited the impact on fear of crime and personal safety and effect on Londoner's quality of life as reasons for prioritising ASB. Many respondents felt that 'law abiding' people had the right to go about their daily lives without being scared of ASB or intimidated by perpetrators. There was concern that some parts of neighbourhoods were 'no go areas' due to high levels of ASB. Respondents spoke of residents' lives (often older people) being made a misery by ASB and restricting their movements.

A number of respondents felt that young people were the main perpetrators of ASB. Some felt that young people lacked respect for others and that issues should be dealt with early before they progress to more serious offending. The link between ASB and more serious offending was mentioned frequently, not just in relation to young people. As one respondent stated, ASB was often seen as *"the gateway to more serious offending"* and that failing to tackle lower level ASB gave out a message of *"anything goes".* It was felt that addressing ASB would go some way to tackling more serious offending. One respondent referred to 'Broken Windows' theory stating "…*fix the minor crime and you go a long way to tackling the bigger stuff"*[14]*.*

Feeling that ASB is currently not being tackled and that the problem needs more attention or tougher penalties for offenders was another key reason why respondent's prioritised ASB. There was concern that current penalties had limited deterrent effect and ASB offenders were often allowed to 'get away with' anti social acts. It was felt that this sent out a message that the behaviour was acceptable or tolerated. This issue was not just related to lack of police or local authority action. Some respondents highlighted how they and other members of the community were also reluctant to challenge ASB due to fear of reprisal.

[13] Further analysis was conducted on all combined priority areas raised by more than fifteen respondents.

[14] The notion that low-level crime and decay in an area can accelerate the development of other more serious crimes is a central proposition of Wilson and Kelling's (1982) 'Broken Windows Theory' (Moss, K. (2006) *The future of crime reduction* in Moss, K. & Stephens, M. (Ed.) (2006) *Crime reduction and the law* London: Routledge.

A number of respondents highlighted the link between ASB and consumption of drugs and alcohol as a reason for prioritising the issue. Some respondents specifically raised the problem of young people consuming alcohol and becoming involved in ASB.

The widespread nature of ASB and the amount of people it affects was highlighted by a number of respondents who prioritised the issue. ASB was seen as the "*biggest blight on day-to-day lives of Londoners"* and many respondents referred to the large numbers of people in the capital regularly affected by ASB. Some respondents highlighted how Londoners are considerably more likely to be affected by ASB than other more serious crimes. One respondent stated *"…this* [ASB] *affects the vast majority of the population in London…rather than terrorism".*

Table 1.1: Reasons for choosing ASB as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Impact on fear of crime/intimidation/personal safety	85
Impact on quality of life	76
Youth (as perpetrators) problem	65
ASB is not being tackled/need tougher measures/more attention	50
Leads to/involvement in more serious crimes	45
ASB is not being tackled/need tougher measures/more attention	29
Widespread – people (as victims)	28
Impact on communities/social cohesion	24
Impact on elderly/vulnerable	19
Widespread - frequency/increase	16
Loss/lack of respect	13
Link to gangs	7
Damage to area	6
ASB is not being tackled/need tougher measures/more attention	5

Impact on public transport	4
Widespread – area	1

What should the MPS be doing to tackle this issue?

The majority of respondents cited increased police presence and visibility when asked how the police should tackle ASB. Respondents were particularly keen to see more police officers on foot (rather than in cars) and visible at all times, not just 'walking the beat' during the day. As one respondent stated, "*Adjust duty time to antisocial behaviour time".* It was felt that increasing police presence would both deter offenders and make people feel safer. One respondent said "[there] s*hould be a larger police presence - so that residents can see them and feel more confident".*

Enforcing current laws or adopting a zero tolerance approach was mentioned by a large number of respondents. Cracking down on low level ASB (before it escalates into more serious offending), alcohol related ASB and offences committed by young people was often raised. Some respondents also felt there should be harsher penalties for people who commit ASB, particularly young people. These included more 'community pay back' type sentences (e.g. cleaning up graffiti or litter), tougher Anti Social Behaviour Order (ASBO) conditions and heavier on the spot fines.

A number of respondents felt that increasing community engagement and work with the community would assist in tackling ASB. As well as generally getting to know people in the area, being approachable and listening to their concerns, a considerable number of respondents felt that the police should be working closely with schools and colleges to discourage young people from committing ASB. One respondent felt that this would *"encourage the youth to be part of the community"* while another thought that it may "*help develop a sense of inclusion and community among younger people, who may then be less inclined to follow bad examples from older people at home".*

Respondents also mentioned working with other agencies, particularly local authorities, as a method of addressing ASB. Respondents felt the police and other agencies could work together to share intelligence, ensure that community based punishments or ASBO conditions are being adhered to and pool funding for diversionary projects with young people. Respondents felt that the police should be "*liaising* [with other agencies] *around things which impact on crime – albeit indirectly".* One respondent felt that the police should work with local authorities as "…*it's important that low level things like littering are taken seriously and addressed - these things make people feel negatively or positively about an area".*

Table 1.2: Respondents suggestions to tackle ASB (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility	109
Stricter enforcement of laws/zero tolerance	73
Increase community engagement/work with the community	31
Harsher penalties/sentences	27
Work with other agencies/organisations	20
Acknowledgement of existing police efforts	13
Increase in policing methods/activity	9
Tackle causes/drivers of crime	7
Target hotspot areas/known offenders	7
More education	7
Make issue a higher priority for the police/government	6
Reduce bureaucracy/paperwork	6
Increase the number of police officers	4
Increase Safer Neighbourhoods Teams (SNT) hours/areas patrolled	5
Increase police resources/funding	3
Increase other (non-police) resources/funding	2
Faster police response times	2
Increase PCSO powers	1

Accessibility and visibility of the police

Why do you think this should be a priority?

The majority of respondents who prioritised accessibility and visibility of the police did so because they felt it would assist in deterring, preventing or reducing crime, whilst also making people in London feel safer and decrease their fear of crime. As one respondent stated *"…the majority of people would feel safer and more confident*

about going about their innocent business and hopefully criminals, anti-social types would feel less confident and more at risk about going about theirs".

A number of respondents specifically stated that they wanted to see more officers on foot rather than in cars as this made them more approachable and likely to deter potential offenders. They felt that being in a vehicle limited an officers' opportunity for engagement and intelligence gathering. It was felt this may also impact on the ability of the police to address fear of crime. As one respondent stated *"To many people the sight of an officer patrolling on foot is reassuring, a car whizzing past is not"* while another felt that *"Police on the streets can hear things and reassure the public in the way that a police car cannot"*. A small number of respondents mentioned single patrols and felt that officers could be visible in more areas and offer more reassurance to the public if not patrolling in pairs.

As indicated above, improving community engagement between the public and police was a key reason for prioritising accessibility and visibility issues. Respondents felt that establishing good relationships with the public was vital for reassurance, improving confidence and deterring offenders. One respondent felt that *"The police are more than just law enforcers. They are part of the community and I feel a greater presence makes them more approachable"*. A comment from another respondent illustrated how increased engagement can improve perceptions of policing services, stating that they liked *"…the way I can meet the police at the end of my road once a month, should I wish, to find out what they are doing about crime".*

A number of respondents prioritised accessibility and visibility issues specifically in relation to response times and action taken by the police. It was felt that an inadequate response would discourage people from reporting in the future and send a message to offenders that their behaviour will not be tackled. As one respondent stated *"Members of the public lose confidence when crime is reported and half an hour later the crime is still happening and the police don't come until the next time. Criminals gain in confidence and repeat their crimes when confident that no police will attend".*

Some respondents referred to Police Community Support Officers (PCSOs) stating that they would prefer resources to be used to fund fewer warranted police officers, rather than a larger number of PCSOs with limited powers.

Table 2.1: Reasons for choosing accessibility and visibility of the police as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Deter/reduce/prevent crime/ASB	95
Reduce fear of crime/improve reassurance/confidence/feelings of safety	69
Increase in number of visible police officers/need to see more officers on streets (not in vehicles)	33
Accessibility of and service at police stations/front counters	33
Improve response times/action taken	27
Availability of police/SNT to public (particularly 'out of hours')	20
PCSOs - ineffective	19
Increase confidence in police	18
Accessibility of and service at police stations/front counters	9
Less bureaucracy/office work for police officers	8
Issues with reporting/deters people reporting	8

What should the MPS be doing to tackle this issue?

Increasing accessibility and visibility of officers was the main tactic suggested to address this area. This covered a variety of issues including:

- Increased accessibility and visibility at night, in town centres and general 'trouble spots' where crimes often take place. One respondent called for *"Less 9 to 5 policing, Police on duty to match times when crimes are highest".*
- More police officers on foot, rather than in cars. One respondent stated *"I for one see plenty of police dashing around in cars with sirens blaring, but I would like to see more face to face communication with local communities".*

- Similar to the comment above, respondents often mentioned the need for police to generally engage with people on a day-to-day basis. One respondent stated *"get out of the office, get out of the cars and ENGAGE with people"*. One respondent gave an example of how engagement with and getting to know their local police had a positive impact: *"our local safer neighbourhood team…send out regular emails and are very approachable. It certainly helps me feel safer, and happy that should I need help there is a familiar name to contact".*

- Ensuring that police stations are open, easy to access and offer good quality of service. One respondent felt *"the public areas of police stations could also be made more 'user friendly' so that members of the public are encouraged rather than discouraged to approach the police".*

- High quality police response when the public call for assistance. Respondents indicated that a poor police response (either in terms of time to arrive, keeping people informed or general quality of service) damaged confidence and willingness of the public to engage with the police. One respondent stated *"Only by letting the public see that police actually care about all calls will co-operation be obtained"* while another said "s*ort out the systems so that the manpower is available to contact victims so that they can begin to feel that what happens to them matters".*

A number of respondents felt that paperwork and other tasks that kept officers in the police station rather than out in the community, should be reduced. This was often linked to government interference and 'target culture'. It was felt that administrative and paper based tasks should be the responsibility of civilian support staff rather than warranted officers.

Some respondents felt that more police officers should be recruited to maximise visibility and accessibility within London. A number of respondents felt that resources should be used to fund more police officers, rather than PCSOs, even if this meant fewer officers in total. Despite this, some respondents made comments about the positive impact of PCSOs in London.

Increasing government and local authority funding for police was mentioned by some respondents as a tactic to address visibility and accessibility issues. This was largely in relation to funding more police officers, however some respondents also mentioned increased funding to improve call handling and prevent police stations from closing.

Table 2.1: Respondents suggestions to address issues around accessibility and visibility of the police (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility	113
Reduce bureaucracy/paperwork	38
Increase the number of police officers	34
Increase police resources/funding	19
Increase community engagement/work with the community	13
Stricter enforcement of laws/zero tolerance	12
Faster police response times	7
Make issue a higher priority for the police/government	7
Acknowledgement of existing police efforts	7
Increase in policing methods/activity	6
More education	5
Increase Safer Neighbourhoods Teams (SNT) hours/areas patrolled	4
Increase other (non-police) resources/funding	4
Harsher penalties/sentences	2
Work with other agencies/organisations	2
Target hotspot areas/known offenders	2
Tackle drivers/causes of crime	1

Traffic and road related issues

Why do you think this should be a priority?

Traffic and road related issues were largely prioritised due to concerns about public safety, particularly the number of people killed or seriously injured on the road. Respondents were often particularly concerned about vulnerable road users including pedestrians (most notably the elderly) and cyclists.

Respondents often cited insufficient police presence or penalties to deter road users from committing traffic related offences or insufficient enforcement of current laws. One respondent stated *"It is so demoralising to know that with very rare exceptions nothing is being done by the police to prevent these offences happening"*. Other respondents were concerned that knowledge that they will not be prosecuted encouraged drivers to continue their behaviour, while another felt that not being held to account for breaking motoring laws may make offenders feel they can get away with breaking other laws.

Drivers and cyclists ignoring traffic markings or rules of the road (e.g. traffic lights, cycling on pavements, Advance Stop Lines) was mentioned by a number of respondents prioritising traffic and road related issues. Respondents also cited speeding and drivers continuing to use mobile phones (despite publicity that it is illegal) as reasons for prioritising this area. As one respondent stated *"drivers are STILL using mobile phones whilst driving, and despite the threat of a fine or points on their licence the message still isn't getting through".*

Uninsured, untaxed or unlicensed vehicles and drivers was a cause of concern for a number of respondents. Some felt that these drivers may also commit other offences which could be detected if the driver was stopped for a traffic issue, while others were unhappy about the impact on their own insurance costs. Issues around the safety of cars being on the road without an MOT or other adequate safety checks were also highlighted.

Dangerous and careless driving was a key reason for prioritising traffic and road related issues. Dangerous and careless cycling was also raised, particularly cyclists ignoring road markings and cycling on the pavement. Some respondents expressed concern that cyclists were rarely penalised. This issue was also raised verbally at a small number of consultation events that Policing, Planning and Performance Improvement Unit staff attended, particularly by older people. Some respondents also raised concerns about the safety of cyclists as their reason for prioritising traffic and road related issues.

A number of respondents raised concerns about the effect of heavy traffic and dangerous or careless driving on health, the environment and quality of life particularly for elderly people and children. It was felt that people may be deterred from healthier modes of transport such as walking and cycling. Respondents also mentioned nuisance caused by drivers who play loud music in their cars.

Table 3.1: Reasons for choosing traffic and road related issues as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Public safety	101
Insufficient police presence/penalties	48
Dangerous/careless driving	45
Ignoring law/road markings	41
Speeding	38
Mobile phone use	36
Vehicles uninsured/untaxed/unlicensed	32
Dangerous/careless cycling	31
Affect on health/quality of life/environment	25
Safety of cyclists	23
Serious offence/not prioritised	13
Dangerous lorries/large vehicles	9
Illegal motor bike riding e.g. 'mini motos'	6

What should the MPS be doing to tackle this issue?

Stricter enforcement of existing laws and adopting a zero tolerance approach to traffic and road related offenders was the most common tactic suggested by respondents when asked how the police should address traffic and road related issues. This was raised by the vast majority of respondents, particularly in relation to speeding, ignoring road markings (both drivers and cyclists) and dangerous practices such as talking on mobile phones whilst driving.

Increased police presence and accessibility, both specific traffic officers and officers generally patrolling the roads, to monitor drivers and cyclists and enforce the law when necessary was raised by a number of respondents as was increased policing activity or methods. These included more Automatic Number Plate Recognition (ANPR) operations and stops and checks of drivers to ensure they have the correct documentation and that their vehicles are safe. Some respondents mentioned this particularly in relation to large vehicles or lorries.

Respondents often cited harsher penalties or sentences as a way of dealing with traffic and road related offenders. This included more on-the-spot fines, 'crushing' of road and traffic offenders' cars and more educational or remedial punishments (e.g. intensive safer driver courses). Some respondents felt that punishments issued to offenders should be advertised to make an example and deter others.

More education or publicity to drivers and cyclists to remind them of the law and inform them of the risks/consequences of disobeying it was also highlighted. Some respondents felt this should be delivered in conjunction with other agencies e.g. the DVLA or Highways Agency.

In addition to those mentioned above, some respondents felt that the police should work with other agencies or organisations such as local authorities to tackle road and traffic issues and conduct research into the effects of reducing the speed limit and other traffic calming measures. One respondent felt the police should be working with schools to educate young people about the importance of safe and responsible driving and cycling, while another felt that the police should work with mobile phone manufacturers to devise methods to reduce the number of drivers using hand held phones.

Table 3.2: Respondents suggestions to tackle traffic and road related issues (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	123
Increased police presence/visibility/accessibility	30
Increase in policing activity/methods	21
Harsher penalties/sentences	17
More education	11
Work with other agencies/organisations	8
Make issue higher priority for the police/government	8
Community engagement/work with the community	3
Increase number of police officers	4
Increase resources/funding - police	2
Acknowledgement of existing police efforts	2
Faster police response times	1

Target hotspot areas/known offenders	1
Tackle causes/drivers of crime	1

Drugs and drug related crime

Why do you think this should be a priority?

The overwhelming majority of respondents prioritised this issue as they felt that drugs were the main driver of other crimes including acquisitive crime to fund drug purchases and other serious offences (e.g. violence and trafficking, purchase and use of weapons) linked to import and supply of drugs. As one respondent stated *"The illegal drug trade is the root cause of many other crimes. Drug dealers often resort to violent tactics to protect their 'turf' and drug addicts commit numerous crimes to get the money to feed their habit"*. Another felt *"…if you remove the drug dealers from the community then other crimes that are related to the need to fund the buying of drugs is removed".*

Respondents also highlighted the impact of drugs and drug related crime on an area and the community. Some referred to areas being turned into 'no-go zones' after dark due to drug related activity while others spoke of the effect of drugs on housing estates on residents' feelings of safety.

The damaging effect on the lives of drugs users and their families was raised by some respondents who prioritised this issue. Some respondents specifically highlighted the impact on young people who are often drawn into taking and selling drugs at a young age.

Table 4.1: Reasons for choosing drugs and drug related crime as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Causes/link to other crimes/ASB	110
Impact on area/community/society	32
Destroy/damage lives	22
Impact on young people	14
Cracking down on drug dealers/sellers	11
Impact on fear of crime	8
Impact on families of users	8

Prevalence/increase in drugs/drug related crime	7
Police/CJS/council not tackling the problem	6
Link to gangs	3

What should the MPS be doing to tackle this issue?

Most respondents felt that stricter enforcement of laws or a zero tolerance approach was the method that the police should adopt to tackle drug and drug related offending. This included arresting any person in possession of drugs (regardless of how small the amount), conducting more stops and searches, more covert operations and more raids on suspected drug premises. Some respondents felt that rehabilitation and support services should be enforced on drug offenders. A couple of respondents mentioned the need to make it easier to contact the police about suspected drug activity. One respondent suggested displaying stickers in pubs and bars with a number to text the police if drugs are being taken or sold on the premises.

Stricter enforcement of laws was often linked to harsher penalties, another tactic often suggested by respondents to tackle this crime type. Respondents mainly focused on longer custodial sentences and proposed that all offenders are arrested and charged, rather than issued with cautions or warnings. One respondent stated *"Unless sentences are more severe and prison becomes the deterrent that it should be, nothing will change"*. Some respondents felt that the police were currently limited in what they could do to ensure that drug offenders received harsher penalties and called for the government and Crown Prosecution Service (CPS) to support the police in this. Some respondents felt that police efforts should be aimed at those supplying and dealing drugs. As one stated *"Put the main weight of time, money, intelligence gathering, technology and people into stopping drugs from coming into the country in the first place. Do this and we'll have less need to deal with the dealing, crime, imprisonment and treatment".*

Respondents often mentioned increasing current policing methods such as confiscations of offenders' assets, high profile drug sweeps in public places (e.g. tube stations), tackling supply routes and making more use of CCTV. One respondent felt that the police should work together more, particularly Safer Neighbourhoods policing teams sharing intelligence and working alongside specialist drug officers. Increasing accessibility and visibility of officers was also suggested by respondents, particularly in known drug 'hotspot' areas.

Multi-agency work was acknowledged as important in tackling drugs and drug related crime. Respondents mentioned a number of agencies including local authorities, government departments, the NHS, voluntary sector, social services,

landlords and social housing providers and joint work with schools and colleges to educate young people about the dangers of drugs.

Table 4.2: Respondents suggestions to tackle drugs and drug related crime (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	43
Increase in policing methods/activity	24
Increased police presence/visibility	20
Harsher penalties/sentences	19
Target hotspot areas/known offenders	20
Tackle drivers/causes of crime	16
Work with other agencies/organisations	16
Increase community engagement/work with the community	10
More education	9
Acknowledgement of existing police efforts	8
Make issue a higher priority for the police/government	8
Increase the number of police officers	3
Reduce bureaucracy/paperwork	1
Increase other (non-police) resources/funding	1

Gun and knife crime

Why do you think this should be a priority?

Loss of life and the perceived prevalence or increase of offending were the most common reasons given by respondents prioritising gun and knife crime. A number of respondents particularly highlighted the prevalence or increase in young people as victims of these crime types with a smaller number expressing concern over the prevalence or increase of young people as perpetrators of these crime types.

Respondents often mentioned the impact of gun and knife crimes in London on fear of crime in general. Some felt that this discouraged people from challenging anti

social or criminal behaviour in the capital for fear that they may be attacked. One respondent stated *"I don't feel confident approaching anyone about anti-social behaviour and I would never intervene in a mugging or attack. I also don't feel safe ringing up to complain about anti-social behaviour for fear of reprisals"*. Another respondent felt this would have *"…a knock on effect encouraging anti-social behaviour, because it makes people too scared to challenge it".* Increased fear of crime was also raised in relation to (mainly young) people carrying knives for protection or self defence. One respondent felt that *"Needless deaths are occurring due the culture of 'having' to carry a knife to feel safe".*

It was felt by some respondents that current measures are not adequately tackling gun and knife offending and that tougher sentences for offenders are needed. One respondent felt that *"…no-one is frightened or bothered about the consequences because the punishment is negligible and the criminals have no respect for the police or the law*". Another stated *"We expect our police to have zero tolerance for these people and again it should be known on the street - carry a knife and you will be caught…and prosecuted with severe consequences".*

A number of respondents highlighted the damaging effect of gun and knife crime on the family of perpetrators and victims and the wider community in general. Some respondents also mentioned the link between gangs and gun and knife offences.

A small number of respondents raised concern that gun and knife offending was becoming 'the norm'. One felt that this crime type was becoming *"commonplace"* while another commented *"I think that we now have a generation of young people…who appear to believe that it is reasonable to settle disputes with either a knife or a gun".*

Table 5.1: Reasons for choosing gun and knife crime as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Loss of life	38
Prevalence/Increase in gun/knife crime incidents	31
Young people as perpetrators	28
Public safety	25
Policing/current measures not tackling the problem/need tougher measures	22
Impact on fear of crime	22

Impact on families/society/communities	19
Young people as perpetrators	15
Weapons carried as protection/status	13
Influence of gangs	12
Becoming the 'norm'	7
Influence of media (news driving fear, music etc driving violence)	4
Sale/availability of weapons	2
Link to drugs	1

What should the MPS be doing to tackle this issue?

An increase in policing methods and activities, particularly stop and search, was the most suggested tactic to tackle gun and knife crime. It was acknowledged by some that this should be conducted in a professional way that does not alienate parts of the community. Some respondents mentioned knife arches and metal detectors used at transport hubs and in night clubs and felt that this type of activity should also be increased.

Stricter enforcement of laws, adopting a zero tolerance approach and harsher penalties for offenders was frequently mentioned by respondents as a way of tackling gun and knife crime. Many respondents felt that there should be mandatory custodial sentences for anyone carrying, using or supplying weapons and there should be minimum (as well as maximum) sentences. Some respondents stated that the consequences of carrying or using a weapon and the message that offenders will be prosecuted should be clearly publicised to deter potential offenders.

Some respondents felt that increased accessibility and visibility of police officers would assist in tackling gun and knife crimes, particularly more officers on the beat in high crime areas and where young people congregate (respondents often indicated that they felt that gun and knife crime offending was youth related). A small number of respondents felt that it should be easier to contact the police about this crime type. Two respondents suggested an anonymous reporting line or website facility.

Engagement and work with the community, education and working with other agencies were often highlighted by respondents who prioritised gun and knife crime. Respondents felt this should be mainly aimed at young people e.g. diversionary projects, promoting positive role models, working with schools and youth groups and generally encouraging the police to engage with and educate children and their parents about the consequences and dangers of carrying a weapon. One

respondent felt the police should focus on "*Getting into the communities and gaining trust, acting on local intelligence, getting into the schools and telling kids what happens to their lives once they kill someone".* Some respondents also mentioned working with local authorities and retailers to curb the sale of weapons.

Table 5.2: Respondents suggestions to tackle gun and knife (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increase in policing methods/activity	43
Stricter enforcement of laws/zero tolerance	41
Harsher penalties/sentences	41
Increased police presence/visibility	25
Increase community engagement/work with the community	22
More education	13
Work with other agencies/organisations	9
Tackle drivers/causes of crime	7
Acknowledgement of existing police efforts	5
Make issue a higher priority for the police/government	3
Target hotspot areas/known offenders	3
Reduce bureaucracy/paperwork	3
Increase the number of police officers	2
Increase police resources/funding	2

Residential burglary[15]

Why do you think this should be a priority?

Impact on fear of crime and quality of life was the most frequently cited reason for prioritising residential burglary. Respondents highlighted the highly personal nature of burglary and the fear that knowing an offender has been in the home causes for victims. Many respondents referred to burglary in a similar vein to one respondent, as *"the greatest violation of people's personal life"* while others stated *"Burglary is a particularly distressing crime, it is a direct attack on the sanctity of 'home"* and "*having been burgled many years ago the feeling of fear never leaves you".* The increase or frequency of burglary offences was another common reason for prioritising this crime type. A number of respondents felt that the recession and rising unemployment may be a driver of increasing burglary. The link to other crime types, particularly drugs and drug related crime, was also raised by respondents. One respondent felt that "*Cracking down on burglars and sending them to jail for a long, long time will help in several areas of crime prevention".* The police not taking burglary serious enough was also a concern for a small number of respondents, who felt that police should do more to thoroughly investigate all cases.

Table 6.1: Reasons for choosing residential burglary as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Impact on fear of crime/quality of life	81
Widespread - frequency/increase	33
Widespread – people	10
Link to other crime types	10
Financial impact on victims	7
Police/courts ignore matter/don't take it seriously enough	5
Widespread – area	5
Need more crime prevention strategies/measures	1

[15] In last year's consultation analysis, burglary, theft of vehicles, pedal cycle theft and general theft were grouped together under an 'acquisitive crime' code. This year's analysis coded each crime type separately.

What should the MPS be doing to tackle this issue?

Respondents most commonly mentioned increased police presence and visibility, especially in the evening and at night, as a way of tackling burglary. More education and crime prevention advice on home security was also mentioned by a number of respondents. One respondent referred to a recent police event they had attended which gave home security advice and stated *"more events like this would show me and others what is available".*

Similarly, some respondents felt that more engagement with the community would assist the police in tackling burglary. This included more public events to get to know the community, give crime prevention advice and gain information. As one respondent stated "*Have better engagement with communities which will provide them with good sources of intelligent. Build better relation with small business so they can track any stolen goods which hopefully will lead to the individuals or group involved".* Respondents also felt the police should support the development of neighbourhood watch schemes and encourage the community to take an active role in preventing burglary. One respondent felt the police should be "*encouraging a strong sense of community so that people look out for their neighbours".*

Table 6.2: Respondents suggestions to tackle residential burglary (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	50
More education/crime prevention assistance	19
Community engagement/work with the community	18
Harsher penalties/sentences	17
Increase in policing methods/activity	16
Faster police response times	10
Stricter enforcement of laws/zero tolerance	8
Target hotspot areas/known offenders	8
Tackle causes/drivers of crime	5
Acknowledgement of existing police efforts	4
Make issue higher priority for the police/government	4
Increase resources/funding - police	4
Work with other agencies/organisations	3

Increase SNT hours/areas patrolled	2
Reduce bureaucracy/paperwork	1
Increase number of police officers	1

Violent crime

Why do you think this should be a priority?

The impact that perceived risk of being a victim of violent crime has on fear of crime, intimidation or personal safety was the main reason why people prioritised this crime type. Some respondents acknowledged that their perceptions of risk of victimisation may not reflect reality, but were fearful nonetheless. On respondent felt that violent crime should be prioritised *"Because of the impact on people's lives - even those of us who've never been a victim - feels more fear because of its apparent prevalence"* while another stated that violent crime *"should be the police's main priority as I think that it not only damages the people involved but I think it can make communities feel unsafe, whether walking home late at night or being fearful of their area".* Another respondent felt that fear of violent crime "*may lead to further separation in already strained relationships between youth and older generations".*

Public safety was frequently cited as a reason for prioritising violent crime. Many felt that being safe was a 'right'. As one respondent stated *"Every Londoner, male or female, has the right to feel safe walking the streets at any time of the day or night, in any part of the City".*

Table 7.1: Reasons for choosing violent crime as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Impact on fear of crime/intimidation/personal safety	26
Public safety	15
Impact on victim/family	10
Impact on quality of life	8
Widespread - frequency/increase	7
Link to gun/knife crime	7
Violent crime is not being tackled/need tougher measures/more attention	6

Impact on communities/social cohesion	6
Young people as perpetrators	5
Loss of life	5
Widespread - people	3
Young people as victims	3
Link to hate crime	1

What should the MPS be doing to tackle this issue?

Increased police presence, visibility and accessibility was the most frequently mentioned tactic to tackle violent crime, followed by tougher sentences for violent offenders. Some respondents felt there should be stricter enforcement of current laws or a zero tolerance approach to violence. As one respondent stated *"Make it known in all communities that violence will not be tolerated".*

Table 7.2: Respondents suggestions to tackle violent crime (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	27
Harsher penalties/sentences	15
Stricter enforcement of laws/zero tolerance	9
Increase in policing methods/activity	9
Community engagement/work with the community	5
Acknowledgement of existing police efforts	4
Target hotspot areas/known offenders	4
Tackle causes/drivers of crime	2
More education	3
Reduce bureaucracy/paperwork	3
Increase resources/funding - police	3
Work with other agencies/organisations	2
Make issue higher priority for the police/government	1

Increase number of police officers	1

Community engagement and work with the community

Why do you think this should be a priority?

Improving relationships between the police and young people was the most common reason given by respondents who prioritised issues that fell within this category. Respondents felt that improving relationships with young people would deter them from committing crime, teach them how to stay safe and prevent a 'them and us' attitude occurring with the police. One respondent felt the police should be "*more active in the education of children"* while another stated *"work with young people before they make the choice to commit crime".*

Improving service delivery to the public was another commonly mentioned issue within this priority area. This was often raised specifically in relation to victims of crime and communication with the public generally. One respondent felt that clear communication from the police means that "*The public will feel better and looked after…possible youth who may seek to cause trouble will feel less isolated from authority and future offenders know that they are been tabbed".* It was felt that improving relationships between the police and the public may also serve to improve relationships between communities themselves. Engagement with the community was seen as crucial for many respondents. One stated *"The police's greatest asset and security tool is the eyes and ears of the people that live, work and play in London. Improving links with the law abiding majority will greatly increase the police's ability to prevent, detect and resolve crimes".*

Table 8.1: Reasons for choosing community engagement and work with the community as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Improve relationships between the police and young people	23
Improve police service delivery/attitude to public	15
Improve relationships between the police and the public	12
Intelligence gathering/problem solving	6
To improve confidence/trust in police	6
To tackle crime	6

Improve relationships between the police and minority groups	3
Police officers more well known/familiar in the community	3
To improve feelings of safety/reassurance	1
Encourage partnership work	1

What should the MPS be doing to tackle this issue?

Unsurprisingly, increasing community engagement and work with the community was the most commonly mentioned tactic to address this issue. It was felt that generally engaging with young people and local residents about policing matters in their area was the best way of achieving this. One respondent stated

"Tackling the issue requires continued facilitation of DIALOGUE in all its forms toward an understanding between police and community so that successful policing is achieved to the satisfaction of the community for which the police serve". Having a visible local presence (on foot, not in cars) and being approachable was also seen as an important way of improving community engagement and work with the community.

Table 8.2: Respondents suggestions to address community engagement and work with the community issues (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Community engagement/work with the community	33
Increased police presence/visibility/accessibility	16
Work with other agencies/organisations	7
More education	5
Increase resources/funding - police	3
Acknowledgement of existing police efforts	2
Faster police response times	2
Increase in policing methods/activity	1
Increase SNT hours/areas patrolled	1

Alcohol and alcohol related crime

Why do you think this should be a priority?

Respondents most commonly highlighted the link between alcohol and other crime types and ASB as their reason for prioritising this area. Violent crime, anti social behaviour and other issues affecting the quality of life of residents were most frequently mentioned. Many respondents raised problems associated with street drinking, particularly the impact on fear of crime and ASB. Some respondents stated that street drinking created 'no go' areas.

Some respondents felt the police should be tackling pubs and shops that sell alcohol at discounted price or to young people.

Table 9.1: Reasons for choosing alcohol and alcohol related crime as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Causes/link to other crimes/ASB	33
Problems associated with street drinking	14
Impact on fear of crime/quality of life	13
Problems caused by youths/teenagers drinking	11
Impact on services e.g. NHS, police	9
Availability of alcohol	9
Problems associated with binge drinking	3

What should the MPS be doing to tackle this issue?

Respondents often mentioned stricter enforcement of laws and a zero tolerance approach to tackling alcohol and alcohol related issues. This was frequently linked to 'cracking down' on those who sell alcohol irresponsibly (e.g. to young people, those already drunk), stricter licensing, reducing the number of outlets that sell alcohol and arresting and charging those who are drunk and disorderly. Increased police presence in the evening and at night around alcohol 'hotspot' areas was also suggested as a way of tackling the problem.

Table 9.2: Respondents suggestions to tackle alcohol and alcohol related crime (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	33
Increased police presence/visibility/accessibility	11
Harsher penalties/sentences	6
Work with other agencies/organisations	6
More education	3
Acknowledgement of existing police efforts	2
Increase in policing methods/activity	1
Make issue higher priority for the police/government	1
Target hotspot areas/known offenders	1
Community engagement/work with the community	1
Increase resources/funding - police	1

Street crime and robbery

Why do you think this should be a priority?

Respondents overwhelmingly highlighted fear of crime as a reason for prioritising street crime and robbery, particularly for elderly and younger people. One respondent stated *"I don't know a single local teenager who has not been mugged for their phone, often more than once. It's become almost expected that a group of teenagers will take what the like off very young teenagers".* Some respondents felt that fear of street crime and robbery may negatively impact on tourism and people's perceptions of London.

Table 10.1: Reasons for choosing street crime and robbery as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Impact on fear of crime/quality of life	31
Widespread - people	5

Public safety	4
Widespread - frequency/increase	3
Police/current measures not tackling the problem	3
Young people as perpetrators	3
Young people as victims	3
Links to other crime types	1

What should the MPS be doing to tackle this issue?

Increased foot patrols and general increased presence on the streets was the most commonly suggested tactic to tackle street crime and robbery.

Table 10.2: Respondents suggestions to tackle street crime and robbery (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	36
Stricter enforcement of laws/zero tolerance	8
Increase in policing methods/activity	6
Harsher penalties/sentences	4
Target hotspot areas/known offenders	4
Increase resources/funding - police	4
Acknowledgement of existing police efforts	3
More education	2
Community engagement/work with the community	2
Increase SNT hours/areas patrolled	2
Faster police response times	1

Policing and criminal justice system related issues

Why do you think this should be a priority?

A range of issues were coded within this category including policing methods, police officer respect for the public and ability of police officers to deal with issues. Due to the diverse number of issues highlighted within this category, reasons for prioritising this area varied. Some respondents felt that the police should respond proportionately to crime e.g. focusing on serious offenders, using discretion in cases of lower level offences and not over-policing public events. Other respondents felt that the courts should be issuing harsher sentences to deter offenders and reassure the public.

Table 11.1: Reasons for choosing policing and criminal justice issues as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Proportional responses to crime	9
Issues with courts/CJS/sentencing	9
Change/amend policing methods (e.g. stop and search, zero tolerance)	8
More respect from police to public	6
Police/PCSO powers/ability to deal with issues	5
Improve efficiency/better service provision	5
Increase convictions/detections	3
Community engagement	1
Police behaviour/complaints against police	1
Reduce bureaucracy for police officers	1
Enforcing the law	1

What should the MPS be doing to tackle this issue?

Stricter enforcement of current laws and adopting a zero tolerance approach to offenders was often mentioned by respondents who prioritised policing and criminal justice related issues. Respondents also felt there should be more training for police officers in terms of their skills and attitude towards and ability to engage with the public.

Table 11.2: Respondents suggestions to address policing and criminal justice related issues (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	12
More education/training	12
Increased police presence/visibility/accessibility	7
Increase in policing methods/activity	7
Reduce bureaucracy/paperwork	6
Harsher penalties/sentences	5
Increase resources/funding - police	4
Acknowledgement of existing police efforts	2
Make issue higher priority for the police/government	2
Target hotspot areas/known offenders	2
Community engagement/work with the community	2
Tackle causes/drivers of crime	1
Increase PCSO powers	1
Increase number of police officers	1
Work with other agencies/organisations	1
Increase resources/funding - other	1

Quality of life issues

Why do you think this should be a priority?

Offences and issues raised by respondents in this category included:

- Begging
- Vandalism
- Littering
- Fly tipping

- Low level or ‘petty’ crime
- Recycling and environmental issues

Table 12.1: Reasons for choosing quality of life issues as a priority area (respondents’ combined priorities)

REASON	TOTAL RESPONDENTS
Impact on fear of crime/quality of life	19
Leads to/involvement in more crime/more serious crimes	12
Problem not being tackled/need tougher measures/more attention	12
Impact on neighbourhoods/communities/social cohesion	11
Impact on the environment	5
Widespread - frequency/increase	3
Widespread - people	3

What should the MPS be doing to tackle this issue?

Table 12.2: Respondents suggestions to address quality of life issues (respondents’ combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	16
Increased police presence/visibility/accessibility	15
Harsher penalties/sentences	6
Make issue higher priority for the police/government	6
Work with other agencies/organisations	5
Increase in policing methods/activity	4

More education	2
Community engagement/work with the community	2
Tackle causes/drivers of crime	1
Increase number of police officers	1
Increase resources/funding - other	1

Youth issues – young people as offenders

Why do you think this should be a priority?

The impact on fear of crime and quality of life mainly caused by groups of young people 'hanging around' was the most common reason for prioritising this issue. Respondents felt that elderly people were particularly scared, however a number stated that young people themselves were also fearful. There was concern from some respondents that youth offending can lead to more serious crime as young people get older. A number of respondents referred to young people as 'the future of London' and felt that the police (and other partner agencies) need to work towards breaking the cycle of crime where young people become engaged in more criminal activity as they get older.

One respondent made a positive comment about work to tackle youth ASB in their borough:"*This* [Youth ASB] *is now much reduced thanks to excellent partnership working in our area…the safer neighbourhood teams are key".*

Table 13.1: Reasons for choosing youth issues – young people as offenders as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Impact on fear of crime/quality of life	23
Leads to/involvement in more crime/more serious crimes	9
Impact on neighbourhoods/communities/social cohesion	7
Young people are the future of London	5
Lack of respect of young people for others	3
Need to improve police/young people relations/respect	3

Need to tackle gang culture	3
Link to weapons/violence	3
Widespread - frequency/increase	2
Problem not being tackled/need tougher measures/more attention	2
Parents need to take more responsibility	1

What should the MPS be doing to tackle this issue?

Table 13.2: Respondents suggestions to address youth issues – young people as offenders (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	14
Community engagement/work with the community	12
Stricter enforcement of laws/zero tolerance	10
Harsher penalties/sentences	6
Acknowledgement of existing police efforts	4
Increase in policing methods/activity	3
Target hotspot areas/known offenders	2
More education	2
Work with other agencies/organisations	2
Make issue higher priority for the police/government	1
Tackle causes/drivers of crime	1
Reduce bureaucracy/paperwork	1
Increase number of police officers	1
Increase resources/funding - police	1

Gangs and gang-related crimes

Why do you think this should be a priority?

Respondents who prioritised gang and gang related issues seemed to largely be referring to groups of young people who 'hung around' together. Some made reference to more organised gangs, however these were still predominantly youth related. Many respondents referred to 'postcode wars' and the territorial nature of what they perceived to be a gang.

Respondents prioritising this issue often highlighted the link between gang activity and serious crime, particularly violence and the impact that gangs had on fear of crime. This was both in terms of society in general and more specifically other young people who were often particularly scared of gangs in their area.

Some respondents were concerned about young people becoming involved in gang activity, sometimes due to wanting a sense of belonging, to feel safe/protected and limited legitimate employment prospects.

There was some concern that gang and gang related activity in London was not being tackled and that gangs may have the 'upper hand', not the police. Respondents felt this should be dealt with before it escalates.

Table 14.1: Reasons for choosing gangs and gang related crimes as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Link to criminal activity	21
Impact on fear of crime/quality of life	20
Concern about young people being drawn into gangs/gang activity	8
Problem not being tackled/need tougher measures/more attention	8
Impact on neighbourhoods/communities/social cohesion	7
Widespread - frequency/increase	7
Impact on victim/family	4
Influence of media on fear of crime	3
Use of dogs as weapons/status/intimidation	1

What should the MPS be doing to tackle this issue?

Table 14.2: Respondents suggestions to tackle gangs and gang related crimes (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	14
Increased police presence/visibility/accessibility	12
Increase in policing methods/activity	10
Work with other agencies/organisations	4
Tackle causes/drivers of crime	4
Target hotspot areas/known offenders	4
Harsher penalties/sentences	3
More education	2
Make issue higher priority for the police/government	1
Increase number of police officers	1
Community engagement/work with the community	1
Increase SNT hours/areas patrolled	1
Increase resources/funding - police	1

Community safety and fear of crime

Why do you think this should be a priority?

Community safety and fear of crime was used as a generic code to capture respondents' priorities around the importance of actual and perceived feelings of safety and fear of crime in the community. Respondents prioritised this area mainly due to perceptions that people have a right to feel safe, secure and not fear crime in their homes and neighbourhoods. Comments from respondents who prioritised this area included *"everyone must feel free to move about and know that they are as safe as they can be"* and *"It's a fundamental right of us all to feel safe".* One respondent

felt *"When people do not feel they can walk through their own neighbourhood without fear then it is they, rather than criminals, who feel imprisoned".*

Table 15.1: Respondents suggestions to address community safety and fear of crime (respondents' combined suggestions)

What should the MPS be doing to tackle this issue?

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	33
Harsher penalties/sentences	5
Community engagement/work with the community	3
More education	3
Acknowledgement of existing police efforts	2
Reduce bureaucracy/paperwork	2
Target hotspot areas/known offenders	2
Work with other agencies/organisations	2
Stricter enforcement of laws/zero tolerance	2
Increase in policing methods/activity	1
Increase number of police officers	1
Increase resources/funding - police	1
Increase resources/funding - other	1
Faster police response times	1

<u>Terrorism</u>

Why do you think this should be a priority?

Most respondents who prioritised this area stated it was due to the current or continuing threat of a terrorist attack in the capital. One respondent stated *"Terrorists only need to be successful once, the police and other agencies have to be successful in preventing terrorism 100% of the time".* Respondents often acknowledged the work that the police had done in London and felt that this should

continue. The devastating impact on loss of life and London as a city that a terrorist attack would cause was also often mentioned by respondents.

Table 16.1: Reasons for choosing terrorism as a priority area (respondents' combined priorities)

REASON	TOTAL RESPONDENTS
Current/continuing threat	25
Impact – large scale fatalities/damage to London	13
Public safety/security	9
Impact on fear/anxiety	5
Impact on the economy	4
Impact on tourism	2
Link to 2012 Olympic and Paralympic Games	2
Need more intelligence led work	1
Impact on community/community tensions	1
Impact on morale	1

What should the MPS be doing to tackle this issue?

Most respondents who prioritised terrorism felt the MPS should continue with current work to tackle the problem. Others felt the MPS should increase the intelligence gathering and covert surveillance.

Table 16.2: Respondents suggestions to tackle terrorism (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Acknowledgement of existing police efforts	16
Increase in policing methods/activity	8
Stricter enforcement of laws/zero tolerance	7
Community engagement/work with the community	6

Work with other agencies/organisations	6
Increased police presence/visibility/accessibility	4
Make issue higher priority for the police/government	3
More education	2
Target hotspot areas/known offenders	1
Harsher penalties/sentences	1
Increase resources/funding - police	1
Increase resources/funding - other	1

Crime reduction and prevention

Why do you think this should be a priority?

Respondents often prioritised this issue as they felt it should be the main role of the police to prevent and reduce crime. Some respondents felt that a small number of offenders commit a disproportionate amount of crime and that the police should focus their resources on tackling these problematic, repeat offenders.

Some respondents mentioned the need to specifically prevent and reduce crime in town centres and open public spaces. Respondents highlighted the need for the police to engage with the public more, be easier to contact and fully respond to and investigate all crimes. Respondents felt this would encourage a better relationship between the police and public, encourage people to report crimes and involve the community in crime reduction and prevention.

What should the MPS be doing to tackle this issue?

Table 17.1: Respondents suggestions to address crime reduction and prevention issues (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	12
Stricter enforcement of laws/zero tolerance	9
Increase in policing methods/activity	5
Community engagement/work with the community	5
Harsher penalties/sentences	4

Acknowledgement of existing police efforts	2
Tackle causes/drivers of crime	2
Reduce bureaucracy/paperwork	2
Work with other agencies/organisations	2
Faster police response times	2
Target hotspot areas/known offenders	1
More education	1
Increase resources/funding - police	1

Organised crime, e-crime and fraud

Why do you think this should be a priority?

Crimes categorised under this code were mainly related to credit card and identity fraud and white collar crime, however also included cyber/computer crime, people trafficking, seizing criminal assets and illegal loan providers. Respondents often stated that they prioritised these crime types due to the harm they cause, damage to the economy and the cost to the country. There was also concern that these crime types were often not treated seriously by the police (particularly corporate or 'white collar' crime) and that this may damage confidence in the police. As one respondent stated *"If the public is to have confidence in our police force it must be shown that the law is applied equally to everyone".* Some respondents were concerned these crime types would increase in the current financial climate.

What should the MPS be doing to tackle this issue?

Table 18.1: Respondents suggestions to tackle organised crime, e-crime and fraud (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Stricter enforcement of laws/zero tolerance	10
Increase in policing methods/activity	6
More education	5
Increase resources/funding - police	3
Tackle causes/drivers of crime	2

Increased police presence/visibility/accessibility	2
Community engagement/work with the community	2
Work with other agencies/organisations	2
Acknowledgement of existing police efforts	1
Reduce bureaucracy/paperwork	1
Increase resources/funding - other	1

Sex related crimes

Why do you think this should be a priority?

Sex related crime included rape and sexual assault, prostitution and related issues (e.g. brothels, cards in phone boxes), trafficking of women into the sex trade, paedophilia and sexual assault of children. Some respondents specifically mentioned the police investigation 'Operation Minstead' (these responses were received prior to the arrest made in November 2009) as their priority.

Some respondents who prioritised rape and sexual assault felt that this issues should be given higher priority and taken more seriously by the police (e.g. investigating all crimes, improving conviction rates). One respondent stated *"It* [rape and sexual assault] *is a huge issue with a poor history of convictions and patchy police response".*

Respondents often referred to the impact of sex related offences on fear of crime, particularly for women. One respondent mentioned issues around young people, sexual assault and their understanding of consent, highlighting matters around non-consensual sex acts being filmed on mobiles phones etc.

The impact that prostitution and associated nuisance (e.g. cards in phone boxes, people hanging around, general ASB) has on the community was raised by some respondents, together with the links that are often present between prostitution and organised crime.

Some respondents felt that the MPS should dedicate more resources to tackling trafficking of women for sex purposes. It was also felt that more resources should be directed towards tackling paedophilia and sexual assault of children. Some respondents mentioned the damage to public confidence in public services if these crime types are not tackled properly.

What should the MPS be doing to tackle this issue?

Table 19.1: Respondents suggestions to tackle sex related offences (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increase in policing methods/activity	9
Increased police presence/visibility/accessibility	4
Work with other agencies/organisations	4
Stricter enforcement of laws/zero tolerance	4
Harsher penalties/sentences	3
More education	3
Acknowledgement of existing police efforts	2
Make issue higher priority for the police/government	2
Increase resources/funding - police	2
Tackle causes/drivers of crime	1
Target hotspot areas/known offenders	1
Faster police response times	1

Police accountability, confidence and trust in the police

Why do you think this should be a priority?

The need to restore faith in and the image of the police service was highlighted by a number of respondents in this category. This was often directly related to the policing of the G20 protests in April 2009 and the death of Jean Charles De Menezes in July 2005. One respondent stated *"The case of Jean-Charles de Menezes and the G20 policing fiasco also indicate that integrity is a serious issue of concern in regards to policing"* while another felt that even *"ordinary law abiding people"* had lost trust in the police. Some respondents mentioned press coverage of the incidents and felt that the police should be more honest and transparent when dealing with the media.

Respondents also felt the police should be more accountable to the public for what they do (one stated *"Because the police conduct their policy decision making behind closed doors…they simply don't always understand the Londoners they police"*) and

for their own actions and mistakes. One respondent stated *"When bad policing is seen not to be penalised, the public loses faith in the system".*

Other issues raised in this category included competence of some police officers, issues around police officers abusing their powers and concerns that there was still racism within the MPS.

It was felt that building confidence in the police would encourage more reporting of crime and better co-operation between police and public. One respondent stated *"I strongly believe that a community that respects and helps the police will feel safer and happier by having a good working relationship".*

What should the MPS be doing to tackle this issue?

Table 20.1: Respondents suggestions to address issues around police accountability, confidence and trust in the police (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	7
More education	6
Reduce bureaucracy/paperwork	3
Community engagement/work with the community	3
Harsher penalties/sentences	2
Make issue higher priority for the police/government	2
Stricter enforcement of laws/zero tolerance	1
Work with other agencies/organisations	1
Increase resources/funding - police	1

<u>Vehicle crime</u>

Why do you think this should be a priority?

Respondents who prioritised crimes that fell within this code mainly raised issues around theft of, from or damage to cars, however a considerable number highlighted bicycle, motorbike and moped theft.

Those who prioritised bicycle theft often felt that it was not currently prioritised by the police and should be taken more seriously to encourage people to opt for this healthier and more environmentally friendly mode of transport.

In relation to theft of, from or damage to cars, respondents often cited links to other crime types (e.g. cars stolen by/for organised criminal gangs, to raise money to buy drugs or people injured by drivers of stolen cars) and sometimes personal experience of these crime types. Respondents also referred to prevalence or an increase in these crime types, impact on 'law abiding' drivers' insurance premiums and that penalties for offenders should be harsher.

What should the MPS be doing to tackle this issue?

Table 21.1: Respondents suggestions to tackle vehicle crime (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	9
Increase in policing methods/activity	9
Stricter enforcement of laws/zero tolerance	5
Target hotspot areas/known offenders	3
Faster police response times	1
More education	1
Harsher penalties/sentences	1
Increase SNT hours/areas patrolled	1

<u>Hate crime</u>

Why do you think this should be a priority?

Respondents used the term 'hate crime' to refer to any crimes motivated by a person's race, religion, sexuality, gender or disability, however a notable number of responses in this category were related to racially aggravated incidents.

Respondents largely prioritised hate crime due to under recording and perceptions that the police do not fully investigate or take matters seriously, perceptions that this crime type was increasing and due to personal experiences of hate crimes. Respondents also mentioned the impact of these types of crimes on the community and safety and well being of people living in London. One respondent stated *"London*

is a diverse city and if people of minorities can't feel safe simply because they belong to a minority then we lose any sense of a community".

One respondent spoke positively of how the police deal with homophobic crime stating *"The police have come on in leaps and bounds in how they deal with homophobic hate crime*… [they] *should be congratulated for creating an environment in which people want to report these crimes".*

What should the MPS be doing to tackle this issue?

Table 22.1: Respondents suggestions to tackle hate crimes (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	8
Community engagement/work with the community	6
Stricter enforcement of laws/zero tolerance	5
More education	2
Work with other agencies/organisations	2
Increase in policing methods/activity	1
Make issue higher priority for the police/government	1
Tackle causes/drivers of crime	1
Harsher penalties/sentences	1
Increase number of police officers	1
Increase resources/funding - other	1
Faster police response times	1

<u>Partnership/joined up working</u>

Why do you think this should be a priority?

Respondents often mentioned the need for better communication and joined up working between the police, partner agencies and the public within this category. It was felt that this would result in more effective working and more confidence in the police. One respondent stated *"Police need to be pro-active in forming partnerships with other public organisations and voluntary bodies to tackle the causes of crime*

and to inspire the trusts of different communities and age groups". Some respondents referred to the need for more joint horizon scanning (reference was made to crimes that may increase as a result of the declining economy) and risk management with partners (reference was made to the case of Baby Peter). One respondent felt there should be a *"more cohesive holistic approach to dealing with ward priorities"*

A number of other issues were raised including the need for:

- Better relationships between community groups e.g. SNPs and CPEGs within and across wards/boroughs.
- Better relationships between police and schools and work with partners to provide more support for parents/families of young offenders.
- Rewarding examples of good practice in joined up working to further encourage it.
- More joined up working within the MPS (one respondent stated that the Territorial Support Group (TSG) had damaged SNT work in their area).
- More interaction and networking between police and security managers in the community to share information etc.
- The police and community sharing activities and facilities. As one respondent stated *"Be seen in the community and gain the trust of residents, local council officers and councillors".*

What should the MPS be doing to tackle this issue?

Table 23.1: Respondents suggestions to address partnership and joined up working issues (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Community engagement/work with the community	7
Increased police presence/visibility/accessibility	4
Increase in policing methods/activity	3
Work with other agencies/organisations	3
Acknowledgement of existing police efforts	2
Make issue higher priority for the police/government	1

More education	1
Reduce bureaucracy/paperwork	1

Safer Neighbourhoods and local policing

Why do you think this should be a priority?

Respondents who prioritised this area mainly highlighted the need to increase stability of and resources (e.g. staff, officers and money) available to SNTs. As one respondent stated "*Stability and consistency of the team members are vital to the confidence the public have in the service allowing for career development, but the frequent changes in the team members undermine them".* Some respondents were concerned that successful SN policing would mean that teams would not be maintained. As one respondent stated *"They have done excellent work and have been very effective in reducing both crime and fear of crime. The concern is that people might now think our streets are safe enough and the teams could be better deployed elsewhere"*.

Some respondents felt there should be more visible, local community based officers, more co-ordination and communication between teams and more involvement of members of public.

Neighbourhood policing was praised by many respondents: "*I am aware that there are far more serious issues for the police to deal with, and it is very difficult to prioritise, but for everyday life, these teams are invaluable".*

What should the MPS be doing to tackle this issue?

Table 24.1: Respondents suggestions to address Safer Neighbourhoods and local policing issues (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	8
Acknowledgement of existing police efforts	4
Reduce bureaucracy/paperwork	2
Community engagement/work with the community	2
Increase SNT hours/areas patrolled	2
Increase resources/funding - police	2

Increase in policing methods/activity	1
Tackle causes/drivers of crime	1
Target hotspot areas/known offenders	1
More education	1
Increase number of police officers	1
Work with other agencies/organisations	1
Faster police response times	1

Policing of protests and demonstrations

Why do you think this should be a priority?

Respondents who prioritised this issue were often concerned about heavy handed policing tactics at protests, lack of respect/courtesy for protesters and the tactic commonly known as 'kettling'. They felt that policing at protests should be conducted more sensitively and be better organised.

Respondents raised issues around the impact on public confidence and trust in the police following the G20 protests and preserving the public right to demonstrate.

Three respondents were concerned about resources taken up by policing protests and felt there should be fewer protests in the capital.

What should the MPS be doing to tackle this issue?

Table 25.1: Respondents suggestions to address issues around policing of protests and demonstrations (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increase in policing methods/activity	5
Acknowledgement of existing police efforts	2
Work with other agencies/organisations	2
Stricter enforcement of laws/zero tolerance	1
More education	1
Harsher penalties/sentences	1

Community engagement/work with the community	1

Crime/ASB on public transport

Why do you think this should be a priority?

When asked why they prioritised public transport issues, respondents highlighted concerns around:

- Safety and fear of crime and ASB on public transport, both in and around transport hubs. Some respondents felt that improved safety would encourage more people to use public transport.
- Respondents often cited young people as the perpetrators of crime and ASB on public transport. One respondent felt this had increased since young people were granted free travel.
- Lack of visible police officers on and around public transport.
- A number of respondents raised concerns about illegal mini cabs in the capital, particularly in relation to safety of women. This was not mentioned in last year's consultation.

What should the MPS be doing to tackle this issue?

Table 26.1: Respondents suggestions to tackle crime and ASB on public transport (respondents' combined suggestions)

TACTIC	TOTAL RESPONDENTS
Increased police presence/visibility/accessibility	12
Stricter enforcement of laws/zero tolerance	5
Work with other agencies/organisations	3
Make issue higher priority for the police/government	1
Reduce bureaucracy/paperwork	1
Increase number of police officers	1
Increase resources/funding - other	1

Appendix two: Analysis of issues raised in the 'any further comments' section of the full qualitative questionnaire

Respondents to the full qualitative questionnaire were given the opportunity to provide further comments. Just over a third (35% or 263) of respondents provided additional comments.

Many of the comments were complimentary or supportive of the work of the MPS, particularly SNTs. Some respondents recognised the work of the MPS, particularly under difficult circumstances and at a time of budget cuts.

Comments about SNTs included:

"*I think the snt are doing a great job - not just in policing but also in their willingness to get involved with the local community*"

"Generally policing is better than it was 4-5 years ago. Community policing has been a real 'God Send'; it should have more money spent on it"

"I think the police do a very good job in difficult circumstances. The Safer Neighbourhoods initiative is excellent and the public should be more supportive"

"Our local Neighbourhood team are doing a sterling job. I cannot praise them highly enough. They embody the ethos of local policing"

Other issues raised by respondents in the 'further comments' section included:

- Need for police need to be more visible and accessible. Police officers should be on foot (rather than in vehicles) and there should be more patrols at night. There was concern that paperwork and other bureaucracy was unnecessarily keeping officers in the police station and off the streets.
- MPS need to review the way they police protests and demonstrations.
- SN ward panels and other public panels/meetings should better reflect the communities they represent.
- MPS should be more transparent, share information and communicate better with the public.
- There was concern about the limited powers of PCSOs and that they were not being used to their full potential. There should be more publicity around what PCSOs do. Some respondents commented that they would prefer to see more police officers rather than PCSOs.
- Need to improve front counter facilities and have more officers/staff on duty. One respondent felt there should be separate areas in front counters for people who are attending for different purposes (e.g. enforcement, victim, witness).

- More action to tackle/zero tolerance on minor crimes. There should be more resources to tackle ASB and low level crime to prevent it escalating into more serious offending.
- There was some concern that fear of crime has led to people losing faith in and respect for the police.
- Need to revise the way the MPS recruits and trains officers to ensure they are community focused and approachable.
- The Government needs to revise sentencing laws to allow the police and courts to do more to address offending behaviour.
- Encourage more use of Crimestoppers for people too scared to approach the police.
- Police should take all crimes reported to them seriously and take action. If people are aware of this they may feel more confident in the police and more likely to report crimes when they happen.
- SNTs have limited control over traffic and road related matters, hence the ward panel cannot prioritise these issues even if they are important in their community.
- Publicise community safety partnerships more and encourage more community involvement in tackling crime and ASB.
- Tackle drivers using hand held mobile phones.
- Tackle knives in schools.
- Police officers should be armed.
- Make sure all victims know what information and support services are available to them.
- Concern that there will be a reduction/cut backs in police officer numbers and SNTs due to Olympic and Paralympic Games in London.
- There is some confusion (particularly amongst young people) around drugs laws.
- Need to improve the image of MPS to make it more appealing to younger people.
- Some concern that ‘political correctness’ meant that police officers could not do their job properly.

- There should be a central police contact for local businesses.
- There was some concern about police car sirens in their area. One respondent stated that hearing sirens made them feel unsafe.
- Concern about closure of police stations.
- MPS should do more to keep victims informed.
- The MPS/MPA should do more to consult with people in ways that fit into their lives e.g. at the supermarket, petrol stations etc.

Appendix three: Analysis of demographics of respondents

Full qualitative questionnaire

In total, 762 full qualitative questionnaires were completed as part of the consultation. Respondents were asked to state their top three priorities for policing in London, why they thought they should be priorities and what they wanted the MPS to do to address them. All responses were freetext.

Demographics of respondents

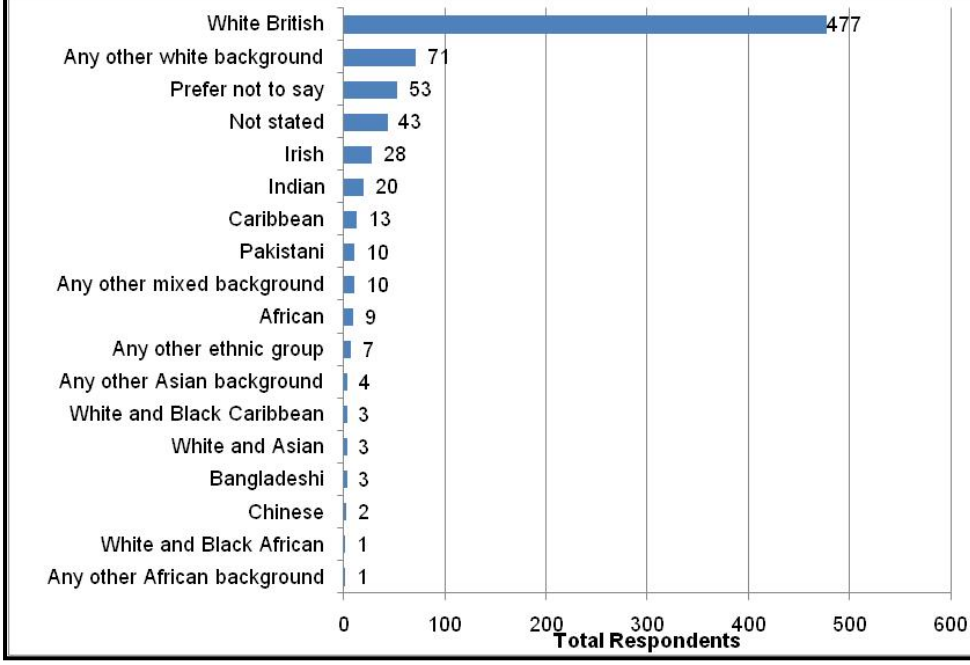
Gender

Just over half (54%) of respondents were male, 40% were female with the remainder either 'not stated' or 'prefer not to say'.

Ethnicity

White British respondents accounted for the largest proportion of respondents (63%) followed by any other white background with nine per cent. BME respondents accounted for 11.3% of all respondents with Indian and Caribbean respondents the largest group within this.

Breakdown by ethnicity: total respondents



Age

Almost two-thirds (63%) of respondents were aged between 35 and 64 years.

Age Group	Total Respondents	%
16-24	15	2
24-34	2	0.3
25-34	81	11
35-44	153	20
45-54	156	21
55-64	168	22
65+	123	16
Not stated	30	4
Prefer not to say	22	3

Sexuality

The majority (71%) of respondents defined their sexuality as 'heterosexual'. A further fifth (21%) of respondents did not state or preferred not to give their sexuality. Eight per cent of all respondents defined their sexuality as bisexual or gay/lesbian.

Disability

The majority (80%) of respondents stated that they did not consider themselves to have a disability. A further 12% did not state or preferred not to say. 9% of all respondents said that they considered themselves to have a disability.

Religion

42% of all respondents defined their religion as Christian. Almost a third (29%) of respondents stated they had no religion, while almost a fifth (19%) did not state or preferred not to say.

Home location of respondents

The vast majority (91%) of respondents stated that they lived in London. The borough breakdown of respondents who stated the borough in which they lived is detailed below:

Borough of residence	Count	%
Haringey	64	12
Bexley	55	10
Barnet	43	8
Waltham Forest	32	6
Westminster	21	4
Ealing	19	3
Southwark	18	3
Brent	18	3
Enfield	18	3
Hammersmith and Fulham	18	3
Lambeth	18	3
Bromley	17	3
Newham	17	3
Kingston upon Thames	16	3
Harrow	14	3
Tower Hamlets	14	3
Camden	13	2
Redbridge	13	2
Islington	13	2
Lewisham	13	2
Havering	11	2
Hillingdon	11	2
Croydon	10	2
Richmond upon Thames	10	2

Barking and Dagenham	9	2
Sutton	9	2
Hackney	8	1
Hounslow	8	1
Merton	8	1
Kensington and Chelsea	7	1
Greenwich	4	1
Wandsworth	2	0

How respondents found out about the consultation

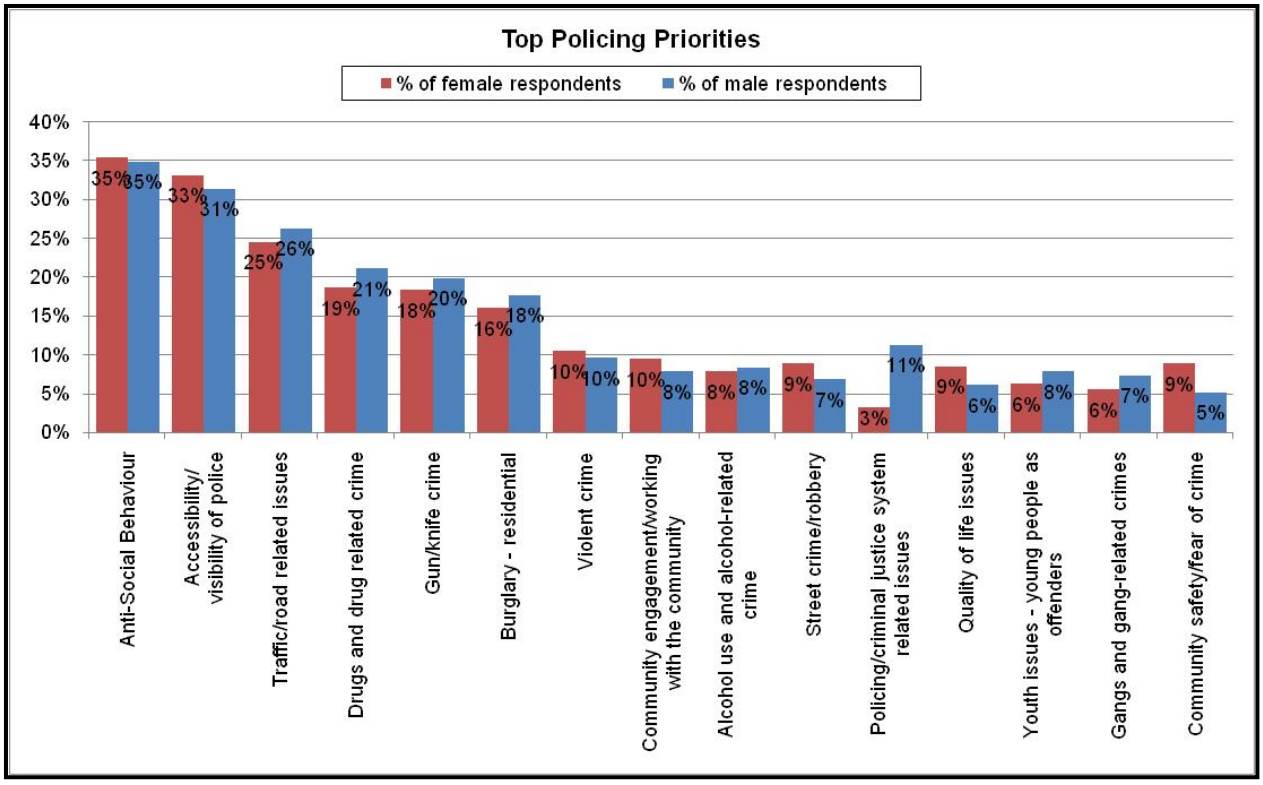
Over half (53%) of respondents who stated how they found out about the consultation said it was through being contacted by the MPA directly or via their local Safer Neighbourhoods Team. Other ways respondents found out about the consultation were through their local MP, their local authority magazine, a community or other website (e.g. The Londonist, Twitter, Community Safe), an email from a friend or colleague, The Metro newspaper or through word of mouth.

Analysis of priorities by demographic of respondent[16]

Gender

Male and female respondents prioritised the same top five areas. There was little difference in top issues prioritised with the exception of policing and criminal justice system related issues (prioritised by 11% of male respondents compared to 3% of females) and community safety and fear of crime (prioritised by 9% of female respondents compared to 5% of males).

[16] To take into account differing sample sizes, analysis is based on the number of all respondents who prioritised each issue, as a proportion of the total number of respondents in that demographic group. Comparisons are not statistically significant but give an indication of trends.



Ethnicity

There were some differences in the top five priorities of BME and non-BME respondents. Gun and knife crime and community engagement featured higher in BME respondents' priorities compared to non-BME respondents, while non-BME respondents were more likely to prioritise traffic and road related issues and residential burglary.

Priority	% BME respondents	% non-BME respondents
Gun and knife crime	29	18
Community engagement	15	7
Traffic and road related issues	12	28
Residential burglary	7	19

BME respondents were also more likely to prioritise ASB and equal/fair treatment for all than non-BME respondents. Non-BME respondents were more likely than BME respondents to prioritise accessibility and visibility of the police.

Priority	% BME respondents	% non-BME respondents
ASB	42	34
Equal/fair treatment for all	6	1
Accessibility and visibility of the police	24	32

Age

Analysis was not conducted on respondents under 10 years, 10 to 15 years or 16 to 24 years due to small sample sizes.

There were similarities between the top five areas prioritised by each age group. However, respondents aged 25 to 34 years were more likely than other age groups to prioritise gangs and gang related crime and street crime and robbery. Respondents aged 55 years and over gave slightly higher priority to residential burglary compared to other age groups.

Older age groups were also slightly more likely to prioritise accessibility and visibility of the police while younger respondents gave higher priority to ASB. Respondents ages 25 to 34 also were less likely to prioritise drugs and drug related crime compared to those in older age groups.

Priority	% of respondents				
	25-34 years	35-44 years	45-54 years	55-64 years	65 years +
Accessibility and visibility of the police	22	28	28	41	33
ASB	46	34	34	34	36
Residential burglary	7	16	14	21	24
Drugs and drug related crimes	10	20	22	25	22
Gangs and gang related crimes	14	8	6	4	4
Street crime/robbery	14	8	7	6	6

Sexuality

The sample size was too small to conduct any meaningful analysis.

Religion

The sample size was too small to conduct any meaningful analysis.

Disability

The sample size was too small to conduct any meaningful analysis.

Shorter postcard style questionnaire

In total, 713 shorter postcard questionnaires were completed at various community events across London. All events took place between June and October 2009 and included the Biggin Hill Air Show youth day, Hammersmith and Fulham Time of Your Life older people event and Islington College fresher's week.

Respondents were asked to select their top three priorities for policing in London from a set list. Respondents were also invited to state 'other' (and give further details) if their priority was not included in the set list.

Demographics of respondents

Gender

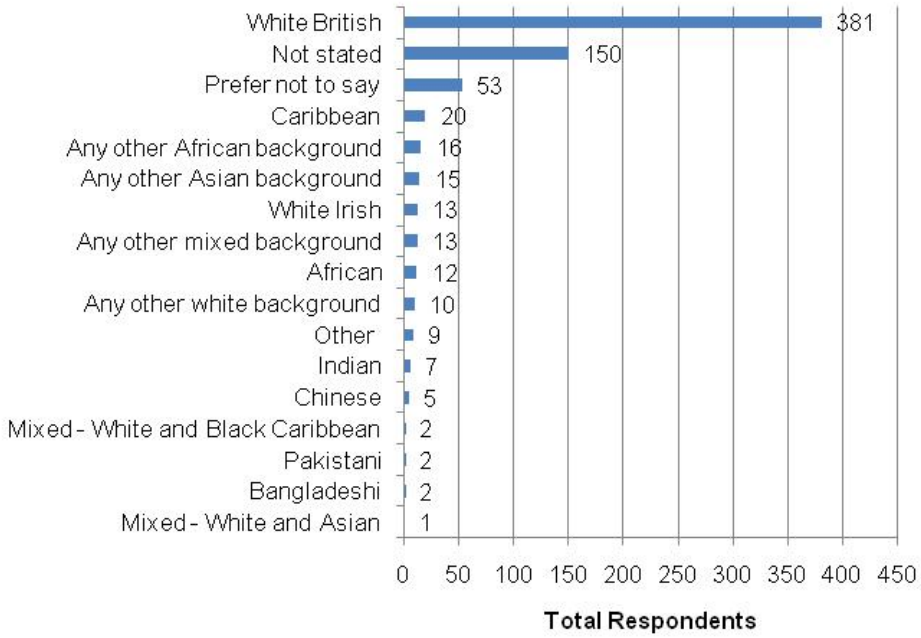
Females accounted for just over half (55%) of all respondents, and males for just over a third (35%). A further 11% did not state their gender.

Ethnicity

As illustrated in the graph below, White British respondents accounted for the largest proportion (54%). A further 29% did not state their ethnicity or preferred not to say.

BME respondents accounted for 13% of the sample. The London BME population currently stands at 29% (2001 Census data). This sample therefore, is below the London average. The largest BME group of respondents was Caribbean.

Breakdown by ethnicity: total respondents



Age

A large proportion of respondents did not state their age (23%). The largest group after this was 10-15 year olds, accounting for 20% of all respondents.

Age Group	Total Respondents	%
0-9	1	0.1
10-15	145	20
16-24	78	11
25-34	60	8
35-44	73	10
45-54	79	11
55-64	54	8
65-74	34	5
75-84	22	3
85+	2	0.3
Not stated	137	19
Prefer not to say	26	4

Sexuality

The majority of respondents stated they were heterosexual (62%). A further 36% did not state their sexuality or preferred not to say. Three per cent of respondents stated they were gay/lesbian or bisexual.

Disability

Five per cent of respondents classed themselves as having a disability. Almost a fifth (19%) of respondents did not answer this question.

Religion

Over a third (39%) defined their religion Christian. A further 25% had no religion, and 27% did not state or preferred not to say.

Other religions accounted for 10% of all respondents. The largest group within this was classed as “Other” (4%) and Muslim (3%).

Analysis of priorities by demographic of respondent[17]

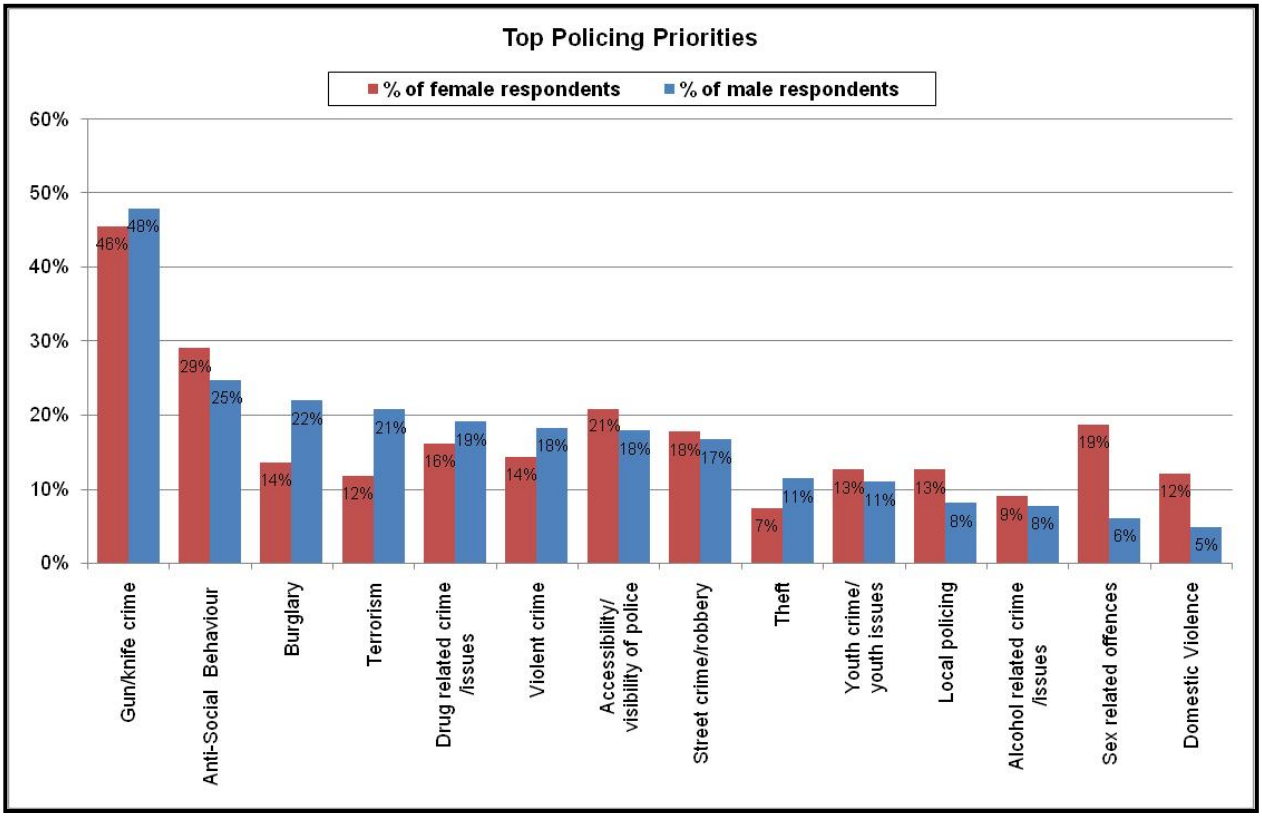
The top priority selected by all respondents was gun and knife crime. This was prioritised by nearly half (45%) of all respondents. This was followed by anti-social behaviour and accessibility and visibility of police. A full list of all priorities raised by respondents to the shorter postcard style questionnaires is included in appendix five.

Gender

The graph below shows top policing priorities broken down by gender. Both males and females selected gun and knife crime and ASB as their top two priorities.

Females however, were more likely to prioritise sex related offences and domestic violence than males. Male respondents were more likely to prioritise burglary, terrorism, violent crime and theft.

[17] To take into account differing sample sizes, analysis is based on the number of all respondents who prioritised each issue, as a proportion of the total number of respondents in that demographic group. Comparisons are not statistically significant but give an indication of trends.



Ethnicity

There were no large differences in high priority areas between ethnic groups. Both BME and non-BME respondents selected gun and knife crime as their top policing priority, followed by ASB and accessibility and visibility of the police.

Non-BME respondents however, were slightly more likely to prioritise violent crime and local policing than BME respondents.

Priority	% BME respondents	% non-BME respondents
Violent crime	12	19
Local policing	6	12

BME respondents were more likely to prioritise confidence/trust in the police and equal/fair treatment than non-BME respondents.

Priority	% BME respondents	% non-BME respondents
Confidence/trust in the police	14	7
Equal/fair treatment for all	11	3

Age

Analysis was not conducted on the 0 to 9 years and 85+ age groups due to small sample sizes.

Gun and knife crime was a top priority for all age groups, but there were a slightly higher proportion within the 10 to 24 year old category.

The older age groups were much more likely to prioritise accessibility and visibility of the police and local policing, with the proportion of respondents selecting these as top policing priorities increasing from 35 years upwards.

The older age groups also tended to prioritise ASB, drug related crime and confidence/trust in the police more than the younger respondents.

Priority	% of respondents							
	10-15 years	16-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75-84 years
Accessibility/ visibility of the police	1	8	15	23	38	33	32	36
Local policing	5	4	7	15	17	22	24	14
Anti-social behaviour	16	23	40	45	27	41	27	14
Drug related crime/ issues	12	19	15	16	17	20	21	27
Confidence/trust in the police	5	3	10	4	6	15	18	14

In contrast, the younger age group (10-15 years) were more likely to prioritise terrorism as a top policing priority than any other age group. This was the second highest priority for the 10-15 year old age group, after gun and knife crime. The younger age groups (10-24 years) were also more likely to prioritise sex related offences.

Priority	% of respondents							
	10-15 years	16-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75-84 years
Terrorism	32	14	7	6	5	11	3	9
Sex related offences	23	26	15	10	5	7	3	5

Burglary and theft was a high priority for both the oldest and youngest age categories (10-15 years and 65+).

Priority	% of respondents							
	10-15 years	16-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75-84 years
Burglary	23	14	12	10	18	9	27	18
Theft	15	9	8	3	5	3	3	23

Sexuality

The sample size was too small to conduct any meaningful analysis.

Religion

The sample size was too small to conduct any meaningful analysis.

Disability

The sample size was too small to conduct any meaningful analysis.

MPS Public Attitude Survey

Demographics of respondents

Gender

Females accounted for just over half (53%) of all respondents who responded to Q135 of the Public Attitude Survey “what would you say are the top three things that the police should be dealing with across London?” Males accounted for 47%.

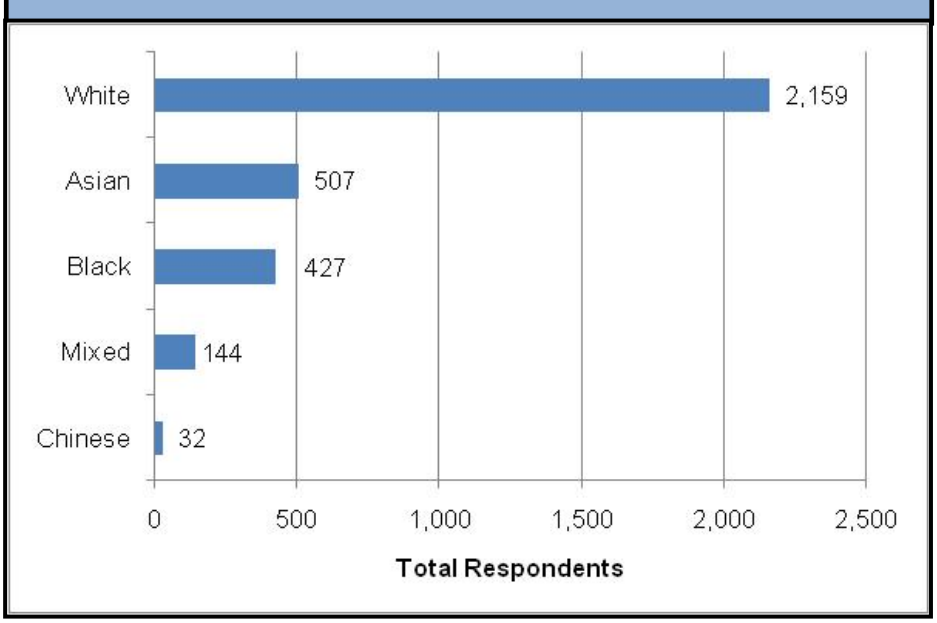
NB: This excludes blank responses.

Ethnicity

As can be seen below, White British respondents accounted for the largest proportion of respondents where ethnicity was given (75%).

BME respondents accounted for 25% of the sample. The largest ethnic group within this category was Asian.

Breakdown by ethnicity: total respondents



Age

The largest proportion of respondents was 35-64 year olds, accounting for nearly half (48%) of all respondents.

Age Group	Total Respondents	%
15-24	303	16
25-34	535	21
35-64	1,770	48
65+	647	15

<u>Analysis of priorities by demographic of respondent</u>

Analysis is based on proportions and percentages to take into account the different sample sizes. Comparisons are not statistically significant but give an indication of

trends.

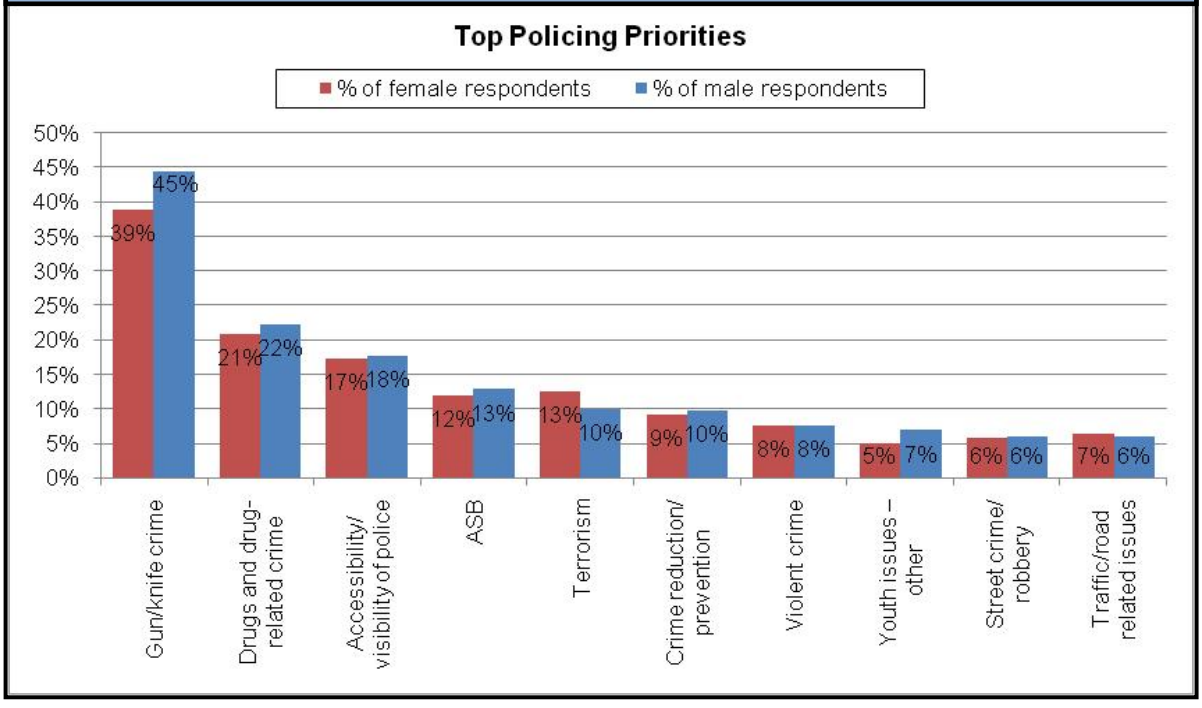
Gender

The graph below shows top policing priorities broken down by gender (top 10 priorities are shown only). As can be seen, both males and females selected gun/knife crime as their top priority, followed by drugs and drug-related crime. Males were slightly more likely to prioritise gun and knife crime than females, but there were no large differences between other priorities.

Ethnicity

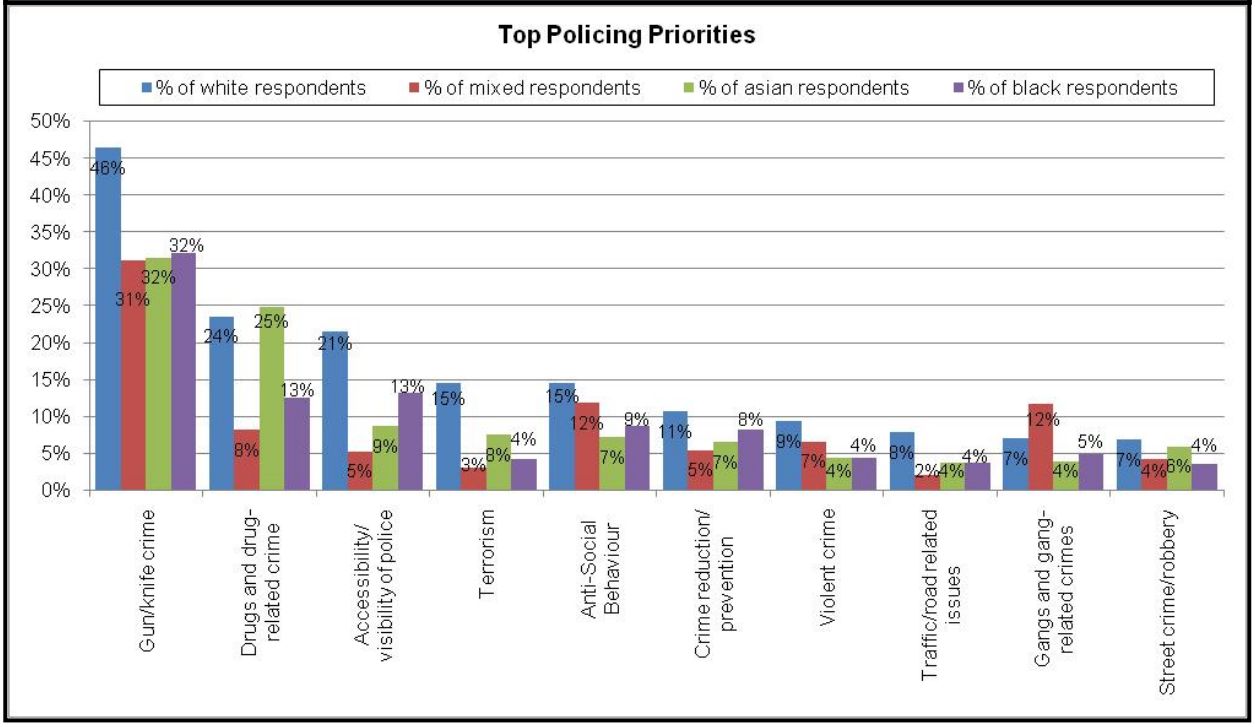
The graph below shows top policing priorities broken down by ethnicity (top 10 priorities are shown only). Breakdown by Chinese respondents is not included as the sample size is too small to conduct any meaningful analysis.

Breakdown by gender: top 10 policing priorities



Gun and knife crime was a top priority for all ethnic groups, but there were a slightly higher proportion within the non-BME respondents. White respondents tended to prioritise very similar issues, with over half selecting gun/ knife crime. Priorities of BME respondents however, were more diverse than non-BME respondents, and spanned across a wide range of different policing issues. This may however, be due to the difference in sample sizes.

Breakdown by ethnicity: top 10 policing priorities



As can be seen in the graph above, non-BME respondents were also more likely to prioritise accessibility and visibility of the police, terrorism and traffic/ road related issues than were BME respondents. A larger proportion of both white and asian respondents also prioritised drugs and drug-related crime than other ethnic group.

Mixed respondents were more likely to prioritise gangs and gang-related crime than any other group. This was ranked as the third highest priority for mixed respondents.

All other priorities were broadly similar.

Age

Gun and knife crime was a top priority for all age groups, but there were a slightly higher proportion within the 15-24 year old category. The 15-24 year olds were also much more likely to prioritise accessibility/ visibility of the police, anti-social behaviour, street crime/ robbery, and theft. This may be because these are the crime types young people are most likely to experience.

Priority	% of respondents			
	15-24 years	25-34 years	35-64 years	65+ years
Gun/ knife crime	85%	61%	35%	23%
Accessibility/ visibility of the police	28%	17%	15%	19%
Anti-Social Behaviour	24%	17%	11%	7%
Street Crime/ robbery	15%	4%	5%	8%
Theft	7%	1%	2%	1%

All other priorities were broadly similar across the age categories.

Appendix four: Other consultations conducted in London and policing priorities of bordering police force areas

This appendix report provides an overview of public consultation findings from a range of work ongoing within other organisations outside of the MPA, with the purpose of providing a comprehensive analysis of Londoners concerns and priorities.

The report examines the following sources:

- MPS Enforcement, Prevention, Intelligence and Communication (EPIC) data
- GLA Young Londoners Survey
- GLA Annual London Survey
- Place Survey
- British Crime Survey (BCS)
- Policing priorities of bordering police authorities.

Enforcement, Prevention, Intelligence and Communication (EPIC) data

Safer Neighbourhoods Teams carry out detailed surveying of the people within their wards to identify key crimes that they want the police to tackle. This is used to determine the team's priorities.

The top five Safer Neighbourhoods Teams priorities set across the MPS are (as of December 2009):

Priority	Total
Burglary	428
ASB by youths (e.g. gangs of youths)	363
Theft from Motor Vehicles	164
ASB in General	148
Drug Dealing and Using	131

The data is captured in the EPIC system. As shown above, burglary is currently the top priority for Safer Neighbourhood Teams across London. This features as a priority in 69% of all MPS wards. Anti-social behaviour by youths is also a top priority.

GLA Young Londoners Survey

This survey asked how young Londoners viewed their lives in London in 2009. The

report covered views on key themes such as education, crime and safety, transport, the environment and attitudes to key mayoral policies.

The research was carried out by ICM Research, and interviewed a quota sample of 1,025 young Londoners aged 11-16 years in March and April 2009. Interviews were conducted face to face in households across London.

One of the questions asked was “for what reasons, if any, do you feel unsafe in your local area?” The findings are illustrated in the table below. The main reason for young people not feeling safe was knife crime, cited by just over a quarter (27%) of young people. This may be related to extensive media coverage of knife crime over the past few years as the survey also found that only 1% of young Londoners aged 11 to 16 years said they had been a victim of knife crime. Fear of mugging or physical attack and teenagers hanging around on the streets were both cited by a over a fifth of respondents (22%). People using drugs was the third highest reason for young people to feel unsafe in their local area.

Reason	% respondents
Knife crime	27
Fear of mugging/physical attack	22
Teenagers hanging around on streets	22
People using drugs	13
Gun crime	11
People dealing drugs	9
Fear of going out at night/in dark	9
People being drunk/rowdy	9
Lack of police presence	8
Fear of burglary	6

Further analysis found that girls were more likely than boys to feel unsafe in their local area. There were also some significant differences between ethnic groups. The largest variation was found around gun crime with more than a quarter (26%) of young black respondents feeling unsafe because of gun crime, compared to less than 9% white and 7% of Asian respondents. There was also disparity on the issue of knife crime, with 38% of young black people feeling unsafe, compared to a quarter (27%) of white respondents and less than one fifth (18%) of Asian respondents.

Analysis also found a clear divide between inner and outer London, with twice as many young people in inner London reporting to feel unsafe because of knife crime, gun crime and people using or dealing drugs compared to outer London. However, the survey also found that inner Londoners were no more likely than outer Londoners to have experienced crime. Their higher levels of fear may be because

young people are more likely to see the types of activity that they consider to be a threat in inner London. Their concerns also came from what they saw in the media about crime (they were four times more likely than outer Londoners to cite this as a reason for feeling unsafe). There may also be some relationship between the ethnic and geographical variations on this question, but it was beyond the scope of the study to understand how one might influence the other.

GLA Annual London Survey 2009

BMG Research was commissioned by the Greater London Authority to carry out the ninth Annual London Survey, for 2009. A total of 1,404 residents of Greater London were interviewed, face-to-face, using CAPI (Computer Assisted Personal Interviewing), during January 2009. The questionnaire examines Londoners' attitudes to living in London and their local area, safety, the environment, policing, transport, the Olympics and local Government.

Community safety findings

Respondents were asked to select reasons from a set list for why they feel unsafe in their area. As illustrated in the table below, fear of burglary was the main reason for Londoners feeling unsafe, followed by the fear of being mugged or attacked physically, knife crime and people using drugs.

Reason	% respondents
Fear of burglary	34
Fear of being mugged or physically attacked	27
Knife crime	23
People using drugs	22
People dealing drugs	19
Teenagers hanging around on the streets	16
Lack of police presence	12
Car crime/theft	12
Fear of the dark/night	12
People being drunk or rowdy in the streets	9
Vandalism and other deliberate damage to property or vehicles	9
Gun crime	9
Fear of sexual harassment or attack	7
Press reports about crime	5
Lack of adequate street lighting	5

Volume/speed of traffic	5
Pickpockets	5
Fear of homophobic bullying/ violence	5
Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	4
Fear of harassment or attack due to race or religious beliefs	3
People sleeping rough or begging	3
Noise or nuisance from neighbours	3
Abandoned or burnt-out cars	3
Nuisance/dangerous dogs	2
None of these	18
Don't know	5
Other	1
Do not feel unsafe in London	6

Respondents were also asked which two or three things they thought would make them feel safer in the area. Over half of respondents stated that an increase in police officers on foot would improve safety in the area. More security cameras and improved street lighting were also widely suggested.

Tactic	% respondents
More police around on foot	54
More security cameras (CCTV)	30
Improved street lighting	25
Providing young people with more things to do/ community centres	14
Neighbourhood Watch schemes/wardens	14
More advice on crime prevention	10
Encourage more parental responsibility	9
Better relations between the police and the community	9
Drugs education/advice/rehabilitation	7
More information about what the police are doing to prevent crime	6
Improving the local environment e.g. removing graffiti	6
Improve employment opportunities	5
Traffic restrictions/more pedestrian crossings	5
Improve educational opportunities	5
Better housing	3
More involvement in police decisions	3

Other	2
Don’t know	3

Place Survey

The Place Survey is a new survey developed by the Department for Communities and Local Government (DCLG). The survey replaced the Best Value User Satisfaction Survey and provides information on people's perceptions of their local area and the services they receive.

The survey is a postal survey conducted in every local authority once every two years and provides a useful local level data source. Local authorities each have a target number of 1,100 responses, making it is one of the largest survey samples in Europe with more than half a million respondents collectively.

Fieldwork for the Place Survey took place in all local authorities across England between September and December 2008. The survey included questions about satisfaction with local area, local public services, information, local decision making, helping out, getting involved, respect and consideration and community safety.

The Place Survey was designed primarily for use at the local level. However, London and national averages are provided for benchmarking purposes. The table below shows national findings for a question on anti-social behaviour. As shown, Londoners perceive teenagers hanging around the streets as the biggest problem in their area (nearly half of all respondents). This is followed closely by rubbish or litter lying around.

Problem	% of respondents who believe it is very or fairly big problem in their local area	
	London	England
Noisy neighbours or loud parties	20	14
Teenagers hanging around the streets	49	43
Rubbish or litter lying around	46	37
Vandalism, graffiti and other deliberate damage to property or vehicles	39	33
People using or dealing drugs	37	31
People being drunk or rowdy in public places	36	29
Abandoned or burnt out cars	12	7

British Crime Survey

The following are figures from the British Crime Survey (BCS) for the 12 months ending 31 March 2009.

The BCS is a face-to-face victimisation survey in which adults living in private households are asked about their experiences of crime. It includes property crimes such as vehicle-related thefts and burglary, and personal crimes such as assaults. A total of 3,908 interviews were conducted in the MPS area.

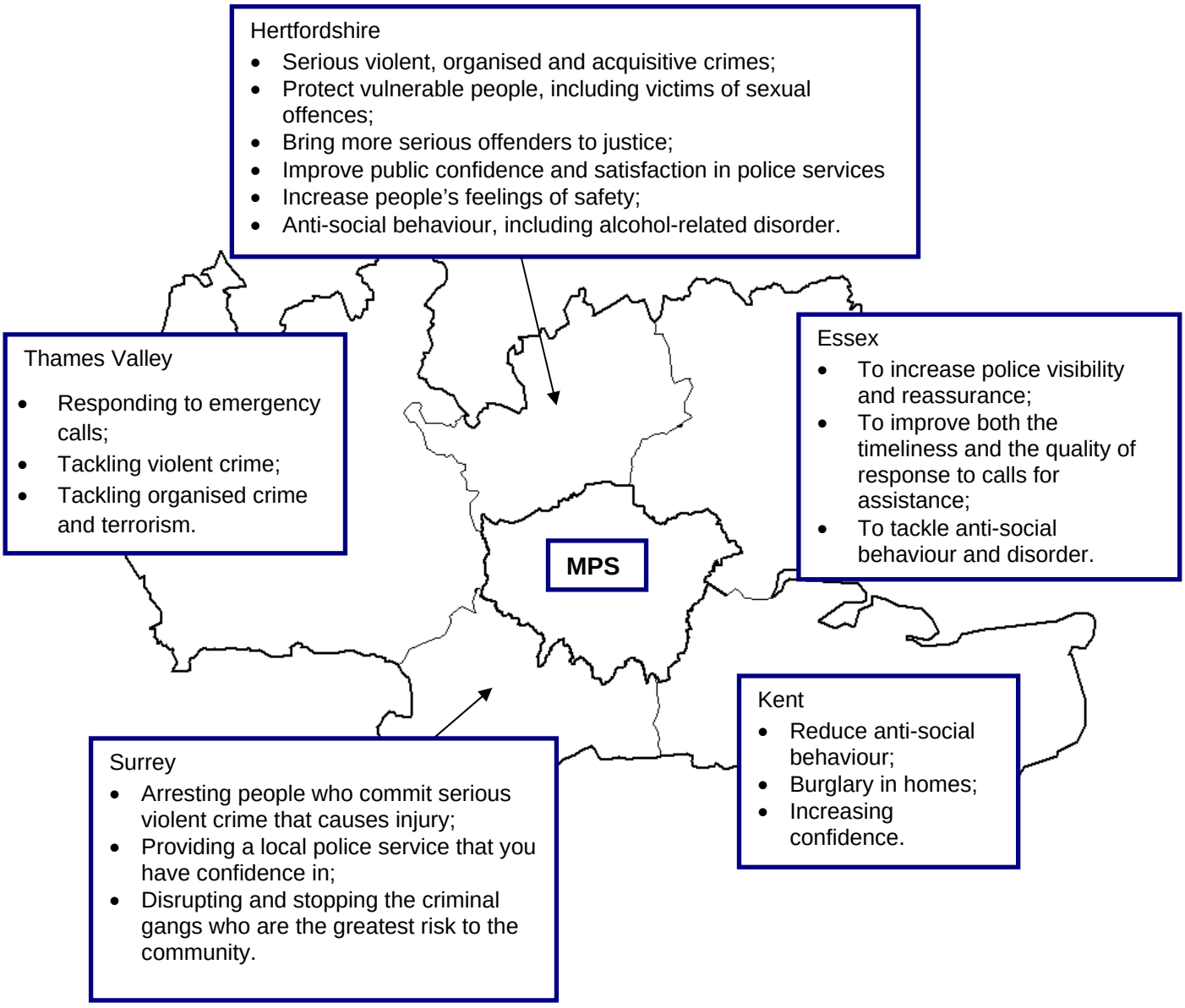
Respondents are questioned on their perceptions of anti-social behaviour. As seen below, respondents were most likely to report a high level of perceived drug use/dealing and drunk and rowdy behaviour.

Perceptions of anti-social behaviour	%
High level of perceived anti-social behaviour	23
High level of perceived drug use or dealing	32
High level of perceived drunk or rowdy behaviour	32

Questions on public perceptions of crime were also asked. Unfortunately, force level data for these questions is not currently available.

Bordering police forces/authorities

Policing priorities for the bordering police forces/police authorities are shown below. This information is taken from forces/authorities most recent policing priorities consultation.



As can be seen, a wide range of issues are selected across the different forces. Common themes are anti-social behaviour, violent crime, public confidence, and accessibility and visibility of the police.

Summary

There are considerable similarities in the priorities highlighted across the sources examined, even though the methodologies vary. Though not featured in the top five priority areas in the MPA/MPS consultation, findings from other surveys in London indicate one of the top issues of concern for Londoners is burglary. Other issues of concern were knife crime, violent crime, anti-social behaviour (particularly teenagers hanging around on streets) and drug use/activity.

Appendix five: All priority areas identified

Respondents' first priorities from full qualitative questionnaires[18]

Priority area	No. of respondents
Anti-Social Behaviour (ASB)	130
Accessibility/visibility of police	99
Gun/knife crime	68
Drugs and drug related crime	57
Traffic/road related issues	47
Violent crime	44
Burglary - residential	40
Community safety/fear of crime	30
Youth issues - young people as offenders*	27
Terrorism	26
Gangs and gang-related crimes*	22
Street crime/robbery	17
Community engagement/working with the community	16
Policing/criminal justice system related issues	15
Alcohol use and alcohol-related crime	14
Safer Neighbourhoods/local policing	14
Crime reduction/prevention	12

[18] This represents respondents' first identified priority only. Respondents were not asked to rate their priorities by order of importance however, as it is likely that respondents stated their most important issue as their first priority, analysis broke down by 'first' and 'combined' priorities. The priorities with an asterisk beside them are those which were added or amended in this year's consultation to reflect the broad range of priorities highlighted. Some composite category codes used in last year's analysis (e.g. 'acquisitive crime' and 'youth crime/issues') have been broken down in this year's analysis (e.g. 'burglary', 'theft', 'vehicle crime', 'youth issues - young people as offenders', 'youth issues – young people as victims') to better reflect issues raised.

Organised and e-crime	10
Hate crime	9
Confidence/trust/accountability in the police	8
Partnership/joined up working	7
Quality of life issues	6
Sex related crimes	6
Domestic violence	5
Policing of protests and demonstrations*	5
Theft*	4
Vehicle crime*	4
Bureaucracy/paperwork	3
Equal/fair treatment for all*	3
Crime/ASB on public transport	2
Youth issues - young people as victims*	2
Illegal immigration	2
Resources	2
Dangerous dogs	1
Target/priority setting issues	1

Respondents' combined priorities from full qualitative questionnaires[19]

Priority area	No. of respondents
Anti-Social Behaviour (ASB)	266
Accessibility/visibility of police	244

[19] Respondents were asked to list their top three priorities for policing in London. This represents a combination of all priorities given. Some respondents gave only one or two priorities.

Traffic/road related issues	205
Drugs and drug related crime	152
Gun/knife crime	142
Burglary - residential	130
Violent crime	77
Community engagement/working with the community	69
Alcohol use and alcohol-related crime	62
Street crime/robbery	60
Policing/criminal justice system related issues	58
Quality of life issues	53
Youth issues - young people as offenders	52
Gangs and gang-related crimes	50
Community safety/fear of crime	49
Terrorism	46
Crime reduction/prevention	44
Organised and e-crime	36
Sex related crimes	29
Confidence/trust/accountability in the police	27
Vehicle crime	26
Hate crime	24
Partnership/joined up working	24
Safer Neighbourhoods/local policing	23
Policing of protests and demonstrations	19
Crime/ASB on public transport	16
Theft	15

Bureaucracy/paperwork	15
Equal/fair treatment for all	13
Dangerous dogs	13
Domestic violence	13
Illegal immigration	12
Bogus/cold calling	7
Training (of police officers/staff)	7
Youth issues - young people as victims	7
Resources	6
Information on local crime and policing*	6
Youth issues - other	4
Target/priority setting issues	4
Crime figures/publicity	2

All priority areas identified in the shorter postcard style questionnaires

Priority area	No. of respondents
Gun/knife crime	260
Anti-Social Behaviour (ASB)	132
Violent crime	96
Terrorism	92
Street crime/robbery	88
Accessibility/visibility of police	85
Drug related crime/issues	80
Burglary	79

Sex related offences	72
Youth	63
Local policing	50
Theft	43
Domestic Violence	43
Alcohol related crime/issues	42
Crime reduction/prevention	39
Confidence/trust in police	37
Fear of crime	32
Dangerous dogs	31
Serious/organised crime	26
Hate crime	25
Working with the community	24
Crime/ASB on public transport	23
Equal/fair treatment for all	22
Vehicle crime	22
Traffic/road related issues	20
Other	11
Information on local crime and policing	8
Fraud/business crime	5

All priority areas identified in the PAS

Priority area	No. of respondents
Gun/knife crime	1363
Drugs and drug related crime	707

Accessibility/visibility of police	579
Anti-Social Behaviour (ASB)	408
Terrorism	377
Crime reduction/prevention	315
Violent crime	255
Gangs and gang related crimes	215
Traffic/road related issues	207
Street crime/robbery	200
Youth issues – other	198
Youth issues – young people as offenders	194
Alcohol use and alcohol-related crime	178
Burglary – residential	157
Community safety/fear of crime	157
Policing/criminal justice system related issues	82
Community engagement/working closer with the community	79
Theft	77
Sex related crimes	64
Quality of life issues	57
Information on local crime and policing	49
Confidence/trust/accountability in the police	47
Vehicle crime	44
Domestic violence	37
Resources	37
Illegal immigration	36
Serious/organised crime	32

Crime/ASB on public transport	24
Hate crime (e.g. racially or religiously motivated crimes, homophobic crimes etc)	21
Equal/fair treatment for all	20
Bureaucracy/paperwork	17
Safer Neighbourhoods/local policing	10
Youth issues – young people as victims	5
Prostitution	5
Bogus/cold calling	4
Crime figures/publicity	2
Target/priority setting issues	2
Dangerous dogs	1
Burglary – non residential	1
Training (of police officers)	0

All priority areas identified in the MPS online youth survey

Priority area	No. of respondents
Knife crime	15763
Gangs/groups of young people committing crime	10481
Gun crime	10124
Anti-Social Behaviour (ASB)	6999
Drugs	6654
Crimes that happen on public transport	5528
Dangerous dogs and people using them	5090
Better relationships between young people and the police	4217

Terrorism	3764
Young people committing crime	3757
Violent crime	3559
Street crime/robbery	3241
Seeing the police in the streets	2977
Young people becoming victims of crime	2719
Other types of theft	1415
Other	1211

Appendix six: Copies of full qualitative and shorter postcard style questionnaire

Full qualitative questionnaire

Have your say on policing in London

Help the Metropolitan Police Authority and Metropolitan Police Service decide London's policing priorities

This questionnaire is to help the Metropolitan Police Authority (MPA) and Metropolitan Police Service (MPS) decide London's policing priorities. Your views will also be used to inform other MPA and MPS work to help us improve London's policing services.

The MPS priorities are reviewed every year. The current priorities can be found on the MPA website within the Policing London Business Plan at www.mpa.gov.uk/downloads/publications/policingplan2009-12.pdf. Findings and analysis from last year's questionnaire are also available at www.mpa.gov.uk/downloads/publications/policingplananalysis2010-11.pdf. Alternatively, you can contact the MPA on 020 7202 0063 or 020 7202 0173 (minicom), leave your name and address and we will post you a hard copy.

Please complete this short questionnaire and return it to the freepost address (no stamp required) below by **30th November 2009**.

Planning and Performance Unit

Metropolitan Police Authority

Freepost LON17808

London

SW1H 0DY

If you are unable to complete this questionnaire and require a telephone questionnaire please contact the MPA on 020 7202 0063, leave your name and telephone number on the voicemail and somebody will call you back.

Data protection

We take protecting your personal information very seriously. Any personal information you give us will be handled in accordance with the Data Protection Act 1998. See www.direct.gov.uk/en/Governmentcitizensandrights/Yourrightsandresponsibilities/DG_10031451 or contact the MPA on 020 7202 0063 (please leave your name and

address on the voicemail and we will post you a hard copy) or 020 7202 0173 (minicom) for further details of the Data Protection Act 1998.

Section A: Your policing priorities for London

Please list your top 3 priorities for policing in London.

For example, these could be about a type of crime or anti-social behaviour (ASB) or about the way the police work in London.

Priority 1 _____

Question 1.1: Why do you think this should be a priority?

Question 1.2: What should the MPS be doing to tackle this issue?

Priority 2 _____

Question 2.1: Why do you think this should be a priority?

Question 2.2: What should the MPS be doing to tackle this issue?

Priority 3 _____

Question 3.1: Why do you think this should be a priority?

Question 3.2: What should the MPS be doing to tackle this issue?

Section B: Any further comments

Question 4: Do you have any further comments you would like to mention?

Section C: About you

Do you live in London?

☐ Yes What borough do you live in? _____

☐ No What county do you live in? _____

Can we contact you again to ask about policing in London?

☐ Yes ☐ No

If yes, please fill in your contact details below. You do not have to provide this information if you do not want to be contacted.

Title_____ First name_____ Last name _____

Address_____

_____

Postcode _____

Email address _____

Are you responding on behalf of a group or organisation (e.g. Residents' Association, Community and Police Engagement Group, youth group etc)?

☐ Yes ☐ No

If yes, please state the name and borough or county of your group or organisation and go to the last question. You do not have to give your personal details below

_____

Gender ☐ Male ☐ Female ☐ Prefer not to say

If you identify as transgender are you:

☐ Transgender - Male to Female

☐ Transgender - Female to Male

☐ Prefer not to say

Age	☐ Under 10 years ☐ 10-15 ☐ 16-24 ☐ 25-34
	☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+
	☐ Prefer not to say
Ethnicity	Asian or Asian British
	☐ Indian ☐ Pakistani ☐ Bangladeshi
	☐ Any other Asian background
	Black or Black British
	☐ Caribbean ☐ African
	☐ Any other African background
	Chinese or other ethnic group
	☐ Chinese ☐ Any other ethnic group
	Mixed
	☐ White and Black Caribbean
	☐ White and Black African
	☐ White and Asian
	☐ Any other mixed background
	White
	☐ British ☐ Irish ☐ Any other white background
	☐ Prefer not to say
Religion or belief	☐ Christian ☐ Buddhist ☐ Hindu
	☐ Jewish ☐ Muslim
	☐ Sikh
	☐ Any other religion (please state_____)
	☐ No religion ☐ Prefer not to say

Sexual orientation ☐ Heterosexual ☐ Gay/lesbian

☐ Bi-sexual

☐ Prefer not to say

Disability

Do you consider yourself to be a Deaf or disabled person? ☐Yes ☐ No

☐ Prefer not to say

If yes, what is the nature of your disability?

☐ Physical Impairment

☐ Mobility Impairment

☐ Sensory Impairment (e.g. Speech, Hearing, Visual)

☐ Neurological Condition

☐ Learning Disability/difficulty

☐ Other

☐ Prefer not to say

Where did you find out about this questionnaire?

☐ Your Local Authority magazine

☐ Your local newspaper

☐ The Metro

☐ MPA flyer/leaflet

☐ MPA website

☐ MPS website

☐ Through your local Safer Neighbourhoods Team

☐ Contacted by the MPA to take part

☐ Internet search

☐ Word of mouth

☐ Other (please state _____)

Please complete and return your questionnaire to the freepost address (no stamp required) below by **30th November 2009**.

Planning and Performance Unit

Metropolitan Police Authority

Freepost LON17808

London

SW1H 0DY

Thank you for taking the time to complete this questionnaire. We would like as many people as possible to complete a questionnaire. These will be used when the MPA/MPS are deciding the policing priorities for London.

Shorter postcard style questionnaire

Metropolitan Police Authority

YOUR policing priorities for London

What are your **three** policing priorities for London? Please tick **up to three** from the list below:

☐ Accessibility/visibility of police
☐ Alcohol related crime/issues
☐ Anti-Social Behaviour (ASB)
☐ Burglary
☐ Confidence/trust in police
☐ Crime/ASB on public transport
☐ Crime reduction/prevention
☐ Dangerous dogs
☐ Domestic violence
☐ Drug related crime/issues
☐ Equal/fair treatment for all
☐ Fear of crime
☐ Fraud/business crime
☐ Gun/knife crime
☐ Hate crime
☐ Information on local crime and policing
☐ Local policing
☐ Serious/organised crime
☐Sex related offences
☐Street crime/robbery
☐Terrorism
☐Theft
☐Traffic/road related issues
☐ Vehicle crime
☐Violent crime
☐ Working with the community
☐Youth crime/youth issues
☐Other _____
☐Other _____
☐ Other _____

Metropolitan Police Authority

Thank you for telling us about your policing priorities

We will use this to help us make sure the Metropolitan Police Service meets the needs of London.

Please tell us about you to help us better understand the information you have given. We are not asking for your name or address and all the information you give is treated confidentially.

☐ Male ☐ Female ☐ Prefer not to say Your age _____ ☐ Prefer not to say

☐ Heterosexual ☐ Gay/lesbian ☐ Bisexual ☐ Prefer not to say

Are you disabled? ☐ Yes ☐ No ☐ Prefer not to say

Your ethnicity _____ ☐ Prefer not to say

Your religion _____ ☐ No religion ☐ Prefer not to say