



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 2012/13

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 crime¹.

The Metropolitan Police Authority (MPA) ‘Have Your Say on Policing in London’ consultation to inform the 2012/13 Policing London Business Plan ran between June and November 2010². The consultation used four different sources to obtain information about Londoners’ priorities for policing in London:

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 and on the MPA and MPS websites. 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. The consultation was also promoted at various community meetings and events attended by MPA and MPS 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 them. A breakdown of the demographics of respondents is included in appendix four.

- A full qualitative questionnaire asking respondents to state their top three priorities for policing in London together with details of why they thought they should be priorities and what the police should be doing to tackle them³.
- 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, mobile police stations in youth clubs in Southwark, the Time of Your Life older people event in Hammersmith and Fulham and summer fetes (or similar events) in various boroughs⁴.
- Two questions around priorities included in the MPS Public Attitudes Survey (PAS)⁵.
- This year the consultation was also promoted to businesses across the capital with a slightly amended questionnaire, asking respondents for policing priorities for their business and for details of the size of the business. Details of the business consultation were sent to all MPS town centre policing teams to promote to businesses in their area and was supported by the London Chamber of Commerce and Federation of Small Businesses who appealed to their members to take part.

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

In total, 893 full qualitative questionnaires were completed either online, hard copy or via telephone, 1,017 shorter postcard style questionnaires were completed at various community events across London and 20,480 people were interviewed for the PAS (rolling 12 months to September 2010). In addition, 72 completed business consultation questionnaires were submitted.

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. A copy of the full qualitative questionnaire is included in appendix seven.

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

⁵ The MPS PAS measures 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.

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

Consultation type⁶				
	Full general public qualitative questionnaire⁷	Shorter general public postcard style questionnaire	Public Attitudes Survey (PAS)	Full business qualitative questionnaire⁸
Top five priorities raised	Traffic and road related issues	Gun and knife crime	Gun and knife crime	Accessibility and visibility of the police
	Anti social behaviour	Anti social behaviour	Drugs and drug related crime	Anti social behaviour
	Accessibility and visibility of the police	Burglary (residential)	Anti social behaviour	Policing and criminal justice related issues
	Policing and criminal justice related issues	Accessibility and visibility of the police	Accessibility and visibility of police	Community engagement/working with the community
	Drugs and drug related crime	Street crime and robbery	Violent crime	Traffic and road related issues

⁶ A list of all priorities raised in each consultation type is included in appendix six. Last year's consultation included questions in the MPS online youth survey. The survey was not conducted in 2010, however consultation questions will be included in future surveys.

⁷ Similar priorities emerged from last year's full qualitative and shorter postcard style questionnaires, with the exception of policing and criminal justice related issues which replaced gun and knife crime in the top five priorities from the full qualitative questionnaire. Gun and knife crime still featured in the top ten priorities raised in the full qualitative questionnaire.

⁸ An full analysis of business respondents is included in appendix three.

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 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:

- **Accessibility and visibility of the police and ASB** were prioritised by respondents in all consultation methods.
- **Traffic and road related issues, policing and criminal justice related issues, drugs and drug related crime and gun and knife crime** were also prioritised by respondents to two consultation 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 areas⁹. 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:

- Increase in resources for police and other agencies
- Increase in police powers
- Increase in policing methods and activities (e.g. proactive operations, stop and search)
- Increase presence, visibility, accessibility of police
- Community engagement and work with the community
- Tackle the drivers and causes of crime
- Work with other agencies

⁹ An analysis of why people prioritised issues and what they want the police to do to tackle them, raised in full qualitative questionnaires, is included in appendix one.

When asked what they wanted the MPS to do to address their priority area in the PAS, many respondents stated:

- Increase presence, visibility, accessibility of police
- Harsher penalties and sentences
- Stricter enforcement of laws and a zero tolerance approach
- Increase in policing methods and activities
- Community engagement and 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 2012/13 and future years.

This work is part of an integrated consultation process being overseen by the MPA that includes questions in the PAS 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.

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Appendix one: Analysis of why respondents prioritised issues in the full general public qualitative questionnaire and what they want the MPS to do to tackle them¹¹

Traffic and road related issues

Respondents highlighted the following areas when asked why they prioritised traffic and road related issues¹²:

- **Public and pedestrian safety:** respondents often felt that road traffic accidents claimed more lives than violent crime and were concerned for the safety of vulnerable pedestrians, particularly children and elderly people. Some respondents referred to the 'rights' of vulnerable road users, including cyclists.
- **Ignoring the law and road markings:** cyclists often highlighted drivers not observing anti stop lines (ASLs) and motor cyclists using bicycle lanes. A few respondents were also concerned that police officers ignored road markings and drove carelessly.
- **Safety of cyclists**
- **Dangerous, careless or anti social driving or parking:** a few respondents mentioned this in relation to alcohol or drug use, however most highlighted general poor driving issues. This issue was further aggravated by the increase in cars on the road.
- **Insufficient police presence, enforcement or penalties for driving offenders:** a number of respondents felt that the police rarely enforced laws around driving and road use. One respondent felt that people who commit driving offences are also likely to commit more serious crimes. Another stated that they would feel more confident in the ability of the police to deal with serious issues, if they routinely tackled lower level driving matters such as a broken headlight etc. Some respondents felt that the police unfairly targeted cyclists rather than motorists. Conversely, others argued that the police rarely dealt with dangerous or anti social cycling and were concerned that cycling offenders could rarely be tracked as cycles are not licensed or taxed.

¹¹ Further analysis was conducted on all combined priority areas raised by more than fifteen respondents.

¹² Around 20 respondents who prioritised traffic and road related issues stated that they heard about the consultation through a cycling related group (e.g. London Cycling Campaign, cycling blogs).

Respondents who felt that there was an insufficient police presence to deal with traffic offences highlighted an over reliance on cameras, speed humps and other traffic calming measures.

- **Mobile phone use:** a number of respondents were concerned that the police still did not fully enforce the law around mobile phone use and driving which encouraged people to continue to use their phones as they know they can 'get away with it'. Some respondents felt that using a mobile phone while driving was as dangerous as drink driving.
- **Speeding**
- **Affect on health, quality of life or environment:** a number of respondents felt that dangerous driving and unpleasant conditions on the road deterred people from opting for healthier and greener modes of transport such as walking and cycling. Respondents also mentioned dangerous driving and cycling making people (particularly children and the elderly) scared of going out and noise pollution from vehicles and car stereos.
- **Dangerous, careless or anti social cycling:** particularly cycling on the pavement. A few respondents were concerned that this was a method of snatch theft.
- **Uninsured, untaxed, unlicensed or unfit vehicles:** a number of respondents felt that this increased their own insurance costs.
- **Road and traffic issues are serious offences and are sometimes not prioritised**
- **Dangerous lorries, large or commercial vehicles**
- **Safety of drivers**
- **Illegal motor bike riding e.g. 'mini motos', particularly by young people**

Respondents highlighted the following areas when asked what the MPS should do to tackle traffic and road related issues:

- **Stricter enforcement of road and traffic laws:** many respondents felt that the police should consistently enforce laws around observing traffic signals and road markings (anti stop lines (ASLs) were frequently mentioned) for both drivers and cyclists, speeding, mobile phone use while driving and cycling on the pavement. Many thought that offenders should receive instant fines or fixed penalty notices. A number of respondents called for more police presence to make this possible. Some mentioned the police 'not turning a blind eye' to these offences.

- **Increase in policing methods or activity:** this included high visible random policing operations (some respondents referred to this as 'blitzing' an area), more vehicle, driver or cyclist stops and checks, more use of mobile cameras, handheld speed guns and number plate recognition equipment and more speed checks. Some respondents felt there should be increased 'plain clothes/vehicle' or covert policing of roads.
- **Increased police presence, visibility and accessibility**
- **Target hotspot areas and known offenders:** many respondents felt the police should patrol busy junctions where traffic and road offences often take place and use intelligence to direct this. One respondent felt that the police should consult with local people about the location of traffic offence hotspots.
- **More use of CCTV and traffic or speed cameras**
- **Community engagement and work with the community:** some respondents mentioned the use of MPS volunteers and the general public to monitor and report traffic offences.
- **Harsher penalties for traffic and road offenders:** this included fines, licence infringements and seizing or destroying offenders' vehicles. Some respondents thought that cyclists should be registered.
- **Work with other agencies and organisations:** respondents mentioned Transport for London (TfL) and local councils to ensure road layout and road signal design and operation facilitated safe driving and cycling. One respondent felt that the police should work with the Driver and Vehicle Licensing Agency (DVLA) to introduce a cyclist awareness and safety element to the driving test.
- **More education:** some respondents felt that driving, cycling and road safety should be taught in schools. A few respondents felt that drivers and cyclists should be reminded that road offences are a crime.
- **Police accountability:** a few respondents felt that the police themselves sometimes did not adhere to the rules of the road and should 'lead by example' by displaying safe and considerate driving behaviour at all times.
- **Increase police resources:** mainly to make more resources available so police officers are able to tackle and follow up traffic and road related offences.
- **Increase number of police officers**

- **Make issue higher priority for the police:** some respondents felt that the police should take traffic and road related incidents 'more seriously'.
- **Tackle causes of crime:** one respondent felt that the police should address poor or aggressive driving before it leads to offending.
- **Improve police training:** this was mentioned in relation to the training of officers to recognise and deal with traffic and road offenders, however one respondent felt that training and behaviour of police drivers should also be carefully monitored.
- **Faster police response times**
- **Increase powers:** this was mentioned in relation to both PCSOs and police officers. One respondent felt there should be a new offence of 'anti social driving'.
- **Reduce bureaucracy and paperwork for police officers**
- **Acknowledgement of existing police efforts**

Anti social behaviour (ASB)

Respondents highlighted the following areas when asked why they prioritised ASB:

- **Impact on fear of crime, feelings of intimidation and personal safety:** some people stated that they were scared to intervene when they witnessed ASB as they feared for their personal safety. Others stated that ASB led to people being scared to leave their homes.
- **Impact on quality of life**
- **ASB can lead to more serious offending**
- **The negative impact on neighbourhoods, the area, communities and social cohesion:** some respondents highlighted how ASB can force people to leave areas and make them scared to go out of their home or use public spaces.
- **ASB is not being prioritised or tackled (either by the police or other organisations) and tougher measures are needed:** respondents often felt that ASB incidents are tolerated or accepted and this means that people commit ASB without fear that they will be caught or punished. Some mentioned that ASB often occurred at night when there were fewer police officers in the area to deal with the issue. The way that the police addresses ASB influences people's views of the police and, if they see it is being dealt with, can make people feel safer and improve confidence.

- **ASB is often committed by young people:** some respondents felt that young people often have little respect for others or the area and thought they should be shown that it is not acceptable to behave anti socially.
- **ASB is widespread and affects a large number of people**
- **ASB is widespread, frequent and increasing in volume**
- **ASB is often linked to alcohol or drug use**
- **ASB has a particularly negative impact on the elderly or vulnerable**
- **A lack of respect amongst people leads to ASB**
- **ASB is sometimes linked to gang activity**
- **ASB is sometimes committed on public transport:** respondents often stated that they were too scared to challenge those behaving anti socially on public transport.

Respondents highlighted the following areas when asked what the MPS should do to tackle ASB:

- **Stricter enforcement of laws and a zero tolerance approach:** most respondents wanted to see a zero tolerance approach adopted for ASB with the police taking the issue seriously and responding appropriately.
- **Increased police presence, visibility and accessibility:** this was thought to be a significant factor in tackling ASB. Many respondents thought there should be increased police patrols at night.
- **Community engagement and work with the community:** this includes keeping residents informed of police actions to tackle ASB; working with the community to identify areas of concern; educating young people about the consequences of ASB; and officers being part of the community so they are recognised and trusted.
- **Work with other agencies and organisations:** some respondents wanted to see more work with local organisations including mentoring schemes for young people, working with the local authority to set up activities for young people, and ensuring a joined up approach to dealing with those people subject to anti social behaviour orders (ASBOs) and acceptable behaviour contracts (ABCs). Increasing awareness of the harm ASB causes was also mentioned by respondents.
- **Target hotspot areas and known offenders**

- **Harsher penalties and sentences:** respondents felt that the penalty for committing ASB was not harsh enough and not a strong enough deterrent for offenders.
- **Faster police response times:** some respondents felt that the police do not act quickly enough to calls relating to ASB. A faster response and giving ASB greater priority would assist in catching perpetrators.
- **Increase in policing methods and activity:** this included more stop and search, taking ASB seriously and acting on all incidents, more pro-activity in dealing with ASB before it escalates, and proper investigation of ASB cases.
- **Increase SNT hours and areas patrolled:** some respondents felt that the hours SNT officers work do not fit the times that ASB occurs.
- **Increase number of police officers:** respondents felt that increasing the number of police officers on the streets would instil confidence in communities that the area is safe. It was felt by some respondents that, although PCSOs are patrolling the streets, they do not have sufficient powers to deal with ASB effectively.
- **Increase police powers:** the police need more powers to tackle ASB effectively.
- **Make ASB a higher priority for the police and government:** ASB should be taken more seriously by the police. Some respondents felt that ASB offenders should have their benefits cut, while others felt there should be an increase in sentencing powers to deal with ASB offenders.
- **Tackle causes and drivers of crime**
- **Acknowledgement of existing police efforts**
- **Reduce bureaucracy and paperwork**
- **More education around ASB (e.g. what constitutes ASB, consequences of ASB)**
- **Police accountability issues**
- **Better or more police training**
- **More CCTV**
- **Increase resources and funding (for the police and other organisations)**

Accessibility and visibility of the police

Respondents highlighted the following areas when asked why they prioritised accessibility and visibility of the police:

- **Increase the number of visible officers on the beat:** the majority of respondents highlighted this area, particularly noting that more officers should be on foot or bicycles, rather than in cars. Respondents felt that officers should patrol at all hours (particularly after dark), on public transport and around estates, parks and schools, not just on main streets. Some respondents mentioned single patrolling and stated that officers should not patrol in pairs or groups.
- **Increased accessibility and visibility of officers would deter, reduce or prevent crime or ASB:** many respondents felt that the visible presence of officers would serve this function and make offenders realise they cannot 'get away' with committing offences.
- **Increased accessibility and visibility of officers would reduce crime, improve reassurance and feelings of safety**
- **Improve response times:** respondents mentioned the police not arriving quickly enough when called or, in some cases, not arriving at all meaning that offenders may evade arrest.
- **Improve engagement and relationships with the community:** respondents felt that increased officers 'on the beat' would result in more opportunities for community engagement and people would be more likely to take a greater interest in policing.
- **Issues with reporting:** some respondents wanted easier and faster ways of speaking to the police, mentioning a memorable non emergency number, help points on high streets to report crimes (similar to at rail stations) and a more efficient email system where the police respond to people's queries. A few respondents felt that people would be more confident reporting offences if they knew the police would respond quickly and if they saw more officers in the area.
- **Increased accessibility and visibility of officers would increase confidence in the police**
- **Accessibility of police stations and front counters:** some respondents were concerned about limited opening hours of some police stations.

- **PCSOs:** some respondents stated that they would rather have fully warranted officers 'on the beat', than PCSOs. However other respondents were supportive of PCSOs.
- **Less bureaucracy for officers:** one respondent felt that paperwork should be completed by PCSOs.
- **Increased accessibility and visibility of officers would ensure that officers are enforcing the law and tackling crime:** one respondent felt there should be more support from the Crown Prosecution Service (CPS) when the police catch offenders.

Respondents highlighted the following areas when asked what the MPS should do to address accessibility and visibility issues:

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more police officers patrolling the streets. This included more officers on foot or bicycle, single patrolling, more visibility on buses and patrols later into the night.
- **Reduce bureaucracy and paperwork:** the clear message from respondents was that too much officer time is spent on paperwork that could be undertaken by civilian staff, enabling officers to spend more time 'on the street'.
- **Increase number of police officers**
- **Community engagement and work with the community:** respondents felt that officers should get to know the area and the people within the community.
- **Faster police response times:** turning up to incidents in good time, better coordination of appointments and answering Safer Neighbourhoods phones were some of the areas mentioned by respondents.
- **Increase resources and funding:** most respondents wanted more money spent on recruitment, civilian staff to be responsible for paperwork (rather than officers) or felt that resources in general should be more effectively deployed.
- **Target hotspot areas and known offenders:** some respondents felt that identifying hot spot areas and directing resources appropriately would help reduce crime.
- **Stricter enforcement of laws and a zero tolerance approach**
- **Acknowledgement of existing police efforts:** respondents felt that community policing was working well and should be continued.

- **Make accessibility and visibility of officers a higher priority for police and government:** this included redeploying more officers to patrolling, increasing the number of police officers (some respondents stated that they would prefer to see more warranted officers rather than PCSOs) and generally making accessibility and visibility of the police a higher priority.
- **Increase in policing methods and activity:** this included better problem solving and investigation and responding to all crimes.
- **Work with other agencies or organisations**
- **Police accountability**
- **More education**
- **Improved police training**
- **More CCTV**
- **Increase SNT hours and areas patrolled**
- **Increase PCSO powers**
- **Tackle the drivers of crime**

Policing and criminal justice related issues

Policing and criminal justice related issues included areas such as policing methods, sentencing, the courts, police powers and officer behaviour. Respondents highlighted the following areas when asked why they prioritised policing and criminal justice related issues:

- **Change or amend policing methods:** this included more intelligence led work, a more proportionate response to crime (i.e. focusing on serious, rather than minor offences. A number of respondents felt that police should spend less time dealing with motoring offences) and ensuring officers patrol alone, rather than in pairs. Respondents differed in their concerns around some issues e.g. while one respondent praised the use of CCTV, another felt that there should be fewer surveillance measures. Similarly, while some respondents felt there should be more stop and search and use of metal detectors to identify weapons, another felt there should be less use of stop and search tactics. Other issues raised in this area included boroughs working together more (rather than pushing problems from one to the other) and less use of police sirens and helicopters which disturbed residents.
- **Police behaviour:** this included police officers abusing their position of power, heavy handed policing of protests (which can result in loss of public

trust), intimidation of photographers and generally aggressive and rude behaviour. Some respondents commented on the 'scruffy' appearance of some officers and poor driving in marked police vehicles. References were made to poor police behaviour thought by respondents to have contributed to the death of members of the public (Ian Tomlinson and Jean Charles De Menezes were mentioned).

- **Increase in investigations, detections and convictions:** the police should take seriously and work hard to investigate all crimes, even lower level offences. A number of respondents were concerned that the police sometimes did not fully investigate sexual offences (the high profile cases of John Worboys and Kirk Reid were specifically mentioned) and persecuted victims.
- **Issues related to the Criminal Justice System (CJS) and sentencing:** it was felt that sentences were not 'tough' enough to deter offenders, and there should be more provision to deal with persistent re-offenders, more restorative justice and reintegration of offenders back into the community.
- **Police and PCSO powers to deal with issues:** PCSOs should have more powers so they can better deal with issues, often relieving the work load of police officers. Furthermore, one respondent felt that PCSOs were more likely to remain in the role if their powers increased. Some respondents felt that the police should have more capacity to use common sense and discretion in their role.
- **Recruitment and Human Resources (HR) issues:** respondents raised a number of issues in this area including the need for a more diverse police service, that more (high quality) officers should be recruited and that they should be drawn from a wide range of 'talent pools'. Some respondents mentioned the long hours that officers and staff often work and felt they should be appreciated more and receive better pay. One respondent felt that good PCSOs should be given the opportunity to go on to become PCs while another argued that shift patterns should be reviewed to ensure best use of the workforce.
- **Transparency, accountability and political interference in policing:** a number of respondents felt that there should be no political control over the police and that the police should be politically neutral. One respondent also mentioned the media and the inappropriate influence they sometimes had on policing.
- **Improve efficiency and ensure better service provision:** particularly the service for victims of crime.

- **Respect between police and the public:** this was often mentioned in relation to police behaviour and their attitude and manner when dealing with the public.
- **Issues related to actual or perceived racism or discrimination by police**
- **Reduce bureaucracy for police officers**
- **Community engagement:** one respondent felt that the public should have more input into policing.
- **Issues around reporting crime:** one respondent felt that people may not always report crime as they feel the police won't act on it.

Respondents highlighted the following areas when asked what the MPS should do to address policing and criminal justice related issues:

- **Police accountability:** most respondents felt that the police should be held to account for their actions and disciplined if they do not perform their duties correctly. The need for some officers to 'change their attitude' was also highlighted.
- **Community engagement and work with the community:** this included more community work as part of sentences, better support post sentence, improved victim care and communication, police officers being more approachable and increased work with young people.
- **Make policing and criminal justice issues higher priority for the police and government:** most respondents suggested lobbying parliament and the courts for a more effective judicial system.
- **Improved police training:** strengthening knowledge in specific areas of work and better training for officers around dealing with the public were mentioned by respondents.
- **Work with other agencies and organisations:** some respondents felt that the MPS should work with councils around issues affecting the local area and liaise with other forces.
- **Increase in policing methods and activity:** it was generally thought that the police should be more proactive and conduct more investigations.
- **Stricter enforcement of laws, a zero tolerance approach**
- **Reduce bureaucracy and paperwork:** some respondents thought the MPS should explore more efficient ways of working to get officers out from behind desks and back on streets.

- **Increased police presence, visibility and accessibility**
- **Increase police powers**
- **Increase number of police officers**
- **Harsher penalties and sentences**
- **Increase resources and funding**
- **Target hotspot areas and known offenders**
- **More education**
- **Acknowledgement of existing police efforts**
- **More CCTV**
- **Tackle drivers of crime**
- **Faster police response times**
- **Increase PCSO powers**

Drugs and drug related crime

Respondents highlighted the following areas when asked why they prioritised drugs and drug related crime:

- **Drug selling and use is linked to other crimes and ASB**
- **Impact of drugs on young people:** in particular being drawn in to taking or selling drugs by drug dealers
- **Impact on fear of crime and quality of life:** including drug taking paraphernalia in public areas.
- **Drug use destroys and damages lives of users and those around them**
- **Prevalence and increase of drugs and drug related crime**
- **Impact on the area and community**
- **Police should crack down on drugs sellers and users (mainly sellers)**
- **Police should decriminalise drugs and not dedicate as many resources to tackling the problem:** some respondents felt that the police should focus on more serious crimes rather than drug offences.
- **Link to gangs**

- **Impact on families of users**
- **Cost and resources to deal with drugs:** a few respondents highlighted the cost of dealing with drug related issues to a variety of agencies including the police and National Health Service (NHS).
- **Impact on health**

Respondents highlighted the following areas when asked what the MPS should do to tackle drugs and drug related crime:

- **Stricter enforcement of laws, a zero tolerance approach:** most respondents wanted to see stricter enforcement of laws to identify and arrest those who smuggle, supply and use drugs. It was suggested that publicising the arrests of dealers may act as a deterrent.
- **Target hotspot areas and known offenders:** most respondents thought that the police should be targeting known dealers and disrupting activity. Those who buy drugs should be educated around the effects, and known hotspots patrolled.
- **Work with other agencies and organisations:** including border security, cross border drug agencies, drug treatment partners, councils, housing associations and benefits departments.
- **Increase in policing methods and activity:** most respondents thought that more proactive initiatives were needed to identify offenders, with increased surveillance and crack house closures. More stop and search was also raised by some respondents.
- **Community engagement and work with the community:** including listening to public concerns, using local intelligence and generally having more contact with the community who are best placed to know where the real problems are.
- **Increased police presence, visibility and accessibility**
- **Harsher penalties and sentences:** most respondents wanted to see harsher penalties for drug dealers.
- **More education:** particularly in schools, around the dangers of drug use.
- **Make drugs and drugs related crimes a higher priority for the police and government:** lobbying government to decriminalise drugs, making drug classes all the same and treating the issue with higher priority were all areas mentioned by respondents.
- **Acknowledgement of existing police efforts**

- **Faster police response times:** respondents generally felt that a quicker response to calls regarding drugs was needed.
- **Tackle drivers of crime:** including breaking down supply networks, specifically targeting suppliers, working with border agencies and developing prevention strategies.
- **Increase resources and funding**
- **Increase number of police officers**
- **More CCTV**
- **Reduce bureaucracy and paperwork**

Residential burglary

Respondents highlighted the following areas when asked why they prioritised residential burglary:

- **Impact on fear of crime and quality of life:** particularly for elderly or vulnerable people. Respondents often referred to burglary as an invasion of private property which makes people feel violated and unsafe, that people have a 'right' to feel safe in their homes, the emotional impact of somebody being in your home and that being a victim is more traumatic than just financial loss.
- **Burglary is widespread, frequent and increasing:** some respondents felt that more people may turn to burglary in the current financial climate.
- **Police and courts don't take the matter seriously:** respondents felt that the police often do not consider the emotional impact of being a victim of burglary. Some felt that the burglary detection rate was low and punishments too lenient.
- **Financial impact on victims**
- **Link to other crime types:** particularly drugs
- **Burglary is widespread across London**
- **Residents need more crime prevention advice and support**

Respondents highlighted the following areas when asked what the MPS should do to tackle residential burglary:

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more police officers patrolling, particularly at times when burglaries are most likely to occur.
- **Increase in policing methods and activity:** this included maximising forensic opportunities, being more proactive and fully investigating all burglaries, increasing intelligence and raising public awareness of home security.
- **Community engagement and work with the community:** most respondents thought the police should be more proactive around prevention with public awareness schemes to promote home security. They also wanted to see greater support given to Neighbourhood Watch schemes and Safer Neighbourhoods Teams, as these are effective mechanisms to both give prevention advice and gather and share useful intelligence.
- **Target hotspot areas and known offenders:** most respondents wanted the MPS to target known offenders and patrol hotspot areas at identified priority times. Some respondents thought that patrols by volunteers could also help. Another suggestion included working with the CPS to object to known burglars being given bail.
- **Stricter enforcement of laws, zero tolerance approach:** including increasing the arrest rate, convicting repeat offenders, pro-active tracking of stolen goods and known areas for selling stolen property, using local intelligence to prevent burglaries and creating more powers of arrest to enforce immediate punishments.
- **Harsher penalties and sentences:** most respondents thought that sentences should be longer and offenders kept in custody wherever possible.
- **Faster police response times**
- **Work with other agencies and organisations:** this included working with the courts, schools, parents and using the media to send out crime prevention messages.
- **Increase SNT hours and areas patrolled**
- **More education:** including police involvement in schemes with young people, and home owner education.
- **Tackle drivers of crime**

- **Make burglary a higher priority for the police and government**
- **Reduce bureaucracy and paperwork**
- **Acknowledgement of existing police efforts**
- **Increase number of police officers**
- **More CCTV**
- **Increase police powers**

Gun and knife crime

Respondents highlighted the following areas when asked why they prioritised gun and knife crime:

- **Prevalence or increase in gun and knife crime:** some respondents linked this to poverty and poor social cohesion.
- **Loss of life:** in particular young people dying, sometimes as a result of issues around 'respect' and revenge killings.
- **Young people as victims**
- **Impact on fear of crime:** some people felt that they were unable to challenge poor behaviour for fear of being stabbed.
- **Impact on families and communities**
- **Young people as perpetrators**
- **Influence of gangs**
- **Public safety**
- **Sale and availability of weapons**
- **Becoming the 'norm':** some respondents were concerned that people were becoming de-sensitised to gun and knife crime and that it was starting to be seen as acceptable.
- **Influence of media:** particularly in driving fear of crime.
- **Policing and other measures are currently not tackling the problem:** some felt there should be tougher measures to deal with gun and knife crime offenders.
- **Increase in weapons being carried for protection or status**

- **Link to drugs**

Respondents highlighted the following areas when asked what the MPS should do to tackle gun and knife crime:

- **Increase in policing methods and activity:** respondents overwhelmingly wanted to see more stop and search activity to tackle gun and knife crime. In addition respondents thought that more knife arches or metal detectors at schools, transport hubs, pubs and clubs would assist in tackling this issue.
- **Harsher penalties and sentences:** respondents felt that sentencing needs to be a bigger deterrent than it currently is. They felt that the government should ensure longer, automatic custodial sentences for carrying a knife.
- **Increased police presence, visibility and accessibility**
- **Stricter enforcement of laws, a zero tolerance approach:** most respondents felt there was 'no excuse' for carrying a weapon and a zero tolerance approach was appropriate.
- **Community engagement and work with the community:** including engaging young people in youth activities and community initiatives, educating young people about the consequences of using a weapon, acting on community intelligence and raising awareness of police work in this area.
- **Work with other agencies and organisations:** Respondents felt that the police cannot work alone and that all public services should work on a shared duty to tackle gun and knife crime. Other ideas included working with organisations to identify offenders, the CPS and courts to ensure sentencing 'fits the crime' and schools to increase education around the issue.
- **Target hotspot areas and known offenders**
- **More education:** for young people about the consequences of carrying a weapon.
- **Tackle drivers of crime:** respondents mentioned working to stop the supply of weapons, more knife and gun amnesties and exploring the motives of this crime type.
- **Increase police powers:** around stop and search and working with other agencies.
- **Make gun and knife crime a higher priority for the police and government**
- **Acknowledgement of existing police efforts**

- **Increase number of police officers**
- **Increase police training**
- **More CCTV**
- **Increase SNT hours and areas patrolled**

Violent crime

Respondents highlighted the following areas when asked why they prioritised violent crime:

- **Impact on fear of crime, feelings of intimidation and personal safety**
- **Impact on the victim, their families and others around them**
- **Impact on quality of life:** some respondents highlighted how fear of violence can restrict people from going out and enjoying themselves.
- **Loss of life or injury**
- **Impact on communities and social cohesion**
- **Violent crime and offenders aren't being tackled:** some respondents felt that sentences were often too lenient.
- **Violent crime is widespread, frequent and increasing in volume:** one respondent was concerned that violent crime was becoming normalised.
- **Young people as victims**
- **Young people as perpetrators**
- **Public safety**
- **Link to gangs**
- **Violent crime is widespread and affects a large number of people**
- **Link to alcohol and drugs**
- **Costs to the CJS and NHS**
- **Link to gun and knife crime**

Respondents highlighted the following areas when asked what the MPS should do to tackle violent crime:

- **Increased police presence, visibility and accessibility:** especially at night and in identified high crime areas.
- **Target hotspot areas and known offenders:** respondents felt that the police should be using intelligence to target locations and suspects.
- **Increase in policing methods and activity:** including more preventative work to tackle youth violence, being proactive, carrying out more stops and searches and investigating and detecting more violent crimes.
- **Community engagement and work with the community:** some of the areas suggested by respondents included working with parents and young people, supporting community Neighbourhood Watch schemes, education and awareness campaigns, providing more youth diversionary activities and for SNTs to gather local intelligence with the community.
- **Stricter enforcement of laws, a zero tolerance approach:** including targeting licensed premises that allow people to drink excessively, taking threats of violence seriously and giving a strong message that violence will not be tolerated.
- **Increase number of police officers:** respondents highlighted the importance of protecting frontline services and ensuring a dedicated resource to tackle violent crime.
- **Harsher penalties and sentences**
- **Work with other agencies and organisations:** respondents felt the police should work with the CPS and other relevant agencies to ensure that violent crime is dealt with appropriately.
- **Faster police response times**
- **Increase resources and funding**
- **Make violent crime a higher priority for the police and government:** to do this, respondents felt that the police and government should take incidents of violence and ASB more seriously, and ensure there are enough officers to deal with incidents.
- **Acknowledgement of existing police efforts**
- **More education:** respondents suggested working in schools to influence children at a young age.

- **Tackle drivers of crime**
- **Improve police training**
- **More CCTV**
- **Police accountability**
- **Increase SNT hours and areas patrolled**
- **Increase police powers**

Alcohol use and alcohol related crime

Respondents highlighted the following areas when asked why they prioritised alcohol use and alcohol related crime:

- **Alcohol use causes or is linked to other crimes and ASB:** this included litter, noise (often keeping people awake at night), people urinating in public places and damage to property or vehicles.
- **Impact on fear of crime and quality of life:** some respondents felt that there were 'no go areas' where people felt unsafe due to alcohol use and alcohol related crimes.
- **Alcohol and alcohol related crime not being dealt with:** some respondents felt that the police need to be more visible at pub closing time in areas with a large night time economy, that Local Authorities should tackle irresponsible alcohol premises and that measures to deal with alcohol related offenders should be 'tougher'.
- **Impact on services e.g. police and NHS:** respondents were concerned about the 'drain' on resources caused by alcohol use and alcohol related crime.
- **Problems associated with drinking alcohol in public places (e.g. streets, parks, town centres):** this contributed to fear of crime.
- **Alcohol use and related crime is a serious and/or increasing problem**
- **Problems associated with young people drinking**
- **Availability of alcohol**
- **Drink driving**

Respondents highlighted the following areas when asked what the MPS should do to address alcohol use and alcohol related crime issues:

- **Stricter enforcement of laws, a zero tolerance approach:** most respondents wanted to see stricter enforcement of laws around alcohol sales to underage people, and also of licensed premises selling to drunk people. They also wanted to see the police giving out a strong message that abusing laws will not be tolerated.
- **Increased police presence, visibility and accessibility:** most respondents wanted to see more police patrolling at night in areas prone to alcohol related problems. They also wanted more police enforcement around dispersal and 'no drinking' zones.
- **Work with other agencies and organisations:** respondents felt that the police should work closely with the Home Office and Local Authorities to influence licensing laws, restrict pub closing times, ban drinking in all public places and set a minimum price for alcohol.
- **Target hotspot areas and known offenders**
- **Harsher penalties and sentences**
- **Community engagement and work with the community:** including working with schools and young people to explain the consequences of alcohol abuse.
- **Increase police powers:** some respondents thought that the legal age for drinking should be raised to 21 and that greater powers should be given to the police in dealing with offenders, specifically around confiscation of alcohol from young people.
- **Make alcohol and alcohol related crime a higher priority for the police and government**
- **Tackle drivers of crime**
- **Acknowledgement of existing police efforts:** respondents acknowledged the work of the police around lobbying government for a minimum price for alcohol, but also felt that they needed the support from local pubs and clubs to provide resources for additional policing.
- **Faster police response times**
- **More education**
- **Increase in policing methods and activity**

- **More CCTV**

Vehicle crime

The majority of respondents who prioritised vehicle crime highlighted theft of bicycles as a significant issue. Theft of and from motor vehicles was also raised.

Respondents highlighted the following areas when asked why they prioritised vehicle crime:

- **Bicycle theft deters people from cycling:** respondents felt that, despite campaigns to promote this greener mode of transport, Londoners were often discouraged from cycling for fear of having their bicycle stolen.
- **Frequency and increase of vehicle crime, particularly bicycle theft**
- **Vehicle crime, particularly bicycle theft, not prioritised or taken seriously by police:** one respondent felt that stolen bicycles were almost treated as 'lost property' by the police.
- **Impact on victims:** this included the financial and emotional impact of being a victim, inconvenience and loss of mobility and increasing fear of crime.
- **Link to other crimes:** this included use of stolen vehicles to commit crimes (e.g. 'pavement' robbery using a bicycle) and stealing bicycles and vehicles leading to more serious offending.
- **Impact on insurance costs**

Respondents highlighted the following areas when asked what the MPS should do to tackle vehicle crime:

- **Target hotspot areas and known offenders:** some respondents felt that targeted police work in areas that are either known for bicycle theft or known to be selling stolen bicycles would help in reducing the problem.
- **Increase in policing methods and activity:** including more proactive work to identify those selling stolen bicycles, more surveillance in areas known for bicycle thefts and following up on cases.
- **Community engagement and work with the community:** looking at crime prevention techniques.
- **Stricter enforcement of laws and zero tolerance:** some respondents felt that more enforcement was needed towards those people known to be selling stolen bicycles.

- **Work with other agencies and organisations:** respondents specifically highlighted online market place sites that sell used goods.
- **Make vehicle crime a higher priority for the police and government:** some respondents wanted cycle theft to be treated with the same priority as car theft.
- **Increased police presence, visibility and accessibility**
- **Harsher penalties and sentences for offenders**
- **Increase police resources**
- **Tackle causes of crime**
- **Acknowledgement of existing police efforts**
- **More CCTV**

Community engagement and working with the community

Respondents highlighted the following areas when asked why they prioritised community engagement and working with the community:

- **Improve relationships between police and young people:** some respondents felt the police should be involved in positive activities with young people (including mentoring, coaching and giving them a place to 'hang out') and educate young people around keeping safe and out of trouble. One respondent felt that the police should not stop and search or move young people on without a good reason for doing so. It was felt that improving relationships between the police and young people would result in greater trust between both parties and stop young people feeling alienated from the police.
- **Improve relationships and communications between the police and community:** to encourage more public participation and support the police need to be considered as part of the community they serve. It was felt that closer links with the community would help to break down barriers, encourage more social cohesion and avoid a feeling of 'them' and 'us'.
- **Intelligence gathering and problem solving:** engaging with the community will help to ensure that the police are dealing with issues that matter most to the public.
- **Engagement will improve confidence and trust in the police**

- **To reduce, prevent or tackle crime:** one respondent felt that crime prevention was more effective when the police and public are working together.
- **Police officers need to be better known and familiar in the community:** one respondent felt that leaflets etc do not have the same impact as personal contact.
- **To improve feelings of safety and reassurance**
- **To educate and raise awareness of policing issues**
- **Improve relationships between police and minority groups**
- **Improve police attitude to the public**
- **Partnership working:** one respondent felt that different people and groups working together would inspire each other.

Respondents highlighted the following areas when asked what the MPS should do to address issues around community engagement and working with the community:

- **More community engagement and work with the community:** most respondents felt that the MPS needed to engage more with communities in order to better understand the people and places where they work. It was felt that the police should be more involved in diversionary activities for young people, and offer better crime prevention advice. Other suggested ways to address this issue were attending community events, expanding the role of local contact groups for intelligence gathering, engaging more with young people and their parents and bespoke initiatives tailored to the community.
- **Work with other agencies and organisations:** including a more multi agency approach to tackle crime, the use of regular open discussions with the media, working with schools and youth clubs to engage with young people and inform discussions around drugs, violence, racism, sexual violence etc, working in partnership with the LA (as issues may be better dealt with by them), and for the police to gain a greater understanding of community needs by working with local organisations.
- **Increased police presence, visibility and accessibility:** most respondents wanted to see police officers out in the community getting to know people and being available to talk to.
- **Increase in policing methods and activity:** some respondents thought that policing in the community needed to be conducted in a more efficient and effective way. Some ideas included being more visual and interactive, giving

more crime prevention advice, making better use of local contact groups, developing bespoke initiatives for communities and increasing the profile of community safety teams on boroughs.

- **Police accountability:** some respondents felt that police officers needed to be more respectful.
- **Improved police training:** this was linked to police accountability, where respondents felt that more police training was needed to encourage respect towards the public. It was also felt that more training was needed around specific religions.
- **Increase SNT hours and areas patrolled**
- **Stricter enforcement of laws and a zero tolerance approach**
- **Reduce bureaucracy and paperwork**
- **More education**
- **Tackle causes of crime**
- **Target hotspot areas or known offenders**
- **Make issue higher priority for the police and government**
- **Acknowledgement of existing police efforts**

Serious and organised crime

Respondents who highlighted serious and organised crime mentioned fraud, internet crime, credit card crime, identity theft, 'white collar' offending and organised gangs. They gave the following reasons for prioritising serious and organised crime:

- **Serious and organised crime is often ignored or not taken seriously by the police and government:** some respondents were concerned that crimes are often absorbed by businesses rather than being reported to the police. They thought that even when reported, crimes are often not taken seriously by the police and few people are held to account. A couple of respondents felt there was 'one law for the rich and one for the poor'.
- **Impact of serious and organised crime on society, the country and individuals:** the effect of serious and organised crime on the government and the type of public services that the country can afford to offer as a result was mentioned.
- **Increase in serious and organised crime:** particularly internet crime which was referred to by one respondent as a 'major growth area'. There was

concern that this crime type affected increasingly more people, particularly those who are vulnerable. Some respondents felt that, despite this increase, serious and organised crime was still not prioritised or taken seriously by the police.

- Other respondents mentioned fear of crime generated by serious and organised offences, links to other crime types and perceived MPS involvement in this crime area including fraudulent use of corporate credit cards.

Respondents highlighted the following areas when asked what the MPS should do to tackle serious and organised crime:

- **Increase in policing methods and activity:** most respondents wanted to see the police take fraud and identity theft seriously and investigate cases thoroughly.
- **Work with other agencies and organisations:** some respondents thought that the police should be liaising and working with other countries, banks, IT companies and the National Fraud Reporting Centre, and using the media to report on fraud more.
- **Increase in police resources and funding:** most respondents felt there should be dedicated resources within specialist units to tackle this type of crime.
- **Stricter enforcement of laws, a zero tolerance approach:** it was felt that fraud and identity theft is not taken as seriously as other crime types by the police. Respondents wanted to see more offences pursued and offenders prosecuted.
- **Make issue a higher priority for the police and government:** respondents felt that this type of crime happened on an international scale and therefore more priority at this level was needed. It was also felt that more focus should be given to high value crime affecting large numbers of people over lower level crime.
- **Community engagement and work with the community:** most respondents wanted the police to offer advice to communities around crime prevention and also to encourage people to come forward to report this type of crime.
- **Harsher penalties and sentences**
- **Target hotspot areas and known offenders**

- **Improve police training:** training around fraud and forgery investigation should be given to detectives.
- **Increased police presence, visibility and accessibility**
- **Police accountability:** including ensuring any officer caught committing fraud is prosecuted.
- **More education**
- **Tackle causes of crime**

Gangs and gang related crimes

Respondents highlighted the following areas when asked why they prioritised gangs and gang related crimes:

- **Impact on people including victims and young people drawn into gangs:** many respondents expressed concern about victims of gang activities and also for often vulnerable young people involved in gang activity. Respondents felt that being a gang member may give a sense of 'belonging' but also leads young people to commit crimes that they would not have been involved in otherwise and prevents young people from leading a 'positive life'.
- **Link to other crime types:** particularly violence, gun and knife crime, drugs, robbery and ASB.
- **Impact on fear of crime, feelings of intimidation and personal safety**
- **Impact on estates, areas and London as a whole**
- **Gangs and gang related crime problems are increasing:** some residents were concerned about the scale of the problem in the USA and that the UK may be similar.
- **Police are not tackling the problem:** some respondents were concerned that the police were currently not doing enough to tackle the problem and that they often dealt with events once they happened rather than engaging in preventive work. One respondent felt the police needed community support to tackle gangs and gang related crime.

Respondents highlighted the following areas when asked what the MPS should do to tackle gangs and gang related crime:

- **Stricter enforcement of laws, a zero tolerance approach:** most respondents thought that the police needed to take a zero tolerance approach

to gangs by dealing with high risk groups and targeting the leaders. It was also suggested that associated ASB like graffiti should be dealt with promptly.

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more police presence around the areas where gang activity is most prevalent, particularly at night.
- **Community engagement and work with the community:** including getting police linked in with youth activities and in schools, encouraging interactive activities between gangs, police getting to know gangs and becoming a familiar face within the community.
- **Work with other agencies and organisations:** respondents wanted to see the police linking in more with other organisations to form partnership approaches to dealing with young people in gangs. Linking in with schools, youth workers, and local groups were also highlighted.
- **Target hotspot areas and known offenders:** including more dedicated targeting of young people and gangs, more stops and searches of young people and more patrols in areas known for gang violence.
- **Increase in policing methods and activity:** most respondents thought that more stop and search was needed to tackle gang and gang related crime.
- **Harsher penalties and sentences**
- **More education:** including police providing workshops in schools, perhaps having ex gang members speaking to school children about reasons for not getting involved in gangs, and also educating gang members themselves.
- **Increase police resources and funding:** including enhancing the work of Trident, increasing the number of police officers, and directing resources into areas where there is high crime/gang violence.
- **Increase SNT hours and areas patrolled**
- **Faster police response times**
- **Tackle causes of crime**
- **Make issue higher priority for the police/government**
- **Acknowledgement of existing police efforts**

Quality of life issues

Respondents who prioritised quality of life referred to littering and fly tipping, dog mess, vandalism, graffiti and general damage, noise and people playing loud music, begging and rough sleepers, general low level crime, disorder and ASB, poor street lighting and neighbour disputes.

- **Negative impact on area:** most respondents were concerned about the negative impact of the quality of life issues outlined above on their area and London as a whole. Respondents thought that areas with visible vandalism and litter can look dangerous and unwelcoming to residents and visitors to London and were concerned about the environmental and health impact of this. It was thought that if areas were kept clean and in good order, this would make people feel safe, improve quality of life and community relations.
- **Quality of life issues can lead to crime and ASB:** some respondents felt that if people 'get away' with committing low level quality of life type offences, this can escalate into more serious offending.
- **Impact on fear of crime, intimidation and feelings of personal safety:** this can lead people to stop using public spaces and transport.
- **These issues are widespread, increasing and affects a lot of people**

Respondents highlighted the following areas when asked what the MPS should do to address quality of life issues:

- **Stricter enforcement of laws, a zero tolerance approach:** most respondents wanted to see the police deal robustly with minor crimes before they escalated into more serious offending.
- **Increased police presence, visibility and accessibility:** respondents wanted to see local police teams patrolling the streets.
- **Community engagement and work with the community:** including 'bringing back the local bobby', working in the community with partners, community groups and neighbourhood watch groups, arranging community clean up days and generally having better relationships between the police and communities.
- **Work with other agencies and organisations:** respondents wanted to see the police working with local authorities and other organisations to encourage diversionary activities, and address noise and fly-tipping issues.
- **Target hotspot areas and known offenders:** regular patrols of hotspot areas and dispersing groups.

- **Increase in policing methods and activity:** including more proactive policing, better investigations, more follow up through Safer Neighbourhoods Teams and better targeting of repeat offenders.
- **Harsher penalties and sentences:** respondents felt that a strict system of fines for low level crimes would be a good deterrent.
- **Police accountability**
- **Increase in police resources and funding**
- **More education**
- **Tackle causes of crime**
- **Faster police response times**
- **Increase SNT hours and areas patrolled**
- **Increase police powers**
- **Reduce bureaucracy and paperwork**
- **Acknowledgement of existing police efforts**
- **More CCTV**

Street crime and robbery

Respondents highlighted the following areas when asked why they prioritised street crime and robbery:

- **Impact on fear of crime, feelings of intimidation and personal safety:** most respondents referred to the fear of crime that street crime and robbery generates for both residents and visitors to London. Some respondents stated that it was a person's 'right' to feel safe on the street and on public transport.
- **Street crime and robbery is frequent and increasing**
- **The police and government are not tackling street crime and robbery:** some respondents felt that the police are letting offenders 'get away' with street crimes and robberies as they are not able to be on the streets due to being tied up in the station with paperwork. One respondent felt that street crime and robberies are so common now that they are not seen as 'worthy' of police time.
- **Street crime and robbery lead to even more serious offending**

- **Impact on young people:** many respondents recognised that young people are often victims of street crime and robbery.

Respondents highlighted the following areas when asked what the MPS should do to tackle street crime and robbery:

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more visible foot patrols, particularly around high risk areas.
- **Target hotspot areas and known offenders:** respondents thought that the police could build better relationships with communities, be more visible in areas with street crime and robbery problems and conduct more stops and searches.
- **Faster police response times**
- **Community engagement and work with the community:** including getting to know the people within local neighbourhoods and building relationships with them. It was suggested that Safer Neighbourhoods Teams could 'keep in touch' with the local community.
- **Increase in policing methods and activity:** respondents thought that the police should be making more use of intelligence, surveillance and targeting through stop and search.
- **Stricter enforcement of laws, a zero tolerance approach:** on the spot fines and a greater focus on arresting offenders were highlighted by respondents.
- **Work with other agencies and organisations:** including working with local authorities and TfL on design of areas, building relationships with charities such as homeless organisations, and developing a better school liaison process.
- **Harsher penalties and sentences**
- **Tackle causes of crime**
- **Increase police resources and funding**
- **Acknowledgement of existing police efforts**

Youth issues - young people as offenders

A number of respondents who prioritised young people as offenders made reference to gangs or groups of young people 'hanging around'. Respondents highlighted the following areas when asked why they prioritised young people as offenders:

- **Prevalence or increase in young people as offenders:** some respondents highlighted that a large proportion of offending is 'youth on youth'.
- **Prevent young people from offending in the future, 'nip crime in the bud':** a number of respondents highlighted that 'today's young offenders' will be 'tomorrow's adult offenders'. If criminality is tackled at a young age, it may prevent future offending.
- **Impact on fear of crime, feelings of intimidation and personal safety:** respondents referred to fear of crime of both older, vulnerable people and young people themselves.
- **Link with other social problems:** some respondents felt that youth offending was linked to other issues including unemployment and poor educational attainment.
- **Police do not, or are not, able to tackle young offenders**
- **Impact of youth offending on victims and their family**

Respondents highlighted the following areas when asked what the MPS should do to address youth offending:

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more regular patrols in areas of high youth crime, especially at key times (i.e. evenings, before and after school).
- **Work with other agencies and organisations:** most respondents thought the police needed to engage with youth organisations to offer diversionary activities for young people. The police also need to have a greater emphasis on preventative measures rather than focusing on a 'cure'. This included more work with schools and youth clubs.
- **Stricter enforcement of laws, a zero tolerance approach:** respondents felt that more robust management of young people committing crimes and carrying weapons was needed.
- **Community engagement and work with the community:** as mentioned, most respondents wanted to see the police working with local organisations to offer more diversionary activities for young people. It was felt that more engagement with schools, faith groups and youth centres would also help.
- **Target hotspot areas and known offenders:** including challenging the behaviour of gang leaders and breaking up gangs, patrolling hotspot areas at key times, particularly around schools and 'troubled' estates, and dispersing large groups of young people.

- **Harsher penalties and sentences:** some respondents wanted to see stricter penalties for carrying weapons, repeat offences and working with courts to ensure a sentence is a deterrent and not a 'badge of honour'.
- **More education:** respondents felt that the police needed to get more involved in schools, work on early intervention methods and educate young people about the consequences of offending.
- **Increase in policing methods and activity:** a number of respondents thought that increased stop and search and intelligence gathering would assist the police in tackling young offenders.
- **Increase police resources and funding**
- **Faster police response times**
- **Tackle causes of crime**
- **Acknowledgement of existing police efforts**

Sex related crimes

Respondents who prioritised sex related crimes mainly referred to rape and other sexual offences against women. A small number mentioned prostitution and trafficking to work in the sex industry. Respondents highlighted the following areas when asked why they prioritised sex related crimes:

- **Issues around policing and conviction of offenders:** a number of respondents felt that the police were not properly trained, did not take seriously or did not deal properly with reports of sex related crimes. Some respondents felt that victims were often reluctant to report offences to the police as a result of this. Respondents also highlighted the often poor conviction rate of sex offenders in the courts.
- **Impact on the victim:** respondents often highlighted the devastating psychological and physical impact on victims of sex related crimes. Some respondents felt that it could 'destroy lives' and impact on victim's mobility as they may be reluctant to go out following an attack.
- **Prevalence or increase in sexual offending**
- **Impact on fear of crime, feelings of intimidation and personal safety**

Respondents highlighted the following areas when asked what the MPS should do to tackle sex related offences:

- **Increase in policing methods and activity:** most respondents thought the police should be investigating more, gathering more intelligence and educating people on sexual offending related issues.
- **Community engagement and work with the community:** including awareness campaigns for sex related issues to encourage victims to come forward and report crime, the police being more approachable for victims of crime, and taking all crime reports seriously.
- **Improved police training:** many respondents thought that the police should have better training around the impact of sex related crimes, what constitutes this type of crime and who the likely offenders are.
- **Increase police resources and funding:** most respondents wanted to see more resources dedicated to the MPS Sapphire Unit to enable more investigation, analysis and intelligence gathering.
- **Stricter enforcement of laws, a zero tolerance approach:** including confiscating assets from those posing as 'escort/massage' agencies and ensuring the police enforce the law against persons engaging with prostitutes.
- **Work with other agencies and organisations:** including working with the voluntary sector and children's services to offer protection to victims of crime, finding new ways of ensuring more convictions through work with the CPS, and collaborating on joint work with other forces.
- **More education:** respondents wanted to see an education campaign that warns people about the harm this type of crime causes.
- **Increased police presence, visibility and accessibility**
- **Target hotspot areas and known offenders**
- **Police accountability:** including regular checks to ensure that officers are not ignoring training in this area.
- **Harsher penalties and sentences**
- **Acknowledgement of existing police efforts**
- **Faster police response times**
- **Make issue higher priority for the police and government**
- **More CCTV**

Confidence, trust and accountability in the police

Respondents highlighted the following areas when asked why they prioritised confidence, trust and accountability in the police:

- **Concern about complaints process and ability to hold officers to account:** a number of respondents were unhappy with the current complaints process and felt that officers were rarely held to account for their actions. They felt that the process should be more transparent. Some respondents referred to high profile incidents (such as policing of the G20 demonstrations) and deaths (including Ian Tomlinson, Mark Saunders and Jean Charles de Menezes).
- **Police behaviour/attitudes, corrupt officers and abuse of power:** respondents felt that this minority of officers were damaging the reputation of the whole police service.
- **Police need to work with the community:** respondents felt that, in order to do their jobs, the police needed to engage with the community and regain their trust.

Respondents highlighted the following areas when asked what the MPS should do to address confidence, trust and accountability issues:

- **Police accountability:** most respondents wanted to see the MPS 'putting its own house in order' and disciplining officers found to be unlawful or corrupt. They wanted to see officers 'getting on with the job' in a respectful manner.
- **Community engagement and work with the community:** respondents wanted the police to listen to their concerns and 'police by consent'. They thought that the service should be more open and transparent and inform the public about their work. The police need to invest time in building relationships with the community.
- **Work with other agencies and organisations:** respondents thought that an independent body should be appointed to hold evidence and investigate all complaints against police officers. The service should work with the courts, CPS and probation in a more supportive way, and visit schools/colleges etc to engage young people.
- **Increase in policing methods and activity:** most respondents thought that all investigations into police officers should be conducted independently of the force.

- **Improve police training:** including officers giving a consistent message, being more respectful to the public, and generally better trained in all areas of the law.
- **Reduce bureaucracy and paperwork:** respondents wanted to see an end to the 'target culture' and level of performance measurement. A review of evidence and databases is needed and a general 'clear out' of files.
- **Harsher penalties and sentences**
- **Increased police presence, visibility and accessibility**
- **More CCTV**

Community safety and fear of crime

Respondents mainly highlighted the need to make **streets and neighbourhoods safer** and **tackle fear and perceptions of high crime** when asked why they prioritised community safety and fear of crime. Respondents felt it was a 'basic right' for people to feel safe on the streets and in their neighbourhoods. Others referred to the effect of the media on fear of crime and felt that the police should communicate more with the public that crime is being tackled.

Respondents highlighted the following areas when asked what the MPS should do to address community safety and fear of crime:

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more police officers on the street making contact with the community, developing problem profiles and being available at all times.
- **Community engagement and work with the community:** including Safer Neighbourhoods Teams to be the main form of policing and be available on a 24/7 basis, the police to keep victims better informed of progress with cases, better engagement with local communities, gathering intelligence and acting upon it, more liaison with parents of young offenders, publicising good results, building trust with vulnerable communities, involving and consulting with the community more and offering crime prevention advice.
- **Increase in policing methods and activity:** greater use of intelligence and a proactive approach to interventions was suggested by respondents as a way to tackle fear of crime issues.
- **Target hotspot areas and known offenders:** monitoring of known hotspots for violence or disorderly behaviour and patrolling these areas especially at night were suggested by respondents.

- **Stricter enforcement of laws, a zero tolerance approach:** including ensuring compliance with laws and imposing curfews.
- **Harsher penalties and sentences**
- **Work with other agencies and organisations**
- **Acknowledgement of existing police efforts**
- **Increase in police resources and funding**
- **Increase SNT hours and areas patrolled**
- **Increase police powers**
- **Reduce bureaucracy and paperwork**
- **Make issue a higher priority for the police and government**
- **More CCTV**

Crime reduction and prevention

When asked why they prioritised crime reduction and prevention, respondents highlighted the following areas:

- **To improve Londoners' quality of life**
- **To send out a message that crime will not be tolerated:** some respondents were concerned that the police did not always have the time to act on reports of lower level crime, however this would communicate the message that crime will not be tolerated and may prevent escalation to more serious offending.
- **Crime reduction and prevention should be the main priority of the police service**
- **To reduce fear of crime**

Respondents highlighted the following areas when asked what the MPS should do to tackle crime reduction and prevention issues:

- **Increased police presence, visibility and accessibility:** most respondents wanted to see more police officers patrolling the streets, particularly in high crime areas but also in local communities during the day and in the evening and at weekends.

- **Stricter enforcement of laws, a zero tolerance approach:** respondents wanted the police to adopt a zero tolerance approach to crime with more cautioning, arresting, and issuing of fixed penalty notices.
- **Community engagement and work with the community:** including use of the media to publicise good news, forming good relationships with communities, listening and acting on concerns, more accountability to the communities in which the police work, working with youths to tackle areas before they become crime hotspots, and working with communities to promote Safer Neighbourhoods.
- **Increase in policing methods and activity:** respondents' suggestions included more stop and search, concentrating on the most serious crimes, identifying patterns of crime, and holding more property marking sessions.
- **Work with other agencies and organisations:** respondents thought the police should be working with children's services to ensure young people at risk do not slip into a criminal lifestyle. The police should address problems of crime at the root cause through housing, education, unemployment, and strong links with schools.
- **Target hotspot areas and known offenders:** including intelligence led policing to identify hotspot areas.
- **Acknowledgement of existing police efforts**
- **Increase PCSO powers**
- **Tackle causes of crime**
- **Make issue higher priority for the police and government**

Safer Neighbourhoods and local policing

All respondents who prioritised this area **supported Safer Neighbourhoods** policing stating that it provided a visible presence, reassures, increases confidence, increases intelligence available to tackle crime and is a link between the police, the community and partner agencies. Some respondents highlighted the need for officer continuity in SNTs and felt there should be more work to promote SNTs and how to contact them.

Respondents highlighted the following areas when asked what the MPS should do around SNs and local policing:

- **Community engagement and work with the community:** including more police officers working in communities and retaining these officers, publicising neighbourhood meetings and the work of SNTs, listening to the local

community about what issues affect them and building up links with local organisations.

- **Increased police presence, visibility and accessibility:** respondents wanted friendly officers that the community can relate to and respect.
- **Increase in policing methods and activity:** proactive policing and enabling SNTs to expand and work better within their communities were suggested by respondents.
- **Make issue higher priority for the police and government:** respondents did not want to see a reduction in Safer Neighbourhoods Teams and suggested it is preserved as the 'keystone' of the police.
- **Increase police resources and funding**
- **Increase SNT hours and areas patrolled**
- **Increase number of police officers**
- **Stricter enforcement of laws, a zero tolerance approach**
- **Work with other agencies and organisations**

Terrorism

Respondents highlighted the following areas when asked why they prioritised terrorism:

- **Safety of Londoners and visitors to the capital:** some respondents mentioned heightened risk during high profile events such as the forthcoming Olympic and Paralympic games. Respondents felt that people should be able to move around London without fear of terrorist attacks.
- **Terrorism is still a threat**
- **Impact of terrorism on businesses and the economy**

One respondent felt that terrorist laws should not be used inappropriately citing photographers being challenged under anti terrorism legislation. The respondent felt this was a betrayal of civil liberties.

Respondents highlighted the following areas when asked what the MPS should do to tackle terrorism:

- **Increase in policing methods and activity:** most respondents wanted to see the police using focused and intelligent policing, making better use of surveillance and being proactive in their approach to counter terrorism.

- **Work with other agencies and organisations:** including working with local, national and international organisations to gather intelligence. Joint working with other police forces and intelligence organisations was also suggested by respondents as a way the police could tackle terrorism.
- **Community engagement and work with the community:** respondents thought the police should be working with the local community and linking in with SNTs to obtain better intelligence. It was suggested that a greater understanding of certain languages could also assist the police in communicating and engaging with communities.
- **Target hotspot areas and known offenders:** respondents suggested that police use more intelligence to understand which people/groups to target. A greater level of surveillance in key areas was also suggested.
- **Increased police presence, visibility and accessibility:**
- **Increase police resources and funding:** divert frontline officers to work on counter terrorism work, expand on work currently being done in this area but with more resources.
- **Reduce bureaucracy and paperwork:** including lobbying government to reduce the bureaucracy associated with stop and search, and less paperwork to enable more officers to get back out on the street.
- **Police accountability:** one respondent felt that the police should be held accountable for inappropriate use of anti-terrorism laws.
- **Stricter enforcement of laws, a zero tolerance approach**
- **More education:** particularly with minority groups to demonstrate that the system for tackling terrorism is fair and not prejudice against them.
- **Make issue a higher priority for the police and government**
- **Acknowledgement of existing police efforts**
- **Improve police training:** as mentioned above, it was suggested that the police should learn more languages to enable better communication with certain communities in London.
- **More CCTV**

Hate crime

Respondents who prioritised hate crime (including racism, religious hatred and crime against disabled, elderly and Lesbian Gay Bisexual and Transgender (LGBT) people) highlighted the following areas:

- **Hate crime is often not reported to the police or other agencies**
- **The police and other agencies do little to tackle hate crime:** some respondents felt that the police needed to take reports of hate crime more seriously.
- **Hate crime is frequent and/or increasing**
- **Tackling hate crime will make people feel safer:** respondents highlighted the emotional impact of hate crime on victims and that victims were often vulnerable. Some respondents also mentioned the impact of hate crime on communities and wider society and felt that tackling it can make an area feel safer.
- **Verbal hate abuse can lead to other crimes e.g. violence, robbery.**

Respondents highlighted the following areas when asked what the MPS should do to tackle hate crime:

- **Community engagement and work with the community:** most respondents wanted the police to build confidence within communities to encourage greater reporting of hate crime, through events, roadshows, outreach programmes etc.
- **Work with other agencies and organisations:** including working in schools to highlight hate crime issues and encourage reporting and better partnership and cohesive working with faith based groups.
- **Improve police training:** specifically around strengthening the role of the LGBT officer within the MPS and for all MPS officers to receive training in hate crime awareness.
- **Stricter enforcement of laws, a zero tolerance approach**
- **Increase in policing methods and activity:** including better intervention and education around hate crime issues, improved investigation and more police time dedicated to dealing with hate crime, pro-active anti hate crime campaigns, and routine follow up with victims.
- **Increased police presence, visibility and accessibility:** one respondent wanted to see more police patrols around ethnic communities and

encouragement of reporting. Another felt that police should be patrolling areas experiencing particular problems.

- **Increase police and other agency resources and funding:** funding community projects to tackle hate crime, such as Galop, London's lesbian, gay, bisexual and transgender (LGBT) community safety charity.
- **More education:** one respondent suggested that an awareness campaign to highlight that it is illegal to attack or threaten someone because of their sexuality would be useful.
- **Faster police response times:** a respondent noted that quicker investigation would help in dealing effectively with hate crime issues.
- **Target hotspot areas and known offenders**
- **Make issue a higher priority for the police and government**

Crime and ASB on public transport

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

- **Feeling unsafe on public transport:** some respondents felt particularly unsafe in the early morning and late in the evening when there were fewer public transport staff around. An increased police presence on public transport would improve feelings of safety.
- **Illegal mini cab touts:** a number of respondents highlighted problems around illegal mini cab touts, particularly in relation to women's safety and illegal cab drivers being involved in other types of offending. Some respondents felt that the police did not tackle illegal mini cabs.
- **Young people committing crime and ASB on public transport:** this often made respondents feel unsafe and made travelling on public transport intimidating and unpleasant. It was felt that a greater police presence was needed, particularly on 'school bus' routes.
- **Prevalence of crime on and around public transport:** a couple of respondents related this to both offenders and victims regularly using public transport.

When asked what the MPS should be doing to tackle crime and ASB on public transport, respondents highlighted the following tactics:

- **Increased police presence and visibility on and around public transport**

- **Increase in policing methods:** this included operations such as randomly 'flooding' transport areas with police officers.
- **Stricter enforcement of laws or a 'zero tolerance' approach**
- **Target hotspot areas and transport routes:** a respondent who prioritised illegal taxi touts felt that areas where they operate should be monitored by stewards. Another respondent thought that police officers should be proactive in monitoring over-crowded bus routes.
- **Engage with the community**
- **Faster police response times**
- **Reduce bureaucracy**
- **Increased publicity of penalties for offending**
- **Make crime and ASB on public transport a higher priority**

Domestic violence

Respondents who prioritised domestic violence highlighted concerns around:

- **Domestic violence is common and widespread**
- **Impact on victim:** this included male and female victims, children and repeat victims. Respondents highlighted a need for improved support services, particularly for male victims which are currently limited.
- **Domestic violence is often under reported**
- **Low conviction rate for domestic violence offenders**
- **Lack of resources to deal with honour based violence, female genital mutilation and forced marriage**

When asked what the MPS should be doing to tackle domestic violence, respondents highlighted the following tactics:

- **Community engagement and work with the community:** most respondents wanted to see the police working with victims more to support and encourage better reporting of domestic violence offences. One respondent suggested the police create safe ways to report domestic violence, whilst others thought public awareness campaigns would help.
- **Stricter enforcement of laws, a zero tolerance approach:** most respondents wanted the police to pursue perpetrators of domestic violence to

conviction, even if the victim does not want to continue the case. It was also suggested that the police work with schools and religious institutions to promote a zero tolerance attitude towards domestic violence.

- **Work with other agencies and organisations:** including working with local authorities and women's organisations to ensure victims of crime are given proper support and advice, and for the police to have live links into Childline and domestic violence hotlines.
- **Improve police training:** train all MPS police officers regularly and fully in domestic violence issues.
- **Faster police response times**
- **Increase in policing methods and activity:** proactive work to stop domestic violence before it happens and better follow up to reports of domestic violence.
- **Increase police and other agencies resources and funding:** including police funding for independent domestic violence services and sexual assault centres, and funding awareness campaigns.
- **Police accountability:** one respondent noted that police should make every effort to deal with all reported incidents of domestic violence and not neglect reports.
- **Harsher penalties and sentences:**
- **Increase number of police officers:** to increase the number of officers working on domestic violence and provide a better quality service.
- **More education**
- **Acknowledgement of existing police efforts**

Policing of protests

When asked why they prioritised policing of protests, respondents highlighted the following areas

- **The ability to protest is a democratic right and should be protected**
- **Policing of protests should be peaceful and non-confrontational:** some respondents felt that this would help to restore public trust in the police
- **Concern about 'heavy handed' policing of protests and 'kettling':** some respondents referred to the death of Ian Tomlinson.

When asked what the MPS should be doing to address issues around policing of protests, respondents highlighted the following tactics:

- **Community engagement and work with the community:** most respondents wanted the police to treat those involved in public protests fairly, with dignity and respect. The use of 'kettling' techniques was not supported by respondents who felt this made the police appear oppressive and not willing engaging.
- **Police accountability:** respondents felt that officers should be sufficiently disciplined for unnecessary violence and detainment (kettling) of protesters during demonstrations.
- **Improve police training:** including reviewing training practices around the definition of 'reasonable force'.
- **Increase in policing methods and activity:** one respondent suggested that research into how other police forces deal with policing of protests and crowd dynamics in general would assist the MPS.
- **More CCTV:** having cameras on police shields and more air surveillance was suggested by respondents.
- **Target hotspot areas and known offenders:** target known groups for special observation/surveillance.

Bureaucracy and paperwork

Respondents who prioritised this area were concerned about the amount of paperwork that police officers currently have to complete. They felt that police staff should be responsible for desk based work, freeing up officers to be out on the streets more.

When asked what the MPS should be doing to address issues around bureaucracy and paperwork, respondents highlighted the following tactics:

- **Reduce bureaucracy and paperwork:** including a reduction in the amount of paperwork and forms required to be filled in, use of electronic devices instead of paper, more work carried out by police staff, and a review of working practices.
- **Increase in policing methods and activity:** including conducting research into how other forces and organisations have reduced bureaucracy, implementing a quality system, and introducing a GPS tracking system to locate mobile phones.
- **Make issue a higher priority for the police and government**

- **Community engagement and work with the community**
- **Work with other agencies and organisations:** one respondent suggested that MPs see firsthand the work that police officers have to do.
- **Increase in police resources and funding:** some respondents felt more civilian staff should be employed to complete paperwork.

Theft

Respondents gave the following reasons when asked why they prioritised general theft:

- **Theft is widespread and affects a lot of people:** one respondent felt that this gave a negative perception of London to tourists and visitors.
- **Theft is often not dealt with properly or prioritised by the police:** some respondents felt that if the police were seen to be dealing with theft, it would deter potential offenders.
- **Impact of theft on victims**
- **Link to other crime types (e.g. drug use)**

When asked what the MPS should be doing to tackle theft, respondents highlighted the following tactics:

- **Target hotspot areas and known offenders:** responding promptly when the offender is still in the area, more targeted policing in crime hotspots, and tracking repeat offenders were all suggestions made by respondents to tackle theft.
- **Increased police presence, visibility and accessibility**
- **Faster police response times:** respondents noted a faster response was required particularly when an offender is still in the area or when an older victim is involved.
- **Increase in policing methods and activity:** including ensuring shift patterns fit the crime profile of the area, using CCTV footage to monitor for crime levels, and conducting 'sting operations' to catch offenders.
- **Harsher penalties and sentences:** to ensure that the 'punishment fits the crime'.
- **Community engagement and work with the community:** one respondent suggested allowing volunteers to help with low level crime recording, while

another thought the police should gain intelligence through engaging with local communities.

- **Work with other agencies and organisations:** one respondent thought that working in partnership with the NHS to identify and deal with drug users appropriately was a way the police could tackle theft offences.
- **Increase number of police officers**
- **Make issue a higher priority for the police and government**
- **Improve police training**
- **More CCTV**

Dangerous dogs

Respondents who prioritised dangerous dogs highlighted the following areas:

- **Impact on fear of crime:** some respondents felt that gangs of people hanging around in public spaces (e.g. parks) can be intimidating, particularly for young children and their parents.
- **Dogs are increasingly becoming a ‘weapon of choice’**
- **Dangerous dogs are an increasing problem in London**
- **Problem is around owners – not dogs**

When asked what the MPS should be doing to tackle dangerous dogs, respondents highlighted the following tactics:

- **Stricter enforcement of laws, a zero tolerance approach:** most respondents wanted to see the introduction of dog and breeder licences. It was also suggested that micro-chipping of dogs would be a good mechanism to help identify and trace owners. Stricter enforcement of dangerous dogs was also raised, especially where dogs have attacked people or other animals.
- **Community engagement and work with the community:** specifically around encouraging the public to contact police if they suspect illegal breeding is taking place. It was also suggested by respondents that an awareness campaign around dangerous dog law would be beneficial.
- **Harsher penalties and sentences:** stiffer penalties for owners and breeders and prosecuting owners of any breed if that dog is dangerous.
- **Increased police presence, visibility and accessibility**

- **Work with other agencies and organisations:** one respondent thought that the police should work with the local authority to make areas safer at night, especially where groups congregate and have dangerous dogs with them.
- **Increase police powers:** a change in the law to state that dogs must all be kept on a lead in a public place.
- **Tackle causes of crime:** police to put more effort into identifying and stopping the volume of dangerous dogs in London.
- **Target hotspot areas and known offenders**

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

278 respondents provided further comments at the end of their completed questionnaire. Comments included:

- **Support for the police:** many respondents used the 'further comments' section to express their support for the police (particularly Safer Neighbourhoods Teams) and the work they do.
- **More police on streets:** including late at night and on public transport
- **Less bureaucracy and paperwork for police officers:** respondents felt this would allow the police more time and discretion to 'get on with the job'.
- **More engagement with the community:** some respondents felt that the community should have more input into police. Officers should be more friendly and approachable and provide information to the public in plain English with 'no jargon'.
- **More focus on crime fighting:** officers should be more focused on catching offenders, taking ASB seriously and upholding law.
- **The courts/CJS should support the police more:** some respondents felt that confidence was low because of perceived 'soft' sentences. They felt that offenders continue to commit offences because they know the consequences will be minimal.
- **Improved police response:** both the response time and reaction of and support from the police when initially reporting a crime.
- **Concern about funding cuts to policing**
- **Professionalism of officers:** some respondents felt that officers looked 'scruffy' or unprofessional and that new recruits should be better qualified/more experienced.
- **Complaints/accountability system:** an improved system should be in place to deal with problems together with better officer disciplinary procedures. The public need to see that the police are accountable for their actions to improve trust and confidence.
- **Concern about the policing of protests**
- **SNT working hours:** respondents felt that SNTs should work more night shifts and at weekends. They also felt there should be fewer officer changes within SNTs.

- **Concern about young people's behaviour**
- **Illegal mini cab touts should be arrested**
- **Police cadets should take part in more community activities**
- **Police need to address the causes of crime**
- **Road safety and driving offences**

Appendix three: Analysis of responses from businesses

In addition to the general public, for the first time the 2010 Have Your Say on Policing in London consultation was marketed specifically to businesses, largely through town centre based policing teams and organisations that represent businesses such as the Federation of Small Businesses and London Chamber of Commerce.

There were 72 responses to the business consultation questionnaire. This appendix report presents headline analysis of issues raised by respondents to the business consultation questionnaire.

Top ten priorities raised in business consultation questionnaire¹³

Respondent's first priorities

- Accessibility and visibility of police
- Antisocial behaviour (ASB)
- Crimes against businesses
- Violent crime
- Policing and criminal justice system related issues
- Drugs and drug related crime
- Alcohol use and alcohol-related crime
- Serious and organised crime
- Terrorism
- Non residential burglary

Respondent's combined priorities

- Accessibility and visibility of police
- Antisocial behaviour (ASB)
- Policing/criminal justice system related issues

¹³ Respondents could state up to three priorities in the consultation questionnaire. 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 is broken down by 'first' and 'combined' priorities. Some respondents gave only one or two priorities. When coded, there were 21 top priority areas and 33 combined priority areas.

- Community engagement/working with the community
- Traffic/road related issues
- Alcohol use and alcohol-related crime
- Crimes against businesses
- Serious/organised crime
- Gun/knife crime
- Drugs and drug related crime

A list of all priorities raised by respondents to the business consultation questionnaire is included in appendix five.

Analysis of top priorities

This section presents a brief analysis of reasons given by respondents for prioritising their top ten (first and combined) issues and what they would like the police to do to address them.

Accessibility and visibility of police

Respondents highlighted the following areas when asked why they prioritised accessibility and visibility of the police:

- **To deter, prevent and reduce crime and ASB:** one respondent felt that the police should patrol business premises, as well as tube stations, high streets etc.
- **Police need to improve response times**
- **To reduce fear of crime, improve reassurance and feelings of safety**
- **To increase confidence in the police**
- **Police Community Support Officers (PCSOs) are ineffective:** a couple of respondents felt that PCSOs do not tackle issues effectively, however some respondents were supportive of PCSOs.
- **Crime reporting mechanisms need to be more accessible and effective**
- **Police station front counters need to be more accessible**

Respondents highlighted the following areas when asked what the MPS should do to address issues around accessibility and visibility of the police:

- **Reduce bureaucracy and paperwork for police officers**
- **Increase police presence, visibility and accessibility**
- **Increase or amend policing methods:** this included being more proactive and vigilant and improving reporting methods (online reporting facilities were specifically mentioned)
- **Increase the number of police officers:** one respondent thought that the number of police volunteers should also increase
- **More engagement and work with the community**
- **Work with other agencies or organisations:** one respondent felt the police should work more closely with youth workers.
- **Increase police resources and funding**

Antisocial behaviour (ASB)

Respondents highlighted the following areas when asked why they prioritised antisocial behaviour:

- **Impact on fear of crime, feelings of intimidation and personal safety:** respondents often stated that people had a 'right' to feel safe, while others were concerned about the impact on tourism if people were deterred from visiting London due to ASB. One respondent felt that ASB could impact on Human Resource issues if people were scared to travel to work due to ASB. Another was concerned that people may not report ASB due to fear of reprisal.
- **ASB is often committed by young people:** some respondents felt there should be more services for young people to divert them from ASB.
- **ASB can lead to more serious offending**
- **Impact on quality of life**
- **ASB is widespread, frequent and increasing in volume:** one respondent was concerned that ASB was becoming the 'norm'.
- **ASB is widespread and affects a large number of people**
- **The negative impact of ASB on neighbourhoods, the area, communities and social cohesion**
- **ASB is not prioritised or tackled (either by the police or other organisations) and tougher measures are needed:** one respondent felt that

ASB was not taken seriously while another thought that people often did not report ASB as they thought nothing would be done.

Respondents highlighted the following areas when asked what the MPS should do to tackle ASB:

- **Increased police presence and visibility:** some respondents felt there should be more police officers visible (rather than PSCOs) and officers should have more power to deal with ASB.
- **Stricter enforcement of laws and a 'zero tolerance' approach to ASB**
- **Harsher penalties for offenders:** one respondent felt that the punishment should be related to the offence e.g. cleaning graffiti.
- **Work with other agencies/organisations to tackle ASB:** this included the local housing association and agencies that can arrange positive activities for young people.
- **Work with the community to tackle ASB**
- **Make ASB a higher priority for the police:** one respondent felt that the police should take reports of ASB more seriously. This would encourage people to report incidents of ASB.
- **Acknowledgement of existing police efforts:** some respondents acknowledged the work of their local police in addressing ASB.
- **Faster police response to incidents of ASB**
- **Increase policing methods:** one respondent felt that the police should be more proactive and 'nip ASB in the bud'.
- **More education around ASB**

Policing and criminal justice system related issues

Respondents highlighted the following areas when asked why they prioritised policing and criminal justice related issues:

- **Increase in investigations, detections and convictions:** respondents spoke about ensuring evidence was sufficient and utilising partnership work to problem solve.
- **Change or amend policing methods:** one respondent thought that the police should address issues around disproportionately stopping and searching young people. Another respondent felt that police should use more CCTV.

- **Police behaviour:** two respondents spoke about police behaviour and felt officers should be more courteous.
- **Issues with reporting:** one respondent felt that a more positive police response to reports would improve public confidence and trust in the police.
- **Improve service provision:** particularly to victims and witnesses. One respondent felt that the police should ensure that the evidence people give and their personal details remain confidential.
- **Recruit high quality officers**
- **Improve public respect for the police**
- **Make sentences harsher and more of a deterrent for potential offenders**

Respondents highlighted the following areas when asked what the MPS should do to address policing and criminal justice related issues:

- **More work with the community:** one respondent felt that the police should be working with young people to engage them in positive activities.
- **Increase in policing methods:** respondents mentioned a variety of police tactics including more CCTV and improved evidence gathering to protect victims and witnesses. One respondent felt that there should be a review of how the police use stop and search tactics.
- **Police should be more courteous and polite**
- **Increase number of officers:** one respondent felt that the police should focus on recruiting more graduates.
- **Reduce bureaucracy**
- **Faster police response times**
- **Build on and develop Safer Neighbourhoods policing**
- **Stricter enforcement of laws/zero tolerance approach**
- **Harsher penalties for offenders**

Community engagement and working with the community

Respondents highlighted the following areas when asked why they prioritised community engagement and working with the community:

- **Police should engage with young people more:** respondents felt this would help to improve trust between young people and the police and educate young people about the work of the police.
- **Police should engage with the public more:** as well as engaging specifically with young people, respondents thought the police should work more closely with the public in general to assist with intelligence gathering, consult about crime issues and involve people in tackling crime in their local area.
- **The police should be more approachable, polite and public focused**

When asked what the MPS should do to address community engagement issues, respondents largely felt the police should **be more visible** in the community, walking the streets, **arranging opportunities for the public to meet with them** in areas that are suitable for people (particularly young people) or businesses. One respondent felt the police should be **involving the community more in problem solving and decision making**.

Traffic and road related issues

Respondents highlighted the following areas when asked why they prioritised traffic and road related issues:

- **Careless or dangerous driving or cycling**
- **Drivers or cyclists ignoring road markings or signs**
- **Speeding**
- **Driving while using a mobile phone**
- **Affects a lot of people**
- **Attitudes to driving offenders:** one respondent felt that the police should be more tolerant and use their discretion, while another felt that the police should be less tolerant of offenders to 'send out a message' to other would-be offenders.

Respondents highlighted the following areas when asked what the MPS should do to address traffic and road related issues:

- **More traffic police officers:** one respondent felt there should be less reliance on technology such as CCTV cameras.
- **Enforce laws around road use:** one respondent felt that ‘turning a blind eye’ to traffic and road offences gave a bad impression to the public.
- **More speed checks**
- **More prosecutions of driving offenders:** despite this, one respondent felt there should be a tolerant attitude towards driving offenders and more ‘common sense’ policing.

Alcohol use and alcohol-related crime

Respondents highlighted the following areas when asked why they prioritised alcohol and alcohol related crime:

- **Alcohol use causes or is linked to other crimes and ASB**
- **Problems associated with drinking alcohol in public places (e.g. streets, parks, town centres):** this contributed to fear of crime and feeling intimidated.
- **Impact on fear of crime and quality of life**
- **Impact on services e.g. police and NHS**
- **Problems associated with young people drinking**
- **Availability of alcohol:** some respondents related this to longer opening hours and low cost of alcohol.

Respondents highlighted the following areas when asked what the MPS should do to tackle alcohol use and alcohol related crime:

- **Increased police presence and visibility**
- **Tackle drinking in public places:** some respondents felt that support services should be available alongside this to assist street drinkers.
- **Crack down on establishments that sell alcohol to young people**
- **More education in schools about effect of alcohol**
- **More police involvement in licensing premises**
- **Increase price of alcohol**

Crimes against businesses

Respondents who prioritised this referred to theft, vandalism, criminal damage, issues with reporting business crime and crimes against businesses (particularly small businesses) in general.

When asked why they prioritised crimes against business, respondents highlighted the following areas:

- **Impact on prices and the economy:** this included the availability of local jobs and increase in number of businesses failing
- **Impact on communities, particularly elderly people:** respondents often highlighted the impact of local shops closing as a result of crime on local residents, particularly those who are vulnerable or elderly and rely on local services.
- **Impact on staff and customers:** including injury and fear of crime
- **Lack of support services, facilities or representatives for victims of business crime**
- **Business crime is often not reported**
- **Business crime is often not prioritised:** it is often thought that businesses can easily absorb the cost of business crime. One respondent stated that this is not the case.
- **Business crime is linked to other crimes**

Respondents highlighted the following areas when asked what the MPS should do to tackle business crime:

- **Increased police presence, visibility and patrols around business**
- **More communication with businesses and sharing information around crime prevention**
- **Improved police response to business crime reports**
- **Shared definition of business crime:** one respondent felt that this would improve recording of business crime and allow the police to build up an intelligence profile of business crime offenders and offences.

Serious and organised crime

Respondents who prioritised this largely referred to fraud, including crimes committed via the internet. One respondent also highlighted organised crime gangs and another, extortion.

Respondents highlighted the following areas when asked why they prioritised serious and organised crime:

- **Cost to individuals, businesses and the country**
- **Police not tackling serious and organised crime:** some respondents felt that offenders saw the UK as an 'easy target' as police did not adequately address serious and organised crimes or offenders.
- **Impact on the individual**
- **Impact on businesses**
- **Serious and organised crimes (particularly fraud) are prevalent and increasing**

Respondents highlighted the following areas when asked what the MPS should do to tackle serious and organised crime:

- **'Crack down' on serious and organised crimes to deter offenders**
- **Improve reporting mechanisms and police response to reports**
- **Work with partners in the UK and abroad (including local businesses) to tackle serious and organised crime**
- **More advice on crime types and crime prevention advice for businesses**

Gun and knife crime

Respondents highlighted the following areas when asked why they prioritised gun and knife crime:

- **Loss of life (particularly young people)**
- **Link to other crimes (e.g. drugs, gangs)**
- **Frequency of gun and knife crime**

When asked what the MPS should do to tackle gun and knife crime, respondents stated:

- **Enforcement of tough laws for carrying and using weapons**
- **Tackle sales and availability of weapons**
- **Increased stop and search**
- **Increased accessibility and visibility of police**
- **Work with parents and families to report anyone carrying a weapon**

Drugs and drug related crime

Respondents highlighted the following areas when asked why they prioritised drugs and drug related crime:

- **Drug selling and use is linked to other crimes and ASB**
- **Impact on quality of life, the area and community**

Respondents highlighted the following areas when asked what the MPS should do to tackle drugs and drug related crime:

- **Crack down on drugs sellers and users (mainly sellers)**
- **Educate young people about the effects of drugs**
- **More serious penalties for offenders and a 'zero tolerance' approach**

Violent crime

Respondents gave the following reasons when asked why they prioritised violent crime:

- **Violent crime can escalate into more serious violence**
- **Impact on fear of crime, feelings of intimidation and personal safety**
- **Violent crime and offenders aren't being tackled**

When asked what the police should do to address violent crime, respondents stated:

- **Increased accessibility and visibility of police and more patrols**
- **More engagement with communities:** respondents felt that this would assist in gathering intelligence

- **Increased intelligence led stop and search:** again, respondents felt this would help to develop a profile of offenders and offences.
- **Zero tolerance approach to offenders**
- **Work with other agencies to tackle violent crime**
- **Educate young people about the consequences of violent crime**

Terrorism

Respondents who prioritised terrorism did not state why they prioritised this issue or what they would like the police to do to address terrorism.

Non residential burglary

Respondents who prioritised non residential burglary mentioned the impact of this crime type on their business, which can lead to a closure.

When asked what they would like the police to do to tackle non residential burglary, respondents highlighted an increased police presence and quick response to calls for assistance.

Profile of business respondents

The majority (62) of respondents stated that they lived in London. 52 respondents gave their borough of residence:

Borough of residence of respondents

Borough	Number of respondents
Croydon	6
Bromley	5
Greenwich	4
Waltham Forest	4
Camden	3
Bexley	2
Enfield	2
Haringey	2

Hillingdon	2
Kingston upon Thames	2
Lewisham	2
Merton	2
Richmond upon Thames	2
Wandsworth	2
Barking and Dagenham	1
Barnet	1
Ealing	1
Hammersmith and Fulham	1
Harrow	1
Havering	1
Hounslow	1
Islington	1
Kensington and Chelsea	1
Redbridge	1
Southwark	1
Sutton	1

62 respondents also stated that their business was located in London. Figure 2 shows the borough location of respondents' businesses.

Borough of respondents' businesses

Borough	Number of respondents
Croydon	8
Greenwich	5
All London boroughs	4
Bromley	4
Westminster	4
Bexley	3
Kingston Upon Thames	3
Enfield	2
Haringey	2
Harrow	2
Wandsworth	2
Barnet	1
Brent	1
Camden	1
Ealing	1
Hackney	1
Hammersmith and Fulham	1
Hillingdon	1
Kensington and Chelsea	1
Lambeth	1
Lewisham	1
Merton	1
Redbridge	1

Southwark	1
Waltham Forest	1

Business size

56 respondents gave details of the number of staff their business, ranging between zero and 450,000 (a respondent from a large supermarket). Only 3 respondents employed more than 100 staff with most (42) respondents employing 10 or less.

Where respondents heard about the consultation

Over half of respondents stated that they found out about the Have Your Say on Policing in London consultation through the Federation of Small Businesses. Remaining respondents found out about the consultation through various channels including Safer Neighbourhoods Teams, the MPA, Community Safety Partnerships or Crime and Disorder Reduction Partnerships, traders associations or local business groups and word of mouth.

Appendix four: Analysis of demographics of respondents¹⁴

Full qualitative questionnaire

In total 893 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 respondents¹⁵

Gender

Over half (53%) of respondents were male, 34% were female.

Ethnicity

White British respondents accounted for the largest proportion of respondents (63%) followed by any other white background with ten per cent. BME respondents accounted for ten per cent of all respondents.

Ethnicity	No. of respondents	% of respondents
White British	565	63
Any other white background	85	10
Prefer not to say	74	8
Not stated	44	5
Irish	33	4
Indian	19	2
Any other mixed background	13	1
African	8	1

¹⁴ There were some differences in the methods for collecting demographic information in the full qualitative and shorter postcard questionnaires. The demographic section on the full qualitative questionnaire consisted of tick boxes. To save space, the demographic section on the shorter postcard questionnaire was freetext with responses coded up for ease of analysis. This may have affected the way people defined some of their demographic characteristics, particularly their ethnicity and religion. See copies of both questionnaires in appendix seven for more information.

¹⁵ Where percentages do not add up to 100, the missing values are 'not stated' or 'prefer not to say'.

Caribbean	8	1
White and Asian	7	1
Any other Asian background	5	1
Any other ethnic group	5	1
Bangladeshi	4	0
Chinese	4	0
Pakistani	4	0

Age

Almost half (46%) of respondents were aged between 45 and 64 years.

Age group	No. of respondents	%of respondents
45-54	201	21
55-64	185	20
35-44	165	18
25-34	147	16
65+	113	12
Not stated	69	7
Prefer not to say	31	3
16-24	30	3

Religion or belief

Over two thirds (39%) of respondents defined their religion as Christian. A similar proportion (35%) stated that they had no religion. The next most commonly stated religions were Muslim (2%), Jewish (1%) and Hindu (1%).

Sexuality

The majority (76%) of respondents stated they were heterosexual with a further 15 per cent preferring not to state their sexuality. Six per cent of respondents were gay or lesbian while three per cent were bisexual.

Disability

Almost three-quarters (74%) of respondents did not consider themselves to be deaf or disabled, a further 16 per cent preferred not to say. The remaining ten per cent of respondents considered themselves to be deaf or disabled.

Home location of respondents

The majority (93%) of respondents stated that they lived in London. A borough breakdown of respondents who stated the borough in which they lived is detailed below:

Borough	No. of respondents	% of respondents
Bexley	36	5
Wandsworth	36	5
Westminster	32	5
Haringey	30	4
Islington	30	4
Brent	29	4
Lambeth	29	4
Barnet	27	4
Havering	26	4
Richmond upon Thames	26	4
Southwark	26	4
Tower Hamlets	26	4
Hackney	25	4
Sutton	25	4
Camden	24	4

Bromley	21	3
Ealing	21	3
Lewisham	21	3
Merton	21	3
Waltham Forest	21	3
Hounslow	17	3
Croydon	16	2
Hammersmith and Fulham	16	2
Hillingdon	15	2
Kingston upon Thames	14	2
Redbridge	14	2
Greenwich	12	2
Kensington and Chelsea	12	2
Enfield	11	2
Harrow	9	1
Newham	6	1
Barking and Dagenham	5	1

How respondents found out about the consultation

Over two thirds (69%) found out about the consultation through the MPA, word of mouth, email, their local Safer Neighbourhoods Team or a blog or social networking site.

How respondent found out about consultation	%
Contacted by the MPA to take part	29
Word of mouth	11
Email (e.g. from local authority,	10

Mayors Office, local councillor, trade union, interest group)	
Through your local Safer Neighbourhoods Team	10
Blog/social networking site	9
Your local authority publication	6
MPA website	5
Internet search	4
Your local newspaper	4
MPS website	3
Community event	3
CPEG/residents panel	2
MPA flyer/leaflet	2

Analysis of priorities by demographic of respondent¹⁶

Gender

Male and female respondents prioritised the same top five areas: traffic and road related issues, ASB, accessibility and visibility of the police, policing and criminal justice related issues and drugs and drug related crime. There was little difference between all issues prioritised by male and female respondents.

Ethnicity

BME respondents prioritised largely similar issues to non BME respondents. BME respondents were proportionately more likely to assign slightly higher priority to young people as offenders and slightly less priority to accessibility and visibility of the police compared to non-BME respondents.

¹⁶ Respondents could give up to three priorities for policing in London. Analysis is based on a combination of all priorities given. Some respondents gave only one or two priorities. 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. Analysis excludes blank responses.

Age

Again, all age groups generally prioritised the same issues, particularly ASB, accessibility and visibility of the police, traffic and road related issues and policing and criminal justice related issues.

Respondents aged 65 years and over were more likely to prioritise accessibility and visibility of the police and those aged 55 to 64 were more likely to prioritise ASB compared to other age categories, particularly respondents aged 25 to 34 years. Those aged 55 to 64 years were also slightly more likely to prioritise burglary compared to other age groups. Respondents aged 45 to 54 were more likely to prioritise gun and knife crime, while younger respondents (aged 16 to 24 years) were more likely to prioritise policing and criminal justice related issues and violent crime (please note the small number of respondents in this age category).

The sample was too small to conduct any meaningful analysis around sexuality, religion or disability.

Shorter postcard style questionnaire

In total, 1,017 shorter postcard questionnaires were completed at various community events across London. All events took place between June and October 2010 and included the Biggin Hill Air Show youth day, mobile police stations in youth clubs in Southwark, the Time of Your Life older people event in Hammersmith and Fulham and summer fetes (or similar events) in various boroughs.

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

Almost half (48%) of respondents were female, 38% were male.

Ethnicity

White British accounted for the largest proportion of respondents (45%). BME respondents accounted for 14.7% of all respondents.

Ethnicity	No. of respondents	% of respondents
White British	448	45
Not stated	252	25

Prefer not to say	85	9
Any other white background	39	4
Irish	26	3
Other	23	2
African	22	2
Any other Asian background	22	2
Indian	19	2
Caribbean	18	2
Any other mixed background	15	2
Black British	9	1
Bangladeshi	5	1
Chinese	5	1
White and Black Caribbean	4	0
Pakistani	2	0
Any other ethnic group	1	0
White and Asian	1	0
White and Black African	1	0

Age

The age profile of respondents to the shorter postcard questionnaire was considerably younger than the full qualitative questionnaire. Almost a fifth (18%) of respondents were aged ten to fifteen years, a further 23 per cent were aged between 25 and 44 years.

Age group	No. of respondents	%of respondents
Not stated	198	20
10-15	180	18
25-34	129	13
35-44	96	10
16-24	94	9
45-54	76	8
55-64	66	7
65-74	65	6
Prefer not to say	59	6
75-84	25	2
0-9	11	1
85+	6	1

Religion

A third (33%) of respondents defined their religion as Christian. A quarter (27%) did not state their religion, while 21 per cent stated that they had no religion. The next most commonly stated religions were Muslim (4%), Jewish (1%) and Hindu (1%).

Sexuality

Over half (55%) of respondents stated they were heterosexual with a further 37 per cent not stating and six per cent preferring not to state their sexuality. Two per cent of respondents were gay or lesbian while one per cent were bisexual.

Disability

Over two thirds (67%) of respondents did not consider themselves to be deaf or disabled, a further 25 per cent did not state whether they were deaf or disabled. Five per cent of respondents considered themselves to be deaf or disabled.

Analysis of priorities by demographic of respondent

Gender

Both male and female respondents included gun and knife crime, anti social behaviour, accessibility and visibility of the police and burglary in their top five priorities. However, females were notably more likely to prioritise sex related offences, while male respondents were slightly more likely to prioritise street crime and robbery.

Ethnicity

Both BME and non-BME respondents included gun and knife crime, ASB, burglary and accessibility and visibility of the police in their top five priorities. BME respondents assigned higher priority to domestic violence compared to non-BME respondents, while non-BME respondents were more likely to prioritise sex related offences.

Age

Respondents over the age of 35 were more likely to prioritise accessibility and visibility of the police compared to younger respondents. The youngest respondents (aged 10 to 15 years) were less likely to prioritise ASB compared to older respondents, but more likely to prioritise gun and knife crime: almost a quarter (23%) prioritised this area.

MPS Public Attitude Survey

Demographics of respondents¹⁷

Gender

Just over half (52%) of respondents to the PAS were female with the remainder male.

¹⁷ Ethnicity and age categories differ slightly in the PAS compared to the MPA consultation questionnaires.

Ethnicity

Just under three quarters (73%) of respondents were white.

Ethnicity	No. of respondents	% of respondents
White	13163	73
Mixed	1253	4
Asian	3062	13
Black	2704	9
Chinese	233	1
Total	20415	100

Age

Age group	No. of respondents	% of respondents
15-24	2069	17
25-34	4021	24
35-64	10372	44
65+	3879	15
Total	20341	100

Analysis of priorities by demographic of respondent

Gender

There was little difference in the issues prioritised by males and females, however males seemed slightly more likely to prioritise serious and organised crime and policing and criminal justice related issues, while females were more likely to prioritise sex related crimes.

There was little difference in the types of tactics to address priorities raised by male and female respondents.

Ethnicity

Black respondents were more likely than any other ethnic group to prioritise gun and knife crime. Asian respondents also seemed more likely to prioritise residential burglary and drugs and drug related crime, particularly when compared to mixed ethnicity respondents.

White respondents were slightly more likely than other ethnic groups (particularly mixed respondents) to highlight harsher penalties and sentences as a method of

dealing with their priorities. Asian respondents were more likely to prioritise an increase in policing methods or activities.

Age

Analysis by age suggested that respondents aged 15 to 24 years were most likely to prioritise gun and knife crime, while older respondents (aged 65 plus) were slightly more likely to prioritise street crime and robbery compared to other age categories.

Young (aged 15 to 24 years) respondents were slightly more likely than other age categories to highlight increased presence, visibility and accessibility of the police and an increase in policing activities as methods to address their priorities. Older respondents (aged 65 year plus) were more likely to raise harsher penalties and sentences as a method of addressing priorities.

Appendix five: 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 has examined the following sources:

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

Enforcement, Prevention, Intelligence and Communication (EPIC) data

Safer Neighbourhoods Teams carry out detailed surveys of the wards populous 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 July 2010, the last available data):

Priority	Total
Burglary	351
ASB by youths (e.g. gangs of youths)	312
Theft from motor vehicles	178
ASB in general	148
Drug dealing and using	120

As the table above shows, burglary and ASB by youths are high priorities for SNTs, highlighted by 56% and 50% of SNTs respectively.

GLA Young Londoners Survey

The GLA Young Londoners survey asks how young Londoners view their lives in London. The most recent survey was conducted in 2009. The report covers views on key themes such as education, crime and safety, transport and the environment, and young peoples' 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 on 27th March – 26th April 2009. Interviews were conducted across London using an in home, face-to-face methodology.

One of the questions asked is “for what reasons, if any, do you feel unsafe in your local area?” The findings are illustrated in the table below - the principal 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 the extensive media coverage of knife crime over the past few years as the survey also found that only 1% of young Londoners aged 11 - 16 say they have been a victim of knife crime. Fear of mugging/physical attack and teenagers hanging around on the streets are both cited by 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 on gun crime - with more than a quarter (26%) of young black respondents feeling unsafe because of gun crime, compared to less than one in ten (9%) young white and Asian respondents (7%). There is also a large disparity on the issue of knife crime, with 38% of young black people feeling unsafe because of it, 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. However, the survey also found that inner Londoners are 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. Their concerns also come from what they see in the media about crime (they are four times more likely than outer Londoners to cite this as a reason for feeling unsafe). It may also be that there is 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 2010

Community safety findings

The GLA Annual London survey is a face-to-face survey of 1,490 residents of Greater London. Questions in the survey explore areas of Mayoral policy and priorities including policing and safety, the environment, transport, the Olympics and London life. Respondents were asked to select reasons from a list for why they feel unsafe in their area. As illustrated in the table below, fear of burglary is the main reason for Londoners feeling unsafe, followed by the fear of being mugged or attacked physically, and people dealing and using drugs.

Reason	% respondents
Fear of burglary	42
Fear of being mugged or physically attacked	30
People dealing drugs	25
People using drugs	24
Knife crime	20
Teenagers hanging around on the streets	10
Lack of police presence	10
Car crime/ theft	9
Fear of the dark/ night	8
Gun crime	8
Vandalism and other deliberate damage to property or vehicles	5
Fear of sexual harassment or attack	5
People being drunk or rowdy in the streets	4
Lack of adequate street lighting	4
Fear of homophobic bullying /violence	4
Fear of harassment or attack due to race or religious beliefs	4
Volume/speed of traffic	3
Pickpockets	3
Run-down local environment (e.g. graffiti, litter, fly-tipping, derelict buildings, etc.)	2
Noise or nuisance from neighbours	2
Nuisance/dangerous dogs	2
Press reports about crime	1
People sleeping rough or begging	1
Abandoned or burnt-out cars	1
Other	1

None of these	15
Do not feel unsafe in London	12
Don't know	-

Respondents were also asked which two or three things they thought would make them feel safer in the area. Two thirds 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	66
More security cameras (CCTV)	41
Improved street lighting	19
Providing young people with more things to do/ community centres	13
Neighbourhood Watch schemes/ wardens	16
More advice on crime prevention	8
Encourage more parental responsibility	4
Better relations between the police and the community	7
Drugs education/advice/rehabilitation	4
More information about what the Police are doing to prevent crime	2
Improving the local environment e.g. removing graffiti	3
Improve employment opportunities	2
Traffic restrictions/ More pedestrian crossings	6
Improve educational opportunities	2
Better housing	-
Better design of housing	1
Truancy patrols	1

More involvement in police decisions	1
Don't know	4

British Crime Survey

The British Crime Survey (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 3,916 interviews were conducted in the London region. The following are figures from the BCS for the 12 months ending 31 March 2010.

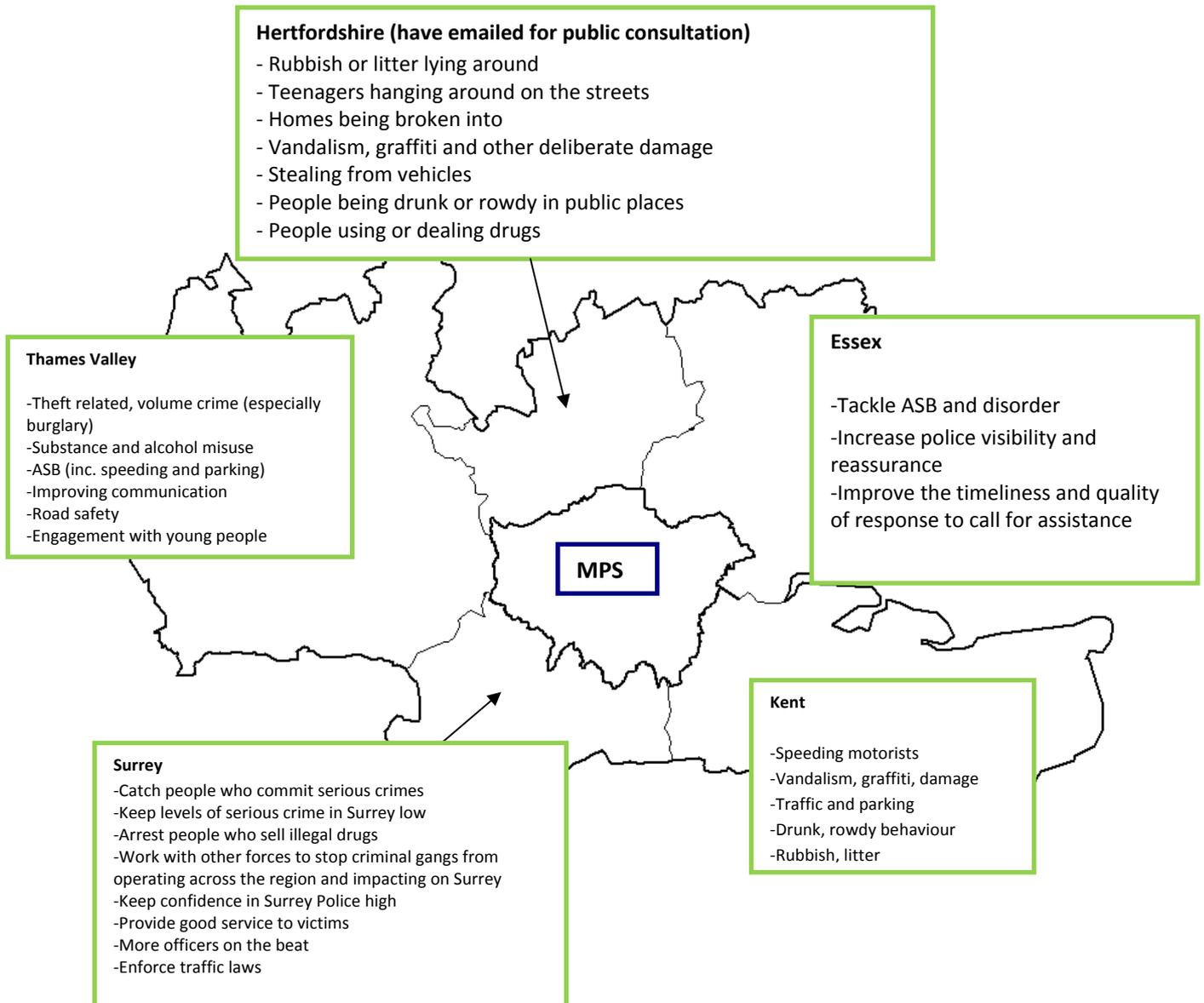
Respondents are questioned on their perceptions of whether there was a high level of anti-social behaviour and whether drug dealing and drunken or rowdy behaviour was a very or fairly big problem in the area. As seen below, respondents were most likely to perceive high levels of drug use/dealing and drunk and rowdy behaviour in their area.

Perceptions of anti-social behaviour	%
High level of perceived anti-social behaviour	20
High level of perceived drug use or dealing	32
High level of perceived drunk or rowdy behaviour	30

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

Bordering police authorities

The policing priorities for the bordering police forces/police authorities are shown below. This information is taken from the forces/authorities most recent public consultation around policing priorities. As can be seen, a wide range of issues are selected across the different force areas. Common themes are anti-social behaviour (including rubbish, graffiti, drunken or rowdy behaviour), road and traffic issues, response and service to victims, drugs and alcohol related crime and accessibility and visibility of the police.



Appendix six: All priority areas identified

Respondents' first priorities from full qualitative questionnaires¹⁸

Priority area	No. of respondents
Traffic/road related issues	141
Anti social behaviour (ASB)	140
Accessibility/visibility of police	120
Drugs and drug related crime	49
Gun/knife crime	49
Violent crime	44
Policing/criminal justice system related issues	37
Burglary - residential	36
Youth issues - young people as offenders	33
Community safety/fear of crime	26
Gangs and gang-related crimes	23
Street crime/robbery	21
Vehicle crime	17
Community engagement/working with the community	15
Confidence/trust/accountability in the police	15
Alcohol use and alcohol-related crime	15
Quality of life issues	15
Terrorism	14
Safer Neighbourhoods/local policing	14

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.

Hate crime	14
Serious/organised crime	13
Sex related crimes	13
Crime reduction/prevention	11
Domestic violence	10
Crime/ASB on public transport	7
Policing of protests	6
Youth issues - young people as victims	6
Theft	4
Youth issues - other	4
Bureaucracy/paperwork	3
Resources	3
Dangerous dogs	3
Equal/fair treatment for all	2
Training (of police officers/staff)	2
Illegal immigration	2
Target/priority setting issues	1
Burglary	1
Partnership/joined up working	1
Crime figures/publicity	1

Respondents' combined priorities from full qualitative questionnaires¹⁹

Priority area	No. of respondents
Traffic/road related issues	372
Anti social behaviour (ASB)	285
Accessibility/visibility of police	242
Policing/criminal justice system related issues	173
Drugs and drug related crime	133
Burglary - residential	118
Gun/knife crime	108
Violent crime	85
Alcohol use and alcohol related crime	73
Vehicle crime	67
Community engagement/working with the community	64
Serious/organised crime	61
Gangs and gang-related crimes	61
Quality of life issues	57
Street crime/robbery	55
Youth issues - young people as offenders	53
Sex related crimes	46
Confidence/trust/accountability in the police	40
Community safety/fear of crime	37
Crime reduction/prevention	37
Safer Neighbourhoods/local policing	33

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.

Terrorism	33
Hate crime	31
Crime/ASB on public transport	30
Domestic violence	28
Policing of protests	23
Bureaucracy/paperwork	22
Theft	19
Dangerous dogs	17
Youth issues - other	14
Youth issues - young people as victims	11
Partnership/joined up working	11
Resources	10
Information on local crime and policing	10
Illegal immigration	7
Training (of police officers/staff)	6
Bogus/cold calling	4
Equal/fair treatment for all	4
Crimes against businesses	4
Target/priority setting issues	3
Crime figures/publicity	2

All priority areas identified in the shorter postcard style questionnaires

Priority area	No. of respondents
Gun/knife crime	420
Anti social behaviour (ASB)	299
Burglary	210
Accessibility/visibility of police	198
Street crime/robbery	174
Drug related crime/issues	152
Terrorism	125
Sex related offences	121
Violent crime	113
Youth crime/youth issues	113
Domestic violence	96
Theft	96
Dangerous dogs	94
Local policing	82
Crime reduction/prevention	82
Alcohol related crime/issues	73
Confidence/trust in police	64
Working with the community	51
Fear of crime	47
Hate crime	42
Serious/organised crime	38
Crime/ASB on public transport	37
Equal/fair treatment for all	35

Vehicle crime	23
Traffic/road related issues	20
Information on local crime and policing	16
Fraud/business crime	13

All priority areas identified in the full business qualitative questionnaire

Priority area	No. of respondents
Accessibility/visibility of police	26
Anti social behaviour (ASB)	26
Policing/criminal justice system related issues	15
Community engagement/working with the community	12
Traffic/road related issues	11
Alcohol use and alcohol-related crime	11
Crimes against businesses	11
Serious/organised crime	9
Gun/knife crime	9
Drugs and drug related crime	8
Violent crime	8
Quality of life issues	8
Street crime/robbery	7
Theft	5
Vehicle crime	4
Burglary - residential	4
Gangs and gang-related crimes	4
Crime reduction/prevention	3

Terrorism	3
Sex related crimes	3
Confidence/trust/accountability in the police	2
Burglary - non residential	2
Crime/ASB on public transport	2
Community safety/fear of crime	2
More support for businesses to prevent crime	2
Safer Neighbourhoods/local policing	2
Information on local crime and policing	2
Resources	1
Youth issues - young people as offenders	1
Dangerous dogs	1
Domestic violence	1
Policing of protests	1
Bureaucracy/paperwork	1

All priority areas identified in the PAS (rolling 12 months to September 2010)

Priority area	Number of respondents	%. of all respondents
Gun/knife crime	5,805	21%
Drugs and drug related crime	3,005	11%
Anti social behaviour (ASB)	2,037	8%
Accessibility/visibility of police	1,904	7%
Violent crime	1,520	6%
Street crime/robbery	1,409	5%
Crime reduction/prevention	1,361	5%

Burglary – residential	1,281	5%
Terrorism	1,202	4%
Gangs and gang related crimes	1,067	4%
Youth issues – other	791	3%
Traffic/road related issues	703	3%
Alcohol use and alcohol related crime	615	2%
Community safety/fear of crime	595	2%
Youth issues – young people as offenders	510	2%
Theft	446	2%
Information on local crime and policing	337	1%
Vehicle crime	334	1%
Sex related crimes	323	1%
Policing/criminal justice system related issues	255	1%
Community engagement/working closer with the community	238	1%
Quality of life issues	170	1%
Domestic violence	145	1%
Safer Neighbourhoods/local policing	141	1%
Hate crime (e.g. racially or religiously motivated crimes, homophobic crimes etc)	139	1%
Confidence/trust/accountability in the police	131	0%
Resources	131	0%
Crime/ASB on public transport	129	0%
Serious/organised crime	102	0%

Illegal immigration	85	0%
Youth issues – young people as victims	50	0%
Dangerous dogs	39	0%
Target/priority setting issues	35	0%
Bureaucracy/paperwork	32	0%
Equal/fair treatment for all	25	0%
Prostitution	16	0%
Crime figures/publicity	16	0%
Burglary – non residential	8	0%
Training (of police officers)	3	0%
Bogus/cold calling	2	0%

Appendix seven: 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/plans/policingplan2010-13.pdf. Findings and analysis from last year's questionnaire are also available at www.mpa.gov.uk/downloads/publications/plans/consultation.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 **26th November 2010**.

Policing Planning and Performance Improvement 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
- 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 **26th November 2010**.

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:

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