

# New Zealand Crime and Victims Survey Cycle 5 (Nov 21- Nov 22)

## High Level Police Module Results

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# Document Control

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Document	New Zealand Crime and Victims Survey Cycle 5 – High Level Police Module Results
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# 1. Executive Summary

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Policing in New Zealand is grounded in the principle of policing by consent - the belief that there must be broad public support for a police service's actions in order for policing to be effective. In order for police to be trusted, considered legitimate, and worthy of respect, members of the public must be able to see their own values, and priorities within the police's actions and communications. Furthermore, the public's trust, and their confidence in police is influenced by their perceptions of police effectiveness, how fairly police treat citizens, the level of positive engagement with communities, the perceived level of crime in their local area, and their belief that police actions are morally justified and appropriate to the circumstances.

To collect information about public trust and confidence markers, the New Zealand Police introduced a module of questions into the New Zealand Crime and Victim Survey (NZCVS). The NZCVS is run nationwide through the Ministry of Justice and collects information about New Zealand adults' (15 years and over) experiences of crime<sup>1</sup>.

The NZCVS found that during Cycle 5:

- Victims experienced more incidents of crime than the previous cycle, with the rise driven by an increase in the number of deception and fraud offences, such as credit card fraud.
- The prevalence of adults experiencing crime is consistent with previous cycles
- Highly victimised individuals experienced more crime but reported a smaller proportion of offences.
- For this period 82% of adults reported feeling completely safe with family or whānau members. This high proportion has not changed since Cycle 3 when these questions were introduced.

This report shares high-level Cycle 5 Police Module results (data collected November 2021 - October 2022), as well as change over time from Cycle 4 (data collected November 2020 - November 2021). Police module results indicate that:

- the public continue to think Police remain focussed on the most harmful crimes (72%)
- and deal effectively with serious crimes (76%),
- are responsive to the needs of their communities (66%)
- and have a good presence in their community (62%),
- are easy to contact via 105 (72%)
- and provide good service (71%),
- will be there when they need us in a significant emergency (80%),

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<sup>1</sup> For further information and results from the wider New Zealand Crime and Victims Survey, see the Ministry of Justice website [New Zealand Crime & Victims Survey \(NZCVS\) | New Zealand Ministry of Justice](#)

- and most of all that we will treat them professionally when we are there (83%).

That is a huge tribute to how our staff go about their work every day keeping communities safe.

At 69%, a large proportion of the population continue to have high trust and confidence in Police.

Overall, the vast majority of New Zealanders are positive about Police and how we deliver services, but there are also opportunities for improvement.

- Whilst an excellent result, trust has declined amongst certain demographic groups – including those aged 60-64 and 40-49, men, straight people, and Europeans, and remained stable in most others, including Māori.
- Trust has declined more amongst groups of people who were *not* victims of crimes, than those who were.
- Seen alongside fairly stable crime rates, these differences indicate that public perceptions may be driving this decline, rather than the reality of people's direct experiences with Police.

Keeping our communities safe and responding to emergencies will always be Police's priority.

These survey results tell us that we also need to improve visibility of that service, and ensure the public can see our work, and our efforts and successes in identifying and addressing emerging crime trends.

Policing jurisdictions have faced testing times in the last few years, and the decline in public trust and confidence in Police may, in part, be associated with;

- the tail end of the country's COVID response which has been controversial with some sections of society. This survey period includes the end of the last Auckland lockdown, the introduction of vaccine mandates and the COVID protests at Parliament in which police played a significant enforcement role.
- the international drop in confidence in policing in general caused by some particularly gross failings in police behaviors and service in some countries. From the continuing focus on the Black Lives Matter movement in North America, to the criminal actions of individual officers in the UK – international policing has rarely been out of the headlines in this period – and not for the right reasons.
- and some highly visible changes in certain crime trends here in New Zealand such as Ram Raids and Intra-gang violence. Police conduct separate polling to understand issues like this in more depth.

## 2. Background

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Policing in New Zealand is grounded in the principle of policing by consent. Derived from the nine principles of policing attributed to Robert Peel, the idea of policing by consent stems from the belief that there must be broad public support for a police service's actions in order for policing to be effective. Policing by consent does not mean the consent of individuals i.e., no individual can choose to withdraw their consent from the police or the law. Having public support via policing by consent means that the public believes that the police should be allowed to exercise their legitimate authority, with the New Zealand Policing Act 2008 describing it as "effective policing relies on a wide measure of public support and confidence" (Section 8b, pp. 1).

*Trust* in police can be defined as holding specific beliefs in police's ability, and expectations about how officers should act whereas *confidence* in police reflects judgements concerning police's ability to manage crime, manage safety, and in effect, to perform their duties (Cao, 2014; Bradford & Myhill, 2014; Stanko et al, 2012; President's Task Force on 21<sup>st</sup> Century Policing, 2015). In order for police to be trusted, considered legitimate, and worthy of respect, members of the public must be able to see their own values and priorities within the police's actions and communications (Hohl et al, 2010). Additionally, the ability of police to adhere to the law, and the ability to produce desired results are also important aspects of legitimate policing. Trust, and confidence in police have been linked to how likely it is that the public will co-operate which in turn impacts effective policing (Bradford et al, 2009; Cao, 2014).

Furthermore, the public's trust, and their confidence in police is influenced by their perceptions of police effectiveness, how fairly police treat citizens, the level of positive engagement with communities, the perceived level of crime in their local area (Stanko and Bradford, 2009), and their belief that police actions are morally justified and appropriate to the circumstances (President's Task Force on 21<sup>st</sup> Century Policing, 2015). There is consistent international evidence from Australia, Canada, the United Kingdom, and the United States that trust, and confidence in police is lower in young people, socially disadvantaged individuals, and minorities (both ethnicity and sexuality minorities) (Gravitas, 2015).

To collect information about a number of the public trust and confidence markers described above, the [Citizens' Satisfaction Survey](#) (CSS) was conducted from 2007-2020. The CSS asked New Zealanders about their contact with, and perceptions of, New Zealand Police (NZP). Due to a number of factors, a change was implemented within NZP so that there are now two different methods of data collection with the public; a Customer Experience Research Programme (CERP) with people who have had recent contact (within the last six months) with NZ Police, and a Police Module in the New Zealand Crime and Victim Survey (NZCVS) so that insights can be collected from the general public. This report shares insights from the NZCVS Police Module with the general public, which is described in more detail in the next section.

### 3. Introduction to the Police Module

The information in this report shares insights from the NZCVS Police Module. The NZCVS is run nationwide through the Ministry of Justice (Justice) and collects information about adult New Zealander's experiences of crime. In 2021, Justice and NZP collaborated to incorporate a Police Module in the NZCVS. The purpose of the Police Module was twofold:

1. To gain an understanding of New Zealanders' experiences with, and perceptions of, NZP
2. To gain an understanding of Point 1 in relation to experiences of crime and victimisation, as captured by the wider NZCVS questions.

The Police Module has 16 questions in total. There is one dichotomous question-

- In the past 12 months, have you had any contact with the Police, for any reason?

-to which if people respond with 'yes' they are then asked-

- How satisfied were you with the overall quality of service you received when you contacted Police?

There are also 12 statements in the Module about perceptions of Police-

- Police deal effectively with road safety
- Police staff reflect the diversity of all people in New Zealand
- Police concentrate their efforts to deal with the most harmful crimes in New Zealand
- Police deal effectively with serious crimes
- Police are professional when they are conducting their duties
- Police provide effective support for emergency management
- Police would respond quickly if I needed them.
- Police have a suitable presence in my community.
- The Police are responsive to the needs of my community.
- Police's 105 service makes them easy to contact for a non-emergency situation.
- The work Police do with schools, business, families, and communities prevents there being a lot more crime.
- Police really try to understand young people so they can better support them to be successful.

-which all respondents provide their level of agreement to. The two other questions in the Module-

- How safe or unsafe do you feel in your local neighbourhood after dark?
- Which of the following best describes the current level of trust and confidence you have in Police?

-have scaled response options that are relevant to the specific questions (noted in Appendix 2).

This report shares the findings of the Police Module data from Cycle 5 of the NZCVS which was in the field from November 2021 to October 2022 as well as change over time from Cycle 4 (data collected November 2020 - November 2021). There are 5326 responses in the Cycle 5 data and 4030 responses in Cycle 4 data.



## 4. Method

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The NZCVS is a nationwide, face-to-face random probability survey, with one respondent selected per household, using multistage cluster sampling methods<sup>2</sup>. Addresses are pre-selected by Justice's contracted fieldwork provider, CBG Public Sector Surveying (CBG) before an interviewer visits the primary sampling unit (PSU; drawn from Statistics New Zealand's Household Survey Frame). This means that interviewers are given a list of addresses they need to visit, with each address having already being sent an invitation letter and information leaflet about the survey. As of January 2022, there was also the option to complete the survey online.

### Data

All data noted in this report was shared with NZP as aggregated, weighted data so that it reflects the New Zealand population. Some demographic groups and response options were also collapsed to increase group size.

### Analysis

Each Police Module question section starts with an overview of the response percentages. Additionally, Appendix One has the response percentages for all the Police Module questions.

This report primarily reports on where statistically significant differences between individual demographic groups and the New Zealand average are seen, or where there have been statistically significant changes over time between Cycles 4 and 5. The data weighting and data analysis was conducted by the Ministry of Justice, and as such is consistent with their NZCVS Annual Cycle reports.

As previously noted, one advantage of having questions about Police in the NZCVS is that there is the ability to analyse the Police Module questions in relation to questions in the wider NZCVS dataset. As such, one sub-section contains additional analyses where Police sought to understand how victimisation within the last 12 months, and reporting or not of these victimisations, may be reflected in the responses to specific Police Module questions.

### Additional Details

For more in-depth methodology information about the NZCVS...

- Respondent selection process
- Data collection process
- Data weighting and analysis process

...please refer to the Ministry of Justice [Methodology Report](#).

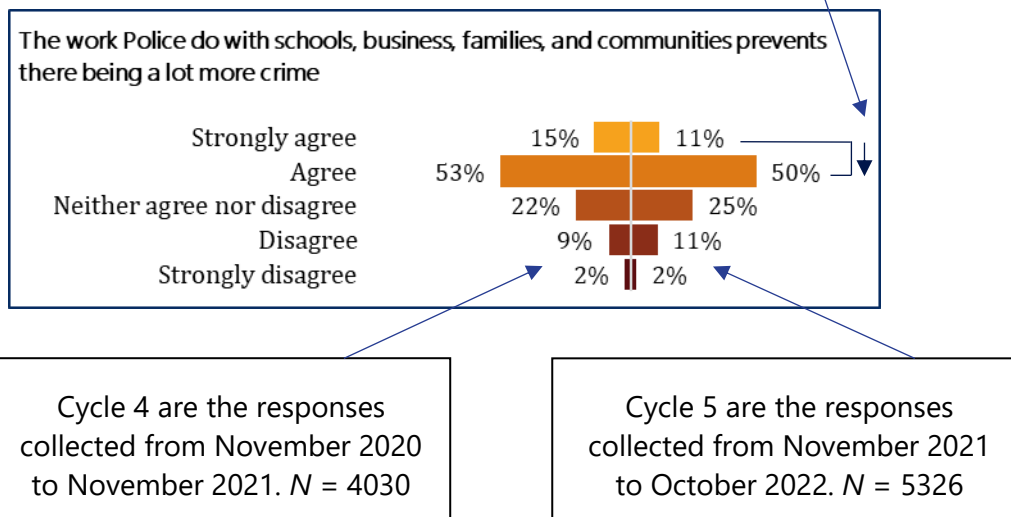
For more information about the Police Module data and analyses, please refer to the data set that accompanies this report.

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<sup>2</sup> We wish to acknowledge that some information in this summary is copied directly from MoJ methodology information.

## 5. Keys to Understanding the Data

Any arrows beside responses represent a statistically significant change between Cycles 4 and 5. In this example it would mean that respondents' levels of *agreement* ('strongly agree' and 'agree' collapsed together) have significantly decreased in Cycle 5 compared to Cycle 4, and levels of *neither agree nor disagree*, and levels of *disagreement* ('strongly disagree' and 'disagree' collapsed together) have not significantly changed in Cycle 5 compared to Cycle 4.



A few additional key points of note are:

1. Numbers are rounded so may add to 100 +/-1.
2. When a figure is yellow, there have been statistically significant changes to a response between Cycle 4 and Cycle 5. When a figure is blue, there have been no statistically significant changes between Cycle 4 and Cycle 5.
3. Amalgamated response options are noted in Appendix 1.
4. For each Police Module question, the overall results for the New Zealand population as a whole is presented graphically as above. Where relevant, there are additional tables comparing specific groups within the population where there has been a statistically significant change between cycles.

# Results of The NZCVS Police Module

## 6. Trust and Confidence in Police

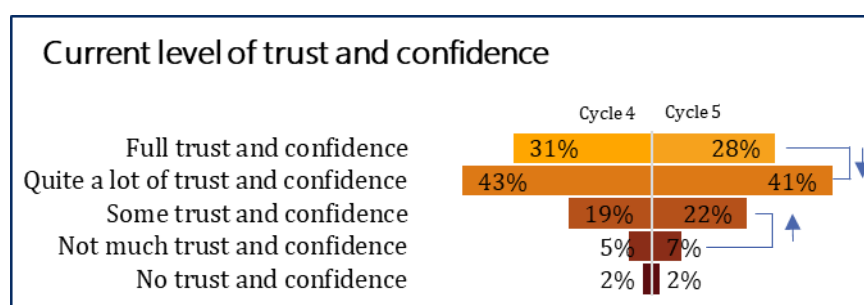


Figure 1 Trust and Confidence in Police in Cycles 4 and 5

### Trust and Confidence Significant Findings

The level of public trust and confidence in New Zealand Police has significantly changed between NZCVS Cycles 4 and 5. The percentage of people reporting *high*<sup>3</sup> trust and confidence in NZ Police has decreased by a statistically significant amount, and conversely the numbers of those reporting *low* trust and confidence has increased by a statistically significant amount between Cycle 4 and 5 (see Table 1). The percentage reporting *no* trust and confidence has seen no statistically significant change.

Table 1. Levels of Trust and Confidence in NZ Police in Cycle 4 and 5

Response Option	Cycle 4 (%)	Cycle 5 (%)	Change (%)
High ('Full' and 'Quite a lot') Trust and Confidence	74.30	69.45	- 4.85*
Low ('some' and 'not much') trust and confidence	23.73	28.71	+ 4.98*
No trust and confidence	1.97	1.84	- 0.13

When looking at Trust and Confidence results by demographic groups, the following groups had a statistically significant decrease in *high* trust and confidence and corresponding statistically significant increase in *low* trust and confidence between Cycles 4 and 5 (see Table 2):

<sup>3</sup> As per Table 1, trust and confidence is considered *high* when respondents select the options 'full' or 'quite a lot' of trust and confidence. Respondents with 'some' or 'not much' trust and confidence are considered *low* in trust and confidence, and 'no' trust and confidence stays as a standalone response option.

Table 2. Levels of Trust and Confidence in Demographic groups that were statistically different between Cycle 4 and 5.

Demographic Group	Cycle 4 (%)	Cycle 5 (%)	Change (%)
<b>Tasman</b>			
High ('Full' and 'Quite a lot') T&C	86.09	70.83	- 15.26*
Low ('some' and 'not much') T&C	12.05	28.92	+ 16.87*
No T&C	1.86	0.25	- 1.61
<b>60-64 years age group</b>			
High ('Full' and 'Quite a lot') T&C	82.19	70.9	- 11.29*
Low ('some' and 'not much') T&C	17.54	27.85	+ 10.31*
No T&C	0.27	1.25	+ 0.98
<b>40-49 years age group</b>			
High ('Full' and 'Quite a lot') T&C	76.72	67.65	- 9.07*
Low ('some' and 'not much') T&C	22.00	30.85	+ 8.85*
No T&C	1.28	1.51	+ 0.23
<b>Men</b>			
High ('Full' and 'Quite a lot') T&C	74.18	67.53	- 6.65*
Low ('some' and 'not much') T&C	24.14	30.28	+ 6.14*
No T&C	1.68	2.19	+ 0.51
<b>Straight people</b>			
High ('Full' and 'Quite a lot') T&C	75.51	70.19	- 5.32*
Low ('some' and 'not much') T&C	22.57	28.09	+ 5.52*
No T&C	1.91	1.71	-0.2
<b>People who were not a victim of crime</b>			
High ('Full' and 'Quite a lot') T&C	77.37	72.28	- 5.09*
Low ('some' and 'not much') T&C	20.99	26.33	+ 5.34*
No T&C	1.64	1.39	- 0.25
<b>European people</b>			
High ('Full' and 'Quite a lot') T&C	78.62	73.63	- 4.99*
Low ('some' and 'not much') T&C	20.08	25.13	+ 5.05*
No T&C	1.29	1.24	- 0.05

There were no demographic groups that showed a statistically significant change in "No trust and confidence" between Cycle 4 and Cycle 5.

There were also three demographic groups that did not show a statistically significant decrease between cycles, but in Cycle 5 are now reporting statistically significantly lower in high trust and confidence compared to the overall NZ population average when they did not previously;

- those aged 20-29 (58.28%),
- those identifying as NZ European AND Māori (61.53%) and
- those identifying as Chinese (50.38%)

## 7. Other Police Module Questions

This section shares the national level results from the other Police Module questions. At the NZ population level, there were only two Module questions that saw a statistically significant drop in agreement between NZCVS Cycles 4 and 5 (see Figures 4 and 8). However, this drop did not translate into a statistically significant increase in disagreement with these statements. The other 12 Police Module questions that measure trust and confidence related perceptions of Police performance had no statistically significant changes between Cycles 4 and 5.

### Contact and Satisfaction with Police

1 in 3 New Zealanders (33%) had had contact with Police in the past 12 months. Of the New Zealanders that had been in contact with Police, almost 3 in 4 New Zealanders (71%) were satisfied with the quality of service that they received.

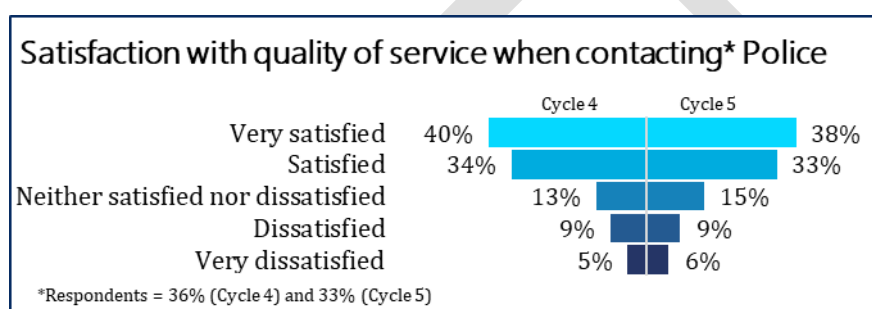


Figure 2 Results of Police Dealing Effectively with Road Safety in Cycles 4 and 5

### 105 Service

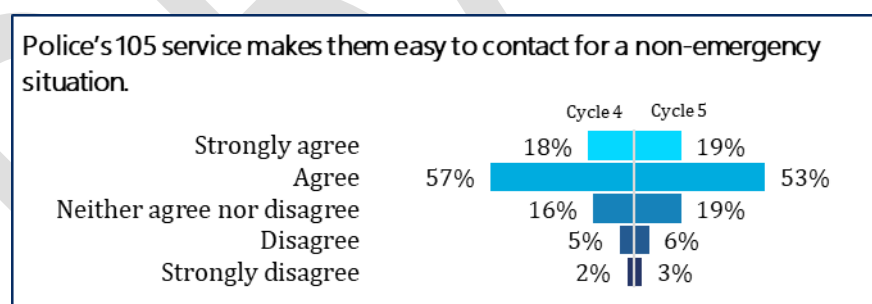


Figure 3 Results of Ease of Contact through 105 in Cycles 4 and 5

Almost three in four New Zealanders (72%) agreed that the 105 (Police non-emergency service) makes Police easy to contact. We consider this question to be inclusive of both 105 phone and 105 online, as we do not make the distinction in the survey.

## Road Safety

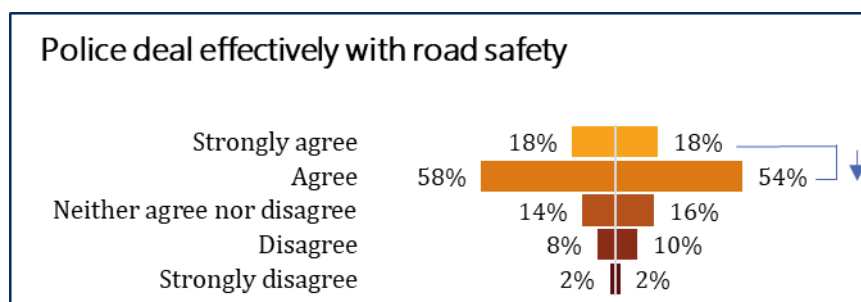


Figure 4 Results of Police Dealing Effectively with Road Safety in Cycles 4 and 5

Road safety was defined to respondents as “includes issuing tickets for speeding and dangerous driving, roadside breath-testing, traffic control, road safety education, as well as having a visible presence on roads.” Just over 3 in 4 New Zealanders (76%) agreed that Police deal effectively with road safety in Cycle 4, which had a statistically significant drop to 72% in Cycle 5. Although there was a statistically significant decrease in agreement to Police response to road safety, there were no statistically significant changes to the level of disagreement that people had.

## Emergency Management

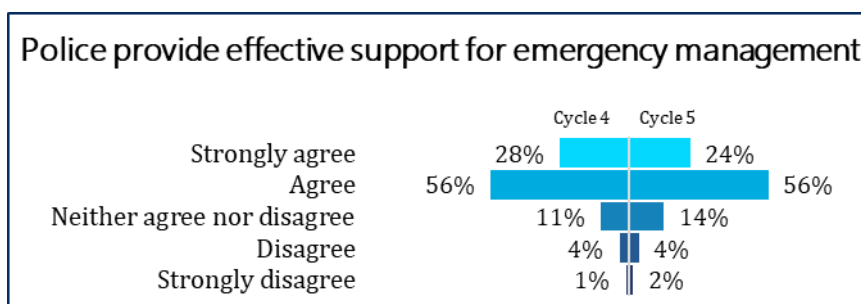


Figure 5 Results of Police Support for Emergency Management in Cycles 4 and 5

Emergency management was defined to respondents as “the coordinated effort to respond to, investigate, and/or recover from, a significant event, community-wide threat or major crime.” 80% of New Zealanders agree that Police provide effective support for emergency management.

## Serious Crimes

Serious crimes were defined to respondents as “those that present a serious threat to someone’s life, wellbeing, or property, and can result in loss of life, serious injury, and/or long-term psychological impact.” More than 3 in 4 New Zealanders (76%) agreed that Police deal effectively with serious crimes.

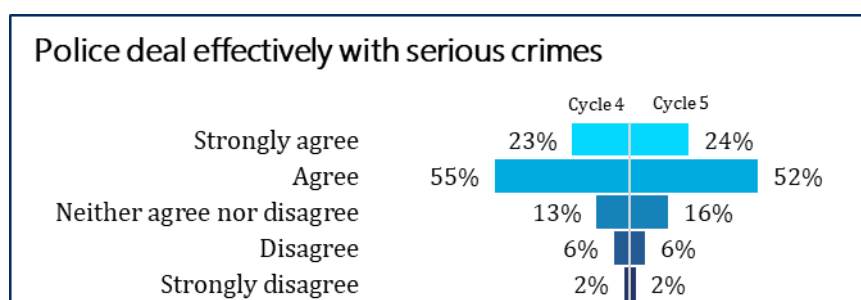


Figure 6 Results of Police Response to Serious Crimes in Cycles 4 and 5

## Harmful Crimes

Harmful crimes were defined for respondents as “those that present a risk to life, wellbeing or property, as well as crimes that feel particularly invasive or damaging to those who experience them.” Just over 3 in 4 New Zealanders (72%) agreed that Police concentrate their efforts to deal with the most harmful crimes.

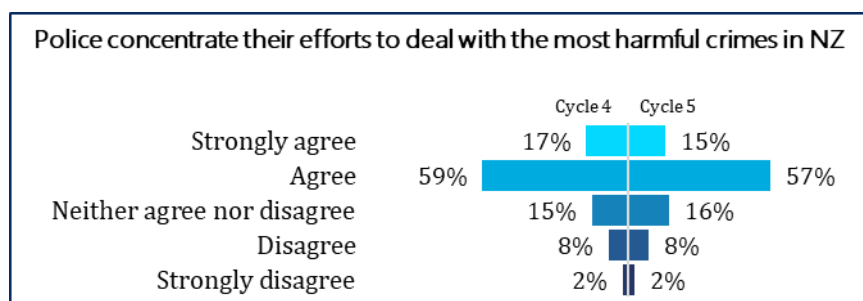


Figure 7 Results of Police Response to Harmful Crimes in Cycles 4 and 5

## Crime Prevention

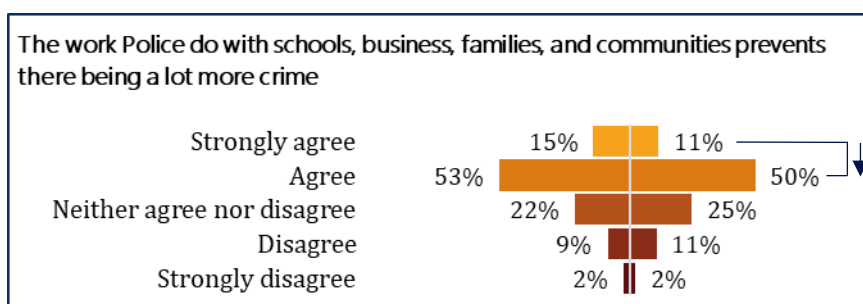


Figure 8 Results of Police Work with the Public in Cycles 4 and 5

More than two thirds of New Zealanders (68%) agreed that the work Police do with schools, business, families, and communities prevents there being a lot more crime in Cycle 4, which had a statistically significant drop to 61% in Cycle 5. Although there was a statistically significant decrease in agreement to Police crime prevention work, there were no statistically significant changes to the level of disagreement that people had.

## Police Diversity

Diversity is not specifically defined in this NZCVS question, so respondents will have had their own unique understanding of what diversity of ‘all’ people means. Despite this, three in four New Zealanders (76%) agreed that Police staff reflect the diversity of all the people in New Zealand.

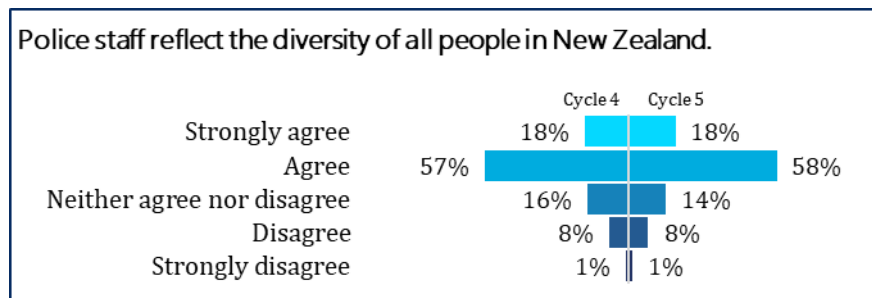


Figure 9 Results of Police Reflecting Diversity in Cycles 4 and 5

## Professional Conduct

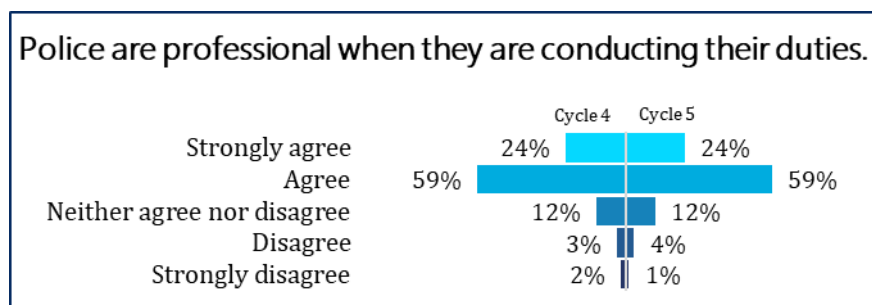


Figure 10 Results of Police Professionalism in Cycles 4 and 5

Most New Zealanders (83%) agreed that Police are professional when they are conducting their duties. The percentage of New Zealanders who agreed with this item ranks high when compared to the percentage agreement with the other items included in the Police Module of the NZCVS. This finding speaks to professionalism of police staff when representing Police in the community.

## Police Presence

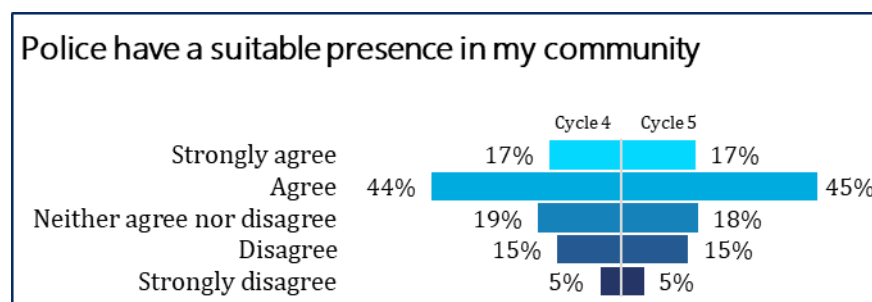


Figure 11 Results of Police Community Presence in Cycles 4 and 5

The majority of New Zealanders (62%) agreed that Police have a suitable presence in their community, although this statement had one of the lowest levels of agreement out of all the Police Module questions which may indicate that Our Community would appreciate more engagement and visibility from New Zealand Police.



## Needs of the community

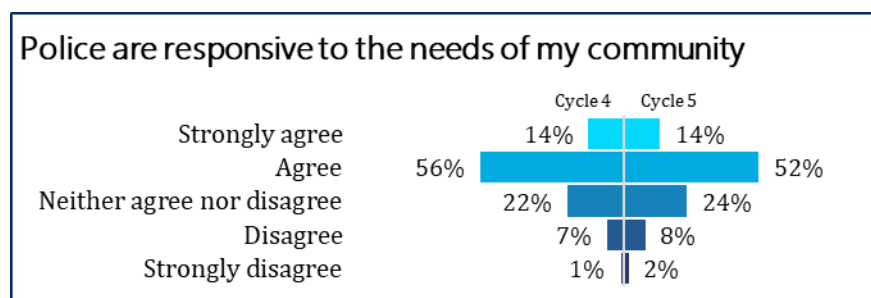


Figure 12 Results of Police Community Response in Cycles 4 and 5

Research suggests community perceptions that Police are responsive to their needs increases trust between police officers and the communities they serve, and improves community attitudes toward Police, including perceived legitimacy and willingness to cooperate (Peyton et al., 2019). The majority of New Zealanders (66%) agreed that Police are responsive to the needs of their community.

## Work with young people

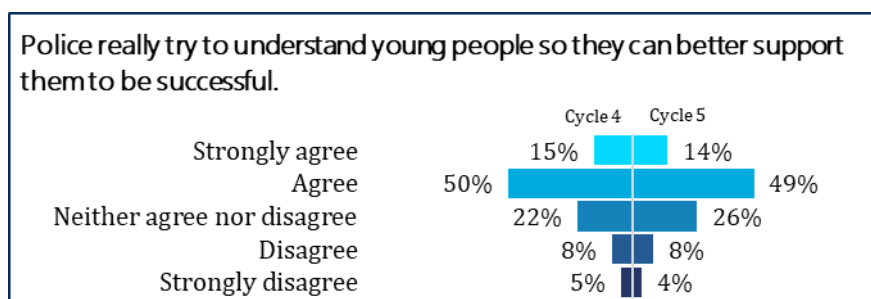


Figure 13 Police Work with Young People in Cycles 4 and 5

The majority of New Zealanders (63%) agreed that Police really try to understand young people to better support their success. Only 12% disagree with this statement.

## Police Response

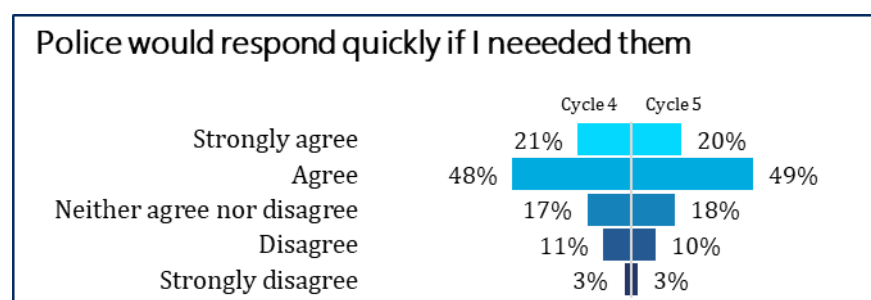


Figure 14 Police Emergency Response in Cycles 4 and 5

More than two thirds of New Zealanders (69%), in both Cycle and Cycle 5 agreed that Police would respond quickly if needed

## Safety After Dark

The majority of New Zealanders continue to feel safe in their local neighbourhood after dark (70%).

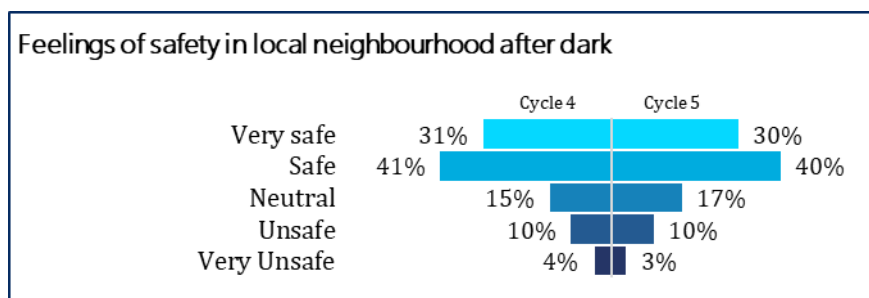


Figure 15 Safety After Dark in Local Neighbourhoods in Cycles 4 and 5

## 8. Demographic Analyses

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Analyses were conducted to review any changes for demographic groups. Any demographic groups that had statistically significant changes for 5 or more Module questions in Cycle 5 are noted in this section. Key changes for each demographic group are noted below.

### **Māori AND NZ European**

People who ticked both Māori AND NZ European are included in this group<sup>4</sup> (as per Appendix 1). In Cycle 5, people who are Māori *and* NZ European now have a statistically significant decrease in high 'trust and confidence' (62%) compared to the NZ population (69%), and a statistically significant decrease in agreement (74%) about 'Police professionalism' than the NZ population (83%). They also continue to report statistically higher 'contact with Police' (47% compared to 33%) but have no statistical differences in 'satisfaction with Police service' compared to the NZ population. Additionally, there are now no statistically significant differences between levels of agreement for people who are NZ European *and* Māori, and the NZ population, about 'Police are concentrating their efforts to deal with harmful crimes'.

### **Māori**

People who ticked exclusively Māori are included in this group<sup>5</sup> (as per Appendix 1). The percentage of Māori respondents reporting high 'trust and confidence' in Police remained stable between Cycles 4 and 5, however levels of high 'trust and confidence' for Māori (59%) are still decreased at a statistically significant level compared to the NZ population (69%). Māori respondents also have a level of no 'trust and confidence' that continues to be statistically significantly higher than the NZ population (5% compared to 2%). Māori continue to have a statistically significant decrease in agreement that 'Police would respond quickly if I needed them in an emergency' (61% compared to 70%) and that 'Police are professional when they are conducting their duties' (72% compared to 83%) compared to the NZ population, but have no differences in 'satisfaction with Police service' compared to the NZ population, and no differences in 'contact with Police' compared to the NZ population in this period.

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<sup>4</sup> Please note that this categorisation differs from the wider NZCVS report.

<sup>5</sup> Please note that this categorisation differs from the wider NZCVS report.

## 9. Module Questions and Victimisation

This section shares the national level results from Police Module questions in relation to experiences of victimisation.

At a high level, victimisation is reported as three groups:

- People who **were not** the victim of crime
- People who **were** the victim of crime and **did** report
- People who **were** the victim of crime and **did not** report

Below are the Police Module questions that had statistically significant changes for any of the three victimisation groups, with the relevant victimisation group noted in the relevant table.

### Trust and Confidence

The only victimisation group to have a statistically significant change in trust and confidence in Police between Cycle 4 and Cycle 5 were people who were not the victim of crime.

Table 3. Victimisation Groups with Significant Changes to Trust and Confidence in NZ Police between Cycle 4 and 5

	Cycle 4 (%)	Cycle 5 (%)	Change (%)
People who <b>were not</b> the victim of crime			
High ('Full' and 'Quite a lot') T&C	77.37	72.28	-5.09*
Low ('some' and 'not much') T&C	20.99	26.33	+5.34*
No T&C	1.64	1.39	-0.25

### Serious Crimes

People who were the victim of crime and did report to Police had a stable level of agreement to Police dealing effectively with serious crimes. There was a statistically significant change to the number of people who disagreed with Police dealing with serious crimes – fewer victims of crime who reported to Police disagreed with this statement in Cycle 5 compared to Cycle 4.

Table 4. Victimisation Groups with Significant Changes to Police Response to Serious Crime between Cycle 4 and 5

	Cycle 4 (%)	Cycle 5 (%)	Change (%)
People who <b>were</b> the victim of crime and <b>did</b> report			
Strongly agree or agree	67.75	75.61	+7.86
Neither agree nor disagree	13.37	15.66	+2.29
Strongly disagree or disagree	18.88	8.73	-10.15*

### Needs of the Community

People who were not the victim of crime had a statistically significant increase in their disagreement to Police being responsive to the needs of their community.

Table 5. Victimisation Groups with Significant Changes to Police Response to the Needs of the Community between Cycle 4 and 5

	Cycle 4 (%)	Cycle 5 (%)	Change (%)
People who <b>were not</b> the victim of crime			
Strongly agree or agree	73.43	69.12	-4.31
Neither agree nor disagree	21.36	21.69	+0.33
Strongly disagree or disagree	5.21	9.19	+3.98*

## 105 Service

People who were the victim of crime and did not report to Police had a statistically significant decrease in their agreement that Police's 105 service makes them easy to contact for a non-emergency situation.

Table 6. Victimisation Groups with Significant Changes to 105 Service between Cycle 4 and 5

	Cycle 4 (%)	Cycle 5 (%)	Change (%)
People who <b>were</b> the victim of crime and <b>did not</b> report			
Strongly agree or agree	76.33	65.23	-11.1*
Neither agree nor disagree	14.71	23.4	+8.69
Strongly disagree or disagree	8.96	11.37	+2.41

## Crime Prevention

People who were not the victim of crime had a statistically significant decrease in their agreement to the work Police do with schools, business, families, and communities prevents there being a lot more crime.

Table 7. Victimisation Groups with Significant Changes to Police Crime Prevention between Cycle 4 and 5

	Cycle 4 (%)	Cycle 5 (%)	Change (%)
People who <b>were not</b> the victim of crime			
Strongly agree or agree	70.6	64.31	-6.29*
Neither agree nor disagree	20.13	23.76	+3.63
Strongly disagree or disagree	9.27	11.93	+2.66

Overall, most statistically significant differences between cycles were in groups that were **not** the victim of a crime; notable exceptions were:

- those who were the victim of a crime and did report it had a statistically significant decrease in their negative view of Police dealing effectively with serious crimes than in Cycle 4.
- those who were a victim of a crime that they did not report had a statistically significant decrease in their positive view of the 105 service than in Cycle 4.

# 10. Discussion and Further Insights

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Trust and Confidence of the public is fundamental to the style of Policing we operate here in NZ. Police work extremely hard to maintain and build that trust. We do that because we rely on the consent of the public and we know it helps us to keep our communities safe when we work with them to reduce the crime and harm they experience

We have been expecting to see a drop in the recorded levels of public trust and confidence in Police, reflecting global and local trends post COVID. There has been a decline in trust in all government institutions globally. Policing in particular has experienced sharp declines in some overseas jurisdictions, further exacerbated by local circumstances not applicable to the New Zealand setting. In the USA, a 2022 Gallup poll (2022) found that 45% of surveyed American adults were confident in the police which was down 3% points from the previous low of 48% following George Floyd's murder in 2020. Similarly, in the UK according to the 2020 Crime Survey of England and Wales, public confidence in the police has been on a downward trend over the last two years – from 62% in 2017 to 55% in 2020. In particular, public trust and confidence in the Metropolitan Police Service has hit an all-time low. Concurrently, community confidence in the Queensland Police Service slid from 83.7% across 2020–2021, to 78.3% across 2021–2022 (Queensland Police Service, 2021, 2022; Evans, 2022).

These global trends appear to have been reflected in wider polling here in New Zealand across all government institutions as well. The Edelman Trust Barometer survey measured trust in government at 61% in early 2020, 74% in early 2021 and at 61% in early 2022 (Chapple and Prickett, 2022). The most recent findings of the *Kiwis Count* (PSA, 2022) show that trust in the Public Service brand generally is 57% which is down from 61% in the previous quarter, continuing the decreasing trend from the high of 69% reached in December 2020. The Public Sector Reputation Index in New Zealand (Kantar, 2019-2022) has seen New Zealand Police slide from the top 10 public entities for overall reputation in 2020 (from number 7 in 2019) and from its place at number 2 for the 'pillar' of trust (Kantar 2021). These findings for NZ reflect global decreases in trust for Police. Internationally, police are considered trustworthy by 37% (a drop from 40% in 2021) and untrustworthy by 31% (Ipsos, Global Trustworthiness Index 2022). These patterns have been by and large linked to post-pandemic government fatigue.

For policing here in Aotearoa, this decline seems to reflect the overall global decline, and be linked to the increase in some high-profile crime rates such as retail theft. These increases, and the public interest in them have likely influenced public sentiment around crime in New Zealand (Ipsos New Zealand Issues Monitor, 2022) which may in turn influence trust in Police. While it is disappointing to note the overall decline in sentiment, we are relieved that when it comes to the responses of individuals who have had direct dealings with Police themselves, that the levels of satisfaction with our service and professionalism have remained strong.

## Summary

At the national level, a statistically significant decrease in high trust and confidence and increase in low trust and confidence in the NZ Police was reported in Cycle 5 compared to Cycle 4 despite there being no significant change to the proportion of respondents who had had

contact with police, nor any significant changes in agreement to 12 of the 14 module questions that measure related perceptions of Police performance.

High-level analysis of the NZ Police Module data alongside victimisation data (victimisation status recorded as part of the wider NZCVS) suggests differences are mostly seen within groups who were *not* the victim of a crime, suggesting that perceptions of Police are being strongly influenced by more than police actions alone.

New Zealand Police are seen as a professional service, maintaining generally positive perceptions in the community, however results suggest there are key areas in which the public would like greater visibility and prevention activity.

# 11. References

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# Appendix 1 Groupings

Some participant response options were collapsed together for analysis purposes. Responses that were collapsed together are as follows.

## Response Options

### Levels of Agreement

<b>Selected Response</b>	<b>New Collapsed Response</b>
Strongly Agree OR Agree	Agree
Neither agree nor disagree	Neither agree nor disagree
Strongly Disagree OR Disagree	Disagree

### Levels of Satisfaction

<b>Selected Response</b>	<b>New Collapsed Response</b>
Very satisfied OR Satisfied	Satisfied
Neither satisfied nor dissatisfied	Neither satisfied nor dissatisfied
Very dissatisfied OR Dissatisfied	Dissatisfied

### Levels of Trust and Confidence

<b>Selected Response</b>	<b>New Collapsed Response</b>
Full trust and confidence OR Quite a lot of trust and confidence	High trust and confidence
Some trust and confidence OR Not much trust and confidence	Some trust and confidence
No trust or confidence	No trust or confidence

## Demographic Groups

As noted in the Method Section (Page 7) some demographic groups were collapsed together for anonymity purposes. Groupings are explained below.

### Ethnicity

Selected Ethnicity(ies)		New Collapsed Group Name
Māori	=	Māori
New Zealand European	=	New Zealand European
Māori & New Zealand European	=	Māori and NZ European
Samoan		
Cook Island Māori		
Tongan	=	Pasifika
Niuean		
Indian	=	Indian
Chinese	=	Chinese
Other - ethnicities noted that are of Asian descent)	=	Other Asian
Other - European and additional ethnicities	=	Other European
Respondents with Pacific and/or Māori ethnicity in addition to any other ethnicities.	=	Māori/Pasifika/Other

These ethnicity groups were the most granular possible while still protecting anonymity and producing meaningful results. Māori and NZ European were kept as exclusive groups to acknowledge our obligations to The Treaty of Waitangi, with respondents who are European and Māori having their own group to acknowledge that they may have unique experiences due to their identity.

### Gender

Selected Gender	Selected Sex		New Collapsed Group Name
Male	Male	=	Male

## ACCOMPANYING A3s

Female	Female	=	Female
Gender Diverse	Male OR Female		
Male	Female	=	Gender Diverse
Female	Male		

The NZCVS aligns with Statistics New Zealand and thus does not currently ask about intersex identities, and respondents cannot tick multiple gender options so there may be some variability in these groupings that we cannot control for.

Additionally, we acknowledge that gender diverse people may also be 'male' and/or 'female', but for the sake of understanding specific group experiences we have grouped all people with diverse genders together so we can understand their experiences and perceptions of NZ Police compared to that of cisgender men, and cisgender women.