New Zealand Crime and Victims Survey Cycle 6 (Nov 22- Oct 23)

High Level Police Module Results

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1. Executive Summary

The trust and confidence of the public remains fundamentally important to how we police in New Zealand – with their broad support, our job of keeping communities safe is much easier and more 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. This report shares high level Cycle 6 Police Module results (data collected November 2022 - October 2023), as well as change over time from Cycle 5 (data collected November 2021 - October 2022).

The NZCVS found that during Cycle 6:

• Victims have continued to experience the higher levels of deception and fraud offences, such as credit card fraud, as noted in Cycle 5.

• There has been an increase in car thefts over the last six years.

• The prevalence of adults experiencing crime is broadly consistent with previous cycles.

• Fear of crime has continued to increase.

This report shares high-level Cycle 6 Police Module results (data collected November 2022 - October 2023), 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 (73%)

• are responsive to the needs of their communities (67%)

• are easy to contact via 105 (73%)

• and provide good service (73%),

• will be there when they need us in a significant emergency (81%)

• 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 67%, 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.

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

Across the last six years, fear of crime (NZCVS) has increased (from 9% in 2018 to 15% in 2023) and feelings of safety after dark in local neighbourhoods (Police Module) has fallen (from 72% in 2021 to 69% in 2023).

When seen alongside otherwise broadly stable crime rates, these differences indicate that public perceptions of high-profile crime trends may be driving this decline, rather than the reality of people's direct experiences with Police.

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 drop in public confidence in governments in general and policing in particular, both overseas and here in New Zealand. We haven't had the same breaches of public trust here – but many people are influenced by these stories from overseas.
- and here in New Zealand, changes in some highly visible crime trends such as ram raids and inter-gang violence appear to be influencing public perceptions of safety.

These survey results tell us that Police need to continue to show to the public our efforts and successes in identifying and addressing emerging crime trends such as these.

2. Background

The trust and confidence of the public remains fundamentally important to how we police in New Zealand – with their broad support, our job of keeping communities safe is easier and more effective.

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 21st 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 21st 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 Our Service Your Say (OSYS) 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 6 of the NZCVS which was in the field from November 2022 to October 2023 as well as change over time from Cycle 5 (data collected November 2021 - October 2022). There are 7134 responses in the Cycle 6 data and 5326 responses in Cycle 5 data.

4. Method

The NZCVS is a nationwide, face-to-face random probability survey, with one respondent selected per household, using multistage cluster sampling methods[1]. Addresses are pre-selected by Justice's contracted fieldwork provider, Reach Aotearoa (formerly 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 5 and 6. 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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[1] We wish to acknowledge that some information in this summary is copied directly from MoJ methodology information.

5. Keys to Understanding the Data

Any asterisks (*) beside responses represent a statistically significant change between Cycles 5 and 6. In this example it would mean that respondents' levels of *disagreement* ('strongly disagree' and 'disagree' collapsed together) have significantly increased in Cycle 6 compared to Cycle 5, and levels of *neither agree nor disagree,* and levels of *agreement* ('strongly agree' and 'agree' collapsed together) have not significantly changed in Cycle 6 compared to Cycle 5.

Police would respond quickly if I needed them

Cycle 6	67%	16% 17% *
Cycle 5	70%	18% 13%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Strongly agree or agree ■ Neither agree nor disagree ■ Strongly disagree or disagree
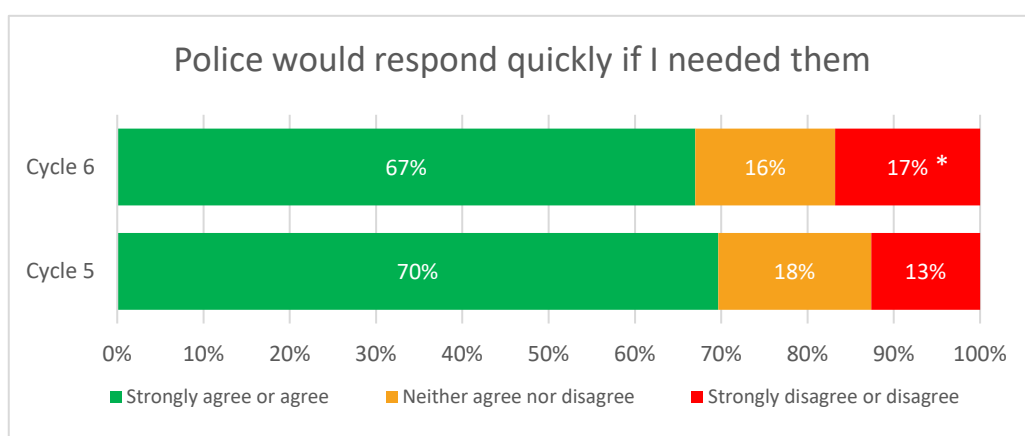
Cycle 5 are the responses collected from November 2021 to November 2022. *N* = 5326

Cycle 6 are the responses collected from November 2022 to October 2023. *N* = 7134

A few additional key points of note are:

1. Numbers are rounded so may add to 100 +/-1.
2. For each Police Module question, the overall results for the New Zealand population as a whole are presented graphically as above. Where relevant, there are some additional tables comparing specific groups within the population where there has been a statistically significant change between cycles.

6. Trust and Confidence in Police
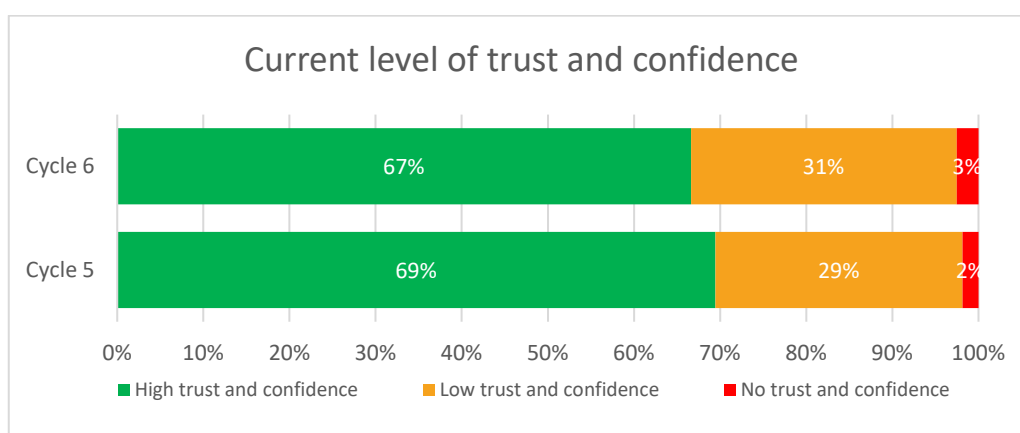
Figure 1 Trust and Confidence in Police in Cycles 5 and 6

Trust and Confidence Significant Findings

The level of public trust and confidence in New Zealand Police has not significantly changed between NZCVS Cycles 5 and 6. The percentage of people reporting *high*[2] trust and confidence in NZ Police has decreased (but not statistically significantly), and conversely the numbers of those reporting *low* trust and confidence has increased (also not statistically significant) between Cycle 5 and 6 (see Table 1).

Table 1 Levels of Trust and Confidence in NZ Police in Cycle 5 and 6

Response Option	Cycle 5 (%)	Cycle 6 (%)	Change (%)
High ('Full' and 'Quite a lot') Trust and Confidence	69.45	66.64	-2.81
Low ('some' and 'not much') trust and confidence	28.71	30.84	+2.13
No trust and confidence	1.84	2.52	+0.68

[2] 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.

When looking at Trust and Confidence results by demographic groups, there was only one significant change seen between Cycles 5 and 6 with those living in NZDEP Quintile 4 areas showing a significant increase in those with *no* trust and confidence (1.19% to 3.45%).

Table 2 below shows where specific demographic groups significantly differ from the overall New Zealand population average in trust and confidence.

Table 2. Demographic groups that significantly differ in trust and confidence from the New Zealand population (orange significantly lower, blue significantly higher)

	High T&C	Low T&C	No T&C
New Zealand population Cycle 6	**66.64%**	**30.84%**	**2.52%**
Bisexual	43.66*		
20-29 Years	58.97*	37.49*	
30-39 years	60.92*		
65 years and older	76.42*	22.03*	
European	72.04*	26.13*	
Māori	54.06*	39.75*	6.2*
Chinese	43.56*	54.63*	
NZDEP: Quintile 1			1.03*
NZDEP: Quintile 5	61.24*		4.76*

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 five Module questions that saw a statistically significant increase in disagreement between NZCVS Cycles 5 and 6 (see Figure 6, 8, 11, 13, 14). However, this drop translated to only one statistically significant decrease in agreement with these statements (see Figure 6). The other 9 Police Module questions measuring trust and confidence-related perceptions of Police performance had no statistically significant changes between Cycles 5 and 6.

Contact and Satisfaction with Police

Just over 1 in 3 New Zealanders (35% compared to 33% in Cycle 5) 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 (73%) were satisfied with the quality of service that they received.

Satisfaction with quality of service when contacting Police

	Very satisfied or satisfied	Neither satisfied nor dissatisfied	Very dissatisfied or dissatisfied
Cycle 6	73%	11%	16%
Cycle 5	71%	15%	14%
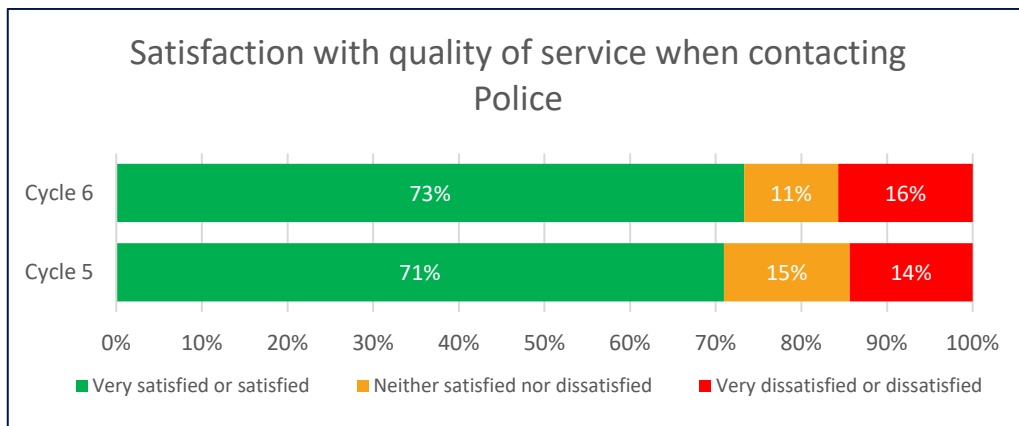
Figure 2 Results of satisfaction with quality of service when contacting Police in Cycles 5 and 6

105 Service

Almost three in four New Zealanders (73%) 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.

Police's 105 service makes them easy to contact for a non-emergency

	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree
Cycle 6	73%	16%	10%
Cycle 5	71%	19%	10%
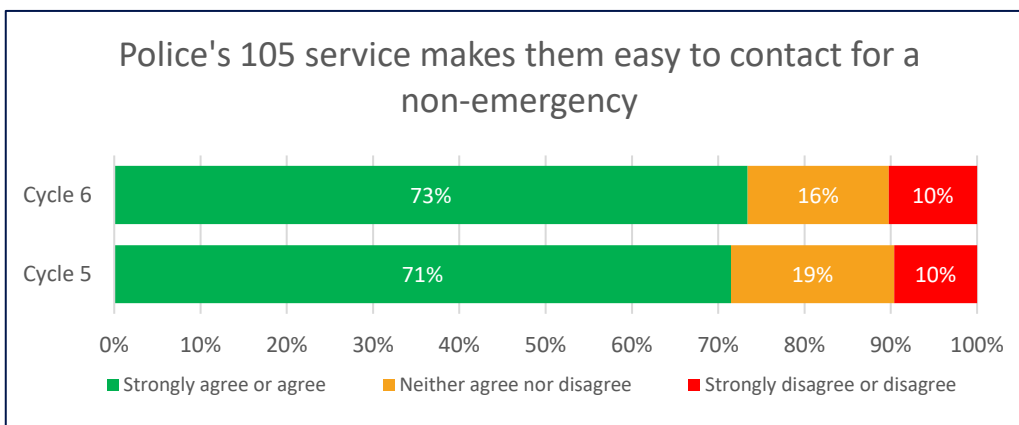
Figure 3 Results of Ease of Contact through 105 in Cycles 5 and 6

Road Safety

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 under 3 in 4 New Zealanders (71%) agreed that Police deal effectively with road safety in Cycle 6.

Police deal effectively with road safety

	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree
Cycle 6	71%	16%	13%
Cycle 5	72%	16%	12%
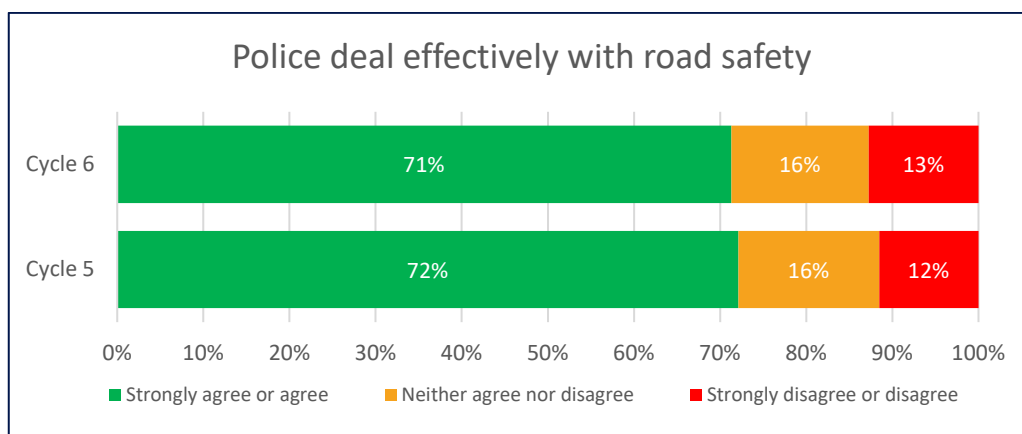
Figure 4 Results of Police Dealing Effectively with Road Safety in Cycles 5 and 6

Emergency Management

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." 81% of New Zealanders agree that Police provide effective support for emergency management.

Police provide effective support for emergency management

	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree
Cycle 6	81%	12%	7%
Cycle 5	80%	14%	6%
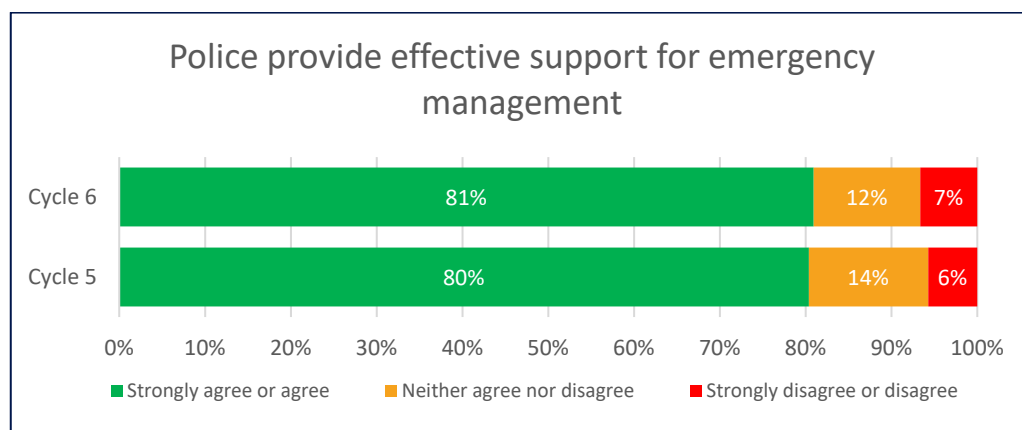
Figure 5 Results of Police Support for Emergency Management in Cycles 5 and 6

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." In Cycle 5, over 3 in 4 New Zealanders (76%) agreed that Police deal effectively with serious crimes, this agreement dropped to 71% in Cycle 6 with a corresponding increase in respondents disagreeing (from 9% to 14%).
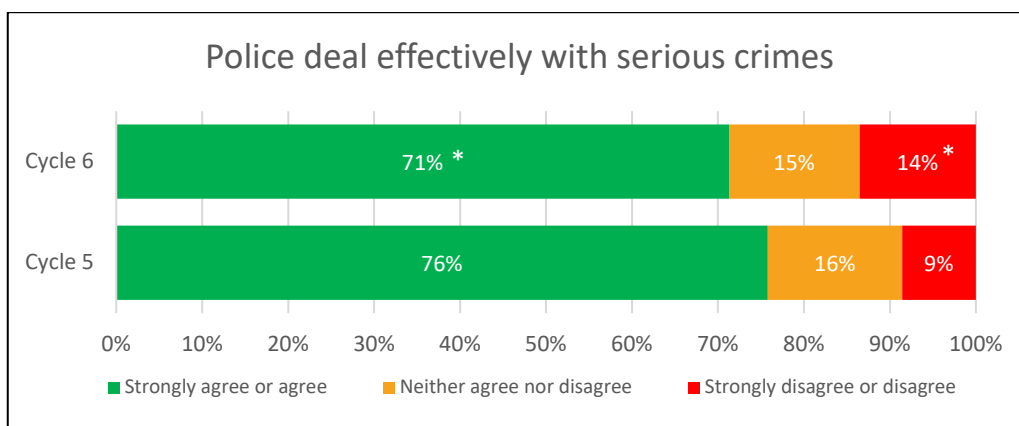
Figure 6 Results of Police Response to Serious Crimes in Cycles 5 and 6

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 under 3 in 4 New Zealanders (73%) agreed that Police concentrate their efforts to deal with the most harmful crimes.
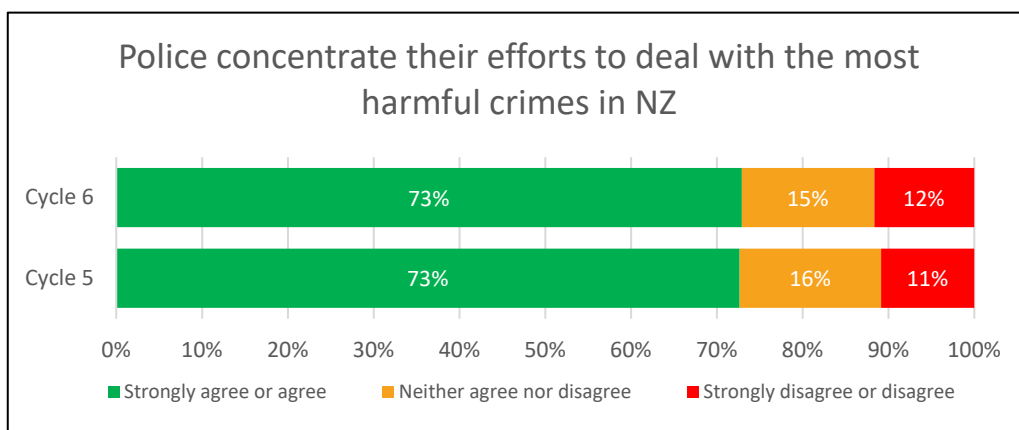
Figure 7 Results of Police Response to Harmful Crimes in Cycles 5 and 6

Crime Prevention

Over 60 percent of New Zealanders continue to agree that the work Police do with schools, business, families, and communities prevents there being a lot more crime (62% in Cycle 5 and 61% in Cycle 6). However there has been a significant increase in the proportion of people who disagree with this statement (and decrease in those neutral to this question), up from 13 to 17%.
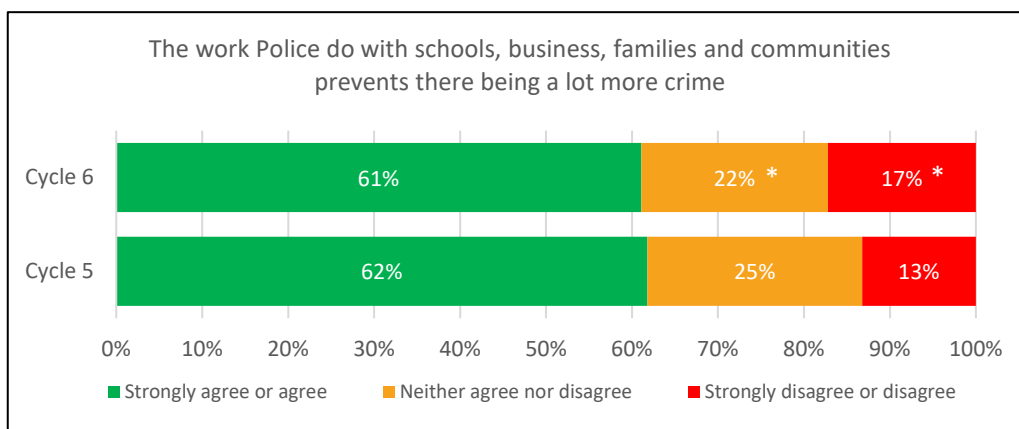
Figure 8 Results of Police Work with the Public in Cycles 5 and 6

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 (77%) in both Cycles 5 and 6 agreed that Police staff reflect the diversity of all the people in New Zealand.
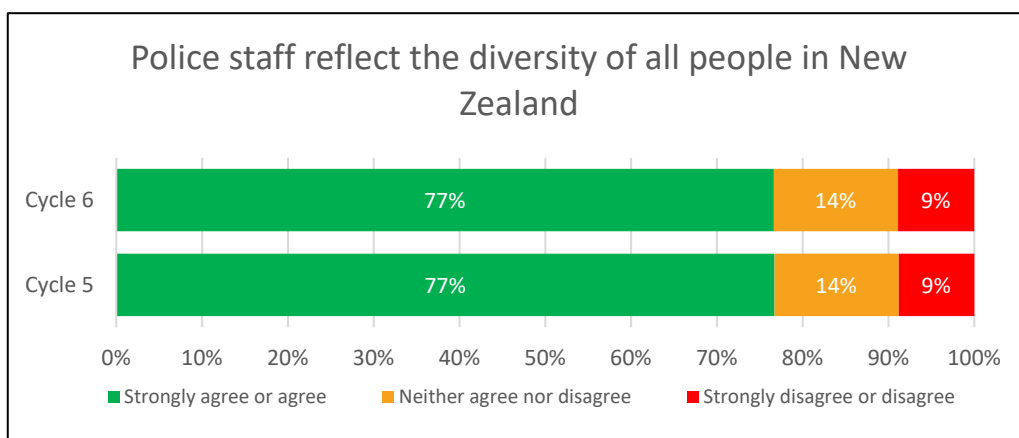
Figure 9 Results of Police Reflecting Diversity in Cycles 5 and 6

Police Professionalism

Most New Zealanders (83%) continue to agree 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 are professional when they are conducting their duties

	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree
Cycle 6	83%	12%	5%
Cycle 5	83%	12%	5%
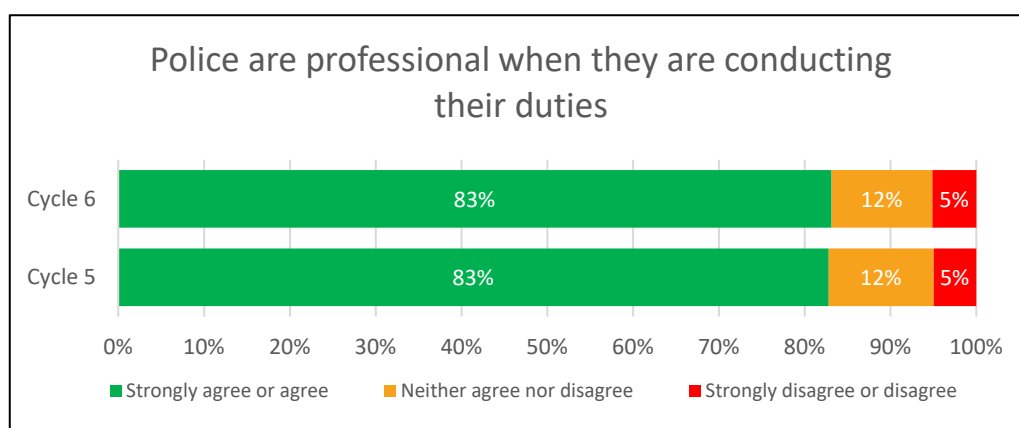
Figure 10 Results of Police Professionalism in Cycles 5 and 6

Police Presence

The majority of New Zealanders (59%) continue to agree that Police have a suitable presence in their community, although this statement continues to have one of the lowest levels of agreement out of all the Police Module questions. In Cycle 6, there was a significant increase in the number of people who disagree with this statement (up to 25% from 20% in Cycle 5). This result may indicate that Our Community would appreciate more engagement and visibility from New Zealand Police.

Police have a suitable presence in my community

	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree
Cycle 6	59%	16%	25% *
Cycle 5	62%	18%	20%
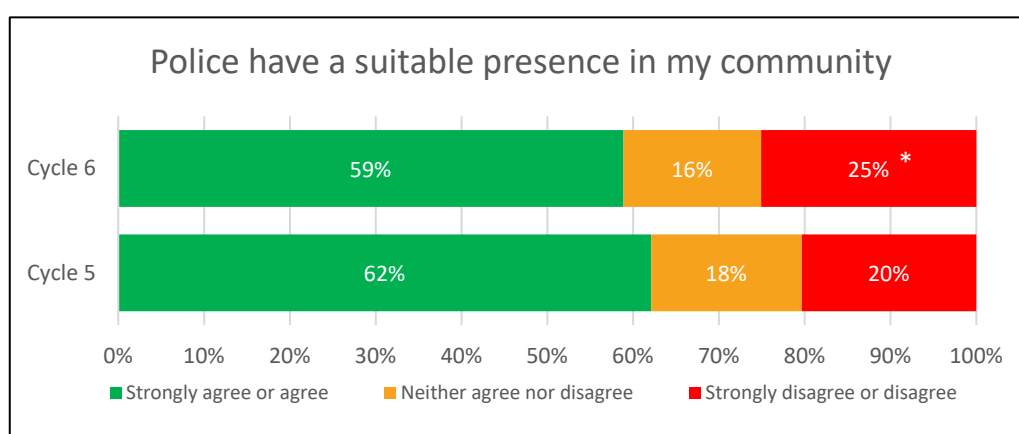
Figure 11 Results of Police Community Presence in Cycles 5 and 6

Needs of the community

Research suggests that where communities perceive that Police are responsive to their needs this 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 in Cycle 6 (67%) agreed that Police are responsive to the needs of their community.
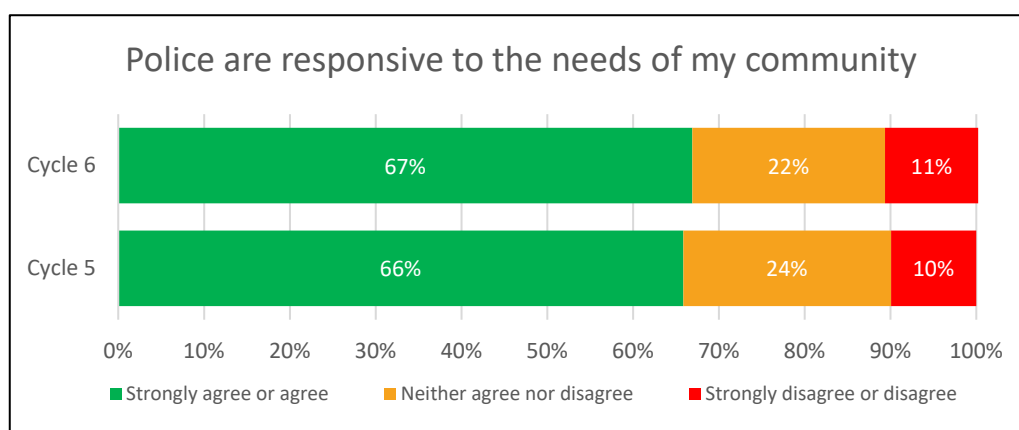
Figure 12 Results of Police Community Response in Cycles 5 and 6

Work with young people

The majority of New Zealanders (63%) continue to agree that Police really try to understand young people to better support their success. However there has been a significant increase in people that disagree with this statement between cycles (15% in Cycle 6 up from 12% in Cycle 5) and a significant decrease in the percentage of people that are neutral on this item.
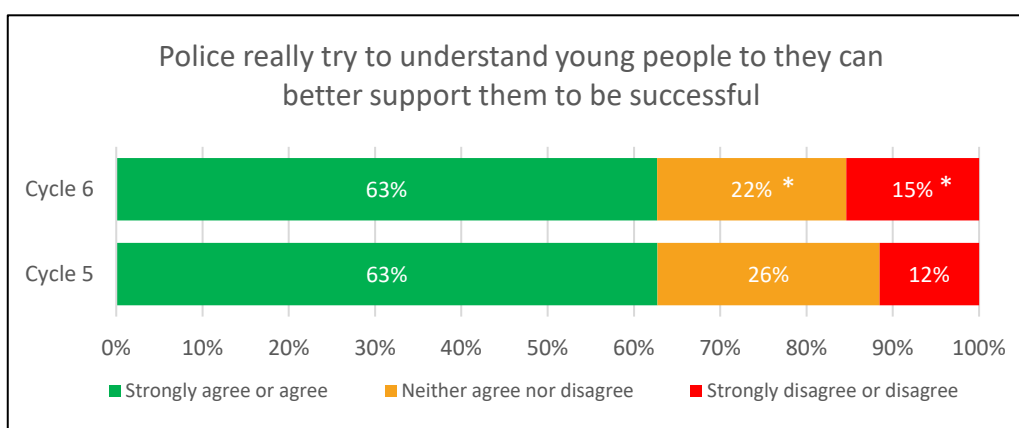
Figure 13 Police Work with Young People in Cycles 5 and 6

Police Response

More than two thirds (67%) of New Zealanders in Cycle 6 agreed that Police would respond quickly if needed. However, the percentage of people that disagreed with this item increased from 13% to 17% between cycles.

Police would respond quickly if I needed them

	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree
Cycle 6	67%	16%	17% *
Cycle 5	70%	18%	13%
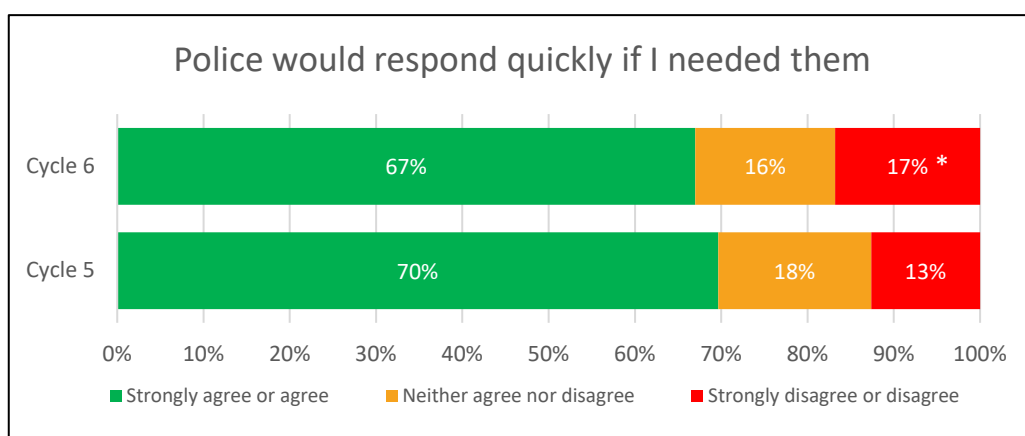
Figure 14 Police Emergency Response in Cycles 5 and 6

Safety After Dark

The majority of New Zealanders continue to feel safe in their local neighbourhood after dark (69%).

How safe or unsafe do you feel in your local neighbourhood after dark?

	Very safe or safe	Neutral	Very unsafe or unsafe
Cycle 6	69%	18%	13%
Cycle 5	70%	17%	13%

Figure 15 Safety After Dark in Local Neighbourhoods in Cycles 5 and 6

8. Demographic Analyses

Analysis was conducted to review any changes for demographic groups of which there were few between cycles. However, any demographic groups that significantly differed from the New Zealand population for 5 or more Module questions in Cycle 6 are noted in this section. Key results for each demographic group are noted below.

Age groups (15-19, 20-29 and 65 and over)

The percentage of those aged 20-29 reporting high trust and confidence has remained stable between cycles but is significantly lower than the New Zealand population (59%). They were also significantly less likely to agree that Police are professional when conducting their duties (76% compared to 83%).

Younger people were also more positive on their responses to Police dealing effectively with road safety with those aged 15-19 significantly more likely to agree (82% compared to 71%) and less likely to disagree (7% compared to 13%), and those aged 20-29 less likely to disagree (8%) than the genera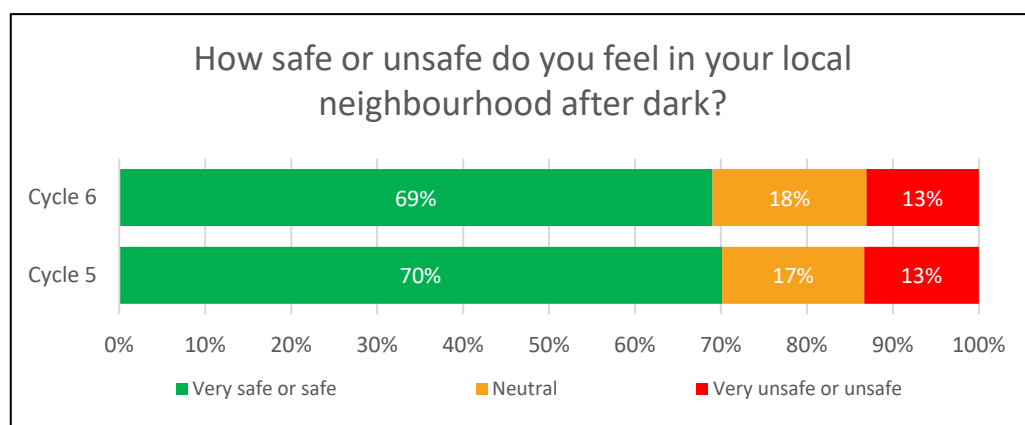l population. The youngest respondent group (15-19) also held significantly more positive beliefs around Police handling of serious crimes (87% agree and 4% disagree compared to 71% agree and 14% disagree for the population) and were more likely to agree that Police had a suitable presence in their communities (72% compared to 59%). Those aged 20-29 were less likely to disagree to this latter item than the general public (18% compared to 25%). On the item regarding Police concentrating on the most harmful crimes, those aged 15-19 were significantly more positive (86% agreed) while those 20-29 were significantly less positive (66% agreed) than the general population (73%).

While again not showing significant change between cycles, younger people were significantly more likely to report agreement with the statement that Police would respond quickly if they needed them in an emergency (those 15-19 reported 77% agreement and 8% disagreement compared to 67% and 17% for the general population; those 20-29 also reported lower disagreement at 12%). Young people (15-19 years) were significantly more likely to agree that Police are responsive to the needs of their community (78% compared to 67%), as were those over 65 (72%). Those aged 20-29 were less likely to agree Police really try to understand young people so they can better support them to be successful than the New Zealand average (55% compared to 63%), while those over 65 were significantly more likely to agree (70%).

Those aged 65 and over were significantly less likely to have contacted Police in the last 12 months than the wider population (24% compared to 35%). The percentage of those aged 65 and over reporting high trust and confidence continues to be significantly higher than the New Zealand population (and reporting low trust and confidence significantly lower). Those over 65 were more likely to disagree Police have a suitable presence in their community in Cycle 6 than Cycle 5 (29% up from 23%) and at a significantly higher percentage than the wider population (25%). They were also more likely to agree that the work Police do with the community prevents crime (67% compared to 61% for the population) and to agree that police concentrate their efforts to deal with the most harmful crimes (83% agree compared to 73%). They are also more likely to agree that Police are professional when conducting their duties (87% compared to 83%).

While no groups differed between the NZCVS cycles, those aged 20-29 were less likely to respond they felt safe in their neighbourhood after dark (61%) and those aged 65 and over more likely (73%) than the general population (69%).

Māori

People who ticked exclusively Māori are included in this group[3] (as per Appendix 1). The percentage of Māori respondents reporting high 'trust and confidence' in Police did not significantly change between Cycles 5 and 6, however levels of high 'trust and confidence' for Māori (54%) are still decreased at a statistically significant level compared to the NZ population (67%). Māori respondents also have a level of no 'trust and confidence' that continues to be statistically significantly higher than the NZ population (6% compared to 3%). Māori showed a significant change in disagreement between cycles on the measure Police would respond quickly if they needed them in an emergency (up from 16% to 27%), and significantly lower agreement than the general population (54% compared to 67%). They were more likely to disagree that Police are responsive to the needs of their community (16% compared to 11% for the general population). Māori were also less likely to agree that Police effectively support emergency management (73% compared to 81% for the population).

Respondents identifying as Māori were significantly less likely to agree than the general population that Police's 105 service made Police easier to contact (61% compared to 73%). They are also less likely to agree (71%) and more likely to disagree (12%) that Police are professional when conducting their duties than the New Zealand population average (83% agree and 5% disagree).

Other ethnicities

Those identifying as Asian (other) were significantly less likely to have contacted Police (21% compared to 35%) and significantly less likely to report that they disagreed with the statement that Police would respond quickly if they needed them in an emergency (10% compared to 17%). Those identifying as Pacific were also significantly less likely to have contacted Police in the last 12 months (26% compared to 35%).

Those identifying as Indian (81%), Asian (other) (85%) and Pacific (83%) all rated Police effectiveness in road safety significantly more positively than the general population (71% agree). Pacific respondents also rated Police handling of serious crimes significantly more positively (83% agree and 7% disagree compared to 71% agree and 14% disagree for the population). Again, those of Indian, Asian (other) and Pacific were significantly more likely to agree Police presence is suitable in their communities (70%, 74% and 74% respectively compared to 59% for the general population). However, Indian respondents were significantly less likely to indicate they felt safe after dark in their local neighbourhood than the New Zealand population average (60% compared to 69%). Pacific respondents were significantly more likely to agree (75%) Police are responsive to the needs of their community, while Asian (other) respondents were less likely to disagree (5%) than the New Zealand population as a whole (67% agree, 11% disagree). Indian and Pacific respondents were also more positive in their ratings of the work Police does with communities to prevent crime (70% and 78% agree compared to 61%

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[3] Please note that this categorisation differs from the wider NZCVS report.

for all respondents). Pacific respondents were also more likely to agree that Police concentrate their efforts on the most harmful crimes (82% compared to 73%).

Those identifying as Pacific were significantly more likely to agree that Police try to understand young people so they can support them to be successful (75% compared to 63%), while those identifying as Indian were not significantly different from the wider population but were more likely to disagree in Cycle 6 than Cycle 5 with this statement (18% in Cycle 6 compared to 7% in Cycle 5).

Respondents identifying as Asian (other) were significantly less likely to disagree that Police's 105 service made them easier to contact than the general population (3% compared to 10%).

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

Trust and Confidence

There were no statistically significant differences in trust and confidence between Cycles 5 and 6 for those who were the victim of a crime. However, in many cases, people in this group significantly differed from the New Zealand population (indicated with a * in Table 3

Table 3. Trust and Confidence in NZ Police by victimisation status compared to the New Zealand population (orange significantly lower, blue significantly higher)

	High T&C	Low T&C	No T&C
New Zealand population Cycle 6	**66.6%**	**30.8%**	**2.5%**
People who **were** the victim of crime (total)	58.1*	38.2*	3.8
People who **were** the victim of crime and **did report**	56.2*	38.3*	5.5*
People who **were** the victim of crime and **did not report**	59.4*	37.9*	2.7
People who **were not** the victim of crime	70.6*	27.5	1.9

Below are the other 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.

Serious Crimes

Respondents' experiences of victimisation affected their perceptions of how police deal with serious crimes. Those who were victims of crime (both when they reported it or not) showed significant increases in disagreement that police respond well, and also a decrease in agreement where they did report. Those who were not the victim of crime also showed a significant increase in disagreement with this statement between cycles 5 and 6.

Table 4 Victimisation Groups with Significant Changes to Police Response to Serious Crime between Cycle 5 and 6

	Cycle 5 (%)	Cycle 6 (%)	Change (%)
People who **were** the victim of crime (total)			
Strongly agree or agree	74.3	67.9	-6.4*
Neither agree nor disagree	16.8	15.6	-1.2
Strongly disagree or disagree	9.2	16.5	+7.3*
People who **were** the victim of crime and **did report**			
Strongly agree or agree	75.6	65.4	-10.2*
Neither agree nor disagree	15.7	15.1	-0.6
Strongly disagree or disagree	8.7	19.5	+10.8*
People who **were** the victim of crime and **did not report**			
Strongly agree or agree	73.7	69.3	-4.4
Neither agree nor disagree	16.8	16.0	-0.8
Strongly disagree or disagree	9.5	14.7	+5.2*
People who **were not** the victim of crime			
Strongly agree or agree	76.5	72.9	-3.6
Neither agree nor disagree	15.2	15.0	-0.2
Strongly disagree or disagree	8.3	12.1	+3.8*

Needs of the Community

People who were not the victim of crime (and also those that reported that crime) had a statistically significant increase in their disagreement to Police being responsive to the needs of their community between cycles. There were no other significant changes between Cycle 5 and 6.

Table 5 Victimisation Groups with Significant Changes to Police Response to the Needs of the Community between Cycle 5 and 6

	Cycle 5 (%)	Cycle 6 (%)	Change (%)
People who **were** the victim of crime (total)			
Strongly agree or agree	58.6	59.6	+1.0
Neither agree nor disagree	29.8	24.1	-5.7
Strongly disagree or disagree	11.6	16.3	+4.7*
People who **were** the victim of crime and **did report**			
Strongly agree or agree	58.0	57.0	-1.0
Neither agree nor disagree	30.0	22.3	-7.7
Strongly disagree or disagree	12.0	20.8	+8.8*

Crime Prevention

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

Table 6 Victimisation Groups with Significant Changes to Police Crime Prevention between Cycle 5 and 6

	Cycle 5 (%)	Cycle 6 (%)	Change (%)
People who **were** the victim of crime			
Strongly agree or agree	56.3	55.7	-0.6
Neither agree nor disagree	27.6	22.3	-5.3
Strongly disagree or disagree	16.1	22.0	+5.9*

Quick response

People who were the victim of crime had statistically significant increases in their disagreement to the Police responding quickly if they needed them. There were no significant changes for agreement on this item, or for those who were not the victim of a crime (reported or not).

Table 7 Victimisation Groups with Significant Changes to Police quick response between Cycle 5 and 6

	Cycle 5 (%)	Cycle 6 (%)	Change (%)
People who **were** the victim of crime (total)			
Strongly agree or agree	67.7	63.7	-4.0
Neither agree nor disagree	18.7	15.1	-3.6
Strongly disagree or disagree	13.6	21.2	+7.6*
People who **were** the victim of crime and **did report**			
Strongly agree or agree	69.2	59.7	-9.5
Neither agree nor disagree	17.0	15.7	-1.3
Strongly disagree or disagree	13.8	24.6	+10.8*
People who **were** the victim of crime and **did not report**			
Strongly agree or agree	67.0	66.0	-1.0
Neither agree nor disagree	19.3	14.7	-4.6
Strongly disagree or disagree	13.8	19.3	+5.5*

Police visibility

People who were the victim of crime (both those that had reported and not reported together but not separately) and those that had not been the victim of a crime had statistically significant increases in their disagreement to the Police having a suitable presence in the community. There were no significant changes for agreement on this item.

Table 8 Victimisation Groups with Significant Changes in perceptions of police visibility between Cycle 5 and 6

	Cycle 5 (%)	Cycle 6 (%)	Change (%)
People who **were** the victim of crime (total)			
Strongly agree or agree	57.3	53.0	-4.3
Neither agree nor disagree	18.7	16.5	-2.2
Strongly disagree or disagree	24.0	30.5	+6.5*
People who **were not** the victim of crime			
Strongly agree or agree	64.3	61.6	-2.7
Neither agree nor disagree	17.0	15.8	-1.2
Strongly disagree or disagree	18.7	22.5	+3.8*

Police work with young people

People who were not the victim of crime had statistically significant increases in their disagreement to the Police understanding and working with young people to support their success. There was a significant decrease in neutral responses, but no significant changes for agreement on this item.

Table 9 Victimisation Groups with Significant Changes in perceptions of police work with young people between Cycle 5 and 6

	Cycle 5 (%)	Cycle 6 (%)	Change (%)
People who **were not** the victim of crime			
Strongly agree or agree	65.4	65.7	+0.3
Neither agree nor disagree	24.6	20.7	-3.9*
Strongly disagree or disagree	10.0	13.7	+3.7*

10. Discussion and Further Insights

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 support of the public and we know it helps us to keep our communities safe when they work with us to reduce the crime and harm they experience.

Over the last two years we have seen a decline in the levels of public trust and confidence in Police, reflecting global and local trends.

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 2023 Gallup poll found trust in police was at an all-time low with 43% of surveyed American adults stating they were confident in the police (down 3% points from the previous low of 45% in 2022; Gallup, 2023). Similarly, in the UK according to the Crime Survey for England and Wales, public confidence in the police has been on a downward trend – from 62% in 2017, 55% in 2020, and 52% in 2022 (CSEW, 2023; Brown & Hobbs, 2023). In particular, public trust and confidence in the Metropolitan Police Service is low following high-profile cases such as the rape and murder of Sarah Everard by a MET officer; one review found that 66% of adults trusted the MET in 2022 (Casey, 2023). Whilst women typically trust police more than men (Pickering, 2023), 44% of women in England excluding London trusted police, and only 34% of women in London trusted police (Pickering, 2023). 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). The Queensland Community Experience Survey found that in 2023, respondents had moderate levels of trust in police's ability to keep communities safe, and moderate confidence in police to deliver services (6.9, and 6.7 respectively on a ten-point scale; Queensland Police, 2023).

These global trends appear to have been reflected in wider polling across all government institutions. The Edelman Trust Barometer survey recently measured international trust in government at 51% (Edelman, 2024). New Zealand usually sits much higher, and in the e Institute for Governance and Policy Studies' (IGPS) 2022 Trust Survey was at 61% (Chapple and Prickett, 2022). The most recent findings of the *Kiwis Count* (PSA, 2024) show that trust in the Public Service brand generally is 59% which is up from 58% in the previous quarter. This has generally stabilised following the decreasing trend from the high of 69% reached in December 2020. The Public Sector Reputation Index in New Zealand (Verian, 2024) has shown a slight recovery of overall public sector reputation, but New Zealand Police remains outside the top 10 public entities for overall reputation (having previously reached number 7 in 2019, ranking number 2 for the 'pillar' of trust).

These findings for NZ reflect global decreases in trust for Police. Internationally, police are considered trustworthy by 36% (a drop from 37% in 2022) and untrustworthy by 32% (Ipsos, Global Trustworthiness Index 2023). New Zealand Police ranks highly compared to this benchmark with 52% considering the police trustworthy (19% untrustworthy); the only country with higher trust was the Netherlands at 55% (Ipsos, Global Trustworthiness Index 2023). Additionally, 38% of adults in the United States, 37% of adults in Great Britain, and 48% of adults in Australia thought their police were trustworthy (Ipsos, Global Trustworthiness Index 2023).

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 ram raids and gang intimidation. These increases, and the public interest in them have likely influenced public sentiment around crime in New Zealand (Ipsos New Zealand Issues Monitor, 2023) which may in turn influence trust in Police. This is concerning and something we are working hard to rectify.

Summary

At the national level, a decrease in high trust and confidence and increase in low trust and confidence in the NZ Police was reported in Cycle 6 compared to Cycle 5. While not a statistically significant change for this year alone, Cycle 6 confirms the decline noted in Cycle 5 and is obviously an area for Police to continue to focus on. The 5 other module questions that showed either decreased agreement or increased disagreement give some indication as to what Police can do to improve community perceptions.

High-level analysis of the NZ Police Module data alongside victimisation data (victimisation status recorded as part of the wider NZCVS) suggests differences are seen both within groups who were, and were not, the victim of a crime, suggesting that perceptions of Police are being 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 reassurance, more prevention activity, and attention to dealing with serious crimes.

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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

Selected Response	New Collapsed Response
Strongly Agree OR Agree	Agree
Neither agree nor disagree	Neither agree nor disagree
Strongly Disagree OR Disagree	Disagree

Levels of Satisfaction

Selected Response	New Collapsed Response
Very satisfied OR Satisfied	Satisfied
Neither satisfied nor dissatisfied	Neither satisfied nor dissatisfied
Very dissatisfied OR Dissatisfied	Dissatisfied

Levels of Trust and Confidence

Selected Response	New Collapsed Response
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 Niuean	=	Pasifika
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

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.