

# New Zealand Crime and Victims Survey

## 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. This report shares the findings of the Police Module data from when the Police Module was introduced in the NZCVS (March 2021) to the completion of the NZCVS Cycle 4 data collection (November 2021). Primarily, we report on any demographic groups that were significantly different in their responses compared to the NZ average. There were also a number of findings that will be monitored over time to see if they continue in the next annual cycle of data.

## Markers Where Police are Doing Well

**Marker One:** Gender, race, age, and victimisation significantly predicted variability in police satisfaction in international research. Notably, none of these differences were observed in the current survey, as there were no demographic groups who had significantly lower levels of satisfaction with NZ police quality of service. Although there is room for improvement in overall satisfaction levels, having no specific demographic groups significantly more dissatisfied with Police is a great result and is something NZ Police should continue to strive for in future.

**Marker Two:** 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 other items in the Police Module of the NZCVS. This finding speaks to professionalism of police staff when representing police in the field and is something NZ Police should continue to strive for.

## 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 to maintain social order, manage conflicts, and solve problems in their communities (President's Task Force on 21<sup>st</sup> Century Policing, 2015). As such, the public can be seen to have trust, and confidence in their police force.

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 treated 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, NZ Police. Due to a number of factors, a change was implemented within NZ Police 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

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The information in this report shares insights from the NZCVS Police Module. The NZCVS is run nationwide through the Ministry of Justice and collects information about adult New Zealander's experiences of crime. In 2021, Ministry of Justice and New Zealand Police (NZ Police) collaborated to incorporate a Police Module in the NZCVS. The purpose of the Police Module was to gain an understanding of New Zealanders' experiences with, and perceptions of, NZ Police.

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?

If people respond with 'yes', they then get 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 which all respondents give their level of agreement to:

- 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.

The two other questions in the module which have scaled response options that are relevant to the specific questions (noted in Appendix 2):

- 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?

This report shares the findings of the Police Module data from when the Police Module was introduced in the NZCVS (March 2021) to the when the NZCVS Cycle 4 data collection was completed (November 2021). Because of the differing starting date, there are 4,030 responses to the Police Module which are incorporated in this report, compared to the total 6,244 responses in the NZCVS data Cycle 4. Going forward, annual reporting will be based on complete NZCVS collection cycles.

## 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>1</sup>. Addresses were pre-selected by the Ministry's contracted fieldwork provider, CBG Public Sector Surveying (CBG) before the interviewer visited the primary sampling unit (PSU, drawn from Statistics NZ's Household Survey Frame). This meant that interviewers were given a list of addresses they needed to visit, with each address having already being sent an invitation letter and information leaflet about the survey. Interviewers were also given a complete list of addresses on file for each PSU they worked in, so they could survey the PSU and enumerate any dwellings that were missing from this list. A proportion of these enumerated dwellings were then selected for the main sample.

### Data

All data noted in this report was shared with New Zealand Police as aggregated, weighted data. Some demographic groups<sup>2</sup> and response options<sup>3</sup> were also collapsed to increase group size.

Of note, there was an oversight in the first quarter where the "no trust and confidence" option was not shown on the trust and confidence question scorecard unless the respondent requested it. This was rectified once realised, and the option was shown for the rest of the data collection cycle (and will continue to be shown in future).

### 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 refers to significant differences between demographic groups, and the New Zealand average. The data weighting and data analysis was conducted by the Ministry of Justice, and as such is consistent with their NZCVS Annual Cycle reports.

### 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](#).

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<sup>1</sup> We wish to acknowledge that some information in this summary is copied directly from MoJ methodology information.

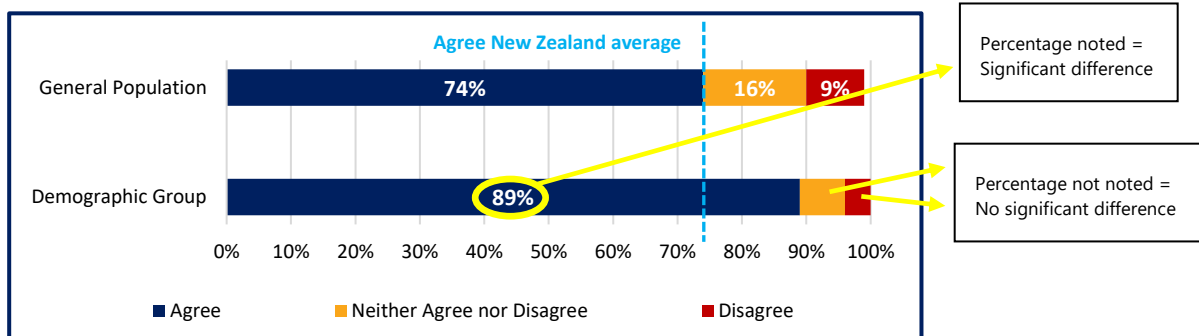
<sup>2</sup> Please refer to Appendix 1 for full details.

<sup>3</sup> Please refer to Appendix 2 for full details



## 5. Keys to Understanding the Data

This report primarily focuses on demographic groups that have significant differences from the New Zealand average. Each police module question has a graph that shows the New Zealand average responses at the top, followed by the responses from demographic groups that had a statistically significant difference in a response option(s). Significant differences are highlighted through noting of exact percentages so you can see the comparison to the New Zealand average. The illustration graph below, for example, shows us that the “Demographic Group” *agreed* significantly more than the New Zealand average, but did not differ significantly from the New Zealand average in their *neutral* response, or their level of *disagreement*.



Of note is that percentages have been rounded to the nearest whole number, and as such not all total counts on graphs will equal 100%.

When the significant difference of a group has a margin of error of  $\geq 20\%$  in the results, we have flagged them with a '#' symbol, these results should be interpreted with caution. Groups with higher MoE levels ( $>20\%$ ) were excluded due to low reliability.

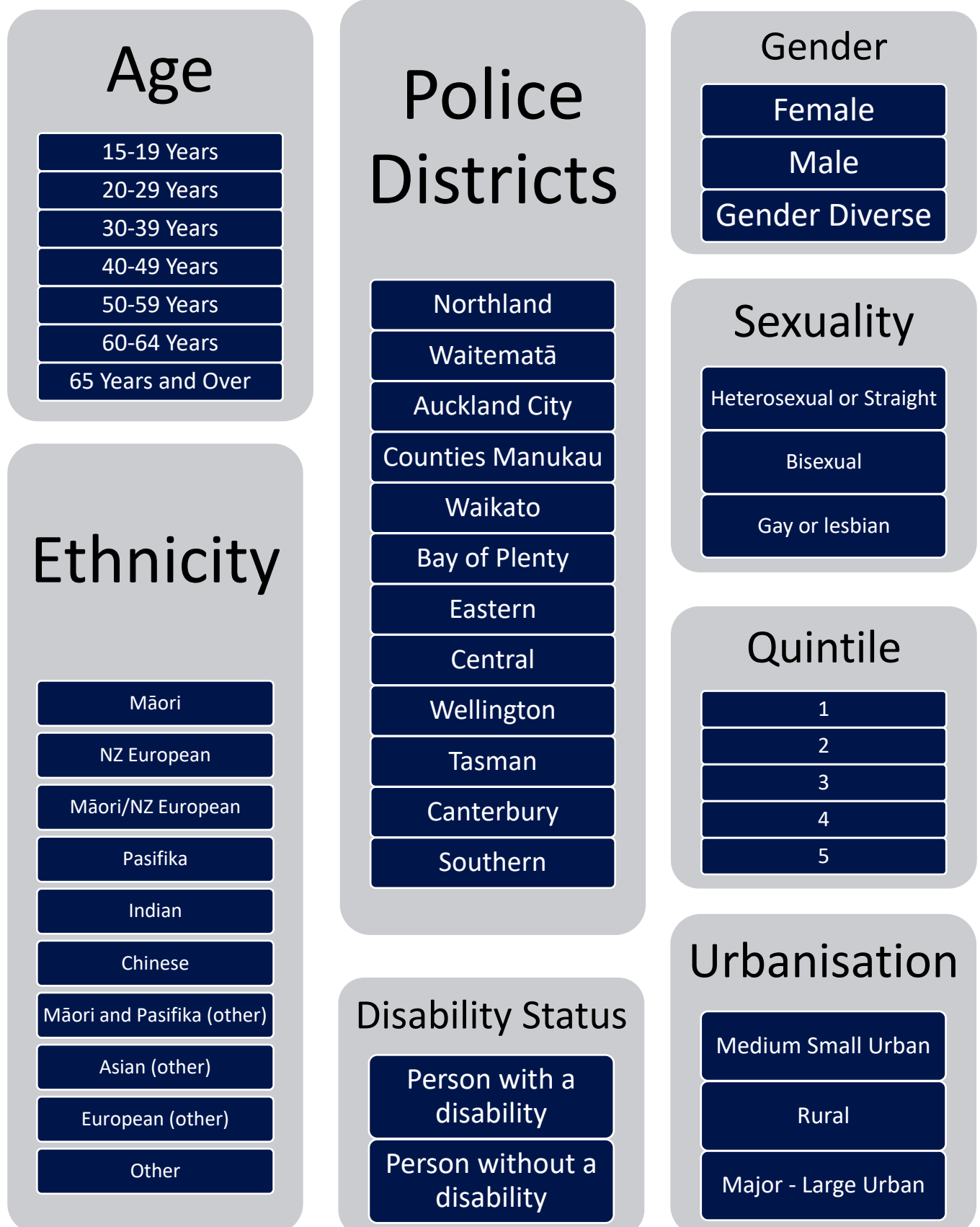
The following Results Section is separated into sub-sections based on module question topics, with the different sub-sections being:

- Trust and confidence in Police
- Contact with Police
- Perceptions of police effectiveness
- Perceptions of police staff
- Perceptions of Police in the community
- Safety after dark

Please note that throughout our results, there is sometimes mention of prior Citizen Satisfaction Survey (CSS) results. There are differences in methodologies utilised between the CSS and NZCVS surveys which means direct comparisons should be interpreted with caution, but that comparisons to the CSS of general trends or group differences can still be valuable in contextualising the results of the NZCVS Police Module. Future NZCVS reports will be able to be directly compared to this inaugural NZCVS Police Module report.

## 6. Demographic Groups

Background to how these demographics were defined and grouped can be found in Appendix 1.



# Results of The NZCVS Police Module

## 7. Trust and Confidence in Police

TRUST AND CONFIDENCE					
Which of the following best describes the current level of trust and confidence you have in the Police?					
Full trust and confidence	Quite a lot of trust and confidence	Some trust and confidence	Not much trust and confidence	No trust or confidence	Total Count
31%	43%	19%	5%	2%	3976

Table 1 Trust and Confidence Overview

The findings here in New Zealand show that just under 3 in 4 New Zealanders (74%) have **high<sup>4</sup> trust and confidence in the Police**. Data from the Crime Survey for England and Wales indicates that in 2020, a little over half (55%) of people have a high level of confidence in police: this decreased from 62% in 2017 (Brown, 2021). Confidence did differ by police force ranging from 42% in the West Midlands to 68% in Cheshire. Over time (1981-2014), most European countries have a positive trend in trust in police which remains high especially in Nordic countries (Schaap, 2020).

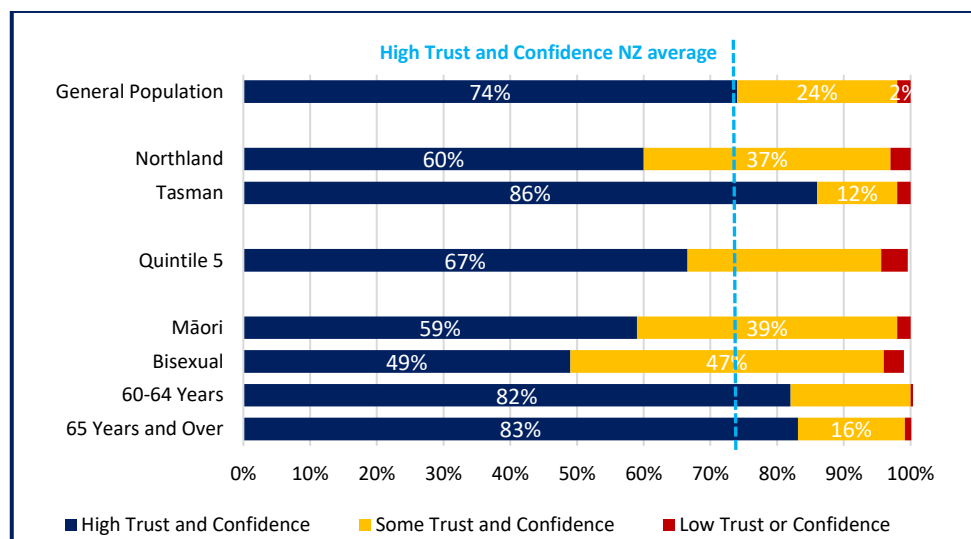


Figure 1 Trust and Confidence Demographic Group Differences

<sup>4</sup> For all collapsed response option groupings, refer to Appendix 2.

## TRUST AND CONFIDENCE RESULTS

There were a number of demographic groups whose level of trust and confidence in the Police was significantly different to the New Zealand average, as noted in the above graph. People from Tasman District were significantly more likely to have a high level of trust and confidence in the Police when compared with the New Zealand average, as did people who are 60 years or older. Comparatively, research highlights that trust and confidence is higher in older demographics, and higher amongst those with greater social advantages (Gravitas, 2015; Brown, 2021).

Conversely, people from Northland District<sup>#</sup> and people living in Quintile 5 areas were significantly less likely to have a high level of trust and confidence than the New Zealand average. Additionally, people who are Māori, and people who are bisexual<sup>#</sup>, had significantly lower levels of high trust and confidence. There is consistent evidence in the international literature demonstrating that trust and confidence is generally lower in younger people, amongst those in socially deprived areas, and amongst ethnic and sexual minority groups (Gravitas, 2015; Brown, 2021). In particular, Cao (2014) used a nationally representative survey in Canada and found that Aboriginal people and other minorities have significantly lower levels of confidence in police than other Canadians. Miles-Johnson (2013) surveyed individuals in Australia and found that those who identified as LGBTI had more negative views regarding police trust and legitimacy than individuals who identified as heterosexual.

Of note, "Trust and Confidence" did not have a definition for respondents. Although Police are not aware of any local research with people from specific geographic areas, or with diverse sexualities, there is research being conducted by Dr Mariska Kappmeier from The University of Otago entitled "Understanding trust in the police across ethnic groups in Aotearoa." This research seeks to understand what trust and confidence in Police means to people of different ethnicities in NZ. This research may provide some answers to how we can understand how to ask about trust and confidence more reliably, and quality of service satisfaction levels.

## 8. Contact with Police

This section shares the results from police module questions that relate to contact with Police, those being contact with police (generally), contact via the NZ non-emergency police phone number, and satisfaction with police contact.

### Contact with Police

**Slightly more than 1 in 3 New Zealanders (36%) have had contact with police in the past 12 months.** How this compares to rates of police-public contact across other international jurisdictions is difficult to determine. However, the rate found in the current survey is comparable to rates found in Australia, with a 2009 survey finding that 38% of respondents had at least one encounter with the police in the previous 12 months (Oliveira et al., 2021). A more recent survey conducted in England and Wales in 2018 also found similar levels of police contact, with 60% reporting no police contact within the previous year (BMG Research, 2019). In contrast, a study in the United States in 2018 found that a slightly reduced number of 24% of residents had experienced contact with the police, 58% of which were public initiated (Harrell & Davis, 2018).

Furthermore, there were a number of demographic groups whose level of contact with the Police was significantly different to the New Zealand average, as noted in the below graph.

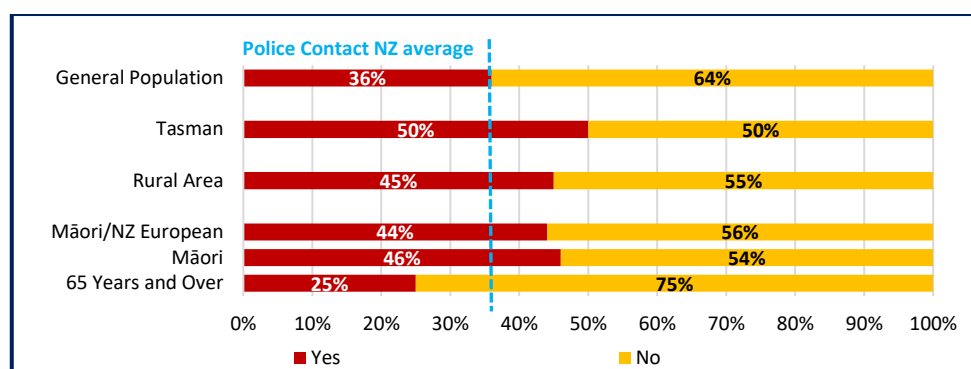


Figure 2 Contact with Police Demographic Group Differences

People in Tasman District and people living in rural areas were significantly more likely to have had contact with police than the New Zealand average. These groups were not significantly different in the CSS; why Tasman District or those living in rural are now associated with higher police contact compared to the NZ average can only be speculated. However, the 2019/2020 CSS did find that, compared to their survey population, respondents from Tasman District (among others) were more likely to be very satisfied/satisfied with the quality-of-service police provided, and were significantly more likely to strongly agree/agree that police were involved in community activities. This increased community interaction may, in part, have contributed to the increased likelihood of contact with police. In addition, the international literature has noted that rural policing required a different approach compared to policing in urban areas, and involved a high level of active community engagement, communication, and mediation (Fenwick, 2015; Tucker, 2015).

## CONTACT WITH POLICE RESULTS

People who are 65 years or older were significantly less likely to have had police contact than the New Zealand average, whereas people who are Māori, and people who are Māori/NZ European were significantly more likely to have had contact with police. The finding of increased contact with police for Māori people is in line with the well-known over-representation of Māori in the criminal justice system (Department of Corrections, 2007).

## Satisfaction with Police

SATISFACTION WITH POLICE					
<i>How satisfied were you with the overall quality of service you received when you contacted Police?</i>					
Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total Count
40%	34%	12%	9%	5%	1454

Table 2 Satisfaction with Police Overview

**Almost 3 in 4 New Zealanders (74%) who had contact with police were satisfied with the quality of service that they received.** In a meta-analysis investigating factors predicting satisfaction with Police, Bolger, and colleagues (2021) found that gender, ethnicity, age, victimisation, and fear of crime significantly predicted satisfaction with Police. Previously, the CSS found a number of significant differences based on ethnicity, age, and type of contact with police (Gravitas Research and Strategy Ltd Research, 2020). Notably though, none of these differences were observed in the current survey, as no groups were significantly less likely to be satisfied with the quality of service that they received. There were, however, two groups who were significantly more likely to be satisfied with the quality of service that they received, with those groups being people from Southern District, and people who live in Medium-Small Urban areas.

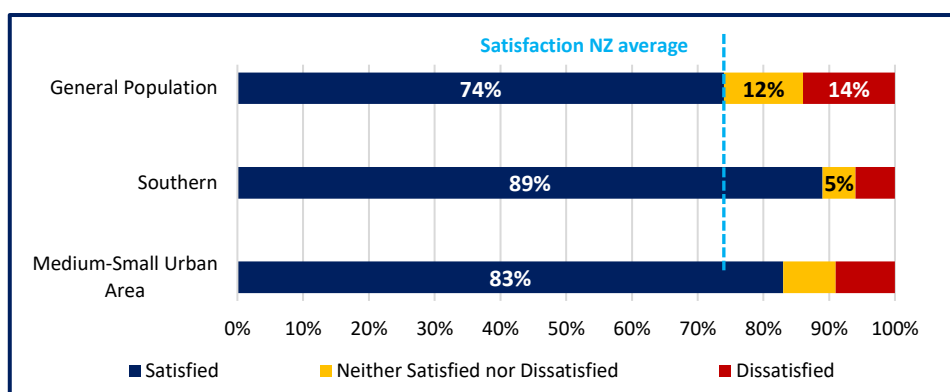


Figure 3 Satisfaction with Police Demographic Group Differences

## 105 Service

POLICE 105 SERVICE					
<i>How strongly do you agree or disagree with the following: Police's 105 service makes them easy to contact for a non-emergency situation.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
18%	57%	16%	6%	2%	2188

Table 3 105 Service Overview

**Three in four New Zealanders (75%) 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. In relation to a comparison to satisfaction rates for non-emergency services across other international jurisdictions, this is difficult to determine. An early research report examining the launch of the 101 non-emergency call service in the United Kingdom reported that respondents who had experience with the service reported generally positive views, with only a small number dissatisfied with the service (McKenna et al., 2012). However, more recently it has been found that there has been confusion around this service, with just 30% of England/Wales respondents in one survey aware of the correct phone number, or the circumstances in which the service should be used (DJS Research, 2015). Additionally, it was found that 14% of respondents who had called the service in North Yorkshire had aborted their call (DJS Research, 2015), and considerable public dissatisfaction with the service has been identified (The Guardian, 2015). Research has found that those who called non-emergency police services were most concerned regarding the way they were treated by the call-handlers, with those who were provided with an empathic and understanding response and were treated with sensitivity and politeness having positive perceptions (Stafford, 2016).

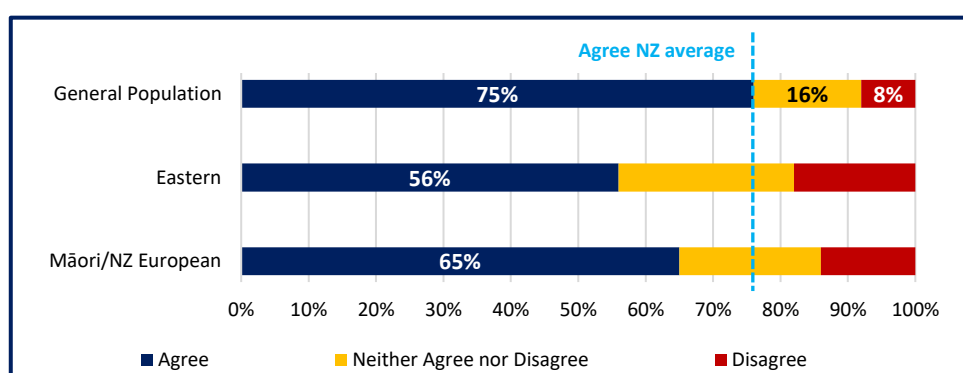


Figure 4 105 Service Demographic Group Differences

There were two demographic groups who were significantly less likely than the New Zealand average to agree that the 105 service makes police easy to contact, those groups being people who are Māori/NZ European, and people from Eastern District<sup>#</sup>. Why the Eastern District or Māori/New Zealand European people were associated with lower agreement ratings compared to the NZ average is currently unclear. It is worth noting that the 2019/2020 CSS (Gravitas, 2020) found no difference between the ratings for Eastern (61%) and the New Zealand average (61%).

## 9. Perceptions of Police Effectiveness

There were a number of police module questions that ask the public about their perceptions of police efficacy in different areas that are important to Police and the public. Relevant areas include road safety, emergency management, serious crimes, harmful crimes, and crime prevention.

### Road Safety

ROAD SAFETY					
<i>How strongly do you agree or disagree with the following: Police deal effectively with road safety.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
18%	58%	14%	8%	2%	3822

Table 4 Road Safety Overview

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.** While comparison with other international jurisdictions is difficult, there is some evidence to suggest that the rates of agreement are similar, if not slightly higher, than those observed internationally (Alonso et al., 2017). Regarding police enforcement activities, a recent study in Australia found that there was strong public support for the enforcement of drink driving (98% support) and drug driving (96%) through roadside testing, however, support for the level of speed enforcement was much lower (55%), with a division of those who want to see more enforcement (28%) or less (14%) (van Souwe et al., 2017). In addition, international literature from Spain and Australia has found that approximately half of the community believed that speeding fines were predominantly intended as a revenue exercise (Alonso et al., 2017; van Souwe et al., 2017).

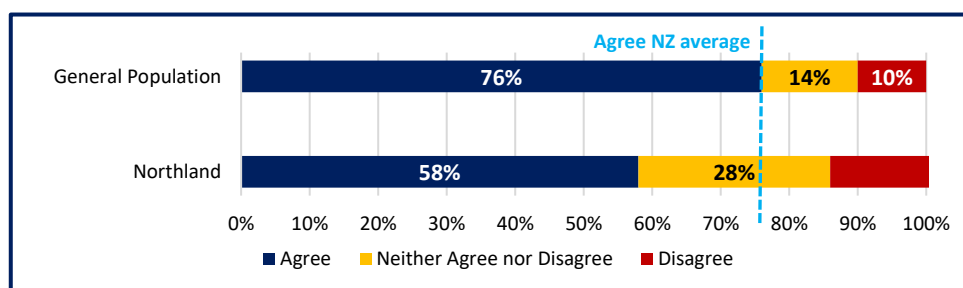


Figure 5 Road Safety Demographic Group Differences

People from the Northland District were significantly less likely than the New Zealand average to agree that police deal effectively with road safety. It is interesting to note that the 2019/2020 CSS (Gravitas, 2020) found no difference between the ratings for Northland (82%) and the New Zealand average (80%). This is a trend which requires further monitoring in the future.



## Emergency Management

EMERGENCY MANAGEMENT					
<i>How strongly do you agree or disagree with the following: Police provide effective support for emergency management.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
28%	56%	11%	4%	1%	3650

Table 5 Emergency Management Overview

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.” **84% of New Zealanders agree that police provide effective support for emergency management.** Within the international literature, specific roles for police in emergency management have been identified (Bonkiewicz & Ruback, 2012; Hayat, 2017). Within New Zealand Police, the key roles and responsibilities are varied and include maintaining law and order, protecting life and property, assisting other essential services, and conducting search and rescue among others.

There were a number of demographic groups whose level of agreement was significantly different to the New Zealand average, as noted in the below graph.

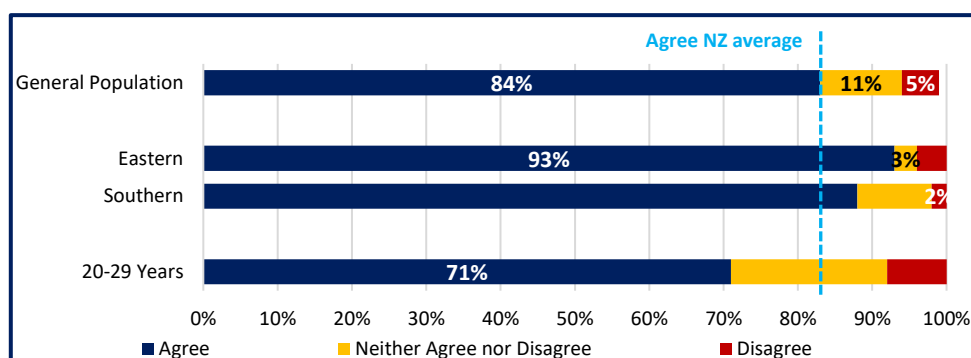


Figure 6 Emergency Management Demographic Group Differences

Specific to individual demographics, 20–29-year-olds were the only group that were significantly less likely to agree that police provide effective support for emergency management compared with the New Zealand average. There was also variability within districts, with people from Eastern District being significantly more likely to agree, as well as people from Southern District being significantly less likely to disagree compared to the NZ average. The findings of variability across several police districts are in contrast with the 2019/2020 CSS (Gravitas, 2020), which found that agreement was fairly consistent across districts, and close to the New Zealand average.

## 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 (76%) agreed that police concentrate their efforts to deal with the most harmful crimes.**

## PERCEPTIONS OF POLICE EFFECTIVENESS RESULTS

HARMFUL CRIMES					
<i>How strongly do you agree or disagree with the following: Police concentrate their efforts to deal with the most harmful crimes in NZ.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
17%	59%	15%	8%	2%	3549

Table 6 Harmful Crimes Overview

There were a number of demographic groups whose level of agreement was significantly different to the New Zealand average, as noted in the below graph.

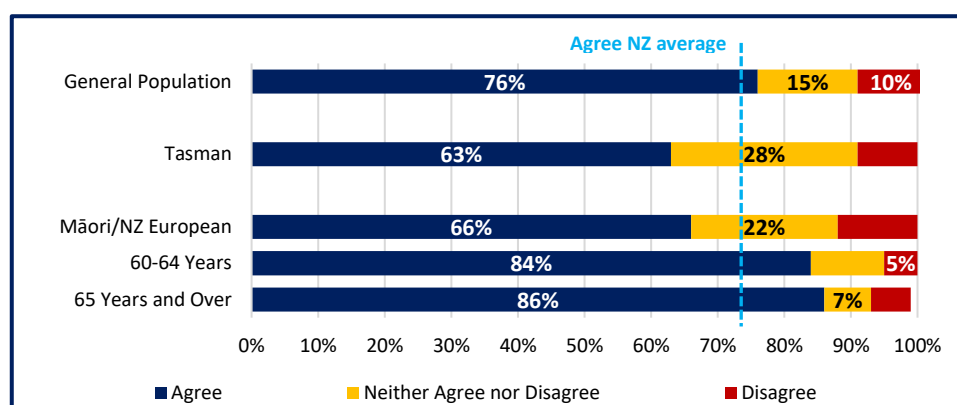


Figure 7 Harmful Crimes Demographic Group Differences

People who are 60 years and older were significantly more likely than the NZ average to agree that police concentrate their efforts on harmful crime, whereas people who are Māori/NZ European were significantly less likely to agree. Police data for the 12-month period finishing in February 2022 depicts that those aged 60 or more feature less as victims of crime than victims belonging to other age groups (New Zealand Police, 2022). Those aged between 15 and 34 years old, for instance, featured as victims at almost five times the number of those aged 60 or more. The same data source also depicts NZ European (29%) and Māori (18%) as being the main victims of crime. It could be that the groups being less victimised (60 years or more) are perceiving the actions of police towards the most harmful crimes more positively, while groups being more victimised (Māori and NZ European) are perceiving actions of police towards the most harmful crimes more negatively. Further iterations of the NZCVS could investigate this explanation further.

Additionally, people from the Tasman District were significantly less likely to agree. However, according to the same police data, Tasman is the district with the smallest number of victimisations. Further waves of the NZCVS will enable Police to investigate whether the difference between the NZ average and those from Tasman District regarding police efforts towards the most harmful crimes is sustained and should be investigated further.

## 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 (78%) agreed that police deal effectively with serious crimes.** There is a lack of surveys and other research which specifically ask the public their perception of their Police’s ability to deal effectively with serious crimes. Most public perception studies rely on more nuanced, or broader questions regarding police effectiveness. However, research does showcase that the public tend to rank serious crimes higher on policing priorities (BMG Research, 2019; Higgins, 2019). This suggests that although there is limited evidence elsewhere around whether police deal effectively with serious crimes, serious crimes are an important policing priority for the public.

SERIOUS CRIMES					
<i>How strongly do you agree or disagree with the following: Police deal effectively with serious crimes.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
23%	55%	14%	6%	2%	3671

Table 7 Serious Crimes Overview

Notably, no groups were significantly less likely to agree that police deal effectively with serious crimes, and people from the Wellington District were significantly more likely to agree than the New Zealand average.

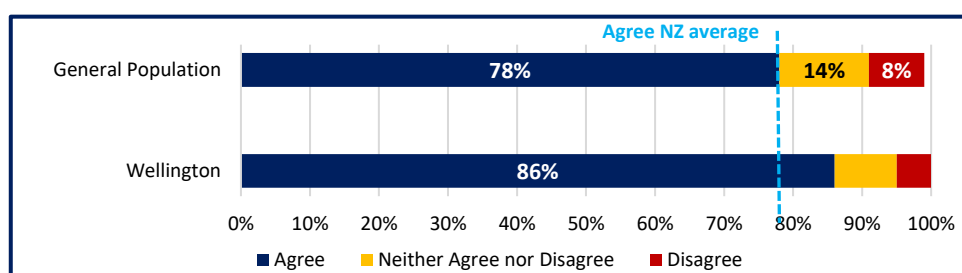


Figure 8 Serious Crimes Demographic Group Differences

## 10. Perceptions of Police Staff

There were two police module questions asking about perceptions of police staff in relation to (diversity of) appearance, and professional conduct.

### Diversity

Limited research quantifiably determines how the public feel about the diversity of their police as most perceptual studies rely on self-reported feelings of diversity *within* Police workforces. However, research has expressed that representativeness of law enforcement more generally can influence how the public perceive Police (Ricucci, Ryzin, & Jackson, 2018; Hong, 2017). The majority of perception research stems from a lens on ethnicity and race with little research devoted to other forms of diversity. There was not a description of diversity in the NZCVS, so people may have had different understandings as to what diversity of 'all' people means. **Despite this, three in four New Zealanders (75%) agreed that Police staff reflect the diversity of all the people in New Zealand.**

POLICE DIVERSITY					
<i>How strongly do you agree or disagree with the following: Police staff reflect the diversity of all people in New Zealand.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
18%	57%	16%	8%	1%	3531

Table 8 Police Diversity Overview

There was only one demographic group who differed significantly from the New Zealand average; bisexual people<sup>#</sup> were significantly more likely to disagree that police staff reflect the diversity of all people in New Zealand. Research does show that LGBTQI+ groups tend to have more negative perception of police, based largely on historic treatment and a lack of procedural justice (Miles-Johnson, 2013; Pickles, 2019). This is a finding we should continue to monitor, as some research has found that LGBTQI groups feel increased visibility of LGBTI+ law enforcement staff may create greater comfort in these groups while interacting with Police institutions (Hodge & Sexton, 2020).

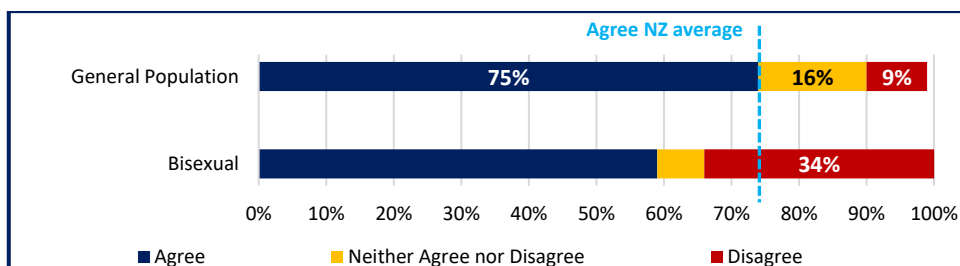


Figure 9 Police Diversity Demographic Group Differences

## Professional Conduct

POLICE PROFESSIONAL CONDUCT					
<i>How strongly do you agree or disagree with the following: Police are professional when they are conducting their duties.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
24%	59%	12%	3%	2%	3835

Table 9 Professional Conduct Overview

**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 of New Zealanders who agreed 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 field. Prior literature has identified police professional conduct as being important to the positive perception of police by the public (Cheurprakobkit & Bartsch, 2001).

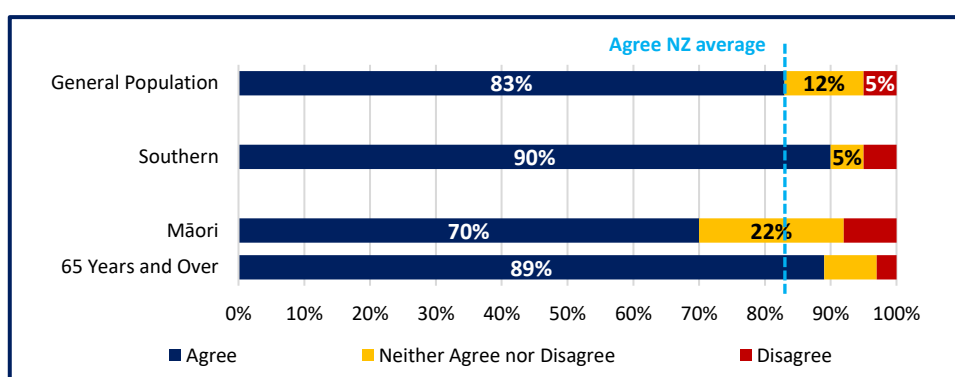


Figure 10 Professional Conduct Demographic Group Differences

There was a small number of group differences in relation to Police professional conduct. People from Southern District, and people who are 65 years and older were significantly more likely than the NZ average to agree that Police are professional when conducting their duties. Older citizens have been acknowledged in the literature to have more positive attitudes towards police, although this is not unanimous (Simpson, 2017). In contrast, people who are Māori were significantly less likely than the NZ average to agree that Police are professional when conducting their duties. Prior research highlighted that Māori people hold negative views of police and, more specifically, police conduct (Whaiti & Roguski, 1998).

# 11. Perceptions of Police in the Community

There were a number of questions in the Police Module that related to how NZ Police are perceived within the community, with the areas being; police presence, responsiveness to needs, work with young people, and physical police response.

## Police Presence

**The majority of New Zealanders (61%) agreed that Police have a suitable presence in their community**, although this statement had the lowest level of agreement out of all the police module questions which may indicate that Our Community would appreciate more proactive engagement from New Zealand Police. International literature has highlighted the importance of police presence and community engagement. In a study of public perceptions of policing in England and Wales, it was found that 78% said it was important to have regular police presence on foot in their local area, with a perception that this would help to prevent crime and facilitate relationship building with local officers (BMG Research, 2019). In addition, 'service-oriented' models of policing, which involve a visible police presence and enhanced community engagement have been found to be important in maintaining public trust and confidence in police (Merry et al., 2011; Myhill & Quinton, 2010).

COMMUNITY PRESENCE					
<i>How strongly do you agree or disagree with the following: Police have a suitable presence in my community.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
17%	44%	19%	15%	5%	3873

Table 10 Community Presence Overview

There was more variability in responses to Police presence in communities, with the majority of variation being specific to geographic differences. People from Eastern and Southern Districts were significantly more likely than the NZ average to agree that Police have a suitable presence in their community. In contrast, people from Northern District<sup>#</sup>, and rural areas, were significantly less likely to agree that police have a suitable presence in their communities. Interestingly, a high degree of variability in levels of agreement across districts was also observed in the 2019/2020 CSS (Gravitas, 2020), suggesting that this may be one area in particular in which there are differences in peoples' perceptions across districts.

Regarding the finding of a lower likelihood of agreement for those in rural areas, it has been noted in the international literature that policing in rural communities is associated with a different

## PERCEPTIONS OF POLICE IN THE COMMUNITY RESULTS

emphasis compared to policing in urban areas, with there being a higher expectation of greater visibility and accountability to the community, as well as higher levels of active community engagement (Fenwick, 2015; Putt, 2010; Tucker, 2015). As such, increased police presence and proactive engagement may be anticipated by rural respondents.

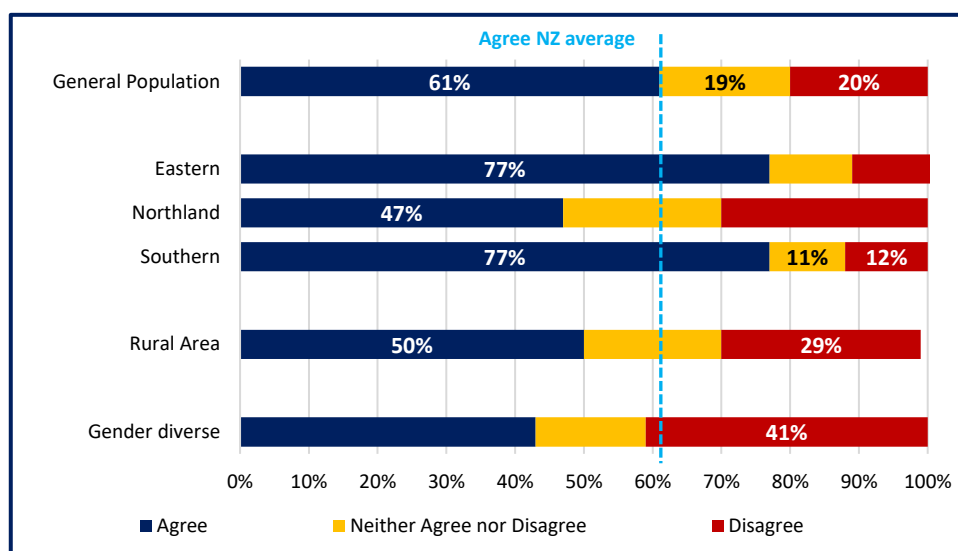


Figure 11 Community Presence Demographic Group Differences

Additionally, gender diverse people<sup>#</sup> were significantly more likely than the NZ average to disagree that there was a suitable police presence in their community. International literature has noted the importance of the need to develop initiatives aimed at increasing communication, access, and support for the LGBTIQ+ community by police (Copple & Dunn, 2017). Also worth noting is that a definition of 'community' was not provided for respondents, so it would be worthwhile for Police to discuss definitions of 'communities' in relation to police presence and how we support Our Communities.

## Needs of the community

COMMUNITY NEEDS					
<i>How strongly do you agree or disagree with the following: The Police are responsive to the needs of my community.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
14%	56%	22%	7%	1%	3562

Table 11 Needs of the Community Overview

Research suggests that 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 (70%) agreed that Police are responsive to the needs of their community, although geographical variation exists.** Northland District<sup>#</sup> agreed significantly less than the NZ average. Conversely, people from Tasman and Southern Districts disagreed significantly less than the NZ average. Previous CSS results also highlight district variation; however, the variation was with different districts – people from Bay of Plenty and Canterbury Districts agreed significantly more, and people from Counties Manukau District agreed significantly less. Further qualitative exploration would be needed to understand the reasoning for the variation in sentiment across different districts.

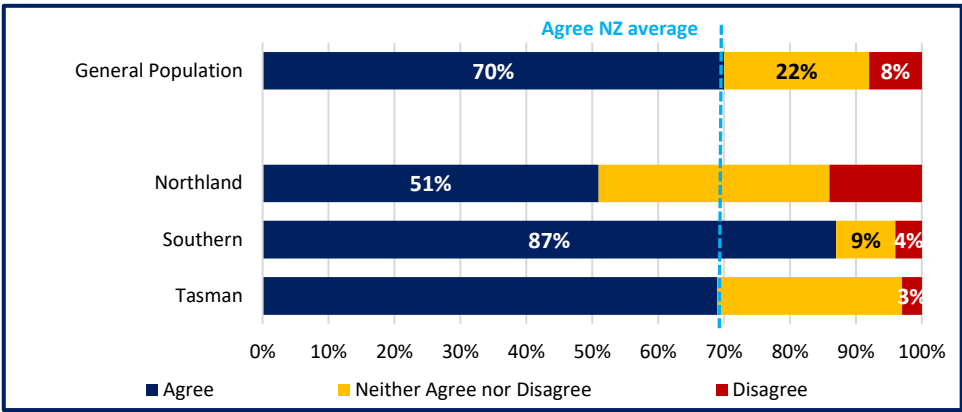


Figure 12 Needs of the Community Demographic Group Differences

Work with young people

YOUNG PEOPLE					
How strongly do you agree or disagree with the following: Police really try to understand young people so they can better support them to be successful.					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
15%	50%	22%	8%	5%	3205

Table 12 Work with Young People Overview

**The majority of New Zealanders (65%) agreed that Police really try to understand young people to better support their success.** International literature has emphasised the importance of reframing police-youth interactions, with a key focus on relationship-building (Thurau, 2009). Additionally, there is strong evidence to indicate that procedural justice (that is, the fairness with which people feel they have been treated in their interaction with police), is highly influential in both engendering youth collaboration with police (Murphy, 2015), and reducing youth offending (Fine et al., 2022; Slocum et al., 2016).

There was only a small number of demographic group differences, with people from Southern District more likely to agree significantly more than the NZ average, and bisexual people<sup>#</sup> and people with disabilities<sup>#</sup> being significantly more likely to disagree than the NZ average. It is unclear why bisexual adults and adults with disabilities might feel this way, and both findings are noted with caution, so this is a result that will be monitored over time.



## PERCEPTIONS OF POLICE IN THE COMMUNITY RESULTS

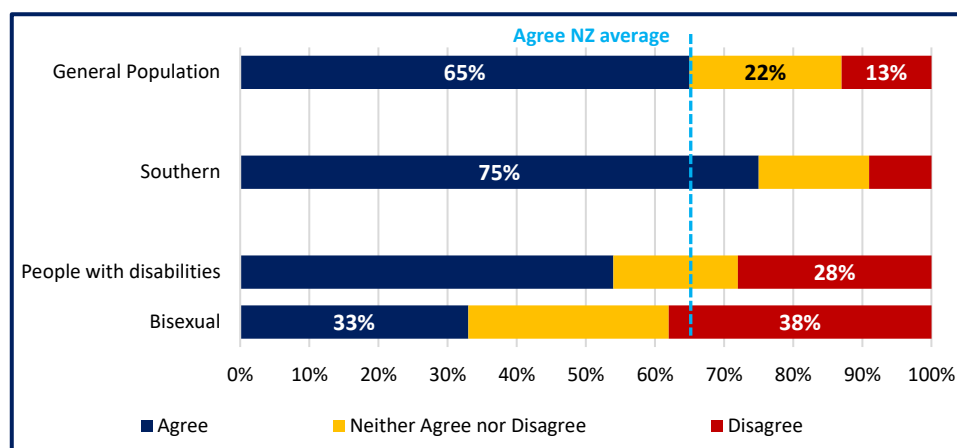


Figure 13 Work with Young People Demographic Group Differences

It is worth noting that this was the perception question with the lowest response rate, highlighting that Police may either need to increase the work they do in this area, or increase awareness that Police are doing this work.

## Police Response

POLICE RESPONSE					
<i>How strongly do you agree or disagree with the following: Police would respond quickly if I needed them.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
21%	48%	17%	11%	3%	3738

Table 13 Police Response Overview

**More than two thirds of New Zealanders (69%) agreed that Police would respond quickly if needed.** In comparison with other international jurisdictions, a recent study of public perceptions of police in England and Wales, found that 65% of respondents strongly agree/agree that police would respond to an emergency in a timely manner (BMG Research, 2019). Perceptions of police as 'slow and 'unreliable' were associated with perceptions of dissatisfaction with police (BMG Research, 2019).

## PERCEPTIONS OF POLICE IN THE COMMUNITY RESULTS

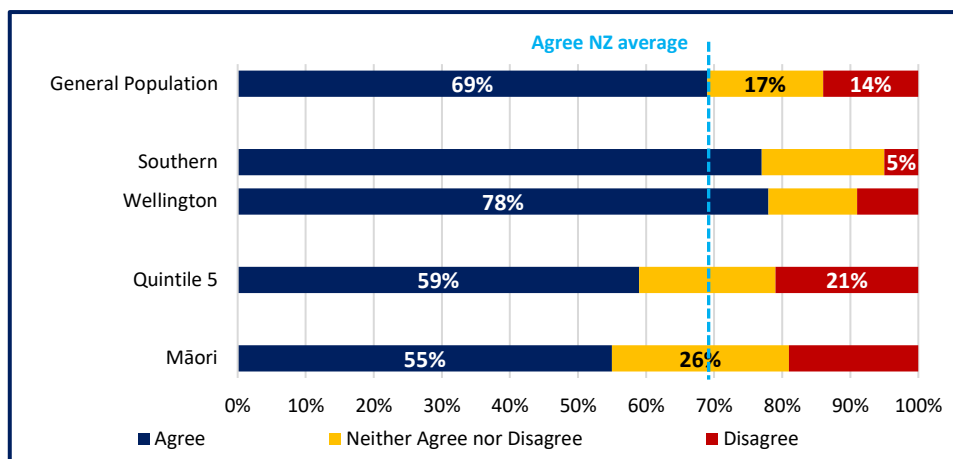


Figure 14 Police Response Demographic Group Differences

People who are Māori and people who live in Quintile 5 were significantly less likely to agree than the NZ average that police would respond quickly if needed. Previous research has found some dissatisfaction with police response times, particularly in relation to those in long-term violent relationships (Te Whaiti & Roguski, 1998). In addition, a recent report which examined trust and confidence in the New Zealand Police also observed that Māori and those in greater areas of deprivation (such as those in Quintile 5) tend to have reduced trust and confidence in police, which may impact their perceptions on whether police would attend an incident and the priority any response would be given (Daniels-Shpall, 2019).

On the other hand, people from Wellington District agreed significantly more, and people from Southern disagreed significantly less than the NZ average. The finding of significantly greater agreement for the Wellington District is consistent with the 2019/2020 CSS (Gravitas, 2020). In addition, the finding of significantly less disagreement for people from Southern District in the current study is somewhat similar to the previous CSS finding, which found that significantly more Southern District respondents agreed.

## Crime Prevention

CRIME PREVENTION					
<i>How strongly do you agree or disagree with the following: The work Police do with schools, business, families, and communities prevents there being a lot more crime.</i>					
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total Count
15%	53%	22%	9%	2%	3217

Table 14 Crime Prevention Overview

**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.** More than one fifth (22%) of New Zealanders neither agreed nor disagreed with this item. One of the key priorities of NZ Police is focused prevention through partnerships (New Zealand Police, 2020). This priority

## PERCEPTIONS OF POLICE IN THE COMMUNITY RESULTS

is embodied by the Prevention First model (New Zealand Police, 2017). As such, the 22% of New Zealanders who answered that they neither agreed nor disagreed that the work Police do with partners prevents there being a lot more crime suggests that these New Zealanders are either unaware of police prevention work with other partners or that the relationship between the work police do with partners and crime prevention is not clear to them. Further research work could focus on learning whether prevention initiatives by police are visible and relevant enough to the public.

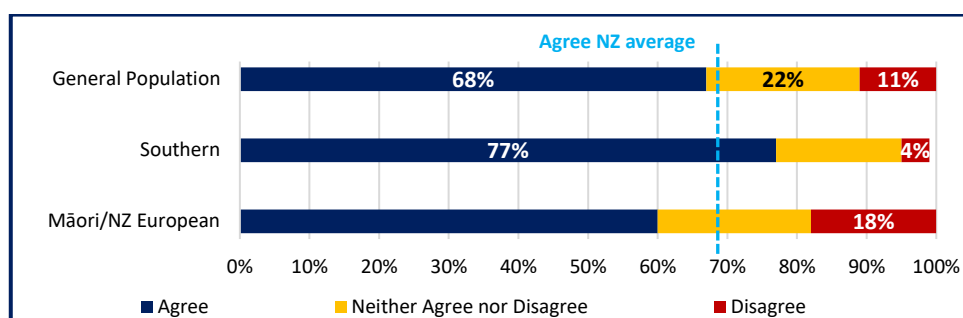


Figure 15 Crime Prevention Demographic Group Differences

There were two demographic groups who differed significantly from the New Zealand average; people from the Southern District were significantly more likely to agree, and people who are Māori/NZ European significantly more likely to disagree that the work Police do with schools, business, families, and communities prevents there being a lot more crime. It could be that police-led prevention initiatives are perceived as more visible or as more effective in reducing crime in Southern than in other Police Districts. Further waves of the NZCVS will enable police to investigate whether differences between groups and the NZ average in this item are sustained and should be investigated further.

# 12. Safety After Dark

**The majority of New Zealanders feel safe in their local neighbourhood after dark (72%).** Differences from the New Zealand average were primarily specific to location. The findings that people from Wellington, Tasman and Southern Districts were significantly more likely to feel safe compared to the NZ average is consistent with the findings of Cycle 4 of the NZCVS (Ministry of Justice, 2022), which also found these regions were associated with a lower likelihood of feeling less safe. In addition, these findings are also consistent with the previous 2019/2020 CSS (Gravitas, 2020), which also found that people from Southern (85%) and Tasman (78%) Districts were significantly more likely to report feeling safe. While the 2019/2020 CSS did not find that respondents from Wellington District reported a significantly higher likelihood of feeling safe in their neighbourhood after dark (72%), it did find that Wellington District was associated with a greater likelihood of feeling safe in general (85%), when compared with the rest of the country (82%).

SAFETY AFTER DARK					
How safe or unsafe do you feel in in your local neighbourhood after dark?					
Very safe	Safe	Neutral	Unsafe	Very unsafe	Total Count
31%	41%	15%	10%	4%	3959

Table 15 Safety After Dark Overview

Additionally, people from rural areas feel significantly safer in their local neighbourhoods after dark compared to the NZ average. The findings from the current survey are consistent with those obtained in Cycle 4 of the NZCVS (2022), which found that living in a major urban area was associated with greater concerns about safety (although there were no noted significant increases in likelihood of victimisation). In addition, while the international literature regarding perceptions of safety is generally focused on an urban setting, there is some evidence to suggest that those in rural settings report lower levels of a fear of crime compared to those in urban settings (Brunton-Smith & Sturgis, 2011; Karakus et al., 2010; Vauclair & Bratanova, 2017).

In contrast, people from the Counties Manukau District<sup>#</sup>, and people living in Quintile 5 areas felt significantly more unsafe in their local neighbourhoods after dark than the NZ average. The findings from the current survey are consistent with the results obtained in Cycle 4 of the NZCVS (Ministry of Justice, 2022), which also found that living in more deprived areas was associated with greater concerns about safety. The findings are also consistent with the international literature, which has commonly found higher levels of fear of crime was associated with socioeconomically disadvantaged neighbourhoods (Brunton-Smith & Sturgis, 2011; Rader et al., 2012).

## SAFETY AFTER DARK RESULTS

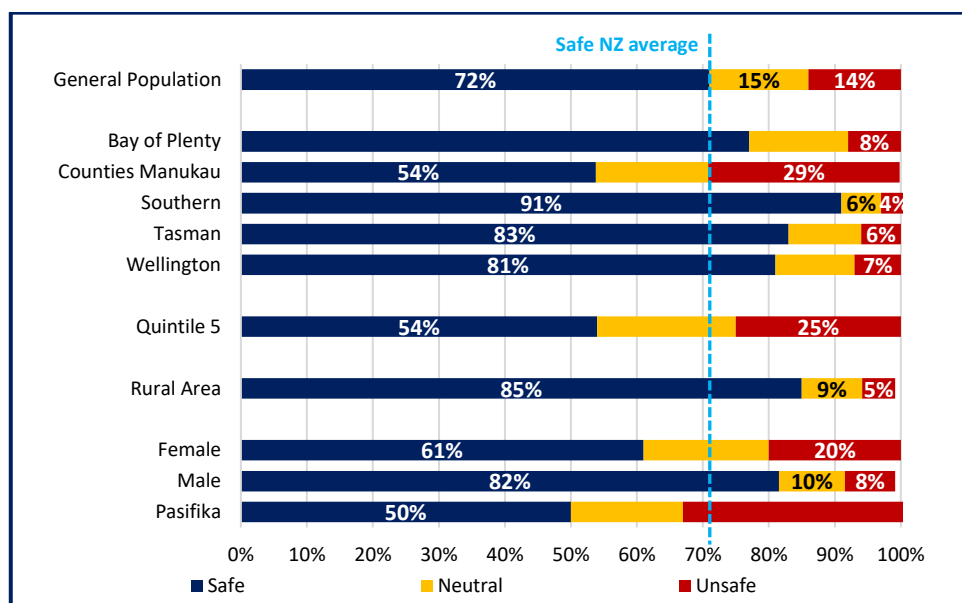


Figure 16 Safety After Dark Demographic Group Differences

The findings that females were more concerned about their safety than the New Zealand average is consistent with the findings from the NZCVS Cycle 4 (Ministry of Justice, 2022), which also found that being female was associated with lower perceptions of safety. The findings are also consistent with international literature which has observed that one of the strongest predictors of the perception of safety is gender, with females reporting higher levels of fear of crime than males (Brunton-Smith & Sturgis, 2011; Gray et al., 2011; Johansson & Haandrikman, 2021; Rader et al., 2012; Vauclair & Bratanova, 2017). It is not clear why Pasifika people<sup>#</sup> felt significantly more unsafe, and this is a finding we will continue to monitor over time.

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# Appendix 1 Demographic Groups

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

## 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.

## Deprivation Level

Selected Response	New Collapsed Group Name
1 OR 2	Quintile 1
3 OR 4	Quintile 2
5 OR 6	Quintile 3
7 OR 8	Quintile 4
9 OR 10	Quintile 5

The NZCVS aligns with the Statistics New Zealand Index of Deprivation 2013 (NZDep2013) and groups deprivation scores into deciles (or quintiles), where 1 represents the areas with the least deprived scores, and 10 (or 5) represents the areas with the most deprived scores.

## Area

Selected Response	New Collapsed Group Name
Major urban area OR Large urban area	Major-large urban area
Medium urban area OR Small urban area	Medium-small urban area
Rural settlement OR Rural other	Rural area

The 2018 Urban Rural Classification was obtained from Statistics NZ and merged onto the NZCVS datasets by PSU.

## Ethnicity

Selected Ethnicity(ies)		New Collapsed Group Name
Māori	=	Māori
New Zealand European	=	New Zealand European
Māori		
New Zealand European	=	Māori/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 NZ European AND Māori having their own group to acknowledge that they may have unique experiences due to their identity.

# Appendix 2 Response Options

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

## 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