

PROACTIVE INFORMATION	
Firearms Baseline Surveys	
	Date: 29 June 2022

## Purpose

1. This note provides an overview of two Firearms Baseline Surveys conducted in February and March 2022 and outlines our approach to releasing results externally.

Police conducted two Firearms Baseline Surveys in February and March 2022 to assess internal arms staff satisfaction and external public and firearms licence holders trust and confidence in firearms licensing controls.

Result summaries for both surveys are provided in this paper.

The external results will be released to our external engagement groups (Ministers Arms Advisory Group, Firearms Community Advisory Forum and the Arms Engagement Group). Internal results relating to arms staff satisfaction will not be released externally.

## Background

2. In early 2022, two baseline surveys were conducted to assess internal arms staff satisfaction and external public and firearms licence holders trust and confidence in firearms licensing controls.

## Internal Arms Staff Satisfaction Survey

3. In February, all arms staff (approximately 300) were invited to complete an arms staff satisfaction survey. The baseline survey sets a performance measure of staff satisfaction with training, support, tools, internal processes and licence data held. The survey will be repeated twice (September 2023 and September 2024) following the delivery of the change programme and the establishment and embedding in of the Branded Business Unit. The baseline will provide the basis on which to measure the benefits to Arms staff as a result of the changes being delivered.

4. As at February 2022, ratings are summarised as follows:

- Level of agreement that there is sufficient level of training, support, tools and equipment staff have to undertake their role - **61.7% - 66.7%**
- Level of agreement that the licensing processes, volume, paperwork, resourcing and workload are contributing to the backlog of firearms licence applications – **71.9% - 89.0%**

- Level of agreement that the firearms licence application information held is complete, easily accessible, update to date and supports staff in their role – **51.4% - 62.7%**
  - Level of agreement on the efficiency of internal processes for firearms licence, endorsement and dealer licence applications – **52.0% - 56.0%**.
5. A summary snapshot of the results of the internal survey are attached in **Appendix A**. The full report is attached in **Appendix B**.

## External Trust and Confidence Surveys

6. In March 2022, the Firearms baseline survey was deployed to approximately 1,000 public and 1,700 recently renewed or approved firearms licence holders. These survey results set the baseline performance measure of public confidence in the firearms licensing controls. The survey was in response to recommendation 22b of the Royal Commission of inquiry into the terrorist attack on Christchurch masjidain. The survey will also be repeated twice (September 2023 and September 2024).
7. As at March 2022, trust and confidence ratings are summarised as follows:
- The approach that New Zealand Police (NZP) use to manage firearms licencing in the community:
    - **67%** public trust and confidence
    - **42.8%** firearms licence holder trust and confidence
  - NZP is effective in controlling the safe use and possession of licenced firearms in the community:
    - **64.8%** public trust and confidence
    - **45.2%** firearms licence holders trust and confidence
  - NZP is effective in controlling the possession of unlicenced firearms in the community
    - **55.6%** public trust and confidence
    - **30.4%** firearms licence holders trust and confidence
8. A summary snapshot of the results of the external trust and confidence survey are attached in **Appendix C**. The full report is attached in **Appendix D**.

## Release of External Survey Results

9. The external results will be released to our external engagement groups (Ministers Arms Advisory Group, Firearms Community Advisory Forum and the Arms Engagement Group). Internal results relating to Arms staff satisfaction will not be released externally.

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