

Analysis has identified the **key drivers** that influence public Confidence and Trust in the police.

These bring practical considerations for police and partners...



Confidence

Do you know all your local communities? Do you understand their concerns, and have mechanisms in place for two-way communication?

Are local community leaders and strategic partners involved in your work?

Police local engagement & fair treatment

How well police listen and engage with local communities, treat people well, and respond to local issues.

How is your local work driving effective engagement – listening, responding, and ensuring fair encounters?

Police effectiveness

How well police deal with specific crimes, including gun/knife crime, burglaries, gang crime, hate crime and VAWG; and that police respond to emergencies and support victims.

Does your local borough have an effective grip on performance and strategic oversight?

Police accountability

How well police are held accountable for actions, deal with complaints fairly, and reflect the public in terms of morality and the wider population profile.

How do you promote high standards within your team and show the community that officers are held to account?

Personal security

How safe people feel walking alone in their local area during the day and at night; and their personal fear of crime and ASB.

Local patrol visibility

Whether people see an officer patrolling on foot or horseback in their local area at least once a week.

Information provision

Whether people feel well informed about what police are doing both locally and across London more widely.

Community problems & cohesion

Whether people feel specific issues are a problem in their community, including violence (gun crime, knife crime, gangs), hate crime, and sexual crimes.

Individual demographics

Even controlling for other things, certain groups of Londoners remain less likely to trust the MPS – in particular those from Black/Mixed Ethnicity.



Trust

Every interaction, with every officer, matters to the public.

Those who Trust and feel Confident are more likely to...

- Report crime
- Support police tactics
- Provide information to police

Trust and Confidence can be a crime prevention tool.