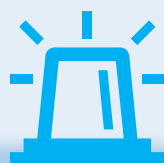


Analysis has identified the **key drivers** that influence public Confidence and Trust in the police.

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.*