How *we* can shape public confidence and trust…
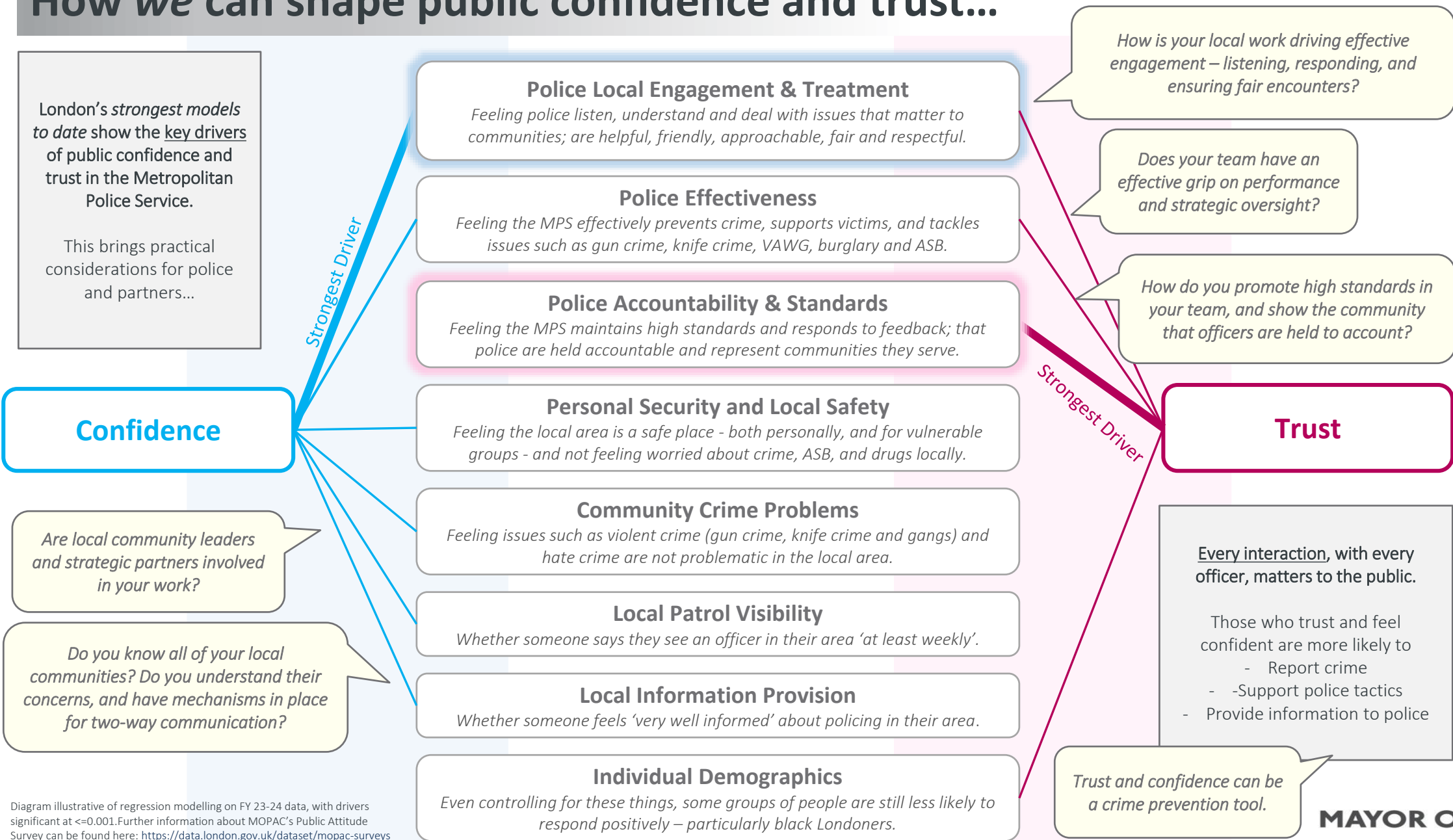
London's *strongest models to date* show the <u>key drivers</u> of public confidence and trust in the Metropolitan Police Service.

This brings practical considerations for police and partners…

Confidence

Strongest Driver

Police Local Engagement & Treatment
Feeling police listen, understand and deal with issues that matter to communities; are helpful, friendly, approachable, fair and respectful.

Police Effectiveness
Feeling the MPS effectively prevents crime, supports victims, and tackles issues such as gun crime, knife crime, VAWG, burglary and ASB.

Police Accountability & Standards
Feeling the MPS maintains high standards and responds to feedback; that police are held accountable and represent communities they serve.

Personal Security and Local Safety
Feeling the local area is a safe place - both personally, and for vulnerable groups - and not feeling worried about crime, ASB, and drugs locally.

Community Crime Problems
Feeling issues such as violent crime (gun crime, knife crime and gangs) and hate crime are not problematic in the local area.

Local Patrol Visibility
Whether someone says they see an officer in their area 'at least weekly'.

Local Information Provision
Whether someone feels 'very well informed' about policing in their area.

Individual Demographics
Even controlling for these things, some groups of people are still less likely to respond positively – particularly black Londoners.

Strongest Driver

Trust

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

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

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

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

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

<u>Every interaction</u>, 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.

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME