



College of  
**Policing**

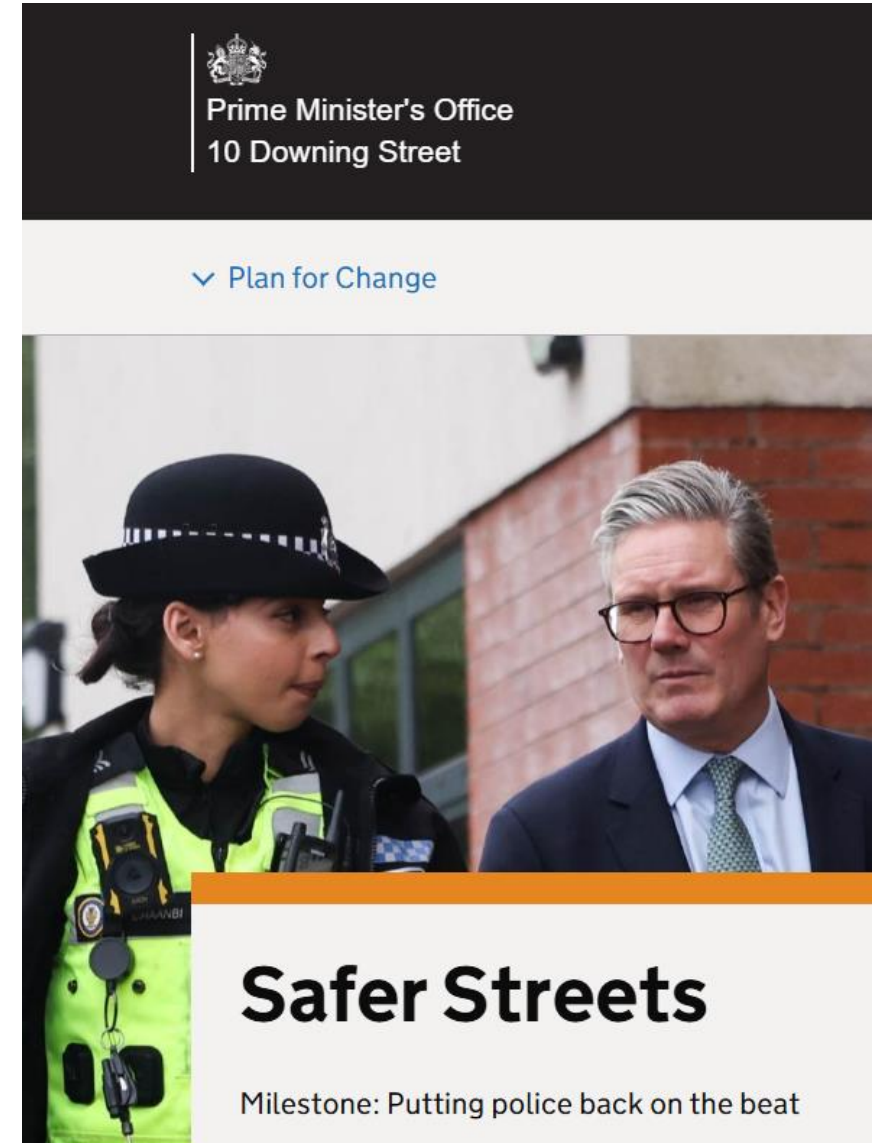
Leadership  
Standards  
Performance

# Identifying changes in public perceptions of policing

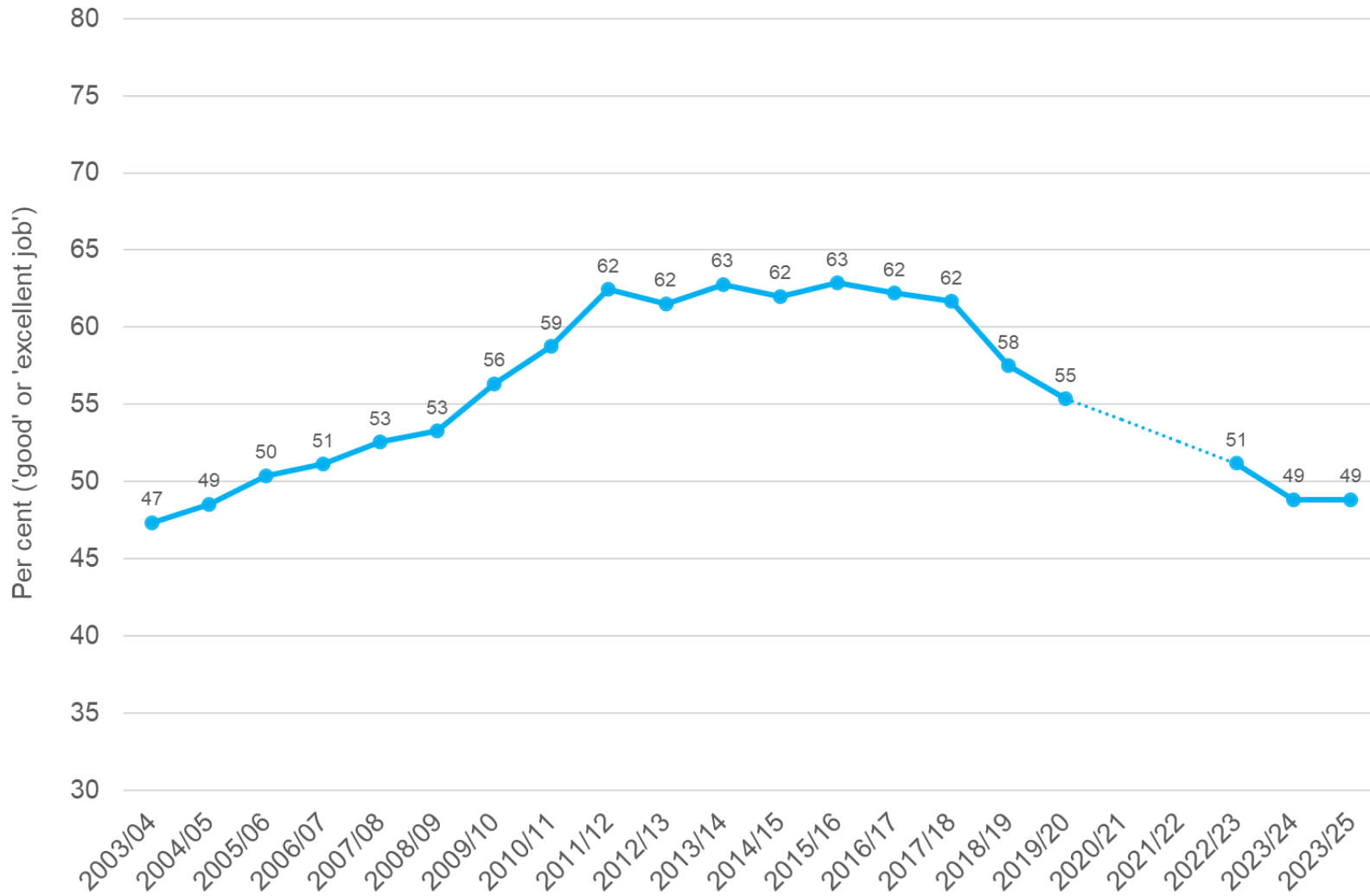
**Dr Paul Quinton**

# Safer Streets

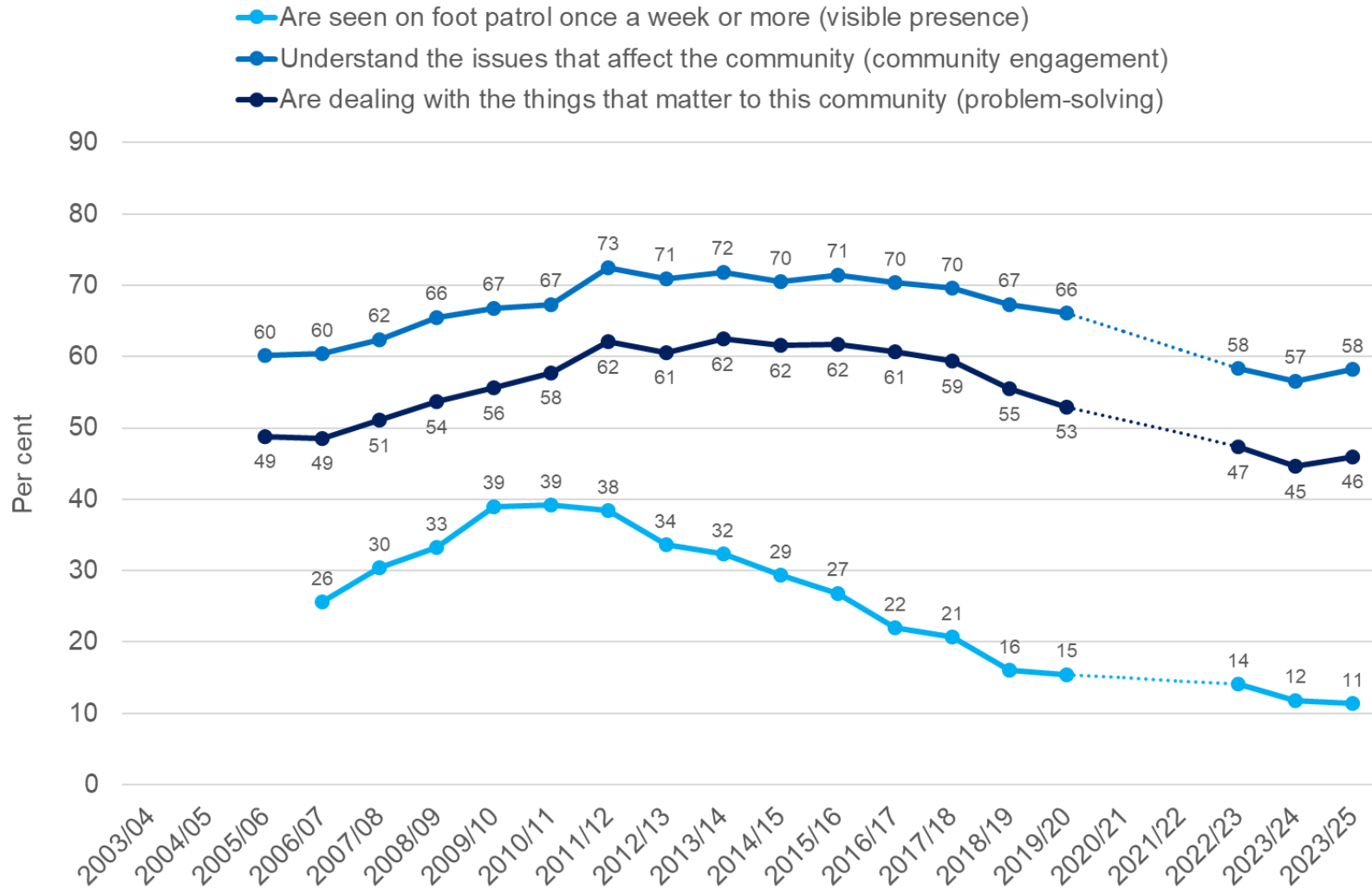
- **Starting point**
  - Public confidence has declined
  - Neighbourhood policing has been used to plug shortages
  - Weakened connections between the police and public
  - Markedly less foot patrol and fewer PCSOs
  - Cases of appalling police misconduct and criminality
  - Exposed town centres
- **Long-term mission**
  - Reduce serious harm and increase public confidence in policing and the criminal justice system
  - Delivery of the Neighbourhood Policing Guarantee



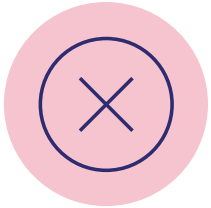
# Trends in public confidence in the local police (CSEW)



# Trends in public perceptions of neighbourhood policing (CSEW)



# The police's influence over factors associated with confidence



- Socio-demographic characteristics
- Social identities
- Pre-existing views



- Levels of crime and disorder
- Feelings of safety and community resilience
- Media reporting



- Neighbourhood policing
- Procedural and distributive justice
- Public-initiated encounters (victims, witnesses, informal contact)
- Police-initiated encounters (suspects)
- Police wrongdoing



# Essential elements of neighbourhood policing

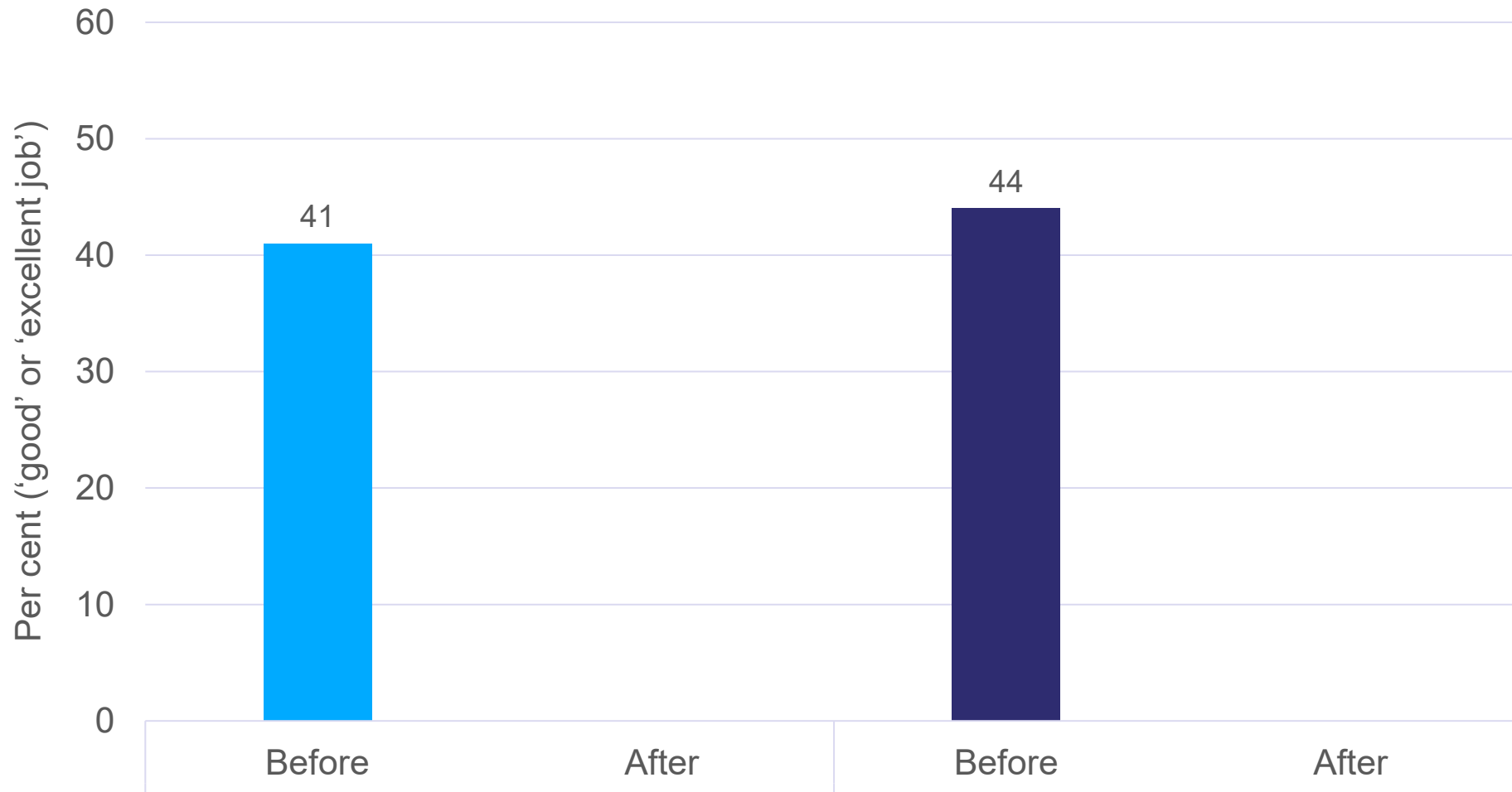
- **Visible presence**
  - Targeted in hot spots of high crime/ASB or low trust
  - Only likely to be effective if implemented in combination with the other essential elements
- **Community engagement**
  - Structured processes to identify and prioritise the issues that matter most to local people
  - Proactive methods (e.g. street briefings, door-knocking exercises, environmental visual audits) are likely to be more effective than passive methods (e.g. beat meetings)
- **Problem-solving**
  - Structured processes to tackle the crime/ASB problems that have been prioritised by the local people
- **Information provision**
  - Relevant information about crime/ASB and policing in the local area



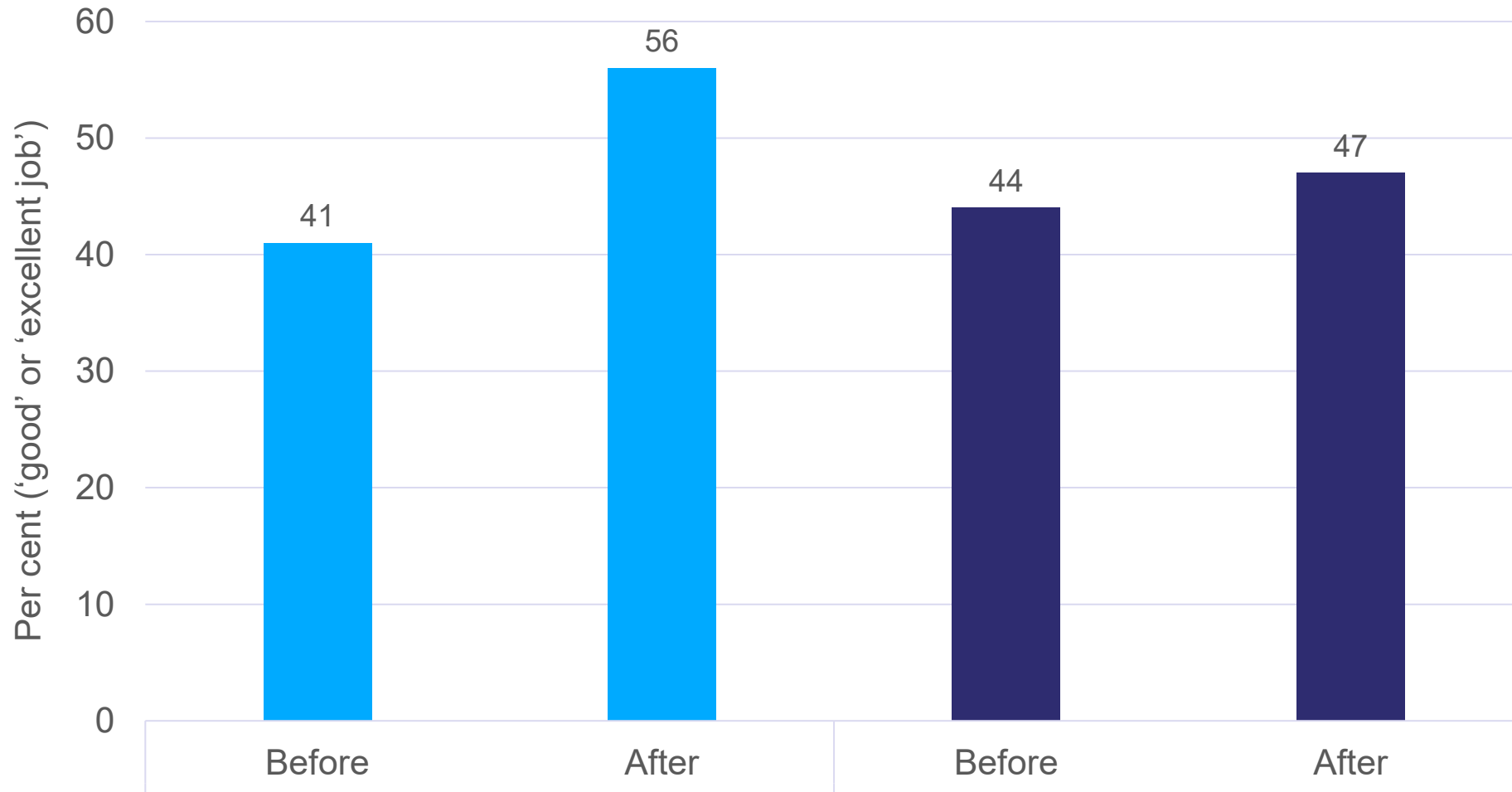
# The impact of a 12-month neighbourhood policing pilot after 12 months

Public confidence	●
Self-reported victimisation (crime)	●
Perceptions of ASB*	●
Perception of the crime rate*	●
Feelings of safety*	●
Worry about physical attack	●
Other fear of crime measures*	●
Perception of risk*	●
Trust in neighbours	●
Other social capacity measures*	●
Perceptions of community engagement*	●
Awareness of police plans*	●
Perceptions of police familiarity	●
Perceptions of police visibility	●

# The impact of a 12-month neighbourhood policing pilot



# The impact of a 12-month neighbourhood policing pilot



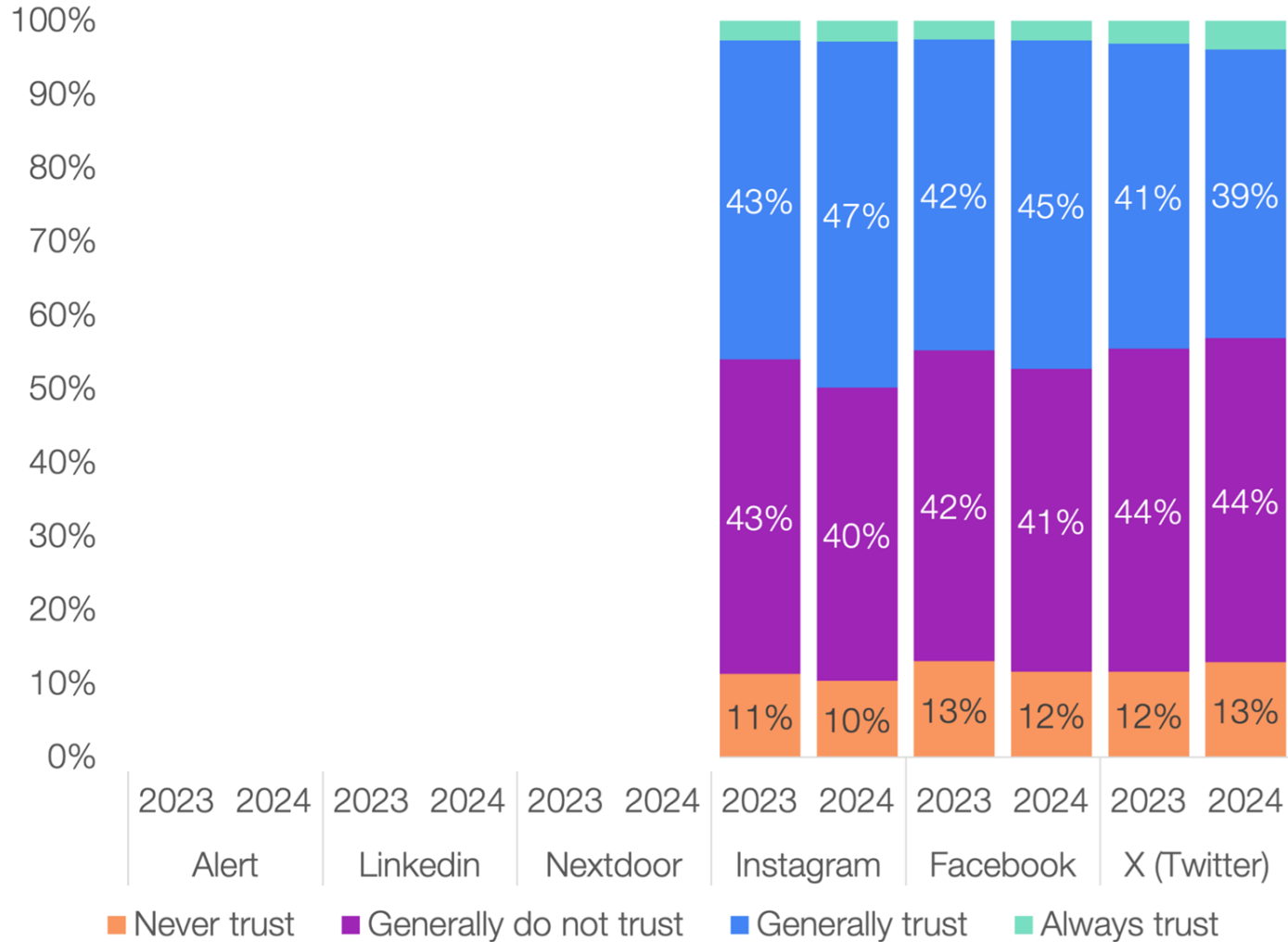


# The impact of a 12-month neighbourhood policing pilot after 24 months

Public confidence	●
Self-reported victimisation (crime)	●
Perceptions of ASB*	●
Perception of the crime rate*	●
Feelings of safety*	●
Worry about physical attack	●
Other fear of crime measures*	●
Perception of risk*	●
Trust in neighbours	●
Other social capacity measures*	●
Perceptions of community engagement*	●
Awareness of police plans*	●
Perceptions of police familiarity	●
Perceptions of police visibility	●

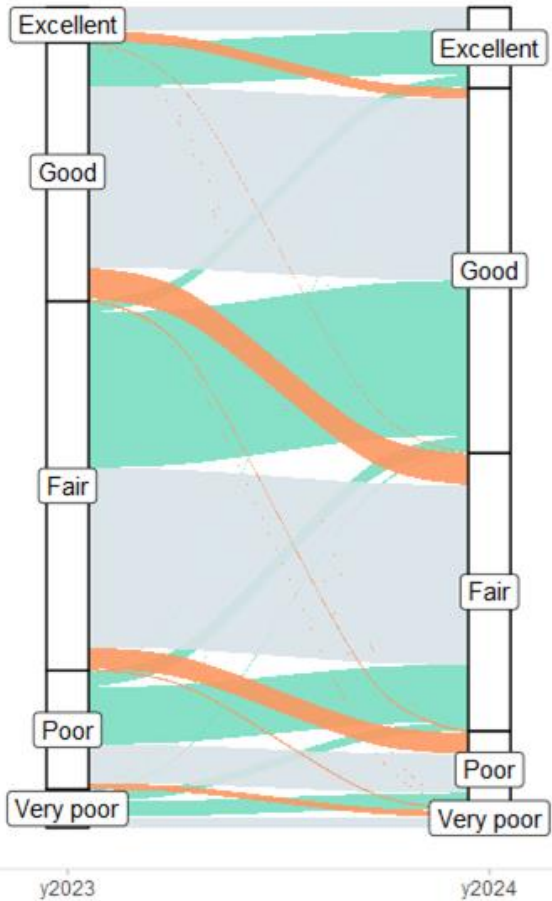
# NA is trusted by its users

The extent to which respondents trusted platforms that they used regularly

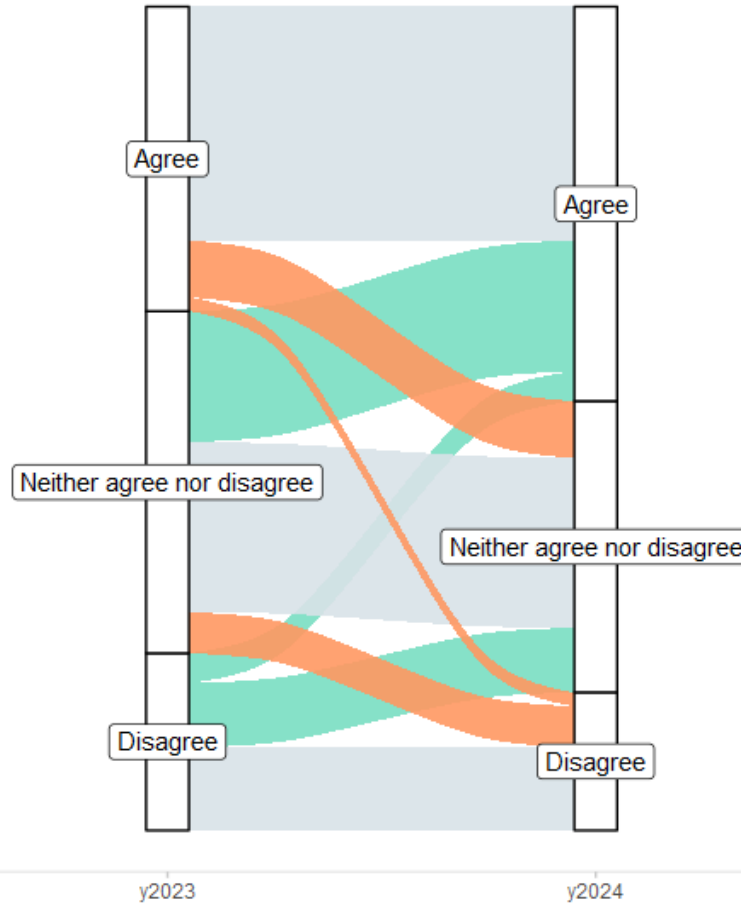


# Individual-level change in NA user perceptions

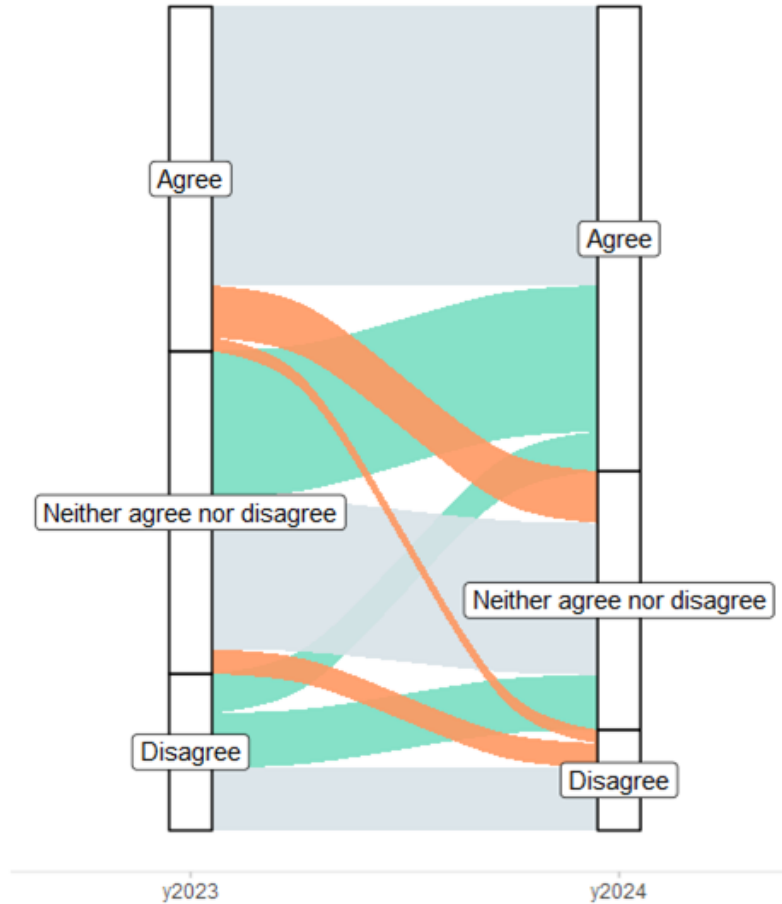
Public confidence in local police ('how good a job')



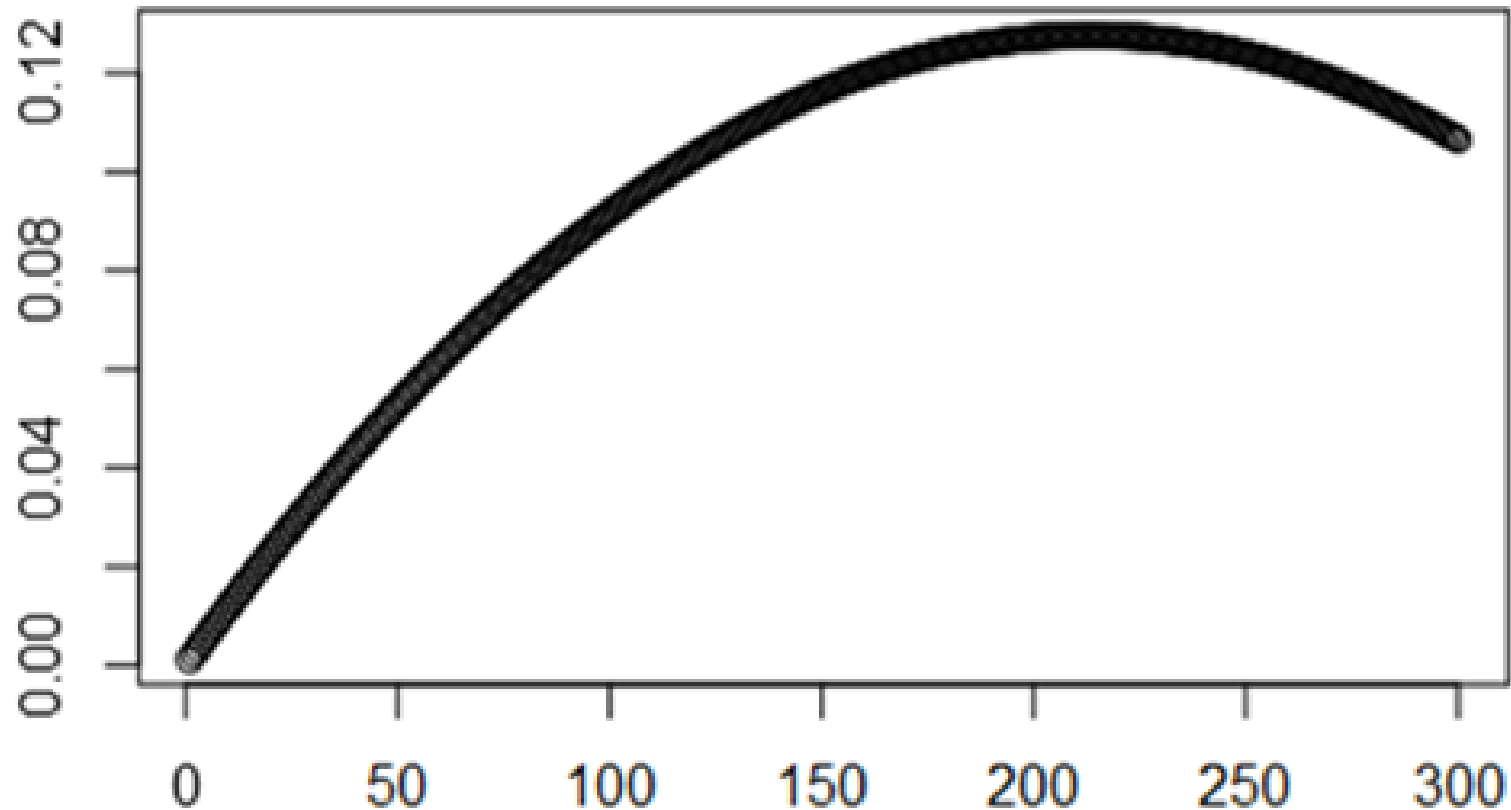
The police work with the community in the local area



The local police understand the issues that affect the community

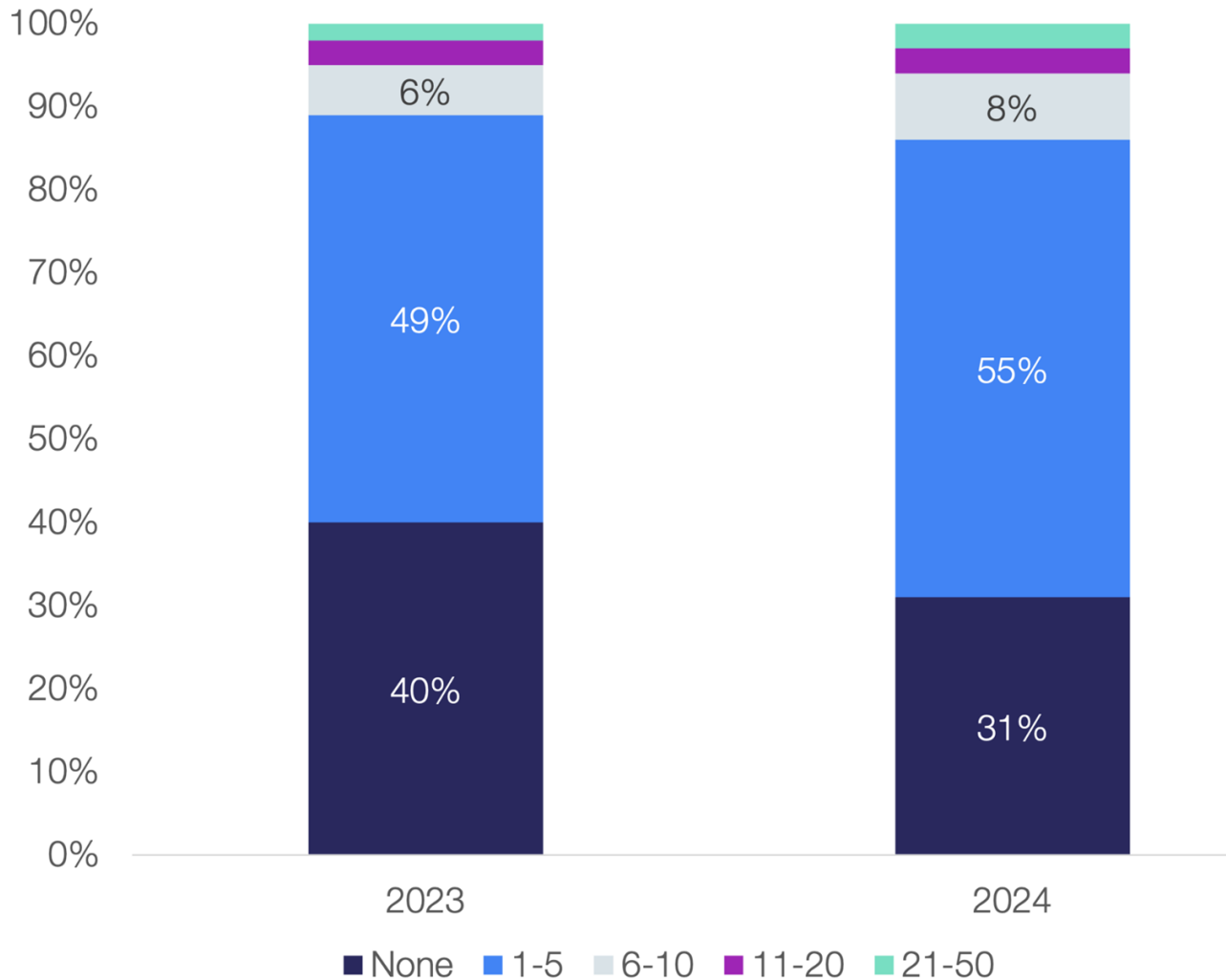


**NA users who receive a greater number of alerts are slightly more confident in the police... but only up to a point**



# NA users are social influencers

The number of people to whom respondents reportedly passed on information contained in alerts





## Opportunities

- An indicator of public cooperation with the police
  - A place for testing innovative approaches to community messaging
  - A tool for evaluating the impact of police activity locally
  - An operational tool for better targeting and tailoring police activity locally
  - A strategic tool for better understanding public confidence nationally
- **Development of a public confidence panel survey**
  - **Development of standardised question sets for use by neighbourhood officers**



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# Thank you

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