



Abstract:

***Strategies for (Re)Building Community Trust: A Review of Practices
in the New Zealand Police***

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While a majority of the New Zealand public has trust in the police, the New Zealand Police (Police) is working to increase its trust and confidence to 90% by the year 2021. To reach this target, Police must work to improve its relationships with those communities that have lower levels of trust. One important approach to building (and keeping) trust with these communities is by being responsive to their needs. Police's approach to increasing its responsiveness to these communities involves working externally with community stakeholders, and also doing some internal work so this external work can be carried out effectively. These external efforts include creating mechanisms for incorporating the community's perspective in Police operations and fostering partnerships with community and governmental service providers to achieve better outcomes for people in the community.

Police's organizational commitment to building trust is also reflected in its internal work, including adopting a strategic vision, goals, and organizational structure to guide these efforts, and investing in preparing its staff to work effectively with diverse communities. In addition to describing examples of these efforts, this report provides some observations and analysis of the strengths, as well as areas for improvement, presented by the examples.

Alexa is being hosted on her Axford Fellowship by the Independent Police Conduct Authority and New Zealand Police.