

Public perceptions of crime 2016 – survey report

Report prepared for: Ministry of Justice

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Summary of findings

Background

The Ministry of Justice (the Ministry) commissioned Colmar Brunton to undertake a survey to investigate public perceptions about crime and the criminal justice system. This is the third time the survey has been conducted. The timings of survey fieldwork have been:

- in late July and early August 2013
- in late June and early July 2014
- in late June and early July 2016 (the results of this latest wave are the subject of this report).

It should be noted that the Ministry did not commission a survey in 2015 and so the latest comparisons are between 2014 and 2016.

In total 2,072 New Zealanders were surveyed between 27 June to 19 July. The maximum margin of error for a sample of 2,072 is +/-2.2% (at the 95% confidence level). Please note that all differences across survey waves (and all differences between subgroups) included in this report are statistically significant at the 95% confidence level or greater.

The survey was conducted online using a representative sample from Colmar Brunton's research panel.

The questionnaire took 15 minutes to complete (on average).

The overall response rate was 36% (this is simply calculated as the number of completes divided by the number of emails sent out). This response rate is standard for an online panel survey with the general public involving a fifteen minute questionnaire. This is similar to the response rate in previous surveys.

Contact with the criminal justice system

In total 79% of respondents have interacted with the criminal justice system in the past two years (the overall proportion interacting with the criminal justice system in 2014 was higher at 85%).

Two-fifths (40%) of those who have had contact with the criminal justice system in the past two years say their overall experience has been either 'very positive' or 'quite positive'. This was similar in 2014 when it was 43%. But the proportion is significantly lower than it was in 2013 (48%), suggesting a long-term downwards trend in the proportion who view their contact with the criminal justice positively.

This decrease in positive views about contact with the criminal justice system is particularly apparent among females (38% are positive, down from 47% in 2014) and Pacific respondents (34% are positive, down from 45% in 2014).

Information about crime

National newspapers (online and hardcopy) and national television news broadcasts continue to be the most common source of information about crime

Respondents receive information about crime in New Zealand from a wide range of sources, the three most common are:

- National and provincial newspapers (hardcopy or online) or online news such as Stuff.co.nz (81%).
- National television news broadcasts (77% say this is one of their main sources of information about crime).
- Radio news (53%).

However, information about crime received via the television and radio news is declining

Although television remains the most commonly used channel, the proportion who use it a main source of information about crime has fallen since 2014. For example, the proportion who hear about crime via national television news broadcasts is 77% (down from 85% in 2014).

In addition the proportion who use radio news has decreased since 2014 (53% use radio news as a main source of information about crime in 2016, down from 58% in 2014).

The proportion of respondents saying that personal experience is one of their main sources of information about crime has also fallen since 2014

The proportion of respondents saying that 'personal experience' is their main source of information about crime has fallen since 2014 (12% in 2016, down from 20% in 2014).

Use of Social Media has grown significantly

Since 2014, the proportion who say Social Media is one of their single main sources of information about crime has grown from 29% in 2014 to 45% in 2016. Use of Social Media increased among all groups of respondents, but has grown fastest among those aged up to 50 (33% of those aged up to 50 said Social Media was a main source of information in 2013, 41% in 2014, and 58% in 2016).

The most popular sources of information are viewed as the most reliable

Most respondents believe that key sources of information about crime are reliable.

The proportions rating each source as either 'completely reliable' or 'somewhat reliable' are indicated below:

- Television news (81% say this source is either completely reliable or somewhat reliable).
- National and provincial newspapers (81%).
- Radio news (80%).
- Television documentaries (78%).
- Local newspapers (71%).
- Crime statistics (66%).

The most commonly used sources of information about crime are viewed as the most reliable. As discussed earlier, around 8 in 10 say television news and newspapers are their main sources of information about crime, these are also viewed as reliable by over 8 in 10 respondents.

Since 2014 there has been a decline in the perceived reliability of most information sources. In particular, the proportion who view television news as reliable has fallen (from 86% rating this source was somewhat or completely reliable in 2014 to 81% in 2016), as has the proportion who view newspapers as reliable (from 84% in 2014 to 81% in 2016). The perceived reliability of crime statistics has also declined (from 70% in 2014 to 66% in 2016).

There is a low level of perceived knowledge about the criminal justice system

Respondents were asked how much they felt they knew about various aspects of the criminal justice system and crime in New Zealand. For each aspect they could choose from one of five answers: 'know a lot', 'quite a lot', 'a little', 'nothing at all' or 'don't know'. Results to this question are described in this report as 'perceived knowledge' because answers are based upon respondents 'self-reporting' their own level of knowledge.

Most respondents say they only know 'a little' or 'nothing at all' about most aspects of the criminal justice system and crime in New Zealand. Levels of knowledge are higher for Police compared to the latter stages of the system, i.e., criminal courts, bail and prison.

A third say they know a lot, or quite a lot, about Police. Around a fifth (19%) say they know a lot, or quite a lot, about fines and other monetary penalties. The equivalent proportions for the criminal court system and prisons are 19% and 16% respectively. Fifteen percent say they know a lot, or quite a lot, about the bail system and only 9% say they know a lot, or quite a lot, about the Parole Board.

Around 3 in 10 say they know a lot or quite a lot about the types of crime, and the volume of crime, in New Zealand.

Since 2014 there has been a general decrease in perceived knowledge about the criminal justice system (in particular there are less people who say they know about the Police and about the types of crime happening in New Zealand).

Public perceptions about local and national crime

Most people do not think there is a crime problem in their neighbourhood and most do not believe that local crime is increasing

Fewer than 4 in 10 (38%) respondents who have lived in their local neighbourhood for the past year say there is a crime problem in their local neighbourhood. Forty-eight percent say there is not a crime problem and 14% do not know (the proportion saying there is a crime problem in their neighbourhood has not significantly changed since 2014).

The following groups are more likely to believe there is a crime problem in their local neighbourhood:

- Those who have had contact with the criminal justice system in the past 2 years, victims in particular.
- Pacific respondents.
- Those with a household income of \$70,001 - \$100,000.
- Those who would struggle to pay an unexpected expense of \$500.

- Those living in cities, Auckland in particular.
- Those aged 25-49.

Respondents were asked whether total neighbourhood crime had increased, decreased or stayed the same in the past year. The largest proportion of respondents, 44%, say that the total amount of crime in the local neighbourhood has remained the same over the past year. Twenty-six percent think that neighbourhood crime has increased, 10% think that neighbourhood crime has decreased, and a further 20% do not know.

Since 2014 the proportion who say there has been an increase in the total amount of neighbourhood crime has grown from 20% in 2014 to 26% in 2016. This is accompanied by a growth in the proportion who think youth crime and burglary has increased in their neighbourhood.

The majority think that national crime is increasing – and there has been a significant increase in the proportion saying that burglary is increasing across the country

Compared with views on local crime, views about national crime are more pessimistic. A large proportion of respondents, 71%, say that total national crime has increased over the past year (this is higher than 2014 when 61% said this). Thirty-seven percent say it has stayed the same and 5% say it has decreased. Eight percent say they do not know.

There has been a growth in the proportion saying that burglary is increasing across the country as a whole. Almost two-thirds (65%) think that burglary is increasing, compared to 50% in 2014 – almost all people holding this viewpoint also believe that national crime is increasing.

Seven in ten or greater think that, at a national level, violent crime and crime committed by young people has increased in the past year - 73% and 70% respectively believe these two types of crime have increased (which is similar to 2014).

Māori respondents and Pacific respondents tend to be more likely than average to perceive that crime has increased. This is also true of people aged over 50, people with a lower level of educational attainment, and females. Asian respondents, younger people, and males tend to be less likely to say that different types of crime have increased.

Perceived causes of crime and reasons why people are in prison

There is a growth in views that disadvantage causes crime

Respondents were asked for their views on the major causes of crime in New Zealand today. Respondents could choose more than one answer. A high proportion of respondents say that drugs and alcohol are major causes of crime (86% and 77% respectively believe these to be major causes of crime). Sixty-eight percent identify 'poor parenting', 68% say 'unemployment', 63% say 'poverty', 58% say 'breakdown of family', and 55% identify 'poor education/poor schooling' as the major causes.

Since 2014 the proportion mentioning the following causes has increased:

- Unemployment (68% say this is a major cause in 2016, up from 64% in 2014).
- Poverty (63%, up from 56% in 2014).

- Poor education or poor schooling (55%, up from 51% in 2014).

Most respondents still have an inaccurate view of why most people are in prison (but views are becoming more accurate)

Respondents were asked to think about people currently serving prison sentences in New Zealand. Respondents were then asked “Do you think that most prisoners are there for violent and sex crimes, property crimes, or drug-related crimes?”

According to the *2015 Trends in the Offender Population report* by the Department of Corrections, almost two-thirds of sentenced prisoners are in prison for offences against the person (i.e. violence or sexual offences). This makes ‘violent and sex crimes’ the most common reason that people are in prison. However, only 32% of respondents knew that violent and sex crimes is the reason that most people are in prison. Twenty-eight percent say that most are in prison for drug-related crimes, 16% say ‘property crimes’ and 24% do not know.

However, a growing proportion of respondents are choosing ‘violent/sex crimes’ (32% in 2016, up from 29% in 2014) and less are choosing ‘property crimes’ (16% in 2016, down from 20% in 2014) to explain why most people are in prison. Both differences reflect long-term trends in the proportion of prison sentences started for a violent crime (which displays an upward trend according to the *2015 Trends in the Offender Population report*) and the proportion of sentences started for crimes against property (which displays a downward trend).

Public perceptions of the criminal justice system

Compared with other agencies in the criminal justice system, NZ Police are viewed the most positively, however views about NZ Police have become more negative since the last survey

Respondents were asked how much they agreed or disagreed with various statements about NZ Police, the following proportions answered positively:

- Police treat people with respect (55% agree, similar to the equivalent proportion in 2014).
- Police are visible in my community (52% agree, down from 59% in 2014).
- Police use force appropriately (e.g., physical force, pepper spray, TASER) (51% agree, similar to 2014).
- Police improve safety on our roads (51% agree, down from 64% in 2014).
- Police can be relied on to respond when called (40% agree, down from 48% in 2014).
- Police treat all ethnic groups fairly (39% agree, down from 45% in 2014).
- Police successfully prevent crime (30% agree, down from 38% in 2014).

In general those who ‘do not agree’ with statements about NZ Police are more likely to be ambivalent (i.e. have a neutral viewpoint) about these statements, rather than hold a negative viewpoint (i.e. disagreement levels are relatively low compared with other statements about the latter stages of the criminal justice system including criminal courts and prisons).

Positive views about the Police displayed a particularly strong downward trend among those aged 50 or older (between 2014 and 2016).

Criminal courts in New Zealand tend to be viewed negatively

Respondents were asked how much they agreed or disagreed with various statements about criminal courts in New Zealand, the following proportions agreed:

- Offenders often get away without paying court fines (56% agree).
- Criminal court processes protect offenders' rights (44% agree).
- Restorative justice conferences are a helpful way for victims to talk about how the crime has affected them (44% agree).
- Fines are an appropriate way to hold people to account for their actions (34% agree).
- Criminal court processes treat victims with respect (25% agree).
- Reparation is usually collected and paid to victims of crime (17% agree).
- Criminal court processes are easy for the public to understand (13% agree).
- Bail decisions take appropriate account of public safety (12% agree).
- NZ's criminal court system is technologically up to date (12% agree).
- Prisons successfully deter people who have been to prison from committing crime in the future (12% agree).
- Criminal courts deal with cases without unnecessary delay (7% agree).

Despite the fact that 8 in 10 admitted to knowing only a little, or nothing at all, about the criminal court system, most respondents are negative or ambivalent about New Zealand's criminal courts.

The growth in negative views appears to be largely confined to the Police, with views on criminal courts remaining more stable over time

Only one measure was more negative for criminal courts in 2016. Agreement that 'criminal courts protect offenders' rights' decreased (from 51% in 2014 to 44% in 2016).

Three measures are more positive in 2016 (compared with 2014):

- In 2016, a smaller proportion of respondents agree that 'offenders often get away without paying court fines' (56% agree compared with 62% in 2014 – suggesting a growth in confidence about the enforcement of fines payment).
- In 2016, a larger proportion agree that 'reparation is usually collected and paid to victims of crime' (17% agree compared to 12% in 2014).
- In 2016, a larger proportion agree that 'prisons deter people who have been to prison from committing crime in the future' (12% agree compared to 8% in 2014).

As with the 2014 survey, under a third of respondents are confident in the effectiveness of the criminal justice system

Respondents were asked to think about all the different parts of the criminal justice system (Police, the courts, the prison, probation and parole systems), and rate how confident they were in the effectiveness of the criminal justice system as a whole.

In total 29% are either 'completely confident' or 'fairly confident' that the criminal justice system is effective. Forty-one percent are either 'not very confident' or 'not at all confident' that the criminal justice system is effective. The findings are broadly similar to the 2014 survey although the proportion who provided a 'neutral'

response increased (from 24% in 2014 to 27% in 2016) as did the proportion who said 'don't know' (from 1% in 2014 to 3% in 2016).

The following groups are **more likely** than average to be either 'completely confident' or 'fairly confident'

- Those who believe that national crime has decreased in the past year (61%).
- Those who have had positive contact with the criminal justice system over the past 2 years (44%).
- Those who use newspapers as their most common source of information about crime (36%).
- Those with a high level of perceived knowledge about crime and the criminal justice system (i.e. they say they know about 3 or more aspects of crime and the criminal justice system) (36% compared to 26% of those with a low, or no, perceived knowledge).
- Those aged 70+ (36%).
- Males (34% compared to 24% of females).
- Those with a University qualification (34%).
- New Zealand Europeans (31%).

The following groups are **less likely** than average to be either 'completely confident' or 'fairly confident':

- Those who believe that national crime has increased in the past year (25%).
- Those who think there is a crime problem in their local neighbourhood (25%).
- Those with no perceived knowledge of crime and the criminal justice system (25%).
- Females (24%).
- Māori respondents (21%).
- Pacific respondents (17%).
- Those who believe that crime statistics are unreliable (16%).
- Those who had negative contact with the criminal justice system over the past two years (11%).

There are some interactions with the criminal justice system which are associated with a lack of confidence. The following groups of respondents are more likely to be 'not at all confident' or 'not very confident':

- Those who have been a victim of crime reported to the Police in the last two years (50% compared with 41% among all respondents).
- Those who have known someone well who was a victim of crime reported to the Police in the last two years (48%).
- Those who have attended court as a witness or support person in the past two years (46%).

There is no one course of action which would increase peoples' confidence in the criminal justice system. Suggested measures include a mixture of preventative, process-orientated, rehabilitative and, to a lesser degree, more punitive responses.

Respondents were asked what would increase their confidence in the criminal justice system. No one particular answer stands out as the most popular choice. The results include a mixture of preventative, process-orientated, rehabilitative and, to a lesser degree, more punitive responses.

As in 2014, the most common answer is ‘putting the interests of the victim at the heart of the system’ - selected by just under a fifth of respondents (17%). The next most common answers relate to preventing crime (15%), bringing more offenders to justice (13%), speeding up the delivery of justice (11%), and increasing the availability of rehabilitation programmes (such as drug and alcohol treatment) in the community (9%). This latter proportion is slightly higher than the proportion who thought the availability of rehabilitation programmes *in prisons* would increase their confidence in the system (7%). In total 15% say that increased availability of rehabilitation programmes would increase their confidence in the system (this was similar in 2014 at 17%).

Three percent of respondents say that harsher punishment (mainly in the form of longer sentences) would increase their confidence in the system (but it should be noted that this option was not offered as an answer on the original response list – rather this was calculated by analysing the free-text answers from the other-specify option).

Since 2014 there has been a slight increase in the proportion who say that better opportunities should be provided for those released from prison (7% say this would increase their confidence in the criminal justice system up from 5% in 2014). Other than that, there have been no significant changes in how this question was answered between 2014 and 2016.

Victims are more likely to view the criminal justice system negatively (compared with non-victims)

Of those respondents who had contact with the criminal justice system in the past two years, victims are more likely than non-victims to have had a negative experience (21% say their experience was negative compared to 7% of non-victims).

Victims are also more likely than non-victims to *not* be confident in the effectiveness of the criminal justice system (50% of victims are not confident compared to 39% of non-victims).

Victims are more likely than non-victims to hold negative views (i.e. they are more likely to ‘disagree’) about all of the individual aspects of the criminal justice system with the exception of ‘Police being visible in the community’ (where there is no significant difference between the views of victims and the views of non-victims).

Interestingly the proportion who are *positive* about the Police and the criminal court system is generally very similar between victims and non-victims. It is only when we examine *negative* views that findings are significantly different.

This suggests that the views of many victims and non-victims are similar, however, there is a group of victims who consistently report more negative views of the justice system. This group of victims are more likely to say they have had negative contact with the criminal justice system recently and are more likely to struggle to pay an unexpected bill of \$500 (which is a marker for financial hardship).

Background and methodology

Background

The Ministry of Justice (the Ministry) commissioned Colmar Brunton to undertake a survey to investigate public perceptions about crime and the criminal justice system.

This is the third time the survey has been conducted. The timings of survey fieldwork have been:

- in late July and early August 2013
- in late June and early July 2014, and
- in late June and early July 2016 (the results of this latest wave are the subject of this report).

It should be noted that the Ministry did not commission a survey in 2015 and so the latest comparisons are between 2014 and 2016. This should be kept in mind when interpreting comparisons over time.

The survey aims to enable a better understanding to emerge about the relationship between public perceptions of crime (at a neighbourhood level and at a national level) and perceptions about the criminal justice system.

It also provides insights into the relationship between the level and source of public knowledge about crime and the criminal justice system and confidence in the system.

Method

Questionnaire

The questionnaire for the survey was provided by the Ministry of Justice. The questionnaire covers:

- Sources of information about crime.
- Knowledge of crime and the criminal justice system.
- Perceptions about crime in the local neighbourhood and national crime.
- Public perceptions of criminal justice agencies.
- Demographics.

The 2016 survey questionnaire is closely based on the 2014 survey questionnaire but with some minor adjustments including an update to media sources (such as asking about awareness of more up-to-date television programmes), the removal of most questions about prison and all of the questions about parole, and a slight change to the question about contact with the criminal justice system (to include 'attending court as a victim' as a response category).

Please refer to Appendix D for a full copy of the final questionnaire used in survey fieldwork.

Sample source

An online survey was conducted using Colmar Brunton's research panel. Colmar Brunton have access to a research panel of 270,000 New Zealanders. Colmar Brunton follow ESOMAR guidance on panel quality and panel maintenance which includes the following principles:

- Invalid email addresses/unsubscribes/repeat non-replies removed.
- Panellist satisfaction regularly monitored (taking action to maintain response rates).
- Panellists cannot be invited to take part in the same client's surveys or tracking surveys.
- Maximum number of 18 invites per year (most receive less than this).
- Panel demographic information is available to allow the identification of a broadly representative sample.

Sample management and weighting

A representative sample of New Zealanders were invited to take part in the survey. An initial sample representative by age, gender, location and ethnicity was drawn from Colmar Brunton's main consumer panel. Respondents were rewarded with FlyBuis points when they completed the survey.

Fieldwork was carefully monitored through fieldwork monitoring quotas to ensure that the final sample was broadly representative by age, gender, ethnicity and location. We also applied quotas by education to ensure that the sample was broadly representative by educational attainment (defined through a simple quota target which sought a representative spread of respondents with and without a University qualification). In addition, Colmar Brunton monitored the sample by household income to ensure that the final sample was representative by household income.

The following official data sources were used to set quotas and monitor fieldwork to ensure a representative sample:

- OECD Education at a Glance 2015 (to estimate the approximate proportion of the New Zealand public with a University qualification).
- Household Economic Survey (Income): Year ended 30 June 2015 (to monitor household income).
- Census 2013 (to set quotas on age, gender, ethnicity and location).

During fieldwork only one corrective action was required to ensure that quota targets were met:

- The quota target on respondents with a University qualification was met towards the latter stages of fieldwork. Colmar Brunton addressed this by inserting a screening question in the first part of the questionnaire. For the latter stages of fieldwork, panellists without a University qualification qualified for the survey, whereas panellists who did have a University qualification did not qualify for the survey (but were entered into a prize draw).

The weighting specification used age and gender information given by respondents in the questionnaire. The weighting targets specified in Table 1 overleaf were applied to the unweighted sample profile (these weighting targets are based upon the 2013 Census).

In addition, we also applied a corrective rim-weighting by Māori vs. non- Māori ethnic identification to ensure the final sample was broadly representative by ethnic identity (our sample included a larger proportion of Māori than would be expected in nationwide survey). For this weighting, we used Statistics New Zealand population projections for the year ending 2015 to benchmark the estimated current proportion of the adult population who are Māori.

Table 1: Weighting targets used

<i>Gender by age-group</i>	18-24	25-49	50-69	70+
Males	6.42%	20.69%	15.02%	5.73%
Females	6.35%	22.76%	15.91%	7.12%

<i>Māori</i>	
Yes	12%
No	88%

Detailed sample profiles are provided in Appendix A of this report.

Fieldwork

In total 2,072 New Zealanders were surveyed between 27 June to 19 July 2016. The maximum margin of error for a sample of 2,072 is +/-2.2% (at the 95% confidence level).

The questionnaire took 15 minutes to complete (on average).

The overall response rate was 36% (this is simply calculated as the number of completes divided by the number of emails sent out). This response rate is standard for an online panel survey with the general public involving a fifteen minute questionnaire. The response rate in the 2014 survey was similar (at 35%).

Significance testing

Throughout this report we used chi-square significance tests of difference between subgroups and the total, or to compare results from 2014 against results from 2016. Occasionally we compared one subgroup against another, such as males compared with females, or victims compared with non-victims.

Only statistically significant differences at the 95% confidence level are reported. We did not report differences for subgroups with less than 20 respondents (such analysis would not be robust due to the small base sizes).

The report comments on increases or decreases since 2014 where these changes are statistically significant at the 95% confidence level. Unless stated otherwise, all written descriptions of proportions increasing or decreasing since 2014 are statistically significant. In charts we indicate significant differences between total nett figures (e.g. % *'strongly agree'* or *'agree'*) in 2014 and total nett figures in 2016 by displaying a '↑' (for a significant increase) or '↓' (for a significant decrease).

The following factors were used in subgroup analysis:

- Gender.
- Age.
- Ethnicity.
- Household income.
- Whether the respondent can pay an unexpected expense of \$500 (which is a simple proxy for financial hardship).
- Education (highest educational qualification obtained).
- Urban/rural location.

- Regional location (Auckland, Wellington, Christchurch, etc).
- Whether the respondent believes crime in New Zealand is increasing or decreasing.
- Whether respondent identifies as a victim of crime reported to the police (that is they either have been a victim of crime that was reported to the police or have attended court as a victim within the past two years).
- Contact with the criminal justice system in the past two years (direct, indirect, either direct or indirect, or none) – and whether that contact is viewed positively or negatively.
- Most commonly used source of information about crime (such as television, radio, etc.) is also used in subgroup analysis of the public perception questions included in the survey.

In addition, there are four knowledge groups which are used in subgroup analysis throughout this report. (It should be noted that the knowledge level is only based on self-reported knowledge, we did not include any 'knowledge tests' to determine someone's level of knowledge).

The four levels are described as:

- *No perceived knowledge* about crime and the criminal justice system (the respondent says they do not know about any aspects of crime and the criminal justice system).
- *Low level of perceived knowledge* about crime and the criminal justice system (the respondent says they know about one or two different aspects).
- *Fairly high level of perceived knowledge* about crime and the criminal justice system (the respondent says they know about three or four different aspects).
- *Very high level of perceived knowledge* about crime and the criminal justice system (the respondent says they know about five to ten different aspects).

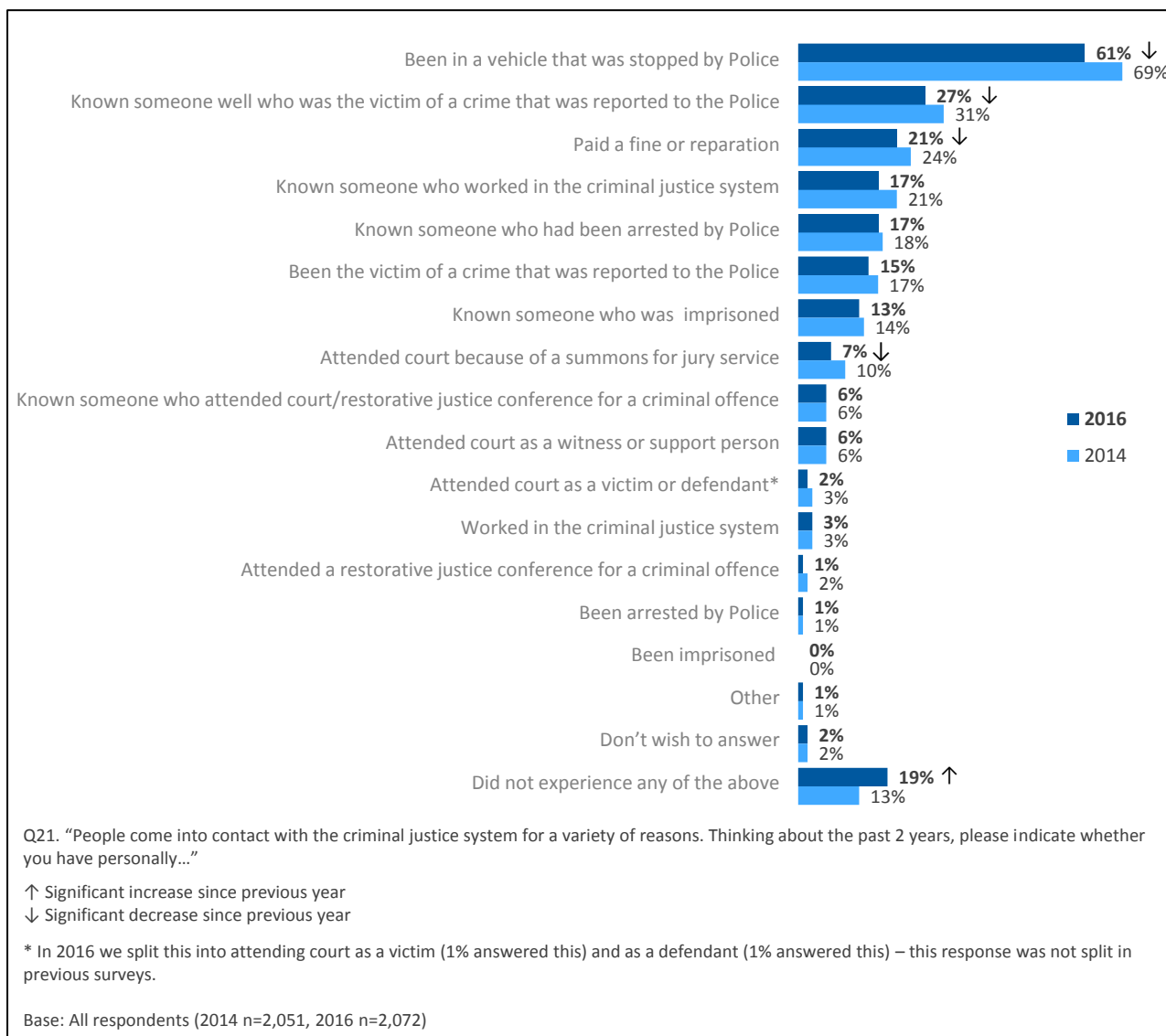
In some places in the report we merge together the bottom two or the top two knowledge groups when required for analysis – for example, combining 'fairly high' and 'very high' into the category 'high level of perceived knowledge' (normally this is done to enlarge the sample sizes of knowledge categories in order to increase the robustness of subgroup analysis).

In many places in this report two or more answer categories are combined to create 'nett categories' (for example, combining the proportion who 'strongly agree' with the proportion who 'agree'). The combined proportion (for example, 'all those agreeing') is sometimes one percentage point higher or lower than the face-value sum of the individual parts. This is due to rounding (each individual figure has decimal places which are not reported, for example, 48.4% + 48.4% would combine to be 97% not 96%).

Contact with the Criminal Justice System

Respondents were asked whether they had personally come into contact with the criminal justice system in the past two years. The results are illustrated in Figure 1. A different question was used in the baseline survey in 2013 so the chart only shows the 2014 and 2016 survey responses.

Figure 1: Contact with the criminal justice system in the past two years



In total, 79% of respondents have interacted with the criminal justice system in the past two years, which is down from 85% in 2014.

The decline in contact is largely accounted for by a reduction in the proportion of respondents being in a vehicle stopped by the Police (61% in 2016 down from 69% in 2014). However, other forms of contact are also lower in 2016 compared with 2014, including knowing a victim of crime reported to the Police (27% down from 31% in 2014), paying a fine or reparation (21% down from 24% in 2014), and attending court because of a jury summons (7% down from 10% in 2014).

For most respondents the nature of the contact is short or relatively low intensity. As in 2014, the most common interaction (by far) is being in a vehicle stopped by the Police (respondents were given the examples of a traffic stop or alcohol check point).

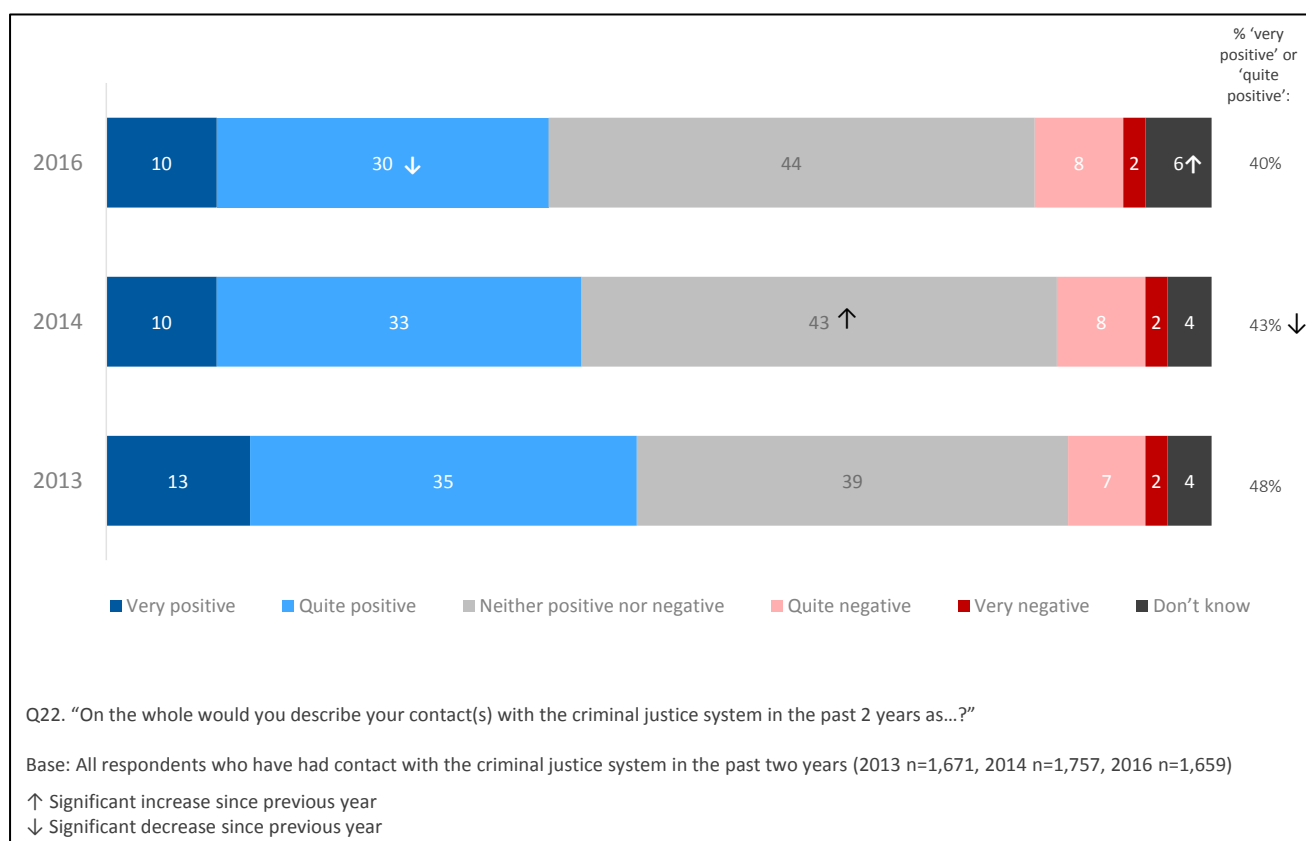
In total 72% of respondents say they had direct personal contact with the criminal justice system in the past two years and 45% say they had indirect contact, that is they 'knew someone' who had contact. The equivalent proportions in 2014 were higher (78% and 51% respectively).

In total 15% of respondents identified as being the victim of a crime reported to the police (a subset of this group attended court as a victim – only 1% of respondents). Please refer to the last section of this report for more details of the views of victims identified in this survey (in this last section we compare the views of victims with the views of non-victims).

Most people have experienced multiple contacts with the criminal justice system over the past two years. Among those who have had contact with the criminal justice system in the past two years, the average respondent selected 2.5 answers to this question (up to a maximum of 16 different types of contact). This finding is very similar to the 2014 survey when the average respondent selected 2.6 answers.

Respondents who had contact with the criminal justice system were also asked whether their contact with the criminal justice system was positive or negative (overall). Results are illustrated in the figure below.

Figure 2: Rating the experience of contact with the criminal justice system



In total 40% of those who have had contact with the criminal justice system in the past two years say their overall experience has been either 'very positive' or 'quite positive'. The finding was similar in 2014 (43%), but is significantly lower than the equivalent finding in 2013 (48%). The results suggest a downward trend in the proportion who rated their contact with the criminal justice system positively.

In 2016 44% are 'neutral' and 10% are either 'quite negative' or 'very negative' about their contact with the criminal justice system (these findings are similar to the 2014 survey). In 2016 6% said 'don't know', up from 4% in 2014.

Whether someone has interacted with the criminal justice system in the past two years is used throughout this report in subgroup analysis. As discussed later in this section, a positive experience of contact is associated with confidence in the effectiveness of the criminal justice system as a whole (and the opposite is true for those who say their contact with the criminal justice system has been negative).

The following groups are generally more **positive** about their contact with the criminal justice system (the results below should be compared against the average results for all respondents – which are 40% positive / 10% negative):

- Those who believe that national crime is reducing (55% are positive and 6% are negative).
- Those with a University qualification (47% are positive and 8% are negative).
- Those identifying with New Zealand European ethnicity (43% are positive and 9% are negative).
- Males (43% are positive and 9% are negative, compared with 38% of females who are positive and 10% of females who are negative).

The following groups are generally more **negative** about their contact with the criminal justice system (the results below should be compared against the average results for all respondents – which are 40% positive / 10% negative):

- Those who have been a victim of crime reported to the Police (40% are positive and 21% are negative).
- Those with indirect contact with the criminal justice system (for example, know someone who has been a victim) (38% are positive and 13% are negative).
- Those with a wider range of contacts with the criminal justice system (34% of those who have had five or more different types of contact with the criminal justice system in the past two years are positive and 22% are negative).
- Those who would struggle to pay an unexpected bill of \$500 (32% are positive and 14% are negative).

Two groups have seen particularly significant changes in their views since 2014:

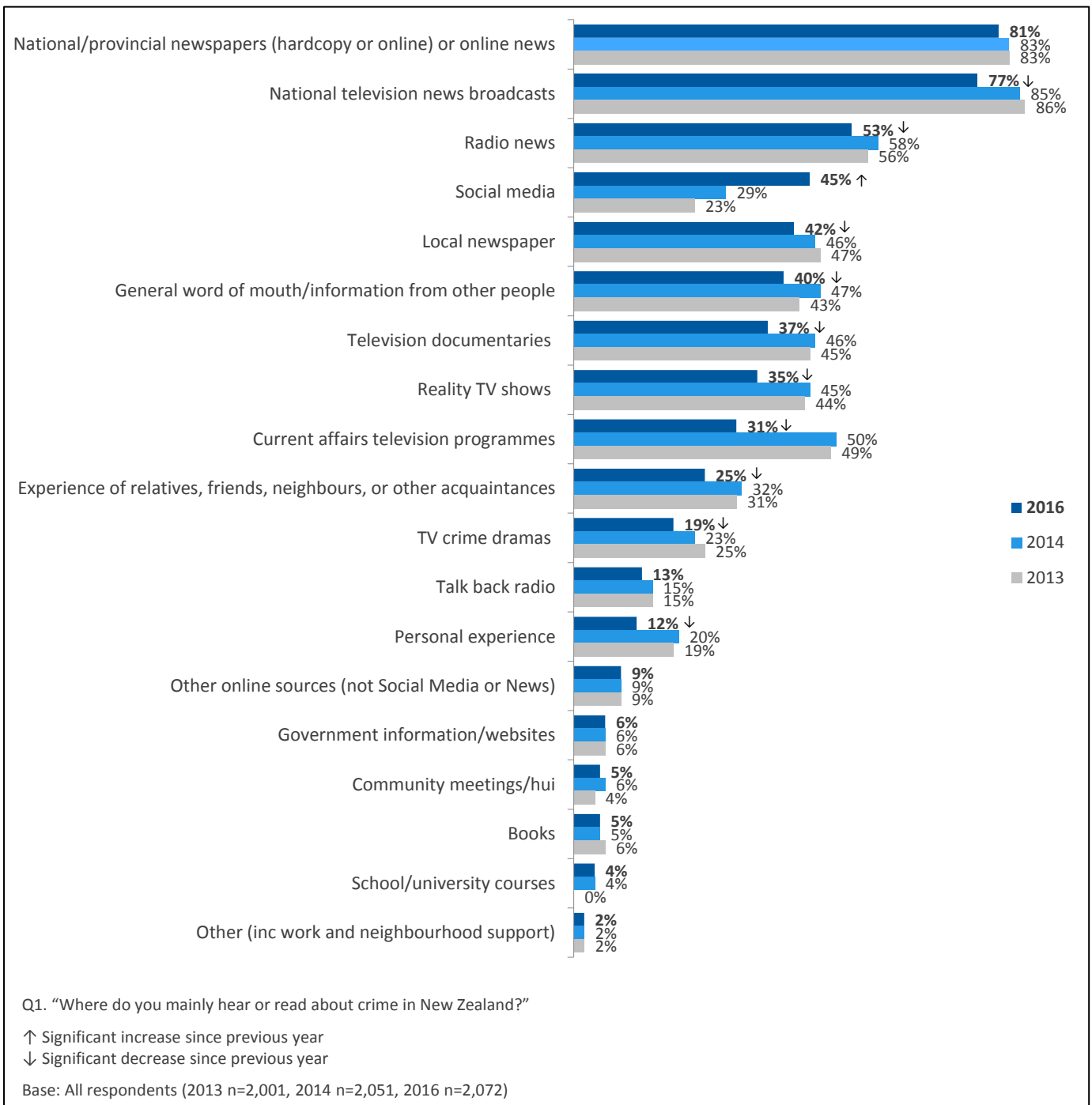
- Females (47% were positive in 2014 and 9% were negative, compared to 38% and 10% in 2016).
- Pacific respondents (45% were positive in 2014 and 16% were negative, compared to 34% and 11% in 2016).

Information about crime

Main sources of information about crime in New Zealand

Respondents were asked where they mainly read or heard about crime in New Zealand. Respondents were given examples for each media source, such as: *Current affairs television programmes (e.g., Story, The Nation, and Te Karere)*. Respondents could select more than one answer to the question. Figure 3 below shows the summary of responses.

Figure 3: Main sources of information about crime



Respondents get their information about crime from a wide range of sources. On average each respondent mentioned five sources of information (which is lower than in 2014 when the average respondent mentioned six sources).

Eight in 10 respondents say that national or provincial newspapers or online news sources such as Stuff.co.nz are one of their main sources of information about crime. Seventy-seven percent say national television news is one of their main sources of information about crime in New Zealand (this is significantly lower than in 2014 when 85% said national television news was their main source). Radio news is the third most common source of information (53% say radio is one of their main sources, which is down from 58% in 2014).

Not many respondents use government information, books or community meetings as sources of information about crime.

Since 2014 there has been a general decline in using a range of sources to hear or read about crime. As Figure 3 shows there have been significant reductions in the proportion who use national television news, radio news, local newspapers, word of mouth, television documentaries, reality TV shows, current affairs television programmes, experiences of others (such as relatives and friends), TV crime dramas, and personal experience. The one exception is a large growth in use of Social Media (45% in 2016, up from 29% in 2014).

Use of Social Media increased among all groups of respondents, but has grown fastest among those aged up to 50 (33% said this was a main source of information about crime in 2013, this increased to 41% in 2014, and increased to 58% in 2016).

There are some significant differences in the main sources of information used by different demographic subgroups (please refer to Table 2 below for details). Generally speaking, age is the main determinant of information sources used. Older respondents tend to hear or read about crime across a wider range of sources including television, newspapers and radio, whereas younger respondents are more likely than older respondents to hear about crime through general word of mouth and Social Media.

Table 2: Significant differences in main sources of information by demographic group

	Groups significantly more likely than average to use this information source:	Groups significantly less likely than average to use this information source:
National and provincial newspapers (online or hardcopy) or online news such as Stuff.co.nz (average of 81% use this source)	<ul style="list-style-type: none"> ▪ Those living in cities (85%). ▪ Males (85%). ▪ Those from households with an income of \$100,000-\$150,000 (87%) or over \$150,000 (91%). ▪ University graduates (88%). 	<ul style="list-style-type: none"> ▪ Females (78%). ▪ Those with a household income up to \$30,000 (75%). ▪ Those with no qualification (73%).
National television news broadcasts (average of 77% use this source)	<ul style="list-style-type: none"> ▪ Those living in rural areas (81%). ▪ Those who think national crime is increasing (80%). ▪ Those aged 50-69 (87%) or 70+ (90%). 	<ul style="list-style-type: none"> ▪ Those who think national crime is decreasing (70%). ▪ Those aged under 25 (61%).
Radio news (average of 53% use this source)	<ul style="list-style-type: none"> ▪ Pacific respondents (60%). ▪ Those aged 70+ (63%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (44%).
Social media sources (average of 45% use this source)	<ul style="list-style-type: none"> ▪ Those who would struggle to pay an unexpected expense of \$500 (57%). ▪ Those who have had contact with the criminal justice system (47%), in particular victims of crime (50%) and those with indirect contact (48%). ▪ Māori respondents (54%). ▪ Pacific respondents (65%). 	<ul style="list-style-type: none"> ▪ Those who have not had contact with the criminal justice system (36%). ▪ Those who think national crime is reducing (35%). ▪ Those aged 50-69 (31%), and those aged 70+ (19%). ▪ Males (40%).

	<ul style="list-style-type: none"> ▪ Those aged under 25 (64%) or aged 25-49 (57%). ▪ Females (49%). 	
Local newspapers (average of 42% use this source)	<ul style="list-style-type: none"> ▪ Respondents living in rural areas (50%). ▪ Those aged 70+ (55%). ▪ Those with a household income up to \$50,000 (48%). 	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (30%). ▪ Those aged under 25 (28%).
General word of mouth (average of 40% use this source)	<ul style="list-style-type: none"> ▪ Those who have had contact with the criminal justice system in the past 2 years (43%). ▪ Māori respondents (49%). ▪ Those aged under 25 (51%). ▪ Those with a fairly high or very high level of perceived knowledge about the criminal justice system (claiming to know 3 or more different aspects) (44%). 	<ul style="list-style-type: none"> ▪ Those who have not had contact with the criminal justice system in the past 2 years (28%). ▪ Those aged 70+ (31%).
Television documentaries (average of 37% use this source)	<ul style="list-style-type: none"> ▪ Those aged 50-69 (50%), and those aged 70+ (48%). ▪ Those with a school certificate as their highest qualification (45%). ▪ Māori respondents (44%). ▪ Pacific respondents (48%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (16%). ▪ Asian respondents (27%). ▪ University graduates (32%).
Reality TV shows (average of 35% use this source)	<ul style="list-style-type: none"> ▪ Those with a school certificate as their highest qualification (39%). ▪ Pacific respondents (48%). ▪ Those aged 50-69 (39%). ▪ Those who believe that crime in New Zealand is increasing (39%). 	No significant differences by demographic group.
Current affairs television programmes (average of 31% use this source)	<ul style="list-style-type: none"> ▪ Those aged 50+ (37%). ▪ Māori respondents (41%). ▪ Pacific respondents (41%). ▪ Those with a fairly high or very high level of perceived knowledge about the criminal justice system (claiming to know 3 or more different aspects) (44%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (20%).
Experience of relatives, friends, neighbours, or other acquaintances (average of 25% use this source)	<ul style="list-style-type: none"> ▪ Those who have had contact with the criminal justice system (28%), in particular victims of crime (37%) and those with indirect contact (35%). ▪ Those who had a negative experience of the criminal justice system (39%). ▪ Māori respondents (30%). ▪ Those aged under 25 (31%). 	<ul style="list-style-type: none"> ▪ Those who have not had contact with the criminal justice system (13%). ▪ Those with no perceived knowledge of the criminal justice system (18%). ▪ Those aged 70+ (19%).
TV crime dramas (average of 19% use this source)	<ul style="list-style-type: none"> ▪ Pacific respondents (32%). ▪ Females (22%). ▪ Those who would struggle to pay an unexpected expense of \$500 (24%) 	<ul style="list-style-type: none"> ▪ Those aged under 25 (12%). ▪ Males (16%).
Talk back radio (average of 13% use this source)	<ul style="list-style-type: none"> ▪ Those with a very high level of perceived knowledge about the criminal justice system (i.e. claim to know about 5 or more aspects) (18%). ▪ Pacific respondents (18%). ▪ Those living in cities (15%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (5%).
Government information/websites (average of 6% use this source)	<ul style="list-style-type: none"> ▪ Those who think that national crime is reducing (15%). ▪ Those with a very high level of perceived knowledge about the criminal justice system (i.e. claim to know about 5 or more aspects) (16%). ▪ Asian respondents (13%). 	No significant differences by demographic group.

Respondents were also asked where they heard or read about crime *most often*. Figure 4 below shows the responses to this question by type of media (i.e. ‘newspapers’, ‘radio’, ‘online’ or ‘television’).

Figure 4: Most common media format used by respondents (to find out information about crime)

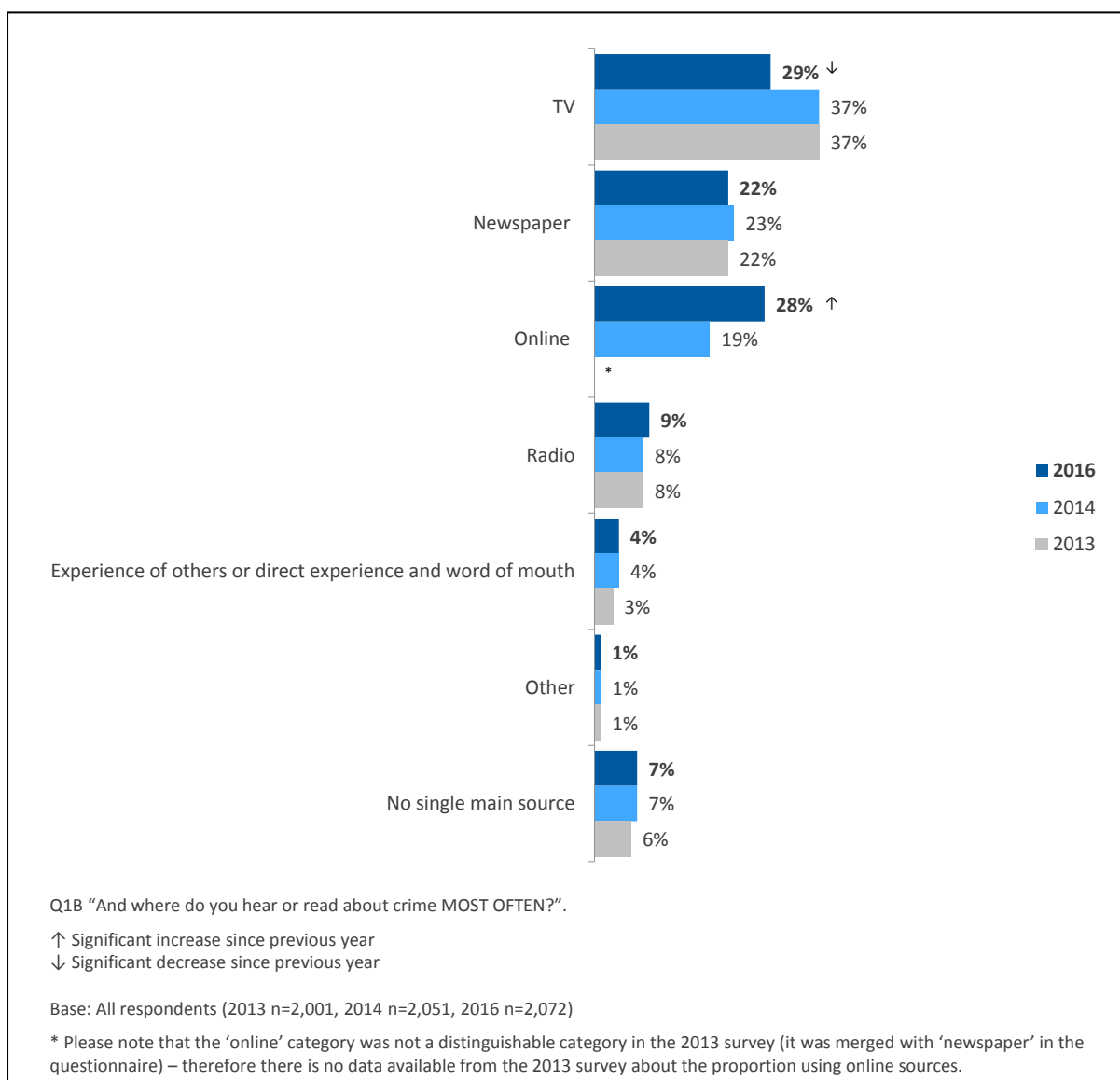


Figure 4 shows that although television remains the most commonly used channel, the proportion who use it as a main source of information about crime has fallen from 37% in 2014 to 29% in 2016. This has been accompanied by an increase in use of online sources. In 2014 19% said that online sources were their main source of information about crime, but this increased to 28% in 2016.

(Please note that the 2013 questionnaire used a slightly different definition for ‘online’ and so is not directly comparable with 2014 or 2016 results - which is why it is not included in Figure 4).¹

Less than one in ten say radio is their most common source of information about crime.

¹ In 2013 we did not explore whether people mentioned hardcopy or online as their main source when saying they used ‘newspapers’.

Perceived reliability of different sources of information about crime

Respondents were asked about the reliability of six different information sources (regardless of whether or not they used them). The results are shown in Figures 5a and 5b.

Figure 5a: Reliability of information sources (top 3 most reliable sources)

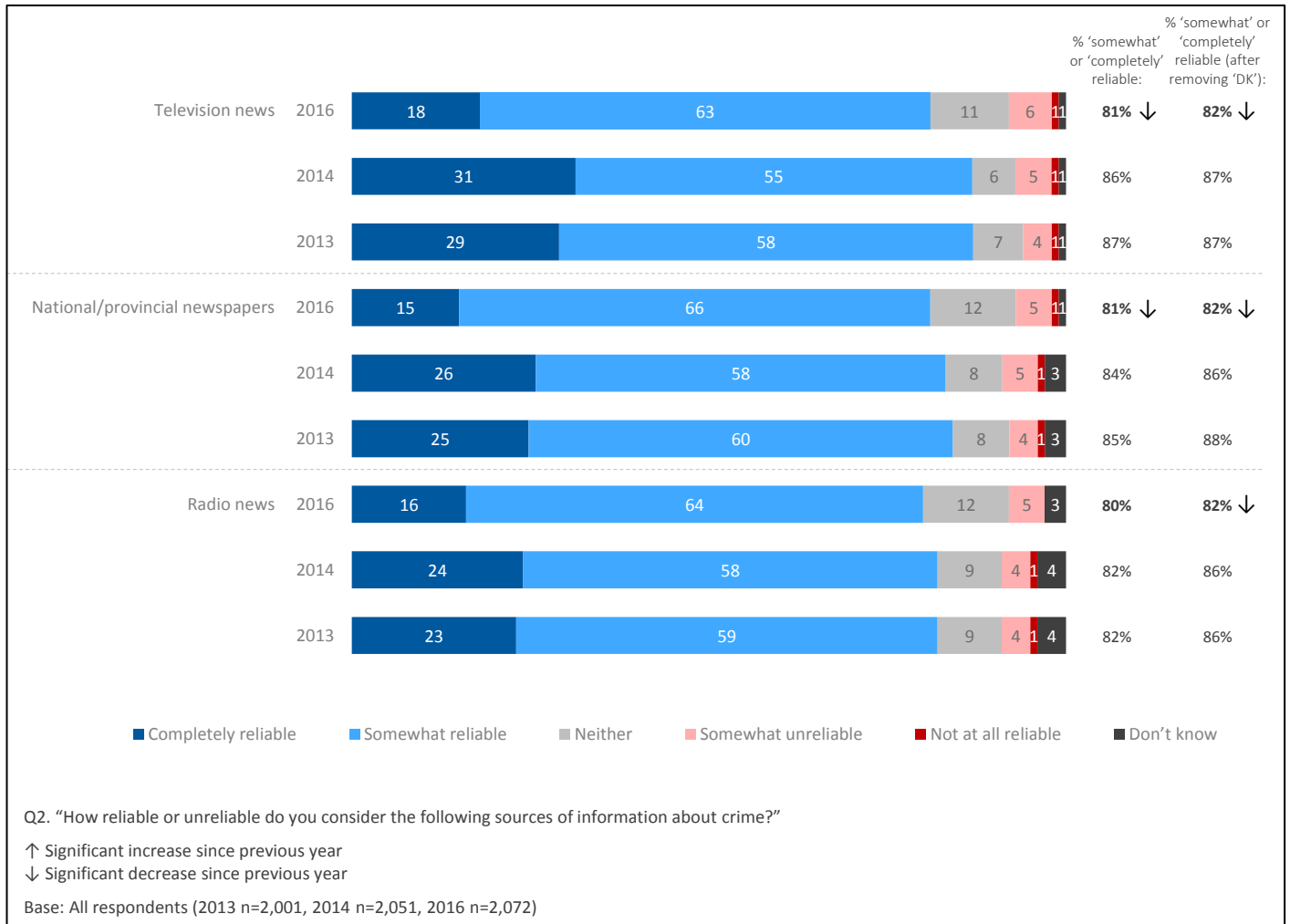
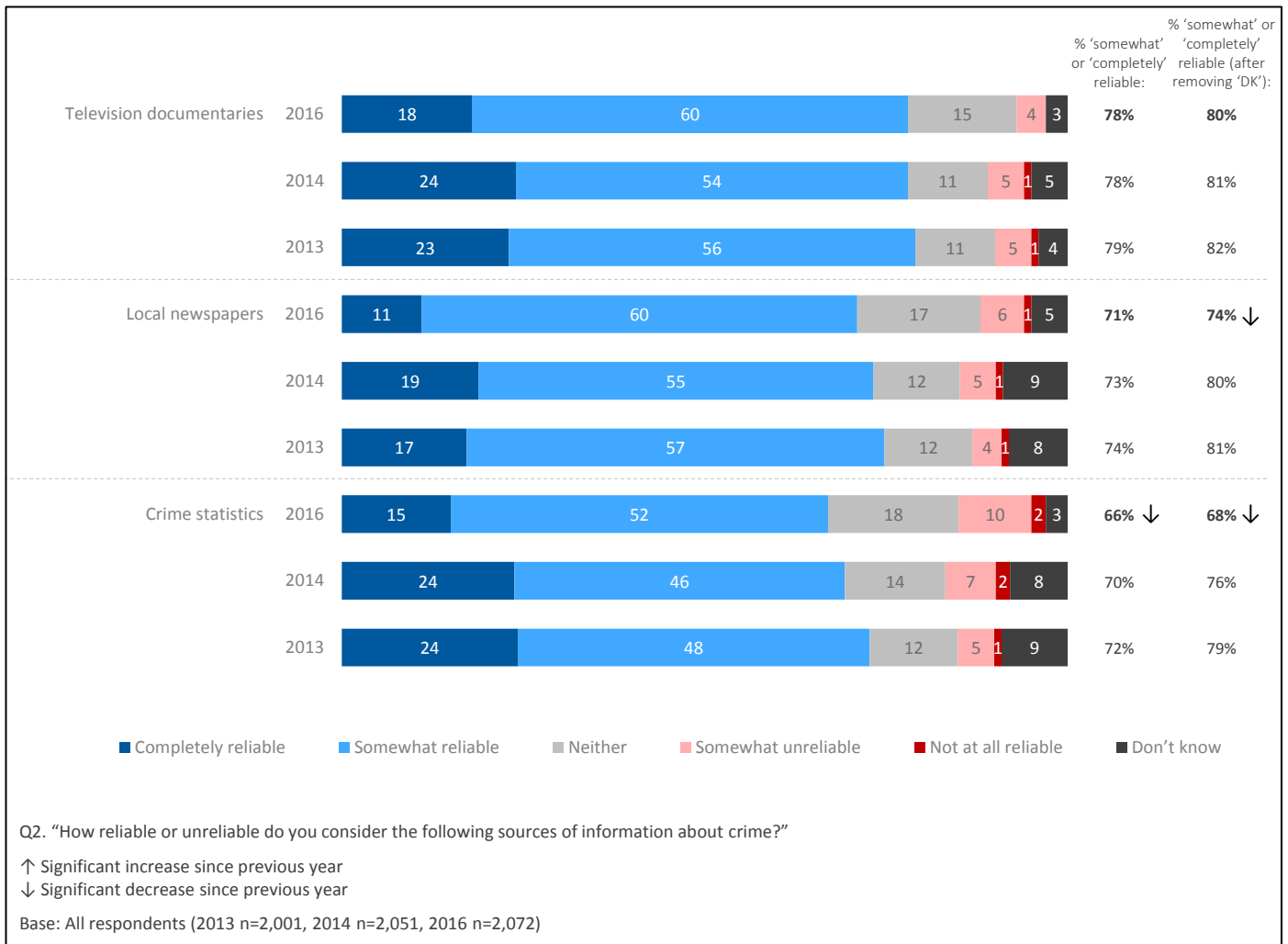


Figure 5b: Reliability of information sources (bottom 3 most reliable sources)



Most information sources are viewed as reliable (although respondents are more likely to say sources are 'somewhat reliable' rather than 'completely reliable').

Just over eight in ten say that television news is reliable (either 'somewhat' or 'completely reliable'). The proportion rating crime statistics as reliable is lower (two-thirds). Even when the findings are re-calculated by removing those who say 'don't know' (i.e. focusing analysis on those who do know and provide an answer) – crime statistics still rate lower than any other information source.

Since 2014 there has been a decline in the perceived reliability of most information sources. In particular, the proportion who view television news as reliable has declined (from 86% rating this source was somewhat or completely reliable in 2014 to 81% in 2016), as has the proportion who view newspapers as reliable (from 84% in 2014 to 81% in 2016). The perceived reliability of crime statistics has also declined (from 70% in 2014 to 66% in 2016).

Those who believe national crime is reducing are more likely to say that crime statistics are reliable (79% compared to 66% among all respondents), as are those who have confidence in the criminal justice system (78%). Those aged under 25 are also more likely to say that crime statistics are reliable (75%).

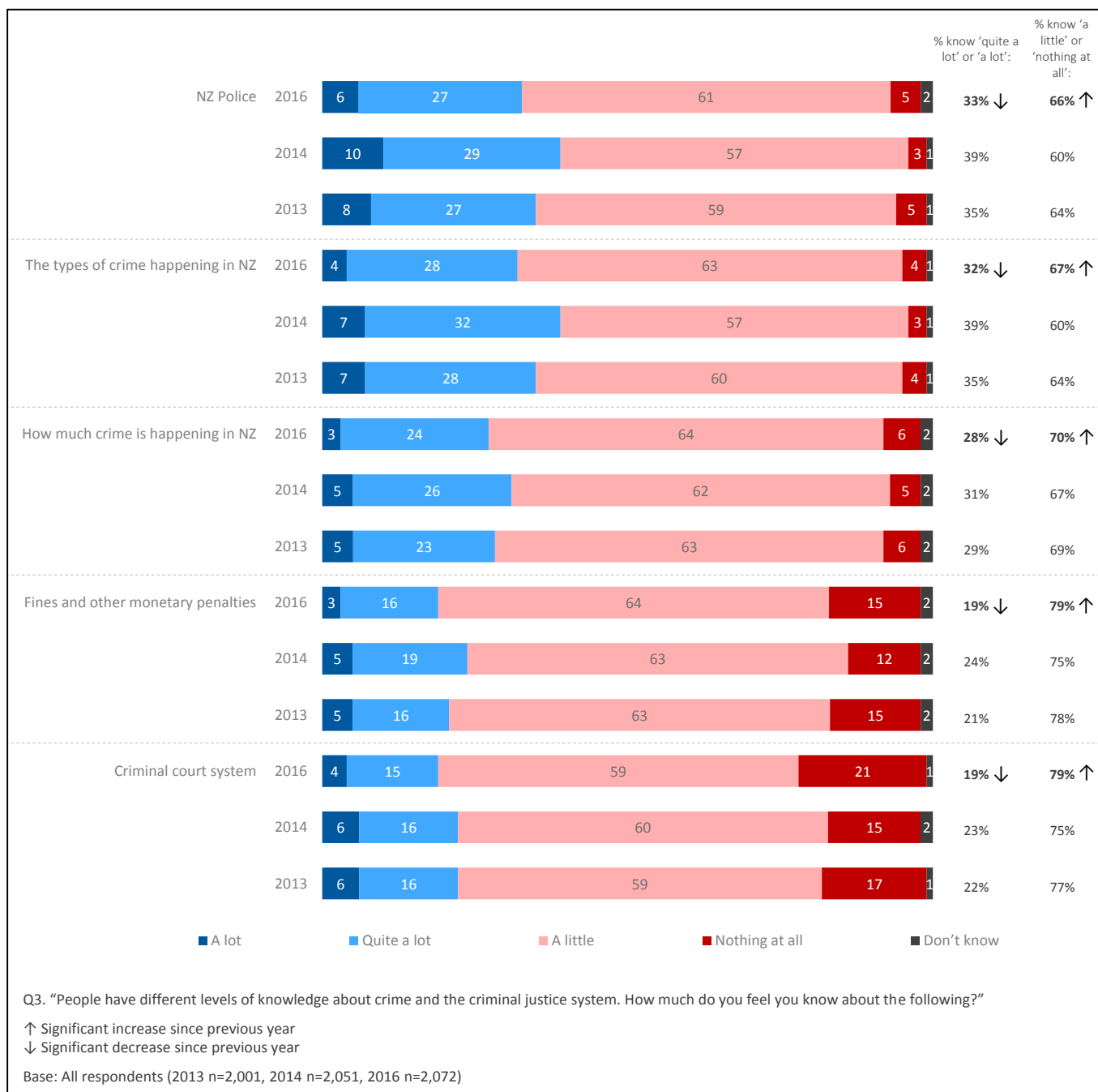
Not surprisingly there is a link between 'use' and perceived 'reliability'. For example, 90% of those who say radio news is their most common source of information about crime, rate radio news as reliable (compared to 80% of all respondents). This finding applies to each of the information sources investigated.

Perceived knowledge about crime and the criminal justice system

Respondents were asked how much they knew about various aspects of the criminal justice system and crime in New Zealand. This was a straightforward self-reported knowledge question (with the response categories: 'know a lot', 'know quite a lot', 'know a little', and 'know nothing at all').

The results are shown in Figure 6a (the five most well-known aspects of crime and the criminal justice system) and Figure 6b (all other aspects) overleaf.

Figure 6a: Knowledge about different aspects of crime and the criminal justice system (top five most well known aspects)



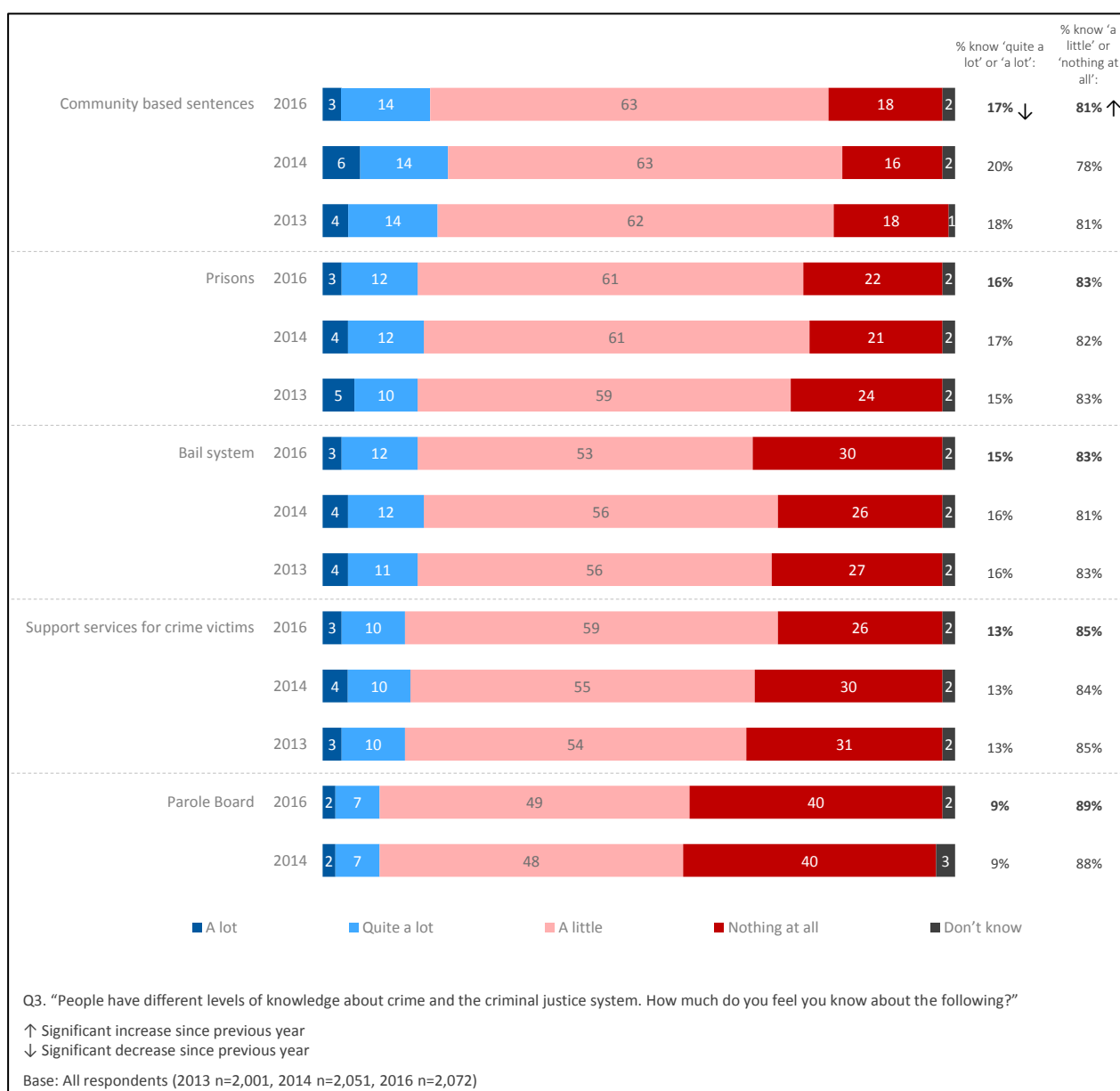
Most respondents say they only know 'a little' or 'nothing at all' about the various aspects of the criminal justice system and crime in New Zealand, and the proportion of respondents in these categories has increased since 2014. In particular, there have been increases in the proportion of respondents who know little or nothing at all about the Police and about the types of crime happening in New Zealand.

In general respondents are more likely to say they know more about Police who are the agency that deals with the earlier stages of the criminal justice system. Only 9% say they know a lot, or quite a lot, about the Parole Board.

Self-claimed knowledge is highest for: NZ Police (33% know quite a lot or a lot about NZ Police), the types of crime happening in New Zealand (32%), and how much crime is happening in New Zealand (28%). Less than a fifth have knowledge of other aspects of the criminal justice system. As can be seen in Figure 6b overleaf,

there have been less significant changes in knowledge about other aspects of the criminal justice system between 2014 and 2016.

Figure 6b: Knowledge about other aspects of crime and the criminal justice system



One in five (or less) say they know quite a lot, or a lot, about community based sentences, prisons, the bail system, support services for crime victims, and the Parole Board. The proportion who say they know about community based sentences has decreased (from 20% in 2014 to 17% in 2016).

Generally speaking, males are more likely than females to say they know a lot or quite a lot about various aspects of the criminal justice system. Those who have had contact with the criminal justice system in some way also tend to say they know more about it than others, whilst those who have had no contact with the criminal justice system are generally less likely to say they have a high knowledge of it.

Table 3 overleaf outlines the significant differences in perceived knowledge for each aspect of crime and the criminal justice system.

Table 3: Significant differences in perceived knowledge by demographic group

	Groups significantly more likely than average to say they know ‘a lot’ or ‘quite a lot’:	Groups significantly less likely than average to say they know ‘a lot’ or ‘quite a lot’:
<p>NZ Police</p> <p>(average of 33% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (38%) ▪ 50-69 year olds (37%) ▪ Males aged 50-69 (42%) ▪ People who live in cities (37%) ▪ Those who said their experience of the CJS was positive (41%) ▪ Those who said their experience of the CJS was negative (41%) ▪ Those who’ve had direct contact with CJS (36%), indirect contact with CJS (40%), victims (44%), any contact with CJS (36%) 	<ul style="list-style-type: none"> ▪ Females (28%) ▪ Females aged 25-49 (24%) ▪ Those living in rural areas (28%) ▪ Those who say their most common source of information about crime is social media (26%) or national television news (28%) ▪ Those who have had no contact with CJS (21%)
<p>Types of crime happening</p> <p>(average of 32% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males aged 50-69 (38%) ▪ Those who said their experience of the CJS was positive (38%) ▪ Those who said their experience of the CJS was negative (46%) ▪ Those who’ve had indirect contact with CJS (40%), victims (39%) 	<ul style="list-style-type: none"> ▪ Females aged 25-49 (27%) ▪ South Islanders who live outside of Christchurch and Dunedin (25%) ▪ Those who live in towns (27%) ▪ Those who say their most common source of information about crime is social media (25%) ▪ Those who’ve had no contact with CJS (21%)
<p>How much crime is happening</p> <p>(average of 28% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ 50-69 year olds (33%) ▪ Males aged 50-69 (33%) ▪ Those who think crime in NZ has increased a lot in the past year (35%) ▪ Those who said their experience of the CJS was positive (33%) ▪ Those who said their experience of the CJS was negative (38%) ▪ Those who’ve had indirect contact with CJS (33%), victims (37%) 	<ul style="list-style-type: none"> ▪ Those who have had no contact with CJS (19%)
<p>Fines & monetary penalties</p> <p>(average of 19% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (27%) ▪ 18-29 year olds (29%) ▪ Those who said their experience of the CJS was positive (25%) ▪ Those who said their experience of the CJS was negative (32%) ▪ Those who’ve had indirect contact with CJS (24%), victims (25%) 	<ul style="list-style-type: none"> ▪ Those aged over 70 (12%) ▪ Those with no qualification beyond school (12%) ▪ Those who say their most common source of information about crime is national television news (14%) ▪ Those who’ve had no contact with CJS (11%)
<p>Criminal court system</p> <p>(average of 19% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ 50-69 year olds (25%) ▪ Males (24%) ▪ Males aged 50-69 (30%) ▪ Those with a university qualification (24%) ▪ Those who said their experience of the CJS was positive (26%) ▪ Those who said their experience of the CJS was negative (31%) ▪ Those who’ve had indirect contact with CJS (25%) 	<ul style="list-style-type: none"> ▪ Females aged 25-49 (13%) ▪ Those with no qualification beyond school (13%)
<p>Community based sentences</p> <p>(average of 17% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Those who said their experience of the CJS was negative (29%) ▪ Those who’ve had indirect contact with CJS (22%) 	<ul style="list-style-type: none"> ▪ Those aged over 70 (12%) ▪ Those with no qualification beyond school (12%) ▪ Those who’ve had no contact with the CJS (8%)

<p>Prisons</p> <p>(average of 16% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Those whose household income is between \$100,001 and \$150,000 (22%) ▪ Those who said their experience of the CJS was positive (21%) ▪ Those who said their experience of the CJS was negative (28%) ▪ Those who’ve had indirect contact with CJS (21%) 	<ul style="list-style-type: none"> ▪ Those aged over 70 (11%) ▪ Those who’ve had no contact with CJS (7%)
<p>Bail system</p> <p>(average of 15% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (22%) ▪ Males aged 50-69 (21%) ▪ Those who said their experience of the CJS was negative (27%) 	<ul style="list-style-type: none"> ▪ Those with no qualification beyond school (10%) ▪ Those who say their main source of information about crime is radio news (10%) ▪ Those who’ve had no contact with CJS (88%)
<p>Support services for victims</p> <p>(average of 13% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (18%), Asian respondents (21%) ▪ Those with a household income between \$50,001 and \$70,000 (20%) ▪ Those who said their experience of the CJS was positive (19%) ▪ Those who said their experience of the CJS was negative (21%) ▪ Victims (20%) 	<p>No significant differences by demographic group</p>
<p>Parole Board</p> <p>(average of 9% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (15%) ▪ Those who said their experience of the CJS was negative (15%) 	<p>No significant differences by demographic group</p>

We counted the number of times a respondent gave an answer of ‘a lot’ or ‘quite a lot’ to these questions and created four different ‘perceived knowledge groups’ (please refer to either the significance testing part of the methodology section or to Appendix B to determine how these groups were created).

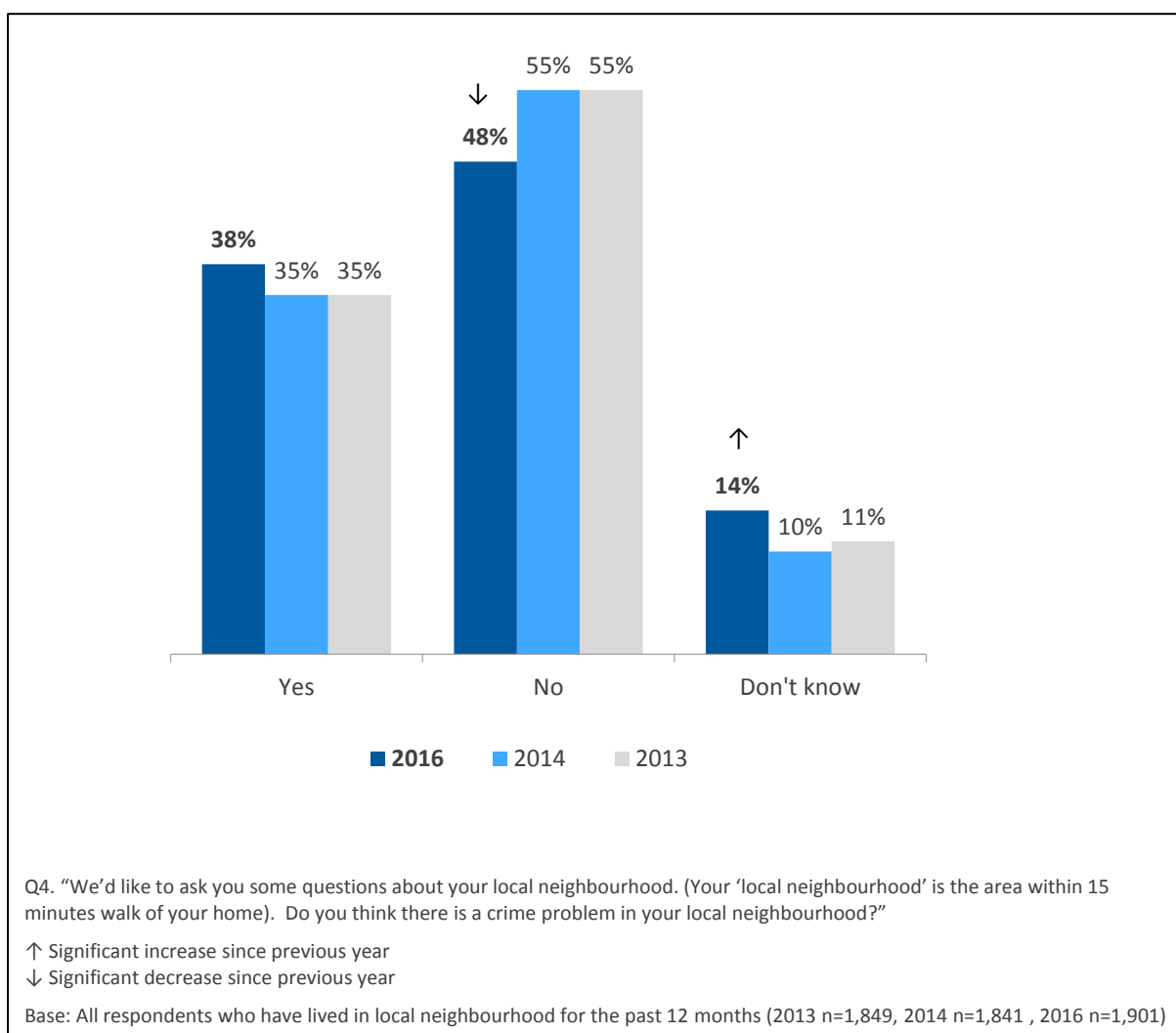
The group with ‘no perceived knowledge’ (i.e. they said they *didn’t* know ‘a lot’ or ‘quite a lot’ about *all* aspects of the criminal justice system and crime in New Zealand) has significantly increased since 2014 (from 42% in 2014 to 48% in 2016). Correspondingly the group with a ‘very high level of perceived knowledge’ has decreased (from 20% in 2014 to 17% in 2016).

Public perceptions about crime in the local neighbourhood and crime at a national level

Crime problem in local neighbourhood

Respondents were asked whether they thought there was a crime problem in their local neighbourhood. ('Local neighbourhood' was defined as the area within 15 minutes' walk of their home). The 8% of respondents who have not lived in their local neighbourhood for the past twelve months were excluded from analysis in Figure 7 below.

Figure 7: Perceptions about a crime problem in the local neighbourhood



In 2014 35% said there was a crime problem in their local neighbourhood, this changed to 38% in 2016 – although it should be noted that this is not a statistically significant increase.

Since 2014 there has been a significant increase in the proportion saying 'don't know' and a decrease in the proportion saying 'no'.

If we *include* those who are new to the neighbourhood, the findings change very slightly to 37% 'yes', 48% 'no', and 15% 'don't know'.

The following groups are more likely than average to believe there is a crime problem in their neighbourhood:

- Those who have had contact with the criminal justice system in the past 2 years (39%), victims in particular (56%).
- Pacific respondents (50%).
- Those with a household income of \$70,001 - \$100,000 (47%).
- Those who would struggle to pay an unexpected expense of \$500 (44%).
- Those aged 25-49 (40%).
- Those living in cities (39%), Auckland in particular (46%).

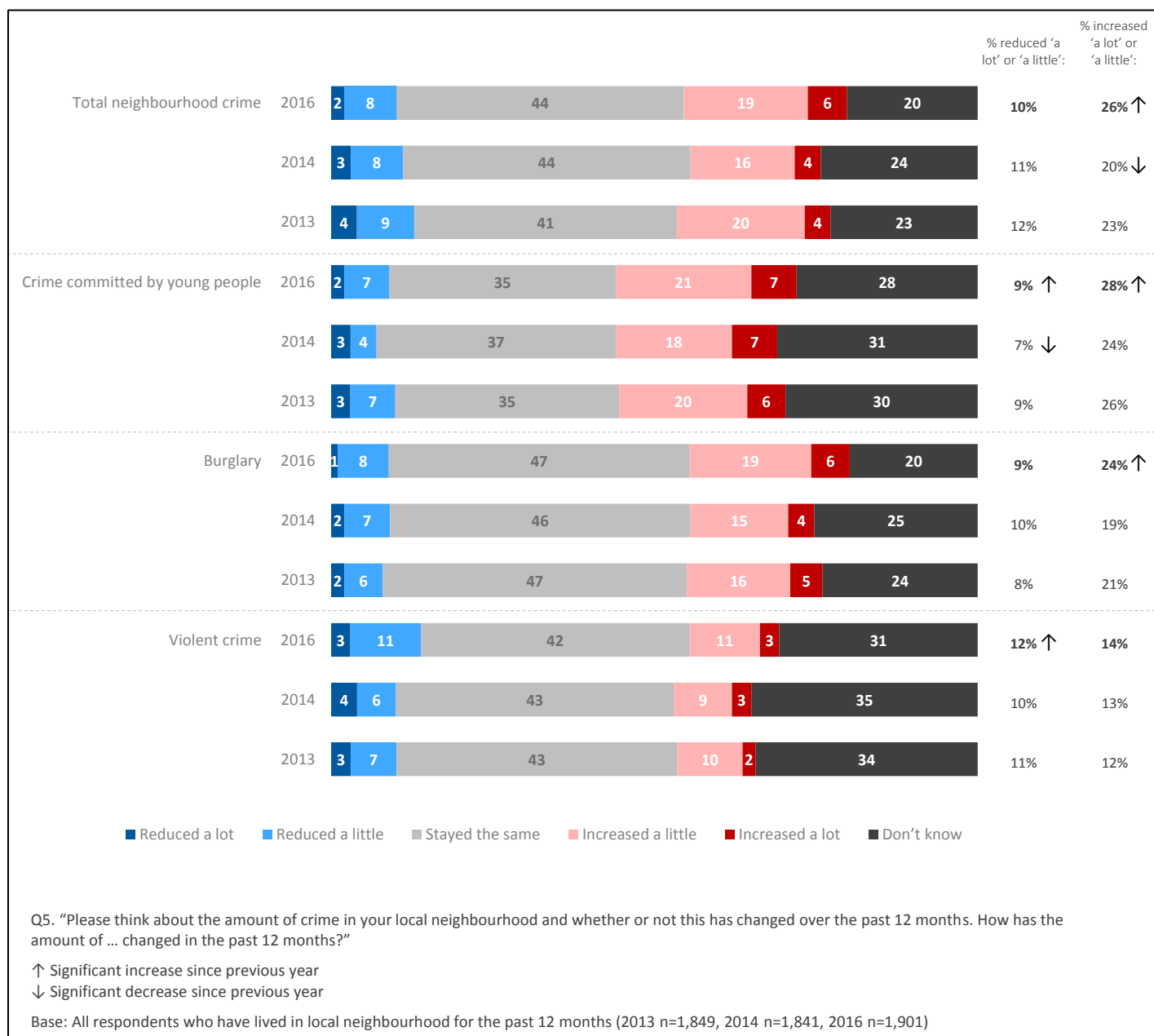
It should be noted that those living in the South Island outside of Christchurch and Dunedin are less likely to say there is a crime problem (only 28%).

Those living in rural areas are less likely to say there is a problem (23%, compared with 39% of those living in towns and cities).

Perceptions about the change in local neighbourhood crime over the past year

Respondents who had lived in their local neighbourhood area for the past year were asked whether they felt crime in their local neighbourhood has increased, decreased, or stayed the same over the past year (they were asked about total levels of neighbourhood crime, as well as violent crime, burglary, and crime committed by young people aged under 17). Results are illustrated in Figure 8 overleaf.

Figure 8: Perceptions about crime increasing or reducing in the local neighbourhood



The largest proportion of respondents, 44%, say that the total amount of crime in the local neighbourhood has remained the same over the past year. Just over a quarter (26%) think that neighbourhood crime has increased, 10% think that neighbourhood crime has decreased, and a further 20% do not know.

Since 2014 the proportion who say there has been an increase in the total amount of neighbourhood crime has grown from 20% in 2014 to 26% in 2016. This is accompanied by a growth in the proportion who think youth crime and burglary has increased in their neighbourhood. Interestingly there has also been a small, but significant, increase in the proportion saying that crime committed by young people is reducing (suggesting that views on local youth crime are more polarised than they were in 2014).

Between 2014 and 2016 there has not been much change in the proportion who believe that violent crime is increasing in their neighbourhood, in fact, there is now a slightly larger proportion who believe violent crime in their neighbourhood is decreasing: 12% in 2016, which is significantly larger than the equivalent finding in 2014 (10%).

As in 2014, more respondents think that crime in the local neighbourhood is increasing rather than decreasing (26% say it has increased and 10% say it has decreased).

Those living in towns are more likely to think that burglary has increased (27% compared to 24% of all respondents) and that youth crime has increased (32% compared to 28% of all respondents).

Those living in Auckland are more likely to think that violent crime in the neighbourhood has increased in the past year (18% compared to 14% among all respondents), that youth crime has increased (32% compared to 28% of all respondents), and that overall neighbourhood crime has increased (31% compared to 26% of all respondents).

Māori are more likely to think that violent crime in the neighbourhood has increased in the past year (21% compared to 14% among all respondents), that burglary has increased (28% compared to 24% of all respondents), and that overall neighbourhood crime has increased (32% compared to 26% of all respondents).

Those who use Social Media as their main source of information about crime are more likely to believe that overall crime has increased in their neighbourhood (35% compared to 26% of all respondents).

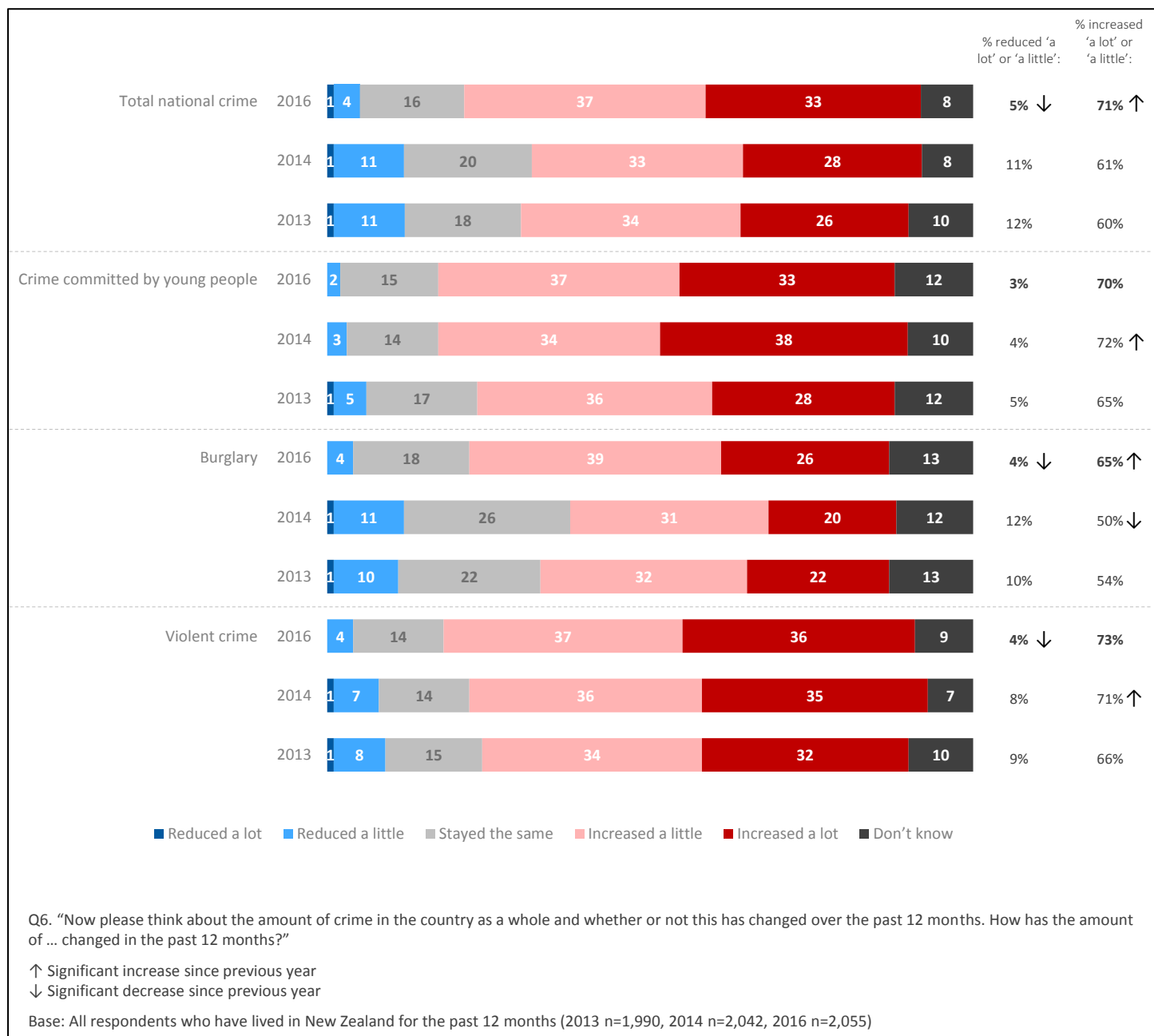
Victims of crime reported to the police are more likely to say the following:

- That overall crime has increased in their neighbourhood (42% compared to 26% of all respondents).
- That crime committed by young people in their neighbourhood has increased (40%, compared with 28% of all respondents).
- That burglary in their neighbourhood has increased (38% compared to 24% of all respondents).
- That violent crime in their neighbourhood has increased (23%, compared with 14% of all respondents).

Perceptions about the change in national crime over the past year

Respondents were then asked whether they thought national crime had increased, decreased, or stayed the same over the past year. Results are illustrated in Figure 9 below.

Figure 9: Perceptions about national crime increasing or reducing



A large proportion, 71%, say that total national crime has increased over the past year. Thirty-seven percent say it has stayed the same and 5% say it has decreased. Eight percent say they do not know. Since 2014 there has been a growth in the proportion who believe national crime is increasing (from 61% in 2014 to 71% in 2016). The proportion who think crime is decreasing is now only 5%, down from 11% in 2014.

Seven in ten or greater think that, at a national level, violent crime and crime committed by young people has increased in the past year - 73% and 70% respectively.

Almost two-thirds (65%) think that burglary is increasing, up from 50% in 2014. Over nine in ten people holding this viewpoint also believe that national crime is increasing.

There are a number of differences in perceptions about increases in national crime by demographic subgroup. Table 4 below outlines the significant ones.

Māori respondents and Pacific respondents tend to be more likely than average to perceive that certain types of crime have increased recently. This is also true of people aged over 50, people with a lower level of educational attainment, and females. Asian respondents, younger people, and males tend to be less likely to say that different types of crime have increased. (These results are shown in Table 4).

Table 4: Significant differences in perceptions about national crime increases by demographic group

	Groups significantly more likely than average to say this has increased:	Groups significantly less likely than average to say this has increased:
<p>Violent crime</p> <p>(average of 73% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (80%), Pacific respondents (80%) ▪ 50-69 year olds (78%), those aged over 70 (82%) ▪ Females aged 50-69 (82%) ▪ People who live in the Auckland region outside cities (86%), lower North Island outside Wellington (84%) ▪ Those with no qualifications beyond school (79%), School Certificate/NCEA Level 1 (78%), trade or technical qualification (79%) ▪ Those who say their main source of information about crime is national television news (79%) 	<ul style="list-style-type: none"> ▪ Asian respondents (63%) ▪ 18-24 year olds (57%) ▪ Males aged 25-49 (63%) ▪ Females aged 18-24 (59%) ▪ Males (68%) ▪ Those who live in Wellington (64%) ▪ Those with a university qualification (63%) ▪ Those who say their main source of information about crime is national and provincial newspapers (66%), social media (63%)
<p>Total national crime</p> <p>(average of 70% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (79%), Pacific respondents (81%) ▪ 50-69 year olds (75%), those aged over 70 (79%) ▪ Females (76%) ▪ Females aged 25-49 (76%), females aged 50-69 (78%) ▪ Those who live in the Auckland region outside cities (84%), lower North Island outside Wellington (79%) ▪ Those who live in rural areas (77%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (75%) ▪ Those with no qualifications beyond school (80%), School Certificate/NCEA Level 1 (80%), technical or trade qualification (77%) ▪ Those who say their main source of information about crime is national television news (76%) 	<ul style="list-style-type: none"> ▪ 18-24 year olds (54%) ▪ Males (65%) ▪ Those with household incomes above \$150,000 (62%) ▪ Those who live in Wellington (61%) ▪ Those with a university qualification (61%) ▪ Males 25-49 (61%) ▪ Females aged 18-24 (57%) ▪ Those who say their main source of information about crime is national and provincial newspapers (64%)
<p>Crime committed by young people</p> <p>(average of 69% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (76%), Pacific respondents (76%) ▪ 50-69 year olds (75%), those aged over 70 (80%) ▪ Females aged 50-69 (75%) ▪ People who live in the upper North Island, outside the Auckland region (75%) ▪ Those with no qualifications beyond school (79%), School Certificate/NCEA Level 1 (78%), trade or technical qualification (79%) 	<ul style="list-style-type: none"> ▪ Asian respondents (61%) ▪ 18-24 year olds (53%) ▪ Males aged 25-49 (63%) ▪ Females aged 18-24 (53%) ▪ People who live in Wellington (60%) ▪ Those with a university qualification (61%) ▪ Those who say their main source of information about crime is social media (63%)
<p>Burglary</p> <p>(average of 65% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (72%) ▪ 50-69 year olds (71%), those aged over 70 (73%) ▪ Males aged 50-69 (71%), females aged 50-69 (72%) ▪ People who live in the upper North Island, outside the Auckland region (71%) ▪ People who live in the lower North Island, outside Wellington (72%) ▪ Those with no qualifications beyond school (74%), 	<ul style="list-style-type: none"> ▪ 18-24 year olds (48%) ▪ Females aged 18-24 (48%) ▪ Those who live in Wellington (56%) ▪ Those with a university qualification (58%) ▪ Those with no perceived knowledge of CJS (60%)

	<p>School Certificate/NCEA Level 1 (74%)</p> <ul style="list-style-type: none">▪ Those who said their experience of the CJS was negative (75%)▪ Those with a low level of perceived knowledge of CJS (72%)▪ Victims (70%)	
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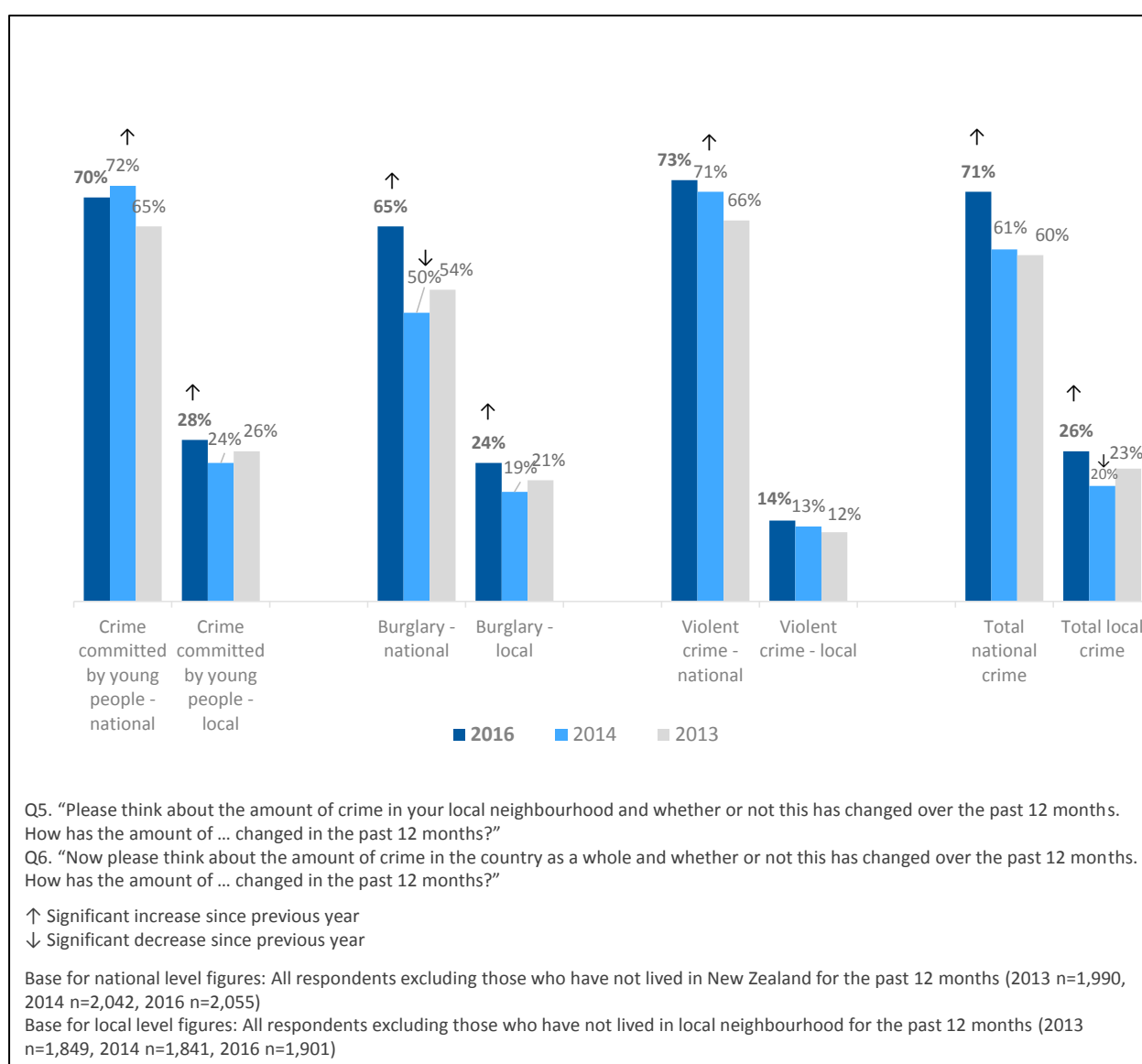
Comparing perceptions about increases in local neighbourhood crime and increases in national crime

A much higher proportion of respondents believe that national crime has increased (compared with the equivalent proportion for crime in the local neighbourhood).

It should also be noted that respondents are more likely to express a viewpoint about the change in national crime than they are to express a viewpoint about the change in local neighbourhood crime (only 8% say they 'do not know' how total national crime has changed, whereas 20% say they 'do not know' how total neighbourhood crime has changed).

The figure below shows perceptions about increases in national crime and increases in local neighbourhood crime.

Figure 10: Perceptions about national crime and local neighbourhood crime increases



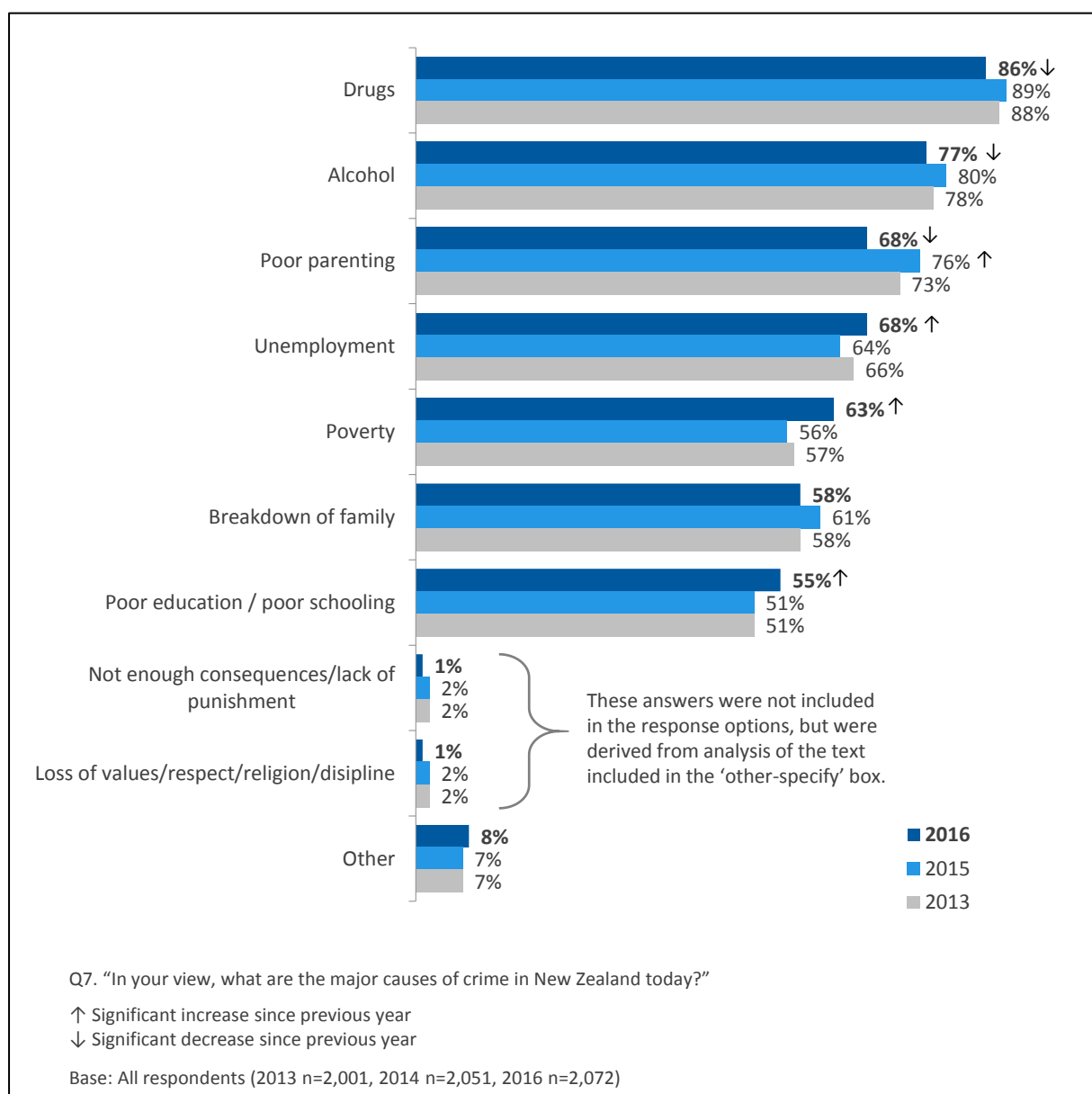
As discussed previously there have been a number of changes since 2014, such as a growth in the proportion who think that burglary is increasing and that total crime is increasing (at both the national and neighbourhood levels).

As in previous surveys there is a sizeable gap between views on national crime and neighbourhood crime. The gap is most apparent in views about violent crime. Almost three-quarters think that violent crime is increasing nationwide, but only 14% think that it is increasing in their neighbourhood.

Major causes of crime in New Zealand

Respondents were asked for their views on the major causes of crime in New Zealand today. They could choose more than one answer and also provide their own off-list answers (via an 'other-specify' option). Results are illustrated in Figure 11 below.

Figure 11: Major causes of crime in New Zealand



Respondents selected a wide range of answers: on average each respondent chose 4.9 answers.

A high proportion say that drugs and alcohol are major causes of crime (86% and 77% respectively). However, the proportion mentioning drugs and alcohol has decreased since 2014 with drugs down from 89% and alcohol down from 80%.

Since 2014 the proportion mentioning the following causes has increased:

- Unemployment (68% say this is a major cause in 2016, up from 64% in 2014).
- Poverty (63%, up from 56% in 2014).
- Poor education or poor schooling (55%, up from 51% in 2014).

A minority of respondents gave answers relating to a 'loss of values' or 'gangs' but these options were not given in the answer-list shown to respondents – these answers came from analysis of free-text given by respondents in the 'other-specify' answer category.

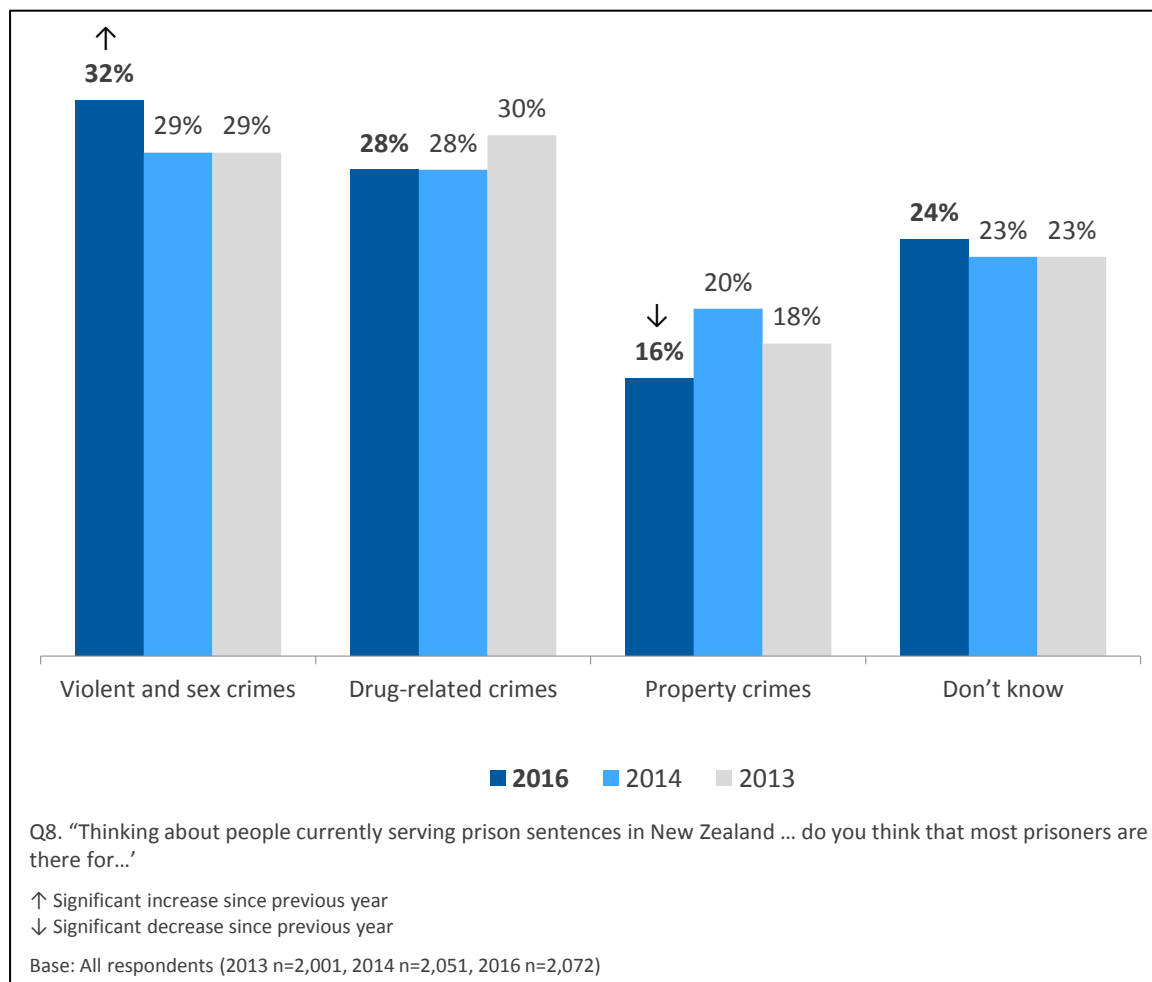
Some key differences in views exist within the survey population:

- Those who are aged 50+ are more likely than younger respondents to select a range of reasons – including drugs (93% of those aged 50+ compared to 81% of those aged under 50), alcohol (89% vs. 74%), poor parenting (71% vs. 65%), breakdown of family (68% vs. 50%), and unemployment (71% vs. 65%).
- Māori and Pacific respondents are more likely than average to mention unemployment (73% and 82% respectively), and poverty (74% and 81% respectively). Pacific respondents are also more likely to mention breakdown of family (71%).
- Those with no education qualification (beyond school) are more likely than average to mention alcohol and unemployment (84%, and 76% respectively).

Reasons why most of those currently serving prison sentences are in prison

Respondents were asked to think about people currently serving prison sentences in New Zealand. Respondents were then asked “Do you think that most prisoners are there for violent and sex crimes, property crimes, or drug-related crimes?” Results are illustrated in Figure 12 below.

Figure 12: Reasons why most of those currently serving prison sentences are in prison



According to the *2015 Trends in the Offender Population report* by the Department of Corrections², almost two-thirds of sentenced prisoners are in prison for offences against the person (i.e. violence or sexual offences). This makes ‘violent and sex crimes’ the most common reason that people are in prison. However, only 32% of respondents knew that violent and sex crimes is the reason that most people are in prison. Twenty-eight percent say that most are in prison for drug-related crimes, 16% say ‘property crimes’ and 24% do not know.

Those with a high level of perceived knowledge about crime and the criminal justice system are more likely to say ‘violent and sex crimes’ (40% vs. 32% among all respondents).

² Refer to ‘Trends in the Offender Population 2014/15’ Department of Corrections http://www.corrections.govt.nz/_data/assets/pdf_file/0007/835693/Trends_in_the_Offender_Population_201415.pdf

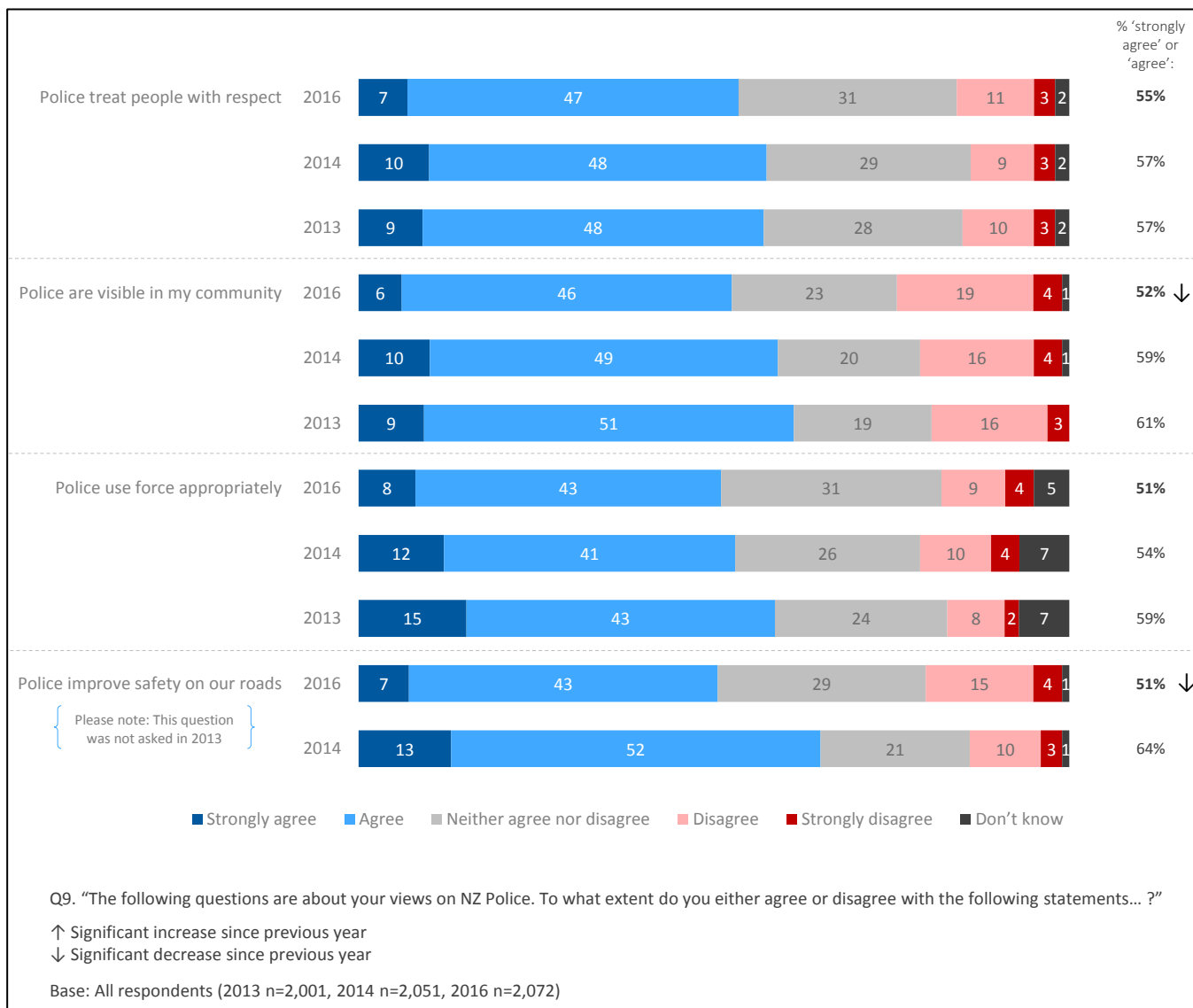
However, a growing proportion of respondents are choosing 'violent/sex crimes' (32% in 2016, up from 29% in 2014) and less are choosing 'property crimes' (16% in 2016, down from 20% in 2014) to explain why most people are in prison. Both differences reflect long-term trends in the proportion of prison sentences started for a violent crime (which displays an upward trend according to the *2015 Trends in the Offender Population report*) and the proportion of sentences started for crimes against property (which displays a downward trend).

Public perceptions of the criminal justice system

NZ Police

Respondents were asked how much they agreed or disagreed with a range of statements describing views on New Zealand Police. The order of statements was rotated (in order to rule out the possibility that the results could be impacted by the order in which the questions were asked). The four most positive measures are illustrated in Figure 13a (followed by some interpretation). Figure 13b shows the rest of the measures describing respondent views about NZ Police.

Figure 13a: Views on NZ Police (four most positive measures)



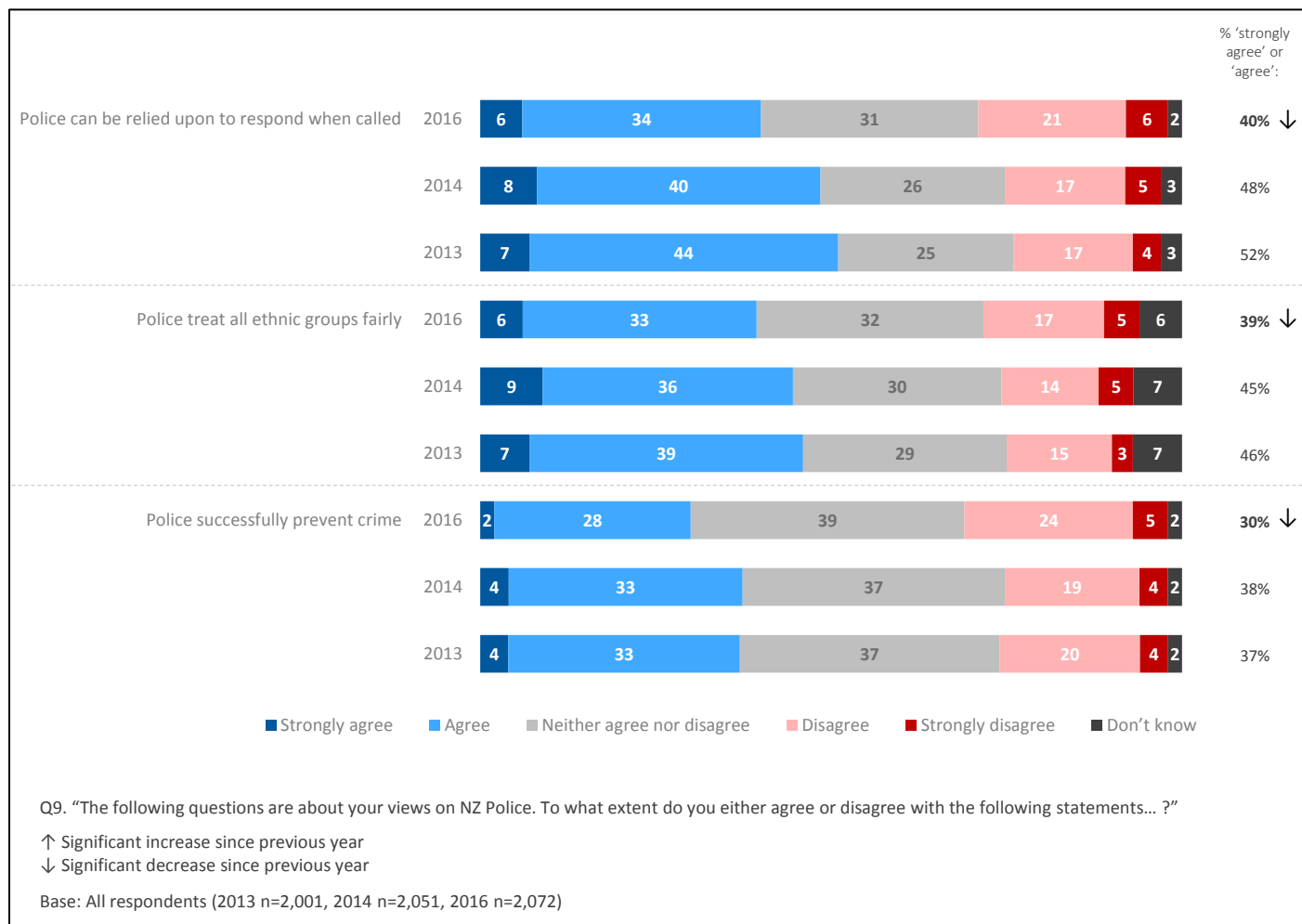
Over half agree that NZ Police treat people with respect, are visible in the community, use force appropriately, and improve safety on our roads.

Since 2014 the proportion who agree that NZ Police are visible in the community has decreased (from 59% in 2014 to 52% in 2016). The decrease is most prominent among older people aged 50+ (57% were positive on this measure in 2014, compared with 47% in 2016).

Since 2014 the proportion who agree that NZ Police improve safety on our roads has decreased (from 64% to 51%). There is a general decrease in agreement across all subgroups (with no particular group becoming markedly more negative between 2014 and 2016).

Figure 13b shows respondent views on three other statements about NZ Police.

Figure 13b: Views on NZ Police (other measures)



Less than half of respondents agree that NZ Police can be relied upon to respond when called, treat all ethnic groups fairly, and successfully prevent crime.

Since 2014 the proportion who agree with each of these statements has decreased.

The proportion agreeing that the Police can be relied upon to respond when called particularly decreased in Auckland (from 47% in 2014 to 37% in 2016) and among people aged 50+ (from 44% to 34%).

The proportion agreeing that the Police treat all ethnic groups fairly particularly decreased among females (from 43% in 2014 to 34% in 2016) and among people aged 50+ (from 46% to 35%).

There was a general decrease in agreement with the statement that Police successfully prevent crime across all subgroups – although views among those aged 50+ displayed a particularly strong downward trend (from 40% in 2014 to 29% in 2016).

In general those who 'do not agree' are slightly more likely to be ambivalent (i.e. have a neutral viewpoint) about these statements, rather than hold a negative viewpoint (i.e. disagreement levels are relatively low).

compared with many statements about the latter stages of the criminal justice system (the next section describes relatively high proportions who disagree with some statements about criminal courts and prison).

People who have had positive interactions with the criminal justice system in the past are also more likely to view the Police positively than others. People who are unable to pay an unexpected expense of \$500 within a month without borrowing, and people who think crime has increased a lot in the last year are often less likely to view the Police positively than others. This is also true of people who have had a negative experience with the criminal justice system. (These results are described in Table 5).

Table 5: Significant differences in views about NZ Police by demographic group

	Groups significantly more likely than average to 'strongly agree' or 'agree'	Groups significantly less likely than average to 'strongly agree' or 'agree':
<p>Police improve safety on our roads</p> <p>(average of 51% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (58%) ▪ Females aged 18-24 (61%) ▪ Those who said their experience of the CJS was positive (67%) ▪ Those who said their main source of information about crime was national television news (55%) 	<ul style="list-style-type: none"> ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (45%) ▪ Males aged 50-69 (43%) ▪ Those who think crime has increased a lot in the past 12 months (44%) ▪ Those who said their experience of the CJS was negative (29%)
<p>Police are visible in community</p> <p>(average of 52% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (65%) ▪ Those who live in the upper North Island outside the Auckland region (58%) ▪ Those who live in towns (57%) ▪ Those who said their experience of the CJS was positive (67%) 	<ul style="list-style-type: none"> ▪ Those aged over 70 (43%) ▪ Males aged 50-69 (45%), males aged over 70 (41%) ▪ Those who think crime has increased a lot in the past 12 months (47%) ▪ Those who said their experience of the CJS was negative (44%) ▪ Those who said their main source of information about crime is national and provincial newspapers (47%) ▪ Those who've had no contact with CJS (46%)
<p>Police treat people with respect</p> <p>(average of 55% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those aged over 70 (64%) ▪ Females aged 18-24 (63%) ▪ Those with household incomes between \$100,001 and \$150,000 (62%) ▪ Those who live in the upper North Island outside the Auckland region (60%) ▪ Those who said their experience of the CJS was positive (74%) 	<ul style="list-style-type: none"> ▪ Māori respondents (44%), Pacific respondents (40%) ▪ Females aged 25-49 (49%), females aged (50-69 (48%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (47%) ▪ Those with no qualification beyond school (47%) ▪ Those who think crime has increased a lot in the past 12 months (49%) ▪ Those who said their experience of the CJS was negative (26%)
<p>Police use force appropriately</p> <p>(average of 51% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ NZ European people (56%) ▪ Those aged over 70 (58%) ▪ Males (56%) ▪ Males aged over 70 (61%) ▪ Those whose household incomes are between \$100,001 and \$150,000 (59%) ▪ Those with a technical or trade qualification (57%) ▪ Those who said their experience of the CJS was positive (64%) ▪ Those with a very high level of perceived knowledge of CJS (58%) 	<ul style="list-style-type: none"> ▪ Māori respondents (39%), Pacific respondents (35%) ▪ Females (46%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (41%) ▪ Females aged 25-49 (44%), females aged 50-69 (41%) ▪ Those who think crime has increased a lot in the past 12 months (47%) ▪ Those who said their experience of the CJS was negative (28%)

<p>Police can be relied upon to respond when called</p> <p>(average of 40% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (57%) ▪ Males aged 25-49 (45%) ▪ Females aged 18-24 (60%) ▪ Those who live in Wellington (49%) ▪ Those with a university qualification (47%) ▪ Those who said their experience of the CJS was positive (59%) ▪ Those with a very high level of perceived knowledge about CJS (47%) ▪ Those who said their main source of information about crime is online news (49%) 	<ul style="list-style-type: none"> ▪ Pacific respondents (31%) ▪ 50-69 year olds (34%), those aged over 70 (33%) ▪ Males aged 50-69 (34%), males aged over 70 (31) ▪ Females aged 50-69 (34%) ▪ Those who live in rural areas (32%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (34%) ▪ Those with no qualification beyond school (29%) ▪ Those who think crime has increased a lot in the past 12 months (31%) ▪ Those who said their experience of the CJS was negative (12%)
<p>Police treat all ethnic groups fairly</p> <p>(average of 39% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (49%) ▪ Males (47%) ▪ Males aged 25-49 (50%) ▪ Those who said their experience of the CJS was positive (54%) ▪ Those who said their main source of information about crime was online news (45%) 	<ul style="list-style-type: none"> ▪ Māori respondents (28%), Pacific respondents (25%) ▪ 50-69 year olds (34%) ▪ Females (34%) ▪ Females aged 25-49 (34%), females aged 50-69 (27%) ▪ Those who live in the South Island outside of Christchurch and Dunedin (32%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (33%) ▪ Those who said their experience of the CJS was negative (17%) ▪ Those with no perceived knowledge of CJS (37%)
<p>Police successfully prevent crime</p> <p>(average of 30% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (42%) ▪ Females aged 18-24 (41%) ▪ Those with household incomes of \$100,001-\$150,000 (38%) ▪ Those who live in Wellington (37%) ▪ Those who said their experience of the CJS was positive (44%) ▪ Those with a fairly high level of perceived knowledge of CJS (37%), very high level of perceived knowledge (36%) 	<ul style="list-style-type: none"> ▪ Māori respondents (21%) ▪ Females aged 25-49 (21%) ▪ Those who live in the lower North Island outside Wellington (23%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (21%) ▪ Those with no qualification beyond school (21%) ▪ Those who think crime has increased a lot in the past 12 months (22%) ▪ Those who said their experience of the CJS was negative (8%) ▪ Those with no perceived knowledge of CJS (25%)

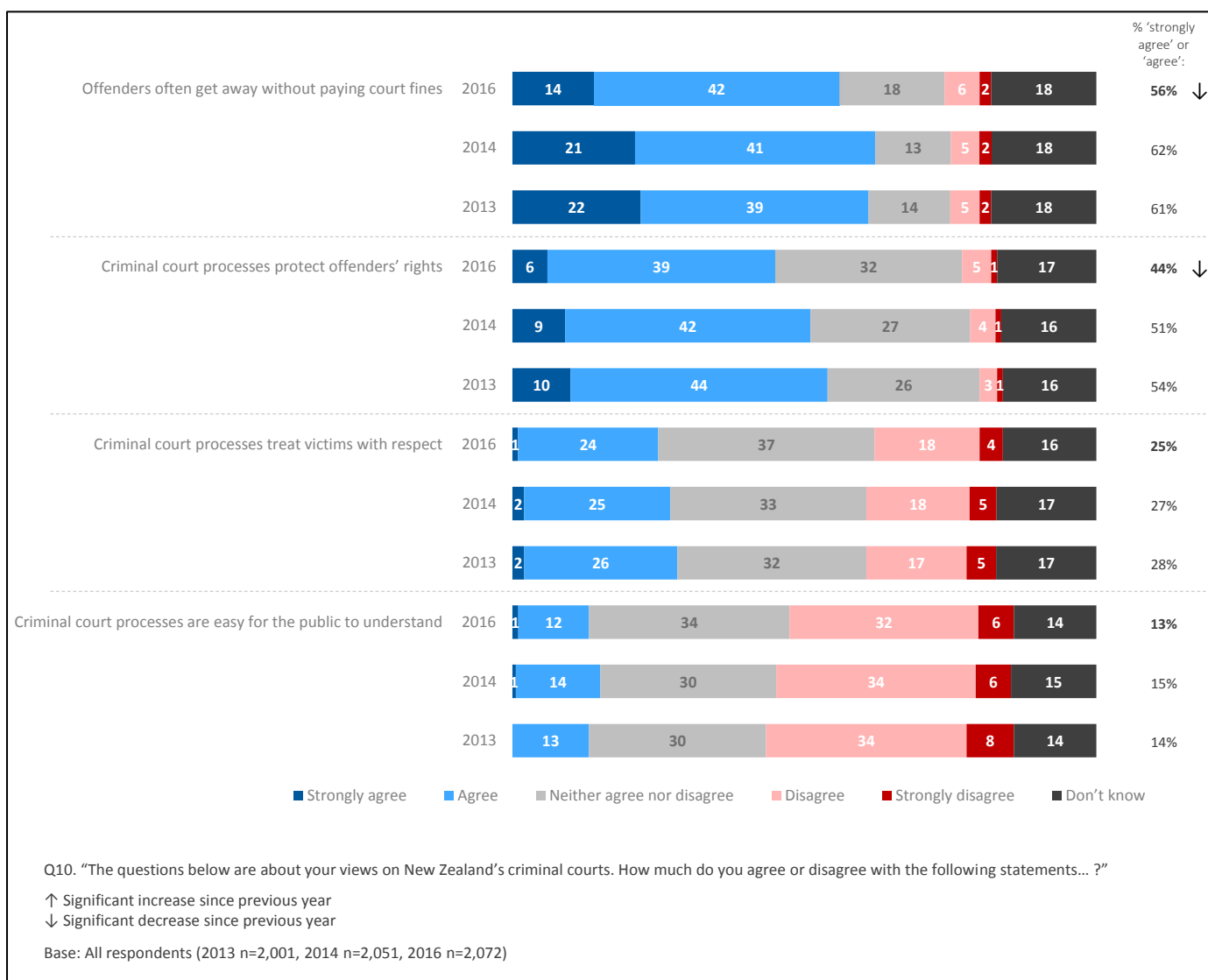
Appendix C contains analysis investigating significant differences among demographic subgroups regarding the proportion who are more or less likely to *disagree* (either 'disagree' or 'strongly disagree').

Criminal courts

This section describes the findings from a number of measures exploring perceptions of New Zealand’s criminal courts. In addition, this section contains analysis of one question about whether prisons deter people who have been to prison from committing crime in the future. It should be noted that, unlike the 2013 and 2014 surveys, the 2016 survey did not ask any questions about community sentences and parole.

Respondents were asked how much they agreed or disagreed with a range of statements describing views on New Zealand’s criminal courts. The order of statements was rotated (in order to rule out the possibility that the results could be impacted by the order in which the questions were asked). Results are spread across three figures below. The first two (Figures 14a and 14b) describe measures which relate to perceptions about New Zealand’s criminal courts.

Figure 14a: Views on criminal courts (first set of measures)



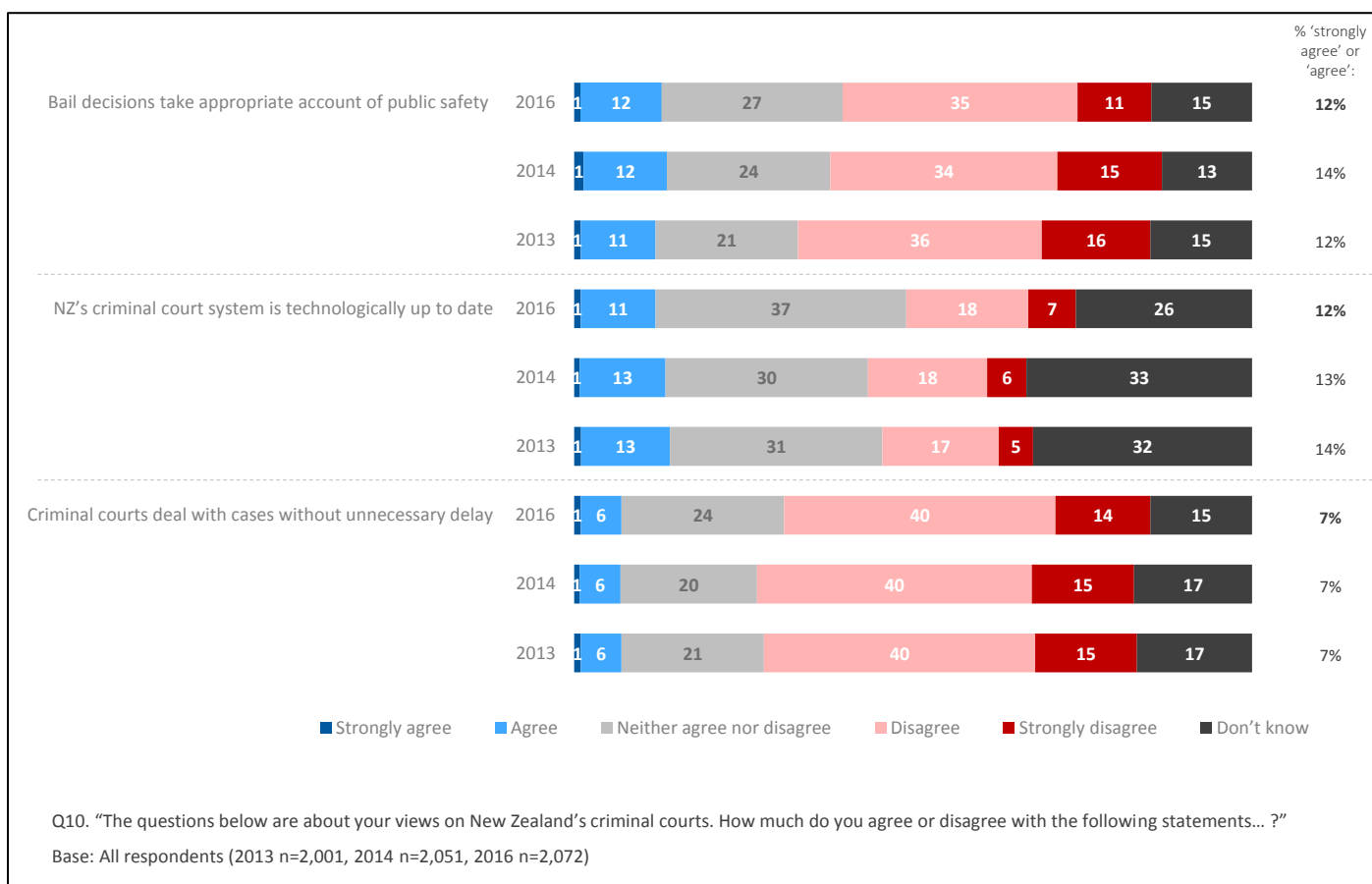
The first statement in Figure 14a is not a positive finding, as over half (56%) agree that ‘offenders often get away without paying court fines’ suggesting that most respondents do not have confidence in the ability to collect and enforce fines. However, the proportion agreeing with this statement is now lower than it was in 2014.

Under half (44%) agree that criminal court processes protect offenders’ rights, which is significantly lower than in 2014 when 51% agreed with this statement. As noted in the introduction, the recent Teina Pora compensation case (which was prominent in the media throughout the survey fieldwork period) may have influenced views on this statement.

Only a quarter (25%) agree that criminal court processes treat victims with respect – agreement with this statement has trended downwards since the baseline survey (28% agreed in 2013, 27% agreed in 2014, and 25% agree in 2016). Victims of crime reported to the police are more likely than others to disagree that criminal court processes treat victims with respect (as described in the last section of this report which investigates the views of victims, and compares them with the views of non-victims).

Figure 14b describes other measures about New Zealand’s criminal courts, a relatively small proportion of respondents agreed with these statements.

Figure 14b: Views on criminal courts (other measures)



Only around 1 in 10 agree that bail decisions take appropriate account of public safety, that criminal court systems are technologically up to date, and that criminal courts deal with cases without unnecessary delay. Respondents are more likely to disagree than agree with these statements this is despite the fact that almost 8 in 10 admitted to knowing only a little, or nothing at all, about the criminal court system (described earlier in the report).

It should be noted that a relatively large proportion of respondents say 'don't know' to questions about courts, (ranging from 15% for 'Bail decisions take appropriate account of public safety' to 26% for 'NZ's criminal court system is technologically up to date') which is higher than the proportion who say 'don't know' to statements about NZ Police

These findings are very similar to the 2014 survey, with no significant differences in agreement levels between 2014 and 2016.

Views on criminal courts among those who have attended criminal court in the past two years

Sometimes the proportion agreeing, or the proportion disagreeing, with particular statements about criminal courts varies among those who have attended a criminal court in the past two years.

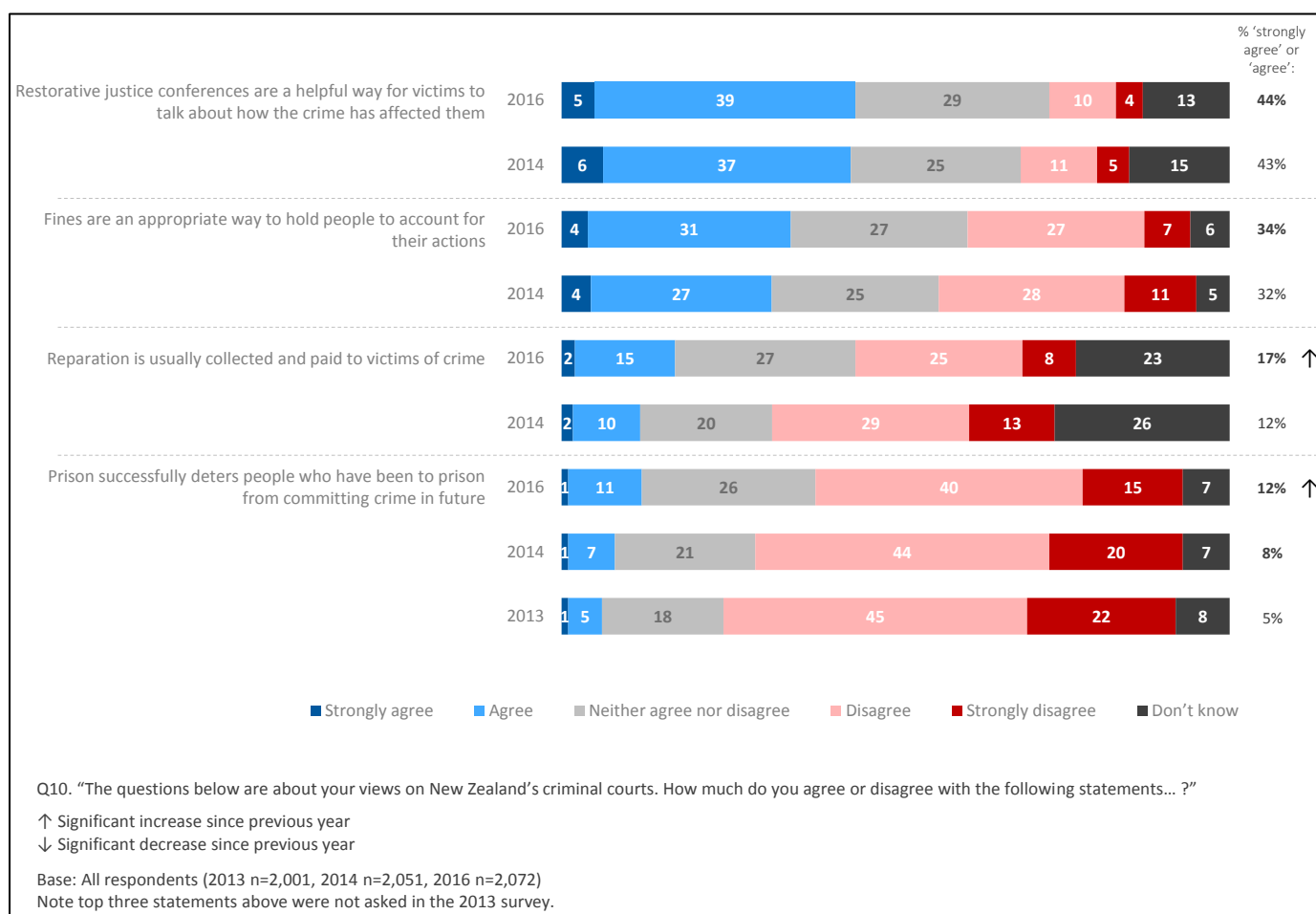
Those who attended courts (as a witness, support person, victim, defendant, or for a jury service summons) tend to be more positive about criminal courts. For example:

- 51% of those attending court agree that offenders’ rights are protected (compared with 44% of all respondents).
- 29% agree that processes treat victims with respect (compared to 25% of all respondents).
- 21% agree that criminal court processes are easy for the public to understand (compared with 13% of all respondents).

Views on other aspects of the criminal justice system

Questions about restorative justice, reparation and the appropriateness of fines for holding people to account were asked in the 2014 and 2016 surveys (but were not asked in 2013). The answers to these questions, plus a question on the deterrence of prison, are illustrated in the figure below.

Figure 15: Views on restorative justice, reparation, the appropriateness of fines, and the deterrence of prison



Just over 4 in 10 (44%) agree that restorative justice conferences are a helpful way for victims to talk about how crime has affected them. Only 14% disagree with this statement.

Interestingly the views of those who have attended a restorative justice conference in the past two years, or those who have known someone who has attended, do not significantly vary from the views of all respondents.

Thirty-four percent agree that fines are an appropriate way to hold people to account for their actions – 33% disagree with this (views do not vary by whether or not the respondent has personally paid a fine or reparation in the last two years).

Views on the above two statements (on restorative justice and fines) have not significantly changed since 2014.

Seventeen percent agree that reparation is usually collected and paid to victims of crime, (33% disagree, 27% are neutral and 23% are unsure). Agreement with this statement has increased since 2014 (when only 12% agreed).

Agreement levels with the statement ‘prisons successfully deter people who have been to prison from committing crime in the future’ has been trending upwards (from 5% in 2013 through to 12% in 2016).

Views about criminal courts vary by different demographic groups as described in table 6 below.

Groups that tend to be more likely than others to view aspects of criminal courts positively include males, people aged over 50, Asian respondents, those with a higher level of perceived knowledge of the criminal justice system and those who said their experience of the criminal justice system was positive. Often, people aged under 50, Māori and Pacific respondents, and those whose main source of information about crime is social media are less likely to be positive about criminal courts.

Table 6: Significant differences in views of criminal court by demographic group

	Groups significantly more likely than average to ‘strongly agree’ or ‘agree’	Groups significantly less likely than average to ‘strongly agree’ or ‘agree’:
<p>Offenders often get away without paying court fines</p> <p>(average of 56% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ 50-69 year olds (68%), those aged over 70 (76%) ▪ Males aged 50-69 (72%), males aged over 70 (77%) ▪ Females aged 50-69 (64%) ▪ Those who live in the upper North Island outside of the Auckland region (66%) ▪ Those who live in rural areas (62%) ▪ Those with no qualifications beyond school (65%), School Certificate/NCEA Level 1 (66%), technical or trade qualification (65%) ▪ Those who think crime has increased in the past 12 months (62%) ▪ Those with a very high level of perceived knowledge of the CJS (62%) ▪ Those who say their main source of information about crime is national and provincial newspapers ▪ Victims (64%) 	<ul style="list-style-type: none"> ▪ Pacific respondents (46%) ▪ 18-24 year olds (32%), 25-49 year olds (49%) ▪ Males aged 25-49 (51%) ▪ Females aged (18-24), females aged 25-49 (47%) ▪ Those who live in Wellington (46%), Dunedin (41%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (49%) ▪ Those with University Entrance/6th Form Cert/Bursary/NCEA Level 2 or 3 (50%), university qualification (49%) ▪ Those who think the level of crime has stayed about the same in the past 12 months (46%) ▪ Those with no perceived knowledge of the CJS (51%) ▪ Those who say their main source of information about crime is social media (37%)
<p>Criminal court processes protect offenders’ rights</p>	<ul style="list-style-type: none"> ▪ 50-69 year olds (54%), those aged over 70 (53%) ▪ Males (50%) ▪ Males aged 50-69 (58%), males aged over 70 	<ul style="list-style-type: none"> ▪ Māori respondents (37%), Pacific respondents (35%) ▪ 18-24 year olds (36%), 25-49 year olds (38%) ▪ Females (39%)

<p>(average of 44% 'strongly agree' or 'agree')</p>	<p>(60%)</p> <ul style="list-style-type: none"> ▪ Those who live in the upper North Island outside of the Auckland region (50%) ▪ Those who said their experience of the CJS was positive (51%) ▪ Those with a fairly high level of perceived knowledge about the CJS (51%), very high level of perceived knowledge (64%) ▪ Those who say their main source of information about crime is national and provincial newspapers (53%) ▪ Those who have had indirect contact with the CJS (49%), victims (50%) 	<ul style="list-style-type: none"> ▪ Females aged 18-24 (29%), females aged 25-49 (32%) ▪ Those who live in Dunedin (32%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (35%) ▪ Those with no perceived knowledge of the CJS (35%) ▪ Those who say their main source of information about crime is social media (25%)
<p>Restorative justice conferences are a helpful way for victims to talk about how crime has affected them</p> <p>(average of 44% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ 50-69 year olds (52%), those aged over 70 (52%) ▪ Females aged 50-69 (47%) ▪ Those who said their experience of the CJS was positive (50%) ▪ Those with a fairly high level of perceived knowledge about the CJS (52%), very high level of perceived knowledge (53%) <p>Those who say their main source of information about crime is national television news (49%), radio news (52%)</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (37%), 25-49 year olds (39%) ▪ Males aged 25-49 (39%) ▪ Females aged 18-24 (36%), females aged 25-49 (38%) ▪ Those who live in Christchurch (36%) ▪ Those with no perceived knowledge of the CJS (38%) ▪ Those who say their main source of information about crime is online news (36%), social media (34%)
<p>Fines are an appropriate way to hold people to account for their actions</p> <p>(average of 34% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (43%) ▪ Those aged over 70 (41%) ▪ Those with household incomes between \$30,001 and \$50,000 (39%), \$100,001 and \$150,000 (42%) ▪ Those who said their experience of the CJS was positive (41%) ▪ Those with a very high level of perceived knowledge about the CJS (42%) 	<ul style="list-style-type: none"> ▪ Māori respondents (29%) ▪ Those with household incomes between \$70,001 and \$100,000 ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (35%) ▪ Females aged 25-49 (29%) ▪ Those who said their experience of the CJS was negative (26%) ▪ Victims (28%)
<p>Criminal court processes treat victims with respect</p> <p>(average of 25% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (38%) ▪ Those aged over 70 (33%) ▪ Those whose household incomes are between \$30,001 and \$50,000 ▪ Those with a university qualification (30%) ▪ Those who said their experience of the CJS was positive (36%) ▪ Those with a fairly high level of perceived knowledge of the CJS (33%), very high level of perceived knowledge (38%) 	<ul style="list-style-type: none"> ▪ Māori respondents (18%), Pacific respondents (18%) ▪ Females aged 25-49 (16%) ▪ Those whose household incomes are between \$50,001 and \$70,000 ▪ Those who live in the Auckland region outside cities (13%) ▪ Those unable to pay an unexpected expense of \$500 within a month, without borrowing (18%) ▪ Those who said their experience of the CJS was negative (17%) ▪ Those with no perceived knowledge of the CJS (19%) ▪ Those who say their main source of information about crime is social media (18%)
<p>Reparation is usually collected and paid to victims or crime</p> <p>(average of 17% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (29%) ▪ Those who said their experience of the CJS was positive (23%) ▪ Those with a very high level of perceived knowledge about the CJS (33%) 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge of the CJS (12%)
<p>Criminal court processes are easy for the public to understand</p> <p>(average of 13% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (25%) ▪ Those who said their experience of the CJS was positive (18%) ▪ Those with a very high level of perceived knowledge of the CJS (26%) 	<ul style="list-style-type: none"> ▪ Those who said their experience of the CJS was negative (7%)

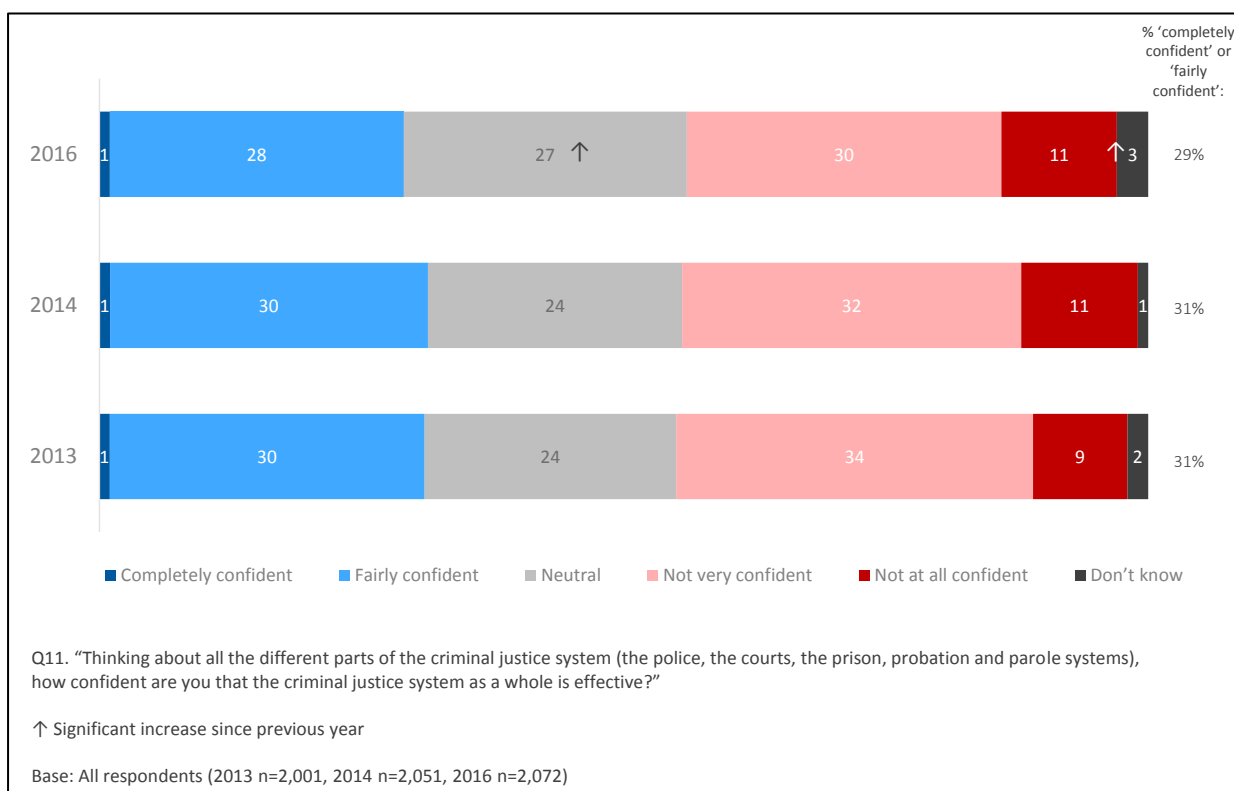
agree' or 'agree')		
Bail decisions take appropriate account of public safety (average of 12% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Asian respondents (22%) ▪ 18-24 year olds (18%) ▪ Those who said their experience of the CJS was positive (21%) ▪ Those with a very high level of perceived knowledge of the CJS (25%) 	No significant demographic differences
NZ's criminal court system is technologically up to date (average of 12% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Males aged over 70 (19%) ▪ Those who said their experience of the CJS was positive (18%) ▪ Those with a fairly high level of perceived knowledge of the CJS (18%), very high level of perceived knowledge (21%) 	<ul style="list-style-type: none"> ▪ Those who said their experience of the CJS was negative (5%)
Prison successfully deters people who have been to prison from committing crime in the future (average of 12% 'agree' or 'strongly agree')	<ul style="list-style-type: none"> ▪ Asian respondents (32%) ▪ Those who said their experience of the criminal justice system was positive (17%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (22%) 	<ul style="list-style-type: none"> ▪ Those who live in the lower North Island outside Wellington (7%)
Criminal courts deal with cases without unnecessary delay (average of 7% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Asian respondents (23%) ▪ 18-24 year olds (13%) ▪ Females aged 18-24 (12%) ▪ Those who said their experience of the CJS was positive (12%) ▪ Those with a very high level of perceived knowledge of the CJS (16%) 	<ul style="list-style-type: none"> ▪ Those aged over 70 (2%)

Appendix C contains analysis investigating significant differences among demographic subgroups regarding the proportion who are more or less likely to *disagree* (either 'disagree' or 'strongly disagree').

Views on the overall effectiveness of the criminal justice system

Respondents were asked to think about all the different parts of the criminal justice system (the police, the courts, the prison, probation and parole systems), and rate how confident they were in the effectiveness of the criminal justice system as a whole. Results are illustrated in Figure 16 overleaf.

Figure 16: Confidence in effectiveness of the criminal justice system as a whole



In total 29% are either 'completely confident' or 'fairly confident' that the criminal justice system is effective. Forty-one percent are either 'not very confident' or 'not at all confident' that the criminal justice system is effective. The findings are broadly similar to the 2014 survey although the proportion who provided a 'neutral' response increased (from 24% in 2014 to 27% in 2016) as did the proportion who said 'don't know' (from 1% in 2014 to 3% in 2016).

The following groups are **more likely** than average to be either 'completely confident' or 'fairly confident'

- Those who believe that national crime has decreased in the past year (61% compared with 29% of all respondents).
- Those who have had positive contact with the criminal justice system over the past two years (44%).
- Those who use newspapers as their most common source of information about crime (36%).
- Those with a high level of perceived knowledge about crime and the criminal justice system (i.e. they say they know about 3 or more aspects of crime and the criminal justice system) (36% compared to 26% of those with a low, or no, perceived knowledge).
- Those aged 70+ (36%).
- Males (34% compared to 24% of females).
- Those with a University qualification (34%).
- New Zealand Europeans (31%).

The following groups are **less likely** than average to be either 'completely confident' or 'fairly confident':

- Those who believe that national crime has increased in the past year (25%, compared with 29% among all respondents).

- Those who think there is a crime problem in their local neighbourhood (25%).
- Those with no perceived knowledge of crime and the criminal justice system (25%).
- Females (24%).
- Māori respondents (21%).
- Pacific respondents (17%).
- Those who believe that crime statistics are unreliable (16%).
- Those who had negative contact with the criminal justice system over the past two years (11%).

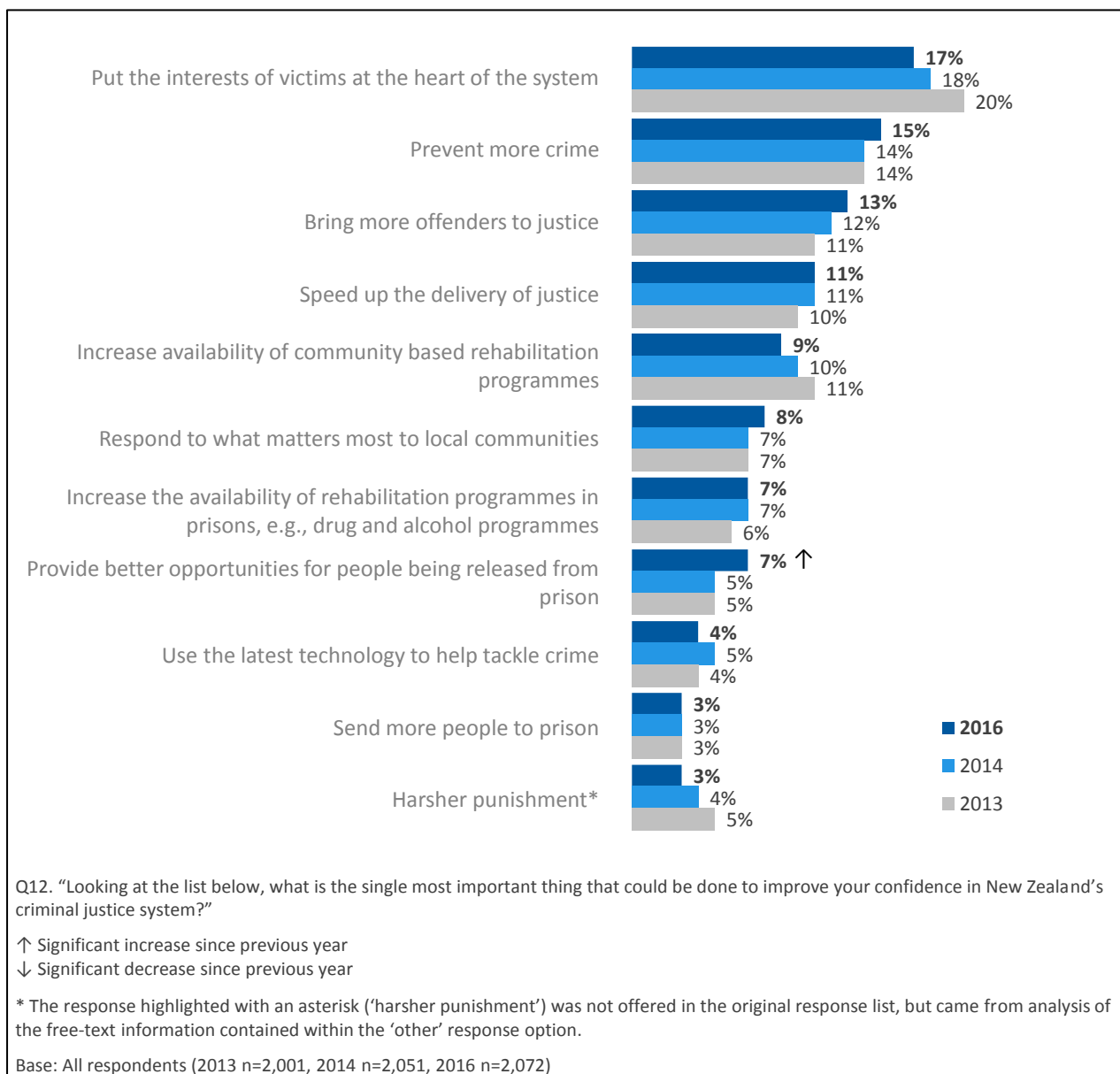
There are some interactions with the criminal justice system which are associated with a lack of confidence. The following groups of respondents are more likely to be 'not at all confident' or 'not very confident':

- Those who have been a victim of crime reported to the Police in the last two years (50% compared with 41% among all respondents).
- Those who have known someone well who was a victim of crime reported to the Police in the last two years (48%).
- Those who have attended court as a witness or support person in the past two years (46%).

What would increase confidence in the criminal justice system?

Respondents were asked for the single most important thing which would increase their confidence in the criminal justice system. Respondents could only choose one answer, or write in an answer at the other-specify option. Results are illustrated in Figure 17 below.

Figure 17: Views on what would increase confidence in the criminal justice system



No one particular answer stands out as the most popular choice. The results include a mixture of preventative, process-orientated, rehabilitative and, to a lesser degree, more punitive responses.

As in 2014, the most common answer is 'putting the interests of the victim at the heart of the system' - selected by just under a fifth of respondents (17%).

The next most common answers relate to preventing crime (15%), bringing more offenders to justice (13%), speeding up the delivery of justice (11%), and increasing the availability of rehabilitation programmes (such as

drug and alcohol treatment) in the community (9%). This latter proportion is slightly higher than the proportion who thought the availability of rehabilitation programmes *in prisons* would increase their confidence in the system (7%). In total 15% say that increased availability of rehabilitation programmes would increase their confidence in the system (this was similar in 2014 at 17%).

Three percent of respondents say that harsher punishment (mainly in the form of longer sentences) would increase their confidence in the system (but it should be noted that this option was not offered as an answer on the original response list – rather this was calculated by analysing the free-text answers from the other-specify option).

Since 2014 there has been a slight increase in the proportion who say that better opportunities should be provided for those released from prison (7% say this would increase their confidence in the criminal justice system up from 5% in 2014).

The table below shows how views vary by demographic subgroup. There is a notable divide between young and old when it comes to ‘putting victims at the heart of the system’ (with older respondents choosing this option more often than younger respondents).

Table 7: Significant differences in views of measures to increase confidence in the criminal justice system

	Groups significantly more likely than average to give this answer:	Groups significantly less likely than average to give this answer:
Put victims at heart of system (average of 17% selected this answer)	<ul style="list-style-type: none"> ▪ 50-69 year olds (22%), those aged over 70 (23%) ▪ Males aged over 70 (25%) ▪ Females aged 50-69 (24%) ▪ Those who live in the South Island outside Christchurch and Dunedin (22%) ▪ Those who said their experience of the CJS was negative (25%) 	<ul style="list-style-type: none"> ▪ Asian respondents (9%) ▪ 18-24 year olds (8%) ▪ Females aged 18-24 (11%), females aged 25-49 (12%) ▪ Those with University Entrance/6th Form Cert/Bursary/NCEA Level 2 or 3 (12%) ▪ Those who say their main source of information about crime is social media (12%)
Prevent more crime (average of 15% selected this answer)	<ul style="list-style-type: none"> ▪ Those with a university qualification (20%) 	<ul style="list-style-type: none"> ▪ Those aged over 70 (6%) ▪ Males aged over 70 (7%) ▪ Those who live in rural areas (10%) ▪ Those with a technical or trade qualification (10%)
Bring more offenders to justice (average of 13% selected this answer)	<ul style="list-style-type: none"> ▪ Those whose household incomes are between \$70,001 and \$100,000 (19%) ▪ Those with School Certificate /NCEA Level 1 (24%) 	<ul style="list-style-type: none"> ▪ Those who said their experience of the CJS was negative (7%)
Speed up justice (average of 11% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged over 70 (20%) ▪ Males aged over 70 (24%) 	<ul style="list-style-type: none"> ▪ Those who say their main source of information about crime is social media (6%)
Community rehabilitation programmes (average of 9% selected this answer)	<ul style="list-style-type: none"> ▪ Females aged 18-24 (16%) 	<ul style="list-style-type: none"> ▪ Males aged 50-69 (4%)
Respond to local communities (average of 8% selected this answer)	No significant differences by demographic group	
Rehabilitation programmes in prisons (average of 7% selected this answer)	No significant differences by demographic group	

<p>Opportunities for people released from prison</p> <p>(average of 7% selected this answer)</p>	<ul style="list-style-type: none"> ▪ 18-24 year olds (10%) ▪ Females aged 18-24 (12%) 	<ul style="list-style-type: none"> ▪ Those who think crime has increased a lot in the past 12 months (5%) ▪ Those who've had no contact with the CJS (4%)
<p>Latest technology</p> <p>(average of 4% selected this answer)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (7%) ▪ Those who said their experience of the CJS was positive (6%) 	<ul style="list-style-type: none"> ▪ Females (2%)

The relationship between views of crime and the criminal justice system and overall confidence

This chapter investigates how views of crime and the criminal justice system relate to overall confidence in the effectiveness of the criminal justice system. We also explore the relationship between knowledge about agencies within the criminal justice system and the degree of positive perceptions in those agencies.

Link between perceptions about crime levels and confidence in the criminal justice system

There is a link between perceptions about change in *national crime* levels and overall confidence in the criminal justice system, this is reflected in the following two proportions:

- 61% of those who believe national crime is decreasing are confident in the effectiveness of the criminal justice system (compared to 29% of all respondents). And only 18% are *not* confident (compared to 41% of all respondents).
- 25% of those who believe national crime is increasing are confident in the effectiveness of the criminal justice system (compared to 29% of all respondents). And 47% are *not* confident (compared to 41% of all respondents).

The strength of this relationship (between perceptions of national crime levels and confidence in the system) has not significantly changed since 2014. The exact correlation score between the two measures is described in Figure 18 overleaf.

There is only a weak link between perceptions about change in *local neighbourhood* crime levels and confidence in the criminal justice system (it does not feature as a measure in Figure 18 because the relationship has such a low correlation coefficient).

The relationship between perceptions of crime and the criminal justice system and overall confidence

We conducted further analysis investigating how confidence in the effectiveness of the criminal justice system relates to perceptions about some of the individual agencies asked about in the survey (including questions about the Police, the courts, and prison) and also overall perceptions about crime (i.e. whether crime is increasing or decreasing).

The correlation analysis aims to identify common concerns that relate to confidence in the criminal justice system. The variables that showed the largest correlation coefficients against overall confidence in the effectiveness of the criminal justice system are displayed in Figure 18. If there are negative perceptions about one of these particular variables, then there is also a tendency to have lower confidence in the criminal justice system overall (and vice-versa).

In social science a correlation coefficient of 0.3 – 0.5 is normally considered a moderate correlation. A strong correlation coefficient is between 0.5 and 0.8. It should be noted the correlations described in Figure 18 are only moderate at best (ranging from 0.27 to 0.46) and so are not *strong* correlations. Figure 18 excludes all measures that have correlation coefficients of less than 0.25 (because they are only weakly related to confidence).

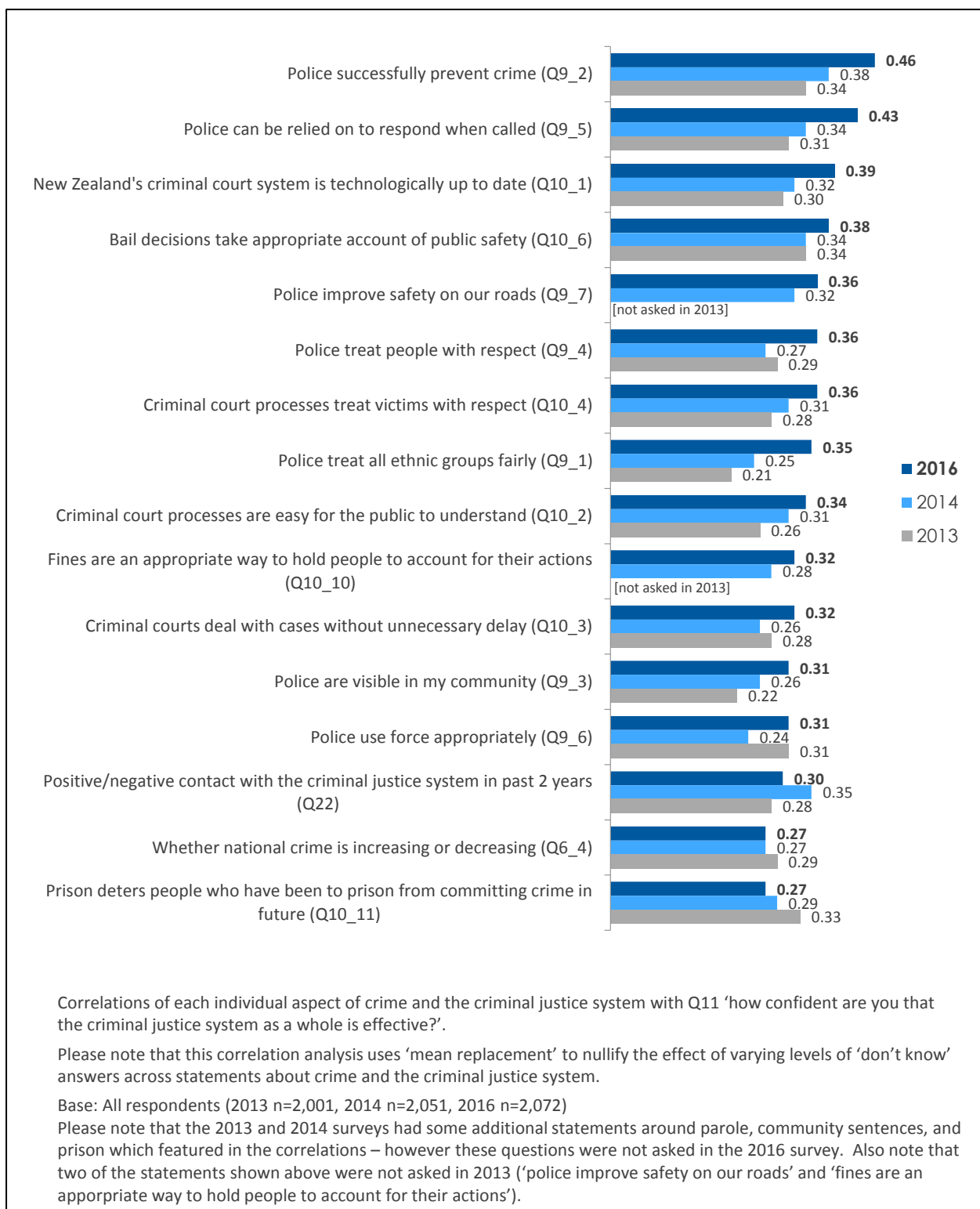
Views about crime and the criminal justice system are conditioned by a wide variety of factors. Consequently, the lack of strong relationships between survey measures and overall confidence in the effectiveness of the system may indicate that other factors not included in the survey play a part in conditioning public perceptions about the criminal justice system.

A multiple regression model using all of the perception questions included in the survey adds weight to this suggestion. When all of the individual perception questions were inserted into a multiple regression model the resulting R-squared statistic³ was 41%, suggesting that 59% of the variance in the confidence is explained by measures not included in the survey.

R-squared statistics are sometimes used to describe how well a number of independent variables (in this case views about crime and the criminal justice system) describe an overall dependent variable (in this case overall confidence in the effectiveness of the criminal justice system). An R-squared statistic of less than 50% is generally considered to be quite low (in terms of measuring the variation of the dependent variable which is explained by the independent variables).

³ R-squared is a model which describes the 'goodness of fit'. It is the percentage of the response variable variation that is explained by a linear model including a number of independent variables.

Figure 18: Top 16 Correlations between public perception rating statements and confidence in the criminal justice system



As stated previously, there is a link between views on national crime trends and confidence in the criminal justice system, but there are other aspects of the criminal justice system which are more closely associated with overall confidence. The two strongest correlations are: Police successfully preventing crime (0.46 – also one of the strongest correlations in 2014) and Police being relied upon to respond when called (0.43). The strength of these correlations have increased over time.

Link between perceived knowledge of criminal justice agencies and perceptions about them

Earlier in the report we discussed self-reported knowledge of the criminal justice agencies.

In this section we examine the link between perceived knowledge of criminal justice agencies and perceptions about them. For four different parts of the criminal justice system we calculated a 'knowledge' score and an 'overall perceptions' score. The method is outlined below.

Method used to calculate knowledge scores and overall perception scores

Knowledge scores were calculated by examining Question 3 (about perceived level knowledge) and determining an average score based upon the following:

- If an individual respondent answered that they 'know a lot' this was given a score of 4.
- 'Know quite a lot' was given a score of 3.
- 'Know a little' was given a score of 2.
- 'Know nothing at all' or 'don't know' was given a score of 1.

The resulting knowledge score for five different parts of the criminal justice system are:

- NZ Police – 2.32 average score across all respondents.
- Criminal court system – 2.01.
- Prisons – 1.95.
- The bail system – 1.86.

We then calculated 'overall perceptions scores' based on the following questions:

- NZ Police – an overall perception score was calculated based on the average finding from the following questions: 'Police treat all ethnic groups fairly', 'Police successfully prevent crime', 'Police are visible in my community', 'Police treat people with respect', 'Police can be relied on to respond when called', 'Police improve safety on our roads' and 'Police use force appropriately (e.g., physical force, pepper spray, TASER)'.
- Criminal court system - an overall perception score was calculated based on the average finding from the following questions: 'NZ's criminal court system is technologically up to date', 'Criminal court processes are easy for the public to understand', 'Criminal courts deal with cases without unnecessary delay', 'Criminal court processes treat victims with respect', 'Criminal court processes protect offenders' rights', and 'Offenders often get away without paying court fines'⁴.
- The bail system – an overall perception score was calculated based on the average answer given to this question: 'Bail decisions take appropriate account of public safety'.
- Prisons – an overall perception score was calculated based on the average finding from the following question: 'Prison successfully deters people who have been to prison from committing crime in future'.

⁴ Unlike other statements about the court system, this last statement about offenders getting away without paying fines is phrased negatively which we took into account in the overall perception score. As stated overleaf, an overall perception score was calculated by assigning 'strongly agree' a score of 5 through to assigning 'strongly disagree' a score of 1. We reversed this assignment of scores for the statement about 'offenders often get away without paying court fines' so that 'strongly agree' was given a score of 1 and 'strongly disagree' was given a score of 5.

Overall perception scores were based on how much each respondent agreed or disagreed as follows:

- 'Strongly agree' was given a score of 5.
- 'Agree' was given a score of 4.
- 'Neither agree nor disagree' was given a score of 3.
- 'Disagree' was given a score of 2.
- 'Strongly disagree' was given a score of 1.
- 'Don't know' was removed from the calculation (i.e. does not impact the overall perception score).

The resulting overall perception scores for five different parts of the criminal justice system are:

- NZ Police – 3.27.
- Criminal court system – 2.74.
- Prisons – 2.39.
- The bail system – 2.48.

Results of knowledge scores and overall perception scores across four different aspects of the criminal justice system

The results of analysis are charted in Figure 19 below.

Figure 19: Perceived Knowledge of each criminal justice agency vs. overall perceptions about each criminal justice agency

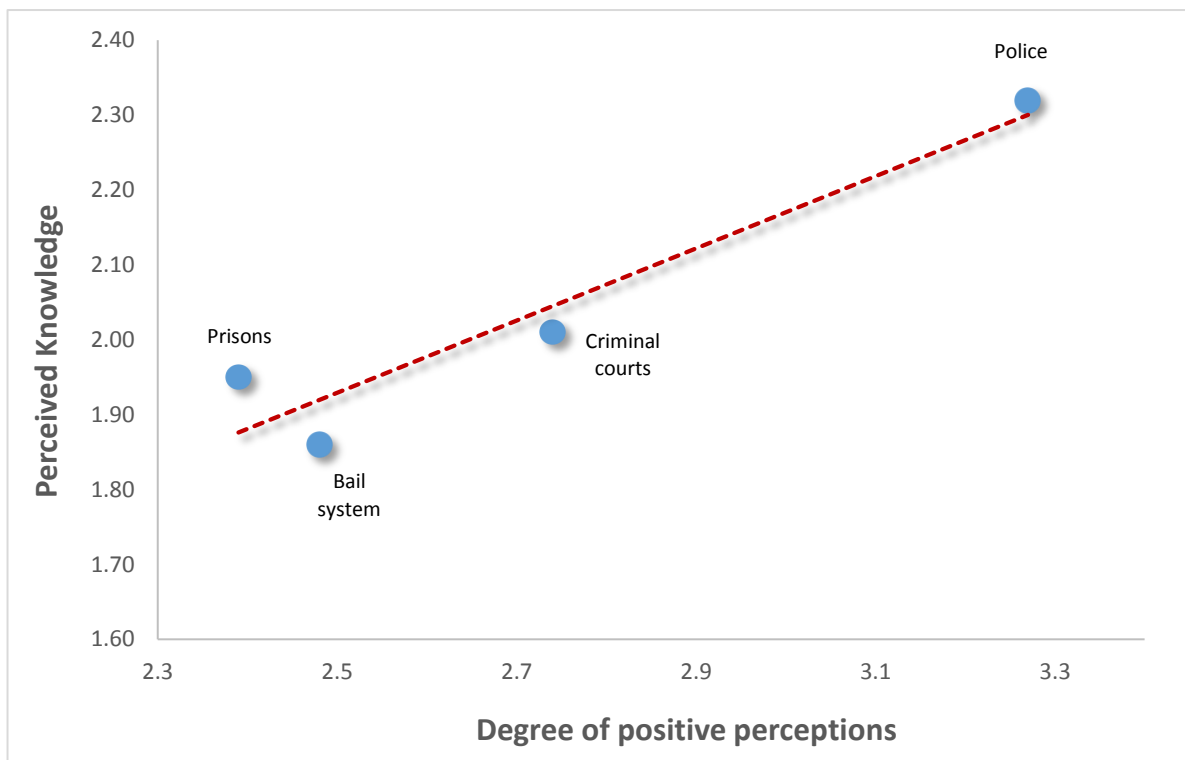


Figure 19 shows that there is a link between perceived knowledge and perception of criminal justice agencies' functions. People felt they know the most about Police, who also receive relatively positive perception ratings

from respondents. At the other end of the scale, people know less about prisons and the bail system (and also provide relatively negative ratings about these two aspects of the criminal justice system). A trend-line in the graph illustrates the relationship between the perceived knowledge level of each criminal justice agency and overall perceptions about them.

Perceptions of victims compared with non-victims

This section discusses the views of those who say they have been victims of crime reported to the police within the past two years or have attended court as a victim in the past two years (this includes 330 victims in total – most of whom had been a victim of crime reported to the police). We compare the findings against those who have not experienced either in the past two years.

Victims have relatively pessimistic views about crime levels

Victims of crime are more pessimistic about crime levels in New Zealand than non-victims. They are significantly more likely to think that the total amount of crime in New Zealand has *increased a lot* over the past year (39%, compared with 32% of non-victims⁵) and that the amount of burglary nationwide has risen in the same timeframe (70%, compared with 64% of non-victims).

They also tend to have negative perceptions of crime levels in the areas where they live – more than half (56%) say that there is a crime problem in their local neighbourhood (significantly greater than non-victims, 34%). Victims are also significantly more likely to think that the amount of crime in their local neighbourhood has *increased in the past 12 months* (42%, compared with 22% of non-victims). Furthermore, they are more likely to say that the following types of crime have increased in their local neighbourhood over the last year:

- Crime committed by young people (40%, compared with 25% of non-victims).
- Burglary (38%, compared with 21% of non-victims).
- Violent crime (23%, compared with 13% of non-victims).

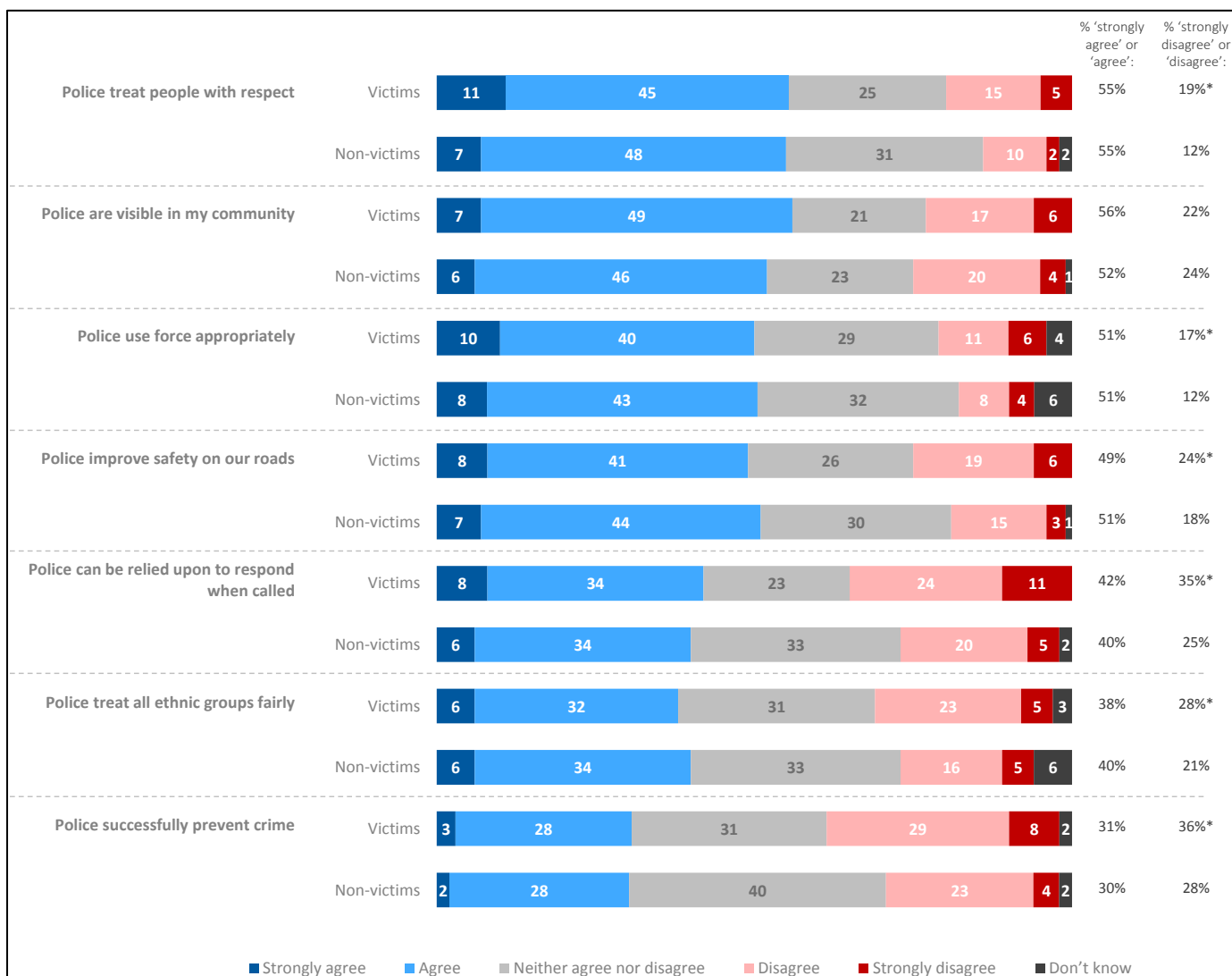
Victims are more likely to view the Police and the criminal courts system negatively

Those respondents who identified as victims are more likely to have had a negative experience of interacting with the criminal justice system in the past 2 years (21% say their experience was negative compared to 7% of non-victims) and are more likely to *not* be confident in the system (50% compared to 39% of non-victims).

Victims are more likely than non-victims to hold negative views about the Police and the criminal court system. Figures 20 – 23 show that victims are more likely than non-victims to ‘disagree’ with all of the statements about the criminal justice system (they are more likely than non-victims to ‘agree’ with the statement ‘offenders often get away without paying court fines’ but this is a negatively phrased question). There is one exception: there is no significant difference in views about ‘Police being visible in the community’ between victims and non-victims.

⁵ Although the proportion of victims who believe that crime is increasing ‘a lot’ or ‘a little’ was similar to non-victims (73% vs. 70%).

Figure 20: Views on NZ Police (victims and non-victims from the 2016 survey)



Q9. "The following questions are about your views on NZ Police. To what extent do you either agree or disagree with the following statements...?"

* Signifies that victims are significantly more likely than non-victims to 'disagree' with these statements.

Victims base: Victim of a crime that was reported to the Police, or attended court as a victim, in past two years (from 2016 survey), n=330.

Non-victims base: Not a victim of a crime that was reported to the Police and have not attended court as a victim, in past two years (from 2016 survey), n=1,742.

Figure 21: Views on criminal courts – first set of measures (victims and non-victims from the 2016 survey)

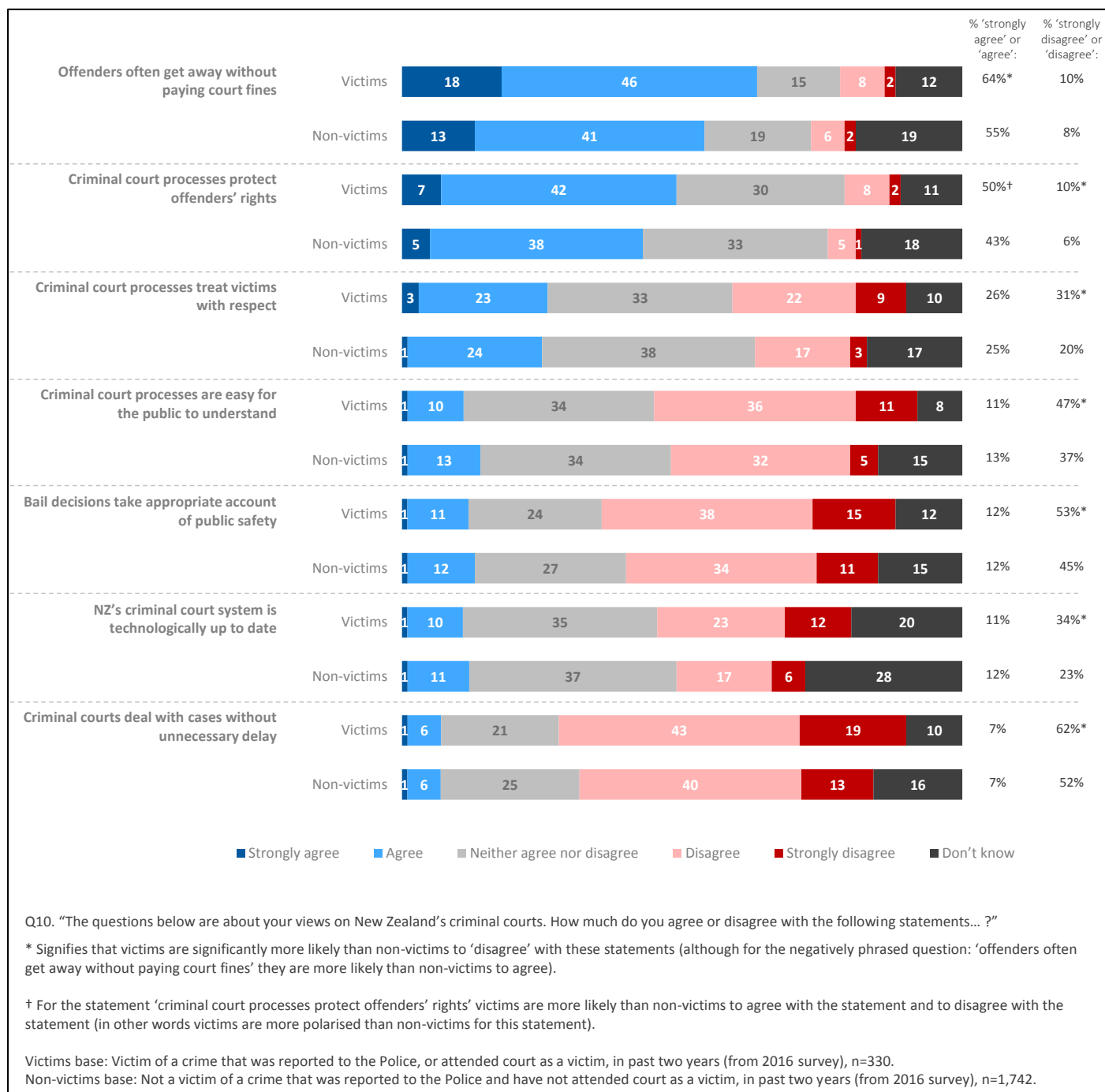
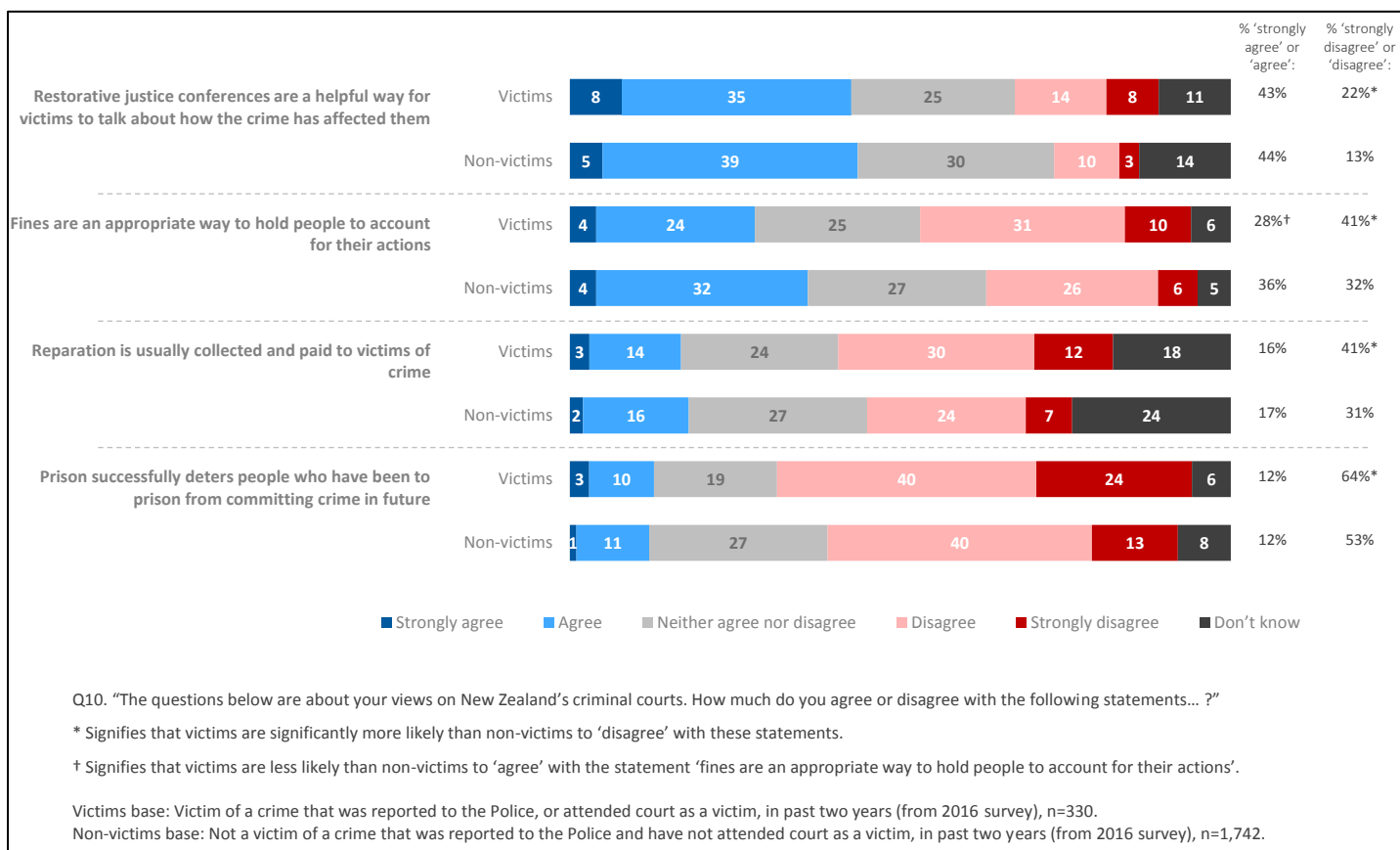


Figure 22: Views on criminal courts – second set of measures (victims and non-victims from the 2016 survey)



Interestingly the proportion who are *positive* about the Police and the criminal court system is generally very similar between victims and non-victims. It is only when we examine *negative* views that findings are significantly different.

This suggests that the views of many victims and non-victims are similar, however, there is a group of victims who report more consistently negative views. Due to the sample size of victims included in this survey it is not possible to identify many statistically significant features of the group of victims who hold negative views (and who are not confident in the criminal justice system). However, this group are more likely to say they have had negative contact with the criminal justice system in the past two years and are more likely to struggle to pay an unexpected bill of \$500 (which is a marker for financial hardship):

- 32% of victims who do not have confidence in the criminal justice system say their recent contact (in the past two years) with the system has been negative. This compares with only 7% of non-victims who say their contact has been negative.
- 40% of victims who do not have confidence in the criminal justice system say they would struggle to pay an unexpected bill of \$500 (which is a marker for financial hardship). This compares with 24% of non-victims who would struggle to pay an unexpected bill of \$500.

Victims have a high level of perceived knowledge of the criminal justice system

Victims are more likely than non-victims to feel they have a higher level of knowledge about a number of aspects of the criminal justice system. They are significantly more likely to have a higher perceived knowledge of:

- NZ Police (44%, compared with 31% of non-victims).
- Types of crime happening in NZ (39%, compared with 30% of non-victims).

- How much crime is happening in NZ (37%, compared with 28% of non-victims).
- Fines and other monetary penalties (25%, compared with 18% of non-victims).
- The criminal court system (23%, compared with 18% of non-victims).
- Support services for crime victims (20%, compared with 12% of non-victims).
- The bail system (19%, compared with 14% of non-victims).

They are significantly more likely to say that *poor parenting* is a major cause of crime in New Zealand today (76%, compared with 67% of non-victims).

Appendices

Appendix A – Sample profile

Demographic question	Proportion within the population - (n=2,072)
Q13 - Where do you live?	
Auckland Cities (North Shore, Waitakere City, Auckland City, Manukau City)	31%
Other Auckland Region	3%
Hamilton City	3%
Other Upper North Island (Northland, Other Waikato, Bay of Plenty, Gisborne, Taranaki, Ruapehu District)	17%
Wellington Cities (Porirua, Upper Hutt City, Lower Hutt City, Wellington City)	11%
Other Wellington Region	2%
Other Lower North Island (Manawatu, Wanganui, Hawkes Bay)	9%
Christchurch City	8%
Dunedin City	4%
Other South Island Region	11%
Q14 - Would you describe the area where you live as	
City	51%
Town	35%
Rural	14%
Q15 - Gender	
Male	48%
Female	52%
Q16 - Age	
18-24	13%
25-29	8%
30-34	11%
35-39	8%
40-44	8%
45-49	9%
50-59	16%
60-69	14%
70-74	7%
75 years and older	6%

Table continued overleaf/

Demographic question	Proportion within the population - (n=2,072)
Q17 - Ethnic group	
New Zealand European	70%
Maori	12%
Samoan	6%
Cook Island Maori	2%
Tongan	1%
Niuean	1%
Chinese	3%
Indian	4%
Other European	3%
Other Pacific	1%
Other Asian	2%
Other	1%
Don't wish to answer	4%
Q18 - If you had an unexpected expense of \$500, could you pay it within a month without borrowing?	
Yes	71%
No	25%
Don't know	4%
Q19 - Annual household income	
\$0/ none/ loss	0.2%
\$1 - \$10,000	2%
\$10,001- \$20,000	5%
\$20,001- \$30,000	11%
\$30,001- \$40,000	11%
\$40,001- \$50,000	9%
\$50,001- \$60,000	7%
\$60,001- \$70,000	6%
\$70,001- \$100,000	13%
\$100,001-\$150,000	12%
More than 150000	6%
Don't know	4%
Don't wish to answer	13%
Q20 - The last level you completed in formal education	
(1) Primary School	0.2%
(2) Secondary School/no School Certificate	11%
(3) School Certificate/NCEA Level 1	10%
(4) University Entrance/6th Form Cert/Bursary/NCEA Level2/3	13%
(5) Technical or Trade Qualification	14%
(6) University Graduate or postgraduate qualification (Honours, Masters, Doctorate)	30%
(7) Other Tertiary Qualification	15%
(8) Attended University, but did not graduate	3%
Don't wish to answer	2%

Appendix B - Size of each perceived knowledge group

Perceived knowledge was used in subgroup analysis throughout the report. This was based on the responses to ten statements about the criminal justice system and crime in New Zealand. We counted the number of occasions that an individual respondent said 'a lot' or 'quite a lot' about each statement. This was then used to create four different knowledge groups used for subgroup analysis throughout the report. (See Background and Methodology). The proportion falling in each category is described in the table below.

Knowledge levels of respondents

Number of items (from ten) that the respondent knows 'a lot' or 'quite a lot' about	Proportion of respondents in this category	Knowledge groups used for subgroup analysis in the report. Proportion of respondents in each group.
0	48%	48% (no perceived knowledge)
1	12%	22% (low level of perceived knowledge)
2	10%	
3	8%	13% (fairly high level of perceived knowledge)
4	4%	
5	4%	17% (very high level of perceived knowledge)
6	3%	
7	3%	
8	2%	
9	2%	
10	4%	

Appendix C – Subgroup analysis of those who ‘disagree’ about various statements about the criminal justice system

The following three tables show significant differences in the proportions of various demographic subgroups that ‘disagree’ with statements about difference aspects of the criminal justice system.

Significant differences in disagreement levels about NZ Police by demographic group

	Groups significantly more likely than average to ‘strongly disagree’ or ‘disagree’	Groups significantly less likely than average to ‘strongly disagree’ or ‘disagree’:
<p>Police treat all ethnic groups fairly</p> <p>(average of 22% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (39%) ▪ Pacific respondents (29%) ▪ Females (25%) ▪ Those with a University qualification (26%) ▪ Those who would struggle to pay an unexpected bill of \$500 (29%) ▪ Those who believe that total national crime has increased in the past year (24%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (30%) ▪ Those who have had some form of contact with the criminal justice system in the past 2 years (24%). 	<ul style="list-style-type: none"> ▪ NZ European respondents (19%) ▪ Males (19%) ▪ Those whose most common source of information about crime is National television news (19%) ▪ Those who have had no contact with the criminal justice system in the past 2 years (17%).
<p>Police successfully prevent crime</p> <p>(average of 29% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (36%) ▪ Aged 50-69 (34%) ▪ Those who have had indirect contact (i.e. known someone) with the criminal justice system in the past 2 years (32%) ▪ Those who believe that total national crime has increased in the past year (33%) ▪ Those who would struggle to pay an unexpected bill of \$500 (37%) ▪ Those who have been a victim of crime reported to the Police in the past 2 years (36%). 	<ul style="list-style-type: none"> ▪ Aged 18-24 (21%) ▪ Aged 70+ (23%) ▪ Those who believe that total national crime has decreased in the past year (17%).
<p>Police are visible in community</p> <p>(average of 24% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> ▪ Aged 50-69 (29%) or 70+ (32%) ▪ Those who believe that total national crime has increased in the past year (26%) ▪ Wellington residents (31%) ▪ Those whose most common source of information about crime is radio news (32%). 	<ul style="list-style-type: none"> ▪ Aged 18-24 (14%) or 25-49 (20%) ▪ Those who believe that total national crime has decreased in the past year (12%) ▪ Those whose most common source of information about crime online news (19%) ▪ Those who have had direct contact with the criminal justice system in the past 2 years (22%).
<p>Police treat people with respect</p> <p>(average of 13% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> ▪ Māori respondents (20%) ▪ Those who would struggle to pay an unexpected bill of \$500 (19%). ▪ Those with a household income of \$150,001 or more (20%) ▪ Those who believe that total national crime has increased in the past year (15%) ▪ Those whose most common source of 	<ul style="list-style-type: none"> ▪ NZ European respondents (11%) ▪ Aged 70+ (6%) ▪ Those who believe that total national crime has decreased in the past year (4%).

	<p>information about crime is their local newspaper (25%)</p> <ul style="list-style-type: none"> Those who have had direct (14%) or indirect (16%) contact with the criminal justice system in the past 2 years or have been a victim of crime reported to the Police in the past 2 years (19%). 	
<p>Police can be relied upon to respond when called</p> <p>(average of 26% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Aged 50-69 (33%) Those living in Auckland (30%) Those who would struggle to pay an unexpected bill of \$500 (31%) Those who believe that total national crime has increased in the past year (30%) Those who have had indirect contact with the criminal justice system (29%) or have been a victim of crime reported to the Police in the past 2 years (35%). 	<ul style="list-style-type: none"> Those aged 18-24 (13%) Those who believe that total national crime has decreased in the past year (13%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (24%).
<p>Police improve safety on our roads</p> <p>(average of 19% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those aged 50-69 (24%) Males (23%) Those who believe that total national crime has increased in the past year (22%) Those whose most common source of information about crime is radio news (26%) Those who have had some form of contact with the criminal justice system in the past 2 years (20%). 	<ul style="list-style-type: none"> Those aged 18-24 (11%) Females (16%) Those who believe that total national crime has decreased in the past year (8%) Those who have had no contact with the criminal justice system in the past 2 years (15%).
<p>Police use force appropriately</p> <p>(average of 13% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Māori respondents (21%) Pacific respondents (18%) Those aged 50-69 (15%) Those who would struggle to pay an unexpected bill of \$500 (19%) Those who have had indirect contact with the criminal justice system (15%) or have been a victim of crime reported to the Police in the past 2 years (17%) Those who believe that total national crime has increased in the past year (14%). 	<ul style="list-style-type: none"> NZ European respondents (11%) Aged 70+ (6%).

Significant differences in disagreement levels about criminal court, fines, restorative justice and prison by demographic group

	Groups significantly more likely than average to 'strongly disagree' or 'disagree'	Groups significantly less likely than average to 'strongly disagree' or 'disagree':
<p>NZ's criminal court system is technologically up to date</p> <p>(average of 25% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Māori respondents (34%) ▪ Those aged 25-49 (29%) ▪ Those with a household income of \$150,001 or more (40%) ▪ Those who would struggle to pay an unexpected bill of \$500 (29%) ▪ Those who believe that total national crime has increased in the past year (27%). ▪ Those who have had some form of contact with the criminal justice system in the past 2 years (26%). ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (36%). 	<ul style="list-style-type: none"> ▪ NZ European respondents (23%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (21%). ▪ Those who have had no contact with the criminal justice system in the past 2 years (19%).
<p>Criminal court processes are easy for the public to understand</p> <p>(average of 39% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Māori respondents (48%) ▪ Those with a household income of \$150,001 or more (54%) ▪ Those with a University qualification (43%) ▪ Those who believe national crime has increased over the past year (41%) ▪ Those who have had some form of contact with the criminal justice system in the past 2 years (42%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (44%). 	<ul style="list-style-type: none"> ▪ Asian respondents (30%) ▪ Those aged 18-24 (30%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (35%) ▪ Those who have had no contact with the criminal justice system in the past 2 years (29%).
<p>Criminal courts deal with cases without unnecessary delay</p> <p>(average of 54% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ NZ European respondents (59%) ▪ Those aged 50-69 (63%) or 70+ (74%) ▪ Those with a technical or trade qualification (60%) ▪ Those who believe national crime has increased over the past year (58%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (63%) ▪ Those who have had some form of contact with the criminal justice system in the past 2 years (56%). 	<ul style="list-style-type: none"> ▪ Asian respondents (31%) ▪ Those aged 18-24 (37%) or 25-49 (47%) ▪ Those living in Auckland (49%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (47%) ▪ Those whose most common source of information about crime is social media (40%) ▪ Those who have had no contact with the criminal justice system in the past 2 years (49%).
<p>Criminal court processes treat victims with respect</p> <p>(average of 22% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Māori respondents (27%) ▪ Those aged 50-69 (26%) ▪ Those who would struggle to pay an unexpected bill of \$500 (27%) ▪ Those with a technical or trade qualification (27%) ▪ Those who believe national crime has increased over the past year (25%) ▪ Those with a very high level of perceived 	<ul style="list-style-type: none"> ▪ Asian respondents (15%) ▪ Those aged 18-24 (15%) ▪ Those aged 70+ (16%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (19%) ▪ Those who have had no contact with the criminal justice system in the past 2 years (16%).

	<p>knowledge about the criminal justice system (claiming to know 5 or more different aspects) (30%)</p> <ul style="list-style-type: none"> Those who have had some form of contact with the criminal justice system in the past 2 years (24%). 	
<p>Criminal court processes protect offenders' rights</p> <p>(average of 6% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Māori respondents (10%) Those who have been a victim of crime reported to the Police in the past 2 years (10%). 	<ul style="list-style-type: none"> Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (5%)
<p>Bail decisions take appropriate account of public safety</p> <p>(average of 46% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> NZ European respondents (49%) Those aged 50-69 (57%) or 70+ (64%) Those with a technical or trade qualification (56%) Those who believe national crime has increased over the past year (53%) Those whose most common source of information about crime is national television news (51%) Those who have been a victim of crime reported to the Police in the past 2 years (53%). 	<ul style="list-style-type: none"> Asian respondents (32%) Those aged 18-24 (22%) or 25-49 (41%) Those living in Wellington (40%) Those with a University qualification (41%) Those who believe that total national crime has decreased in the past year (27%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (41%) Those whose most common source of information about crime is word of mouth (30%) or social media (33%).
<p>Offenders often get away without paying court fines</p> <p>(average of 8% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Asian respondents (16%) Those aged 18-24 (13%) Those living in Wellington (14%) Those with a University qualification (11%) Those who believe that total national crime has decreased in the past year (17%) Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (16%) Those whose most common source of information about crime is word of mouth (19%) Those who have had some form of contact with the criminal justice system in the past 2 years (9%). 	<ul style="list-style-type: none"> NZ European respondents (7%) Those aged 70+ (4%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (5%) Those who have had no contact with the criminal justice system in the past 2 years (4%).
<p>Restorative justice conferences are a helpful way for victims to talk about how the crime has affected them</p> <p>(average of 14% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those aged 25-49 (17%) Those who believe that total national crime has decreased in the past year (17%) Those who have been a victim of crime reported to the Police in the past 2 years (22%) 	<ul style="list-style-type: none"> Those aged 18-24 (8%) Those with a household income of less than \$30,000 (10%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (12%)
<p>Reparation is usually collected and paid to victims of crime</p> <p>(average of 33% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> NZ European respondents (35%) Māori respondents (38%) Those aged 50-69 (37%) or 70+ (39%) Those who believe that total national crime has decreased in the past year (36%) Those with a household income between \$70,001 and \$150,000 (42%) Those who have had some form of contact with the criminal justice system in the past 2 years (34%). 	<ul style="list-style-type: none"> Asian respondents (18%) Those aged 18-24 (14%) Auckland residents (28%) Those whose most common source of information about crime is word of mouth (18%) Those who have had no contact with the criminal justice system in the past 2 years (28%).
<p>Fines are an appropriate way to hold people to account for their actions</p>	<ul style="list-style-type: none"> Māori respondents (41%) Those aged 50-69 (38%) Those with a technical or trade qualification 	<ul style="list-style-type: none"> Asian respondents (19%) Those aged 18-24 (26%) Auckland residents (29%)

<p>(average of 33% 'strongly disagree' or 'disagree')</p>	<p>(39%)</p> <ul style="list-style-type: none"> ▪ Those who have had some form of contact with the criminal justice system in the past 2 years (35%). ▪ Those who believe national crime has increased over the past year (38%). 	<ul style="list-style-type: none"> ▪ Those with a University qualification (30%) ▪ Those who believe national crime has decreased over the past year (20%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (30%) ▪ Those who have had no contact with the criminal justice system in the past 2 years (28%).
<p>Prison successfully deters people who have been to prison from committing crime in future</p> <p>(average of 55% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ NZ European respondents (59%) ▪ Māori respondents (64%) ▪ Those aged 50-69 (62%) ▪ Those who believe that total national crime has increased in the past year (58%) ▪ Those who have had some form of contact with the criminal justice system in the past 2 years (57%). 	<ul style="list-style-type: none"> ▪ Asian respondents (32%) ▪ Those aged 18-24 (43%) ▪ Auckland residents (50%) ▪ Those who believe that total national crime has decreased in the past year (40%) ▪ Those who have had no contact with the criminal justice system in the past 2 years (50%).

Appendix D – Questionnaire 2016

Colmar Brunton final questionnaire 2016

Section 1: Knowledge questions

Q1

People get their information about crime from many different sources.

Where do **you** mainly hear or read about crime in New Zealand?

Please select all that apply.

Personal experience	1	
Experience of relatives, friends, neighbours, or other acquaintances	2	
General word of mouth/information from other people	3	
Community meetings/hui	4	
Newspapers - hardcopy	5	Ensure Q1a1 is asked
Newspapers - online	13	Ensure Q1a1 is asked
The Internet (including social media)	6	Ensure Q1a2 is asked
Television (including TV on demand)	7	Ensure Q1a3 is asked
Radio	8	Ensure Q1a4 is asked
Government information/websites	9	
Books	10	
School/university courses	11	
Somewhere else (please specify)	12	

Q1A1: ANSWER IF Q1=NEWSPAPERS (CODE 5)

You mentioned that you read about crime in newspapers, is that mainly...

Please select all that apply.

National and provincial newspapers (e.g. The Dominion Post, NZ Herald, The Press – including online versions), or	1
Your local newspaper (e.g. The Aucklander, The Wellingtonian – including online versions)	2

Q1A2: ANSWER IF Q1=INTERNET (CODE 6)

You mentioned that you read about crime on the Internet, is that mainly...

Please select all that apply.

Online news sources (e.g. Stuff)	2
Social media sources (e.g. Facebook, Twitter, YouTube)	1
Other online sources	3

Q1A3: ANSWER IF Q1=TELEVISION (CODE 7)

You mentioned that you hear about crime on the television, is that mainly...

Please select all that apply.

National television news broadcasts (e.g. Breakfast, One News, Newshub, Prime News, Te Kāea)	1
Current affairs television programmes (e.g. Story, The Nation, Te Karere)	2
Reality TV shows (e.g. Police Ten 7, Highway Cops)	3
Television documentaries (e.g. 60 minutes, Sunday)	4
TV crime dramas (e.g. CSI, Criminal Minds)	5

Q1A4: ANSWER IF Q1=RADIO (CODE 8)

You mentioned that you hear about crime on the radio, is that mainly...

Please select all that apply.

Radio news, or	1
Talk back radio	2

Q1B

And where do you hear or read about crime **MOST OFTEN**?

Please select one only.

PROG: DISPLAY LIST OF OPTIONS SELECTED AT Q1 (1-4 AND 9-12 IF SELECTED) AND ANY CODES SELECTED ACROSS Q1A1-Q1A4. INCLUDE OTHER SPECIFY FROM Q1 AS AN OPTION. IF SINGLE-CODED Q1, Q1A1, Q1A2, Q1A3, Q1A4, THEN AUTO-FILL Q1B RESPONSE WITH THAT ITEM.

THE POTENTIAL CODES AT THIS STAGE ARE A HYBRID OF Q1 AND Q1A1, Q1A2, Q1A3, Q1A4 [NOTE THAT CODES 5, 13, 6, 7, 8 AT Q1 DO NOT FEATURE HERE, INSTEAD IT IS THE OPTION AT THE RELEVANT FOLLOW-UP QUESTION WHICH FEATURES].

POTENTIAL RESPONSE LIST FOR Q1B IS AS FOLLOWS:

RESPONSE CATEGORY	SOURCE
Personal experience	Q1=1
Experience of relatives, friends, neighbours, or other acquaintances	Q1=2
General word of mouth/information from other people	Q1=3
Community meetings/hui	Q1=4
National and provincial newspapers (e.g. The Dominion Post, NZ Herald, The Press – including online versions)	Q1A1=1
Your local newspaper (e.g. The Aucklander, The Wellingtonian – including online versions)	Q1A1=2
Online news sources (e.g. Stuff)	Q1A2=1
Social media sources (e.g. Facebook, Twitter, YouTube)	Q1A2=2
Other online sources	Q1A2=3
National television news broadcasts (e.g. Breakfast, One News, Newshub, Prime News, Te Kāea)	Q1A3=1
Current affairs television programmes (e.g. Story, The Nation, Te Karere)	Q1A3=2
Reality TV shows (e.g. Police Ten 7, Highway Cops)	Q1A3=3
Television documentaries (e.g. 60 minutes, Sunday)	Q1A3=4
TV crime dramas (e.g. CSI, Criminal Minds)	Q1A3=5
Radio news	Q1A4=1
Talk back radio	Q1A4=2
Government information/websites	Q1=9
Books	Q1=10
School/university courses	Q1=11
Somewhere else (please specify)	Q1=12 (PLEASE CARRY OVER TXT FROM OTHER-SPECIFY)

Q2

How **reliable** or **unreliable** do you consider the following sources of information about crime...

Please select one only for each statement

PROG: ROTATE ORDER

	Not at all reliable	Somewhat unreliable	Neither reliable nor unreliable	Somewhat reliable	Completely reliable	Don't know
Crime statistics	1	2	3	4	5	6
Television news	1	2	3	4	5	6
Television documentaries (e.g. 60 Minutes, Sunday)	1	2	3	4	5	6
National and provincial newspapers (e.g. The Dominion Post, NZ Herald, The Press)	1	2	3	4	5	6
Your local newspaper (e.g. The Aucklander, Wellingtonian)	1	2	3	4	5	6
Radio news	1	2	3	4	5	6

QUESTION 3

People have different levels of knowledge about crime and the criminal justice system. How much do you feel **you know** about the following:

Please select one only for each statement.

PROG: ROTATE STATEMENTS – APART FROM LAST TWO

	Know nothing at all	Know a little	Know quite a lot	Know a lot	Don't know
NZ Police	1	2	3	4	5
The criminal court system	1	2	3	4	5
The bail system (where people stay in the community while their case goes through the court process)	1	2	3	4	5
Fines and other monetary penalties	1	2	3	4	5
Community-based sentences (e.g. Home Detention, Supervision, Community Work)	1	2	3	4	5
Prisons	1	2	3	4	5
Support services for crime victims	1	2	3	4	5
The Parole Board	1	2	3	4	5
The types of crime happening in New Zealand	1	2	3	4	5
How much crime is happening in New Zealand	1	2	3	4	5

Section 2: Public perceptions of local and national crime

Q4

We'd like to ask you some questions about your **local neighbourhood**. (Your 'local neighbourhood' is the area **within 15 minutes walk of your home**).

Do you think there is a crime problem in your **local neighbourhood**?

Please select one only.

Yes	1
No	2
Don't know	3

Q5

Please think about the amount of crime in your **local neighbourhood** and whether or not this has **changed over the past 12 months**.

Please select one only for each statement.

	Increase d a lot	Increase d a little	Stayed about the same	Reduced a little	Reduced a lot	Don't know	Haven't lived here for last 12 months
The amount of burglary in your local neighbourhood has...	1	2	3	4	5	6	7
The amount of violent crime (e.g. physical assaults) in your local neighbourhood has...	1	2	3	4	5	6	7
The amount of crime committed by young people (e.g. aged under 17) in your local neighbourhood has...	1	2	3	4	5	6	7
The total amount of crime in your local neighbourhood has...	1	2	3	4	5	6	7

Q6

Now please think about the amount of crime in **the country as a whole** and whether or not this has **changed** over **the past 12 months**.

Please select one only for each statement.

	Increase d a lot	Increase d a little	Stayed about the same	Reduced a little	Reduced a lot	Don't know	Haven't lived here for last 12 months
The amount of burglary in New Zealand has...	1	2	3	4	5	6	7
The amount of violent crime (e.g. physical assaults) in New Zealand has...	1	2	3	4	5	6	7
The amount of crime committed by young people (e.g. aged under 17) in New Zealand has...	1	2	3	4	5	6	7
The total amount of crime in New Zealand has...	1	2	3	4	5	6	7

Q7

In your view, what are the major causes of crime in New Zealand today?

Please select all that apply.

PROG: ROTATE LIST

Poverty	1
Poor education/poor schooling	2
Poor parenting	3
Drugs	4
Alcohol	5
Unemployment	6
Breakdown of family	7
Other (please specify)	8

Q8 (OPTION A)

Thinking about people currently serving prison sentences in New Zealand...do you think that **most prisoners** are there for...

Please select one only

PROG: ROTATE LIST

Violent and sex crimes (e.g. physical assaults, rapes)	1
Property crimes (e.g. burglary, theft)	2
Drug-related crimes	3
Don't know	4

Section 3: Public perceptions of the criminal justice system

[RANDOM TRIAL – WHEREBY 50% OF THE SAMPLE ARE ASKED THE SCALE FROM STRONGLY AGREE (ON THE LEFT) TO STRONGLY DISAGREE (ON THE RIGHT) – THIS APPLIES TO Q9 AND Q10 ONLY]

Q9

The following questions are about your views on NZ Police. To what extent do you either agree or disagree with the following statements...

Please select one only for each statement.

PROG: ROTATE STATEMENTS APART FROM FINAL ITEM WHICH IS TO STAY AT BOTTOM OF LIST

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Police treat all ethnic groups fairly	5	4	3	2	1	6
Police successfully prevent crime	5	4	3	2	1	6
Police are visible in my community	5	4	3	2	1	6
Police treat people with respect	5	4	3	2	1	6
Police can be relied on to respond when called	5	4	3	2	1	6
Police improve safety on our roads	5	4	3	2	1	6
Police use force appropriately (e.g. physical force, pepper spray, TASER)	5	4	3	2	1	6

Q10

The questions below are about your views on New Zealand’s criminal courts. How much do you agree or disagree with the following statements...

Please select one only for each statement.

PROG: ROTATE STATEMENTS

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
NZ's criminal court system is technologically up to date	5	4	3	2	1	6
Criminal court processes are easy for the public to understand	5	4	3	2	1	6
Criminal courts deal with cases without unnecessary delay	5	4	3	2	1	6
Criminal court processes treat victims with respect	5	4	3	2	1	6
Criminal court processes protect offenders' rights [ENSURE THIS ALWAYS APPEARS AFTER ITEM ABOVE – AND IS NOT BROKEN UP BY ROTATION]	5	4	3	2	1	6
Bail decisions take appropriate account of public safety (bail is where people stay in the community while their case goes through the court process)	5	4	3	2	1	6
Offenders often get away without paying court fines	5	4	3	2	1	6
Restorative justice conferences (where victims and adult offenders agree to meet) are a helpful way for victims to talk about how the crime has affected them	5	4	3	2	1	6
Reparation (money an offender is ordered to pay to the victim of their offending) is usually collected and paid to victims of	5	4	3	2	1	6

crime						
Fines are an appropriate way to hold people to account for their actions	5	4	3	2	1	6
Prison successfully deters people who have been to prison from committing crime in future	5	4	3	2	1	6

Q11
Thinking about all the different parts of the criminal justice system (the police, the courts, the prison, probation and parole systems), how confident are you that the criminal justice system as a whole is effective?

Please select one only.

Completely confident	5
Fairly confident	4
Neutral	3
Not very confident	2
Not at all confident	1
Don't know	6

Q12

Looking at the list below, what is the **single most important** thing that could be done to improve your confidence in New Zealand’s criminal justice system?

Please select one option only.

PROG: RANDOMISE STATEMENTS BUT KEEP CODES 7 & 8 TOGETHER

Prevent more crime	1
Put the interests of victims at the heart of the system	2
Speed up the delivery of justice	3
Respond to what matters most to local communities	4
Bring more offenders to justice	5
Send more people to prison	6
Increase the availability of rehabilitation programmes in prisons , e.g. drug and alcohol programmes	7
Increase the availability of rehabilitation programmes in the community , e.g. drug and alcohol programmes	8
Provide better opportunities for people being released from prison	9
Use the latest technology to help tackle crime	10
Something else (please specify)	11

Section 4: Demographics

Now for a few quick questions about you...

Q13

Where do you live?

Please select one only.

Auckland Cities (North Shore, Waitakere City, Auckland City, Manukau City)	1
Other Auckland Region	2
Hamilton City	3
Other Upper North Island (Northland, Other Waikato, Bay of Plenty, Gisborne, Taranaki, Ruapehu District)	4
Wellington Cities (Porirua, Upper Hutt City, Lower Hutt City, Wellington City)	5
Other Wellington Region	6
Other Lower North Island (Manawatu, Wanganui, Hawkes Bay)	7
Christchurch City	8
Dunedin City	9
Other South Island Region	10
Don't wish to answer	11

Q14

Would you describe the area where you live as...

Please select one only.

City	1
Town	2
Rural	3

Q15

Are you...

Please select one only.

Male	1
Female	2
Don't wish to answer	3

Q16

Please tell us which age range you fall into...

Please select one only.

Age under 18	12
18 – 24	1
25 – 29	2
30 – 34	3
35 – 39	4
40 – 44	5
45 – 49	6
50 – 59	7
60 – 69	8
70 – 74	9
75 years and older	10
Don't wish to answer	11

Q17

Which ethnic group do you belong to?

Please select all that apply.

New Zealand European	1
Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other (such as Dutch, Japanese, Tokelauan) (please specify)	9
Don't wish to answer	10

Q18

If you had an unexpected expense of \$500, could you pay it within a month without borrowing?

In answering this question, please note that paying by credit card or hire purchase is borrowing unless you pay the credit card or hire purchase off within the month.

Please select one only.

Yes	1
No	2
Don't know	3

Q19

Which of these groups does your annual household income fall into? Please include all earnings including employment, money from the government, and income from other sources. Please tell us the rough income before tax.

Please select one only.

\$0/ none/ loss	1
\$1 - \$10,000	2
\$10,001 - \$20,000	3
\$20,001 - \$30,000	4
\$30,001 - \$40,000	5
\$40,001 - \$50,000	6
\$50,001 - \$60,000	7
\$60,001 - \$70,000	8
\$70,001 - \$100,000	9
\$100,001 - \$150,000	10
More than \$150,000	11
Don't know	12
Don't wish to answer	13

Q20

What was the last level you completed in formal education?

Please select one only.

Primary School	1
Secondary School/no School Certificate	2
School Certificate/NCEA Level 1	3
University Entrance/6th Form Cert/Bursary/NCEA Level2/3	4
Technical or Trade Qualification	5
University Graduate or postgraduate qualification (Honours, Masters, Doctorate)	6
Other Tertiary Qualification (e.g. Polytechnic, Wananga)	7
Attended University, but did not graduate	8
Don't wish to answer	9

Q21

People come into contact with the criminal justice system for a variety of reasons. Thinking about the past 2 years, please indicate whether you have **personally**...

Please select all that apply.

Been in a vehicle that was stopped by Police (e.g. traffic stops or alcohol check points)	1
Been the victim of a crime that was reported to the Police	2
Known someone well who was the victim of a crime that was reported to the Police	3
Paid a fine or reparation	4
Attended court as a witness or support person	5
Attended court as a victim	6
Attended court as a defendant	7
Attended court because of a summons for jury service	8
Been arrested by Police	9
Known someone who had been arrested by Police	10
Been imprisoned	11
Known someone who was imprisoned	12
Worked in the criminal justice system	13
Known someone who worked in the criminal justice system	14
Attended a restorative justice conference for a criminal offence (not including youth justice conferences)	15
Known someone who attended court or a restorative justice conference for a criminal offence (not including youth justice conferences)	16
Other (please specify)	17
Did not experience any of the above	18
Don't wish to answer	19

Q22: ANSWER IF Q21 = HAD CONTACT WITH CRIMINAL JUSTICE SYSTEM (I.E. NOT CODE 18 'DID NOT EXPERIENCE ANY OF THE ABOVE' OR CODE 19 'DON'T WISH TO ANSWER')

On the whole would you describe your contact(s) with the criminal justice system in the past 2 years as...

Please select one only.

Very positive	5
Quite positive	4
Neither positive nor negative	3
Quite negative	2
Very negative	1
Don't know	6

END OF SURVEY