

# Improving public confidence in the police - Guidance overview

Supporting senior police leaders and police and crime commissioners to reduce serious harm and increase public confidence in policing.

First published 15 January 2025

The government's [Safer Streets](#) mission aims to reduce serious harm and increase public confidence in policing and the wider criminal justice system. This guide supports senior police leaders and police and crime commissioners to help achieve this mission. It clearly sets out the best available evidence on public confidence in the police, as well as the policing activities that are most likely to have an impact.

## Implementing neighbourhood policing

- Having a targeted visible presence in crime and anti-social behaviour hot spots or places with low trust.
- Community engagement to identify the crime and anti-social behaviour issues that matter to people locally.
- Carrying out effective problem-solving to tackle the issues that matter the most to local people.

## Policing with procedural and distributive justice

- Making fair decisions and treating people respectfully.
- Not being seen to over-police and under-protect communities.

## Improving police contact with victims

- Responding to the needs and concerns of victims.
- Focusing as much on the process as the end result.

## Improving police contact with suspects

- Minimising the number of negative experiences.

- Explaining enforcement action and preserving people's dignity.

## Tackling police wrongdoing

- Working within the law and adhering to ethical and professional standards.

The guide begins by providing key definitions and trends in public perceptions over the past 20 years. It ends with a summary of what else may be important to public confidence in the police.

## Tags

Community engagement   Evidence-based policing