

Devon & Cornwall Police Authority Community Engagement Committee

02 April 2008

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Report of the Chief Executive

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### Consultation Priorities

#### Recommendation

- (i) That the aims and objectives of these two priorities are accepted and
- (ii) That the proposed methods of consultation are endorsed

#### Background

1. Following on from the previous committee meeting two priorities were agreed upon for 2008/09, which were "Ease and quality of contact" and "Neighbourhood Policing: Visibility". The public has highlighted these two priorities as important aspects that need to be addressed.
2. Previous research has shown that there is still a public concern regarding contact with the Police and the type of feedback/follow-up they receive. For example, the results of the 2007 Summer Public Survey revealed that less than 50% of respondents were satisfied with how easy it was to contact the Police and with the overall service they receive from the Police. There is a clear need to focus on communication between the Police and public. Therefore, this is an area that needs ongoing, in-depth consultation.
3. The 5-year vision has prioritised the delivery of a visible service to the public utilising the maximum number of staff in uniform, thus increasing the number of frontline police over the course of 5 years. A benchmark should be set so that we can monitor public perception of visibility across time and its impact on satisfaction and confidence rates. Therefore, this has been highlighted as a priority for 2008/09. This benchmark is also critical in terms of assessing the impact of the additional 200 Police officers going back to frontline policing.

#### PRIORITY 1: Neighbourhood Policing: Visibility

4. The purpose of neighbourhood policing is to deliver the right people, at the right places and in the right numbers, in order to create neighbourhoods that are safe and feel safe.
5. **Consultation Aims and Objectives:** The main aim is to examine the public's understanding and perception of neighbourhood policing and the level of visibility of police officers in the community.  
The objective is to investigate whether neighbourhood policing and the associated visibility of police officers affects the confidence and satisfaction rates of the public in the service the Police provide.

#### PRIORITY 2: Ease and Quality of Contact

6. The purpose is to examine the avenues by which the public contact the Police and the quality of service they receive.
7. **Consultation Aims and Objectives:** The main aim is to establish the public perception of how easy it is to contact the police and the quality of service provided with this contact.

The objective is to investigate whether the ease and quality of contact the public has with the Police affects the confidence and satisfaction rates of the public in the service the Police provide.

#### **METHOD OF CONSULTATION FOR BOTH PRIORITIES:**

8. A combination of methods will be used to gather relevant information in relation to both priorities. These methods will include a quantitative and qualitative component.

9. **Quantitative Component:** A series of questions will be developed around the aims and objectives of both priorities in an attempt to establish whether these have been achieved.

*Police Authority Liaison Meetings:* Simple closed questions will be asked at these meetings to establish quick yes/no answers in order to provide percentages that will inform results from other types of consultation

*Public Survey:* A variety of open and closed questions will be asked in the survey. Simple yes/no questions will provide definite answers to establish clear perceptions. Other questions and statements, with a Likert-type scale response (scored from 1 to 7), will provide respondents with a wide range of responses.

*Events:* Short questionnaires with a combination of open/closed questions and statements with Likert-type scale responses will be circulated at different events.

*Panels:* Closed questions will be verbally asked at these events in order to establish yes/no answers and provide percentages that will inform results from other types of consultation.

10. **Qualitative Component:** This component aims to develop a better understanding to the quantitative aspect of the data with a series of open questions.

*Police Authority Liaison Meetings:* Concerns that arise during the meetings will be noted in the minutes of each PALM.

*Public Survey:* Open-ended questions will be asked to provide explanations behind quantitative answers for both priorities.

*Panels:* Each panel will have a small number of open-ended questions, which will be asked during the meeting. However, the conversation may divert away from the questions but will be mainly facilitated around the priorities.

11. **Results and Feedback:**

A combination of quantitative and qualitative analyses will be conducted with the data and results will be disseminated to the Community Engagement Committee, Citizen Focus team, Consultation Unit, and back to the various groups consulted.

#### **Contact for Further Information**

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