

Devon & Cornwall Police Authority Community Engagement Committee

02 April 2008

Open for the purposes of FOI

Report of the Chief Executive

Public Survey

Recommendations

- (i) **That the proposed model is accepted**

Introduction

1. Following discussions with the Community Engagement Committee this report provides a detailed proposal for one annual large-scale public survey.

Background Information

2. Public surveys have been randomly sent out to 10,000 households three times a year, with an average response rate of 31.12% since 2004. Scanning, verifying and analysing the results have proven not to be cost effective in terms of the length of time it takes to produce results and its eventual impact on future performance and change.

Proposed Model for One Annual Public Survey

3. As agreed at the last meeting (PC/256) it is now proposed that one large-scale public survey will be sent on an annual basis to a total of 25,000 households in Devon, Cornwall and Isles of Scilly. The method for identifying households will be identical to that used in previous surveys – using Royal Mail software to generate postcodes per area and then using SPSS software to randomly select households to target.
4. The content of the survey will concentrate on the two consultation priorities: Ease and Quality of Contact and Neighbourhood Policing with a specific focus on Visibility. Relevant questions and statements will be amended from previous surveys and new questions will be created in consultation with the Consultation Unit in the Force.
5. It is recommended that the annual survey be distributed in September/October in order to coincide with the delivery of Local Policing Summaries to households. Additional questions inserted into the public survey can focus on the perception of these summaries and provide the public with an opportunity to feed their opinions back. The survey can also be use to assist the Authority in relation to budget setting for 2009/10.
6. Results from the Public Survey can provide a benchmark. Other consultation exercises can then be undertaken to assess how changes are affected by Police response to the issues identified.

Contact for Further Information

Antoinette Buisman

Policy Officer

Tel: 01392 268320

Email Antoinette.Buisman@devonandcornwall.pnn.police.uk