

Devon & Cornwall Police Authority Community Engagement Committee

02 April 2008

Open for the purposes of FOI

Report of the Chief Executive

Summer 2007 Public Survey

Recommendation

That the contents of the report should be noted.

INTRODUCTION

1. The purpose of this report is highlight the main results obtained from the Summer 2007 Public Survey. For more a detailed report please contact Antoinette Buisman.

BACKGROUND

2. 9,984 surveys were sent out to a random sample of the population of Devon, Cornwall and Isles of Scilly (just under 2,500 per BCU). Of these, 2,587 surveys were returned which represents a response rate of 25.9%. This has increased since the Spring Public Survey.
3. This survey measured the public's awareness of the Neighbourhood Policing Initiative, Neighbourhood Policing Team and Police Community Support Officers (PCSO); and examined local issues, fear of crime and public concern, contacting the Police, and levels of satisfaction with the services provided by the Constabulary.

SUMMARY

4. The following is a short summary of the results from the Summer 2007 Public Survey

Neighbourhood Policing

- 37.1% of respondents indicated that they were aware of their Neighbourhood Policing Initiative, which is up by 6.4% when compared to the summer 2006 Public Survey. However, this result is still lower than achieved in the autumn 2006 Public Survey when 39% of respondents were aware of the Initiative.
- 27.9% of respondents had either met, knew the name of or knew how to find out the name of someone in their local Neighbourhood Policing Team (NBT). This figure has fluctuated over the course of the last year however it seems to be on the increase since the last Public Survey in spring 2007
- 10.1% of respondents have seen an officer on foot patrol at least once a week, this figure has increased over the last year, but appears to be stabilising
- 32.4% of respondents have seen a Police patrol vehicle in their area at least once a fortnight, which is a 3.4% increase from the summer 2006 Public Survey

Police Community Support Officers

- 29.7% of respondents have noted seeing PCSOs in their local area, which is up by 3.4% since the spring 2007 Public Survey. This figure has increased by 8.1% since the summer 2006 Public Survey

- When satisfaction with the way your local area is policed is cross-tabulated with whether or not respondents had seen PCSOs in their local area results were statistically significant. 56.3% of respondents were very satisfied with the way their local area was policed if they had seen PCSOs in their area in comparison to 43.7% of those who were very satisfied with the way their area was policed despite not seeing PCSOs in their local area.
- There was a significant effect of having seen PCSOs in their local area with how satisfied respondents are with how easy it was to contact the Police. 47.7% of respondents who had seen PCSOs in their local area were satisfied with how easy it was to contact the Police in comparison to 52.3% having not seen PCSOs in their local area

Local Criminal Justice Board

- 45.1% of respondents are at least fairly confident that their CJS is effective at bringing people to justice.
- 34.3% of respondents are at least fairly confident that their CJS meets the needs of victims
- 81.4% of respondents are at least fairly confident that their CJS treats the accused fairly
- 45.5% of respondents are at least fairly confident that their CJS deals with cases promptly and efficiently
- 67.6% of respondents are at least fairly confident that their CJS treats witnesses well
- Only 23.4% of respondents are at least fairly confident that the sentences passed by the courts are appropriate

Confidence in the Police

- There has been an increase in respondents' level of agreement with the statement "The Police in this area understand the issues that affect this community" since the spring (+2.4%)
- The following statements: "The Police in this area would treat you with respect if you had contact with them for any reason", "The Police in this area treat everyone fairly regardless of who they are", "The Police in this area can be relied on to deal with minor crimes", "The Police in this area understand the issues that affect this community", "The Police are dealing with things that matter to people in the community", "I have a lot of confidence in the Police", and "The Police in this area can be relied on to be there when you need them" were then cross-tabulated with satisfaction with the overall service in order to assess whether agreement with the statements had any impact on levels of satisfaction. Results were statistically significant for all of the above statements with considerably more respondents reporting being satisfied with the overall service if they agreed with the statements.

How good a job the Police are doing?

- 39.9% of respondents feel the Police are doing a good or excellent job in their area, with a further 46.3% of people saying they are doing a fair job. The proportion of people who feel that the Police are doing a good or excellent job has increased by 0.9% since the spring.

Satisfaction with the way the area is policed

- 37.2% of respondents were satisfied with the way their local area is policed, which is up by 0.3% since the spring
- 42% of respondents were satisfied with how easy it was to contact the Police, which is up by 1.9% since the spring

- 39.9% of respondents were satisfied with the way the Police were tackling crime in their local area, which is down by 0.2% since the spring
- There was a reduction in respondents' satisfaction rates for how Police kept order and reduced anti-social behaviour (36.9%) since the spring (37.8%)
- However, satisfaction rates for the overall service provided by the Police remained stable since the spring (48.5%)

Fear of crime

- 56.6% of respondents felt safe walking home alone after dark, this figure has decreased since spring of this year
- 41.5% of respondents worried about being a victim of crime in general, which is a 0.3% increase since spring of this year, however it is down 3.7% since Autumn 2006
- As in line with the spring results, burglary is still the crime respondents worry about the most in comparison to all the other crimes listed in the survey

Biggest Problem

- When asked to indicate the most problematic issue in their area, respondents highlighted that speeding traffic, dangerously parked cars and teenagers are the major three problems.

Contacting the Police

- Respondents were asked what happened when they contacted the Police to report a crime and the majority of individuals (46.2%) indicated that the crime was reported or that the incident was dealt with over the phone (17.9%)
- When asked how respondents contacted the Police to deal with the incident, 54.3% reported using the non-emergency number

Contact for Further Information

Antoinette Buisman

Policy Officer

Tel: 01392 268320

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