

Devon & Cornwall Police Authority Community Engagement Committee

3 July 2008

Open for the purposes of FOI

Report of the Chief Executive

Autumn Public Survey

Recommendation

- (i) **The results of the Autumn 2007 Public Survey are noted and used as a future benchmark to assess public perception of policing**

Introduction

1. Following the adoption of the consultation priorities this report highlights the results from the Autumn 2007 Public Survey according to those priorities. For a more detailed report please contact Antoinette Buisman.

Background

2. 9,980 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, 2,225 surveys were returned which represents a response rate of 22.4%, which has decreased since the Summer Public Survey.
3. This survey measured the public's awareness of the Neighbourhood Policing Initiative, Neighbourhood Policing Team and Police Community Safety Officers (PCSOs), with some questions targeted to visibility. In addition it examined ease and quality of contact and public satisfaction rates of policing within their local area and in a wider context of Devon and Cornwall.

Priority 1: Neighbourhood Policing (Visibility) Results Summary

4. The following provides a short summary of the results for the first priority:
 - 50.7% of respondents indicated that they were aware of their Neighbourhood Policing Initiative, which has increased by 13.6% since the Summer 2007 Public Survey and increased by 11.7% since the Autumn 2006 Public Survey.
 - 36.1% of respondents reported having met, knowing the name of or knowing how to find out the name of someone in their local Neighbourhood Policing Team (NPT). This figure has increased significantly since the Summer 2007 Public Survey (by 8.2%).
 - 11.9% of respondents have seen an officer on foot patrol at least once a week, which has increased by 1.8% since the Summer 2007 Public Survey.
 - 25.8% of respondents have seen a Police patrol vehicle in their area at least once a week, which has increased by 1.8% since the Summer 2007 Public Survey.
 - 37.7% of respondents reported seeing PCSOs in their local area, which has increased by 8% since the Summer Public Survey.

Priority 2: Ease and Quality of Contact Results Summary

5. The following provides a short summary of the results for the second priority:
- 22.9% respondents had reported a crime in the last 12 months (period covering November 2006 to November 2007)
 - Of that 22.9%, 27.3% used the 999 number to contact the Police, while 49.4% used another number and 14.0% visited a Police station to report the crime.
 - 44.1% of all respondents were satisfied with how easy it was to contact the Police, which is a 2.1% increase since the Summer Public Survey.

Satisfaction Rates According to Both Priorities

6. A more detailed analysis was conducted in order to determine the effect of visibility and contact with satisfaction rates with policing. The following provides a short summary of those results:

Visibility

- The more police foot patrol and vehicle the public see the more satisfied and confident they are in policing in their local area and Devon and Cornwall
- Those members of the public who reported seeing a PCSO in their local area were more likely to be satisfied and confident in policing in their local area.

Ease and Quality of Contact

- Overall, 50.5% of respondents were satisfied with how easy it is to contact the Police
- There was no significant difference in satisfaction rates of ease of contact for those who reported a crime and those who did not, however 34.8% of those who reported a crime were satisfied with how easy it was to contact the Police

Contact for Further Information

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