

March Public Survey 2005 Summary Report

Recommendations

- i) That the contents of the report should be noted**

INTRODUCTION

1. The purpose of this report is highlight the main results obtained from the March 2005 Public Survey. For more detailed results please contact the Planning and Consultation Unit, Police Headquarters.

BACKGROUND

2. On the 29th March 2005 9,711 surveys were sent out to a random sample of the population of Devon, Cornwall, and the Isles of Scilly. Of these 3,103 were returned, which represents a response rate of 31.95%. This survey was designed to measure how successful the Neighbourhood Policing initiative is, how satisfied people are with policing in their area, how easy it is for people to access information relating to the Police, fear of crime, and reporting incidents to the Police. Results have been broken down to Basic Command Unit (BCU) and District levels in order to highlight any differences in satisfaction, fear of crime, and knowing one's local Neighbourhood Officer.

PUBLIC SURVEY

March 2005

Summary Results



DEVON & CORNWALL
CONSTABULARY

Consultation Unit
Strategic Development Department

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Introduction

On the 29th March 2005 9,711 surveys were sent out to a random sample of the population of Devon, Cornwall, and the Isles of Scilly. Of these 3,103 were returned, which represents a response rate of 31.95%. This survey was designed to measure how successful the Neighbourhood Policing initiative is, how satisfied people are with policing in their area, how easy it is for people to access information relating to the Police, fear of crime, and reporting incidents to the Police. Results have been broken down to Basic Command Unit (BCU) and District levels in order to highlight any differences in satisfaction, fear of crime, and knowing one's local Neighbourhood Officer. The effect of knowing one's Neighbourhood Officer on satisfaction levels and fear of crime was also examined. In this report results from the July 2004 Public Survey and the November 2004 Public Survey will be compared to assess how things have improved or worsened over the course of the year.

Neighbourhood Policing

Respondents were asked to indicate whether or not they were aware of the Neighbourhood Policing initiative. 35% of respondents said they were aware of the initiative and 64.9% said they were not (see table 1). 16.6% of respondents reported knowing their local Neighbourhood Officer, 83.4% did not know who he or she was (see table 2). When results are compared over the course of the year it appears that less people know who their local Officer is in March 2005 with the results decreasing steadily since July 2004 (see figure 1).

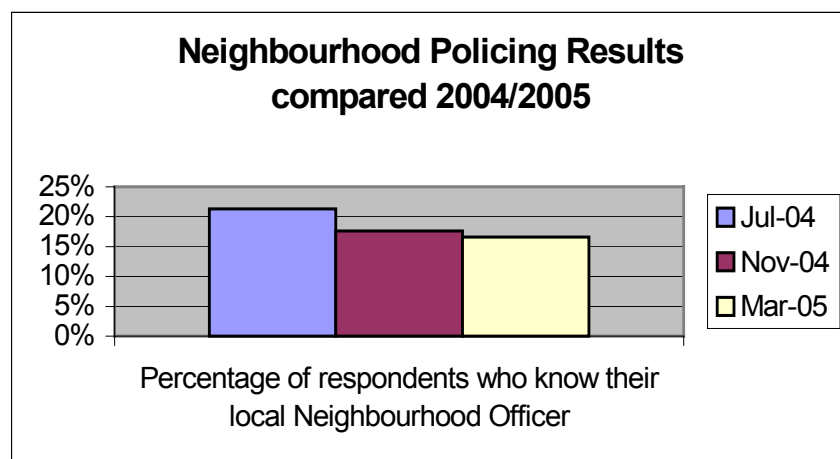
Table 1:

| Are you aware of Neighbourhood Policing? | | | | |
|--|-------|-----------|---------|--------------------|
| | | Frequency | Percent | Cumulative Percent |
| Valid | Yes | 1067 | 35.1 | 35.1 |
| | No | 1970 | 64.9 | 100.0 |
| | Total | 3037 | 100.0 | |

Table 2:

| Do you know your local Neighbourhood Officer? | | | | |
|---|-------|-----------|---------|--------------------|
| | | Frequency | Percent | Cumulative Percent |
| Valid | Yes | 506 | 16.6 | 16.6 |
| | No | 2535 | 83.4 | 100.0 |
| | Total | 3041 | 100.0 | |

Figure 1:



Respondents were asked to indicate if they knew where to find information relating to the name of their Neighbourhood Beat Manager (NBM). As reported in table 3, only 21.7% of respondents knew where to find this information.

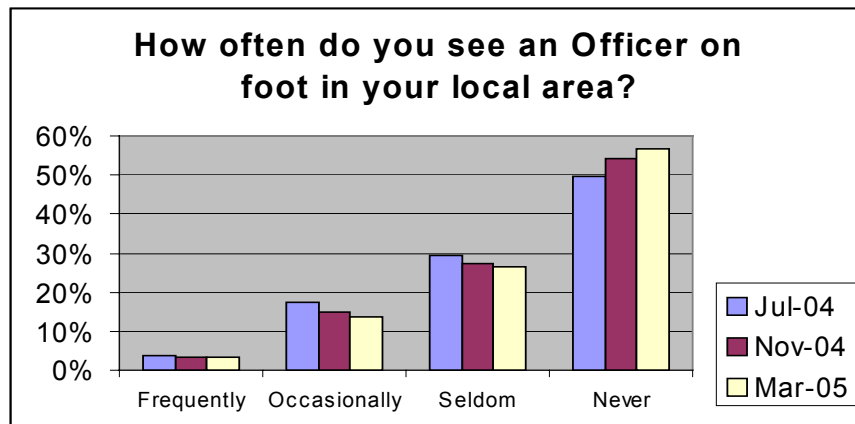
Table 3:

Do you know where you can find information relating to the name of your NBM?

| | | Frequency | Percent | Cumulative Percent |
|-------|-----|-----------|---------|--------------------|
| Valid | Yes | 650 | 21.7 | 21.7 |
| | No | 2349 | 78.3 | 100.0 |
| Total | | 2999 | 100.0 | |

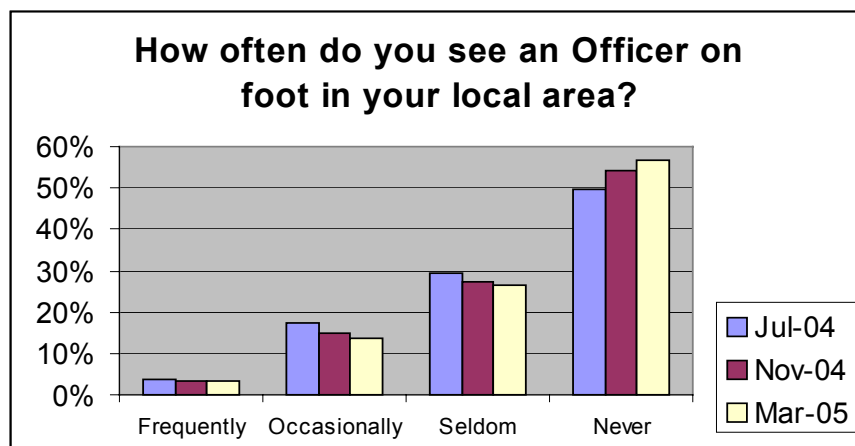
Respondents were then asked how often they see a Police Officer on foot in their local community. Only 3.3% of respondents regularly see an Officer on foot in their community and 13.5% occasionally see one. 26.4% seldom see an Officer on foot and 56.7% of respondents said that they never see an Officer on foot. These results were compared over the course of the year. As indicated in figure 2, it appears that fewer people see Officers on foot in their local area than they did previously.

Figure 2:



Respondents were also asked how often they see a Police patrol car or motorcycle in their local community. Results are slightly more positive with 14.5% of respondents frequently seeing a Police patrol vehicle and 35.4% occasionally seeing one. 33.5% of respondents said they seldom see a Police patrol car or motorcycle in their community and 16.7% said they never see one. When results were compared over the course of the year it appears that fewer people see Officers on foot in their local area than they did previously (see figure 3).

Figure 3:



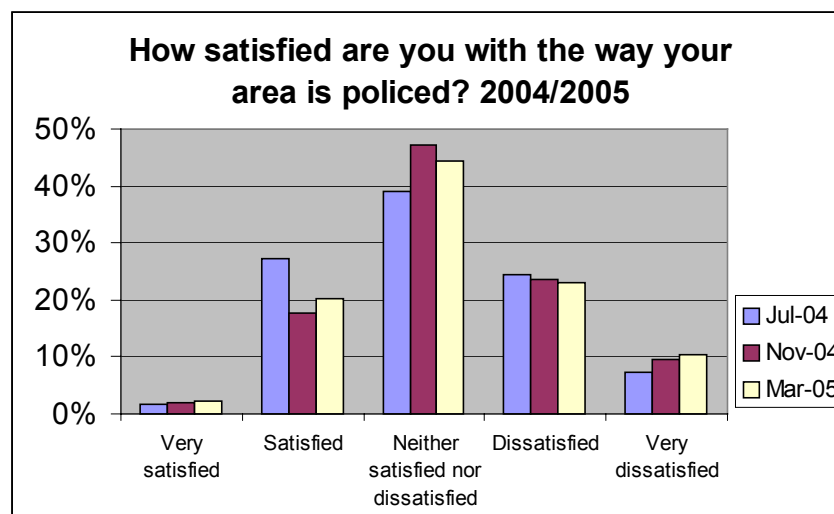
Respondents were asked to indicate how satisfied or dissatisfied they are with the way in which their local area is policed. The majority of respondents (44.3%) were neither satisfied nor dissatisfied. 20.2% were satisfied and 2.2% were very satisfied. 23% of respondents were dissatisfied with the way in which their area is policed and 10.4% were very dissatisfied (see table 4).

Table 4:

| | | Satisfaction with the way in which your area is policed | | |
|-------|------------------------------------|---|---------|--------------------|
| | | Frequency | Percent | Cumulative Percent |
| Valid | Very satisfied | 66 | 2.2 | 2.2 |
| | Satisfied | 615 | 20.2 | 22.3 |
| | Neither satisfied nor dissatisfied | 1351 | 44.3 | 66.6 |
| | Dissatisfied | 703 | 23.0 | 89.6 |
| | Very dissatisfied | 316 | 10.4 | 100.0 |
| | Total | 3051 | 100.0 | |

Results relating to satisfaction with the way in which respondents' areas are policed were compared over the course of the year. Results have fluctuated with respondents appearing to be least satisfied in November (see figure 4).

Figure 4:



Crosstabulations were carried out in order to assess whether or not knowing one's Neighbourhood Officer had any impact on satisfaction with the way in which respondents' areas are policed. Results were statistically significant, with respondents much more likely to be satisfied if they knew their local Neighbourhood Officer (40.6% satisfied if they knew him or her compared to only 18.5% satisfied if they did not) (see table 5).

Table 5:**Satisfaction with the way in which your area is policed * Do you know your local Neighbourhood Officer? Crosstabulation**

| | | | Do you know your local Neighbourhood Officer? | | Total |
|---|------------------------------------|------------|---|----------------|----------------|
| | | | Yes | No | |
| Satisfaction with the way in which your area is policed | Satisfied | Count % | 202 40.6% | 464 18.5% | 666 22.2% |
| | Neither satisfied nor dissatisfied | Count % | 171 34.4% | 1157 46.2% | 1328 44.2% |
| | Dissatisfied | Count % | 124 24.9% | 885 35.3% | 1009 33.6% |
| Total | | Count % | 497 100.0% | 2506 100.0% | 3003 100.0% |

Consultation and Communication

The respondents were asked a series of questions designed to find out what sort of information about the Police people are interested in and how they would like to receive that information. Questions were also asked relating to the Force Website and how this service can be improved.

5.1% of respondents said they had used the Devon & Cornwall Constabulary Website in the last 12 months (see table 1).

Table 1:**have you used the Devon and Cornwall Constabulary Website in last 12 months?**

| | | Frequency | Percent | Cumulative Percent |
|-------|----------------|-----------|---------|--------------------|
| Valid | Yes | 156 | 5.1 | 5.1 |
| | No | 2838 | 93.6 | 98.7 |
| | Don't remember | 38 | 1.3 | 100.0 |
| | Total | 3032 | 100.0 | |

Results were crosstabulated in order to assess whether or not people who had accessed the Police Website were more likely to know their local Neighbourhood Officer. Results were statistically significant with the proportion of those knowing their local Officer almost double if they had accessed the Website compared to if they had not (29.7% of those who had accessed the Website knew their local Officer compared to 15.9% of those who had not accessed the Website (see table 2).

Table 2:

have you used the Devon and Cornwall Constabulary Website in last 12 months? * Do you know your local Neighbourhood Officer? Crosstabulation

| | | | Do you know your local Neighbourhood Officer? | | Total |
|--|-----|--|---|---------------|----------------|
| | | | Yes | No | |
| have you used the Devon and Cornwall Constabulary Website in last 12 months? | Yes | Count % within have you used the Devon and Cornwall Constabulary Website in last 12 months? | 46 29.7% | 109 70.3% | 155 100.0% |
| | No | Count % within have you used the Devon and Cornwall Constabulary Website in last 12 months? | 443 15.9% | 2348 84.1% | 2791 100.0% |
| Total | | Count % within have you used the Devon and Cornwall Constabulary Website in last 12 months? | 489 16.6% | 2457 83.4% | 2946 100.0% |

Police Performance

The Devon & Cornwall Constabulary asked respondents questions relating to satisfaction with the overall service provided and how good a job they think the Police are doing. Results show that 41.3% of respondents are satisfied, 38.8% are neither satisfied nor dissatisfied, and 20% are dissatisfied (see table 1).

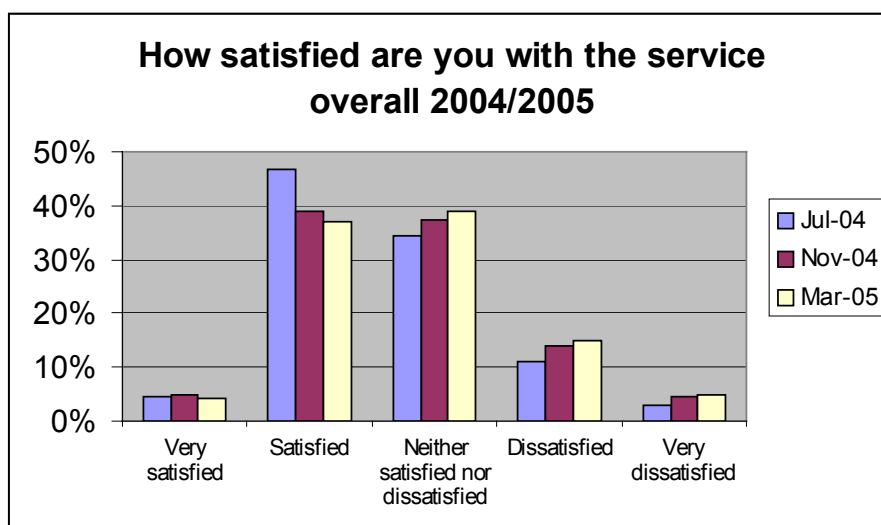
Table 1:

Satisfaction with the service provided by Devon and Cornwall Constabulary

| | | Frequency | Percent | Cumulative Percent |
|-------|------------------------------------|-----------|---------|--------------------|
| Valid | Very satisfied | 126 | 4.2 | 4.2 |
| | Satisfied | 1125 | 37.1 | 41.3 |
| | Neither satisfied nor dissatisfied | 1175 | 38.8 | 80.1 |
| | Dissatisfied | 453 | 15.0 | 95.0 |
| | Very dissatisfied | 151 | 5.0 | 100.0 |
| | Total | 3030 | 100.0 | |

Results were compared over the course of the year, as indicated in figure 1, satisfaction levels appear to have dropped slightly over the course of the year.

Figure 1:



Overall satisfaction results were looked at in terms of whether or not respondents knew their local Neighbourhood Officer. Results are statistically significant with 56.7% of respondents who know their Local Officer having reported being satisfied with the overall service, compared to only 38% satisfied amongst those who do not know their local Officer (see table 2).

Table 2:

Satisfaction with the service provided by Devon and Cornwall Constabulary * Do you know your local Neighbourhood Officer? Crosstabulation

| | | | Do you know your local Neighbourhood Officer? | | Total |
|---|------------------------------------|--------|---|--------|-------|
| | | | Yes | No | |
| Satisfaction with the service provided by Devon and Cornwall Constabulary | Satisfied | Count | 282 | 945 | 1227 |
| | | % | 56.7% | 38.0% | 41.2% |
| | Neither satisfied nor dissatisfied | Count | 135 | 1023 | 1158 |
| | | % | 27.2% | 41.2% | 38.8% |
| | Dissatisfied | Count | 80 | 516 | 596 |
| | | % | 16.1% | 20.8% | 20.0% |
| Total | Count | 497 | 2484 | 2981 | |
| | % | 100.0% | 100.0% | 100.0% | |

Respondents were then asked to indicate how good a job they think the Police are doing. Overall 42.6% think that the Police are doing an excellent or good job (see table 3).

Table 3:

How good a job do you think the police are doing?

| | | Frequency | Percent | Cumulative Percent |
|-------|-----------|-----------|---------|--------------------|
| Valid | Excellent | 130 | 4.8 | 4.8 |
| | Good | 1023 | 37.8 | 42.6 |
| | Fair | 1232 | 45.5 | 88.2 |
| | Poor | 267 | 9.9 | 98.0 |
| | Very poor | 53 | 2.0 | 100.0 |
| | Total | 2705 | 100.0 | |

Crosstabulations were carried out in order to assess whether or not being aware of the Neighbourhood Policing initiative and knowing one's Local Neighbourhood Officer had any effect on how good a job respondents feel the Police are doing. Again, results are statistically significant with 51.6% of respondents who are aware of the initiative believing the Police are doing a good job compared to only 37.4% of those who are not aware of the initiative (see table 4). 56.1% of respondents who know their Local Officer reported that they thought the Police were doing a good job, compared to only 39.8% of those who do not know their Local Officer (see table 5).

Table 4:

How good a job do you think the police are doing? * Are you aware of Neighbourhood Policing? Crosstabulation

| | | | Are you aware of Neighbourhood Policing? | | Total |
|---|------|-------|--|--------|--------|
| | | | Yes | No | |
| How good a job do you think the police are doing? | Good | Count | 484 | 643 | 1127 |
| | | % | 51.6% | 37.4% | 42.4% |
| | Fair | Count | 389 | 826 | 1215 |
| | | % | 41.5% | 48.1% | 45.7% |
| | Poor | Count | 65 | 250 | 315 |
| | | % | 6.9% | 14.5% | 11.9% |
| Total | | Count | 938 | 1719 | 2657 |
| | | % | 100.0% | 100.0% | 100.0% |

Table 5:

How good a job do you think the police are doing? * Do you know your local Neighbourhood Officer? Crosstabulation

| | | | Do you know your local Neighbourhood Officer? | | Total |
|---|------|-------|---|--------|--------|
| | | | Yes | No | |
| How good a job do you think the police are doing? | Good | Count | 245 | 885 | 1130 |
| | | % | 56.1% | 39.8% | 42.5% |
| | Fair | Count | 162 | 1049 | 1211 |
| | | % | 37.1% | 47.2% | 45.6% |
| | Poor | Count | 30 | 287 | 317 |
| | | % | 6.9% | 12.9% | 11.9% |
| Total | | Count | 437 | 2221 | 2658 |
| | | % | 100.0% | 100.0% | 100.0% |

Fear of Crime

Results relating to feeling safe were compared over the last three years. It seems that respondents are more likely to feel unsafe in 2005 in their local areas during the day, in their own homes at night, and walking alone in their local areas at night (see table 1).

Table 1 - Feelings of Public Safety

| Measure | % Feeling Safe 2003 | % Feeling Unsafe 2003 | % Feeling Safe 2004 | % Feeling Unsafe 2004 | % Feeling Safe 2005 | % Feeling Unsafe 2005 |
|---|------------------------------------|--|--|--|--|--|
| Feeling of safety walking in local area by day | 92.7 | 7.3 | 93.2 | 6.8 | 88.3 | 11.7 |
| Feeling of safety walking alone in area at night | 59.2 | 40.8 | 58.4 | 41.6 | 49.1 | 50.9 |
| Feeling of safety alone in own home at night | 86.4 | 13.6 | 86.7 | 13.3 | 82.2 | 17.8 |

Results relating to how likely respondent feel they are to be affected by crime were also compared to results obtained in previous years. It seems that most of the results have remained fairly stable except for a slight increase in the proportion of respondents who feel they are likely to be mugged or physically attacked/assaulted. There has been a slight drop over the course of the last three years in the proportion of respondents who consider themselves likely to have things stolen from their van or car (see table 2).

Table 2 - Likelihood of Falling Victim of A Crime in the Next Year

| Measure | % Considering it likely 2003 | % Considering it likely 2004 | % Considering it likely 2005 |
|---|---|---|---|
| Likelihood of being burgled | 22.8 | 17.8 | 19.8 |
| Likelihood of having car/van stolen | 22.1 | 20.1 | 22.4 |
| Likelihood of having items stolen from car/van | 32.7 | 30.9 | 30.8 |
| Likelihood of being mugged | 11.3 | 9.6 | 12.2 |
| Likelihood of being physically attacked or assaulted | 11.7 | 11.6 | 13.3 |

Conclusions

It seems that fewer people know who their local Neighbourhood Officer is in March 2005 than did in July 2004. These results indicate that work needs to be done to make Police Officers more visible in their communities. Relatively few people know where to get information relating to their Neighbourhood Beat Manager, this information could be more widely publicised as this may impact on the proportion of people who know their local Officer. Results also indicate that fewer people regularly see an Officer on foot in their local area as the year has progressed.

When results relating to satisfaction with the overall service provided by the Police are compared over the course of the year, it seems that satisfaction levels have dropped. Results relating to fear of crime were also compared over the course of the year. Respondents appear to feel less safe in March than they did throughout the rest of the year, especially walking alone in their local area at night. Results

show that fear of crime is increasing with more people feeling at risk of burglary, car theft, theft, muggings, and assault in March than earlier in the year

It is important that more people become aware of who their local Officer is as results show that knowing one's Neighbourhood Officer impacts strongly on satisfaction levels, perceived Police performance, and fear of crime¹. There was a statistically significant effect of knowing one's Neighbourhood Officer on levels of satisfaction with the way one's area is policed, on levels of satisfaction with how easily it is currently to contact the Police, and on levels of satisfaction with the overall service provided by the Police. There was also a significant effect of knowing one's local Officer on how good a job respondents think the Police are doing. Significant results were obtained when feeling safe walking at night was crosstabulated with knowing one's Neighbourhood Officer. Results are not significant however, there is an effect of knowing one's Neighbourhood Officer on feeling safe during the day and on feeling safe at home at night.

Police visibility also impacted strongly on satisfaction levels. There was a significant effect of regularly seeing an Officer on foot patrol on levels of satisfaction with the way respondents' areas are policed and on levels of satisfaction with how easy it is currently to contact the Police. Police patrol vehicle visibility also had a significant impact.

With regards to consultation and communication with the public, it seems that people are most interested in getting information about contacting the Police, crime prevention advice, policing priorities, and finding out how they can help the Police. When asked where would be easiest for them to access information about the Police, respondents selected local newspapers, the Police Website, and the phone book as the most preferable options. It seems that the Police Website is a useful tool for making information available. Results show that respondents who have accessed the Police website are significantly more likely to know who their local Neighbourhood Officer is than those who have not. However, these results should be approached with caution, as it is probable that those who have accessed the Website are more likely to have a strong interest in policing issues in general. The most popular form of media for obtaining information appears to be local television and local newspapers which have the highest proportion of respondents indicating that they either always or frequently make use of them.

**Consultation Unit
Strategic Development Department**

¹ For further detailed results see March Public Survey Report, Consultation Unit, Middlemoor HQ