

Part 1 Report

**Cumbria Police Authority
Communities, Equality and Diversity Committee
14 October 2009
Agenda Item No.
Part 1**

Report by the Chief Constable

2009 SUMMER CONSULTATION SURVEY RESULTS

BACKGROUND

- 1.1 Cumbria Police Authority has a statutory duty to ensure that local communities have a say in how they are policed. Cumbria Constabulary engages the public in improving services and determining neighbourhood operational priorities, in support of public confidence and satisfaction. Both bodies must engage effectively with minority groups to meet their equality duties.
- 1.2 Cumbria Police Authority and the constabulary operate a joint consultation questionnaire. This helps ensure that consultation is coordinated between the two bodies and with some partners. It avoids public consultation fatigue, is efficient and secures effective information sharing.
- 1.3 The annual public consultation survey was conducted during August 2009. In total, 7,300 surveys were distributed to:
 - Members of Community Voice
 - Neighbourhood watch members
 - District and County Councillors
 - Minority groups
 - 3,000 copies to persons randomly selected.
- 1.4 To date, 2,078 usable surveys have been returned, a response rate of 28.5%. This report presents the results for each question asked. Detailed analysis of the data will be presented at the meeting.

RECOMMENDATION

- 2.1 That the results detailed in section 3 are noted. An in-depth analysis will be presented to members at the meeting.

The detailed analysis to be presented at the meeting will aim to:

- a. Provide information about the needs of communities in Cumbria.
- b. Record how they feel about the policing service provided.
- c. Provide reliable information about any disproportionate or particular issues affecting specific groups in the community.
- d. Understand implications for current services and priorities.
- e. Let the Authority know how the information will be used in a strategic process to improve services to the public.

HUMAN RIGHTS IMPLICATIONS

This report has no direct human rights implications.

RACE EQUALITY / DIVERSITY IMPLICATIONS

Set out in the sections above.

RISK MANAGEMENT IMPLICATIONS

The information in this report helps to manage the risk that the Constabulary does not take into account consultation with the public as part of its planning processes.

Craig Mackey
Chief Constable

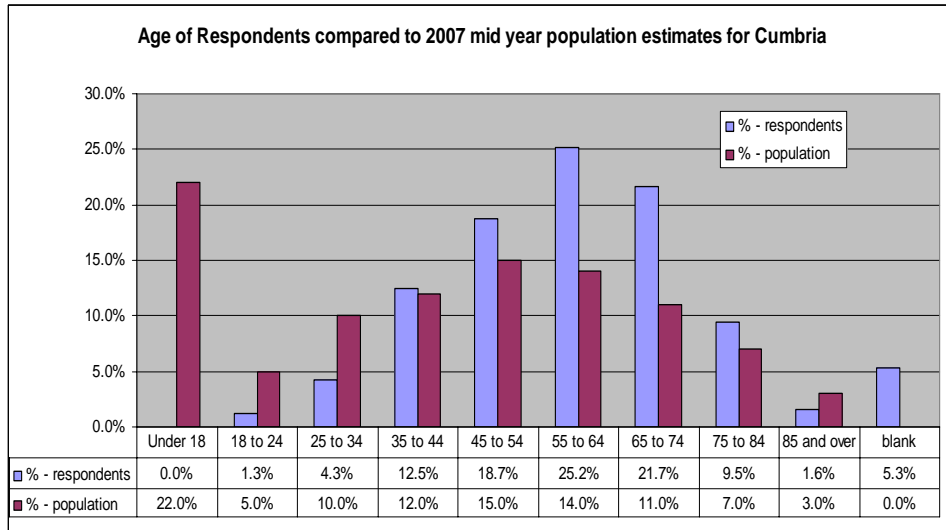
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BACKGROUND PAPERS (*Section 100(d) of the Local Government (Access to Information Act) 1985 refers*):
None

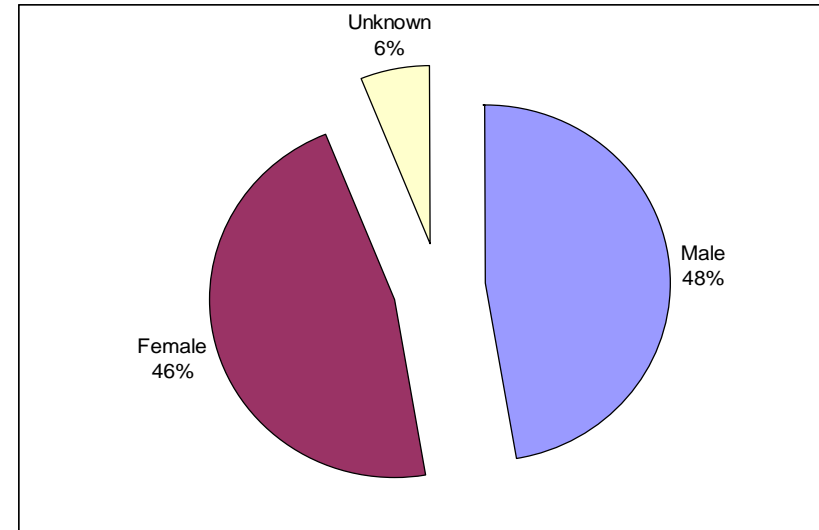
DETAIL

3.1 Who has replied to the questionnaire?

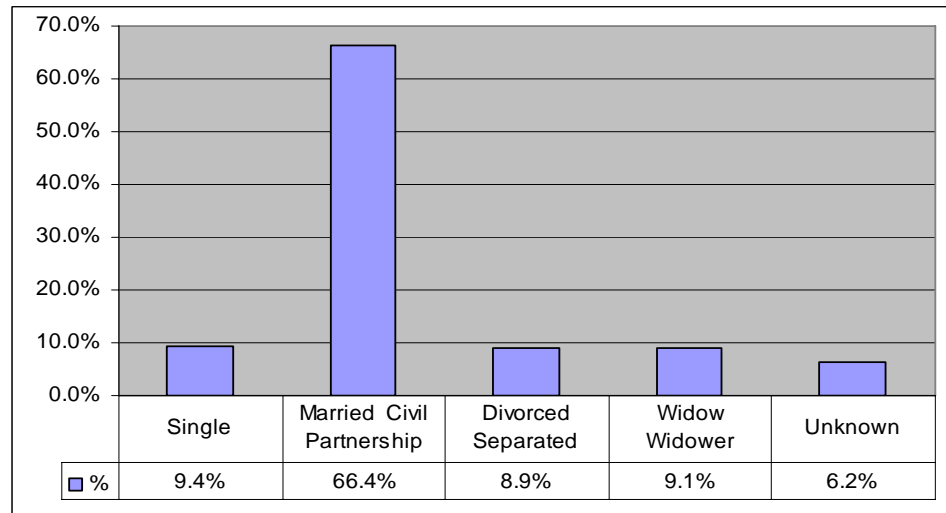
Age



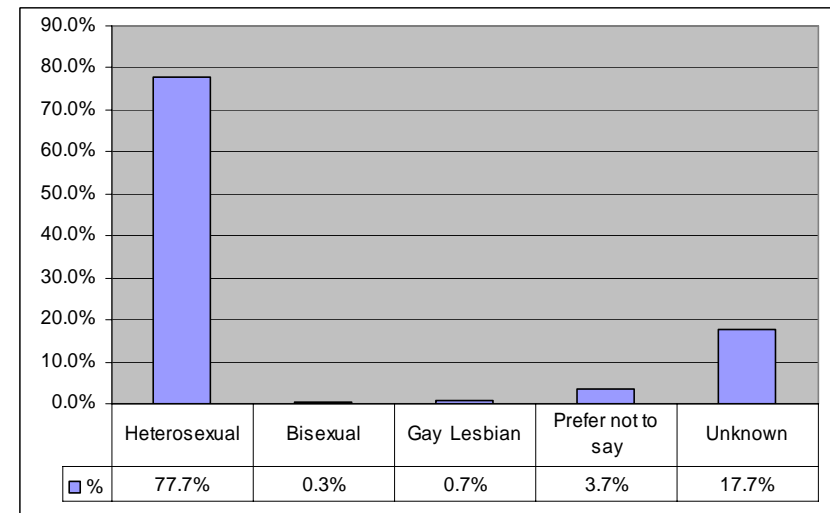
Gender



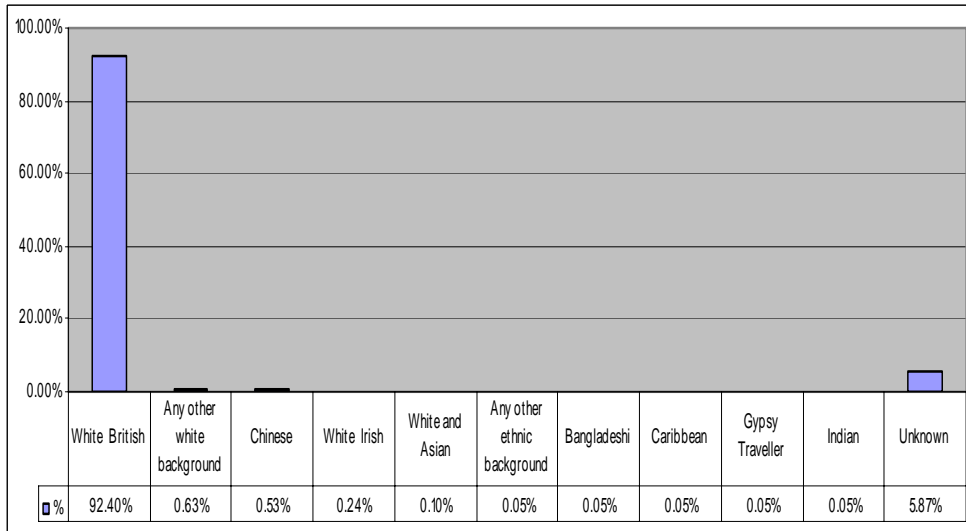
Marital Status



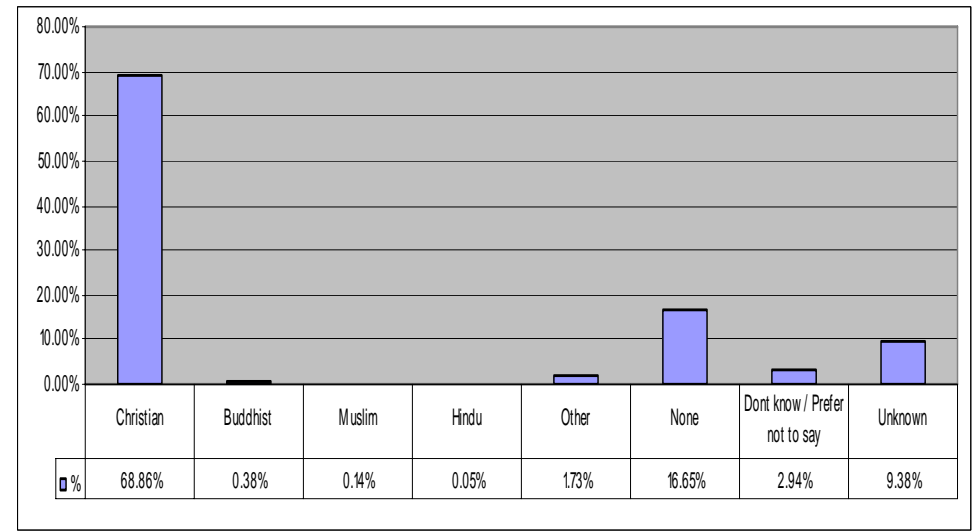
Sexuality



Ethnicity



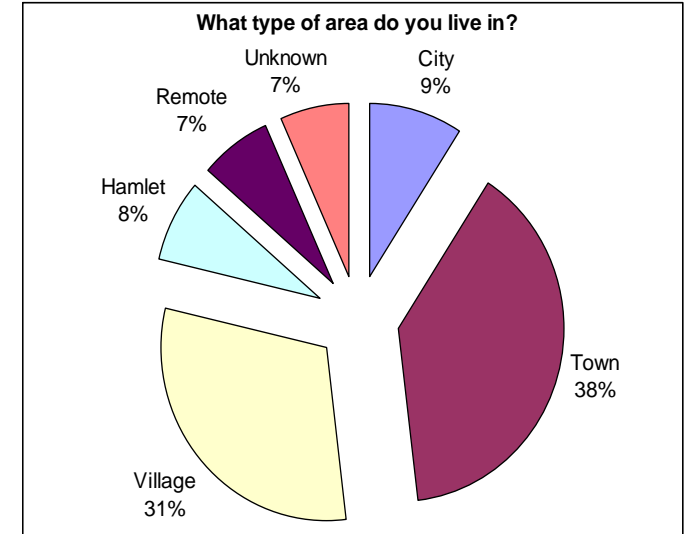
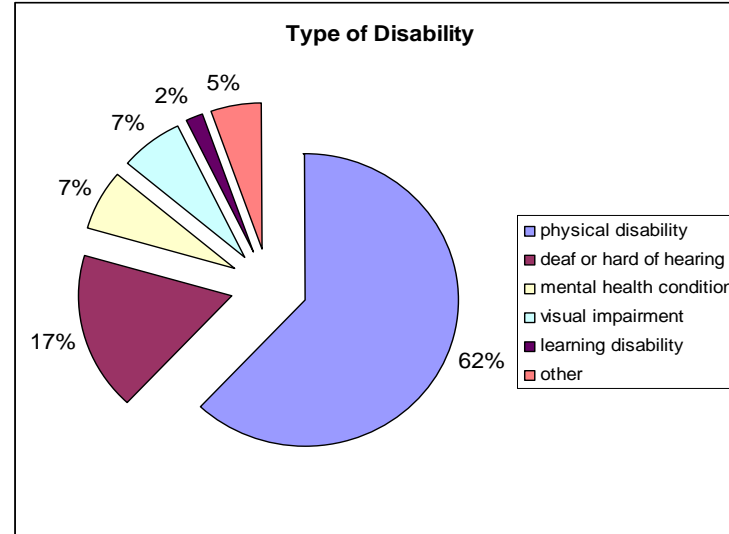
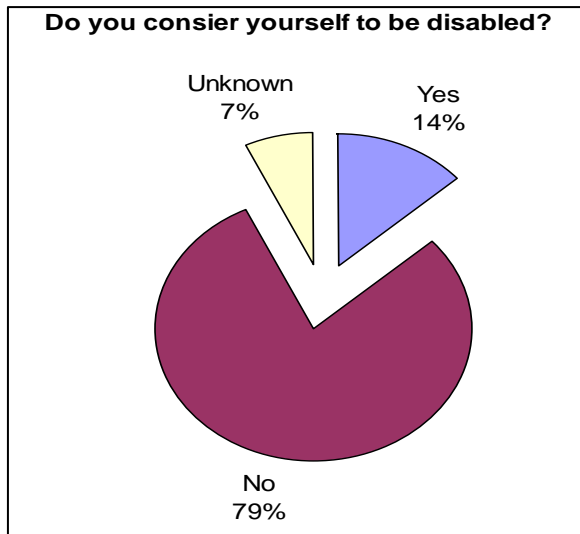
Religious Belief



Disability

Type of Disability

Area



3.2 Results for confidence and feelings of safety

3.2.1 How confident are you in Cumbria Constabulary?

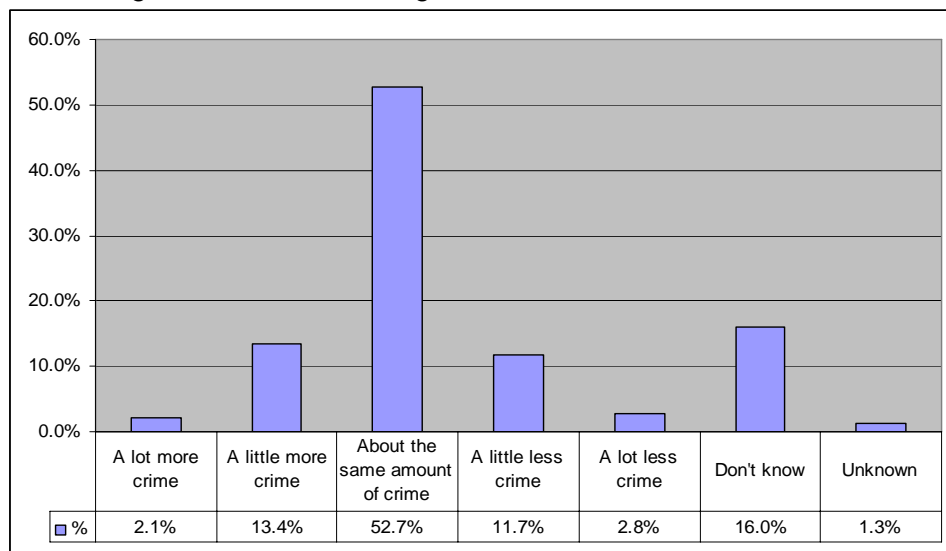
Very confident	Fairly confident	Not very confident	Not at all confident	Don't know / not sure	Didn't answer
17.6%	66.5%	7.3%	1.6%	2.7%	4.3%

Overall – 84.1% of people are confident in the constabulary.

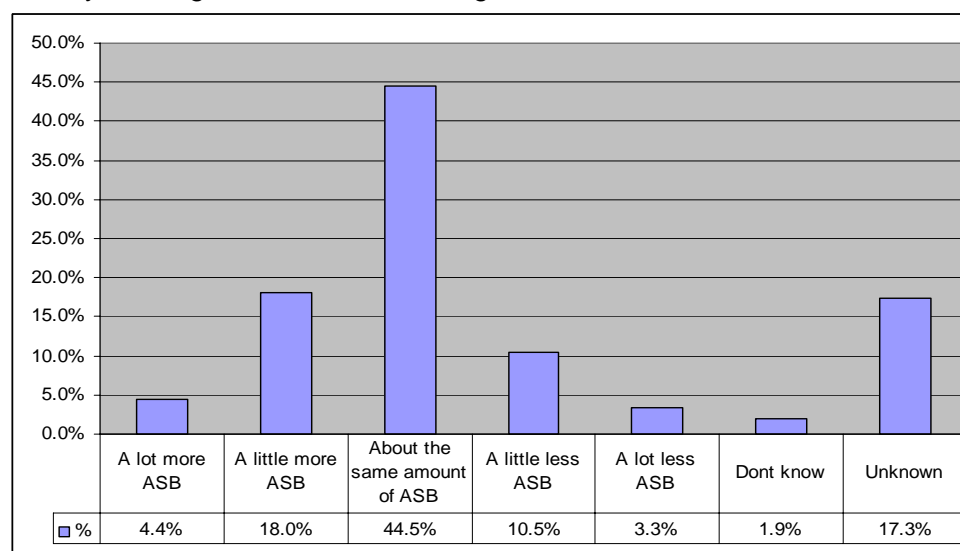
3.2.2 How safe do you feel in the following situations?

Situation	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know / not applicable	Unknown
In your own home during the day	67.9%	28.2%	2.0%	0.6%	0.1%	0.2%	0.9%
Out and about in your neighbourhood during the day	56.2%	38.1%	3.0%	0.9%	0.3%	0.1%	1.3%
Out and about in the nearest town centre during the day	39.0%	50.6%	6.8%	1.1%	0.2%	0.6%	1.6%
In your own home at night	46.7%	44.6%	5.6%	1.2%	0.8%	0.0%	1.1%
Out and about in your neighbourhood at night	22.7%	49.0%	16.2%	6.1%	1.8%	2.5%	1.7%
Out and about in the nearest town centre at night	5.8%	38.0%	25.8%	14.5%	5.4%	8.8%	1.7%

3.2.3 To what extent do you think the level of crime in your neighbourhood has changed in the last 12 months?



3.2.4 To what extent do you think the level of anti-social behaviour in your neighbourhood has changed in the last 12 months?



3.2.5 To what extent do you agree or disagree that the police in Cumbria:

Situation	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Unknown
Can be relied on to be there when you need them	11.1%	47.4%	18.2%	10.8%	1.8%	5.2%	5.4%
Would treat you with respect if you have to contact them for any reason	29.0%	51.2%	8.6%	3.2%	0.5%	2.3%	5.1%
Treat everyone fairly regardless of who they are	18.4%	46.0%	15.8%	6.4%	1.3%	6.5%	5.6%
Can be relied upon to deal with minor crime	11.7%	38.2%	22.5%	12.6%	3.9%	5.9%	5.2%
Understand the issues that affect this community	15.9%	45.6%	19.4%	5.0%	1.9%	6.4%	5.8%
Deal with things that matter to this community	12.9%	42.1%	23.2%	7.5%	2.2%	6.4%	5.8%

3.2.6 Taking everything into account to what extent do you agree or disagree that you have confidence in the police in this area?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Unknown
15.1%	53.8%	15.8%	6.7%	1.3%	2.6%	4.7%

3.2.7 It is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in your area. Please say how much you agree or disagree with the following statement: The police and local council are dealing with anti-social behaviour and crime issues that matter in this area

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Unknown
8.5%	38.2%	23.2%	10.3%	2.5%	11.5%	5.8%

When asked why they had provided the answer they did, 59.6% of people who gave impartial comments did so because of the lack of crime / ASB in their area. Of these 62.3% ticked 'neither agree nor disagree'; 'don't know' or did not answer the national confidence question. This distorts the percentage of positive answers, and will adversely impact on performance against this national indicator.

3.2.8 To what extent do you agree or disagree that the police and local council seek people's views on anti-social behaviour and crime issues in this area?

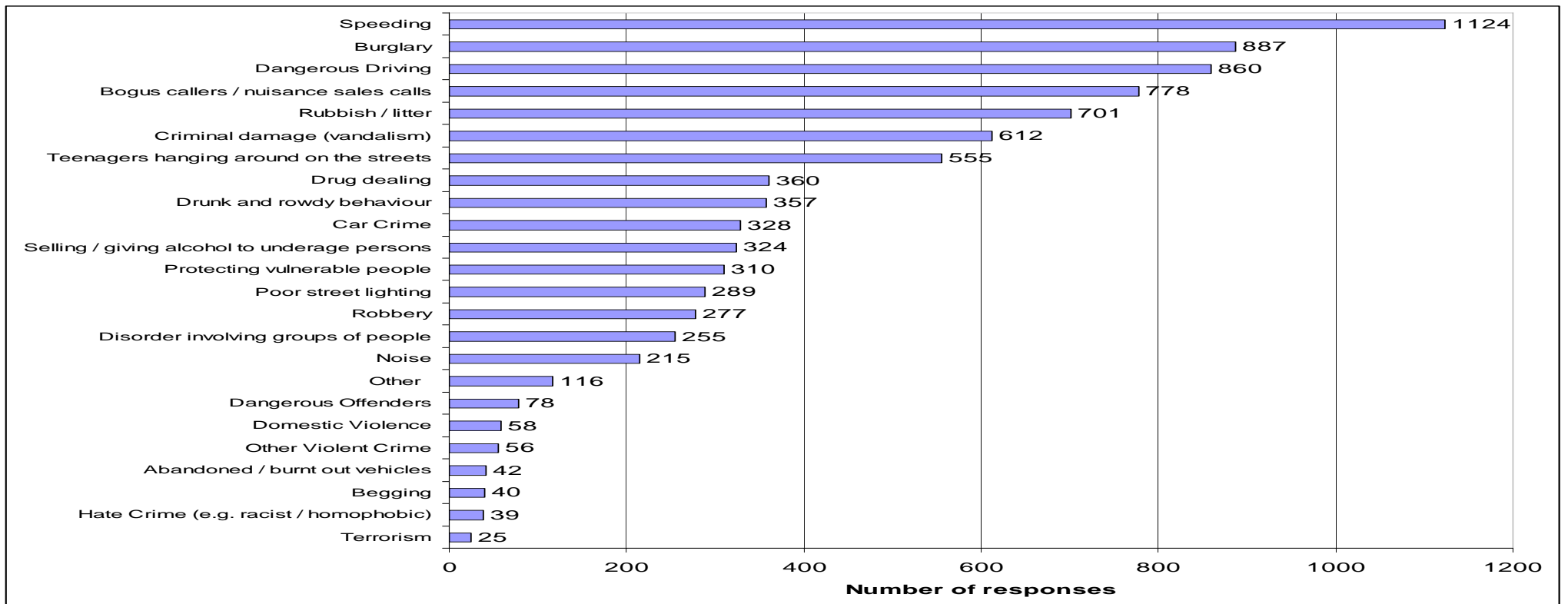
Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Unknown
10.0%	36.1%	33.3%	12.3%	2.0%	6.3%

3.3 Local Concerns

3.3.1 In particular how much of a problem are the following in your area?

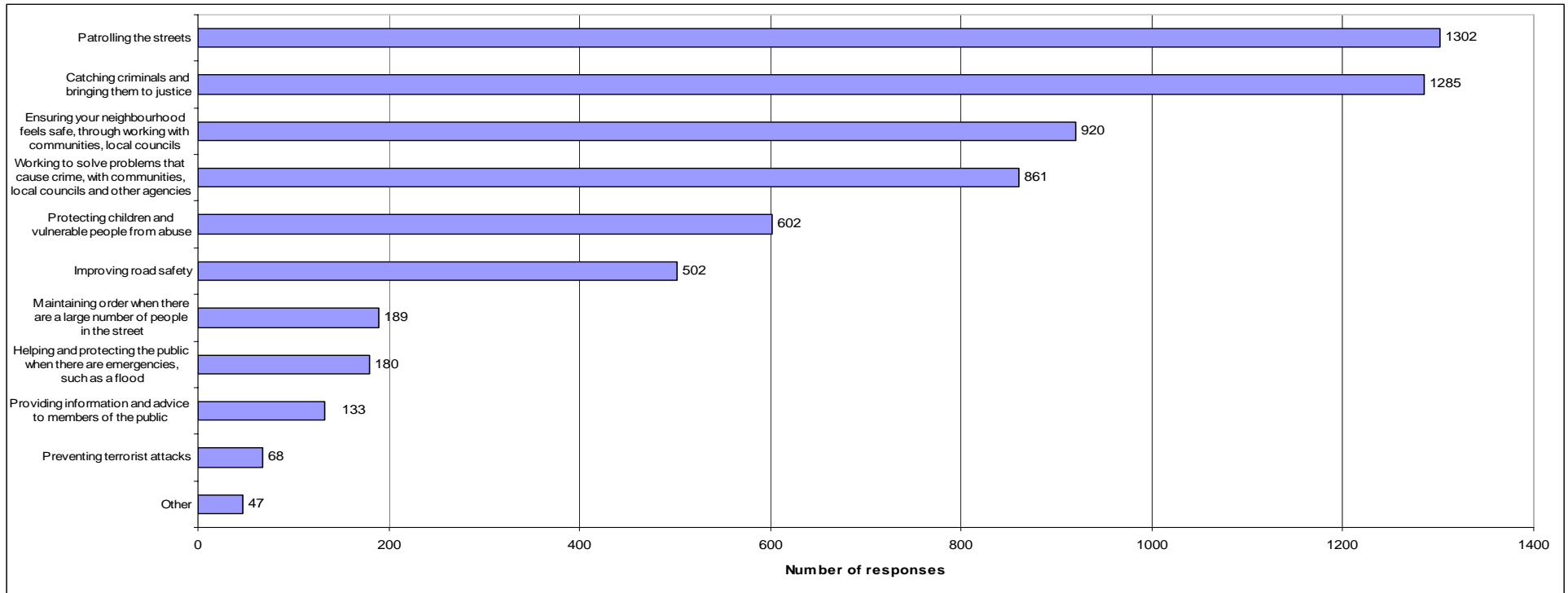
Situation	Not a problem at all	Not a very big problem	Fairly big problem	Very big problem	Unknown
Lack of understanding between generations	27.6%	51.4%	12.7%	1.2%	7.1%
Noisy neighbours or loud parties	48.8%	36.5%	6.9%	1.5%	6.3%
Teenagers hanging around on the streets	29.4%	38.9%	19.7%	5.7%	6.3%
Rubbish or litter lying around	16.7%	43.3%	25.3%	9.0%	5.7%
Vandalism, graffiti and other deliberate damage to property or vehicles	25.8%	48.7%	14.9%	4.3%	6.4%
People using or dealing drugs	33.8%	35.7%	14.9%	5.1%	10.5%
People being drunk or rowdy in public places	30.9%	40.6%	16.7%	5.0%	6.8%
Abandoned or burnt out cars	62.5%	27.7%	2.7%	0.6%	6.4%

3.3.2 Looking at the following list, which of these worries you most in your local neighbourhood?



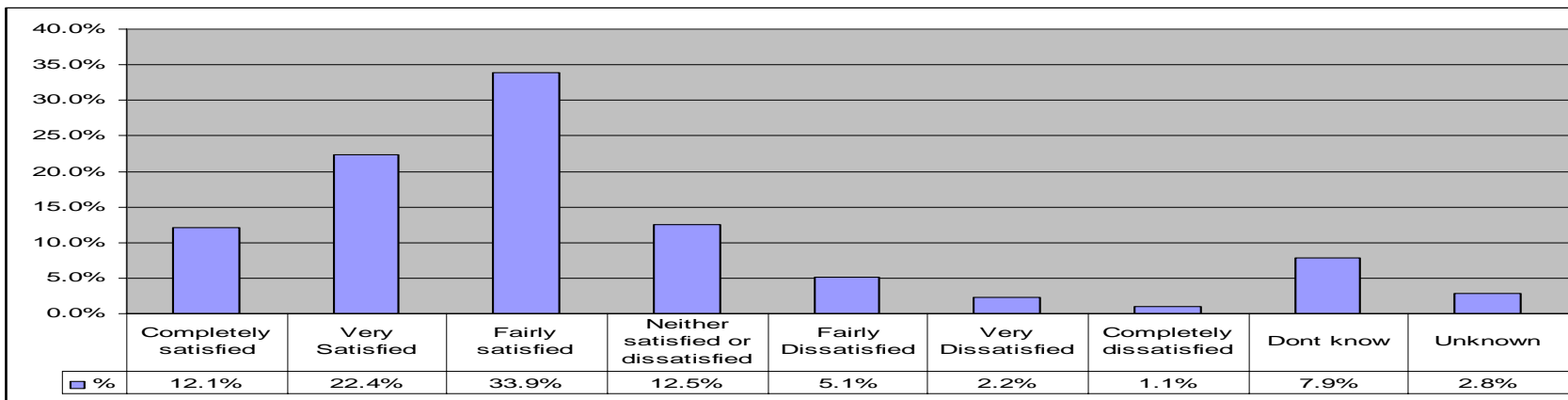
3.4 Service Priorities

3.4.1 Which of the following services we provide for Cumbria as a whole are most important to you and do you consider to be our main priorities?



3.5 Getting in touch with us

3.5.1 How satisfied are you with the ease at which we can be contacted?



3.6 Service quality

3.6.1 In the last year have you been in contact with the police to:

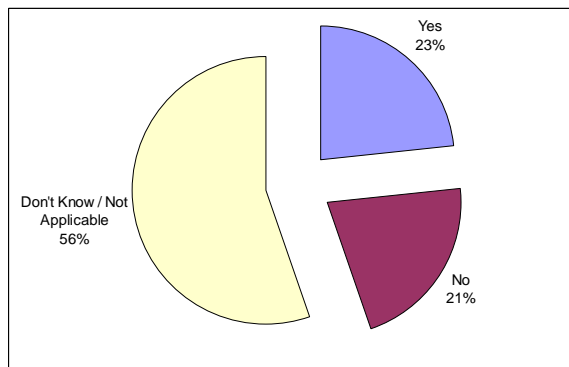
Situation	Yes	No	Unknown
Report a crime as a victim	10.6%	69.0%	20.4%
Report anti-social behaviour	11.9%	66.7%	21.4%
Make a report or give information to the police	20.7%	60.2%	19.1%
Make a complaint about the police	0.7%	72.3%	27.0%
Make a complaint to the police	6.1%	68.5%	25.4%
Report a crime as a witness	4.0%	69.9%	26.0%
Request information from the police	11.2%	65.0%	23.8%

75% of survey respondents did not feel they were treated any differently because of who they are. Of the remaining 25%, 18% were unsure, and 7% felt they had been treated differently.

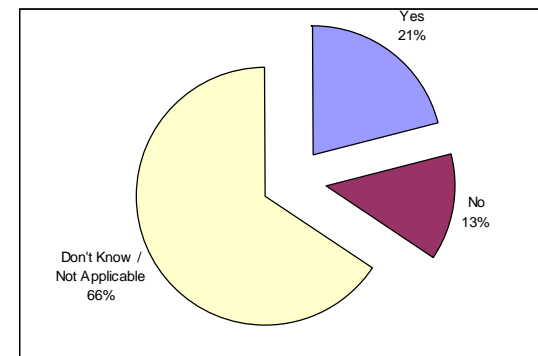
3.6.2 If you have been in touch with us, how satisfied were you on the most recent occasion with:

Situation	Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
Your first contact with the police	26.7%	31.8%	24.1%	6.6%	4.8%	1.5%	1.8%	2.7%
The actions taken by the police	21.1%	25.9%	19.1%	9.8%	9.0%	3.7%	4.2%	7.1%
The follow-up by the police	18.8%	21.3%	19.1%	14.0%	6.8%	4.6%	6.1%	9.2%
The way you were treated by the police	32.0%	30.5%	18.5%	9.1%	3.2%	0.9%	2.5%	3.4%
The overall service provided by the police	24.5%	25.1%	22.0%	11.5%	6.0%	2.5%	4.3%	4.2%

3.6.3 If you were told when you reported an incident that someone visit you, were you told how long it would take for an officer to arrive?



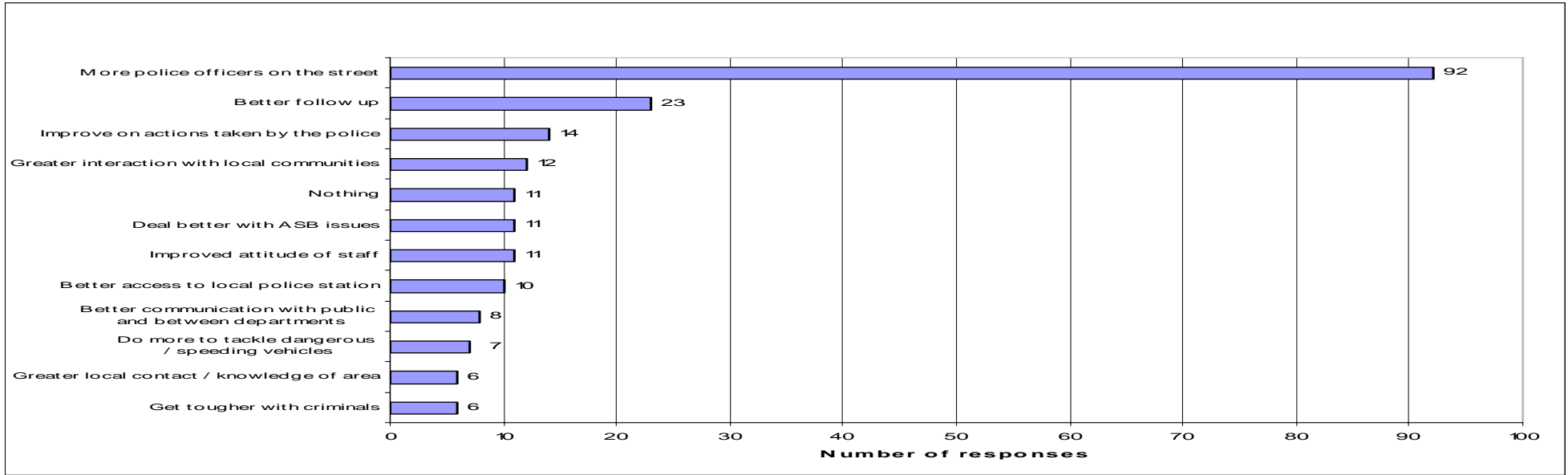
3.6.4 If it was agreed that attendance was not necessary were would you given advice, with your questions answered and/or put in touch with someone who could help?



NOT PROTECTIVELY MARKED

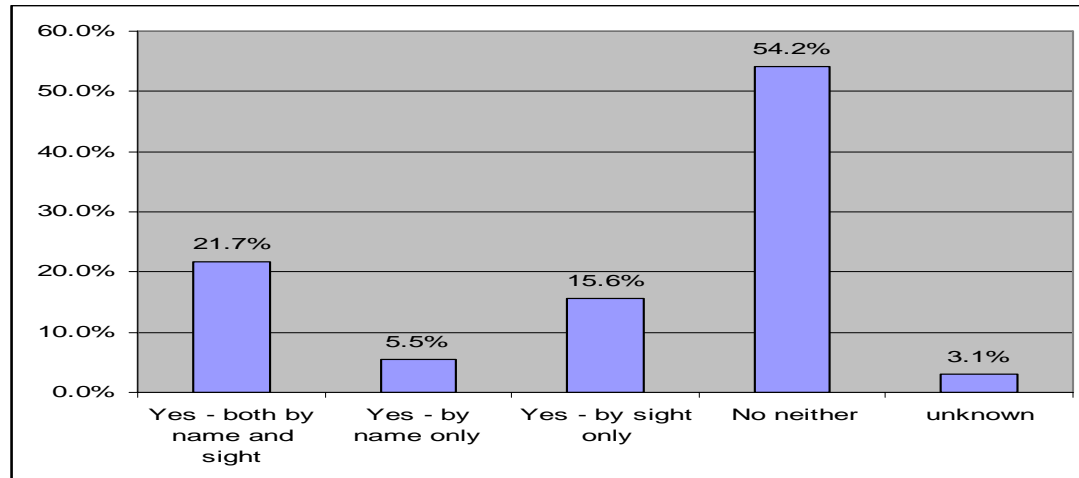
3.6.4 What aspects of our service could we improve and why?

Over 80% of responses fell into the categories listed below:



3.7 Neighbourhood policing

3.7.1 Do you know any of the Police Officers / Police Community Support Officers who are responsible for policing your neighbourhood by name, sight or both?



3.7.2 On average how frequently do you see a Uniformed Police Officer / Police Community Support Officer patrolling your neighbourhood?

At least monthly	Less often	Never	Don't know	Did not answer
28.2%	31.2%	31.5%	6.0%	3.1%

3.7.3 How satisfied are you with this?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know	Unknown
4.8%	9.8%	21.4%	23.9%	18.2%	8.8%	6.4%	2.5%	4.1%

3.7.4 Taking everything into account, how satisfied are you with the police service provided to the people of Cumbria in the past year?

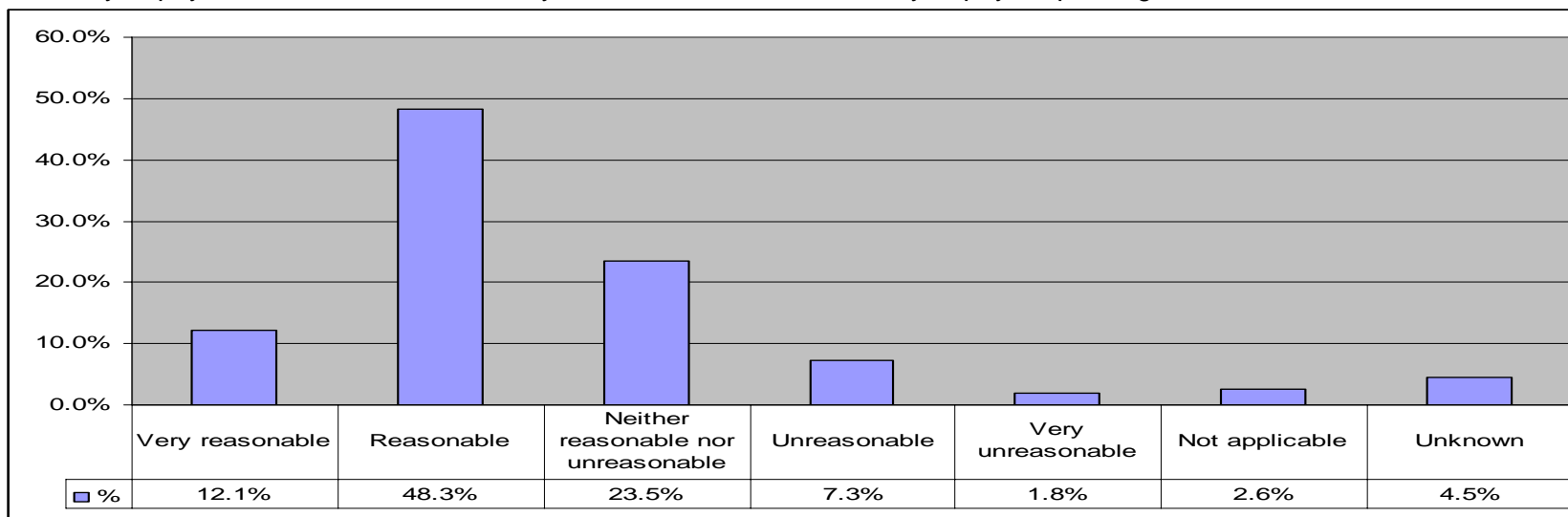
Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know	Unknown
4.9%	19.8%	42.4%	18.5%	4.6%	1.6%	0.8%	4.0%	3.4%

3.8 Respect

56% of people had seen the RESPECT logo, 41% had not and the remaining 3% did not provide an answer the question.

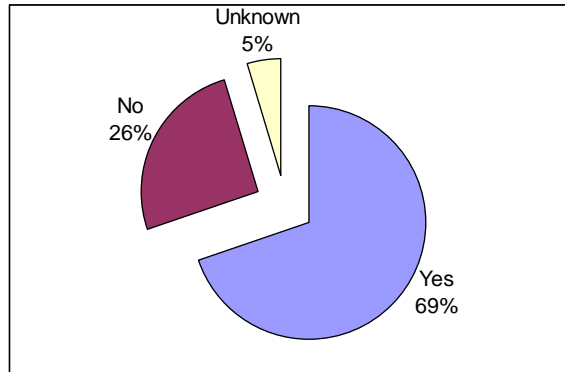
3.9 Funding

3.9.1 If you pay council tax in Cumbria, do you consider that the amount you pay for policing is:



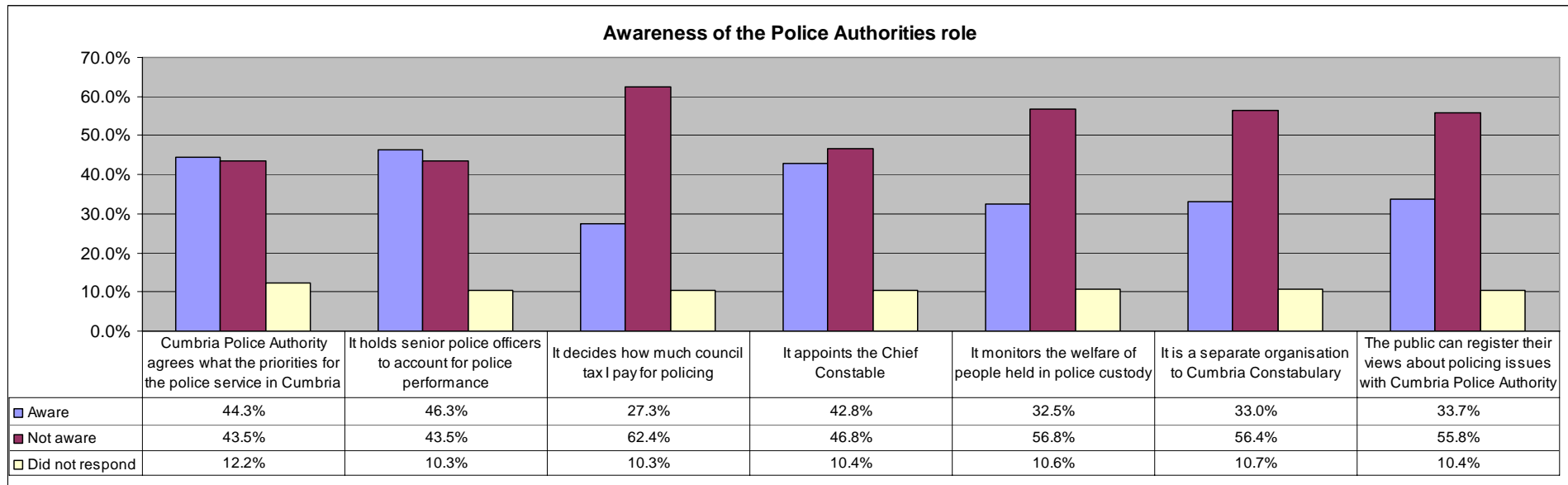
3.10 Police Authority

3.10.1 Have you heard of Cumbria Police Authority?

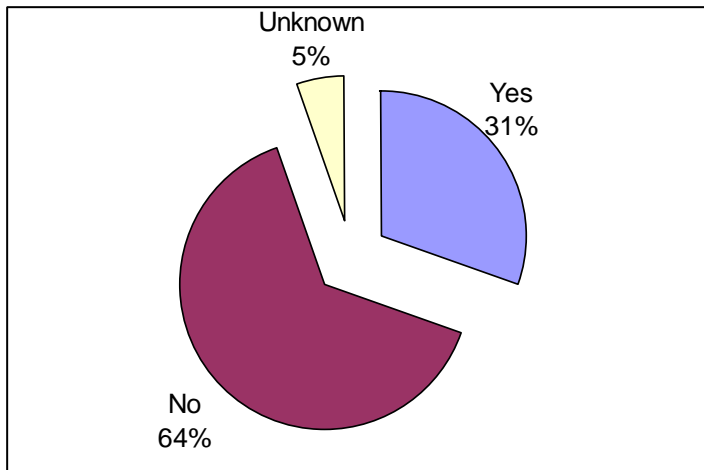


If so, how do you know about it?	%
Met a Police Authority Member	9.4%
Seen a Police Authority advert	15.6%
Seen or heard about it in the media	56.0%
Seen it at an event	6.0%
Attended a Police Authority Meeting	4.4%
Visited its website	3.5%
Other	5.1%
TOTAL	100.0%

3.10.2 How aware are you of the following facts about Cumbria Police Authority?



3.10.3 Before receiving this survey, were you aware of the Police Authority's Police Community Liaison Forums?



3.10.4 Would you be willing to attend a Forum?

