

Part 1 Report

**Cumbria Police Authority
Communities, Equality and Diversity Committee
11 January 2010
Agenda Item No.
Part 1**

Report by the Chief Constable

2009 YOUTH 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 order to improve services and determine neighbourhood policing 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 strategy. 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 In June 2009 the constabulary initiated a summer consultation exercise. These results were presented to the committee in October 2009. At the same time, due to the historical underrepresentation of youth responses, the authority and constabulary decided to initiate a specific youth survey which was aimed to reach the younger community.
- 1.4 The youth consultation survey was conducted during September / October 2009. In total, 1000 surveys were distributed to schools across the county involved in the Safer Schools Partnership via Safer Schools Officers.
- 1.4 392 usable surveys have been returned, a response rate of 39%. This report presents an executive summary of the findings, a breakdown of the demographics for those who responded, and results of each question.

RECOMMENDATION

- 2.1 That the results are noted by the committee.

The detailed analysis will aim to:

- a. Provide information about the needs of younger communities in Cumbria.
- b. Record how they feel about the policing service provided.
- c. Provide reliable information about any disproportionate or particular issues affecting this group 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

17 December 2009

BACKGROUND PAPERS - 2009 Youth Consultation Survey Results

2009 Youth Consultation Results

EXECUTIVE SUMMARY

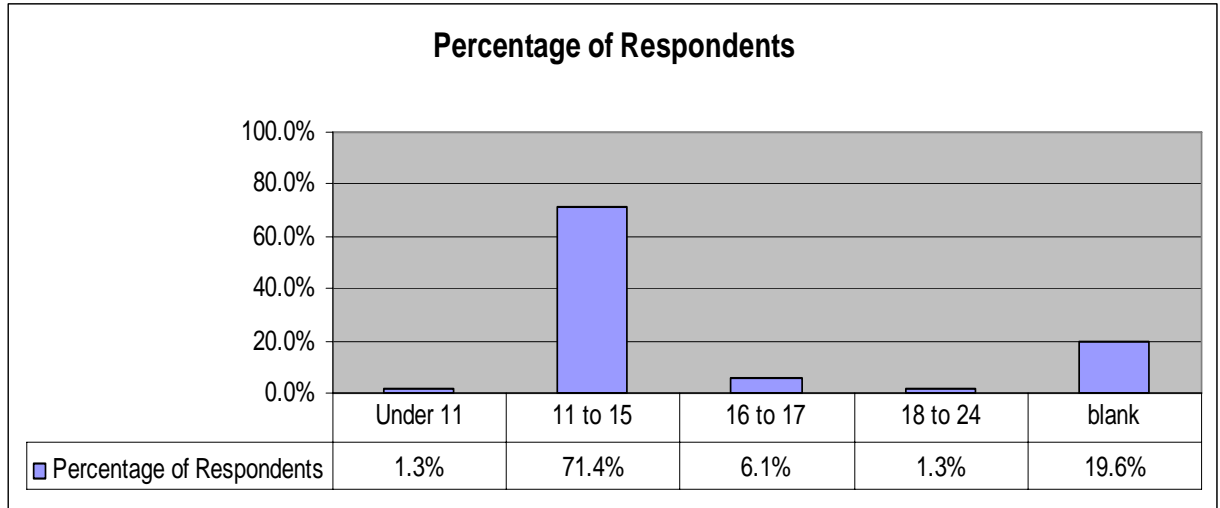
- 99% of young people feel safe in their own home during the day (summer survey over 96%). Feelings of safety in town centres at night drop to 54% (summer survey 44%). The main reasons given for people not feeling safe were: fear of drunk and rowdy behaviour, fear of gangs of young people hanging around; and a general fear of strangers and being a victim of crime.
- 95% of respondents reported feeling safe at school and 96% reported feeling safe traveling to and from school.
- There are fairly high levels of confidence in the police treating people with respect (67%), but less confidence that they can be relied on to be there when you need them (41%).
- 69% of respondents in the summer survey had confidence in the police in their area. This figure drops to 40% among young people.
- Within Cumbria 51% (summer survey 47%) of respondents either strongly or tend to agree that the police and local council are dealing with anti-social behaviour and crime issues that matter in their area. The latest set of IQUANTA data for the year to June 2009 found that 57% of people in Cumbria agree with this statement (joint first in the country). Although results initially suggest a drop in confidence, positive responses to paper based surveys are often lower than face to face or telephone interviews, and these results also include those who failed to answer the question.
- Cumbria Constabulary has been set a confidence target of 65%, to be achieved by March 2012. To help meet this target respondents were asked to explain why they had selected the option they had. Comments received were fairly equally split between positive, negative and impartial remarks. 18% of those who gave impartial remarks did so because they did not know the answer and nearly half of them said this was because they did not see crime or antisocial behaviour where they lived. This may distort the percentage of positive answers to the national confidence question, due to the constabulary having safe neighbourhoods.
- The seven issues which worry young people most in their local neighbourhood are:
 1. Rubbish and litter
 2. Speeding vehicles
 3. Home being broken in to
 4. Bullying
 5. Poor street lighting
 6. Teenagers hanging around on the street
 7. Drunk and rowdy behaviour
- Top six service priorities identified for Cumbria are:
 1. Protecting children and vulnerable people from abuse
 2. Patrolling the streets
 3. Catching criminals and bringing them to justice
 4. Improving road safety

5. Ensuring your neighbourhood feels safe through working with communities, local councils and other agencies
 6. Preventing terrorist attacks
- 54% of respondents knew either by name, sight, or both, the police officers responsible for policing their neighbourhood (summer survey 43%).
 - 28% of survey respondents saw a uniformed police officer patrolling their neighbourhood at least monthly; (2009 summer survey 28%) this figure has decreased slightly from 31% in the 2008 Summer survey. Those who never saw an officer is lower at 21% compared to 32% in the 2008 Summer survey and 32% in the 2009 Summer survey.
 - In the 2008 summer survey 40% of respondents were completely, very or fairly satisfied with how frequently they saw a uniformed police officer or PCSO patrolling their neighbourhood. This figure fell to 36% in 2009 summer survey and is lower still at 36% in the 2009 youth survey.
 - 45% of respondents said that they liked seeing police officers in schools. 43% said they did not.
 - 61% of survey respondents said they were either completely, very or fairly satisfied with the ease at which they can contact the constabulary. This is lower than the 68% reported in the summer survey of 2009. Some said that the non emergency number was too long to easily remember and some simply didn't know how to contact us.
 - The most favoured methods of contacting the police were: by telephone, at a police station or talking to an officer where they live. The least favoured were by letter and via a social networking site.
 - Most young people would like the police to hear their views at school but not through a school council representative, or via a social networking site.
 - 23% of survey respondents had heard of the Police Authority.

DETAIL

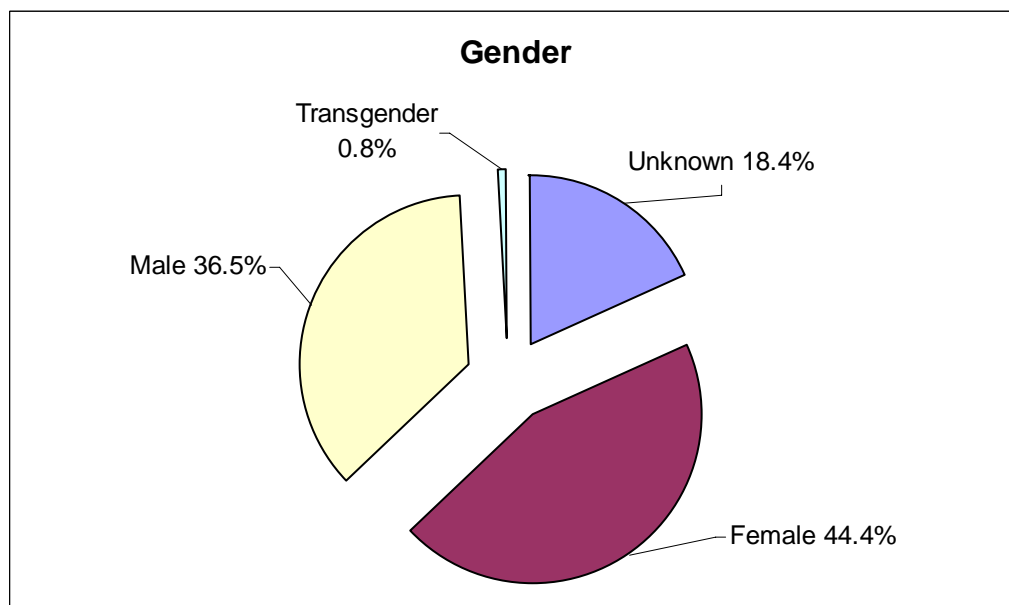
Who has replied to the questionnaire?

Age



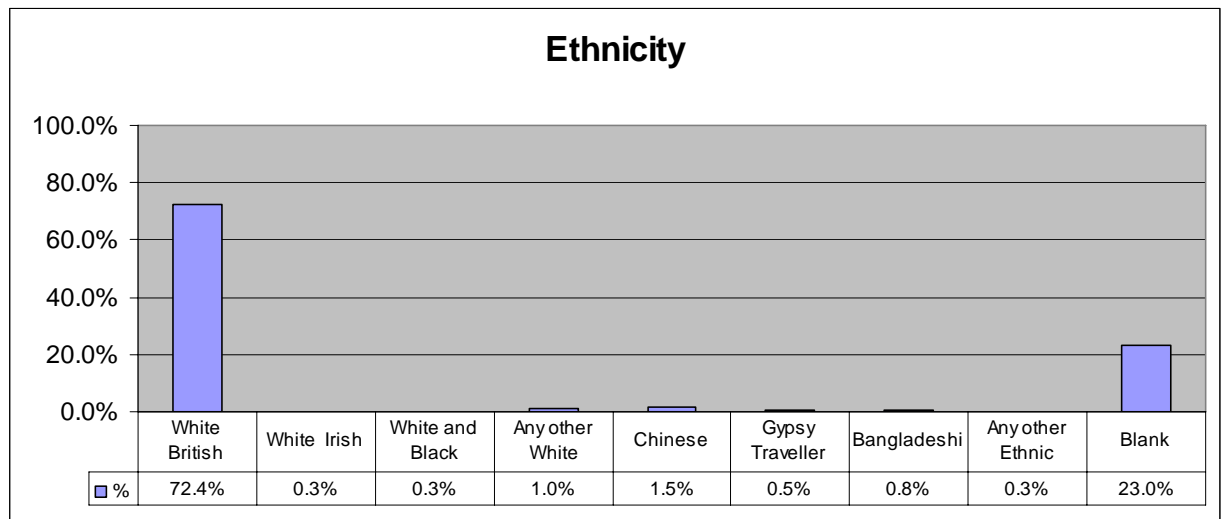
In the 2009 Summer Consultation Survey persons under the age of 34 remained under represented, and in particular those under 18. In order to address this issue, a youth survey was sent to schools across the county involved in the Safer Schools Partnership. These results will mainly be compared to those of the 2009 Summer Consultation Survey.

Gender



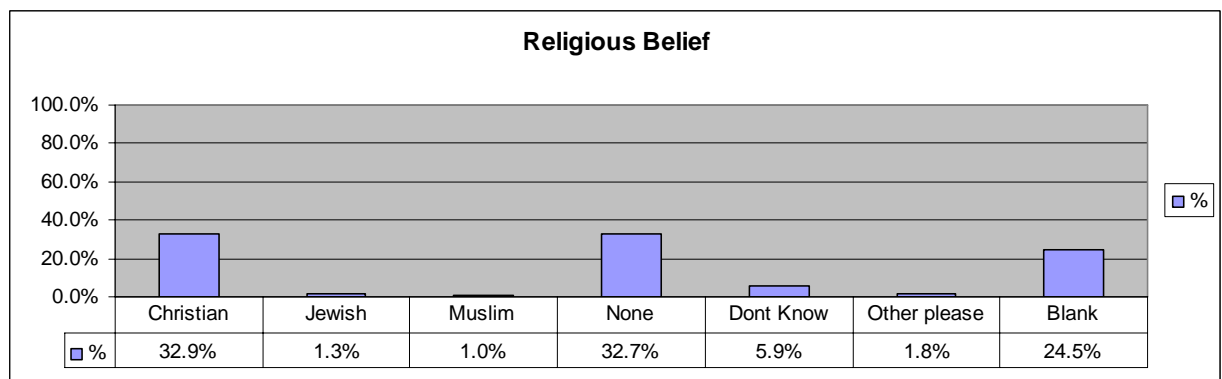
The sample had slightly more females answering (44.4%) than males (36.5%), and a slightly larger female representation in relation to the 2009 Summer Consultation survey, where 48% of those who responded were male, and 48% female.

Ethnicity



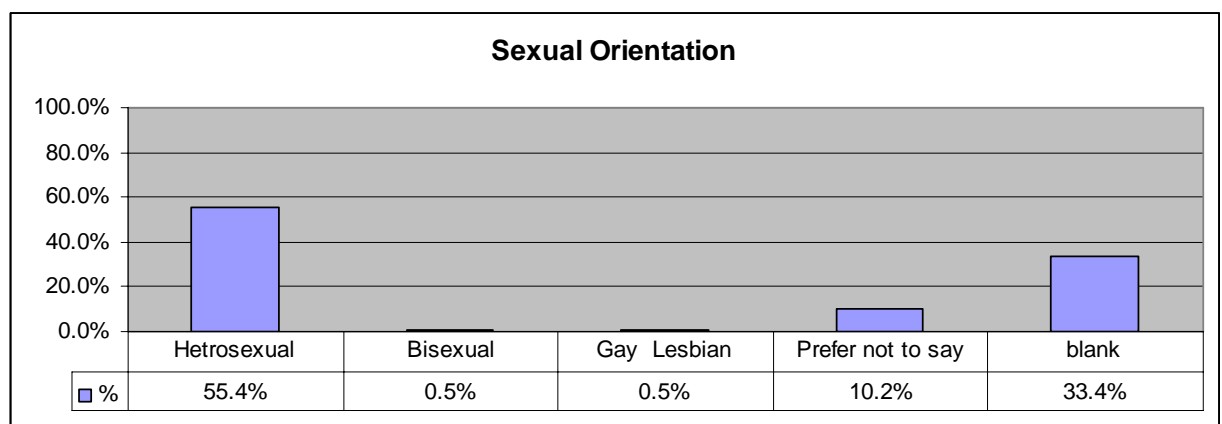
The BME community make up 4.7% of the country's population (source: 2007 mid year population estimates) and in this survey are under-represented.

Religious Belief



A lower proportion of the young people who responded were Christian (32.9%) compared with the summer survey respondents (68.9%).

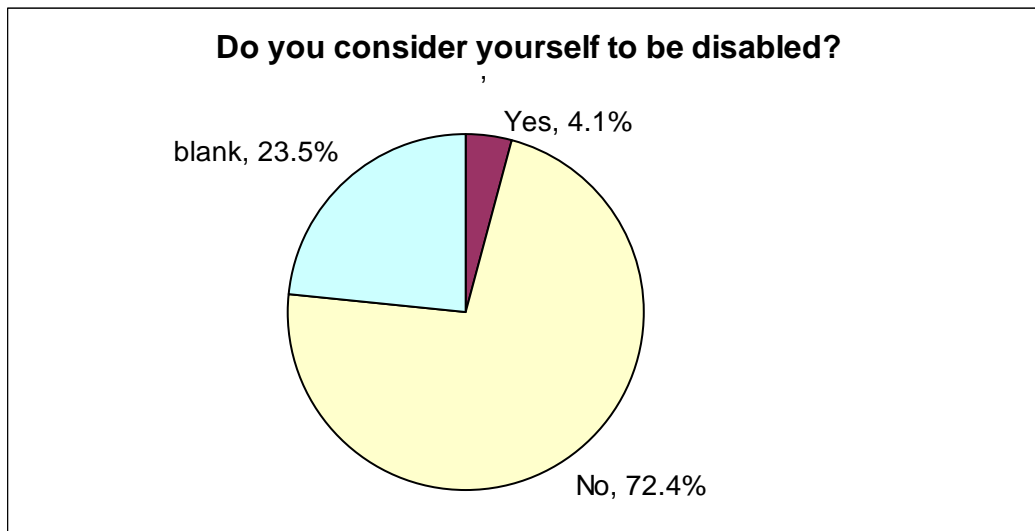
Sexual Orientation



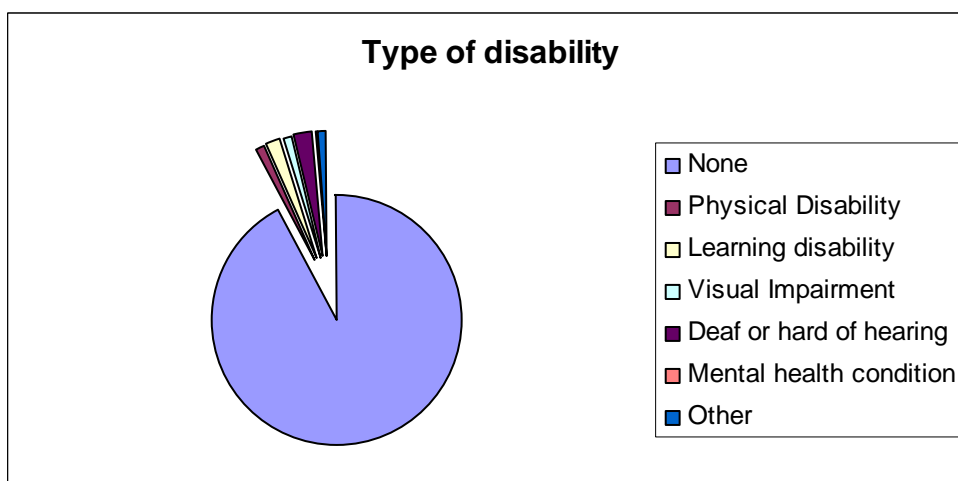
In the 2009 Summer Consultation survey 77.7% of respondents stated that they were heterosexual, 0.3% bisexual, 0.7% gay / lesbian and 3.7% preferred not to say. The remaining 17.7% did not respond.

In comparison the percentage of youth survey respondents stating that they are heterosexual is less and the percentage who prefer not to say is greater. The percentage who state they are bisexual or gay / lesbian are similar to the 2009 Summer Consultation survey.

Disability

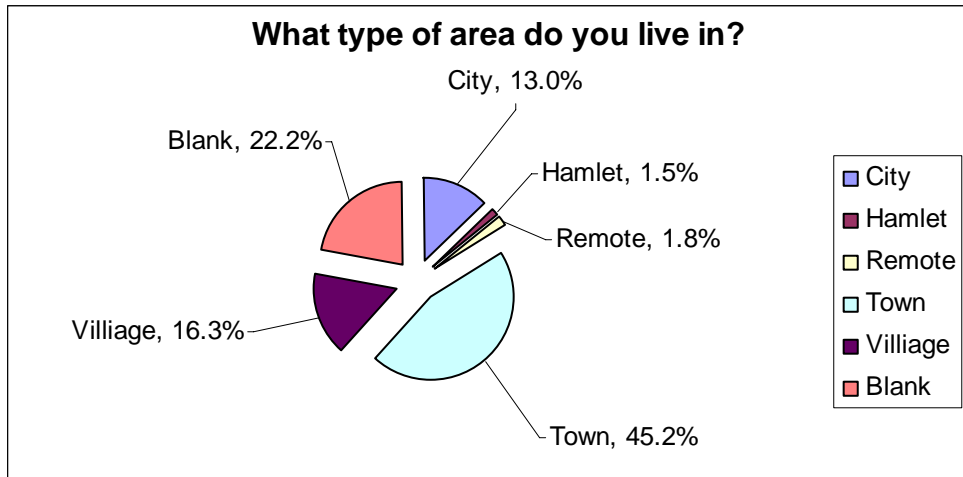


The Youth survey results show that 4.1% of the respondents considered themselves to be disabled. This compares to 14% from the Summer survey, although a larger proportion did not answer the question.



The type of disability recorded can be seen on the chart above.

Area



In order to determine the extent locality impacts upon responses given, people were asked to specify which type of area they live in. Results are displayed on the chart above. Fewer respondents were from villages, hamlets and remote locations than in the summer survey and slightly more resided in the towns.

Results for confidence and feelings of safety

Q1. Do you feel safe in the following situations?

| Situation | Yes | No | Blank |
|--|-------|-------|-------|
| In your own home during the day | 99.2% | 0.5% | 0.3% |
| Out and about in your neighbourhood (local community) during the day | 93.9% | 5.9% | 0.3% |
| Out and about in the nearest town centre during the day | 92.6% | 6.6% | 0.8% |
| In your own home at night | 94.4% | 4.3% | 1.3% |
| Out and about in your neighbourhood (local community) at night | 68.1% | 29.6% | 2.3% |
| Out and about in the nearest town centre at night | 53.6% | 42.9% | 3.6% |
| At school | 95.4% | 2.8% | 1.8% |
| Travelling to and from school | 95.7% | 2.3% | 2.0% |

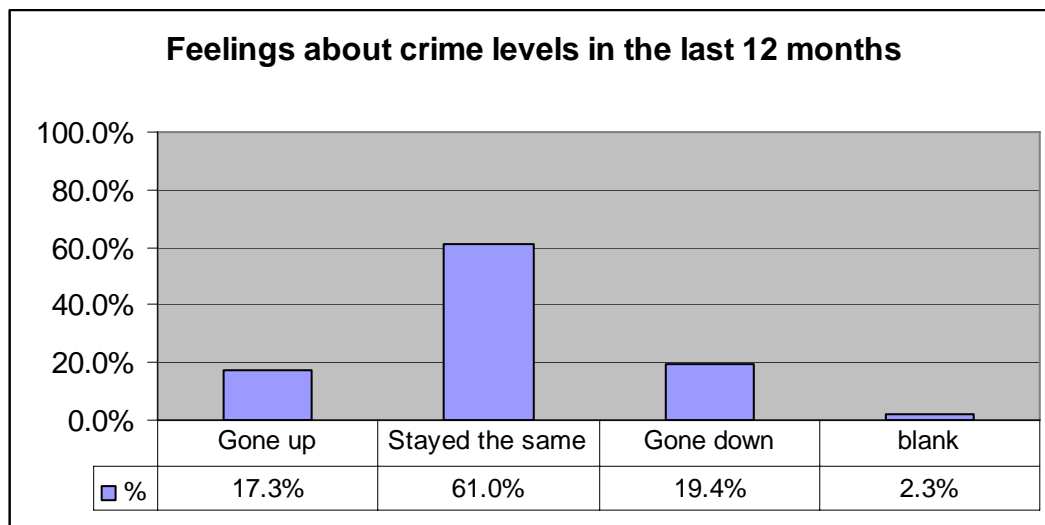
Generally feelings of safety are particularly high in relation to how safe people feel in their homes and neighbourhoods during the day. This figure gradually reduces as questions shift towards being out and about in neighbourhoods and town centres at night.

- Younger people felt safer than those of the 2009 summer survey in all circumstances except for out and about in your neighbourhood at night, where 68.1% of younger people felt safe compared to 71.7% of respondents in the 2009 summer survey. In both surveys people felt less safe out and about in the nearest town centre at night, with 53.8% of younger people feeling safe and 43.8% of respondents in the Summer survey.
- 99.2% of young people feel safe in their own home during the day.
- 93.9% of young people feel safe in their own neighbourhood during the day.
- 92.6% of young people feel safe in their nearest town centre during the day.
- Over 90% of young people feel safe in their own home at night.
- 68.1% of young people feel safe in their own neighbourhood at night compared with over 70% of men and women from the summer survey.
- Above half (53.1%) of young people said they felt safe in their nearest town centre at night compared with less than half (42.8% of women and 45.5% of men) in the 2009 Summer Consultation survey.
- Over 95% of young people said they felt safe at school and travelling to and from school.

Q1b. Respondent's comments as to why they did not feel safe:

| Theme | Total |
|-------------------------------|-------|
| Young people hanging around | 37 |
| Drinking / drugs | 37 |
| Anti-social behaviour / crime | 32 |
| Strangers | 19 |
| Poor lighting | 12 |
| Bullies | 4 |
| Getting lost | 8 |
| Lack of people | 2 |
| Road safety | 1 |

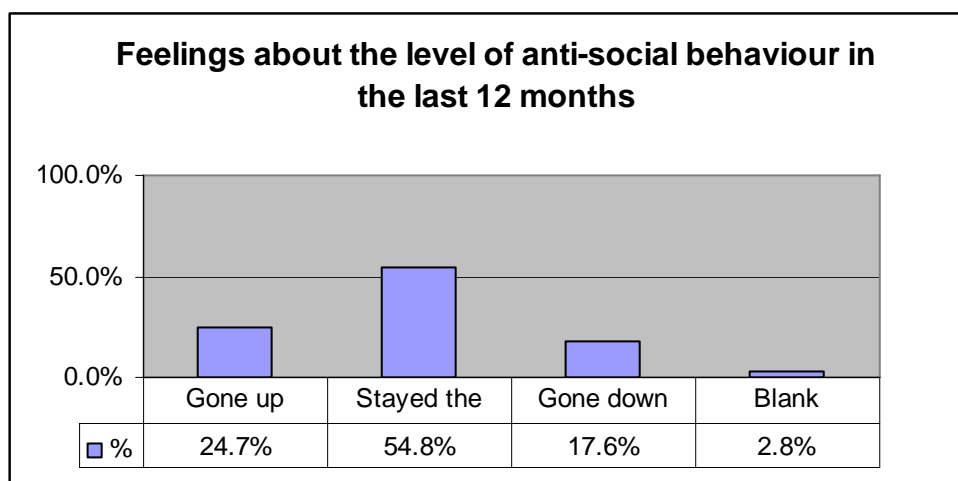
Q2a. In your neighbourhood do you think crime has gone up, stayed the same, or gone down in the last 12 months?



61% of young people felt that the level of crime had remained stable in the last 12 months compared with 52.7% in the 2009 Summer Consultation survey. Slightly more young people (19.4%) felt crime levels had decreased compared with 14.5% in the 2009 Summer Consultation survey; but conversely slightly more young people (17.3%) felt crime levels had increased compared with 15.5% in the 2009 Summer Consultation survey.

The 2008/2009 British Crime survey found that 50% of respondents felt crime had remained stable in their local area over the past two years.

Q2b. In your neighbourhood do you think anti-social behaviour has gone up, stayed the same, or gone down in the last 12 months? (Anti-social behaviour is behaviour which is unacceptable and causes alarm or distress)



54.8% of young people felt that the level of anti-social behaviour had remained stable in the last 12 months compared with 44.5% in the 2009 Summer Consultation survey. Slightly more young people (17.6%) felt anti-social behaviour levels had decreased compared with 13.8% in the 2009 Summer Consultation survey; but conversely

slightly more young people (24.7%) felt anti-social behaviour levels had increased compared with 22.4% in the 2009 Summer Consultation survey.

As can be seen from the charts above, a higher % of youth survey respondents believe the level of anti-social behaviour has increased in their local neighbourhood over the last 12 months than crime. This is the same in the Summer survey.

Less respondents to the summer survey felt that levels of crime and ASB had increased than respondents to the youth survey.

Q3a. To what extent do you agree or disagree that the police in Cumbria:

| Situation | Agree | Neither agree nor disagree | Disagree | Don't know | Unknown |
|---|-------|----------------------------|----------|------------|---------|
| Can be relied on to be there when you need them | 40.8% | 25.5% | 15.8% | 15.4% | 2.6% |
| Would treat you with respect if you have to contact them for any reason | 67.1% | 15.3% | 6.4% | 9.2% | 2.0% |
| Treat everyone fairly regardless of who they are | 50% | 18.1% | 15.6% | 14.1% | 2.3% |
| Can be relied upon to deal with minor crime | 53.6% | 19.9% | 12.5% | 10.2% | 3.8% |
| Understand the issues that affect this community | 48% | 21.2% | 9.7% | 18.6% | 2.6% |
| Deal with things that matter to this community | 46.9% | 24.2% | 8.9% | 17.1% | 2.8% |

- Although more youth respondents felt that the police can be relied upon to deal with minor crime (53.6%) than respondents to the summer survey (49.9%); less youth respondents felt that the police could be relied on to be there when you need them, would treat you with respect if you had to contact them for any reason, would treat everyone fairly regardless of who they are, understand the issues that affect their community and deal with issues that matter to their community.
- As nationally there are generally high levels of confidence in the police treating people with respect, but less confidence that they are effective in dealing with minor crimes.
- Cumbria scored highest against national findings for being relied upon to be there when you need them; dealing with minor crime; and dealing with things that matter to the people in this community. However the constabulary scored slightly lower than the national average in the remaining categories.
- When comparing Cumbria against its MSF, it came second for 'can be relied on to be there when you need them', third for 'be relied on to deal with minor crime' and 'would treat you with respect if you have to contact them for any reason', fourth for 'treat everyone fairly regardless of who they are' and 'understand the issues that affect this community', and 'deal with things that matter to this community'. (Source: IQUANTA interviews year ending 31st March 2009)
- When analyzing these results by demographic group some variations were found. Those instances where 'agree' was not the most frequent answer given have been highlighted below, together with the answer principally selected

a) Can be relied on to be there when you need them

Age

Most (40%) of 18 to 14 year olds stated they did not know.

Ethnicity

- Any other white background - Neither agreed nor disagreed / did not know
- Gypsy / Traveller - Disagreed
- Caribbean - Disagreed
- Irish - Did not know
- Any other White background - Equally split: agree / don't know, neither agree nor disagree / disagree

Religious belief

As many Jewish people stated that they neither agreed or disagreed (40%), as agreed.

Sexuality

- Bisexual - 50% Neither agree nor disagree and 50% Disagreed
- Gay / lesbian - 50% Agreed and 50% disagreed

b) Would treat you with respect if you had contact with them for any reason

Age

- Most 18 to 24 year olds neither agreed nor disagreed / did not know

Ethnicity

- Bangladeshi - There was an equal split between agreeing, not knowing and neither agreeing nor disagreeing
- White Irish - Did not know

c) Treat everyone fairly regardless of who they are

Ethnicity

- Any other White background - Neither agreed nor disagreed / did not know
- Gypsy / Traveler - Neither agreed nor disagreed / did not know
- White Irish - Did not know
- White and Black Caribbean - Did not know

Age

- Most 18 to 24 year olds stated that they did not know.

Sexual orientation

- Bisexual - Neither agreed nor disagreed / did not know
- Gay / lesbian - 50% agree and 50% disagree

d) Can be relied on to deal with minor crimes

Ethnicity

- Bangladeshi - Disagree
- Gypsy / Traveler - 50% agree and 50% neither agree nor disagree
- White Irish - Did not know

Religious beliefs

- Muslim - 50% agree and 50% disagree

Sexual orientation

- Bisexual - 50% agreed and 50% neither agreed nor disagreed
- Gay / lesbian - 50% agreed and 50% neither agreed nor disagreed

e) Understand the issues that affect this community

Age

- most 18 to 24 year olds neither agreed nor disagreed.

Ethnicity

- Gypsy Traveler - Disagree
- White Irish - Do not know
- White and Black Caribbean - Neither agree nor disagree

Religious belief

- The majority who stated their religious belief as 'other' neither agreed nor disagreed.

Sexual orientation

- Bisexual - 50% disagree and 50% do not know
- Gay / lesbian - 50% agree and 50% disagree

f) Understand the issues that matter to this community

Age

- Most 18 to 24 year olds did not know or neither agreed nor disagreed

Ethnicity

- Any other White background - 50% neither agreed nor disagreed
- Bangladesh - There was an equal spread of those who agreed, neither agreed nor disagreed and who disagreed

Religious belief

- Muslim - Neither agree nor disagree

Sexual orientation

- Bisexual - 50% agreed and 50% disagreed
- Gay / lesbian - 50% agreed and 50% disagreed

Q3b. Taking everything into account to what extent do you agree or disagree that you have confidence in the police in this area?

| Agree | Neither agree nor disagree | Disagree | Don't know | Unknown |
|-------|----------------------------|----------|------------|---------|
| 40.3% | 26.3% | 11.2% | 18.1% | 4.1% |

Key findings:

- A greater proportion of respondents to the summer survey had confidence in the police in this area (67.9%) than respondents in the youth survey.
- Cumbria scored higher than national findings for overall confidence in the local police and came top of its MSF. (Source: IQUANTA interviews year ending 31st March 2009)
- When analyzing these results by demographic group some variations were found with regards to the most frequent answer selected. Those who did not principally select 'agree' have been highlighted below.

Sexual orientation

- Transgender - There was an equal split between don't know, neither agree nor disagree, and disagree

Age

- 18 to 24 years old - Did not know
- No age group selected - Neither agreed nor disagreed

Ethnicity

- Any other White background - There was an equal split between, agree, neither agree nor disagree, disagree and don't know

Disability

Of those who considered themselves to have a disability there were equal responses to agree, disagree and don't know.

NATIONAL CONFIDENCE QUESTION:

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:

Q4a. 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 |
|-----------------------|----------------------|-----------------------------------|-------------------------|--------------------------|-------------------|----------------|
| 11.7% | 39.5% | 16.3% | 10.2% | 2.0% | 16.1% | 4.1% |

- A greater proportion (51.2%) of respondents to the youth survey either strongly or tend to agree that the police and local council are dealing with anti-social behaviour and crime issues that matter in this area compared to respondents of the summer survey (46.7%). A further 16.3% neither agree nor disagree, 12.2% disagree and the remaining 20.2% either did not know or failed to answer the question. The latest set of iQUANTA data for the year ending June 2009 found that 57% of people in Cumbria agree with this statement (the highest in the country) and although these results initially suggest a drop in confidence it has to be bourn in mind that positive responses to paper based surveys are often lower than face to face or telephone interviews. The 5.8% who failed to answer the question would also not feature in other interview methods.
- Nationally there has been an increase in the proportion of people agreeing that the police and local councils are dealing with anti-social behaviour and crime issues that matter in the local area, increasing from 45% in the six months to March 2008 to 49% in 2008/2009. Of the remainder, 22% disagree with the statement and the remaining 29% had no opinion. *(Source BCS 2008/2009)*
- National findings reveal that women are more likely to agree with this statement than men, which is also true in Cumbria.
- In Cumbria those aged 18-24 were most likely to agree with this statement, yet BCS findings suggest that it is those over the age of 65 who more commonly feel the police and local council are working in partnership to deal with crime and anti-social behaviour issues.
- When analyzing these results by demographic group some variations were found with regards to the most frequent answer selected. Those who did not principally select 'tend to agree' have been highlighted below.

Ethnicity

- White and Black Caribbean - Neither agree nor disagree
- White Irish - Neither agree nor disagree
- Any other White Background - Equal split between strongly agree, tend to agree, neither agree nor disagree and don't know
- Any other Ethnic Background - Did not know

Religious belief

- Jewish - Most strongly agree or neither agree nor disagree

Sexual orientation

- Bisexual - Strongly disagree and 50% tend to agree

Q4b. Please tell us why you think this

As can be seen from the table below, results of those who answered why, show a fairly evenly split between positive and negative comments, with fewer impartial comments.

| Comment | Total | % |
|-------------------------|------------|-------------|
| Positive | 70 | 33% |
| Negative | 62 | 29% |
| Impartial | 42 | 20% |
| Don't know | 22 | 10% |
| Don't see any crime/ASB | 16 | 8% |
| Grand Total | 212 | 100% |

- It should be noted that people who disagreed with the statement were far more inclined to say why, than those who either agreed, or neither agreed nor disagreed.
- 8% of those who provided comments stated that they felt unable to answer the question due to the lack of crime / ASB in their area; and a further 10% simply stated that they did not know. This distorts the percentage of positive answers to the national confidence question, and the constabulary will suffer as a result of having safe neighbourhoods.

Local Concerns

Q5. 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 | 29.6% | 43.1% | 16.1% | 3.1% | 8.2% |
| Noisy neighbours or loud parties | 38.5% | 35.7% | 14.0% | 6.6% | 5.1% |
| Teenagers hanging around on the streets | 28.8% | 37.5% | 18.6% | 10.5% | 4.6% |
| Rubbish or litter lying around | 15.6% | 36.2% | 29.8% | 14.0% | 4.1% |
| Vandalism, graffiti and other deliberate damage to property or vehicles | 28.3% | 37.0% | 18.4% | 11.7% | 4.6% |
| People using or dealing drugs | 40.8% | 27.3% | 9.9% | 16.3% | 5.6% |
| People being drunk or rowdy in public places | 25.8% | 34.7% | 22.4% | 11.2% | 5.9% |
| Abandoned or burnt out cars | 61.7% | 18.4% | 7.4% | 7.4% | 5.1% |

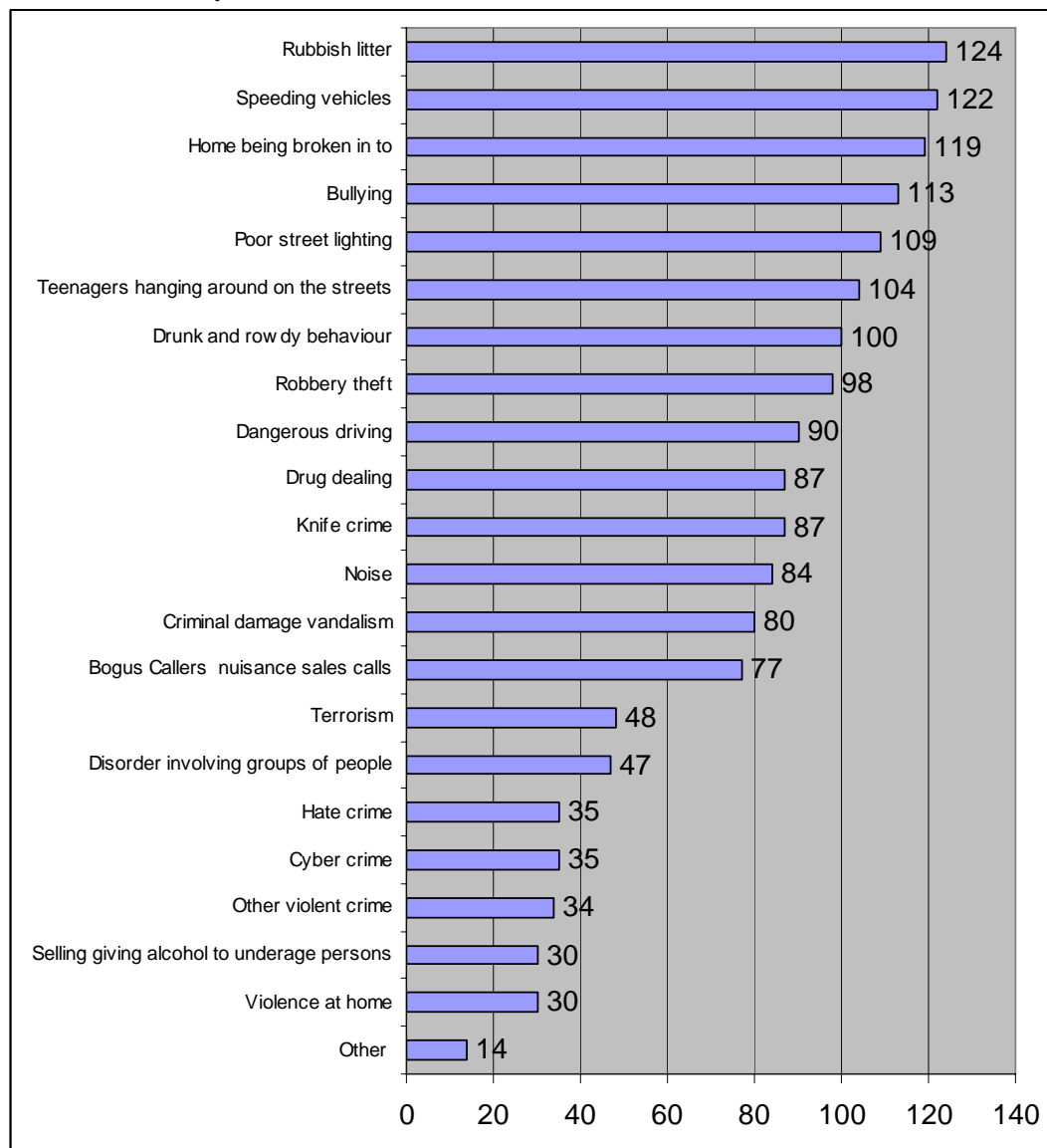
- The principal answers given by respondents were the same for the youth and summer survey with the exception of people using or dealing drugs which was

mainly perceived by respondents to the youth survey as not a problem at all and by the respondents to the summer survey as not a very big problem.

- Please note that 'lack of understanding between generations' does not form part of the BCS question but was included in the survey to counteract 'teenagers hanging around on the streets' which was perceived as implying that young people had been singled out as causing problems.
- When analyzing the perceived level of anti social behaviour within Cumbria to its MSF, only Suffolk achieved a lower % figure.

Q6. Looking at the following list, which of these worries you most in your local neighbourhood?

In 2008 anti-social behaviour on the street was sited as the single biggest issue affecting local communities. In order to gain a clearer understanding of concerns people had, this category was broken down into sub elements for the 2009 survey and Youth survey.

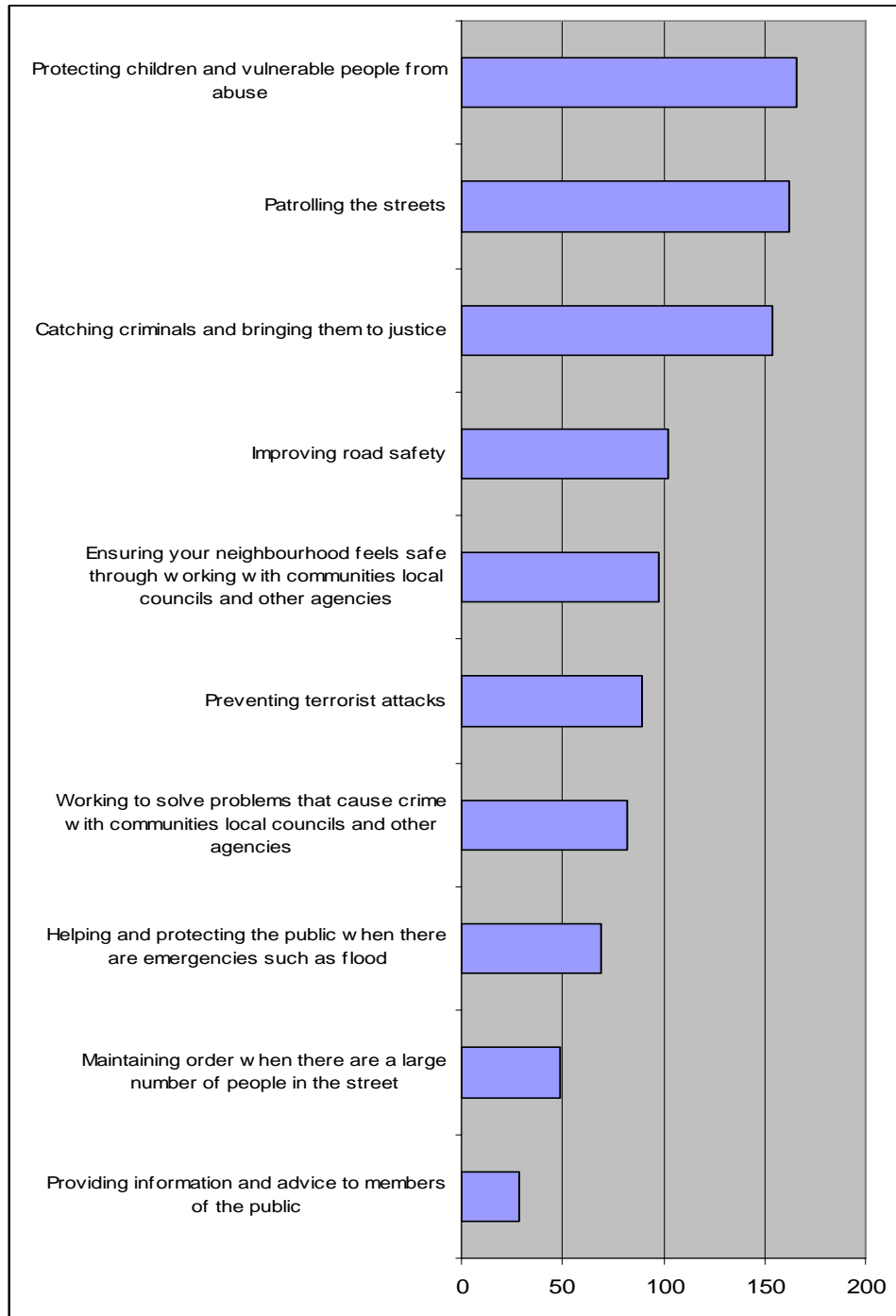


Speeding, burglary, rubbish and litter and teenagers hanging around on the streets were chosen as four of the top seven responses in both the youth and summer survey, although the order varied. The youth survey had some additional options

and of these bullying featured in the top seven. Poor street lighting and drunk and rowdy behaviour were greater concerns to young people than to respondents of the summer survey.

Service priorities

Q7. Which of the following services we provide for Cumbria as a whole are most important to you?



Patrolling the streets, protecting children and vulnerable people from abuse, catching criminals and bringing them to justice, improving road safety and ensuring your neighbourhood feels safe through working with communities, local councils and other agencies were among the top six priorities for both respondents of the youth and

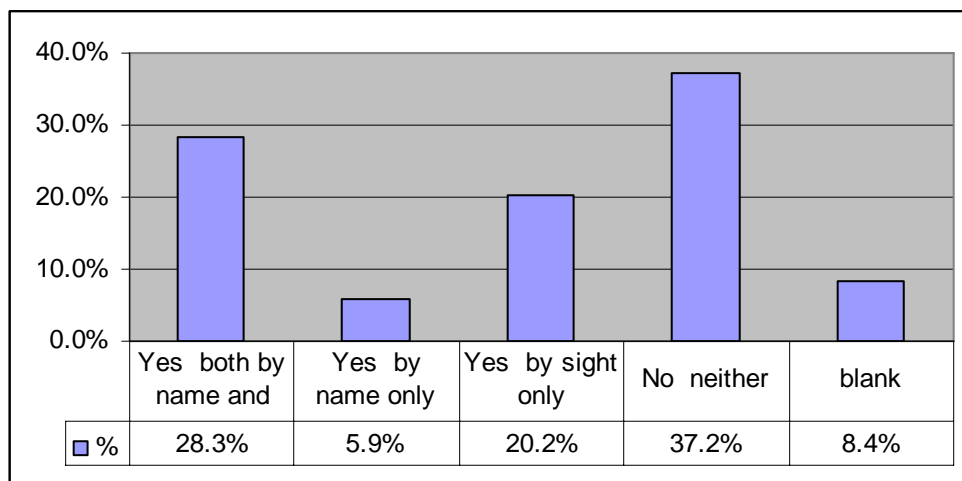
summer survey. However, where working to solve problems that cause crime with communities, local councils and other agencies was a priority for respondents of the summer survey it was not for respondents of the youth survey. Conversely preventing terrorist attacks was a priority for respondents of the youth survey but not for those of the summer survey.

Other suggestions included:

- Patrolling officers talking to young people
- Coming in to schools to talk to young people about what the police do and why
- Come in to schools more and do activities with young people and not just talk to them
- Checking people at home to ask if they are okay, especially the elderly.

Neighbourhood policing

Q8. Do you know any of the Police Officers in your neighbourhood?



Slightly more youth survey respondents (54.4%) knew either by name, sight, or both, the police officers for policing their neighbourhood; compared to 42.8% of respondents to the summer survey.

Q9. On average how frequently do you see them?

| At least monthly | Less often | Never | Don't know | Did not answer |
|------------------|------------|-------|------------|----------------|
| 27.6% | 29.6% | 20.7% | 13% | 9.2% |

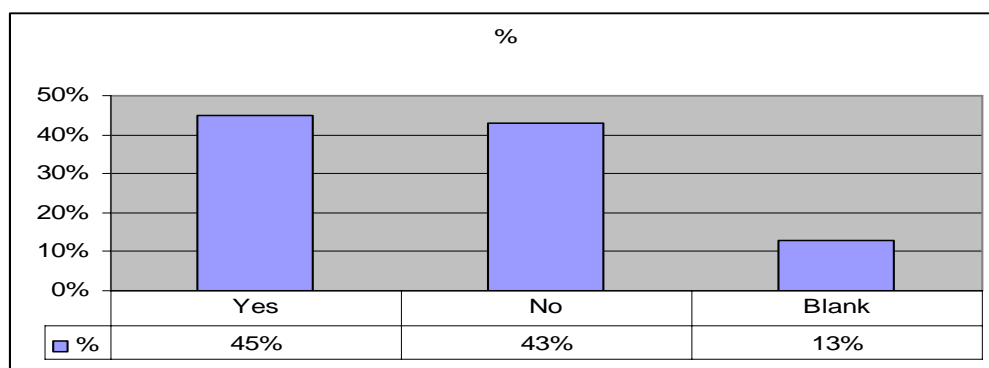
27.6% of survey respondents saw a uniformed police officer patrolling their neighbourhood at least monthly; this figure has decreased slightly from 28.2% in the 2009 Summer Consultation Survey. Those who never saw an officer has also fallen slightly during the same period from 31.5% to 20.7% for the young people surveyed this year.

Q9a. How satisfied are you with this?

| Yes | No | Don't know | Blank |
|-------|-------|------------|-------|
| 35.5% | 22.2% | 31.4% | 11% |

In 2008 40.1% of respondents were completely, very or fairly satisfied with how frequently they saw a uniformed police officer or PCSO patrolling their neighbourhood. This figure fell to 36% in 2009 and is very similar in the Youth survey at 35.5%.

Q10. Do you like seeing police officers in school?



There were mixed feelings about seeing police officers in school with 45% responding positively and 43% negatively.

Getting in touch

Q11. Are you happy with how easy it is to contact us?

| Yes | No | Don't know | Blank |
|-----|----|------------|-------|
| 61% | 7% | 23% | 10% |

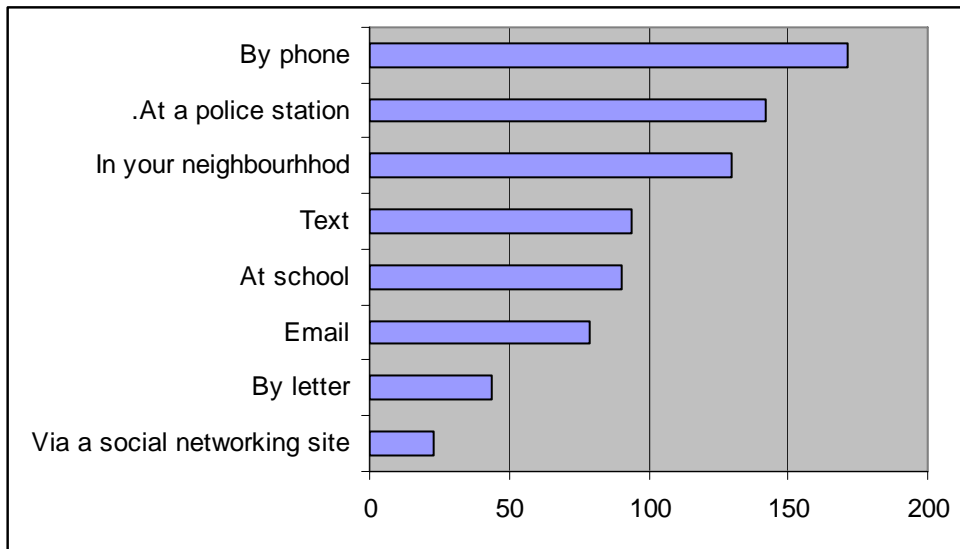
Key findings

- 61% of survey respondents said they were happy with how easy it is to contact us. This is slightly lower than the 68.4% from the 2009 Summer Consultation survey.

Q11a. If you are not happy please tell us why?

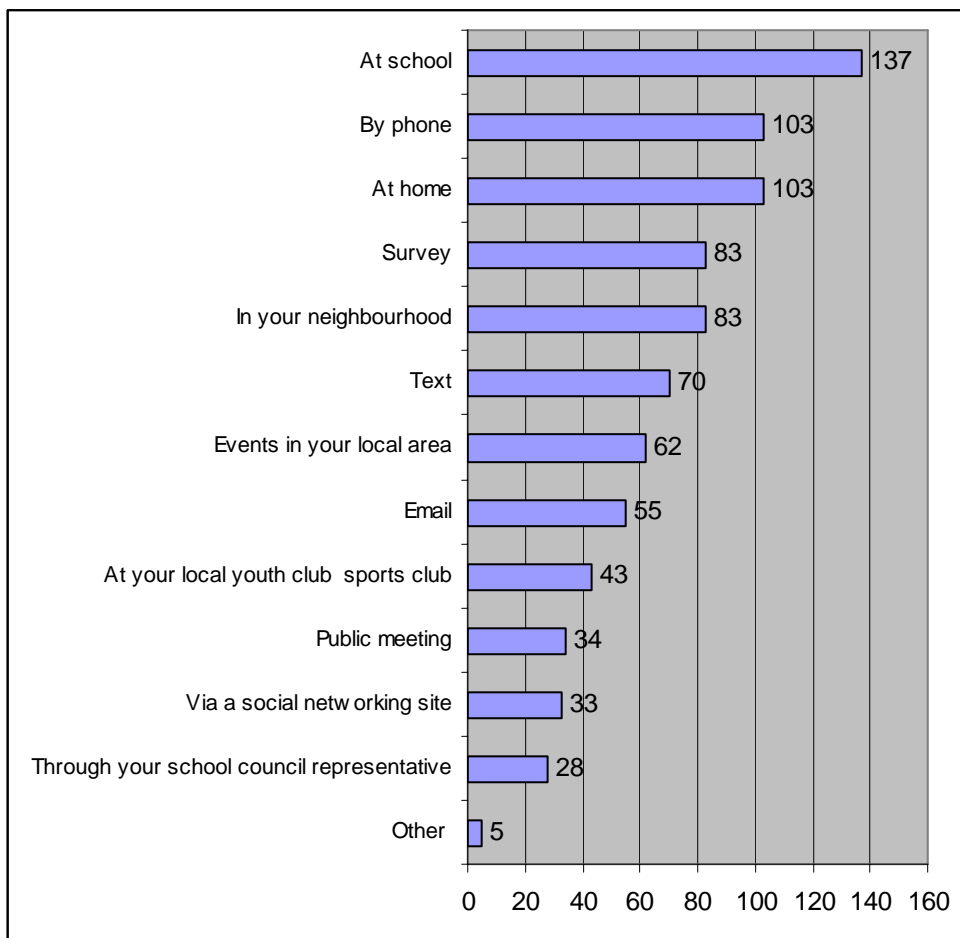
Reasons for being unhappy with the ease of contact include: finding the number too long, only knowing the emergency number, not knowing there was a neighbourhood officer, not recognizing the neighbourhood officer and simply not knowing how to contact us.

Q12. If you needed to get in touch with us, how would you rather do it?



By phone and in person were the most popular responses with the least favourable being via social networking sites. There were no specified other options that were not already captured in the above categories.

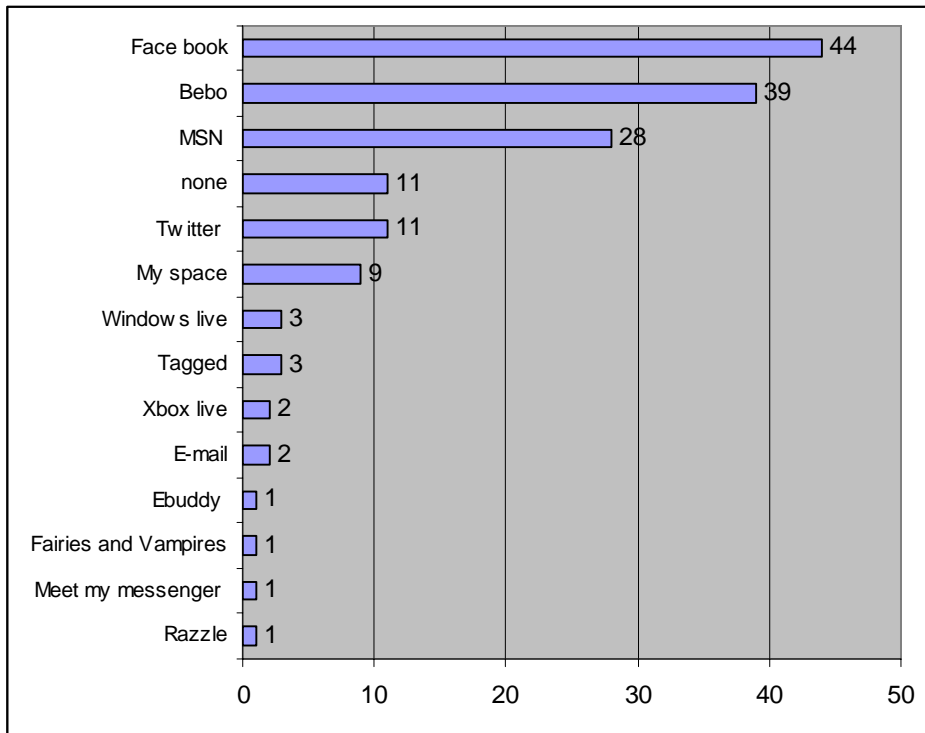
Q13. We want to hear your views. How would you prefer we do this?



The top 5 results were at school, by phone, at home, by survey and in their neighbourhood. The least favourite methods were via public meetings, social networking sites and through school representatives. There were no specified other options that were not already captured in the above categories.

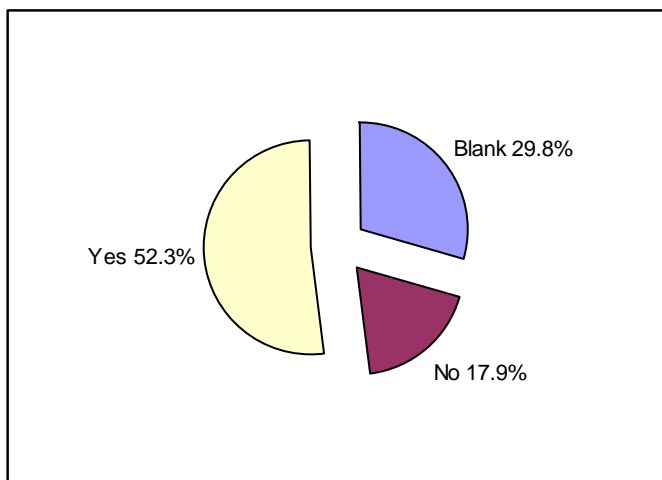
Q14. What, if any, social networking sites do you use? (eg Facebook)?

As can be seen on the graph below Facebook, Bebo and MSN are the top three most used social networking sites.



Respect

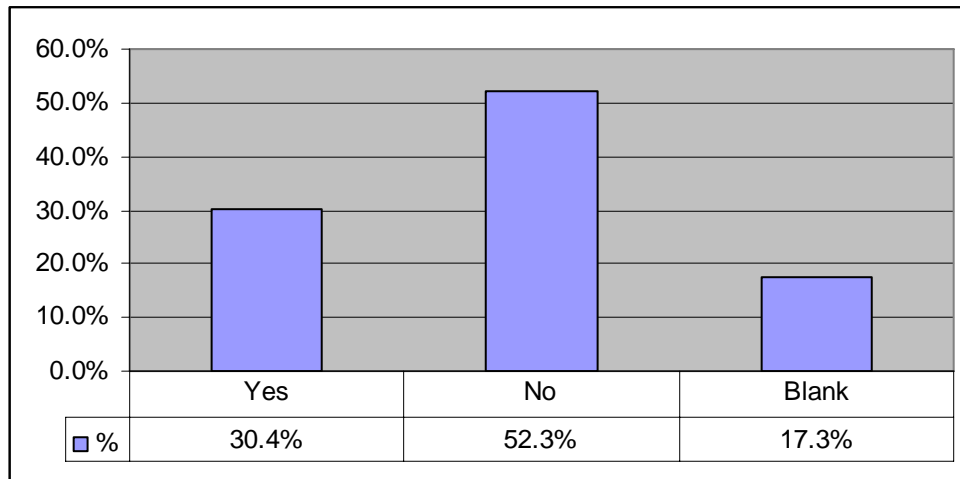
Q15. Have you seen this logo before?



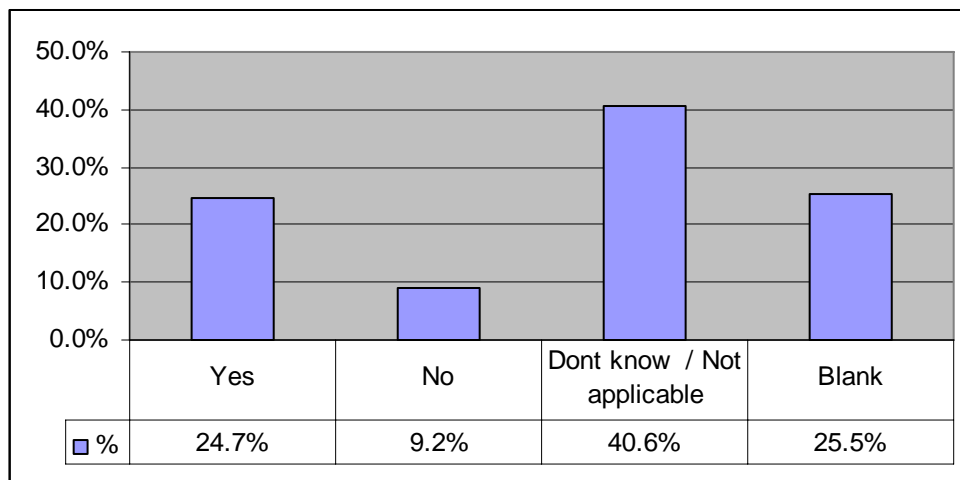
52.3% of young people had seen the RESPECT logo, this compares to 46.6% of respondents in the 2008 public survey and 56% in the 2009 public survey.

Service quality

Q16. In the last year have you been in contact with the police?



Q17. If you have been in touch with the police, were you happy with the service provided?



Key findings:

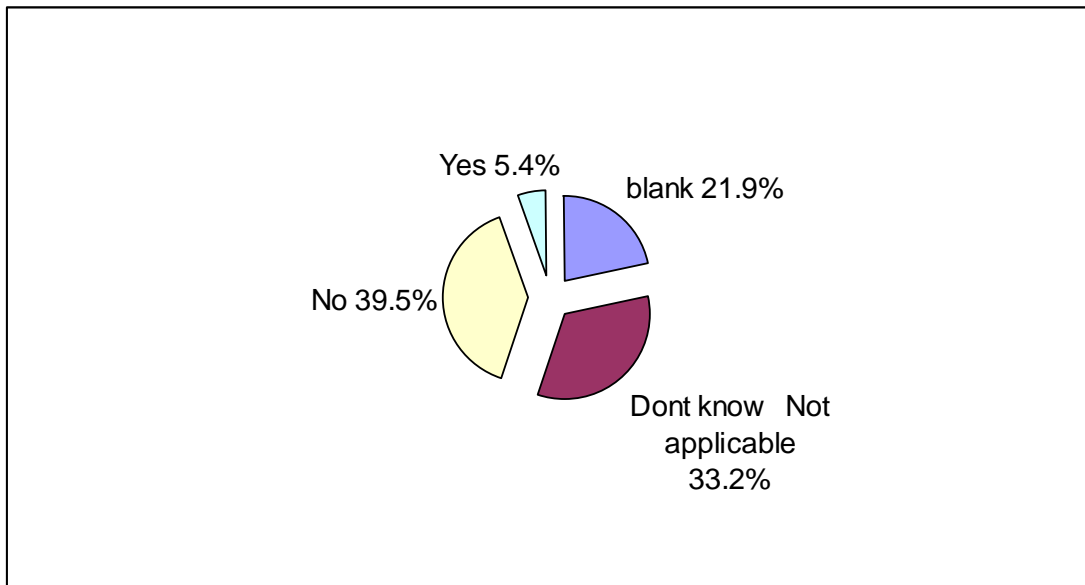
- Most young people did not know whether they were happy with the service provided or felt the question was not applicable. More young people were happy than were not.
- Within its MSF Cumbria is just below average for ‘first contact with the police’, and ‘actions taken by the police’, but above average in all other areas. (Source IQUANTA 12 months to June 2009).

Q17a. If not, please tell us why.

Of the 9.2% that gave a negative response, the division of reasons for dissatisfaction is shown below.

| Nothing was done | Felt threatened | Didn't take accurate details | Treated unfairly | Took too long to respond | Other |
|------------------|-----------------|------------------------------|------------------|--------------------------|-------|
| 5 | 3 | 2 | 3 | 4 | 4 |

Q18. When you have used our service do you think you were treated any differently because of who you are?



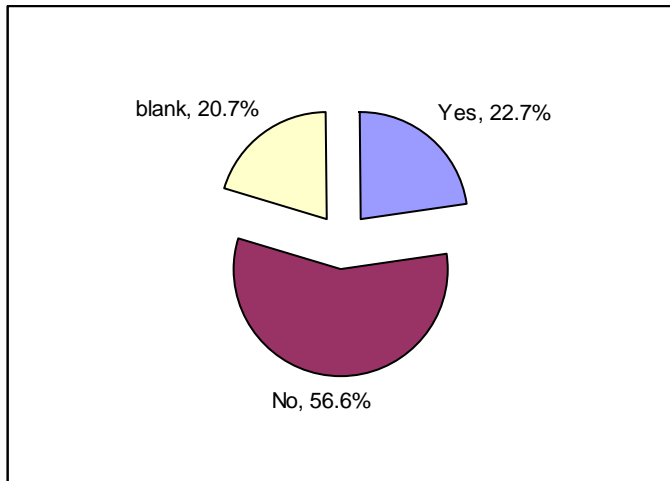
The Youth Consultation results above are similar to the 2009 Summer Public Consultation survey in which slightly more (three quarters) of survey respondents felt they were not treated any differently because of who they are. Of the remaining 25%, 18% were unsure, whilst 7% felt they had been treated differently.

Q18a. If you answered yes, please tell us why.

The most common reason isolated was due to age or because of other people the person was with at the time.

Police Authority

Q24. Have you heard of Cumbria Police Authority?



56.6% of survey respondents had not heard of the Police Authority.

Q19. What could we do to improve?

The most popular responses for how to improve include: Faster response times, more police officers on the streets patrolling and a greater interaction and engagement with the community.