

Local Public Confidence Survey Overview of Findings April 2010 to March 2011



CLEVELAND FORCE AREA

The aim of the Local Public Confidence Survey is to assist Cleveland Police and Cleveland Police Authority in their understanding of what can be done to improve public confidence and successfully deliver future policing services to all neighbourhoods within the Force area. Between April 2010 and March 2011, telephone interviews were conducted amongst a random selection of 2,400 residents from across the Force area. This document provides a summary of the responses obtained.

Living in the local area

Survey participants were first asked a number of questions regarding their general thoughts about Cleveland Police and their perception about the way the local area is policed.

Participants were advised that for the purposes of the survey, the term 'local area' referred to anywhere within a 15 minute walk from where they actually live.

The responses obtained are summarised below:

- The percentage of people who think that the police in the local area are doing a 'good' or 'excellent' job. **67.4%**
- The percentage of people who agree that the police and local council seek people's views about the antisocial behaviour and crime issues that matter in this area. **57.4%**
- The percentage of people who agree that the police and local council are dealing with the antisocial behaviour and crime issues that matter in this area. **73.0%**

The most frequent reasons given for a positive response included:

- The absence of local problems or the need to contact the police is perceived as evidence of their (police) ability to tackle such problems.
- Previous experience of good or efficient service.
- A good level of visibility or police presence on the streets

The most frequent reason given for a negative response included:

- The perception that nothing is being done or a lack of police action being taken to address local problems.
- A lack of visible patrol or police presence on the streets.

Accessibility

Survey participants were questioned in relation to their knowledge of their local policing team and their involvement in the local community. The responses obtained are summarised below:

- **66.2%** of people said they were aware of the existence of a neighbourhood policing team with a specific job of policing the local area and working with the community. Of these **30.0%** claimed to know members of the team by sight and **14.8%** by name. When asked about contacting representatives of their neighbourhood team, **71.1%** knew a telephone number on which they could be contacted, or at least how to find it.
- **50.2%** of those people surveyed said on average, they see neighbourhood teams patrolling the area, either walking or cycling, at least once a week. **34.3%** observed such patrols less frequently (once a month or less) whilst **15.6%** said they never see an officer or PCSO on foot or cycle patrol in their local area.
- When asked to rate their satisfaction with level of visible patrol, **60.9%** of people gave a positive response ('completely', 'very' or 'fairly' satisfied). However, a significant proportion (**25.8%**) expressed a level of dissatisfaction.
- **33.4%** of those people surveyed feel that they are 'very' or 'fairly' well informed about the way their local area is policed. However, a large proportion (**40.0%**) said they get only limited information whilst a further **25.7%** claim to get no information at all. The desire for information is however limited. Of those who said they currently receive 'limited information' or 'no information at all', less than half (**45.2%**) indicated a desire to do so.
- Where a desire to receive information about local policing is expressed, the following type of information is requested; information about crime in the local area (frequency and type), and any other local problems together with what actions being taken, names and contact details for local police officers/PCSO's, and details about local police patrols i.e. when and where they would be taking place.

Contact with the police

The results provided in this section relate only to those people who have had direct contact with the police in the past 12 months. The responses obtained are summarised below:

- The most common reason for contacting the police was to report a crime or incident. Other reasons included; to report another type of problem or to give the police information. A small number of participants stated that they had contact which was initiated by the police, that is they were stopped or approached by the police or had been spoken to as an offender or suspect of a crime.

- Thinking about their most recent contact, **76.3%** were satisfied ('completely', 'very' or 'fairly') with the way the police dealt with them. **17.7%** expressed some form of dissatisfaction with the way the police dealt with them whilst the remaining few were neither satisfied nor dissatisfied (**3.3%**) or did not express an opinion (**2.7%**).

The most frequent reasons given for being satisfied were:

- The attitude of the officers or staff that deal with them
- The speed of response or the fact that a response was made and a member of staff attended the incident
- The action that was taken and the fact that something positive was done or achieved as a result.
- The perceived efficiency or ability of the officer or staff involved to 'do their job'

The most frequent reasons given for being dissatisfied were:

- A perceived lack of police action taken or positive outcome
- A lack of subsequent feedback or poor quality information about what actions had been taken.
- The time taken to respond or a lack of response
- The poor attitude of the officers or staff involved

Problems in the local area

Survey participants were next asked about their perceptions of crime and antisocial behaviour in their local area. The responses obtained are summarised below:

- **33.2%** of those surveyed believe, over the past two years, the local crime rate has fallen, **10.9%** believe it has increased whilst **44.6%** believe it has remained 'about the same'. The remaining **11.4%** were unable to express an opinion.
- **36.6%** of those surveyed believe, over the past two years, incidents of antisocial behaviour have fallen, **20.8%** believe they have increased whilst **34.3%** believe the level has remained 'about the same'. The remaining **8.4%** were unable to express an opinion.
- When asked what their opinion is based the most frequent responses given were personal experience (**51.0%**), family and friends (**43.1%**) and the media (**25.7%**). Only a small minority (**4.3%**) said their opinion was based on information provided by their neighbourhood policing team (police or PCSO's).

Survey participants were asked to consider a selection of potential problems (relating to crime and antisocial behaviour) which may or may not be relevant to the area in which they live. Participants were asked to rate the severity of each potential problem.

● In relation to those issues considered to be 'most serious', only a small minority (less than 5%) expressed any level of concern. Examples of 'most serious' issues include; gun or knife crime, robbery, domestic violence, sexual offences and racist attacks.

The following provides an overview of the percentage of participants who believe that the following issues are a 'very big' or 'fairly big' problem in their local area.

- Speeding or other motoring offences **33.3%**
- Rubbish or litter lying around **28.9%**
- Teenagers hanging around on the streets **27.7%**
- Vandalism, graffiti or other deliberate damage **20.1%**
- People using or dealing drugs **19.8%**
- People being drunk or rowdy in public places **18.7%**
- Cars being stolen or broken into **14.7%**
- Burglary or things being stolen from the home **11.0%**
- Noisy neighbours/loud parties **9.0%**

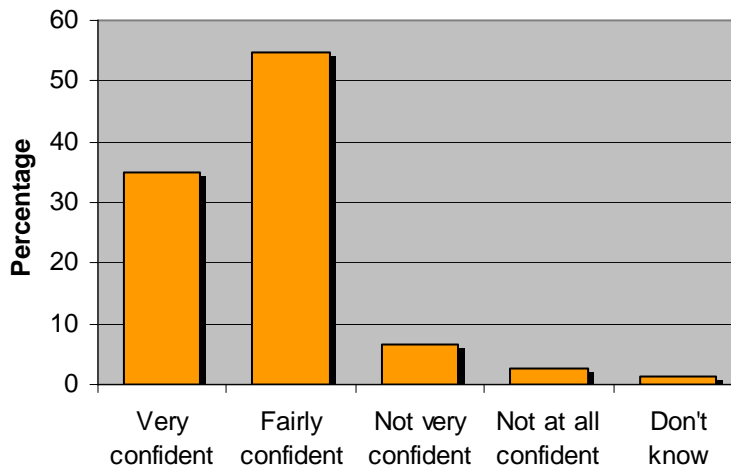
Public confidence

Finally, survey participants were asked a number of questions in relation to confidence. Participants were first asked to express their level of agreement with a list of statements relating to the police in their local area. The responses obtained are summarised below: The percentage of respondents who 'strongly agree' or 'tend to agree' that the police in this area

- Can be relied upon to be there when you need them **69.3%**
- Treat you with respect if you have to contact them for any reason **87.1%**
- Treat everyone fairly, regardless of who they are **81.0%**
- Can be relied on to deal with minor crime **68.3%**
- Understand the issues that affect this community **81.4%**
- Are dealing with the things that matter to the people in this community **77.3%**
- Represent good value for money **77.5%**

- The result of this survey would suggest that residents across the Cleveland area have a high level of confidence in their local police. **85.8%** of those people surveyed either 'strongly agree' or 'tend to agree' with the statement; "taking everything into account I have confidence in the police in this area".

- When questioned in relation to their confidence in Cleveland Police in general, the following responses were given.



Overall level of confidence in Cleveland Police is **89.2%**

The most frequent reason given for a positive response included:

- Police are perceived as reliable/are there when needed/will respond to incidents
- Previous experience of a good or efficient service
- The absence of local problems or a need to contact the police is perceived as 'they (the police) must be doing something right'

And to a lesser extent;

- The skills and attitude of officers/PCSO's/staff
- A good level of visibility or presence on the streets.

The most frequent reason given for a negative response included:

- The police cannot be relied on to be there when needed/a slow or lack of response when assistance is requested
- A perceived lack of visible patrol or presence on the streets
- A perceived lack of action in relation to local problems

Comparison across Policing Districts

The Force-wide sample of survey respondents consists of 600 residents from each of the four policing districts. The following table provides a comparison of the responses obtained in relation to a number of key questions.

	H'pool	R&C	M'bro	S'ton	Force
• % of people who think the local police do a 'good' or 'excellent' job	66.8%	69.8%	64.2%	68.2%	67.4%
• % of people who agree that the police and local council are dealing with the crime and antisocial behaviour issues that matter in their area	72.2%	75.7%	70.5%	73.3%	73.0%
• % of people who perceive high levels of antisocial behaviour in the local area	8.7%	6.8%	10.8%	7.3%	8.3%
• % of people who perceive high levels of drunk or rowdy behaviour in public places in the local area	20.7%	18.8%	18.8%	17.5%	18.7%
• % of people who perceive high levels of drug use or dealing in the local area	20.8%	19.3%	20.2%	19.3%	19.8%
• % of people who are confident in their local police	87.3%	85.3%	83.7%	86.8%	85.8%
• % of people who have confidence in Cleveland Police	89.5%	89.8%	87.0%	90.2%	89.2%

Further information

*The information provided in this document provides a summary of the most recent data collected via the Local Public Confidence Survey. A **full report**, providing a more detailed insight into public confidence in the Cleveland area and the factors associated with it will be published in **May 2011**.*

*For historical analysis, please refer to the report '**Local Public Confidence Survey Baseline Survey Findings**' published in **February 2010**. It is recommended that the figures presented in this summary are considered alongside the more detailed information presented in the earlier report.*

*Should further information or guidance be needed in relation to the Local Public Confidence Survey, please contact the Corporate Performance team within the **Corporate Planning & Governance Department**.*

The next Local Public Confidence Survey update will be published in **July 2011**