

Cumbria Police Authority

People and Performance Committee

25th October 2011

Agenda Item No. 8 (i)

Part 1

Report by the Chief Constable

2011 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 with 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. It avoids public consultation fatigue, is efficient and secures effective information sharing.
- 1.3 The annual public consultation survey was conducted during July 2011. In total 2,465 surveys were distributed to members of Community Voice.
- 1.4 1,099 usable surveys were returned by the closing date, a response rate of 44.6%.
- 1.5 To supplement this, and try to negate the views of young people being under represented when carrying out the survey, Cumbria Constabulary were able to add a question regarding young people's local concerns to a student survey which gets distributed annually to all year 11 pupils in the county. This method of engagement has proved very successful with a far higher number of responses received than in previous years. In total 2,700 surveys were returned and 1,647 local concerns expressed.
- 1.6 The Police Authority also carried out a number of consultation events during the summer, asking members of the public about their priorities for policing. In total the views of 484 people were obtained from towns across the county.

- 1.7 This report presents an executive summary, recommendations, and summary of findings, together with a breakdown of the demographics for those who responded, and results of each question.
- 1.8 In addition to the paper based surveys, an online budget tool was also designed and placed on the Constabulary's internet site, which allowed people across the county to express their views on where they felt money should be spent. This consultation is ongoing and results will be presented at the January 2012 meeting.

RECOMMENDATION

- 2.1 Agreement between a) the Authority and b) the Constabulary whether to adopt the recommendations listed on page eight of the report to address the issues identified. 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. Show how respondents prioritise various policing activities.
- d. Provide reliable information about any disproportionate or particular issues affecting specific groups in the community.
- e. Understand implications for current services and priorities.
- f. Let the Authority know how the information will be used in a strategic process to improve services to the public.

DETAILS

Please refer to appendix one for the full report.

- 3.2 The following activity will now take place to ensure that the Constabulary acts upon the findings:
- Brief senior managers at the Constabulary Operations Board.
 - Incorporate public priorities into the Policing Plan and the strategic priority setting process.
 - Brief Crime and Disorder Reduction Partnerships on the key findings and suggested course of action.
 - Brief BCU management teams with key consultation findings.
 - Incorporate into the National Intelligence Model process e.g. strategic assessments; problem profiles etc.

Craig Mackey
Chief Constable

6th October 2011

BACKGROUND PAPERS - 2010 Summer Consultation Survey Results

HUMAN RIGHTS IMPLICATIONS

This report has no direct human rights implications.

RACE EQUALITY / DIVERSITY IMPLICATIONS

Responses to questions were analysed to help identify variations by demographic group. This was largely done by sex, age, and whether the respondent considered themselves to have a disability. Due to the sample size it was not possible to provide meaningful analysis by ethnicity.

Key differences are highlighted throughout the report. These include:

- Those who considered themselves to have a disability said they feel less safe in their own home at night, as did those who lived alone, and those living in an urban area.
- Those aged 55 and over, said they were less likely to agree that the police should encourage greater use of electronic methods of contact such as text messaging.
- Men said they were less satisfied with the actions and follow up of the police than women.
- Those aged under 55 said they were less satisfied with the way they were treated by the police than those aged 55 and over.

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. This mitigates the risk of delivering services that the public do not consider to be a priority.

Contact: Claire Griggs, Strategic Development 01768 217489

Results of the 2011 Summer Consultation Survey

Contents	Page
Executive Summary	6
Recommendations	8
Summary of findings	9
Analysis	15
The sample	15
Questionnaire Section One - Feelings of Safety	17
Questionnaire Section Two - Neighbourhood Policing	20
Questionnaire Section Three - Local Concerns & Service Priorities	27
Questionnaire Section Four - Getting in touch with us	31
Questionnaire Section Five - Service Quality	43
Appendix One - Features of policing in order of importance by NPT	50
Appendix Two - Local Neighbourhood concerns by NPT	53
Appendix Three - Service Priorities by NPT	63
Appendix Four - Police visibility by BCU	67

Executive Summary

Results of this survey are generally positive. However we need to consider a possible bias in the sample, which may affect the results.

The sample is heavily weighted towards older residents, with over a third of respondents aged 65 and over. This may have distorted the results of the survey, given that older respondents are more likely to say they feel satisfied with the service received, resulting in levels of satisfaction across the survey being higher than they would have been had the age distribution been more even. Older respondents may also be less likely to embrace newer forms of communication.

Overall, feelings of safety were generally high; however respondents feel levels of crime and anti social behaviour have increased from 2010 findings.

Respondents ranked 'being there when you need them' as the top neighbourhood policing priority, listed speeding vehicles as their top local concern, and felt that catching criminals and bringing them to justice was the most important priority for Cumbria Constabulary.

The most favoured option for contacting the police was by telephone, followed by a place with face to face contact. The least popular methods were by text and via social networking sites. Only 13% of respondents said they had seen the Constabulary website, 0.3% had joined an online chat and 1% had used Cumbria Police Facebook, Twitter or You Tube.

When asked to what extent electronic methods of communication could be further used in a non emergency situation, less than half of respondents agreed with any of the situations presented. Responses were more positive with regards alternative ways the police could deal with crime and incidents. An example being 63% said they agreed that it is acceptable to deal with some minor crime and incidents over the phone.

Satisfaction levels with regards the service received remains unchanged from 2010 findings (with the exception of "the way you were treated by the police" which has decreased). Lowest levels of satisfaction continue to be in the area of follow up, although work is currently underway to improve this aspect of service delivery. Findings suggest that the service aspect with the single largest impact on overall levels of satisfaction is with the actions taken by the police. However, in not keeping victims fully informed through follow up, people may feel that actions are not being taken, which will negatively impact on overall satisfaction levels.

When a response time is given, satisfaction with the overall service provided is higher. Satisfaction is also higher if advice is given with questions answered, or people put in touch with someone who could help where appropriate.

These findings show that there is room for improvement in the service to the public. They also give guidance for how the service might be improved. This should not detract, however, from the generally high levels of satisfaction expressed by respondents.

Recommendations

The following recommendations are made on the basis of the survey findings, some of which propose activities that the Constabulary are already pursuing.

1. That the Constabulary include in its priority setting process the top local concerns identified by respondents.
2. That the Constabulary work with road safety partnerships to tackle speeding vehicles and dangerous driving.
3. Engage with more ethnic minority groups to see what issues most affect them.
4. Continue the work currently underway to improve the Constabulary's arrangements with regards to follow up, as this area of service delivery was found to have the lowest level of satisfaction amongst service users.
5. The Constabulary should strive to give an accurate estimate of when an officer might arrive to an incident and should continue to give advice to callers where necessary as this impacts on overall satisfaction levels.
6. Improve public reassurance and provide information about the outcome of cases in the local media with regards to catching criminals and bringing them to justice. This was seen as the most important priority for Cumbria Constabulary. Any actions will be within recognised privacy legislation.
7. To allow further analysis to be carried out at BCU level so that more area specific action can be taken to address issues identified.
8. To allow the analysis of additional written information to identify trends and provide context to the findings, giving greater direction on how improvements can be made.
9. To communicate findings to staff within the organisation for information and action, together with publicising results, and importantly what the Constabulary have done in light of them, to the general public.

Summary of findings

One thousand and ninety nine people throughout Cumbria completed the survey, with responses fairly evenly distributed across the three BCU's.

A similar number of surveys were obtained from men and women, with a higher percentage of older people responding.

The vast majority of respondents were white.

Section one - Feelings of safety

The first section of the questionnaire addressed people's feelings of safety, and their perception of crime and anti social behaviour in their neighbourhood.

97.8% of respondents said they felt fairly or very safe in their own home during the day.

96.8% of respondents said they felt fairly or very safe out and about in their neighbourhood during the day. Those who specified a disability however said they felt less safe than those who did not.

91.8% of respondents said they felt fairly or very safe out in their nearest town centre during the day.

93.9% of respondents said they felt fairly or very safe in their own home at night. Those with a disability generally said they felt less safe than those who did not specify a disability, as did those who lived on their own, and those who lived in an urban area.

76.4% of respondents said they felt fairly or very safe out and about in their neighbourhood at night. Again those who specified a disability said they felt less safe than those who did not, as did those who lived on their own, and those living in an urban area.

51.0% of respondents said they felt fairly or very safe out in their nearest town centre at night. Those who specified a disability said they felt less safe than those who did not, as did those living in an urban area.

There were no significant differences in feelings of safety with any category compared to 2010 findings.

Respondents were then asked to what extent they felt the level of crime and anti social behaviour had changed in their neighbourhood over the last 12 months. Most respondents felt levels remained unchanged. However a greater number said they felt crime and anti social behaviour had increased than in 2010.

No respondents felt crime had fallen in 2011 compared to 13.8% the previous year.

Section two - Neighbourhood Policing

The second section of the questionnaire focused on how often respondents saw their local officers and how satisfied they were with this. It also asked which aspects of neighbourhood policing are most important to them.

More survey respondents said they were satisfied with the level of police visibility in Cumbria than dissatisfied. Respondents said they were more unlikely to be dissatisfied when they saw an officer at least weekly in both rural and urban areas. However those living in rural areas were more satisfied when they saw an officer at least monthly, compared to at least weekly in urban areas.

Respondents were then asked to rank five aspects of neighbourhood policing in order of importance. Results are shown below:

1. Being there when you need them
2. Dealing with local crime problems
3. Dealing with anti social behaviour
4. Patrolling your area
5. Engaging with local communities

Section three – Local Concerns and Service Priorities

The third section of the questionnaire focuses on local concerns and service priorities.

Respondents were asked to list their top five local concerns. Results are shown below:

1. Speeding vehicles
2. Dog fouling
3. Rubbish and litter
4. Dangerous driving
5. Bogus callers and nuisance sales calls

Young people were also asked what type of crime and anti social behaviour issues worry them most via a year 11 school survey. The top five concerns expressed are shown below:

1. Bullying
2. Knife crime
3. Robbery
4. Rape
5. Gun crime / shootings

The Police Authority also carried out public consultation events throughout the summer in Cumbria, with a total of 484 views being obtained. The most frequent concerns raised were:

1. Dangerous driving & speeding
2. Drugs
3. Youths hanging around
4. Antisocial behaviour
5. Police on streets
6. Litter
7. Alcohol & drunken behaviour
8. Vandalism & criminal damage
9. Dog fouling

Turning next to service priorities for the county as a whole, respondents said they felt that catching criminals and bringing them to justice, responding to 999 and non emergency calls for service, and protecting children and vulnerable people from abuse were the most important priorities for Cumbria Constabulary.

Section four – Getting in touch with us

The fourth section of the questionnaire asked respondents to think about the future, and say which method of contact they would prefer to use if they needed to access the police service for a non-emergency matter.

The preferred method of contact for non emergency situations was by telephone, followed by a place with face to face contact, which reflects the methods reportedly used to date.

When asked about the Constabulary website, 13% of respondents said they had seen it compared to 81% who hadn't. Those aged 55 and over were less likely to have visited the site.

0.3% of respondents said they had joined one of the Constabulary's online chats, and 1% said they use Cumbria Police Facebook, Twitter or You Tube. This reflects respondents' previous comments that contacting the Constabulary in a non emergency via a social networking site was the least favoured option.

When asked to what extent electronic methods of communication could be further used in a non emergency situation results show that:

- Nearly half of respondents said that if a reply was guaranteed within 24 hours they would be prepared to use email instead of phoning the police. Those aged 55 and over however were far less likely to agree than those under 55.

- 40% of respondents said that if they had reported a crime either as a victim or witness they would be happy for the option of email updates as opposed to a visit. Those who said they had a disability were far less likely to agree with this statement than non disabled respondents. Those who were 55 and over were also less likely to agree than those under 55.
- 35% of respondents said that they agreed the police should encourage use of email where appropriate. Those aged 55 and over were more likely to disagree than other respondents.
- 29% of respondents said they agree that the police should encourage greater use of electronic methods of contact such as text messaging. This compares to 43% who either strongly or tended to disagree.

When asked to think about the way in which police deal with reports of crime or incidents by telephone in a non emergency, results show that:

- 77% of respondents said they agreed that Cumbria Police should decide whether a visit should be made and how quickly they should arrive.
- 97% of respondents said they agreed that where attendance would help the investigation, Cumbria Police should always send someone to visit the caller.
- 68% of respondents said they agreed that it doesn't matter whether the person who visits the caller is a police officer, a PCSO or other trained member of staff.
- 63% of respondents said they agreed that as long as Cumbria Police tell the caller why they are not sending someone, it is acceptable to deal with some minor crime and incidents over the telephone.
- 58% of respondents said they agreed that if it was necessary to send someone to visit they would prefer to do this using an appointment system.
- 63% of respondents said they agreed that if they were offered an appointment they would be happy to go to the police rather than the police to go to their home or office.

When asked what action respondents had taken if they had experienced certain types of anti social behaviour the most frequent answer given (in 41.8% of cases) was that it was not reported to either the council or the police because they felt nothing would be done. The only exceptions were begging, where the most frequent answer given was that people didn't report it because they didn't feel it was important enough, and reckless driving of mini-

motorbikes and abandoned cars, where contacting the police was the most likely response.

Section five – Service Quality

Respondents were asked whether they had been in contact with the Constabulary over the past 12 months. 7% had, and the most frequent reason for getting in touch was to make a report or give information to the police.

When asked about how satisfied respondents were with various aspects of service:

- 57.3% said they were at least very satisfied with their first contact with the police.
- 52.0% said they were at least very satisfied with the actions taken by the police, with men significantly less satisfied than women.
- 41.3% said they were at least very satisfied with the follow up of the police. Satisfaction levels in this category remain lower than in other areas. Men were less satisfied than women.
- 58.3% said they were at least very satisfied with the way they were treated by the police, with those under the age of 55 being less satisfied than those aged 55 and over.
- 53.5% said they were at least very satisfied with the overall service provided by the police, with those under the age of 55 being less satisfied than those aged 55 and over.

With the exception of how well people felt they had been treated by the police (where there has been a significant decrease in those who said they were at least very satisfied) no change has occurred between 2010 findings.

The strongest predictors for overall satisfaction with the service received on the most recent occasion were actions taken by the police followed by the way they were treated.

In 50% of cases where an incident was reported and it was agreed that someone would visit, respondents were told how long it would take for an officer to arrive. There was a strong correlation between satisfaction with the overall service provided by the police and being told how long it would take for an officer to arrive.

61.3% of respondents said that if it was agreed that attendance was not necessary they were given advice with their questions answered or put in touch with someone who could help. There was a strong correlation between

satisfaction with the overall service provided by the police and being given advice with questions answered if police attendance was not necessary.

83% of respondents who contacted the Constabulary felt that they had not been treated any differently because of whom they are; this compares to 5% who felt they had.

There was a no significant difference between any demographic groups as to whether respondents felt they were treated differently because of who they were.

Analysis

The remainder of this report presents the analysis of the questionnaire responses. The responses to each question are summarised as separate tables. In addition to this a more detailed analysis is presented, which involves relating questions together to test hypotheses designed to help us improve our service. These hypotheses explore variations by demographic variables (mainly sex, age, and whether the respondent classes themselves as having a disability). Due to the sample size, it was not possible to provide meaningful analysis by ethnicity.

In this report a finding is considered statistically significant if we calculate that we can be 95% confident that a difference of opinion between different groups of people is not down to chance.

Relationships and differences are described only if they have been found to be statistically significant, using appropriate established techniques.

To aid the presentation of the results, the satisfaction scales have been simplified, using three different thresholds: *at least fairly satisfied*, *at least very satisfied*, and *completely satisfied* alone. While findings tend to be consistent across the three thresholds, the results presented will usually use the threshold that gives the clearest view of the relationship being presented.

The sample

The survey was completed by 1,099 people throughout Cumbria. Table 1 shows the breakdown of the sample by sex and age. As can be seen, a greater number of women replied than men, and a higher number were completed by those aged 45-74.

	<u>Number</u>	<u>%</u>
Sex		
Male	488	44.4
Female	572	52.0
Transgender	0	0.0
Not specified	39	3.5
Age		
Under 18	1	0.1
18 – 24	13	1.2
25 – 34	35	3.2
35 – 44	118	10.7
45 – 54	200	18.2
55 – 64	275	25.0
65 – 74	287	26.1
75 – 84	111	10.1
85 and over	22	2.0
Not specified	37	3.4

Table 1. Age and sex of sample (by number and per cent).

The majority of respondents who specified their ethnic origin (1,036, or 97.6%) said they were White British; 10 (0.9%) said they were Chinese, and 7 (0.7%) said they were from any other white background. No other group accounted for more than 0.5% of the sample.

Just over three quarters of those who specified their religious belief (777, or 78.7%) said they were Christian. 170, (17.2%) said they were not religious, and 29, (2.9%) preferred not to say. No other group accounted for more than one per cent of the sample.

Table 2 shows the breakdown of the sample by sexual orientation. This shows that over four fifths of respondents said they were heterosexual.

	<u>Number</u>	<u>%</u>
Sexual Orientation		
Heterosexual	922	83.9
Bisexual	7	0.6
Gay / Lesbian	9	0.8
Prefer not to say	44	4.0
Not specified	117	10.6
Table 2. Sexual orientation of sample (by number and per cent).		

Of the 1,049 respondents who specified whether they considered themselves to be disabled, 194, or 18.5% said that they did. Of these the majority said they suffered from some form of physical disability (148, 63.5%), with a further 43, or 18.5% saying they were deaf or hard of hearing.

Table 3 shows survey respondents by district and the area type. As can be seen there is a fairly even spread between the districts and the greatest survey response came from those who specified that they lived in a town.

	<u>Number</u>	<u>%</u>
District		
Allerdale	165	15.0
Barrow-in-Furness	121	11.0
Carlisle	145	13.2
Copeland	136	12.4
Eden	174	15.8
South Lakeland	154	14.0
Not specified	204	18.6
Area		
City	107	9.7
Town	515	46.9
Village	325	29.6
Hamlet	77	7.2
Remote	35	3.2
Not specified	40	3.6
Table 3. Number and per cent of respondents by district and area type.		

Questionnaire Section One – Feelings of safety

The first section of the questionnaire addressed people’s feelings of safety, and their perception of crime and anti social behaviour in their neighbourhood.

In terms of feelings of safety, respondents were asked the following questions:

Question 1 - How safe do you feel in the following situations?	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know / not applicable	Grand Total
In your own home during the day	806 73.7%	264 24.1%	17 1.6%	5 0.5%	2 0.2%	0 0.0%	1094 100%
Out and about in your neighbourhood during the day	675 61.8%	382 35.0%	22 2.0%	11 1.0%	1 0.1%	1 0.1%	1092 100%
Out and about in the nearest town centre during the day	456 41.8%	546 50.0%	70 6.4%	9 0.8%	4 0.4%	7 0.6%	1092 100%
In your own home at night	601 55.1%	423 38.8%	40 3.7%	18 1.6%	9 0.8%	0 0.0%	1091 100%
Out and about in your neighbourhood at night	289 26.6%	541 49.8%	145 13.3%	54 5.0%	21 1.9%	37 3.4%	1087 100%
Out and about in the nearest town centre at night	97 8.9%	458 42.1%	253 23.3%	137 12.6%	45 4.1%	97 8.9%	1087 100%

Table 4. Number and per cent of respondents who said they feel safe / unsafe.

Please note: when comparing differences by demographic group, only those who answered ‘very safe’ / ‘fairly safe’, or ‘fairly unsafe’ / ‘very unsafe’ have been examined. All those who answered ‘neither safe nor unsafe’ or ‘don’t know / not applicable’ have been excluded.

In your own home during the day

There was no change in feelings of safety in the home during the day compared to 2010 results, or by any demographic group where comparisons could be drawn.

Out and about in your neighbourhood during the day

Results show that there is a difference in feelings of safety by:

- Disability, with 96.3% of respondents who said they had a disability (181 out of 188) saying they felt fairly or very safe, compared to 99.4% of those who did not specify a disability (827 out of 832).

There was no difference in feelings of safety out and about in the local neighbourhood during the day between 2010 results or by any other demographic group where comparisons could be drawn.

Out and about in your nearest town centre during the day

There was no change in feelings of safety out and about in the nearest town centre during the day compared to 2010 results, or by any demographic group where comparisons could be drawn.

In your own home at night

Results show that there is a difference in feelings of safety by:

- Disability, with 94.2% of respondents who said they had a disability saying they felt fairly or very safe (179 out of 190) compared to 98.3% of those who did not specify a disability (803 out of 817).
- Locality, with 96.5% of those living in an urban area (575 out of 596) saying they felt either very or fairly safe, compared to 98.8% of those living in rural areas (414 out of 419).
- Living arrangements, with 95.2% of people who said they lived on their own (314 out of 330) saying they felt very or fairly safe compared to 98.5% of respondents who said they lived with other people (670 out of 680).

There was no difference in feelings of safety in the home at night between 2010 results or by any other demographic group where comparisons could be drawn.

Out and about in your neighbourhood at night

Results show that there is a difference in feelings of safety by:

- Disability, with 84.5% of respondents who said they had a disability (120 out of 142) saying they felt fairly or very safe compared to 93.3% of those who did not specify a disability (678 out of 727).
- Locality, with 87.8% those living in an urban area (433 out of 493) saying they felt either very or fairly safe, compared to 96.9% of those living in rural areas (372 out of 384).
- Living arrangements, with 86.9% of people who said they lived on their own (219 out of 252) saying they felt very or fairly safe compared to 93.8% of respondents who said they lived with other people (575 out of 613).

There was no difference in feelings of safety out and about in the local neighbourhood at night between 2010 results or by any other demographic group where comparisons could be drawn.

Out and about in your nearest town centre at night

Results show that there is a difference in feelings of safety by:

- Disability, with 60.0% of respondents who said they had a disability (69 out of 115) saying they felt fairly or very safe compared to 78.5% of those who did not specify a disability (465 out of 592).

- o Locality, with 72.4% of people who said they lived in an urban area (304 out of 420) saying they felt very or fairly safe compared to 80.3% of respondents who said they lived in a rural area (232 out of 289).

There was no difference in feelings of safety out and about in the nearest town centre at night between 2010 results or by any other demographic group where comparisons could be drawn.

Respondents were then asked to what extent they felt the level of crime and anti social behaviour had changed in their neighbourhood over the last 12 months. Table 5 below shows that most respondents felt levels remained unchanged, with a greater number perceiving that crime had increased than ASB (the reverse of 2010 findings).

Question 2a – Crime Question 2b – Anti social behaviour		
	<u>Number</u>	<u>%</u>
Crime		
More crime	303	27.7
About the same amount of crime	584	53.3
Less crime	0	0.0
Don't know	208	19.0
Anti social behaviour		
More ASB	181	16.5
About the same amount of ASB	500	46.0
Less ASB	179	16.5
Don't know	228	21.0

Table 5. Perception of crime and ASB trends (by number and per cent of respondents).

Those who said they felt crime had risen increased from 7.4% (162 out of 2188 respondents) in 2010, to 27.7% (303 out of 1095 respondents) in 2011. There was no difference in those who said that they felt crime had remained the same; however no respondents felt crime had fallen in 2011, compared to 13.8% (302 out of 2188) respondents in 2010.

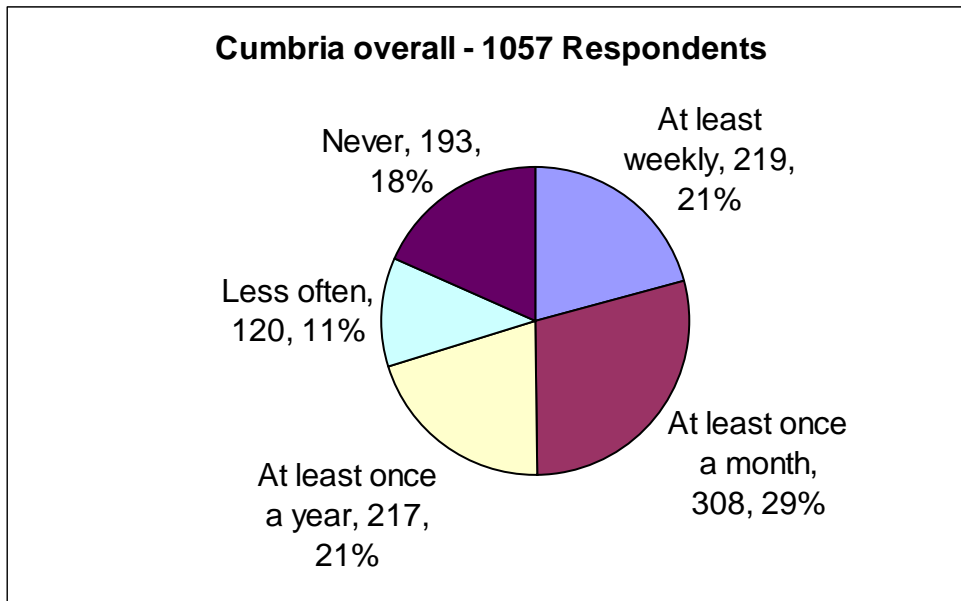
Those who said that they felt incidents of anti social behaviour had risen increased from 12.9% (280 out of 2173 respondents) in 2010, to 16.5% (181 out of 1088 respondents) in 2011. There was no difference in those who said they felt ASB had fallen, however there was a decrease in those who said they felt ASB had remained the same (falling from 52.3% (1136 out of 2173) in 2010 to 46.0% (500 out of 1088) in 2011).

Questionnaire Section Two – Neighbourhood Policing

The second section of the questionnaire focused on how often residents saw their local officers and how satisfied they were with this.

Police visibility

Question 3. On average, how frequently do you see a Uniformed Police Officer / Police Community Support Officer in your neighbourhood?



Question 4. Are you satisfied with this?

Are you satisfied with this?	Number	%
Yes	612	60%
No	411	40%
Total	1023	100%

Table 5. Satisfaction with police visibility (by number and %)

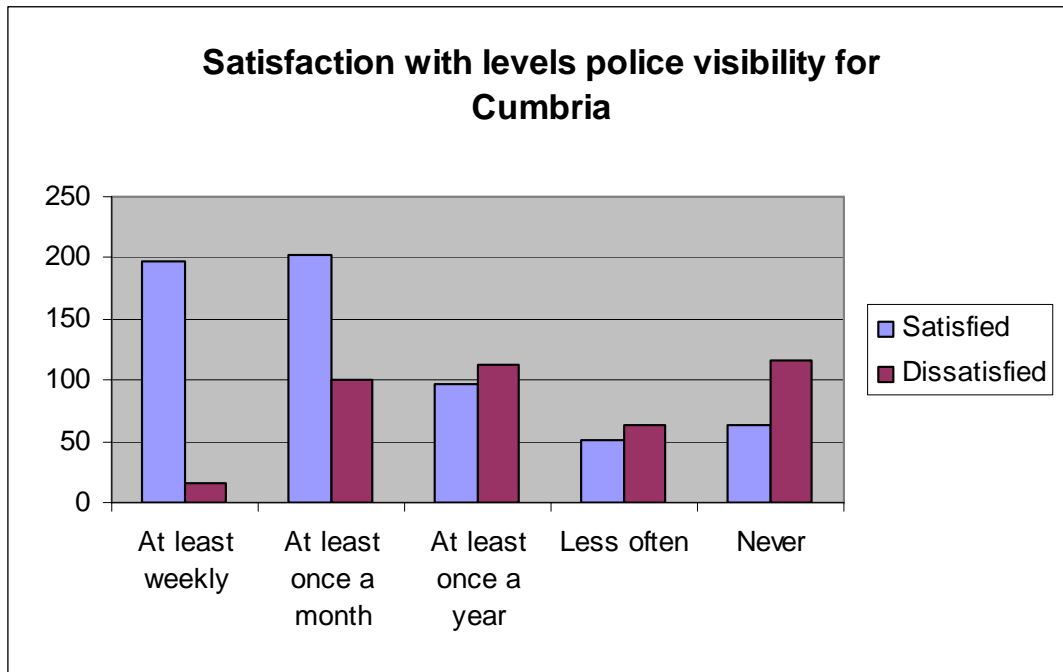
More people reported that they were satisfied with the level of police visibility in Cumbria than those who reported not being satisfied.

When analysing these results further, a cross analysis was carried out between question 3 which asked how frequently respondents saw an officer in their neighbourhood and question 4 which asked how satisfied they were with this level of visibility.

Cross-analysis Question 3 & Question 4

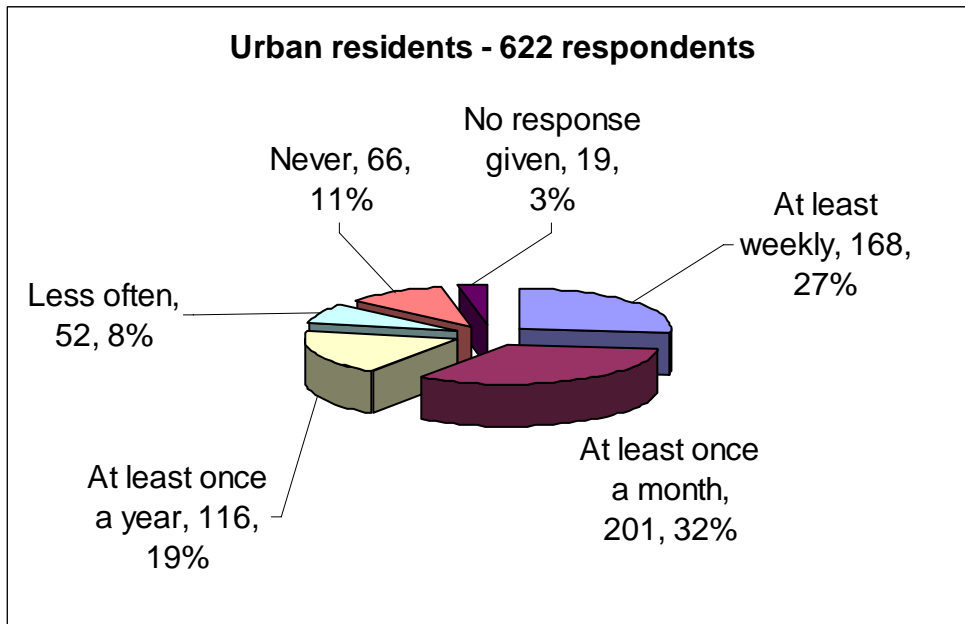
As can be seen from the bar chart below, when looking at the columns for “at least weekly” and then “at least once a month”, it can be seen that there is an increase in the amount of people reporting that they are not satisfied with police visibility (the purple bar). However the amount of people reporting that they are satisfied with these two levels of police visibility (the blue bar) remains similar.

The other point of note is the decrease in the amount of people saying they are satisfied when they see an officer “at least once a year” instead on “at least once a month”.



Taking this one stage further, cross analysis was then done to compare satisfaction levels against whether respondents said they lived in an urban or rural part of Cumbria.

How often a uniformed officer is reportedly seen in **URBAN** areas of Cumbria



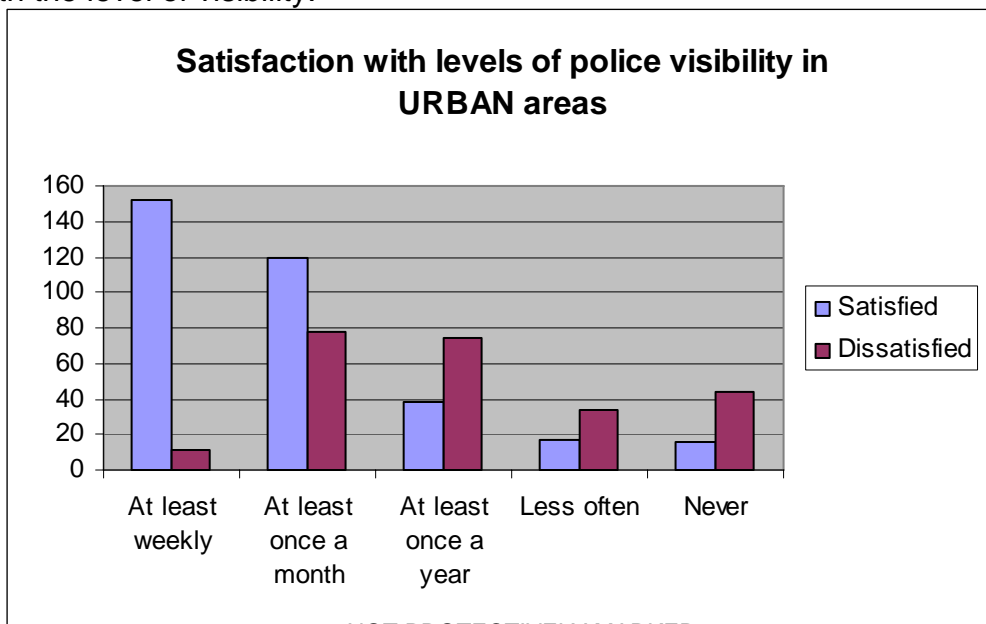
Satisfaction with police visibility in **URBAN** areas

Are you satisfied with this?	Number	%
Yes	344	55%
No	243	39%
Total	587	94%

Table 6. Satisfaction with visibility in urban areas (by number and %)

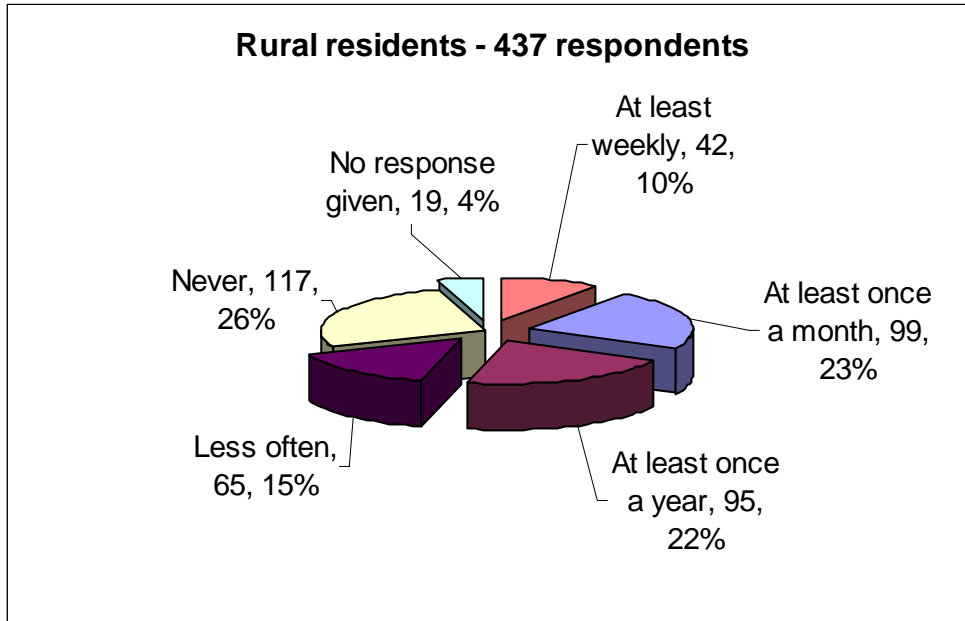
As can be seen from the table above, a greater percentage of respondents said they were satisfied with the level of police visibility in urban areas than those who were dissatisfied.

Taking this one stage further, a cross analysis was carried out to compare how often respondents said they saw an officer and how satisfied they were with the level of visibility.



As can be seen from the previous chart, levels of dissatisfaction (the purple bar) increase when an officer is seen “at least once a month” rather than “at least once a week”. Levels of satisfaction (the blue bar) notably drop between seeing an officer at least once a month and less often.

How often a uniformed officer is reportedly seen in **RURAL** areas of Cumbria



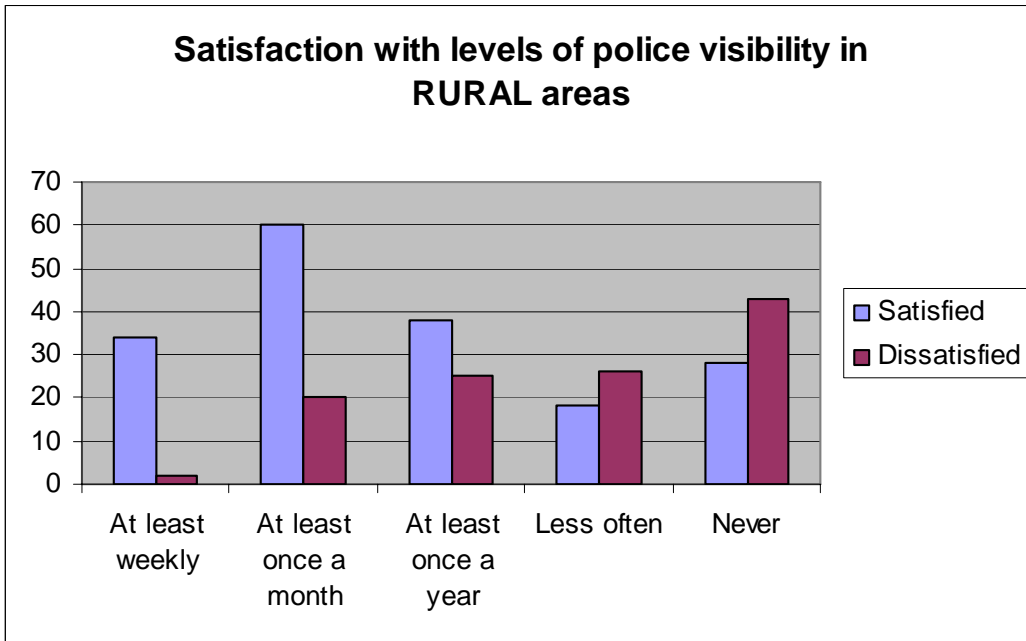
Satisfaction with levels of police visibility in RURAL areas

Are you satisfied with this?	Number	%
Yes	250	57%
No	152	35%
Total	402	92%

Table 7. Satisfaction with visibility in rural areas (by number and %)

As can be seen from the table above, a greater percentage of respondents said they were satisfied with the level of police visibility in rural areas than those who were dissatisfied.

Taking this one stage further, a cross analysis was carried out to compare how often respondents said they saw an officer and how satisfied they were with the level of visibility.



Again levels of dissatisfaction (the purple bar) increase considerably when an officer is seen “at least once a month” rather than “at least once a week”.

But levels of satisfaction (the blue bar) increase notably when an officer is seen “at least once a month” rather than “at least weekly” – the opposite to the findings for people in urban areas of Cumbria. It may be that people in rural would not expect to see officers as frequently as due to the inherent relative quietness of rural locations; however satisfaction levels drop considerably when an officer is seen less frequently than “at least once a month”.

Comparison to 2010 – Prior to NPT restructure in February 2011

Below is the data comparing 2010 visibility with 2011. Although the rises in seeing a police officer at least weekly and monthly are not significant, the decrease in people saying that they never see an officer is.

More people now say they see an officer at least once a year - possibly, when the surveys went out - 6 months in to the new neighbourhood policing team structure, this may be as far as we can expect people to go from selecting “never”. This may improve given more time with the new neighbourhood policing team structure to notice a more frequent difference.

2010 data:

On average, how frequently do you see a Uniformed Police Officer / Police Community Support Officer in your neighbourhood?	At least weekly	At least once a month	At least once a year	Less often	Never
% of respondents	18.4%	27.1%	16.9%	11.7%	26.0%

2011 data:

Q3 - On average, how frequently do you see a Uniformed Police Officer or Police Community Support Officer in your neighbourhood?	At least weekly	At least once a month	At least once a year	Less often	Never
% of respondents	21%	29%	21%	11%	18%

Encouragingly, the "Are you satisfied with this?" has much improved results, shown below, with more people saying they are satisfied with police visibility in 2011 compared to results in 2010.

Are you satisfied with this?

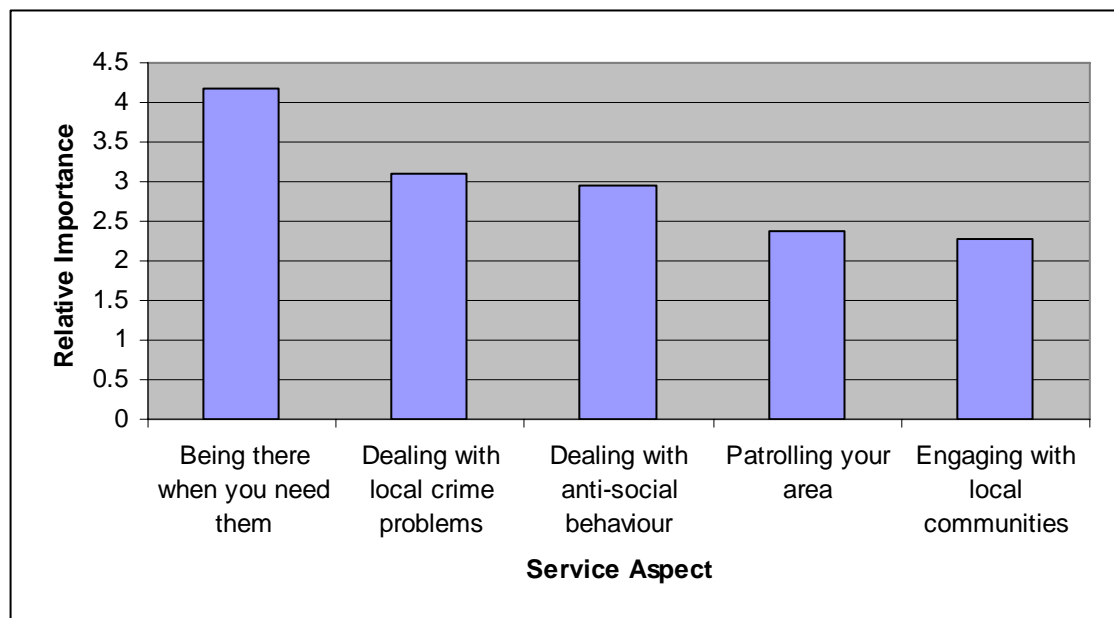
2010:

Question 11 - Are you satisfied with this?	No	Yes
Numbers	1152	916
Percentage	55.7%	44.3%

2011:

Q4. Are you satisfied with this?	No	Yes
Numbers	411	612
Percentage	40%	60%

Question 5. Please rank the following features of neighbourhood policing in order of importance:



In order to present findings from this question results were weighted in order of importance given. For example if 'being there when you need them' was considered by respondents to be the most important feature of neighbourhood policing, a score of 5 was applied. If it was ranked 2nd most important it was

given a score of 4 and so on down to it being ranked 5th (or least important) where a score of 1 was applied. The collective weighted scores for each were then totaled and appear on the previous graph.

As can be seen from the graph 'being there when you need them' appeared to be ranked the most important feature of neighbourhood policing by respondents and "engaging with local communities" appears to be the least important.

See Appendix One for results by NPT.

Questionnaire Section Three – Local Concerns and Service Priorities

The third section of the questionnaire focused on respondent's local concerns and their feelings on what the Constabulary's service priorities should be. See Appendix Two for results by NPT.

Question 6

Rank	Thinking about your local neighbourhood, please look at the following list and put an X next to your top 5 concerns	Number of respondents selecting this option	Percentage of respondents who selected this option
1	Speeding Vehicles	557	51%
2	Dog fouling	458	42%
3	Rubbish / Litter	427	39%
4	Dangerous Driving	394	36%
5	Bogus Callers / Nuisance Sales Calls	372	34%
6	Your home broken into	368	33%
7	Protecting Vulnerable People	325	30%
8	Criminal Damage (vandalism)	308	28%
9	Drug Dealing	265	24%
10	Drunk and Rowdy Behaviour	238	22%
11	People hanging around on the streets	228	21%
12	Car Crime (theft of or from a vehicle)	226	21%
13	Robbery	181	16%
14	Disorder involving groups of people	167	15%
15	Selling / Giving alcohol to underage persons	132	12%
16	Noise	130	12%
17	Other Violent Crime e.g. assault	92	8%
18	Dangerous Offenders (e.g. violent or sex offenders)	88	8%
19	Your business broken into	43	4%
20	Other	41	4%
21	Domestic Violence	40	4%
22	Lack of understanding between people from differing cultural backgrounds	40	4%
23	Hate Crime (e.g. racist / homophobic)	31	3%
24	Terrorism	24	2%
25	Abandoned / Burnt Out Vehicles	19	2%
	Total number of people who answered the survey	1099	

Table 8. Local neighbourhood concerns (by number and percent)

As can be seen from the table above the main concern expressed by respondents in their local area is that of speeding vehicles. This mirrors 2010 results.

Dog fouling was added to the list in 2011 due to the large number of people that expressed it as a concern in the 2010 survey under the 'other' category. This issue ranks 2nd.

Issues around rubbish and litter have risen from 5th in 2010 to 3rd in 2011, whilst dangerous driving has dropped from 3rd to 4th. Criminal damage has fallen from 4th place in 2010 to 8th place in 2011. Burglary has also fallen from 2nd place to 6th. Bogus callers and nuisance sales calls have moved up from 6th place in 2010 to 5th in 2011.

Year 11 pupils from across the county were also asked what type of crime and anti social behaviour issues worry them the most. In total 1647 concerns were expressed, listed below are all those that make up at least 1% of the total.

Thinking about safety issues in general what type of crime and anti social behaviour problems worry you the most (e.g. knife crime, robbery, bullying)	Total	% of total
Bullying	375	22.8%
Knife crime	346	21.0%
Robbery	225	13.7%
Rape	77	4.7%
Gun crime / shootings	44	2.7%
Being attacked / assaulted / violence	42	2.6%
Drug abuse / addicts	31	1.9%
Murder	31	1.9%
Theft	28	1.7%
Fighting	21	1.3%
Mugging	21	1.3%
Bullying - cyber	20	1.2%
Gang activity / attacks / bullying	19	1.2%
All crimes	17	1.0%
Kidnapping	16	1.0%

Table 9. Crime and anti social behaviour concerns of year 11 students (by number and percent)

It needs to be bourn in mind that the results may be have been influenced by the examples given in the question.

The Police Authority also carried out a number of consultation events during the summer, asking members of the public about their priorities for policing. In total 484 people were consulted in towns across the county.

The table below shows the number of people consulted in each area and the percentage of the total.

Number of people consulted

	Barrow	Carlisle	Cockermouth	Keswick	Penrith	Ulverston	Whitehaven	Workington
Number	70	31	67	80	46	55	80	55
Percentage of people consulted	14.5%	6.4%	13.8%	16.5%	9.5%	11.4%	16.5%	11.4%

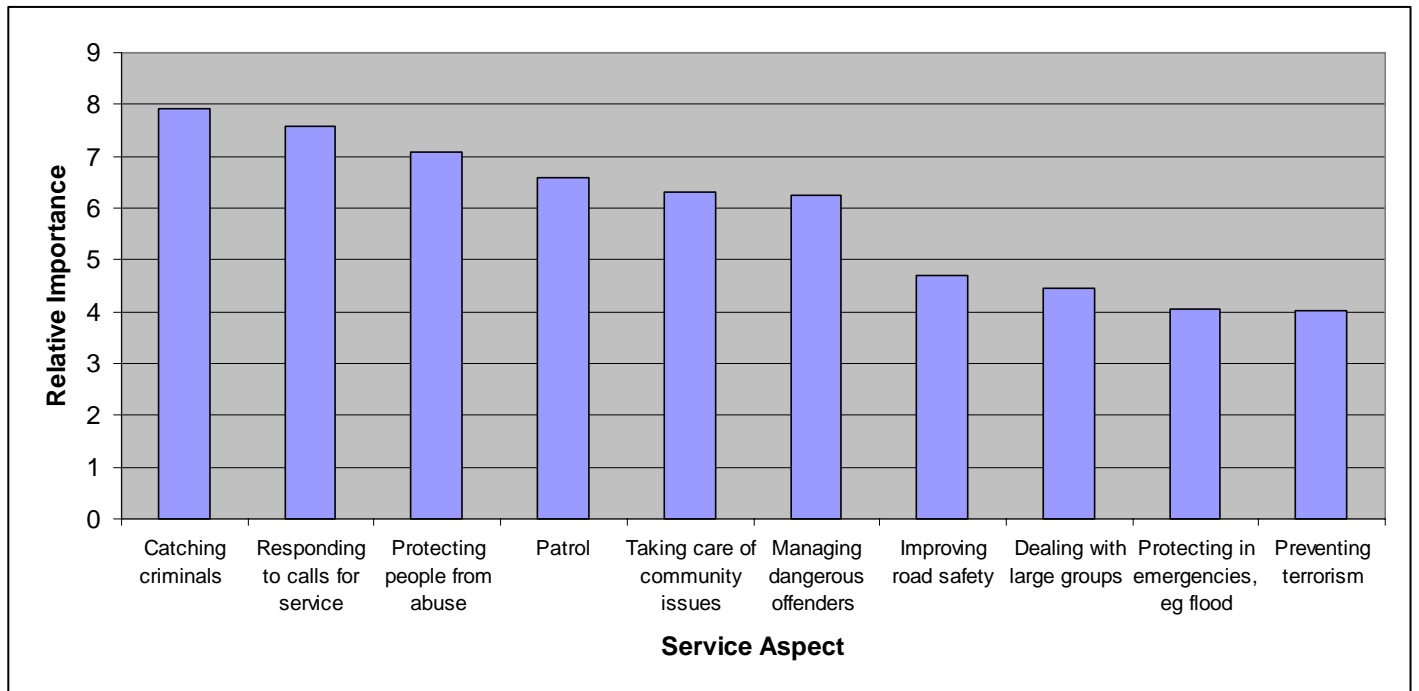
Considering the results for all areas together, the most frequent response from consultees was that they had no real issues which they wanted the police to prioritise (26% of people consulted). This was the most frequent response in Carlisle, Cockermouth, Keswick and Ulverston. In Whitehaven and Workington, fewer people had no issues than in other areas. In addition to this, 5% of people spoken to were not resident in Cumbria and were on holiday. When asked, they reported that they had had no issues. This was particularly so in Keswick, where this represented 25% of consultees. Aside from those who had no issues, the top priorities reported by consultees were:

- Dangerous driving & speeding
- Drugs
- Youths hanging around
- Anti social behaviour
- Police on streets
- Litter
- Alcohol & drunken behaviour
- Vandalism & criminal damage
- Dog fouling

The priorities above featured within the top 7 priorities for every area, although it should be noted that the order of priorities did vary, as did the percentage of people who felt they should be a priority. For example, dangerous driving was the top priority in Workington, for 56% of respondents and it was the second highest priority on Ulverston but only 18% of respondents reported it was a priority. Dog fouling was a significant priority in Whitehaven (23%) and Workington (35% of respondents) but not in other areas.

Care should be taken when considering the results in terms of representativeness of the population in the individual towns, since the sample of the population is small for consultation purposes, particularly in Carlisle.

Question 7. Please rank the following services we provide in order of importance (with 1 being the most important and 10 being the least important).



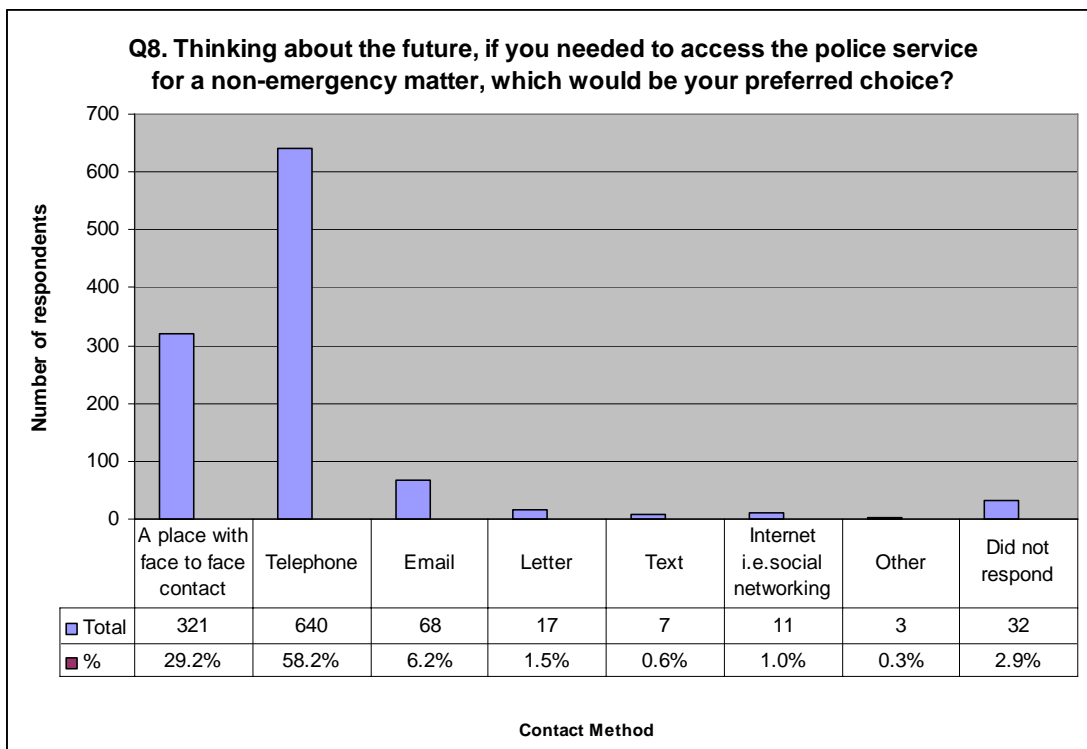
As with question 5 answers to this question have been weighted in order of importance given. For example if ‘catching criminals ’ was considered by respondents to be the most important service provided, a score of 10 was applied. If it was ranked 2nd most important it was given a score of 9 and so on down to it being ranked 10th (or least important) where a score of 1 was applied. The collective weighted scores for each were then totaled and appear on the graph above.

As can be seen from the chart ‘catching criminals and bringing them to justice’ was said to be the most important service provided, followed by ‘responding to 999 and non emergency calls for service’. These were followed by ‘protecting children and vulnerable people from abuse’ and ‘patrolling the streets’.

See Appendix Three for results by NPT.

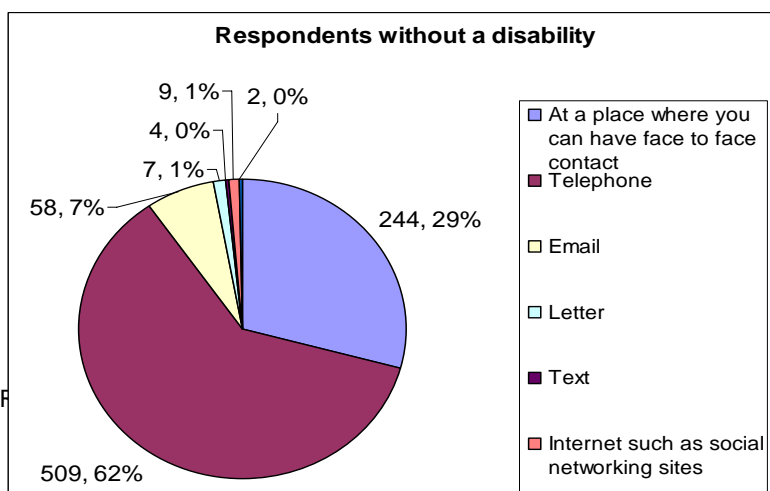
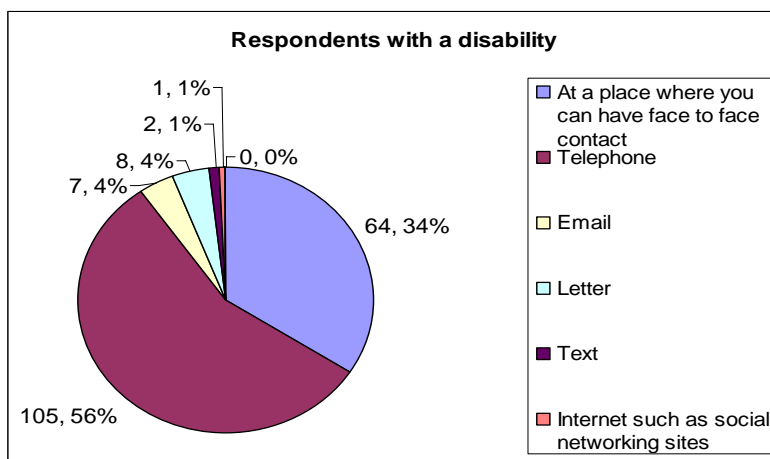
Questionnaire Section Four – Getting in touch with us

Respondents were asked to think about the future, and tell us what method they would prefer to use if they needed to access the police service for a non-emergency matter. The bar chart below shows that over half of respondents would prefer to contact the Constabulary by telephone (58.2%) with a further 29% preferring to contact us at a place where they can have face to face contact.



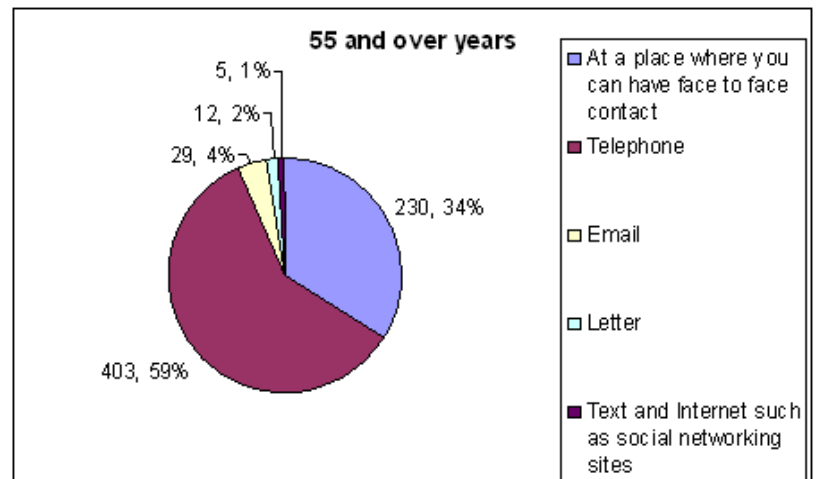
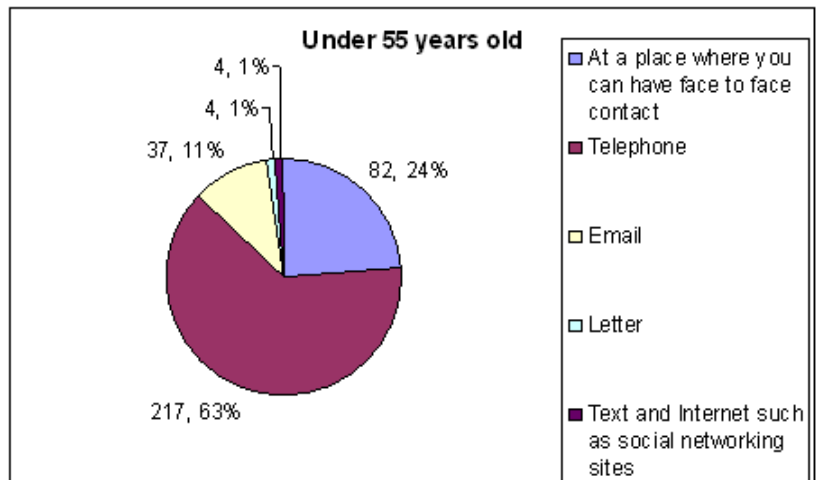
Responses to this question were then analysed by those who specified they had a disability and those who did not. As can be seen from the pie charts opposite the order of preference remains the same for both categories.

However less people with a disability said telephone or email was their preferred method of contacting the police in a non-emergency compared to those who did not specify a disability.



Responses to this question were then analysed by the age of the respondent (those under 55 and those 55 and over). As can be seen from the pie charts opposite the overall order of preference for method of contacting the police is still telephone, in person, email and then other options regardless of age.

However less people under 55 years of age said they would choose to meet with the police in person; and less people of 55 years or over would choose email as their preferred method.

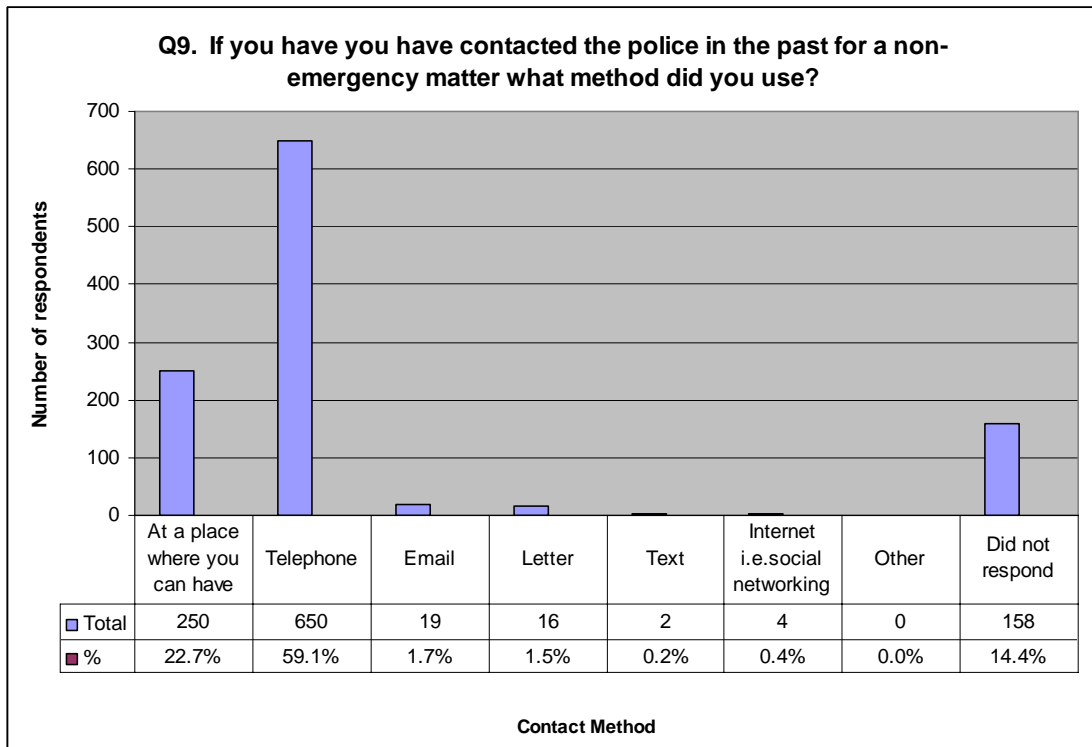


When analysing responses by whether respondents said they lived in an urban or rural area, the overall order of preference for method of contacting the police is still telephone, in person, email and then other options.

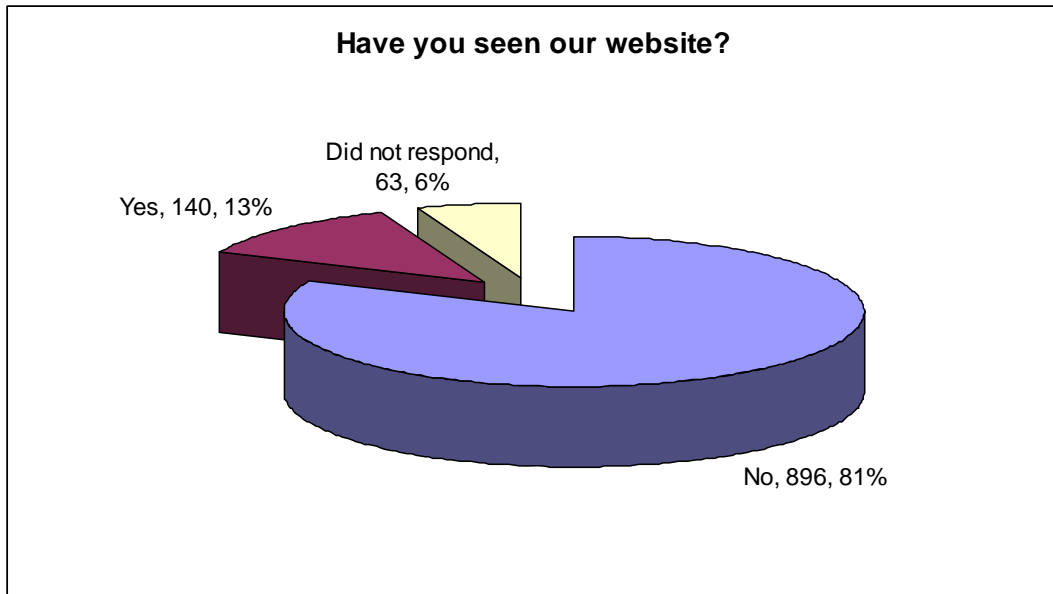
Respondents were then asked whether they had actually contacted the Constabulary for a non emergency matter, and if so what method of contact they had used.

As can be seen from the graph below results closely mirror those of question 8 with the most popular method of contacting the police in a non-emergency being the telephone, followed by a place where you can have a face to face contact.

Email may increase with popularity over time, as a greater number of respondents said they preferred an email option than had actually used it in the past, but social networking sites do not seem to be favoured now or in the future by the people sampled in this survey.



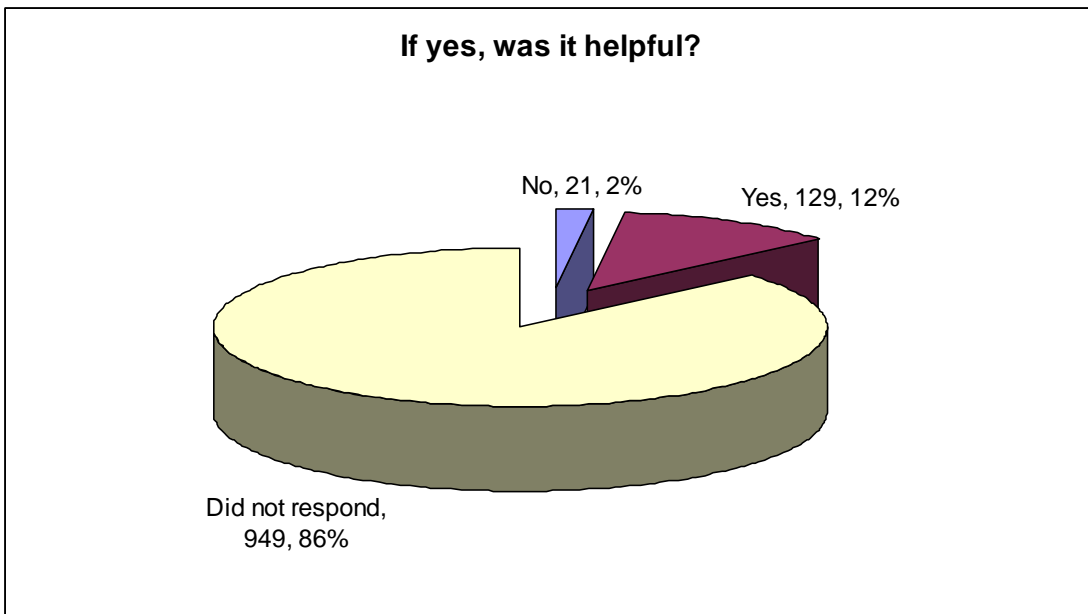
Question 10a. Have you seen our website?



As can be seen from the pie chart above 13% of respondents said they had seen the Constabulary website compared to 81% who hadn't.

Those who were aged 55 and over were less likely to have seen the website than those under 55 (77 or 11.8% against 58 or 16.5% respectively) – this excludes the 'did not respond' returns. There was no difference between those who said they had a disability and those who did not, or whether respondents lived in an urban or rural area.

Question 10b. If yes was it helpful?

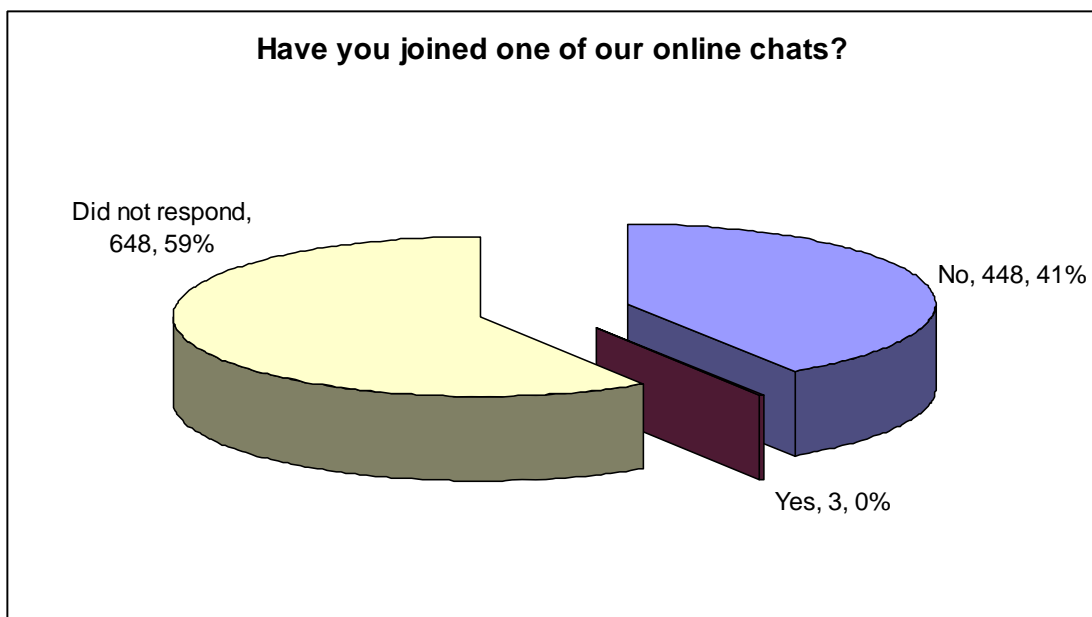


As can be seen from the pie chart above 12% of respondents said they had found the Constabulary website useful compared to 2% who hadn't.

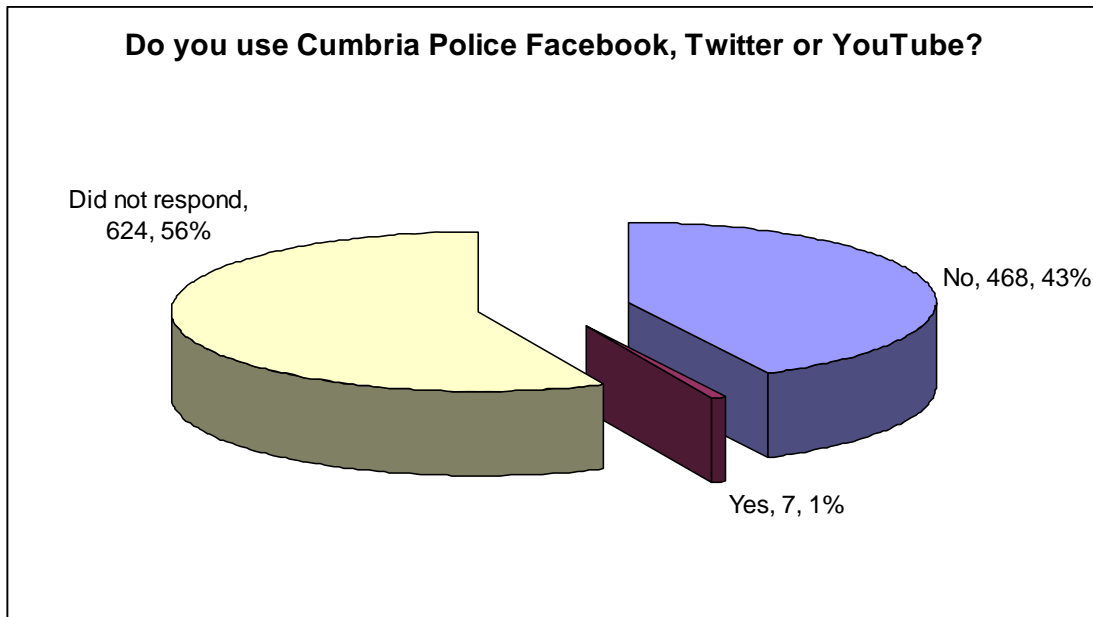
10c - Please let us know if you think there are any improvements we could make to our website:	Total
Advertise it on Facebook	1
Create local crime watch style exchanges of information	1
Easier access to police station telephone numbers and email	1
Highlight the national crime map	1
I have only looked in relation to a voluntary activity I am engaged in.	1
Keep a check on the content and accuracy of any website that you're linked to especially if it purports to give access to important information, checking format would be a good idea as well.	1
Maybe to simplify it a bit	1
More up to date information	1
None - just make some of the links easier	1
None needed	1
Nothing at this time	1
The crime maps are not local enough to be of use	1
Too much time is spent on this instead of meeting face to face i.e. meetings, knocking on doors etc.	1
Took a bit of trawling through to find what I needed	1
Very comprehensive site	1
Website has got to be advertised to the local press once monthly to raise awareness and advertised in the proper manner stating about keeping people safe (look up the web).	1
Put all known criminals in the area having their mug shots put on the site.	1
Grand Total	17

Table 10. Suggested improvements to the Constabulary website

Question 11. Have you joined one of our online chats?

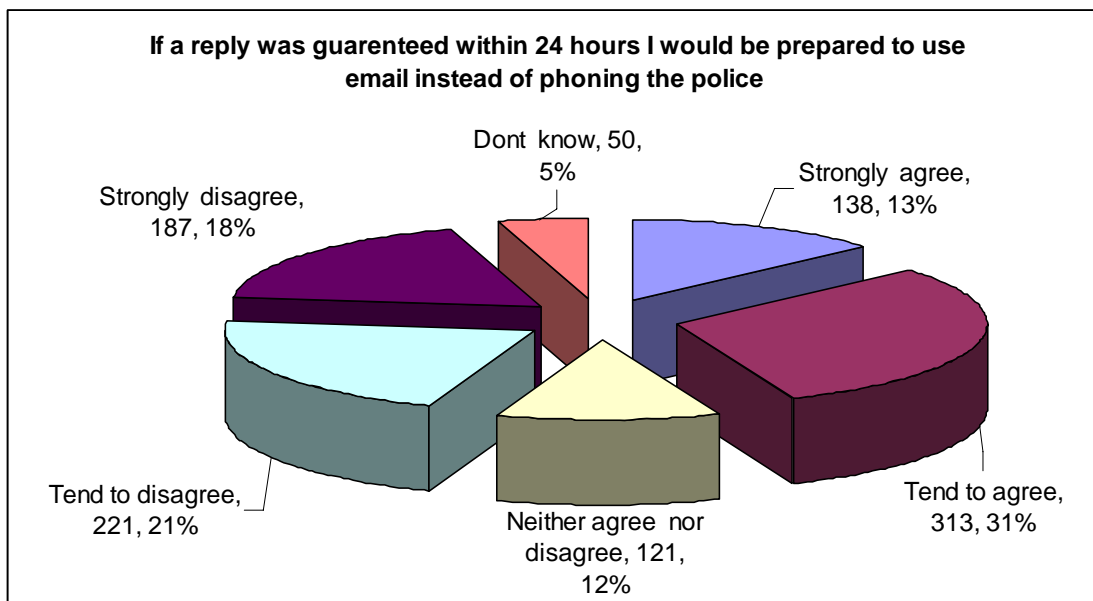


As can be seen from the pie chart above 3 respondents said they had joined one of the Constabulary's online chats compared to 448 who said they hadn't.
Question 12. Do you use Cumbria Police Facebook, Twitter or You Tube?



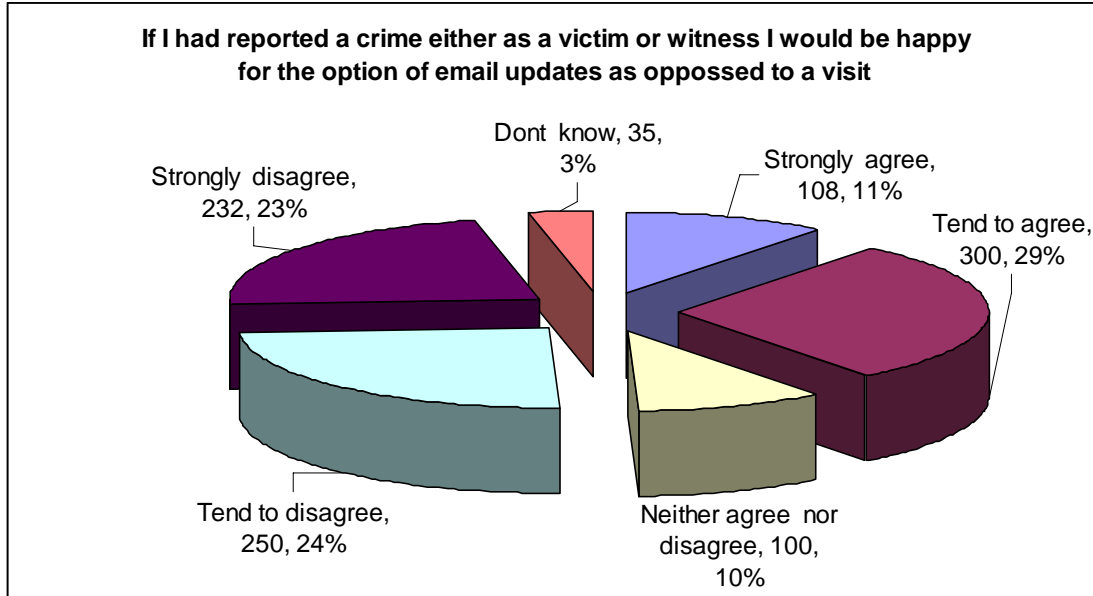
As can be seen from the pie chart above 1% of respondents said they use Cumbria Police Facebook, Twitter or You Tube compared to 43% who hadn't.

Question 13. To what extent do you agree or disagree with the following statements in respect of different ways the police could contact you in a non-emergency?



As can be seen from the pie chart above 44% of respondents said they either strongly or tended to agree that if a reply was guaranteed within 24 hours they would be prepared to use email instead of phoning the police. This compares to 39% who either strongly or tended to disagree.

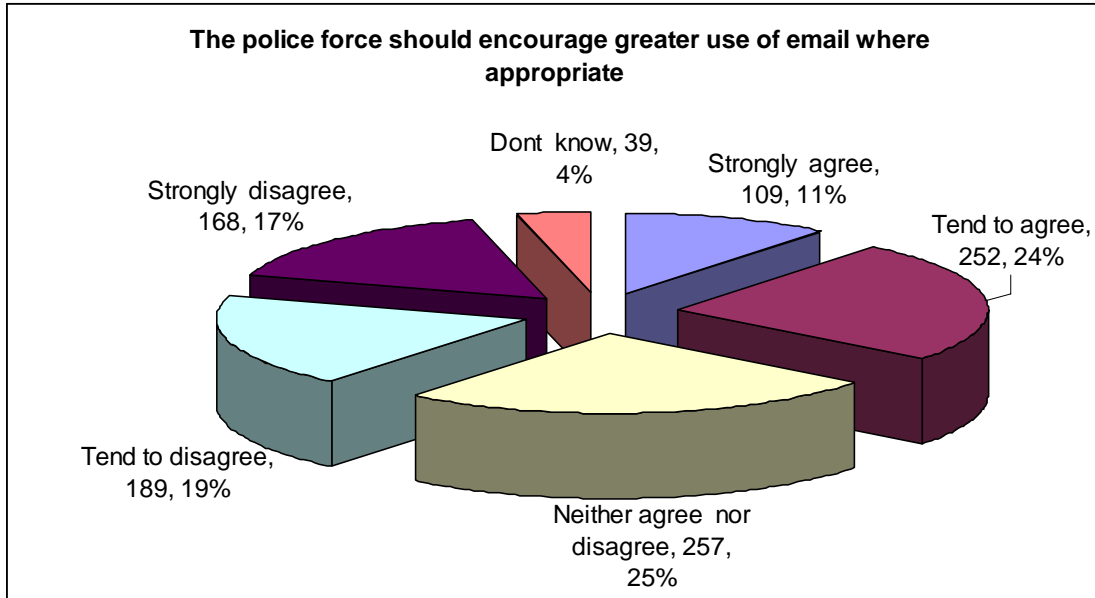
Those who were aged 55 and over were less likely to agree (247 or 47.2%) compared to 193 or 61.1% of those under 55 (excludes 'neither agree nor disagree' and 'don't know' responses).



As can be seen from the pie chart above 40% of respondents said they either strongly or tended to agree that if they had reported a crime either as a victim or witness they would be happy for the option of email updates as opposed to a visit. This compares to 47% who either strongly or tended to disagree.

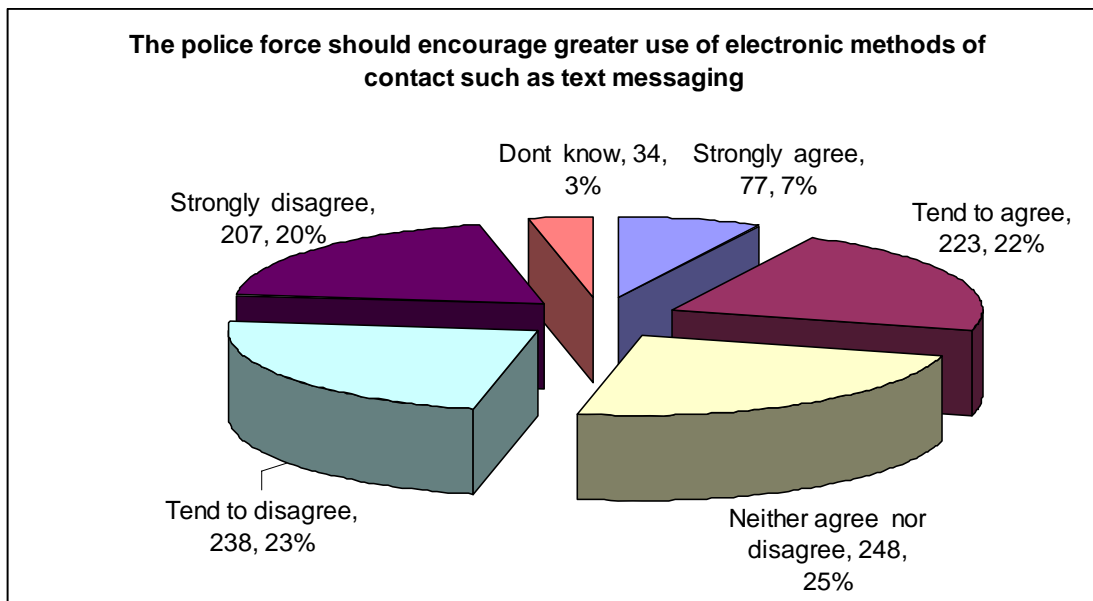
Those who said they had a disability were less likely to agree with this statement than non disabled respondents (48 or 34.8% against 343 or 47.4% respectively) (excludes 'neither agree nor disagree' and 'don't know' responses).

Those who were aged 55 and over were also less likely to agree with this statement than those under 55 (221 or 40.8% against 177 or 54.3% respectively) (excludes 'neither agree nor disagree' and 'don't know' responses).



As can be seen from the pie chart above 35% of respondents said they either strongly or tended to agree that the police force should encourage use of email where appropriate. This compares to 36% who either strongly or tended to disagree.

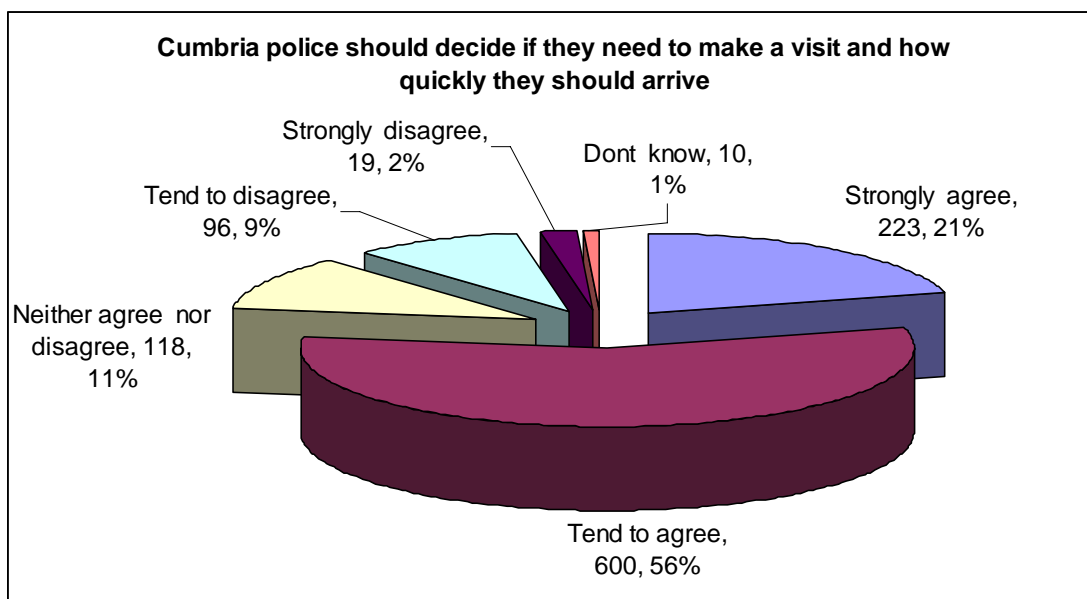
Those who were aged 55 and over were less likely to agree with this statement than those under 55 (205 or 46.6% against 147 or 56.8% respectively) (excludes 'neither agree nor disagree' and 'don't know' responses).



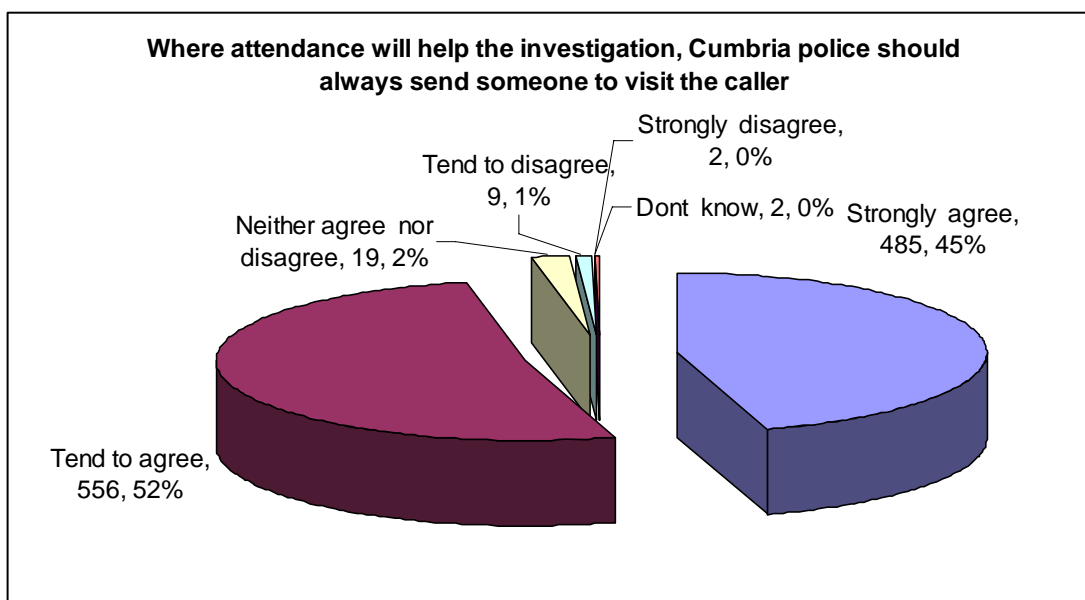
As can be seen from the pie chart above 29% of respondents said they either strongly or tended to agree that the police force should encourage greater use of electronic methods of contact such as text messaging. This compares to 43% who either strongly or tended to disagree.

Those who were aged 55 and over were less likely to agree with this statement than those under 55 (150 or 32.7% against 141 or 53.2% respectively) (excludes 'neither agree nor disagree' and 'don't know' responses).

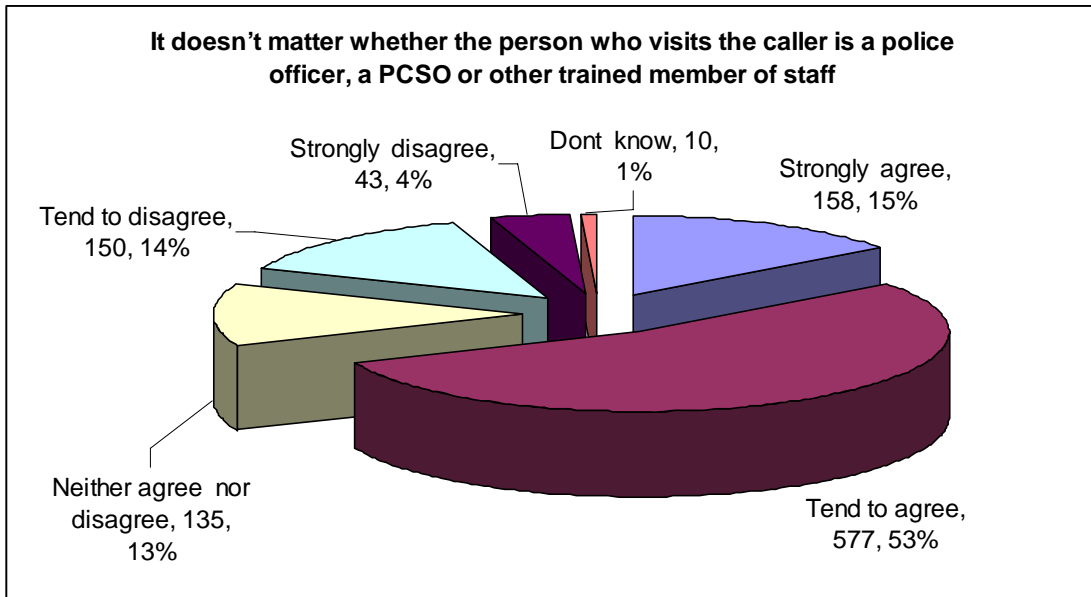
Question 14. Thinking about the way in which police deal with reports of crime or incidents by telephone in a **non-emergency**, which of the following statements would you tend to agree / disagree with?



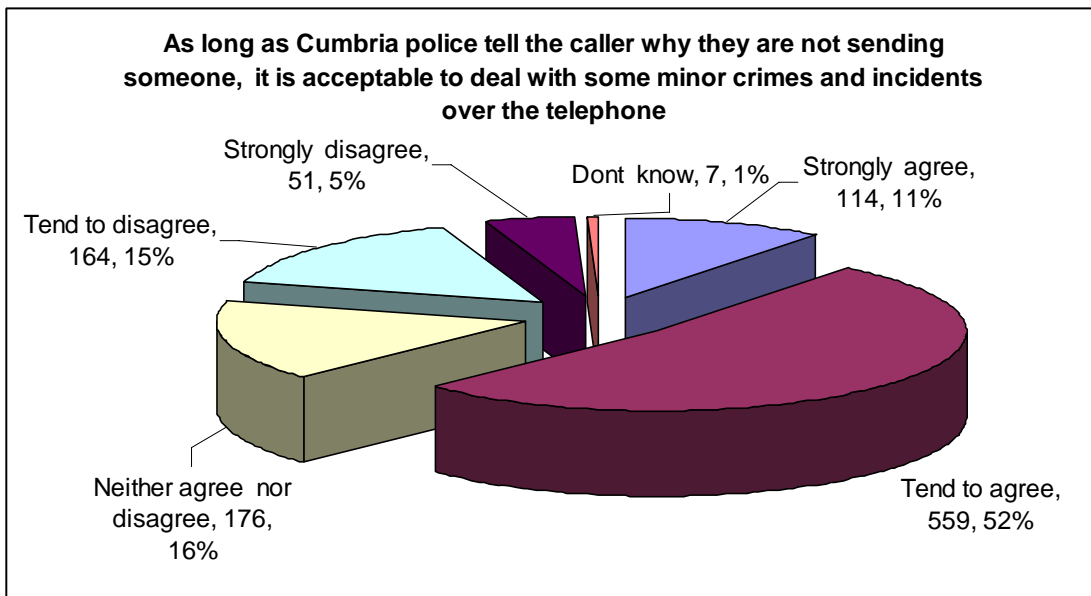
As can be seen from the pie chart above 77% of respondents said they either strongly or tended to agree that Cumbria Police should decide whether a visit should be made and how quickly they should arrive. This compares to 11% who either strongly or tended to disagree.



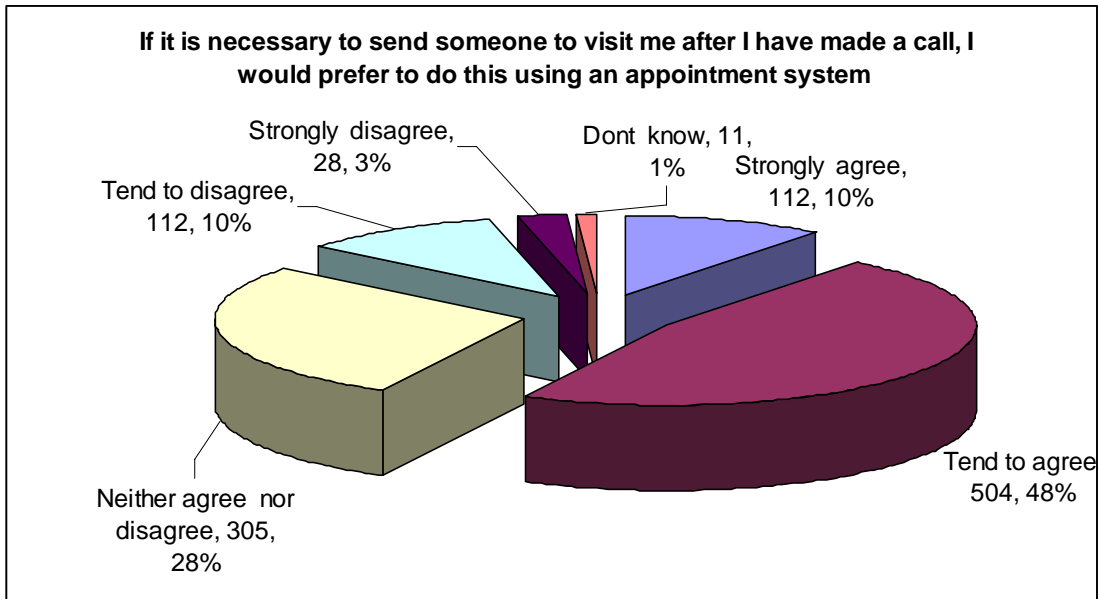
As can be seen from the pie chart above 97% of respondents said they either strongly or tended to agree that where attendance would help the investigation, Cumbria Police should always send someone to visit the caller. This compares to 1% who either strongly or tended to disagree.



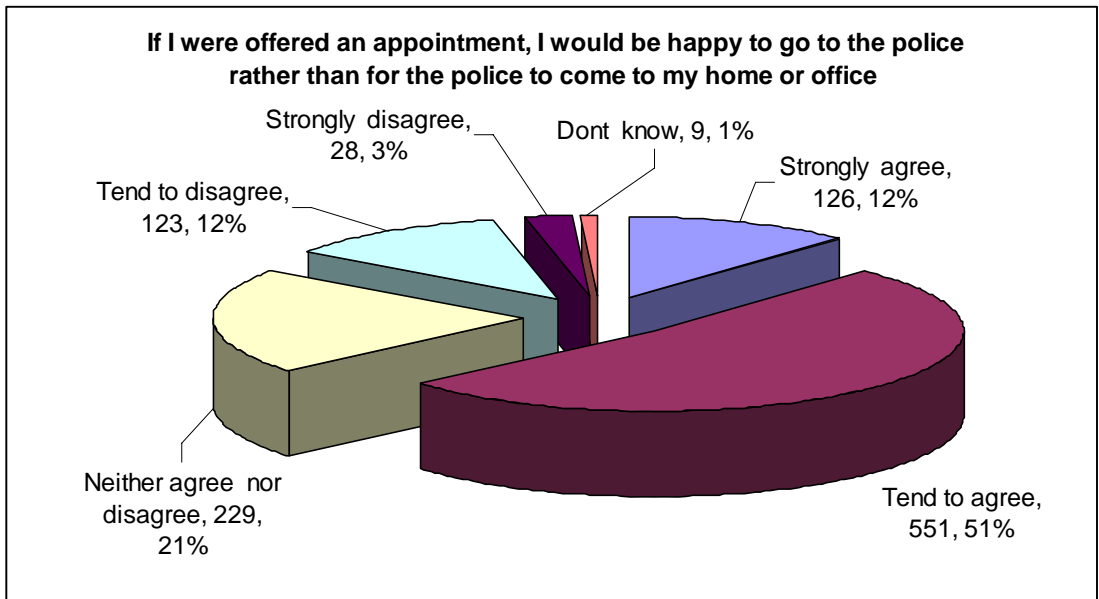
As can be seen from the pie chart above 68% of respondents said they either strongly or tended to agree that it doesn't matter whether the person who visits the caller is a police officer, a PCSO or other trained member of staff. This compares to 18% who either strongly or tended to disagree.



As can be seen from the pie chart above 63% of respondents said they either strongly or tended to agree that as long as Cumbria Police tell the caller why they are not sending someone, it is acceptable to deal with some minor crime and incidents over the telephone. This compares to 20% who either strongly or tended to disagree.



As can be seen from the pie chart above 58% of respondents said they either strongly or tended to agree that if it was necessary to send someone to visit they would prefer to do this using an appointment system. This compares to 13% who either strongly or tended to disagree.



As can be seen from the pie chart above 63% of respondents said they either strongly or tended to agree that if they were offered an appointment they would be happy to go to the police rather than the police to go to their home or office. This compares to 15% who either strongly or tended to disagree.

Looking next at getting in touch with us, respondents were asked:

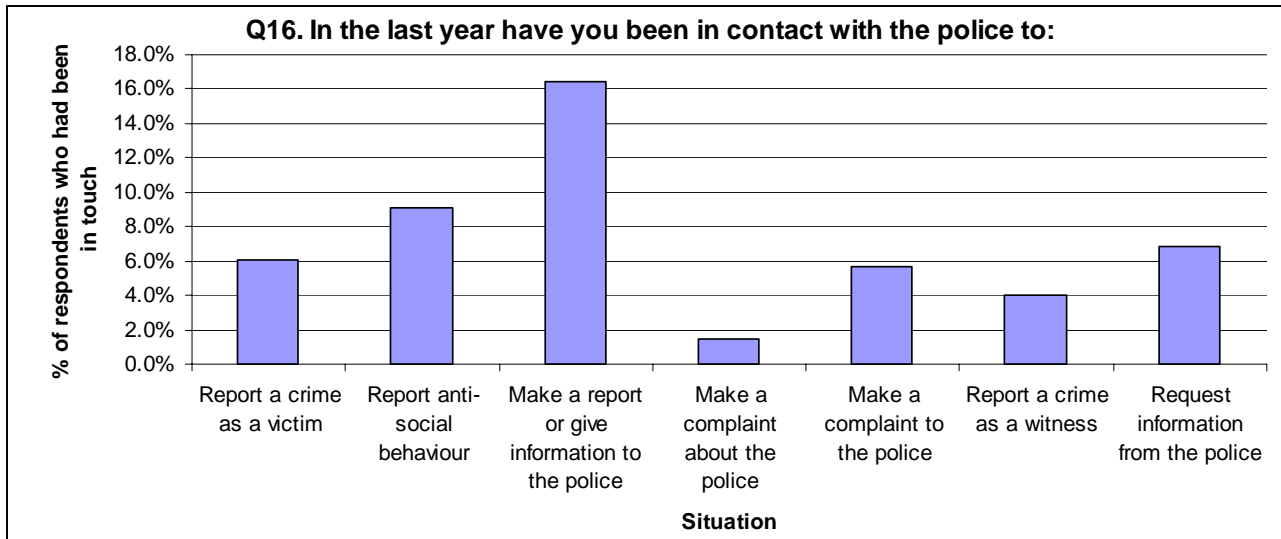
Question 15 - If you have seen or experienced any of the following sorts of anti social behaviour in Cumbria in the past 12 months please tell us what you did.	Contacted the police	Contacted the council	Didn't report it because I didn't know how to	Didn't report it because I felt nothing would be done	Didn't report it because it didn't seem important enough	Other	Total
Drunkenness and rowdy behaviour	49 13.0%	10 2.7%	9 2.4%	128 34.0%	156 41.5%	24 6.4%	376 100%
Illegal underage drinking	28 11.4%	4 1.6%	10 4.1%	125 50.8%	63 25.6%	16 6.5%	246 100%
Begging in the street	5 2.3%	3 1.4%	12 5.6%	73 33.8%	109 50.5%	14 6.5%	216 100%
People dealing and buying drugs on the street	27 25.7%	1 1.0%	5 4.8%	40 38.1%	6 5.7%	26 24.8%	105 100%
Intimidating groups 'taking over' public spaces	30 13.6%	7 3.2%	15 6.8%	107 48.4%	41 18.6%	21 9.5%	221 100%
Public disorder	27 19.9%	7 5.1%	5 3.7%	56 41.2%	24 17.6%	17 12.5%	136 100%
Reckless driving of mini-motorbikes.	27 22.1%	5 4.1%	19 15.6%	26 21.3%	26 21.3%	19 15.6%	122 100%
Vehicle nuisance / inappropriate use	38 12.3%	15 4.8%	16 5.2%	167 53.9%	56 18.1%	18 5.8%	310 100%
Noisy behaviour	42 14.7%	26 9.1%	7 2.5%	117 41.1%	76 26.7%	17 6.0%	285 100%
Noise from houses or gardens between 11.00pm and 7.00am	37 19.2%	15 7.8%	6 3.1%	63 32.6%	55 28.5%	17 8.8%	193 100%
Vandalism, graffiti, spray-painting, or damaging private property	39 26.0%	18 12.0%	7 4.7%	42 28.0%	26 17.3%	18 12.0%	150 100%
People dumping rubbish and litter	11 4.3%	70 27.5%	16 6.3%	99 38.8%	31 12.2%	28 11.0%	255 100%
Abandoned cars	24 25.3%	19 20.0%	5 5.3%	18 18.9%	9 9.5%	20 21.1%	95 100%
Setting off fireworks late at night	12 5.1%	4 1.7%	11 4.7%	99 42.1%	94 40.0%	15 6.4%	235 100%
People who don't clean up after their dogs	14 2.8%	74 14.6%	47 9.3%	254 50.1%	83 16.4%	35 6.9%	507 100%
Anti-social parking e.g. obstructing driveways / parking in disabled bays	36 9.5%	30 7.9%	30 7.9%	187 49.2%	70 18.4%	27 7.1%	380 100%

Table 11. Response to ASB incidents (by number and per cent of respondents).

Of concern is that with the exception of begging, where the most frequent answer given was that people didn't report it because they didn't feel it was important enough, and reckless driving of mini-motorbikes and abandoned cars, where contacting the police was the most likely response, the most frequent answer given was that incidents weren't reported because respondents felt nothing would be done about it (41.8% of all cases).

Questionnaire Section Five – Service Quality

Respondents were asked whether they had been in contact with the Constabulary over the past 12 months. 7% had, and as can be seen from the graph below the most frequent reason for getting in touch with the police was to make a report or give information to the police.



Respondents were then asked how satisfied they were with various aspects of service provided if they had been in touch. Responses are shown on the following five tables.

Q17a. If you have been in touch with us in the past 12 months, how satisfied were you on the most recent occasion with your **first contact** with the police:

	<u>Number</u>	<u>%</u>
Completely satisfied	94	31.5
Very satisfied	77	25.8
Fairly satisfied	66	22.1
Neither satisfied nor dissatisfied	21	7.0
Fairly dissatisfied	21	7.0
Very dissatisfied	7	2.3
Completely dissatisfied	12	4.0
At least...		
Fairly satisfied	237	79.4
Very satisfied	171	57.3

Table 12. Satisfaction with first contact (by number and per cent of respondents). Excludes the 'don't knows' and missing responses.

There is no change in relation to the percentage of people who were at least very satisfied with their first contact with the police compared to 2010, and no difference between demographic groups.

Question 17b. If you have been in touch with us in the past 12 months, how satisfied were you on the most recent occasion with the actions taken by the police:		
	<u>Number</u>	<u>%</u>
Completely satisfied	68	25.1
Very satisfied	73	26.9
Fairly satisfied	51	18.8
Neither satisfied nor dissatisfied	27	10.0
Fairly dissatisfied	20	7.4
Very dissatisfied	17	6.3
Completely dissatisfied	15	5.5
At least...		
Fairly satisfied	192	70.8
Very satisfied	141	52.0

Table 13. Satisfaction with the actions taken by the police (by number and per cent of respondents). Excludes the 'don't knows' and missing responses.

There is no change in relation to the percentage of people who were at least very satisfied with the actions taken by the police when comparing results to 2010. However men were less satisfied than women with only 45.4% of men (59) saying they were at least very satisfied with the actions taken compared to 60.0% of women (78).

Question 17c. If you have been in touch with us in the past 12 months, how satisfied were you on the most recent occasion with the follow-up given by the police:		
	<u>Number</u>	<u>%</u>
Completely satisfied	57	23.1
Very satisfied	45	18.2
Fairly satisfied	47	19.0
Neither satisfied nor dissatisfied	39	15.8
Fairly dissatisfied	23	9.3
Very dissatisfied	16	6.5
Completely dissatisfied	20	8.1
At least...		
Fairly satisfied	149	60.3
Very satisfied	102	41.3

Table 14. Satisfaction with the follow-up given by the police (by number and per cent of respondents). Excludes the 'don't knows' and missing responses.

There is no change in those who said they were at least very satisfied with the follow up given by the police compared to 2010; however satisfaction levels in this category remain lower than in other areas.

Men were also less satisfied than women with only 33.9% of men (41) saying they were at least very satisfied with the follow up given compared to 49.6% of women (57).

Question 17d. If you have been in touch with us in the past 12 months, how satisfied were you on the most recent occasion with the way you were treated by the police:		
	<u>Number</u>	<u>%</u>
Completely satisfied	94	32.4
Very satisfied	75	25.9
Fairly satisfied	50	17.2
Neither satisfied nor dissatisfied	34	11.7
Fairly dissatisfied	14	4.8
Very dissatisfied	14	4.8
Completely dissatisfied	9	3.1
At least...		
Fairly satisfied	219	75.5
Very satisfied	169	58.3

Table 15. Satisfaction with the way you were treated (by number and per cent of respondents). Excludes the 'don't knows' and missing responses.

There has been a decrease in those who said they were at least very satisfied with the way they were treated by the police compared to 2010 (567, 66.8% to 169, 58.3%).

Those under the age of 55 were also less satisfied than those aged 55 and over, with 49.6% of those under 55 (59) saying they were at least very satisfied with the way they were treated compared to 65.4% (106) of those aged 55 and over.

Question 17e. If you have been in touch with us in the past 12 months, how satisfied were you on the most recent occasion with the overall service provided by the police:		
	<u>Number</u>	<u>%</u>
Completely satisfied	79	27.1
Very satisfied	77	26.4
Fairly satisfied	60	20.5
Neither satisfied nor dissatisfied	26	8.9
Fairly dissatisfied	21	7.2
Very dissatisfied	12	4.1
Completely dissatisfied	17	5.8
At least...		
Fairly satisfied	216	74.0
Very satisfied	156	53.5

Table 16. Satisfaction with the overall service provided (by number and per cent of respondents). Excludes the 'don't knows' and missing responses.

There is no change in those who said they were at least very satisfied with the overall service provided by the police when comparing results to 2010. However those under the age of 55 were less satisfied than those aged 55 and over, with 46.1% (53) of those under 55 saying they were at least very satisfied with the way they were treated compared to 58.8% (97) of those aged 55 and over.

The strongest predictors for overall satisfaction with the service received on the most recent occasion are ranked in order by the Cramer value below:

	<u>Chi</u>	<u>Cramer</u>
Actions taken by the police	252.285	0.976
The way you were treated by the police	225.309	0.894
Follow up given by the police	154.320	0.802
First contact with the police	142.351	0.709

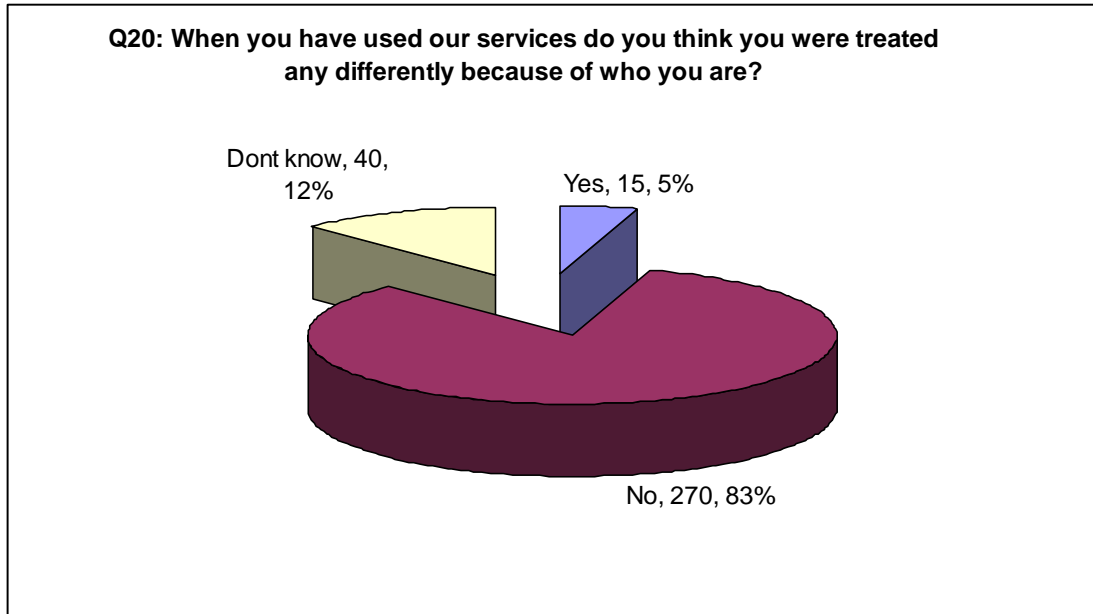
Question 18 – If you were told when you reported an incident that someone would visit you, were you told how long it would take for an officer to arrive?		
	<u>Number</u>	<u>%</u>
Yes	73	50.0
No	73	50.0
Total	146	100.0
Table 17. Whether respondents were informed of how long it would take for a police officer to arrive (by number and per cent of respondents). Excludes 953 respondents who marked 'don't know' / 'not applicable', and the missing responses.		

There was a strong correlation between satisfaction with the overall service provided by the police and being told how long it would take for an officer to arrive.

Question 19 – If it was agreed that attendance was not necessary were you given advice, were your questions answered and/or put in touch with someone who could help?		
	<u>Number</u>	<u>%</u>
Yes	65	61.3
No	41	38.7
Total	106	100.0
Table 18. Whether questions were answered and / or respondent was put in touch with someone who could help (by number and per cent of respondents). Excludes 993 respondents who marked 'don't know' / 'not applicable', and the missing responses.		

There was a strong correlation between satisfaction with the overall service provided by the police and being given advice with questions answered if police attendance was not necessary.

Question 20 asked respondents who had contacted Cumbria Constabulary whether they felt they had been treated any differently because of who they are. The pie chart on page 50 shows that 83% of people felt they had not been treated any differently, compared to 5% who felt they had.



There was no difference between any demographic group as to whether respondents felt they were treated any differently because of who they were.

APPENDIX ONE**Analysis by NPT - NORTH BCU**

Question 5 – Please rank the following features of neighbourhood policing in order of importance.

Brampton NPT	Weighted result
Being there when you need them	119
Dealing with anti-social behaviour	106
Patrolling you area	103
Dealing with local crime problems	95
Engaging with local communities	67

EDEN NPT	Weighted result
Being there when you need them	588
Dealing with local crime problems	506
Dealing with anti-social behaviour	464
Patrolling you area	409
Engaging with local communities	365

Carlisle East NPT	Weighted result
Being there when you need them	197
Dealing with local crime problems	177
Patrolling you area	177
Dealing with anti-social behaviour	174
Engaging with local communities	112

Carlisle West NPT	Weighted result
Patrolling you area	53
Being there when you need them	52
Dealing with local crime problems	50
Dealing with anti-social behaviour	44
Engaging with local communities	38

SOUTH BCU

Barrow Borough NPT	Weighted result
Being there when you need them	446
Patrolling you area	403
Dealing with anti-social behaviour	365
Dealing with local crime problems	354
Engaging with local communities	256

Kendal NPT	Weighted result
Being there when you need them	140
Patrolling you area	123
Dealing with local crime problems	122
Dealing with anti-social behaviour	109
Engaging with local communities	98

Ulverston and Lakes NPT	Weighted result
Being there when you need them	329
Dealing with local crime problems	289
Dealing with anti-social behaviour	281
Patrolling you area	226
Engaging with local communities	176

WEST BCU

Allerdale Borough NPT	Weighted result
Being there when you need them	177
Patrolling you area	168
Dealing with anti-social behaviour	167
Dealing with local crime problems	157
Engaging with local communities	105

Allerdale Rural NPT	Weighted result
Being there when you need them	308
Dealing with local crime problems	296
Dealing with anti-social behaviour	278
Patrolling you area	262
Engaging with local communities	203

Copeland NPT	Weighted result
Being there when you need them	447
Dealing with local crime problems	409
Dealing with anti-social behaviour	398
Patrolling you area	371
Engaging with local communities	278

APPENDIX TWO**Analysis by NPT - NORTH BCU**

Question 6 - Thinking about your local neighbourhood, please look at the following list and put an X next to your top 5 concerns.

Concern	Brampton NPT
Speeding vehicles	21
Dangerous driving	19
Dog fouling	16
Rubbish & litter	14
Bogus callers or nuisance calls	12
Your home broken into burglary	11
Terrorism	9
Car crime theft of or from a vehicle	7
Protecting vulnerable people	7
Robbery	6
Criminal damage vandalism	6
People hanging around the streets	4
Your business broken into burglary	3
Drug dealing	3
Noise	3
Other violent crime e.g. assault	2
Hate crime	2
Drunken rowdy behaviour	2
Selling or giving alcohol to underage persons	2
Dangerous Offenders e.g. violent or sex offenders	1
Domestic violence	1
Abandoned & burnt out vehicles	1
Disorder involving groups of people	1
Lack of understanding between people of different cultural backgrounds	1

Concern	Eden NPT
Speeding vehicles	94
Dangerous driving	74
Your home broken into burglary	63
Dog fouling	63
Bogus callers or nuisance calls	61
Rubbish & litter	61
Protecting vulnerable people	53
Criminal damage vandalism	50
Car crime theft of or from a vehicle	40
Drug dealing	31
Robbery	28
Disorder involving groups of people	18
People hanging around the streets	18
Noise	16
Drunken rowdy behaviour	14
Your business broken into burglary	12
Other violent crime e.g. assault	11
Selling or giving alcohol to underage persons	9
Lack of understanding between people of different cultural backgrounds	8
Dangerous Offenders e.g. violent or sex offenders	7
Domestic violence	5
Abandoned & burnt out vehicles	2
Terrorism	1
Hate crime	1

Concern	Carlisle East NPT
Speeding vehicles	24
Drunken rowdy behaviour	24
Drug dealing	24
Rubbish & litter	23
Bogus callers or nuisance calls	17
Your home broken into burglary	17
Other violent crime e.g. assault	15
Dog fouling	15
Protecting vulnerable people	14
Dangerous driving	14
Robbery	13
Criminal damage vandalism	13
Disorder involving groups of people	12
People hanging around the streets	12
Dangerous Offenders e.g. violent or sex offenders	10
Car crime theft of or from a vehicle	9
Noise	4
Selling or giving alcohol to underage persons	3
Domestic violence	2
Lack of understanding between people of different cultural backgrounds	2
Hate crime	1
Your business broken into burglary	1
Terrorism	0
Abandoned & burnt out vehicles	0

Concern	Carlisle West NPT
Rubbish & litter	8
Protecting vulnerable people	8
Dog fouling	8
People hanging around the streets	7
Criminal damage vandalism	7
Speeding vehicles	5
Disorder involving groups of people	5
Bogus callers or nuisance calls	4
Your home broken into burglary	4
Dangerous driving	4
Drunken rowdy behaviour	4
Noise	4
Other violent crime e.g. assault	3
Hate crime	3
Drug dealing	3
Robbery	2
Dangerous Offenders e.g. violent or sex offenders	2
Car crime theft of or from a vehicle	2
Abandoned & burnt out vehicles	1
Selling or giving alcohol to underage persons	1
Lack of understanding between people of different cultural backgrounds	1
Terrorism	0
Domestic violence	0
Your business broken into burglary	0

SOUTH BCU

Concern	Barrow Borough NPT
Speeding vehicles	69
Dog fouling	67
Rubbish & litter	59
Bogus callers or nuisance calls	41
Your home broken into burglary	39
Drunken rowdy behaviour	34
People hanging around the streets	34
Dangerous driving	32
Protecting vulnerable people	31
Disorder involving groups of people	30
Criminal damage vandalism	29
Drug dealing	21
Selling or giving alcohol to underage persons	21
Robbery	17
Car crime theft of or from a vehicle	17
Dangerous Offenders e.g. violent or sex offenders	10
Domestic violence	8
Noise	8
Other violent crime e.g. assault	6
Terrorism	2
Hate crime	2
Abandoned & burnt out vehicles	1
Your business broken into burglary	0
Lack of understanding between people of different cultural backgrounds	0

Concern	Kendal NPT
Speeding vehicles	20
Your home broken into burglary	15
Dangerous driving	15
Protecting vulnerable people	14
Rubbish & litter	13
Bogus callers or nuisance calls	12
Drunken rowdy behaviour	12
Drug dealing	12
Dog fouling	12
People hanging around the streets	11
Robbery	7
Criminal damage vandalism	7
Car crime theft of or from a vehicle	6
Noise	6
Selling or giving alcohol to underage persons	6
Disorder involving groups of people	5
Other violent crime e.g. assault	3
Your business broken into burglary	3
Dangerous Offenders e.g. violent or sex offenders	2
Domestic violence	2
Abandoned & burnt out vehicles	2
Hate crime	1
Lack of understanding between people of different cultural backgrounds	1
Terrorism	0

Concern	Ulverston and Lakes NPT
Speeding vehicles	45
Dog fouling	38
Dangerous driving	36
Your home broken into burglary	35
Protecting vulnerable people	34
Criminal damage vandalism	32
Bogus callers or nuisance calls	29
Drunken rowdy behaviour	27
Rubbish & litter	26
Drug dealing	22
Robbery	17
Noise	15
Selling or giving alcohol to underage persons	15
People hanging around the streets	14
Disorder involving groups of people	11
Car crime theft of or from a vehicle	10
Other violent crime e.g. assault	6
Dangerous Offenders e.g. violent or sex offenders	5
Domestic violence	2
Hate crime	2
Terrorism	1
Your business broken into burglary	1
Lack of understanding between people of different cultural backgrounds	1
Abandoned & burnt out vehicles	0

WEST BCU

Concern	Allerdale Borough NPT
Speeding vehicles	30
Dog fouling	29
Bogus callers or nuisance calls	23
Protecting vulnerable people	20
Your home broken into burglary	19
Car crime theft of or from a vehicle	15
Dangerous driving	15
Rubbish & litter	14
Drug dealing	13
Criminal damage vandalism	12
Disorder involving groups of people	11
Robbery	9
People hanging around the streets	9
Selling or giving alcohol to underage persons	9
Drunken rowdy behaviour	7
Noise	7
Dangerous Offenders e.g. violent or sex offenders	5
Other violent crime e.g. assault	5
Hate crime	4
Terrorism	1
Domestic violence	1
Your business broken into burglary	1
Abandoned & burnt out vehicles	0
Lack of understanding between people of different cultural backgrounds	0

Concern	Allerdale Rural NPT
Speeding vehicles	50
Dog fouling	36
Dangerous driving	34
Your home broken into burglary	31
Bogus callers or nuisance calls	29
Drug dealing	28
Rubbish & litter	26
Criminal damage vandalism	24
Protecting vulnerable people	22
Car crime theft of or from a vehicle	20
Drunken rowdy behaviour	20
Robbery	19
People hanging around the streets	19
Disorder involving groups of people	15
Noise	13
Selling or giving alcohol to underage persons	9
Your business broken into burglary	7
Dangerous Offenders e.g. violent or sex offenders	6
Lack of understanding between people of different cultural backgrounds	6
Other violent crime e.g. assault	5
Domestic violence	4
Terrorism	1
Abandoned & burnt out vehicles	1
Hate crime	1

Concern	Copeland NPT
Speeding vehicles	70
Rubbish & litter	61
Dog fouling	60
Dangerous driving	49
Bogus callers or nuisance calls	42
Drug dealing	42
Criminal damage vandalism	41
Protecting vulnerable people	38
People hanging around the streets	34
Drunken rowdy behaviour	32
Your home broken into burglary	30
Car crime theft of or from a vehicle	26
Disorder involving groups of people	22
Selling or giving alcohol to underage persons	22
Robbery	15
Other violent crime e.g. assault	13
Dangerous Offenders e.g. violent or sex offenders	12
Noise	12
Abandoned & burnt out vehicles	4
Hate crime	4
Lack of understanding between people of different cultural backgrounds	4
Domestic violence	3
Your business broken into burglary	3
Terrorism	0

APPENDIX THREE**Analysis by NPT - NORTH BCU**

Question 7 – Please rank the following services we provide in order of importance.

Brampton NPT	Weighted result
Responding to 999 and non emergency calls for service	225
Catching criminals and bringing them to justice	220
Protecting children and vulnerable people from abuse	203
Ensuring your neighbourhood feels safe, etc	197
Patrolling the streets	183
Improving road safety	169
Monitoring and managing dangerous offenders effectively	161
Helping and protecting the public when there are emergencies such as flood	142
Preventing terrorist attacks	110
Maintaining order when there is a large number of people in the street	91

Eden NPT	Weighted result
Catching criminals and bringing them to justice	1290
Responding to 999 and non emergency calls for service	1176
Protecting children and vulnerable people from abuse	1063
Monitoring and managing dangerous offenders effectively	986
Ensuring your neighbourhood feels safe, etc	973
Patrolling the streets	903
Improving road safety	704
Preventing terrorist attacks	639
Maintaining order when there is a large number of people in the street	631
Helping and protecting the public when there are emergencies such as flood	550

Carlisle East NPT	Weighted result
Catching criminals and bringing them to justice	416
Responding to 999 and non emergency calls for service	385
Protecting children and vulnerable people from abuse	368
Patrolling the streets	367
Ensuring your neighbourhood feels safe, etc	342
Monitoring and managing dangerous offenders effectively	324
Maintaining order when there is a large number of people in the street	263
Improving road safety	227
Helping and protecting the public when there are emergencies such as flood	213
Preventing terrorist attacks	168

Carlisle West NPT	Weighted result
Monitoring and managing dangerous offenders effectively	134
Catching criminals and bringing them to justice	124
Patrolling the streets	123
Ensuring your neighbourhood feels safe, etc	113
Protecting children and vulnerable people from abuse	109
Responding to 999 and non emergency calls for service	107
Maintaining order when there is a large number of people in the street	99
Preventing terrorist attacks	84
Helping and protecting the public when there are emergencies such as flood	80
Improving road safety	72

SOUTH BCU

Barrow Borough NPT	Weighted result
Catching criminals and bringing them to justice	822
Protecting children and vulnerable people from abuse	802
Patrolling the streets	797
Responding to 999 and non emergency calls for service	760
Monitoring and managing dangerous offenders effectively	696
Ensuring your neighbourhood feels safe, etc	696
Maintaining order when there is a large number of people in the street	536
Improving road safety	495
Preventing terrorist attacks	418
Helping and protecting the public when there are emergencies such as flood	395

Kendal NPT	Weighted result
Catching criminals and bringing them to justice	297
Responding to 999 and non emergency calls for service	284
Patrolling the streets	246
Ensuring your neighbourhood feels safe, etc	236
Protecting children and vulnerable people from abuse	228
Monitoring and managing dangerous offenders effectively	201
Improving road safety	172
Helping and protecting the public when there are emergencies such as flood	155
Maintaining order when there is a large number of people in the street	144
Preventing terrorist attacks	119

Ulverston and Lakes NPT	Weighted result
Catching criminals and bringing them to justice	683
Responding to 999 and non emergency calls for service	680
Protecting children and vulnerable people from abuse	601
Patrolling the streets	536
Ensuring your neighbourhood feels safe, etc	532
Monitoring and managing dangerous offenders effectively	499
Improving road safety	380
Preventing terrorist attacks	352
Helping and protecting the public when there are emergencies such as flood	350
Maintaining order when there is a large number of people in the street	330

WEST BCU

Allerdale Borough NPT	Weighted result
Protecting children and vulnerable people from abuse	396
Catching criminals and bringing them to justice	379
Responding to 999 and non emergency calls for service	375
Monitoring and managing dangerous offenders effectively	325
Patrolling the streets	320
Ensuring your neighbourhood feels safe, etc	319
Maintaining order when there is a large number of people in the street	262
Preventing terrorist attacks	211
Improving road safety	211
Helping and protecting the public when there are emergencies such as flood	189

Allerdale Rural NPT	Weighted result
Improving road safety	653
Patrolling the streets	649
Monitoring and managing dangerous offenders effectively	648
Ensuring your neighbourhood feels safe, etc	550
Protecting children and vulnerable people from abuse	549
Catching criminals and bringing them to justice	535
Preventing terrorist attacks	403
Helping and protecting the public when there are emergencies such as flood	402
Maintaining order when there is a large number of people in the street	374
Responding to 999 and non emergency calls for service	370

Copeland NPT	Weighted result
Catching criminals and bringing them to justice	997
Responding to 999 and non emergency calls for service	969
Protecting children and vulnerable people from abuse	848
Patrolling the streets	758
Ensuring your neighbourhood feels safe, etc	751
Monitoring and managing dangerous offenders effectively	696
Maintaining order when there is a large number of people in the street	597
Improving road safety	590
Preventing terrorist attacks	572
Helping and protecting the public when there are emergencies such as flood	548

APPENDIX FOUR

Analysis by BCU - NORTH BCU

Question 3 - On average, how frequently do you see a Uniformed Police Officer / Police Community Support Officer in your neighbourhood?

2010 findings by number of respondents and percentages below:

BCU	North	South	West
At least weekly	106	95	115
At least once a month	172	164	162
At least once a year	115	91	74
Less often	71	61	76
Never	161	133	138
Grand Total	625	544	565

BCU	North	South	West
At least weekly	17%	17%	20%
At least once a month	28%	30%	29%
At least once a year	18%	17%	13%
Less often	11%	11%	13%
Never	26%	24%	24%
Grand Total	100%	100%	100%

2011 findings by number of respondents and percentages below:

BCU	North	South	West
At least weekly	62	67	62
At least once a month	100	80	80
At least once a year	62	76	53
Less often	33	33	38
Never	48	60	54
Grand Total	305	316	287

BCU	North	South	West
At least weekly	20%	21%	22%
At least once a month	33%	25%	28%
At least once a year	20%	24%	18%
Less often	11%	10%	13%
Never	16%	19%	19%
Grand Total	100%	100%	100%

Statistically significant changes in each BCU

BCU	North	South	West
At least weekly	No change	No change	No change
At least once a month	No change	No change	No change
At least once a year	No change	Significantly more	No change
Less often	No change	No change	No change
Never	Significantly less	Significantly less	Significantly less

As can be seen from the table above significantly less people said that they never see a police officer in all BCUs.

Question 4 - Are you satisfied with this?

2010 findings by number of respondents and percentages below:

BCU	North	South	West
No	330	286	304
Yes	272	243	240
Grand Total	602	529	544

BCU	North	South	West
No	55%	54%	56%
Yes	45%	46%	44%
Grand Total	100%	100%	100%

2011 findings by number of respondents and percentages below

BCU	North	South	West
No	99	143	112
Yes	197	167	164
Grand Total	296	310	276

BCU	North	South	West
No	33%	46%	41%
Yes	67%	54%	59%
Grand Total	100%	100%	100%

Statistically significant changes in each BCU

In all BCUs significantly more people reported being satisfied with the level of police visibility in their neighbourhood; similarly significantly less people reported being dissatisfied.