

Cumbria Police Authority

**23rd March 2010
Agenda Item No. 11**

Report by Chief Executive

FEEDBACK FROM THE PUBLIC (CONFIDENCE IN POLICING – SURVEY RESULTS)

BACKGROUND:

This report provides details regarding the results of the local confidence survey

RECOMMENDATION that:

- (i) Members note the report
- (ii) Members note the actions to be taken by the Constabulary to develop work around Neighbourhood Policing Team profiles.

DETAIL:

The Government has set every force a target to raise public confidence that the police and local council are dealing with the anti-social behaviour and crime issues that matter locally.

The National Confidence Target

A new national confidence target was introduced in March 2009, with the aim of increasing public confidence throughout England and Wales by 15% over three years. By tackling crime and anti-social behaviour issues that matter to people locally, it is anticipated that the level of confidence will rise nationally to an average of 60% by 31 March 2012.

Relevant Public Feedback

Below are the results of a telephone survey conducted in these areas, which asked local people whether they agreed that:

“The police and local council are dealing with the anti-social behaviour and crimes issues that matter in their area”.

Area	Proportion
Allerdale & Copeland CDRP	62.9%
Carlisle & Eden CDRP	66.3%
Barrow in Furness CDRP	66.6%
South Lakeland CDRP	65.1%

Actions resulting from the results:

Using a range of information from the confidence survey, the Constabulary is currently in the process of developing Neighbourhood Policing Team profiles, around crime and anti-social behaviour levels in communities. The profiles will enable greater understanding of what affects confidence, and how to improve the services delivered to the public.

The baseline profiles are scheduled to be implemented across the Constabulary by the start of the 2009-2010 financial year. The profiles will be aimed at supporting specific actions to improve confidence levels where they are lowest, whether in specific places, or with groups of people.

Clive Alcock
Chief Executive

10 March 2010

Background documents:

Confidence in Policing survey results March 2010

Human Rights Implications:

Monitoring how the Constabulary is upholding human rights is a way of ensuring that it is treating people fairly and with respect, which is a core part of the Pledge.

Race Equality / Diversity Implications:

Feedback from the community provides information on the level of fairness in the service provided by the Constabulary and gives an indication of the needs of different communities, where those views are provided.

Strategic Risk Implications:

If the Authority does not consider the feedback it receives from members of the public formally, it will not be able to represent the interests of the public in policing. If the public does not see their views considered and receive feedback on them, they are unlikely to engage in the future nor have confidence in the Authority or policing in Cumbria.

Contact: Joanne Thornborrow, telephone 01768 217734 or e-mail
Joanne.thornborrow@cumbria.police.uk