

06 December 2005

Report of the Chief
Executive to the
Police Authority

POLICE AUTHORITY PUBLIC OPINION SURVEY 2005

INTRODUCTION

1. The purpose of this report is to inform Members in respect of the Police Authority Public Opinion Survey conducted by MRUK Research in September 2005.

BACKGROUND

2. At Consultation and Partnership Committee meeting on 7 June 2005, Members agreed to award the contract for the Public Opinion Survey to MRUK and to receive further reports on the progress of this survey.
3. The survey was conducted in compliance with the "Joint Strategy for Consultation" between Humberside Police Authority and Humberside Police. Contained within the joint strategy is the requirement for the Police Authority, subject to funding availability, to conduct an annual major consultation exercise. The objectives of the survey were to:
 - Measure residents' overall satisfaction level with policing in the Humberside Police area and assess changes over time
 - Assess residents' perception of current levels of crime and how it is changing
 - Assess residents' views of priorities in terms of crime reduction and police action

METHODOLOGY

4. MRUK interviewed 1500 Humberside residents aged 16 and over equally spread across the 4 divisions. Field work was conducted between 14 July 2005 and 15 August 2005.
5. Interviews were conducted by telephone. A list of randomly generated telephone numbers was purchased by the contractor for each division to ensure that those that were ex-directory were not excluded from the survey.
6. Broad quotas were set on age based on census 2001 data. The final data weighed by age, gender, working status, social economic grouping, ethnicity and

whether any household member had limiting long-term illness or disability. The divisional population was also weighted to correct any slight deviations from the census profile.

RESULTS

7. The report was received by the Authority in October 2005 and a summary is attached at Appendix A. The opportunity was taken to compare some of the findings against the 2004 Police Authority Public Opinion Survey conducted by the Mori organisation. Some of the key features are:
 - An increase in the level of public satisfaction with Humberside Police from 52% (2004) to 59% (2005). To contextualise this information a comparison has been made against the current British Crime Survey. In respect of the question "*how much confidence do you have in the police locally?*" The British Crime Survey revealed that 39.6% have confidence in the police locally (MSF average 45.7%)
 - 31% of those polled thought levels of crime had increased in their area this year as opposed to 40% last year
 - Satisfaction level with 999 calls has fallen from 75% in 2004 to 69% in 2005
 - In respect of attempting to contact their local police, 45% of respondents reported that they had not been able to speak to someone about their problem for one reason or another. A comparison has been made to a similar question in the British Crime Survey which relates to satisfaction of service users with regards to ease of contact of the police locally. The British Crime Survey recorded 86.3% of all users expressed a level of satisfaction with their contact with Humberside Police. The British Crime Survey records also that 61.5% were **very** or **completely satisfied** locally (MSF average 87.1%)
 - 78% of respondents were satisfied with the politeness and friendliness of police staff but only 43% were satisfied with the level of feedback on progress of investigations. Again, looking at the British Crime Survey locally, 86.1% of respondents expressed satisfaction with their treatment by the police (MSF 87%)

PROPOSAL

8. It is recognised that the findings of this survey should be distributed as widely as possible to communities in order to inform them of those issues which they consider to be important.
9. Copies of the report have been sent to each Police Authority Neighbourhood Panel (East Riding and North Lincolnshire) and also each Police Authority Crime and Drug Team (North East Lincolnshire). Copies have been sent to the Area Directors in Hull. Additionally, copies have been forwarded to:

- the Chief Constable
 - the Divisional Commanders
 - the Crime and Disorder Reduction Partnerships
 - the Regional Government Office for Yorkshire and Humber
10. The top line information has also been released to the media
11. It is further proposed that the report be used to inform:
- Humberside Police Force Audit Board
 - the Citizen Focus Policing Project
 - the Incident Handling Improvement Team (IHIT)
 - additionally, the survey be considered as one of the key documents to inform the joint target setting workshop along with all the other products of Police Authority consultation during the year in January 2006

RECOMMENDATIONS

12. It is recommended that the Committee:
- i. discuss the findings of the report from MRUK
 - ii. agree to the further proposals as described above in relation to its use by Humberside Police to develop the above.

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Background Documents: Report to Police Authority Consultation and Partnership
Committee 25 November 2003, 15 June 2004, 14
December 2004, 7 June 2005