

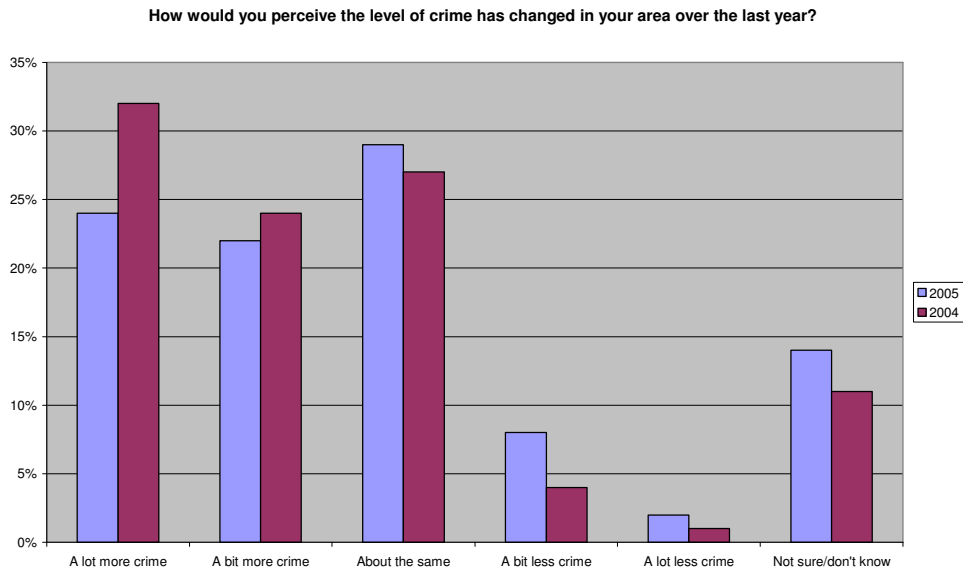
COUNCIL TAX PRECEPT QUESTIONNAIRE ANALYSIS

INTRODUCTION

1. This report seeks to inform members of the analysis of responses received on a questionnaire attached to the precept information leaflet.

BACKGROUND

2. The precept leaflet including a short questionnaire about policing was sent to every household in Humberside with the Council Tax statements in early 2005.
3. The Police Authority received a total of 1,614 completed questionnaires and commissioned SNAP Surveys to carry out data entry and analysis of the results. This is around the same level of response as 2004.
4. The questionnaire sought residents' views on a range of policing topics, including:
 - Whether the precept information was useful and interesting.
 - In which division the respondents reside and if they live in a rural or urban area.
 - Which policing issues were a priority to them.
 - How they perceive the level of crime has changed in their area over the last year (see graph below)
 - If Humberside Police are meeting their needs.

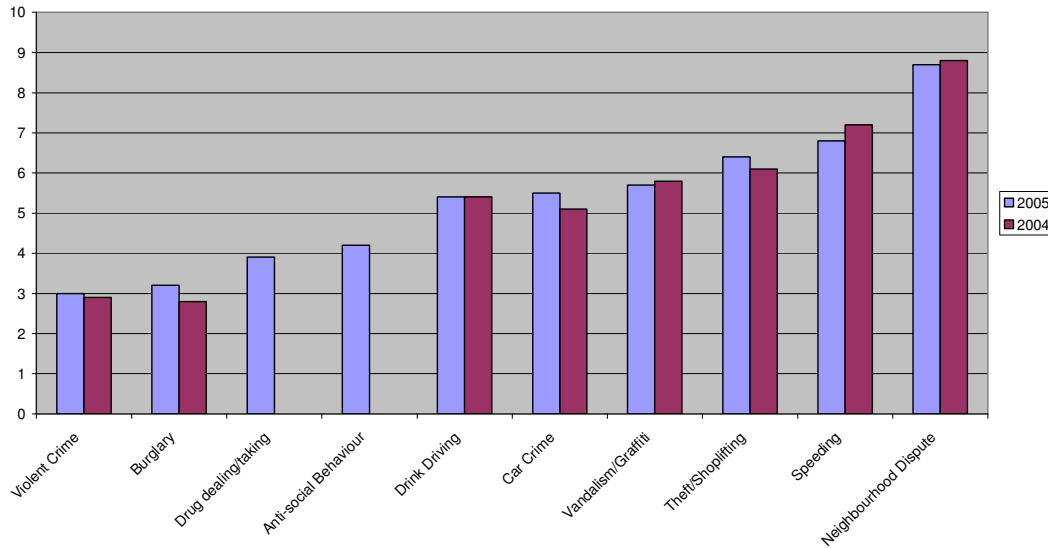


5. There was also an opportunity for residents to add any further comments on policing in their area. The comments in this section were coded into 10 different subject headings.

ANALYSIS/RESULTS

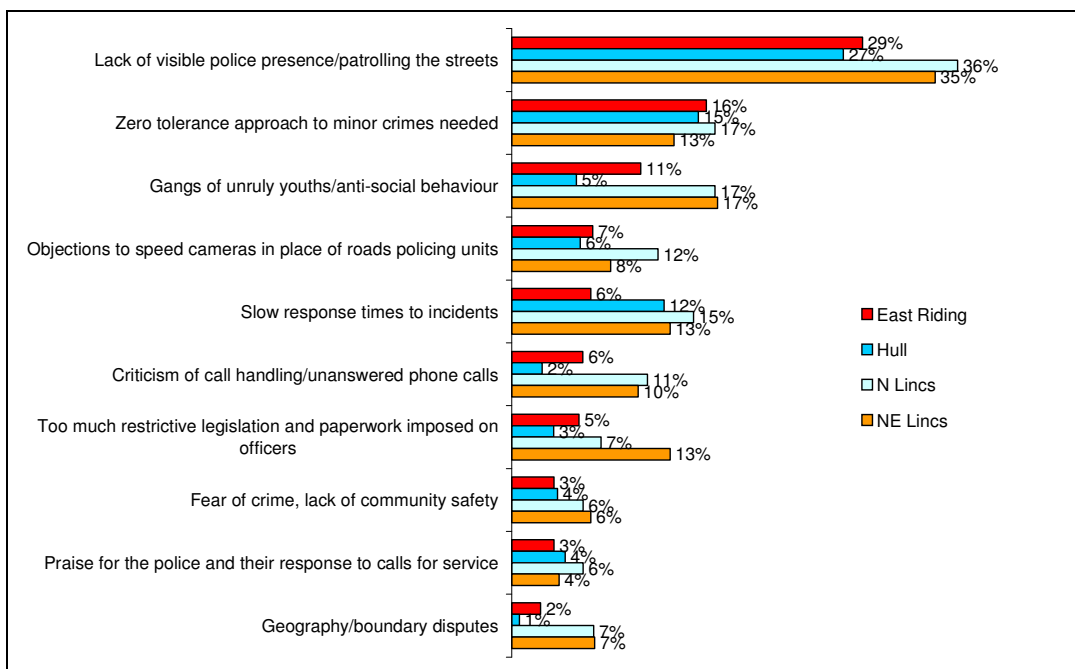
6. Copies of the report have been circulated to Members and within Humberside Police. Some of the main points from the survey results include:
 - 40% of respondents were from the East Riding (43% living in an urban area, 57% rural)
 - 20% of respondents were from Hull (96% living in an urban area and 4% claiming to live in the rural area)
 - 21% of respondents were from North Lincs (48% living in an urban area, 52% rural)
 - 19% of respondents were from North East Lincs (78% living in an urban area, 22% rural)
7. When asked to prioritise policing issues, respondents from each area unanimously identified the top three concerns (in order) as violent crime, burglary and drug dealing/taking.
8. Neighbourhood disputes were assessed as the lowest priority for the police to use resources on by respondents in all areas. The graph below show how respondents prioritised policing issues this year compared to last year.

Comparison of how residents see the importance of policing issues. (1 = very important, 10 - not important)



*NB Drug dealing/taking and anti-social behaviour were new categories in this years questionnaire so there are no comparison figures for this year.

9. The final section of the questionnaire was a free text box asking for thoughts and comments on policing service in the Humberside area. The responses from this section were able to be coded into 10 main areas/themes. The table below shows the results.



10. Overwhelmingly the majority of respondents cited lack of visible police presence as their main concern, this result is exactly the same as last years.
11. The second most popular issues is a new one this year and did not feature as part of last years list of concerns in this exercise. This is the issues of zero tolerance policing. Many people, from all of the policing divisions, were asking for the police to adopt a zero tolerance approach to minor offences in a bid to regain order and cut down on anti-social behaviour.
12. Call handling issues did feature in the list of issues and concerns at number six. Although as the graph shows this is more of an issues for people living on the south bank than it is in Hull and the East Riding. Call handling did not feature in last years free text responses.
13. Objections to the use of speed cameras was the second highest concern for residents in last years analysis, this has dropped to fourth this year, either showing an acceptance for this type of roads policing or that the issues is no longer as significant to people as anti-social behaviour and quality of life issues and dealing with minor crime.

RECOMMENDATIONS

14. It is recommended that:-
 - (i) Members discuss the significant themes arising from the survey with relevance to how they feature in the current activity of the force.
 - (ii) This information be sent out to all panel/pacdt chairs for dissemination at public meetings
 - (iii) Copies of the final analysis, broken down by division, be sent to the four CDRPs for their information
 - (iv) The Consultation and Partnership Manager work with Humberside Police to address how the Force and the Authority will deal with the outcomes of the survey, with a view to establishing how far, at a strategic level, the Authority is addressing the needs of local people.

SHAHIN ISMAIL
Chief Executive to the Police Authority

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Background Papers:- Council Tax Precept Questionnaire Analysis (2004)