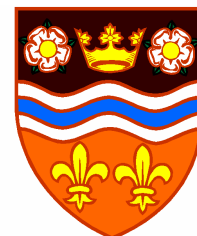


PRESS INFORMATION



HUMBERSIDE
POLICE AUTHORITY

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Humberston Police Authority Publishes Major Public Opinion Survey Findings

Humberston Police Authority has published the findings of its annual public opinion survey, now in its fourth year.

During 16th July and 10th August 2007 1,500 residents in the Humberston area aged 16 and over were interviewed by telephone. The respondents were chosen at random with the number spread equally across each of the four unitary authorities, and then weighted to ensure proportionality.

The topics, many of which have been kept consistent over each year to enable comparisons, include:

- Contacting the Police
- High visibility policing, Police Community Support Officers (PCSOs), community wardens
- Satisfaction with Humberston Police
- Perception of Crime
- Neighbourhood Policing
- Community Involvement
- Policing of roads

Headline findings show:

- An increase in levels of satisfaction with the way 999 calls are handled and an increase in respondents saying that the police did what they said they would do after the call.
- Satisfaction with the friendliness of police staff handling non-emergency calls high (88%)
- More members of the public have noticed changes in policing in their area, particularly in terms of visibility.
- Public perception of crime in Humberston has fallen
- A slight drop in satisfaction with Humberston Police from 2006, particularly evident in North East Lincolnshire.

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Contacting the Police

The Police Authority has led a well publicised campaign to see improvements in call handling.

The survey shows a slight increase in satisfaction with the way emergency calls (999) are handled. The survey also asked if callers were told at the end of the call what the police were going to do next. The number of people claiming that this had happened decreased from 73% in 2006 to 65% in 2007. However, where they were given this information, 85% said that the police did respond in the way they said they would.

Chair of the Police Authority, Alene Branton MBE, commented: "We are still very keen to see improvements in call handling and won't rest until the figures are higher still. However, we are aware that improvements have been made, and we are seeing fewer complaints, but hope to see overall performance in this area improve still further."

Of the 461 respondents who had tried to contact the police on the non-emergency number, 38% reported that they had been unable to speak to someone. This compares to 44% the previous year. The main reasons for this were non-answer of the call, and being put on hold for a long time.

High Visibility Policing and Neighbourhood Policing.

Following the Authority's considerable investment in recruiting and maintaining over 300 Police Community Support Officers to support Neighbourhood Policing, it was pleasing to note that over half the respondents reported having seen a Police Community Support Officer in their area in the last year. In Hull this figure was 67%.

Overall, 54% of residents were satisfied with the level of police presence in their area.

In terms of Neighbourhood Policing, it appears that while the vast majority of people do not necessarily know the name of their beat officers (just 7%), 20% did know how to contact them.

The number of people reporting differences in policing where they live since Neighbourhood Policing was introduced has risen from 16% last year to 33% this year.

Satisfaction

Overall, satisfaction with Humberside Police has fallen slightly in 2007: from 63% in 2006 to 60% this year.

Overall satisfaction with the way roads are policed has also decreased slightly (from 64% in 2006 to 62% in 2007), although responses from Hull and North East Lincolnshire show a steady rise in satisfaction with roads policing year on year since 2005.

Perception of Crime

With the exception of graffiti/vandalism, public concern about crime has decreased this year. The percentage of the public who think that crime has increased had dropped to 28% from 33% in 2006. The top area of concern remains burglary, followed by 'young people in the street causing a nuisance'.

Community Involvement

When asked if they would consider becoming involved in activities to promote community safety, 70% of respondents said they would not, although 19% said that they would consider becoming a member of Neighbourhood Watch.

Alene Branton said that the survey was an important piece of work and the responses would be used to help the Police Authority set the policing priorities and targets for the force for next year as well as negotiating with our partners.

"I'm pleased to see that, slowly but surely, people are becoming more aware of their local police officers," she said. "We accept that Rome wasn't built overnight, but we will continue our drive to see the force address anti-social behaviour, and we believe that Neighbourhood Policing is a key component in this battle.

"Equally, we will continue to set challenging targets for call handling, so that people know that the phone will be answered quickly, that action will be taken as they've been told and that they are not left on hold for what seems like an eternity. We know that this is incredibly important to people."

ENDS

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