



HUMBERSIDE POLICE AUTHORITY

PRESS INFORMATION

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Confidence and Satisfaction Goes Up

The level of confidence and satisfaction that the public have in policing across the Humberside Police area are improving.

A scrutiny report, prepared by Humberside Police Authority taking all the available information into account, was presented to the Authority's Communities and Partnership Committee for in depth analysis. It showed that there has been a significant improvement (6.7%) in the number of people who think that the police and local councils are dealing with the anti-social behaviour and crime issues that matter where they live.

Members of the committee were pleased to see such positive signs that confidence is improving in local policing following the performance uplift of the past few years.

To help members measure how well Humberside Police is meeting the standards required by the Policing Pledge, they also considered a number of areas such as user satisfaction, call handling and local issues.

Although the Force is doing well, members also noted that there is still room for improvement in some areas such as reducing the increase in shoplifting. In terms of call handling, the Force is exceeding the targets set; as it is in fairness and equality issues.

Chair of the Police Authority, Ms Alene Branton MBE, said: "Hopefully people are now seeing that the performance improvements achieved over the last few years are being sustained, so their confidence in policing is returning. Also, the work to meet the standards of the Policing Pledge, increased police visibility plus positive action to address anti-social behaviour and criminal damage, means that people can see that the things that they have told us matter most to them have been made a priority.

"It's early days yet, but we are hopeful that the increase in public confidence will continue and exceed the targets set."

Looking at anti-social behaviour (ASB) and local issues, members were pleased to see that public perception of ASB, drunken behaviour and drug-use was better than similar forces. It was also noted that the Authority's reduction targets were being met for both serious acquisitive crime and commercial burglary.

There were concerns raised over the number of incidents of shoplifting, which the Authority set as one of its key priorities. Although it was accepted that this is a national issue, particularly in the current economic climate, and one which can be helped immensely by proactive partnership working with businesses, members are determined to keep a close watch on this, asking for further reports in the future.

ACC Stuart Donald said: "Regularly assessing people's views of how we are meeting the public's needs across the area plays a vital role in identifying what we are getting right and where we need to do more.

"These results are encouraging and show that the public's trust and confidence in Humberside Police is increasing. It is important we build on this to make the area safer."

- Ends -

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