

Police Authority Consultation a Big Hit In History Month



We continued our wide ranging programme of engagement activity with diverse communities at a ground-breaking event in Grimsby, held as part of LGBT (Lesbian, Gay, Bisexual and Transgender) History Month.

The exclusive event, believed to be a first for a Police Authority, was a big success with a large number of the local LGBT community in attendance.

The presentations sparked heated debates and drew attention to the main policing priority for this particular community in North East Lincolnshire, Hate Crime.

Many of those attending had been victims of Hate Crime and were willing to share their experiences to help put into context why they thought Hate Crime is under reported.

Lynsey Brennan Harris shared her views, saying: "You feel uncomfortable at work, people make comments and snigger at you and it's not very nice. However, people are worried that they won't be taken seriously if they complain."

The discussions surrounding what could improve the service for victims of Hate Crime greatly complemented the presentation delivered by Andy Pagram, Hate Crime Coordinator for Humberside Police. Andy provided the audience with a sneak preview of the new Hate Crime reporting mechanism and accompanying launch strategy that is scheduled to get underway later this year.

Alene Branton MBE, Chair of the Police Authority, said: "The Police Authority values every individual's opinion on policing and equality is one of our key priorities. I'm delighted that this first event with the LGBT community was such a success and hope that our future engagement and consultation activity will prove as informative and well-received."

"The views and opinions that we obtain from such events are taken into account when we

prepare the policing plan for the year ahead, so it's important that people do join in and tell us what they think. We are listening."

The Police Authority has recently put into action a two year plan of engagement and consultation activity with diverse communities to obtain views on policing and to address how their specific needs can be met.

Local Policing Priorities 2010-11

The Authority has recently set the Local Policing Priorities for the period 2010-11. The priorities have been determined using the Citizen Panel Survey results, performance information, risk issues, national priority requirements, strategic assessments and Her Majesty's Inspectorate of Constabulary's requirements.

Although the Authority is constrained by a number of statutory requirements, we also consulted with over 200 community groups to ensure that the priorities reflected the needs of all people in the Humberside Force area.

The priorities are:

1. Continuing to increase public confidence and satisfaction
2. Work with the local business community to improve confidence and tackle their priorities
3. Work with partners to reduce and detect the most serious crimes (including burglary and violence) and focus on drug related issues
4. Work with partners and the community to manage the risk of anti-social behaviour and criminal damage
5. Protecting the public from the threat of terrorism, violent extremism and serious and organised
6. Ensure value for money



Newsletter

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Chair's Opening

Hello and welcome to our regular feedback newsletter. A big "thank you" to those of you who contacted us after receiving the first edition and I hope you will find this, and subsequent issues, equally as interesting and informative.

In this issue you will find:

- Details of recent community engagement events with diverse communities across the Humberside Area
- The results of our recent Mystery Shopper Exercise measuring the performance of neighbourhood policing teams in delivering the Policing Pledge
- The results of our first Citizens Panel and local confidence measuring exercise

This newsletter is available in electronic format (as an e-mail) and paper copy. As we try to cut down on paper use we are encouraging all our subscribers and readers to receive the newsletter via e-mail, if you currently receive a paper copy and would like to receive an electronic copy please contact claire.harrison@humberside.pnn.police.uk

Thank you again

Alene Branton, MBE

Mystery Shopper

We recently contracted the services of the Humberside Criminal Justice Board's Diversity Panel to 'mystery shop' local policing services and Humberside Police's Policing Pledge.

Mystery Shopper exercises are used extensively in the private and public sector to test the quality of services provided by organisations. Typically they involve researchers making unannounced personal visits, internet visits or telephone calls to sample the quality of the service provided. This exercise tested the quality of services delivered in a number of areas including:

- Access to services and fairness
- Providing information
- Responding to messages
- Arranging public meetings
- Providing progress on crime and local issues
- Acknowledging and dealing with dissatisfaction

The 'shoppers' made numerous visits to neighbourhood policing teams (NPTs) and public meetings, searched the Humberside Police website for local information relating to crimes, public meetings and the location and identity of NPT staff, as well as making telephone calls to the main police switchboard to test accessibility to neighbourhood teams, quality of local information and how calls were dealt with.

To view a more detailed version of the Priorities and the Policing Plan for the period 2009-12 visit our website, www.humberside-pa.org.uk.

"Securing outstanding policing for local people"

www.humberside-pa.org.uk

The main findings from the exercise show that:

1. Customer service levels were consistently high for the personal visits and, in particular, PCSOs were praised for making the shoppers feel reassured about public safety.
2. In some cases the advertised opening times of stations were not correct.
3. Shopper felt that a designated private area would make people feel more confident about going into a police station to report an incident, especially if the incident was of a sensitive nature.
4. Problems accessing public meetings, as advertised on the Humberside Police website, were encountered. Some of the meeting did not go ahead despite the publicity.
5. Shoppers also experienced very thorough follow ups to initial telephone enquiries with PCSOs making home visits.

These issues are now part of a wider plan to improve services and make the public feel more confident in the service they receive from Humberside Police as part of the Safer and Confident Neighbourhoods Board. Members have also requested that the Chief Constable respond to each of the individual issues and report what action is being or has been taken to rectify and improve the service where shortfalls were found.

Citizens Panel

Recently we contracted a local company to recruit a Citizens Panel of over 6,000 local people who will take part on large scale surveys of local crime, community safety and related issues. We are also using this panel to measure confidence in local policing. The recruitment of the panel was carried out via completely random telephone recruitment for the first 5,000 with the remaining 1,000 being targeted to ensure we have representative views from diverse communities.

The panel were asked questions about their views on policing priorities, the level of crime on their local areas and how confident they were that Humberside Police and the local authorities in the area were effectively dealing with anti-social behaviour and crime issues.

The majority of people across the Humberside area ranked drug dealing/taking as the top priority for Humberside Police to deal with followed by violent crime, burglary and anti-social behaviour.

When asked their views about how levels of crime had changed in their local areas over the past year the response was as follows:

	Force	A Div	B Div	C Div	D Div
A lot more	4.6%	6.1%	4.0%	5.6%	3.0%
A bit more	14.0%	11.1%	15.6%	17.4%	11.3%
About the same	52.5%	54.3%	53.4%	56.8%	45.6%
A bit less	18.1%	18.5%	17.7%	11.9%	25.0%
A lot less	4.7%	5.0%	3.8%	2.5%	7.6%
Not sure/Don't know	6.0%	5.0%	5.5%	5.8%	7.5%

*NB, A Division = North East Lincs, B Division = North Lincs, C Division = East Riding of Yorkshire, D Division = Kingston Upon Hull

We asked the panel about the anti-social behaviour problems that they experienced in their areas, the majority of respondents who said that they had a problem said it was in the form of teenagers hanging around in the street. Encouragingly, though, a large proportion of respondents stated that there were no anti-social behaviour problems in their area. Table below illustrates:

	Force	A Div	B Div	C Div	D Div
Teenagers hanging around on the street in the area	40.6%	45.1%	47.0%	38.0%	34.2%
Vandalism to the bus shelter/phone boxes, etc in the area	17.4%	19.1%	18.2%	17.3%	15.3%
Vandalism to other types of property	22.2%	25.6%	24.7%	18.6%	21.3%
Graffiti on public buildings	15.8%	14.8%	12.7%	12.7%	22.6%
People being drunk or rowdy in public places	25.8%	30.9%	24.7%	21.1%	27.6%
There are no problems	26.4%	22.1%	24.7%	31.0%	26.6%

We also surveyed the panel on their confidence in the police and local authorities to deal with crime and anti-social behaviour. This question is a current hot topic across the country with the Home Office using the British Crime Survey to also measure local confidence; this measure is currently the one the Government is using to monitor police force performance. When asked "Do you agree or disagree that the police and the local council are dealing with the anti-social behaviour and crime issues that matter in this area?" we received the following responses:

	Force	A Div	B Div	C Div	D Div
Strongly agree	14.1%	18.3%	15.7%	11.8%	11.8%
Tend to agree	51.8%	49.0%	49.5%	54.6%	53.0%
Neither/Nor	8.9%	6.7%	6.2%	8.6%	13.3%
Tend to disagree	13.7%	14.7%	15.8%	13.0%	11.7%
Strongly disagree	4.9%	5.8%	6.1%	4.4%	3.5%
Don't know	6.6%	5.4%	6.7%	7.5%	6.6%

The panel will be used on a regular basis throughout the year in order that the Authority be kept informed of local people's views and their confidence in Humberside Police. The results of each of the surveys carried out will be used to inform the local policing plan and will be fed into more local planning of services and activity at a local authority and neighbourhood level.

You Said, We Did – A Sign of Success



The Police Authority, in partnership with other public sector bodies, has carried out a series of engagement and consultation sessions with the deaf and hearing impaired community in the East Riding.

Discussions were themed around policing priorities, access to services, communications methods and the policing pledge.

The sessions highlighted several gaps in the service provided to the people with hearing impairments, the main being that frontline staff cannot communicate with people with hearing impairments as they do not understand sign language.

The Authority challenged the Force to tackle this and as a result 17 members of Humberside Police staff completed a six week introductory course to British Sign Language.

The pilot course was a huge success and evaluated as highly beneficial to those who attended. The course has now been rolled out and is prioritised for staff who are in direct contact with the public such as PCSOs, Neighbourhood Officers, Enquiry Office staff and Investigation Officers.

Further activity as a result of the consultation includes the development of an information DVD and website clips about the Police Authority and Force featuring a British Sign Language interpreter. These will be available to view on the website on the 1st April.