

# "Your views are very important..."

Thank you for continuing to take part in Opinion."



# Opinion

have your say

Issue 5 July 2007

## Quick glance

### on what influences your confidence in us

The main things that influence how confident you feel in us are:

- how often you see officers and PCSO's out and about in your area
- how quickly we respond to your calls
- what you hear or read about us and crime in general in the media



## Your comments

We always ask about issues that you'd like us to cover in future questionnaires and we are currently in the process of collating all of your responses to find out what the most popular topics are. We'll keep you posted on the outcome and will hope to cover some more of the issues that are important to you in the future. Please complete the space at the end of the questionnaire or email our Communications Manager [naomi.walker@lpa.lancscc.gov.uk](mailto:naomi.walker@lpa.lancscc.gov.uk).

We value your suggestions so please keep them coming.



## Recommend to a friend

We are always on the look out for new people to join our panel to make sure that we gather a wide variety of views and opinions. If you know anyone who would be interested in becoming an Opinion member please ask them to contact us in any of the following ways:

Via Darren Hornby at SMSR, our research agency:

Free phone: 0800 138 0845

E-mail: [opinion@smsr.co.uk](mailto:opinion@smsr.co.uk)

Fax: 01482 211201

## Welcome and thanks

Dear Panel Member

Thanks to all of you who took the time to complete the last questionnaire and well done to David Jarret who was the lucky winner of the £100 cash prize in our draw.

And don't forget – there will be another £100 prize up for grabs for those of you who return this questionnaire to us within the deadline.



Malcolm Doherty  
Chair of the  
Lancashire Police Authority

Steve Finnigan  
Chief Constable



### David Jarret from Morecambe is our first winner.

On winning a £100 he said

**"I am more than pleased and very surprised to win! I am a new panel member and have only completed one questionnaire so far, so it was a shock to win."**

When asked why he joined the panel he said

**"I want to help Lancashire Constabulary and hope that my comments are useful. After all, sharing my opinions is better than not doing anything!"**



In the previous survey we asked whether you wanted to have the option of completing questionnaires on-line. A quarter of you told us that you would prefer to do it this way and so we have launched our on-line questionnaire. Those of you who opted for this method will be sent an e-mail shortly with a link to the survey along with a password and user ID. If at any time other panel members would like to opt to fill in the questionnaire on-line then you just need to contact Darren Hornby at SMSR (our research agency) on 0800 138 0845 or e-mail [dhornby@smsr.co.uk](mailto:dhornby@smsr.co.uk).

## Value for money

As residents of Lancashire you help pay for the Constabulary through a part of your council tax. The Lancashire Police Authority wanted to find out what policing services you thought gave good value for money. Seventy five percent of you thought it was reasonable to increase the council tax. The main things that you said you used to help you decide whether you were getting value for money were - having access to an efficient 999 service; the level of service received when face-to-face contact is made; prompt call handling; the number of officers available and the amount you see them around your area.

## How to contact us

If you have a query about completing the questionnaire, a question about being a panel member or have any change of details e.g. name or address, please contact Darren Hornby at SMSR on free phone 0800 138 0845 or e-mail [opinion@smsr.co.uk](mailto:opinion@smsr.co.uk).

Print error!....we noticed after we had sent out the last newsletter that the website for our new young peoples' website had been misprinted. So here it is again [www.LimaCharlie.org](http://www.LimaCharlie.org)

## In This Issue

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In these pages we aim to update you on the main findings  
We also tell you what we are doing with the results to improve  
policing in Lancashire



For more information visit our websites  
**Lancashire Police Authority** [www.lancspa.gov.uk](http://www.lancspa.gov.uk)  
**Lancashire Constabulary** [www.lancashire.police.uk](http://www.lancashire.police.uk)

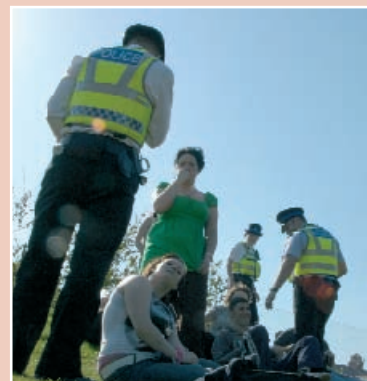
## How do you measure our success?

We previously asked for your opinion of how successful Lancashire Constabulary is at providing the services and tackling the issues that we outline in our objectives every year. In the last survey, we also asked how you measure our level of success. You were very clear in telling us what things you use to measure our success:

Our objectives	How you measure our success
Policing Objective 1 - 'to reassure the public, particularly those who are vulnerable'.	<ul style="list-style-type: none"> <li>• Seeing officers and Police Community Support Officers in your local area</li> <li>• Seeing or hearing about the police tackling specific issues, either from other people or in the local media</li> </ul>
Policing Objective 2 – 'to reduce and investigate crime, concentrating on those offences that are of concern to the public'	<ul style="list-style-type: none"> <li>• Local press and TV coverage</li> <li>• Seeing or hearing about people being arrested</li> <li>• Seeing reductions in crime in your area</li> </ul>

This re-affirms our belief that the public wish to see strong, well-managed local policing services we are right to invest in Neighbourhood Policing Teams. The Constabulary will continue to develop initiatives that increase the visibility of our officers wherever possible with the aim of providing reassurance to you and the members of the public across Lancashire.

From a media perspective, our Corporate Communications team will continue to place emphasis on developing proactive and positive relations with the local, regional and national media.



## Moving with the times

We're always looking for ways to improve our service to you and when we asked you about using alternative ways of communicating with you about your non-emergency enquiries we had a really positive response.

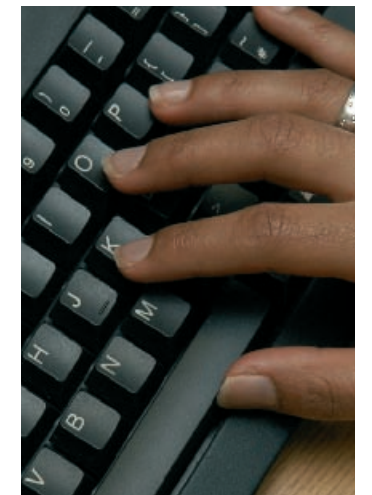
•42% of you were happy to have your non-emergency queries dealt with on-line – 68% of you who were happy with this approach said you'd either send an e-mail directly to us or visit our website for information. 20% of you said you'd visit an information kiosk with a touch screen information service.

•48% of you were happy to have to receive information relating to your enquiry answered by e-mail or text message.

Your response to our proposal of having police staff available to deal with non-emergency enquiries at non-police venues (such as supermarkets, shopping centres and local authority walk-in centres) was very positive with 72% of you saying you'd be happy to use such a service.

•68% of you were also in favour of your enquiries being dealt with by appointment at a local meeting dedicated to a specific crime or issue (such as anti-social behaviour).

As technology continues to advance and more people expect to be able to use digital services, we will be increasing availability of on-line reporting, joint surgeries and updates by text or email. This will not be at the expense of being able to contact us via the telephone or in person at a police station.



## What qualities do you want in your local police officer?

Good communication, friendly and approachable, able to keep calm in any situation, sensitive and able to relate to local people – that's what you told us. These results will be used by the Lancashire Police Authority as part of a larger project to inform improvements to the recruitment process.

