

RESULTS FROM OPINION WAVE 9 (May – June 2005)

The Authority maintains a representative panel of 4,000 individuals for the whole of Lancashire. Panel members are consulted 3 times a year on various policing issues. The report below details the results from the consultation that took place in May and June 2005

Topics we consulted on:

- Confidence
- Feelings of safety
- Value for money from the police service
- PACT- police and communities together
- Contacting the police
- Operation summer nights

Confidence in Lancashire Constabulary

Levels of confidence in Lancashire Constabulary are tracked over time to see if it increases or decreases. Results show that confidence in Lancashire Constabulary is now at its' highest since the monitoring of confidence levels began in December 2002 when confidence was at 73%, now 88% of you are very/fairly confident.

- The main reasons for confidence increasing once again related to 'active' performance – level of service, problems being tackled, arrests and convictions and positive media coverage.
- The main reasons for decrease in confidence related to poor response and anti-social behaviour.

Action/outcome:

- Information regarding levels of confidence in the Lancashire Constabulary is monitored by senior managers in regular strategic management meetings, with particular emphasis being placed on the reasons for increases or decreases in confidence.
- Those reasons will feed into the development of various initiatives (such as the Operation Summer Nights campaign, which aimed to tackle anti-social behaviour associated with alcohol) to reassure communities that anti-social behaviour is taken seriously.

Feelings of Safety

- All responses indicated that respondents feel safer in their own home than anywhere else and the feelings of safety are higher during the day rather than at night.
- A small percentage (2%) indicated that something had happened in the last 12 months to make them feel safer. Reasons given for this included an increase in general police presence and a reduction in the number of youths hanging around.
- In comparison, a greater percentage (11%) suggested that something had happened to make them feel less safe. This in the main related to problems associated with anti-social behaviour.

Action/outcome:

In order to more effectively monitor feelings of safety over time and to examine the issues that underlie these feelings more fully, the responses to these questions are used to provide a greater level of detail and help to inform on what may enhance feelings of safety.

This information can then be utilized in developing policing styles, and work in conjunction with other agencies aimed at contributing to a safer environment.

Value for money from the police service

- A large percentage (71%) felt that the increase in council tax for policing in 2005/06 was reasonable. A small percentage knew exactly what amount of council tax went towards the cost of policing.
- Respondents defined 'value for money' from the police service as the following:
 - An efficient 999 emergency service
 - Visibility of police officers/PCSO's in the community
 - Increase in number of police officers/PCSO's on the streets

Action/outcome:

- The information about peoples' perceptions of value for money from the police service and the core service elements which determine value for money will be used by the Lancashire Police Authority as an early indicator, along with other consultation materials, to inform the priorities for debate on the 2006/07 budget.

PACT

- 40% had never heard of PACT and 6% had attended a PACT meeting.
- Reasons for non-attendance at PACT meetings aside from not being aware of the initiative was being unaware of when and where the meetings were held. In this respect a good percentage of you (48%) indicated that you would like to attend a PACT meeting in future and the main thing that local police could do to encourage attendance was to publicise the meetings better.

Action/outcome:

The results relating to PACT will also be used by the PACT Steering Group to conduct a review of the impact that PACT has had so far on engaging communities.

The results will also be used to help us develop neighbourhood policing.

Neighbourhood policing is made up of local teams who aim to engage as many people as possible to help identify local issues and work with the constabulary to solve them. PACT is a key part of this process and we will be providing information to let people know what it is about and how they can get involved.

Contacting the Police

- 31% had contacted the police in the past 12 months, 11% for an emergency.

- A high percentage (65%) felt that the contact been good, however 24% felt the contact was poor. Respondents suggested that the main factors in determining how good or poor the contact was involved the manner of the person (either on the telephone or face-to-face) and the response received as a result of the contact. You indicated that the preferred method of contact for all situations, whether it was contacting the police or the police contacting you, was by telephone.

Action/outcome:

- The findings about contacting the Police will be used by the Contact Management Team to support further developments and enhancements to the quality of service element in the contact management arrangements including e-policing.

Operation Summer Nights Campaign

Action/outcome:

The questions are repeated in this questionnaire to enable us to look at the longer term effects of the campaign and results will be reported in more detail in the next newsletter due February 2006.

Awareness of domestic violence services

- A high percentage (80%) indicated that you would know what to do if you suffered from domestic violence however there was limited knowledge of the services available or procedures surrounding such incidents. Only 11% of you were aware of the 24 hour National Domestic Violence Help Line number.
- The majority of you considered it important for the Constabulary to make people much more aware of domestic violence services and procedures.

Action/outcome:

The awareness of domestic violence results will be shared at the Lancashire County Council Domestic Violence Forum and by divisions with crime and disorder reduction partners that set out the strategic domestic violence agenda for Lancashire, to influence policy making surrounding publicity and associated activities.

The information will also be used to address how officers provide information to victims at the scene. We will look to produce new constabulary information leaflets and web pages to highlight how we deal with domestic violence and also look to work with partners on a broader awareness campaign.