

Derbyshire Police Authority and Derbyshire Constabulary

Have Your Say Report

Community Safety Partnerships



June – September 2010



**Derbyshire Constabulary - Derbyshire Police
Authority**



Introduction

I wish to thank everyone who has taken the time to tell us what they think. It is essential that we know the views and concerns of our communities and in turn we act upon what has been said. During these difficult times the public can rest assured that we will continue to be committed to delivering a high quality police service. Whilst the results show that Derbyshire people are in the main confident in their police, there is still much to do.

Mick Creedon, Chief Constable, Derbyshire Constabulary.

As the policing landscape changes it is vital that public opinion helps to shape the way in which services are provided. Have Your Say is a fundamental element of our public consultation programme, designed to enable people from all corners of the community to influence local policing. The Police Authority will now work with Derbyshire Constabulary to ensure that the responses are taken into account as we prioritise our resources for the coming year.

Philip Hickson, Chairman, Derbyshire Police Authority.

1: Overview

The Have Your Say programme is the most extensive face to face public consultation exercise undertaken by Derbyshire Constabulary and the Derbyshire Police Authority. Twenty events were held throughout the county between June and September 2010.

The commitment of Derbyshire Constabulary and Derbyshire Police Authority is to deliver a high quality policing service for everyone in Derbyshire. For us to achieve this we need to know the views and opinions of the public. Have Your Say is a key method in obtaining these. The support of the public in the consultation was invaluable and their willingness to participate is very much appreciated.

It was possible to complete a questionnaire on a one to one basis with 3,162 members of the public, enabling their views to be recorded. The events took place at various times, including Saturdays and evenings.

In addition to the face to face questionnaires we also received 137 questionnaires completed on line and 146 postal questionnaires were also completed. The overall results are recorded in this report.

The programme also received support from police staff and members of partner organisations. A total of 239 different personnel took part and supported these events.

Four of the questions provided the opportunity for individual comments to be added, which enabled us to obtain the reason behind the tick box answer. A full report containing themed responses is available on the Internet.

Many people expressed genuine appreciation at having been given the opportunity to contribute their opinions. Only Derbyshire residents or those with relevant experience through working in Derbyshire participated. It is worthy of note that every one of the 100 Safer Neighbourhood areas in the county was represented.

B Division events – High Peak and Derbyshire Dales

Bakewell, Cattle Market
Buxton, NSG Shopping Centre
Chapel en le Frith, Morrisons
Glossop, Tesco
Matlock, Sainsburys

Total respondents: 753

C Division events – Chesterfield, North East Derbyshire, Amber Valley and Bolsover

Clay Cross, Somerfields
Alfreton, Severn Square
Chesterfield, Royal Hospital
Killamarsh, Co-op
Chesterfield, Market Place
Bolsover, Market Place
Ripley, Market Place

Total respondents: 1132

D Division events – Derby, Erewash and South Derbyshire

Derby Normanton, Pak Foods
Ilkeston, Tesco
Derby Pride event, Bass Recreation Ground
Derby, Alvaston
Swadlincote, Sainsburys
Long Eaton, Tesco
Derby, Bus Station
Derby University

Total respondents: 1368

Total respondents by Community Safety Partnership are as follows:

Amber Valley CSP	320
Erewash CSP	400
High Peak CSP	504
Derbyshire Dales CSP	249
Bolsover CSP	217
Chesterfield CSP	239
North East Derbyshire CSP	356
Derby City CSP	774
South Derbyshire CSP	194
Location unknown	192

2: What are the key findings?

The attached reports have been compiled based on the nine Community Safety Partnership areas across the Force area rather than each event. This is because there were people at each event from different parts of the county. The event breakdown is available on the Internet. The results reported here are based on those people who gave an opinion.

Question 1: 2966, 86% people felt very safe or fairly safe in their neighbourhood with 58 (5%) people feeling neither safe nor unsafe and 308 (9%) people feeling fairly or very unsafe.

Question 1a: The top 5 reasons given for feeling quite safe or very safe in their neighbourhood were: Never had any problems 28%, Live in a quiet area here 20%, Increased police presence in the area recently 19%, Good neighbours 11%, Community works together 7%

Question 1b: Top 5 reasons given for feeling quite unsafe or very unsafe were: Young people hanging around streets 21%, Drug problems 16%, Anti-social behaviour 15%, Burglaries in area 11%, Gangs 9%

Question 2: 2000, 58% people were aware that they had a safer neighbourhood team in their area with 1422 (42%) saying that they were not aware.

Question 3: 2427 = 76% were very or fairly satisfied with the way in which the police deal with crime and anti-social behaviour in their local area. 371 (12%) were neither satisfied nor dissatisfied and 392 (13%) were not very or not all satisfied.

For those people who were not very or not at all satisfied the offer was made to take further details for additional follow up by an officer present at the event. A total of 91 individuals accepted the option of having a specific issue referred to an officer for progression. However, during the interview process, many more referrals were dealt with but not recorded.

Examples of the type of referral taken were: serious Anti-social behaviour, harassment of vulnerable individuals, and dissatisfaction with the quality of follow up after reporting an incident.

Question 4: 2880 = 88% of respondents are very or fairly confident with the general policing in their area and 394 = 12% are not very or not at all confident.

Question 5: Top 5 reasons for feeling confident with the policing in their local area:

Seeing increasing police presence / happy with police presence, quick/good response to enquiries/call outs, no problems, police do a good/very good/fantastic job, good/very good experience with police

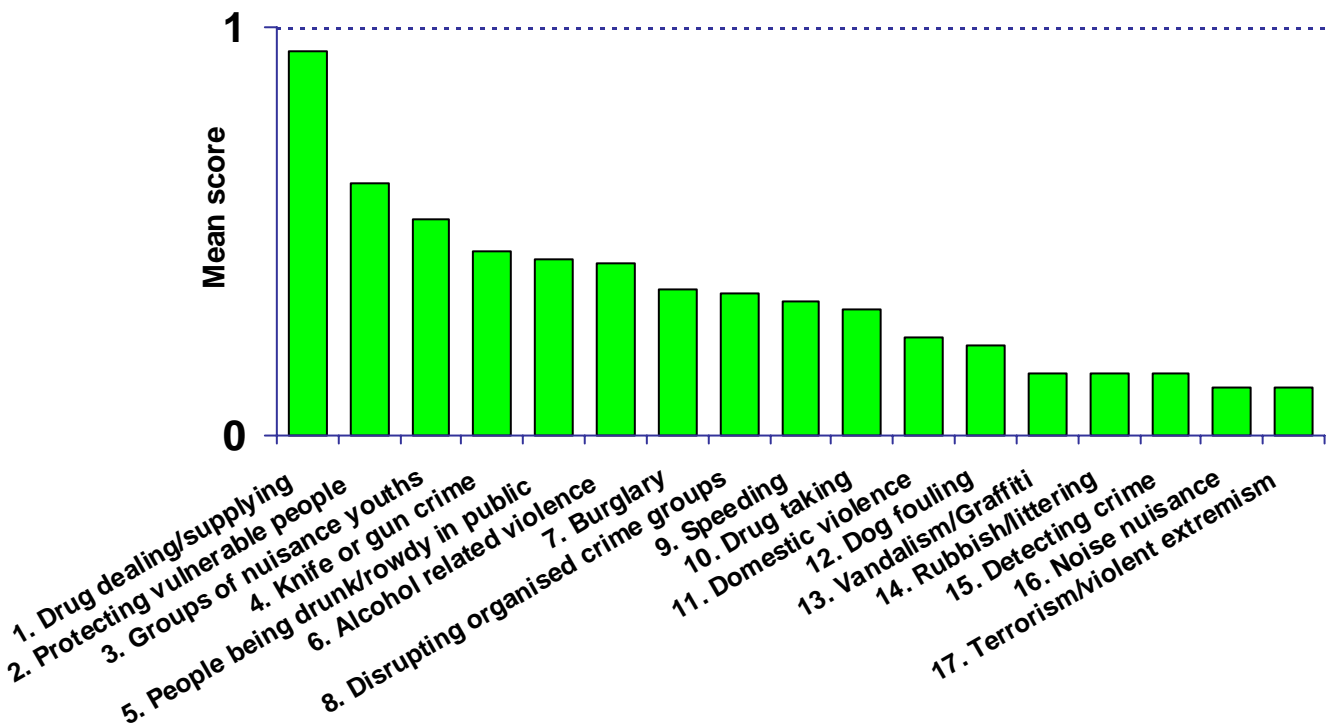
Top 5 reasons given for not feeling confident with the policing in their local area:

More police patrols / police presence needed, slow / poor response to enquiries/call outs, poor/bad experience with police, crime is still happening, police do their best with limited resources

Question 6: Top 5 reasons given for “what is the most important thing that you think the police should be doing in your area?”

More visibility / increased police presence, tackle youth crime / youth problems, act on ASB, tackle drugs and alcohol related offences, tackle speeding and motoring offences

Question 7 asked people to prioritise categories of crime according to what they saw as most important. They were asked to give a first, second and third priority. It is important to note that the dealing and supply of drugs is in the top three priorities of people questioned over the 20 events. Please refer to the attached charts for specific data on first, second and third category choices.



Question 8: Top 5 responses to the question, in addition to the police, who do you feel is responsible for reducing anti-social behaviour and crime in your area?

Parents 36%, Council 33%, The community itself 26%, Schools 7%, Just the police 5%

Question 9: related to the police and the local council working in partnership to deal with crime and anti-social behaviour and asked: how much would you agree or disagree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?

72% (2201) were in the strongly agree or tend to agree range;
16% ((493) neither agreed nor disagreed;
12% (362) were in the tend to disagree or strongly disagree range

Question 10: Nearly 80% of households in Derbyshire pay less than £3 a week through council tax for policing.

6% (164) felt it was too much
55% (1649) felt it was value for money
39% (1171) felt it was too little

Gender Breakdown

Of the sample, 1410 = 42% male and 1,980 = 58% female.

Age breakdown

The age profile of the 3,406 individuals who provided it was:

Under 18	-	191	=	6%
18 to 24	-	420	=	12%
25 to 29	-	186	=	6%
30 to 39	-	463	=	14%
40 to 49	-	533	=	16%
50 to 59	-	495	=	15%
60 to 64	-	292	=	9%
65 to 64	-	304	=	9 %
Over 70	-	522	=	15%

Ethnicity breakdown

Of the 3,405 who answered this question 3101 = 91% identified themselves as White or White British, leaving 9% as follows:

Asian or Asian British (142 = 4%), Black or Black British (83 = 2%), Dual Heritage (25 = 1%), Other (54 = 2%).

3: Benefits of Have your Say

The events have been an excellent process to enhance relationships as face to face interaction is the most effective communication method with the public.

The events provided a setting where the public felt comfortable to approach officers with personal concerns, issues or problems and even for clarification on points of law. The local team were able to take ownership of problems, some particularly serious, with a view to resolving them.

The programme provided a dip test of feeling throughout the county. It also enabled those who did not know their Safer Neighbourhood team members personally to become acquainted and build relationships.

At many of the venues officers were able to gain very specific local intelligence information about criminality which included drug supply, burglary, prostitution and serious anti-social behaviour.

As a result of features in local newspapers and radio along with our own posters, those who wanted to meet with their local policing team to discuss particular issues were able to do so.

Opportunity was provided to forge better working relationships between the force and its partners by working together at events.

The new force non emergency number, 0345 123 3333 was publicised by distributing cards and fridge magnets. Also the force Community Messaging Service was publicised. This allows people to receive free group emails, phone calls or text messages relating to crime and policing issues in their area. The force website was also promoted as a means of obtaining the most up to date information about their neighbourhood team and local priorities.

Many people were surprised and pleased to learn that Derbyshire is a relatively safe place to live in terms of the higher detection rates and lower crime levels.

4: What will we do now?

The local policing priorities identified as part of this consultation process will be analysed alongside the regional and national priorities to produce the Derbyshire Police Authority priorities for policing that will be included in the Policing Plan and against which the Force will be measured in 2011/12.

The data will be used at all levels within the Force from ACPO, to Divisional Command teams, Section Inspectors down to SNT teams. The object will be to ascertain the areas of concern and seek to address them by the most practical means. Many of the concerns highlighted in the data are already known at local level and are in the process of being addressed.

Comments or queries relating to this report can be sent to:
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