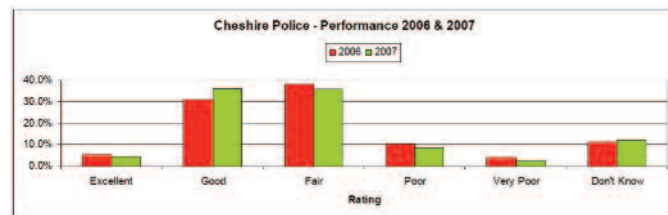




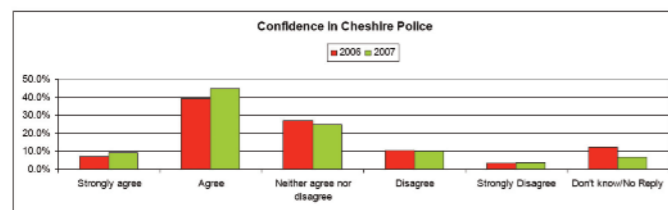
Neighbourhood Policing Survey – Summary of Findings

The results of the 2007 survey were encouraging for the Force, as they showed high levels of satisfaction and increased confidence in the services it provides.

Overall respondents were of the opinion that the police were doing a good job in their local area. 75% of people who answered the question on the quality of the service provided said that they considered police performance to be Fair, Good or Excellent.



In 2007 a majority of respondents said that they had confidence in Cheshire Police. The proportion of people who agreed, or strongly agreed with the statement that they had confidence in the Force, rose from 46.4% in 2006 to 54.5% in 2007.



Results from both the 2006 and 2007 surveys showed panel members were satisfied with their neighbourhoods as a place to live. In 2006 81.7% of respondents said they were satisfied with the quality of life in their local area - this figure rose to 87.4% in 2007. The principle cause of dissatisfaction in both the 2006 and 2007 surveys

were the 'levels of anti-social behaviour' in their local area. The proportion of people who reported anti-social behaviour as a cause for dissatisfaction however fell from 22.8% in 2006 to 15.3% in 2007.

The proportion of respondents who believed 'levels of crime in their local area had risen' in the year preceding the survey fell from 17.5% in 2006 to 14.6% in 2007. The number who believed that 'crime had fallen in their local area' rose from 7.2% to 10.2%. The remaining respondents either reported that 'crime levels had remained the same' (62% in both years) or that they simply 'didn't know'.

In both years most people (92%) 'felt safe walking alone in their local area during daylight hours'. Members reported less confidence however, when 'walking alone after dark'. In 2006 53.7% of respondents had 'felt safe walking alone in their local area at night'. In 2007 there was a small increase in people 'feeling safe walking alone after dark in their neighbourhood' to 56.8%. Many people 'did not feel safe walking alone after dark in their local town centre', although the proportion fell from 48.8% in 2006 to 39% in 2007.

Both surveys identified 'increased foot patrols by police officers' as the measure most people believed would help in making them feel more secure - in 2006 67% of respondents expressed this view and 61.4% in 2007. The second most effective measure, 'an increase in foot patrols by police community support officers', was identified by 53% of respondents in 2006 and 47.3% in 2007. In 2006 68.3% of respondents expressed their dissatisfaction with the level of foot patrols in their local area. This figure fell to 58.5% in 2007.

Your Comments

If you have any comments that you would like to make about this newsletter or any other issues in relation to any of the surveys, please write to us at the address on the front page of this newsletter or alternatively just drop us an e-mail.

We look forward to hearing from you.

Dear Panel Member,

We would like to thank you for your continued support over the past year.

The information provided by you, through the completion of surveys and attendance at focus group meetings, has given us valuable feedback which has been very much appreciated by the Force.

We appreciate your agreement to support Cheshire Constabulary through the Citizens' Panel and look forward to working with you again in the year ahead.

Cheshire Police and Cheshire Fire & Rescue Service 'Experience' Public Open Day

On Sunday the 21st September 2008 between 11am and 4pm, Cheshire Constabulary in conjunction with Cheshire Fire & Rescue Service, will be holding an Open Day at Police Headquarters, Winsford. There will be numerous activities throughout the day involving many departments and representatives of both emergency services. Entrance is completely free, so all Panel members and their family and friends are invited to attend and make it a great day!

Contact Details

If any of your contact details have changed recently, such as your e-mail address or telephone number, please could you let us know, to help ensure our records are up to date. Alternatively, if for any reason you decide that you no longer wish to be a member of the panel, please let us know and we will remove your name from our records.



Write to us at:-

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Cheshire Police Authority Website Survey

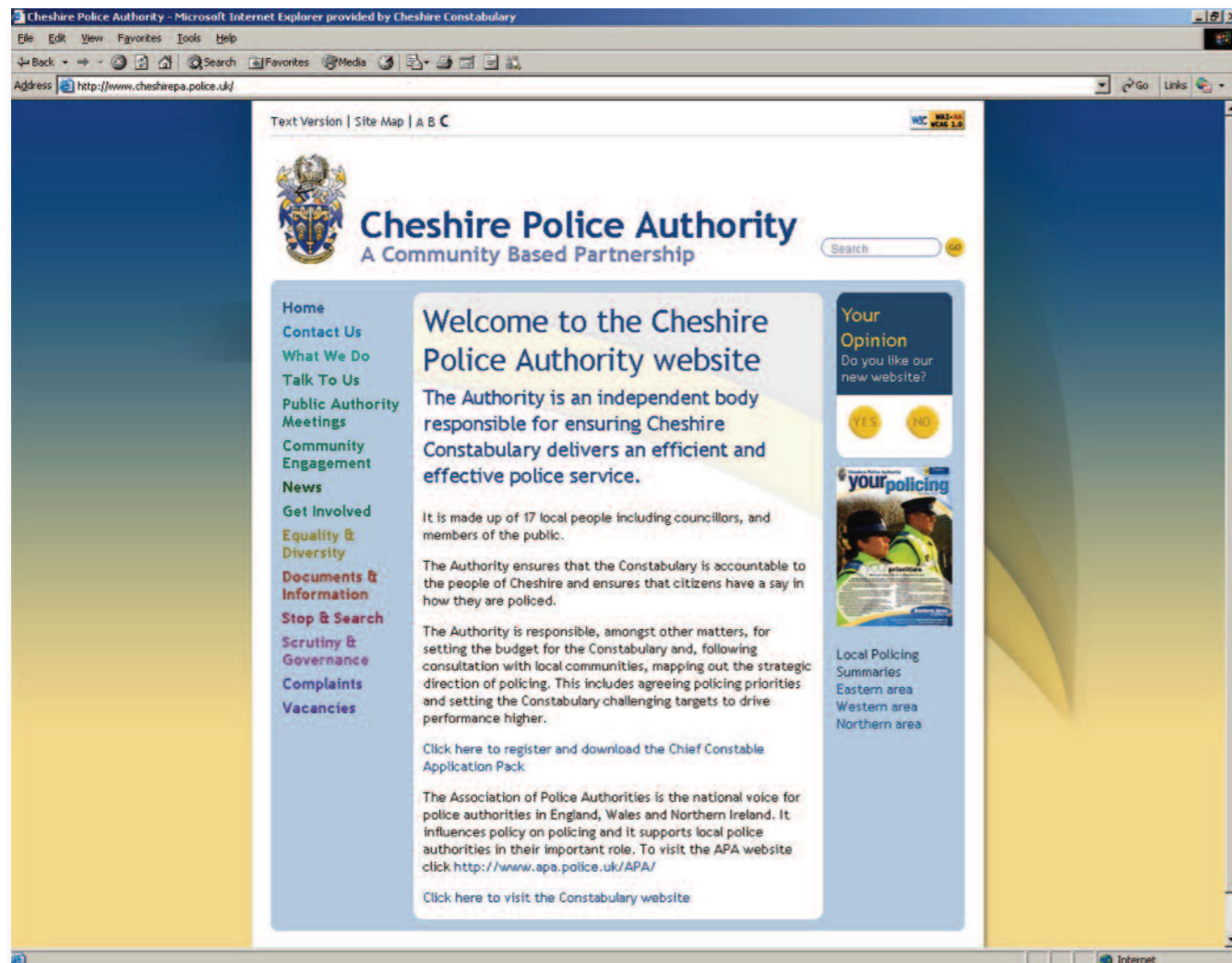
In February 2008 Cheshire Police Authority asked members of the Citizen's Panel to complete a survey and spend their valuable time logging onto and reviewing the Police Authority website.

Anna Collins the Authority's Engagement Manager, reported that the Authority "Were absolutely delighted to receive almost 300 responses" as they "knew the old website was in desperate need of improvement, but [the Authority] wanted to know just how bad it was. The members of the Citizen's Panel who replied were honest and open in their critique. . it was just what we needed".

Panel members revealed that the website needed to be improved in respect of its design, access to information, provision of information to users with disabilities and the language and content used whilst also suggesting that the Authority needed a separate website from the Constabulary to reinforce its independent status. As a result of the feedback received from the Panel, the Police Authority's website was completely redesigned in terms of its structure and design.

However, the help of the Panel did not stop there! When members completed the website related survey in February 2008, they were also asked whether they would like to get involved in helping with the new website design and in June 2008, eleven panel members gave up their valuable time to attend an evening meeting to provide the Authority with feedback on the new design. Anna Collins reported that members were "again honest and constructive in their critique and we changed several aspects of the new site before we launched it at the end of June ... I would like to thank the Citizens' Panel for their hard work and involvement in this project."

Since www.cheshirepa.police.uk was launched, it has been visited by over 1300 people and has received some very positive feedback.



Neighbourhood Policing Survey

The Neighbourhood Policing Survey was one of the biggest tasks assigned to our Citizens' Panel members during the past year. The survey has been run twice, in 2006 and 2007, in a bid to seek feedback on the progress of the Force's local policing strategy. In 2006 64.5% of Citizens Panel members responded to the survey and in 2007 there was a similar response rate of 62%.



The first survey in June 2006 followed the force's introduction of 18 Neighbourhood Policing Units (NPU) dedicated to providing local policing within neighbourhood areas. The changes made during this process were introduced to improve performance and provide greater reassurance to the people of Cheshire through higher visibility policing. The survey completed by Panel members aimed to measure their level of confidence in the policing service provided by Cheshire Constabulary, a year on from when these changes had been made.

The second survey issued in June 2007, aimed to measure any shifts in opinion a year on from when the first survey was implemented. It also sought feedback on whether the aims of reducing crime and disorder, and increasing public confidence in the services provide by Cheshire Constabulary were being achieved.

Results of the two Neighbourhood Policing

Surveys have been compared to a survey commissioned by the Force in March 2008 for the end of the Local Public Service Agreement (LPSA2). The LPSA survey used an external company to conduct 1500 face to face interviews with Cheshire residents from targeted areas. The three surveys together showed a decrease in perceptions of anti social behaviour. Information drawn from the surveys has been used to inform initiatives for local officers and PCSOs to enhance these positive results.

Results from all the surveys have assisted the Force in assessing its performance in the eyes of the Community. By understanding what the communities of Cheshire, Halton and Warrington want from their neighbourhood policing teams, we can develop a service which meets their needs. We aim to maintain high levels of service in areas where local communities think the Constabulary is doing well and to focus on those areas identified as needing improvement.

Summary of Findings overleaf