



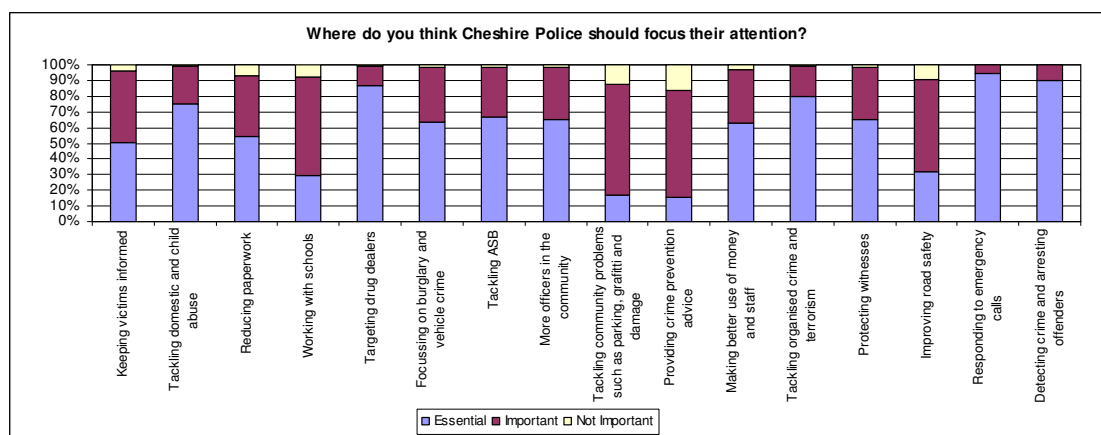
POLICING PRIORITIES: CONSULTATION RESULTS

1. During October and November 2008, the Authority consulted with over 2500 members of the public about their priorities for policing for the forthcoming year. The number of responses means that the results are statistically significant.
2. Consultation was carried out in a variety of ways:-
 - a presentation was delivered at the October cycle of 'Have Your Say' meetings about the importance of consultation with the public about their policing priorities and to introduce a questionnaire for attendees to complete;
 - an electronic version of the survey was placed on the Authority's website and postal surveys were mailed to:-
 - 'Have Your Say' attendees;
 - Custody visitors;
 - Councillors;
 - Local Authority Chief Executives;
 - CDRPs;
 - Diversity groups, including the IAG; and
 - the Citizen's Panel.
 - the survey was completed by 89 young people who attended the Youth Conference on 3 November;
 - focus groups were arranged with diverse communities such as the gypsy and traveller community; and
 - An electronic survey was placed on touch screen monitors in 19 Post Offices and one in headquarters reception, supported by hard copy questionnaires and posters and linked to a web survey. To encourage people to visit the post offices or the website, press releases were issued to local media.

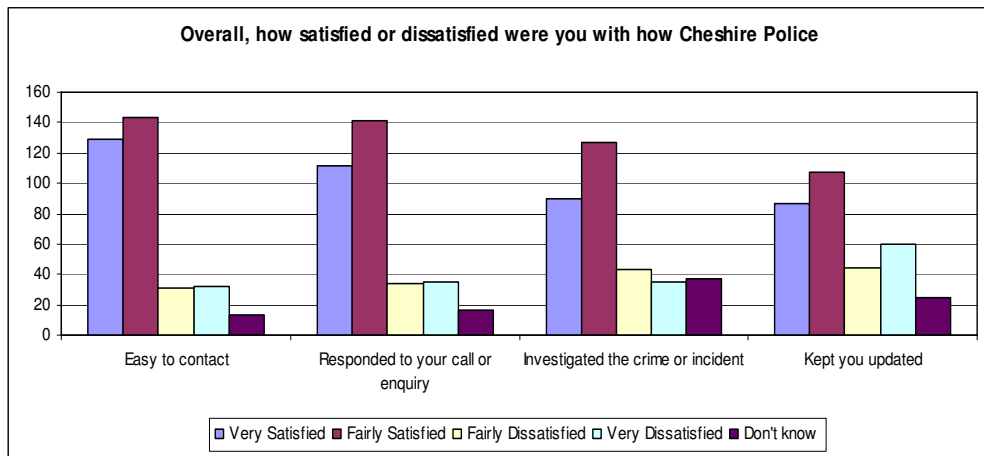
POSTAL SURVEY RESULTS

3. 892 people responded to the postal survey, a 30% return rate. The results of the postal survey are provided below:
4. The results show that the highest priorities described as "essential" are:
 - Responding to emergency calls;
 - Detecting crime and arresting offenders;
 - Targeting drug dealers;
 - Targeting organised crime and terrorism; and

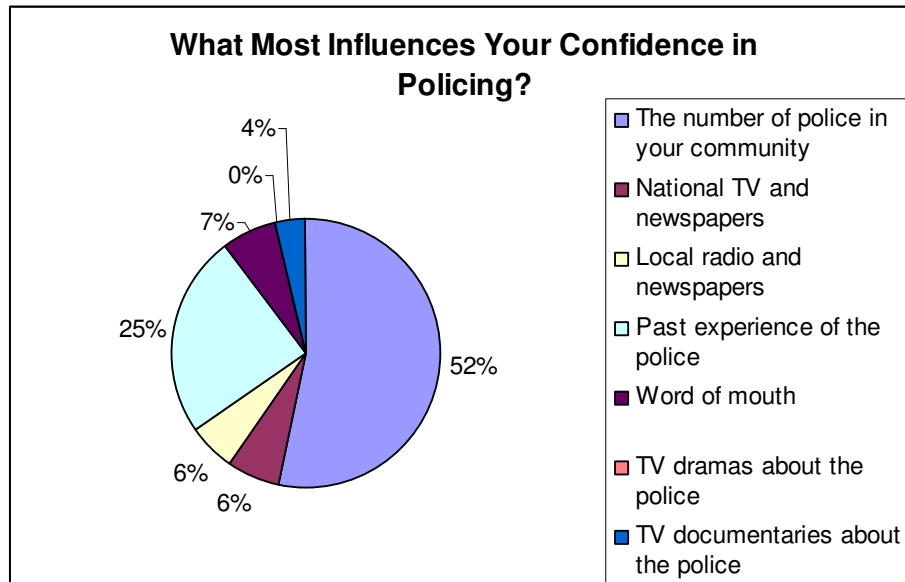
- Tackling domestic and child abuse.
5. As expected, tackling anti-social behaviour, more officers in the community and focusing on burglary and vehicle crime are high on the list of priorities but not as high as the policing services listed above.
 6. Reducing paperwork and making better use of money and staff featured higher on the scale than expected.
 7. Tackling community problems such as parking, graffiti and criminal damage; providing crime prevention advice, improving road safety and working with schools scored a higher “important” vote than “essential”.
 8. Keeping victims informed was a high priority but was split between whether respondents felt that this was “important” or essential”



9. 335 (60%) of the respondents had had contact with the police during the last twelve months.
10. 679 (79%) of respondents felt that Cheshire Constabulary do an excellent or good job.
11. The survey asked how satisfied or dissatisfied respondents were with different elements of contact. The results below are very positive:-
 - 79% of respondents were very or fairly satisfied that the Constabulary are easy to contact;
 - 75% were very or fairly satisfied that the police had responded to their call or enquiry;
 - 65% were very or fairly satisfied with the way that the crime or incident had been investigated; and
 - 60% were very or fairly satisfied with the way that they had been kept updated.

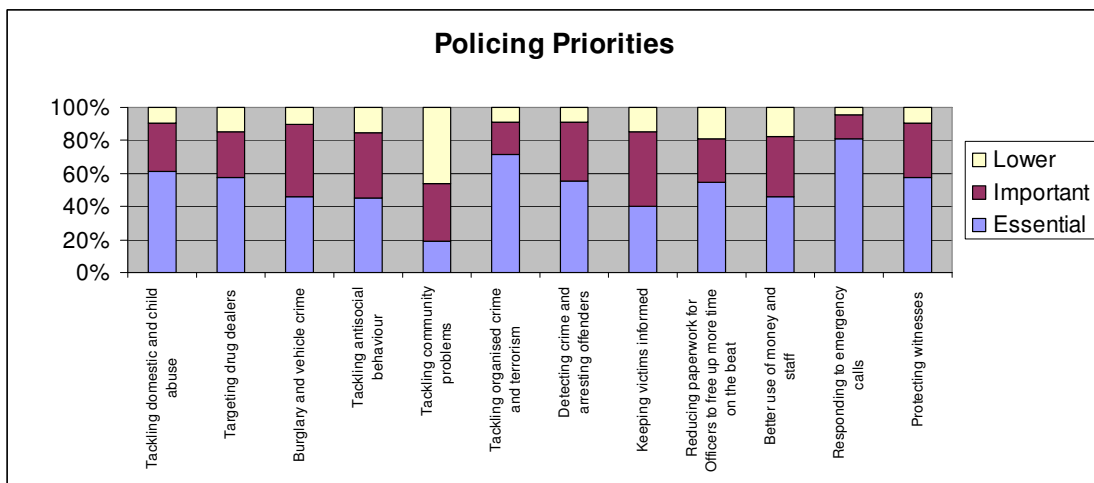


12. The final question confirms that the public's view of the police is most influenced by the number of police in their community and experience of dealing with them.

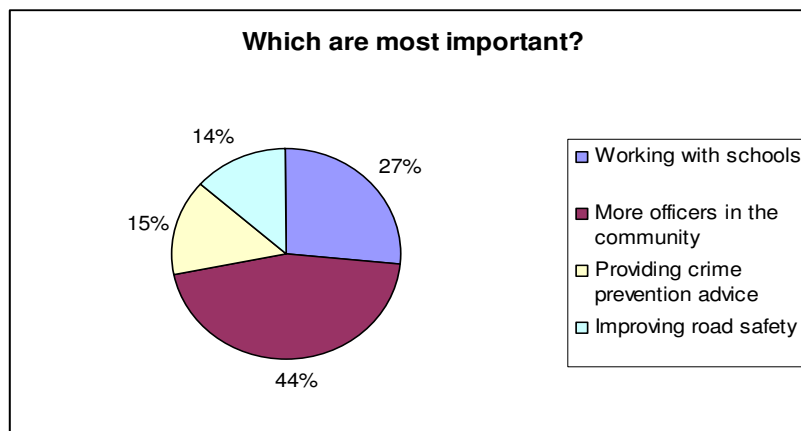


POST OFFICE KIOSK SURVEY RESULTS

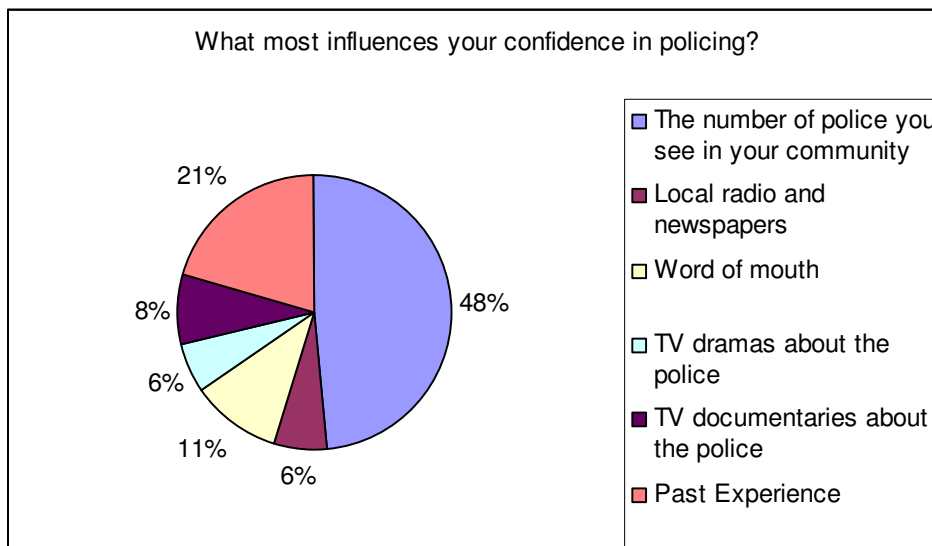
13. In total, 1570 kiosk responses were uploaded from the 19 post offices and Headquarters kiosks and 127 paper surveys completed and returned.
14. The top priorities for policing are:-
- Responding to emergency calls
 - Tackling organised crime and terrorism
 - Tackling domestic and child abuse
 - Targeting drug dealers
 - Protecting witnesses
15. 46% said that tackling community problems such as parking graffiti and damage to property should be a lower priority.



16. Respondents were asked to select from the four options below, which they felt were most important.



17. 47% of respondents had had contact with Cheshire Police during the previous twelve months, of those:-
- 57% said that it was very easy or easy to contact the police;
 - 37% said that the response to their call or enquiry was excellent or good;
 - 45% were very or fairly satisfied with the investigation of the crime or incident; and
 - 52% were unhappy with the way they were kept updated.
18. 55% of the total respondents thought that overall Cheshire police do an excellent or good job.
19. The number of police seen in the local community and past experience most influenced confidence and satisfaction in policing.



BRITISH CRIME SURVEY

20. The British Crime Survey asked 500 victims in Cheshire “Taking everything into account, how good a job do you think the police in this area are doing?” The results from September 2007 to June 2008 for Cheshire indicate that the percentage of respondents answering 'good' or 'excellent' was 49.5%. This compares to a MSG average of 53.3% and rates Cheshire in 28th nationally.
21. The percentage of respondents saying they 'strongly agree' or 'tend to agree' with the statement:- 'Taking everything into account I have confidence in the police in this area' was 64.3% in Cheshire compared with an MSG Average of 67.1%, placing Cheshire 25th nationally.

CONCLUSION

22. From the postal and kiosk survey results combined, the top priorities for policing are:-
- Responding to emergency calls
 - Targeting organised crime and terrorism
 - Targeting drug dealers
 - Tackling domestic and child abuse
 - Detecting crime and arresting offenders
 - Protecting witnesses
23. Overall:-
- 67% of people felt that Cheshire Constabulary do an excellent or good job.
 - 68% were very or fairly satisfied that the Constabulary are easy to contact;
 - 56% were very or fairly satisfied that the police had responded to their call or enquiry;
 - 55% were very or fairly satisfied with the way that the crime or incident had been investigated; and
 - 60% were very or fairly satisfied with the way that they had been kept updated.

24. The service provided by the Post Office kiosks has been a useful exercise in engaging with the public not usually reached, has resulted in a statistically significant sample size and should have raised awareness of the role of the Authority.

The findings from this report were used to inform the policing objectives for 2009/10 which are detailed in the Policing Plan.