



Strategic Support Directorate

Consultation & Survey Unit



JOINT NEIGHBOURHOOD SURVEY 2008/9 Year End Progress Report

This report presents findings for Surrey Police from the Joint Neighbourhood Survey for the financial year 2008/9. The majority of questions are new to the survey from April 2008 so the results during the year will be considered. Where possible, comparisons with earlier results will be made. Findings are presented at force level.

Technical Note:

Significant result When breaking results down by groups, tests for statistical significance have been applied where possible. A significant result means the difference seen is likely to be a real difference within Surrey, despite not all residents talking part.

Note: the term 'significant' is only used within this report when referring to a statistically significant result.

Key Findings

Confidence and Safety:

The positive direction of travel seen for confidence and feeling safe as outlined below are important findings given the Surrey Public First mission of having safe and confidence neighbourhoods in Surrey.

- The force wide year end result for public confidence in neighbourhood police has increased by +1.6% points from quarter 1, and has remained fairly stable throughout the year.
- Public confidence that the police will respond quickly to 999 calls and catch people who commit serious crimes have both increased throughout the year.
- Comparison of results for the last three year ends shows a positive trend with more respondents feeling safe when walking alone in their neighbourhood after dark.

Local Issues:

- Consistent with the previous year, vehicle and youth related issues continue to be seen as problematic. Related to this, approaching two-thirds of respondents are confident their neighbourhood police will deal with speeding motorists and anti-social driving and over half of respondents are satisfied with the quality of council measures to control speeding traffic.
- The proportion of respondents who consider teenagers hanging around on the streets to be an issue has increased significantly each year from 2006/7, although the volume of negative media stories relating to youth crime may be impacting on this perception. From a policing perspective two-thirds of respondents are confident the police will deal with teenagers hanging around. However an important finding is that only one fifth are satisfied with the quality of places for young people to meet.
- Over the last three years an increasing proportion of respondents feel vandalism / damage, vehicle crime and drug users / dealers are a problem in their neighbourhood. Approaching three-fifths are confident the police will deal with this issue, however the shared nature of dealing with this issue i.e. repairs and cleaning up such damage could be suppressing this confidence level.
- Fewer respondents consider drunk and rowdy behaviour is a problem this year compared to the previous year.

Treating everyone fairly:

- The large majority are confident their neighbourhood police will treat everyone fairly. This is encouraging given the high levels of negative media coverage regarding suggested police prejudice.
- When comparing results by Black Minority Ethnic (BME) and White respondents, slightly fewer BME respondents are confident in this regard and results do suggest some correlation with negative stories in the media, albeit for events outside of Surrey. This finding is important and relevant when making inferences from results

about service provision and the Policing Pledge commitment to treating people fairly.

Neighbourhood penetration:

A new set of 12 questions were introduced (as of April 2008) which collectively provides an indication of the extent of Neighbourhood Policing (NHP) penetration in Surrey. The score falls within a range from 0 to 12. The higher the score, the greater the penetration of Neighbourhood Policing.

- The neighbourhood penetration score is higher for quarter 4 than 3, but has not returned to the levels recorded for the first half of the year. Results relating to general awareness of neighbourhood policing such as having heard of the system, awareness of a neighbourhood team, seeing leaflets and reading newspapers about the team have improved most from quarter 3, but only marginal increases have been seen for more direct contact such as knowing an officer by sight or name and talked to them.

Neighbourhood policing:

- The trend seen in previous years of increased visibility has continued during 2008/9, with approaching half of respondents seeing a foot or cycle patrol at least monthly this year.
- Improvements have been made during the year regarding the extent to which respondents consider their neighbourhood police understand and tackle the issues that matter to them in their neighbourhood. Whilst results fluctuate in this area, there has been an overall increase in people feeling well informed about the policing of their neighbourhood.

Results

Throughout this report a respondent's 'neighbourhood' and 'local area' refers to an area within 15 minutes walk from their home.

Confidence in the Police

Table 1: Policing Plan confidence target measure - Force

	Qtr 1 2008/9	Qtr 2 2008/9	Qtr 3 2008/9	Qtr 4 2008/9	Year End 2008/9
Very & Fairly confident	79.4%	81.8%	80.9%	81.8%	81.0%
Base	1810	1702	1696	1638	6846

Public confidence in neighbourhood police increased from quarter 1 (+1.6% points) and has remained fairly stable throughout the year. This contrasts with the previous year in which confidence fell for the latter half of 2007/8.

Previous results are not directly comparable, however in an effort to allow some comparisons, and taking a pragmatic approach, results from the previous year have been adjusted to illustrate the overall direction of travel achieved.

Using the adjusted 2007/8 results to compare results between years shows that results this year are a recovery from the weaker position seen in 2007/8 and represent a significant increase on the previous year end result from 78.6% to 81%

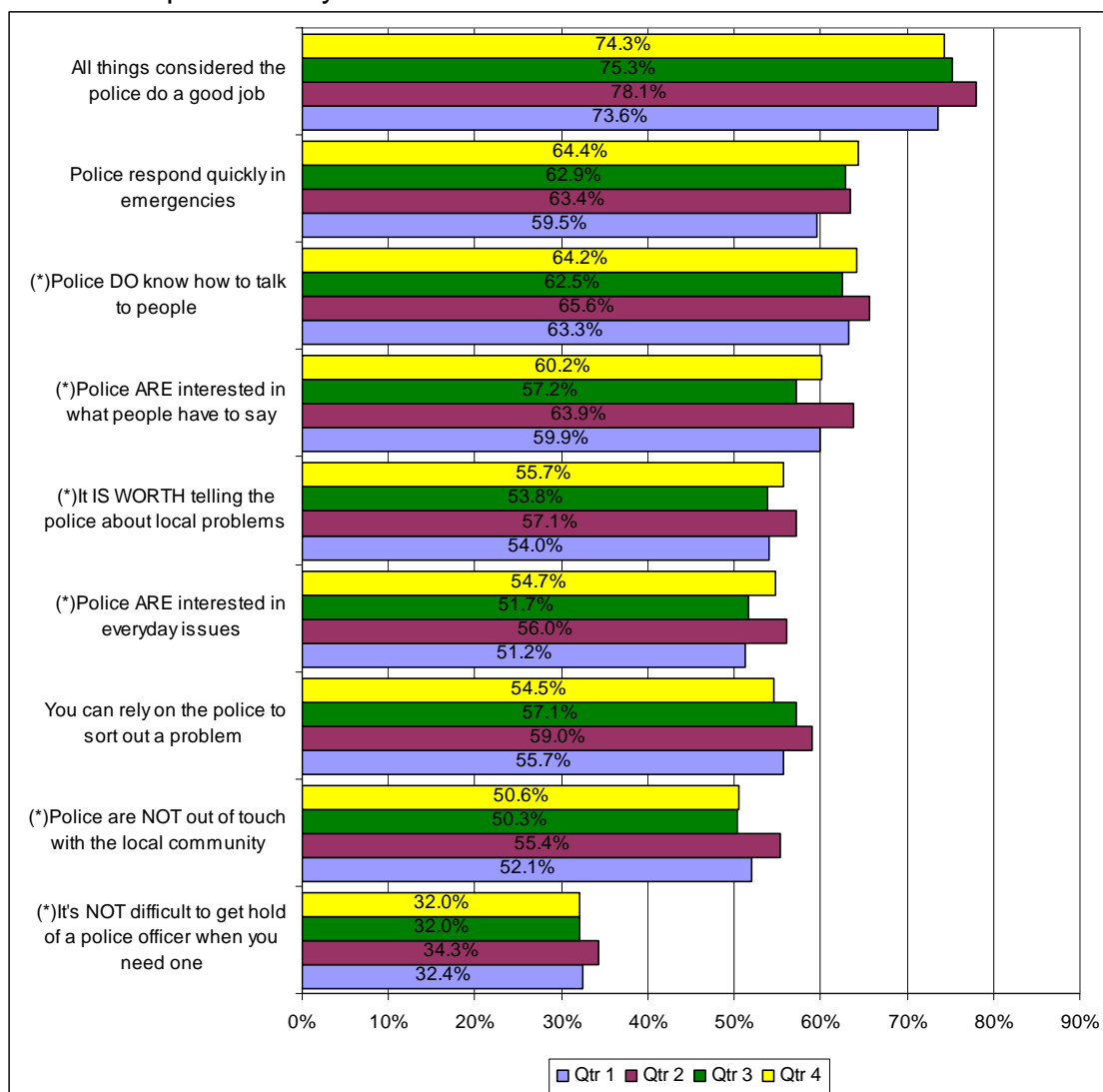
Table 2: (New) Confidence score - Force

	Qtr 1 2008/9	Qtr 2 2008/9	Qtr 3 2008/9	Qtr 4 2008/9	Year End 2008/9
(New) Confidence score	3.4 (3.39)	3.5 (3.47)	3.4 (3.41)	3.5 (3.45)	3.4 (3.43)
Base	1849	1728	1728	1660	6965

The confidence score for the latest quarter is a marginal improvement on quarter 3 result and is similar to the results seen in quarter 2 (3.5). The fluctuations seen in results are mirrored in the Policing Plan confidence target measure above.

Chart 1: Confidence score question set – Force

Positive responses only



(*) Important Note: Only positive responses are shown in the table above, regardless of how the question is worded. For example for the question at the bottom of the table, respondents were asked how much they agreed or disagreed that “It’s difficult to get hold of a police officer when you need one”. The results shown are the positive ones, and these are presented as “It is NOT difficult to get hold of an officer when you need one”. Those marked with an *asterix are worded negatively in the survey, those without are worded positively.

Across each of the confidence score question set results in quarter 2 improved on those recorded for quarter 1, but generally reverted to lower levels for quarter 3. Results for the last quarter are less consistent, and whilst a number show positive increases over quarter 3, results for four questions are of concern.

Unfortunately, the two factors that attract the lowest positive results have remained low for the final quarter with just half of respondents who do not think the police are out of touch with the local community (50.6%) and just less than a third who consider it is not difficult to get hold of an officer when needed (32%).

In addition, the following two factors have previously been identified as having a notably stronger association with confidence than the other factors. Unfortunately results for these both show a negative trend from quarter 2 onwards and are less positive.

- All things considered, the police do a pretty good job around here
(Qtr 2-4: 78.1%, 75.3%, 74.3%)
- You can rely on the police in this neighbourhood to sort out a problem
(Qtr 2-4: 59%, 57.1%, 54.5%)

In contrast, results show a trend of increasing agreement that the police can be relied upon to respond quickly to emergencies. Furthermore, results for quarter 4 are significantly higher than in quarter 1 (64.4% and 59.5% respectively).

The remaining factors have all improved on quarter 3's result albeit not to the highest levels seen in quarter 2.

Local issues

Respondents were asked how problematic they consider specific community and crime issues to be in their neighbourhood.

Table 3: Problematic issues, by Year

% Very & Fairly big issues

	Year End 2006/7		Year End 2007/8		Year End 2008/9	
	%	Rank	%	Rank	%	Rank
¹ Speeding motorists	37.1%	(1)	40.3%	(1)	46.9%	(1)
¹ Anti-social driving	25.8%	(2)	29.2%	(3)		
Traffic congestion	-		-		45.7%	(2)
Illegal parking / obstruction	22.2%	(4)	23.6%	(4)	-	
Teenagers hanging around on the streets	26.3%	(2)	31.0%	(2)	33.2%	(3)
Parents not taking responsibility for the behaviour of their children	-		-		29.1%	(4)
² Litter / rubbish lying around	21.5%	(5)	23.0%	(5)	25.9%	(5)
² Graffiti	13.2%		12.3%			
Vandalism / Damage	16.7%		18.8%		24.8%	(6)
Vehicle crime (theft of and from, damage to)	13.9%		18.6%		20.4%	
People not treating other people with respect and dignity	-		-		17.9%	
Burglary	13.9%		16.8%		17.6%	
Drunk or rowdy behaviour	16.2%		19.6%		16.6%	
Presence of drug users / dealers	8.2%		11.0%		13.8%	
Cycling / skateboarding on pavements	9.3%		9.9%		11.9%	
Problem / noisy neighbours	6.3%		5.3%		8.3%	
³ Physical attacks DO NOT COMPARE ACROSS YEARS	3.1%		4.1%		8.3%	
Abandoned / burnt out vehicles	5.7%		5.0%		-	
Street robbery	4.6%		5.3%		-	

¹ From 2008 Speeding motorists and anti-social driving combined into one category.

² From 2008 Graffiti and litter lying around combined into one category.

³ From 2008 broader category, previously Physical attacks due to faith, ethnicity, sexuality.

Consistent with previous years, vehicle and youth related issues continue to be seen as problematic. Most notably 46.9% of respondents consider speeding motorists and anti-social driving is the most problematic issue, followed by a similar proportion who consider traffic congestion problematic (45.7%). Related to this approaching two-thirds of respondents are confident their local police will deal with speeding motorists and anti-social driving (64.6%) and over half (55.7%) are satisfied with the quality of council measures to control speeding traffic.

Teenagers hanging around on the streets and parents not taking responsibility for the behaviour of their children are the next most problematic issues. Related to this it should

be noted that the proportions considering teenagers hanging around to be a problem has increased significantly each year from 2006/7 to this year end (26.3%, 31%, 33.2% respectively). From a policing perspective it may be considered encouraging that approaching two-thirds (65.1%) are confident the police will deal with this issue. However, an important related finding is that only a fifth (21.1%) of respondents are satisfied with the quality of places for young people to meet.

It is possible that the number of teenagers hanging around on the street has not increased, but that more people now consider this problematic and are being influenced by negative media coverage of gun and knife related youth crime. A quick search of the BBC news website suggest that articles relating to youth crime more than doubled during 2008/9 compared to the previous year.

Three trends have been identified from the table above which may relate to a perception of increased youth criminality as follows:

Vandalism / damage	(from 2006/7 16.7%, 18.8%, 24.8%)
Vehicle crime	(from 2006/7 13.9%, 18.6%, 20.4%)
Drug users / dealers	(from 2006/7 8.2%, 11%, 13.8%)

Interestingly, the proportions of vehicle crime and drug offences for offenders under the age of 18 have increased from last year (+9.3% points and +4.6% points respectively). However, this is not the case for criminal damage with the proportion of cases relating to under 18's remaining unchanged. This reinforces the suggestion that the public are sensitive to this issue.

Regarding vandalism and damage, approaching three-fifths (58.4%) are confident that their local police will deal with this issue, however the shared nature of dealing with this issue i.e. repairing / cleaning up such damage could be suppressing this result. However, it can also be speculated when areas engage in "Community Pay Back" and the high visibility this affords may increase confidence levels for dealing with vandalism and damage.

In contrast, another finding of interest is the significant decrease from last year in the proportion who consider drunk and rowdy behaviour is problematic and a return to 2006/7 levels (2006/7 16.2%, 2007/8 19.6%, 2008/9 16.6%). The improved result for this year may reflect that over three quarters of respondents (77.6%) are confident that police in their neighbourhood will deal with drunk and rowdy behaviour in public places. The extent to which Surrey's 'Big Drink Debate' may have impacted on this result is unknown.

Table 4: How confident are you that your neighbourhood police would... - Force

	Qtr 1 2008/9	Qtr 2 2008/9	Qtr 3 2008/9	Qtr 4 2008/9	Year End 2008/9
...treat everyone fairly	86.9%	88.3%	86.8%	86.7%	87.2%
...respond quickly to 999 calls	75.0%	78.7%	81.6%	81.4%	79.2%
...catch people who commit serious crimes	62.9%	64.0%	66.0%	67.4%	65%

Note: Bases are approximately 1500 per quarter.

Respondents are asked how confident they are that their neighbourhood police will deal with three specific situations and the results seen are very encouraging.

The large majority of respondents (Year End 87.2%) are confident their neighbourhood police will treat everyone fairly. Results for this have remained fairly consistent across the year.

When comparing results by Black Minority Ethnic (BME) and White ethnic groups at the year end, it should be noted that whilst fewer BME respondents are confident in this regard (-3.3% points) the large majority (over four-fifths) are confident their neighbourhood police would treat them fairly. The confidence level for White respondents has remained fairly consistent throughout the year; however BME results do suggest some correlation with negative stories in the media albeit for events outside of Surrey. This finding is important and relevant when making inferences from result about the service provided, and the Policing Pledge commitment to treating people fairly.

Public confidence that police will respond quickly to 999 calls has increased throughout the year, and the higher level of confidence recorded for quarter 3 (over 81%) has been sustained. Again, this is encouraging given the Policing Pledge commitment relating to 999 calls.

Finally a clear positive trend can be seen with increasing proportions that are confident the police will catch people who commit serious crimes. This relates to a +4.5% point increase from quarter 1 to 4 and supports our Policing Plan objective of reducing serious violent crime.

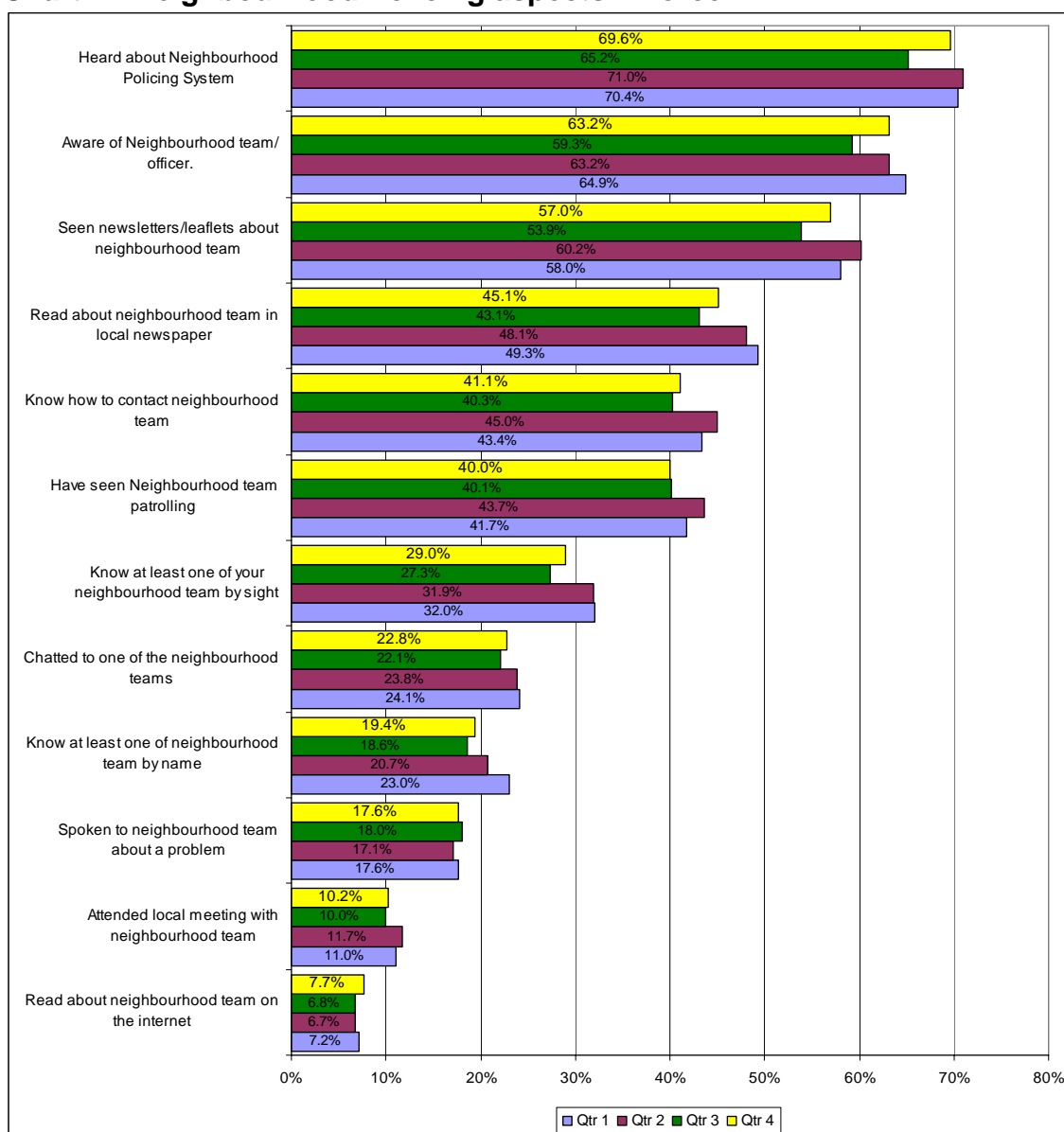
Neighbourhood Policing Penetration

Table 5: Neighbourhood penetration score - Force

	Qtr 1 2008/9	Qtr 2 2008/9	Qtr 3 2008/9	Qtr 4 2008/9	Year End 2008/9
NHP penetration score	4.4 (4.39)	4.4 (4.41)	4.0 (4.01)	4.2 (4.20)	4.3 (4.25)
Base	1849	1728	1728	1660	6965

The neighbourhood penetration score is higher than the previous quarter, however it has not returned to the levels recorded for the first half of the year.

Chart 2: Neighbourhood Policing aspects – Force

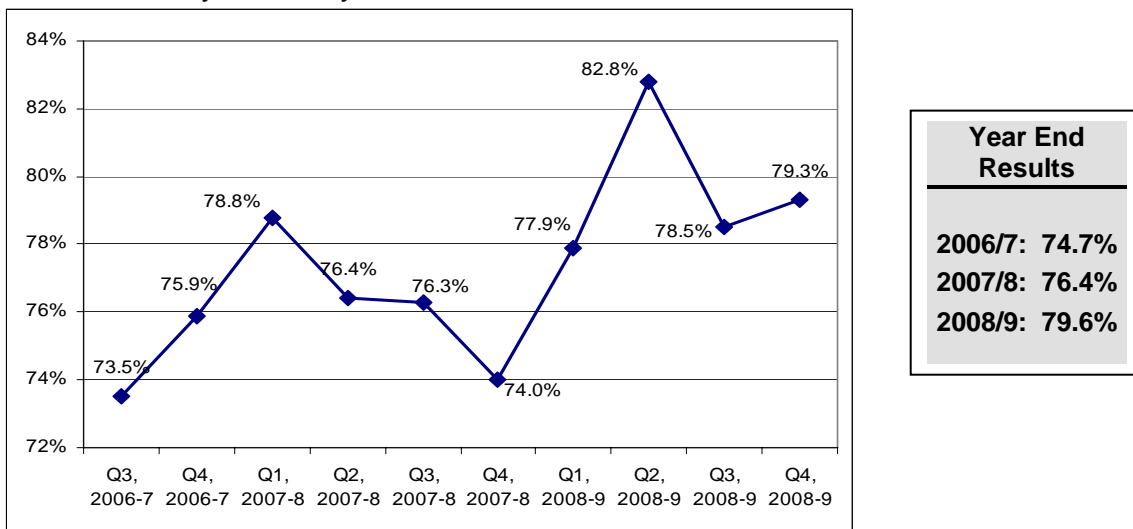


Results have improved from quarter 3 for general awareness aspects of neighbourhood policing such as the having heard about the system, awareness of a neighbourhood team, seeing leaflets and reading about the team.

However quarter 4 shows only marginal increases for aspect of more direct contact such as knowing a neighbourhood officer by sight or name and chatting to them. In addition there have not been any increases in the proportions either speaking to a team about a problem or attending local meetings.

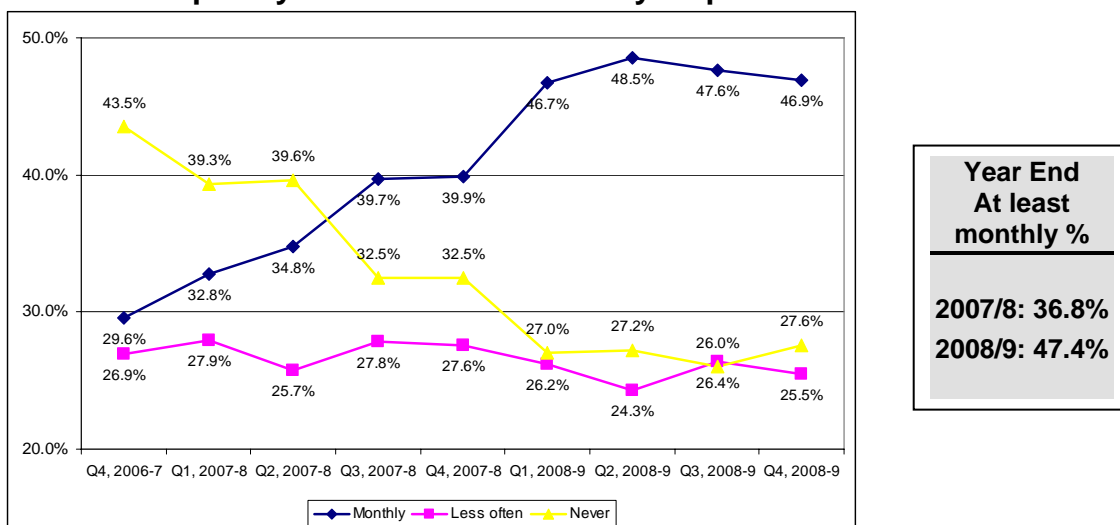
One unexpected result is the increase in quarter 4 over quarter 3 in respondents seeing a newsletter about their neighbourhood team. The last neighbourhood newsletter that could impact on these results went out during quarter 3 but no increase was seen that quarter. One possible explanation could be that leaflets were not read in the busy run-up to Christmas; however they were retained and subsequently read.

Chart 3: How safe do you feel walking alone in your neighbourhood after dark? Force - % Very and fairly safe



When comparing year end results a positive trend can be seen with more respondents feeling safe when walking alone in their neighbourhood after dark (from 2006/7 74.7%, 76.4%, 79.6%). It should be recognised that partner issues such as street lighting can impact on this finding. None-the-less this is an important finding given the Surrey Public First mission of having safe and confident neighbourhoods in Surrey.

Chart 4: Frequency of uniformed foot or cycle patrol – Force



Note: Prior to 2008/9 financial year respondents were asked about the frequency of seeing a uniformed officer on foot patrol; not foot or cycle patrol.

The chart above clearly illustrates that visibility has increased throughout 2008/9 to levels significantly above those of the previous year, with 47.4% seeing a uniformed officer at least monthly compared to 36.8% during the previous financial year. These higher levels will help support the pledge relating to neighbourhood policing teams and visibility.

Table 6: Police in your neighbourhood ...

	Yes, very much	Yes, to some extent	No, not at all	Base
... understand the issues that matter to people in the area you live	28.3%	56.7%	14.9%	6160
... are tackling the issues that matter to people in the area where you live	21.5%	60.2%	18.3%	6105

Results for the financial year indicate that approaching a fifth of respondents (18.3%) do not consider the police in their neighbourhood tackle the issues that matter to people in the area. However, when considering results by quarter improvements can be seen, particularly from quarter 1 when 21.1% felt the issues were not tackled. Fewer respondents consider police in their neighbourhood do not understand the issues that matter (14.9%) and here too improvements have been made with 17.6% from quarter 1 who felt this way.

Table 7: How well informed about policing of your neighbourhood - Force

	Qtr 1 2008/9	Qtr 2 2008/9	Qtr 3 2008/9	Qtr 4 2008/9	FYTD 2008/9
% Very / Fairly well informed	49.6%	54.4%	50.7%	54.9%	52.3%
Base	1833	1715	1703	1635	6886

There has been a general increase throughout the year with more respondents feeling well informed about policing in their neighbourhood, with over half at the year end feeling very or fairly well informed (52.3%). This result is likely to be the result of a variety of initiatives throughout Surrey during the year such as neighbourhood team activities, communication campaigns, neighbourhood leaflet drops, operation Quake 1, and promotion of the Policing Pledge etc.

In addition, from quarter 2 onwards more respondents feel well informed about the policing of Surrey generally.

Table 8: Would you know how to report something that WASN'T an emergency? - Force

	Qtr 1 2008/9	Qtr 2 2008/9	Qtr 3 2008/9	Qtr 4 2008/9	Year End 2008/9
Yes, definitely	60.8%	60.6%	55.7%	57.9%	58.8%
Possibly	18.4%	18.4%	21.1%	23.9%	20.4%
No	20.8%	21%	23.2%	18.2%	20.8%
Base	1842	1722	1724	1654	6942

Overall this year two-fifths of respondents are either unsure or do not know how to report something that wasn't an emergency (20.4% and 20.8% respectively). In addition, the proportion that feels confident they know how to do this decreased during the latter half of the year. Should the decision be taken to promote the 0845 non-emergency number this should impact positively on this finding.