



Lancashire
Constabulary
police and communities together

REPORT TO: Strategic Scrutiny Meeting

DATE: 15 September 2016

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SUBJECT: Public Confidence

1. Issue for Consideration

- 1.1. The purpose of this report is to provide an update in relation to the Confidence survey conducted by Lancashire Constabulary.

2. Recommendation

- 2.1. The Commissioner is asked to note the report and comment on items discussed.

3. Background

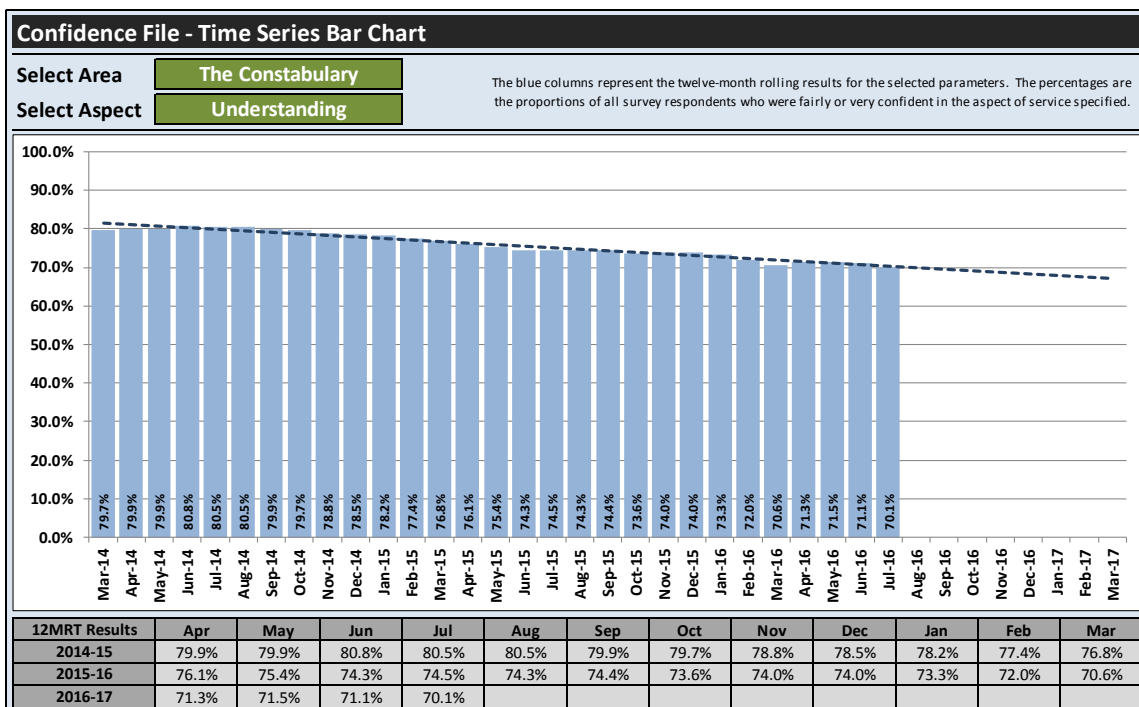
- 3.1. The Confidence Survey allows the Constabulary to explore ways in which the respondents view the organisation and covers a number of topics including:

- **Understanding:** The following question again relates to your local police. How confident are you that they understand the issues that affect your local area?
- **Accessibility:** Thinking about your local police in general, how confident are you that they are accessible to people in the area where you live?
- **Tackling:** The local police work in partnership with a number of local agencies, including the police authority, the local council, probation services, fire and rescue and the primary care trust to tackle local issues. Thinking about the local police in general, how confident are you that they will tackle the issues that affect your local area?
- **Overall Confidence:** How confident are you in Lancashire Constabulary as a whole?

The respondents answer on a scale of: Very Confident, Fairly Confident, Not Very Confident, Not Confident at All or Don't Know.

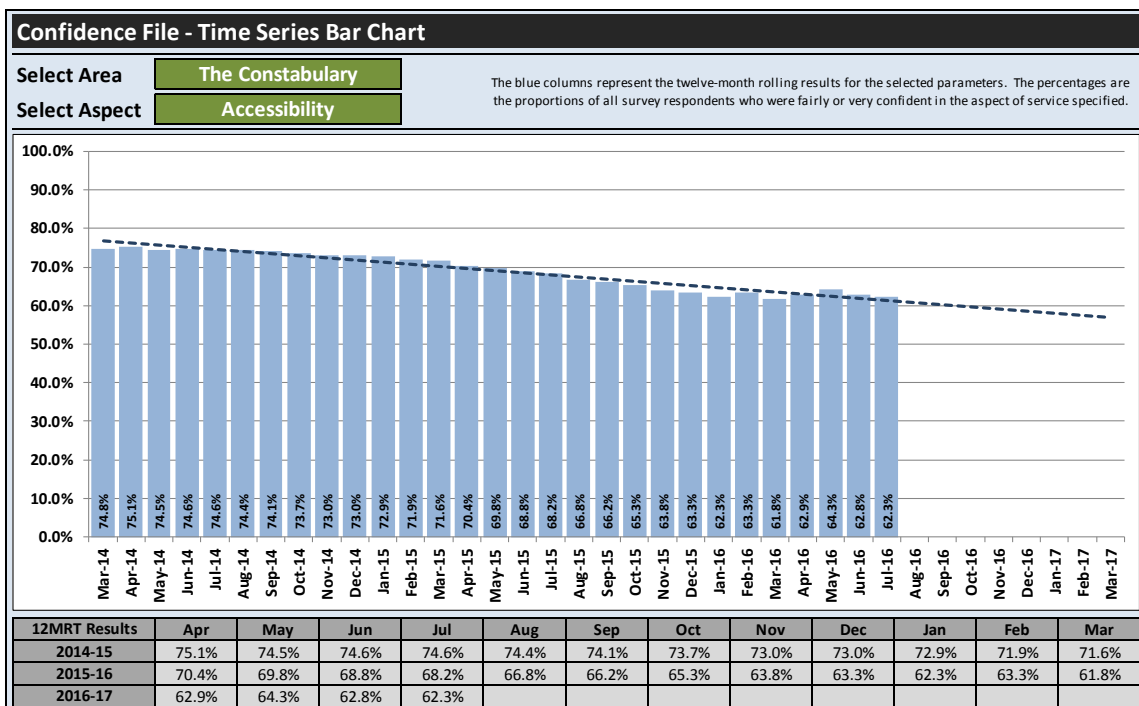
- 3.2. The survey has been running since 2009 and operate on a 'random digit' dialling system, during the hours of 10:00hrs – 20:00hrs. The numbers are obtained from SMSR's in-house data source and AFD names and numbers. This data can be downloaded by authority, contains both landline and mobile data and is fed into their dialler system to be randomised. The data is based on the electoral roll and is updated every quarter.
- 3.3. The respondents are contacted at different times of the day and by different interviewers, to attempt to reduce the skew towards the older age brackets. This has proven difficult without the requirement of representative quotas and a small sample size, which is presently 50 per month.
- 3.4. The respondent does **not** need to have been a victim of crime to take part.
- 3.5. In order to give an explanation of the current results, the bullet points below provide the percentage confident across each of the four main questions. The comparisons are between the twelve month period ending July 2016 against the twelve month period ending July 2015. Please Note: The differences expressed in the brackets are between the absolute values of the result.
 - **Understanding** is down from 74.5% to 70.1% (4.4%).
 - **Accessibility** is down from 68.2% to 62.3% (5.9%).
 - **Tackling** is down from 81.8% to 77.6% (4.2%).
 - **Overall Confidence** is down from 90.4% to 83.8% (6.6%).
- 3.6. It is evident from the above that confidence levels are lowest in the aspects of 'Accessibility' and 'Understanding'.
- 3.7. The longer term trend in relation to the results can be seen in the charts below which show the percentage confident for the four aspects:

Understanding:



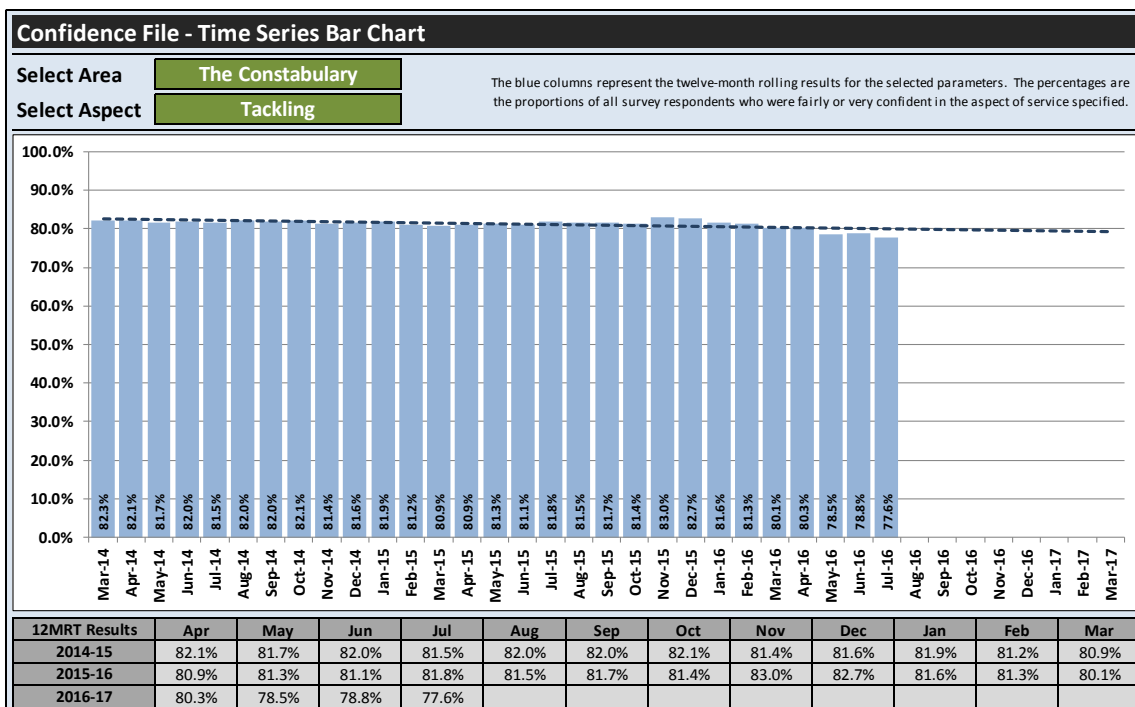
As you can see from the above, there is a downward trend with the occasional small increase in certain twelve month periods. The result for twelve month period ending July 2016 is the lowest in the time period detailed in the chart.

Accessibility:



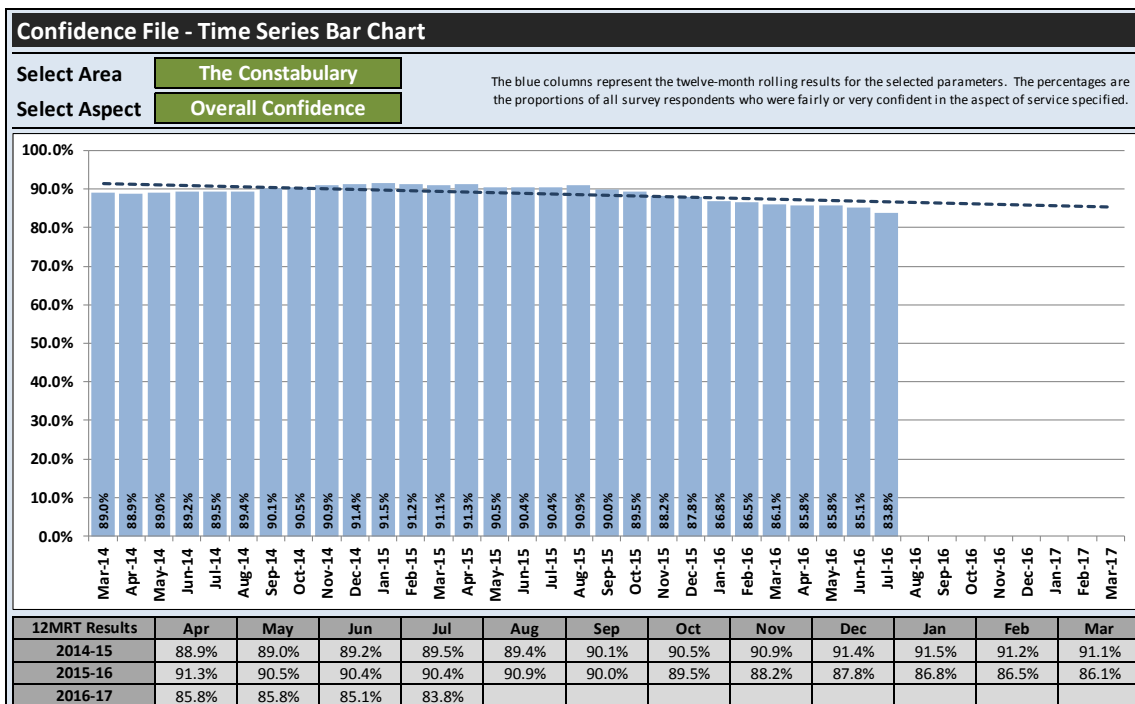
As with the results for 'Understanding', there is a downward trend with the occasional small increase in certain twelve month periods. The result for twelve month period ending July 2016 is the lowest since the result of 61.8% for the twelve month period ending March 2016.

Tackling:



Although there is a downward trend across the period contained in the chart you can clearly see that it is not as steep as those in 'Understanding' and 'Accessibility'. However, the result for twelve month period ending July 2016 is the lowest in the time period detailed in the chart.

Overall Confidence:



As with the results for 'Understanding' and 'Accessibility', there is a downward trend with the occasional small increase in certain twelve month periods. The

result for twelve month period ending July 2016 is the lowest in the time period detailed in the chart.

3.8. A detailed analysis of the Confidence Survey has previously been completed (April 2016) and concentrated on surveys carried out between 1st March 2015 and 29th February 2016. The main findings within this analysis are detailed below:

- A total of 600 respondents completed the survey.
- The most common age sampled was the 65-74 year old group, accounting for 34%. This was followed by 75+ (24%) and then 55-64 (21%). These three groups cover the eldest age groupings and make up 79% of the total.
- 76% (457) of respondents did not class themselves as having a disability.
- The majority of residents sampled (96%, 578) classified themselves as 'White or white British'.
- The areas in which respondents lived were all represented, with a fairly evenly spread across all 14 districts.
- There were 8% (51) of respondents who had any children under the age of 18 living in their household.
- Over half of respondents (57%, 342) stated they feel either 'not very well' or 'not informed at all' about the policing of their local area.
- Nearly three quarters of residents (72%, 432) said they were either 'very' or 'fairly' confident that police understand the issues affecting their local area.
- Sixty three per cent (380) of residents agree that they are 'very' or 'fairly' confident that their local police are accessible to people in the area where they live.
- Eighty one percent (488) of respondents were either 'very' or 'fairly' confident with regards to confidence in the police tackling issues that affect the local area.
- When asked 'How confident are you in Lancashire Constabulary as a whole? The combined responses of 'very' or 'fairly' equated to 87% (519) being confident. There was no statistical difference between male and female respondents for this question.
- A high majority (95%, 569) of residents asked, have not had anything happen to them in the last three months to decrease their confidence in Lancashire Constabulary.

3.9. The Engagement Strategy that has been implemented, and previously submitted to the Strategic Scrutiny Meeting, should assist with the process of working towards increasing public confidence.

- 3.10. The Constabulary is currently looking at ways in which it can ensure the survey sample is more representative of the community, without biasing the survey results. Probability or random sampling involves choosing respondents from your target population at random minimising potential sample bias. However, to be able to sample randomly you need to know up-to-date details of everyone in your target population. You also need to be able to actually survey a large proportion of those chosen at random which can be time consuming and expensive. Samples drawn in this way are "purer" than those constructed using non-probability methods but, due to the resources needed, this sort of sampling tends to be highly expensive.
- 3.11. Research is currently being undertaken to assess whether or not other forces conduct a confidence (or similar) survey and the methods they use.

4. Implications

Financial:	Nil
Legal:	Nil
Equality Impact Assessment:	Nil
Risks and Impact:	Low levels of public confidence could impact on the confidence to report incidents and crimes etc.
Link to Police and Crime Plan:	Assesses the confidence of the public of Lancashire in Lancashire Constabulary.

5. List of attachments / appendices

6. Background Papers