

Accessibility of Contact Data

In 2010/11 there were 45 Police Authority buildings open to the public, and all 45 Police Authority buildings open to the public which are suitable for and accessible to disabled people.

The tables below concentrate on accessibility of contact using the 'how easy it was to contact' us question in the Customer Satisfaction Survey. It should be noted that only those victims who said that they contacted the police themselves about this incident are asked this particular question.

Are you satisfied, dissatisfied or neither with HOW EASY IT WAS TO CONTACT someone who could assist you?

(Completely and Very satisfied - focus on AGE)

Disability	Gender	Ethnicity	Age	Date	Force wide	
All	All	All	16+	Dec 2010 - Nov 2011	78%	(2905 out of 3720)
All	All	All	16-24	Dec 2010 - Nov 2011	74%	(497 out of 672)
All	All	All	25-34	Dec 2010 - Nov 2011	75%	(524 out of 700)
All	All	All	35-44	Dec 2010 - Nov 2011	80%	(634 out of 797)
All	All	All	45-54	Dec 2010 - Nov 2011	77%	(571 out of 745)
All	All	All	55-64	Dec 2010 - Nov 2011	83%	(397 out of 480)
All	All	All	65-74	Dec 2010 - Nov 2011	83%	(194 out of 233)
All	All	All	75+	Dec 2010 - Nov 2011	95%	(88 out of 93)

(Completely and Very satisfied - focus on ETHNICITY)

Disability	Gender	Ethnicity	Age	Date	Force wide	
All	All	All	16+	Dec 2010 - Nov 2011	78%	(2894 out of 3702)
All	All	White British	16+	Dec 2010 - Nov 2011	80%	(2698 out of 3393)
All	All	BME	16+	Dec 2010 - Nov 2011	63%	(196 out of 309)

(Completely and Very satisfied - focus on GENDER)

Disability	Gender	Ethnicity	Age	Date	Force wide
All	All	All	16+	Dec 2010 - Nov 2011	78% (2911 out of 3729)
All	Female	All	16+	Dec 2010 - Nov 2011	82% (1246 out of 1515)
All	Male	All	16+	Dec 2010 - Nov 2011	75% (1665 out of 2214)

(Completely and Very satisfied - focus on DISABILITY)

Disability	Gender	Ethnicity	Age	Date	Force wide
All	All	All	16+	Dec 2010 - Nov 2011	78% (2907 out of 3723)
Yes	All	All	16+	Dec 2010 - Nov 2011	74% (290 out of 391)
No	All	All	16+	Dec 2010 - Nov 2011	79% (2617 out of 3332)