



Hampshire
POLICE AUTHORITY

*for Hampshire
and the
Isle of Wight*

Hampshire Police Authority - Community Consultation with Residents

Report of findings v1

September 2008

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1. Introduction

1.1 Background and Objectives

This report summarises the findings of community consultation research conducted by Ipsos MORI for Hampshire Police Authority. The survey aims to provide an understanding of the public view toward proposals included in the recently published Green Paper on Policing – *From the Neighbourhood to the National: Policing our Communities Together*¹, as well as attitudes towards local policing. This survey forms part of a wider research programme Hampshire Police Authority are conducting.

Specifically, the research investigates:

- **Overall confidence** in the police;
- **Information provision** by the police;
- **Public engagement** with the police;
- **Police accountability**;
- **Neighbourhood Policing**.

1.2 Methodology

Ipsos MORI interviewed 1,000 Hampshire residents by telephone using random digit dialling between 28th August and 8th September 2008. Computer Assisted Telephone Interviewing (CATI) was used to carry out the interviews.

Quotas were set on age, gender and work status using 2001 Census data² to reflect the population profile of the force area.

The questionnaire was designed in collaboration with Hampshire Police Authority.

1.3 Interpretation of the data

This report contains findings from the telephone survey with residents. Findings from the survey are expressed as percentages and can be said to be representative of the population of the Hampshire Constabulary force area as a whole.

It should be remembered at all times that a sample of residents was interviewed in the **telephone survey**, not the entire population of the area covered by Hampshire Constabulary. In consequence, all results from the survey are subject to sampling tolerances. This means that not all differences are statistically significant. Differences

¹ http://files.homeoffice.gov.uk/police/policing_green_paper.pdf

² 2001 Census data was used as it is the most comprehensive data source available and a profile of the force area by the key attributes (age, gender and work status) was produced based on this information. Should any of these characteristics have changed within the force area since the 2001 Census data was collected this may mean the results are skewed very slightly towards the previous data.

are only commented on where they are statistically significant. A guide to sampling tolerances is included in the Appendices.

Where percentages in the charts or tables in the report do not add up to 100%, it is due to multiple answers, computer rounding and/or the exclusion of neutral responses. Throughout the report an asterisk (*) denotes any value less than a half of one percent.

All findings are based on unweighted data.

1.4 Publication of data

As with all our studies, these findings are subject to our Standard Terms & Conditions of Contract. Any press release or publication of the findings of this survey requires the advance approval of Ipsos MORI. This would only be refused on the grounds of inaccuracy or misinterpretation of the findings.

1.5 Acknowledgements

Ipsos MORI would like to thank Lou Parker and Richard Andrews at Hampshire Police Authority for their help in the development of the project, as well as the 1,000 residents living in the Hampshire Constabulary force area who gave up their time to take part in this survey.

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2. Executive Summary

Residents are generally positive about how Hampshire Constabulary and the local council are dealing with anti-social behaviour and crime. The findings suggest that if residents feel that the police/council provide information and seek views about local crime issues this can have a positive effect on their overall confidence. This emphasises the need to continuously assess information provision and engagement activity, particularly as residents currently have mixed views on how successful their local police and council are at carrying out these functions.

There is a sizeable proportion of residents that wants to be kept informed about what the police are doing in their area, and they would primarily like to receive this information in written form via a newsletter, letter or email. Fewer residents indicate that they would like to get more involved in local policing (e.g. by having more of a say, or volunteering to run a related project), although over half would like to have greater influence over how police resources are spent. When it comes to raising issues with local police, residents prefer face-to-face or verbal contact to written methods.

Proposals to introduce Crime and Policing Representatives are generally popular with residents and there are indications that these Representatives would be more attractive as contact points for crime issues than local councillors. However, it is evident that many residents would not want to see their Council Tax rise to pay for these new roles and there is also apparent support for existing accountability arrangements.

Local crime information is important to residents, with the majority interested in receiving details on a variety of neighbourhood policing issues. Views are mixed towards Police Community Support Officers, potentially suggesting a lack of understanding about the role by some.

It is evident that public confidence is influenced by effective communication. Although it could be argued that information provision is more important than asking for public views, both aspects are key in driving overall confidence. Demonstrating how local concerns are being acted upon can also affect public opinion on crime and anti-social behaviour and should be an important part of the force's communications activity. There is significant support for Crime and Policing Representatives in principle but it is worth noting that any directly elected figure is likely to be popular with people. There are encouraging signs around engagement but to move forward it will be important to ensure that the focus is on residents who are interested in engaging with the police and that appropriate ways of encouraging more participation are used.

3 . Public Confidence

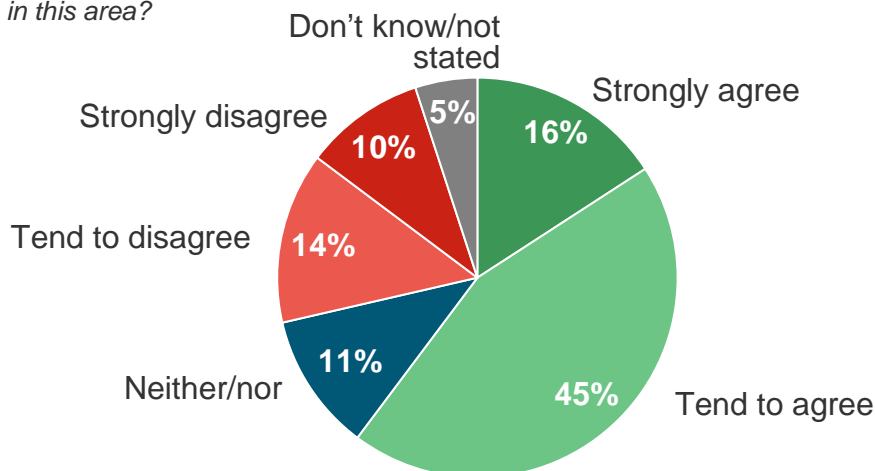
Residents are generally positive about how Hampshire Constabulary and the local council are dealing with anti-social behaviour and crime. The findings suggest that if residents feel that the police/council provide information and seek views about local crime issues this can have a positive effect on their overall confidence. This emphasises the need to continuously assess information provision and engagement activity, particularly as residents currently have mixed views on how successful their local police and council are at carrying out these functions.

3.1 The ability of local police/council to deal successfully with crime/ASB

Around three in five local residents (61%) think Hampshire Constabulary and the local council are successfully dealing with the anti-social behaviour and crime issues that matter in the area. This compares with a quarter of residents (24%) who consider that the local police and council are not successfully dealing with these issues³.

Views on whether police/council are successfully dealing with ASB and crime

How much would you agree or disagree that the police and local council *are successfully dealing with the anti-social behaviour and crime issues that matter in this area?*



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



Consistent with other research and the national picture, Hampshire residents who feel that the local police and council keep people informed about crime and anti-social behaviour and seek their views on these issues are more favourable about their success in dealing with crime, suggesting these two factors are important drivers of public confidence. Nearly four in five residents (78%) who think their local police/council ask for public views about crime and anti-social behaviour also agree

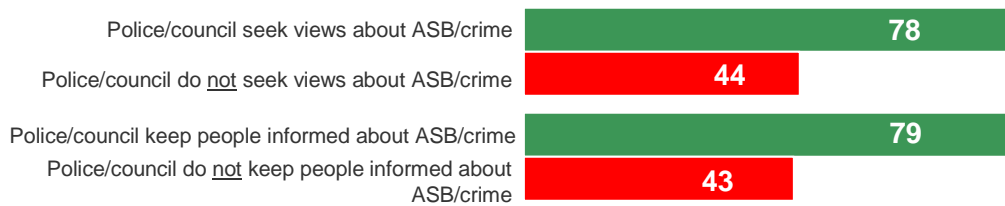
³ By way of an indirect, and general, comparison (the methodology, question wording and sampling issues mean we should not directly compare these surveys), the British Crime Survey results show the proportion of people who think their local police do a “good” or “excellent” job was 53% in 2007/08.

that crime is being successfully tackled, compared to 44% of those who do not feel views are sought. The pattern is similar for those who feel informed: four in five (79%) of those who consider the police/council to keep people informed about how they are dealing with crime and anti-social behaviour also believe these issues are being effectively dealt with. In contrast, this view is shared by only 43% of residents who do *not* think the police/council inform the local community about their actions.

Those that are more informed or think that views are sought are more favourable

How much would you agree or disagree that the police and local council *are successfully dealing with the anti-social behaviour and crime issues that matter in this area?*

% agreeing that police/council are successfully dealing with ASB/crime



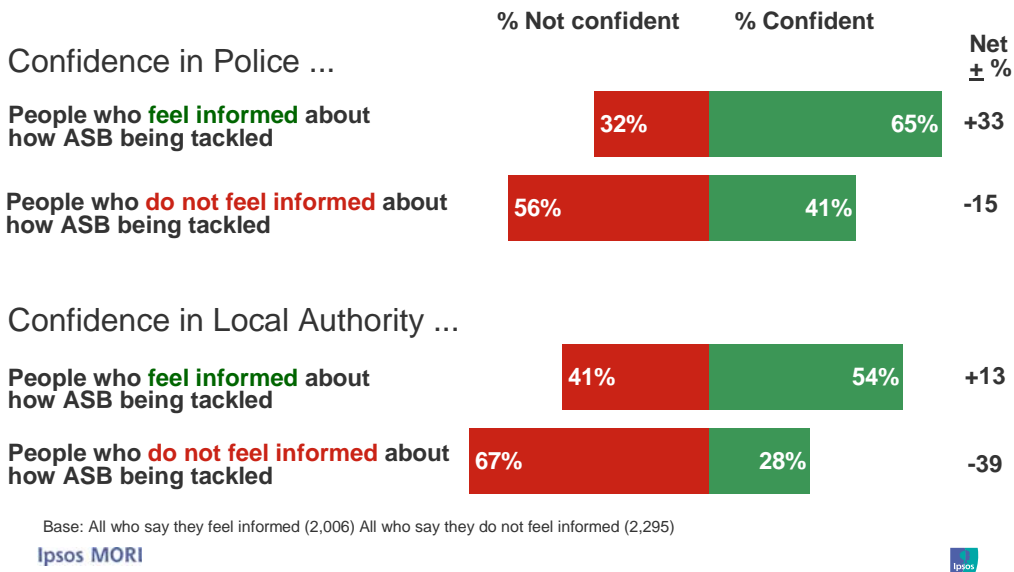
Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

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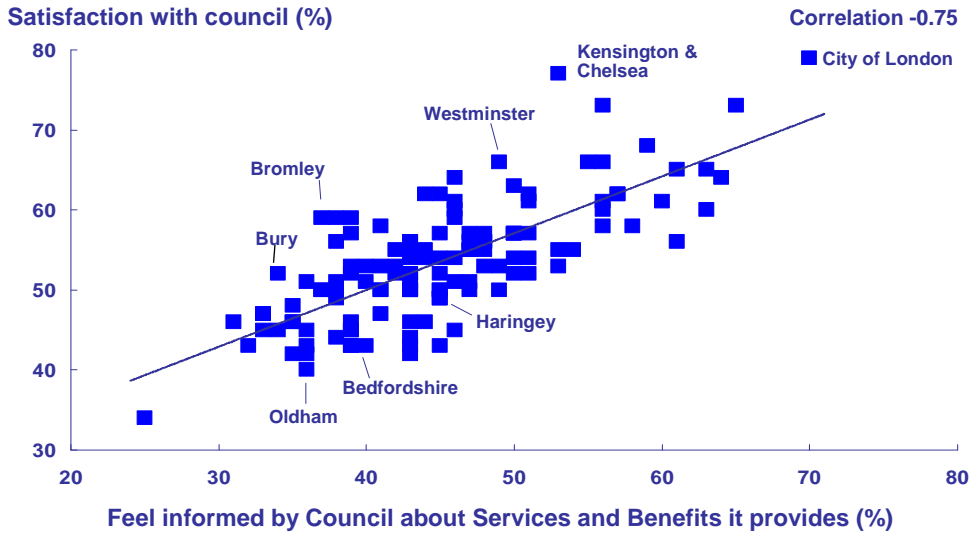
This pattern is similar to national findings on anti-social behaviour which show the importance of communications to perceptions of crime and related issues. As can be seen in the chart overleaf, those who feel informed are more confident in the approaches being used.

It is in authorities' interests to tell people what is going on ...



Previous research for local government further emphasises the case for investing in communications. This work identifies effective communication as a key driver in how well the public rate local authorities, as shown in the chart below by the positive relationship between residents feeling informed and feeling happy about their council.

Ipsos MORI Clarity about what you provide matters



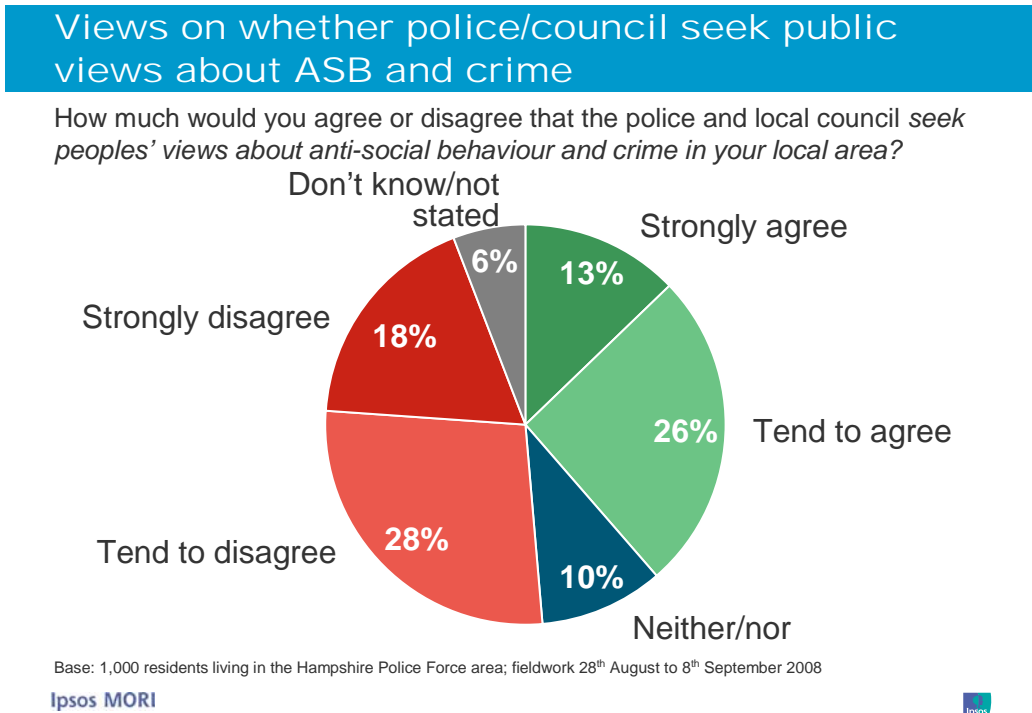
Base: BVPI 2006 (130 Single, Upper Tier and District Ipsos MORI client authorities)

Although it could be the case that people who are positive for other reasons also being more positive about the communications approach there is likely to be at least some direct impact from informing people more. Therefore it will be important for Hampshire Constabulary to ensure it is effectively communicating with its residents,

especially given the large proportion that say they want to know what is happening (discussed in section 4.1).

3.2 Seeking views on crime/ASB

Views are mixed about whether Hampshire Constabulary and the local council seek people's views about anti-social behaviour and crime, with 39% agreeing that they do and 46% considering they do not.



The relationship between views on whether the police/council seek views, keep people informed and how successfully they tackle crime is evident here too, with larger proportions of those who are positive about police/council action and information provision also agreeing that they seek views (50% vs. 19% and 60% vs. 21%, respectively).

3.3 Keeping people informed about action on crime/ASB

Residents are divided as to whether they are receiving enough information from Hampshire Constabulary and the local council, suggesting that information provision is an area for development. These findings are discussed in more detail in section 4.1.

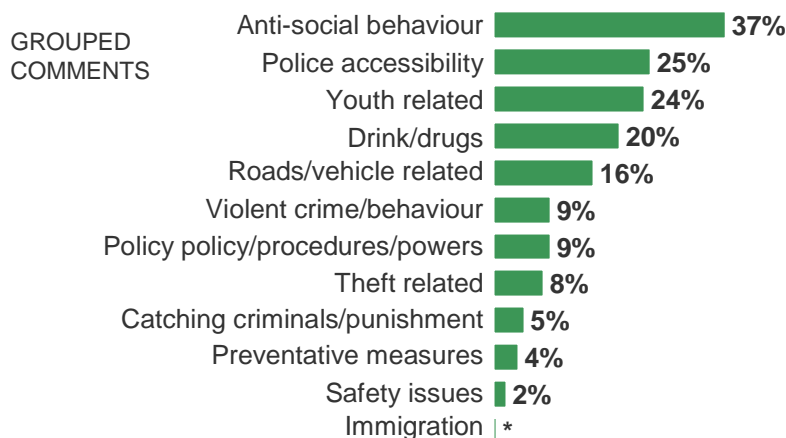
3.4 Views on local police priorities

Involving the public in key decisions about policing priorities has been a key issue for police in recent years and has recently been given fresh impetus by the Green Paper on Policing. To explore what residents in the Hampshire force area would prioritise, respondents were asked to suggest issues they would like the police to tackle in their

area. Based on their comments, the top concerns for residents are *anti-social behaviour issues, police accessibility issues and youth related crime/behaviour*.

Suggestions for local police priorities

Finally, can you tell me what things you would most like the police to tackle to make your neighbourhood safer? What else?



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



There are some differences by area, as the table below shows, though not all are significant. The shading indicates a statistical significant difference between responses in a specific area compared with responses across the whole force area for that specific overarching issue.

	Overall	Isle of Wight	Southampton	Portsmouth	Hampshire
	1,000	88	122	92	698
	(%)	(%)	(%)	(%)	(%)
Anti-social behaviour	37	40	43	49	35
Police accessibility	25	22	23	22	27
Youth related	24	17	30	25	24
Drink/drugs	20	31	19	29	18
Roads/vehicle related	16	9	18	14	16
Violent crime/behaviour	9	6	15	15	8
Policy/procedures/powers	9	3	12	7	10
Theft related	8	3	7	9	8
Catching criminals/punishment	5	8	4	8	4

Source: Ipsos MORI

A recent Ipsos MORI report⁴, which pulls together extensive evidence on crime and public perceptions, shows that there are a number of factors which together drive

⁴ *Closing the Gaps: Crime and Public Perceptions*: <http://www.ipsos-mori.com/content/closing-the-gaps-crime-public-perceptions.ashx>

views on crime and these include communications and perceptions of anti-social behaviour. The report goes on to make evidence-based suggestions about what can be done to increase confidence, including practical actions that can be taken on communicating with and engaging the public. Based on these suggestions, it is likely that if Hampshire Constabulary successfully addresses anti-social behaviour and related concerns, coupled with communicating what is *being done* about these matters and consulting local people to keep in touch with their concerns, this will improve public confidence.

4. Public Engagement

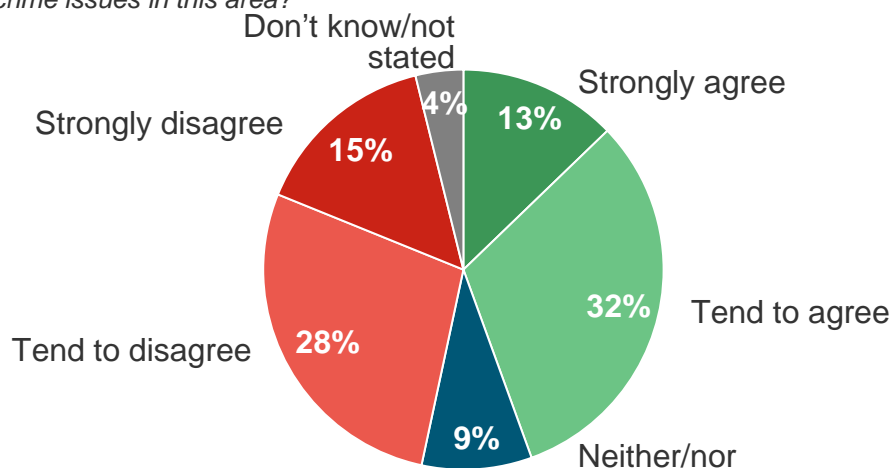
There is a sizeable proportion of residents that wants to be kept informed about what the police are doing in their area, and they would primarily like to receive this information in written form via a newsletter, letter or email. Fewer residents indicate that they would like to get more involved in local policing (e.g. by having more of a say, or volunteering to run a related project), although over half would like to have greater influence over how police resources are spent. When it comes to raising issues with local police, residents prefer face-to-face or verbal contact to written methods.

4.1 Information provision

A mixed picture emerges when residents are asked if they consider Hampshire Constabulary and the local council to keep people informed about how they are dealing with anti-social behaviour and crime issues in their area. As can be seen in the chart below, similar proportions agree (45%) and disagree (43%) that the local police and council perform this function.

Views on whether police/council keep people informed about ASB and crime

How much would you agree or disagree that the police and local council *keep people informed about how they are dealing with anti-social behaviour and crime issues in this area?*



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



There is some variation according to certain demographic and socio-economic characteristics, with certain groups being more likely to agree that people are kept informed about crime and anti-social behaviour. Those who are not working are more likely to feel informed than residents that are in employment (50% vs. 42%) and residents aged over 65 are more likely than average to think that the police/council inform people about their actions (51% vs. 45%).

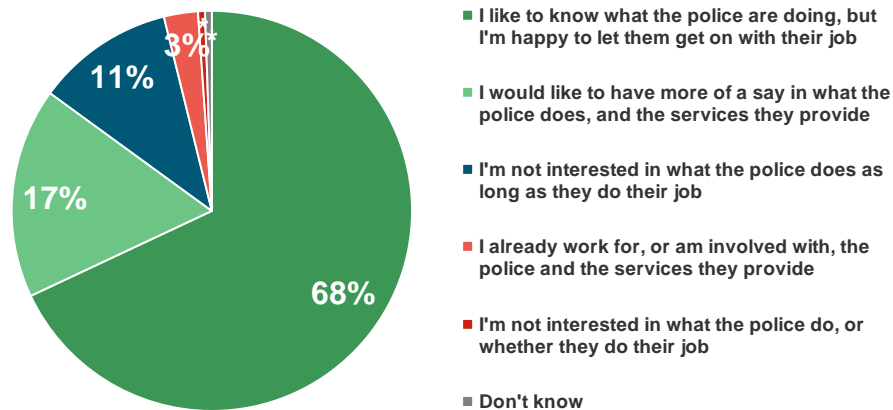
Although just under half of residents (45%) agree that people are kept informed about crime and anti-social behaviour issues by the police and local council, a larger

proportion of residents (68%) claim they would *like to know what the police are doing*, pointing to a potential information provision gap.

Only one in ten (11%) state they have *no interest in what the police does* (as long as they do their job). Residents who are more likely than average to have no interest in police activity are younger people aged under 34, the unemployed, tabloid readers and those from the less affluent DE social grades.

Public attitudes towards Hampshire Constabulary

Which of the following statements comes closest to your own attitudes towards Hampshire Police?



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



Even if residents do not want to actively get involved with their local force, there is evidence to show the importance of communicating information about crime and policing (see section 3.1).

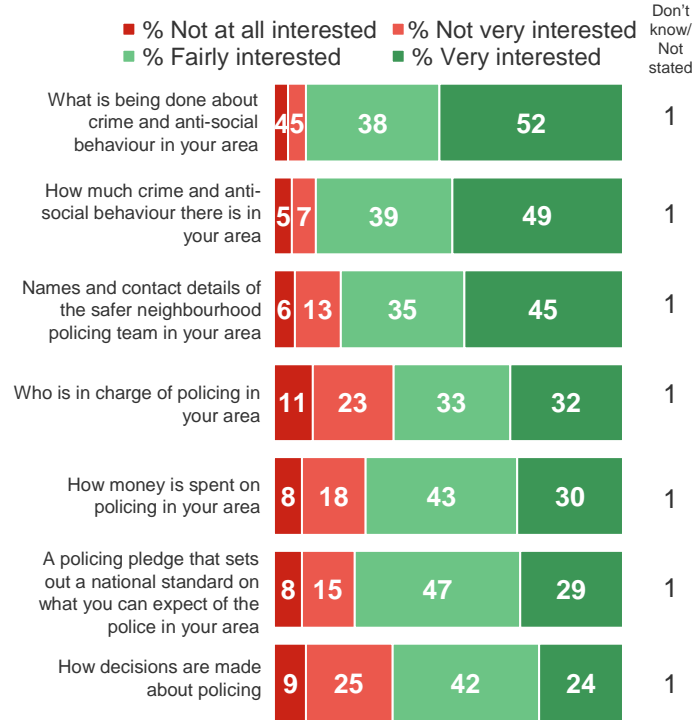
Those that would like to have more say in police activity are discussed in section 4.2 below.

4.1.1 What should be communicated, and how?

The chart below shows what sort of information would be of most interest to residents, with the extent of crime and anti-social behaviour in an area and what is done to tackle it clearly being of high interest to the majority of residents.

Public interest in police information

Thinking about the sort of information the police could give you, can you please tell me how interested you would be in receiving information about each of the following matters?



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



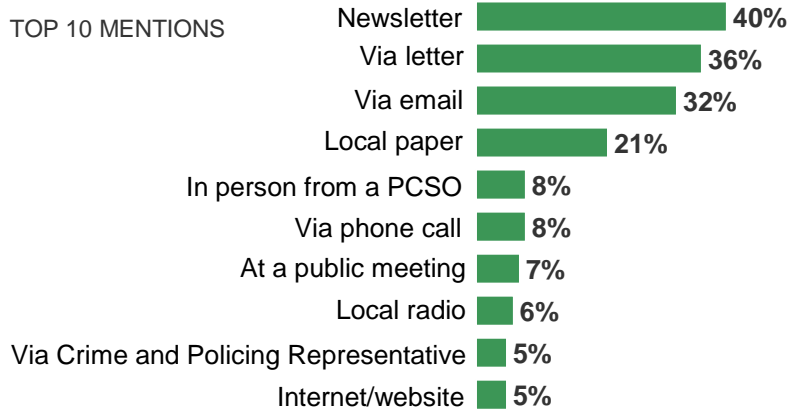
Looking across the different sub-groups of residents, it is clear that residents who are willing to actively get involved in local policing are also generally more interested in receiving information from the police. For all matters illustrated in the chart above, those residents who say they *would* be willing to volunteer to run a project using a special community fund are more likely to be interested in receiving related information than residents who would *not* want to volunteer.

When residents were asked how they would prefer to receive information about progress made on neighbourhood policing priorities, newsletters and via email or letter were at the top of the list.

Preferred methods to receive police information

And how would you like to be kept informed about progress made on neighbourhood policing priorities?

TOP 10 MENTIONS



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



Electronic information dissemination (email or online) is favoured more among the younger age groups and the more affluent social grades, likely reflecting the greater usage and accessibility to online methods. The preferences of residents with a disability do not broadly differ from the overall pattern, but they are more likely to prefer communication via a phone call than those without a disability (13% vs. 7%).

4.2 Community participation

Around one in six residents (17%) state they would like to have more of a say in what Hampshire Constabulary does, and the services they provide. This ties in with previous research Ipsos MORI have carried out, which suggests a spectrum of interest, with only a very small minority at one end who want to be actively involved in general, a larger minority at the other end who have no interest at all, with most in the middle.

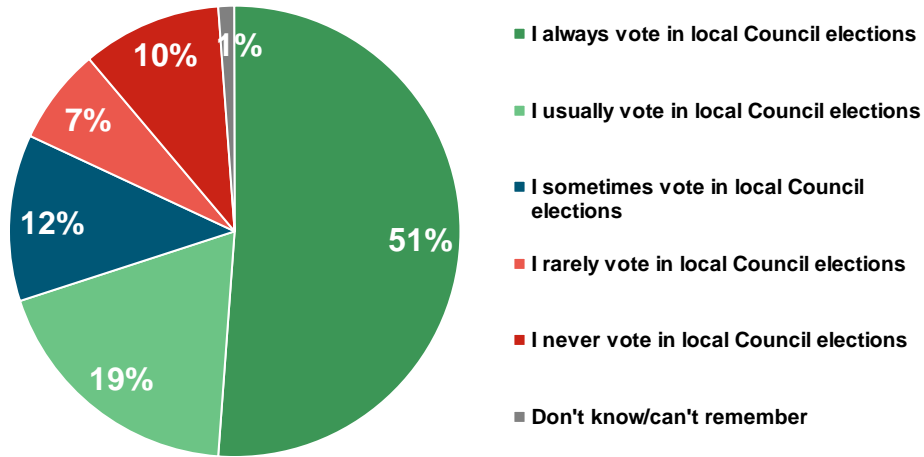
When we look at differences among sub-groups of respondents, those who do not feel the police communicate well (either in giving information or seeking it) are more likely to want more of a say. This suggests that a proportion of those who want more say may do so because they do not already feel involved with policing/crime decisions, rather than actively wanting to get involved.

4.2.1 Voting patterns

To explore participation of residents in local matters, respondents were asked how they voted in local elections. As can be seen in the chart overleaf, four in five (82%) vote in council elections *at least sometimes*, with half of residents saying they *always* vote (51%). To compare this to the national picture, the latest data from Ipsos MORI's political monitor shows that 55% would be *certain to vote* if there were a General Election tomorrow.

Voting behaviour

Which of these statements, if any, best describes how often you vote in local elections?



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



Age seems to be a factor in whether people vote: the older the resident, the more likely they are to say they vote *at least sometimes*. This pattern becomes more notable when those who say they *always* vote are considered. Other groups of residents who are more likely to say they *always* vote in local elections include those who are not working, the more affluent AB social grades, and those with a disability. In contrast, those who are more likely to say they *never* vote in council elections include residents aged under 34, the unemployed, those who read tabloid newspapers and those who are not interested in knowing more about the local police.

One of the proposals in the Green Paper on Policing is to introduce Crime and Policing Representatives, who would work alongside independent members and local councillors on a Police Authority. These representatives would be responsible for making sure the local police are aware of the anti-social behaviour and crime concerns of the people in their district. When residents were asked if they would vote in an election for a Crime and Policing Representative, three-quarters (74%) indicate they would. The groups of residents who strongly agree that they would vote for a Crime and Policing Representative are similar to those that say they *always* vote in local elections.

4.2.2 Communicating crime and policing concerns

Three-quarters of residents (75%) state they would be more likely to contact their local Crime and Policing Representative than their local councillor about community safety, indicating the popularity of having a clearly identifiable person to contact about crime and policing issues.

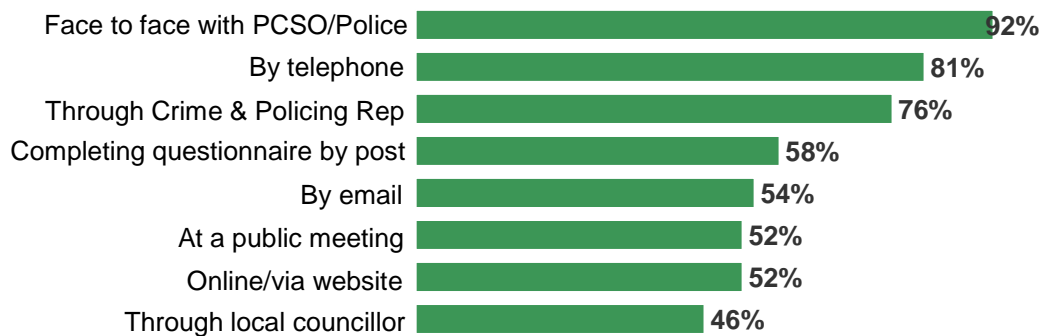
Increased access to policing or community safety services through a named point of contact is also one of the key benefits for residents to result from the introduction of Safer Neighbourhoods Teams in Hampshire and the Isle of Wight which were rolled out during 2007/08. Another aim of Safer Neighbourhoods Teams is to encourage the community to help identify concerns in local areas.

As can be seen in the chart below, the most popular methods of communicating concerns are via face-to-face contact with a PCSO or police officer (92% stating they would use this method), by telephone (for 81% of residents) or through a local Crime and Policing Representative (for 76% of residents).

Preferred methods to raise issues with police

I am going to read out a list of possible way/s that residents could raise policing or community safety issues with their Safer Neighbourhoods Team. I would like you to tell me which, if any, you personally would use to tell the team about your concerns ?

TOP 8 MENTIONS



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008
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As seen with the preferences for receiving information, the younger age groups favour electronic methods of communicating with Safer Neighbourhoods Teams with the inclination to use email or the internet to submit concerns declining with age. A similar pattern is also found across the different social grades, with residents from the ABC1 grades more likely than those from the less affluent DE grades to use email/online methods. Those with a disability are more likely to favour public meetings to communicate issues than those without a disability (64% vs. 50%).

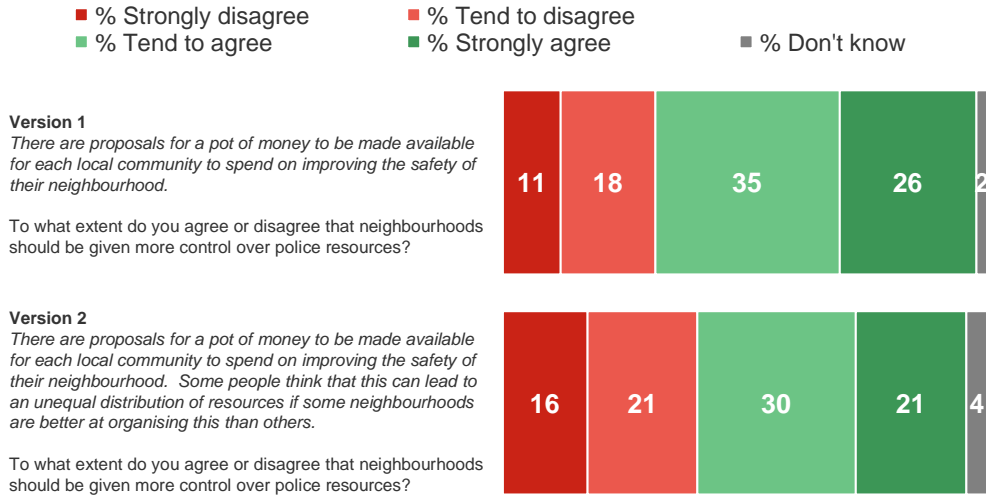
4.2.3 Control of police resources

Another proposal contained in the Policing Green Paper is for a ‘Community Safety Fund’ to be made available for each local community to be spent on improving the safety of their neighbourhood. Previous work carried out by Ipsos MORI has shown that local control of crime and safety budgets at neighbourhood level raises challenges, and will not always produce unequivocal support among local residents. For example, people became worried about the possibility of more able (middle class) neighbourhoods being better equipped to “play the system” while more deprived neighbourhoods would not be able to take full advantage of the opportunity and therefore fall further behind. This sense of “fairness” and a real concern about “postcode lotteries” developing in policing as they are seen to exist in other services were key themes in this research.

With this in mind, it was decided to include two different preambles to a question about the extent to which respondents agreed neighbourhoods should be given more control over police resources. As can be seen in the chart below, one group of respondents was told about the Community Safety Fund proposal only and the other

group was also told that some people think local control of money can lead to an unequal distribution of resources.

Control over police resources



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

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The respondents who were told that control over neighbourhood money has raised concerns about an unequal distribution of resources were less likely to agree that neighbourhoods should be given more control over police resources than those who were just informed about the proposals for a pot of money (51% agree vs. 61% agree). However, overall, more residents agree than disagree that neighbourhoods should be able to have greater influence over how police resources are spent (56% compared to 33%).

But when it comes to residents being willing to run a project using this pot of money (e.g. by running a youth activity once a month or monitoring CCTV cameras for a few hours a week), the majority (69%) say they would *not* be prepared to get involved. Three in ten (30%) residents indicate they would be prepared to volunteer. Those that read tabloid newspapers, are aged between 35 and 44 or do not think the local police/council are successfully dealing with crime are more likely than average to say they would get involved.

5. Accountability

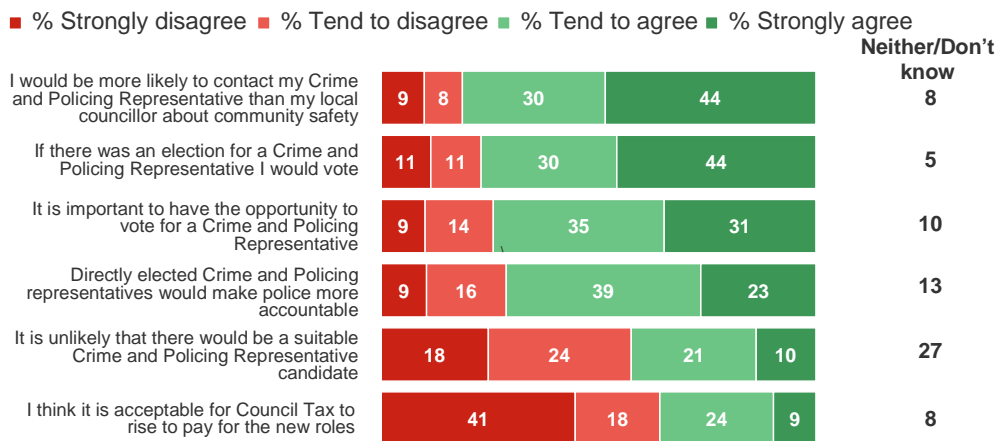
Proposals to introduce Crime and Policing Representatives are generally popular with residents and there are indications that these Representatives would be more attractive as contact points for crime issues than local councillors. However, it is evident that many residents would not want to see their Council Tax rise to pay for these new roles and there is also apparent support for existing accountability arrangements.

There are discussions taking place around changing local accountability in policing. Currently, the work of each police force is overseen by an independent Police Authority. Hampshire Police Authority is made up of 17 people, who include 9 councillors elected by the public to represent them in the council districts together with 8 independent members. There are now proposals to change this. Instead, people living in the 14 districts across Hampshire and the Isle of Wight would be able to vote for a Crime and Policing Representative for their district, to work alongside independent members and local councillors. These new roles could be paid for out of Council Tax, which might have to rise to cover the additional cost. These representatives will be responsible for making sure the local police are aware of the anti-social behaviour and crime concerns of the people in their district.

In general, the potential introduction of Crime and Policing Representatives seems to find favour with residents in the Hampshire force area. As can be seen in the chart below, two-thirds (67%) think it is important to have the opportunity to vote for a Representative, and three-quarters (74%) say they would vote in an election for a Representative. This level of support is consistent with previous Ipsos MORI local government research exploring support for elected City Mayors, which showed that 66% of residents supported having an elected mayor to run their city.

Views on Crime & Policing Representatives

Please can you tell me the extent to which you agree or disagree with the following statements about local accountability?



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

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Three-quarters of residents (75%) believe they would be more likely to contact a named Representative about community safety issues than contact their local

councillor. Those that read tabloid newspapers are more likely (82%) than those that read broadsheets (72%), or do not read any paper (72%), to indicate that they would prefer to contact a named Representative rather than go through their local council.

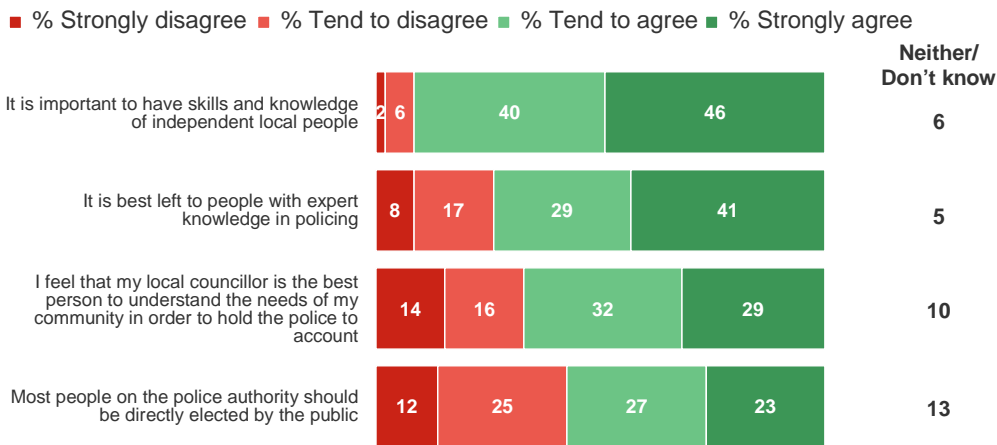
Furthermore, three in five residents (63%) consider that directly elected Crime and Policing Representatives would make the police more accountable and half of local residents (50%) think more people on the police authority should be directly elected by the public⁵. However, there is noticeable discontent about rising Council Tax to pay for the new roles, with three in five (59%) disagreeing that this would be an acceptable consequence. It is also unclear whether residents consider that suitable candidates could be found locally to fill these roles.

Although the concept of Crime and Policing Representatives appears popular with residents, the findings also suggest support for the existing arrangements. For example, three in five (61%) consider their local councillor to be the best person to understand the needs of the community in order to hold the police to account. However, the older the resident, the more likely they are to think this way about their local councillor, potentially suggesting that younger residents are not so informed about council practices and roles. Indeed, in general, those who do feel that the police and council inform the community about anti-social behaviour and crime issues are more likely than those who feel uninformed to rate the experience of their local councillor (71% vs. 52%).

Other findings suggest that residents would be satisfied as long as police decision making is based on expert knowledge and includes contributions from independent members of the community.

Views on local accountability of police

Please can you tell me the extent to which you agree or disagree with the following statements about local accountability?



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



⁵ Crime and Policing Representatives would be directly elected by the public

6. Neighbourhood Policing

Local crime information is important to residents, with the majority interested in receiving information on a variety of neighbourhood policing issues. Views are mixed towards Police Community Support Officers, potentially suggesting a lack of understanding about the role by some.

As part of reforms to make the police service more citizen focussed, Safer Neighbourhoods Teams were first introduced across the Hampshire force area in April 2007, with full coverage achieved by April 2008. As the Hampshire Constabulary website⁶ states:

A Safer Neighbourhood Team will vary in size and composition depending on the needs of that particular neighbourhood. Safer Neighbourhood Teams can contain police officers, police community support officers (PCSOs) special constables, community volunteers and may also include staff from partner agencies and voluntary bodies like housing associations, youth workers and drug workers.

As mentioned in chapter 4, the majority of residents say they would be interested in receiving a variety of information from the police. Of particular importance to residents is receiving details on how much crime and anti-social behaviour there is in an area and what is being done to tackle these issues, with 49% and 52% of residents, respectively, saying they would be very interested in receiving information about these matters. Four in five residents (80%) say they would like the names and contact details of their Safer Neighbourhoods Team.

6.1 Attitudes towards PCSOs

Police Community Support Officers, or PCSOs, work on the frontline of police forces and their main role is to provide a visible and reassuring presence on the streets and to tackle anti-social behaviour. To gauge local reaction to PCSOs a number of statements were read out to respondents and they were asked the extent to which they agreed or disagreed with them.

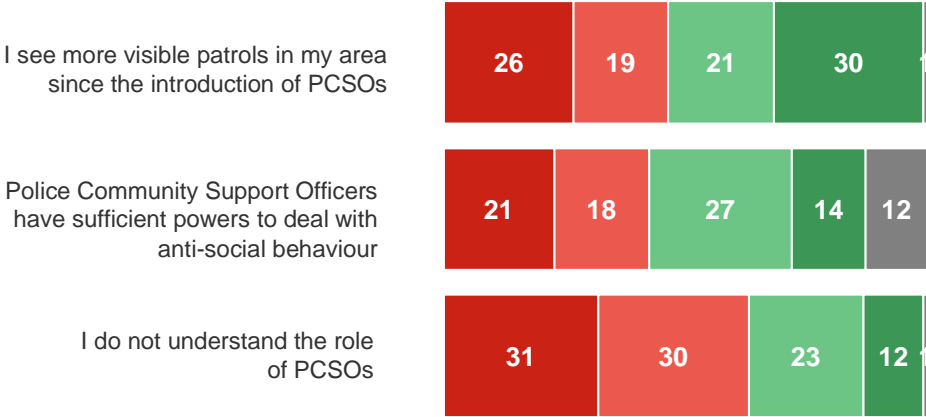
As can be seen in the chart below, views tend to be fairly mixed. Around half (51%) of local residents agree that they see more visible patrols in their area since the introduction of PCSOs, but 45% disagree. Those that feel the police/council keep people informed about policing matters are more likely to say they see more visible patrols since PCSOs were introduced than those who do *not* agree that people are kept informed (60% vs. 40%), highlighting the importance of communications. In addition, residents who think the police and council are successfully dealing with crime are more likely to say they have noticed more visible patrols than those who do not feel crime is being effectively tackled (57% vs. 40%), suggesting that greater police visibility may have an impact on confidence.

⁶ www.hampshire.police.uk

Views on PCSOs

I am now going to read out three statements about PCSOs, and would like you to tell me to what extent you agree or disagree with them.....

■ % Strongly disagree ■ % Tend to disagree
■ % Tend to agree ■ % Strongly agree ■ % Don't know



Base: 1,000 residents living in the Hampshire Police Force area; fieldwork 28th August to 8th September 2008

Ipsos MORI



Although three in five respondents (61%) indicate that they *do* understand the role of PCSOs, there is a significant proportion that do *not*. Just over a third (35%) of residents consider themselves to not fully understand what PCSOs are employed to do, with those aged over 65, in the less affluent DE social grades and those who are not working more likely to belong to this category.

This lack of understanding by some may influence the mixed views towards whether PCSOs have sufficient powers to deal with anti-social behaviour. While 41% of residents agree that they do, a similar proportion (39%) do not agree. In addition, residents are undecided regarding whether PCSOs throughout England should have identical (49% agree) or locally relevant (47% agree) powers.

6.2 Summary

It is evident that public confidence is influenced by effective communication. Although it could be argued that information provision is more important than asking for public views, both aspects are key in driving overall confidence. Demonstrating how local concerns are being acted upon can also affect public opinion on crime and anti-social behaviour and should be an important part of the force's communications activity. There is significant support for Crime and Policing Representatives in principle but it is worth noting that any directly elected figure is likely to be popular with people. There are encouraging signs around engagement but to move forward it will be important to ensure that the focus is on residents who are interested in engaging with the police and that appropriate ways of encouraging more participation are used.

7. Appendices

Appendix A: Statistical Reliability

The variation between the sample results and the “true” values (the findings which would have been obtained if everybody taken part in the study) can be predicted from knowledge of the sample sizes on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95%, that is, the chances are 95 in 100 that the “true” values will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the “95% confidence interval”.

Sample size on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±%	±%	±%
500	3	4	4
1,000	2	3	3

For example, with a total sample size of 1,000 where 30% give a particular answer, the chances are 19 in 20 that the “true” value (which would have been obtained if the whole population had been surveyed) will fall within the range of 3 percentage points, plus or minus, from the sample result (i.e. between 27% and 33%).

When the results are compared between separate sub-groups within a sample, different results may be obtained. The difference may be “real”, or it may occur by chance (because not everyone in the population has been surveyed). To test if the difference is a real one – i.e. that it is “statistically significant” – it is again necessary to know the total population, the size of the samples, the percentage giving a certain answer, and the degree of confidence chosen. Assuming a “95% confidence interval”, the differences between the two sub-sample results must be greater than the values shown in the table below.

Sample size on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±%	±%	±%
100 and 100	8	13	14
100 and 500	7	10	11
250 and 250	5	8	9
250 and 500	5	7	8
500 and 500	4	6	6

Where there are sub-groups comprised of very few respondents, caution has to be exercised when comparing findings as the sample size has become too small for any statistically reliable analysis to be carried out.

Appendix B: Definitions of Social Grades

Definitions of social grades referred to in this report are as follows:

- A** Professionals such as doctors, surgeons, solicitors or dentists; chartered people like architects; fully qualified people with a large degree of responsibility such as senior editors, senior civil servants, town clerks, senior business executives and managers, and high ranking grades of the Services.
- B** People with very responsible jobs such as university lecturers, hospital matrons, heads of local government departments, middle management in business, qualified scientists, bank managers, police inspectors, and upper grades of the Services.
- C1** All others doing non-manual jobs; nurses, technicians, pharmacists, salesmen, publicans, people in clerical positions, police sergeants/constables, and middle ranks of the Services.
- C2** Skilled manual workers/craftsmen who have served apprenticeships; foremen, manual workers with special qualifications such as long distance lorry drivers, security officers, and lower grades of Services.
- D** Semi-skilled and unskilled manual workers, including labourers and mates of occupations in the C2 grade and people serving apprenticeships; machine minders, farm labourers, bus and railway conductors, laboratory assistants, postmen, door-to-door and van salesmen.
- E** Those on lowest levels of subsistence including pensioners, casual workers, and others with minimum levels of income.

Appendix C: Sample profile

Personal profile

Gender	ALL
	(%)
Male	48
Female	52
Source: Ipsos MORI	

Age	ALL
	(%)
16-17	3
18-24	10
25-34	15
35-44	20
45-55	18
55-59	6
60-64	9
65-74	13
75-84	6
85+	1
Source: Ipsos MORI	

Working Status	ALL
	(%)
Working	61
- full time	47
- part time	14
Unemployed	4
- seeking and available for work	2
- not seeking or available for work	2
Not working	35
- retired	23
- looking after home/children	5
-invalid/disabled	2
Student	5
Other	1
Source: Ipsos MORI	

Long-term illness	ALL
	(%)
Yes	14
No	87
Source: Ipsos MORI	

Ethnicity	ALL
	(%)
White	94
- British	93
- Irish	1
- Any other White background	1
Mixed	1
- White and Black Caribbean	-
- White and Black African	*
- White and Asian	*
- Any other Mixed background	*
Asian or Asian British	2
- Indian	1
- Pakistani	*
- Bangladeshi	*
- Asian (Nepalese, Afghanistan)	1
- Any other Asian background	*
Black or Black British	*
- Caribbean	*
- African	*
- Any other Black background	-
Chinese or other ethnic group	2
- Chinese	*
- European	2
- South African	1
Don't know	*
Refused	*

Source: Ipsos MORI

Newspaper Readership	ALL
	(%)
Daily Mail	22
The Sun	14
Daily Telegraph	13
The Times	12
The Guardian	8
Daily Express	7
The Mirror	7
The Independent	5
Metro	4
Financial Times	3
The Echo	3
Sunday papers	3
Daily Star	2
Portsmouth News	2
Local papers (unspecified)	2
The Herald (Glasgow)	1
Evening Standard	1

The News	1
Local papers (specified)	1
Southern Daily/Evening Echo	1
Daily Record	*
The Scotsman	*
Weekly magazines	*
Evening News	*
County Press	*
Other – specify	1
None of these	34
Source: Ipsos MORI	

Social Grade	ALL
	(%)
A	6
B	23
C1	34
C2	18
D	9
E	8
Refused	3
Source: Ipsos MORI	

Appendix D: Marked Up Questionnaire

Hampshire Police Authority Telephone Survey - Community Consultation with Residents

Topline Results

12th September 2008

- Results are based on 1,000 telephone interviews conducted with a representative sample of residents living in the Hampshire Police Force area.
- Data are not weighted.
- Fieldwork took place between 28th August and 8th September 2008
- Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated
- Results are based on all respondents unless otherwise stated
- An asterisk (*) represents a value of less than one half or one percent, but not zero

SCREENER QUESTIONS

S1. Gender

Base: All respondents

	Male	%
	48	48
	52	52

S2. Age

Base: All respondents

	16-17	%
	3	3
	10	10
	15	15
	20	20
	18	18
	6	6
	9	9
	13	13
	6	6
	1	1

S3. **Working status of respondent**

Base: All respondents

	%
Working	61
- full time	47
- part time	14
Unemployed	4
- seeking and available for work	2
- not seeking or available for work	2
Not working	35
- retired	23
- looking after home/children	5
- invalid/disabled	2
Student	5
Other	1

S4. **Can you tell me which police force covers your area?**

Base: All respondents

	%
Hampshire Constabulary/Police	100
Any other police force	-
Don't know	

A: OVERALL VIEWS OF CONFIDENCE IN POLICE/SAFETY

Q1. - **It is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in your local area. How much would you agree or disagree that the police and local council..... and how much would you agree or disagree that they.....?**

Base: All respondents

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know/ Not stated %
1. Seek peoples' views about anti-social behaviour and crime in your local area?	13	26	10	28	18	6
2. Are successfully dealing with the anti-social behaviour and crime issues that matter in this area?	16	45	11	14	10	5
3. Keep people informed about how they are dealing with anti-social behaviour and crime issues in this area?	13	32	9	28	15	4

Q4. Which of the following statements comes closest to your own attitudes towards Hampshire Police?

Base: All respondents

	%
I like to know what the police are doing, but I'm happy to let them get on with their job	68
I would like to have more of a say in what the police does, and the services they provide	17
I'm not interested in what the police does as long as they do their job	11
I already work for, or am involved with, the police and the services they provide	3
I'm not interested in what the police do, or whether they do their job	*
Don't know	*

Q5. - Q11. Thinking about the sort of information the police could give you, can you please tell me how interested you would be in receiving information about each of the following matters?

Base: All respondents

		Very interested %	Fairly interested %	Not very interested %	Not at all interested %	Don't know/ Not stated %
5.	Who is in charge of policing in your area	32	33	23	11	1
6.	Names and contact details of the safer neighbourhood policing team in your area	45	35	13	6	1
7.	How decisions are made about policing	24	42	25	9	1
8.	A policing pledge that sets out a national standard on what you can expect of the police in your area	29	47	15	8	1
9.	How money is spent on policing in your area	30	43	18	8	1
10.	How much crime and anti-social behaviour there is in your area	49	39	7	5	1
11.	What is being done about crime and anti-social behaviour in your area	52	38	5	4	1

B: LOCAL ACCOUNTABILITY

There are discussions taking place around changing local accountability in policing. Currently, the work of each police force is overseen by an independent Police Authority. This authority is 17 people who include 9 councillors elected by the public to represent them in the council districts together with 8 independent members.

There are now proposals to change this. Instead, people living in the 14 districts across Hampshire and the Isle of Wight will be able to vote for a Crime and Policing Representative for their district, to work alongside independent members and local councillors. These new roles will be paid for out of Council Tax, which might have to rise to cover the additional cost. These representatives will be responsible for making sure the local police are aware of the anti-social behaviour and crime concerns of the people in their district.

Q12. – **Bearing this in mind, please can you tell me the extent to which you agree or disagree with the following statements about local accountability?**
Q21.

Base: All respondents

		Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know/not stated %
12.	Directly elected Crime and Policing Representatives would make police more accountable	23	39	9	16	9	4
13.	I think it is acceptable for Council Tax to rise to pay for the new roles	9	24	6	18	41	2
14.	It is important to have the opportunity to vote for a Crime and Policing Representative	31	35	8	14	9	2
15.	If there was an election for a Crime and Policing Representative I would vote	44	30	4	11	11	2
16.	I feel that my local councillor is the best person to understand the needs of my community in order to hold the police to account	29	32	7	16	14	3
17.	I would be more likely to contact my Crime and Policing Representative than my local councillor about community safety	44	30	6	8	9	2
18.	It is unlikely that there would be a suitable Crime and Policing Representative candidate	10	21	13	24	18	14
19.	It is best left to people with expert knowledge in policing	41	29	5	17	8	1

20.	It is important to have skills and knowledge of independent local people	46	40	4	6	2	1
21.	Most people on the police authority should be directly elected by the public	23	27	10	25	12	3

Q22. Which of these statements, if any, best describes how often you vote in local elections?

Base: All respondents

	%
I always vote in local Council elections	51
I usually vote in local Council elections	19
I sometimes vote in local Council elections	12
I rarely vote in local Council elections	7
I never vote in local Council elections	10
Don't know/can't remember	1

C: ENGAGEMENT

Q23. Each neighbourhood in Hampshire and the Isle of Wight has its own Safer Neighbourhoods Team which aims to work with local people, partners and businesses to deliver solutions to issues which people say make them feel unsafe in their neighbourhood. This team is made up of around 5 police officers/PCSOs who patrol their neighbourhood every day.

I am going to read out a list of possible way/s that residents could raise policing or community safety issues with their Safer Neighbourhoods Team. I would like you to tell me which, if any, you personally would use to tell the team about your concerns. Please just tell me yes or no for each.

Base: All respondents

	%
Face to face with a PCSO/Police Officer	92
By telephone	81
Through a local Crime and Policing Representative	76
Completing a questionnaire by post	58
By email	54
At a public meeting	52
Online/via website	52
Through my local Councillor	46
Neighbourhood Watch	1
None	1
By letter/post	*
Other	*
Don't know	*

Q24. **And how would you like to be kept informed about progress made on neighbourhood policing priorities?**

Base: All respondents

	%
Newsletter	40
Via letter	36
Via email	32
Local paper	21
In person from a PCSO	8
Via phone call	8
At a public meeting	7
Local radio	6
By your Crime and Policing Representative	5
Internet/website	5
Wouldn't like to be kept informed	3
Via leaflets/flyers/posters	3
Television	1
Neighbourhood Watch	1
Council/parish council/council magazine/news/councillor	1
Face to face/door to door	*
Other	1
Don't know	2
No answer	*

SPLIT SAMPLE: V1

Q25. V1 **There are proposals for a pot of money to be made available for each local community to spend on improving the safety of their neighbourhood.**
To what extent do you agree or disagree that neighbourhoods should be given more control over police resources?

Base: 488 respondents

	%
Strongly agree	26
Tend to agree	35
Neither agree nor disagree	8
Tend to disagree	18
Strongly disagree	11
Don't know/not stated	2

SPLIT SAMPLE: V2

Q25. V2 **There are proposals for a pot of money to be made available for each local community to spend on improving the safety of their neighbourhood. Some people think that this can lead to an unequal distribution of resources if some neighbourhoods are better at organising this than others.**

To what extent do you agree or disagree that neighbourhoods should be given more control over police resources?

Base: 512 respondents

	%
Strongly agree	21
Tend to agree	30
Neither agree nor disagree	8
Tend to disagree	21
Strongly disagree	16
Don't know/not stated	4

Q26. **And, would you personally be willing to volunteer to run a project using this fun – perhaps by running a youth activity once a month or monitoring CCTV cameras for 4 hours a week?**

Base: All respondents

	%
Yes	30
No	69
Don't know	2

D: PCSOs

Q27. – **Police Community Support Officers, or PCSOs, work on the frontline of police forces and their main role is to provide a visible and reassuring presence on the streets and to tackle anti-social behaviour.**

Q29.

I am now going to read out three statements about PCSOs, and would like you to tell me to what extent you agree or disagree with them...

Base: All respondents

		Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know/not stated
27.	I see more visible patrols in my area since the introduction of PCSOs	30	21	3	19	26	1
28.	Police Community Support Officers have sufficient powers to deal with anti-social behaviour	14	27	8	18	21	12
29.	I do not understand the role of PCSOs	12	23	3	30	31	1

Q30. **Do you think that all PCSOs throughout England should have identical powers, or that PCSOs should be given powers relevant to the local area?**

Base: All respondents

	%
Identical	49
Relevant to area	47
Don't know/no opinion	5

D: POLICING PRIORITIES

Q31. **Finally, can you tell me what things you would most like the police to tackle to make your neighbourhood safer? What else? *CONTINUED OVER THE PAGE***

Base: All respondents

	%
Anti-social behaviour	37
Anti-social behaviour/young people causing trouble/yob culture	22
Vandalism/criminal damage	13
Noise/rowdiness	6
Graffiti	2
Litter/fly tipping	2
Loitering/begging	2
Other anti-social behaviour	*
Police accessibility	25
More police on street/more visible presence/at night/less paperwork	24
Make it easier to contact the police/open 24/7	2
More PCSO's	1
Other police accessibility	*
Youth related	24
Group of youths on street/estates/hanging around	16
Youth crime	5
Provide somewhere for youths to go/more for them to do	3
Youth riding mopeds/scooters/bikes/cars late at night	3
Curfew for youths	1
Drink/drugs	20
Drunks/under age drinking/drinking in public	17
Drugs	6
Roads/vehicle related	16
Car/vehicle crime	6
Speeding	6
Better/safer roads/traffic control/calming/crossings	3
Cycling on pavement/better control of cyclists	1
Dangerous/drunk driving	1
Parking issues	1
Prevent people using mobile phones while driving	*
Other roads/vehicle-related	*
Violent crime/behaviour	9
Gangs/gang warfare/fighting on streets	4
Violent/aggressive behaviour	3
Intimidation/harassment	2

Q31. Finally, can you tell me what things you would most like the police to tackle to make your neighbourhood safer? What else? **CONTINUED...**

Knife/gun crime	2
Police policy/procedures/powers	9
Quicker response time/respond to incident when reported/better follow up	5
Police/PCSO's should have more power/authority/do their job properly	2
Police should have more funding/better resources	1
Fewer PCSO/more 'real' policemen/get rid of PCSOs	1
Other police procedure/policy/power	1
Theft related	8
Theft/robbery/burglary	8
Catching criminals/punishment	5
Overall crime/catch criminals/longer jail sentences/severe punishments	5
Preventative measures	4
Interact with the community more/gain trust of community/go into schools	2
Better education	1
Parent accountability	1
Crime prevention	*
Other preventative measures	*
Safety issues	2
Make elderly feel safe	1
More CCTV	1
More/better street lighting	1
Other safety	*
Immigration	*
Immigration	*
Other	2
Don't know	3
None/nothing/no problems	10

DEMOGRAPHICS

QD1 Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?

Base: All respondents

	Yes	No	%
			14
			87

QD2 Which of the groups on this card do you consider you belong to?

Base: All respondents

		%
White		94
	British	93
	Irish	1
	Any other White background	1
Mixed		1
	White and Black Caribbean	-
	White and Black African	*

White and Asian	*
Any other Mixed background	*
Asian or Asian British	2
Indian	1
Pakistani	*
Bangladeshi	*
Asian (Nepalese, Afghanistan)	1
Any other Asian background	*
Black or Black British	*
Caribbean	*
African	*
Any other Black background	-
Chinese or other ethnic group	2
Chinese	*
European	2
South African	1
Don't know	*
Refused	*

QD3 I am going to read out a list of daily newspapers. Which of these do you read or look at regularly. By regularly I mean on average at least three out of four issues?

Base: All respondents

	%
Daily Mail	22
The Sun	14
Daily Telegraph	13
The Times	12
The Guardian	8
Daily Express	7
The Mirror	7
The Independent	5
Metro	4
Financial Times	3
The Echo	3
Sunday papers	3
Daily Star	2
Portsmouth News	2
Local papers (unspecified)	2
The Herald (Glasgow)	1
Evening Standard	1
The News	1
Local papers (specified)	1
Southern Daily/Evening Echo	1
Daily Record	*
The Scotsman	*
Weekly magazines	*
Evening News	*
County Press	*
Other – specify	1
None of these	34

QD4 **Social Grade**

Base: All respondents

	%
A	6
B	23
C1	34
C2	18
D	9
E	8
Refused	3
