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**TITLE: TIER 3 OPEN MEETING CONSULTATION RESULTS 2009**

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## **1 INTRODUCTION**

- 1.1 During September 2009 the annual Tier 3 public meetings took place across the four BCUs. The meetings are a chance for the public to put their questions and concerns to the Chief Constable, Police Authority Chair and District Commander.
- 1.2 An interactive consultation session using the IML equipment was incorporated into each meeting as part of the District Commander's presentation. The questions covered policing priorities, neighbourhood policing and the overarching performance measure for policing.
- 1.3 Across the four BCUs 162 people took part in the consultation session – 49 in Hartlepool, 47 in Redcar and Cleveland, 41 in Stockton and 25 in Middlesbrough.
- 1.4 Due to the small number of attendees the consultation results cannot be considered statistically significant. They are also not representative of the general population of Cleveland, as the majority of people who attend the meetings are 'engaged' with the police, through open meetings, Key Individual Networks etc. However, because the attendees are generally the same group of people each year the meetings can be used to gauge how opinions are changing within the engaged members of our communities.
- 1.5 There were a large group of young attendees at the Hartlepool meeting, meaning that results from Hartlepool will be slightly more representative of general opinion, rather than just 'engaged' adults.

## 2 KEY FINDINGS

- 2.1 Attendees were mostly aware of how to contact their Neighbourhood Policing Team – 83% overall ranging from 93% in Stockton to 71% in Hartlepool.
- 2.2 As in 2008, Middlesbrough consistently achieved the best results across all questions, and Stockton the worst (apart from the contact question in 2.1). Middlesbrough was also the only BCU where none of the attendees were dissatisfied with the levels of information which they received from the police and none felt that the police were doing a poor job.
- 2.3 All four BCUs showed improvements in satisfaction across all of the questions asked. However, both Redcar and Cleveland and Stockton showed increases in dissatisfaction in the levels of visible patrol, and dissatisfaction with the information received in Stockton had risen considerably from 2008.
- 2.4 The percentage of attendees who were satisfied or very satisfied with the levels of visible patrol in their area ranged from 76% in Middlesbrough to 53% in Stockton, with Hartlepool and Redcar and Cleveland both rating 56%.
- 2.5 The percentage of attendees who were satisfied or very satisfied with the levels of information which they received from their local police ranged from 76% in Middlesbrough to 48% in Stockton, with Hartlepool and Redcar and Cleveland rating 62% and 61% respectively.
- 2.6 The overall results of the performance measure question were higher than those achieved in the British Crime Survey and the Neighbourhood Survey, with 64% of attendees stating that they agreed that the police and council were dealing with the issues that mattered in their area. However, this ranged considerably from 81% in Middlesbrough to just 44% in Stockton.
- 2.7 Overall satisfaction in local policing was high, with 68% of attendees feeling that the police in their area were doing a good or excellent job. However, this ranged considerably across BCUs, from 88% in Middlesbrough to just 56% in Stockton, with Hartlepool and Redcar and Cleveland rating 68% and 65% respectively.
- 2.8 Policing priorities for 2010/2011 were:
- Middlesbrough – ASB, violent crime, drugs
  - Hartlepool – drugs, ASB, vandalism and criminal damage
  - Stockton – ASB and drugs, vandalism and criminal damage
  - Redcar & Cleveland – ASB, drugs, vandalism and criminal damage

### 3 OVERALL RESULTS

#### Publicity

- 3.1 This year the meetings were advertised through local papers, Voluntary Development Agencies<sup>1</sup>, posters, leaflets and personal invitations. However, the number of attendees remained quite low and personal invitations were still by far the most effective method of advertising with 45% of attendees having received a personal invitation.

#### Neighbourhood Policing

- 3.2 Across the whole Cleveland area 83% of attendees knew how to contact their Neighbourhood Policing Team. This ranged from 93% in Stockton to 71% in Hartlepool, with Redcar and Cleveland and Middlesbrough rating 87% and 86% respectively.
- 3.3 Attendees were next asked how satisfied they were with the level of visible police patrol in their local area. Across the whole Cleveland area 24% of attendees were very satisfied, 33% were satisfied, 20% were neither satisfied nor dissatisfied, 14% were dissatisfied and 9% were very dissatisfied. This equates to 57% of attendees expressing satisfaction compared to 50% in 2008.
- 3.4 The percentage of attendees who were satisfied or very satisfied ranged from 76% in Middlesbrough to 53% in Stockton, with Hartlepool and Redcar and Cleveland both rating 56%.
- 3.5 All areas saw an increase in satisfaction from 2008. Middlesbrough achieved the greatest increase with 22% more attendees feeling satisfied with visible patrol levels. Redcar and Cleveland saw a slight decrease in the number of very satisfied attendees, but a substantial increase in those who were satisfied. Both Redcar and Cleveland and Stockton showed increases in the number of dissatisfied attendees. Table 2.1 below shows the full results of this question.

**Table 2.1 How satisfied are you with levels of visible patrols?**

	% (% difference from 2008)				
	All	H	M	R&C	S
<b>Very satisfied</b>	24 (+6)	29 (+14)	41 (+27)	13 (-6)	24(+2)
<b>Satisfied</b>	33 (+1)	27 (-10)	35 (-5)	43 (+14)	29 (+4)
<b>Neither</b>	20 (-2)	30 (+17)	18 (+4)	15 (-14)	15 (-18)
<b>Dissatisfied</b>	14 (-4)	4 (-21)	6 (-8)	21(+8)	20 (+6)
<b>Very dissatisfied</b>	9 (-1)	10 (-)	0 (-18)	8 (-2)	12 (+6)

<sup>1</sup> This is the first year that the local VDAs have been used to contact members of local voluntary and community groups

- 3.6 Attendees were next asked how satisfied they were with the levels of information which they received from their local police, with five options ranging from very satisfied to very dissatisfied.
- 3.7 Across the whole Cleveland area 29% of attendees were very satisfied, 31% were satisfied, 20% were neither satisfied nor dissatisfied, 11% were dissatisfied and 9% were very dissatisfied. This equates to 60% of attendees expressing satisfaction compared to 51% in 2008.
- 3.8 The percentage of attendees who were satisfied or very satisfied ranged from 76% in Middlesbrough to 48% in Stockton, with Hartlepool and Redcar and Cleveland rating 62% and 61% respectively.
- 3.9 All areas saw an increase in satisfaction from 2008. Hartlepool achieved the greatest increase with 15% more attendees feeling satisfied or very satisfied with information received. Levels of dissatisfaction in Stockton had risen considerably, whereas in Middlesbrough none of the attendees were dissatisfied. Table 2.2 below shows the full results of this question:

**Table 2.2 How satisfied are you with levels of information?**

	% (% difference from 2008)				
	All	H	M	R&C	S
<b>Very satisfied</b>	29 (+10)	31 (+20)	41 (+19)	27 (-1)	24 (+5)
<b>Satisfied</b>	31 (-1)	31 (-5)	35 (-9)	34 (+7)	24 (-3)
<b>Neither</b>	20 (-6)	22 (-2)	24 (+13)	17 (-1)	19 (-21)
<b>Dissatisfied</b>	11 (-4)	10 (-6)	0 (-17)	10 (-8)	19 (+8)
<b>Very dissatisfied</b>	9 (+1)	6 (-7)	0 (-6)	12 (+3)	14 (+11)

- 3.10 Attendees were next asked the Home Office overarching performance indicator for policing (APACS 2.2 / PSA23) – how much would you agree or disagree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area. This is the first time that this question has been asked.
- 3.11 Overall across the whole of Cleveland 64% agreed that the police and council were dealing with the issues that matter. This is a higher result than that achieved in the British Crime Survey and the Neighbourhood Survey. This ranged from 81% in Middlesbrough to just 44% in Stockton, with Hartlepool and Redcar and Cleveland rating 73% and 61% respectively.

### **Policing Priorities**

- 3.12 Attendees were asked to choose the three main areas which they felt that the police should concentrate on during 2010/2011, with the following options:
- Drugs
  - Burglary

- Car crime
- Anti-social behaviour
- Vandalism and criminal damage
- Violent crime
- Hate crime
- Counter terrorism
- Traffic legislation/road safety

3.13 Across the whole Cleveland area the top three priorities were drugs (26%), anti-social behaviour (24%) and vandalism and criminal damage (16%). These are the same top priorities as in 2008, although last year anti-social behaviour was the top priority.

3.14 The priorities remained roughly the same across all four BCUs, although violent crime was a key concern in Middlesbrough and drugs was a particularly high priority in Hartlepool. Table 2.3 below shows the full results of this question:

**Table 2.3 Policing priorities for 2010/2011**

	Percentage (%)				
	All	H	M	R&C	S
<b>Drugs</b>	26	33	16	24	28
<b>Anti-Social Behaviour</b>	24	19	26	27	28
<b>Vandalism &amp; Criminal Damage</b>	16	14	11	20	15
<b>Violent Crime</b>	11	12	20	6	12
<b>Burglary</b>	9	10	9	7	8
<b>Traffic Legislation/Road Safety</b>	5	2	2	9	4
<b>Car Crime</b>	4	5	5	5	2
<b>Counter Terrorism</b>	3	1	11	1	3
<b>Hate Crime</b>	2	4	0	1	0

1<sup>st</sup> priority (red) 2<sup>nd</sup> priority (amber) 3<sup>rd</sup> priority (green)

### Overall Satisfaction

3.15 The final question asked attendees how good a job they thought the police in their area were doing, with options of excellent, good, fair, poor, very poor and don't know.

3.16 Across the whole Cleveland area the results were Excellent (31%), Good (37%), Fair (19%), Poor (4%), Very Poor (8%) and Don't Know (1%). This equates to 68% rating the police as excellent or good. This ranged from 88% in Middlesbrough to 56% in Stockton, with Hartlepool and Redcar and Cleveland rating 68% and 65% respectively. Table 2.4 below shows the full results of this question.

**Table 2.4 How good a job are the police in your area doing?**

	Percentage (%)				
	All	H	M	R&C	S
<b>Excellent</b>	31	29	46	25	26
<b>Good</b>	37	39	42	40	30
<b>Fair</b>	19	20	12	23	19
<b>Poor</b>	4	2	0	4	9
<b>Very Poor</b>	8	8	0	8	16
<b>Don't Know</b>	1	2	0	0	0