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**TITLE: POLICING PLAN SUMMARY QUESTIONNAIRE RESULTS 2008**

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## **1 INTRODUCTION**

- 1.1 During July 2008 the policing plan summary was distributed to approximately 241,000 households across the entire Cleveland area.
- 1.2 The back page of the summary was a freepost questionnaire focusing on the core aims of Neighbourhood Policing – Access, Intervention, Accountability and Answers.
- 1.3 The questionnaire in 2007 also focused on Neighbourhood Policing, but with fewer questions, so some of this year's results can be compared with last year's to ascertain progress, but some cannot.

## **2 RESULTS**

### **Demographics**

- 2.1 4198 people returned the questionnaire, making the results statistically significant both at Force level and BCU level. This is slightly fewer respondents than last year when 4544 questionnaires were completed.
- 2.2 Response rates across the four BCUs differed dramatically. Of the 4198 completed questionnaires, 1750 (41.7%) were from Stockton, 983 (23.4%) were from Redcar and Cleveland, 910 (21.7%) were from Middlesbrough and only 549 (13.1%) were from Hartlepool.

### **Neighbourhood Policing**

- 2.3 Respondents were asked if they were aware of neighbourhood policing before reading the policing plan summary.
- 2.4 Across the whole Cleveland area nearly half the respondents (47%) were aware of neighbourhood policing. Figures ranged from 58.3% in Hartlepool

to only 40.9% in Stockton. Figures in Middlesbrough were 52.1% and 47.3% in Redcar and Cleveland.

- 2.5 Respondents were asked if they knew who their neighbourhood police officer and PCSO was, either by name or sight.
- 2.6 Across the whole Cleveland area 16.3% of respondents knew their local police officer. This was a 5.3% rise from 2007.
- 2.7 Knowledge of local police officers ranged from 21.3% in Middlesbrough to 12.7% in Stockton. Figures in Hartlepool were 20.9%, with 15.7% in Redcar and Cleveland.
- 2.8 With the exception of Stockton all Districts had seen a rise in knowledge of local police officers since 2007, with Middlesbrough showing the greatest improvement with an 11.5% increase. The figure in Stockton had fallen slightly by 0.8%.
- 2.9 As in 2007, knowledge of PCSOs was lower with 14.6% of respondents across the whole Cleveland area stating that they knew their local PCSO. This was an 8% rise from 2007, narrowing the gap in awareness of police officers and PCSOs to only 1.7%.
- 2.10 Figures ranged from 20.4% in Hartlepool to 10.2% in Stockton, with Middlesbrough and Redcar and Cleveland rating 18.6% and 15.8% respectively.
- 2.11 All Districts saw a rise in knowledge of PCSOs, with Middlesbrough again showing the most improvement with a 13% increase. In Redcar and Cleveland respondents were marginally more likely to know their local PCSO than their local police officer (15.8% and 15.7% respectively). Table 2.1 below shows the full results of this question:

**Table 2.1 Do you know your local police officer and PCSO?**

	% (% change from 2007)	
	Police Officer	PCSO
<b>All</b>	16.3 (+5.3)	14.6 (+8)
<b>Hartlepool</b>	20.9 (+4.6)	20.4 (+8.9)
<b>Middlesbrough</b>	21.3 (+11.5)	18.6 (+13)
<b>Redcar and Cleveland</b>	15.7 (+7.4)	15.8 (+10.8)
<b>Stockton</b>	12.7 (-0.8)	10.2 (+2.2)

- 2.12 Respondents were asked when they last saw a police officer or PCSO in their local area with the following options available:
- Today
  - Within the last 2 to 7 days
  - Within the last 1 to 4 weeks
  - Over a month ago
  - Never
  - Can't remember
- 2.13 Local area was defined as the street in which you live and the surrounding streets.
- 2.14 Across the whole Cleveland area 38.4% of respondents stated that they had seen a police officer or PCSO within the last month, 20.3% of these being within the last week. 21.7% stated that it had been over a month and 21.5% that they had never seen a police officer or PCSO within their local area.
- 2.15 This was a slight rise on 2007, when 34.3% stated that they had seen their neighbourhood policing team within the last month, and 18.1% within the last week.
- 2.16 Figures ranged considerably between the four BCUs with 53.5% of residents in Hartlepool stating that they had seen a police officer or PCSO within the last month compared to only 35% in Stockton. Figures for Middlesbrough and Redcar and Cleveland were 38.7% and 36.1% respectively.
- 2.17 With the exception of Stockton all Districts had seen a rise in visibility of policing teams, with Redcar and Cleveland showing the greatest improvement with an 8.9% increase when considering reported visibility during the last month. The figure in Stockton fell slightly by 2.7%, making Stockton's policing teams the least visible, compared to 2007 when they were the second most visible after Hartlepool. Table 2.2 below shows the full results of this question:

**Table 2.2 When did you last see a police officer or PCSO?**

	Percentage (%)				
	All	H	M	R&C	S
<b>Today</b>	3.2	4.9	3.7	3.0	2.6
<b>Within the last 2 to 7 days</b>	17.1	26.6	16.3	18.0	14.2
<b>Within the last 1 to 4 weeks</b>	18.1	22.0	18.7	15.1	18.2
<b>Over a month ago</b>	21.7	18.8	22.1	22.3	21.9
<b>Never</b>	21.5	15.7	19.9	23.9	22.8
<b>Can't remember</b>	17.3	11.3	17.7	16.4	19.5

- 2.18 All of the subsequent questions were asked for the first time in 2008, so no comparative data is available.

- 2.19 The next question asked when respondents last spoke to a police officer or PCSO in their local area, with the same six options.
- 2.20 Across the whole Cleveland area only 11.9% of respondents stated that they had spoken to a police officer or PCSO within the last month, 5.5% of these being within the last week. 13.5% stated that it had been over a month and 60.1% that they had never spoken to a police officer or PCSO within their local area.
- 2.21 Figures ranged between the four BCUs with 15.9% of residents in Middlesbrough stating that they had spoken to a police officer or PCSO within the last month compared to 8.8% in Stockton. Figures for Hartlepool and Redcar and Cleveland were 15.8% and 11.7% respectively.
- 2.22 Respondents were next asked whether they were satisfied with the level of contact which they had with their neighbourhood policing team, the view being that although someone might state that they didn't see or speak to their local team they might be perfectly happy with this situation.
- 2.23 Across the whole Cleveland area 24.6% of respondents stated that they were satisfied. This ranged from 34.4% in Hartlepool, to 21% in Redcar and Cleveland, with Middlesbrough and Stockton rating 28.1% and 22.5% respectively.
- 2.24 Given that Hartlepool and Middlesbrough respondents were the most likely to have had contact with their neighbourhood policing team and also the most satisfied with contact levels, it would seem that there is a link between these two factors. However, Stockton respondents were the least likely to have seen or spoken to their team but were still more satisfied with contact levels than Redcar and Cleveland respondents, so there are likely to be other factors which determine satisfaction levels, which have not been covered by this survey.
- 2.25 Respondents were asked whether they knew how to contact their neighbourhood policing team for a non emergency.
- 2.26 Across the whole Cleveland area 28.2% of respondents stated that they did. This ranged from 35.7% in Middlesbrough to 24.6% in Stockton, with Hartlepool and Redcar and Cleveland rating 33% and 25.8% respectively. This indicates that the 326326 number and the dedicated neighbourhood policing numbers are not as well known as we would wish.
- 2.27 When asked how well they felt that the police understood the problems in their local area, across the whole of Cleveland 24.8% of respondents felt that the police understood most problems, 33.9% that they understood some problems, 21.4% that they had little understanding and 11.3% that they had no understanding.

- 2.28 This equates to 58.7% of respondents feeling that the police have some or a lot of understanding of local problems. This ranged from 63.8% in Hartlepool to 55.6% in Redcar and Cleveland, with Middlesbrough and Stockton rating 62.2% and 57.2% respectively.
- 2.29 Respondents were next asked how well they felt that the police dealt with local problems. Across the whole Cleveland area 11.4% of respondents felt that the police dealt very well with problems, 38.1% that they dealt fairly well, 26.8% poorly and 14.6% very poorly.
- 2.30 This equates to 49.5% of respondents feeling that the police deal very well or fairly well with local problems. This ranged from 57.4% in Hartlepool to 43.1% in Redcar and Cleveland, with Middlesbrough and Stockton rating 53.7% and 48.5% respectively.
- 2.31 Respondents were next asked whether they felt that crime levels had gone up, stayed the same, or gone down within the last year.
- 2.32 Across the whole Cleveland area over half the respondents (56.6%) felt that crime levels had stayed the same. 22.7% felt that crime had increased and 14.6% that it had decreased.
- 2.33 Middlesbrough respondents were the most positive about crime levels, with 19.3% feeling that they had increased and 21% that they had decreased. Redcar and Cleveland respondents were the most likely to feel that crime had increased, with 27.4% indicating this.
- 2.34 When asked the same question regarding anti-social behaviour respondents were more negative. Across the whole Cleveland area 36.9% felt that levels had increased compared to only 14.1% who felt that they had decreased.
- 2.35 Again Middlesbrough respondents were the most positive, with 30.5% feeling that anti-social behaviour had increased and 18.5% that it had decreased. Redcar and Cleveland respondents were the most likely to feel that anti-social behaviour had increased, with 39.9% indicating this. Table 2.3 below shows the full results of these two questions:

**Table 2.3 Crime and anti-social behaviour levels in last year**

	Crime (ASB) %		
	Gone Up	Same	Gone Down
<b>All</b>	22.7 (36.9)	56.6 (45.2)	14.6 (14.1)
<b>Hartlepool</b>	20.6 (34.2)	57.6 (45.2)	15.5 (16.6)
<b>Middlesbrough</b>	19.3 (30.5)	53.7 (47)	21 (18.5)
<b>Redcar and Cleveland</b>	27.4 (39.9)	54.1 (42.3)	13.4 (14.4)
<b>Stockton</b>	22.6 (39.4)	59.1 (45.8)	11.5 (10.8)

- 2.36 Respondents were next asked whether they felt that the introduction of neighbourhood policing had improved the policing of their local area, with options of yes or no.
- 2.37 Across the whole Cleveland area nearly a third of respondents (32.9%) felt that policing had improved, compared to 56.4% who felt that it hadn't. 10.7% declined to answer, many stating that they didn't feel they knew what effect neighbourhood policing had had.
- 2.38 Hartlepool respondents were the most positive, with 43% stating that policing had improved. Redcar and Cleveland got the worst results, with only 27.9% noting an improvement, and Middlesbrough and Stockton rated 37.9% and 29.9% respectively.
- 2.39 When asked if they were aware of local police and community meetings, across the whole of Cleveland 28.2% of respondents stated that they were. This ranged from 48.5% in Middlesbrough to only 18.8% in Stockton, with Hartlepool and Redcar and Cleveland rating 29.1% and 25.7% respectively.
- 2.40 The final question in the survey asked respondents whether they attended these meetings.
- 2.41 Across the whole Cleveland area 9.1% of respondents attended the meetings. Middlesbrough showed the highest attendance, with 17.3% and Stockton the lowest, with only 4.6%. Hartlepool and Redcar and Cleveland rated 10% and 9% respectively.
- 2.42 Those respondents who attended the police and community meetings were slightly less likely to believe that crime and anti-social behaviour levels had increased and considerably more likely to believe that levels had decreased. They were also substantially more likely to feel that neighbourhood policing had improved local policing (63.7% compared to 32.9% when considering all respondents). This tends to indicate that publicity and contact are key drivers of public satisfaction with neighbourhood policing and police service provision in general.

### **3 CONCLUSION**

- 3.1 Nearly half the respondents (47%) were aware of Neighbourhood Policing. Unsurprisingly, given that Hartlepool was the pilot site for the project respondents in Hartlepool showed the highest awareness of neighbourhood policing. Those in Stockton were the least likely to be aware of the initiative.
- 3.2 Knowledge of local police officers has risen by 5.3% from the level indicated in 2007, to 16.3% in 2008. Middlesbrough respondents were the most likely to know their local police officer and Stockton respondents the least likely. All Districts except Stockton saw a rise in knowledge of police officers, with Middlesbrough showing the greatest improvement.

- 3.3 As in 2007, respondents were less likely to know their local PCSO, but the gap in awareness had narrowed considerably, and in Redcar and Cleveland respondents were marginally more likely to know their PCSO than their local police officer. Hartlepool respondents were the most likely to know their local PCSO, but Middlesbrough has showed the greatest improvement since 2007.
- 3.4 Across the whole of Cleveland 38.4% of respondents stated that they had seen a member of their neighbourhood policing team within the last month, which was a rise of 4.1% from 2007. With the exception of Stockton all Districts have seen an increase in the visibility of their policing teams since 2007. Those in Hartlepool reported the highest levels of visibility, and those in Stockton the lowest.
- 3.5 Only 11.9% of respondents stated that they had spoken to a member of their neighbourhood policing team within the last month. Those in Middlesbrough were most likely to have spoken to their local team and those in Stockton least likely.
- 3.6 24.6% of respondents stated that they were satisfied with the level of contact which they had with their local team. Contact with the team would seem to be the main factor in determining satisfaction with Hartlepool and Middlesbrough respondents being the most satisfied and also the most likely to have seen or spoken to their local team.
- 3.7 58.7% of respondents felt that the police understood some or a lot of the local problems in their area, and 49.5% felt that these problems were dealt with very or fairly well. Hartlepool respondents were the most satisfied with problem awareness and resolution, and Redcar and Cleveland the least satisfied.
- 3.8 Overall 22.7% of respondents felt that crime levels had increased within the last year, and 14.6% that they had decreased. A higher percentage of respondents felt that anti-social behaviour levels had increased during the same time period (36.9%). Middlesbrough respondents were the most positive regarding crime and anti-social behaviour levels and Redcar and Cleveland the most negative.
- 3.9 32.9% of respondents felt that the introduction of neighbourhood policing had improved local policing, with Hartlepool noting the most positive reaction to the initiative and Redcar and Cleveland the least positive.
- 3.10 28.2% of respondents knew how to contact their neighbourhood policing team for a non emergency, this ranging from 35.7% in Middlesbrough to 24.6% in Stockton.
- 3.11 28.2% of respondents were aware of local police and community meetings and 9.1% attended. Those in Middlesbrough were most likely to be aware of and attend the meetings.

- 3.12 The fact that Middlesbrough respondents were most likely to know the non emergency contact details and to be aware of local police and community meetings could suggest that Middlesbrough has the most effective promotion mechanisms.
- 3.13 Those respondents who attended the police and community meetings were slightly less likely to believe that crime and anti-social behaviour levels had increased and considerably more likely to believe that levels had decreased. They were also substantially more likely to feel that neighbourhood policing had improved local policing. This affirms results from previous qualitative consultation exercises<sup>1</sup>.
- 3.13 Hartlepool and Middlesbrough consistently achieved the best results across all of the questions, with Middlesbrough improving considerably from 2007. Redcar and Cleveland showed improved visibility levels from 2007 but rated the lowest regarding understanding and dealing with problems, and crime and anti-social behaviour levels. Stockton showed a decrease in visibility of local policing teams from 2007.

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<sup>1</sup> Redcar and Cleveland Older Person's Partnership Board, NPP focus groups in Middlesbrough and Redcar and Cleveland