



Creating a safer
Cambridgeshire

Public Confidence Data

In this paper you will find information collected through public opinion surveys about policing in Cambridgeshire.

Some of this data is collected through national surveys (the British Crime Survey) whilst other data comes from surveys that Cambridgeshire Police conduct themselves (the local confidence survey).

In Cambridgeshire, the local confidence survey is called the Policing in Cambridgeshire (PIC) survey. This survey was introduced in 2009/10, and all the results on these pages relate to this first year of surveying.

The survey will continue in future years and results will be made available on a regular basis.

Cambridgeshire Police Authority, working together with the force, is committed to increase the trust and confidence of the public in the Constabulary and improve their satisfaction in what we do.

Surveying public opinion forms an important part of the way in which we work to meet this commitment.

On the following pages you will find:

Results from the Policing in Cambridgeshire 2009/10 survey:

- Results relating to the Home Office target for improving public confidence
- Other key results from this survey
- Background information about this survey
- Frequently Asked Questions

Results from the British Crime Survey (up to September 2009):

- Information relating to the Home Office target for improving public confidence

Local confidence survey

(Policing in Cambridgeshire survey 2009/10)

The Government has set every force a target to raise public confidence that the police and local council are dealing with the anti-social behaviour and crime issues that matter locally.

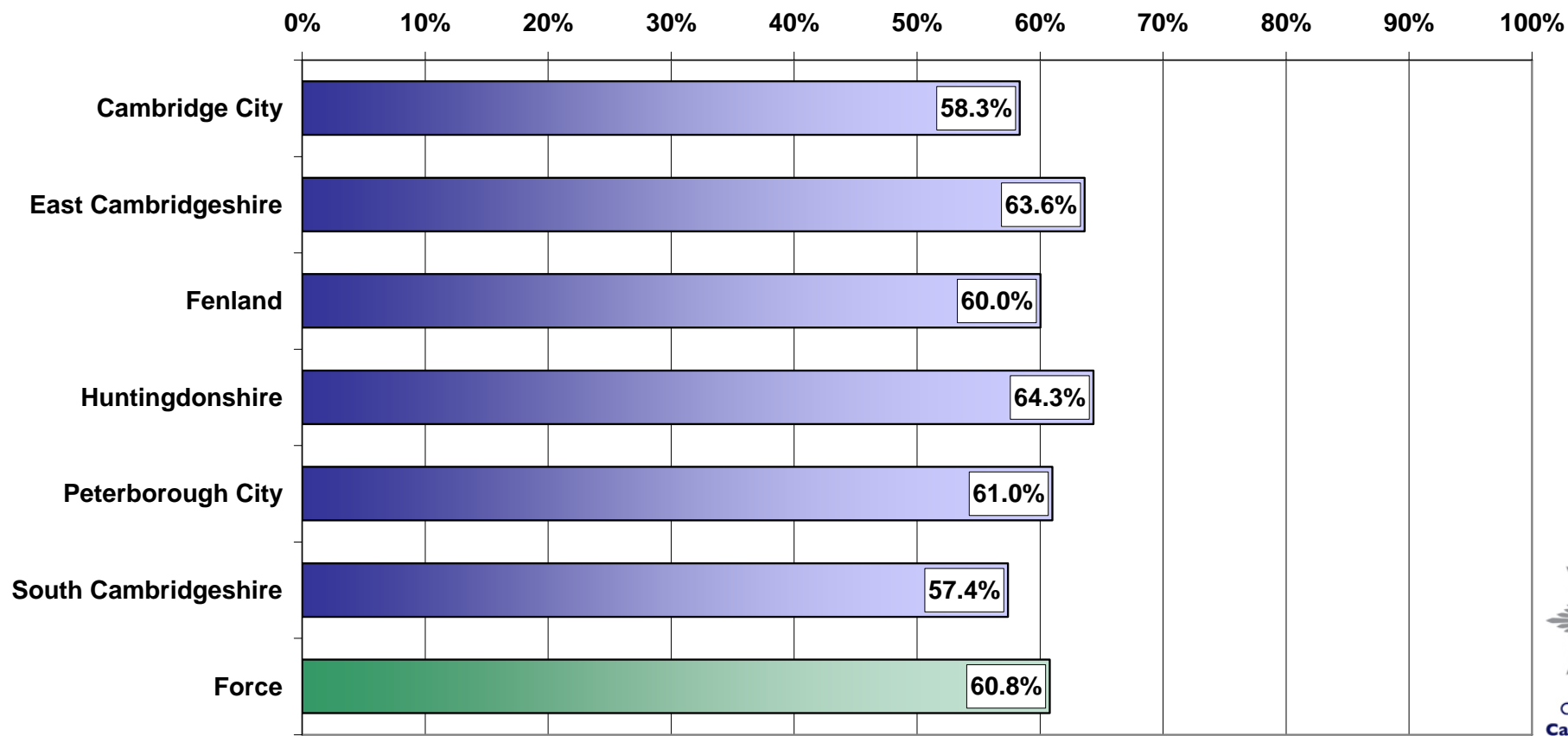
The proportion of people surveyed in each of the following areas agree that “the police and local council are dealing with the anti-social behaviour and crime issues that matter in their area”.

Area	Proportion
Cambridge City	58.3%
East Cambridgeshire	63.6%
Fenland	60.0%
Huntingdonshire	64.3%
Peterborough City	61.0%
South Cambridgeshire	57.4%
Force	60.8%

These are the results of a telephone survey that was conducted in these areas which asked local people whether they agree that: “The police and local council are dealing with the anti-social behaviour and crime issues that matter in this area”. *Care should be taken in making comparisons in local indicators that have used different survey techniques.*

Technical note: The survey is based on a quota sample of people in the local area. The use of a quota sample seeks to ensure the results are broadly representative of the local population. Quota samples may inadvertently introduce unknown sources of statistical bias.

Percentage of people surveyed who agreed that: "The Police and Local Council are dealing with the anti-social behaviour and crime issues that matter in this area."



All responses to the statement: "The Police and Local Council are dealing with the anti-social behaviour and crime issues that matter in this area."

	Cambridge City	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough City	South Cambridgeshire	Force
Agree	58.3%	63.6%	60.0%	64.3%	61.0%	57.4%	60.8%
Neither agree nor disagree	15.2%	12.6%	11.9%	9.5%	15.5%	11.3%	12.7%
Disagree	12.6%	15.3%	20.1%	15.1%	15.8%	13.3%	15.4%
Don't know	13.8%	8.5%	8.0%	11.1%	7.7%	18.1%	11.2%

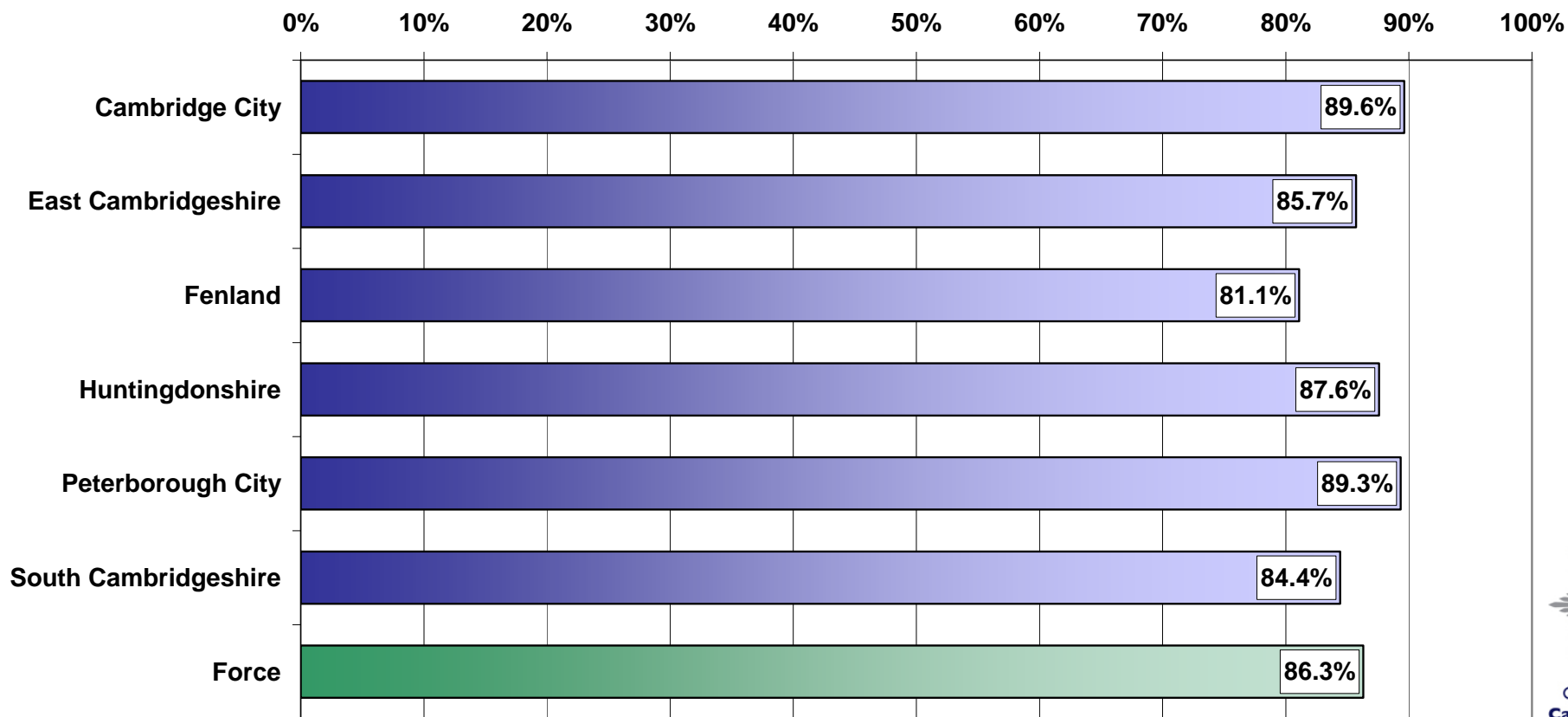
Other results

The Policing in Cambridgeshire (PIC) survey asks a range of questions about perceptions of crime and anti-social behaviour, and people's views of policing in the local area where they live and across Cambridgeshire as a whole.

The following charts provide information on:

- Responses to the statement: "Taking everything into account, I have confidence in Cambridgeshire Police."
- Responses to the question: "How good a job do you think the Police are doing in your local area?"
- Responses to the question: "Did you know that there is a dedicated Neighbourhood Policing Team that works and patrols in your local area?"
- Responses to the question: "Do you agree or disagree that you are kept well informed about what is being done to tackle anti-social behaviour and crime in your neighbourhood?"

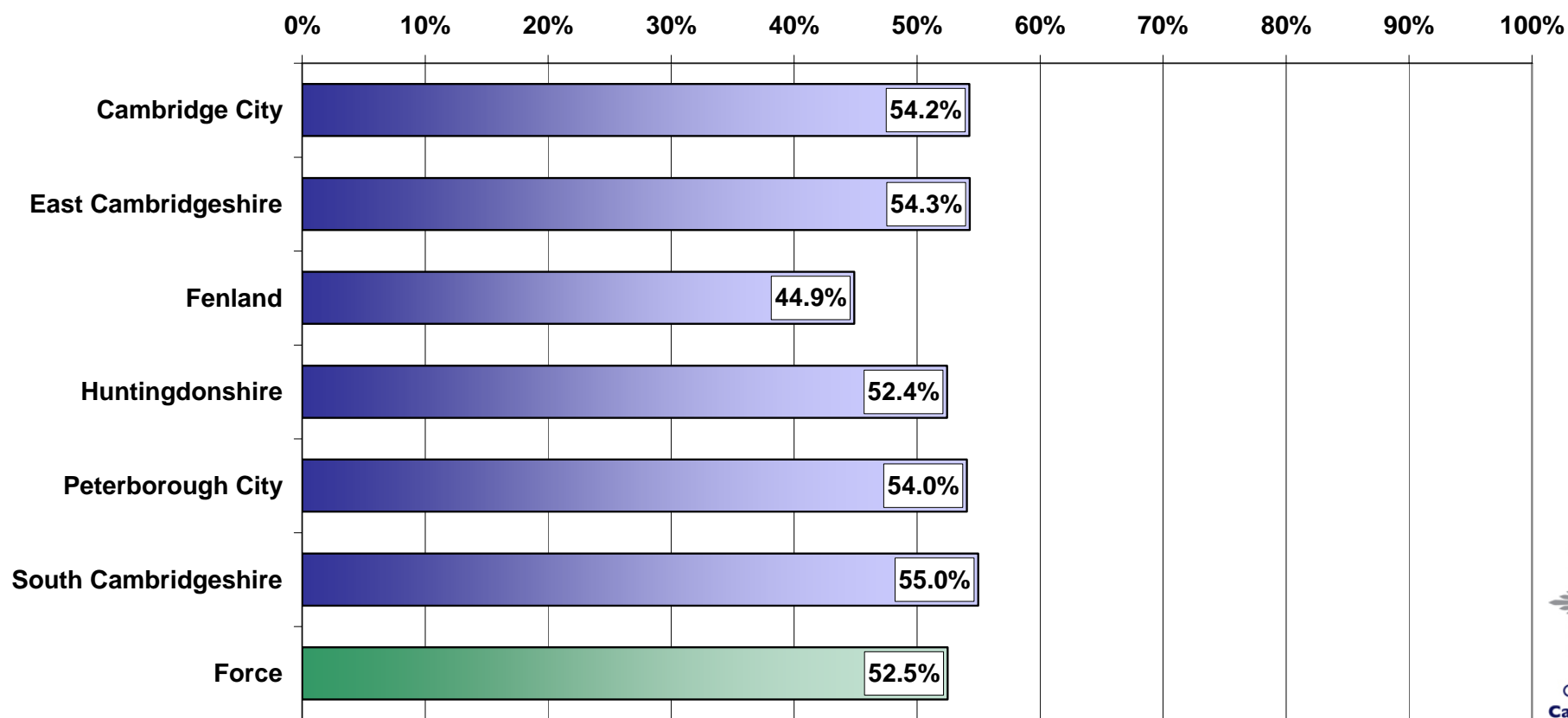
Percentage of people surveyed who agreed that: "Taking everything into account, I have confidence in Cambridgeshire Police."



All responses to the statement: "Taking everything into account, I have confidence in Cambridgeshire Police."

	Cambridge City	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough City	South Cambridgeshire	Force
Agree	89.6%	85.7%	81.1%	87.6%	89.3%	84.4%	86.3%
Neither agree nor disagree	4.9%	6.0%	4.3%	4.6%	4.7%	6.8%	5.2%
Disagree	3.7%	6.5%	11.6%	6.8%	4.5%	6.3%	6.6%
Don't know	1.8%	1.8%	3.0%	1.0%	1.5%	2.5%	1.9%

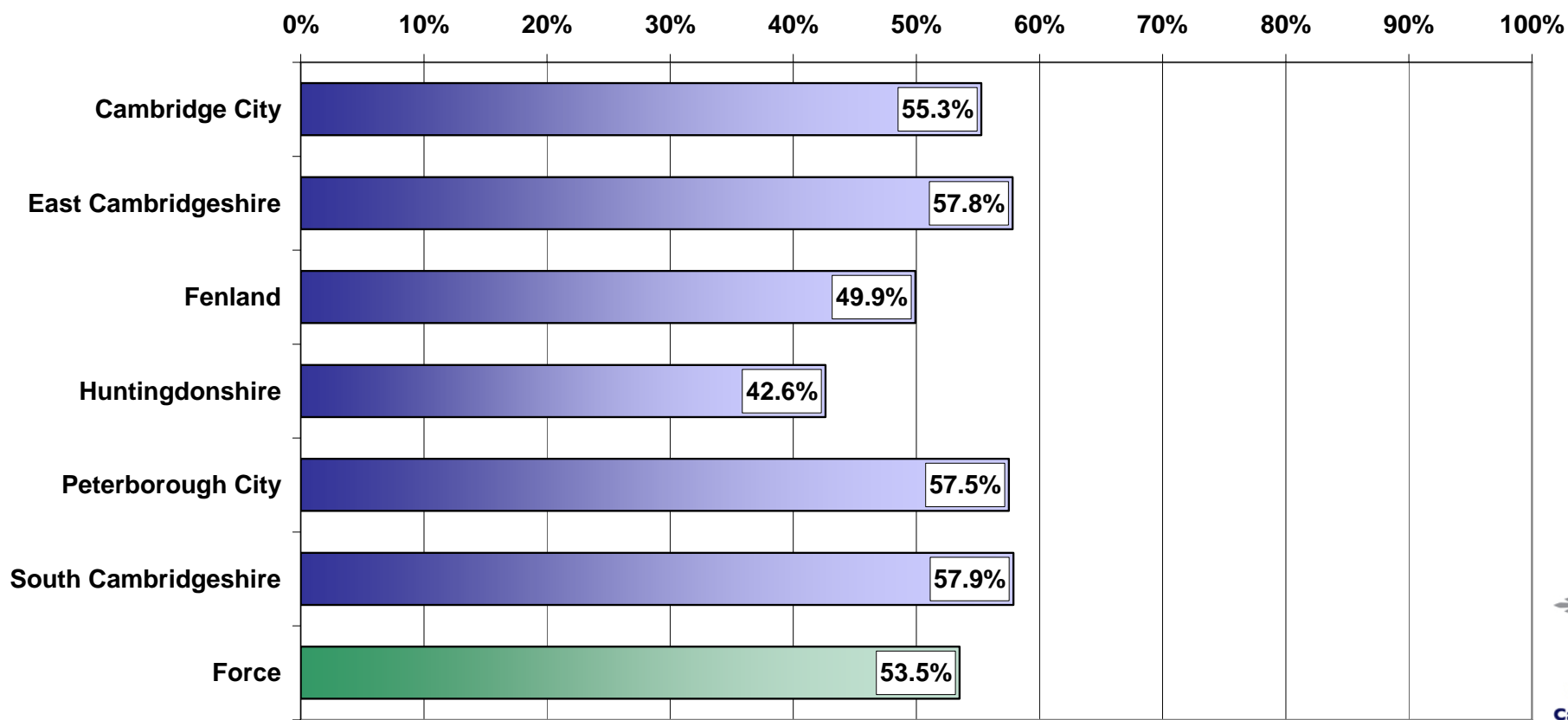
Percentage of people surveyed who agreed that the Police in their local area are doing a good or very good job



All responses to the question: "How good a job do you think the Police are doing in your local area?"

	Cambridge City	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough City	South Cambridgeshire	Force
Good or very good	54.2%	54.3%	44.9%	52.4%	54.0%	55.0%	52.5%
Fair	35.3%	34.1%	41.9%	37.5%	33.5%	27.1%	34.9%
Poor or very poor	2.7%	4.2%	9.4%	3.7%	4.4%	4.7%	4.8%
Don't know	7.8%	7.4%	3.9%	6.4%	8.1%	13.3%	7.8%

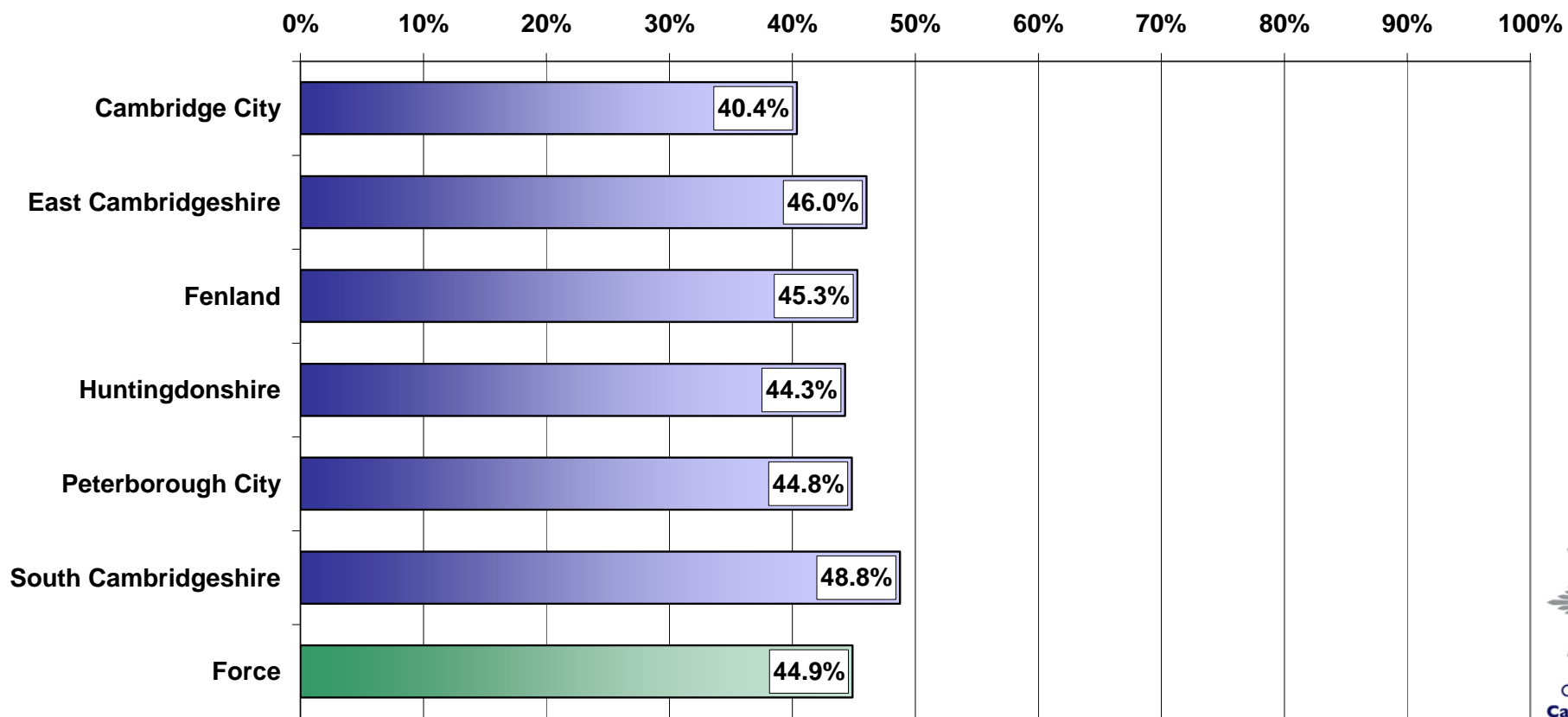
Percentage of people surveyed who knew that there is a dedicated Neighbourhood Policing Team that works and patrols in their local area



All responses to the question: "Did you know that there is a dedicated Neighbourhood Policing Team that works and patrols in your local area?"

	Cambridge City	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough City	South Cambridgeshire	Force
Yes	55.3%	57.8%	49.9%	42.6%	57.5%	57.9%	53.5%
No	44.7%	42.2%	50.1%	57.4%	42.5%	42.1%	46.5%

Percentage of people surveyed who agreed that
they were kept well informed about what is being done to tackle anti-social behaviour and crime in their neighbourhood



All responses to the question: "Do you agree or disagree that
you are kept well informed about what is being done to tackle anti-social behaviour and crime in your neighbourhood?"

	Cambridge City	East Cambridgeshire	Fenland	Huntingdonshire	Peterborough City	South Cambridgeshire	Force
Agree	40.4%	46.0%	45.3%	44.3%	44.8%	48.8%	44.9%
Neither agree nor disagree	10.2%	8.0%	6.6%	6.3%	8.5%	9.0%	8.1%
Disagree	46.5%	43.5%	46.8%	46.9%	45.5%	39.3%	44.8%
Don't know	2.9%	2.5%	1.3%	2.5%	1.2%	3.0%	2.2%

More about the Local Confidence Survey

What is the local confidence survey?

All police forces in England and Wales are required to carry out a survey to collect the views of local people about policing in their area. In Cambridgeshire, we call this the Policing in Cambridgeshire (PIC) Survey.

This survey is conducted over the telephone and undertaken by employees of Cambridgeshire Constabulary. The survey asks a range of questions about perceptions of crime and anti-social behaviour, and people's views of policing in the local area where they live and across Cambridgeshire as a whole.

In the period between August 2009 and February 2010, the force conducted telephone surveys with 3,628 members of the public across all parts of Cambridgeshire.

In total, over 600 people were surveyed living in each of the six local council areas in Cambridgeshire (Cambridge City, East Cambridgeshire, Fenland, Huntingdonshire, Peterborough City and South Cambridgeshire).

The survey was managed to ensure the participation of both men and women in a range of different age groups in each council area; with only people aged 16 and over allowed to take part.

Why is it being done?

The results of the survey will be used to help Cambridgeshire Constabulary and its partners to better understand views and concerns in neighbourhoods across Cambridgeshire, as well as help support efforts to improve public confidence.

Part of the survey is designed to collect information about the work done by our Neighbourhood Policing Teams. The survey team regularly feedback a summary of the views expressed to these teams so they know what people have said about local issues and problems.

In the next section, the survey team at Cambridgeshire Constabulary answer some frequently asked questions.



Frequently Asked Questions (FAQs)

Why do you do this survey over the phone?

Our experience of conducting other surveys told us that we would get a wider range of views if we spoke to people over the telephone. We also knew that we would be able to talk to a broader range of people with a mix of ages and backgrounds.

We could have decided to use a postal survey, but we know that fewer people take the time to fill these in. We could have gone to people's houses and carried out a face-to-face interview, but we didn't think that represented good value for money.

Perhaps the greatest benefit to conducting a telephone survey is that we are able to have a conversation with the people who take part. This means that we can collect their opinions as well as provide information about their Neighbourhood Policing Team.

Who does the surveys?

The surveys are collected by our own Telephone Research Bureau. These operators are part-time members of staff employed specifically to carry out surveys. They normally work in the evenings between 6 and 9pm, and talk to between 100 and 150 people each week. It takes our operators between 10 and 20 minutes to go through the entire survey, including passing on information about the Neighbourhood Policing Team and its current priorities. The average is around 15 minutes.

How do you decide who takes part in the survey?

It is our aim to collect the views of men and women in a range of different age groups across all the various parts of Cambridgeshire. In order to do this, we purchase our contact information from an experienced data supplier who is licensed by the Information Commissioner's Office. The telephone numbers provided (which exclude ex-directory numbers) are chosen at random against criteria we define.

The survey is entirely optional and so any individual we contact can decide whether or not to take part.

If you want to find out more about the rules governing the supply of contact information, you can call the Information Commissioner's helpline (08456 30 60 60) which operates from 9am to 5pm, Monday to Friday.

Can I elect to take part in the survey?

The people we contact for this survey are chosen randomly for us by our data supplier. This means that you cannot request or volunteer to take part unless we make contact with you.

If you have particular points you want to raise about policing in your area, then why not contact your Neighbourhood Policing Team. More information about this is available on our website.

Is the survey confidential?

Yes, the information given to us during a survey is treated in confidence and only used by Cambridgeshire Police. We will only contact someone again regarding things they have said in the survey if they give their express permission for us to do so.

What will happen to the results of the survey?

This is an ongoing survey and it is our intention to update the published results every three months from July 2010 onwards. The data will be analysed in detail and the results will be used to help us to improve the service we provide to the people of Cambridgeshire.

For further information about the Policing in Cambridgeshire survey, please contact Brian Moran, Principal Research Officer, Cambridgeshire Constabulary. Tel: 0345 456 4564 ext 2661. Email: Brian.Moran@cambs.pnn.police.uk

British Crime Survey (BCS)

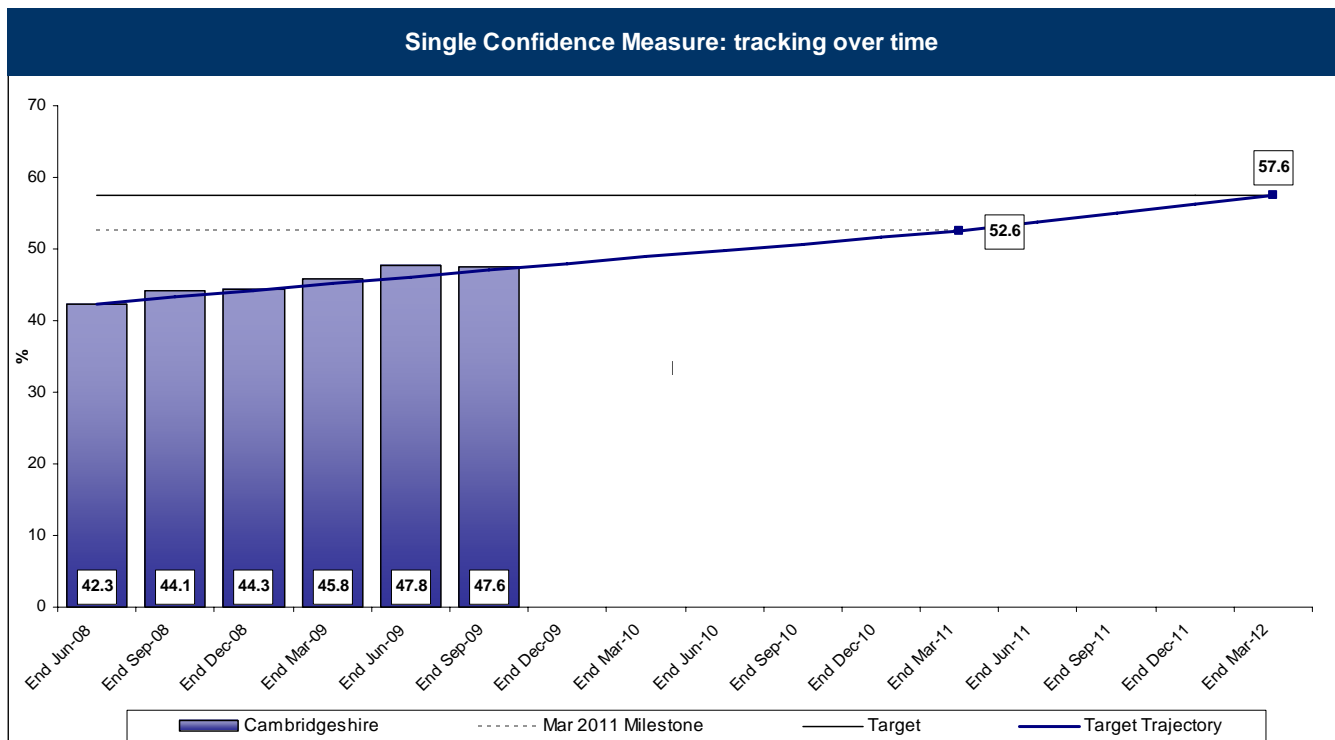
The British Crime Survey (BCS) is a national survey carried out on behalf of the Government. Each year approximately 1,000 people in Cambridgeshire are interviewed face-to-face for the BCS.

Linked to the findings of the BCS, all police forces in England and Wales have been set targets to improve *public confidence*. This is measured by the proportion of people surveyed in the BCS who agree that:

“The Police and Local Council are dealing with the anti-social behaviour and crime issues that matter in this area”

In Cambridgeshire, the target is that by March 2012, 57.6% of people surveyed agree with the above statement. This is against a baseline measure of 44.1% in 2007/08.

The results of the BCS are published every three months. The chart below shows the progress that Cambridgeshire Police has made to date against this *single confidence measure*.



For further information visit: <http://www.homeoffice.gov.uk/rds/bcs1.html>