

**Wave 12 Panel Survey
Report
On behalf of North East Lincolnshire Council**

Prepared By



SMSR Ltd, SMSR House, 51-52 Market Place, Hull, HU1 1RQ

www.smsr.co.uk info@smsr.co.uk

Tel: 01482 211200 Fax: 01482 211201

**Final Report
November 2009**



Contents

| | | |
|-----|--------------------------|----|
| 1.0 | Introduction | 3 |
| 2.0 | Methodology/Sample | 4 |
| 3.0 | SUMMARY | 5 |
| 3.1 | Humberside Police..... | 5 |
| 3.2 | Scrutiny | 5 |
| 3.3 | Community Wardens | 5 |
| 4.0 | Results..... | 7 |
| 4.1 | Humberside Police..... | 7 |
| 4.2 | Scrutiny | 10 |
| 4.3 | Community Wardens | 12 |

1.0 Introduction

- 1.1 During October 2009, SMSR carried out the twelfth wave of the panel survey.
- 1.2 The main purpose of this exercise was to consult with residents on the following issues:-
 - Humberside Police
 - Scrutiny
 - Community Wardens
- 1.3 The Citizens' Panel was recruited by SMSR in June 2006. It originally consisted of a representative sample of 1,250 residents who expressed their willingness to take an active part in consultation, however following a decrease in panel size; the panel was refreshed in August 2007. Following further consultation and as a consequence, another decrease in panel members, a second refresh was carried out this year alongside the Wave 11 panel survey. A decrease in panel size is to be expected and can explain lower response rates. The Citizen's Panel will help the Council improve and provide better services throughout the area for its residents.

2.0 Methodology/Sample

- 2.1 The consultation was undertaken using a questionnaire that was designed by SMSR in conjunction with officers at North East Lincs Council.
- 2.2 Due to previous low response rates using a postal methodology, the questionnaire was designed and administered as a telephone survey with members of the panel.
- 2.3 A total of 644 surveys (59% response rate) were completed over a period of 2 weeks, this is lower than the previous wave (71%). All telephone numbers were called at least 5 times at various times of the day in order to achieve a high response rate.
- 2.4 The demographic and geographic breakdown of respondents of this survey is as follows:

| GENDER | Count | Percentage |
|--------------|------------|-------------|
| Male | 272 | 42% |
| Female | 372 | 58% |
| Total | 644 | 100% |

| AGE | Count | Percentage |
|--------------|------------|-------------|
| 18-24 | 11 | 2% |
| 25-34 | 49 | 8% |
| 35-44 | 78 | 12% |
| 45-54 | 118 | 18% |
| 55-64 | 141 | 22% |
| 65+ | 162 | 25% |
| Refused | 85 | 13% |
| Total | 644 | 100% |

| DISABILITY | Count | Percentage |
|--------------|------------|-------------|
| Yes | 144 | 22% |
| No | 500 | 78% |
| Total | 644 | 100% |

- 2.5 It must be noted that where respondents were offered to make open comments, only the most frequent responses given may be listed but the full lists can be found in the result tables in the appendix.

3.0 SUMMARY

3.1 Humberside Police

52% agreed that the police seek peoples views about the anti-social behaviour and crime issues that matter in the area in which they live; while 63% agreed that the police are dealing with crime issues that matter in the area in which they live.

51% felt that police do an excellent or good job in their local area; 36% felt the police do a 'fair' job.

73% agreed that 'the police understand the issues that affect the area I live in'; while 71% agreed that and 'the police in the area I live treat everyone fairly regardless of who they are'.

3.2 Scrutiny

45% would rate their understanding of scrutiny as 'good'. The number of respondents rating their understanding of scrutiny as 'poor' has increased by 5% since 2008; however the number of respondents that had no understanding of scrutiny has decreased by 5%.

As with in 2008, respondents felt that 'feeling safe on the street' (39%) was thought to be the most important subject for review.

3.3 Community Wardens

71% were aware of Community Wardens in their local area, of which 34% were aware of the wardens high visibility patrols.

25% knew how to contact their local warden; the preferred method of contact being telephone (51%).

93% had not requested the service of a Community Warden; however of those that had almost a fifth (19%) had received the Community Warden's service in the form of removing and clearing fly tipping or rubbish around their house.

Of those that had contacted the wardens, 84% (26) found the advice given to them either very helpful or helpful. 61% (19) of respondents had received feedback from the wardens about their report or complaint. 71%, (22) were satisfied to some extent with the outcome of their report or complaint.

Overall, respondents rated the current service positively, with just over a quarter (26%, 8) rating the service as excellent.

38% had at least seen a warden within the last week, while 58% had seen a warden within the last month. Just 25% had never seen a warden.

Respondents felt that the main duty of a warden should be Issue fines for littering & dog fouling.

The majority felt a 'tough stance' should be taken on environmental crime. 43% felt that Wardens should be on duty 24 hours a day. 82% felt that Wardens should be on duty Monday to Sunday.

85% would be prepared to answer questions about Community Wardens on an annual basis to ensure that NE Lincs Council are providing the service that respondents want.

4.0 Results

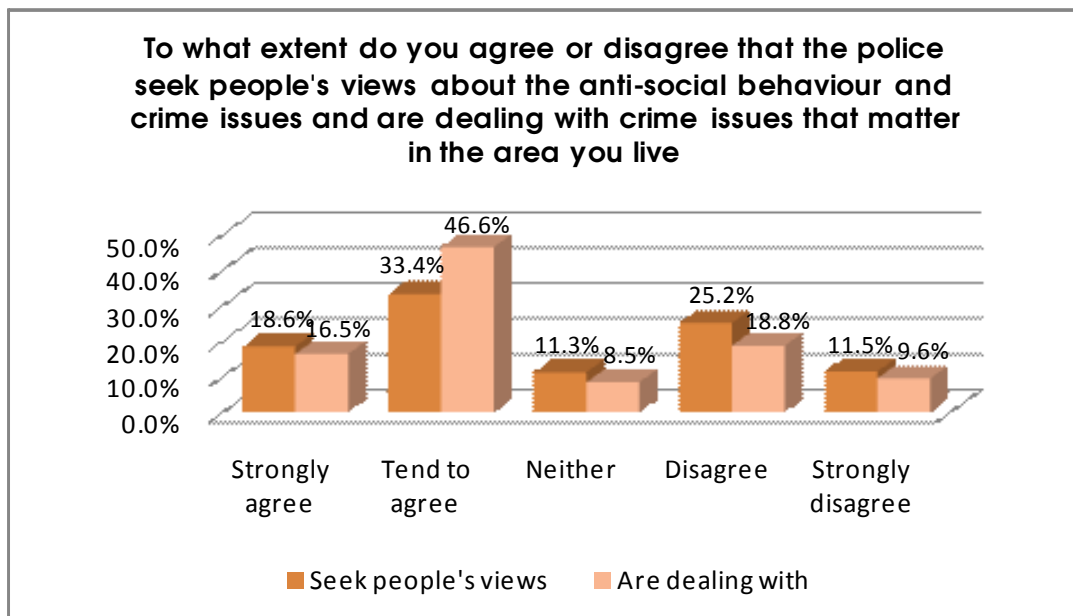
4.1 Humberside Police

The Police Authority sets the budget and local objectives for the Force and monitors its performance against targets set in consultation with the Chief Constable and the National Policing Objectives as set by the Home Secretary.

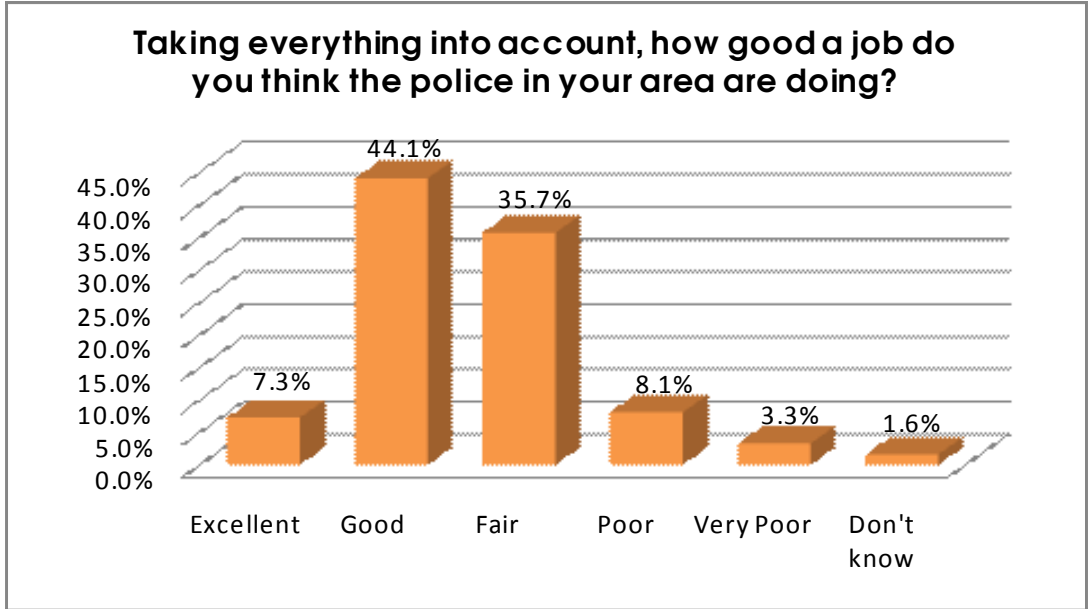
Among other tasks, the Authority has the responsibility of ensuring that the service delivered by the Force reflects the concerns and views of the communities it serves. The Authority consults the people in the Humberside Police area about how they are policed and uses the results to determine the objectives and priorities for the police force. These priorities are set out in the Authority's annual Policing Plan.

The views and comments received from the public play an integral role in assessing the success of the policing service delivered in the Humberside Force area. As an accountable and diverse body the Authority plays a vital role in ensuring that the public receives the kind of locally focused policing that it needs, deserves and has asked for.

Respondents were asked how much they agreed or disagreed that the police seek people's views about anti-social behaviour and crime issues that matter to them in their area and that the people are dealing with crime issues that matter. Overall, levels of agreement were fairly high, with 52% agreeing that the police seek people's views and 63% agreed that the police are dealing with issues.



Taking everything into account, just over half (51%) felt that the police are doing an excellent or good job in their local area, while over a third (36%) felt that the police are doing a 'fair' job. Over a tenth (11%) felt that the police are doing a poor, or very poor job.



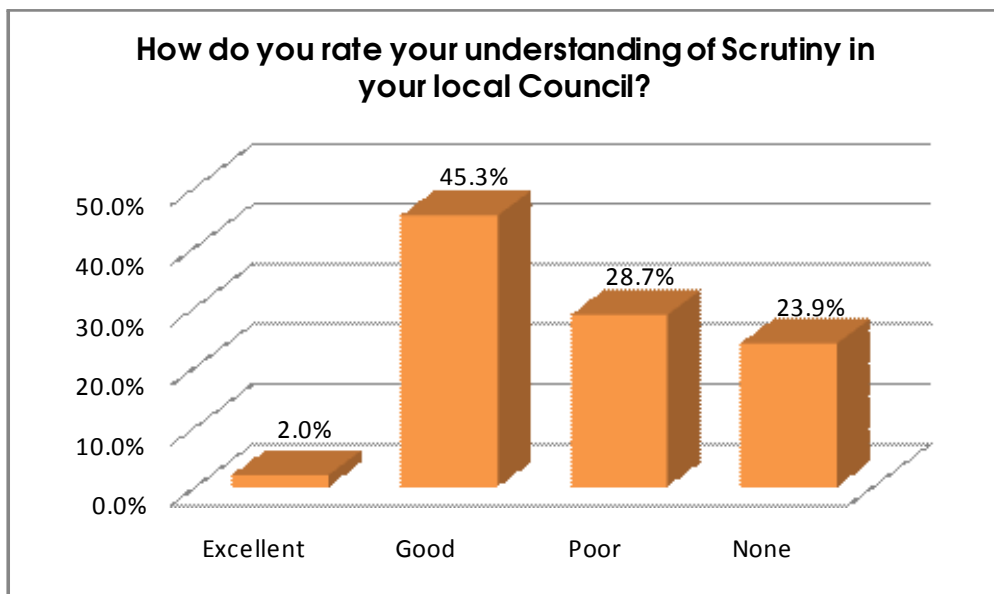
Respondents were asked whether or not they agreed with a number of statements related to the Police and their role within the community. Overall agreement with the statements was fairly high with the exception of 'the police can be relied on to be there when you need them' (40% strongly or tended to agree) and 'the police can be relied on to deal with minor crimes in the area I live in' (46% strongly or tended to agree). Respondents were most likely to agree to some extent that 'the police understand the issues that affect the area I live in' (73%) and 'the police in the area I live treat everyone fairly regardless of who they are' (71%).

| To what extent do you agree or disagree that... | Strongly agree | Tend to agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know |
|--|----------------|---------------|----------------------------|----------|-------------------|------------|
| 'They can be relied on to be there when you need them' | 10.9% | 28.9% | 6.1% | 26.1% | 23.1% | 5.0% |
| 'The police in the area I live treat everyone fairly regardless of who they are' | 28.1% | 43.3% | 6.8% | 5.9% | 4.5% | 11.3% |
| 'They can be relied on to deal with minor crimes in the area I live in' | 12.0% | 34.0% | 4.2% | 23.1% | 21.4% | 5.3% |
| 'They understand the issues that affect the area I live in' | 21.0% | 52.3% | 5.0% | 10.7% | 6.2% | 4.8% |
| 'They are dealing with things that matter to the area I live in' | 16.5% | 49.1% | 6.7% | 13.8% | 10.1% | 3.9% |
| 'Taking everything into account I have confidence in the police in my area' | 22.2% | 44.1% | 4.5% | 16.9% | 11.3% | 0.9% |

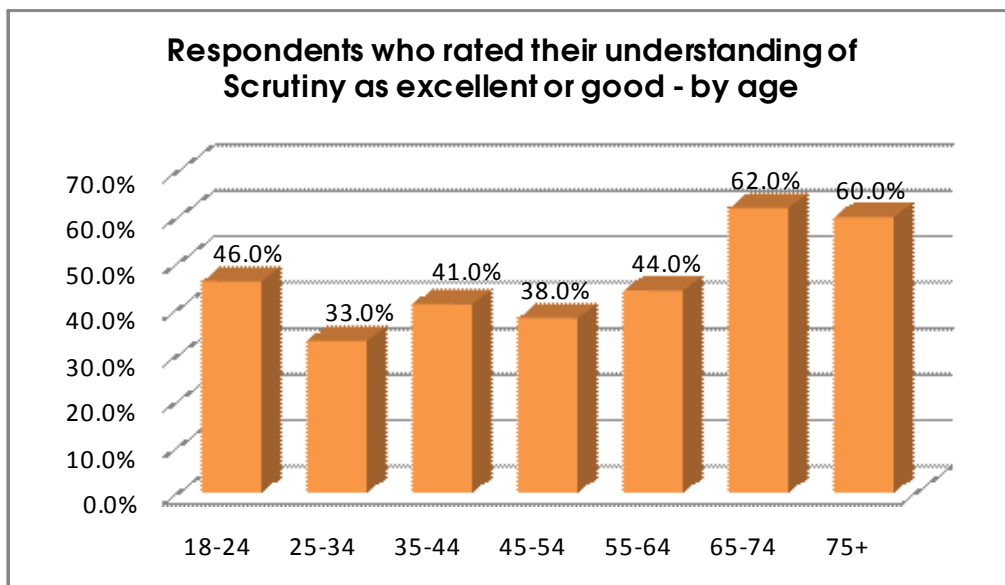
4.2 Scrutiny

Scrutiny is a process that enables Councillors to review and scrutinise economic, environmental and social well being matters affecting local people. Members of the public can become involved in the process by submitting petitions to Scrutiny panels for consideration, or by suggesting issues that could be examined by scrutiny.

Almost half (45%) would rate their understanding of scrutiny as 'good'; while over half (53%) would rate their understanding of scrutiny as 'poor' or 'none existent'. The number of respondents rating their understanding of scrutiny as 'poor' has increased by 5% since 2008; however the number of respondents that had no understanding of scrutiny has decreased by 5%.



Respondents aged 65 and over were most likely to have a better understanding of scrutiny than younger respondents.



Every year members of scrutiny choose areas for review and / or investigation. Over 30 reviews have been held to date. Previous examples include school meals, access to medical centres, tourism and flooding.

If respondents had to choose a subject for review, 'feeling safe on the street' (39%) was thought to be the most important. This was also the case in 2008 (44%).

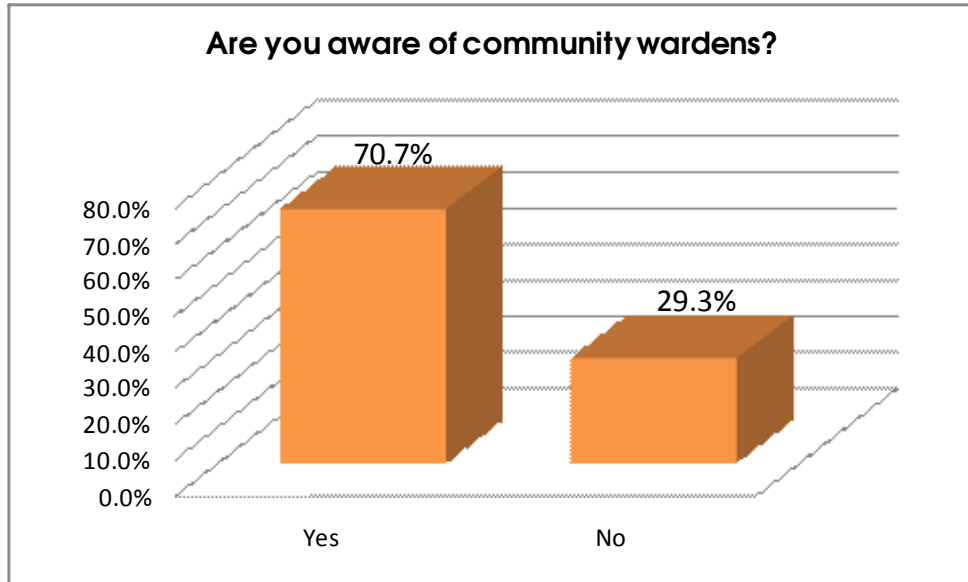
**If you could chose a subject for review, which one of the following would you say was the most important?
(Base: 644)**

| Subject | Number | Percentage |
|--|--------|------------|
| Feeling safe on the streets | 249 | 38.7% |
| Improving efficient use of council resources | 166 | 25.8% |
| Increasing work opportunities | 117 | 18.2% |
| Reducing fuel poverty | 50 | 7.8% |
| Increasing participation in Youth services | 37 | 5.7% |
| Improving private rented housing conditions | 25 | 3.9% |

4.3 Community Wardens

Awareness of Wardens

Almost three quarters, (71%) were aware of Community Wardens in their local area.



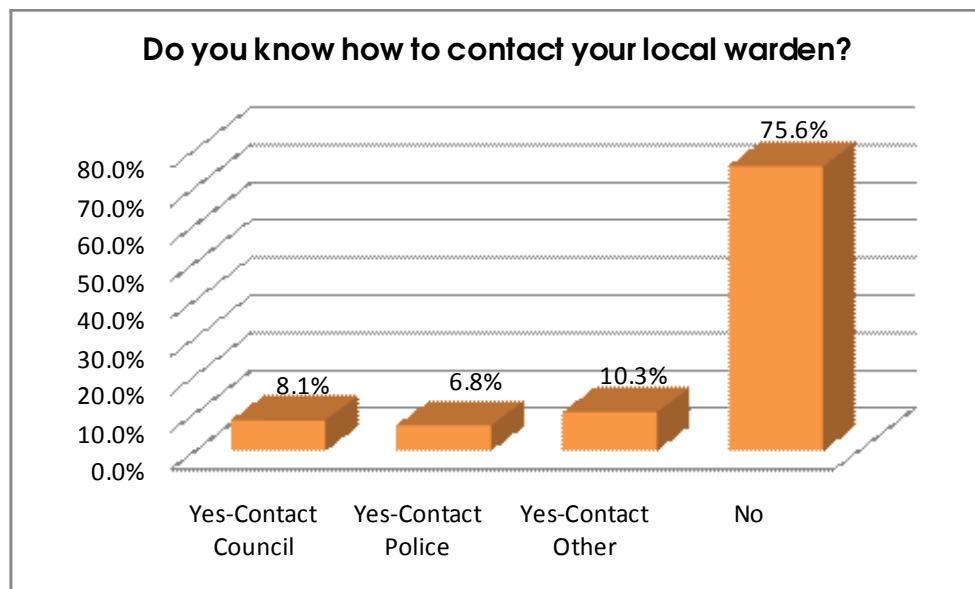
Respondents were asked what they thought Community Wardens currently do. The five activities that were most commonly stated by respondents are listed in the table below. A full list can be found in the appendix. Of the people who said an activity other than what was listed, listening/talking to residents about crime and anti-social behaviour was the most frequently stated (22%).

| What do you think the Wardens currently do? (Base: 455) | | |
|--|--------|------------|
| Activity | Number | Percentage |
| High visibility patrols | 153 | 33.6% |
| Other | 139 | 30.5% |
| Don't know | 104 | 22.9% |
| Issue fines for littering and dog fouling | 72 | 15.8% |
| Partnership working with the police | 40 | 8.8% |

Of the respondents who were aware of Community Wardens, 88% said they would know how to identify a Community Warden.

Contacting Community Wardens

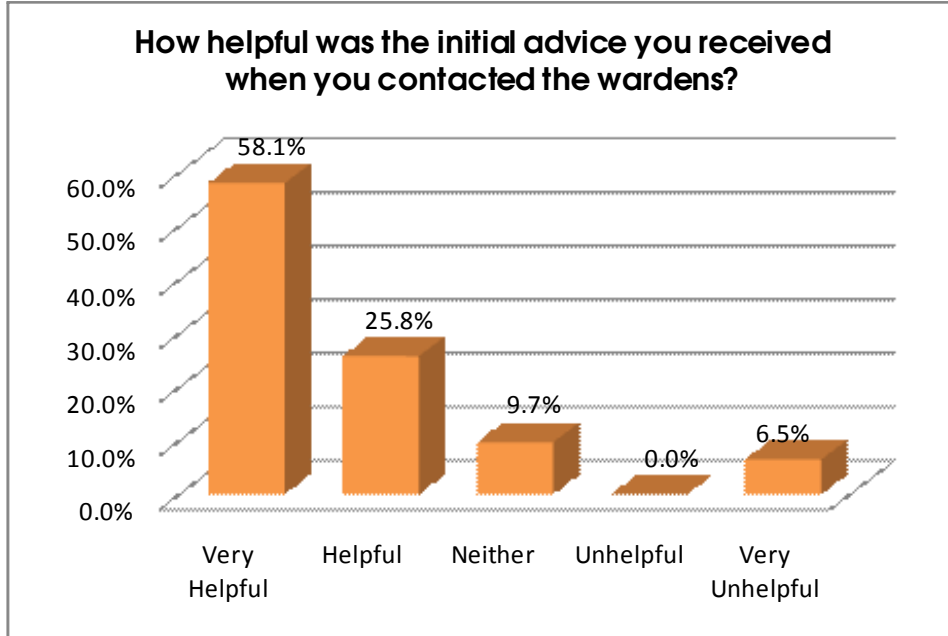
A quarter of respondents knew how to contact their local warden. Amongst the respondents who said they would contact their warden in another way, by direct telephone was the preferred method (51%).



The vast majority of respondents had not requested the service of a Community Warden (93%); however of those that had almost a fifth (19%) had received the Community Warden’s service in the form of removing and clearing fly tipping or rubbish around their house. The four types of service that were most frequently received are shown below and a full list can be found in the appendix.

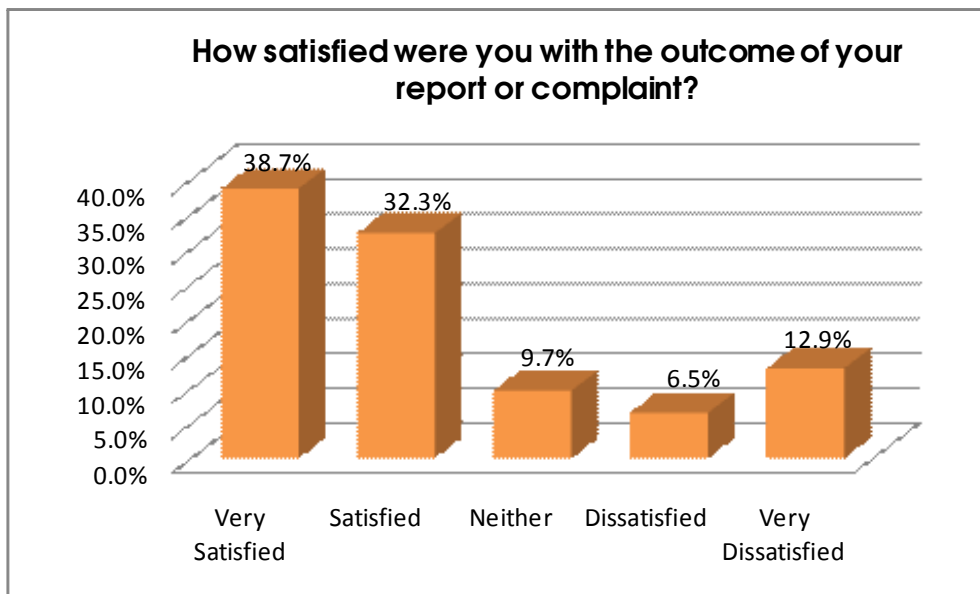
| Please give some further information on the service you received (Base: 31) | | |
|--|--------|------------|
| Activity | Number | Percentage |
| Removed and cleared fly tipping/rubbish around my house | 6 | 19.4% |
| They deal with vandalism | 4 | 12.9% |
| Dealt with my burglary | 3 | 9.7% |
| Dealt with anti-social behaviour | 3 | 9.7% |

Thinking about the initial advice that they received when they contacted the wardens, 84% (26) of respondents found the advice either very helpful or helpful. No respondents felt that the advice given was unhelpful and only 2 respondents (6.5%) found the advice that was given to them by the wardens very unhelpful.

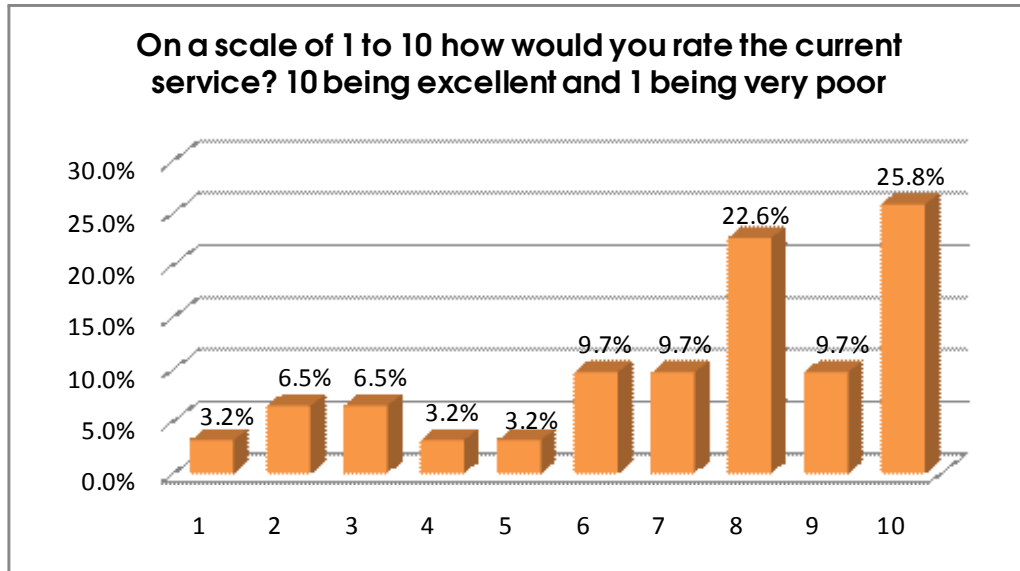


When asked 61% (19) of respondents had received feedback from the wardens about their report or complaint.

Almost three quarters (71%, 22) of respondents were satisfied to some extent with the outcome of their report or complaint.



Overall, respondents rated the current service positively, with just over a quarter (26%, 8) rating the service as excellent.



Respondents who were aware of Community Wardens were asked when they had last seen a Community Warden in their neighbourhood. 38% of respondents had seen a Community Warden in the last week, including yesterday and today, however, a quarter of respondents had never seen a Community Warden in their area.

| When did you last see a Community Warden in your neighbourhood? | | |
|--|---------------|-------------------|
| (Base: 455) | | |
| | Number | Percentage |
| Today | 20 | 4.4% |
| Yesterday | 40 | 8.8% |
| Last week | 112 | 24.6% |
| Last month | 90 | 19.8% |
| In the last 6 months | 64 | 14.1% |
| Last year | 14 | 3.1% |
| Never | 115 | 25.3% |

Priorities

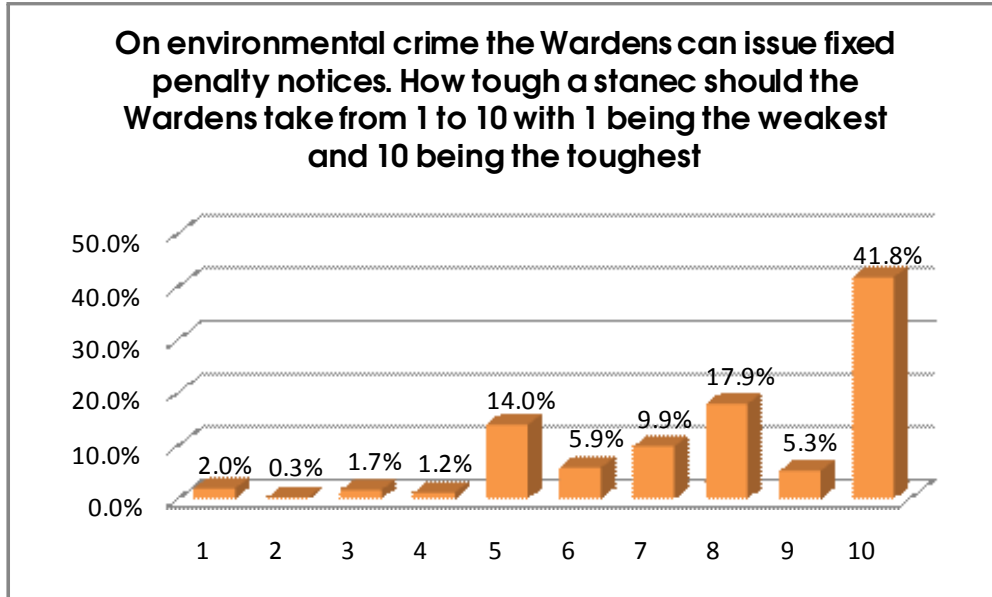
Respondents were given a list of work that Community Wardens do and asked to select what their top three priorities would be. The table below shows the top five priorities when the first, second and third priority choices were combined. A full list of the priorities and the first, second and third choice classification can be found in the appendix.

| Thinking about the work of community wardens, please say what your top three priorities would be? | |
|---|--------|
| Priority | Number |
| Issue fines for littering & dog fouling | 278 |
| Dealing with fly tipping | 227 |
| High visibility patrols | 226 |
| Youth engagement | 203 |
| Education in schools | 154 |

After been given the list respondents were asked if there was anything that they felt wardens should do which hadn't previously been mentioned. The majority of respondents (86%) said that there was nothing else they felt Wardens should do. The five things people felt wardens should do most are shown below and a full list can be found in the appendix.

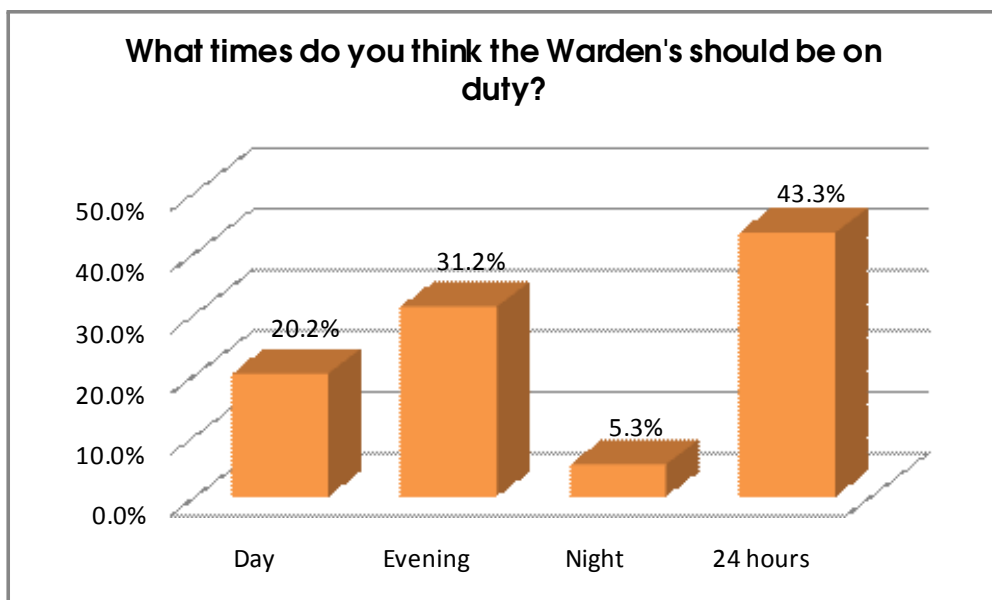
| Is there anything else I haven't mentioned which you feel the Wardens should do? (Base: 644) | | |
|---|--------|------------|
| Activity | Number | Percentage |
| No | 556 | 86.3% |
| Check on the older/vulnerable people living on their own | 15 | 2.3% |
| Check and punish motoring offences in the area | 15 | 2.3% |
| Be more visible, patrolling | 13 | 2.0% |
| Be more proactive with residents, more communication | 12 | 1.9% |

When asked how tough a stance respondents felt Wardens should take with regards to environmental crime, overall, the majority felt a 'tough stance' should be taken, with three quarters rating the stance as 7 or above and 42% rating the stance as the 'toughest' at 10.

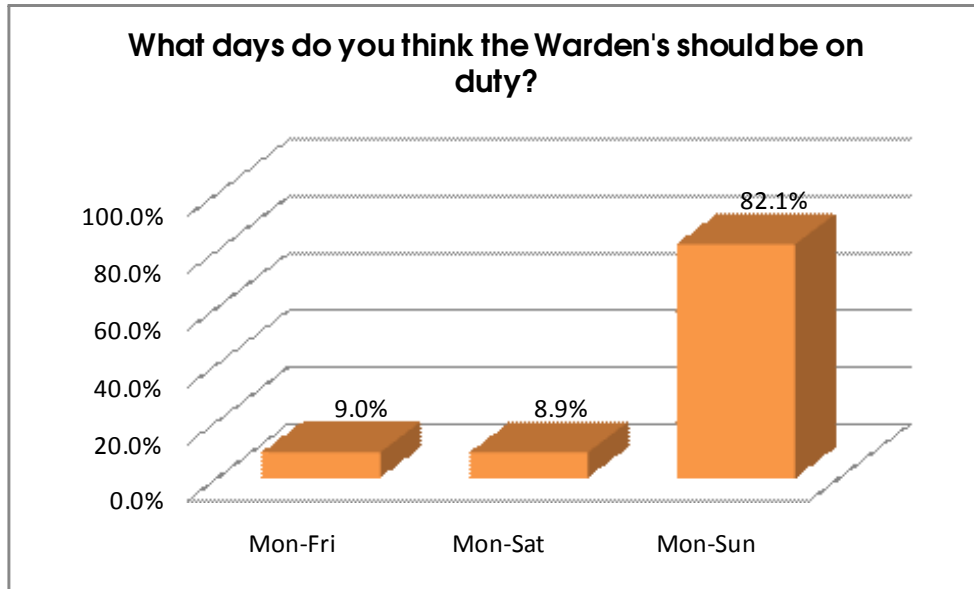


Duty

Over two thirds (43%) felt that Wardens should be on duty 24 hours a day, while almost a third (31%) felt that Wardens should be on duty in the evening.



Perhaps as to be expected, given the answer above, respondents felt that Wardens should be on duty Monday to Sunday (82%). Under a tenth (9%) felt that duty should only be Monday to Friday.



The vast majority (85%) would be prepared to answer questions about Community Wardens on an annual basis to ensure that NE Lincs Council are providing the service that respondents want.