

North East Lincolnshire Council

Wave 12 Panel Survey

Humberside Police Authority - Securing Outstanding Policing For Local People

The 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.

Public Confidence and Satisfaction

Q1 Please state your opinion on these statements by ticking one of the following boxes.

	Strongly agree	Tend to agree	Neither agree nor disagree	Disagree	Strongly Disagree
'The police seek people's views about the anti-social behaviour and crime issues that matter in the area I live in'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'The police are dealing with crime issues that matter to the area I live in'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 Taking everything into account, how good a job do you think the police in your area are doing?

<i>Excellent</i>	<input type="checkbox"/>
<i>Good</i>	<input type="checkbox"/>
<i>Fair</i>	<input type="checkbox"/>
<i>Poor</i>	<input type="checkbox"/>
<i>Very Poor</i>	<input type="checkbox"/>
<i>Don't know</i>	<input type="checkbox"/>

Q3 Please state your opinion on these statements by ticking one of the following boxes.

	Strongly agree	Tend to agree	Neither agree nor disagree	Disagree	Strongly Disagree
'They (the police in your area) can be relied on to be there when you need them'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'The police in the area I live treat everyone fairly regardless of who they are'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'They (the police) can be relied on to deal with minor crimes in the area I live in '.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'They (the police) understand the issues that affect the area I live in'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'They (the police) are dealing with things that matter to the area I live in'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Taking everything into account I have confidence in the police in my area'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community Wardens

Community Wardens (Neighbourhood Safety Scheme) are operating in North East Lincolnshire. We would be grateful if you would take a few minutes to complete this survey to help us improve the service which we provide. All responses will be dealt with in confidence.

Q4 Are you aware of the community wardens?

Yes

No.....

Q5 Would you know how to identify a community warden?

Yes

No.....

Q6 Do you know how to contact your local Warden?

Contact Council.....

Contact Police.....

Contact Other (please name).....

Q7 Have you requested the service of the community Wardens?

Yes

No.....

Q8 If yes, please give some further information on the service you received

Q9 How helpful was the initial advice you received when you contacted the wardens?

- Very Helpful*.....
- Helpful*.....
- Neither helpful/unhelpful*.....
- Unhelpful*.....
- Very unhelpful*.....

Q10 Did you receive feedback from your wardens about your report or complaint?

- Yes*.....
- No*.....

Q11 How satisfied were you with the outcome of your report or complaint?

- Very Satisfied*.....
- Satisfied*.....
- Neither Satisfied/ unsatisfied*.....
- Dissatisfied*.....
- Very dissatisfied*.....

Q12 On a Scale of 1 to 10 how would you rate the current service?

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 When did you last see a Community Warden in your neighbourhood?

- Yesterday*.....
- Last week*.....
- Last month*.....
- Last year*.....
- Never*.....

Q14 **What do you think the Wardens currently do?**

Tick all which apply:

- Dealing with Flytipping*
- Remove abandoned vehicles*
- Youth Engagement*.....
- Remove Graffiti*
- Issue Fines for littering & dog fouling*
- Spot vulnerable vehicles to reduce car crime*.....
- Partnership working with Police*
- High Visibility Patrols*.....
- Installing anti climb paint*
- Noisy Neighbours*.....
- Untidy Gardens*
- Alleyway Clearances*.....
- Remove Flyposting*.....
- Education in Schools*.....
- Community Payback / Reparation Schemes*.....
- Community Projects*
- Stopping Cycling on Pavements*
- Stray Dogs*.....

Q18 What times do you think the Wardens should be on duty?

Day.....

Evening.....

Night.....

24 hrs.....

Q19 What days do you think the Wardens should be on duty?

Mon - Fri.....

Mon - Sat.....

Mon - Sun.....

Q20 Would you be prepared to answer questions about Community Wardens on an annual basis to ensure we are providing the service you want?

Yes.....

No.....

Not sure.....

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.

Q21 How do you rate your understanding of Scrutiny in your local Council? Prompted

Excellent.....

Good.....

Poor.....

None.....

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.

Q22 If you could choose a subject for review, which one of the following would you say was the most important?

Feeling safe on the streets.....

Increasing work opportunities.....

Improving private rented housing conditions.....

Reducing fuel poverty.....

Increasing participation in Youth services.....

Improving efficient use of council resources.....

Thankyou for completing this survey