

SOUTHERN WILTSHIRE AREA BOARD
(06 October 2011)

Police Satisfaction Survey (MEL Survey Wave 5)

1. Purpose of the Report

To discuss the recent survey of the level of public satisfaction in the Southern Wiltshire Community Area with the service provided by the police.

2. Background

These statistics are extracted from a Wiltshire-wide survey organised each year by the Wiltshire Police Authority. The sample size is only 1,000 across the County so the data must be treated with caution. However, it does highlight where there are significant differences between our Community Area and others and between our figures and the average for the force.

3. Areas of interest for Southern Wiltshire

There are 7 areas where there are minor negative variations between our Community Area and the force average. Due to the sample size these variations are not likely to be significant. However, there is one variation which stands out. The Area Board would like to explore this issue in more detail:

- Can influence decisions affecting their neighbourhood(s): Agree – 38% (Force av. 56%)

Areas where we perform **higher** than the force average:

- Feeling safe during night and day – 90% and 100% respectively
- How good a job the police are doing: Good & Excellent – 78% (Force av.71%)
- Agree that the Police understand the issues affect this community – 82% (Force av. 76%)
- Agree that Police would treat you with respect – 92% (Force av. 85%)

4. Looking at the data comparatively:

There are areas where there are variations between the satisfaction in different parts of the County which might highlight some possible lessons to be learnt from other areas. The list below gives an overview of these comparative variations.

- **Fear of crime (Last 12 months) – 18% (Force av. 13%)**
This compares with 2% in Corsham. SW is joint 22 (out of 27 Community Areas) with Amesbury also on 18%.
- **Level of service provided by Wiltshire Police: Satisfied – 70% (Force av. 77%)**
This compares with 90% in Swindon –South, and 84% in Malmesbury. SW is joint 23 (out of 27 Community Areas).
- **Agree that the police can be relied on to deal with minor crimes – 54% (Force av. 61%)**
This compares with 82% in Malmesbury. Interestingly Amesbury, Salisbury, Wilton all score quite low together.
- **Know how well the Police in their area(s) are performing – 14% (Force av. 18%)**
Most community areas score low in this however Swindon – West and Wootton Bassett score highly with 63% and 48% respectively.
- **Can influence decisions affecting their neighbourhood(s): Agree – 38% (Force av. 56%)**
This compares poorly to the Community Areas in the north of the County with Malmesbury 79%, Chippenham 63%, Wootton Bassett 79%, Corsham 76% and Calne 63%.

5. Areas where the Area Board can influence:

- **Can influence decisions affecting their neighbourhood(s): Agree – 38% (Force av. 56%)**
The Area Board has been involved in discussions about improving the Neighbourhood Tasking Group structure and process. To take this forward we would like the Board to consider setting up a task and finish group to look at this. The group would work closely with the Southern Wiltshire NPT to put a robust process in place. The task and finish group would seek views of Parish Councils and residents before bringing its plans back to the Area Board in December.
- **Know how well the Police in their area(s) are performing – 14% (Force av. 18%)**
The Area Board receives regular updates on Police performance and therefore recognises its joint responsibility for this measure. The Area Board must continue to try to increase awareness of its work amongst residents so they know they can access Police progress reports through the Area Board.

6. Recommendation

That the Board establishes a Task and Finish Group to work with Southern Wiltshire NPT to review and update the Neighbourhood Tasking Group process with a view to improving access for residents to influence decisions.