

# Public Confidence Survey

A survey of the general Lincolnshire public

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 Lincolnshire areas agree that the police and local council are dealing with the anti-social and crime issues that matter in their area.

South Kesteven	North Kesteven	South Holland	East Lindsey	West Lindsey	Lincoln City	Boston Borough
51.8%	50.6%	52.2%	48.5%	56.0%	44.8%	47.9%

The above data was calculated over the following period:  
1<sup>st</sup> April 2009 – 31<sup>st</sup> January 2010

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 and crime issues that matter in this area”*

The following responses were also obtained during the same survey and provide complimentary information that helps to give a fuller understanding of the Lincolnshire public's feelings regarding their local police. The responses are reported at the 'county' level.

	12 Month Average
Agree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in the local area.	50.7%
Agree that the police are dealing with the anti-social behaviour and crime issues that matter in the local area.	64.3%
Agree that the police can be relied on to be there when you need them.	57.3%
Agree that the police would treat you with respect of you tried to contact them for any reason.	89.6%
Agree that the local police treat everyone fairly regardless of who they are.	73.7%
Agree that the police can be relied on to deal with minor crimes.	78.7%
Agree that the police understand the anti-social behaviour and crime issues that matter in the local area.	75.9%
Taking everything into account I have confidence in the local police.	77.6%
Taking everything into account I think the local police are doing a Fair, Good or Excellent job.	91.2%

Total Survey Respondents: 4, 204

The above data was calculated over the following period:  
1<sup>st</sup> April 2009 – 31<sup>st</sup> January 2010

NB:

Care should be taken when making comparisons in local indicators that have used different survey techniques. The above survey was based on a “quota sample” of people in the local area. The use of a quota sample seeks to ensure that the results are broadly representative of the local population. Quota samples may inadvertently introduce unknown sources of bias.

# User Satisfaction Survey

A survey of the individuals who have used the Lincolnshire police service

Unlike the Public Confidence survey, which consulted Lincolnshire households at random, this data was obtained exclusively from individuals in the county who have been a victim of crime or been involved in a road traffic collision. It measures how satisfied or dissatisfied they are with the police service that they received. The figures shown below indicate the percentage of individuals who are **satisfied** with the police service that they received.

The 'User Satisfaction' survey is a national survey that is mandated and analysed by the Home Office. It is a telephone survey, run continuously through the year, which assesses all stages of police contact and investigation and attempts to assess how well the police service has met the needs of the individual, from the point of view of the individual police service user.

The following data were collected from key questions in the survey, each of which asks:

***"How satisfied, dissatisfied or neither were you with...?"***

Response options are: **Completely Satisfied**  
**Very Satisfied**  
**Fairly Satisfied**  
**Neither Satisfied nor Dissatisfied**  
**Fairly Dissatisfied**  
**Very Dissatisfied**  
**Completely Dissatisfied**  
**Don't Know**

The satisfaction levels reported represent the proportion of survey respondents who indicated that they were either 'fairly, very or completely satisfied.'

	<b>SATISFACTION</b>
	<b>12 Month Average</b>
<b>Satisfaction with the 'ease of contacting' the police:</b>	<b>90.8%</b>
<b>Satisfaction with 'actions taken' by the police:</b>	<b>78.2%</b>
<b>Satisfaction with being 'kept informed' of progress:</b>	<b>73.3%</b>
<b>Satisfaction with the 'treatment received' from the police:</b>	<b>91.1%</b>
<b>'Overall satisfaction' with the police service provided:</b>	<b>81.2%</b>

Total Respondents: 2000

NB:

Care should be taken when making comparisons in local indicators that have used different survey techniques. The above survey was based on a "quota sample" of people in the local area. The use of a quota sample seeks to ensure that the results are broadly representative of the local population. Quota samples may inadvertently introduce unknown sources of bias.