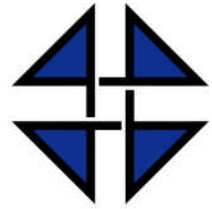




South Yorkshire
POLICE
JUSTICE *with* COURAGE



SOUTH YORKSHIRE
POLICE
AUTHORITY

Your Voice Counts

Year 2 2007/08 Final Report

1. INTRODUCTION

The 'Your Voice Counts' (YVC) survey was launched in October 2006 in order to gather views from a random selection of residents across South Yorkshire to inform local policing. The survey explores crime and disorder concerns, views on police patrol, neighbourhood policing and the police in general. The survey was adjusted in Year 2 to improve responses to certain questions and to reflect the British Crime Survey (BCS) questions better. A copy of the YVC Year 2 survey can be found at **Annexe A**.

South Yorkshire is divided into 23 Safer Neighbourhood Areas (SNAs) and each month two SNAs were surveyed. As a result, all 23 SNAs were surveyed once every 12 months. Whilst YVC consistently questions residents in all areas, there is the option to include additional questions to YVC which are specific to the SNA. The additional questions are added at the discretion of the SNA Inspector.

The Performance Review Unit at South Yorkshire Police has developed a standard reporting process to deliver the results of YVC. This includes detailed and timely analysis at SNA level to SNA Inspectors, headline measures and annual report to District Commanders, Senior Command Team and the Police Authority. South Yorkshire Police's *Neighbourhood Policing Performance Framework*, launched on 1 June 2007, collates some of the results from YVC, along with other sources of information, and is available on the Force intranet. Also available on the intranet is the YVC reporting tool which provides results on key questions and draws comparisons across SNAs, Districts and between Years 1 and 2.

This report presents the final analysis of the YVC Year 2 results from all of the SNAs in South Yorkshire. The report provides more of a focus on the changes in perceptions between Years 1 and 2 where comparisons can be made. It is recognised that although the report contains extensive and detailed analysis, there are areas which could be analysed further.

2. SAMPLE PROFILE

The following 23 SNAs are included within the analysis.

District	SNA	Description
Sheffield	KA	East SNA (Darnall, Tinsley, Attercliffe)
	KB	South SNA (Manor, Arbourthorne, Park Hill)
	KC	Woodhouse
	KD	City SNA
	KE	Woodseats
	KF	Sharrow
	KH	Broomhill
	KL	Hillsborough
	KO	Ecclesfield
	KP	West SNA (Burngreave, Firth Park, Shiregreen, Wincobank)
Barnsley	BA	Central / Darton
	BB	Cudworth, Royston
	BC	Dearne
	BD	Hoyland and Darfield
	BE	Kendray / Penistone
Doncaster	AA	Doncaster Urban
	AB	Doncaster West
	AC	Doncaster East
	AD	Doncaster South
	AE	Doncaster North
Rotherham	CA	Wentworth North, Wentworth South
	CB	Wentworth Valley, Rother Valley South, Rother Valley West
	CC	North and South Rotherham

In terms of sampling, the objective was to secure 600 respondents per SNA. This was not achieved across all of the SNAs due to lower response rates than expected. The average response sample per SNA in Year 2 was lower than Year 1 at 616 compared to 718 respectively. Year 3 sampling calculations will be adjusted accordingly to attempt to ensure at least 600 responses per SNA.

A total of 49,687 surveys have been mailed out to residents across all four policing districts in South Yorkshire for YVC Year 2. In total, 14,159 people have completed the Year 2 survey, which equates to a good response rate of 29%. Detailed sample information is held at **Annexe B**.

Overall, more than 30,000 people have completed a YVC survey between October 2006 and August 2008.

2.1 STATISTICAL SIGNIFICANCE

All of the YVC results are based on a sample survey. Therefore, any results are only estimates of the true situation and are the subject of random variation. Confidence intervals have been calculated for each SNA sample. For example, KP (West SNA, Sheffield) has a confidence interval of 3.79 which means that we can be 95% confident that having asked everybody within this SNA, the results would be the same plus or minus 3.79 percentage points. Results from the whole survey have a much smaller confidence interval of + or –

0.82%. Confidence intervals for each SNA are available in the detailed sample information held at **Annexe B**.

Throughout the report comment is made about differences between results for particular samples, predominantly YVC Year 1 and YVC Year 2. Although two figures may appear to be different, it may be that there is insufficient statistical evidence to be confident that they really are different. Where comments are made in this report about differences, these are based on statistical tests which indicate that there is likely to be a real difference, and not one due to random variation.

2.2 DEMOGRAPHY

The tables below provide a demographic breakdown of the respondents.

Ethnicity	%
White	95.3
Asian or Asian British	2.0
Black or Black British	1.3
Chinese or other	0.6
Mixed	0.7

Gender	YVC %	SY %
Male	44.8	48.8
Female	55.2	51.2

Employment Status	%
Employed (full, part or self)	45.1
Training Scheme	0.1
Unemployed / Govt Scheme	1.1
Retired from paid work	35.3
Full time student	1.5
Carer (child or adult)	1.7
Not in work because of long-term sickness or disability	6.1
Housewife / Househusband	6.5
Other	2.6

Age	%
18-25	3.7
26-35	8.2
36-45	14.8
46-55	17.5
56-65	22.4
66-75	19.3
75+	14.1

- The proportion of white respondents was 95.3%, and the proportion of black and minority ethnic (BME) respondents was 4.7% - broadly representative of the county according to the 2001 census.
- Of the respondents who completed the demographic information, there were more female respondents (55.2%) than male respondents (44.8%).
- 45.1% of those of all respondents were employed, with 35.3% having retired from work. 6.5% of all respondents were either a housewife / househusband.
- One of the disadvantages of postal surveys is an often low level of participation from younger people. 3.7% of respondents were aged 18-25 whilst 33.4% of respondents were aged over 65.

3. KEY FINDINGS

The table below contains a summary of responses to key questions in YVC Year 2 and draws comparisons with responses in YVC Year 1 where possible. The coloured arrows indicate any statistically significant differences between Years 1 and 2.

N.B. percentages quoted have been rounded to the nearest whole number.		2008 Year 2 %	2007 Year 1 %	Change over time ↓ = worse ↔ = stable ↑ = better
Question	Response			
Q1. Do you believe that the overall level of crime in your area is currently...	Big / Fairly Big Problem	40	43	↑
Q2. How much would you say that the level of crime in your area has changed in the last 12 months?	Increased	25	32	↑
	Stayed the same	60	55	
	Decreased	15	13	
Q4. Do you believe that the overall level of ASB in your area is currently...	Big / Fairly Big Problem	45	45	↔
Q5. How much would you say that the level of ASB in your area has changed in the last 12 months?	Increased	31	36	↑
	Stayed the same	57	52	
	Decreased	12	12	
Q7. Most of us worry at some time or other about being a victim of crime. How worried are you about... % Very Worried / Fairly Worried	Being a victim of crime	63	/	
	Having your home broken into	71	/	
	Being mugged and robbed	60	/	
	Having your car stolen	62	/	
	Having things stolen from your car	60	/	
	Being raped	38	/	
	Being physically attacked by strangers	56	/	
	Being physically attacked because of your skin colour, ethnic origin or religion	19	/	
Q8. In your opinion, how much of a problem in your local area is there with...? % Big / Fairly Big Problem	Noisy neighbours or loud parties	15	/	
	Teenagers hanging around on the streets	44	/	
	Rubbish or litter lying around	48	/	
	Vandalism / graffiti	40	/	
	People using or dealing drugs	36	/	
	People being drunk / rowdy in public places	31	/	
	Abandoned or burnt out cars	11	/	
Q9. Mark up to five things that the police and partner agencies should deal with as a priority in your area (New question in Year 2)	Burglaries	58 (1)	/	
	Teenagers hanging around on the streets	54 (2)	/	
	People using or dealing drugs	45 (3)	/	
	Vandalism / graffiti	37 (4)	/	
	Rubbish or litter lying around	35 (5)	/	

N.B. percentages quoted have been rounded to the nearest whole number.		2008 Year 2 %	2007 Year 1 %	Change over time ↓ = worse ↔ = stable ↑ = better
Question	Response			
Q12. To what extent do you agree or disagree with the following statements? % Strongly Agree / Agree	The police are aware of issues affecting this area	70	70	↔
	The police are dealing with things that matter	39	42	↓
	The police would treat you with respect if you had to contact them for any reason	83	83	↔
	The police treat everyone fairly regardless of who they are	65	69	↓
	The police can be relied upon to be there when you need them	36	39	↓
	I can influence policing decisions about my local area	20	/	
Q13. Thinking about policing in general, how would you rate the job the police in your local area are doing?	Very Good / Good <i>*In 2007 responses are based on Excellent / Good</i>	41	47*	↓
Q14. Overall, the last time you came into contact with the police, were you satisfied or dissatisfied with the service you received?	Completely / Very / Fairly Satisfied	69	/	
	Completely / Very Satisfied	36	/	
Q17. Do you believe that SYP has adequate funding? (New question in Year 2)	Yes	8	/	
	No	38	/	
	Don't Know	54	/	
Q18. Do you believe that SYP employs sufficient numbers of police officers to do their job? (New question in Year 2)	Yes	7	/	
	No	61	/	
	Don't Know	32	/	
Q19. In 2006/07 most households in SY paid no more than £2.03 per week in council tax for policing. Do you think that SYP offers good value for money? (New question in Year 2)	Strongly Agree / Agree	48	/	
Q20. Would you be willing to pay more council tax for a better level of service from South Yorkshire Police? (New question in Year 2)	Yes	36	/	
	No	37	/	
	Don't Know	27	/	
Q21. Are you aware that there is a SNA dedicated to tackling crime and ASB in your area?	Yes	31	24	↑
Q25. How much do you agree or disagree that the police and local council are dealing with crime and ASB that matter?	Strongly Agree / Agree	37	/	

3.1 Perceptions of Crime and ASB

- As is evident from the table, comparisons between Years 1 and 2 can only be made on several questions. As detailed earlier, YVC Year 2 was revised by officers at the Force and the Authority based on lessons learnt from YVC Year 1 and to better align with the BCS.
- Perceptions about crime have improved in Year 2 when compared to Year 1. A quarter of all YVC Year 2 respondents believed that crime had increased compared to almost a third of all YVC Year 1 respondents. This aligns with the actual decrease in total crime.
- In terms of perceptions of ASB (Q8), the YVC Year 2 results show that 29.1% of respondents perceived a high level of ASB. In comparison, 22% of respondents to the BCS over the nine months to 30 June 2008 perceived a high level of ASB. The Police Authority agreed a milestone target for 2008/09 to achieve no more than 18% of respondents to have a high perception of ASB. YVC Year 2 results, although higher than the BCS, should be used to identify what the ASB problems are and where they occur in order to improve perception. Partnership working is key in reducing perceptions of ASB. Each of the four Districts in South Yorkshire has included this indicator within their respective Local Area Agreement (LAA).
- *Burglaries, teenagers hanging around and people using or dealing drugs* were the top three priorities which respondents felt that the police and partner agencies should be dealing with.

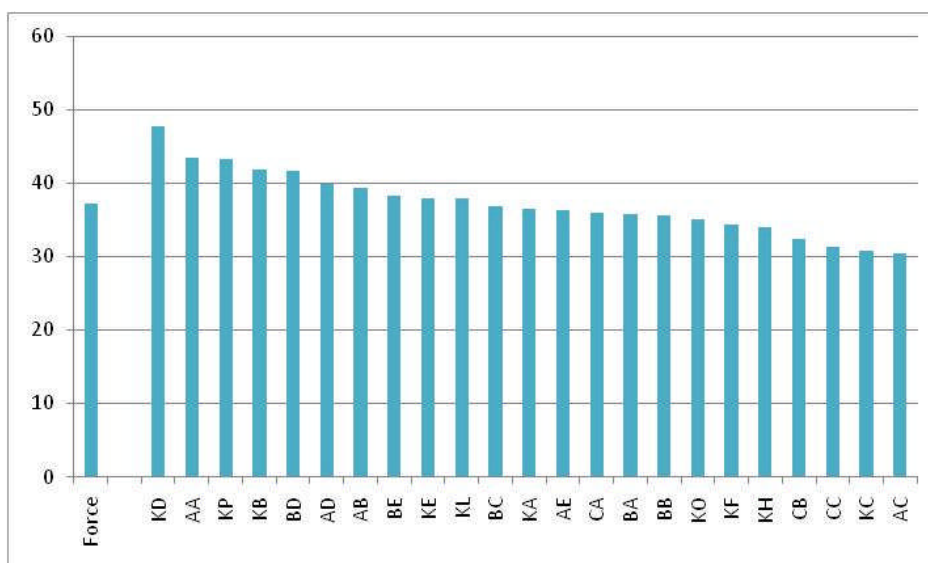
3.2 Confidence and Satisfaction

- The single confidence target is based on the proportion of respondents who agree with the statement; *the police and local council are dealing with the ASB and crime issues that matter in the local area*. Responses will be taken from the BCS.
- Respondents to YVC Year 2 were asked the same question in order to identify areas for improvement at both District and SNA level. The table below highlights responses by District.

District	Strongly Agree / Agree
Barnsley	38
Doncaster	38
Rotherham	33
Sheffield	38
Force	37

- In total, 37% of all respondents agreed that the police and local council are dealing with crime and ASB that matter. This compares to the indicative baseline of 39% of BCS respondents.
- Results are consistent across all Districts with the exception of Rotherham who has the lowest proportion of respondents who agree at 33%.

- The chart overleaf highlights the proportion of respondents who agreed that the police and local council are dealing with crime and ASB that matter by SNA. Full details of SNAs and their corresponding codes are available at the beginning of this report.



- As you would expect, SNA level results are more disparate ranging from 31% of respondents agreeing in AC (Doncaster East) to 48% agreeing in KD (Sheffield City SNA).
- When considering the (presumed) drivers of confidence, YVC Year 2 results are the same or have worsened when compared to YVC Year 1. With the introduction of the single confidence target it is imperative that the Force considers the drivers of confidence at a local level. Further research and guidance is required to truly understand the drivers of confidence.
- The table below highlights the percentage of both YVC Year 2 and BCS respondents who strongly agree / agree to the drivers of confidence statements.

Drivers of Confidence	YVC Year 2	BCS 30 Jun 08
The police are aware of issues affecting this area	70	57
The police are dealing with things that matter	39	42
The police would treat you with respect if you had to contact them for any reason	83	80
The police treat everyone fairly regardless of who they are	65	58
The police can be relied upon to be there when you need them	36	43

- The percentage of people who believe that the local police are doing a good job was 41% in Year 2 compared to 47% in Year 1. This is a statistically significant reduction. The proportion of BCS respondents who thought that the local police were doing a good job was higher than YVC Year 2 at 46%.

3.3 Funding

- The funding questions were added at the request of the Police Authority in order to gain public perceptions on the police budget and the council tax precept.

- 38% of all respondents stated that SYP did not have adequate funding compared to 8% of respondents who thought SYP did. More than half of all respondents stated *Don't Know* when asked this question. The Authority should consider how they should disseminate funding information to the public with particular consideration being given to benchmarking with other forces.
- 61% of all respondents felt that SYP did not employ sufficient numbers of police officers. This compares to just 8% who stated that SYP did. This may be more of an issue around 'visible' policing as opposed to satisfaction with the service received.
- There was an equal proportion of respondents who stated that they were either willing or not willing to pay more council tax (36% = Yes, 37% = No). More than a quarter stated *Don't Know* to this question.

3.4 Safer Neighbourhoods

- Positively, almost a third of all YVC Year 2 respondents were aware of their SNA. This represents a statistically significant increase on YVC Year 1 (24%).
- Of those who were aware of their SNA, just over half knew how to contact someone at their SNA. This is comparable to responses in YVC Year 1.

3.5 Sub Sample Analysis

- The table below considers how the perception of crime and how it differs amongst various sub samples of respondents. Overall, 40% of respondents perceived crime to be a problem.

Q1. Do you believe that crime in your area is...	Big / Fairly Big Problem	Significantly Different?
Male Respondents	39	No
Female Respondents	41	
White Respondents	40	Yes
BME Respondents	45	
Respondents aged 18-35	41	Yes
Respondents aged 56 and over	38	
Those <u>aware</u> of their SNA (Q21)	44	Yes
Those <u>not aware</u> of their SNA (Q21)	38	

- BME respondents perceived crime to be a bigger problem than white respondents.
- Younger respondents (aged 18-35) perceived crime to be a bigger problem than older respondents (aged 56+).
- Those respondents who were aware of their SNA were more likely to perceive crime as being a problem in their local area when compared to those who were not aware of their SNA.

- The table below considers how various samples compare when asked whether they agreed with the statement, the police and local council are dealing with crime and ASB that matters. Overall, 37% of respondents agreed with the statement

Q25. The police and local council are dealing with crime and ASB that matters	Strongly Agree / Agree	Significantly Different?
Male Respondents	36	No
Female Respondents	38	
White Respondents	36	Yes
BME Respondents	53	
Respondents aged 18-35	30	Yes
Respondents aged 56 and over	42	
Those <u>aware</u> of their SNA (Q21)	52	Yes
Those <u>not aware</u> of their SNA (Q21)	29	

- This is the indicator on which the single confidence target will be based from 1 April 2009. The BCS indicative baseline is 39% with the indicative target being to achieve 59% by 31 March 2011. This represents a 20 percentage point increase over two years. It is essential that the Force and Authority target marketing efforts towards those samples where the most positive gains can be made.
- BME respondents were much more likely to agree that the police and local council are dealing with crime and ASB that matter. Whilst the BME samples are large enough for analysis to be undertaken at all four Districts, Sheffield has, by far, the highest number of BME respondents and therefore any county level analysis will be very Sheffield-centric. The table below highlights the BME sample who agreed with the statement at District level along with the BME sample sizes i.e. those BME respondents who provided a valid response to this question.

District	Strongly Agree / Agree	BME Sample Size
Barnsley	48	42
Doncaster	51	65
Rotherham	52	44
Sheffield	54	368
Force	53	630

- As is evident from the above table, Sheffield BME respondents had the highest level of agreement to the statement; the police and local council are dealing with crime and ASB that matter.
- Younger respondents (aged 18-35) were less likely to agree that the police and local council are dealing with crime and ASB that matter than older respondents (aged 56+).
- Those respondents who were aware of their SNA were also more likely to agree that the police and local council are dealing with crime and ASB that matter.