Neighbourhood Policing Survey 2018

Background

North Yorkshire's Police and Crime Plan 2017-2021 sets out four key priorities:

- Caring for the vulnerable
- Ambitious collaboration
- Reinforcing local policing, and
- Enhancing the public experience.

It is the priority of 'reinforcing local policing' that the North Yorkshire Police, Fire and Crime Commissioner wanted to focus on with this work and wanted to seek the feedback of the public of North Yorkshire and York – residents and businesses who see the situation on the ground, where they live and work, day-in, day out.

2017 and 2018 saw significant changes to policing in North Yorkshire, not least the culmination of investment into modern, innovative policing such as the newly accredited Digital Forensics Team, boosted cyber-crime team and the roll out of mobile working, allowing officers to spend more time in communities and less behind desks. It also saw changes to neighbourhood policing.

There was however feedback from rural and urban communities alike, large and small, that community policing was less visible, less effective and no longer instilling the confidence it once did. The Commissioner's concern grew as these views, sometimes anecdotal but always compellingly told, continued to be expressed. She therefore wanted to understand those concerns in more depth.

It is in this context that a neighbourhood policing survey was commissioned and undertaken in 2018, between 14 May and 29 July. The survey was promoted by the then Office of the Police and Crime Commissioner and North Yorkshire Police Safer Neighbourhood Teams as widely as possible – via the media, social media and using community communications, such as Parish Councils.

The method chosen for obtaining the views of communities was a self-completion survey, with a total number of 1410 participants.

The Buzzz Ltd, a research and insight consultancy based in Harrogate, was commissioned by the Commissioner to do the analysis of the feedback, and they have produced a detailed report on the responses received (attached).

Context and findings

This report provides a snapshot of public sentiment towards neighbourhood policing across North Yorkshire, giving the Commissioner better insight and more in-depth analysis into community perspective, good and bad, and to how the police are addressing local community safety issues.

The data from this survey has been compared with data from the National Rural Crime Survey 2018, where possible, appropriate and useful, as well as the Crime Survey for England and Wales.

Based on this analysis, it is clear there is a significant level of dissatisfaction with respect to policing in North Yorkshire - almost half of respondents are critical of the service received from North Yorkshire Police in their local area.

Those who took part in this survey do not believe there have been improvements in policing and this perception reinforces the anecdotal feedback the Commissioner had received before the research began – the feedback which led to this survey in the first place.

On balance, members of the public feel the service is deteriorating, particularly in relation to crime prevention and speed of response. The performance of the police service is ranked bottom of key local services - below the council, health services and transport. While lack of faith in the police's ability to understand a wide range of crime types and anti-social behaviour were among the main concerns raised.

We know from previous surveys that burglary is seen as a key priority by the public, but we also know from this survey that they do not believe it is understood well enough in local areas. This echoes a concern the Commissioner has previously stated – the need by police to ensure the correct balance in resources and focus between offences such as burglary, that have a real and direct impact on residents, and other serious crimes, like organised crime and counter terrorism.

There is a significant proportion of people who responded saying they feel less safe than the previous year, and over 40 per cent of people are worried and fearful of crime in their local area – a finding reinforced by being the same as from the 2018 National Rural Crime Survey.

The areas of North Yorkshire with the highest fear of crime were Selby and Harrogate towns. Unsurprisingly, fear of crime was significantly higher among those who had been a victim of crime or who had been affected by anti-social behaviour and, again not unsurprisingly, among women, those under 50 and those from lower socio-economic groups. These groups were also more likely to feel unsafe when walking around their local area after dark. This was most often the case in the urban areas of Harrogate and Scarborough, possibly due to population size and a larger night time economy. It does however indicate where the police and partners can target their work and wider community engagement.

The types of crime people consider as most significant in their areas fluctuates between neighbourhoods but are broadly similar to those identified by the consultation in forming the police and crime plan. Irresponsible vehicle use, burglary, rowdy behaviour, drug supply/taking and fraud continue to be the crimes of highest priority, in addition to the need for a greater understanding of the impact those in mental health crises have on policing

resources. However, there is often a lack of confidence in the police's understanding of these issues.

These priorities are often not the ones identified as the biggest challenges for policing nationwide - which instead often focus on emerging crime types, including child sexual exploitation, online crime, human trafficking, serious violence and terrorism. These are not felt to be local problems in North Yorkshire and this is the crux of the challenge faced here – between a high public expectation of a good quality, visible local police service, and national expectations of improved responses around serious and emerging crime. Balancing these two needs, local and national, is difficult, and the public clearly indicate in this survey their belief that there needs to be a rebalance.

There are positives - by comparing feedback at Inspector level areas, two Safer Neighbourhood Teams that consistently standout from others were Scarborough and Richmondshire. The level and type of engagement, understanding of local needs, and response of local teams to policing issues have a real and positive impact on residents. The benefits of collaboration in Scarborough, namely the Community Impact Team, are very clear indeed, and learning should be taken from their approach and embedded elsewhere.

The impact on community confidence is also clear, demonstrated by a high reporting rate for crimes. This goes to show that should local policing improve, the intelligence received by the police will also improve, in turn improving the understanding and response of each Safer Neighbourhood Team.

In the same vein, Craven and Ryedale stand out by having the highest levels of non-reporting of anti-social behaviour. This could be because they are the largest rural neighbourhoods in the Force area where crime is often under-reported, according to the National Rural Crime Survey. Given Ryedale and Craven perform relatively poorly across the board, it would be logical to assume the public living in these areas have lower confidence in policing, which in turn reduces intelligence available to the police, which in turn makes it harder to police and this takes us full circle back to lower confidence in policing – this is a difficult cycle to stop. The most common reasons for not reporting crime and anti-social behaviour were that it was perceived to be a waste of time for the victim and there was no confidence the police could or would take any action. This is a particular feature of rural areas given the large geographical area the policing teams cover - Richmondshire however shows that this is a challenge which can be overcome.

There was a clear interest from the public to know more about policing matters and an appetite to know more about the police activities in their areas. How the police communicate is clearly important and plays an important part in how the community feel about local teams. For instance, Scarborough places more emphasis on face-to-face contact than Craven, which has a heavier reliance social media. Again, part of this challenge is geography and hard to tackle. There is consensus among communities that social media, as a modern communication tool, is a very helpful way to update them about local crimes - it may however need to be better targeted. It also needs to be clearly understood that there is no replacement for face-to-face engagement with the community, as proved in Scarborough and Richmondshire, and may give further motivation for local teams to attend local community meetings.

Broadly speaking, in depth understanding of the community's characteristics, motivations and needs would help to tailor a better service not only what they want but also how to deliver it.

Action plan

It is clear something has to change. Local policing is no longer meeting the needs of local communities, most likely reflecting the erosion of local services in favour of more specialist, modern policing. It is important to be clear - a lot of people are satisfied with their service and have praise for their local officers, but many communities also make it clear they are not satisfied and feel the priorities set for local officers do not allow them to focus on their local communities.

This public feedback reflects concerns we also see from those working within local policing teams themselves, who strive to provide the best, most visible service they can. However, they are constrained by the expectations of government and others in policing needing to provide better, quicker and more consistent responses to the most serious, hardest to investigate and often hidden crimes. Because it is hidden it is often hard for communities to see the benefit. But victims and their families see the benefit, and North Yorkshire Police needs to find a way to provide a good local, visible service, as well as one which keeps the most vulnerable safe.

This survey was needed to support the Commissioner and Chief Constable to identify their priorities, have evidence that these issues are real, and that the approach to neighbourhood policing in North Yorkshire need to change. The value of face to face engagement has been made clear, and while there is a place for digital and social media engagement, the communities of North Yorkshire appreciate a traditional approach.

The balance between local priorities, and the needs of the police to expose hidden crime, remains the central challenge. Some of this comes down to police practice, but the police also need the resources to their job. Central government has maintained police funding in recent years, but costs have increased at the same time. Funding in North Yorkshire is also under threat because of proposals to amend the funding formula (how much each police force receives from the total police funding pot), likely to reduce funding to North Yorkshire in future. This is significant risk going forward.

Policing should not be solely about numbers, but local policing usually is. It is important for reducing the fear of crime, it is important for reducing actual crimes. While policing practice is key, as demonstrated in Scarborough and Richmondshire, increased numbers of police officers and PCSOs will ensure the public have the visible service they need and the engagement style that works.

The only way to deliver that is via increased funding, which is unlikely to come from central government. Commissioners do have the ability to raise the local precept, in turn increasing funding for the local police service, but this necessarily comes at a cost. At the time of writing this report the Commissioner has made no decisions about the precept levels for 2019/2020, but the issues outlined in this report will play a central role in the decision alongside the precept consultation response.

Going beyond the needs of local teams and the benefit additional resources would bring, below are other areas the Chief Constable may need to consider when assessing this report, based on the priorities of the Police and Crime Plan:

1. <u>Caring about the vulnerable</u>: the scope of vulnerability is broadening over time, and the collective vulnerability of a community with lower police confidence may need to be considered more proactively. Even more so in rural, isolated parts of the county. On an individual basis, most vulnerable appear to be younger people, those bringing up families, low socio-economic groups and women. This gives a clear indication of where communication and engagement may need to take place.

2. <u>Ambitious collaboration</u>: Feedback from Scarborough is clear; collaboration works and the public can sense the improved approach to community safety. Continuing the efforts to recreate this model elsewhere are clearly worthwhile and will only serve to develop the trust between the community, police and local organisations, as well as promote frontline services as "one public service" for the local community.

3. <u>Reinforcing local policing</u>: There is clear feedback the community needs a more visible, more reassuring presence. This may be as simply, and costly, as additional officers and PCSOs, but also needs to be reflected in efforts to improve mobile working and ensuring officers are spending as much time in the community than in police stations or behind desks. Communities need to know who their local teams are and need to be able to access them.

4. <u>Enhance the customer experience</u>: Face-to-face engagement clearly pays dividends, and thought needs to be given as to how this can be best achieved in what is the most rural police service in England. While a challenge, feedback from communities in Richmondshire shows that this is both possible and a worthwhile endeavour. Digital engagement should not stop, but thought may need to be given about how it is used and where it is targeted.

Office of the Police, Fire and Crime Commissioner

Neighbourhood Policing Survey 2018

Email: info@thebuzzz.co.uk
Tel: 0113 387 3222

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1. **Introduction**

North Yorkshire's Police and Crime Plan 2017-2021 sets out a clear priority around 'Reinforcing Local Policing' in order to proactively support local communities with new and emerging crimes alongside more traditional crime such as burglary and anti-social behaviour. Prevention and community engagement to enable us to care about and protect the vulnerable are core to this priority, and to helping us to continue to reduce demand and remain one of the safest counties in England. There is also agreement that local policing, in partnership with other local organisations, is essential in preventing and combatting other more serious issues, including child sexual exploitation, and organised and serious crime in our county.

In addition, the Neighbourhood Policing Review of 2015 reaffirmed that local policing has always been the bedrock of policing in North Yorkshire. When many forces across the country are reducing the size of their neighbourhood teams, North Yorkshire is moving in the opposite direction and is committed to providing a good service to local communities.

In 2017, North Yorkshire Police boosted its neighbourhood policing team by 24 officers and Police Community Support Officers. The decision was taken to strengthen the neighbourhood side of the Force's operations on the basis of specialist analysis that North Yorkshire Police carried out the previous year.

At the time, Temporary Assistant Chief Constable Phil Cain, North Yorkshire Police's lead for local policing explained: "Neighbourhood policing has always been at the heart of what we do, and we want to make sure we have the right resources, in the right places, to do the job effectively. We did some analysis last year using something called the Vulnerable Localities Index, which was developed by the Institute of Security and Crime Science to help work out where to target community safety resources. That led to us deciding to increase the level of resources overall, and on the east coast in particular."

The new model has been in place for over 12 months now, so it is timely to assess how people are feeling about neighbourhood policing and to ask whether or not they feel it has changed and if so, how. In addition, there has been a lot of change within teams at North Yorkshire Police, which coincided with the implementation of the review, and this too may have impacted on public satisfaction. It is important to understand from the public's perspective how such change is being managed and felt at a local, community level.

The primary basis for this research report is a self-complete survey that ran between 14th May and 29th July 2018. It was available to all members of the public online, on paper and in a variety of languages. The survey was promoted by the OPCC and Safer Neighbourhood Teams, via all the usual media channels.

For additional context and comparison, particularly with regards to what might have changed during this time, we make reference to the consultation that fed into the current Police and Crime Plan. This consultation took place in late 2016 and early 2017. We also make reference to the Rural Crime Survey 2018 that took place between April and June 2018 as well as the Crime Survey of England and Wales (CSEW).

Where appropriate and useful, we flag statistically significant findings using blue and red highlighting (blue where figures are higher than expected and red where they are lower than expected compared to the overall sample population).

2. **The Survey Sample**

In this first section we provide an overview and assessment of the demographic and geographic profile of those who took part in the survey. We also provide a profile of our sample with regards recent experiences of crime and anti-social behaviour, as well as any contact had with the police.

In total, 1410 people participated in the survey with 1349 fully participating by providing full postcode allowing analysis by geographical area. Respondents were residents of North Yorkshire and the City of York as well as some Councillors, Town/Parish Council Clerks or business owners. The chart below shows the numbers identifying with each group (in purple) and also how they answered the survey (in green). As we can see, most people answered the survey as a resident even if they had a professional connection to the area.

The main findings reported are based on the response from people answering as residents (providing a full postcode), although we do draw on findings from specific professional groups where possible.

Figure 1. Number of survey participants by person type and how they were answering the survey
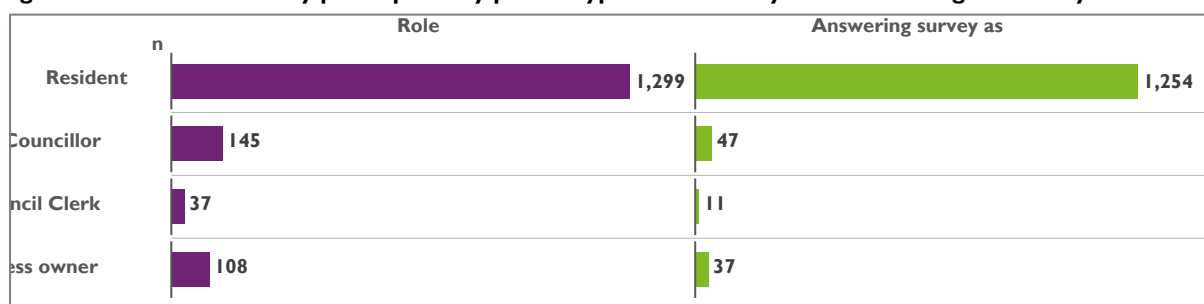

Question: Are you a resident of North Yorkshire, County/City/Borough or District/Town/Parish Councillor in North Yorkshire, Town/Parish Council clerk in North Yorkshire, Local business owner in North Yorkshire (tick all that apply). And how are you answering this survey (tick one)?

Base: All respondents **providing full postcode**; n=1349

The demographic profile of the survey participants is shown in the next chart. We can see that the age profile is heavily biased towards older people relative to the population of the policing area. This is what we would expect for a self-selecting survey of this nature. It is indicative of a lower interest in policing matters amongst younger people which is not peculiar to this area alone. The key thing is that there is representation from the younger end of the population. It is arguably more important that we have a good cross section of the population with regards to social status and wealth therefore we have assigned each survey participant to an Indices of Multiple Depravation Decile (IMD) based on their postcode. The chart below demonstrates how we achieved a fairly good representation across this measure relative to what we would expect from the population of North Yorkshire and the City of York.

We would recommend keeping the sample profile in mind when looking at any total figures or percentages shown in this report.

**Figure 2. Number of survey participants by Gender, Age, IMD and recent experience of crime and ASB**
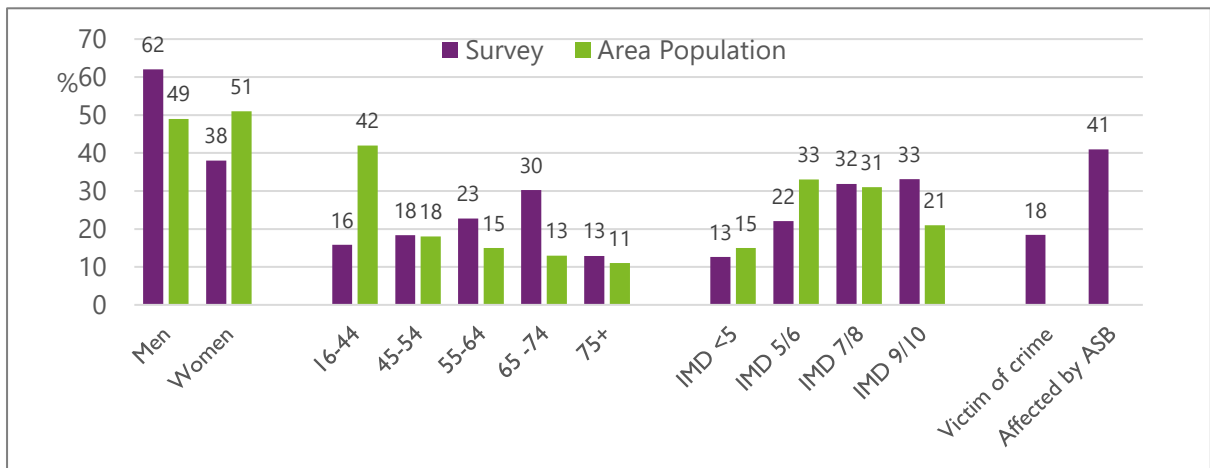
Note: IMD refers to Indices of Multiple Deprivation deciles where 1 is most deprived and 10 is least deprived. These are based on Lower Super Output Area (LSOA) of respondents.
Base: Answering as a resident; n=1254

A key part of this research is being able to compare and contrast the needs and views of people from different parts of the Force area. The numbers of survey participants from each of NYP's neighbourhood areas is shown on the map below and on the whole we would say that numbers are sufficient to allow some analysis at this geographical level. The only area with insufficient response is York Inner and therefore they have been omitted from any geographical analysis.

As can be seen from the map, sample sizes vary widely and not necessarily in line with population numbers for each area. We have therefore weighted the data to be representative of North Yorkshire by district.
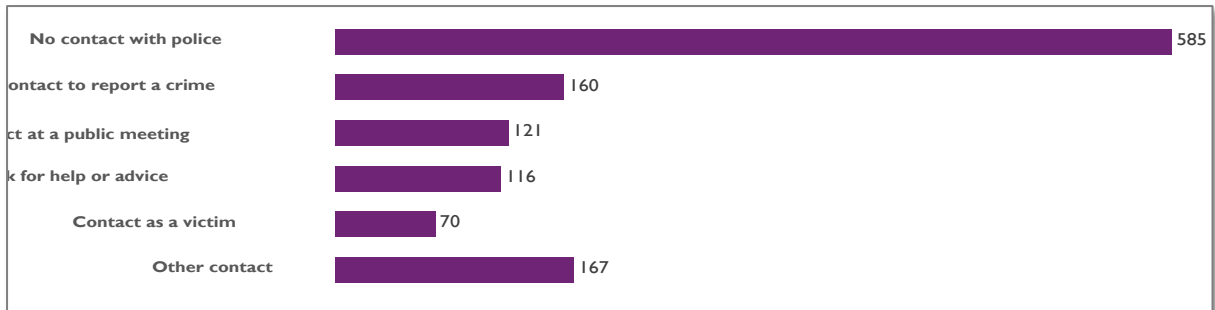
Figure 3. Numbers of responses by Neighbourhood Team area
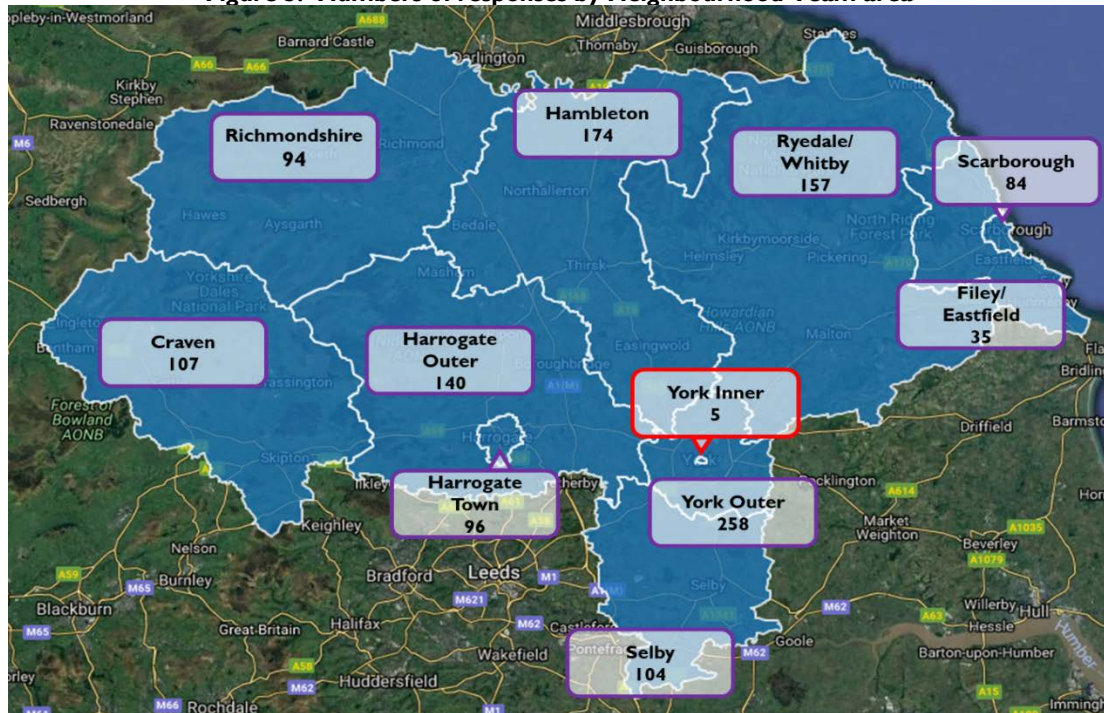
Base: Those answering the survey as a resident; n=1254

The nature of the way in which survey participants were recruited for this research means that the final sample is over represented with people who have had contact with the Police. Whilst this isn't a major issue for what we wanted to achieve, it is worth noting the 'contact' profile of the research participants (see chart below).

Figure 4. Number of survey participants by type of contact they have had in last year with the police

	Number
No contact with police	585
ontact to report a crime	160
ct at a public meeting	121
k for help or advice	116
Contact as a victim	70
Other contact	167

Question: Over the last 12 months, what contact have had with your local police? This could have been face to face contact or over the telephone.

Base: Answering as a resident; n=1254; (excludes 'can't remember')

3. **Feeling Safe**

Feeling safe should be a right for anyone living, working or visiting North Yorkshire. It is core to the vision set for North Yorkshire Police:

"Working to keep North Yorkshire a safe place to live, work and visit". This is where North Yorkshire Police's neighbourhood policing approach should ultimately be felt.

This section focuses on people's feelings of safety and worry about crime, showing how they perceive them to have changed over the past year or two. We will look at the general level of safety and fear felt by residents and highlight where there are meaningful differences in the population; both geographic and demographic.

Over 40% of people are worried about becoming a victim of crime in their local area (see chart below).

Figure 5. Fear of crime
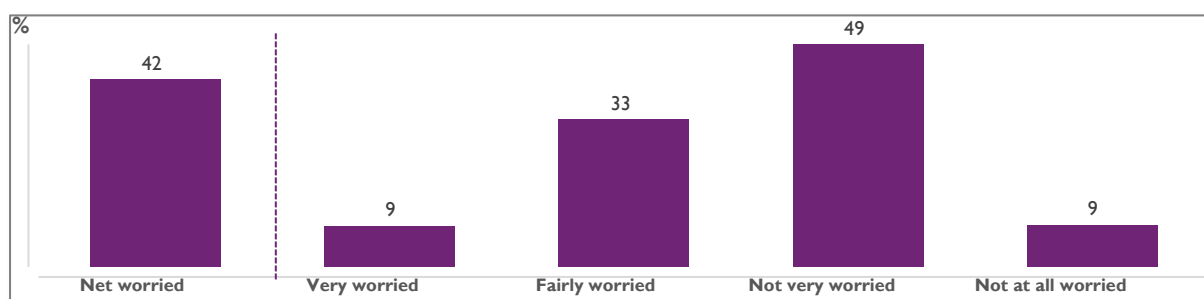
Question: How worried, or not, are you about becoming a victim of crime in the local area?
Base: Those answering the survey as a resident; n=1254

The next chart shows how fear of crime varies by neighbourhood. Neighbourhoods that are more urban or suburban tend to have higher fear of crime.
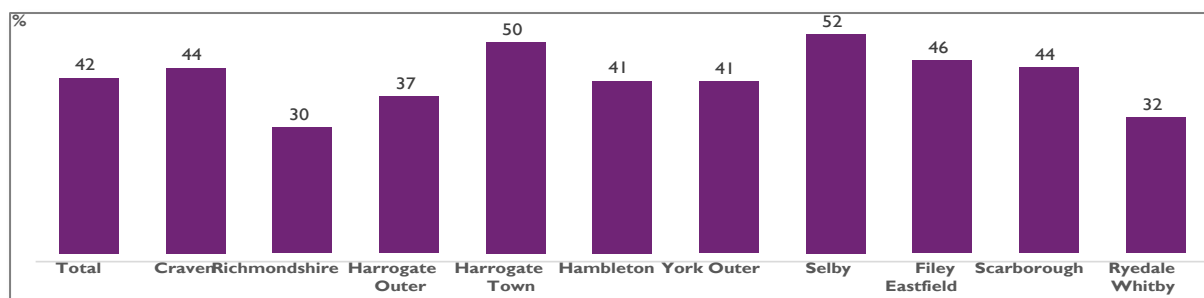
Figure 6. Fear of crime by neighbourhood area

Figure 7a (on the next page) highlights an issue found in the 2018 Rural Crime Survey and also the CSEW. It is the disproportionate impact of crime, and the resulting fear of crime, that is experienced by younger people and those in lower socio-economic groups (IMD <5). This group of 'hard working' young families are perhaps the ones most in need of crime prevention, help and reassurance. Traditionally a lot of work has been done on those expected to be 'vulnerable' , such as the elderly but perhaps it's time to revise the strategy on defining vulnerability to ensure these hard working younger families aren't ignored, overlooked or alienated by the police.
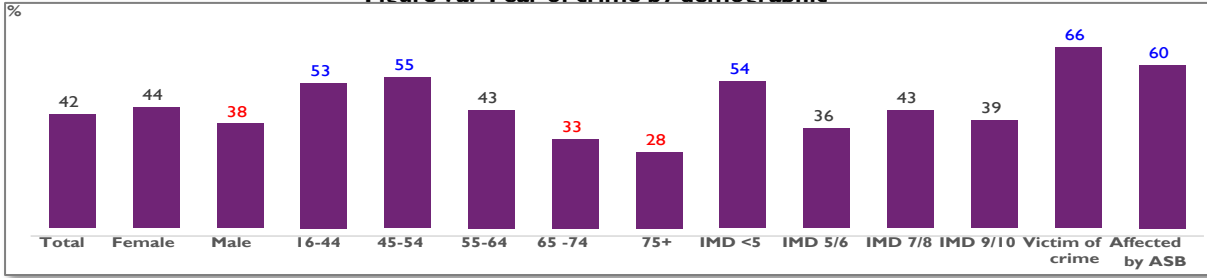
Figure 7a. Fear of crime by demographic

Figure 7b (below) shows how fear of crime varies according to whether people have had contact with the police and the type of contact they have had. Clearly those who have been exposed to crime are more likely to be fearful. However, one group stands out as being less fearful than everyone else – those who have attended public meetings with the police. Even taking into account biases in demographic that might be peculiar to this group it seems that where people have a greater understanding of what the police are doing in their area the safer they feel. It strongly suggests that a neighbourhood policing strategy can have an impact, particularly if significant numbers of the community can be engaged by officers.

Figure 7b. Fear of crime by police contact
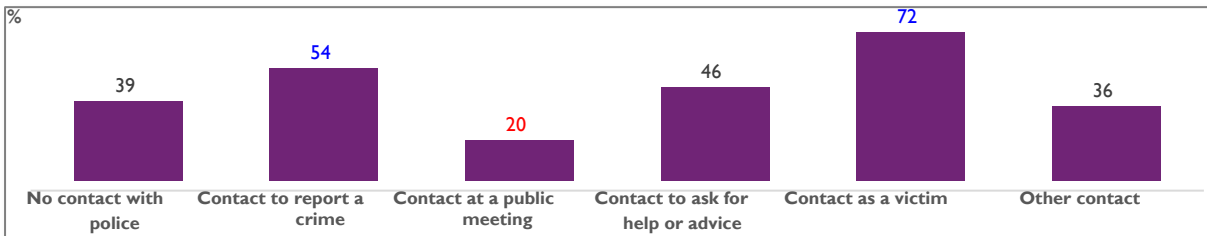
Over 40% of people feel unsafe walking in their local area after dark and a fifth feel unsafe in their own home after dark (Fig. 8). This level of fear is the same as was found in the Rural Crime Survey 2018. On balance, people reported feeling less safe than they did a year ago (Fig 9). Arguably a certain level of fear, particularly when walking in the local after dark, is not necessarily a bad thing. Feeling <u>very </u>unsafe, particularly in their own home is clearly not a desirable situation for the residents of North Yorkshire.

This feeling that things are getting worse is not uncommon and is a phenomenon found in other similar surveys like the 2018 Rural Crime Survey. Longitudinal measures measuring satisfaction or fear of crime between different years don't tend to paint as negative a picture as this, however we should still take out of this that people on the whole aren't feeling any safer than they did 12 months ago. These measures should continue to be a real focus for neighbourhood policing in North Yorkshire.
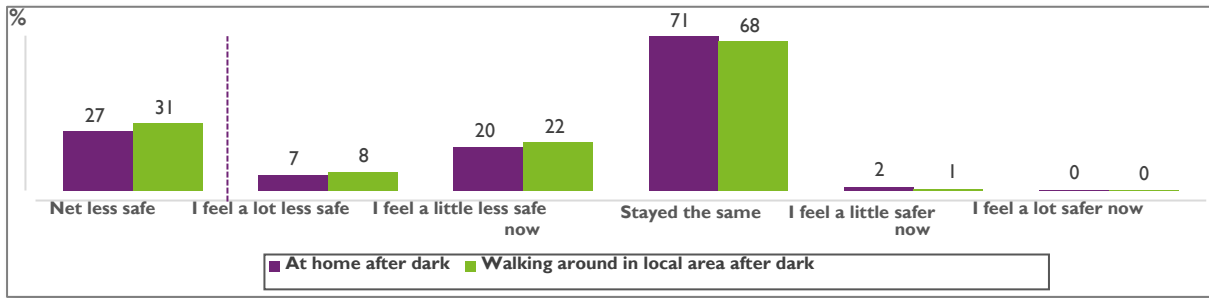
Figure 8. Feelings of safety
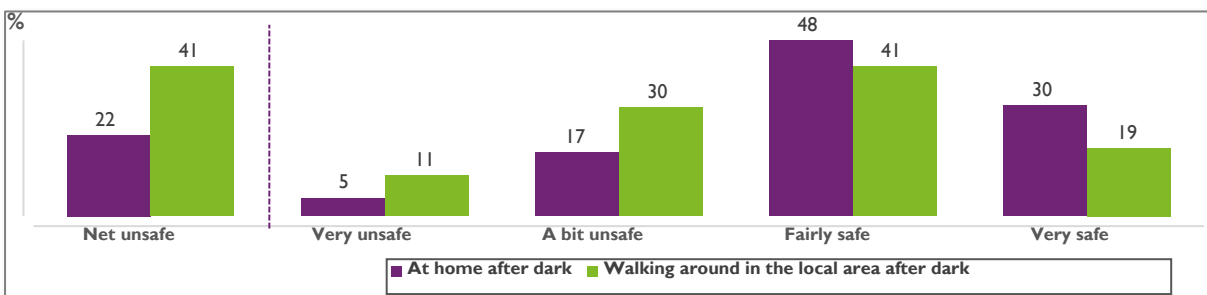
Question: Thinking specifically now about crime and safety in the local area, how do you feel about being in your own home after dark/walking around in local area after dark?
Base: Those answering the survey as a resident; n=1254

Figure 9. Change in feelings of safety

	Net less safe	I feel a lot less safe	I feel a little less safe now	Stayed the same	I feel a little safer now	I feel a lot safer now
At home after dark	27	7	20	71	2	0
Walking around in local area after dark	31	8	22	68	1	0

Question: How does this compare to 12 months ago?
Base: Those answering then survey as a resident; n=1254

Feeling unsafe (particularly walking their local area after dark) is more likely to be experienced by those living in more urban areas (Fig 10a), women, younger people and people from lower socio-economic groups (Fig 10b). This fits with what we would expect based on the Rural Crime Survey 2018 and the crime survey of England & Wales (CSEW).

Clearly recent victims of crime and those who have been affected by ASB are more likely to feel unsafe (Fig 10b). What is most notable perhaps is the impact that ASB does have on people's feelings of safety - it is almost the same as that experienced by victims of crime yet we know that the numbers impacted by ASB are far higher than those who have been a victim of crime.

The focus of policing both nationally and locally has, over recent years, shifted to what some would say is the 'more serious' stuff. This has perhaps resulted in a loss of clear focus on neighbourhood policing and the role of neighbourhood policing teams in the community. As we will see later in this report, the public's concern is with what's on their doorstep, not what's happening in other areas of the country. Their perceptions of crime, feelings of safety and their relationship with and perceptions of the police are far more impacted by what they see (or don't see) happening in their own communities than what's going on further afield. This underlines the need for a clear and cohesive Neighbourhood Policing strategy.

Figure 10a. % feeling unsafe by neighbourhood area

	Total	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
At home after dark	22	29	13	23	27	21	21	28	20	26	13
Walking around in the local area after dark	41	34	24	34	55	40	44	46	29	55	31
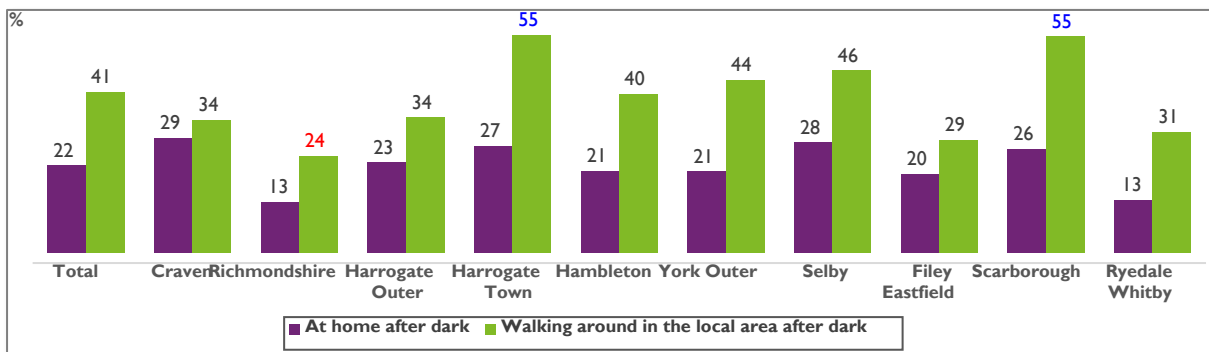
Figure 10b. % feeling unsafe by demographic

	Total	Female	Male	16-44	45-54	55-64	65-74	75+	IMD <5	IMD 5/6	IMD 7/8	IMD 9/10	Victim of crime	Affected by ASB
At home after dark	22	26	17	33	28	22	17	11	33	20	22	19	46	35
Walking around in the local area after dark	41	49	33	45	48	41	35	37	58	35	38	41	58	57
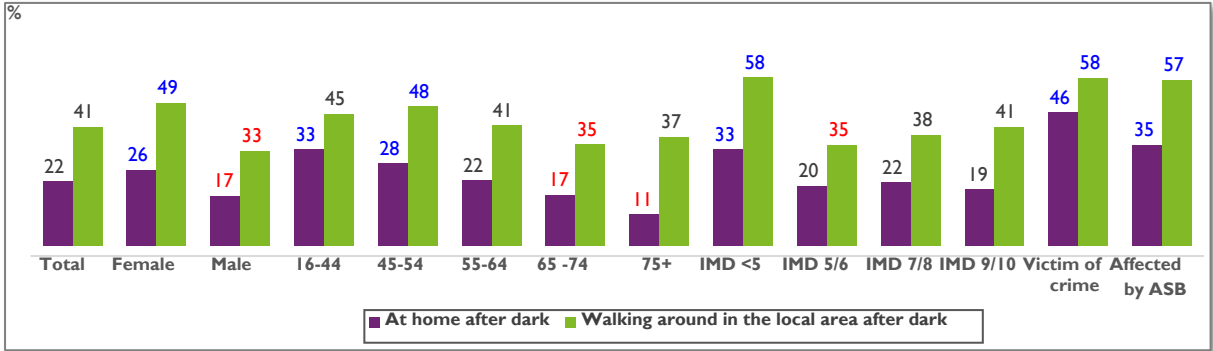
Feeling safe and unworried about crime clearly have an impact on how happy people are in their communities. Looking at the charts below, over two thirds (68%) of our survey participants are satisfied with where they live and one fifth are dissatisfied. 39% of people feel like their area has got worse though.

Figure 11. Satisfaction with their local area as a place to live and perceptions of change

Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied
8	11	12	33	35

Got worse	Stayed about the same	Got better
39	58	3
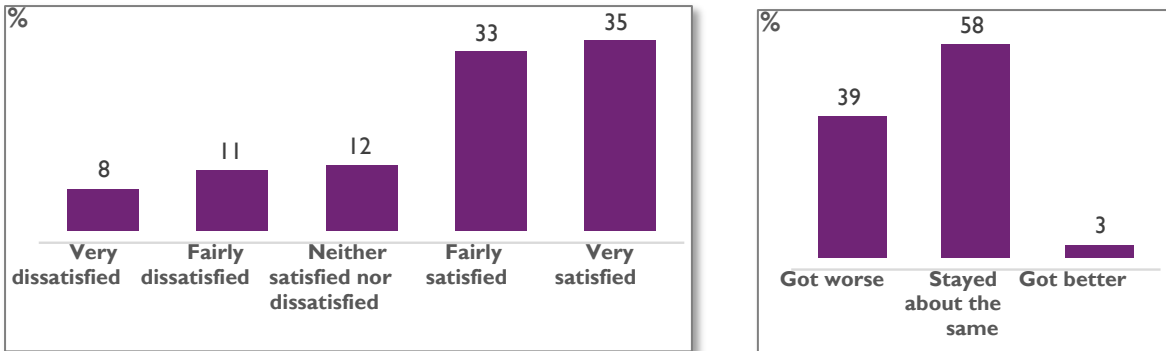
Question: Overall, how satisfied or dissatisfied are you with the local area as a place to live? Do you think the local area as a place to live has got better, worse, or stayed about the same?
**Base:** Those answering the survey as a resident; n=1254

4. Perceptions of Local Crime

In this section we focus on the types of crime that the people of North Yorkshire consider to be most significant in their area.

Back in early 2017, whilst developing the Police and Crime Plan for 2017-2020, we highlighted the types of crime that most concerned the people of North Yorkshire. Have their perceptions changed at all? Which crimes do they now feel are most significant and do they believe the Police understand these crimes? In Appendix A we also look at whether certain crimes are more significant in certain areas and whether certain areas are perceived to have a better understanding of certain crimes.

Close to half of people (44%) believe that crime and ASB are problematic in their area with more than 40% also saying that they think the problem is increasing (see charts below). Although not charted, demographically it is younger people and those from lower socio-economic groups, who perceive it to be more of a problem where they live.

**Figure 12. Perceptions of crime and anti-social behaviour**
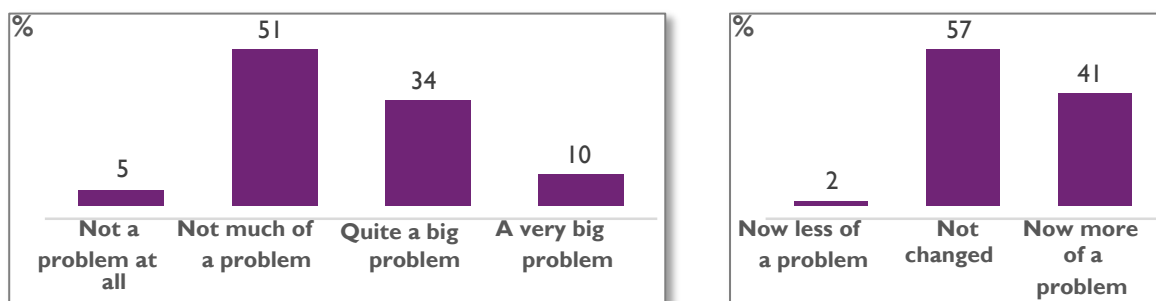
Question: To what extent do you think crime and anti-social behaviour are a problem in the local area? Compared with 12 months ago, do you think crime and anti-social behaviour have become less of a problem in the local area, more of a problem, or has it not changed?
Base: Those answering the survey as a resident; n=1254

Perceptions of crime and ASB fluctuate significantly when we look across the neighbourhoods (see chart below). Again we see perceptions higher in more urban neighbourhoods and generally lower in the more rural ones, which is what we would expect.

Figure 13. Perceptions of crime and anti-social behaviour by neighbourhood area
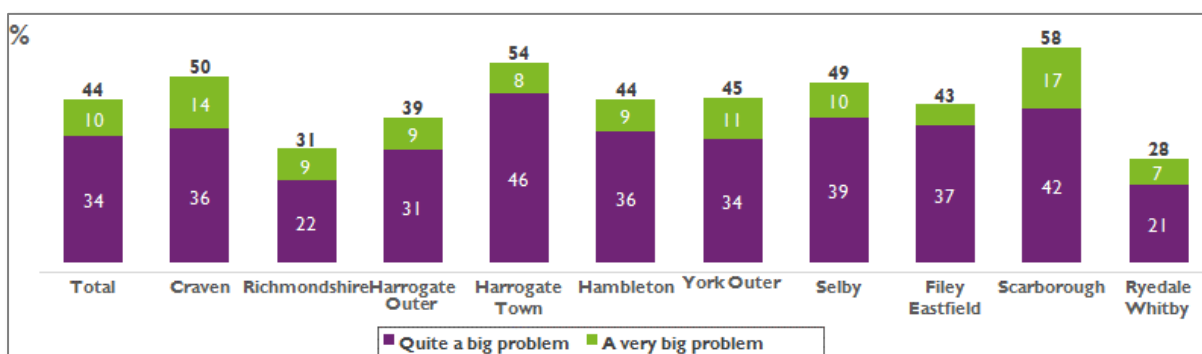
The group of crimes seen as most significant now are the same as they were back in 2017 when the current Police & Crime Plan was drafted so we can say it is still fit for purpose in this respect. If we look at the right hand side of the chart below we can see that the key crimes and anti-social behaviours are burglary, irresponsible vehicle use, drugs, rowdy behaviour, theft and fraud/scams. The one that has fallen out of the main group is violent crime although the question style was different in this survey (prompted rather than unprompted).

When putting together the current Police & Crime Plan we found there were a group of crimes/issues that people felt weren't that much of a problem in North Yorkshire although were considered national priorities. These were human slavery/exploitation, sexual abuse/violence, self-harming and suicides (not a crime), domestic abuse/violence, online harassment/bullying, child abuse/exploitation and terrorism. If we look at the left hand side of the chart below, we can see that this holds true now as well. The one national issue that really stood out back in 2016 was mental health and we can also see that this is still the case. The fact that a significant proportion of North Yorkshire residents recognise the problem of mental illness in their local area underlines why 'Caring about the vulnerable' is a key priority for the Police & Crime Commissioner.

The chart below also shows us how well the public feel the police understand different crimes and issues. Overall there appears to be a significant lack of faith in the police's understanding, even for some of the more significant crimes and anti-social behaviours like burglary, irresponsible vehicle use, rowdy behaviour and drugs. Where there is more confidence is in the Police's understanding of rural crimes which is testament to the Force's focus on this area over the past 2-3 years.

Figure 14. Perceived issue types by confidence that the police understand the problem
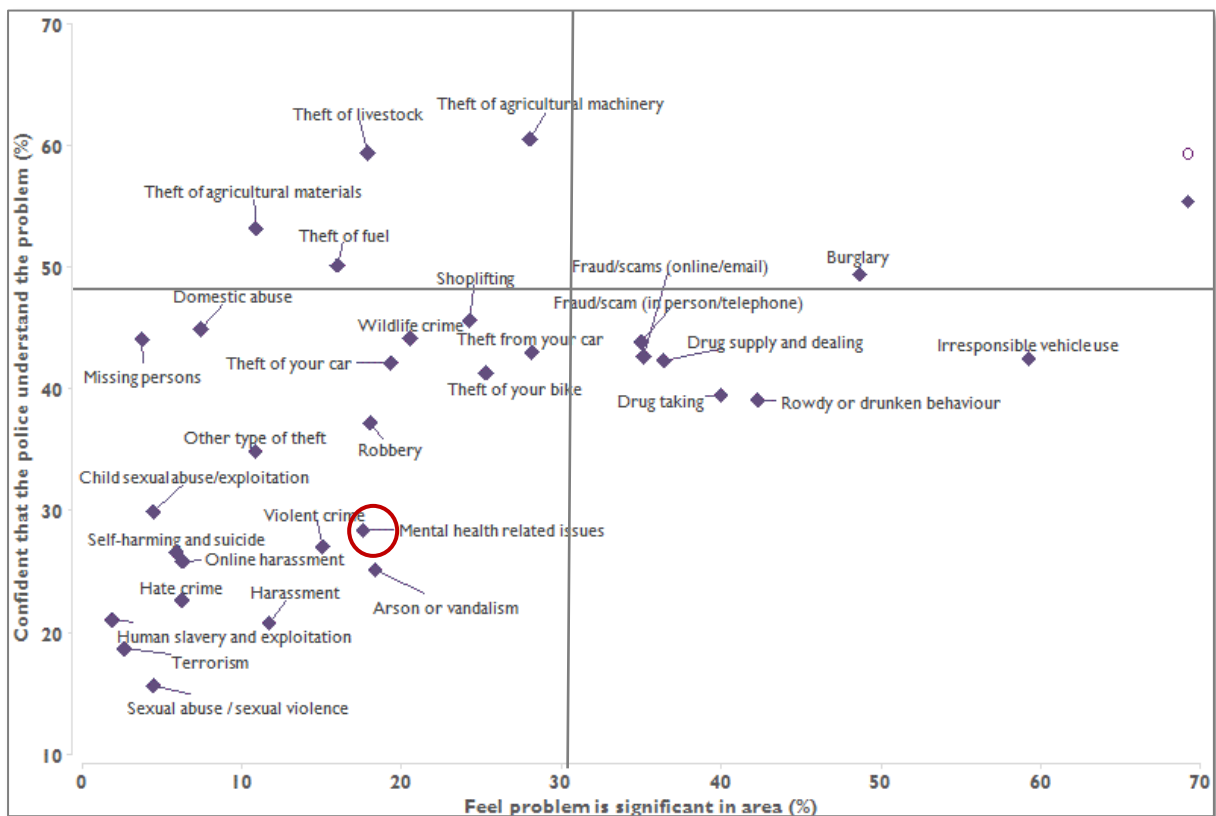
Question: How significant, or not, do you feel the following issues are in the local area? And how confident, if at all, are you that the local police understand these issues?
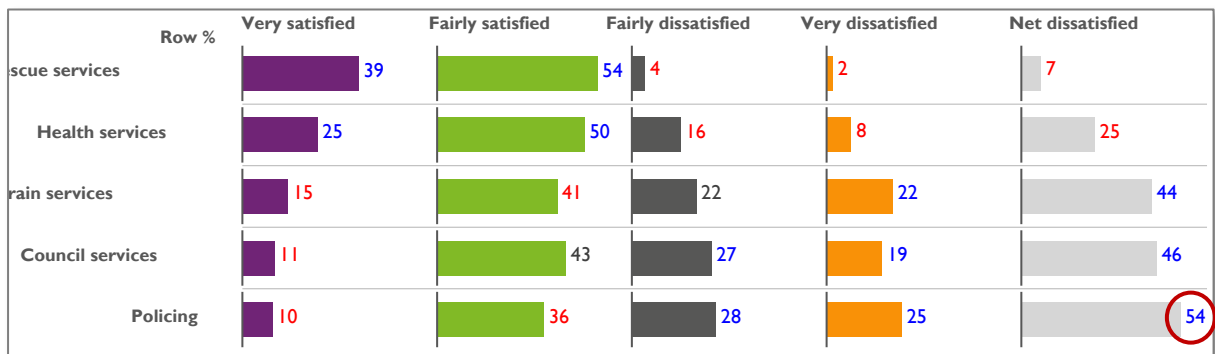**Base:** Those answering the survey as a resident; n=1254

Appendix A contains a table showing the above data by neighbourhood area. It highlights which crimes are seen as most significant in each area and how perceptions of police understanding of different crimes vary by neighbourhood. It could be used as the basis for sharing best practice between neighbourhood teams.

5. **Perceptions of the Police**

In this section we focus on how good a job the residents of North Yorkshire perceive the police to be doing in their local area. We benchmark them against other public organisations and include a comparison by demographic and area. We also explore the relationship between previous experience of the police and perceptions of the police.

Over half of people are dissatisfied with the police service in their local area (see chart below) and what's more they have the lowest level of satisfaction relative to other public services, including bus and train services and council services. On balance, people also believe the service is deteriorating.
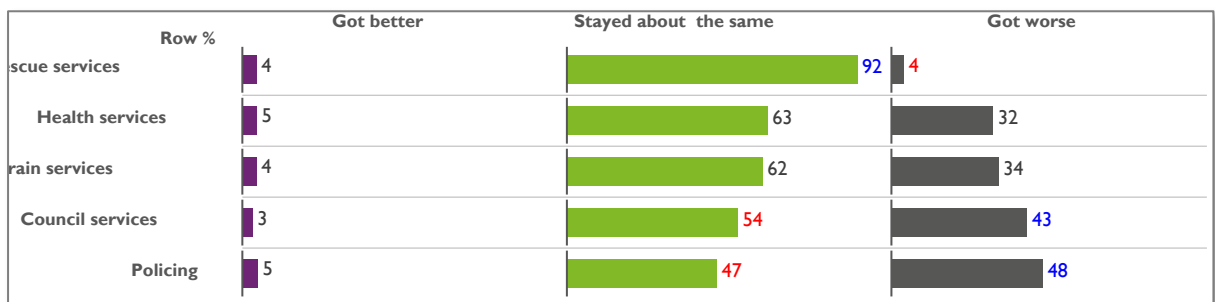
Figure 15. Satisfaction with different public services

Question: How satisfied or dissatisfied are you with the following services in the local area?
Base: Those answering the survey as a resident; n=1254

**Figure 16. Perceptions of change in service**

Question: Over the past 12 months, do you think the service provided by each of the following in the local area has got better, got worse, or stayed about the same?
Base: Those answering the survey as a resident; n=1254

When we look at perceptions of how the policing service has changed over the last 12 months (see chart below) we can see that the most negative aspects of the service are 'Crime prevention & reduction', 'Dealing with the things that matter to the community' and 'Solving crime when it happens'. Relatively speaking 'Being there when needed' is where the local police perform best/less worse.

Figure 17. Perceptions of changes in local policing performance
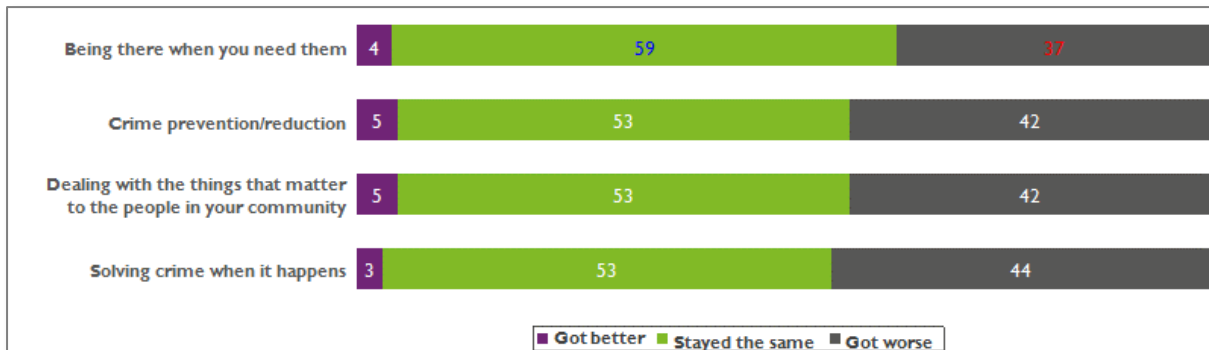
Question: How does the performance of the police in the local area compare to 12 months ago on the following issues?
Base: Those answering the survey as a resident; n=1254

The pattern of relative satisfaction rates is fairly consistent across the different policing neighbourhoods (Fig 18) although absolute satisfaction levels for the police do vary (Fig 19 on the next page). Relatively speaking, Richmondshire and Scarborough perform better on 'Being there when needed', 'Dealing with the things that matter to the community' and 'Crime prevention/reduction', which is also a stronger area for Ryedale & Whitby who also perform relatively better on 'Solving crime when it happens'.

So there are certainly signs here that certain neighbourhoods are performing better than others in the eyes of the public. This could just be that these areas are better operationally i.e. better at 'solving crime' and 'being there when needed'. It could be that they are better at communicating their successes to the public and keep them informed of Police strategy and crime prevention advice. It could also be that they are truly engaging their communities, understanding their needs and getting their help in dealing with crime and ASB. The fact that Richmondshire and Scarborough both score 'relatively' better on 'dealing with the things that matter to the community' suggests that they may have had some success with community engagement.

Figure 18. Satisfaction with different public services by neighbourhood area
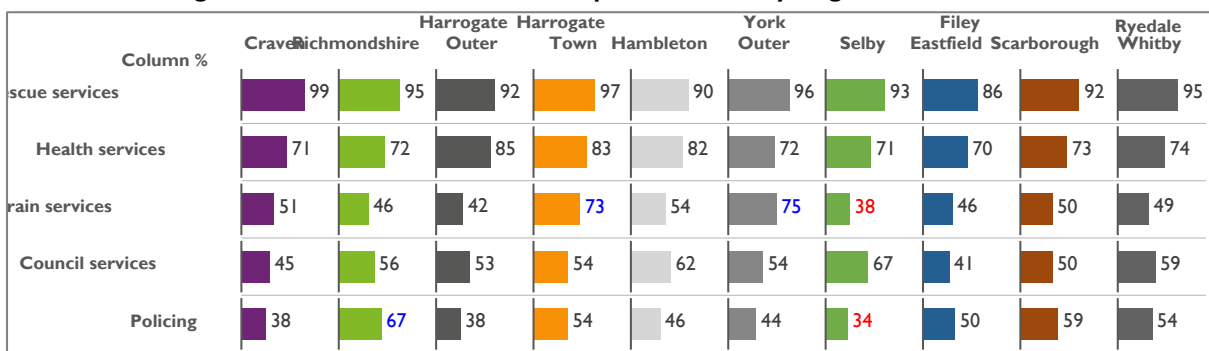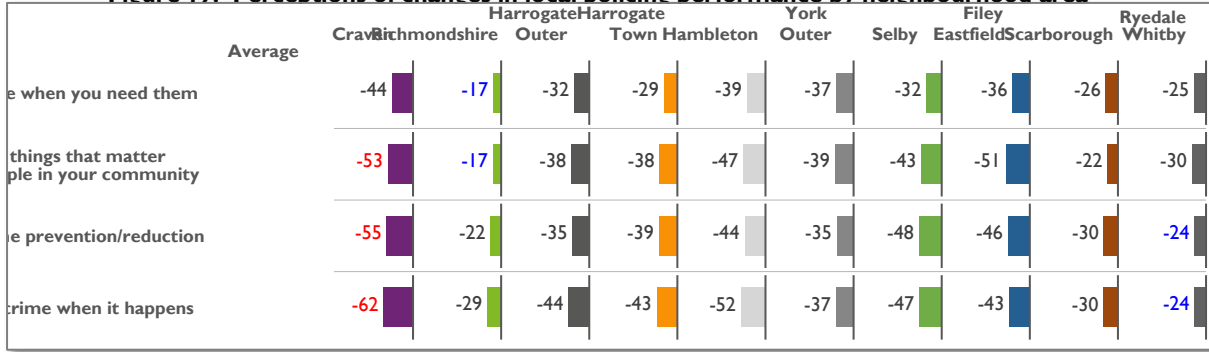
Figure 19. Perceptions of changes in local policing performance by neighbourhood area

	Average	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
e when you need them		-44	-17	-32	-29	-39	-37	-32	-36	-26	-25
things that matter ple in your community		-53	-17	-38	-38	-47	-39	-43	-51	-22	-30
e prevention/reduction		-55	-22	-35	-39	-44	-35	-48	-46	-30	-24
crime when it happens		-62	-29	-44	-43	-52	-37	-47	-43	-30	-24

People's experiences and perceptions of their local policing underpin how they would talk about the police. This is summarised in the chart below. On balance people are more likely to be critical of the police in their local area (45%) than positive about them (29%).

Figure 20. Opinion of local police
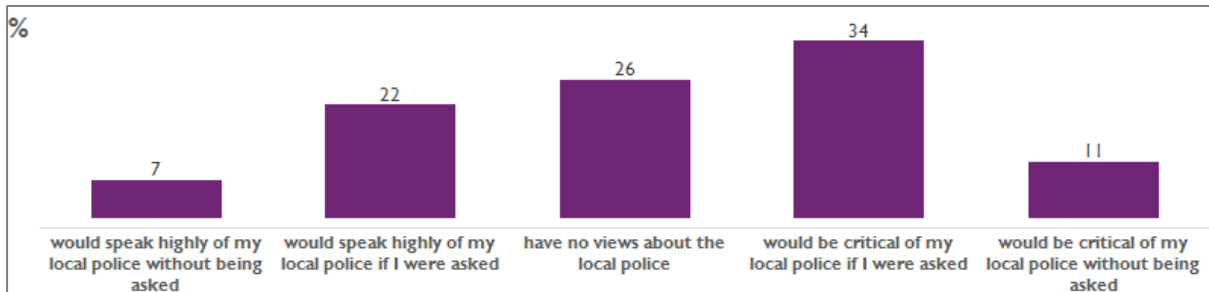
Question: Thinking now about the police in your local area, which of these phrases best describes the way you would speak about them to other people?
Base: Those answering the survey as a resident; n=1254

Particularly concerning is that those who have contacted the police to report a crime or ASB (victims or non-victims) are much more likely to speak critically of them (see chart below). This issue of those who have contact with the police being more likely to have a poor perception of them is consistent with other research, including the CSEW.

More promising is that those who engage with the police in other ways, particularly at public meetings, are much less likely to be critical of them. This is supportive of the neighbourhood policing approach being taken by NYP.

Two neighbourhoods stand out as being less likely to be critical of the police; Richmondshire and Scarborough (Fig 22 on the next page).

Figure 21. Opinion of local police (% who would be critical) by type of police contact
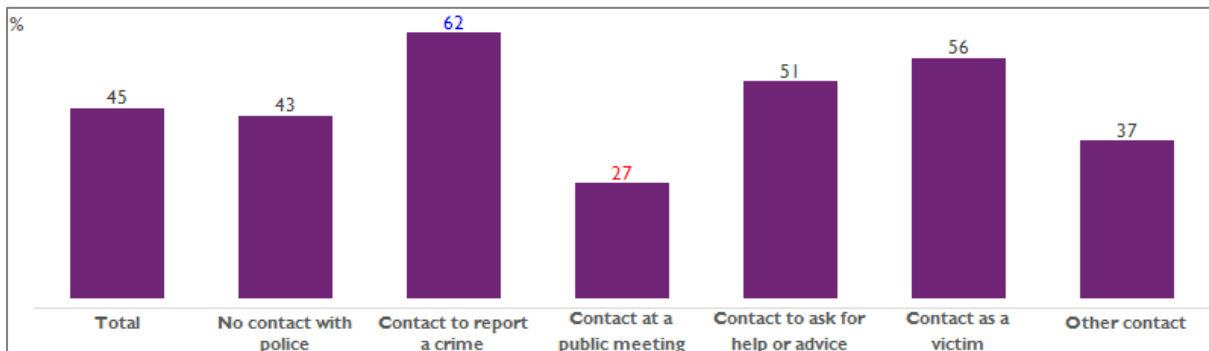
Figure 22. Opinion of local police (% who would be critical) by neighbourhood area
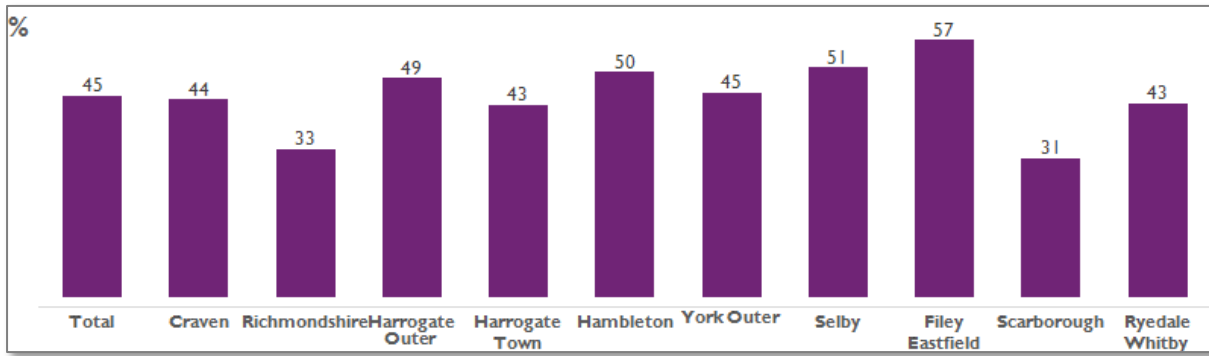
Note: To allow for a 'fair' comparison of neighbourhoods in this chart, the data has been weighted so that each neighbourhood has the same profile when it comes to contact with the police?

The chart below shows that middle aged men and victims of crime and ASB are most likely to be critical of the police in their local area.

Figure 23. Opinion of local police (% who would be critical) by demographic
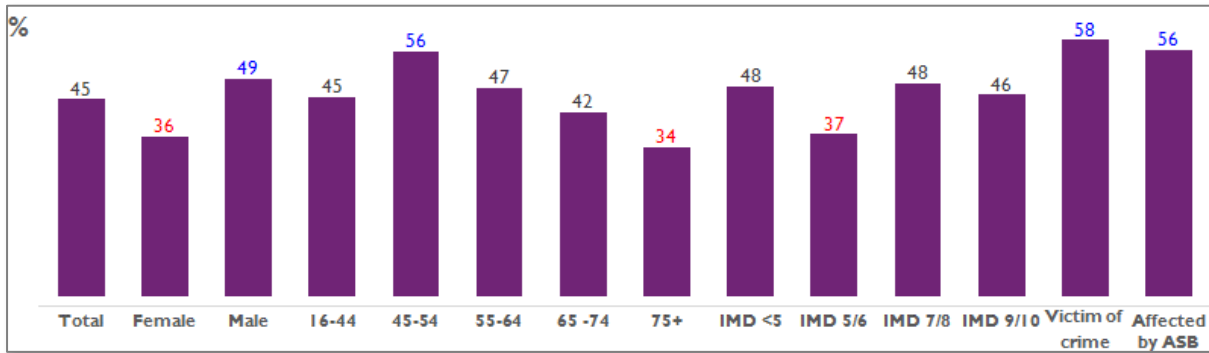
6. Reporting of Crime and ASB

One of the impacts of a neighbourhood policing approach should be that people are more likely to report crimes and ASB. This section takes a look at the issues of non-reporting across the policing neighbourhoods.

The chart below shows the proportion of survey participants who said they had been victims of crime in the last year or had been affected by ASB in the last year. It's worth highlighting that the two neighbourhoods that we believe have the best perception of local policing are actually at opposite ends of the scale when it comes to crime and ASB rates (based on this survey data); Scarborough and Richmondshire. They are also at opposite ends of the scale when it comes to their area profiles and policing requirements.

Figure 24. % who have been victims of crime/ affected by ASB in the last year by neighbourhood area
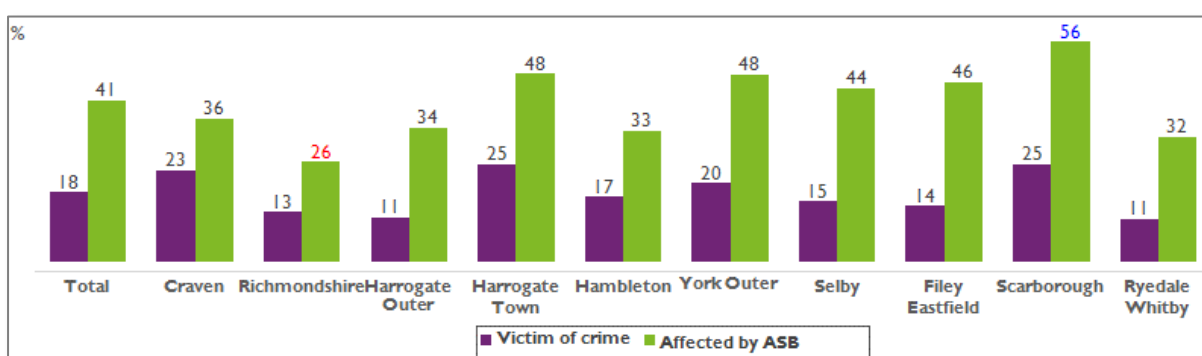
Question: Have you been a victim of crime in the last 12 months? Have you been affected by Anti-Social Behaviour in the last 12 months? %Yes
Base: Those answering the survey as a resident; n=1254

Non reporting rates (29% - see chart below) for the area are (if anything) slightly lower than what we found when we focused on rural areas in the Rural Crime Survey 2018. Craven and Ryedale/Whitby stand out as the areas with the highest levels of non-reporting for crime. Ryedale/Whitby standout with the highest level of non-reporting for ASB. These are two of the most rural neighbourhoods in the Force area and therefore consistent with what we found in Rural Crime Survey 2018.

Figure 25. % of victims of crime/ ASB not reporting to the police by neighbourhood area
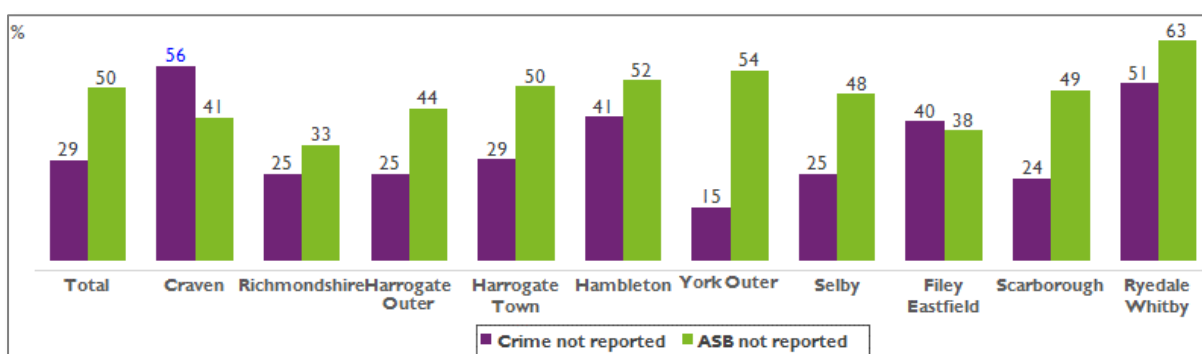
Question: Thinking about the most recent time you were a victim of crime, was this crime reported to the Police by you or any other person? % answering 'No (as far as I know) it was never reported as a crime' Thinking about the most recent time you were affected by ASB, was the incident reported to the Police either by you or any other person? % answering 'No'
Base: Victims of crime; n=220, Affected by ASB; n=498

The reasons for non-reporting shown in the charts below are consistent with what was found in the Rural Crime Survey 2018 and the CSEW and are consistent across both crime and ASB. The fact that so many believe that reporting a crime to the police would be a waste of time continues to be alarming.

Figure 26. Reasons for non-reporting of crime
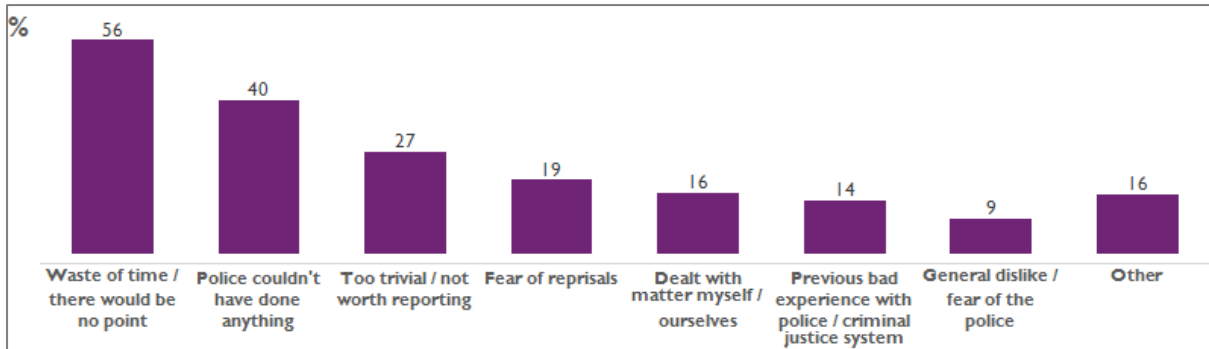
Question: Why didn't you report the crime to the police? Please tick all that apply
Base: Victims of crime not reporting; n=69

Figure 27. Reasons for non-reporting of ASB

Question: Why didn't you report the ASB to the police? Please tick all that apply
Base: Victims of crime not reporting; n=248

7. **Visibility**

One of the most common complaints about the police is that there aren't enough officers on the streets these days and that you rarely see them, particularly outside of their cars. This section looks at whether visibility has improved since the imple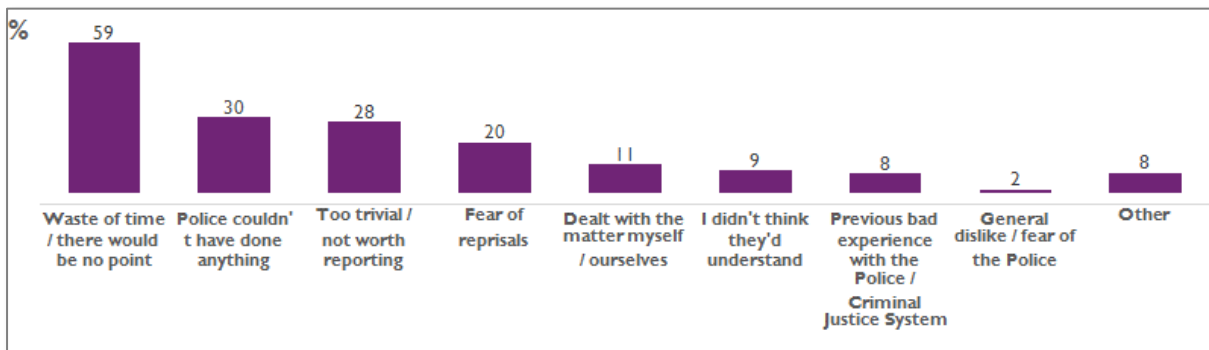mentation of neighbourhood policing. Are the police more or less visible to certain types of people or in certain areas of the Force?

In the survey we asked people about their satisfaction with and perceptions of change in police visibility in the last year and last month. The data showed no significant differences between these two time periods therefore we will only focus on the last year in this report.

Less than one third of people are satisfied with the level of police presence in their area and the net perception is that they see police officers in their neighbourhood less often than they did 12 months ago. This may not concur with the reality of the situation but this is what the public believe. One (possibly two) neighbourhoods have a higher than average satisfaction with policing levels, alongside more positive (less negative) levels of perceived change in policing visibility. These two neighbourhoods are Richmondshire and Scarborough (see figures 29 and 30).

Figure 28. Frequency and satisfaction with Police officer/PCSO visibility in local area over the last year
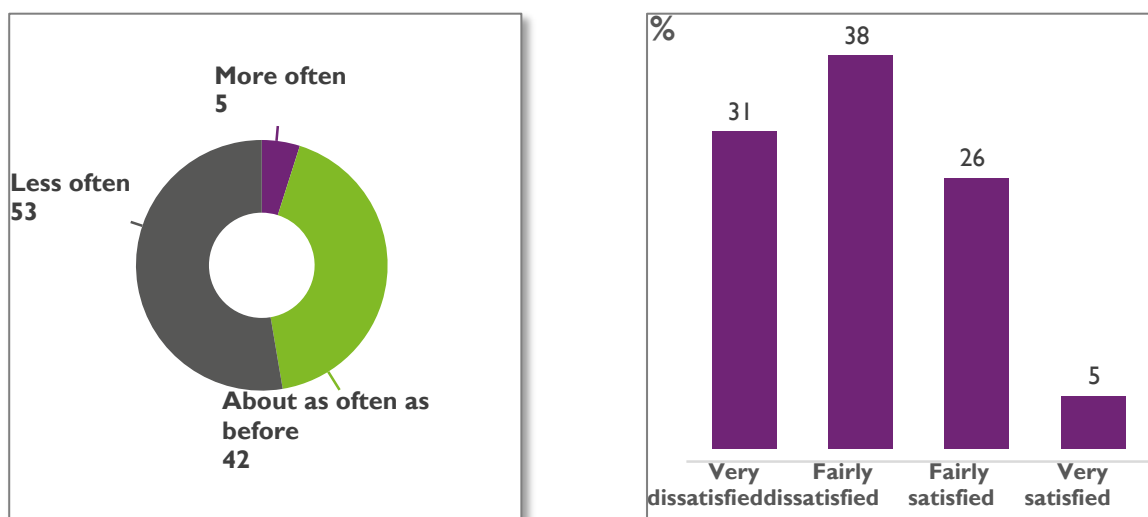
Question: Compared with 12 months ago, would you say you now see a police officer or a PCSO in the local area more often, less often, or about as often as before? Over the last 12 months how satisfied or dissatisfied have you been with the level of policing presence in the local area?
Base: Those answering the survey as a resident; n=1254

Figure 29. Net perceived change in police visibility by neighbourhood area

Question: In the last year would you say you now see a police officer or a PCSO in the local area more often, less often, or about as often as before? % more often minus % less often
Base: Those answering the survey as a resident; n=1254

Figure 30. Satisfaction (fairly/very) with police visibility by neighbourhood area
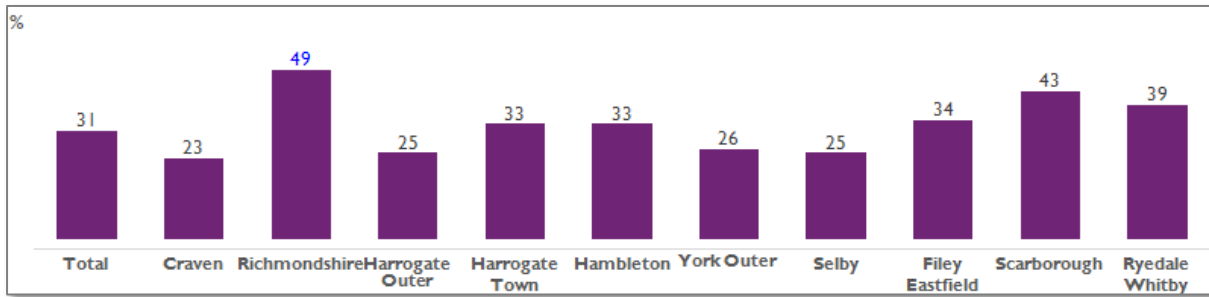
Question: In the last year/month, how satisfied or dissatisfied have you been with the level of policing presence in the local area?
Base: Those answering the survey as a resident; n=1254

When we look at the frequency of which people see or hear from the police in North Yorkshire it is unsurprising that they are most often seen in their cars in the local area and least often seen on foot in the local area. What is perhaps surprising is the proportion of people who have not seen (or registered seeing) references to the local police in the local press.

Figure 31. Frequency of seeing police in the past year
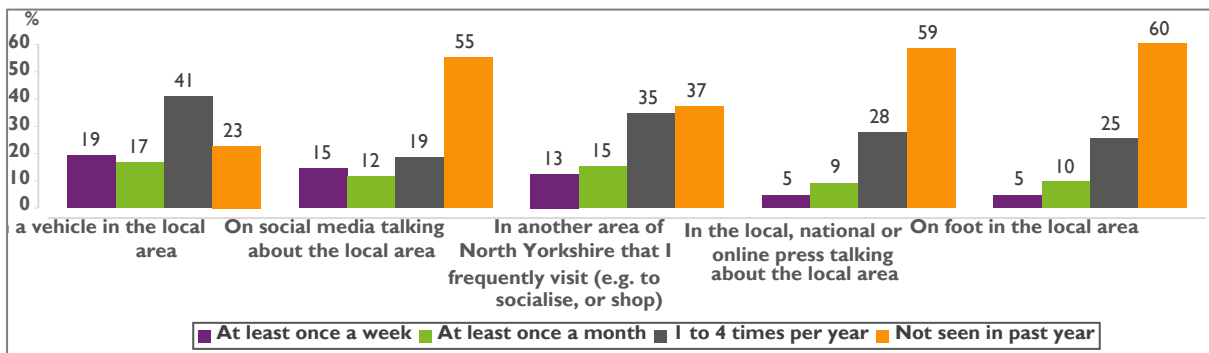
Question: Over the past 12 months how often, if at all, have you seen a PCSO or police officer in each of the following locations/situations?
Base: Those answering the survey as a resident; n=1254

When we look at visibility by neighbourhood we see a similar pattern emerge. Visibility in general is however higher in both Richmondshire and Scarborough.

Figure 32. Frequency of seeing police in the past year (average number of times per year) by neighbourhood area
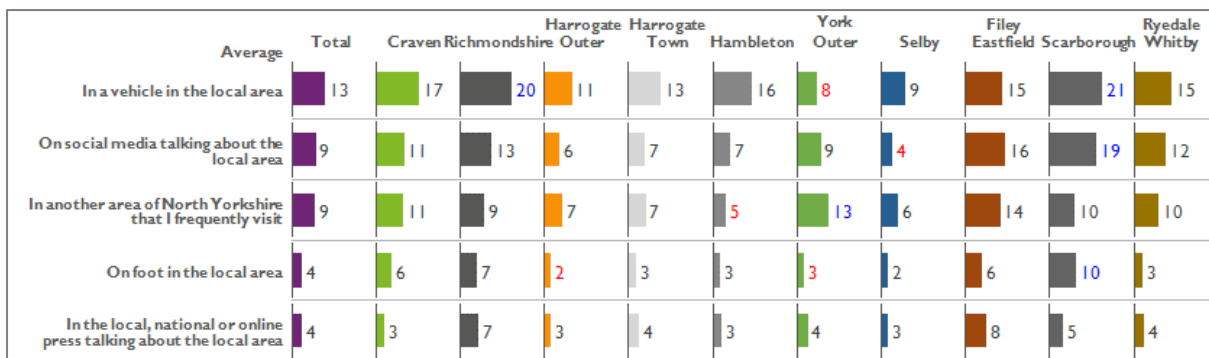
8. Neighbourhood Teams

In this section we look at people's knowledge of their neighbourhood teams and whether they know how to contact them.

In the next chart we can see that very few people (13%) know one or more of their local officers or PCSOs although around a third say they used to. That said, 40% (Fig 34) of people say they know how to contact their local policing team, which is arguably more important. People in Richmondshire (and to a certain extent Filey/Eastfield and Scarborough) are more likely to know at least one of their local officers or PCSOs.

There are no significant differences in these figures from a demographic perspective.

Figure 33. % who know one or more of their local officers/PCSOs by neighbourhood area

Column %	Total	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
Yes	13	19	32	13	10	9	5	12	25	26	12
Used to	30	28	28	28	33	30	35	30	25	22	23
I never have	57	53	39	58	58	61	60	58	50	52	64
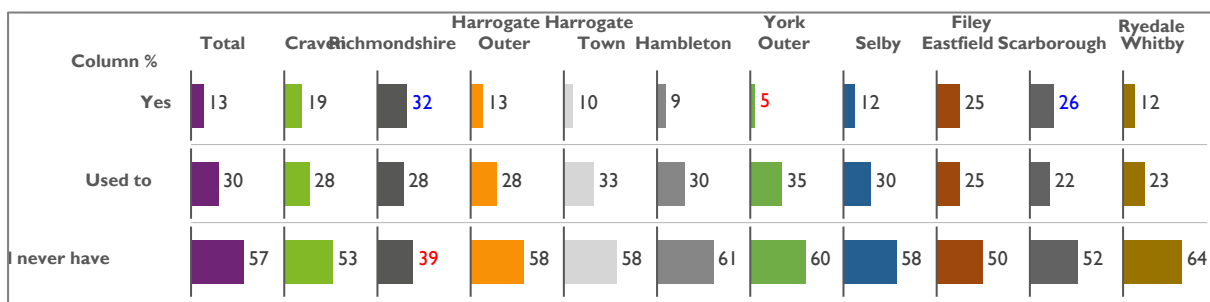
Question: Do you know one or more of the officers and/or PCSOs from your local area?
Base: Those answering the survey as a resident (excludes those who have attended a local meeting with the police); n=1133

Figure 34. % who know how to contact their local policing team by neighbourhood area

Column %	Total	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
Yes	40	45	54	39	47	40	30	37	41	52	40
No	40	36	26	42	38	39	46	41	38	34	42
Not sure	20	19	20	19	15	21	23	22	22	14	18
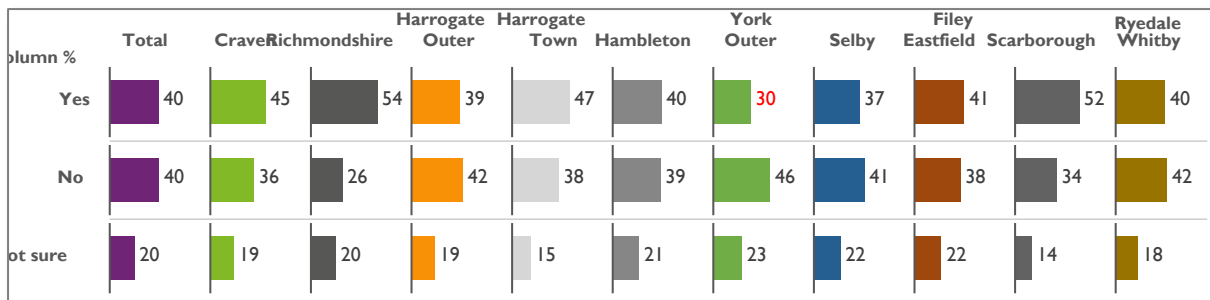
Question: Do you know how to contact your local policing team?
Base: Those answering the survey as a resident (excludes those who have attended a local meeting with the police); n=1133

9. Communication and Engagement

How well informed do North Yorkshire residents feel about what the police are doing in their area and are they even interested? This section explores who feels most informed (by demographic and area) and looks at awareness of the different community engagement activities.

We also take the perspective of local/parish clerks on police participation in these types of event.

A high level of interest in policing matters is certainly there across all neighbourhoods (Fig 35) which is what we would expect from a sample of people who have taken the time to complete this survey. Across the whole of the Force area, just over a quarter of people say they feel informed about what the local police are doing in their local area (Fig 36). This figure is significantly higher in both Richmondshire and Scarborough though.

Figure 35. Level of interest in what the local police are doing in the local area by neighbourhood area
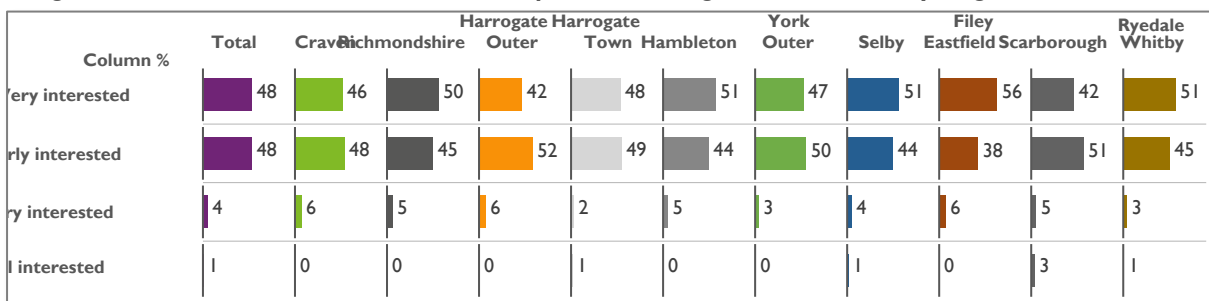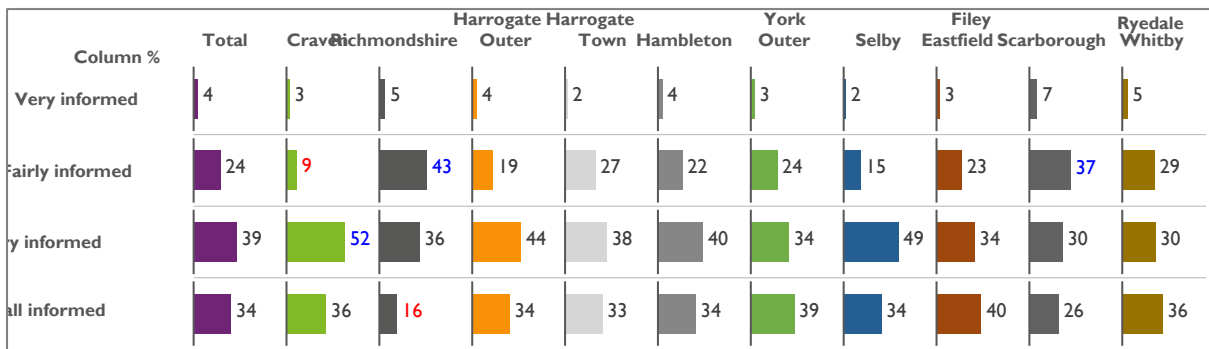
Column %	Total	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
Very interested	48	46	50	42	48	51	47	51	56	42	51
Fairly interested	48	48	45	52	49	44	50	44	38	51	45
Not very interested	4	6	5	6	2	5	3	4	6	5	3
Not at all interested	1	0	0	0	1	0	0	1	0	3	1

Question: How interested, if at all, are you in knowing what the police are doing in the local area?
Base: Those answering the survey as a resident (excludes those who have attended a local meeting with the police); n=1133

Figure 36. Feeling informed about what the local police are doing in the local area by neighbourhood area

Column %	Total	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
Very informed	4	3	5	4	2	4	3	2	3	7	5
Fairly informed	24	9	43	19	27	22	24	15	23	37	29
Not very informed	39	52	36	44	38	40	34	49	34	30	30
Not at all informed	34	36	16	34	33	34	39	34	40	26	36

Question: Overall, how well informed do you feel about what the police in the local area are doing?
Base: Those answering the survey as a resident (excludes those who have attended a local meeting with the police); n=1133

The chart on the next page shows how awareness of different types of police engagement activities varies significantly by neighbourhood area. Craven's figures suggest that much of their police engagement activity is conducted via social media whereas Scarborough has a much higher focus on face to face contact. Clearly face to face engagement is more problematic in an area such as Craven however a mix of activities, like in Richmondshire for example, would seem to be the better approach.

Column %	Total	Craven	Richmondshire	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
...unity meetings	53	20	58	50	58	52	46	59	57	78	61
...mmunity events	35	20	26	26	44	25	47	21	36	42	30
...e social media	60	83	68	59	56	54	60	54	71	50	62
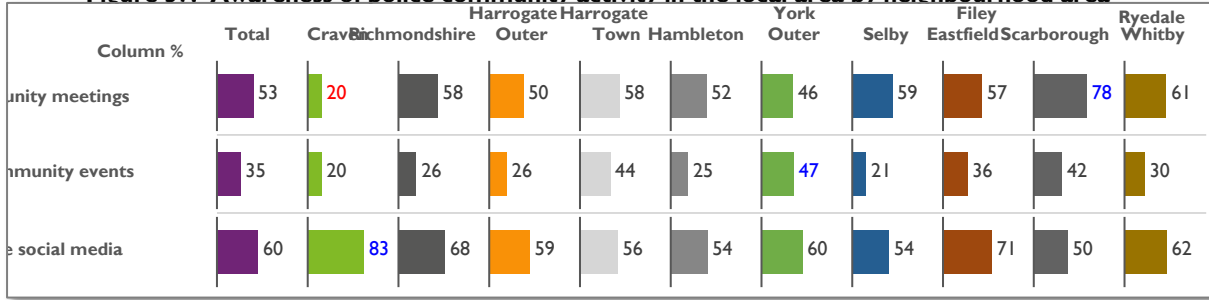
**Question:** In the past 12 months, were you aware of any of the following being run by the local policing team in the local area?
Base: Those answering the survey as a resident (excludes those who have attended a local meeting with the police); n=1133

Social media is a very important part of modern day police-community engagement. More people than not believe that the police should be more active on social media, particularly when it comes to talking about crime in their area (see chart below).

Figure 38. Views on whether the police should be more active on social media and for what purpose
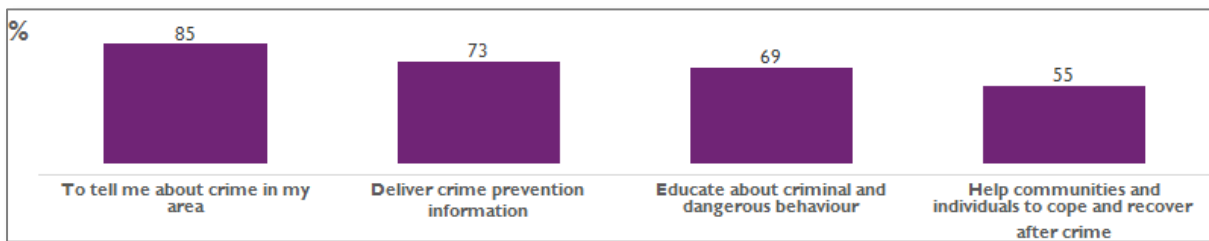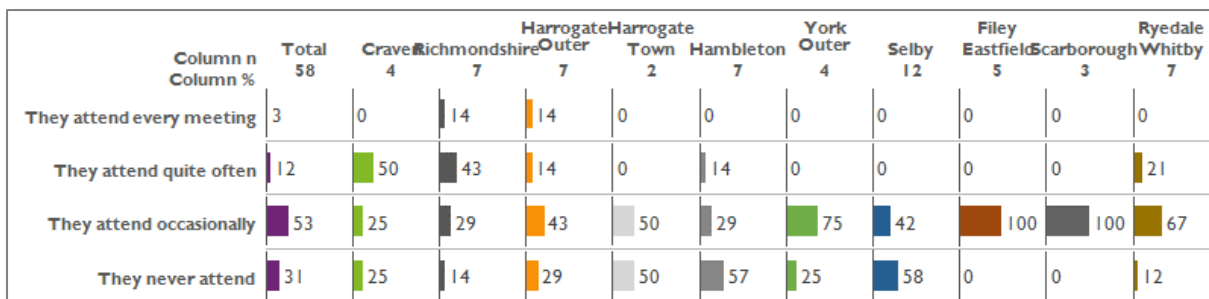

Question: Do you think the police should be more active on social media?
Base: Those answering the survey as a resident; n=1254

Councillors and Council Clerks were specifically asked about police attendance at parish/town council meetings and their responses are highlighted in the next two charts. The conclusion from these two charts is that perhaps the police should be attending more of these meetings. Whether policing matters form part of the agenda at these types of meeting is unclear though.

Figure 39. Councillor and Council Clerks' views on police attendance at public meetings by neighbourhood area

Column n / Column %	Total 58	Craven 4	Richmondshire 7	Harrogate Outer 7	Harrogate Town 2	Hambleton 7	York Outer 4	Selby 12	Filey Eastfield 5	Scarborough 3	Ryedale Whitby 7
They attend every meeting	3	0	14	14	0	0	0	0	0	0	0
They attend quite often	12	50	43	14	0	14	0	0	0	0	21
They attend occasionally	53	25	29	43	50	29	75	42	100	100	67
They never attend	31	25	14	29	50	57	25	58	0	0	12

Question: How would you describe the attendance of police officers or PCSOs at the parish/town council meetings in the local area?
Base: Councillors and Council Clerks; n=58

Figure 40. Councillor and Council Clerks' views on changes in police attendance at public meetings by neighbourhood area

Column n Column %	Total 58	Craven 4	Richmondshire 7	Harrogate Outer 7	Harrogate Town 2	Hambleton 7	York Outer 4	Selby 12	Filey Eastfield 5	Scarborough 3	Ryedale Whitby 7
Attendance is more frequent	8	25	29	14	0	0	0	0	0	0	21
Attendance is about the same	48	50	29	43	100	71	25	50	40	33	67
Attendance is less frequent	43	25	43	43	0	29	75	50	60	67	12
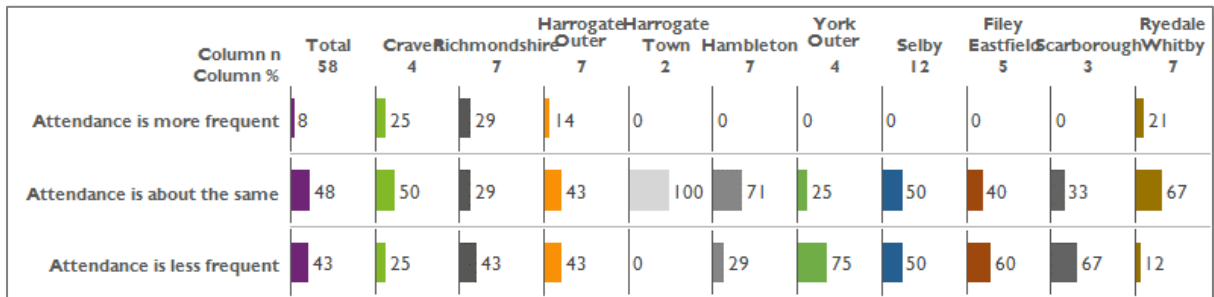
Question: How does the attendance of police officers or PCSOs at parish/town council meetings in the local area compare to 12 months ago?
**Base:** Councillors and Council Clerks; n=58

10. Police, Partners and the Community

This final section focuses on the police working with partner agencies and the wider community. Dealing with crime and the impacts of crime are increasingly a partnership approach. How do the public feel about this? Which types of crime do they believe should be solely the responsibility of the police and which do they believe should be tackled with or by other agencies? Also, what do the public feel the role is for the wider community in tackling crime?

There is certainly a recognition from the public that tackling crime should not wholly be left to the police. They appear to fully accept the Police & Crime Commissioner's priority for 'Ambitious Collaboration'. The chart below gives a sense of how the public feels different crimes should be tackled. Where the share of responsibility between police and partners really starts to equilibrate is toward the bottom of the list (online harassment downwards) and where the police responsibility becomes recessive is when we get to self-harming/suicides and mental health issues; two very high profile issues at the moment.

Figure 41. Views on who should take the lead in dealing with different types of crime
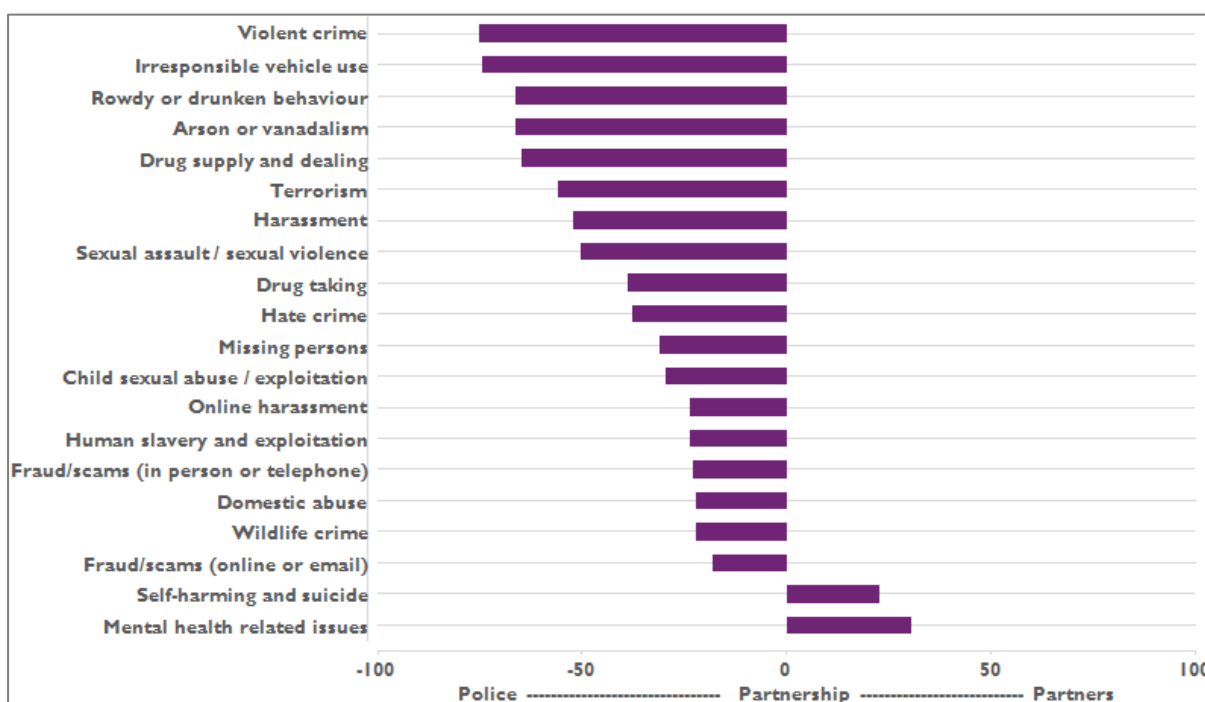
Question: Which of the following issues do you think the police should best deal with by themselves, in partnership with one of the above partners, or leave another partner to deal with on their own? Net of partners only minus police only
Base: Those answering the survey as a resident; n=1254

The area where the public most feel that communities should take the lead is in dealing with anti-social behaviour; half of people take this view. This paints a picture of a community who are willing to engage more with the police in their local areas if they feel there will be something positive coming out of it. This concurs with finding from both the 2015 and 2018 Rural Crime Surveys.

Figure 42. Views on when communities should take the lead (% thinking issue should be community led)

Question: To what extent do you think communities should take the lead in the following?
Base: Those answering the survey as a resident; n=1254

11. Summary

Thinking firstly about the current Police & Crime Plan, is it still fit for purpose from a public perspective?

From the evidence gathered in the neighbourhood survey then yes, it absolutely is. The crimes and behaviours that the public felt were significant in their local areas back in 2016 are still very much the same as they are now and nothing else has emerged since. The findings from the survey also suggest that the public would continue to be supportive of the four key priorities that underpin the Police & crime Plan; Caring for the Vulnerable, Ambitious Collaboration, Reinforcing Local Policing and Enhancing the Public Experience.

Whether the focus on these four priorities, particularly 'Reinforcing Local Policing' is delivering a better policed and safer environment for the public of North Yorkshire falls outside the scope of this research. What we can say though is that **the public do not perceive there to have been any improvements in the services delivered by the police in their local areas**.

A significant amount of negativity exists with respect to policing in North Yorkshire with almost half of people saying they would be critical of their local police. They also rank bottom of key local services; below the council, health services and transport. There is also a distinct lack of faith in the police's ability to understand a wide range of crime types.

Nationally, a mass of negativity bears down on the public's perception of the police, from inherited views, historic failings, current media around crime rates, poor service and insufficient funds to police effectively, as well as shared stories around specific incidences of poor service. These are just a few of the reasons as to why so many people have a poor view of policing in their local area and policing in general. Trying to counter this negativity and change public perception is of course difficult. Positive stories, either in the media or through word of mouth, aren't nearly as shareable as negative ones. What's more, **almost two thirds of the people in North Yorkshire we surveyed hadn't seen or heard anything about their local police in the media in the last year**. This means last year's reinforcement of the front line by strengthening neighbourhood policing team with an additional 24 officers and Police Community Support Officers is unlikely to effect a significant or perceptible change in public sentiment, at least not at a Force wide level. Where these types of changes are more likely to be felt is at a micro level within specific communities that are experiencing specific issues with regards to crime and disorder.

Indeed when we do look at specific areas of the Force, specifically neighbourhood areas, then we do start to see some evidence of an impact. Unfortunately we don't have the necessary benchmarking satisfaction data to track public satisfaction over time, and relying on the public's view on whether things are improving or getting worse is notoriously difficult as people tend to take the view that things are getting worse, even when perhaps they aren't. What we are able to do is compare the public's views from different neighbourhood areas.

When we make these comparisons, we find **two neighbourhood areas that consistently stand out from the others in a positive way; Scarborough and Richmondshire**. Differences in how the public perceive the police can often be attributed to the profile of the people who live there and the rates of crime and ASB in those areas. However if that were the case here, Scarborough certainly wouldn't be the neighbourhood area where we would expect to find one of the highest levels of police satisfaction. Therefore **we believe that the introduction and actions of the Community Impact Team in Scarborough is having a real and positive impact on residents**.

Richmondshire is an area where we might expect higher rates of satisfaction with the police because of lower crime and disorder rates however this survey has also **highlighted a high level of confidence in the police in Richmondshire when it comes to rural crimes** (agricultural

theft, wildlife crime, fuel theft etc.) and we would therefore hold this up as a good example of police activity having a positive impact on residents.

Having two such different neighbourhood areas apparently 'outperforming' other neighbourhoods is useful from the perspective of sharing best practice. One that has to deal with the problems surrounding more urban types of crime and anti-social behaviour and one that involves policing a large geographical area with a highly dispersed population and the unique set of crimes that come with it.

These two areas are the exception though. Are the other Neighbourhood Policing Teams sufficiently focused on a mission around ASB, 'low level' crime and reassurance? Scarborough in particular appears to be clear on what is required and put the necessary structures in place to deliver real neighbourhood policing through their Community Impact Team (CIT) but do the rest of the Neighbourhood Policing Teams have such a clear mission?

12. **Appendix A**

The table on the following page shows the significance of different issues by neighbourhood area. The figures in the left hand columns under each area represent the percentage of people who think each issue is a significant problem in their area. The colours are there to highlight the significance of the crimes.

The right hand column shows the proportion of people who believe the police understand each issue (based on those who think the issue type is significant in their area). The symbols are there to help highlight which neighbourhood areas the public believe have a better understanding of the different issues.

The table can be used as the basis for sharing good practice between neighbourhood areas.

	Total	Craven	Richmondshire	Harrogate	Harrogate Outer	Harrogate Town	Hambleton	York Outer	Selby	Filey Eastfield	Scarborough	Ryedale Whitby
Irresponsible vehicle use	59	59	56	58	42	56	60	59	67	60	56	58
Burglary	49	61	43	47	47	58	48	47	63	43	48	33
Rowdy or drunken behaviour	42	37	33	29	28	52	43	47	36	46	62	36
Drug taking	40	60	39	37	44	42	36	33	33	49	62	36
Drug supply and dealing	36	50	33	32	33	47	31	33	32	31	54	31
Fraud/scams (online/email)	42	39	34	33	48	35	42	34	30	29	29	44
Fraud/scam (in person/telephone)	43	44	31	34	54	32	41	33	29	37	30	43
Theft from your car	44	36	22	24	38	35	33	26	40	23	20	21
Theft of agricultural machinery	61	45	78	42	59	8	47	10	31	17	2	50
Theft of your bike	41	21	57	25	40	29	26	35	23	17	18	11
Shoplifting	45	32	57	21	45	42	26	19	24	29	29	13
Wildlife crime	44	25	74	24	52	14	29	7	27	20	11	35
Theft of your car	42	36	57	16	39	29	56	15	28	14	11	16
Arson or vandalism	25	10	35	19	22	28	27	19	20	17	17	9
Robbery	37	19	17	19	44	34	39	18	22	9	14	13
Theft of livestock	59	38	81	25	51	7	29	5	13	17	1	34
Mental health related issues	29	21	50	11	27	25	20	15	11	17	32	15
Theft of fuel	50	41	69	13	50	4	30	5	24	20	4	32
Violent crime	26	25	20	11	38	21	10	17	16	17	26	8
Harassment	21	8	36	6	38	19	11	16	9	11	11	8
Theft of agricultural materials	53	73	79	12	41	4	23	6	12	6	0	15
Other type of theft	34	57	62	10	43	13	13	8	13	23	10	6
Domestic abuse	45	33	63	4	40	10	11	5	6	11	11	8
Online harassment	26	33	67	2	33	11	9	7	4	3	6	6
Hate crime	20	20	33	7	20	6	7	6	6	3	75	4
Self-harming and suicide	27	20	100	4	33	13	4	5	4	11	33	6
Child sexual abuse/exploitation	30	33	38	2	0	7	7	17	3	6	40	3
Sexual abuse / sexual violence	14	25	50	3	0	5	4	0	7	6	25	4
Missing persons	44	18	60	1	100	6	1	67	2	11	0	3
Terrorism	19	25		1	0	6	2	14	3	3	33	2
Human slavery and exploitation	21	0	50	1	0	3	5	2	1	0	1	1