



## Your Service, Your Say – Police

Police, Fire and Crime Commissioner Zoë Metcalfe has re-launched a survey to gauge the level of your trust and confidence in policing across York and North Yorkshire.

The survey takes under 10 minutes to complete and is open to everyone, whether you've had any contact with North Yorkshire Police or not.

### 1. Overall, how satisfied are you with your police service?

- Very satisfied
- Satisfied
- Neither/Nor
- Dissatisfied
- Very dissatisfied
- Don't know

### 2. What factors lead you to say that? (Tick any that apply)

- Contact and/or crime in your area
- General feeling - no specific reason
- Level of resources
- Media stories
- Other people's experience
- Personal experience
- Response to incidents and reliability
- Service received
- Visibility
- Other (please feel free to provide more details):

**3. Thinking about North Yorkshire Police, how confident are you that they...?**

	Very confident	Fairly Confident	Neither/Nor	Not that confident	Not at all confident	Don't know
can be relied upon when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
help people to feel safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
prevent crime from being committed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
protect and support the vulnerable in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
support victims and witnesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use their powers appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. Thinking about North Yorkshire Police, how much do you agree or disagree that they...?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
act with integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
admit their mistakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
are responsive to people's feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
have a good reputation in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
have your trust and support in them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
listen to people's concerns seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
reflect the diversity of your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
treat everyone fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
treat everyone with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
would be a good organisation to work for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5. Overall, how much of a problem, if at all, do you think crime and anti-social behaviour is in your local area?**

- A big problem
- A slight problem
- Not a problem
- Don't know

**Please comment on the types of ASB you see in your area:**

**6. How much of a problem are these issues in your local area?**

	Big problem	Slight problem	Not a problem	Don't know
Agricultural theft/crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-social behaviour/drunkenness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog incidents/attacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug taking/dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fraud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hate crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual assault/violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shoplifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speeding/dangerous driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stalking and harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theft from a person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wildlife crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. Generally, do you agree or disagree that local police are dealing with the issues you have identified as problems?**

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

**8. Thinking about your local area. How often would you say you see a Police Officer or Police Community Support Officer (PCSO)?**

- Every day
- Weekly
- About once a fortnight
- About once a month
- Once every six months
- Less often
- Never

**9. Compared to the last 12 months do you feel there has there been a change in the level of policing in this area?**

- Increase
- About the same
- Decrease
- Lived in the area less than a year
- Don't know

**10. In the past 12 months, have you spoken to one or more of the Police Officers or PCSOs who form the local policing team in your area?**

- Yes
- No
- Don't know/Not sure

**11. In the past 12 months, have you had any contact with North Yorkshire Police ?**

- No - no contact
- Yes - as a victim of crime
- Yes - as a witness of crime
- Yes - other (please specify):

**12. How confident are you that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?**

	Very confident	Fairly confident	Neither/nor	Not that confident	Not at all confident	Don't know
Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. If you were to report a crime or incident in the future, how confident are you that you would receive a good service from North Yorkshire Police?**

- Very confident
- Fairly confident
- Neither/nor
- Not that confident
- Not at all confident
- Don't know

**14. Overall, how well informed do you feel about what North Yorkshire Police are doing in your local area?**

- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

**15. How do you most frequently learn about your local policing news, initiatives and events? (Tick all that apply)**

- Community groups, events and/or open days
- Email/Mailing list
- Findings from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)
- I have been contacted by North Yorkshire Police
- Local or national news
- Newsletters/Leaflets
- Other people - Friends/Family
- Public consultations on services in North Yorkshire and York
- Social Media
- Websites
- Other (please specify):

**16. If you had a non-emergency issue that you wanted to let the police know about, how would you prefer to contact them?**

- At a police station
- At local meeting
- By telephone
- By text message
- Email
- Online / website
- Using social media
- Other (please specify):

# About You

We have a duty to promote equality and want to make sure all parts of the community are included, but these questions are optional.

## What is your gender?

- Female (Including transgender women)
- Male (Including transgender men)
- Prefer not to say
- Prefer to self-describe (non-binary, gender-fluid, agender, please specify below)

## What is your age group?

- 14-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

## What is your ethnic group?

- Asian
- Black
- Mixed
- White
- Other
- Prefer not to say

## Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

**Where do you live?**

- City of York
- Craven
- Hambleton
- Harrogate
- Richmondshire
- Ryedale
- Scarborough
- Selby
- I work, but do not live in North Yorkshire
- I do not live or work in North Yorkshire

**Please add the first part of your postcode and the first digit of the second half (e.g. HG3 1)**

## Final Question

**Did you know who the current Police, Fire and Crime Commissioner is in North Yorkshire, before completing this survey?**

- Yes
- No

**Thank you for completing this survey.**

This is an ongoing survey to measure the public opinion of North Yorkshire Police and your views are important to us.

Responses will be reviewed and published, subject to the number of returns.

If you would like to complete the equivalent survey for North Yorkshire Fire and Rescue Service, please use this link:

<http://www.smartsurvey.co.uk/s/FireYourServiceYourSay/>