

SURVEY ANALYSIS

SUBJECT: POLICE CONTACT SURVEY



CONTEXT

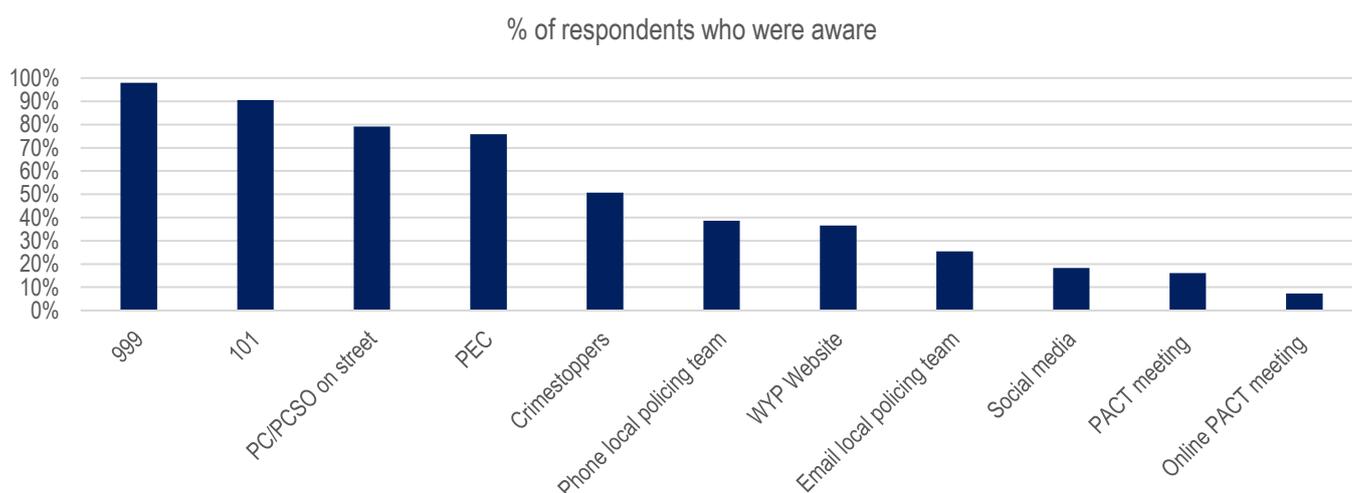
There have been 2,783 responses to this survey. This report provides a summary of the initial analysis carried out to understand the results. The survey also asked the respondent to provide certain demographic information which has been used to understand where there may be statistically significant differences and trends in responses. However it is important to note that only around 1,200 respondents provided this information and as a result some of the sample sizes for each question are quite small.

THE ANALYSIS

Question - There are a number of ways that you can contact West Yorkshire Police. Below is a list of some of these options, could you please tick the ones that you were aware of:

This question gave 11 options for contact and asked the respondent to tick those that they were aware of. There were 2,586 responses to this question and on average 5 forms of contact were known by each respondent. The below table and graph show the number of times that each option was ticked.

Contact option	Number of respondents who were aware.	% of all responses
By phoning 999	2724	97.9%
By phoning 101	2518	90.5%
By approaching an Officer or PCSO	2204	79.2%
By visiting Public Enquiry Counter (PEC)	2111	75.9%
By contacting Crimestoppers	1411	50.7%
By phoning local policing team	1073	38.6%
By using the contact options on the WYP website	1015	36.5%
By emailing your local policing team	709	25.5%
Through social media	509	18.3%
By attending a PACT meeting	448	16.1%
By taking part in an online PACT meeting / webchat	204	7.3%



- The results above show that the most commonly known form of contact for the police is 999 with almost 97.9% of respondents stating that they were aware of this. 101 followed closely with 90.5% of respondents recognising it as a way of contacting the police. The least well known forms of contact were – PACT meetings (online and standard), and social media.

The responses relating to the forms of contact have been broken down further by the demographic data provided by respondents, to understand any significant differences in awareness across different groups. It is important to note that not all respondents provided this information (on average we have demographic data for around 1,000 respondents).

- The only significant difference in relation to awareness of forms of contact across districts related to PACT meetings, in that there was a significantly higher number of people aware of PACT meetings in Wakefield than any other district (29.5% compared to roughly 15% across the other districts).
- With regards to ethnicity, a significantly lower number of respondents from a BME group were aware of the following forms of contact; 999, and approaching a police officer or PCSO.
- There was no significant difference in awareness of PECs across districts, age, or ethnic groups, however a significantly lower proportion of respondents with a disability were aware of PECs as a way to contact West Yorkshire Police (69.7% compared to 78.8%).

Question - If you needed to contact the police for any of the following reasons in the future, what would be your preferred method?

There were 2,786 responses to this question in total. The below table shows the percentages for each option.

	To report a crime or incident	To provide information	To seek information	To make a complaint	To report or hand in a claim or lost property
Telephone (999 or 101)	89.6%	49.3%	22.9%	26.8%	11.4%
Online Reporting	5.3%	25.2%	24.1%	33.0%	7.5%
Social media	0.9%	2.0%	9.2%	2.6%	1.1%
Virtual enquiry counter	0.8%	3.2%	12.7%	5.2%	2.6%
Public enquiry counter	3.5%	20.2%	31.0%	32.3%	77.4%
Total	2744	2714	2672	2690	2702

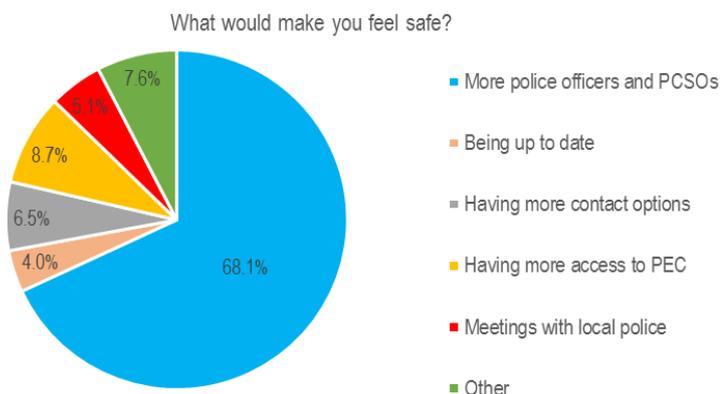
**The most popular form of contact for each category is highlighted in red. (Both online reporting and public enquiry counters have been highlighted as the most popular ways to make a complaint as the difference is negligible).*

- Most respondents said that they would telephone 999 or 101 to report a crime or provide information.
- Public enquiry counters are the most frequently selected option for those seeking information, wishing to make a complaint, or hand in/claim lost property.
- Social media was the least popular form of contact for each option, with virtual enquiry counters coming a close second.
- Of the 4,435 times that respondents stated they would use a public enquiry counter the vast majority of this was to report, hand in or claim lost property. Table below.
- There were no significant differences with regards to how respondents from different demographics answered this question.

	To report a crime or incident	To provide information	To seek information	To make a complaint	To report or hand in a claim or lost property
Public enquiry counter	2.1%	12.4%	18.7%	19.6%	47.2%
Sample	95	549	829	870	2092

Question - Which would make you feel safer?

This question gave five options and also provided an “other” option where respondents could write their own answer in free text form. In total 2,754 people responded to this question, of which 2,545 selected from the options given (209 wrote their own answer). The below table and chart shows how the respondents answered.



- The vast majority (68.1%) of respondents stated that more police officers and PCSOs would make them feel safe.
- A higher proportion of BME respondents said that being kept up to date would make them feel safe compared to white respondents.

Question - Do you know where your nearest Public Enquiry Counter (PEC) is?

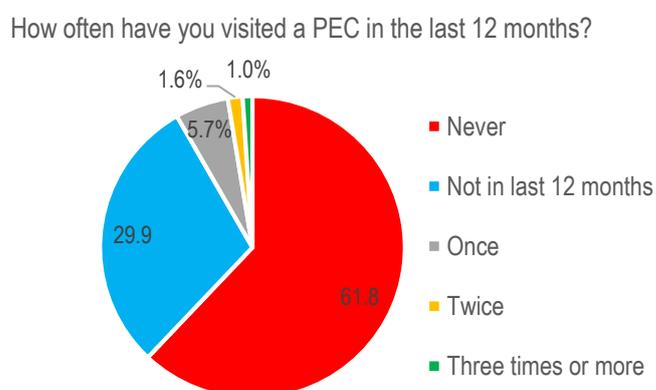
This question was asked to understand current awareness of Public Enquiry Counters and to provide context for the next questions. There were 2,682 responses to this question. 940 (35%) said yes, they did know where their nearest PEC was whilst 1,742 (65%) said they did not. The chart below illustrates these results.

- There were no significant differences in how respondents answered this question in relation to the district they live in, ethnicity, or whether they had a disability.
- However more respondents from the 75 and over age category knew where their local PEC was in comparison to other age groups (50.0% said yes). This was significantly higher than those in the 25-34 and 35-44 age categories where the only 22.6% and 28.5% said yes respectively.

Question - How often have you visited a Public Enquiry Counter (PEC) in the last twelve months?

2,721 respondents answered this question, the vast majority stated that they had never visited a PEC counter, whilst just under a third said that they hadn't in the last 12 months.

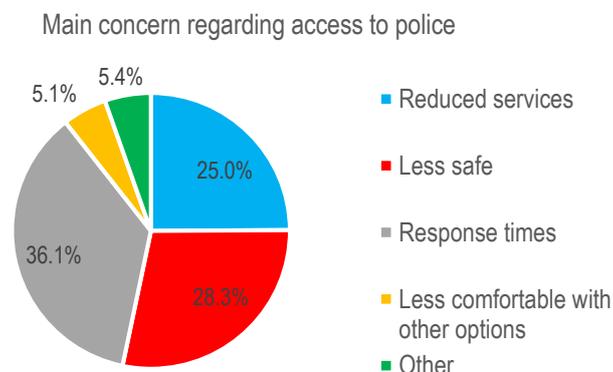
Visited PEC	Percentage	Sample
Never	61.8%	1651
Not in last 12 months	29.9%	798
Once	5.7%	152
Twice	1.6%	42
Three times or more	1.0%	28
Total	100%	2,671



Question - If you didn't have immediate access to the police on a face to face basis, what would be your main concern?

This question gave four options and also provided an "other" option where respondents could write their own answer in free text form. In total 2,648 people responded to this question, of which 2,505 selected from the options given (143 wrote their own answer). The below table and chart shows how the respondents answered. Full coding and analysis of the "other" category will be carried out shortly.

Concern	Responses	%
Police response time	956	36.1%
Feel less safe	750	28.3%
Reduced services	663	25.0%
Less comfortable with other options	136	5.1%
Other	143	5.4%



- The results to this question shows that the main concern would be that police responses will be affected (36.1%).
- Whilst the top three concerns are closer in numbers, the key outlier is that respondents would be less comfortable with other forms of contact (i.e. phone, email), with only 5.1% of respondents citing this as a concern.
- Significantly more respondents with a disability said that they would feel less safe without immediate access to the police on a face to face basis than those without a disability (35.8% to 26.9%).
- Significantly more white respondents said they would be concerned about reduced services than those from a BME background (27.5% compared to (14.5%).
- There was no significant difference in these responses relating to the district that people lived in or their age.

DEMOGRAPHIC DATA

Age group	Percentage	Sample
16-24	1.1	14
25-34	4.6	57
35-44	11.9	146
45-54	19.4	239
55-64	24.9	306
65-74	28.8	354
75 and over	8.6	106
Prefer not to say	0.7	9
Total	100.0	1231

District	Percentage	Sample
Leeds	29.6	362
Wakefield	14.0	172
Kirklees	23.0	282
Calderdale	10.0	123
Bradford	22.5	276
Outside of WY	0.8	10
Total	100.0	1225

Ethnicity	Percentage	Sample
White	89.2	1086
Asian or Asian British	6.1	74
Black or Black British	1.1	13
Chinese	0.2	3
Mixed Heritage	0.4	5
Other Ethnic Group	0.2	3
Prefer not to say	2.8	34
Total	100.0	1218

Ethnicity grouped	Percentage	Sample
White	91.7	1086
BME	7.2	85
Prefer not to say	1.1	13
Total	100.0	1184

Disability	Percentage	Sample
Yes	19.1%	233
No	76.7%	937
Prefer not to say	4.3%	52
Total	100.0	1222