



People's Voice – Expectation and Engagement

Citizen Focus and Diversity Team, CDD

June 2017

1. Introduction

People's Voice is an ePanel of Sussex residents who have signed up to complete a series of online surveys throughout the year. In May 2017, we invited People's Voice to respond to a survey around Future Demand, Engagement and Expectations. Specifically, we asked:-

- What are the future emerging threats or crimes that you think Sussex Police should be preparing for? (Open question with freetext responses);
- How best can we engage with you in the future so you know we are there for you? (Open question with freetext responses);
- Through the use of a series of scenarios, based on issues which we know are priorities to our communities, we explored whether respondents would report their concerns to any agency and if so, which agency and what would they expect to happen as a consequence?

There were 695 responses to this survey between 07.05.17 and 21.05.17. The following demographic information was captured: gender, District or Borough, disability, sexual orientation, age and ethnicity in order to consider differences in responses between these groups. Where sample size allowed, comparisons were made and any differences have been mentioned in the following report.

2. Future emerging threats

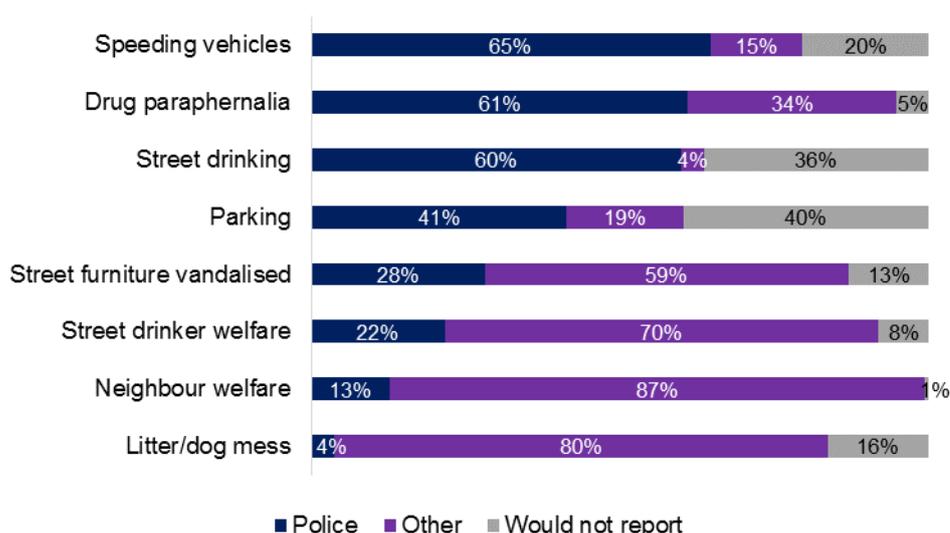
Respondents were asked what they thought the emerging threats Sussex Police should be preparing for. The open responses have been considered and categorised and the following themes emerged (in order from most common to least common): Cyber-crime, terrorism, anti-social behaviour, theft and burglary, drugs, motoring offences, violent crime, hate crime, vulnerable people, immigration and policing/resources.

3. Engagement

Respondents were also asked how best Sussex Police could engage with them, the public. The open responses have been considered and categorised and the following themes emerged (in order from most common to least common): Visibility – a greater police presence walking the streets, on the beat and so on, online – social media, emails, Twitter and so on, local community engagement – visits, surgeries, meetings.

4. Reporting to Police

In the second part of this survey, respondents were given some scenarios and asked who they would report the situation to, if at all. As the graph below shows, the scenario in which the greatest number of respondents would contact the police is 'Speeding vehicles'. The scenario in which respondents were least likely to report is 'Parking':



For the parking scenario, the most common response for males was to contact the police (47%) and the most common response for females was to not report the situation (43%). The most common response for those age 55 and over was to contact the police (46%) and the most common response for those under the age of 55 was to not report the situation (49%). The most common response for those identifying having a disability was to contact the police (47%) and the most common response for those not identifying having a disability was to not report the situation (42%).

For all other scenarios, the most common responses for males and females, for those under the age of 55 and age 55 and over and for those identifying and not identifying a disability were the same.

When focusing on those choosing to report to the police, males were significantly more likely than females to contact the police regarding street furniture being vandalised (32% versus 21%) and as mentioned, parking (47% versus 34%). Those age 55 and over were significantly more likely than those under the age of 55 to contact the police regarding speeding vehicles (69% versus 54%) and as mentioned, parking (46% versus 29%).

The table below shows which form of contact respondents would use having opted to report the given scenario to the police. The most common choice for each scenario has been highlighted:

	999	101	Website	Email	Local policing team	Anonymously	Other
Litter/dog mess	0%	27%	15%	19%	39%	0%	0%
Neighbour welfare	91%	6%	0%	0%	2%	0%	1%
Street drinker welfare	45%	37%	0%	1%	15%	1%	1%
Street furniture vandalised	12%	59%	6%	7%	15%	0%	1%
Parking	5%	60%	5%	4%	24%	2%	1%
Street drinking	21%	53%	2%	1%	21%	1%	2%
Drug paraphernalia	17%	51%	3%	6%	22%	1%	1%
Speeding vehicles	7%	34%	16%	13%	25%	2%	3%

5. Police response

On selecting 'Police' for any of the given scenarios in the survey, respondents were asked the follow up question "How would you expect the police to respond?" Across all scenarios there were some generic comments such as 'as soon as possible', 'quickly', 'immediately' and 'urgently'. Below are some of the other identified responses:

Parking – to attend the scene (some caveated this by saying 'if dangerous' or 'emergencies take priority' etc.); to speak to the owner or contact them in some form (e.g. a letter); to move the car or have the car towed away.

Street drinker welfare – to attend the scene; to attend the scene alongside ambulance; to call an ambulance; to refer to appropriate organisation (e.g. ambulance).

Street drinking – to attend/investigate the incident; to attend in force; to attend and disperse the group/move them on; to attend in order to avoid escalation, to respond/attend as resources permit; to arrest those involved; local patrol; to work alongside partner agencies to solve the issue; to remove/confiscate alcohol; to log the incident; to monitor the situation.

Speeding vehicles – to carry out random/regular checks/speed traps/monitoring; to better enforce speed restrictions; to implement more/better signs; to contact speeding drivers; to issue warnings/fines/points; to ensure there is a visible police presence to deter – especially at identified problematic times; to patrol the area in unmarked vehicles; to use mobile speed cameras; some people noted contacting the police before regarding speeding vehicles and there being no response to the situation.

Litter/dog mess – to contact relevant agency; to issue fines/to be more willing to issue fines.

Street furniture vandalised – to inform relevant authority/those responsible to sort; to attend and make area safe; to investigate.

Neighbour welfare – to send ambulance; to attend and determine whether or not an ambulance is required; to attend with ambulance; to force entry

Drug paraphernalia – to inform appropriate authorities; to arrange for removal; to send forensics to attend; to attend and make area safe; to increase patrols/ a visible presence in the area; to log report for intelligence; to monitor situation/to observe area; to make local policing team aware; to investigate.