Committee(s):	Date(s):
Police: Performance and Resource Management Committee	21st June 2019
Subject: Community Survey Results 2018/19	**Public**
Report of: Commissioner of Police Pol 46-19	**For Information**
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Summary

This report summarises 2018/19 Community Survey Results. Our community satisfaction survey was commissioned to get a census of opinion around local issues, community safety and policing from a mixture of the City population comprising of residents, those working in the City and visitors.

The survey results were obtained from 511 face to face interviews and 482 responses from an online questionnaire. Overall, the respondents felt safe in the City, with "81% face-to-face and 83% online feel the Police are doing a good or excellent job".

From the survey, the majority of respondents generally feel safe in the City. Of the online respondents, 90% of online respondents feel safe in the City during the day and 65% feeling feel safe after dark. There was another 19% that felt neither safe nor unsafe. Whilst with face-to-face respondents, 96% of respondents feel safe in the City during the day and 84% feel safe after dark.

This is a marked improvement from last year when less than 80% of respondents felt safe within the City which led to a Requires Action assessment of the Policing Plan measure, leading to recommendations being made for improvement.

There were some disparities between the face to face and online respondents in their responses to similar sets of questions however there was a commonality of terrorism being top concern for both groups. The other significant concerns were anti-social behaviour, personal theft, road safety and drug misuse/dealing.

Large majorities of respondents felt confident that they would receive a good level of service if they were to report a crime to City of London Police. Those that did lack some confidence in the level of service were influenced by a number of reasons, "a previous negative experience of the service, believing that the Police lack the resources needed to respond appropriately, and scepticism that the Police care about or respond to minor crimes."

Overall the survey paints a broadly positive public perception of the Force.

Recommendation

Members are asked to note the report.

Main Report

Background

1. Opinion Research Services (ORS) was commissioned by City of London Police to conduct the survey using face-to-face interviews and an online questionnaire to obtain views around local issues, community safety and policing. The face-to-face interviews were conducted at different times of the day and at various locations across the City to capture a broad range of people as possible.

2. This was the first time ORS and their methodology had been used following the decision by the Force for City of London Police Corporate Communications to be given the remit to manage all organisational surveys.

3. Although the questions were broadly similar to those asked of participants in last year's survey, due the use of ORS and their data collection methodology we are not able to make a like for like comparison between last year and this year's survey results. Therefore the results from this year's survey will form the basis of a baseline for future trend analysis.

Current Position

4. The full analysis of the survey is presented to Members for information and scrutiny. Part of the result is used to report against measure 11 within the Policing Plan and this is reflected in a satisfactory score against this measure based on the returns from the public regarding the question around how well they thought the Force was doing. Feedback from the street survey scored 81% assessment of the Force doing an 'excellent or good' job, with 83% scored from the online responses.

5. This report is presented for information highlighting the results of a community satisfaction survey comprising of the results of 511 face to face interviews, which took place between 5th and 18th November 2018 and the responses of 482 completed an online questionnaires between 6th and 30th November 2018. Although the question sets were largely the same for the two groups, due to key methodological differences used by the survey company the results could not be aggregated together, therefore the analysis had to be completed separately and the results reported respectively under face-to-face and online results.

6. Terrorism was once again the top concern of respondents, replacing Road Safety from last year's survey. 130 out 511 face-to-face interviewees and 216 out of 482 online respondents ranked terrorism as their number one concern in the City.

7. The full survey report is presented in **Appendix A** of this report for Members to note.

8. Of note are the priorities identified by the public that are influenced more by the activities of the local authority if you exclude terrorism which was the top response.

9. Face To Face results top priorities (excluding terrorism)

    1) Anti-Social Behaviour
    2) Road Safety
    3) Rubbish & Litter on the Street

10. Online results top priorities (excluding terrorism)

    1) Road Safety
    2) Personal Theft
    3) Rough Sleeping

11. This demonstrates that the public perceives road safety as a key concern which is led by the City of London Corporation. While the Force supports the Corporation in enforcement activity for this priority there is clear evidence that the roads are perceived as not being as safe for pedestrians as they could be. This suggests that the Road Danger Reduction Plan could be re- evaluated to see if further improvements can be made.

12. Although not in the top three concerns traffic congestion was the 5th largest concern for face to face & online results (excluding terrorism). The response to traffic congestion is the responsibility of the City of London Corporation.

13. The survey results are used to inform the development of Policing Plan priorities. This is the first year the Force has undertaken the survey using ORS methodology and these results are set as a baseline for the 2019 survey which will be used to develop the new iteration of the Policing Plan as the current plan cycle draws to a close. Our 2019/20 Policing Plan retains the agreed set of priorities currently reported to Committee where Terrorism and Roads Policing are two of our 11 Policing Plan measures.

14. Following discussions at the Force Performance Management Group in March 2019 where the full report on the survey was presented, the survey results were forwarded to the Head of Community Safety within Safer City Partnership for their information and attention. This is to ensure that the City of London Corporation was fully aware of the information collected by the Force to inform their plans and activities in response to public feedback.

Corporate & Strategic Implications

15. The Force operates an annual Planning Cycle publishing a Policing Plan covering a three year period. 2019/20 represented the final year of the current cycle, the results from this survey and any undertaken in 2019 will be used to refresh the current Policing Plan and develop appropriate measures to address concerns raised within this survey.

16. The Force Policing Plan 2020-2023 will be developed to support the Force and City of London Corporate Plan aspirations, with particular reference to the aim of delivering a police service that is valued by the community. Survey feedback will

be used to formulate measures which will address public concerns and ensure the Force delivers on its corporate aspirations.

Conclusion

17. The Force has reviewed the survey results and determined that the Policing Plan Priorities for 2019/20 will remain the same to finish the current plan cycle with the addition of ASB as a priority. The results of this survey will be cross referenced to any survey results collated in 2019 to inform the development of the new Policing Plan Priorities for the next planning cycle.

Appendices

- Appendix A – Community Survey Report

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