



Dorset Police and Crime Commissioner Community Safety Survey 2017-18



July 2018

1. Project Overview

The Survey

Opinion Research Services (ORS) was commissioned by the Office of the Police and Crime Commissioner to undertake a Community Safety Survey. This report represents the results of this survey.

The questionnaires were posted to a random selection of households between July 2017 and January 2018. Four waves of mailings were carried out, with the first in July 2017 (Quarter 1), second in September 2017 (Quarter 2), third in November 2017 (Quarter 3) and the final wave in January 2018 (Quarter 4).

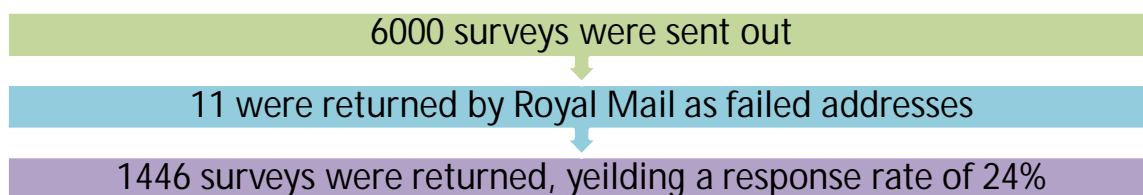
Households were advised that any person in that household aged 16 and over could complete the questionnaire.

In addition to information about the residents, the survey questions are grouped into the following topics:

- General Safety in your Local Area
- Dorset Police as an Organisation
- Neighbourhood Policing
- Information and Contact
- Road Safety
- Police and Crime Commissioner - Consultation
 - Council Tax Precept
 - Cyber Security
 - Dorset Police Website

Survey Response

It must be noted that with this method of surveying a very low response rate is received from the younger respondents, the highest response being with the 65 plus year old age group.

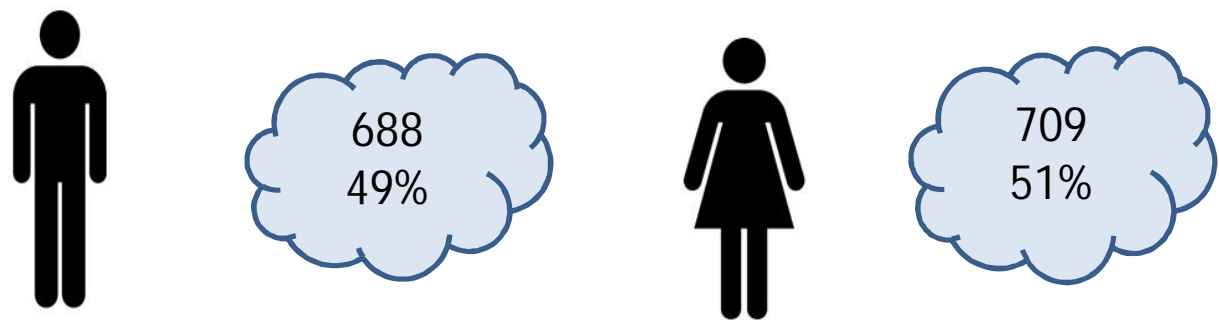


Weighting the Data

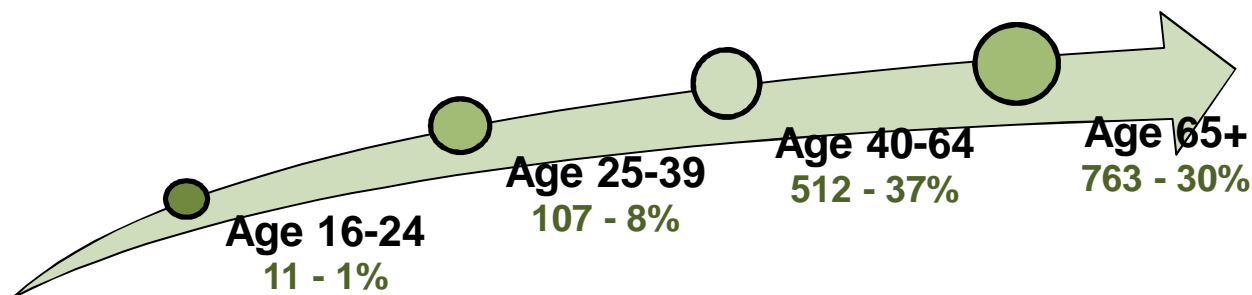
Due to the survey being distributed to a random selection of residents throughout the Dorset Policing area, the returned sample may be unrepresentative of the Dorset population. Therefore, the data for this survey has been checked against comparative data for age, gender, ethnicity and local authority, and subsequently weighted by number of adults, age, gender and local authority. It has also been weighted, where necessary, to compensate for some over-and under-representation in the returned sample. The results presented here are therefore representative of all residents in the Dorset Policing area.

Respondent Profile for 2017/18

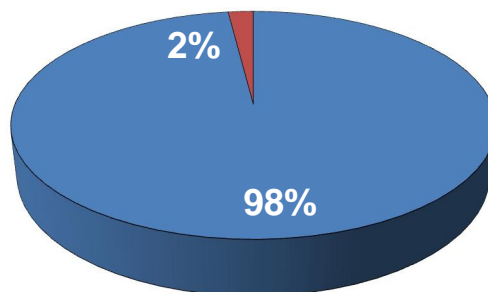
Gender



Age



Ethnicity

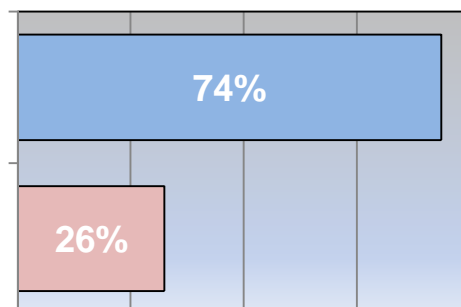


- WHITE (English/Welsh/Scottish/Northern Irish/British)
- BAME (Black/Asian and Ethnic Minority)

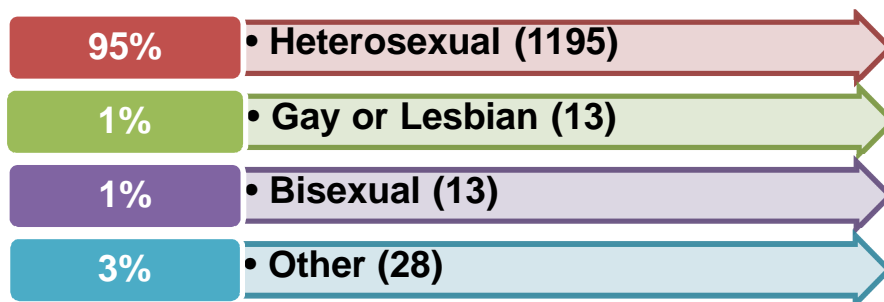
Disability

No longstanding illness/disability
(933)

Have longstanding illness/
disability (465)



Sexuality



Religion

	Respondent Count	%
Christian	1041	73%
Buddhist	3	*%
Hindu	1	*%
Jewish	6	*%
Muslim	1	*%
Sikh	0	0
Any other religion	10	1%
No religion	268	25%



*% - indicates percentage greater than 0 and less than 0.5

Executive Summary

Responses from the Community Safety Survey were compared over a period of 5 years, quarters 1 to 4 2013/14 to quarters 1 to 4 2017/18

Respondent Profile

The total number of valid responses for 2017/18 was 1446. The highest number of people who completed the survey was in the 65+ age group (763) followed by ages 40-64 year olds (512). The age group of 16-24 year olds always yields the lowest response rate (11).

General Safety in your local area

Feeling unsafe in their local area has decreased slightly for 2017/18 by 2 percentage points to 3%, with 21% of the respondents saying they felt the most unsafe when walking alone after dark. This is an improvement from 2013/14 which was at 30%.

This year 30% of the respondents felt that the amount of crime in their local area had gone up which is a 6 percentage point increase from the previous year. Of these 30% respondents, taking into account they were invited to give more than one answer, 52% thought crime had gone up because reporting in the local media had caused them to think this, followed by 44% of respondents who stated they knew someone who had experienced crime, a 2 percentage point increase from last year. Only 18% of the respondents said that this was due to personally experiencing crime, which is a 2 percentage point decrease on the previous year.

Over the past 5 years internet security/financial crime/identity theft related crimes are the crimes respondents said they were most worried about, 54% indicated they were worried this year, down 4 percentage points from 2013/14.

Worries about having property vandalised showed the biggest decrease this year of 4 percentage points and is now at 22%. Worries about 'knife crime', was added in 2017/18. 18% of respondents indicated that they were worried about knife crime. Only one respondent in the 16-24 year old age group (there were 11 in total in 2017/18) said they were worried about this crime.

Respondents who were worried about anti-social behaviour and disorder in general, has shown a decrease over the years and is now at 35% a 2 percentage point decrease on the previous year. Speeding and reckless driving, over the past 5 years has consistently been the highest worry for respondents, showing a slight decrease this year of 2 percentage points to 52%. All worries about types of anti-social behaviour have decreased this year with the exception of worries about begging and vagrancy which has shown a 7 percentage point increase to 23%. Abandoned burnt out cars also showed an increase from 8% to 10% this year.

Over the 5 years only 3% - 5% of the respondents felt the relations between the people and Police in their neighbourhood was poor. 15% in the past year felt tensions had increased between different groups in their community; this feeling has been gradually increasing from 11% over the past 5 years. 4% of the respondents consistently said that they felt less tolerant towards groups of people in their community, this increased by 1 percentage point this year.

Dorset Police as an Organisation

Respondents feeling that the local police do a 'good job' and poor job both decreased by 1 percentage point this year to 63% and 6% respectively. This was due to an increase in respondents thinking the police did a fair job.

This year Bournemouth Central, Poole North, Purbeck, Weymouth & Portland and North Dorset have all shown an increase in people thinking the police do a 'good job', although Poole South has shown a considerable 11 percentage point decrease in people thinking this and is now at 45%. 4% of these Poole South respondents thought the police did a 'poor job' the remaining 51% thought the police did a 'fair job'.

Respondents who agreed 'Dorset Police performs effectively in emergencies' has made a 15 percentage point increase over the 5 years and is now at 77%. People agreeing that 'Dorset Police is an honest organisation' saw a 5 percentage point increase over the years and is now at 76%. However respondents who thought 'Dorset Police can be relied on to deal with minor crimes saw a 6 percentage point decrease over the 5 years and is now at 45%. People agreeing that 'Dorset Police can be relied on to be there when needed' decreased by 5 percentage points over the years and is now at 58%.

This year has shown a 1 percentage point increase to 73% in respondents agreeing that they 'have confidence' in the Police in this area'. Last year 'confidence' in the police presented a downward trend which was due to an increase in respondents who neither agreed nor disagreed with the statement. The people who disagree have consistently been at 8% over the compared 5 years.

Bournemouth East, Poole North, Bridport and Dorchester & Sherborne have all shown increases of between 4 and 8 percentage points. Bournemouth Central, Poole South and Christchurch have all shown decreases of between 5 and 13 percentage points.

Overall 5% of respondents said their confidence in the Police had gone up and 10% said their confidence had gone down, both showing a 1 percentage point increase on the previous year.

In 2015/16, 2016/17 and 2017/18 69% of the respondents felt they were well informed of how to contact the police in different situations which is a rise from 65% who felt this in 2013/14. Approximately a quarter of the respondents felt they were not well informed about the opening times of their nearest police station/enquiry office, how to get involved in initiatives to keep the community safe, local policing priorities, local police activity or the role of the Police and Crime Commissioner.

Neighbourhood Policing

Respondents who said they knew the Police Officers or Community Support Officers who worked in their area have shown a gradual decline over the years from 20% in 2013/14 to 14% in 2017/18.

Respondents who said that they would like to know the officers who worked in their area, has gradually increased to from 56% in 2013/14 to 62% in 2017/18. In the past year 19% said that they have never seen an officer in their local area compared to 21% last year.

86% of the respondents this year thought that local people could influence the Police a little or a lot about tackling problems in their local area, a 1 percentage point decrease on the previous year. The amount of respondents who didn't think local people could influence the Police has remained stable at either 13% or 14% over the past 5 years.

Being a member of watch schemes such as neighbourhood watch has shown a slight decline over the years but has remained stable this year at 13%.

7% of respondents in the past year communicated their views about their local community via an officer, community meeting or social media, which is a 3 percentage point increase on the previous year.

Police and Local Council are dealing with anti-social behaviour and crime issues that matter. At first glance at 43% it appears that respondents agreeing with this statement are declining, however those respondents who neither agree nor disagree are increasing. Those respondents who disagree have been fluctuating between 14% and 15% over previous years, but this past year rose to 17%.

Information and Contact

Contacting the Police

The number of people surveyed over the 5 year period who have contacted the police within the last 6 months, was at 20% in 2013/14, dropped to 17% in 2016/17 and has increased to 19% in 2017/18.

Regarding the results for 2017/18, of the 19% of respondents who contacted Dorset Police in the last 6 months 73% of them contacted the police by using the non-emergency number (101) and 70% of them indicated this was their preferred means of contact for a non-emergency matter. Both of these choices decreased by 6 percentage points compared to 2013/14. Respondents making contact via the website or email increased to 18% over the last year showing a 13 percentage point increase from 2013/14

Receiving information about the police

In the past year 36% of respondents said that they currently received the majority of information about policing by local free newspapers followed by 35% who said by regional TV news. 57% of them said that their preferred means of receiving information relevant to policing is still leaflets through doors.

Road Safety

The questions concerning road safety were only asked in Q1 – Q4 2016/17 and Q1 – Q4 2017/18.

This year 64% of respondents felt Dorset's roads are safe, 17% thought they were unsafe and 19% thought they were neither safe nor unsafe. 93% of the respondents thought it was important for Dorset Police to invest in targeting people who commit offences that are known to contribute to people being killed on Dorset's roads.

Police and Crime Commissioner – Consultation

Council Tax Precept

Respondents were asked to indicate the level of Council Tax increase for Policing they would support for 2017/18. This question was only asked in quarter 3 of 2016/17. Out of the 594 responses to this question 30% indicated £4, 16% specified £10, 16% said £2 and 15% suggested £0.

Dorset Police Website

The questions concerning the ability to make enquiries and report incidents on-line via the Dorset Police website was only asked in Q1 – Q4 2017/18

When asked if they were aware of this facility on the Dorset Police Website only 21% of the respondents said that they were. Of these 21% of respondents 75% of them said they would use it to make a general enquiry. 58% said to make a complaint and 57% said to request a call back about an issue.

General Safety in your Local Area

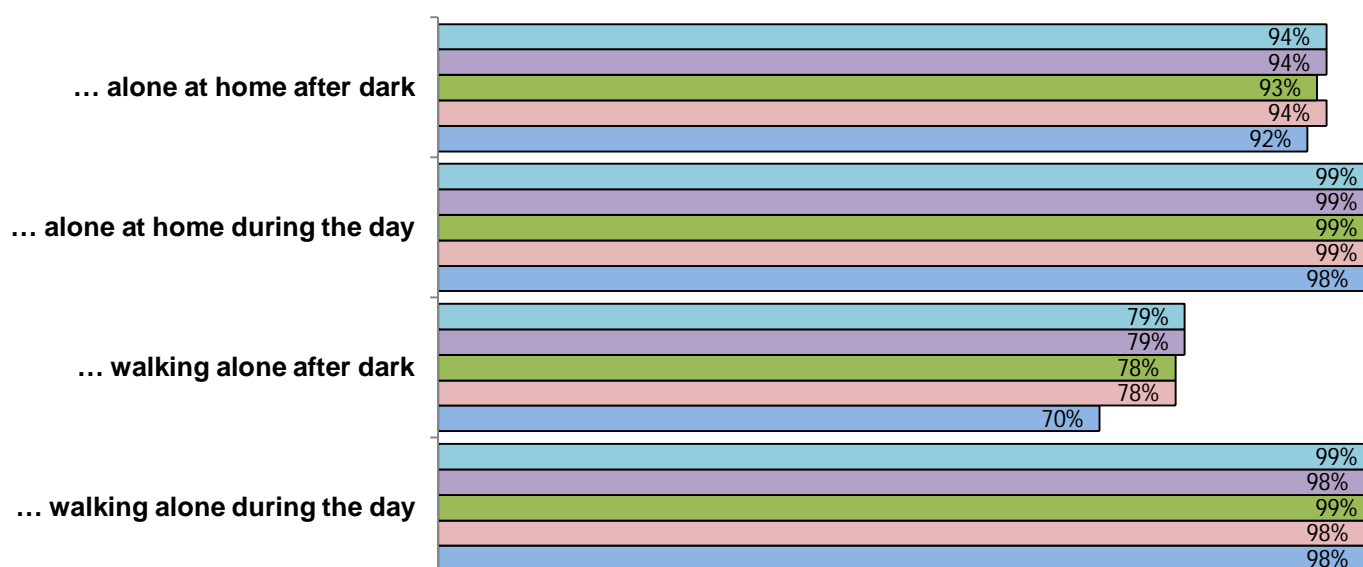
A1 - Generally, how safe or unsafe do you feel living in your local area?

Overall Results

Q1-Q4 17/18	97%	3%
Q1-Q4 16/17	95%	5%
Q1-Q4 15/16	97%	3%
Q1-Q4 14/15	96%	4%
Q1-Q4 13/14	96%	4%

very/fairly safe	very/fairly unsafe
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A2 & A3 - Generally, how safe do you feel in your local area when you are...?



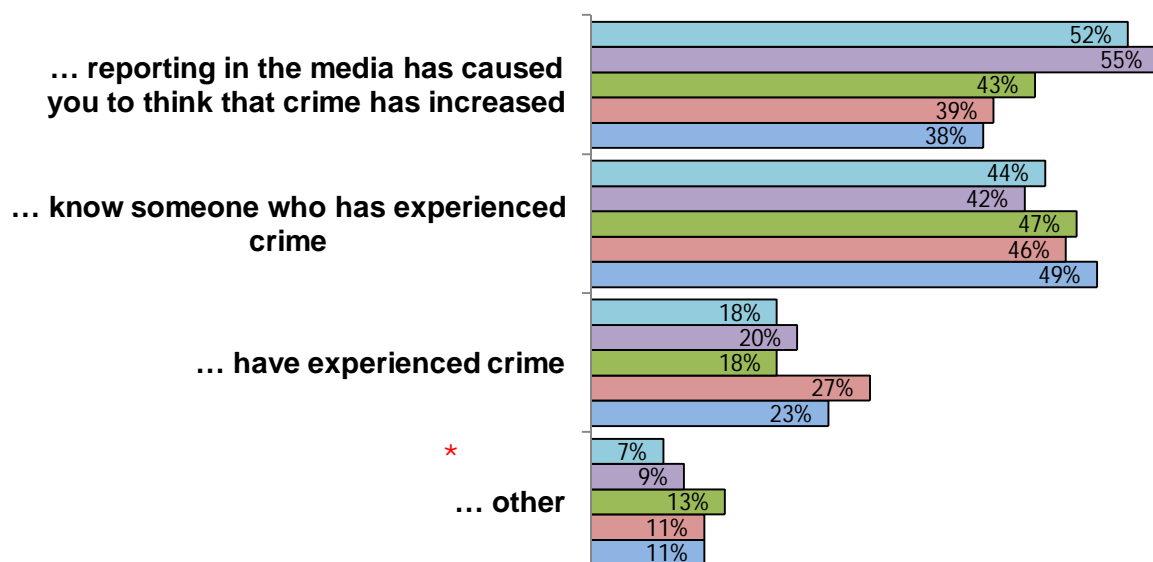
Q1-Q4 2017/18	Q1-Q4 2016/17	Q1-Q4 2015/16	Q1-Q4 2014/15	Q1-Q4 2013/14
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A4a - Do you think that the amount of crime within your local area has gone up, gone down or stayed the same?

Q1-Q4 17/18	30%	5%	65%
Q1-Q4 16/17	26%	6%	68%
Q1-Q4 15/16	26%	8%	66%
Q1-Q4 14/15	23%	10%	67%
Q1-Q4 13/14	22%	9%	69%

gone up a little/lot	gone down a little/lot	stayed the same
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A4b - If you think that crime has gone up in your local area in the last 12 months, is that because...?

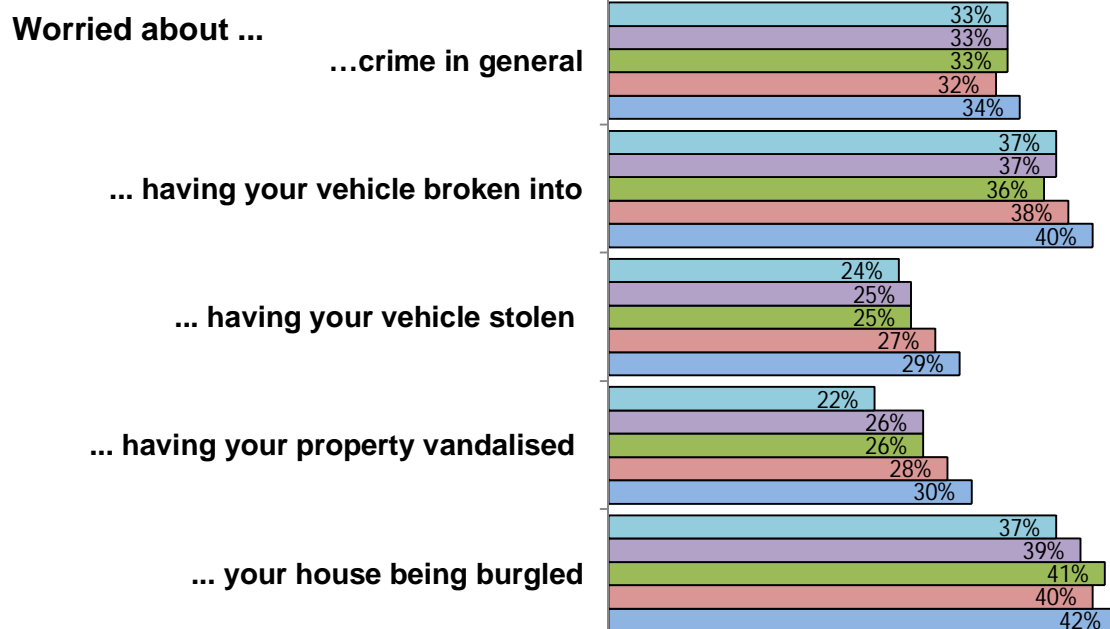


***7% - Other Comments Q1 - Q4 2016/17**

The majority of people thought that crime had gone up in their local area in the last 12 months because the neighbourhood watch reports had reported an increase. Some people witnessed more vandalism in their area and a few people thought it had increased because there was increased police activity in their area.

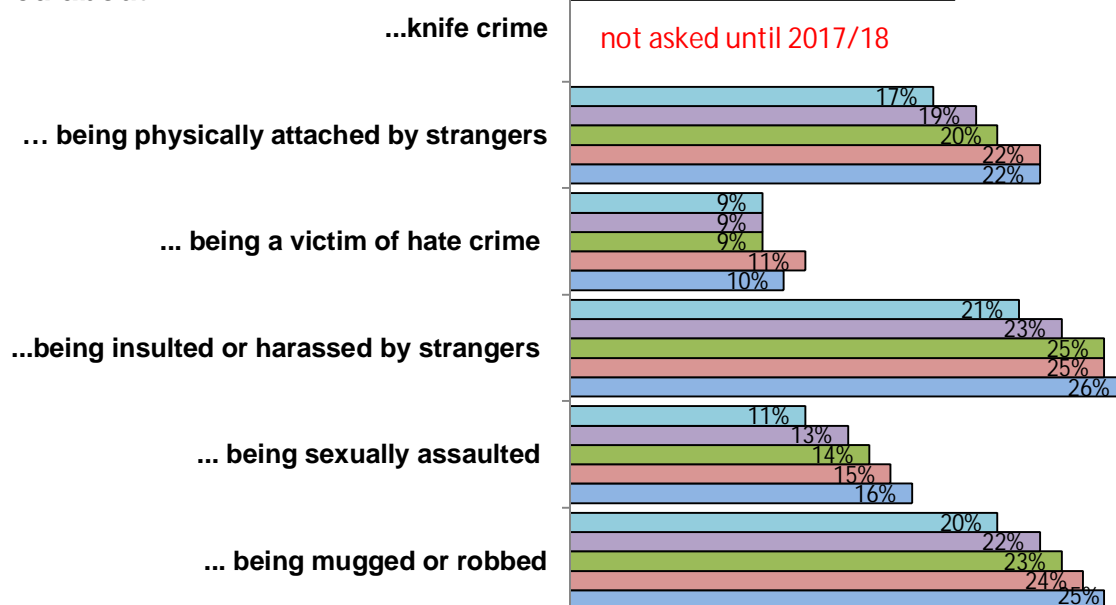
A5a - How worried are you about the following crimes.....?

PERSONAL PROPERTY



PERSONAL SAFETY

Worried about...



Q1-Q4 2017/18

Q1-Q4 2016/17

Q1-Q4 2015/16

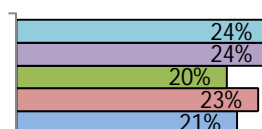
Q1-Q4 2014/15

Q1-Q4 2013/14

INTERNET SECURITY

Worried about ...

Worried about internet-related other crime (e.g. online child abuse, harassment)



Worried about financial crime (including internet related identity theft)



Q1-Q4 2017/18

Q1-Q4 2016/17

Q1-Q4 2015/16

Q1-Q4 2014/15

Q1-Q4 2013/14

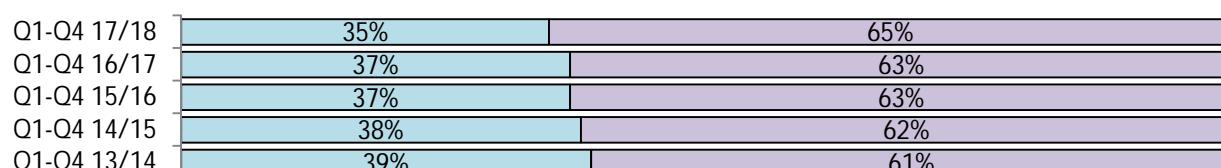
A5d – If you experienced a crime and did not report it to the Police please tell us why you didn't report it.

Q1 – Q4 2017/18

98 people said that they had experienced a crime and didn't report it. 20% of the comments were from people who thought the crime was too trivial to report. This was followed by 19% of people who experienced a crime of a financial nature all of whom said the bank/credit card company dealt with it. 14% of the people didn't think the police would 'do anything about it'. A few people said it was because it was either their 'own fault' or felt stupid'. A small number of people who had either their car or shed broken into didn't report it as 'nothing was taken', 'unlikely to get the stolen goods back' or 'didn't occur to me to report it'.

A6 Thinking about your local area, how worried are you about the following...?

A6a - Worried about anti-social behaviour and disorder in general



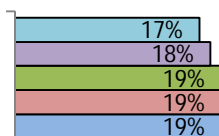
very/fairly worried

not really/not at all worried

ANTI-SOCIAL BEHAVIOUR

Worried about ...

... people using or carrying knives or airguns



... about vehicle nuisance



... about graffiti



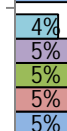
... uncontrolled dogs



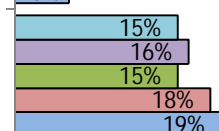
... speeding/reckless driving



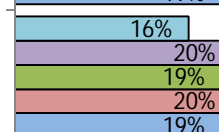
... prostitution related activity



... intimidating groups



... noise nuisance



... inconsiderate cycling/skateboarding



... drunkenness and associated bad behaviour



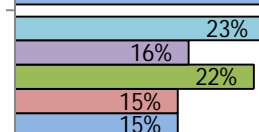
... drugs/substance misuse or drug dealing



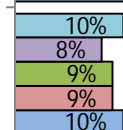
... cars parked illegally, dangerously or inconsiderately



... begging or vagrancy



... abandoned or burnt out cars



Q1-Q4 2017/18

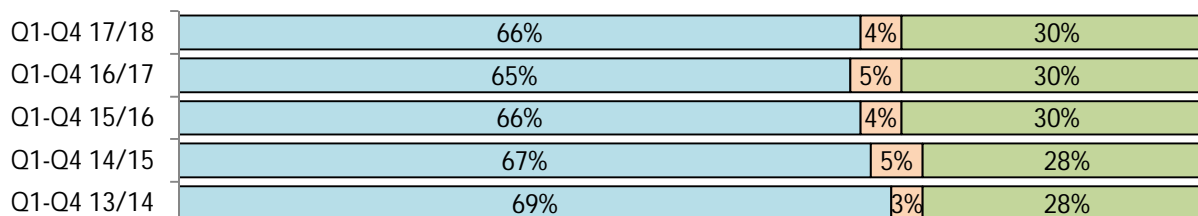
Q1-Q4 2016/17

Q1-Q4 2015/16

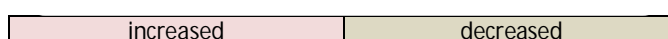
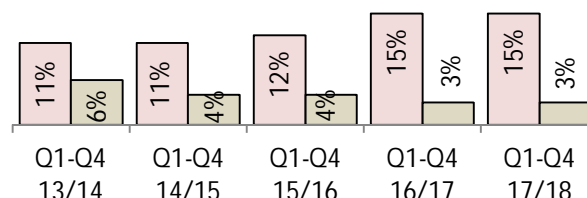
Q1-Q4 2014/15

Q1-Q4 2013/14

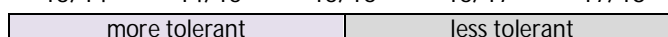
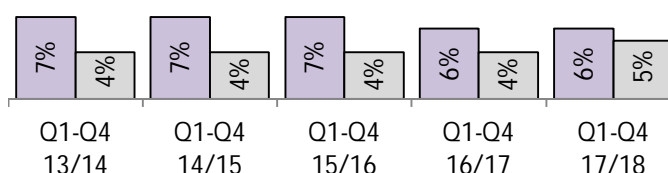
A7 - How good or poor are the relations between people in your neighbourhood and the Police?



A8 - In your opinion have tensions increased or decreased over the last 12 months between different groups within your community (these groups may relate to age, faith, race or other characteristics)



A9a - In the last 12 months, have your feelings changed towards groups of people within your community whose age, faith or race (or another characteristic) is different to your own. Are you?



A9b – Why have your feelings changed?

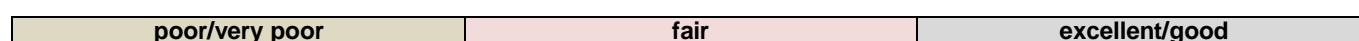
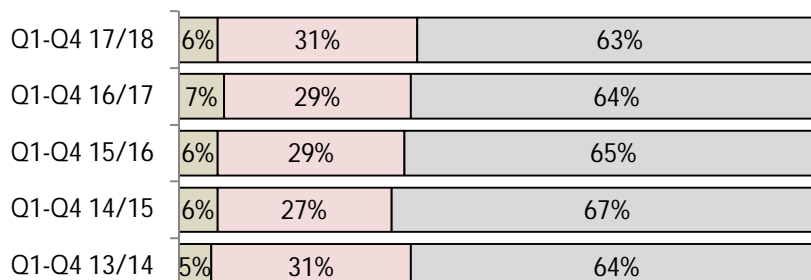
Q1 – Q4 2017/18

85 people commented on why their feelings had changed towards different groups of people within their community whose age, faith or race was different to theirs. The majority said that their feelings had changed because there were more immigrants in their local area. An equal number of people had both positive and negative views regarding immigrants, some feeling that they should be more tolerant towards them others feeling 'they get priority over local people' and 'not speaking English' even though they have been here for some time'. Terror attacks were another reason peoples' feelings had changed towards certain religions. People were also concerned about anti-social behaviour, ranging from bad neighbours to begging and drinking in public.

Dorset Police as an Organisation

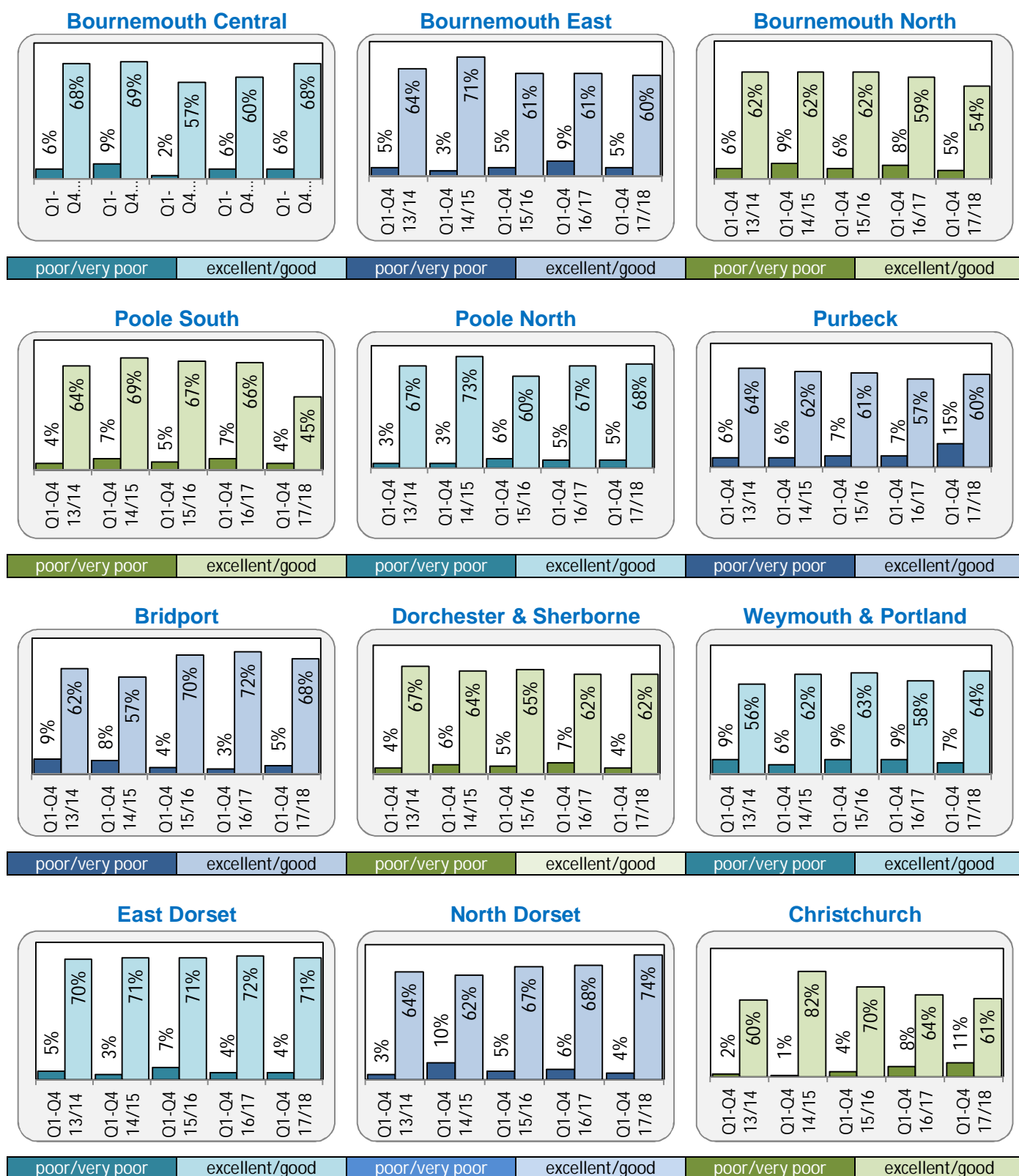
B1 - How good or poor a job do you think the local police are doing?

Overall Results



Section Breakdown

'Police are doing a good job'



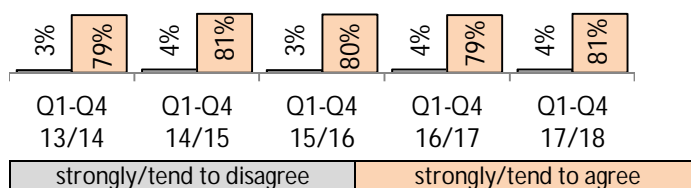
Percentages will not always add up to 100%. The remaining percentage represents those respondents who think the local police are doing a fair job.

NB. When broken down to section level the victim count varies considerably – therefore, if there is a low count the percentage result can show extreme variations.

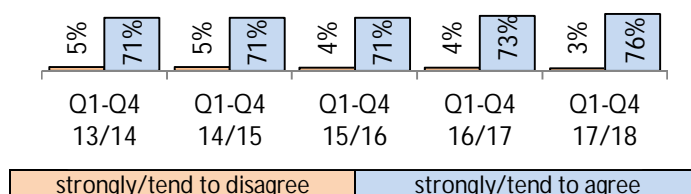
Respondent Numbers (for 'good job' question)	Bmth Central	Bmth East	Bmth North	Poole South	Poole North	Purbeck	Bridport	D&S	W&P	East Dorset	North Dorset	Christchurch
Count for: Q1 - Q4 2017/18	89	150	129	136	151	73	82	151	122	164	125	95

B2a – Do you agree or disagree with the following statements relevant to Dorset Police and the service it provides?

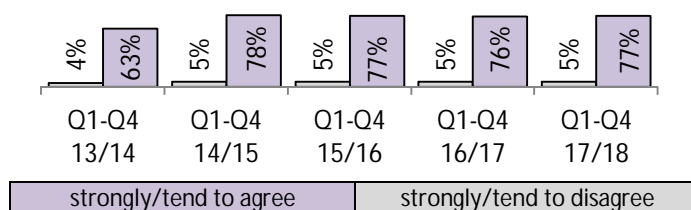
B2aa - Is committed to making Dorset safer



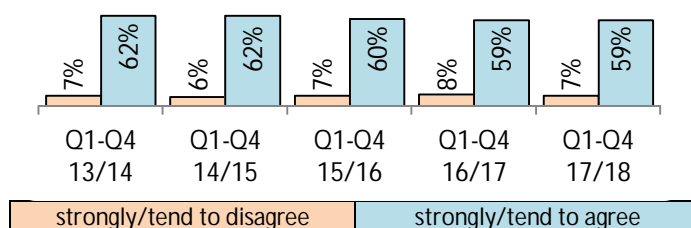
B2ab - is an honest organisation



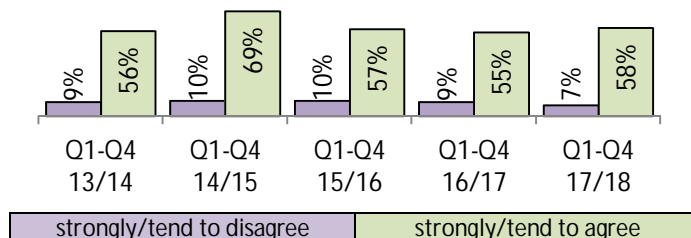
B2ac - Agrees that Dorset Police performs effectively in emergencies



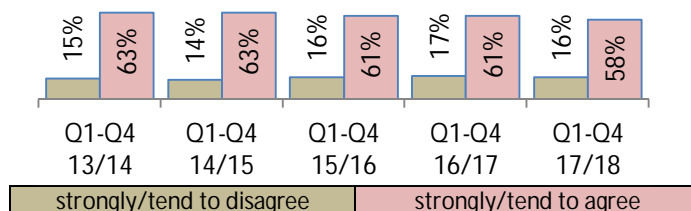
B2ad - Agrees that Dorset Police is tackling serious and organised crime effectively



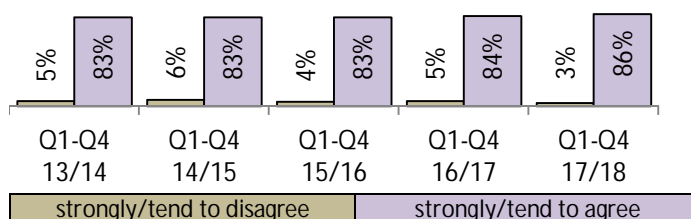
B2ae - is held accountable for its effectiveness and efficiency



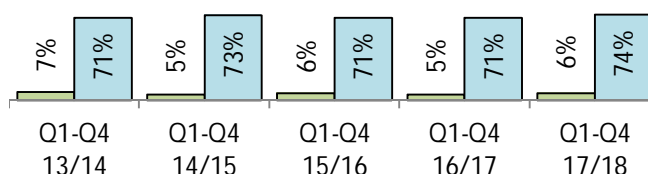
B2af - Agrees that Dorset Police can be relied on to be there when needed



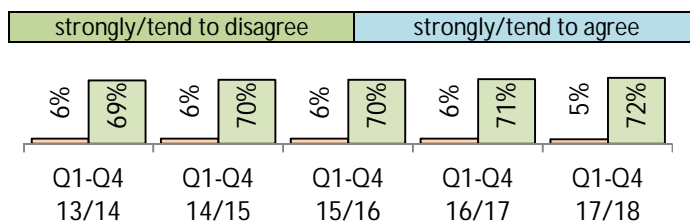
B2ag – Agree or disagree that Dorset Police would treat you with respect if you had to contact them for any reason



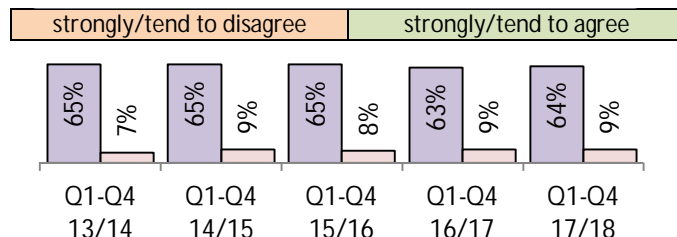
B2ah – Agree or disagree that Dorset Police as an organisation treats all sections of the community fairly



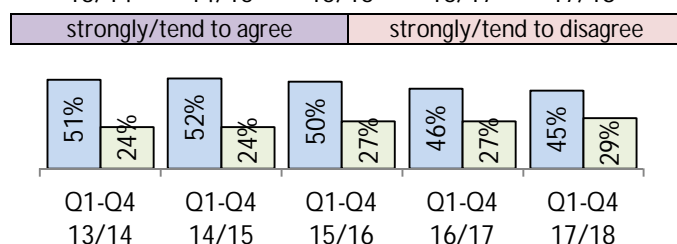
B2ai – Treats all people with appropriate care and understanding of their needs



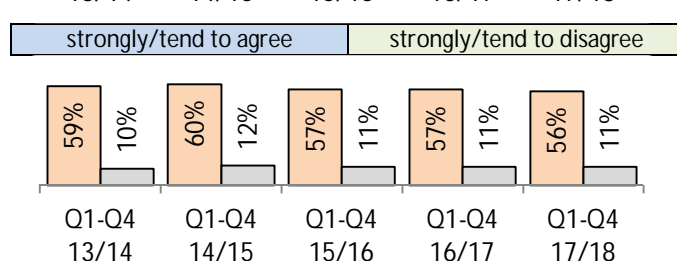
B2aj – Provides you with the information you need



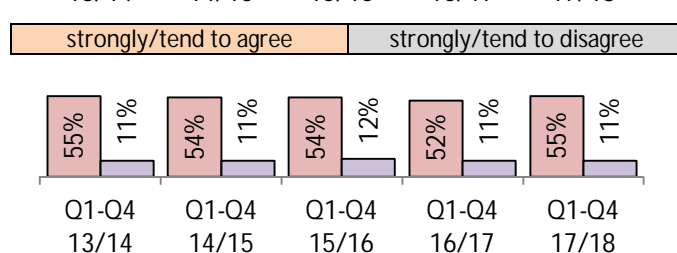
B2ak – Can be relied on to deal with minor crimes



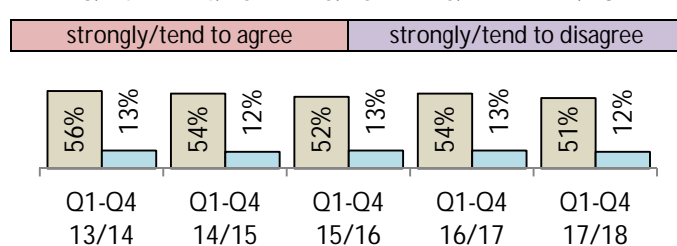
B2al – Understand the issues that matter to people in the community



B2am – Is dealing with things that matter in your community



B2an – Involve the community in establishing and addressing local problems



B2b Do you agree or disagree with the following statement: Taking everything into account I have confidence in the Police in this area.

Overall Results

Q1-Q4 17/18	8%	73%	19%
Q1-Q4 16/17	8%	72%	20%
Q1-Q4 15/16	8%	73%	19%
Q1-Q4 14/15	8%	75%	17%
Q1-Q4 13/14	8%	75%	17%

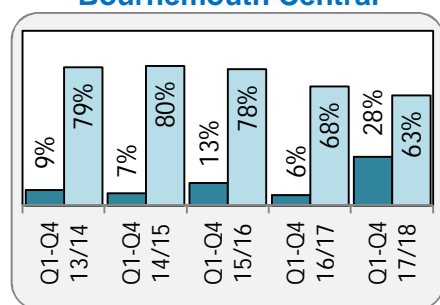


strongly/tend to disagree	strongly/tend to agree	neither agree nor disagree
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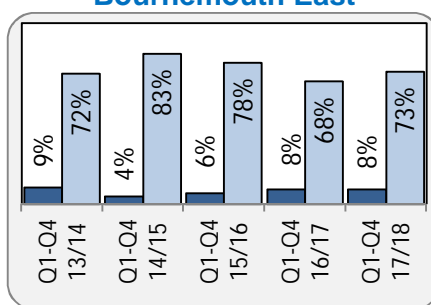
Section Breakdown

'Confidence in the Police'

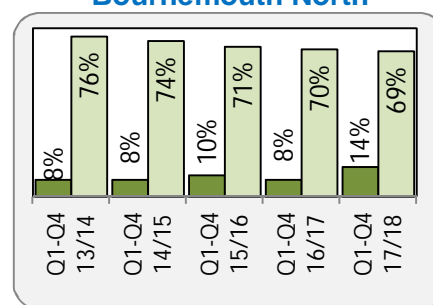
Bournemouth Central



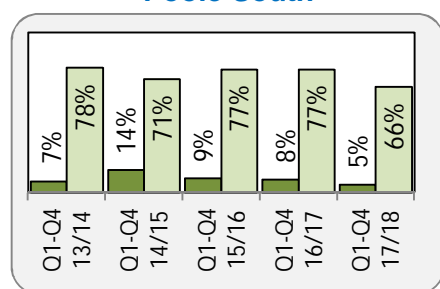
Bournemouth East



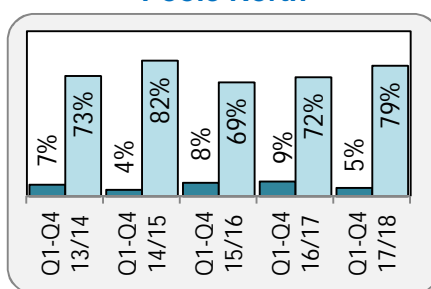
Bournemouth North



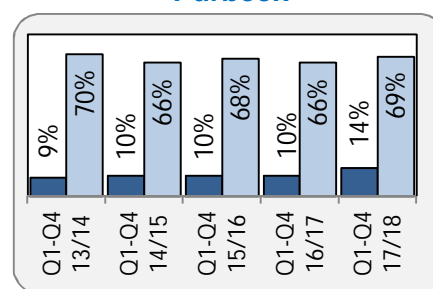
Poole South



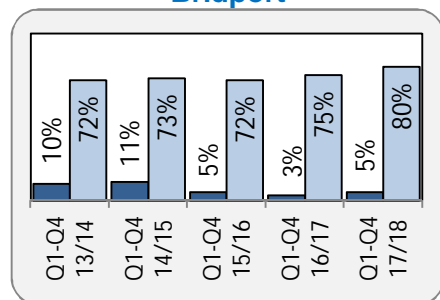
Poole North



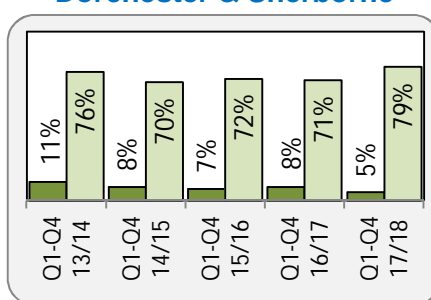
Purbeck



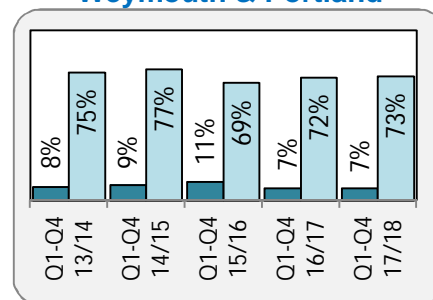
Bridport



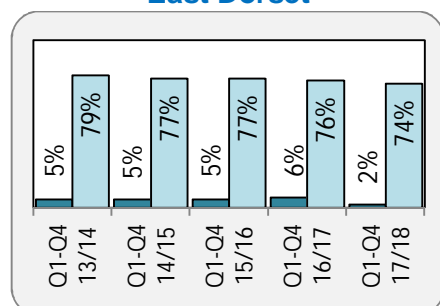
Dorchester & Sherborne



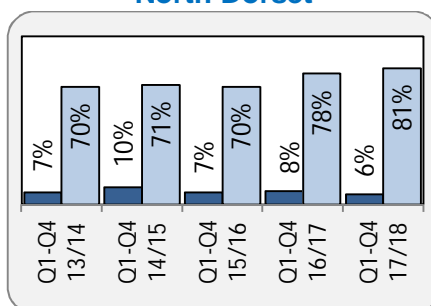
Weymouth & Portland



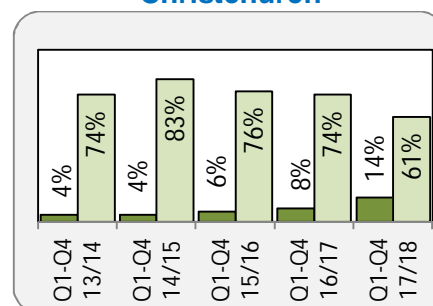
East Dorset



North Dorset



Christchurch



Percentages will not always add up to 100%. The remaining percentage represents those respondents who neither agree nor disagree with the statement.

NB. When broken down to section level the victim count varies considerably – therefore, if there is a low count the percentage result can show an extreme variation.

Respondents Numbers (for 'confidence' question)	Bmth Central	Bmth East	Bmth North	Poole South	Poole North	Purbeck	Bridport	D&S	W&P	East Dorset	North Dorset	Christchurch
Count for: Q1 - Q4 2017/18	39	92	152	127	136	75	85	149	120	167	120	92

B2c - Has your confidence in the police changed within the last 12 months?

Q1-Q4 17/18	5%	10%	85%
Q1-Q4 16/17	4%	9%	87%
Q1-Q4 15/16	5%	10%	85%
Q1-Q4 14/15	6%	8%	86%
Q1-Q4 13/14	6%	7%	87%

gone up	gone down	not changed
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B2d – If your level of confidence has changed please tell us why?

Q1 – Q4 2017/18

120 people commented why their level of confidence in the police in their area had changed. Nearly half of them said it was because they rarely see officers on the beat 'no police presence at all. Felt very vulnerable'.

Other peoples' confidence changed because of cuts and lack of funding one person saying 'police are so understaffed that minor incidents are left, as there is no one to deal with them'.

A few people felt that the police 'weren't doing anything' regarding the incident they had experienced and other people said that their confidence had increased because of the way they were treated by the police. 'my direct contact with the police has shown a good level of thoroughness and care'.

B3 - How well or poorly informed are you about the following...?

B3A - The Neighbourhood Policing Team covering your area

Q1-Q4 17/18	65%	35%
Q1-Q4 16/17	67%	33%
Q1-Q4 15/16	75%	25%
Q1-Q4 14/15	62%	38%
Q1-Q4 13/14	64%	36%

fairly/very poorly informed	fairly/very well informed	
Q1-Q4 17/18	78%	22%
Q1-Q4 16/17	80%	20%
Q1-Q4 15/16	79%	21%
Q1-Q4 14/15	77%	23%
Q1-Q4 13/14	75%	25%

B3B - The opening times of your nearest Police station/enquiry office

fairly/very poorly informed		fairly/very well informed	
Q1-Q4 17/18	72%	28%	
Q1-Q4 16/17	73%	27%	
Q1-Q4 15/16	74%	26%	
Q1-Q4 14/15	71%	29%	
Q1-Q4 13/14	69%	31%	

B3C - The time and location of local public meetings with the council and other agencies

	fairly/very poorly informed	fairly/very well informed
Q1-Q4 17/18	75%	25%
Q1-Q4 16/17	76%	24%
Q1-Q4 15/16	75%	25%
Q1-Q4 14/15	73%	27%
Q1-Q4 13/14	72%	28%

B3D - how to get involved in initiatives to keep your community safe

fairly/very poorly informed		fairly/very well informed	
Q1-Q4 17/18	69%	31%	
Q1-Q4 16/17	73%	27%	
Q1-Q4 15/16	71%	29%	
Q1-Q4 14/15	70%	30%	
Q1-Q4 13/14	69%	31%	

B3E - Contact details for your local Neighbourhood policing team

fairly/very poorly informed	fairly/very well informed
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B3F - how to contact the police in different situations

Q1-Q4 17/18	31%	69%
Q1-Q4 16/17	31%	69%
Q1-Q4 15/16	31%	69%
Q1-Q4 14/15	32%	68%
Q1-Q4 13/14	35%	65%

B3G - how to make a complaint or express dissatisfaction with local policing services

fairly/very poorly informed	fairly/very well informed
Q1-Q4 17/18	70% 30%
Q1-Q4 16/17	71% 29%
Q1-Q4 15/16	70% 30%
Q1-Q4 14/15	69% 31%
Q1-Q4 13/14	69% 31%

B3H - local policing priorities

fairly/very poorly informed	fairly/very well informed
Q1-Q4 17/18	76% 24%
Q1-Q4 16/17	76% 24%
Q1-Q4 15/16	77% 23%
Q1-Q4 14/15	74% 26%
Q1-Q4 13/14	74% 26%

B3I - Local police activity

fairly/very poorly informed	fairly/very well informed
Q1-Q4 17/18	76% 24%
Q1-Q4 16/17	76% 24%
Q1-Q4 15/16	77% 23%
Q1-Q4 14/15	76% 24%
Q1-Q4 13/14	74% 26%

B3J - Crime levels in your local area and Dorset compared to other forces

fairly/very poorly informed	fairly/very well informed
Q1-Q4 17/18	71% 29%
Q1-Q4 16/17	72% 28%
Q1-Q4 15/16	72% 28%
Q1-Q4 14/15	69% 31%
Q1-Q4 13/14	68% 32%

B3K – The role of the Police and Crime Commissioner

fairly/very poorly informed	fairly/very well informed
Q1-Q4 17/18	72% 28%
Q1-Q4 16/17	73% 27%
Q1-Q4 15/16	75% 25%
Q1-Q4 14/15	72% 28%
Q1-Q4 13/14	not asked in this period

fairly/very poorly informed	fairly/very well informed
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Neighbourhood Policing

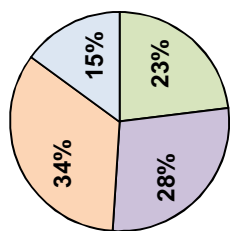
C1 - Do you know any of the Police Officers or Community Support Officers who work in your local area?

Q1-Q4 17/18	14%	62%	24%
Q1-Q4 16/17	15%	62%	23%
Q1-Q4 15/16	17%	60%	23%
Q1-Q4 14/15	19%	58%	23%
Q1-Q4 13/14	20%	56%	24%

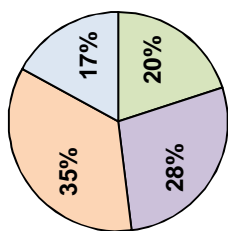
yes – by name and/or sight	no – but would like to	no – but would not want to
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C2 - Have you seen Police Officers or Community Support Officers in your local area?

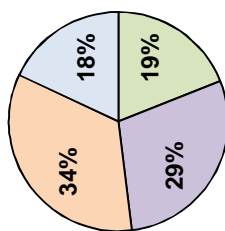
Q1-Q4 13/14



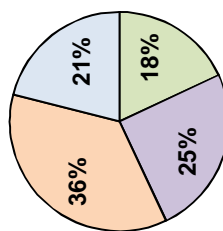
Q1-Q4 14/15



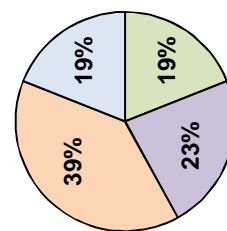
Q1-Q4 15/16



Q1-Q4 16/17



Q1-Q4 17/18



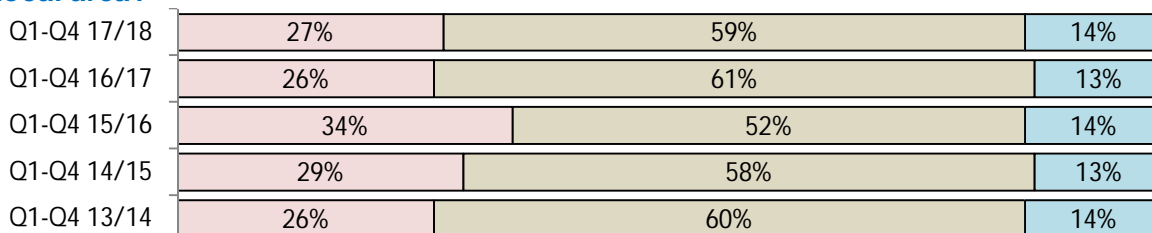
once a week

once a month

once in the last 12 months

never

C3 - How much do you think local people can influence the Police about tackling problems in your local area?



a lot

a little

not at all

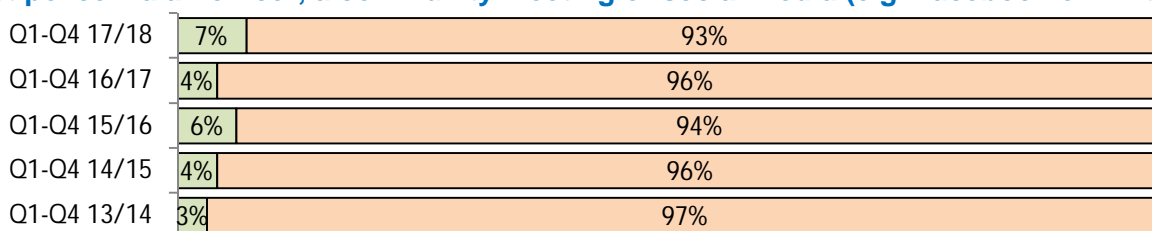
C4 - Are you a member of any watch schemes such as neighbourhood watch?



yes

no

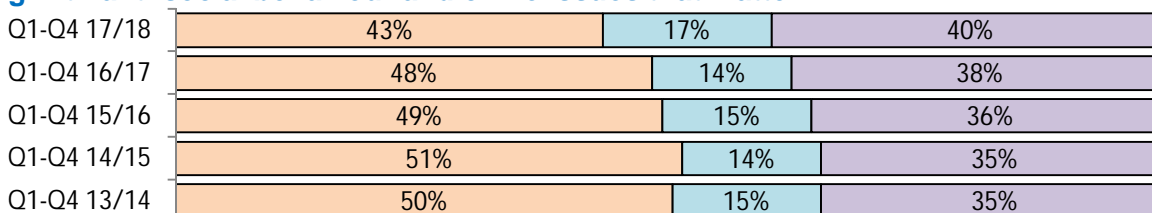
C5 - In the last 12 months have you communicated your views about your local community to Dorset police via an officer, a community meeting or social media (e.g. Facebook or Twitter?)



yes

no

C6 - Do you agree or disagree with the following statement: The police and local council are dealing with anti-social behaviour and crime issues that matter.



strongly/tend to agree

strongly/tend to disagree

neither agree nor disagree

Information and contact

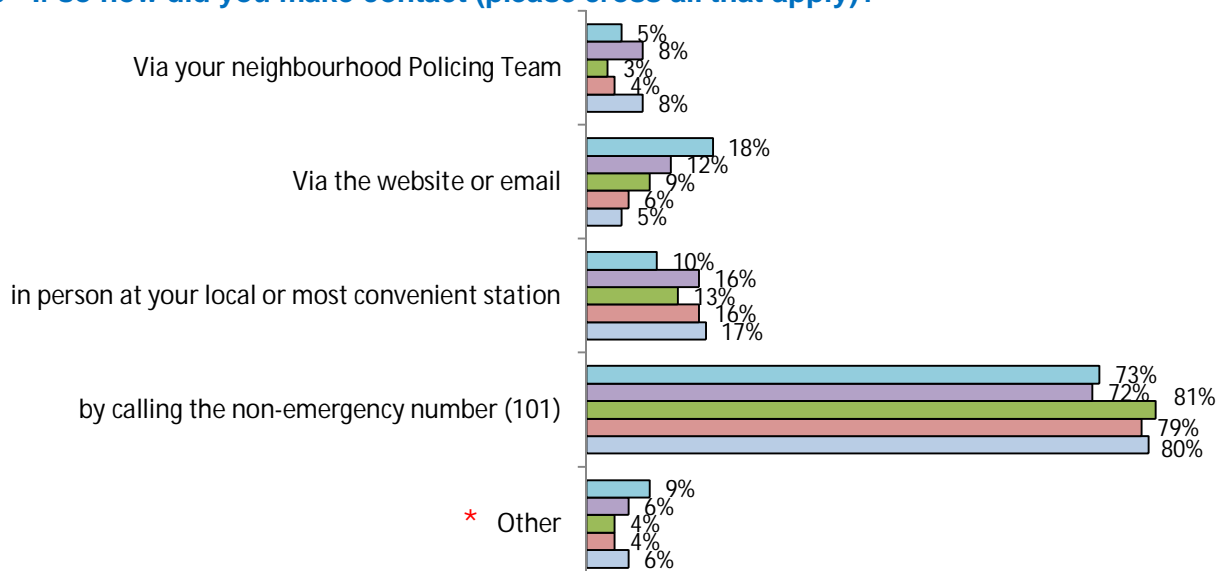
Contacting the Police

D1A - Have you contacted Dorset Police in the last 6 months?

	Q1-Q4 13/14	Q1-Q4 14/15	Q1-Q4 15/16	Q1-Q4 16/17	Q1-Q4 17/18
yes - have contacted the Police in the last 6 months	20%	20%	19%	17%	19%
respondent count	2,877	2,769	2,760	2,627	1,427

The following questions relate to the percentage of people who had contacted the Police in the last 6 months. This was 17% in 2016/17 and 19% in 2017/18.

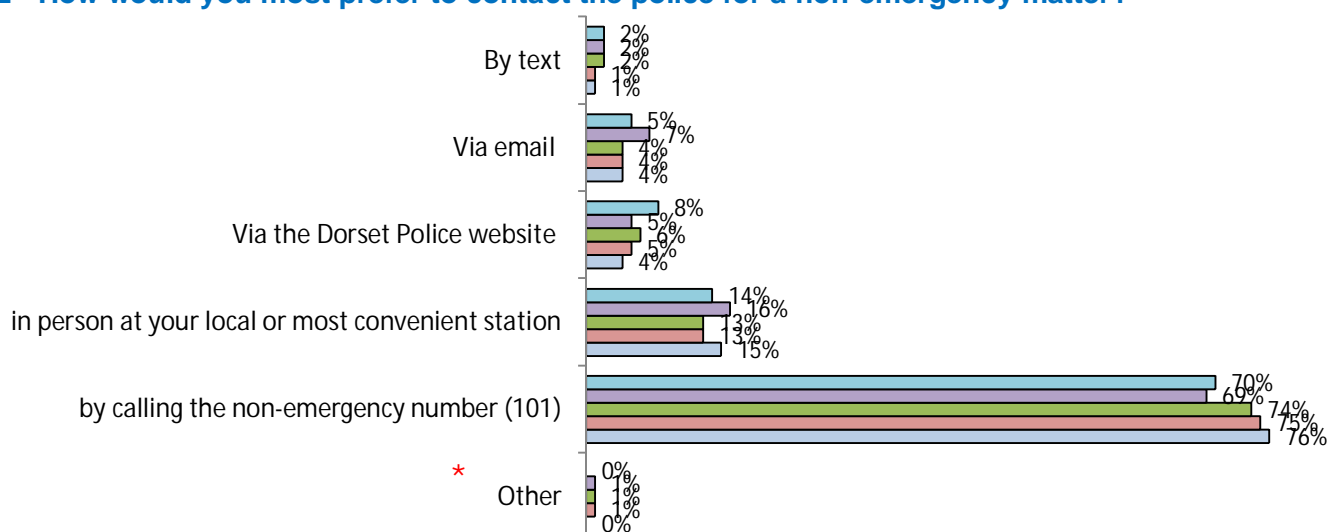
D1b - If so how did you make contact (please cross all that apply)?



* 6% - Other comments - Q1 - Q4 2017/18

21 comments were given. The majority of the people who left comment about other ways they made contact said that they phoned 999 and other numbers. A couple of people said they wrote letters.

D2 - How would you most prefer to contact the police for a non-emergency matter?



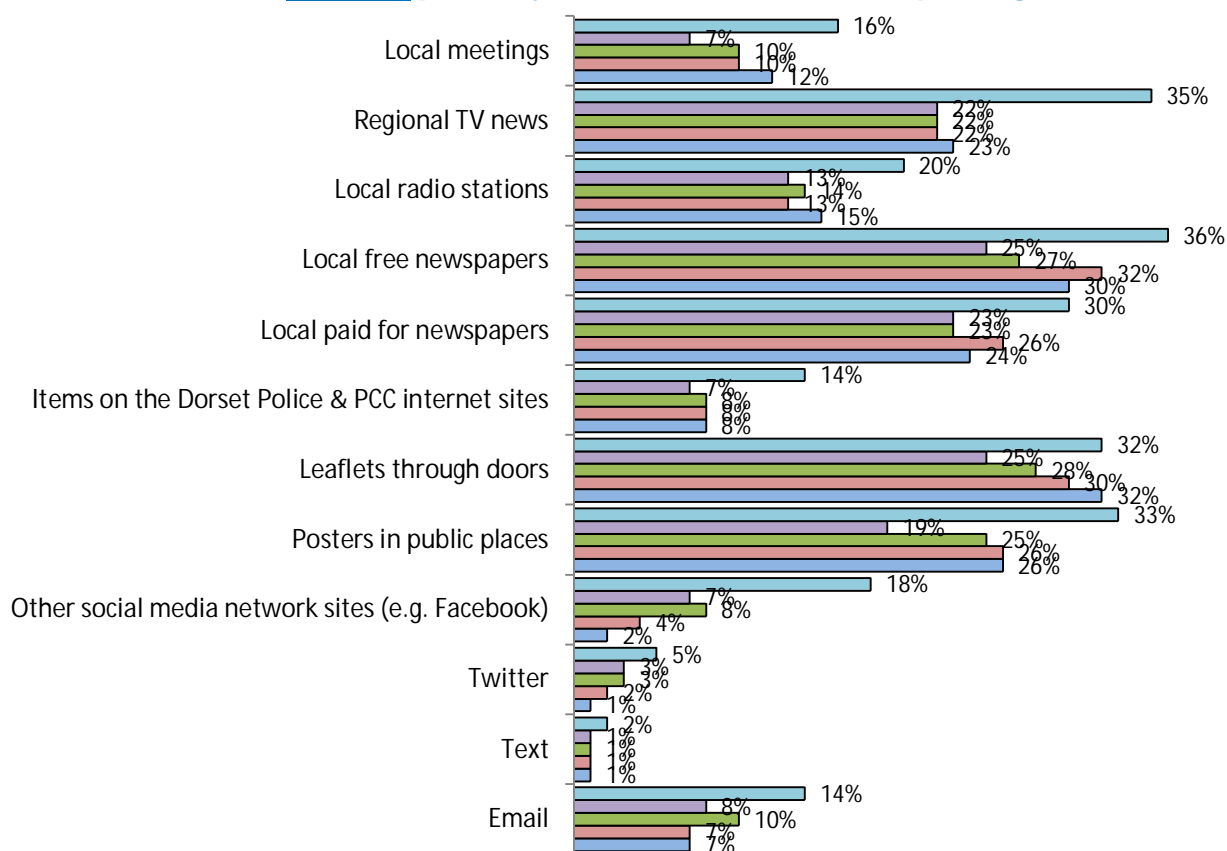
* 1% - Other Comments Q1 - Q4 2016/17

4 people commented on how they would prefer to make contact in a non-emergency. 1 said by letter and the remainder said 'personal contact'.

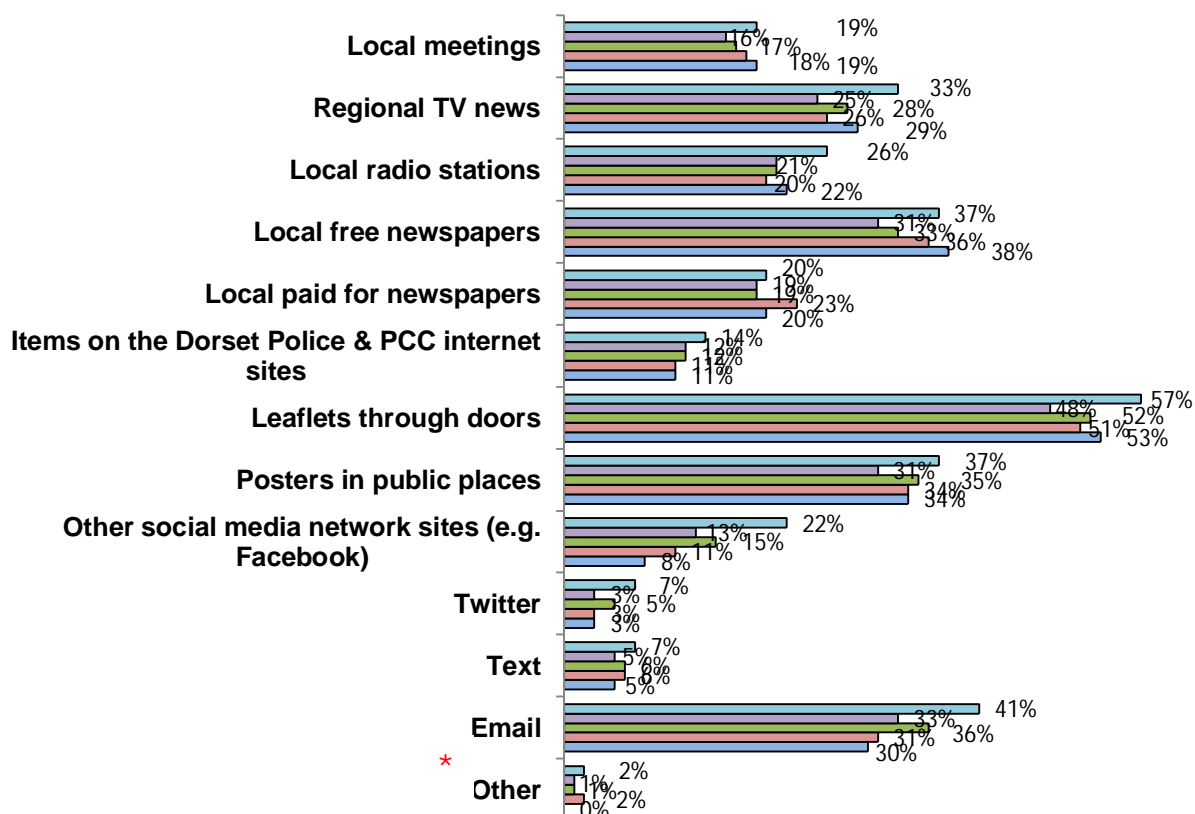
RECEIVING INFORMATION ABOUT POLICING

D3 - Dorset Police and the Police and Crime Commissioner would like to keep you informed about campaigns, prevention advice, local meetings and other information relevant to policing.

D3a how do Dorset Police currently provide you with information about policing



D3b How would you prefer to be kept informed with information relevant to policing?



***1% - Other Comments - Q1-Q4 2017/18**

31 people left comment of how they would most prefer to receive information about policing.

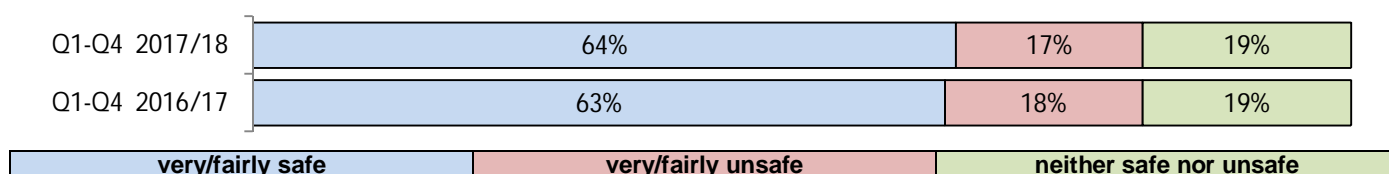
11 of them said via neighbourhood watch.

6 people said they would like to talk to an officer in person and a few people said information in public places like supermarkets or libraries.

Road Safety

The following questions were only asked in Q1 – Q4 2016/17 and Q1 – Q4 2017/18

E1 - How safe or unsafe do you feel Dorset's roads are?



E2 - How important or unimportant do you think it is for Dorset Police to invest in targeting people who commit offences that are known to contribute to people being killed on Dorset's roads? (Speed, seat belts, phones, alcohol and drugs)



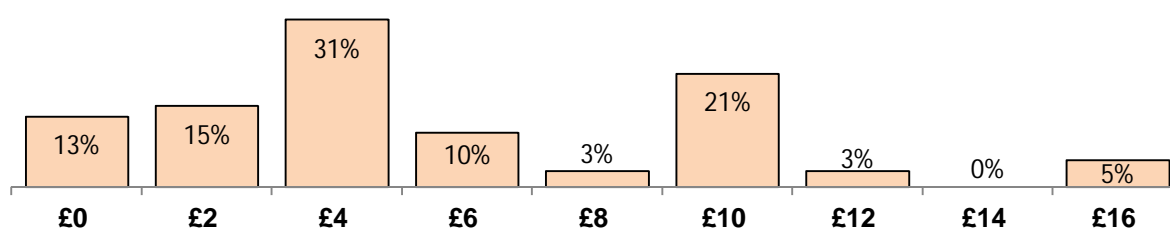
Police and Crime Commissioner – Consultation

Council Tax Precept

The Police and Crime Commissioner (PCC) would like to obtain the views of local people in preparation for next year's (2017/18) budget.

F1 - Please indicate below the level of Council Tax increase for Policing, if any, you would support for 2017/18

This question was only asked in discrete quarter 3 of 2017/18



Quarter 3 2017/18 – 291 respondents

Dorset Police Website

The following questions are from Q1 – Q4 2017/18 only as there is no previous annual comparison

F1A - A revised Dorset Police website was launched in June 2016 which now enables members of the public to make enquiries and report incidents online as well as on the phone. Are you aware of this new online facility?

(A total of 1374 respondents answered this question)



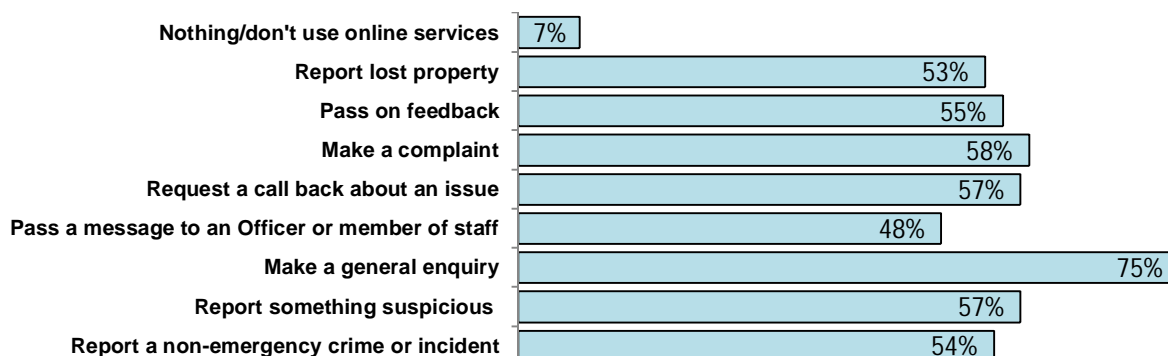
F1B - A revised Dorset Police website was launched in June 2016 which now enables members of the public to make enquiries and report incidents online as well as on the phone. Have you used the new online facility to make an enquiry or report an incident?

(A total of 282 respondents answered this question)



F1C - Which of the following would you be prepared to do online rather than on the phone?

(A total of 130 respondents answered this question ticking all that applied)



F1d - Are there were any other services which they thought should be available online.

Q1 – Q4 2017/18

When asked if there were any other services they thought should be online, 39 people made comment. Mostly people said they would like to be able to know who the officers were who were working in their area and how they could be contacted preferring personal contact. One person saying 'The police can put whatever they want online, but it means nothing if we have no confidence in them doing anything, but politically correct policing.' Another saying 'Going online is all well and good, but if calls are not answered or returned then neither will the enquiries online.' Also one person asked 'would they be acted on?'

Among the services suggested by the respondents was 'meetings to introduce the older generations to online services'. Allowing people to 'express where they would like police resources' and somewhere to report phishing emails and identity theft. One person said 'Working as an officer can, I'm sure, be challenging at times. I think there should be a positive feedback area online for praise. Many officers deserve this.'

Additional Comments

G1 – Would you like to make any comments about local policing in your area, about Dorset Police as an organisation, about the PCC or feedback about the survey?

Q1 – Q4 2017/18

377 people left comments. In the majority of these comments people said they would like to see more of a police presence. This was followed by people airing concerns over road safety. Many comments were received praising the police and expressing thanks for what they had done.

Q1 – Q4 2017/18 – Free Text Analysis

- Police Presence

■ Roads/speeding/Traffic/Cyclists Safety

■ Station Closure, cuts and funding

■ Negative Comments

■ No internet access/Not PC literate/Elderly

■ Safe/Rural or New to the area

■ Contact/101
- Multiple concerns and general opinions

■ Respondent thanks and praise for the Police

■ ASB

■ Information about Policing

■ Survey

■ PCC

