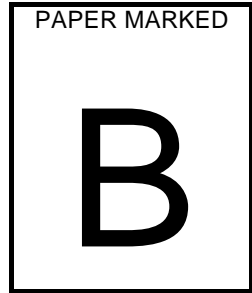


LEICESTERSHIRE POLICE AUTHORITY



Meeting **CONSULTATION AND COMMUNICATIONS COMMITTEE**

Date **THURSDAY 1 OCTOBER 2009 – 2.00 P.M.**

Report of **CHIEF CONSTABLE**

Subject **CRAVE UPDATE**

Purpose of Report

1. This report provides members with an update briefing as to the current surveying methodology, reporting and analytical products resulting from the Forces local confidence (CRAVE) surveys (Appendix A - survey questions).

Commentary

2. Since April 09 the Force undertakes CRAVE perception based surveying on a monthly basis, with approximately 675 telephone surveys being undertaken each month (3704 respondents between April and Aug 09). Respondents are randomly selected and demographically representative of Leicester, Leicestershire and Rutland.
3. The current national BCS performance for Leicestershire is 50%, however, CRAVE performance for the national indicator for policing for the period April – August 09 shows a stable performance of 61% of people who believe that *...the police and local councils are dealing with crime and anti social behaviour that matters*. This 11% difference is of a similar scale being experienced by other Forces who undertake local perception /confidence surveys and may be attributable to methodology of surveying.
4. All Forces are now required to undertake locally based perception based surveying in which there is a requirement that the national indicator for policing is to be included - *'It is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in your area'*. With only a need to slightly increase survey volumes, Leicestershire is already compliant with the national surveying methodology and as such will qualify for the one off £60k initiating funding.
5. The volumes Leicestershire now survey allows the Force by year end to have statistically reliable data at CDRP level, and in many cases because of LPU / CDRP being coterminous, reliable at the LPU operational level.
6. The data from these monthly returns is now contributing to the Force and BCU policing strategies, and at a local level influencing operational activity.

7. Since 2006 the Force has been developing and refining the CRAVE survey programme with a number of performance and analytical products being produced. A recent Force review of those products has identified a streamlined process that serves the needs of the Force and partners (Appendix B – flowchart).
8. One of the questions within the survey asks – ‘*so how much a problem isin the area where you live*’. Detailed at Appendix C is a breakdown of responses at Force level to the defined criteria outlined within that question. The two main issues raised by respondents are i) teenagers hanging around and ii) rubbish or litter lying around. Of course that profile can change within CDRP / LPU communities, which allows for local interpretation of the diagnostic type questions within the survey to influence local deployments.
9. A key benefit from the new approach is also the analytical understanding of responses against various demographic profiles. The results of this detailed work will be developed through a small team of Force confidence and neighbourhood policing leads. This work is complimented by similar work undertaken nationally against the BCS results. It is intended that the outcomes of these two interrelated findings will provide an opportunity for detailed guidance to be circulated within the Force as to what influences confidence against respective demographic groups. It is proposed to bring this issue to the next meeting of this committee.
10. Within the demographic questions are the six strands of diversity.

Recommendation

11. The Authority is recommended to note the contents of this report.

Implications

Financial: none. Legal: none. Diversity: none. Risk Management: none.

Background Papers

CRAVE performance and analytical products flow chart (attached)

Officer to Contact

Wendy Yeadon - Assistant Chief Constable. Tel 0116 248 2007.

Glenn Brown – Service Improvement Manager. Tel 0116 248 2510.

Appendix B

