

Key Consultation Activities 2012-13*

Date	Location	No.s	Ages (approx.)	Group (if appropriate e.g. BME, LGTB)	Types of questions/topics covered	Aims / Outcomes
24/05/12	RAF Lakenheath	300	18-26	Americans from various ethnic origins	<p>'DriveWise' road safety presentation, plus the completion of a survey - covering topics such as feelings of safety, awareness of local officers, local issues & priorities, and police performance.</p> <p>Help to support KSI reduction policy, and raise awareness of law regarding Drink Drive, use of mobile phones when driving, and responsible use of motor vehicles in general. Improve relations between young people and police. Improve confidence and feelings of safety.</p>	<p>Results from the survey are as follows:</p> <ul style="list-style-type: none"> 75% (202/270) tend to/strongly agree that 'the police in their area are dealing with the things that matter ...' 72 % (221/310) think that the police do a good/excellent job 89% (284/318) feel very/fairly safe in the area where they live Top three priorities: <ol style="list-style-type: none"> Alcohol related issue 44.3% (143/323) Criminal damage/vandalism 31.6% (102/323) House burglary 28.8% (93/323) 46% (141/308) tend to/strongly agree that the police provide value for money
25/05/12	Kesgrave High School - Kesgrave	80	13-14	Young people	<p>Career guidance on 'Who/What the police do?'</p> <p>Explained Anti-Social behaviour and the Local policing priorities</p> <p>Local projects the SNT are overseeing to help combat local issues.</p>	<ul style="list-style-type: none"> To educate pupils on the work of the police and an insight into the daily duties of an officer PC/PCSO from the local SNT gave a presentation, focussing on ASB in local areas, and explaining the importance of reporting ASB to the police They explained the local policing priorities, and highlighted how completed local projects, such as a new BMX track built by locals and the SNT, and a youth shelter in the park are helping to combat local ASB Used the interactive voting kit to test pupil's observation skills

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29/05/12	The Bridge Project, Bradbury Courtyard - Sudbury	34	65 plus	Mostly older white British, majority living in Sudbury area	Feelings of safety, local priorities and if the police provide value for money in your local area.	<p><u>Feelings of Safety</u></p> <ul style="list-style-type: none"> • Generally the group felt safe living in the area but c. ¼ said they did not feel safe going out at night • Participants agreed that visibility of police officers/PCSOs is high in Sudbury and that the officers are approachable <p><u>Police dealing with things that matter</u></p> <ul style="list-style-type: none"> • The majority think that the police are dealing with local issues and were keen to recount occasions when officers had helped them • Lack of awareness of the 101 number and there should be more publicity for the Stay Safe scheme • A few highlighted that the police could do more to solve local parking issues <p><u>Value for money</u></p> <ul style="list-style-type: none"> • The majority agreed that the police are value for money (and they are always receptive and polite) • One or two people said they didn't see officers on patrol in their village
14/06/12	Abbot's Hall Primary School - Stowmarket	61	All age ranges	Local residents	<p>A public meeting/joint community consultation (with Head Teacher/Governors, SNT officers, Town Councillors).</p> <p>Interactive voting questions(public survey) about police performance, ASB/crime, feelings of safety, local policing priorities, value for money</p>	<ul style="list-style-type: none"> • 52% (31/59) tend to/strongly agree that 'the police in their area are dealing with the things that matter...' • 52% (31/61) stated there is a lot/little more ASB since two years ago. 36% (22/61) thought it was about the same level. • 90% (55/61) said they feel very/fairly safe in the area they live • Top three priorities: <ol style="list-style-type: none"> 1) Speeding/traffic offences 2) Anti-Social Behaviour 3) House burglary & Alcohol-related issues • 39% (24/61) think that the police provide value for money • 58% (35/61) think it is acceptable to raise the police part of their council tax

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July 2012	Needham Market	2500 Postcard survey sent (via Newsletter)	All age ranges	Local Residents in Mid Suffolk	Local priorities, areas where savings can be made, finance.	<p><u>What do you think should be the top priority for the Police in Suffolk?</u></p> <ul style="list-style-type: none"> 30.7% (27/88) People said that more foot patrols were needed to prevent and deter criminals. This increased visibility would also increase feelings of safety in the community 13.6% (12/88) said ASB should be a police priority 9.1% (8/88) said alcohol and drug related crime should be the priority <p><u>The overall policing budget (from the government) must be reduced, which areas of policing do you think are less important or where so you think Suffolk Police can save money?</u></p> <ul style="list-style-type: none"> 18.3% (15/82) said there was too much paper work, red tape and bureaucracy which meant less time for officers to be on the street 15.9% (13/82) said motoring offences including illegal parking and speeding are less important 13.4% (11/82) believed alternative transport could save money. Having older and cheaper cars, using the helicopter less and increasing foot or bike patrols <p><u>What is your view about how much council tax you should pay for policing, would you be willing to pay more to maintain the same level of service?</u></p> <ul style="list-style-type: none"> 33% (29/88) said they would be willing to pay more council tax. 54.5% (48/88) said they would not be willing to pay more
23/07/12	Castle Hill Community Centre - Highfield Road, Ipswich	5	1 late 40s, 1 early 50s, 3 in their 60s	White British	Victim satisfaction, first contact, actions taken, kept informed, treatment, whole experience	<p>Focus group held with victims to understand more about satisfaction with service provided by the police, and what their expectations are. Aim to improve performance in respect of victim satisfaction.</p> <ul style="list-style-type: none"> First Contact - participants agreed that the person they spoke to (call taker) was calm and professional and this was very helpful given the emotional state of some victims. Agreed it is important to listen to victims. Overall, positive response about first contact

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						<ul style="list-style-type: none"> • Actions Taken - officer attendance seen as important as well as clearly explaining what will happen. Participants highlighted the importance of taking the matter seriously • Kept informed - those that had not been updated were dissatisfied with the service. Participants stated they should not have to ask for updates and that an officer should contact when they say they will. Text/email updates welcomed as interim updates but should replace telephone/face-to-face contact • Treatment_ - officers need to be polite, empathetic and listen to the victim. They need to be 'unhurried' in the manner and treat every crime like it is the 'first' time (i.e. for victim) • Whole experience - take the matters seriously, listen to the victim, provide (frequent) updates, be empathetic, clearly explain what will happen
13/08/12	Interfaith Centre - UCS, Ipswich	15	21-late 60's	A mixed group of: Christian, Anglican, Quaker, 7 th day Adventist, Mormon, Sea of Faith, German Lutheran, Baha'is, Buddhist, Muslim, Sikh, Hindu Jewish	Feelings of safety, local priorities and if the police provide value for money.	<p><u>Policing priorities</u></p> <ul style="list-style-type: none"> • Safety for vulnerable people e.g. the elderly. • A visible presence would be reassuring. Need to patrol rural villages on foot • ASB - Groups of people, no matter the age can be intimidating even when their behaviour is not criminal <p><u>Feelings of safety</u></p> <ul style="list-style-type: none"> • Generally, people feel safe in their area • Schemes such as Neighbourhood Watch, good neighbour scheme and simply knowing their neighbours makes them feel safe • Several people mentioned putting in their own security measures made them feel safe e.g. burglar alarms, high fences • A few people noted that it only took one incident in an area for people to perceive themselves as suddenly unsafe in their area <p><u>Value for money</u></p>

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						<ul style="list-style-type: none"> • The majority said the police provide value for money in their area, either because they see officers regularly or because they know they will be there if they are needed • A few people felt no change in policing in the last few years since the cuts began • A couple of people said they would like to know more about the finances of the police, i.e. budgets/resource and council tax, as well as performance information
14/08/12	Mid Suffolk Axis - Thorndon	24	Wide age range but mostly over 60	Physical and Sensory Disabled	Feelings of safety, local priorities and if police provide value for money. Also discussed, public access to the police.	<p><u>Feelings of safety</u></p> <ul style="list-style-type: none"> • Most felt safe, but high value put on Neighbourhood Watch schemes or keeping in touch with neighbours • Most did not feel safe out at night - several made the point that because of their disability they would not wish to go out in the evening anyway • A few people felt there has been an increase in the number of cold callers in recent years • Majority would feel confident in reporting an incident to the police <p><u>Policing priorities</u></p> <ul style="list-style-type: none"> • More patrols, particularly in villages • Speeding and parking issues • ASB - particularly groups of young people in evening drinking <p><u>Value for money</u></p> <ul style="list-style-type: none"> • A large number of people said that they feel Suffolk Constabulary does provide value for money • Quite a few said it is difficult to answer when they have not needed to contact the police • People who lived in Stowmarket said that the town has grown in size in recent years but they didn't feel the numbers of officers had increased to match the population <p><u>Acceptable to raise the police part of the Council Tax?</u></p> <ul style="list-style-type: none"> • Yes - 6 people • No - 15 people • Don't know - 3 people

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22/08/12	Suffolk LGB&T Network - Ipswich	10	Wide age range from late 20s to early 60s	LGB & T	Feelings of safety, local priorities and if the police provide value for money.	<ul style="list-style-type: none"> • The majority of the group stated they felt safe in the areas where they live • Local ASB issues - the group thought that groups hanging around on the streets drinking and taking drugs was an issue in some areas and felt that more visibility of officers might be a deterrent • Everyone said they would report hate crime to the Police • Some felt that the Transgender community had some problems with the Police, one reason may be that this community is still fairly new
July - August 2012	Business Survey Sudbury Long Melford Ipswich Ransomes Industrial Estate Woodbrige Bury St Edmunds	Approx. 85	n/a	Mix of town centre, industrial & rural businesses	Business Survey completed face-to-face. Police dealing with things that matter, ASB/Crime, local priorities, value for money.	<ul style="list-style-type: none"> • 76.4% (65/85) tend to/strongly agree that the police in their area are dealing with the things that matter to businesses in their community • Over 2/3 said that crime and ASB had a low effect on their business • Top three priorities <ol style="list-style-type: none"> 1. 64.5% (49/76) Theft/Shoplifting 2. 60.5% (46/76) Anti-Social Behaviour 3. 52.6% (40/76) Criminal Damage/vandalism • 80.9% (68/84) tend to/strongly agree that Suffolk Police provide value for money <p><u>How can your local police work more effectively with businesses to reduce crime and ASB?</u></p> <ul style="list-style-type: none"> • 35.6% (26/73) said that a bigger presence in the area of their business would help • 13.7% (10/73) said better communication and popping into the businesses would improve the relationship • 20.5% (15/73) believe they do what they can and couldn't do anymore
July - August 2012	SPA / PCC Victim of Crime Survey (Local Policing Survey questions)	Approx. 300	17 to 80	Victims of Crime	Perceptions of ASB and crime in their area, policing priorities, value for money PCP 74	<ul style="list-style-type: none"> • 72.7% (224/308) tend to/strongly agree that the police in their area are dealing with the things that matter to people in their community • 64.2% (194/302) said that the ASB in their area has little/no

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						<p>effect on their quality of life</p> <ul style="list-style-type: none"> • 43.5% (128/294 said that they thought there was more crime in their area than two years ago • 57.6% (174/302) said that the crime in their area had no effect or very little effect on their quality of life • Top three priorities: <ol style="list-style-type: none"> 1. House Burglary 2. ASB & violent crime in public 3. Robbery/mugging • 75.1% (226/301) said they felt very safe/fairly safe where they live • 77.7% (230/302) strongly agreed/tended to agree that Suffolk police provides value for money • 73% (216/301) said they thought it would be acceptable to raise the police part of the council tax to maintain the same level of service
July-August 2012	Newmarket			Muslim faith group	Main priorities Feelings of safety Value for money	<p>PCSO Warby has worked with the Consultation Team to arrange an engagement event with a local Muslim group. PCSO Warby is a 'Migrant Link Officer' and has strong links with the Muslim committee in Newmarket. A visit to prayer session was arranged at the faith group meeting at Tuners Hall and a focus group was also due to be held at one of the groups regular evening meetings. On each occasion an event was due to place the group cancelled. A discussion has since taken place between PCSO Warby and some of the leaders of the group, and it has been agreed we will not pursue this route. Whilst the group does not want to participate in any engagement or consultation activity they have said that they know how to contact the police and will do so if the need arises.</p>

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30/08/12	Babergh Volunteer Meeting	25	25-65	Mixed group	Examples of good practice within the volunteer schemes. Local policing priorities & finance.	<p>Babergh West SNT held meeting with members of local volunteer groups such as StreetWatch, Town Pastors and Specials.</p> <p>Top three priorities:</p> <ol style="list-style-type: none"> 1. Anti-Social behaviour 38% (8/21) 2. Violent crime in public 33.4% (7/21) 3. Drug related issues 28.5% (6/21) <p><u>Which areas of policing are less important or where Suffolk Police can save money?</u></p> <ul style="list-style-type: none"> • More officers on the streets including more volunteers. • Less paperwork and filling in forms • Majority believed it is all important and therefore didn't suggest anything <p><u>Please indicate examples of good practise or areas where you feel improvement could be made within the volunteer scheme:</u></p> <ul style="list-style-type: none"> • Good communication between volunteers and officers. This is also requested as an improvement by some as they believe the level of communication is not currently good enough. • Working well as a team with good co-ordinators • Meeting other volunteers at monthly meetings is useful
02/09/12	1 Big Multicultural Event, Alexandra park, Ipswich	n/a	All ages	BME	<p>Local policing priorities, where Suffolk Police can save money, value for money.</p> <p>Attendees completed a short survey (31 response).</p>	<p>Top three priorities:</p> <ol style="list-style-type: none"> 1. Violent crime 2. Burglary 3. Alcohol, ASB particularly youths were also mentioned <p><u>Where could Suffolk Police save money</u></p> <ul style="list-style-type: none"> • Lower the amount of paper work officers have to do and get rid of admin staff • Don't focus on 'petty' crime such as speeding and other traffic offences. • Change the transport, such as having older cars or having more officers on foot or bike patrol <p><u>Value for money</u></p> <ul style="list-style-type: none"> • 2/3 said they would be willing to pay more council tax to

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						maintain the same level of service.
02/10/12	UCS - Ipswich	113	Approx. 18-24	University students	Policing priorities, Feelings of safety, Drug and alcohol problems in Ipswich	<p><u>Feelings of safety whilst out and about in bars and clubs in Ipswich</u></p> <ul style="list-style-type: none"> • 75.2% (85/113) said they felt safe in Ipswich. Due to police presence and high visibility. People not experiencing any problems. Feeling safe in groups and with friends • 13.3% (15/113) felt unsafe, with only 2.7% (3/113) feeling very unsafe. Mainly at night because of intimidating or wary areas such as the train station and the street lights being switched off <p><u>Are drugs and alcohol more of a problem now compared with two years ago?</u></p> <ul style="list-style-type: none"> • 37.6% (41/109) said no, they believe the problems have existed for a long time or they haven't been personally affected by the related problems • 41.3% (45/109) said yes. Due to alcohol and drugs being more readily available. Street drinkers being on the increase and boredom and the economic climate contributing to more alcohol consumption • 21.1% (23/109) said don't know. Most of these students are new to the area so cannot offer the comparison • Top three priorities: <ol style="list-style-type: none"> 1. 57.1% (62/108) Violent crime 2. 56.5% (61/108) Anti-Social behaviour 3. 36.1% (39/108) Drug-related issues
Jan - Dec 2012	Great Cornard Upper School & Technology College and Farlingaye High School	Approx. 300	16-18	Students	'DriveWise' road safety presentation, plus the completion of the Young Persons survey, covering topics including feelings of safety, awareness of local	<ul style="list-style-type: none"> • 50.9% (144/283) strongly/tend to agree that the police in their area are dealing with the things that matter to young people. Only 16.6% (47/283) tend to/strongly disagree • 95.7% (290/303) said they felt very/fairly safe in the area where they live

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					<p>officers, local issues, priorities, and police performance.</p> <p>Help to support KSI reduction policy, and raise awareness of law regarding Drink Drive, use of mobile phones when driving, and responsible use of motor vehicles in general. Improve relations between young people and police. Improve confidence and feelings of safety.</p>	<ul style="list-style-type: none"> • 58.2% (64/110) feel that they could approach an officer and 57.3% (63/110) feel that the police do listen to young people • Top priorities: <ol style="list-style-type: none"> 1. 41.2% (47/114) violent crime in public 2. 40.4% (46/114) speeding & traffic offences 3. 32.5% (37/114) anti-social behaviour
16/10/2012	Marram Green, Kessingland near Lowestoft	4 (three ladies, one man)	Early 30s - Early 50s	White British	<p>Victim satisfaction: first contact, actions taken, kept informed, treatment, whole experience. The group were also asked for their expectations.</p> <p style="text-align: center;">PCP 78</p>	<p>Focus group held with victims of crime to understand more about satisfaction with service provided by the police, and what their expectations are. Aim to improve performance in respect of victim satisfaction.</p> <ul style="list-style-type: none"> • First Contact - All four victims were uniformly pleased. All spoke to someone quickly - also the police arrived promptly. Agreed it's important to speak to someone quickly and given a time-frame for when an officer will attend • Actions Taken - Three of the four were happy because the officers explained the actions taken. One person in the group was unhappy with the police actions. Agreed important to be reassured by the officers, to have evidence recovered, to have actions explained • Kept Informed - Three of the four were very happy with the updates. One person was unhappy because she had to call the police to pursue the matter and because an officer arranged to visit her between 11pm and midnight but did not arrive until approximately 1.45am. The group agreed regular updates are essential` • Treatment by police - Three of the group were happy - the police were described as professional and supportive. However the fourth felt like she had been "Palmed off" and

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						<p>the police were not interested, giving her no support. All agreed the police should treat everyone fairly and take situations at face value</p> <ul style="list-style-type: none"> • Whole Experience - The victim who was unhappy with her experience felt the police should be non-judgemental and compassionate. Others said that good face-to-face conduct and handling the situation "As it is" is important. Expectations include: speed of response, reassure the victim, taking it seriously
19/10/2012	SAFE Annual Conference, Kesgrave	Approx. 120	Mid 30's to Mid 50's	Various	A conference on safeguarding and the protection of children, attended by various organisations and charities with an interest in children, (Inc. NSPCC and teachers).	<p>The following responses have come from questions Suffolk Police asked the attendees using the interactive voting kit.</p> <ul style="list-style-type: none"> • 29.1% (21/72) believe there is a little/lot less ASB than 2 years ago. 19.4% (14/72) believe there is a little/lot more and over half (37/72) think it has stayed about the same • 23% (18/78) say there is a little/lot less crime than 2 years ago. 35.9% (28/78) believe there is a little/lot more crime with 41% (32/48) saying it is about the same • 95.9% (70/73) said they feel very/fairly safe in the area where they live • Top three priorities: <ol style="list-style-type: none"> 1. 17.1% (12/70) Violence in the home 2. 15.7% (11/70) Drug related issues 3. 15.7% (11/70) House burglary
01/11/2012	Disability Involvement Day	Approx. 65 voted (160 in total attended)	Early 20s to over 60s	Physically and sensory disabled and their carers.	A conference for people with a vested interest in the lives of disabled people. Attended by the disabled, their carers, charities, businesses and statutory organisations.	<p>The following questions were asked by Suffolk police. The majority of people who voted were disabled.</p> <ul style="list-style-type: none"> • 61% (38/62) strongly/tend to agree that "The police are dealing with the things that matter to people in your community" • 72% (41/57) say that ASB/Crime has a low affect on their quality of life

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						<ul style="list-style-type: none"> • 84% (54/65) felt fairly/very safe in the area where they live • Top four priorities <ol style="list-style-type: none"> 1. Speeding/traffic offences 25% (15/60) 2. Anti-Social Behaviour 20% (12/65) 3. House burglary 15% (9/65) 4. Criminal damage/vandalism 10% (6/65) • 50% (31/63) strongly/tend to agree that Suffolk police provides value for money in their area
23/11/2012	Youth Takeover Day	Approx. 30	14-17	High School pupils	<p>The day was organised by Waveney District Council and Suffolk Police, local children were invited to attend the day which focussed on education on ASB. This included the consequences of committing ASB and the effect it can have on victims and what could the local area improve to prevent ASB & what has already been done.</p>	<p>The reoccurring themes of the discussion on what could be done in the local area to prevent ASB were as follows:</p> <ul style="list-style-type: none"> • Increase sports facilities -including football posts in parks, basketball courts and skate parks. Enable young people to socialise in a safe place for a low cost • Provide indoor activities for winter/night time. Cheap cinema tickets and a concert venue where local bands and groups can play to an audience of their peers <p>The attendees were asked to fill out our young person's survey.</p> <ul style="list-style-type: none"> • 95.8% (23/24) said they felt very/fairly safe at school • 91.7% felt very/fairly safe in their town during the day. This lessened to 70.8% (17/24) at night • The overwhelming majority have not reported any form of bullying when asked • Over half (12/22) say that the police in their area are dealing with the things that matter to young people in their community • Top three priorities: <ol style="list-style-type: none"> 1. 40% (8/20) Anti-Social Behaviour 2. 40% (8/20) Robbery 3. 35% (7/10) Criminal damage/35% (7/10) Drug related issues

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