

Business Change Team*Committed to a safer Dorset for you***One Team - Dorset Police: 19th November 2013****Re: Dorset Police Station Desk Enquiry Offices Stakeholder Engagement – Community Safety Survey**

Hopefully the following provides clarification in relation to the statistics used within the consultation process and provides detail around the way that the results are collated.

The figures contained within the documents refer to the Community Safety Survey. This is a quarterly survey sent out to 3,000 randomly selected households and householders by an external company on our behalf. Once analysed, the completed questionnaires are destroyed and Dorset Police and the Police and Crime Commissioner are sent aggregated results so that the respondents to the survey are kept anonymous.

The aim of the survey is to obtain the views of the community in relation to a range of issues that impact on policing in Dorset. In particular the Police and Crime Commissioner and the Chief Constable are keen to establish how safe people feel in the County. The survey also helps to inform future policing plans and priorities, shaping the development of policing services and supporting the two strategic objectives to make Dorset safer and make Dorset feel safer.

By asking the public's views the Police and Crime Commissioner and the Chief Constable are able to obtain contextual information, which is used alongside other analysis to provide the best possible view of what matters to the public. Data on numbers of crimes and incidents alone does not allow full understanding of what makes people feel unsafe or what they want police officers and staff to do.

Dorset Police and the Police and Crime Commissioner have chosen to run a postal Community Safety Survey rather than a telephone or face to face survey, as this is a considerably cheaper option and allows those who fill in the survey to do so without any pressure. Previously a version of the Community Safety Survey was available online, however due to a limited uptake of participants and an additional cost involved, it was not justified to continue with this option of obtaining results.

Part of the survey asks respondents every quarter whether they have contacted Dorset Police (other than in an emergency), how contact was made and what would be the most preferred method to contact the police for a non emergency matter.

The figures stated within the consultation documents are based on 2012/13 performance. 77% of the public who responded to the survey preferred to contact the Force by phone, 13% by visiting the local or most convenient station, 9% by email or via the internet and 1% other.

Of those respondents who had contacted Dorset Police (in a non emergency situation); 75% used the non emergency number, 23% did so in person at a local or most convenient station, 4% used the website or email, 3% via a Safer Neighbourhood Team and 7% other. (This does not amount to 100% as some respondents selected more than one option). 2012/13 results are similar to those obtained prior to station desk enquiry office closures.

Responses are broken down into age and geographic categories as shown in the tables below. This ensures that groups with specific requirements can be identified and services are tailored to their needs. Both age and geographic groupings prefer to contact the police by telephone.

Local Authority	Option			
	Phone	In Person	Via Website or email	Other
Bournemouth	80%	10%	9%	1%
Poole	76%	11%	13%	0%
Christchurch	75%	14%	10%	0%
East Dorset	82%	10%	8%	0%
North Dorset	74%	15%	10%	0%
Purbeck	68%	22%	9%	1%
West Dorset	72%	18%	9%	1%
Weymouth & Portland	87%	10%	3%	1%

Age	Option			
	Phone	In Person	Via Website or email	Other
16 - 24	84%	11%	5%	0%
25 - 34	75%	11%	13%	1%
35 - 44	73%	12%	14%	2%
45 - 54	77%	12%	11%	0%
55 - 64	77%	12%	11%	0%
65 - 74	76%	17%	7%	1%
75+	81%	15%	3%	0%