

Community Leadership Committee

9 September 2015

Title	Performance report on public confidence with Barnet Police and Barnet Council's response to crime and anti-social behaviour (ASB).
Report of	Jamie Blake, Commissioning Director, Environment
Wards	All
Urgent	No
Status	Public
Key	No
Enclosures	None
Officer Contact Details	Kiran Vagarwal, Strategic Lead, Safer Communities Kiran.vagarwal@barnet.gov.uk 0208 359 2953

Summary

Maintaining public confidence is essential to the effective operation of a criminal justice system in a way that can be distinctively different from services such as health and education.

Declining levels of public confidence can undermine the effectiveness of the justice system, as people become reluctant to report crimes, or participate as witnesses or jurors. The broader remit of the criminal justice system is not only to help victims, but to promote public safety and impose appropriate punishments. The criminal justice agencies include the Police, Prisons Magistrates, Crown Prosecution Service, Probation Service, Judges and Youth Courts.

The council also plays a key role in that it manages the delivery of the Youth Offending Service, the response to Child Sexual Exploitation and youth crime, responding to complaints of anti-social behaviour for example noise nuisance, littering, licensing breaches, neighbour disputes and leads on the delivery of domestic violence services.

This report highlights the results of the two surveys used to measure public confidence in

the police and council in responding to Crime and Anti-Social Behaviour in Barnet:

- The residents perception survey - (RPS - Council survey)
- The public attitude survey - (PAS - Police survey)

Data used in this report has been taken from the Spring 2015 resident perception survey and 2014 -2015 (quarter four) Police public attitude survey.

The survey results show over the year's public confidence has remained at consistent levels despite a substantial fall in crime levels.

Headlines are

- 64% (PAS – council survey) and 68% (RPS – Police survey) of residents are very / fairly satisfied that Barnet Police and Barnet Council are dealing with ASB and Crime in their area.
- Crime reduced by 11% between March 2013 and February 2014 compared to the previous year (March 2012 to February 2013). However, the RPS (Council survey) findings show that crime is consistently in the top 3 as a concern for residents despite the falling crime rates.
- Residents want to be kept informed about what we are doing about Crime and ASB.
- Rubbish and litter figures consistently as a concern over the years in both surveys.
- Abandoned Cars or burnt out cars are less of a concern.

Recommendations

- 1. That the Community Leadership Committee note the partnership performance on resident confidence with the police and council's response to crime and anti-social behaviour.**

1. WHY THIS REPORT IS NEEDED

- 1.1 Improving the perception of Barnet as a safe place to live, work and visit is one of the strategic objectives set out in the 2015-2020 Community Safety Strategy. This report summarises the findings of recent surveys measuring public confidence in how Barnet Police and Barnet Council respond to crime and ASB issues.
- 1.2 Community confidence and engagement is also a key theme identified annually in the partnerships Community Safety Strategic Assessment.
- 1.3 Barnet has a low crime rate and over the last two years further reductions in crime has been achieved. The 2014/15 Strategic Crime Needs Assessment highlighted:
 - Barnet had the 2nd lowest rate of violence out of all 32 London Boroughs.
 - 8th lowest crimes per 1,000 population of all 32 London Boroughs
 - Overall crime reduction of 11% in February 2014 compared to February 2013.

- 1.4 The challenge for Barnet Safer Community Partnership is to address resident perception of crime and fear of crime and increase confidence given that crime levels are falling yet residents still perceive crime to be one of the top three priorities in Barnet.
- 1.5 Over the last two years over 5000 responses have been received from residents who have taken part in consultation surveys focused on (or with some relevance to) crime and community safety.
- 1.6 In addition to these main surveys, there has been other smaller one off consultations also relevant to community safety issues that have taken place for example Police open days, CCTV Consultation, Barnet Crime and Community Safety Survey.
- 1.7 For the purpose of this report, the information used will be based on the most recent Public Attitude Survey and Residents Perception Survey
- 1.8 The Residents Perception Survey takes place twice a year (spring and autumn). This is conducted by an independent market research company. 1600 to 2000 residents are consulted ensuring a wide representation is reached for example age, gender, ethnic origin and housing tenure.
- 1.9 The Public Attitude Survey is conducted by an independent market research company and carried out monthly with the aim of engaging with 400 local residents over a year.
- 1.10 Overall confidence in the police and Local Authority in Barnet is strong and is consistent.

Residents Perception Survey (RPS) (Spring 2015)

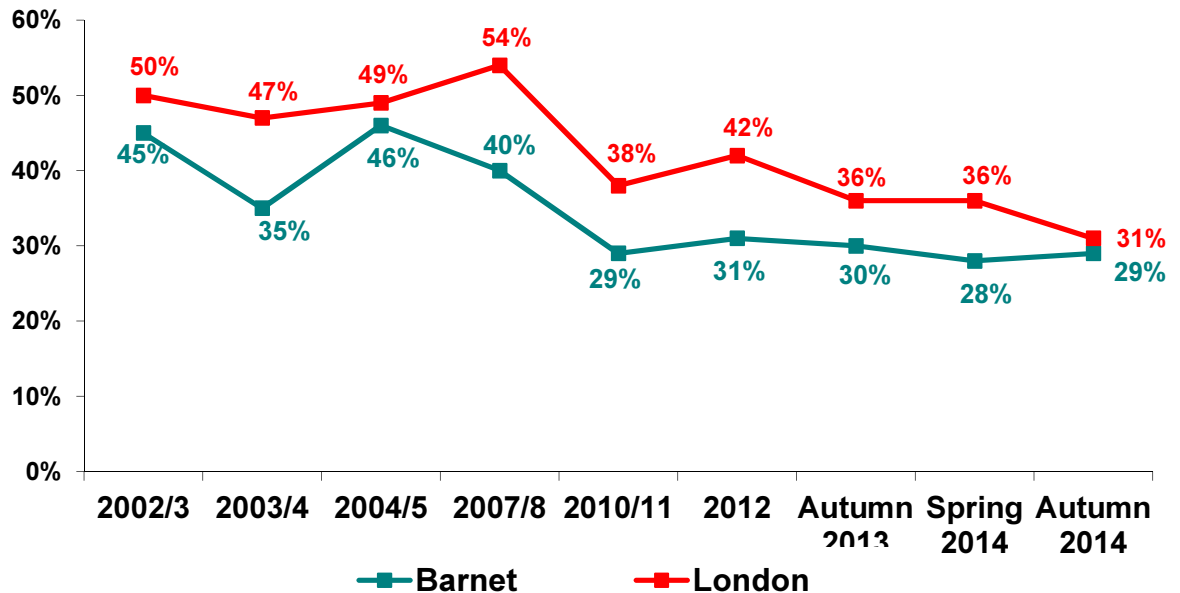
- 1.11 Table 1 below shows how crime ranked as a community concern compared to the other 17 possible priorities.

Table 1: Ranking of community safety – Resident Perception Survey
2013 to 2015

	Spring 2015	Autumn 2014	Spring 2014	Quarter 2/3 2013
Rank out of 17	3 rd	4 th	2 nd	1 st

- 1.12 Chart 1 below shows an 11% reduction in residents concern about crime between 2007/8 and 2010/11. Since 2012 residents concerns have been consistent remaining between 28-31% and below the London percentage.

Chart 1: Residents concerned about crime.

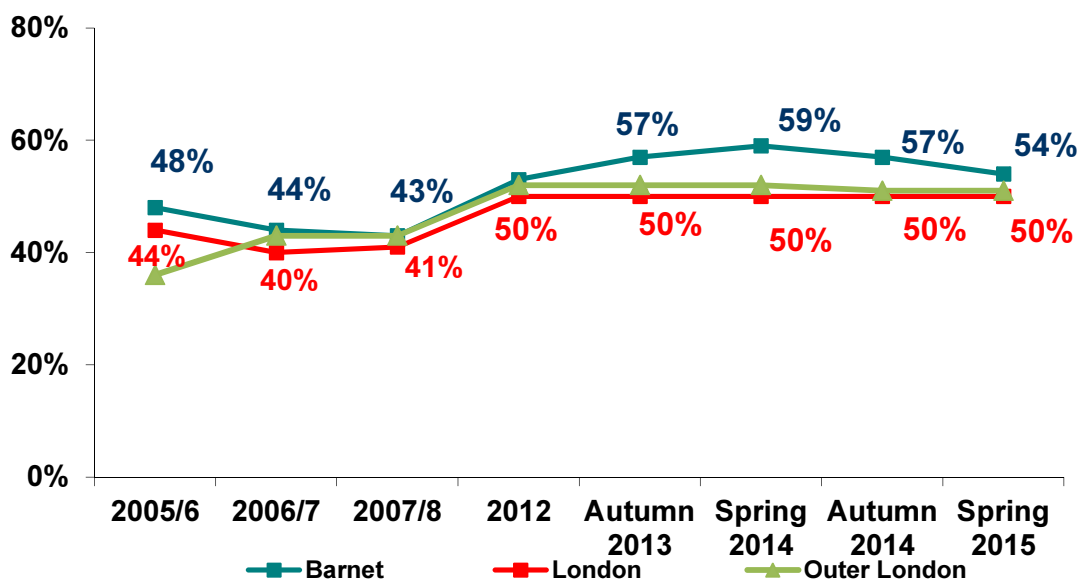


- 1.13 Residents significantly more likely to be concerned about crime includes:

- Those aged between 45-54
- Those living in Hendon and Edgware

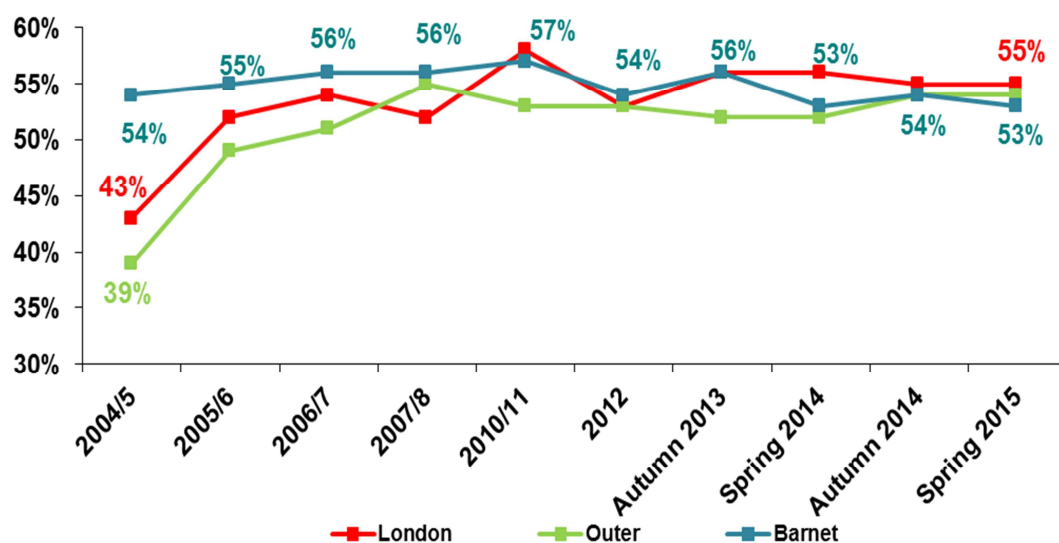
- 1.14 54% of residents rated policing as 'good to excellent' compared to 57% in autumn 2014 however, Barnet remains 4% above the London average.

Chart 2: Resident's opinion of the police even if 'they' had not had direct experience of them is shown in the diagram below.



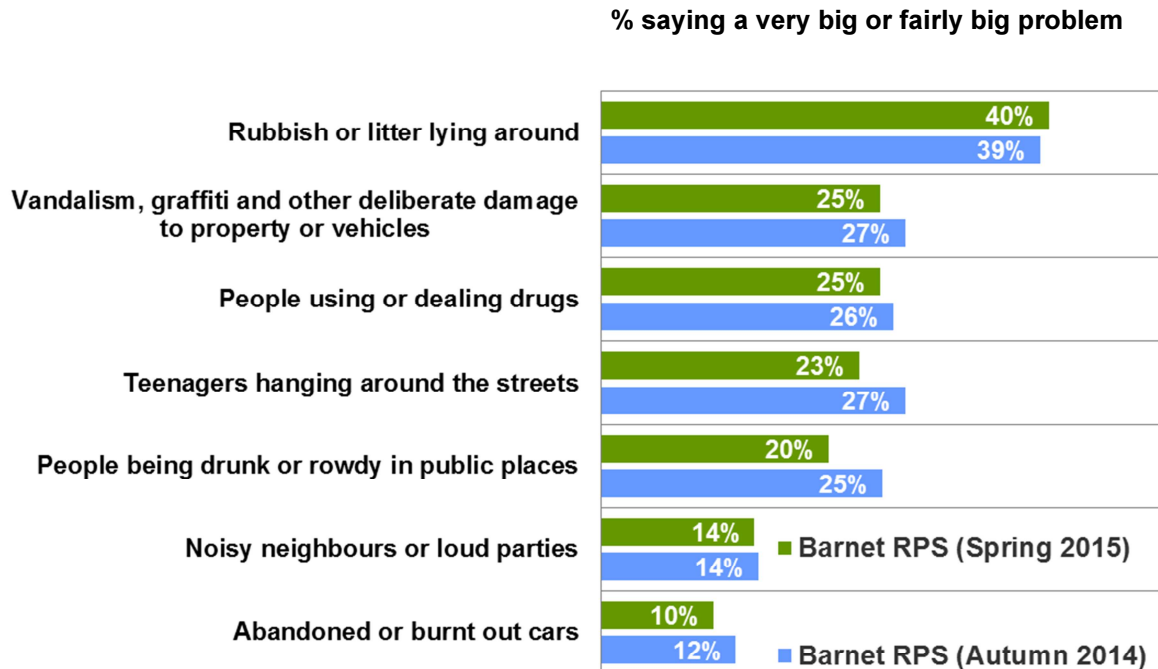
- 1.15 70% of residents feel safe in their local area after dark (94% of residents feel safe in their local area during the day). This is consistent with previous survey results.
- 1.16 Rubbish or litter lying around continues to be the top anti-social behaviour concern with 40% of residents defining it a 'very big or big' problem compared to 39% in spring 2014. It should be noted that the concern of ASB littering is more likely to arise from rubbish in non-residential built up areas and would not be a reflection of street cleansing satisfaction rates which continue to be above 50% in the borough. (please see Chart 3a).

Chart 3a: Percentage of residents saying the service is good - excellent



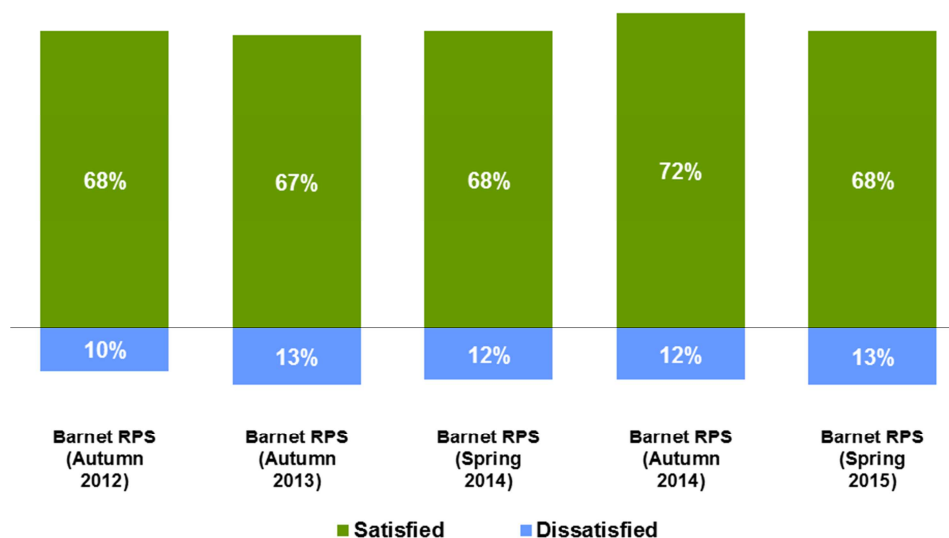
- 1.17 The RPS survey findings also showed that the concerns about people being drunk and rowdy in public places and teenagers hanging around on the streets appears to be reducing.

Chart 3b: What type of crime and ASB residents are concerned about.



- 1.18 Resident's satisfaction that the police and council are dealing with crime and anti-social behaviour, this has remained consistent with previous years. Around two thirds (68%) of the residents are very / fairly satisfied.

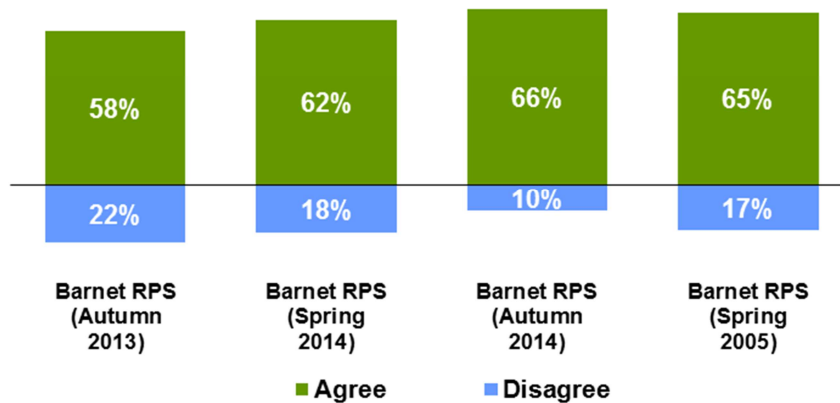
Chart 4: Resident satisfaction that the police and council are dealing with crime and anti-social behaviour



- 1.19 There continues to be a variation across the borough as to how satisfied residents are with the way Barnet Police deals with anti-social behaviour – further analysis will be conducted to understand the reasons behind this.

- 1.20 The perception of the residents is that CCTV makes them feel safer. In the recent survey 65% of the residents agreed CCTV makes them feel safer this has shown a mark increase of 7% compared to the results of the Autumn 2013 RPS.

Chart 5: Residents who think CCTV makes them feel safer.



Public Attitude Survey – Police Survey (PAS)

- 1.21 The areas focused in the PAS are :
- Confidence in Police
 - Dealing with Crime (Drivers of Confidence)
 - Engagement with Community (Drivers of Confidence)
 - Fair Treatment (Drivers of Confidence)
 - Alleviating local ASB (Drivers of Confidence)
 - Information (Drivers of Confidence)
 - Safety and Security
 - Transport
 - Crime and ASB perceptions
 - Police visibility
 - Informing the public
 - Contact with the police
- 1.21 The elements of the police survey, which are useful for this report and will help inform the partnership's approach to increasing community confidence are the ones focusing on the confidence of the police and the drivers of confidence in policing (underlined).
- Dealing effectively with Crime
 - Engaging with the community
 - Fair treatment
 - Alleviating local ASB
 - Providing information on service and action taken

- 1.22 This doesn't negate the importance of the other questions and responses which are more imperative to the police.
- 1.23 When residents were asked about how good a job they think the police are doing in this area 64% said 'good/excellent'. This is slightly lower than previous years and is 3% points below the Metropolitan Police (MET) average. (Previous years responses have been higher than the met average.

Table 2: Residents rating between good and excellent when asked 'How good are the police doing their job?'

Period (rolling 12-months)	Barnet			MPS		
	%		BASE	%		BASE
FY 2010 - 2011	65		611	66		19,759
FY 2011 - 2012	66		375	65		12,326
FY 2012 - 2013	68		391	64		12,326
FY 2013 - 2014	69		382	68		12,286
FY 2014 - 2015	64		372	67		12,396

- 1.24 When residents were asked 'to what extent they agree that the police in this area understand the issues that affect the local community', this has varied in the past five years. In the most recent survey 74% agreed / strongly agreed compared to 81% in the year before, which equated to a decline of 7% points compared to the previous year.

Table 3: Resident response when asked 'to what extent do you agree that the police in this area understand the issues that affect the local community?'

Period (rolling 12-months)	Barnet			MPS		
	%		BASE	%		BASE
FY 2010 - 2011	71		552	71		19,252
FY 2011 - 2012	70		365	71		11,695
FY 2012 - 2013	76		368	68		11,889
FY 2013 - 2014	81		345	72		11,658
FY 2014 - 2015	74		353	77		11,530

- 1.25 When asked 'to what extent you agree the police in this area are dealing with the things that matter to people in the community', 69% agreed or strongly agreed compared to 79% in the previous year

Table 4: Resident response when asked ‘to what extend do you agree the police in this area are dealing with the things that matter to people in the Community?’

Period (rolling 12-months)		Barnet			MPS	
		%		BASE	%	BASE
FY 2010 - 2011		62		545	68	19,265
FY 2011 - 2012		67		368	67	11,620
FY 2012 - 2013		71		383	65	11,857
FY 2013 - 2014		79		356	69	11,636
FY 2014 - 2015		69		353	73	11,362

- 1.26 When asked ‘to what extent do you agree the police in this area listen to the concerns of local people’, 72% agreed or strongly agreed. Previous year 78% agreed / strongly agreed.

Table 5: Resident response when asked ‘to what extent do you agree the police in this area listen to the concerns of local people?’

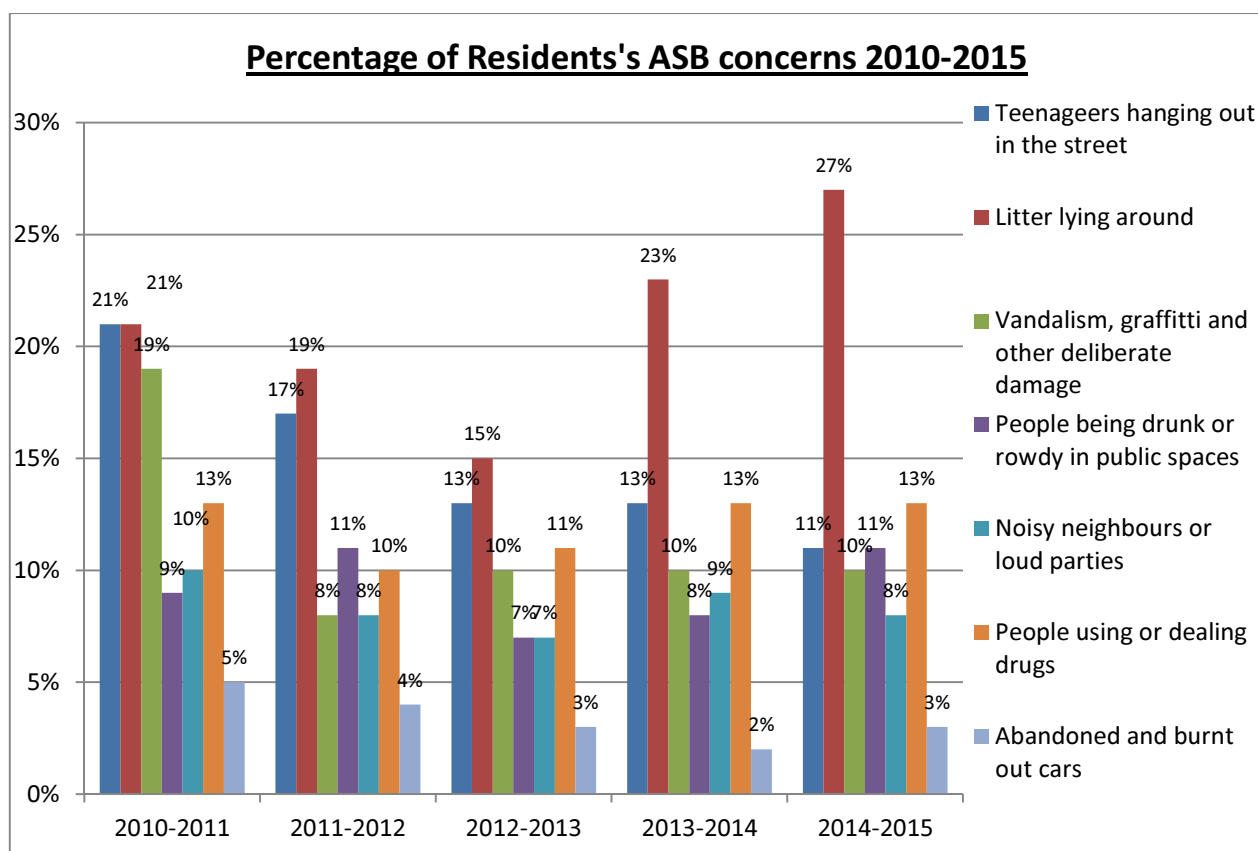
Period (rolling 12-months)		Barnet			MPS	
		%		BASE	%	BASE
FY 2010 - 2011		73		552	69	18,878
FY 2011 - 2012		69		359	69	11,441
FY 2012 - 2013		72		362	65	11,650
FY 2013 - 2014		78		324	71	11,475
FY 2014 - 2015		72		338	74	11,088

- 1.27 Similar to the RPS, The PAS also asks residents about their ASB concerns. Table 6 below provides the survey responses from 2010/11 to 2014/15.

Table 6: Residents top concerns over a 5 year period broken down by percentage.

Residents’ Concerns	Year (%)				
	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Teenagers hanging out in the street	21%	17%	13%	13%	11%
Litter lying around	21%	19%	15%	23%	27%
Vandalism, graffiti and other deliberate damage	19%	8%	10%	10%	10%
People being drunk or rowdy in public spaces	9%	11%	7%	8%	11%
Noisy neighbours or loud parties	10%	8%	7%	9%	8%
People using or dealing drugs	13%	10%	11%	13%	13%
Abandoned and burnt out cars	5%	4%	3%	2%	3%

Chart 6: Residents top concerns over a 5 year period broken down by percentage.



- 1.28 All of the concerns are below the MET average, although responses are similar to the RPS. Rubbish or litter lying around has shown a 4% point increase from 23% in 2013/14 to 27% 2014/15. Over the last five years there have been a 48% reduction in concerns around teenagers hanging around. (see table 6) In both surveys abandoned or burnt out cars were the least issue residents were concerned about.
- 1.29 In terms of keeping people informed 44% seem very / fairly informed this has been consistent in the previous years and an increase from 2013/14. This was also highlighted in the other surveys conducted by the Community Safety Team (Barnet Crime and Community Safety Survey 2011). Residents are keen to be kept informed of what we are doing about crime and disorder. This is an area the Partnership will be looking in to.
- 1.30 Feelings of safety is pleasingly significantly higher than the RPS, where 84% feel very/fairly safe walking alone after dark.

- 1.31 The perception gap becomes more apparent when the question about what extent are 'you' worried about crime in their area. Over the years this has increased and 40% of the respondents were either very / fairly worried. This has been increasing over the years despite the reduction in levels of crime.

Table 7: Percentage of residents worried about crime in their area.

Period (rolling 12-months)	Barnet				MPS			
	%		BASE		%		BASE	
FY 2010 - 2011	25		626		30		20,337	
FY 2011 - 2012	33		398		35		12,780	
FY 2012 - 2013	33		398		34		12,760	
FY 2013 - 2014	36		396		31		12,754	
FY 2014 - 2015	40		402		36		12,867	

- 1.31.1 There was a similar initial increase of those worried about ASB in their Area between 2011 and 2014. In 2014/15 this reduced to 20%, a 6 % point reduction.

Table 8: Residents responding that they were very/fairly worried about ASB.

Period (rolling 12-months)	BOCU				MPS			
	%		BASE		%		BASE	
FY 2010 - 2011	24		624		25		20,341	
FY 2011 - 2012	20		392		26		12,722	
FY 2012 - 2013	25		397		26		12,751	
FY 2013 - 2014	26		394		22		12,735	
FY 2014 - 2015	20		402		25		12,851	

Previous engagement work

- 1.32 The partnership has continued to engage with the local community in a number of ways for example:
- Middlesex University – engagement during fresher's events to raise community safety awareness amongst students.
 - Project Mercury – Large scale police and partnership community engagement
 - Community consultation on the community safety strategy and findings of the strategic crime needs assessment including public meetings and focus groups.
 - Scam awareness sessions for staff and residents.
 - Talks to vulnerable groups regarding safer homes.
 - Police surgeries.

- Neighbourhood Ward Panel meetings.
 - Neighbourhood engagement where there have been longstanding issues of ASB or crime.
- 1.33 The Safer Communities Partnership will be developing a partnership community engagement to increase community confidence and reduce the fear and perception of crime.

2. REASONS FOR RECOMMENDATIONS

- 2.1 For members to note the performance on how confident residents feel about the Police and Council response to crime and ASB and to highlight the Safer Communities Partnership commitment to respond to the findings of the recent resident perception and public attitude surveys.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

Not relevant to this report.

4. POST DECISION IMPLEMENTATION

- 4.1 The information included in this report is for noting.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.2 Barnet's 2020 vision set out in its 2015-2020 corporate plan is for Barnet to be amongst the safest places in London, with high levels of community cohesion, and residents feeling safe.

- 5.1.3 The corporate plan also states a clear council commitment to take a partnership approach to tackling Crime and ASB.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 The service is being managed within budgets.

5.3 Social Value

- 5.3.1 Not relevant to this report.

5.4 Legal and Constitutional References

- 5.4.1 Under s.17 of the Crime and Disorder Act 1998, it is also a duty of the Council (and other partner agencies, including police, fire & rescue, GLA, TfL) when exercising its functions to have due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder (including anti-social behaviour), misuse of drugs, alcohol and other substances and re-offending.

5.4.2 The Council's Constitution (Responsibility for Functions – Annex A) sets out the Terms of Reference of the Community Leadership Committee which includes:

- To contribute to achieving better outcomes in the Safer Communities Strategy through CCTV, fighting crime and anti-social behaviour, combating graffiti fly-tipping and other environmental crime, action against Domestic Violence and any other relevant Council activity.
- To work together with partners on the Barnet Safer Communities Partnership including Police, Fire and Criminal Justice Agencies to help make Barnet a safer place.

5.5 Risk Management

5.5.1 Not relevant to this report.

5.6 Equalities and Diversity

5.6.1 Section 149 of the Equality Act 2010 sets out the public sector equality duty to which the authority must have regard. The Council's public sector equality duty is set out in s149 of the Equality Act 2010:

A public authority must, in the exercise of its functions, have due regard to the need to—

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation.

5.7 Consultation and Engagement

5.7.1 No further consultation or engagement is planned in relation to the recommendation stated in this report.

5.8 Insight

5.9 Data has been taken from various sources including the council's corporate resident perception survey.

6. BACKGROUND PAPERS

None