



## **Local Access to the Police – A Citizens’ Panel Special Survey**

You may well have seen and heard recently about a series of changes to Surrey Police put forward by the Chief Constable. These have been proposed after Surrey Police Authority asked him to consider how the policing services that are most important to you, such as having local officers and addressing crime, could be better protected from cuts to our budget that seem likely to occur in the next few years as the recession impacts on public spending.

One of the key changes put forward by the Chief Constable relates to how the public can access the services that are currently offered at police station front desks. Surrey currently has 44 police stations, 22 of which have a front counter and are open to the public. The Chief Constable proposes to relocate these front desks and the services that they offer to more accessible and widely used buildings such as town halls and libraries. He also proposes to provide more opportunities to meet local officers in places convenient to you, for example supermarkets.

None of these changes will affect the answering of emergency and non-emergency calls or how police officers respond to calls for assistance, they will only relocate the services provided at police front desks. Most people visit a police front counter to produce driving or other documents, to report a crime or suspicious activity, to ask for help or advice, to report or hand in lost property or to discuss local policing issues. Phone calls for assistance go through to the police headquarter call centre and police response to calls for assistance come from a number of response bases throughout the county, which will remain.

By making this change, the Chief Constable believes he can make it easier for people to speak to Surrey Police face-to-face whilst making it possible to save a substantial amount of money by relocating some of the county’s costlier and less used police stations. The money saved would contribute to the recruitment of up to 200 extra police constables. Without these changes we would have to cut around 96 officers to meet our budget for next year.

The Police Authority agrees in principle with this idea. However, we want to know what local people think. For this reason, we are running this special survey of our Citizens’ Panel. For more information on the proposed changes, please visit our website [www.surreypa.gov.uk](http://www.surreypa.gov.uk).

As this is a special survey, arranged at very short notice, we have not been able to enclose the feedback newsletter with the results of our last survey. We will send this to you with our next survey.

The questionnaire should only take about 10 minutes to complete. When you have completed the questionnaire return it to us in the enclosed envelope – no stamp required – **by Monday 25 January 2010**. We will look at what all the Citizens' Panel members say, and then let you know what's been said and what the Authority's response is in our Citizens' Panel Newsletter.

Everything you say is confidential and we will only share your details with our appointed market researchers. What's more, if at any time you wish to leave the Citizens' Panel, for whatever reason, simply let us know.

If you would like any further information or have any queries regarding the Citizens' Panel please contact the SPA office on 01483 630200 or email [spa@surrey.police.uk](mailto:spa@surrey.police.uk)

Thank you for completing this questionnaire - we look forward to receiving your reply.

## **SECTION 1 – IMPORTANCE OF DIFFERENT PARTS OF POLICING**

- Q1 The list below includes the main ways in which Surrey Police is aiming to improve its services to the public. Please look at the list and indicate how important or unimportant each one is to you.  
(Please tick one box only on each row)

	Very important	Fairly important	Not particularly important	Not important at all	Don't know
More front-line police officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A police team specifically responsible for policing my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buildings, offices or counters where you are able to talk face-to-face with the police at a convenient time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A police service that works with other organisations to sort out difficult and complex problems in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## **SECTION 2 – ACCESSING THE POLICE**

**We want to know what you think about the various ways you can make contact with the police.**

- Q2 If you wanted to contact the police in a non-emergency, which of the following methods would you be most likely to use?  
(Please tick one box only)

- Call 999
- Call the police non-emergency phone number (0845 125 2222)
- Speak to one of your neighbourhood police officers
- Go to your local police station or office
- Attend a local police meeting or surgery
- Email Surrey Police
- Don't know
- Other (please specify) \_\_\_\_\_

Q3 It is possible to contact Surrey Police in a number of ways. How important or unimportant are the following means of being able to get in touch with the police to you.  
*(Please tick one box only on each row)*

	Very important	Fairly important	Not particularly important	Not important at all	Don't know
Calling 999	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calling the police non-emergency phone number (0845 125 2222)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking with one of your neighbourhood police officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to your local police station or office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending a local police meeting or surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emailing Surrey Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Do you know where your local police station is?  
*(Please tick one box only)*

- Yes  Continue  
 No  Go to Q7

Q5 How often, if at all, have you been to your local Surrey Police station in the last year?  
*(Please tick one box only)*

- I have not been to my local police station in the last year   
 Once   
 Two or three times   
 Four or five times   
 Six or more times   
 Don't know / can't remember

Q6 For which of the following reasons have you been to your local police station in the last year?  
*(Please tick all that apply)*

- I have not been to my local police station in the last year   
 To report a crime   
 To pass on information about a crime or suspicious activity   
 To produce documents   
 To ask for help and advice   
 To ask for information   
 To speak to a police officer about local issues   
 To report, hand in or claim lost property   
 Other (please specify) \_\_\_\_\_



### **SECTION 3 – POLICE SERVICES IN YOUR LOCAL NEIGHBOURHOOD**

**Surrey Police have teams who work in local neighbourhoods. We would like to understand how important they are to you and how you would like to communicate with them.**

**Q9** Please look at the list of policing services in your local neighbourhood which are listed below and state how important or unimportant each one is to you.  
*(Please tick one box only on each row)*

	Very important	Fairly important	Not particularly important	Not important at all	Don't know
Local PCSOs who are seen walking their beat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local police officers who will listen and respond to issues in my local neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local police officers who I know and who I can get in touch with easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10** By which of the following methods, if any, would you like to give your views to local police?  
*(Please tick all that apply)*

- None, I do not want to give my views to my local police
- At meetings in local areas (e.g. schools, doctor's surgeries, railway stations, supermarkets or cafes)
- By going to the front counter of my nearest police building
- At meetings in my street
- At meetings for my local borough / district council
- At special events where Surrey Police come to my area to seek my views
- At other meetings that are already taking place (e.g. residents' associations)
- Other (please specify) \_\_\_\_\_
- Don't know



**Thank you for completing this questionnaire. Please now return it to us in the reply-paid envelope provided.**

**HAVE YOUR CONTACT DETAILS CHANGED?**

You can help us make sure that our Panel is always up to date and that our questionnaires will get to you by letting us know if there are any changes to your contact details. You can let us know about changes to your details (e.g. moving to another Surrey address, or a change of surname) by filling in the information below before returning your questionnaire to us:

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

\_\_\_\_\_

Your Postcode: \_\_\_\_\_

Reason for change \_\_\_\_\_