



Our Ref: 001703/21

Your Ref:

Address Correspondence to: Information Management

Date 27 May 2021

Freedom of Information Act 2000

I write further to your request for information received 17/05/2021.

I note you seek access to the following information:

Please could I request under the Freedom of Information Act a summary of the qualitative and quantitative research you have undertaken (surveys, focus groups, depth interviews) that have focused on public or victim perceptions of policing generally or your force specifically, covering 2019 and 2020 calendar years. Ideally, I would like to see the outputs of the research, but if that is not possible then a simple summary of what research has been undertaken would suffice.

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

The Force's primary means of research with both the public and victims is through surveying.

The Force conducts telephone surveys with victims of Burglary, Violent Crime, Hate Crime, Antisocial Behaviour and Domestic Abuse. Surveys are run on a monthly basis. Questions regarding perceptions of policing were introduced into the surveys from March 2019 onwards. The question asked reflects the question previously used in the Crime Survey of England and Wales "How good a job do you think Leicestershire Police are doing in your area?". From the Crime Surveys (Burglary, Violent Crime and Hate Crime), March 2020 63.3% of respondents said that police in their area do a excellent or good job. 61.6% of respondents to the ASB survey thought the police did a good or excellent job, and 66.7% of Domestic Abuse responded the same.

During 2020 general public perceptions surveys were conducted via email using Neighbourhood Link (an online service), in June 2020 and repeated in January 2021. The same question was asked in this survey as the satisfaction surveys, and in the latest results (Jan 21), 74.7% of respondents said that the police do a good or excellent job.

A telephone survey of general public perception was also undertaken between August and September of 2020, focusing on the areas around West Leicester Neighbourhood Policing Area and 4 beats around Melton Mowbray. From the whole survey sample 75.9% said that the Police do an excellent or good job, in comparing the two areas 72.4% of West Leicester respondents said that and 79.5% of the 4 beats around Melton Mowbray.

During 2020 the Force also began to use Neighbourhood Link to survey the general public regarding their views on local priorities, and perceptions of their community. This is continuous survey which allows for research into changing perceptions of areas which communities view as a priority for police in their locality. At Force level respondents said that the top three issues affecting their community is antisocial behaviour, road safety and drug taking.

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer
Leicestershire Police

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