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North Yorkshire Strategic Partnership

15 April 2010

CONFIDENCE



The Home Office definition of confidence is one of “responsiveness and effectiveness” of the police and local council to deal with crime and anti-social behaviour.

This is measured by the question:

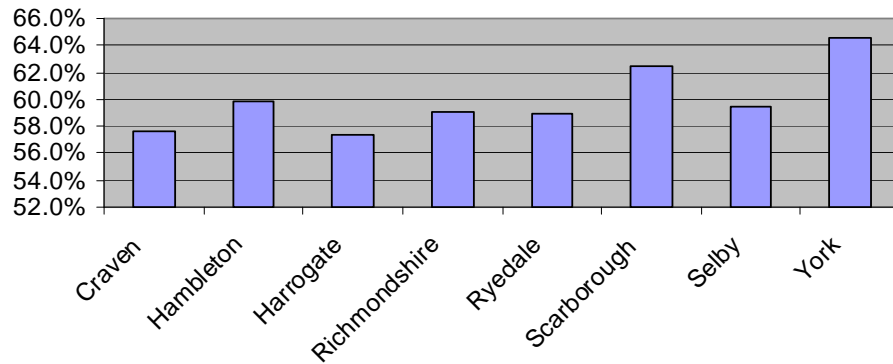
“How confident are respondents that the police and local council are dealing with crime and Anti-social behaviour issues *that matter in their area?*”

[Taken from the British Crime Survey (the PSA 23 question)]

NYP Public Attitude Survey

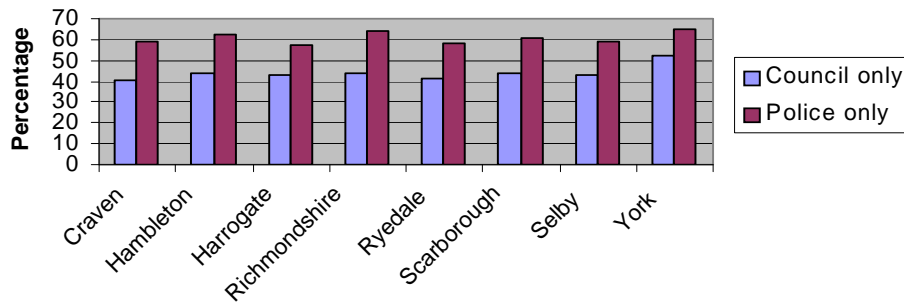


% of people who agree the police and local council are dealing with the ASB and crime issues that matter in their area



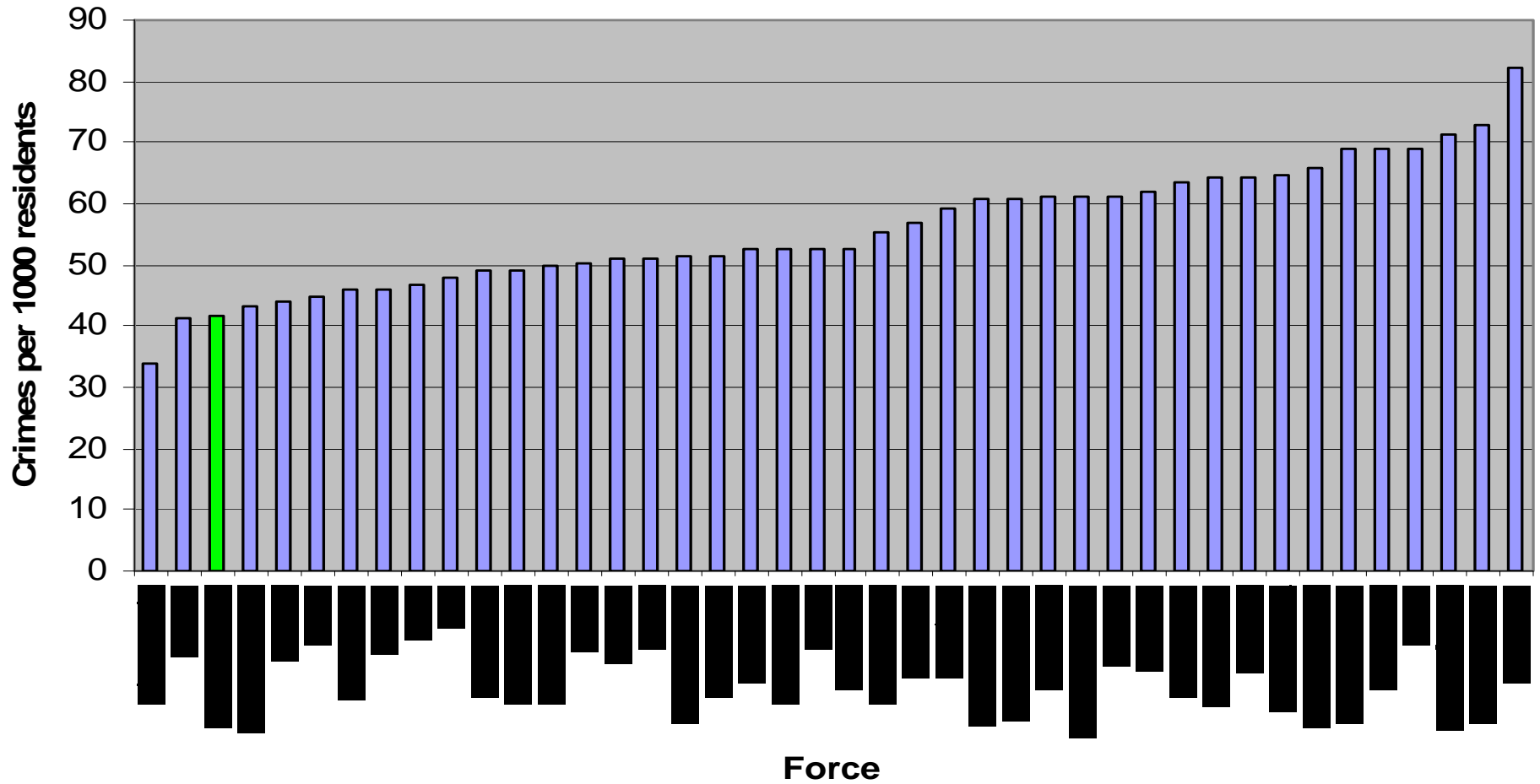
1st question in PAS is the confidence question taken from the British Crime Survey – to give comparative district level results

People who agree the council deal with ASB & crime versus people who agree the police deal with ASB and crime

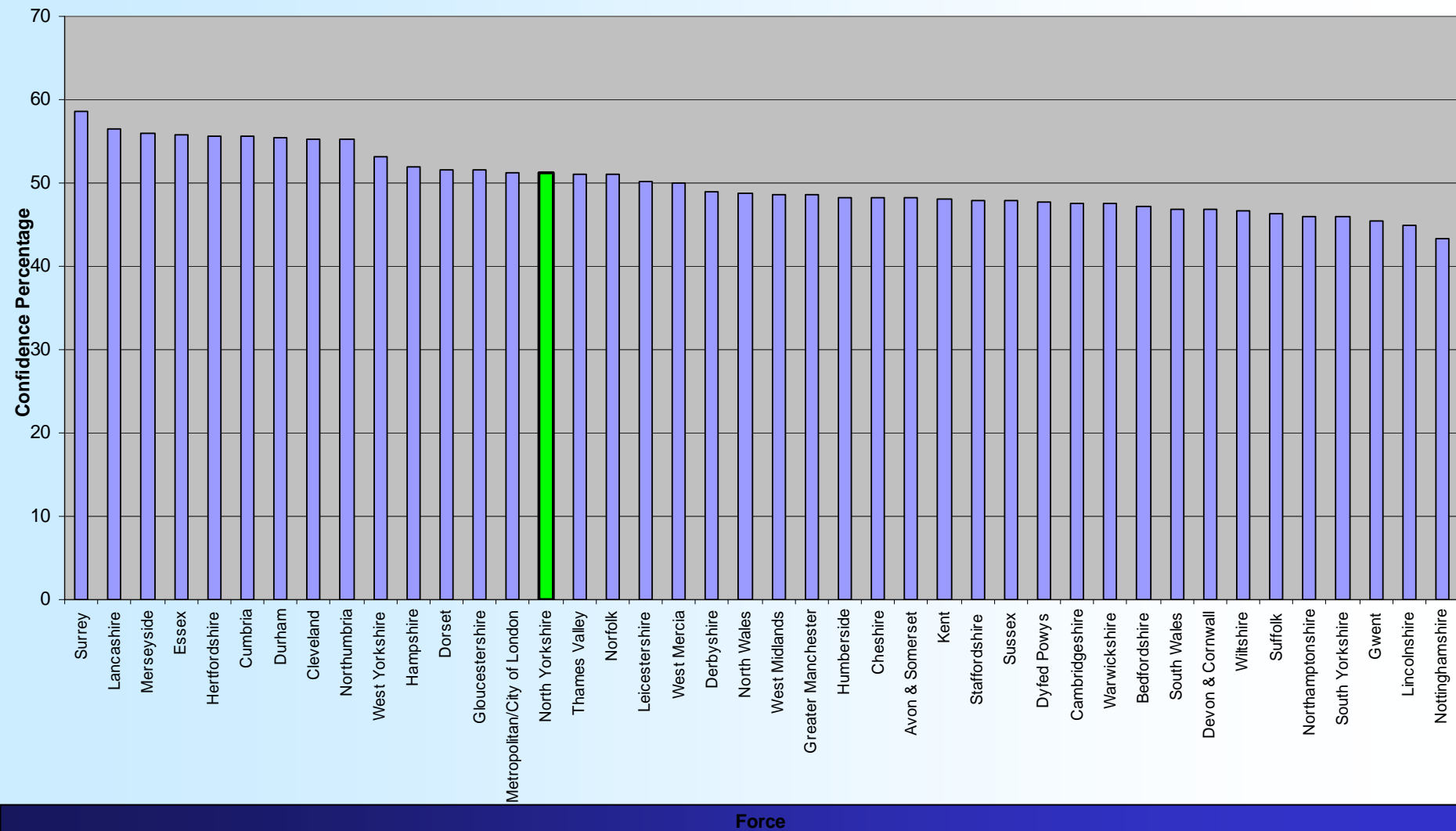


Significant differences between extent people '*strongly*' or '*tend to*' agree that police only or local council only are dealing with crime and ASB

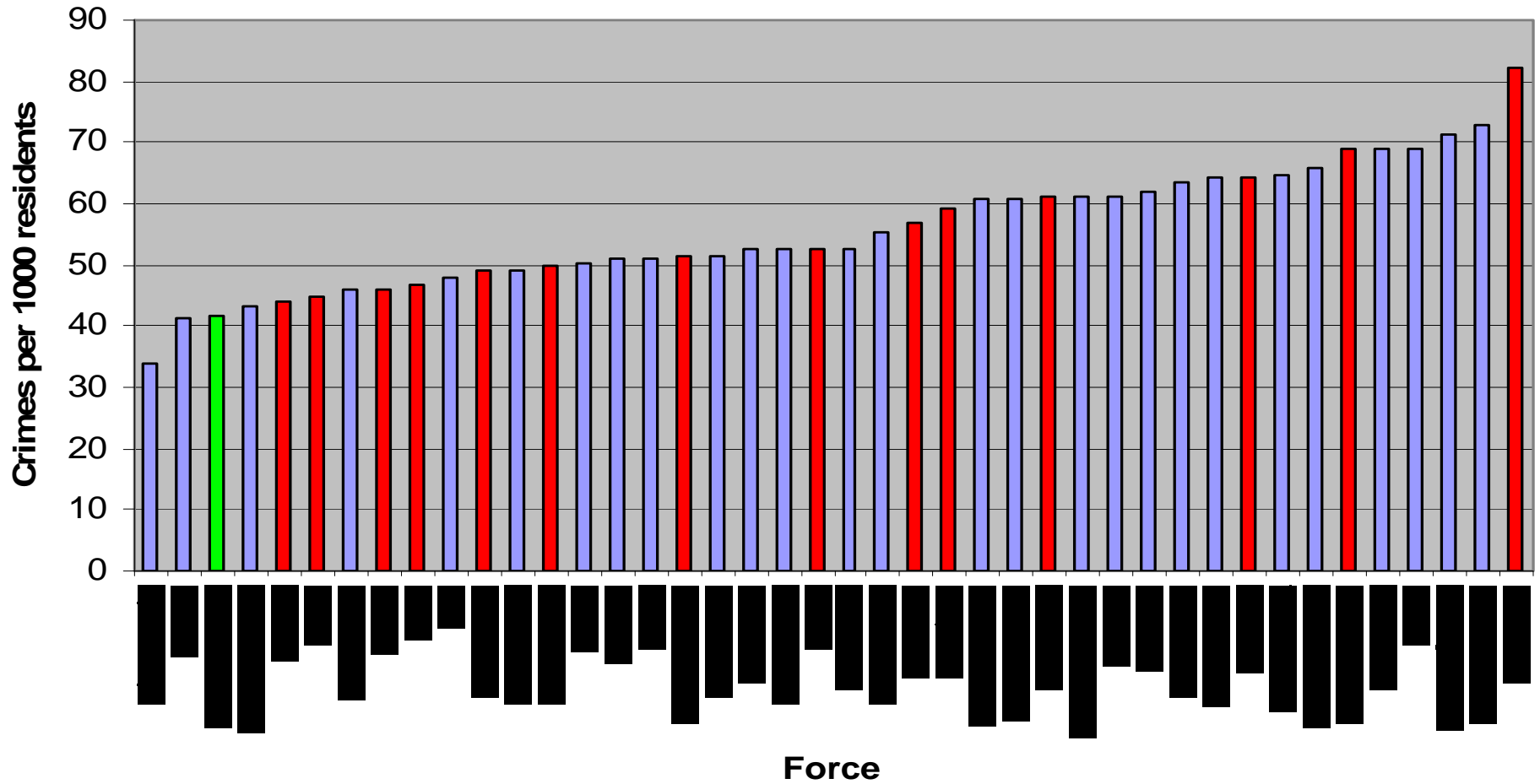
Crime Per 1000 population April to Sept 2009



Confidence Levels Year ending Sept 09



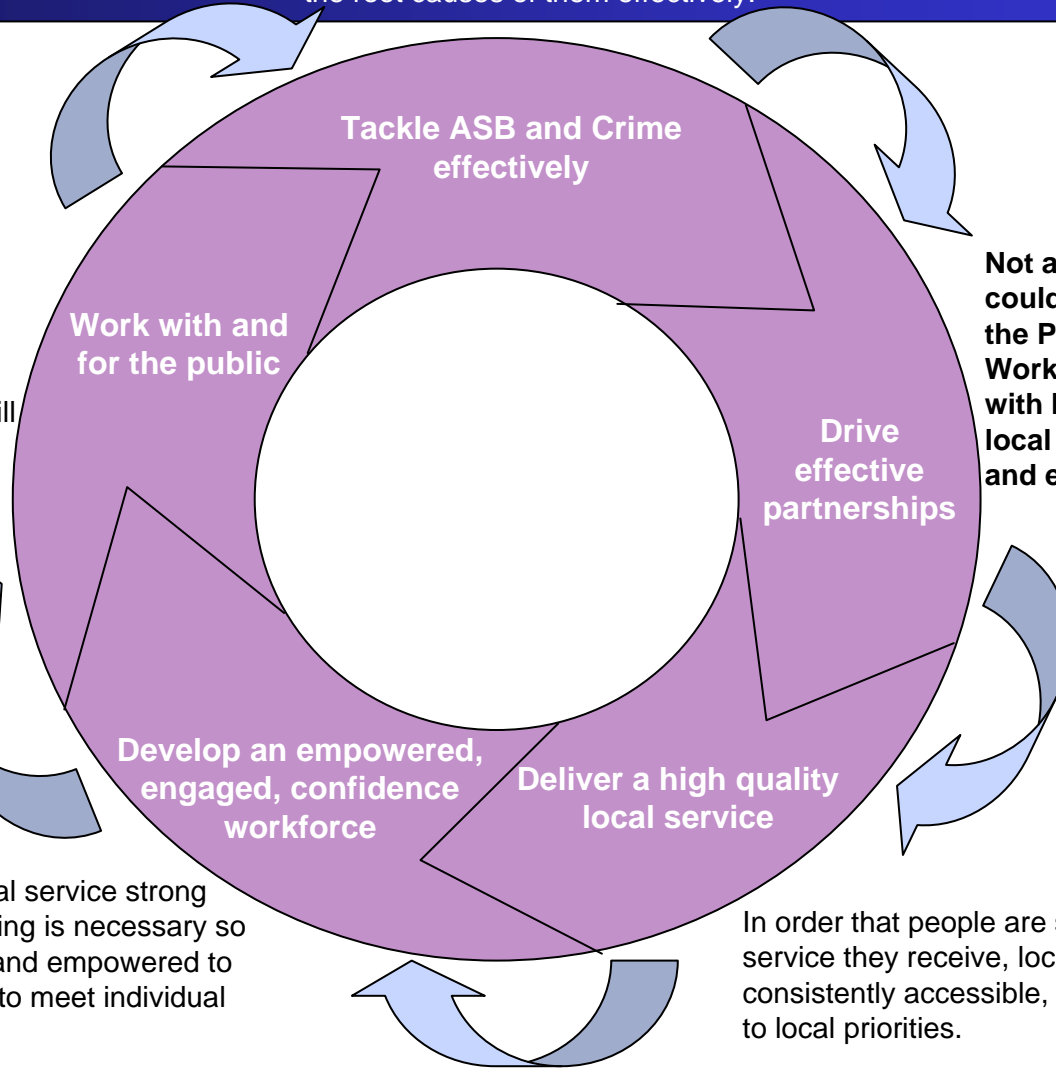
Crime and Confidence Comparison



The Five Key Themes of Public Confidence



We need to know the issues affecting our communities to enable us to plan how to tackle the root causes of them effectively.



All of this is centred around working with and for the public. The more confident the public are that we are dealing with the ASB and crime issues that matter locally, the more confident they will be to engage with the service and to participate effectively with us.

Not all ASB and crime issues could or should be solved by the Police working in isolation. Working closely and effectively with local partners can tackle local priorities in an efficient and effective way.

To deliver this high quality local service strong leadership and adequate training is necessary so the workforce feels confident and empowered to adapt the service they deliver to meet individual and local priorities.

In order that people are satisfied with the service they receive, local services need to be consistently accessible, visible and responsive to local priorities.

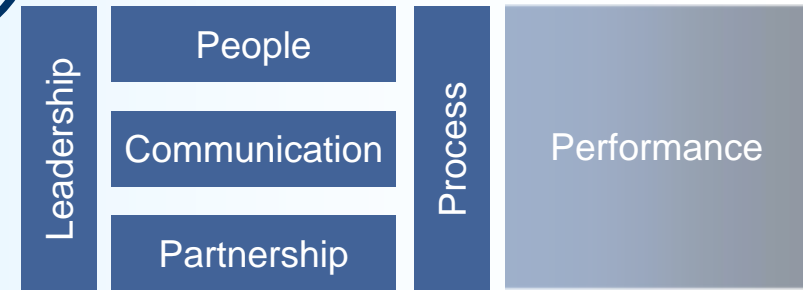
The importance of communication

Professional, effective communications are at the heart of building confidence – and underpin or support everything mentioned here.

Excellence has pre-requisites

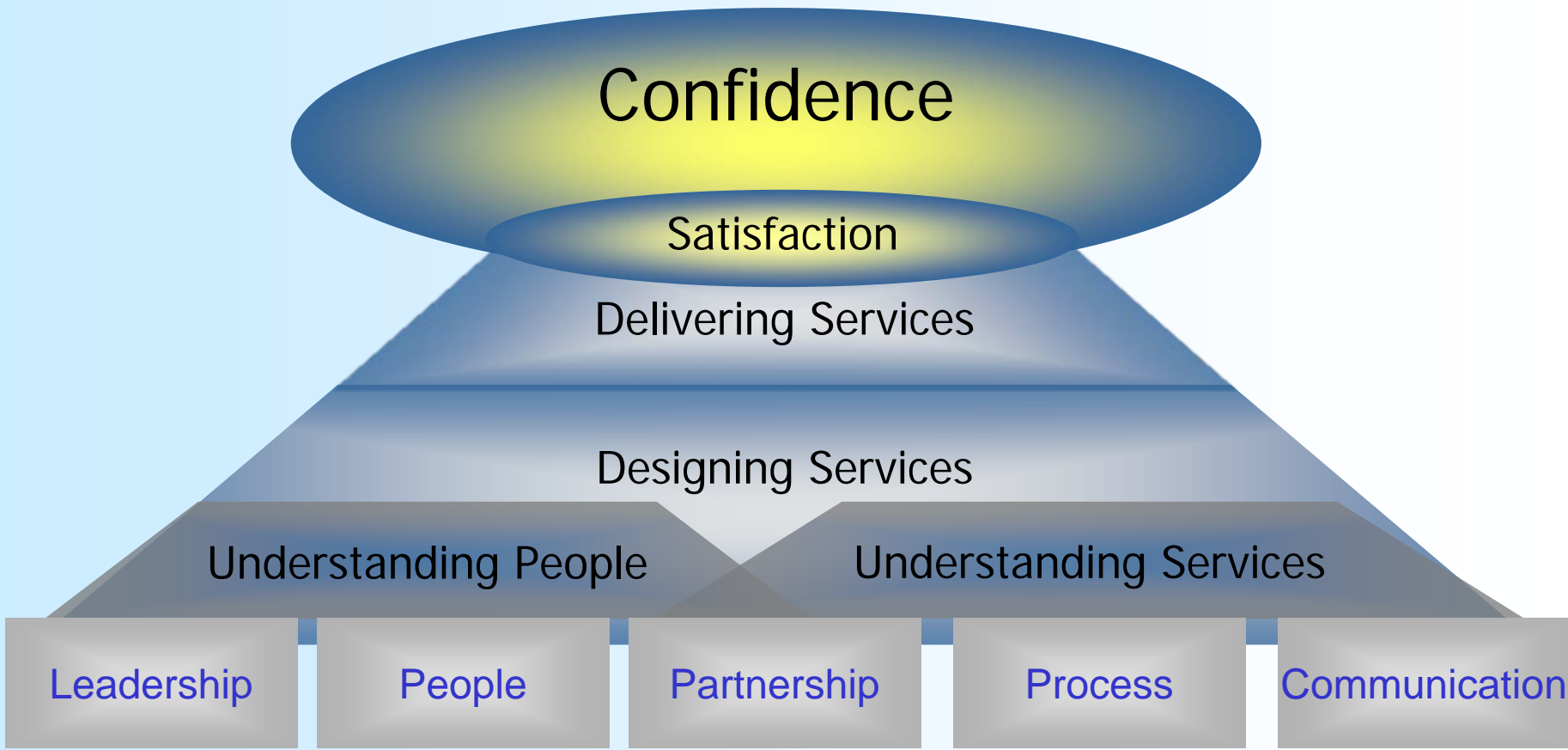
- Leadership
 - Vision, priorities, commitment
- Communications
 - Medium, message, engagement
- People *[and resources]*
 - How well equipped
- Partnership
 - Alliances, collaborations, helpers
- Processes
 - Systems, decision-making

• Enablers





Public Confidence : supported by the Hallmarks and underpinned by the Enablers of Excellence



The Future

