

# Welcome to the 5th Dyfed-Powys Police Powys Citizens' Panel Newsletter

This was the fifth occasion where Dyfed-Powys Police and Powys County Council have worked together through the Council's Citizens' Panel. We are very thankful for the opportunity to consult with residents of Powys about the policing issues which matter to them and their county. Dyfed-Powys Police would also like to extend a big thank you to those of you who completed our 5<sup>th</sup> survey:

Chief Inspector Chris Curtis, Head of Citizen Focus Policing Services said:

*"Your responses to our past surveys have helped to make a difference to the way in which policing services are delivered in your county. Your opinions and survey responses help to ensure that we deliver our services in accordance with what you, the public want. Thank you; we are very grateful for your feedback and for your contribution to this important project."*

Our survey was sent out to seven hundred and twelve Panel members, 276 were returned giving an overall response rate of 39%. The subject matters on which we wanted your opinions were as follows:

- Bobby Van Scheme
- Internet / e-Crime
- Policing Priorities 2011/2012
- Domestic abuse awareness
- Hate crime
- Access to Dyfed-Powys Police information, services and buildings
- Police in the local media
- Social networking
- Serious crime
- Farm crime
- Communications Centre

## Survey 5 Results

### Bobby Van Scheme

#### Before receiving the survey, had you heard of the Bobby Van Scheme?

92 of you knew of Dyfed-Powys Police's Bobby Van Scheme. 20 of you, your family or friends had received a visit from the Bobby Van team, and of these 10 felt much safer as a result of their actions and 6 felt a little safer. For the remainder of you who had received a visit from the team, it had not made a difference to your feelings of safety at home. Of those of you who had *not* received a visit from the team, 38% felt it would make no difference to your feelings of safety at home. However, 34% of you would feel a little safer and 29% much safer, if you received a visit from the Bobby Van Team.

**If you would like further information or are aware of any vulnerable people who would benefit from the scheme, please telephone the Bobby Van Co-ordinator on 101, specifying which county you live in.**

## Internet / e-Crime

70% of you used the internet at home, 23% at work and 7% in public buildings such as libraries. A quarter of you did not use the internet.

### Are you concerned about internet / e-Crime at home?

72% of you were concerned about internet / e-Crime. 27 of you had experienced online deception, 20 had your credit cards used illegally online, and 11 of you had sent money but had not received the goods you had paid for.

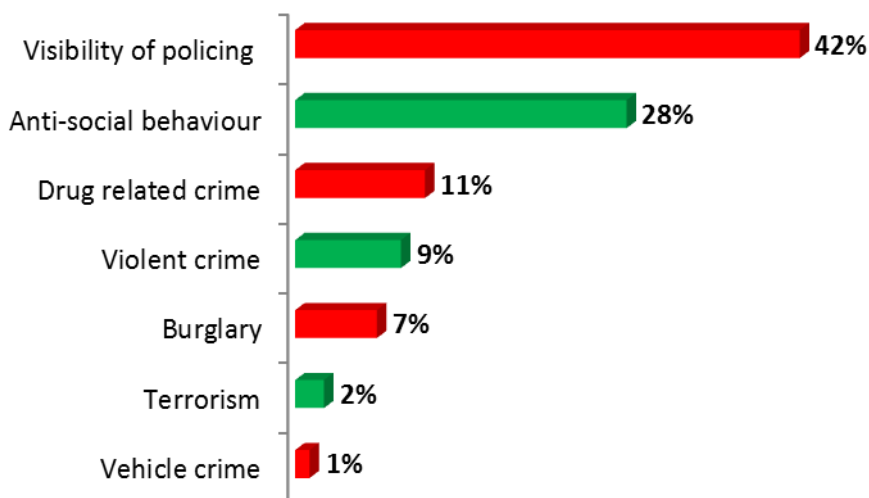
**As part of the e-Crime Wales project, all Welsh Police forces now have a dedicated Business e-Crime Officer, who will act as a single point of contact for businesses reporting e-Crime.**

36 of you run a business and of these, 30 said you would contact Dyfed-Powys Police to report an internet related incident involving your business. 13 of you were confident in Dyfed-Powys Police's ability in investigating business e-Crime such as fraud, hacking, data theft and extortion, 6 were not confident, and 15 were unsure.

**If you believe your business has a problem or feel you have covered all the risks and would like a free vulnerability assessment, please contact Karen Burch, Dyfed-Powys Police e-Crime Wales Business Officer on 01267 226649 or email [karen.burch@dyfed-powys.pnn.police.uk](mailto:karen.burch@dyfed-powys.pnn.police.uk) to arrange an appointment. Alternatively you can log on to the e-Crime Website; [www.ecrimewales.com](http://www.ecrimewales.com) for further information.**

## Policing Priorities

### What do you feel is the most important policing priority for the year 2011 / 2012?



The top two policing priorities for 2011 / 2012 as selected by you were 'visibility of policing' (42%) and 'anti-social behaviour' (28%).

## Domestic abuse awareness

### How many domestic abuse incidents do you think were reported to the police in Powys last year (April 2009 – March 2010)?

The highest number of you (44%, 111 of you) thought that between 251 and 500 domestic abuse incidents were reported to the police in Powys last year.

The actual number of domestic abuse incidents reported to the police in Powys last year (April 2009 – March 2010) was 406, and of these, 277 arrests were made (an arrest rate of 68.2%).

## Hate crime

Hate Crime is defined as; ‘... Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate.’

The new “All Wales Hate Crime Third Party Reporting Initiative” is an innovative piece of work which has been carried out in partnership with the police services of Wales, Safer Wales (a registered charity) and the Welsh Assembly Government. This scheme will enable victims, witnesses or other third parties to report hate incidents, either through an online service based at [www.saferwales.com](http://www.saferwales.com) or by completing a Hate Crime reporting form which is available across Wales; at police stations and Local Authority public buildings. The new initiative replaces the True Vision scheme.

- ◆ 17 of you had heard of the charity Safer Wales.
- ◆ 13 of you were aware of how you can report hate crime through the All Wales Third Party Reporting Initiative.
- ◆ 22 of you were aware that Dyfed-Powys Police have specially trained Hate Crime Support Officers.

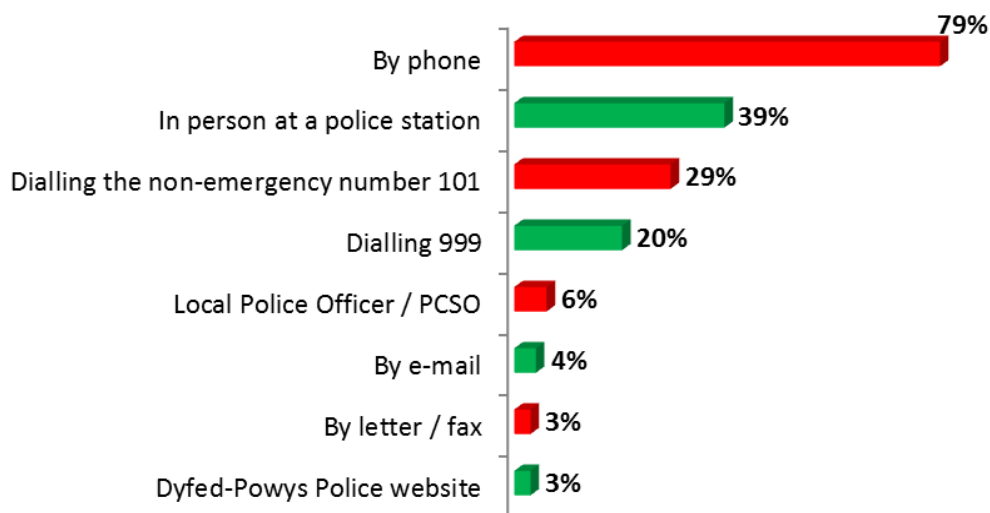
## Access to Dyfed-Powys Police information and services

50 of you (19%) had encountered difficulties when contacting Dyfed-Powys Police. Difficulties included being unable to talk to local police officers (e.g. calls going directly through to Headquarters, Carmarthen), and the local police station being closed. 8 of you spoke of delayed, or no, return contact from Dyfed-Powys Police.

## Access to Dyfed-Powys Police buildings

9 of you had experienced problems physically getting into a police building; mainly due to the police station being locked, or there being no officers on the premises.

**If you wanted to get in touch with Dyfed-Powys Police, which of these methods of getting in touch would you most likely use?**



The most common methods of getting in touch with Dyfed-Powys Police were by phone and in person at a police station. However, the methods by which the highest numbers of you would have difficulty were; via a local police officer / PCSO (91 of you), by e-mail (75 of you), via the Dyfed-Powys Police website (72 of you), and in person at a police station (59 of you).

## Police in the local media

The local newspapers the highest number of you read were; the County Times (61%), the Shropshire Star (31%), and the Brecon and Radnor Express (31%). The highest number of you watched BBC Wales News (94%), and listened to Radio Maldwyn (56%).

## Social networking

### Do you use any of the following social networking sites on the internet?

Over half of you (144) did not use any of the social networking sites listed in the survey, while a quarter (65 of you) did not use the internet at all. 53 of you used Facebook, 23 youtube, 7 Twitter, 4 Flicr, and 1 used Bebo. The information which the highest number of you would like to access on social networking sites was crime prevention advice (20 of you), information on local police officers (20 of you), and news (18 of you).

6 of you were aware that the Police Authority had set up its own Facebook profile. The information that the highest number of you would like to see published on their Facebook page were; what the Police Authority are doing currently (98 of you), current news affecting policing (91 of you), and what the Police Authority do (67 of you). If you would like to view Dyfed-Powys Police Authority's Facebook page please go to [www.facebook.com/dyfed.authority](http://www.facebook.com/dyfed.authority)

## Serious crime

### Are you confident in Dyfed-Powys Police's ability to investigate serious crime issues, such as murder and serious sexual offences such as rape?

68% of you were either very or fairly confident in Dyfed-Powys Police's ability to investigate such crimes. Those of you who were not confident (6% of you) explained that this was mainly due to Dyfed-Powys Police's lack of experience and training in dealing with such serious crimes.

## Farm crime

**Farm crime is; 'Any crime that takes place on a farm or smallholding. This includes crime against property, outbuildings, equipment, machinery, vehicles, consumables, livestock and persons on the farm.'**

### How serious a problem is crime on farms in your county?

36% of you did not know whether farm crime was a serious problem in Powys, while a further 36% of you thought it was very or somewhat serious. 27% of you did not think it was a serious problem.

### Who, or what do you think is to blame for most of the crime on farms in your county?

Almost a quarter of you (23%) blamed travellers and "outsiders" for farm crime. Other suggestions included the current financial climate, the rural nature of farms, and farmers' lack of security.

**Update: Dr Jane Jones, Aberystwyth University said, "The responses to the farm crime questions are currently being further analysed for incorporation into future academic/policy related journal articles. It seems that farm crime is a relatively neglected area of research within criminology and the farm crime survey questions posited through the citizen panels across mid Wales is a starting point to address this neglect at a national level".**

## Communications Centre

90 of you (33%) had telephoned Dyfed-Powys Police within the last 12 months. The majority of you (80%) called the police just once before getting through. Three quarters of you (75%, 65 of you) had your call answered within the time you had expected.

If you would like more information on our involvement with the Powys Citizens' Panel, please contact Hannah Symons, Research Officer on 01267 226262 or email [hannah.symons@dyfed-powys.pnn.police.uk](mailto:hannah.symons@dyfed-powys.pnn.police.uk). If you would like to become a member of the Powys Citizens' Panel, please contact Powys County Council's Corporate Consultation Officer on 01597 826043 or visit the 'Have your Say' pages at <http://www.powys.gov.uk/index.php?id=1174&L=0>.