

Surrey Police Feeling Safe Survey Easy Read version

Surrey Police have been working to implement the recommendations from both the EHRC report 'Out in the Open', and the joint HMIC, CPS and Probation report on the management of Disability Hate Crime. Related to this work, the Feeling Safe Survey has been developed in two formats to provide feedback from people living with disabilities in Surrey. Questions from the generic Feeling Safe survey were reformatted into an Easy Read format to make accessible to a wider group of people living with disabilities. Unfortunately, whilst as far as possible the same subjects were covered, responses cannot be directly compared to results from the generic Feeling Safe survey. This report presents responses from the Easy Read survey. Results for the generic survey have been presented in a separate report.

The Easy Read Feeling Safe Survey was developed and distributed with the support of many specialist organisations. In particular:

- The Surrey Disability Register (within Surrey Adult Social Care)
- The Surrey Coalition of Disabled People
- Self-advocacy groups and the Surrey Hubs.
- Valuing People – the Learning Disability Partnership Board in Surrey
- The Clear Communication People Ltd

Surrey Police would like to express its' heartfelt thanks for all the individuals and organisations who supported the development, distribution and completion of this survey. Without this support this survey would not have been possible.

Questionnaires were distributed between 11 August and 15 September 2015, with a closing date of 20th October 2015. In total approximately 1100 Easy Read questionnaires were distributed, of which 185 (16%) were completed and returned.

The main issues covered in the survey are:

- Knowledge of local officers
- Making contact and preferences
- Perceptions of, and confidence in, local police
- Experience of abuse and whether reported
- Why not reported

The survey was also crafted to increase awareness of:

- What abuse is, and that the police can help deal with abuse
- Pegasus scheme
- How to contact Surrey Police.
- The Surrey Police Easy Read fact sheets.

Key Findings:

- In contrast to the generic survey, respondents to the Easy Read survey tended to be younger with 61.8% aged between 18-47 years. A further 29.6% were aged between 50-64 years whilst less than 1 in 10 were 65 years or older.
- Also in contrast to the generic survey, the Easy Read respondents represented those with non-sensory disabilities to a far greater extent. In particular over three-quarters (83.2%) reported having a learning disability.
- Almost a quarter of respondents said they know a lot about the work the police do in their area, yet a third said they know nothing. Knowledge about the work the police do appears to increase with age (18-39 years 12.7%; 40-59 years 22.5%; 60-78 years 36.4%).
- Over six in ten respondents are aware there is a police team for their local area, however notably fewer know any of the officers (29.4%), or have spoken to one of their local officers in the last 12 months (29.6%). However these levels are higher than those from the generic survey, with just two in ten saying they know and have spoken to local officers.
- Approximately half of respondents said they would know how to contact the police for a non-emergency. However, two-thirds of respondents would ask someone to help them to contact the police.
- The most preferred method of contact to report a non-emergency is the telephone (68.9%), followed by face-to-face contact (36.1%). Very few respondents prefer digital communications; however the reasons for this are unknown.
- Perceptions of police behaviour are very positive. The vast majority of respondents think their local police would treat them fairly (95.1%), treat their problem seriously (90.3%) and help with the problems that matter to disabled people (89.6%). In addition, 85.6% think their local police understand their disability.
- Overall, almost all respondents say they think their local police are good (94.4%), a figure inclusive of 52.1% who consider their local police are very good.
- Approximately one in ten respondents (13.3%) said they have been bullied, abused or hurt in the last 12 months (22 of 166 respondents). This is almost double the proportion saying this from the generic survey.

Demographics of respondents and their disability levels

Respondents' ages ranged between 18 and 78 years, with 61.8% aged 49 years or under, and a further 29.6% aged 50-64 years. Less than 1 in 10 (8.6%) were aged 65 years or over. This is in stark contrast to the generic survey in which respondents tended to be older rather than younger.

In addition just 12 respondents (6.9%) are BME, and most boroughs have 12 or less respondents. This means that comparisons of ethnicity, and borough, results could be misleading and are largely avoided in this report.

(Appendix A: Tables1-4)

Table 2: Disability type

	% of sample
A learning disability	83.2%
Autism or Asperger's syndrome	17.3%
Mental health condition	8.6%
A learning difficulty like dyslexia, dyspraxia or AD(H)D	9.7%
A disability, impairment or conditioned not covered above	10.3%
Mobility / physical impairment	25.4%
Blind or visual impairment	12.4%
Deaf or hearing impairment	12.4%
Other physical illness or health condition (including cancer, diabetes etc.)	14.6%
Prefer not to say	1.6%
Base	185

Note: Percentages do not add to 100% as many respondents live with multiple disabilities. In addition these are general categories, and give no indication of the extent of the condition.

Respondents were asked to classify their disabilities from a list of 9 plus a 'Prefer not to say' option. Since many live with multiple disabilities respondents were asked to indicate all that apply to them. This means that analysis by disability type can only indicate that the results apply to someone who has a specific disability, for example a visual impairment. However, a caveat must apply to these findings in that it may be another disability, or combination of disabilities, that is influencing the results.

Over three-quarters of respondents (83.2%) report having a learning disability. Following this a quarter of respondents have mobility / physical impairments (25.4%), and approximately a sixth live with Autism or Asperger's syndrome (17.3%). In addition, over half of the respondents (54.6%) live with two or more disabilities.

As expected, the proportions of respondents with a learning disability were much higher than those that completed the generic Feeling Safe survey (Easy Read survey: 83.2%, Feeling Safe survey: 9.4%), and differences was also seen for other learning difficulties / mental impairments. In addition, lower proportions of Easy Read respondents live with a mobility / physical impairment compared to those that completed the generic Feeling Safe survey (Easy Read survey: 25.4%, Feeling Safe survey: 55.5%).

Local Awareness

Table 3: How much do you know about the work the Police do in your local area?

A lot	A little	Nothing	Base
24.0%	42.5%	33.5%	(179)

Almost a quarter of respondents say they know a lot about the work the police do in their area (24.0%). However, approximately three-quarters (76.0%) say they know a little, or nothing, about the work the police in their area do; a figure inclusive of a third saying they know nothing (33.5%). These results may appear disappointing, however expert knowledge and judgements need to be sought to understand what level of understanding is reasonable to expect by disability types / severity, and later the extent to which the sources / formats / messages are appropriate for different people.

Note: When breaking results down by respondent characteristics, very small groups can occur. In turn this can lead to potentially misleading percentages. However, to glean as much information as possible from the survey, results of note are presented with accompanying frequency numbers in Appendix A.

When the question in table 3 was looked at by respondent characteristics it was found that:

- Proportions knowing a lot appear to increase with age (18-49 years 15.6%; 50-64 years 26.7%; 65+ years 38.5%).
- More females than males say they know nothing about the work of the police in their area (37.1% and 31.0% respectively). (Appendix A: Tables A5-7)

Table 4: Awareness of local officers

	Yes	No	Base
Know there is a police team for your local area?	63.7%	36.3%	179
Know any of your local police officers?	29.4%	70.6%	180
Spoken to one of your local police officers in the last 12 months?	29.6%	70.4%	179

Note: Local officers can be a police officer or police community support officer

Over six in ten respondents (63.7%) are aware there is a police team for their local area, however notably fewer know any of the officers (29.4%), or have spoken to one of their local officers in the last 12 months (29.6%).

The levels of interaction suggested here, with three in ten knowing and having spoken to local officers is higher than findings from the generic survey, where two in ten have interacted. This could suggest officers are targeting, to some extent, those with more profound learning disabilities. Alternatively, this may reflect the sampling methodology whereby many respondents completed the survey whilst attending self-advocacy groups, suggesting officers are utilising such groups to interact with disabled people. The extent to which officers interact via formal and private settings is not established by this survey.

Interaction, as estimated by knowing and having spoken to a local officer in the last 12 months, appears to increase with age (between the ages of 20 to 69 years).

(See Appendix A: Table A8)

Making Contact

The survey defined what an emergency is and to ring 999 in an emergency. The survey highlighted that the police can also help with things that are not emergencies, and gave examples of non-emergencies. The following section asked about contacting the police when something is not an emergency.

Table 5: Know how to contact the police when not an emergency?

Yes	No	Base
48.1%	51.9%	(181)

Opinions are almost evenly divided on whether respondents know how to contact the police for a non-emergency. However, it is notable that two-thirds of respondents would ask someone to help them to contact the police (66.1%) and just a third (33.9%) makes contact themselves. This highlights that carers etc. also need to know how to contact the police in a non-emergency.

As for the generic survey there is a relationship between how much respondents know about police work in their local area, and knowing how to contact the police for a non-emergency. For example respondents are more likely to know how to contact the police in a non-emergency if they know a lot about police work in their area (61.9%) than if they know nothing about police work in their area (33.3%).

(Appendix A, Table A9)

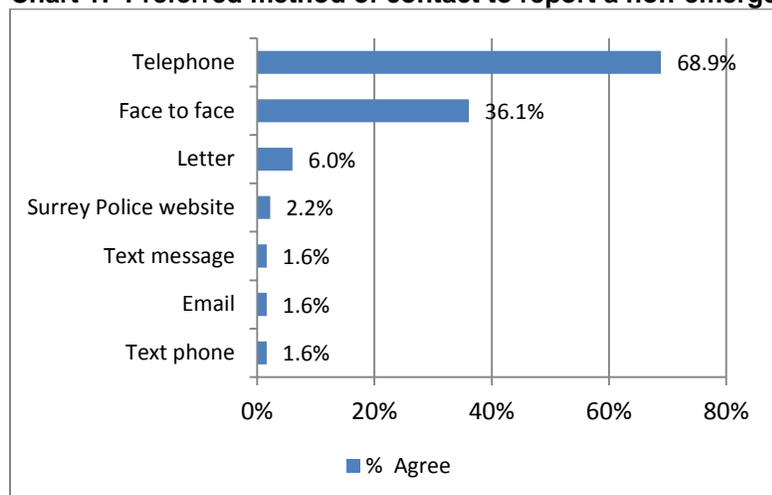
When considered by disability type, two results are of note. Firstly, most respondents (14 out of 16) with a mental health condition say they know how to contact the police in a non-emergency. However, just a third (10 out of 31) with Autism say this.

(Appendix A, Table A10)

In addition, knowing how to contact the police for a non-emergency tends to increase with age.
(Appendix A, Tables A11)

More females (50%) than males (45.5%) know how to make contact in a non-emergency.

Chart 1: Preferred method of contact to report a non-emergency



Note: Percentages do not add to 100% as some respondents gave more than one preferred method.
Base: 183

Whilst over two-thirds of respondents (68.9%) would most like to use the telephone when making contact about a non-emergency, over a third (36.1%) most prefers making contact face-to-face.

Whilst these are the two most popular methods in the generic survey, fewer Easy Read respondents prefer telephone (Easy Read 68.9%; Generic 82.8%), but more prefer face-to-face contact (Easy Read 36.1%; Generic 12.1%)

The preferences for method of contact are very similar by gender, except for face to face contact where more females prefer this compared to males (43.0% and 29.2% respectively). Contact method is fairly consistent by age, with only those aged 60-69 years old showing a notably higher preference for telephone (13 out of 15) and lower preference for face to face contact (4 of 15) compared to the other age groups.

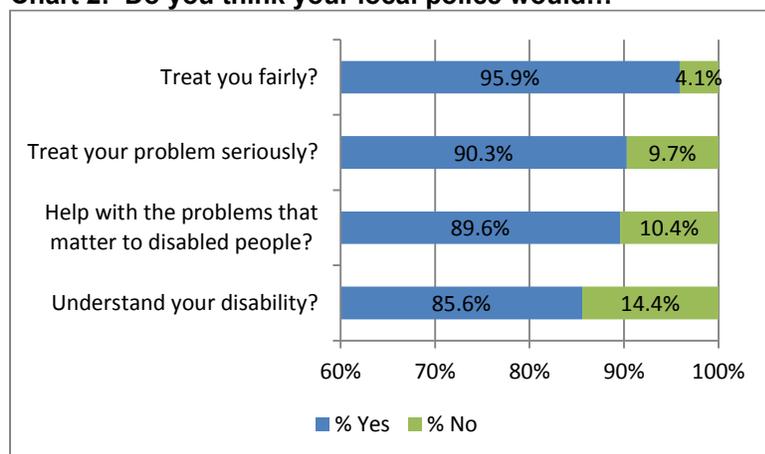
Notably, far fewer respondents prefer digital communications such as email, text message (1.6% each) or the Surrey Police website (2.2%). However, the extent to which these methods are difficult to access or use is unknown. There may also be some concern over how quickly these reports would be read and action taken.

Of those that would most like to make contact face-to-face (66 respondents) approximately a third each would like this to be at a police station or mobile police station (26 respondents), or to an officer on patrol (21 respondents). Approximately a quarter would like this to happen in their home (15 respondents) and a further 5 respondents would like this in a setting where staff could help. Given these preferences, it is important that respondents are aware where, and when, they can speak face-to-face with officers. For example do respondents know of station closures, where services are collocated and about The Surrey Hubs?

Perceptions of police behaviour

Respondents were asked how they think their local police would treat them if they reported something that was not an emergency.

Chart 2: Do you think your local police would...



The large majority of respondents think their local police would treat them fairly (95.9%), treat their problem seriously (90.3%), and help with the problems that matter to disabled people (89.6%). Only slightly fewer think their local police understand their disability (85.6%).

Results are fairly consistent by disability type, although just 7 out of 12 respondents with a learning difficulty like dyslexia, dyspraxia or AD(H)D think their local police understand their disability. Results also suggest that older respondent (40 years or over) think their local police understand their disability more than younger respondent (20-39 years). This may partly reflect the finding that interaction with local officers tends to increase with age (Page 4 and Appendix, Table A8).

Table 6: How good or bad are your local police?

Very good	Quite good	Quite bad	Very bad	Base
52.1%	42.3%	3.5%	2.1%	142

Overall, almost all respondents say they think their local police are good (94.4%), a figure inclusive of 52.1% who consider their local police are very good.

Results are fairly consistent by disability type, age, ethnicity and gender.

Stopping Abuse

The survey stated the police can help deal with abuse, and outlined what abuse is. The following section relates to being bullied, abused or hurt in the last 12 months.

Table 7: Has anyone bullied, abused or hurt you in the last 12 months?

Yes	No	Base
13.3%	86.7%	166

Over one in ten respondents (13.3%, 22 of 166 respondents) said they have been bullied, abused or hurt in the last 12 months. This is almost double the proportion from the generic survey saying this.

Results are fairly consistent by disability type with the exception of respondents with:

- Autism or Asperger’s syndrome - Only 1 out of 26 respondents said they were abused.
- Mental Health condition – higher than average numbers said they were abused (5 out of 16).

In addition, more females (16.5%) than males (6.4%) said they were abused.

The 22 abused respondents were asked to say what has been happening to them. If there was more than one problem they were asked to focus on the one that worried them most.

Table 8: Abused, bullied or hurt issue (Freertext comments)

	Issue
Intimidation / Verbal abuse:	(total 11)
In Public place	5
By Neighbour	3
Unspecified place	1
Bullied in own home	1
Bullied on Facebook	1
Physical abuse by or in:	(total 2)
At bus stop	1
Inappropriate touching at work	1
Family related issues	1
Car vandalism	1
Mate crime – asking for cash with threats	1
Taxi driver – rude, bullying	1
No reply	6

It is notable that problems occurring in the home or a formal setting are largely missing from the disability survey responses. This may be a result of the methodology whereby most respondents had some help in understanding or completing the survey. Indeed only 15.3% of respondents (26 of 170) reported that they “didn’t need any help” to fill in the survey. Therefore the absence of these here should not be taken as evidence that problems do not occur in these settings.

Intimidation / verbal abuse was most commented upon, for example:

“The school children call me names and make fun of me. It makes me feel very unhappy.”

“Young boys calling me names as I was getting on the bus in Farnham.”

“Bullying and intimidation from neighbours.”

“A woman insulted me with horrible names (racial abuse) in the street.”

Frequency: Of those that said they had been bullied, abused or hurt, 8 out of 14 respondents said this had happened to them once in the last 12 months, and a further 6 said this has happened twice or more. Two thirds of these respondents (12 out of 18) said they reported what happened to the police. Reasons for not reporting what happened to the police can be seen in Appendix A, Table A12.

Eight respondents provided comments on what would make them more likely to report problems, these can be seen in Appendix A, Table 13).

Reported to the police

Of the 12 respondents who said they reported the incident to the police, 8 out of 10 respondents said it was easy to contact the police but 2 found it hard.

When asked what happened when they reported the incident 11 of the 12 respondents answered positively to each of the following questions:

- Police gave you all the help you needed?
- Happy with the way the police treated you?
- Police treated your problem seriously?
- Police understood your disability?
- Police treated you fairly?
- Police were good at keeping you up-to-date about what was happening?

Only one respondent answered negatively to these questions. This was a 35 year old woman with a mental health condition, who had suffered intimidation / verbal abuse by a neighbour on more than three occasions in the last 12 months. She was worried about retaliation because she reported the issue, told the police but said the police did not help with her worries.

Eight respondents (out of 12) said they were worried that they would be hurt or bullied again because they reported the incident to the police, and 6 of these said the police helped them with their worries.