

# SUMMARY OVERVIEW - COVID-19 PUBLIC SURVEY



Survey period covering 18 May - 28 May 2020

Recognising the importance of public engagement throughout the response to a major incident, the Police and Crime Commissioner and Wiltshire Police invited the public in Wiltshire and Swindon to complete a short survey, giving their thoughts about how effective policing feels to them during the ongoing Coronavirus pandemic. The results will assist in shaping the ongoing response and future recovery activities by the OPCC and Force.

## 2,807 responses

Responses were split relatively evenly across the force area (with a slightly higher response in Swindon in line with population trends)

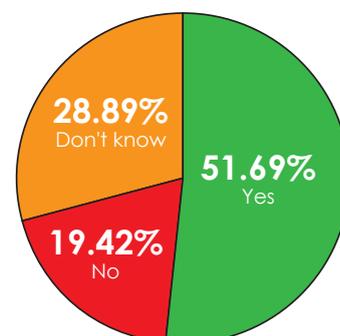
## 6.8 out of 10

Average rating of the level of service provided by Wiltshire Police during the pandemic so far

## VISIBILITY AND ENGAGEMENT

- Over 80% of respondents felt that engagement from local officers and PCSOs had increased or stayed the same during the pandemic
- Around 6% of respondents hadn't left their house during the pandemic. Of those who had left the house for one of the essential reasons outlined, there was an even split of those who had seen police patrolling/engaging with the community and those who hadn't
- A wide range of information sources are used by the public to find out what the Force are doing. The Wiltshire Police Facebook page is by far the most popular (c.63% cited this)
- Opinions on patrol areas was mixed (roughly 1/3 felt it was in the right area, roughly 1/3 felt it wasn't and roughly 1/3 didn't know)

I feel that there has been good engagement by the police during this period...



## SATISFACTION, TRUST AND CONFIDENCE

- Just over half of respondents agreed or strongly agreed that they were impressed with the professional way Wiltshire Police has managed this situation (only 12% disagreed in some capacity)
- Over 53% of respondents agreed or strongly agreed that they have been impressed with the level of openness and transparency of Wiltshire Police during the COVID-19 pandemic so far (less than 9% disagreed in some capacity)
- Less than 1 in 5 respondents had a need to contact Wiltshire Police during lockdown. However, of those that did, there were lower levels of satisfaction:
  - Of the 518 respondents, c.30% felt their matter was addressed fully and c.30% felt their matter was progressed quickly

I feel confident that Wiltshire Police are doing all they can to manage the policing response to COVID-19...

