

Chapter 4. Results

The following chapter outlines the results of the survey which was completed by 27 officers from SWP. The data analysis approach used both thematic analysis and quantitative statistics to explore the research objectives:

- What impact has RCRP had on response policing in South Wales?
- Do officers feel that it is being utilised correctly?
- Has the introduction of RCRP alleviated pressure on response officers' capacity and time to investigate crime effectively?

From the thematic analysis, the qualitative data was categorised into the following themes:

- Assessment
- Deployment
- Awareness



Figure 2. Thematic analysis portrayed on a spider diagram

For this chapter, data from the statistical analysis will be presented and the three themes will then be discussed sequentially.

4.1. Descriptive statistics and cross-tabulations

A survey was completed by 27 officers working in response policing for SWP. The questionnaire contained 21 questions which included 14 multiple-choice questions with the possibility of answering ‘yes’, ‘no’, ‘maybe’, and 7 optional open-ended questions for respondents to provide further detail to their answers (see appendix 1). However, of particular note is the demographic of the respondents with 82% being constables and 81.5% working in Cardiff and the Vale as shown in Table 1 below.

Table 1. Respondent demographics

Measure	Value	N	%
Rank	Constable	23	85.2%
	Sergeant	1	3.7%
	Inspector	3	11.1%
Length of service	0-3 years	14	51.9%
	4-6 years	4	14.8%
	7-9 years	2	7.4%
	10+ years	7	25.9%
Age	18-24	6	22.2%
	25-30	12	44.4%
	35-44	6	22.2%
	45-54	3	11.1%
BCU/location worked	Cardiff and the Vale	22	81.5%
	Mid Glamorgan	1	3.7%
	Swansea, Neath, Port Talbot	4	14.8%

Nevertheless, while this skews the data towards a particular rank and location, the survey still provided useful insights into the impact of RCRP within SWP with a reasonable distribution of age and length of service.

Significantly, results showed that 88.9% of respondents thought that the introduction of RCRP was beneficial to response policing as shown in Figure 3.

Do you think the introduction of RCRP is beneficial to response policing?

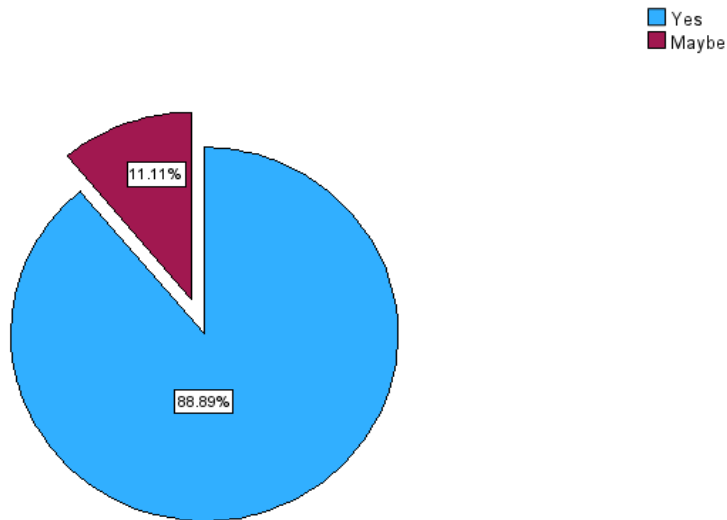


Figure 3. Pie chart showing results of Q.8 of the survey

However, 37% of respondents stated that they had concerns surrounding the implementation of RCRP, 48.1% stated that they did not have concerns, and a further 14.8% of respondents were unsure. A chi-squared test was conducted to explore the relationship between those who were concerned about the implementation of RCRP and the demographic categories set out in Table 1. Field (2018) states that to gain insight into associations between categorical variables a Pearson's chi-squared test can be used, which produces a p-value of < 0.05 if it has a statistical significance. The chi-squared test showed that the p-values were .863 for length of service, and .365 for age which suggests that there is no significant correlation between the demographic categories and the rate of concern (Field, 2018). However, it is important to note that due to the small sample size, there were cells with significant proportions of the expected counts below 5, shown in Table 2., which reduces the accuracy of the test (Field, 2018). Due to this Fisher's exact test was utilised also, which allows for a smaller sample size (Hess & Hess, 2017) which also concluded that there was no statistical significance amongst the demographic groups and concerns surrounding RCRP.

Table 2. Crosstabulations: Concerns surrounding the implementation of RCRP*Length of service/Age

Crosstabulation

Do you have any concerns/issues surrounding the implementation of RCRP?

Yes

No

Maybe

Total

How long have you worked in the police?	0-3 years	Count	5	6	3	14
		Expected Count	5.2	6.7	2.1	14.0
	4-6 years	Count	1	2	1	4
		Expected Count	1.5	1.9	.8	4.0
	7-9 years	Count	1	1	0	2
		Expected Count	.7	1.0	.3	2.0
	10+ years	Count	3	4	0	7
		Expected Count	2.6	3.4	1.0	7.0
Total	Count	10	13	4	27	
	Expected Count	10.0	13.0	4.0	27.0	

Chi-Square Tests

Value

df

Asymptotic Significance (2-sided)

Pearson Chi-Square	2.548 ^a	6	.863
Likelihood Ratio	3.787	6	.705
Linear-by-Linear Association	.971	1	.324
N of Valid Cases	27		

a. 10 cells (83.3%) have expected count less than 5.

What age are you?

18-24

25-30

35-44

45-54

Count

Expected Count

2

2.2

4

3

4

2.2

3

1

1.1

10

10.0

4

2.9

4

3

2

2.9

2

1.4

13

13.0

0

.9

4

0

0

.9

0

.4

4

4.0

6

6.0

12

6

3

6.0

3

3.0

27

27.0

Chi-Square Tests

Value

df

Asymptotic Significance (2-sided)

Pearson Chi-Square	6.542 ^a	6	.365
Likelihood Ratio	8.003	6	.238
Linear-by-Linear Association	.252	1	.616
N of Valid Cases	27		

a. 11 cells (91.7%) have expected count less than 5.

Furthermore, findings from the survey also show that 63% of respondents thought that RCRP had alleviated pressure/demand on their ability to investigate crime and 55% of respondents stated that they noticed a difference in the type of safety/welfare calls that they were attending as shown below in figure 4.

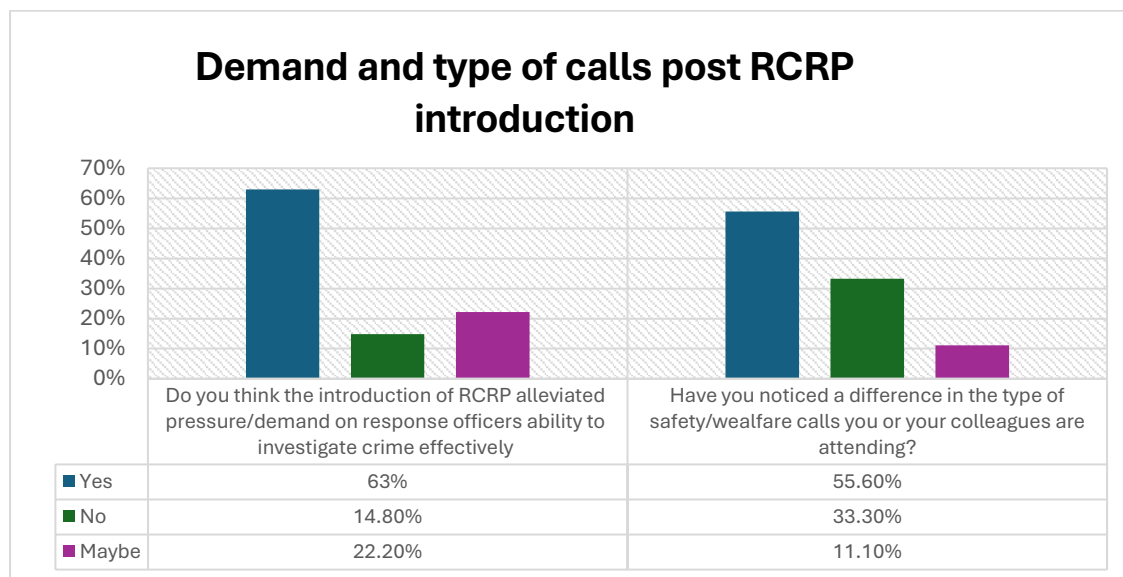


Figure 4. Cluster bar chart showing perceived demand and type of calls post RCRP introduction

Of note within the findings were that 18.5% of respondents thought that RCRP was not being used correctly and 29.6% were unsure whether it was being utilised correctly. There was no statistical significance found between the demographic categories and the perceived correct utilisation of RCRP. However, the perceived concerns were outlined in the open-ended questions discussed in the next subsections.

Do you think that RCRP is being utilised correctly since its introduction?

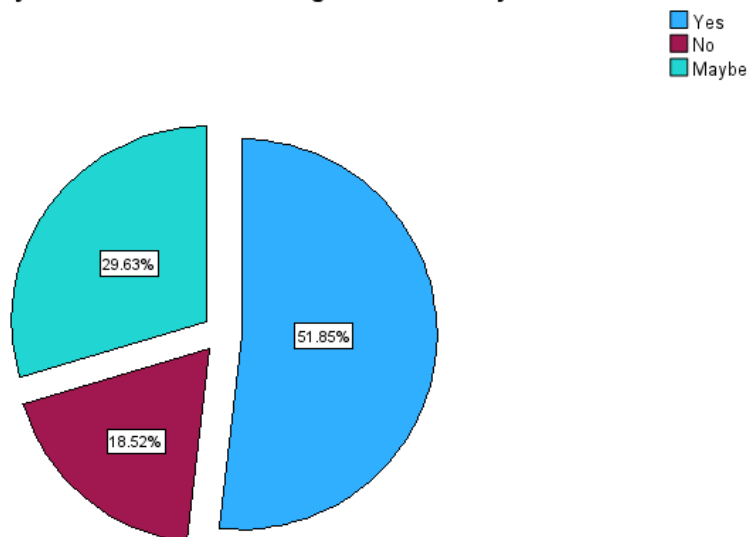


Figure 5. Pie chart showing results of Q.16 of the survey.

4.2 Assessment

Of the three themes that emerged from the qualitative data, the utilisation and assessment of what met the threshold for RCRP was of concern to officers. Officers felt that certain safety/welfare calls were not being managed and challenged correctly at source, with an officer stating:

“Call takers are still taking health calls and passing it on to us to challenge”.

Officers also raised concerns surrounding risk acceptance, with an officer stating that:

“Although policy will be in place stating that primacy for certain calls will lay with other agencies, the risk adverse nature of policing will overrule policy”.

However, other officers felt that with the initiative being in its infancy, overall call takers were doing a good job of assessing calls. Nevertheless, officers felt that improvements could be made with certain adaptations, allowing for stronger supervisory oversight and the ability to challenge and reallocate calls back to the correct agency.

4.3 Deployment

Deployment was another core theme that emerged from the textual data. Predominately this involved concerns surrounding partner agencies, however, also highlighted the positive aspects that have been perceived by officers such as a reduction in health-related calls allowing them more time to focus on core policing responsibilities. However, it should be noted that this was a contentious topic that split opinions amongst respondents. In regards to partner agencies, some officers felt that due to the inability of ambulance services to answer health calls, police were taking ownership of the calls against the principles of RCRP with an officer stating:

“Often when it is accepted that RCRP would not be police in a particular incident, police are still asked to attend due to a shortage of paramedics/ambulances”.

However, it was noted by some respondents that there had been a significant drop in the amount of safety/welfare calls that they have attended since the introduction of RCRP, with officers stating that the majority of safety/welfare calls now involved an immediate threat to life. Furthermore, of particular note was that nearly all officers agreed that in principle RCRP benefitted response policing due to the reduction in demand and ability to focus on responding to and investigating crime, with an officer stating:

“The percentage of [safety/welfare] incidents not resourced is very high and equates to around 30 full-time police officers since [RCRPs] implementation, this will only increase as each phase is introduced”.

4.4 Awareness

The third and final theme that emerged from the data was awareness, with 100% of respondents being aware of what RCRP was. The majority of respondents stated that they learnt about RCRP through a mixture of training, emails, and notices on the intranet.

4.5 Conclusion

This chapter has presented and highlighted the key findings produced from the survey data. It has produced both qualitative and quantitative data. Significantly, it was found that 88.9% of respondents believed RCRP is beneficial and 63% believed that it has alleviated pressure/demand on response policing. The chapter has also discussed the qualitative data produced, with awareness, assessment, and demand emerging from the thematic analysis conducted. This highlighted the concerns of respondents, such as the correct utilisation of RCRP by assessing and challenging initial calls at source, and the

ability of partner agencies to respond effectively, however, also highlighted the change to demand and type of safety/welfare calls that were attended.

Bibliography

Field, A. (2018) *Discovering Statistics Using IBM SPSS Statistics*. 5th ed. London: Sage.

Hess, A. & Hess, J. (2017) 'Understanding tests of the association of categorical variables: the Pearson chi-square test and Fisher's exact test', *Transfusion*, 57(4), pp. 877-879.