

Police and Crime Plan Development

Consultation Results

1. Introduction

In order to inform his Police and Crime Plan for 2016 to 2021, the Police and Crime Commissioner has carried out an extensive consultation exercise. Building on the consultation he undertook during the campaign period before the election, the PCC has now carried out a public survey, and invited feedback on his draft priorities and pledges from a wide range of stakeholders.

This report summarises the results from this consultation.

2. Public Feedback

a) Introduction

To inform the development of the Police and Crime Plan, the Police and Crime Commissioner carried out a survey with members of the public about their crime and disorder concerns, and their views on policing. The survey was piloted at the New Forest Show and adapted in light of feedback received.

The survey was created online using Survey Gizmo, and was circulated through email (utilising existing networks), through Hampshire Alert, local press, and through social media. In addition, paper copies of the survey were taken to events that the PCC or his office attended over the summer. Responses were incentivised by a prize draw offering four £25 Amazon vouchers.

The response was overwhelming, with 2,626 surveys completed in total - the highest number of responses ever to a survey by this organisation, and comparing very favourably to other PCC areas. It is clear from the narrative comments in survey responses that respondents included a number of individuals who have been victims of crime.

Please note, the responses to this survey have not been weighted, but for comparative purposes the demographic details are compared to those for the constabulary area in the section below.

b) Demographics

95% of respondents who filled out the survey as themselves, but a minority filled it out on behalf of a voluntary sector organisation or charity (3%) or local business (2%). These were the only categories used, as people responding on behalf of other organisations were encouraged to participate in the stakeholder consultation.

There was a good spread of responses from across the constabulary's policing area, as shown in the table below.

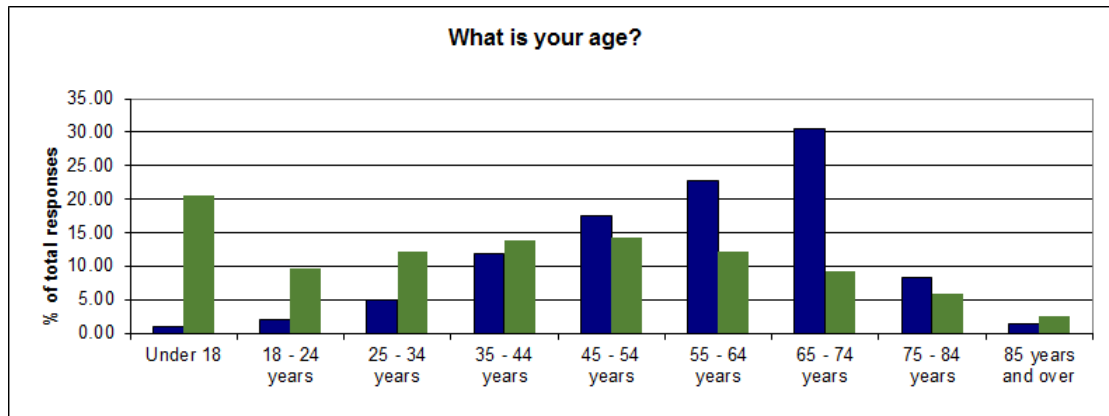
Q13. What area do you live in?	% of total respondents	% of total in Constabulary area
Basingstoke and Deane	8.93	8.92
East Hampshire	8.09	6.08
Eastleigh	4.33	6.63
Fareham	12.60	5.90
Gosport	10.34	4.34
Hart	4.84	4.81
Havant	7.52	6.31
New Forest	5.78	9.25
Rushmoor	4.00	4.93
Test Valley	6.63	6.15
Winchester	4.65	6.14
Portsmouth	8.04	10.77
Southampton	4.98	12.57
Isle of Wight	8.37	7.19
Out of county	0.89	n/a
Total	100	100

11% of respondents considered themselves to have a disability. 54% were male and 46% were female.

Q16. What is your ethnicity?	% of total respondents	% of total in Constabulary area
White English/Welsh/Scottish/Northern Irish/British	93.84	90.31
Irish	0.24	
Gypsy or Irish Traveller	0.00	
Any other White background	1.91	
Indian	0.67	
Pakistani	0.05	
Bangladeshi	0.14	
Chinese	0.10	
Any other Asian background	0.57	
Arab	0.05	
Any other ethnic group	0.62	
White and Black Caribbean	0.14	
White and Black African	0.19	
White and Asian	0.24	
Any other Mixed/multiple ethnic background	0.76	
African	0.14	
Caribbean	0.10	
Any other Black/African/Caribbean background	0.24	
Total	100.00	
British and Minority Ethnic	6.16	9.69

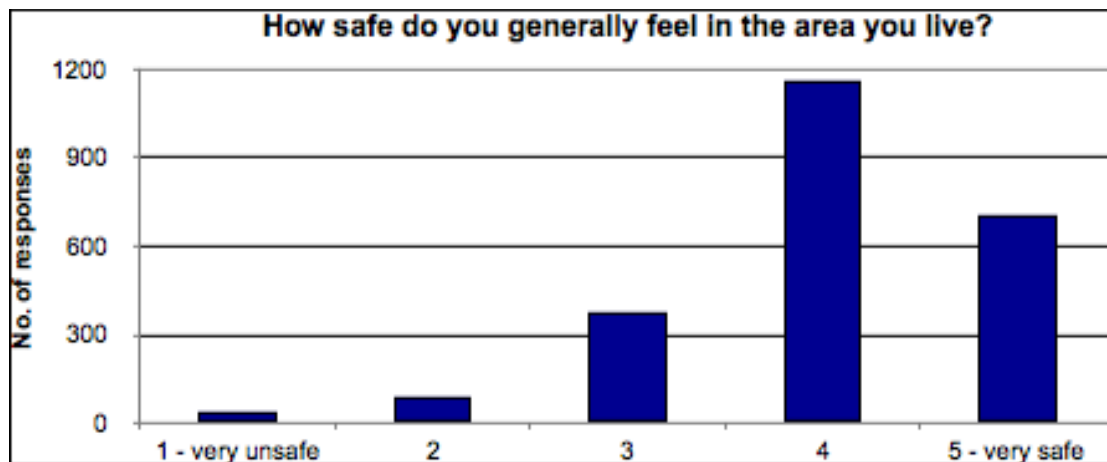
The ethnicity of respondents is detailed in the table below. 94% of respondents were White British, and 6% were Black and Minority Ethnic.

Finally, respondents were asked to give their age. The majority were aged between 45 and 74 years. The breakdown of age categories is shown in the graph below.



c) Summary of Results

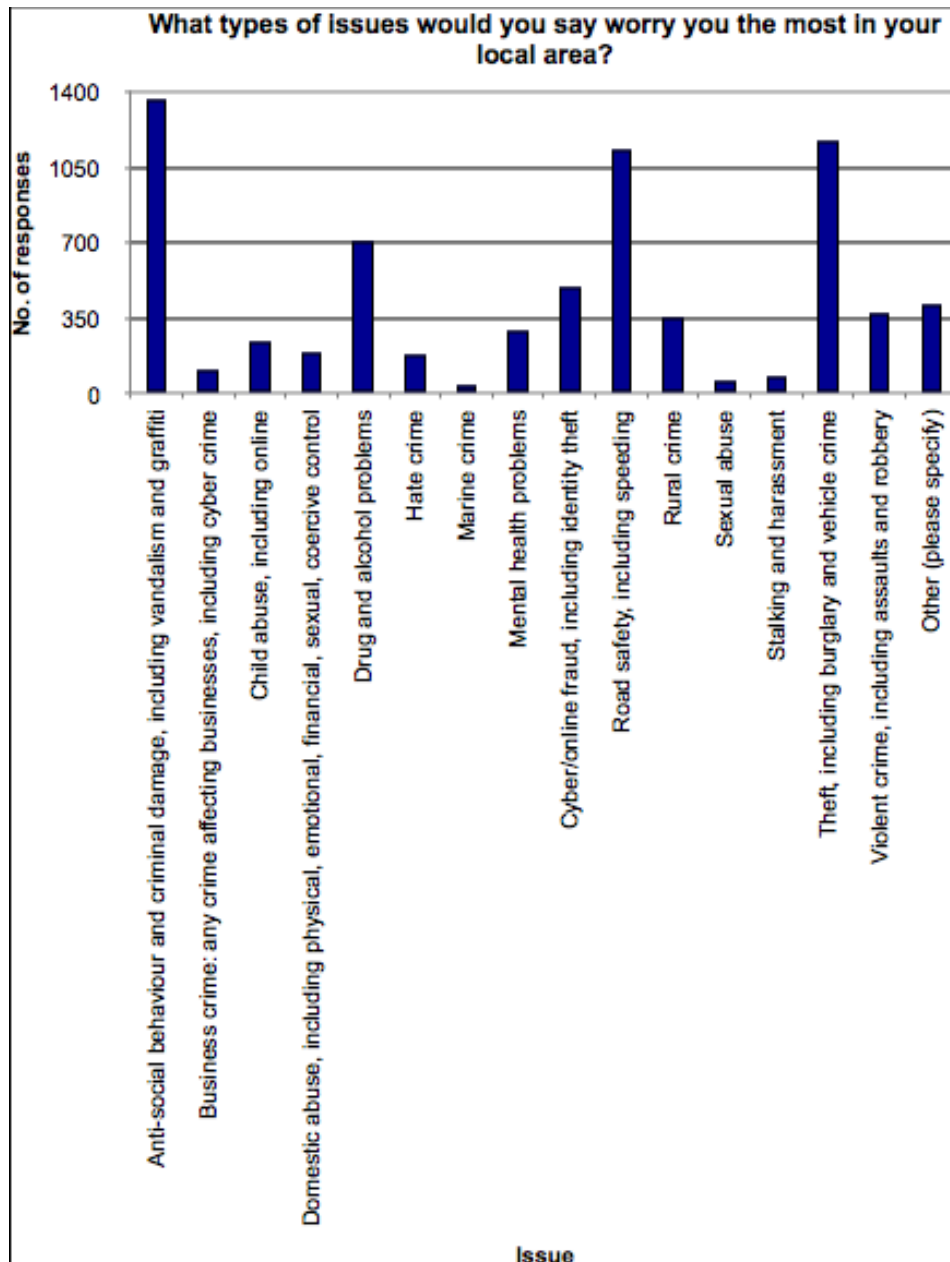
i) Feelings of Safety



The vast majority of respondents reported that they felt safe in their area. In fact, 79% reported that they felt safe or very safe in the area they lived in.

There were varying levels across the constabulary area for the proportion of people that felt safe. In Rushmoor the proportion of people feeling safe reduced to 67.06%, in Portsmouth to 68.42% and Southampton to 71.70%. In contrast, in Havant 86.88% of people felt safe, and 86.18% of people in the New Forest. Disabled people were less likely to feel safe (72.03%), as were non-White British people (66.18%). Older people were more likely to feel safe, with 83.60% of over 65's reporting that they felt safe.

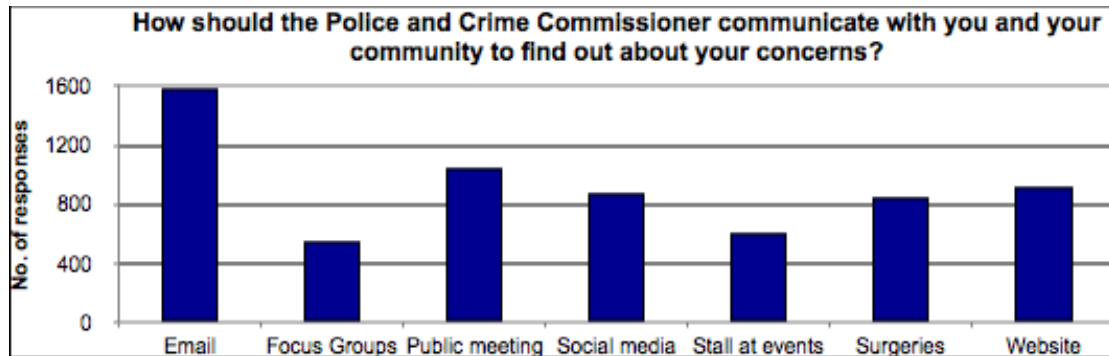
When asked what types of issues worried people most in their local area, there were 3 main issues, as shown in the graph below.



The top 3 worries were anti-social behaviour, theft, and road safety.

Again, there were variances between different parts of the constabulary area. Portsmouth and Southampton both had drug and alcohol misuse as a 'top three' worry rather than road safety, as did the Isle of Wight, except this replaced theft as a top worry. Under 35's biggest worries were anti-social behaviour, theft and drug and alcohol misuse, whilst people responding on behalf of business had rural crime as a 'top three' worry, although this was a very small cohort size.

When asked how people would like the PCC to communicate with them and their community to find out about their concerns, email was by far the most popular choice, with 67% of people choosing this as their preferred method of communication. However, the chosen method of those aged under 35 was social media.



Finally, people were asked how well they felt they understood what the PCC is elected to do. The vast majority of people had some understanding, with only 15% of people reporting that they had no understanding at all. 44% of people felt they had a little understanding, whilst 41% felt they knew a reasonable amount or a lot. Certain demographics were less likely to have an understanding of the role of PCC. 28.57% of business respondents had no understanding (although this is a small cohort), together with 21.66% of those aged under 35. In comparison, only 6.45% of respondents from the voluntary and community sector had no understanding.

iv) Final Comments

Lastly, people were asked whether they had any other comments. This word cloud summarises the feedback provided. More local police was again the theme.



d) Results from the Pilot

The survey was piloted with people attending the New Forest Show and another small number of events, before the public consultation was officially launched. As the survey was amended following the survey, it is not possible to directly compare them with the main public consultation results. The results are therefore included in this section for information.

Based on a total of 251 responses, 83% of people reported that they felt safe in the area they lived. Because of the nature of the Show, some specific questions were asked about rural crime. These revealed that 115 respondents (46%) had been a victim of rural crime in the past 12 months. The vast majority of these crimes related to illegal dumping of waste.

When asked whether they thought the police response to rural crime had changed over the last year, 10% thought it had got better, 39% thought it had stayed about the same, and 13% thought it had got worse (the remaining 38% did not know).

Of those that had experienced rural crime in the last 12 months, respondents were asked whether they reported this to the police. 20% had reported all rural crime to the police, 18% had reported some, and 61% had not reported any.

Asked how good a job they thought the police do in their area, 64% of respondents thought the police do a good or very good job. And when asked whether they had noticed any significant change in the time taken to process firearms licensing in the last 12 months, 5% thought it was better, 9% thought it had stayed the same, and 8% thought it was worse (the remaining 78% did not know).

Respondents were asked what issues were most frequent in their community, and what issues worried them the most. The top 3 responses to both questions were:

1. Anti-social behaviour
2. Road safety
3. Theft

Finally, people were asked how well they felt they understood the role of Police and Crime Commissioner. 32% felt that they did not understand the role at all, 55% felt that they understood the role a little, and 13% felt they understood it a reasonable amount or a lot.

3. Stakeholder Feedback

a) Feedback from Hampshire Constabulary

i) Introduction

To consult on the draft Police and Crime Plan priorities and pledges with Hampshire Constabulary, an internal survey was circulated. The survey was promoted through the Chief Constable's message.

There were 594 completed surveys from Hampshire Constabulary staff and officers. There were considerably more 'clicks' on to the survey than this, but there were compatibility issues with some machines which prevented the survey being completed (due to transfer to Windows 8).

ii) Summary of results

82.21% of respondents agreed with the proposed priorities. In addition, 91.40% of respondents felt that the proposed priorities were generally in line with their priorities or Hampshire Constabulary's priorities. The comments from those that did not agree or thought something was missing from them are summarised in the word cloud to the right.



The clearest theme to emerge from the comments was the desire for the PCC to champion Hampshire Constabulary staff and officers, and consider their welfare and development. Other themes were that the priorities are very broad and there was a desire to see specific actions, that funding limitations would inhibit the ability for Hampshire Constabulary to deliver against the priorities, and that the PCC should also hold other organisations to account for their role in delivering the priorities.

85.14% of respondents agreed with the proposed ten pledges from the PCC. The word cloud to the left reflects the comments from those that did not agree with the ten pledges or thought that something was missing.



Themes to emerge from the comments were the importance of the PCC being politically independent, that the pledges were very broad, and the importance of championing Hampshire Constabulary, its staff and officers.

Staff and officers were asked how Hampshire Constabulary will be able to support the delivery of the Police and Crime Plan. Responses are summarised in the word cloud below.



The cloud emphasises again the importance of people to deliver the Plan, the importance of the right resources to deliver policing, and support to victims.

Finally, respondents were given the opportunity to add any other comments. Comments varied, but concern about a lack of resources to deliver the priorities was repeatedly referred to. The word cloud to the right summarises the responses.



b) Feedback from Chief Constable

In addition to the internal survey, the Chief Constable submitted a response on behalf of the organisation. The response made some suggestions for changes, which can be summarised as:

- Would like to change the mission to “our communities”
- Would like to remove the words “to reduce crime” from Priority 2
- Would like to amend pledge 9 to “further builds public confidence”
- Would like to refer to businesses in the Plan
- Would like to see the ambition to have a workforce that reflects the diverse community it serves reflected in the Plan

c) Feedback from External Stakeholders

i) Introduction

As part of the consultation, the draft priorities and ten pledges were circulated to a wide network of stakeholders. This included, but was not limited to, local authorities, criminal justice and community safety partners, voluntary and community sector, local businesses, and community leaders.

Stakeholders were asked a series of questions about the Plan's priorities and pledges. In total, 31 responses were received. The findings from these responses is summarised in the section below.

ii) Feedback from Stakeholders

Priorities

The vast majority of respondents agreed with the draft priorities in the Police and Crime Plan. In fact, 65% explicitly said they agreed with the priorities. A further 26% did not specify whether they agreed or disagreed, and only two respondents did not agree with the priorities. Both of the respondents that disagreed with the priorities felt that they were too broad.

In addition, there were comments and suggestions about changes to the priorities:

- Include reducing anti-social behaviour, rural crime, substance misuse, business crime, cyber crime, speeding traffic and sexual abuse
- Include promotion of community safety
- Support the principle of empowerment with guiding principles and values
- Emphasise the importance of prevention
- Commit to use police funds to support local authority crime prevention measures
- Consider including protecting vulnerable people
- Include reoffending within the priority to reduce offending
- Aspire to 'safe' rather than 'safer'
- Shorten the first priority and remove reference to empowering the Chief Constable
- Include a commitment to support Youth Offending Teams
- Partnership working also spans priorities 3 and 4
- Commit to continue with out of court disposals development
- Build on existing Hampshire Constabulary and Hampshire Fire and Rescue collaboration
- Empower the whole of Hampshire Constabulary
- Aspire for Hampshire Constabulary to be a 'clean' force and connected locally
- Commit to more police on the beat/improve visibility
- Commit to extended police station opening hours

- Strive to improve victim support
- Acknowledge the voluntary and community sector
- Improve court efficiency
- Prioritise early intervention for young people
- Strive to deliver or improve public safety within priority 2, to add weight to it

58% of respondents felt that the priorities were generally in alignment with their or their organisation's priorities. A further 35% did not specify whether they did or did not align. Only two respondents did not feel that the priorities aligned with their own - one because they wanted the priorities to be clear that offenders can also be victims, and the other because they were too broad and did not include rural crime.

Pledges

58% of respondents agreed with the PCC's proposed ten pledges. A further 39% did not specify whether they agreed or disagreed. Only one respondent did not agree with the pledges.

In addition, there were comments and suggestions about changes to the pledges:

- Include better collaboration on drug, alcohol and mental health services, specifically improved training
- Include re-offending with the offending priority, and work with offenders in prison as well as in the community
- There was a suggestion that partners could provide "we" statements in response to the PCC's "I" statements, to create a network through which to deliver the Plan
- Prevention should be more explicitly referenced
- Visible and accessible policing should be included
- Hampshire Constabulary is already one of the best forces in the country
- The pledges are too broad
- Pledge should be 'intelligence led' not 'more intelligent'
- Needs to be clearer on how the PCC will be held to account and how they will be delivered

4. Conclusion

The response to the consultation on the Police and Crime Plan has been unprecedented, both in terms of public and stakeholder response. The consultation responses build on the strong foundation of awareness amongst the PCC and his team of community and stakeholder priorities.

There were some groups, and locations, that were under-represented in the survey responses. This highlights further work needed to engage with those

voices that are not yet well represented, which will be an important part of the consultation strategy that sits alongside the Delivery Plan.

There are clear themes to emerge from the consultation. The public are most concerned about anti-social behaviour, road safety, and theft – not surprising given these are volume issues that can have a devastating impact on people's lives. The consultation was also clear that overwhelmingly the public associate a visible, highly localised police presence with effective policing. Whilst this is part of the picture, there are many other elements to policing that are far less visible, that are also essential to the delivery of an effective service. This is therefore a very fine point to balance within the Police and Crime Plan, and does further indicate the need to raise awareness of the total policing picture.

Stakeholder feedback was very positive, with strong support for the priorities and the pledges. Themes to emerge from the stakeholder feedback varied, with a lot of suggestion that certain crime types should be prioritised. These should be considered in the development of the Delivery Plan, but also may want to be reflected in the wider descriptions of each priority.

Finally, there was a theme to emerge from consultation with Hampshire Constabulary staff and officers concerning how they are reflected in the Plan. Although the organisation was highly supportive of the proposed priorities and pledges, there was a sense of disconnect between the Plan and the workforce. Whilst this is rightfully the responsibility and concern of the Chief Constable, it is important to consider ways to make the Plan feel more inclusive to the Constabulary, both as officers and staff, but also as residents of Hampshire.