



**Police and Crime  
Commissioner  
Warwickshire**

**APPENDIX A**

# Report to the Police and Crime Panel

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## **Results of the Public Consultation on the Police and Crime Plan 2016-21**

*23rd September 2016*

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## **1. INTRODUCTION**

The law requires all Police and Crime Commissioners (PCCs) to produce a Police and Crime Plan within the first financial year of their election.

The Police Reform and Social Responsibility Act 2011 also requires that, prior to a Police and Crime Plan being finalised, PCCs should 'obtain the views of the people in that police area and the views of the victims of crime in that area' in order to inform the scope and contents of the plan.

This report explains the methods used to consult with the public ahead of the formulation of the draft Warwickshire Police and Crime Plan for 2016-2021, outlining the results and the conclusions drawn from that consultation.

## **2. METHODOLOGY**

The consultation was launched on 11 July and ran for eight weeks to the end of August 2016. It took the format of a multiple choice survey asking the public to rate on a scale of 1-10 how important they felt it was to address a broad range of crime, policing and community safety areas, as well as providing free text areas to raise additional concerns or priorities they would like to see featured in the plan.

The survey also asked respondents to rate the three things they felt should receive the most focus in their local community, while also asking questions about their perceptions of safety and satisfaction with Warwickshire Police. It is intended these responses will provide baseline data for an annual survey to be run in subsequent years.

The survey was primarily conducted online for ease of collation of responses and to maximise the possibilities for publicising the consultation cost-effectively through digital channels. However, in recognition that not all parts of the community are online, paper versions of the consultation survey were also produced on request and also distributed at a number of shows and events around the county.

Prior to its launch, the strategy for consultation was shared with the Police and Crime Panel for comment. Feedback was received from one panel member who made a number of helpful suggestions which resulted in modifications being made to the consultation questions to aid public understanding.

The consultation was promoted in a range of different ways:

- Press releases issued to all local media at the beginning and final weeks
- Quarter page advertisements were bought in all of the county's local newspapers between July 11 and July 15. These advertised the link to the PCC website to access the online version and also provided the contact details for those who wished to request a paper copy.
- A number of country shows and rural events attended by the Rural Crime Co-ordinators, particularly across the north of the county, had paper copies were available for completion.
- Social media advertising targeting Facebook users in Warwickshire was purchased.

- Flyers promoting the survey were distributed at Warwickshire Pride in August.
- The Warwickshire Association of Local Councils circulated information to parish councils
- Links and information to the survey were circulated via Warwickshire Police's Community Messaging Service in July and again in August.
- On the home page of the Warwickshire PCC website and via the PCC Twitter and Facebook accounts.

In addition, direct emails containing information and a link to the online survey was sent to:

- 733 victims of crime (who had all previously indicated to Warwickshire Police that they were happy to be consulted)
- All elected members of county, district and borough councils in Warwickshire.
- County Members of Parliament.
- Police and Crime Panel members.
- The Youth Parliament.
- Subscribers to the Commissioner's monthly email newsletter
- Other partners and key stakeholders across local authorities, Community Safety Partnerships, advisory bodies, the third and voluntary sector (including PCC-funded projects), criminal justice, health and fire services, and faith and community groups.

Local authority chief executives were also written to ask for support in publicising the consultation through internal council communications channels, while police officers, staff and volunteers were encouraged to also promote the survey.

A separate survey was established for employees of Warwickshire Police to provide feedback, featuring the same main questions but omitting the demographic and fear of crime/public satisfaction elements.

### 3. SURVEY RESPONSE SUMMARY

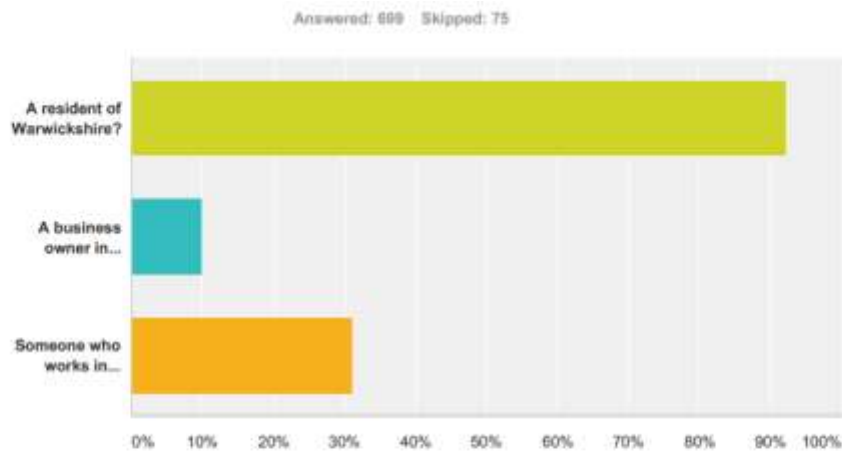
The survey received a total of 774 responses from the general public.

The majority were received electronically, although a total of 117 hard-copy printed versions were distributed with 48 subsequently returned completed.

The Facebook post promoting the survey was seen by 18,077 Facebook users in total, of which 15,276 were as a result of paid targeting of users in Warwickshire. The post garnered 501 separate engagements, including 94 post likes, 143 comments and 42 shares, with 187 clicks through to the consultation page on the OPCC website.

#### 3.1 Demographic data

Of those who responded, the majority were residents of Warwickshire, with smaller numbers of business owners or people who worked in the county:

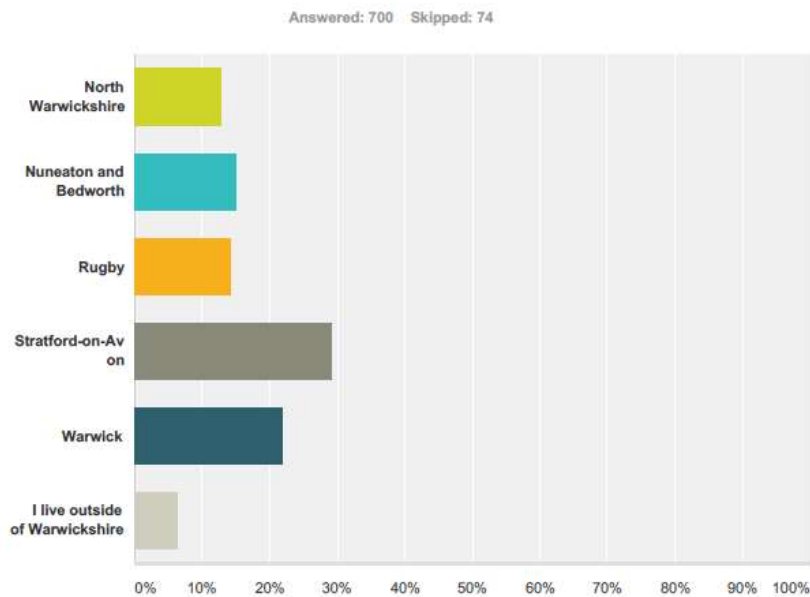


Answer Choices	Responses
A resident of Warwickshire?	92.13% 644
A business owner in Warwickshire?	9.73% 68
Someone who works in Warwickshire?	31.04% 217
<b>Total Respondents: 699</b>	

N.b. Respondents could tick all that applied, hence the cumulative total for percentages is greater than 100.

### 3.2 Where respondents lived

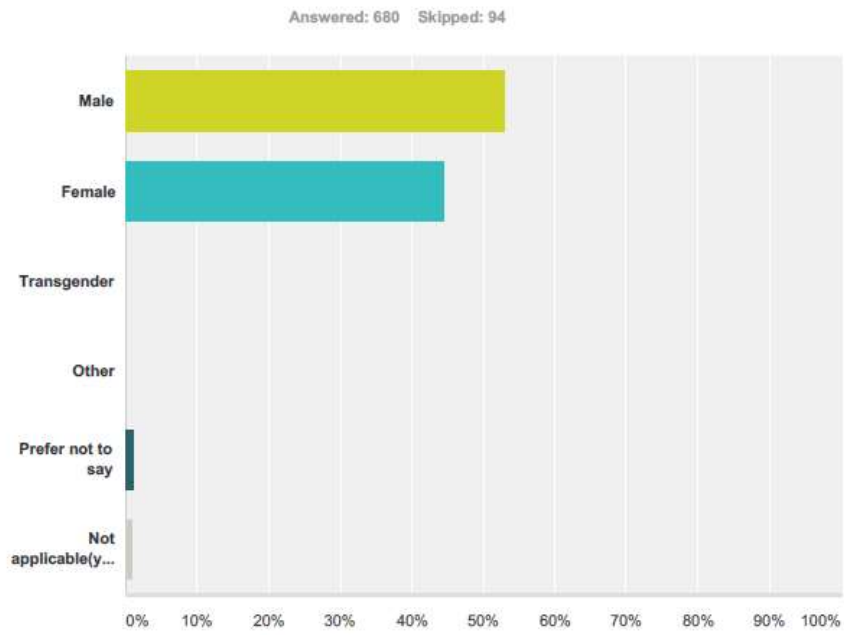
Respondents were asked to state in which district of Warwickshire they lived or whether they lived outside of Warwickshire. The results were as follows:



Answer Choices	Responses
North Warwickshire	12.86% 90
Nuneaton and Bedworth	15.00% 105
Rugby	14.29% 100
Stratford-on-Avon	29.29% 205
Warwick	22.00% 154
I live outside of Warwickshire	6.57% 46
<b>Total</b>	<b>700</b>

*Responses were fairly evenly distributed across the county and broadly in line with population data, though slightly fewer responses from Nuneaton and Bedworth and Rugby were received than might have been expected.*

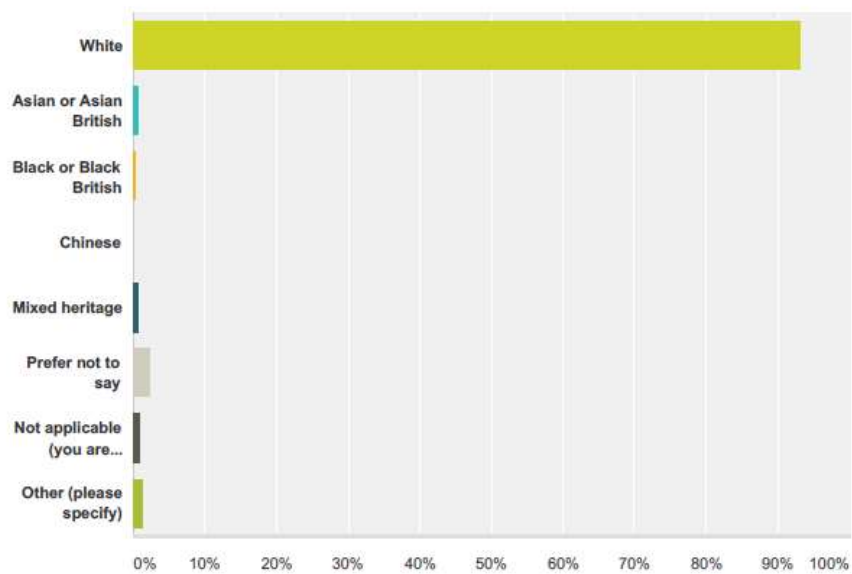
### 3.3 Gender



Answer Choices	Responses
Male	53.09% 361
Female	44.56% 303
Transgender	0.00% 0
Other	0.00% 0
Prefer not to say	1.32% 9
Not applicable(you are responding as a business or organisation)	1.03% 7
<b>Total</b>	<b>680</b>

### 3.4 Ethnicity

Answered: 677 Skipped: 97



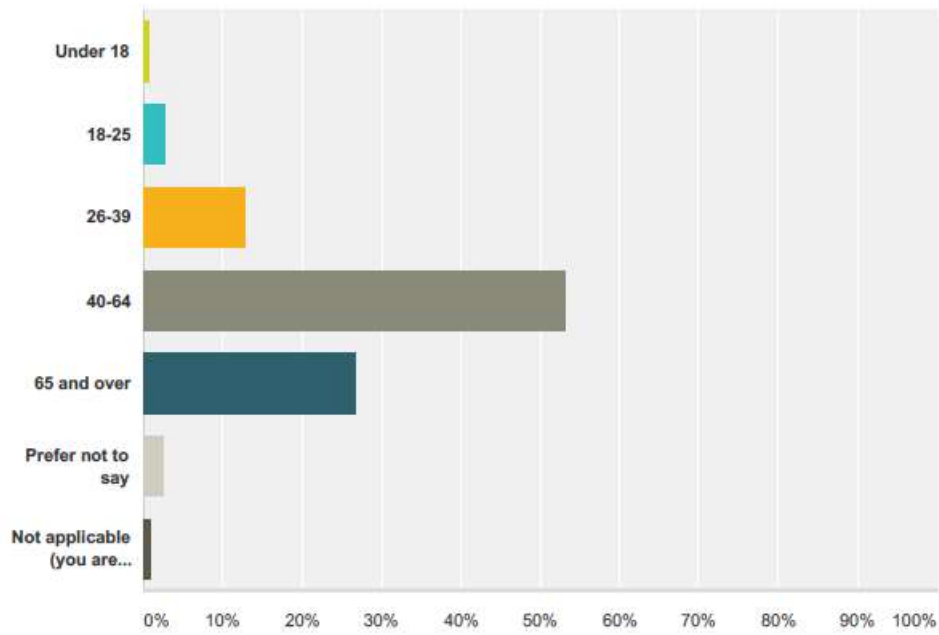
Answer Choices	Responses	
White	93.06%	630
Asian or Asian British	0.89%	6
Black or Black British	0.44%	3
Chinese	0.00%	0
Mixed heritage	0.89%	6
Prefer not to say	2.22%	15
Not applicable (you are responding as a business or organisation)	1.03%	7
Other (please specify)	1.48%	10
<b>Total</b>		<b>677</b>

Of those stating 'other': two stated 'White British', one stated 'White English', one stated 'European', one stated 'English', one stated 'White African', one stated 'South Eastern Asian', one stated 'Individual', one stated 'I' and one stated 'white is a colour, I'm celtic'.



### 3.5 Age

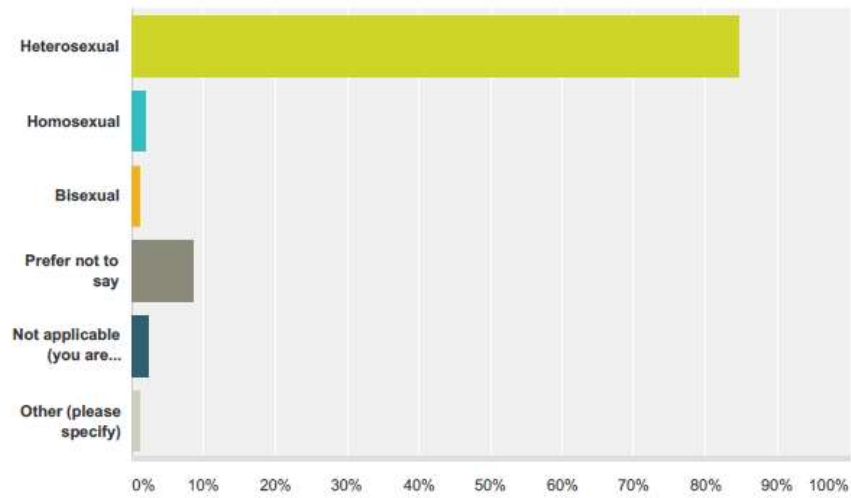
Answered: 678 Skipped: 96



Answer Choices	Responses
Under 18	0.74% 5
18-25	2.80% 19
26-39	12.98% 88
40-64	53.24% 361
65 and over	26.70% 181
Prefer not to say	2.51% 17
Not applicable (you are responding as a business or organisation)	1.03% 7
<b>Total</b>	<b>678</b>

### 3.6 Sexual Orientation

Answered: 673 Skipped: 101

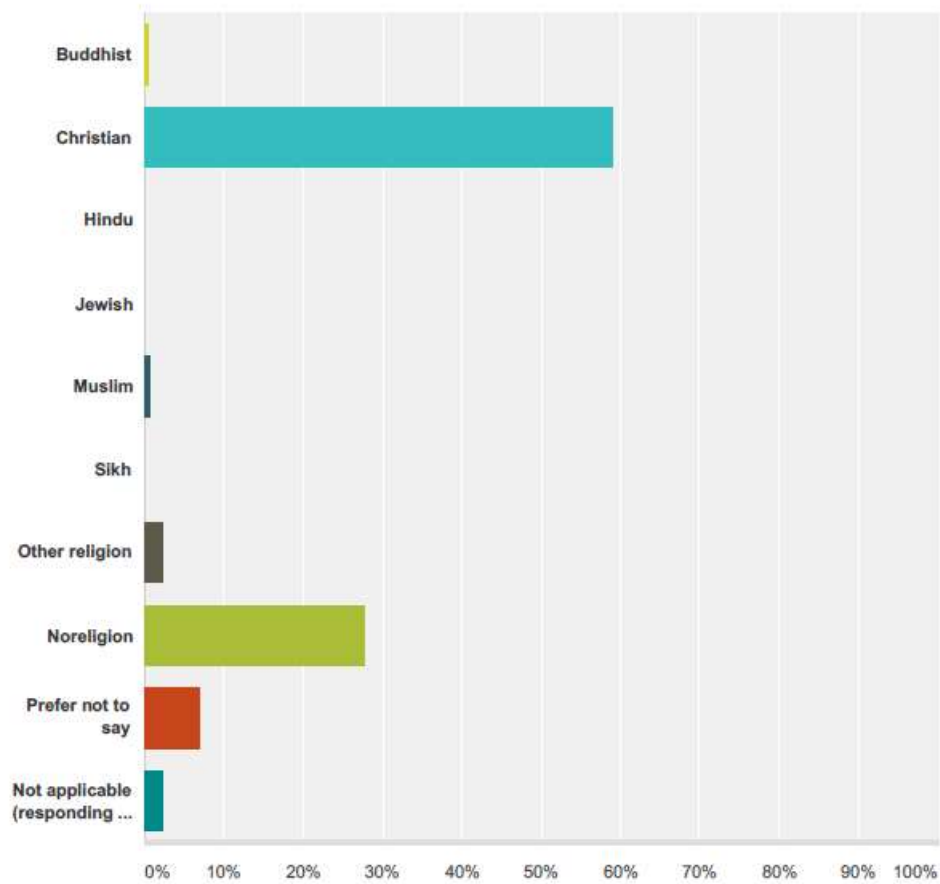


Answer Choices	Responses	
Heterosexual	84.70%	570
Homosexual	1.93%	13
Bisexual	1.34%	9
Prefer not to say	8.62%	58
Not applicable (you are responding as a business or organisation)	2.23%	15
Other (please specify)	1.19%	8
<b>Total</b>		<b>673</b>

Of those who responded ‘other’: one stated ‘asexual’, one stated ‘hardly ever sexual’ and the remainder questioned why the information was being sought (though this was clearly explained in the introduction to the section).

### 3.7 Faith group or religious beliefs

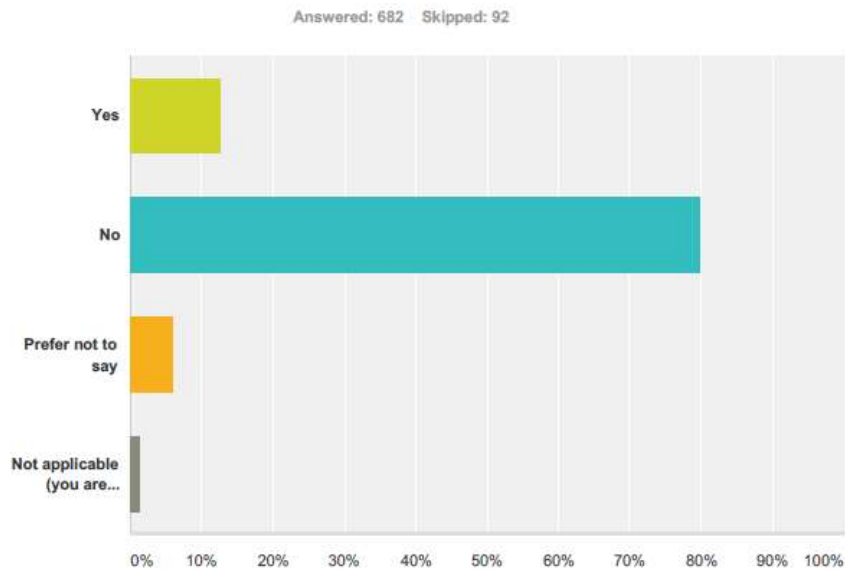
Answered: 683 Skipped: 91



Answer Choices	Responses
Buddhist	0.59% 4
Christian	59.00% 403
Hindu	0.00% 0
Jewish	0.15% 1
Muslim	0.88% 6
Sikh	0.00% 0
Other religion	2.20% 15
Noreligion	27.82% 190
Prefer not to say	7.17% 49
Not applicable (responding as a business or organisation)	2.20% 15
<b>Total</b>	<b>683</b>

### 3.8 Health

Respondents were asked: 'Do you have a long-term health problem or disability which limits your normal day-to-day activity?'



Answer Choices	Responses
Yes	12.76% 87
No	79.77% 544
Prefer not to say	6.01% 41
Not applicable (you are responding as a business or organisation)	1.47% 10
<b>Total</b>	<b>682</b>

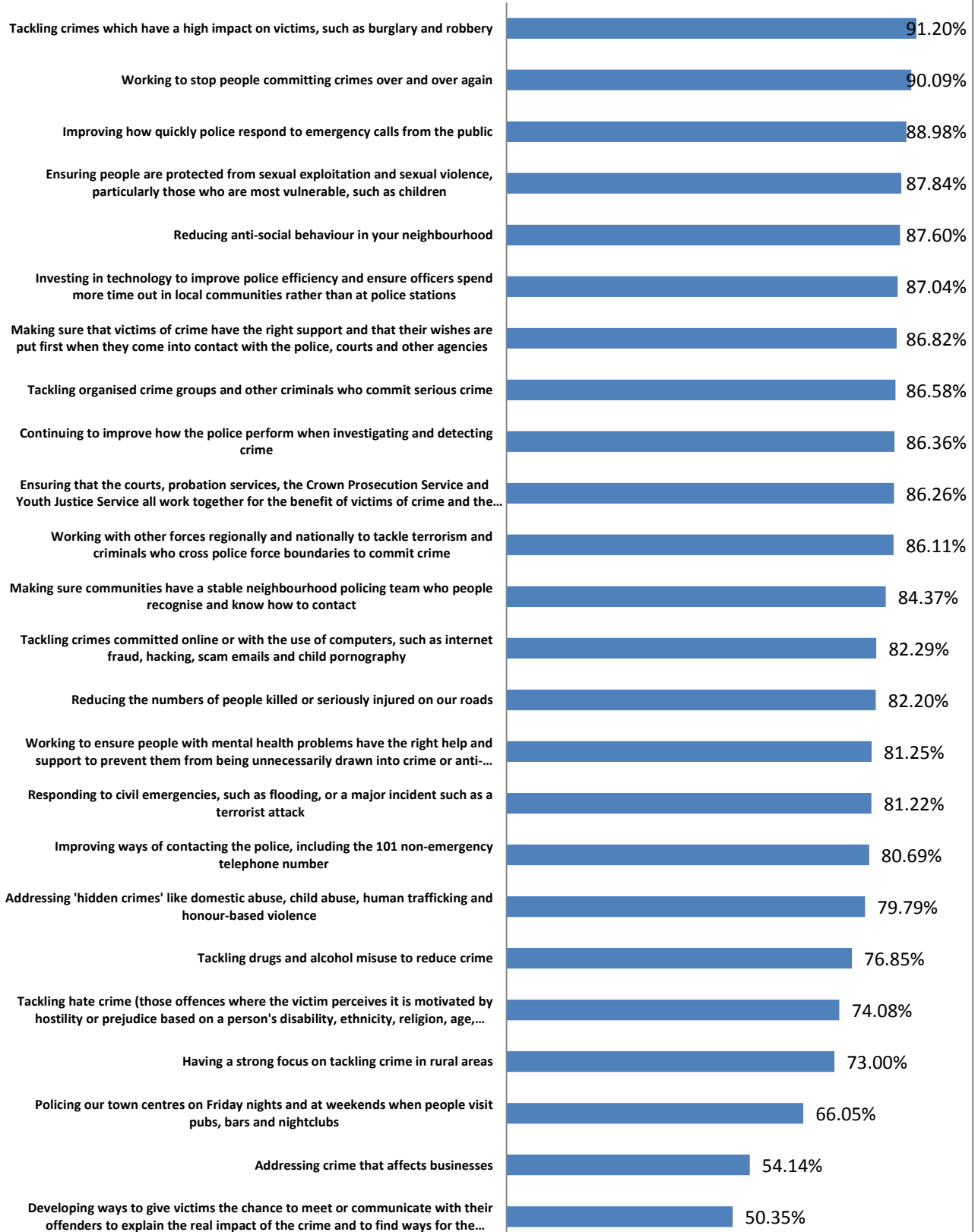
### 3.9 Responses to Sections 1 and 2 - Policing and partnership priorities

The consultation survey asked the public to answer a range of questions relating to policing activity or types of crime, asking them to rank their importance from one to 10, with one being 'Not important to me' and 10 being 'Very important to me'. Similarly, section two of the consultation asked the public to rate the importance of activities undertaken by the police in partnership with other organisations such as Community Safety Partnerships, fire and rescue services, local councils and the wider criminal justice system to improve community safety.

The responses for both sections have been collated overleaf and ranked according to the percentage of respondents who ranked each topic area at 7 or more.

## Responses to Sections 1 and 2: Policing and partner priorities

■ Importance rated as 7 out of 10 or more



### 3.10 Additional public priorities

Section three of the survey was a free-text box asking the public to give details of any priorities that had not been included in the previous two sections. A total of 212 responses were received, covering an extremely wide range of topics. The most commonly-used words in the responses can be seen below (size and boldness indicate frequency of use):

Answered: 212 Skipped: 562

Stop Racism Increasing Door Town Better Contact  
Issues Regular Roads Mobile Phone  
Police Officers Beat Speeding  
Police Forces Crime Live Community  
Fly Tipping Support House Visible  
Better Communication Police Presence Initiatives  
Drug Ability Service Rural Areas

In addition to these responses, there were also a number of comments received via Twitter and Facebook in reaction to the publication of links to the consultation. This feedback has also been included within this section.

A number of broad topics of concern were expressed by the public. These are ranked below, with the most frequently raised comments first:

1. A desire to see increased police visibility and improvements in community policing.
2. Increased officer and PCSO numbers were called for.
3. Improvements needed in the 101 non-emergency contact number and with general police communications methods with the public/greater access to policing services.
4. Improved roads policing, with a focus on poor and dangerous driving and a desire to see more done to tackle speeding, particularly in rural areas.
5. A general desire to see more done to tackle rural crime.
6. Provision for youth services and youth engagement, with a view to educating young people on protecting themselves from harm and diverting them away from crime and anti-social behaviour.
7. Better and more consistent support services for victims of crime.
8. The need for drugs policy to tackle drug dealing but also provide support and rehabilitation for addicts as a means of reducing associated crime.

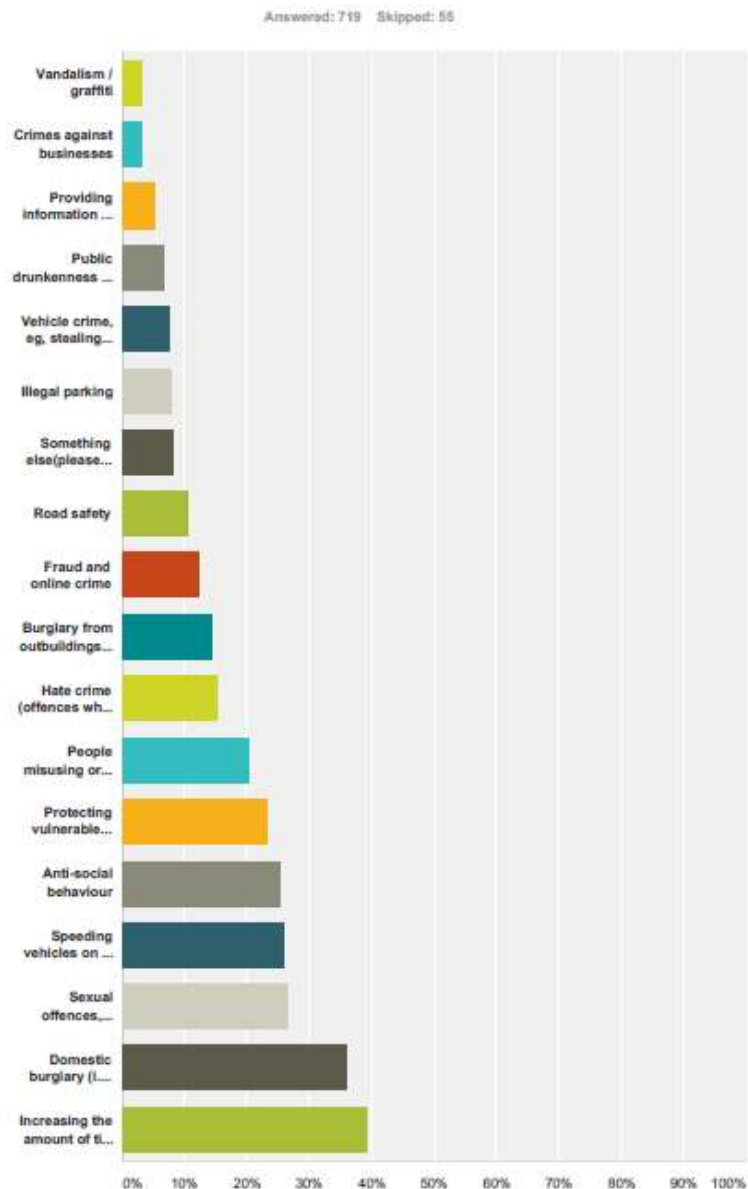
9. The usefulness of mediation to resolve neighbourhood issues/support for Restorative Justice.
10. Improvements in the way firearms licences are issued, with reduced waiting times needed for the processing of applications and renewals.

There were also a large number of comments relating to issues beyond the scope of the Police and Crime Plan; for example, a desire to see harsher sentences issued by the courts, discussion on the impact of the EU on policing and the law, and a number generally questioning the need for the role of Police and Crime Commissioners.

The remainder were relating to specific operational matters, personal issues or were otherwise difficult to categorise due to being unclear or not relevant to crime and policing.

### 3.11 Responses to Section 3 – In your area

Section four asked the public to select the three issues that they would most like to see tackled in their local area. Responses were as follows (see table on pages 15 and 16 for the full category titles):



Answer Choices	Responses
Vandalism / graffiti	3.06% 22
Crimes against businesses	3.20% 23
Providing information on what police are doing locally	5.15% 37
Public drunkenness or rowdy behaviour in public places	6.95% 50
Vehicle crime, eg, stealing items from cars or vans	7.65% 55
Illegal parking	7.93% 57
Something else(please specify)	8.21% 59
Road safety	10.71% 77
Fraud and online crime	12.38% 89
Burglary from outbuildings / sheds / garages	14.46% 104
Hate crime (offences where the victim perceives it is motivated by hostility or prejudice based on a person's disability, ethnicity, religion, age, sexual orientation or gender identity)	15.30% 110
People misusing or dealing in illegal drugs	20.45% 147



Answer Choices	Responses
Protecting vulnerable people from harm	23.23% 167
Anti-social behaviour	25.45% 183
Speeding vehicles on our roads	26.01% 187
Sexual offences, including child sexual exploitation	26.56% 191
Domestic burglary (i.e. from people's homes)	36.02% 259
Increasing the amount of time police are seen out and about	39.22% 282

These additional responses can be categorised as:

Category	Number of responses
Rural crime	10
All of the above	8
Increased roads policing enforcement	5
Response times	3
Increase police officer numbers	2
Violent crime	2
Domestic violence	1
Crime prevention	1
Serious and organised crime	1
Gang crime	1
Mediation	1
Illegal traveller encampments	1
Cyber bullying	1

A number of the responses were actually for items already in the main list, with additional support shown for:

- Anti-social behaviour (6)
- Crimes against businesses (4)
- Domestic burglary (3)
- Illegal Parking (2)
- Increasing the time police are seen out and about (2)
- Fraud and online crime (1)
- Burglary from outbuilding / sheds / garages (1)

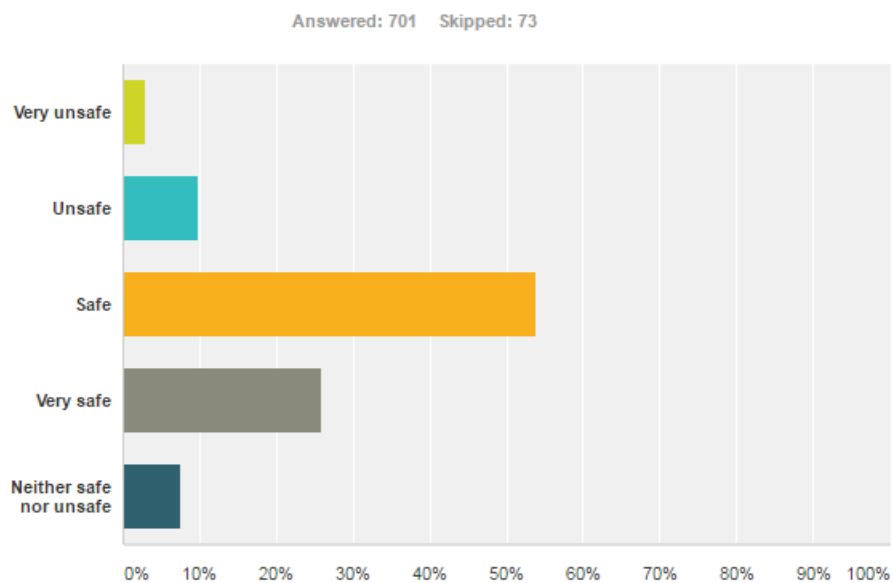
Three further responses raised planning issues, one was merely a comment on the question itself, one said they had no significant concerns at all and another three were of unclear meaning.

### 3.12 Responses to Section 4 – where you live

Section 4 included a number of questions which were not directly relevant to the specific priorities within Police and Crime Plan but were designed to measure public perception of policing. These answers will form a baseline set of data for future surveys.

### 3.13 Feelings of safety

Respondents were asked: ‘Thinking about your local area, how safe do you feel?’

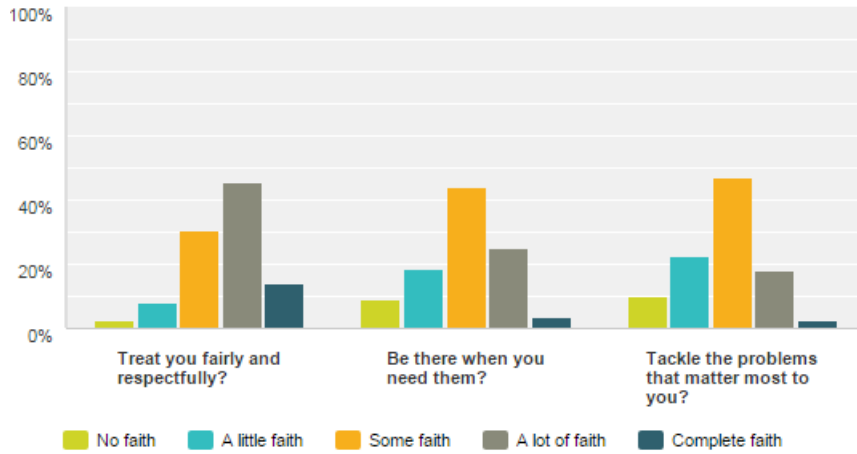


Answer Choices	Responses
Very unsafe	2.85% 20
Unsafe	9.84% 69
Safe	53.92% 378
Very safe	25.96% 182
Neither safe nor unsafe	7.42% 52
Total	701

### 3.14 Confidence in Warwickshire Police

Respondents were asked: 'How much confidence do you have in Warwickshire Police to: treat you fairly and respectfully; be there when you need them; tackle the problems that matter most to you?'

Answered: 700 Skipped: 74



	No faith (1)	A little faith (2)	Some faith (3)	A lot of faith (4)	Complete faith (5)	Total
Treat you fairly and respectfully?	2.29% 16	7.87% 55	30.33% 212	45.35% 317	14.16% 99	699
Be there when you need them?	9.00% 63	18.43% 129	44.00% 308	25.00% 175	3.57% 25	700
Tackle the problems that matter most to you?	10.00% 70	22.29% 156	47.14% 330	18.00% 126	2.57% 18	700

#### **4. POLICE OFFICER AND STAFF SURVEY**

In addition to the consultation with the general public, a separate survey was undertaken with police officers, staff and volunteers at Warwickshire Police, in order to ensure that the broad objectives of the plan were assessed by the practitioners who would deliver much of it.

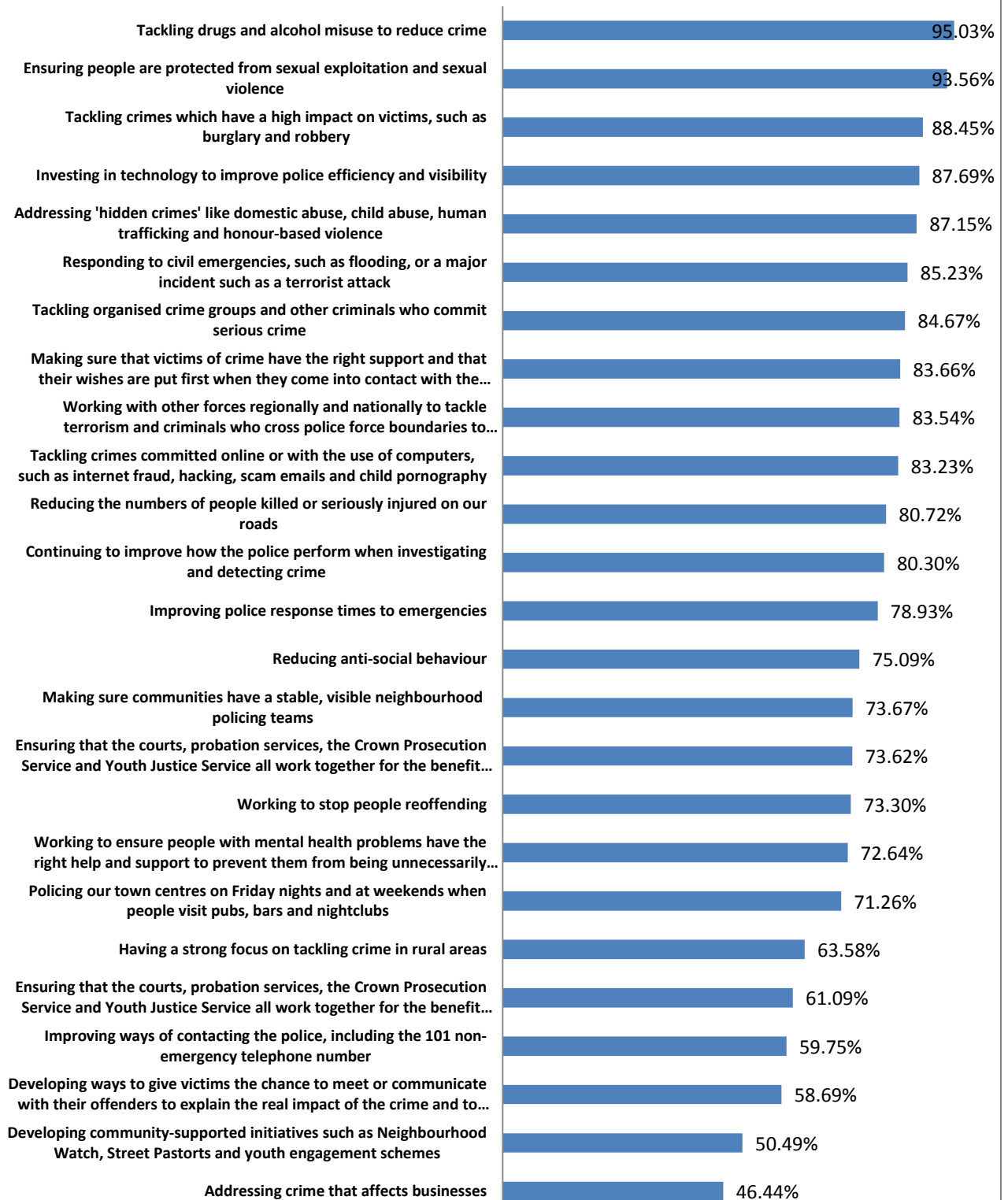
The survey was shorter than the main public survey and did not include the demographic data or fear of crime/public confidence questions of the main survey, but did ask respondents to rank the importance of a range of activities, meaning the questions in sections one and two are comparable.

A total of 329 responses were received. The answers to Sections 1 and 2 can be found overleaf.

Similar to the public survey, the responses show broad support for the aspects of policing which will be contained in the Police and Crime Plan.

## Responses to Sections 1 and 2: Policing and partner priorities

■ Importance rated as 7 out of 10 or more



## 5. CONCLUSIONS

With 774 direct survey responses and with the additional comments received through social media and from practitioners taking the total number of responses to well over 1,000, the consultation provides a good base of opinion on which to draw conclusions as to the public perceptions of crime within Warwickshire. Equally, there was a good distribution of responses from all parts of the county.

(It should be noted that a recent national public opinion survey, commissioned from polling experts Ipsos MORI by Her Majesty's Inspectorate of Constabulary to study public perceptions of policing, recorded only 424 responses from Warwickshire.)

The data gathered will provide a good baseline for future survey work and will help, in part, to assess progress towards delivery of the Police and Crime Plan.

The consultation sought to establish which priorities were most important to the public and try to establish a ranking of importance which should be placed on policing activity. The survey also sought to identify any particular issues of concern which had not previously been identified.

A number of key themes have therefore emerged which the public would like to see:

- Greater police visibility and accessibility
- A continued focus on investigating crimes which have a high impact on victims and cause the greatest harm to communities
- Improved roads policing with a focus on poor and dangerous driving and speeding
- An improved 101 service and better police response times
- A continued focus on crime in rural areas
- Greater youth engagement and programmes to educate and divert young people from crime
- Continued support for victims of crime and anti-social behaviour
- Improvements in the way firearms licences are issued, with reduced waiting times for the processing of first time applications and renewals.

Additionally, there was broad support for all of the identified priorities among the general public, with the majority of the questions being scored with an importance rating of 7 out of 10 or more by between 70% and 90% of respondents.

There may also be explanations for why some received lower ratings – it is likely, for example, that respondents who owned businesses rated addressing business crime with a higher priority than those who did not, but given that demographic questions were entirely optional, it is hard to be definitive.

The survey among police staff and employees also showed broad levels of support for the identified priority areas, with similar percentage scorings. Significantly, police practitioners place tackling drug and alcohol misuse as the most important issue, underlining the role this plays in many of the incidents they deal with.

The results of the consultation have informed the composition of the draft Police and Crime Plan, which high-level approaches identified to address each of the issues highlighted by the consultation.