



Philip Secombe
Police and Crime
Commissioner
for Warwickshire

'Your Police, Your Views' Results

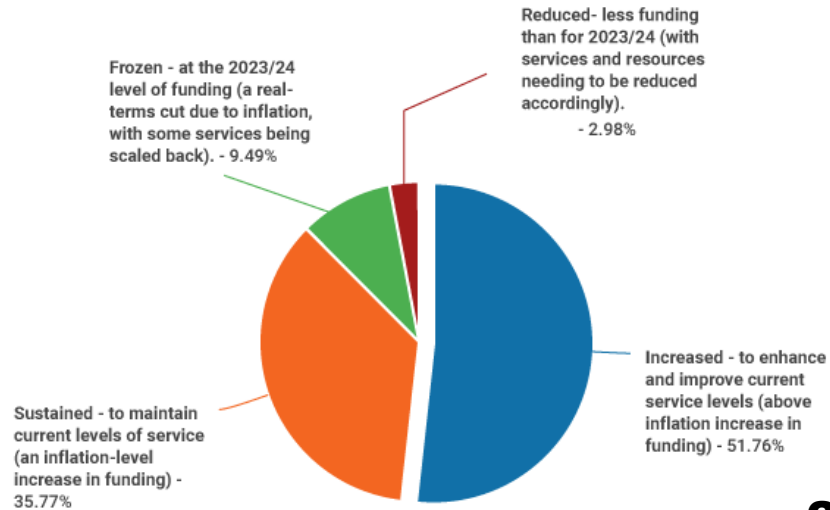
2024/25

Reduce crime, support victims, make communities safer

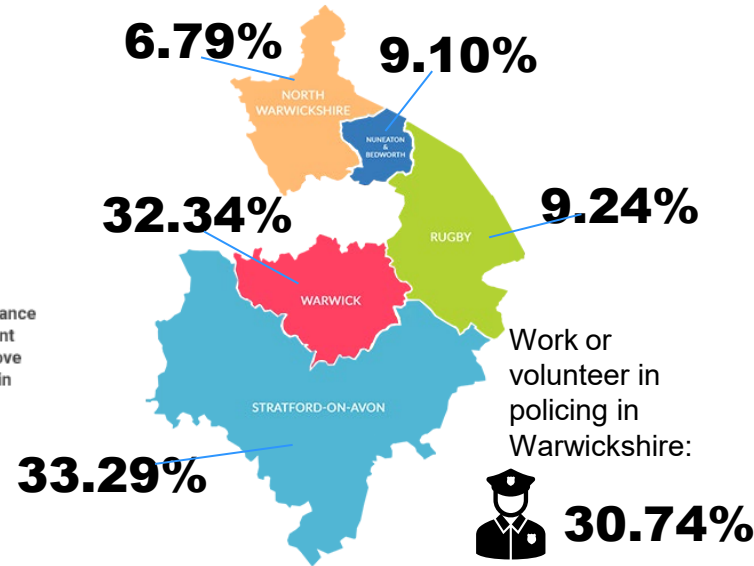


Executive Summary

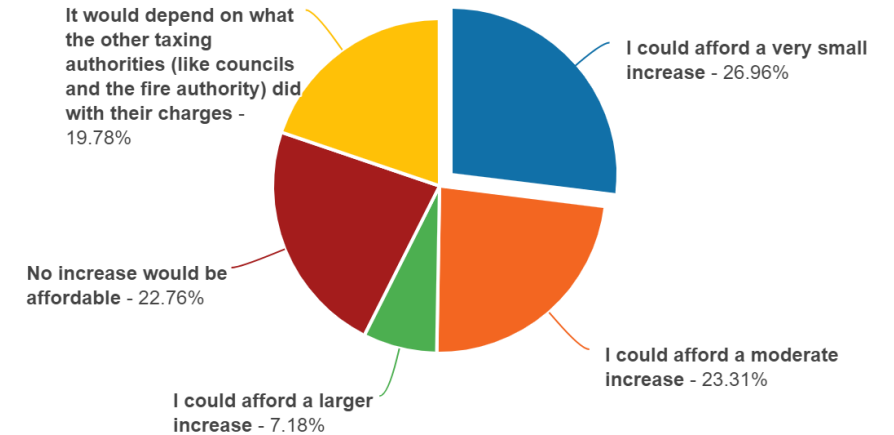
Funding should be increased:



Total responses: 1,246



A smaller increase is affordable:



48% Feel policing is good/excellent but 90% feel that some level of improvement is needed

34% Felt it was easy or somewhat easy to contact the force and a further 21% found it neither easy nor difficult

54% Of the 291 people who had contacted police in the last year were dissatisfied with the outcome

Town centres, rural areas and our roads needed most focus. ASB, burglary, acquisitive crime & organised crime need greater priority, with extra effort on improving outcomes. Staff keen to see more capital investment.

Introduction and methodology

- The Your Police, Your Views consultation launched on 6 October 2023 to seek to obtain the views of residents and ratepayers (local businesses) on the budget for policing, in line with statutory responsibilities.
- Results from the consultation will help inform the Commissioner's decision-making regarding revenue and capital spending and the level of the police precept.
- An online survey was launched using Smart Survey, which ran until December 22, to obtain the views of local people and gain feedback on potential options for the precept.
- A series of consultation meetings were also held with representative groups:
 - Business and rural crime organisations
 - Local MPs
 - Town and parish councils
 - Local Authority Chief Executives/Finance Leads and Council Leaders
 - Police workforce representatives
 - The Chief Constable and senior officer team

Promotion and uptake

- The survey was promoted heavily on social media, with posts on OPCC Twitter/X, Facebook, Instagram and LinkedIn accounts.
- All town and parish councils were written to and asked to help promote the survey and encouraged to complete it.
- A pack of promotional materials and suggested copy for social media posts was produced and distributed to partners.
- Internal communications were issued by Warwickshire Police and Safer Neighbourhood Teams were encouraged by the force to promote the survey in their local areas.
- Media releases resulted in coverage in the Stratford Herald, Leamington/Rugby/Stratford Observer, Redditch Advertiser at the survey's launch and towards the end of the survey in December.
- Online paid digital advertising was undertaken, placing adverts on prominent websites viewed by Warwickshire residents. These were seen 135,000 times across the course of the campaign.



Online survey results

- A total of 1,246 people responded to the survey, with 744 fully completed question sets.
- Of these, 225 worked or volunteered within policing.
- Questions remained broadly similar to the 2023/24 budget survey, allowing for comparison analysis to be made.
- The online results sit alongside the findings of the panel discussions and online forum discussions.











How safe do people feel in their neighbourhoods?

What we asked: On a scale of 1-10 how safe do you feel in your local neighbourhood?

People generally feel safe in their neighbourhoods, with the majority scoring in the 7-10 range (63.54%) compared to those scoring 1-4 (15.37%). Nearly a quarter of all responses rated their neighbourhood as 8 out of 10 for safety.

This is an improvement over the past year:

2023/24: 19.87% scored 1-4 vs 54.98% scored 7-10

Answer Choices	Responses
1 Very unsafe	 2.99% 22
2	 2.31% 17
3	 4.76% 35
4	 5.31% 39
5	 11.70% 86
6	 9.39% 69
7	 19.05% 140
8	 24.49% 180
9	 12.93% 95
10 Very safe	 7.07% 52

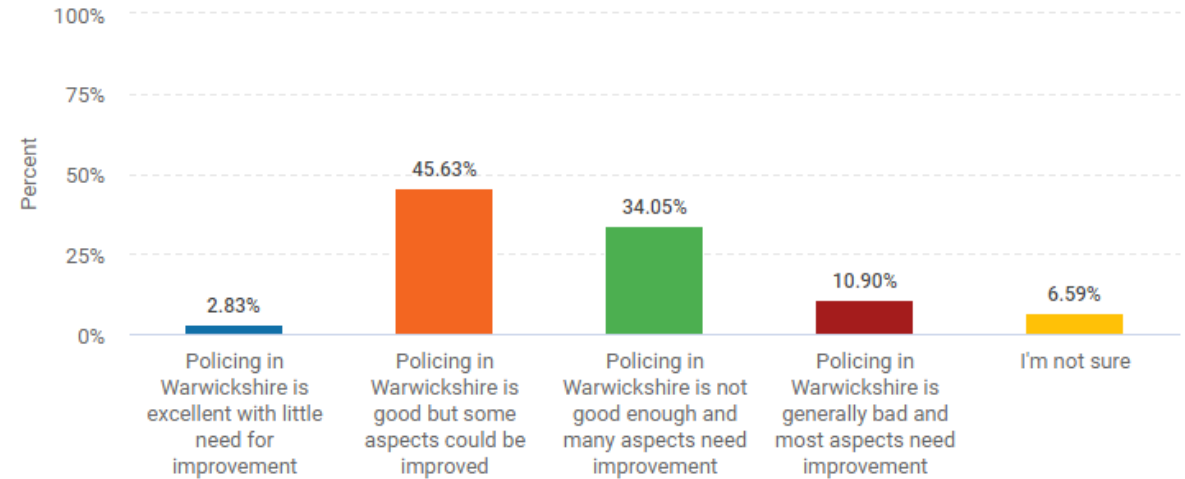
How do people feel policing is performing?

What we asked: How do you think Warwickshire Police is performing? Please choose the statement which best reflects your view.

Almost all respondents want to see some level of force performance improvement, however more people feel police performance is good or excellent (48.46%) than not good enough/generally bad (44.95%).

This is an improvement over the past year:

2023/24: Good/excellent 41.43% vs Not good enough/generally bad 51.76%



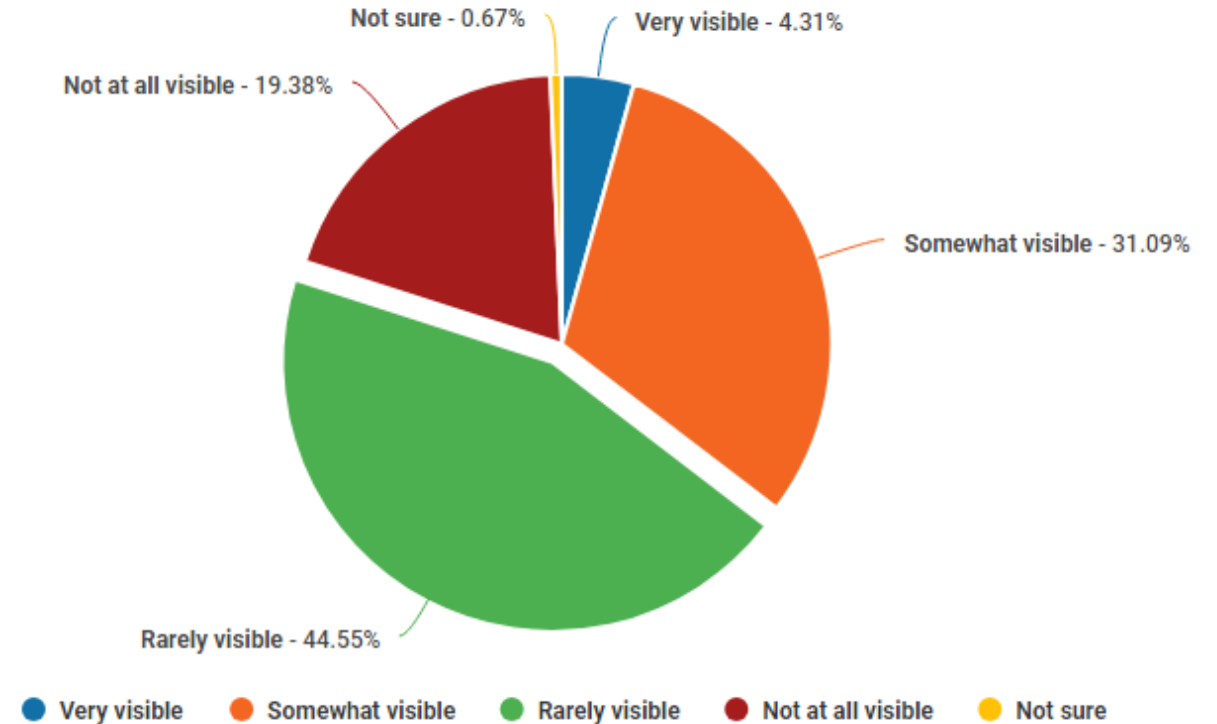
How visible do people feel policing is?

What we asked: How visible do you feel Warwickshire Police is?

The majority of responses (63.98%) rate policing as not at all or rarely visible, whereas 35.4% feeling it is very or somewhat visible. However, the trend is towards visibility improving.

This is an improvement over the past year:

2023/24: Rarely/not at all visible 69.52% vs Very/somewhat visible 29.36%

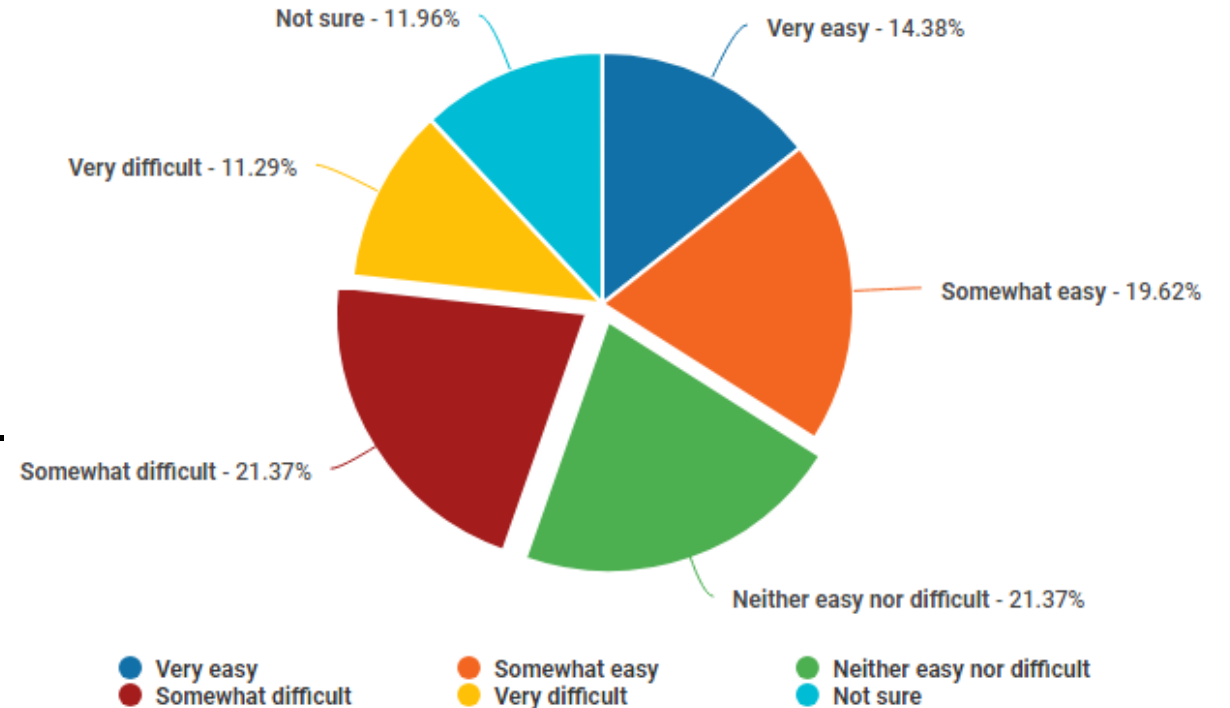


How easy is it to contact the police?

What we asked: How easy do you think it is to contact Warwickshire Police?

More people now find it very easy or somewhat easy to contact Warwickshire Police (34.1%) than those who say it is somewhat difficult or very difficult (32.66%). More than half find contacting the force neither easy or difficult, or better.

This is an improvement over last year:
2023/24: Very/somewhat easy 29.91% vs
Very/somewhat difficult 36.81%



How satisfied were people with the response?

What we asked if respondents had contacted Warwickshire Police in the last 12 months. Of those who said yes, we then asked if they were satisfied with the response.

Slightly fewer people had contact with Warwickshire Police than past surveys. Of those who had, there was a small increase in satisfaction with the response received, albeit the majority (54.3%) were dissatisfied with the response.

This is a slight improvement over last year:

2023/24: Dissatisfied with response 57.91%.

From the comments, the most frequent dissatisfaction raised were long wait times on 101.

Another common perception that the response received was either inappropriate or non-existent, while there were also comments mentioning a lack of follow up.

Some responses mentioned a perception that police were not interested in the issue that was being reported, though that could reflect that it was an issue for other agencies.

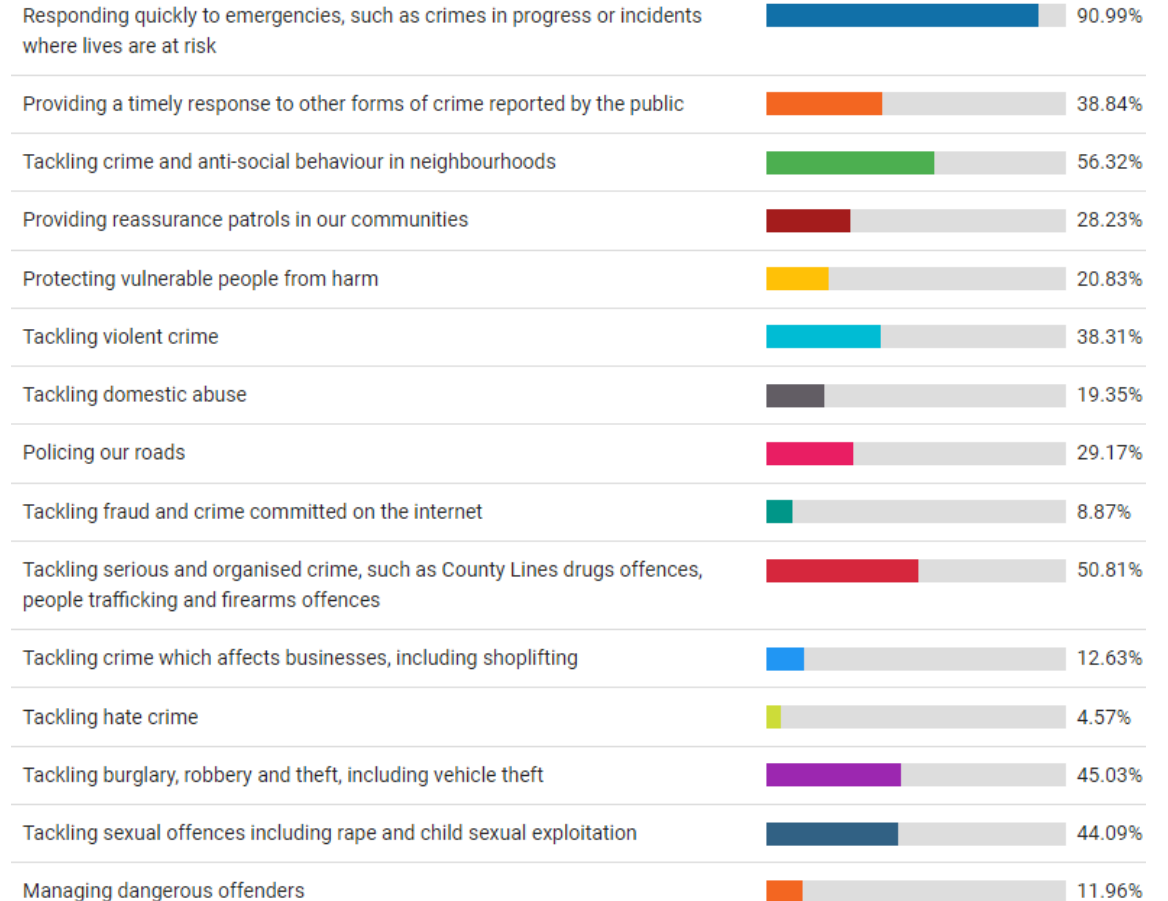
There were also a number of comments relating to difficulties with using online reporting tools.

What should police prioritise most?

What we asked respondents to select the five activities which they felt were the most important for police officers to focus on.

The public understandably places dealing with emergencies as a top priority, with tackling crime and anti-social behaviour in neighbourhoods coming second. Tackling serious and organised crime and acquisitive crime such as burglary, robbery and theft also rank highly. Vulnerability-related crime tended to score less favourably, with hate crime and domestic abuse a relatively low priority. Despite its prevalence, tackling fraud and crime committed on the internet was the second lowest priority.

This was a revised question format for 2024/25 for which direct comparisons with previous year's data are not possible.



Other priorities for policing

We asked if there were any other things in policing or community safety that the Commissioner should consider prioritising?

Consistent with previous surveys, police visibility was a major theme, especially for rural areas. People were keen to see more foot patrols rather than officers passing through areas by car and better overall communication with the public.

A large number of responses felt that *all* of the previous topics should be considered a priority. There were also a large number of comments which referenced illegal hunting, mainly in reaction to news articles and social media comments at the time of the survey.

Roads policing/road safety was another regular re-occurring theme, with mentions in its own right alongside a desire to see increased action against speeding, mobile phone use while driving and issues, illegal use of e-Scooters and cycling on pavements.

Focusing primarily on crime and policing matters and re-directing other work to the appropriate other agency plus stronger partnership working were also mentioned with frequency.

Ranking	Comment topic	Number
1	Visibility	72
2	All listed topics should be priorities	46
3	Tackling illegal hunting	43
4	Policing the roads (plus four other road offence categories)	21 (31)
5	Better communication with the public	19
6	Foot patrols by officers	17
7 =	Rural crime	18
7 =	Anti-social behaviour	18
9	Speeding	16
10	Better partnership working / redirection of work to appropriate <u>other</u> agency	14
11	Drug dealing	13
12	Putting more officers on the front line / ensuring warranted officers not in office roles	12
13	Youth engagement and education	11
14 =	Opening more police stations	9
14 =	Making our streets safer	9
16 =	Tackling shoplifting	8
16 =	Vehicle theft	8
18	Crime prevention	7
19 =	The illegal use of e-Scooters	6
19 =	Wildlife crime	6

Which areas need greater focus?

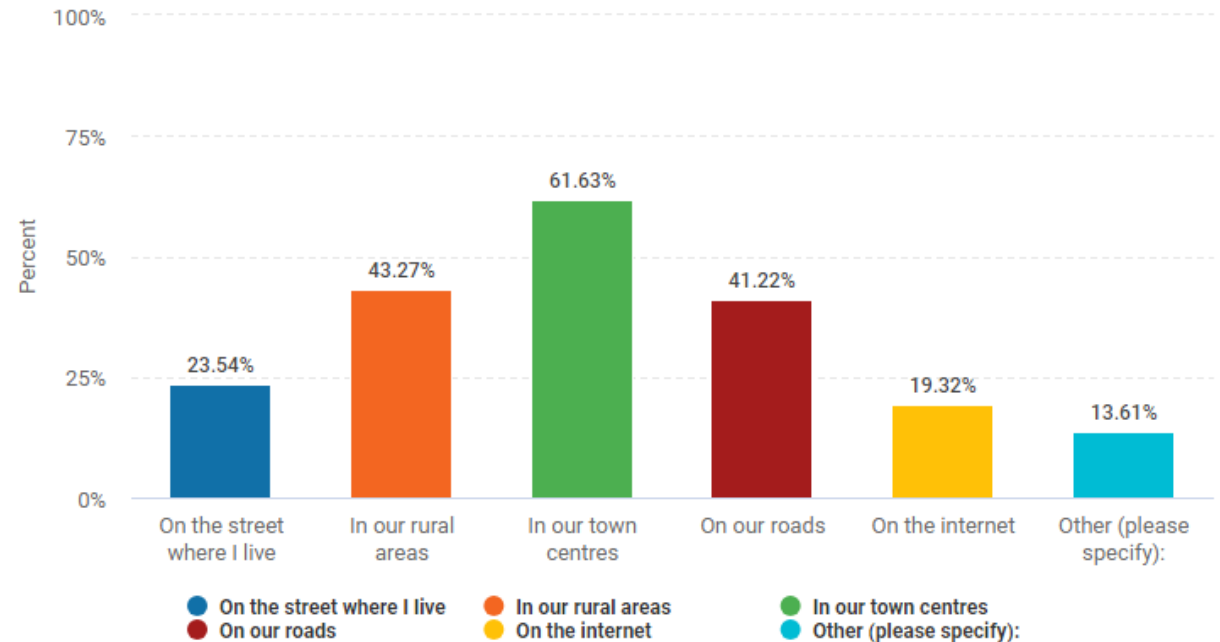
We asked people to choose which areas they thought policing needed greater focus in Warwickshire. They could specify more than one answer.

As with last year's survey, the majority of respondents felt that policing needed additional focus in town centres, with over 61% percent choosing this as one of their options.

Rural areas came second, narrowly ahead of roads.

On the street where I lived was chosen by less than a quarter of all respondents, but still ahead of on the internet. Other suggested areas made up 13.61% of responses, but there was no clear pattern to these suggestions.

Compared with 12 months ago, on our roads has increased in prominence, up more than 7 percentage points, whereas all other categories have reduced or maintained (other).



Should funding for policing be increased?

We asked people to choose whether funding for Warwickshire Police should be increased, sustained, frozen or reduced.

The majority of respondents opted for an increase of some kind, with 51.76% saying that increase should be above inflation and 35.77% saying it should be an inflationary-level increase to sustain in real terms the funding available.

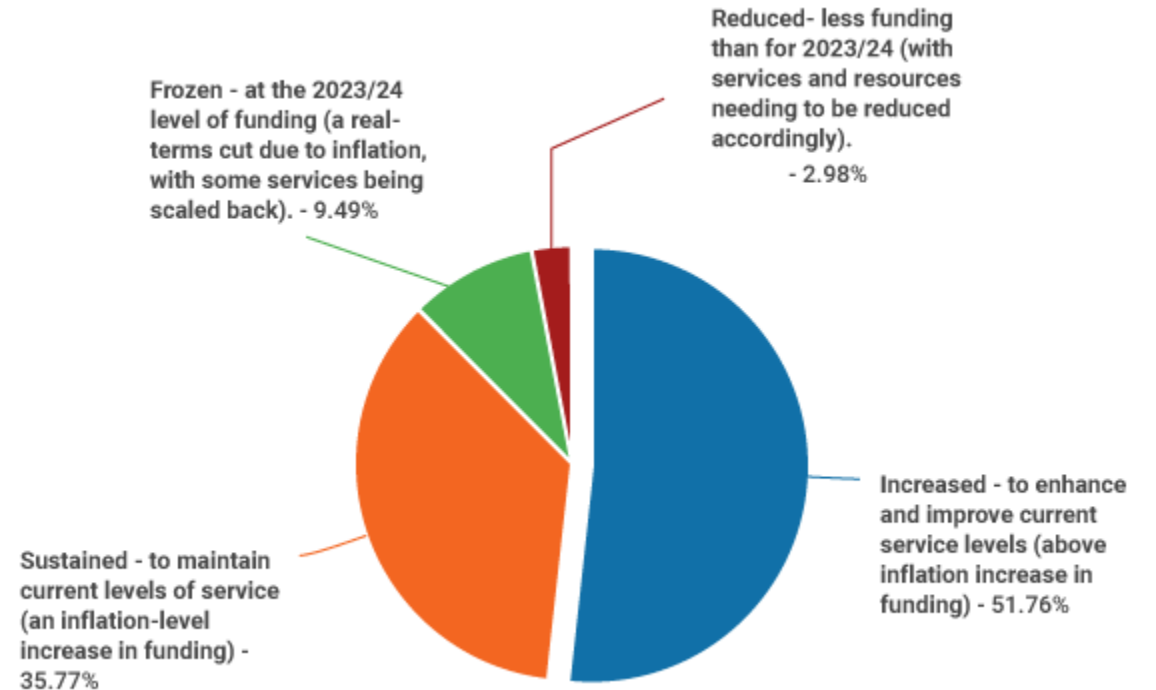
A minority (9.49%) felt funding should be frozen (a real terms cut with some services scaled back) while a very small number of respondents (2.98%) felt funding should be reduced.

Public vs Police employees and volunteers:

Across the options, those who work within policing were slightly more likely to support an increase than other options compared with the public:

Police: Increased (56.44%); Sustained (36.44%); Frozen (5.78%); Reduced (1.33%)

Public: Increased (50.20%); Sustained (35.26%); Frozen (10.76%); Reduced (3.78%)



Sample comments on police funding

As the public demand gets higher so do costs across the board. Diluting any service to cut costs does not work, nor should be allowed to happen.

Additional funding should be made available from central government.

We have to pay for the quality of life we want and need, so services such as NHS, education, roads, police and emergency services, not to mention council budgets, must be increased to start making up for the shortfall of the last 15 years. Many other "rich" countries in Europe do this.

Policing is becoming increasingly complex. Additional demands amidst a challenging funding and inflationary landscape creates difficulties for policing to deliver the quality of service they aspire to, let alone keep pace with advancing technologies and criminality.

Population rise, complexity of crimes, criminal mobility and general standards of some people's behaviour has outstripped police numbers and funding.

The cost of everything has risen and families have no control over this, leading to greater levels of deprivation and theft. To increase the level of council tax further than in line with inflation seems counter-productive and it will just lead to more crime to make ends meet, even though I appreciate that policing costs have risen too.

I am not convinced that Warwickshire Police make best use of the current budget and I suspect that simply increasing the budget will not improve policing standards.

We have been ripped off in our council tax precept. Central government cut the funding to axe police officer jobs, they should directly reinstate all the additional funding required from central government!

Priorities for future investment

We asked people to choose five priorities for future investment.

All suggested areas achieved some level of support, but those most heavily supported were:

- Improving police performance (65.59%)
- Measures to tackle anti-social behaviour (63.78%)
- Measures to reduce reoffending (63.38%)
- 101, 999 and public contact facilities (58.78%)
- Crime prevention measures (49.05%)

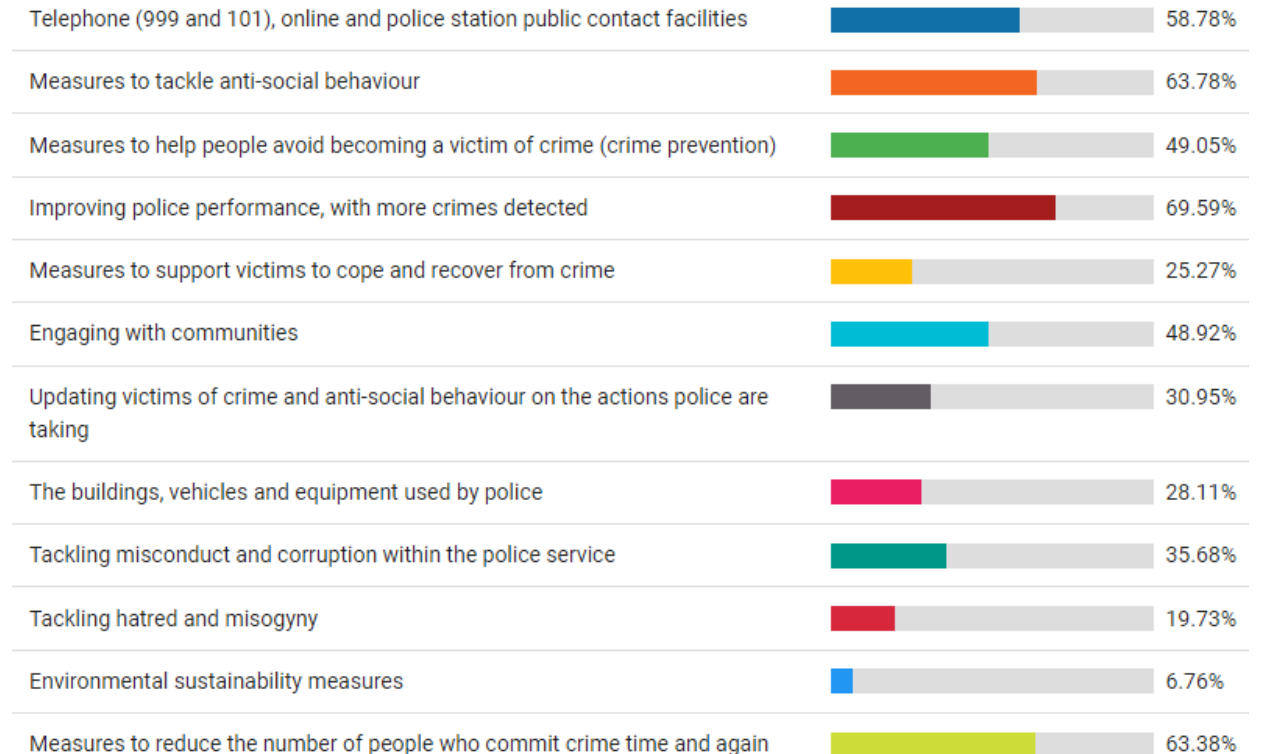
Public vs Police employees and volunteers:

Tackling ASB: Public (69.76%) vs Police (50.22%)

Crime prevention: Public (44.66%) vs Police (56.19%)

Tackling misconduct/corruption: Public (41.1%) vs Police (23.7%)

Buildings/vehicles/equipment: Public (19.96%) vs Police (47.98%)



How affordable would an increase be?

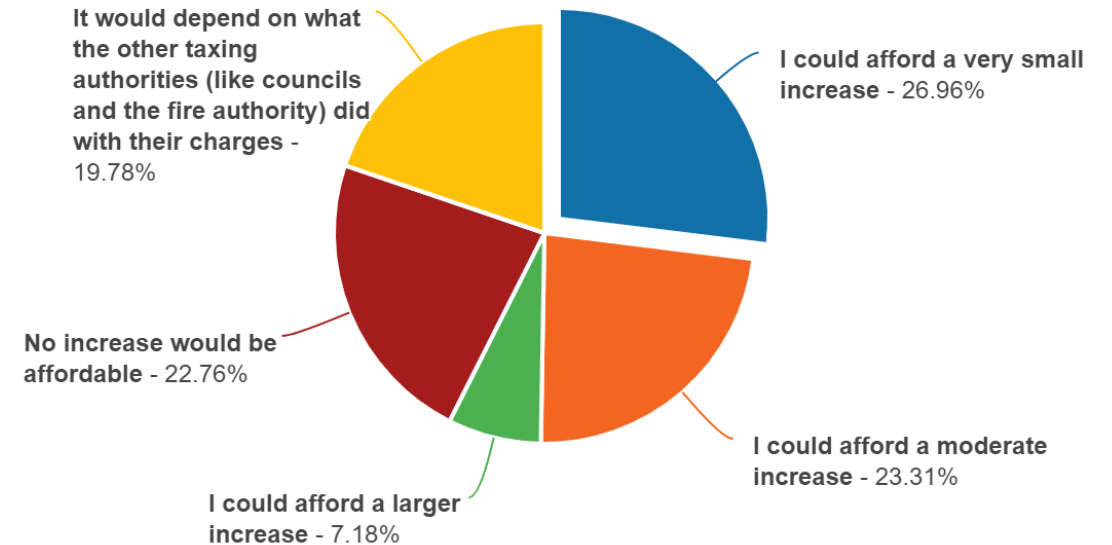
We asked: Thinking of your own household's financial circumstances, how able would you be to pay an increase in Council Tax for policing, if it was required?

The results were a reversal of previous years. While there was overall support for an increase, this year saw the smallest increase getting the most support (29.96%) and the largest achieving only 7.18% of the total. A moderate increase was supported by 23.31% but significant numbers were undecided, saying affordability would depend on what other precepting authorities chose to do (19.78%) while 22.76% said no increase was affordable.

By Council Tax banding:

Below are the results broken down by the stated Council Tax band of the respondent (most favoured option highlighted):

	A	B	C	D	E	F	G	H
Small	19.35%	41.77%	27.56%	27.52%	24.69%	27.78%	14.29%	25.00%
Moderate	25.81%	13.92%	18.90%	25.50%	30.61%	31.48%	35.71%	16.67%
Larger	9.68%	2.53%	8.66%	10.74%	8.16%	5.56%	9.52%	8.33%
None	32.26%	27.85%	25.98%	18.79%	16.33%	11.11%	23.81%	25.00%
Depends on other preceptors	12.9%	13.92%	18.9%	17.45%	20.41%	34.07%	16.67%	25.00%



Sample of public feedback comments

My feeling is that the biggest difference the police could make to many people's lives would be to address the everyday anti-social behaviour (including poor driving standards) that is prevalent through society.

The Police do an excellent and very difficult job and I think we should support them more and give them the resources to be able to have a bigger and better presence in the community.

Police on the streets have the double benefit of public reassurance and picking up useful information which could lead to crime prevention. A third aspect is that it improves the relationship between the public and police officer.

I think Stratford feels a safe place to live and some residents have unrealistic expectations about seeing more police presence in this environment.

Detection and conviction rates are so low any reasonably intelligent criminal knows that the odds are firmly in their favour when they consider car theft burglary etc.

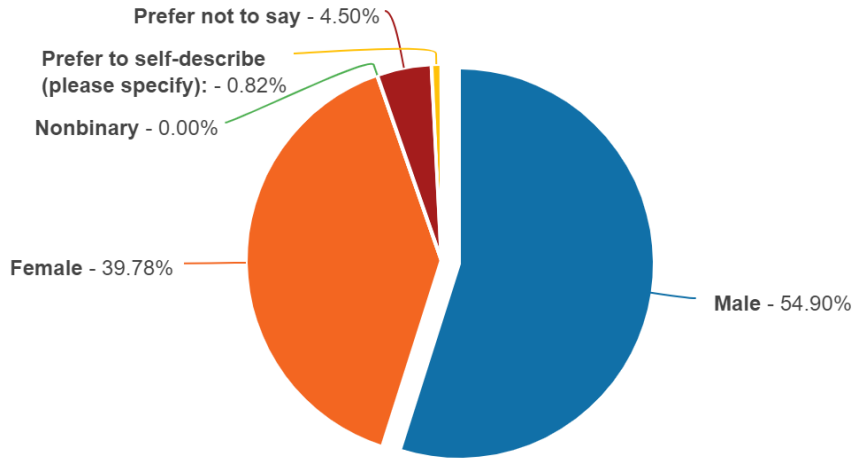
Both myself and a number of my neighbours are all very concerned about the increasing levels of crime both in our area and across the wider county. We would welcome a more transparent, well communicated strategy from the police.

Do not under any circumstances raise the contribution to policing this year financially burdening the taxpayer further. It's unacceptable given police performance, crimes prosecuted rates and the manner in which the public are treated.

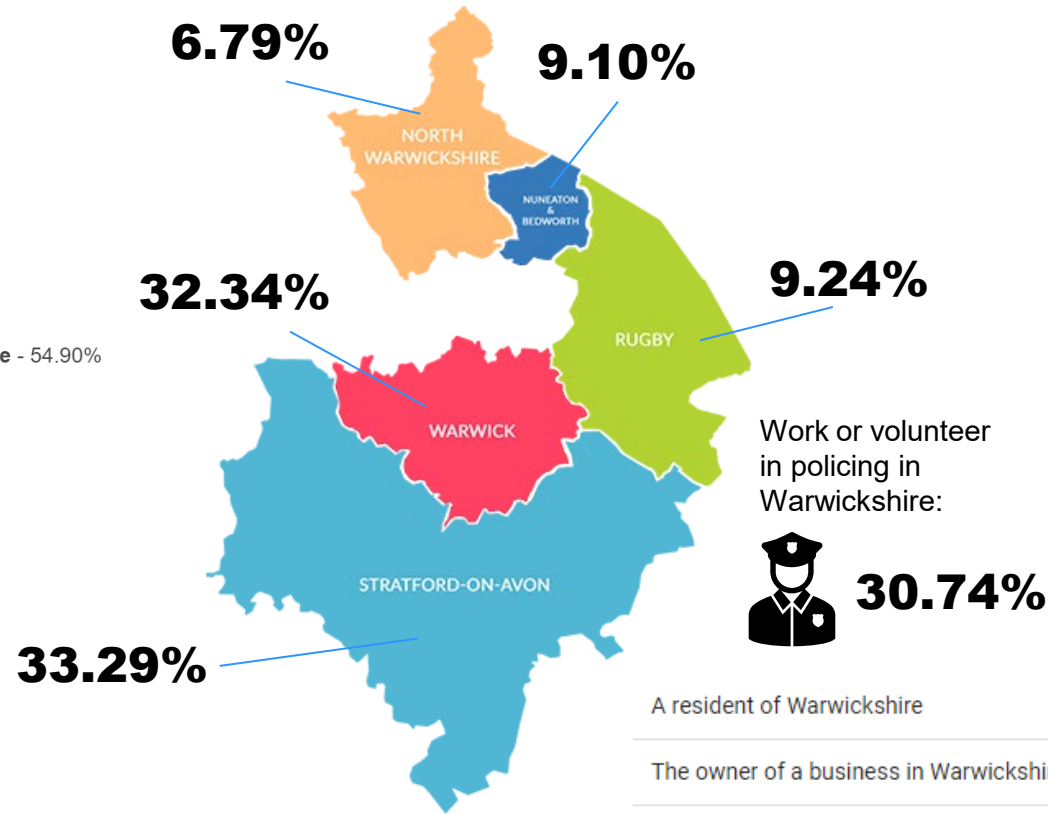
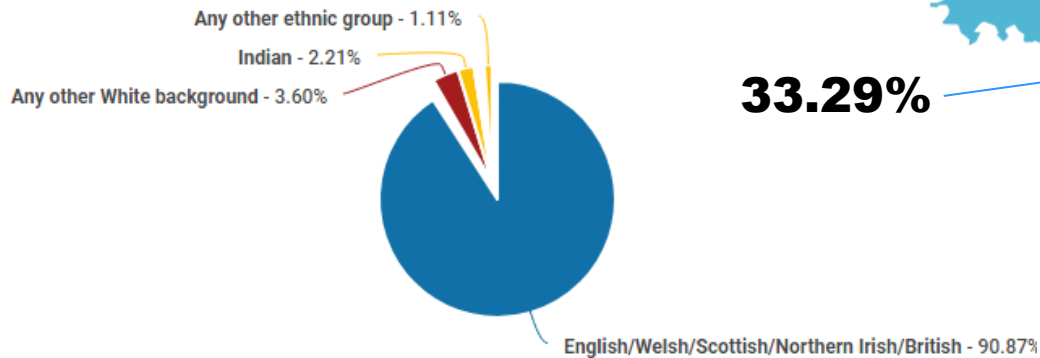
Reading the lists of items that could be prioritised brings it home to me how much we need the police and how important it is that the police force has the funds it needs to keep us safe.

Demographic data

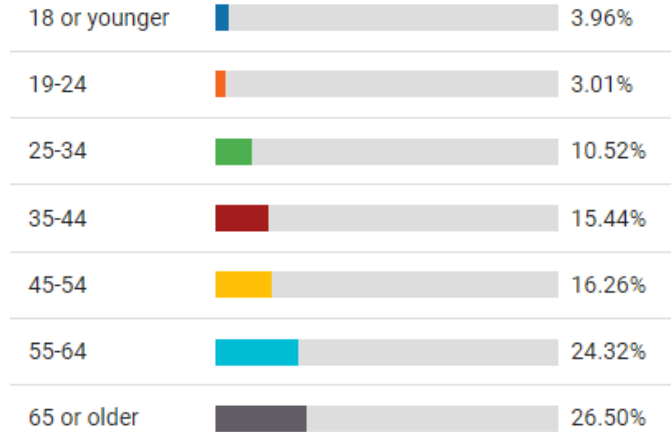
Gender



Ethnic group



Age



Status



Philip Seccombe
Police and Crime
Commissioner
for Warwickshire

Reduce crime, support victims, make communities safer