

OFFICE OF POLICE AND CRIME COMMISSIONER

LEAD CHIEF OFFICER: Chief Executive

TITLE: Engagement report from the Police and Crime Plan ‘have your say on policing’ public survey

DATE: September 2021

TIMING: Routine

PURPOSE: To report the findings of the survey to help inform the Commissioner’s Police and Crime Plan 2021/25.

1.	<p><u>RECOMMENDATION</u></p> <p>1.1 For approval by the Police and Crime Commissioner to use the information collected to inform the new Police and Crime Plan.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>2.1 The Police and Crime Commissioner for Gwent was re-elected on 6 May 2021 and has a statutory duty under the Police Reform and Social Responsibility Act 2011 to consult with local people in identifying and setting the local policing priorities.</p> <p>2.2 In order to develop the next Police and Crime Plan for Gwent, an extensive engagement exercise with the public and key stakeholders was conducted by the OPCC. This was to ensure it reflected a range of views from diverse communities across Gwent. By gathering these views, the Commissioner furthered his understanding of what matters to the people of Gwent, key stakeholders and our partners in policing.</p> <p>2.3 The OPCC ran its ‘have your say on policing’ survey for seven weeks between July 25 – September 11, asking up to 35 questions depending on the responses given. For comparison, the previous survey ran for 12 weeks and had 15 questions.</p> <p>2.4 Although there was a quantified objective of 600 surveys to be completed, there was a focus on the quality of the engagement. To ensure the work was as efficient and holistic as possible, the survey also captured other aspects of public opinion.</p> <p>2.5 The survey was proactively publicised across all OPCC channels, in the press, and distributed to partners to cascade to service users. The survey was also shared with Gwent Police and the views of the Police Federation, Unison and Superintendents Association were considered.</p>
3.	<p><u>ISSUES FOR CONSIDERATION</u></p>

3.1. A variety of methods were used to encourage as many people as possible to have their say on the proposed priorities, including face-to-face surveys, an online survey and information sharing emails to partner organisations.

3.2. The OPCC complemented this with **30** engagement events across Gwent, totalling **196** hours of engagement.

3.3. This allowed **1,829** people to voice their views. Of these, **1,461** people filled in a digital survey, and **375** people completed a survey during a face-to-face engagement session. About 14% of respondents said they had been victims of crime in the last year. For comparison, the Police and Crime Plan survey in 2016 had 759 respondents in total.

3.4. It was agreed, prior to the launch of the survey, that a representative sample size of 600 would be used. This provided a confidence level of 95%, including a +/- 4 margin of error. This was in line with targets for previous surveys. As stated in the above paragraph, the overall response rate was significantly higher than this.

3.5. When completing the survey, respondents indicated that they live in the following local authority areas:

- Blaenau Gwent 16.4%
- Caerphilly 22.6%
- Monmouthshire 16.5%
- Newport 26.3%
- Torfaen 14.7%
- Didn't live in Gwent 3.5%

3.6. The response rate was fairly consistent across Gwent, with the higher rates in Newport and Caerphilly due to the larger populations, number of face-to-face events the OPCC attended, the amount of attendees at events, and proactive sharing of communications by the councils.

3.7. Only about 58% of people chose to answer the equalities questions. Of those who did, they stated that their age was

- Under 18 3.71%
- 18-24 3.34%
- 25-40 24.05%
- 41-55 25.16%
- 56-75 33.80%
- 70+ 6.96%

3.8. In total, 43.71% of respondents were male, 51.35% female, 0.19% transgender and 0.37% non-binary. The majority of people said they were White British (90.5%) but almost 10% stated another ethnicity. Almost one in

seven (13.7%) stated they were disabled. The majority of people said they were heterosexual, with 1.72% homosexual and 1.83% bisexual.

3.9. In total, 32% of people said they either strongly agreed or agreed that Gwent Police are dealing with issue that matter to them. A total of 35.8% of people either disagreed or strongly disagreed with this. When asked about whether Gwent Police are dealing with issues that matter to their community, 33% of people strongly agreed or agreed, while 35.4% disagreed or strongly disagreed.

3.10. The main areas of concern raised, both during face-to-face engagement and written responses, were around low-level crime not being addressed, police visibility and accessibility, lack of prosecutions, and anti-social behaviour.

3.11. In terms of the proposed priorities, people either strongly agreed or agreed as follows:

- **Keep Neighbourhoods Safe** **83.8%**
- **Combat Serious Crime** **83.4%**
- **Support Victims and Protect the Vulnerable** **81.2%**
- **Increase Community Confidence in Policing** **79.3%**
- **Drive Sustainable Policing** **61.2%**

3.12. The public were asked to highlight what they thought was important for Gwent Police to focus on for each of the proposed priorities. The top four responses for each proposed priority were as follows (statistics included are the average score for that area by residents of the allocated 100 points):

	1	2	3	4
Keep Neighbourhoods Safe	Public order and ASB (28.57)	Criminal damage (27.11)	Acquisitive crime (26.02)	Crime prevention (21.33)
Combat Serious Crime	Child criminal and sexual exploitation (25.86)	Serious violence (20.08)	Rape and serious sexual offences (19.15)	Serious and organised crime (18.87)
Support Victims and Protect the Vulnerable	Helping deliver criminal justice for victims (26.24)	Safeguard and protect vulnerable people (21.10)	Effective victims support services (19.5)	Investigation updates for victims and witnesses (17.88)
Increase Community	Police and staff engaging with	Access to neighbourhood	Increased reporting of crime	Workforce reflecting the communities

Confidence in Policing	residents in their communities (30.38)	policing teams (28.35)	(20.15)	Gwent Police services (14.73)
Drive Sustainable Policing	Gwent Police have the right amount of officers (38.73)	21 st Century policing technology (19.19)	Balance budgets and providing value for money (16.97)	Regular training providing up-to-date knowledge for officers and staff (16.63)

3.13. Respondents were then asked whether the proposed priorities would help the police in their area to deal with the things that matter to the people in their community. **In total, 77% of respondents either strongly agree or agree that the proposed priorities would make a difference.** Only 6% of people strongly disagreed or disagreed with this.

3.14. Of all respondents, 41.3% said that they had been in contact with Gwent Police in the last year. Of these, 18.75% had a better opinion of the police, 28.44% worse and 52.8% had no change of opinion. The improvements of opinion were largely due to how they were dealt with or supported, while negative feedback also focused on their interactions with officers and a lack of prosecutions/positive outcomes after reporting issues.

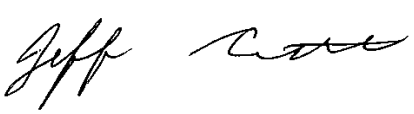
3.15. Respondents were also asked if they agreed with the following statements:

	Strongly agree and agree	Strongly disagree and disagree
Gwent Police have your support	74.3%	7%
Gwent Police treat everyone fairly	42.4%	17.1%
Gwent Police take people's concerns seriously	44.4%	23.2%
You have trust in Gwent Police	51.3%	18.2%
Gwent Police can be relied upon to be there when needed	41%	27.5%
You are confident you could easily speak to the police	60.5%	19.5%

	<p>3.16. Overall view of Gwent Police was positive, with 53.5% of people rating them as excellent or good, with 9.8% poor or very poor. It was clear throughout the surveying that people’s views on whether the police tackle the issues that matter to them and whether people have a positive view overall of the police are not synonymous. This is reflected in the responses outlined in paragraphs 3.9 and 3.15. This comes down to people being frustrated with low-level issues (often not within the remit of policing, such as dog-fouling), but appreciating the wider work of and demands on policing.</p> <p>3.17. Throughout the survey, and at the face-to-face engagement sessions, there were lots of opportunities to for people to give their detailed views on policing, either through free-text boxes or verbally. This was all captured and considered when drafting the plan.</p> <p>3.18. In addition to the above, the engagement sessions provided a platform to talk to be able to talk to residents about community safety. The office was regularly joined by Gwent Police’s cyber-crime team, We Don’t Buy Crime and school liaison officers, as well as local CSOs. There were some excellent examples of partnership working and this approach strengthened the OPCC offer when engaging with residents. It also enabled the office to plan further co-ordinated engagement, communications and campaigns going forward.</p> <p>3.19. In total, at the face-to-face engagements, the OPCC gave out more than 3,500 crime prevention items and advice, gained more than 80 new subscribers to the ebuletin and signposted hundreds of people to Connect Gwent and partner services.</p>
<p>4.</p>	<p><u>NEXT STEPS</u></p> <p>4.1. The findings within this report, along with feedback received both face-to-face and in the comment boxes, will be used by the Commissioner to finalise the Police and Crime Plan for Gwent.</p> <p>4.2. A briefing highlighting key themes and pressing issues will be created for Gwent Police and meetings to examine how this data is used to improve performance will complement this.</p> <p>4.3. Once the Police and Crime Plan has been approved, this will be communicated across OPCC channels.</p>
<p>5.</p>	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>5.1. Apart from staff time, the only financial implication from this engagement work was the cost of some social media advertising totalling £99.98.</p>
<p>6.</p>	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>6.1. There were no personnel considerations arising from this report.</p>
<p>7.</p>	<p><u>LEGAL IMPLICATIONS</u></p>

	7.1. The Commissioner has a statutory duty under Section 14 of the Police Reform and Social Responsibility Act 2011 to decide for obtaining the views of the people, before a Police and Crime Plan is issued.
8.	<u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u> 1.1. This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group. As the survey was open to all it has supported the equality requirements. 1.2. Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.
9.	<u>RISK</u> 2.1. The risk identified in this report is low as the Commissioner is discharging his statutory duties in carrying out this survey.
10.	<u>PUBLIC INTEREST</u> 3.1. This report will be available to the public on the OPCC website.
11.	<u>CONTACT OFFICER</u> 4.1. Rhodri Guest – Head of Communications and Engagement rhodri.guest@gwent.pnn.police.uk
12.	<u>ANNEXES</u> N/A

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<p>Police and Crime Commissioner for Gwent:</p> <p>I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.</p> <p>The above request has my approval.</p>
<p>Signature:</p> 
<p>Date: 11.02.2022</p>