

## Consultation on 2018-2020 Police and Crime Plan – Results

*Thank you to everyone who took part in the consultation on the Police and Crime Plan. This report provides the results and gives information on what we did with your responses.*

### Background

The PCC is proposing to issue a new police and crime plan for 2018-2020. A draft plan has been informed by PCC visits and meetings with residents, partners and Surrey Police units over the last 2 years and in-depth discussions with the Chief Constable and Deputy Chief Constable. A consultation with public and partners was also carried out. The Plan recently received the support of the Police and Crime Panel.

The draft plan was put on the PCC's website together with a link to an on-line survey. The consultation was open from 15<sup>th</sup> March to 10<sup>th</sup> April. It was promoted using the following mediums:

- Press release – including take up from Get Surrey with a full news story and a radio interview
- Via the In the Know community messaging platform
- PCC's website
- Twitter – OPCC and Surrey Police
- Facebook – OPCC and Surrey Police
- E-mails out to partner organisations, including the Police and Crime Panel and councils asking them to pass on the survey link to partners and residents

### Results

A total of 1287 responses were received. This is much larger than previous similar surveys carried out by the OPCC and a good response for this type of survey – one that asks a number of questions and requires reference to a long document.

The first 6 questions stated the proposed priorities and asked respondents to score their support for the priority, giving a score from 1 (not supportive) to 10 (highly supportive). The responses were as follows:

Priority	Average weighted score
Tackling crime and keeping Surrey safe	8.45
Building Confident Communities	8.45
Support Victims	8.14
Preventing Harm	8.21
Making Every Pound Count	9.04
Building for the Future	8.91

Overall, there was a high level of support for the priorities.

Question 7 gave people the opportunity to make any comments they wished on the plan. This was a free text response with 639 people making comments. The comments run to 43 pages and have all been considered individually by the Police and Crime Commissioner. The comments have been coded according to common themes and these are shown in the table below. Some people made more than one core statement with regard to the plan, with a total of 827 points made.

The comments most often made were with regard to the desire to see a more visible police presence (22% of the comments), general support for the plan (9%), a lack of police resources generally (6%) and burglary needing to be a priority (5%). The 'other' comments were all different and had no common theme.

#### **Q7 Please add any comments you have with regard to the plan**

<b>Comment</b>	<b>No.</b>	<b>%</b>
More visible policing	181	21.9%
Good plan/ support	78	9.4%
Police lack resources	52	6.3%
Burglary should be priority	38	4.6%
More partnership work	31	3.7%
Poor survey	31	3.7%
Police need more government funds	25	3.0%
Station closure	25	3.0%
Evidence of actions needed	22	2.7%
More crime prevention	22	2.7%
Unhappy with police service	22	2.7%
Clarity on measures needed	21	2.5%
Roads policing	21	2.5%
Plan not specific	17	2.1%
Support for Neighbourhood Watch	17	2.1%
Plan over-ambitious	16	1.9%
Crime is increasing	15	1.8%
Sussex police collaboration	15	1.8%
Poor plan	14	1.7%
Street lighting	14	1.7%
Building communities is key	12	1.5%
Good technology needed	9	1.1%
101 poor service	8	1.0%
Victim support should be for others	8	1.0%
Travellers	7	0.8%
Against PCCs	6	0.7%
Cyber crime	5	0.6%

Invest in investigations	5	0.6%
ASB should be priority	4	0.5%
Rural crime	4	0.5%
Support for victims	4	0.5%
Violent crime	4	0.5%
Clarity on funding needed	2	0.2%
Response times	2	0.2%
Other	70	8.5%
	827	100.0%

#### Q8: In which Surrey Borough or District do you live?

People were asked where they lived in Surrey to provide information to the OPCC on where people were responding from and whether a generally representative response had been achieved. Most boroughs were well represented, with slightly higher responses from Waverley and lower responses from Runnymede.

ANSWER CHOICES	RESPONSES	
Elmbridge	8.67%	111
Epsom and Ewell	6.40%	82
Guildford	8.35%	107
Mole Valley	8.51%	109
Reigate and Banstead	10.15%	130
Runnymede	2.50%	32
Spelthorne	8.27%	106
Surrey Heath	11.48%	147
Tandridge	10.38%	133
Waverley	16.47%	211
Woking	7.18%	92
Don't know/ prefer not to say	1.01%	13
I don't live in Surrey	0.62%	8
<b>TOTAL</b>		<b>1,281</b>

### Q9: How did you hear about this survey?

To provide the OPCC with information and inform future survey promotion, people were asked where they heard about the survey. The most popular response was an e-mail from the OPCC, followed by In the Know.

ANSWER CHOICES	RESPONSES	
PCC's website	4.86%	62
Surrey Police website	8.39%	107
E-mail from the Office of the PCC	33.23%	424
Twitter	1.02%	13
Facebook	9.56%	122
Local media (online, print or broadcast)	3.84%	49
In the Know	16.61%	212
Community website	8.93%	114
Word of mouth	2.27%	29
Other	11.29%	144
TOTAL		1,276

### What did we do with the results?

The high level of support for the outlined priorities in the draft plan have meant that the PCC can confirm these as the priorities for the Police and Crime Plan over the next two years.

All comments made were provided to and were read by the PCC. They were also provided to the Deputy Chief Constable for information.

Changes were made to the Police and Crime Plan following the consultation are as follows:

- Reviewed and strengthened the statement around maintaining a local policing presence
- Amended our section on young people to demonstrate the need to work with young people and to work in partnership
- Added that local people consider burglary to be a priority
- Put in a stronger reference to preventing violent crime
- Added in the need for police to work closely with Neighbourhood Watch

Other changes and use for the results have included:

- The level of interest shown in the policing resources has been fed into the communications strategy for the Surrey Police estates project to ensure continued public communication
- Developed a scorecard, together with Surrey Police, to measure and report upon progress against the plan, responding to comments with regard to the plan needing measures/ not being specific.

## **Summary**

Overall the consultation on the Police and Crime Plan showed strong support for the priorities outlined in the plan. Comments made were wide and varied and were considered, alongside any comments from the Police and Crime Panel and the Chief Constable, in developing the final version of the plan.

The PCC wishes to thank everyone that took part in the survey and the invaluable feedback and comments made which helped shaped a final product reflecting the views and needs of Surrey residents.

The final plan is available on the PCC's website: [www.surrey-pcc.gov.uk](http://www.surrey-pcc.gov.uk)