For Consideration	
Public/Non Public*	Public
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	
Report of:	The Police and Crime Commissioner
Report Author:	Kevin Dennis
E-mail:	Kevin.dennis@nottinghamshire.pnn.police.uk
Other Contacts:	Karen Sleigh@nottinghamshire.pnn.police.uk
Agenda Item:	8

Nottinghamshire Police and Crime Commissioner's Consultation and Engagement Report

1. Purpose of the Report

1.1 The purpose of this report is to provide the Strategic Resources and Performance Meeting with an overview of the Police and Crime Commissioner's (the Commissioner's) consultation and engagement activities on budget proposals and shaping the policing priorities which have informed the Police and Crime Needs Assessment and the refreshing of the Police and Crime Plan 2015-18.

1.2 The Commissioner has set out his approach to consultation and engagement in his strategy "…giving victims and citizens a bigger voice in policing to achieve a safer Nottingham and Nottinghamshire.[1]

1.3 The current challenges of less money across public services, changing demands and demographics, technology transforming almost all aspects of life, raised public expectations and changed behaviour about the way services are accessed and consumed, has created the need to refresh our approach to informing and involving the community, other interested individuals and groups to shape police and crime services to build better and safer neighbourhoods. The Commissioner will launch his refreshed Consultation and Engagement Strategy in April 2015, which will be underpinned by a Charter and multi-agency action plan.

2. Recommendations

2.1 That the Strategic Resources and Performance Meeting discuss and note the Nottinghamshire Police and Crime engagement and consultation activities which have informed the Police and Crime Needs Assessment and prioritisation of policing and community safety in the refreshed Police and Crime Plan 2015-18.

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[1] Community Engagement and Consultation Strategy

3.	Reasons for Recommendations

3.1 The Commissioner has statutory responsibilities for consultation for improving victim satisfaction, identifying and setting local policing priorities, producing the Police and Crime Plan and Annual Report, and setting the budget and precept for the delivery of quality policing in consultation with the Chief Constable.[2]

3.2 Consultation and Engagement Strategy
The Commissioner's Consultation and Engagement Strategy sets out the approaches the Commissioner will take to listen to victims, individuals and communities on how to locally reduce crime and disorder, bring more offenders to justice and create more confident, vibrant safer communities, and nationally by interacting on the wider police reform landscape.

3.3 It is important that the Commissioner engages with communities and interest groups such as victims, adult and children safeguarding boards, watch schemes, unitary, county, district, city, town and parish councils, Police Independent Advisory Groups, the voluntary and the community sector and speak with people to find out their true views about policing budgets and priorities for effectively tackling crime and improve community safety.

3.4 Consultation and Engagement Shaping the Budget and Priorities
In total, bespoke consultation and engagement activities have captured the views of over 4,000 residents for the budget and priorities set out in the refreshed Police and Crime Plan through the following:

- Consultant led focus groups, one in Nottingham (City), one in North Nottinghamshire (Worksop), one in South Nottinghamshire (Bingham), one with women and one with members of the Black and Minority Ethnic (BME) community.
- The Commissioner's online consultation questionnaire and supporting video on the Police's Delivering the Future proposals.
- Evidence collected through the Nottinghamshire County Council Annual Residents Satisfaction Survey 2014 and the Nottingham City Council and the City's Crime and Drugs Partnership Annual Respect Survey.

3.5 Police and Crime Needs Assessment
The Nottinghamshire Police and Crime Needs Assessment included results of local and national consultation and engagement findings which were aggregated into an overarching summary of threat, harm and risk. The key findings were consulted on at the Commissioner's Stakeholder Priority Setting Event on the 8th January 2015, where there were presentations to summarise the work supported by a workshop and question panel to address any gaps to threat, harm and risks identified and priority action for the Commissioner, Force and Partners to address in the Police and Crime Plan 2015-17.[3]

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[2] The Police Reform and Social responsibility Act 2011
[3] The Nottinghamshire Police and Crime Needs Assessment

3.6 A key point identified in the assessment was a **greater need to understand, profile and engage with existing, new and emerging communities** to identify vulnerability and offending. There are growing opportunities for greater understanding of **demand** and **prevention** of crime within 'hard to reach' communities. There have been negotiations with the Nottingham Trent University to have a PHD student working to the Office of the Police and Crime Commissioner to do a longer term piece of research to identify the key issues for new and emerging communities and identify policing and community safety needs.

3.7 Partnership Plus Areas
The Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) was asked to lead an independent review of Partnership Plus Areas (PAAs) in May 2014 by the Safer Nottinghamshire Board (SNB). There are currently 15 PPAs with 3 discretional ones across the County. The partnership conversation has moved from a debate about the criteria and how many PPAs should there be, to how can we work differently with communities in a climate of reducing resources. There is a key principle to improve community and individual empowerment through improved consultation and engagement to involve people in shaping the services around their needs, understand demand, prevention and early intervention which will realise efficiencies for more expensive enforcement services.

3.8 There is a transformational programme to implement the findings of the Review to move away from geographical hotspots focused on crime performance to an integrated locality working model. There has also been a separate Academic led piece of research from telephone surveys for the PPAs to provide a deeper understanding of the specific issues that are important for service delivery in the areas to improve community safety.

3.9 There is further scoping work looking at utilising Community Organisers in local areas through the Prevention Programme which will support integrated locality working.

3.10 Events and Conferences
The Commissioner and his Deputy have hosted or supported a variety of themed conferences, which have included Transforming Rehabilitation, Victims Services, Domestic Violence, Immigration, Alcohol, Mental Health and Hate Crime. These have all provided opportunities for key stakeholders and practitioners to contribute and shape the services to respond to the needs of individuals and communities.

3.11 Nottinghamshire Youth Commission
There have been provisional meetings to identify further planning and groundwork needed to start the project to set up a Youth Commission which we will be able to encourage wider youth engagement. The aim is the have a clear plan in March with recruitment to start in April.

3.12 Walkabouts

The Commissioner and his Deputy have scheduled walkabouts, which will be focused on PPAs across the County and High Impact Areas in the City. This allows for a two way conversation with the public which we collate and integrate into the Nottinghamshire Police and Crime Needs Assessment.

3.13 Meetings

The Commissioner has established a number of different types of meetings many of which the public are able to attend. By attending the public will be able to hear what the Commissioner's priorities are and what he is doing to address them. The public is also able to hear him hold the Chief Constable to account.

3.14 Summer events

Last year the Commissioner, his Deputy and members of his Office attended various events across the City and County. There is currently forward planning work for the events for consulting directly with the public to address key concerns for policing and community safety.

3.15 Key meetings with partners

The Commissioner and his Deputy are invited and attend various meetings throughout the year and feedback information to shape policing and crime across the City and County, ensuring follow up discussions with individuals and community groups which provides a source of information for consideration in the Police and Crime Plan.

3.16 Victims

Supporting victims is one of the Commissioner's highest priorities. When the Commissioner was elected two years ago, he pledged to ensure that victims of crime are treated as people, not cases. He is determined to place victims' interests and needs first, working closely with his Deputy Commissioner to ensure that future services are the best they can be. Their work has involved research and in-depth consultation in readiness for the new rules which switch commissioning funding and powers from the Ministry of Justice to Police and Crime Commissioners (PCCs). [4]

3.17 The Commissioner was an early adopter for victims' services from October 2014, having the responsibility for commissioning the majority of emotional and practical support services for victims of crime in Nottinghamshire, including restorative justice. A key area of improvement will be advanced through the opportunities to enhance the sharing of information and working across agencies to improve reporting, referrals and support pathways for victims.

3.18 There is a revised Code of Practice for Victims of Crime that lists the key entitlements that victims of criminal conduct are entitled to.[5] There is further work being conducted, led by the Deputy Commissioner, to embed this Code across Nottingham and Nottinghamshire.

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[4] MOJ: Victims' Services Commissioning Framework may 2013
[5] MOJ: Code of Practice for Victims of Crime October 2013

3.19 **Research**
There has also been specific targeted research for further understanding victim's needs and domestic violence victim's needs which has shaped the Victims Strategy and work on the Review of Domestic Violence which was launched in 2014. There has been an interim report produced by the University of Leicester which has focused on Medium Risk Repeat Domestic Violence, the final report will be finished for October 2015 and there will be a launch of the findings and recommendations at a National Event being organised by the Deputy Commissioner.

3.20 **Mystery Shopping**
There is an ongoing programme of volunteers conducting Mystery Shopping exercises which provide a reality check of communication and services available to the public. These exercises produce findings which are reported and included in the collation of evidence for the Police and Crime Needs Assessment to identify the priorities for policing.

3.21 **Correspondence**
The Commissioner and his Deputy have been responding throughout the year to various complaints, compliments and general correspondence which has provided a rich picture of information on policing and community safety which has been assessed as part of general governance and decision making together with providing valuable information for the Police and Crime Needs Assessment.

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4   Summary of Key Points

4.1 The full evaluation report is attached for information, however, a summary of the findings identified through the specific budget and priority setting consultation and engagement is outlined below:

- There was overall support for having to remodel policing for Nottinghamshire, 62%, and increasing the precept given the national context of austerity and on-going policing budget cuts, however, 82% did not support savings to local policing.

Key areas for potential savings included:
  o Investing in preventing crime and early intervention through education and working with communities.
  o Joined up working with other agencies through multi-agency hubs, supported by training and information sharing, particularly for areas such as domestic violence, child abuse and other serious crime.
  o Support for collaboration with other forces.
  o General support for specialist investigative teams to assist with bringing more people to justice, and focusing on protecting vulnerable people against crime such as child sexual exploitation and domestic violence.
  o Support for victims of crime having a single point of contact throughout their journey.

- General support for volunteering, with 86% having participated in volunteering over the last 12 months.
- Increasing PCSO powers, or more Police Staff to ensure that Police Officers are utilised for jobs requiring warranted powers.
- Reducing the number of senior policing ranks and the number of meetings Police Officers attend, find savings through enabling officers with improved technology and reducing bureaucracy to free them up to be accessible in their communities to focus on tackling local issues.
- Savings to the Nottinghamshire Office of the Police and Crime Commissioner, 44% and 50% said no to reducing police support functions.
- Respondents identified that they would be prepared to pay more for policing, 53% of respondents from the Residents Survey (with 14% responding maybe).

Key areas to invest in policing included:
- There were concerns for closing police buildings, but general support for increasing visibility of officers 85%, with the Independent Advisory Groups 28%, 75% saying no to reducing policing time dealing with the public.
- Clearer communication with communities, particularly for reporting crime, also promoting the confidence to contact the police for less serious issues to pass on intelligence, but a clear definition of an emergency would be useful to promote together with the numbers to call other than 999.
- Acceptance that new communication and social media are important tools for policing, but should not be the only method of communicating with the public.
- Support for a named Police Officer for each area to improve response times.
- Support for spending more on drug and alcohol related crime and exploiting new technology to assist tackling some crimes.

Victims focused
- Recognised importance for offering restorative justice where appropriate, with specific emphasis on it needing to be victim led.
- Concern that there needs to be an equitable distribution of resources across the City and County.
- Improve road safety awareness and tackle illegal parking, 58% did not want any cuts to roads policing.
- Three quarters (75%) of all respondents reported feeling safe (either very or fairly safe) in their local area when outside after dark.
- Perceptions of anti-social behaviour being a very or fairly big problems being: noisy neighbours (4%/7%), groups of people hanging around the streets (5%/13%), rubbish or litter lying around (10%/16%), vandalism, graffiti and deliberate damage to property or vehicles (5%/11%), people being drunk or rowdy in public places (7%/9%), people using or dealing drugs (9%/11%), people being

attacked/harassed because of their skin colour /ethnic origin/religion (1%/4%), abandoned or burnt out vehicles (0%/2%).

Communicating with the Commissioner
- o Preferred method of obtaining information about the Commissioner, being through local newspapers and newsletters (20% and 23%).
- o Important business areas identified for review include:
  - Stop and search – very important (33%), important (46%).
  - Recruitment and retention of police officers – very important (59%), important (36%).
  - Hate crime related to disability – very important (47%), important (43%)

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4   Financial Implications and Budget Provision

5.1   There have been financial budgets associated with the production of bespoke consultation and engagement activities, which have informed the budget process and priority setting for the refreshing of the Police and Crime Plan and aligning budgets to community safety to deliver the outcomes of the Police and Crime Plan.

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5   Human Resources Implications

6.1   Human Resource implications will be identified through the budget setting process and resource allocation aligned to the Commissioner's Strategic priorities.

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6   Equality Implications

7.1   There will be a refresh of the Equality Impact Assessment to inform the Engagement and Consultation Planning for the Police and Crime Plan and refreshing the Consultation and Engagement Strategy.

7   Risk Management

8.1   The Nottinghamshire Police and Crime Needs Assessment identifies the threat, harm and risks to policing, crime and community safety, with mitigation actions identified through the Strategic Plan in the Police and Crime Plan 2015-18. These risks and priority actions will be monitored through the Commissioner's Delivery Plan and reported on in line with the Commissioner's Governance Framework.

8   Policy Implications and links to the Police and Crime Plan Priorities

9.1   The Commissioners Governance Framework, together with supporting strategies are being delivered as part of the Police and Crime Plan's Strategic Framework.

9   Changes in Legislation or other Legal Considerations

10.1   Police Reform and Social Responsibility Act 2011. In addition, the Commissioner has a responsibility and must have due regard to all other legal requirements and specifically the provisions of:

- The Policing Protocol Order 2011
- Financial Code of Practice (FMCOP)[6]
- Strategic Policing Requirement (SPR)[7]
- Elected Local Policing Bodies (Specific Information) Order 2011[8]

11   Details of outcome of consultation

11.1   The consultation programme will be completed in April to support the refresh of the Consultation and Engagement Strategy, with significant variations being presented to the Police and Crime Panel.

12. Appendices

12.1

13. Background Papers (relevant for Police and Crime Panel Only)

- 13.1   Police and Crime Plan Priorities and Budget Consultation 2014/15 evaluation findings

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[6] Financial Code of Practice 2012
[7] Strategic Policing Requirement
[8] Specific Information Order 2011

Nottinghamshire Office of the Police and Crime Commissioner

Police and Crime Plan Priorities and Budget Consultation 2014/15

Evaluation of Findings

Author: Karen Sleigh

January 2015

Executive Summary

The Police and Crime Commissioner has a wide remit to cut crime and improve community safety in Nottingham and Nottinghamshire. Various consultation and engagement exercises were conducted over the last year to identify the relevant issues from communities to refresh the planning and prioritisation of policing and community safety. The consultation and engagement activities have been analysed and this report provides the highlights for consideration in the revision of the Police and Crime Plan 2015/18.

The consultation activities have included:

- Consultant led focus groups, one in Nottingham (City), one in North Nottinghamshire (Worksop), one in South Nottinghamshire (Bingham), one with women and one with members of the BME community.
- The Commissioner's online consultation questionnaire and supporting video on the Police's Delivering the Future proposals.
- Evidence collected through the Nottinghamshire County Council Annual residents Satisfaction Survey 2014 and the Nottingham City Council and the City's Crime and Drugs Partnership Annual Respect Survey.
- Academic led research from telephone surveys for the Nottinghamshire Safer Neighbourhoods' Partnership Plus Areas.

Summary of key findings:

In total, the consultation and engagement activities have captured the views of over 4,000 residents. Some of the key highlights being:

- Overall support for having to remodel policing for Nottinghamshire given the national context of austerity and on-going policing budget cuts (62% of respondents from the online survey).
- 82% of the respondents of the Nottinghamshire Residents Survey did not support savings to local policing.
- Support for investing in preventing crime work and early intervention through education with communities (96.4% of respondents from the online survey).
- Support for joined up working with other agencies through multi-agency hubs, supported by training and information sharing, particularly for areas such as domestic violence, child abuse and other serious crime (92.8% from the online survey).
- Support for collaboration with other forces (85.7% from the online survey).
- Identified that there should be clear communication with communities, particularly for reporting crime, also promoting the confidence to contact the police for less serious issues to pass on intelligence, but a clear definition of an emergency would be useful to promote together with the numbers to call other than 999.
- General support for specialist investigative teams to assist with bringing more people to justice, and focusing on protecting vulnerable people against crime such as child sexual exploitation, domestic violence (86% from the online survey).

- Support for victims of crime having a single point of contact throughout their journey.
- Acceptance that new communication and social media are important tools for policing, but should not be the only method of communicating with the public.
- Support for a named Police Officer for each area (82.2% from the online survey), need to improve response times.
- General support for volunteering, with 86% of respondents from the Nottinghamshire Residents survey having participated in volunteering over the last 12 months. The City Respect Survey found overall, just one-in-ten respondents (9%) said they were currently involved in formal volunteering. This is a reduction from 10% in 2013 and 2012, and from 13% in 2011. In 2014, 10% of respondents said they were involved in more informal volunteering such as joining a neighbourhood watch group or helping an elderly neighbour. This is a reduction from 11% in 2013 and 2012, and from 18% in 2011.
- Support for increasing PCSO powers, or more Police Staff to ensure that Police Officers are utilised for jobs requiring warranted powers (82.1% from the online survey).
- Recognised importance for offering restorative justice where appropriate, with specific emphasis on it needing to be victim led.
- There were concerns for closing police buildings, but general support for increasing visibility of officers (85% from the online survey), ensuring that they are enabled with technology to be as visible and accessible in their communities and focused on tackling local issues, with a recognition that there needs to be a focal point/base of some sorts.
- Support for spending more on drug and alcohol related crime and exploiting new technology to assist tackling some crimes.
- Concern that there needs to be an equitable distribution of resources across the City and County.
- Find savings through reducing the number of senior ranks, number of meetings Police Officers attend and find savings through reducing bureaucracy.
- Prepared to pay more for policing (48.2% from the online survey) 53% of respondents from the Nottinghamshire Residents Survey said they would be prepared to pay more for policing, with 14% responding maybe, the focus groups identified that there was little support to increase the precept.
- Improve road safety awareness and tackle illegal / dangerous parking.
- 33% of respondents were very satisfied, with 47% fairly satisfied (Nottinghamshire Residents Satisfaction Survey), with their local area.
- The overall proportion of respondents feeling respected all or most of the time by local public services (61%) has decreased by 4% since the 2012 survey (Nottinghamshire Residents Satisfaction Survey).
- Three quarters (75%) of all respondents reported feeling safe (either very or fairly safe) in their local area when outside after dark (Nottinghamshire Residents Satisfaction Survey).
- The City Respect Survey found that over two-thirds of respondents (71%) said they feel fairly or very safe when walking alone in their local area when it's dark. This is significantly higher than in 2013, 2012 and 2011 and the trend data suggests that perceptions of feelings of safety in the local neighbourhood

have improved over the years. Women, the 65+ age group, and respondents living in the most deprived areas are less likely to feel safe in their neighbourhood when it gets dark, with a 10 percentage point difference between the most and the least deprived areas.

- Respondents who feel very or fairly unsafe rank people using or dealing drugs, street drinking and intimidation as a result of gangs of as more of a problem in their local area than respondents who feel safe.

- Respondents have more concerns about Nottingham City Centre after dark, with just over half (55%) who said that they feel fairly or very safe in the City Centre. However, there was a significant increase in the proportion who feel safe between 2014 and 2013, 2012 and 2011 As in previous years, women are less likely to feel fairly or very safe than men.

- The City Respect Survey found that perceptions of anti-social behaviour overall continue to fall with only 6% of respondents reporting a high perception of anti-social behaviour, lower than in 2013, 2012 and 2011. There were significant differences by age, with those in the 65+ age group having lowing perceptions of anti-social behaviour.

- The top two ranked anti-social behaviour issues in the local neighbourhood continue to be 'dog fouling', rubbish, and litter lying around (City Respect Survey).

- Begging in Nottingham City is also is also an issue that respondents are concerned about, with 28% of respondents agreeing that this is a fairly of very big concern.

- Overall, 9% of respondents had been personally targeted by some form of anti-social behaviour in the last six months, similar to 2013 and a fall from 2011 and 2012. Around two-thirds (65%) had reported it to someone, the majority of which had reported it to the Police (90%). About half (48%) were very or fairly satisfied with the response, an increase from 2012, but a fall from 2013 and 2011. For those who did not report it, the main reason was that they thought there was no point as nothing would be done. There is also some evidence of under-reporting of ASB with 35% of those personally targeted by ASB not reporting it.

- Perceptions of anti-social behaviour being a very or fairly big problems being: noisy neighbours (4%/7%), groups of people hanging around the streets (5%/13%), rubbish or litter lying around (10%/16%), vandalism, graffiti and deliberate damage to property or vehicles (5%/11%), people being drunk or rowdy in public places (7%/9%), people using or dealing drugs (9%/11%), people being attacked/harassed because of their skin colour /ethnic origin/religion (1%/4%), abandoned or burnt out vehicles (0%/2%) (Nottinghamshire Residents Satisfaction Survey).

- As in 2012 and 2011, respondents are clearly most concerned about issues relating to alcohol in relation to Nottingham City Centre, with 32% of respondents agreeing that people being drunk or rowdy in public spaces is a fairly or very big problem and 28% claiming that street drinking is a fairly or very big problem. Young people in the 16-24 year old age group also recognise the issues in relation to street drinking and rowdiness as being a problem for them – indeed, there is an indication that these are more of an issue for younger than older residents.

- Six out of 10 (58%) of respondents said they tend to agree or strongly agree that there is a sense of community where they live. This is an increase from

2013 when 53% of respondents agreed or strongly agreed and from 2012 when 51% of respondents agreed or strongly agreed, but a slight decrease from 2011, when 59% respondents agreed or strongly agreed (City Respect Survey).

- The City Respect Survey found that satisfaction with the Police and Council remains high with two-thirds (66%) of respondents agreeing that they are dealing with the anti-social behaviour and crime issues that matter. Analysis of those respondents who were dissatisfied highlights that those respondents perceived 'people using or dealing drugs', 'Vandalism/ Criminal damage' and 'intimidation as result of groups/ gangs of young people hanging around on the street' to be more of a problem and these issues could be a possible driver of satisfaction.

- The City Respect survey found that nearly half (48%) of respondents thought that crime had 'no effect' or very little effect on their quality of life (a score of 0 or 1). Over three-quarters (78%) of respondent thought that crime has 'not a problem at all' or 'not much of a problem' in their local area. Nearly half (53%) of respondents thought that levels of crime had stayed the same in their local area over the past few years, 34% thought crime had gone down and 13% thought crime had gone up.

- Preferred method of obtaining information about the Commissioner, being through local newspapers and newsletters (20% and 23% from the Nottinghamshire Residents Survey).

- Importance business areas identified for review in the Nottinghamshire Residents survey are:
  - Stop and search – very important (33%), important (46%).
  - Recruitment and retention of police officers – very important (59%), important (36%).
  - Hate crime related to disability – very important (47%), important (43%).

- For the City Respect survey, in terms of crime and community safety in their local area, over one-third (35%) of residents ranked burglary as their primary concern, with alcohol related violence and disorder ranked first by 16% of residents.
  - In relation to what could be done to reduce crime and anti-social behaviour, residents were asked to rank a list of different measures. Looking at the top ranked, better parenting was ranked first by respondents with almost a quarter (23%) ranking this aspect first. More CCTV was ranked first by 22% of respondents. There are some differences between rankings based on mean score this year and those reported in 2012 and 2011. Most notable more CCTV has increase to 1st place from 3rd in 2012 and 2013. In contrast, more visible policing was ranked 1st in 2012, and is now ranked 2nd, and better parenting was ranked 1st in 2011 and is now ranked 3rd.

1. Introduction

The consultation has been carried out on behalf of the Nottinghamshire Police and Crime Commissioner (the Commissioner), which has included consultant led focus groups, web based surveys, telephone interviews focused on the Nottinghamshire Safer Neighbourhoods Partnership Priority Areas, together with Community Safety Partners surveys.

The fundamental aim of the consultation has been to provide recommendations for the revision of the Police and Crime Plan for the Commissioner. The recommendations have been based on:

- Consultant led focus groups, one in Nottingham (City), one in North Nottingham (Worksop), one in South Nottingham (Bingham), one with women and one with members of the BME community.
- The Commissioner's online consultation questionnaire and supporting video on the Police's Delivering the Future proposals.
- Evidence collected through Nottingham County Council Annual Residents Satisfaction Survey 2014 and the Nottingham City Crime and Drugs Partnership Annual Respect Survey.
- Academic led research from telephone surveys for the Partnership Plus Areas.

This report presents the findings of all the consultation activities and recommendations.

2. Consultation and Review

The Commissioner has a wide remit to cut crime and improve community safety in Nottingham and Nottinghamshire. The Nottinghamshire Police and Crime Plan 2013-18 sets out the Commissioner's intentions to: achieve safer communities and improve trust and confidence in high quality policing by reducing crime and anti-social behaviour; ensuring fairer treatment of victims and citizens and demonstrating the wise use of public resources.

The Commissioner has captured the views of over 4,000 local residents in 2014/15 as part of specific consultation activities; however, this report does not collate the views gathered by the Commissioner and his Deputy through stakeholder events and local meetings.

The consultation has identified the issues that residents most commonly want the Commissioner and the police and community safety partners to tackle in their local areas.

3. Focus Group Findings

Opinion Research Services (ORS) was commissioned by the Nottinghamshire Office of the Police and Crime Commissioner (NOPCC) to undertake five focus groups. The purpose of the deliberative sessions was to allow the Commissioner to engage with, and listen to, members of the public about important police and crime issues. The sessions both informed participants of the Commissioner's role and gain insight into people's policing priorities and ideas about the policing budget which will contribute to the planning for the future identified in the Police and Crime Plan.

In total, there were 46 diverse participants at the focus groups:

Area	Time and Date	Attendees
Nottingham City	6:30pm – 8:30pm Tuesday 25th November 2014	12
North Nottinghamshire (Worksop)	6:30pm – 8:30pm Wednesday 26th November 2014	7
South Nottinghamshire (Bingham)	6:30pm – 8:30pm Thursday 27th November 2014	10
Women (Nottingham)	6:30pm – 8:30pm Tuesday 25th November 2014	10
BME	6:30pm – 8:30pm Wednesday 14th January 2014	8 (including 2 refugees)

The make-up of the groups were:

Criteria	Focus Groups
Gender	Male: 16 Female: 23
Age	16-34: 11 35-54: 16 55+: 12
Ethnicity	12 BME
Limiting Long-term illness	7

Overall, the five focus group sessions considered a wide range of important issues; the following section provides a highlight of the findings with significant differences in views appropriately highlighted.

Main Findings

Prevention and early intervention
- The majority of participants in all but the BME Group agreed that 'prevention is better than cure' - working with local communities.
- The BME Group were concerned that prevention and early intervention could be used to discriminate against minorities, referring to 'stop and search' powers.

Working with other agencies
- There was scepticism that other agencies would not want to work with the police, with concerns for lack of training and personal safety, however, some of the participants believed working with other agencies would be beneficial such as housing associations to tackle anti-social behaviour.

Involving the public
- There was a belief that the public would not want to work with the police, but it was cited that local people get involved through initiatives such as 'Neighbourhood Watch'.

Education and young people
- Participants welcomed education and preventative work with young people, to improve respect and confidence in policing, with a focus on promoting the profile of the police.

Working with retail and businesses
- Overall this was not given much attention; however, a small number of participants in the North and South Nottinghamshire felt that the police should support businesses to take responsibility for crime prevention.

First point of contact – multi-agency hub
- All participants supported the idea of a multi-agency hub with certain incidents being dealt with by other agencies rather than the police.
- There was strong feelings that another number, other than 999 should be used, with negative experiences shared of using the 101 number.
- Participants believed that there needed to be well trained staff able to operate to a high standard, focus on improving response times, should be provided 24/7, and based on a clear definition of an emergency.
- There needs to be more education and a clear communication strategy with the public on what an emergency is and how the hub works.
- The point was made that as long as the service is responsive and of a good quality – it does not matter who actually answers the call.
- There was a division in opinions on whether a multi-agency hub would more cost effective.

Extending the working age of a police officer
- There was some support; with views that older officers could be employed in the multi-agency hub, but there were concerns that the salary of a police officer would make this an expensive option.

Developing specialist investigation teams
- There was an understanding of the complexities of undertaking investigations, and generally supported the development of specialist investigative teams to focus on evidence gathering and making stronger cases which could ultimately lead to a greater number of convictions.
- There were positive comments made on the work of the specialist rape team.

Specialist teams – impact on victims of crime
- Participants in all but the BME Group largely supported the principle behind the develop of specialist teams – with a belief that more not fewer officers could end up getting involved.
- There was support for victims of crime having one point of contact during the investigation process, with examples given of being a victim and having to deal with several different police officers.
- There was a belief that the team needed skilled police officers, however, participants in South Nottingham and Nottingham City raised the point that they were unconvinced that this would save money.

What it means for the public
- **Communicati**on – largely accepted that new forms of communication, such as social media are required, however, there was concern that some groups within society are not computer literate or have access to a computer, therefore, there should not be an over reliance on technology, it should be an addition to not a replacement for the physical present of the police in the community. Participants in the Women's Group felt strongly that a police presence should not be restricted to a police station and

suggested other venues within the community.
- **Named officer for all areas** – strongly supported by the Women's and North Nottinghamshire group, but it could not be seen how this could reduce costs.
- **Volunteering** – some support for using volunteers with the South Nottinghamshire group, however, in the North Nottinghamshire Group they identified concerns about the safety risks attached with volunteering.

What it means for – victims of more serious crime
- Support for minimum standards for victims of more serious crime, but there were concerns of how serious crime is defined, particularly in the Nottingham City Group.
- Support for more joined up working with other agencies particularly in cases of domestic violence, child abuse and other serious crime, with support for the police coordinating agencies to improve communication.

What it means for – vulnerable people
- Views were shared that vulnerable people should be cared for by the community and family and that there is an over reliance on the police, but overall, it was supported that vulnerable people should be part of the remit of the police with a focus on prevention of targeting.

What the proposals means for offenders
- **PCSOs and on the spot fines** – overall this was felt to be hard to impose by PCSOs, however, there was support for fines, and most participants believed it would be beneficial to increase PCSO powers.
- **Restorative justice** – recognised the importance of offering restorative justice where appropriate, both in terms of providing the victim with some degree of closure and acting as a potential future deterrent to the perpetrator, however, participants in both the women's and North Nottinghamshire groups felt it needed to be victim-led and the perpetrator should be assessed as to whether it will be both meaningful and honest.
- **Police officers versus buildings** – the Women's Group expressed concerns that too many police stations have been closed, and feared that more will be shut in the future, participants felt that where there are crime hotspots there should always be a police building, it was expressed that police officers require a permanent base, they cannot operate out of their cars, and building provide local access to the police. Participants in the North Nottingham and BME Groups had some reservations about losing police buildings. Overall participants generally favoured maintaining the levels of police officers.
- However, although there were general concerns for the loss of police buildings, overall the groups favoured maintaining the levels of police officers. The Women's group identified that there are cost benefits from co-location, but there were other groups who were concerned about the loss of privacy.

Precept
- The focus of the discussions were on cost savings rather than boosting income through the precept, focusing on where to spend less and what should stop being provided within the existing budgets, with little support to raise the precept.
- **The PCC should spend less on…** Participants suggested that the police should spend more on drug and alcohol related crime and exploiting new technology to assist tackling some crimes.
- **The PCC should stop providing…** Participants in North and South Nottinghamshire felt that the PCC should stop providing police for football matches, marathons and night club closing times, and they believed that such events could provide an income for the police. A few participants in the Nottingham City and South Nottinghamshire Groups raised the issue of traffic related crime which they felt was given a disproportionate amount of time in comparison to more serious crime.

Greater joined up working with other forces
- This divided opinion within groups, those against equated it with centralisation of

services and a move away from local services. • The North Nottinghamshire group identified that there needs to be an equitable distribution of resources across the City and County, and the County feels that they lose out. • Most, however, supported the idea of joined up working and felt it could enable the PCC to make potential cost savings, improve information sharing and develop more specialist teams.	

4. Online Consultation Questionnaire Findings

The Commissioner hosted an online questionnaire with a supporting video and presentation outlining plans for 'Delivering the Future' policing proposals. The key findings are identified in the next section.

The make-up of the respondents covered: one in Nottingham (City), one in North Nottinghamshire (Worksop), one in South Nottinghamshire (Bingham), one with women and one with members of the BME community.

The sample profile was:

Criteria	Respondents
Gender	Male: 68% Female: 32%
Age	16-34: 12% 25-34: 20% 35-44: 24% 45-54: 24% 55+: 16%
Ethnicity	White: 81.5%
Sexuality	Heterosexual: 80% Lesbian/Gay: 8%
Disability	8%

Main Findings

Having either watched the video or looked at the presentation, how would you rate your support of the following Delivering the Future proposals described below?	
The remodelling of policing in Nottinghamshire given the national context of cuts to policing budgets	62.9% of respondents supported the need to remodel policing
Investing funding in preventing crime and intervening early before problems escalate	96.4% of respondents supported prevention and early intervention
Working with partners to deal with calls to the police quickly and at the first point of contact through a multi-agency hub	92.8% of respondents supported multi-agency working
Ensuring each neighbourhood has a named contact, and targeting resources to neighbourhoods with greatest need	82.2% of respondents supported targeting resources
Recruiting more Police Staff to ensure Police Officers with warranted powers are able to respond to incidents and crimes quickly	82.1% of respondents supported utilising police staff for roles that do not require warranted powers
Greater joined up working with other Forces and public	85.7% of respondents supported

bodies to help protect local policing	collaboration
To what extent do you support more police resources being spent on protecting people against crimes such as child sexual exploitation, domestic violence and protecting the vulnerable	86% of respondents supported resources focused on serious crimes

Are there any areas of policing you feel the Commissioner should be spending more or less money on? If so what are they?

- Visible policing in neighbourhoods concentrating on local issues, ensure local officers spend the majority of their time out in their neighbourhoods and reduce bureaucracy, improve technology, improve opportunity to educate and deter anti-social behaviour.
- More officers to attend incidents, this could include other agencies
- Immigration awareness.
- Less money spent in the NOPCC, and less high ranking offers.
- Less money spent on investigating Police Officers over trivial matters.
- More specialised skills to tackle Counter Terrorism and Child Sexual Exploitation.
- Roads policing, focus less on prosecuting motorists.
- More PCSOs, and give them more powers / Less PCSOs.
- Youth offending and interventions.
- Investing in Criminal Investigations recruitment.
- More integrated working with other agencies and other forces.
- Better collaboration that realises savings, more investment on training and developing staff and specialist skills.
- Improve treatment of victims.
- Transparency, build on relationship building with communities.
- Internal changes and back office reductions need to avoid a reduced quality.

Most households in Nottinghamshire pay £134.34 (Band B) or less a year towards policing in the County. Would you be prepared to pay more towards policing?

- 48.2% of respondents would pay more towards policing.

Do you support the Commissioner in protecting spending on Police Officers and not on Police Buildings?

- 85% of respondents supported protecting spending on Police Officers.

Are there any areas of policing that you believe Nottinghamshire Police should stop providing? If so, what are they?

- Calls to mental health incidents unless life is at risk
- Need to do as much as you can with the Police Officers you have.
- Focus on policing – reduce the social services roles of officers.
- Clear definition of role of policing needed.
- Restrict town centre licensing hours.
- Out of hours support for council responsibilities such as noise complaints or social services.
- Reduce the number of meetings.
- Transfer responsibilities for deaths to coroners if there are no suspicious circumstances.
- Missing persons should only be looked at by the police after 24hrs unless there are specific risk factors.
- Parking issues.
- Sudden death – should be left with healthcare professionals.
- Police need to focus on police matters.

5. Nottinghamshire Annual Satisfaction Survey 2014 Findings

The 2014 Residents' Satisfaction Survey conducted for Nottinghamshire County Council and the Commissioner, by an independent market research agency, plays an important role in capturing local people's views, experiences and perceptions of value for money, communication channels, quality of life and policing and crime. The results are made up form an amalgamation of the seven Districts and Boroughs: Ashfield District Council, Bassetlaw District Council, Gedling Borough Council, Mansfield District Council, Newark and Sherwood District Council and Rushcliffe Borough Council.

The research was conducted via a face-to-face, on-street survey with residents aged 18 or over, across Nottinghamshire. A representative sample of 1,053 respondents were interviewed between 1 October 2014 and 29 October 2014. Quotas were set on gender, age, working status and ethnicity according to the most up to date population data (i.e. the census 2011). To identify differences between Districts and Boroughs, approximately 150 respondents were interviewed in each.

Main findings

The sample profile was:

Criteria	Focus Groups
Gender	Male: 49%
	Female: 51%
Age	18-24: 10%
	25-34: 14%
	35-54: 36%
	55–64: 16%
	65+: 23%
Ethnicity	White: 93%
Disability	23%

2014	2013	2012
Satisfaction with the local areas as a place to live • 33% of respondents were very satisfied, with 47% fairly satisfied	35%/49%	32%/46%
Being treated with respect and consideration by local public services • 22% of respondents believed this to be true all of the time, 39% most of the Time and 12% some of the time.		23% 42%/17%
Community safety – feeling of being safe in the local area after dark • Safety in the local area after dark – 40% very safe, 35% fairly safe • Safety when home alone at night - 59% very safe, 29% fairly safe	 41% 67%/21%	 40% 76%/19%
Community cohesion – agreement that people from different ethnic backgrounds get along • 10% of respondents definitely agree, 41% tend to agree	22%/35%	20%/38%
Influence on local decision making • 5% of respondents definitely agreed, 31% tended to agree	5%/23%	8%/28%
Participating in volunteering		

- 86% of respondents participated in volunteering over the last twelve months (with local community or neighbourhood groups at 39%, and health, disability and social welfare at 21%)

Perceptions of anti-social behaviour
- Very or fairly big problems being: noisy neighbours (4%/7%), groups of people hanging around the streets (5%/13%), rubbish or litter lying around (10%/16%), vandalism, graffiti and deliberate damage to property or vehicles (5%/11%)
- People being drunk or rowdy in public places (7%/9%)
- People using or dealing drugs (9%/11%)
- People being attacked/harassed because of their skin colour /ethnic origin/religion (1%/4%)
- Abandoned or burnt out vehicles (0%/2%)

Internet usage
Devices ranked top for access the internet at home: desktop computer (13%), laptop computer (29%), tablet (12%), smartphone (18%)

Police and crime
How important are the Commissioners' priorities:
- Protect, support and respond to victims, witnesses and vulnerable people (49%)
- Focus on those local areas that are most affected by crime and disorder and anti-social behaviour (17%)
- Spend your money wisely (11%)
- Prevent offending, early intervention and reduce re-offending (5%)
- Reduce the threat of organised crime (5%)
- Reduce the impact of drugs and alcohol misuse on the levels of crime and anti-social behaviour (12%)
- Improve the efficiency, accessibility and effectiveness of the criminal justice system (3%)

Other priorities
Other priorities that should be added to the list in count order:
- More visible policing
- Quicker police response time
- Open more police stations / 24/7
- Young people in streets/shops
- Illegal / dangerous parking – especially outside schools and in the town centre
- Get rid of the Police Commissioner
- Stronger measures to stop people speeding
- Police should be harder on their approach – they are too politically correct
- More support for the elderly
- Need more information about the police
- Reduce threat to vulnerable people
- Road safety awareness
- More PCSOs and give them more power
- Revive the justice system
- Police to spend more time educating kids on what crime does to people and how it affects their lives
- Council and police to work better together – stop passing the buck
- Investigate more crime i.e. domestic burglary
- Need to aim more at the drug problems in the area

Current and preferred methods of obtaining information about the Commissioner:	
• Local newspaper (current 12%, preferred 20%)	19%/20%
• Newsletters/information leaflets (current 6%, preferred 23%)	21%/29%
• Local broadcast media (current 4%, preferred 4%)	9%/4%
	3%/4%

• Social media such as Twitter and Facebook (current 3%, preferred 6%) • Commissioner's email newsletter (current 1%, preferred 4%) • Summer events (current 1%, preferred 0%) • Attendance at Commissioner's public meetings (current 0%, preferred 0%)	4%/4% 9%/2% 2%

Importance of business areas identified for review:
- Stop and search – very important (33%), important (46%)
- Recruitment and retention of police officers – very important (59%), important (36%)
- Hate crime related to disability – very important (47%), important (43%)
- Hate crime related to race or ethnicity – very important (42%), important (43%)
- Hate crime related to religion or belief – very important (40%), important (43%)
- Hate crime related to sexual orientation – very important (43%), important (41%)
- Hate crime related to transgender identity – very important (40%), important (43%)

Key areas for the IAG being:
- More visible policing – more out on the beat (28%)
- Personal safety and theft (16%)
- Early intervention (12%)
- Faster response to domestic crimes (12%)
- Police to attend more public functions / community events (12%)
- Visit the elderly when there has been an incident (8%)
- Look at areas that have deprivation and need improving (4%)
- A helpline if you wish to remain anonymous when reporting a crime (4%)
- Get the youths off the streets – more for them to do (4%)
- Drug related crime (4%)

Paying more towards policing
- 53% of respondents said they would be prepared to pay more for policing, with 14% responding maybe
- Reasons for not wishing to pay more are:
- Cannot afford to pay anymore (45%)
- Need to spend their money wisely (12%)
- Never any police around – need more police on the beat (10%)
- Need to know whether the money is being spent and if the money is being spent locally on the front line (9%)
- The don't do a good job now – we don't get good value for money (9%)
- Budget big enough already – don't need anymore (7%)
- Depends how much (6%)
- If they were seen to be doing a better job and crime figures came down (5%)
- If the police stations were open 24/7 and staffed properly (2%)
- Depends on the seriousness/importance of the crime (1%)

Potential areas of savings
- Local policing 5% (no 82%)
- Dealing with the public 10% (no 75%)
- Dealing with criminal justice (e.g. custody which includes doctors' fees) 22% (no 59%)
- Roads policing 26% (no 58%)
- Specialist operations (e.g. gathering and analysing information) 4% (no 81%)
- Support functions 31% (no 50%)
- Nottinghamshire Office of the Police and Crime Commissioner 44% (no 36%)

6. Nottingham City Council and CDP Annual Respect Survey 2014 Findings

Note the final results for 2014 are due next week.

The 2014 Respect Survey conducted for Nottinghamshire City Council, the City Drugs Partnership and the Commissioner, by an independent market research agency, plays an important role in capturing the City's local people's views, experiences and perceptions of value for money, communication channels, quality of life and policing and crime. The results are made up from an amalgamation of wards together with High Impact Areas, with a sample size of 2, 500, and the population is 64,376.

The research was conducted via a face-to-face, on-street survey with residents aged 18 or over, across Nottingham.

Main findings

The sample profile was:

Criteria	Focus Groups
Gender	Male: Female:
Age	18-24: 25-34: 35-54: 55–64: 65+:
Ethnicity	White:
Disability	

	2011	2012	2013	2014
% who know a lot or a little about the Commissioner and his role	-	-	32.9	26.1
% who think there are other priorities that should be added to the list	-	-	10.6	7.9
% seen any information about the Commissioner and his role				
Commissioners email newsletter	-	-	2.5	2.6
Local Newspaper	-	-	11.4	10.6
Newsletters/Information leaflets	-	-	7.6	7.7
Local broadcast media e.g. radio phone-ins	-	-	10.6	10.0
Social media such as Twitter and Facebook	-	-	1.9	2.2
Commissioners website	-	-	1.2	1.3
Attendance at Commissioners public meetings	-	-	1.0	1.7

	Summer events and carnivals	-	-	0.9	0.9
	Other	-	-	4.7	2.3
% preferred method for obtaining information about the Commissioner and his role					
	Commissioners email newsletter	-	-	10.9	11.5
	Local Newspaper	-	-	22.5	21.5
	Newsletters/Information leaflets	-	-	24.8	29.9
	Local broadcast media e.g. radio phone-ins	-	-	11.5	5.5
	Social media such as Twitter and Facebook	-	-	14.3	11.2
	Commissioners website	-	-	7.6	4.1
	Attendance at Commissioners public meetings	-	-	1.6	0.8
	Summer events and carnivals	-	-	1.0	0.6
	Other	-	-	5.7	14.9
Would you be prepared to pay more towards policing?		-	-		
	Yes	-	-	34.1	34.0
	Maybe	-	-	17.4	14.2
	No	-	-	48.5	51.8
Areas where savings should be made in the Police budget					
	Local Policing (e.g. neighbourhood and response)	-	-	11.6	14.2
	Dealing with the public (e.g. Force control room and front counters in police stations)	-	-	7.9	9.9
	Criminal Justice (e.g. custody which includes Doctors fees)	-	-	9.4	9.4
	Road Policing	-	-	21.8	23.5
	Specialist operations (e.g. Firearms, Dogs section, helicopter)	-	-	7.1	9.3
	Intelligence (e.g. gathering and analysing information)	-	-	7.0	6.8
	Investigations/investigative support (e.g. public protection such as child abuse and domestic violence, major incidents)	-	-	6.6	10.2
	Support functions (e.g. estates and building costs, fleet, HR, IT)	-	-	25.4	22.3
	Nottinghamshire Office of the Police and Crime Commissioner	-	-	21.7	33.9

7. Academic led research from telephone surveys for the Partnership Plus Areas.

The approach is through designing a deep dive quantitative approach through a survey on a stratified sample size, total sample size is 1067 (at 5% confidence interval). Results will be available in April.