

Public consultations: 9<sup>th</sup> & 16<sup>th</sup> January 2016:

*'Your Police, Your Choice – You Say'*

Report for: The Office of the Police & Crime  
Commissioner for Hampshire & Isle of Wight



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# 1. Introduction, objectives and method

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As part of their statutory obligation, Police and Crime Commissioners (PCCs) hold a range of public meetings and consultations. To fulfil this obligation Police and Crime Commissioner Simon Hayes held a consultation themed 'Your police, Your Choice – You Say'. This was convened on Saturday 9<sup>th</sup> January 2016 (Hampshire County Council Offices, Winchester), and on Saturday 16<sup>th</sup> January (Sparsholt College, Winchester). The first day was focused on urban residents; the second on those from more rural communities and the Isle of Wight.

The day was managed by an external market and social research consultancy (Firebrand Insight Ltd.), which has run four similar events in previous years. The reports from these previous events have been published on the Hampshire OPCC website.

A wide cross section of the general public attended each day's event. In total 93 attended the first and 101 the second day – an overall total of 194 members of the public (see Appendix C for the profile of each day's attendees). The agenda and format of the two days was the same; the key difference was the urban or rural communities from which the audience for each day was drawn.

The objective of each day was to hear the views of the public concerning two broad issues. These formed morning and afternoon sessions:

**MORNING:** Getting the best value from your Council Tax: The Commissioner's proposal to increase the policing precept by 1.99% for 2016-17 (explained as about £3.13 a year added to a typical Band D Council Tax bill).

**AFTERNOON:** A more wide-ranging debate about the PCC's Social Change agenda, including the role of the PCC. The urban day debate was preceded by a talk from a Domestic Abuse charity in Southampton. The rural day debate was preceded by presentations about the Hampshire Community Court and rural policing.

Each session was introduced by a number of presentations from the PCC, the Chief Constable or his Deputy, plus guest presenters (see Appendix A). The presentations were followed by 8 parallel focus groups of about 80 minutes each, with 10-15 participants present in each group.

This document reports on the main findings and conclusions from the consultation as a whole, and draws out key differences between urban/rural experiences and attitudes where they were very apparent. A range of anonymised quotations are reproduced in this report to illustrate the main attitudes, experiences and issues raised during the events. **Quotes from our urban day are shown in blue. Quotes from our rural day are shown in green.** The discussions were facilitated by a team of professional research consultants, most of whom had facilitated at our previous consultation events. See Appendix B for the topic guide used.

Those attending the day were from all walks of life, and aged 18 to 88. We recruited for each day from a wide range of different areas of the county and the Isle of Wight. Quotas were set in order to achieve a balanced representation in terms of gender, age group, background, ethnicity and disability. See Appendix C for attendee profiles.

Victims of crime in the last year (self-defined as at previous events, and ranging across many different crime types) were also well represented. Many others talked about crime incidents and/or ASB issues affecting them and their communities.

## 2. Summary

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A total of 194 residents from across Hampshire and the Isle of Wight provided detailed feedback about the Police & Crime Commissioner's budget proposals for the 2016-17 Council Tax precept, and his wider Social Change and Governance agenda. The main findings and suggestions were:

### **Budget plans: the 1.99% proposed increase in the policing precept**

Delegates were very supportive of the police. There is widespread support for the job they do, and the way Hampshire Constabulary has responded to the call to reduce their budget in the face of Central Government cuts. Rural residents are by and large all the more supportive; urban residents have somewhat more mixed opinions.

The proportion in favour of the proposed precept increase for 2016-17 (defined as 1.99% or £3.13 annually for a typical band D household), grew after the presentations from 87% to 91%. Those expressing strong support grew from 42% to 52%, underlining the need for simply expressed information about WHY such increases are needed, and HOW money has been and will be spent.

Our rural audience was the most supportive, but only after the evidence had been presented. At our 'cold poll' upon arrival, the urban audience were rather more supportive of the increase. After the presentations and debate, urban support in fact softened, and fewer were strongly supportive. This suggests that urban communities have had more serious or different crime experiences, and *might be* less satisfied with the response – although other factors may be at play, and support overall is still very positive. The rural audience was the reverse; a large proportion were luke-warm and even fairly negative early on, but the proportion giving strong support for the precept increase grew very significantly as a result of the presentations, from 31% to 55%, whilst those negative towards the increase reduced from 19% to 7%. The focus groups found that rural communities had less experience of crime and lower contact with policing, and so seemed all the more impressed as a result of the (new) information they had received.

In our second poll the proportion willing to pay a larger than 1.99% increase leapt up very significantly this year, from 29% to 52% overall, after the morning presentations and focus groups. This underlines the very powerful impact that the presentations made, and how opinion strengthens once the public considers the policing challenges in detail. It was also clear that more support for a larger increase was given by the rural compared to the urban audience (55% vs. 48% in favour), and that this gap had widened after the presentations. Stronger and more widespread support for policing amongst rural communities was evident throughout the consultation event, as mentioned previously.

### **The major priorities for additional police spending**

The top priority for increased spend, selected from a list of five major budget areas, was neighbourhood policing. This was followed by a call to boost special operations including those needed for fighting terrorism. No doubt this latter call is a reaction to the increased international threats of recent months.

Some felt that neighbourhood policing was effective, and that perceived lower visibility had not resulted in any increase in crime. Many though clearly think that visibility acts as a clear and essential deterrent and want visibility expanded, whether that be delivered via officers or PCSOs. Good levels of policing presence is especially requested in hostile environments such as town and city centres at the weekend.

The only area that people thought could receive less funding was crime prevention initiatives, not because this is unimportant, but because in a tight budget environment the onus should be on individual responsibility, and because considerable information is already available at other websites, public buildings (libraries, etc.) and from charities.

### **New ways of communicating**

The public broadly embrace and support the advance towards police use of digital communication and reporting channels for non-serious crime and incidents. The main points and caveats expressed were:

- The web can be of considerable help in some instances, like the rapid tracking down of missing people. Non-IT literate people also completely understand and support this point
- There is a need to communicate the existence of new digital channels strongly and widely
- Those not willing to embrace email or social media must be catered for in more traditional ways (e.g. print media, radio, leaflets), so they are not left out.
- New locations for police officers, such as supermarket 'pop-up shops', are widely applauded and understood as appropriate.
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### **The social change agenda and role of the Police and Crime Commissioner**

Our wide-ranging afternoon debate saw the public support much of the programme being undertaken, funded by the PCC's £4m budget from government which is separate to the policing budget, once they had had the programme explained to them in detail with examples. Had such detailed information NOT been available, support would have undoubtedly been much diminished.

Specifically:

- The need for more co-ordination between the police, specialist and social care agencies is strongly supported, because human and financial efficiency savings can be made
- The PCC is the stand-out single candidate to perform a wider co-ordination role, as he has the sufficient County-wide remit, with knowledge of the many different needs to be met and the agencies and partners that provide specialist services
- There is (inevitably) much detailed debate over which services should receive more or less of the additional £4m funding for activities
- Priority services include those target the most vulnerable needs. These are considered to include child sexual exploitation; the reduction of re-offending and supporting domestic abuse victims
- The police are *in essence* social workers, but their priority job is response policing and neighbourhood work, not modern-day 'social workers'
- The police are expected to help in all emergency situations, but not be the agency to provide long-term solutions
- There is no objection to the use of expert non-police staff to solve crime and investigate complex cases, properly regulated. It is believed that such staff are already widely used
- The PCC is NOT felt to be the right person to regulate the fire and rescue service, alongside his current role. That service would benefit perhaps from a similar system of regulation, but there should be two commissioners, working closely together. The role is felt too onerous for the PCC to add to his very important current policing & crime remit.

## 3. Crime, policing and communication options

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### 3.1 Main issues and trends; police visibility

#### 3.1.1 What are the main crime issues in your communities?

As heard at all previous events, the degree and seriousness of crime reported varies considerably. Those from urban areas and especially inner cities report far greater problems; some gun and knife crime was reported from Portsmouth for example.

Those with direct experience of serious crime are usually impressed by the police performance:

*"I was held up at knifepoint in a shop about a year ago. The police were brilliant. They caught the offender about 4 hours later and he has been convicted. The incident was never reported to the press." (M, 23, Fareham)*

*"Aldershot is drugs, a different class of people: immigrants; teenagers; squaddies" (F, 58, Eastleigh)*

*"Random vans are broken into and tools stolen" (F, 26, Basingstoke)*

*"They get into gangs and they have no respect at all for the police" (F, 27, Ringwood)*

*"Andover is big on drugs ... the army guys supply people I know; they bring it back ... the police don't deal with the army" (M, 25, Andover)*

The most prevalent crime issues reported were:

- Anti-social behaviour (ASB) especially by youngsters who are bored, very often related to drunkenness, drugs and vandalism, minor arson attacks, broken glass or needles left in parks
- Drug use/abuse, and theft to pay for drugs
- Concerns about the presence of legal high shops (Portsmouth)
- Muggings and assaults
- Car crime – often younger males damaging cars
- Speeding (by others and some delegates)
- Theft and burglary: homes; work premises; garden sheds; cars: small thefts having wider impact on the victim
- Domestic abuse incidents
- Cybercrime

The above list aside, the majority who were asked had experienced little, if any, crime in their communities. However, 1 in 4 did say they had been 'crime victims' in the last year when initially recruited. Fear of crime is certainly as great, if not more prevalent, than actual crime.

Many of the experiences reported were of anti-social behaviour (ASB).

*"There's been a spate of teenagers vandalising our estate, smashing windscreens and wing mirrors, the police do nothing about it" (F, 50, Fleet)*

*"I live in a place with vulnerable people, we get vagrants sleeping outside the doors and smoking and drinking, it's scary" (F, 74, Winchester)*

*"You had more respect because they were always there putting you right on the little things. I think that's lacking." (F,45, Winchester)*

*"There is street violence, a gang of teenagers set on a man coming home" (F, 47, Hythe)*

Most crime was considered to be petty crime, committed by young people bored and with nothing to do apart from cause trouble. However, even though labelled petty crime, it often had a devastating impact on victims:

*"I suffered actual bodily harm by a drunk lady, who was taken to court" (5)*

### 3.1.2 Is crime getting better or worse?

In terms of overall crime activity, it is extremely difficult to judge trends year on year from our deliberative events in isolation. Last year we reported a possible perceived improvement; this year the reverse *might be* the case.

*"There is less to do for the young, the funding is drying up, especially in winter there is nothing to do" (F, 53, Bishopstoke)*

*"As important as these [minor] crimes are, against a background of a reduction of 647 police officers lost in Hampshire, a reduction of £55 million in their budgets, loss of police dogs, loss of [police] cars, how on earth are the police supposed to deal with what's called the minor crimes?" (M, 72, Lake)*

*"On the Isle of Wight we are very insular; unemployment is very high; cuts have come in...crime is increasing – anti-social behaviour and things like that" (F, 46, Ventnor)*

For many people crime incidence or experience does not appear to have changed that significantly. It is apparent that negative perceptions are influenced in various ways:

- Perceptions are significantly impacted by media reporting, and increasingly social media (to include Streetlife; Facebook; Twitter use)
- Perceptions are closely linked to the view that there are fewer police/PCSOs on the streets. This leads some to think that crime is down, but others to think that crime must have increased, as there is less deterrent
- There is a widely held view that society and respect for the police (especially amongst the young) has deteriorated generally.

People talked about a shift from 'visible' crime to less visible, in-home crime – which includes domestic violence, drug taking and cyber-crime. Perceptions may in part have been formed by the morning presentations and media sources, rather than direct experiences.

### 3.1.3 Neighbourhood policing: Are the police visible and accessible enough?

The general view, as expressed at all consultations, is that visibility is down and that it should be better, if only to deter crime. However, relatively few people said they have the need or desire to engage with the police on a day-to-day basis and seem to live crime-free lives.

Understandably, we heard far more frequent mentions of visible policing from urban residents:

*"I see them all the time in Basingstoke where I work, they are always walking around day time and night time when the clubs and bars are open" (F, 25, Basingstoke)*

*"Seeing the police makes them human" (M, 50, Ossemsley)*

*"Hardly ever see a policeman these days" (F, 28, Hedge End)*

*"Our local village policeman PC Reid used to cover 5 villages, they've now moved him to Tadley, about 25 miles from where we are, so what response do we get from the police? Nothing" (M, 72, Ellisfield)*

The increased use of PCSOs for budgetary reasons is understood. On balance they are seen as a less attractive option than having a full neighbourhood officer patrolling the streets. That said, many do praise their local PCSOs if they have encountered them.

*"It's not good to rely on PCSOs as they aren't the same as police men and I think they're only part time as well." (M, 51, Basingstoke)*

*"If PCSO's are present people will not abuse parking lines, but when they aren't people park all over the place!" (M, 74, Southampton)*

*"Lots of kids laugh at PCSOs. Kids know if they do something wrong, they can't arrest them" (F, 38, Basingstoke)*

*"The PCSOs are on the pulse, they know what's going on" (M, 47, Hythe)*

*"They're very, very valuable. I wish there were more PCSOs. They've got more time. Not rushing around so much. I value them enormously." (M, 67, Woolston)*

Older respondents in particular and those spending most time at home say that the police are very rarely visible. They can feel more vulnerable, and so like the reassurance of someone patrolling – even PCSOs on bikes are regarded as a significant reassurance.

Some say that they would like more opportunities to engage with the police, and see mobile locations such as those at a local supermarket, as a benefit. For most, having the police to hand when needed in an emergency is the main concern:

*"When you ring the police the procedure is difficult, the person answering the phone has to decide if it's a priority and they aren't the police" (F, 74, Winchester)*

Some felt that a reduced police presence was reasonable in the face of reduced crime levels; that crime had certainly not increased due to less visibility. The impact of visible policing varies depending on the local situation, and many are content to see Hampshire Constabulary decide the priorities, whilst still calling for 'more visible policing' and lamenting the days of the local bobby.



## 3.2 Communication and contact with the police; using digital channels

We heard a wide range of comments about communication and police access moving steadily towards the use of digital channels. Many embrace this change as an opportunity, whilst also voicing natural concerns for those less able to digitally connect. In short, digital channels are supported as a great way to connect with the police and to reduce the police burden; emergency telephone access must be maintained and the 101 telephone service is also widely required.

*“I think it would be so impersonal to be reporting your break in online, and you’d want a policeman to come in and have a look and do fingerprinting and that sort of thing because then I think you’d feel that something was going to be done. If it goes online, I think it could be easily dismissed.”*  
(F, 71, Fordingbridge)

*“It’s time and effort to call someone up – easier if it was just an App you could just go – there’s a suspicious car in the road, can you check it out?”* (F, 27, Ringwood)

The results suggest that people expect personal contact in an emergency. A good telephone service is also required for those unable or unwilling to use modern technology options for non-emergency reporting.

*“Phone contact is fine for minor cases – a phone call would have done the job”*  
(F, 67, Chandlers Ford)

*“At least if you’re talking to somebody you can actually get what you want over”*  
(M, 59, Four Marks)

*“You want the gratification of speaking to a person or you feel you’re not valued”* (M, 26, Aldershot)

All options need to be well advertised. Many said they supported digital engagement but had no knowledge at all of existing websites or other channels.

It was suggested that policing websites could be found when needed.

*“You just Google anything you want to know these days...you can just say it on your smart phone...on the way here I asked ‘where should the police spend their money’ just to get ideas”*  
(F, 30s)

We also heard reports of people ‘won over’ by Facebook and social media as ways to keep in touch with neighbourhood and crime issues. However, very few knew or realised that Hampshire Police/PCC had a Facebook page.

*One had been texted with update on a prosecution, after robbery at work, and was very pleased to have been texted: “you feel as an individual you’ve made an impact on the community”* (M, Southampton)

*“It will make it easier for people who haven’t got computers to get through on the phone”*  
(F, 48, Cowplain)

*“It’s especially useful for young people...if they have Anxiety disorders”* (M, 20, Wootton Bridge)

Young respondents wanted an app on their phone. This was in tune with their way of communicating: immediate, instant, a location immediately visible.

We tested a range of specific communication ideas, as follows.

a) New website portal to report non-emergency crimes.

Many see this as a very useful idea, but with caveats around knowing what it's for and when to use it. People ask if such a portal be constantly monitored?

Others were more spontaneously resistant, asking what is 'non-emergency'? Some thought such a website wouldn't be taken seriously, thinking those in charge of it "...*would pass the buck*" 120  
But if you can upload photos, video and documents, it would be a good way to get a crime number easily.

*"There is nothing like having an actual name of someone you have spoken to on the phone – it just feels more personal"* (M, 50, Portsmouth)

*"Email would have done me but as it was I got umpteen phone calls – they need to determine the seriousness of the crime and respond accordingly"* (M, 51, Holbury)

*"It takes more balls to phone up about a crime than just to go online and report something – so they could get inundated."* (F, 76, Winnall)

b) Limiting non-emergency police responses to hours when more resource is available

Many were spontaneously resistant, asking how do you decide what's non-emergency? Would a crime or a person feel less valued if they had to wait? However, many came around to this idea once more 'non-emergency scenarios were considered (for example, the follow up after a car crime that wasn't seen happening "live").

*"People say things like 'you can't time a crime', and 'if you're a victim you want a response"*

*"I would support them channelling reporting of incidents more appropriately at their busy times"* (F, 43, Bishops Waltham)

c) Officers not attending in person if there is no live incident happening or obvious leads to follow which may include house to house enquiries or CCTV checking.

As with the scenario above, it was agreed that such a policy was reasonable when there was no live incident. However, participants wanted clear guidance on what to consider a 'live' or 'serious' case.

*"I'd have been horrified if they hadn't come round [after our burglary] even though they didn't catch them ... I'd have felt nobody cares"* (F, 66, Winchester)

*"It's more reassuring if you see an officer"* (M, 51, Basingstoke)

*"All depends on the severity of the case – isn't that what the 101 call system is for?"* (F, 26, North Baddesley)

d) Dealing with incidents over the phone if it's not necessary for an officer to attend

Again, this was felt to be perfectly acceptable, and at least one can talk to someone. People accept that the police are best placed to judge 'necessity' or 'emergency' cases, although many are concerned that cuts may mean that some 'serious' cases may be dealt with less quickly.

e) Expanded use of social /digital media (e.g. twitter, Facebook, Facetime) to engage directly with local police officers.

As a channel for situation updates, and for cases such as missing children, many see social media as extremely useful – including NON users - as long as the public is told about such channels. Older non-IT users can be at a disadvantage, and when relevant standard printed or non-digital communications should still be made available for these groups.

Many people are strongly resistant to using social media to contact the police for any sort of emergency, although the degree of case urgency is the key factor. People feel that social media is right for updates on events and information, rather than reporting crime and ‘serious things’.

*“It’s not professional” (M, 26, Aldershot)*

*“I wouldn’t want personal stuff going over social media” (M, 51, New Forest)*

- f) More mobile “pop up” facilities used to enable officers to be clearly visible at community events or in popular/ easy to access locations, like a shopping centre.

This development is strongly supported and known to be widely underway already, as reported by the local press. This was the only idea put forward that boosted face-to-face contact options, and this was viewed very positively. Under the same heading, some suggested a boosted programme of school educational visits by the police, and lamented the perceived reduction in such work.

*“The police are visible in junior school, but one hardly ever sees them in senior school. They’re not visible enough in senior school.” (M, 44, Farnborough)*

*“Excellent – like a drop in hub – covers everything from people asking directions to crime reporting” (M, 51, New Forest)*

*“I’d rather they weren’t at the school fete but were out on the beat, please.” (F, 67, Chandlers Ford)*

The police should be visible and there is no significant resistance to the idea of pop-up locations. A slight concern was raised about duplication of effort with shop security guards, but on the whole the move was highly supported. One person suggested a pop-up stand to the design of a Dr Who old-style police box/ Tardis - to help visibility!

*“You’re going back to the Tardis!” (F, 48, Southampton)*

*“On the Isle of Wight there are so many police stations that have closed down...you don’t see them...In Newport they hang around the bus station a lot” (F, 46, Ventnor)*

*“They have a surgery at Asda once a month ... they get the old pensioners with no one to talk to going and chatting to them” (M, 68, Southampton)*

- g) Develop an email alert system that gives specific information about your neighbourhood.

Dependent on age and current IT familiarity, this was felt to be a good idea because it is immediate and keeps you informed - as long as you use email and know the option exists. We also heard comments about the many existing community-based sites that already fulfil this need to some extent (Streetlife, Isle of Wight community site, etc.)

*“There was an incident recently where something like this would work with a dog running wild, police officers were telling dog walkers not to go on their walks. If on social media it could have reduced their presence” (F, 43, Bishops Walton)*

*“We (already) have a community warning alert system on the Isle of Wight...where you can post warnings...run by a group of volunteers” (M, 57, Newport)*

*“At the touch of a button it goes to everyone, they tell us about scams and things” (F, 64, near Basingstoke)*

*“Facebook is good for that...for posting things about scams” (M, 50s)*

The only widely heard concern is that such a system will miss the older and non IT-literate, who may be amongst the most vulnerable in society (although many commented that older people are increasingly IT savvy). Despite reservations about not covering some sub-groups, an email alert system is seen as a very useful idea, as it raises general awareness. In summary, the concerns raised were:

- Not ignoring those not on email/not signed up to an email alert
- Sufficient resource must be put behind promotion of the scheme so that it gains critical mass
- Would sign-ups be inundated with emails? A minority voiced this concern.
- SMS messages are probably better for immediate attention and action, as many young people have moved away from email as a medium. SMS is therefore suggested as a very useful additional channel.

## 4. The Police and Crime Commissioner's budget plans and getting best value

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### 4.1 Initial feedback on the presentations and budgets

Participants were shown several budget-related presentations, and these were very well received. The stark funding position was well presented with clear financial summary charts. The Chief Constable's charts underlined the many successes of policing and how a budget was being well-spent.

Participants were generally very supportive of the police and sympathetic to the detailed arguments put forward to protect the policing budget, as long as the budget was felt to be wisely spent.

*"I'm happy to pay the increase, because it's not that much, but I think we could still tweak the police budget to get that increase down a bit."* (M, 70, Southampton)

*(Several members of the group chipping in) "It's not a lot, who will miss 3 quid, it's 2 big macs, a dessert when you go out"*

*"I'd rather pay an extra £10 a year on my Council Tax and know that I'd have a copper there when I needed one"* (F, 46, Ventnor)

The presentations were thought to greatly aid participant understanding of the precept increase being proposed.

*"When I came in I was thinking 'no more increases' but because of what we've been told and with it going towards communities, it's only 26p a week then why not"* (M, 23, Portsmouth)

However, even before the morning presentations and debate, support for the 1.99% precept increase was widespread. As we have widely found at previous events, clear communication about why an increase is needed and how the increased budget will be spent helps to strengthen support.

*"It's a no brainer if you want more officers to come to more incidents, you have to pay for it?"* (F, 40, Fareham)

*"The increasing rate of crime means the police need to be supported"* (M, 85, Winchester)

*"As a widow living on my own, these dark nights are horrible, you baton down the hatches ... I want to know that if anything happens, someone is there for me"* (F, 28, Gosport)

*"I'm happy to pay more to live in a safer world"* (F, 42, Basingstoke)

*"They sound like they are spending the money wisely already, by giving more they can use it even more wisely"* (M, 54, Near Fareham)

*"Are the police worth an extra two cups of coffee?"* (M, 72, Lake)

The amount of increase sought (typically £3.13 pa), is considered very minor by most, and this view may be helped by perceptions of a somewhat stronger economy this year than in recent years.

## 4.2 Interactive voting: Opinions about the proposed precept rise

The proposed 1.99% increase in policing precept was put to attendees before the morning presentations started, and then again after the presentations and group debates had taken place.

Two questions were asked on each occasion: overall support for the increase, and whether a greater/lesser increase than the average £3.13 was justified (NB the figures below are based on those voting in each poll)

**POLL A. Overall support for a 1.99% increase in the policing budget within your Council Tax, resulting in a £3.13 per year increase in your Council Tax bill for an average Band D household:**

It was clear that support for the proposed increase was substantial in all polls across the two days.

The proportion in overall support grew after the presentations and debate from 87% to 91%. Those in strong support increased from 42% to 52%, underlining the need for easily accessible and simple to understand information about why such increases are needed and how money will be spent.

Another very interesting finding was the differences between our urban and rural audiences. At the 'cold poll' upon arrival, the urban audience was in fact rather more supportive of the increase, as seen in the first chart below. After the presentations and debate, urban support in fact softened, and rather fewer were strongly supportive. A variety of factors might explain this, including wider experience of crime; different crime types and threats experienced and more strongly held views about crime due to its greater prominence in urban life. These factors were evident in the stories heard in our urban group discussions.

The rural audience however was the reverse; a large proportion were luke-warm and even fairly negative early on, but the proportion giving strong support to the increase grew very significantly as a result of the presentations from 31% to 55%, whilst those negative towards the increase reduced from 19% to 7%. We found that rural communities had less experience of crime and lower contact with policing, and were likely to make a more informed decision following the presentations.



### 2016 support: planned increase in precept: Poll 1-AM

Support for the overall increase of 1.99% (£3.13pa for a Band D h/hold)  
(Sample size of those participating in each poll shown in brackets)

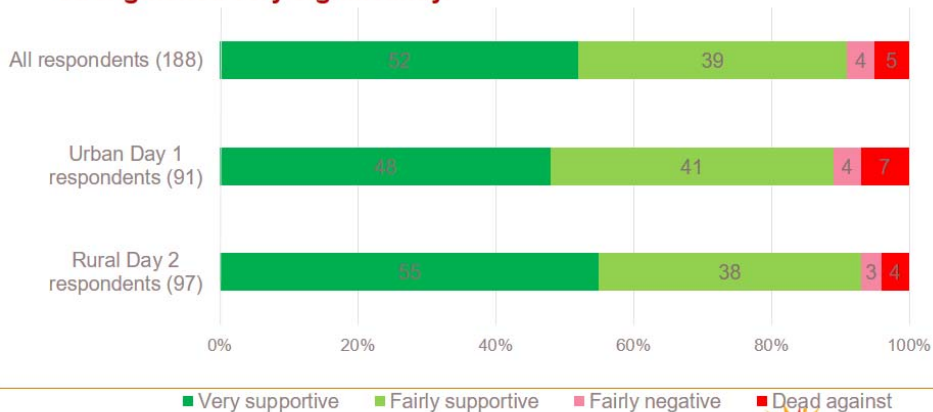
- Very strong support, especially from more urban residents
- Almost 9 in 10 supported the proposal at all (strongly or fairly), before listening to presentations and debating the issue



### 2016 support: planned increase in precept: Poll 1-PM

Support for the overall increase of 1.99% (£3.13pa for a Band D h/hold)

- Support is somewhat stronger once presentations/debates are heard
- 'Very supportive' increased by 10%, from 42% to 52% overall
- Urban support in fact softened slightly, whilst rural support strengthened very significantly.



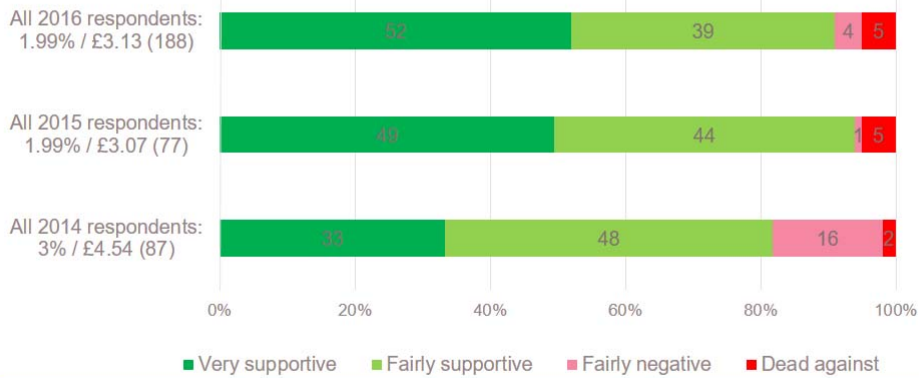
The third chart below compares overall data for the last 3 years, post-presentations. This shows that support for an increase appears to be fairly stable this year compared to a year earlier, whilst support in 2014 was far weaker when those against numbered about 1 in 7. The reasons would appear to be a mix of the larger increase proposed in 2014 – 3% or an average £4.54 per Band D household. Affordability may also have been weaker in 2014 (the economy was not as clearly out of recession), and we feel that the case for extra police funding may not have been as powerfully made as it was this year.





**Year on year comparison: support for a precept increase, once the presentations & debates heard**  
 (Increase proposed was £4.54 (2014), £3.07 (2015) and £3.13 (2016) pa, for a typical Band D h/hold)

**2014 support (3%) was markedly weaker than in 2015 and 2016 (1.99%)**



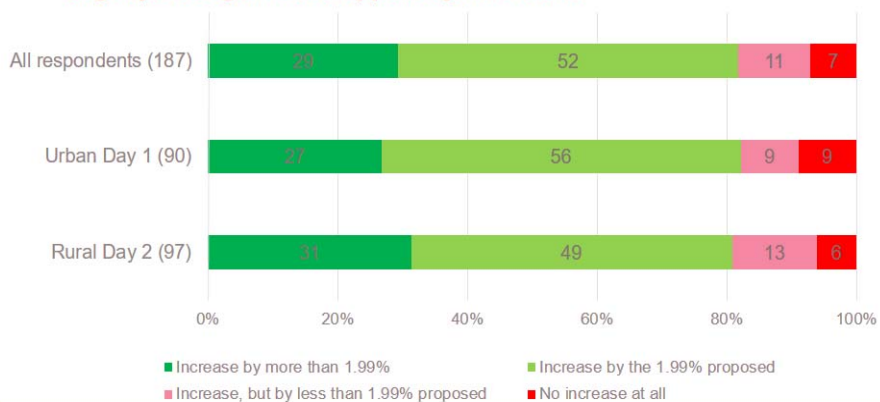
**POLL B. Justification for a greater or lesser increase in the proposed average £3.13 per year increase in your Council Tax bill for a Band D household.**

This second poll concerned the justification for a higher or lower increase than the average £3.13 precept increase proposed above, and was again taken at the two different times of day. The 3 charts below summarise the result pre- and post-presentations and debate, and then show a 3-year trend comparison of post-debate total data.



**2016 support: whether justified to increase precept by more-same-less than 1.99% proposed: Poll 2-AM**  
 (Sample size of those participating in poll shown in brackets)

- **3 in 10 in fact support a greater than 1.99% increase**
- **Slightly stronger rural support again evident**



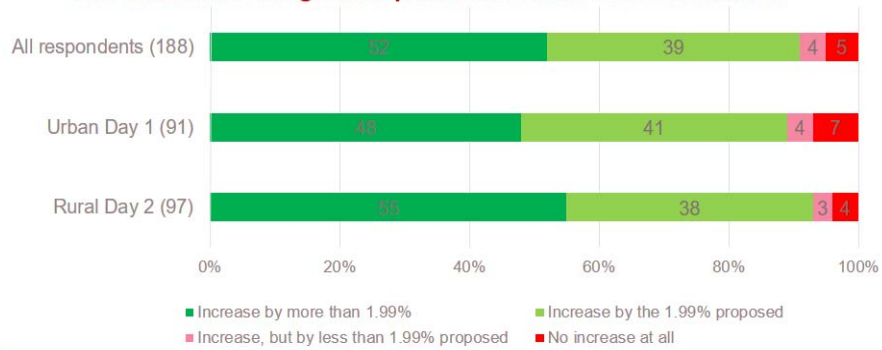




## 2016 support: whether justified to increase precept more-same-less than 1.99%: Poll 2-PM (after debate)

(Sample size of those participating in poll shown in brackets)

- Overall support for an increase greater than the proposed 1.99% went up very significantly, from 29% to 52%, once the audience heard presentations and had debated in focus groups.
- This underlines the great importance of clear communication.



As found at previous consultations, the majority opt for the increase level already proposed, at the start of the day and before the presentations.

However, the proportion willing to pay a greater than 1.99% increase increased significantly from 29% to 52% after the morning presentations and debate. This underlines the powerful impact of the presentations made, and how opinion strengthens once the public considers the policing challenges in detail. The power of clear communication and of an attentive audience becomes very evident.

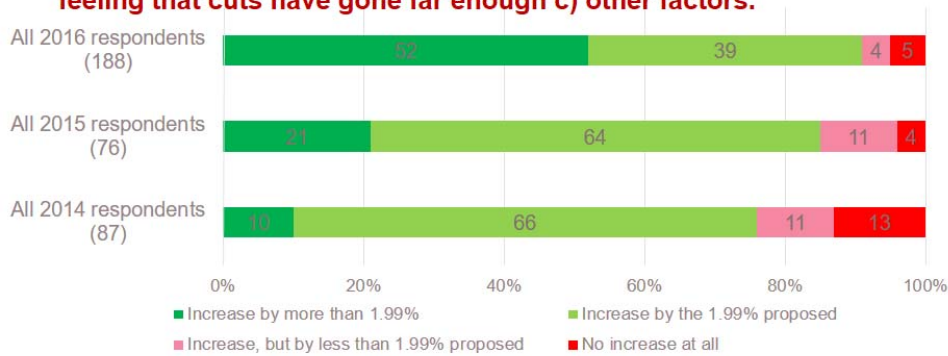
It was also clear that greater support for a larger increase than 1.99% was given by the rural compared to the urban audience (55% vs. 48% in favour), and that this gap widened after the presentations. Stronger support for policing amongst rural communities was evident throughout the consultation events, as previously stated.



## Year on year comparison: support for precept increase, once the presentations & debates heard

(Increase proposed was £4.54 (2014), £3.07 (2015) and £3.13 (2016) pa, for a typical Band D h/hold)

This year the support for a greater increase is far more marked than in 2014 and 2015. This might be explained by a) higher levels of anxiety b) a feeling that cuts have gone far enough c) other factors.



The support for an above-proposed precept increase was in fact far stronger this year than in previous years, as the dark green bars show.

The much lower support in 2014 may be explained in part by the larger increase being proposed (3% or £4.54 on average). Our view is that the very strong support this year may be additionally explained by a combination of factors:

- Greater threat levels perceived; more terrorism incidents
- Stronger presentations pointing out the policing achievements and the stark funding reality
- A stronger economy / the public feeling they can better afford a small increase
- A higher rural sample proportion this year: rural communities are more supportive.

### 4.3 Getting value for money

Generally, people think their police provide very good value, or assume they get good value – as assured by the presentations. They feel that as much is provided as possible within a restricted budget.

However, those less convinced mainly voice the concern that they never see the police in their neighbourhood, and their presence is limited.

A minority of negative concerns about value were voiced, with ways to address them:

*“By not sending lots of police/cars to one incident” (F, 74, Winchester)*

*“Employ more PCSOs vs expensive police officers” (M, 28, Southampton)*

*“Amalgamate management across forces” (F, 40, Fareham)*

*“We get value for policing, they will struggle next year. They are looking at more cuts hitting the most vulnerable, the police will end up picking that up” (F, 39, Ryde)*

*“We pay the council tax, we pay a tax for the village, and we don’t see them [police]” (M, 72, Ellisfield)*

### 4.4 Is 10% of your total Council Tax bill a fair proportion to pay for policing?

It was felt more context was required to enable attendees to give answers to this question, by knowing what the remaining 90% of budget was spent on. For our second rural day we provided a rough idea of Council Tax expenditure by heading, and this helped the debate slightly (See Appendix B).

People generally find it very difficult to judge whether 10% is high or low. Most consider the police do a good job with the tighter budget available. They find making decisions about how a total Council Tax budget should be allocated very difficult indeed, whilst being very supportive of the police.

*“The answer is going to be relative to how efficiently the Council is spending its budget in other areas. Everyone would like to see more spent on policing I’m sure...it’s very difficult” (M, 57, Southampton area)*

*“We know Hampshire’s got a lot of money in its resources” (M, 64, Eastleigh villages)*

## 5. Top priorities for policing

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Our focus group discussions then focused on how the police budget should be spent, and specifically which of five main areas should receive more funding and which less.

To help participants, all reviewed a sheet showing the five major activity areas A to E below. We have summarised which areas attracted 'spend more' and 'spend less' votes as shown below (X, XX or XXX indicate strength of voting). NB We pointed out to participants that spending more in one area meant less available for others, within the reduced budget context – although that discipline was a difficult one.

BUDGET HEADING	Spend more	Spend less
A. Neighbourhood Policing (more police officers & PCSOs)	XXX	
B. Response Policing (Officers responding to emergencies; priority incidents; 999 calls)	X	
C. Crime prevention initiatives. That is providing crime and safety advice and information, like marking goods and advice on securing property		XX
D. Preventing re-offending, by offering offenders ways to change offending behaviour. This works through certain programmes using different agencies like the probation service and youth offending teams	X	
E. Specialist Operations (Dogs, firearms and marine unit), to counter organised crime, major events, terrorism, etc.	XX	

The analysis above is presented as a broad indication only, and explained by topic header below.

### A. Neighbourhood policing.

This remains a clear priority request. A more visible local presence is reassuring and widely thought to be the most obvious way to deter crime. The link is therefore often made that, with better resourcing in this area, less would be needed for response policing as less crime would be committed. Local neighbourhood policing is especially needed in cities, where crime is judged to be higher and the feeling of community security lower.

*“If you see more of them, less crime happens... (in Dubai where I lived) they spend far more per head on policing; there are police everywhere; I felt much safer living there than I do here”  
(F, 38, Chandlers Ford)*

### B. Response Policing.

We found last year that some support more resource in this area, due to occasional media reports of slow reaction times to serious events. But in the main people feel the police do a good job now, as confirmed in the morning presentations. They therefore mainly feel that this area is appropriately resourced.

*“Because that’s what they are there for, it most directly affects you, it makes you feel safe”  
(F, 74, Winchester)*

### **C. Crime prevention initiatives.**

Many people thought this was the one obvious area of those five listed to spend LESS on. The majority view seems to be that advice and marking, whilst important activities, should be an individual's responsibility. Some also commented that if information systems were already in place (website info; leaflets) these can be maintained for a modest budget – and perhaps part-funding from elsewhere would be possible.

Others pointed out that many community and other online networks like SmartWater, StreetLife and others now help you stay safe, and reduce the need for police funding.

*“Tracked property is never coming back once it's gone anyway.” (F, 60, Portsmouth)*

*“Educating residents and home owners is really important, it's so easy to become lax, if you're in a safe community – and forget to lock a window when you go out. Just simple reminders of how to secure your home and property better would go a long way” (F, 27, Ringwood)*

### **D. Preventing re-offending.**

Most understood the need to reduce reoffending, based on the powerful statistics in the presentations. The main concern was that schemes were effective; that funds were not wasted.

*“Prison should be tougher, my son started heroin in prison, he feels safer in prison and that's not right” (M, 35, Kingsworthy)*

Others wondered about the budget that funded such schemes – concerned that frontline policing, for example, was hit when a probation service or NHS budget should perhaps be contributing. So the concern is that this important work is shared and paid for by a range of agencies together, so that front-line (Community) policing is not hit too hard.

### **F. Specialist Operations.**

Under this heading we included combating terrorism – and this was a very real and frightening threat for many. More (or 'an appropriate') budget was certainly felt needed by many – although some thought that Hampshire was not such a threat. The question was more about what portion of budget comes from a National (including GCHQ, MI5, MI6) vs. County policing pot?

*“There will be more terrorism, it will happen here so we need to be ready to prevent it” (M, 28, Southampton)*

*“It's the state of the world at the moment, you can't be sure, and if they crack down on drugs it will save the NHS money too” (M, 21, Basingstoke)*

*“I think this is being made a bigger problem than it really is – I mean, is Hampshire really full of a lot of terrorists?” (F, 22, Winchester)*

*“I want my loved ones and me to be protected ... life is more important than cars and possessions” (F, 42, Basingstoke)*

*“It isn't something that we see directly but this is an increasing threat” (M, 74, Southampton)*

*“I don't want to be bombed, they are everywhere now, it's getting closer and closer to Europe” (M, 26, Romsey)*

## Vulnerable people and groups

The morning discussions concluded with a short question about which groups should get high priority as 'Vulnerable Groups'.

*"Children can't defend themselves" (M, 28, Southampton)*

*"I spoke to a young lad who was homeless after breaking up with his girlfriend and he'd been beaten up. He won't actually stay in shelters because it means he's running with the wrong crowd." (F, 37, Southampton)*

*"People with learning disabilities" (F, 74, Winchester)*

*"If you start protecting children then they have a good start in life; it stays with you for life" (M, 34, Southsea)*

*"I talk to my 9 year old all the time about the dangers of the Internet...you need to start early. When we were young we knew who was the local weirdo; you don't now" (F, 36, Fratton)*

*"I'd have to go with senior citizens if I had to choose" (M 50s)*

*"I'd rather have a crime happen to me than to a young child, as I think I could cope more" (F, 76, Winnall)*

The consensus seems to be that the following groups count as most vulnerable, in this order (although the ranking and importance of each was debated – all should be 'on the list'):

- The elderly and disabled
- Mental health sufferers
- Children (aged up to 16? Up to 18?)
- Anyone living alone
- Those with learning disabilities
- Recent crime victims.

## 6. The Social Change agenda and the PCC's role

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The afternoon discussion focused on broader issues of longer-term social change, and the limit of the Police and Crime Commissioner's role. To help inform this very broad topic area, context was provided by the plenary talks prior to the focus group debates.

Our focus groups (see Appendix B) were then asked to consider four core questions, with examples and guidance within each from the moderators. Feedback is summarised below for each of them.

### 6.1 Should the Office of the PCC take the lead on Social Change & act as agency co-ordinator?

Once it was understood, most responded well to the social change agenda. The sense was that we all have our part to play in making our communities safer – by taking responsibility for ourselves and our children, getting to know each other, getting involved more in our local communities. This nurturing of community spirit was considered as a very positive step.

With regards to co-ordination, the great majority support a joined up approach because of the clear efficiency and savings benefits implied, and because there are many agencies involved. There is felt to be a need for better sharing of information, better delivery and co-ordination of services.

It was widely felt that the Office of the Police and Crime Commissioner is the only body that can coordinate such services well, both because it seems the 'right' part of Government to do so, and because the PCC as an individual has the necessary authority and reputation, and in Hampshire is known to be non-Party affiliated politically.

*"He is police and **crime** commissioner, many of these initiatives are to help stop crimes that would then involve the police so his office is well placed"* (F, 45, Winchester area)

*"The thing that struck me was that, in the PCC role, Simon has got that over-arching view of everything in Hampshire."* (M, 68, Fareham)

*"It needs a figurehead to bring it all together otherwise people are going their own way".* (F, 66, Winchester)

*"The police can get tied up in red tape, whereas this approach will target things directly and make sure the money goes to the right people."* (M, 71, Warsash)

*"The police are trained for other things – you need someone else to deal with the victims – it's a different speciality."* (M, 70, Southampton)

*"It makes sense to have one umbrella for crime prevention and crime solution"* (M, 85, Sleepers Hill)

*"There would be more of a top level view, wider experience of all crime and the threat landscape, better priority of issues"* (M, 26, Aldershot)

*"It will need more coordination because of the cuts"* (M, 36, Kings Worthy)

*"He's the only person that covers the whole of Hampshire and IOW and has an overview of all the figures"* (F, 47, Hythe)



## 6.2 What are the police for: where do you draw the line between policing and social work?

The police should not be used in place of social workers, although many would say they have always been so – especially as “bobbies on the beat”- the original social worker.

The consensus is that the police are primarily needed for all frontline, emergency activity and that this must remain their primary focus. The public are concerned about too great a dilution of this role. The police are rarely the experts in terms of longer-term care, which is when other agencies must step in.

*“If the police are first on the scene then yes they should help in whatever way they can”  
(M, 23, Portsmouth)*

*“It’s the police who have the authority to deal with most situations, so you’d want them involved in most things initially.” (F, 49, Eastleigh)*

*“It’s not really about other agencies taking over police work, it’s about the police being in the centre of everything and co-ordinating with other agencies around them.” (M, 32, Test Valley)*

Many see the wider social change agenda as a shared responsibility, with many parties and agencies needing to do better.

People believe good parenting is at the heart of social change, which would engender respect for parents, teachers and the police. Positive social change is thought to be about partnership between all three, and about having personal relationships with the police again, as in the past.

*“The onus is on all of us, it’s a team effort ... we’ve all got to do our bit to make society safer. I started a football group and a youth club, the young people came, but the parents weren’t interested in helping” (F, 66, Winchester)*

*“I used to run a Rainbows group for 5-7 year olds ... for some parents it was an hour where they dumped off their kids, some dropped off early and came late to fetch them ... it gets you disillusioned” (F, 48, Southampton)*

Our audience found it far easier to sense the limitations of policing when asked about specific scenarios:

### Healthcare and personal well-being/mental health:

It was widely agreed that the police should be responsible for health and well-being in an emergency in some situations e.g. when somebody is a danger to themselves/others, or an attempted suicide – otherwise it should be a health service issue.

Police responsibility also applies to mental health people say, unless the person is immediately violent or dangerous. One concern was that mental health services are known to be poor and/or too far stretched in some areas, and so the police might feel more obligation to help than they would otherwise, to prevent harm to an individual and others.

There were far more mixed reactions to police intervention in ‘softer’ situations, such as drunkenness on a Friday-Saturday night in a town centre. Some show annoyance at the thought of such behaviour diverting police resources, and so the intervention of church-based and other volunteer groups is welcomed (along with wider moves to strengthen ‘social responsibility’ education).



*“The 999 operator should put the call through to the most appropriate person. A police officer is not the best person to help somebody having a mental health crisis” (F, 43, Southampton)*

*“If someone wants to end their life they (the police) are the only people allowed to detain them and keep them safe” (F, 39, Ryde)*

*“In the Isle of Wight, they have a mental health person going with the police person at night. I think it’s really effective. If there are issues, then they liaise together so that they can go out and support the people at night, when they are most vulnerable” (F, 25, Ryde)*

*“They looked after me, got me a drink and something to eat, stayed with me, drove my car back – they really looked after me and my respect for the police has skyrocketed – they were just brilliant. Mental health used to be a taboo subject.”(Female, 20s; mental health sufferer)*

#### Lost property and the rescue of pets and property:

There is a clear distinction made by the public between property lost as a result of crime (police responsible for returning), and property/pets lost through negligence or carelessness (split feelings: the owner should pay vs. the police’s job/we pay our taxes).

Most agree that when the police have property returned, the owner should arrange for collection. With regard to pets, the RSPCA and other charities exist to fulfil search and return functions.

*“The difficulty with lost and stolen animals is that, at the moment there’s a huge business in stolen animals. So if you just make it black and white, that it’s not their [the police’s] responsibility, you then need to consider what if a crime’s been committed” (F, 46, Farnborough)*

*“I’d go and get it if it mattered that much, I’d be pleased they’d found it”(F, 59, Alton)*

*“They should charge or you should get someone else to collect it if you can’t” (M, 32, Liss)*

*“I had a caravan stolen. Several years later I got a phone call saying Somerset police just stopped a caravan going to Glastonbury and it was my caravan! They said it wasn’t in a very good state and asked me what I wanted to do with it. As I’d already claimed for it on the insurance I didn’t want it back. But why should the police bear the cost of getting rid of that caravan?” (M, 57, Liss)*

#### Looking for missing people

The strong consensus is that the police should deal with people when in danger / an emergency; they then hand the case or person over for longer-term care or treatment.

The police should do this, as it’s about the safety of the public, and it’s really reassuring to know that the police are there to help if someone goes missing. Some did have concerns about repeat offenders, and how effective social workers and other agencies are in preventing repeat runaways – which of course are known to be a drain on police resources.

*“The police have the best communications network and CCTV; they can access the best means of tracking them down” (M, 47, Hythe)*

#### Dealing with ‘low level’ ASB:

This is considered to primarily be the remit of neighbourhood policing, but very much in partnership with schools, youth clubs, parents and Councils – perhaps with a local police contact as co-ordinator.

*“In cases of escalation – not in the first instance “Give ‘em a scrubbing brush” (F, 27, Ringwood)*

### 6.3 Should everyone investigating a crime be a police officer?

It is widely seen as reasonable to bring in specific expertise to investigate crimes when the police don't have that technical expertise. This especially applies to any aspect of technology, including the prevention of cyber and financial fraud, and forensics. Expert civilians are already thought to be widely employed in such roles.

If more crime investigation work is outsourced there is a need for the police to be vigilant about reviewing evidence collected and ensuring that the process has been followed correctly, so that evidence stands up to scrutiny in court. People generally trust that such vetting is in place. Some do worry about the “authorisation” of non-police officers, without substantiating those worries.

*“For fraud and cyber-crime you need the experts, people who really understand computers” (F, 40, Fareham)*

*“Outsourcing needs to be responsibly controlled and costed and as long as it is controlled properly, more money could be saved.” (M, 70, Southampton)*

*“Ex criminals and hackers should be involved” (F, 64, near Basingstoke)*

*“The new forensic place (Portsmouth Uni team?) is a very good idea” (F, 47, Hythe)*

*“The police will always be the first to admit that they could always use expert help if it's in a particular field, regardless of what it is. (F, 40s, Romsey)*

*“I wouldn't want or expect a home visit from G4S” (F, 67, Chandler's Ford)*

### 6.4 Should the OPCC also oversee Hampshire Fire & Rescue Service?

A clearly negative response was widespread, although many don't really understand the potential remit of the job (it was only explained superficially in the time available). The general concern is that the combined job would be too big a job for one person, and the primary focus of the current PCC should be policing – and that that's a big enough job. Other concerns we heard were:

- Would result in too much control in one place, possibly leading to bias
- The two services have very different mentalities/cultures
- It is spreading expertise too thinly – a lower quality service will result.

*“Is he [PCC] not just going to be a bit over-stretched?” (F, 38, Basingstoke)*

*“They are very different organisations, why would you put them together?” (F, 55, West Cowes)*

*“I think the PCC is going to have enough on his plate looking after operational policing and liaison with bodies to control social policing.” (M, 72, Lake)*

*“It doesn't matter who's up there, and whether it's one or two, as long as what's on the ground is running properly and it's effective, and meeting the needs of the county” (F, 49, near Winchester)*

Some expressed the desirability of having a Fire & Rescue (and ambulance?) Service Commissioner, rather than a board or panel as now, who would work rather like the PCC, and talk closely with their Police & Crime counterpart.

# Appendix A – Consultation Day agenda

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**Date:** Saturday 9<sup>th</sup>/16<sup>th</sup> January 2016

**Location:** County Hall / Sparsholt College, Winchester

**Timing:** 09:30 – 15:30 (Approximate running times)

## **Morning session: The Commissioner’s Budget Plans: Getting best value from your Council Tax**

09:30 – 10:00 Arrival and Refreshments

10:00 Introduction; Interactive Voting

10:00 – 10:15 **Welcome**

Mr. Simon Hayes: Police and Crime Commissioner for Hampshire & Isle of Wight

10:15 – 10:30 **Hampshire Constabulary Perspective**

Andy Marsh (9<sup>th</sup>); Graham McNulty (16<sup>th</sup>): Chief Constable’s Office

10:30 – 10:45 **Police and Crime Budget Presentation**

Chief Finance Officer to the PCC

10:45 – 12:15 Focus Group Session 1: The Commissioner’s Budget Plans

12:15 – 13:15 Lunch

## **Afternoon Session: Police and Crime Commissioner & Future Policing**

13:15 – 13:20 Interactive Voting

13:20 – 13:35 **Policing and the Social Change Agenda**

Mr. Simon Hayes: Police and Crime Commissioner for Hampshire & Isle of Wight

13:35-13:50 9<sup>th</sup> Jan: **Aurora New Dawn Domestic Abuse charity, Southampton**

16<sup>th</sup> Jan: **Hampshire Community Court & Rural Policing**

13:45 – 15:10 Focus Group Session 2: PCC and the Future of Policing

15:10 – 15:30 Feedback from facilitators

15:30 Close

# Appendix B – Group discussion guide and prompts

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## The morning 80-minute group discussion (approx. time / section shown)

...is about THE COMMISSIONER'S BUDGET PLANS, AND GETTING THE BEST VALUE FROM YOUR COUNCIL TAX. After lunch we will meet again to talk about Police and Crime Commissioner's plans for the future of Policing in Hampshire.

### **A. Introduction and warm up (10 mins)**

1. FACILITATORS: ENSURE YOUR RECORDER/CAMERA ON
2. Mobiles on silent please
3. We need to move quite quickly, as I want to cover quite a few topics.
4. A few explanations for you: I'm keen to hear views from YOU ALL – but one at a time please. I may stop you to make notes as we go. We will also record and possibly film the discussion, for internal purposes only. Some anonymous comments may be reported.
5. Incentives will be provided at the END of the afternoon. We will ask you to sign for them and that you are happy to have been filmed and recorded.
6. Introductions: please give first name only, plus your ref. number (ON BADGE); your home town or area, plus your main career or pastime.

Facilitators – just reference any quote with an ID number. Please aim to provide a summary comment of 3-5 lines per main topic covered, plus 1-2 quotes at most per main topic.

### **B. Crime and policing trends locally – a brief review (20 mins)**

1. First, what are the main crime issues in your communities? Also tell me briefly about any personal experiences in the LAST YEAR OR SO
2. What are the trends – is crime getting better or worse in your area?
3. Are the police visible and accessible enough in general?
4. What level and style of communication do you expect from the police?

PROBE: In broad terms, how willing are you to communicate online, and use digital and mobile technology, to communicate with the police and report any crime?

Moving on, which of these specific ideas for policing would you support?  
(EXPLORE ONE BY ONE – VARY THE ORDER)

- h) New website portal to report non-emergency crimes.
  - i) Limiting non-emergency police responses to hours when more resource is available
  - j) Officers not attending in person if there is no live incident happening or obvious leads to follow which may include house to house enquiries or CCTV checking.
  - k) Dealing with incidents over the phone if it's not necessary for an officer to attend
  - l) Expanded use of social media (e.g. twitter, Facebook, Facetime) to engage directly with local police officers.
  - m) More mobile "pop up" facilities to enable officers to be clearly visible at community events or in popular/ easy to access locations, like a shopping centre
  - n) Develop an email alert system that gives signed up people specific information about your neighbourhood.
5. Put a-g ideas above on a flip chart: So which 1-2 of the above 7 ideas should be the top priorities for policing, in terms of how resources are spent?

### **C. The PCCs budget plans, and getting best value from your council tax (20 mins)**

(Summarise briefly points the 3 points below – as covered in finance presentation)

1. Chancellor said in Autumn Statement 25 Nov 2015 "no cuts in the police budget at all. There will be real terms protection for police funding."
2. However, the Home Secretary made clear in a letter 25 Nov 2015 – "Police spending will be protected in real terms over the Spending Review period, when local precept income is taken into account"
3. Policing Minister said the funding settlement announced 17 Dec 2015 included expected precept increases within the calculation of PCC's "spending power" for the first time

AS A RESULT OF THESE POLICIES, the PCC is proposing to increase the policing proportion of your Council Tax – which is called the precept. The proposed increase is £3.13 per year for an average band D property. (This is equivalent to 26p per month, or 6p per week, per average household). You voted on this idea earlier today. After what you heard in the presentations this morning, what are your views on this proposal now?

4. Do you get value for money from policing? Where should the police save or do better with their money?
5. Depending on where you live, about 10% of your total Council Tax bill pays for policing. Is this a fair proportion?

GIVE OUT PROMPT SHEET – COUNCIL TAX SPEND (one between 3)

6. GIVE OUT SECOND PROMPT SHEET: AREAS OF POLICE SPEND A TO E (one between 3 people) which list: (20 mins)These are the 5 major areas of spend A to E

- A. Neighbourhood Policing (More police officers & PCSOs)
- B. Response Policing (this means officers responding to immediate, emergency and priority incidents e.g. 999 calls)
- C. Crime prevention initiatives. That is providing crime and safety advice and information, like marking goods and advice on securing property
- D. Preventing re-offending, by offering offenders ways to change offending behaviour. This works through certain programmes using different agencies like the probation service and youth offending teams
- E. Specialist Operations (Dogs, firearms and marine unit), to counter organised crime, major events, terrorism, etc.

7. OK please take a careful look at the areas of police spending labelled A to E. I'd like your views on which of these 5 areas of policing and crime are more important with regard funding. Which would you spend more on, keep spending the same, or spend less on, if you were in control of the budget? So let's go through them in order and come to a group view if possible about their priority:

(Use Flip Chart: Put each item into one of the 3 headings: spend more; the same; spend less, with some notes as to why the group thinks as it does)

***NB Be realistic – you can't spend more on ALL items with a stable overall budget!***

8. SUMMARISE: Of the 5 areas A-E, which 1 or 2 should be the top priority spending areas that this group should report back to the PCC? Why are these the top priorities?

9. Vulnerable Groups (10 minutes).

OK let's talk finally before lunch about a different policing issue. You often hear the term 'Most Vulnerable' or 'very vulnerable' groups. Who are these groups when it comes to prioritising police services?

*Probe: This about prioritising services towards the most vulnerable in society:*

PROBE: Who would suffer the most from a delayed police contact, be that in person or on the phone/online?

### **AFTERNOON GROUP SESSION (80 minutes – time guide in brackets)**

INTRO: For the next 80 minutes or so, we want to hear from you about the role that Hampshire Constabulary plays and should play, in safeguarding and protecting communities. We will also talk about how the PCC should spend resources to prevent crime and re-offending, and the overall role of the PCC.

We are going to focus on 4 main topic areas. We'll debate each in turn. I'll ask some specific questions as we get in to each discussion. First...

#### **A. Do the public feel the issues identified in the PCC's 'Social Change' agenda & talk should be more co-ordinated through the Office of the PCC?(c.30 minutes)**

Let me ask a number of questions to explore this issue:

1. The PCC described broadly how he spends this 'Social Change' budget of £4m. Do you think his plans seem like good use of £4million? IF NOT: How would this group spend that budget differently?
2. Do you agree that there needs better co-ordination across agencies like police and social care and charities, to get better results?
3. Is the PCC the right person to head up this stronger Co-ordinator role?

*Background: This is about broadening strategic influence of the PCC to influence social aspects that, while currently being within the remit of other statutory bodies, may not be addressed with sufficient efficiency to effectively. So, should PCC do more joint commissioning of services, as we have started to do with Hants County Council and Southampton City Council.*

#### **B. What do you think the Police are for, and should be doing? (c.30 minutes).**

*This topic explores the degree to which police are expected to be 'Social Workers', and where to 'draw the line'*

It is often said that the police are the emergency service of “last resort”. To help us understand where their responsibilities should stop, let me start by asking this:

Which of these areas should the police be responsible for? For each one, consider at what point policing work stops and social workers or other agencies take over?

Facilitators: Use the list below as examples to guide the conversation – cover as many as you can within time, depending on how deep the conversation goes.

1. Concerns for the health and well-being of people (in an emergency)
2. Concerns for the health and well-being of people (not in an emergency)
3. Returning lost and found property: Should the emergency services charge for this service in some circumstances?
4. Returning lost animals to their owners: Should the emergency services charge for this service?
5. Looking for people reported missing
6. Looking after people suffering from a mental health crisis
7. Dealing with low level anti-social behaviour (e.g. noise, graffiti)

**C. Should everybody who investigates crime be a police officer? (c.10 minutes)**

Should the police bring in experts from the commercial, private and volunteer sector to help investigate some crimes; e.g. Cyber-crime? PROBE:

1. To what extent should this happen? What are the limits?
2. What jobs should a police officer ALWAYS do?
3. As policing uses more ‘experts’ who are not officers, what are the downsides or dangers of this longer term? How do you avoid these disadvantages?

**D. Our 4<sup>th</sup> and final topic area this afternoon is: What is the public view around the PCC overseeing the Fire Service as well as the police? (c.10 minutes)**

1. Remember, the Commissioner looks after strategic direction and ensuring a service gives you best value. Does it make sense to combine the Commissioner roles in Hampshire for policing with the fire & rescue services?
2. Do you think the two services would be MORE efficient under one commissioner? This question is about combining the role of the Commissioner.

*BACKGROUND: this question is about the Collaboration agenda already put forward by Government. The national consultation on this is now closed, but the PCC is interested to hear local Hampshire views. Simon Hayes MAY have said more in his after lunch talk to set the scene.*



## PROMPT CARD:

### Five major areas of police spending

- A. Neighbourhood Policing (More police officers & PCSOs)
- B. Response Policing (this means officers responding to immediate, emergency and priority incidents e.g. 999 calls)
- C. Crime prevention initiatives. That is providing crime and safety advice and information, like marking goods and advice on securing property
- D. Preventing re-offending, by offering offenders ways to change offending behaviour. This works through certain programmes using different agencies like the probation service and youth offending teams
- E. Specialist Operations (includes Dogs, firearms and the marine unit), to counter organised crime, major events, terrorism, etc.

## PROMPT CARD:

### How your Council Tax is spent: main areas

Policing	10%
Fire & Rescue	4%
The 11 Districts & Boroughs	12%
Hants County Council	74%

#### Hampshire County Council funds (with rough % of the 74% shown):

Schools and children's services	39%
Adult social care	17%
Culture, communities, other	6%
Highways, roads, waste disposal	6%
Contingencies/reserves/capital	6%

#### The District, Borough and Parish Councils fund:

Council Tax and Benefits

Parking and Transport (street cleaning, car parks, parking permits)

Bins and recycling

Leisure, Parks and culture (sports facilities, parks & open spaces, arts)

Housing, health and social care (services for older people, home improvement and repair, planning)

Community Living (Community Safety / planning, Services for children and young people, family care)

## Appendix C – Profile of attendees

The tables below show raw numbers only. A total of 194 residents took part over the two days.

Winchester - 9th January		Sparsholt - 16th January	
<b>TOTAL:</b>	<b>93</b>	<b>TOTAL:</b>	<b>101</b>
<b>AREA</b>		<b>AREA</b>	
Basingstoke	13	Basingstoke & Deane Rural	13
Fareham & Gosport	16	East Hants Villages	14
Farnborough, Fleet & Havant	14	Hart	11
Portsmouth	14	Isle of Wight	14
Southampton	19	New Forest	18
Winchester	17	Test Valley	16
		Winchester Rural	12
		Other	3
<b>AGE GROUP</b>		<b>AGE GROUP</b>	
Under 25	11	Under 25	11
25-34	15	25-34	18
35-44	16	35-44	7
45-54	15	45-54	26
55-64	9	55-64	19
65 and over	19	65 and over	18
Not given	8	Not given	2
<b>GENDER</b>		<b>GENDER</b>	
Male	36	Male	38
Female	57	Female	63
<b>HOUSEHOLD SIZE</b>		<b>HOUSEHOLD SIZE</b>	
One	18	One	18
Two	31	Two	39
Three	21	Three	22
Four or more	19	Four or more	19
Not given	3	Not given	3
<b>DISABILITY</b>		<b>DISABILITY</b>	
Yes	13	Yes	10
<b>CRIME VICTIM</b>		<b>CRIME VICTIM</b>	
Yes	24	Yes	26
<b>ETHNIC MINORITY</b>		<b>ETHNIC MINORITY</b>	
Yes	13	Yes	7