



westco

Public consultation day: 13 January 2018

Report for: The Office of the Police & Crime
Commissioner for Hampshire, the Isle of Wight,
Portsmouth and Southampton

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1. Executive Summary

Electronic Voting Results

The participants were asked whether they would be prepared to pay more in their council tax in order to maintain a level of policing to keep the public safe. Without warming up, opinion was divided on this question with half responding positively (50%) and half either opposed (33%) or unsure (17%).

Following a presentation and participation session, residents were asked this same question again and perceptions had swung positively. After these engagement sessions, more than eight in ten (82%) of participants said that they would be willing to pay more council tax to maintain the level of policing to keep the public safe.

Residents were then asked whether they would be willing to pay an additional £12 – a pound a month – on the police precept. Prior to discussion, a large majority (79%) said that they were willing to do this and this figure increased by seven percentage points.

Warmed to this theme, the public participants were then asked whether they were willing to pay more than £12 per year extra on the police precept. Significantly, both in pre- and post-discussions, the majority (53%) of residents were anchored to the lowest possible option on the scale. Interestingly, after the presentations and discussion, residents became more likely to choose this option (61% chose this) – up to £15 per year.

Group Discussions

Safety

The majority of participants at both events reported that they largely feel safe in their local area. This was due to a number of factors such as knowing the local area and others in the community, which was particularly felt amongst those who live in rural areas, who were more likely to discuss a close-knit community with neighbours, neighbourhood watch groups and local, and highly active, Facebook groups/communities. Measures such as street lighting and CCTV were also seen as providing feelings of safety.

Those who live in urban areas, such as Portsmouth and Southampton, were more likely to cite scenarios or times when they felt less safe, particularly at night. This was largely due to factors such as street lighting, and perceptions of anti-social behaviour, fuelled by experiences of seeing young adults/teenagers loitering in public spaces (such as parks.)

Crime and policing trends

Across all groups at both events, the main crime issues cited in participants' local areas were:

- Criminal damage / vandalism
- Theft / burglary / robbery
- Drug and alcohol related crimes
- Anti-social behaviour

There were mixed views across the groups in regards to whether participants felt crime is getting better or worse in their local areas. Some participants felt that the level of crime may have stayed the same or be worse, but exposure to "sensationalised" media stories of crime in the area could give the perception that crime is becoming worse.

Some participants also noted that the nature of crime is changing, and therefore the level of crime may be worse or have stayed the same, but the types of crime that are happening are changing i.e. cyber-crime.

Views towards Hampshire Constabulary

Most participants held positive views towards Hampshire police, and those who had experienced crime in the last 12 months or whom had engaged with the police largely reported having a positive experience with them.

A number of participants across both events commented that they would like to see higher visibility and greater police presence, and felt it was very important, for the following reasons:

- Instil confidence, particularly in smaller or more rural communities, of quicker response times to emergencies. This was particularly felt as many participants from these communities commented that their local police stations had closed down, and there was a clear lack of understanding as to why this has happened, and what effect, if any, this would have on responding to emergencies (as there was a widely held perception that response times would take longer as a local hub was no longer available) and how local police could still maintain higher levels of accessibility and engagement.
- Provide reassurance of safety
- Visibility would act as a deterrent and prevention of crime (particularly anti-social behaviour and theft/burglary)

Communications and engagement with the police

Most participants commented that in the last 12 months they had heard about local crime and policing through channels such as print (Hampshire Chronicle, New Milton Times, Southampton Echo and Lymington Times) and online (such as local Facebook groups and the Hampshire Constabulary Facebook page.)

Most participants were receptive to more communications and engagement from the police, particularly in regards to recent police activity/success stories, service information (such as the

location of the nearest local station and opening hours) and ways to keep vigilant in the local area.

New ideas

In the first deliberative exercise, participants were shown six ideas about how the police could change the service they provide. Two ideas proved to be the most popular. The first was dealing with incidents over the phone if it is not necessary to attend the scene. The majority (52%) of the public had this either as a first or second priority. The second was mobile pop-up facilities for the police to engage with the public (50% supported this). In third place, a third (33%) chose 'expanded use of social media' as first or second choice.

Getting best value from council tax and police

The participants felt that they do receive value for money from policing. Many participants commented that prior to the event they had low knowledge and awareness of police spending/budgeting and the extent of the cuts/deficit that the Hampshire Constabulary are facing. For some, they felt that the police are and have to be cost effective, to meet the budget shortfall as outlined in the presentations.

For many, their general views of feeling safe in their local area and the view that the police are doing a good job further reinforced their perception that they receive value for money from Hampshire Constabulary, particularly when compared to other areas in the country.

When participants were informed that 10% of their total Council Tax bill pays for policing, they were asked whether this was a fair proportion, views were mixed. For some, they felt that this proportion should be higher, particularly as they felt the police service and keeping communities' safe was very important to them, and wanted to ensure that the service is maintained.

Deliberative Budget Exercise

In the second deliberative exercise, participants were given brief descriptions of eight areas of the police service ranging from roads police to hidden crime. They were then given free range to either spend more money in these areas, spend the same or spend less.

This budgetary exercise highlights four areas of spending priority. Almost seven in ten (69%) of residents would spend more on hidden crime. Two-thirds would spend more on response policing (68%) and on neighbourhood policing (66%). The majority also wanted to spend more on specialist operations (55%). In the remaining four police service areas, roughly six in ten would like to see spending stay the same for criminal justice (57%), preventing re-offending (58%), roads policing (63%) and crime prevention initiatives (60%).

The final deliberative exercise was similar to the second. Again, the participants were asked to focus on the eight areas of policing discussed for the second deliberative exercise. However, this time, so the participants were given an insight into the 'hard choices' senior decision-

makers have to make, if they chose to spend more in one policing area they had to spend less in another. If they wanted to spend the same on a policing area they were not penalised anywhere else.

The differences between the outcomes of the second and third deliberative exercises are illuminating. The first insight is that in only half the policing areas are the public willing to spend more money than spend the same: hidden crime, response policing, neighbourhood policing and specialist operations.

Hidden crime including cyber-crime, modern slavery, human trafficking, child sexual exploitation, identity fraud, female genital mutilation was the number one priority for greater spend in the second deliberative exercise – remains number one in the third deliberative exercise with twice as many participants willing to spend more money in this area as spend the same.

Response policing and neighbourhood policing are neck and neck in terms of those willing to see more spending in these areas. However, twenty per cent would like to see less spending on neighbourhood policing. Almost half would like to see more spending on specialist operations.

A small majority would like spending on options to help prevent re-offending to stay the same or improve. The criminal justice and custody is the only area that the participants overall would spend the same on. Over half the participants would spend less on roads policing and crime prevention measures.

2. Introduction, Objectives and Methodology

The Police and Crime Commissioner (PCC) for Hampshire has a statutory duty to consult with all the residents of Hampshire & the Isle of Wight regarding their policing priorities. Annually the PCC seeks the views of the public regarding the level at which the Council Tax precept (the element of the Council Tax they are responsible for setting) should be set at. The Commissioner also consults and engages with the public regarding their views on policing in general and what they believe the police should prioritise.

A consultation day took place on Saturday 13 January 2018 at Southern Support and Training HQ, Southampton from 9.30am-12.30pm and The Ark Conference Centre, Basingstoke 2pm-5pm and was facilitated by Westco, an external market research agency. Please refer to Appendix A for the agenda for both events.

The objectives of the events were to engage with and consult with the public on their views of the following;

- Getting the best value from your Council Tax: The Commissioner's proposal to increase the policing precept to £12 per year for an average Band D Council Tax property
- Major eight areas of spend on policing and priority of budgeting
- Communications and engagement ideas for policing

A representative cross-section of the general public was recruited using professional recruitment agencies and quotas were set to achieve stratification by gender, age, ethnicity, disability, social grade, household size and type, working status, views towards the police and council tax, victims of crime and geographical area. There were a total of 119 attendees across the two events; 72 in Southampton and 47 in Basingstoke. Please refer to Appendix D for the sample profile.

Each session was introduced by presentations from the Commissioner, the Chief Constable and Chief Finance Officers for the Commissioner and Hampshire Constabulary, followed by six focus groups in Southampton and four focus groups in Basingstoke comprising of 10-12 participants in each. Focus groups were facilitated by Westco researchers, please refer to Appendix B for the topic guide used.

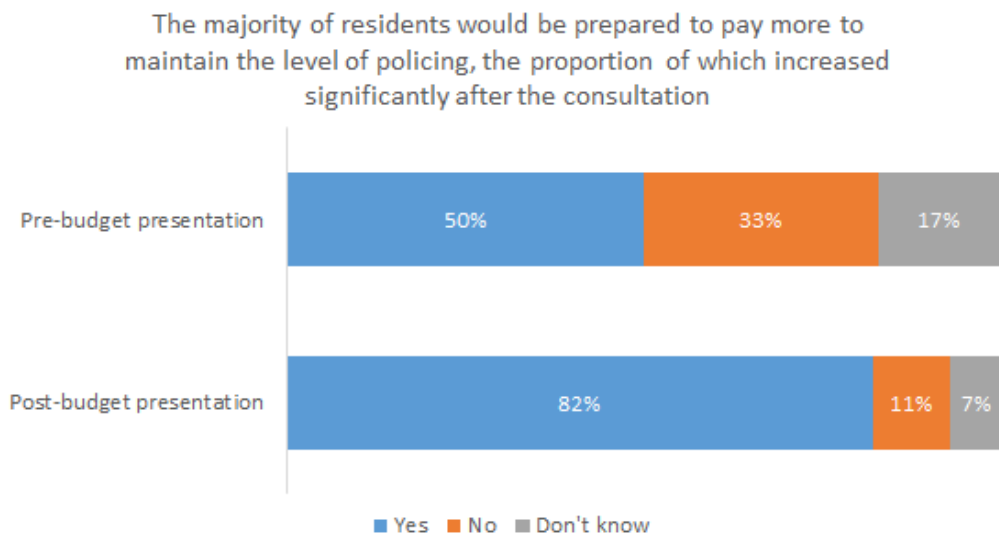
This document contains the main findings and conclusions across the two events.

3. Electronic Voting Results

As part of Hampshire Police and Crime Commissioner’s Budgetary Consultation, Westco recruited a representative sample of participants from across Hampshire and Isle of Wight¹. Participants were provided with individually tagged electronic voting buttons and asked a short set of questions before being briefed about Hampshire Police and the budget challenges it faces. After this briefing, Hampshire residents participated in a discussion group about crime, safety and the police budget. Following these discussion, participants were again asked the same short set of questions to observe any changes in perspectives arising from the day.

The first question asked participants whether they would be prepared to pay more in their council tax in order to maintain a level of policing to keep the public safe. Without warming up, opinion was divided on this question with half responding positively and half either opposed or unsure.

Following a set of short presentations from the Commissioner, Chief Constable and Finance team explanation of the pressures on the police budget and the challenges of policing Hampshire, participants were then involved in a discussion about safety and policing, and a simple participatory exercise. These experiences made a distinct impact on the residents. After the feedback sessions, participants’ willingness to pay more for the police increased by two-thirds to 82%.

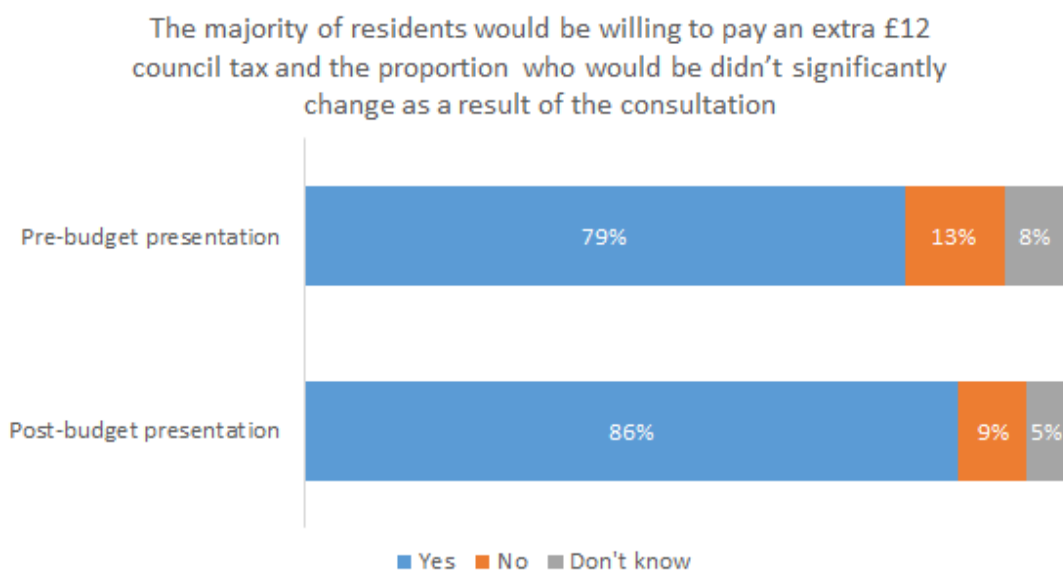


‘Would you be prepared to pay more through your council tax in order to maintain a level of policing to keep us safe?’, Police and Crime Commissioners Budgetary Consultation, Hampshire, January 2018, Base: 113

¹ Westco recruited a representative sample of residents to take part in discussions about the future police budget in Hampshire and Isle of Wight. This means that survey results from this group can be viewed as a sample from the overall population of Hampshire providing broadly reliable statistical results with sample tolerances. A representative sample size of approximately 100 individuals provides a margin of error of ± 10% with a confidence level of 95%. This means if the survey gives a survey answer of 40%, the true answer for the population will lie between 30% and 50% ninety-five per cent of the time. For a significant change to occur between two samples of 100, a difference of approximately 13.9% is required between results. The changes in the above question on this basis are statistically significant.

The participants were then asked to respond to the actual proposal from the Commissioner in terms of uplift to the police budget in 2018/19 through the council tax precept. The survey question asked whether participants would be willing to pay £12 a year more for the police.

Prior to presentation and discussion exercises, eight in ten (79%) Hampshire residents said that they would be willing to pay an additional £12 a year for the police. This rose by seven percentage points. This effect, though positive, is insufficient to demonstrate a significant change on this measure.

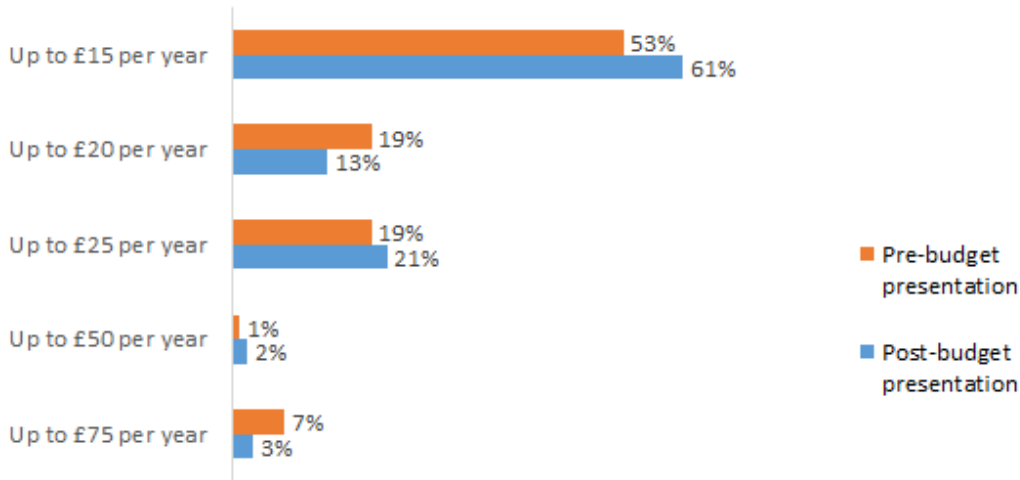


'The Commissioner is proposing to increase the amount of council tax precept by £12 per year, an increase of £1 per month. Would you be willing to pay the £12 increase per year?' Police and Crime Commissioners Budgetary Consultation, Hampshire,

In 2016, 87% said Yes to the 1.99% or £3.13 increase in the police budget for Band D households. This level of agreement is not significantly different from the response in 2018, where residents were asked to consider a £12 increase per household on the police budget, a much larger increase in the council precept at Band D level.

As well as testing the actual proposition, the Commissioner was also interested in the willingness of the public to support the greater financing of the police at different price points. Significantly, both pre and post, the majority of residents chose the lowest possible option on the scale. Interestingly, after the presentations and discussion, residents became more likely to choose option 1 – up to £15 per year.

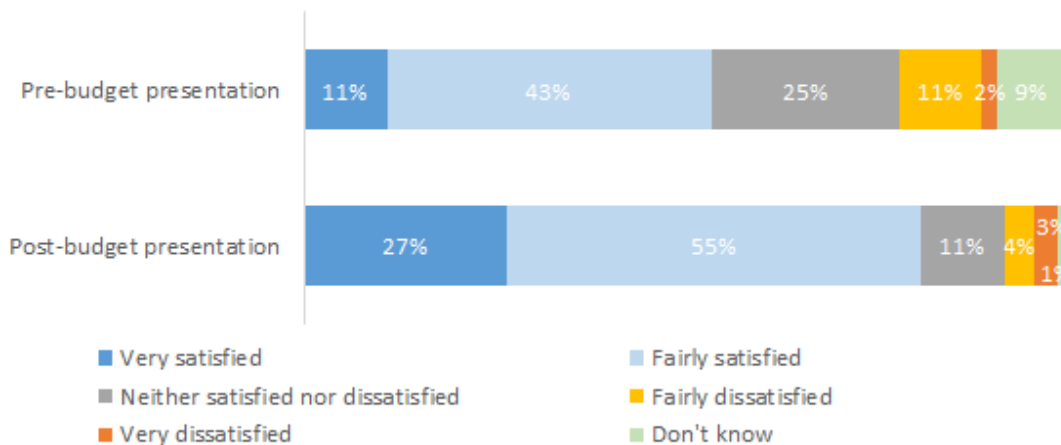
The majority of residents would be willing to up £15 per year, this did not significantly change as a result of the consultation



'Would you be willing to pay more than £12 per year', Police and Crime Commissioners Budgetary Consultation, Hampshire, January 2018, Base: cc88

As well as questions about the budget, residents were also asked about their perceptions of whether or not the Hampshire police were 'doing a good job'. In the pre-budget presentation, the majority (54%) said that they were satisfied with the police, with a quarter undecided. In the post-budget session, the effect of the deliberative event is palpable, overall satisfaction rose to 83%. The proportion of the public that is very satisfied with the police doubled and the number of 'fairly satisfied increased significantly. Importantly, those undecided, neither satisfied nor dissatisfied, changed their opinion of the police as a consequence of the budgetary consultation.

The majority of residents are satisfied with Hampshire Police and the proportion of people who feel this way increased after the consultation



'How satisfied or dissatisfied are you that Hampshire police are doing a good job? Police and Crime Commissioners Budgetary Consultation, pre-budget presentations, Hampshire, January 2018, Base: 114

4. Focus Group Discussions

This section of the report describes the key findings from the focus group discussions across the two events.

Safety

For the majority of participants at both events, they reported that they largely feel safe in their local area. This was due to factors such as knowing the local area and others in the community, which was particularly felt amongst those who live in rural areas, who were more likely to discuss a close-knit community with neighbours, neighbourhood watch groups and local, and highly active, Facebook groups/communities.

“There’s a group we set up on Facebook. It’s a closed group anyone can be a part of. And if they see anything dodgy they can post and let other people know. We use it for everything for our community.” Male, 18-30 years, Fareham

Measures such as street lighting and CCTV were also felt to provide feelings of safety.

“If there’s an incident that happens, it’s good to know there’s CCTV cameras, somebody over your shoulder.” Female, 31-44 years, Farnborough

Those who live in urban areas, such as Portsmouth and Southampton, were more likely to cite scenarios or times when they felt less safe, particularly at night. This was largely due to factors such as street lighting, and perceptions of anti-social behaviour, fuelled by experiences of seeing young adults/teenagers loitering in public spaces (such as parks.)

“I live near Portsmouth Football Club, it depends if they’ve got a match on, things like that.” Male 18-30 years, Portsmouth

Overall, most participants felt that it is the joint responsibility of the individual, the community and the police to keep people safe.

“I don’t think you ever stop having responsibility, it is the responsibility of everyone.” Male, 31-44 years, Petersfield

Discussions of individual responsibility focused on measures such as locking windows and doors in one’s home, and taking steps to not expose yourself to risk (such as avoiding walking in isolated and dark areas on your own at night.)

“My wife works unsociable hours and there is not really a community there and the police are not there so she has to watch her back when leaving work late at night.” Male 45-64 years, Winchester

Particularly amongst those who live in rural communities, discussions focused on looking out for your neighbours and proactively reporting anything suspicious to the police. These were

the types of measures participants felt they could contribute to help keep themselves, their family or community safer.

“If you see something going on it is everyone’s responsibility to go and say something isn’t it, or maybe contact the police.” Female, 31-44 years, Winchester

Most participants felt that the police were responsible for responding to an emergency, which in turn would aid keeping people safe. However, some participants (particularly those who live in more rural areas) cited concerns of local police stations closing, which therefore fuelled the perception that the response of the police travelling to an emergency would take a longer period of time, and therefore feeling “less safe” in their local area.

“It’s more difficult now police stations have closed, we need to know that we can communicate with the police when we need to.” Female, 31-45 years, IOW

Crime and policing trends

Across all groups at both events, the main crime issues cited in participants’ local areas were;

- Criminal damage / vandalism
- Theft / burglary / robbery
- Drug and alcohol related crimes
- Anti-social behaviour

“Drugs is a big one, you can walk down the street and you can actually smell it”. Male, 65+ years, Portsmouth

“In my experience it is theft of cars and motorbikes.” Male, 65+ years, Fareham

There were mixed views across the groups in regards to whether participants felt crime is getting better or worse in their local areas. Some participants felt that the level of crime may have stayed the same or be worse, but exposure to “sensationalised” media stories of crime in the area could give the perception that crime is becoming worse.

“I think crime is reported more in the media and makes you feel less safe than you actually are.” Male 31-44 years, Southampton

Some participants also noted that the nature of crime is changing, and therefore the level of crime may be worse or have stayed the same, but the types of crime that are happening are changing i.e. cyber-crime.

“I think the type of crime is changing. Back in my day it was burglaries and things and car thefts and now it is on a different level, online and anti-social behaviour.” Female, 45-64 years, Fareham

Views towards Hampshire Constabulary

Most participants held positive views towards Hampshire police, and those who had experienced crime in the last 12 months and/or engaged with the police largely reported having a positive experience with them.

*“I can’t fault the police for everything they did when I was burgled. They were amazing.”
Female, 55-64 years, Lymington*

However, a number of participants across both events commented that they would like to see higher visibility and presence of the police, and felt it was very important, for the following reasons;

- Instil confidence, particularly in smaller or more rural communities, of quicker response times to emergencies. This was particularly felt as many participants from these communities commented that their local police stations had closed down, and there was a clear lack of understanding as to why this has happened, and what effect, if any, this would have on responding to emergencies (as there was a widely held perception that response times would take longer as a local hub was no longer available) and how local police could still maintain higher levels of accessibility and engagement.

*“I think it’s a shame that so many small police stations have closed. I don’t know where my nearest police station is... they’re just little houses a lot of them but they’re all gone. That makes them feel less accessible, I think so because there is just no presence in the area.”
Female, 31-44 years, Fleet*

- Provide reassurance of safety
- Visibility would act as a deterrent and prevention of crime (particularly anti-social behaviour and theft/burglary)

*“If there’s no bobby on the street that’s when anti-social behaviour becomes more prevalent.”
Male, 65+ years, Fareham*

However, some participants, who may have been influenced by earlier presentations, realised that the police were “stretched” financially, and therefore were not able to maintain high levels of visibility and accessibility. Views were mixed on the effect this had on the performance of the police, with some commenting that despite this they are doing a good job, whilst others felt it restricted their work (such as which crimes to respond to first, response times.)

“Overworked and underpaid. There are so many crimes going on and so few police to tackle them. So if your crime is halfway down the list, it could move to the bottom of the list if more important crimes come along.” Male, 65+ years, Southampton

“They’re stretched as it is. 110 officers for the whole of Hampshire. There’s no way you can provide a full service for that number.” Male, 31-44 years, New Forest

Communications and engagement with the police

Most participants commented that in the last 12 months they had heard about local crime and policing through channels such as print (Hampshire Chronicle, New Milton Times, Southampton Echo and Lymington Times) and online (such as local Facebook groups and the Hampshire Constabulary Facebook page.)

“In my local area there was an assault. Hampshire police posted an e-fit on Facebook and people share the posts.” Female, 45-64 years, Aldershot

Most participants were receptive to more communications and engagement from the police, particularly in regards to recent police activity/success stories, service information (such as the location of the nearest local station and opening hours) and ways to keep vigilant in the local area.

Some participants did express some concern that the police should be mindful of using a range of channels to communicate and engage, to ensure they are reaching different demographic audiences. They suggested this could be done by maintaining existing channels (such as leaflets) and using online and social media channels (for younger audiences.)

“The problem with online and social media information is that it’s therefore people who want to go and find it but it’s not accessible to every person.” Male, 18-30 years, IOW

New ideas

In the first deliberative exercise, participants were shown six ideas about how the police could change the service they provide.

Two ideas proved to be the most popular. The first was dealing with incidents over the phone if it is not necessary to attend the scene. The majority (52%) of the public had this either as a first or second priority.

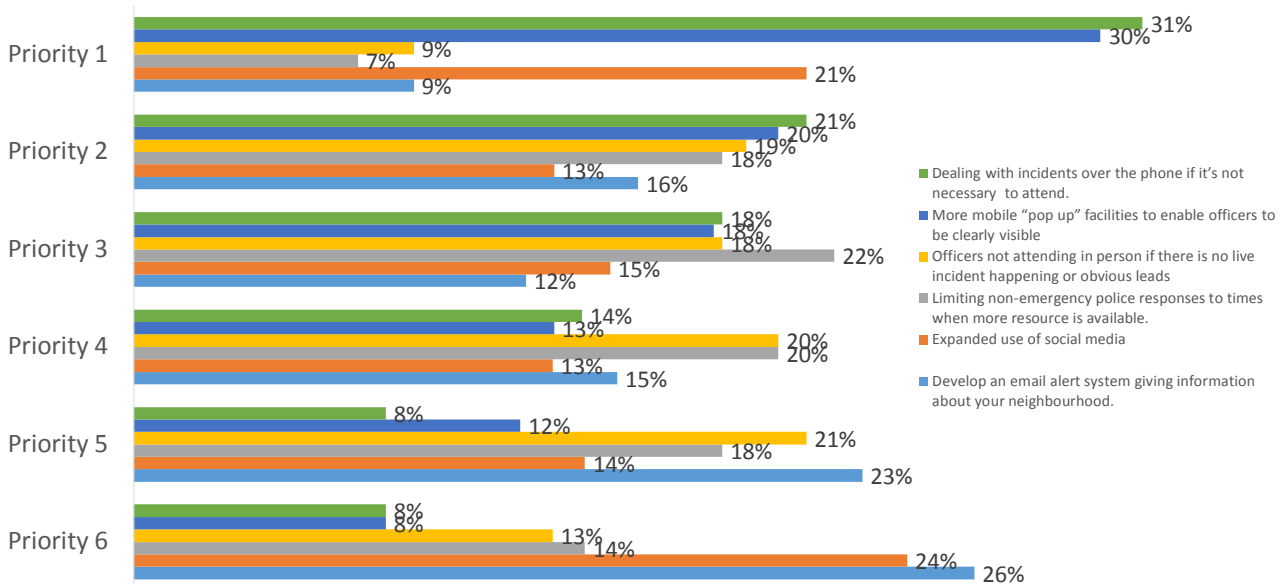
“I put this as number one because it is personal contact and if something has happened to you, even if the police haven’t got time to come out, people like to get their views across.” Female, 45-64 years, Fareham

This idea should be seen in the context that the public are expecting to make contact with the police quickly and easily if the police are not intending to attend the incident. It is also important that the police invest significantly in communications if they are changing this way of working. Similarly, more mobile pop-up facilities in places like shopping centre so that the police have greater visibility, was chosen by half the residents as a first or second priority.

“It is important for the police to be where it is all happening, especially in town. It raises their visibility so they are part of the community, it makes people feel safer.” Female, 31-44 years, Portsmouth

In third place, a third (33%) chose ‘expanded use of social media’ as first or second choice. A quarter of residents chose limiting non-emergency police response times to when resources were more readily available and not attending if there were not obvious leads.

Only the first two ideas – dealing with incidents over the phone and mobile pop-ups - have more support as priorities one or two than have detractors placing them fifth or sixth.



‘Rank these ideas from 1 to 6 in terms of your preferences where 1 is the best and 6 is the worst’, Police and Crime Commissioners Budgetary Consultation, Hampshire, January 2018, Base: 114

Male participants were more likely to highlight pop-up facilities as priority number one (40% chose this option one). They were also less likely to choose expanding social media as a top priority (13% chose this as option one). Conversely, female participants were much less likely to highlight pop-ups (18% chose this as option one) but much more likely to think expanded use of social media was the best idea (30% chose this as option number one).

Getting best value from council tax and police

For a large number of participants across both events, they felt that they do receive value for money from policing. It was particularly felt that the three presentations given at both events informed views and perceptions of value for money. Many participants commented that prior to the event they had low knowledge and awareness of police spending/budgeting and the extent of the cuts/deficit that the Hampshire Constabulary are facing. For some, they felt that the police are and have to be cost effective, to meet the budget shortfall as outlined in the presentations.

“It was interesting listening to all the facts and figures in the presentations, when considering it is really quite a small amount of money they have and such a big area and such an amount to do. It’s quite impressive really.” Female, 45-64 years, Fareham

“Before today I did not know what they [police] spent their money on. If I didn’t come along today, I wouldn’t know.” Male, 18-30 years, Petersfield

For many, their general views of feeling safe in their local area and the view that the police are doing a good job further reinforced their perception that they receive value for money from Hampshire Constabulary, particularly when compared to other areas in the country.

“I feel safe and we have quite a few people in the room who haven’t had any experience of crime in a few years. So you do feel like they are doing a good job.” Female, 65+ years, Aldershot

When participants were asked whether they felt 10% of their total Council Tax bill paying for policing and whether this is a fair proportion, views were mixed. For some, they felt that this proportion should be higher, particularly as they felt the police service and keeping communities’ safe was very important to them, and wanted to ensure that the service is maintained.

“I think it should be higher, it’s very important and we want the service maintained.” Male, 65+ years, Southampton

For others, there was a lack of understanding how the rest of their Council Tax bill was divided, with questions regarding where the rest of the money is spent. Further clarity around this may have aided participants’ responses.

“You want to be assured that the Council are making all adequate cuts that they can within their departments and would not be spending some of this money.” Male, 18-30 years, Portsmouth

PCC budget plans

When participants were asked for their views of the proposed increase of the Council Tax precept to £12 per year for an average band D property, largely they were in favour of this, but they were some caveats to this decision as follows;

- For a fair proportion of participants, clearer communications and justification was required as to why the proposition of £12 per annum had been made and where this money would be allocated in policing priorities. This was particularly felt amongst those who found the additional £12 per annum not affordable.

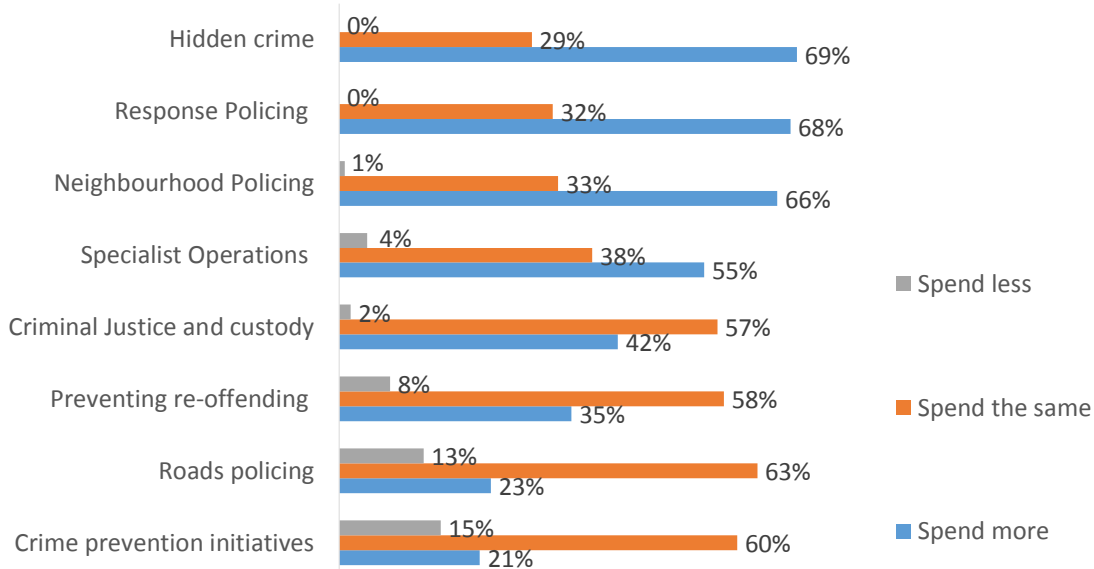
“Would we be less safe if we didn’t pay the £12? I want to see a tangible benefit for whatever this increase is going to be.” Male, 65+ years, IOW

- For some, there was some confusion over whether the £12 would go directly towards the police budget, or whether some of this would go towards council budgets. If the latter, these participants were resistant towards further money going to the council.
- For some, they questioned that if the proposition was agreed, they were unsure “what would happen next”. Queries included;

- Would the Council Tax precept increase for the following year again?
- Would other organisations such as the council want an increase in funding (and therefore mean the Council Tax bill would increase further)?
- Would the Government provide less funding to the police in the future?
- The presentation demonstrated that the police would still have £8 million deficit.
- Would there be a change to police services? (Would further services be cut due to the deficit or would an increase in provision of service be seen due to the increased precept?)

Deliberative Budget Exercise

In the second deliberative exercise, participants were given brief descriptions of eight areas of the police service ranging from roads police to hidden crime. They were then given free range to either spend more money in these areas, spend the same or spend less.



‘Should we spend more, the same or less on each of the following police service areas?’, Police and Crime Commissioners Budgetary Consultation, Hampshire, January 2018, Base: 118

This budgetary exercise highlights four areas of spending priority. Almost seven in ten (69%) of residents would spend more on hidden crime. Two-thirds would spend more on response policing (68%) and on neighbourhood policing (66%). The majority also wanted to spend more on specialist operations (55%). In the remaining four police service areas, roughly six in ten would like to see spending stay the same for criminal justice (57%), preventing re-offending (58%), roads policing (63%) and crime prevention initiatives (60%).

Significantly, when not forced to do so, there was very little appetite amongst the public to spend less on any policing area.

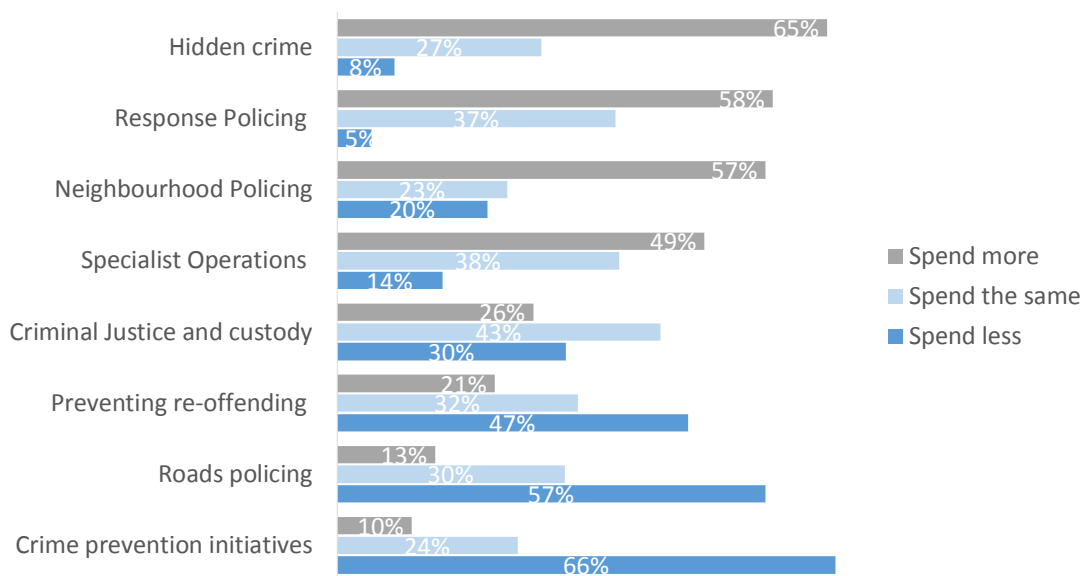
The final deliberative exercise was similar to the second. Again, the participants were asked to focus on the eight areas of policing discussed for the second deliberative exercise. However, this time, so the participants were given an insight into the ‘hard choices’ senior decision-makers have to make, if they chose to spend more in one policing area they had to spend less in another. If they wanted to spend the same on a policing area they were not penalised anywhere else.

The differences between the outcomes of the second and third deliberative exercises are illuminating. The first insight is that in only half the policing areas are the public willing to spend more money than spend the same: hidden crime, response policing, neighbourhood policing and specialist operations.

Hidden crime including cyber-crime, modern slavery, human trafficking, child sexual exploitation, identity fraud, female genital mutilation was the number one priority for greater spend in the second deliberative exercise and remained number one in the third deliberative exercise with twice as many participants willing to spend more money in this area as spend the same.

Response policing and neighbourhood policing are neck and neck in terms of those willing to see more spending in these areas. However, twenty per cent would like to see less spending on neighbourhood policing. Almost half would like to see more spending on specialist operations.

A small majority would like spending on options to help prevent re-offending to stay the same or improve. The criminal justice and custody is the only area that the participants overall would spend the same on. Over half the participants would spend less on roads policing and crime prevention measures.



‘Should we spend more, the same or less on each of the followings service areas?’ Ranked Choices, Police and Crime Commissioners Budgetary Consultation, Hampshire, January 2018, Base: 118

Female participants compared to male participants were much more likely to choose spending more on specialist operation (68% compared to 32% amongst males). Participants aged 50 and over were also more likely to choose greater spending on specialist operations (64% chose this option for more spending).

4. Budgetary Consultation Evaluation

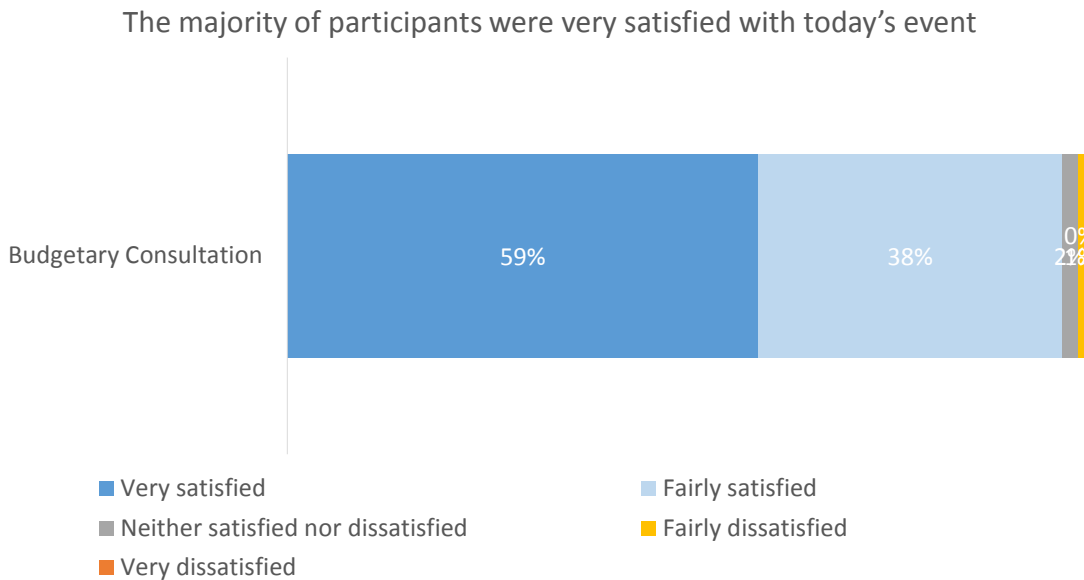
The Speakers

Eighty-three per cent of participants said that the range of speakers for the budgetary consultation was either Excellent (44%) or Good (39%). The participants were extremely positive about all the presentation contributions and in particular highlighted the performance of the Chief Constable (77% said she was Excellent, 21% said Good) and the Commissioner (40% said he was Excellent, 50% said Good).

Eighty-four per cent of the participants enjoyed the PCC budget plan discussions (32% said Excellent, 52% said Good).

Ninety-two per cent of participants said the event was well-managed (48% Excellent, 44% Good).

The budgetary consultation day was very well-received by the public with ninety-six per cent of them saying they were satisfied with the day. The majority, fifty-nine per cent were very satisfied with the experience.



'How satisfied or dissatisfied are you with today's event? Police and Crime Commissioners Budgetary Consultation, pre-budget presentations, Hampshire, January 2018, Base: 114

Further evaluation comments

52 attendees left further comments about their experience of the consultation events in addition to their multiple choice feedback on the evaluation forms.

A third of respondents (17) who shared comments on their feedback forms stated that their experience of the conference had been informative and interesting, with some characterising the day as enjoyable.

The speakers were described as impressive by several respondents and inspired confidence and positive remarks.

Some respondents stated that they appreciated sharing a discussion with other Hampshire residents and hearing the views of others, one of which stated they “could have spoken about the topics for the rest of the day”.

However, a small number of respondents indicated that they would like to have heard more specifics and information about the ideas presented.

The manner in which budgets and funding were discussed appears to have resonated with participants. On the subject, one respondent commented that “the police do a great job with the limited funding” and another wrote “I found it most interesting, especially about figures on funding”. In regards to the £12 average rise under discussion, three participants indicated that they would pay significantly more than the suggested increase. None of the respondents who left further comments expressed resistance to the increase in council tax.

Neighbourhood policing emerged as an issue on five feedback forms, respondents expressed an interest in seeing greater local police presence, bobbies on the beat, police engaging with youth and promoting the neighbourhood watch scheme.

6.1 Appendix A: Agenda

Southampton Consultation Event Agenda

Date: Saturday 13th January 2018

Location: Southern Support & Training HQ, Hamble Lane, Southampton, SO31 4TS

Timing: 09:00 – 12:30 (Approximate Running Times)

09:00 – 09:30 Arrival and Refreshments

09:30 - 09:45 Welcome and Interactive Voting

09:45 - 10:00 **Commissioners Budget Consultation Presentation**, Michael Lane: Police and Crime Commissioner serving Hampshire, Isle of Wight, Portsmouth and Southampton

10:00 – 10:20 **Police and Crime Budget Presentation**, Andy Lowe: Chief Finance Officer to the PCC and Richard Croucher: Chief Finance Officer Hampshire Constabulary

10:20 – 10:35 **Hampshire Constabulary Perspective**, Olivia Pinkney: Chief Constable Hampshire Constabulary

10:35 – 11:50 Focus Group Session

11:50 – 12:25 Feedback and Q&A session with speakers

12:25 – 12:30 Close

Basingstoke Consultation Event Agenda

Date: Saturday 13th January 2018

Location: The Ark Conference Centre, Dinwoodie Drive, Basingstoke, Hampshire, RG24 9NN

Timing: 13:30 – 17:00 (Approximate Running Times)

13:30 – 14:00 Arrival and Refreshments

14:00 – 14:15 Welcome and Interactive Voting

14:15 – 14:30 **Commissioners Budget Consultation Presentation**, Michael Lane: Police and Crime Commissioner serving Hampshire, Isle of Wight, Portsmouth and Southampton

14:30 – 14:50 **Police and Crime Budget Presentation**, Andy Lowe: Chief Finance Officer to the PCC and Richard Croucher: Chief Finance Officer Hampshire Constabulary

14:50 – 15:05 **Hampshire Constabulary Perspective**, Olivia Pinkney: Chief Constable Hampshire Constabulary

15:05 – 16:25 Focus Group Session

16:25 – 16:55 Feedback and Q&A session with speakers

16:55 – 17:00 Close

6. Appendices

6.2 Appendix B: Discussion Guide

Your Council Tax: The Policing Budget

Public consultation day: 13th January 2017

Discussion guide DRAFT

Objectives:

- The consultation day is to fulfil the Commissioner's statutory obligation to consult with all residents
- To gather views and opinions about budgeting and the police precept
- To explore and ascertain the top policing priorities for residents

Please note: This document is to be used as a guide; the exact question wording and order will be tailored by the participant(s). Therefore, not all questions may be asked in the order or wording below.

Please note that it is important for the discussion to explore participants' knowledge, awareness and understanding to inform further learning. If knowledge etc. is not in line with current services/understanding, the moderator is to explore further how knowledge etc. has been formed.

Please ensure when participants are talking about the police this is in regards to Hampshire police (rather than the police more widely) unless otherwise stated in the guide.

Section 1: Introduction (5 mins)

- Thank you for agreeing to take part in this consultation day
- Introduce moderator and Westco
- Explain purpose: Following the presentations you have just seen from the Police and Crime Commissioner, the Chief Constable and Chief Finance Officers, they are interested to hear your views further about the Commissioner's budget plans and getting the best value from your council tax.
- Reassurance that Westco abides by the MRS Code of Conduct: confidentiality, anonymity and will not pass on contact details to third parties
- Our discussion will last around 1.5 hours – *moderator to keep an eye on the time to ensure group does not over run and all key questions are asked*
- Importance of being able to say what you think, no right or wrong answers
- Outline that discussion is to be audio/video recorded
- Explain that the Police and Crime Commissioner and the Chief Constable may observe the group for a short while – they are interested to hear your views

- Explain after the group all to return to the auditorium (where presentations at the beginning took place). This is the opportunity to feedback key points raised in the group or ask any questions to the Police and Crime Commissioner/Chief Constable.
- Respondent introductions;
 - Please tell me a bit about yourself:
 - First name
 - Age
 - Where you live
 - To briefly describe any personal crime experiences you have had in the last 12 months – *moderator please ensure discussions are kept brief*

Section 2: What makes you safer? (5 mins)

- Do you feel safe where you live? *Moderator probe if required on particular factors such as the area, the community, safety measures i.e. lighting, CCTV*
 - If so, what makes you feel safe?
 - What things do you do/what actions do you take to make you feel safer?
 - If not, what makes you feel unsafe?
 - What, if anything, would make you feel safer?
- Whose responsibility is it to make you feel safe? *Moderator probe if required whether responsibility is dependent on particular factors i.e. who's responsibility is it to make you feel safe at home/on the street/at work?*
- What, if anything, could you do to make yourself, your family, or your community feel safer?
 - Why would this make you/them feel safer?

Section 3: Local crime and policing trends (10 mins)

- What do you think are the main crime issues in your local area/community?
 - *Moderator probe if required: Do you think this is a recent issue or a longstanding issue in your area? How do you know/hear about this issue?*
- Do you think crime is getting better or worse in your local area?
 - What is making it get better/worse? *Moderator: ensure participants outline what period of time they are referring to (i.e. a year ago, 5 years ago)*
- What are your views towards Hampshire police? Do you think they are doing a good job? Why/why not?
 - *Moderator probe if required: explore whether opinion is formed by personal experience, hearsay, views towards the police more generally, media*
- In general, do you think the police are visible and accessible enough? Why do you say this?

Section 4: Police communications and information (20 mins)

- In the last 12 months, what have you seen/heard about crime and the police? Where did you see/hear this?
- What information have you seen/heard from the Hampshire police?
 - If have seen/heard: How useful was this information? Where did you see/hear this?

- If not: Would you like to see/hear information from them? Why/why not? What information would you like to receive? How would you like to receive this information?
- Ask all: Would you like to hear from/communicate more with Hampshire police? Why/why not? In general, how would you prefer to hear from/communicate with them? *Moderators probe particularly on channels for online, digital/mobile technology.*

ACTIVITY ONE

I am now going to show you six ideas for policing. Before we discuss these, please could you individually complete the following exercise sheet. I would like you to place these from 1 (the most important) to 6 (least important) in terms of how you think policing resources should be spent.

HAND OUT STIMULUS SHEET 1 – ALLOW NO MORE THAN 5 MINS TO COMPLETE

Moderator to read out and hand out Stimulus A-F (please collect sheets at the end of the group)

- a) *More mobile “pop up” facilities to enable officers to be clearly visible at community events or in popular / easy to access locations, such as a shopping centre.*
- b) *Dealing with incidents over the phone if it’s not necessary for an officer to attend.*
- 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.*
- d) *Limiting non-emergency police responses to times when more resource is available.*
- e) *Expanded use of social media (e.g. Twitter, Facebook, Facetime) to allow the public to engage directly with local police officers.*
- f) *Develop an email alert system that gives specific information about your neighbourhood.*

Moderator to discuss each idea briefly in turn, use prompts below as required. If needed, use flipchart provided to record ranking (if consensus can be reached). Please ensure at least top priorities are reached.

- What number did you give this idea?
- Why did you give this number?
- Why is it more/less important than [idea that is ranked higher/lower]?
- Overall, of the 6 ideas, which would be first, second and third? Why are these the top priorities? *Moderator prompt if required: why is the first more important than the second? Etc.*

Section 5: The Police and Crime Commissioner's budget plans and getting the best value from your council tax (45 mins)

- In your opinion, do you think you get value for money from policing/Hampshire police?
 - Why do you think this? What do you think the police spends its budget on? How do you know this?
- Do you think the police is cost efficient? Why do you think this?
- What, if anything, do you think the police could do to save money or be more cost efficient?
 - Why do you suggest this? How would this save money/be more cost efficient? How much money do you think this would save (a lot/some/a little)?

Moderator read out:

Depending on where you live, about 10% of your total Council Tax bill pays for policing.

- Do you think around 10% is a fair proportion to pay for policing?
- Do you think the proportion should be higher/lower? Why do you say this?
 - If higher: what would you like to see the additional budget spent on?
 - If lower: where do you think cost savings could be made/what services would you like to see cut/reduced?
 - If agree this is the right amount: why do you think this? Do you think the current police service meets your/the community's/local area's needs?

Moderator read out:

The Police and Crime Commissioner is proposing to increase the policing proportion of your council tax – which is called the precept. The proposed increase is £12 per year for an average band D property. This is equivalent to £1 per month, or 23p per week per average household.

If required: please note that this is a proposition and one of the main purposes of this consultation event is to hear your views about this.

Taking in to account the presentations you heard from the Police and Crime Commissioner and the Chief Constable, and our discussion...

- What are your views on this increase? Why do you say this?
 - If disagree: how much do you think it should be increased by? Why do you say this? What impact do you think this would have on the police?

- If disagree to increase entirely: why do you disagree? What do you think would happen if it was not increased at all?
- If agree: why do you say this? What do you think the benefits would be?
- Why do you think the Police and Crime Commissioner is proposing this increase?
- What do you think the additional budget should be spent on? Why is this important?

ACTIVITY TWO – ALLOW NO MORE THAN 5 MINS TO COMPLETE

I am now going to show you eight major areas of spend on policing. Before we discuss these, please could you individually complete the following exercise sheet.

When you are looking at these 8 areas, which do you think are more important when looking at allocating funding, which would you spend more on, keep spending the same on, or spend less on if you were in control of the budget?

HAND OUT STIMULUS SHEET 2

Moderator to read out and hand out Stimulus 1-8 (please collect sheets at the end of the group)

1. *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*
2. *Specialist Operations (Dogs, firearms and marine unit), to counter organised crime, major events, terrorism, etc.*
3. *Response Policing (this means officers responding to immediate, emergency and priority incidents e.g. 999 calls)*
4. *Neighbourhood Policing (More police officers & PCSOs)*
5. *Crime prevention initiatives. That is providing crime and safety advice and information, like marking valuable property and advice on securing property*
6. *Criminal Justice and custody. This covers police custody, building case files, bringing offenders to justice, victim and witness care, managing offenders*
7. *Roads policing (investigate serious road traffic incidents, speed enforcement, patrol motorways and key trunk roads)*
8. *Hidden crime (cyber-crime, modern slavery, human trafficking, child sexual exploitation, identity fraud, female genital mutilation)*

ACTIVITY THREE – ALLOW NO MORE THAN 5 MINS TO COMPLETE

HAND OUT STIMULUS SHEET 3

I now want you to complete the same exercise, but this time if you identify a priority for spending more money, you have to identify another priority for spending less. If you have a priority where you think spending should stay the same you do not need to identify another for spending more/less.

If you have a tie-breaker, where you think two or more priorities should have more money spent on them, you now have to rank the top three (1st, 2nd, 3rd) you think the most money should be spent.

Please mark these up on your sheets so this is clear as I will be collecting your answers to look at later.

Once exercise completed, then discuss as a group. Use flipchart (as outlined below) and aim for group consensus to mark up the 8 priorities under the following columns;

	Spend more	Spend the same	Spend less
1. Preventing re-offending			
2. Specialist operations			
3. Response policing			
4. Neighbourhood policing			
5. Crime prevention initiatives			
6. Criminal Justice and custody			
7. Roads Policing			
8. Hidden crime			

If required, ask the following questions to aid the marking up on the flip chart

- Why do you think more/same/less should be spent on this?
- Why is this more/less important than [other priority area]?

Moderator read out: The Police and Crime Commissioner and the Chief Constable would like to hear back from you all when we go back to the auditorium after this discussion which priority spending area you all think is the top priority.

Moderator: please ensure the group reaches consensus.

- Which do you think is the top priority spending area(s) and why?
- If the Police and Crime Commissioner asked us to rank these from 1-8 in order of importance for priority spending, what would we say?

Section 6: round up (5 mins)

- Before we head back to the auditorium, are there any other comments you would like to add?
- Thank and close

MODERATORS PLEASE ESCORT PARTICIPANTS BACK TO THE AUDITORIUM FOR ROUND UP**6.3 Appendix C: Sample profile**

A total of 119 residents across Hampshire, Portsmouth, Southampton and the Isle of White attended the events. Please find below the raw break down.

	Achieved number
Gender	
Male	59
Female	60
Age	
18-30 years	25
31-44 years	35
45-64 years	32
65+ years	27
Work status	
Working	81
Non-working	38
Household size	
One	16
Two	41
Three	26
Four	26
Five +	10
Area	

Southampton	12
Isle of Wight	13
New Forest (New Milton, Lymington, Brockenhurst)	12
Portsmouth	12
Fareham	10
Winchester	12
Basingstoke	13
Farnborough, Fleet & Aldershot	13
Petersfield	9
Andover, Romsey and Test Valley	13
Other	
BME	13
Disability	11
Victim of Crime	33



Westco Trading Ltd
5 The Strand,
London WC2N 5HR
020 7641 1805
info@westcotrading.co.uk

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