

Appendix B - Consultation on 2018-2020 Police and Crime Plan – Results

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

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

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

A total of 1,287 responses were received. This is a much larger response than previous similar surveys carried out by the OPCC.

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

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

Overall, there was a high level of support for the priorities. The individual responses are detailed below.

Q1: PCC's Priority: Tackling Crime and Keeping Surrey Safe

I will hold Surrey Police to account for preventing and solving more crimes, identifying and tackling their root causes, and pursuing offenders to keep Surrey safe. How supportive are you of this being a priority for the Police and Crime Plan for Surrey?

	NOT SUPPORTIVE	(NO LABEL)	HIGHLY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE							
(no label)	2.10%	0.78%	1.24%	1.94%	5.52%	6.14%	7.23%	12.67%	10.88%	51.52%	1,287	8.45
	27	10	16	25	71	79	93	163	140	663		

Q2: PCC's Priority: Building Confident Communities

I want to bring Surrey's communities together so they can work with police and other public services to solve issues that damage local areas or make people feel unsafe. How supportive are you of this being a priority for the Police and Crime Plan for Surrey?

	NOT SUPPORTIVE	(NO LABEL)	HIGHLY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE							
(no label)	2.10%	0.78%	1.24%	1.94%	5.52%	6.14%	7.23%	12.67%	10.88%	51.52%	1,287	8.45
	27	10	16	25	71	79	93	163	140	663		

Q3: PCC's Priority: Supporting Victims

When people are victims of crime, they need quality and timely support to help repair the harm done and rebuild lives. How supportive are you of this being a priority for the Police and Crime Plan for Surrey?

	NOT SUPPORTIVE	(NO LABEL)	HIGHLY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE							
(no label)	2.56%	1.17%	2.41%	1.86%	5.44%	6.92%	9.32%	15.70%	11.19%	43.43%	1,287	8.14
	33	15	31	24	70	89	120	202	144	559		

Q4: PCC's Priority: Preventing Harm

Together with police and partners I will identify and support vulnerable people in Surrey to reduce harm, and work with those who re-offend to break the cycle of crime. How supportive are you of this being a priority for the Police and Crime Plan for Surrey?

	NOT SUPPORTIVE	(NO LABEL)	HIGHLY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE							
(no label)	1.71%	1.09%	2.72%	2.10%	5.83%	5.67%	9.01%	16.08%	11.89%	43.90%	1,287	8.21
	22	14	35	27	75	73	116	207	153	565		

Q5: PCC's Priority: Making Every Pound Count

I will fight for fair funding for Surrey Police and target resources at the front line. How supportive are you of this being a priority for the Police and Crime Plan for Surrey?

	NOT SUPPORTIVE	(NO LABEL)	HIGHLY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE							
(no label)	1.48%	0.54%	0.93%	0.39%	2.56%	2.25%	5.75%	8.86%	12.59%	64.65%	1,287	9.04
	19	7	12	5	33	29	74	114	162	832		

Q6: PCC's Priority: A Force Fit for the Future

I will work with the Chief Constable to ensure that Surrey Police is well placed and properly equipped to meet the challenges of the future. How supportive are you of this being a priority for the Police and Crime Plan for Surrey?

	NOT SUPPORTIVE	(NO LABEL)	HIGHLY SUPPORTIVE	TOTAL	WEIGHTED AVERAGE							
(no label)	1.40%	0.23%	0.78%	0.85%	2.87%	3.42%	6.14%	11.34%	14.53%	58.43%	1,287	8.91
	18	3	10	11	37	44	79	146	187	752		

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

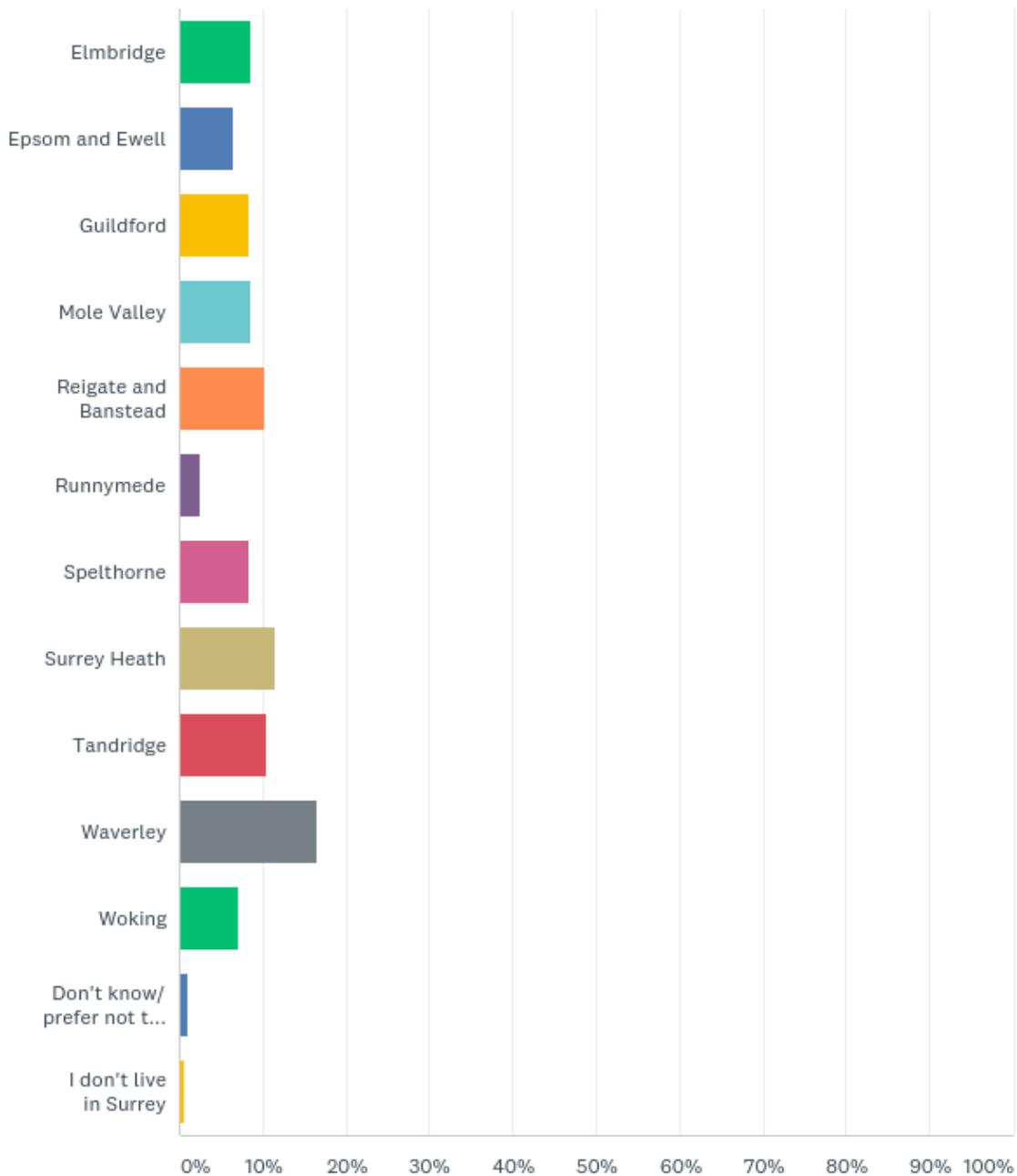
The comments most often made were with regard to the desire to see a more visible police presence (22% of the comments), general support for the plan (9%), a lack of police resources generally (6%) and burglary needing to be a priority (5%). The 'other' comments were all different and had no common theme.

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

Comment	No.	%
More visible policing	181	21.9%
Good plan/support	78	9.4%
Police lack resources	52	6.3%
Burglary should be priority	38	4.6%
More partnership work	31	3.7%
Poor survey methodology	31	3.7%
Police need more government funds	25	3.0%
Station closures	25	3.0%
Evidence of actions needed	22	2.7%
More crime prevention	22	2.7%
Unhappy with police service	22	2.7%
Clarity on measures needed	21	2.5%
Roads policing	21	2.5%
Plan not sufficiently specific	17	2.1%
Support for Neighbourhood Watch	17	2.1%
Plan over-ambitious	16	1.9%
Crime is increasing	15	1.8%
Sussex police collaboration	15	1.8%
Poor plan	14	1.7%
Street lighting	14	1.7%
Building communities is key	12	1.5%
Good technology needed	9	1.1%
101 poor service	8	1.0%
Victim support should be for others	8	1.0%
Travellers	7	0.8%
Against PCCs	6	0.7%
Cyber crime	5	0.6%
Invest in investigations	5	0.6%
ASB should be priority	4	0.5%
Rural crime	4	0.5%
Support for victims	4	0.5%
Violent crime	4	0.5%
Clarity on funding needed	2	0.2%
Response times	2	0.2%
Other	70	8.5%
	827	100.0%

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

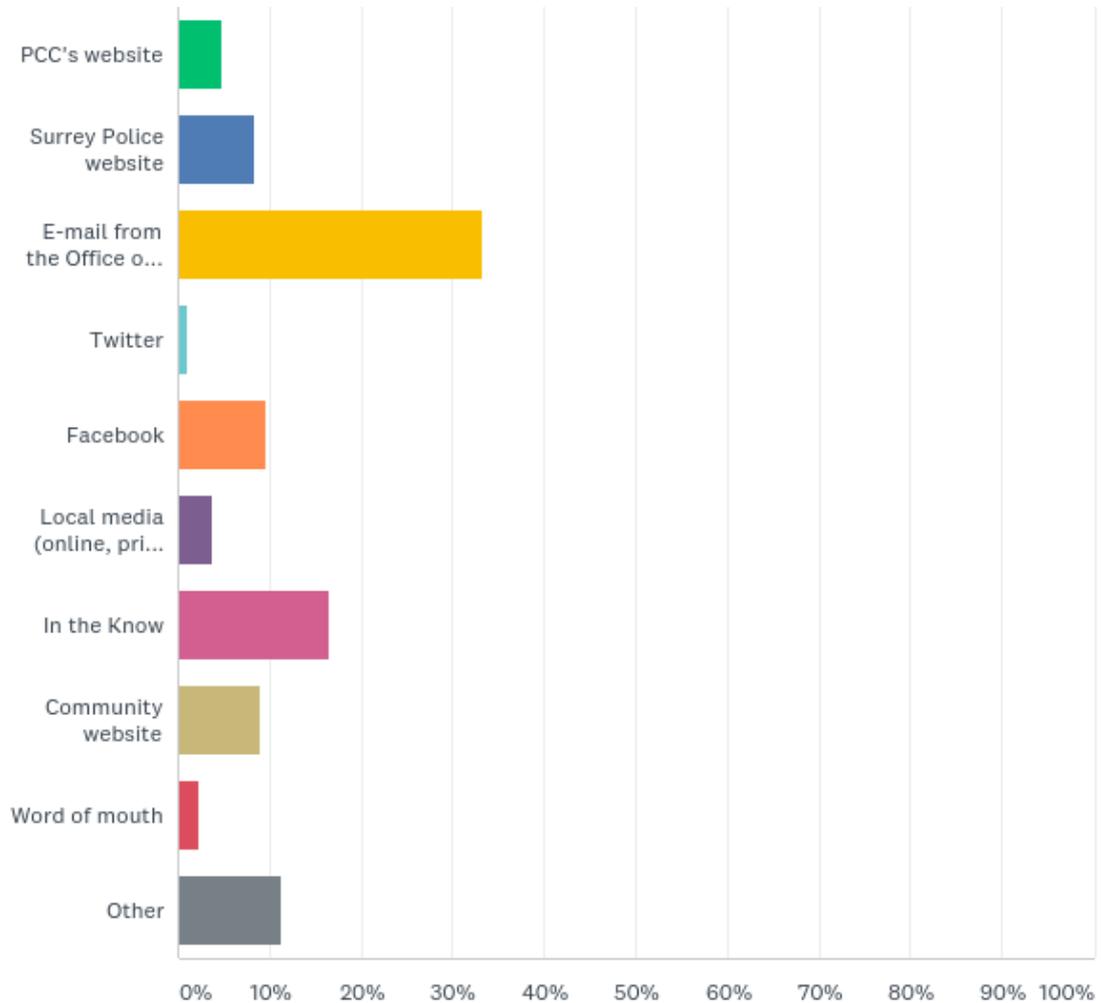
People were asked where they lived in Surrey to provide information to the OPCC on where people were responding from and whether a generally representative response had been achieved. Most boroughs were well represented, with slightly higher responses from Waverley and lower responses from Runnymede.



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

Q9: How did you hear about this survey?

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



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

Summary

Overall the consultation on the Police and Crime Plan showed strong support for the priorities outlined in the plan. Comments made were wide and varied and the PCC will take these into account (alongside any comments from the Police & Crime Panel) when considering whether amendments to the plan are required.