



Nottinghamshire

**POLICE & CRIME COMMISSIONER**

# **Nottinghamshire Police and Crime Plan Priorities and Budget Consultation 2016/17**

**Consolidated findings from local consultation and  
engagement activity during 2016 to inform planning,  
policy and precept setting for 2017/18 and beyond**

**January 2017**

## **1. EXECUTIVE SUMMARY**

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### **1.1 APPROACH**

The Police and Crime Commissioner has a wide remit to cut crime and improve community safety in Nottingham and Nottinghamshire. A range of consultation and engagement exercises were conducted in 2016/17 in line with the Commissioner's duty to consult local communities on their priorities and perceptions.

In total, over 4,700 people were consulted as part of this work. This report presents a consolidated picture of the research methods adopted and the headline consultation findings to inform the Police and Crime Plan 2016/18, setting of the 2016/17 precept for policing and broader policy, planning and decision making.

Consultation activities included:

- The Nottingham City Council and the City's Crime and Drugs Partnership Annual Respect Survey and the Nottinghamshire County Council Annual residents Satisfaction Survey 2016
- The Police and Crime Commissioner's priorities and precept consultation incorporating face-to-face engagement and online questionnaire
- Focus groups commissioned by the Police and Crime Commissioner within each of the four Community Safety partnership areas:- Nottingham City; South Nottinghamshire; Bassetlaw, Newark & Sherwood and; Mansfield and Ashfield
- Additional face-to-face local public and stakeholder engagement activity across Nottingham and Nottinghamshire.

### **1.2 KEY FINDINGS**

Findings from the range of public consultation and engagement activities undertaken in 2016 indicate that there is, on average, a generally even balance of support for (52%) and against (48%) an increase in the council tax precept for policing when confidence intervals and variations in consultation methods are taken into account.

The proportion of residents supporting a rise in the council tax precept for policing has fallen by around 9% points over the last year, despite a (non-significant) increase in support in the City. This has been largely driven by an increase in residents feeling they cannot afford to pay more or already pay enough.

Respondents were generally supportive of the police, with at least two thirds feeling that more funding was required. Of those that did not support a rise in the precept for policing, around a third felt that more central government funding should be made available for the police.

Around a third did not support a rise in the precept for policing as they felt that it would have no impact on the service they received. This was often expressed amid a perceived lack of visible policing with many stating that they would support a rise in precept they could be assured that visible policing would be protected.

More detailed exploration of the Police's financial position and savings plans as part of the focus groups highlighted surprise among participants as to the scale of the challenge. These participants subsequently showed a greater tendency to support increases in the precept. Many survey respondents, however, found it difficult to comment on savings options without a detailed understanding of policing business.

Despite these factors, support appears strongest for savings derived from more targeted work in high crime areas and increasing efficiency, reducing waste and making better use of technology. There is also clear support for closer working with other local agencies, police forces, Blue Light Services and business experts to deriving savings and efficiencies – particularly in reducing senior posts and salaries.

Many respondents felt that greater prioritisation was required as a result of the financial challenge and highlighted concerns about the extent to which the police should support what were viewed as non-policing agendas.

Beyond providing an emergency response, respondents recognised the challenge of prioritising finite resources against the wide range of policing duties and responsibilities. Work to tackle and prevent terrorism and radicalisation appeared least likely to feature as a public priority in both the city and county, with many feeling that this agenda should not draw on local or regional policing resources.

### **1.3 KEY RECOMMENDATIONS**

The Police and OPCC should consider:

- Ensuring any proposals to increase the local precept for policing are supplemented with a clearly communicated plan for how the additional revenue would be spent. Public support and confidence appears to remain strongly linked to the force's commitment to ensuring that the service is visible, accessible and responsive to community needs
- Developing a clear strategic communication and engagement plan to demonstrate to local residents and rate payers how policing resources are being deployed and what outcomes are being delivered as a result. This is particularly important as the nature of policing business becomes increasingly concentrated in areas of high impact but often less visible aspects of policing

- Further lobbying of central government for fair and proportionate levels of police funding which takes account of the changing challenges facing the service over the current spending review period. Public support for this approach appears relatively strong.
- Continuing to raise awareness of current and emerging resourcing challenges and efficiency plans for Nottinghamshire and raise further awareness of the statutory role and activities of the Police and Crime Commissioner
- Continuing to explore opportunities to develop organisational efficiencies through greater prioritisation, reducing waste / bureaucracy and making better use of technology – all being areas in which there appears to be strong levels of public support
- Continuing to explore opportunities for more collaborative working with other partner agencies and regional forces, particularly in consolidating support / back office functions, premises and senior leadership and governance functions. The service should also seek to ensure that relevant learning from the private sector is used to inform organisational efficiency plans
- Public and stakeholder consultation on more specific proposals for further Blue Light collaboration in view of what appears to be general public support for this approach
- Further exploring the public / community offer in preventing crime and anti-social behaviour and improving community safety with the support of local service providers. This may include further work to raise awareness of volunteering roles and opportunities
- Further developing the profile of community issues and concerns as part of the new Neighbourhood-level community engagement plans and profiles, particularly in making use of community profiling and segmentation data.

## 2. INTRODUCTION

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- 2.1 The Nottinghamshire Police and Crime Commissioner (PCC) has a statutory duty under the Police Reform and Social Responsibility Act 2011 to consult with local people in identifying and setting local priorities and consult the public and local rate payers prior to issuing the policing precept. This report sets out the methods undertaken to fulfil these requirements in 2016/17 and considers the consolidated findings of the respective approaches.
- 2.2 Changes were made to consultation process in 2016 to address recommendations set out in the 2015/16 OPCC Priorities and Budget Consultation report. These included standardising question sets across the various engagement approaches to improve consistency and comparability of results<sup>1</sup> and additional questions which explore the level of precept increase supported by residents and views in respect of a referendum should this exceed 1.99%.
- 2.3 Consultation and engagement activity in 2016/17 included a range of qualitative and quantitative methods undertaken either directly by the Office of the Police and Crime Commissioner (OPCC), independently commissioned by the OPCC or jointly commissioned in partnership with agencies such as the Police and Community Safety Partnerships. This primarily comprised:-
- The Nottingham City Crime and Drugs Partnership Annual Respect Survey and the Nottingham County Council Annual Residents Satisfaction Survey
  - The Commissioner's poll of public perception and attitudes towards the policing precept via both face-to-face engagement events and on-line survey
  - Focus groups commissioned by the OPCC involving residents from all four Community Safety Partnership areas across Nottingham and Nottinghamshire
  - Public and partnership engagement events held across in Nottingham and Nottinghamshire during December 2016 and January 2017.
- 2.4 Together, these consultation activities captured the views of over 4,700 residents across Nottingham (63%) and Nottinghamshire (37%). Standardised results have been aggregated across the various surveys in order to minimise a potential skew as a result of a higher proportion of residents being consulted within the city<sup>2</sup>.
- 2.5 Findings will be used to inform planning and policy making for 2017/18, principally via the 2017-21 Police and Crime Plan and help to inform decision making when setting the 2017/18 precept for policing in February 2017.

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<sup>1</sup> Caution should still be exercised when drawing direct comparisons between consultation findings on account of variations in the research methods used

<sup>2</sup> The Nottingham Respect Survey achieves over 2,700 responses in order to produce results which are statistically reliable at local authority ward level

### 3. CONSULTATION METHODS

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#### 3.1 LOCAL AUTHORITY LEVEL RESIDENT SURVEYS

- 3.1.1. The **‘Respect for Nottingham’ survey 2016**: Commissioned by Nottingham Crime and Drugs Partnership and conducted by Information by Design (IbyD). Fieldwork comprised of 2,735 face-to-face interviews conducted during November and December 2016. The survey achieves a good geographical coverage of the city using random sampling from the Local Land and Property Gazetteer (LLPG). A multi-stage sampling approach is used to ensure all electoral wards are included with responses from a range of different neighbourhood deprivation classifications. The overall sampling error on this survey is +/-1.9%, however, this can vary by question depending upon the number of response obtained.
- 3.1.2 **Nottinghamshire Residents’ Satisfaction Survey<sup>3</sup> 2016**: Conducted by Enventure Research on behalf of Nottinghamshire County Council and the Nottinghamshire Police and Crime Commissioner. The research was undertaken by an experienced team of local Interviewer Quality Control Scheme (IQCS) trained interviewers<sup>4</sup> via a face-to-face on-street survey with residents aged 18 or over. Responses were obtained from a representative sample of 1,069 Nottinghamshire residents interviewed between 22 August 2016 and 22 September 2016. The sample gives a confidence interval of approximately +/-3% at the 95% confidence. Quotas were set on gender, age, working status and ethnicity based on the Census 2011. To identify differences between Districts and Boroughs, approximately 150 respondents were interviewed in each area.

#### Nottinghamshire Residents’ Satisfaction Survey 2016 – Interview count by Local Authority

District / Borough Council	Number of interviews
Ashfield District Council	151
Bassetlaw District Council	150
Broxtowe Borough Council	150
Gedling Borough Council	152
Mansfield District Council	166
Newark and Sherwood District Council	150
Rushcliffe Borough Council	150
<b>Overall</b>	<b>1,069</b>

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<sup>3</sup> Nottinghamshire Annual Satisfaction Survey 2016, October 2016, Enventure Research

<sup>4</sup> The IQCS is an independently run scheme which requires members to adhere to a set of benchmark market research industry standards.

## 3.2 OPCC RESIDENT SURVEYS

- 3.2.1 The Office of the Nottinghamshire Police and Crime Commissioner obtained the views of 866 residents through a range of face-to-face consultation activities<sup>5</sup> (468) during summer 2016 and an on-line poll (398) during November/December 2016.
- 3.2.2 The questions asked as part of both face-to-face engagement activity and the on-line poll were consistent with those asked as part of the local authority resident perception surveys. The profile of respondents to the combined OPCC consultations was broadly representative of the force area's demographic composition in terms of gender, age, and high level ethnicity classifications despite the self-selecting nature of the consultation method adopted. Asian / Asian British respondents, however, were more notably under-represented as part of the combined consultation exercises.

**OPCC face-to-face and on-line budget consultation 2016/17 – Response profile**

	OPCC Consultation Response profile	Area Demographic Composition
Male / Female	50:50	47:53
Aged 16-24	17%	18%
Aged 25-34	17%	17%
Aged 35-44	20%	17%
Aged 45-54	20%	19%
Aged 55-64	16%	15%
Aged 65-74	11%	13%
White British	86%	85%
White other	6%	4%
Asian / Asian British	<b>2%</b>	<b>5%</b>
Black / Black British	3%	2%
Mixed background	3%	3%
Other ethnic group	1%	1%
Nottingham City	28%	28%
Nottinghamshire County	72%	72%

## 3.3 FOCUS GROUPS<sup>6</sup>

- 3.3.1 The Office of the Police & Crime Commissioner (OPCC) commissioned 1824 Research Ltd. to undertake a series of focus groups in December 2016. These explored public views on the budget and precept for policing, policing priorities and changes in the police approach to prioritising and responding to crime and incidents on the basis of threat, harm, risk and vulnerability.

<sup>5</sup> Newark Show (April), Nottingham Pride (July) and Nottingham Caribbean Carnival (August)

<sup>6</sup> Report pending

- 3.3.2 Four focus groups were held between 5<sup>th</sup> and 15<sup>th</sup> December 2016, each facilitated by trained researchers specialising in group facilitation and interviewing. Respective focus groups involved participants from each of the four community safety partnership areas within the force boundary. Participants sourced from a names and numbers package with screener questionnaires used as part of the recruitment process to ensure that the group was broadly representative of the demographic composition of each area. A total of 46 participants attended the combined focus groups. A financial incentive of £25 was offered to potential attendees to cover travelling expenses and time given.

**OPCC Focus Group distribution and participant count – December 2016**

Focus Group Participants	Participants	Area population
Nottingham City	13	318,901
South Nottinghamshire (Broxtowe, Gedling, Rushcliffe)	10	342,616
Bassetlaw, Newark and Sherwood	13	233,102
Mansfield and Ashfield	10	230,130
<b>Total</b>	<b>46</b>	<b>1,124,749</b>

## 3.4 PUBLIC AND STAKEHOLDER ENGAGEMENT EVENTS

- 3.4.1 The Police and Crime Commissioner provided opportunities for local residents and service providers to discuss the policing budget, savings plans and any issues and concerns at a range of public meetings across Nottingham and Nottinghamshire. This included consultation and engagement events involving:-

- 55 partner agency representatives as part of an OPCC Stakeholder Engagement event, 15<sup>th</sup> December 2016
- Partnership and stakeholder meetings and events including the Safer Nottinghamshire Board on 2<sup>nd</sup> December 2016, Eastwood Town Council Meeting on 9<sup>th</sup> January 2017, Gedling Overview and Scrutiny Committee on 23<sup>rd</sup> January 2017 and Police and Crime Panel Workshop on 25<sup>th</sup> January 2017
- Youth Commission engagement session on 21<sup>st</sup> January 2017 and the Nottingham City Council Budget Consultation at Nottingham Central Library held on 10<sup>th</sup> January 2017. Both events were held in central Nottingham
- Public / community meetings and events including the Mansfield Woodhouse Community Action Forum on 8<sup>th</sup> December 2016, Welbeck Community Association on 4<sup>th</sup> January 2017 and Selston Parish Council community meeting on 10<sup>th</sup> January 2017.

Collectively, these sessions enabled more detailed discussion and debate in relation to savings proposals and opportunities for more efficient and effective working with over **150** participants.

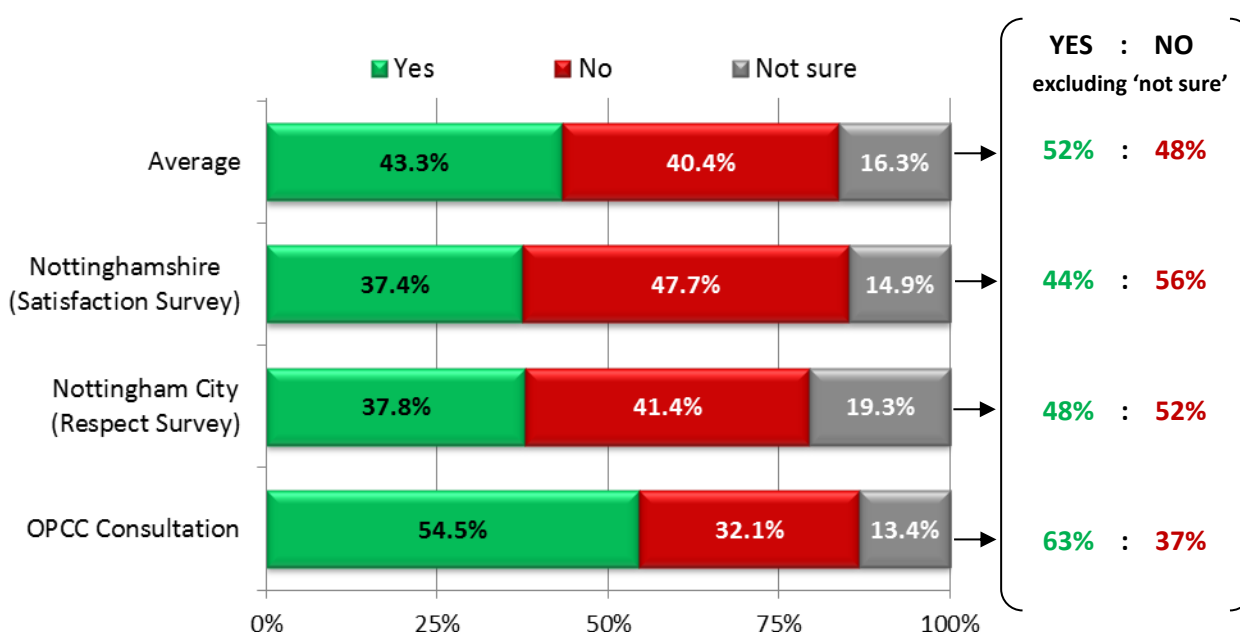


## 4. PUBLIC VIEWS ON THE COUNCIL TAX PRECEPT FOR POLICING

### 4.1. LEVEL OF SUPPORT FOR A RISE IN PRECEPT FOR POLICING

4.1.1. Public views in relation to the council tax precept for policing were obtained via a range of consultation and engagement approaches. These included the City and County resident surveys, OPCC's face-to-face and on-line consultation and a series of four focus groups held across Nottingham and Nottinghamshire. Consolidated findings are explored in the following chapter.

**Figure 1: Most households in Nottinghamshire pay £143 (Band B) or less a year towards policing. Would you be prepared to pay more?**



4.1.2 **Aggregated standardised responses indicate that around 52% of residents support an increase in the council tax precept for policing when those that are unsure are omitted from the profile. This represents a 9% point reduction in compared to results obtained in 2015/16.**

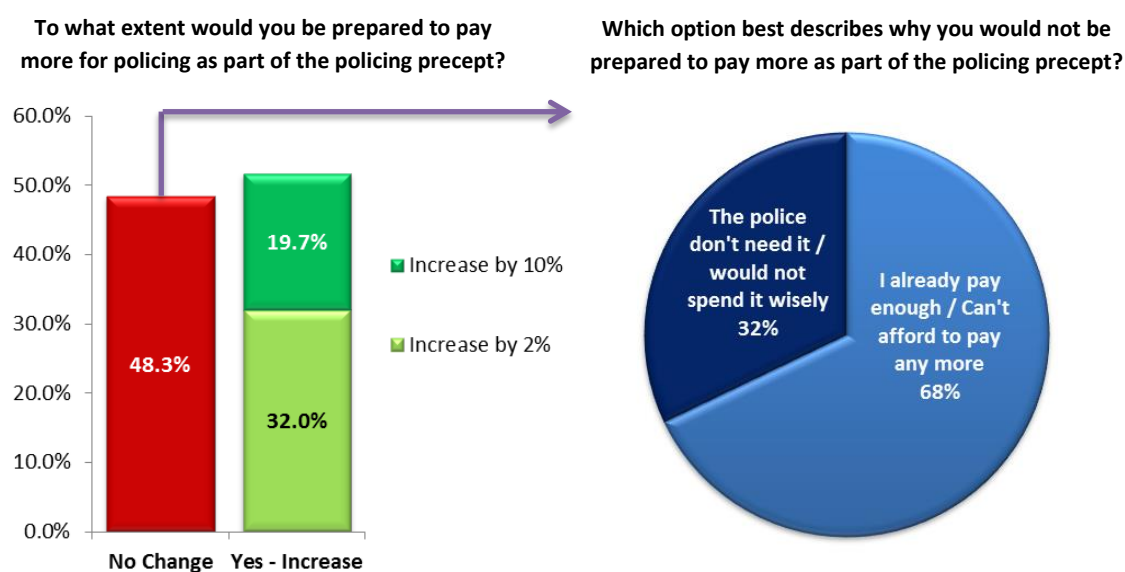
4.1.3 With the exception of the City Respect Survey, all consultation mechanisms saw reductions in levels of support for a precept increase, a rise in the proportion that do not support an increase and a reduction in the proportion that feel unsure about the matter compared to 2015/16. The City Respect Survey, however, saw a marginal (3% point) increase in support for a rise in the precept for policing and maintained a comparatively high proportion of residents feeling unsure (19%).

4.1.4 In contrast to findings from local authority resident surveys over the previous two years, levels of support for an increase in the precept for policing appeared higher in the city (48%) than the county (44%), however, caution should be exercised when drawing direct comparisons between the two surveys.

- 4.1.5 OPCC-led consultation identified stronger support for an increase in the policing precept (63%), potentially impacted by the self-selecting nature of respondents and public event-based environments in which many responses were obtained.

## 4.2 LEVEL OF INCREASE IN PRECEPT FOR POLICING

- 4.2.1. Respondents were asked to what level they supported an increase in the precept for policing having been informed that a referendum would be required<sup>7</sup> for any increase that exceeds 1.99%. While almost half (48%) supported a freeze in the precept, a third (33%) supported a 1.99% increase and a fifth (20%) supported a substantial increase of 10% which would equate to an additional £14 per year.



- 4.2.2 When those that did not support an increase in the precept were asked which option best describes their reason<sup>8</sup>, personal economic circumstances appeared to be a strong factor. 68% felt that they either already paid enough or could not afford to pay more, which marks an 8% point increase on 2015/16. Verbatim feedback supported the assumption that increasing economic pressures on families<sup>9</sup> are likely to be compounding factors:-

<sup>7</sup> Nottinghamshire does not fall within the group of 10 PCC areas in England with the lowest precept bills that, following the [Police Grant Report 2017/18](#) (15th December 2016), have the flexibility to raise their council tax precept by £5 per Band D household without requiring a referendum

<sup>8</sup> Categories informed by findings from the Nottinghamshire Residents' Survey 2015/16

<sup>9</sup> Rise in number of families considered 'just about managing' in the context of rising living costs and a freeze on working-age benefits. 2/3 of families with children receiving tax credits (Resolution Foundation)

***“Our family income is decreasing in real terms every year”***

*“The council tax I pay accounts for over 10% of my take home pay, I pay more council tax than I do income tax and I am dreading the latest increase”*

*“I pay £148 in Council Tax per month and can't afford to pay anymore.  
I work in the public sector and haven't had a pay rise for 7 years”*

*“I would very strongly resent paying more particularly given that we will be paying more towards Social Care through the precept<sup>10</sup>”*

*“While I can afford an increase in precept, many cannot, particularly if county and district council tax increases too”*

*“We pay too much in council tax already and I and my neighbours will object strenuously to any more taxes”*

*“The burden of paying for the police should not rest on those with the lowest incomes and financial means”*

*“Stop stealth taxing people into poverty”*

- 4.2.3 While respondents to both the surveys and focus groups appeared generally supportive of the police, many felt strongly that this should be sourced via the central government funding as opposed to local taxation:-

***“More government funding - no more cuts!”***

*“I don't feel that our police service should be having to continually make savings”*

*“Policing should not be paid for through a regressive tax like the council tax but through income and corporation taxes. Businesses should be contributing fairly”*

*“The whole system of raising revenue to fund local government and policing needs to be reformed but I appreciate this is the remit of central government”*

*“Our Officers do a very tough job and should be supported by knowing they have enough resources to respond to emergencies promptly”*

*“Tell the government to raise national taxes so the cost of crime is paid equally across the England population and not primarily by the people unfortunate enough to live in areas of high crime”*

*“I would support the police lobbying government for more funding”*

*“The increasing police cuts are disgusting and must stop”*

*“I'm against police cuts, but council tax is a regressive tax”*

*“The Commissioner and residents should take a stand like they did with Poll Tax”*

- 4.2.4 Almost a third (32%) of those that did not support a rise in the precept for policing, however, felt that the police either did not need extra funding or would not use it

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<sup>10</sup> In recognition of the pressures on adult social care services, the 2017-18 local government finance settlement grants Local Authorities the flexibility to increase the Adult Social Care precept by up to 3% in 2017-18 or 2018-19

wisely. Reflecting consultation from previous years, this response was often strongly associated with a perception that visible front line policing had reduced:-

***“I don’t want to pay more for something I am not getting now”***

*“Police are too often sent to areas where, although crime is higher, the impact the police can have is lower. We all pay for a service and expect to see the police”*

*“I would support an increase if the front line is increased (officers & support staff)”*

*“Despite paying a large amount for policing in my area, we very rarely see any police at all. I expect the police to proactively patrol my area”*

*“I’d be happy to pay more for safer streets and more police officers”*

*“I have not seen a community police officer in my patch for months. Raise the money, recruit more police, and make sure they are effectively used to provide a visible presence on our streets”*

*“I’d be happy to pay more if I could see more evidence of community policing - more Bobbies on the Beat”*

*“We are paying more and getting less - it’s a pity we can’t switch like we do with energy suppliers*

- 4.2.5 Discussing details of Nottinghamshire Police’s financial position as part of a focus group activity, many respondents expressed surprise at the level of cuts made to the police grant over recent years.

***“It might be that cuts in police are greater than we thought”***

*“Now having an understanding of how much money the police have to save/ generate. I would see the Council Tax increased if the money was ring-fenced for the police”*

*“If the public knew how few the resources were the polices’ service would be much better received”*

- 4.2.6 Other respondents remarked on the extent to which they felt the risk of crime had reduced over recent years

*“I don’t think that it is [unsafe] anymore, it was levels of knife crime and gun crime in the past”*

*“Nottingham and its surrounding area is much better and safer. The police should take lots of credit for that”*

*“Gang crime and things like shootings and gun crime and much less frequent. Its better”*

### **4.3 RECOMMENDATIONS**

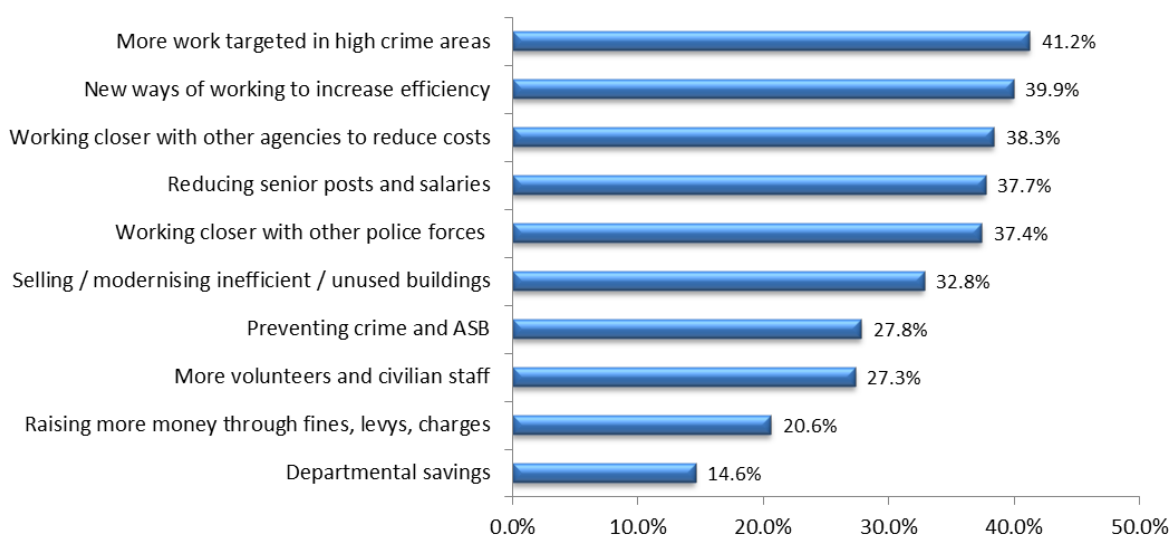
- 4.3.2 Any proposal to increase the local precept for policing should be supplemented with a clear communications plan which sets out how the additional revenue would be spent. Public support and confidence appears to remain strongly linked to the force's commitment to ensuring that the service is accessible and responsive to community needs.
- 4.3.3 There are indications that a clear communication and engagement plan is also required to demonstrate to local residents and rate payers what is being delivered and achieved by the Police force, particularly high impact but often less visible areas of policing resulting from an increased focus on threat, risk and harm.
- 4.3.4 There appears to be strong public support for further lobbying of central government for increases in police funding. This should remain an objective for the PCC over the current spending review period.
- 4.3.5 The Police and OPCC should continue to ensure openness and transparency in how value for money is being delivered and continue to inform, consult and engage local communities on more detailed savings plans and their implications. This appears instrumental in securing public support for rises in the local council tax precept for policing

## 5. VIEWS ON OPPORTUNITIES TO DELIVER SAVINGS IN 2016/17

### 5.1 KEY FINDINGS

- 5.1.1 A range of consultation and engagement approaches were used to obtain public views on opportunities for Nottinghamshire Police to deliver further financial savings in 2017/18. These included the City and County resident surveys and the OPCC's face-to-face consultation, on-line survey and focus groups. Consolidated findings are explored in the following chapter.
- 5.1.2 Reflecting findings from a national on-line survey undertaken by Ipsos MORI in 2016<sup>11</sup>, a significant number of focus group respondents felt it difficult to give a balanced view of savings options given the lack of detailed knowledge and understanding of the police business. Ipsos Mori similarly found that the majority of people do not hold strong views about value for money in policing and are unaware of relevant context and challenges when setting expectations and considering police performance.
- 5.1.3 **Aggregated responses from the range of consultation methods indicate that there is a high degree of public support for savings derived from more targeted work in high crime areas (41%) and increasing efficiency, reducing waste and making better use of technology (40%).**

**To what extent would you be prepared to pay more for policing as part of the policing precept?**



- 5.1.4 The consultation also highlighted strong support for closer working with other local agencies (38%) and other police forces (37%), with number of verbatim comments expressing support for closer collaboration across local blue light services

<sup>11</sup> Ipsos Mori surveyed over 26,000 people aged 16 and over to help inform HMIC's 2015/16 PEEL Assessments

**“The Police should be going into partnership with other Police forces or with other emergency services (e.g. joint control rooms for Blue light services)”**

“Share office accommodation with the District Council in Worksop”

“Merge functions with Fire such as media teams, IT, procurement and possibly some command roles including control room”

“Share buildings with Fire and Ambulance, consider the Staffordshire PCC research into taking over Fire Service”

“Ensure Nottinghamshire is getting true value from sharing resources such as EMOpSS and ensure that National Police Air Service are giving Nottinghamshire value for money”

- 5.1.5 A number of respondents also felt that much could be learned from the private sector to help realise organisational efficiencies, however this did not extend to privatisation of the service indicating a strong desire among most respondents to ensure policing remains a public service.

***“Use experienced business managers to advise on efficiency”***

*“Get professional business people in to run the organisation – treat it like a business and savings will come. Let the police police”*

*“To improve the service you need more commercial partners”*

*“The force needs to be run as a business to provide value for money in meeting customers' needs”*

*“Outsource non-policing jobs such as some administration and HR and professional services”*

*“Keep our police force public - no to G4S and other private companies”*

*“A privatised police force is unwanted”*

*“Please do not go down the sponsorship route – [it brings] potential for conflict of interests and loss of public support”*

- 5.1.6 Respondents also expressed strong support for delivering savings through reductions in senior posts and salaries (38%), a view which was particularly pronounced in the County (65%). Similarly, although departmental savings were only highlighted as a savings priority among 15% of respondents, almost half (47%) of those selecting this option highlighted the Police and Crime Commissioner / Office as a priority area for delivering efficiencies.

**“The hierarchy seems very top heavy”**

“Nottinghamshire seems to have more senior officers than other comparable forces”

“Get rid of the senior ranks of the police who have police officers as secretaries”

“Collaboration with regional forces to reduce the number of command officers”

“(O)PCCs are a waste of money - replace them with front line cops”

“Do we need a Police and Crime Commissioner?

This should be the role of senior police officers”

- 5.1.7 Among the 449 people consulted on the nature of potential departmental savings as part of OPCC-led consultation, around 24% supported further efficiencies in back office support functions such as Human Resources and IT, while less than 10% supported further efficiencies in front line policing services, intelligence and investigations and Specialist Operations such as firearms and dogs. Respondents also highlighted the need to continue to develop broader workforce efficiencies.

**“The police don't use what they already have efficiently”**

“More analysis and work on saving money in sickness and pension benefits”

“Stop annual scale increments when they haven't been earned”

“Police administration needs to be at maximum efficiency, using civilians in posts where trained police officers are unnecessary”

“Do less but do better – it's about being lean”

- 5.1.8 Although not included as an option within the question set, numerous verbatim savings suggestions also focussed on greater prioritisation and reductions in activities that were felt to be the primary responsibility of other agencies.

**“The police need to say 'no' to calls that really are other [agencies] problems”**

*“The Police should be focused on dealing with issues that actually cause threat and harm to people (e.g. sexual offences, child abuse etc.)”*

*“Reduce time spent on non-serious police complaints”*

*“Stop officers from having to deal with issues that are the making of the person complaining e.g. Facebook arguments”*

*We perhaps need to ensure that other agencies meet their obligations towards the public, and that the police stop being the emergency service of last resort”*

*“A lot of police time is spent dealing with NHS and social care problems”*

*“The incidents that get reported to police are not police matters”*



- 5.1.9 Other respondents felt that, with support from the police and other agencies, local communities had the capacity and capability to do more

“We have large communities who can work well to resolve...issues independently, but they need to be coordinated...to make sure [they] know what the major issues are and how they're being tackled”

“Close partnership working with rural communities to enable community projects to work efficiently”

“Facilitate a way for local communities to employ their own local officer”

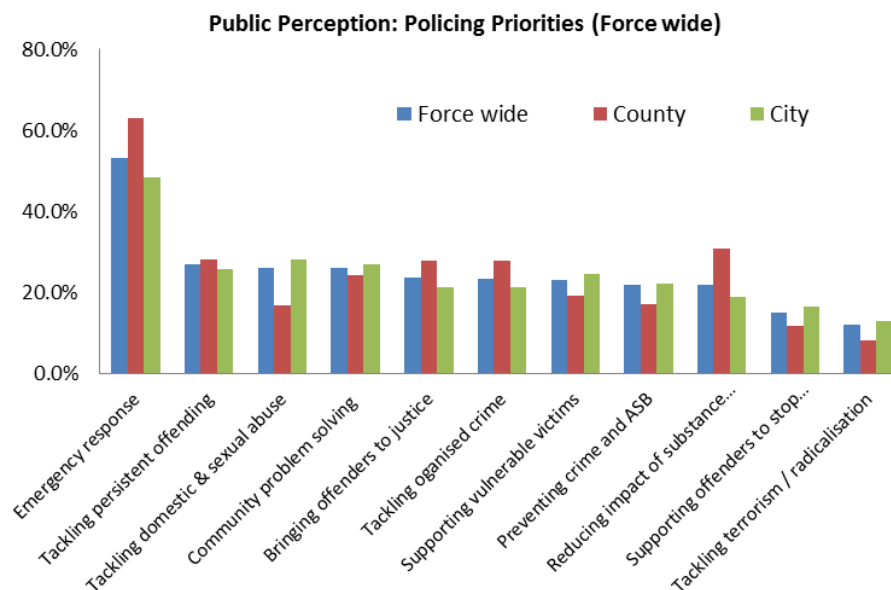
## 5.2 RECOMMENDATIONS

- 5.2.1 Continue to explore opportunities to develop organisational efficiencies through greater prioritisation, reducing waste / bureaucracy and making better use of technology – all being areas in which there appears to be strong levels of public support.
- 5.2.2 Continue to explore opportunities for more collaborative working with other local partner agencies and regional police forces, particularly in consolidating support / back office functions, premises and senior leadership and governance functions. Public and stakeholder consultation on more specific proposals for further Blue Light collaboration should be explored in view of what appears to be general public support for this option. The PCC should also seek to ensure that relevant learning from the private sector is used to inform organisational efficiency plans.
- 5.2.3 The force and PCC's community communication and engagement strategy should seek to raise awareness of the resourcing challenges and efficiency plans for Nottinghamshire in addition to raising further awareness of the statutory role and activities of the Police and Crime Commissioner
- 5.2.4 Nottinghamshire Police and the OPCC should further explore the public / community offer in preventing crime and anti-social behaviour and improving community safety with the support of local service providers. This may include further work to raise awareness of volunteering roles and opportunities

## 6. PUBLIC CONCERNS AND PRIORITIES

### 6.1. KEY ISSUES AND CONCERNS

- 6.1.1. Respondents to the 2016 surveys and focus groups were asked to identify their priorities for policing based on a range of core police functions and responsibilities. The exercise was widely recognised to be a challenging one which highlighted the complexity of local resourcing decisions. As such, with the exception of 'emergency response' (53%), there was no clear consensus as to which policing activities or functions should receive higher priority than others.



- 6.1.2 Tackling domestic and sexual abuse, including child sexual exploitation was rated as an important priority among many focus group respondents, with some feeling strongly that this should be the most important priority for the police. Crimes against children and young people resonated with many:-

“Anything that harms children has to be the number one priority, it’s a no brainer”  
“Regardless of the cuts, this has to be protected, children cannot protect themselves”  
“This should always be the main priority, kids come first, always”  
“There should be more focus on men being victims of crime, specifically sexually abuse because they are embarrassed to disclose”

- 6.1.2 The resident surveys highlighted a greater tendency for county respondents to prioritise policing activity that reduces the impact of drugs and alcohol in communities. Furthermore, work to tackle terrorism and radicalisation was least likely to be identified as a policing priority in both the city and county.

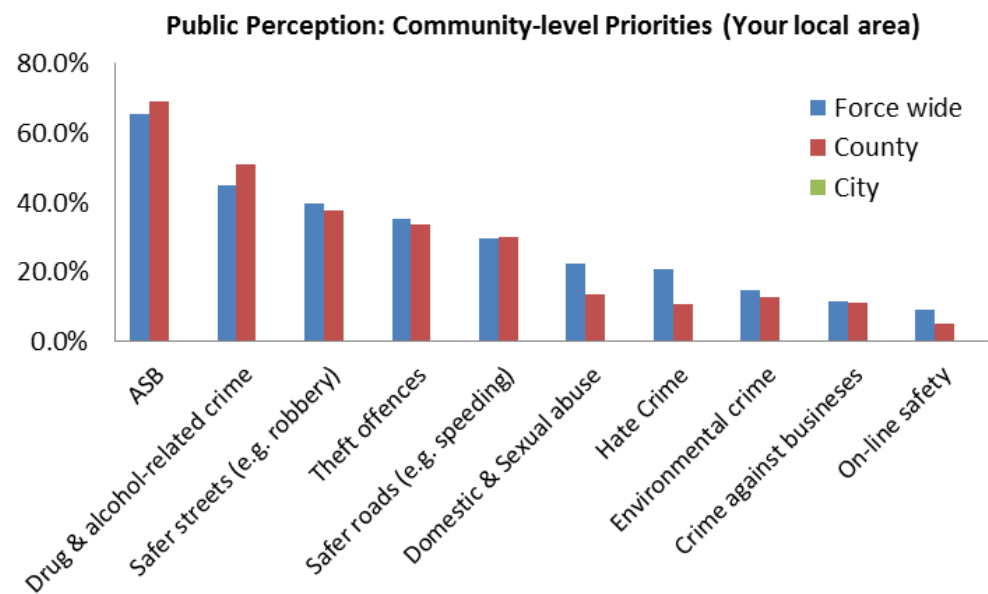
“Investigating and tackling terrorism and radicalisation should be the job of someone else... it is such a serious area it requires a specialist response”

“Terrorism and radicalisation are above the responsibility of regional police forces, they are national issues that should be dealt with by specialist, national agencies”

“I am staggered that given the number of different levels within the policing structure that my local PCSO is involved in counter-terrorism. Surely there must be higher, national organisations which assume this responsibility.

“Terrorism and Radicalisation should be the responsibility of another, larger national agency, not drawing the resource of local policing”

6.1.2 When considering their local area, the crime and community safety issues considered to be most important to local residents included **ASB**, including youth-related nuisance and intimidating gatherings (65%), drug and alcohol-related crime (45%), tackling street-based violence such as robbery, violence and harassment (39%) and theft offences, such as burglary and car crime (35%).



6.1.2 Conversely, on-line safety (9%) was considered a lesser priority among those consulted, however national research undertaken by Ipsos Mori<sup>12</sup> in 2016 indicates that levels of concern may be increasing significantly. Other research<sup>13</sup> has highlighted disparities between older generations, who are at less risk (36%) of cyber-crime than young people (66%), but more likely to be concerned about the issue. The research found that 43% of younger people want to see more police focus on cyber-crime and less on ‘real-world’ crime. Across generations, public concern relating to child abuse images and online theft / fraud remains high.

<sup>12</sup> [Public views of policing in England and Wales – Ipsos MORI, August 2016](#) - On-line survey of over 26,000 people aged 16+ in 2016 commissioned by HMIC

<sup>13</sup> [Cybercrime Tipping Point](#), PA Consulting Group, November 2015

- 6.1.2 In addition to the issues highlighted, a number of focus group respondents stressed the importance of police follow up and the management of public expectation as policing priorities. Examples stemmed from personal experiences:-

***“Follow-up and aftercare should be a priority”***

*“You ring up, they give you a Crime Number and say they will come out and see you the next day. One incident was 12 months ago - I still haven’t had a visit”*

*“There is a lack of clarity and communication.*

*They say they will follow-up but it doesn’t happen”*

*“If you are not going to follow up an incident, just explain to the public that is what is going to happen. Manage expectation better”*

The Nottinghamshire Youth Commission identified a range of issues and priorities for people aged 14-25 across the area in 2016 as part of their targeted engagement. These included **drugs and alcohol** – with young people wanting to ‘see more happening to tackle drugs on the streets, and a more visible crackdown on dealers and production in their areas’. **Sexual harassment** was also highlighted as a key concern, including sexual harassment affecting young males that often goes unreported. Respondents identified a lack of support available for men in such cases.

## **6.3 RECOMMENDATIONS**

- 6.3.1 Further develop the profile of community issues and concerns by incorporating findings from other local engagement activity such as new Neighbourhood-level community engagement plans, and make use of community profiling and segmentation data<sup>14</sup>
- 6.3.2 Ensure community issues, concerns and priorities are used to inform the approach to community reassurance and engagement, particularly in providing residents with the information and advice that they need to be safe and feel safe
- 6.3.3 Co-ordinate and where possible consolidate research that explores fear and perception of crime and ASB and community priorities in order to deliver economies of scale and benchmarking opportunities

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<sup>14</sup> Segmentation data can provide geographic and demographic profiles of the needs, demands and priorities of different communities in order to enable policies, activities and communications to be better targeted.

## **7. CONCLUSIONS AND RECOMMENDATIONS**

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### **7.1 KEY FINDINGS**

Findings from the range of public consultation and engagement activities undertaken in 2016 indicate that there is, on average, a generally even balance of support for (52%) and against (48%) an increase in the council tax precept for policing when confidence intervals and variations in consultation methods are taken into account.

The proportion of residents supporting a rise in the council tax precept for policing has fallen by around 9% points over the last year, despite a (non-significant) increase in support in the City. This has been largely driven by an increase in residents feeling they cannot afford to pay more or already pay enough.

Respondents were generally supportive of the police, with at least two thirds feeling that more funding was required. Of those that did not support a rise in the precept for policing, around a third felt that more central government funding should be made available for the police.

Around a third did not support a rise in the precept for policing as they felt that it would have no impact on the service they received. This was often expressed amid a perceived lack of visible policing with many stating that they would support a rise in precept they could be assured that visible policing would be protected.

More detailed exploration of the Police's financial position and savings plans as part of the focus groups highlighted surprise among participants as to the scale of the challenge. These participants subsequently showed a greater tendency to support increases in the precept. Many survey respondents, however, found it difficult to comment on savings options without a detailed understanding of policing business.

Despite these factors, support appears strongest for savings derived from more targeted work in high crime areas and increasing efficiency, reducing waste and making better use of technology. There is also clear support for closer working with other local agencies, police forces, Blue Light Services and business experts to deriving savings and efficiencies – particularly in reducing senior posts and salaries.

Many respondents felt that greater prioritisation was required as a result of the financial challenge and highlighted concerns about the extent to which the police should support what were viewed as non-policing agendas.

Beyond providing an emergency response, respondents recognised the challenge of prioritising finite resources against the wide range of policing duties and responsibilities. Work to tackle and prevent terrorism and radicalisation appeared least likely to feature as a public priority in both the city and county, with many feeling that this agenda should not draw on local or regional policing resources.

## 7.2 KEY RECOMMENDATIONS

The Police and OPCC should consider:

- Ensuring any proposals to increase the local precept for policing are supplemented with a clearly communicated plan for how the additional revenue would be spent. Public support and confidence appears to remain strongly linked to the force's commitment to ensuring that the service is visible, accessible and responsive to community needs
- Developing a clear strategic communication and engagement plan to demonstrate to local residents and rate payers how policing resources are being deployed and what outcomes are being delivered as a result. This is particularly important as the nature of policing business becomes increasingly concentrated in areas of high impact but often less visible aspects of policing
- Further lobbying of central government for fair and proportionate levels of police funding which takes account of the changing challenges facing the service over the current spending review period. Public support for this approach appears relatively strong.
- Continuing to raise awareness of current and emerging resourcing challenges and efficiency plans for Nottinghamshire and raise further awareness of the statutory role and activities of the Police and Crime Commissioner
- Continuing to explore opportunities to develop organisational efficiencies through greater prioritisation, reducing waste / bureaucracy and making better use of technology – all being areas in which there appears to be strong levels of public support
- Continuing to explore opportunities for more collaborative working with other partner agencies and regional forces, particularly in consolidating support / back office functions, premises and senior leadership and governance functions. The service should also seek to ensure that relevant learning from the private sector is used to inform organisational efficiency plans
- Public and stakeholder consultation on more specific proposals for further Blue Light collaboration in view of what appears to be general public support for this approach
- Further exploring the public / community offer in preventing crime and anti-social behaviour and improving community safety with the support of local service providers. This may include further work to raise awareness of volunteering roles and opportunities
- Further developing the profile of community issues and concerns as part of the new Neighbourhood-level community engagement plans and profiles, particularly in making use of community profiling and segmentation data.

### **Your Views Matter**

We believe in learning and shaping policing from public experience, which is why we welcome all of your comments and feedback all year round.

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