



Northamptonshire Police, Fire and Crime Commissioner
**Public Consultation: Council Tax, Public Confidence
and Public Priorities ONLINE Questionnaire**

Survey open between
21/12/2020- 12/01/2021

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The Northamptonshire Police Fire and Crime Commissioner (PFCC) Stephen Mold has responsibility for overseeing both Northamptonshire Police and Northamptonshire Fire and Rescue services (NFRS). The Commissioner sets the budget for both organisations and holds both the Chief Constable and Chief Fire Officer to account on behalf of the public, for the performance of their organisations.

The PFCC's office commissioned two methodologies for 2020/2021- a telephone survey conducted by Social and Market Strategic Research (SMSR), an independent research organisation, and an online survey monkey conducted internally. Whilst commissioned by the PFCC, participants were made aware that both Northamptonshire Police and Northamptonshire PFCC would utilise the findings of the survey to understand current public opinion.

The consultations sought to seek the views of residents who pay council tax in Northamptonshire about the 2021/22 council tax level for policing and the fire & rescue service. The consultation also gathered the views of residents on how good a job Northamptonshire Police and NFRS are doing as well as their confidence in Northamptonshire Police. This year residents were also asked which crime types they think policing resources should be prioritised towards.

Report Structure

This report includes headline findings for each question combined with insight based on demographics and geography. It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore, occasionally figures may add up to 101% or 99%. Where significant demographic differences are outlined, they are reported at the $p < .05$ level.

Precept

- **Fire:** Overall, 72% of residents said they would be willing to pay more towards NFRS. When asked how much more people would be willing to pay, 57% of respondents said they would be willing to pay £5 or more per year. 6% of people said they did not know and 22% said they would not be willing to pay more for the NFRS than they do now.
- **Police:** 26% of residents said they were not prepared to pay any more for policing than they do now, whilst the majority (71%) of residents said they would be willing to pay more towards Northamptonshire Police. A small percentage (3%) did not know. When considering how much people would be willing to pay, 28% said they would be prepared to pay £15, whilst 16% said they would be prepared to pay more than that if possible. Therefore, 44% of participants would be willing to pay £15 or more. In comparison, 27% would be prepared to pay between £5 and £13 a year more.

Perceptions of how good a job NFRS/NP are doing

- **Fire:** 67% of participants believed the service is doing a good or excellent job. 18% do not know how well the service is performing and a small percentage consider Fire & Rescue to be doing a fair job (12%) or poor/very poor (3%).
- **Police:** 56% of residents across Northamptonshire considered Northamptonshire Police to be doing a good or excellent job. A fifth (21%) believe the force are doing a fair job across the county and 16% felt that Northamptonshire Police are doing a poor/very poor job.
- Both of these figures are lower than what was found last year (80% and 65% respectively). However, this is likely to be due to the methodology used - last year the survey was completely undertaken through telephone which usually elicits more positive responses than online methodology.

Police- Confidence Questions

- This year the Crime Survey of England and Wales (CSEW) public confidence questions were adopted in the survey. The overall public confidence question, **“how much would you agree or disagree that taking everything into account I have confidence in the police in this area”**, saw **59% of people agree or strongly agree**.
- 51% of people agreed/strongly agreed the police can be relied upon to be there when you need them; 76% agreed the police would treat you with respect if you had contact with them; 61% agreed the police treat everyone fairly regardless of who they are; 57% agreed the police in their area understand the issues that affect the community and 45% agreed the police are dealing with things that matter to people in the community.
- Of the Questions asked within the Public Confidence consultation last year, most saw increases in (positive) agreement in this survey:
 - Relied upon to be there where you need them increased from 44% in 2019 to 51%.
 - Treat everyone fairly stayed the same at 61%
 - The police listen and are compassionate when I raise concerns increased from 48% in 2019 to 52%.
 - Confidence in local police to address crime in your area increased from 42% last year to 57%.

Police- Public priorities

- Participants were asked to select up to three crime or disorder issues that they think the police should prioritise their resources towards.
- Serious and Organised crime was selected most often by participants, with 44% stating this was an issue for the police to prioritise their resources towards. It was followed by Child abuse and neglect (28%) and Burglary (28%). Conversely, business crime (2%), hidden crimes (4%) and night-time economy (3%) were selected least often.
- 22% of the sample were made up of people who work for the police. Therefore, a comparison was made between those who work for the police, NFRS, the PFCC and those who do not work for any of the stated organisations. Serious and Organised crime was still the most selected crime type across all of the groups, including those who do not work for the above organisations.
- Serious and Organised crime was also selected most often across all boroughs and districts.

Two methodologies: the differences

This year, two methodologies were employed to conduct the precept consultation. In line with last year’s consultation, SMSR were commissioned to conduct telephone surveys with residents of Northamptonshire, using quota sampling to ensure they spoke to a range of people. In addition, this year an internal online survey was conducted using survey monkey. The online survey used a volunteer sample, which differs from the quota sampling used by SMSR. Furthermore, the methodology concerning how the consultation was conducted means the results must be considered separately. It should also be noted that questions were asked in different orders within the different consultations. The survey flowed better via telephone by asking the confidence questions together and the council tax questions together, whereas online the survey flowed better when asking about NFRS first and then Police. The survey also asked about public priorities for policing which was designed so that participants could only select three crimes/issues to prioritise in order to prevent them from selecting all crime types. The question was also designed so that the order of options were randomised, ensuring participants saw the options in different orders to prevent unconscious bias.

Online Survey Sample: The online survey was communicated to the public via numerous channels. 1810 people engaged with the survey, with 1457 people completing it fully (equating to a dropout rate of around 20%). The sample provides a confidence level of 95% with +/- 3% error margin. The demographic breakdown of participants was as follows:

Gender (n=1,468)	Number	% of sample
Male	827	56%
Female	549	37%
Trans	4	0.3%
Other/Prefer to self-describe	6	0.4%
Prefer not to say	82	6%
Age (n=1,460)	Number	% of sample
18-24	28	2%
25-34	204	14%
35-44	272	19%
45-54	321	22%
55-64	237	16%
65-74	214	15%
75+	81	6%
Prefer not to say	103	7%
Disability (n=1,465)	Number	% of sample
Yes	164	11%
No	1,208	82%
Prefer not to say	93	6%

Authority (n=1,473)	Number	% of sample
Corby	105	7%
Daventry	171	12%
East Northamptonshire	218	15%
Kettering	199	14%
Northampton	394	27%
South Northampton	244	17%
Wellingborough	126	9%
Do not live in Northamptonshire	16	1%
Ethnicity (n=1,459)	Number	% of sample
White British	1218	83%
White Other	60	4%
Mixed Background	14	1%
Black Background	7	0.4%
Asian Background	19	1%
Other	17	1%
Prefer not to say	124	9%

Work (n=1,457)	Number	% of sample
I work for Northamptonshire Police	324	22%
I work for NFRS	69	5%
I work for Northamptonshire OPFCC	10	0.7%
I do not work for the above 3 organisations	1054	72%
Religion (n=1,447)	Number	% of sample
No Religion	611	42%
Christian	634	44%
Buddhist	7	0.5%
Hindu	5	0.4%
Jewish	1	0.1%
Muslim	7	0.5%
Sikh	3	0.2%
Another Religion	18	1%
Prefer not to say	161	11%
Sexuality (n=1,446)	Number	% of sample
Heterosexual / straight	1185	82%
Gay Man	27	2%
Lesbian / Gay Woman	19	1%
Bisexual	21	1%
Prefer to self-describe	7	0.5%
Prefer not to say	187	13%

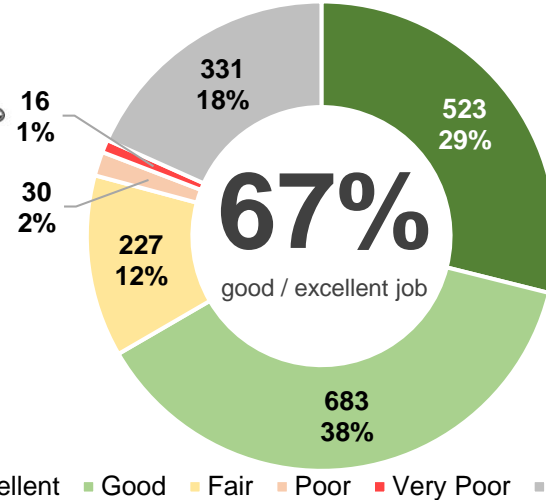
NORTHAMPTONSHIRE FIRE AND RESCUE SERVICE



Northamptonshire Fire and Rescue Service (NFRS)- Perceptions

5

In your opinion, how good of a job do you think Northamptonshire Fire and Rescue Service are doing? (n=1810)



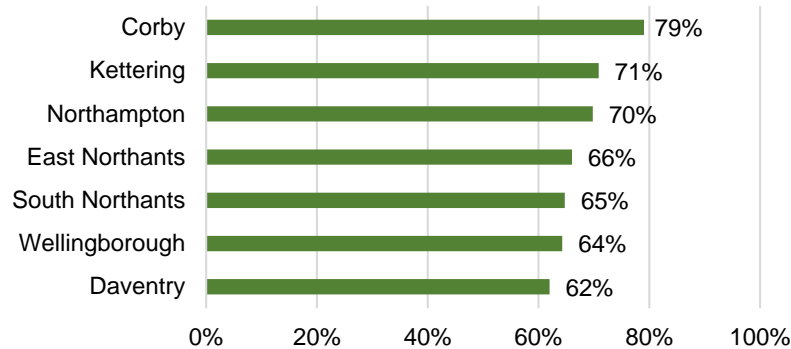
67% of participants believe NFRS is doing a good or excellent job. Last year, this figure was 80% (with SMSR methodology and sample).

18% do not know how well the service is performing and a smaller percentage consider Fire & Rescue to be doing a fair job (12%) or poor/very poor (3%).

Demographic Differences

- Females were more likely to say NFRS do an excellent job (36%) than males (27%). 74% of females said NFRS do a good or excellent job compared to 67% of males.
- 25-34 year olds were more likely to say NFRS do an excellent job than 65-74 year olds.
- When considering those who selected excellent and good, White British were more likely to say good/excellent (69%) than BAME (54%). However, when considering only those who said 'excellent', there was not a significant difference.
- 69 people who completed the survey worked for NFRS. They were more likely to say that NFRS do an excellent job (61%) compared to police workers (21%) and those who don't work for the organisations (31%). 83% of NFRS workers said excellent or good, compared with 68% of police workers and 68% of those who don't work for the organisations.
- There was no difference in opinion between those who had a disability and those who didn't, different sexualities and different religions.

NFRS doing a good / excellent job ranked by area



Residents of Corby (79%) and Kettering (71%) were most likely to say NFRS do a good or excellent job. Wellingborough (64%) and Daventry (62%) were least likely to say NFRS do a good/excellent job. Last year, residents of Kettering (76%) were least likely to believe NFRS were doing a good or an excellent job, with those in Northampton (78%) slightly more positive. Residents in Wellingborough (85%) and Corby (83%) were found to be the most positive.

Why do you say that? (n=1161)



No experience / contact

"Not had any interaction" "I am very fortunate not to have had to use the service."

No complaints / problems

"Not heard of any issues." "Do not hear of any complaints in the area"

Limited finances / under-staffed / under-resourced

"Given the current budget cuts the have performed extremely well."
"Because of years of underfunding by the County Council"

Don't hear much / no info on performance

"In order to answer this we need to know what exactly the service has done, where do you find that information?" "I have no statistics on which to base an opinion"

Do a good job / professional / excellent service

"Prompt. Efficient. Communicative"
"I have seen them in action and was impressed by their organisation and professionalism"

There when needed

"They are a 24/7 service and always ready to respond. Their response times are excellent."

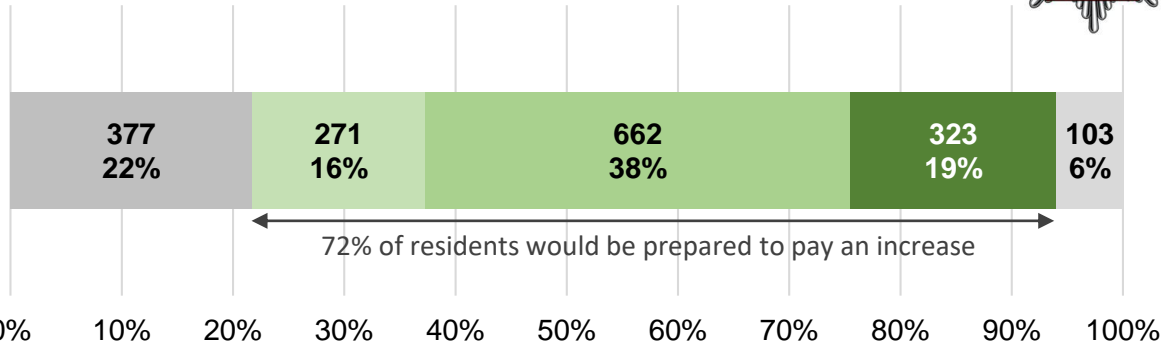
First hand or word of mouth positive experience

"I can only respond to what I have I seen, and simply put my experiences with the fire service have been exemplary." "Previous experience with them, utterly professional and saved our house from a fire next door"

Praise for work during challenges of pandemic

"In the present climate, they are doing all they can and more"

Fire currently makes up approximately 4% of your Council Tax bill and the average household (band D) pays £61.97 a year (approximately £1.19 a week) towards Fire and Rescue Services. In light of this, which one of the following statements best represents your views? (n=1736)



- I would not be prepared to pay any more for Fire and Rescue Services than I do now
- I would be prepared to pay an increase of £1.25 a year for Fire & Rescue services (approximately 2p per week)
- I would be prepared to pay an increase of £5 a year for Fire & Rescue services (approximately 10p per week)
- I don't think the Fire & Rescue services are funded enough in Northamptonshire and I would be prepared to pay more towards them if it were possible.
- I don't know

Northamptonshire Fire and Rescue Service

Overall, 72% of residents said they would be willing to pay more towards NFRS. Last year, this figure was 81%.

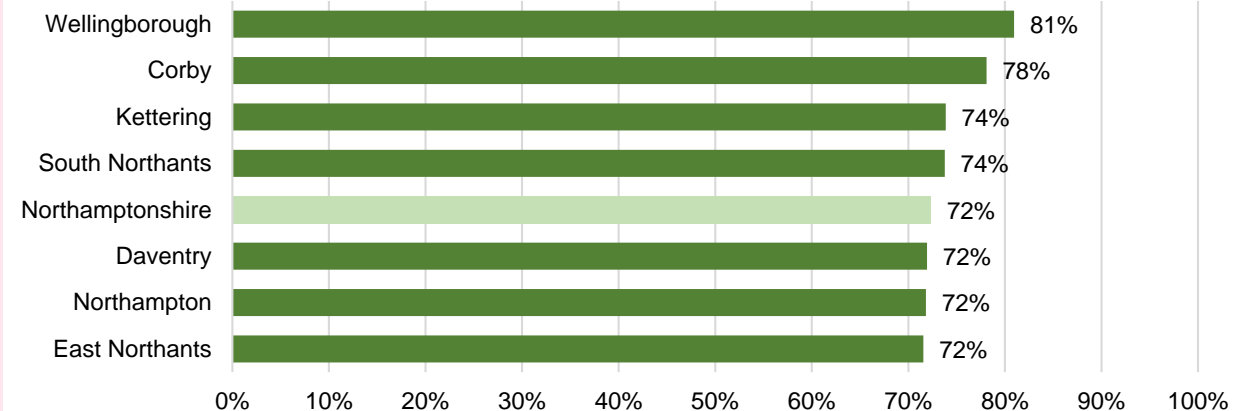
When considering how much more people would be willing to pay, 57% said they would be willing to pay £5 or more per year. Last year, 52% said they would be willing to pay £5 (they were not asked whether they would pay more than £5).

6% of people said they did not know and 22% said they would not be willing to pay more the NFRS than they do now. These figures were 2% and 17% respectively last year.

Demographic Differences

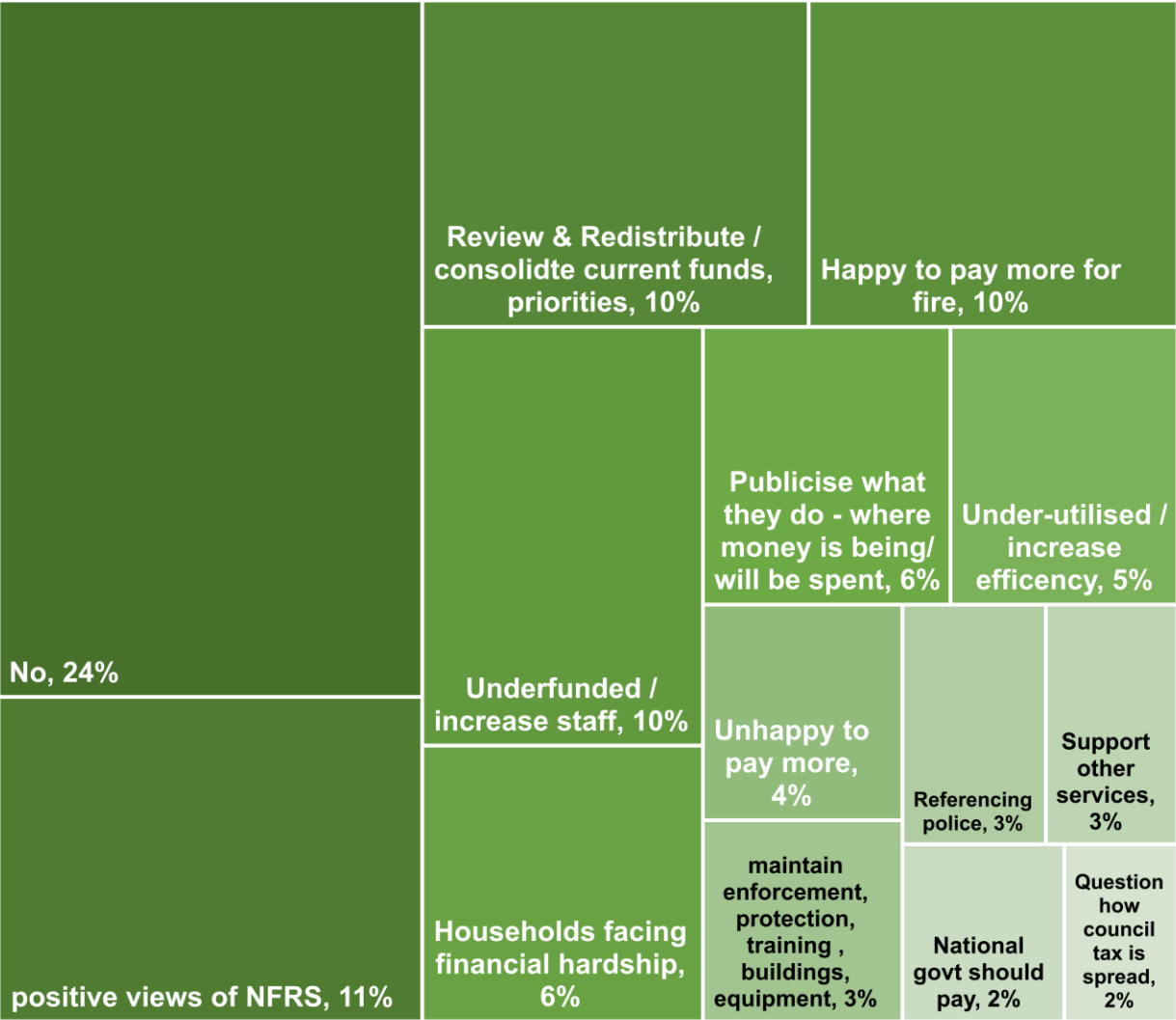
- Males were more likely to say they would not be prepared to pay more for NFRS (23%) than females (15%). Females were more likely to say they would pay more than the options given (22%) than males (18%).
- Those ages 25-34 and 35-44 were most likely to say they would not pay more fore NFRS (28% and 25% respectively), followed by 45-54 year olds (21%), 65-74 years olds (15%), 55-64 year olds (14%) and 75 or above (10%). Conversely, those aged 75+ were most likely to say they would pay £5 extra, followed by 65-74 year olds (46%), 45-54 year olds (43%). 25-34 year olds (34%) and 35-44 year olds (38%) were least likely to say they would pay the extra £5. Because only 28 18-24 year olds completed the survey, the sample size was not big enough for significant differences to be detected.
- BAME were more likely to say they would not be prepared to pay more (35%) than White British (18%).
- Those who were not religious were more likely to say they would not be prepared to pay any more towards NFRS (22%) than Christians (15%).
- No difference in opinion between those who had a disability and those who didn't, and different sexualities.
- Those who worked for NFRS were more likely to say they would pay £5 (58%) than police and those who do not work for any of the organisations (both 39%). They were also more likely (35%) to say they would pay more than the £5 if it were possible than police and those who do not work for the organisation (both 19%). They were less likely to say they wouldn't be prepared to pay an increase (3%) than police (20%) and those who do not work for any of the organisations (23%).

Would be prepared to pay more towards NFRS



Those in Wellingborough (81%) and Corby (78%) were most likely to say they would pay more for NFRS. Those in Daventry, Northampton and East Northants were all least likely to say they would pay more for NFRS (72% of people in all areas) though they were still equal to the overall average across Northamptonshire.

Have you got any further comments you would like to make about Northamptonshire Fire and Rescue Services? (N=426)



No (no further comments)

7

Positive views of NFRS

"Thank you to all at NFRS, I think you do an incredible job & it provides immense reassurance knowing you are there." "The service is an innovative service which helps so many people. I do not know of one single person in this county that would have anything negative to say about the service"

Review and Re-distribute / consolidate current funds

"The money already paid to council tax should be put more towards fire and rescue already"

Happy to pay more for fire

"I would be happy as a tax payer to pay more for a fire and rescue service to enable it to invest in better technology and analysis"

Under-funded / increase staff

"Service has been under funded for years under NCC and needs to improve its baseline budget to continue to deliver its excellent service"

Households facing financial hardship

"I can't afford council tax services let alone an increase and not entitled to support." "In times where we will see increases in costs associated with Covid bail outs, I don't think now is the time to add to that pressure"

Publicise what they do- where money is being/will be spent

"I want to know what benefits the population of Northamptonshire will gain from an above inflation increase. What shortcomings will be addressed?"

Under-utilised / increase efficiency

"seem to spend a lot for people 'waiting out' for a shout - believe they could be more proactive"

Unhappy to pay more

"While I'm sure they do a great job I already pay enough in various taxes, let alone council tax, I would not want to pay any more"

Maintain enforcement, protection, training, buildings/equipment

"These services need adequate funding for personnel and equipment"

Support other services

"I think they should operate similar to the fire service in the states, using them for assistance in policing operations when needed and assist the NHS"

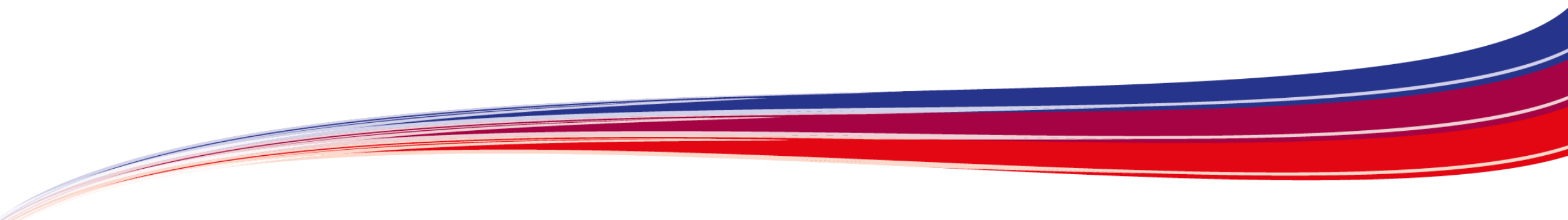
National Government should pay

"The national government should fund these services"

Question how council tax is spread

"Rather than raising taxes the Council need to stop squandering the money" "I would be prepared to pay a hit more for these emergency services if there was a reduction elsewhere. I really do not know where my council tax is spread out to"

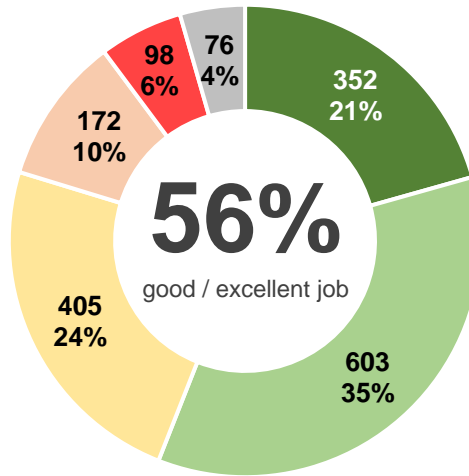
NORTHAMPTONSHIRE POLICE



Northamptonshire Police- Perceptions

9

In your opinion, how good of a job do you think Northamptonshire Police are doing? (n=1706)



56% of residents across Northamptonshire considered Northamptonshire Police to be doing a good or excellent job. Last year, this figure was 65% (within the SMSR sample/ methodology).

A fifth (21%) believe the force are doing a fair job across the county and 16% felt that Northamptonshire Police are doing a poor/very poor job.

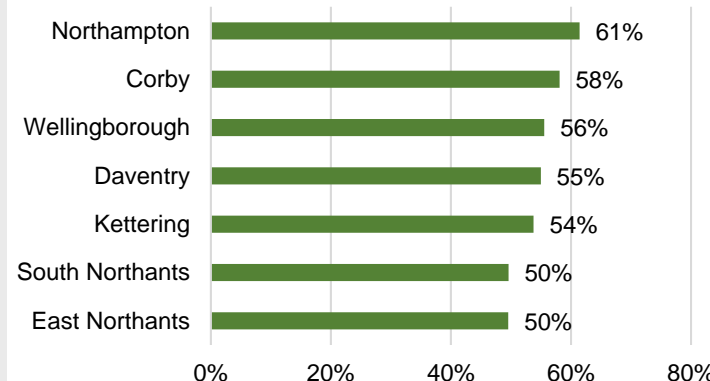
In the latest Crime Survey of England and Wales (November 2020), 67% of adults said the police are doing an excellent/good job. The methodology was more similar to SMSR which reported 69%.

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't know

Demographic Differences

- Females were more likely to say the police do a good or excellent job (67%) than males (51%).
- Those aged 75+ and 65-74 were least likely to say the police do an excellent job (12% and 14% respectively). However, age groups were most likely to say the police do a good or excellent job in the following order: 18-24 (68%), 45-54 (62%), 55-64 (62%), 75+ (62%), 35-44 (56%), 25-34 (49%) and 65-74 (49%).
- Christians were more likely to say the police do a good job (40%) than those with no religion (32%).
- No difference in opinion between those who had a disability and those who did not and different sexualities.
- White British were more likely to say the police do a good or excellent job (58%) than BAME (42%).
- Those who had been a victim of crime in the last 12 months were more likely to say the police do a poor (20%) or very poor (13%) job compared to those who were not a victim (8% and 4% respectively). 43% of victims said the police do a good/excellent job compared to 60% of those who were not a victim.
- 324 Northamptonshire Police employees answered the survey. They were more likely to say the Police do an excellent job (33%) than those who did not work for NP/NFRS/OPFCC (16%). 85% of Police employees said Northamptonshire Police do a good/excellent job compared to 71% of NFRS employees and 45% of those who do not work for any of the organisations.

NP doing a good / excellent job ranked by area



Residents of Northampton (61%) were most likely to say that Northamptonshire Police are doing a good or excellent job, whereas those living in East Northants (50%) and South Northants (50%) were the least likely to have said this was the case.

Last year, Kettering and Wellingborough were most likely to say the police do a good / excellent job and Corby was least likely.

Why do you say that?



Limited resources / understaffed / not enough police / affected by financial cuts...

"Not enough resourcing to cover all the issues the community want covered. Individually excellent just not enough officers and support. Austerity has reduced our safety."

Lack visibility / community engagement / officers on foot/patrols...

"I would like to see more officers on foot especially in the local communities"

Do good / excellent / amazing job

"From what I have picked up on social media they seem to be doing a brilliant job in extremely challenging circumstances."

Do a difficult job / hard working/committed / good job despite circumstance

"Again they work under difficult circumstances... job is challenging enough in ordinary circumstances"

Wrong priorities / change focus / not dealing with certain crime types...

"Too much focus on speed than crime... ensure more focus on what hits the community & that's crime"

Good publicity / positive news reports / good social media platform

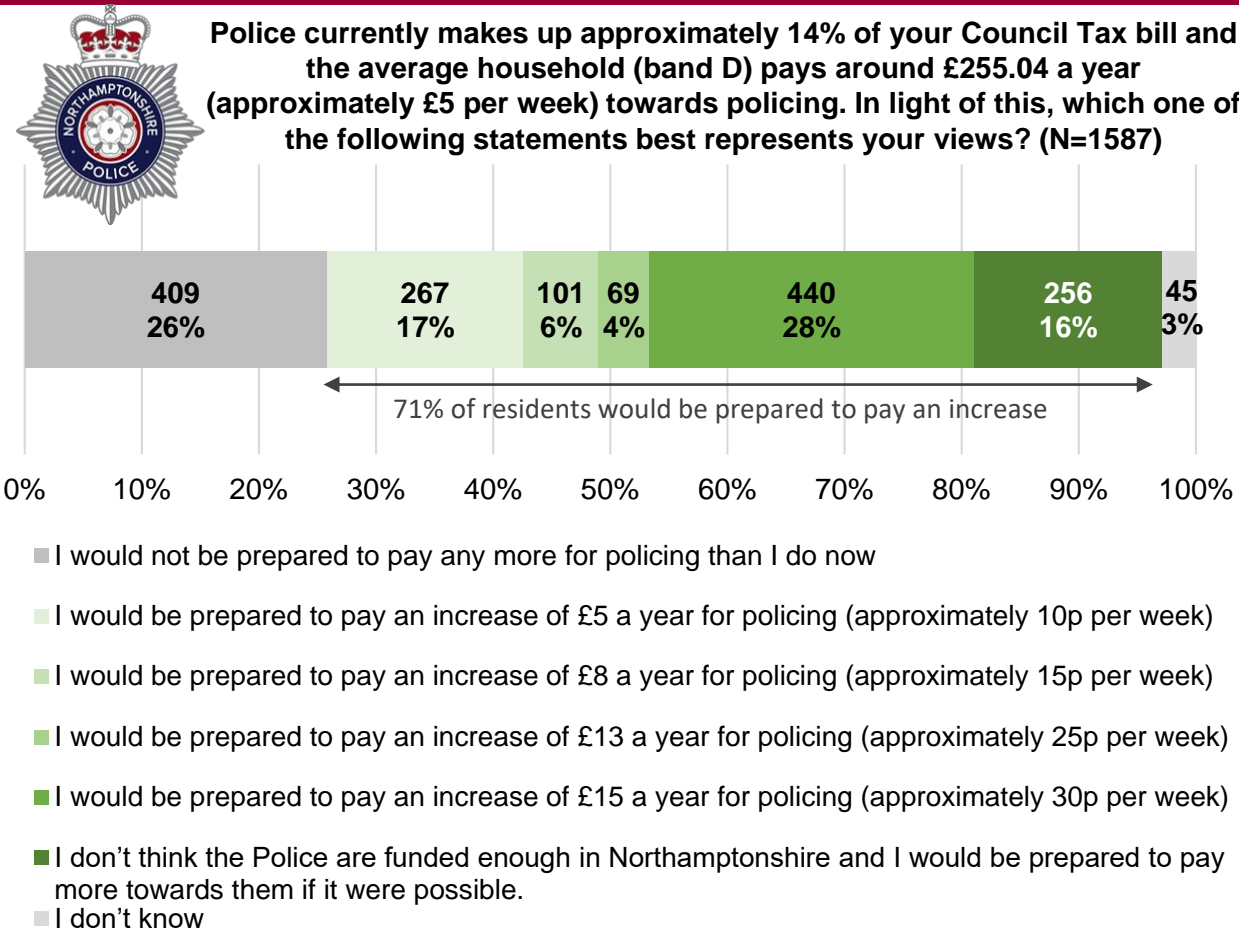
"Very impressed with the reports I see on Facebook and the newspapers." "Based on what I see, read and hear"

No contact / experience / don't know how they are performing

"I've had no dealings with them."

Poor response/times/response could be improved

"Slow to none response time"



Northamptonshire Police

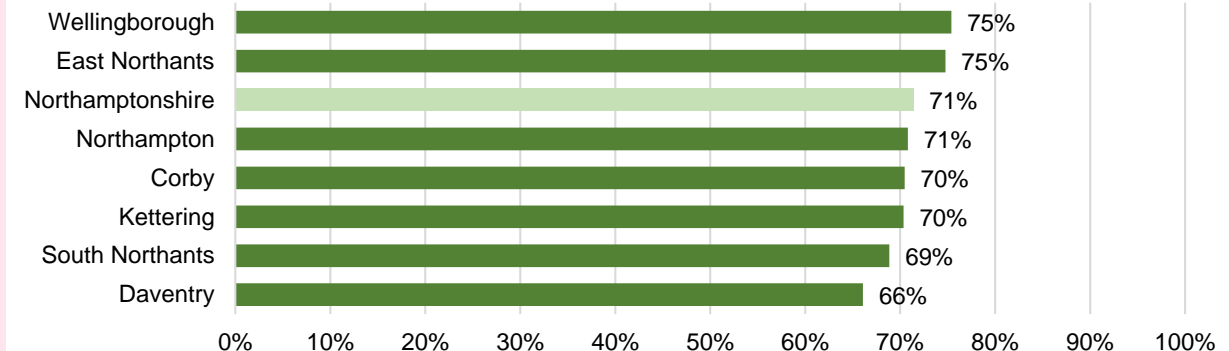
Less than a third of residents (26%) said they were not prepared to pay anymore for policing whilst the majority (71%) of residents said they would be willing to pay more towards Northamptonshire Police, this is the same figure as found last year. A small percentage (3% did not know)

When considering how much people would be willing to pay, 28% said they would be prepared to pay £15, whilst 16% said they would be prepared to pay more than that if possible. Therefore, 44% of participants would be willing to pay £15 or more. In comparison, 27% would be prepared to pay between £5 and £13 a year more.

Demographic Differences

- Males were more likely to say they would not be prepared to pay more for Northamptonshire Police (28%) than females (19%).
- 25-34 year olds and 35-44 year olds were more likely to say they would not be prepared to pay more for policing (34% and 31% respectively) than 45-54 year olds (22%), 55-64 (19%), 65-74 (19%) and 75+ (17%).
- BAME (44%) and White other (41%) were more likely to say they would not be prepared to pay more than White British (22%).
- Those who were not religious were more likely to say they would not be prepared to pay any more towards policing (25%) than Christians (20%).
- Lesbian/Gay/Bisexual and those who preferred to self-describe were more likely (34%) than heterosexuals (22%) to say they would not be prepared to pay more for policing.
- No difference in opinion between those who had a disability and those who didn't.
- Those who had been a victim of crime in the last 12 months were less likely than those who had not to say they would pay £15 (16% and 31% respectively) and more likely to say they would not be prepared to pay any more for policing (36%) than those who had not (22%).
- It is important to consider that 22% of the sample were made up of people who work for the police. A comparison was made between those who work for the police, NFRS, the OPFCC and those who do not work for any of these organisations. Those who worked for the police were more likely (48%) to say they would pay the extra £15 than those in NFRS (20%) and those who did not work for the organisations (22%). 40% of those working for the OPFCC said they would pay £15. Conversely, those not working for these organisations were most likely (32%) to say they would not be prepared to pay any more, compared to police (11%) and NFRS (17%).

Would be prepared to pay more towards NP



Those in Wellingborough (75%) and East Northants (75%) were most likely to say they would pay more for policing. Those in Daventry were least likely (66%).

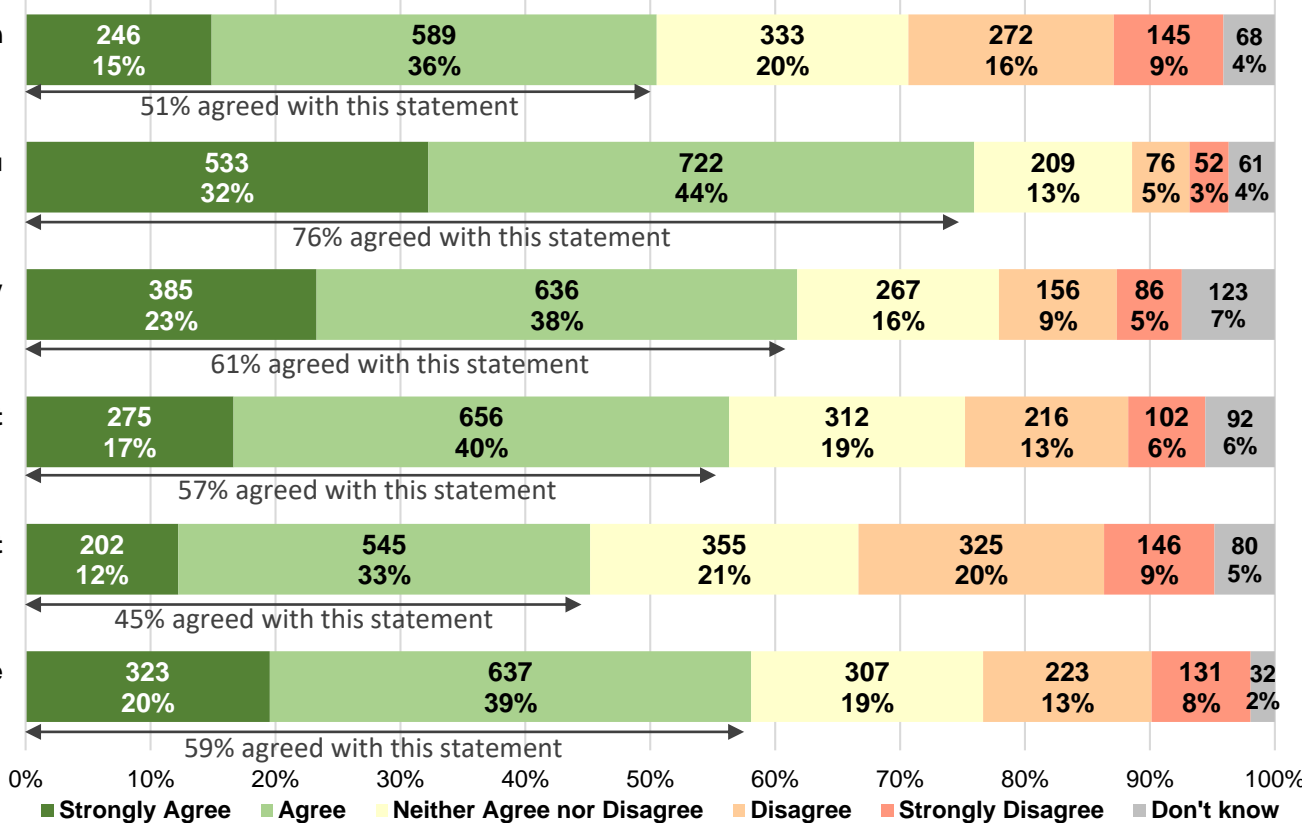
Northamptonshire Police- Public Confidence Questions

11

Crime Survey of England and Wales (CSEW)-based questions (N=1653) These questions are asked within the CSEW and were adopted this year to enable a direct comparison to the CSEW.

How much would you agree or disagree that the police in this area can be relied upon to be there when you need them?

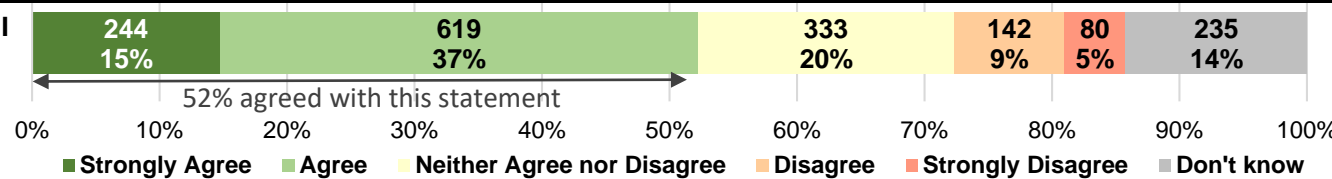
This question was asked within the online Public Confidence consultation last year (2019) where 44% of people agreed or strongly agreed. **The figure for 2020 has risen to 51%.**



Confidence questions from last year's consultation (benchmarking comparison)

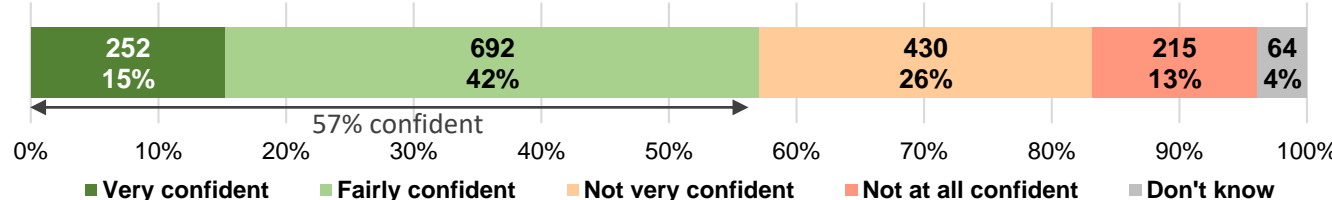
How much would you agree or disagree that the police listen and are compassionate when I raise concerns with them.

This question was asked within the online Public Confidence consultation last year (2019) where 48% of people agreed or strongly agreed. **The figure for 2020 has risen to 52%.**



How confident are you in local police to address crime in your area? (N=1653)

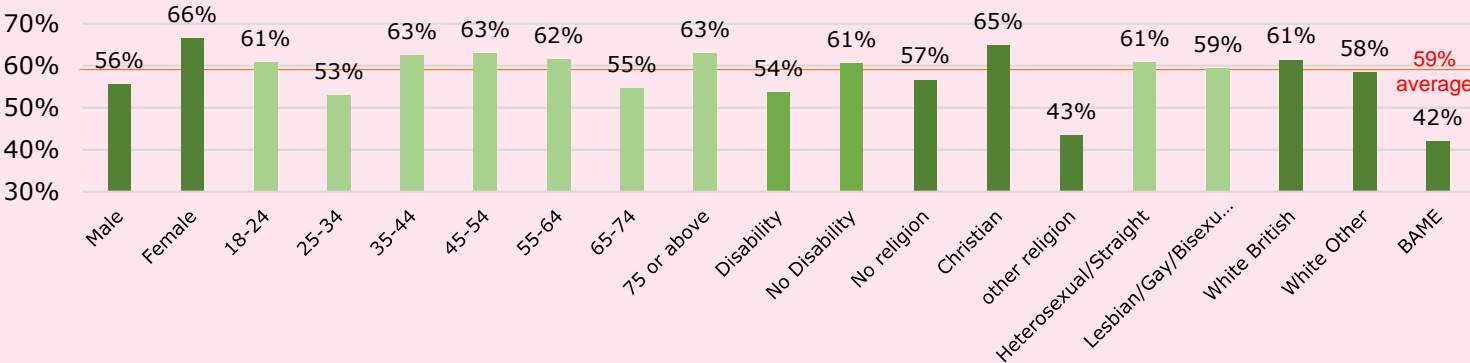
This question was asked within the online Public Confidence consultation last year (2019) where 42% of people said they were confident or very confident. **In 2020 the figure has risen to 57%.**



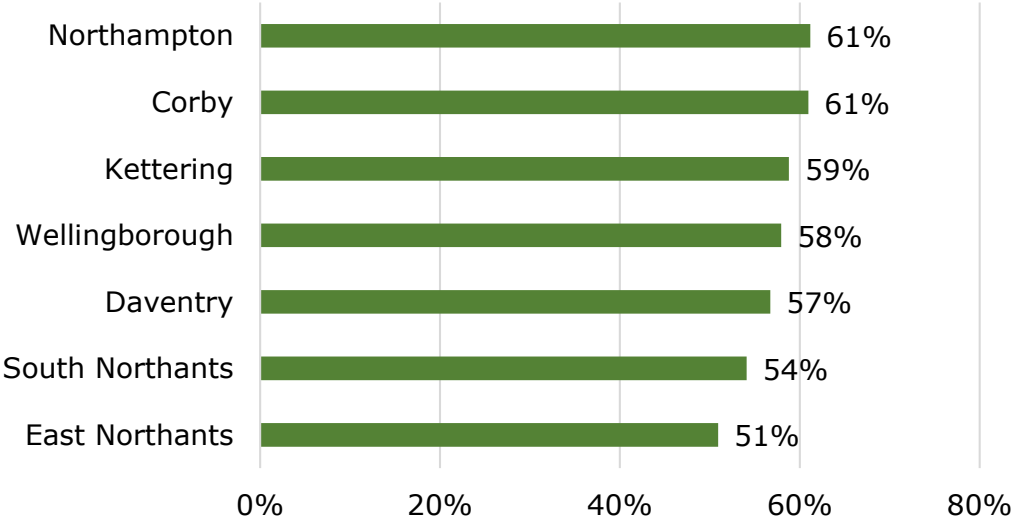
Demographic Differences

- 324 Northamptonshire Police employees took part in the survey; they were more likely to say they strongly agreed with all of the confidence questions compared to those who do not work for any of the organisations.
- Victims of crime (in the last 12 months) were more likely to say they disagreed/strongly disagreed with all of the confidence questions.
- Females were more likely to strongly agree with all of the statements, except the ‘treated fairly’ statement, than males.
- When considering overall confidence in the police, there was no significant difference between those with a disability and those without. However, those with a disability were less likely to agree/strongly agree the police understand the issues that affect their community and the police treat everyone fairly regardless of who they are.
- 45-54 year olds were the most likely of the age groups to agree/strongly agree with all of the statements. The age groups least likely to agree/strongly agree varied by statement with 65-74 year olds being least likely to agree/strongly agree that the police can be relied upon to be there when you need them, 18-24 year olds (though consider there was a smaller sample size in this age groups) were least likely to agree/strongly agree the police would treat you with respect, treat you fairly and are dealing with things that matter to people, 25-34 year olds were least likely to agree/strongly agree the police understand the issues that affect the community. For the overall confidence question, 25-34 and 65-74 year olds were least likely to agree/strongly agree and 35-44, 45-54 and 75 and above were most likely to agree/strongly agree.
- Christians were more likely to agree/strongly agree with the confidence question than those with no religion or another religion. Other religions were grouped together, however, sample sizes were not large enough to detect significant differences when looking at different religions separately. Christians were more likely to agree across most questions than those with no religion.
- There were no significant differences across the confidence questions dependent on sexuality.
- White British participants were significantly more likely to agree/strongly agree with all of the confidence statements compared to BAME participants, except the police understanding the community and the police being relied upon to be there when you need them statements.

How much would you agree or disagree that taking everything into account I have confidence in the police in this area? (% of those who selected strongly agree/ agree)



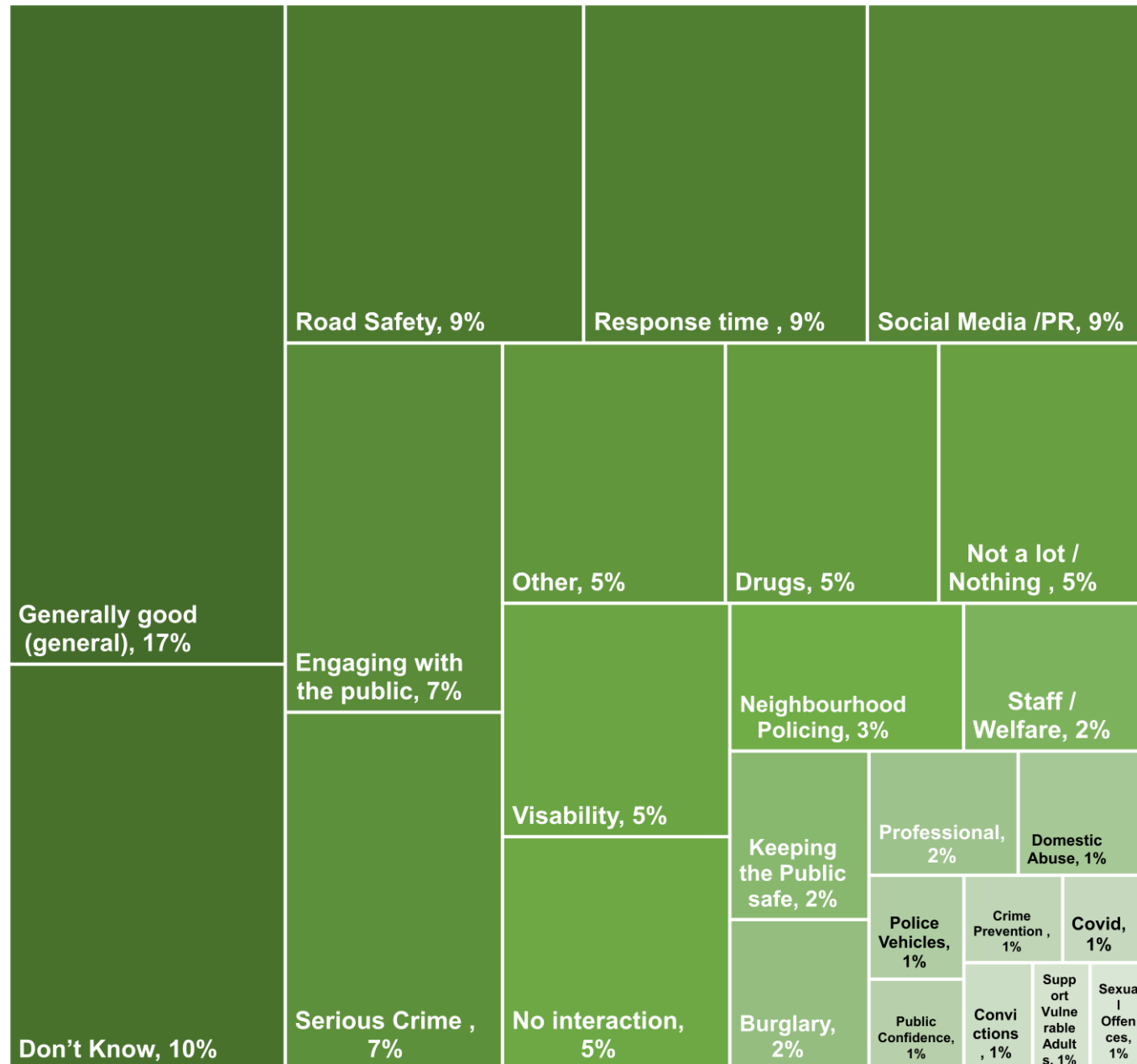
How much would you agree or disagree that taking everything into account I have confidence in the police in this area? (Strongly Agree/ Agree)



Residents of Northampton (61%) and Corby were most likely to have agreed or strongly agreed that they have confidence in the police in their area.

Those living in East Northants (51%) and South Northants (54%) were least likely to have agreed or strongly agreed that they have confidence in the police in their area.

What do Northamptonshire Police currently do well? (N=896)



Generally Good

- "Their service is really good and they try their best"
- "Generally they are doing what they should do and protecting the community"

Don't know

- "I'm not sure "

Road Safety

- "Roads Policing seems to be improving well"
- "Road safety"

Response Time

- "Respond to incidents promptly"
- "Respond promptly to calls"

Social Media / PR

- "Raising awareness via social media is excellent."
- "Using social media to communicate with communities"

Engaging with the public

- "Engage with the community to try and understand them and address issues before they escalate"
- "Engage with their community"

Serious Crime

- "Investigate serious crime"

Drugs

- "They seem to be tackling drug related crime with good effect"
- "They seem to be on the heels of drug dealers and suppliers."

Not a lot / Nothing

- "Not a lot"
- "I cant think of anything"

Visability

- "Visability has improved significantly"
- "I have noticed an increase in presence recently, which helps to build confidence."

No Interaction

- "not sure have not had any contact with the police"
- "Without direct experience I am unable to provide a useful informed comment to this question."

What would improve your confidence in Northamptonshire Police? (N=978)

More Visibility / Presence in my area, 40%

Convictions and investigations- Deal with crime / community issues, 12%		More officers / staff, 9%			
More Accessible and Engagement, 7%		other, 5%		More presence in rural areas, 4%	
Share more data / information with public, 4%	Funding / resources, 3%	Attend low level crime/ take seriously, 2%	Roads, 2%		Victim experie... 2%
	more crime preventio... reduction in crime, 3%	Recruit more varied people, 2%	More Training, 1%	Nothing, 1%	Don't know, 1%
Better and Faster response, 4%	I have confidence, 2%	Treating everyone fairly, 1%	Stop targeting motorists, 1%	Understand and focus on public priorities,...	Focus on 'real crime', 1%
		Drugs, 1%	Gangs and organised crime, 1%	Burglary, 1%	knife crime, 1%
				Comments about OPFCC, 1%	More officer safety, 1%
					reduce tax increase, 1%

- More Visibility / Presence in my area

 - “more visible police presence on the streets!!”
 - “My confidence is already improving with seeing more patrol cars when I’m driving.”
- Convictions and Investigations- deal with crime / community issues

 - “A greater level of enforcement leading to more convictions and less crime”
 - “Actually dealing with crimes instead of just giving a crime reference out”
 - “Arresting people who commit crimes”
- More Officers / Staff

 - “More officers”
 - “Knowing the staff levels were higher”
- More Accessible and Engagement

 - “More interactive with local public”
 - “More personal interaction with the Public in the streets and villages”
- More Presence in Rural Areas

 - “Have more presence in rural areas”
- Share more Data / Information with the Public

 - “Keep sharing the good news - when we see positive results it makes me feel more confident in what they're doing”
 - “Publish more of your results, prove you’re there for us.”
- Better and Faster Response

 - “The time it takes for the police to arrive at an emergency”
 - “More physical attendance locally”
- Funding / Resources

 - “If the police were properly funded”
- More Crime Prevention / Reduction in Crime

 - “Reduction in crime”
- I have Confidence

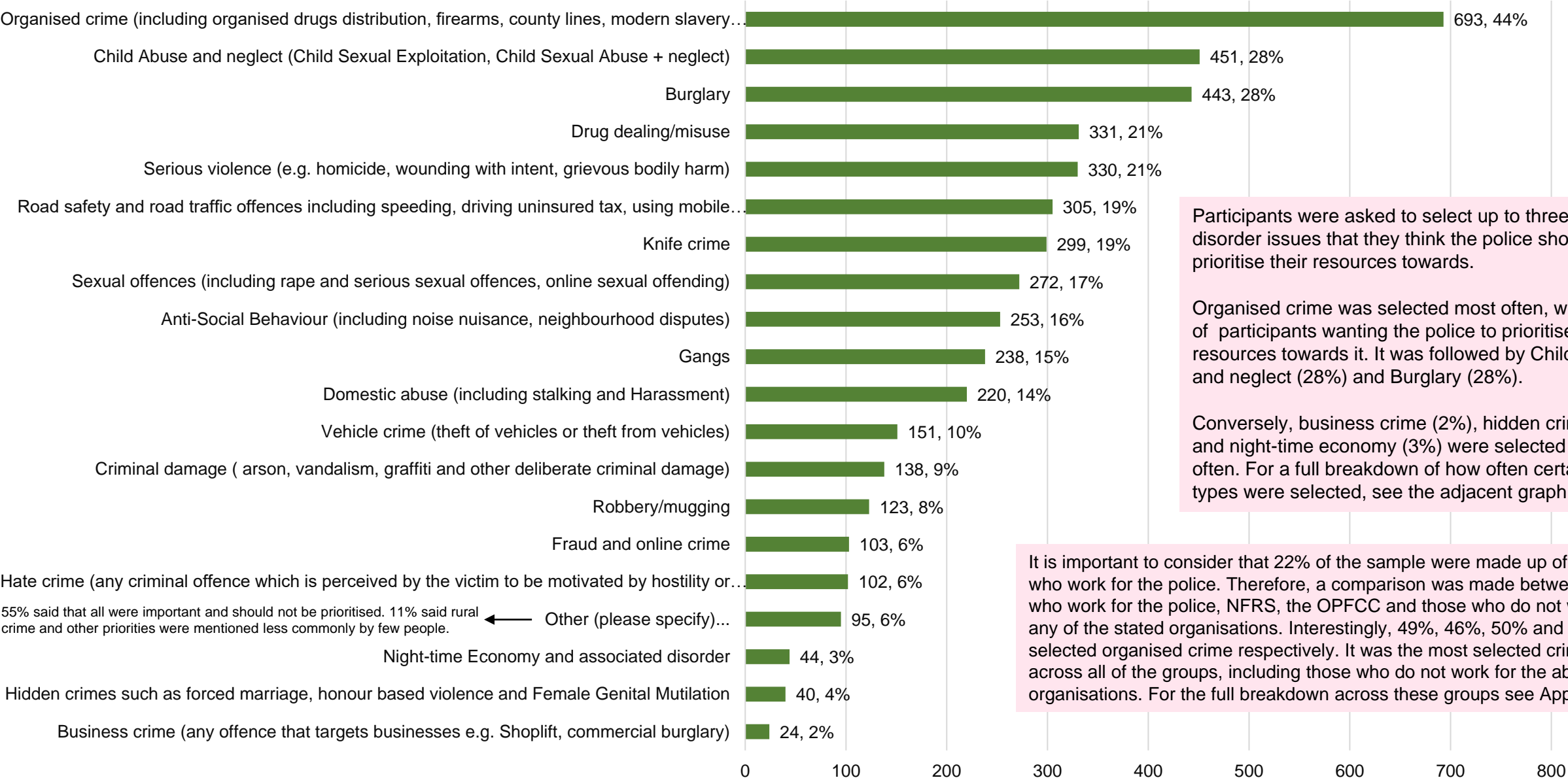
 - “I have full confidence in Northamptonshire Police.”
- Attend / Take Seriously Low Level Crime

 - “Respond to smaller crimes fuelling bigger issues.”
- Victim experience

 - “Treating victims of crime with respect. My friend had a woeful experience when reporting quite a serious assault and talks critically of the awful experience of the police officer who dealt with him. He tells that story far and wide and he has no confidence in returning to Northants Police...”
- Recruit more varied people

 - “More diversity”
 - “Recruitment of seasoned people as oppose to degree entrants. People with some life experience

Northamptonshire police deal with a variety of crimes and incidents across the county, can you think of up to THREE crime or disorder issues that they should prioritise their resource towards? (N=1587)



Participants were asked to select up to three crime or disorder issues that they think the police should prioritise their resources towards.

Organised crime was selected most often, with 44% of participants wanting the police to prioritise their resources towards it. It was followed by Child abuse and neglect (28%) and Burglary (28%).

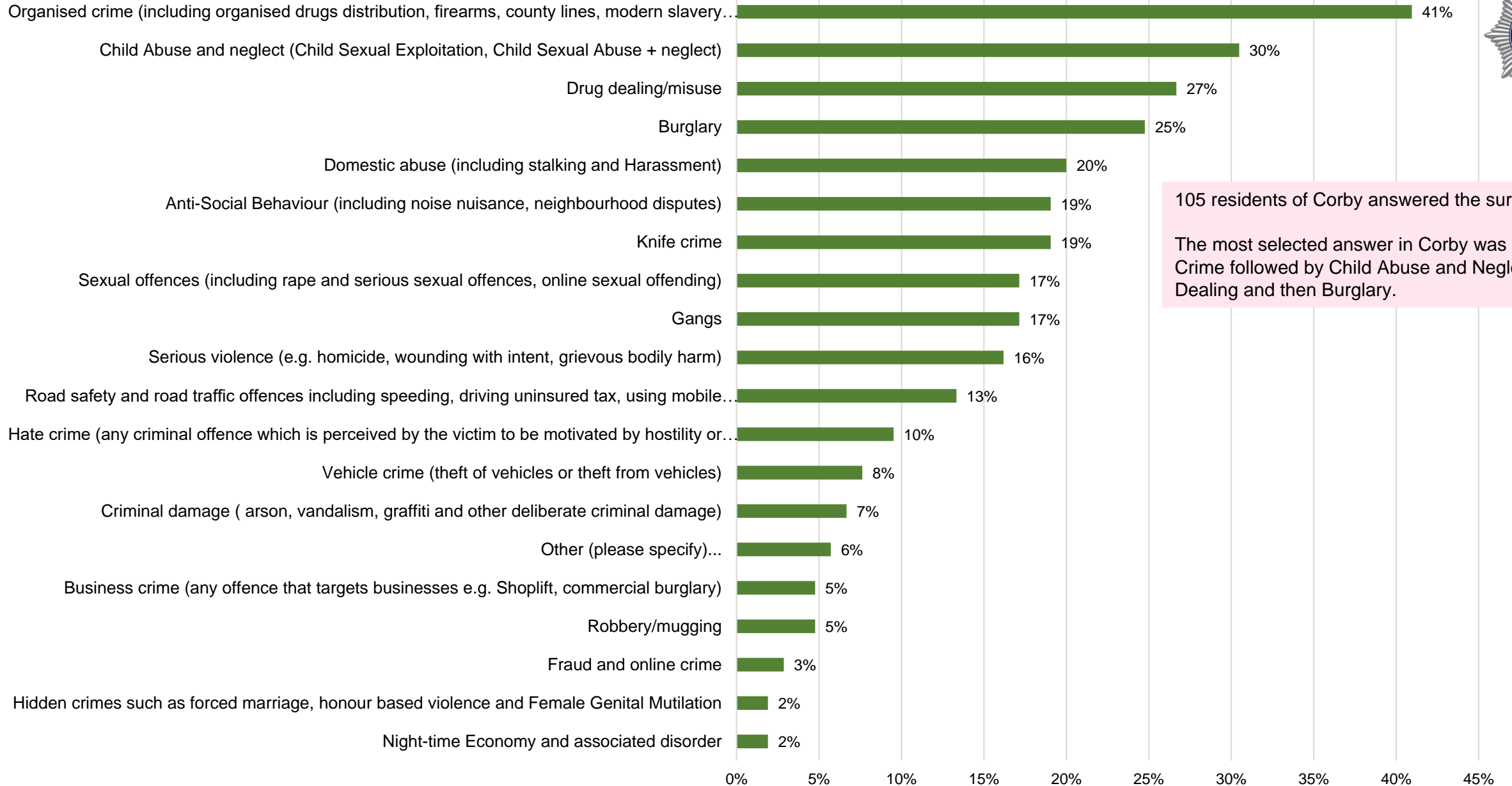
Conversely, business crime (2%), hidden crimes (4%) and night-time economy (3%) were selected least often. For a full breakdown of how often certain crime types were selected, see the adjacent graph.

It is important to consider that 22% of the sample were made up of people who work for the police. Therefore, a comparison was made between those who work for the police, NFRS, the OPFCC and those who do not work for any of the stated organisations. Interestingly, 49%, 46%, 50% and 42% selected organised crime respectively. It was the most selected crime type across all of the groups, including those who do not work for the above organisations. For the full breakdown across these groups see Appendix C.

55% said that all were important and should not be prioritised. 11% said rural crime and other priorities were mentioned less commonly by few people.



Corby



105 residents of Corby answered the survey.

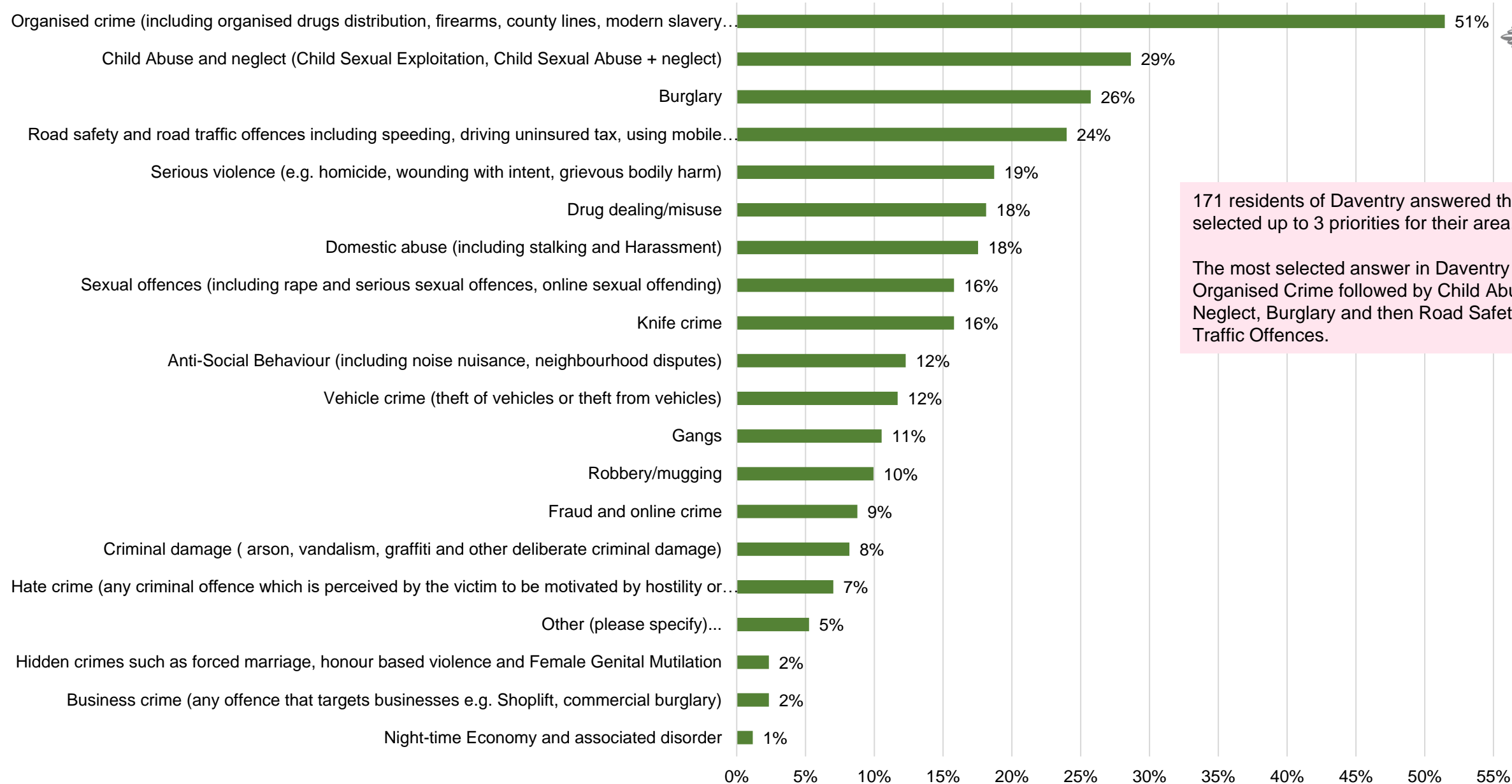
The most selected answer in Corby was Organised Crime followed by Child Abuse and Neglect, Drug Dealing and then Burglary.

Priorities- Daventry

17



Daventry

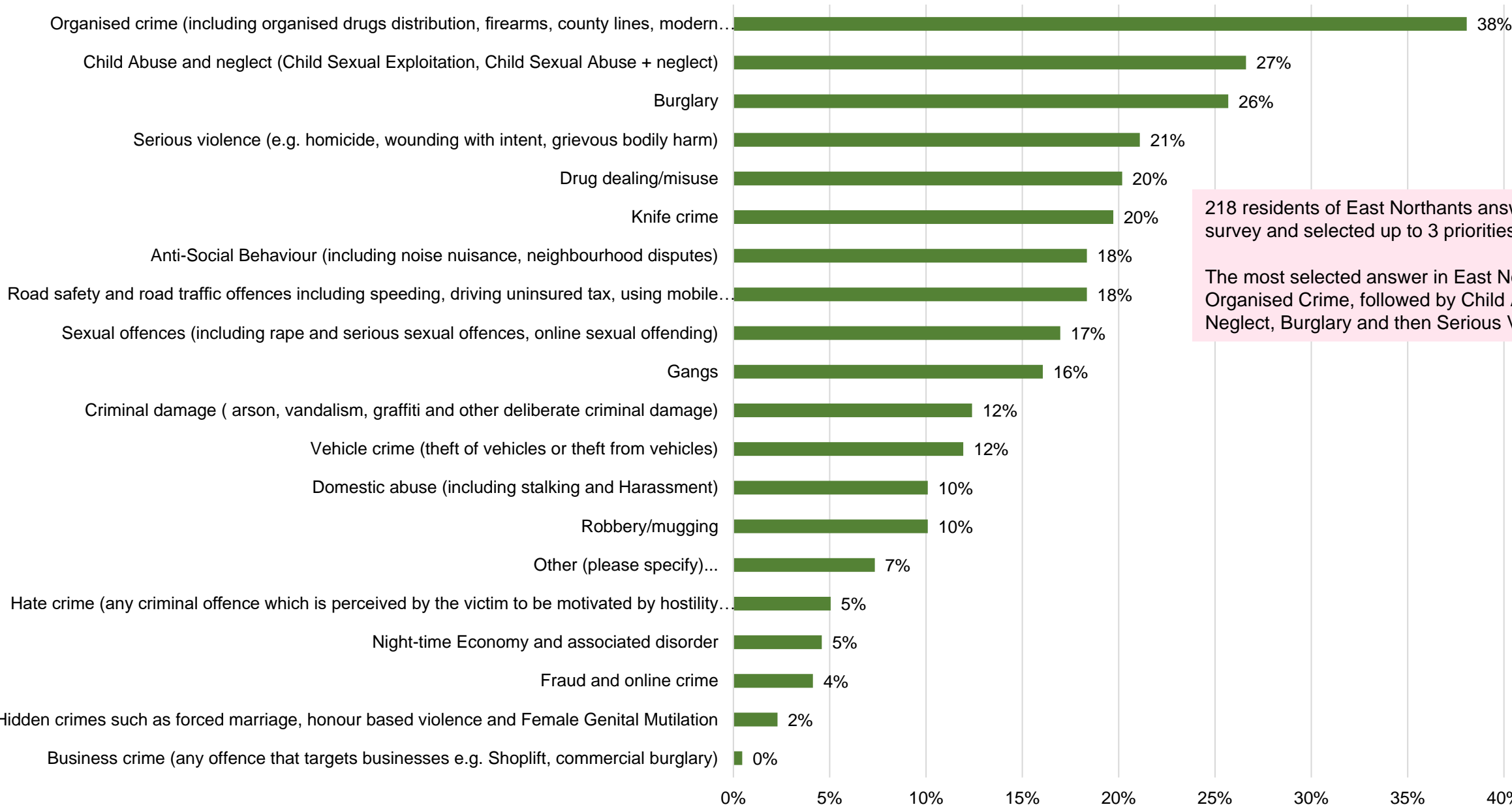


171 residents of Daventry answered the survey and selected up to 3 priorities for their area.

The most selected answer in Daventry was Organised Crime followed by Child Abuse and Neglect, Burglary and then Road Safety and Road Traffic Offences.



East Northants



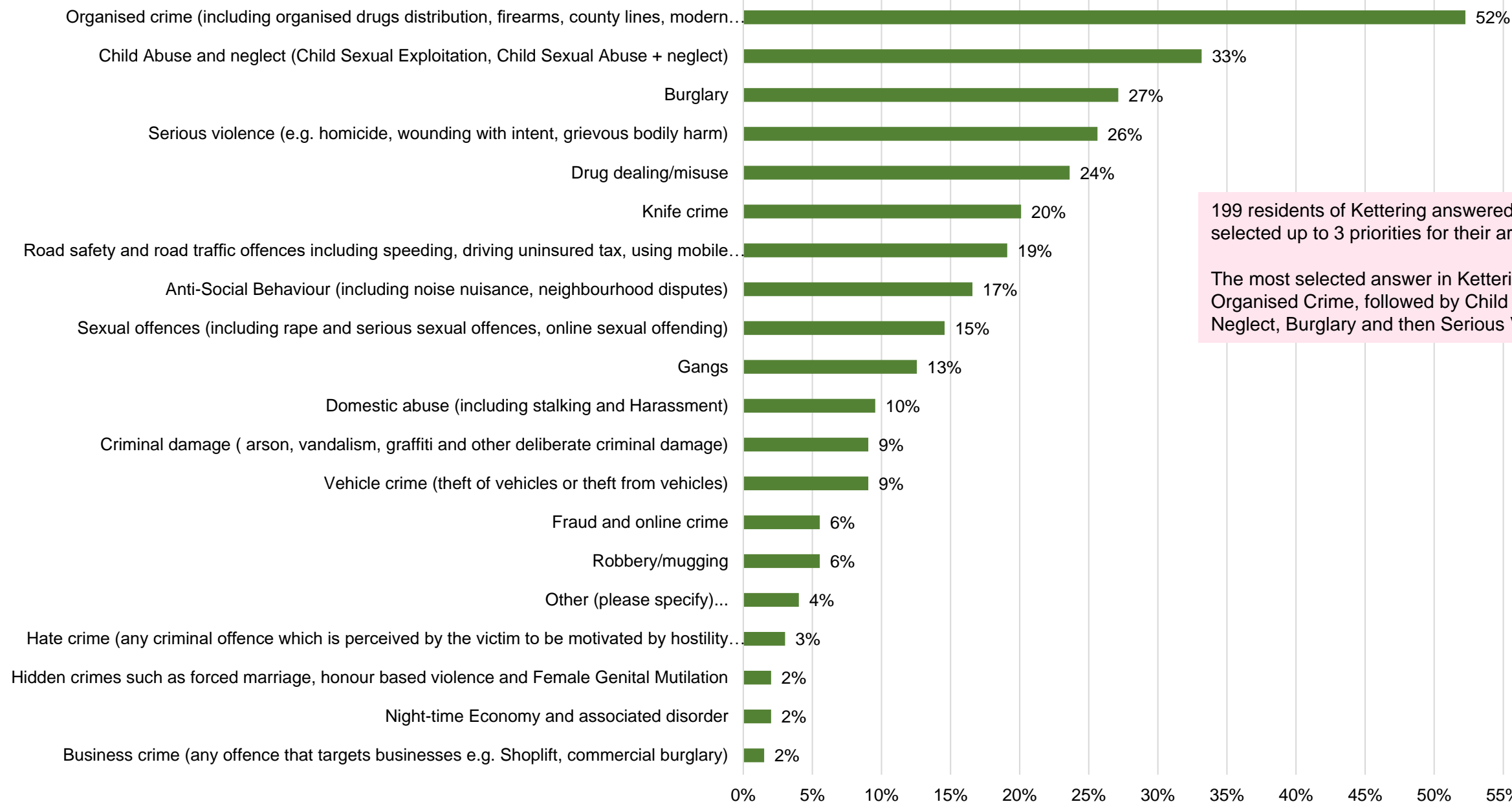
218 residents of East Northants answered the survey and selected up to 3 priorities for their area.

The most selected answer in East Northants was Organised Crime, followed by Child Abuse and Neglect, Burglary and then Serious Violence.

Priorities- Kettering



Kettering

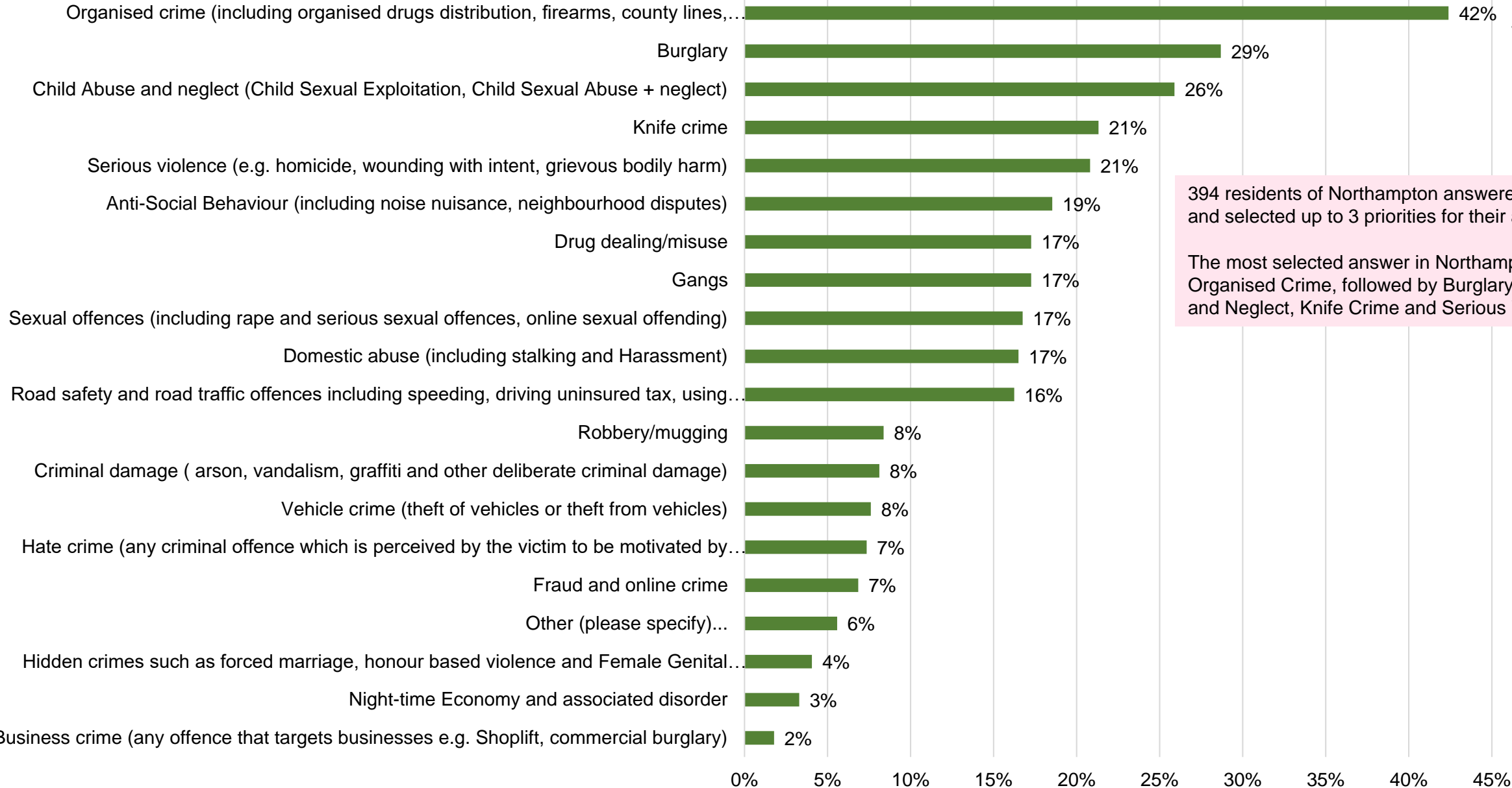


199 residents of Kettering answered the survey and selected up to 3 priorities for their area.

The most selected answer in Kettering was Organised Crime, followed by Child Abuse and Neglect, Burglary and then Serious Violence.



Northampton

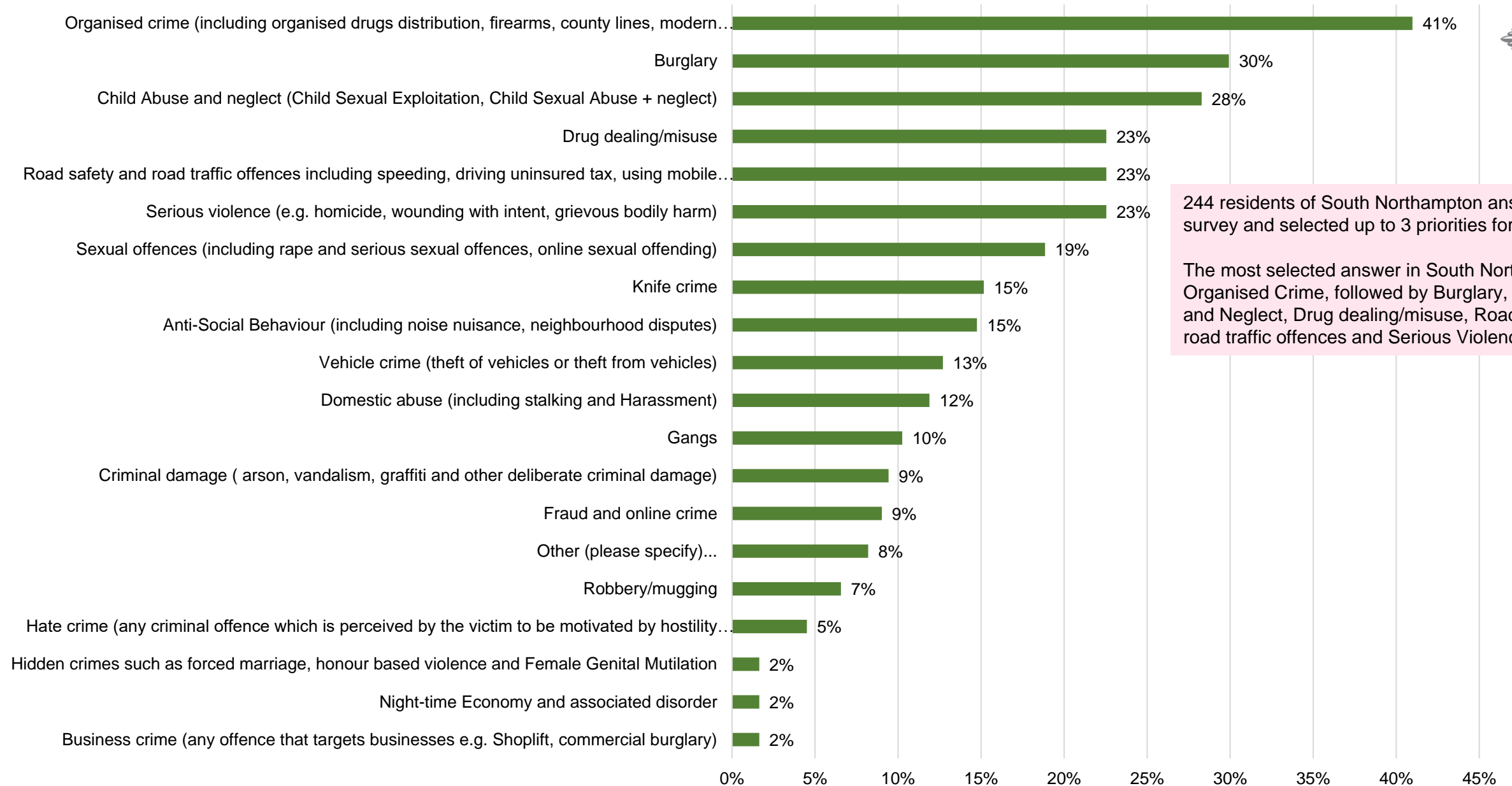


394 residents of Northampton answered the survey and selected up to 3 priorities for their area.

The most selected answer in Northampton was Organised Crime, followed by Burglary, Child Abuse and Neglect, Knife Crime and Serious Violence.



South Northants

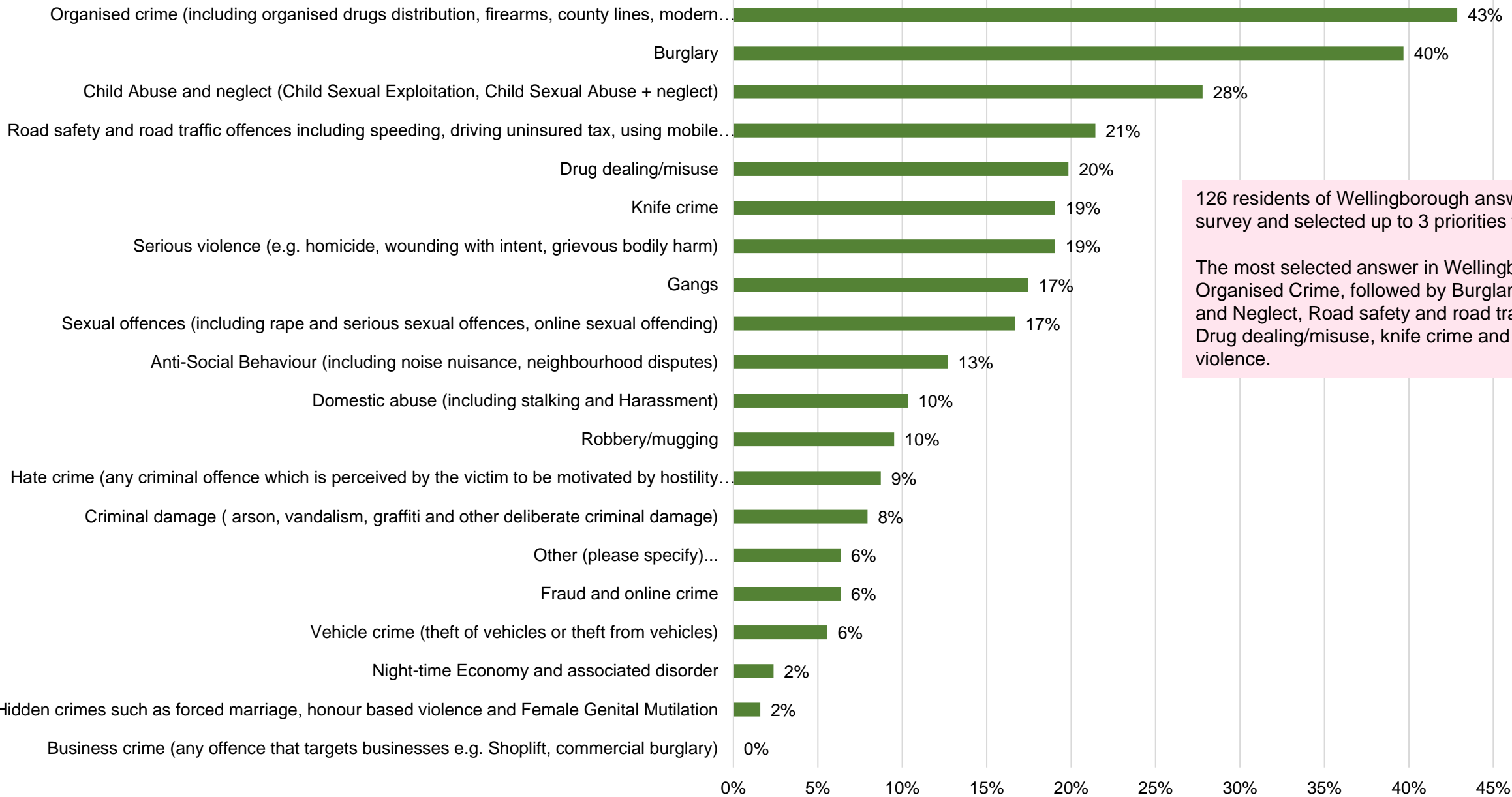


244 residents of South Northampton answered the survey and selected up to 3 priorities for their area.

The most selected answer in South Northants was Organised Crime, followed by Burglary, Child Abuse and Neglect, Drug dealing/misuse, Road safety and road traffic offences and Serious Violence.



Wellingborough



126 residents of Wellingborough answered the survey and selected up to 3 priorities for their area.

The most selected answer in Wellingborough was Organised Crime, followed by Burglary, Child Abuse and Neglect, Road safety and road traffic offence, Drug dealing/misuse, knife crime and serious violence.

Have you got any further comments you would like to make about Northamptonshire Police? (N=483)

Disagree with / Can't afford increase, 14%		I want to see increased visibility/engagement in my area, 12%		Already have good funding - redistribute and don't waste (mention of new cars), 11%	
Want police to deal with / investigate local crime more, 10%	Police do a good job (despite resources), 8%		Government funding , 6%		I would be happy to pay more, 6%
	Other, 7%		Want more resources in rural areas, 6%		Want to see improvements, 4%
			good leadership, 2%	Should work better with partners / partners should be better, 2%	Treat everyone fairly and well, 1%
no', 10%	Increase officer numbers / staff (lack of resource), 7%		Respond quicker, 1%	Police do too much, 1%	negative view of police, 1%
			redistribute tax already paid, 2%	Be more proactive, 1%	Pensions cost tax payer too much, 1%
			I need more information to decide, 1%	Invest in technology, 1%	No contact with...
			invest in training, 1%	Buerocracy , 1%	get revenue elsewhere...

Disagree with / can't afford increase

23

- “Currently we are all experiencing very hard economic times. It's unfair to pay more. I already pay a large council tax bill and am struggling to pay all my bills and expenses.”
- “Similar to my comments on the fire and rescue service, the pandemic is going to cause significant financial hardship for many people for many years and so any council tax increases need to be made in consideration of the fact that many people may struggle with any increase in the cost of living.”

I want to see increased visibility and engagement in my area

- “There are not enough visible police officers in my local area. We need visible beat bobbies back in the streets. Get out and be seen. ”
- “I will not be prepared to fund the police until they show a real determination to provide a community presence as the policing in my area is virtually non existent.”

Redistribute the funding you have and don't waste

- “They need to be more efficient with how they use the resources they already have.”
- “Stop wasting the money you have in so many chief officers and too many superintendents and vanity projects like interceptor cars then you won't need any more money.”
- “Northamptonshire Police could save a considerable amount of money by abolishing the post of Police, Fire and Crime Commissioner - in my view a completely unnecessary expense.”

Want police to deal with / investigate local crime more

- “Low level crime does still not seem to be dealt with (crime number only issued- no proper investigation)”
- “they need to deal with low level crime and nuisances in order to stop the bigger more serious crime. They don't care when you ring them with small concerns.”

'no'

Police do a good job

- “...Their services have been faultless and I commend their extremely hard work during these trying times. Thank you!”
- “I believe they are doing a good job but are under-funded”
- “they have been exceptional this year”

Increase officer / staff numbers (lack of resource)

- “Need more officers on the streets.”
- “Police need more resources, if we lived in a ideal world a doubling of resources would be great ”

I would be happy to pay more

- “As with anything in life you get what you pay for. I'd be happy to pay an increase to ensure the police can provide the service they are trained to do.”

Government funding

- “Why should the residents pay for the police. They should be paid from the central funds.”
- “Should be funded directly from central government and not through household taxation.”

Want more resources in rural areas

- “I would like to see a higher commitment to Rural villages such as mine, there has been no policing for years, this needs to change”

Want to see improvements

- “Unless improvements following previous increase in council tax become apparent and clear I could not support a further increase.”