

# Your Safety, Your Say

## Winter 2023-24 survey results summary





The budget survey roadshow at University of Exeter

## Introduction

The Office of the Police and Crime Commissioner aids the Commissioner in her duty to seek views of residents of the police force area to inform the budget-setting process and policing priorities.

In 2023-24 the office used the Commonplace community engagement platform to host its annual survey. This platform is typically used by local authorities for public consultations and over time develops cohorts of interested residents who may be offered additional opportunities to develop policy and provide community voice to projects.

Many of the questions in the survey have remained consistent so direct year-on-year comparisons can be made. Some questions have, however, been amended for quality assurance purposes so caution may be advised when making comparisons.

The survey opened Nov 24, 2023, and by January 2, 2024, there had been 2,487 responses, that was comparable to previous years (2,617 responses were received in 2022-23) although it should be noted that considerable additional effort was put into promoting the recent survey.

Your Safety, Your Say is an unrepresentative survey but reached what is considered to be a 'statistically significant' number of responses. Devon and Cornwall Police commissions a quarterly representative survey with a smaller sample size.

No question in the Your Safety, Your Say survey was compulsory and respondents were not restricted in the number of options they could choose for questions with multiple choice answers.

**Our survey is live!**  
**Tell us your vision for your police force**

Your safety...  
**your say!**

Take five minutes to shape the future of policing in Devon & Cornwall

Complete the survey at [bit.ly/3uezOcv](https://bit.ly/3uezOcv)

PCC  
 Chief of the Police and Crime Commissioner  
 Devon and Cornwall

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**Crime victims in Devon urged to make their voice matter in survey**

This survey, funded by the Police and Crime Commissioner, wants to hear from anyone who has been a victim of crime in the last two years, even if they did not report it to the police.

Alison Hernandez, Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly

A social media post promoting the Your Safety, Your Say survey and an article in the digital news platform DevonLive.com

## Promoting the survey

The survey was promoted:

- On social media platforms including Instagram, TikTok and Facebook.
- Via the Neighbourhood Alert email messaging system (to approximately 32,000 users)
- At public engagement events in the force area
- Via social media. Previous efforts by Police and Crime Commissioners to gauge community opinions have not had significant

responses from those aged under 40 years old. Specific attempts were made to tailor social media messages, and social media advertising campaigns at younger audiences. The OPCC promoted the survey on TikTok for the first time.

- Via community groups such as those on the OPCC diverse communities network and councillor advocates.
- Via digital, print and broadcast media. Coverage included Pirate FM, Radio Cornwall, DevonLive and the Torbay Weekly newspaper.

## Key findings

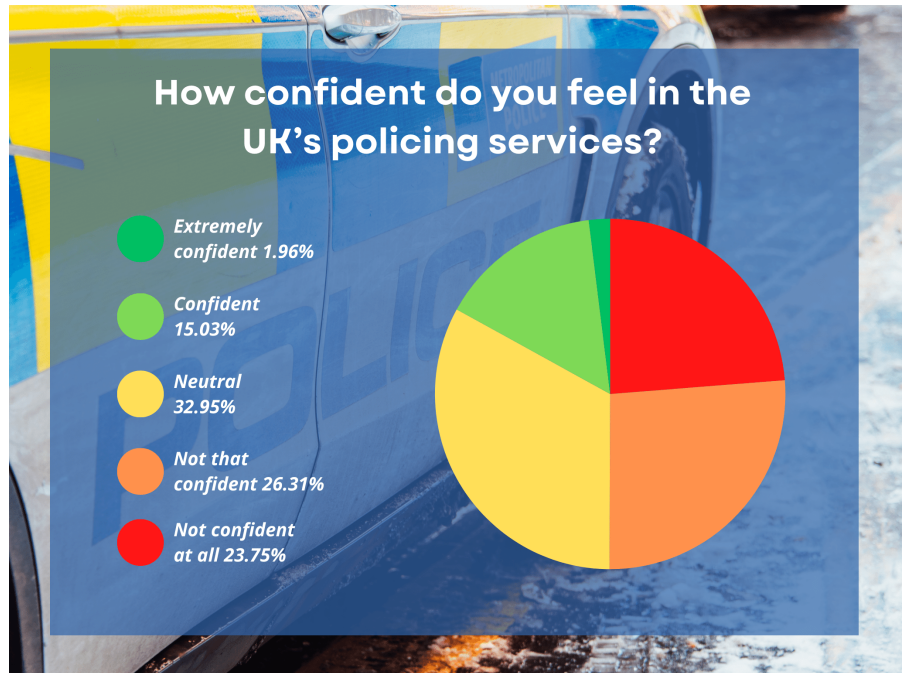
- Confidence levels in Devon and Cornwall's policing services remain higher than those in UK policing as a whole.
- Support for investing in reopening Police Enquiry Offices remains strong, with 62% of respondents agreeing or strongly agreeing with further expenditure in this area.
- Respondents' preference was to invest a greater amount of resources to 'local policing' than other areas.
- The percentage of respondents who thought that the current Devon and Cornwall Police precept level represented value for money has dropped from 40% in 2022-23 to 26% in 2023-24
- The percentage of respondents who disagree or strongly disagree that the precept levels represent value for money has increased, from 30% in 2022-23 to 44% in 2023-24.

# Section 1: Confidence in policing

- While 17% of respondents were 'extremely confident' or 'confident' in the UK's policing services in 2023-24, 50% of respondents said they were 'not that confident' or 'not confident at all'.

- In 2022-23 we asked How much do you agree with the following statement: 'All things considered, I generally have confidence in the police'? 50% of people strongly agreed or agreed with that statement.

- In the past 12 months there have been several high-profile news stories which may have reduced confidence in policing, including the handling of the Nicola Bulley missing persons case, and relating to officers abusing their position with victims for sexual purpose.

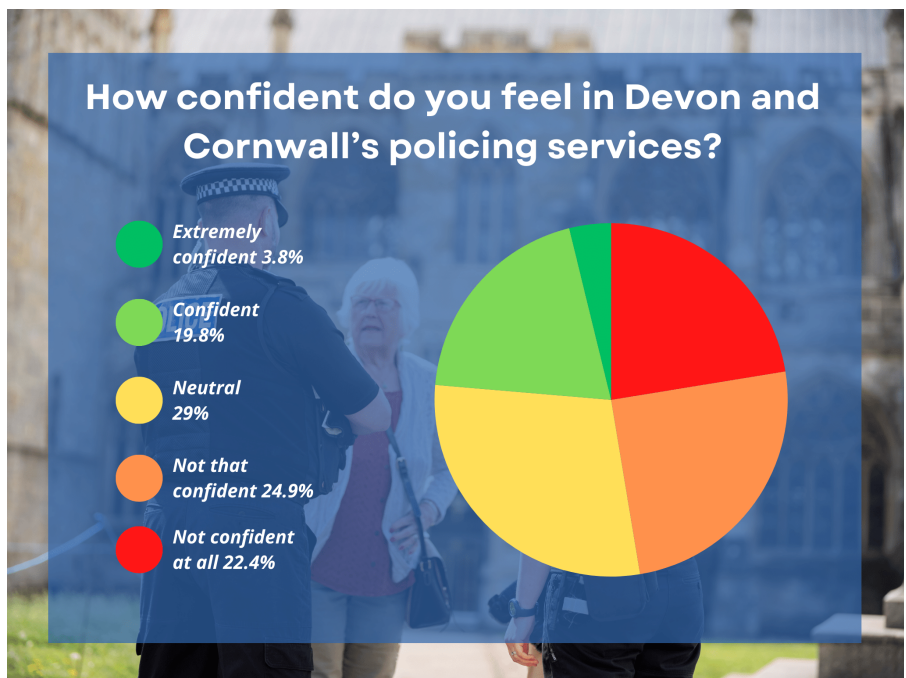


- In June 2023 the Chief Inspector of Constabulary warned that public confidence had dropped to a dangerously low level, despite most officers being 'dedicated, brave and committed'.



- The survey suggests that confidence levels in Devon and Cornwall Police remain higher than that of the UK's policing services, a situation which has remained consistent since this question was asked in the 2022-23 survey.

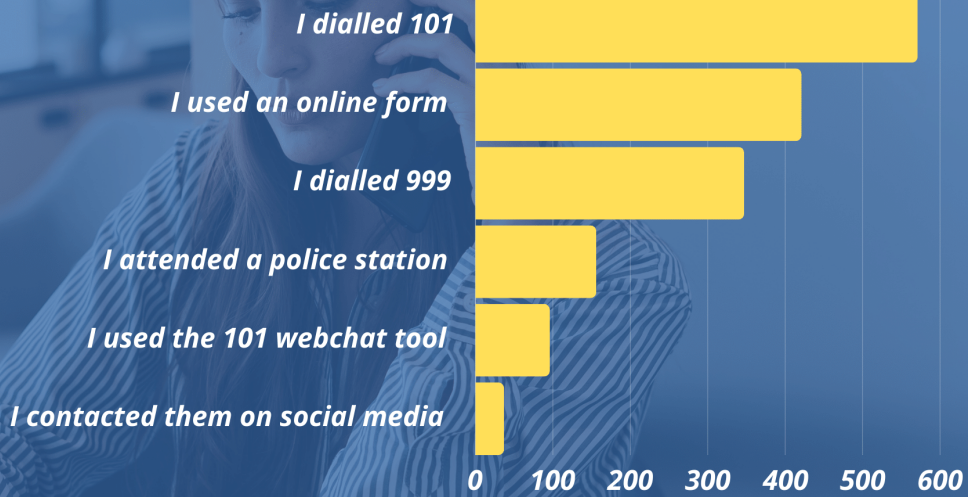
- A total of 24% of respondents said they were 'extremely confident' or 'confident' in Devon and Cornwall's policing services. A total of 47% of respondents said they were 'not that confident' or 'not confident at all'.



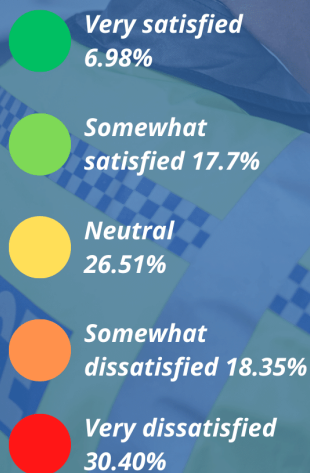
- In 2023-23 the Commissioner asked 'How much do you agree with the statement 'All things considered, I have confidence in

Devon and Cornwall Police'? A total of 50% of respondents agreed or strongly agreed with that statement.

## If you contacted Devon and Cornwall Police in the last 12 months, what method did you use?



## How satisfied were you with your chosen method?

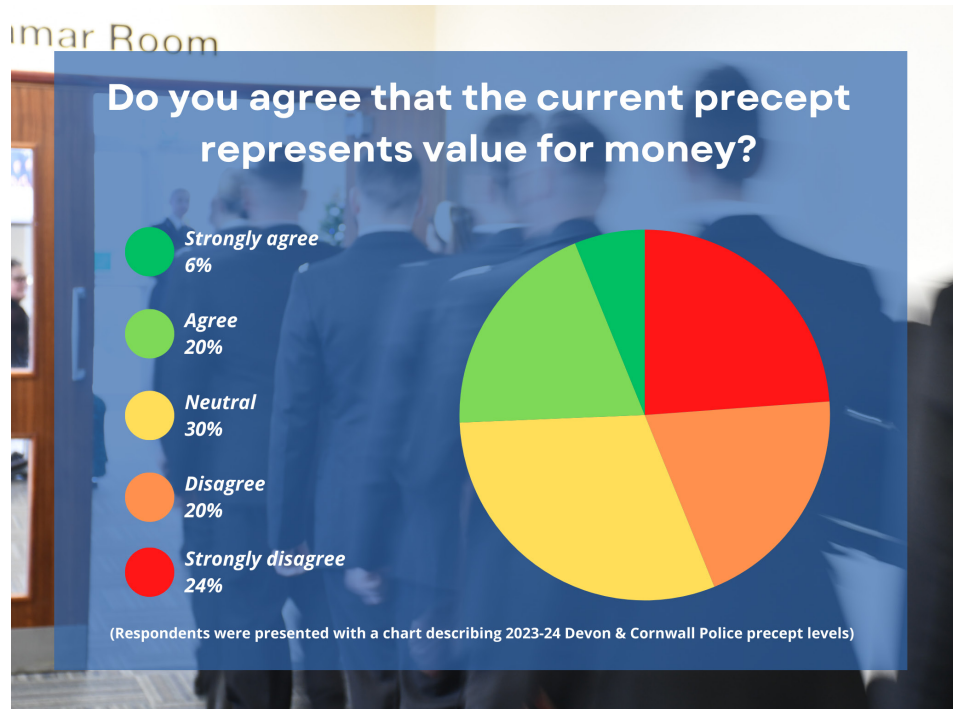


- They indicate a decrease in use of the 101 non-emergency phone number (43% in 2022-23, 35% in 2023-24) and a 2% increase in attendance at police stations

- Satisfaction levels remain broadly similar to those in the 2022-23 survey.

# Section 2: Investing in Devon and Cornwall Police

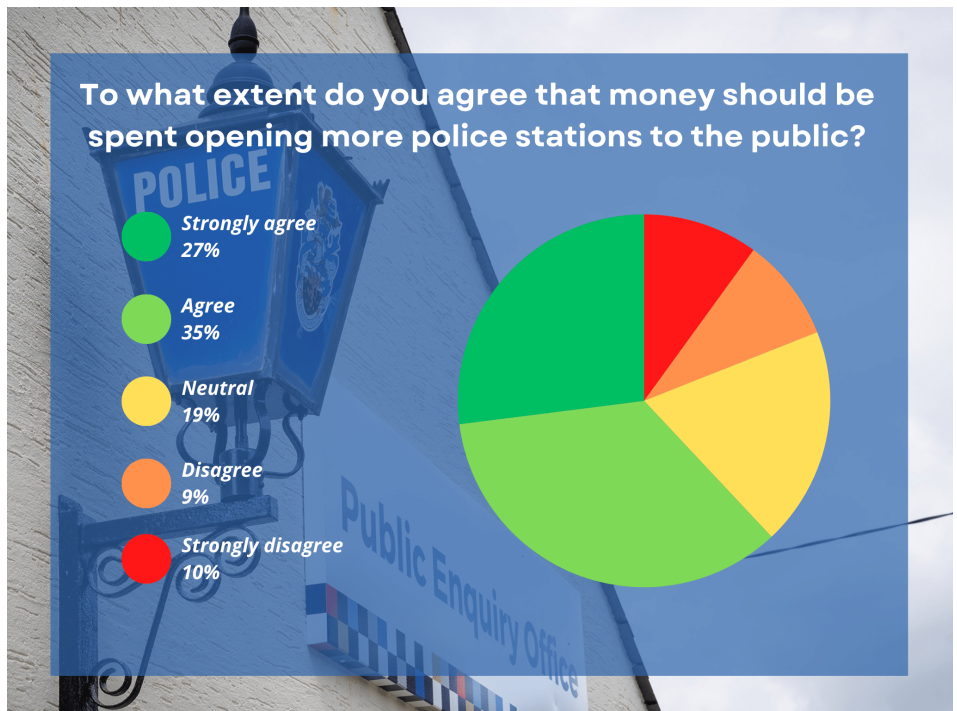
- A total of 26% of people agreed or strongly agreed that the precept represented value for money.
- These results are comparable with results in the 2022-23 survey, which showed that 40% of people either strongly agreed or agreed that the current year's precept.
- The percentage of respondents who disagree or strongly disagree that the precept levels represent value for money has increased, from 30% last year to 44% this year.



- A total of 62% of respondents agreed or strongly agreed that money should be spent opening more police stations to the public, while 19% disagreed or strongly disagreed.

- A total of 70% of respondents to the 2022-23 survey agreed or strongly agreed with further investment in this project.

- When asked 'To what extent does an accessible face-to-face policing service delivered through an Enquiry Office improve your confidence in local policing?' 76% of respondents in the Devon and Cornwall Police representative survey responded 'a great deal' or 'a fair amount'.





- This was a new question in the survey, enabling respondents to 'spend' the force's annual budget on a range of different policing services.

- Respondents' preference was to invest a greater amount of resources to 'local policing' than other areas.

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- This question which enabled respondents to rank, by priority, five different areas of policing.

- In previous years respondents were asked to choose three out of five areas for investment

- This year there is broad support for investment in 'preventing crime', with almost half of respondents selecting this as their top priority.

- There was wide support for further investment 'on our roads' and 'on the streets where I live'.

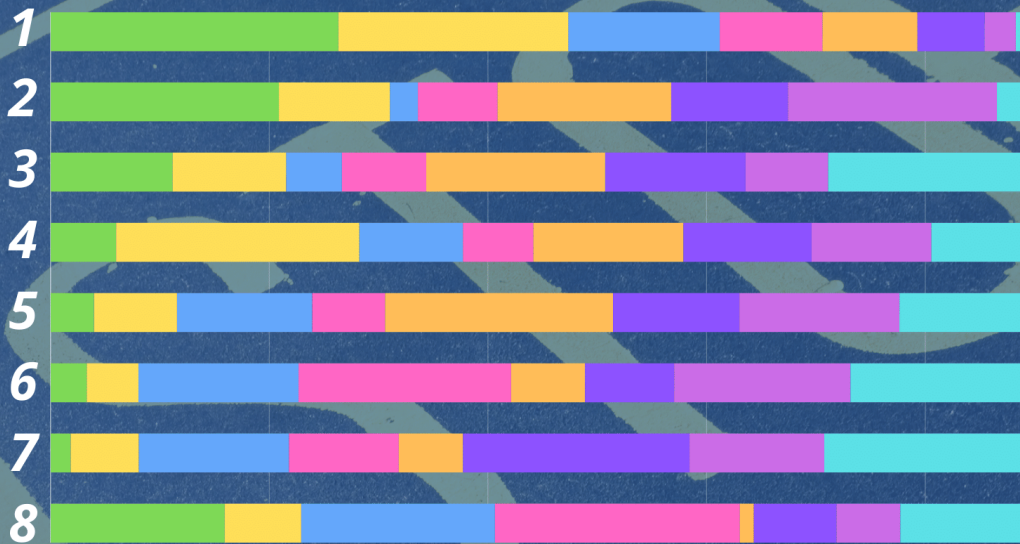
- Support for further investment in policing



'on the internet' has grown steadily over the years the Commissioner has been posing this question in her survey.

# What would be most beneficial to your community? (ranking question)

- Better transport infrastructure
- A police station which is open to the public
- A new library
- More homes
- More places to work
- More parks and open spaces
- More places to shop
- More restaurants, cafes and bars



- This new question was added to the Commissioner’s survey to improve understanding of how respondents considered the relevance and importance of policing within a wider community ‘space’.
- Respondents were asked to rank eight types of community investment or

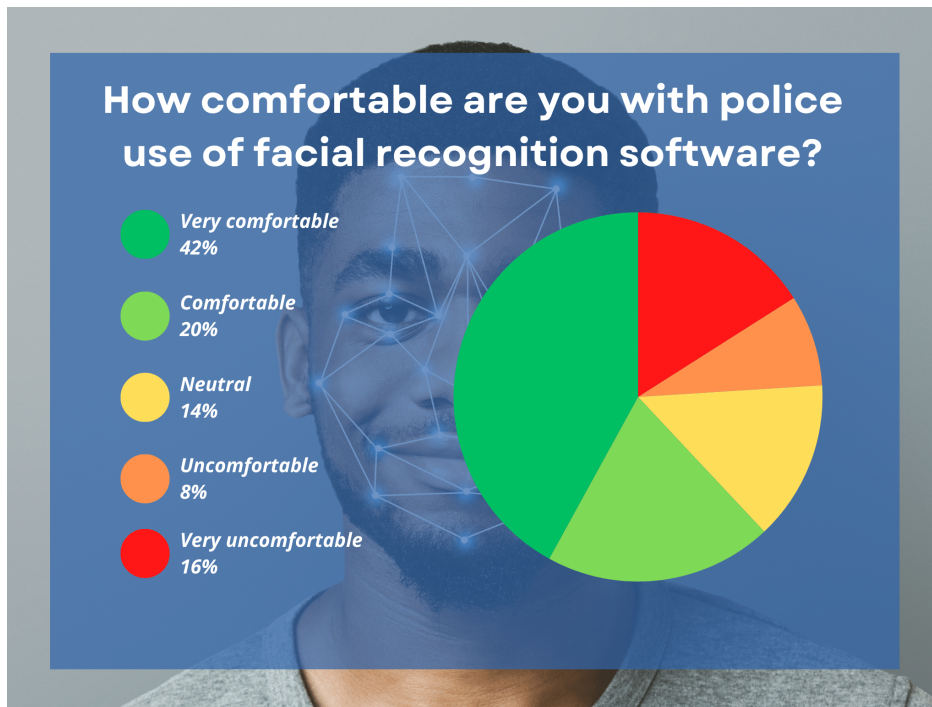
infrastructure in order of benefit to their communities.

- The results show a broad level of support for ‘A police station which is open to the public’ with this attracting more ‘top priority’ selections than all other areas apart from ‘a better transport infrastructure’.





## Section 3: Future policing



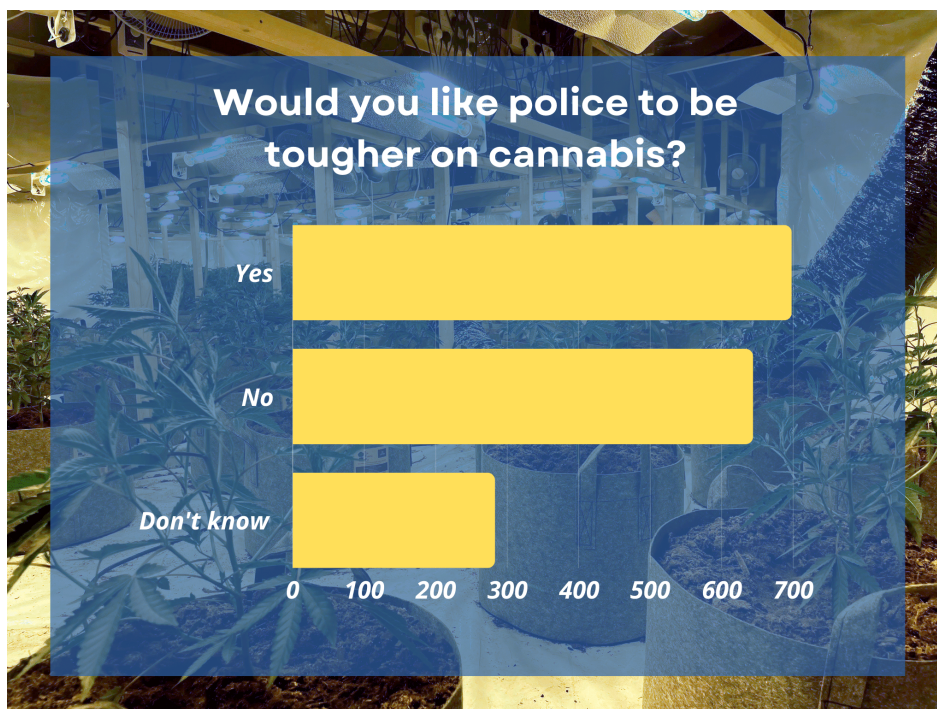
- This is a new question which has been included to gauge levels of support for facial recognition software, which has been trialled by UK police forces.

While it has proved beneficial in finding missing people and wanted criminals some

human rights groups have voiced concerns about its use.

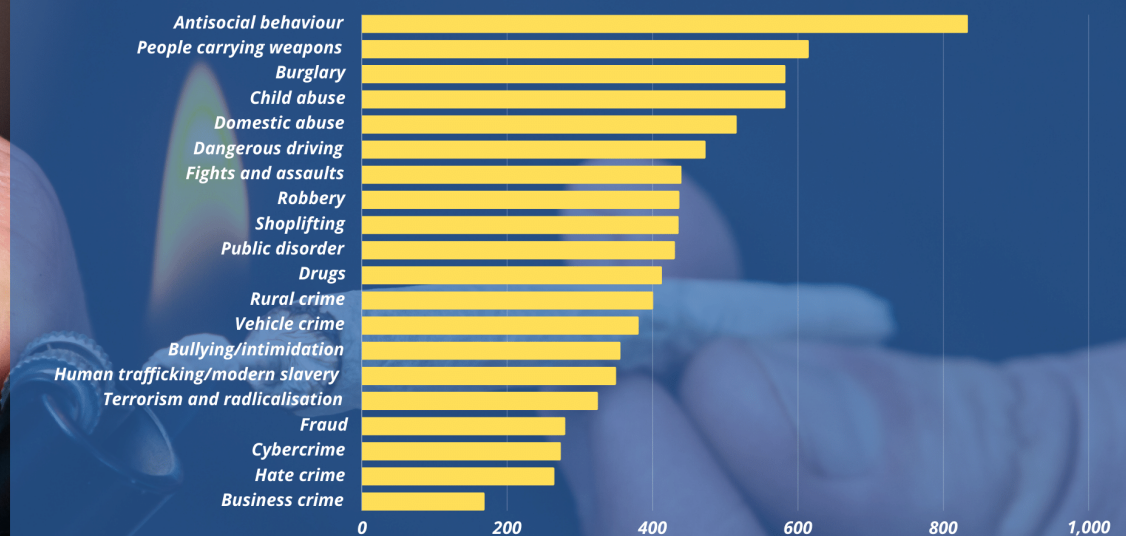
- A total of 62% of respondents said they were 'comfortable or 'very comfortable' with its use.

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- Marginally more respondents to this new question in the survey were supportive of tougher policing of cannabis than were opposed to it.

## Which of the following issues would you most like police and partners to tackle in your community?



- This question has been asked in previous years' surveys but where the restriction to selecting a maximum of three crime types or issues was removed in this year's survey.

- Responses indicate that the 2021-25 Police and Crime Plan priorities of tackling antisocial behaviour, road safety, violence and drugs are well represented in respondents' concerns.

## Who completed the survey?

