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Police and Crime Plan Consultation Survey and Focus Group Findings Presentation
December 2024

Arron Cullen
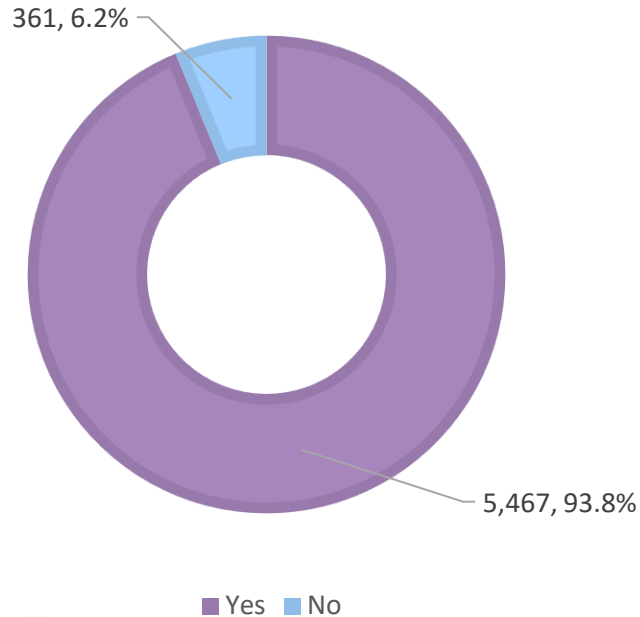Strategic Performance Manager

CONSULTATION SURVEY

Police and Crime Plan Findings

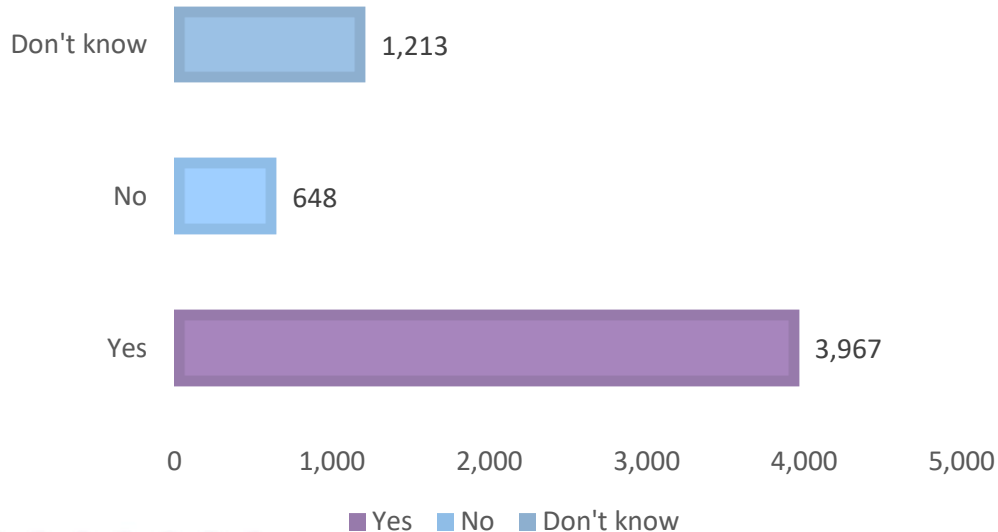# Do you agree with the priorities and principles?

361, 6.2%

5,467, 93.8%

Yes   No

Most of the respondents answered "Yes" indicating strong overall agreement and support for the Commissioner's proposed priorities and principles.

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Question 2:

Do you think the priorities and principles support good relations?

Around 68.1% of respondents believed the priorities would contribute positively to support good relations. However, 20.8% of respondents selected "Don't know," signalling uncertainty about whether the priorities and principles will effectively foster good relations. And 11.1% of participants disagreed.
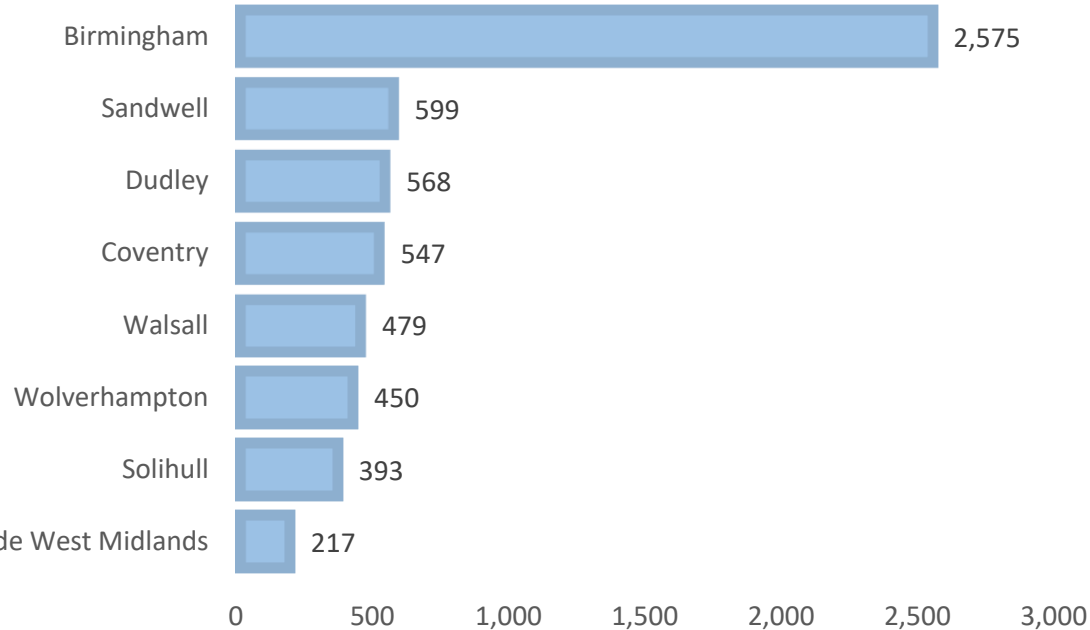
What are your top police responsibilities?

Top 10 Selected Police Responsibilities	Number of Selections
Preventing knife crime	4,337
Investigating crimes and bringing offenders to justice	3,671
Prompt response to 999/101 calls and getting to incidents quickly	3,666
Preventing violence against women, girls, and vulnerable people	3,438
Preventing anti-social behaviour	3,344
Preventing car thefts, robberies, and burglaries	3,276
Preventing street drug dealing	3,262
Combating organised crime, such as illegal drug importation	2,684
Improve road safety, such as reducing speeding and street racing	2,412
Supporting victims and witnesses	2,319

Over the 14 week consultation period, knife crime was ranked the most important issue for 12 of those weeks, demonstrating its sustained significance to respondents.

Where do you live?

Birmingham 2,575
Sandwell 599
Dudley 568
Coventry 547
Walsall 479
Wolverhampton 450
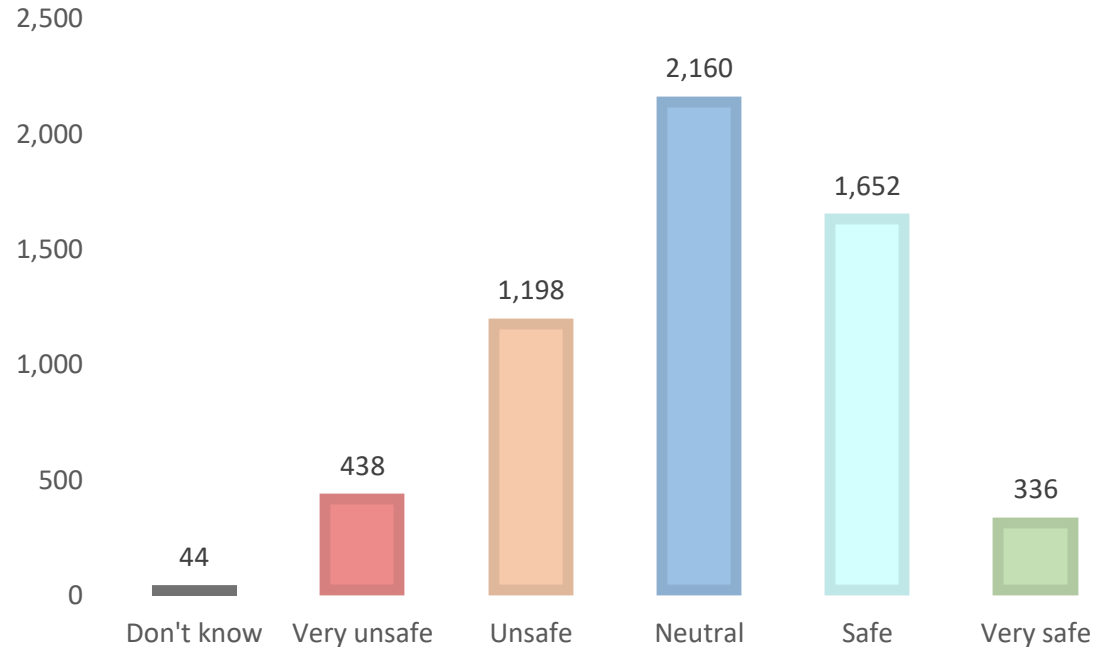**Solihull** 393
Outside West Midlands 217

37.7% of respondents lived in Birmingham, reflecting its position as the region's largest city and the significant policing challenges in urban centres.

Other areas, such as Sandwell, Dudley and Coventry contribute smaller, relatively equal proportions of responses.

How safe do you feel where you live?

Around 34.1% of respondents reported feeling safe or very safe. While, 28% of respondents reported feeling unsafe and very unsafe.

The Neutral category dominates, representing 37.1% of responses, they neither feel particularly safe nor unsafe.

Question 6:

Do you regularly visit, work, or volunteer in another area?

2,725, 46.8%

3,103, 53.2%

No   Yes
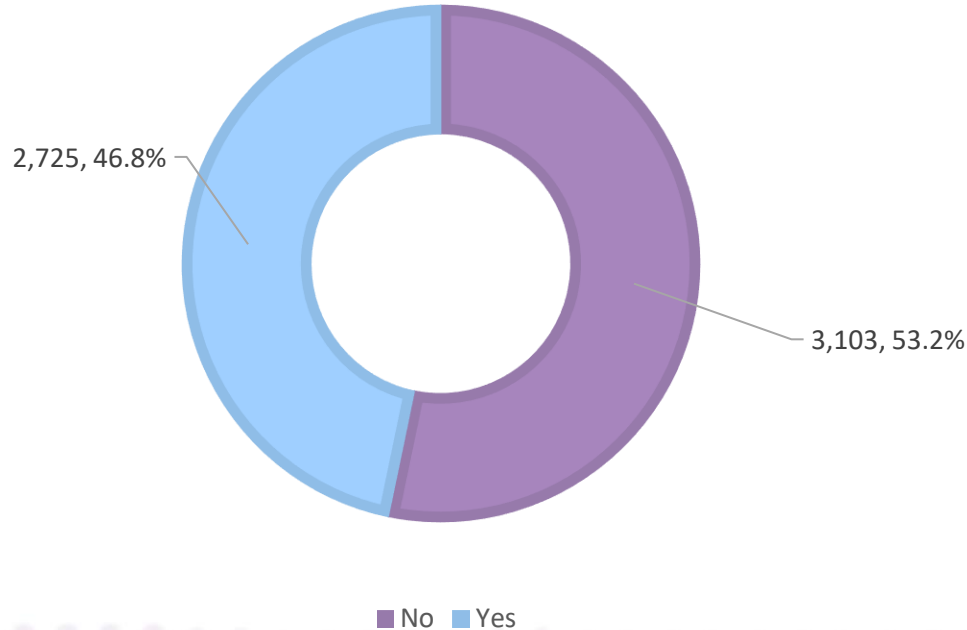
53.2% of respondents indicated that they do not regularly visit, work, or volunteer in another area.

46.8% of respondents do engage in other areas within the West Midlands, rather in just their home area.

Question 7:
Which area(s) do you regularly visit, work, or volunteer?

Area	Value
Birmingham	1,571
Outside West Midlands	595
Sandwell	436
Solihull	414
Walsall	403
Wolverhampton	396
Coventry	370
Dudley	344
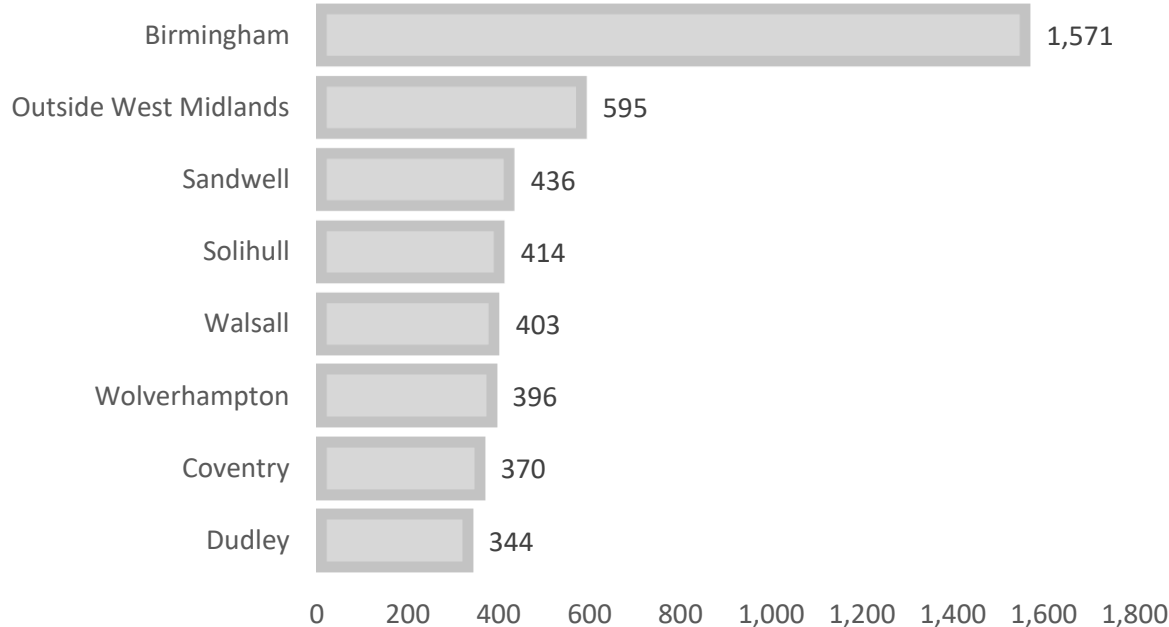
The most frequently visited area was Birmingham (27.0%), followed by Sandwell (7.5%), Solihull (7.1%), and Walsall (6.9%).

These results reflect the significance of Birmingham as a hub for high volumes of activity. 10.2% of respondents visit, work, or volunteer outside the region.

Question 8:

How safe do you feel where you regularly visit, work, or volunteer?

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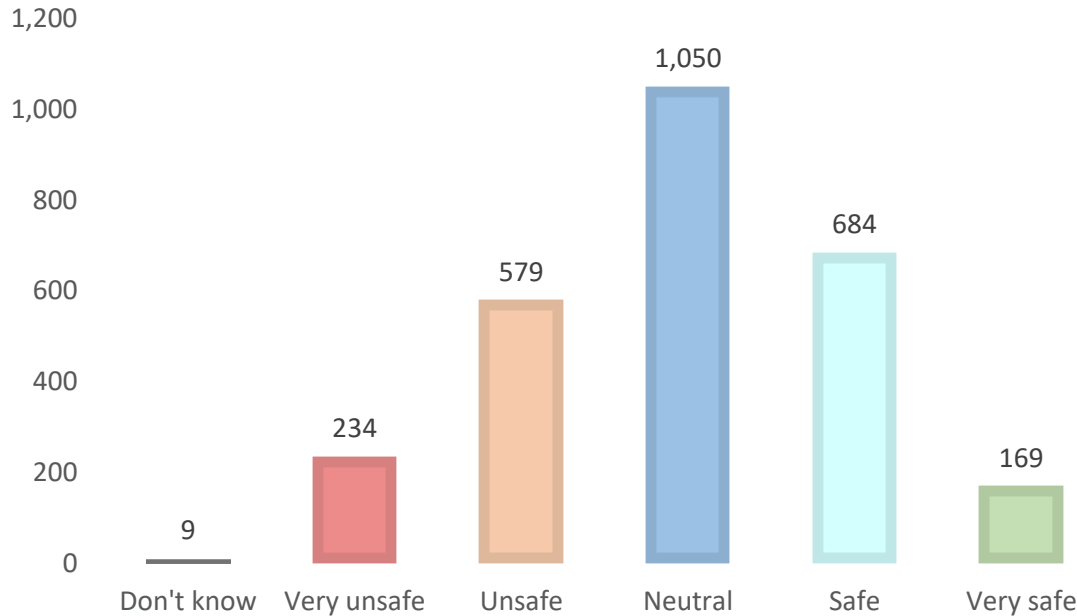
31.3% one-third of respondents have positive perceptions of safety in areas outside their home location. 21.2% of respondents reported feeling unsafe, and 8.6% felt very unsafe

38.5% of respondents reported feeling neutral about their feelings of safety in areas where individuals regularly visit, work, or volunteer.

	Value
Don't know	9
Very unsafe	234
Unsafe	579
Neutral	1,050
Safe	684
Very safe	169

Question 9:

Have you had contact with West Midlands Police in the last 3 years?

2,901, 49.8%

2,927, 50.2%

■ No ■ Yes
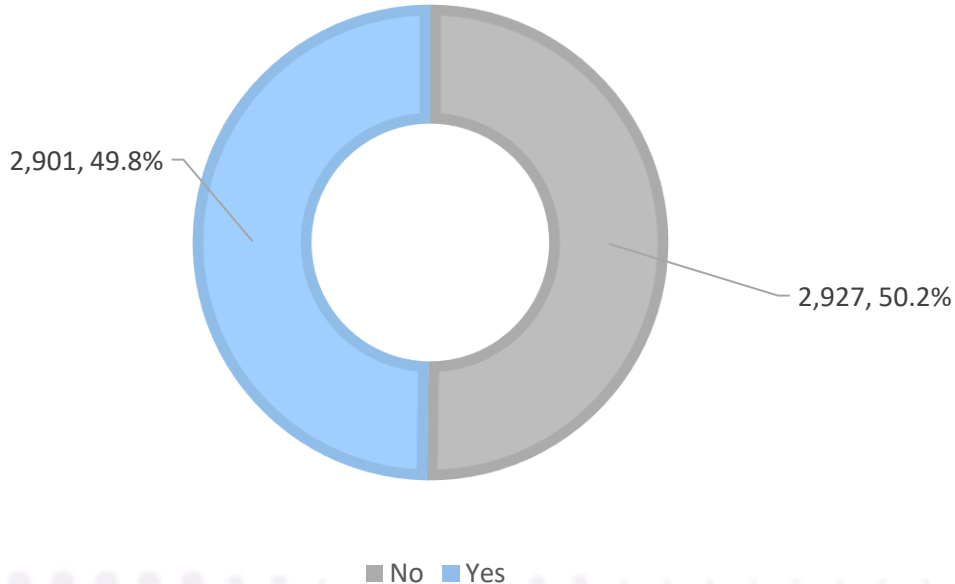
When asking about recent contact with West Midlands Police, the responses were almost evenly split, with 50.2% of respondents stating that they had not had contact with West Midlands Police in the past three years and 49.8% indicating that they had contact.

Question 10:

How would you rate your experience with West Midlands Police?

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Rating	Value
Very positive	392
Somewhat positive	777
Neutral	695
Somewhat negative	644
Very negative	393

0   100   200   300   400   500   600   700   800   900
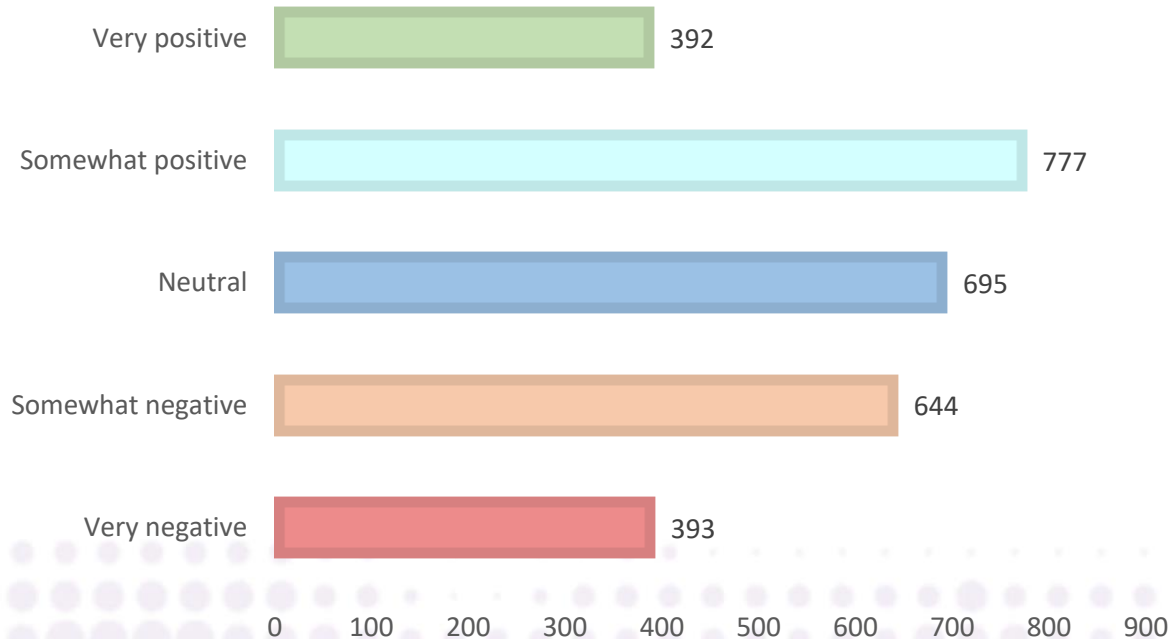
40.3% of respondents had positive experiences with West Midlands Police. However, 35.7% of respondents rated their experience negatively. A further 24.0% of respondents felt neutral about their experience with the police.
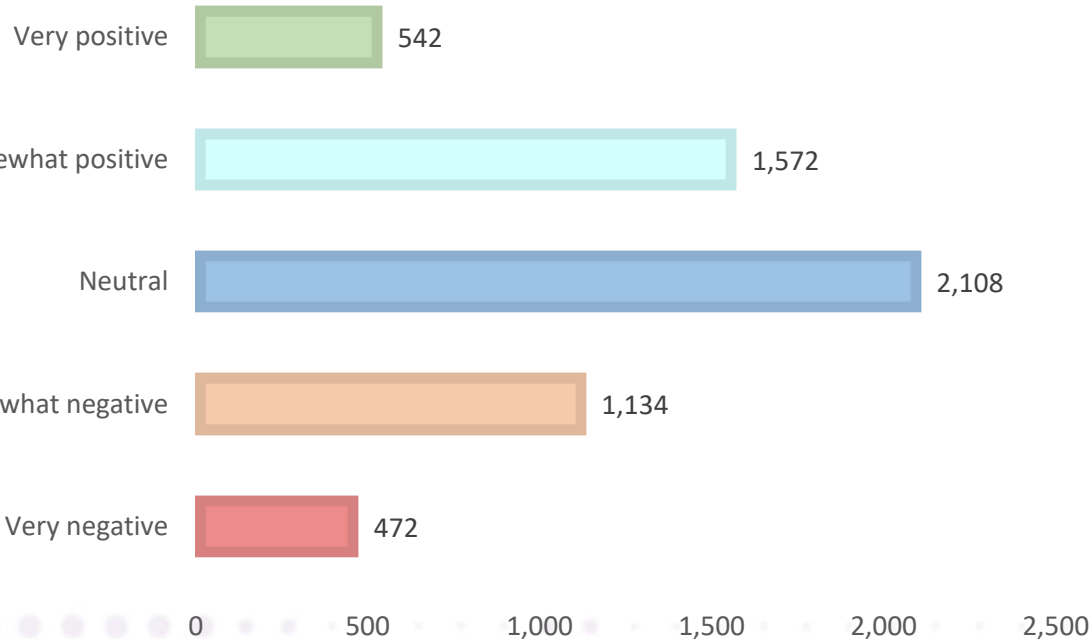
FOCUS GROUPS

Police and Crime Plan Findings

Police and Crime Plan
Main and Under 25 Focus Group Findings

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Main and Under 25s Focus Groups

Police Conduct and Accountability
- Training
- Empathy and Relationships
- Representation

Police Responsibilities
- Rebuild Community Policing
- Tackle Violence

Community Trust and Collaboration
- Community Relationships
- Outreach
- Multi-Agency Approach

Systemic Issues
- Root Causes
- Government Support

Resources and Investment
- Community Investment
- Lack of Resources

Substance Misuse and Addiction
- Addiction Support

Support and Prevention Efforts
- Victim Support
- Education
- Lived Experience

Offender Management
- Offender Support
- Rehabilitation

Main and Under 25 Focus Group Findings

Q5 - "Among the various responsibilities of the police, which ones do you think should be the top priorities for the Police and Crime Commissioner?"

Key Areas

- Community trust and collaboration

- Support and prevention efforts

- Resources and investment

Main and Under 25 Focus Group Findings

Q4 - "Can you suggest any ways to improve these priorities and principles to further enhance the relationship between the police and the communities in the West Midlands?"

Key Areas

- Police responsibilities

- Community trust and collaboration

- Police conduct and accountability

Police and Crime Plan
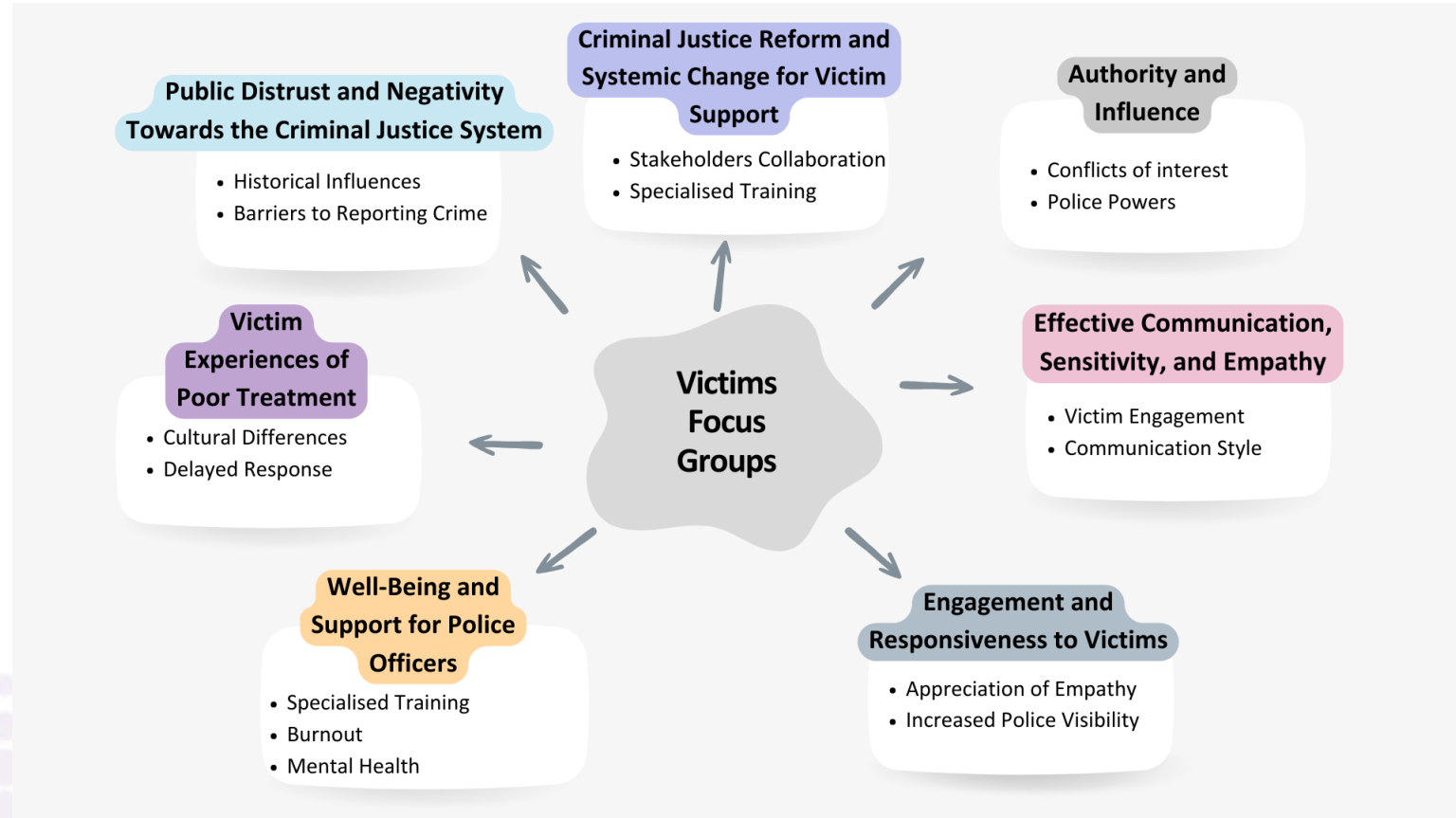**Victim Focus Group Findings**

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Victims Focus Groups

Public Distrust and Negativity Towards the Criminal Justice System
- Historical Influences
- Barriers to Reporting Crime

Criminal Justice Reform and Systemic Change for Victim Support
- Stakeholders Collaboration
- Specialised Training

Authority and Influence
- Conflicts of interest
- Police Powers

Victim Experiences of Poor Treatment
- Cultural Differences
- Delayed Response

Effective Communication, Sensitivity, and Empathy
- Victim Engagement
- Communication Style

Well-Being and Support for Police Officers
- Specialised Training
- Burnout
- Mental Health

Engagement and Responsiveness to Victims
- Appreciation of Empathy
- Increased Police Visibility

Victim Focus Group Findings

Q1 - "Simon Foster, the Police and Crime Commissioner, has outlined victim priorities for the next four years. How do you feel about these priorities? Do they align with your own experiences and expectations?"

Key Areas

- Victim experience of poor treatment

- Systemic change for victim support

- Engagement and responsiveness to victims

Victim Focus Group Findings

Q3 - "Are you aware of your rights under the Victims Code? How have these rights influenced your experience?"

Key Areas

- Effective communication and sensitivity

- Engagement and responsiveness to victims

- Pessimism towards the criminal justice system