

This is my second report to the Police and Crime Panel on the activities of the Police and Crime Commissioner's Office. The report aims to provide Police and Crime Panel members with an overview of performance and recent OPCC activity.

1. Decisions

1.1 Decisions can be found via the following link: <https://www.gloucestershire-pcc.gov.uk/reports/#1553690542293-de831160-ec96>

2. Contact, complaints and Freedom of Information Act requests

2.1 So far this year (Jan – Feb 2023), the OPCC has received 169 contacts from organisations and members of the public. This is an average of 85 contacts per month (Jan-Feb) which is higher than the average monthly contacts for the past five years (80). This information is illustrated in the chart and table below:

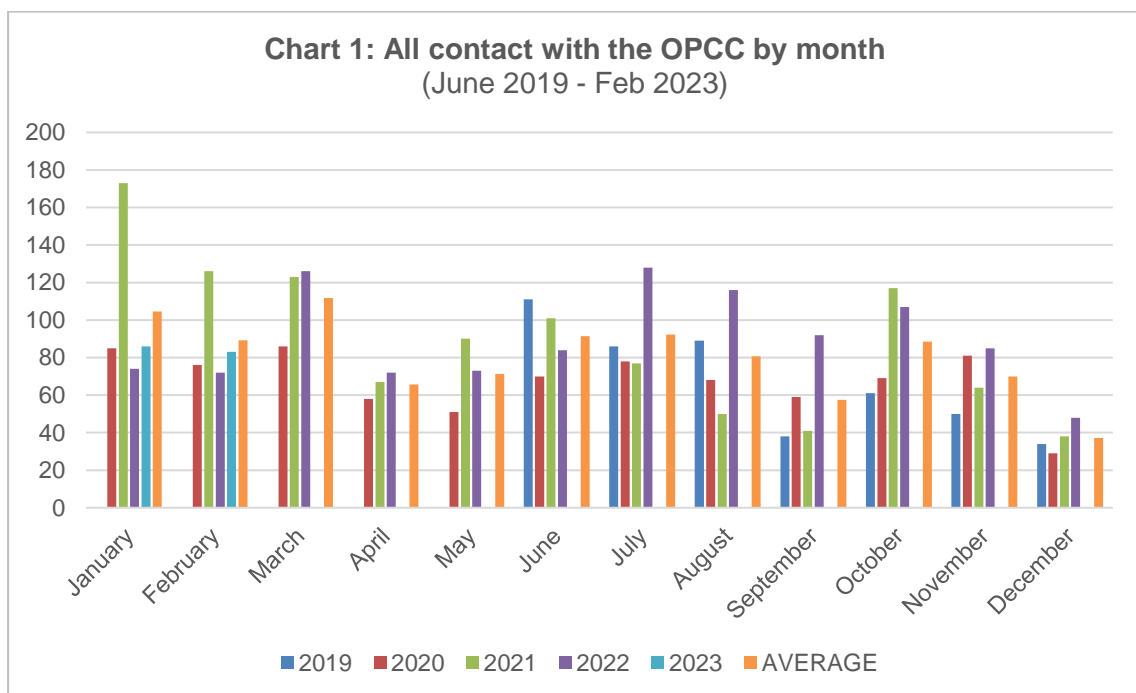


Table 1: Average monthly contact with the OPCC						
Year	2019	2020	2021	2022	2023	5 yr. ave
Monthly average	67	68	89	90	85	80

2.2 With regards to complaints made to the OPCC so far this year, 78 have been received. This equates to an average of 31 complaints a month which is just above the monthly average of 29 for the past five years.

2.3 The issues included within the complaints are:

- Anti-social behaviour issue / complaint
- Complaint relating the PCC
- Complaint (generic)
- Crime issue / complaint

- Complaint relating to the OPCC
- Complaint relating to the police (generic)
- Complaint relating the Chief Constable
- Dissatisfaction
- Lack of police presence
- Road safety issue

2.4 An overview of the complaints data is illustrated in the charts and table below:

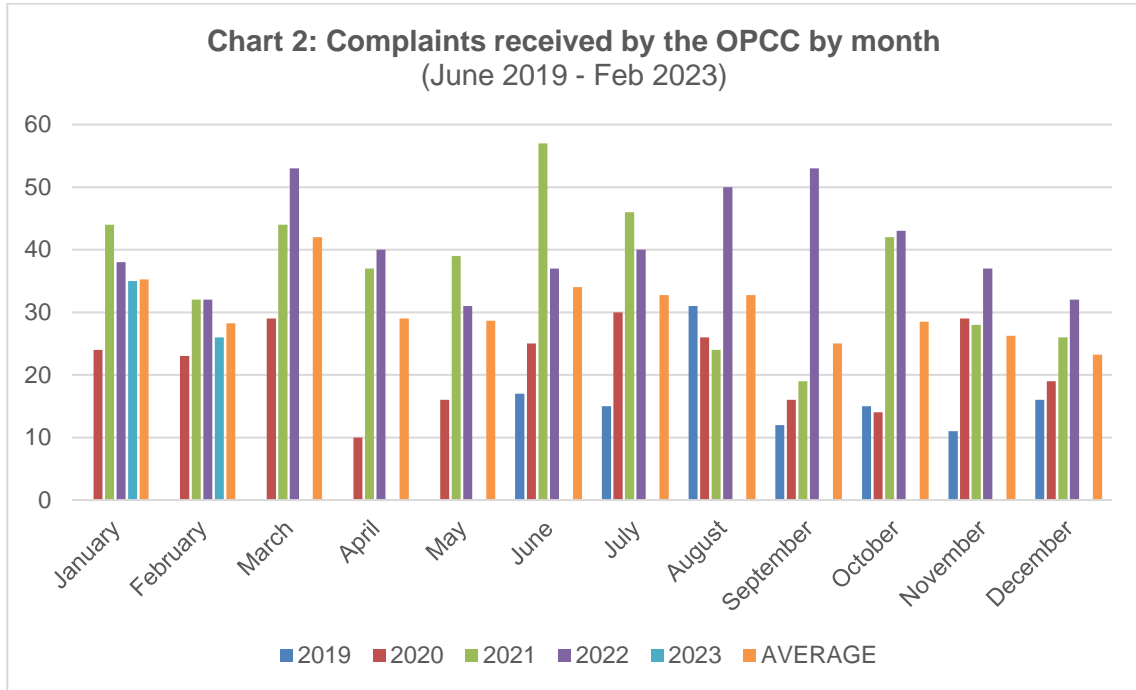
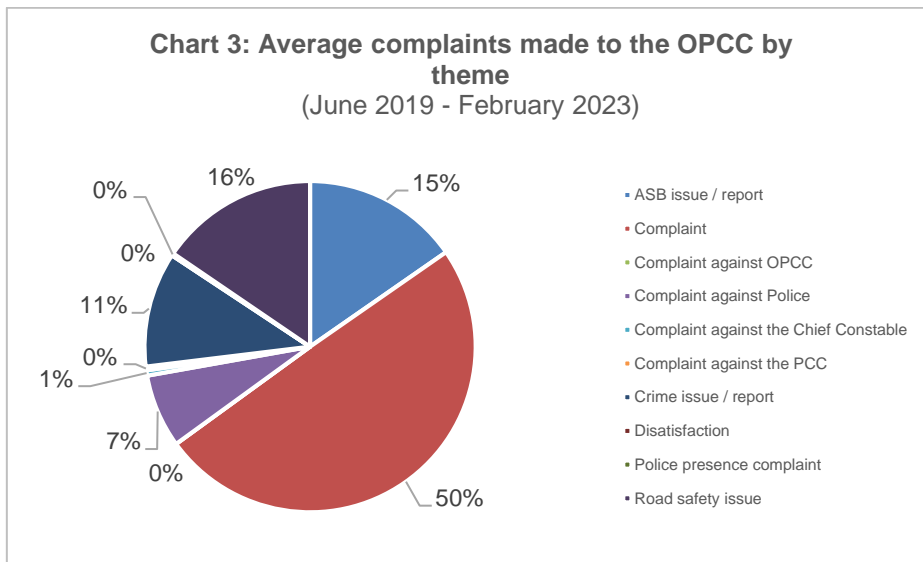
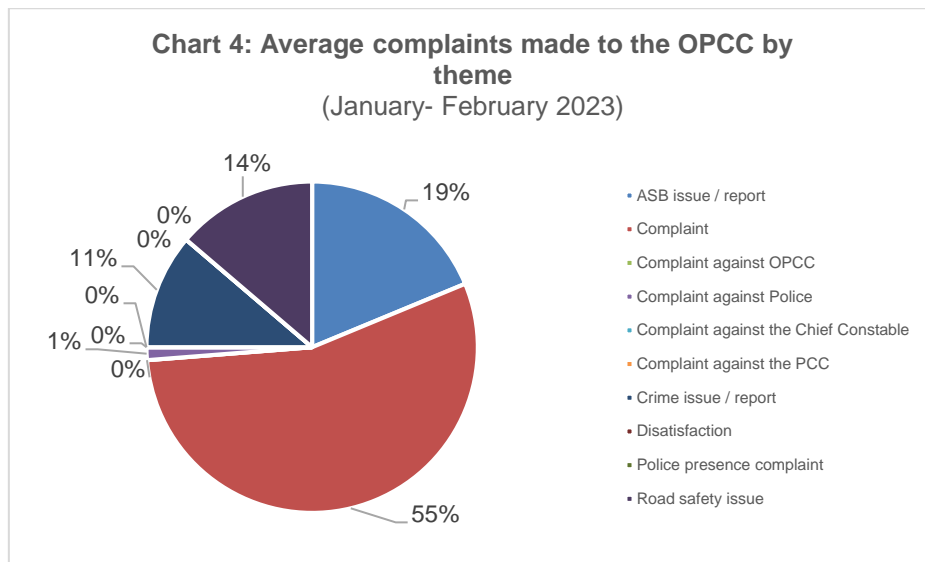


Table 2: Average monthly complaints raised with the OPCC

Year	2019	2020	2021	2022	2023	5 yr ave.
Monthly average	17	22	37	41	31	29





2.5 The two pie-charts above detail the complaints received by the OPCC by type so far this year and since 2019. In both charts, the generic ‘complaint’ category is the greatest, followed by ‘ASB (anti-social behaviour) issue / complaint’. ‘Complaints against the police’ follows in volume and then ‘crime issue / complaint’. In most cases, the OPCC will pass these issues onto the Constabulary for a response (in line with guidance and legislation). Complainants may also be signposted to a relevant agency, such as a local authority. If service recovery by the OPCC is the best course of action, then officers will endeavour to do so.

2.6 At the November meeting of the Police and Crime Panel, members received a presentation that included an explanation of the work carried out by the Independent Review Officer (IRO). As a reminder, the IRO manages the review requests made by members of the public once their complaint process has concluded within the Constabulary in line with the requirements outlined in the Policing and Crime Act 2017.

2.7 So far this year, the IRO has received 12 review requests from members of the public. The outcome of these requests is summarised below:

- Invalid request: 2 (17%)
- Ongoing: 3 (25%)
- Not upheld: 6 (50%)
- Upheld: 1 (8%)

2.8 To date this year there has been eight Freedom of Information (FOI) requests. Of these eight, 50% (4) were redirected to the Constabulary as the information requested was not held by the OPCC. The remaining 50% (4) related to information held by the OPCC and includes a query about printing and print servers, domestic abuse services in Gloucestershire, OPCC office costs and a query relating to grants received by the OPCC.

3. Performance overview

3.1 The Panel will remember a mention in previous reports of the Home Office Digital Crime Performance Pack (DCPP): a tool available to the police and to OPCCs to assess performance against the National Crime and Policing Measures (NCPMs) in line with the national [Beating Crime Plan](#). The NCPMs draw on a range of data sources to provide an indication of how well police and partners are performing in tackling crime and disorder in their areas.

3.2 In January it was announced that the Home Office would be launching a public-facing version of the DCPP on the HMICFRS website. This will allow the public to see the progress police forces are making against the NCPMs aligned to the latest Office of National Statistics (ONS) data. In future reports, we hope to bring data from the public facing DCPP to assist

performance reporting. Unfortunately however, the launch of the pack has been delayed (was due in February). The information below aims to provide Panel members with a snapshot of performance in a number of key areas from data available via the iQuanta (Home Office performance tool) and the DCPD.

- 3.3 Please note that trends in a number of areas are showing anticipated increases – this is reflective of the remedial work undertaken in the Constabulary to address concerns shared by HMICFRS regarding Crime Data Integrity (recoding of crime). These crimes are indicated by an asterisk (*). Baseline data for the NCPMs is the 12 months up to June 2019.








Table 3: Key to performance summary below	
Direction of travel (DoT)	Variance compared to baseline (direction of travel)
↑ ↓	2.5% +/- than baseline
↔	= to baseline and less than 2.5% higher or lower than baseline
Interpretation of trend	
Indicative of a positive trend	
Indicative of a stable trend	
Indicative of a negative trend	
Trend status not assigned	
Within 'normal' range for Most Similar Group (MSG)	
Higher than 'normal' range for MSG	
Lower than 'normal' range for MSG	







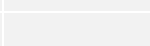



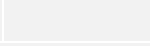



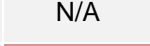




Table 4: Gloucestershire crime overview							
Measure	Baseline	Most recent 12 months	DoT	Trend	Current MSG position (out of 8)	Current MSG assessment	Data from
Violent Crime (NCPM)							
Homicide	4	10	↑		7		iQuanta
Hospital admissions u25s for assault with a sharp object (per million)	80	20	↓		N/A	N/A	DCPD
Offences involving firearm- incl. imitation (per million)	45	56	↑		N/A	N/A	DCPD
Neighbourhood crime (NCPM)							
All Neighbourhood Crime	569	327	↓		6	N/A	DCPD
Residential burglary	2885	2112	↓		8		iQuanta
Robbery personal property	326	366	↑		7		iQuanta
Theft from the person	368	309	↓		6		iQuanta
Vehicle crime	3647	2096	↓		5		iQuanta
Other measures							
All crime*	36071	58081	↑		8		iQuanta
Bicycle theft	1042	822	↓		6		iQuanta
Criminal damage	4428	4543	↑		6		iQuanta

Table 4: Gloucestershire crime overview

Measure	Baseline	Most recent 12 months	DoT	Trend	Current MSG position (out of 8)	Current MSG assessment	Data from
Public order offences*	1588	8010	↑		8		iQuanta
Racially / religiously agg. offences	248	606	↑		7		iQuanta
Robbery of business property	4	2	↓		1		iQuanta
Sexual offences*	1225	2232	↑		7		iQuanta
Theft from a vehicles	2561	1216	↓		5		iQuanta
Theft of a vehicle	587	538	↓		4		iQuanta
Violence with injury*	5040	6265	↑		8		iQuanta
Violence without injury*	2697	9069	↑		8		iQuanta
VAWG*	146	256	↑		8	N/A	DCPP

3.4 NB: In under-reported crimes (e.g. racially / religious aggravated crimes), increases are welcomed, hence the 'positive' trend direction statement. The most recent data available via iQuanta is up to the end of January 2023. Neighbourhood crime and VAWG data (via DCPP) is available up to the end of December 2022, NHS data (via DCPP) for hospital admissions is up to the end of October 2022 and firearms data (via DCPP) is available up to the end of September 2022. Most Similar Force (MSG) comparisons are by rates per 1000 population and the MSG areas are:

- Cambridgeshire
- Devon & Cornwall
- North Yorkshire
- **Gloucestershire**
- Suffolk
- Warwickshire
- West Mercia
- Wiltshire

3.5 Panel members will remember mention in the last meeting (February) of a report commissioned by the OPCC to capture the feelings, concerns, perceptions and fears of local residents with regards to crime, disorder and confidence in those agencies with responsibilities to tackle crime and anti-social behaviour in Gloucestershire. The final report is available in Annex A.

3.6 The survey helped with budget preparations but will also help in setting Safer Gloucestershire and Community Safety Partnership (CSP) priorities as well as in understanding what matters most to the communities we serve. We have mirrored many of the questions in the Crime Survey of England and Wales to help us benchmark.

3.7 This survey serves as a pilot and the intention is to commission further, regular consultation that is demographically representative. This way we can assess trends as well as feelings among different community groups.

4. OPCC Staff update

4.1 Since the November meeting, the OPCC has been enhanced by three additional posts – all funded through grant money (Safer Streets Fund and Serious Violence Duty). Firstly, Di Blandford joined the team in November to lead on coordinating and promoting Community Triggers (Safer Streets Funded post).

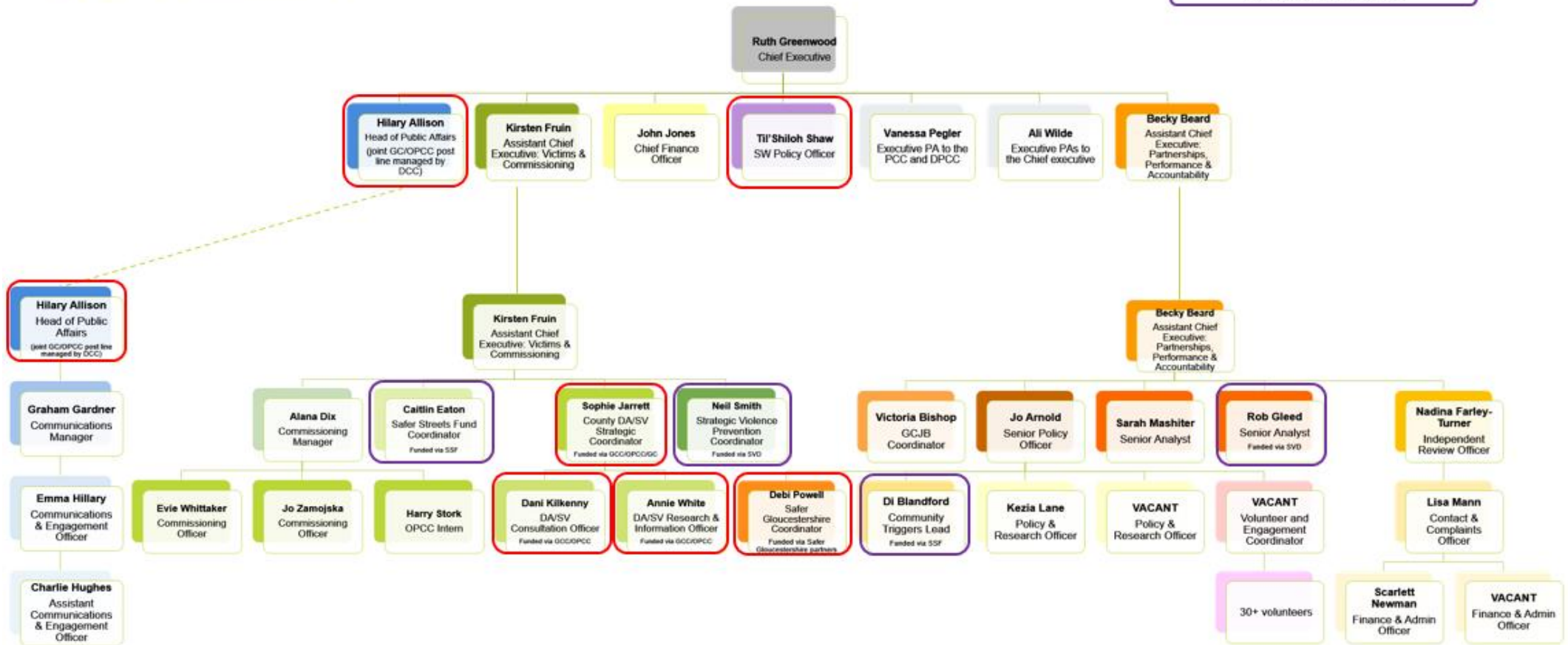
- 4.2 A Community Trigger, also known as the anti-social behaviour (ASB) case review, gives victims of persistent anti-social behaviour (reported to any of the main responsible agencies, such as the council, police, housing provider) the right to request a multi-agency case review where there has been at least three formal complaints in a six month period. The purpose of the review is for agencies to work as a collective with victims to hopefully resolve the situation.
- 4.3 Since taking up the post in November, Di has received over a dozen requests for Community Triggers and held a number of panels including one case where the victim had been suffering anti-social behaviour for over eight years. We hope to bring a presentation on the work Di has done to a future meeting of the Panel.
- 4.4 The second and third posts are funded via the Serious Violence Duty. Neil Smith (Serious Violence Prevention Coordinator) and Rob Gleed (Senior OPCC Analyst) will be working to produce a violent crime needs assessment and to develop plans for tackling violent crime across the county. This includes serious youth violence and will link with domestic abuse and sexual violence strategies. Both these posts are hosted by the OPCC but should be viewed as county posts as the duty places obligations on a number of agencies, including local authorities, the police, youth offending teams, Integrated Care System, Probation, and the fire service.
- 4.5 The Serious Violence Duty requires organisations to work together to share information, analyse the situation locally and come up with solutions, including the publication of an annual strategy to prevent and reduce serious violence on a local basis. The duty also requires the responsible authorities to consult educational, prison and youth custody authorities for the area in the preparation of their serious violence strategy.
- 4.6 In addition to the Serious Violence Duty, Section 17 of the 1998 Crime and Disorder Act has been amended to make preventing and reducing Serious Violence a statutory requirement for Community Safety Partnerships (CSP).
- 4.7 Two further posts are in the process of being recruited to. The first is a second Policy and Research Officer which will provide support with the delivery of the Police and Crime Prevention Plan as well as provide much needed capacity in the team.
- 4.8 The second post is a Volunteer and Engagement Officer post which will help the OPCC capture 'public voice' in policing. This post will lead on consultation and engagement for the office, work with communities and councils at all levels and support us in understanding fears, confidence and priorities among our local residents. Part of the role is to mirror a scheme in Devon & Cornwall OPCC ([Councillor Advocacy Scheme](#)) which provides a link between the police, the OPCC and local councillors at all levels. The role will also take the lead on managing our volunteer schemes (Independent Custody Volunteers and Animal Welfare) as well as support in the development of a panel to help scrutinise complaints, similar to the Avon & Somerset OPCC's [Residents' Panel](#).
- 4.9 In addition to these new posts, two vacant posts have now been filled in the Communications and Engagement Team. Charlie Hughes joined the team this month as our new Assistant Communications and Engagement Officer working alongside Graham Gardner and they will be joined next month by Emma Hillary as the new Communications and Engagement Officer.
- 4.10 A new structure diagram for the OPCC is available below:



OPCC
Office of the Police &
Crime Commissioner
for Gloucestershire

OPCC team structure (March 2023)

Jointly funded post with partner/s
Grant funded posts



- 4.11 Below is an update from the team to provide members with an overview of activity in the OPCC since the last report (November 2022):

Partnerships, Performance & Accountability

- 4.12 Last quarter a Neighbourhood Policing review was completed alongside the Constabulary by our Senior Policy Officer, Jo Arnold. Jo will continue to work closely with the Neighbourhood Teams to ensure recommendations are actioned and this included a series of revisits in January to assess progress.
- 4.13 Jo has also been leading work under the emergency services collaboration agenda – a statutory requirement under the Policing and Crime Act 2017. This has involved establishing five working groups to sit under the Emergency Services Collaboration Board which met in February to review progress. She also continues to support all road safety activity including working with Gloucestershire Fire and Rescue Service to continue to support the [What If...?](#) road safety roadshows. These are delivered annually to over 5000 driving age school children and students across the county and funded 50% by the OPCC.
- 4.14 Our Gloucestershire Criminal Justice Board (GCJB) Co-ordinator, Victoria Bishop has been working with the Ministry of Justice (MoJ) to ensure their data is used in a more appropriate way to inform a local performance framework for GCJB. This work has been commended personally by the Permanent Secretary to the Ministry of Justice, Antonia Romeo, who wrote to PCC Nelson, calling Victoria’s work “invaluable”.
- 4.15 Victoria also recently attended an Out of Court Disposal conference in London learning more about what options are available for developing the use of out of court disposals and how new technology can be utilised for referrals. She also visited Gloucestershire’s Magistrates Courts with the PCC to understand more about current issues, developments that have been made and see the victim’s journey through the courts.
- 4.16 Future work includes visiting HMP Bristol to understand better how the prison system links to the wider criminal justice system as well as completing research on ‘the life of a file’ following a police file (hypothetically) through the system to see what the barriers in the criminal justice system are.
- 4.17 Over the last quarter our Senior Analyst Sarah Mashiter has been largely focused on data gathering and analysis for the Safer Gloucestershire Strategic Assessment. This will support priority setting for Safer Gloucestershire and Community Safety Partnerships. In addition, Sarah has been working with Gloucestershire County Council to build the Combatting Drugs Partnership Outcomes Framework and contributing to the needs assessment.
- 4.18 Day to day business for Sarah includes updating the Commissioner and the OPCC on the force performance and discussions as a result of Constabulary Operational Policing Board (OPB), People Development Board (PDB) and the Chief’s Performance Board. This includes specific requests such as stop and search for drugs, rural crime and crime levels in specific areas of the county for meetings with the public.

Victims and Commissioning

- 4.19 The [Community Fund](#) closed for applications on Monday 12th December. The theme of the Fund this year was early intervention and prevention activity for bids up to a maximum of £5k. This funding will only be for one year, in line with the PCC’s term of office. In total the team received 28 bids to the fund. Each application is under review which includes seeking the views of other professionals prior to the applications being taken to the internal advisor panel for recommendations.

- 4.20 Final approval will be made by the PCC in March, with successful projects being awarded the funding from April 2023 onwards.
- 4.21 The OPCC currently funds a pilot one to one support service for young people on the verge of violent behaviour. This work is currently delivered by [Young Gloucestershire](#) and the pilot is due to end in January 2024. With this in mind, the Commissioning team have started the process of commissioning a service beyond the pilot. Following a scoping exercise and gap analysis to determine need, the OPCC will put a new contract out to tender later this year. In addition, the team has now confirmed an extension of the current Independent Sexual Violence Advisor Service, which is delivered by [Gloucestershire Rape and Sexual Abuse Centre](#) for additional two years (until 31st July 2025).
- 4.22 The following is a list of funding applications the team is currently involved in:
- UK Prosperity Fund – in support of Gloucester City Council (Successful)
 - Youth Endowment Fund: Trauma Informed – OPCC leading with Restorative Gloucestershire colleagues (awaiting outcome)
 - Youth Endowment Fund: A Trusted Adult – OPCC supporting Young Gloucestershire with a bid (awaiting outcome)
 - NIHR Drug Fund – University of Gloucestershire leading on a bid with OPCC support (awaiting outcome)
 - Serious Violence Duty funding (requires application for allocated funding)
 - Home Office Domestic Abuse Perpetrator Fund (bid submitted)
- 4.23 Following the promotion of Kirsten Fruin to Assistant Chief Executive: Victims and Commissioning in November 2022, Alana Dix, one of our Commissioning Officers, has been recruited as the new Commissioning Manager. Alana began her career with the OPCC as one of our office interns and it is an absolute pleasure to see her develop into this new role.

Domestic Abuse and Sexual Violence (DA/SV)

- 4.24 Our DA/SV Consultation Officer, Dani Kilkenny, continues to focus on building relationships with local networks, services and communities across the six districts within the county. This work will remain ongoing. The consultation network will launch in April and the focus of this will be to:
- Support consultation activity
 - Ensure the voice of victims and survivors of domestic abuse and sexual violence, from all protected characteristics groups are heard
 - Raise awareness of Gloucestershire's Domestic Abuse and Sexual Violence strategies
- 4.25 Dani has written the Terms of Reference for the consultation work and this is now with the Domestic Abuse Local Partnership Board for agreement. Dani will also be working with [GDASS](#) to gain the voice of underrepresented groups regarding accessibility of services through a survey during an upcoming campaign to inform and support future services and commissioning.
- 4.26 Annie White, the OPCC DA/SV Research and Information Officer continues to progress actions from the Domestic Abuse Strategy including the best practice for domestic abuse perpetrator programmes, alongside work on healthy relationship education. A survey to support this latter piece of work was developed and sent to teachers across the county.
- 4.27 Annie has also initiated work on researching child to parent abuse. She also supports the county DA/SV Strategic Coordinator, Sophie Jarrett, with various tasks such as mapping current domestic abuse training in Gloucestershire.

4.28 Dani and Annie work closely in support of the VAWG agenda and, at the end of 2022, they led in the distribution of a [16 days of action](#) document across the county as well as creating various factsheets which went alongside this. These were well received and Annie is now collating feedback from the campaign.

Safer Streets Fund Round 4 coordination

4.29 Our Safer Streets Coordinator, Caitlin Eaton, continues to oversee the delivery of all three Safer Streets 4 bids. Information outlining recent activity funded by the three Safer Streets Fund bids are summarised below:

- Violence against Women and Girls:
 - Two drug spiking machines purchased to support policing in the night-time economy
 - Extension of the street medics and night safe officers in Gloucester
 - Additional [Cheltenham Street Pastors](#) training
 - Sex worker outreach Programme expansion
 - Personal alarms for police neighbourhood engagement distribution
 - Personal safety apps made available to agencies like Victim Support and [Splitz](#)
- Anti-Social behaviour (ASB):
 - 6 PCSOs in position to help deal with low level ASB following mediation training
 - The Community Triggers post within the OPCC has been fulfilled which was funded fully from SSF4,
 - Additional interventions that have funded including music sessions for young people with the [Music Works](#) bus, youth diversionary work with [Prospects](#) and mentoring with [Young Gloucestershire](#)
 - Deputy Solace team leader for 12 months focused on rural areas.
- Neighbourhood Crime:
 - Timer light switches purchased for Gloucestershire Constabulary to distribute to the community
 - Neighbourhood Watch DNA marking kits
 - Rural crime prevention kit such as poacher blocks, grab bags for badger crime, search lights, etc.
 - New, state of the art [forensic equipment](#) for the Forensic team aiding quicker and more efficient crime detection, the first of its kind in the South West.

Communications and Engagement

4.30 Below are some recent press releases from the office:

- [Good Morning Vietnam! – speeders log in from all around the world](#)
- [Community Trigger's to help deal with persistent anti-social behaviour](#)
- ['Love Our Turf' call to anti-social racegoers under starters orders](#)
- [Grant funding made available to new Cotswold safety partnership](#)
- [Safe Space scheme comes to Gloucester as part of Emergency Services Day](#)
- [Praying the Knife Angel makes its point](#)
- [You've passed – Constabulary's first graduates are a class act](#)

Ruth Greenwood

Chief Executive, Office of the Police and Crime Commissioner for Gloucestershire
March 2023

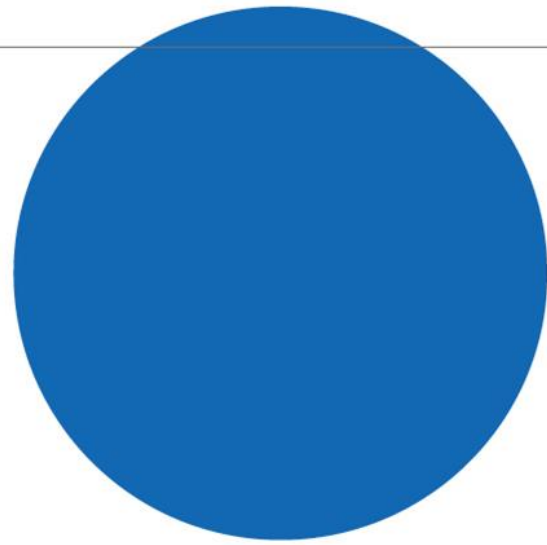
Annex A

Prepared for:



OPCC

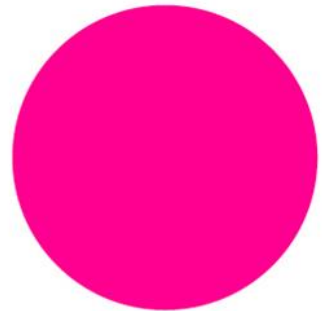
Office of the Police &
Crime Commissioner
for Gloucestershire



Consultation

Report:

Perceptions of crime



January 2023

Lyn Allen, Senior Research Manager

lallen@djsresearch.com

Alex Scaife, Research Executive

ascaife@djsresearch.com

Cara Rodwell, Field and Data Services Director

croddwell@djsresearch.com

Head office: 3 Pavilion Lane, Strines,
Stockport, Cheshire, SK6 7GH

Leeds office: Regus, Office 18.09,
67 Albion Street, Pinnacle,
15th – 18th Floors, Leeds, LS1 5AA

+44 (0)1663 767 857

djsresearch.co.uk



djs
research

Contents

Executive summary.....	3
Background.....	3
Introduction.....	4
About the survey.....	4
About the report.....	4
Perceptions of crime.....	8
Safety in Gloucestershire.....	12
Community in Gloucestershire.....	18
Policing in Gloucestershire.....	20
Personal experience of crime.....	26
Opinions on Gloucestershire Constabulary.....	32
Overview.....	36
Appendix.....	38

Executive summary

Here we summarise the findings from the Perception of Crime Survey, administered by The Police and Crime Commissioner to residents of Gloucestershire.

To summarise, residents of Gloucestershire tend to be undecided or disagree that the police are dealing with crime in the local area although encouragingly nearly nine in ten (88%) of residents feel safe in their local area at least during the day. Residents perceive the police as lacking in funding and some rate their experience with reporting a crime as being a negative experience.

Overall, residents tend to rate Gloucestershire Constabulary as either fair or poor/very poor. A third of respondents have either been a victim or observer of crime in the last 2 years. However, residents tend to feel safe during the day, and in their own homes. Areas for improvement include adding more visible police presence, more policing in the streets, increasing policing in neighbourhoods and targeting youths with early interventions. There are notable differences by district in terms of feeling unsafe with more residents in Gloucester feeling unsafe than other districts, and many victims or observers of crime being from Gloucester and Cheltenham.

Background

The Office of the Police and Crime Commissioner (OPCC) for Gloucestershire administered an online survey with the aim to understand residents' perception of crime in the local area, and to identify opportunities for improvement.

The concept of community safety involves ensuring positive well-being of the people within an environment, such as feeling safe in a physical location or safety within a social environment. The OPCC recognise the importance of people feeling safe where they live, work or spend leisure time. The concept of safety in this context incorporates reducing and preventing physical crime/injury whilst focusing on a cohesive and participatory community.

In order to look at improving the facets of safety in Gloucestershire, residents' perception and experience of crime is important when informing the necessary changes. Perception and fear of crime is dispositional, and therefore can be difficult to measure as it is dependent on individual experiences such as beliefs, past experiences, socioeconomic status, and other demographic factors. Therefore, perceptions of crime are expected to be diverse as they represent various demographic groups within a community.

Whilst Gloucestershire is deemed one of the safest counties in the UK based on crime and disorder, it still faces challenges due to funding and lack of resources. It has seen an increase in some crime types, with complex new forms of crime emerging and the exploitation of vulnerable groups evolving. The current research therefore aims to understand

Gloucestershire residents' varying opinions and experiences of crime in the area, with the aim to identify some key areas for consideration.

Introduction

In this section we provide details of the background, objectives, and methodology used in the consultation.

About the survey

Objectives

- In partnership with Gloucestershire's Community Safety Partnerships, an online perception of crime survey has been devised to improve understanding of local peoples' perceptions and fears.
- The results of the survey will help to identify areas of work for community safety in Gloucestershire and will be used as a basis for an annual survey to help better understand changes in the levels and types of crime and anti-social behaviour in Gloucestershire over time.
- The countywide Safer Gloucestershire Board and the six district Community Safety Partnerships will utilise the feedback to:
 - Identify issues at a county and district level and to discover how these correlates with reported crimes.
 - Identify locations of concern to enable further work/investigation.
 - Ascertain the level of confidence in partners and knowledge of the public as to where/who to report issues (for engagement purposes).
 - Help formulate partnership plans.

Methodology

OPCC administered the survey online using SNAP between 7th December 2022 and 18th January 2023. The survey was promoted using the snowball technique via local networks and social media and was advertised to residents through local press and paid adverts.

About the report

DJS Research Limited, an independent market research company, was commissioned by The Office of the Police and Crime Commissioner to provide an independent analysis of the survey findings.

The survey aimed to capture the residents of Gloucestershire's perception of crime in the local area.

In addition to analysing the closed questions, DJS Research carried out thematic analysis of the open comments from the online survey on a question-by-question basis, coding them into themes so that these could be quantified.

This document summarises the findings from the independent analysis.

The survey findings will inform the areas of concern relating to fear and perception of crime in Gloucestershire.

Respondent profile

In total, 657 responses to the survey were received. A profile of the respondents to the survey is provided below (Tables 1 to 9).

Table 1: Q01: Are you a resident in Gloucestershire?

OVERALL RESULTS (all responses: n=655).

Resident	No. responses	% responses
Yes	648	99%
No	7	1%

Table 2: Q02: Local authority area.

OVERALL RESULTS (all responses: n=657).

Local authority area	No. responses	% responses
Gloucester	64	10%
Cheltenham	60	9%
Tewkesbury	113	17%
Cotswold	154	23%
Stroud	73	14%
Forest of Dean	50	8%

Table 3: Q03: Do you visit Gloucestershire for the below?

OVERALL RESULTS (all responses: n=7*).

Reason for visiting	No. responses	% responses
Business	5	71%
Education	1	14%
Social	4	57%
None of the above	0	0%

*Warning low base size

Table 4: Q21: Would you be interested in becoming a Special Constable or Voluntary Police Community Support Officer (PCSO) or Police Support Volunteer?
OVERALL RESULTS (all responses: n=655).

Interested in volunteering	No. responses	% responses
Yes	39	6%
No	555	85%
I don't know	61	9%

Table 5: Q23: Age group.
OVERALL RESULTS (all responses: n=565).

Age group	No. responses	% responses
16-24	18	3%
25-34	47	8%
35-44	66	12%
45-54	116	21%
55-64	155	27%
65-74	110	19%
75 and over	47	8%
Prefer not to say	6	1%

Table 6: Q24: Gender.
OVERALL RESULTS (all responses: n=561).

Gender	No. responses	% responses
Male	266	47%
Female	284	51%
Intersex	0	0%
Non-binary	3	1%
Prefer not to say	6	1%
Prefer to self-describe	2	<1%

Table 7: Q25: Is the gender you identify with the same as your gender registered at birth?

OVERALL RESULTS (all responses: n=547).

Gender identity	No. responses	% responses
Yes	531	97%
No	7	1%
Prefer not to say	9	2%

Table 8: Q26: What is your ethnicity group? (Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.)

OVERALL RESULTS (all responses: n=563).

Ethnicity	No. responses	% responses
White	530	94%
Mixed / multiple ethnic groups	7	1%
Asian / Asian British	4	1%
Black / African / Caribbean / Black British	1	<1%
Other Ethnic Group	1	<1%
Prefer not to say	14	2%
Prefer to self describe	6	1%

Table 9: Q27: Do you consider yourself to have a disability?

OVERALL RESULTS (all responses: n=562).

Disability	No. responses	% responses
Yes	77	14%
No	469	83%
Prefer not to say	16	3%

Perceptions of crime

This section details the types of crime residents in Gloucestershire deem to be a problem. Residents were asked about a range of different crimes to determine which they are aware of in their area as an issue and whether they are personally affected or not.

Table 10: Q04: Thinking of the local area where you live in Gloucestershire (or work / visit), please tell us how much of an issue you believe the following to be...
NET RESULTS: include those who say this is an issue and have been affected by it, and those who say it is an issue but have not been affected (all responses: n=657).

NET: issues in Gloucestershire	No. responses	% responses
Speeding and dangerous driving	514	78%
Burglary, robbery and theft	497	76%
Vehicle nuisance (e.g use of illegal e-scooters, inconsiderate parking)	424	64%
Online crime (e.g fraud and scams including courier and online shopping scams)	401	61%
People using drugs	396	60%
People dealing drugs	338	51%
Anti-social behaviour (If this is an issue in your area, please describe in the free text box below)	331	51%
Cold calling or door scams	326	50%
Rural, wildlife and heritage crime (e.g poaching, hare coursing or unlawful activity which harms historic assets)	298	45%
Retail and business crime (e.g shoplifting)	228	35%
Street drinking or alcohol related issues	218	33%
Domestic violence, abuse and coercive controlling behaviour	217	33%
Youth violence (e.g fighting or gang related violence)	189	29%
Stalking and harassment (e.g catcalling, unwanted sexual comments, feeling threatened or being followed)	148	23%
Sexual violence (e.g any unwanted sexual act, forced marriage or honour based violence)	140	22%
Violent crime (e.g Knife Crime)	124	19%
Hate crime (an act of hostility that you believe is motivated by disability, race, religion, sexual orientation, transgender identity)	111	16%
Exploitation (someone who is being groomed or forced into doing something that they don't want to do for someone else's gain)	93	14%

The two biggest issues reported by residents, whether they are personally affected or just aware of the crime, are speeding and dangerous driving (78%) and burglary/theft (76%). Over half of respondents are also aware of crimes such as vehicle nuisance (64%), online crime (61%), people using (60%) or dealing (51%) drugs, and antisocial behaviour (51%).

People using drugs is seen by younger people as more of an issue in their local area than by older people. While just half of 65+ year olds feel this is an issue this rises to nearly three-quarters (72%) for all 16-34 year olds surveyed.

Table 11: Q04: Thinking of the local area where you live in Gloucestershire (or work / visit), please tell us how much of an issue you believe the following to be... Those who say this is an issue and have been affected (all responses: n=657).

Issues in Gloucestershire – number affected	No. responses	% responses
Speeding and dangerous driving	288	44%
Vehicle nuisance (e.g use of illegal e-scooters, inconsiderate parking)	212	32%
Anti-social behaviour (If this is an issue in your area, please describe in the free text box below)	130	20%
Online crime (e.g fraud and scams including courier and online shopping scams)	121	18%
Burglary, robbery and theft	115	18%
People using drugs	104	16%
Cold calling or door scams	103	16%
People dealing drugs	86	13%
Rural, wildlife and heritage crime (e.g poaching, hare coursing or unlawful activity which harms historic assets)	65	10%
Street drinking or alcohol related issues	60	9%
Stalking and harassment (e.g catcalling, unwanted sexual comments, feeling threatened or being followed)	57	9%
Youth violence (e.g fighting or gang related violence)	46	7%
Domestic violence, abuse and coercive controlling behaviour	30	5%
Hate crime (an act of hostility that you believe is motivated by disability, race, religion, sexual orientation, transgender identity)	29	4%
Retail and business crime (e.g shoplifting)	24	4%
Violent crime (e.g knife crime)	21	3%

Sexual violence (e.g any unwanted sexual act, forced marriage or honour-based violence)	17	3%
Exploitation (someone who is being groomed or forced into doing something that they don't want to do for someone else's gain)	13	2%

The crime residents report as being most affected by is speeding and dangerous driving with 288 people (44%) claiming to have been affected by this. One third (32%) of residents say they have been affected by vehicle nuisance, and 20% (130 people) have been affected by anti-social behaviour. 18% have been affected by burglary, robbery and theft (115 people) and online crime (121 people). Respondents have also been affected by people using drugs, with 104 people (16%) saying they have been affected by this. Similarly, 16% (103 people) have been affected by cold calling or door scams.

Table 12: Q04b: Please document any additional comments you have on the above, or any issues which aren't listed above.

OVERALL RESULTS CODED (all responses excluding don't know: n=156).

Issues in Gloucestershire – number affected	No. responses	% responses
Reckless driving e.g. speeding	34	22%
Anti-social behaviour	28	18%
Drug related crime	27	17%
Police don't seem to care/nothing is done	17	11%
Theft/burglaries	16	10%
Illegal/dangerous parking	15	10%
Youth crime	13	8%
More police presence	12	8%
Harassment/stalking/intimidation	12	8%
Litter/fly tipping	10	6%
Vandalism	10	6%
Hunting/wildlife crime	8	5%
Sex crimes	5	3%
Escooters	5	3%
Road policing is poor	2	1%

Q04b: Please document any additional comments you have on the above, or any issues which aren't listed above.

Comments received about crime in the local area include:

"We need to focus on male violence and intimidation of women. Every single day women are harassed by men purely because they are women."

Female, aged 25-34, Gloucester.

"You have overstretched very few officers in the North Cotswold they are trying to do so much with no support."

Cotswold.

"Illegal parking and nuisance parking are a major problem. If something isn't done around school drop off and pick up times, there will be an injured child or serious accident soon."

Male, aged 55-64, Gloucester.

"Online crime is a major issue and it would appear is not being addressed by the authorities."

Male, aged 75+, Cotswold.

"Anti-social behaviour - vandalism to our playing field, pavilion and bus stops."

Male, aged 35-44, Cotswold.

"E scooters riding on pavements and/or erratic behaviour on roads is really worrying and on the increase as are cyclists exhibiting the same behaviour."

Male, aged 65-74, Cheltenham.

"Dog poo in street. Sex workers openly trading in town, people stealing from gardens. Strong smell of 'weed' in town."

Female, aged 55-64, Forest of Dean.

"Targeting of vulnerable individual (with mental health problems) living alone, by others in the local community."

Tewkesbury.

"The disruption and upset caused by hunting - both hares but mainly foxes - is ignored by the Authorities and it is difficult to understand why!"

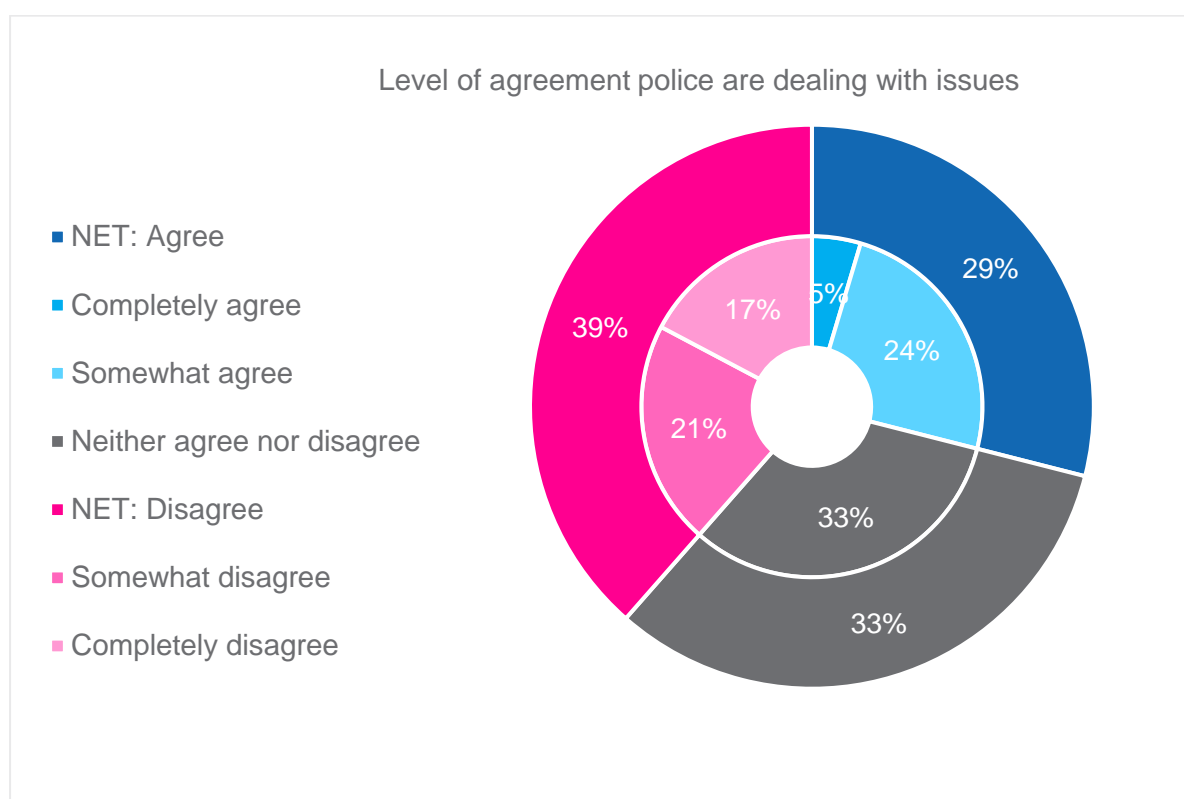
Male, aged 65-74, Stroud.

Safety in Gloucestershire

The following section focuses on residents' perceived safety in Gloucestershire by measuring residents' views on the police's effectiveness when dealing with crime, how safe people feel where they live / work, and what improvements could be made to improve their feelings of safety.

Chart 1: Q05: How much would you agree or disagree with that the police and other local public services are dealing with anti-social behaviour and/or crime issues in your local area?

OVERALL RESULTS (all responses excluding don't know: n=649).



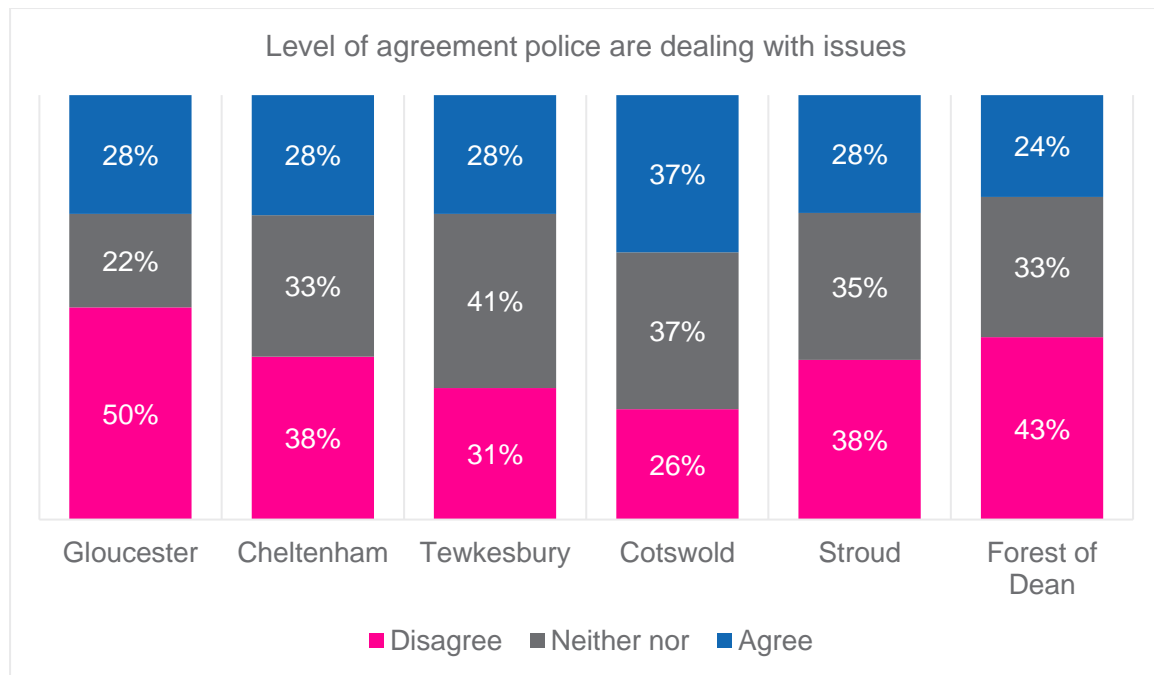
Residents tend to disagree that the police (or other local public services) are dealing with anti-social behaviour and crime in the local area with 39% in disagreement and 29% in agreement. The remaining 33% are undecided.

There are significant differences by gender with females more likely to agree that the police (or other local public services) are dealing with anti-social behaviour and crime in the local area than males (37% of females vs 26% of males in agreement).

There are also some interesting differences in the scores by district as show in Chart 2.

Chart 2: Q05: How much would you agree or disagree with that the police and other local public services are dealing with anti-social behaviour and/or crime issues in your local area?

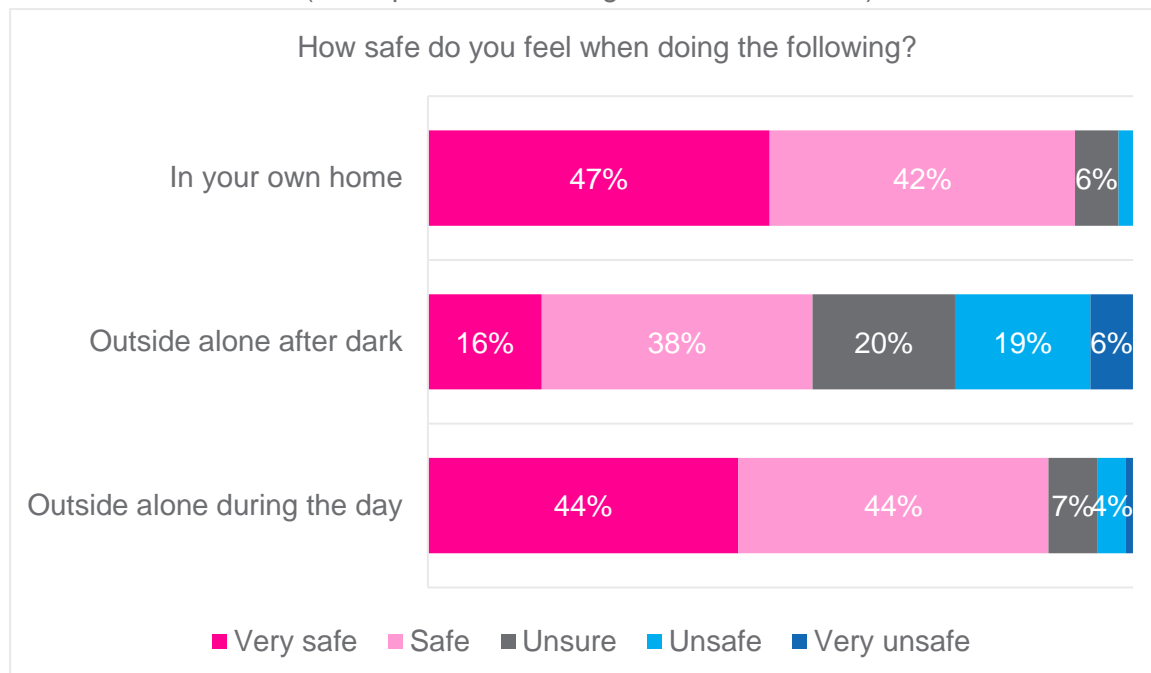
OVERALL RESULTS (all responses excluding neither agree nor disagree: n=438).



As can be seen from Chart 2 above, most districts have higher disagreement than agreement when it comes to how the police and other services deal with anti-social behaviour and crime issues in their local area. Exactly half (50%) of Gloucester residents disagree, followed by Forest of Dean with a 43% disagree score, Cheltenham and Stroud with a disagree score of 38%, and Tewkesbury with 31%. Cotswold is the only area to record a higher agreement than disagreement score, with 37% (56 people) saying they either completely or somewhat agree that police deal with anti-social behaviour and/or crime issues in their local area, compared with 26% disagreeing.

Chart 3: Q06: How safe do you feel when you are doing the following?

OVERALL RESULTS (all responses excluding don't know: n=657).



Residents tend to feel safe outside during the day, with 88% (576 people) feeling very safe or safe outside during the day. Similarly, 89% feel safe within their homes. Just 17 residents (3%) feel unsafe in their home. Just over half (54%) of all residents surveyed feel safe when outside and alone in the dark with exactly a quarter feeling unsafe.

While there is little difference in safety scores by gender for being outside during the day and in the home, males are significantly more likely than their female counterparts to feel safe when outside alone after dark with 65% of males feeling safe outside after dark compared to under half (47%) of all females.

It's also interesting to note that younger people are more likely than those aged 55+ to feel unsafe when outside alone after dark (34% of those under 55 vs 15% of those over 55 feel unsafe when outside alone after dark). Although perhaps this may be because it is younger people that are more likely to spend time outside alone after dark.

Chart 4 below shows the figures for all those that feel unsafe in each scenario by location. As can be seen from the chart below, residents of Gloucester and Cheltenham are the residents most likely to feel unsafe when outside.

Chart 4: Q06: How safe do you feel when you are doing the following?

OVERALL RESULTS (all responses excluding don't know: n=657).

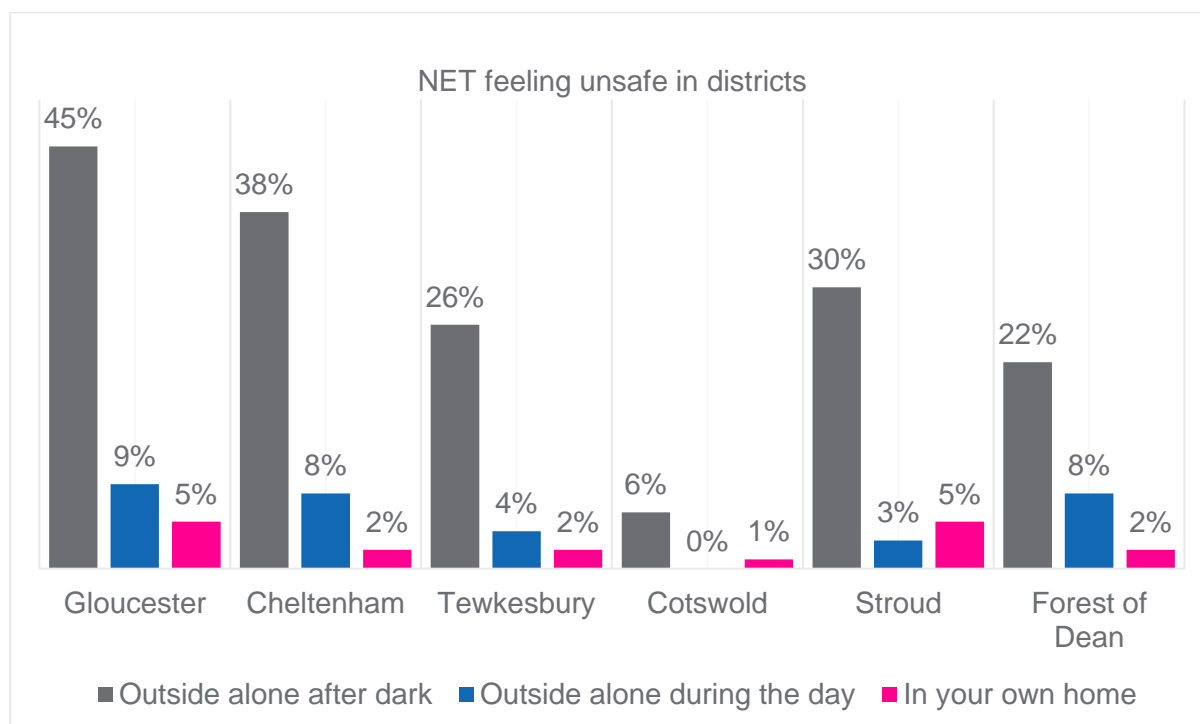


Table 13: Q06b: Is there any specific location, relating to safety, that is not listed above and you would like to mention?

OVERALL RESULTS CODED (all responses: n=92).

Location (coded from open responses)	No. responses	% responses
Parks/playing fields	12	13%
Roads/on the street	10	11%
Unlit areas	9	10%
City/town centre	8	9%
Shops/high street	7	8%
Alleyways	6	7%
Gloucestershire/Gloucester	5	5%
Other	39	42%

*See Appendix for mentions of specific locations.

Residents were also asked if there were other locations they wanted to mention in relation to safety. Common mentions include parks/playing fields, roads, unlit areas and the City/town centre.

Q06b: Is there any specific location, relating to safety, that is not listed above, and you would like to mention?

"As a woman I simply do not go out alone at night."

Female, aged 25-34, Gloucester.

"I wouldn't want my teenage daughter's walking through Tewkesbury on their own after dark though."

Tewkesbury.

"There is virtually no lighting in Pittville Park. There is a student campus nearby and female students sometimes use the Park to walk back to their campus after dark."

Female, aged 65-74, Cheltenham.

"Roads, people drive too fast and won't slow down when walking in single track roads and NO safe place to stand."

Male, aged 55-64, Stroud.

"I would not go to the local playground on my own with my children for fear of antisocial behaviour."

Stroud.

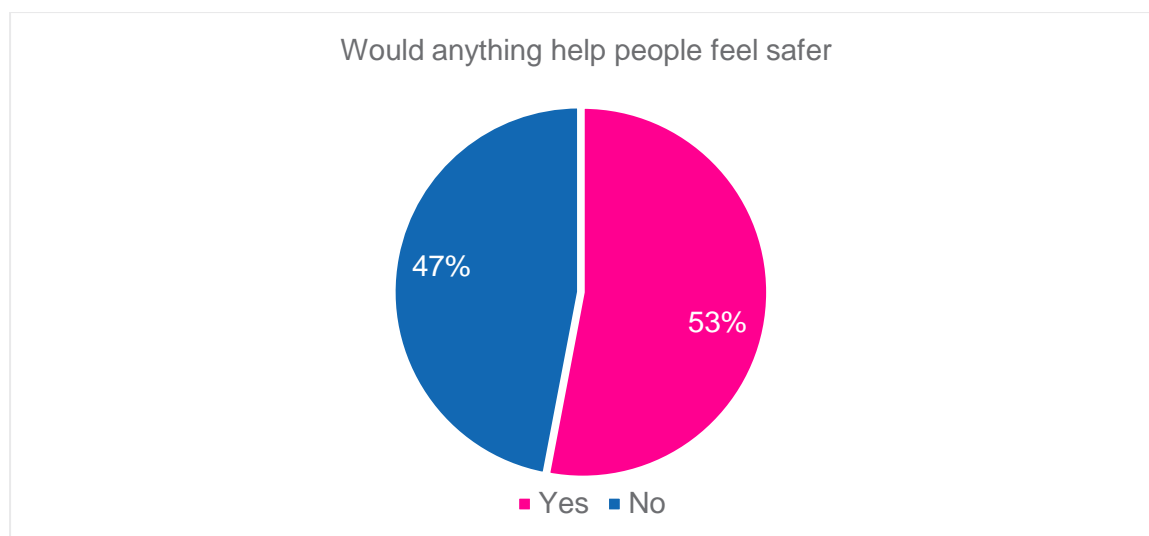
"There are regular reports of break-ins at sheds and outbuildings which make you feel unsafe and 'it' just a matter of time' before I'm affected."

Tewkesbury.

"Poorly lit areas feel disorientating, poor road signage can lead to me losing my way."

Non-binary, aged 25-34, Cheltenham.

Chart 5: Q07: Is there anything that would help make you feel safer?
OVERALL RESULTS (all responses: n=644).



When asked what would make them feel safer, more police presence was by far the most mentioned recommendation. Six in ten (61%) suggest more police presence and this is particularly important for males (71% of men vs 52% of females suggest this). Females are more likely than their male counterparts to suggest more street lighting (23% of females compared with just 3% of males).

Table 14: Q07a: Please detail what would make you feel safer below:
OVERALL RESULTS CODED (all responses: n=332).

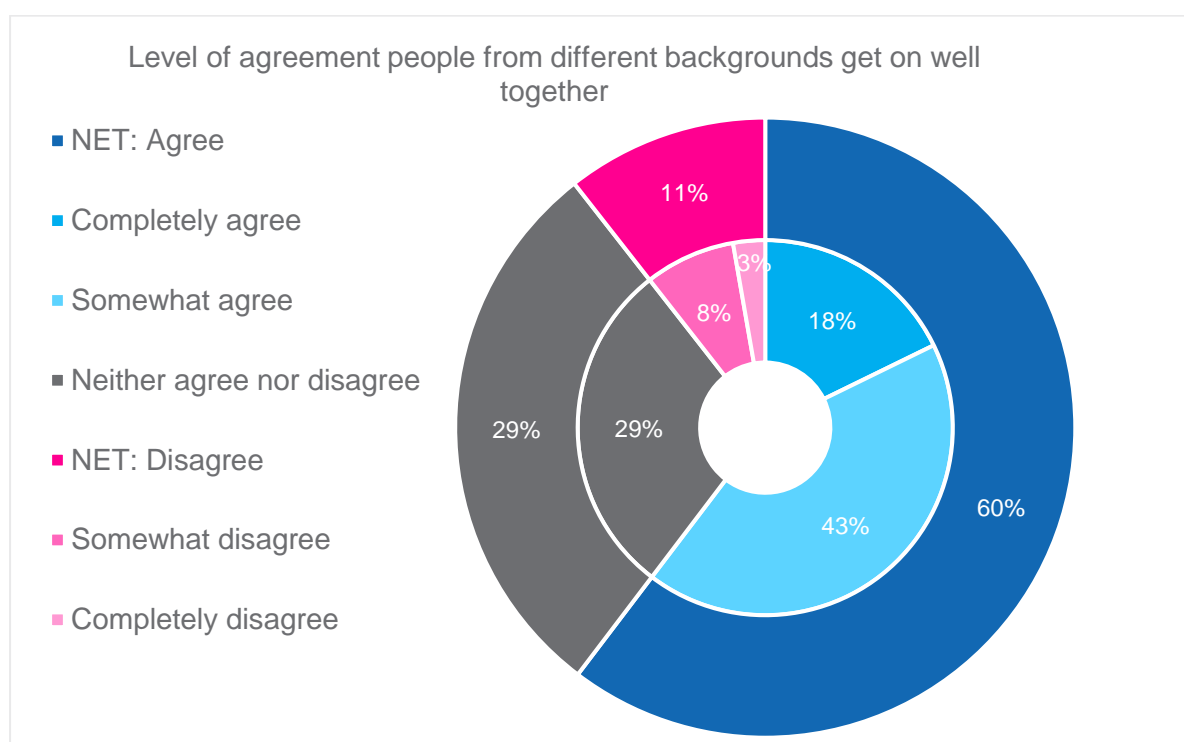
What would help people feel safer	No. responses	% responses
More police presence	203	61%
More street lighting	39	12%
More CCTV	26	8%
Better police training	24	7%
Better handling/solving of crime	24	7%
Target speeding offences/dangerous driving/traffic issues	17	5%
Target/focus on youths/ABS	11	3%
Crimes against women and girls (VAWG)	9	3%
Crack down on drug dealing/taking	6	2%
Other	34	10%

Community in Gloucestershire

The following section focuses primarily on residents' agreement or disagreement that there is a sense of community within Gloucestershire. Respondents were asked whether they agree if Gloucestershire is a place where people from different backgrounds get on well together; responses are therefore broken down by location and various demographic factors.

Chart 6: Q08: To what extent do you agree or disagree that your Gloucestershire neighbourhood is a place where people from different backgrounds get on well together?

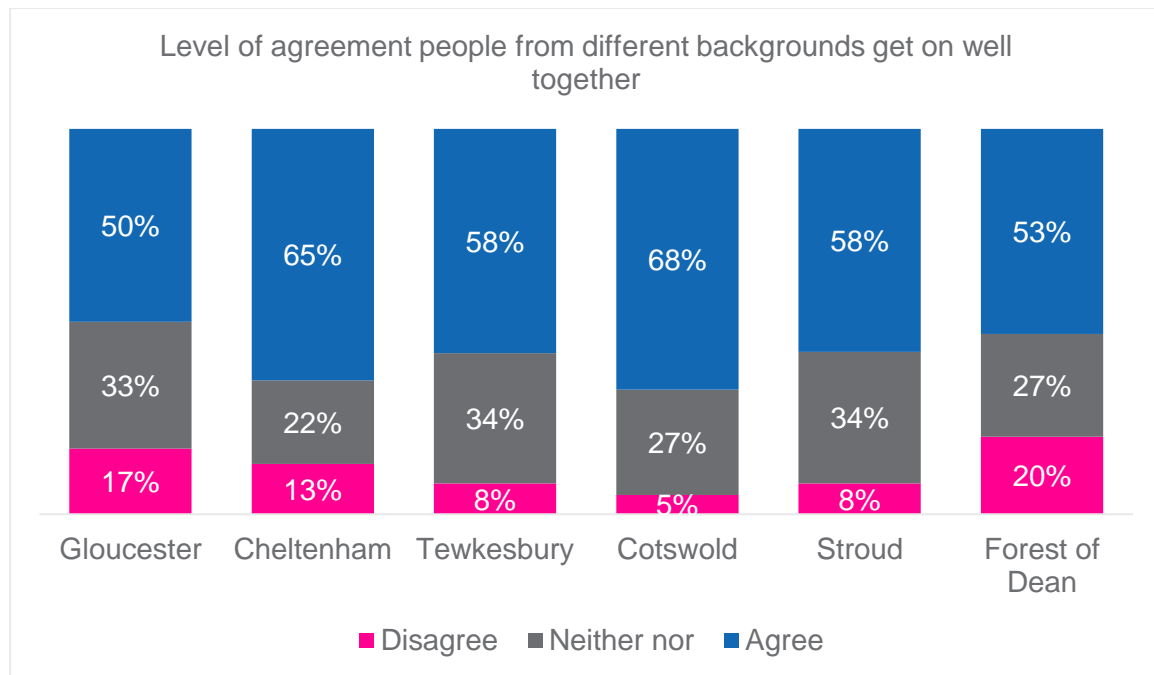
OVERALL RESULTS (all responses: n=653).



Encouragingly, people tend to agree that their neighbourhood is a place where people get on well together, with 60% either somewhat or completely agreeing. 11% disagree, with 3% (18 people) completely disagreeing, and 29% being undecided.

Chart 7: Q08: To what extent do you agree or disagree that your Gloucestershire neighbourhood is a place where people from different backgrounds get on well together?

OVERALL RESULTS (all responses: n=653).



Residents of Cotswold report the most agreement with regards to the neighbourhood being a place where people of different backgrounds get on well together (68%). This is closely followed by Cheltenham with 65% and Stroud and Tewkesbury with 58%. The lower scoring districts still receive 50% or more agreement from its residents; Gloucester has 50% agreement and Forest of Dean 53%.

While disagreement levels are relatively low, with just 11% disagreeing overall, disagreement that people from different backgrounds get on well together is significantly higher amongst 16-44 year olds (16%) than 45+ year olds (7%). Similarly, those with a disability are more likely to disagree than those without a disability (19% of those with a disability vs just 7% of those with no disability).

Policing in Gloucestershire

This section looks at residents' awareness of the policing services and which organisation people would look to for help should they need to report a crime.

Table 15: Q09: Which organisation would you contact to report the following concerns?

OVERALL RESULTS (all responses: n=644).

Report to organisation	No. responses	% responses
Fly tipping		
District, Borough or City Council	378	59%
County Council	184	29%
Police	37	6%
Parish Council	33	5%
Housing Association	1	>1%
Graffiti		
District, Borough or City Council	319	50%
County Council	119	18%
Parish Council	99	15%
Police	71	11%
Housing Association	1	>1%
Noise complaints		
District, Borough or City Council	324	50%
Police	140	22%
County Council	118	18%
Parish Council	23	4%
Housing Association	16	2%
Youths causing a nuisance		
Police	559	87%
District, Borough or City Council	31	5%
County Council	14	2%
Parish Council	12	2%
Housing Association	1	>1%
Animals (e.g dangerous dogs)		
Police	367	57%
District, Borough or City Council	141	22%

County Council	49	8%
Parish Council	10	2%
Housing Association	2	0%
Fire Service	1	>1%
Abandoned vehicles		
Police	310	48%
District, Borough or City Council	194	30%
County Council	110	17%
Parish Council	7	1%
Fire Service	2	>1%
Missing persons		
Police	627	97%
County Council	3	>1%
District, Borough or City Council	3	>1%
Concerns about a persons welfare (e.g mental health issues, gang involvement)		
Police	492	76%
County Council	47	7%
District, Borough or City Council	28	4%
Parish Council	4	1%
Housing Association	3	>1%

Note: full version of table in appendix.

The Police and City Council are consistently the chosen options for reporting a crime to. District, Borough or City Council are more likely to be contacted in cases such as fly tipping (59%), graffiti (50%) and noise complaints (50%). Whereas the police are more likely to be contacted in regards to crimes such as youth violence (87%), animals (57%), abandoned vehicles (48%), missing persons (97%) and welfare concerns (76%).

Table 16: Q09a Which organisation would you contact to report the following concerns?

OVERALL RESULTS CODED (all responses: n=77).

Report to organisation	No. responses	% responses
Social Services	21	27%
None/would not report	13	17%
Health Services	11	14%
RSPCA	10	13%
Other	25	32%

Table 17: Q10: If you were looking to report an issue and didn't know who to contact, where would you look for the information?

OVERALL RESULTS (all responses: n=654).

Where would you look for the information?	No. responses	% responses
The internet	611	93%
Contact my local councillor	155	24%
Ask a friend or family member	154	24%
Ask a neighbour	131	20%
Contact the police	118	18%
Social Media	105	16%
Local library	38	6%
Contact another emergency service	23	4%
In the local press	22	3%
Other	22	3%

Nearly all respondents say they would look on the internet for information regarding who to contact to report an issue to (93%). A quarter of people would contact their local councillor and a quarter would ask a friend or family member (24% each).

As might be expected, there are some interesting differences in where residents would look for information by age with all 16-34 years citing the internet as a source of information compared with 88% of 65+ year olds. 16-34 year olds are also more likely to ask a friend of family member for information (40%) compared with just 22% of 65+ year olds. On the other hand, 65+ year olds are far more likely to contact their local councillor (38%) than 16-34 year olds (17%).

Q10a: Please detail where you would look for information below

“Police website; Gov.uk etc.”

Female, aged 65-74, Cheltenham.

“Parish or town council website.”

Female, aged 55-64, Stroud.

“Citizen’s advice.”

Cotswold.

Table 18: Q11: Are you aware of any of the following types of police activity occurring in your local area in the last 12 months?

OVERALL RESULTS (all responses: n=534).

Aware of police activity	No. responses	% responses
Police attending road traffic accidents	317	59%
Officers patrolling in a vehicle	297	56%
Police attending community events	177	33%
Police working with the community	161	30%
Police Campaigns (drink drive, burglary prevention)	124	23%
Police dealing with a major crime	110	21%
Officers policing a major public event	95	18%
Officer patrolling on foot	87	16%
Officers patrolling on horseback	63	12%
Improved lighting or other environmental improvements	20	4%
Youth service provision	19	4%
Officers patrolling on bicycles	5	1%
Other	39	7%

The activity people are most aware of is Police attending road traffic accidents at 59%, closely followed by Officers patrolling in a vehicle (56%).

Table 19: Q11: Are you aware of any of the following types of police activity occurring in your local area in the last 12 months?

OVERALL RESULTS (all responses: n=534).

Aware of police activity by location	Gloucester	Cheltenham	Tewkesbury	Cotswold	Stroud	Forest of Dean
Police attending road traffic accidents	46%	54%	59%	69%	57%	72%
Officers patrolling in a vehicle	46%	69%	55%	57%	60%	50%
Police attending community events	34%	37%	31%	35%	50%	17%
Police working with the community	18%	28%	27%	36%	43%	35%
Police Campaigns (drink drive, burglary prevention)	22%	28%	18%	27%	29%	20%
Police dealing with a major crime	30%	39%	11%	20%	19%	11%
Officers policing a major public event	24%	28%	13%	19%	9%	15%
Officer patrolling on foot	16%	28%	11%	11%	28%	22%
Officers patrolling on horseback	18%	28%	11%	8%	10%	9%
Improved lighting or other environmental improvements	2%	11%	2%	2%	7%	2%
Youth service provision	2%	9%	4%	5%	2%	2%
Officers patrolling on bicycles	0%	4%	1%	0%	0%	0%
Other	8%	7%	4%	7%	7%	7%

When looking at the results, there are some differences by area. However, the main activities most are aware of across all areas remain Police attending road traffic accidents, with awareness ranging from 46% to 72%, and 'Officers patrolling in a vehicle', with awareness ranging from 46% to 69%. 'Police attending community events' averages at a third of people being aware of this activity, with similar scores for 'Police working within the community'. The activities people are least aware of are 'Improvements to lighting', 'Youth service' and 'Officers patrolling on bicycles'.

- People are significantly more aware of police attending road traffic accidents in Forest of Dean and Cotswold than Gloucester. Cotswold also has significantly more awareness of this than in Cheltenham.
- Residents' awareness of officers patrolling in vehicles is highest in Cheltenham.
- Residents are more aware of police dealing with a major crime in Cheltenham compared to the other districts.
- There is also significantly more awareness of police patrolling on horseback in Cheltenham than Forest of Dean, Stroud, Tewkesbury, and Cotswold.

Females are more likely to be aware of officers patrolling on foot or horseback than males (22% of females vs 12% of males aware on foot and 16% of females vs 6% of males aware on horseback).

While just under a quarter (23%) of all residents are aware of police campaigns, this figure is significantly higher for younger residents with 40% of all 16-34 year olds aware of police campaigns. This may suggest that the police campaigns in the area are more targeted towards younger residents.

Q11a: Please detail other activity you are aware of below:

"School visits."

Female, aged 45-54, Cotswold.

"PCSO attended Parish meeting."

Tewkesbury.

"Policing minor speeding offences."

Male, aged 45-54, Cotswold.

"Not seen any police for a long time even when we report things."

Female, aged 65-74, Stroud.

"They enter locations such as pride to make people feel unsafe."

Female, Cheltenham.

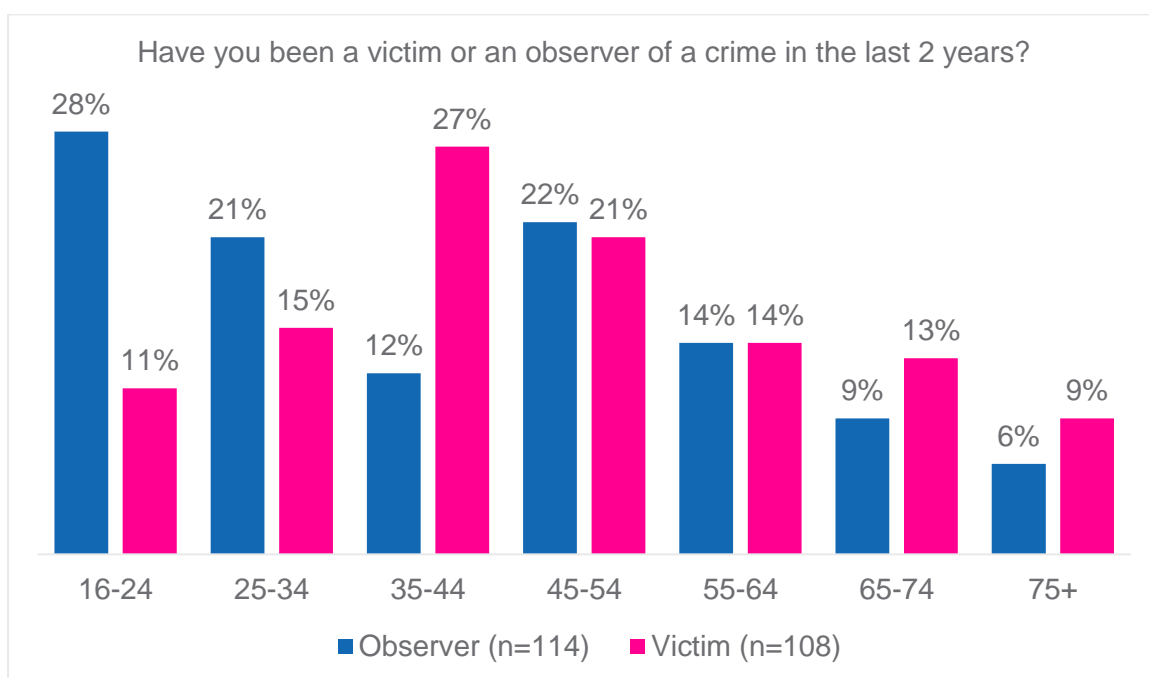
"Tourist information."

Male, Cheltenham.

Personal experience of crime

The current section now focuses on people’s personal experience with crime, whether that is as a victim or an observer, and what type of crime has been experienced and if the crime was reported. Of those that have experienced and reported a crime, their experience for resolving the crime is also depicted below.

Chart 8: Q12: Have you been a victim or observer of crime in the last 2 years?
OVERALL RESULTS (all victims of crime / observers of crime: n=222).

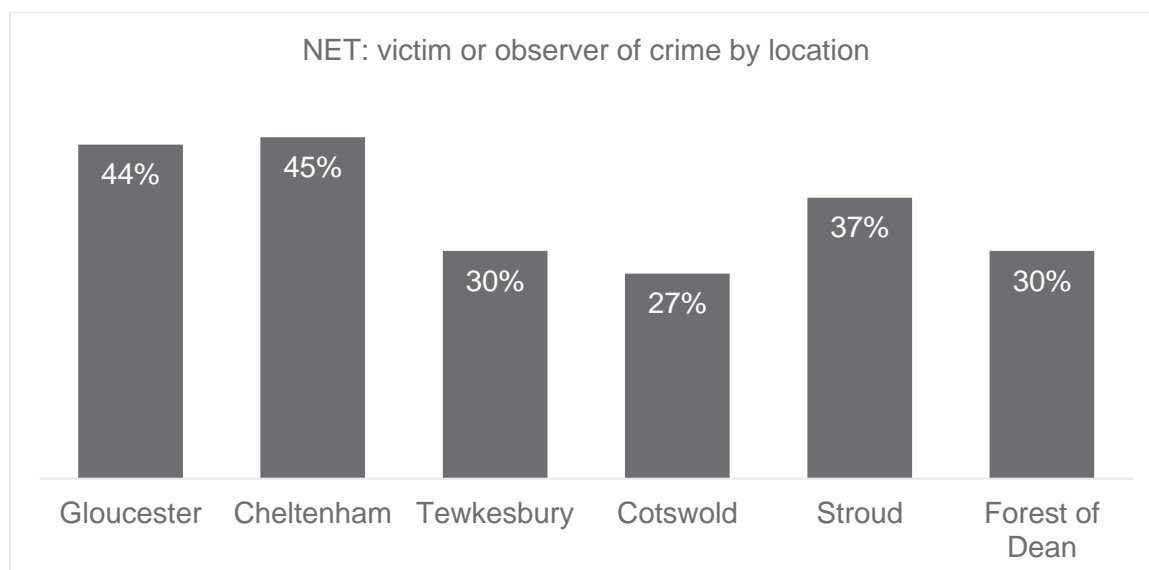


In total, 108 people have been a victim of a crime, with the majority of these being between 35 and 64. Significantly more people have been a victim of a crime aged 35-44 than 55-75+. Less crime was experienced by those aged between 16 and 24, and those aged 75 and over.

Residents with a disability are much more likely to have been a victim of crime than those with no disability (27% vs 14% respectively).

Slightly more residents have been an observer to a crime than a victim, with the majority of observers being aged between 45 and 64 (47 people), this is similar to the trends seen by the age groups of victims. Significantly more 16-34 year olds and 45-54 year olds have observed more crime than 65-75+ year olds.

Chart 9: Q12: Have you been a victim or observer of crime in the last 2 years?
OVERALL RESULTS (all victims of crime / observers of crime: n=222).



The highest percentage of residents stating they have been a victim or observer of crime in the last 2 years from each district comes from Cheltenham (45%) and Gloucester (44%). Significantly more people have seen a crime in Cheltenham than Cotswold, and significantly more people in Cotswold have never seen or experienced a crime than Gloucester and Cheltenham. This correlates with Cotswold having the highest agreement that the Police and other local public services are dealing with anti-social behaviour and/or crime issues in their local area.

Table 20: Q13: Were you a victim or observer to any of the following?
OVERALL RESULTS (all victims of crime: n=217).

Types of crime	Victim		Observer	
	No. responses	% responses	No. responses	% responses
Street drinking or alcohol related disorder	4	2%	82	38%
People using drugs	5	2%	85	39%
People dealing drugs	0	0%	79	36%
Burglary, robbery and theft	40	18%	31	14%
Stalking and harassment	25	12%	16	7%
Domestic violence, abuse and coercive controlling behaviour	11	5%	28	13%
Sexual violence	5	2%	6	3%
Vehicle nuisance	24	11%	57	26%
Speeding and dangerous driving	31	14%	86	40%
Youth violence	9	4%	26	12%

Anti-social behaviour	32	15%	71	33%
Violent crime	6	3%	18	8%
Hate crime	16	7%	17	8%
Exploitation	2	1%	5	2%
Cold calling / door scams	25	12%	23	11%
Online crime	28	13%	24	11%
Retail and business crime	13	6%	19	9%
Rural, wildlife and heritage crime	6	3%	29	13%

The most experienced crime is burglary, robbery or theft as 18% have been victim to this. This is followed by anti-social behaviour at 15% and speeding or dangerous driving at 14%. The most observed crimes are also speeding and dangerous driving (40%), people using drugs (39%), street drinking or alcohol related disorder (38%) and people dealing drugs (36%).

Perhaps unsurprisingly, younger residents are far more likely to observe street drinking and people using and dealing drugs than older residents.

Q13a: If you wish to provide any additional comments, or list a crime that isn't detailed above, please do so below.

“These were low level incidents with anti-social behaviour; wouldn't be a police priority given the limited resources they have.”

Cotswold.

“Regularly reported uninsured, untaxed, no mot vehicle to PCC. No action taken. Car seen regularly in Gloucestershire and local.”

Male, aged 65-74, Stroud.

“Drink driving and drug taking/dealing is very common. I've been sat in the local car park at midday and seen dealing.”

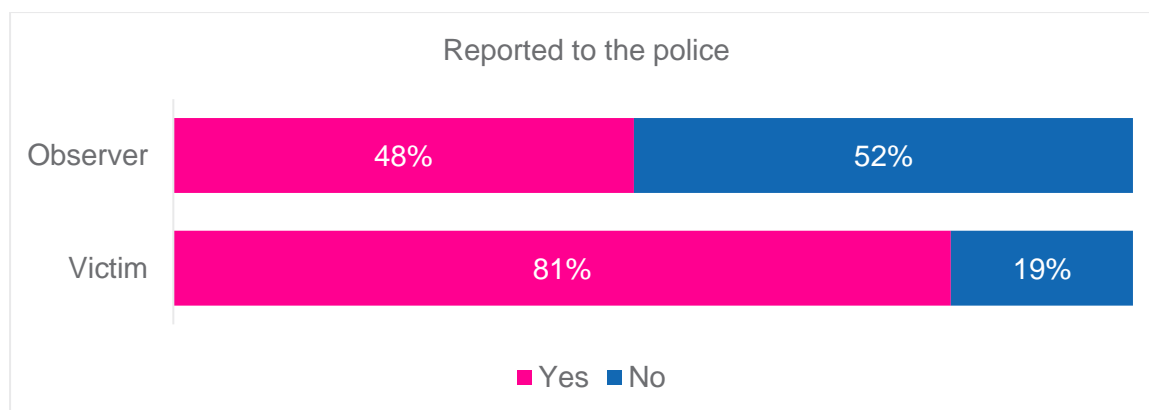
Female, aged 16-24, Tewkesbury.

“My identity has been stolen and used to access credit and car insurance.”

Female, aged 65-74, Cotswold.

Chart 10: Q14: Did you report this crime to the police?

OVERALL RESULTS (all victims of crime: n=221).



Victims are more likely to report a crime to the police with 81% reporting a crime they have been a victim of, and only 48% of observers reporting crimes.

Table 21: Q15: How did you report this crime?

OVERALL RESULTS (all who reported a crime: n=138).

How was crime reported	Victim		Observer	
	No. responses	% responses	No. responses	% responses
Using 101	35	41%	18	34%
Via the Gloucestershire Constabulary website	25	29%	15	28%
Using 999	15	18%	15	28%
By seeing a police officer in person	6	7%	5	9%
At the front desk of a police station	4	5%	0	0%

Victims are most likely to report a crime using 101 (41%) with some reporting a crime via the Gloucestershire Constabulary website (29%). Observers are less likely to report a crime, however, their method of reporting is split between using 101 (34%), Gloucestershire Constabulary website (28%) and using 999 (28%).

Q16: Why didn't you report the crime?

Those who didn't report the crime to the Police were asked for their reasons for not doing so. Comments are varied but centre around feeling that nothing would be done or it had already been dealt with.

Others felt the crime wasn't serious enough to report:

"The police are not fit for purpose, almost certainly would turn up and wouldn't do anything."

Gloucester.

"Little point - by the time officers attend (if indeed they do) street drinkers have disappeared - same for speeding / dangerous driving."

Aged 45-54, Forest of Dean.

"No evidence of the hate crime, and I doubt entirely that anything would actually come of it."

Non-binary, aged 16-24, Tewkesbury.

"I didn't have my phone with me, I was a lone female so felt vulnerable, didn't think the police would actually do anything."

Female, aged 16-24, Tewkesbury.

"The call-waiting time was at least 20 minutes and you do not provide online reporting for most of these crimes."

Male, aged 55-64, Forest of Dean.

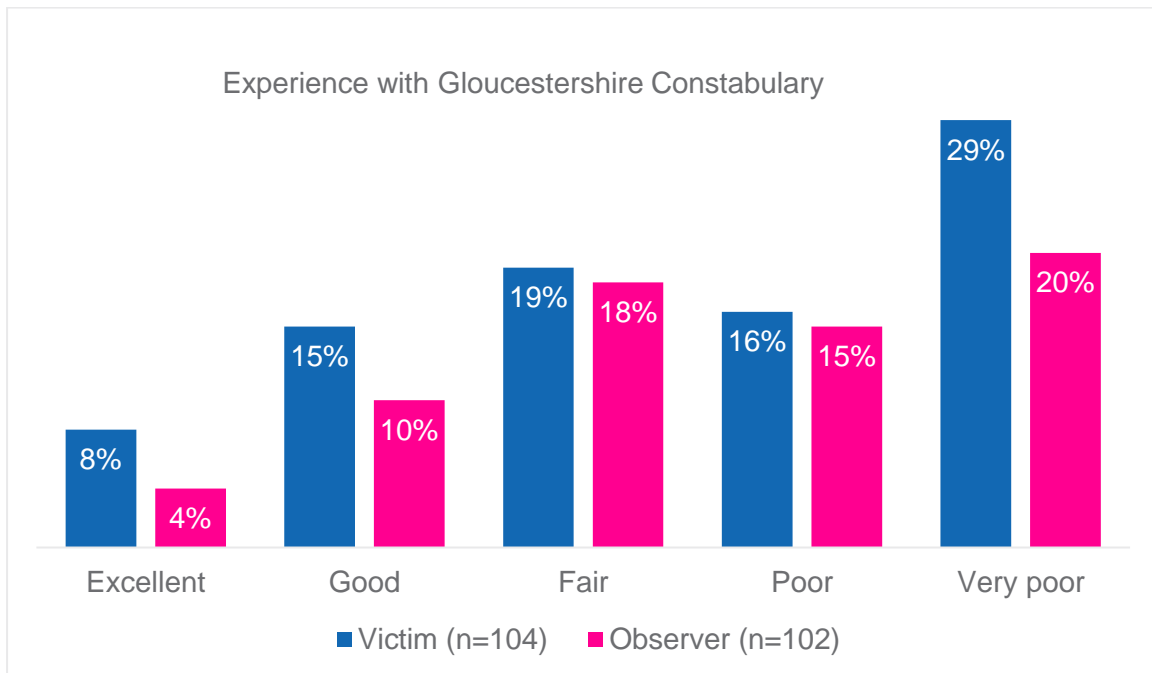
"I don't think I will be believed, because I have mental health problems (depression, diagnosis of bipolar disorder)."

Tewkesbury.

"Too many barriers, too few staff members to support and engage, limits on staffing numbers, situation felt complex and could escalate beyond my control."

Non-binary, aged 25-34, Cheltenham.

Chart 11: Q17: From the first call to the case outcome (how the matter was resolved), how was your experience with Gloucestershire Constabulary?
OVERALL RESULTS (all who reported a crime: n=206).



Both victims and observers tend to view their experience and resolution of a crime with Gloucestershire Constabulary as being fair, poor, or very poor. Nearly half of victims rate the outcome of their case as being poor or very poor (45%), and one third of observers rate it as poor/very poor (34%).

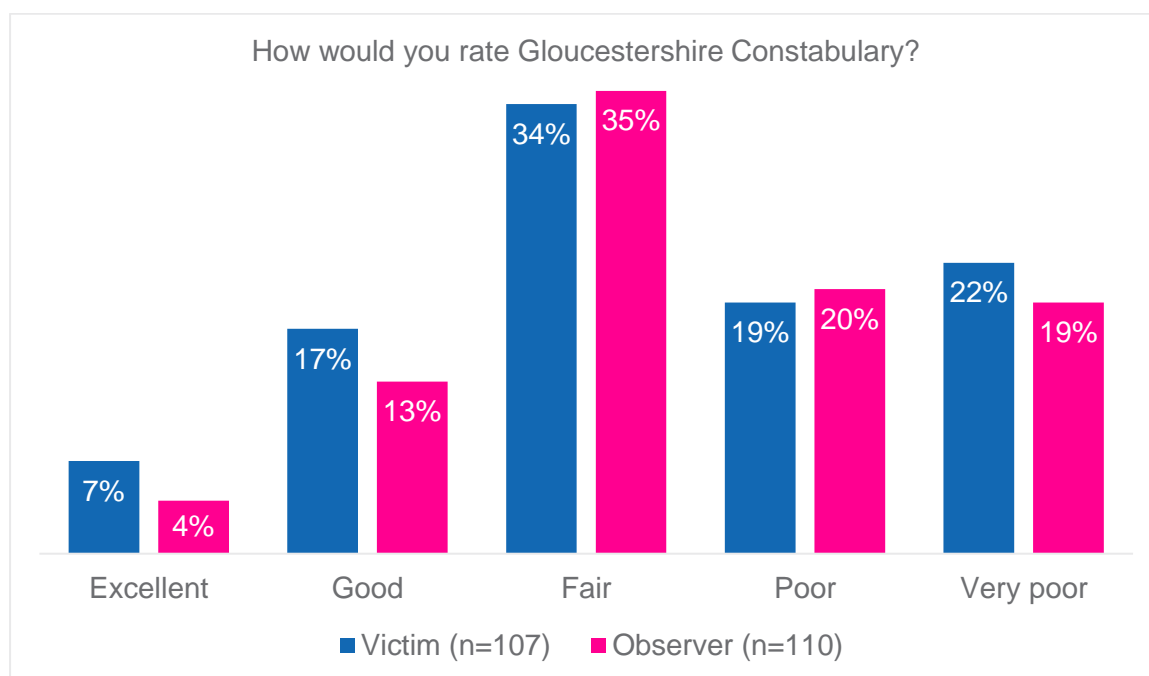
Female residents are significantly more likely than males to state that their experience with Gloucestershire Constabulary is excellent or good (30% of females vs 12% of males).

Opinions on Gloucestershire Constabulary

The final section asks respondents to take into account their experiences as they share their opinions on Gloucestershire Constabulary and are given the opportunity to share their views for future improvement.

Chart 12: Q18: Taking your previous responses into consideration, how would you rate Gloucestershire Constabulary?

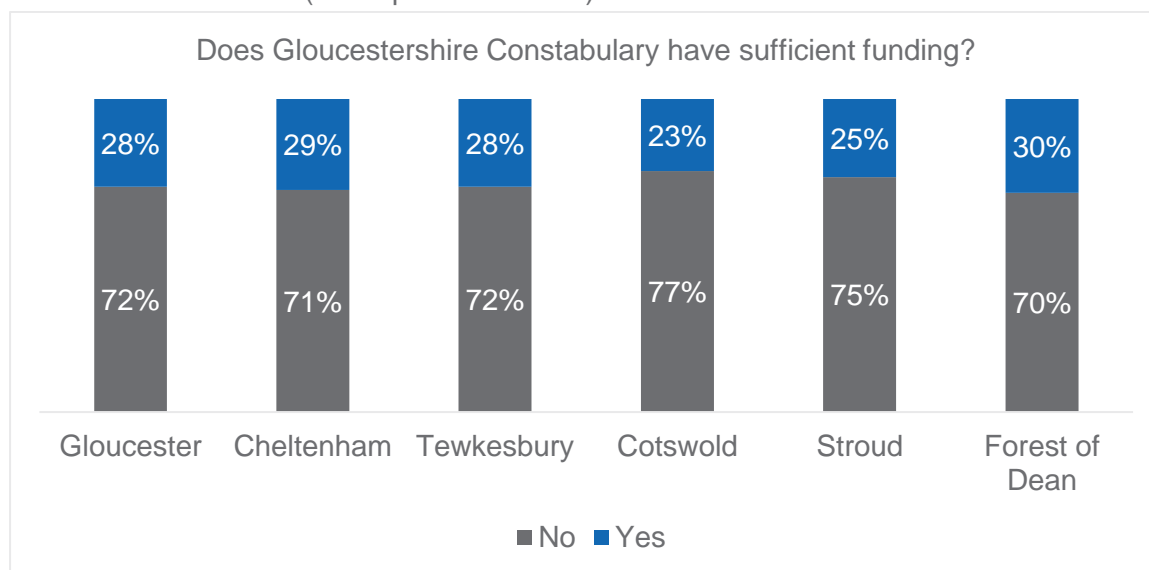
OVERALL RESULTS (all who reported a crime: n=217).



Overall, just over a third of victims and observers rate Gloucestershire Constabulary as fair (34% and 35% respectively). 24% of victims rate it as either excellent or good, with 41% of victims giving a poor or very poor score. Similarly, observers rating poor or very poor account for two-fifths (39%), with fewer rating it as excellent or good (17%). Significantly more people had a poor or very poor experience in Gloucester than in Forest of Dean, Cotswold, and Cheltenham.

Chart 13: Q19: Do you think Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey?

OVERALL RESULTS (all responses: n=621).



The majority of respondents do not think Gloucestershire Constabulary has sufficient funding. 'No' responses range from 70% to 77% across all districts.

Table 22: Q20: If more money were available to the Constabulary, where would you want it spent?

OVERALL RESULTS CODED (all responses: n=497).

Future funding	No. responses	% responses
Visible policing	108	22%
Policing on roads/streets	73	15%
More police officers	71	14%
Increase in community policing/ neighbourhood policing	61	12%
Target youths with early interventions to prevent crime	49	10%
Police officers enforcing the law in general (all crimes)	46	9%
Investment in staffing (training, staff wellbeing, organisation, vehicles)	35	7%
Targeted foot patrols/more foot patrols (by police)	33	7%
Target organised crimes (burglary, drugs, weapons, areas of high crime)	31	6%
Target speeding offences/dangerous driving	27	5%
More focus on rural crime	21	4%
To attend/follow up on crimes - don't just give a reference number	16	3%
Sexual harassment/assault/rape/domestic violence (including crime training)	14	3%

To have a police station in local area and for it always to be manned	13	3%
Unaware how much funding there is/where its currently allocated	12	2%
More CCTV/ANPR cameras/cameras on all police	11	2%
Cyber related crime	9	2%
Crimes against women and girls (VAWG)	9	2%
Hire better quality/more competent/efficient staff	9	2%
Offer victim support/those who are vulnerable (Incl. children)	9	2%
Better response times/answer 101 promptly	8	2%
Police salaries (pay increased/more balanced)	7	1%
Spend less time/resources on woke/diversity matters	6	1%
Don't know	5	1%
Not answered	11	2%
Other	37	7%

More visible policing is the main area that residents want to see money spent on should it be available to the Constabulary with over one in five (22%) mentioning this. Comments from residents include:

Q20: If more money were available to the Constabulary, where would you want it spent?

“Recruiting more officers, think we need a traffic department again as driving now is not a pleasure any more as the bad drivers know there is hardly any police about.”

Female.

“Investment in staffing; ensuring officer workloads are viable and officers/staff can deliver a good service to communities instead of being overloaded with crimes/cases.”

Gloucester.

“On Community policing and community building- helping residents to help themselves. Criminals hate connected communities.”

Female, aged 45-54, Cotswold.

“More officer's & more state of the art equipment to enable the force to crack down on crime.”

Male, aged 55-64, Gloucester.

“Domestic violence and sexual violence/harassment education for officers.”

Female, aged 35-44, Forest of Dean.

“Targeting youth to give early interventions, more police patrols.”

Female, aged 25-34, Forest of Dean.

“Exploitation and helping sex workers forced to work the streets.”

Female, aged 25-34, Gloucester.

“Cybercrime community projects.”

Cheltenham.

“Foot patrols in all towns.”

Male, aged 75+, Cotswold.

“Violent crime, gangs, domestic violence.”

Male, aged 45-54, Cotswold.

“Work with GCC to prevent drug dealing in the subways. Put up more CCTV.”

Male, aged 55-64, Cotswold.

Overview

To conclude, respondents tend to feel safe where they live, work or spend leisure time. Perception of safety reduces when outside alone after dark, but more than half of respondents tend to feel some level of safety still. Females are much more likely than males to feel unsafe when outside alone after dark. Residents tend to feel most unsafe outside alone after dark in Gloucester, Cheltenham and Stroud, and feel most safe after dark in Cotswold.

The crimes in Gloucestershire that residents feel are the biggest issues are speeding and dangerous driving, burglary, robbery or theft, and vehicle nuisance. More than half of respondents also believe online crime, people using or dealing drugs and anti-social behaviour to be an issue in their local area.

When thinking about their experiences with crime, respondents are generally more inclined to disagree that the Police or local services are dealing with anti-social and other crime issues in the local area. 39% of people disagree the issues are being dealt with, whilst 33% are unsure whether the issues are dealt with. Looking at specific locations in Gloucestershire, half of residents in Gloucester disagree that issues are being dealt with, whereas only 26% of residents in Cotswold disagree. Respondents would feel safer in their local area if there is a greater police presence. Other factors to improve safety are more street lighting and more CCTV.

Respondents tend to agree that their neighbourhood is a place where people from different backgrounds get on well together (NET 60% agree). While a third of people are neither in agreement nor disagreement, only 11% of respondents disagree or completely disagree. Cotswold and Cheltenham had the highest level of agreement scores, whilst Gloucester and Forest of Dean had the lowest agreement scores for people of different backgrounds getting on well together.

Residents are most aware of police attending road traffic accidents and officers patrolling in a vehicle. Some are also aware of police attending community events and working within the community. When it comes to reporting a crime, residents are most likely to report to the police crimes such as youth violence, animal related crimes, abandoned vehicles, missing persons and welfare concerns. Whereas crime such as fly tipping, graffiti and noise complaints are more likely to be reported to the local council. If residents are unsure who to report a crime to, nearly all would opt to use the internet to gather more information. Less than a third of people would contact their councillor or ask a friend/family member.

Around a third of respondents have either been the victim of a crime or observed a crime in the last 2 years. The majority of victims are people aged between 35 and 64, and the majority of observers are aged between 45 and 64. Most victims or observers of a crime are residents from either Gloucester or Cheltenham. Some of the crimes people have been a victim of are burglary, robbery or theft, anti-social behaviour, speeding or dangerous driving, online crime, cold calling/door scams and stalking or harassment. The crimes that have been observed more frequently are speeding or dangerous driving, people using drugs, street drinking or alcohol related disorder, and people dealing drugs.

Most victims reported the crime to the police (81%) while less than half of observers reported the crime (48%). Of those that did report a crime, using 101 was the preferred options for both victims and observers. Reporting via the Gloucestershire Constabulary website and calling 999 were also used by both groups. Of those that have reported a crime, almost half of victims rate their experience as poor or very poor, with just 15% rating it as good and 8% as excellent. Fewer observers rated their experience as excellent/good (14% NET) and over a third rated it as poor or very poor.

When thinking about previous experiences, a third of victims and a third of observers rate the Gloucestershire Constabulary as 'fair'. Victims and observers tended to give poor or very poor scores (NET 41% and NET 39% respectively). 73% of respondents do not think Gloucestershire Constabulary has sufficient funding to address concerns around crime. This is consistent across all districts as disagreement scores ranged from 70% to 77%. If more funding were available, residents would like to see it spent on more visible policing, policing in the streets, more police officers, and an increase in community policing.

Appendix

Table 23: Q04: Thinking of the local area where you live in Gloucestershire (or work / visit), please tell us how much of an issue you believe the following to be...
OVERALL RESULTS (all responses: n=657).

Issues in Gloucestershire	No. responses	% responses
Street drinking or alcohol related issues	218	33%
This is an issue in my local area and has affected me	60	9%
I am aware of this issue, but it hasn't affected me	158	24%
I don't think this is an issue in my local area	384	58%
Don't know	14	2%
People using drugs	396	60%
This is an issue in my local area and has affected me	104	16%
I am aware of this issue, but it hasn't affected me	292	44%
I don't think this is an issue in my local area	200	30%
Don't know	34	5%
People dealing drugs	338	51%
This is an issue in my local area and has affected me	86	13%
I am aware of this issue, but it hasn't affected me	252	38%
I don't think this is an issue in my local area	234	36%
Don't know	57	9%
Burglary, robbery and theft	497	76%
This is an issue in my local area and has affected me	115	18%
I am aware of this issue, but it hasn't affected me	382	58%
I don't think this is an issue in my local area	112	17%
Don't know	30	5%
Stalking and harassment (e.g catcalling, unwanted sexual comments, feeling threatened or being followed)	148	23%
This is an issue in my local area and has affected me	57	9%
I am aware of this issue, but it hasn't affected me	91	14%
I don't think this is an issue in my local area	363	55%
Don't know	116	18%
Domestic violence, abuse and coercive controlling behaviour	217	33%
This is an issue in my local area and has affected me	30	5%
I am aware of this issue, but it hasn't affected me	187	28%
I don't think this is an issue in my local area	205	31%

Don't know	206	31%
Sexual violence (e.g any unwanted sexual act, forced marriage or honour based violence)	140	22%
This is an issue in my local area and has affected me	17	3%
I am aware of this issue, but it hasn't affected me	123	19%
I don't think this is an issue in my local area	283	43%
Don't know	202	31%
Vehicle nuisance (e.g use of illegal e-scooters, inconsiderate parking)	424	64%
This is an issue in my local area and has affected me	212	32%
I am aware of this issue, but it hasn't affected me	212	32%
I don't think this is an issue in my local area	186	28%
Don't know	29	4%
Speeding and dangerous driving	514	78%
This is an issue in my local area and has affected me	288	44%
I am aware of this issue, but it hasn't affected me	226	34%
I don't think this is an issue in my local area	113	17%
Don't know	16	2%
Youth violence (e.g fighting or gang related violence)	189	29%
This is an issue in my local area and has affected me	46	7%
I am aware of this issue, but it hasn't affected me	143	22%
I don't think this is an issue in my local area	350	53%
Don't know	87	13%
Anti-social behaviour (If this is an issue in your area, please describe in the free text box below)	331	51%
This is an issue in my local area and has affected me	130	20%
I am aware of this issue, but it hasn't affected me	201	31%
I don't think this is an issue in my local area	259	39%
Don't know	48	7%
Violent crime (e.g Knife Crime)	124	19%
This is an issue in my local area and has affected me	21	3%
I am aware of this issue, but it hasn't affected me	103	16%
I don't think this is an issue in my local area	397	60%
Don't know	105	16%
Hate crime (an act of hostility that you believe is motivated by disability, race, religion, sexual orientation, transgender identity)	111	16%
This is an issue in my local area and has affected me	29	4%

I am aware of this issue, but it hasn't affected me	82	12%
I don't think this is an issue in my local area	388	59%
Don't know	128	19%
Exploitation (someone who is being groomed or forced into doing something that they don't want to do for someone else's gain)	93	14%
This is an issue in my local area and has affected me	13	2%
I am aware of this issue, but it hasn't affected me	80	12%
I don't think this is an issue in my local area	339	52%
Don't know	195	30%
Cold calling or door scams	326	50%
This is an issue in my local area and has affected me	103	16%
I am aware of this issue, but it hasn't affected me	223	34%
I don't think this is an issue in my local area	238	36%
Don't know	65	10%
Online crime (e.g fraud and scams including courier and online shopping scams)	401	61%
This is an issue in my local area and has affected me	121	18%
I am aware of this issue, but it hasn't affected me	280	43%
I don't think this is an issue in my local area	106	16%
Don't know	107	16%
Retail and business crime (e.g shoplifting)	228	35%
This is an issue in my local area and has affected me	24	4%
I am aware of this issue, but it hasn't affected me	204	31%
I don't think this is an issue in my local area	264	40%
Don't know	127	19%
Rural, wildlife and heritage crime (e.g poaching, hare coursing or unlawful activity which harms historic assets)	298	45%
This is an issue in my local area and has affected me	65	10%
I am aware of this issue, but it hasn't affected me	233	35%
I don't think this is an issue in my local area	204	31%
Don't know	129	20%

Table 24: Q09: Is there any specific location, relating to safety, that is not listed above and you would like to mention?

A lot of Burglary in Southam
Alleyways in Cirencester also can feel unsafe on roads due to speeding
Barnwood abortorium park
Barrow Wake
Canal towpaths and country lanes and woods and commons
Church Piece - Charlton Kings
Cinderford
City centre
crossing A429 is dangerous
Cycle path (Old Railway Line) from Morrisons
Cycle path Stroud to dudbridge
Drug abuse in Hucclecote rugby club car park
Ebley needs to have a youth shelter to provide a space for young people to hang out and avoid being a nuisance
Feel uneasy in Gloucester high street, Kings Walk
Forest High School car park
Forest Road
Gloucester Park
Kingsway by the shops or underpass behind matalan & Boots
Local park and outside the local shops
Lower Sandhurst Lane near A40
Newerne Street
Newerne Street car park
Pittville park
Swan Road to lake
Tewkesbury Morrisons alleyways
Town centre
Underpasses
Victory Park
Walk to and from railway station

Table 25: Q09: Which organisation would you contact to report the following concerns?

OVERALL RESULTS (all responses: n=644).

Report to organisation	No. responses	% responses
Fly tipping		
Police	37	6%
County Council	184	29%
District, Borough or City Council	378	59%
Parish Council	33	5%
Fire Service	0	0%
Housing Association	1	0%
Graffiti		
Police	71	11%
County Council	119	18%
District, Borough or City Council	319	50%
Parish Council	99	15%
Fire Service	0	0%
Housing Association	1	0%
Noise complaints		
Police	140	22%
County Council	118	18%
District, Borough or City Council	324	50%
Parish Council	23	4%
Fire Service	0	0%
Housing Association	16	2%
Youths causing a nuisance		
Police	559	87%
County Council	14	2%
District, Borough or City Council	31	5%
Parish Council	12	2%
Fire Service	0	0%
Housing Association	1	0%
Animals (e.g dangerous dogs)		
Police	367	57%
County Council	49	8%
District, Borough or City Council	141	22%

Parish Council	10	2%
Fire Service	1	0%
Housing Association	2	0%
Abandoned vehicles		
Police	310	48%
County Council	110	17%
District, Borough or City Council	194	30%
Parish Council	7	1%
Fire Service	2	0%
Housing Association	0	0%
Missing persons		
Police	627	97%
County Council	3	0%
District, Borough or City Council	3	0%
Parish Council	0	0%
Fire Service	0	0%
Housing Association	0	0%
Concerns about a persons welfare (e.g mental health issues, gang involvement)		
Police	492	76%
County Council	47	7%
District, Borough or City Council	28	4%
Parish Council	4	1%
Fire Service	0	0%
Housing Association	3	0%