



ACPOS

ASSOCIATION OF CHIEF POLICE OFFICERS IN SCOTLAND

Public Reassurance Strategy



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Together for safer communities

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Protect and Serve - Dignity is Guideline

Public Reassurance Strategy

ACPOS

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اگر بہ کپی ہائی از مواردی از این طرح در فرمتی دیگر، و یا بہ زبانی دیگر احتیاج دارید، لطفاً با آدرس داده شدہ فوق تماس حاصل فرمائید.

نہ گہر پیوستیت بہ چند کۆپیہ کی تری ہەر بابہ تیکی ئەم بەرنامە بە فۆرما یان زمانیکی تر ھدیہ، تکایہ پیوەندی بەم ناوێشانەوہ بکە کہ لە خوارەوہ دەستەبەر کراوە.

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The Scottish Police Service is committed to providing a high quality service to those we serve and to increasing confidence in policing within our communities.

In recent years, Public Reassurance Policing has become an increasingly important part of our operational focus; a significant amount of work is being done to improve our visibility, accountability and the way we tackle problems in our communities.

Community Planning is now well established across Scotland and all Forces have developed strong partnerships through the community planning process which in turn has resulted in a much improved service to communities.

An eight stage Public Reassurance Model has been developed that creates a robust problem solving process that uses new tools and techniques to further develop the effectiveness of partnership working.

While it is complementary to existing structures, it is hoped that the reassurance model will provide opportunities for Forces and community partners to build upon existing good practice enabling them to become even more effective in the way they tackle and resolve community problems.

This strategy sets out the means by which this will be achieved and provides the Scottish Police Service with the opportunity to deliver a service that fully understands and addresses the needs and concerns of our diverse communities.

It is widely accepted that the public's perception of crime is closely linked to their experience in terms of what they see, hear and feel. It therefore follows that some members of the public can be greatly affected by the physical disorder and antisocial behaviour that occurs in their communities.

Reassurance policing will draw on the National Intelligence Model and use its products and procedures to reduce demand on the service by investing resources intelligently. Through tasking and co-ordination, problem-solving forums and the management of offenders, reassurance policing will impact on reducing crime and the 'fear of crime', providing environments that are capable of sustaining those reductions.

Reducing the public's 'fear of crime' and building safer and more vibrant communities will only be achieved if we meaningfully engage with the public to understand the underlying reasons that make them feel vulnerable and insecure. By identifying the factors that fuel those fears and tackling them in conjunction with our partner agencies, through a joint problem-solving approach, we will strive to deliver sustainable solutions that build public confidence, reduce the fear of crime and reassure all our communities.

Mr Colin McKerracher QPM LLB
Chief Constable
Grampian Police
President
ACPOS

Statement of Purpose

“To deliver improved performance and greater public reassurance by integrating and focusing our work with partners to develop sustainable solutions to locally identified priorities that will create safer and more confident communities.”

Public reassurance policing (PRP) will create the environment and the opportunity to increase the public's confidence in policing, improve people's quality of life and reduce crime and disorder in our communities. This will be delivered by the adoption of the 8 Stage Public Reassurance Model. (See Appendix A on page 12.)

Essential Success Factors

- Public reassurance policing is based on genuine community engagement and collaborative partnerships by identifying, addressing and solving local problems. The participation of the public and other agencies in identifying solutions to problems requires strategies to be flexible, adaptable and reflect local concerns.
- Leadership is crucial to the success of public reassurance policing. Addressing issues of public concern requires local leaders within all organisations to take responsibility, be accountable and drive through solutions.

In order to achieve our purpose, eight strategic objectives have been identified:

1. To engage with local communities to establish an understanding of the issues that affect their quality of life and sense of security, thereby ensuring they have a primary role in the identification of local policing priorities.
2. To develop and improve our ability to gather, analyse and effectively utilise community intelligence.
3. To work in co-operation with the community and other partners to deliver sustainable solutions.
4. To improve our visibility and accessibility within communities.
5. To reduce the incidence of antisocial behaviour in communities by making full use of the powers contained within the Antisocial Behaviour etc. (Scotland) Act 2004 and other associated legislation.
6. To implement a performance framework that informs and drives police/partner activity and measures the public's sense of security and well-being.
7. To integrate and mainstream the practice and ethos of public reassurance policing with engaging criminality, response policing and other policing activity.
8. To create safer environments by engendering the trust and confidence of all communities in order to combat the threat of violent extremism and terrorism.

Objective 1

To engage with local communities to establish an understanding of the issues that affect their quality of life and sense of security, thereby ensuring they have a primary role in the identification and setting of local policing priorities.



Public confidence is essential to the provision of a sense of security. This includes having confidence in the processes used to identify problems and the methods used to deliver local policing. Reassurance policing is therefore about the police and our community partners working directly with local people to identify the problems that are most important to them, thereby giving them direct influence over local policing priorities.

Based on the 'Signal Crimes Perspective' and utilising the National Standards for Community Engagement, public reassurance policing will seek to identify and address the crimes, offences and events occurring in communities that disproportionately affect the way people behave, fear crime and ultimately perceive risk. (See Appendix B on page 13).

Public reassurance policing also requires an effective engagement, communication and feedback strategy and importantly, a clear explanation of where accountability lies. PRP will put the needs of our communities first and ensure that all people, irrespective of their race, gender, sexual orientation, disability, age or religious belief, are treated impartially and with dignity. It is also recognised that, on occasion, members of our diverse communities are the victims of crime and antisocial behaviour. PRP therefore aims to reduce this unacceptable level of victimisation, improve our ability to communicate and engage, and promote a greater sense of security and belonging within our communities.

An essential part of this process will be to improve communication between the police, community partners and the public. Particular emphasis will be given to ensuring that regular information is provided to communities so that they are kept fully apprised of police and partner activity in their area.

Signal Crimes Perspective – Based on recent academic research, the 'Signal Crimes Perspective' identifies that the way people perceive risk, worry and fear crime can be shaped by various factors and is not determined solely by the volume of crime in an area. Furthermore, the degree of fear and anxiety can be profoundly affected by the presence of physical and social disorder in their community.

Signal crimes, offences and events have been shown to have a disproportionate impact on individuals and change the way people behave. The identification and effective targeting of the signal crimes and issues that matter most to communities will have a beneficial impact on feelings of security and help increase reassurance.

Essential Success Factors

(Identification of Priorities)

- Creating the processes by which the public can identify and express their concerns and priorities.
- The participation of the public, police and partner agencies in the identification of community priorities.
- Managing public expectation in relation to capacity and capability.
- Ensuring that the public receives regular feedback on progress.

(Engagement/Communication)

- Incorporate the National Standards for Community Engagement to make use of a range of engagement methods and formats that are appropriate to the needs of the community.
- Ensure that engagement processes access all sections of the communities.
- Communication strategies must address the needs of the public, the police and community partners and link both formal and informal means of communication.
- The development of an engagement matrix template that links the engagement processes to NIM and provides regular feedback to the community.

Public Reassurance Strategy

Objective 2

To develop and improve our ability to gather, analyse and effectively utilise community intelligence.

Public reassurance policing is targeted and driven by community information and intelligence. It is therefore imperative that its processes are compatible with the National Intelligence Model (NIM) and that it offers the means to identify and accurately assess the policing impact it has on communities.

Of particular importance is the development of demographic mapping and crime and incident analysis to assist in the process of addressing the community's policing priorities. This means the development within the intelligence framework of victim, offender and location profiles to identify those areas of greatest need and the underlying causal factors.

Furthermore, the assessment of intelligence will identify community priorities as issues that must be assessed and profiled to provide a basis for strategic and tactical decision-making.



Essential Success Factors

- The development of a clear and robust protocol to establish the efficient exchange of community intelligence and information between the police and community partners.
- To make community intelligence and its rigorous analysis integral to the business of Tasking and Co-ordinating.

Objective 3

To work in co-operation with the community and other partners to deliver sustainable solutions.

Public reassurance policing requires to operate within the ethos of partnership working. The establishment of a local problem-solving forum between the police and existing community partners is the most important part of this process.



The eight stage Public Reassurance Model has been designed to ensure compatibility with the existing SARA problem solving model.

However, the PRM methodology specifically supports the community reassurance agenda and further develops the SARA process through the intrinsic involvement of communities, leading to a more detailed understanding of local communities and their priorities.

Problem-solving forums will utilise a management process – EPIC* – that identifies and attributes actions to those organisations or individuals best placed to lead and resolve the community's priorities.

Membership of the problem-solving forum requires the commitment of accountable representatives, authorised to allocate resources and make decisions on behalf of their organisations.

**EPIC: Acronym for 'Enforcement, Prevention, Intelligence and Communication' – the management process used to identify actions, allocate responsibility and assess progress in respect of community policing priorities.*

Essential Success Factors

- Collaborative problem solving where the community is involved in problem definition, analysis and delivery of solutions.
- The problem-solving process is compatible with NIM.
- A commitment to create and maintain long-term solutions.

Objective 4

To improve our visibility and accessibility within communities.

Public reassurance policing will be managed by local sub divisional officers and delivered through the existing framework of community planning.

Community officers must be locally known and accessible to the community. They will patrol their areas and be dedicated to addressing antisocial behaviour, enhancing people's quality of life and resolving problems identified in their communities.

Reassurance policing aims to allocate time and effort to preventing crime and providing long-term solutions while still recognising the importance of immediate responses to priority issues.



It also requires officers to follow clearly defined and evidence-led patrol strategies to address the community policing priorities identified through EPIC and the problem-solving forum. The effectiveness of interventions and action taken will be evaluated and this will form an important part of the performance measurement framework.

The targeted use of the Special Constabulary, volunteers and community wardens will provide resilience and support the work undertaken by community police officers.

Effective partnerships between the police, voluntary and community groups are a vital element in achieving meaningful improvements in the quality of life within communities. Organisations such as Neighbourhood Watch, which operates at national, regional and local levels, can provide a positive influence in creating safer communities. In addition, such organisations can provide an essential interface with local communities and, through joint problem solving, can help identify local priorities and assist in the resolution of local issues.

Reassurance policing creates opportunities for members of the community to become involved as volunteers. Specific roles such as membership of the Key Individual Network (KIN*) and tasks such as the completion of Environmental Visual Audits (EVAs*) can be undertaken by volunteers working in conjunction with the police or community partners.

**KIN: Key Individual Network. By nature of their occupation or role within the community, some people are more sensitised to their environment and are more likely to notice changes in their neighbourhood. Examples of such people would be school janitors, shopkeepers and retired people. By regularly monitoring their views, the impact of police and partner interventions can accurately be assessed.*

**EVAs: The purpose of Environmental Visual Audits is to identify and quantify observable signs of physical and social disorders present at identified 'hot spot' locations. The analysis of EVAs assists in establishing the causal factors of crime and other community problems, which enables the police and partner agencies to make informed decisions and take appropriate action.*

Essential Success Factors

- The identification and addressing of police and partner training needs, particularly in respect of problem-solving techniques.
- Expanded use of the wider 'police family' to provide a range of preventative, patrol and intervention options.
- Capacity-build communities and develop 'active citizenship' through volunteers and voluntary organisations.

Objective 5



To reduce the incidence of antisocial behaviour in communities by making full use of powers contained within the Antisocial Behaviour etc. (Scotland) Act 2004 and other associated legislation.

Enforcement is a key component of reassurance policing and is vital to gaining public confidence in the police and their partners' ability to manage and control the community's policing priorities.

Effective victim, offender and location management strategies will be developed and supported through the judicious use of criminal and civil legislation, ensuring that any response or action is appropriate to the individual or the problem identified. Early intervention and support by police and partner organisations to prevent the escalation of antisocial behaviour will also be a key part of the strategy.

This will be delivered by developing a corporate approach to multi-agency case conferencing and the effective sharing of information.

Essential Success Factors

- Establish links with community justice authorities to create a more coherent and flexible system of offender management.
- Management and control of offenders and locations through appropriate use of relevant legislation.

Objective 6

To implement a performance framework that informs and drives police/partner activity and measures the public's sense of security and well-being.

Public reassurance policing is supported within a local performance management framework that monitors and measures performance against clearly defined indicators. A locally agreed control strategy is then developed to address the community's policing priorities. Performance will be monitored at every level with performance data accessible on a geographic, team and individual basis.

The performance management framework will assess the effectiveness of police and partner interventions in addressing community priorities. Importantly, it will ensure that the public receives regular communication and feedback regarding progress.

Through the use of the KIN, the public will become integral to the performance management process. Performance assessments will be provided by the KIN in respect of each identified community priority. These assessments will feed directly into the problem-solving forum and affirm or amend future interventions at both a tactical and strategic level.

A method of performance monitoring RAG* assessments that measures both qualitative and quantitative information will be utilised at all stages of the reassurance policing process.

RED	AMBER	GREEN
Negative community feedback	Community has not observed significant change	Positive community feedback
Community has observed deterioration, and feels less reassured		Community has observed improvement, and feels reassured
KIN Community Feedback		

**RAG: Red, Amber, and Green. By using a simple ‘traffic light’ system, performance can be measured against previously agreed indicators and stated objectives. Feedback from the KIN that indicates positive progress is scored as Green, while negative feedback scores Red. Neutral feedback, indicating no real change, is scored Amber. A simple scoring mechanism can then be applied to quantify these results.*

Essential Success Factors

- The development of local performance management processes that measure effectiveness of interventions against identified priorities.
- Regular feedback to community regarding progress made to address identified priorities.

Objective 7

To integrate and mainstream the practice and ethos of public reassurance policing with engaging criminality, response policing and all other policing activity.

Essential Success Factors

- Public reassurance policing requires clear leadership to integrate its policing principles into mainstream activity, strategic assessments and Force control strategies.

Public reassurance policing sits alongside engaging criminality and response policing as the means by which Forces’ deliver their operational policing services. With its emphasis on a NIM based approach, PRP will reduce patterns of offending and prevent escalation into more serious forms of criminality. In order to successfully address community concerns and maintain public confidence, it is essential that public reassurance is recognised as a vital part of policing and fully integrated into the day-to-day management of core business.

To do so requires a thorough understanding of the concept of PRP, as well as robust management, clear leadership and the co-ordination of resources to ensure all policing services are delivered in a complementary manner that meets the needs of our communities.

Objective 8

To create safer environments by engendering the trust and confidence of all communities in order to combat the threat of violent extremism and terrorism

Essential Success Factors

- Develop new community contacts and strengthen existing relationships to create communities that are hostile to terrorism.
- Timeous and effective response to instances of victimisation.
- Heighten the public's awareness of the counterterrorism (CT) agenda.
- Tackle radicalisation by encouraging community cohesion.
- Regularly measure community tensions using the 'Signal Crimes' perspective.
- Ensure that all CT information provided to the public is corporate, consistent and proportionate to the threat posed.

The UK Government continues to maintain a state of readiness and we are taking every possible precautionary measure to protect British citizens, consistent with the level of threat from terrorist and extremist activity. At the same time we must be mindful of the need for a measured, proportionate response, which does not generate unnecessary concern; this can be a difficult balance. The current threat is different as the terrorists are dedicated to mass casualty attacks or attacks against our critical national infrastructure with little regard for their own safety. During the recent debates on the new anti terrorist legislation the majority of the House of Commons recognised the threat is real and serious and different in character from the terrorist threats that we have previously faced.

Contest Strategy

In light of the changing nature of this threat the Government has developed a long term counter-terrorism strategy for the UK. This strategy is known as CONTEST.

The strategic aim of CONTEST is to 'reduce the risk from International Terrorism so that people can go about their business freely and with confidence'. CONTEST's focus must be on reducing the risk. That means reducing the threat and our vulnerability.

In strategic terms reducing the risk breaks down into 4 broad areas:

Prevention Pursuit Protection Preparedness

Preventing the next generation of terrorists is a long term but vital element of the strategy. We are working with communities throughout the UK to reduce inter-communal tensions and tackle the drivers for terrorist recruitment.

Pursuing terrorists and those who sponsor them is central to our efforts. It incorporates many strands and involves the co-ordinated effort of numerous agencies. A robust legislative framework such as ours is key here.

ACPOS are making Scotland an increasingly harder target, protecting citizens, institutions and the critical national infrastructure. Furthermore we are raising standards of aviation and maritime security.

The final strategic aim is preparedness making certain that the people and resources are in place to respond to the consequences of a terrorist attack. Until recently there has been a view that the threat from terrorist activity was managed purely by specialists, such as Special Branch or MI5, however current threats dictate that we all have to play our part in order to counter the threat from terrorism and reassure our communities that adequate steps are being taken to combat this threat.

Improved community cohesion will be achieved through the development of new community contacts and the strengthening of existing relationships. Improved communication through regular dialogue with all sections of the community, including all faith groups, will help engender their trust and confidence; reduce the likelihood of radicalisation and increase our intelligence gathering opportunities.

By regularly consulting with the community utilising the Signal Crimes Perspective we will be able to accurately assess community tensions in order that we can respond timeously and in a manner that is proportionate to the threat.

This strategy is intended to support each Force and assist divisions to achieve:

- Local ownership of Counter Terrorism matters.
- Regular briefing of personnel on Counter Terrorism issues.
- Ensuring knowledge of how the flow of information is achieved.
- Enhance community, business and statutory partnerships.
- Responding to real or potential terrorist incidents in a proportionate and professional manner, in conjunction with partners.

This strategy has 7 key components namely:

1) **Policing Plan:** It is intended that Counter Terrorism and Extremism becomes an integral part of each Forces policing plan with the incorporation of measures to take ownership and embed Counter Terrorism and Domestic Extremism into each local division.

2) **Ownership:** By ownership and the introduction of local measures to combat terrorist and extremist activity, it is anticipated that Counter Terrorism will become part of mainstream local policing activity, working in conjunction with partners and communities.

3) **Community:** The Police must engender trust and confidence in all communities. This provides the opportunity to create local environments that are hostile to terrorists and violent extremists, thereby increasing the instances of information being received from communities.

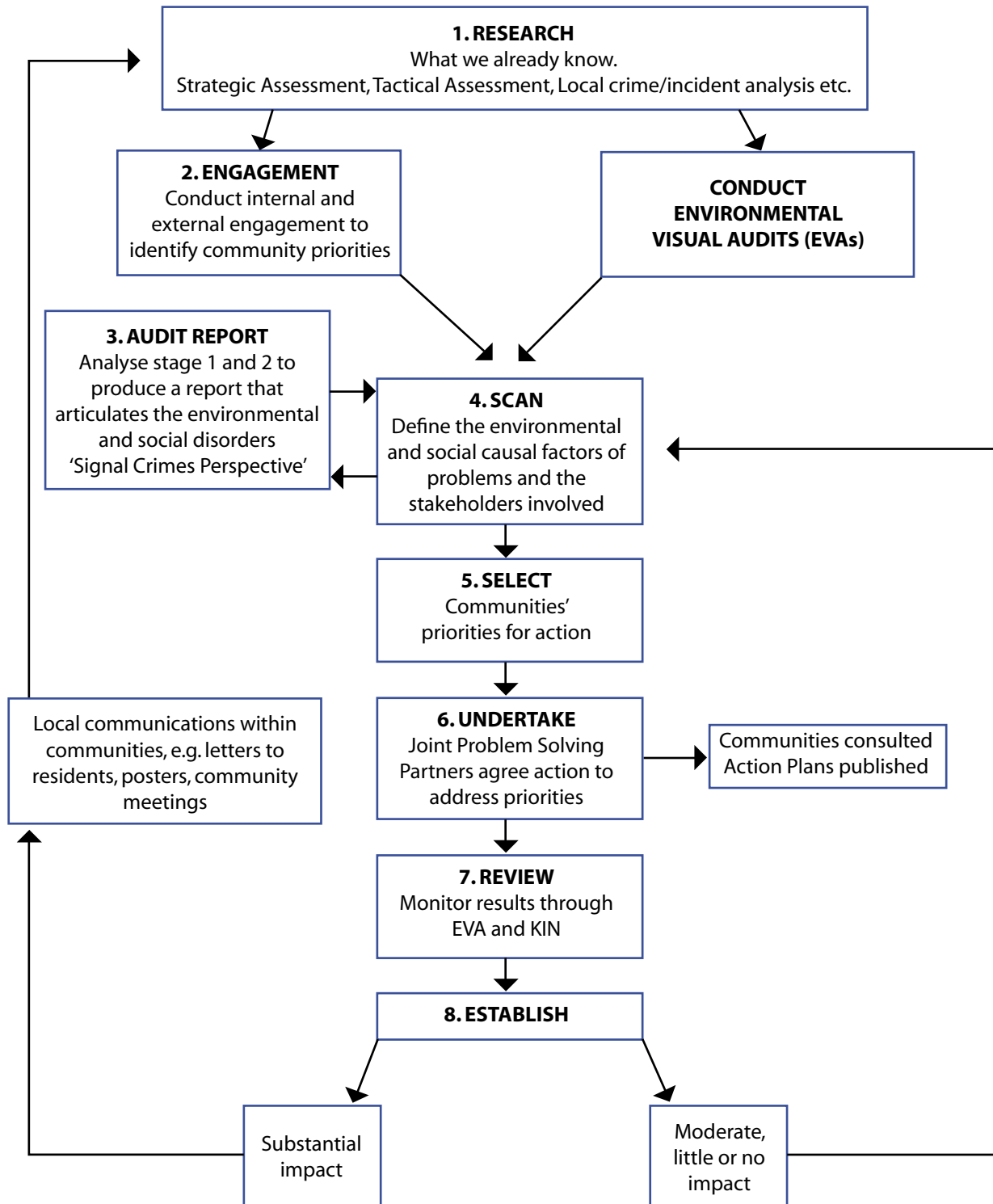
4) **Partnership:** In line with the contest strategy, there is a need to ensure the close co-operation, consistency and compatibility when responding to real or perceived terrorist threats, with other statutory partnership agencies. This will allow supporting businesses to return to normal activities at the earliest opportunity.

5) **Intelligence:** Ensure Police Officers and the extended police family obtain, record, grade and disseminate information as required by the Scottish Intelligence Database standards.

6) **Briefing:** Deliver effective and dynamic briefings on current Counter Terrorism.

7) **Response:** Ensure the Force/Division has leadership that responds with personnel who are trained and equipped as first responders to any terrorist incident real or perceived, in a professional efficient and effective manner.

Appendix A - 8 Stage Reassurance Model



Appendix B - Engagement Guidelines

Between August and December 2006, Strathclyde Police undertook a wide-ranging consultation exercise to establish the views and opinions of its diverse communities.

A total of 3429 individual consultations took place.

The consultation exercise consisted of 30 generic questions (attached) to seek and establish the views and opinions of the public on a variety of police related issues, including the fear of crime, policing priorities and quality of service issues.

Some questions were taken from the Scottish Household Survey, while others were taken from consultation surveys used by other UK Police Forces. Headquarters Community Safety Department developed the remaining questions in consultation with Divisions and other Departments.

These questions were then utilised throughout the Force area.

The results are being used to inform the Divisional planning process and the Force's Strategic Assessment. Sub Divisional statistics can also be compiled from the results to assist in developing local patrol strategies. These results can serve as a baseline against which future consultation exercises can be measured.

Whilst this engagement exercise covered the whole Force area, local engagement continues to be an ongoing process within our communities.

If all the Scottish Forces use the 30 generic questions when conducting their annual consultation process, we would be able to establish a Scottish baseline from which we could measure the effectiveness of the Public Reassurance Strategy.

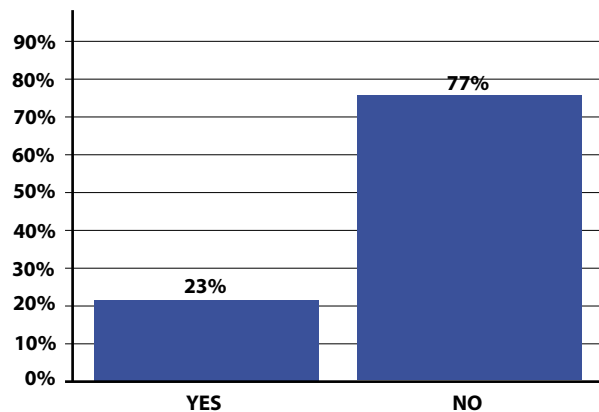
The principal method of consultation used for Strathclyde Police's 2006 Public Consultation was through the use of 'Qwizdom' interactive handsets. The handsets that are used in conjunction with a laptop computer allow participants to answer questions anonymously by selecting from a list of answers and then pressing a corresponding letter on their handset.

The answers to all questions are stored on the laptop and instant analysis of the group's responses can be given in graphical form as part of the interactive experience. The results can later be downloaded in an Excel document format for analysis.

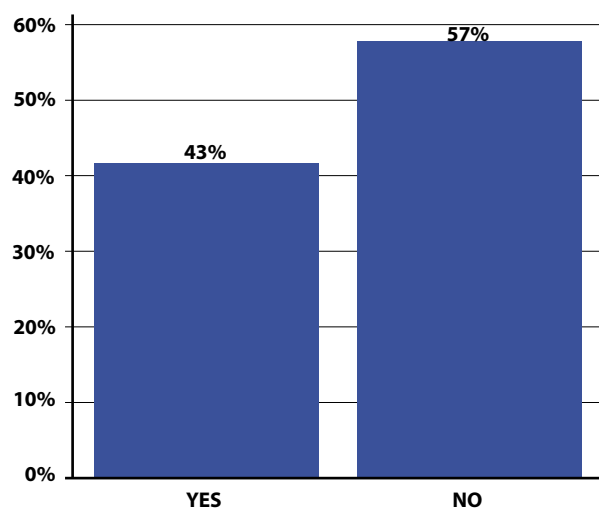
Examples of Force Results

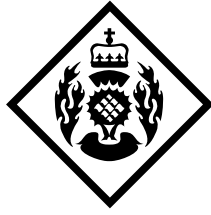
The following graphs represent the results from two of the questions that were asked during the consultation process.

7) Have you been a victim of crime in the last year?



12) Do you have a fear of crime in your neighbourhood?





STRATHCLYDE
POLICE

‘Have Your Say’

Public Consultation Questionnaire 2007

Working Together - Building Safer Communities

We want to hear your views.

Question 1: Are you?

- a) Male ☐
- b) Female ☐

Question 2: Which age group are you in?

- a) Under 18 ☐
- b) 18-24 ☐
- c) 25-44 ☐
- d) 45-60 ☐
- e) Over 60 ☐

Question 3: How would you describe your ethnic origin?

- a) White Scottish ☐
- b) Other White British ☐
- c) White Irish ☐
- d) Other White ☐
- e) Indian ☐
- f) Pakistani ☐

Question 4: Or

- a) Bangladeshi ☐
- b) Other South Asian ☐
- c) Chinese ☐
- d) Caribbean ☐
- e) African ☐
- f) Other Black Background ☐

Question 5: Or

- a) Mixed ☐
- b) Other ☐

Question 6: Thinking about the neighbourhood you live in, how would you rate it as a place to live?

- a) Very good ☐
- b) Fairly good ☐
- c) Fairly poor ☐
- d) Very poor ☐
- e) No opinion ☐

Question 7: Have you been a victim of crime in the last year?

- a) Yes ☐
- b) No ☐

Question 8: If yes, what was the nature of the crime? (Choose one answer)

- a) Graffiti/Vandalism ☐
- b) Verbal Abuse ☐
- c) Assault ☐
- d) Disorderly Behaviour/Intimidation ☐
- e) Housebreaking or other theft ☐
- f) Other ☐

Question 9: In your area, how has crime (e.g. assaults, housebreaking and theft) changed in the last year?

- a) Is a lot better (i.e. has reduced) ☐
- b) Is a little better ☐
- c) No change ☐
- d) Is a little worse ☐
- e) Is a lot worse ☐
- f) Don't know ☐

Question 10: In your opinion, which one of the following do you feel has increased the most in your area in the last year?

- a) Housebreaking and other theft ☐
- b) Assault/Violent Crime ☐
- c) Drug Use/Drug Dealing ☐
- d) Graffiti/Vandalism ☐
- e) Drunk or Disorderly Behaviour ☐
- f) Don't know ☐

Question 11: In your opinion, which one of the following do you feel has decreased the most in your area in the last year?

- a) Housebreaking and other theft ☐
- b) Assault/Violent Crime ☐
- c) Drug Use/Drug Dealing ☐
- d) Graffiti/Vandalism ☐
- e) Drunk or Disorderly Behaviour ☐
- f) Don't know ☐

Question 12: Do you have a fear of crime in your neighbourhood?

- a) Yes ☐
- b) No ☐

Question 13: Which of the following crimes do you fear most? (Choose one answer)

- a) Housebreaking and other theft ☐
- b) Assault/Violent Crime ☐
- c) Graffiti/Vandalism ☐
- d) Drunk or Disorderly Behaviour ☐
- e) Drug Use/Drug Dealing ☐
- f) Racist Crime ☐

**Question 14: What factor most influences your current fear of crime?
(Choose one answer)**

- a) Friends/neighbours experiences of crime ☐
- b) Local newspapers ☐
- c) National newspapers ☐
- d) Personal experience of crime ☐
- e) TV/Radio ☐
- f) Police Information ☐

Question 15: How safe do you feel walking alone in your neighbourhood after dark? Would you say you feel...?

- a) Very safe ☐
- b) Fairly safe ☐
- c) A bit unsafe ☐
- d) Very unsafe ☐

**Question 16: How safe do you feel when you are alone in your home at night?
Would you say you feel...?**

- a) Very safe ☐
- b) Fairly safe ☐
- c) A bit unsafe ☐
- d) Very unsafe ☐

Question 17: In the past 12 months, have you been affected by antisocial behaviour?

- a) Yes ☐
- b) No ☐

Question 18: If yes, what has been the cause of the nuisance? (Choose one answer)

- a) Loud noise ☐
- b) Alcohol/Drugs ☐
- c) Graffiti/Vandalism ☐
- d) Harassment ☐
- e) Violence ☐
- f) Drunk or Disorderly Behaviour by groups ☐

Question 19: In your area, how do you feel antisocial behaviour (e.g. graffiti, drinking in public, group disorder) has changed in the last year?

- a) Is a lot better (i.e. has reduced) ☐
- b) Is a little better ☐
- c) No change ☐
- d) Is a little worse ☐
- e) Is a lot worse ☐

Question 20: From the list below, which one issue above all would you wish your local Police to prioritise in your area?

- a) Drug use/Drug Dealing ☐
- b) Drunk or Disorderly Behaviour ☐
- c) Speeding Motorists ☐
- d) Housebreaking/Bogus Caller Crime ☐
- e) Car Crime ☐
- f) Assault/Violent Crime ☐

Question 21: From the list below, select one other issue, which causes you concern in your area.

- a) Litter/rubbish lying around ☐
- b) Poor street lighting ☐
- c) Lack of facilities for young people ☐
- d) Dog fouling ☐
- e) Drunk or Disorderly Behaviour by groups ☐
- f) Vandalism/Graffiti ☐

Question 22: Which one of the following would most make you feel safer in your area?

- a) Prompt response from Police ☐
- b) Persistent local offenders being tackled ☐
- c) Police working with other agencies to address problems ☐
- d) Community Wardens ☐
- e) More CCTV in area ☐
- f) Visible Community Police patrols ☐

Question 23: Which one of these do you think is the best way for the Police to inform you about their work in your area?

- a) Local Newspapers ☐
- b) Strathclyde Police Newsletter ☐
- c) Local Radio ☐
- d) Through the local Community Police Officer ☐
- e) Through the Strathclyde Police Website ☐
- f) Do not require such information ☐

Question 24: Do you know where your local Police office is situated?

- a) Yes ☐
- b) No ☐

Question 25: Is there a Community Police Officer that looks after your area where you live?

- a) Yes ☐
- b) No ☐
- c) Don't know ☐

Question 26: In the past 12 months, have you had any contact with Strathclyde Police?

- a) Yes ☐
b) No ☐

Question 27: If yes, which one of the following would best describe your most recent contact with the Police?

- a) To report a crime ☐
b) To report a disturbance or nuisance ☐
c) To report a road accident ☐
d) To report a missing person ☐
e) To report lost/found property ☐
f) Other ☐

Question 28: What was your level of satisfaction or dissatisfaction with *initial* Police contact?

- a) Very satisfied ☐
b) Fairly satisfied ☐
c) Neither satisfied nor dissatisfied ☐
d) Fairly dissatisfied ☐
e) Very dissatisfied ☐

Question 29: What was your level of satisfaction or dissatisfaction with the *overall* way that the Police dealt with the matter?

- a) Very satisfied ☐
b) Fairly satisfied ☐
c) Neither satisfied nor dissatisfied ☐
d) Fairly dissatisfied ☐
e) Very dissatisfied ☐

Question 30: Overall, how satisfied are you with the service provided by Strathclyde Police?

- a) Very satisfied ☐
b) Satisfied ☐
c) Neither satisfied nor dissatisfied ☐
d) Fairly dissatisfied ☐
e) Very dissatisfied ☐