



Sussex Neighbourhood Watch Survey 2012

Summary of findings

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19th November 2012

Sussex Neighbourhood Watch Survey 2012

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Introduction

The Sussex Neighbourhood Watch Federation (the Federation) decided to conduct an online survey of NHW co-ordinators in Sussex, to seek their views on a range of relevant topics. The purpose was to collect data which could then be interpreted with a high degree of confidence, and then used to identify issues and desires, and provide substantive evidence which could then be discussed with interested parties with a view to finding appropriate solutions and the optimum ways forwards.

Our intention was to seek responses from all 5,815 contacts in the Sussex Police (SusPol) NHW database held within Broadcaster Lite, but it transpired that only 4,905 are "contactable". Out of the 4,905, 4,229 were delivery successes, 676 failed. SusPol are currently investigating why 910 contacts are not contactable, and of the rest, why 676 failed. Over 90 are due to recently changed E-mail addresses not notified.

In view of the size and nature of the questions, and the complexities of their analysis by volunteers, it was decided that the Survey would only be conducted of people who were online. It was considered too onerous and too expensive to survey the others using paper. The statistically significant response rate subsequently justified this decision.

Only one question, Q3, was mandatory in the survey, and this reveals that we received 1,042 responses, although not everybody answered every question. The response rate was thus 24.6%, an excellent result, and this means that we can confidently say that the survey results are statistically significant.

Two questions permitted multiple answers. The Survey also contained a number of questions which asked for "free form" narrative answers. These resulted in 3,369 narrative answers. The total number of data responses analysed was a staggering 48,920.

Many interesting points have been made, and these need further evaluation, consideration, and in some cases funding. As all NHW members in Sussex are volunteers, we cannot do everything at once, if at all. In this Report we have highlighted as Recommendations the areas where we believe the primary focus should be, but this does not mean that other comments will be disregarded. It implies that we need to target the important, high impact and easy wins first, and then work our way down through the other items later.

Our primary Recommendation is that both NHW and SusPol work through this Report in greater detail, and respond appropriately.

The Survey questions were designed by the Federation and these were reviewed by selected SusPol staff, Safer Crawley Partnership and the national Neighbourhood & Home Watch Network (NHWN). A number of valuable suggestions were made and we are grateful for this useful input.

The Survey was set up by NHWN, who provided a link to the Survey on Survey Monkey using their Licence. The Survey was available for completion from 22nd August to 12th September 2012. NHWN also downloaded the results, and have provided invaluable assistance for which the Federation is extremely grateful.

Executive Summary

NB: For brevity this Summary Report does not detail the 3,369 narrative answers provided by respondents. However, selected answers which are considered to be especially noteworthy are included. The 3,369 narrative answers are quoted verbatim in the full version of this Report, which the Federation may at its discretion be prepared to release upon request in appropriate cases.

There is a clear need for the Federation to establish a NHW working group, or informal groups tackling specific areas, to study the findings of this Survey in greater detail, and produce evaluated proposals and recommendations in response to the issues raised, and any others which come to mind. Working groups will need to report to the Federation Executive on a regular basis.

Equally there are a multitude of comments about SusPol and the way it operates. The Deputy Chief Constable has requested to be given a copy of this Report, which NHW is pleased to provide. We trust that in due course SusPol will be able to respond to this Report, involving the PCC where appropriate.

In nearly 30% of cases there is no contact between PCSOs and co-ordinators, which indicates that SusPol are not receiving as much community input as they could. The new Service Level Agreement will seek to address this problem. Equally, closer working relationships will help to facilitate an atmosphere tending to eliminate any shortcomings by either side.

Overall, co-ordinators working relationships with SusPol are OK to good, but these need working upon in 13% of cases. Again, the new Service Level Agreement will seek to address this problem.

216 people gave reasons why they were hesitant or reluctant to call the police, and 184 comments were made indicating what would make people less hesitant or reluctant to call. Clearly SusPol needs to give this aspect careful consideration to improve the situation, and the resultant flow of information.

Respondents indicated what they considered to be the “biggest” problems in their local area. Top items were speeding, parking, dog fouling, anti-social behaviour and drink/under-age drinking, in that order. It is quite likely that SusPol and the PCC may have a different take on what constitutes the biggest problems across Sussex, and this could indicate a mis-match of expectations and confusion about what constitutes service delivery by SusPol. Parking, dog and cat fouling may not be within the SusPol purview.

In contrast, what “worries” people, differs from the above. People are more worried about having their homes broken into, having property vandalised, anti-social behaviour, having things stolen from their car, and being mugged and robbed, in that order. These “fear of crime” issues need addressing.

Problems which co-ordinators would like SusPol to concentrate on more include Motoring/vehicle/cycle related, and Policing in general. More details are given later.

Co-ordinators clearly want to see more police and more visible policing. SusPol needs to find ways of addressing all concerns expressed. Appropriate feedback and reassurance then needs to be given to the public. SusPol may take the view that just having uniformed officers visibly wandering around, whilst cosmetically appearing to be a deterrent to criminals, is not necessarily the most effective use of such resources – actually taking assertive targeted action, or deploying covert assets to catch criminals red handed, may produce better results.

92.3% of co-ordinators support the view that trustworthy neighbours are the key to feeling secure at home, thus the case for NHW is strengthened.

SusPol has noted that many burglaries, possibly opportunistic, take place at insecure homes. Consequently they have been issuing reminders that people should lock doors and close windows when they go out. Some people have indicated that these reminders seem pointless and patronising. It is very surprising and embarrassing to find that co-ordinators are such “bad offenders”, with 15.9% “pleading guilty” to leaving their homes insecure when they go out briefly.

Only 43% of co-ordinators have a Committee which helps to co-ordinate NHW activities in their area. This risks leaving most co-ordinators exposed to the danger of feeling alone, isolated and unsupported, perhaps unsure of where to get inspiration or help. The Federation therefore needs to extend the coverage of area Committees. Following up with the people who did not have Committees, only 21% said that they did not want one, whereas 79% said that they did or “maybe” they did.

Only 34% of respondents have registered their schemes on OurWatch, whereas there was a sizable 59% of “don’t knows”. The Federation may be able to assist with bulk registering by doing an upload based upon postcodes.

At present the primary NHW co-ordinator membership database is held by SusPol, whereas there is no technical reason why it should not be transferred to NHWN’s Neighbourhood Alert system. Less than 8% of co-ordinators would be uncomfortable if the database were to be transferred to NHW, on a secure and protected basis.

Less than 10% of co-ordinators would be uncomfortable if the database were to be used, but not seen, by other trusted partners for the sending of important messages, which recipients could later opt out of.

There is uncertainty amongst co-ordinators whether their street members would be comfortable if details of street members were similar to be maintained. This could be because they currently have insufficient information upon which to make a balanced judgment, plus many co-ordinators will not yet have had the opportunity to consult their members with adequate detail. If the facts were well explained and appropriate assurances given, then the position would become clearer and informed decisions could be made. Once definite proposals have been finalised and safeguards clarified, this question can be put to the co-ordinators again, and they can raise the concept with their street members.

An ongoing issue is to keep the membership records properly up to date. To help facilitate this process “self-service” online is one option. This is not possible whilst the database is held by SusPol. If the secure database were to be transferred to NHW then only 16% of co-ordinators who support NHW holding the database would not be prepared to assist in this process. If implemented, this would spread the workload of keeping the records up to date and therefore accurate.

There is almost a 50/50 split between co-ordinators who do, and do not, have the current E-mail addresses of all NHW members in their streets who have internet access. This indicates that even if we had a “magic wand” to introduce the latest in technology, we would not immediately be able to use it to directly contact a large proportion of our membership. Also included in our membership is a significant number of people who maybe do not want, are unable to use, cannot afford, or are simply not interested in modern technology, or are otherwise “hard to reach”. As an all-inclusive and non-discriminatory organisation, we must still maintain ways and means of contacting all of our members. Modern technology is “a” useful tool, but having it will not solve all of our problems. The responses indicate that there is still a strong demand for messages and documents (e.g. information leaflets) to be delivered on paper.

All messages need to be of appropriate quality, length, relevance, frequency and properly targeted.

There are 440 suggestions for improving NHW generally. 563 barriers to expanding NHW are quoted. There are 517 suggestions for increasing the membership of NHW in local areas, and 487 ideas to help improve the quality and running of schemes. Some of these entries are repetitive, but nevertheless represent a strong depth of feeling and contribution which is very welcome. As mentioned earlier, these details need further study.

Barriers to expanding NHW include apathy and lack of interest amongst the public, lack of volunteers, the amount of time spent by volunteers, the time needed to do more than they do already, and in some cases the personal expense (such as printing of messages and newsletters) involved.

The success of NHW and other initiatives is ironically also one of NHW's weaknesses. Because Sussex is a relatively "low crime" place, many people do not perceive the need to join NHW until there is a problem in their area. A related point is that perhaps NHW does not "sell" the benefits of membership as well as it could, leaving people unaware. The image of NHW is maybe also a factor, and this could be substantially enhanced at the same time.

Other answers also indicate that some co-ordinators are at the upper end of the age spectrum, or suffer adverse health or care for somebody else with health issues. In some cases this limits what the individuals can do, in other cases there are reluctances related to the use of modern technology. This is another reason why it would be advantageous to have motivated younger volunteers with time on their hands as co-ordinators – however they are a rare commodity.

The numerous comments on publicity and awareness indicate the need for overall better media coverage and printed materials which co-ordinators and SusPol can use to help raise awareness, start new NHW schemes and rejuvenate flagging schemes. By producing new "marketing" material in sufficient quantities, and then utilising these in carefully constructed campaigns, hopefully significant progress can be made with new campaigns. As always, we need enthusiastic volunteers to come forward and deliver. Just printing new material will achieve nothing unless it is used wisely.

Over 39% of co-ordinators may be prepared to assist in Junior NHW if it were rolled out on a wider scale.

Over 63% of co-ordinators would be prepared in principle to assist police or local authorities in an emergency or important event, such as severe weather or events such as the Olympic Torch relay.

313 people made other useful comments. In a number of cases age and health issues are creeping up on some individuals and we need to consider how NHW can address this situation.

The unsolicited compliments are much appreciated – volunteers often get little thanks, considering how much time and effort they put in. The number of compliments received greatly outweighs the couple of criticisms made of the Executive and other NHW members.

Finally, it was heartening that at the recent Sussex NHW Conference 2012, every attendee who completed a feedback form confirmed that NHW is heading in generally the right direction.

General recommendations

1. The Federation should review this report in detail and respond appropriately. As many as possible of the useful recommendations should be put into practice. There is no point in conducting these surveys unless we react to them. There is a clear need for the Federation to establish a NHW working group/groups to study the findings of this Survey in greater detail, and produce evaluated proposals and recommendations in response to the issues raised, and any others which come to mind. Working group(s) will need to report to the Federation Executive on a regular basis.
2. SusPol needs to react in a similar vein.
3. The key outputs should be incorporated into the proposed Operational Plan. In view of the huge number of outputs these will need to be assessed and prioritised, as currently available resources will not allow everything to be done at once, if at all. On some points the respondents had conflicting opinions, and consensus may need to be achieved.
4. Extracts from this Summary Report be worked into media releases.
5. Consider whether the media would be interested in running elements of this as a story to boost awareness of NHW and show how it is being proactive.
6. The SusPol NHW database should be thoroughly reviewed and updated to ensure that as many as possible of the co-ordinators and deputies have valid E-mail addresses or valid E-mail buddies.

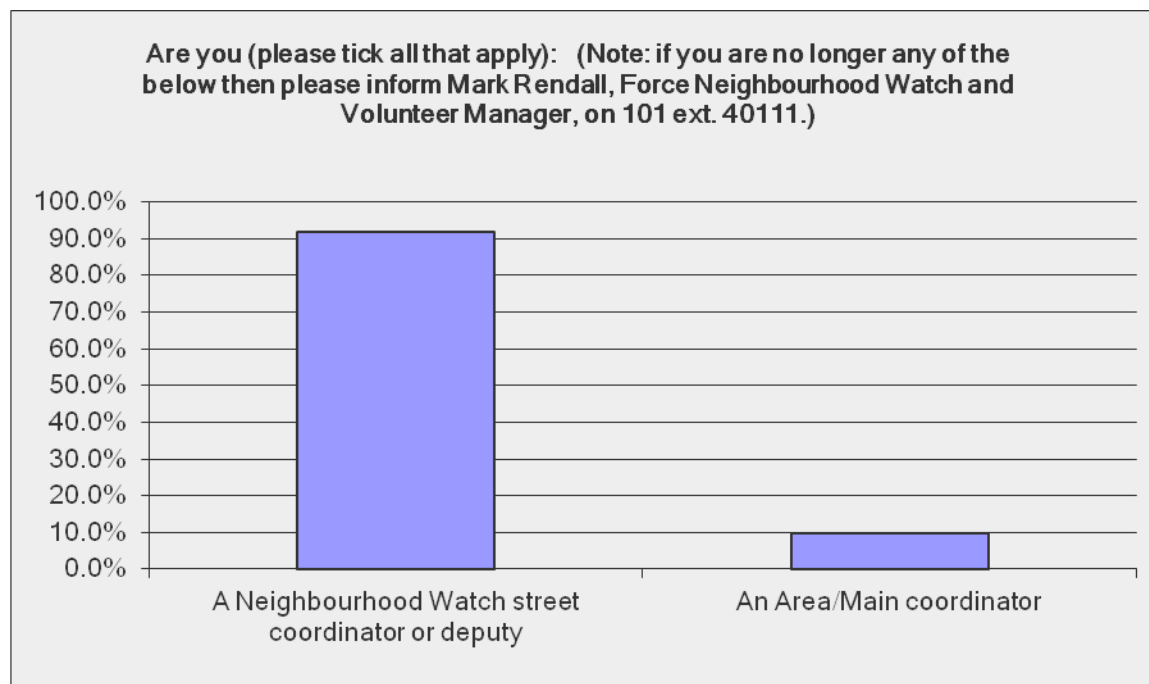
General recommendations for future Surveys

1. This exercise be repeated in say 2 years time, to assess progress (for example, to give a measure on how well things have improved), and to seek views on other relevant matters. Our members have many good ideas.
2. A full copy of the repeat survey should also be provided to SusPol and the Police & Crime Commissioner.
3. Include a question to identify the age banding of our co-ordinators. Some of the free form responses indicate that a number are of advanced years.
4. Consider trying to separately identify co-ordinators and their deputies. This was not attempted this time because the information differentiation is not currently stored by SusPol.
5. Endeavour to make statistical data available for analysis and interpretation sub-divided by each SusPol District. This was intended to happen within this Survey but has not been technically possible.
6. Consider whether we need to ask questions about people's attitude to using social media.
7. Consider adding a feature to allow people to "save" their draft survey responses and go back to complete them later.
8. Many answers indicated issues in, for example, "their street". Some of the issues could potentially have been met with a response had we been able to identify "their street", but this was not possible due to the anonymous nature of the Survey. Therefore for the future, consider whether there could be some way for respondents to be able to notify information requiring specific action in a detached way but still part of the underlying survey.

Question 1 - Are you a street co-ordinator or deputy, and/or an Area/Main Co-ordinator or deputy?

Note: If you are no longer either of the above then please inform Mark Rendall, Force Neighbourhood Watch and Volunteer Manager, on 101 Ext. 40111.

A Neighbourhood Watch street coordinator or deputy	91.8%	900
An Area/Main coordinator	9.7%	95
answered question		980
skipped question		62



Comments

The originally intended purpose was to find out who we are dealing with and in what numbers. We did not attempt to distinguish between a co-ordinator and a deputy because SusPol's current Broadcaster Lite system does not cater for such data to be held. Despite the introductory note, a couple of respondents completed the survey and commented that they were neither.

In future surveys it may be desirable to also canvass every NHW member, in which case analysis of results by type of member (e.g. street, co-ordinator, deputy) may be desirable. Fewer free format questions would then be appropriate to facilitate analysis.

Recommendations

1. When the SusPol Broadcaster Lite software has been upgraded, or an alternate system introduced, capture data (from other sources) to distinguish between a co-ordinator and a deputy.

Question 2 - Purely for statistical purposes and in confidence, please give your home postcode

Answer Options	Response Count
	972
<i>answered question</i>	972
<i>skipped question</i>	70

Comments

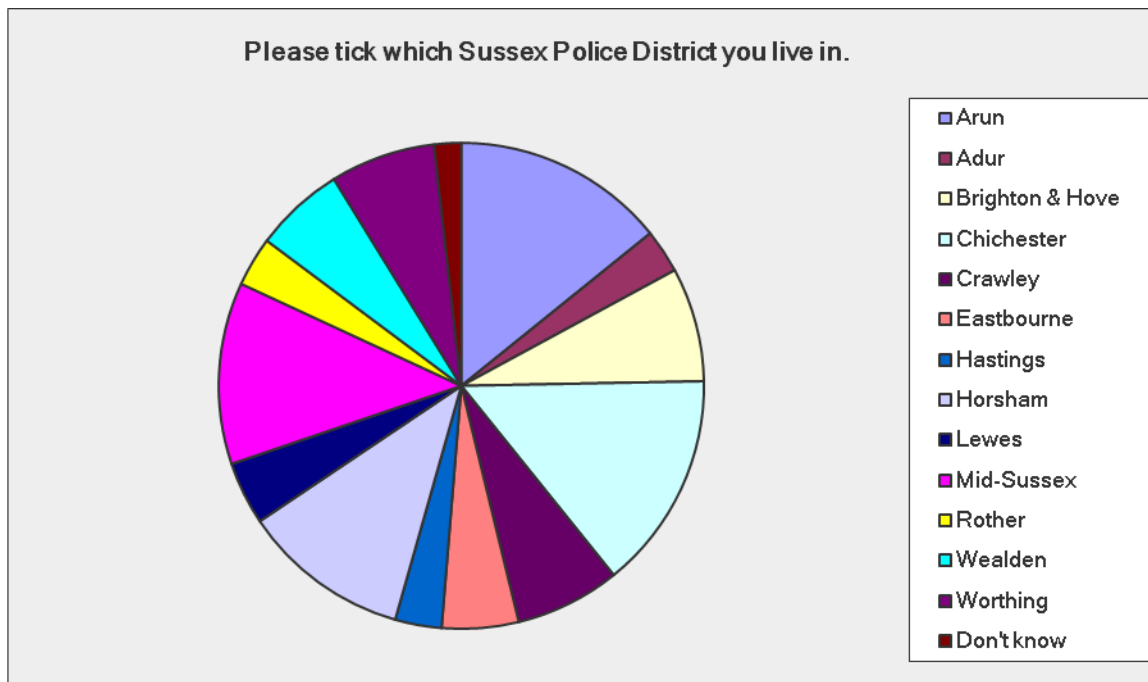
The originally intended purpose was to find out which geographical area related to specific issues revealed in responses but without identifying the respondent. Later it became apparent that the software could not do this, hence Question 3 was added.

Recommendations

1. In future surveys review how best to associate problems revealed whilst maintaining anonymity of the respondents.

Question 3 - Please tick which Sussex Police District you live in

Answer Options	Response Percent	Response Count
Arun	14.2%	148
Adur	2.9%	30
Brighton & Hove	7.6%	79
Chichester	14.5%	151
Crawley	7.0%	73
Eastbourne	5.1%	53
Hastings	3.1%	32
Horsham	11.2%	117
Lewes	4.2%	44
Mid-Sussex	12.1%	126
Rother	3.3%	34
Wealden	6.0%	63
Worthing	7.0%	73
Don't know	1.8%	19
answered question		1042
skipped question		0



Re-statement of data

District	Responses		No. of co-ordinators	% responded
Arun	148	14.2%	781	19.0
Adur	30	2.9%	180	16.7
Brighton & Hove	79	7.6%	631	12.5
Chichester	151	14.5%	704	21.4
Crawley	73	7.0%	363	20.1
Eastbourne	53	5.1%	339	15.6
Hastings	32	3.1%	123	26.0
Horsham	117	11.2%	729	16.0
Lewes	44	4.2%	279	15.8
Mid-Sussex	126	12.1%	585	21.5
Rother	34	3.3%	202	16.8
Wealden	63	6.0%	560	11.3
Worthing	73	7.0%	388	18.8

Comments

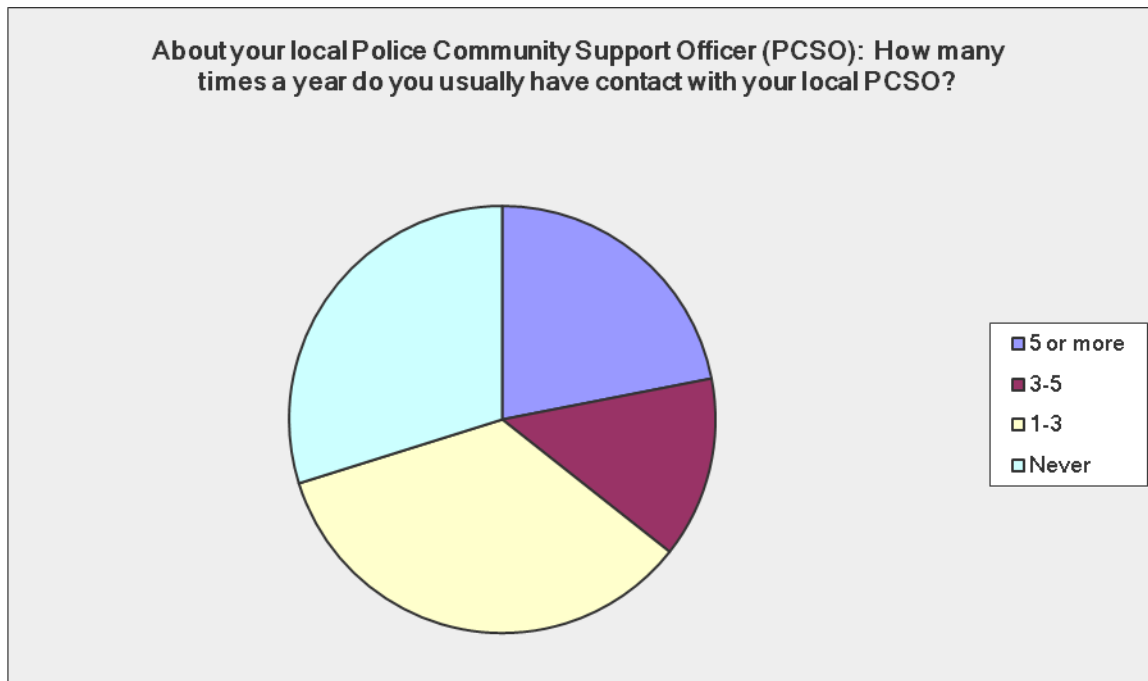
Gatwick was omitted as a District as the number of residential properties there is very small. This was the only mandatory question in the survey. The intention was to allow interrogation of the responses to associate issues with geographical areas, but this turned out to be unavailable. A fair representation of replies came from each District, which is useful because Sussex has a diverse mixture of city, town and rural life. Percentage-wise, most responses were from Hastings, Mid-Sussex and Chichester, and the least percentage from Wealden, Brighton & Hove (a city) and Eastbourne. It is unclear why 19 co-ordinators did not know which District they lived in, and one wonders about their relationship with their local police. The explanation for this may be contained in the “Never” answers to Questions 4, 5 and 6.

Recommendations

1. In future surveys review how best to associate problems revealed whilst maintaining anonymity of the respondents.

Question 4 - How many times a year do you usually have contact with your local PCSO?

Answer Options	Response Percent	Response Count
5 or more	21.9%	225
3-5	13.7%	141
1-3	34.5%	354
Never	29.8%	306
<i>answered question</i>		1026
<i>skipped question</i>		16



Comment

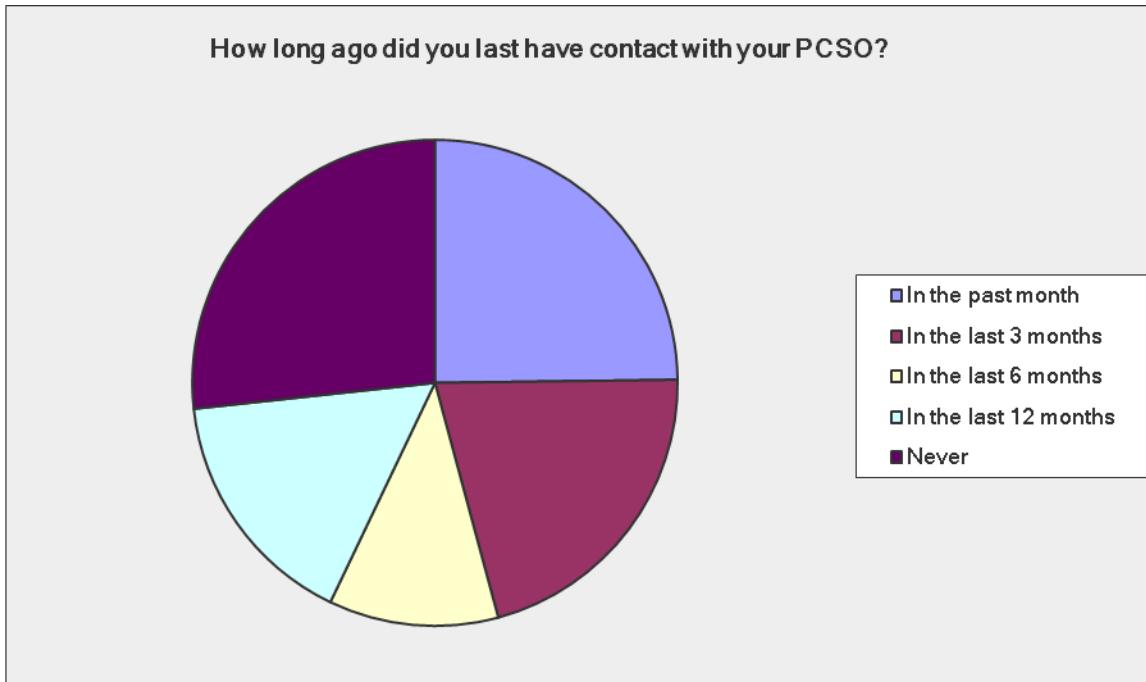
The purpose was to find out how well co-ordinators interact with their local PCSOs. We would expect there to be variances across Districts and according to the performance of individuals – each PCSO will do their work slightly differently, some well, some maybe not so well. Equally, variable attitudes may exist amongst respondents. The questions asked about “contact”, which could have been in any form, e.g. a knock on the door when passing, a phone call, personal E-mail or at a meeting. PCSOs are the main link with co-ordinators, hence frequent contact would be desirable, if not always possible. A lack of contact would indicate a potential problem. The fact that nearly 30% of respondents have never met their PCSO does raise some questions. The new Service Level Agreement signed in October 2012 (i.e. after the date of this Survey) between SusPol and the NHW Federation requires a minimum of one home contact once every 12 months.

Recommendations

1. SusPol to review why nearly 30% of respondents have never met their PCSO.
2. SusPol to ensure that their staff comply with NPT item 5 of the new Service Level Agreement. Equally NHW needs to persuade co-ordinators to facilitate this.

Question 5 - How long ago did you last have contact with your PCSO?

Answer Options	Response Percent	Response Count
In the past month	24.8%	255
In the last 3 months	21.0%	216
In the last 6 months	11.3%	116
In the last 12 months	16.2%	166
Never	26.7%	274
<i>answered question</i>		1027
<i>skipped question</i>		15

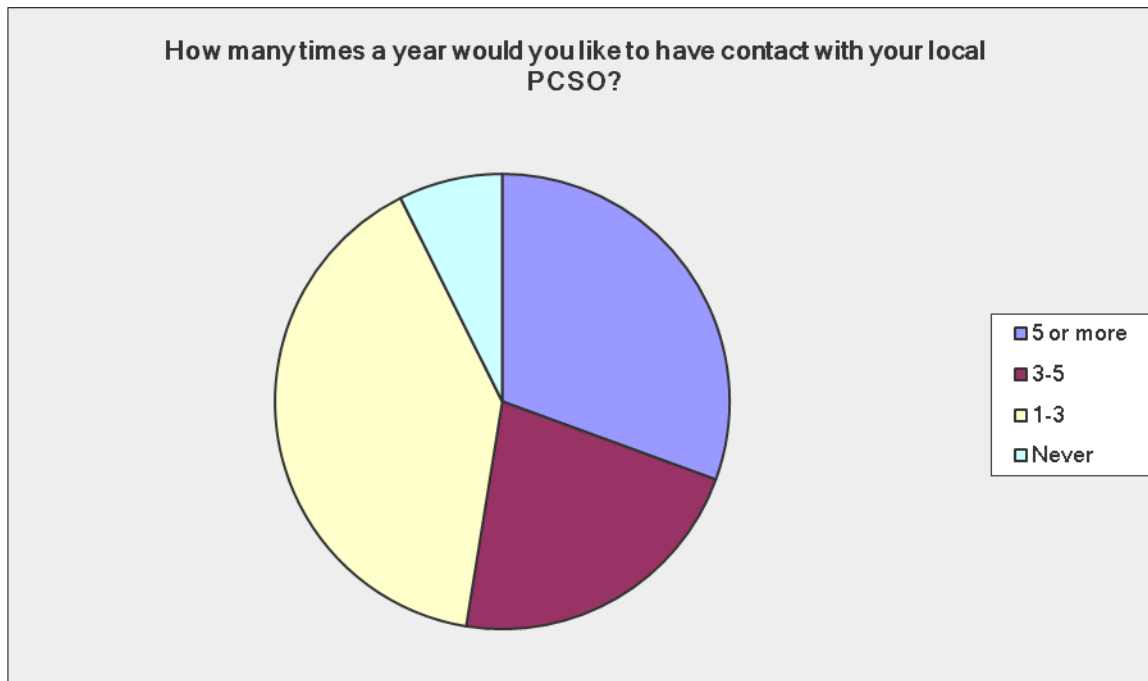


Comments

This question is a variation of the previous question, which asked what “usually” happens. In 45.8% of cases there was contact within the past 6 months, and 26.7% “Never” mirrors and validates the 29.8% in the previous question.

Question 6 - How many times a year would you like to have contact with your local PCSO?

Answer Options	Response Percent	Response Count
5 or more	30.6%	309
3-5	22.0%	222
1-3	40.1%	405
Never	7.4%	75
answered question		1011
skipped question		31



Re-statement of data

	<i>Q4 How many times a year do you usually have contact with your local PCSO?</i>		<i>Q6 How many times a year would you like to have contact with your local PCSO?</i>	
	Response Percent	Response Count	Response Percent	Response Count
5 or more	21.9%	225	30.6%	309
3-5	13.7%	141	22.0%	222
1-3	34.5%	354	40.1%	405
Never	29.8%	306	7.4%	75

Comments

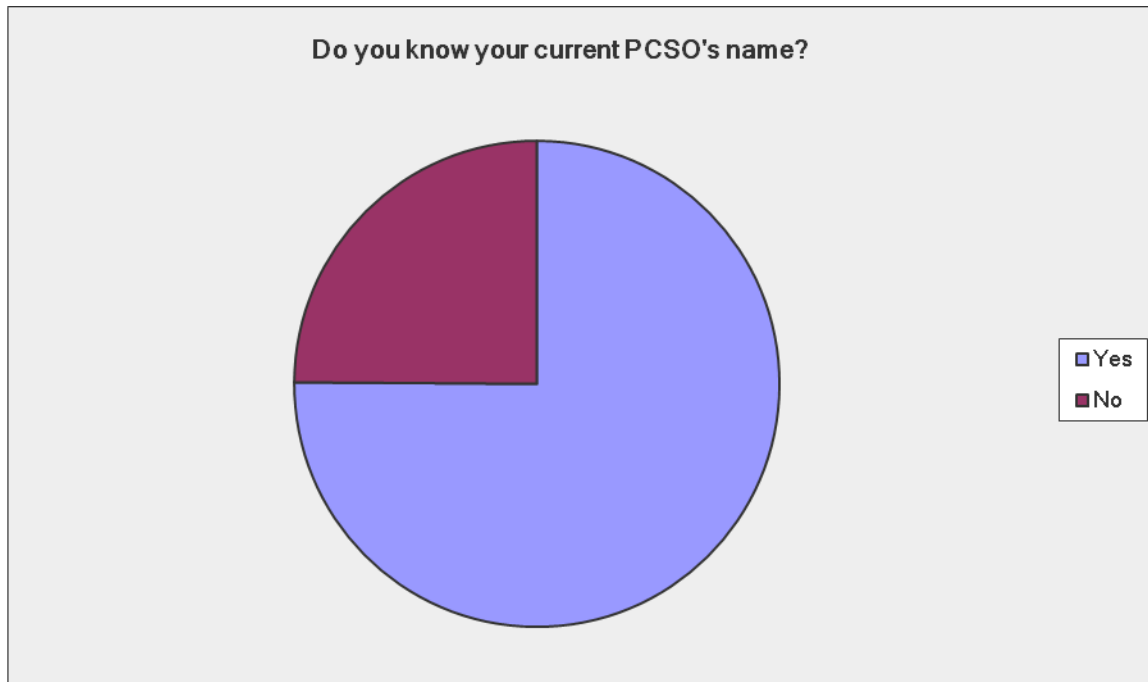
From the above re-statement of data it is clear that in each situation where contact is sought it is desired to be more frequent.

Recommendations

1. SusPol to review ways of increasing the frequency of contact.
2. NHW to review why 7.4% of co-ordinators do not want to meet their local PCSOs, and draw attention to the provisions of the new Service Level Agreement.

Question 7 - Do you know your current PCSO's name?

Answer Options	Response Percent	Response Count
Yes	75.1%	771
No	24.9%	256
<i>answered question</i>		1027
<i>skipped question</i>		15

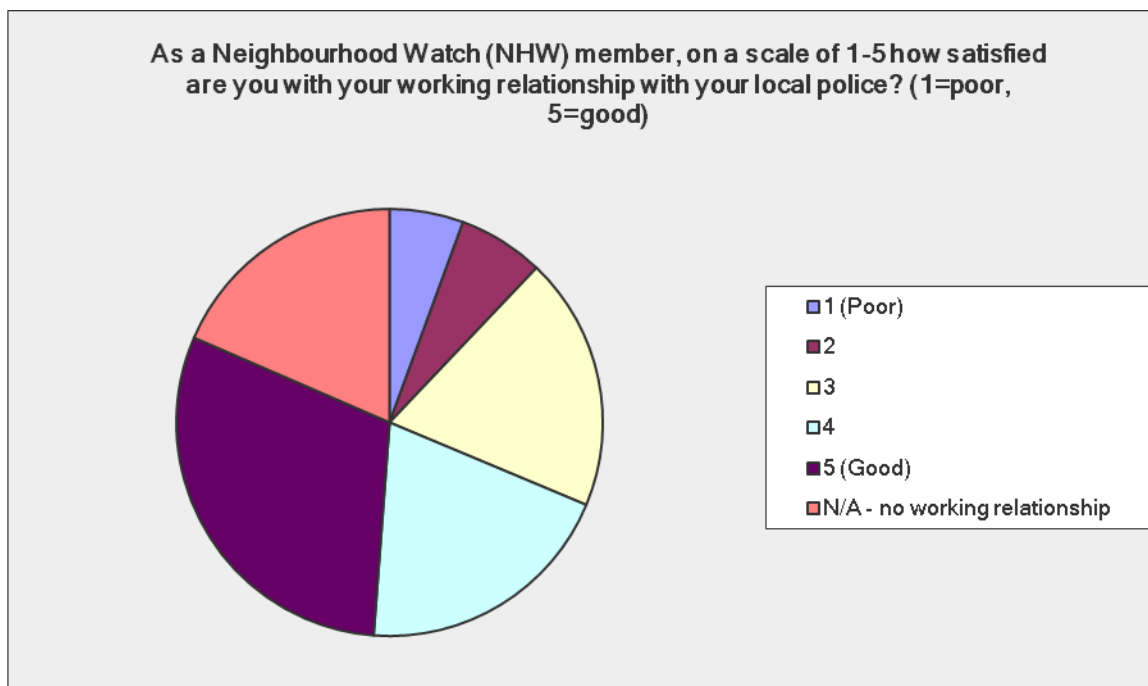


Comments

Almost 25% of respondents do **NOT** know the name of their PCSO. This is consistent with nearly 30% of respondents never having met their PCSO. This is an indicator of poor contact between PCSOs and coordinators. The problem would be resolved if there was regular contact.

Question 8 - As a NHW member, on a scale of 1-5 how satisfied are you with your working relationship with your local police?

Answer Options	Response Percent	Response Count
1 (Poor)	5.6%	58
2	6.5%	67
3	19.2%	198
4	19.9%	205
5 (Good)	30.3%	313
N/A - not working relationship	18.5%	191
answered question		1032
skipped question		10



Comments

The responses indicate that 69.4% of respondents feel that their relationship with their local police is OK to good. However, there could be variances between Districts, for example, “District A” may have excellent relationships whereas “District B” may have bad relationships, and this is not visible in this analysis.

On the down side, 12.1% of respondents replied at the “bad” end of the scale, with a further 18.5% reporting “No working relationship”. Presumably the latter would not have occurred had PCSOs been in contact with co-ordinators. Work needs to be done by both sides to establish good relationships across the board.

Question 9 - Overall, would you rate your contacts with the police as ...

Answer Options	Very negative	Fairly negative	Neither negative nor positive	Fairly positive	Very positive	Response Count
	31 3.0%	61 6.0%	308 30.2%	397 39.0%	221 21.7%	1018
<i>answered question</i>						1018
<i>skipped question</i>						24

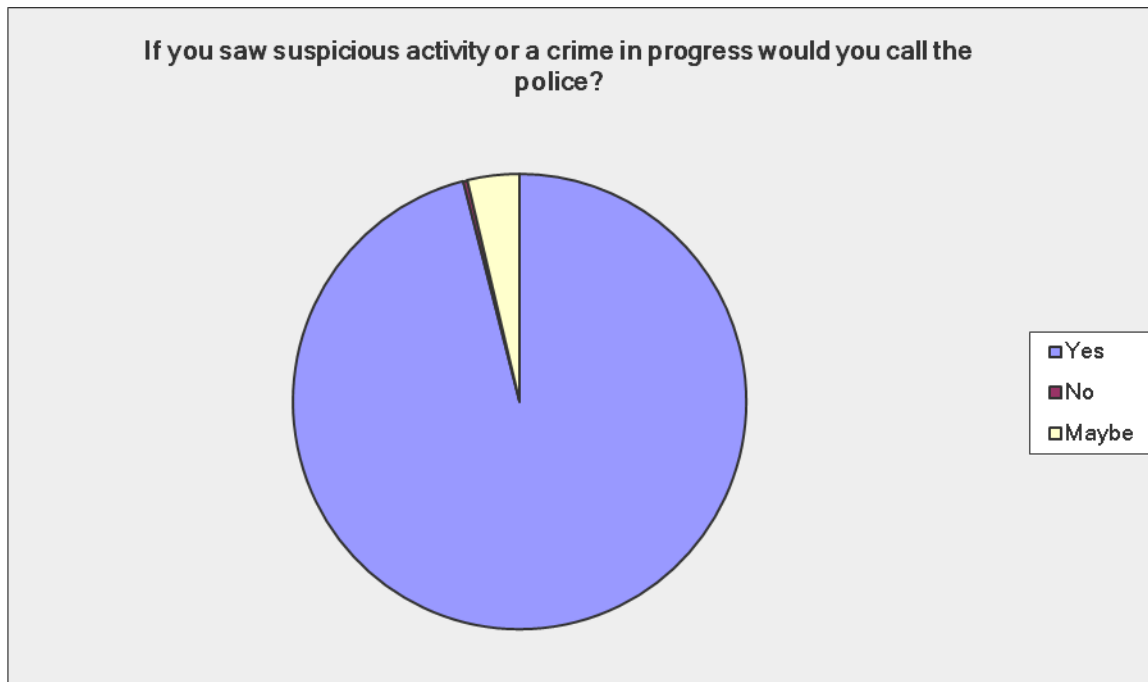
Comments

60.7% of respondents reported fairly or very positive contacts with the police, with a further 30.2% neutral. This leaves 9% with negative views. It is uncertain how people with no contact with the police have responded; they may be in the neutral category.

Clearly work needs to be done to improve perceptions of SusPol, and this will result from better and closer working relationships, including mutual respect and understanding.

Question 10 - If you saw suspicious activity or a crime in progress would you call the police?

Answer Options	Response Percent	Response Count
Yes	96.0%	995
No	0.3%	3
Maybe	3.7%	38
<i>answered question</i>		1036
<i>skipped question</i>		6



Comments

We expected a “Yes” result of near 100% with a few “Maybe”. It was unexpected to find that 3 co-ordinators would NOT report crimes in progress. This goes against the grain and raison d’être of NHW. We surmise that in view of this small number, possibly those individuals may have historically had a bad experience with SusPol, which continues to impact. Some people have very long memories and may be resistant to change. SusPol approach and responses may have changed since a bad experience some time ago.

Recommendations

- 1 NHW needs to make clearer its expectations of all members, and especially co-ordinators, try again, and ask them to adjust any extreme views. Again, this may be facilitated by closer working relationships following the introduction of the new Service Level Agreement.

Question 11 - If you are hesitant or reluctant to call the police, what are the reasons for your hesitation or reluctance?

Answer Options	Response Count
	216
<i>answered question</i>	216
<i>skipped question</i>	826

Verbatim detailed responses are listed in convenient groupings in Appendix 1 of the full Survey Report. Responses such as “No hesitation”. “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Adverse repercussions”, “Inappropriate police responses”, “Phone issues”, “Is my call important enough? Time wasting?”, and “Other issues”.

Comments

Nearly 21% of respondents identified points which concern them. 20 respondents fear that there will be adverse repercussions if they contact SusPol. 59 expressed concerns over inappropriate police responses, 35 have issues over phone calls, 14 wondered whether their call might be important enough or could be wasting police time, and there 18 other concerns.

Recommendations

1. SusPol needs to find ways of addressing all the fears and concerns expressed, and then communicate appropriate clear and confident messages to the public. This might embrace revised procedures and staff training. It may be difficult to “undo” bad experiences. Clearly the volume of “unhappy customers” is cause for concern.

Particular points recommended for more detailed review by the working group

1. About 20 people expressed concerns over fears of adverse repercussions.
2. About 59 people expressed concerns over inappropriate police responses. Many of these refer to a lack of police response to incidents, or slow speed of response.
3. About 35 people expressed concerns over phone issues. Many of these refer to slow answering of the 101 service.
4. About 14 people expressed concerns over was their call important enough, or could it be seen as time wasting. Our understanding is that SusPol do appreciate receiving well intentioned calls and useful intelligence, even though they may not appear to react to it instantly.
5. About 18 people mentioned other points.

Question 12 - If you are hesitant or reluctant to call the police, what would make you less hesitant or reluctant to call?

Answer Options	Response Count
	184
<i>answered question</i>	184
<i>skipped question</i>	858

Verbatim detailed responses are listed in convenient groupings in Appendix 2 of the full Survey Report. Responses such as “No hesitation”, “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Anonymity/confidentiality” – 9 responses, “Police responses” - 83, “Phone issues” - 14 and “Other issues” - 17.

Comments

This Question builds upon Q11 and seeks to identify routes towards addressing the issues raised in Q11. One possible interpretation is that this is a three page list of what the SusPol is doing wrong, in which case it makes sense for SusPol to address the issues raised, for mutual benefit. Issues about the police responses to calls are clearly causing the most “grief”.

Recommendation

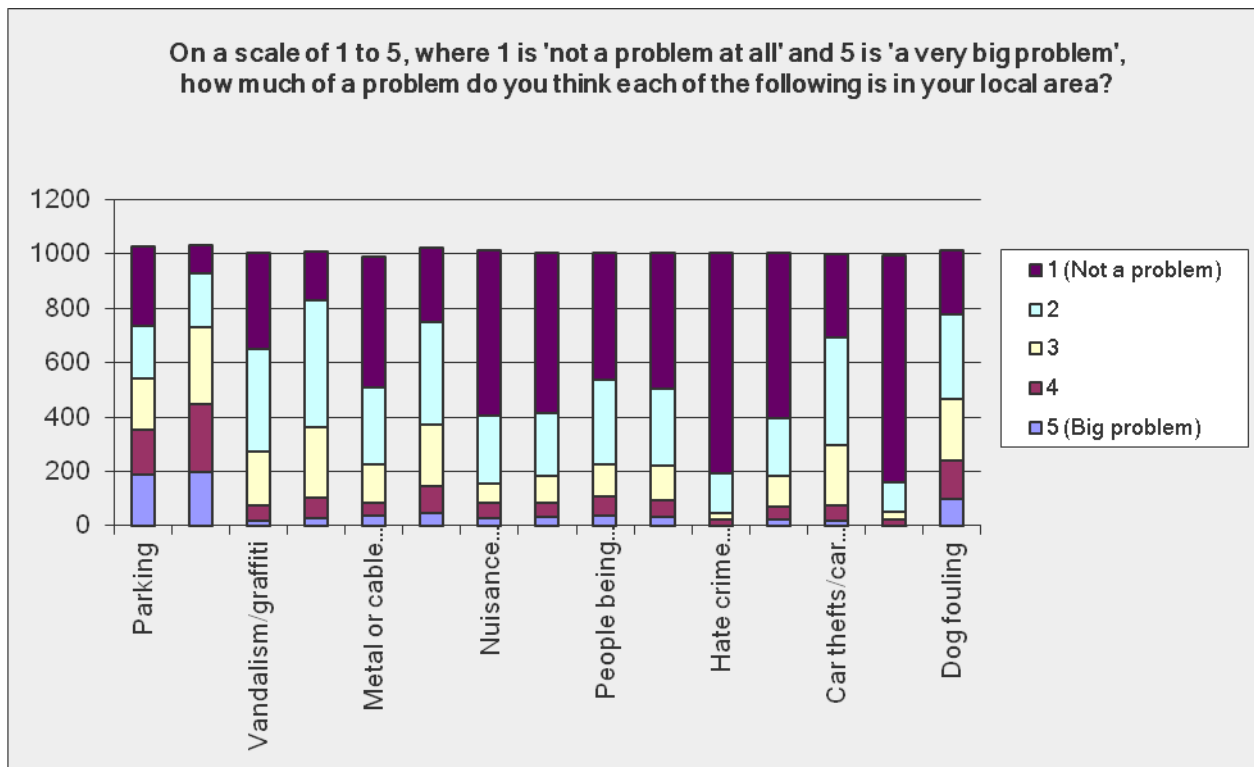
- 1 As in the previous Question, SusPol needs to find ways of addressing all the fears and concerns expressed. We recommend that SusPol works its way through all the points listed and develops suitable responses. These can then be communicated back to the co-ordinators. This would show that SusPol has taken the issues seriously and has responded to the concerns raised. In turn, this will help to enhance relationships between SusPol and the public, including NHW members, bring about a better flow of intelligence to SusPol, helping in crime prevention and detection, and helping to make Sussex a safer place to live, work or visit.

Particular points recommended for more detailed review by the working group

1. About 9 people expressed concerns over fears of Anonymity/confidentiality. It is worrying that people have doubts in this area. Also Crimestoppers could have a greater role to play.
2. About 83 people expressed concerns over SusPol responses. Specifics mentioned include lack of or slow responses, not knowing whether things will be dealt with properly, feedback, perceived attitude, more visible police presence.
3. About 14 people expressed concerns over Phone issues. Specifics mentioned include speed of answering 101 and the cost of calls.
4. About 17 people mentioned other points.

Question 13 - On a scale of 1-5, where 1 is ‘not a problem at all’ and 5 is ‘a very big problem’, how much of a problem do you think each of the following is in your local area?

Answer Options	1 (Not a problem)	2	3	4	5 (Big problem)	4+5	Response Count
Parking	292	196	185	168	184	352	1025
Speeding	103	201	284	250	193	443	1031
Vandalism/graffiti	357	379	194	59	15	74	1004
Burglary	176	467	263	76	23	99	1005
Metal or cable thefts	481	282	142	48	34	82	987
Anti-social behaviour	275	378	227	95	46	141	1021
Nuisance neighbours	610	250	71	57	24	81	1012
People using or dealing drugs	588	230	99	53	30	83	1000
People being drunk or under-age drinking	471	311	119	67	36	103	1004
People hanging around on the streets	501	284	124	62	31	93	1002
Hate crime against people because of their religion, sexual orientation etc.	811	147	25	13	6	19	1002
Mini-motorbikes/off road vehicles	608	216	114	46	19	65	1003
Car thefts/car break-ins	304	397	221	59	15	74	996
Organised Immigration Crime, Human Trafficking and Exploitation	834	108	30	12	8	20	992
Dog fouling	236	312	228	140	97	237	1013
Other local problems (please specify)							208
<i>answered question</i>							1040
<i>skipped question</i>							2



Verbatim detailed responses are listed in convenient groupings in Appendix 3 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Motoring/vehicle/cycle related” - 71, “Litter related” - 31, “Alcohol related” - 8, “Anti-social behaviour” – 19, and “Other issues” - 74.

Comments

By adding columns 4 and 5 we can see that the biggest “problems” selected in their area as perceived by the responders are as follows:

1. Speeding 443
2. Parking 352
3. Dog fouling 237
4. Antisocial behaviour 141
5. Drink/under-age drinking 103

The “biggest” problem is not necessarily the “most worrying”. This aspect can be contrasted with the “most worrying problems” in the next Question. It is interesting to note that the issues which are “problems” to the “man in the street” may not be the same as those perceived as “big problems” by SusPol or the PCC. Possibly the latter may focus say on Organised Immigration Crime, Human Trafficking & Exploitation, the often hidden crime of domestic violence, and drug and alcohol abuse and related issues which may include many low level crimes to support habits.

Parking, as distinct from Obstruction, is increasingly becoming a local authority matter. Similarly dog fouling, which is not a police matter, was included in the Survey because it is an issue known to irritate many people. Interestingly, some respondents added “cat fouling” in their free form answers. It is a matter which, should people complain about it, NHW co-ordinators have the opportunity to show their usefulness and community spirit by pointing the complainant in the right direction, usually the local council.

Recommendations

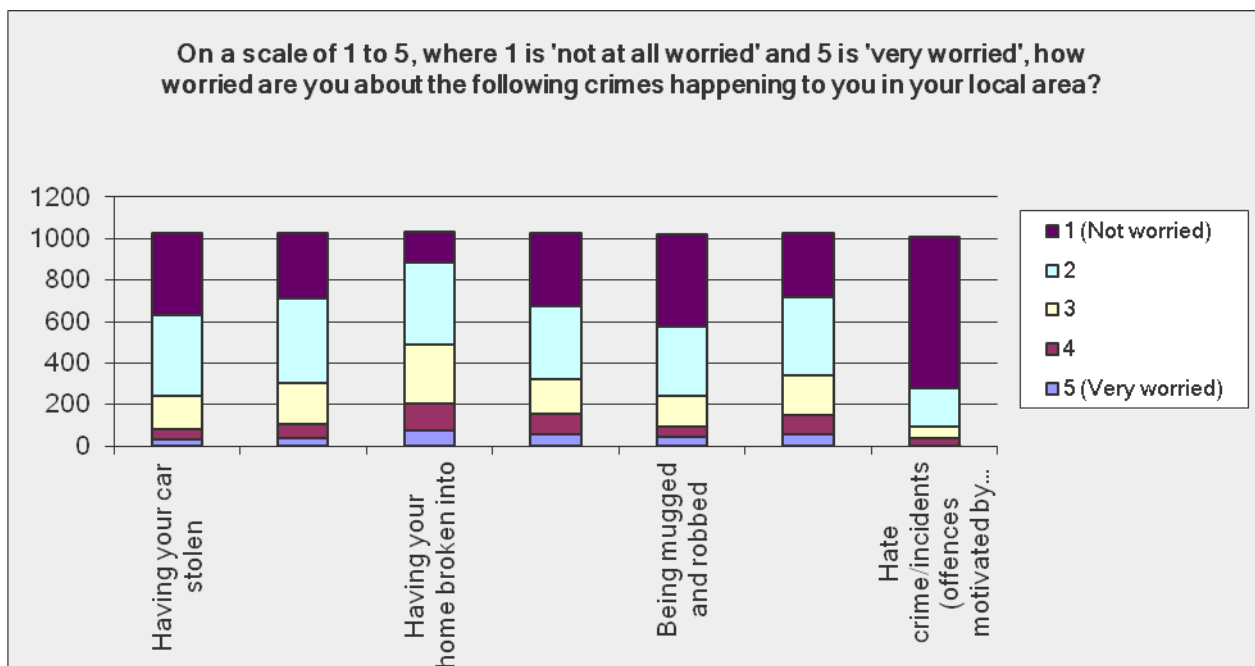
- 1 NHW members need to express their concerns and complaints to their local police and Councillors, either by direct contact or at appropriate meetings such as Ward panel meetings and the like.
- 2 In case of speeding issues, in appropriate cases NHW members may wish to work with SusPol on Community Speedwatch and similar programmes, and also use Operation Crackdown facilities to report road offenders, and encourage other residents to do the same.
- 3 SusPol and the PCC need to strike the right balance between different perceptions of the biggest problem areas.

Particular points recommended for more detailed review by the working group

1. About 71 people expressed concerns over motoring/vehicle/cycle related matters. These include speeding, using mobile phones, parking, blue badge permit abuse, vandalism, cyclists on pavements and flouting other laws, excessive vehicle noise.
2. About 31 people expressed concerns over litter and fly tipping.
3. About 8 people expressed concerns over alcohol related matters.
4. About 19 people expressed concerns over anti-social behaviour including rough sleeping, cat and dog fouling, barking dogs, youth behaviour and foul language.
5. About 74 people expressed concerns over other issues. These include travellers, cold calling, rural and garden incidents.

Question 14 - On a scale of 1 to 5, where 1 is 'not at all worried' and 5 is 'very worried', how worried are you about the following crimes happening to you in your local area?

Answer Options	1 (Not worried)	2	3	4	5 (Very worried)	4 + 5	Response Count	
Having your car stolen	398	384	164	50	31	81	1027	
Having things stolen from your car	315	405	196	68	41	109	1025	
Having your home broken into	148	394	284	130	75	205	1031	
Having your property vandalised	350	350	170	95	60	155	1025	
Being mugged and robbed	448	333	148	51	43	94	1023	
Anti-social behaviour	306	377	194	90	59	149	1026	
Hate crime/incidents (offences motivated by prejudice towards religion, ethnicity, disability, sexuality and transgender)	730	189	54	22	16	38	1011	
answered question							1041	
skipped question							1	



Comments

This Question builds upon Q13 which sought to identify local “problems”. By adding columns 4 and 5 we can see that the most “worrying” problems which might happen in their area as perceived by the responders are as follows:

1. Having your home broken into	205
2. Having your property vandalised	155
3. Anti-social behaviour	149
4. Having things stolen from your car	109
5. Being mugged and robbed	94

This can be contrasted with the “biggest problems” in the previous Question. In terms of “fear of crime”, the above include “bread and butter” issues for NHW members. Clearly NHW has a part to play in addressing these fears, by encouraging people to join NHW and embrace our aims and objectives, by members themselves taking sensible precautions and encouraging others to do so, and promptly reporting suspicious activities and crimes to the police.

Question 15 - What other problems would you like to see the police concentrate on more?

Answer Options	Response Count
	375
<i>answered question</i>	375
<i>skipped question</i>	667

Verbatim detailed responses are listed in convenient groupings in Appendix 4 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Motoring/vehicle/cycle related” – 172 responses, “Litter related” - 12, “Alcohol related” - 11, “Anti-social behaviour” - 14, “Policing in general” – 77, “Travellers” – 14, and “Other issues” 97.

Comments

The purpose of this question was to help identify what people would like to see the police focus on more. Motoring/vehicle/cycle and Policing in general attract a lot of attention but there is also a diversity of “Other issues”. More specifically, speeding, parking, mobile phones and cyclists feature strongly. The concept of more visible policing emerges, and comes up even more strongly in Question 16.

Recommendations

- 1 As in the case of Questions 11 and 12, SusPol needs to find ways of addressing all concerns expressed, and the PCC may have input on this. Appropriate feedback then needs to be given to the public.

Particular points recommended for more detailed review by the working group

1. These 172 items largely reflect the same points as in Question 13 include speeding, using mobile phones, parking, vandalism, cyclists on pavements and flouting other laws, excessive vehicle noise, and poor driving generally. Perhaps Operation Crackdown needs to be brought more to the fore?
2. About 12 people have similarly raised litter and fly tipping issues.
3. 14 people would like to see more focus on anti-social behaviour.
4. 77 people refer to policing in general which includes more visible policing
5. 14 people mention travellers.
6. The 97 other issues include quite a wide range of topics such as metal theft, pet fouling, rural crime, and problems associated with the young and the elderly.

Question 16 - What else could the police do which would help you or your area, or increase your confidence in the police?

Answer Options	Answer Options	Response Count
		486
<i>answered question</i>	486	486
<i>skipped question</i>	556	556

Verbatim detailed responses are listed in convenient groupings in Appendix 5 of the full Survey Report. Responses such as “Nothing” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Be visible, presence, more officers” - 347 or 71% of responses - and “Other issues” - 124.

Comments

It is remarkable that such a large number of respondents have expressed a desire to see more police and more visible policing (about 8 pages of unprompted items) as compared to less than 4 pages for everything else. These are free form answers and therefore there was no prompting by asking people to select from a range of options.

Recommendations

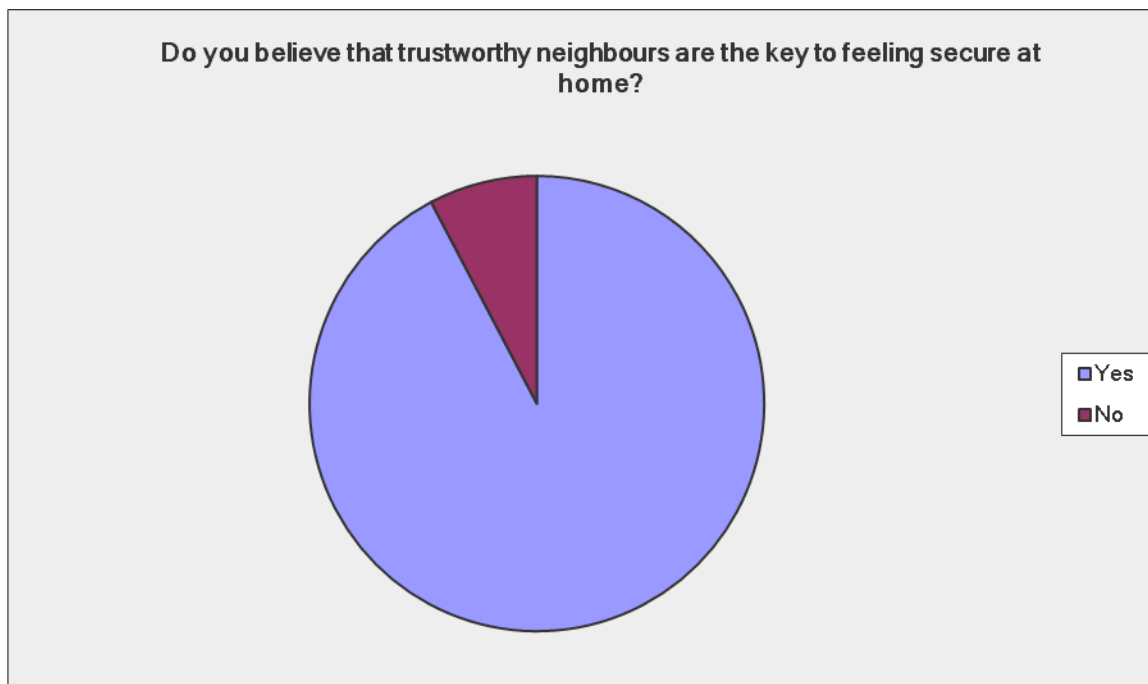
1. The clear message about co-ordinators wanting to see more police and more visible policing is something which senior officers and the PCC candidates would be advised to take on board, bearing in mind that NHW members comprise a significant part of the electorate. As with previous Questions, SusPol needs to find ways of addressing all concerns expressed. Appropriate feedback and reassurance then needs to be given to the public. SusPol may take the view that just having uniformed officers visibly wandering around, whilst cosmetically appearing to be a deterrent to criminals, is not necessarily the most effective use of such resources – actually taking assertive targeted action, or deploying covert assets to catch criminals red handed, may produce better results.
2. As in the earlier Questions, SusPol needs to find ways of addressing all the other fears and concerns expressed. We recommend that SusPol works its way through all the points listed and develops suitable responses.

Particular points recommended for more detailed review by the working group

1. These 347 items about “Be visible, presence, more officers” might appear to be the purview more of SusPol than the NHW working group, but there may need to be work done in areas such as communicating why police may not be in sight, or why they may be better deployed at other locations. It would also be worthwhile focussing on the need for NHW members and the public to promptly report things which need to be reported, so that the available police resources can be employed in the most effective and efficient manner.
2. The 124 other issues cover a wide range. Interesting points include more attention/support to NHW and less to social media, positive information about what has been done and less negative information about what has gone wrong, encouraging people to ring in about “minor” things which may gradually escalate if not checked early on, and give more feedback about incidents.

Question 17 - Do you believe that trustworthy neighbours are the key to feeling secure at home?

Answer Options	Response Percent	Response Count
Yes	92.3%	946
No	7.7%	79
<i>answered question</i>		1025
<i>skipped question</i>		17



Comments

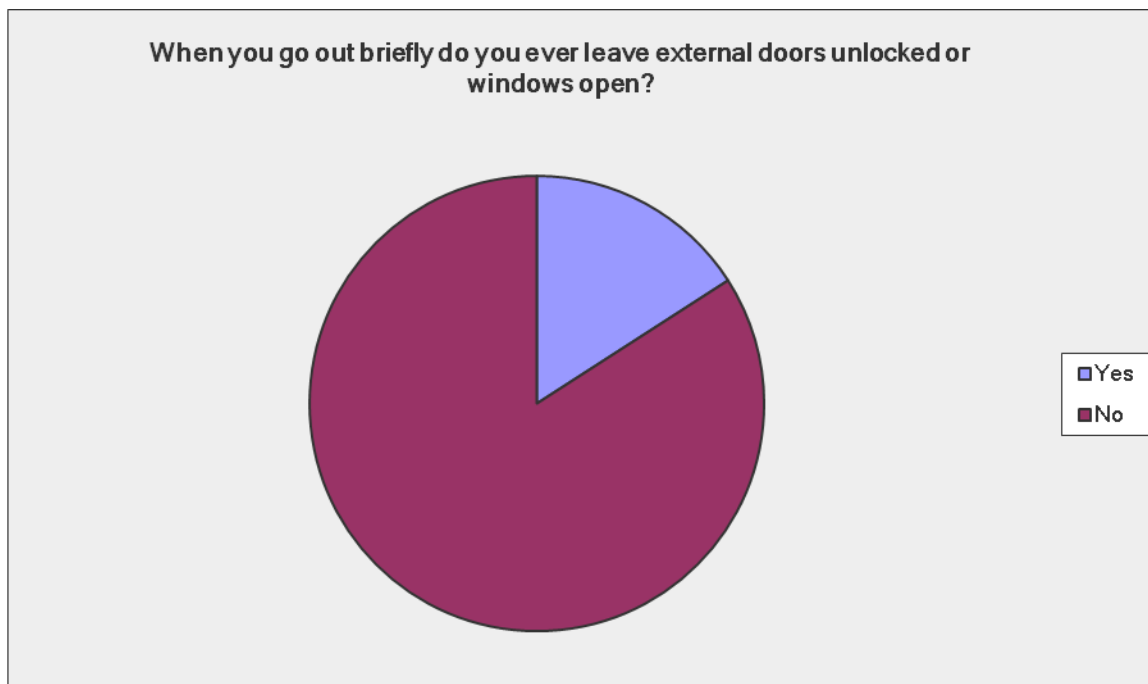
This question was asked as a similar question was recently posed in another survey. If trustworthy neighbours are the key to feeling secure at home then the case for NHW is strengthened. 92.3% of coordinators do support this view.

Recommendations

- 1 This information can be incorporated into publicity leaflets and information used by NHW.

Question 18 - When you go out briefly do you ever leave external doors unlocked or windows open?

Answer Options	Response Percent	Response Count
Yes	15.9%	164
No	84.1%	869
<i>answered question</i>		1033
<i>skipped question</i>		9



Comments

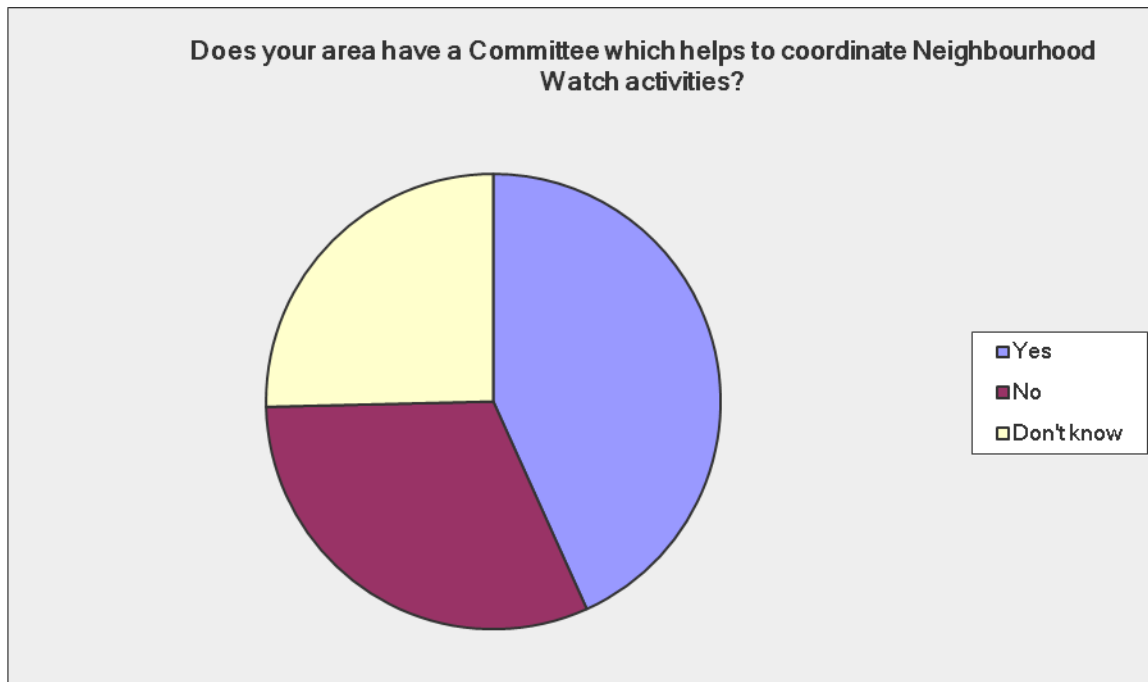
SusPol has noted that many burglaries, possibly opportunistic, take place at insecure homes. Consequently they have been issuing reminders that people should lock doors and close windows when they go out. Some people have indicated that these reminders seem pointless and patronising. The reason for asking this question is to see what the co-ordinators themselves do, bearing in mind that they are probably more security minded than many other people. It is very surprising and embarrassing that they are such “bad offenders”, with 15.9% “pleading guilty”.

Recommendation

1. Next time a co-ordinator whinges about this point we can quote the statistics at them.

Question 19 - Does your area have a Committee which helps to co-ordinate Neighbourhood Watch activities?

Answer Options	Response Percent	Response Count
Yes	43.3%	447
No	31.4%	324
Don't know	25.4%	262
<i>answered question</i>		1033
<i>skipped question</i>		9



Comments

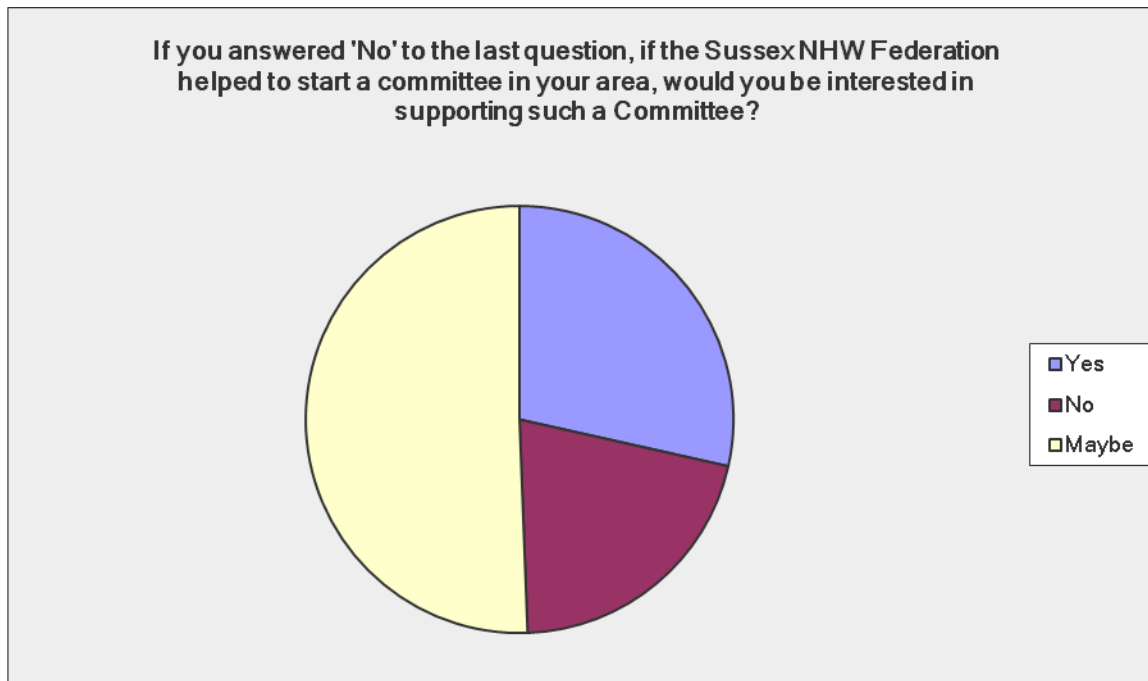
The purpose of this question was to identify the necessity or potential for new area Committees. Whilst it appears that there are area Committees covering 43.3% of Sussex, it appears that this may not be the case for the other 56.8% (586 respondents). If the Federation is to bring greater cohesion to NHW in Sussex it seems that there is a long way to go in setting up effective new Committees, or perhaps rejuvenating existing ones.

Recommendations

1. The Federation needs to work with co-ordinators in various areas to identify their needs and wishes, and where appropriate assist them to establish and support local Committees.

Question 20 - If you answered 'No' to the last question, if the Sussex NHW Federation helped to start a committee in your area, would you be interested in supporting such a Committee?

Answer Options	Response Percent	Response Count
Yes	28.5%	145
No	20.9%	106
Maybe	50.6%	257
<i>answered question</i>		508
<i>skipped question</i>		534



Comments

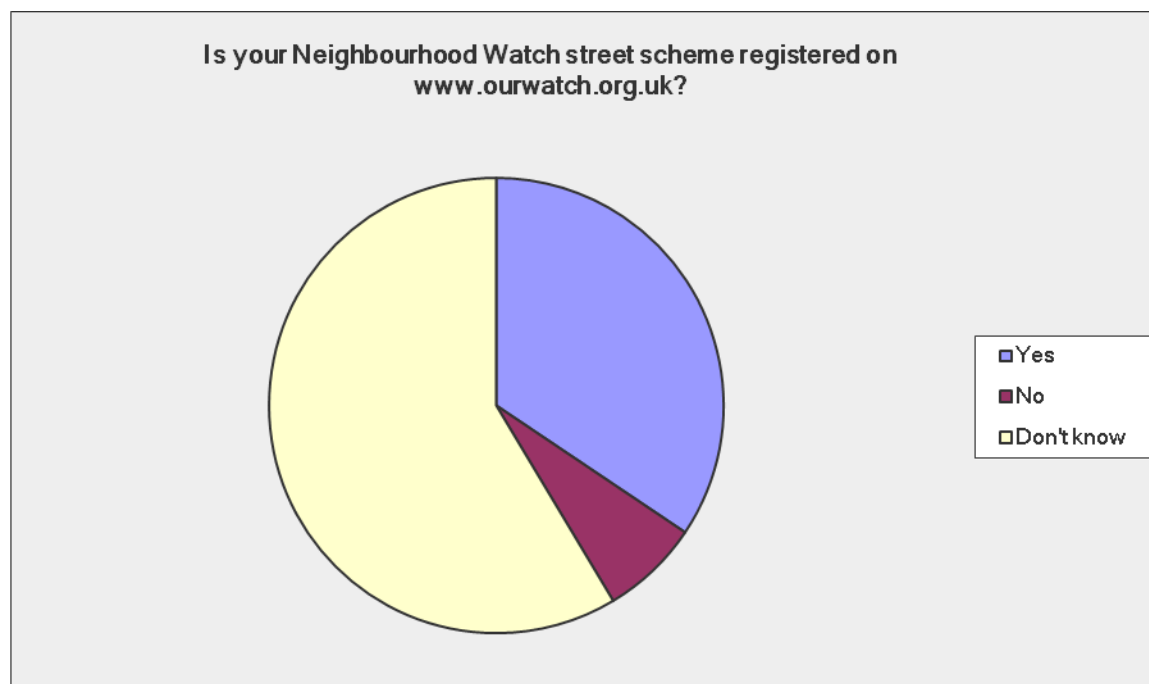
586 people said “No” or “Don’t know” to the previous question, so the number of respondents to this question (508) is consistent. Only 20.9% of these said that they would NOT be prepared to support a new Committee in their area, meaning that 79.1% said “Yes” or “Maybe”, which is quite encouraging. We need to focus on the latter, although the anonymous nature of the Survey means that we do not know who or where they are.

Recommendation

1. As in the previous Question 19.

Question 21 - Is your Neighbourhood Watch street scheme registered on www.ourwatch.org.uk?

Answer Options	Response Percent	Response Count
Yes	34.4%	354
No	7.0%	72
Don't know	58.6%	604
<i>answered question</i>		1030
<i>skipped question</i>		12



Comments

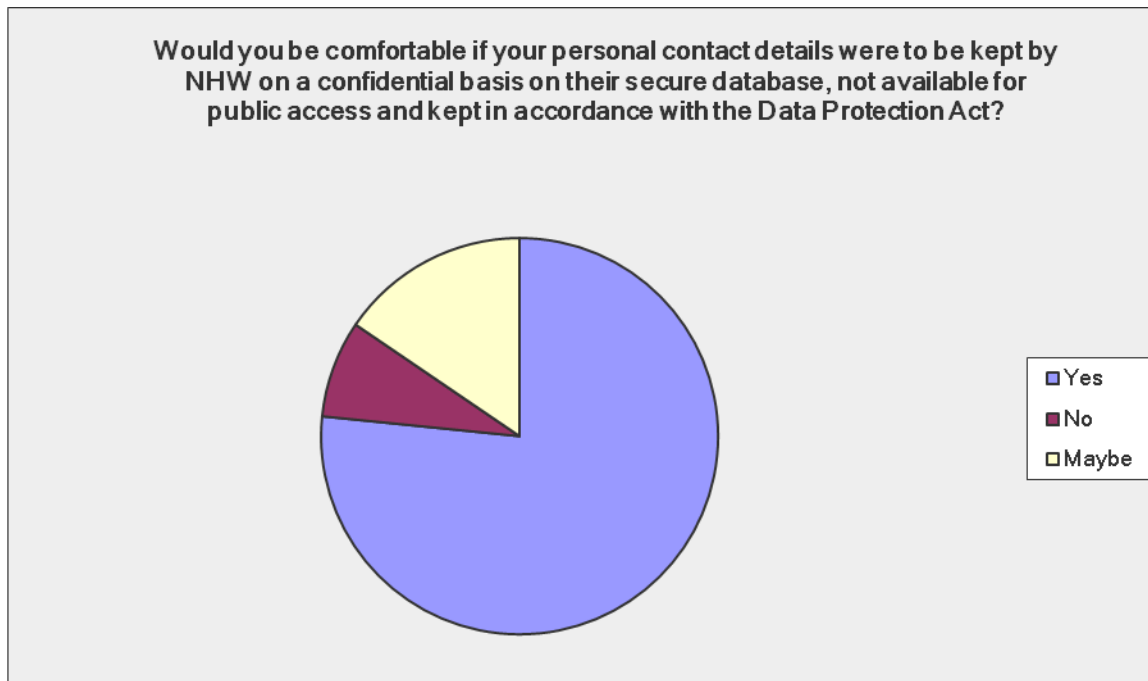
This question was partly an advert for NHWN and its website, to get people wondering if they are/should be involved, and to identify whether people knew whether their website was listed. OurWatch is the one website that the public can go to if they wish to find a NHW scheme in their area. To that extent it would be highly desirable for every NHW scheme to be uploaded, even if only basic information were attached to each entry. Only 7.0% definitely said that their scheme was not listed, whereas “Don’t know” was a sizeable majority with 58.6%, which could be an indicator of lack of awareness. It may be implied by the next Question that most co-ordinators are relaxed about having their personal details stored by NHW on a confidential database, and they may be prepared to then be “gatekeepers” for enquiries to their schemes.

Recommendations

1. The Federation should continue to pursue its efforts to encourage partners to adopt the Neighbourhood Alert system as a communications portal.
2. The Federation should pursue its efforts to upload in bulk all Sussex NHW schemes on a postcode driven basis, with the intention of adding more details later.
3. People should be encouraged to use the OurWatch facilities.

Question 22 - Would you be comfortable if your personal contact details were to be kept by NHW on a confidential basis on their secure database, not available for public access and kept in accordance with the Data Protection Act?

Answer Options	Response Percent	Response Count
Yes	76.6%	786
No	7.9%	81
Maybe	15.5%	159
<i>answered question</i>		1026
<i>skipped question</i>		16



Comments

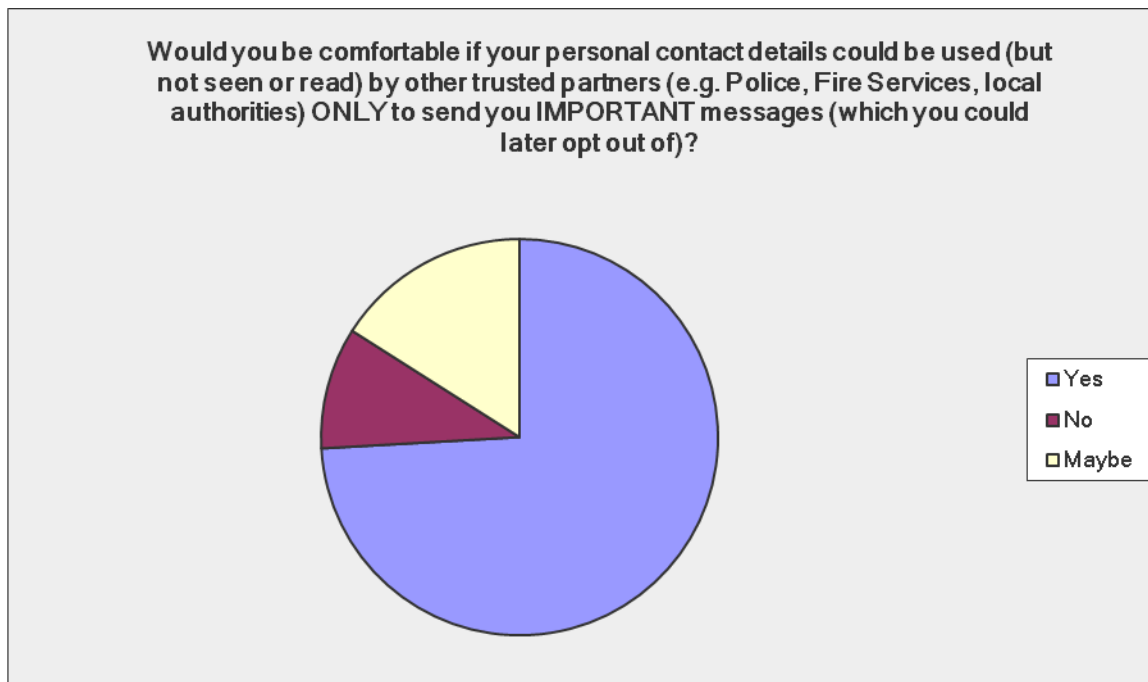
There is clear support for this notion, which would be an important consideration in NHW taking back control of its own database, for example, by using Neighbourhood Alert. Possibly more of the “Maybe” people might have said “Yes” if they were fully aware of and were satisfied with the proposed security systems.

Recommendations

1. Take note that if the database were to be transferred back to the control of NHW the concept is well supported.

Question 23 - Would you be comfortable if your personal contact details could be used (but not seen or read) by other trusted partners (e.g. Police, Fire Services, local authorities) ONLY to send you IMPORTANT messages (which you could later opt out of)?

Answer Options	Response Percent	Response Count
Yes	74.1%	764
No	9.9%	102
Maybe	16.0%	165
<i>answered question</i>		1031
<i>skipped question</i>		11

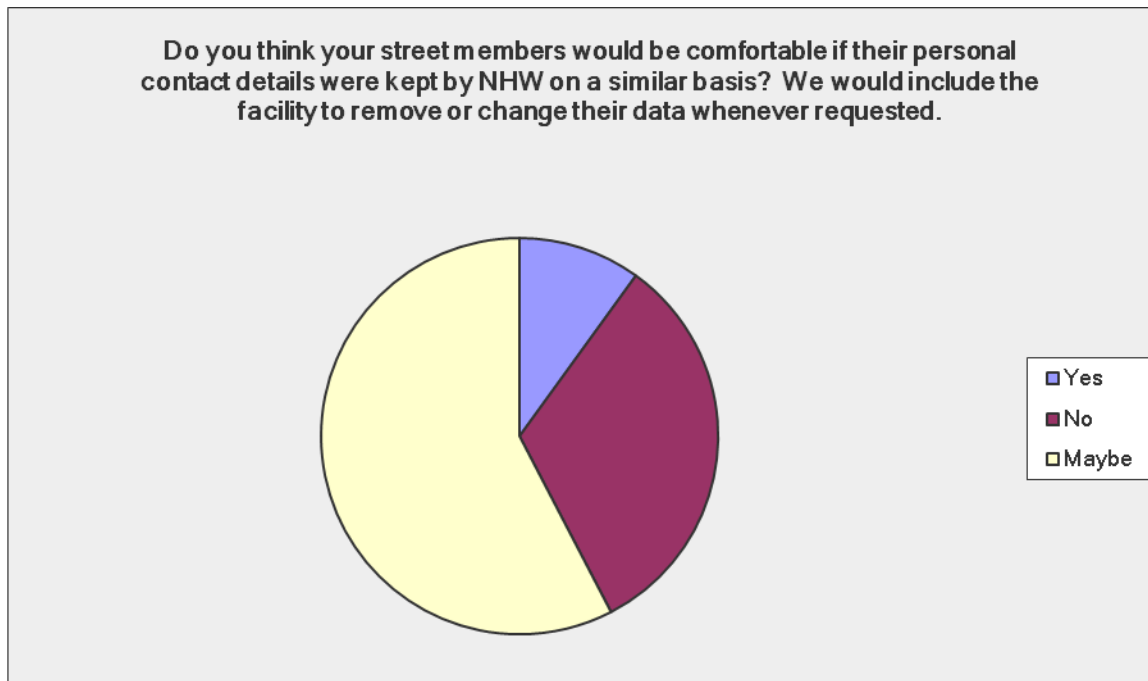


Comments

As in the previous Question, there is clear and consistent support for this notion, which would be an important consideration in NHW taking back control of its own database, for example, by using Neighbourhood Alert, and sharing an Alert portal with selected key partners. Possibly more of the “Maybe” people might have said “Yes” if they had more information, were fully aware of and were satisfied with the proposed security systems.

Question 24 - Do you think your street members would be comfortable if their personal contact details were kept by NHW on a similar basis? We would include the facility to remove or change their data whenever requested.

Answer Options	Response Percent	Response Count
Yes	10.0%	102
No	32.4%	332
Maybe	57.7%	591
<i>answered question</i>		1025
<i>skipped question</i>		17



Comments

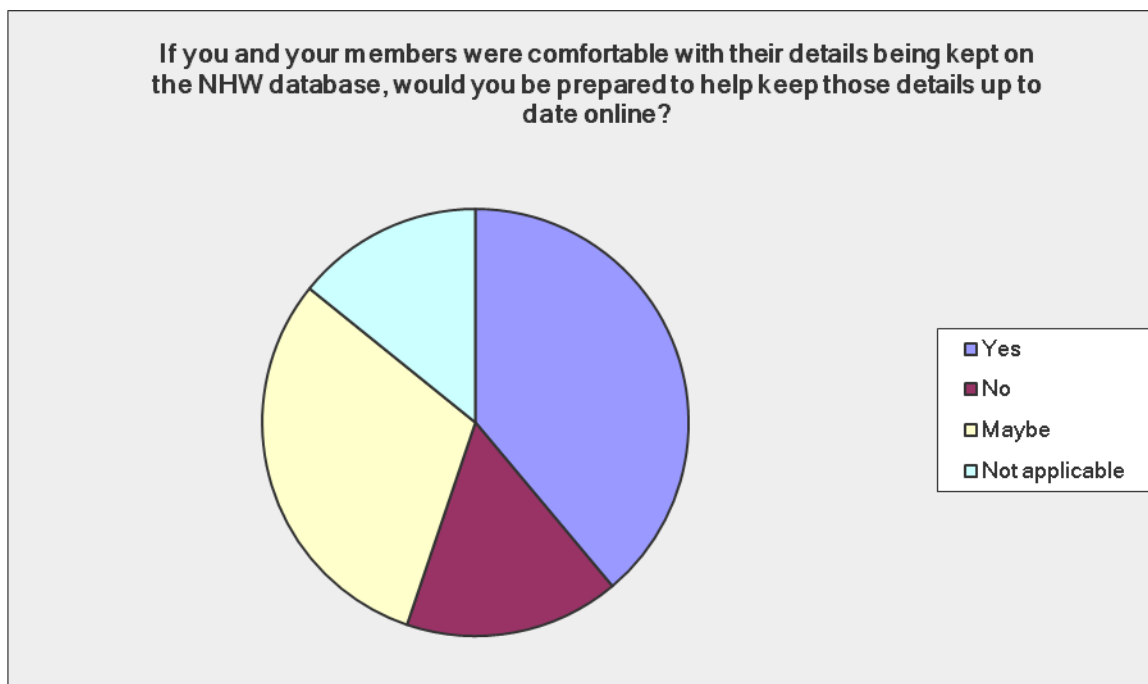
Support for this aspect, which would be an important consideration in NHW using Neighbourhood Alert as a shared Alert portal with selected key partners, is less evident with most people saying “Maybe”. This could well be because they currently have insufficient information upon which to make a balanced judgment, plus of course many co-ordinators will not yet have had the opportunity to consult their members with adequate detail. Similarly, if the facts were well explained and appropriate assurances given then perhaps some of the “No” and “Maybe” people might be prepared to re-think.

Recommendations

Once definite proposals have been finalised and safeguards clarified, this question can be put to the co-ordinators again, and they can raise the concept with their street members.

Question 25 - If you and your members were comfortable with their details being kept on the NHW database, would you be prepared to help keep those details up to date online?

Answer Options	Response Percent	Response Count
Yes	38.9%	391
No	16.3%	164
Maybe	30.6%	308
Not applicable	14.2%	143
<i>answered question</i>		1006
<i>skipped question</i>		36

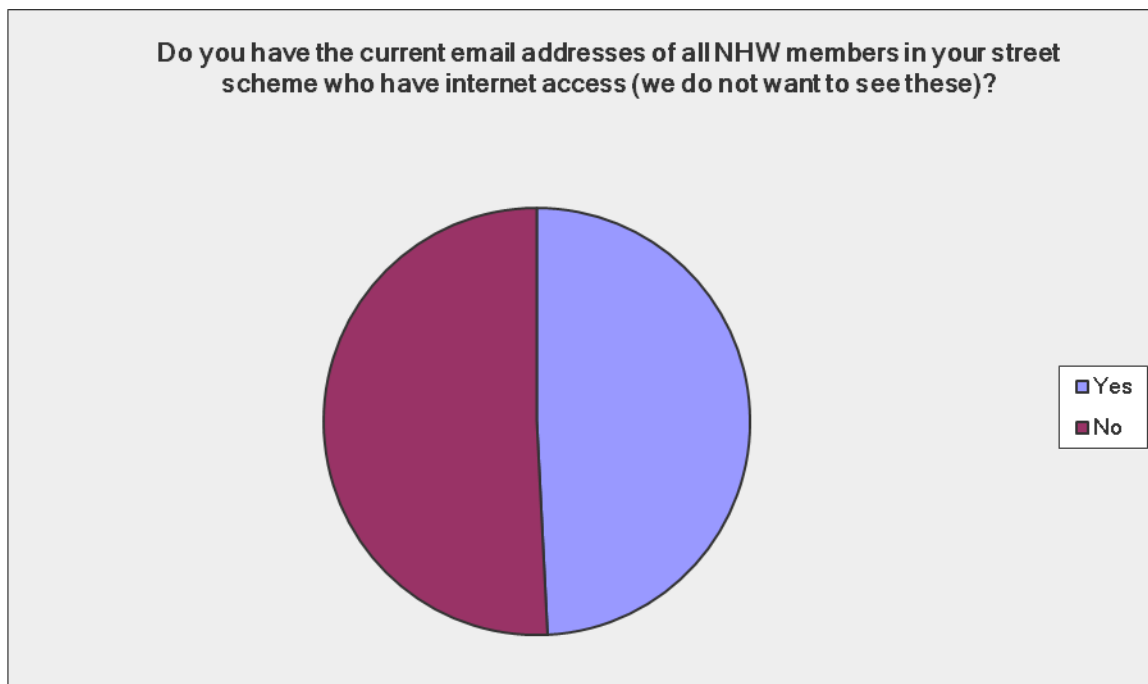


Comments

The NHW co-ordinators database is held on NHW’s behalf by SusPol but there are problems keeping it up to date. An out-of-date database is of limited use. At present data is not captured on the individual members of street schemes, so NHW must be one of very few organisations that does not know centrally who its members are, and their contact details. This results in all communications being processed through intermediaries (the co-ordinators), which is not very efficient and increases the co-ordinators’ workload, assuming of course that they do in fact pass on messages. This Question considers whether if members’ details were captured, co-ordinators would be prepared to help us keep them up to date by going online as and when necessary to do the updates. This additional updating workload would be offset by having to forward less messages to their members, because the members would be able to receive them directly. It should be borne in mind that it is unlikely that SusPol would be able to keep updated a database of say 126,000 people when they are already having problems with under 6,000. As with previous Questions, if the facts were well explained and appropriate assurances given then perhaps some of the “No” and “Maybe” people might be prepared to re-think.

Question 26 - Do you have the current email addresses of all NHW members in your street scheme who have internet access (we do not want to see these)?

Answer Options	Response Percent	Response Count
Yes	49.2%	504
No	50.8%	520
<i>answered question</i>		1024
<i>skipped question</i>		18



Comments

As over half (50.8%) of co-ordinators do NOT have the E-mail addresses of their members who have internet access, the implication is that our capability to message street members is not very efficient or possibly effective. We do not know how many members have E-mail, as distinct from letting co-ordinators know what their addresses might be. The answers given to other Questions indicate that in places there is still a strong demand for messaging outside of electronic means, especially for the elderly, who prefer things on paper. This could gradually change over time.

Recommendations

NHW should encourage as many co-ordinators as possible to maintain and use up to date electronic databases where possible.

Question 27 - When you forward messages to your members:

Answer Options	Response Percent	Response Count
How many are sent by email?	79.9%	754
How many are delivered on paper?	85.0%	802
What is the total number of households in your NHW scheme?	96.7%	913
<i>answered question</i>		944
<i>skipped question</i>		98

Comments

To appreciate the answers given by respondents please review the verbatim detailed responses listed in Appendix 6 of the full Survey Report. The intention was to gauge how messages are most commonly distributed, and how many homes are in a typical street scheme. With hindsight we did not restrict the format of the answer options to pure whole numbers, hence interpretation of the data is not as easy as was intended. Traditionally it has been taken that there is an average of 15 homes in a typical street scheme – from a glance at the data it could be that this estimate is understated. Some of the very large schemes may have been reported by multiple co-ordinators, hence we are reluctant to leap to conclusions on this point. If a database of all members was held then the correct answer would emerge anyway. As noted on the previous Question, there is still a significant demand for messaging on paper, although this is labour intensive and relatively expensive to arrange.

Recommendations

1. Next time this survey is carried out, restrict the format of the answer options to pure whole numbers. Also make it clear that the total number of homes includes the respondent's home.
2. Consider how, in a future survey, more accurate data can be obtained on average scheme sizes, if a full membership record is not available at that time.

Particular points recommended for more detailed review by the working group

1. The working group will need to review the data to get a “feel” for the problem. It is difficult to explain this without reviewing the responses.

Question 28 - Can you suggest any ideas for improving NHW generally?

Answer Options	Response Count
	440
<i>answered question</i>	440
<i>skipped question</i>	602

Comments

Verbatim detailed responses are listed in convenient groupings in Appendix 7 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Policing generally” – 67 responses, “Communications/literature/newsletters/internet/advertising/promotion” - 157, “Happy customers” - 24, “Unhappy customers” - 4, “Co-ordinators/Committees” - 19, “Meetings” - 11, “Funding, costs, expenses” - 9, “Street signs and stickers” - 8, “Community spirit” - 12, “Rejuvenating/ regenerating schemes and NHW generally” – 54, and “Other issues” - 11.

There are many interesting ideas expressed here, although not all may be practical, and some may take longer to implement than others. Below are our comments on some of the points raised most frequently.

The Federation would support the issue of free metal or foamex NHW street signs if the funding to pay for these was in place. At the time of writing it is not. Funding generally is a topic which the Federation has been stressing to PCC candidates needs addressing properly. This includes spending more money on crime prevention, so that over time less money needs to be spent on the consequences of crime. Volunteers may give their time free but the volunteers still need proper support and resourcing if the optimum results are to be achieved. They want to spend their time doing the tasks which are important to them in achieving this, not in fund raising to allow the tasks to be carried out.

Messaging is clearly an issue which needs to be worked upon from all directions. The Federation is aware of shortcomings in this area, which is a quite complex subject. We are already working with various partners to resolve this. Part of the problem lies with SusPol.

The Federation is well aware of the views of many members both for and against more use of technology (including websites, information distribution portals and social media) and greater use of new ways of doing things, to achieve good results better and faster, and also to engage with new audiences including new members and youngsters. The Federation is reviewing these aspects in great detail, but it is not prepared to risk doing anything that may compromise the trust, security or best interests of our members. “One size” may not fit all.

The Federation also supports the concept of co-ordinators being able to meet each other periodically, ideally with SusPol, to exchange ideas and views, explain best effective practices and address any problem areas. The October 2012 Sussex NHW Conference is one example of this in action. Interestingly, feedback from the Conference also shows a reluctance of some co-ordinators to attend more meetings.

The Federation supports the suggestion that there should be two new membership packs created on a county-wide basis, with the option of having local variations. One pack would be guidance and best practice for co-ordinators, and the other for street members. Funding would need to be sourced to implement these changes. Coincidentally NHWN is also reviewing co-ordinators packs, and we can exchanged thoughts and work together on this.

Another interesting idea is to consider merging Farm Watch into NHW in some way. The aims of each are broadly similar although the “audience” is slightly different and has a different focus, e.g. rural versus urban.

Recommendations

1. As regards “Policing generally”, as with previous Questions SusPol needs to find ways of addressing all concerns expressed. Appropriate feedback then needs to be given to the public.
2. The Federation needs to keep pressing for adequate funding to support NHW’s aims and objectives and the successful implementation of agreed projects. This funding is needed on a consistent basis for a variety of projects, and details are recorded elsewhere.
3. The Federation needs to continue to work with trusted partners to enhance IT systems including messaging, and the supporting infrastructure, all in a safe and reliable environment.
4. The Federation should continue to consider the optimum ways of providing co-ordinators with the chance to meet their counterparts and partner agencies, perhaps more on a regional and local basis, and develop and enhance their own skills, knowledge and capabilities, to develop overall best effective practice.
5. The Federation/NHWN should develop and make available the two packs described. An updated Member’s Handbook is already in course of development. Additional funding may be required.
6. All other ideas should be systematically reviewed and assessed, and if agreed, implemented in appropriate priorities of importance, impact and effect, within sensible time frames.

Particular aspects recommended for more detailed review by the working group

1. “Policing generally” – 67 responses. Please note that more contact with the police and greater visibility by the police is also covered in other Questions. Other topics include feedback from the police, police need to listen, more concise and prompt local crime information but without trivia, well written newsletters, more leaflets from the police, and public trust of the police.
2. “Communications/literature/newsletters/ internet/advertising/promotion” – 157. This includes better explanations of what NHW is about and the benefits it provides, more success stories and feedback, interesting item and incentives, items on paper and not just electronic, less generalised boiler plate messages, better advertising and publicity, including in partnership with other agencies, more visible and free NHW street signs, getting more people to receive electronic messages (which includes keeping their contact details up to date) and declining to send printed messages when people have E-mail addresses which they are not prepared to reveal - this is all about getting the balance right.
3. “Co-ordinators/Committees” – 19. This includes finding more co-ordinators and deputies, getting them together from time to time and exchanging contact details for mutual support, have more local committees, consider re-titling the role, for example, street representative or distributor, to remove the impression that it is a difficult or time consuming job.
4. “Meetings” – 11. This includes more meetings, sometimes with interesting speakers, more collaboration between panels and other partners, timing and location.
5. “Funding, costs, expenses” – 9. This includes sourcing funding (the Federation is also working on this) and making sure that people are not significantly out of pocket.
6. “Street signs and stickers” – 8. This includes sourcing the best deal and looking for funding for free signs, and their rapid erection.
7. “Community spirit” – 12. This includes boosting community spirit and making stronger and friendlier communities where people know each other and help each other out when needed.
8. “Rejuvenating/ regenerating schemes and NHW generally” – 54. This includes clarity about our purposes and benefits, re-brand away from curtain twitchers, increasing public awareness, more advice, guidance and training for members and co-ordinators, sharing the load, maybe social events, links into Farm Watch and other Watches, ways and means of starting new schemes or extending existing ones, more involvement of younger people.

Question 29 - What barriers exist to expanding NHW in your area?

Answer Options	Response Count
	563
<i>answered question</i>	563
<i>skipped question</i>	479

Comments

Verbatim detailed responses are listed in convenient groupings in Appendix 8 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Apathy/lack of interest/lethargy” - 135, “Co-ordinators/volunteers” - 92, “Awareness/motivation/ Perceived lack of a problem” - 26, “Age related issues” - 11, “Police related” - 22, “Local issues” - 87, “Communications related” - 23, “NHW image” – 5, and “Other” - 75.

Apathy and lack of interest amongst the public come through strongly, as does the lack of volunteers, the amount of time spent by volunteers, the time needed to do more than they do already, and in some cases the personal expense (such as printing of messages and newsletters) involved.

The success of NHW and other initiatives is ironically also one of NHW’s weaknesses. Because Sussex is a relatively “low crime” place, many people do not perceive the need to join NHW until there is a problem in their area. A related point is that perhaps NHW does not “sell” the benefits of membership as well as it could, leaving people unaware. The image of NHW is maybe also a factor, and this could be spruced up at the same time.

Other answers also indicate that some co-ordinators are at the upper end of the age spectrum or suffer adverse health or care for somebody else with health issues. In some cases this limits what the individuals can do, in other cases there are reluctances related to the use of modern technology. This is another reason why it would be nice to have motivated younger volunteers with time on their hands as co-ordinators – however they are a rare commodity.

SusPol have come in for some stick as in other Questions.

Communications issues have largely also been aired in previous Questions.

Recommendations

1. NHW needs to reinvent itself and project a modern image which is also still acceptable to existing members of all ages. As this is probably not just a Sussex issue, it is suggested that the Federation studies this aspect and works with NHWN to develop an appropriate national solution.
2. NHW needs to continue to develop itself into an organisation attractive to younger elements of the population.
3. As regards “Policing generally”, as with previous Questions SusPol needs to find ways of addressing all concerns expressed. Appropriate feedback then needs to be given to the public.

Particular aspects recommended for more detailed review by the working group

1. What can be done about apathy, lack of interest, reluctance to be involved, feelings that NHW is irrelevant, etc?
2. What can be done about lack of time, lack of volunteers, etc?
3. What special considerations are appropriate for our ageing co-ordinators and also the aging members of NHW?
4. What can be done to get more help and support from the police?
5. How can communications be improved?
6. What can be done to improve the image, proper comprehension and standing of NHW?

Question 30 - What could be done to increase the membership of NHW in your local area?

Answer Options	Response Count
	517
<i>answered question</i>	517
<i>skipped question</i>	525

Comments

Verbatim detailed responses are listed in convenient groupings in Appendix 9 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Publicity/leaflets /canvassing/advertising” - 143, “Police involvement” - 38, “Particularly interesting ideas” - 5, “Other” - 191, and “Very little expansion prospects” – 62.

The numerous comments on publicity and awareness reflect answers to previous questions and indicate the need for overall better printed materials which co-ordinators and SusPol can use to help raise awareness, start new NHW schemes and rejuvenate flagging schemes. By producing new “marketing” material in sufficient quantities, and then utilising these in carefully constructed campaigns, hopefully significant progress can be made with new campaigns. As always, we need enthusiastic volunteers to come forward and deliver. Just printing new material will achieve nothing unless it is used wisely.

Answers on Police involvement largely reflect what has already been said in earlier answers.

Recommendations

1. Review the entire package of printed material available to NHW, print new material as needed, and deliver it as part of well orchestrated and co-ordinated campaigns. There are cost implications in terms of design and printing, especially in high volumes.
2. Associate the above with concerted and well planned publicity (e.g. “advertorials”, press, local radio and other media support), and free print advertising (e.g. in local authority and parish magazines), and if possible with donated free advertising space in the press.
3. The can be further supported by good use of online resources, which will need to be considered in concert with other technology advances by NHW.
4. As regards “Policing generally”, as with previous Questions SusPol needs to find ways of addressing all concerns expressed. Appropriate feedback then needs to be given to the public.

Particular aspects recommended for more detailed review by the working group

1. Overall review of publicity materials/methods and ways of deploying these cost effectively, and the generation of public interest.
2. Overall review of modern technology and its application, but not losing sight of those people who will not be using it.
3. More incentives for members - at present there are none.
4. How can we get youngsters more involved?
5. The parish council could promote the scheme - and want to but this has been met with resistance from those currently organising it.
6. Contact with the Residents Association.
7. Make it easier to join in.
8. Try to take away the stigma that NHW is old people watching from behind curtains all day.
9. How can we find more co-ordinators?

Question 31 - What do you think YOU could do to help improve the quality and running of your own scheme?

Answer Options	Response Count
	487
<i>answered question</i>	487
<i>skipped question</i>	555

Comments

Verbatim detailed responses are listed in convenient groupings in Appendix 10 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Limited opportunities” - 97, “E-mail and technology” - 37, and “Other” - 296.

Recommendation

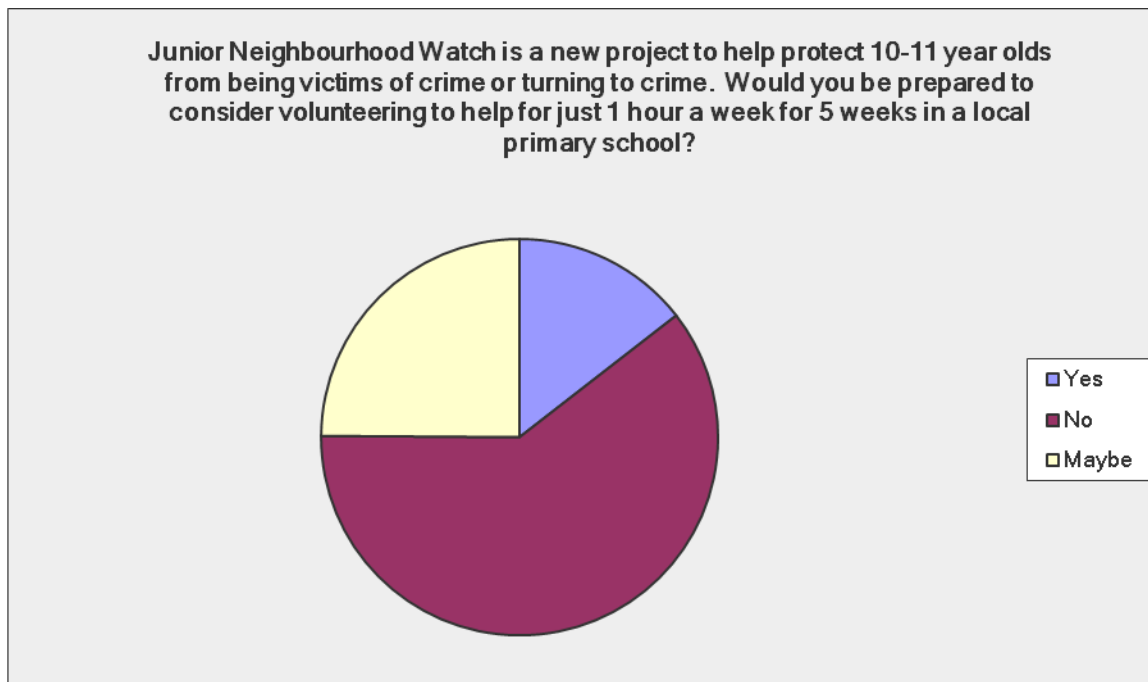
1. Many of the comments have already been brought up already elsewhere in this Survey. NHW needs to systematically work its way through these again and see what other value can be extracted.

Particular aspects recommended for more detailed review by the working group

1. Greater use of E-mail and technology

Question 32 - Junior Neighbourhood Watch is a new project to help protect 10-11 year olds from being victims of crime or turning to crime. Would you be prepared to consider volunteering to help for just 1 hour a week for 5 weeks in a local primary school?

Answer Options	Response Percent	Response Count
Yes	14.5%	144
No	60.6%	604
Maybe	24.9%	248
<i>answered question</i>		996
<i>skipped question</i>		46



Comments

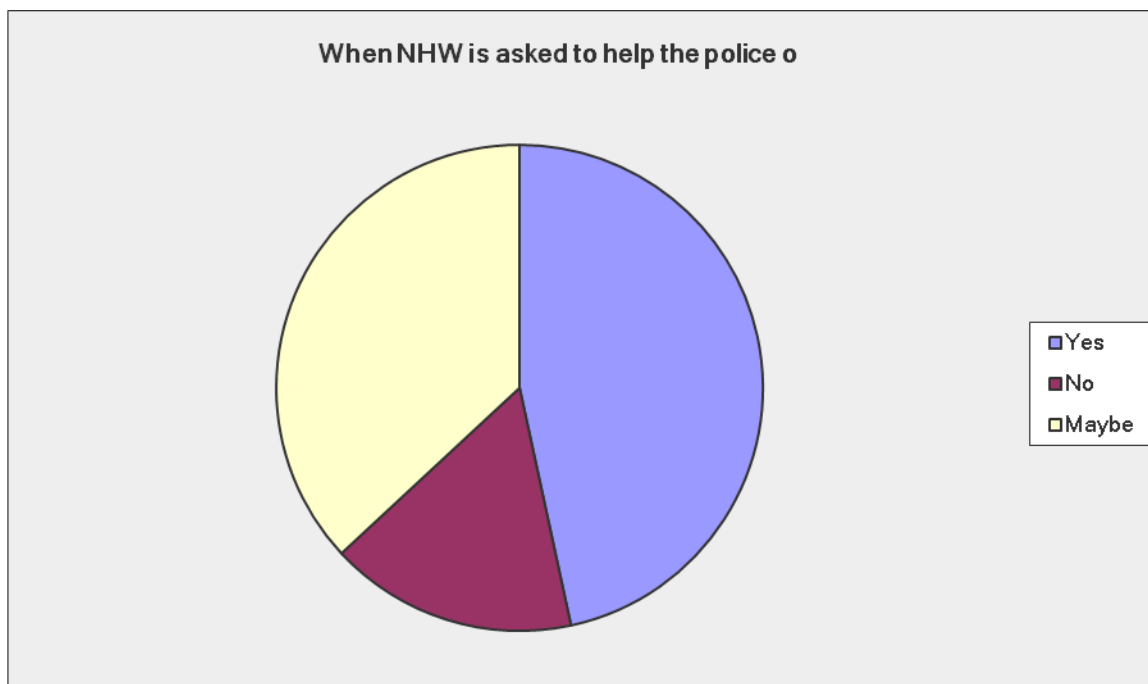
We do not need huge numbers of volunteers for JNHW, just enough to cover each area concerned. The purpose of this Question was to test whether there would be volunteer support to roll out the programme across areas of Sussex. As 144 co-ordinators have “Yes”, this looks promising.

Recommendations

1. When time permits, the Federation should discuss with SusPol (and possibly the PCC) the optimum way forward, which will include the required funding and the availability of sufficient suitable and reliable volunteers.

Question 33 - When NHW is asked to help the police or local authorities in an emergency or important event (such as the recent Olympic Torch Relay), but without exposing people to risk, for example in severe weather or a major incident, in principle would you be prepared to consider helping out in this way?

Answer Options	Response Percent	Response Count
Yes	46.6%	473
No	16.5%	167
Maybe	36.9%	374
<i>answered question</i>		1014
<i>skipped question</i>		28



Comments

This is a very positive result and indicates that NHW members are prepared to extend their remit in times of urgent need. This reflects NHW’s commitment to community safety. Some people commented that they are already members of the NHW Search Teams and other emergency assistance providers.

Recommendation

1. The Federation should discuss with SusPol, the PCC, emergency planners and possibly other emergency responders how this concept can be best progressed.

Question 34 - Please use this space to add any further comments you may wish to make.

Answer Options	Response Count
	313
<i>answered question</i>	313
<i>skipped question</i>	729

Comments

Verbatim detailed responses are listed in convenient groupings in Appendix 11 of the full Survey Report. Responses such as “No” or “none” have not been listed. For ease of comprehension the responses have been grouped into the categories of “Age/health related” - 42, “Police related” - 51, “Communications” - 25, “Compliments” - 20, and “Other” - 170.

In a number of cases, as noted earlier, age and health issues are creeping up on some individuals and we need to consider how NHW can address this situation.

Answers on “Police related” largely reflect what has already been said in earlier answers.

Answers on Communications also largely reflect what has already been said in earlier answers.

The unsolicited compliments are much appreciated – volunteers often get little thanks, considering how much time effort they put in. The number of compliments received greatly outweighs the couple of criticisms made of the Executive and other NHW members.

Recommendations

1. The NHW working group needs to systematically work its way through all these points again and see what other value can be extracted.
2. As regards “Police related”, as with previous Questions SusPol needs to find ways of addressing all concerns expressed. Appropriate feedback then needs to be given to the public.