



SURREY
POLICE
AUTHORITY

Welcome to the First Citizens' Panel Questionnaire

Welcome to the Surrey Police Authority Citizens' Panel Questionnaire. Thank you for agreeing to join the Citizens' Panel, we hope that you enjoy taking part. This questionnaire focuses on your experience of crime, how you receive information about crime and crime prevention and your perception and experience of young people.

The questionnaire should only take about 10 minutes to complete.

When you have completed the questionnaire, please return it to us in the enclosed envelope – no stamp required – **by Friday 24th July 2009**. We will look at what all of the Citizens' Panel members say, and then let you know what's been said and what the Authority's response is in our Citizens' Panel Newsletter. You will receive this newsletter with your next survey.

Everything you say is confidential and we will never pass your name or address to any other organisation. If at any time you wish to leave the Citizens' Panel for whatever reason, simply let us know.

If you would like any further information or have any queries regarding the Citizens' Panel please contact the SPA office on 01483 630 200 or email spa@surrey.police.uk

Thank you for completing this questionnaire - we look forward to receiving your reply.

Dr. Sue Martin
Chief Executive

Q2 In your opinion, how much of a problem if at all, are the following issues in the **United Kingdom**? *(Please tick one box on each row)*

IN THE UNITED KINGDOM	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Don't know
Young people committing violence (e.g. knife crime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people committing serious crime (e.g. burglary, vehicle crime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people committing anti-social behaviour (e.g. graffiti, littering or noise)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 In your opinion, how much of a problem if at all, are the following issues in the **Surrey**? *(Please tick one box on each row)*

IN SURREY	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Don't know
Young people committing violence (e.g. knife crime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people committing serious crime (e.g. burglary, vehicle crime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people committing anti-social behaviour (e.g. graffiti, littering or noise)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 In your opinion, how much of a problem if at all, are the following issues in **your neighbourhood** (within 15 minutes walk from your house)? *(Please tick one box on each row)*

IN YOUR NEIGHBOURHOOD	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Don't know
Young people committing violence (e.g. knife crime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people committing serious crime (e.g. burglary, vehicle crime)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people committing anti-social behaviour (e.g. graffiti, littering or noise)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 How often, if at all, in the last 12 months have you **seen** groups of young people congregating in your **local neighbourhood** (within 15 minutes walk from your house)?
(Please tick one box only)

Once in the last 12 months	<input type="checkbox"/>	Continue
A few times in the last 12 months	<input type="checkbox"/>	Continue
Around once a month	<input type="checkbox"/>	Continue
2 or three times a month	<input type="checkbox"/>	Continue
Around once a week	<input type="checkbox"/>	Continue
More or less every day	<input type="checkbox"/>	Continue
Not seen groups of young people in the last 12 months	<input type="checkbox"/>	Go to Q7

Q6 Which, if any, of the things below have you **seen** groups of young people do in your **local neighbourhood** (within 15 minutes walk from your house)?
(Please tick all that apply)

Playing sports	<input type="checkbox"/>
Making people feel uncomfortable	<input type="checkbox"/>
Asking adults to purchase age restricted goods on their behalf (alcohol / cigarettes)	<input type="checkbox"/>
Getting drunk	<input type="checkbox"/>
Socialising with friends	<input type="checkbox"/>
Littering	<input type="checkbox"/>
Being loud, rowdy or noisy	<input type="checkbox"/>
Taking part in organised activities (e.g. with youth clubs)	<input type="checkbox"/>
Physically assaulting people	<input type="checkbox"/>
Harassing or insulting people	<input type="checkbox"/>
Damaging property or cars	<input type="checkbox"/>
Writing graffiti	<input type="checkbox"/>

Q7 Is there anything specific that groups of young people have done in your local area that has upset or distressed you? Please write:

Q8. What do you think could be done to improve relationships between young people and older residents of Surrey? Please write:

INFLUENCING LOCAL DECISION MAKING

As with previous questions, when answering, please consider your local area to be the area within 15 minutes walking distance from your home.

- Q9 Do you agree or disagree that you can influence the decisions made by the following organisations that affect your local area?
(Please tick one box on each row)

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
Surrey Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surrey County Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your local borough or district council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surrey Fire and Rescue Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surrey Primary Care Trust (the NHS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATING WITH THE PUBLIC

Surrey Police Authority regularly communicates with the public. We would like to understand how you get your information about community safety. This will help us to do the right things to get our messages heard by Surrey residents.

- Q10 From which of the following sources do you **mostly** find out about crime and community safety issues in your local community?
(Please tick all that apply in column Q10 below)
- Q11 And which of the following sources do you consider to be your **main** source of finding out about crime and community safety issues in your local community?
(Please tick one box only in column Q11 below)

	Q10	Q11
Local newsletters from my neighbourhood police	<input type="checkbox"/>	<input type="checkbox"/>
Local newspaper	<input type="checkbox"/>	<input type="checkbox"/>
Local radio	<input type="checkbox"/>	<input type="checkbox"/>
Local television	<input type="checkbox"/>	<input type="checkbox"/>
National newspaper	<input type="checkbox"/>	<input type="checkbox"/>
National radio	<input type="checkbox"/>	<input type="checkbox"/>
National television	<input type="checkbox"/>	<input type="checkbox"/>
Policing magazine that is sent through my door	<input type="checkbox"/>	<input type="checkbox"/>
Posters or public notices	<input type="checkbox"/>	<input type="checkbox"/>
Neighbourhood Watch information	<input type="checkbox"/>	<input type="checkbox"/>
Local neighbourhood meetings run by Surrey Police	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Which of the following local television news programmes do you watch?
(Please tick all that apply)

- | | | | |
|------------------------|--------------------------|-------------------|--------------------------|
| BBC South Today | <input type="checkbox"/> | ITV Meridian News | <input type="checkbox"/> |
| BBC London News | <input type="checkbox"/> | ITV London News | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> | None | <input type="checkbox"/> |

Q13 And which of the following local radio stations do you listen to?
(Please tick all that apply)

- | | | | |
|-----------------------|--------------------------|----------------|--------------------------|
| BBC Southern Counties | <input type="checkbox"/> | Delta FM | <input type="checkbox"/> |
| Eagle Radio | <input type="checkbox"/> | Mercury FM | <input type="checkbox"/> |
| Radio Jackie | <input type="checkbox"/> | Capital Radio | <input type="checkbox"/> |
| Brooklands FM | <input type="checkbox"/> | Southern FM | <input type="checkbox"/> |
| Choice FM | <input type="checkbox"/> | Spectrum Radio | <input type="checkbox"/> |
| LBC | <input type="checkbox"/> | Echo 106.8 | <input type="checkbox"/> |

Q14 And which of the following local newspapers do you read?
(Please tick all that apply)

- | | | | |
|----------------------------------|--------------------------|------------------------|--------------------------|
| Aldershot News & Mail | <input type="checkbox"/> | Leatherhead Guardian | <input type="checkbox"/> |
| Caterham Independent | <input type="checkbox"/> | Redhill & Reigate Life | <input type="checkbox"/> |
| Crawley News | <input type="checkbox"/> | Sevenoaks Chronicle | <input type="checkbox"/> |
| Crawley Observer | <input type="checkbox"/> | Staines Guardian | <input type="checkbox"/> |
| Dorking & Leatherhead Advertiser | <input type="checkbox"/> | Surrey Advertiser | <input type="checkbox"/> |
| East Grinstead Courier | <input type="checkbox"/> | Surrey Comet | <input type="checkbox"/> |
| East Grinstead Observer | <input type="checkbox"/> | Sutton Guardian | <input type="checkbox"/> |
| Elmbridge Guardian | <input type="checkbox"/> | Surrey & Hants News | <input type="checkbox"/> |
| Epsom Guardian | <input type="checkbox"/> | Surrey & Hants Star | <input type="checkbox"/> |
| Epsom Post | <input type="checkbox"/> | Surrey Herald | <input type="checkbox"/> |
| Esher News & Mail | <input type="checkbox"/> | Surrey Mirror | <input type="checkbox"/> |
| Farnham Herald | <input type="checkbox"/> | Tandridge Chronicle | <input type="checkbox"/> |
| Haslemere Herald | <input type="checkbox"/> | Woking Herald | <input type="checkbox"/> |
| Heathrow Villager | <input type="checkbox"/> | Woking Informer | <input type="checkbox"/> |
| Horley Life | <input type="checkbox"/> | Woking News & Mail | <input type="checkbox"/> |
| Horley Observer | <input type="checkbox"/> | Woking Review | <input type="checkbox"/> |

Q15 Overall, how informative are the sources listed below on crime and community safety issues?
(Please tick one box on each row)

	Very informative	Fairly informative	Not very informative	Not at all informative	Don't know / not applicable
Local television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Overall, how much do you trust the information on crime and community safety that you access from each of these sources below as being a true reflection of the actual situation in your local area? (Please tick one box on each row)

	Strongly trust	Tend to trust	Neither trust nor distrust	Tend to distrust	Strongly distrust	Don't know / not applicable
Local television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Each year, we are required in law to send a summary of our performance to every household in Surrey. This summary, entitled 'Policing Surrey', is an A4 colour magazine sent out to all Surrey households in the summer.

Q17 Which of the following statements best reflects your experience of *Policing Surrey*?
(Please tick one box only)

- I look out for and read *Policing Surrey* each year Go to question 18
- I do not look out for *Policing Surrey*, but I have read it when it arrives Go to question 18
- I have not noticed the *Policing Surrey* magazine Go to question 20

Q18 How much, if any, of *Policing Surrey* do you tend to read?
(Please tick one box only)

- All of it Just glanced through it
- Most of it None of it
- Some of it Don't know / can't remember

Q19 How informative, if at all, do you find *Policing Surrey*?
(Please tick one box only)

- | | | | |
|-----------------------------|--------------------------|------------------------|--------------------------|
| Very informative | <input type="checkbox"/> | Not very informative | <input type="checkbox"/> |
| Fairly informative | <input type="checkbox"/> | Not at all informative | <input type="checkbox"/> |
| Don't know / not applicable | <input type="checkbox"/> | | |

Q20 What information, if any, would you like to see included in future editions of the *Policing Surrey* magazine?

Thank you for completing this questionnaire. Please now return it to us in the postage-paid envelope provided.

You will receive an update on the results of this survey and how the results been used with your next questionnaire.