

Dyfed-Powys Police

Q1 To what extent do you agree or disagree with the following statements about the Police and local Council in this area?

	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
They are dealing with the anti-social behaviour and crime issues that matter in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They seek people's views about anti-social behaviour and crime issues in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area treat everyone fairly regardless of who they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police would treat you with respect if you had to contact them for any reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police can be relied on to be there when you need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police can be relied on to deal with minor crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police understand the issues that affect this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police are dealing with the things that matter to the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How would you describe the level of anti-social behaviour in your area?

<i>Very high</i>	<input type="checkbox"/>	<i>Lower than average</i>	<input type="checkbox"/>
<i>Higher than average</i>	<input type="checkbox"/>	<i>Very low</i>	<input type="checkbox"/>
<i>About average</i>	<input type="checkbox"/>	<i>Don't know</i>	<input type="checkbox"/>

Q3 What is your perception of people using or dealing drugs in your local area?

<i>Very big problem</i>	<input type="checkbox"/>	<i>Not a problem at all</i>	<input type="checkbox"/>
<i>Fairly big problem</i>	<input type="checkbox"/>	<i>Don't know</i>	<input type="checkbox"/>
<i>Not a very big problem</i>	<input type="checkbox"/>		

Q4 What is your perception of drunk or rowdy behaviour in your local area?

<i>Very big problem</i>	<input type="checkbox"/>	<i>Not a problem at all</i>	<input type="checkbox"/>
<i>Fairly big problem</i>	<input type="checkbox"/>	<i>Don't know</i>	<input type="checkbox"/>
<i>Not a very big problem</i>	<input type="checkbox"/>		

Q5 How satisfied are you with the police in this area?

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Fairly dissatisfied</i>	<input type="checkbox"/>
<i>Fairly satisfied</i>	<input type="checkbox"/>	<i>Very dissatisfied</i>	<input type="checkbox"/>
<i>Neither</i>	<input type="checkbox"/>		

Q6 What do you think Dyfed-Powys Police can do to improve their service?

Q7 How confident are you with the police in this area?

<i>Very confident</i>	<input type="checkbox"/>	<i>Not very confident</i>	<input type="checkbox"/>
<i>Fairly confident</i>	<input type="checkbox"/>	<i>Not at all confident</i>	<input type="checkbox"/>
<i>Neither</i>	<input type="checkbox"/>		

Q8 If you do not feel confident in Dyfed-Powys Police, could you please tell us what could be done to improve your level of confidence?

Q9 Taking everything into account, how good a job do you think the police in your local area are doing?

<i>Excellent</i>	<input type="checkbox"/>	<i>Poor</i>	<input type="checkbox"/>
<i>Good</i>	<input type="checkbox"/>	<i>Very poor</i>	<input type="checkbox"/>
<i>Fair</i>	<input type="checkbox"/>		

Police stations

Dyfed-Powys Police is working to improve its services to better meet customer needs. We are changing the opening times of our police station front desks to fit in with the times that most people wish to visit, so everyone knows when the service is available, and are seeking your views on how we should market this.

Q10 What would be the best way of informing you of the times that our police station front desks are available to the public? (Tick ALL that apply)

<i>Local press advertising</i>	<input type="checkbox"/>	<i>Posters in shop windows</i>	<input type="checkbox"/>
<i>Local radio advertising</i>	<input type="checkbox"/>	<i>Leaflets handed out in town centres</i>	<input type="checkbox"/>
<i>Dyfed-Powys Police internet site</i>	<input type="checkbox"/>	<i>Mail drop to households</i>	<input type="checkbox"/>
<i>Other (please specify)</i>			

Communications Centre

Q11 Have you made a telephone call to the police in Dyfed-Powys within the last 12 months?

<i>Yes (Go to Q12)</i>	<input type="checkbox"/>	<i>No (Go to Q17)</i>	<input type="checkbox"/>
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Q12 If yes, how many times did you call the police before getting through?

Q13 When your call was answered, was it:

<i>More quickly than expected</i>	<input type="checkbox"/>	<i>More slowly than expected</i>	<input type="checkbox"/>
<i>Within the time expected</i>	<input type="checkbox"/>	<i>Don't know/can't recall</i>	<input type="checkbox"/>

Q14 Did you receive a bilingual greeting?

<i>Yes</i>	<input type="checkbox"/>	<i>No</i>	<input type="checkbox"/>	<i>Don't recall</i>	<input type="checkbox"/>
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Q15 During your telephone call to us, did the person you spoke to...

	<i>Yes</i>	<i>No</i>	<i>Don't recall</i>
Speak to you in a polite manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deal with you in a professional manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicate effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deal with you in a sensitive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seem competent in their handling of your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tell you what action would be taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reassure you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify him/herself to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 After the call had finished, was your impression of the service provided... (Tick ONE option only)

<i>Better than you had expected</i>	<input type="checkbox"/>	<i>Worse than you had expected</i>	<input type="checkbox"/>
<i>As you had expected</i>	<input type="checkbox"/>		

Neighbourhood Watch

Neighbourhood Watch is one of the country's largest and most successful crime prevention schemes. Getting together with your neighbours to take action can help cut local crime.

- Q17** Do you have a Neighbourhood Watch or Farm Watch Scheme where you live?
Yes (Go to Q18) No (Go to Q19) Don't know (Go to Q19)
- Q18** Are you a member of a Neighbourhood Watch scheme?
Yes No
- Q19** Would you be willing to volunteer as a co-ordinator?
Yes (Please see below) No

If you are interested or would like more information, please contact your local Neighbourhood Policing Team on 0845 330 2000.

Substance Misuse

- Q20** Concerns have been raised about discarded needles and other drug taking items in our communities. Have you experienced such a problem?
Yes (Go to Q21) No (Go to Q22)
- Q21** If yes, how regularly have you seen these discarded items?
Once 3 - 5 times
Twice 6 - 10 times
- Q22** Would you know who to contact if you found such items?
Yes (Go to Q23) No (Go to Q24)
- Q23** If yes, who would you contact?
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Police Authority

The Police Authority has many required responsibilities, one of which is to consult with the public. As part of this process Community Consultative Committees are held twice a year, in order for the Authority to consult with the public in setting policing priorities for the coming year, and to provide information in relation to the Force budget. At these meetings the public are invited to ask questions to representatives from both the Police Force and Police Authority on any issues important to them.

- Q24** If you were to attend these meetings, what would be the most appropriate time for you? (Tick ONE option only)
- | | | | |
|------------|--------------------------|--|--------------------------|
| 9am - 12pm | <input type="checkbox"/> | 6pm - 9pm | <input type="checkbox"/> |
| 12pm - 3pm | <input type="checkbox"/> | I would not wish to attend (Go to Q27) | <input type="checkbox"/> |
| 3pm - 6pm | <input type="checkbox"/> | | |
- Other (please specify) _____

- Q25** Where would you prefer such meetings to be held? (Tick ONE option only)
- | | | | |
|------------------|--------------------------|---|--------------------------|
| Youth centre | <input type="checkbox"/> | School | <input type="checkbox"/> |
| Leisure centre | <input type="checkbox"/> | College | <input type="checkbox"/> |
| Community centre | <input type="checkbox"/> | University | <input type="checkbox"/> |
| Council office | <input type="checkbox"/> | No preference/any venue would be suitable | <input type="checkbox"/> |
- Other (please specify) _____

Q26 What information would you like the Community Consultative Committees to provide you with?

Q27 How would you prefer to engage with the Police Authority? Through... (Tick ONE option only)

- Partnership and Communities Together (PACT) meetings - held quarterly, consisting of the Local Authority, Police and Youth Service agencies*
- 'Have your Say' meetings with partner agencies - held twice a year at a community location consisting of the Local Authority, Police, Probation, Fire, and Health services*
- Neighbourhood Policing surgeries - held generally on a monthly basis at public locations*
- Police Authority surgeries*
- Community events*
- Local Councillors*
- Private meetings*
- Public meetings*
- Telephone*
- Internet*
- Email*
- I do not wish to engage with the Police Authority (Go to Q30)*
- Other (please specify)*

Q28 How often would you like to engage with the Police Authority?(Tick ONE option only)

- Daily* *Quarterly*
- Weekly* *Annually*
- Monthly* *No set period, just when I feel like it*
- Other (please specify)*

Q29 Are there any other comments you would like to make in relation to engaging with the Police Authority?

Q30 Who would you complain to if you were unhappy about the way your local area was being policed? (Tick ONE option only)

- Local senior police officer*
- Local police officer*
- Local police station*
- Local Councillor*
- By phoning 0845 330 2000 (police non-emergency number)*
- Police Authority / Police Authority member*
- PACT meetings*
- Community Safety Unit*
- Other (please specify)*

Access to information and services

Q31 Have you ever encountered any difficulties when contacting Dyfed-Powys Police?
Yes (Go to Q32) No (Go to Q33)

Q32 If yes, please tell us what these were.

Q33 Generally, do you feel that the written information produced by Dyfed-Powys Police is accessible?
Yes No Don't know

Q34 Would you, a member of your family or friends, require information in different formats e.g. Braille, large print?
Yes No

Q35 Have you ever requested information in a different format from Dyfed-Powys Police?
Yes (Go to Q36) No (Go to Q38)

Q36 Have you ever encountered difficulties with your request?
Yes (Go to Q37) No (Go to Q38)

Q37 If yes, please tell us what these were.

Access to buildings

Q38 Have you ever experienced problems accessing any Dyfed-Powys Police buildings?
Yes (Go to Q39) No (Go to Q41)

Q39 If yes, please identify which building(s)
Local Powys station(s) (please specify which ones) _____

Police information points (please specify which ones) _____

Other (please specify) _____

Q40 Please tell us the difficulties you had accessing these Dyfed-Powys Police buildings

Q41 If you wanted to get in touch with Dyfed-Powys Police, which of these methods would you most likely use?
In person at a police station Non-emergency number
By phone Dialling 999
By letter/fax Dyfed-Powys Police website
By email Local police officer / PCSO (community officer)
Someone else (please specify) _____

Q42 **Would you have difficulty in using any of the following methods?**

	Yes	No
<i>In person at a police station</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>By phone</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>By letter/fax</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>By email</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Non-emergency number</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Dialling 999</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Dyfed-Powys Police website</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Local police officer / PCSO (community officer)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other (please specify)</i>		

Q43 **If so, can you please tell us why?**

Thank you for completing our survey