

## Dyfed-Powys Police

### Bobby Van Scheme

Dyfed-Powys Police's Bobby Van Scheme offers a free security service for vulnerable members of society e.g. the elderly, members of minority groups, victims of burglary, domestic violence and other crimes resulting from race, sexuality or disability/infirmity issues.

Our crime prevention carpenters carry out free home visits and security surveys to owner-occupiers and tenants alike, where they repair and replace door and window locks, security chains and door viewers as needed. Since the scheme was launched in 1999, it has made a major contribution to the fight against crime and has helped provide reassurance to our vulnerable communities with over 11,000 homes having been secured free of charge.

**Q1 Before reading this survey had you heard of the Bobby Van Scheme?**

Yes

No

**Q2 Have you been a victim of burglary, domestic violence or other crimes resulting from race, sexuality or disability/infirmity issues at your home?**

Yes

No

**Q3 Have you, a member of your family or friends, received a visit from the Bobby Van?**

Yes (Go to Q4)

No (Go to Q6)

**Q4 Which of the following was fitted to your home?**

Door lock

Spy hole

Door chain

Window locks

Extra panel to the door

Other (Please specify)

**Q5 Do you, a member of your family or friends, feel safer at home as a result of the Bobby Van Team's actions?**

Yes, much safer (Go to Q7)

Yes, a little safer (Go to Q7)

No, it has not made a difference (Go to Q7)

**Q6 If you have not received a visit from the Bobby Van do you believe that having them secure your home would make you feel safer at home?**

Yes, much safer

Yes, a little safer

No, it would not made a difference

If you would like further information or are aware of any vulnerable people who would benefit from the scheme, please telephone the Bobby Van Co-ordinator on 101, specifying which county you live in.

## Internet / e-Crime

Internet / e-Crime often happens to people in their own home, therefore impacting heavily on victims who have often been deceived. We would like to know how you feel about internet crime and how Dyfed-Powys Police can help.

**Q7 Do you use the internet...? (Tick all that apply)**

At home  In public buildings e.g. libraries   
At work  I do not use the internet (Go to Q22)   
Other (Please specify)

**Q8 Are you concerned about internet/e-Crime at home?**

Yes  No

**Q9 Have you experienced any of the following? (Tick all that apply)**

Online deception i.e. lottery scam  Money sent and goods not received   
Credit cards used illegally online  I have not experienced any problems   
Other (Please specify)

**Q10 Are you confident in Dyfed-Powys Police's ability in investigating internet/e-Crime such as fraud, hacking, data theft, and extortion?**

Very confident  Neither  Not at all confident   
Fairly confident  Not confident  Don't know

**Q11 Do you feel that there is sufficient crime prevention advice available for parents regarding sexual grooming of children?**

Yes (Go to Q13)  No (Go to Q12)  Don't know (Go to Q13)

**Q12 If no, what further advice do you feel should be provided?**

**Q13 Do you feel that there is sufficient crime prevention advice available regarding internet security?**

Yes (Go to Q15)  No (Go to Q14)  Don't know (Go to Q15)

**Q14 If no, what further advice do you feel should be provided?**

**Q15 Do you feel that there is sufficient crime prevention advice available regarding safe trading online?**

Yes (Go to Q17)  No (Go to Q16)  Don't know (Go to Q17)

**Q16** If no, what further advice do you feel should be provided?

As part of the e-Crime Wales project, all Welsh Police forces now have a dedicated Business e-Crime Officer, who will act as a single point of contact for businesses reporting e-Crime.

**Q17** Do you run a business?

Yes (Go to Q18)

No (Go to Q22)

**Q18** Before receiving this questionnaire, did you know about the crime prevention advice available from the e-Crime Wales project?

Yes

No

**Q19** Would you contact Dyfed-Powys Police to report an internet related incident involving your business?

Yes (Go to Q21)

No (Go to Q20)

**Q20** If no, could you please tell us why.

**Q21** Are you confident in Dyfed-Powys Police's ability in investigating business e-Crime such as fraud, hacking, data theft, and extortion?

Very confident

Neither

Not at all confident

Fairly confident

Not confident

Don't know

If you believe your business has a problem or feel you have covered all the risks and would like a free vulnerability assessment, please contact Karen Burch, Dyfed-Powys Police e-Crime Wales Business Officer on 01267 226649 or email [karen.burch@dyfed-powys.pnn.police.uk](mailto:karen.burch@dyfed-powys.pnn.police.uk) to arrange an appointment. Alternatively you can log on to the e-Crime website; [www.ecrimewales.com](http://www.ecrimewales.com) for further information.

## Policing Priorities

Dyfed-Powys Police Authority is responsible for setting local policing priorities in consultation with their communities. The Police Authority then holds the Police Force to account in the delivery of services against these priorities. Therefore, the Police Authority actively seeks your views and opinions to help them set policing priorities for the forthcoming years.

**Q22** What do you feel is the most important policing priority for the year 2011 / 2012?  
(Please tick ONE option only)

Anti-social behaviour

Vehicle crime

Burglary

Violent crime

Drug related crime

Visibility of policing

Terrorism

Other (Please specify)

## Domestic Abuse Awareness

**Q23** How many domestic abuse incidents do you think were reported to the police in Powys last year (April 2009 - March 2010)? (Please tick one only)

0 - 250       251 - 500       501 - 750       751 - 1000

**Q24** Are you aware of any of the following local and national services relating to domestic abuse? (Please tick all that apply)

Radnorshire Women's Aid (Llandrindod Wells)	<input type="checkbox"/>	Victim Support	<input type="checkbox"/>
Brecknock Women's Aid (Brecon)	<input type="checkbox"/>	Local refuges	<input type="checkbox"/>
Monmouthshire Family Crisis Centre	<input type="checkbox"/>	Voluntary perpetrator programme	<input type="checkbox"/>
National Domestic Abuse Helpline	<input type="checkbox"/>	Regional Domestic Abuse Forum	<input type="checkbox"/>
Tai Hafan / Hafan Cymru	<input type="checkbox"/>	SARC (Sexual Assault Referral Centre)	<input type="checkbox"/>

**Q25** Do you know anyone that has been a victim of domestic abuse?

Yes       No

## Hate Crime

Hate Crime is defined as; '... Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate.'

The new "All Wales Hate Crime Third Party Reporting" is an innovative piece of work which has been carried out in partnership with the police services of Wales, Safer Wales (a registered charity) and the Welsh Assembly Government. This scheme will enable victims, witnesses or other third parties to report hate incidents, either through an online service based at [www.saferwales.com](http://www.saferwales.com) or by completing a Hate Crime reporting form which is available across Wales; at police stations and Local Authority public buildings. The new initiative replaces the True Vision scheme.

**Q26** Before receiving this survey had you heard of 'Safer Wales'?

Yes       No

**Q27** Before receiving this survey were you aware of how you can report hate crime through the All Wales Third Party Reporting Initiative?

Yes       No

**Q28** Were you aware that Dyfed-Powys Police have specially trained Hate Crime Support Officers?

Yes       No

## Access to Dyfed-Powys Police Information and Services

**Q29** Have you ever encountered any difficulties when contacting Dyfed-Powys Police?

Yes (Go to Q30)       No (Go to Q31)

**Q30** If yes, please tell us what these were.

**Q31** Generally, do you feel that the written information produced by Dyfed-Powys Police is easy to understand?  
Yes  No  Don't know

**Q32** Would you, a member of your family, or friends, require information from the police in any of the following formats:  
Braille  Large print   
Audio (spoken word)  British Sign Language video or DVD   
Other (Please specify)

**Q33** Have you ever requested information in one of the above formats?  
Yes, braille  Yes, British Sign Language video or DVD   
Yes, audio  Yes, other   
Yes, large print  No (Go to Q36)

**Q34** Have you ever encountered difficulties with your request?  
Yes (Go to Q35)  No (Go to Q36)

**Q35** If yes, please tell us what these were.

## Access to Dyfed-Powys Police Buildings

**Q36** Have you ever experienced problems physically getting into a police building (for example due to the lack of ramps or narrow doorways)?  
Yes (Go to Q37)  No (Go to Q39)

**Q37** If yes, please identify which building(s).  
Local Powys stations (Please specify)   
Other (Please specify)

**Q38** Please tell us the difficulties you had accessing these Dyfed-Powys Police buildings.

**Q39** If you wanted to get in touch with Dyfed-Powys Police, which of these methods of getting in touch would you most likely use?

In person at a police station	<input type="checkbox"/>	Dialling the non-emergency number 101	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>	Local Police Officer / PCSO (Community Officer)	<input type="checkbox"/>
Dyfed-Powys Police website	<input type="checkbox"/>	By letter / fax	<input type="checkbox"/>
By phone	<input type="checkbox"/>	Dialling 999	<input type="checkbox"/>
Someone else (please specify)	<input type="text"/>		

**Q40** Would you have difficulty in using any of the following methods of getting in touch with Dyfed-Powys Police?

	Yes	No
In person at a police station	<input type="checkbox"/>	<input type="checkbox"/>
By e-mail	<input type="checkbox"/>	<input type="checkbox"/>
Dyfed-Powys Police website	<input type="checkbox"/>	<input type="checkbox"/>
By phone	<input type="checkbox"/>	<input type="checkbox"/>
Non-emergency number 101	<input type="checkbox"/>	<input type="checkbox"/>
Local Police Officer / PCSO (Community Officer)	<input type="checkbox"/>	<input type="checkbox"/>
By letter / fax	<input type="checkbox"/>	<input type="checkbox"/>
Dialling 999	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>	

**Q41** If yes, can you please tell us why?

## Police in the local media

**Q42** What local newspapers do you read?

Shropshire Star	<input type="checkbox"/>	Mid Wales Journal	<input type="checkbox"/>	Hereford Times	<input type="checkbox"/>
County Times	<input type="checkbox"/>	Brecon and Radnor Express	<input type="checkbox"/>	Cambrian News	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>				

**Q43** What local news programmes do you watch?

BBC Wales News	<input type="checkbox"/>	ITV Wales News	<input type="checkbox"/>	S4C News	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>				

**Q44** What radio stations do you listen to?

Radio Maldwyn	<input type="checkbox"/>	Real radio	<input type="checkbox"/>	Valleys Radio	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>				

## Social Networking

**Q45 Do you use any of the following social networking sites on the internet?**

Facebook

youtube

Twitter

None of the above (Go Q48)

Bebo

Don't use the internet (Go to Q48)

Flickr

**Q46 Would you want to find out information about Dyfed-Powys Police and the work that they do via any of these sites?**

Yes

No (Go to Q48)

**Q47 If yes, what information? (Please tick all that apply)**

Crime prevention advice

Information about the different teams e.g. helicopter, dog section, roads policing team

News

Information on local police officers

Events

Dates of PACT meetings

Neighbourhood Policing Teams

Other (Please specify)

**Q48 Were you aware that the Police Authority has now set up its own Facebook profile?**

Yes

No

**Q49 What information would you like the Police Authority to publish on Facebook? (Please tick all that apply)**

Who the Police Authority are

Current news affecting Policing

What the Police Authority do

Information on our meetings

What the Police Authority are doing currently

Other (Please specify)

If you would like to view our Facebook page, please find us on: [www.facebook.com/dyfed.authority](http://www.facebook.com/dyfed.authority)

# Crime

By working closely with our partners and local communities, Dyfed-Powys Police is responsible for one of the safest areas in Wales and England. The vast majority of the crimes and incidents that we deal with are not that serious, but there are rare occasions when we have to investigate serious and major crimes such as murders and serious sexual offences. Our aim is to ensure that we have well trained and resourced officers and staff to respond to these inquiries efficiently and effectively when they occur. The following question will help us to understand whether you feel confident that we are able to deal with these serious offences when they do occur.

**Q50** Are you confident in Dyfed-Powys Police's ability to investigate serious crime issues such as murder and serious sexual offences such as rape?

Very confident <input type="checkbox"/>	Neither <input type="checkbox"/>	Not at all confident <input type="checkbox"/>
Fairly confident <input type="checkbox"/>	Not very confident <input type="checkbox"/>	Don't know <input type="checkbox"/>

**Q51** If you ticked 'not very confident' or 'not at all confident', could you please tell us why.

# Farm Crime

This section aims to find out knowledge and perceptions of farm crime in your county from both the farming and non-farming community. A definition of farm crime for this survey is: 'any crime that takes place on a farm or smallholding. This includes crimes against property, outbuildings, equipment, machinery, vehicles, consumables, livestock and persons on the farm.'

Reference to 'county' in the following questions may include knowledge you have of your local area or it may include knowledge you have further afield but still within your county.

**Q52** Do you live on a farm?

Yes  No

**Q53** During the last two years, have you heard of farmers in your county experiencing any theft of the following?

	Never	Once	Twice	Three or more times	Don't know
Stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tools and small equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fuel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Farm chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fencing materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please specify)

**Q54** During the last two years, have you heard of farmers in your county experiencing any of the following problems?

	Never	Once	Twice	Three or more times	Don't know
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Break and enter of farm residence or farm buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illegal trespassers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illegal shooters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dumping of rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="text"/>				

**Q55** How serious a problem is crime on farms in your county?

Very serious       Somewhat serious       Not serious       Don't know

**Q56** In your opinion, over the past year, has the amount of crime on farms in your county:

Greatly increased       Neither increased nor decreased       Greatly decreased   
 Increased       Decreased       Don't know

**Q57** Over the past five years, have you noticed any change in the types of farm crime that occur in your county?

Yes       No

**Q58** If YES, what changes have you noticed?

**Q59** Who, or what, do you think is to blame for most of the crime on farms in your county? (Please explain briefly)

**Q60** Do you have any other comments regarding farm crime you might wish to add? Please use the space below.

# Communications Centre

**Q61** Have you telephoned Dyfed-Powys Police within the last 12 months?  
Yes  No (Go to the end of the survey)

**Q62** If yes, how many times did you call the police before getting through?

**Q63** When your call was answered, was it:  
More quickly than expected  More slowly than expected   
Within the time expected  Don't know / can't remember

**Q64** Did you receive a bilingual greeting?  
Yes  No  Don't recall

**Q65** During your telephone call to us, did the person you spoke to...

	Yes	No	Don't recall
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"/>

**Q66** After the call had finished, was your impression of the service provided:  
Better than you had expected  As you had expected  Worse than you had expected

**Thank you very much for completing our survey.**

**Please return it in the prepaid envelope as soon as possible.**