



COMMUNITY ENGAGEMENT

FOCUS GROUPS ON FEAR OF CRIME AND POLICE SERVICES

SUMMARY OF FINDINGS

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1.0 PURPOSE

The purpose of this report is to summarise the findings and recommendations from face to face consultation with residents of Cheshire, Halton and Warrington. Twenty one focus groups were conducted by Cheshire Police Authority between September and December 2006.

The aim of the focus groups were:-

- To understand what the Authority and the Constabulary need to DO differently in order to increase customer satisfaction in policing services and to reduce the fear of crime.

Letters of invitation were sent to over eighty community representative organisations and groups, this resulted in focus groups being held with 306 of Cheshire's residents representing young people, older people, rural and urban communities, black and minority ethnic communities, people with a disability and women. A list of the organisations involved and a breakdown of attendees is provided at appendix 1.

Each group discussion was facilitated using structured questions which are provided at appendix 2.

2.0 BACKGROUND

Over recent years, the Constabulary has been working hard to reduce crime and disorder and increase the number of local police officers who work in the community. Despite these efforts, Cheshire's PPAF citizen focus satisfaction for "Actions, Follow up and Whole Experience" is significantly lower than its peers.

Public Perception Surveys carried out by NPU Officers and partners in Cheshire, Halton and Warrington in September 2006 indicate that 46% of respondents were fairly or very worried about crime in their neighbourhood. 54% of respondents were fairly or very concerned about anti-social behaviour.

As part of Local Public Service Agreement (2) and ongoing community engagement work, residents are asked:-

- To what extent are you personally worried about anti-social behaviour in your neighbourhood?
- To what extent are you worried about crime in your neighbourhood?

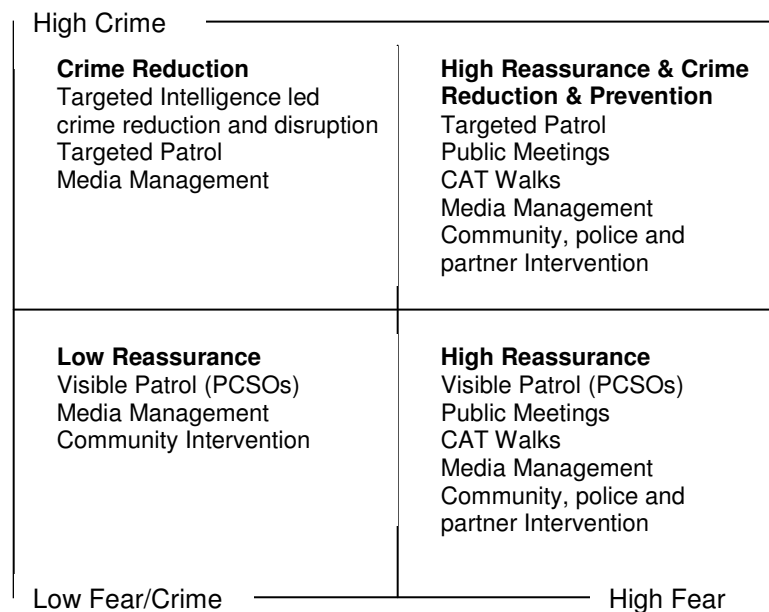
Responses are measured from not at all worried, fairly worried, don't know, fairly worried or very worried.

The results for the Force Areas are shown in the table:-

Fear of Crime September 2006	Sample Size	Fairly + Very Worried	Percentage (%)
Eastern	3215	1417	44
Western	2123	1003	47
Northern	1498	756	50
	6836	3176	46

Concern about Anti-Social Behaviour September 2006	Sample Size	Fairly + Very Worried	Percentage (%)
Eastern	3215	1715	53
Western	2160	1104	51
Northern	1498	900	60
	6873	3719	54

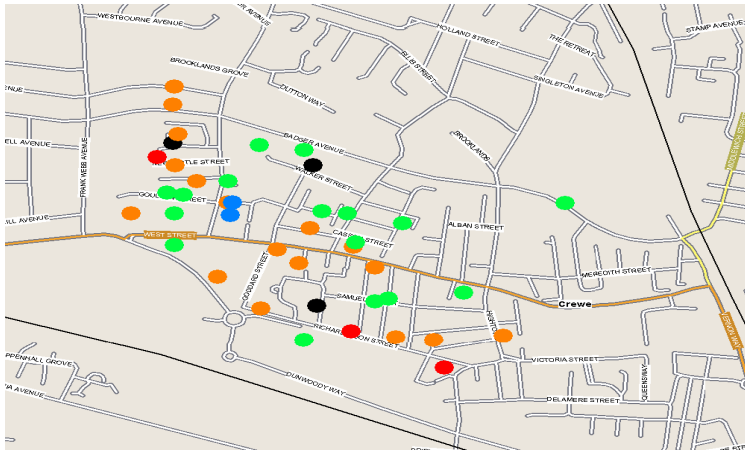
As the above results suggest, it is possible to measure on a quantitative scale how afraid people feel. The model below illustrates policing styles and resource allocation appropriate to different fear/crime levels.



Many participants in the focus groups concurred the 'broken windows' theory, the presence of graffiti, litter, unlit areas and dog fouling exacerbated concerns about crime and disorder. There was consensus that close knit communities (for example rural communities or residents of cul de sacs) tended to feel safer as

they were better able to “look out for each other”. Comments about the use and success of Homewatch schemes across the county differed from one person to another.

The map below of Grosvenor Ward in Crewe illustrates that it can be difficult to design reassurance and crime reduction strategies geographically as different people within the same neighbourhood have different levels of concern.



However, in order to make recommendations for change and to design appropriate policing interventions we first need to understand *why* people feel concerned about crime.

3.0 FOCUS GROUP FINDINGS – FEAR OF CRIME

The Focus Groups revealed over-arching themes about fear stimulants and policing as a whole, which can be summarised as follows:-

	Fear Stimulants	Constabulary Response
The Role of the Media	National Media sensationalism	Local “good” news stories, especially about young people. Prosecution results to be communicated at CAMs and in media.
Perceptions about Young People	Fear of theft, assault or verbal abuse Misuse of Alcohol	Diversions activity for young people RESPECT agenda ARCangel
Perceptions of Young People	Gangs of peers Unlit Areas	Children & young people Agenda
Police Services	Lack of Police Presence	PCSO Patrols Patrols of open spaces Easier Access to crime

		prevention advice Minimum tenure policy for CAT staff
Police Stations	Lack of rural police stations	Improved advertising of opening hours, available services and alternative contact methods
Making Contact	Lack of feedback/updates Lack of ring back from CAT voicemails Lack of Response to incidents Lack of crime prevention Advice Fear of reprisal	Citizen Focus Project Improve communication of grade 3-5 responses Improve access to CP Advice Victim and Witness Care

3.1 The Role of the Media

Participants agreed that media sensationalism of crime both nationally and locally added to their concern. High levels of fear are caused by national media about young people, terrorism, muslims and paedophiles.

Some comments included:-

"I got the Winsford Guardian this week on Wednesday and I think the first three pages were all about stabbings and muggings."

"If you have a confining disability or live in sheltered housing your only perceptions of crime come from media".

Young people are not accurately reflected in the media, they talk about hoodies and drinking and yobs, so people are scared of us when we do things wrong. In Halton last year, kids did 14,000 hours of volunteering, 500 are doing their Duke of Edinburgh Award – this doesn't get reported."

"The newspapers have told adults about anti-social behaviour so now they all think kids are doing it but they are just playing and doing nothing wrong. They have forgotten what they did when they were kids. The police always think we are doing something wrong because the adults tell them we are. Why don't the newspapers report good news about young people?"

3.2 Perceptions about young people

Participants who did not fall into the young person category, spoke about how teenagers make them feel. Most were aware that if the young people that they

report are not committing a crime, an immediate police response would be unlikely to be received.

“Because all these Community Action Teams are doing, when they’re catching groups of youths is moving them from one hot spot, to another not-quite-so-hot-spot, which ends up in a hot spot.”

“I think the police should stop and talk to these youths, maybe in fairness, I don’t know, perhaps they don’t understand the upset they’re causing, I am assuming that most of them are fairly intelligent and they’re not completely stupid, but perhaps they don’t understand that the grief that they cause to people”.

Many of the older participants said that groups of teenagers, hanging around, made them feel afraid that something may actually happen to them if they walked close to or spoke to the groups. There were concerns about theft, assault or verbal abuse.

“.. if they’re on an individual basis then each one of them may be a really nice person but when they’re in a gang it’s the peer pressure and they want to act cool and whatever..”

“If they’re in a gang then you could expect anything because they’re not, they may not be bad as it is, but they like to show off to their peer groups and then they do things that makes them look good in front of them.”

“I was talking to a group of young people the other week and they said smart isn’t cool, it’s not cool to do well at school, it’s not cool to do what your parents tell you and it’s not cool to listen to what policeman say. And that’s the culture that they told me we live in, or they live in. “

“I think it’s just that they’re there, there’s a lot of them and their big and noisy and perhaps it’s just a perception, I mean they might be perfectly innocent, you know. When you get a group of young people together then there’s one or two of them that are invariably creating some sort of disturbance or criminal damage. But as an individual walking in the evening, in close proximity to groups of youths male, or female, then you feel intimidated by numbers no matter what they’re doing because you know that there’s a likelihood that some incident will occur if it hasn’t I think there’s a concern as well, in my mind, that when perhaps I’ve gone away, or gone back into your house they might start doing some damage to your property....”

“.....could I just add to this. I’m six foot, I look fairly big but when you get, half a dozen or a dozen teenagers and they’re jostling around... I’ve already told you I’m disabled, so if I got knocked to the ground it would

take me three or four minutes to get up, in which case, you feel that they might do something or even just leave you there, you know. It's not that they actively are going and doing criminal activities it's just they don't realise how vulnerable the older people are to a slight push, you know, a slight push and I'd be on the floor."

"The youths that cause nuisance round the estate, the police always say they know who they are, then why not do something! Lets have them doing some community service, cleaning up all the graffiti, litter, chewing gum."

Some young people said they didn't think that adults were willing to talk to them and get to know them *"in case they are accused of paedophilia"*

3.3 Perceptions about Anti-social Behaviour

Participants were asked about anti-social behaviour of non-youths. Almost without exception, alcohol was suggested as the cause.

"I am worried about the level of respect in a neighbourhood, that's a different issue altogether, you know there is a lot of bad language, there's a lot of bad mouthing, there's a lot of bad attitude that you see about on the streets.....they have with young people it's there with the parents as well you know, and they are worse when fuelled by alcohol."

"I keep asking the same question where's the visibility and we're talking about youth problems but the problem isn't for old people isn't just about youths it's about the whole community I mentioned earlier about the town type of person from pubs and clubs and such like and the area is quite terrifying sometimes to be in certain areas at that time of the night."

3.4 Perceptions of young people

Young people's concern about crime was also made worse by groups of other young people. Many spoke about "Chavs" creating national Paedophobia (fear of our young people) as their culture is to hang round in gangs of 20-50 people,

"They drink, smoke, carry base ball bats, throw rocks. Us non-chavs have 'no-go areas, if you give us something to do, the gangs take over. Parks get vandalised, they leave empty bottles...I wouldn't take my younger brother down there....he would get beaten up and see all sorts going on"

"Smart is not cool". It's just more acceptable to them to be bad, at school and at home.

The young people people who admitted to hanging around in gangs were asked why they did. Some gave the expected answer that “there’s nothing else to do”, or “it’s us getting together with our mates” so, they were asked why they chose to gather in certain areas:-

“We hang out by the Spar Shop because it is light. If you put in timed lights we would go when they went out but they would have to be agreed by residents.”

“Young kids don’t want to walk through subways to get to play areas. Safe places need to be near where young people live.”

Some young people in Halton had been consulted about the design and management of the Phoenix Park Skate Area, it has a council employed security guard until 9pm and CCTV.

“The area is well managed, there’s a twice a day clean up. It’s well lit, dog bins, litter bins no vandalism. Kids are proud of it. Local residents can keep an eye on what’s going on because it is well lit The nearby Basket Ball court doesn’t get used because it is scary and quite dark.”

4. FOCUS GROUP FINDINGS - POLICE SERVICES

The following feedback was obtained about policing services in general:-

4.1 Visible Police Presence

Without exception, the group said that they wanted to see a greater police presence and said that it would make them feel safer;

“I think one of the biggest problems is that, you know, years ago, in my day we were frightened to death of a Policeman. If we saw a Policeman coming towards us, you know, you’d be frightened to death..in case you’d done something wrong. But nowadays the kids just don’t bother about Policeman. You know there’s a lack of Policeman walking round the areas. I know there are problems with, financial problems and all the rest of it, but people would feel a lot safer if there’s a Policeman every so often walking around.”

When asked “to do what?” responses varied in degrees of practicality, the most sensible included:-

- PCSOs patrolling neighbourhoods
- More patrols of open spaces - young people said they never see the police so they can get away with bad behaviour because they wont get caught
- More presence after 9pm

- Many participants said they would like crime prevention/personal safety advice but would not know how to get it

Comments included:-

“Police only engage when there is a problem – should get to know everyone to understand what’s going on”.

“We want more active police in the Town Centre, to deal with the people causing nuisance, shouting and threatening. The police should have the powers to do more. We are not getting the service we really need.”

“There is too much red tape and paperwork take up officers’ time, so that they can’t get out of the stations like we would want”.

“I go in and out of the Village at least every day and sometime more than once a day, I’ve yet to see her [an officer] in the Village. That’s not to say she’s not doing a good job, I don’t know, but I never see her and the point I’m making is that a police presence is a deterrent”.

“Could they afford, many years ago, to have people on duty in Middlewich in a car? I remember going to the loo one night, in the middle of the night, and looked out of the window and there was a Police car parked in our cul-de-sac and I could see two little headlights and they were having a quick ciggy before they carried on. Now that was, ohhh, 20 odd years ago now but if that could happen then why can’t it happen now? I mean it made me feel safe actually”.

Many participants commented that if they got to know their local officer, it was not long before they moved on again. Several asked about tenure in CAT teams.

4.2 Police Stations

The subject of police stations came up unprompted by many of the groups, both in terms of lack of police stations/houses and with station opening hours.

“There should be police houses within the estates so officers can do their paperwork there, or in mobile police stations, so people know officers are in the area, and easily accessible if need be, knowing that the police officer is there reduces fear”.

This was expressed particularly in rural communities and by residents who lived close to force borders who did not think the police could respond quickly to their needs.

"I think the perception in towns where there is no police station is that you wouldn't get there in time anyway. I mean how long would it take a policeman, if I dial 999 in Middlewich, how long would it take a policeman to get there?"

"Police houses made the local police more accessible and we want them back!"

"One of the problems I think is the closure of the police stations. I think it is anathema that a town of 88,000 people has no open police station.

Some residents said that they thought an open day at the police station would help to break down some of the barriers and concerns about how to contact the police and about policing services.

4.3 MAKING CONTACT

4.3.1 Community Action Meetings

CAMs were very well supported by the participants who had attended. One gentleman asked that the CAMs be updated about prosecutions

"I said earlier that I went to a CAM and the officer had got a list of achievements she'd made over the previous weeks and she'd written letters to parents and she'd been to see parents but nowhere on that list was the fact that she'd taken the cases for prosecution."

4.3.2 Contacting the Police

The majority of participants felt that the police should respond to calls for help no matter where they fall on the list of priorities. The need for officers to get back in touch with people to provide updates and reassurance was overwhelming.

Participants had a perception that nothing was being done, the following quote reinforces the need to keep callers updated:

"...a semi-circle of other flats, every week the windows are broken, every week somebody gets their windows knocked out of their car, every week they get things stolen. The last horrific thing that happened to his particular flat was that somebody broke the window, managed to get inside the flat and attacked the occupant with a broken bottle. Right, now this has been going on now for 18 months. The police have done nothing whatsoever to solve it, absolutely nothing and I've got six numbers in my directory for police stations and police people and community people and they've done nothing at all. So it really does, as Terry says, it always come down to where you are living and unfortunately if you're one of these people who

live in a horrible neighbourhood like that, you haven't got any help, the police ain't going to help you. They can't do anything"

4.3.3 First Point of Contact

Most people knew how to contact the police and had awareness of the non-emergency number.

A lady commented that the 0845 CAT numbers are not easy to remember and that she didn't feel like she was contacting her local police.

There were inconsistencies about CAT voicemails – some participants told stories of very short contact times, others had left a message and didn't get a call back at all.

Some older people commented that they screen their numbers before answering the telephone, as the police call via a switchboard, the caller gets "number withheld" shown and don't answer.

Many groups did not understand the structure of call handling and believed that they were contacting Chester or Warrington.

An elderly gentleman had reported a "robbery" four days previously and still had not been contacted.

4.3.4 Response

Most participants accepted that in cases of emergency, police response times have improved. There were many comments like;

"There was a knife attack recently and the police were there within minutes."

There was much frustration expressed about non-emergency response:-

"If you think no action will be taken – what's the point of calling?"

One lady had her front house windows broken by a brick but just got them repaired, she said,

"the offender had run away so the police wont come out will they?"

"We have been burgled twice, we reported the first burglary yes, not the other one because I think I scared them off and because of the time it took for the police to respond when we were burgled before, it took probably about over an hour for them to arrive and there was never, any resolution to it."

Many participants commented that one has to wait until something has happened before you get a response.

“Sometimes, you phone to say you think something is about to happen and the police do nothing – where is the crime prevention?”

Some people who stated that they wouldn't call the police said that their concern was caused by fear of reprisal from community

“I had a gang of youths outside my front window approximately 6 weeks ago, they woke me up fighting in the street, they woke most of the street up. I was going to call the police but decided not to in case they found out as I was worried about reprisals as they would find out I was the one who phoned.”

“..we need more support, if you do report a crime and need to remain anonymous” even Crimestoppers fails when it goes to court.

4.3.5 Being Kept Informed

At almost every session, participants exchanged stories of having called the police but not being kept informed.

Many people commented about lack of continuity when an officer is not on duty, *“then no-one seems to know anything at all about what's happened – don't they talk to each other?”*

One gentleman has reported a house break

“they came out to see us afterwards but we never heard anything again and we didn't get our property back”.

“We would feel safer if we were reassured that someone is doing something about it.”

“We don't get told what's going to be done” said a 15 year old male.

“I had a problem with youths, ASB, threatening and causing damage. I called the police, but no one came round and they still haven't to this day, this happened in Dec 2005. I got a questionnaire sent through as I called 999 and I told them how rubbish the service was!”

“Its maybe just a PR thing because simple things like sending letters out and the follow ups after 28 days, they may not matter to the outcome of any proceedings but you know they do matter in so far as PR and expectations of people.”

It's not all bad, two people said they had been to a police station in the previous week as they both had their purses stolen in Warrington Town Centre. They reported this at the police station who were..

“very good, I had a call 3 days after from victim support to see if I was OK.”

4.3.6 Making a Complaint

Many participants stated that they did not know how to make a formal complaint

A group of young people said;

“why complain, if you didn’t come in the first place, why would you do anything with the complaint.”

4.4 The Criminal Justice System

There was much confusion about the role of the police, CPS and courts.

“What’s the point in reporting a crime if you don’t punish them?”

“Life should mean life”

“Sentences should be harsher“

“The other thing is where do we bring the evidence from? Because if you’ve seen something happen or something is happening to you, by the time you have rung, the person’s gone and if you see the media reports they’re always after evidence and people are producing evidence after evidence and yet it’s not enough”.

5.0 FOCUS GROUP FINDINGS - BYGROUP

By generalising the results from the focus groups, key themes by group may be summarised as follows:-

	Concern raised	Response
Young People	Little awareness of Stop/Stop Search Lack of Officer compassion about young people Low levels of engagement	Police Authority review of Stop/Search processes Train officers about how to communicate with young people Increase schools liaison contact and increase crime prevention advice Youth CAMs Text contact points to receive information and

		provide intelligence
People with a Disability	Lack of access to information i.e. Hyperline/Typetalk BSL trained officers	PCSO talks to day care centres Cheshire Access to Information Project
BME communities	Language barriers	Translator services Use of community specific newspapers Community CAMs

5.1 Perceptions of young people

The young people who participated in the focus groups were extremely honest and open about their experiences with police officers and PCSOs. Under half knew their local officer or PCSO but most had come into contact with a uniformed officer at some time. Some young people were complimentary about the police in general or their local officer.

Most said they wouldn't report racial/homophobic bullying or harassment to the police, they would go to a teacher or parent.

There was little knowledge of their Stop and Search rights and only one had been given a form when stopped.

There was an overwhelming feeling of dissatisfaction and negative perceptions about policing. Comments included:-

"Your new policy means you don't come if we call if we feel threatened or afraid, we can't call whilst we are being beaten up and after, the offender isn't there any more. We need prevention not response."

"When we were young we were told if we feel unsafe, lost bullied, to tell someone in authority, teacher or police but police don't listen or come and help so why should we have respect for them?"

"I have no confidence in the police because they don't care about us" said one young lady "they just want the glory for a big drugs bust but don't care about the smaller things like antisocial behaviour, intimidation or abuse" she went on to recount a tale where a group of young people were drinking and using drugs outside the Magistrates Court in Northwich and two officers walked past them "no wonder people take matters into their own hand, it's not worth ringing" she said.

Many young people expressed anger that they felt like "second class beings", and that police officers make an assumption that they are stupid and guilty when they speak to them.

“They need to be educated about how to speak to us, the police assume we are all bad and have done something wrong”.

“they’re [the police] dye caste in their opinions they just like ignore you.”

Crewe Youth Parliament want to produce a training video to educate officers about how to engage with young people.

When asked about ASBOs as trophies, one young man said, *“that’s a perception of older people - they are not seen as a prize – they wreck your life.”*

Schools Liaison – young people wanted the police to *“give talks on how to keep themselves safer”.*

The idea of holding Young People’s CAMs was raised by several of the groups, including young people themselves;

“We need to find out how to get involved, like youth forums”.

However, as the comment below reveals, officers may benefit from considering the needs of young people at existing CAMs. One older gentlemen commented;

“Once again they managed to get some teenagers into the CAT meeting, But nobody asked them to speak at all, in the end they just walked out because nobody acknowledged them. I mean if you get children into the meeting the first thing you do is to involve them, involve them and say to them, “Right you’ve taken the trouble to come here what is your perspective.” No we all sat around, we did about the update, said that we’ve done this, and they’d done that and de, de, de, de. In the end the kids walked out. And another thing that’s on the list is a skate park which has been on that list of what we want to happen for years because they keep changing the top two it never gets done.”

Young people wanted to be able to send and receive texts to the police;

“you have to tell us how we can get involved like text us so we know”.

“Why can’t we have a number to text to report incidents?”

5.2 Participants with a Disability

None of the participants with a declared disability said they wouldn’t contact the police *because* of a disability. There was very positive feedback from a lady with a disability about the care shown by an attending officer following an incident.

However, a lady with speech impairment did not know *how* she would contact the police if she needed to.

Another gentleman with special needs said he thought they would think he was drunk.

A group of people with hearing difficulties asked whether we had access to a British Sign language Officer. They also wanted reassurance that there would be Hyperline or Tynetalk available for people with hearing difficulties trying to telephone for assistance.

At focus groups conducted in day care centres, many participants said they would like officers or PCSOs to call in "*like they used to*".

5.3 Participants from BME Communities

Participants for whom English was not their first language all expressed concern about access to translatory services.

Both Chester Asian Council & representatives of the Polish Community requested translation services. There was genuine concern that if they begin a criminal process, their side of the story will not be correctly represented due to language barrier – so they don't report racially motivated, or any crime.

Minority ethnic communities suggested increased communication using specific newspapers e.g. Polish Kontakt, Bengali Newspapers.

Chester Asian Council requested a BME CAM or BME Portal to improve two way communication.

There was generally good feedback when hate crime had been reported. However, the following experience recounted by a gentleman of Bangladeshi origin caused concern. He told a story of bumping his car in Blacon, a police officer passed by and stopped, neither car driver had a pen to exchange details, the officer was asked if he had one "*it is not my duty to lend you a pen*" he answered, "*Is that because of the colour of my skin?*" the gentleman asked "*if you say so*" answered the officer and drove off.

6.0 CONCLUSION

Fear of crime is caused by many factors including the national media and local environment. Participants suggested areas for improvement that would help to make them feel safer, reduce anti-social behaviour and increase confidence in policing services. The main emphasis was placed upon being kept informed and updated. All of the groups want to see an increase in police presence and easier access to police officers in the community, in police stations and at the end of the telephone from all community groups.

Many of the hypotheses from previous research, such as the growing national trend in negative perceptions about young people, lack of respect in society generally and the changes in police service delivery were confirmed by the groups.

The groups were grateful for the opportunity to express their views and wanted reassurance that something would be done about their concerns.

There are several workstreams within the Constabulary that will address some of the issues raised, for example:-

- The Reassurance programme is developing the resource allocation model outlined in section 2.
- Restorative Justice and Community Mediation Panels to increase confidence in the criminal justice process and engage communities
- The Citizen Focus project to improve feedback to victims and improve customer satisfaction
- The Workforce Modernisation proposal to keep people informed using volunteers, NPU Office Managers or Customer Service staff in DMUs
- Improved communication about contact numbers, police station opening hours (and what to do if they are closed).
- Use of the Fire and Rescue Service rural Stations as community contact points and co-located staff in libraries
- Developing community engagement through Young People's CAMs, a BME CAM and Gay CAM
- Increased patrols, school and community contact by PCSOs
- A minimum tenure and abstraction policy for CAT staff

7.0 FUTURE CONSULTATION

There are some gaps which still need to be closed regarding gathering the views of key communities. Further Focus Groups are planned for 2007 including;

- Cheshire Domestic Abuse Partnership
- Business Community
- LGBT
- Gypsy & travelers
- Vale Royal Deaf Support Network

8.0 RECOMMENDATION

That as some of the ideas and suggestions for improvement made by members of the public are already being developed by the Constabulary under the Citizen Focus, Neighbourhood Policing and Respect Agendas, that the Constabulary should ensure that existing action plans take account of the findings from the focus groups and provide updates to Authority members at the Engagement Committee.

APPENDIX 1

The Authority is extremely grateful to the following groups and organisations who agreed to speak about their perceptions, feelings and personal experiences.

GROUP/ORGANISATION	No of Participants
Cheshire Community Council	20
Blacon Residents Association	10
Cheshire Disabilities Federation	15
Chester Disabilities Group	20
Hilary Centre Disabilities Group	5
Crewe Youth Parliament	12
Halton Four Estates Young People	10
Halton FM Community Group	4
Macclesfield Young People Group	25
St John Deans College	12
Verdin High School	8
People First Housing Association tenants	5
Day Service Network	7
Cheshire Federation of Women's Institutes	20
Cheshire Halton & Warrington Race Equality Council	17
Chester Asian Council	10
Crewe Polish Association	12
Warrington Ethnic Ladies Group	14
Warrington Older People's Engagement Group	50
Cheshire Older People's Network	12
Mother's Union	18
	306

Attendees	Number	Percent of total
Young People (aged under 17)	72	24
Older People (aged over 60)	120	39
Black & Minority Ethnic	53	17
People with a declared disability	47	15
Women	158	52

APPENDIX 2

FEAR OF CRIME DISCUSSION GROUP

INTERVIEW FRAMEWORK

Moderator: Anna Collins – Police Authority

Whose role is:

To guide the discussion,
To keep us on track,
Not a Chairperson
Cannot answer questions about particular incidents
Not here to defend the police but to find out...

Co-Moderator: Jude Atkinson / Dana England

Whose role is:

Meet & Greet
To keep me on track
To take notes
To help anyone out if you need it.
Health & Safety – fire exits, refreshments

Parameters:

This session will last about 1.5 hours

Ground Rules

Anonymity - In order to comply with the Data Protection Act and so that we gather your honest views, your individual opinions will not be identified, you will remain anonymous.

Chatham House Rules – That goes for all of us - we should agree that no-one who says anything within the group will be quoted outside the group in any way that could identify them.

Data Collection - We will record the session on audio tape but after we have compiled the findings from several of these sessions. The tapes will be destroyed. The notes that we make are for our own use and will not be made available after the session to anyone else. If you wish the tape to be turned off during the session, please say so.

Consensus - The purpose of this session is to understand your feelings and where they come from, we do not need to reach agreement or a decision so the views of everyone must be respected whether we agree with them or not.

Respect - We must respect each others opinions and ask that no derogatory remarks are made about anyone else's comments.

Group working - As we are recording the session and in order to keep the session constructive, I ask that there should be no aside discussions.

Opening Question – Delphi Technique

Co-moderator to hand out a post it note to all participants.

Write down on your post-it.

To what extent are you worried about crime in your neighbourhood?

Not at all

Not very

Don't know

Fairly worried or very worried

Co-moderator to collect and place in groups on wall at front.

Fear of Crime Levels

Based on results of above, what makes you FAIRLY or VERY worried?

Probes:

- Is it based on personal experience?
- Is it based on what happens in your neighbourhood?
- Is it based on what your neighbourhood looks or feel like
- What role do the national media play?
- What role do the local media play?
- What influence do the police have on your feelings?
- Is this based on any direct contact with the police?
- If yes, what did they do to reassure you and to try to put your fears in perspective?
- What could the police do differently to make you feel safer?
- What role do other public service providers have?
- What could your community do to help itself?

What makes you not at all worried? If any?

Close

Is there anything else you need to say? How did you feel this session went?
Thanks...