**Overview**

The way people contact the police has changed. More people are using telephone or online.

The aim of this survey is to get information to make decisions. These decisions will be about changes to opening hours of Police stations in Fife. This is to meet people’s needs.

You can read the [Public Contact and Engagement Strategy](https://www.scotland.police.uk/spa-media/qbyfwwyu/public-contact-and-engagement-strategy.pdf) here. This explains ways the public can contact the police. Police Scotland aims to improve safety and wellbeing by making it easy to contact the police.

**Reporting a crime**

This is **not** for reporting crime.

There are ways to contact Police Scotland.

Find out more online at: <https://www.scotland.police.uk/contact-us/>

**How will we use your personal information?**

Your replies are anonymous.

You do not need to answer any personal questions.

If you fill out the survey you agree to Police Scotland using your data for their reports.

No one will know it is your information in any reports.

**Young Scot Membership**

If you have a Young Scot card, you will be emailed a code when you send us your survey. This code will give your points and you can use it on the [Young Scot](https://membership.young.scot/home/webHP?requestType=ApplicationRH&actionVal=homePage&screenId=114&redirectPage=V21LVTEwdnRidnZSMW5BNGZoa2hsZzlSRUJVcFJuMHZyZ3RCdEgyRnR6Smhvc1UvTlUvOW1yTklhTEFocEhtd0pwM0FtUzdDUUQrTHR2Mkp1RFdoaGlvVUpRZ1d3TjZISTJkRDh1ZUQ2TzQ9&templateId=138&dynamicURL=TGxxc0tGU1F5ZGZrYjk2eHpkY3BQNGIwL05Zb0J1eTB5ak9tWDVDdDRyUHpxdGRqMjBLakNiZDViK2diaTdzbGJha0ZWSlBVOVNDejlJU0JxTjhqOWc9PQ%3d%3d#MQ==) website.

**How do I take part?**

Complete your answers then email it to:

[insightengagement@scotland.police.uk](mailto:insightengagement@scotland.police.uk)

**Postcode**

Your postcode helps us understand more about your local area.

1. What is your postcode?

Your postcode

**Introduction**

1. Have you used a Public Counter in Fife?

Yes (Go to Q3)

No (Go to Q9)

1. When did you use it?

* Very recently
* 6 months ago
* 12 months ago
* 2 years ago
* 3 years ago
* 4 years ago
* 5 years ago
* Longer than 5 years ago

**Section 1**

1. What date do you think you last used a Public Counter in Fife?

Please answer in the format DD/MM/YYYY

1. How many times have you used a Public Counter in Fife?

1-4 times

4-8 times

8-12 times

More than 12 times

I haven’t used

Don’t know

1. Which Public Counters have you used?

Dunfermline

Cowdenbeath

Dalgety Bay

Kirkcaldy

Glenrothes

Levenmouth

Cupar

St Andrews

1. When have you used a Public Counter most?

Please put a X in the box to mark your answer.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Morning** | **Afternoon** | **Evening** | **Night** | **Not sure / Don’t know** |
| **Monday** |  |  |  |  |  |
| **Tuesday** |  |  |  |  |  |
| **Wednesday** |  |  |  |  |  |
| **Thursday** |  |  |  |  |  |
| **Friday** |  |  |  |  |  |
| **Saturday** |  |  |  |  |  |
| **Sunday** |  |  |  |  |  |

1. Why did you use a Public Counter?

**Section 2**

The new opening hours would be:

|  |  |
| --- | --- |
| **Police Station** | **New opening hours** |
| Dunfermilne | 8am until Midnight  Everyday |
| Cowdenbeath | 9am to 5pm  Monday to Friday |
| Dalgety Bay | Closed |
| Kirkcaldy | 8am until Midnight  Everyday |
| Glenrothes | 7am to 6pm  Monday to Friday |
| Levenmouth | 8am to 10pm  Everyday |
| Cupar | 9am to 5pm  Monday to Friday |
| St Andrews | 9am to 5pm  Monday to Friday |

Police stations will still have police officers working 24 hours every day. These times are when the Public Counter would be open. When it closed there are other ways to contact the police, like phoning 101 or 999 if you have an emergency.

You will also be able to speak to a police officer by pressing a buzzer at the front door and speaking through the microphone.

1. Would these new times (above) suit you?

Yes

No

Do you have any comments about opening hours?

1. Would the new opening times cause you any problems?
2. Do you agree or disagree with these statements

Please put a X in the box to mark your answer.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Disagree | Don’t agree or disagree | Agree | Don’t know |
| The changes would make it easy to get help from the Police. |  |  |  |  |
| I need different ways to contact the police |  |  |  |  |
| The changes will help Police to deliver better services |  |  |  |  |

1. Do you have any more comments?

**About you.**

We ask these questions to make sure we get lots of different types of people answering this survey.

**You do not have to answer any of these questions if you do not want to.**

1. Are you answering this survey:

* As an individual
* As part of a group or organisation
* Prefer not to say

1. Do you think of yourself as:

* A man
* A woman
* Non-binary

(I do not see myself as only a man or only a woman)

* In another way

1. Do you think of yourself as trans or do you have a transgender history?

* Yes
* No
* Prefer not to say

1. How old are you?

Write it here:

1. Sexual orientation means what kinds of people you love or have sexual or romantic feelings about.

Do you think of yourself as:

* Heterosexual or straight
* Bisexual
* Gay
* Lesbian
* Any other sexual orientation

1. Do you consider yourself to have a disability, long-term illness or health condition?

Long-term illness means it has lasted for over a year.

* Yes  go to question 7.
* No  go to question 8.

1. Does this disability or health condition affect you in any of these ways?

* Vision – how I see
* Hearing
* How I use my hands
* Mobility – for example walking or climbing stairs
* Learning, understanding or concentrating
* Remembering things
* Mental health
* I get out of breath or tired easily
* How I behave around other people
* None of the above
* In another way

Please tell us what:

1. What is your ethnicity?

Ethnicity is the word we use to describe our background.

People from an ethnic group might have the same language, culture or religion.

What best describes you?

If you tick ‘other’ please tell us what your ethnicity is.

**White**

Scottish

Other British

Irish

Gypsy or Traveller

Polish

Roma

Showman/Showwoman

Any other white ethnic group

**Mixed or multiple ethnic group**

Any mixed or multiple ethnic group

**Asian, Asian Scottish or Asian British**

Bangladeshi, Bangladeshi Scottish,

Bangladeshi British

Chinese, Chinese Scottish, Chinese British

Indian, Indian Scottish, Indian British

Pakistani, Pakistani Scottish,

Pakistani British

Any other Asian

**African**

African, African Scottish, African British

Any other African

**Caribbean or Black**

Black, Black Scottish, Black British

Caribbean, Caribbean Scottish,

Caribbean British

Any other Caribbean or Black

**Other ethnic group**

Arab, Arab Scottish, Arab British

Any other ethnic group

Write your answer here:

1. Do you have caring responsibilities?

Caring responsibilities include caring for anyone who is ill or has a disability.

Yes

No

Prefer not to say

1. Have you been in care?

Care means being looked after by a local council, or anywhere else with help from social services.

Yes

No

Prefer not to say

**Thank you for telling us what you think.**

What you tell us is important.

Information about submitting your response is on page 2.