

**Your Police 2024-2025**

**Keeping People Safe**

A green and white rectangular boxes with black numbers

Description automatically generated



Copyright images © Photosymbols. Prepared by Disability Equality Scotland ****

|  |  |  |
| --- | --- | --- |
| What is this survey for? | | |
| A man looking confused.  He has two think bubbles above his head.  One has a thumbs up, the other has a thumbs down. | We want to know what you think about the work of Police Scotland.  It is more important because we want to understand how communities are doing and how we can help. | |
| Questionnaire with the title 'tell us what you think' | This survey will help us listen, understand and respond to what you think. | |
| Website Link on a computer screen | This survey is **not** about reporting crime.  There are ways to contact Police Scotland.  Find out more online at:  <https://www.scotland.police.uk/contact-us/> | |
| 999 Emergency | If you need help from the Police in an emergency call 999. | |
| How will we use your personal information? | | |
| A woman with her fingers to her lips and the word 'Confidential' written across her | When you send the survey back to us we save it separately from your email.  Your replies are confidential.  This means your information will be kept private. | |
| A woman giving the thumbs up.  She is holding a clipboard with a green tick on it. | 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. | |
| How do I take part in the survey? | | |
| Email on a computer screen | You can fill out this survey on your computer, then save it and email it to:  insightengagement@scotland.police.uk | |
| or print a copy, write in your answers then scan it and email it to: insightengagement@scotland.police.uk | |
| a police officer at the public counter of a police station | If you cannot use the internet to send an email with your completed survey, please go to the public counter of your local police station.  Take this survey with you.  Ask the staff member to send this in internal mail to **‘Strategy, Insight and Engagement – Research & Insight’ at Fettes** and then it will get to us. | |
| The date March 31 and the year 2023 on a calendar | Send us your survey before 31 March 2025. | |
| 3 people using British Sign Language to sign 'BSL' | A British Sign Language version of the survey is available online at: [consult.scotland.police.uk](https://consult.scotland.police.uk) | |
| The Young Scot Card logo - a pink and yellow oval with the words 'Young Scot' in white and black. | If you are a Young Scot member you will get an email with a code to claim 150 rewards points when you send us your survey.  Go to <https://young.scot> to sign up. | |
| a mobile phone next to email on a computer screen. | If you have questions or if you want to do the survey over the phone please phone the Insight Team on: 07467 118 010  or email: insightengagement@scotland.police.uk | |
| **There are several parts in the survey.**  **Click on the box of the answer you agree with and a tick will appear.**  **If you change your mind you can click on it again to untick it.**  **If you are filling out a paper copy, tick the box of the answer you agree with, and if you have more to say write your answer in the ‘Write your answer here’ spaces.**  **If you are typing, the space will get bigger as you type.**  **Miss out a question if you do not know the answer.**  **You do not have to answer a question if you do not want to.** | | |
| Part 1: The area you live in. | | |
| an addressed letter with a red ring round the postcode  A woman with her fingers to her lips and the word 'Confidential' written across her | 1. What is your postcode?   Write it here:  We use postcodes for our reports.  We do not use them to find out who you are or where you live.  Your information is kept private. | |
| a local map with the title 'my area' | 1. How safe do you feel in your local area? | |
|  | Tick YesTick YesVery safe |  |
| Tick Yes Quite safe |  |
| Cross No Not safe |  |
| I’m not sure |  |
| A man with a think bubble over his head. | 1. What worries you most about your local area that the police can help with?   Write your answer here: | |
| A man looking confused.  He has two think bubbles above his head.  One has a thumbs up, the other has a thumbs down. | 1. Think about crime in your area.   Have your worries about crime changed in the last year? | |
|  | I am more worried |  |
| My worries are the same |  |
| I am less worried |  |
| I am not sure |  |
| Part 2: The Police in your area. | | |
| Two police officers speaking to a man using a mobility scooter. | 6. The police listen to what local people are worried about.  What do you think about this? | |
|  | Tick YesI agree |  |
| I am not sure |  |
| Cross NoI do not agree |  |
| A local map with the title 'my area' | 1. The police are dealing with the problems in my local area.   What do you think about this? | |
|  | Tick YesI agree |  |
| I am not sure |  |
| Cross No  I do not agree |  |
| Two women speaking to two police officers. | 1. The police are friendly, easy to talk to and I can ask them questions.   What do you think about this? | |
|  | Tick Yes  I agree |  |
| I am not sure |  |
| Cross No  I do not agree |  |
| A smiling woman giving the thumbs up.  She is holding a clipboard with a large green tick on it. | 1. I have respect for the police in my area.   What do you think about this? | |
|  | Tick Yes  I agree |  |
| I am not sure |  |
| Cross No  I do not agree |  |
| A smiling woman giving the thumbs up.  She is holding a clipboard with a large green tick on it. | 10. I have confidence in the police in my area.  What do you think about this? | |
|  | Tick Yes  I agree |  |
| I am not sure |  |
| Cross No  I do not agree |  |
| **a smiling woman giving the thumbs up and holding a clipboard with a large green tick on it, next to a local map.** | 1. The police are doing a good job in my area.   What do you think about this? | |
|  | Tick Yes  I agree |  |
| I am not sure |  |
| Cross No  I do not agree |  |
| A smiling woman holding a checklist with 4 things on it.  There are green ticks against two of the things.  She is next to a local map. | 1. What are the Police doing well in your area?   Write it here: | |
| A frowning man holding a checklist with 4 things on it.  There are red crosses against two of the things. | 1. Is there anything the police could do better to support communities in your local area?   Write it here: | |
| Part 3: Getting in touch with Police Scotland | | |
| A mobile phone with 999 on it.  Next to it is an emergency blue light. | 1. Have you been in touch with Police Scotland in the last 12 months? | |
|  | Tick YesYes, to report an incident or crime.  (go to question 15) |  |
| Tick YesYes, to report an incident or crime about Coronavirus. (go to question 15) |  |
| Tick YesYes, to get information.  (go to question 15) |  |
| Cross NoNo  (go to question 19) |  |
| A woman looking confused.  There is a question mark above her head. | 15. How did you get in touch with Police Scotland? | |
| Mobile Phone | Phoned 101 |  |
| Phoned 999 |  |
| Text |  |
| Website Link on a computer screen | Used the online form on the Police Scotland website |  |
| Email on a computer screen | Email |  |
| a staff member at the counter of a police station. | Went to a police station |  |
| Two women speaking to two police officers. | Spoke to an officer on the street |  |
| A man and woman talking and listening to each other. | Through another organisation, a friend or family member |  |
| A woman looking confused.  There is a question mark next to her head. | Another way |  |
| I can’t remember |  |
| A woman giving the thumbs up.  She is holding a clipboard with a green tick on it. | 16. How easy was it to get in touch with Police Scotland? | |
|  | Tick YesTick YesVery easy |  |
| Tick Yes Easy |  |
| Not easy or hard (in the middle) |  |
| Cross No Hard |  |
| Cross NoCross No Very hard |  |
| Police officer speaking into a walkie-talkie | 17. Think about the last time you have been in touch with Police Scotland.  How do you feel about your experiences? | |
|  | Tick YesTick YesVery happy |  |
| Tick Yes Happy |  |
| Not happy or happy (in the middle) |  |
| Cross No Not happy |  |
| Cross NoCross No Very unhappy |  |
| A frowning man holding a clipboard with 4 things on it.  There are red crosses against two of the things. | 18. What could we have done better?  Write it here: | |
| **Part 4:** **About you.** | | |
| We ask these questions to make sure we get lots of different types of people answering the survey.  **You do not have to answer any of these questions if you do not want to.** | | |
| A woman pointing at herself to indicate 'me' | 19. Are you answering this survey: | |
| * as an individual (go to question 21) |  |
| A woman standing in front of five black silhouettes of people as a group | * or as an organisation (go to question 20)   20. Tell us the name of the organisation:  If you are answering for an organisation you are now finished the survey.  Thank you. |  |
| A woman having abuse shouted at her by a gang of 4 people. | 21. In the last 12 months have any of these things happened to you? | |
| I have been a victim of crime |  |
| I have seen a crime |  |
| I have been a victim of crime and I have seen a crime |  |
| I have not been a victim and have not seen a crime |  |
| gender symbol.  A black silhouette with the letter 'M' and a black silhouette with the letter 'F' | 22.Do you think of yourself as: | |
| A man |  |
| A woman |  |
| Non-binary (I don’t see myself as only a man or only a woman) |  |
| In another way |  |
| Transgender symbol.  A black silhouette with the letter 'T' on it. | 23. Do you think of yourself as trans or do you have a transgender history?  Transgender means you don’t identify with the sex that was recorded when you were born. | |
|  | Tick YesYes |  |
| Cross NoNo |  |
| a birthday cake and 3 people showing different ages - a very young child, a middle aged man, and an older woman. | 24. How old are you?  Write it here: | |
|  | 25. 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 |  |
| A woman who is a wheelchair user pointing upwards to indicate 'me' | 26.Do you consider yourself to have a disability, long-term illness or health condition?  Long term means it has lasted for over a year.  Tick YesYes  go to question 27.  Cross NoNo  go to question 28. | |
| A woman looking confused.  There is a question mark next to her head. | 27. Does this disability or health condition affect you in any of these ways? | |
| an eye, ear and 2 hands.  a woman climbing stairs, next to a thinking man with a thought bubble above his head. | Vision – how I see |  |
| Hearing |  |
| How I use my hands – for example if it is difficult for me to lift things or use a keyboard |  |
| Mobility – for example walking or climbing stairs |  |
| Learning, understanding or concentrating |  |
| Remembering things |  |
| Mental health |  |
| a group of people - one is a wheelchair user and one uses a walking aid. | 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: |  |
| In last year’s survey disabled people told us they wanted to say how their disability affected them.  We will use this information to make our service better to give people a service that is right for them. | | |
| Group of people from different ethnic groups | 28.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: |  |
|  | 7. What religion do you belong to? | |
| No religion |  |
| Church of Scotland |  |
| Roman Catholic |  |
| Other Christian |  |
| Buddhist |  |
| Hindu |  |
| Jewish |  |
| Muslim |  |
| Sikh |  |
| Any other religion. Write your answer here: | |
| Two women with their arms round each other giving the thumbs up. | **Thank you for telling us what you think.**  What you tell us is important. | |

Copyright images © Photosymbols. Prepared by Disability Equality Scotland ****