

**Your Police 2021-2022**

**Overview**

Understanding the views and priorities of Scotland's diverse communities has played a vital role in shaping our response to the Coronavirus (COVID-19) pandemic. Public feedback has driven positive changes to operational policing across Scotland during the most challenging of times.

As the country moves out of lockdown, we continue to recognise the importance of understanding the views and priorities of Scotland's diverse communities. It is vital, especially as Scotland rebuilds from the effects of COVID-19 that we listen, understand, and respond to the views of the people who live here. This survey is one of the ways we listen to the views of those we keep safe.

The survey will take no longer than 8 minutes to complete.

*Please note that this platform is not for reporting crime, providing information about an incident, or asking us for help. To find out ways to contact the police, please*[*visit our website*](https://www.scotland.police.uk/contact-us/): [www.scotland.police.uk/contact-us](http://www.scotland.police.uk/contact-us)*. If you or someone else needs urgent police assistance, please dial 999 immediately.*

**Your personal information**

When you return this survey to us, we will save it separately from your email. Your response will be analysed alongside all other responses provided through our online ‘Engagement Hub’. Your response will therefore be analysed anonymously, however when you initially send us your responses using this version of the survey, we will know they came from you. This is because you are attaching this form to an email sent from your email address.

Responses to the survey via our ‘Engagement Hub’ are completely anonymous. To complete this survey online instead, please visit [www.consult.scotland.police.uk](http://www.consult.scotland.police.uk) and click on ‘Your Police 2021-22’. If you would prefer to complete your response online but don’t have access to the internet, your local authority might be able to help you get online by visiting your local library, mobile library or community learning and development service.

At the end of the survey, we ask for personal details to ensure we receive a comprehensive range of responses. Please note that you do not have to answer these questions.

By completing this survey, you agree to Police Scotland using your anonymised data for analysis and reporting that will improve the service we provide.

Police Scotland is committed to protecting and respecting your privacy. We have robust procedures in place to ensure that any data that you provide is processed and stored securely. We will never pass your data on to any third parties without your express consent. We also meet the requirements of the Data Protection Act 2018 (General Data Protection Regulation or 'GDPR').

**Complete the survey in a different way**

A BSL version of the survey is available online at [www.consult.scotland.police.uk](http://www.consult.scotland.police.uk). Please speak to your local authority or a support worker who can help you get online if required.

Please let us know if you want to complete the survey in a different way (for example, over the phone): [consultations@scotland.pnn.police.uk](mailto:consultations@scotland.pnn.police.uk).

**If you have questions**

If you have any questions, please email: [consultations@scotland.pnn.police.uk](mailto:consultations@scotland.pnn.police.uk).

If you don’t have access to the internet to send an email, please call the team mobile on 07717 188 184 and we can help you. If you don’t have access to a phone, please visit your local police station’s public counter and ask them to send an email to the above email address on your behalf, with a note of a number our team can reach you on. It might be helpful to take this survey with you so they can help you in the right way.

If you don’t live close to a police station, please call 101 (which is free from all telephones) and explain to the service adviser. Ask the service advisor to email the above email address on your behalf, with a note of a number our team can reach you on.

**Young Scot Membership**

If you are a young person aged 12-25, an email with your code to claim 150 Rewards points will be emailed to you when you send us your survey. Not a Member yet? Go to [young.scot](https://membership.young.scot/)to sign up.

**HOW TO SUBMIT YOUR COMPLETED OFFLINE SURVEY RESPONSE**

Please email this document with your responses to [consultations@scotland.pnn.police.uk](mailto:consultations@scotland.pnn.police.uk). A member of the team will reply to let you know we have received your response.

Please note, this email address is not monitored in the evening or at weekends.

**Postcode**

Postcodes are collected for the purpose of analysis only. Your postcode helps us understand your response in relation to your local area - ensuring that we can act on what you tell us.

We **will not**use postcodes to identify you or your address. Your data is stored securely. We will only ever share generalised information about local areas to improve our services and we will never attribute your postcode to your response, either with other departments within Police Scotland or publicly.

1. **What is your postcode?** (Required)

Your postcode

**Your area**

For the purposes of this survey, ‘local area’ refers to the area you live in.

1. **How safe do you feel in your local area?**

(Please put an ‘X’ in the box next to your selection.)

Very safe

Fairly safe

Not safe

Not sure

Prefer not to say

1. **What, if anything, worries you about your local area?**

Your worries

1. **To what extent has your concern about crime in your local area increased or decreased in the last 12 months?**

Increased a lot

Increased a little

Remained the same

Decreased a little

Decreased a lot

Not sure

Prefer not to say

**COVID-19 pandemic**

1. **Which of the following statements comes closest to your views of how the police are handling the COVID-19 pandemic?**

I fully support the approach taken by the police

I support the approach taken by the police but in some cases they are going too far

The police should take tougher action to ensure public compliance

The approach taken by the police to enforcing the Coronavirus (Covid-19) restrictions is too heavy handed

The police have no role in enforcing the Coronavirus (Covid-19) restrictions, compliance should be a matter for individuals

None of the above

**Policing in your local area**

1. **To what extent do you agree or disagree with the following statement: ‘The police listen to the concerns of local people.’?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don’t know

1. **To what extent do you agree or disagree with the following statement: ‘The police are dealing with the issues that affect my local area.’?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don’t know

1. **To what extent do you agree or disagree with the following statement: ‘The police are friendly and approachable.’?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don’t know

1. **To what extent do you agree or disagree with the following statement: ‘I have respect for the police in my local area.’?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don’t know

1. **To what extent do you agree or disagree with the following statement: ‘I have confidence in the police in my local area.’?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don’t know

1. **To what extent do you agree or disagree with the following statement: ‘The police are doing a good job in my local area.’?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Don’t know

1. **What are the police doing well in your local area?**

Your comments

1. **Is there anything the police could do better to support communities in your local area?**

Your comments

**Contacting us**

1. **Have you contacted Police Scotland recently (i.e. in the last 6 months)?**

Yes, to report an incident or crime (move to Q15)

Yes, to report an incident or crime relating to Covid-19 (move to Q15)

Yes, to get general information (move to Q15)

No (move to Q19)

Can’t remember (move to Q19)

Prefer not to say (move to Q19)

1. **What method did you use to contact Police Scotland?**

Phone call 101

Phone call 999

Police Scotland website online forms

Email

Text

Visit to a police station

Officer on the street

Through another organisation, advocate, friend or family member (third party reporting)

Other

Don’t know/can’t remember

Prefer not to say

1. **How easy was it to contact Police Scotland?**

Very easy

Easy

Neither easy nor difficult

Difficult

Very difficult

Don’t know/can’t remember

Prefer not to say

1. **Based on your overall experience of communicating with Police Scotland, how satisfied or dissatisfied are you?**

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Prefer not to say

1. **Thinking about your experience of contacting Police Scotland, what, if anything, could have done to improve your experience?**

Your comments

**About you**

The answers to the following questions will help us make sure that we receive responses from as many of Scotland’s diverse communities.

Any personal information you provide will be treated in confidence and stored securely. **Please note that you are not required to provide any personal information.**

1. **In what capacity are you completing the survey?**

I am answering as an individual (move to Q21)

I am answering on behalf of an organisation (move to Q20)

1. **If you're answering on behalf of an organisation, please provide the name of the organisation** (**END OF SURVEY**)

Your comments

1. **Have you experienced any of the following in the last 12 months?**

Been a victim of a crime

Been a witness to a crime

Both of the above

None of the above

Prefer not to say

1. **Which of the following best describes your gender identity?**

Male

Female

Non-binary (gender neutral)

Other (please specify)

Prefer not to say

If you selected other, please specify below.

Your comments

1. **Do you consider yourself to be trans or to have a trans history?**

Yes

No

Prefer not to say

1. **What is your age group?**

Under 16 years old

16-18 years old

19-24 years old

25-34 years old

35-44 years old

45-54 years old

55-64 years old

65-74 years old

75-84 years old

85 years old and over

Prefer not to say

1. **Which of the following best describes your sexual orientation?**

Heterosexual

Gay

Lesbian

Bisexual

Other (please specify)

Prefer not to say

If you selected other, please specify below.

Your comments

1. **Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?**

Yes (move to Q27)

No (move to Q28)

Don’t know (move to Q28)

Prefer not to say (move to Q28)

1. **Does this condition or illness affect you in any of the following areas?**

Vision (e.g. blindness or partial sight)

Hearing (e.g. deafness or partial hearing)

Mobility (e.g. walking short distances or climbing stairs)

Dexterity (e.g. lifting or carrying objects, using a keyboard)

Learning or understanding or concentrating

Memory

Mental health

Stamina or breathing or fatigue

Socially or behaviourally (e.g. Autism, Asperger's, and ADD)

Other (please specify)

None of the above

Prefer not to say

If you selected other, please specify below.

Your comments

1. **What is your ethnic group?**

***White***

Scottish

British other

Irish

Gypsy/traveller

Polish

Any other white ethnic group

***Mixed or multiple ethnic group***

Any mixed or multiple ethnic group

***Asian, Asian Scottish or Asian British***

Pakistani, Pakistani Scottish or Pakistani British

Indian, Indian Scottish or Indian British

Bangladeshi, Bangladeshi Scottish or Bangladeshi British

Chinese, Chinese Scottish or Chinese British

Any other Asian

***African***

African, African Scottish or African British

Any other African

***Caribbean or Black***

Caribbean, Caribbean Scottish or Caribbean British

Black, Black Scottish or Black British

Any other Caribbean or Black

***Other ethnic group***

Arab, Arab Scottish or Arab British

Any other ethnic group

Other (please specify)

Prefer not to say

If you selected other, please specify below.

Your comments

1. **What is your religion?**

No religion

Church of Scotland

Roman Catholic

Other Christian

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion

Prefer not to say

**Thank you very much for taking part.**

**Details of how to submit your response can be found on page 2.**