Final report

Citizens Jury on Crime

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1   Executive summary

This report highlights findings from a Citizens Jury on crime undertaken by BMRB for the Home Office and the Central Office of Information (COI) on 12th September 2007. The Jury engaged 105 public participants, drawn from a cross section reflecting the 10 regions in England and Wales, in a discussion about local crime priorities, neighbourhood policing and the role of partnerships for crime prevention.   It also explored recommendations of Sir Ronnie Flanagan's interim review of policing.

Key findings were as follows:

Information needs
- Participants were generally ambivalent about the value of information on local crime statistics for them personally – and could see limited use for such information other than when researching whether to buy a house. Mistrust of official statistics was also highlighted.
- Crime maps or a traffic light system to provide information on crime hot spots in their local area were suggested in certain groups. However, concerns were expressed that such explicit information could 'backfire' by reducing the value of properties.
- There was strong support for personalised and contextual information about their local neighbourhood - how things are going and where problems are, what neighbourhood police teams are doing and so on. Information should also include details about who to contact.
- Information should be empowering and highlight things people can do to prevent crime - rather than just presenting data.
- Participants were unlikely to actively seek out information on crime – but rather there was a strong emphasis on face to face and community based dissemination, for example telling people about increased burglaries on their road and what they can do to help prevent this. In addition, the internet, notice boards and leaflets were also highlighted.
- Newspapers and 'word of mouth' were key sources of information about crime. Police and local authorities were only used as the main source of information about crime by 2% of participants.
- People needed information on who to contact about low level and non-emergency crime. The 101 non-emergency number was felt to be good innovation – but awareness of this service was low.

The Flanagan review, neighbourhood policing and personal responsibility
- Participants were supportive of the police being responsive to local needs - however they were concerned this should not divert police them from their traditional role. There were also worries that local partnerships could use up resources that may be better spent on more serious crimes.

- Participants were unclear about the precise role of neighbourhood police. In particular there was confusion about the roles of Police Community Support Officers (PCSOs) in relation to neighbourhood police.
- Participants felt that bureaucracy and paperwork often stopped police from policing.

- In terms of witnessing a crime, individuals were reluctant to intervene, unless it was an issue affecting them or their families. This was primarily due to concerns about either being hurt or becoming a target. There were also unease that charges may be brought against them it they got involved.
- Participants were also generally reluctant to get involved in broader crime prevention initiatives, mainly due to time constraints but also due to the stigma of being a 'local busybody'.
- A minority of participants had got directly involved in neighbourhood initiatives to tackle crime and were extremely positive about the experience.

Crime fighting family and partnerships
- There was some uncertainty expressed regarding the concept of the 'crime fighting family'. Participants were unsure how different agencies worked together and people were initially sceptical. Talking to front line staff brought issues to life and inspired people, making them believe local partnerships could work.
- It was strongly felt that the police should be primary drivers of local crime partnerships – with schools and parents also playing a key role. Leadership was key to making a partnership a success.
- There was a concern that partners need to work to shared objectives – rather than own targets or agendas.
- A further concern was that the judiciary undermined the work of police though light sentencing.

Local issues and priorities
- The key priorities for local areas were violent crime, in particular sexual crimes and muggings. Also important were petty crimes, anti-socially behaviour, loutishness, graffiti and vandalism. Police were seen as unresponsive to this latter type of crime in particular.
- Seven in ten participants felt that crime had got worse in their local areas over the past few years, with only one in 14 believing it had got better.
- There was generally felt to be the need to restore local pride in an area – which would help with combating anti-social behaviour though the creation of positive attitudes.

2   Introduction

The Home Office crime strategy - 'Cutting Crime – A new partnership 2008-11' sets out key issues to address crime over the next few years. In particular it highlights a new approach to respond to emerging crime challenges, with a focus on violent crime, anti-social behaviour and young people. A key area of the strategy is to develop partnerships that encourage everyone, from central Government, police and local authorities to business and local communities, to play to their strengths in keeping crime down. Expanding neighbourhood policing is also likely to have a major part to play.

The Home Office, working in partnership with COI, appointed BMRB and the Live Group to consult citizens to provide public perspectives on and insights into this new crime-fighting approach - in particular the public's experiences of crime, together with their views on neighbourhood policing, local partnerships and crime prevention. The consultation also explored reactions to initial recommendations contained within the interim report of the Flanagan review (an independent review of the police service in England and Wales) - namely the need for the public to drive local policing priorities, and to improve local involvement and accountability.

Key objectives of the consultation were to:

- explore the views of citizens on various elements of the crime strategy.

- explore the citizens views regarding the role that neighbourhood policing can play in terms of fighting crime.

- understand the level of confidence that is held at a local level on the effectiveness of crime fighting agencies and how local accountability can be strengthened.

2.1   Approach

To address these aims, BMRB developed a 'Citizens Jury' at which members of the public were taken through a deliberative process to explore their views on crime in depth. The Jury was held on the 12th September 2007 at the Walkers Stadium in Leicester. One hundred and five participants, drawn from a cross section of the public reflecting the 10 regions in England and Wales, were recruited to attend the event (see appendix 1 for the sample profile).

The Jury involved a mixture of plenary and small group discussions, interactive voting on key issues, together with the opportunity to examine evidence, consider case studies and discuss with frontline staff the challenges involved in addressing crime and disorder.

A range of VIPs and experts, including the Prime Minister, the Home Secretary and Sir Ronnie Flanagan, engaged in the debate and listened to the views of participants first hand.

The discussion, developed in relation to a topic guide (see appendix 2), specifically explored the following areas:

- Awareness, understanding and views of neighbourhood policing

- Access to information on local crime and additional information needs

- Experience, views and priorities for local crime

- Responsibilities for tackling crime

- Role of local partnerships and the 'crime fighting family' in tackling crime
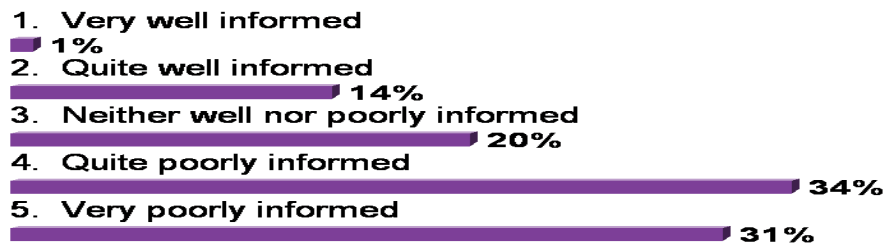
- Views on the Flanagan Review of policing

Each group was moderated by an independent facilitator. A separate note taker was also present in the group, with findings and voting results fed back in real time to enable live analysis. A summary report was provided to the Home Office the following day. The findings were then subject to a full analysis, which forms the basis for this final report.

3   Findings

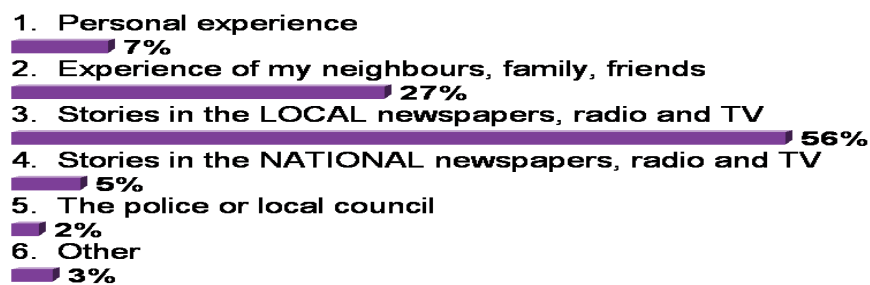## 3.1   Awareness, understanding and knowledge

Key message: Low awareness of local crime prevention

Q2. How informed do you feel about what is being done to tackle crime in your local area?

1. Very well informed
   ▮ 1%
2. Quite well informed
   ▬▬▬▬▬▬▮ 14%
3. Neither well nor poorly informed
   ▬▬▬▬▬▬▬▬▮ 20%
4. Quite poorly informed
   ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▮ 34%
5. Very poorly informed
   ▬▬▬▬▬▬▬▬▬▬▬▬▬▮ 31%

Awareness of what was being done to tackle crime locally was low, with 2 in 3 participants stating that they were either quite poorly or very poorly informed. This figure was consistent across age groups, though men (74%) were less well informed than women (57%). The most common sources of information about neighbourhood crime were local newspapers, information from friends and relatives, and well as participants own local knowledge. National media was more important for what was described as 'headline crime' – namely that involving guns, knives, murder and abduction. Only 2% of participants gained most of their information from the police or local council – all of whom were aged 40 years and over. In the groups, both personal experience of crime and 'word of mouth' information was important in informing opinions. Newspapers stories were treated more sceptically – which were viewed sensationalised and 'scaremongering' to sell papers [South East].

Q3. Where do you get most of your information about local crime?

1. Personal experience
   ▬▬▬▮ 7%
2. Experience of my neighbours, family, friends
   ▬▬▬▬▬▬▬▬▬▬▮ 27%
3. Stories in the LOCAL newspapers, radio and TV
   ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▮ 56%
4. Stories in the NATIONAL newspapers, radio and TV
   ▬▬▬▮ 5%
5. The police or local council
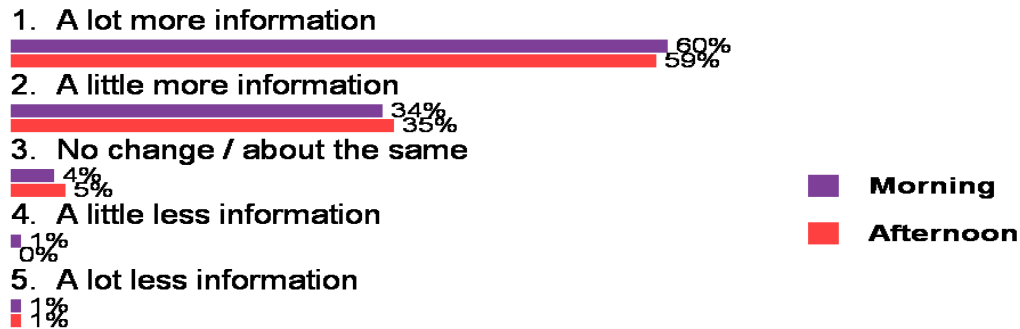   ▬▮ 2%
6. Other
   ▬▬▮ 3%

Participants had generally heard of neighbourhood policing, though there was low awareness in the North West and West Midlands in particular. In so far as neighbourhood policing was understood, it was almost entirely in terms of local police visibility. Whilst this was valued, particularly in terms of crime deterrence, people were unclear as to precisely what neighbourhood police did. For instance, there was confusion about the roles of PCSOs and those of the neighbourhood police, particularly in the South West and West Midlands groups. A widely expressed view [North West, Wales, North East, West Midlands and Yorkshire and Humber] was that community police lacked powers of arrest - as one participant in put it, they had the same powers as a 'lollipop man'. Overall community police were not viewed as 'real police presence'.

Awareness and understanding of who is currently involved in local crime prevention was also low - unprompted, the majority of groups did not highlight the role of other agencies in crime prevention. After discussion, police, schools and parents – together with local authorities to a lesser extent - were seen as important in tackling crime.

3.2 Information needs

Key message: Demand for personal and contextual information, rather than statistics

Q4. Thinking about the level of information available to you in your local area regarding crime, how much more information would you like?

1. A lot more information
   - 60% (Morning)
   - 59% (Afternoon)
2. A little more information
   - 34% (Morning)
   - 35% (Afternoon)
3. No change / about the same
   - 4% (Morning)
   - 5% (Afternoon)
4. A little less information
   - 1% (Morning)
   - 0% (Afternoon)
5. A lot less information
   - 1% (Morning)
   - 1% (Afternoon)

Legend: Morning, Afternoon

There was a strong demand for additional information on local crime, with 89% wanting a lot more or a little more information [consistent across age groups and gender]. However, this needed to be contextual, personally relevant and empowering - rather than a series of graphs and statistics.

People were generally ambivalent about the need personally to have detailed statistics on local crime, which was described as 'generally meaningless' [North East], 'open to manipulation' [East Anglia and South West] and 'more relevant to politicians than other people' [East Midlands]. There was perceived to be limited use for such information other than when researching whether to buy a house [North East, Wales and West Midlands]. Comparative information, for instance on police performance relative to other forces, was also seen of little relevance: "if there's a car crime problem in the north-west the north-west needs to deal with it. It is not something I'm concerned about" [East Midlands]. While performance targets were seen as a way of encouraging local police forces to do better, people were also concerned that a focus on targets often diverted police from other priorities.

Notwithstanding this, there was demand expressed for information on local offending and conviction rates including information on who is committing crime.

The use of crime maps or some sort of traffic light system to provide information on crime hot spots in their local area was suggested [North West and East Anglia]. However, there were concerns expressed that such explicit information could 'backfire' and create no-go hotspots, which may reduce the value of peoples properties.

Information about 'safe places', for example places for children to play or safe routes walking home, was also seen as useful [North West and East Midlands].

There was a strong demand [all groups] for contextual or what was described as 'fuzzy information' about crime – how things are going locally, where problems are, what neighbourhood police teams are doing, who to make contact with and how, and what to do in various crime situations. Where possible, this information should be personalised and empowering. For instance, informing people about a spate of robberies on their road, highlighting the need to be vigilant, and steps to they can take to reduce break-ins was thought to be very helpful.

People were also confused about which agencies to approach for low level crime, anti-social behaviour and disturbance – with participants particularly concerned about wasting police time [North West, East Anglia, West Midlands and South East]. The 101 non-emergency number was felt to be good innovation – but awareness of this service was low.

People did not express a particular view on how information should be disseminated – rather a range of options were noted particularly the internet (though this was felt to potentially exclude some groups), community notice boards, local papers, leaflets and so on. A helpline was also suggested, particularly for older people.

However, a key theme was that the information needed be proactively given as people were unlikely to seek out such information themselves. Overall, there was a view that neighbourhood policing should focus on getting out and talking to communities and schools. There was a particular emphasis on the need to know what police were doing to tackle crime and disorder.

3.3   Local crime and priorities

Key message: large concerns over violent crime and disorder — little willingness for individuals to get involved in local crime initiatives

Q5. Over the last TWO YEARS, would you say your concerns about crime in your local area have:

1. Increased a lot
43%
2. Increased a little
33%
3. Stayed about the same
17%
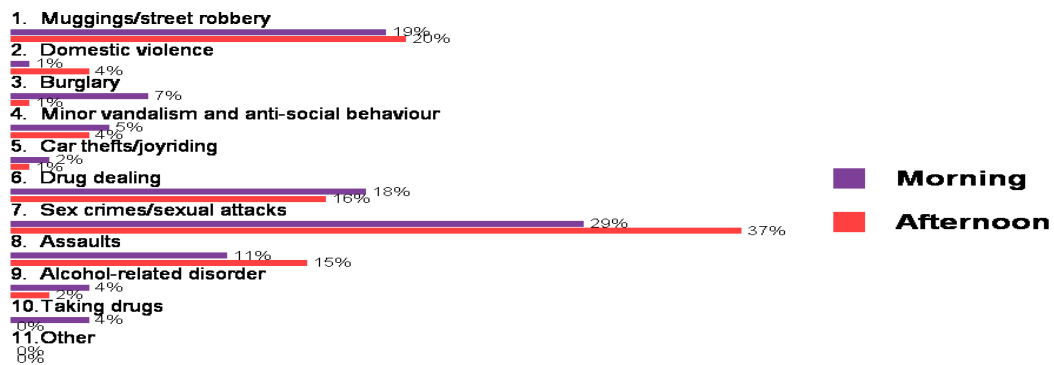4. Decreased a little
7%
5. Decreased a lot
0%
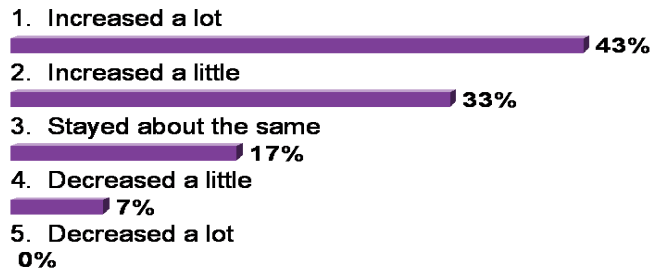
There was a strong perception that concerns about local crime were increasing – highlighted by over three quarters of participants, a view expressed by more women (81%) than men (71%). This was tied to a view that society was 'out of control', and young people, who were seen as perpetrators of many crimes, no longer had respect for any authority - parents, teachers or police. As one participant in the North West put it 'you don't turn to crime in your 40s' – and intervention with children at risk of becoming 'career criminals' should be prioritised.

It should be noted that concerns about crime was highest for participants aged 18-24 years (87%). The elderly and to a lesser extent young people were also identified by participants as being most likely to be at risk of crime.

There were two broad areas relating to local crime priorities that were discussed. The first was low level crimes such as anti-social behaviour, loutishness, graffiti and vandalism. Whilst this was not highlighted as the top priority in the voting (see graph overleaf), it was discussed in depth in the sessions, with specific concerns including theft from cars [North West and London], threatening behaviour [East Anglia], gangs hanging around [London, North East and East Midlands], petty vandalism [South West], drug related crime [West Midlands and Yorkshire and Humber]. The police were seen to be under-resourced and unresponsive to these types of crime in particular.

Q1a. The police are asked to deal with a number of different types of crime and the time they have is limited. From the crimes listed, which THREE do you think the police in your local area should give most priority to tackling?

1. Muggings/street robbery — 19% / 20%
2. Domestic violence — 1% / 4%
3. Burglary — 1% / 7%
4. Minor vandalism and anti-social behaviour — 4% / 5%
5. Car thefts/joyriding — 1% / 2%
6. Drug dealing — 16% / 18%
7. Sex crimes/sexual attacks — 29% / 37%
8. Assaults — 11% / 15%
9. Alcohol-related disorder — 2% / 4%
10. Taking drugs — 0% / 4%
11. Other — 0% / 0%

Morning (purple)
Afternoon (red)

The second area was so called 'headline' crime - namely guns, knives, murder, and abduction. There was a particular anxiety about being the victim of a violent crime, with sexual crimes highlighted as the top priority for participants [across gender, age groups and social grades]. Muggings or street robberies were voted the second highest local priorities. The figure below shows the two highest priority areas by English region.

Local crime priorities by English region

NE: Sex attacks and drugs

Y&H: Sex attacks

NW: Assault and sex attacks

EM: Mugging and drugs

Eastern: Assault and sex attacks

WM: Sex attacks

London: Sex attacks and mugging

SW: Mugging

SE: Mugging and sex attacks
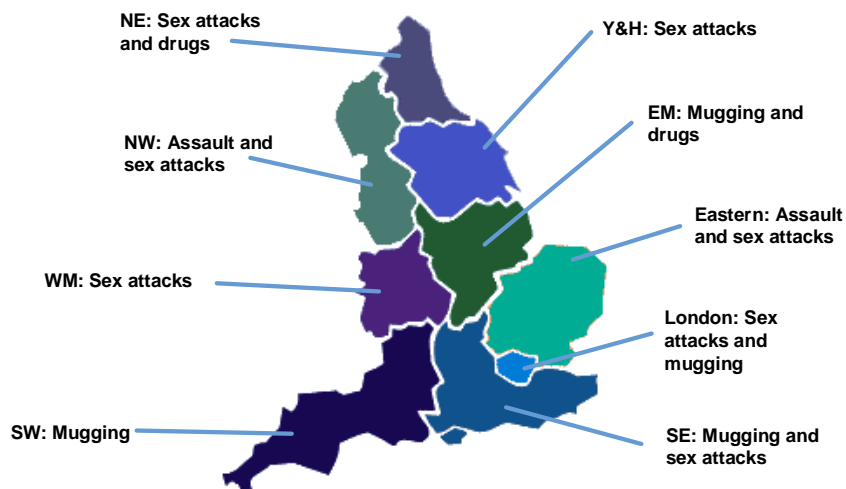
During the discussion, drug abuse and drug dealing was highlighted in almost all groups as a leading cause of crime – and also was listed as a relatively high priority for police to tackle locally [particularly for participants aged 16-24 years]. Alcohol, and the access of young people to drink, was a concern – it was noted that it was 'cheaper to get drunk than go to the cinema'. More generally, inequality and poverty were viewed as were viewed as key causes of crime.

Other factors causing crime were highlighted as poor education [North West], poor parenting and not taking responsibility for children's actions [Wales and East Midlands], family breakdown and lack of role models at home [East Midlands], violence on television and video games [North West, Wales], lack of activities for children [North West, Wales, London], immigration [South East], unresponsive and fewer police on streets [East Midlands, South West] and lack of community cohesion [London, East Midlands, Wales].

3.4   Individuals' responsibilities for tackling crime

Overall the majority individuals were reluctant to get involved in tackling crime, unless it was specifically affecting them or their families. There were three main issues related to this.

First, was a 'fear of retaliation' [all groups] - this included high profile stories of good Samaritans getting harmed and fear that their families could be targeted.

Second was the view that the system supported perpetrators rather than victims of crime [East Anglia, North West], particularly worries about potential litigation or the law not supporting them if they took action.

The third was that people pay their taxes not to have to deal with these sorts of issues and the authorities - particularly the police – should take responsibility [London group in particular].

Whilst only a minority had been involved in neighbourhood initiatives, they had an extremely positive experience and felt it had empowered communities to combat crime and related social issues. However, there was concern expressed in certain groups that there was a stigma attached to community engagement and that only 'local busybodies' got involved. There was also a perception that local groups lacked any real power to do anything except report issues to the police [London, North West, South East]. This was reinforced by participants who had tried to undertake local initiatives (neighbourhood watch, community based activities and so on) but were not supported financially or otherwise by the authorities.

A variety of crime scenarios were discussed to examine how and whether people would react to or know how to deal with particular crime situations. On the whole, as noted earlier, participants were not clear about who to contact for low level crime. The scenario most discussed concerned youths hanging about and abusing people. Participants would generally ignore this if was just verbal abuse [South East, North West], though were more inclined to help others if physical abuse was involved [North West]. There was a concern in this scenario that challenging such behaviour could lead to violent retaliation [North West, West Midlands]. Participants also highlighted that they would not call police as they would take too long to react [North West, London].

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3.5   The crime fighting family and neighbourhood policing

Key message: Support for partnerships, providing they do not divert resources from other important crime issues

Initially there was cynicism and uncertainty regarding the concept of the 'crime fighting family' [London, North West, South East, Wales, Yorkshire and Humber] – participants were not really clear what the concept meant and were unsure about how different agencies worked together. There were also concerns expressed in a minority of groups that community engagement was a 'softly softly' or 'politically correct' approach - what was needed was greater punishment and deterrence [Wales].

However, the discussion of case studies (see box below and appendix 2 for full case studies) and in particular discussions with front line experts energised people and moved perceptions towards believing community based initiatives could work.

Case study 1 concerned an outdoor meeting between estate residents and police on ways to tackle local youth crime and disorder. While this was considered to be a good idea by some groups – particularly as it resulted in the establishment of CCTV [Wales] – others considered it just likely to displace the crime to another street [Yorkshire and Humber]

Case study 2 involved the Safer Neighbourhood Team in Great Yarmouth providing people with information on their role and impact through outreach at a Tesco's car par. Participants were concerned this initiative could fail if rolled out to other areas as people 'would just want to do their shopping and not be bothered with other things' [North West].

Case study 3 involved educating children about the dangers knife crime though film and music. This initiative was supported, being viewed as useful means of getting 'kids to listen' [London].

Case study 4 concerned the provision of vocational training and a 'Forum' for local youths who were involved in antisocial behaviour in Birmingham. While one group viewed this as a 'brilliant initiative' – a means to advise youths in a constructive manner without 'sticking on the handcuffs' [East Anglia], others felt it was too much of a 'softly softly' approach [Wales]

Case study 5 concerned a Safer School Partnership, in which officers identified and worked with children and young people at risk of being victims or perpetrators of crime. This was viewed as useful if targeted towards all children, rather than potentially stigmatising 'troublemakers' [North West].

Case study 6 involved a crime and disorder partnership engaging with police, Housing Associations and a drug rehabilitation team to encourage information sharing. Participants had difficulty in relating to the relevance of this initiative for crime reduction [London].

Case study 7 involved engaging young people from disadvantaged neighbourhoods in breakfast football clubs. This was generally welcomed, with people believing it could help improve attitudes of young people towards the police [South East]. However, it was noted that football was not of interest for all participants [North West] with one group stating the initiative was more likely to work with younger children rather than teenagers [London].

Case study 8 involved the police, the fire service and trading standards in a 'Blitz roadshow' highlighting how to tackle alcohol-related anti-social behaviour in Dorset. Participants were sceptical as to whether this would work in their area as there was perceived to be too much of a culture gap between the authorities and young people. The need to better manage alcohol sales was suggested as a more useful intervention [London].

While in most groups there was a strong view expressed that the police should be primary drivers of local crime initiatives – with schools and parents also playing a key role particularly in relation to preventative initiatives - in a minority it was felt that the some 'feral children' would not engage with the police were not 'in schools anyway'.

To a lesser extent, the role of other agencies was also noted and included local authorities, who could provide info about preventing crime [North West]; housing agencies through the employment of wardens and the installation of crime prevention devices [London]; and employers who could give time off for staff for community volunteering [Yorkshire and Humber]. Religious groups were seen as the most controversial to engage in community crime partnerships.

Leadership and the dynamism of a few key individuals were seen as important in making partnerships a success. Also highlighted was the need for partners put their own agendas to one side and work together.

There were concerns expressed that partnerships often lack a key focal point – and people were unsure how they could make contact or engage with local agencies. There

was the view that neighbourhood policing teams should be based within the neighbourhood – at a school or library rather than a police station, where people generally did not go.

3.6   The Flanagan review

With regard to Sir Ronnie Flanagan's discussion of community policing, there was broad agreement with idea for greater local accountability and driving policing priorities through public need. However, it was noted that greater local accountability does not necessary lead to greater community engagement. To make it work there will be a need for awareness raising, reassurance and outreach – and the building of relationships to make things work. There was also the view expressed that more accountability could help the police feel a closer part of the community [London]. There was support for reducing police bureaucracy – with certain groups highlighting they were happy for police to use their discretion and common sense rather than have to 'cover themselves with excessive paperwork' [East Midlands]. The role of technology was also welcomed in reducing administrative burden.

Finally, despite the support for the principle of local accountability, it should be stressed that participants also wanted police to have a traditional policing role – there was a concern that local initiatives could use up resources that may be better spent on other things [North West and Wales]. While partnerships could be important, it should not lead to the police abdicating their responsibilities to local communities or neglecting wider priorities.

3.7   Overall priorities for action

Reflecting on the whole day, participants listed a variety of priorities for action to take forward strategies and initiatives to reduce crime and disorder. They include the following:

1. The need for local stories of how police partnerships work and how local people can be empowered – rather than statistics on a website.

2. Greater co-ordination between police, local authorities, schools and parents in fighting crime - with the police being the driving force behind these partnerships.

3. Need to support police by cutting bureaucracy and ensuring agencies and the Criminal Justice System do not undermine their work.

4. The need to teach young people discipline and respect.

5. The need to restore local pride in an area – to help combat anti-social behaviour though the creation of positive attitudes.

6. The need for greater visibility of and engagement with the police – with a personal touch to communicating with local residents.

4 Conclusions

1. Interventions to reduce fear of crime by providing greater information on crime statistics were not felt to be useful by participants. While there was a demand for greater information, where possible this needed to personalised and empowering, rather than detailed graphs, targets and percentages. Participants were unlikely to seek out information on crime directly. Face to face contact with the police was seen as the most important means of communication. There is currently poor understanding about the role of community policing or who to contact for non-emergency incidents.

2. Local crime priorities focused predominantly on violent crimes, such as sexual crimes and muggings. Low level crime and disorder, though important, was less of a priority. These views remained consistent throughout the day. Perception of crime was generally over estimated by participants, relative to government statistics. Fear of crime, driving people's perceptions, will have implications for the role of the public setting local crime priorities.

3. Partnerships to fight crime and the 'crime fighting family' were not intuitive concepts for participants. Only during discussion with frontline staff did such approaches come to life. Overall, there was a general reluctance for individuals to engage in community partnerships to fight crime and it is likely that sustained local engagement may be difficult. However, those individuals who had experience of such initiatives were very positive. Police should lead any partnership, with the role of parents and schools in particular also highlighted. There needs to be careful thought to how these partnerships are launched and communicated - as the idea of agencies working in partnership to fight crime was clearly unfamiliar to many people.

4. The Flanagan review was generally welcomed with participants supportive of the police being responsiveness to local needs. Reducing police bureaucracy, together with better support from the Criminal Justice System, were also stressed. However, there were concerns that local initiatives should not detract police from their 'traditional policing role' or drain resources away from more serious issues.

5 Appendix 1: Sample profile

		London	Wales	West Mids	North East	South West	North West	East Mids	York & H'berside	South East	East Anglia	Total
Gender	Male	5	4	5	6	5	4	6	6	4	5	50
	Female	6	4	6	4	6	2	6	5	5	7	51
Age	16-24	2	1	3	2	4	4	4	2	2	4	28
	25-39	3	3	4	2	2	0	2	1	3	1	21
	40-54	4	2	3	3	3	1	4	4	2	4	30
	55+	2	2	1	3	2	1	2	4	2	3	22
Ethnicity	White British	4	8	7	10	11	6	9	11	9	12	87
	White Other	1	0	1	0	0	0	0	0	0	0	2
	Asian	1	0	1	0	0	0	3	0	0	0	5
	Afro Caribbean	3	0	2	0	0	0	0	0	0	0	5
	Mixed	2	0	0	0	0	0	0	0	0	0	2
Social Class	ABC1	7	4	8	5	6	4	7	9	4	8	62
	C2DE	4	4	3	5	5	2	5	2	5	4	39
Interest in Current Affairs	A lot	3	5	6	5	7	2	5	8	4	6	51
	Some	6	1	3	4	4	3	6	2	3	6	38
	Not very much/not at all	2	2	2	1	0	1	1	1	2	0	12
Newspaper Readership												
	Broadsheets	2	2	3	2	3	2	4	3	1	2	24
	Tabloid	7	5	7	3	5	4	5	5	7	8	56
	None	2	1	1	5	3	0	3	3	1	2	21
Political Activity	Fairly active	3	3	3	3	3	1	3	3	3	3	28
	Not very much/not at all	8	5	8	7	8	5	9	8	6	9	73
Views of Crime	High	9	5	5	1	2	1	5	3	3	3	37
	Neither high or low	2	3	5	4	5	3	2	8	5	5	42
	Low	0	0	1	5	4	2	5	0	1	4	22
	Not sure	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	11	8	11	10	11	6	12	11	9	12	101

Four additional participants were brought to the workshop as friends, for whom there is no socio-economic data.

6 Appendix 2: Topic guide

<u>**SESSION 1 – WELCOME AND WARM-UP**</u>

Warm-up session	*10:00- 10:30: 30 mins*

- **Ground rules of round table discussion**
  - Moderator introduces self
  - Emphasise like it to be a discussion; we really want to hear from everyone; whether or not you agree with the views of others; informal discussion
  - No right/wrong answers/ very important to respect each other's view
  - Not expected to be experts
  - Some people may be more familiar than others with subject
  - Agree any other ground rules
  - Housekeeping
    - Fire exits/security
    - Toilets
    - Incentive payments will be distributed at end of the day

- **Group introductions**: Ask each participant to introduce themselves, for example:
  - First name
  - Household composition
  - Current activity
  - Hobbies

Welcome

- Welcome to all participants, thank them for attending
  - Introduce BMRB – independent research company
  - Research carried out on behalf of Home Office
  - Agenda for the day; aims of discussion
  - Rules for the day
    - Discussion of Crime and Communities
    - Deliberately tried to include people from all walks of life, so expect views to differ

Please respect the views of others – we are not here to point fingers or blame, but to share perspectives and try and see how as communities we can work together

Warm up session – table moderator	**10 mins**

STIMULUS 1 - CRIME QUIZ

Five questions on crime to test perceptions – ask group to work together

QUIZ QUESTIONS

Q1. Name up to five crime fighting TV characters or programmes:

Q2. Which area in England and Wales do you think has the _lowest_ recorded crime rate (2006/2007)?
1. North East
2. North West
3. Yorkshire and Humberside
4. East Midlands
5. West Midlands
6. East Anglia
7. London
8. South West
9. South East
10. Wales

Q3. Which area in England and Wales has the _highest_ recorded crime rate (2006/2007)?
1. North East
2. North West
3. Yorkshire and Humberside
4. East Midlands
5. West Midlands
6. East Anglia
7. London
8. South West
9. South East
10. Wales

Q4. Which area in England and Wales has the highest level of worry about car crime (2006/2007)?
1. North East
2. North West
3. Yorkshire and Humberside
4. East Midlands
5. West Midlands
6. East Anglia
7. London
8. South West
9. South East
10. Wales

Q5. Out of 100 adults, how many people in the last year do you think were the victim of any type of violent crime?

Q6. Out of 100 households, how many households in the last year do you think were burgled?

- Brief explore immediate reactions to quiz; explore any issues raised during quiz
- **Answers to be fed back later in the day**

SESSION TWO - WELCOME VIPs AND VIP SPEECHES

Welcome and speeches **20 mins**	**10:30-10:50**

- Introduce VIPs
    - Introduce VIPs
    - Introduce any other attendees

Speeches - VIPS	*10:35-10:50: 15 mins*

- **Speeches from VIPs** (15 minutes)
    - Prime Minister
    - Home secretary
    - Sir Ronnie Flanagan

SESSION THREE — AWARENESS, UNDERSTANDING AND VIEWS OF NEIGHBOURHOOD POLICING

Awareness, understanding and knowledge	*55 mins*

- Explore awareness and understanding of who is currently involved or engaged in crime prevention in their local area; who do they believe undertakes this role **–** **note: this is about awareness *not* perceptions of responsibility**

Probe:
USE STIMULUS 2
- The police
- The community
- Parents
- Schools
- Government
- Local Council
- Business
- Housing Agencies
- Community Groups

- Religious Groups
- Residents' Associations
- Other

STIMULUS 3 – DESCRIPTION OF NEIGHBOURHOOD POLICING TEAMS
- Explore awareness of **Neighbourhood Policing Teams**; how heard
- Explore understanding of Neighbourhood Policing Teams what they do

Information gathering
- How **informed** and **confident** do participants feel about:
  - Making contact with crime fighting agencies
  - Gaining information on crime locally – **probe:**
    - Police performance; crime figures
    - Contextual information - what is being done in area to combat crime; local priorities

- Explore whether have sought or gained information on crime locally; reasons for this
  - Explore how would/ have gathered information about crime; process for finding information; mechanisms

- Whether feel have sufficient information; what is lacking
- *Spontaneously* explore the type of information they would ideally like to access; reasons for this

- Explore **type** of information would ideally like to see
  Probe:
  - **Performance levels**
    - Level of crime by type different types of crime – **probe:** robbery, vehicle crime, burglary, violent crime, gun crime, ABH, GBH
    - Level of anti-social behaviour
    - Fear of crime levels
    - Satisfaction levels of the police
    - Detection rates and offences brought to justice
  - **Contextual information**
    - Local focus of the police
    - Action being taken by the police; how are police meeting priorities
    - Contact details; who to make contact with and how

- Explore the **nature** of the information to be accessed
  - At what **geographical level** would you like to receive information
    - How localised would the information need to be to be meaningful – **probe:** city, town, immediate vicinity; other
      - How would you define 'local'; what is 'community'

- Consider views on receiving locally based information – what like/ dislike

- Whether would like to receive good news as well as bad; reasons for this
- Level of detail provided; reasons for this
  - Consider any comparisons that should be included in the information
    - Change over time
    - Against targets set
    - Against other forces; peer comparison

- Explore the **impact** (or likely impact) of receiving or accessing information in relation to local community and crime – positive/ negative impact
  - Consider impact of different types of information – **probe:** performance information; contextual information; other – **note: consider discussion on type and nature of information**
  - Explore impact of information access on - engagement with community; views on accountability; confidence; other

STIMULUS SESSION – CRIME SCENARIOS
- Explore how would **make contact** or would **gather information** if required assistance or information in relation to crime
  - How would this vary by issue or situation
- Use stimulus to explore contact in relation to different crime scenarios
- For each issue explore:
  - What information would you want to gather; reason for contact
  - Who would you contact in this situation; what information would you want
  - Decision making processes; reasons for decision
  - How clear would this decision be
  - How know who to contact; where gained information
  - Explore how would this work ideally

STIMULUS 4 – LIST OF SCENARIOS

You walk past a small group of 14 and 15-year olds hanging round on corner, shouting abuse at passers by
You see a man in his 20s stealing a motorbike outside your house
Your neighbours continually cause high levels of noise late at night
You think your local shop is continually short-changing older customers
You spot somebody shop-lifting in your local supermarket
You want to find out whether you would be safe walking home in the dark from your nearest public transport
You are thinking of buying a house a few miles away and want to know whether it is a safe area
You are choosing schools for your children / helping somebody else choose schools and want to know about whether the school is in a safe area

- Explore view on the **dissemination** of information
  - If you were in charge of giving people greater access to information about crime prevention, how would you go about it
  - Consider key mediums for disseminating information – what mediums and how often
    Probe:
    - Internet
    - Postal distribution
    - Reporting in newspapers
    - Other publications
    - Community groups/ forum – **probe:** neighbourhood watch
    - Other
- Consider by what mechanisms the public would want to **engage with their local police** to set local priorities

- Consider any other **suggestions** for providing information to the public

Tea break – at table	*11:50*

SESSION FOUR – EXPERIENCES AND VIEWS OF LOCAL AREA: PRIORITIES AND RESPONSIBILITY
- Initial polling – gaining spontaneous views on key issues – ***questions from the stage***

POLLING QUESTIONS

Q1. The police are asked to deal with a number of different types of crime and the time they have is limited. From the crimes listed, which THREE do you think the police in your local area <u>should </u>give most priority to tackling?
- 1.   Muggings/street robbery
- 2.   Domestic violence
- 3.   Burglary
- 4.   Minor vandalism and anti-social behaviour
- 5.   Car thefts/joyriding
- 6.   Drug dealing
- 7.   Sex crimes/sexual attacks
- 8.   Assaults
- 9.   Alcohol-related disorder
- 10.   Taking drugs
- 11.   Other

Q2. How informed do you feel about what is being done to tackle crime in your local area?

  1. Very well informed
  2. Quite well informed
  3. Neither well nor poorly informed
  4. Quite poorly informed
  5. Very poorly informed

Q3. Where do you get most of your information about local crime?

  1. Personal experience
  2. Experience of my neighbours, family, friends
  3. Stories in the LOCAL newspapers, radio and TV
  4. Stories in the NATIONAL newspapers, radio and TV
  5. The police or local council
  6. Other

Q4. Thinking about the level of information available to you in your local area regarding crime, how much <u>more</u> information would you like?

  1. A lot more information
  2. A little more information
  3. No change / about the same
  4. A little less information
  5. A lot less information

- Explore ***spontaneous*** experiences and views of crime in local area
  - Consider main issues affecting people regarding crime in the local area
  - How became aware of this; how heard about these issues

- Explore views on patterns of crime in local area overtime; whether has changed – **probe:** better, worse or the same
  - Reasons underpinning this

<u>Polling question:</u>

Over the last TWO YEARS, would you say your concerns about crime in your local area have:
  1. Increased a lot
  2. Increased a little
  3. Stayed about the same
  4. Decreased a little
  5. Decreased a lot

- Outline key **local priorities** in relation to crime locally <u>EACH PERSON WRITES DOWN LIST</u>
  – Explore reasons underlying views; what drives these views
  – Provide any examples
  – Consider own prioritise compared to others; whether would differ; reason for this

- Between group compile a list of crimes they would most want to receive attention locally – <u>A GROUP PRIORTIES LIST</u>
  – **Rank** in order of importance
  – Consider reasons for this and decision making underpinning this

- Explore views on the main causes of crime in local area – ***note: consider and probe on local crime issues raised in previous section***
  – Whether differs according to types of crime; how differs

- Who is responsible for **creating problems** in local area; any particular groups in the local community
  – **Probe:** Age,

- Who in their area is at **risk** of crime
  – Explore any groups at particular risk of crime <u>GROUP CONSIDER TOGETHER</u>; reasons for this
  – Explore groups who would feel most at risk/ have the greatest fear; reasons for this
  – How at risk do they personally feel in their local area
    ▫ What are they at risk of
    ▫ Consider what this perception is based on
    ▫ What impact does this have on their life experiences

- *Briefly* consider spontaneous views on who is responsible for **tackling crime** in local area; different groups involved
  – Explore who should be **accountable** for managing crime locally; views on the responsibility of different groups – **probe:**

STIMULUS 5 – LIST OF AGENCIES
- ▫ The police
- ▫ The community
- ▫ Parents
- ▫ Schools
- ▫ Government
- ▫ Local Council
- ▫ Business
- ▫ Housing Agencies
- ▫ Community Groups

- ▫ Religious Groups
- ▫ Residents Associations

- – Whether should be local or national responsibility

Note: issues of crime fighting family will be discussed further in afternoon session – make note of responses

POLLING

'The police often work with other organisations to help find ways to tackle crime and make people feel safer. Here are a number of groups that the police could work with. Please choose the THREE groups you think it is most important for the police to work with to tackle crime.

1. Schools
2. Youth groups
3. Neighbourhood Watch groups
4. Residents/tenants associations
5. Community leaders/elders
6. Local council
7. Local companies/businesses
8. Health authorities
9. Probation services
10. Religious groups/churches
11. Victims support

- Explore the role of the **individual citizen**/ members of the public in relation to responsibility for tackling crime
  - – How responsible are individuals for tackling crime
  - – Ideally, what should their role be –
  - – Whether believe members of the public should be more involved; reasons for this
- Explore views on how responsible individual's are for their own safety; reasons for this
- What does the term **'community engagement'** mean to them
  - – Explore attitudes towards 'community engagement'

- *Briefly* explore any current activity or involvement by participants in relation to individual responsibility – **probe:** neighbourhood watch, increasing security , community groups etc
  - – What does this involve
- Outline other ways individuals are involved

- Explore **barriers to involvement** and taking responsibility for tackling crime locally
  - - LIST AND RANK BARRIERS AS A GROUP

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– Any problems/ difficulties envisaged or encountered

- Explore what could be done to overcome barriers to engagement; what would help people become involved

<u>Flanagan question</u>

'People in the local community do not believe the police or other agencies are addressing local needs'

- Explore impact of this on personal involvement; whether would impinge on desire to become involved
- What impact would it have on individual responsibility if the police became more answerable to the local resident ; reasons for this

LUNCH	***12:55-1:35:***
40 min	

- Welcome
- Quiz answers and who won

SESSION FIVE – CRIME FIGHTING FAMILY

Views on the crime fighting family	***40 mins***

- Explore views on how different elements of the crime fighting family should work together - **note: consider the range of agencies previously identified as being involved in crime prevention in their local area**

- Consider **what role** they should each undertake
    – **Probe:** the police, the community, parents, schools, government, Local Council, business, other agencies
- How should they link with one another
- What factors would act as barriers to working together; how can these be overcome

- Explore views on 'policing by participation'; policing with everyone working in partnership, including the individual
    – Explore new principles of customer service value

- Consider **support** for the police
    – How well do you think the police are supported
    – **Probe**:
        ▫ The public
        ▫ Other crime fighting agencies
        ▫ The Government
    – Explore anything acting as a barrier to the police in conducting their job

'When you think about the way crime has been <u>dealt with</u> in the last few years in you local area, would you say that the way it being dealt with has got better, worse or stayed about the same?'

1. Much worse
2. Slightly worse
3. Stayed about the same
4. Slightly better
5. Much better

STIMULUS 6 – CASE STUDIES OF COMMUNITY ENGAGEMENT

- Evaluation of Case Studies
  - Explore reactions
    - What do you think of this is an idea to combat crime
    - How well would this kind of idea work in their area; what like/ dislike; reasons for this
  - Explore any barriers to this sort of collaboration

- Consider **support** for other crime fighting agencies
  - How well are other groups supported in their efforts to combat crime
  - Any barriers to conducting their role

- Consider **visibility** of the police and other crime fighting partnerships; how visible are they to the public
  - Where/ how are the seen
  - Explore views on this
  - Explore impact of this; how does it make the public feel
  - Consider any ways this could be improved

- Explore **confidence** in crime prevention partnerships
  - Explore reasons underpinning views; what undermines or increases confidence
  - How can confidence be increased – <u>PROVIDE FIVE SUGGESTIONS</u>
    - What impact would this have

Stimulus session – frontline experts	2.25pm 20 mins

<u>EXPERTS VISIT TABLES AND PROVIDE INFORMATION ON THEIR ROLE</u>
- Case study delivered by expert
- Discussion following expert case study
  - Reactions to expert
  - Q&A
  - Whether changed views
  - Benefit of this type of partnership in local area – any examples
  -

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Tea break	*2.45 – 3.00pm 15 mins*

SESSION SIX – FLANAGAN EXPERIENCES

Flanagan speech and discussion	*3:00 – 3:40 am*: **40 mins**

- Speech by Sir Ronnie (10-15 minutes) considering local issues

- Discussion at round tables following speech (during which Sir Ronnie and VIPs can circulate tables)

- Explore spontaneous reactions to speech; reactions to what heard and reasons for this; any immediate thoughts
  - Explore how relevant these issues are for you and your area/ community
  - Explore views on the outcomes of the issues talked about; how will impact on you and the local community - benefits/ disbenefits
  - Explore views on any specific recommendations/ proposals outlined

SESSION SEVEN – ROUND-UP
- Re-visit key priorities for local area
  - Discuss key priorities; any changes during discussion; reasons for this
  - <u>WRITE DOWN TOP FIVE PRIORITIES</u>
    - □ DISCUSS ON TABLE AND RANK
    - □ DISCUSS AND CONSIDER TRADE-OFFS BETWEEN PRIORITIES

<u>POLLING TO OBSERVE CHANGE</u>

Q1. The police are asked to deal with a number of different types of crime and the time they have is limited. From the crimes listed, which THREE do you think the police in your local area <u>should </u>give most priority to tackling?

1. Muggings/street robbery
2. Domestic violence
3. Burglary
4. Minor vandalism and anti-social behaviour
5. Car thefts/joyriding
6. Drug dealing
7. Sex crimes/sexual attacks
8. Assaults
9. Alcohol-related disorder
10. Taking drugs
11. Other

Q2. Thinking about the level of information available to you in your local area regarding crime, how much <u>more</u> information would you like?

     1.   A lot more information
     2.   A little more information
     3.   No change / about the same
     4.   A little less information
     5.   A lot less information

- Priorities for Action
  - What are the things that you think need to be done to address the five key priorities
  - Who should be responsible for tackling these
  - What role could the crime fighting family take in this
  - What could the individual do to assist in this
  - Any other issues

- Session summary – **note: ask one member of each table to take notes on session summary and feed back to floor**

  - What are the most important things that you have discussed at your table today?
  - Have you learned anything that has really surprised you
  - If you could leave one? message for the PM today then what would it be?

Summing up

- **Key Lessons from Day**
- **Thanks for taking part**
- **Thank and close**

7   Appendix 3: Case studies

Case Study 1: South Shields Street Meeting

Activity

- Neighbourhood police officers in South Tyneside held an outdoor meeting with residents to discuss community concerns and talk about local issues as part of the Safer South Tyneside partnership initiative to reduce crime and disorder.

Issues

- Groups of youths gathering on street corners
- Underage drinking
- Graffiti

Actions

- Increasing uniformed patrols on the estate
- Speaking to outreach workers to look at activities available to youngsters
- Installation of a CCTV camera on the estate, monitored by police

Results

- The above has led to a marked decrease in disorder calls to the police in this area.

Case Study 2: Joint Safer Neighbourhood Teams, Tesco, Gt Yarmouth

Activity

- The Safer Neighbourhood teams held a public event in a Tesco car park in Great Yarmouth on Sunday 3rd June 2007.
- The purpose of the event was to make the SNT accessible to as many members of the public as possible to enable them to easily raise issues with the police.
- Information was given to the public on:
- What the SNTs do
- Previous good work in the area
- Photos of SNT members and maps of the area

Issues

- Various local issues raised (15)
- Many people unaware of local events taking place
- Those attending welcomed knowledge of activity

Results

- More events in accessible locations planned to increase local public contact with Norfolk Constabulary.

Case Study 3: Knife Education in Birmingham

Activity

- West Midlands Police worked in partnership with Birmingham Children's Fund and Birmingham Community Safety Partnership to help educate children about the dangers knife crime.

Actions
- DVD film and documentary produced, featuring interviews with the family and friends of knife-attack victims
- Music track highlighting the effect of weapons by local rap artist 'The Witness' posted on the internet

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Case Study 4: Neighbourhood Policing in Birmingham

Activity
- Public consultation with members of local Education Action Zone, Vocational Training Centre and Police Safe Haven about anti-social behaviour in Birmingham
- Police consulted young people involved, their parents and carers in private and public sessions

Issues
- Anti-social behaviour
- Criminal damage

Actions
- Police set up high-visibility patrols in areas of reported nuisance
- Ringleader of youth group completed a 14-week vocational training course
- Youth forum established to help voice youth issues and influence establishment of structured youth activities in area

Results
- Recorded incidents of anti-social behaviour and criminal damage have been reduced significantly

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Case Study 5: Police and Schools Partnerships in Colchester

Activity
- Safer School Partnerships in Colchester built closer cooperative relationships between schools and police

Issues
- Youth crime

Actions
- Police officers identifying and working with children and young people at risk of being victims or perpetrators of crime

Results
- 15% reduction in youth crime
- 48% reduction in burglary
- 14% reduction in youth nuisance
- 41% reduction in criminal damage

Case Study 6: Addressing Housing Issues in North Somerset

Activity
- North Somerset Crime and Disorder Partnership consulted Police, Housing Agencies and Drug / Alcohol Rehabilitation bodies about poor quality housing

Actions
- Greater exchange of information between housing agencies and police
- Visits enabled to problematic premises

Results
- 31% reduction in demand for emergency services
- 6% reduction in crime

Case Study 7: Kickz football programme, North London

Activity
- The V charity, the Football Foundation and Safer Neighbourhood Policing Teams worked together to help design youth activity programmes in housing estates across Haringey

Issues
- Youth problems in disadvantaged neighbourhoods

Actions
- Tottenham Hotspur Kickz programme first attracted young people from housing estates across Haringey to play football
- Activities subsequently expanded to include basketball, dance, workshops, IT sessions, homework clubs and volunteering placements

Results
- Over 250 young people currently attending on a regular basis in Haringey.

Case Study 8: Blitz Roadshow in Dorset

Activity
- Blitz Roadshow tours across Dorset involve police, the fire service and trading standards to help tackle alcohol-related anti-social behaviour

Issues
- Alcohol-related anti-social behaviour
- Alcohol-related violence
- Alcohol-related crime

Actions
- Interactive sessions for 13-14 year-olds including theatre performance, workshops and educational games
- Factz leaflets help educate parents about the realities of teenage drinking
- Blitz 3 works in conjunction with Pubwatch to ban persistent offenders from licensed premises