



Bedford Borough Council and Central Bedfordshire and
Luton Borough Council

Bedfordshire Police and Crime Panel Task and Finish Group

**Creating Confident
Communities: Heading
towards the objective
“The police are the
public and the public
are the police.”**

February 2015

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1. Foreword from the Chair

This report sets out the findings of the year long, detailed review conducted by the Task and Finish Group, established by the Bedfordshire Police and Crime Panel at its meeting on 6 February 2014. Its purpose was to consider how to create confident communities in Bedfordshire; heading towards the objective set by Sir Robert Peel “The police are the public and the public are the police.”

This Task and Finish Group was the second Group to be established in close co-operation with the Police and Crime Commissioner in order to contribute to his policy and strategy development work.

The Group appreciated the open approach and full co-operation it received from the Office of the Police and Crime Commissioner in undertaking this review. Particular thanks go to Simon Bullock, Policy Director, who attended and assisted in facilitating many of the Task Group meetings.

The Task Group’s work involved major consultation projects with partner organisations and the general public across Bedfordshire. These projects ranged from social media campaigns, through more traditional postal consultation, to workshops attended by many relevant parties and organisations that can have an influence on confidence in their communities. I would like to thank the other members of the Task Group, Councillors Dolling, Graham, Hollick and Whittaker for their commitment to this review and support for the whole process.

If I had to summarise in one word the loudest message that was expressed by the contributors throughout the review, that word would be “visibility”. There was almost universal agreement from all of the organisations and people whom we consulted that visible policing will increase the confidence in any community. Naturally, visibility comes at a cost and that perhaps is the biggest challenge the Commissioner faces.

Finally, on behalf of the Task & Finish Group, I would like to thank the officers of the Panel’s Host Authority who have provided extensive support work, organisation, assistance and advice to the Group’s work.



Cllr Colleen Atkins MBE
Chair, Task and Finish Group (Creating Confident Communities) of
Bedfordshire Police and Crime Panel

February 2015

2. Recommendations

After careful consideration of the evidence gathered during the review and the conclusions reached, the Task and Finish Group agreed that the following recommendations be made to the Police and Crime Commissioner for Bedfordshire. They revolve around three themes that became very prominent as the review progressed, visibility, responsiveness and communications. Whilst the Group is making the recommendations to the Commissioner they appreciate that the Chief Constable will also be instrumental in their implementation.

The Bedfordshire Police and Crime Panel recommends that the Commissioner:

1. Ensures that the Police increase their visibility;
2. Reviews the customer service experience received by victims and those reporting crimes, as it is seriously below the required service level;
3. Improves the 101 service to provide prompt, consistent and appropriate responses, ensuring that staff receive an appropriate level of training to deliver a reassuring service;
4. Continues with the recruitment of Special Constables in order for the Force to engage better with the urban and rural communities, and where possible, ensures that “Specials” are allocated to a dedicated area;
5. Ensures that the Police increase their responsiveness, transparency, and the keeping of promises;
6. Improves communication with the public using the following methods:
 - i. Ensure that the Police provide appropriate and timely feedback to victims and those reporting crime or providing information;
 - ii. When the force publishes crime related information, it should be put into context against the bigger picture of falling crime levels;
 - iii. The use of additional channels such as Parish Newsletters where it is easier to retain editorial control;
 - iv. Ensure high profile cases which involve solving the crime and a good judicial outcome are communicated well;
 - v. Further engage with Faith and BAME Groups to establish their needs and objectives, and bring greater confidence to these communities, engaging in two way communication;
 - vi. “Ringmaster” should be publicised more to increase subscriber levels, and should be used to publicise good news stories such as successful prosecutions;
 - vii. Review whether “Community Alert” is a more effective communication tool than “Ringmaster”;
 - viii. All of the “Watch” schemes throughout the County should be publicised more to increase membership.
7. Reviews the way “Operation Vision” operates to ensure a consistent management approach throughout the County, recognising the need for sufficient flexibility to suit local needs;
8. Ensures that those engaged in local Policing are known to the local population;

9. Encourages the Force to build stronger and positive relationships with local media using face to face meetings and informal briefings, encouraging the publication of good news stories;
10. Ensures the Force continues to engage with young people, through, for example, talks at schools, colleges and other forums, including the Youth Parliament when appropriate, in order to build a better understanding of each other.

3. Executive Summary

In order for the Panel to strengthen its role in supporting the development of policing in Bedfordshire, agreement was reached between the Commissioner and the Panel that “Task and Finish Groups” would be set up to carry out pre-decision scrutiny, looking at particular and topical issues of policing in the County, which the Commissioner will need to consider over the coming period.

The second of these Groups was established to review the issue of how to create confident communities in Bedfordshire.

The Terms of Reference and the Scope for the review were agreed by the Panel at the 6 February 2014 meeting, which also appointed Panel Members Cllr. Atkins, Cllr. Graham, Cllr. Hollick, and Cllr Whittaker to sit on the Task and Finish Group. During a period of the review Cllr. Whittaker was substituted by Cllr. Dolling.

At the first meeting of the Group on 20 March 2014, Members looked again at the terms of reference and the scope of the review. This produced the following agreed lines of enquiry:

1. What is the current public perception of risk from crime in Bedfordshire, and how does it compare to the national picture?
2. What does the public want policing to look like in order to feel different/safer/confident?
3. How are the three areas (communication, community policing and active citizens) identified in the “Confident Communities vision” being addressed?
4. How do we create confident communities?
5. Who do we look to to do this?
6. What is happening now?
7. What is working/what isn’t?
8. What are the community safety networks in each of the three Bedfordshire Local Authorities doing to create confident communities?
9. What are the views of the Police and Crime Commissioner (PCC)?
10. What are the views of the Chief Constable (CC)?
11. What are the current arrangements used by the Police Force for communicating criminal activity to the public and third parties and how effective are they?
12. What levels of public awareness are there of support services for victims of crime?

In addition Members identified many organisations and partners who they felt could make a positive contribution to the review, and as a result the Task and Finish Group heard from the following:

- ⇒ The Police and Crime Commissioner (PCC);
- ⇒ The Chief Constable (CC);
- ⇒ Community Safety Partnership representatives from each of the three Unitary Bedfordshire Local Authorities;

- ⇒ The general public;
- ⇒ Independent Advisory Groups (IAGs);
- ⇒ Town and Parish Council Network for Bedford Borough;
- ⇒ Town and Parish Council Conference for Central Bedfordshire;
- ⇒ Luton Ward Forums;
- ⇒ Neighbourhood Watch;
- ⇒ Black and Minority Ethnic Groups (BMEs);
- ⇒ Faith Groups;
- ⇒ Elected Members from across Bedfordshire;
- ⇒ Editors of local media;
- ⇒ Youth Parliament;
- ⇒ Victim Support;
- ⇒ Magistrates (Members felt that Magistrates could have a positive effect in creating confident communities by carrying out their role in successful prosecutions, however no Magistrates were able to attend the Group's meetings to discuss this role following advice from their Association which limits comment on certain matters);
- ⇒ The Police Force's school liaison officer.

The full scope for the review is included at [Appendix A](#) and the Terms of Reference for the Task and Finish Group are available at [Appendix B](#).

The Commissioner was of great assistance in facilitating the review by allowing full access to his staff. In addition the PCC and the CC were very helpful in being interviewed by the Task and Finish Group for the purpose of gathering evidence for use in the review.

During the course of the review the Group met nine times, and interviewed over twenty organisations, which involved speaking directly to 31 people. In addition the various consultations carried out resulted in feedback from several hundred people across Bedfordshire.

Once the evidence gathering process was complete, the evidence was collated in a draft report in order to provide the discussion basis for production of the recommendations.

The draft report was considered at the Group's meeting on 16 January 2015. It was updated to include the recommendations decided at that meeting, and then submitted to the Panel's meeting on 5 February 2015 where the final content of the report was agreed. The Panel's recommendations to the PCC are detailed in section 2 of this final report.

4. Conclusions

The following conclusions are drawn from the evidence accumulated over the course of the review and are grouped into the same sections as the evidence from which they are drawn.

4.1. Background information

- ⇒ If crime can be prevented then major budgetary savings can be made compared to dealing with crime that has happened;
- ⇒ The number of serving Police officers is not related to crime levels;
- ⇒ The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing;
- ⇒ Crime prevention is difficult to achieve in rural areas as many of the dwellings/businesses are geographically isolated;
- ⇒ The customer service experience received when crimes are reported is seriously below the required service level;
- ⇒ Fixing PCSOs and Special Constables in a specific area will increase public confidence, although at present insufficient resources do not allow this to happen.

4.2. Community Safety Partnerships

- ⇒ Creating ‘confident communities’ is not a statutory requirement of CSPs;
- ⇒ Good crime performance figures do not guarantee high levels of public confidence;
- ⇒ Lack of public CSP knowledge, and under reporting of crime is a problem in urban and rural areas;
- ⇒ Bedfordshire Police regularly release good news stories via their website and “Ringmaster”, however the main stream media rarely pick them up;
- ⇒ Communication and perception affect public confidence.

4.3. Police and Crime Commissioner and the Chief Constable

- ⇒ Policing today means working with people, not delivering services to people;
- ⇒ Bedfordshire Police is encouraging increased reporting of crime and accepts that this may result in increased recorded crime levels;
- ⇒ Currently the force publishes much crime related information, but it is not put into context against the bigger picture of falling crime levels;
- ⇒ Visibility, responsiveness, and the keeping of promises are what the public request;
- ⇒ More intelligent methods of communication will allow the Force to maintain control of the agenda, where the material is less likely to be modified before publication, for example in Parish newsletters;
- ⇒ The Force wishes to engage with the rural community, and the continuing recruitment of Special Constables will assist in this effort;
- ⇒ “Operation Vision” is a countywide initiative where local policing teams are concentrated in a small area, and every door is knocked on in order to talk to

the local community. This initiative could be rationalised in the way it operates over the county;

- ⇒ The public response to the recent serious incidents has been understandable but disappointing. The public feel that the Police have withdrawn from engaging;
- ⇒ Effectiveness of communication will be increased by the recent joint appointment of a new post of Head of Communication and Engagement;
- ⇒ National stories affecting local opinion need to be countered by positive local information.

4.4. Editors of Local Media

- ⇒ People should feel safe in their own environment, whether that be at home, at work or elsewhere in the community;
- ⇒ People should have trust in the Police and the judicial system;
- ⇒ Residents should feel proud of the area where they live, becoming “good neighbours”;
- ⇒ Good leadership and communications by the Police are essential when dealing with high profile cases which involve solving the crime and a good judicial outcome;
- ⇒ Rural areas feel less well provided for with longer response times than in urban areas
- ⇒ The Police appear to use social media and their own website before informing the local press;
- ⇒ Relationships are being built, but the Police do not always appreciate it when bad news is published;
- ⇒ People have an insatiable appetite for bad news, as demonstrated by the website data on stories read;
- ⇒ Informal face to face meetings “off the record” would help to build relationships;
- ⇒ Good relations exist with the OPCC’s press spokesperson and meeting her would also be beneficial. The public have low awareness of the Commissioner and his role;
- ⇒ Bedfordshire Pilgrims Housing Association (BPHA) are another good source of news, and the relationship could be improved by face to face meetings with their communications people;
- ⇒ There is little communication with Neighbourhood Watch and Street Watch.

4.5. Independent Advisory Groups (IAGs)

- ⇒ The IAG has a community calming role, and text alerts are used to spread messages as required;
- ⇒ Unsolved crimes reduce confidence;
- ⇒ Reduction in the number of front line Officers reduces confidence;

4.6. Faith Groups and Black, Asian, and Minority Ethnic (BAME) Groups

- ⇒ Confident communities do not evolve overnight; the needs and objectives of the community must be established with two way communication;

- ⇒ A confident community is primarily an empowered community with the skills and capacities to confidently be able to be a part of wider society;
- ⇒ Dialogue with the force, and feedback from the Police after the community provides information, is desirable;
- ⇒ Police are seen as distinct from the community, not part of it;
- ⇒ Transparency, competency, and communication are key. Visible policing should be available when needed;
- ⇒ Many young people do not identify with the police;
- ⇒ The Police Service is doing a wonderful job and has some wonderful officers but the way in which operations are structured has made them more remote;
- ⇒ 101 is not a very good service, not a consistent service;
- ⇒ Lack of feedback from Police on crimes is a problem. Details of the event and the outcome are needed by the community, whether it is good or bad news;
- ⇒ Police communication is important;
- ⇒ It would be worthwhile for the PCC to invest in good communications and engagement staff;
- ⇒ An individual's perception is their truth;
- ⇒ The importance of genuine partnership in developing a sense of belonging and mutuality should be emphasised. This applies to both urban and rural communities;
- ⇒ The community needs to take responsibility;
- ⇒ Newsletters, put together by communities, not the Police, should be produced and placed in public buildings, doctors surgeries etc;
- ⇒ Preventing Violent Extremism (PVE) has completely ruined communities;
- ⇒ Relationships should be built within the community.

4.7. Victim Support

- ⇒ Involvement of the community is essential, "done with" not "done to". Currently the Police do not use the "Peelian" principle;
- ⇒ Communities can come up with ideas the Police would never think of, the public should have a say in how they are policed;
- ⇒ Victims do not feel they are customers of the Police, and lack feedback. Even being told there is no news is good news, and this would comply with the "victims' code";
- ⇒ The Police must continually tell the public why their requests for more visible policing cannot be met;
- ⇒ The Police should publicise successful prosecutions;
- ⇒ Overall crime figures can mask the increasing trends of certain crimes such as serious violent crime;
- ⇒ Much crime is still unreported such as in migrant and travelling communities;
- ⇒ If the public had complete confidence in the Police then the fear of crime would reduce.

4.8. Neighbourhood Watch, Street Watch and Speed Watch

- ⇒ Confidence comes with feeling safe and secure in individual homes and in their environment. Knowing the Police and other agencies are there when needed. Where all members of the community acknowledge each other's needs;
- ⇒ Crime rates are not credible; crime is going down but is that because 101 is not used?
- ⇒ A visible presence is needed on the streets. To see the Police as confident, calm and fair;
- ⇒ Ringmaster has improved over the last 6 months. Facebook and Twitter are also helpful to those who use these tools;
- ⇒ Ringmaster not generally known (more people needed to subscribe), no common newspaper in Beds;
- ⇒ Ringmaster has limitations, covers Bedfordshire only, hence if you live on the border you do not get information for all of your local area. Community Alert is better. Bedfordshire Police and the PCC have not signed up, but Bedfordshire Fire & Rescue Service have. A common messaging system could help build confident communities. There is no national strategy;
- ⇒ Public expectations must be managed leading to increase in confidence and reduction in crime;
- ⇒ Neighbourhood Watch areas are safer because of the community element and the support network of information and points of contact and being provided with relevant updated information.

4.9. General Public

- ⇒ 19% of people in Luton believe their local area contains confident communities. The figure for Bedford Borough is 38%. Analysis of the Central Bedfordshire results was not possible due to the low number of responses;
- ⇒ Confident communities can be achieved by having greater integration and understanding of communities and more police visible in the community on foot;
- ⇒ Confident Communities can exist that have no faith in the Police;
- ⇒ The Group's report must recognise the difference between urban and rural areas.

4.10. Police Force's Schools Co-ordinator

- ⇒ Young people quite often view the Police in a negative context;
- ⇒ Young people from schools in urban and rural areas have quite different views of the Police with many more negative comments about the Police coming from those in urban schools;
- ⇒ Young People want Police visibility in "hot spots" such as where there are high levels of crime against young people;
- ⇒ The Police are limited in methods of communication with young people however they have "Facebook" and a good level of people have signed up to the Police Facebook page. The Police also have a "twitter" account.

Previously when there had been higher levels of Police officers they had been able to raise issues of concern however this was now proving more difficult with fewer officers. They have also tried “Ringmaster” but young people have generally not responded to this area of communication;

- ⇒ Bedfordshire Police is one of the few Forces across the Eastern Region which had a dedicated team for young people.

4.11. Parish and Town Councils

- ⇒ Low levels of fear and confidence in the Police are the two key indicators of a confident community;
- ⇒ The public want visible policing and accessibility to the Force;
- ⇒ Visible policing and positive news stories will reduce the fear of crime and increase confidence.

4.12. Young People

- ⇒ A confident community is where its residents feel safe and are able to communicate and benefit each other;
- ⇒ More police and see them more, more police on the street will reduce the fear of crime;
- ⇒ The Police use of social media profiles are good;
- ⇒ The Police should do more talks to people at school, college and homes;
- ⇒ There should be a sense of communication between the council, the police force and the public - keeping all three interconnected.

4.13. Elected Members

- ⇒ A confident community is one that knew when & if a misdemeanour or crime was committed, they would be confident that the police would attend & investigate promptly;
- ⇒ A confident community is one that saw police walking around our streets and had time to stop & chat, get to know people and the patch;
- ⇒ Visible presence on the streets would reduce the fear of crime;
- ⇒ Police communication is inadequate and ineffective mostly;
- ⇒ Visible police presence on more occasions would increase confidence;
- ⇒ Restorative justice such as seeing graffiti cleaned by those that do it would be an effective deterrent.

5. Evidence

In order to produce a project plan for the review, Members carried out a scoping exercise at the Panel meeting in February 2104 and the subsequent first meeting of the Task and Finish Group in March 2014.

The full scope for the review is included in this report at [Appendix A](#). The Terms of Reference for the Task and Finish Group are included at [Appendix B](#). The project plan is included at [Appendix C](#).

In order to ensure consistency throughout the course of the review when interviewing organisations and partners, Members agreed a single set of questions which were used as a base for discussion throughout the course of the review. These questions were varied slightly to suit the particular organisation or partner being interviewed but were always similar to these listed:

- ⇒ What is your definition of a “Confident Community”?
- ⇒ What measures can be used to accurately gauge confidence levels in particular communities?
- ⇒ What do the public want policing to look like in order to feel different/safer/confident?
- ⇒ What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?
- ⇒ The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?
- ⇒ What can your organisation or group do to increase the level of confidence in communities?
- ⇒ What can other parties do to increase the level of confidence in communities?

Members then set about gathering evidence from a variety of sources by carrying out the tasks in the project plan, and this evidence is detailed as follows:

5.1. General Information

At the first meeting of the Task and Finish Group in March 2014 Members considered a document produced by the PCC’s office ‘Taking Forward the Vision: Part 1 - Principles’ (attached at [Appendix D](#)) and were given the following information in discussions with the Assistant Police and Crime Commissioner:

- ⇒ The Commissioner’s Police and Crime Plan was produced at a time when the three Community Safety Partnerships in Bedfordshire were also producing their

own plans, and as a result the Commissioner's plan compliments these other strategies;

- ⇒ The Commissioner's plan focuses on Protecting the Public, Partnership working and Preventing crime;
- ⇒ If crime can be prevented then major budgetary savings can be made compared to dealing with crime that has happened;
- ⇒ Partnership working is essential, for example with Public Health, as 90% of prisoners suffer mental health problems, and 70% of prisoners have drug problems;
- ⇒ The number of serving Police officers is not related to crime levels;
- ⇒ Generally crime levels have fallen, although there has been a shift in the patterns, for example "e-crime" is greatly increasing;
- ⇒ The fear of crime is increasing, even though the "Crime Survey for England and Wales", which asks the general public for their experiences, shows that crime levels are decreasing;
- ⇒ Eighty new Police Officers have been recruited in Bedfordshire, the last 60 of whom will start their training in April, with a target of an extra 300 members of the Special Constabulary in three to five years' time to reach a total of around 500;
- ⇒ Communication to the public of the fact that it is not always beneficial to the rehabilitation of an offender to imprison them.

The following comments were also made:

- ⇒ Crime prevention is difficult to achieve in rural areas as many of the dwellings/businesses are geographically isolated ;
- ⇒ The customer service experience received when crimes are reported is seriously below the required service level;
- ⇒ Fixing PCSOs and Special Constables in a specific area will increase public confidence, although at present insufficient resources do not allow this to happen.

5.2. Community Safety Partnerships

Each of the three CSPs in Bedfordshire were invited to the 11 April 2014 meeting and information was provided as follows:

5.2.1. Bedford Borough CSP:

Members were given the following information in discussions with the representatives from Bedford CSP:

- ⇒ The Community Safety Plan was an evidence based document;
- ⇒ The Strategic Needs Assessment accessed as many different communities as possible. Bedford has a particularly wide range of communities;
- ⇒ Confidence in the criminal justice system was not the responsibility of the CSP;
- ⇒ Good crime performance figures do not guarantee high levels of public confidence;

- ⇒ The CSP holds an annual partnership event and this is very well attended by over 70 organisations, and there is common ownership of the shared vision in the Community Safety Plan;
- ⇒ The background of the CSP Chair ensures that the CSP has one of its focuses around the victim;
- ⇒ Creating ‘confident communities’ is not a statutory requirement of CSPs;
- ⇒ A new Community Safety Plan is under preparation and the PCC has been consulted.

The following comments were also made:

- ⇒ The meaning of Confident Communities should be clearly defined to explain what is meant by the term;
- ⇒ Different communities react differently to crime, some communities are “self-supporting”;
- ⇒ High reported levels of crime may not indicate a confident community.

5.2.2. Central Bedfordshire CSP:

Members were given the following information in discussions with the representative from Central Bedfordshire CSP:

- ⇒ 74% of residents felt safe to be outside in their local area after dark;
- ⇒ Comprehensive consultation is used to refresh the Community Safety Plan every year;
- ⇒ The priorities identified in the plan are similar to those of Bedford Borough;
- ⇒ Task and Finish Groups target individual problem areas such as nuisance motorbikes in a specific location;
- ⇒ Even though burglary levels are low, residents are concerned over the sustained increase;
- ⇒ Hate crime can manifest itself in different ways in different communities;
- ⇒ An effective Communications Strategy was identified as a weakness in the CSP’s activities, and this has now been rectified;

The following comments were also made:

- ⇒ Domestic Abuse will need to be addressed at a countywide level;
- ⇒ Tensions could be created with one Police force delivering services across three Local Authority areas, although the Police direct the service to where the need is;
- ⇒ Awareness of the CSP is very low in villages;
- ⇒ Rural crime is under reported due to lack of public confidence;
- ⇒ The systems in place are failing rural Bedfordshire and new ways of delivering services need to be explored;
- ⇒ National events, such as riots, have a negative effect on confidence even in rural areas with lower crime rates;

5.2.3. Luton Borough CSP:

Members were given the following information in discussions with Cllr Whittaker from Luton Borough Council:

- ⇒ Luton's Partnership Plan has similar priorities to those in the other two Authority areas with one addition of personal robbery;
- ⇒ The annual event to identify priorities has been replaced by more frequent smaller workshops. It is felt this approach targets "hard to reach" groups more effectively;
- ⇒ Early intervention has been identified as essential, intervening at school to avoid children progressing into committing crime and ASB;
- ⇒ Measures identified to increase confidence in the community:
 - Support and work closely with the voluntary sector;
 - Priority ASB teams have been established;
 - A domestic abuse website has been set up for easy public access to help;
 - Voluntary action days (e.g. Community litter clean-ups);
 - Innovative ways to tackle domestic burglaries.

The following comments were also made:

- ⇒ Lack of public CSP knowledge, and under reporting of crime is also a problem in urban areas;
- ⇒ Communication and perception affect public confidence.

5.2.4. Concluding comments:

- ⇒ Bedfordshire Police regularly release good news stories via their website and "Ringmaster", however the main stream media rarely pick them up;
- ⇒ Rural communities are very organised in running events, but are cynical when it comes to interfacing with the Police;
- ⇒ The public are concerned over different crimes depending on the area where they live;
- ⇒ Confident Communities are key to creating a prosperous area;
- ⇒ The CSPs have a responsibility to assist the Police and Crime Commissioner in the implementation of his Police and Crime Plan.

5.3. Police and Crime Commissioner and Chief Constable

The Police and Crime Commissioner and Chief Constable were interviewed at the 29 April 2014 meeting.

Panel members asked questions of the PCC and CC relating to the definition of “Confident Communities” and what strategies and actions are taking place to increase confidence. These questions and the answers provided by the PCC and CC are detailed below, with the CC’s answers in *Italics*:

5.3.1. What is your definition of “Confident Communities”? Is this definition the same across the whole of the force area?

- ⇒ Neighbourhoods that feel confident in dealing with the Police, the criminal justice system, Local Authorities, and other partners;
- ⇒ Neighbourhoods being the “eyes and ears” of the Police;
- ⇒ This definition is the same across the whole of the force area;
- ⇒ Fear of crime can be considered “the other side of the coin”, and experience has shown that empowerment is popular in communities who suffer from a fear of crime, e.g. Neighbourhood Watch formalises local community strengths which already exist;
- ⇒ Apathy and indifference are challenges which can be addressed by empowering local communities;

- ⇒ *If a confident community exists then an incident such as an elderly person suffering a fall in their house could be dealt with by a network of neighbours, rather than the Police being the first point of contact. This example of demand management demonstrates how the confident communities programme can bring various benefits to the community and the Police;*
- ⇒ *Policing today means working with people, not delivering services to people.*

5.3.2. Do you know what the public want policing to look like in order to feel different/safer/confident?

- ⇒ *Visibility, responsiveness, and the keeping of promises;*
- ⇒ *Police response when needed;*
- ⇒ *Deal with low level activity such as Anti-Social Behaviour;*
- ⇒ *The public would not normally rank domestic abuse and child protection as high priority but these issues must be considered as such.*

- ⇒ The Police are the emergency service of last resort, and as such “mission creep” occurs;
- ⇒ Criminal incidents account for only 20% of Police call-outs.

5.3.3. What are the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public and third parties and how effective are they?

- ⇒ *Methods used are Neighbourhood Watch, Stakeholder letters to MPs, Community Leaders (including faith leaders and local Councillors), Facebook and other social media, the Chief Constable's weekly blog, and performance information on the Police's website;*
- ⇒ *Effectiveness will be increased by the recent joint appointment of a new post of Head of Communication and Engagement;*
- ⇒ *Bedfordshire Police is encouraging increased reporting of crime and accepts that this may result in increased recorded crime levels;*
- ⇒ *The Force wishes to engage with the rural community, and the continuing recruitment of Special Constables will assist in this effort.*
- ⇒ *The communication strategy is "work in progress" as it is being continually developed;*
- ⇒ *Currently the force publishes much crime related information, but it is not put into context against the bigger picture of falling crime levels.*

5.3.4. What levels of public awareness are there of support services for victims of crime?

- ⇒ *There is a five year plan in place to improve victim satisfaction and there is a dedicated Detective Chief Inspector;*
 - ⇒ *The PCC will be commissioning victim support services;*
 - ⇒ *Success of the trial "victim hub" in Cambridgeshire is being monitored with a view to using it in Bedfordshire;*
 - ⇒ *Any re-allocation of resources must be justified by an evidence base;*
 - ⇒ *Officer training is not just about the law, but also covers empathy with the victim, and other life skills;*
 - ⇒ *More intelligent methods of communication will allow the Force to maintain control of the agenda, where the material is less likely to be modified before publication, for example in Parish newsletters.*
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- ⇒ *Not all victims will approach the Police, hence with improved communications better signposting to appropriate services can be provided to the public;*
 - ⇒ *Work is ongoing to address gaps in the service;*
 - ⇒ *Effective victim support is key in developing confident communities, as victims will pass on their experience to others for a long period of time;*
 - ⇒ *"Operation Vision" is a countywide initiative where local policing teams are concentrated in a small area, and every door is knocked on in order to interface with the local community. This initiative could be rationalised in the way it operates over the county.*

5.3.5. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. How can you address this locally?

- ⇒ *Communities that do not engage with the Police need to become confident communities;*
- ⇒ *More effort needs to be made with “hard to reach” communities;*
- ⇒ *A dedicated Community Cohesion Inspector is now in place to increase engagement levels, as an example the Chief Constable was able to make new contacts in Bury Park in Luton using these networks;*
- ⇒ *Neighbourhood Policing is key, however limited resources mean that different methods of working need to be employed in order to deliver the same benefits. Examples of this are the extended use of Special Constables and the changes in the shift working patterns of the PCSOs;*
- ⇒ *The public response to the recent serious incidents has been understandable but disappointing. The public feel that the Police have withdrawn from engaging;*
- ⇒ *Recruiting PCSOs and Specials from the “hard to reach” communities is a difficult task.*

5.3.6. We have learnt from our meeting on 20 March that allocating PCSOs and Special Constables to a specific area will increase public confidence, although at the present insufficient resources do not allow this to happen. How can these resources be found?

- ⇒ *The recruitment of around 300 additional Specials (to bring the total up to 500) is built into the budget;*
- ⇒ *There is no budget for the recruitment of extra PCSOs.*

5.3.7. Is there consensus within the Local Authorities in Bedfordshire and the Police over the policy towards unauthorised encampments?

- ⇒ *The Force now have one Bedfordshire co-ordinator which should provide a more coherent approach;*
- ⇒ *The Police can only intervene when a crime appears to have been committed;*
- ⇒ *Local Authorities must go through a court procedure, which can be slower than the Police response..*

5.3.8. Creating ‘confident communities’ is not a statutory requirement of CSPs, so how can the Police and Crime Plan address this issue? Is there a role for CSPs to play?

- ⇒ The CSPs have a statutory requirement to work to improve community safety, and creating confident communities would be a part of this;
- ⇒ Confident communities is part of the shared agenda across all CSPs;
- ⇒ For example, all three CSPs have picked up on hate crime as an issue to focus on.

- ⇒ *The Chief Constable has regular contact with the three CSPs at all levels of the organisations.*

5.3.9. How are the three areas (communication, community policing and active citizens) identified in the “Confident Communities vision” being addressed?

- ⇒ Communication is being addressed as detailed in the answer to question 3.3 above;
- ⇒ Community Policing is being increased by the recruitment of extra Officers and Specials and the changes to the shift working patterns of the PCSOs;
- ⇒ The active citizens’ agenda is being pursued by the use of such organisations as Neighbourhood Watch.

5.3.10. National events, such as riots, have a negative effect on confidence even in areas with lower crime rates. What can be done locally to insulate Bedfordshire from such effects?

- ⇒ The PCC shares the frustration of the local force being seen in the same light as forces elsewhere in the country when issues arise;
- ⇒ Bedfordshire Police needs to build their “brand”, providing the public with local positive experiences;
- ⇒ National stories affecting local opinion need to be countered by positive local information;
- ⇒ “Intelligent” policing can be used to anticipate and avoid problems developing.

5.4. Editors of Local Media

The Editor of “Bedfordshire on Sunday” and the Deputy Editor of the “Bedford Times & Citizen” were invited to the 19 May 2014 meeting.

Panel Members asked questions of the two guests relating to the definition of “Confident Communities” and what can be done by the local media to increase confidence. These questions and the answers provided are detailed below.

5.4.1. What is your definition of a “Confident Community”?

- ⇒ People feeling safe in their own environment, whether that be at home, at work or elsewhere in the community;
- ⇒ People having trust in the Police and the judicial system;
- ⇒ Residents feeling proud of the area where they live, becoming “good neighbours”.

(Mr Bullock supported the comments made, explaining that recognising the difference between being safe and feeling safe is one of the key themes of confident communities)

5.4.2. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ Confidence is a feeling rather than something that can be filled in on a form;
- ⇒ Public Forums can be used, but should be of different types to reach different communities (e.g. not just daytime);
- ⇒ Police Officers in the communities knocking on doors;
- ⇒ Response rates will differ across communities, with some communities not engaging at all.

5.4.3. What do the public want policing to look like in order to feel different/safer/confident?

- ⇒ Seeing Police on the beat;
- ⇒ CCTV can help in making people feel safer, although people may consider it a poor replacement for patrolling Officers;
- ⇒ Good leadership and communications by the Police when dealing with high profile cases which involve solving the crime and a good judicial outcome;
- ⇒ Community Police Officers known to the local population;
- ⇒ Rural areas feel less well provided for with longer response times than in urban areas.

5.4.4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

- ⇒ The Police appear to use social media and their own website before informing the local press;
- ⇒ Several hours can pass before the local press are contacted;
- ⇒ The public often report crime directly to the press, who are advised by the press to contact the Police directly;
- ⇒ Neither guest was aware of the Ringmaster service.

5.4.5. How would you describe your working relationship with the communications department of Bedfordshire Police?

- ⇒ Good professional relationship, although sometimes the information provided could be more comprehensive;
- ⇒ Problems have been experienced over the past few months with the Police questioning why stories needed to be published;
- ⇒ Relationships are being built, but the Police do not always appreciate it when bad news is published;
- ⇒ Informal face to face meetings “off the record” would help to build relationships;
- ⇒ “Good news” stories are published although crime stories are more popular with the readers.
- ⇒ Good relations exist with the OPCC’s press spokesperson and meeting her would also be beneficial. The public have low awareness of the Commissioner and his role.

(Mr Bullock pointed out that a Joint Head of Communications for Bedfordshire Police and the Police and Crime Commissioner is currently being recruited)

5.4.6. How would you describe your working relationship with the communications departments of other organisations such as Councils, Housing Associations etc?

- ⇒ Bedford Borough Council is the main source of news after the Police;
- ⇒ Good professional relationship with the media now approaching the Council daily to feed news onto their website, in contrast to the traditional approach involving the 4pm deadline on a Friday afternoon;
- ⇒ Bedford Pilgrims Housing Association (BPHA) are another good source of news, and the relationship could be improved by face to face meetings with their communications people;
- ⇒ The potential closure of Bedford Magistrates Court is a continuing big issue, and has involved contact with many interested local groups;
- ⇒ There is little communication with Neighbourhood Watch and Street Watch.

5.4.7. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. How can the media help in reducing the fear of crime?

- ⇒ By running a mix of crime stories, the press is aware of their responsibilities;
- ⇒ Crime reduction articles are featured;
- ⇒ Reporting big crimes is the role of the press;
- ⇒ Every issue/story has to fight for space in the paper;
- ⇒ Full reporting of successful court cases can give re-assurance to people, although the legal process can be very slow;
- ⇒ People have an insatiable appetite for bad news, as demonstrated by the website data on stories read;
- ⇒ No bad news stories would result in low website traffic.

5.4.8. Bedfordshire Police produce regular “good news” releases. What criteria do you use when deciding whether to publish this information?

- ⇒ Public interest decides on whether or not a story is printed;
- ⇒ Some stories may be of interest to the originator, but of little public interest;
- ⇒ The press also have a role in educating the public.

5.4.9. Would you consider running a regular column titled “News from Bedfordshire Police”?

- ⇒ The Deputy Editor of Times & Citizen said that they would consider if it was written by the Chief Constable;
- ⇒ The Editor of Bedfordshire on Sunday said that Bedford on Sunday does not have regular columns, apart from those of in-house journalists, although Luton on Sunday does have a regular column written by the Police and Crime Commissioner.

5.5. Independent Advisory Groups

The Chair of the Bedford IAG, and the Chair and a Vice-Chair of the Luton IAG attended the 19 May 2014 meeting. There was no representative of the Central Bedfordshire IAG.

Panel members asked questions of the three guests relating to the definition of “Confident Communities” and what can be done by the IAGs to increase confidence. These questions and the answers provided are detailed below. The answers from Luton IAG are the *Italic bullet points*.

5.5.1. Could you briefly describe what an IAG is, how they operate, and how their effectiveness is evaluated?

- ⇒ IAGs were set up nationally following the Stephen Lawrence inquiry to give advice to the Police on effective ways of communicating with the public;
 - ⇒ They act as a “critical friend”;
 - ⇒ Their regular meetings look at policies of the Police;
 - ⇒ Meeting agendas are set by the Chair and the Police. Currently there is no involvement from the Police and Crime Commissioner;
 - ⇒ Meetings are sometimes not attended by all of the members;
 - ⇒ Individuals in the group may be consulted on a daily basis by the Police, depending on their specific local knowledge of communities;
 - ⇒ The three IAGs in Bedfordshire are different from one another, reflecting the communities they serve;
 - ⇒ A review is currently underway evaluating the effectiveness of IAGs.
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- ⇒ *One IAG used to serve the whole of Bedfordshire;*
 - ⇒ *The IAG is a collective of individuals, who each have specific knowledge of different groups;*
 - ⇒ *The Police call on this knowledge by contacting individuals as and when required;*
 - ⇒ *Members are vetted to level 2 (meaning frequent and regular unsupervised access to Police premises and/or access to Police information and/or hard copy material or protectively marked material, as well as regular access to CONFIDENTIAL & occasional access up to SECRET), and discretion is particularly important in Luton;*
 - ⇒ *It is in the interest of the Police to consult the IAG, but the IAG does not pretend to be the voice of the whole community;*
 - ⇒ *The Luton IAG has an actual membership of 13 against a target of 15, and it is planned to expand to a membership of 20 as they are very busy;*
 - ⇒ *The IAG has a community calming role, and text alerts are used to spread messages as required;*
 - ⇒ *The IAG’s role can be described as that of a “secret shopper”, as Police and community versions of an incident can often differ;*
 - ⇒ *The IAG can ensure fairness in the community.*

(A Member of the Task Group who used to be a member of the Central IAG stated that the Central IAG was not very active, mainly just receiving a monthly report of crime levels)

(Mr Bullock was asked whether the PCC had plans for a more formal role with IAGs, and pointed out that as others had stated the IAG were currently under review by Bedfordshire Police and that the PCC would act on any findings that related to him, but the PCP could be considered a critical friend of the PCC, in the same way as the IAGs are critical friends of Bedfordshire Police)

5.5.2. What is your definition of “Confident Communities”? Is this definition the same across the three IAG areas?

- ⇒ Unsolved crimes reduce confidence;
- ⇒ Reduction in the number of front line Officers reduces confidence;
- ⇒ There is a need to create a tool to measure the well-being of local communities.

- ⇒ *People knowing they are getting a good service from the Police;*
- ⇒ *Resources and Transparency of the Police are both problems;*
- ⇒ *The PCC does not have a high level of popularity in Luton, and this leads to a lack of confidence;*
- ⇒ *Resilience from the Police and the PCC to protect the public;*
- ⇒ *Good information flow.*

5.5.3. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. How can the IAGs address this locally?

- ⇒ It is not the IAG’s role to change the perceptions of the community;
- ⇒ Highlighting an issue to the Police, such as the need to provide feedback to the public.

- ⇒ *The diverse make-up of Luton IAG allows it to feed information into communities, creating confidence;*
- ⇒ *One example is when a community group meeting was organised following a spate of burglaries targeting Asian homes. This resulted in the establishment of neighbourhood watch schemes.*

5.5.4. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ Bedford IAG meets in various locations, including rural areas;
- ⇒ Looking at the levels of Police engagement with local communities.

⇒ *Use a wide range of communication methods ranging from e-mail to physical notice boards to get feedback from the community.*

5.5.5. What do the public want policing to look like in order to feel different/safer/confident?

⇒ High visibility in their local areas.

⇒ *Face to face contact;*

⇒ *Open Police Stations;*

⇒ *Friendly and fair Officers;*

⇒ *Consistency of Police leadership.*

5.5.6. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

⇒ Direct engagement with communities is effective.

⇒ *The Police use of social media is working well;*

⇒ *There was an error made when photographs of a real criminal were used on a bus advertising campaign.*

5.5.7. How would you describe your working relationship with Bedfordshire Police?

⇒ Sometimes consistency is lacking over when the IAG, and who within the IAG, is contacted by the Police;

⇒ How much information should the Police pass to the IAG?

⇒ The IAG must not be seen as an informer.

⇒ *An impartial critical friend;*

⇒ *The Police regularly use the IAG as message couriers to the community;*

⇒ *The IAG has been referred to as spies.*

(The Chair of Bedford IAG asked whether “Peelian” principles of Policing are relevant today, have the Police lost sight of those principles?)

5.6. Faith Groups and Black, Asian and Minority Ethnic Groups

At the 30 June 2014 meeting members of Faith Groups and Black and Minority Ethnic Groups from across Bedfordshire were invited with the following attending:

- ⇒ Bedford Street Angels: Stephen Elphick ,Chair
- ⇒ Bedford Guru Nanak Gurdwara: Mr Sadhu Singh Gill.
- ⇒ Luton Council of Faiths: Zafar Khan , Chair and Mohammad Ryad Khodabocus , Community Relations Development Officer.
- ⇒ Leighton – Linslade Street Pastors: Jason “Griff” Griffiths.
- ⇒ South Bedfordshire Methodist Circuit: Rev Andy S C Melvin.
- ⇒ Polish British Integration Centre (PBIC): Mags Brady.
- ⇒ Bedford Council of Faiths: Dr Virendra Soni.

The Chair welcomed the guests and explained that the group would be split into three to enable everybody to participate fully in the discussions.

Panel Members chaired the discussions at each of the groups, each using the same list of pre-prepared questions to give a common structure to the sessions. These questions and the answers provided are detailed below.

5.6.1. What is your definition of a “Confident Community”?

- ⇒ Unity, a community that’s together. Communities can feel segregated, but a confident community will feel trust and confidence with and in each other;
- ⇒ Trust is the key point. This defines, and is the first step in partnership working. We are fighting with time, what happens with the information gathered by the police. We need to respect communities that give their free time;
- ⇒ The active citizen, we do compartmentalise our lives, and we should try and incorporate;
- ⇒ Confidence in the Police should be stressed in the question;
- ⇒ Confident communities do not evolve overnight; the needs and objectives of the community must be established with two way communication;
- ⇒ A confident community is primarily an empowered community with the skills and capacities to confidently be able to be a part of wider society;
- ⇒ The community of Luton is made up of a number of various diverse communities. For them to be cohesive and at ease they all need to be confident and fit confidently together;
- ⇒ Agree. All communities need to feel safe and secure and look to the police to bring a certain amount of that security;
- ⇒ Everyone needs to be responsible for each other and different faith groups have a role to play in bringing communities together to create a safe environment;
- ⇒ Agree on the whole. Perceptions of safety and community differ and perception and reality are also very different. People need to be able to challenge misperceptions about areas confidently;
- ⇒ A community at ease with itself doesn’t happen overnight.

5.6.2. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ Dialogue with the force, need feedback from the Police after the community provides information;
- ⇒ Difficult to gauge;
- ⇒ A regular presentation by the Police covering current issues and asking the community for help;
- ⇒ The Police are just “ticking boxes” with the surveys that are carried out. They engage the public with various forms of communication. Statistics can be manipulated;
- ⇒ Leighton Linslade previously had a good PCSO who provided feedback on what had happened and got involved with groups but have lost her. Since the PCC there has been a perception re withdrawal. Communication needs to be constructive.

5.6.3. What do the public want policing to look like in order to feel different/safer/confident?

- ⇒ Any authorities – more humility, ego is sometimes so big that it is difficult to get past this. This is key in gaining a connection with communities;
- ⇒ Effective listening, need to understand there is action back in terms of info sent onwards. Clarity in channels – some communities face language and cultural barriers, and therefore need to understand that they are listened to and things will change as a result;
- ⇒ Police are seen as distinct from the community, not part of it - it's very simple but that's the bottom line. If police knew people and their families, they could employ a lot more levers – e.g. do you want me to tell your Mum I've caught you buying drugs?
- ⇒ If a community officer is not there, do communities know what they should do when they have issues to report?
- ⇒ This is about taking responsibility away from the individual and placing it on the community – communities as a whole can make a difference;
- ⇒ Also about information, police should be coming out to faith places and communities to have an outreach surgery;
- ⇒ Diversity of the police. Some communities will have difficulty in for example writing a CV. The police should be going into schools and colleges to explain the role, and raising awareness of the roles, etc.
- ⇒ Transparency, competency, and communication. Visible policing, available when needed. Lengthy court procedures can disillusion the public, when quick outcomes are not achieved;
- ⇒ Accuracy of figures are questionable. Police need to be visible, not patrolling in cars;
- ⇒ Policing should not be lenient, but sympathetic, e.g. warning motorists when speeding rather than issuing fines;
- ⇒ Issue – a vacuum breeds cynicism – never see the police, no use reporting;

- ⇒ Farm thefts are regular occurrences carried out by people from Luton and Bedford. This feeds cynicism – how can a force which is strapped for cash counteract that cynicism?
- ⇒ These are not comments he hears – is this a rural problem;
- ⇒ There is also the possibility of real alienation as well as cynicism because of the development of a sense that the Police are against you. PCC role is very important to help identify and remedy gaps and alienation;
- ⇒ Communities need to have confidence in the police and that they are on their side. Level of policing in the rural area suggests that the Police must be very confident of low crime levels;
- ⇒ Many young people do not identify with the police;
- ⇒ Would always speak very positively about the role of the Police in Bedford on Saturday nights. Occasionally there are not enough of them or they could be more proactive. Has seen the Police deal with people in need with a lot of TLC and at the other extreme has seen them deal very firmly with people when that has been necessary. Experience is that the Police deal with people very well;
- ⇒ Issue relates to the wider aspects of policing and how the police engage with the community and how the community feels about them. Neighbourhoods need to know their police. Provision is only valuable if the community itself feels that it needs it – this underlines the partnership principle. Local Councillors do have a part to play – they are closer to their constituents than MPs are. The Police Service is doing a wonderful job and has some wonderful officers but the way in which operations are structured has made them more remote. Residents should know their local police well enough to be able to invite them in and offer them a cup of coffee and the Police should feel comfortable in accepting such offers;
- ⇒ Leighton Buzzard feels neglected. The Police station is mothballed at night and officers attending incidents don't know the area. The problem often cited is the cost of keeping facilities open but the public need the police to be in the community and for them. To create sustainable communities requires working in partnership. It must be better for Police Officers to be based in the community they police – current arrangements mean that they move around and are out of their comfort zones a lot;
- ⇒ This needs to be two way but the Peelian principle needs to be applied to modern conditions.

5.6.4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

- ⇒ Previously had community cohesion officers – don't have these anymore. 101 not very good service, not a consistent service – level of helpful response based on the person who answers the phone. Sometimes get fed up with reporting crime, as nothing seems to be done about it;
- ⇒ The expectation is that members of the public should be in the loop with info they've passed on. In other aspects of life – public has better interactions with organisations, etc. – should expect the same;
- ⇒ About trust, even if the public pass on the information, often the police do not want to hear it;

- ⇒ Lack of feedback from Police on crimes is a problem. Details of the event and the outcome are needed by the community, whether it is good or bad news;
- ⇒ More Police feedback would encourage more public reporting;
- ⇒ There needs to be dialogue and trust. The police had recently asked the Street Angels to provide their views on the policing of each Saturday night in Bedford Town Centre for a weekly email bulletin – this indicates that they appear to be willing to seek and listen to feedback but this principle needs to be extended more widely;
- ⇒ All of us here are good at meetings – not everyone is so it is important to use all forms of communication. It would be worthwhile for the PCC to invest in good communications and engagement staff.

5.6.5. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?

- ⇒ This is about the media blowing things out of proportion;
- ⇒ We need to show what communities are doing, and get the good news stories out there. Made a decision to stop watching the news, and am more effective and able to contribute as a result. Need to counteract the national news with positive local stories;
- ⇒ There is more negative coverage than positive. Often these are the issues that cause a lot of tensions within communities (eg migrants cause crime);
- ⇒ Concept of ‘cultural humility’, everybody is seen as equal and therefore we learn from each other. Political correctness often means we do not ask questions of each other which allow us to learn about each other. Different communities actually have the same values (around generosity, compromise and humility for example) and by having an enquiring conversation with other without being worried about being politically correct, we could actually work together better;
- ⇒ The Police community engagement Officer attends Bedford Council of Faith meetings, and is very helpful, a focal point for the community;
- ⇒ Police should report feedback on actions taken following crimes;
- ⇒ Better use of Police resources;
- ⇒ Experience of talking to groups in the rural area is that they have no idea of what actually goes on in Bedford. The media has played a large role in the development of the public’s perception of crime levels – footage is often shown of fights and police intervention but this is not the general picture in reality;
- ⇒ An individual’s perception is their truth. There are perceptions about Luton which are not totally true although there are some issues which do need to be addressed. Luton is a good place to be. It has huge potential because of its location but needs visionary leadership both politically and in the community. There is huge potential for business due to the town’s excellent infrastructure links with London, the rest of the UK and internationally. The Luton community is thriving but needs to be channelled;
- ⇒ Luton’s accessibility may encourage some people’s fears as it is easy for groups of people from other places (e.g. London) to access;

- ⇒ Referred to a Facebook page that had been set up in Leighton Linlade to try to counter misunderstanding that had arisen. “Old School” politics did not help - decision making was top down. Ringmaster tended to convey only bad news and did not include positive feedback about successes. Smaller villages need to know that they are policed;
- ⇒ Leighton Buzzard feels that it has very poor police cover. Since the closure of the police station the police are now based in Luton and there is a perception that Leighton Buzzard is not cared for;
- ⇒ Talks to a lot of groups about what Bedford Town Centre is like – those talks cover perceptions, reality and the role played by the police – in an effort to change perceptions and get people to see things as they really are. The media puts out very negative stories but the public needs to see good news stories too. The value of the partnership approach is demonstrated by BEDSAFE – which is a partnership involving CCTV/Taxis/Licensed Premises/Door Supervisors/Street Angels and the Police who are able to communicate with and support one another through Saturday nights. Bedford is one of the best managed town centres on a Saturday night;
- ⇒ Emphasised the importance of genuine partnership in developing a sense of belonging and mutuality. This applied to both urban and rural communities. It was important that this partnership developed for grass roots and was not imposed top down. The police needed to fit into this - their primary role was to prevent and detect crime but if they were to be a part of the community, the community needed to feel that they were and they needed to be seen;
- ⇒ When the Luton Council of Faiths was first formed it had taken time to persuade Luton Council of its value and that it was not just about religion, but a community partnership;
- ⇒ The local authority’s role should be to act as a facilitator and provide resources to help partnerships to develop and work;
- ⇒ People don’t necessarily like authority. It is important to talk with, not at. Need to be able to talk and learn from one another – that helps to dispel wrong perceptions;
- ⇒ Participation levels are a big worry. How do you encourage communities to be more participatory? Engagement needs to be encouraged in a more subtle way. Some communities are not as articulate or confident in engaging. Fears and perceptions need to be dispelled in a way that is appropriate.

5.6.6. What can your organisation or group do to increase the level of confidence in communities?

- ⇒ We are always engaging, quite proactive – so need to understand what those engagements bring;
- ⇒ Good model of advice sessions and drop-ins, advisors incorporate things like education, health, taxation, policing, etc., etc. – programme was built many years ago, and would be good to build on this with other partners including police;
- ⇒ Other thing that works well is having volunteers working with other volunteers;
- ⇒ Ethos is strong, serving others with no aim in mind – being kind;
- ⇒ Awareness raising, there isn’t a lack of willingness, just perhaps a lack of awareness of opportunity to be involved;

- ⇒ Community also needs to take responsibility for this, the Polish British Integration Centre has done integration classes which have helped overcome the prejudices that some have based on previous experience with police in their own country;
- ⇒ Newsletters, put together by communities, not the Police, should be produced and placed in public buildings, doctors surgeries etc.
- ⇒ The Police community engagement Officer has a regular item on the agenda of the Bedford Council of Faith's meetings. This information is then communicated through to communities;
- ⇒ Police communication is important. Quarterly meetings take place with the Mayor and the Chief Constable;
- ⇒ Faith communities are able to offer voluntary services. There is a need for people to recognise their interdependence and adopt the principle of mutuality;
- ⇒ PCC has been out with the Bedford Street Angels;
- ⇒ There is a perception that Bedford High Street is a no-go area on a Saturday night and groups who he talks to comment that the Bedford Street Angels must be terrified being out on it on a Saturday night. Anyone walking down Bedford High Street at 2.00am on a Sunday morning is, he feels, perfectly safe;
- ⇒ There is a need for continuity – helps enable people to safely assume what will happen. Attempts to set up a Redeeming Community Group suffered from lack of continuity of those involved;
- ⇒ Agree the importance of continuity.

5.6.7. What can other parties do to increase the level of confidence in communities?

- ⇒ Preventing Violent Extremism (PVE) has completely ruined our community, what is really happening – information is classified. We are not told the full view, and if the police cannot trust the community and share information with them, how can we be confident?
- ⇒ Issue over leadership at Beds Police – 3 Chief Constables in last few years;
- ⇒ The biggest issue is the police resources, and yes things are starting to change, but we are in this for the long haul;
- ⇒ Build relationships within the community. Public services could have an isolated view and think they are working well, but are they taking into account the views of residents, etc?
- ⇒ Acknowledged the limited resources, and recognised that communities should understand this – but this actually fragments communities because they are competing for scarce resources;
- ⇒ Cadets can be really helpful in breaking down these barriers;
- ⇒ Need to go back to values, behind the uniform is a person, police need to be empowered by senior management;
- ⇒ Improvement in communications by the Police;
- ⇒ Police training should comprise learning about all religions;
- ⇒ Police training used to involve a day at the Gurdwara. Education and dialogue are important, leading to an informed community;
- ⇒ There should be a regular newsletter from the Commissioner to the public.

Issue: Looking at organisations like Streetwatch/Neighbourhood Watch/Specials etc. there appears to be some reluctance by people to volunteer – how can the police make such partnerships more viable and attractive?

- ⇒ Has previously been involved in Neighbourhood Watch – the Beat Officer was known, there was some feedback and continuity. That now seems to have evaporated;
- ⇒ The force would do much better if it adopted a more humble approach in asking for community assistance when they have closed a station. People are willing to support but that support needs to be recognised;
- ⇒ Police could approach other organisations, including churches and community facilities about the availability of accommodation in their buildings for the police to use as a base in the locality – this would help to overcome the perceptions of withdrawal that arise following the closure of a station;
- ⇒ PCC is a good development – able to provide the structure for a bridging partnership role. Should be less about managing the force (Chief Constable's responsibility) and more about liaising with residents, gauging ideas and helping to ensure that those views and ideas help to inform the force;
- ⇒ This is a two way process and communication needs to happen at a micro level with individuals – more talking with individuals would help to increase confidence;
- ⇒ There is a perception that local authorities and politicians tell communities what is right for them. Councillors should represent the views of their communities and be involved in them;
- ⇒ The greatest resource is local people. People will engage but this will not work if the approach is top down. Appreciates the need for the PCC to prioritise but he still needs to engage with communities at grass roots level. The police force may be structured top down but it needs to operate at community level.

5.6.8. Additional Question: What do you think of Community Safety Partnerships?

- ⇒ None of the guests were aware of CSPs. A Member outlined their role and membership and asked for thoughts on whether they were a waste of money;
- ⇒ Probably not – but this depends on who's involved;
- ⇒ Partnerships need to start from the bottom;
- ⇒ There is a powerlessness. Lives on a new estate with no facilities – people want to know what's going on. The police and public authorities need to be able to communicate with the right people. The key is empowerment. The local MP is very communicative but is also very remote. How do we embrace a better cohesiveness?

5.7. Victim Support

The Chair welcomed the Divisional Manager of Bedfordshire & Cambridgeshire Victim Support and explained that the group would be asking him a list of pre-prepared questions which had already been used in interviews with other consultees during the course of the review.

These questions and the answers provided are detailed below.

5.7.1. Could you briefly describe what Victim Support is and how you operate?

- ⇒ A national charity supporting victims of crime;
- ⇒ Provides emotional and practical care, helping victims find the strength to regain control;
- ⇒ Not a counselling service;
- ⇒ Also supports people giving evidence at Court, volunteers from the service also attend Court;
- ⇒ The service is flexible in providing support face to face, via telephone, e-mail as required.

5.7.2. What is your definition of a “Confident Community”?

- ⇒ Having a victim of crime focus;
- ⇒ Feeling safe in the reporting of offences;
- ⇒ Being taken seriously as the “victims’ code” stipulates;
- ⇒ Good communication;
- ⇒ Support from peers within the community;
- ⇒ Feels confident enough to raise issues with the relevant authorities;
- ⇒ Feels that they can make a difference;
- ⇒ Could be self-supporting with no confidence in the Police.

5.7.3. What measures can be used to accurately gauge confidence levels in communities?

- ⇒ The reporting levels of crimes, especially ASB incidents;
- ⇒ The number of local “Watch” schemes;
- ⇒ Attendance levels at local community meetings, although these can be dominated by small numbers of vocal residents who are regular attendees;
- ⇒ The number of people seeking support from service providers;
- ⇒ The number of people who become volunteers;
- ⇒ AG: There exists a strong sense of place in villages, enabling them to absorb newcomers.

5.7.4. What do the public want policing to look like in order to feel different/safer/confident?

- ⇒ Visible policing;
- ⇒ The Police should believe what they are told;
- ⇒ Being pro-active promoting good news stories;
- ⇒ Involvement of the community, “done with” not “done to”. Currently the Police do not use the “Peelian” principle;
- ⇒ Communities can come up with ideas the Police would never think of, the public should have a say in how they are policed;
- ⇒ Victims do not feel they are customers of the Police, and lack feedback. Even being told there is no news is good news, and this would comply with the “victims’ code”;
- ⇒ The Police must continually tell the public why their requests for more visible policing cannot be met.

5.7.5. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

- ⇒ What communication?
- ⇒ Victim Support receives much information from the Police;
- ⇒ The Police website contains news;
- ⇒ Integrated Offender Management (IOM) is a very effective programme, but is not promoted to the public as a good news story;
- ⇒ The Police should publicise successful prosecutions.

5.7.6. How would you describe your working relationship with Bedfordshire Police?

- ⇒ Very good and close working relationship;
- ⇒ The Police are very supportive and in fact want to work with Victim Support to achieve 95% victim satisfaction levels from the current level of 85%;
- ⇒ Victim Support volunteers have close relationships with Police at a local level;
- ⇒ The Police are very open and work together with Victim Support;
- ⇒ Recent Chief Constable appointments have provided extra support in improving victim satisfaction rates;
- ⇒ Police appreciate the support they get from Victim Support;
- ⇒ Police are easy to contact and any issues are resolved quickly;
- ⇒ The working relationship would be very difficult to improve.

5.7.7. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?

- ⇒ Victims think they are alone, Victim Support can show them that they are not, for example by introducing them to networks and demonstrating that they were not personally targeted as much crime is opportunistic;
- ⇒ Providing victims with referral statistics, 12,000 per annum in Bedfordshire, with 40% having need for support;
- ⇒ Overall crime figures can mask the increasing trends of certain crimes such as serious violent crime;
- ⇒ Much crime is still unreported such as in migrant and travelling communities;
- ⇒ If the public had complete confidence in the Police then the fear of crime would reduce;
- ⇒ The public are not informed sufficiently about the details behind the crime levels headlines;
- ⇒ Investigation should be carried out to establish why different communities have different levels of fear of crime;
- ⇒ PH: Convince the public that they can protect themselves.

5.7.8. How can the use of social media be used to have a positive effect on confidence in communities?

- ⇒ Victim Support has Twitter accounts for every county in the country;
- ⇒ Cambridgeshire Police use Twitter much more than Bedfordshire for example in communicating traffic incidents;
- ⇒ A useful tool in communicating news of successes and other information;
- ⇒ Beds Police successfully used text messaging at the time of potential riots in Luton;
- ⇒ Facebook is another tool/channel but if you already have a website then is this unnecessary duplication?

5.7.9. What can your organisation or group do to increase the level of confidence in communities?

- ⇒ Stress the importance of involvement, “done with” not “done to”;
- ⇒ Particularly important with victims.

5.7.10. What can other parties do to increase the level of confidence in communities?

- ⇒ “Bedfordshire Victim Services Partnership” is a consultative and lobbying organisation, consisting of approximately 20 members who have direct or

indirect contact with victims, and would be a good forum to consult on how to increase confidence;

- ⇒ If victims were asked at the beginning of the process whether their data could be shared with other providers of potentially helpful services then this would streamline the process and avoid victims having to repeat themselves.

5.8. Neighbourhood Watch, Street Watch and Speed Watch

Members of all the “Watches” in Bedfordshire were invited to the 13 October 2014 meeting, with the following attending:

Luton Neighbourhood Watch:

- ⇒ Deborah Hopkins, Steering Group Administrator
- ⇒ John Fullarton

Central Neighbourhood Watch:

- ⇒ Tony Howells
- ⇒ Martyn Cooper

Bedford & District Neighbourhood Watch:

- ⇒ Hazel Snowball
- ⇒ Graham Boyle

Speed Watch:

- ⇒ Terry Cobb

Street Watch:

- ⇒ Peter Downing, Ampthill Street Watch

The Chair welcomed the representatives of Neighbourhood Watch (NW), Street Watch and Speed Watch and explained that the meeting would be split into three groups to be facilitated by Members of the Police and Crime Panel and the supporting Officers.

The same questions were used with each group, and these questions and the answers provided are detailed below.

5.8.1. What is your definition of a “Confident Community”?

- ⇒ A free society you should be free to walk around without feeling fearful, like to see more police but have a good rapport with police – have police officers mobile numbers, 101 is a “waste of time”;
- ⇒ Raises a question of what a community is – lots of different communities – faith, school, neighbourhoods, etc. A confident community is one defined by its members that know where to go in relation to finding support and advice;

- ⇒ A community that is assured that local agencies can provide safe and organised places to live and work. I.e. not all things to all people, cultural and individual differences are recognised, etc. Confidence in walking your child to school, driving along the street. Expectation that police provide a safe environment – i.e. not just about crime levels;
- ⇒ Confidence comes with feeling safe and secure in individual homes and in their environment. Knowing the Police and other agencies are there when needed. Where all members of the community acknowledge each other's needs;
- ⇒ Visible/responsive Police;
- ⇒ Secure and quick help when needed;
- ⇒ No such thing, they are possible but do not exist, people's expectations are not met. No support from agencies (e.g. lack of response from Police) leads to no confidence in communities. NW can be compared to an additional emergency service, members own their schemes. The "threat, harm, risk" matrix used by Police in prioritising responses should also include "expectation";
- ⇒ Knowing who to contact and having the confidence to do so. Confidence depends on the information provided. Community Safety Forums are now "dead" in Bedford and need resurrecting. They are active in Luton. Parking is always in the top three of people's local concerns. Inappropriate Police response when all incidents are not recorded.

5.8.2. What measures can be used to accurately gauge confidence levels in communities?

- ⇒ A factory closing down will impact on the community and its confidence. Therefore this is a much more wide concept that just feeling safe. People may be confident that they have a job, but not confident that their salary meets their outgoings, and so they won't have confidence there. Some people may feel there is a lack of services due to a lack of investment – facilities, shops, schools, etc. – these issues will impact on people's confidence;
- ⇒ A lot of people in the community don't actually know their community, they might just live there but not necessarily interact with their neighbours for example or have a fear of uneasiness in going out. If you live in a safe and quiet locality then you might feel uneasy going out;
- ⇒ Surveys but also measure or assess levels of community and belonging (groups like scouting, parent and child, etc.). Are people part of a community or do they just live next door to each other. Seeing people every day does not necessarily mean you consider them members of your community. Raised the idea of a village noticeboard so that people can find out what is happening in their local area – often people don't know what is happening although there is a lot going on. Crime rates are not credible; crime is going down but is that because 101 is not used;
- ⇒ Incident reports provided one month after the events with results of investigations included. Use NW to distribute information to the community;

- ⇒ A lack of complaints. Incidents are recorded in different ways, and can only be effectively measured when a crime number is generated;
- ⇒ Face to face contact generates feedback. Productive interaction between agencies and members of the public to gain open discussion;
- ⇒ Operation Vision is not effective, no feedback, hence no input into NW;
- ⇒ Police talk to Parish Councils, how do they communicate with different groups and share information at a County level.

5.8.3. What do the public want policing to look like in order to feel different/safer/confident?

- ⇒ Visibility is key, and the police should look like the community they represent and be able to engage with everyone. They are available but you can't just pop in and see someone. The front desk at Luton Police Station is not a nice environment. The street meets etc. stopped and there should be more effort to engage with the public where they are – e.g. at school gates, where parking is a clear problem. They need to be in the community and dealing with these kinds of things;
- ⇒ Need to be seen. Ampthill sees the PCSOs quite often though. If you're part of a Watch you know who to contact but the general public do not. Mentioned the policing of the night time economy on a Friday and Saturday night which has really helped landlords with enforcement of not serving the underage, etc. A lot of people say they don't see the police, but they don't necessarily get involved in the community themselves;
- ⇒ Go back five years, get some more money – recognise that it is underfunded and that the police should be supported much more. Police do not have the local knowledge anymore, and different PCSO teams have different ways of working in different areas. Also the police response to crime seems to be variable. Communication and informing the public what is going on is key. Interaction with the community is helpful – OP Visions are good but they are done by PCSOs. Overall people say they cannot rely on the police anymore. Given the Peel phrase, if the police haven't got the resources to do what they need, should the public get involved and start patrols and vigilantism. HMIC report on front page around local policing's inability to be able to respond is huge and needs to be addressed – why isn't this happening. Police are doing a good job with what they have, but they are stretched. Police have been replaced by PCSOs who don't have the same powers;
- ⇒ We do need visible Police officers on the streets. If this means more officers then we need more officers. NW should be involved in Police planning meetings. Luton is policed as a rural community with the limited resources available. The Police should provide data to allow NW to approach and lobby the Home Office;
- ⇒ More Police on the streets. The memorandum of understanding has resulted in every co-ordinator having a relationship with the local PCSO. A strong community can solve its own problems, not vigilante style;
- ⇒ A visible presence on the streets. To see the Police as confident, calm and fair;

- ⇒ Visibility of Police, PCSOs are not the same. Co-operation of the 'Watch' organisations;
- ⇒ Speed Watch is visible hence contact with people. The badge is important.

5.8.4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

- ⇒ Current methods are press and Ringmaster. Ringmaster is not communication from local police, not that relevant, not that local. Was hoping for more – live alerts, recognise that this is unrealistic. It is timely, alerts come out that are in relation to crimes that happened days ago. A more consistent approach to the ward forums would be helpful;
- ⇒ Has monthly meetings with local policing and gets a bespoke crime report and shares this with coordinators. Also gets updates from police.uk. Facebook page is helpful, and police responses are good – but you have to view it on a daily basis. Police visit parish and town councils monthly but these are not always disseminated more widely;
- ⇒ Three Counties Radio is helpful. People are quite cynical about the levels of punishment that get meted out, cynical about community payback type approaches;
- ⇒ Ringmaster has improved over the last 6 months. Facebook and Twitter are also helpful to those who use these tools. Most information can be found on the internet, but all information has to be accurate and up to date;
- ⇒ Ringmaster not generally known (more people needed to subscribe), no common newspaper in Beds;
- ⇒ More information should be given by Police to the public and Local Authorities;
- ⇒ Information Centres should be installed in high footfall areas so that all people can access. Ringmaster has a narrow band of appeal, Community Alert is more interactive;
- ⇒ Ringmaster has limitations, covers Bedfordshire only, hence if you live on the border you do not get information for all of your local area. Community Alert is better. Bedfordshire Police and the PCC have not signed up, but Bedfordshire Fire & Rescue Service have. A common messaging system could help build confident communities. There is no national strategy.

5.8.5. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?

- ⇒ Better information about crime levels. Fear of crime will always be there if criminal activity is not being seen to be dealt with. If members of the public are told that police are not able to attend, etc. this will affect their understanding;

- ⇒ Knowing there is an effective response should they be the victim of crime. Recognise that the press always want to print bad news stories, and so there needs to be a counterpoint to this. Ringmaster is good, but misses an opportunity to say that there is nothing to report. It does need to be better tailored to the audience – people want to know about burglaries in their street for example not wider issues;
- ⇒ Doesn't believe that the figures are going down. Simply does not recognise this;
- ⇒ More could be done to look at inform the public where crimes have been solved. Where there can be a positive outlook put on crime;
- ⇒ Police should broadcast successes;
- ⇒ Police must deal with all areas in the same way. Communicate and thank people giving feedback especially to those reporting crime to demonstrate that things are being done;
- ⇒ Crime is not decreasing, incidents are not logged. Fear depends on your location and age. People get used to living with the fear (e.g. in areas where street walkers operate). Should people be encouraged to turn their homes into fortresses? Public expectations must be managed leading to increase in confidence and reduction in crime;
- ⇒ In rural areas where there is no fear of crime then people will focus on the fear of crime in outside areas (e.g. the terrorist threat). People need to be aware of cyber-crime. Best practice in other countries should be looked at (e.g. legalisation of drugs).

5.8.6. What can your organisation or group do to increase the level of confidence in communities?

5.8.7. What can other parties do to increase the level of confidence in communities?

- ⇒ Currently do walkabouts on a Fri/Sat night, these are helpful. NHW tries to raise the levels of involvement in local communities, but quite often the local community might not want to know;
- ⇒ Can help people get to know their neighbours, and help they take specific action to make themselves safer – lights on, locking up, etc. Some of that can be done without police involvement, but the partnership with the police helps greatly. 101 really needs to improve – it's rubbish, the call handlers need to improve and show better levels of customer service. This is the only number to contact local policing teams;
- ⇒ NW is a standalone organisation that does a lot – crime reduction, crime prevention, etc. Do they get the support they need, e.g. from the police and local councils. Houghton Regis town council has a safety forum and close links with NW, Dunstable town council has neither and despite trying have no relationship with the council. If parish and town councils are bought on board everywhere this will help;
- ⇒ Neighbourhood Watch is all about caring communities, sharing experiences and offering and receiving sound security advice. We believe that Neighbourhood Watch areas are safer because of the community

- element and the support network of information and points of contact and being provided with relevant updated information;
- ⇒ Establish Neighbourhood Watches before the 'crime wave'. Parish Councils should be encouraged to work towards increasing confidence;
 - ⇒ E-mail advisory system exists at Central Bedfordshire Council? Highlight other organisations who can contribute;
 - ⇒ Article from NW in Local Council's news vehicles;
 - ⇒ NW communicating to their membership. The CSP is effective in Luton. "Paid" agencies have a "silo" approach unlike the voluntary organisations. NW is the only organisation with "tentacles" into the community. Successful NW groups lead to increased membership (word of mouth) and confidence. New literature helps;
 - ⇒ There should be a joined up approach between relevant organisations, including getting all the "Watches" together. More partnership working needed to avoid duplication, with NW at the centre of this wheel. NW also helps with victim support. The Home Office should increase NW funding (e.g. to be able to produce more/sufficient literature). More Police employees are needed in roles as liaison officers.

5.9. General Public

At the 17 November 2014 meeting Members received the results of the consultation activities that were carried out in conjunction with the communications teams from the three Bedfordshire Councils.

The questions used in the consultations were generally the same, although advice was taken from Officers in other authorities in order to try and generate a good response from the target audiences.

5.9.1. Luton Borough Council

Luton set up a public consultation form on their website, available here: <http://consult.luton.gov.uk/portal/lbc> . This had a closing date of 30 September 2014.

The questions asked and a summary of the results are detailed below. The full results are available at [Appendix E](#). There were a total of 27 responses.

1. Have you had contact with Bedfordshire Police in the last 2 years?
Yes: 15
No: 12
2. What does 'confident communities' mean to you?
The most common response was having confidence in the Police with 9 replies, followed by feeling safe with 7 replies.
3. Do you believe your local area (15-20 minutes' walk from your house) contains confident communities?

Yes: 5
No: 14
Don't know: 8

4. What do you want policing to look like in order to feel safe?
The most common theme from the responses was more visible Policing with 19 responses.

In addition a survey was also prepared for Luton residents attending the Area Boards. All residents on the ward forum database have received details on how to access the online survey. The first Area Board meeting was held on 7 October and the last one was on 12 November. The closing date for this particular survey was 13 November and the full results are available at [Appendix F](#).

5.9.2. Bedford Borough Council

The Bedford Borough consultations team set up an **on-line consultation** which had a closing date of 30 September.

A summary of the results are detailed below. The full results are available at [Appendix G](#). There were a total of 27 responses.

1. Have you had contact with Bedfordshire Police in the last 2 years?
Yes: 15
No: 11
No answer: 1
2. What does 'confident communities' mean to you?
There was a wide range of responses which included feeling safe, less crime/no crime and confidence in police responding promptly.
3. Do you believe your local area (15-20 minutes' walk from your house) contains confident communities?
Yes: 10
No: 11
Don't know: 6
4. What do you want policing to look like in order to feel safe?
The most common theme from the responses was more visible Policing and for the police to be approachable and prompt.

In addition the **Citizens' Panel database** was used to consult the general public.

The Citizens Panel is a group of people, broadly representative of the Borough population. Panel Members agree to receive surveys on local issues

either via post or online, via email. The Panel was established in 1999 and has proved to be an excellent consultation tool, acting as a way of sounding out opinion on a range of issues and ideas.

The Panel is regularly refreshed with the longest serving members and non-respondents removed. This helps maintain interest amongst panel members and helps prevent 'consultation fatigue'.

The Summer 2014 Survey was sent to all 1137 Panel Members in June 2014, with responses due back by 18th August 2014. 577 responses were received back, giving a response rate of 51%, which is a typical response rate for a Citizens Panel Survey. 279 responses were received online (which is the highest number of responses received online so far), and 298 were received by post.

The percentages stated are calculated from all respondents giving a valid response to that question, and those not giving a response are excluded. Where percentages do not add up to 100, it is due to rounding or when questions allow multiple responses.

Summary results:

66% of respondents stated that have not had contact with the police in the last 2 years.

34% of respondents stated that they have had contact with the police in the last two years/ of these, 77% were either 'very satisfied' or 'fairly satisfied' with the service they had received.

When respondents were asked what 'Confident Communities' means to them there was a wide range of responses which included the following: nothing these are just buzzwords/jargon, feeling safe in the day, confidence in police responding promptly.

38% of respondents believe that there are confident communities in Bedford Borough

19% of respondents stated that there are not confident communities present in Bedford Borough and they were then asked how confident communities can be achieved. Responses included by having greater integration and understanding of communities and more police visible in the community on foot.

When respondents were asked what they want policing to look like in order to feel safe, the responses included the following: more police visible in the community on foot and good relationships developed with the communities.

Full results are available at [Appendix H](#).

5.9.3. Central Bedfordshire Council

Central Bedfordshire have promoted the consultation put together by the Bedford Borough consultations team to Central Bedfordshire residents using Facebook and Twitter.

Although they have over 7,000 people following these accounts, the response level was disappointing and these are included at [Appendix I](#). It should be noted that there are two results included from people who have Luton postcodes.

Due to low numbers it has not been possible to carry out analysis of the results to the questions.

5.9.4. Member comments on the results

Members commented as follows on the results from across the County:

- ⇒ The public want a prompt response from the Police;
- ⇒ The interpretation of Confident Communities ranged from “nothing just a buzzword” to “the community working together with a strong Police presence”;
- ⇒ Confident Communities can exist that have no faith in the Police;
- ⇒ There were 6 PCSO’s in an area to cover 11 villages and 3 or 4 small towns. PCSO’s did not have time to make visits to schools. Also villages did not have a Police presence;
- ⇒ The Group’s report must recognise the difference between urban and rural areas and have conclusions which reflected the needs of both these areas of the community;
- ⇒ The general theme of the responses seemed to relate to Police visibility and Police response time to incidents;

5.10. Police Force’s Schools Co-ordinator

The Chair welcomed the Police Force’s Schools Co-ordinator to the 17 November 2014 meeting and advised that Members would be putting prepared questions to him concerning Creating Confident Communities, as they had to other consultees. These questions and the answers are detailed below.

5.10.1. Can you explain your Role as a Schools’ Co-ordinator for Bedfordshire Police?

Response – The Schools’ Co-ordinator role was to improve relationships between children, young people and Police officers. Previously Bedfordshire Police had had five school liaison officers, however from September 2011 a new way of working with schools had been developed by using Police Community Support Officers (PCSO’s). The role also entailed overseeing

work relating to personal safety, street robberies, child sexual exploitation, missing children and internet safety. 50% of the work was of a strategic nature and 50% was delivering work in schools and tasking PCSO's, who covered the whole of the county.

Supplementary Response – PC Denton advised that he was based in Greyfriars Police Station, Bedford but he worked from a number of different stations across the county which enabled him to maintain liaison with Station Sergeants and to determine current local developments relating to young people. He was also able to suggest areas of work to which the Sergeants could then direct appropriately.

5.10.2. What is your Definition of a “Confident Community”? What is your view and how would it differ to that of a 16 year old?

Response – The difference in the view of a confident community between a 16 year old and the Police Schools' Co-ordinator was that the young person would know that the Police were on hand to support them when they were required. There was a significant level of negative feedback concerning the Police from young people but when there was a serious incident young people acknowledged that they needed the services of the Police. The Police view was that they were confident that the Police would provide support when required.

Supplementary Responses – The majority of young people took the view that it was acceptable to be negative about the Police to keep in line with their peers. A small minority of young people would never have faith in the Police Service. PC Denton recalled that he had attended a number of High Schools in Luton and had received a very negative initial response, however after the session the young people had been much more positive about the Police.

The Police Schools' Co-ordinator worked closely with the youth parliament and attended youth forums. Also a significant amount of time was spent in visiting youth centres and listening to views of young people. The main difficulty was that young people did quite often view the Police in a negative context. It was apparent that in speaking to young people that their parents had a quite different perception of the Police when they were growing up in the 1970's.

Young people from schools in urban and rural areas had quite different views of the Police with many more negative comments about the Police coming from those in urban schools.

5.10.3. What measures can be used to accurately gauge confidence levels in communities?

Response – In order to gauge the confidence level in communities the Police sought the views of young people by attending youth clubs and working with social media. Online polls had been undertaken and the Police had a youth twitter account. The Police also spoke with young people on the streets and

any new PCSO's received a briefing on how they should engage with young people. The Police also liaised with community leaders as they had with an initiative which had been carried out on "stop and search".

5.10.4. What do young people want policing to look like in order to feel different/safer/confident?

Response – Young people needed to know that the Police would attend if they needed to telephone "999". They wanted Police visibility in "hot spots" such as where there were high levels of crime against young people. Young people did not want to be accused of any criminal activity as soon as they were first approached. The Police had an anti-social behaviour vehicle which enabled them to review how officers dealt with these kinds of issues, for instance how they would assess any situation before they became involved.

Supplementary Responses – The Police Schools' Co-ordinator had used videos for training purposes in order to challenge perceptions.

A lot of work had been carried out with PCSO's and generally young people held them in higher regard than other officers in terms of levels of trust. This could be because PCSO's were mainly of a younger age group themselves. PCSO's visited schools on a regular basis and could circulate during break times to interact with young people.

The Police had a full programme for visiting schools and it was acknowledged that this could be more productive when carried out with a younger age group. Schools were generally happy to accept Police attendance if this concerned matters relating to Ofsted inspections; however it was more difficult if visits were requested for other reasons. A roadshow which had been undertaken by the Police had resulted in contact with around 6-7,000 young people in schools.

5.10.5. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity?

Response – The Police were limited in methods of communication with young people however they had "Facebook" and a good level of people had signed up to the Police Facebook page. The Police also had a "twitter" account. Previously when there had been higher levels of Police officers they had been able to raise issues of concern however this was now proving more difficult with fewer officers. The Police were able to use "Bluetooth" to send a message to a young person's mobile telephone. They had also tried "Ringmaster" but young people had generally not responded to this area of communication.

Supplementary Responses – The anti-bullying week had received a Press launch but it was noted that only one section of the media had progressed this initiative.

The Police had email distribution lists for schools and were able to send out messages as required. On the last occasion this had been used it was for safety advice concerning Halloween. The Police also issued a guidance document to schools on a regular basis. There was also a Police School Liaison Group which met on a half-termly basis where the Police had contact with Deputy Heads and this gave schools the opportunity to raise any concerns or pass on any intelligence, for instance shops which might be selling alcohol or cigarettes to under-aged young people.

5.10.6. The fear of crime is increasing even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?

Response – In order to address the fear of crime the Police must ensure that when a crime was reported it was investigated properly and feedback was provided to the victim. It was acknowledged that the Police were not always the best at providing feedback. The Police also worked with schools to keep them updated where matters might be of interest or concern to them.

Supplementary Response – Most young people had a fear of crime however it was thought that this was not particularly relevant to whether they lived in an urban or rural area.

5.10.7. What can your organisation do to increase the level of confidence in communities?

Response – If there were additional Police officers who were dedicated to increasing confidence then obviously more work could be provided in this area. The Police had tried to use an approach of having ambassadors which had not been particularly successful and it also had a Police cadet scheme.

Supplementary Responses – PC Denton had had responsibility for Police cadets until April 2014. He advised that the cadets were fairly representative of the community. Encouragement was given to try to persuade young people who caused difficulty in the community to join the Police cadets. Bedfordshire Police accepted cadets from the age of 16 and they were then able to progress to becoming a special constable or to join the Police force itself. It was unfortunate that a number of cadets had lost some of their friends since becoming cadets. However they were actively encouraged to speak at their schools to feedback on the positive experience of being a cadet.

5.10.8. What can other parties do to increase the level of confidence in young people?

Response – Other partners were able to increase a young person’s confidence in their communities and communication was seen as an important element to achieving this objective. All agencies needed to talk together and to be signed up to increasing confidence in communities. It was always necessary to address incorrect perceptions. Bedfordshire Police was one of

the few Forces across the Eastern Region which had a dedicated team for young people and this was seen as a significant benefit. It was acknowledged that the Police were not always very good at communicating the work which was being carried out.

5.11. Parish and Town Councils

Members decided to consult with Parish and Town Councils across the County of Bedfordshire. This was carried out in co-operation with the relevant Officers in both Bedford Borough and Central Bedfordshire Councils.

5.11.1. Central Bedfordshire Council

Officers at Central Beds Council circulated a questionnaire to all Parish and Town Councils in the area.

The answers received are detailed in the table at [Appendix J](#).

There were a total of 15 responses from Councils as well as individual Councillors sitting on those Councils, and a statistical summary of the most popular responses is as follows:

1. What is your definition of a 'Confident Community'?

Response	Number
Low fear levels/safe	7
Confidence in the Police	5
Positive resident interaction	2

2. What measures can be used to accurately gauge confidence levels in particular communities?

Response	Number
Public survey	5
Complaints against the Police	3
"Watch" membership levels	2

3. What do the public want policing to look like in order to feel different / safer/ confident?

Response	Number
Visible Policing	9
Accessibility (i.e. local location to access help)	3
Presence when requested	3

4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity / detection levels to the public?

Response	Number
Communication to public poor	7
Communication to Councils good	5
Ringmaster good	3

5. What can be done to reduce the fear of crime?

Response	Number
Visible Policing	7
Keep communicating that crime is low/detection rates	6
Police responding to crime reports	3
Police attending community events	2

6. What can your Council do to increase the level of confidence in communities?

Network members expressed no views to this question at the meeting.

Response	Number
Promote positive crime news stories	3
Organising local events involving the Police	2

7. What can other parties do to increase the level of confidence in communities?

Response	Number
Promote positive crime news stories	4
More visible Policing	3

5.11.2. Bedford Borough Council

At a meeting of the Parish and Town Council Network for Bedford Borough, the Chair of the Task and Finish Group, Cllr Atkins, presented the review and asked for Members' contributions in answering the questions below, which were the same questions used with Central Bedfordshire. The event was attended by representatives of 17 Councils and the answers represent the summary of the group discussions.

1. What is your definition of a 'Confident Community'?

- ⇒ One in which a community feels safe, children can play safely and parents feel confident that there is a safe space for their children.
- ⇒ When communities ask for help they receive it; there is a fear of crime and often people have to wait for a crime to actually take place before anything is done and this adds to their fear.

2. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ People become more outgoing; they move around and interact with each other rather than staying in their own homes.
- ⇒ Communities trusting, relying and supporting each other and supporting local businesses.
- ⇒ Supporting each other at a ground level, or finding the means to do so.
- ⇒ Communications is very important and socialising.
- ⇒ Most villages have good structures for social meetings. In some Parishes there are good neighbour schemes in place.
- ⇒ Examples of confident communities given included supporting disabled people, helping someone with gardening, a map or a list of key telephone numbers for new residents, a Parish magazine for new residents.

3. What do the public want policing to look like in order to feel different / safer/ confident?

- ⇒ Visibility
- ⇒ To be seen. People are more confident when the local 'bobby' or a patrol car is around but there is no police presence and people feel let down this.
- ⇒ People want to see police in rural areas. PCSOs are very hard working but are rarely seen. Police cars and police used to be seen in the rural areas,

particularly when doing speed checks. Instead expensive systems have been put in place and the police presence gone.

⇒ 'Foot on the ground' presence.

4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity / detection levels to the public?

- ⇒ It is difficult to understand what has been reported and where action has been taken; this drives down confidence.
- ⇒ It is understood that there are two categories for reporting to the Police – 101 calls or 999 calls; however there are issues with reporting through 101. There have been incidents where 101 calls have taken up to 30 minutes to get to the reporting centre and the response time for the police is long, often time the next day before someone attends. The use of 101 is encouraged however the call is charged at a local rate so a charge is incurred each time a call is placed.
- ⇒ Ringmaster is good but the criminal stats produced from it are too vague. Information provided includes lots of information on offences committed but never detection rates, even though this has been asked for.

5. What can be done to reduce the fear of crime?

- ⇒ In some streets there is no crime. Could police report where there has been no crime rather than communicating generally that a crime has taken place and asking people to be vigilant?

6. What can your Council do to increase the level of confidence in communities?

- ⇒ Network members expressed no views to this question at the meeting.

7. What can other parties do to increase the level of confidence in communities?

- ⇒ Need to see more police in the Parishes.

Cllr Atkins explained that Network views defining "Confident Communities" reflect the understanding of the Police and Crime Commissioner.

In answer to the question "It is more difficult to have cohesion in more urban areas. How is the consultation addressing this?", the group was advised that the consultation includes speaking to towns that do not have the advantage of village life, as well as speaking with diverse parts of Bedford Borough communities, e.g. faith communities.

In addition two sets of individual responses were subsequently received from Shortstown and Stewartby Parish Councils as follows:

1. What is your definition of a 'Confident Community'?

- ⇒ One that helps, communicates with and socialises with each other;
- ⇒ One in which the community feels safe i.e. Children can play outside in the community safely and without fear, a community where the parents feel confident that there's a safe environment with no fear of anti-social behaviour of any kind nor risk of being knocked down by speeding vehicles outside schools and community centres etc. Also taken into account would be the area/environment itself i.e. poverty and lack of local employment. Socio-economic wellbeing?

2. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ By carrying out local surveys and polls (create baselines) the regularly carry out audits.

3. What do the public want policing to look like in order to feel different / safer/ confident?

- ⇒ Too much speeding past in the Police car instead of on foot showing presence;
- ⇒ Visibility would certainly help particularly in rural areas followed by a good track record of convictions etc. Which in turn would inspire confidence.

4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity / detection levels to the public?

- ⇒ E-mails, telephone;
- ⇒ Poor in particular phoning 101, cost involved, for reporting and assistance, personal experience has shown that when reporting road traffic offences and others, 10-30 minutes of trying to be connected can only be described as pathetic particularly when the follow up could end up being the following day.

5. What can be done to reduce the fear of crime?

- ⇒ To be more positive in wordings and leafleting people;
- ⇒ It's all very well, walking the walk, talking the talk but in reality figures can be manipulated or massaged and that's where the mistrust lies. Most know that confidence is gained by those who have the capacity to lead and, who are seen to lead from the front, which if leading correctly instils confidence. Equally the general public are also acutely aware if there's a lack of leadership, it's wrong, dangerous to assume "one size doesn't fit all". In reality management should be aware of the situation and manage the risk accordingly, and then using public forums etc. gauge public opinion. Not as this questionnaire suggests, ask the public for our opinion then use the general consensus to formulate a policy. One has to ask, who and why are

we, the public, paying out salaries to those who could be shown to be lacking.

6. What can your Council do to increase the level of confidence in communities?

- ⇒ Ground footwork, helping each other;
- ⇒ BBC-PCC should start by appreciating that there is a considerable amount of scepticism amongst the general public. The more enlightened would realise that local surveys and accurate data recording posted in the public domain could help to quell negativity.

7. What can other parties do to increase the level of confidence in communities?

- ⇒ Help others to help each other, “teach a person to fish and he eats for a lifetime”;
- ⇒ By having highly visible liaison groups (partnerships) which have accountability to the public may well be a starter (joined up writing springs to mind). The general public are not interested in national statistics, they are only interested in what is effecting them at a local level which is not conveyed often enough into the public domain.

5.12. Young People

Officers in the appropriate service areas at the three top tier authorities in Bedfordshire were consulted over the best ways of gaining the opinions of young people in their areas. As a result a survey was circulated amongst youth organisations in Luton, the Youth Parliament was consulted in Central Bedfordshire and the Youth Inspectors were consulted in Bedford Borough.

The results received are as follows:

1. What is your definition of a “Confident Community”?

- ⇒ A community where its residents feel safe and are able to communicate and benefit each other;
- ⇒ Confident = Happy, Safe, Calm;
- ⇒ Community = Where we live;
- ⇒ No speeding, more police, help and support for people with disabilities;
- ⇒ Happy, safe, clam, no trouble where everyone is friendly.

2. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ More public discussions/meetings, perhaps;
- ⇒ Survey - confidence, safety, feelings, online, ask at the door, notices in shop windows.

3. What do the public want policing to look like in order to feel different/safer/confident?

- ⇒ I am not sure;
- ⇒ More police and see them more, more police on the street;
- ⇒ For the police know about disabilities and how to deal with situations like them being autistic or deaf.

4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

- ⇒ I think the use of social media profiles are good (eg. The Bedfordshire Police Twitter);
- ⇒ Internet, I've never had anything from the police telling me;
- ⇒ Should do a leaflet every year and include symbols for special needs people, use big print;
- ⇒ Newspapers work well too.

5. The fear of crime is increasing, even though the "Crime Survey for England and Wales", which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?

- ⇒ Maybe holding local discussions allowing members of the public to voice their concerns?
- ⇒ Ask the police to do more talks to people at school, college and homes;
- ⇒ Have more cctv.

6. What can your Council do to increase the level of confidence in communities?

- ⇒ Perhaps having a medium for a representative to regularly update the public (i.e. A column in the county newspaper, a social media account etc.);
- ⇒ Visit us and ask us, letters and emails with the positives;
- ⇒ Fix the broken lights and put more lights in.

7. What can other parties do to increase the level of confidence in communities?

- ⇒ Promise a sense of communication between the council, the police force and the public - keeping all three interconnected;
- ⇒ Tell us the positive things that are going on too.

5.13. Elected Members

An invitation with a questionnaire was sent to all elected Members of the Unitary authorities in Bedfordshire with replies as follows:

1. What is your definition of a “Confident Community”?

- ⇒ This is a fairly meaningless phrase that could mean differing things to different people. My definition would be a Community that knew when & if a misdemeanour or crime was committed, they would be confident that the police would attend & investigate promptly.
- ⇒ A community that saw police walking around our streets and had time to stop & chat, get to know people and the patch.
- ⇒ A Community that did not see louts lingering in groups, unchallenged, displaying unruly behaviour.
- ⇒ Where people feel safe and know that they have the support of the Police.

2. What measures can be used to accurately gauge confidence levels in particular communities?

- ⇒ Regular questionnaires & feedback to the Community on what is happening in their town/village, via scheduled town meetings & regular police attendance at Town/Parish Council Meetings with a written report that can be circulated via town/parish magazines.
- ⇒ There are of course a variety of methods that can be used. Whether these will accurately gauge the level of confidence is another question. These include roadshows at central locations, questionnaires sent by post, door knocking and asking for feedback from councillors, parish councils and Community groups, who may have information.

3. What do the public want policing to look like in order to feel different/safer/confident?

- ⇒ Visible presence on the streets. Attending to low-level disruptive behaviours. The feeling that if called then something will happen, not just being fobbed off.
- ⇒ The public expect a visible presence, response to telephone calls and action to address problems.

4. What is your opinion of the current arrangements used by the Police Force for communicating criminal activity/detection levels to the public?

- ⇒ Inadequate and ineffective mostly. The crime spreadsheet that turns up is too wide an area to be meaningful without in-depth analysis for localised effects so needs to be more town/parish specific.
- ⇒ Twitter is reasonably well used and could be extended to area teams, rather than mostly traffic as at present, for greater information locally.
- ⇒ I am not aware what these are apart from Ringmaster and neighbourhood Watch It is not enough.

5. The fear of crime is increasing, even though the “Crime Survey for England and Wales”, which asks the general public for their experiences, shows that crime levels are decreasing. What can be done to reduce the fear of crime?

⇒ Visible police presence on more occasions.

6. What can your Council do to increase the level of confidence in communities?

⇒ We do well in terms of planning & design guides to build better communities for the future. There could be greater and quicker response to low-level issues such as graffiti & minor damage without recourse to quibbling about whose land/responsibility it is. Just do it.

⇒ People do not look to the Council. Given the look to the Police. Given the present financial climate both have their hands tied.

7. What can other parties do to increase the level of confidence in communities?

⇒ Restorative justice such as seeing graffiti cleaned by those that do it, for instance works well and needs inter-agency working to achieve.

⇒ Similar street-cleaning projects including sweeping, de-weeding, clearing rubbish etc. would work wonders as well.

Appendix A: Project Scope

Bedfordshire Police and Crime Panel (PCP) Scrutiny Review Task and Finish Group	
Review Topic	Creating Confident Communities: Heading towards the objective “The police are the public and the public are the police.”
Senior Officer Support	Linda Stevens, Head of Member Services, Bedford Borough Council
Scrutiny Officer Support	Hugh Bartos, PCP Support Officer
Reasons for the review	<p>Despite a general fall in crime levels the public perceives that they are at a higher risk from crime than they actually are, although this may be different from area to area and this will be investigated.</p> <p>This review seeks to understand the reasons for this and make recommendations to the Commissioner to support him in making informed decisions that will assist in creating more confident communities, using the “Peelian” principle that the police are the public and the public are the police.</p>
Key Questions	<ol style="list-style-type: none"> 1. What is the current public perception of risk from crime in Bedfordshire, and how does it compare to the national picture? 2. What does the public want policing to look like in order to feel different/safer/confident? 3. How are the three areas (communication, community policing and active citizens) identified in the “Confident Communities vision” being addressed? 4. How do we create confident communities? 5. Who do we look to to do this? 6. What is happening now? 7. What is working/what isn’t? 8. What are the community safety networks in each of the three Bedfordshire Local Authorities doing to create confident communities? 9. What are the views of the Police and Crime Commissioner (PCC)? 10. What are the views of the Chief Constable (CC)? 11. What are the current arrangements used by the Police Force for communicating criminal activity to the public and third parties and how effective are they? 12. What levels of public awareness are there of support services for victims of crime?
Methodology/Approach (What methods of	⇒ Research into activity and best practice in other areas of the country;

investigation should be used to gather evidence)	<ul style="list-style-type: none"> ⇒ Inviting stakeholders to give evidence; ⇒ Engaging with the general public, both directly and indirectly.
Equality and Diversity Is an “Equality Analysis” required?	This activity has no relevance to Bedfordshire Police and Crime Panel’s statutory equality duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. An equality analysis is not needed.
Written evidence requested	<ul style="list-style-type: none"> ⇒ Previous research results into the public’s perception of crime, nationally and in Bedfordshire; ⇒ Document “Confident Communities, Taking Forward the Vision, Part 1 – Principles” prepared by the PCC’s office; ⇒ Research into activity and best practice in other areas of the country.
Specify who the Panel would like to contribute to the review	<ul style="list-style-type: none"> ⇒ The Police and Crime Commissioner; ⇒ The Chief Constable; ⇒ Community Safety Partnership representatives from each of the three top level Bedfordshire Local Authorities; ⇒ The general public; ⇒ Independent Advisory Groups (IAGs); ⇒ Town and Parish Council Network for Bedford Borough; ⇒ Town and Parish Council Conference for Central Beds; ⇒ Luton Ward Forums; ⇒ Neighbourhood Watch; ⇒ Black and Minority Ethnic Groups (BMEs); ⇒ Faith Groups; ⇒ Elected Members from across Bedfordshire; ⇒ Editors of local media; ⇒ Youth Parliament; ⇒ Victim Support; ⇒ Magistrates; ⇒ The Police Force’s school liaison officer.
Site Visits Required?	To be decided
Barriers/dangers/risks (identify any weaknesses or potential pitfalls)	<ul style="list-style-type: none"> ⇒ Review recommends actions for which there is no funding to implement; ⇒ Review produces no meaningful actions or results; ⇒ Not engaging meaningfully with third parties.
Level of Publicity	Press Release announcing the review.
Indicator of a successful review	Evidence based recommendations that support the Commissioner in making informed decisions to assist in

		building confident communities.	
Projected Start Date	6 February 2014	Report Deadline	
No. of meetings	To be decided	Projected Completion Date	October 2014

Appendix B: Terms of Reference

Bedfordshire Police and Crime Panel

Scrutiny Review Task and Finish Group “Creating Confident Communities”

Terms of Reference

1. Introduction:

The role of the Bedfordshire Police and Crime Panel (The “Panel”) role is to scrutinise and hold the Commissioner to account as a ‘critical friend’.

In order to ensure that particular issues are scrutinised in a thorough and timely fashion, the Panel has decided to establish “Scrutiny review Task and Finish Groups”. These groups can meet on a more frequent basis than the full Panel, thus enabling members to scrutinise matters in greater detail over a short time period.

The “Scrutiny review Task and Finish Group” (The “Task and Finish Group”) will report back to the Panel when the review is complete.

2. Membership and Chairing

The Membership of this Task and Finish Group will comprise four members of the Panel

Members of the Task and Finish Group will elect one of their number as Chair and one as Vice-Chair for its duration.

Each Member of the Task and Finish Group will have one vote.

The quorum for the Task and Finish Group will be a minimum of three Members.

3. Support for the Task and Finish Group

Bedford Borough Council will provide administrative and Scrutiny Support as the Panel’s host authority. The Panels’ scrutiny officer will advise and liaise with the Chair and Task and Finish Group Members, ensure attendance of witnesses, and liaise with the representative(s) of other organisations as necessary.

Meetings shall be held at venues, dates and times agreed by the Task and Finish Group. The host authority will provide administrative support, including organising and minuting the meetings.

At the conclusion of the review, Officers from the host authority will produce the draft report for approval by the Task and Finish Group, and submission to the full Panel for their consideration.

4. Scope and Method

This Task and Finish Group will carry out a review into “Creating Confident Communities”.

Despite a general fall in crime levels the public perceives that they are at a higher risk from crime than they actually are, although this may be different from area to area and this will be investigated.

This review seeks to understand the reasons for this and make recommendations to the Commissioner to support him in making informed decisions that will assist in creating more confident communities, using the “Peelian” principle that the police are the public and the public are the police.

The Task and Finish Group’s meetings will generally be informal and will not be held in public.

5. Report

At the conclusion of evidence gathering, Members will deliberate and agree in principle, their conclusions, comments and recommendations. The Panel’s support officers will prepare a draft report in the line with the Task and Finish Group’s views. The report will be submitted to the Task and Finish Group for its approval

Once the final version of the report has been agreed, it will be submitted to a formal meeting of the Panel for their consideration

6. Procedure Rules

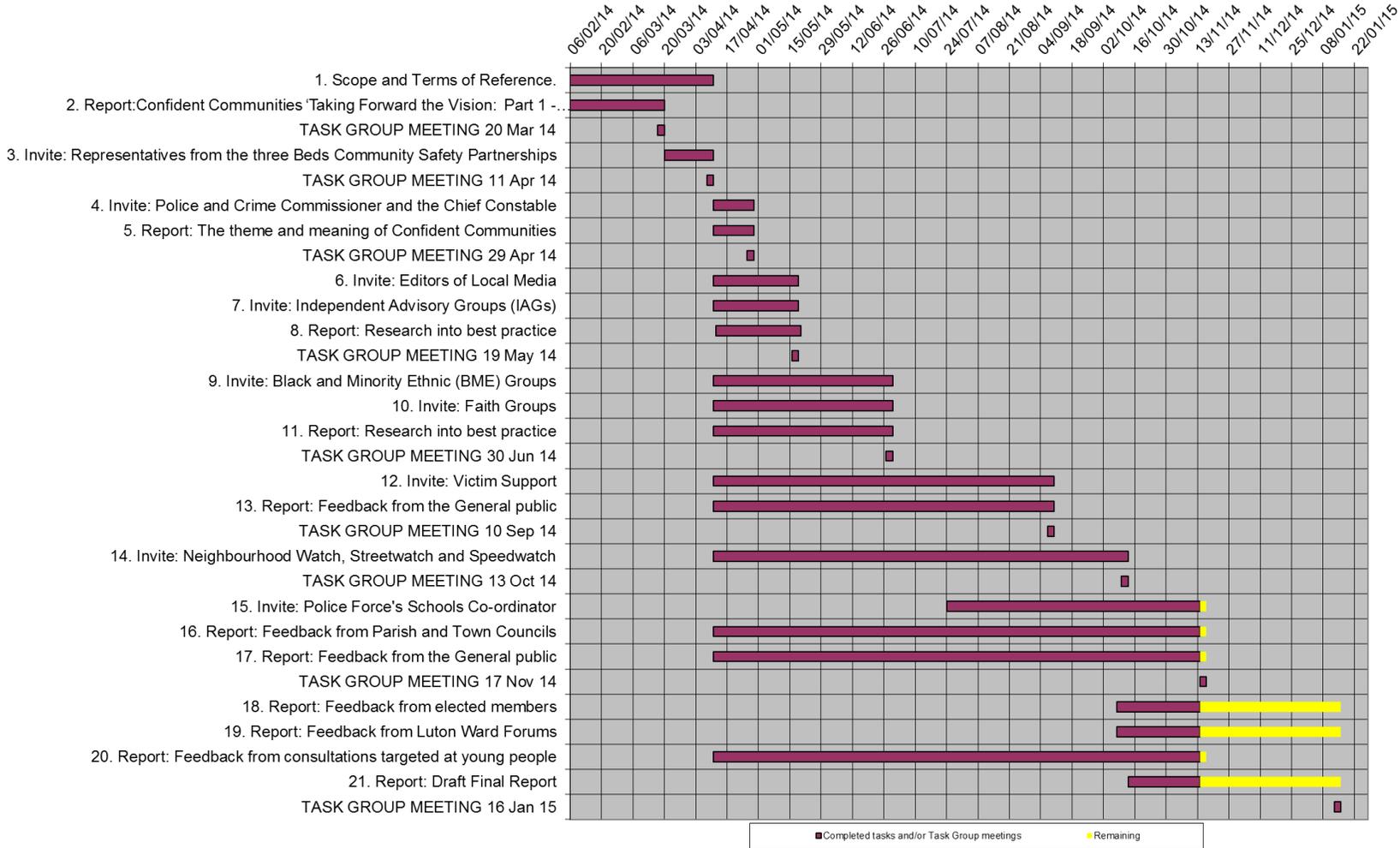
In all matters other than those specified in this document, the Panel’s Procedure Rules will apply to the Task and Finish Group.

7. Agreement to these Terms of Reference

These Terms of Reference were agreed by of the Bedfordshire Police and Crime Panel, and cannot be changed without its express agreement.

Appendix C: Project Plan Gantt Chart

Bedfordshire PCP Task and Finsh Group Review: Creating Confident Communities



Appendix D: Taking Forward the Vision



Confident Communities

Taking Forward the Vision: Part 1 - Principles

Simon Bullock
Assistant Police and Crime Commissioner

30 October 2013
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Purpose

The Commissioner has already set out his vision for Confident Communities. This document builds on that, and is the basis of a first step in informing an open conversation with the public, police and partners to collectively determine the detail of that vision, and start to develop plans for how it can be delivered.

Whilst getting services right for victims forms an integral part of Confident Communities, this work is not included here and will be available in the Commissioner's forthcoming Victims Strategy.

The vision for Confident Communities encapsulates the primary aspects of the Force's and Commissioner's engagement with the public and is centred on three closely aligned areas: communication, community policing and active citizens.

Background

The Commissioner recognises in the recent past ever increasing police strength and neighbourhood based policing were seen as the answer to fighting crime and providing public reassurance. However, as we know only too well in Bedfordshire, the days when this is a sustainable approach are over for the foreseeable future.

It is now some time since we had to move on from the neighbourhood policing model and adopt the threat, harm and risk model. This move has been successful in terms of performance, but it is necessary to consider how some of the strengths of the previous neighbourhood model can be captured to build a strong and effective link between local communities and their police. Hence this confident communities agenda, which seeks to be a 21st century iteration of the Peelian principle that the police are the public and the public are the police.

The combination of the intense resource pressures of recent years and the change in the operational policing model has meant the public perception (and indeed reality) is that the police are less likely to routinely attend lesser crimes. Public consultation has highlighted this concern as a disjoint between the outcomes the police and the public have in mind. Whilst the public do not disagree with the police's stated purpose to 'fight crime and protect the public', they remain unconvinced that it demonstrates an explicit emphasis on customer satisfaction.

The public want police to not only continue to drive up crime and detection performance, but also not lose sight of the things that concern them on a daily basis - like feeling safe in their homes and places of work. This concept of 'feeling safe' has little to do with crime statistics, and everything to do with the quality of service they receive when they come into contact with the police, reassurance and visibility.

Both the Chief Constable and the Commissioner are clear that the same rigour that has been applied to driving up crime and detection performance must now also be applied to improving public satisfaction and confidence.

Why Confident Communities?

The police just aren't interested in my problems. I don't think they take me seriously.

I used to know my local PCSOs by name, but now I hardly ever see them.

They tell me that crime is falling, but things are worse than ever where I live.

I know the cuts have affected the police, but surely we need more police not less.

I think I'd make a good police officer, but my Mum told me I'd be a traitor to my community if I did.

I called the police in the past to pass on information, but nothing happened. I'm not sure I'd bother to do it again.

Because these are commonly held views. Bedfordshire is a comparatively safe place to live and the risk of becoming a victim of crime is low. However, there is a significant gap between perception and reality, not least because of the prominence given to the coverage of crime by the media.

Although data are not available for Bedfordshire, recent national findings¹ show that 58% of the public do not believe that crime is falling, despite the Crime Survey for England and Wales showing that crime was 19% lower in 2012 than in 2006, and 53% lower than in 1995. Furthermore, 51% think violent crime is rising, when in fact it has fallen from almost 2.5m in 2006 to under 2m in 2012.

The Home Office has given forces a central objective to cut crime, and the Home Secretary has stated this will be done by putting our trust in professionals, enhancing transparency and accountability and empowering citizens and communities.

A key element of the police and crime plan is to forge a closer and stronger partnership between local communities and their police. At a time of on-going austerity, this approach will support the force in deploying its diminishing resources as efficiently and effectively as possible. At a time of acute financial pressure such an approach is no longer just desirable, it is essential.

Wider partnership working is also vital as concerns around crime and ASB cannot be solved by the police alone. Public consultation also revealed that one of their primary desires was that different agencies must work more effectively together with them to help build safer communities.

Working in partnership is vital to providing local solutions to local problems. The approach should include statutory, community and voluntary partners, and is central to building a safer Bedfordshire.

The confident communities programme will also support and complement other policies such as preventing crime and early intervention, and improving services for victims. Taken together the work programmes on confident communities and on preventing crime will help deliver fundamental differences to the way policing is delivered across Bedfordshire and help tackle the pathways associated with offending and re-offending.

¹ 'Perils of Perception.' Ipsos MORI for the Royal Statistical Society and King's College London (July 2013)

Outcomes

Building confident communities is not an end in itself but a means to an end. So we will not be chasing an elusive and nebulous target. Instead there will be a strong focus on outcomes:

Confident communities are safer communities. They will experience lower levels of crime and ASB, and will not only be safe, but feel safe (their fear of crime will be low).

Confident communities have confidence and trust in the agencies that serve them. They would recommend their friends and relatives to use public services.

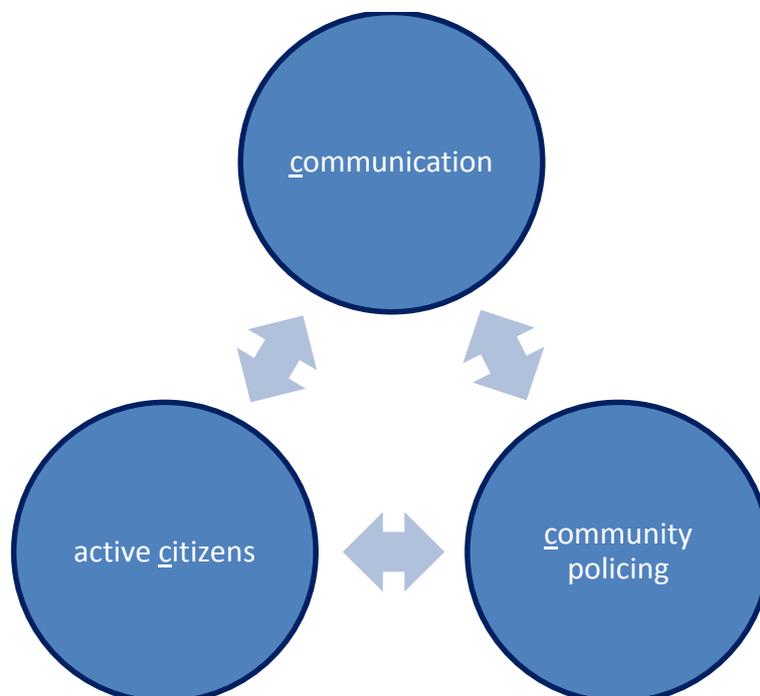
Confident communities are informed. They know the true picture of what is happening in their communities, are comfortable with their access to the police and happy to engage where necessary.

Confident communities are resilient. They are more resistant to intimidation, and help the police create a hostile environment for crime and criminality.

Confident communities have high but realistic expectations that are met consistently. They are critical friends that can offer constructive challenge where needed, but they are also realistic, recognising the challenges the police face, and judging them fairly.

Confident communities support the aims of the police. They will pass on intelligence or report previously under-reported categories of crime, and encourage others to do the same.

Confident communities are made up of active citizens. Their most informed and engaged members will take the next step and actively participate in supporting the police by being problem solvers that take on some responsibility themselves to help strengthen their communities through 'watch' schemes or through other volunteering opportunities.



Delivering Confident Communities

The confident communities programme is the golden thread that will be at the heart of our work. It will exist in the space where there are opportunities to develop closer working relationships between the public and the police. It is not a single initiative. It is based on Peelian principles.

Broadly, the programme has three strands: communication, community policing and active citizens. The following are not definitive lists, but examples of practical steps that could be taken to support delivery of this vision for confident communities:

Communication

Confident communities are informed, engaged and comfortable with their access to the police. They understand the true picture of what is happening in their communities, the roles and remit of the PCC and the force, and recognise the pressures the police are under.

“Make every contact count.” This is recognition that the public are the greatest crime fighting tool that the police have. The goal is a two-way flow of information that demonstrates the value of this contact to both parties on all occasions (you said, we did).

The kinds of activity that can help deliver this strand are:

- Embody the firm, fair and friendly ethos and make sure that every contact counts
- Look for opportunities to provide public reassurance, build confidence and challenge flawed perceptions of crime that cause fear (press releases, Ringmaster, social media, papers, radio and TV, newsletters and other partner communication)
- Consult with the public to better understand their concerns, issues and solutions
- Ensure public confidence in the wider CJS is addressed by involving our CJS partners in a coherent communications plan – including success stories
- Promote an easier way of passing non-urgent information (including third party reporting), taking visible action where possible and providing feedback by default)
- Improve delivery of Op Vision by maximising best practice from across the county, and making better use of marketing and awareness materials
- Continue to address victim satisfaction and inform victims about the progress of investigations (including Track My Crime)
- Embed the PCC as the Victims Champion (increase victims calls, monitor/address victim satisfaction data)
- Recognise that things can go wrong (dip sample complaints and address concerns)
- Identify tracking indicators around customer satisfaction over time to identify areas of improvement or best practice

Community Policing

The police can build confident communities by delivering a service that meets public expectation. A service that is not only focused on driving improvements in crime and detection but also in customer satisfaction by tackling 'lower' level issues like ASB.

“Policing that sees itself through the eyes of the public.” Fundamentally, the public want policing to look and feel different. They are more concerned with cultural change than with minor differences in crime and detection rates. The intention is to build on what works, with evidence-based and needs-led solutions matched to local communities. Improving the diversity of the force and returning to some of the strengths of the neighbourhood policing model are key steps in securing greater community confidence.

The kinds of activity that can help deliver this strand are:

- Act on the recognition that a disjoint exists in the minds of many members of the public between police aims and public wants
- Acknowledge that police culture is currently performance driven, not customer driven
- Consider qualitative and customer focused indicators in assessing good performance, not just existing ‘hard’ measures
- Continue strong focus on cutting crime and improving detections, coupled with recapturing some of the best practice elements of the previous neighbourhood policing model that can help enhance the link between the public and the police
- Community engagement that prioritises building confidence in others, e.g. advocacy, guidance and support services who work with people and groups that traditionally may lack confidence in the police
- Extend the use of third party reporting, particularly around hate crime and domestic abuse, and ensure close working links so information can be passed on and actioned
- Move towards a wider police workforce that more closely resembles and can more easily empathise with the community which it polices, for example by increasing the diversity of cadets, specials and other volunteers (e.g. school junior cadet schemes)
- Monitor workforce mix and signals (staff associations, monitor all complaints, ETs)
- Consider positive action and/or other schemes as part of decisions on direct entry
- Return to a more static community based role for PCSOs, with less churn so that officers will have the opportunity to build relationships with the community
- Recognise and communicate that rural and urban areas will require different policing

Active Citizens

We can inform citizens by enhancing their access to information, engage them by creating opportunities to exercise influence, and empower them through active participation that allows them to play their part in making a difference to their communities.

“Policing done with communities, not to them.” Britain has a proud history of policing by consent, and community volunteers have long been an indispensable part of the wider policing family. ‘Watches’ sit at the heart of active citizenship, and encourage a proactive, intelligent and innovative community offer that can augment the police response.

The kinds of activity that can help deliver this strand are:

- Support (including financially) and strengthen Neighbourhood, Street and Speed Watch by bringing together their administration and management where possible
- Undertake a comprehensive review and mapping process that will determine areas of best practice across the county, and potential locations for new schemes
- Develop a package of support, including all aspects from start to finish that can enable any citizen with the necessary skills and enthusiasm to contribute to local policing aims
- Encourage diversity amongst watch members that better reflects the local community
- Refocus watches on core purposes that are aligned to local policing/comm safety aims
- Embed problem solving methodology within watches to build an enhanced network of trusted sources that can provide actionable community intelligence by identifying patterns, and provide support thereby decreasing the need for a police response
- Review against outcomes and continuously improve to aid on-going innovation
- Agree service level agreements or similar between watches, CSPs, OPCC and the police to ensure sustainable high functioning and monitor accordingly
- Raise awareness of watches with town and parish councils and local authorities
- Consider alignment with related watch schemes and with other related organisations
- Explore scope to enhance watches, for example by publicising local success (visible justice, community payback), offering situational crime prevention advice, providing an initial community-led response to low-level ASB, being a contact point for third party crime reporting, or by linking to existing activity (Op Vision, community ‘tidy ups’, etc).
- Liaise with statutory partners to determine opportunities for brigading together different frontline services, and augmenting with volunteers to help sustain the impact of confident communities
- Liaise with wider community and voluntary partners to seek opportunities to pool resources for mutual gain

Appendix E: Luton General Public Results

Appendix E: Luton General Public Results

Postcode	contact with Police?	what does confident communities mean?	Confident communities in local area?	What should policing look like?	Gender
LU4 0DA	No	In this context it means that you feel you can contact the Police for antisocial behaviour and criminal activity and be confident that they will do something about it without the fear of reprisal.	Don't know	I generally do feel safe.	Female
LU3 4DJ	Yes	I presume confident in a low crime rate and ready to work with a trusted police force.	Yes	More beat or bicycle bobbies.	Male
LU3 2SD	Yes	This could mean several things, but in this context, I think it means having confidence in police to keep our community safe.	Don't know	I think the majority will feel much safer if the police was more visible instead of racing around in cars.	Male
MK45	No	Confident communities is a buzzword created by the crime commission which is a bunch of non performing bureaucrats.....	Don't know	it needs more ex Military senior personnel to head up them, instead of jobs for the Boy and Girls from the inside, to give us confidence in the police	Male
LU34BY	No	Big visible Police presence.	Don't know	Visible Police presence not filling in forms.	Male
Lu4	No	Communities that do not fear crime as much as they do at the moment. Communities that have a good relationship with the rozzers	No	Zero tolerance and high profile	Female

Appendix E: Luton General Public Results

LU3 2HU	Yes	People living in the community feeling safe in their homes and safe when they venture out, whether it be to the local shops or travelling to Luton Town by bus and spending time in the town, particularly at night and at weekends, evening's and night times.	Yes	A presence during the day time as well as during the night time. Walking the beat in particular. 'Drive by' in patrol cars. A presence in the town centre both during the day and at night time. Regular walking patrols with one or two police officers walking together.	Male
LU3 UL	Yes	Public Safety with access to public services and, in the case of Police, crime PREVENTION in accordance with Tom Winsor's lecture and report. Where crime PREVENTION has failed, as it usually does with Beds Police, a response to crimes reported is required but none is usually forthcoming.	No	Access to Police which is denied to white minority ethnic male pensioners as you saw at Carnegie Gardens. Town centre drinking is against the bye-laws. How far would you have to walk and for how long to find a PCSO who could deal with it? An MP has introduced a pavement parking bill as pensioners cannot leave home because of pavement parking, cycling and reckless driving on the public footpath to the complete unconcern of the Police. Restoration of community policing and crime PREVENTION. Low detection rates undermine public confidence.	Male
LU2 0EA	No	Residents who are connected by their common regard for their locality and one another, and through that feel safe and valued	Yes	Responsive to local need Visible and known to local residents	Female Female
LU1	No	Silly slogan. People may be confident; communities aren't.	Don't know	Visible policing; quick response if needed	Female

Appendix E: Luton General Public Results

lu3	Yes	A community that can trust and rely upon it's public services to act appropriately.	No	A more visible form of policing and a professional service neither of which we get at present. I have to say that having had dealing with the police over a couple of incidents of major criminal damage I have completely lost faith in them. They are unprofessional and in many instances grossly over paid for the service they give.	Male
LU3 2EX	No	Not sure what this question refers to, however I would like to think that there is confidentiality in the area.	Don't know	Would like to see Policeman back on the beat. I know that Panda cars may get to an incident very quickly, but I wonder if the police were to return to the beat how safe would they be?	Female
LU4	Yes	Work in partnership with the police, be vigilant, help neighbors, support the community	Yes	Local bobby run and support youth clubs pass on valuable skills to youth	Female

LU4	Yes	Confidence in the Police Force	Don't know	<p>Luton Town Centre looks like a place where drunks congregate. This gives Luton a really bad image and doesn't encourage me to take my kids and family to visit the town. It is worse in the evening. The Police seem to do nothing to move on the drunks.</p> <p>Yesterday morning on my way to work I saw a man lying on a bench around St George's Square with a bloodied face. It looked like he had been drinking. I wasn't sure whether to call the Police, Ambulance etc. So many people in Luton seem to be in great need of support. Police, Council and local agencies need to work together to provide people the help they need and to keep Luton safe. Personaly, I don't think that people should be allowed to drink in the town centre.</p>	Female
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Appendix E: Luton General Public Results

lu27ep	No	In broad terms to be able to walk on any street at any time	Don't know	My last experience of contacting the police gave me the impression that they weren't bothered and it would be too much trouble. I had to write a letter to the Chief Constable to get a response. Therefore I want more presence on the streets and when I visit a police station a welcoming response rather than a 'brush off'. Also I wan the council to take action if something is reported that is their responsibility eg rubbish, abandoned cars, blocked drains causing road flooding.	Male
lu2 7hw	No	Able to live in a safe environment and know that we have the back up of the Police if required.	No	A Police presence, "walk the beat", zero tolerance, stop treating all the public as criminals when communicating with them, all the usual cliches which will get ignored as usual	Male
LU2 9SP	No	The sight of Police offices out of cars walking and talking to residents.	No	Out of cars, talking to the community	Male
LU1 3LY	No	That I should be able to walk around in my local area safely, and that I feel my home is safe from intrusion and damage	Yes	I would like to see more pedestrian police presence in our local park, and surrounding area. We do not have any significant problems in this area, however I do believe that a visible presence would be beneficial.	Female
lu2	Yes	self assuring name, makes me think about leadership and where it comes from. what does it try to achieve in the long run.	No	white uniform? and you don't have to use dark dye for it	Female

Appendix E: Luton General Public Results

LU3 3UL	Yes	People can go safely about their affairs without fear and not be burgled, assaulted, murdered nor have their cars broken into or stolen. Also that white victims of crime will not be victimised by the Police on the grounds of false political correctness when perpetrators are let off because they are black and asian.	No	To ensure that the law is upheld without fear or favour and that black and asian people are taught that they do not own the police to the disadvantage of white people. To be able to contact the police and obtain a response to concerns.	Male
LU2	Yes	A confident community that looks out for one another. A confident community which is one	No	An expanded CCTV operation in Luton should be considered in Parks and open	Male
LU1 3SP	Yes	1 This assumes that the "community" come together in some way and have a focus. 2 The confidence is around how the community deal with issues, who they can rely on, what resources they have within, where weaknesses are and what threats they face. 3 Engagement with the police and council to get issues resolved that affect our community are listened to, responded to and if they can be resolved. If they can't be resolved they are mitigated and not swept under the carpet. If communities cannot engage with the authorities over threat of crime or problems with the infrastructure they will retreat behind there own four walls or take action independent of those authorities, but confidence will be lessened.	No	The police should "look like us"! The police should be available and should listen to the communities members, anyone should be able to contact the police and be listened to. Don't tell us that crime is decreasing, tell us that reported crime is decreasing, tell us what the crime is affecting our communities, tell us what we can do, tell us when we aren't doing it, tell us what has been done. Report call centre statistics for 999 and 101, including dropped calls and length of time to answer. Have community noticeboards for all the pdfs that get emailed and miss out those without email or connection to the sender. (Something like you could have seen when you walked past the police station.)	Female

Appendix E: Luton General Public Results

Lu4	Yes	That someone's dreamt up another slogan to make us think it's something its not	No	Youths on the streets. Groups of people speaking foreign languages is intimidating Deal with issues like parking. Make people see there is zero tolerance	Female
Lu2 Onf	Yes	Feeling safe to go about daily lives at all times. A sense of community where people look at out for each other and know their neighbours.	No	It would be great to have more visibility and a regular beat officer	Female
LU29AS	Yes	Communities feeling confident about feeling safe in their own environment and not fearing crime and ASB. Also feeling confident that they know who to speak to in relation to any issues in their area.	No	Increased police presence and also feedback from police/councils relating to crime and ASB in the area.	Female
Lu31xa	Yes	Communities that have trust in the persons helping and supporting them ,this should include themselves	No	I feel policing is doing the best it can given the job it does and the cuts faced	Male
LU1 3NZ	No	A community that is confident that the local Police force activities support a safe and secure community together with the support of the local Council and elected councilors	No	Visible policing that communicates with the local residents regularly , and takes immediate action when required.	Male

Appendix F: Luton Ward Forum Results

Appendix F: Luton Ward Forum Results

Q1	Q2	Q3	Q4	Q5	Q6
To help us locate the area where you live, please provide...	Have you had contact with Bedfordshire Police in the last...	What does 'confident communities' mean to you? Please wri...	Do you believe your local area (15-20 minutes walk from y...	15- What do you want policing to look like in order to feel s...	Gender? Please tick 1 box only
LU3 2RJ	No	In this context feeling safe - while at home and when moving about the neighbourhood	Don't know	What they look like is irrelevant. It doesn't matter if they are invisible. What matters is results. Why not publish monthly figures of crimes committed(broken down into categories), crimes solved/arrests made, sentences meted out. If these figures paint a picture of increased 'safety' we will begin to feel better. If not.....	Male
LU3 3DA	Yes	Being able to go out at any time without fear	No	Police visibility. good response times	Female
LU4 9AL	No	Being able to leave my house without worrying about burglary while I am away. Or indeed while I am at home.	No	I would like to see police visible on the streets. In fact a 'community policeman' would make me more comfortable. I have been a cyclist in the past but now I walk, take a bus or drive. Mainly for my health I like to walk but this has become so dangerous I do not know if I can continue. Because cyclists have been given carte blanche to ride on the pavements they have a total disregard for pedestrians. I can't tell you the number of times I have narrowly avoided being knocked down by a cyclist both young and old. this also applies to motobility scooters whose owners have scant regard for other people. Then there is the problem of drivers who park on pavements with no regard for pedestrians of any kind. They block everybody. The inform, the mother with a buggy, motobility drivers. There are rules regarding obstruction on pavements and its time they were enforced. Recently I had to negotiate a parked car with a cyclist coming towards me with a dog on a lead and the only place left for me was in the road. I would like the police to lobby for re-introduction of dog licences. This would be a good source of revenue for veterinary practices who could oversee the chipping and correct registration of breed. It seems quite simple to me i.e. dogs that are already chipped only pay £25 for the first year and others £50. Its another hazard we face when walking dangerous dogs and dog faeces. There is little pleasure in waling these days. Mainly because people do not obey the law. And that's the crux of the matter because laws are not being enforced. I understand we have managed to recruit a number of new officers. I would be thrilled to see one in my road occasionally. Just for the record, I am a 72 yr old widow. I have been a victime of a burglary in the past. I have been commended by the police for help in capturing 2 burglars. I know you have a difficult job but we need to claim back the streets for the law abiding people of this town.	Female
lu1 3hd	Yes	Communities that feel secure and safe.	Don't know	Visual	Female
LU2 8EY	Yes	More training, social skills, communication and listening.	No	To do day and night patrols by foot and car.	Male
LU3 3LS	No	More police in the area to make everyone feel safe.	Yes		Male
MK42 0DS	Yes	Patrol streets more	No	I think casual wear with a badge or ID card to show identity.	Female
LU1 5RD	No	Actually talk to young people prior to arresting. Better relations.	No	Don't carry weapons.	Female
LU3 3JJ	No		Yes	Lots of hi-vis to show police are there	Male

LU1 1LF	Yes	Keep an eye on places right next to town as I have experienced a mugging crime and I am still a bit worried on walking from the Luton Mall.	Don't know	I want to be able to see the police people waling all the town streets like Gordon Street and the St George's Square area as it would make me feel more confident.	Male
LU2 OTR	No	More training. Communication skills.	No	More street lights. Cut some trees down (too dark). More patrol.	Male
LU2 OBA	Yes	Arrive faster when we say it's an emergency.	Don't know		Female
LU2 OJS	No		Yes		Female
LU11tg	Yes	Trust and confidence to approach police Able communities- provided with advice and tools to look after DIY	No	Feet on the street Agile working Easy access and reporting - twitter, text, apps, online form etc	Female
LU5	Yes	Get more involved with the youths within the area.	Yes		Male
LU5	Yes		Yes		Male
LU4	Yes	Be nice to people and not let ignorant Police work	Yes		Prefer not to say
LU3 1bq	Yes	Fun days down the station. Come to schools/colleges to talk/ show us what they do.	Yes	More police round different areas	Male
LU3	No	1) Attend Education regularly 2. Work alongside communities more. 3) Monitor predjudice in the force.	No	More approachable and less bias	Female
LU2 0LR	Yes	1) Visit schools and colleges regularly 2) More partnership working in the community 3) Monitor racism in the Police	No	1) Safer and impartial treatment 2) no bias 3) more transparency	Female
LU3 1bh	Yes	1) Tell people mroe of what they do 2) Invite people to the police station to look around 3) To teach people how to use AK47 and Sniper	Yes	Carry guns. Drive fast and get better cars (ferrari). Be serious. Search everyone.	Male
LU2 0DH	No	Stop drugs. Stop fights.	Don't know		Prefer not to say
LU2 7RB	Yes	Stop street fights more.	No		Male
LU3 3LS	Yes	Nice, approachable	No	Like ordinary people in plain clothes with a bag on arm.	Female
LU6	Yes		Don't know		Male
LU2 9JG	No	Feeling safe and not excluded from activities through fear.	Yes	Visible. Caring. Tackle Airport car parking in the area - counters disrespect.	Male
LU1 35P	Yes	Confidence in the level of policing and hence protection we receive	No	More visible policing	Male
mk40 2da	Yes	Feeling safe to walk around where you live or be in your house or place of work, without risk of intimidation or any kind of threat.	No	Officers on the street but also respect from officers for the public. Don't treat certain characters like criminals before they've actually committed a crime.	Female
lu2	Yes	I'm not at all sure - confidence in the Police Service or being more self-reliant ? I find the question ambiguous.	Don't know	It would be comforting to perceive it as overmanned.	Male
LU1 1JJ	No	Keep in touch more with community. Try to build relationships with ethnic minorities. Let the public know what's going on more.	No	I want them to have good relationships with the public and different communities.	Female
LU1 1JJ	Yes	Don't stop people for no reason.	Yes	Need to train more.	Male

LU1 1JJ	No	Have a quicker response team. Treat people better. Have more equal views on the community.		You can't make it look any better than it is presented.	Male
LU1 1JJ	Yes	Be less judgemental. Be more approachable. Be friendlier.	No	I don't think Police need a certain look in order for me to look safe as I always feel safe when they are around.	Female
LU1 0JJ	Yes	They should get involved in the community more to build ethnic trust.	Don't know	Better undercover Police.	Female
LU1 1EL	Yes		No		Male
LU1 1EL	No	Interact more in schools and colleges. Expand widely their mission statement. Interact more with community.	Don't know	To be more resilient around suspicious behaviour.	Male
LU1 1EL	Yes	React better	Don't know	Don't know	Female
LU1 1EL	No	Stop with the attitude	No	Crime fighting faries.	Male
LU1 1EL	No		No	Don't understand the question.	Male
LU1 1EL	No	Get the right people. Do their job right!!! Speak to teens better. Make sure they don't judge.	Don't know	Dress them like robo cop or clown.	Prefer not to say
LU1 1EL	No	Less big headed. On time. Not prejudice.	Don't know		Male
LU3 3NF	Yes	More Police patrolling the area.	Yes	Be visual in the community.	Male
LU3	No	1) Stop thinking you're better than everyone else. 2) Stop pulling people over just because you want to.	No		Male
LU3 3NF	No	Legalise cannabis, be more truthful	No	Don't know to be honest.	Male
LU3 3NF	No	1) Be more hands on 2) More public interaction 3) Better communication skills	Don't know		Male
LU3 3NF	Yes	Billions of pounds are spent on the Police Force every year . A large portion goes to the Commissioner in bonuses. Someone smart enough to receive that sort of money should be able to answer that question.	No	I'd rather see them hung in the street or stuck in stocks whilst the public throw rotten fruit at their faces.	Male
LU3 3NF	No	More public interaction. More visual Police. Make the environment more safe.	Don't know	More public interaction. Better communication. Better people skills.	Male
LU3 3UF	No	Youth. Community.	Don't know	More patrols.	Male
LU1 1JJ	No	Have more Police out at night. By speaking to people with respect and not thinking you are above the law.	No	More people out patrolling instead of sitting behind a desk.	Male
LU1 1JJ	Yes		Don't know	More Police/community support officers patrolling the streets at night.	Female
LU1 1JJ	No		Don't know		Female
LU1 1JJ	No	Do their job properly	No	Not sure.	Female
LU1 1JJ	No	1) Be more strict with criminals 2) Be more relaxed 3) Do talk to more people for evidence.	No	Tough on criminals. More tough as tough can be on serious things such as rape, peodophilia and abusers. Not enough is being done about it.	Male
LU1 1JJ	Yes	Take cases more seriously. Especially domestic violence and child abuse cases!!!!	No	Quicker responses. Take things more seriously. I want to see more community officers patrolling the streets.	Female
LU1 1JJ	Yes	Don't know.	Don't know		Male

Appendix G: Bedford Borough on-line Results

Consultations



BEDFORD
BOROUGH COUNCIL

Bedford Borough Confident Communities Report October 2014

Your Voice, Your Views

Introduction

Bedfordshire is a comparatively safe place to live and the risk of becoming a victim of crime is low. However, despite this general fall in crime levels, the public perceives that they are at a higher risk from crime than they actually are.

The Bedfordshire Police & Crime Panel is seeking to understand the reasons for this and make recommendations to the Police and Crime Commissioner to support him in making decisions that will assist in creating more 'confident communities'.

We want our communities to not only be safe, but feel safe, and to trust and be confident to contact the Police, the local council and other organisations when needed

A joint online survey was created on behalf of Bedford Borough Council, Central Bedfordshire Council and Luton Borough Council. The link was promoted by all three authorities.

The consultation started on 23rd July and closed on 30th September 2014. 33 responses were received to the consultation.

Due to the low response rate numbers have been used instead of percentages in the report

Summary

15 respondents stated that they have been in contact with the police in the last 2 years.

8 out of the 15 respondents that stated they have had contact with the police in the last two years were either 'very satisfied' or 'fairly satisfied' with the service they had received.

When respondents were asked what 'Confident Communities' means to them there was a wide range of responses which included the following feeling safe, less crime/no crime and confidence in police responding promptly.

10 respondents believe that there are confident communities in Bedford Borough

11 respondents stated that there are not confident communities present in Bedford Borough and they were then asked how confident communities can be achieved. Responses included more police visible in the community.

When respondents were asked what they want policing to look like in order to feel safe, the responses included the following: more police visible in the community on foot and for the police to be approachable and prompt.

Results

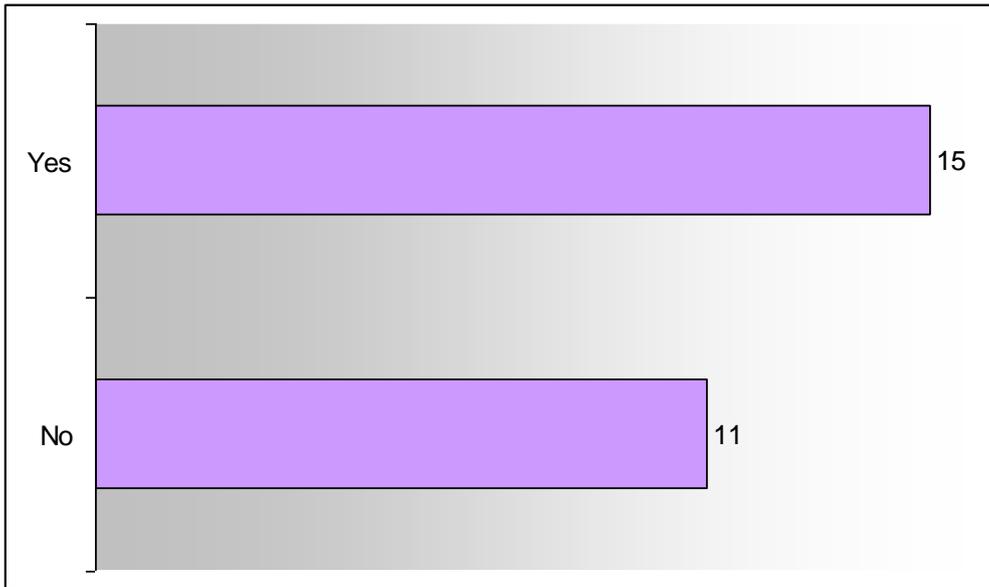
To help us locate the area where you live, please provide us with your postcode?

Postcodes have been converted to wards in the area

Putnoe	4
Brickhill	2
Great Barford	2
Kempston North	2
Kempston Rural	2
Oakley	2
Cauldwell	1
De Parys	1
Elstow & Stewartby	1
Goldington	1
Harpur	1
Newnham	1
Sharnbrook	1
Wilshamstead	1
Wyboston	1
Incomplete Postcode	2
Not provided	2
Base	27

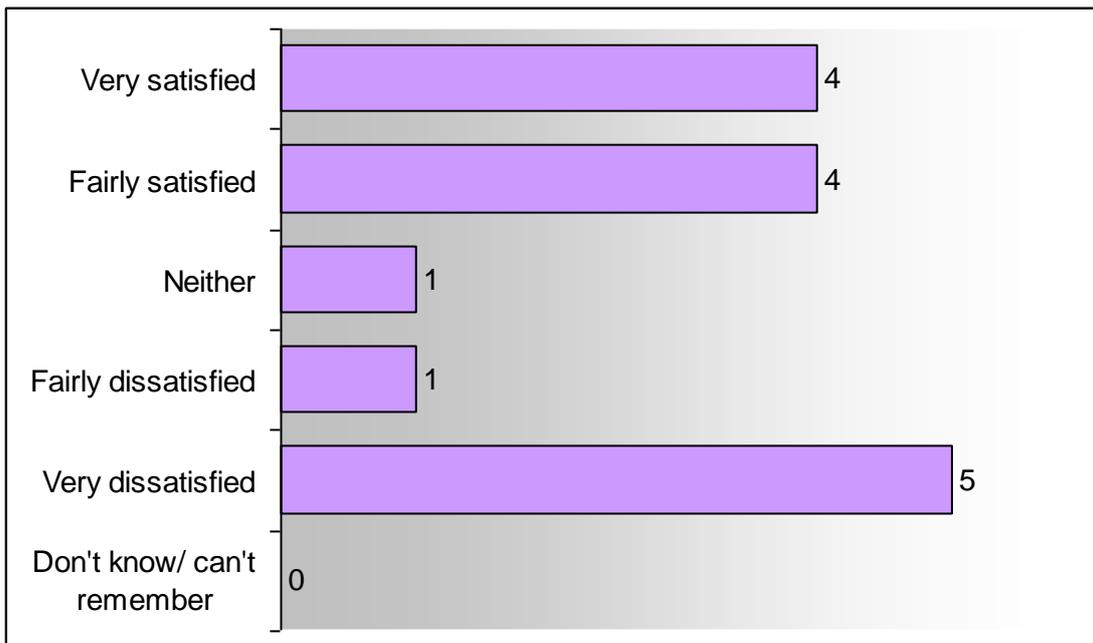
Have you had contact with Bedfordshire Police in the last 2 years?

Yes	15
No	11
Base	26



If yes, how satisfied were you with the service you received?

Very satisfied	4
Fairly satisfied	4
Neither	1
Fairly dissatisfied	1
Very dissatisfied	5
Don't know/ can't remember	0
Base	15



What does "confident communities" mean to you?

This was an open question where respondents were requested to type in their response.

The responses have been included verbatim below.

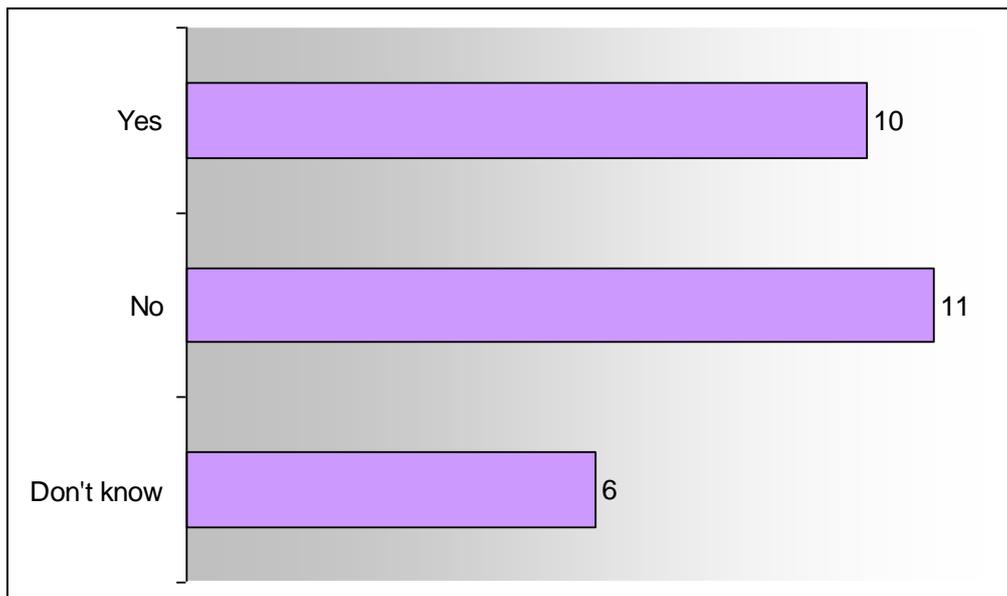
- *A crime free environment and confidence in the policing*
- *It means building a community that is confident that they're safe and being protected.*
- *Walking down the street not having to worry who's around the corner and knowing police can be with you within 15 minutes if required.*
- *Neighbourhood Watch*
- *confident that when you dial 999 a police officer will attend*
- *They come when there is a genuine emergency*
- *Lower rural crime, less vandalism , control of people leaving pubs and clubs drunk*
- *Trusting public services*
- *ssddsd*
- *No fear or being in the street on my own (woman) anytime. No fear of someone entering my house.*
- *We and our children feel safe. There is no antisocial behaviour in the community and we can feel confident in approaching the police and council.*
- *It means that I can answer my door without worrying who is on the doorstep and I can walk anywhere without worrying that I may be accosted.*
- *Communities secure in their trust in each other and respect for each other, and knowing where to go to get efficient help if something goes wrong*
- *I hope that it refers to catching criminals rather than hounding easy targets such as motorist with speed cameras ect*
- *Where I can walk in the street and not have to look over my shoulder, not have to worry that someone is randomly going to attack and rob me, that random violent crime against women is not part of the culture. That I will not get stabbed in the street for no reason. That I can walk in the Park safely not expecting someone to jump out and attack and rob me. That I can go to bed at night and not lie away listening for the sounds of someone breaking in. That I can work safely on-line and not have any fraudulent activities happen to me on line, that I can trust my bank and financial institutions to support me and not rob me also.*
- *Pride in where one lives*
- *That residents can rely on solid responses from the Police when there are difficulties. That communities have a sense of common cause and that is supported by Borough and Police alike.*
- *That I can go anywhere within the Borough, at anytime, without fear of being a victim of crime or anti social behaviour.*
- *Overall believe that they are safe from most crime AND they are more safe. Believe that their concerns are treated seriously, by police and council, and they get good feedback and appropriate action. Know that the police will respond quickly. Feel happy to walk anywhere without feeling that they would be unsafe. See that police are available in their area to keep them safe rather than just appearing when there is a crime. Being able to talk to police about*

their concerns without feeling that they are just considered as 'busybodies' (or something like this!)

- *Confident to take part fully on life locally, go anywhere stc*
- *Confident to take part fully on life locally, go anywhere stc*
- *One in which the police are aware of issues and are able to respond to concern/fear/abuse. Police and local authority officers truly working together and producing responses not just forming a partnership to imply addressing issues together. Not having to accept low levels of crime or anti social behaviour as it not perceived an issue in the wider scheme of things.*
- *The ability to go about my daily business without fear of harassment, or threat of assault. Confidence to report an issue and simplicity and clarity on where to report it. Being re-assured that my home is a place safe from unlawful intrusion either with me in it or away from it.*
- *It does not convey anything to me actually makes no sense at all. Confident in what ? I am confident in many things but it does not mean anything in relation to our community. If what you are trying to say is are we confident that the police are doing a good job and keeping us safe why not call the exercise "Safe Communities" this then describes what you are trying to say - in my view.*
- *Confident that the Police will deal with your issue quickly and fairly*

Do you believe your local area (15-20 minutes walk from your house) contains confident communities?

Yes	10
No	11
Don't know	6
Base	27



If not, how can this be achieved?

This was an open question where respondents were requested to type in their response.

The responses have been included verbatim below.

- *More visible policing*
- *Hard to say. Cracking down on public disorder and anti social behavior would be a start. This would have to come from central government. There's not much that can be done at a local level. Nothing you can do about the kind of people that are in this town.*
- *More police required including SNT keeping areas updated with whats going on in local communities.*
- *Control of vandalism, drunks in the village high street, and cameras to stop speeding motorbikes and scooters*
- *The community cohesion officer needs to visit all area of Luton not just Bury Park for free food and events*
- *I never see police around. There is a new development, with lots of quiet areas, and empty houses, it feels unsecure.*
- *The crime stats for my area are not very good. We have had hundreds of reported incidents and an overall poor response. The Parish Council have asked for more input from our local PCSO but the PCC doesn't believe that this is a good use of time to engage with the Parish.*
- *By providing a regular, but ad hoc, visible uniform police presence so that there is a chance of preventing crime and disorder or identifying those responsible for such acts. This in turn may give witnesses/victims confidence to be more community minded and identify offenders.*
- *Improved street lighting and pavements. Reduction in speeding. As border village cohesive policing by Bedfordshire and Cambridgeshire police as those committing crimes often live in neighbouring police authority areas and are not pursued across the border - local police too remote to respond quickly,*

creating a vacuum. Addressing remote rural highways that attract low level drug and alcohol issues.

- *Better local policing we have in the last few years lost our dedicated PCSO,s*
- *Having a visible police presence. Police Officers not pcso's*

What do you want policing to look like in order to feel safe?

This was an open question where respondents were requested to type in their response.

The responses have been included verbatim below.

- *Be visible and accessible*
- *More police presence. But to be honest I think the police are useless. They're too busy protecting criminals. Criminals have more rights than honest hard working people.*
- *More police presence. Never seen police in bedford unless I call them. Always seem to be in Luton!*
- *More police on the streets*
- *Less drugs being used on the streets & in homes in family neighbourhoods.*
- *Less drugs being used on the streets & in homes in family neighbourhoods.*
- *more police offices on the front line*
- *Mobile and fast, not tied up back at base.*
- *More police on streets & speed cameras in villages. All reported crime investogated*
- *Be more visible*
- *bbbbbb*
- *I want to see more police around.*
- *Friendly but respectable, approachable vigilant and frequent patrolling.*
- *There seem to have been a few burglaries and people assaulted in my area in the last year. I personally have been shouted and sworn at by a driver who parked his car across my drive when he could see that I was about to drive out and when there was a lot of space next to it. I had to wait until he moved before I could get out of my drive.*
- *More friendly police on the beat, attending community events in a friendly relaxed manner, knowing their communities.*
- *on feet, not cruising in cars as a benefit would lower some costs to*
- *I think media coverage often tells us all the BAD things that are happening, it is time we were also told the GOOD things that are happening to counteract this. Police could get media coverage for all the arrests and crime prevention they have achieved. The visibility of police in the town centers and on the streets also give confidence.*
- *Friendly but firm presence in not so confident areas.*
- *More focused and targeted appearances by officers in conjunction with local reports and feed-back*
- *A regular, but ad hoc, visible uniform police presence*
- *Achieving my previous comments. Possibly needs different methods of training.*
- *Prompt response to needs*

- *Prompt response to needs*
- *Visible. Technology to police where areas are remote. Technology to monitor more rural areas to enable informed responses and action.*
- *I want to feel secure that if I report a crime, I will be treated as victim of crime and it will be investigated. That I will be informed of the details and result of the investigation I had a bicycle stolen from All Hallows underneath a town centre camera and witnessed the offender riding off. I waited 20 minutes in the station for contact with the desk officer, I was driven round at my request, but not permitted to view the camera footage. I was left feeling that my crime was a trivial one and I was wasting Police time (my cycle was a folding type worth £1200). I would think twice about reporting a crime of this nature again. Non aggressive parking enforcement, no registration numbers in a prepayment meter to park. I returned to my car 5 minutes before the time expired to find a warden standing next to it waiting, a neighbour given a ticket because their front bumper was over the white line limit of a box outside their home, another neighbour unable to understand the computerised parking system in use in the town centre car park and fearing they would be receiving a ticket for getting it wrong, which I also feel.*
- *I want to see more of a uniformed police presence on the street and I want to see magistrates handing out meaningful sentences to wrongdoers. I also want to see more respect for victims who are sometimes treated as though they are in some way in the wrong and responsible for crimes having been committed against them. It does seem to me reading reports in the press that criminals appear to have more rights than victims and this cannot be right in any decent society. Generally speaking we are too soft on crime whatever happened to "getting tough on crime and the reasons for crime" the previous labour government mandate I believe.*
- *Police on the streets not in their cars*

Appendix H: Bedford Borough Citizens' Panel Results



Summer 2014 Survey Results
Confident Communities Report

Your Voice, Your Views

Introduction

About The Citizens Panel

The Citizens Panel is a group of people, broadly representative of the Borough population. Panel Members agree to receive surveys on local issues either via post or online, via email. The Panel was established in 1999 and has proved to be an excellent consultation tool, acting as a way of sounding out opinion on a range of issues and ideas.

The Panel is regularly refreshed with the longest serving members and non-respondents removed. This helps maintain interest amongst panel members and helps prevent 'consultation fatigue'.

The Summer 2014 Survey was sent to all 1137 Panel Members in June 2014, with responses due back by 18th August 2014. 577 responses were received back, giving a response rate of 51%, which is a typical response rate for a Citizens Panel Survey. 279 responses were received online (which is the highest number of responses received online so far), and 298 were received by post.

The Summer 2014 Survey contained questions in the following sections.

- Fostering and Adoption
- Living in Bedford Borough
- Bedford Town Centre
- Highway priorities
- Confident Communities
- Innovation

The percentages stated are calculated from all respondents giving a valid response to that question, and those not giving a response are excluded. Where percentages do not add up to 100, it is due to rounding or when questions allow multiple responses.

Summary

66% of respondents stated that have not had contact with the police in the last 2 years.

34% of respondents stated that they have had contact with the police in the last two years/ of these, 77% were either 'very satisfied' or 'fairly satisfied' with the service they had received.

When respondents were asked what 'Confident Communities' means to them there was a wide range of responses which included the following: nothing these are just buzzwords/jargon, feeling safe in the day, confidence in police responding promptly.

38% of respondents believe that there are confident communities in Bedford Borough

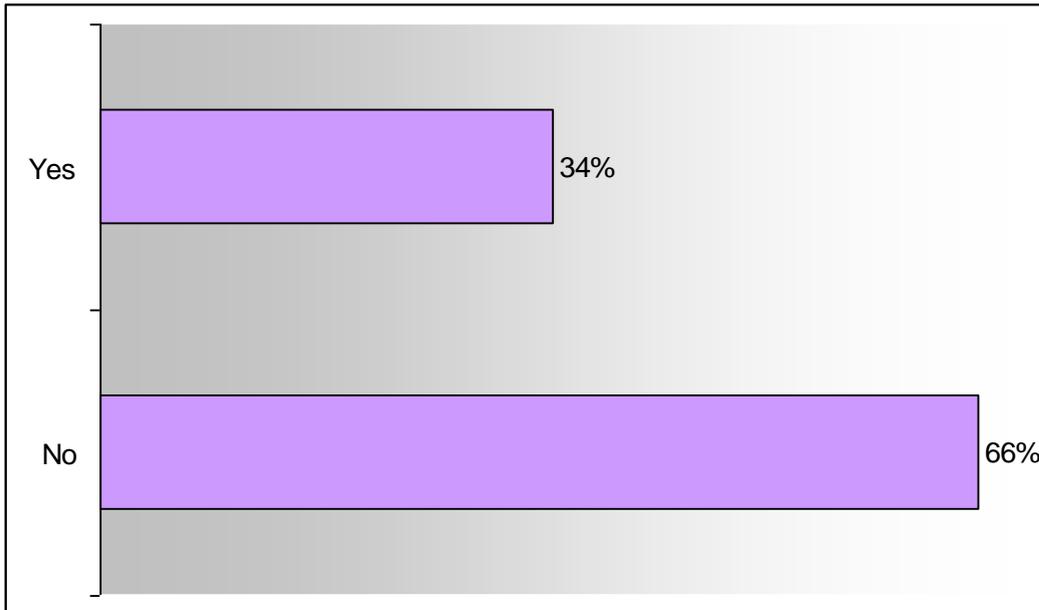
19% of respondents stated that there are not confident communities present in Bedford Borough and they were then asked how confident communities can be achieved. Responses included by having greater integration and understanding of communities and more police visible in the community on foot.

When respondents were asked what they want policing to look like in order to feel safe, the responses included the following: more police visible in the community on foot and good relationships developed with the communities.

Results

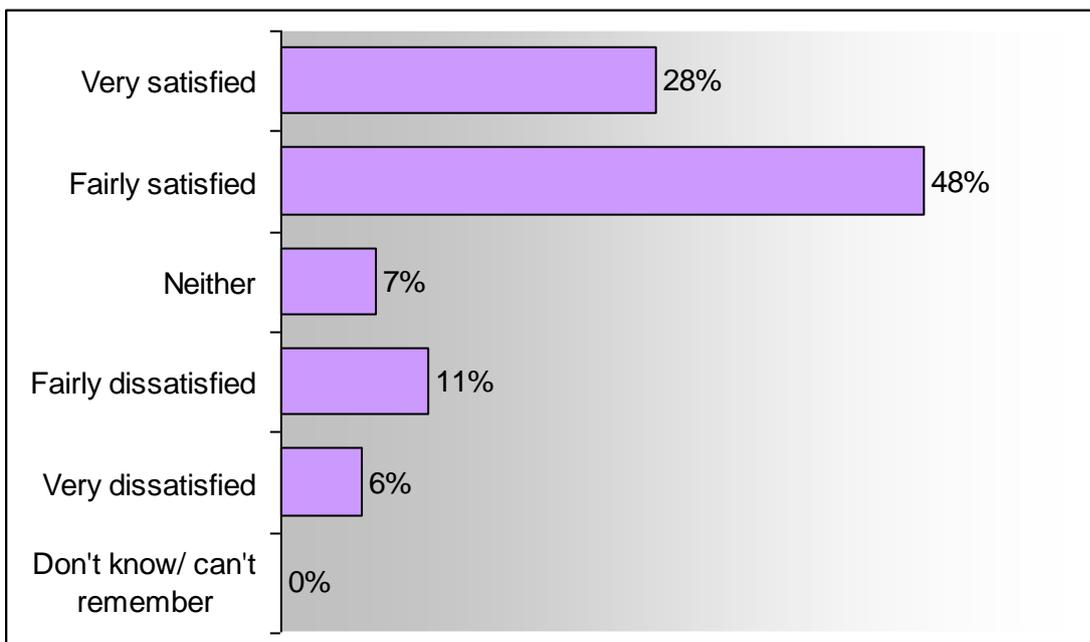
Have you had contact with Bedfordshire Police in the last 2 years?

Yes	197
No	379
Base	576



If yes, how satisfied were you with the service you received?

Very satisfied	56
Fairly satisfied	95
Neither	14
Fairly dissatisfied	21
Very dissatisfied	11
Don't know/ can't remember	0
Base	197



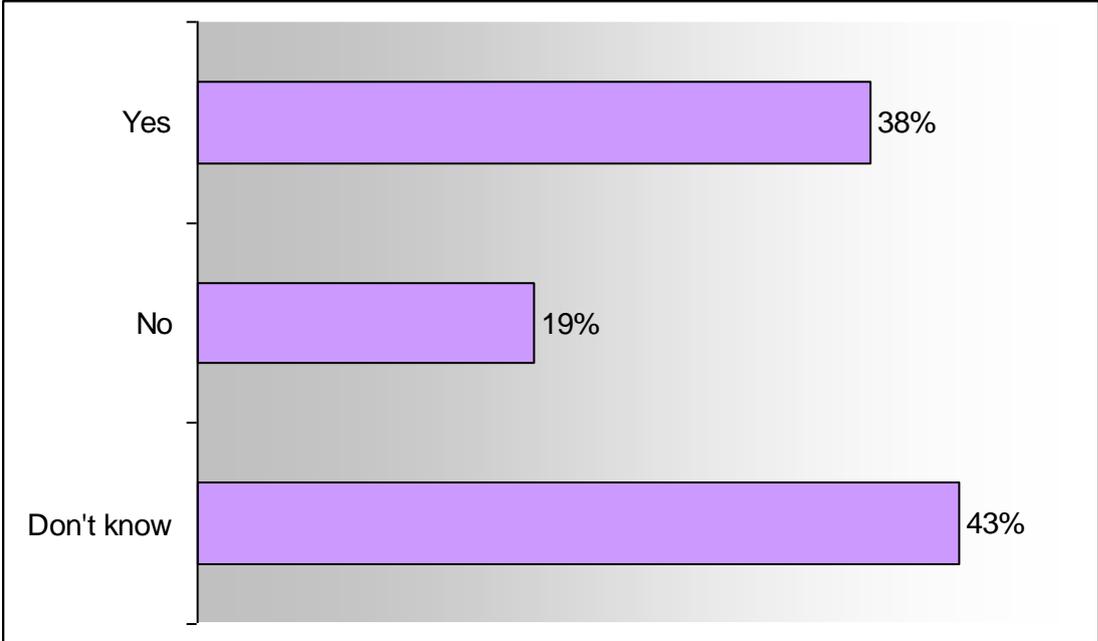
What does "confident communities" mean to you?

This was an open question where respondents were requested to type in their response. The full responses have been included in the list at the end of the report. 422 responses were received and below is a list of the main comments:

- Feel safe to walk around at anytime of the day/night without fear
- Confidence that when you contact the police that they will reply promptly
- Having a voice and being listened too
- Feeling confident to report crimes
- Confidence in police/local authority
- Police presence
- The community working together
- Nothing – these are just buzzwords/jargon

Do you believe Bedford Borough contains confident communities?

Yes	214
No	108
Don't know	241
Base	563



If not, how can this be achieved?

This was an open question where respondents were requested to type in their response. The full responses have been included in the list at the end of the report. 91 responses were received in total. The main issues raised are as follows:

- Greater integration and understanding of communities
- More police visible in the community on foot
- More community events

What do you want policing to look like in order to feel safe?

This was an open question where respondents were requested to type in their response. The full responses have been included in the list at the end of the report. 415 responses were received in total. The main issues raised are as follows:

- More police visible in the community on foot
- PCSO patrolling the streets
- Good relationships developed with the communities

List of full responses:

What does ""confident communities"" mean to you?

- *Feeling safe and protected*
- *I do not know*
- *In view of my experience of living in Bedford for about a quarter of century, I have developed a respect of the system, administration both police and civil, for their relentless efforts to keep the area safe thus creating a confident society. People in the area have developed confidence in living in the area; but the existence of social parasites is a reality. Often the feeling of a confident community is an attitude.*
- *A euphemism for complacency .*
- *Nothing*
- *It sounds like some local government "speak" to try and show that doing something different - means nothing to me*
- *Everything*
- *People feeling they have a voice and that they are listened to. Taking a pride in the area you live. Having the facilities within easy distance that you need to live a good quality of life*
- *A community that feels listened to, a community that feels empowered*
- *Living safely in our local neighbour, knowing that if required our law enforcement Officers will attend*
- *Absolutely nothing at all...It needs to be recognised that "crime" is NOT a perception but is factual...the casual & naive application of the opening sentence is indicative and shows the authorities really don't know what is REALLY happening at street level...! Many many times in the past I, and others, have wasted our time trying to attract police involvement with local issues or incidents so no longer bother any more...! e.g the last time my(late) wife ever went to Bedford Town was at 10 am on a Monday Morning in 2011...I took her in her wheelchair as she hadn't been to town for ages...only to be faced with two "foreign 'men' arguing. swearing and fighting in the*

street beside the old Woolworth building in Silver Street...She said "take me home I NEVER want to come into Bedford ever again"...she died soon after so she never went to town again...Hardly presents a "Confident Community" does it...and this was NOT an isolated occasion neither.

- WHERE I CAN GO OUT AT NIGHT AND FEEL SAFE AS AN OLDER PERSON
- That people feel safe and comfortable where they live, work, shop and go out for leisure activities. People should not feel confined to certain areas because they are 'safe' or afraid to visit other areas because they feel unsafe there
- Not really means anything - rather a slogan but "a community where people know and support each other but also knows where to seek help when needed "
- Nothing.
- Living in a village with next to no crime, we have very little contact with the Police. However, they do attend village events to raise awareness that they are there & for the community to be able to put a face to the names should we ever need them.
- communities that feel safe in general and know there is a rapid response available if danger presents itself.
- having faith in your surroundings
- That we should expect prompt police response to any problem we may have with potential criminals.
- Where help is quickly available by appropriate agency. People should know who can help in various circumstances . Police time should not be wasted when other agency can easily help.
- People living in an area where they feel safe, where there are police in cars or on foot, where there are no youths loitering in groups and where they do not feel too intimidated to report crime.
-that communities can feel confident in a prompt response when contacting the police regarding unlawful/antisocial behaviour in their localities
- One where when you contact the police because you are concerned for your safety or that of others you are not transferred around other services and where the police are a more visible presence in all areas during daylight hours and beyond. Also, where residents can be confident that they are receiving good value services for their homes and environment for what they are charged in council tax.
- That there is a fall in the level of crime is open to serious doubt. The Commissioner very naughtily said there had been a fall of about 20% in crime. A community cannot be confident that public bodies tell the truth. The Police Watchdog nationally as reported fully in the Sunday Times said that Crime was now about 20 % unrecorded. A confident community believes the Council, health authorities and police are being honest and on our side. They believe public bodies give true stats and assist in all ways to reduce unemployment. They do not want to see privatisation of health schemes which sheer off profit and are not fit for purpose.
- A confident community is one that considers themselves heard and understood. That knows who to contact when things go wrong. That is kept informed.
- Communities where various interests merge for the communal good
- nothing
- Being able to go about our normal lives without fear of crime.
- Not afraid. A boldness to challenge.
- personal safety
- That people are confident that they are safe in their homes and whilst out and about both during they and night
- Not sure
- Don't know
- don't know
- communities that feel safe

- *confident in the fact that the community you live within is safe and secure*
- *I would like to believe that we can trust our Police force to be fair and active in protecting the community.*
- *Safe and secure that support is in place in any eventuality*
- *SOMEWHERE YOU CAN GO AND FEEL SAFE AND KNOW THAT THERE IS HELP AT HAND WHEN YOU NEED IT STRAIGHT AWAY*
- *PEOPLE KNOWING WHO TO CONTACT WHEN THEY HAVE A PROBLEM AND EXPECTING AN APPROPRIATE RESPONSE IN A REASONABLE TIMESCALE. MORE INVOLVEMENT OF THE COMMUNITY IN DEVELOPING POLICIES*
- *Feeling safe and part of the community*
- *A community at ease with its self where everyone is reasonable comfortable and on speaking terms.*
- *Feeling that your concerns are taken seriously and acted upon.*
- *Presence in the community, quick service and feedback from the service when reporting incidents. Follow up and follow through to keep public confidence high.*
- *Taking responsibility together for making sure our community is a place we all feel comfortable to live in.*
- *Being unafraid to engage with the Police etc.*
- *Safe living in your community?*
- *Knowing that if you have a problem someone will come to assist.*
- *Feeling safe in all parts of the borough day and night and having confidence in the police and local authorities who provide essential services to the community.*
- *Knowing that you are listened to when faced with problem*
- *It means citizens will and should be able to report a crime without feeling intimidated*
- *Knowing that the borough government listen to the community and work together.*
- *It means more visible police presence on the ground. Too much time spent in cars and offices.*
- *Don't know*
- *Where there is trust within the community.*
- *Feeling safe*
- *Local people who interact with each other and work together to confront problems and find solutions.*
- *That people feel they own their local space and can live in their area happily, knowing they are safe and that the environment is well cared for. Confident communities can get on with their lives without too much interference from outside but with a feeling of inclusiveness.*
- *No idea*
- *Not a lot. It is just more jargon.*
- *No idea!*
- *Not heard of it.*
- *Members of the public feel safe in their homes and in any areas they may be.*
- *Surroundings that I am happy and confident to interact with*
- *Members of the public being confident in the fact that a/the police will listen to their concerns & b/ all relevant agencies, including police and council will be proactive to avoid an increase in particular crimes/anti-social behaviour in their local area*
- *Feeling safe to walk around town as a muslim woman without being harassed.*
- *An area or town where one can walk anywhere at any time of day or night*
- *That people are able to go about their business without having part of your thinking or any reservations about being attacked or mugged. A greater police presence around the town would help this as it's extremely rare to see any police officers on the beat in the town center during the day, certainly during my visits and area of circulation. A greater level of confidence would be gained if sentences really did fit the crime. The system is far too lenient these days.*

- *communities that are confident*
- *Communities that feel safe and involved within their area*
- *That you're likely to receive help or support when you need it.*
- *To help people feel more confident in their community, there definitely needs to be a more visible police presence. A confident community is one that feels safe.*
- *It means feeling confident that concerns / issues will be addressed and if not then a good reason is given for not doing so.*
- *belief that if help is required it arrives quickly and is effective*
- *having trust that they will deal with specific community need in a sensitive and timely manner, that they will take appropriate action and will handle the matter in the ways requested without repercussion.*
- *A community that is happy to move around in a safe environment.*
- *People who help each other and live in a safe and caring and clean environment.*
- *Being able to report minor incidents and work together to solve them such as ball playing in streets. Bedfordshire police visited houses in my area to discuss but not seen any action*
- *Another piece of meaningless jargon.*
- *Don't know*
- *It means that the police will be responsive to issues that are perceived by the public i.e. that effective action will be taken and be seen to be taken. It also means that communities will be confident in their own safety.*
- *Sounds to me like the kind of catchphrase that politicians come up with when they want to convince the public that they're doing something when they're not.*
- *Confident communities are places where people trust the police to provide a safe environment in which they can live and enjoy their lives and build relationships with their Neighbours.*
- *Don't know*
- *The ability to access area safely day and night. Not to feel intimidated by children and young people in ones own home in particular and fostering/encouragement of a community/neighbourly spirit..*
- *to me it would mean that you feel safe to be out and about in bedford at any time of day or night.as I live in a part of bedford where there has been a murder, drug crimes and burglaries no I do not feel safe and it is not just my perception of crime. We see police flying up and down our area constantly when something happens ,but never see them patrol the area. I did use to have confidence in the police but not any more.my sons have been stopped many times and had car searches for no apparent reasons. They are both hard working tax payers not yobs but the police now only seem to be interested in the soft targets instead of watching the known criminals.*
- *People feel free and safe to express their opinion and feel safe to give information to the police or authorities when people are breaking the law. ie they are not intimidated or frightened by gangs or other people.*
- *Confident means agencies are approachable helpful and easy to talk to.*
- *local activities community centre used clean environment well maintained*
- *everyone feels supported by the police*
- *When reporting matters to either the police or council (etc)you expect action is taken or the appropriate investigations are carried out. I have used the police 111 service to report anti-social behaviour but in that instance felt there was little likelihood of anything being achieved by my call as I witnessed a group of lads riding side-saddle on motorbikes up Brickhill Drive whilst totally flouting the laws of the road. I have used the council website to report an over-flowing bottlebank in Avon Drive and found a relatively speedy response to my concern. I have reported a large water leak in Kimbolton Road recently near North Wing and was impressed that Anglian Water came back to me the next day with an update. I want to feel confident in being a*

'concerned citizen' actually results in some action taking place otherwise why should I bother to do my bit.

- *Communities who know who to ask for help and that they will respond as well as being supported and empowered to resolve issues and create their own solutions*
- *If there is a serious problem to be able to contact the appropriate authorities and to expect that action if justified is taken.*
- *Need to have confidence that the Police will take seriously and deal promptly with any enquiries or complaints, and provide some feedback.*
- *I have no idea really. I think people fear crime because of what they see in the media.*
- *Where there is a feeling of security that comes from knowing people are doing the right thing, looking out for each other and encouraged by the knowledge that help is not far away*
- *A community that feels confident that their contribution is spent wisely and for the most relevant services.*
- *confidence in police and that things will get resolved if reported*
- *A community which feels safe, secure and knows what it stands for (ie 'community feel/spirit').*
- *Generally a happy local community happy to live with and around their neighbours*
- *Not a lot! I think you could find a better phrase for people feeling secure in their own environment!*
- *Knowing who to contact in what circumstances.*
- *when you feel reassured that your local surroundings/people/amenities are friendly/safe.*
- *nothing - just words*
- *Neighbourhood watch areas*
- *Citizens feel confident and comfortable in themselves going about their daily business or leisure activities*
- *People who are aware of the services available and feel they are entitled to use them when necessary, without judgment.*
- *Communities who are aware of who they can contact and how.*
- *???????*
- *People are not scared to:- contact police for help - go where they want day or night to do what they want -personally challenge minor antisocial behaviour eg littering, bad driving/parking*
- *Simply that people can move freely and safely throughout their community, without fear of being run over by speeding vehicles or knocked down by vehicles that exceed 50% width of a rural road which often travel over the verges which are the only pedestrian refuge tripping on poorly maintained highways and verges Burglary and physical assault And take comfort in the knowledge that their local hospital will look after their health needs and that the police actually are visible rather than spend time talking about it.*
- *All pulling together*
- *Communities that are satisfied that the Police will respond to and deal with issues quickly.*
- *My first thought is about the evenings, not feeling intimidated when walking around town, especially past the night club and bar venues and their over boisterous, if not to say drunken clients. This is a key deterrent to those considering attending classical concerts at the Corn Exchange. I feel much more secure at Milton Keynes knowing that I can confidently park my car in a nearby patrolled multi-storey car park with a fixed evening fee, and without (by choosing the right route) having to pass boisterous & intimidating wine bar clients. On the other hand I feel much less safe there if I have to walk across the areas of empty car parks late at night where there are not too many people about and thence fear that there is probably a greater risk of getting*

mugged, away from any chance of there even being witnesses. This latter comment is also true of Cambridge City Centre, which is something e.g. a ghost town by the time late performance theatre comes out. There is the challenge of how to get back into the Grand Parade Car park when the Parade itself is closed. A made a formal complaint to Cambridge council last autumn.

- *one where people are proud to tell others that " I come from Bedford"*
- *Buzzword management speak bingo. Might have a vague connection with feeling safe to go about your regular business without fear of hindrance by individuals, religious types or the state.*
- *Same as Neighbourhood watch ?*
- *Not a lot !*
- *safe areas to walk, a visible police force, visit to home when required.*
- *Nothing*
- *A community that is safe and its people feel safe. Less anti social behaviour and crime and where the Police and the council are seen to be working with the community to create this safe place.*
- *To have the confidence to walk about your local area and the town centre before and after dark. To be able to contact a Police Officer easily.*
- *A community that is not afraid to contact the police when required without reprisals.*
- *That all communities have confidence in their police force.*
- *People getting to know and trust their neighbours*
- *Confident communities are communities that have the self esteem of its residents boosted by the safety ,provision of efficient security, freedom of speech, freedom of association and respect for individual human rights*
- *I had not heard the term before*
- *Nothing. Doesn't make sense to me. Communities are by definition disparate. They can't be confident.*
- *Quick response to calls for assistance*
- *General safety, intelligent communication and an understanding and action on problems and complaints*
- *Don't know*
- *People interacting more with each other*
- *That if contacted - these services would act - if possible - if there was a problem*
- *Someone you can talk to is confident*
- *Help in most matters serious when required*
- *That the Police will respond and take seriously any problems in area.*
- *nothing*
- *nothing. where are the police?*
- *Confident communities should mean that people feel safe in their community and at minimum risk of being a victim of crime. It should also mean that they feel confident that if they are the victim of crime they have some sort of chance of getting justice. Unfortunately many law-abiding folk do not feel this confidence so it remains a snappy buzz phrase for a PR campaign but probably not something people are really going to feel. A lot of law-abiding people probably do not feel confident that the law is particularly in their favour or that the police are going to be of much use or support should they be the victim of crime. This is certainly my experience. The law appears to be more in favour of the offender than the victim and the police seem unable to support and protect ordinary people going about their business from crime - whether serious crime or what is sometimes considered 'low-level' ASB. We are a long way from "confident communities" in my view...but I w welcome the start!*
- *Having the trust and believe that you live in a safe community*
- *Know that there is support*

- *Before reading the above statement " confident communities " would have meant nothing to me . Now I think it means people feeling safer in the knowledge that the Borough is a safe place to live and work , through positive information from the Police and Crime Commissioner*
- *Knowing that crime does happen, we need to know that if we have a problem it will be dealt with quickly and we will be listened to in a compassionate/sympathetic manner.*
- *As the home watch system. Where neighbours look out for each other.*
- *To feel safe if not Police to make it safe more Police on the street not in cars*
- *The ability to enjoy a safer environment*
- *Having a realistic knowledge of local treats and risk*
- *Sadly it just seems to be the latest political buzzword.*
- *Not heard of this before.*
- *Not a lot spin words*
- *People feel safe in their area*
- *A place/neighbourhood where people feel safe enough to venture outdoors + children play in front of houses*
- *that there is help out there when you need it*
- *Political propaganda speak*
- *?*
- *Make people feel safe so Police numbers can be reduced*
- *Not living in fear of racism, mugging, drunks. Knowing there will be a quick response to problems*
- *People happily going about their business and being cheerful*
- *A community that is confident! In what context, & what definition of community? (local, very local, Boro'wise?)*
- *Local people feel happy and safe in their environment especially those who are vulnerable*
- *Confident that I will not be a victim of crime & that criminals are being caught & brought to justice*
- *? Dont know what you mean*
- *To feel safe in our homes and out walking at nighttime*
- *Feeling safe in one's own home, the immediate when & in town centre*
- *Police not interested in small crimes and don't want waste time for public need independence team to monitor council and police*
- *Happy with the communities that you live in*
- *It means I can walk around without fear*
- *Residents are happy to go out in the community and feel safe and that crime is dealt with effectively*
- *When we phone the council & other organisations we get a reply fairly quickly*
- *Dealing swiftly and decisively with antisocial behaviour and making the outcomes public would help reinforce a no tolerance approach. We are too soft and not dealing with low level crime and anti social incidents just encourage the view individuals can do what they want*
- *The perception that Bedford Borough is safe is fine with the youngsters as they will visit the bars and nightclubs. The older generation do not want to mix with the drunks who leave the pub and clubs. overall I am sure it is safe however you need to get the idea that B end ford is safe at night across to the wider audience. I still have my reserves of doing to a restaurant late in the evening.*
- *Quite honestly, not a lot.*
- *Areas where people can live in a friendly manner without worries while minding their own business.*
- *Communities that feel safe in their environment whatever the time of day or night. That have confidence in the public services supplied - whether they be for road*

maintenance, policing, health services, waste disposal, education, etc, and that they are provided cost effectively.

- *Don't know*
- *a feeling of safety and being listened to*
- *Communities which feel safe and which confront the issues effecting their lives confidently and without fear of reprisal.*
- *Visibility of policing and generally feeling safe. Not having to worry about the safety of loved ones and property.*
- *To feel safe in your own home with your immediate neighbours and feel that any concerns e.g. re parking/noise/litter will be listened to and acted on for the good of the community as a whole rather than for the good of one or two selfish individuals who park/make noise/drop litter without fear of fines.*
- *Residents living together with respect for each other and their community*
- *How can you have confident communities when all you hear is Police services being cut and when criminals are caught the penalties do not fit the crime. To me its the criminals who fear safe!*
- *Communities in which the individual feels safe to venture out at any time day or night without fear of molestation. This will need a lot of positive re-education by the police in conjunction with all media and schools (DSHE). Talking to groups ethnic & social, spiritual leaders etc to get "the message across"*
- *To feel safe and enjoy areas*
- *No Idea*
- *Safe to walk about in town in the Eve/ night, more proper police, higher visibility (on foot or bike).*
- *Nothings - its just a catch phrase concealing a lack of a real vision or plan*
- *Knowing that if you raise an issue it will be dealt with*
- *Communities that are confident that the police will take their problems seriously and will respond even to small issues so that they do not blow up into large issues. Communities that are confident that the police will treat them fairly, not matter what their age/race*
- *nothing*
- *Reasonable response times in times of emergencies in domestic situations*
- *It's a rather meaningless term because it's so general. It doesn't indicate what type of community it refers to (for example, groups based on geographical location, ethnic background, shared interest or age group). A geographically-based community, such as a village, tends to work well if there is a balance between long-term members and new residents. It also works well if there are plenty of opportunities for community members to meet each other and join in community events, or communicate with each other It helps if people have a sense of identification with the community but too much identification with a particular group can lead to distrust of external influences or resistance to change. Where the fear of crime is concerned, it's not just a matter of how people feel about their local community but how, as individuals, they perceive the threat from crime. The national media, life experiences and personal beliefs and values all influence this.*
- *Being good neighbours and not looking the other way. Respecting each other and acting together. The council should stand up for the communities we in Bromham Bedford are up against the planning department with a gypsy site waiting for planning permission. It is hard for us to believe the council is on our side when they have to meet quotas and are pushed into a corner. Will our valid objections be heard! I hope so.*
- *Having confidence in the police to support communities, respond to crime, police the town and maintain safety. And that communities feel confident and safe in going about their daily business.*
- *Safe to go about your daily business*

- *Safe response to issues*
- *Nothing. A meaningless marketing descriptor*
- *Enjoyment and safety in general*
- *1. Being able to enjoy a pleasant environment 2. Confident of being safe 3. Confident of a safe neighbourhood*
- *Possibly "feeling safe" to go out & about: only this week I was asked to buy possibly stolen goods in Bedford*
- *Local police station manned well and local police staff on hand to village locations. Easy to access help and support. Good neighbourhood community and communications.*
- *You feel safe and can contact the police & get help when needed. I can walk my dog in a park & not be shouted at by groups of men drinking & urinating at 8 in the morning.*
- *Where people are confident and happy to look out for each other and take action (not direct! I mean telling police etc) if necessary (not troublemakers)*
- *To be able to walk/shop/browse and feel safe in so doing; not having to look over your shoulder constantly*
- *I do not know!*
- *Groups of people who feel able to rely on neighbours. Who know that disorder and bad behaviour will not be tolerated by neighbours or police or magistrates*
- *Being confident to contact the relevant organisation and knowing that they will advise and respond as required*
- *It means that you can go out without fear of being attacked or intimidated by others. Where respect for your neighbours is normal.*
- *Safe areas in which people live*
- *Nothing - what is it meant to mean? Typical jargon used by Councils*
- *Nothing, just a buzz word*
- *Having faith/trust in the Council doing the right thing for all*
- *To be able to shop without having to hear foul language spoken by the young (obviously unemployed) people of Bedford.*
- *Confidence in local policing*
- *Being able to trust the police and having confidence that they will act on complaints instead of making excuses*
- *Communities which have a good liaison with the police*
- *Not to be living in fear*
- *Nothing*
- *Trust*
- *Having trust in local public services police council etc. I have non*
- *Not much, but a safe & supportive community is a good thing*
- *Communities where residents feel able to live life without feeling threatened in any way*
- *Feel safe in your house and community. Trust the police to do their best and be a visible presence.*
- *Low crime & well policed*
- *A community where everyone (of all ages, gender & race) feels safe & free from harassment.*
- *I do not know/understand what confident communities are*
- *People should feel safe. People should behave in a civilised respectful manner to other members of the community and be confident that other members of the community will behave the same way.*
- *Feeling safe with a low perceived level of crime*
- *Communities that are harmonious, cohesive, socially outgoing and intermingling, helpful not remote*

- *Where people feel safe and not threatened in the area in which they live (why no Police presence in areas where drugs are known to be dealt regularly?)*
- *Nothing*
- *Very important - I wish more was done to stop cold calling in signposted areas - many companies ignore the signs.*
- *Nothing - it's jargon and meaningless*
- *Not fearing non-existent dangers*
- *Areas where people feel safe when they are at home or out and about. That they know who to contact if there is a problem, and that they are confident that there will be a speedy response if they need help. Also, that police, etc, are proactive about problems in the community and not reactive.*
- *Feeling safe and supported by prompt & efficient action as and when needed.*
- *Nothing at all.*
- *Confident that they can go out without getting hassle from people.*
- *It sounds like "newspeak" from the novel 1984.*
- *Haven't seen the term before...*
- *Being safe if / when out in town at night. Feeling safe walking around the area I live.*
- *To feel safe within your community, but also to know your community so that there is support. I feel safer now as I know some of my neighbours through community activities that have taken place. There is also a lot of scare mongering with media stories. When at school we knew the local policeman we knew who to talk to if we had concerns - can this be replicated?*
- *On a personal basis only, I have seen one policeman in the town centre in two months. The so called "Pedestrian" area is a cycle track with the fanciful empty police car left in the town centre (pedestrian area) to give the impression of police attention. The officer responsible for this idea should read further than page 1 of Population Psychology. Pavement cycling has become standard means of transport in Bedford*
- *Trust among communities and well aware of reporting incidents and vigilant about the safety.*
- *Nothing - sound like PR hype.*
- *Confident that we can live safely in our area. Confident that our concerns will be addressed speedily.*
- *People living without fear of crime of all types.*
- *Not a lot*
- *Places where people are not afraid to go out on their own*
- *Equal and non-discriminatory opportunities and treatment for all; open and transparent practices by organisations; feeling safe to use local community*
- *feeling safe and being able to raise concerns + these addressed in a timely manner.*
- *Communities who can feel safe at all times of the day; feel safe to leave their houses unattended when out, children are safe to go and come back from school; also at school.*
- *Not a lot*
- *Feeling safe to go out alone in the evening or in quieter areas (Riverside Kempston - Bedford) at any time. Also knowing if Police/Council etc are contacted they will listen & respond.*
- *Having less crime*
- *Bobbies on the beat. A reaction to all 999 calls within one hour maximum. Less PC (Political Correctness) more PC (Police Constables). Less political bias when selection of senior police.*
- *To be able to walk alone through Bedford Town Centre from 6pm onward and feel safe. For example, it is known that pot is smoked regularly under the Town Bridge in Bedford in early morning & not come across drunks and individuals high on drugs.*

- *Nothing*
- *1 Reducing crime and antisocial behaviour so that people feel safe. 2 The LA actively listens to views and acts upon them*
- *Swift action on problems*
- *I've never heard of it before!*
- *Feel safe & secure in your own community*
- *Minorities group have (wrongly) a different perception of the police (due to their experiences in the country they come from). They need to be explained they can trust the police system here. Trust in a police system doesn't come with one conference only. It has to be experienced by many. Then the word will go round...*
- *A community can be classed as confident if it knows that if something needs attention, then that will be prioritized according to resources but will be attended to!*
- *areas where people feel happy and safe to visit*
- *That we get on together in this world*
- *Safe environment*
- *It means a lot to know that when you need the police (eg) Domestic Violence the Police react very quickly*
- *Knowing that I can contact the Police and other organisations quickly and easily. Also that I am well-informed by the local council*
- *Feeling safe in the knowledge that when something does happen there will be a speedy/adequate response and not the feeling, as presently, that our Police service is overstretched! and totally inadequate for this rapidly growing community.*
- *Residents and commercial organisations feel safe in the community and borough and can expect a speedy and interested response from the police and other authorities when contacted.*
- *Safe to walk around any time day/night. Well maintained roads & pavements. Good neighbours*
- *Safe, no anti social behaviour, good clean environment*
- *Silly question. Silly concept*
- *People secure in and outside their homes.*
- *The public feels safe & secure in their environment.*
- *Not heard of this before, so nothing*
- *Safe, communicative, aware, up front on issues*
- *People working together to support one another and in a safe and friendly environment.*
- *Communities who are able to take law abiding activities without concern for safety.*
- *Not conversant with the term*
- *A meaningless acronym*
- *Members of the community acting and behaving in a civilised and appropriate manner. e.g. showing respect for each other and their property.*
- *It means confidence to contact authorities with problems but also confident in knowing that problems will be listened to and solutions suggested*
- *Local services doing what they say they will do*
- *nothing - sounds made up*
- *Ones in which people feel unthreatened when going about their normal activities.*
- *Were the police control any problems between Groups (Midland Road)*
- *??*
- *I'm not sure, I think it means we should be confident to live in different communities and be able to approach the police*
- *to rely on the Police to do all that they are responsible for and not to cherry pick those aspects they consider important.*
- *To make local areas happy with themselves. That the people in those areas are happy and feel safe & confident.*

- *Police presence. Police that respond promptly and appropriately*
- *Where there is a concern that is highlighted it should be followed up by i.e. police and results given to the individual.*
- *Feeling safe to walk about during the day and night without feeling any fear*
- *Feeling safe during day or night, I would like some kind of police present in town. As I would feel comfortable for my children going out at night.*
- *I have not heard of this term*
- *It means "locals" can see the changes that they have been told will happen actually happening and NOT false promises*
- *Independent communities - who seek to organise their own lives eg neighbourhood watch, speed cameras, hospital transport*
- *Confident that crime & aggression is unlikely & if one is a victim one will be rapidly sensitively & competently dealt with*
- *Where people feel safe & supported by neighbours & officials.*
- *It means communities that feel secure and safe in their area, where police will respond quickly when called and will provide reassurance to residents through more visible policing.*
- *This is a term invented by politicians and is glib statement enabling to appear to make a statement without saying anything with any meaning.*
- *Absolutely Nothing. Sounds like a marketing consultant had a liquid lunch!*
- *Trust in community decision makers. Community spirit, and taking personal responsibility for the well-being of the community*
- *It is a pointless cliché that dismisses people's legitimate concerns. Try walking down Midland Road & surrounding area*
- *Confident that you can go about your everyday life in a safe environment*
- *Communities who are safe to live in and where the residents are good neighbours and occasionally good friends*
- *The local community, feeling safe, keeping the place clean & litter free*
- *That people - regardless of age, sex, ethnicity feel safe in their homes and when outside. That people enjoy walking about and feel confident enough to say 'hello' to strangers, or exchange a few words with them*
- *Honestly? - It means nothing more than an empty sound bite.*
- *Safe and able to take an active role locally. Happy with their influence on local issues.*
- *No idea*
- *Nothing*
- *Means that support network is in place and accessible at any time - which unfortunately it is not*
- *Feel safe where you live and happy with facilities*
- *Nothing*
- *Lack of fear*
- *No idea! sounds like a stupid stock phrase!*
- *No "no-go" areas. Trust in the local councillors. Know where to get help.*
- *Bringing new business to the town getting all those people stuck on the dole into work making this town an enviable place to be with good facilities*
- *Not really sure*
- *Working together positively*
- *Feeling able to walk across to the local shops at anytime. Confidence in walking around/through the two parks that are local to us. Not feeling intimidated by groups of youths that are loud & offensive with their language*
- *No idea*
- *Feeling safe in our community & having confidence in the police*
- *Don't know. I haven't seen it in action*
- *None*

- *That if you need assistance from the Police they are there for you*
- *Communities confident in the way the police treat victims of crime, response to crime and communities feeling safe & listened to*
- *Trustworthy and safe. Polite and welcoming*
- *Communities where residents feel safe and secure and in case of any issues, feel able to contact the relevant authorities easily and have their issues taken seriously.*
- *That the area they live in and areas they visit are safe*
- *A community which manages and looks after its self*
- *Feel safe, working together to make our town a better place to live. Listened to.*
- *That you are taken seriously if you have a complaint*
- *That whenever I need a community service it is able to respond immediately to my request at the appropriate level*
- *Good communication with the various "authorities". Good response from the authorities. Support for people who promote community cohesion. Pride in the area.*
- *Where "trust" is paramount*
- *Communities that sort out their own problems*
- *Where we live we see many people around which reduces our confidence in leaving our home & car unattended*
- *No idea!*
- *No idea*
- *Communities that get on with each other and people know that if something goes wrong they can call on neighbours for help*
- *Individuals and Families in the Community need to live in a relevant quality environment. If it is a safe environment, if the services offer quality and relevance then a 'Confident Community' should emerge!*
- *Keeping an "eye open" generally. Keeping and "eye open" on neighbour property when they are away*
- *Knowing that local authorities care, respond quickly and keeping it simple*
- *I believe that we need more Police on foot to keep an eye on side streets & Town Centre*
- *Confident in safety, provision of services, and of being listened too. Confidence in finding help when required.*
- *Nothing*
- *areas where people are happy & confident in their living area*
- *Being protected by Police. More Police walking around streets shops etc*
- *Mean we should feel safe in our town and communities*
- *Confident in support from police when in difficulty - also reasonable attitude from police*
- *Being safe when out & about and having good relationships with those around us - neighbours etc*
- *The community trust one another despite their backgrounds and trust the Police to help them if they need them*
- *Confident communities mean = nothing what does a policeman look like not seen one for a long while in Bedford or area*
- *Communities with good communication, where people do not feel nervous or anxious interacting with any member of the community*
- *No idea*
- *Feeling safe, day and night, at home or when in the streets around home, or in the town, or in a part of the town which I know less well.*
- *Feeling safe at all times day and night*
- *Visible police presence (on foot or cycle, not in cars)*
- *Nothing, just buzz words*
- *People are happy where they live, feel safe and secure*

- Residents feel secure, unthreatened & free from worries relating to crime
- Not a lot
- To have confidence that the police (once you can speak to them?) will assist you or have information to guide you
- The ability to speak to the right people not passed from person to person. To know that after contacting the authorities something is done about it .
- A community you are happy and feel safe to leave
- Good support network
- No idea
- Means able to rely on services & know that a response will be quickly answered. People living together in harmony & respecting each others needs.
- Nothing
- Feeling safe & confidence in the police & local government & local medical/care facilities
- Feel at ease 1. Walking in the streets. 2. Well, kind treatment in shops, coffee bars, restaurants (vi) pleasant relaxed, safe roads
- To be able to discuss any problems with the Police without fear of reprisals from People within my community and to know that the Police are there for safety.
- Dont understand it
- Support to Police and Council in what they provide without continued inflation of rates for unnecessary Parish Councils who do nothing
- Place where you can move around the community with family safely
- Communities that care about each other, that can talk to each other in safety without fear of bullying or retribution. Ones that can depend on the Police to do a good job, get the real offenders behind bars. Being confident to go out day or night
- Ability to walk safely in areas
- Everyone well in their community, feeling safer and a part of it
- Knowing our rights & how to contact public services when we need to
- Trust that the environment is in good repair and clean, that crime is low and illegally sited travellers are moved on immediately. A safe, clean environment promotes confidence
- People from various ethnic communities being able to enjoy life together
- Not just personal safety but appearance is important. If our towns and areas are looking well maintained it gives the perception of a safe place to live
- Awareness of a police presence and local patrols which would make you confident of feeling safer
- Nothing
- Confident that when they ring the police they will appear not ring you & tell you they are too busy
- Respect for each other & confidence to feel comfortable within local environment
- Confident communities means have trust in Government local government
- Seeing Police on the street - not PCO's who have no powers. Visible policing keeps vandals on their toes - prosecuting offenders ie speeding/use of mobile phones/drugs
- Smaller communities working to improve their local area e.g castle quarter
- Places where I can feel safe. Places where I can get help if needed. i.e. a fall on pavement, a mugging. Easy access to police if needed. Telephoning is useless!
- A good safe place to live together
- Encourage good neighbourliness, as exists in this area
- Nothing not heard it before
- The community should be confident that the council, police and other agencies will help them when needed and keep the area clean, safe and crime limited and dealt with asap.
- This is just jargon. Avoid it

- *Never hear of it*
- *Feeling safe in and out of the home.*
- *No idea!*
- *Feeling safe in the local area.*
- *Communities working with the Police and other authorities to maintain a good standard of living within the community*
- *It means that if we choose to report something it is taken seriously and acted on. (a "Thank you for reporting it" is nice.) It means that police will act quickly when something is amiss and it will not be ignored.*
- *I consider that I am in fact a member of a confident community! I do feel safe in Bedford and have done for the vast majority of the time since we moved from London in 1984. My local friends enjoy their residency too. Perhaps the negative attitudes are picked up from a negative focus by the local media? Reporters tend to report the bad and rarely publicise the happier folk and the good things that happen in our town. I live on the Riverfield estate, which is a low-crime area. We love the Embankment and feel that much more could be done to improve Bedford's shop facades and the attractive buildings we have around St Pauls. The market could be developed further to involve "quirky" local folk and their products. Quirkiness can help to make an area unique and special!*
- *A community thy believes support from all authorities will always be forthcoming*
- *Feeling safe.*
- *someone be paid to think up new PC wording. but I am trying to work out what you are actually trying to achieve but as I type I think that people can move about in their area (Elms Farm in my case) "Without fear; With friendliness"*
- *.*
- *Communities where individuals work together for the betterment of the area in which they are living and where the police are viewed as the last resort - are there for emergencies only - and are trusted to work with an unbiased view when called upon to act*
- *everyone happy that they can live side by side without issues or prejudice and confident that the authorities will work to maintain this*
- *A gimmick*
- *Trusting the police and knowing when and how to act in case of crime or emergency. However, I am a street co-ordinator for the village Neighbourhood Watch.*
- *Don't know*
- *Having the confidence to contact the necessary authorities to improve things*
- *Communities living without fear of crime*
- *Happy, safe with communities working together*
- *An area where all residents can go about their business without fear of crime and anti social behaviour*
- *A prompt and efficient response to any approach made*
- *Communities where residents feel safe. The term is rather woolly and may not be widely understood. Please give consideration to something different.*
- *Communities working together, people seeing themselves go part of the community.*
- *Not a lot*

If not, how can this be achieved?

- *Only see police in cars and they fail to attend minor issues.*
- *You wouldn't LIKE my response to this question*

- *I believe that apparently low level things affect how safe and confident people feel and how much they enjoy living in their town. Dirty streets, litter, dog fouling etc are all small things but they add up to make people feel they want to stay in their own homes or avoid certain areas or go elsewhere to shop. I like Bedford but it is being spoiled by a general dirtiness and tattiness. I'd like to see lower parking costs and more free parking to encourage the ordinary citizen to go out and enjoy their town. I'd suggest that the Borough re-coups any loss of finance from parking charges by strict enforcement of fines for littering, leaving wheely bins out on the street, dog fouling, fly posting, etc. I'd like to see more encouragement of volunteer litter picking focused on local areas. I'd also suggest that every shop/takeaway/etc should be made responsible for the cleanliness of the stretch of pavement along its frontage. If the latter sounds unkind or unreasonable I'd point out that I am myself a shopkeeper and if I can go out and litter pick in front of my premises so can all the rest.*
- *Put a ban on groups of more than three youths loitering together after 8pm*
- *see previous answer regarding confidence in Bedford*
- *More policemen on the beat going round the local areas.*
- *When you ask the authorities questions you get an answer you feel is honest*
- *We need to all try to get along as human beings living in the same town, rather than trying to take over in one way or another. It does not work.*
- *By protecting witnesses and victims of crime*
- *local policing*
- *Parish councils, more active political engagement, lively community spaces.*
- *better visible support for communities to build trust even with lack of response to engagement. lack of response doesn't mean its not needed it means they either don't trust you or don't have faith in you delivering.*
- *more support in keeping the environment clean and safe. Educating people to live with respect for the place they live and the people they live among.*
- *Constant monitoring of communities to provide the correct level of policy policing*
- *Better on the ground local support eg policing etc. Enabling communities to communicate locally through joint activities. Including charities/voluntary organisations to work with the local community to befriend older people, encourage the young to have respect and involvement and generally try to restore inter community communications.*
- *we live on a council estate. We all seem to be tarred with the same brush but we are not, we just have to live among idiots and have no choice. Councils and housing associations should do more checks on layabout families who can't be bothered to work and destroy every one elses quality of life. Police should have a presence on these estates and make themselves known and seen.*
- *More police visible.*
- *Improved communication with the community from the police and other interested agencies. Better stake holder management*
- *Better integration of ethnic groups*
- *More integration with non English speaking residents. People are concerned that immigrants are not willing to integrate into communities except their own native speaking ones.*
- *We live in a very crowded town. Walking anywhere runs risks of being hit by cyclists on pavements. We have to hold tight on to our purses in town centre so as not to be crowded by groups of men out to pickpocket. It is impossible to walk in town centre without being barged into..... How can a confident community be achieved? Have less people living in our town.*
- *More police presence, not just when there is trouble.*
- *By Police being seen to more pro-active amongst the people of Bedford*
- *By listening and dealing with problems in local communities.*

- *Speedier response from police to crime reports and also ASB. Faster prosecutions, stiffer sentences, less focus on the rights and privileges of offenders and a shift of emphasis to supporting ordinary law-abiding folk who pay taxes and don't bother others etc.*
- *better policing*
- *Make Policing more visible in the local communities (on foot)*
- *Education and inter-community contacts. Reduce sectarian misapprehension & fear*
- *Keeping everywhere cleaner & more visible policing*
- *Need more to send information to public by council all issue's information and projects and scheme's before descition*
- *Greater integration and understanding of communities. Opportunities for reduction in culture enclaves developing in housing.*
- *Social, family, financial pressures will always bring its own challenges which lead to crime and antisocial behaviour. Education about statistics and the impact of crime and the impacts on specific communities may help communities to recognise it's taken seriously, but also show the impact of individuals on their own communities*
- *You don't have time for people in the neighbourhood and if you do you have got to watch you manner and tone of speech. I think financial hardships have made people more sensitive to all things in life...and this is not a good thing for any neighbourhood.*
- *By better policing and more appropriate sentencing.*
- *In my area I am aware that part of the community do not trust the police - steps have been taken to engage the community, but these need to be given time to work and they need to be increased.*
- *Supervising no-play areas and council advice.*
- *Proactive policing in known areas of higher crime*
- *Local police on foot in all areas*
- *People need to be reassured that the law is on their side, that penalties (such as leaving dog mess) will be applied, but that they are able to defend themselves, their families and property without penalties.*
- *?*
- *Community policing officers*
- *Act on complaints positively instead of giving reasons not too. Act more positively to root out corrupt Officers to increase public confidence*
- *Seeing Police in our location would help!*
- *By being honest when reporting that crime has dropped when it appears certain crime no longer appears in the stats*
- *I never see Police in my area. I have to deal with child, Police waste of Tax Payers Money & Council Tax*
- *A more visible presence of police. Never see one!*
- *More intersocial and local activities - fetes, social gatherings etc*
- *It may contain some but I know of areas where people wouldn't venture out at night. It's O.K. calling Putnoe a 'confident community' but what about Midland Road? Higher police presence would do wonders!*
- *If there were more evening buses and people used the Town Centre in the evening they would feel safer, at times it is quite deserted and seems to be mainly used by pub goers*
- *Access to those that can make us feel safer through community events*
- *Police walking the beat & more CCTV. Offenders properly punished.*
- *As above*
- *More active policing in the town centre. - Publish literature to bring the message that anti social behaviour is not acceptable and to actively ensure*
- *More visible policing so that the law is upheld and nuisance behaviour is not tolerated*
- *More positive news & action*

- *Trust in a police system doesn't come with one conference only. It has to be experienced by many. Then the word will go round...*
- *As above.*
- *That's your job - yes - the one your paid to do!*
- *By empowering local communities through regular police presence on foot, getting to know residents*
- *Police officers visible and available when needed.*
- *Please explain this meaningless phrase!*
- *By balancing reporting in the media & local press with positive & negative stories. A zero tolerance policy on vandalism, noisy groups of youths and adults.*
- *By establishing a support network that works on a day to day level*
- *Put more police on the streets day and night I live in a bungalow I am unable to leave a window open at night because we are easy meat*
- *Please see 29*
- *By Honesty, integrity & transparency*
- *Micra cohesion between religious groups - not keeping to their own communities*
- *More police presence and a feeling that they will do something if a crime is reported.*
- *Communicate better directly and through media, better support care of community by not flushing our hospital down the "toilet"*
- *There is a particular problem with travellers which the Council should do more to solve.*
- *Get rid of the blue hats what do they do??*
- *More community events where everyone can mix & learn about the different cultures present in the community*
- *In the 18 years I have lived at my address I have never been approached by anyone explaining what "confident communities" means perhaps communication could be improved*
- *More police presence - on foot and in patrol cars. Better lighting in lanes and alleyways and parks and open spaces.*
- *More local beat policemen*
- *More information to residents*
- *Carry out promises made. Enforce rules i.e. noise abatement/abusive behaviour in town centre*
- *We have found personal problems with community charge benefits office, with people requesting information which they already have on file and we have received coped at the time of first visit*
- *Police presence - on foot should be more evident (you feel it is a waste of time to report anything) concern at the moment re Bedford Hospital should be recognized. Details should be publically known about care help available (seems to be all secret)*
- *The police always believe the criminals. Also the police pressurise you to lie on statements*
- *More attention to above & continued inflation of Councillors salaries & expenses & especially golden handshakes*
- *More community patrols that are visible*
- *Better policing. More officers visible on beat. Following up/better forensics on crime eg car theft. Have set police officers for each area, so they get to know residents & locals*
- *Swifter action on travellers, improved speed control in rural areas and swifter action on repairs to roads & infrastructure*
- *Police on foot patrol in the town centre permanently on a daily basis*
- *Community policing - re-instate local 'cop shops' & visible presence - no need for 4 or 5 panda cars to attend every accident!?*
- *by Local government talking to the people.*

- *There is still a lot of drinking of alcohol in public places. The laws that prohibit this need to be strictly enforced. Too many licences are issued for outlets aimed at providing alcohol to young people. The number of these should be reduced and the hours of opening also reviewed and curbed.*
- *WE ARE NOT CONFIDENT IN OUR COUNCIL OR OUR GOVERNMENT. AFTER THE EXPENSES SCANDAL WE DO NOT TRUST YOU. THE ONLY WAY YOU WOULD BE ABLE TO REGAIN OUR TRUST WOULD BE TO ABOLISH MP'S & COUNCILLORS EXPENSES. HOW ON EARTH DO YOU EXPECT PEOPLE TO TRUST IN GOVERNMENT WHEN PEOPLE WITH CANCER ARE TOLD THEY CANT HAVE A DRUG, WHEN GOVERNMENT STAF ARE RECEIVING RIDICULOUS PAY RISES!!!!!!*
- *More community events, including all communities i.e river festival*
- *Increased police presence in problem areas. More community engagement.*

What do you want policing to look like in order to feel safe?

- *. If you have repeat offenders do something about them. It's our human right that are ignored by protecting their.*
- *cctv*
- *I feel certain dogs should be muzzled having had a bad experience from one and should definitely be on a lead*
- *I know what the police feel like doing more in Bedford and they should endeavour to do that, not thinking too much of political correctness.*
- *Reassurance that we actually have police "policing". Sometimes you do wonder what they are doing in their cars!*
- *Police visible in available in the communities they serve*
- *The occasional sighting of a police man / car in the streets around the area I live in.*
- *More police ,on the streets, and on the roads, cracking down on things like petty crime, and people using mobile phones whilst driving.*
- *More visibility*
- *local friendly regular . In sight not out of sight*
- *Visual, effective, good value, accountable.*
- *Be visible and effective when called upon*
- *Far too many topics to be taken seriously and frankly the police cannot even stop cyclists on the pavements or in the pedestrianised town centre so it's a little pointless to ask such a question...! Surely the evidence is already THERE for all to see...? The police , also the Borough shouldn't need to ASK such a question...? I dispute the suggestion that crime levels are actually decreasing...I'd suggest that its more that many people don't bother reporting "crime" any longer due to poor support in previous/past years...? (also that the way reports and statistics are now compiled has massaged the real figures..?)*
- *Can't remember the last time I saw a policeman/PCSO patrolling in the area. No problem with responses, once called but no routine patrols noted.*
- *MORE POLICE PATROLS. AND STOP CYCLING IN PEDESTRIAN AREAS*
- *I can't really say that what policing 'looks' like has any effect on how safe I feel. Cleaning the streets would make me feel safer than any 'look' of policing.*
- *A mix of available staff - police support when needed with a fast response time eg if a house is burgled. Some uniformed officers visible eg during busy shopping days, to help safeguard crowded streets. Results - crimes solved more important than "bobbies on the beat ".*
- *Visible 'bobbies on the beat'*
- *The usual "bobbie on the beat".*

- *Better prioritization of responses of calls from the public.*
- *Personal and approachable, readily available.*
- *environmental health issues, antisocial behavioural issues*
- *As I have said, expecting prompt response, which I have not tested in many years!*
- *Visible crime deterrents eg cameras, police patrol officers or patrol cars.*
- *Higher police presence in areas where people feel at a greater risk of crime. The media plays a huge part in the fear of crime, why not use it for good. Would better PR for current positive policing be less expensive and have a more positive impact than increasing police presence?*
- *Visible! Zero terra fe with youths*
- *prominent policing*
- *As above*
- *Local police cells, to reduce money spent travelling to Dunstable. People not showing up at Luton magistrates court as its too far to travel and claim can't afford to. Or prisoner being transported all around the county.*
- *My observation is that bad driving is what damages the local area most. There is no enforcement of speed limits or cars parked across pavements. It makes the area seem downmarket and unfriendly.*
- *Levels are NOT decreasing. As stated above the police watchdog says that about 20 % go UNRECORDED. I am thinking you as an LA are colluding with the Police and Home Secretary here. Sad you should be so non critical I want the police to be honest above all !!The Commissioner is dishonest*
- *Where police are a visible presence on fit rather than speeding around flashing blue lights*
- *Taking every complaint seriously, no matter how small it seems, it is important to the person*
- *To concentrate on violent crime and not trivial or victimless crimes.*
- *More visible*
- *To be visible - on the streets.*
- *more visibility*
- *Prompt responses when contacted Easy to contact Provision of crime prevention advice Targeted solutions to problem areas, both in locality and type of crime*
- *More visible officers about in towns and villages*
- *Not sure*
- *More police on foot less sirens/ less reliance on helicopter*
- *change drink laws*
- *Patrolling on foot (or bike)*
- *for calls to be answered by a person and followed up on*
- *More proactive*
- *Fast responses to reported crimes. Actual action on resolving crimes. I feel that the government should be backing up the police with correct budgeting to allow policing to take place appropriately.*
- *Approachability, high visibility and enough to accommodate areas*
- *visibility and local bobbies as we used to have.*
- *EASY ACCESS TO THE POLICE I would like to be able to email if it is a minor problem e.g lost purse I expect a prompt response to a serious problem e.g if my house was burgled. Police do not have to be patrolling the streets they just need to be contactable in an easy way*
- *100%policing not allowing things to slip*
- *Felt safer when there were police walking the streets of Bedford but you don't see this any more.*
- *Police presence on the streets*
- *Visible presence*

- *Relaxed and community based where one doesn't feel out of reach or pressured - where a concern can be voiced without formal complaints.*
- *I feel that more media exposure would help as a reminder that police are very close.*
- *Presence in the community - local officers to talk too, community policing*
- *Friendly people in uniform available and visible in and out of cars.*
- *Visible.*
- *To visually see more officers on the street*
- *Higher presence of uniformed officers.*
- *The fear of crime is to do with the way the media reports crime, alarming communities. To feel safe, there needs to be police visibility on the streets and appropriate and timely response when crime is reported.*
- *Knowing that they are there when needed*
- *On the beat and foot patrols*
- *Walking Bobbies who know their community and individuals*
- *More local policing in normal clothing. Not dressed like robots. You ask policemen the time any more*
- *More policeman on the beat and visible.*
- *A visible police presence. Increased use of CCTV.*
- *I don't want a constantly visible police presence but if I witness a crime or believe wrongdoing is taking place then I expect a swift and engaging response.*
- *I want Competence, Professionalism, Fairness and Respect from the police. Given that I can show them Respect too. I haven't had that much contact with them except through some of my volunteering at a local Country Park for Bedford Borough but there they have conducted themselves very well, especially the community officers.*
- *See more Police in the villages*
- *More visible*
- *More on beat. Wearing blue uniforms not hi viz yellow jackets as worn by many public servants.*
- *Be more visible on the street*
- *More visible police presence in the evening/night*
- *A presence which is visible regularly especially in the town centre.*
- *Higher visible generally. More visible on Bedford High Street weekend evenings; still a zoo*
- *People will say they want to see police on the street - I know this is not an effective use of resources. I would like to see a return of safer neighbourhood teams so that members of the public have one or two officers they could take issues to - e.g. at a weekly / fortnightly meeting. The public may have information they do not feel confident enough to make a phone call about but would mention in a face to face situation. Also I would like more targeted overt action in known hotspots. In the High Street on a Saturday night there is a police presence, however on Midland Road, an area well-known for anti-social activity there appears to be little police presence day or night. The businesses in this area suffer due to a small minority of people and gives the road a poor reputation.*
- *Visible across communities.*
- *This question needs rewording.*
- *I don't believe crime levels are decreasing. I believe that far too many crimes are not being reported these days because of the leniency I spoke of earlier. I also believe that crime has been categorized such that certain petty crimes or certain crimes have dropped off the scale. (A bit like the changes in the measure of the cost of living.) I doubt that knife related crimes have decreased and I think this is largely due to the increase in the numbers of young Eastern Europeans where it would appear to be far more common for people to carry a knife*

- *I believe policing is not properly resourced and that the effect of this is that crime statistics are manipulated to give the impression of efficiency. The seriousness of crime however is exaggerated by media (TV and newspapers) who have to fill needless air time and paper space. We need properly funded resources to do a job which engenders respect and not derision.*
- *I'd like it to look like that it's taking place/happening but not in an obtrusive manner*
- *Some contact with police - doesn't have to be officers, could be community liaison people. Maybe in shopping centres/supermarkets/schools, giving people a chance to express views and ask questions*
- *More visible police officers on foot and not in cars. Community policing. Pro-active and not reactive. Knocking on doors asking what concerns residents occasionally.*
- *More police on foot rather than riding around in cars. They should walk around public places such as parks, shopping areas etc*
- *be accessible and visible*
- *More visible support and more pro-active action. Also disagree that a reported reduction in crime survey is a good measure as how much do people not report due to lack of faith, trust and awareness.*
- *Seeing more police around on their beat at different times of the day would reduce the fear of crime.*
- *More education in schools to prevent crime, teaching respect for the police and the service they provide. More visible police presence but friendly.*
- *General assistants on the street during times that feel less safe such as 8-9pm*
- *Less emphasis on minor traffic violations but a higher profile in the community at large. I am far from convinced that the seeming current tick box, politicised culture of policing is an improvement on that which we saw in the past.*
- *police to take an active part in removing themselves from their patrol cars and tackle people riding bikes on pavements instead of just ignoring it*
- *I want the police I see out and about on foot (they are mostly in the town centre and very rarely around where I live!) and in their vehicles to be more focused on what people around them are doing and what is happening around them and less on their conversations with each other or where they are heading (unless they are attending an emergency of course!).*
- *I would like policing to be more visible and local.*
- *In the light of recent revelations about police 'cooking the books', can police crime statistics be trusted? So let's start by convincing us that crime levels really are decreasing.*
- *Visible presence. The disappearance of the Cop Shops has had a negative affect. It would be useful if the Police could draw together communities to support them and each other.*
- *stop harassing the wrong people, get out of their cars and walk the streets, especially in areas of high crime.*
- *Friendly police available when needed, and be effective in doing something rather than just lip service.*
- *Greater visibility of the police force particularly on foot.*
- *More Community Policing*
- *Anti social behaviour of young children*
- *local police in view on occasions*
- *more policemen on foot or bike*
- *A police presence is vital - we need to see 'bobbies' on the beat, particularly in the town centre but the local bobby / cop shop is welcomed and when we had a break-in on our drive it was good to have the local guys contact us & make sure things had progressed as we'd hoped. I'm not keen on being in the town centre late at night over the weekend but I feel that policing what are generally drunken / over excited young*

adults is a difficult job for anyone at the best of times. I have some issue over the licensing laws in Bedford as clearly we still can't prevent some people consuming way too much alcohol too late at night. I'll enjoy being at the river festival in July but will ensure I'm on my home before things get too boisterous as it was not a pleasant experience being in Russell Park after dark two years ago.

- Clear communication around response Different modern ways to report and track response Clearer communication on the local resource eg our area has a PCSO but others don't know this
- To be visible.
- More police presence on the streets. I have absolutely no confidence in the statistics that suggest crime is falling!
- Catching offenders and sentences that provide a suitable deterrent
- I feel safe so can't really add anything here.
- Visible. More bobbies on the beat.
- It is important that the community get feedback if they report a crime, have empathy if there is a problem and then they will work with the police to tackle crime. The police are still not visible locally, so the perception is that they are not active.
- More police on streets. And on foot.
- Personally, I feel quite safe anyway, but then I am not a fearful person. Most folk seem to want to see a high-profile police presence in their local area. I just want to know that there will be a rapid response should it be required.
- ...what do I want policing 'to look like'?? Useless open ended question! People often say they want Bobbies on the Beat - all well and good, but quite often the way they are garbed is threatening rather than reassuring. Just to feel that someone will 'do' something about a crime, rather than dish you out a 'crime reference' for insurance purposes, would be nice.
- I have felt bullied by the police & made to feel I'm in the wrong when I'm not
- Police on the beat
- More police on the streets would make everybody feel safer. Not just in Bedford but in the villages where we are the poor relations when it comes to provision of policing (and many other things) compared to the town.
- A sound, speedy and trustworthy response when called upon. Obvious presence to deter criminals and their activities.
- A police/PCSO presence in areas of known anti-social behaviour e.g. Midland Road. In general, I do feel safe and feel confident to be out on my own even in the evening.
- Visible on the streets and not the roads. Local contact who you know the name of.
- Bobbies on the beat
- More visible police, and better attitude from call centre staff-too often what you sincerely report is 'not their business' eg around dumped vehicles.
- E mail updates on police activity in the area To be kept advised of changes within local policing Awareness issues relating to personal safety Free surveys of household security see a physical policeman on a regular basis in the community
- Sort out down and outs sat about town and along river near Count Hall drinking in the day. I feel threatened.
- Engaging with local communities so that people have confidence and trust in the police
- I am not sure. The number of burglaries appears to be the same, judging from reports and our local area. Late night opening hours for pubs are a nuisance for anyone living within the vicinity of the town centre: noise, vandalism to cars and gardens etc, feeling unsafe walking back via town centre from the railway station. Embankment parked cars with people sitting in them and hanging around them.
- For Police or PCSO's to be seen reasonably regularly in all communities, and to know that 'real' issues reported to the Police on 999 or 101 will be dealt with within a reasonable time.

- *Something they are not in a position to address, but one day the Borough might be - and that is the proliferation of seedy night clubs and bars.*
- *More police officers on the beat. Not always walking but showing a presence eg Town centre, Local shops.*
- *Joined up working, holistic approach to problems.*
- *Invisible until I need assistance. And to be taken seriously when I do ask for it.*
- *More VISIBLE policing, not driving round in cars !*
- *More police on the beat and more signs of local police.*
- *To be seen in all areas to be able to voice concerns when they arise*
- *More visible foot patrols*
- *Policing should be efficient and inconspicuous. I don't believe that more patrolling bobbies makes a difference but I think that efficient policing does.*
- *Not sure what the options are.*
- *Bring back local policing!!!!*
- *More foot patrols.*
- *Personal engagement - I do not know a police officer in Bedford Borough. It would give me more confidence in the police to know "Mark" or "Jane" my local PC.*
- *They should respond faster to emergency calls. They should take treats as serious as the crime.*
- *More visibility of police officers*
- *I feel safe, but nothing to do with Policing. Police approval is very, very poor. Need to be less neutral, and more focussed on criminals.*
- *Officers to be seen more on foot*
- *More Police on the street's*
- *A presence!*
- *more police walking about so you are able to talk to them. More Police about in cars*
- *In order for communities to feel there needs to be a regular police presence in the area.*
- *to be seen on the streets not wandering around in cars*
- *more visible. more community policing*
- *More visible, more responsive, actually do some old fashioned police work and try and catch criminals - stop shifting the emphasis onto the public to gather evidence and catch criminals etc. More powers to deal with ASB quickly and strongly.*
- *Crime hot spots and show physical !police presence not only during events but at all times in and especially in my village Clapham at night time and during the day as the village is being turn into mini Columbia cartel*
- *I think a more obvious police presence would be beneficial*
- *We want a visible presence not just a crime number*
- *To see local police getting to know the residents in their area.*
- *Go to parish Councils and Take Notice of what they say, from Local people*
- *More 'visible' Police on the beat*
- *More Police in town on Foot to slow down electric buggies and bikes*
- *More regular access to local police via internet and information stands at evens.*
- *I already feel safe. Though whether closing all the local stations will help this is another matter.*
- *You do not see the police on the beat anymore.*
- *police to be seen, We 4 PCSO covering 52 villages(QUOTE FROM RURAL POLICE INSPECTOR) AND SOME WARRENTED OFFICES AT KEMPSTOMN GIVEN THAT ' PCSO,S HAVE NO POWER .*
- *more police on foot in local area*
- *We should have more Policemen on beat especially in the evening*
- *More police visible in the community - talking to residents, taking part in events etc*

- *My opinion of the Police is that they are all natural-born bully boys who have the perfect outlet for their inadequacies in the force. Curb their aggression, reduce their paranoia*
- *Return to local point of contact with a Police Officer not via a phone*
- *Friendly*
- *We need more visible policing, not PCSO's. I live in Kempston & never see a policeman*
- *More information (a lot is going on in Bedford which we hear nothing about). I see helicopters overhead and would like to know why? or police cars speeding to events - what events? Not having to rely on newspapers to find out - if then.*
- *I'd like info on crimes committed + actual outcomes of policing ie what % of criminals caught / crimes solved / perpetrators brought to justice. I want info on sporadic/random crime vs offences committed definite motives. It feels like random crimes are increasing. That's what makes me feel unsafe.*
- *I would like to see faster response times, when elderly people are in need. (Two & a half hours after calling, when a youth has broken a window is way to slow!)*
- *More beat officers*
- *I've noticed there is sometimes a Police 'presence' (usually a car) in the town centre in the evenings, which feels very reassuring. Also - important to feel that if Police are called they will attend promptly (I'm sure they do usually)*
- *More Police presence in all areas*
- *Tougher action on drug & alcohol abuse*
- *More Police on the pavements and not just in Bedford Town*
- *Information on numbers to call re different issues. Seeing local police officers in the area. Police officers having contact with schools to discuss issues.*
- *More officers on streets, not just driving by in cars. People like Carol Copeland should be moved back to areas she was brilliant dealing with all issues in Riverfield Drive Area*
- *More visible and on foot*
- *Greater visible present on foot.*
- *Greater visibility, swifter more visible resolution of issues and tougher penalties and publicity of offenders.*
- *Gangs of youth who intimidate the streets especially after dark and after drinking.*
- *occasionally visible.*
- *More community policing would help as would more family events in neighbourhood community centres. But then most countries are facing a similar problem. We need some social innovations by social scientists. So lets together put on our thinking caps !*
- *It's not so much what it "looks like" but , rather, the balance of reporting.*
- *More visible*
- *more policeman on the beat*
- *Greater visible policing and quicker response to requests.*
- *More visible police officers.*
- *Policing needs to feel like it has a "presence", the only time you see police, in general, is when they're driving down the road (and rarely with the blues & two's on!).*
- *More community police visible on beat - things like Bedsafe to be extended - lighting to be improved in alley ways.*
- *Visible and responsive. I live in a village and rarely ever see the police yet, every day, I see vehicles parked on double-yellow lines and anti-social behaviour. I also want to see / hear about results. Do they ever catch burglars, car thieves, etc? They may well do but I don't hear about that. They should make better use of the local newspapers so that we can all easily read about their successes.*
- *High visibility*

- *Police back on the beat. Its so rare now to even see a police car even on motorways. I do not believe crime is decreasing!*
- *Obviously the return to the "Bobby on the Beat". A public presence which does not sit with cut backs in recruitment. Nothing can replace the physical presence of a policeman. Cars etc both distance & isolate the public and "guardians of law & order"*
- *Make travellers so called obey the law & be afraid to steal as I have experienced (good.....help)*
- *Visible and responsive. I live in a village and rarely ever see the police yet, every day, I see vehicles parked on double-yellow lines and anti-social behaviour. I also want to see / hear about results. Do they ever catch burglars, car thieves, etc? They may well do but I don't hear about that. They should make better use of the local newspapers so that we can all easily read about their successes.*
- *More visible Policemen. Local Bobbies with Local knowledge, not from 10 miles away.*
- *The police need to focus less on community relations and more on tackling criminals. The police should target those engaged in serious and organised crime, drugs supply, burglary, robbery and vehicle crime and other forms of criminality.*
- *I want to see police or special constables out on the streets, in the community.*
- *I want to feel safe in Bedford town centre at night*
- *That's a huge question which would need a lot of unpacking to answer properly! Policing needs to be responsive, effective and just. it needs to enforce the law while respecting the rights and freedoms of the individual.*
- *The odd drive through the village see and be seen would be good. I am not sure if the police visit the schools they have become remote from most communities only appearing in times of trouble. Touch the communities they serve*
- *Faster response teams to tackle crime when called by the public.*
- *I would like the Police to have the resource to be able to police the local area properly, to be visible in the town, to ensure that the community is able to access them and feel confident in their response when they need them.*
- *We have paid extra rate, to have local policing - I have yet to see one in Kempston*
- *presence on streets not by car alone*
- *Visible presence. Highly responsive. Zero tolerance approach*
- *More visibility in cars and on foot*
- *Proactive policing*
- *Be seen to apply the law eg Act when cyclists cycle (past six police standing on a path) on path.*
- *Easy to contact and visible presence.*
- *More police on foot in all areas*
- *Visible police presence, engaging with people. We seem to have this already in Bedford although I can only speak for daytime.*
- *More officers on the 'beat'*
- *More uniformed pc's on the beat - particularly in the more outlying areas*
- *More police presence. More foot patrols. People don't report crimes if they think there will be no or a slow response*
- *More visible presence and more officers especially in Kempston*
- *more police on the streets*
- *More policemen/women walking the area and local police stations*
- *Be seen! They only appear in numbers when their pay or working conditions are being negotiated*
- *The Police need to be visible & respond to the public. Not just give a crime number*
- *A real presence on the street*
- *More police on the beat or at least community policing in the town*
- *visibility of police officers locally*

- *Make policing visible. At the scene of an accident they come out of the woodwork. At other times sightings are a rarity*
- *Visible policing in Neighbourhoods*
- *To see more visible policing on the streets*
- *More visible and not just in cars.*
- *Making more foot patrols in both town centre & villages*
- *More emphasis on how safe Bedford is rather than campaigns to improve safety which actually increase fear. Perhaps some good news stories!*
- *More policemen 'out and about'*
- *Never see a police officer on the street other than in Bedford town centre*
- *The most obvious feel safe experience is to actually witness Police Officers patrolling the Town Centre and local neighbourhood patrol cars*
- *I would like to see a policeman on foot now and then. I also deplore the use of cut price so called 'Community Support Officer'. I also think the so called 'Police Commissioner' is a waste of space.*
- *A visible street patrol. Police that look interested. I am thinking hard about the last time I saw a police patrol. Unable to recall!*
- *More Police on the streets to spot things and nip it in the bud. Test people for alcohol levels before leaving which results in attacks etc*
- *More Bobbies on the street - what about installing security alarms for the very elderly and the vulnerable who are most Targeted*
- *Anti-social behaviour by youths could be much improved by Police on the beat, not in comfortable cars or offices.*
- *Visible, approachable police whom the public could get to know and speak to, voicing any concerns they may have.*
- *There should be more of a police presence. As I said in previous comment that Police should be proactive.*
- *More use of CCTV in a variety of locations. More personnel.*
- *Presence in street*
- *Stronger quicker action against travellers when they illegally occupy somewhere in the Borough. Reduced licensing hours to minimise the rowdiness late at night and early morning.*
- *More visible low level police presence - officers walking about, cars parked in town centres Fri/Sat evening, cars driving through rougher areas to be seen & ready for any problems.*
- *To be seen ore like they used to be e.g. "bobby on the beat"*
- *Visibility - friendly not intimidating*
- *Budgets do not allow what is required which is PRESENCE.*
- *more patrol and control drugs*
- *More policing by consent, rather than the present "them and us".*
- *Updates as to local issues raised and action being taken/progress made.*
- *Visible*
- *More visible officers walking in town centre area*
- *Show " A presence" in and around town*
- *Don't know*
- *visible, responsive, fair and non-discriminatory treatment for all*
- *More visible policing, not just in Bedford town but places on outskirts e.g. Brickhill.*
- *I would like more police in evidence around, for example, in Bedford on foot.*
- *a) More visible presence walking the streets. b) Policemen to look like policemen not robocops*
- *Visible (but inoppressive) police presence on the streets, expansion of police cadet programme, local justice being seen to be done - i.e. BRING BACK CRIMINAL COURTS TO BEDFORD MAGISTRATES COURT!!*

- *Start with local officers who don't look like armed Guerilla armies and who deal with small crime properly - cycling o pavements, graffiti etc. Clearing up bottom levels leads to public satisfaction and lowers higher crime levels.*
- *Publicise success rates in solving crimes put the names of criminals in the paper after they have been found guilty & sentenced Name & Shame*
- *More active policing on the streets.*
- *1/ Visible 2/ Contactable 3/ Responsive once contacted*
- *- Visible policing in villages - Police to enforce TRO in Renhold - Police to enforce speed limit in Renhold & other villages to introduce a 20 mph limit outside EVERY school in the authority*
- *More rural policing*
- *More police patrolling the streets*
- *More visible on the beat - not just in cars. Stop tying police officers hands with red tape & burocracy*
- *More police on the streets. Actively trying to catch criminals. Be more pro-active.*
- *Obvious, but not intrusive*
- *More police walking/cycling so they are visible to the communities*
- *Good communication between police and residents with a considered response to appeals for help and advice*
- *Do not change the look it does not matter*
- *More Police 'on the beat'. Knowing who to contact if necessary. More Police education in schools on relevant issues. More small cop shops.*
- *More visibility and obvious presence. The only time I see a police presence in Bedfordshire now is on the TV crime programmes! I'm told we have a community officer in Wootton, do we!?*
- *More street presence. Return of the 'local Bobby' who knows his community and is known to them.*
- *More visible police - on foot.*
- *Visibility of Policing*
- *Presence on streets, high profile*
- *To see more police officers on patrol*
- *A visible presence. Prompt response to crime.*
- *More news of successful convictions - it seems to be about PR.*
- *Return of beat bobbies in local community*
- *Be effective*
- *Pleasant police presence - and their ability to respond quickly to a problem.*
- *Need to see and feel physical presence of police*
- *More police walking with the public, not just driving around in cars.*
- *Ignore irrational opinion focus on real data & crime.*
- *It would be good to see more Police and support officers in the town centre.*
- *A visible police presence not riding round in police cars & a lot of them look over weight & unfit*
- *Police seen outside schools start/end day could be police volunteers. Also around parades shops evenings*
- *It does not help when you read the papers and see that different areas of policing are being cut due to finance or that Greyfriars Police Stations is closed at night!*
- *less reactionary policing and more positive policing especially the way in which cyclists ignore the Highway Code.*
- *To see more police around and feel that if I needed a policeman I could get to see one. I wish people had more confidence in the police.*
- *Police on the street. More regular police - helps build relationships*
- *More police walking, on bikes, high profile near schools (especially upper) so young people can feel they can approach police at ease not under tension*

- *More community policing, with good relationships developed with communities and good quick responses when crime is reported/committed. A belief that reporting crime results in action.*
- *Police on beat, there is no respect for police. There is more consideration for the minority who speak up. While rest who are busy with their life get left behind in what they want.*
- *I think that improvements need to be made when the public ring 999 or 111 for reporting an incident we need to have confidence that an officer will arrive to deal with the complaint! We have not even seen anyone when we ring and something is happening & still is.*
- *More trained police on the front line with administrative tasks done by administrators. More community police support officers.*
- *More information regarding what the crime stats actually show - broken down by offences, ages of victims etc, to make people better aware of trends. Neighbourhood watch warns of local crime without putting it in context.*
- *Get police out of offices and cars. They should be required to walk around the town, calling on people to provide reassurance. There is no visible relationship between the public and the police.*
- *We need a service that is relevant to Bedford. Instead of looking at stats that may not have any relevance to Bedford we need to look at low level crime that does not get reported because nothing will get done because the police do not have the man power*
- *I want to see police in the community not just a bunch of cadets at the River Festival, and when the police are required, I want them to be sympathetic to the situation not to act as judge and jury and for them to believe people are innocent until proven guilty.*
- *Named visible, proactive community police officers*
- *Zero tolerance of drugs, drinking, vandalism and anti-social behaviour. Don't have the PCs and PCSOs just walking past drunks on the street.*
- *A human face and presence by police officer in all areas of the Borough and confidence that the Police are on the side of law abiding communities*
- *More visible police even when there hasn't been a major incident*
- *low key but more police on foot patrolling local areas and getting to know local people*
- *Visible. I would like to see & know by name my local patrol officer. You do see police patrolling in town centre, but not anywhere else.*
- *Loose the obsession with trivial 'quick wins' like 'speeding' - address genuine problems like dangerous driving. (If speeds dangerous hold police cars to the limit? Ok, my point is you know speed done is not dangerous)*
- *To know that a police man/woman will respond if you need them. No more police on the beat - but one easy number to call them if you need them.*
- *Give meaningful sentencing*
- *More visible, both in cars and on foot*
- *More police on the beat & driving around*
- *Responsive if help required/requested*
- *More visible & faster response*
- *More police on the streets*
- *More police presence on foot in public places*
- *A physical presence on the streets would make the town a much safer place for the community*
- *More police presence. Tackle low level crime eg bike theft, tackle unauthorised encampments more quickly*
- *Continued Police presence on streets etc. I like how every now & then a Police car drives down the road*

- *More visual police, not just traffic flashing speed limits or police with speed guns. A simple police presence will deter speed and crime.*
- *More Police walking within the community and with the local schools children know 'who' their policeman is by name*
- *Visibility. Both in terms of police presence / local "bobbies" but also signage etc to give information on initiatives and how to contact the relevant people in case of issues.*
- *Visible policing in all areas of Bedford Borough. Police on foot engaging with the community. This will never happen as those running the force are target driven.*
- *I think that a more visible police presence would make people feel safer. Before the river festival I hadn't seen a police officer around the Bedford area for several months.*
- *To be seen on patrol on foot, as bike. If patrolling in a police car then get out now & again & be seen - more contact. It's great to see the police - they are part of the community.*
- *On the beat bobbies!!*
- *More police visibility on the streets at night time especially*
- *A more visible presence of officers - not necessarily more officers*
- *To be able to trust the police*
- *Police in the streets again - walking around all the streets - can't remember when I last saw one - at least 5 years ago!*
- *Less invisible & anonymous - I don't even know who our local bobby is, if we have one!*
- *Like to occasionally see a policeman near a school or where no activity is taking place.*
- *There should be more Policing on foot at night (at evening times). Teenagers hanging around shops, embankments, causing trouble to people*
- *More visible Policing in the Town Centre and not just when something bad happens or when a major local event takes place.*
- *I want to see Police officers walking about in the community, not in cars or offices. I want to have the opportunity of having personal communication to be able to ask questions and obtain verbal feedback*
- *Policemen/Policewomen acting as Police not Social Workers*
- *I don't think this is a police issue, but rather a perception caused by the media*
- *More visible police presence. More information for the public about crime rates which is accurate.*
- *Have real policeman not plastic ones*
- *Visible and local, I like to see police officers walking & in cars locally & in town. I also teach my daughter they are people who she can go to for help.*
- *Back to basics. More coppers on street patrol.*
- *See previous answer*
- *More community police patrolling local areas*
- *Police officers on foot/cycle and continuity of officers in each district*
- *More visible police patrols - preferably on foot not just in cars*
- *More rural policing. Parish councils able to employ PCSO's*
- *We want a police force that will take decisive action against - for example caravan travellers, who continually break our laws and get away with it. In general our Police are great.*
- *More 'visible' policing - patrol cars, pc's on foot, more community contact*
- *Even minor crimes are tackled rigorously*
- *More foot patrols*
- *Less of them "chatting" with local jobs in town. More patrols on foot.*
- *More physical presence in town centres*
- *More police on the beat. More time outdoors not in office*

- *The should be evidence of policing in town centre (was better 60 years ago when crime was low) in parks (used to be park wardens around on bikes) Generally people feel they have no protection against crime these days - police seem to always be driving around in cars.*
- *See 1. Police walking in town centre sometimes. 2. Police car/s driving, sometimes in the build areas especially residential e.ge. if car driving through the estates - not too often & too obvious*
- *I would like to have Police walking round my area which is LOVELL ROAD BEDFORD just to keep an overall eye on speeding cars and knowing there is someone for this neighbourhood to talk to*
- *Bedford will never be safe*
- *More police presence in towns & parks*
- *To be more visible in the community and to take an interest in the local community activities and projects*
- *Much higher police visibility, bobby on beat interaction with the community. Actually catching criminals instead of closing cases so quickly*
- *More frequent local visibility and accessibility*
- *More visibility of Police on the streets*
- *Visible*
- *Greater presence and removing low level crime. High street at night is filled with drunks. Also better promotion of what they actually do!!*
- *Stamping out anti social behaviour. Organise a system 'like the one in Liverpool', where volunteers are available at marked places to accompany people who are concerned about going home alone*
- *Dealing immediately with so called "low level" crimes and anti-social behaviour. In other words adopt a "zero-tolerance" policy.*
- *More obvious and quick response*
- *I am unconvinced crime levels have decreased. Just as likely that less is reported as the likelihood of catching criminals has reduced in the last 20 years*
- *I disagree that crime levels are decreasing. Fewer people are reporting minor crimes. I want to be able to see a police officer when I am out & about*
- *Stronger deterrents & more visible interaction & involvement on the ground.*
- *More police on the streets and faster response times*
- *The figures are false because many crimes are just given crime numbers and never followed up for possible prosecution*
- *Visible. Make community police - real police - give them powers*
- *more police on the beat*
- *More 'bodies' actually walking around, not parked in twos need pedestrianised areas. Good, old fashioned "bobby on the beat" preserved*
- *Obvious Police presence, however brief, as there used to be when there were local area community Police Officers.*
- *No one believes crime is decreasing - it is not being counted. Police etc are in denial about it.*
- *more local officers on the streets in the community, more cctv cameras and reduce groups of youths gathering in local shops or areas where people feel they can not use whilst they are there.*
- *Rapid response to incidents*
- *More Bobbies on the beat*
- *More policing in the villages*
- *Local crime in Rural areas that are out of sight of the main towns*
- *More visible policing, travellers moved on quickly or even better not allowed to park on my estate*
- *Highly visible presence.*

- *More visual police in the rural villages*
- *I want policing to disperse crowds of youths who look threatening - especially at night. they take care to catch people using mobiles and speeding and driving carelessly. We would like police presence in the town (in have noticed there are more police in the town centre and that is good)*
- *We hardly ever see police officers on the streets any longer! Where have they all gone? The Cop Shops are mostly shut and there does not seem to be the same police involvement with local communities that was the case several years ago. A confident, friendly and assertive police presence is required, surely, in order to create this image in the minds of the public? Police officers no longer seem to be integrated or accessible.*
- *More visible police. More regular patrols*
- *Integrated into the community. Offer advice on crime prevention, update the local community on local crime trends, support the victims of crime, improve detection and apprehension rates.*
- *Greater visibility*
- *Visible and proactive .*
- *Visible policing*
- *Bobbies on the beat, with the traditional "custodian" helmets and dark blue uniforms - not modern high-vis.*
- *A culture of zero tolerance needs to be introduced for any street crime ranging from dropping litter to drunkenness and the effects of alcohol. It may cost more to police but in the long run it will reap benefits, through less associated crime being committed, that will outweigh the cost. The only problem is that politicians of any party seem to be incapable of such strategic thinking and are totally blinkered into looking at the bottom of a balance sheet rather than the more meaningful cost/benefit analyses.*
- *Less red tape & a return to the law serving the people not people serving the law. The law is there to make the place a better place to live but for example the camera parking vans strictness of the parking gastapo have made it a worse place to live because they are always there ready to rob you if you are not perfect & who wants to live under that sought of pressure when all you are doing is trying to live & be a part of the community, The result of this example is that I avoid bedford & has caused a hatred of the council so I have to battle with helping my fellow man & feelings of distain for the council, fortunately I will always try to make it a better place but working with the police & the council would be much easier if people did not feel so under attack from the people who want our support.*
- *More visual*
- *More presence on the streets, proactively tackling offenders.*
- *Evidence of police on the streets*
- *Approachable, active, enabling and able and willing to carry out their duty without fear or favour*
- *more police presence on the streets and areas where people 'hang around', especially at night*
- *Have officers on patrol in sufficient numbers to be effective.*
- *MORE BOBBIES ON THE BEAT. LOCAL NEWS BULLETINS.*
- *More visible policing and reaching out to the community more effectively, but this has not been easy with recent cuts in funding and manpower. Organisations like Neighbourhood Watch can be helpful in bridging communication between police and public.*
- *I feel safe in my area but I am sure many people would feel safer if there was less drinking on the street/ open spaces which feel v. threatening if you are on your own and there are 5-6 people drinking together.*
- *A visible presence - with a proportion of it out of the patrol car*

- *More community policing, police to meet with general public more*
- *Greater visibility and faster response times*
- *Higher visibility of the officers & PCSOs plus information and detection rates and actual crime levels*
- *Emphasis on local policing with an officer leading on each area. More support for community safety forums & neighbourhood watch schemes*
- *Tackle the low level issues, by taking care of the small stuff e.g. vandalism and having a visible presence will help people feel safer.*
- *Quick responses to calls. Presence on streets*

Appendix I: Central Bedfordshire Results

Results for responses outside Bedford Borough

To help us locate the area where you live, please provide us with your postcode?

Postcodes have been converted to wards in the area

CBC	4
Luton	2
Base	6

Have you had contact with Bedfordshire Police in the last 2 years?

Yes	3
No	3
Base	6

If yes, how satisfied were you with the service you received?

Very satisfied	0
Fairly satisfied	1
Neither	0
Fairly dissatisfied	1
Very dissatisfied	1
Don't know/ can't remember	0
Base	3

What does "confident communities" mean to you?

This was an open question where respondents were requested to type in their response.

The responses have been included verbatim below.

- Feeling safe in our communities and having confidence in the services we are provided. Having the community working together under intelligent and innovative guidance from our service leaders.*

- *Being able to rely on the police to help when needed.*
- *Nothing. Buzzwords.*
- *don't know, its jargon, WHY???*
- *Where communities have confidence in the service the Police provide in tackling crime and keeping us safe.*

Do you believe your local area (15-20 minutes walk from your house) contains confident communities?

Yes	0
No	5
Don't know	1
Base	6

If not, how can this be achieved?

This was an open question where respondents were requested to type in their response.

The responses have been included verbatim below.

- *Regular noise from people coming home from nights out. Occasionally people shouting in the street. More of a presence and local people being equipped with the knowledge on how to deal with this sort of low level but antisocial behaviour without fear of being a nuisance to the police.*
- *Real policemen walking the beat.*
- *Greater Police presence*
- *Crime is there, here, ALL DAY, because there is no Visible deterrent. We the tax payers have said for YEARS, Put the Bobby back on the street. You've tried Policing with Bobby's on Bikes, Horses, Panda's, Helicopters, CCTV, Community Bobbys, even screaming around with Sirens going, when on the way back to the Closed Police Station....you even took the manpower away from Leighton Buzzard to LUTON the Beds Crime capital... all failed. Station CLOSED, Ring a number, answer machine...no one rings back...HOPELESS....so..Crime is an opportunity...*
- *A police service that represents the local community and is aware of its concerns, diversity awareness and is open and transparent.*

What do you want policing to look like in order to feel safe?

This was an open question where respondents were requested to type in their response.

The responses have been included verbatim below.

- *Closer interaction. I don't think I've ever seen a police officer in my area and think there need to be more informal relationships between community support. Not just those that are breaking rules meeting the police but others in*

the working community at more enjoyable community events. Most people in Flitwick commute so some of the things that are done don't reach that group.

- *VISIBLE (and I don't mean hi-viz jackets.*
- *I work in London 3/5 days a week so I don't see much day time policing but I am sure that an increased day-time presence would reduce anti-social behaviour in my area.*
- *More Police/PCSO patrolling the streets*
- *VISIBILITY...on the streets...walking Talking...Day and NIGHT...*
- *Visibility, professional, polite and willingness to help and build a confidence that promotes a feeling of safeness*

Appendix J: Central Beds Town and Parish Council Results

	1. Definition	2. Measures to gauge confidence	3. Policing to look like	4. Current Police communications	5. To reduce the fear of crime?	6. What can your Council do?	7. What can other parties do?
Sandy	Low fear of crime, healthy prosperous place to live.	Survey to every household, telephone survey to cross section	Local presence at different times of day. Drop in surgery to give feedback.	To the public very little, to Councils adequate.	Keep giving people the message that crime is low.	Stop bad news stories.	Keep publicising good news stories.
Northill	This community has confidence that its Police Force has the means and the will to discourage crime and bring those who are not discouraged to justice. This community feels safe because it trusts the Police Force, can see that policing is effective and will willingly co-operate with its	An annual questionnaire might provide the answers, but this is expensive. More specific measures might include: The level of public response to Police requests for assistance and information; the number of complaints about the Police from the public (reducing over time we hope); the number of communications from the public congratulating the Police on good work. Number of citizens involved	Visibility and accessibility and success are key. Policing can seem remote and almost invisible in rural communities. Police initiatives such as registration plate security events in retail car parks are positive markers as is the "Bobby Scheme" to give older or vulnerable people advice on security. More initiatives in this vein could start to raise community	The Ringmaster reports are excellent and always provide advice to the community on methods of reducing the risk of crime. Our Parish Council also receives the crime statistics for our area. However, a detection rate of around 10% may be seen as negative by the public. The Ringmaster reports might benefit from greater public awareness and local councils can assist in this. Perhaps detection	Nationally, average age is increasing and older people tend to have a greater fear of crime. The 101 non-emergency 'phone number is a good initiative. Everyone is aware of "999"; more awareness and use of 101 would be helpful; this enables people to express concern without worrying that they have wasted police time. Once again, visibility is important – the only time most people see a	Communication is Council's role here. Northill Parish Council receives Police communications and forwards these to Councillors. Attendees at council meetings from the general public hear reports from the local PCSO. Publication of Police communications on our Council websites can help, but not everyone looks at webs, so use of notice boards to publicise Police initiatives such as the Bobby Scheme is	Local Press and media can be encouraged to broadcast Police successes and general communications about Police activity. Too often these media appear to rejoice in uncovering Police fallibility rather than delivering balanced reporting.

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	<p>officers. At this end of the parish, I think that some parishioners do not feel safe, due to the high number of shed burglaries that have taken place in July/August, with no resulting arrests bringing the perpetrators to justice. This community should have confidence that its police force has the means etc.except that it doesn't (have the confidence) Hence: A definition of a confident</p>	<p>in the "watches" (Neighbourhood, Speed etc.)</p>	<p>confidence at little cost. Neighbourhood Watch, Street Watch and Speed Watch help participants to feel they are part of the Police Force.</p>	<p>rates could be applied to two categories – serious crime and "petty" crime. A high detection rate on serious crime would make a community feel safer. Care would be needed on the distinction; "petty" to some might be a disaster to the individual affected. Knowledge of conviction rates on detected crime could inspire confidence.</p>	<p>policeman out of a police vehicle is when he/she is pointing a speed detection device at them and this may colour their perception of police priorities. Occasional visits to a community with a stand in Village Shows or other events will encourage two way communication and Police visibility – hence confidence.</p>	<p>important.</p>	

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	community should be that its police force has the means etc?						
Milton Ernest	A community where people feel safe and secure. Where there is positive interaction between residents.	Questionnaires to residents. Face to face contact by the police and groups such as neighbourhood Watch.	A presence when requested.	Ringmaster is good, but not sure how accurate it is. eg: Are all crimes in an area reported via Ringmaster. Crime Stats could be better described, ie. Time of day, point of entry etc. I know of Crime Alerts produced by NHW for the Police but these are not well advertised outside the areas where they have been issued.	Detection rates where crimes have been reported should have a positive outcome. Again it is the availability of the police to be seen even where there is little crime. This could be at regular events such as organised coffee mornings, ladies or men's groups etc.	Is already supporting Neighbourhood Watch in the village. Through financial provision for newsletters and provision of information to the whole village.	A bigger presence where problems occur.
Melchbourne	Our community feel that confidence comes with the knowledge that the support and help is there if it is needed	If people feel that support is there if it is needed, no matter how infrequently it might be requested, this would change the perception of confidence. It is	It seems evident that neighbouring police forces do not appear to communicate with each other. This has lead to a spate of crimes in close	Criminal activity statistics tend to be judged based on experience and observation and gives great concern to many. Any information sent to the parish is communicated	Please see previous answers.		

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	and being requested. Communities feel vulnerable and powerless if they are unable to solve or resolve a situation themselves where, in particular, they are being ignored by an individual or group of individuals whose actions, or lack of action, will clearly lead to a dangerous situation, direct threat to livestock or an accident.	appreciated that the police force can only operate within the powers of the law but a visible presence and an obvious awareness can achieve a great deal.	proximity across county borders where it would appear that criminals were able to exploit this weakness to the detriment of the local communities.	and this is satisfactory, giving little cause for concern or comment.			
Dunstable Cllr Reynolds	Residents feel that the police and their council care about their	Not just to take note of residents concern but to be seen too take note	Officers being seen by the public	Very poor	The police to take note and respond to crime, it is the case that confidents in the	Confidents in Dunstable Town Council in the Manshead ward is very low as most	Keep the centre and give the Creative Church who are doing more for the

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	concerns and wellbeing.				police is very low and many people think that it is a waste of time contacting the police, I have first-hand knowledge of this as I work in the local shopping centre	resident believe that the council is attacking the Downside estate by going out of its way to destroy the community centre, as far as I can see as a councillor it is the case that the town council is hell bent on this course of action	community than the council will ever be able too, a long term lease. I would like to comment as a town councillor that the decision by Dunstable Town Council to destroy the community centre will be a disaster for the future, the Downside estate by CBC figures is the most deprived area in the CBC area, if the centre is destroyed it will alienate the residents even more.
Dunstable Cllr Hollick							Greater police visibility would help to create a more confident community; that speedy response to calls (albeit taking into account other priorities)

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							would also give more confidence in reporting crimes. No good encouraging reporting if late response.
Dunstable 2	One that goes about it's day to day activities with no fear and can visually see local policing taking place on our streets	Level of complaints to local councillors around the volume of crime being reported / not reported within their wards.	Residents and myself want to be able to see visible police officers on our street, and in our residential areas on a regular basis. Get back to patrolling our streets from Dunstable on a daily basis – not coming from Luton all the time.	Concern over the level of non reported crime – see very little crime report detail on a regular basis in the our local press. Residents want to see crime reports and updates in the press – this will give confidence that things are being tackled	Visibility of police officers will help with this	Increase visibility	Report all crime as it happens
Cranfield	The community must have confidence in the police. By this we mean that we believe you have the right	Police are observed to be present when incidents that cause concern to people living in the community occur.	People want visible policing, and to feel that the police will take complaints seriously. In Cranfield much of the crime relates to	The Parish Council is provided with the local crime statistics, but it would be advantageous for these to be supplied directly to the local press, in	Crime statistics need to be more widely publicised in order to reduce the fear of crime. Vulnerable groups such as the elderly or ethnic minorities could	The Council could consider facilitating a public meeting with the police if this was thought to be beneficial.	Local press, particularly local television news generally features only the bigger crimes, and this can affect people's perceptions of the levels of crime.

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	<p>intentions toward us and that you are competent to do what we trust you to do.</p> <p>We trust the police to deal with everyone fairly without prejudice, in accordance with the law and individuals' rights.</p> <p>The community should be able to go about its lawful business knowing that the law will be upheld by the police. For example people must feel that crimes will be thoroughly and investigated without</p>		<p>issues such as anti-social behaviour, and there is anecdotal evidence that a lot of this goes unreported as there is a belief that nothing will be done.</p>	<p>particular the Cranfield Express so that they are seen more regularly by a wider audience. The existence of the Ringmaster service should be publicised more widely.</p>	<p>be approached directly to offer advice and to demonstrate that the police can be trusted to protect them. The Police and Crime Commissioner regularly holds public meetings to report on the crime statistics and the police response to them. To allow working members of the community to attend these meetings would need to be held at weekends or evenings.</p> <p>The Council feels that the quality of the statistics provided does not properly reflect the actual level of crime, and the detail of this should be improved so that everyone can be confident in their</p>		<p>Steps should be taken to encourage them to report the real statistics so that crime prevention measures that could be taken.</p>

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	prejudice.				quality.		
?	One which does not live in fear of criminal activities	Statistics relating to crimes solved	Daily visible presence. Immediate response when a crime is reported	What arrangements?	All of the above	Nothing without Police support and cooperation	
Biggleswade	Being able to live in a non-threatening environment 24 hours a day and traverse the community in safety at all times.	Consult the residents of such a community.	POLICEMEN ON THE STREETS AND EVIDENT AT ALL TIMES OF THE DAY AND NIGHT. THE POLICE STATION OPEN AND MANNED 24/7.	Do they? Other than via the Town Council once a month normally with paper statistics and comparative data.	POLICE EVIDENT ON THE STREETS AND AROUND THE TOWN AT ALL TIMES DAY AND NIGHT. The police station open and manned 24/7.	Question the disappearance of Police presence and now PCSO presence. Continue to provide CCTV, including mobile, to increase confidence in vulnerable areas.	Report any suspicious movements, but THE POLICE NEED TO RESPOND QUICKLY.
Shefford Town Mayor	From the aspect of community policing a "Confident Community" is a community one where members of the public can be confident that they will	The number of complaints by members of the public directed to T&PCs, about drunkenness, licensees breaking the law, rowdiness, loud music from licensed premises until two or three	Simply, members of the public want to see a positive reaction the comments made above. They want to see a uniformed presence in the communities at the times when	Overall, Bedfordshire Police do an excellent job but they don't publish the successes enough. The results of anti terror, robbery, drug, car and street crime operations do not	See comments in 4 above. People do have a distrust of statistics, There is little to be gained telling a resident that nationally anti social behaviour is dropping, when he just seen his garden wall	Our council can and does promote the work of the police at every occasion. We run events during our market days to allow the police to present various crime reduction strategies to the public. Number	It is an essential part of the work of all 'blue light' services to promote their place in our community, see Support4Shefford in 6 above. I would suggest that it is the job of such operators as,

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	<p>receive a suitable, timely and adequate response from the police. Often when people make calls to the police they are under stress. They don't want to talk to a control operator that is not able to empathise with them. They don't want to be told that their call is low priority and an officer will probably not be allocated for some considerable time. When a burglary is reported they don't want to have to wait for a SOCO to turn up two</p>	<p>am, anti social behaviour, street theft, vehicles speeding in built up areas, because they have tried to report incidents to the police and either have been told that it is 'not a police issue' or that officers have not responded in a timely and adequate manner or have not been tasked to attend.</p> <p>Comments from elderly community members about how they are afraid to walk past certain bars and places where groups of 'young people' tend to gather.</p>	<p>incidents are most likely e.g. during the 'nigh time economy', during the 'run to school' when parking and traffic nuisance is at its highest, summer evenings when people are being plagued with noise from parked cars.</p>	<p>get published enough. Ringmaster is an excellent tool but many people do not know about it or do not have equipment to receive it. Ringmaster does not receive the priority that it deserves. At times of annual leave it becomes sporadic or non existent.</p> <p>The success stories need much more publicity e.g. the confiscation of the 'drug barons' car and assets. People made lots of good comments following the recent Community Day in Shefford. A regular reporting spot in the local press and local community newsletters and magazines would go a long way to helping improve</p>	<p>pushed over by drunks on their way home and he was told that his call would be 'prioritised' and he cant get a crime number to give to his insurance company.</p> <p>In the cold light of day it is obvious that an anti terror or armed robbery in Luton or Bedford will take precedence over an anti social behaviour incident in Shefford.</p> <p>More, local, PCSOs would improve the response time to incidents and would eventually discourage the poor behaviour of some of our young, and not so young, drinkers.</p>	<p>plate securing, the presence of the mobile police office, just the presence of officers to meet the public, recruitment initiatives for Speed Watch and Streetwatch are all things that we encourage, as often as possible.</p> <p>Our Main Council meeting has an agenda item, the Police Report. Any police officer is welcome to come and speak on any topic.</p> <p>We run our Community Safety Group as an interface between the public and police. Again any officer is welcome to come and speak.</p> <p>We regularly run and event called Support4Shefford. It's an event for all the support groups, paid and volunteer,</p>	<p>licensees to help promote the good behaviour of their customers, the supermarket manager not to display cases of beer where they can be taken with ease, members of the public to report all anti social behaviour, theft, and drug taking or selling, and insisting on being given a 'URN' or whatever its called now.</p> <p>You would think that my town is the centre of crime in Bedfordshire. It not. It's because the police generally do a good job. It can be argued that we don't see police officers because we don't need them. The problem is that the odd negative</p>

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	<p>days later.</p> <p>They don't want to have to wait for an officer to have to travel from Luton to attend an active incident in Shefford.</p> <p>They want to hear somebody who is confident, helpful and positive. They want to see an officer, PCSO or otherwise, quickly.</p>			the image of the police in general and the local officers in particular,		that operate in and around our community, to showcase their operations. The presence of our PCSOs showing that they are part of the support network that operates in our community always is well met by the public.	comments raised by members of the public tend to be given precedence in conversations. This is why I believe that the successes need presenting at every opportunity.
Toddington							To create greater confidence in the community more VISIBLE POLICING is required
Harlington	People should feel safe where they live and work	The levels of crime/incident reporting and the number of times	Police Officers should be more visible; their uniform should	Greater feedback on outcomes rather than just the level of incidents during	For there to be an increased Police presence and for there to be a	Keep repeating the message that we are in a low crime area in comparison	Harlington already has Street watch. PCSO's should be allowed more

	1. Definition	2. Measures to gauge confidence	3. Policing to look like	4. Current Police communications	5. To reduce the fear of crime?	6. What can your Council do?	7. What can other parties do?
		you see an Officer	be blue and they should look more like Police	a period	better reporting of outcomes	to other areas	powers. A lot of places joined the No Cold Calling scheme, including Harlington, which was then not enforced and is no longer backed by the Police – the failure of such a well-publicised initiative results in a severe lack of confidence within the community
Flitton and Greenfield					Improve visibility, communications and attendance at meetings. We appreciate that time is of the essence but instead of police cars just driving through villages maybe they can stop off for about 10 mins in places where they can be seen by the public eg outside schools at picking up times (reassurance		We would prefer to have dedicated PCSOs/Officers as in the past, so that we have a named contact who we can liaise with as a community. We think it would benefit Parish Councils to be more aware of the kits that the police hold and those that we can borrow - what do they do about/with it and how can we be

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					<p>patrol).</p> <p>Communications is rather adhoc at the moment and whilst we have Ringmaster it too only goes to people who know about it and have joined up. we have been fortunate recently in having Op Vision come to the Parish where we were able to actively 'knock on doors' and raise the awareness of the benefits of signing up.</p> <p>We appreciate that attending every village Parish Council meeting is impossible but an email describing general concerns, crimes and incidents should be sent as a</p>		involved?

	1. Definition	2. Measures to gauge confidence	3. Policing to look like	4. Current Police communications	5. To reduce the fear of crime?	6. What can your Council do?	7. What can other parties do?
					matter of course every time plus statistics before the meetings.		
Anonymous				there was a misunderstanding of the role of Policing	there was not enough feet on the beat, and not enough day to day contact with the specific public members who are prime intermediaries with the electorate		Supply the personnel manning the help desks with a detailed map of Central Bedfordshire Reduce the "Court" of the Police Commissioner.

Appendix K: Glossary

BAME	Black, Asian and Minority Ethnic Group
CC	Chief Constable
Citizens' Panel	Database of residents in Bedford Borough
Community Alert	Communication tool for Police to send information to the public who are registered with the service.
CSP	Community Safety Partnership
IAG	Independent Advisory Group
PCC	Police and Crime Commissioner
PCP	Police and Crime Panel
PCSO	Police Community Support Officer
Ringmaster	Communication tool for Police to send information to the public who are registered with the service.