



Southern Horizons (UK) LTD



UNIVERSITY OF
PLYMOUTH
School of Society & Culture

Surveying communities after major incidents

A toolkit for practitioners

Caroline Watson, Dr Rebekah Southern,
Prof Zoë James, Dr Katie McBride

CONTENTS

Introduction	2
Guidance for “Community Survey: What do you need?”	3
Community Survey: What do you need?	4
Guidance for “Community Survey: Share your views”	9
Community Survey: Share your views	11
Community Survey: What do you need? [WORKED EXAMPLE]	18
Community Survey: Share your views [WORKED EXAMPLE]	23

INTRODUCTION

This toolkit has been developed to help those tasked with assessing community needs, perceptions, and feelings of safety following a major incident. It has been informed by research carried out in 2022–2023 by the University of Plymouth and Southern Horizons (UK) Ltd following a mass shooting in Keyham, a small neighbourhood in the city of Plymouth, UK. The research was an [independent evaluation](#) of the community policing, community safety initiatives, and victim support services that were put in place in the area in the months after the incident.

The [College of Policing \(2017\)](#) defines a major incident as “an event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies.” Major incidents can give rise to a complex array of physical and psychological issues among those living and working in affected areas. For some, the effects may be minimal; for others, the effects may be life changing. We hope that this toolkit will help to address the challenges involved in finding out what people need post-incident so that communities can be supported effectively.

This toolkit includes two community survey templates, both prefaced by guidance notes. The survey templates can be adapted according to local needs and the type of incident that has occurred.

The first survey (“[Community Survey: What do you need](#)”) should be administered in the weeks following an incident to gauge the community’s immediate support needs. The second survey (“[Community Survey: Share your views](#)”) should be administered 12 months later to serve as a comparator to the first survey, allowing consideration of the sustainability of any initiatives that were put in place in the aftermath of the incident and to gauge community feelings of safety a year later.

Worked examples of both surveys are included at the end of this toolkit. These are based on the surveys that were designed and administered in Keyham and the surrounding neighbourhoods during our research project.

GUIDANCE FOR “COMMUNITY SURVEY: WHAT DO YOU NEED?”

POINTS TO CONSIDER

- This survey should be carried out in the weeks following the incident to establish the immediate needs of residents.
- Given the potential for the presence of widespread distress in the area, a trauma-informed approach to research should be taken to minimise the risk of re-traumatisation.
- Be mindful that residents living outside of the immediate vicinity of the incident (for example, outside police-designated outer cordons) may have been affected and should therefore be surveyed where possible to ensure their views are taken into account.
- It is recommended that a combination of survey delivery approaches is used to gather a representative sample of residents:
 - The survey can be available to complete online via a link or QR code. Flyers promoting the survey can be posted to households in the area and displayed in public spaces. Take care to use language that minimises the risk of re-traumatisation.
 - Community members can be recruited and trained to deliver the survey and ensure engagement with hard-to-reach residents.
- It is recommended that you carry out a follow-up survey one year after this survey. A follow-up survey can serve as a comparator to this survey and thus allow consideration of the sustainability of initiatives as well as community feelings a year later.
- A worked example of this survey is included on [page 18](#).

GUIDANCE NOTES FOR SURVEY

The following list of guidance notes corresponds to the numbers highlighted in **blue** in the survey. Text highlighted in **yellow** in the survey should be amended according to your requirements.

- 1. Insert a short rationale for the survey, specifically relating to the incident that has occurred.**
- 2. Insert crisis support contact details. This needs to be resourced effectively by the appropriate agencies to respond to immediate needs and emergencies.**
- 3. Insert email address/contact details of survey/research team. This needs to be resourced effectively to respond to queries on the survey.**
- 4. Insert image of map displaying districts/neighbourhoods and insert names of districts/neighbourhoods on the right of the image. Some people may not live permanently in the affected area (e.g., they may be staying with relatives) but still require access to support.**
- 5. This list can be adapted/expanded as required. For example, [a research study](#) on informal social support following the 2017 Manchester Arena bombing highlighted the role played by peer support groups in the aftermath of the incident.**
- 6. This question is taken from the Crime Survey for England and Wales (2021). Police handling of major incidents may affect public confidence in the police so this question is included to measure residents’ perceptions of the police in their local area.**
- 7. Respondents may be reluctant to share their personal details. It may be helpful to reiterate that survey responses are anonymous and that this data is being collected to better understand the background characteristics of respondents. Depending on the nature of the incident, you may wish to add more questions to this section. This would enable collection of further data to identify more vulnerable people/communities so that appropriate support can be targeted.**

COMMUNITY SURVEY: WHAT DO YOU NEED?

INTRODUCTION ¹

This survey is being undertaken to find out what your immediate needs are following this incident. Your feedback is valuable to inform what services and support are put in place. The survey is completely voluntary, should take no longer than ^X minutes to complete, and we do not collect any personal information including your IP address.

If you are in crisis and/or in need of immediate support, please contact ².

If you would like more information about the survey, please contact ³.

Thank you for taking part.

.....

1. Please look at the following map and tell us which area you live in by ticking one of the following options.



[Area A]

[Area B]

[Area C]

Other (please specify in the box below)

2. Have you lived in the area for...

Less than a year

Between one and two years

More than two years

WHAT DO YOU NEED?

This question provides an opportunity for you to identify what support may be helpful to you over the coming weeks and months.

3. Please let us know which of the following initiatives/activities you feel would be valuable. This list is not exhaustive and we encourage you to make other suggestions that you feel you or your community may find supportive. [51](#)

	Tick all that apply to your household	Tick all that apply to your local area
A central information and advice hub	<input type="checkbox"/>	<input type="checkbox"/>
Door-to-door visits to check on wellbeing	<input type="checkbox"/>	<input type="checkbox"/>
Victim support	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>
Physical health support	<input type="checkbox"/>	<input type="checkbox"/>
Workplace support	<input type="checkbox"/>	<input type="checkbox"/>
Holistic family support	<input type="checkbox"/>	<input type="checkbox"/>
Specific support for children and young people	<input type="checkbox"/>	<input type="checkbox"/>
Funded community volunteers	<input type="checkbox"/>	<input type="checkbox"/>
Community empowerment training	<input type="checkbox"/>	<input type="checkbox"/>
Community events	<input type="checkbox"/>	<input type="checkbox"/>
Community grant scheme	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to public spaces	<input type="checkbox"/>	<input type="checkbox"/>
Community policing	<input type="checkbox"/>	<input type="checkbox"/>
Provision of free crime prevention devices and advice	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the boxes below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

IEWS ABOUT LIVING IN THE AREA

The next questions are about your local area. By local area we mean within a 15-minute walk from your home.

4. Please say how much you agree or disagree with the following statements about your local area.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
There is a strong sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have good support networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am comfortable living here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area feels safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How do you usually connect with the community in your local area?

	Tick all that apply	Please specify
Education setting	<input type="checkbox"/>	
Workplace	<input type="checkbox"/>	
Community centre/hub	<input type="checkbox"/>	
Organised community event	<input type="checkbox"/>	
Place of worship/faith	<input type="checkbox"/>	
Pub/café/restaurant	<input type="checkbox"/>	
Shop/s	<input type="checkbox"/>	
Hobby group/club	<input type="checkbox"/>	
Local social media group	<input type="checkbox"/>	
Local newsletter	<input type="checkbox"/>	
Local website	<input type="checkbox"/>	
None of the above	<input type="checkbox"/>	
Other	<input type="checkbox"/>	

6. Since the incident would you say that in your day-to-day behaviour you have become more or less conscious about your personal security when you are out and about or has there been no real change?

I have become more security conscious

I have become less security conscious

It's about the same/no real change

IEWS ABOUT THE POLICE IN YOUR LOCAL AREA

The next question is about your views on the police in your local area. By local area we mean within a 15-minute walk from your home.

7. Please say how much you agree or disagree with the following statements about the police in your local area. [6](#)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The police in this area can be relied on to be there when you need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area would treat you with respect if you had contact with them for any reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area treat everyone fairly regardless of who they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area understand the issues that affect this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area are dealing with the things that matter to the people in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking everything into account I have confidence in the police in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS

8. Is there anything else you would like to tell us about your needs at the moment?

ABOUT YOU AND YOUR HOUSEHOLD [\[7\]](#)

9. Please tell us whether you are a...

Man

Woman

Non-binary

Prefer not to say

10. And which age bracket are you currently in?

Under 18

18–24

25–34

35–44

45–54

55–64

65+

Prefer not
to say

11. Please tell us which of the statements below best describe your household (please tick all that apply).

I live alone

I live with others

Some/one of the people I
live with are under 18

Some/one of the people I live
with have additional needs

Thank you for taking the time to complete this survey.

If you are in crisis and/or in need of immediate support, please contact [\[2\]](#).

If you would like more information about the survey, please contact [\[3\]](#).

GUIDANCE FOR “COMMUNITY SURVEY: SHARE YOUR VIEWS”

POINTS TO CONSIDER

- It is recommended that this survey is carried out a year after the immediate needs survey. This survey can serve as a comparator to the immediate needs survey and thus allow consideration of the sustainability of initiatives as well as community feelings a year later.
- A trauma-informed approach to research should be taken to minimise the risk of re-traumatisation.
- Be mindful that residents living outside of the immediate vicinity of the incident (for example, outside police-designated outer cordons) may have been affected and should therefore be surveyed where possible to ensure their views are taken into account.
- It is recommended that a combination of survey delivery approaches is used to gather a representative sample of residents:
 - The survey can be available to complete online via a link or QR code. Flyers promoting the survey can be posted to households in the area and displayed in public spaces. Take care to use language that minimises the risk of re-traumatisation.
 - Community members can be recruited and trained to deliver the survey and ensure engagement with hard-to-reach residents.
- A worked example of this survey is included on [page 23](#).

GUIDANCE NOTES FOR SURVEY

The following list of guidance notes corresponds to the numbers highlighted in **blue** in the survey. Text highlighted in **yellow** in the survey should be amended according to your requirements.

- 1. Insert a short rationale for the survey, specifically relating to the incident that occurred a year ago.**
- 2. Insert email address/contact details of survey/research team. This needs to be resourced effectively to respond to queries on the survey.**
- 3. Insert image of map displaying districts/neighbourhoods and insert names of districts/neighbourhoods on the right of the image.**
- 4. This question assesses respondents’ awareness of sources of information that were put in place/distributed following the incident (e.g., information and advice hubs, websites, social media pages, leaflets, newsletters). Insert the information sources in the left column.**
- 5. Questions 4–6 should be repeated for each initiative you wish to include in the survey. Insert a new heading for each new initiative.**
- 6. This question assesses respondents’ awareness of the initiative that was put in place following the incident (e.g., a support service). State the initiative clearly (e.g., “[Service name] provided support to the local area following the incident”).**
- 7. This question assesses respondents’ engagement with different elements of the initiative stated in Question 4 (e.g., phoning a support line, using an online live chat, speaking to support workers in the community). Insert all the relevant elements in the left column.**
- 8. This question assesses respondents’ perceptions of the value of the initiative stated in Question 4. Insert the initiative’s name in the question.**
- 9. This question assesses respondents’ perceptions of the overall impact of each initiative you included in the survey. Insert all the initiatives in the left column.**
- 10. In the left column, ensure that you include all the initiatives that were put in place following the incident along with those already listed. The list provided is comprehensive but can be adapted as required.**

- 11. Ensure the list in the left column of Question 9 is the same as the list in Question 8.**
- 12. This question is taken from the Crime Survey for England and Wales (2021). Police handling of major incidents may affect public confidence in the police so this question is included to measure residents' perceptions of the police in their local area.**
- 13. Respondents may be reluctant to share their personal details. It may be helpful to reiterate that survey responses are anonymous and that this data is being collected to better understand the background characteristics of respondents. Depending on the nature of the incident, you may wish to add more questions to this section. This would enable collection of further data to identify more vulnerable people/communities so that appropriate support can be targeted.**

COMMUNITY SURVEY: SHARE YOUR VIEWS

INTRODUCTION ^[1]

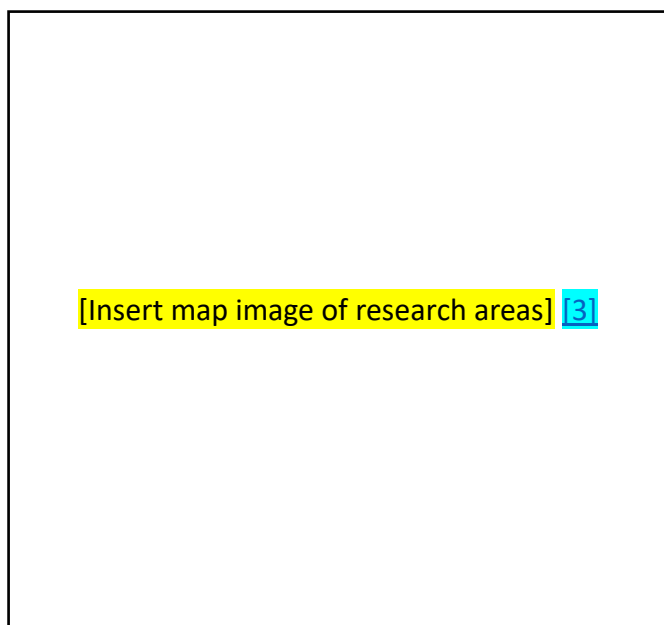
This survey is being undertaken to find out how people feel about the initiatives that were put in place following the incident and how you feel about the area more generally a year later. Your feedback is valuable whether or not you are aware of the initiatives that were put in place. The survey is completely voluntary, should take no longer than ^[X] minutes to complete, and we do not collect any personal information including your IP address.

If you would like more information about the survey, please contact ^[2].

Thank you for taking part.

.....

1. Please look at the following map and tell us which area you live in by ticking one of the following options.



[Area A]

[Area B]

[Area C]

Other (please specify in the box below)

2. Have you lived in the area for...

Less than a year

Between one and two years

More than two years

3. Please tell us whether you are aware of the following... ^[4]

Yes

No

Unsure

[Information source A]

[Information source B]

[Information source C]

INITIATIVES ⁵

The next questions are about your awareness, involvement and thoughts about the initiatives that were put in place following the incident. Your views are valuable even if you haven't heard of the initiatives before.

4. **[Initiative name]** was **[set up/provided]** following the incident. ⁶

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Have you **[made use of/contacted/noticed]** any of the following over the last 12 months (please tick all that apply)? ⁷

[Option A]

[Option B]

[Option C]

None of the above

Other (please specify in the box below)

6. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, now that some time has elapsed since the incident, how valuable do you think that **[initiative name]** is for the area? ⁸

1	2	3	4	5
Extremely valuable	Quite valuable	Undecided	Not very valuable	Not at all valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL IMPACT

7. Please tell us what kind of impact each of these initiatives has had on the community overall. ⁹

	A positive impact	A negative impact	No impact	Don't know
[Initiative A]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Initiative B]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Initiative C]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL REFLECTIONS

8. Please let us know which of the following initiatives you feel would have been valuable at two points in time: (a) in the weeks immediately following the incident and (b) in the last 12 months. This list includes initiatives that were actually put in place along with other forms of support. [\[10\]](#)

	In the weeks immediately following the incident	In the last 12 months
A central information and advice hub	<input type="checkbox"/>	<input type="checkbox"/>
Door-to-door visits to check on wellbeing	<input type="checkbox"/>	<input type="checkbox"/>
Victim support	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>
Physical health support	<input type="checkbox"/>	<input type="checkbox"/>
Workplace support	<input type="checkbox"/>	<input type="checkbox"/>
Holistic family support	<input type="checkbox"/>	<input type="checkbox"/>
Specific support for children and young people	<input type="checkbox"/>	<input type="checkbox"/>
Funded community volunteers	<input type="checkbox"/>	<input type="checkbox"/>
Community empowerment training	<input type="checkbox"/>	<input type="checkbox"/>
Community events	<input type="checkbox"/>	<input type="checkbox"/>
Community grant scheme	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to public spaces	<input type="checkbox"/>	<input type="checkbox"/>
Community policing	<input type="checkbox"/>	<input type="checkbox"/>
Provision of free crime prevention devices and advice	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the boxes below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Using the same list, please let us know which initiatives you think should be prioritised for the community over the next three years. Please provide a response to each option so that community priorities for the future can be clearly assessed. [11](#)

	Top Priority	Medium Priority	Low Priority
A central information and advice hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door-to-door visits to check on wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holistic family support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific support for children and young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funded community volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community empowerment training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community grant scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community policing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of free crime prevention devices and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the boxes below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEWS ABOUT LIVING IN THE AREA

The next questions are about your local area. By local area we mean within a 15-minute walk from your home.

10. Please say how much you agree or disagree with the following statements about your local area.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
There is a strong sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have good support networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am comfortable living here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area feels safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Over the last 12 months have your views about your local area...

Improved

Got worse

Stayed the same

Not applicable as I have been in the area for less than a year

Please use this comment box to tell us about any changes in your views about your local area (and why).

12. Over the last 12 months would you say that in your day-to-day behaviour you have become more or less conscious about your personal security when you are out and about or has there been no real change?

I have become more security conscious

I have become less security conscious

It's about the same/no real change

VIEWS ABOUT THE POLICE IN YOUR LOCAL AREA

The next questions are about your views on the police in your local area. By local area we mean within a 15-minute walk from your home.

13. Please say how much you agree or disagree with the following statements about the police in your local area. [12](#)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The police in this area can be relied on to be there when you need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area would treat you with respect if you had contact with them for any reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area treat everyone fairly regardless of who they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area understand the issues that affect this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area are dealing with the things that matter to the people in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking everything into account I have confidence in the police in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Over the last 12 months has your confidence in the police in your local area...

Improved

Got worse

Stayed the same

Not applicable as I have been in the area for less than a year

Please use this comment box to tell us about any changes in your views about the police in your local area (and why).

CONCLUDING COMMENTS

15. What (if anything) more could the police and other local agencies be doing to support the area in the future?

ABOUT YOU AND YOUR HOUSEHOLD [\[13\]](#)

16. Please tell us whether you are a...

Man

Woman

Non-binary

Prefer not to say

17. And which age bracket are you currently in?

Under 18

18–24

25–34

35–44

45–54

55–64

65+

Prefer not to say

18. Please tell us which of the statements below best describe your household (please tick all that apply).

I live alone

I live with others

Some/one of the people I live with are under 18

Some/one of the people I live with have additional needs

Thank you for taking the time to complete this survey.

If you would like more information about the survey, please contact [\[2\]](#).

COMMUNITY SURVEY: WHAT DO YOU NEED? [WORKED EXAMPLE]

INTRODUCTION

On 12 August, a serious firearms incident occurred in Keyham.

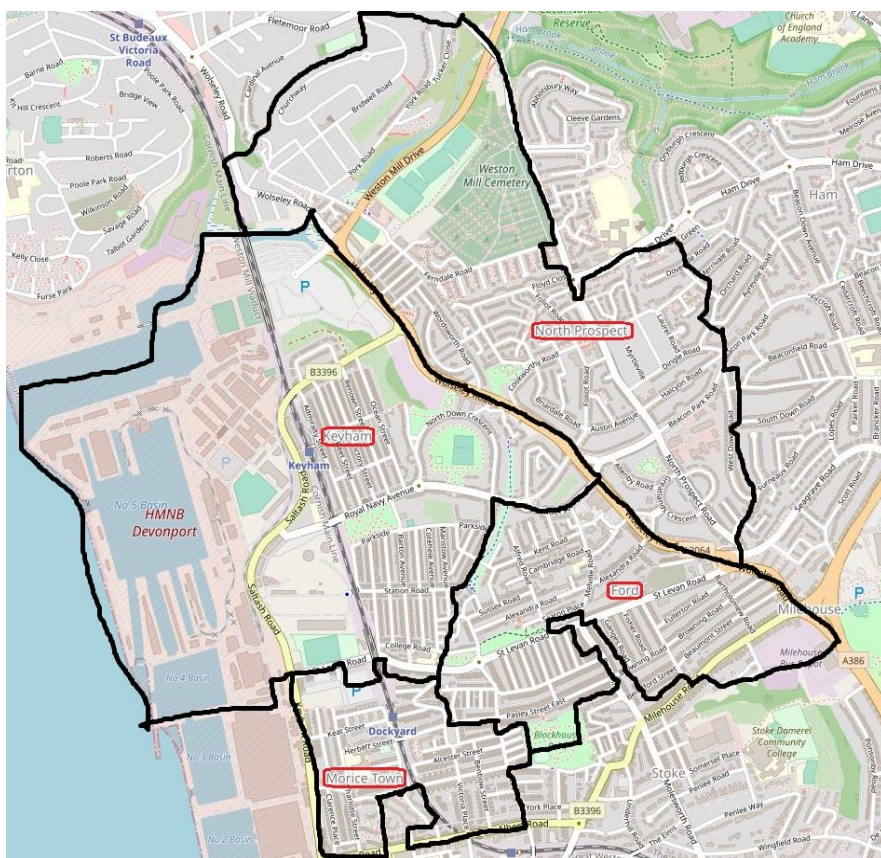
This survey is being undertaken to find out what your immediate needs are following this incident. Your feedback is valuable to inform what services and support are put in place. The survey is completely voluntary, should take no longer than 10 minutes to complete, and we do not collect any personal information including your IP address.

If you are in crisis and/or in need of immediate support, please contact Victim Support on 0808 1689 111.

If you would like more information about the survey, please contact keyhamevaluation@plymouth.ac.uk

Thank you for taking part.

1. Please look at the following map and tell us which area you live in by ticking one of the following options.



- Keyham
- Ford
- North Prospect
- Morice Town
- Other (please specify in the box below)

2. Have you lived in the area for...

Less than a year

Between one and two years

More than two years

WHAT DO YOU NEED?

This question provides an opportunity for you to identify what support may be helpful to you over the coming weeks and months.

3. Please let us know which of the following initiatives/activities you feel would be valuable. This list is not exhaustive and we encourage you to make other suggestions that you feel you or your community may find supportive.

	Tick all that apply to your household	Tick all that apply to your local area
A central information and advice hub	<input type="checkbox"/>	<input type="checkbox"/>
Door-to-door visits to check on wellbeing	<input type="checkbox"/>	<input type="checkbox"/>
Victim support	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>
Physical health support	<input type="checkbox"/>	<input type="checkbox"/>
Workplace support	<input type="checkbox"/>	<input type="checkbox"/>
Holistic family support	<input type="checkbox"/>	<input type="checkbox"/>
Specific support for children and young people	<input type="checkbox"/>	<input type="checkbox"/>
Funded community volunteers	<input type="checkbox"/>	<input type="checkbox"/>
Community empowerment training	<input type="checkbox"/>	<input type="checkbox"/>
Community events	<input type="checkbox"/>	<input type="checkbox"/>
Community grant scheme	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to public spaces	<input type="checkbox"/>	<input type="checkbox"/>
Community policing	<input type="checkbox"/>	<input type="checkbox"/>
Provision of free crime prevention devices and advice	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the boxes below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEWS ABOUT LIVING IN THE AREA

The next questions are about your local area. By local area we mean within a 15-minute walk from your home.

4. Please say how much you agree or disagree with the following statements about your local area.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
There is a strong sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have good support networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am comfortable living here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area feels safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How do you usually connect with the community in your local area?

	Tick all that apply	Please specify
Education setting	<input type="checkbox"/>	<input type="text"/>
Workplace	<input type="checkbox"/>	<input type="text"/>
Community centre/hub	<input type="checkbox"/>	<input type="text"/>
Organised community event	<input type="checkbox"/>	<input type="text"/>
Place of worship/faith	<input type="checkbox"/>	<input type="text"/>
Pub/café/restaurant	<input type="checkbox"/>	<input type="text"/>
Shop/s	<input type="checkbox"/>	<input type="text"/>
Hobby group/club	<input type="checkbox"/>	<input type="text"/>
Local social media group	<input type="checkbox"/>	<input type="text"/>
Local newsletter	<input type="checkbox"/>	<input type="text"/>
Local website	<input type="checkbox"/>	<input type="text"/>
None of the above	<input type="checkbox"/>	<input type="text"/>
Other	<input type="checkbox"/>	<input type="text"/>

6. Since the incident would you say that in your day-to-day behaviour you have become more or less conscious about your personal security when you are out and about or has there been no real change?

I have become more security conscious

I have become less security conscious

It's about the same/no real change

IEWS ABOUT THE POLICE IN YOUR LOCAL AREA

The next question is about your views on the police in your local area. By local area we mean within a 15-minute walk from your home.

7. Please say how much you agree or disagree with the following statements about the police in your local area.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The police in this area can be relied on to be there when you need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area would treat you with respect if you had contact with them for any reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area treat everyone fairly regardless of who they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area understand the issues that affect this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area are dealing with the things that matter to the people in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking everything into account I have confidence in the police in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL COMMENTS

8. Is there anything else you would like to tell us about your needs at the moment?

ABOUT YOU AND YOUR HOUSEHOLD

9. Please tell us whether you are a...

Man

Woman

Non-binary

Prefer not to say

10. And which age bracket are you currently in?

Under 18

18–24

25–34

35–44

45–54

55–64

65+

Prefer not
to say

11. Please tell us which of the statements below best describe your household (please tick all that apply).

I live alone

I live with others

Some/one of the people I
live with are under 18

Some/one of the people I live
with have additional needs

Thank you for taking the time to complete this survey.

If you are in crisis and/or in need of immediate support, please contact Victim Support on 0808 1689 111.

If you would like more information about the survey, please contact keyhamevaluation@plymouth.ac.uk

COMMUNITY SURVEY: SHARE YOUR VIEWS [WORKED EXAMPLE]

INTRODUCTION

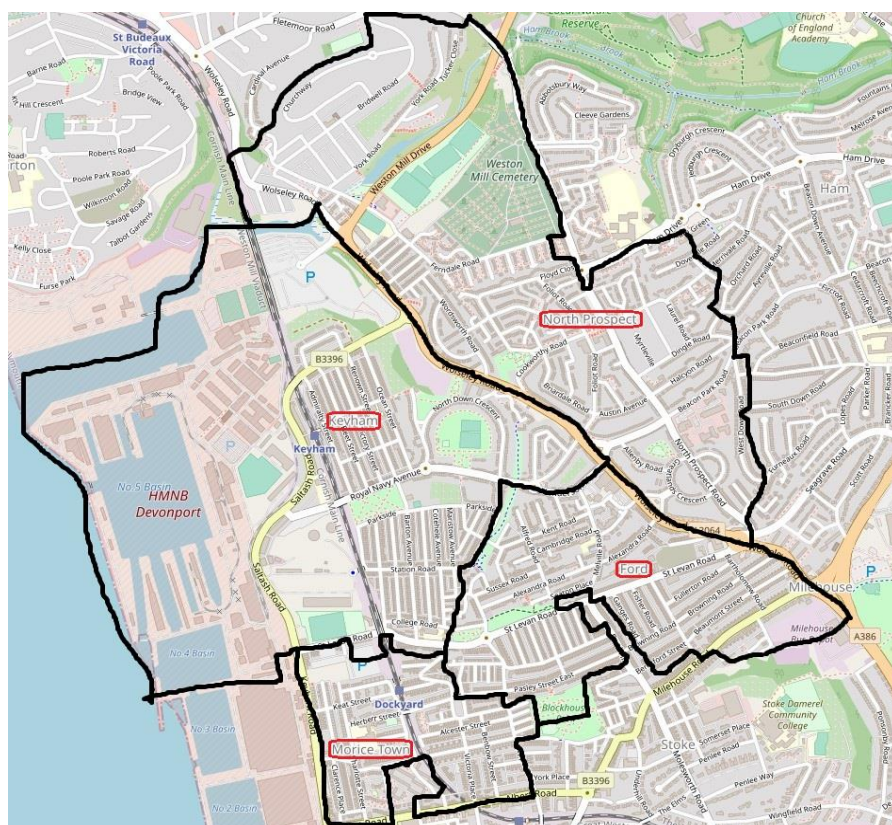
Following a serious firearms incident on 12 August 2021, the Home Office provided funding to Plymouth City Council, the Office of the Police and Crime Commissioner, and Devon & Cornwall Police for a programme of community policing, community safety, and victim support initiatives in Keyham and Ford which aimed to reassure residents that their neighbourhoods are safe places to live, work, and play.

This survey is being undertaken to find out how people feel about the initiatives that were put in place following the incident and how you feel about the area more generally a year later. Your feedback is valuable whether or not you are aware of the initiatives that were put in place. The survey is completely voluntary, should take no longer than 12 minutes to complete, and we do not collect any personal information including your IP address.

If you would like more information about the survey, please contact keyhamevaluation@plymouth.ac.uk

Thank you for taking part.

1. Please look at the following map and tell us which area you live in by ticking one of the following options.



Keyham

Ford

North Prospect

Morice Town

Other (please specify in the box below)

2. Have you lived in the area for...

Less than a year

Between one and two years

More than two years

3. Please tell us whether you are aware of the following...

	Yes	No	Unsure
The Safer Keyham Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Plymouth Together Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Plymouth Together Community Hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Plymouth Together Community Hub Facebook Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Voices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INITIATIVES

The Safer Keyham programme involves a range of different activities within the community. The next questions are about your awareness, involvement and thoughts about the initiatives that were put in place following the incident. Your views are valuable even if you haven't heard of the initiatives before.

COMMUNITY POLICING

4. In September 2021 a dedicated Keyham Community Policing Team (KCPT) was formed covering Keyham and Ford.

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. During the last 12 months have you had contact with police officers in Keyham or Ford through any of the following (please tick all that apply)?

- An open public meeting (either face to face or online)
- A Neighbourhood Watch meeting
- A surgery or drop-in centre (e.g. at the CO-OP or LIDL)
- Officers on patrol
- None of the above
- Other (please specify in the box below)

6. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, now that some time has elapsed since the incident, how valuable do you think that community policing is for the area?

1	2	3	4	5
Extremely valuable	Quite valuable	Undecided	Not very valuable	Not at all valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IMPROVEMENTS TO PUBLIC SPACES

7. The Safer Keyham grant paid for improvements to public spaces in the Keyham area, including new street lighting and CCTV as well as improvements to green spaces with a Green Space Plan.

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Have you noticed any of the following in Keyham and Ford over the last 12 months (please tick all that apply)?

- Community consultation or workshops about public spaces
- Improved street lighting
- New CCTV cameras
- Improvements to footways/pathways
- Overgrown vegetation having been cut back
- Green space improvements such as new trees
- New natural play equipment
- Removal of graffiti/street clean up
- None of the above
- Other (please specify in the box below)

9. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, how valuable do you think making improvements to public spaces is for the area's recovery?

1	2	3	4	5
Extremely valuable	Quite valuable	Undecided	Not very valuable	Not at all valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FEEL SAFE SCHEME AND CRIME PREVENTION OUTREACH

10. The Safer Keyham grant paid for a Feel Safe Scheme delivered by Neighbourhood Watch and Crime Prevention Outreach, including the provision of free home security improvements and the delivery of crime prevention events and advice.

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Over the last 12 months have you received any of the following (please tick all that apply)?

Free of charge home security improvements (e.g. new door/window locks, spy holes or window restrictions)	<input type="checkbox"/>
Free of charge home fire safety check	<input type="checkbox"/>
Free of charge personal safety device	<input type="checkbox"/>
None of the above	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>

12. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, how valuable do you think Feel Safe Schemes and Crime Prevention Outreach are for the area's recovery?

1	2	3	4	5
Extremely valuable	Quite valuable	Undecided	Not very valuable	Not at all valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNITY TRAINING

13. The Safer Keyham grant paid for free Community Training for residents and groups.

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Have you attended free Community Training on any of the following topics over the last 12 months (please tick all that apply)?

Trauma awareness/trauma informed practice	<input type="checkbox"/>
Bystander intervention	<input type="checkbox"/>
Crime prevention	<input type="checkbox"/>
Working with young people	<input type="checkbox"/>
Mental health	<input type="checkbox"/>
None of the above	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>

15. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, how valuable do you think that Community Training is for the area's recovery?

1	2	3	4	5
Extremely valuable	Quite valuable	Undecided	Not very valuable	Not at all valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNITY SPARKS GRANT SCHEME

16. The Safer Keyham grant paid for a Community Grant Scheme.

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Over the last 12 months have you done any of the following (please tick all that apply)?

Applied for Sparks funding	<input type="checkbox"/>
Received Sparks funding	<input type="checkbox"/>
Voted for a project	<input type="checkbox"/>
None of the above	<input type="checkbox"/>
Other (please specify in the box below)	<input type="checkbox"/>

18. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, how valuable do you think that Community Grant Schemes are for the area's recovery?

1	2	3	4	5
Extremely valuable	Quite valuable	Undecided	Not very valuable	Not at all valuable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VICTIM SUPPORT

19. A Ministry of Justice grant paid for Victim Support to help the community's recovery.

	Yes	No	Unsure
Were you aware of this before taking the survey?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Have you made use of any of the following over the last 12 months (please tick all that apply)?

- A Victim Support helpline
- Victim Support online chat
- Victim Support case workers in the community
- None of the above
- Other (please specify in the box below)

21. On a scale of 1–5 where 1 is extremely valuable and 5 is not at all valuable, how valuable do you think that Victim Support is for the area's recovery?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 |
| Extremely valuable | Quite valuable | Undecided | Not very valuable | Not at all valuable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

OVERALL IMPACT

22. Please tell us what kind of impact each of these initiatives has had on the community overall.

	A positive impact	A negative impact	No impact	Don't know
Community Policing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to Public Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel Safe Scheme and Crime Prevention Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Sparks Grant Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL REFLECTIONS

23. Please let us know which of the following initiatives you feel would have been valuable at two points in time: (a) in the weeks immediately following the incident and (b) in the last 12 months. This list includes initiatives that were actually put in place along with other forms of support.

	In the weeks immediately following the incident	In the last 12 months
A central information and advice hub	<input type="checkbox"/>	<input type="checkbox"/>
Door-to-door visits to check on wellbeing	<input type="checkbox"/>	<input type="checkbox"/>
Victim support	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>
Physical health support	<input type="checkbox"/>	<input type="checkbox"/>
Workplace support	<input type="checkbox"/>	<input type="checkbox"/>
Holistic family support	<input type="checkbox"/>	<input type="checkbox"/>
Specific support for children and young people	<input type="checkbox"/>	<input type="checkbox"/>
Funded community volunteers	<input type="checkbox"/>	<input type="checkbox"/>
Community empowerment training	<input type="checkbox"/>	<input type="checkbox"/>
Community events	<input type="checkbox"/>	<input type="checkbox"/>
Community grant scheme	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to public spaces	<input type="checkbox"/>	<input type="checkbox"/>
Community policing	<input type="checkbox"/>	<input type="checkbox"/>
Provision of free crime prevention devices and advice	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the boxes below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Using the same list, please let us know which initiatives you think should be prioritised for the community over the next three years. Please provide a response to each option so that community priorities for the future can be clearly assessed.

	Top Priority	Medium Priority	Low Priority
A central information and advice hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door-to-door visits to check on wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victim support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical health support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workplace support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holistic family support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific support for children and young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funded community volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community empowerment training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community grant scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improvements to public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community policing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of free crime prevention devices and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify in the boxes below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IEWS ABOUT LIVING IN THE AREA

The next questions are about your local area. By local area we mean within a 15-minute walk from your home.

25. Please say how much you agree or disagree with the following statements about your local area.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
There is a strong sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have good support networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am comfortable living here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area feels safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Over the last 12 months have your views about your local area...

Improved	Got worse	Stayed the same	Not applicable as I have been in the area for less than a year
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use this comment box to tell us about any changes in your views about your local area (and why).

27. Over the last 12 months would you say that in your day-to-day behaviour you have become more or less conscious about your personal security when you are out and about or has there been no real change?

I have become more security conscious	I have become less security conscious	It's about the same/no real change
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VIEWS ABOUT THE POLICE IN YOUR LOCAL AREA

The next questions are about your views on the police in your local area. By local area we mean within a 15-minute walk from your home.

28. Please say how much you agree or disagree with the following statements about the police in your local area.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The police in this area can be relied on to be there when you need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area would treat you with respect if you had contact with them for any reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area treat everyone fairly regardless of who they are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area understand the issues that affect this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area are dealing with the things that matter to the people in this community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police in this area can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking everything into account I have confidence in the police in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Over the last 12 months has your confidence in the police in your local area...

Improved	Got worse	Stayed the same	Not applicable as I have been in the area for less than a year
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please use this comment box to tell us about any changes in your views about the police in your local area (and why).

CONCLUDING COMMENTS

30. What (if anything) more could the police and other local agencies be doing to support the area in the future?

ABOUT YOU AND YOUR HOUSEHOLD

31. Please tell us whether you are a...

Man

Woman

Non-binary

Prefer not to say

32. And which age bracket are you currently in?

Under 18

18–24

25–34

35–44

45–54

55–64

65+

Prefer not to say

33. Please tell us which of the statements below best describe your household (please tick all that apply).

I live alone

I live with others

Some/one of the people I live with are under 18

Some/one of the people I live with have additional needs

Thank you for taking the time to complete this survey.

If you would like more information about the survey, please contact keyhomeevaluation@plymouth.ac.uk