



To what extent do you agree or disagree with the following statements

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Local police have good LOCAL CONNECTIONS and work well with the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The police in this area UNDERSTAND THE ISSUES that affect this community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The police in this area take local CONCERNS SERIOUSLY?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How good a job do you think the police IN YOUR AREA are doing?

- 1 (Very poor)
- 2 (Poor)
- 3 (Fair)
- 4 (Good)
- 5 (Excellent)

Do you manage CCTV around your registered address and/or have a doorbell camera installed at your property? (Answering Yes will add you to the national CCTV register. Your details are never shared outside the system but local police will be able to contact you if they need CCTV coverage around your location. You can come off this register at any time and you are not making a commitment to provide footage or maintain your system).

- Yes (register me as a CCTV contact)
- No

Neighbourhood Watch In Your Area (Optional)



Note: You can check to see if you have a local scheme from the [OurWatch website](#) (England & Wales) or the [Neighbourhood Watch Scotland website](#). (both links open in new tabs)

Is your neighbourhood within a Neighbourhood Watch area?

- YES and I'm a member
- Yes but I'm not a member and would LIKE TO JOIN
- Yes but I'm not a member and DON'T WANT TO JOIN
- No but I would like one to START
- No and I have NO INTEREST in it
- I'm NOT SURE



The following questions are regarding your overall experience with the system and the messages you receive from the organisations involved, particularly the police.

Being a member of this system makes me feel...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
REASSURED that the police understand what matters to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
that the police WANT TO KNOW about my concerns, issues and opinions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel more INFORMED and better at identifying scams, fraud, and potential criminal activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your confidence that the police listen and understand your concerns changed since you have been a member of this messaging system?

- My confidence in the police has INCREASED
- My confidence in the police has remained the SAME
- My confidence in the police has REDUCED

In general, I find the messages I receive via the Alert system to be:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
USEFUL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RELEVANT to what I would like to know about	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TIMELY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is the QUANTITY of the messages you receive:

- Too few
- About right
- Too many

In a few words, what sort of messages would you like to receive MORE OF from the police and other partners?

Please enter your answer here



Ooo, please tell us a little more..

Your previous answer suggests that you may have an example of a message that has been really useful. These examples are really helpful in demonstrating that the effort spent to inform you about issues is worthwhile and does work. Please provide a little bit of information about a message you have found useful in the last year.

Thinking about the messages you have received in the last 12 months (Please select the most relevant statement)

- I have **taken action** to help prevent me from becoming a victim of crime (eg updated antivirus, fitted CCTV etc)
- The information contained within the messages has helped **prevent me from becoming a victim** of crime
- I find the messages interesting, however they have **not prompted me** to take any action
- The content of the messages is rarely relevant to me I have **not received** a message that has been of any use to me

Thinking about a message that has helped you, please indicate which type of incident the message related to (select all that apply):

- | | |
|-------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Doorstep Scam | <input type="checkbox"/> Health & Safety |
| <input type="checkbox"/> Other Fraud/Cybercrime | <input type="checkbox"/> Violent Crime |
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Burglary / Theft |
| <input type="checkbox"/> Fire Prevention | <input type="checkbox"/> Missing Person |
| <input type="checkbox"/> Other | |

Please add a little detail regarding how a message was of use to you

Please enter your answer here

Would it be OK if we contacted you to discuss your experience in more detail?

- Yes
- No



Your views about the current system

Your views regarding the control you have on who can see and communicate with you

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I understand which organisation is sending me messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know that I can use the bottom buttons to REPLY, RATE and SHARE messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand who can see my data and how to change my permissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any further comments relating to the system or the usefulness or impact of messages please add them here and we will be sure to include them in the feedback reports. (Please keep these concise)

Please enter your answer here



It's good to share



Most messages sent by Alert can be shared on to your own social media channels and to your own email distribution lists held within the system. You do this by clicking the share button at the bottom of every Alert email.

We would like to know if you know about the share facility and if you do regularly forward messages by this and other methods to help get the information distributed.

Do you often pass on information contained in Alert messages to anyone else (by word of mouth, social media, pigeon or any other method), and if so, to how many people?

- No-one
- Up to 5
- Up to 10
- Up to 20
- Up to 50
- Other

Would you be more likely to share relevant Alerts on your channels if you received them first before publication elsewhere?

- Yes
- No



Please indicate which SOCIAL MEDIA channels you use regularly (at least once a week):

- | | |
|-------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Facebook - Group Admin | <input type="checkbox"/> Facebook - User |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> LinkedIn |
| <input type="checkbox"/> Nextdoor | <input type="checkbox"/> None |
| <input type="checkbox"/> Snapchat | <input type="checkbox"/> Telegram |
| <input type="checkbox"/> TikTok | <input type="checkbox"/> WhatsApp |
| <input type="checkbox"/> X (formerly Twitter) | <input type="checkbox"/> Youtube |

Do you currently follow your local police on social media?

- Yes
 No
 Don't know

Which information sources do you trust? (Please indicate below how much you trust information you see/receive on the following channels)

	I ALWAYS trust	I GENERALLY trust	I GENERALLY DON'T trust	I NEVER trust	I DON'T USE
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
X (formerly Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nextdoor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LinkedIn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instagram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alert (this service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please feel free to add any further comments regarding police use of social media and which channels you trust regarding crime, safety and important information.

Please enter your answer here

Nearly there...



The National Fraud Intelligence Bureau (NFIB) sits alongside Action Fraud within the City of London Police which is the National policing lead for economic crime. They send some of the highest rated messages throughout the Neighbourhood Alert system in the UK with warnings and guidance regarding fraud, scams and other threats. These questions will help assess how effective messages have been and what information should be sent in the future. *(Please note: We are aware that Action Fraud does not operate if you live in Scotland, you can skip these questions by pressing Continue).*

Do you currently receive Action Fraud messages on your Alert system?

- Yes
- No
- I don't know
- No, but I would like to

Is the password for your email account being used for any other online accounts?

- Yes
- No

Have you enabled Two-factor authentication (2FA) also known as Two Step Verification (2SV) for any of your online accounts?

- Yes
- No
- I do not know what 2FA or 2SV are?

Were you aware that victims of fraud and cyber crime should report it to Action Fraud?

- I was aware, and I have/would use the service
- I was aware, but would not use the service
- No, I was not aware

Were you aware that you can report a suspicious email by forwarding it to: report@phishing.gov.uk

- I was aware, and I have/would use the service
- I was aware, but would not use the service
- No, I was not aware

Were you aware that you can report a suspicious text message (SMS) by forwarding it to 7726? (it's free of charge)

- I was aware, and I have/would use the service
- I was aware, but would not use the service
- No, I was not aware

Do you follow Action Fraud on any of the below social media channels?

- Instagram
- Facebook
- Twitter
- No

Penultimate Page...



The following two questions are about new and potential developments we are working on in conjunction with several police forces. We are only sharing limited information at this stage but it would be very helpful to know if you would embrace these features or not use them at all.

Let the police know it's you calling them

We're considering a new system to help make police response to 101 and 999 calls more efficient. It involves using your caller ID to check if you have an account on Neighbourhood Alert, saving time and improving accuracy during calls. This would respect your data privacy and give you control over if and how your information is used. Your feedback on whether you'd support this innovation is valuable

Would you OPT-IN to allow the police to use your caller ID or phone number to identify your household if you call them?

- Yes definitely
- Yes probably
- Maybe but I would need more convincing
- I don't think so
- Definitely not

Local Area Pages

We've created "local area pages" for a few police force areas. These pages can provide a wide range of ward based, locally relevant information are free to visit and automatically update from the existing data we hold.

eg: [Arleston and College, West Mercia](#) (opens in a new tab)

Would a local page like this be of use to you?

- Yes I would find it very helpful
- I am not sure
- No, it is of no interest to me