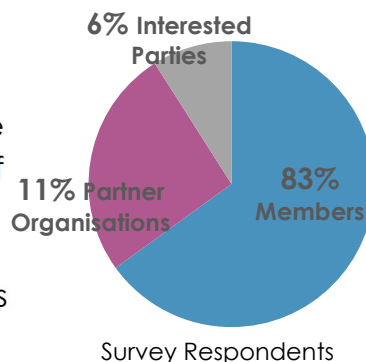


Annual Survey 2020



As part of our Business Plan, we issue an annual survey to our members, partners and stakeholders to assess how well we are achieving our outcomes and if our support continues to be perceived as valuable. The feedback from the annual survey is used to inform our efforts towards continuous improvement. Thank you to all who took the time to help us – help you!



83%

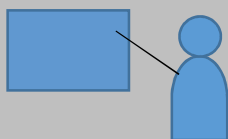
of respondents were the main Community Safety point of contact for their organisation

17

National organisations and Local Authority areas from a spread of urban and rural areas were represented.

94% said we always or usually achieve the right relationships, represent the voice of the sector, play an influencing and championing role and are networked into the community safety sector and other relevant policy areas.

The vast majority opted for a 'blended' model of learning online and in person in the future



"The service has engaged with the members far more over the last couple of years and has a greater understanding of the issues within the sector"

"Monthly bulletins are very informative and provide lots of information on what is going on across the sector. The media monitor bulletin also shows what is currently going on"

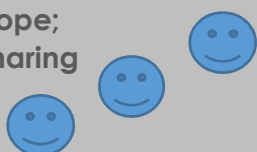
"SCSN have always provided very interesting and informative training events on wide range of issues and adapted to webinar/online courses during the pandemic"

"Staff... are really helpful - very supportive when looking to develop something"

"I feel informed and consulted"

"I think the correct people sit within the network and are always championing the issues raised within community safety"

Respondents pointed out their particular appreciation of: our Covid-19 response; engagement with members; breadth of scope; information sharing and support from staff.



Learning events and webinars were our highest rated service overall.

Feedback was mostly around improved accessibility/flexibility and welcomed topics

Our communications work was widely praised as targeted, relevant and consistent with respondents highlighting the newsletter and bulletins as especially good.



Respondents noted an increase in their feeling of inclusion, engagement and consultation, however commented that the communication barriers caused by Covid-19 are making it harder to stay connected

Future topics identified were... **Vulnerability**

Fireworks Legislation

Trauma Informed Practice

Measuring What Matters

Data and Information Sharing

21st Century Partnerships

Contextual Safeguarding

Justice

CCTV

Young People

Antisocial Behaviour

Hate Crime

Covid-19 recovery

"Build Back Better/Stronger"

Fire Safety

Poverty

Community Planning

Road Safety

Violence

Lived Experience

Supporting communities

Noise

Drugs and Alcohol

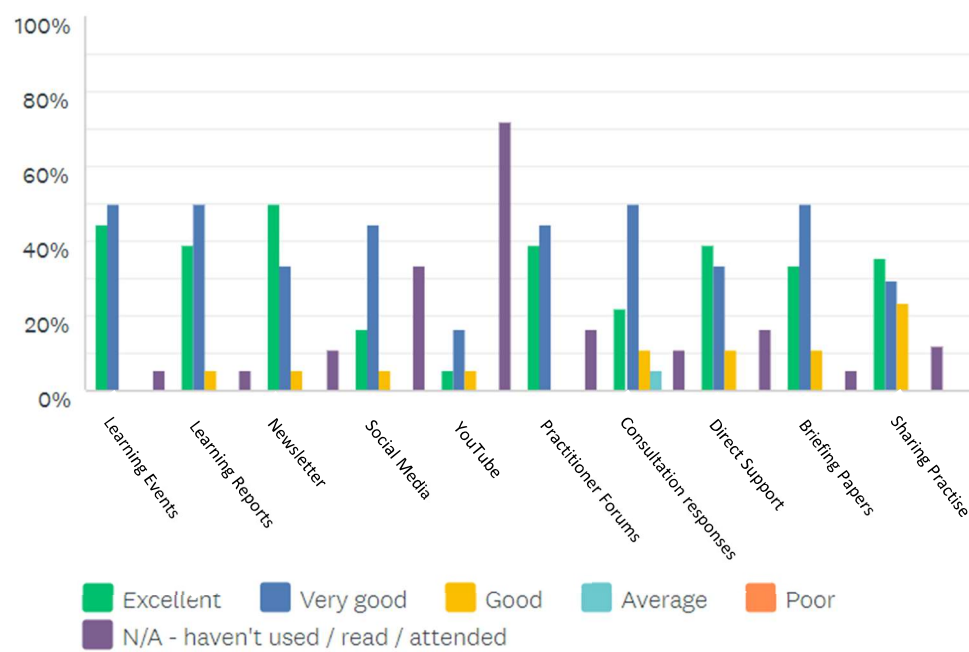
Strategic Development

Participation

Prevention

Sharing Good Practice

You can see from the detailed graph below that our services in 2020 were valued highly, in particular – the newsletter, learning events and learning reports with practitioner forums, direct support, briefing papers, sharing practise and consultation responses in close succession. There is room for improvement in our social media and our YouTube content and raising awareness of these platforms.



Evaluation of our 2020 Learning Programme

We thought it would also be useful to look back at our learning programme and evaluate how we did overall in 2020.

Conversations rated
4.3 out of 5
stars

Events overall rated
4.4 out of 5
stars

Attendees gave positive feedback on usefulness of event, interest in evidence, making connections, widening of scope, appreciation of format and quality of speakers

Main ‘take-aways’ and reflections centred around partnership and whole systems working, plugging data gaps, culture change, putting learning into practice/context, increasing participation and building networks

Further suggestions focussed on short-life working groups, drilling-down further, practical and ‘real-life’ examples and widening out the discussion

“I have really enjoyed the webinars over the last year. The range of topics have really considered a wide range of community safety issues”