

# ANNUAL MEMBER & STAKEHOLDER SURVEY 2022/23 RESULTS

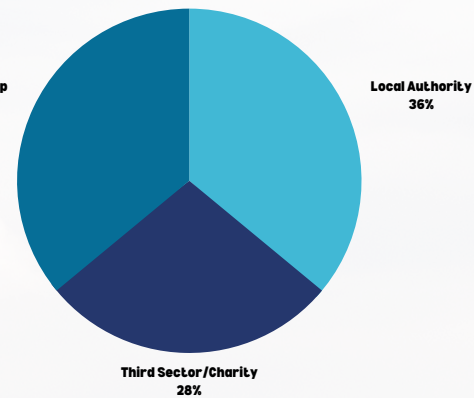


As part of our Business Plan, we issue an annual survey to our members, partners and stakeholders to assess how well we are achieving our outcomes and if our support continues to be perceived as valuable. The feedback from the annual survey is used to inform our efforts towards continuous improvement.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

## RESPONSES

**Total Responses: 36**

Responses came from national organisations, local authorities, partnership groups & individual stakeholders spread across urban & rural Scotland. 47% of responses were from organisations & 53% from individuals.

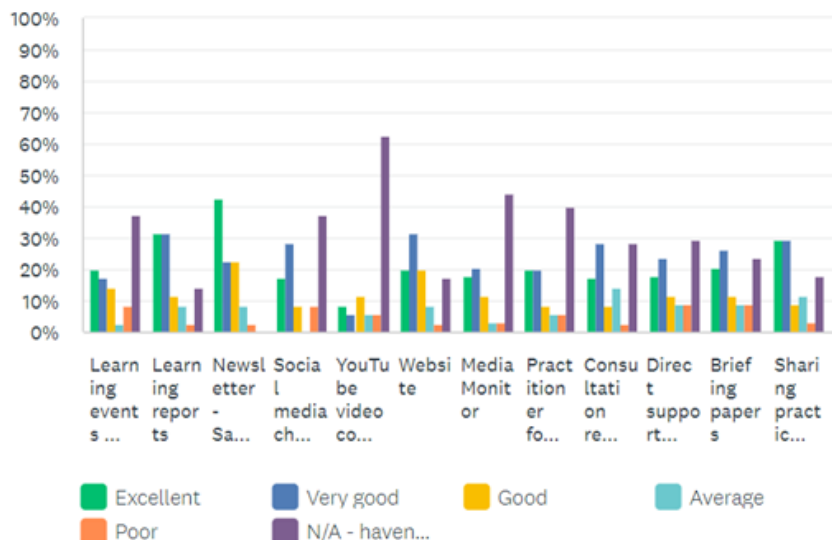


## PERFORMANCE

- 72% of respondents said we were always or mostly seeking/maintaining the right relationships
- 75% of respondents said we always or mostly represented the voice of the sector well
- 81% of respondents said we always or mostly succeeded in playing an influencing & championing role in Community Safety
- 81% of respondents said we always or mostly were well networked into Community Safety & other relevant sectors

The detailed graph below shows that our services continued to be highly valued in 2022/23 - in particular our Safety NETWORKS newsletter, learning events & reports, website & consultation responses.

The survey does show that we have work to do to raise awareness/engagement with our video & Podcast content.



# FUTURE PRIORITIES



Respondents identified a range of topics that they want to see SCSN focus on in the coming years. Some of these we have already been working on, some we can do more. These included:



**CLIMATE CRISIS & RESILIENCE**

**LINKS BETWEEN SAFETY & JUSTICE**



**DRUG PROHIBITION**

**DRUG DEATHS**

**NATIONAL CARE SERVICE PARTNERSHIP WORKING**



**DANGEROUS DOGS**



**SAFER CYCLING**



**REDUCING REPEAT OFFENDING/ VICTIMISATION**



**ORGANISED CRIME**



**ANTI-SOCIAL BEHAVIOUR**

**TRAUMA INFORMED APPROACHES**



# LOCAL EMERGING ISSUES

We asked whether there were any local emerging issues (positive or negative) that you thought were a priority in your area. Here's a snapshot of what you said:

"A strong sense that many services are increasingly becoming accessible by digital only, and favouring those who can access easily- potential discrimination issues."

"Scottish Police admitting to being institutionally racist- what are the implications of this?"

"Trend of reports to the Local Authority stating they won't/can't report to police as either can't get through, police too busy..."

"Significant issues around court backlog of cases."

"Increase in groups of young people drinking and fighting in the streets. Increase in street violence."

"Support for young people who have disengaged from education."

"Fear of crime increases as a result of justice pressures and addressing COVID challenges. Potential increase in reoffending rates as community challenges emerge from reducing the backlog."

# FEEDBACK



We were delighted to receive a lot of positive feedback, as well as constructive criticism on how we could improve. Here's some of our favourite comments!

**"It's one of the few newsletters I read regularly... content is v useful"**

**"Communications are excellent, as is Media briefing to keep members abreast of current issues and thinking."**

**"SCSN contributing and attending Anti-Social Behaviour Officers Forum is very much appreciated and beneficial to members in a wider ASB context. Contributions, sharing and updates are all very educational, thought provoking and informative."**

**"The organisation does really well with all the different platforms, communications, networks and events."**

In 2022/23 we launched our Safer Communities Scotland Podcast on Anchor/Spotify. This took over from our previous YouTube only 'Conversations with' interview series. The Podcast episodes are also available on YouTube.



**SAFER COMMUNITIES SCOTLAND PODCAST**

- 77% said sound quality was good-excellent
- 85% said we had relevant guests
- 77% found episodes useful\*

We're learning as we go with this, & survey results suggest we need to do more to publicise, but the early feedback has been encouraging.

\*Excludes those who said they hadn't listened or weren't aware of Podcast



## TALK TO US...



We identified some Community Safety policy areas we think are important and asked if you'd like to talk to us more about them or to tell us what you'd most like to talk to us about.

Of our identified priorities:

- 17% said they'd like to talk more about anti-social behaviour
- 13% said they'd like to talk to us about 'Place'
- 9% said they'd like to talk to us about Unintentional Harm & Injury

61% of respondents wanted to talk to us about other issues, including:

- Hate Crime
- Disabled People
- Restorative Justice & approaches
- CCTV
- Domestic Abuse/Equally Safe
- Dog control



## INTERNATIONAL CENTRE OF EXCELLENCE



In our last Strategic Plan, we aimed to become an international centre of excellence in Community Safety. As part of this aim, we've been attending and presenting at international events and conferences on community safety issues - including sharing best practice from Scotland.

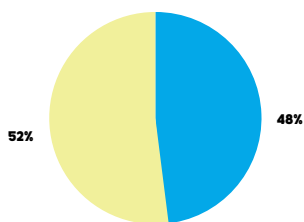
We asked to what extent you thought this was a good use of our time.

- 58% said very or extremely useful
- 30% said somewhat useful
- 13% said not very or at all useful



For the first time in our Annual Member/Stakeholder Survey, we asked about our Home Safety Scotland Forum.

We wanted to know whether people were aware of it, whether Home Safety was a priority in your area & who was responsible for it.

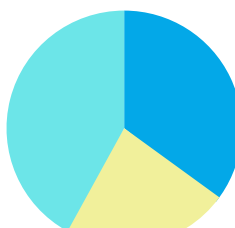


Just over half of respondents to our survey were not aware of the Home Safety Scotland Forum.

So we've work to do to raise awareness of Home Safety Scotland!

Broadly, home safety does not seem to be an area of high priority in respondents' local areas - with a majority saying no or not sure.

Not Sure  
42%



We need to help change that!

### WHO'S RESPONSIBLE?

We asked who or which department in your local authority was responsible for home safety. 21% said a Home Safety Officer, 48% said it was not applicable & 31% said other - including SFRS or Trading Standards.



We were pleased that some respondents had used our Home Safety Map.

However, the survey showed that we can do more to raise awareness of this valuable resource.

You can download the Home Safety Map at:

<https://www.safercommunitiesScotland.org/wp-content/uploads/SCSN-Home-Safety-Map.pdf>

# THE SCSN OR SAFER COMMUNITIES SCOTLAND?

The SCSN staff and Board teams have recently discussed changing the name of the SCSN to 'Safer Communities Scotland'.

Historically, our website has been [www.safercommunitiesScotland.org](http://www.safercommunitiesScotland.org), different from the company name of The Scottish Community Safety Network. We have been concerned this may cause confusion with stakeholders & the public and lessens our brand impact or recognition.

We asked participants what they thought of this name change.

35 out of 36 respondents answered this question, with a majority (51%) in favour and 23% selecting 'neutral'.

26% either disagreed or offered qualifications, suggestions or concerns.

Supportive comments included:

"Great- much simpler as acronyms can put people off sometimes!"

"I think this is a good idea - sounds better than having the word "network"

Comments critical of a name change included:

"I think the word network is helpful as it tells people what you do."

"Sounds too much like a general agency i personally like the network name better and think it encourages more engagement."

A final decision on a rebrand will be made in due course based on an impact assessment we've been carrying out and further informed by the results of this Member & Stakeholder Survey.

