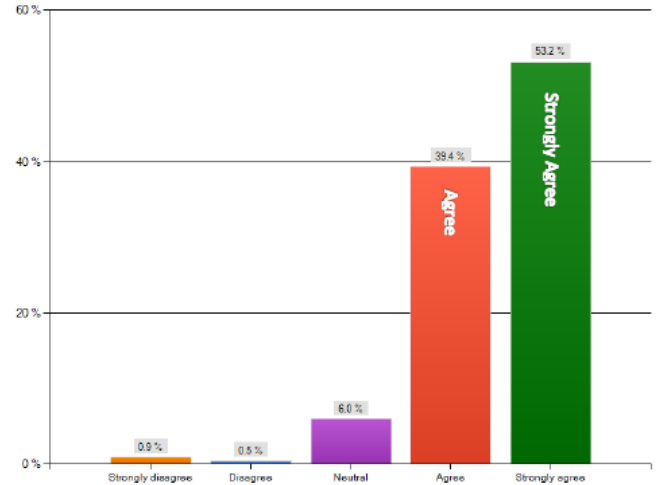
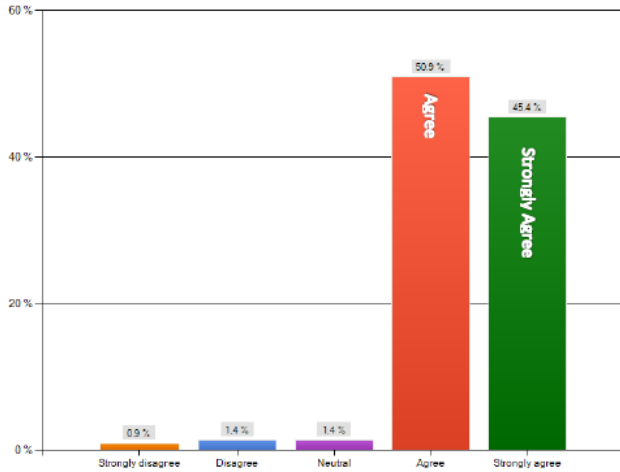




SNAPSHOTS TAKEN FROM THE PUBLIC FLINTSHIRE & WREXHAM OWL SURVEY RESULTS 2011
INCLUDING
“what the public said about OWL messages & what they found most helpful”

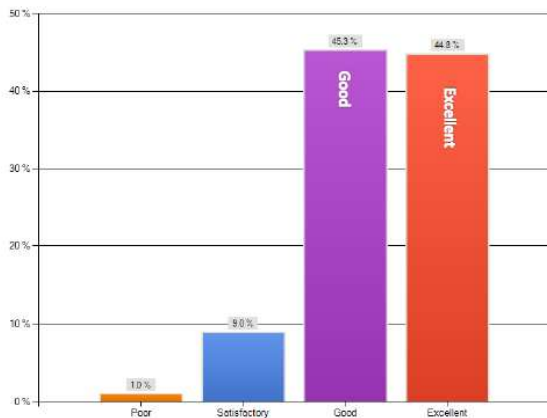
96% agreed that OWL messages have helped them to become more informed about crime, events and other initiatives in their area.

93% agreed that they would benefit to hear from their local police office via OWL when there are local incidents.



90% said the OWL service was good or excellent.

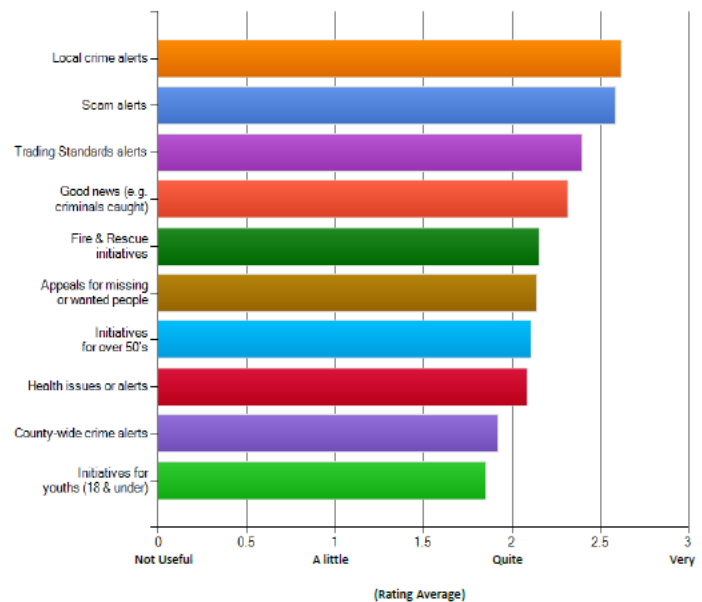
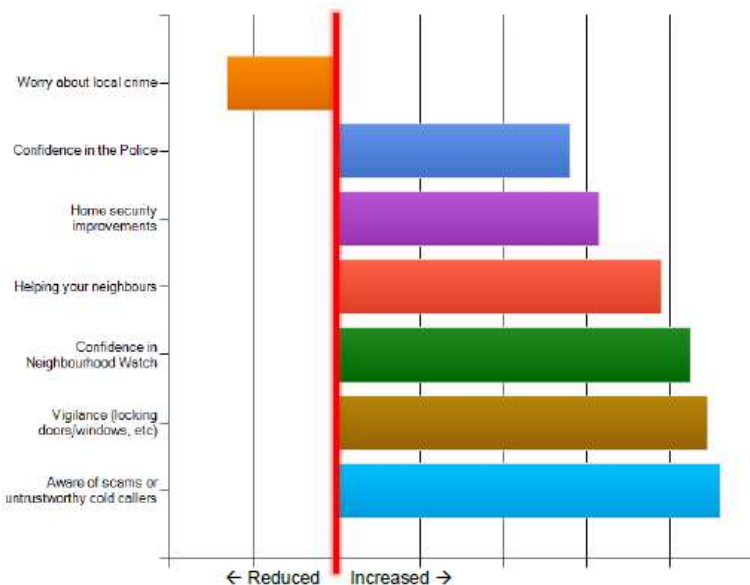
Since receiving OWL messages:



- ✓ 31% worry **less** about crime (only 14% say they worry more)
- ✓ 73% are **more** aware of scams and dodgy cold callers
- ✓ 62% are **more** vigilant (e.g. locking doors and windows, etc)
- ✓ 58% are willing to help their neighbours more (only 5% said less)
- ✓ 47% have **increased** confidence in the police (only 7% said they had less)
- ✓ 62% have **increased** confidence in Neighbourhood Watch (only 5% said they had less)

How has your outlook on the following changed since you started receiving OWL messages?

How useful you feel the following types of OWL messages are?



(Rating Average)



What the public said about OWL messages...

- “ All messages are making me feel safe as I am able to act on them and make my home and property safe. OWL is the best service to help others to be informed to help keep crime down and our property ours.
- “ Really appreciate the messages, makes me more aware of issues to tell my neighbours.
- “ Thank you, excellent delivery and concise information.
- “ Getting the message so quickly is extremely helpful and enables people to be more aware of what to look out for.
- “ Each and every message received is another reminder we all have to remain vigilant. All OWL messages are gratefully received and always passed onto neighbours/residents/friends. THANK YOU SO MUCH.
- “ As County Councillor I can put some of them in my Newsletter so as to inform the community.
- “ Knowing there are people we can contact and trust is great.
- “ OWL and NHW has brought 2 communities that I'm aware of closer. With the reduction of police presence in the areas this will give comfort to those who are feeling vulnerable.
- “ Helped me to prevent crime in my area.
- “ Living in the countryside we need to be forewarned of incidents.
- “ We should have had owl a long time ago.
- “ Owl messages are excellent in keeping rural people informed about crime and the local police activities.
- “ The more info received educates people to the potential dangers and support that is out there.
- “ It's great as I have elderly neighbours and if there is something I think they should know is going on in the area I can protect them as well
- “ If this questionnaire is to justify cutting budgets think again - Owl is the most efficient, cheapest way to communicate and warn people of potential dangers - trim back the top brass first!
- “ It helps the area to feel more secure knowing we have a direct line to police services.
- “ It was good to see how little crime there is in my area and it made me feel a lot happier that I have my finger on the pulse of what is happening crime wise.
- “ A modern, fast and effective means of communication to keep local communities informed. To be forewarned is to be forearmed! Keep up the good work.
- “ OWL as made me more aware of what is going on around me that may harm me or my property. I am so grateful to be able to STOP and keep the crimes down. I feel safer in my home and know that if anything bad is about I am in the first line to be told and given the opportunity to reduce anything happening to me or close neighbours.



OWL messages the public found most helpful...

- “ The one about the scam phone call claiming to be from Microsoft saying you have a fault and they can fix it for a price. This happened to us, I made an excuse that I couldn't get to the computer at the time.
- “ Messages about issues of child snatching locally.
- “ Rogue people coming round and to be extra vigilant of strangers. Helped me a lot as I live in a close and we are all pensioners.
- “ 1) Scam rebate on council tax. 2) Fire safety. 3) House number identity clarification for emergency services. All clear, concise and relevant.
- “ The message regarding a suspicious person who had been seen by a school in the area alerted me to the possible threat this caused. I could deal with this early on by putting safeguarding measures in place.
- “ Scrap dealers going round stealing stuff from gardens - made us look out for them and pass the information on.
- “ Theft of horses. Made me aware and therefore more alert.
- “ Break-in and stolen property in and around the area. As I can inform my neighbours to keep their out buildings locked, their oil tanks and cars locked as well.
- “ Local area alert regarding theft from outbuildings - new lock fitted to shed!
- “ Alerts raising awareness of specific scams and con artists operating in the local area. e.g. a fake charity collecting door to door - knowledge of this stopped me giving to them.
- “ I like the ones that tell you where to go for help or information which I pass on to the community.
- “ I was made aware of a new scam and this helped me stop a friend getting ripped off.
- “ Scams. Saved some of my pensioners from being scammed.
- “ Garden theft alerts and horse theft alert - by raising awareness to these items it created another message that was circulated locally and to the horing community.
- “ OWL supported the search for a horse who went missing on loan and immediately issued alerts.
- “ Awareness of oil thefts in area.
- “ Cold callers and internet scams.
- “ I think the messages about bogus phone calls are very good and I've passed them on to friends.
- “ Message re travel scam [ie stranded in Madrid] - a friend suffered from this one!
- “ The scam where you have a telephone call to say that your computer is faulty.

Why 93% want to hear from their local police officer via OWL...

- “ We need good communication with our local officer.
- “ The more factual information shared by the police, the greater the awareness within the community. This would also help to eliminate sensationalism of incidents that have occurred.
- “ Yes Yes Yes as this will give confidence to communities to know that local police are working hard on their behalf.
- “ Local contact WOULD BE MUCH APPRECIATED.
- “ Due to the economic situation we have lost contact between CBMs and the Community.
- “ This would be the best way of keeping one step in front of crime.
- “ I live on the outskirts of the village (23 years) and never yet seen a foot patrol.
- “ We live outside village and do not see local officer, so not even clear how to contact.
- “ Could be of great benefit to watch members.
- “ Don't see them around a lot, would like to see them more often.
- “ It would be helpful to know who my local police officer is, so that I could feed info to him or her.