



ALERT BOX 3-MONTH EVALUATION

THE AVENUE, WEST EALING W13.

21 OUT OF 21 BUSINESSES WERE QUESTIONED ABOUT THE APPLICATION OF THEIR ALERT BOX.

Summary of findings.

81% of businesses have not had to use the Alert Box, but 77% have heard the boxes go off, approximately five times.

81% of the businesses have physically gone to help when the alert has activated, with 43% checking by telephone.

The majority, 67%, find the Alert Boxes presence to be supportive, with 19% saying they feel it is “very reassuring” to have it installed.

62% feel that the box has had an affect on crime and the fear of crime within their community, with 53% feeling that crime had decreased within The Avenue W13.

Q1	HAVE YOU HAD TO USE THE ALERT BOX?			
Yes	4	(19%)		
No	17	(81%)		

Q2	IF YOU HAVE USED THE ALERT BOX, HOW MANY TIMES HAVE YOU USED THE FUNCTIONS FOR:			
Nuisance?	3 (14%)	No answer given:	18	(86%)
Emergency?	0			

Q3	HAVE YOU HEARD THE ALERT BOX ACTIVATE?				
Yes	16	(77%)	No answer:	1	(7%)
No	3	(14%)			

Q4	HOW MANY TIMES HAS THE ALERT BOX BEEN ACTIVATED?			
Average answer:	5			

Q5	HOW HAVE YOU RESPONDED TO AN ACTIVATION OF THE ALERT BOX BY ANOTHER BUSINESS?			
Physically gone to help:	17 (81%)	Contacted by telephone:	9	(43%)
Contacted emergency services:	0	Taken no action:	0	
No answer:	3 (14%)	Other:	0	

Q6	PLEASE DESCRIBE HOW THE PRESENCE OF ALERT BOX MAKES YOU FEEL:			
Very reassuring:	4 (19%)	Supportive:	14	(67%)
Makes no difference:	3 (14%)	Concerning:	0	
No answer:	0			

Q7	WOULD YOU CONSIDER THAT THE PRESENCE OF ALERT BOX HAS CHANGED THE LEVEL OF CRIME IN THE AVENUE?				
Yes	13	(62%)	No answer:	2	(14%)
No	5	(24%)			

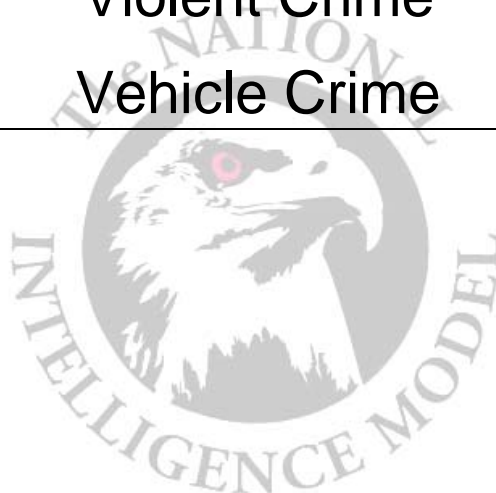
Q8	HOW DO YOU FEEL THE DYNAMICS OF CRIME LEVELS IN THE AVENUE HAS CHANGED?			
Increased a lot:	0	Decreased:	12	(53%)
Increased:	0	Decreased a lot:	1	(7%)
No change:	1 (7%)	No answer:	7	(33%)

Hillingdon Borough Police Priorities

Residential Burglary

Violent Crime

Vehicle Crime



Alert Box Survey Results

Yiewsley High Street

Sue Bramwell

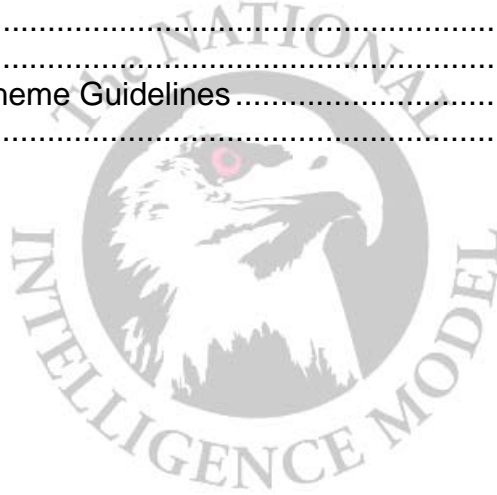
Intelligence Analyst

Hillingdon BIU

Protective Marking:	UNRESTRICTED
Publication Scheme:	Yes
Title and Version:	Alert Box Survey Results - Yiewsley High Street v1
Purpose:	To offer recommendations based upon analysis of commercial offences and aid in the decision-making process.
Relevant to:	BOCU
Author:	Sue Bramwell (C054481) Intelligence Analyst
Business Unit:	Borough Intelligence Unit XH
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2 Introduction

This report has been prepared to show the results of a survey conducted into Alert Box (a system used in Yiewsley High Street to enable shops within 100m to contact each other when help is required or information needs to be passed on). The survey comprised of a number of questions from a base of 52 respondents. In some cases, responses fell in to more than one category hence the fact that the totals do not always add up to 52.

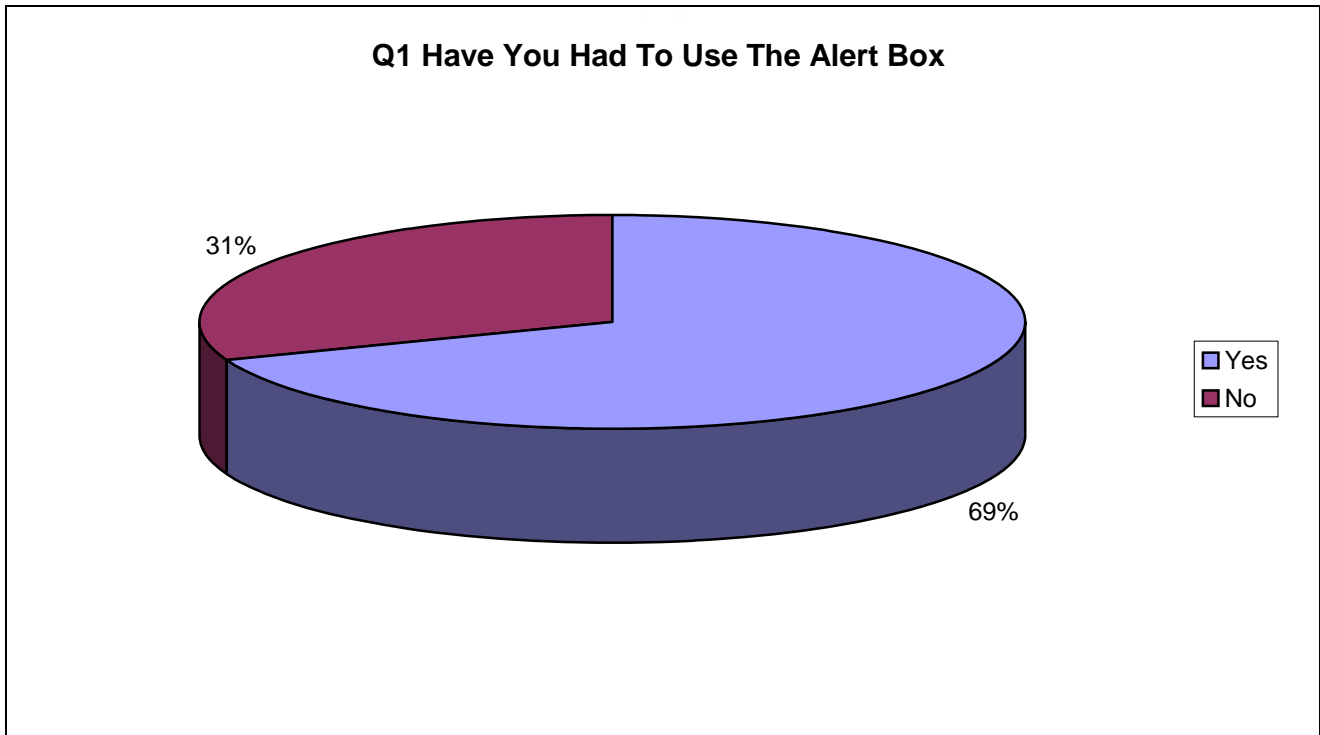
Due to the time constraints of the request, it has not been possible to provide full analysis and is merely a visual representation of the survey results rather than a problem profile.

2.1 Protective Marking

This report is marked UNRESTRICTED. See [Protective Marking System](#) for reasons, handling and destruction instructions.

3 Findings

3.1 Q1 Have you had to use the Alert box?



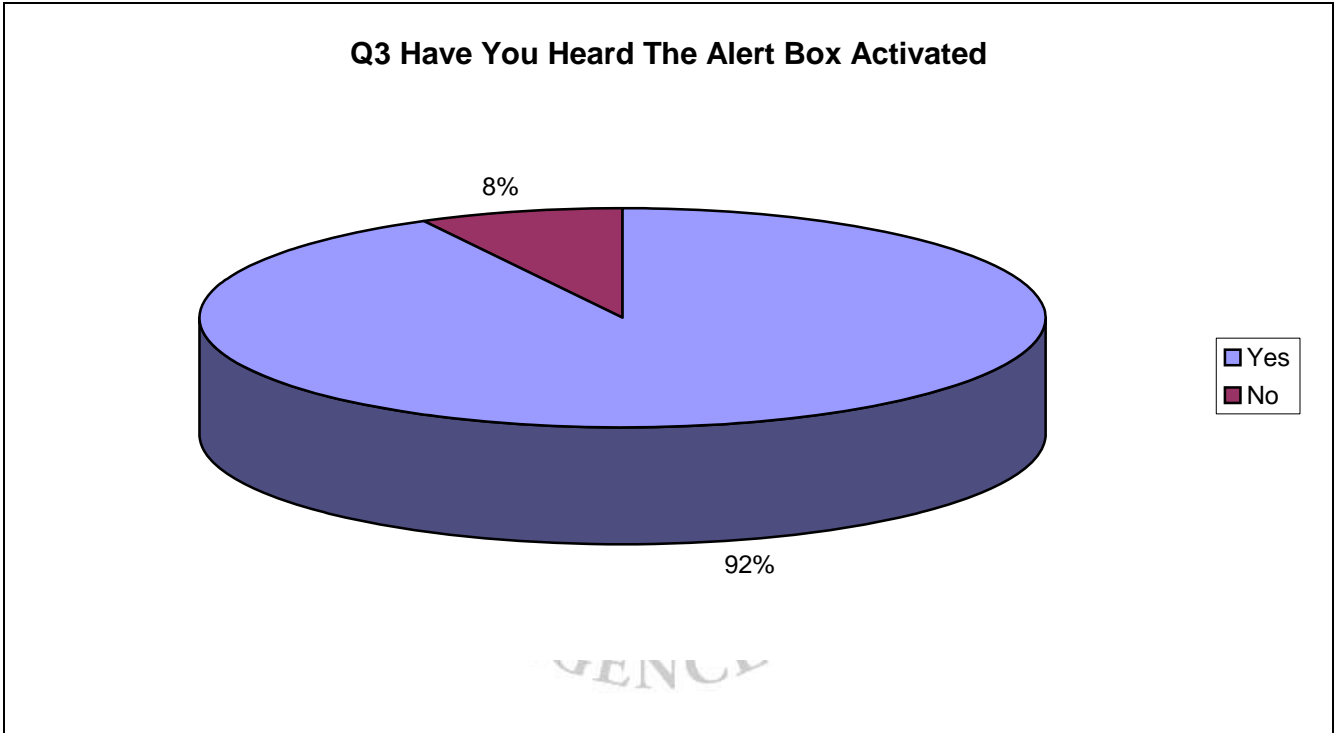
The above chart indicates that the majority of respondents have used the Alert box (n=36).

3.2 Q2 If you have used the Alert box, how many times have you used the functions for

Two options were given for this question – nuisance and emergency.

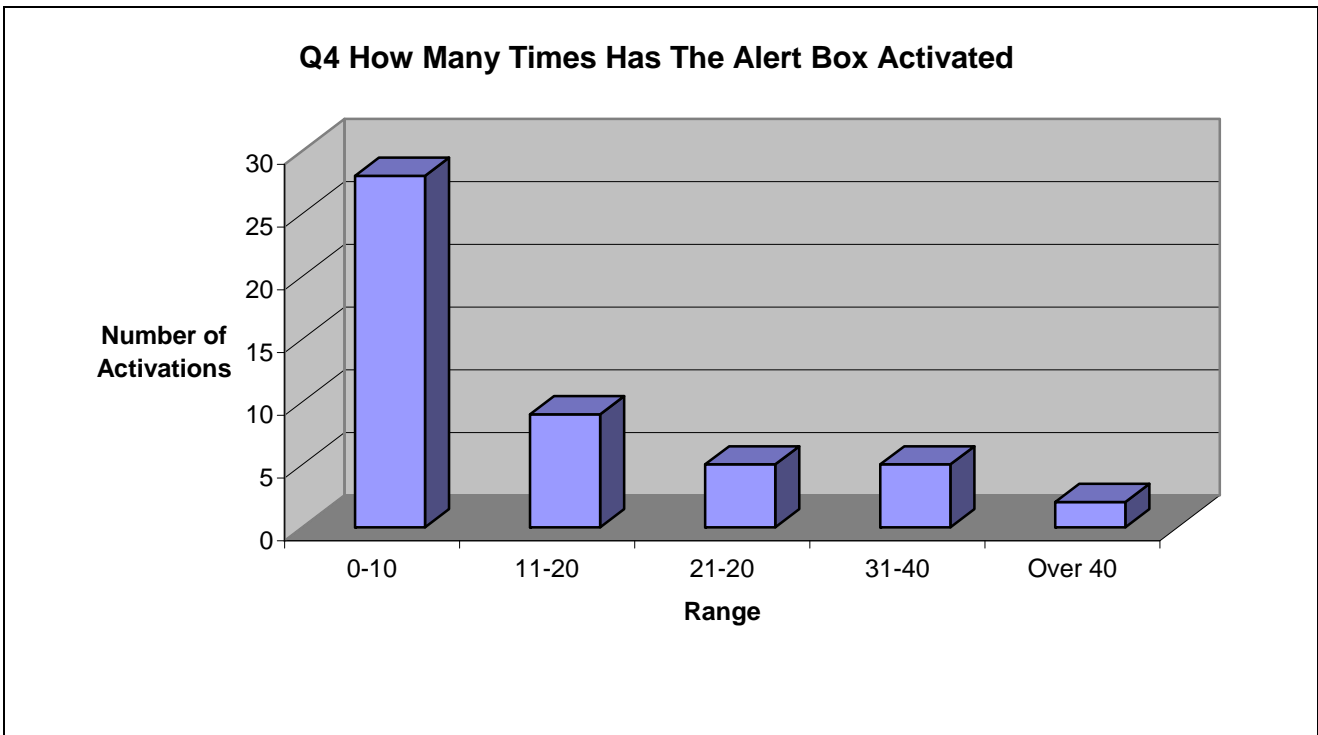
Of these responses, 10 had used the Alert box for nuisance calls and 13 for emergency calls.

3.3 Q3 Have you heard the Alert box activated



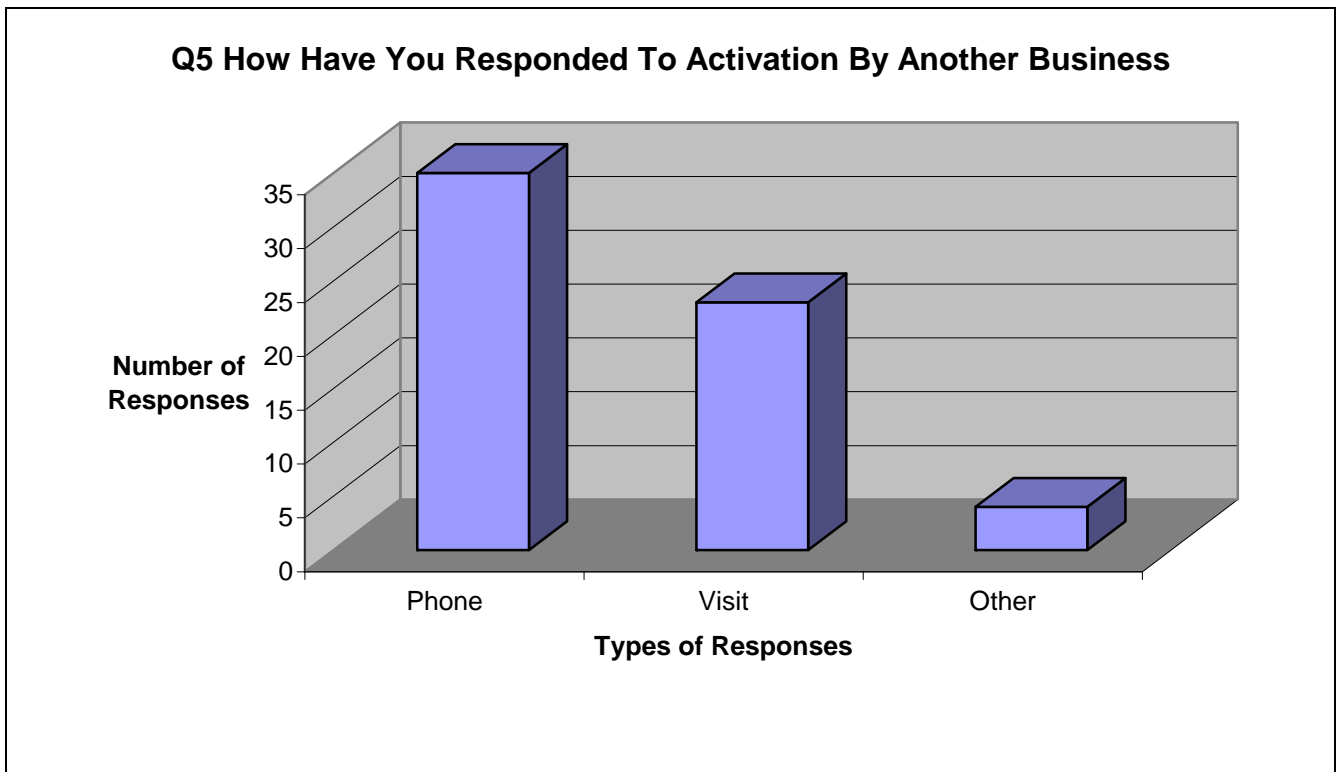
The above chart indicates that the majority of respondents have heard the device activate (n=48).

3.4 Q4 How many times has the Alert box activated



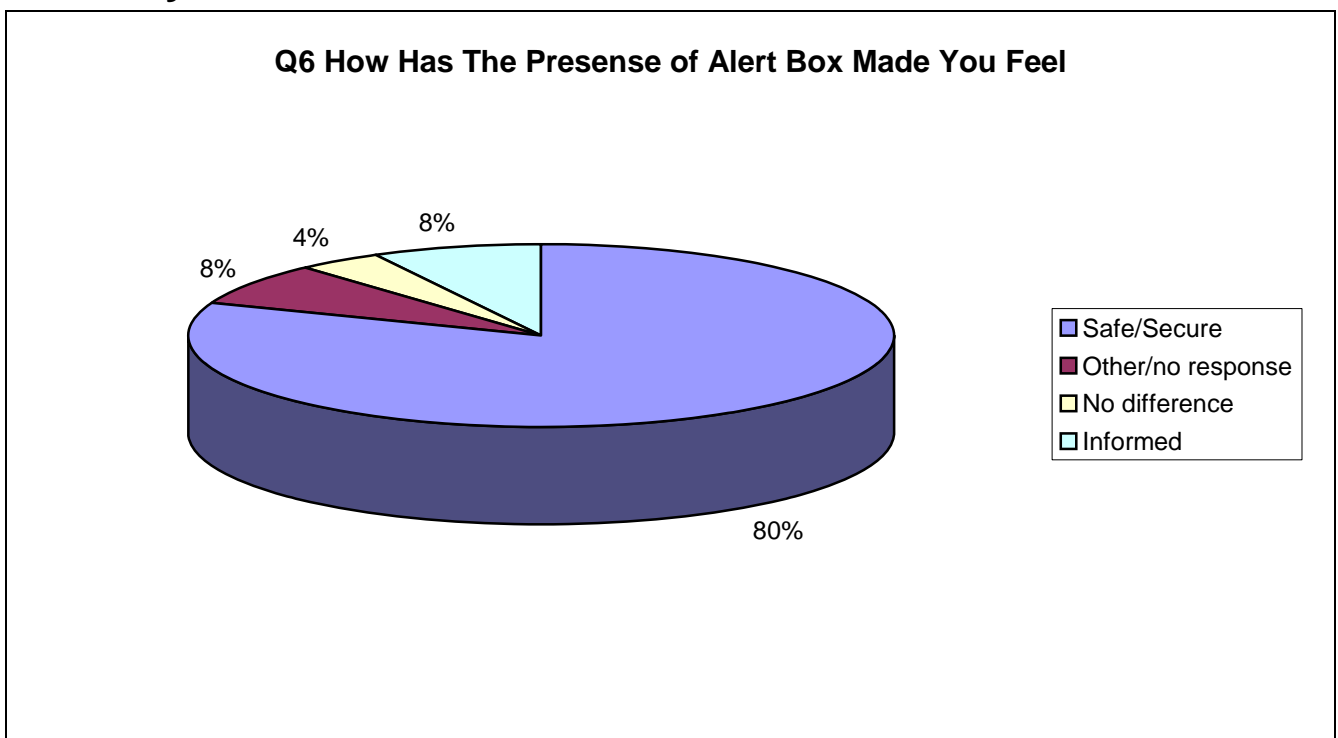
The above graph indicates that the majority of activations from respondents have been in the 0-10 range (n=28).

3.5 Q5 How have you responded to an activation of the Alert box by another business



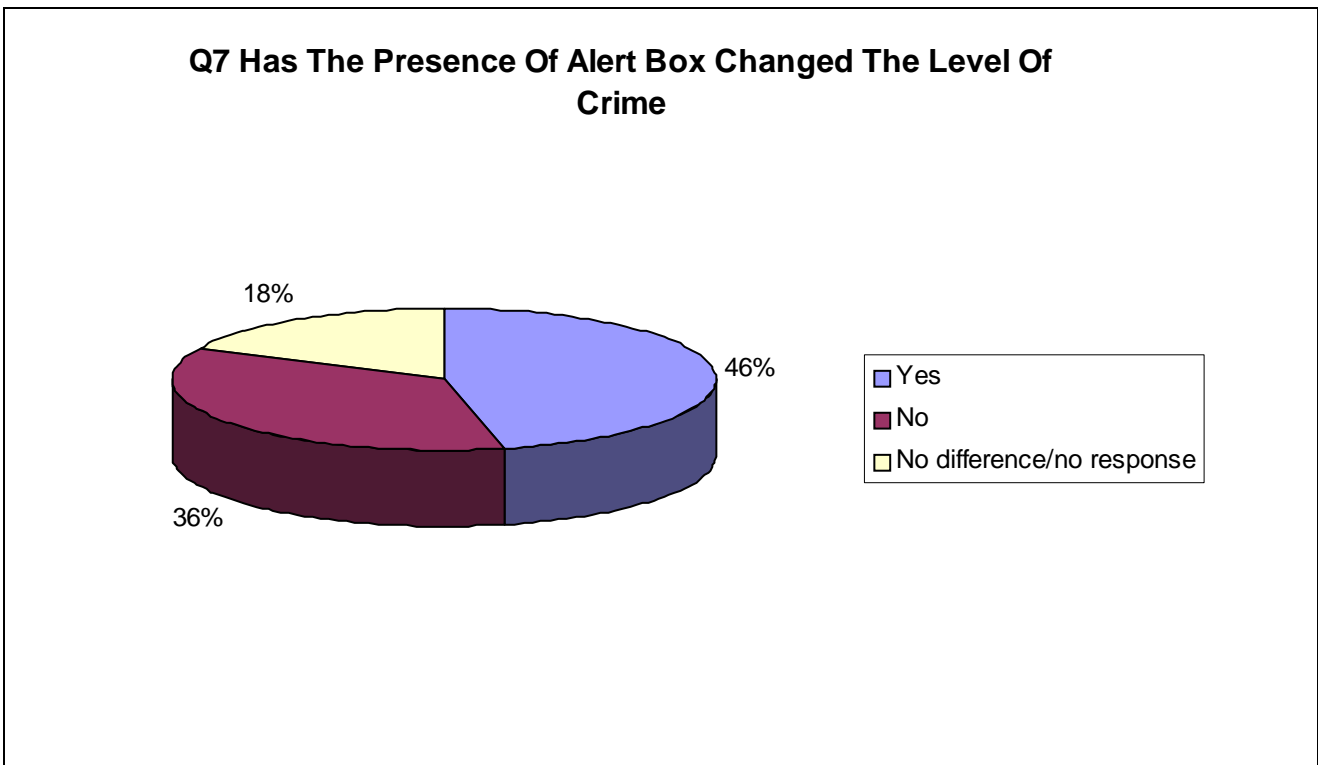
The above graph indicates that the preferred method on response was that of phone followed by a visit with regard to activations by other businesses (n=35).

3.6 Q6 Please describe how the presence of the Alert box makes you feel



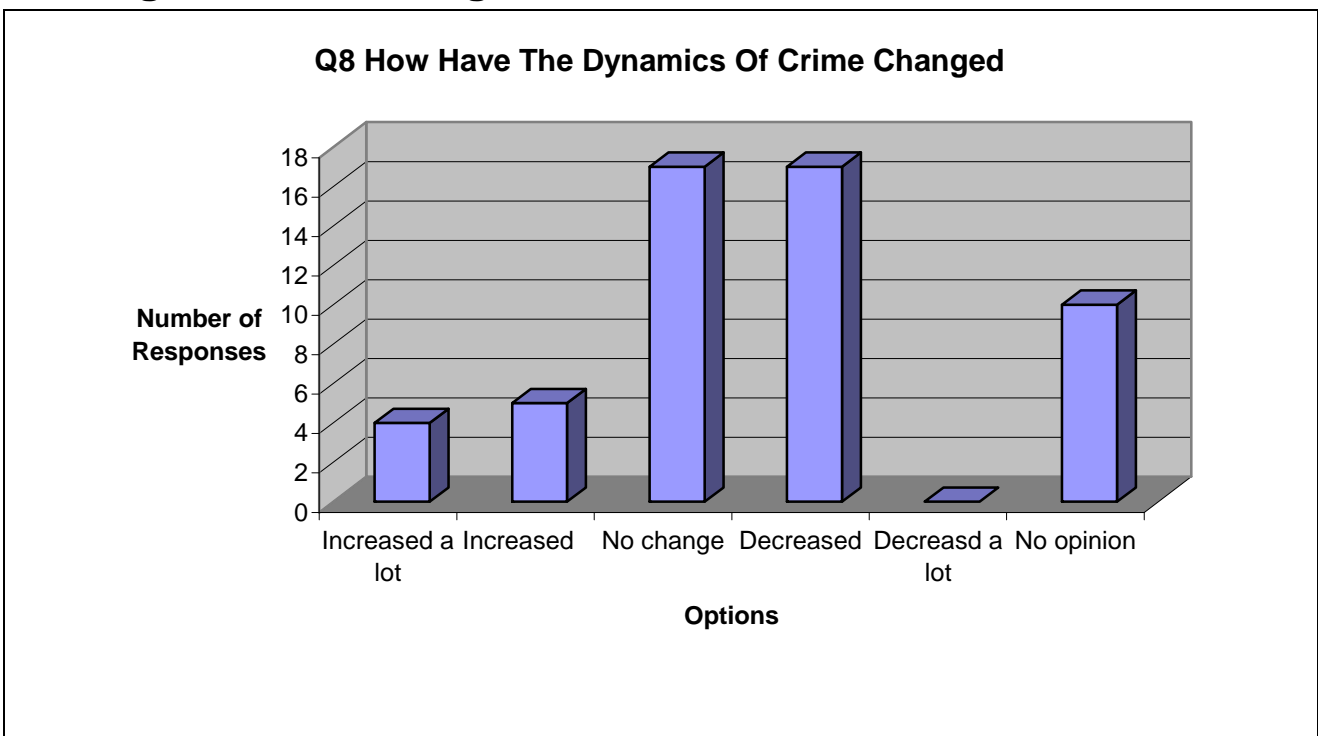
The above chart indicates that the device has been successful in providing reassurance within the commercial community who have had access to the unit (n=42).

3.7 Q7 Would you consider that the presence of the Alert box has changed the level of crime on the High St



The above chart indicates that almost half of the respondents feel that the unit's presence has had a positive effect on crime levels in the High Street (n=26).

3.8 Q8 How do you feel the dynamics of crime levels on the High St have changed?



Based on the above graph, the majority of respondents feel that there has been either no change or a decrease in the dynamics of crime levels in the High Street (n=34).

Appendix

Raw Data

Q1 Have you had to use the Alert box?

Yes / 36

No / 16

Q2 If you have used the Alert box, how many times have you used the functions for

Nuisance / 10

Emergency / 13

Q3 Have you heard the Alert box activated

Yes / 48

No / 4

Q4 How many times has the Alert box activated

0-10 / 28

11-20 / 9

21-30 / 5

31-40 / 5

Over 40 / 2

Q5 How have you responded to an activation of the Alert box by another business

Phone / 35

Visit / 23

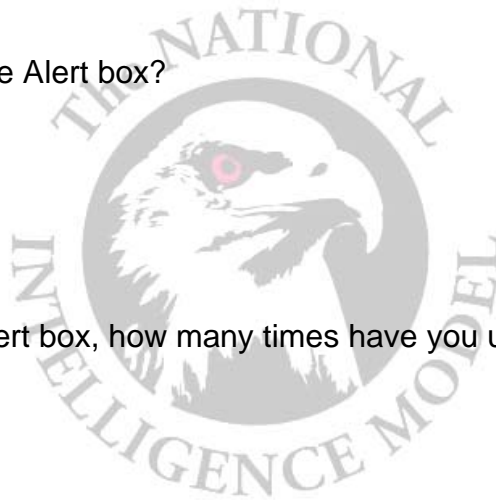
Other / 4

Q6 Please describe how the presence of the Alert box makes you feel

Safe/Secure / 42

Informed / 4

No Difference / 2



Q7 Would you consider that the presence of the Alert box has changed the level of crime on the High St

Yes / 26

No / 20

Q8 How do you feel the dynamics of crime levels on the High St have changed?

Increased a lot / 4

Increased / 5

No change / 17

Decreased / 17

Decreased a lot / 0

No opinion / 10



Contributors

Name	Contribution
Damien Keyes PS99XH Yiewsley SN Team	Raw data

Protective Marking Scheme Guidelines



"Protective Marking Scheme.doc"

Feedback Form

Please send this by internal post to DI Charlie Wren.

Question	Very	Good	Average	Poor**
How useful did you find this document?	X			
How clearly did you specify your requirements in your tasking request?			X	
How well did the document supplied meet your requirements?	X			
How timely was the reply to your tasking request?	X			

What did you ask for?	Exactly what I received.
What did you receive?	See question above.
What did you do with this document after you received it?	It was forwarded to SMT, Alert Box and used in subsequent press release to local media.

Alert Box Survey Results
 Yiewsley High Street
 Intelligence Product template v3.2 (11 Mar 08).dot