

Appendix 2 - The following operational priorities were identified via public consultation. These inform our key priorities to deal with crime (including business crime) and anti social behaviour, and protect the communities we serve.

| The top 20 operational priorities emerging from public consultation | Citizen Contact Records | Public Meetings | 'Feeling the Difference' |
|---|-------------------------|-----------------|--------------------------|
| Teenagers hanging around/ street gangs | √ | √ | √ |
| Rowdy and inconsiderate behaviour/ other ASB | √ | √ | √ |
| Parking | √ | √ | √ |
| Nuisance neighbours | √ | √ | √ |
| Drink related issues | √ | √ | √ |
| Drug related issues | √ | √ | √ |
| Mini moto/car racers | √ | √ | √ |
| Speeding | √ | √ | √ |
| Criminal damage | √ | √ | √ |
| Litter/rubbish | √ | √ | √ |
| Other traffic related issues | √ | √ | |
| Animal/dog fouling | √ | √ | |
| Trespass | √ | √ | |
| Burglary | √ | √ | √ |
| Suspicious persons | √ | √ | |
| Theft other than vehicle shop related | √ | √ | |
| Shoplifting | √ | √ | |
| Lack of public amenities | √ | √ | √ |
| Theft from vehicle | √ | √ | √ |
| Other partnership issues | √ | √ | |

Appendix 3 - The following service delivery priorities were identified via public consultation. These inform our key priorities to deal with crime (including business crime) and anti social behaviour, and protect the communities we serve.

| Service delivery priorities identified through public consultation | Citizens' Panel | 'Feeling the Difference' | Quality of Service Monitoring | Public Meetings | Diverse Groups | Partners | Complaints |
|--|-----------------|--------------------------|-------------------------------|-----------------|----------------|----------|------------|
| Visible and accessible policing | √ | √ | | √ | | √ | |
| Sufficient and balanced use of resources | | | | √ | | √ | |
| Prompt and adequate response | | | | √ | | | |
| Action in response to calls for service | | | √ | | | | |
| Appropriate treatment of people who call for service | | | √ | | | | |
| Keeping people informed | | | √ | √ | | | |
| Effective communication of key messages and achievements | | | | √ | | √ | |
| Dealing with minor crimes | √ | √ | | √ | | | |
| Partnership working | | | | √ | | √ | |
| Delivering promises and commitments to communities | | | | √ | √ | | |
| Appropriate and effective use of powers | √ | √ | | √ | | √ | |
| Value for money | √ | | | √ | | √ | |
| Civility and professional conduct | | | | | | | √ |