



# Neighbourhood Watch London 2017 Members Survey Results

November 2017

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## Table of Contents

Table of Contents.....	ii
Highlights .....	1
Introduction.....	2
London’s Neighbourhood Watch Program.....	2
Theory of Change .....	2
Assumptions, Conditions, and Risks.....	5
Methods .....	6
Results.....	7
Impact on Increasing Security .....	7
Ways Watches Help Members Increase Security.....	9
Impact on Reporting Crime .....	10
Impact on Views of Police .....	13
Impact on Relationship with Neighbours.....	13
Impact on Other Crime Prevention Behaviour .....	15
Impact on Feelings of Safety .....	15
Program Strengths .....	16
Area Coordinator Engagement.....	16
Satisfaction with Neighbourhood Watch Information.....	17
Crime Prevention Information Sharing .....	17
Opportunities for Improvement .....	18
Engagement Levels.....	18
Neighbourhood Safety Audits .....	20
Summary & Recommendations .....	22
Appendix 1: Theory of Change Model for London’s Neighbourhood Watch Program .....	24
Appendix 2: Missing Data.....	25
Appendix 3: Members Survey.....	27
Appendix 3: Qualitative Analysis Sampling .....	36

# Highlights

Neighbourhood Watch London (NWL) was looking to collect evidence on their Neighbourhood Watch program's effectiveness and value. To do that, a Members Survey was completed to obtain an estimate of how well their program is preventing crime and to provide insights for improvement.

Overall, about a third of Area Coordinators responded to the survey, and a very small percent of general members responded. Those that responded are likely to be more engaged in their Watches than those that did not respond.

The results of the Members Survey support that London's Neighbourhood Watch program is having some success at achieving its intermediary outcomes. After joining their Watch, **many respondents' knowledge increased as intended. The increase in knowledge appears to have resulted in some members increasing their crime prevention actions**; specifically:

- 19% of respondents reported that being part of their Watch caused them to make a security improvement in the last year.
- 8% of respondents said that they reported a crime in the last year that they would not have reported if they were not part of their Watch.

**Some members also reported being more connected and engaged in their neighbourhoods**; specifically:

- 37% of respondents also reported that after they joined their Watch they now feel comfortable asking more neighbours to watch their homes while they are away.
- 70% agreed that being part of a Watch helped them be more engaged in their neighbourhood.

Lastly, after they joined their Watches, **many respondents felt safer in their neighbourhoods**; specifically:

- 76% (32) of those that did not feel safe from crime if they were out alone in their neighbourhood after dark before joining their Watch feel safer to do so currently.
- 75% (46) of those that did not feel safe from property crime before joining their Watch feel safer from property crime currently.

Those results suggest that the program is likely preventing a small amount of crime at the community level. However, only a small percent of people under 50 are very engaged in Watches in London, which suggests that London's program is likely preventing less crime than the average Watch program – i.e. less than a 16% decrease in property crime. **If Neighbourhood Watch London is able to increase its reach and depth of engagement with more younger and immigrant community members, there is a strong chance of improving the program's ability to prevent crime.** Finding ways to make greater use of modern electronic communication methods and engaging communities to provide customized safety recommendations are key strategies recommended to improve the program's impact. **The value produced by increasing the program's reach and impact will likely outweigh what it will cost to do so.**

# Introduction

Neighbourhood Watch London (NWL) was looking to collect evidence on their Neighbourhood Watch program's effectiveness and value. To do that, a Members Survey was completed to obtain an estimate of how well their program is preventing crime and to provide insights for improvement. This report presents the results of that survey and makes recommendations for increasing the program's effectiveness.

## London's Neighbourhood Watch Program

This section describes how London's Neighbourhood Watch program is intended to operate and prevent crime. Neighbourhood Watch London (NWL) is the organization that provides Neighbourhood Watch program supports to London residents. London's Neighbourhood Watch program provides the following services:

- Signing up communities to be part of a Watch.
- Training and coaching Watch Coordinators and members on how to positively work together and with other community members to improve neighbourhood cohesion and to prevent crime.
- Providing new neighbour welcome packages and coordinating community events to build neighbourhood cohesion.
- Sharing crime prevention tips and information on crime occurring in members' neighbourhoods. The crime prevention tips are provided during meetings, through written materials, and through safety audits.
- Providing information on what to look out for and what to report to the police.
- Communicating the importance and effectiveness of reporting to the police.
- Providing Neighbourhood Watch decals and signs.

In addition to working to prevent crimes, NWL partners with local Emergency Medical Services (EMS) by providing Watch members with packages that residents can use to record and store health information in a place (on the fridge) that is easily accessible to EMS responders. That service supports member's health rather than supports crime prevention.

## Theory of Change

A Theory of Change describes the activities and short-term outcomes that an initiative must produce in order to achieve its ultimate social impact goal. Table 1 lists the services (outputs) Neighbourhood Watch London provides, along with the intended immediate, intermediate, and long-term changes (outcomes) that the Watch program in London aims to produce. A more detailed Theory of Change model is found in Appendix 1.

**Table 1: London’s Neighbourhood Watch Services and Intended Outcomes**

<b>Neighbourhood Watch Services</b>	<b>Immediate Outcomes: Knowledge</b>	<b>Intermediate Outcomes: Neighbourhood Perceptions &amp; Behaviour Change</b>	<b>Intermediate Outcomes: Criminals’ Perceptions &amp; Behaviour Change</b>	<b>Long-term Outcomes: Crime Rate</b>
<p>Obtain and report crime incident information to Watches.</p> <p>Educate Watches on crime prevention.</p> <p>Promote to Watches the importance and effectiveness of reporting to the Police.</p> <p>Support Watches in developing positive relationship and interactions with neighbours.</p> <p>Provide Neighbourhood Watch signage.</p>	<p><b>Watch members</b> increase their knowledge of:</p> <ul style="list-style-type: none"> <li>○ Physical security improvements.</li> <li>○ What to lookout for and how to report it.</li> <li>○ Behaviours that prevent victimization.</li> <li>○ How to get along with neighbours.</li> </ul> <p><b>Police</b> increase their knowledge of crime issues and concerns occurring in Watch neighbourhoods.</p>	<p><b>Watch members</b> feel more:</p> <ul style="list-style-type: none"> <li>○ Neighbourhood cohesion.</li> <li>○ Feelings of safety.</li> <li>○ Pride in their community.</li> </ul> <p><b>Watch members</b> increasingly:</p> <ul style="list-style-type: none"> <li>○ Make physical security improvements.</li> <li>○ Observe and report crimes and risks to NWL and Police</li> <li>○ Increase Behaviours to prevent victimization</li> <li>○ Have positive interactions with neighbours.</li> </ul> <p><b>Police</b> increasingly:</p> <ul style="list-style-type: none"> <li>○ Respond to crimes occurring.</li> <li>○ Monitor for issues reported.</li> </ul>	<p><b>Criminals</b> increasingly do not commit crime because:</p> <ul style="list-style-type: none"> <li>○ They perceive an increased risk of getting caught committing a crime.</li> <li>○ It is more difficult to access property that is more secure.</li> </ul>	<p><b>A lower rate of property crime (and other crimes to a lesser extent) occurs in the community</b></p>

The Neighbourhood Watch program’s **primary social impact goal is to prevent and reduce property crime**. It does so in two main ways:

- Increasing criminals’ perceptions of how likely they will be caught committing a property crime.
- Increasing how physically difficult it is to be able to commit a property crime.

To increase perceptions of the likelihood of being caught:

- The program teaches residents how to change their physical environment to increase criminals’ perceptions that they may be observed by a capable guardian. Such changes include, cleaning up the neighbourhood to give a sense that residents care about their neighbourhood and will report incidents of property crime, or installing lights on the outside of a home to make suspicious activity more observable. The program also

intends to increase residents' motivation to make changes to the neighbourhoods' physical environment by:

- Increasing residents' cohesion with each other and their pride in the community. To increase neighbourhood cohesion, the program coordinates events to help community members get to know each other, and staff provide guidance to members on how they can get along with their neighbours and positively address any conflicts that may arise.
- The program encourages residents to provide police with information to improve the police's response and monitoring of crime. If criminals see more police in the area or hear of other criminals being caught in the area, they will view the area as being riskier. Reporting can also reduce crime if the information provided leads to charges and criminals receive jail time and/or rehabilitation services. To motivate and help residents provide police with information about suspicious activities and crimes, the program:
  - Educates residents on who are likely suspicious individuals, what to be on the lookout for, and how to report it to the police.
  - Increases community cohesion so that residents are more motivated to help out their neighbours and lookout for their property.
  - Increases community networking so that residents can tell the difference between residents and suspicious individuals that do not belong in the community.
  - Communicate to Watch members that they can trust the police and that reporting incidents to the police is effective at addressing crime in their neighbourhoods.
- The program provides Neighbourhood Watch signage, which should result in criminals believing that the neighbourhood will be more physically secure and under more observation than non-Watch neighbourhoods.

To increase how physically difficult it is to be able to commit a property crime:

- The program teaches residents how to make physical security improvements. Such changes include, installing dead bolts and reinforced doors, or installing proper locks on windows. The program can increase motivation to make such security improvements by:
  - Informing residents of the suspicious activities and crimes occurring in their neighbourhood, which increases the perceived risk of being a victim of similar crimes.

While not the main goal of the Neighbourhood Watch program, **a Watch can also result in the following:**

- **Decreases in non-property crime**, such as drug-dealing, assaults, etc.
- **Increases in feelings of safety.**

As with property crime, a Watch can decrease non-property crime by changing the physical environment to increase criminals' perceptions of the chance that they will be caught.

A Watch can also increase residents' feelings of safety by:

- Increasing perceptions that their neighbours are looking out for them (either by improving their relationship with their neighbours or by knowing that a Watch is operating on their street).
- Increasing their perceptions that the police are monitoring their neighbourhood.
- Increasing their perceptions that there are less crimes occurring in their neighbourhood.

### **Assumptions, Conditions, and Risks**

The following are some of the assumptions, conditions, and risks that could impact the effectiveness of a Watch. The numbers relate to the numbered stars on the Theory of Change model (in Appendix 1).

1. Reporting safety issues, suspicious activity, and crimes to the Watch members could decrease their feelings of safety.
2. A Watch that includes a greater percentage of residents is likely to be more effective than Watches with lower membership percentages.
3. The types of dwellings and the type of street that make up the neighbourhood (i.e. suburban cul-de-sac vs. high-rise building) require different levels of effort to create neighbourhood cohesion. Some neighbourhoods may encourage socializing with neighbours as part of people's everyday activities, while other neighbourhoods may require planned social events.
4. More affluent neighbourhoods may be able to make more security improvements to their property and neighbourhood than neighbourhoods with limited resources.
5. It is assumed that the police have the resources to increase monitoring of Watch neighbourhoods when requested or when increases in crimes are reported.
6. If a Watch is successful at addressing the problem and/or increases residents' feelings of safety, residents may decrease their efforts to observe crime in their neighbourhood.
7. While a Watch may discourage crime from occurring at a particular home or in a particular neighborhood, if crime prevention efforts are not occurring in other areas, a criminal may simply commit crimes elsewhere.
8. Watches' effect on crime will be limited in neighbourhoods where few crimes tend to happen.

# Methods

The Members Survey collects evidence to test how well London's Neighbourhood Watch program is operating and producing its intended intermediary outcomes. While the survey does not directly measure the program's impact on property crime, many previous studies on other Watch programs suggest that if a Watch program is achieving its intermediary outcomes (i.e. increases in members' crime prevention knowledge and behaviour), it is most likely preventing crimes. Based on past studies, the average Neighbourhood Watch program reduces crime by between 16% and 26%.<sup>1</sup>

The online survey was hosted by Social Impact Squared so that respondents could provide confidential and anonymous feedback.

NWL only had contact information for Watch Area Coordinators, whose role it is to maintain a contact list of the members in their area. So, requests for participating in the Members Survey were sent to the Area Coordinators, and they were asked to also forward survey invitations onto their members (either by email or by distributing paper invitations and surveys in members' mailboxes). The initial requests were sent to:

- 370 Area Coordinators by email. However, 4 people later indicated that they are no longer acting as an Area Coordinator.
- 20 Area Coordinators by mail.

Both Area Coordinators and Watch Members were encouraged to complete the survey online, but were also given the option to complete a paper survey and mail or return it to NWL. Only 9 paper surveys were returned.

In total, survey responses were received from:

- 229 individuals<sup>2</sup>.
  - 135 identified themselves as Area Coordinators (about a third of those invited).
  - 81 identified themselves as general Watch members.
  - 13 choose to not indicate if they were a Coordinator or a general member.

The number of Neighbourhood Watch members in London is likely in the thousands, so only a very small percentage of general Watch members completed the survey. Reasons for the low general member response rate likely include:

- Some Area Coordinators not forwarding email invitations or reminders to members.
- Some members only receiving the paper survey option. The intent was that the paper survey invitations would include the online link, but some Area Coordinators shared the paper surveys without the invitation to complete the survey online.

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<sup>1</sup> Bennett Trevor, Holloway Katy, and Farrington David. "The Effectiveness of Neighborhood Watch". In: The Campbell Collaboration Reviews of Intervention and Policy Evaluations (C2-RIPE).

<sup>2</sup> 29 members (13% of respondents) did not complete the survey in full, and for many questions, a few members skipped the question. Appendix 1 outlines the percent of missing data per question. The percentages reported throughout are based on the number of respondents that provided answers.



- Fewer than expected members provided their Area Coordinators with an email address, and it requires a high degree of effort for Area Coordinators to physically distribute paper invitations and surveys and for members to complete and return completed paper surveys.

**Given the response rates, it is most likely that the more engaged and active Area Coordinators and members were more likely to respond to the survey than less engaged members.**

The paper version of the survey can be found in Appendix 2.

To analyze respondents' open-ended qualitative survey answers, a random sample of 30 or more answers were coded, depending on whether trends in different groups' answers were compared. Analyzing that many responses was sufficient to gain a clear picture of respondents' key thoughts, feedback, and opinions. Appendix 3 outlines the exact number of responses analyzed for each of the qualitative survey questions.

## Results

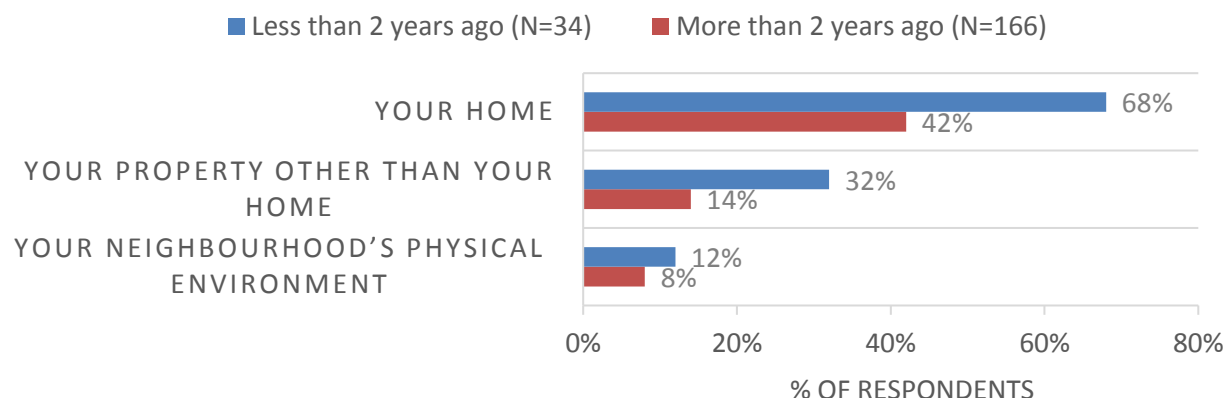
### Impact on Increasing Security

London's Neighbourhood Watch program aims to encourage members to make security improvements in a number of ways:

- By providing general information on making security improvements to homes, property, and neighbourhoods.
- By providing Neighbourhood Watch decals and signs.
- By informing residents of crimes occurring in their neighbourhood.
- By helping neighbours connect and share crime prevention tips.
- By supporting neighbourhoods in building cohesion and pride in their neighbourhood.

54% of respondents reported making security improvements in the last year.

**Most Security Improvements Were Made to Respondents' Homes, and Members that Joined their Watch Less Than 2 Years Ago were More Likely to Make Security Improvements in the Last Year.**

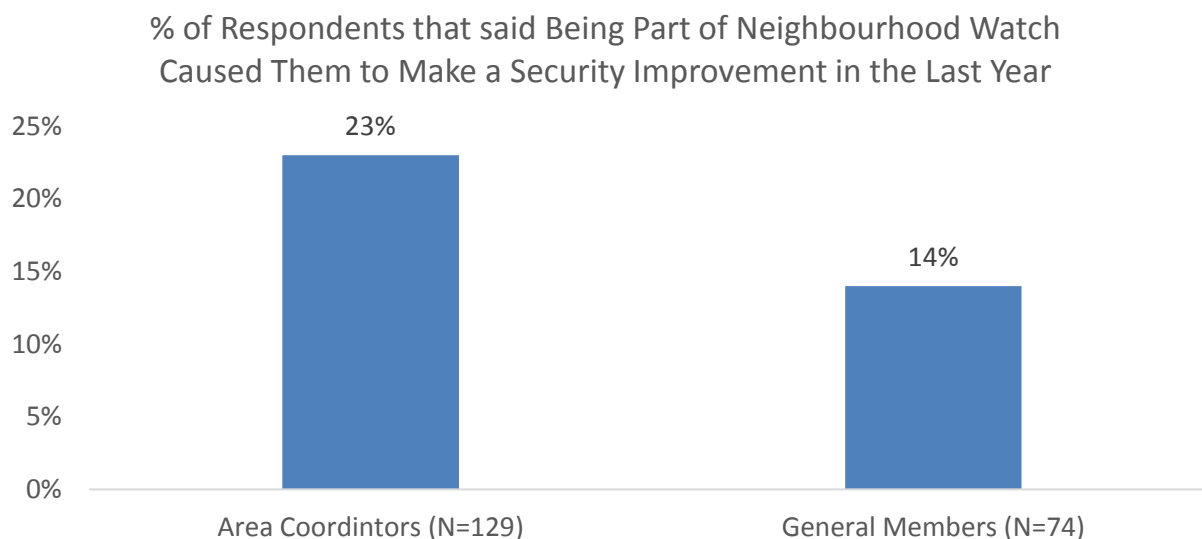


**Figure 1: What Security Improvements Respondents Made in the Last Year.**

While about half of the respondents had made a security improvement in the last year, only some of the respondents said that they made the improvements because they joined their Watch.

## In Total, 19% of Respondents Said They Made Security Improvements in the Last Year Because They were Part of a Watch.

### Area Coordinators were More Likely to Attribute Making Security Improvement to Neighbourhood Watch.



**Figure 2: Whether Area Coordinators and General Members Made Security Improvements Because of their Watch.**

Of the members that said Neighbourhood Watch caused them to make a change, the following are the types of security improvements they said they made, in order from the most to least frequently reported:

- Increasing lighting: *“Installed better security lightening.”*
- Reinforcing entry points: *“Improved locks on house, garage, and yard”*
- Changing landscaping to increase visibility: *“Cutting back the hedge that runs along the ... end of our property to provide better site lines.”*
- Installing alarm systems: *“I got a security dog in my yard and he alerts me of any intruders. I have security in my home also.”*
- Posting stickers or signs: *“Put NW stickers visibly on our front and rear entries and submitted the Master sheet so signage was posted to indicate we are a NW community.”*
  - 71% of the survey respondents said they used the Neighbourhood Watch stickers or decals, when provided that option on a closed-ended question.
- Using locks more often: *“Encouraged neighbours to ... ensure their vehicles are locked when not in use.”*

One member also reported that their neighbours went as far as buying a known drug house in order to decrease crime. That respondent said a *“couple neighbours got together and bought a*

*known drug house, in process of rehabilitating said house., crime dropped by fifty percent on our street alone...everyone is aware of whom belongs and we started a junior watch.”*

### Ways Watches Help Members Increase Security

Watches are expected to both increase members’ knowledge of making security improvements to prevent crime and to increase their motivation to make those improvements.

The survey respondents were asked to rate how clearly they understood how making security improvements can deter crime both before they joined their Watch and presently. Based on their ratings, it looks like being part of a Watch likely increased many of the respondents’ levels of understanding.

### Since Joining Their Watches, More Members Clearly Understand How Making Security Improvements can Deter Crime.

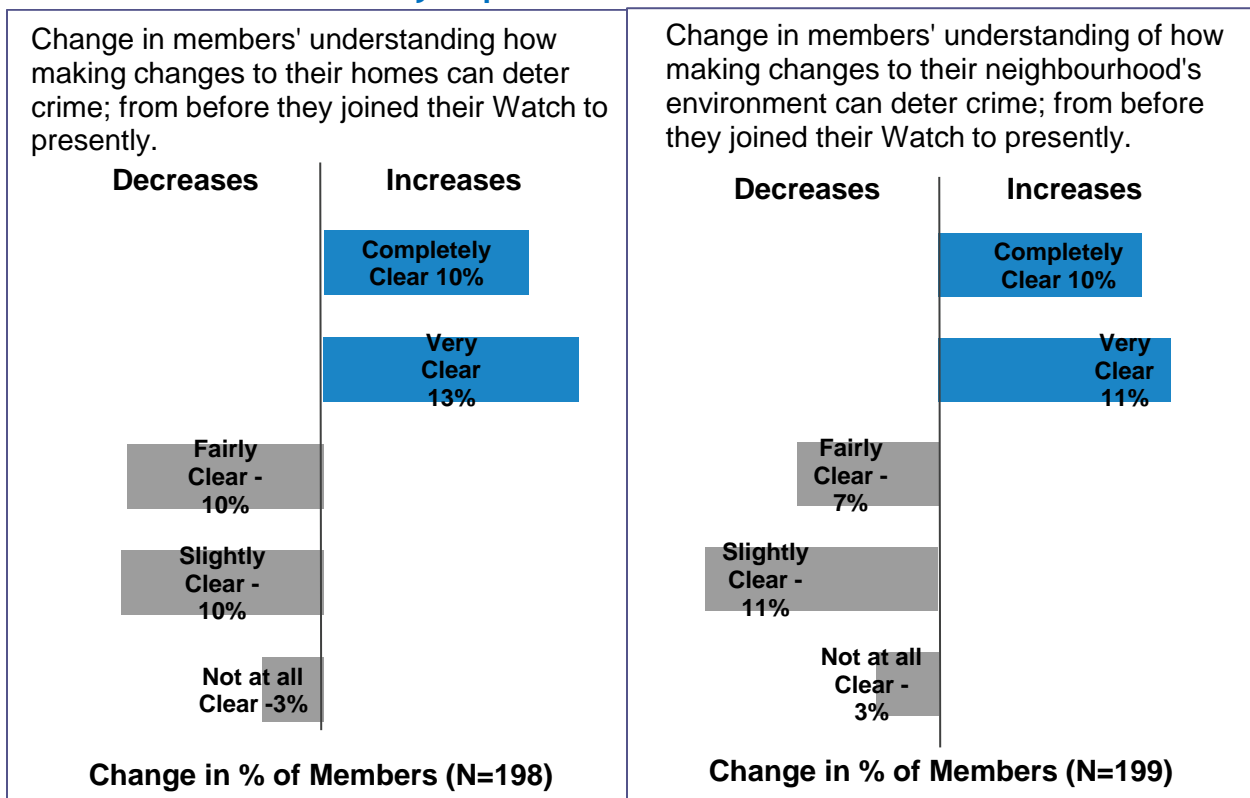
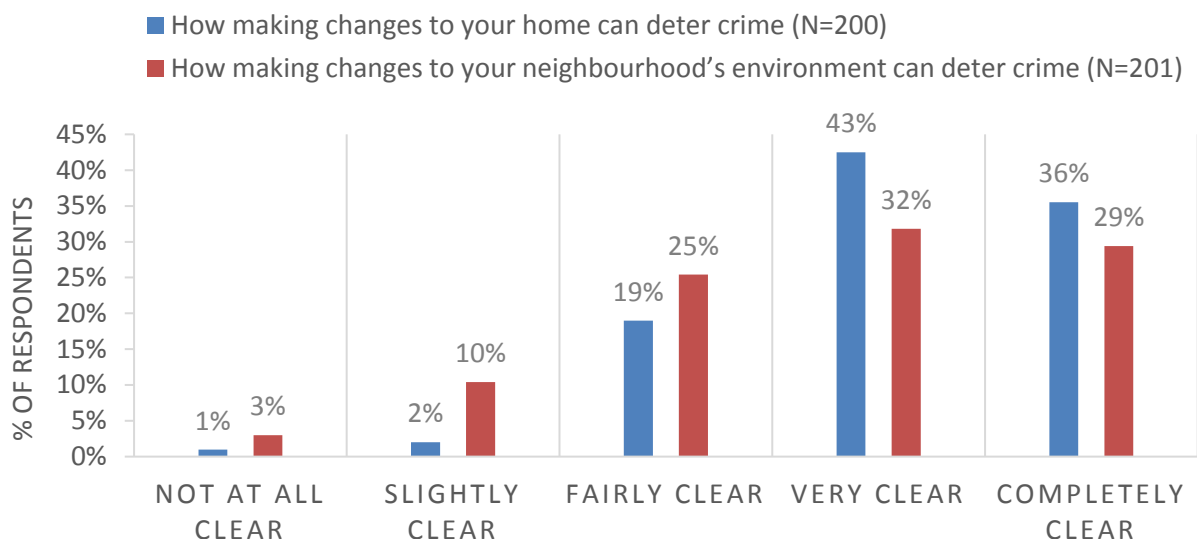


Figure 3: Change in Respondents’ Understanding of Security Improvements

## Currently, the Vast Majority of Respondents Feel They Fairly Clearly Understand How Making Security Improvement to their Homes and Neighbourhoods Can Deter Crime.



**Figure 4: Respondents' Present Understanding of Security Improvements**

Watches can also motivate members to make security improvements by increasing the perceived need to prevent being a victim of crime. One way Neighbourhood Watch increases the perceived need for making security improvements is by informing residents of crimes and suspicious activities occurring in their neighbourhoods. 76% of the respondents said they have received such information from London's Watch program, and some of the Area Coordinators noted how they are sharing and discussing incident information with their neighbours. For instance, one Area Coordinator reported that they have "*discussions with the neighbours about any activity in the area to heighten their awareness.*"

Motivation to make certain security improvements, such as maintaining well landscaped yards to increase visibility, can also be increased when Watches encourage members to have pride in their neighbourhoods. Results related how Watches affect members' relationships and engagement in their neighbourhoods are reviewed later in this report.

### Impact on Reporting Crime

Neighbourhood Watch also encourages and educates members to be observant of crimes and suspicious activities and to report them to the police and other neighbours. In total, only 8% of survey respondents said that they reported a crime in the last year that they would not have reported if they were not part of their Watch. A big reason why that percentage is low is because most (75%) of the respondents had not observed a crime in the last year.

The vast majority of the respondents that did observe a crime in the last year (91%), did report the crime to someone else:

- 75% reported a crime to the police.
- 62% reported a crime to their neighbours.
- 20% reported a crime to Neighbourhood Watch London.

- 15% reported a crime to their Watch Coordinators.
- 9% reported a crime to Crime Stoppers.

However, most (59%) of those respondents said they would have reported the crime even if they were not part of their Watch. Still, some members did attribute their Watch with causing them to report the crime.

### **Of Respondents that Observed a Crime in the Last Year, 33% Said They Would have Reported Less Suspicious Activities or Crimes if they were Not Part of their Watch.**

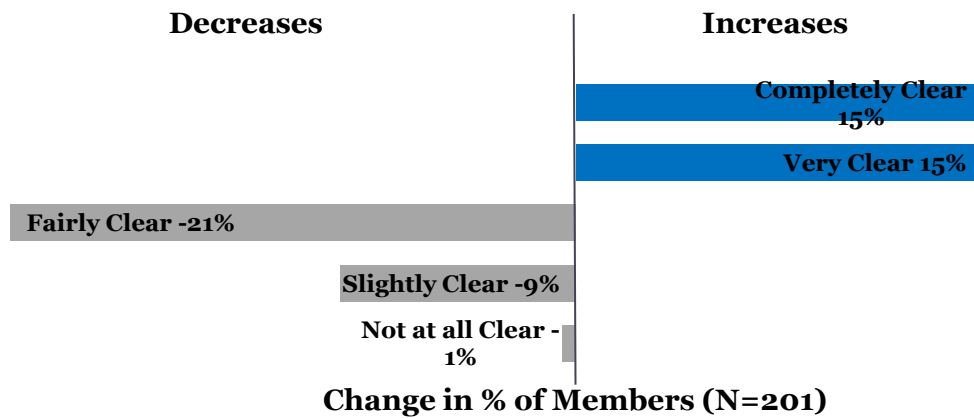
Only 1 person said they would have reported more suspicious activities and crimes if they were not part of their Watch.

While many members did not observe a crime, some of them did describe how they have been more observant of activity in their neighbourhood. When asked what else, (outside of making security improvements and reporting incidents), they have done differently to protect themselves and/or their neighbours from being victims of crime, Area Coordinators were more likely than general members to mentioned being more observant of suspicious activities. One Area Coordinator said, *“When I get home from work I sometimes take a quick drive around my neighbourhood. If I see a vehicle that I don't recognize acting in a peculiar matter I note the license plate.”* Another Area Coordinators said, *“I'm always out watching so if anything is out of the ordinary I would go check it out.”* As Area Coordinators, those individuals are actively looking out from suspicious activities.

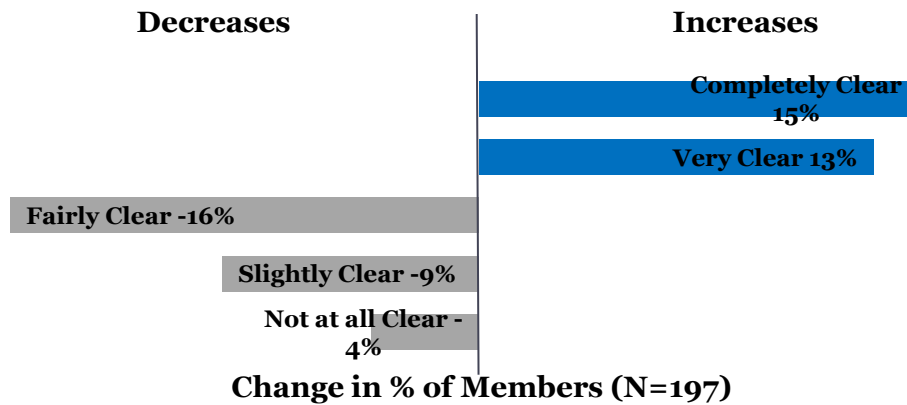
Also, a couple of Area Coordinators and a couple general members also reported that they either watch their neighbours' homes when they were away or ask their neighbours to watch their homes.

## Many of the Respondents also Reported They More Clearly Understood How to Observe and Report Suspicious Activities and Crimes.

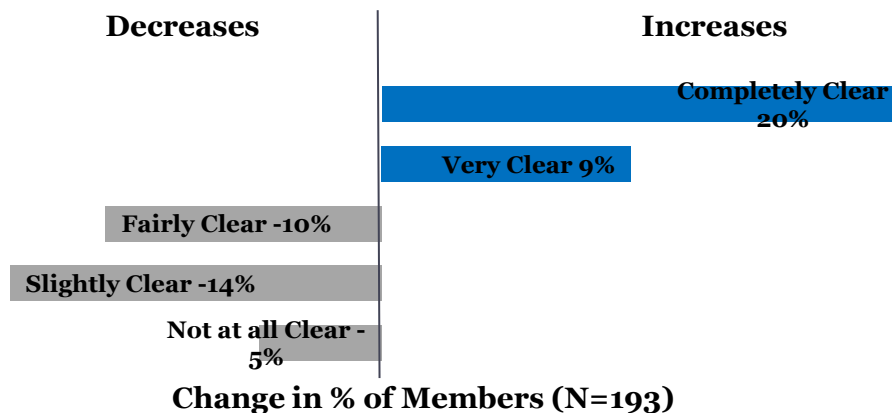
Change in members' understanding of the types of suspicious things they should be on the lookout for; from before they joined their Watch to presently.



Change in members' understanding of when they should report suspicious individuals or crimes; from before they joined their Watch to presently.



Change in members' understanding of when they should report suspicious individuals or crimes; from before they joined their Watch to presently.



**Figure 5: Change in Respondents' Understanding of Observing and Reporting Suspicious Activities and Crimes**

## Impact on Views of Police

The surveyed Area Coordinators and members tended to trust the police at similarly high levels both before and after they joined their Watches. Of the Watch members (N=181) that rated their level of trust of the police both before they joined their Watch and currently:

- 78% greatly or completely trusted the police before their Watch.
- 80% greatly or completely trusted the police currently.

As already noted, the Area Coordinators and members that responded to the survey are likely more engaged than the average member. It possible that less engaged members or residents that are not part of a Watches have less trust in the police.

While few of the respondents did not trust the police, some respondents did not fully believe that reporting to the police will help prevent crime. The following is based on the respondents (N=200) that rated their level of trust both before they joined their Watch and currently:

- Before they joined their Watch, 52% greatly or completely trusted that reporting suspicious activities and crimes to the police will help prevent crime.
- Currently, 67% greatly or completely trust that reporting suspicious activities and crimes to the police will help prevent crime.

While the level of trust in the efficacy of reporting to police did increase somewhat, some Area Coordinators' comments suggest that some issues still persist. While they trust that the police have good intentions, some Area Coordinators do not trust that the police or the "system" have the capacity to act on the reports and solve the issues. One Coordinator said,

*"Police and our neighbourhood have a huge TRUST issue....reputation outweighs present reality...slow or no response from police or too much internet reporting...constant repeat crimes with little or no consequences which we blame on system not police."*

Another said, *"Police seem too busy with drug interaction to worry about the community."* Lastly, another said, *"Unless police respond to neighbourhood concerns it is a lost cause."*

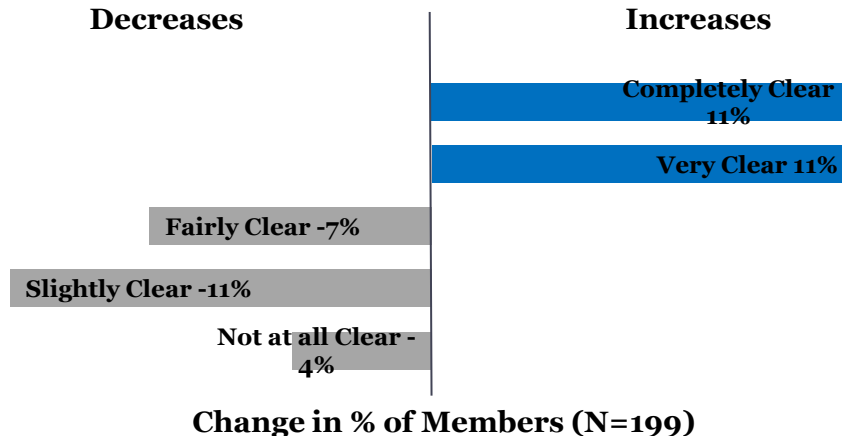
## Impact on Relationship with Neighbours

When neighbours trust each other and take pride in their neighbourhood they are much more likely to share crime information, monitor each others' property, and make neighbourhood security improvements. NWL provides guidance to Area Coordinators and general members on how to resolve conflicts with neighbours and build trusting relationships. NWL also supports Area Coordinators in hosting neighbourhood bonding events. Over a third (39%) of Area Coordinators that responded to the survey said they received one-on-one guidance and support from NWL, and about a quarter (26%) of all respondents said they had attended a neighbourhood event.

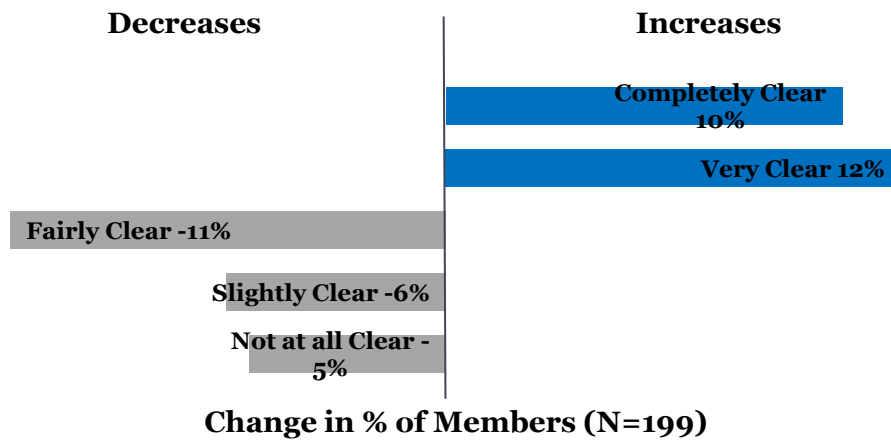
Before joining their Watches, 41% of survey respondents felt they very or completely understood how to interact with their neighbours to resolve conflicts, and 50% felt they very or completely understood how to build trusting relationships with their neighbours.

**From Before Joining their Watch to Currently, the Percentage of Respondents that Very or Completely Understand How to Resolve Conflicts and Build Trusting Relationships with their Neighbours Increased by 22%.**

Change in members' understanding of how to interact with their neighbours to resolve conflicts; from before they joined their Watch to presently.



Change in members' understanding of how to build trusting relationships with their neighbours; from before they joined their Watch to presently.



**Figure 6: Change in Respondents' Understanding of Resolving Conflicts and Building Trusting Relationships with their Neighbours.**

The surveyed respondents also estimated how many of their neighbours they currently felt comfortable asking to watch their homes while they are away; as well as how many they would have felt comfortable asking prior to joining their Watch.

**37% Reported Increases in the Number of Neighbours They Would Ask to Watch their Homes While They were Away.**

A similar percent of Area Coordinators (37%) and general members (32%) felt comfortable asking more of their neighbours to watch their home since joining their Watches. Of the respondents that reported increases, 15% would not have felt comfortable asking any of their neighbours before they joined their Watch, while the majority (71%) would have felt comfortable asking only 1 or 2 neighbours before they joined their Watch. Only, 1% reported feeling comfortable asking fewer neighbours.



In addition to helping to create more trusting relationships among neighbours, **most survey respondents (70%) agreed that the program helped them be more engaged in their neighbourhood.** Area Coordinators were more likely to agree that being part of a Watch helped them be more engaged in their neighbourhood (77% vs. 57% of general members). Common ways that respondents reported their Watch helped them be more engaged in their neighbourhood are “*More friends, more neighbourliness,*” “*More dialogue between neighbours,*” and getting to know neighbours further out from one’s home.

## Impact on Other Crime Prevention Behaviour

Most efforts to secure property can also increase residents’ personal safety. Few respondents mentioned using crime prevention actions that were only aimed at preventing non-property crimes. However, one Area Coordinator reported that they phone residents about scams, and another suggested that getting more tips on how to avoid scams would be helpful.

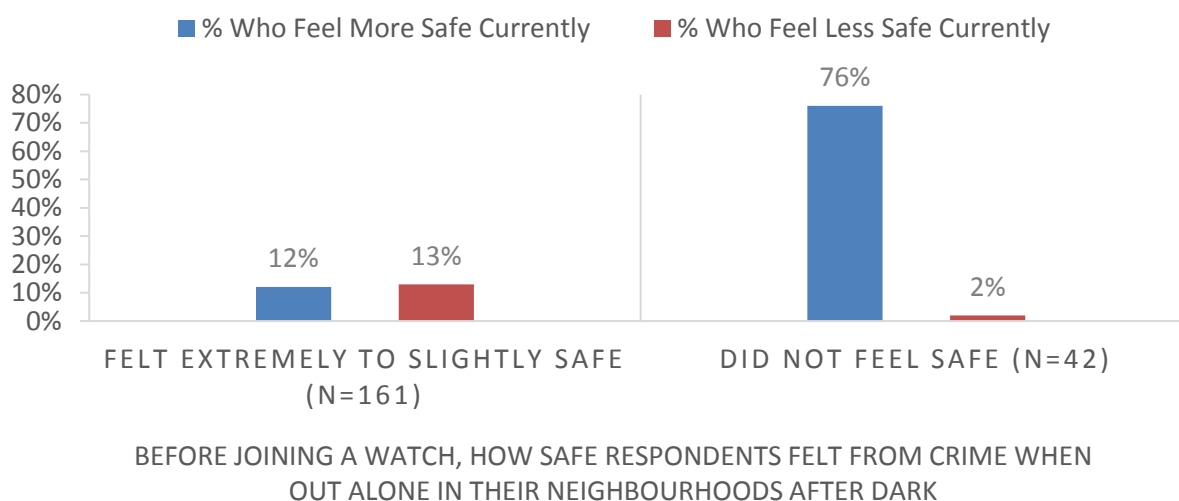
## Impact on Feelings of Safety

Many of the Area Coordinators and general members that responded to the survey do report that they:

- Have made security improvements.
- Are being more observant of suspicious activity and crimes.
- Trusted many of their neighbours to look out for their homes and property.

All of which should increase members’ feelings of safety. In fact, many of the respondents that did not feel safe before joining their Watch reported feeling safer now. We asked survey respondents how safe they felt out alone in their neighbourhoods at night and how safe they felt from property crime.

### Respondents that, Prior to Joining their Watch, did Not Feel Safe From Crime While Out in their Neighbourhoods After Dark, Currently feel Safer.



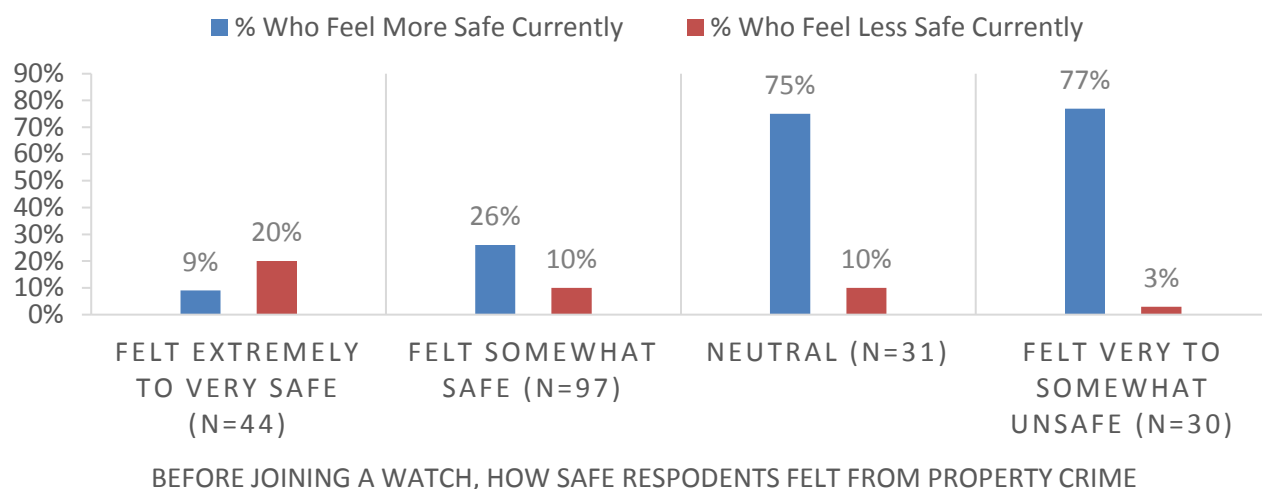
**Figure 7: Change in Respondents’ Feeling of Safety while out in Neighbourhood After Dark.**

Before joining their Watch, only 8% (16) of respondents<sup>3</sup> said they felt somewhat unsafe and only 1% (3) said they felt very or extremely unsafe from crime when alone in their neighbour at

<sup>3</sup> Of Respondents that provided ratings for both before joining their watch and for currently.

night. Of those members, just over two-thirds (69%) now feel somewhat to extremely safe from crime when out alone in their neighbourhood at night.

### Respondents that, Prior to Joining their Watch, did Not Feel Safe from Property Crime, Currently Feel Safer.



**Figure 8: Change in Respondents' Feeling of Safety from Property Crime.**

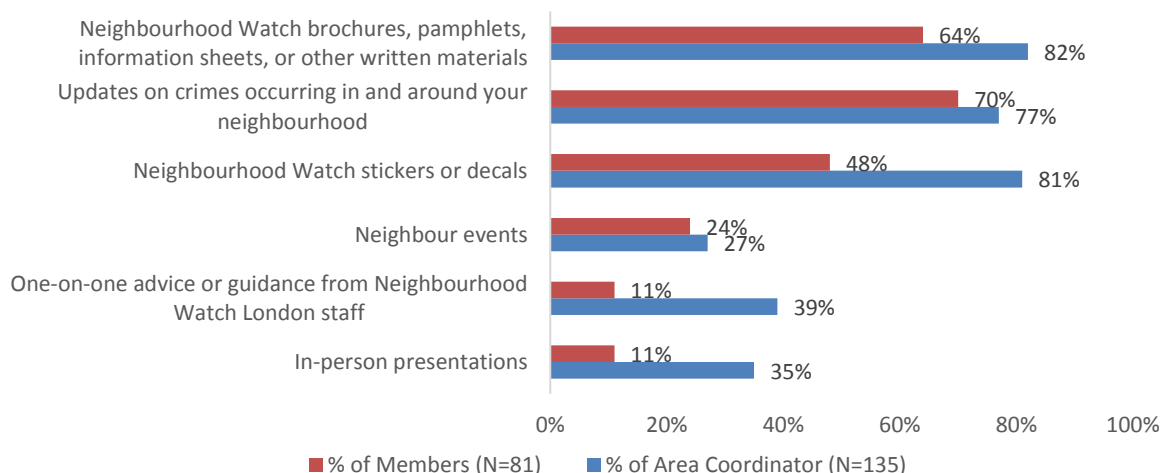
Before joining their Watch, only 13% (24) of respondents said they felt somewhat unsafe and only 3% (6) said they felt very unsafe from property crime. Of those members, close to two-thirds (63%) now feel somewhat to extremely safe from property crime.

## Program Strengths

### Area Coordinator Engagement

London's Neighbourhood Watch program is engaging some Area Coordinators that are highly engaged in the program. For instance, 48% (64) of the Area Coordinators have used four or more of NWL's services.

### Area Coordinators are More Likely than General Members to Use Neighbourhood Watch's Various Services.

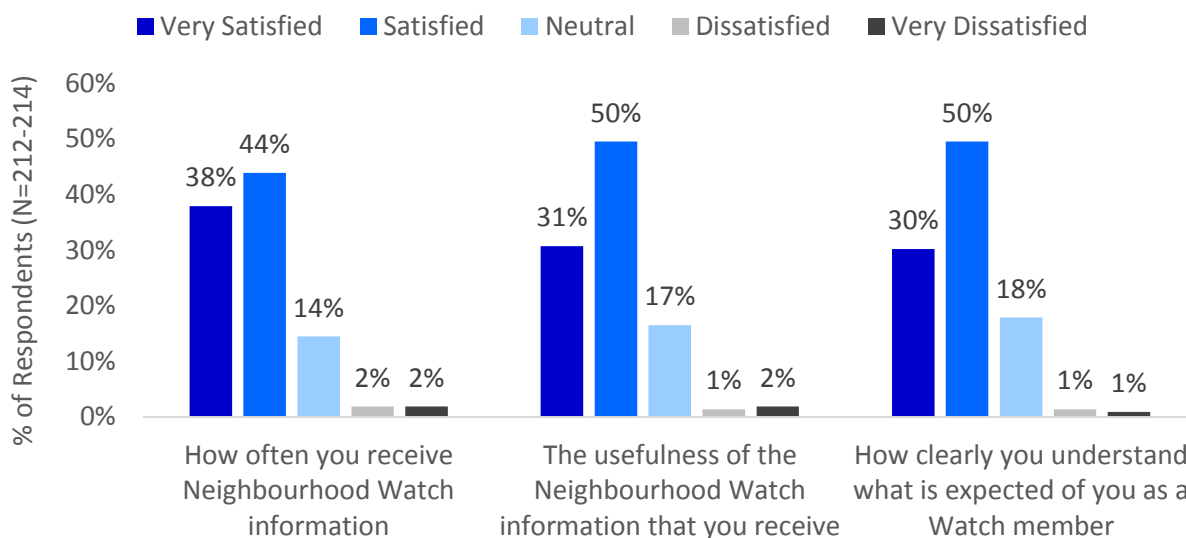


**Figure 9: % of Area Coordinators and General Members that have Used Various NWL Services.**

Area Coordinators' higher level of engagement compared to general members is associated with them being more likely (44% vs. 26%) to say being part of their Watch has resulted in them making a security improvement in the last year.

### Satisfaction with Neighbourhood Watch Information

**The Vast Majority of Respondents said They were Satisfied with How Often they Received Neighbourhood Watch Information, the Usefulness of that Information, and How Well They Understood what was Expected of them as a Watch Member.**



**Figure 10: Respondents' Satisfaction with NWL Information.**

### Crime Prevention Information Sharing

For London's Neighbourhood Watch program, the crime prevention information they share through newsletters, brochures, information sheets, etc. is the most impactful service for encouraging people to make security improvements. Beyond using a higher number of services, only using Neighbourhood Watch brochures, pamphlets, informations, or other written materials had a unique impact on whether or not a respondent said their Watch encouraged them to make a security improvement in the last year.

Of those that made a security improvement (N=112), while controlling for the number of services used,

**Those that Used "Neighbourhood Watch Brochures, Pamphlets, Information sheets, or Other Written Materials," were 3.6 Times More Likely than those that did Not Use those Materials to Say that Being Part of their Watch Motivated them to Make a Security Improvement in the Last Year.<sup>4</sup>**

<sup>4</sup> Determined using logistic regression. Significant at the 0.1 level.

# Opportunities for Improvement

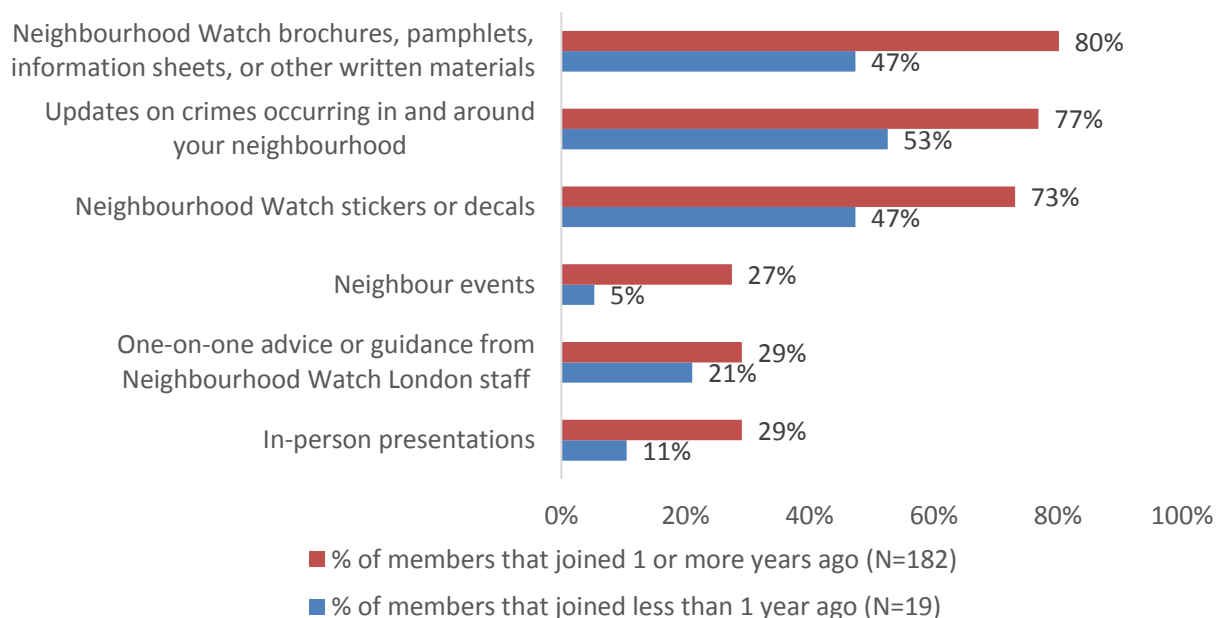
## Engagement Levels

While London's Neighbourhood Watch program has some Area Coordinators that are engaged in the program beyond receiving and sharing crime incident and prevention information, **there does appear to be an opportunity to increase engagement among a wider variety of general Watch members.** Of the general members that responded to the survey (81), only:

- 48% have used Neighbourhood Watch stickers or decals. A few respondents said that NWL could better support them by providing more Watch signs and stickers.
- 24% have attended a neighbours event. A few respondents said NWL could better support them by supporting more community events or being out in the community more.
- 11% have received one-on-one advice for NWL staff.
- 11% have attended an in-person event.

Further, only 9% of the members that responded to the survey had joined their Watch in the last year, and...

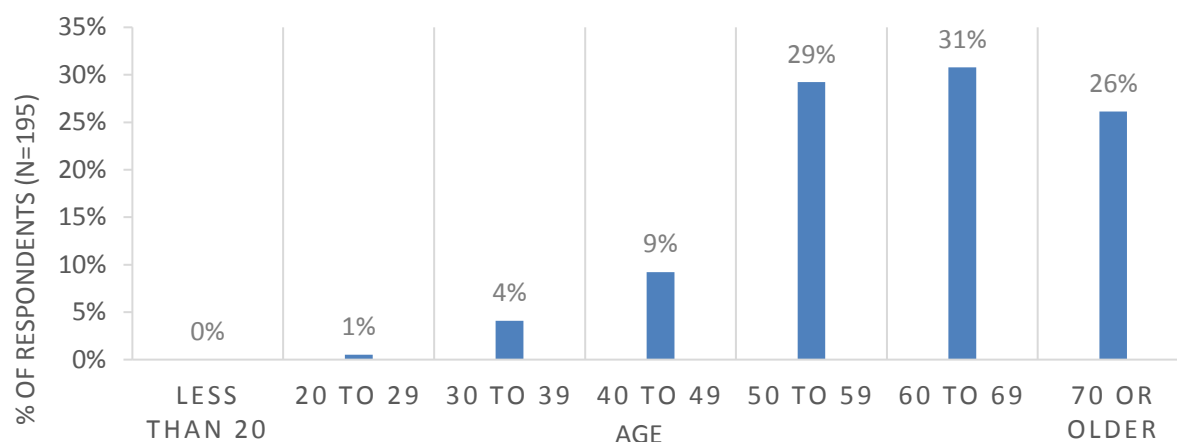
## Respondents that Joined in the Last Year are Less Likely to Report Having Used Neighbourhood Watch Services. In particular, Only 1 (5%) of the Respondents that Joined in the Last Year have Attended a Neighbours Event.



**Figure 11: Use of Various NWL Services by when Respondents had Joined their Watch.**

Related to when members have joined their Watch,

### Only 14% of Respondents were Under the Age of 50.



**Figure 12: Respondents' age.**

The Watches also do not appear to be engaging many new immigrants. While, 17% of the survey respondents had immigrated to Canada more than 5 years ago,

### None of the Respondents had Immigrated to Canada in the Last 5 years.

It is likely that the members that responded to the survey were more engaged than average, so while London's Neighbourhood Watch program may be serving more new, young, and immigrant members, those members are likely less engaged than those that responded to the survey.

It would appear that efforts are needed to refresh most of London's Watches' membership lists and Area Coordinators. With the vast majority of members being 50 plus, there is a hesitation by Area Coordinators and members to communicate through electronic means, such as email. That hesitation requires communications to flow through the Area Coordinators, who need to individually phone or deliver paper communications to their members. Doing so is time consuming, expensive, and results in delays between when incidences occur and when residents will hear about them. As noted, the need for Area Coordinators to print and hand deliver the Members Survey invitations is certainly part of the reason for general members' low response rate. So, the difficulties in collecting the survey responses serve as an example of how the mode of communication limits NWL's ability to engage general members.

While there is still a need to distribute some paper communications through Area Coordinators, there is opportunity to communicate with members more directly through electronic means. A few of the Area Coordinators did note that they would like less frequent Neighbourhood Watch communications, however, the reason for the less frequent communication had to do with the level of effort needed. For example, one Area Coordinator said, "*I wish that the newsletter were NOT sent out monthly since I am the Area Coordinator and it requires 3 times as much effort on my part.*" A few other Area Coordinators noted they welcomed greater use of email. For instance, one Coordinator said, "*I'd prefer if the neighbours submitted their emails to you and that you send them news, etc., directly. I can no longer walk so I cannot hand deliver notices to those who don't have email access.*" While London's Neighbourhood Watch program should not end communicating through Area Coordinators for members that do not want to communicate

electronically, **increasing the use of electronic communication methods will improve the speed of communications, increase engagement of younger residents, reduce printing costs, and put less time demands on Area Coordinators.** If NWL could work to engage younger members and Area Coordinators, it would facilitate their ability to increase their reach members through electronic communications, which would increase the program's ability to prevent property crimes.

Some of the Area Coordinators noted how the conflict that occurred several years ago<sup>5</sup> caused them to disengage with the organization. While they noted that members' negative views of the organizations' board and staff have not been fully resolved, they do have more faith in the current administration and are now willing to re-engage with the organization. The following quote describes the situation well,

*“Since the last upheaval a few years ago, I maintained our neighbourhood but did not update it due to the chaos I witnessed at the meetings and investigations. So, I alerted our area that we were still vigilant but that I would wait until NWL either regained a semblance of order under strong and positive leadership or we would just maintain ourselves as a neighbourhood if NWL folded. I have now met our latest Manager and staff and feel very positive so we are re-engaging with the Office... Prior to that past management, we had had an extremely successful Watch area and have held it together. However, about 40 % of our homes have changed hands and we are renewing our families now. So [Neighbourhood Watch London's] services were used a lot prior to that eventful time and very successful, then there is a void as we held our own, and now we are coming back.”*

That Coordinator provides just one example of a Watch that recognizes that it needs to be refreshed, needs to engage new residents, and would now welcome NWL's support in doing so.

### **Neighbourhood Safety Audits**

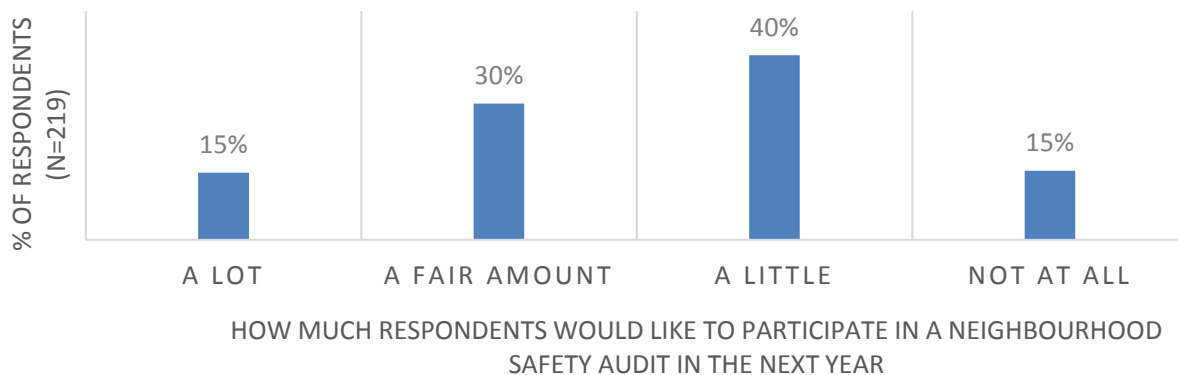
A newer service that NWL is offering is supporting Watches in completing Neighbourhood Safety Audits. The service engages neighbourhood groups to identify the safety concerns in their neighbourhood (both crime and non-crime related) and then provides resources and support to pursue a plan to resolve those safety concerns. Of the survey respondents, 17% said they knew what a Neighbourhood Safety Audit was, and 20% said they think they knew what it was. So, [there is plenty of opportunity to increase Watch members' awareness of Neighbourhood Safety Audits.](#)

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<sup>5</sup> See: <http://www.lfpress.com/2013/08/26/london-city-hall-withheld-the-money-when-the-organization-fell-into-chaos>

There is also a fair amount of interest in participating in Neighbourhood Safety Audit among some Watch members. After providing the survey respondents with a description of what a Neighbourhood Safety Audit was,

### 45% of Respondents Said They Would Like to Participate in a Neighbourhood Safety Audit in the Next Year a Lot or a Fair Amount.



**Figure 13: Respondents’ Interest in Participating in a Neighbourhood Safety Audit in the Next Year.**

General members were a bit less interested than their Area Coordinators:

- 50% (65) of Area Coordinators were interested in participating a lot or a fair amount.
- 36% (27) of general members were interested in participating a lot or a fair amount.

For those with a fair amount or more interest in participating in a Neighbourhood Safety Audit, the most frequently mentioned things that would encourage them to participate are:

- Receiving more information about the service. One respondents said they would want to know “*what exactly it entails first and then decide. Costs, time involvement, accreditation of person doing the audit, etc.*”
- An already identified need for a safety improvement. For example, already wanting to “*get speed bumps,*” “*identify if a home is being used for a grow-op,*” or address “*recent rise in late night auto break-ins.*”
- Having a fair number of members in their neighbourhood interested in participating.
- Having the time to participate.

Based on the feedback, NWL can likely support the organization of many Neighbourhood Safety Audits in 2018 by simply increasing their efforts to inform members of the service and by helping sign members up to participate. Mississauga’s Neighbourhood Watch program has used neighbourhood audits focused on using environmental design to prevent crime to increase the effectiveness of its program.<sup>6</sup> So, carrying out more Neighbourhood Safety Audits is likely to increase London’s Watch program’s ability to prevent crime.

<sup>6</sup> Bakker, P. “Safe City Mississauga’s Neighbourhood Watch 2015 Evaluation.” Toronto: Social Impact Squared. [http://www.socialimpactsquared.com/wp-content/uploads/2015/05/Crime\\_Prevention\\_Results\\_SafeCityMississauga\\_Final.pdf](http://www.socialimpactsquared.com/wp-content/uploads/2015/05/Crime_Prevention_Results_SafeCityMississauga_Final.pdf)

## Summary & Recommendations

The results of the members survey do support that London's Neighbourhood Watch program is having some success at achieving its intermediary outcomes. After joining their Watch, **many members' knowledge increased as intended**; specifically:

- 21% to 23% more respondents very or completely understood issues related to security improvements.
- 28% to 30% more respondents very or completely understood issues related to observing and reporting suspicious activities and crimes.
- 15% more respondents greatly or completely believed that reporting suspicious activities and crimes to the police would help prevent crime.
- 22% more respondents very or completely understood how to build trusting relationships with their neighbours or resolve conflicts with them.

**That increase in knowledge does appear to have resulted in some members increasing their crime prevention actions**; specifically:

- 19% of respondents reported that being part of their Watch caused them to make a security improvement in the last year.
- 8% of respondents said that they reported a crime in the last year that they would not have reported if they were not part of their Watch.

**Some members also reported being more connected and engaged in their neighbourhoods**; specifically:

- 37% of respondents also reported that after they joined their Watch they now feel comfortable asking more neighbours to watch their homes while they are away.
- 70% agreed that being part of a Watch helped them be more engaged in their neighbourhood.

Lastly, after they joined their Watches, **many respondents felt safer in their neighbourhoods**; specifically:

- 76% (32) of those that did not feel safe from crime if they were out alone in their neighbourhood after dark before joining their Watch now feel safer to do so.
- 75% (46) of those that did not feel safe from property crime before joining their Watch now feel safer from property crime.

While the outcomes are based on members' self-reports, they are consistent with the program's theory and past evaluation findings. Given the outcomes reported by those members that responded to the survey, it is reasonable to assume that **London's Neighbourhood Watch program likely is preventing some level of crime from occurring against Area Coordinators and the more engaged members**. However, with so few general members responding to the survey, we cannot conclude that there are enough members engaged in the program for the program to prevent a significant amount of crimes at the broader community level. In particular, of those that did respond, only 14% were under the age of 50. There is plenty of opportunity for crime displacement when large segments of home owners are not very engaged in the program. Crime displacement is when Watches discourage crime from occurring highly engaged homes or neighborhoods, but criminals continue to commit similar crimes



against homes or neighbourhoods not participating in the program. So, while the program is likely preventing a small amount of crime at the community level, London's program is likely preventing less than the average Watch program – i.e. less than a 16% decrease in property crime.

There is plenty of potential for London's Neighbourhood Watch program to increase engagement in its program. It is recommended that NWL:

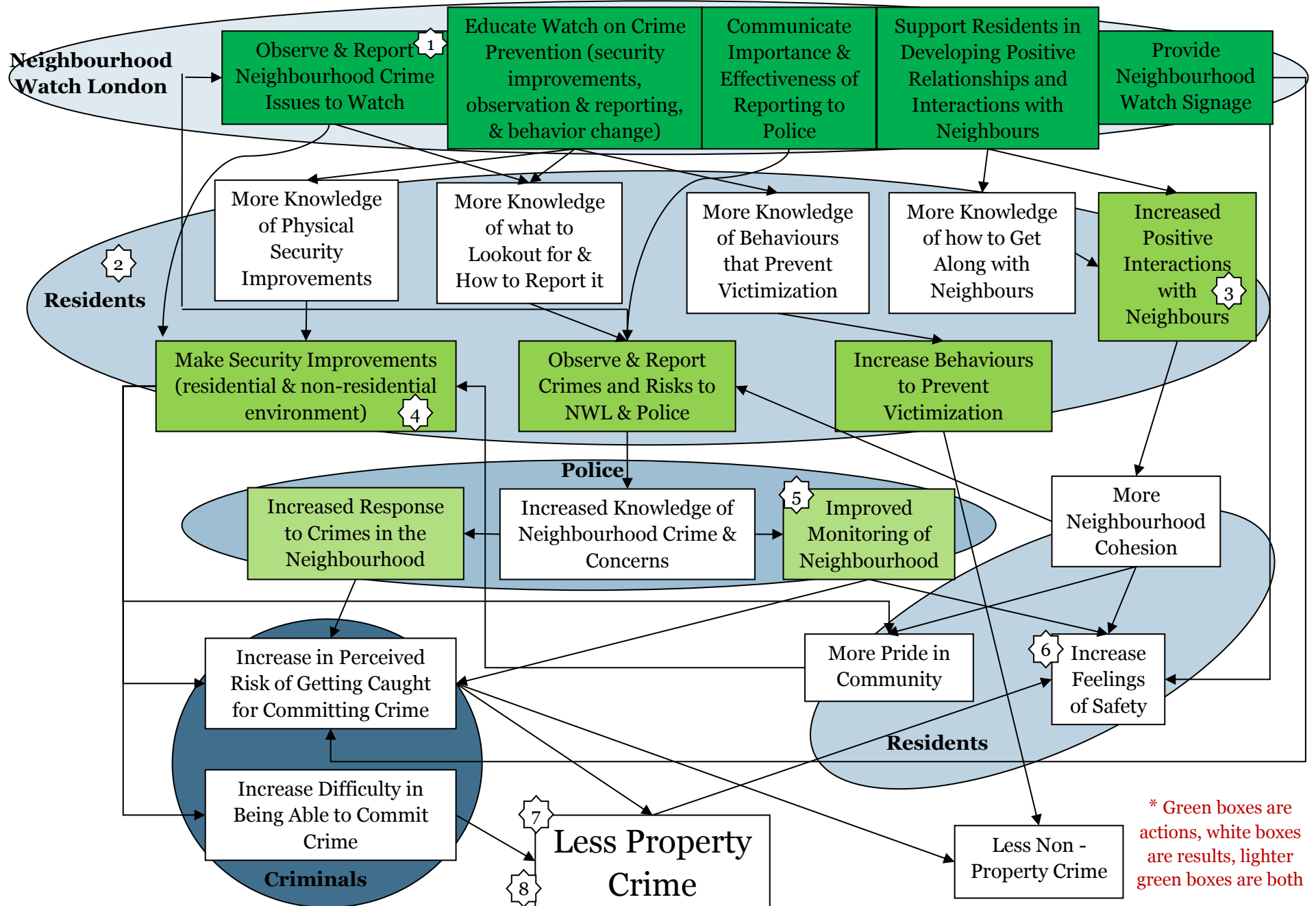
- **Begin encouraging Watch members to provide emails or sign-up to communication applications** that will allow NWL to communicate with members in a more direct, cost-efficient, and rapid way. Consider how Watches could use newer social applications such as Facebook groups, slack, basecamp, or an app like [Nextdoor](#) if it or something similar to it becomes available in Canada.
- **Target the Watches most in need of refreshing their membership, and support them in reaching out to new members.** NWL could identify the priority neighbourhoods by asking Area Coordinators to submit an update on the number of households that are active Watch members, and then compare that number to the number of dwellings in their Watch. **Hosting more community events may be a good way to connect and engage new members.** Consider targeting events and outreach to engage younger members and new immigrants.
- **Host in-person and online presentations to inform Area Coordinators and members about Neighbourhood Safety Audits and facilitate registration for the service.**
- **Explore and experiment with ways to engage with more immigrant communities.** In some cases, engaging with more immigrants may just require more directed outreach regarding the existing Neighbourhood Watch program. However, for some racialized communities that have strained relationships with the police or their other neighbours, NWL may need to offer different or modified services to support them in building community bonds and taking an active role in crime prevention.

The Neighbourhood Watch model is proven to be able to prevent property crimes, and there is evidence that London's program is producing the model's short-term outcomes for some of its members. Further, the value produced by effective Neighbourhood Watch programs far outweighs the amount of investment required to run them. For example, Mississauga's Neighbourhood Watch program was estimated to result in cost-savings to residents and taxpayers that are 3.5 times what it cost to run the program<sup>7</sup>. So, if additional investments are needed to help expand the reach and depth of engagement of London's Neighbourhood Watch program, those investments have a strong potential to produce social impacts that outweigh the costs of those investments.

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<sup>7</sup>Bakker, P. (2015) "The Value Produced by Mississauga's Neighbourhood Watch Program – Initial Analysis." Toronto: Social Impact Squared.  
<http://www.socialimpactsquared.com/wp-content/uploads/2012/12/The-Value-Produced-by-Mississauga-NW-Final.pdf>

Appendix 1: Theory of Change Model for London's Neighbourhood Watch Program



## Appendix 2: Missing Data

Question	% Missing (Based on 229 Respondents)
Are you an Area Coordinator?	15%
Before joining your Neighbourhood Watch how clearly did you understand the following: <ul style="list-style-type: none"> <li>• The types of suspicious things you should be on the lookout for</li> <li>• When you should report suspicious individuals or crimes</li> <li>• How to report suspicious individuals or crimes</li> <li>• How making changes to your home can deter crime</li> <li>• How making changes to your neighbourhood's environment can deter crime</li> <li>• How to interact with your neighbours to resolve conflicts</li> <li>• How to build trusting relationships with your neighbours</li> </ul>	0% - 3%
Prior to joining your Neighbourhood Watch, how many of your neighbours would you feel comfortable asking them to watch your home while you were away?	0%
Prior to joining your Neighbourhood Watch, how safe from crime did you feel if you were out alone in your neighbourhood after dark?	0%
Prior to joining your Neighbourhood Watch, how safe did you feel you were from property crime (i.e. vandalism, theft, break and enters, etc.)?	0%
Prior to joining your Neighbourhood Watch, to what degree did you... <ul style="list-style-type: none"> <li>• Trust the Police</li> <li>• Believe that reporting suspicious activities and crimes to the Police would help prevent crime</li> </ul>	1%
Please select the Neighbourhood Watch services that you have ever used?	3%
Do you know what a Neighbourhood Safety Audit is?	2%
How much would you like to participate in a Neighbourhood Safety Audit for your neighbourhood in the next year?	4%
Please indicate your level of satisfaction with following: <ul style="list-style-type: none"> <li>• How often you receive Neighbourhood Watch information</li> <li>• The usefulness of the Neighbourhood Watch information that you receive</li> <li>• How clearly you understand what is expected of you as a Watch member</li> </ul>	6%
In the last year, have you made any security improvements to the following: <ul style="list-style-type: none"> <li>• I did not make any security improvements in the last year.</li> <li>• Your home</li> <li>• Your property other than your home</li> <li>• Your Neighbourhood's physical environment (your neighbourhood's shared space)</li> </ul>	5%
Did being part of your Neighbourhood Watch cause you to make any of those changes?	1%
Have you ever observed a crime (as it was occurring or after it occurred) in the last year?	7%
Who did you report the crime(s) to?	1%

Question	% Missing (Based on 229 Respondents)
Do you think you would have reported more, less, or the same amount of suspicious activity or crimes if you were not part of your Neighbourhood Watch?	5%
Has being part of a Watch helped you be more engaged in your neighbourhood?	8%
Currently, how clearly do you understand the following: The types of suspicious things you should be on the lookout for When you should report suspicious individuals or crimes How to report suspicious individuals or crimes How making changes to your home can deter crime How making changes to your neighbourhood's environment can deter crime How to interact with your neighbours to resolve conflicts How to build trusting relationships with your neighbours	12% - 14%
Currently, how many of your neighbours would you feel comfortable asking them to watch your home while you are away?	12%
Currently, how safe from crime do you feel if you are out alone in your neighbourhood after dark?	12%
Currently, how safe do you feel you are from property crime (i.e. vandalism, theft, break and enters, etc.)?	12%
Currently, to what degree do you... Trust the Police Believe that reporting suspicious activities and crimes to the Police would help prevent crime	12%
What is your age?	15%
Have you immigrated to Canada, and if so, when?	14%
When did you join your Watch?	13%

# Appendix 3: Members Survey

## Introduction

Thank you for responding to our request to participate in our survey of Neighbourhood Watch members. The survey will ask about your experiences as a Watch member.

It should take you between 10 and 20 minutes to complete the survey.

Social Impact Squared has been hired to collect and analyze your responses.

Your name will not be connected to your answers unless you identify yourself in your answers. To help you provide open and honest answers, Social Impact Squared will only share grouped results and anonymous quotes with Neighbourhood Watch London. You will not be identified in any report. Social Impact Squared will also share grouped results for individual Watches, so that staff, partners, Watches, and supporters can identify ways to support and improve the program.

Completing the survey is voluntary, but we want to make sure that the program is serving all members' needs, so we hope to hear from every Watch member.

If you have any questions about this survey, please contact Neighbourhood Watch London's Executive Director Michele Sands at: [ed\\_nwl@rogers.com](mailto:ed_nwl@rogers.com)

If you have a technical issue with completing the survey, please contact Paul Bakker of Social Impact Squared at: [paul@socialimpactsquared.com](mailto:paul@socialimpactsquared.com)

Click Next to begin the survey.

## Survey Questions

The first set of questions asks you to think about how things were before you joined your Neighbourhood Watch. Please Circle your answers.

1. Before joining your Neighbourhood Watch how clearly did you understand the following:

	Completely Clear	Very Clear	Fairly Clear	Slightly Clear	Not at all Clear
The types of suspicious things you should be on the lookout for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you should report suspicious individuals or crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to report suspicious individuals or crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How making changes to your home can deter crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How making changes to your neighbourhood's environment can deter crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to interact with your neighbours to resolve conflicts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to build trusting relationships with your neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Prior to joining your Neighbourhood Watch, how many of your neighbours would you feel comfortable asking them to watch your home while you were away?

- 0
- 1-2
- 3-5
- 6-10
- 11-15
- More than 15
- Prefer to not answer

3. Prior to joining your Neighbourhood Watch, how safe from crime did you feel if you were out alone in your neighbourhood after dark?

- Extremely safe
- Very safe
- Somewhat safe
- Neutral
- Somewhat unsafe
- Very unsafe
- Extremely unsafe
- Prefer to not answer

4. Prior to joining your Neighbourhood Watch, how safe did you feel you were from property crime (i.e. vandalism, theft, break and enters, etc.)?
- Extremely safe
  - Very safe
  - Somewhat safe
  - Neutral
  - Somewhat unsafe
  - Very unsafe
  - Extremely unsafe
  
  - Prefer to not answer

5. Prior to joining your Neighbourhood Watch, to what degree did you...

	Completely	Greatly	Fairly	Slightly	Not at all	I don't know
Trust the Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Believe that reporting suspicious activities and crimes to the Police would help prevent crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**The next set of questions explore how you have engaged with your Neighbourhood Watch.**

6. Please select the Neighbourhood Watch services that you have ever used?

**Check all that apply.**

- Neighbourhood Watch brochures, pamphlets, information sheets or other written materials
- Neighbourhood Watch stickers or decals
- Updates on crimes occurring in and around your neighbourhood
- In-person presentations
- Neighbour events
- One-on-one advice or guidance from Neighbourhood Watch London staff
- Other, please specify: \_\_\_\_\_

7. Did you know that you can receive a 10% discount on home and auto insurance from Allstate Insurance because you are a member of the Neighbourhood Watch program in London?

- Yes
- No >> **If No, Skip Question 7a.**

7a. Do you currently receive the Neighbourhood Watch Member discount from Allstate Insurance?

- Not Sure
- Yes
- No, please specify why not: \_\_\_\_\_

8. Do you know what a Neighbourhood Safety Audit is?
- Yes
  - No
  - I think so

The Neighbourhood Safety Audit is designed to support residents to identify the safety concerns in their neighbourhood and develop a plan of action to increase safety for all. The Neighbourhood Safety Audit comes with staff support and some equipment.

9. How much would you like to participate in a Neighbourhood Safety Audit for your neighbourhood in the next year?
- A lot
  - A fair amount
  - A little
  - Not at all

10. What would encourage you to participate in a Neighbourhood Safety Audit for your neighbourhood?

11. If you participated in a Neighbourhood Safety Audit, what was the most significant change you have observed in your neighbourhood as a result?

12. Please indicate your level of satisfaction with following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not applicable/ I have not received any NW info
How often you receive Neighbourhood Watch information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usefulness of the Neighbourhood Watch information that you receive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How clearly you understand what is expected of you as a Watch member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



13. Please provide your suggestions for how Neighbourhood Watch London can better support your Neighbourhood Watch.

14. NWL is growing and expanding. As a charitable organization committed to welcoming, inclusive and safe neighbourhoods we are looking at ways for the organization to best reflect our community outreach and want to find out how our members feel about us changing our name to reflect that we do more than just the Neighbourhood Watch Program.

As member of the Neighbourhood Watch Program would you agree to a changing the name of our organization? (The name of the program will remain the same).

- Yes
- No
- Not sure

Please explain: \_\_\_\_\_

**The next set of questions explores what actions you have taken as a Watch Member.**

15. In the last year, have you made any security improvements to the following:  
(Check all that apply)

- Your home
- Your property other than your home
- Your Neighbourhood's physical environment (your neighbourhood's shared space)
- I did not make any security improvements in the last year. **>>If you select this option, skip to Question 16.**

15a. Please describe the security improvements you have made in the last year.

15b. Did being part of your Neighbourhood Watch cause you to make any of those changes?

- Yes
- No

16. Have you ever observed a crime (as it was occurring or after it occurred) in the last year?

- Yes
- No >>If you select this option, skip to Question 17.
- Prefer to not answer >>If you select this option, skip to Question 17.

16a. Who did you report the crime(s) to? (Check all the apply)

- No one
- My Watch Coordinator
- Neighbourhood Watch London
- The Police
- My Neighbours
- Crime Stoppers
- Other, please specify: \_\_\_\_\_

16b. Do you think you would have reported more, less, or the same amount of suspicious activity or crimes if you were **not** part of your Neighbourhood Watch?

- I would have reported **more** if not part of my Watch
- I would have reported the **same amount** if not part of my Watch
- have reported **less** if not part of my Watch
- I Don't Know

17. If you have done anything else differently to protect your and/or your neighbours from being victims of crime, please describe it here.

18. Has being part of a Watch helped you be more engaged in your neighbourhood?

- Yes, please describe how: \_\_\_\_\_  
\_\_\_\_\_
- No.

The next set of questions ask you to consider how things are as of today.

19. Currently, how clearly did you understand the following:

	Completely Clear	Very Clear	Fairly Clear	Slightly Clear	Not at all Clear
The types of suspicious things you should be on the lookout for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you should report suspicious individuals or crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to report suspicious individuals or crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How making changes to your home can deter crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How making changes to your neighbourhood's environment can deter crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to interact with your neighbours to resolve conflicts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to build trusting relationships with your neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Currently, how many of your neighbours would you feel comfortable asking them to watch your house/apartment while you are away?

- 0
- 1-2
- 3-5
- 6-10
- 11-15
- More than 15
- Prefer to not answer

21. Currently, how safe from crime do you feel if you are out alone in your neighbourhood after dark?

- Extremely safe
- Very safe
- Somewhat safe
- Neutral
- Somewhat unsafe
- Very unsafe
- Extremely unsafe
- Prefer to not answer

22. Currently, how safe do you feel you are from property crime (i.e. vandalism, theft, break and enters, etc.)?

- Extremely safe
- Very safe
- Somewhat safe
- Neutral
- Somewhat unsafe
- Very unsafe
- Extremely unsafe
  
- Prefer to not answer

23. Currently, to what degree do you...

	Completely	Greatly	Fairly	Slightly	Not at all	I don't know
Trust the Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Believe that reporting suspicious activities and crimes to the Police will help prevent crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**The next set of questions explore the types of people that are Watch members.**

24. Are you an Area Coordinator?

- Yes
- No

25. What is the name of the Watch you are a part of?

(Skip this question if you are an Area Coordinator and want your answers to be anonymous).

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26. What is your age?

- Less than 20
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 to 69
- 70 or older

27. Have you immigrated to Canada, and if so, when?

- No, I was born in Canada
- Yes, I immigrated in last 5 years
- Yes, I immigrated more than 5 years ago.

28. When did you join your Watch?

- Less than 1 year ago
- Between 1 and 2 years ago
- More than 2 years ago

Thank you for providing us with this valuable insight!

## Appendix 3: Qualitative Analysis Sampling

Survey Question	# of Responses Given	# of Responses Analyzed
What would encourage you to participate in a Neighbourhood Safety Audit for your neighbourhood?	123 in total 57 from those with a lot or a fair amount of interest	57 from those with a lot or a fair amount of interest
Please provide your suggestions for how Neighbourhood Watch London can better support your Neighbourhood Watch.	67	30
Please describe the security improvements you have made in the last year.	92 from those that made an improvement 42 from those that attribute improvement to being part of their Watch	30 from those that attribute improvement to being part of their Watch
If you have done anything else differently to protect your and/or your neighbours from being victims of crime, please describe it here.	61	61
Has being part of a Watch helped you be more engaged in your neighbourhood. If yes, please describe how:	98	31