

#### LIBERIA

#### PROJECT HALF YEARLY PROGRESS UPDATE

#### 1 JANUARY - 30 JUNE 2013

Project No & Title:	PBF/LBR/A-8-00081529: Support for the Extension and Functioning of the Government of Liberia Peacebuilding Office/PBF Secretariat and for Monitoring and Evaluation of PBF Portfolio and Projects		
<b>Recipient Organization</b> (s) <sup>1</sup> :	UNDP		
Implementing Partners (Government, UN agencies, NGOs etc)	Peacebuilding Office (PBO)		
Location:	Monrovia, Liberia		
<b>Total Approved Budget<sup>2</sup></b>	US\$ 1,577,506		
Funds Committed <sup>3</sup>	US\$ 1,577,506	% of funds committed / total approved budget:	100%
Expenditure <sup>4</sup> :	US\$ 959,089 (estimate) (from start date to 30/06/2013)	% of expenditure / total budget: (Delivery rate)	61% (estimate) (start date to 30/06/2013)
Project Approval Date:	4 August 2011 (JSC approval)	Possible delay in operational closure date (Number of months)	N/A
Project Start Date:	7 February 2012 (date of funds transfer)		
Expected Operational Project Closure Date:	31 October 2014		
PBF Outcome Area⁵	<ul> <li>Area<sup>5</sup> Outcome Area (from Priority Plan or Project Document):</li> <li>Justice and Security</li> <li>National reconciliation</li> </ul>		

<sup>&</sup>lt;sup>1</sup> Please note that where there are multiple agencies, only one consolidated project report should be submitted.

<sup>&</sup>lt;sup>2</sup> Approved budget should be the amount transferred to Recipient Organisations.

<sup>&</sup>lt;sup>3</sup> Funds committed are defined as the commitments made through legal contracts for services and works according to the financial regulations and procedures of the Recipient Organisations.

<sup>4</sup> Actual payments (contracts, services, works) made on commitments.

<sup>5</sup> Reference to be made to outcomes of the Priority Plan or PBF Performance Management Plan (PMP).

## SUMMARY

The Peacebuilding Office (PBO), based at the Ministry of Internal Affairs, was established in January 2009 as the PBF Secretariat in Liberia. The PBO has been instrumental in supporting the Joint Steering Committee (JSC) to oversee and coordinate the implementation of the Statement of Mutual Commitments (SMC) between the Government of Liberia and the UN Peacebuilding Commission, as well as the related Liberia Peacebuilding Programme (LPP) and other PBF-funded peacebuilding initiatives.

Since the start, the PBO has effectively coordinated the collaboration among all key actors in the area of peacebuilding and reconciliation in Liberia, including the various Government institutions and agencies, civil society organizations, UN Agencies and donors. The PBO convenes and facilitates the Technical Advisory Group (TAG) on Justice and Security as well as the TAG on National Reconciliation to review project proposals and provide technical advice. PBO acts as the key focal point liaising with the PBSO, PBC and the MPTF Office.

The PBO has also provided expert technical assistance in monitoring, reporting and evaluation. For the PBF-supported programmes and projects, PBO has supported various institutions and agencies to develop the necessary results frameworks and M&E plans to effectively monitor and report on the implementation of these initiatives. This includes sharing lessons learned among various projects and make recommendations for adjustments if needed.

In addition, PBO has been strengthening conflict-sensitive capacities in Liberia through tailor-made training of policy-makers, civil society organizations and local government staff in the various counties. At the same time, the PBO has facilitated specific conflict mapping exercises and 'hot spot' assessments, and supported the establishment of conflict early warning and early response systems. Critical partnerships have been forged with different peacebuilding institutions at local, regional and international level.

# **OUTPUTS**

During the period January-June 2013, PBO delivered a number of key outputs in the following areas:

- 1. PBF Secretariat: Coordination and Technical Advice
- 2. M&E and Reporting
- 3. Capacity Building in Conflict Management and Mediation
- 4. Support to Early Warning and Early Response mechanisms

# 1. PBF Secretariat: Coordination and Technical Advice

### Joint Steering Committee

In January PBO prepared the 2012 Annual Report of the Joint Steering Committee (JSC) based on the inputs from all the various stakeholders. The JSC is composed of the following 17 members: Co- Chairs (2): Minister of Internal Affairs and the UN Deputy Special Representative of the Secretary-General (DSRSG); Government representatives (4): Minister of Planning and Economic Affairs (MPEA), Minister of Finance (MoF), Minister of Justice (MoJ), Minister of Gender and Development (MoGD), Multilateral development partners (4): UN, World Bank, EU, ECOWAS; Bilateral development partners (3): USA, Sweden, UK; representative of Liberian Civil Society (2): one representative from LINNK with voting rights, and one representative from WIPNET as observer; Private Sector 1 representative (1): Liberia Business Association (LIBA).

The 2012 JSC Annual Report provided a comprehensive overview of all the results achieved during 2012 as well as challenges and actions taken to further improve performance. Liberia along with Guinea was selected to pilot a new PBF template with more emphasis on reporting achievements at outcome level in addition to outputs, and a focus on catalytic effects of PBF support as well as its contribution to enhanced coherence and addressing critical conflict factors and funding gaps.

The PBO as Secretariat to JSC organized two meetings so far in 2013 namely on 25 January and 14 March 2013. PBO prepared all the documentation for the meetings, drafted the minutes and followed up on the various decisions with all the JSC members, hence ensuring that the Committee effectively fulfilled its role to oversee and guide the implementation of the SMC and the LPP. The JSC meeting initially scheduled for June had to be postponed to July given the full agendas of the two Co-Chairs. In February 2013 PBO also facilitated a special JSC meeting during the visit of the Chairperson of the PBC Country Specific Configuration (CSC) for Liberia, H.E. Ambassador Stefan Tillander, together with a PBC delegation.

### **Statement of Mutual Commitments**

In June-July PBO prepared a mid-term progress update of the Statement of Mutual Commitments (SMC) between the GOL and the PBC. Information was collected from all the key actors in the area of justice and security and national reconciliation. The SMC mid-term progress update will be shared with PBSO and PBC by end of July 2013.

### Support to Justice & Security TAG

During the first 6 months of 2013 PBO, as Secretariat, convened several meetings of the Justice and Security Technical Advisory Group (TAG). The meetings were held on 27 January, 4, 8 and 21 February, 11 and 22 March, 16 April, 1, 7 and 22 May to discuss technical and operational issues related to the implementation of the Justice and Security Joint Programme (JSJP).

### Support to National Reconciliation TAG

During the first half of 2013 PBO facilitated the finalization of the Strategic Roadmap on National Healing, Peacebuilding and Reconciliation through a number of working sessions. On 10 June the Roadmap was endorsed at a TAG meeting attended by representatives from various Government institutions and UN Agencies. Subsequently, PBO supported the Liberia Peace Initiative (LPI) led by Peace Ambassador George Weah in organizing a 3-day Reconciliation Festival on 20-22 June. The first day witnessed the 'Kick-start' of the implementation of the National Reconciliation Roadmap, followed by other activities such as a 'Peace March' and a soccer match with 2 teams of famous African soccer stars playing for a huge crowd in the national stadium.

The Roadmap launch brought together a wide range of key stakeholders including senior government officials, all political parties, the diplomatic corps, UN agencies, CSOs and traditional, religious and local leaders. President Ellen Johnson-Sirleaf validated the launch by extending a hand of reconciliation to a member of the House of Representative with whom she had not spoken for more than a year due to divergent political views. The Roadmap launch generated meaningful debates among all stakeholders and - cognizant of the momentum gained as a result of the successful launch - the PBO was requested to further support the LPI and the Ministry of Internal Affairs in organizing a series of follow-up activities, starting with a public outreach event in Gbarnga, Bong County, on 29-31 July. This forum will bring together at least 120 participants from the counties of Maryland, Grand Bassa, Bong, Nimba and Lofa. The event will discuss and agree on the role of relevant stakeholders in developing an operational implementation strategy

for the Roadmap, ensuring participation and coordination among all key actors. The Gbarnga outreach event will also set the basis for full implementation of the Palava Hut programme led by the INHRC (Independent National Human Rights Commission).

### **PBO Operational Manual and Communication**

Following good practices, the PBO during the first months of 2013 developed and fine-tuned a comprehensive set of Standard Operating Procedures (SOPs) for financial and administrative management. The SOPs were combined into an Operational Manual which provides guidance to staff regarding the various procedures and processes to be followed for ensuring transparent, efficient and effective management of funds, assets and human resources. The Manual may be further modified in future where necessary.

In response to the increasing demands from key stakeholders and the general public for more information on various peacebuilding initiatives supported by the PBF, Government and others, the PBO - upon recommendation of the JSC - developed a tailor-made Communication Strategy. The objectives of the strategy are to: enhance the understanding of the PBF management arrangements; increase public information on the participation of key stakeholders as well as the implementation and impact of the various initiatives under the LPP, such as the Justice and Security Joint Programme (JSJP), the National Youth Service Programme (NYSP), the Alternative Land Dispute Resolution (ADR) mechanism, etc. The Communication Strategy is currently being rolled out step by step in the next months and years, and will also be regularly adapted where needed.

# 2. M&E and Reporting

## M&E capacity building

In order to strengthen PBO's capacity to provide expert technical advice and support in monitoring, reporting and evaluation of the LPP and all related PBF-supported projects, an international M&E Advisor and national M&E Officer were recruited, joining the PBO on 24 December 2012 and 1 April 2013 respectively. As a first step towards further national capacity building, a short M&E Training was conducted for PBO and UNDP staff on 25-26 March 2013. About 25 participants were trained in the key principles of RBM, developing results frameworks and indicators, results-based reporting, etc. A more comprehensive M&E training for National Implementing Partners in the area of Justice & Security and National Reconciliation is planned for October 2013.

In addition, the PBO Executive Director, Senior Technical Advisor and M&E Advisor also acted as resource persons for several specific trainings, such as the 'African Peacebuilding Coordination Programme' workshop organized by ACCORD (African Centre for the Constructive Resolution of Disputes) on 24-28 June 2013 in Monrovia. During this workshop Liberia's experiences in peacebuilding and reconciliation programming and M&E were shared and discussed among the 27 participating peacebuilding practitioners from 6 post-conflict countries across Africa.

### **Progress reporting on PBF projects**

In January PBO prepared the 2012 JSC Annual Report based on the inputs from all the various stakeholders. The report provided a comprehensive overview of all the results achieved during 2012 as well as challenges and actions taken to further improve performance. In January PBO also liaised with the various national partners and Recipient UN Organizations (RUNOs) implementing PBF-funded projects to

provide technical advice where necessary in preparing the 2012 annual reports. Towards the end of June 2013, PBO again liaised with the respective RUNOs more specifically to clarify the new PBF Guidelines and reporting templates, and quality assurance was provided regarding the content of the half-yearly reports (UNDP and UNOPS) and final reports (UNICEF and UN-HABITAT).

### Liberia Priority Plan M&E system

During the reporting period the Results/M&E Framework of the Liberia Peacebuilding Programme (LPP) was reviewed as discussed and recommended by the JSC. In particular, the indicators for the Justice and Security component (JSJP) were reviewed to ensure more harmonization and rationalization, while avoiding duplication of indicators. A revised set of SMARTer indicators with baselines, targets and means of verification was subsequently proposed by the PBO M&E Unit in collaboration with the JSJP PMU at the Ministry of Justice.

At a one-day M&E Workshop on 28 June 2013 the proposal was presented and discussed with the Inter-Agency Steering Committee (IASC) of the Gbarnga Regional Justice and Security Hub as well as Senior Officials from the Judiciary, SG's Office, LNP, BIN and BCR from HQ in Monrovia and Lofa, Nimba and Bong counties. Participants provided practical feedback on the revised outcome and output indicators which will be incorporated in a revised proposal to be presented to the JSB and JSC in July/August 2013. At the workshop the findings of the 2012 baseline Perception Survey on Justice & Security in Bong, Lofa and Nimba counties were presented and discussed with those who had not yet seen the results. During the subsequent discussion possible actions were identified to address some of the key issues in terms of citizens' perceptions regarding justice and security institutions and personnel.

In order to systematize activity and output monitoring, the PBO M&E Unit together with the JSJP PMU developed a set of monitoring logs for the justice and Security institutions/units active at the Gbarnga Regional Hub. Feedback was provided by participants at the 28 June workshop, and the logs were subsequently updated where necessary and are now used to regularly collect data on the various services provided by the SGBV Crimes Unit, Public Services Office, LNP and BIN (confidence patrols) and Judiciary. Already a positive impact can be seen in clearer and more regular reporting on results achieved.

For the planned Regional Justice & Security Hubs in Zwedru and Harper a comprehensive Results Framework was developed through a participatory approach during a special JS TAG working session in May 2013 facilitated by the PBO M&E Advisor.

### Perception Survey on Justice & Security in South-East Liberia

To enhance outcome monitoring, a Public Perception Survey on Justice and Security was conducted by the PBO in April 2013. The survey focused on the 5 counties in South-East Liberia, i.e. namely Grand Gedeh, Sinoe, Maryland, Grand Kru and River Gee, to be covered by the next 2 Regional Justice and Security Hubs in Zwedru and Harper. The objective was to establish a baseline on the current perceptions of the population regarding justice and security while at the same administrative data was collected on the actual justice and security services in place (e.g. number of police officers, judges, county attorneys, public defenders, number of cases adjudicated in courts, etc).

For the perception survey during February and March a Concept Note was developed along with a tailormade questionnaire. Subsequently a sampling framework was designed, using a random multi-stage stratified cluster sampling method to provide statistically representative results at the county level. A collaboration agreement was signed between PBO and LISGIS (Liberia Institute of Statistics and Geo-Information Services) to ensure national capacity development and at the same time using local expertise including LISGIS enumerators (interviewers) and data entry clerks. An intensive training was conducted (15-18 April) including pilot testing, following which the fieldwork was done from 19-29 April. A total of 1,200 household respondents were interviewed in 36 randomly selected enumeration areas across the 5 counties. The survey collected information on people's perceptions regarding the:

- Security situation in communities;
- Performance of security service providers, i.e. responsiveness and public confidence;
- Performance of justice service providers, i.e. access to justice and public confidence;
- Engagement with CSOs to provide awareness on access to justice and dispute resolution;
- Knowledge of the Regional Hubs.



Interview being conducted in a village in Sinoe county

In May-July data entry and analysis was conducted. Currently the report is being written and the findings are cross-checked with the results of other related studies. A draft report is expected in August. However, the preliminary findings of the survey were already presented and discussed with the Minister of Justice, the Judiciary, the Heads of the LNP (police), BIN (immigration), BCR (prisons) and UN experts. All key stakeholders considered the findings very interesting and useful to the extent that they will be taken into account in the design and implementation of a number of priority justice and security services in the South-East, for example through enhanced confidence-building measures in the justice system, specific targeting of men and women, rural and urban areas, etc.

### M&E technical advice provided to PBO key areas of work

During the reporting period the PBO M&E Unit also provided technical M&E advice and support to various institutions/agencies such as MOJ (JSJP PMU), UNDP, UNICEF and UN-HABITAT. One example was the support provided by PBO towards the revision of the results framework of UNICEF's 'Peacebuilding Education and Advocacy' (PEA) programme. This provided the basis for a consultancy firm to subsequently conduct a baseline assessment of the PEA programme which is being piloted in Liberia. In addition, technical advice was provided on a number of JSTF (Justice and Security Trust Fund) project proposals as well as the TOR for the JSJP Mid-Term Evaluation.

## 3. Capacity building in Conflict Management and Mediation

### Training for Gbarnga Regional Justice and Security Hub staff

In order to further enhance national capacity, the PBO supported and facilitated two training sessions in Gbarnga, Bong County. The first training was conducted on 20-22 June 2013 for security personnel assigned at the Regional Justice and Security Hub in Gbarnga. The main objective of the training was to expose participants to the concept of mediation and assist them to develop enhanced personal skills and techniques as intervention strategies in the discharge of their duties. A total of 33 participants (4 women and 28 men) participated in the training which was facilitated by resource persons from the Kofi Annan Institute for Conflict Transformation – University of Liberia and the Peace and Conflict Institute - Cuttington University. Key topics included Conflict Management and Mediation.

The training enhanced the capacity of the participants in a significant way as demonstrated by the various role plays practiced during the training. Participants enhanced their understanding of the Regional J&S Hub concept and are now more regularly communicating with each other which has positively impacted their relationships both on the job and in the communities. The training ended with a three count recommendation to the Ministry of Justice namely to: create a recreational centre for all personnel at the Hub; construct a garage and gas station; and initiate a driving course to enable security personnel to enhance their driving skills.

### **Training for County Peace Committees**

The second training was conducted on 24-26 June 2013 and included 30 participants (9 women and 21 men) of the Bong County Peace Committee (CPC). The main objective was to provide a refresher training in Mediation and Conflict Management as a strategy for restructuring the leadership of the CPC. The restructuring was necessitated because the previous chairperson was relocated to Monrovia to take up a new portfolio with the Lutheran Church in Liberia. He had appointed a new chairperson in violation of the CPC regulations passed at the National CPC Conference in July 2010. Following discussion during the training it was eventually agreed unanimously that the current acting CPC chairman would maintain the position, but that henceforth the regulations would be strictly adhered to. During the training many successful mediation interventions especially in land and domestic disputes. At the end of the training the CPC re-emphasized their call for further support by the PBO.

## 4. Support to Early Warning and Early Response Mechanisms

The Early Warning and Early Response (EWER) programme operates with two key objectives:

1. Development of a network of early warning and early response actors comprising of CSOs, UN Agencies and Government representatives.

The EWER Working Group is comprised of Civil Society Organizations, Government agencies, UN agencies and other international partners working on issues of peacebuilding and conflict prevention. The PBO coordinates the working group based in Monrovia. The WG meets twice monthly for general meetings and occasionally for task force meetings and special events as needed. To date, the EWER Group comprises of 18 active organizations and a large network of reporters who provide relevant data for the EWER incident-reporting map of the Liberia Early-Warning and Response Network (LERN) developed by Ushahidi and currently managed by iLab Liberia.

2. Development of a community-based early warning system involving County Peace Committees.

The PBO has gradually been developing permanent community-based structures that will help in detecting threats to community peace and engaging in response activities. The overall objective is to ensure that potential violent conflicts are detected and their escalations are prevented from threatening national peace and stability in Liberia. Therefore, the programme was designed to focus on ensuring that local early warning and response mechanisms involving County Peace Committees (CPCs) in 7 counties are developed and strengthened to address drivers of conflict by collecting, analyzing, transmitting and reporting on incidents of violent conflict. The focus is on developing the capacity of local actors to engage in early response activities and to document their interventions.

The following key outputs were achieved during January-June 2013:

- ➤ A refresher workshop for 45 early warning focal persons from all 7 counties was held in Gbarnga on 15-17 January 2013. Two additional follow-up sessions were held for focal persons from Lofa and Nimba county. These workshops served a number of purposes: follow-up on achievements; provide feedback which often serves as a way of motivating people; refresh focal persons on previous trainings as well as capture challenges and constraints they are faced with.
- County Peace Committees' members received training in advanced mediation and early warning issues identification. With complementary funding from UNICEF, 180 CPC members and youth peer educators were trained at 3 locations in Ganta, Harper and Zwedru on 6-11 January 2013. The PBO also produced an 'Early Warning and Mediation Toolkit' for CPCs and youth peer educators.
- Individual CPC members were provided with record books to document their response activities. A review of the record books of Nimba, Bong and Lofa CPCs on 20-21 May 2013 noted that significant work is being done by CPCs despite the challenges they are faced with, including logistics and lack of funds for convening mediation sessions and holding community dialogues.
- Two of the four targeted early warning meetings to engage policy-makers and the broader civil society were held in February and May 2013. The focus of these meetings was to promote the EWER work and to get key actors outside the realm of the Working Group to generate interest thereby accelerating response actions.
- The PBO effectively managed the activities of the Early Warning Working Group. Eleven meetings were held during January-June 2013 as well as eighteen meetings of various task forces and committees. These led to different forms of collaboration among various actors. All planned activities of the Working Group were conducted while also a training workshop on grants and proposal writing as well as a staff retreat were held during the reporting period.
- Completion and launching of the EWER LERN Analysis Report on 29 May 2013. The report was a significant achievement for the network. It covers a three-year period of data collection and now provides the Working Group with baseline data for future reporting. The network is now deciding on whether to report twice a year or annually.
- Two working sessions were held on 18-19 March and 15 May 2013 to help the Gbarnga and Ganta Early Warning Working Group develop a six-month action plan which is currently being implemented by those networks which are patterned after the Monrovia-based Early Warning Working Group.

For the coming months one of the planned outputs is the small grants initiative for early warning organizations (mostly CSOs) to engage in more early response actions while enhancing their capacity. The LERN also intends to expand the network from 7 to all 15 counties in Liberia by the end of 2013, thereby increasing the number of early warning focal persons ('reporters') from 45 to approximately 100.

## **Impact on Causes and Drivers of Conflict**

One of the ways in which the PBO is addressing drivers of conflict is through the Early Warning and Early Response (EWER) programme. As described above, the overall objective is to ensure that potential violent conflicts are detected and their escalations are prevented from threatening national peace and stability. Through developing and strengthening local early warning and response mechanisms, involving County Peace Committees (CPCs), key drivers of conflict are addressed by collecting, analyzing, transmitting and reporting on incidents of conflict. The focus is on developing the capacity of local actors to engage in early response activities and to document these interventions. Related to this, the various trainings in conflict management and mediation facilitated by the PBO help CPCs, security and justice service providers and others to deal with disputes in a peaceful manner using different tools and approaches.

# **Catalytic Effects**

The launch of the Strategic Roadmap on National Healing, Peacebuilding and Reconciliation was considered by all key stakeholders as an important milestone in reviving the somewhat stalled process of reconciliation in the country. PBO support in organizing the 3-day Reconciliation Festival in June was seen as critical by Government, the LPI and others. Without proper organization and ensuring a participatory approach, such a sensitive event could well have led to renewed tensions on reconciliation issues. Instead, the Roadmap launch generated a positive impulse, bringing together representatives from Government, all political parties, the diplomatic corps, UN agencies, CSOs as well as a range of traditional, religious and local leaders. This momentum will be built upon through a series of practical follow-up activities, starting with a public outreach event in Gbarnga in July.

## **Challenges and Risk Mitigation**

Several challenges have affected the implementation of the various activities undertaken by the PBO. In terms of the PBF Secretariat function, coordination and communication with all relevant national and international institutions/agencies is not always as straightforward given the sometimes varying attendance at JSC and TAG meetings and the fact that all members are usually extremely occupied with many tasks. In addition, national reconciliation, one of PBO's key focus areas, remains a very sensitive topic. Therefore, continuous consultation of all major stakeholders and a careful step by step approach are critical for an effective implementation of the Strategic Roadmap on National Healing, Peacebuilding and Reconciliation. Coordination among the various CSOs as well as government agencies is sometimes weak. A regular validation of risks and assumptions is important to identify any external or internal challenges at an early stage. This will allow for timely action in terms of readjusting certain activities or initiatives.

Another challenge is too ambitious planning by most institutions, hence missing set targets for implementation. Based on the lessons learned from the LPP implementation to date, more detailed and more realistic planning is now being undertaken. However, across the board capacity in planning, monitoring, reporting and evaluation in Liberia remains limited, with few experts in the respective national (government, CSOs) and international (UN, donor) agencies. While PBO has currently 2 M&E staff, with the many competing demands and requests for support, not all of the institutions and agencies implementing PBF-supported programmes can be fully assisted at the same time with developing results frameworks, designing M&E plans and better results-based reporting. Much more capacity building will be required within the next months and years, especially for national partners. As for the early warning initiative, there is a need to have broader coverage of data being collected so as to make correlation more realistic. This challenge is being addressed – among others - through the expansion of the LERN network as described above.

## **Way Forward**

In the period July-December 2013 the PBO will dedicate significant attention on facilitating and supporting the practical implementation of the National Reconciliation Roadmap. The process will include several outreach events as well as the step-by-step implementing of the Palava Hut Programme throughout the country. For July-August the key focus will be the finalization of the new 3-year PBF Priority Plan including the development of several project proposals to be reviewed by a Technical Advisory Panel according to agreed criteria and PBF guidelines. A detailed results/M&E Framework will also be developed for the PBF Priority Plan. To measure progress in people's attitudes and perceptions, the PBO will be exploring the possibility of supporting the design and conduct of a 'National Reconciliation Barometer survey' on a regular basis, in collaboration with a national research institute in Liberia. Experiences and lessons are already being exchanged with the Institute for Justice and Reconciliation (IJR) in South Africa, where such a public perception survey has been carried out for over 10 years with very interesting results. Further capacity building in M&E for a number of institutions working in the area of justice, security and reconciliation is also being planned by PBO before the end of the year.



Two village boys waiting for their mother to be interviewed during the Justice and Security Public Perception Survey