

Preface

The Community Consultation 2001 reports are compiled from a survey undertaken on behalf of Northern Constabulary by Omnis Group Ltd, Stockport, UK. In total 10 reports were produced representing the quantitative data analysed by locations within each command area, ethnic responses and also aggregated to form an overall report.

Omnis Group Ltd was responsible for producing the survey forms, sending them to the recipients, reception of the completed forms and collating the quantitative data for the reports. Data analysis and report writing were undertaken by the independent market research consultant, Phil Frampton.

Phil Frampton is a Research Associate and Honorary Teaching Fellow at Birkbeck College, University of London and an author. His published works include *Fresh Players, New Tactics* (Birkbeck, 2001), *Emilia Romagna: Italy's Hidden Gem* (MHi Publications, 2000). He also co-authored *Uncollectable: The Story of the Poll Tax in the North West* (GMAPG, 1991) and the published research paper *Financial Products and Ethnic Minorities in the UK* (B&MR, 1998). Phil has also written articles for *The Guardian*, *Independent on Sunday*, *Malaysia Star*, *Pakistan Daily News* and a host of other international newspapers. His work as a market research consultant has taken him into many fields including financial products, sport, media, racism, policing and disabilities.

Contents

Preface	1
Contents	2
1. Introduction	6
1.1 Introduction	6
1.2 Response Rate	6
1.3 Definition of Terms in the Questionnaire	7
2. Survey Findings	8
2.1 Introduction	8
2.2 Q1 - Length of Time in Present Home	8
2.3 Q2 - Rating of Local Area for Safety	9
2.4 Q3 - Knowledge of Police Officers	9
2.5 Q4 - Worries Regarding the Possibility of Being the Victim of Crime	9
2.6 Q5 and Q6 - Concerns Regarding Local Crime and Disorder	11
2.7 Q7 and Q8 - Feelings of Safety after Dark in Local Area	12
2.8 Q9 - Local Social Concerns	13
2.9 Q10 and Q11 - Frequency and Satisfaction with Local Patrolling Police	14
2.10 Q12 and Q13 - Priorities for Policing	15
2.11 Q14 - Police Performance	17
2.12 Q15 - Satisfaction with Local Services	19
2.13 Q16 - Importance of Local Services in Improving Community Safety	21
2.14 Q19 and Q20 - Experience and Reporting of Crimes Involving Property	22
2.15 Q21, Q22 and Q23 Telephone Contact with the Police in the Last 3 Months	25
2.16 Q24, Q25 and Q26 - Visits to the Police Station in the Last 3 Months	26
2.17 Q27 - Reasons for Contact with Northern Constabulary in the Last 3 Months	28
2.18 Q28b - Satisfaction with Contact with Northern Constabulary	29
2.19 Q29, Q30 and Q31 - Visits by Police Following Initial Report	30
2.20 Q32 - Satisfaction with Last Contact with Northern Constabulary Following Initial Report	31
2.21 Q33 and 34a - Reasons for Being Stopped by Police in the Last 3 Months	32
2.22 Q34b and Q34c - Satisfaction with Police Regarding Last Occasion When Approached or Stopped	33
2.23 Q35 and Q36 - Annoying and Pleasing Behaviour by Northern Constabulary	35
2.24 Q37 - Perceptions of Police Officers Behaving Too Favourably or Too Unfavourably to Particular Groups of People	37

2.25	Q38 - Characteristics of Northern Constabulary Police Officers _____	38
2.26	Q39 and Q40 - Information about Work of Local Police Officers _____	39
2.27	Q41 - Amount of Say in How the Police Work _____	41
2.28	Q42 Neighbourhood/Farm/Water/Boat Watch Schemes _____	42
2.29	Q43 - Means of Crime Prevention and Protection Used by Respondents _____	43
2.30	Q44a - Threats to a Happy Child _____	44
2.31	Q44b - Playing the Leading Role to Ensure Safety in the Community _____	44
2.32	Q45 - Feelings of Safety from the Threat of Housebreaking _____	45
2.33	Q46 - Measures Taken in Response to Worries about Crime _____	45
3	Respondent Profile _____	46
3.1	Respondent Profile _____	46

List of Tables

Table 2.1 Length of Time in Current Home.....	8
Table 2.2 Rating of Local Area for Safety	9
Table 2.3 Knowledge of Police Officers	9
Table 2.4 Worries Regarding the Possibility of Being the Victim of Crime.....	10
Table 2.5 Concerns Regarding Local Crime and Disorder.....	11
Table 2.6 Rating of Local Area for Safety after Dark	12
Table 2.7 Change in Rating of Local Area for Safety after Dark.....	12
Table 2.8 Local Social Concerns.....	13
Table 2.9 Frequency of Sightings of Local Patrolling Police	14
Table 2.10 Satisfaction with Frequency of Sightings of Local Patrolling Police.....	14
Table 2.11 Priorities for Policing	16
Table 2.12 Police Performance	18
Table 2.13 Satisfaction with Local Services.....	20
Table 2.14 Priority Local Services for Community Safety	21
Table 2.15 Experience and Reporting of Crimes Involving Property.....	22
Table 2.16a Experience and Reporting of Violent Crime – Victim Myself	23
Table 2.16b Experience and Reporting of Violent Crime – Victim Someone Else ...	24
Table 2.17 Experience of Assaults	25
Table 2.18 Telephoned the Police	25
Table 2.19 Type of Telephone Call Made to the Police	25
Table 2.20 Satisfaction With the Way Dealt With by Police on the Phone	26
Table 2.21 Those Going to Their Local Police Station in the Last 3 Months.....	26
Table 2.22 Local Police Stations Visited in the Last 3 Months.....	27
Table 2.23 Service Level on Last Visit to Local Police Station.....	27
Table 2.24 Satisfaction With Way Dealt With at Local Police Station.....	28
Table 2.25 Reasons for Recently Contacting Northern Constabulary.....	28
Table 2.26 Reason for Last Contacting Police.....	29
Table 2.27 Satisfaction with Initial Police Contact	29
Table 2.28 Officer Visits after Initial Report	30
Table 2.29 Satisfaction with Officer(s) Visit.....	30
Table 2.30 Whether Contacted After Initial Officer(s) Visit	31
Table 2.31 Satisfaction with Northern Constabulary Handling the Matter	31
Table 2.32 Reasons for Being Approached or Stopped by Police Officers in Last 3 Months.....	32
Table 2.33 Reasons for Being Approached or Stopped by Police Officers in Last 3 Months.....	33
Table 2.34 Politeness of Last Officer Approaching / Stopping Respondent.....	33
Table 2.35 Character of Last Officer Approaching / Stopping Respondent	34
Table 2.36 Respondents Really Annoyed by On-Duty Police Officer(s) or Support Staff in Last 3 Months.....	35
Table 2.37 Number of Occasions Respondents Really Annoyed by On-duty Police Officer(s) or Support Staff in Last 3 Months	35
Table 2.38 Respondents Really Pleased by On-duty Police Officer(s) or Support Staff in Last 3 Months.....	36

Table 2.39 Respondents Really Pleased by On-duty Police Officer(s) or Support Staff in Last 3 Months.....	36
Table 2.40 Too Favourable or Too Unfavourable Behaviour to Particular groups of people.....	37
Table 2.41 Perceptions of Officers in Northern Constabulary	38
Table 2.42 Means of Finding Out About Work of Local Police Officers.....	39
Table 2.43 Desire for More Information about Work of Local Police Officers.....	39
Table 2.44 Type of Information Desired.....	40
Table 2.45 Means of Relaying Desired Information	40
Table 2.46 How Much Say Do Local People Have in How the Local Police Work ..	41
Table 2.47 Neighbourhood/Farm/Water/Boat Watch Schemes	42
Table 2.48 Respondents' Methods of Protecting Themselves Against Crime.....	43
Table 2.49 Threats to a Happy Childhood.....	44
Table 2.50 Playing the Leading Role in Ensuring Safety in the Community	44
Table 2.51 Feelings of Safety from the Threat of Housebreaking.....	45
Table 2.52 Action Due to Possible Worries about Crime.....	45
Table 3.1 Respondent Profile (1)	46
Table 3.2 Respondent Profile (2)	47

1. Introduction

1.1 Introduction

1.1.1 This report provides an overview of the findings for Inverness from the Northern Constabulary Community Consultation Survey conducted in February/March 2001.

1.1.2 A total of 988 questionnaires were issued to residents of the Inverness. Half the sample of the overall survey for Northern Constabulary was drawn from the electoral register and half from names of people who had contacted Northern Constabulary. It was then stratified by area (as defined by the Northern Constabulary) to ensure that the sample was representative of each area.

1.1.3 The questionnaires were posted on 22nd February 2001. The closing date for receipt of the questionnaires was Friday, 23rd March 2001. A total of 294 completed questionnaires were returned.

1.2 Response Rate

1.2.1 The overall response rate of Inverness for the survey was 30%.

1.3 Definition of Terms in the Questionnaire

1.3.1 The first page of the questionnaire sent to respondents included definitions of two terms used in the survey that were felt to need clarification for respondents. These were ‘Community Safety’ and ‘racist abuse’.

The questionnaire carried the following explanation for the term, ‘Community Safety’:

“Community Safety can mean different things to the different people throughout the various groups who form the communities in the Highlands and Islands but the common thread is: **Creating safe places for people to live, work and visit without fear or risk to themselves.**”

1.3.2 The questionnaire carried the following explanation for the term, ‘racist abuse’:

“Racist abuse is criminal behaviour directed towards any person and in which the motivating factor is because of the victim’s race, colour, nationality (including citizenship), or ethnic or national origins, e.g. verbal abuse, harassment, damage to property such as graffiti (spray painting), assault of any person because of that person’s race, colour, nationality (including citizenship), or ethnic or national origins”.

1.3.3 All percentage figures in the questionnaire have been rounded to the nearest percent. As a result of rounding, the total percentage figures may add up to slightly more or less than 100%.

2. Survey Findings

2.1 Introduction

2.1.1 This chapter provides an overview of the survey findings for Inverness. The findings are presented in the order in which questions were asked on the questionnaire. A copy of the survey questionnaire can be found in Appendix A.

2.1.2 Responses to each of the questions in the survey vary due to respondents' omissions or errors in completing the survey forms. This report excludes non-responses from its analysis. Non-responses are defined as failures by the respondents to answer a relevant question and non-interpretable responses. The number of valid responses (N) for each question is given in the tables.

2.2 Q1 - Length of Time in Present Home

2.2.1 The majority of the respondents (62%) had lived in their present home for five years or more.

Table 2.1 Length of Time in Current Home

Q1 How long have you lived in your present home?

Time In Home	%
5 Years or more	62
2 – 5 Years	25
1 – 2 Years	7
1 year or less	6
N= 286	

Base: All Respondents: Non-responses excluded from analysis

2.3 Q2 - Rating of Local Area for Safety

2.3.1 Respondents were asked to rate the area where they lived i.e. within 15 minutes walking of their home. The large majority of residents (87%) considered their area a fairly or very safe place to live in.

Table 2.2 Rating of Local Area for Safety

Q2 Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?

Safety of Locality	%
A very safe area	19
A fairly safe area	68
A rather unsafe area	11
A very unsafe area	2
No Opinion	0
N = 285	

Base: All Respondents: Non-responses excluded from analysis

2.4 Q3 - Knowledge of Police Officers

2.4.1 The survey questioned respondents regarding their familiarity with any police officers in terms of whether the respondents knew any police officers well enough to talk to them by name. A majority (55%) of respondents did not know any police officer well enough to speak to them by name. Of those that did, the most common responses were that respondents knew the name of a local officer who was a neighbour or acquaintance (14%) or the name of a local officer seen on duty (13%).

Table 2.3 Knowledge of Police Officers

Q3 Do you know any police officers well enough to talk to them by name?

Whether Officers' Names Known	%
Yes, you are a police officer/police support staff (civilian) employee	0
Yes, family, relative or close friend	11
Yes, neighbour or acquaintance	14
Yes, local officers seen on duty	13
Yes, in another way (Please write below)	8
No	55
Total Responses = 308	

Base: All Respondents: Non-responses excluded from analysis

2.5 Q4 - Worries Regarding the Possibility of Being the Victim of Crime

2.5.1 Residents were asked to state their level of worry regarding being a victim of crime in the area where they live. The majority of respondents were either 'a little worried' or 'not worried at all' about any crimes in their area. The largest amount of

concern was expressed regarding vandalism or deliberate damage to residents' own cars, homes or property (39% rather/very worried).

2.5.2 However, just over half (55%) of respondents with children under 16 years old were rather/very worried about bullying of young people and almost a half (46%) of respondents with children were rather/very worried about their children being approached by strangers.

Table 2.4 Worries Regarding the Possibility of Being the Victim of Crime

Q4 People sometimes worry about being a victim of crime. Could you say how worried you are about the possibility of any of the following happening to you in the area where you live?

Worries About Crime	Very Worried %	Rather Worried %	A Little Worried %	Not Known %	No Opinion %	N
1. How concerned are you about them being approached by strangers?***	20	26	40	12	2	125
2. Bullying of young people, in or out of school***	19	36	32	9	5	123
3. Vandalism or deliberate damage to your home, property or car	18	21	40	19	1	289
4. Having things stolen from your car if you had parked it on the street outside your home	13	8	42	31	6	284
5. Having property stolen from your garage, shed, garden, yard or doorstep	12	13	45	26	4	289
6. Being the victim of any other type of crime	11	11	15	32	31	163*
7. Having your car stolen if you had parked it on the street outside your home	11	7	31	45	6	284
8. Having your home broken into	10	13	53	23	1	289
9. Being insulted or threatened	9	14	32	43	3	284
10. Being attacked, assaulted or robbed in the street	7	11	39	39	2	284
11. Being attacked, assaulted or robbed in the home	7	6	32	53	2	286
12. Having something stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	6	13	38	43	1	288
13. Being the victim of an attempted rape, rape, or other serious sexual offence	6	4	24	60	6	286
14. Being sexually pestered or molested	5	3	23	64	4	284
15. Suffering racist abuse (see definition at 1.3.3)	2	3	6	76	13	263

*Total responses.

**Sub-questions 13 and 14 were only asked of respondents under 16 years old and respondents with a child under 16 years of age living with them.

Base: All Respondents: Non-responses excluded from analysis

2.6 Q5 and Q6 - Concerns Regarding Local Crime and Disorder

2.6.1 Respondents were asked to state how concerned they were about particular types of crime in their locality. The most widespread major concerns of respondents were regarding driving at excessive speed (42%), dog excrement (39%), teenagers hanging around streets (35%) and dangerous driving (31%).

Table 2.5 Concerns Regarding Local Crime and Disorder

Q5 How much of a concern is each of the following occurrences in the area where you live?

Local Crime Concerns	A Major Concern	A Minor Concern	Not A Concern	Don't Know/No Opinion	N
	%	%	%	%	
1. Driving at excessive speed	42	36	20	2	283
2. Other concerns	40	15	10	35	62
3. Dog excrement	39	38	22	2	287
4. Teenagers hanging around on the streets	35	42	23	0	289
5. Dangerous driving	31	38	28	2	286
6. Vandalism, graffiti and deliberate damage to property	30	39	30	1	287
7. Drink/drugs and driving	30	27	30	14	281
8. People dealing in drugs	26	21	39	14	287
9. People using drugs	25	27	37	11	288
10. Rubbish or litter lying around	21	45	33	1	288
11. Bullying of young people, in our out of school	20	30	30	20	284
12. Solvent abuse/glue sniffing/drug abuse	20	27	36	16	285
13. Rowdy or drunken behaviour	18	44	37	1	287
14. Alcohol abuse	18	39	34	8	284
15. Break-ins to houses	17	46	31	5	289
16. Being assaulted / mugged	17	37	40	6	286
17. Anti-social neighbours	16	22	58	3	286
18. Stray dogs roaming the streets	15	29	54	2	289
19. Things being stolen from cars	14	40	40	6	284
20. Cars being stolen	14	30	49	7	289
21. Domestic abuse	7	16	63	14	288
22. Noise from local pubs or clubs	3	15	77	5	286
23. Suffering racist abuse (see definition at 1.3.3)	3	10	69	18	279

Base: All Respondents: Non-responses excluded from analysis

2.7 Q7 and Q8 - Feelings of Safety after Dark in Local Area

2.7.1 Respondents were asked to state how safe they felt when walking alone after dark within 15 minutes walk of their home. Just over half the respondents (55%) felt fairly or very safe. A large minority of residents (45%) felt a bit or very unsafe walking home alone after dark.

Table 2.6 Rating of Local Area for Safety after Dark

Q7 How safe or unsafe would you feel if you were walking alone after dark in the area within 15 minutes walk of your home?

Safety of Locality After Dark	%
Very safe	10
Fairly safe	45
A bit unsafe	31
Very unsafe	14
No opinion	0
N = 289	

Base: All Respondents: Non-responses excluded from analysis

2.7. Residents were then asked how they felt that their perceptions of safety after dark in their locality had changed compared to one year ago. Most residents (74%) felt that safety was about the same as last year. However 20% of residents felt less safe than a year ago, whilst 2% felt more safe.

Table 2.7 Change in Rating of Local Area for Safety after Dark

Q8 Compared to a year ago, would you now feel more safe or less safe if you were walking alone after dark in the area within 15 minutes walk of your home, or would you feel about the same?

Change in Safety of Locality After Dark	%
Now more safe	2
About the same	74
Now less safe	20
No opinion	1
Did not live here	0
N = 285	

Base: All Respondents: Non-responses excluded from analysis

2.8 Q9 - Local Social Concerns

2.8.1 Respondents were provided with a list of 20 social concerns and asked to rate each of them as a ‘major concern’, a ‘minor concern’ or ‘not a concern’ in their locality. The most widespread major local social concerns were young people’s boredom and lack of things to do (47%), Dogs fouling, litter, dumping of rubbish, etc (43%) and lack of parental supervision (43%).

Table 2.8 Local Social Concerns

Q9 How would you rate the following as concerns in your area?

Local Social Concerns	A Major Concern	A Minor Concern	Not A Concern	Don't Know/No Opinion	N
	%	%	%	%	
1. Boredom, lack of things for young people to do	47	37	11	5	284
2. Dogs fouling, litter, dumping of rubbish, etc	43	38	17	1	280
3. Lack of parental supervision	43	35	16	7	280
4. Drugs / alcohol / solvent abuse	29	38	20	14	282
5. Lack of safe areas for young children to play in	28	34	29	9	281
6. Dealing in drugs	27	28	26	19	279
7. Consumption of alcohol in public places	26	34	32	8	281
8. Lack of traffic calming and road traffic management schemes	26	30	38	6	284
9. Lack of community recreational facilities	21	38	34	8	282
10. Unemployment	19	38	32	11	279
11. Lack of concern by local people towards Community Safety (see definition at 1.3.2)	15	35	35	14	280
12. Lack of public transport	13	25	58	4	282
13. Poverty	13	24	52	10	278
14. People not bothering to protect their property	9	30	51	11	280
15. Lack of street lighting	9	24	64	3	283
16. Not enough housing	9	22	55	14	281
17. Lack of community educational facilities	8	28	52	12	281
18. Poor quality housing	7	20	60	12	282
19. Ineffective planning and design of the layout of your area	7	17	67	9	282
20. Racist abuse (see definition at 1.3.3)	3	9	64	24	273

Base: All Respondents: Non-responses excluded from analysis

2.9 Q10 and Q11 - Frequency and Satisfaction with Local Patrolling Police

2.9.1 Respondents were asked how regularly they saw police officers patrolling, firstly on foot and secondly in motor vehicles in the area within 15 minutes walk of where the respondents lived. Just over half (56%) of respondents saw police officers patrolling in motor vehicles at least once a month. A minority of respondents (17%) saw police officers patrolling on foot at least once a month.

Table 2.9 Frequency of Sightings of Local Patrolling Police

Q10 In the area within 15 minutes walk of where you live, how often do you usually see police officers patrolling, in each of the following ways: 1 On foot, 2 In motor vehicles

Frequency of Sightings	Patrolling on foot	Patrolling in motor vehicles
Most days	2%	14%
Two or Three Times week	3%	14%
About Once a Week	8%	14%
About Once a month	4%	14%
Less Than Once a Month	10%	19%
Never	66%	20%
Don't Know	7%	7%
N	277	281

Base: All Respondents: Non-responses excluded from analysis

2.9.2 When asked about their satisfaction with the level of sightings of local patrolling police, the majority (80%) of respondents considered the frequency of sightings of police patrolling on foot to be too few. 8% of respondents considered the level of sightings of foot patrols to be about right.

2.9.3 A majority (61%) of respondents considered the frequency of sightings of police patrolling in motor vehicles to be too few. 28% of respondents considered the level of sightings of motor vehicle patrols to be about right.

Table 2.10 Satisfaction with Frequency of Sightings of Local Patrolling Police

Q11 Think about the number of police that you see patrolling your area in each of the following ways. Would you say that there are too many, about the right number or too few?

Level of Satisfaction	Patrolling on foot	Patrolling in motor vehicles
Too Many	0%	1%
About Right	8%	28%
Too Few	80%	61%
No Opinion	12%	10%
N	283	286

Base: All Respondents: Non-responses excluded from analysis

2.10 Q12 and Q13 - Priorities for Policing

2.10.1 Respondents were asked to prioritise the importance of a list of various tasks the police were required to carry out. The tasks that the greatest majority of respondents considered to be top priority for the police were *Catching people involved in violent crime* (84%), *Responding to emergencies such as traffic accidents and 999 calls* (79%) and *Dealing with people selling illegal drugs* (73%).

2.10.2 Those police tasks that the greatest proportion of respondents considered to be not very important were *Patrolling the area on foot* (11%), *Dealing with domestic incidents* (11%) and *Dealing with racist abuse* (10%).

Table 2.11 Priorities for Policing

Q12 In your opinion, how much priority do you think that the police should give to each of these jobs in your area?

Police Tasks	A Top Priority	Very Important	Fairly Important	Not Very Important	No Opinion	N
	%	%	%	%	%	
1. Catching people involved in violent crime, e.g. armed robbery, assault and rape	84	11	2	2	0	281
2. Responding to emergencies such as traffic accidents and 999 calls	79	19	2	1	0	283
3. Dealing with people selling illegal drugs	73	16	6	4	1	283
4. Dealing with serious motoring offences such as dangerous or drunk driving	64	31	4	1	0	281
5. Dealing with people using illegal drugs	51	28	14	7	1	281
6. Detecting and arresting housebreakers	42	44	13	1	0	279
7. Detecting and arresting car thieves	29	47	19	4	1	283
8. Patrolling the streets or area on foot	28	31	28	11	1	285
9. Providing help and support to victims and witnesses of crime	26	47	22	5	0	282
10. Dealing with missing person enquiries	25	38	28	8	0	281
11. Dealing with racist abuse (see definition at 1.3.3)	21	36	25	10	8	280
12. Dealing with rowdy and drunken behaviour	18	50	29	2	0	284
13. Understanding the needs of local people	18	39	37	5	1	281
14. Understanding and responding to the needs of local youth (12-24 year olds)	17	43	31	7	1	281
15. Patrolling the streets or area in police vehicles	17	40	36	7	0	283
16. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	16	48	32	4	0	284
17. Dealing with vandalism	14	49	34	2	0	281
18. Dealing with domestic incidents	12	45	31	11	1	282
19. Giving advice to people on how to prevent crime	11	38	47	4	0	283
20. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	7	45	41	6	1	282

Base: All Respondents: Non-responses excluded from analysis

2.11 Q14 - Police Performance

2.11.1 Respondents were asked to consider the previous 12 months and asked to state how well or how poorly the police had addressed a variety of tasks in their area. Responses were characterised by a high level of don't know/no opinion.

2.11.2 Less than half of the respondents considered that the local police performed well or very well in regard to any of the police tasks that respondents were asked to consider.

2.11.3 The tasks regarding which the largest proportion of respondents considered that the police had performed well or very well were *Responding to emergencies such as traffic accidents and 999 calls* (45%) and *Dealing with serious motoring offences such as dangerous or drunk driving* (35%). Regarding *Responding to emergencies such as traffic accidents and 999 calls*, 3% of respondents considered that the police had performed poorly or very poorly. *Dealing with serious motoring offences such as dangerous or drunk driving*, 5% of respondents considered that the police had performed poorly or very poorly.

2.11.4 Regarding *Catching people involved in violent crime*, 19% of respondents considered that the police had performed well or very well while 8% considered that the police had performed poorly or very poorly.

2.11.5 Regarding *Dealing with people selling illegal drugs*, 20% of respondents considered that the police had performed well or very well while 13% considered that the police had performed poorly or very poorly. Regarding *Dealing with people using illegal drugs*, 15% of respondents considered that the police had performed well or very well while 14% considered that the police had performed poorly or very poorly.

2.11.6 Considering police *Patrolling the area on foot*, 10% of respondents considered that the police had performed well or very well while a majority of respondents (59%) considered that the police had performed poorly or very poorly.

Table 2.12 Police Performance

Q14 During the last 3 months, how well or how poorly do you think the police have been doing each of these jobs in your area?

		Very Well	Well	Poorly	Very Poorly	Not Needed in the Area	Don't Know/No Opinion	N
	Police Tasks	%	%	%	%	%	%	
1.	Responding to emergencies such as traffic accidents and 999 calls	20	25	2	1	3	48	288
2.	Dealing with serious motoring offences such as dangerous or drunk driving	11	24	3	2	3	56	290
3.	Providing help and support to victims and witnesses of crime	7	21	5	2	7	58	289
4.	Patrolling the streets or area in police vehicles	6	22	26	20	4	21	291
5.	Dealing with people selling illegal drugs	6	14	8	5	7	60	289
6.	Giving advice to people on how to prevent crime	5	20	8	4	3	61	289
7.	Dealing with rowdy and drunken behaviour	4	24	16	6	6	45	289
8.	Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	4	21	6	2	2	65	289
9.	Catching people involved in violent crime, e.g. armed robbery, assault and rape	3	16	5	3	7	66	286
10.	Dealing with domestic incidents	3	13	5	1	4	74	287
11.	Dealing with missing person enquiries	3	13	0	1	6	77	288
12.	Dealing with people using illegal drugs	3	12	9	5	8	63	287
13.	Detecting and arresting housebreakers	3	12	7	2	7	69	287
14.	Understanding the needs of local people	2	20	17	6	4	51	287
15.	Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	2	16	7	2	2	71	289
16.	Detecting and arresting car thieves	2	11	8	3	9	68	289
17.	Patrolling the streets or area on foot	2	8	23	36	10	21	292
18.	Dealing with racist abuse (see definition at 1.3.3)	2	8	1	1	14	74	288
19.	Dealing with vandalism	1	18	19	12	5	45	287
20.	Understanding and responding to the needs of local youth (12-24 year olds)	1	10	13	6	2	67	287

Base: All Respondents: Non-responses excluded from analysis

2.12 Q15 - Satisfaction with Local Services

2.12.1 Respondents were asked to state how satisfied they were with a range of local services. The most widespread satisfaction (respondents fairly satisfied or very satisfied) was expressed regarding the postal service (96%), refuse collection (90%), doctors (88%), hospitals (87%), street lighting (79%) and the police (75%). 15% of respondents were fairly or very dissatisfied with the service provided by the local police.

2.12.2 The most widespread dissatisfaction (respondents fairly dissatisfied or very dissatisfied) was expressed regarding the road and pavement maintenance (59%), winter road maintenance (49%), roads and transport (31%), street cleaning (28%), Councillors (24%) and buses (24%).

Table 2.13 Satisfaction with Local Services*Q15 How satisfied or dissatisfied are you in general with each of the following local services in your area?*

Local Services	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Use/Not Needed	Don't Know/No Opinion	N
	%	%	%	%	%	%	
1. Postal service	51	45	2	1	1	1	292
2. Ambulance service	44	26	1	0	15	14	288
3. Doctors	42	46	4	2	3	2	285
4. Refuse collection	41	49	4	3	1	0	292
5. Hospitals	41	47	4	2	3	2	287
6. Fire service	37	30	1	0	15	16	287
7. Medical centres	33	40	5	2	11	8	285
8. Primary schools	32	26	3	0	26	13	288
9. Taxis	26	48	4	5	13	4	284
10. Police	24	51	13	2	5	5	288
11. Libraries	21	38	9	3	18	11	291
12. Buses	21	37	13	11	13	3	289
13. Secondary schools	21	26	3	2	30	17	287
14. Street lighting	20	59	11	4	3	2	291
15. Leisure facilities and swimming pools	18	45	12	5	12	7	289
16. Roads and transport	13	52	21	10	1	3	291
17. Street cleaning	12	54	16	12	3	3	290
18. Winter road maintenance	11	38	21	28	1	1	290
19. Post-secondary educational facilities	11	26	6	5	31	22	285
20. Citizens advice bureau / local advice agency	11	21	3	1	40	24	292
21. Trains	10	35	13	9	25	9	286
22. Politicians – Councillors	9	33	13	11	13	21	286
23. Health and safety	8	56	7	3	9	17	282
24. Politicians – MP	8	31	10	11	14	25	283
25. Council housing services	8	20	8	5	39	21	290
26. Road and pavement maintenance	7	31	31	28	2	1	291
27. Youth and community centres	7	14	15	6	35	25	287
28. Aeroplanes	5	26	11	7	35	16	285
29. Victim support	5	10	3	1	43	38	292
30. Social workers	4	12	5	5	43	30	293
31. Women's aid	4	7	2	1	49	36	289
32. Employment agencies	3	15	6	5	42	28	291
33. Ferries	3	10	0	0	61	25	283
34. Housing associations (non council)	2	12	4	4	43	35	285

Base: All Respondents: Non-responses excluded from analysis

2.13 Q16 - Importance of Local Services in Improving Community Safety

2.13.1 Residents were asked to rate the importance of the local services in improving Community Safety (see definition at 1.3.2). Those local services which the majority of respondents considered to be top priority for improving Community Safety were the police (72%), fire service (60%), ambulance service (54%), winter road maintenance (53%) and hospitals (51%).

Table 2.14 Priority Local Services for Community Safety

Q16 How would you rate the importance of the following local services in improving Community Safety?

Local Services	A Top Priority	Very Important	Fairly Important	Not Very Important	No Opinion	N
	%	%	%	%	%	
1. Police	72	20	5	1	2	277
2. Fire service	60	28	5	2	5	275
3. Ambulance service	54	23	13	6	4	272
4. Winter road maintenance	53	32	10	3	2	275
5. Hospitals	51	23	16	7	3	272
6. Road and pavement maintenance	43	39	12	3	2	274
7. Primary schools	43	31	14	4	8	274
8. Secondary schools	39	37	12	3	9	272
9. Doctors	39	29	21	7	4	274
10. Medical centres	33	32	23	7	5	273
11. Street lighting	29	49	14	4	3	276
12. Health and safety	28	41	22	3	6	266
13. Roads and transport	27	45	22	3	3	271
14. Youth and community centres	24	43	23	4	6	271
15. Victim support	23	37	19	7	15	273
16. Postal service	22	35	21	18	5	273
17. Refuse collection	21	40	22	13	4	270
18. Street cleaning	20	47	22	7	4	274
19. Post-secondary educational facilities	19	32	25	10	15	268
20. Politicians – Councillors	17	31	24	13	14	270
21. Politicians – MP	17	26	27	15	15	271
22. Women’s aid	16	34	19	7	23	273
23. Social workers	15	30	26	9	19	274
24. Council housing services	15	29	27	9	20	270
25. Buses	12	41	35	7	5	272
26. Leisure facilities and swimming pools	12	35	34	14	6	269
27. Taxis	10	30	36	15	8	270
28. Employment agencies	10	23	27	18	22	269
29. Trains	9	32	28	19	13	270
30. Housing associations (non council)	8	24	28	12	27	267
31. Citizens advice bureau / local advice agency	7	34	31	11	16	272
32. Libraries	7	26	36	21	10	272
33. Aeroplanes	7	22	23	27	21	270
34. Ferries	3	15	23	27	32	265

Base: All Respondents: Non-responses excluded from analysis

2.14 Q19 and Q20 - Experience and Reporting of Crimes Involving Property

2.14.1 Respondents were asked what type of crimes involving property they had experienced and reported in the past 3 months.

2.14.2 The types of crime involving property that the largest proportion of respondents had experienced were *Vandalism or deliberate damage to your home, property or car* (27%) and *Having something stolen from your garage, shed, garden, yard or doorstep* (9%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 9% of respondents had suffered on more than one occasion.

2.14.3 The types of violent crime that the largest proportion of respondents had reported where the respondent was the victim were *Vandalism or deliberate damage to your home, property or car* (26%) and *Having something stolen from your garage, shed, garden, yard or doorstep* (8%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 8% of respondents had reported the crime on more than one occasion.

Table 2.15 Experience and Reporting of Crimes Involving Property

Q19 We would like to know about any experiences you, or someone you live with, may have had with crimes involving property. Please mark; a) the number of times you or someone else in your household has been a victim of this type of crime in the last 3 months; b) the number of incidents which were reported to the police.

Crimes Experienced	% of People Stating Crime Occurred					N	% of People Reporting a Crime					N
	0	1	2	3	4+		0	1	2	3	4+	
1. Having your home broken into and something stolen	96	4	0	0	0	224	94	6	0	0	0	133
2. Vandalism or deliberate damage to your home, property or car	73	18	3	3	3	229	73	18	5	2	1	150
3. Having things stolen from your car if you parked it on the street outside your home	98	2	0	0	0	219	96	4	0	0	0	129
4. Having your car stolen if you parked it on the street outside your home	100	0	0	0	0	219	98	1	1	0	0	129
5. Having your car stolen when not outside your home	100	0	0	0	0	219	99	1	0	0	0	129
6. Having something stolen from your garage, shed, garden, yard or doorstep	91	7	1	0	1	223	93	7	1	0	0	137
7. Any other types of crime involving property	76	8	5	1	9	138*	79	14	0	3	4	76*

*Base: All Respondents: Non-responses excluded from analysis. *Total Responses*

2.14.4 Respondents were asked what type of violent crimes they had experienced and reported in the past 3 months.

2.14.5 The types of violent crime that the largest proportion of respondents had experienced where the respondent was the victim were *Being insulted or threatened in the street* (15%) and *Being insulted or threatened in the home* (8%). 7% of respondents had suffered *Being insulted or threatened in the street* on more than one occasion.

2.14.6 The types of violent crime that the largest proportion of respondents had reported where the respondent was the victim were *Being insulted or threatened in the home* (6%) and *Being insulted or threatened in the street* (5%).

Table 2.16a Experience and Reporting of Violent Crime – Victim Myself

Q20 Crimes involving violence. Please mark; a) the number of times you have been a victim of this type of crime in the last 3 months; b) the number of incidents which were reported to the police (where you were the victim).

Crime Experienced	% Victims of Crime					N	% Victims Reporting the Crime					N
	0	1	2	3	4+		0	1	2	3	4+	
1. Being insulted or threatened in the home	92	4	2	1	1	222	93	4	1	0	1	144
2. Being insulted or threatened in the street	86	8	3	0	4	223	94	3	1	0	1	145
3. Being attacked, assaulted or robbed in the street	99	1	0	0	0	222	98	1	1	0	0	145
4. Being sexually pestered or molested	10	0	0	0	0	223	100	0	0	0	0	141
5. Being the victim of rape, attempted rape or other sexual offence	0											
5. Being the victim of rape, attempted rape or other sexual offence	99	1	0	0	0	217	99	1	0	0	0	141
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	97	3	0	0	0	222	99	1	0	0	0	144
7. Having your child approached by strangers	99	1	0	0	0	218	100	0	0	0	0	140
8. Racist abuse (see definition at 1.3.3)	98	2	0	0	0	220	99	1	0	0	0	141
9. Being bullied in or out of school	97	3	0	0	0	213	99	1	0	0	0	140
10. Being the victim of any other type of violent crime	97	2	0	0	1	137*	97	2	0	0	1	91*

*Base: All Respondents: Non-responses excluded from analysis. *Total Responses*

2.14.7 The types of violent crime that the largest proportion of respondents had experienced where someone other than the respondent was the victim were *Being bullied in or out of school* (12%), *Being insulted or threatened in the street* (11%) and *Being insulted or threatened in the home* (6%). 5% of respondents had experienced someone else suffering *Being insulted or threatened in the street* on more than one occasion. 4% of respondents had experienced someone else suffering *Being bullied in or out of school* on more than one occasion.

2.14.8 The types of violent crime that the largest proportion of respondents had reported where someone other than the respondent was the victim were *Being insulted or threatened in the street* (4%) and *Being insulted or threatened in the home* (4%).

Table 2.16b Experience and Reporting of Violent Crime – Victim Someone Else

Q20 Crimes involving violence Please mark; c) the number of times someone else living in your home was a victim of this type of crime in the last 3 months; d) the number of incidents reported to the police (where someone else living in your home was the victim).

Crimes Experienced	% Someone else a Victim					N	% Reporting the Crime on Someone Else					N
	0	1	2	3	4+		0	1	2	3	4+	
1. Being insulted or threatened in the home	95	3	1	1	1	155	96	2	0	1	1	140
2. Being insulted or threatened in the street	90	6	1	1	3	155	96	4	0	0	0	140
3. Being attacked, assaulted or robbed in the street	97	1	1	0	0	153	97	3	0	0	0	138
4. Being sexually pestered or molested	99	1	0	0	1	153	99	0	0	0	1	137
5. Being the victim of rape, attempted rape or other sexual offence	99	1	0	0	0	152	100	0	0	0	0	134
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	96	4	0	0	0	154	97	3	0	0	0	139
7. Having your child approached by strangers	97	1	1	0	1	151	99	0	0	0	1	136
8. Racist abuse (see definition at 1.3.3)	97	1	1	0	1	150	99	1	0	0	0	137
9. Being bullied in or out of school	88	8	2	1	1	154	99	1	0	0	0	139
10. Being the victim of any other type of violent crime	96	1	1	0	2	98*	98	1	1	0	0	88*

*Base: All Respondents: Non-responses excluded from analysis. *Total Responses*

2.14.9 Respondents were asked whether they had been hit, pushed, bruised or grabbed in the last 3 months. 6% of respondents had been pushed, bruised or grabbed in the last 3 months.

Table 2.17 Experience of Assaults

Q20a Have you been hit, pushed, bruised, or grabbed in the last 3 months?

Hit, Pushed, Bruised or Grabbed in the Last 3 Months	%
Yes	6
No	94
N = 279	

Base: All Respondents: Non-responses excluded from analysis

2.15 Q21, Q22 and Q23 Telephone Contact with the Police in the Last 3 Months

2.15.1 Respondents were asked to state whether they had telephoned the police in the last 3 months. 46% of respondents had telephoned the police.

Table 2.18 Telephoned the Police

Q21 Have you telephoned the local police in the last 3 months?

Telephoned the Police	%
Yes	46
No	54
N = 283	

Base: All Respondents: Non-responses excluded from analysis

2.15.2 Respondents who had called the police were asked to state which type of telephoned call they had last made to the police in the last 3 months. Most respondents (89%) had called directly to the police station. 11% had made a 999 call.

Table 2.19 Type of Telephone Call Made to the Police

Q22 Which type of call did you last make to the local police?

Type of Phone call	%
999	11
Call directly to Police Station (not 999)	89
N = 140	

Base: All Respondents Phoning Police: Non-responses excluded from analysis

2.15.3 Regarding the last time they had phoned the police, respondents were asked how satisfied or dissatisfied they were with the way they were dealt with. The majority (82%) of respondents was fairly satisfied or very satisfied with the way they were dealt with by the police. 10% of respondents were fairly or very dissatisfied.

Table 2.20 Satisfaction With the Way Dealt With by Police on the Phone

Q23 How satisfied or dissatisfied were you with the way you were dealt with on the telephone the last time you telephoned the local police?

Satisfaction with Police Response	%
Very satisfied	61
Fairly satisfied	21
Neither satisfied or dissatisfied	7
Fairly dissatisfied	3
Very dissatisfied	7
Don't Know	1
N = 147	

Base: All Respondents Phoning Police: Non- responses excluded from analysis

2.16 Q24, Q25 and Q26 - Visits to the Police Station in the Last 3 Months

2.16.1 All respondents were asked whether they had visited their local police station in the last 3 months. 16% had visited a police station.

Table 2.21 Those Going to Their Local Police Station in the Last 3 Months

Q24 Have you been to your local police station in the last 3 months?

Attended Police Station in Last 3 Months	%
Yes	16
No	84
N = 285	

Base: All Respondents: Non-responses excluded from analysis

2.16.2 Respondents who had visited their local police station in the last 3 months were then asked which was the last station that they had visited. Most (55%) of the respondents going to a police station had gone to Inverness Burnett Road. Another 31% had visited Inverness Police Headquarters.

Table 2.22 Local Police Stations Visited in the Last 3 Months

Q25a Which was the last local police station you visited?

Last Police Station Visited	%
Inverness Police HQ	31
Inverness Burnett Rd (beside Inverness College)	55
Kirkwall	0
Lerwick	0
Aviemore	0
Stornoway	0
Fort William	3
Thurso	0
Dingwall	3
Wick	0
Other	9
N = 80	

Base: All Respondents Visiting Station: Non-responses excluded from analysis

2.16.3 When asked to comment about the service provided by the last police station that they had visited, the largest majorities of respondents stated that the reception area was clean and tidy (88%) and that they were seen promptly (80%)

2.16.4 Regarding the level of privacy experienced by the respondents in the police station, 13% of respondents considered that they did not have enough privacy.

Table 2.23 Service Level on Last Visit to Local Police Station

Q25b When you last visited this station...

Experience in Police Station	Yes	No	Not Applicable	N
	%	%	%	
1. Did it have a clean and tidy reception area?	88	1	11	90
2. Did it have enough privacy?	63	13	25	88
3. Were you seen promptly?	80	8	12	90
4. If you spoke to support staff (civilian) were they helpful?	54	7	39	89
5. If you spoke to support staff (civilian) were they polite?	56	4	39	89
6. If you spoke to a police officer(s) were they helpful?	70	9	21	90
7. If you spoke to a police officer(s) were they polite?	75	4	21	92

Base: All Respondents Visiting Station: Non-responses excluded from analysis

2.16.5 Regarding how satisfied they were with the way they dealt with on their last visit to a local police station, a majority (83%) of respondents who had visited in the last 3 months were fairly satisfied or very satisfied as against 9% who were fairly or very dissatisfied.

Table 2.24 Satisfaction With Way Dealt With at Local Police Station

Q26 How satisfied or dissatisfied were you with the way you were dealt with at that police station?

Satisfaction with Response	%
Very satisfied	58
Fairly satisfied	25
Neither satisfied or dissatisfied	6
Fairly dissatisfied	2
Very dissatisfied	7
Don't Know	1
N = 84	

Base: All Respondents Visiting Station: Non-responses excluded from analysis

2.17 Q27 - Reasons for Contact with Northern Constabulary in the Last 3 Months

2.17.1 Respondents were asked whether and for what reason they had had contact with Northern Constabulary in the last 3 months. 41% of respondents stated that they had not contacted the police in the last 3 months.

2.17.2 The most common reasons for respondents contacting Northern Constabulary recently were *Reported a crime which happened to you or someone living in your home* (17%), *Reported a nuisance (e.g. disorder)* (16%) and *Asked for advice or information* (14%).

Table 2.25 Reasons for Recently Contacting Northern Constabulary

Q27 In the last 3 months, have you contacted Northern Constabulary for any of the following reasons?

Reason for Contacting Police	%
1. Reported a crime which happened to you or someone living in your home	17
2. Reported a nuisance (e.g. disorder)	16
3. Asked for advice or information	14
4. Other	14
5. Reported information about something suspicious	8
6. Reported a traffic accident / incident	8
7. Reported other information	7
8. Firearms / shotgun enquiries	5
9. Lost / found property	5
10. Told by police to contact them (e.g. show documents, give a statement)	3
11. Missing person(s)	2
Total Responses = 292	

Base: All Responses Regarding Reasons for Contacting the Police

2.17.3 Respondents who had contacted Northern Constabulary in the last 3 months were then asked the reason for the last contact that they had.

2.17.4 The most common reasons for respondents contacting Northern Constabulary recently were *Reported a crime which happened to you or someone living in your home* (21%), *Reported a nuisance (e.g. disorder)* (15%) and *Asked for advice or information* (13%).

Table 2.26 Reason for Last Contacting Police

Q28a Thinking of the most recent occasion in the last 3 months, what was the reason for contacting the police?

Reasons for Last Contacting Police	%
1. Reported a crime which happened to you or someone living in your home	21
2. Other reason for contacting police	16
3. Reported a nuisance (e.g. disorder)	15
4. Asked for advice or information	13
5. Reported a traffic accident / incident	10
6. Firearms / shotgun enquiries	7
7. Lost / found property	7
8. Reported information about something suspicious	5
9. Reported other information	4
10. Told by police to contact them (e.g. show documents, give a statement)	1
11. Missing person(s)	1
N = 136	

*Base: All Respondents Having Contact With the Police in Last 3 months:
Non-responses excluded from analysis*

2.18 Q28b - Satisfaction with Contact with Northern Constabulary

2.18.1 Asked to comment on how satisfied or dissatisfied they were with the last contact they had had with Northern Constabulary in the last 3 months, 86% of respondents stated that they were fairly or very satisfied while 8% of respondents were fairly or very dissatisfied.

Table 2.27 Satisfaction with Initial Police Contact

Q28b What was your level of satisfaction or dissatisfaction with initial police contact?

Satisfaction with Initial Contact	%
Very satisfied	58
Fairly satisfied	28
Neither satisfied or dissatisfied	4
Fairly dissatisfied	6
Very dissatisfied	2
Don't know	1
N = 165	

*Base: All Respondents Having Contact With the Police in Last 3 months:
Non-responses excluded from analysis*

2.19 Q29, Q30 and Q31 - Visits by Police Following Initial Report

2.19.1 Respondents who had contacted the Northern Constabulary in the last 3 months were asked to state whether, following their last contact, the police had visited them after the initial report. Officers had visited 44% of respondents. However, 48% of respondents said that officers did not visit but there was no reason to do so. 7% of respondents stated that the police should have visited them but did not.

Table 2.28 Officer Visits after Initial Report

Q29 Did any police officer(s) come to visit you after the initial report?

Whether Visited	%
Officer(s) visited	44
Officer(s) did not visit – no reason to	48
Officer(s) did not visit – should have	7
N = 162	

Base: All Respondents Having Contact With the Police in Last 3 months:

Non-responses excluded from analysis

2.19.2 Regarding how satisfied they were with the officer(s) visit 91% of respondents said that they were fairly or very satisfied whilst 4% stated that they were fairly or very dissatisfied.

Table 2.29 Satisfaction with Officer(s) Visit

Q30 How satisfied or dissatisfied were you with the way you were dealt with by the officer(s) who first came to visit you?

Satisfaction with Way Dealt With	%
Very satisfied	72
Fairly satisfied	19
Neither satisfied or dissatisfied	5
Fairly dissatisfied	2
Very dissatisfied	2
Don't know	0
N = 81	

Base: All Respondents Visited by Police After Having Contact With the Police in Last 3 months: Non-responses excluded from analysis

2.19.3 Respondents were asked whether anyone from the police had been in contact with them after the initial report. 26% of respondents stated that the police had contacted them following the initial report. However, 57% of respondents considered that there was no reason for further contact and 3% that it was too early to say. 15% of the respondents stated that they were not contacted and should have been.

Table 2.30 Whether Contacted After Initial Officer(s) Visit

Q31 Did anyone from the police contact you afterwards to tell you what happened?

Whether Contacted After Visit	%
Yes	26
No, but there was no reason	57
No, but someone should have	15
Too early to say	3
N = 157	

Base: All Respondents Having Contact With the Police in Last 3 months:

Non- responses excluded from analysis

2.20 Q32 - Satisfaction with Last Contact with Northern Constabulary Following Initial Report

2.20.1 Respondents who had contacted Northern Constabulary in the last 3 months were asked to comment on how satisfied or dissatisfied they were with the way they were dealt with by Northern Constabulary following the initial report. 796 of respondents were very or fairly satisfied and 10% were very or fairly dissatisfied.

Table 2.31 Satisfaction with Northern Constabulary Handling the Matter

Q32 Following our initial contact with you, how satisfied or dissatisfied were you with the way Northern Constabulary dealt with the matter?

Satisfaction with Northern Constabulary Handling	%
Very satisfied	51
Fairly satisfied	25
Neither satisfied or dissatisfied	9
Fairly dissatisfied	4
Very dissatisfied	6
Don't know	4
N = 158	

Base: All Respondents Having Contact With the Police in Last 3 months:

Non-responses excluded from analysis

2.21 Q33 and 34a - Reasons for Being Stopped by Police in the Last 3 Months

2.21.1 Respondents were asked to state for which reasons had they been approached or stopped by police in the Highlands And Islands in the last 3 months. Respondents were then asked to state the reason for the most recent time when they were approached or stopped by police in the area. 75% of respondents stated that they had not been approached/stopped by the police in the last three months.

2.21.2 The most common reasons given by respondents for being approached or stopped by the police in the last 3 months were *Approached you as a witness or victim of crime, accident or other incident* (29%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (19%).

Table 2.32 Reasons for Being Approached or Stopped by Police Officers in Last 3 Months

Q33 In the last 3 months, has a police officer approached or stopped you in the Highlands And Islands in any of these or similar situations?

	Approached / Stopped	%
1.	Approached you as a witness or victim of crime, accident or other incident	29
2.	Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	19
3.	Other reason for being stopped or approached	15
4.	Stopped for questioning while you were out walking	12
5.	Gave you a warning or told you to move on	9
6.	Arrested or searched you	8
7.	Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	8
Total responses = 75		

Base: All Reasons for Being Approached/Stopped by the Police: Non-responses excluded from analysis

2.21.3 The most common reasons given by respondents as to why they were last approached or stopped by the police were *Approached you as a witness or victim of crime, accident or other incident* (48%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (16%). 26% of respondents gave other reasons than those listed in the questionnaire.

Table 2.33 Reasons for Being Approached or Stopped by Police Officers in Last 3 Months

Q34(a) In the last 3 months, has a police officer approached or stopped you in the Highlands And Islands in any of these or similar situations? Mark the most recent contact.

Reason for Last Occasion Approached / Stopped	%
1. Approached you as a witness or victim of crime, accident or other incident	48
2. Other reason for being stopped or approached	26
3. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	16
4. Stopped for questioning while you were out walking	6
5. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	3
6. Arrested or searched you	0
7. Gave you a warning or told you to move on	0
N = 31	

Base: All Respondents Approached/Stopped by the Police: Non-responses excluded from analysis

2.22 Q34b and Q34c - Satisfaction with Police Regarding Last Occasion When Approached or Stopped

2.22.1 Respondents were asked to comment on how polite or impolite they felt that the officers had been on the last occasion in the last 3 months when they were approached or stopped. Most respondents (94%) considered the officers to be fairly or very polite. However, 6% of respondents considered the officers that had approached or stopped them to be not very or not at all polite.

Table 2.34 Politeness of Last Officer Approaching / Stopping Respondent

Q34(b) How polite was the police officer who stopped or approached you on this occasion?

Politeness	%
Very polite	82
Fairly polite	12
Not very polite	3
Not at all polite	3
No opinion	0
N = 33	

Base: All Respondents Approached/Stopped by the Police in Last 3 months: Non-responses excluded from analysis

2.22.2 Respondents were then asked to comment on a variety of personal factors in relation to the officer that last approached or stopped them in the last 3 months. More than 60% of respondents considered that the last officer approaching or stopping them was good or very good regarding politeness (69%), smartness in appearance (65%) and honesty (33%).

2.22.3 10% or more of respondents considered that the last officer approaching or stopping them was poor or very poor regarding amount of interest in people's problems (10%).

Table 2.35 Character of Last Officer Approaching / Stopping Respondent

34 (c) How would you have rated the officer in general on each of the following factors?

Characteristic	Very Good	Good	Neither Poor Nor Good	Poor	Very Poor	Don't Know	N
1. Politeness	69	18	3	3	5	3	39
2. Smartness in appearance	65	25	5	0	3	3	40
3. Honesty	63	18	0	3	5	13	40
4. Fairness	60	18	10	0	5	8	40
5. Helpfulness	48	25	13	3	5	8	40
6. Trust	46	21	10	3	5	15	39
7. Amount of interest in people's problems	45	15	5	5	5	25	40
8. Competence	44	33	8	0	5	10	39
9. Tolerance	38	26	13	0	5	18	39
10. Hard work	38	19	5	3	5	30	37
11. Initiative	31	18	8	3	3	38	39
12. Physical fitness	26	15	3	0	3	54	39
13. Bravery	22	8	8	0	3	59	37

Base: All Respondents Approached/Stopped by the Police in Last 3 months: Non-responses excluded from analysis

2.23 Q35 and Q36 - Annoying and Pleasing Behaviour by Northern Constabulary

2.23.1 Respondents were asked if they had ever been really annoyed or really pleased by the way that a Northern Constabulary police officer or support staff (civilian) had behaved towards them or someone they knew, or by the way the police had dealt with a matter in which they were involved.

2.23.2 Regarding annoying behaviour, 4% of all responses stated that respondents had been really annoyed by the behaviour of a police officer or support staff towards the respondent.

2.23.3 Regarding annoying behaviour, 3% of all responses stated that respondents had been really annoyed by the behaviour of a police officer or support staff towards someone else.

Table 2.36 Respondents Really Annoyed by On-Duty Police Officer(s) or Support Staff in Last 3 Months

Q35a In the last 3 months have you ever been really annoyed about the way an on-duty Northern Constabulary police officer or support staff (civilian) has behaved towards you or someone you know, or about the way the police dealt with a matter in which you were involved?

Really Annoying Behaviour	%
Annoyed By Police Behaviour Towards Respondent	4
Annoyed By Police Behaviour Towards Someone Else	3
Not Annoyed	93
N = 277	

Base: All Responses: Non-responses excluded from analysis

2.23.4 Asked on how many occasions they had really been annoyed by police behaviour in the last 3 months, 19% of all annoyed respondents had been really annoyed more than once.

Table 2.37 Number of Occasions Respondents Really Annoyed by On-duty Police Officer(s) or Support Staff in Last 3 Months

Q35b In the last 3 months have you ever been really annoyed about the way an on-duty Northern Constabulary police officer or support staff (civilian) has behaved towards you or someone you know, or about the way the police dealt with a matter in which you were involved? - If so how many times

Number of Occasions Really Annoyed	%
Once	81
Twice	19
Three Times	0
Four Times	0
N = 16	

Base: All Annoyed Respondents: Non-responses excluded from analysis

2.23.5 Regarding pleasing behaviour, 23% of all responses stated that respondents had been really pleased by the behaviour of a police officer or support staff towards the respondent.

2.23.6 Regarding pleasing behaviour, 5% of all responses stated that respondents had been really pleased by the behaviour of a police officer or support staff towards someone else.

Table 2.38 Respondents Really Pleased by On-duty Police Officer(s) or Support Staff in Last 3 Months

Q36a In the last 3 months have you ever been really pleased about the way an on-duty Northern Constabulary police officer or support staff (civilian) has behaved towards you or someone you know, or about the way the police dealt with a matter in which you were involved?

Really Pleasing Behaviour	%
Pleased By Police Behaviour Towards Respondent	23
Pleased By Police Behaviour Towards Someone Else	5
Not Really Pleased	71
N = 274	

Base: All Responses: Non-responses excluded from analysis

2.23.7 Asked on how many occasions they had really been pleased by police behaviour in the last 3 months, 42% of pleased respondents had been really pleased more than once.

Table 2.39 Respondents Really Pleased by On-duty Police Officer(s) or Support Staff in Last 3 Months

Q36b In the last 3 months have you ever been really pleased about the way an on-duty Northern Constabulary police officer or support staff (civilian) has behaved towards you or someone you know, or about the way the police dealt with a matter in which you were involved? - If so how many times

Number of Occasions Really Pleased	%
Once	59
Twice	29
Three Times	9
Four Times	4
N = 70	

Base: All Pleased Respondents: Non-responses excluded from analysis

2.24 Q37 - Perceptions of Police Officers Behaving Too Favourably or Too Unfavourably to Particular Groups of People

2.24.1 Respondents were asked, from what they knew or heard about police officers in Northern Constabulary, whether they thought officers behaved too favourably or too unfavourably towards any particular groups of people. A minority of respondents (12%) said that they did think that the officers behaved too favourably/unfavourably towards any particular groups of people whilst 88% thought that they did not.

Table 2.40 Too Favourable or Too Unfavourable Behaviour to Particular groups of people

Q37 From what you know or have heard about police officers in Northern Constabulary, do you think they behave too favourably or too unfavourably towards particular groups of people?

Officers behave too favourably/ unfavourably to particular groups of people	%
Yes	12
No	88
N = 256	

Base: All Respondents: Non-responses excluded from analysis

2.25 Q38 - Characteristics of Northern Constabulary Police Officers

2.25.1 Respondents were asked to state how good or poor they felt Northern Constabulary police officers were regarding various characteristics.

2.25.2 A majority of respondents considered that the Northern Constabulary police officers were good or very good regarding smartness in appearance (83%), politeness (71%), helpfulness (78%), fairness (53%), competence (53%) and hard work (51%).

2.25.3 The characteristic in which the largest proportion of respondents considered that the Northern Constabulary police officers were poor or very poor was the amount of interest in people's problems (9%).

Table 2.41 Perceptions of Officers in Northern Constabulary

Q38 From what you know about police officers in Northern Constabulary, how would you rate them in general on each of the following factors.

Characteristic	Very Good	Good	Neither Good Nor Poor	Poor	Very Poor	Don't Know	N
	%	%	%	%	%	%	
1. Smartness in appearance	50	33	4	1	0	12	281
2. Helpfulness	33	41	5	2	0	18	285
3. Politeness	32	39	8	2	1	18	286
4. Hard work	22	29	8	2	0	39	280
5. Honesty	21	27	6	2	1	43	281
6. Bravery	21	26	6	1	0	46	279
7. Competence	20	33	10	2	1	35	281
8. Trust	20	27	9	3	1	40	278
9. Fairness	19	34	11	2	1	33	283
10. Tolerance	18	27	11	4	1	38	276
11. Initiative	13	23	10	2	1	50	282
12. Amount of interest in people's problems	11	27	11	8	1	41	281
13. Physical fitness	10	27	8	2	0	52	282

Base: All Respondents: Non-responses excluded from analysis

2.26 Q39 and Q40 - Information about Work of Local Police Officers

2.26.1 Respondents were asked to list the main ways they usually found out about the work of their local police officer. The most common methods by which respondents found out about the work of their local police officers were local newspapers (27%), the local radio (17%) and television (16%).

Table 2.42 Means of Finding Out About Work of Local Police Officers

Q39 What are the main ways you usually find out about the work of your local police officers?

Means of Finding Out	%
Local newspapers	27
Local radio	17
Television	16
Talking to friends and relatives	13
Personal experience	10
Don't get any information	6
Talking to police officers	5
Literature and newsletters from the police	2
Other	2
Joint police-public meetings in the area	1
Community Forums	1
Don't know	1
Total Responses = 694	

Base: All Responses: Non-responses excluded from analysis

2.26. Respondents were then asked whether they would like more information about the work of their local police officers, the nature of the information and how they preferred to receive that information.

2.26.3 Just over half (54%) of the respondents desired more information about the work of their local police officer.

Table 2.43 Desire for More Information about Work of Local Police Officers

Q40 Do you ever feel you would like more information about the work of your local police officers?

Wanting More Information	%
Would like more information	54
Would not like more information	46
N = 278	

Base: All Respondents: Non-responses excluded from analysis

2.26.4 The most common desires for information were regarding *General police work in the area/time being spent on crime* (31%) and *What is being done to prevent crime* (29%).

Table 2.44 Type of Information Desired

Q40 What type of information would you like? Please mark all that apply.

Information Desired	%
General police work in the area / time being spent on crime	31
Police achievements / success rates	22
More information about a police officer's job / how they spend their day	17
What is being done to prevent crime	29
Other	2
Total responses = 427	

Base: All Responses of Those Wishing for More Information:

Non-responses excluded from analysis

2.26.5 The most popular means of relaying the desired information on the work of local police officers were newsletters (48%) and articles in local newspapers (30%).

Table 2.45 Means of Relaying Desired Information

Q40 What do you think would be a good way of getting this information?

Relaying Information	%
Newsletter	48
Articles in local newspapers	30
Public meetings / community councils	17
Other	5
N = 263	

Base: All Responses Concerning Methods of Receiving More Information:

Non-responses excluded from analysis

2.27 Q41 - Amount of Say in How the Police Work

2.27.1 Respondents were asked whether they felt that the people in the area had too much or too little say in how the local police work.

2.27.2 Almost one quarter (24%) of respondents considered that they had too little say in the work of the local police. Just under a third (32%) of respondents considered that the amount of say that they had was about right.

Table 2.46 How Much Say Do Local People Have in How the Local Police Work

Q41 Do you think that people in your area have too little say in how the police work there, or too much say, or is it about right?

How Much Say	%
Too little say	24
Too much say	2
About right	32
Don't know/No opinion	43
N = 284	

Base: All Respondents: Non-responses excluded from analysis

2.28 Q42 Neighbourhood/Farm/Water/Boat Watch Schemes

2.28.1 respondents were told about a variety of schemes, such as Neighbourhood/Farm/Water/Boat Watch Schemes, where local residents work together with the police in an effort to create safe communities. The majority of residents (81%) had heard of the schemes.

2.28.2 A majority of respondents (60%) stated that a Watch Scheme had not been set up that covered their address. A majority also considered that a watch scheme was a good idea for their area (73%) and a majority stated that they would join a Watch Scheme if there were one in the area (60%).

2.28.3 However, just 5% of respondents stated that they were in a household that considered itself to be a member of a scheme. 3% of respondents stated that they were in a scheme that displayed stickers and 2% that the respondent's property displayed a sticker that could be seen from the outside.

Table 2.47 Neighbourhood/Farm/Water/Boat Watch Schemes

Q42 Neighbourhood / Farm / Water / Boat Watch Schemes are ideas where local residents work together with the police in an effort to create safe communities. Members can display stickers in their windows and on lampposts to warn against anti-social behaviour in that Watch Scheme area....

Watch Schemes	Yes	No	Don't Know	Doesn't Apply	N
	%	%	%	%	
Have you heard of these ideas before?	81	16	1	2	280
Has a Watch Scheme been set up in your area, covering your address?	5	60	33	2	285
Do you consider your household to be a member of a scheme?	5	66	16	12	279
Does your scheme display stickers?	3	45	22	29	266
Does your property display a sticker which can be seen from outside?	2	69	3	26	268
In general, do you think that a Watch Scheme is / would be a good idea for your area?	73	6	17	3	278
Would you join a Watch Scheme if there was one in your area?	60	12	25	3	280

Base: All Respondents: Non-responses excluded from analysis

2.29 Q43 - Means of Crime Prevention and Protection Used by Respondents

2.29.1 Respondents were asked to state what means they used to deter criminals and to protect themselves against crime. The most common methods used were *Insured the contents of your home against theft* (88%), *Outside locks with double locks or British Standard mortise locks, security bolts or chains* (74%) and *Window locks on downstairs windows* (69%).

2.29.2 One tenth (10%) of respondents stated that they used *Personal safety training*.

2.29.3 The least common methods used were *Personal safety training* (10%), *Home burglar alarm (or imitation)* (10%) and *Tracker system fitted to car* (3%).

Table 2.48 Respondents' Methods of Protecting Themselves Against Crime

Q43 This is a list of some ways of deterring criminals or of protecting yourself against crime. Do you use, or have, any of these?

Action Taken to Protect Against Crime	Yes – Over a Year Ago	Yes – Only in the Last 12 Months	N	Doesn't Apply	N
1. Window locks on downstairs windows	63	6	21	10	287
2. Outside locks with double locks or British Standard mortise locks, security bolts or chains	68	6	24	2	282
3. Home burglar alarm (or imitation)	9	1	87	3	277
4. Indoor or outdoor lights on a timer or sensor switch	30	3	65	2	277
5. Dog for protection (not just as a pet)	11	1	84	4	279
6. Security marks on valuable items such as postcodes on video, television or bicycle, or the car registration number etched on car windows	31	3	64	2	279
7. Writing down the serial numbers of valuable electrical items, cameras, etc.	17	3	79	1	278
8. Insured the contents of your home against theft	85	3	12	1	288
9. Ways of protecting a car from being broken into or stolen (e.g. alarm, kooklock, other way of immobilising it)	44	2	41	13	281
10. Tracker system fitted to car	1	2	83	14	274
11. Personal safety training	8	2	87	3	276
12. Other	5	4	80	12	142

Base: All Respondents: Non-responses excluded from analysis

2.30 Q44a - Threats to a Happy Child

2.30.1 Respondents were asked to state what they considered to be the 3 main threats to a happy childhood. The most commonly considered 3 main threats were violence (26%), followed by drugs (18%) and alcohol abuse in the home (17%).

Table 2.49 Threats to a Happy Childhood

*Q44 (a) Which of the following do you see as being the 3 main threats to a happy childhood? (*Childhood is defined as 0 to 16 years of age)*

	%		%
Violence	26	Crime	3
Drugs	18	Pressure to do well at school/exams	2
Alcohol abuse in the home	17	Being poor	3
Family breakdown/divorce	11	Road safety	2
Bullying	12	Don't Know	1
Racist discrimination	1	Other	0
Violence outside the home	4	Total responses = 891	

Base: All Responses: Non-responses excluded from analysis

2.31 Q44b - Playing the Leading Role to Ensure Safety in the Community

2.31.1 Respondents were asked to state who they considered to be playing the leading role in ensuring safety in the community. A majority of respondents (54%) considered that their local council had the lead role in ensuring safety in the community.

Table 2.50 Playing the Leading Role in Ensuring Safety in the Community

Q44(b) Taking into consideration what you know about Community Safety, who do you think, if anybody, has the lead role in ensuring the safety of people in our communities?

Playing the Leading Role in Safety	%
Business sector	0
Voluntary sector	3
Health service	2
Individuals in the community	32
The council	54
Other	9
N = 245	

Base: All Respondents: Non-responses excluded from analysis

2.32 Q45 - Feelings of Safety from the Threat of Housebreaking

2.32.1 Asked to rate how safe they felt from the threat of housebreaking, almost two thirds (65%) of the respondents stated that they felt fairly or very safe whilst just over one third (34%) of respondents considered themselves to be a bit or very unsafe.

Table 2.51 Feelings of Safety from the Threat of Housebreaking

Q45 How safe do you feel from the threat of housebreaking?

How Safe?	%
Very safe	8
Fairly safe	57
A bit unsafe	29
Very unsafe	5
No opinion	1
N = 285	

Base: All Respondents: Non-responses excluded from analysis

2.33 Q46 - Measures Taken in Response to Worries about Crime

2.33.1 Respondents were asked to state the measures they take as a result of possible worries about crime. The most common actions taken were to *Avoid certain places in the area* (Always 29%, Sometimes 44%) and to *Avoid going out alone during hours of darkness* (Always 24%, Sometimes 41%).

Table 2.52 Action Due to Possible Worries about Crime

Q46 Do you do any of the following because of possible worries about crime?

Action to Due to Concerns About Crime	Always (yes)	Sometimes	Never (no)	N
	%	%	%	
1 Avoid going out alone during hours of darkness	24	41	36	274
2 Avoid certain places in this area	29	44	27	270
3 Avoid going out at certain times	15	39	46	262
4 Carry a personal alarm	2	6	92	263
5 Take self-defence classes	2	4	94	262
6 Other	13	6	81	52

Base: All Respondents: Non-responses excluded from analysis

3 Respondent Profile

3.1 Respondent Profile

3.1.1 This chapter outlines the profiles of the respondents. In questions 47 to 54, the respondent profile was looked at by sex, age, ethnic group, tenure, property type, number of other occupants in household, household income, car ownership and working status.

3.1.2 The tables below show the profile of the respondents. The tables give the number of respondents who completed each part of the respondent profile section and the numbers omitting to complete the section.

Table 3.1 Respondent Profile (1)

	Number of Respondents	% of Sample		Number of Respondents	% of Sample
Sex			Property Type		
Male	106	36	Detached	71	24
Female	151	51	Semi-detached	78	27
Not Known	37	13	Terraced	56	19
Age			Purpose Built Flat	32	11
Under 18	5	2	Other	6	2
18-24	9	3	Not Known	51	17
25-34	58	20			
35-44	64	22	Others in Household		
45-54	59	20	1	106	36
55-64	37	13	2	58	20
65-74	36	12	3	43	15
75+	14	5	4	16	5
Not Known	12	4	5 or more	8	3
Ethnic Group			Not Known	63	21
White	272	93			
Black, Caribbean	0	0	Household Income		
Black, African	0	0	Under £5,000	25	9
Black, Other	0	0	£5,000 - £9,999	33	11
Pakistani	0	0	£10,000 - £14,999	33	11
Bangladeshi	0	0	£15,000 - £19,999	32	11
Indian	1	0	£20,000 - £29,999	51	17
Chinese	1	0	£30,000 - £39,999	34	12
Asian, Other	0	0	£40,000 or more	19	6
Other	1	0	Don't Know	10	3
Do Not Wish to Say	7	2	Do Not Wish To Say	28	10
Not Known	12	4	Not Known	29	10
			Car Ownership		
Tenure			Car in Household	219	74
Owned/Mortgage	182	62	No Car in Household	58	20
Rented from Council/Housing Association	69	23	Not Known	17	6
Rented Privately	13	4			
Provided in Another Way	13	4			
Not Known	17	6			

Base: All Respondents

3.1.3 The table below shows the profile of respondents by working status.

Table 3.2 Respondent Profile (2)

Working Status	Number of Respondents	% of Sample
Working Full Time (over 30 hours per week)	127	43
Working Part Time (8-30 hours per week)	43	15
Working Part Time (under 8 hours per week)	0	0
Unemployed and Seeking Work	15	5
Permanently Sick or Disabled and Unable to Work	12	4
Retired	58	20
Looking After the Home	14	5
In Full Time Education	3	1
In Part Time Education	0	0
Other	4	1
Not Known	18	6

Base: All Respondents