

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.

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1. Introduction

1.1 Introduction

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

1.1.2 A total of 291 questionnaires were issued to residents of Lochaber. 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 90 completed questionnaires were returned.

1.2 Response Rates

1.2.1 The overall response rate for Lochaber in the survey was 32%.

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’.

1.3.2 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.**”

1.3.3 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.”

1.3.4 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 Lochaber. 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 (69%) 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	69
2 – 5 Years	18
1 – 2 Years	8
1 year or less	5
N= 84	

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 (97%) 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	39
A fairly safe area	58
A rather unsafe area	1
A very unsafe area	0
No Opinion	2
N = 83	

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. One third (33%) of respondents did not know any police officer well enough to speak to them by name. Of those that did, the most common response was that respondents knew the name of a local officer seen on duty (31%).

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	3
Yes, family, relative or close friend	6
Yes, neighbour or acquaintance	14
Yes, local officers seen on duty	31
Yes, in another way (Please write below)	13
No	33
Total Responses = 102	

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 (27% rather/very worried).

2.5.2 However, almost two thirds (64%) of respondents with children under 16 years old were rather/very worried about bullying of young people and more than a third (42%) 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. Bullying of young people, in or out of school**	32	32	32	3	0	37
2. How concerned are you about them being approached by strangers?***	21	21	39	16	3	38
3. Vandalism or deliberate damage to your home, property or car	10	17	43	29	1	83
4. Being the victim of any other type of crime	9	13	9	45	24	55*
5. Being insulted or threatened	7	6	20	65	1	83
6. Having things stolen from your car if you had parked it on the street outside your home	6	6	38	47	4	85
7. Having your car stolen if you had parked it on the street outside your home	5	1	30	61	4	84
8. Having your home broken into	4	6	52	38	1	85
9. Being attacked, assaulted or robbed in the street	4	4	21	71	0	84
10. Having property stolen from your garage, shed, garden, yard or doorstep	3	13	48	36	0	86
11. Having something stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	1	5	33	61	0	85
12. Being attacked, assaulted or robbed in the home	1	4	28	66	1	85
13. Being sexually pestered or molested	1	2	10	86	1	83
14. Being the victim of an attempted rape, rape, or other serious sexual offence	1	2	6	89	1	83
15. Suffering racist abuse (see definition at 1.3.3)	0	1	5	88	6	81

*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 drink/drugs and driving (48%), people using drugs (46%), drug dealing (46%) and driving at excessive speed (41%).

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. Drink/drugs and driving	48	19	27	6	84
2. People using drugs	46	22	31	1	85
3. People dealing in drugs	46	21	31	2	85
4. Driving at excessive speed	41	36	23	0	87
5. Other concerns	40	10	15	35	20
6. Dangerous driving	31	41	28	0	85
7. Alcohol abuse	31	28	36	6	87
8. Rubbish or litter lying around	30	45	24	0	86
9. Teenagers hanging around on the streets	29	33	37	1	83
10. Dog excrement	28	42	29	1	86
11. Solvent abuse/glue sniffing/drug abuse	27	27	35	11	84
12. Vandalism, graffiti and deliberate damage to property	26	33	42	0	86
13. Bullying of young people, in our out of school	24	40	24	11	82
14. Rowdy or drunken behaviour	15	36	48	1	84
15. Anti-social neighbours	13	22	64	1	85
16. Stray dogs roaming the streets	12	34	54	0	85
17. Break-ins to houses	11	34	52	4	85
18. Things being stolen from cars	9	40	49	1	85
19. Domestic abuse	8	13	71	7	84
20. Cars being stolen	7	31	59	2	86
21. Being assaulted / mugged	6	20	71	4	82
22. Noise from local pubs or clubs	2	14	83	0	84
23. Suffering racist abuse (see definition at 1.3.3)	2	8	82	7	84

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. Most residents (81%) felt fairly or very safe. A minority of residents (19%) 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	29
Fairly safe	52
A bit unsafe	14
Very unsafe	5
No opinion	1
N = 87	

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 (82%) felt that safety was about the same as last year. However 11% of residents felt less safe than a year ago, whilst 3% 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	3
About the same	82
Now less safe	11
No opinion	0
Did not live here	0
N = 87	

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 (56%), dealing in drugs (54%), drug/alcohol/solvent abuse (51%) and not enough housing (44%).

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	56	34	7	2	87
2. Dealing in drugs	54	20	19	7	85
3. Drugs / alcohol / solvent abuse	51	29	14	7	87
4. Not enough housing	44	33	20	3	86
5. Dogs fouling, litter, dumping of rubbish, etc	41	48	10	1	88
6. Lack of parental supervision	41	42	12	6	86
7. Unemployment	38	39	19	4	84
8. Lack of safe areas for young children to play in	35	30	34	1	83
9. Consumption of alcohol in public places	26	41	33	1	86
10. Lack of community recreational facilities	25	49	24	2	85
11. Lack of traffic calming and road traffic management schemes	25	32	40	2	87
12. Lack of public transport	24	37	36	2	86
13. Ineffective planning and design of the layout of your area	17	30	47	6	86
14. Poor quality housing	16	36	41	7	87
15. Lack of community educational facilities	16	35	43	6	86
16. Lack of concern by local people towards Community Safety (see definition at 1.3.2)	14	36	42	8	88
17. Poverty	11	36	47	6	87
18. People not bothering to protect their property	8	33	50	9	86
19. Lack of street lighting	7	24	68	1	85
20. Racist abuse (see definition at 1.3.3)	0	8	81	11	79

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. A majority of respondents (77%) saw police officers patrolling in motor vehicles at least once a month. A minority of respondents (14%) 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	3%	23%
Two or Three Times week	2%	20%
About Once a Week	0%	17%
About Once a month	9%	17%
Less Than Once a Month	16%	12%
Never	63%	6%
Don't Know	7%	5%
N	89	86

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 of respondents (66%) considered the frequency of sightings of police patrolling on foot to be too few. 9% of respondents considered the level of sightings of foot patrols to be about right.

2.9.3 Around one third of respondents (34%) considered the frequency of sightings of police patrolling in motor vehicles to be too few. A majority (52%) 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%	3%
About Right	9%	52%
Too Few	66%	34%
No Opinion	25%	10%
N	87	87

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 *Dealing with people selling illegal drugs* (80%), *Catching people involved in violent crime* (78%) and *Responding to emergencies such as traffic accidents and 999 calls* (77%).

2.10.2 Those police tasks that the greatest proportion of respondents considered to be not very important were *Patrolling the area on foot* (18%) and *Dealing with racist abuse* (15%).

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. Dealing with people selling illegal drugs	80	14	2	2	1	87
2. Catching people involved in violent crime, e.g. armed robbery, assault and rape	78	16	1	3	1	88
3. Responding to emergencies such as traffic accidents and 999 calls	77	20	2	0	1	86
4. Dealing with serious motoring offences such as dangerous or drunk driving	54	42	3	0	1	89
5. Dealing with people using illegal drugs	52	31	14	2	1	87
6. Providing help and support to victims and witnesses of crime	32	39	24	3	2	88
7. Detecting and arresting housebreakers	26	49	18	5	2	88
8. Understanding and responding to the needs of local youth (12-24 year olds)	25	44	26	3	2	89
9. Understanding the needs of local people	23	47	27	2	1	88
10. Patrolling the streets or area on foot	23	37	21	18	1	87
11. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	21	35	36	7	1	89
12. Detecting and arresting car thieves	19	44	26	8	2	88
13. Dealing with missing person enquiries	18	44	32	3	2	88
14. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	18	40	36	3	2	89
15. Dealing with vandalism	15	40	39	5	1	87
16. Dealing with racist abuse (see definition at 1.3.3)	15	38	24	15	9	89
17. Dealing with rowdy and drunken behaviour	13	52	29	4	1	89
18. Patrolling the streets or area in police vehicles	13	40	39	8	1	88
19. Giving advice to people on how to prevent crime	10	42	42	3	2	88
20. Dealing with domestic incidents	9	36	39	11	4	89

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 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 A majority of respondents considered that the police had performed well or very well regarding *Responding to emergencies such as traffic accidents and 999 calls* (60%). Regarding *Dealing with serious motoring offences such as dangerous or drunk driving*, 41% of respondents considered that the police had performed well or very well while 14% considered that the police had performed poorly or very poorly.

2.11.3 Regarding *Catching people involved in violent crime*, 20% of respondents considered that the police had performed well or very well while 8% considered that the police had performed poorly or very poorly.

2.11.4 Regarding *Dealing with people selling illegal drugs*, 21% of respondents considered that the police had performed well or very well while 36% considered that the police had performed poorly or very poorly. Regarding *Dealing with people using illegal drugs*, 20% of respondents considered that the police had performed well or very well while 33% considered that the police had performed poorly or very poorly.

2.11.5 Considering police *Patrolling the area on foot*, 9% of respondents considered that the police had performed well or very well while a majority of respondents (57%) 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?

Police Tasks	Very Well	Well	Poorly	Very Poorly	Not Needed in the Area	Don't Know/No Opinion	N
1. Responding to emergencies such as traffic accidents and 999 calls	31	29	0	1	1	37	86
2. Patrolling the streets or area in police vehicles	12	36	23	7	6	16	86
3. Dealing with serious motoring offences such as dangerous or drunk driving	9	32	7	7	1	44	85
4. Dealing with rowdy and drunken behaviour	7	32	11	7	6	37	84
5. Understanding the needs of local people	7	20	19	13	1	39	84
6. Providing help and support to victims and witnesses of crime	7	18	7	3	10	54	87
7. Giving advice to people on how to prevent crime	7	17	9	5	5	57	86
8. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	6	35	6	0	0	53	85
9. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	6	26	6	8	2	52	86
10. Catching people involved in violent crime, e.g. armed robbery, assault and rape	5	15	6	2	13	58	84
11. Dealing with missing person enquiries	5	13	1	0	8	73	86
12. Dealing with people selling illegal drugs	4	17	18	18	7	36	83
13. Dealing with people using illegal drugs	4	16	14	19	6	41	83
14. Dealing with racist abuse (see definition at 1.3.3)	4	5	4	1	28	59	85
15. Dealing with vandalism	2	17	18	7	7	48	83
16. Understanding and responding to the needs of local youth (12-24 year olds)	1	11	14	9	1	64	85
17. Detecting and arresting car thieves	1	11	5	4	20	59	83
18. Detecting and arresting housebreakers	0	13	6	6	18	57	84
19. Dealing with domestic incidents	0	13	6	4	4	74	85
20. Patrolling the streets or area on foot	0	9	19	38	15	19	85

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 (93%), hospitals (90%), doctors (90%), ambulance service (89%), refuse collection (85%), medical centres (82%), fire service (77%), followed by the police (76%). 18% 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 (48%), buses (40%), roads and transport (36%), Councillors (36%) and winter road maintenance (33%).

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. Ambulance service	51	38	0	0	6	5	86
2. Doctors	49	41	7	1	1	1	88
3. Postal service	48	45	2	3	0	1	87
4. Fire service	40	37	2	0	8	13	86
5. Medical centres	38	44	3	1	7	7	87
6. Hospitals	36	54	5	1	1	3	87
7. Refuse collection	33	52	7	7	0	1	87
8. Libraries	29	44	8	2	11	6	89
9. Primary schools	26	40	1	6	22	5	87
10. Police	23	53	17	1	2	3	87
11. Street lighting	18	60	7	2	8	5	87
12. Secondary schools	16	38	11	3	22	10	88
13. Citizens advice bureau / local advice agency	16	36	7	2	24	15	87
14. Winter road maintenance	15	51	26	7	0	1	88
15. Leisure facilities and swimming pools	15	38	21	10	10	6	87
16. Street cleaning	13	49	19	7	8	5	88
17. Taxis	9	40	10	5	29	7	86
18. Post-secondary educational facilities	8	30	14	7	28	14	87
19. Politicians – MP	7	40	13	11	9	20	88
20. Buses	7	34	25	15	13	6	87
21. Ferries	7	31	9	6	39	9	88
22. Trains	7	23	18	11	31	10	88
23. Health and safety	6	64	10	2	6	11	87
24. Roads and transport	6	53	26	10	2	2	87
25. Road and pavement maintenance	5	44	31	17	0	2	86
26. Politicians – Councillors	4	34	25	11	10	16	89
27. Council housing services	3	29	7	17	26	17	86
28. Employment agencies	2	24	14	10	31	19	84
29. Housing associations (non council)	2	21	5	8	41	23	87
30. Social workers	2	15	11	11	38	22	87
31. Youth and community centres	1	21	21	9	31	16	86
32. Victim support	1	13	5	6	38	39	88
33. Aeroplanes	1	11	4	5	60	20	84
34. Women's aid	0	11	5	1	47	36	88

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 listed above 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 (57%), secondary schools (57%) and primary schools (56%).

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	18	7	1	2	85
2. Secondary schools	57	34	1	1	7	83
3. Fire service	57	28	10	2	4	83
4. Primary schools	56	29	7	2	6	84
5. Hospitals	51	29	11	7	2	83
6. Ambulance service	49	32	9	6	5	82
7. Doctors	48	27	12	7	6	85
8. Winter road maintenance	42	35	12	5	6	83
9. Medical centres	41	34	14	7	4	83
10. Health and safety	37	38	14	1	10	81
11. Roads and transport	36	42	12	4	6	81
12. Road and pavement maintenance	34	40	17	2	6	82
13. Street lighting	29	40	17	6	7	82
14. Politicians – Councillors	28	21	25	14	13	80
15. Refuse collection	27	39	17	11	7	83
16. Youth and community centres	26	43	17	5	9	81
17. Victim support	26	30	14	5	26	81
18. Social workers	25	33	18	10	15	80
19. Street cleaning	21	37	27	7	7	81
20. Politicians – MP	20	23	25	18	13	83
21. Post-secondary educational facilities	18	48	13	8	13	77
22. Leisure facilities and swimming pools	18	32	29	11	10	82
23. Council housing services	18	30	30	10	12	83
24. Buses	16	40	24	13	6	82
25. Postal service	16	39	19	19	7	83
26. Citizens advice bureau / local advice agency	14	28	27	19	12	83
27. Women's aid	13	26	23	7	30	82
28. Housing associations (non council)	13	25	23	12	27	84
29. Libraries	13	23	31	23	11	84
30. Employment agencies	12	27	30	12	19	81
31. Taxis	11	24	29	23	13	83
32. Trains	9	34	21	24	12	82
33. Ferries	8	31	23	23	14	83
34. Aeroplanes	7	15	12	33	32	81

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* (13%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 17% 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* (30%) and *Having something stolen from your garage, shed, garden, yard or doorstep* (11%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 22% 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	97	3	0	0	0	71	95	5	0	0	0	37
2. Vandalism or deliberate damage to your home, property or car	73	10	6	3	8	71	70	9	9	5	7	44
3. Having things stolen from your car if you parked it on the street outside your home	97	3	0	0	0	72	97	3	0	0	0	37
4. Having your car stolen if you parked it on the street outside your home	100	0	0	0	0	70	100	0	0	0	0	36
5. Having your car stolen when not outside your home	100	0	0	0	0	71	100	0	0	0	0	36
6. Having something stolen from your garage, shed, garden, yard or doorstep	87	6	0	3	4	71	90	5	0	3	3	39
7. Any other types of crime involving property	89	5	3	2	2	61*	84	8	5	0	3	37*

*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* (17%) and *Being insulted or threatened in the home* (5%). 11% 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 street* (14%) and *Being insulted or threatened in the home* (7%). 7% of respondents had reported *Being insulted or threatened in the street* on more than one occasion and 5% of respondents had reported *Being insulted or threatened in the home* on more than one occasion

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	91	4	1	0	3	70	93	2	0	0	5	41
2. Being insulted or threatened in the street	82	6	4	1	6	68	86	5	2	0	7	42
3. Being attacked, assaulted or robbed in the street	10	0	0	0	0	70	100	0	0	0	0	40
4. Being sexually pestered or molested	10	0	0	0	0	70	100	0	0	0	0	40
5. Being the victim of rape, attempted rape or other sexual offence	99	0	0	0	1	70	100	0	0	0	0	40
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	93	6	1	0	0	70	95	5	0	0	0	43
7. Having your child approached by strangers	97	1	1	0	0	67	97	0	3	0	0	39
8. Racist abuse (see definition at 1.3.3)	99	1	0	0	0	70	97	3	0	0	0	39
9. Being bullied in or out of school	94	0	0	0	6	64	97	0	0	0	3	38
10. Being the victim of any other type of violent crime	95	5	0	0	0	43*	93	7	0	0	0	28*

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* (16%), *Being insulted or threatened in the street* (16%) and *Being insulted or threatened in the home* (6%). 8% of respondents had experienced someone else suffering *Being bullied in or out of school* on more than one occasion. 6% of respondents had experienced someone else suffering *Being insulted or threatened in the street* 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* (8%), *Being bullied in or out of school* (6%) and *Being insulted or threatened in the home* (6%).

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	94	4	0	0	2	48	95	0	3	0	3	40
2. Being insulted or threatened in the street	85	9	2	0	4	46	92	5	0	0	3	38
3. Being attacked, assaulted or robbed in the street	100	0	0	0	0	47	100	0	0	0	0	39
4. Being sexually pestered or molested	100	0	0	0	0	45	100	0	0	0	0	38
5. Being the victim of rape, attempted rape or other sexual offence	100	0	0	0	0	46	100	0	0	0	0	38
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	96	2	2	0	0	47	97	3	0	0	0	38
7. Having your child approached by strangers	98	0	2	0	0	47	97	0	3	0	0	38
8. Racist abuse (see definition at 1.3.3)	100	0	0	0	0	46	100	0	0	0	0	37
9. Being bullied in or out of school	84	8	0	2	6	50	95	3	0	0	3	39
10. Being the victim of any other type of violent crime	96	4	0	0	0	28*	96	4	0	0	0	26*

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

2.14.9 Respondents were then asked as to whether they had been hit, pushed, bruised or grabbed in the last 3 months. 4% 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	4
No	96
N = 83	

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. A majority (56%) 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	56
No	44
N = 87	

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 (96%) had called directly to the police station. 4% 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	4
Call directly to Police Station (not 999)	96
N = 53	

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 (83%) of respondents was fairly satisfied or very satisfied with the way they were dealt with by the police. 4% 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	59
Fairly satisfied	24
Neither satisfied or dissatisfied	12
Fairly dissatisfied	2
Very dissatisfied	2
Don't Know	2
N = 59	

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. 41% 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	41
No	59
N = 86	

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. Of those respondents that had visited a police station, Fort William was the station that most (83%) had last visited.

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	0
Inverness Burnett Rd (beside Inverness College)	0
Kirkwall	0
Lerwick	0
Aviemore	0
Stornoway	0
Fort William	83
Thurso	0
Dingwall	0
Wick	0
Other	17
N = 46	

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 majority of respondents stated that the reception area was clean and tidy (96%) and that they were seen promptly (92%)

2.16.4 Regarding the level of privacy experienced by the respondents in the police station, 14% 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?	96	0	4	50
2. Did it have enough privacy?	63	14	22	49
3. Were you seen promptly?	92	4	4	49
4. If you spoke to support staff (civilian) were they helpful?	60	4	36	50
5. If you spoke to support staff (civilian) were they polite?	59	2	39	51
6. If you spoke to a police officer(s) were they helpful?	88	4	8	49
7. If you spoke to a police officer(s) were they polite?	86	6	8	49

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 (88%) of respondents who had visited in the last 3 months were fairly or very satisfied as against 6% 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	68
Fairly satisfied	20
Neither satisfied or dissatisfied	6
Fairly dissatisfied	2
Very dissatisfied	4
Don't Know	0
N = 50	

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. 23% 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 *Firearms/shotgun enquiries* (15%), *Asked for advice or information* (15%), *Reported a nuisance (e.g. disorder)* (12%) and *Reported a crime which happened to you or someone living in your home* (11%).

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. Asked for advice or information	15
2. Firearms / shotgun enquiries	15
3. Reported a nuisance (e.g. disorder)	12
4. Reported a crime which happened to you or someone living in your home	11
5. Reported other information	10
6. Lost / found property	9
7. Other	9
8. Reported information about something suspicious	8
9. Told by police to contact them (e.g. show documents, give a statement)	5
10. Reported a traffic accident / incident	3
11. Missing person(s)	3
Total Responses = 124	

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* (18%) *Reported a nuisance (e.g. disorder)* (18%) and *Firearms/shotgun enquiries* (18%).

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	18
2. Reported a nuisance (e.g. disorder)	18
3. Firearms / shotgun enquiries	18
4. Asked for advice or information	16
5. Other reason for contacting police	14
6. Lost / found property	7
7. Reported other information	5
8. Reported information about something suspicious	2
9. Reported a traffic accident / incident	2
10. Missing person(s)	2
11. Told by police to contact them (e.g. show documents, give a statement)	0
N = 57	

*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, 88% 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	67
Fairly satisfied	21
Neither satisfied or dissatisfied	5
Fairly dissatisfied	6
Very dissatisfied	2
Don't know	0
N = 66	

*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 a majority (52%) of respondents. However, 46% of respondents said that officers did not visit but there was no reason to do so. 2% 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	52
Officer(s) did not visit – no reason to	46
Officer(s) did not visit – should have	2
N = 65	

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, the majority (97%) of respondents said that they were fairly or very satisfied whilst none 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	78
Fairly satisfied	19
Neither satisfied or dissatisfied	3
Fairly dissatisfied	0
Very dissatisfied	0
Don't know	0
N = 36	

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 then asked whether anyone from the police had been in contact with them after the initial report. 17% of respondents stated that the police had contacted them following the initial report. However, 70% of respondents considered that there was no reason for further contact and 2% that it was too early to say. 11% 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	17
No, but there was no reason	70
No, but someone should have	11
Too early to say	2
N = 63	

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. 78% of respondents were very or fairly satisfied and 3% 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	59
Fairly satisfied	19
Neither satisfied or dissatisfied	14
Fairly dissatisfied	0
Very dissatisfied	3
Don't know	5
N = 63	

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. 61% 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* (41%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (32%).

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	41
2. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	32
3. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	18
4. Stopped for questioning while you were out walking	9
5. Arrested or searched you	0
6. Gave you a warning or told you to move on	0
7. Other reason for being stopped or approached	0
Total responses = 22	

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* (43%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (29%).

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	43
2. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	29
3. Other reason for being stopped or approached	24
4. Stopped for questioning while you were out walking	5
5. Arrested or searched you	0
6. Gave you a warning or told you to move on	0
7. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	0
N = 21	

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 (79%) considered the officers to be fairly or very polite. However, 17% 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	50
Fairly polite	29
Not very polite	4
Not at all polite	13
No opinion	4
N = 24	

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 three quarters of respondents considered that the last officer approaching or stopping them was good or very good regarding smartness in appearance (84%) and politeness (76%).

2.22.3 Between 1 in 10 and 1 in 5 respondents considered that the last officer approaching or stopping them was poor or very poor regarding initiative (20%), fairness (16%), politeness (15%), amount of interest in people's problems (12%), honesty (12%), trust (12%), tolerance (12%), competence (12%), helpfulness (11%) and politeness (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. Smartness in appearance	48	36	8	4	0	4	25
2. Politeness	38	38	8	0	15	0	26
3. Helpfulness	33	26	22	4	7	7	27
4. Fairness	32	20	16	4	12	16	25
5. Competence	32	12	20	4	8	24	25
6. Honesty	28	20	4	4	8	36	25
7. Tolerance	28	16	12	4	8	32	25
8. Trust	27	12	12	0	12	38	26
9. Hard work	19	15	19	0	8	38	26
10. Initiative	19	12	12	12	8	38	26
11. Physical fitness	15	15	8	0	0	62	26
12. Amount of interest in people's problems	12	19	15	0	12	42	26
13. Bravery	4	4	4	0	0	88	26

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, 15% 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, 5% 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	15
Annoyed By Police Behaviour Towards Someone Else	5
Not Annoyed	81
N = 88	

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, 21% 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	79
Twice	14
Three Times	7
Four Times	0
N = 14	

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

2.23.5 Regarding pleasing behaviour, 21% 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, 6% 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	21
Pleased By Police Behaviour Towards Someone Else	6
Not Really Pleased	73
N = 77	

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, 50% 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	50
Twice	27
Three Times	9
Four Times	14
N = 22	

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 (16%) said that they did think that the officers behaved too favourably/unfavourably towards any particular groups of people whilst 84% 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	16
No	84
N = 77	

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 (91%), politeness (79%), helpfulness (75%), fairness (59%), honesty (59%), and trust (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 regarding the amount of interest in people's problems (11%).

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	55	36	1	0	0	7	85
2. Helpfulness	43	32	13	0	1	11	87
3. Politeness	41	38	3	1	3	13	86
4. Honesty	33	26	5	1	1	33	84
5. Hard work	26	21	12	0	2	40	86
6. Fairness	25	34	12	5	1	23	83
7. Trust	25	26	7	2	5	35	85
8. Competence	23	24	15	0	2	35	82
9. Tolerance	23	24	14	1	2	35	83
10. Amount of interest in people's problems	19	20	17	4	7	33	84
11. Physical fitness	18	22	7	0	1	52	87
12. Initiative	17	23	8	1	2	49	84
13. Bravery	15	12	6	0	0	67	85

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 (18%), talking to friends and relatives (17%) and personal experience (14%).

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	18
Talking to friends and relatives	17
Personal experience	14
Talking to police officers	12
Local radio	12
Don't get any information	9
Television	5
Literature and newsletters from the police	4
Community Forums	4
Joint police-public meetings in the area	2
Other	2
Don't know	1
Total Responses = 208	

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 under half (48%) 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	48
Would not like more information	53
N = 80	

Base: All Respondents: Non-responses excluded from analysis

2.26.4 The most common desires for information were regarding *What is being done to prevent crime* (27%) and *General police work in the area / time being spent on crime* (26%) and *Police achievements / success rates* (24%).

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	26
Police achievements / success rates	24
More information about a police officer's job / how they spend their day	18
What is being done to prevent crime	27
Other	5
Total responses = 127	

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 (45%) 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	45
Articles in local newspapers	30
Public meetings / community councils	21
Other	4
N = 73	

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 Just over one quarter (29%) of respondents considered that they had too little say in the work of the local police. Over a third (40%) 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	29
Too much say	0
About right	40
Don't know/No opinion	31
N = 83	

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 (80%) had heard of the schemes.

2.28.2 The majority of respondents (70%) 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 (66%) and a majority stated that they would join a Watch Scheme if there were one in the area (55%).

2.28.3 However, just 12% of respondents stated that they were in a household that considered itself to be a member of a scheme. 5% of respondents stated that they were in a scheme that displayed stickers and none stated 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?	80	17	1	2	83
Has a Watch Scheme been set up in your area, covering your address?	9	70	19	2	86
Do you consider your household to be a member of a scheme?	12	70	11	7	83
Does your scheme display stickers?	5	47	16	33	83
Does your property display a sticker which can be seen from outside?	0	65	0	35	82
In general, do you think that a Watch Scheme is / would be a good idea for your area?	66	10	18	6	88
Would you join a Watch Scheme if there was one in your area?	55	15	24	6	84

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* (90%), *Outside locks with double locks or British Standard mortise locks, security bolts or chains* (67%), *Ways of protecting a car from being broken into or stolen (e.g. alarm, krocklock, other way of immobilising it)* (58%) and *Window locks on downstairs windows* (54%).

2.29.2 One in six had started using some form of crime prevention/protection in the last 12 months. Around one sixth (16%) of respondents stated that they used *personal safety training*.

2.29.3 The least common methods used were *Home burglar alarm (or imitation)* (6%) 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	49	5	38	9	82
2. Outside locks with double locks or British Standard mortise locks, security bolts or chains	63	4	27	6	82
3. Home burglar alarm (or imitation)	5	1	88	6	84
4. Indoor or outdoor lights on a timer or sensor switch	29	2	66	2	83
5. Dog for protection (not just as a pet)	23	0	73	3	86
6. Security marks on valuable items such as postcodes on video, television or bicycle, or the car registration number etched on car windows	47	1	48	4	85
7. Writing down the serial numbers of valuable electrical items, cameras, etc.	30	2	64	4	83
8. Insured the contents of your home against theft	88	2	9	1	88
9. Ways of protecting a car from being broken into or stolen (e.g. alarm, krocklock, other way of immobilising it)	52	6	28	14	86
10. Tracker system fitted to car	2	1	84	13	85
11. Personal safety training	12	4	81	4	84
12. Other	10	4	79	8	52

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 (25%), alcohol abuse in the home (20%), followed by drugs (19%).

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	25	Crime	2
Drugs	19	Pressure to do well at school/exams	3
Alcohol abuse in the home	20	Being poor	3
Family breakdown/divorce	11	Road safety	1
Bullying	11	Don't Know	0
Racist discrimination	1	Other	1
Violence outside the home	3	Total responses = 272	

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. The 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	1
Voluntary sector	0
Health service	0
Individuals in the community	37
The council	54
Other	8
N = 71	

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, most respondents (89%) stated that they felt fairly or very safe whilst 8% 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	22
Fairly safe	67
A bit unsafe	8
Very unsafe	2
No opinion	0
N = 85	

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 10%, Sometimes 38%) and to *Avoid going out alone during hours of darkness* (Always 8%, Sometimes 21%).

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	8	21	71	80
2 Avoid certain places in this area	10	38	52	81
3 Avoid going out at certain times	3	21	76	76
4 Carry a personal alarm	3	3	95	78
5 Take self-defence classes	0	1	99	78
6 Other	0	4	96	24

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	45	50	Detached	21	23
Female	28	31	Semi-detached	15	17
Not Known	17	19	Terraced	21	23
Age			Purpose Built Flat	10	11
Under 18	1	1	Other	1	1
18-24	1	1	Not Known	22	24
25-34	12	13			
35-44	22	24	Others in Household		
45-54	25	28	1	32	36
55-64	11	12	2	12	13
65-74	10	11	3	16	18
75+	1	1	4	7	8
Not Known	7	8	5 or more	3	3
Ethnic Group			Not Known	20	22
White	80	89			
Black, Caribbean	0	0	Household Income		
Black, African	0	0	Under £5,000	4	4
Black, Other	0	0	£5,000 - £9,999	10	11
Pakistani	0	0	£10,000 - £14,999	16	18
Bangladeshi	0	0	£15,000 - £19,999	5	6
Indian	0	0	£20,000 - £29,999	18	20
Chinese	0	0	£30,000 - £39,999	8	9
Asian, Other	0	0	£40,000 or more	7	8
Other	0	0	Don't Know	1	1
Do Not Wish to Say	1	1	Do Not Wish To Say	10	11
Not Known	9	10	Not Known	11	12
Tenure			Car Ownership	70	78
Owned/Mortgage	45	50	Car in Household	12	13
Rented from Council/Housing Association	26	29	No Car in Household	8	9
Rented Privately	4	4	Not Known		
Provided in Another Way	2	2			
Not Known	13	14			

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)	44	49
Working Part Time (8-30 hours per week)	9	10
Working Part Time (under 8 hours per week)	1	1
Unemployed and Seeking Work	2	2
Permanently Sick or Disabled and Unable to Work	4	4
Retired	17	19
Looking After the Home	1	1
In Full Time Education	0	0
In Part Time Education	0	0
Other	3	3
Not Known	9	10

Base: All Respondents