

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.

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1. Introduction

1.1 *Introduction*

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

1.1.2 A total of 4,200 questionnaires were issued to residents of the Highlands, Western Isles, Orkneys and Shetland. 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 1,345 completed questionnaires were returned.

1.2 Response Rates

1.2.1 The table below shows the response rates for the survey and a breakdown by area of questionnaires issued and returned. Respondents were offered the opportunity to omit the area identifier reference on their questionnaire, which meant that it was impossible to identify the area from which 7 of the questionnaires were returned.

Table 1.1 Response

Area Sector	Questionnaires Issued	Questionnaires Returned	Response Rates
Inverness Command Area	988	294	30%
<i>Caithness</i>	383	161	42%
<i>Sutherland</i>	197	47	24%
Caithness/Sutherland Command Area	580	208	36%
<i>Ross and Cromarty</i>	760	226	30%
<i>Skye and Lochalsh</i>	184	63	34%
Ross, Cromarty and Skye Command Area	944	289	31%
<i>Nairn</i>	168	61	36%
<i>Badenoch and Strathspey</i>	172	78	45%
Badenoch, Strathspey and Nairn Command Area	340	139	41%
Lochaber Command Area	291	90	31%
Western Isles Command Area	418	108	26%
Orkney Isles Command Area	295	105	36%
Shetland Isles Command Area	344	105	31%
Location Unknown Returns		7	0%
TOTAL	4200	1345	32%

1.2.2 The overall response rate for the survey was 32%.

1.2.3 25 questionnaires were returned which were not completed due to reasons such as the recipient being infirm, in hospital or away from home or where the addressee was no longer living at the address or deceased. Also a further 37 questionnaires were returned after 23rd March 2001 and were not included in this analysis.

1.2.4 The response rate for the separate survey of ethnic minorities was 18%.

1.2.5 In the survey of the ethnic minorities, 400 questionnaires were sent out. The number of questionnaires returned completed was 63. 45 questionnaires were returned which were not completed due to reasons such as the recipient being infirm, in hospital or away from home or, where the addressee was no longer living at the address or deceased. These factors bring the response rate to 18%. The findings from the survey of the ethnic minorities are dealt with in a separate report.

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. 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	6
1 year or less	6
N= 1298	

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 (92%) 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	43
A fairly safe area	49
A rather unsafe area	5
A very unsafe area	1
No Opinion	0
N = 1290	

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 large minority (42%) 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 (25%).

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	1
Yes, family, relative or close friend	9
Yes, neighbour or acquaintance	15
Yes, local officers seen on duty	25
Yes, in another way (Please write below)	8
No	42
Total Responses = 1482	

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 (28% rather/very worried).

2.5.2 However, just over half (52%) of respondents with children under 16 years old were rather/very worried about bullying of young people and just over a third (34%) 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	Rather	A Little	Not	No	N
	Worried	Worried	Worried	Known	Opinion	
	%	%	%	%	%	
1. Bullying of young people, in or out of school**	24	28	34	12	2	536
2. How concerned are you about them being approached by strangers?***	17	17	40	24	1	544
3. Vandalism or deliberate damage to your home, property or car	12	16	41	31	1	1304
4. Being the victim of any other type of crime	11	7	10	53	20	834*
5. Having property stolen from your garage, shed, garden, yard or doorstep	7	10	44	37	2	1301
6. Being insulted or threatened	6	9	26	58	1	1285
7. Having your home broken into	6	8	45	40	1	1308
8. Having things stolen from your car if you had parked it on the street outside your home	6	7	36	45	6	1287
9. Having your car stolen if you had parked it on the street outside your home	5	6	27	57	6	1286
10. Being attacked, assaulted or robbed in the street	5	6	23	66	1	1295
11. Being attacked, assaulted or robbed in the home	4	4	20	70	1	1294
12. Having something stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	3	6	26	63	1	1303
13. Being the victim of an attempted rape, rape, or other serious sexual offence	3	2	15	77	3	1289
14. Being sexually pestered or molested	3	2	13	79	2	1287
15. Suffering racist abuse (see definition at 1.3.3)	1	2	5	83	9	1191

**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 (40%), drink/drugs and driving (34%) and drug dealing (34%).

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	40	39	20	1	1298
2. Other concerns	39	10	19	33	318
3. Drink/drugs and driving	34	34	24	7	1295
4. People dealing in drugs	34	22	37	7	1293
5. Dangerous driving	32	40	28	1	1304
6. Dog excrement	32	37	30	1	1306
7. People using drugs	32	29	34	6	1305
8. Teenagers hanging around on the streets	23	38	37	1	1306
9. Alcohol abuse	23	35	37	6	1297
10. Solvent abuse/glue sniffing/drug abuse	23	27	38	12	1294
11. Vandalism, graffiti and deliberate damage to property	20	37	42	1	1303
12. Bullying of young people, in our out of school	20	35	33	12	1291
13. Rubbish or litter lying around	19	45	35	1	1306
14. Rowdy or drunken behaviour	16	36	47	1	1300
15. Break-ins to houses	13	31	53	3	1307
16. Stray dogs roaming the streets	12	29	57	2	1308
17. Anti-social neighbours	11	21	66	2	1298
18. Things being stolen from cars	9	34	52	4	1294
19. Cars being stolen	9	26	62	4	1305
20. Being assaulted / mugged	9	24	64	3	1285
21. Domestic abuse	7	15	69	9	1301
22. Suffering racist abuse (see definition at 1.3.3)	3	8	80	10	1278
23. Noise from local pubs or clubs	2	12	82	3	1298

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 (77%) felt fairly or very safe. A minority of residents (23%) 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	36
Fairly safe	41
A bit unsafe	17
Very unsafe	6
No opinion	0
N = 1315	

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 13% 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	81
Now less safe	13
No opinion	1
Did not live here	3
N = 1307	

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 (51%), drug/alcohol/solvent abuse (38%) and lack of parental supervision (37%).

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	51	33	12	4	1294
2. Drugs / alcohol / solvent abuse	38	36	17	9	1288
3. Lack of parental supervision	37	37	20	6	1278
4. Dogs fouling, litter, dumping of rubbish, etc	36	44	19	1	1295
5. Dealing in drugs	35	28	24	13	1275
6. Unemployment	34	38	22	7	1274
7. Lack of community recreational facilities	25	36	34	5	1280
8. Consumption of alcohol in public places	22	35	39	4	1290
9. Lack of safe areas for young children to play in	22	30	43	5	1283
10. Lack of traffic calming and road traffic management schemes	20	28	46	6	1291
11. Lack of public transport	19	30	48	4	1282
12. Not enough housing	15	29	47	9	1289
13. Lack of concern by local people towards Community Safety (see definition at 1.3.2)	12	31	46	11	1283
14. Poverty	11	27	53	9	1278
15. Lack of community educational facilities	11	25	56	8	1284
16. Ineffective planning and design of the layout of your area	9	19	63	9	1288
17. Lack of street lighting	8	22	68	2	1284
18. Poor quality housing	7	24	61	8	1286
19. People not bothering to protect their property	6	27	56	11	1284
20. Racist abuse (see definition at 1.3.3)	2	9	74	16	1245

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 (64%) saw police officers patrolling in motor vehicles at least once a month. A minority of respondents (20%) 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%	20%
Two or Three Times week	4%	16%
About Once a Week	7%	15%
About Once a month	6%	13%
Less Than Once a Month	13%	16%
Never	61%	11%
Don't Know	6%	8%
N	1279	1298

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 (64%) considered the frequency of sightings of police patrolling on foot to be too few. 14% of respondents considered the level of sightings of foot patrols to be about right.

2.9.3 A large minority of respondents (44%) considered the frequency of sightings of police patrolling in motor vehicles to be too few. 43% 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%	2%
About Right	14%	43%
Too Few	64%	44%
No Opinion	22%	11%
N	1255	1298

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 *Responding to emergencies such as traffic accidents and 999 calls* (80%), *Catching people involved in violent crime* (79%) and *Dealing with people selling illegal drugs* (78%).

2.10.2 Those police tasks that the greatest proportion of respondents considered to be not very important were *Patrolling the area on foot* (16%) and *Dealing with racist abuse* (13%).

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. Responding to emergencies such as traffic accidents and 999 calls	80	18	1	0	0	1305
2. Catching people involved in violent crime, .e.g. armed robbery, assault and rape	79	14	2	3	1	1303
3. Dealing with people selling illegal drugs	78	15	4	2	1	1299
4. Dealing with serious motoring offences such as dangerous or drunk driving	63	32	4	1	0	1300
5. Dealing with people using illegal drugs	53	28	13	5	1	1294
6. Detecting and arresting housebreakers	34	46	14	5	1	1296
7. Providing help and support to victims and witnesses of crime	27	45	22	4	3	1304
8. Detecting and arresting car thieves	25	45	21	8	1	1298
9. Patrolling the streets or area on foot	23	29	30	16	2	1303
10. Dealing with missing person enquiries	22	39	29	7	2	1301
11. Understanding the needs of local people	19	43	33	3	1	1300
12. Dealing with vandalism	18	45	33	4	1	1302
13. Understanding and responding to the needs of local youth (12-24 year olds)	18	45	30	5	2	1308
14. Dealing with rowdy and drunken behaviour	17	48	30	4	1	1312
15. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	17	43	35	4	1	1314
16. Dealing with racist abuse (see definition at 1.3.3)	17	36	25	13	8	1297
17. Patrolling the streets or area in police vehicles	16	40	35	8	1	1302
18. Giving advice to people on how to prevent crime	13	42	39	5	1	1301
19. Dealing with domestic incidents	13	40	37	9	2	1309
20. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	12	44	38	5	1	1300

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 A majority (60%) of respondents considered that the police had performed well or very well regarding *Responding to emergencies such as traffic accidents and 999 calls*. Regarding *Dealing with serious motoring offences such as dangerous or drunk driving*, 48% of respondents considered that the police had performed well or very well while 9% considered that the police had performed poorly or very poorly.

2.11.3 Regarding *Catching people involved in violent crime*, 21% of respondents considered that the police had performed well or very well while 9% 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 22% 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 23% considered that the police had performed poorly or very poorly.

2.11.5 Considering police *Patrolling the area on foot*, 14% of respondents considered that the police had performed well or very well while a majority of respondents (52%) 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	33	27	2	1	2	36	1302
2. Dealing with serious motoring offences such as dangerous or drunk driving	17	31	6	3	3	40	1298
3. Patrolling the streets or area in police vehicles	14	32	21	11	6	17	1300
4. Dealing with rowdy and drunken behaviour	9	31	13	5	7	36	1292
5. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	8	28	6	2	2	55	1299
6. Providing help and support to victims and witnesses of crime	7	18	5	2	12	57	1306
7. Dealing with people selling illegal drugs	7	14	13	9	7	50	1291
8. Understanding the needs of local people	6	25	13	5	4	48	1289
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	24	6	3	3	59	1300
10. Giving advice to people on how to prevent crime	6	22	7	2	8	54	1285
11. Catching people involved in violent crime, e.g. armed robbery, assault and rape	5	16	4	2	18	56	1296
12. Dealing with people using illegal drugs	5	15	14	9	6	52	1290
13. Dealing with missing person enquiries	5	13	1	0	11	69	1300
14. Dealing with vandalism	4	21	19	7	9	40	1289
15. Dealing with domestic incidents	4	17	4	1	6	68	1299
16. Detecting and arresting housebreakers	3	16	7	3	17	54	1287
17. Understanding and responding to the needs of local youth (12-24 year olds)	3	15	13	5	2	62	1304
18. Detecting and arresting car thieves	3	14	6	2	18	56	1293
19. Patrolling the streets or area on foot	3	11	25	27	16	19	1299
20. Dealing with racist abuse (see definition at 1.3.3)	3	8	2	1	25	62	1296

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 (94%), refuse collection (92%), doctors (87%) and police (80%). 11% 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 (52%), winter road maintenance (37%), roads and transport (31%), councillors (30%) and buses (29%).

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	49	45	4	1	0	0	1318
2. Ambulance service	49	29	2	1	9	11	1315
3. Doctors	47	40	7	3	1	1	1311
4. Refuse collection	45	47	5	2	0	1	1320
5. Fire service	45	32	1	1	10	12	1307
6. Medical centres	42	39	7	2	5	4	1311
7. Primary schools	40	28	2	1	19	9	1305
8. Hospitals	38	44	7	3	3	3	1309
9. Libraries	31	43	5	2	12	6	1319
10. Police	30	50	9	2	4	4	1312
11. Secondary schools	28	30	4	2	23	13	1304
12. Street lighting	24	55	10	4	5	3	1314
13. Taxis	24	45	6	4	16	5	1309
14. Leisure facilities and swimming pools	19	43	13	10	10	5	1310
15. Street cleaning	16	50	14	9	7	5	1305
16. Winter road maintenance	16	46	20	17	0	1	1315
17. Post-secondary educational facilities	16	29	8	5	23	20	1276
18. Citizens advice bureau / local advice agency	15	28	4	2	30	22	1319
19. Health and safety	14	55	7	2	6	17	1294
20. Roads and transport	14	51	21	10	1	2	1313
21. Buses	14	36	16	13	16	5	1312
22. Politicians – MP	11	35	12	11	11	20	1303
23. Council housing services	9	28	8	5	30	19	1308
24. Ferries	9	26	4	3	42	16	1301
25. Road and pavement maintenance	8	38	29	23	1	1	1308
26. Politicians – Councillors	8	34	17	13	10	18	1307
27. Youth and community centres	7	24	16	9	27	19	1307
28. Aeroplanes	6	27	12	9	32	13	1291
29. Social workers	6	16	7	6	36	29	1319
30. Trains	5	25	11	9	38	12	1272
31. Women's aid	5	10	2	1	41	40	1317
32. Employment agencies	4	21	8	6	35	27	1314
33. Housing associations (non council)	4	18	4	3	39	32	1300
34. Victim support	4	11	3	2	36	44	1320

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 (70%), fire service (60%), ambulance service (52%) and winter road maintenance (52%).

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	70	23	4	1	2	1245
2. Fire service	60	29	6	2	4	1238
3. Winter road maintenance	52	35	9	3	2	1243
4. Ambulance service	52	28	12	5	3	1223
5. Hospitals	49	28	15	6	4	1230
6. Primary schools	45	36	10	3	6	1244
7. Secondary schools	43	39	9	2	8	1240
8. Doctors	43	32	15	6	4	1248
9. Road and pavement maintenance	41	42	12	3	3	1231
10. Medical centres	39	34	17	6	4	1238
11. Health and safety	33	41	15	3	7	1220
12. Roads and transport	31	44	17	3	4	1225
13. Street lighting	28	46	17	5	4	1228
14. Youth and community centres	25	42	23	3	7	1216
15. Refuse collection	22	42	19	11	6	1233
16. Victim support	22	33	17	6	21	1223
17. Post-secondary educational facilities	20	38	21	7	14	1202
18. Postal service	20	37	21	16	6	1229
19. Street cleaning	18	41	27	8	6	1226
20. Politicians – Councillors	18	30	25	15	12	1217
21. Social workers	17	33	23	11	16	1230
22. Women’s aid	16	30	20	8	26	1222
23. Politicians – MP	16	28	25	17	14	1232
24. Council housing services	14	35	24	10	17	1228
25. Leisure facilities and swimming pools	13	38	30	11	7	1237
26. Buses	12	40	30	11	7	1231
27. Aeroplanes	12	23	20	24	21	1226
28. Taxis	10	32	34	16	9	1217
29. Employment agencies	10	28	26	16	20	1212
30. Ferries	10	22	21	23	24	1209
31. Citizens advice bureau / local advice agency	9	30	32	14	15	1227
32. Libraries	8	28	33	20	10	1233
33. Housing associations (non council)	8	26	26	12	28	1206
34. Trains	8	26	25	17	24	1182

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 type of crime involving property that the largest proportion of respondents had experienced was *Vandalism or deliberate damage to your home, property or car* (21%) and *Having something stolen from your garage, shed, garden, yard or doorstep* (10%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 8% 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* (25%) 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	97	2	0	0	0	1028	95	4	1	0	0	564
2. Vandalism or deliberate damage to your home, property or car	79	13	4	2	2	1052	75	17	5	2	1	657
3. Having things stolen from your car if you parked it on the street outside your home	98	2	0	0	0	1008	97	3	0	0	0	559
4. Having your car stolen if you parked it on the street outside your home	99	1	0	0	0	1010	98	1	1	0	0	559
5. Having your car stolen when not outside your home	99	0	0	0	0	1011	99	0	0	0	0	556
6. Having something stolen from your garage, shed, garden, yard or doorstep	90	7	1	1	1	1027	92	6	1	0	1	593
7. Any other types of crime involving property	84	9	3	1	4	636*	83	14	1	1	2	353*

*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* (13%) and *Being insulted or threatened in the home* (6%). 6% 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* (7%) and *Being insulted or threatened in the home* (7%). 3% of respondents had reported *Being insulted or threatened in the street* 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	93	3	1	0	2	1015	93	4	2	0	1	591
2. Being insulted or threatened in the street	87	7	2	1	3	1016	92	5	1	0	1	609
3. Being attacked, assaulted or robbed in the street	99	1	0	0	0	1014	98	1	0	0	0	582
4. Being sexually pestered or molested	99	0	0	0	0	1009	99	1	0	0	0	574
5. Being the victim of rape, attempted rape or other sexual offence	99	0	0	0	0	1001	99	1	0	0	0	574
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	97	2	0	0	0	1007	98	2	0	0	0	584
7. Having your child approached by strangers	99	1	0	0	0	975	99	1	0	0	0	563
8. Racist abuse (see definition at 1.3.3)	99	1	0	0	0	997	99	1	0	0	0	564
9. Being bullied in or out of school	96	2	0	0	2	956	99	0	0	0	1	561
10. Being the victim of any other type of violent crime	97	2	0	0	1	647*	96	3	1	0	1	382*

*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* (14%), *Being insulted or threatened in the street* (11%) 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. 5% 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 bullied in or out of school* (4%), *Being insulted or threatened in the street* (5%) and *Being insulted or threatened in the home* (5%).

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	93	4	1	0	1	666	95	3	1	0	1	567
2. Being insulted or threatened in the street	89	6	2	1	2	668	94	4	0	0	1	566
3. Being attacked, assaulted or robbed in the street	96	2	1	0	0	661	97	2	1	0	0	563
4. Being sexually pestered or molested	99	0	0	0	0	653	99	0	0	0	0	548
5. Being the victim of rape, attempted rape or other sexual offence	99	0	0	0	0	650	99	1	0	0	0	545
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	97	2	0	0	0	655	98	2	0	0	0	554
7. Having your child approached by strangers	98	1	0	0	0	645	99	1	0	0	0	544
8. Racist abuse (see definition at 1.3.3)	98	1	0	0	0	650	99	1	0	0	0	545
9. Being bullied in or out of school	86	6	3	2	3	663	97	2	1	0	1	564
10. Being the victim of any other type of violent crime	96	2	1	0	1	430*	96	3	1	0	0	360*

*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. 5% 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	5
No	95
N = 1269	

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. 42% 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	42
No	58
N = 1289	

Base: All Respondents: Non-responses excluded from analysis

2.15.2 Respondents who had called the police were asked to state which type of telephone call they had last made to the police in the last 3 months. Most respondents (93%) had called directly to the police station. 7% 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	7
Call directly to Police Station (not 999)	93
N = 602	

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 (88%) of respondents were fairly satisfied or very satisfied with the way they were dealt with by the police. 5% 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	66
Fairly satisfied	22
Neither satisfied or dissatisfied	5
Fairly dissatisfied	2
Very dissatisfied	3
Don't Know	1
N = 632	

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. 28% 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	28
No	72
N = 1288	

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. The figures are given in the table below.

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	6
Inverness Burnett Rd (beside Inverness College)	10
Kirkwall	8
Lerwick	8
Aviemore	3
Stornoway	7
Fort William	8
Thurso	9
Dingwall	4
Wick	8
Other	30
N = 506	

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 (92%) and that they were seen promptly (89%)

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	Y	No	Not Applicable	N
	es			
	%	%	%	
1. Did it have a clean and tidy reception area?	92	1	6	573
2. Did it have enough privacy?	70	14	17	561
3. Were you seen promptly?	89	5	6	566
4. If you spoke to support staff (civilian) were they helpful?	60	3	38	553
5. If you spoke to support staff (civilian) were they polite?	60	2	38	551
6. If you spoke to a police officer(s) were they helpful?	84	4	12	558
7. If you spoke to a police officer(s) were they polite?	86	3	11	561

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 (89%) of respondents who had visited in the last 3 months were fairly satisfied or very satisfied as against 4% 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	71
Fairly satisfied	18
Neither satisfied or dissatisfied	5
Fairly dissatisfied	2
Very dissatisfied	2
Don't Know	1
N = 556	

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 contact with Northern Constabulary in the last 3 months. 48% 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* (14% of all responses), *Asked for advice or information* (14%) and *Reported a nuisance (e.g. disorder)* (18%).

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	14
2. Asked for advice or information	14
3. Reported a nuisance (e.g. disorder)	13
4. Firearms / shotgun enquiries	12
5. Other	11
6. Reported information about something suspicious	8
7. Reported a traffic accident / incident	8
8. Reported other information	7
9. Lost / found property	7
10. Told by police to contact them (e.g. show documents, give a statement)	4
11. Missing person(s)	2
Total Responses = 1416	

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 last contacting Northern Constabulary recently were *Reported a crime which happened to you or someone living in your home* (16% of all responses) and *Firearms/shotgun enquiries* (16%).

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	16
2. Firearms / shotgun enquiries	16
3. Reported a nuisance (e.g. disorder)	13
4. Asked for advice or information	13
5. Other reason for contacting police	13
6. Reported a traffic accident / incident	9
7. Lost / found property	6
8. Reported information about something suspicious	5
9. Reported other information	5
10. Told by police to contact them (e.g. show documents, give a statement)	2
11. Missing person(s)	1
N = 655	

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 with Northern Constabulary in the last 3 months, 87% of respondents stated that they were fairly or very satisfied while 7% 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	20
Neither satisfied or dissatisfied	4
Fairly dissatisfied	4
Very dissatisfied	3
Don't know	1
N = 763	

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 43% of respondents. However, 52% of respondents said that officers did not visit but there was no reason to do so. 5% 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	43
Officer(s) did not visit – no reason to	52
Officer(s) did not visit – should have	5
N = 749	

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 5% 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	75
Fairly satisfied	16
Neither satisfied or dissatisfied	2
Fairly dissatisfied	2
Very dissatisfied	3
Don't know	2
N = 367	

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. 27% of respondents stated that the police had contacted them following the initial report. However, 58% of respondents considered that there was no reason for further contact and 3% 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	27
No, but there was no reason	58
No, but someone should have	11
Too early to say	3
N = 735	

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. 79% of respondents were very satisfied or fairly satisfied and 9% 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	20
Neither satisfied or dissatisfied	9
Fairly dissatisfied	5
Very dissatisfied	4
Don't know	4
N = 738	

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 shown a list and asked to state for which reasons they had 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. 77% 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* (23%).

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	23
3. Other reason for being stopped or approached	13
4. Stopped for questioning while you were out walking	10
5. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	10
6. Gave you a warning or told you to move on	8
7. Arrested or searched you	7
Total responses = 261	

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* (37%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (23%).

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	37
2. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	23
3. Other reason for being stopped or approached	22
4. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	8
5. Stopped for questioning while you were out walking	3
6. Arrested or searched you	3
7. Gave you a warning or told you to move on	3
N = 146	

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 (83%) considered the officers to be fairly or very polite. However, 14% 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	64
Fairly polite	19
Not very polite	6
Not at all polite	8
No opinion	3
N = 159	

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 70% of respondents considered that the last officer approaching or stopping them was good or very good regarding smartness in appearance (93%), politeness (83%), helpfulness (73%), fairness (72%) and competence (71%).

2.22.3 One in ten of respondents considered that the last officer approaching or stopping them was poor or very poor regarding amount of interest in people's problems (11%), trust (10%) 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	65	28	3	1	1	3	186
2. Politeness	58	25	6	3	7	1	189
3. Helpfulness	50	23	11	5	4	7	190
4. Honesty	50	19	5	2	5	19	185
5. Fairness	49	23	11	2	7	9	184
6. Competence	42	29	7	1	5	16	183
7. Trust	40	16	8	2	8	26	187
8. Amount of interest in people's problems	36	19	6	4	7	27	185
9. Tolerance	34	28	8	3	6	20	183
10. Hard work	30	23	9	2	4	32	182
11. Initiative	29	16	9	4	5	37	184
12. Physical fitness	21	17	7	1	2	52	185
13. Bravery	12	12	12	1	2	63	182

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, 5% 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	5
Annoyed By Police Behaviour Towards Someone Else	3
Not Annoyed	92
N = 1261	

Base: All Responses: Non-responses excluded from analysis

2.23.4 28% of respondents had been really annoyed more than once in the last three months.

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	73
Twice	15
Three Times	7
Four Times	6
N = 89	

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

2.23.5 Regarding pleasing behaviour, 22% 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	22
Pleased By Police Behaviour Towards Someone Else	6
Not Really Pleased	72
N = 1198	

Base: All Responses: Non-responses excluded from analysis

2.23.7 37% of 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	63
Twice	24
Three Times	6
Four Times	7
N = 303	

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 (13%) said that they think that the officers behaved too favourably/unfavourably towards any particular groups of people whilst 87% 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	13
No	87
N = 1174	

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 (86%), politeness (77%), helpfulness (78%), fairness (59%), honesty (56%), competence (71%) and trust (52%).

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 (7%).

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	49	37	3	0	0	10	1273
2. Helpfulness	40	38	6	1	0	14	1290
3. Politeness	39	38	7	2	1	13	1282
4. Honesty	28	28	5	1	1	36	1264
5. Fairness	26	33	10	3	1	27	1267
6. Trust	25	27	7	2	2	38	1261
7. Competence	23	33	9	2	1	31	1264
8. Hard work	21	29	10	1	1	38	1270
9. Tolerance	20	30	11	2	1	35	1262
10. Amount of interest in people's problems	17	27	12	5	2	38	1268
11. Bravery	17	21	6	1	0	55	1265
12. Initiative	14	24	8	2	1	51	1261
13. Physical fitness	12	26	9	2	1	50	1268

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 (26%), talking to friends and relatives (17%) and the local radio (15%).

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	26
Talking to friends and relatives	17
Local radio	15
Personal experience	12
Television	10
Talking to police officers	8
Don't get any information	6
Don't know	2
Literature and newsletters from the police	1
Joint police-public meetings in the area	1
Community Forums	1
Other	1
Total Responses = 3056	

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 (44%) 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	44
Would not like more information	56
N = 1267	

Base: All Respondents: Non-responses excluded from analysis

2.26.4 The most common desires for information were *General police work in the area / time being spent on crime* (29%) 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	29
Police achievements / success rates	23
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 = 1594	

*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 (43%) and articles in local newspapers (35%).

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	43
Articles in local newspapers	35
Public meetings / community councils	18
Other	4
N = 960	

*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 over a third (34%) 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	1
About right	34
Don't know/No opinion	41
N = 1280	

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 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 (54%) and that they would join a Watch Scheme if there were one in the area (55%).

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	15	1	3	1272
Has a Watch Scheme been set up in your area, covering your address?	4	70	22	4	1288
Do you consider your household to be a member of a scheme?	5	69	10	15	1253
Does your scheme display stickers?	3	44	15	38	1208
Does your property display a sticker which can be seen from outside?	2	62	2	34	1205
In general, do you think that a Watch Scheme is / would be a good idea for your area?	54	14	23	8	1270
Would you join a Watch Scheme if there was one in your area?	55	14	25	6	1277

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* (84%), *Outside locks with double locks or British Standard mortise locks, security bolts or chains* (58%) and *Window locks on downstairs windows* (57%).

2.29.2 Of those stating that they used *Indoor or outdoor lights on a timer or sensor switch* (30%), one in six had started using them in the last 12 months. More than a tenth (11%) of respondents stated that they used *personal safety training*.

2.29.3 The least common methods used were *Tracker system fitted to car* (3%) and *Home burglar alarm (or imitation)* (5%).

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	52	5	37	6	1285
2. Outside locks with double locks or British Standard mortise locks, security bolts or chains	53	5	39	3	1279
3. Home burglar alarm (or imitation)	4	1	92	3	1264
4. Indoor or outdoor lights on a timer or sensor switch	25	5	68	2	1269
5. Dog for protection (not just as a pet)	12	1	83	4	1274
6. Security marks on valuable items such as postcodes on video, television or bicycle, or the car registration number etched on car windows	29	3	67	2	1282
7. Writing down the serial numbers of valuable electrical items, cameras, etc.	19	3	76	2	1270
8. Insured the contents of your home against theft	80	4	15	1	1293
9. Ways of protecting a car from being broken into or stolen (e.g. alarm, krocklock, other way of immobilising it)	42	3	42	13	1278
10. Tracker system fitted to car	1	2	84	13	1264
11. Personal safety training	9	2	85	4	1263
12. Other	6	2	82	10	655

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%), followed by drugs (19%) 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	25	Crime	3
Drugs	19	Pressure to do well at school/exams	3
Alcohol abuse in the home	17	Being poor	2
Family breakdown/divorce	12	Road safety	3
Bullying	13	Don't Know	1
Racist discrimination	1	Other	1
Violence outside the home	3	Total responses = 3942	

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 (51%) 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	2
Health service	3
Individuals in the community	33
The council	51
Other	9
N = 1082	

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 (78%) stated that they felt fairly or very safe whilst 20% 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	25
Fairly safe	53
A bit unsafe	17
Very unsafe	3
No opinion	1
N = 1273	

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 16%, Sometimes 32%) and to *Avoid going out alone during hours of darkness* (Always 11%, Sometimes 27%).

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	11	27	62	1223
2 Avoid certain places in this area	16	32	53	1206
3 Avoid going out at certain times	8	22	70	1179
4 Carry a personal alarm	1	3	95	1175
5 Take self-defence classes	1	3	96	1171
6 Other	9	3	87	298

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, and 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	578	43	Detached	468	35
Female	565	42	Semi-detached	357	27
Not Known	202	15	Terraced	186	14
Age			Purpose Built Flat	79	6
Under 18	18	1	Other	26	2
18-24	47	4	Not Known	229	16
25-34	221	16			
35-44	297	22	Others in Household		
45-54	253	19	1	487	36
55-64	223	17	2	237	18
65-74	147	11	3	235	17
75+	61	5	4	93	7
Not Known	78	6	5 or more	33	2
Ethnic Group			Not Known	260	19
White	1228	91			
Black, Caribbean	1	0	Household Income		
Black, African	0	0	Under £5,000	84	6
Black, Other	0	0	£5,000 - £9,999	172	13
Pakistani	2	0	£10,000 - £14,999	162	12
Bangladeshi	0	0	£15,000 - £19,999	145	11
Indian	1	0	£20,000 - £29,999	233	17
Chinese	2	0	£30,000 - £39,999	140	10
Asian, Other	0	0	£40,000 or more	96	7
Other	4	0	Don't Know	51	4
Do Not Wish to Say	23	2	Do Not Wish To Say	118	9
Not Known	84	7	Not Known	144	11
			Car Ownership		
Tenure			Car in Household	1023	76
Owned/Mortgage	817	61	No Car in Household	229	17
Rented from Council/Housing Association	304	23	Not Known	93	7
Rented Privately	54	4			
Provided in Another Way	58	4			
Not Known	112	8			

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)	568	42
Working Part Time (8-30 hours per week)	172	13
Working Part Time (under 8 hours per week)	7	1
Unemployed and Seeking Work	56	4
Permanently Sick or Disabled and Unable to Work	57	4
Retired	259	19
Looking After the Home	70	5
In Full Time Education	12	1
In Part Time Education	2	0
Other	30	2
Not Known	111	9

Base: All Respondents