

## 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 for Shetland from the Northern Constabulary Community Consultation Survey conducted in February/March 2001.

1.1.2 A total of 344 questionnaires were issued to residents of 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 22<sup>nd</sup> February 2001. The closing date for receipt of the questionnaires was Friday, 23<sup>rd</sup> March 2001. A total of 105 completed questionnaires were returned.

## **1.2 Response Rates**

1.2.1 The response rate for the survey in Shetland was 31%.

### **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 Shetland. 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 (71%) 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?*

<b>Time In Home</b>	<b>%</b>
5 Years or more	71
2 – 5 Years	16
1 – 2 Years	5
1 year or less	8
<b>N= 104</b>	

*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 (94%) 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	62
A fairly safe area	32
A rather unsafe area	4
A very unsafe area	2
No Opinion	0
<b>N = 105</b>	

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. The most common response was that residents did not know the name of a local police officer (49%). Of those that knew the name of a local officer, the most common response was that they knew the name of an officer that they had seen on duty (22%).

**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	3
Yes, neighbour or acquaintance	16
Yes, local officers seen on duty	22
Yes, in another way (Please write below)	8
No	49
<b>Total Responses = 113</b>	

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 (17% rather/very worried).

2.5.2 However, a significant minority (37%) of respondents with children under 16 years old were rather/very worried about bullying of young people (37%) and 18% 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**	12	25	40	23	0	52
2. How concerned are you about them being approached by strangers?***	9	9	30	51	0	53
3. Being the victim of any other type of crime	8	3	7	67	15	72
4. Vandalism or deliberate damage to your home, property or car	7	10	45	38	1	104
5. Having property stolen from your garage, shed, garden, yard or doorstep	5	8	34	50	4	104
6. Having things stolen from your car if you had parked it on the street outside your home	4	9	30	51	6	102
7. Having your home broken into	2	8	41	49	1	105
8. Being attacked, assaulted or robbed in the home	2	3	12	82	2	104
9. Being attacked, assaulted or robbed in the street	1	8	10	81	1	104
10. Having something stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	1	5	16	77	2	103
11. Being sexually pestered or molested	1	1	9	87	2	103
12. Being the victim of an attempted rape, rape, or other serious sexual offence	1	0	13	85	2	104
13. Suffering racist abuse (see definition at 1.3.3)	1	0	4	84	11	99
14. Having your car stolen if you had parked it on the street outside your home	0	7	23	66	5	102
15. Being insulted or threatened	0	4	23	73	1	102

\*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 drug dealing (40%), people using drugs (40%) and drink/drugs and driving (38%).

**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. People using drugs	40	27	29	3	<b>102</b>
2. People dealing in drugs	40	23	32	5	<b>103</b>
3. Drink/drugs and driving	38	37	22	4	<b>104</b>
4. Alcohol abuse	29	33	36	2	<b>103</b>
5. Solvent abuse/glue sniffing/drug abuse	28	22	40	10	<b>102</b>
6. Driving at excessive speed	25	49	26	0	<b>103</b>
7. Dangerous driving	25	41	33	1	<b>103</b>
8. Dog excrement	19	38	41	2	<b>104</b>
9. Teenagers hanging around on the streets	13	22	63	2	<b>104</b>
10. Other concerns	12	4	40	44	<b>25</b>
11. Bullying of young people, in our out of school	11	43	36	11	<b>103</b>
12. Vandalism, graffiti and deliberate damage to property	11	33	55	1	<b>102</b>
13. Break-ins to houses	11	32	57	1	<b>104</b>
14. Things being stolen from cars	10	31	56	3	<b>103</b>
15. Rowdy or drunken behaviour	9	27	64	0	<b>104</b>
16. Anti-social neighbours	9	19	71	1	<b>103</b>
17. Domestic abuse	7	17	70	7	<b>103</b>
18. Rubbish or litter lying around	6	38	53	3	<b>103</b>
19. Cars being stolen	6	22	69	3	<b>104</b>
20. Being assaulted / mugged	6	14	80	1	<b>103</b>
21. Stray dogs roaming the streets	3	22	73	2	<b>104</b>
22. Suffering racist abuse (see definition at 1.3.3)	2	6	84	8	<b>101</b>
23. Noise from local pubs or clubs	1	2	96	1	<b>104</b>

*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 (93%) felt fairly or very safe. A minority of residents (8%) 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	64
Fairly safe	29
A bit unsafe	7
Very unsafe	1
No opinion	0
<b>N = 105</b>	

*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 (88%) felt that safety was about the same as last year. However 8% of residents felt less safe than a year ago, whilst none 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	0
About the same	88
Now less safe	8
No opinion	0
Did not live here	5
<b>N = 104</b>	

*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 drug/alcohol/solvent abuse (43%), drug dealing (35%), young people’s boredom and lack of things to do (28%) and lack of parental supervision (19%).

**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. Drugs / alcohol / solvent abuse	43	31	20	6	<b>103</b>
2. Dealing in drugs	35	24	28	13	<b>103</b>
3. Boredom, lack of things for young people to do	28	30	40	2	<b>104</b>
4. Lack of parental supervision	19	38	36	7	<b>103</b>
5. Dogs fouling, litter, dumping of rubbish, etc	18	46	36	0	<b>103</b>
6. Not enough housing	17	25	50	8	<b>103</b>
7. Lack of public transport	15	24	61	0	<b>105</b>
8. Consumption of alcohol in public places	13	35	48	4	<b>105</b>
9. Lack of safe areas for young children to play in	13	19	64	4	<b>104</b>
10. Lack of traffic calming and road traffic management schemes	11	23	65	1	<b>103</b>
11. Lack of community recreational facilities	10	19	67	5	<b>102</b>
12. Unemployment	8	38	49	5	<b>104</b>
13. Ineffective planning and design of the layout of your area	8	11	79	3	<b>104</b>
14. Lack of concern by local people towards Community Safety (see definition at 1.3.2)	7	15	74	5	<b>102</b>
15. Lack of community educational facilities	5	7	85	3	<b>103</b>
16. Poverty	4	16	74	6	<b>104</b>
17. Lack of street lighting	4	14	80	2	<b>101</b>
18. Poor quality housing	3	20	75	2	<b>104</b>
19. People not bothering to protect their property	2	21	69	8	<b>103</b>
20. Racist abuse (see definition at 1.3.3)	2	5	81	12	<b>99</b>

*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 (80%) saw police officers patrolling in motor vehicles at least once a month. A minority of respondents (25%) 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	1%	14%
Two or Three Times week	3%	19%
About Once a Week	8%	14%
About Once a month	3%	15%
Less Than Once a Month	10%	18%
Never	69%	10%
Don't Know	7%	9%
<b>N</b>	<b>103</b>	<b>104</b>

*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, a large minority (39%) of respondents considered the frequency of sightings of police patrolling on foot to be too few. 19% of respondents considered the level of sightings of foot patrols to be about right.

2.9.3 A large minority (32%) of respondents considered the frequency of sightings of police patrolling in motor vehicles to be too few. 49% 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	19%	49%
Too Few	39%	32%
No Opinion	41%	17%
<b>N</b>	<b>99</b>	<b>104</b>

*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* (83%), *Responding to emergencies such as traffic accidents and 999 calls* (82%) and *Catching people involved in violent crime* (73%).

2.10.2 Those police tasks that the greatest proportion of respondents considered to be not very important were *Patrolling the area on foot* (27%), *Detecting and arresting car thieves* (17%) 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?*

<b>Police Tasks</b>	<b>A Top Priority</b>	<b>Very Important</b>	<b>Fairly Important</b>	<b>Not Very Important</b>	<b>No Opinion</b>	<b>N</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	
1. Dealing with people selling illegal drugs	83	15	1	1	1	<b>103</b>
2. Responding to emergencies such as traffic accidents and 999 calls	82	16	2	0	0	<b>104</b>
3. Catching people involved in violent crime, e.g. armed robbery, assault and rape	73	15	5	7	1	<b>102</b>
4. Dealing with people using illegal drugs	61	28	8	2	1	<b>103</b>
5. Dealing with serious motoring offences such as dangerous or drunk driving	60	35	5	0	0	<b>101</b>
6. Detecting and arresting housebreakers	31	42	14	12	1	<b>100</b>
7. Providing help and support to victims and witnesses of crime	26	44	23	3	4	<b>104</b>
8. Detecting and arresting car thieves	22	43	18	17	1	<b>102</b>
9. Dealing with racist abuse (see definition at 1.3.3)	17	34	23	15	12	<b>101</b>
10. Understanding and responding to the needs of local youth (12-24 year olds)	16	41	30	9	5	<b>103</b>
11. Understanding the needs of local people	15	41	34	6	4	<b>102</b>
12. Patrolling the streets or area on foot	14	23	31	27	5	<b>104</b>
13. Dealing with domestic incidents	13	28	47	10	3	<b>105</b>
14. Giving advice to people on how to prevent crime	12	42	39	7	1	<b>101</b>
15. Dealing with missing person enquiries	12	39	34	12	4	<b>103</b>
16. Dealing with vandalism	10	41	42	6	1	<b>104</b>
17. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	10	38	44	5	3	<b>104</b>
18. Dealing with rowdy and drunken behaviour	8	43	44	4	1	<b>104</b>
19. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	6	48	40	4	2	<b>100</b>
20. Patrolling the streets or area in police vehicles	6	41	41	10	3	<b>103</b>

*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 of respondents considered that the police had performed well or very well regarding *Responding to emergencies such as traffic accidents and 999 calls* (63%) and *Dealing with serious motoring offences such as dangerous or drunk driving* (60%).

2.11.3 Regarding *Catching people involved in violent crime*, 19% of respondents considered that the police had performed well or very well while 27% considered that the police had performed poorly or very poorly.

2.11.4 Regarding *Dealing with people selling illegal drugs*, 41% of respondents considered that the police had performed well or very well while 19% considered that the police had performed poorly or very poorly. Regarding *Dealing with people using illegal drugs*, 34% of respondents considered that the police had performed well or very well while 21% considered that the police had performed poorly or very poorly.

2.11.5 Considering police *Patrolling the area on foot*, 13% of respondents considered that the police had performed well or very well while a large minority (37%) of respondents 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?*

	<b>Police Tasks</b>	<b>Very Well</b>	<b>Well</b>	<b>Poorly</b>	<b>Very Poorly</b>	<b>Not Needed in the Area</b>	<b>Don't Know/No Opinion</b>	<b>N</b>
		%	%	%	%	%	%	
1.	Responding to emergencies such as traffic accidents and 999 calls	35	28	1	1	5	31	<b>101</b>
2.	Dealing with serious motoring offences such as dangerous or drunk driving	28	32	8	1	5	26	<b>103</b>
3.	Dealing with people selling illegal drugs	15	26	13	6	7	34	<b>101</b>
4.	Patrolling the streets or area in police vehicles	13	33	16	6	14	19	<b>102</b>
5.	Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	10	23	12	2	1	53	<b>102</b>
6.	Understanding the needs of local people	9	26	12	1	6	46	<b>100</b>
7.	Dealing with people using illegal drugs	9	25	17	6	6	37	<b>103</b>
8.	Dealing with rowdy and drunken behaviour	8	37	9	3	11	33	<b>101</b>
9.	Providing help and support to victims and witnesses of crime	7	17	5	2	16	54	<b>102</b>
10.	Detecting and arresting car thieves	7	16	7	2	25	44	<b>102</b>
11.	Catching people involved in violent crime, e.g. armed robbery, assault and rape	7	12	3	2	25	51	<b>102</b>
12.	Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	6	23	11	1	4	55	<b>103</b>
13.	Giving advice to people on how to prevent crime	6	19	7	4	12	51	<b>98</b>
14.	Dealing with domestic incidents	6	17	6	1	7	63	<b>101</b>
15.	Dealing with vandalism	5	24	20	5	13	34	<b>102</b>
16.	Detecting and arresting housebreakers	5	22	10	4	22	38	<b>102</b>
17.	Dealing with missing person enquiries	5	13	0	0	18	64	<b>101</b>
18.	Patrolling the streets or area on foot	4	9	21	16	25	25	<b>102</b>
19.	Understanding and responding to the needs of local youth (12-24 year olds)	3	17	13	3	3	62	<b>104</b>
20.	Dealing with racist abuse (see definition at 1.3.3)	3	10	3	0	30	54	<b>101</b>

*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 refuse collection (98%), postal service (93%), leisure facilities and swimming pools (88%), roads and transport (85%), libraries (85%), ambulance service (84%) and medical centres (84%). 80% of respondents were fairly satisfied or very satisfied with the local police. 7% 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 local air service (41%), road and pavement maintenance (29%), winter road maintenance (21%) and councillors (20%).

**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. Refuse collection	62	36	2	0	0	0	<b>102</b>
2. Ambulance service	59	25	0	2	7	7	<b>102</b>
3. Leisure facilities and swimming pools	58	30	2	2	4	4	<b>101</b>
4. Medical centres	57	27	8	3	2	4	<b>104</b>
5. Primary schools	57	22	1	2	10	9	<b>102</b>
6. Doctors	52	31	11	4	2	0	<b>101</b>
7. Libraries	48	37	3	0	8	5	<b>104</b>
8. Fire service	48	35	0	1	9	7	<b>102</b>
9. Secondary schools	47	17	3	2	21	11	<b>102</b>
10. Postal service	46	47	7	0	0	0	<b>102</b>
11. Hospitals	43	39	5	4	5	4	<b>100</b>
12. Police	36	45	5	2	6	6	<b>102</b>
13. Health and safety	36	37	3	2	4	18	<b>103</b>
14. Winter road maintenance	34	45	12	9	1	0	<b>103</b>
15. Post-secondary educational facilities	33	24	3	2	16	22	<b>97</b>
16. Street lighting	31	44	7	5	10	3	<b>102</b>
17. Roads and transport	30	55	11	4	1	0	<b>104</b>
18. Ferries	30	42	13	3	8	5	<b>101</b>
19. Youth and community centres	26	35	5	3	15	16	<b>102</b>
20. Citizens advice bureau / local advice agency	25	26	3	2	22	23	<b>102</b>
21. Buses	21	39	11	6	17	6	<b>100</b>
22. Street cleaning	19	49	7	3	17	5	<b>100</b>
23. Taxis	18	48	1	6	21	6	<b>104</b>
24. Council housing services	16	35	9	7	21	13	<b>103</b>
25. Politicians – MP	15	41	8	6	12	19	<b>102</b>
26. Road and pavement maintenance	14	53	22	7	2	2	<b>101</b>
27. Aeroplanes	11	36	25	16	9	4	<b>103</b>
28. Social workers	10	22	7	6	29	26	<b>103</b>
29. Women's aid	9	16	0	1	34	40	<b>104</b>
30. Housing associations (non council)	8	23	7	2	35	26	<b>101</b>
31. Politicians – Councillors	7	49	11	9	12	14	<b>103</b>
32. Victim support	7	12	0	0	32	50	<b>103</b>
33. Employment agencies	6	25	7	2	33	28	<b>104</b>
34. Trains	1	0	0	1	82	16	<b>92</b>

*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 that a majority of respondents considered to be top priority for improving Community Safety, were the police (59%), fire service (53%) and winter road maintenance (51%).

**Table 2.14 Priority Local Services for Community Safety**

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

Local Services	A Top Priority	Very Important	Fairly Important	Not Very Important	No Opinion	N
	%	%	%	%	%	
1. Police	59	34	4	1	2	<b>95</b>
2. Fire service	53	32	9	2	3	<b>96</b>
3. Winter road maintenance	51	33	12	2	2	<b>97</b>
4. Hospitals	49	24	14	6	6	<b>95</b>
5. Ambulance service	47	29	11	8	5	<b>91</b>
6. Medical centres	44	30	14	7	4	<b>97</b>
7. Primary schools	43	35	9	5	7	<b>95</b>
8. Doctors	43	32	17	5	3	<b>98</b>
9. Secondary schools	42	34	8	4	12	<b>98</b>
10. Road and pavement maintenance	35	44	13	5	3	<b>96</b>
11. Roads and transport	33	40	19	3	5	<b>96</b>
12. Health and safety	32	41	18	3	6	<b>96</b>
13. Aeroplanes	29	34	13	12	11	<b>97</b>
14. Victim support	29	24	19	4	24	<b>91</b>
15. Youth and community centres	28	43	22	1	6	<b>90</b>
16. Ferries	25	34	17	13	11	<b>93</b>
17. Street lighting	24	41	17	9	9	<b>92</b>
18. Post-secondary educational facilities	24	35	12	11	18	<b>93</b>
19. Leisure facilities and swimming pools	22	29	28	9	11	<b>95</b>
20. Refuse collection	19	42	21	13	6	<b>96</b>
21. Postal service	19	38	23	14	6	<b>93</b>
22. Social workers	18	38	12	16	16	<b>94</b>
23. Council housing services	16	41	17	6	19	<b>94</b>
24. Women's aid	16	30	14	7	33	<b>91</b>
25. Street cleaning	15	40	28	5	12	<b>94</b>
26. Buses	15	39	24	13	9	<b>92</b>
27. Housing associations (non council)	15	26	22	7	31	<b>88</b>
28. Politicians – Councillors	14	32	24	14	15	<b>91</b>
29. Politicians – MP	14	29	24	18	16	<b>96</b>
30. Citizens advice bureau / local advice agency	11	32	29	12	16	<b>93</b>
31. Taxis	9	30	32	16	14	<b>94</b>
32. Libraries	6	35	33	17	9	<b>95</b>
33. Employment agencies	5	31	24	12	27	<b>91</b>
34. Trains	5	7	2	20	65	<b>81</b>

*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* (15%) and *Having something stolen from your garage, shed, garden, yard or doorstep* (9%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 5% 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 was *Vandalism or deliberate damage to your home, property or car* (21%) and 6% 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+	
<b>Number of Occasions</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4+</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4+</b>	
1. Having your home broken into and something stolen	98	2	0	0	0	<b>87</b>	96	4	0	0	0	<b>45</b>
2. Vandalism or deliberate damage to your home, property or car	84	10	2	1	2	<b>88</b>	80	15	4	0	2	<b>54</b>
3. Having things stolen from your car if you parked it on the street outside your home	96	2	1	0	0	<b>83</b>	94	4	2	0	0	<b>48</b>
4. Having your car stolen if you parked it on the street outside your home	98	0	2	0	0	<b>86</b>	96	0	4	0	0	<b>47</b>
5. Having your car stolen when not outside your home	99	0	1	0	0	<b>85</b>	100	0	0	0	0	<b>46</b>
6. Having something stolen from your garage, shed, garden, yard or doorstep	91	6	1	1	1	<b>86</b>	94	4	2	0	0	<b>49</b>
7. Any other types of crime involving property	89	7	2	0	2	<b>45*</b>	93	7	0	0	0	<b>27*</b>

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* (9%) and *Being insulted or threatened in the home* (7%).

2.14.6 The type of violent crime that the largest proportion of respondents had reported where the respondent was the victim was *Being insulted or threatened in the home* (8%). 4% 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	94	4	1	0	1	82	91	4	4	0	0	47
2. Being insulted or threatened in the street	90	7	1	0	1	82	98	2	0	0	0	48
3. Being attacked, assaulted or robbed in the street	100	0	0	0	0	83	100	0	0	0	0	45
4. Being sexually pestered or molested	99	1	0	0	0	82	98	2	0	0	0	45
5. Being the victim of rape, attempted rape or other sexual offence	98	2	0	0	0	82	98	2	0	0	0	45
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	100	0	0	0	0	82	100	0	0	0	0	44
7. Having your child approached by strangers	99	1	0	0	0	79	100	0	0	0	0	42
8. Racist abuse (see definition at 1.3.3)	100	0	0	0	0	81	100	0	0	0	0	44
9. Being bullied in or out of school	99	1	0	0	0	77	100	0	0	0	0	43
10. Being the victim of any other type of violent crime	94	4	2	0	0	48*	92	3	5	0	0	37*

*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* (11%), *Being insulted or threatened in the street* (8%), *Being insulted or threatened in the home* (8%) and *Being attacked, assaulted or robbed in the street* (5%). 6% of respondents had experienced someone else suffering *Being bullied in or out of school* on more than one occasion.

2.14.8 The types of violent crime that the largest proportion of respondents had reported where someone other than the respondent was the victim were *Being attacked, assaulted or robbed in the street* (5%), *Being insulted or threatened in the street* (5%) and *Being insulted or threatened in the home* (4%).

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

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

Crimes Experienced	% Someone else a Victim					N	% Reporting the Crime on Someone Else					N
	0	1	2	3	4+		0	1	2	3	4+	
1. Being insulted or threatened in the home	93	4	2	0	2	56	96	2	0	0	2	45
2. Being insulted or threatened in the street	92	4	2	0	2	53	95	5	0	0	0	42
3. Being attacked, assaulted or robbed in the street	94	6	0	0	0	54	95	5	0	0	0	43
4. Being sexually pestered or molested	100	0	0	0	0	53	100	0	0	0	0	42
5. Being the victim of rape, attempted rape or other sexual offence	100	0	0	0	0	52	100	0	0	0	0	42
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	98	2	0	0	0	53	98	2	0	0	0	43
7. Having your child approached by strangers	98	2	0	0	0	52	98	2	0	0	0	43
8. Racist abuse (see definition at 1.3.3)	96	4	0	0	0	53	98	2	0	0	0	42
9. Being bullied in or out of school	89	5	4	0	2	57	100	0	0	0	0	44
10. Being the victim of any other type of violent crime	98	0	3	0	0	40*	97	0	3	0	0	33*

*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?*

<b>Hit, Pushed, Bruised or Grabbed in the Last 3 Months</b>	<b>%</b>
Yes	5
No	95
<b>N = 102</b>	

*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. 30% of respondents had telephoned the police.

**Table 2.18 Telephoned the Police**

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

<b>Telephoned the Police</b>	<b>%</b>
Yes	30
No	70
<b>N = 103</b>	

*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 made to the police in the last 3 months. Most respondents (79%) had called directly to the police station. 21% 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?*

<b>Type of Phone call</b>	<b>%</b>
999	21
Call directly to Police Station (not 999)	79
<b>N = 33</b>	

*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 large majority (84%) of respondents were fairly satisfied or very satisfied with the way they were dealt with by the police. 13% 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?*

<b>Satisfaction with Police Response</b>	<b>%</b>
Very satisfied	68
Fairly satisfied	16
Neither satisfied or dissatisfied	0
Fairly dissatisfied	8
Very dissatisfied	5
Don't Know	3
<b>N = 37</b>	

*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. 29% 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?*

<b>Attended Police Station in Last 3 Months</b>	<b>%</b>
Yes	29
No	71
<b>N = 103</b>	

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

2.16.2 Respondents who had visited their local police station in the last 3 months were then asked which was the last station that they had visited. Most respondents (91%) who had visited a police station in the last 3 months had visited Lerwick station.

**Table 2.22 Local Police Stations Visited in the Last 3 Months**

*Q25a Which was the last local police station you visited?*

<b>Last Police Station Visited</b>	<b>%</b>
Inverness Police HQ	0
Inverness Burnett Rd (beside Inverness College)	0
Kirkwall	0
Lerwick	91
Aviemore	0
Stornoway	0
Fort William	0
Thurso	0
Dingwall	0
Wick	0
Other	9
<b>N = 43</b>	

*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 (90%), that they were seen promptly (90%), the police officers were polite (90%) and helpful (87%).

2.16.4 Regarding the level of privacy experienced by the respondents in the police station, 17% 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...*

<b>Experience in Police Station</b>	<b>Yes</b>	<b>No</b>	<b>Not Applicable</b>	<b>N</b>
	<b>%</b>	<b>%</b>	<b>%</b>	
1. Did it have a clean and tidy reception area?	90	7	2	<b>42</b>
2. Did it have enough privacy?	68	17	15	<b>41</b>
3. Were you seen promptly?	90	8	3	<b>40</b>
4. If you spoke to support staff (civilian) were they helpful?	61	0	39	<b>41</b>
5. If you spoke to support staff (civilian) were they polite?	56	0	44	<b>41</b>
6. If you spoke to a police officer(s) were they helpful?	87	10	3	<b>39</b>
7. If you spoke to a police officer(s) were they polite?	90	8	3	<b>40</b>

*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 large majority (84%) of respondents who had visited in the last 3 months were fairly satisfied or very satisfied as against 5% 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	72
Fairly satisfied	12
Neither satisfied or dissatisfied	12
Fairly dissatisfied	5
Very dissatisfied	0
Don't Know	0
<b>N = 43</b>	

*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. 53% 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* (21%), *Asked for advice and information* (16%), *Reported a crime which happened to you or someone living in your home* (14% of all responses) and *Reported a nuisance (e.g. disorder)* (14%).

**Table 2.25 Reasons for Recently Contacting Northern Constabulary**

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

Reason for Contacting Police	%
1. Firearms / shotgun enquiries	21
2. Asked for advice or information	16
3. Reported a crime which happened to you or someone living in your home	14
4. Reported a nuisance (e.g. disorder)	14
5. Reported information about something suspicious	7
6. Reported a traffic accident / incident	7
7. Other	7
8. Reported other information	6
9. Told by police to contact them (e.g. show documents, give a statement)	5
10. Lost / found property	2
11. Missing person(s)	0
<b>Total Responses = 81</b>	

*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 *Firearms/shotgun enquiries* (38%) and *Reported a nuisance* (13%).

**Table 2.26 Reason for Last Contacting Police**

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

Reasons for Last Contacting Police	%
1. Firearms / shotgun enquiries	38
2. Reported a nuisance (e.g. disorder)	13
3. Other reason for contacting police	13
4. Reported a crime which happened to you or someone living in your home	8
5. Reported a traffic accident / incident	8
6. Asked for advice or information	8
7. Reported information about something suspicious	5
8. Reported other information	5
9. Told by police to contact them (e.g. show documents, give a statement)	3
10. Lost / found property	3
11. Missing person(s)	0
<b>N = 40</b>	

*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, 86% of respondents stated that they were fairly or very satisfied while 12% 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	70
Fairly satisfied	16
Neither satisfied or dissatisfied	2
Fairly dissatisfied	7
Very dissatisfied	5
Don't know	0
<b>N = 43</b>	

*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 45% of respondents. No 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	45
Officer(s) did not visit – no reason to	55
Officer(s) did not visit – should have	0
<b>N = 42</b>	

*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 90% of respondents said that they were fairly or very satisfied whilst 10% 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	65
Fairly satisfied	25
Neither satisfied or dissatisfied	0
Fairly dissatisfied	5
Very dissatisfied	5
Don't know	0
<b>N = 20</b>	

*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. A minority of respondents (33%) had been contacted by a police officer following the initial visit. A majority (67%) had not been contacted. However 48% of respondents considered that while they had not been contacted by the police, there had been no reason and 5% considered that it was too early to say whether they would be contacted. 14% of respondents considered that they should have been contacted but were not.

**Table 2.30 Whether Contacted After Initial Officer(s) Visit**

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

<b>Whether Contacted After Visit</b>	<b>%</b>
Yes	33
No, but there was no reason	48
No, but someone should have	14
Too early to say	5
<b>N = 42</b>	

*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. 77% of respondents were very satisfied or fairly satisfied and 17% 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?*

<b>Satisfaction with Northern Constabulary Handling</b>	<b>%</b>
Very satisfied	58
Fairly satisfied	19
Neither satisfied or dissatisfied	2
Fairly dissatisfied	12
Very dissatisfied	5
Don't know	5
<b>N = 42</b>	

*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. 76% 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* (46%) 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?*

<b>Approached / Stopped</b>	<b>%</b>
1. Approached you as a witness or victim of crime, accident or other incident	46
2. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	23
3. Stopped for questioning while you were out walking	8
4. Arrested or searched you	8
5. Gave you a warning or told you to move on	8
6. Other reason for being stopped or approached	8
7. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	0
<b>Total responses = 13</b>	

*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* (50%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (17%).

**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.*

<b>Reason for Last Occasion Approached / Stopped</b>	<b>%</b>
1. Approached you as a witness or victim of crime, accident or other incident	50
2. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	17
3. Stopped for questioning while you were out walking	8
4. Arrested or searched you	8
5. Gave you a warning or told you to move on	8
6. Other reason for being stopped or approached	8
7. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	0
<b>N = 12</b>	

*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 previous 3 months when they were approached or stopped. Most respondents (75%) considered the officers to be fairly or very polite. However, 25% 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?*

<b>Politeness</b>	<b>%</b>
Very polite	58
Fairly polite	17
Not very polite	8
Not at all polite	17
No opinion	0
<b>N = 12</b>	

*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. All respondents considered the officer to be good or very good in regard to smartness in appearance (100%), 70% or more of respondents considered that the last officer approaching or stopping them was good or very good regarding helpfulness (83%), politeness (80%) and honesty (70%).

2.22.3 On average 15% or more of respondents considered that the last officer approaching or stopping them was poor or very poor regarding amount of interest in people's problems (23%), trust (23%), tolerance (15%) and politeness (15%).

**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	69	31	0	0	0	0	13
2. Helpfulness	62	15	8	8	0	8	13
3. Politeness	62	8	15	15	0	0	13
4. Honesty	62	8	8	8	0	15	13
5. Fairness	54	15	23	0	0	8	13
6. Competence	46	23	0	0	8	23	13
7. Tolerance	38	23	8	15	0	15	13
8. Amount of interest in people's problems	38	15	8	15	8	15	13
9. Trust	38	15	8	8	15	15	13
10. Hard work	38	8	23	8	0	23	13
11. Initiative	38	0	31	8	0	23	13
12. Physical fitness	15	23	15	0	0	46	13
13. Bravery	8	8	31	8	0	46	13

*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, 6% of all responses stated that respondents had been really annoyed by the behaviour of a police officer or support staff towards them.

2.23.3 Regarding annoying behaviour, 4% of all responses stated that respondents had been really annoyed by the behaviour of a police officer or support staff towards 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	6
Annoyed By Police Behaviour Towards Someone Else	4
Not Annoyed	90
<b>N = 102</b>	

*Base: All Responses: Non-responses excluded from analysis*

2.23.4 10% of respondents had experienced really annoying behaviour by police behaviour in the last 3 months. Of these, 28% 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	71
Twice	14
Three Times	14
Four Times	0
<b>N = 7</b>	

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

2.23.5 Regarding pleasing behaviour, 13% 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, 4% 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?*

<b>Really Pleasing Behaviour</b>	<b>%</b>
Pleased By Police Behaviour Towards Respondent	13
Pleased By Police Behaviour Towards Someone Else	4
Not Really Pleased	83
<b>N = 96</b>	

*Base: All Responses: Non-responses excluded from analysis*

2.23.7 Of respondents who reported to have been really pleased by police behaviour in the last three months, 25% had experienced this on more than one occasion.

**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*

<b>Number of Occasions Really Pleased</b>	<b>%</b>
Once	75
Twice	25
Three Times	0
Four Times	0
<b>N = 16</b>	

*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 (10%) said that they think that the officers behaved too favourably/unfavourably towards any particular groups of people whilst 90% 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?*

<b>Officers behave too favourably/ unfavourably to particular groups of people</b>	<b>%</b>
Yes	10
No	90
<b>N = 96</b>	

*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 (80%), politeness (66%), helpfulness (72%), fairness (56%) and honesty (51%).

2.25.3 The characteristic in which the largest proportion of respondents considered that the Northern Constabulary police officers were poor or very poor was the amount of interest in people's problems (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	47	33	6	0	0	15	<b>103</b>
2. Helpfulness	37	35	8	2	0	19	<b>104</b>
3. Politeness	35	31	12	4	0	18	<b>103</b>
4. Honesty	31	20	10	1	1	36	<b>99</b>
5. Fairness	29	27	18	2	0	25	<b>101</b>
6. Trust	24	22	7	3	2	42	<b>103</b>
7. Hard work	21	27	12	0	1	40	<b>101</b>
8. Tolerance	21	27	12	3	1	37	<b>101</b>
9. Competence	18	30	14	2	0	37	<b>101</b>
10. Amount of interest in people's problems	17	22	9	3	4	45	<b>103</b>
11. Bravery	16	17	4	2	1	61	<b>103</b>
12. Initiative	12	18	7	3	0	60	<b>100</b>
13. Physical fitness	11	17	10	0	2	60	<b>100</b>

*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 (33%), local radio (28%) and talking to friends and relatives (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	33
Local radio	28
Talking to friends and relatives	15
Television	8
Personal experience	8
Talking to police officers	5
Don't get any information	2
Other	2
Community Forums	1
Literature and newsletters from the police	0
Joint police-public meetings in the area	0
Don't know	0
<b>Total Responses = 261</b>	

*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 Around one third (32%) of 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	32
Would not like more information	68
<b>N = 101</b>	

*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* (30%) 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.*

<b>Information Desired</b>	<b>%</b>
General police work in the area / time being spent on crime	30
Police achievements / success rates	23
More information about a police officer's job / how they spend their day	14
What is being done to prevent crime	29
Other	3
<b>Total responses = 86</b>	

*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 articles in local newspapers (43%) and newsletters (36%).

**Table 2.45 Means of Relaying Desired Information**

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

<b>Relaying Information</b>	<b>%</b>
Newsletter	36
Articles in local newspapers	43
Public meetings / community councils	20
Other	2
<b>N = 56</b>	

*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 in six (16%) respondents considered that they had too little say in the work of the police. Just over a third (36%) of respondents considered that the amount of say 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	16
Too much say	1
About right	36
Don't know/No opinion	47
<b>N = 102</b>	

*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 (74%) 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. More respondents considered that a watch scheme was a good idea for their area (34%) than those did not (20%). More respondents also considered that they would join a Watch Scheme if there was one in the area (37%) than those who stated that they would not (23%).

2.28.3 However, just 2% of respondents stated that they were in a household that considered itself to be a member of a scheme. 1% of respondents stated that their scheme displayed stickers and 1% 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?	74	19	1	5	<b>98</b>
Has a Watch Scheme been set up in your area, covering your address?	0	70	24	6	<b>101</b>
Do you consider your household to be a member of a scheme?	2	68	10	20	<b>101</b>
Does your scheme display stickers?	1	51	11	37	<b>99</b>
Does your property display a sticker which can be seen from outside?	1	64	1	34	<b>95</b>
In general, do you think that a Watch Scheme is / would be a good idea for your area?	34	20	32	15	<b>101</b>
Would you join a Watch Scheme if there was one in your area?	37	23	33	8	<b>101</b>

*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* (72%), *Outside locks with double locks or British Standard mortise locks, security bolts or chains* (57%) and *Window locks on downstairs windows* (44%).

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

2.29.3 The least common methods used were *Tracker system fitted to car* (5%) and *Home burglar alarm (or imitation)*, that nobody claimed to use.

**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	43	1	50	6	<b>101</b>
2. Outside locks with double locks or British Standard mortise locks, security bolts or chains	53	4	41	2	<b>100</b>
3. Home burglar alarm (or imitation)	0	0	98	2	<b>101</b>
4. Indoor or outdoor lights on a timer or sensor switch	11	3	83	3	<b>99</b>
5. Dog for protection (not just as a pet)	7	2	87	4	<b>102</b>
6. Security marks on valuable items such as postcodes on video, television or bicycle, or the car registration number etched on car windows	10	4	83	3	<b>101</b>
7. Writing down the serial numbers of valuable electrical items, cameras, etc.	12	3	82	3	<b>100</b>
8. Insured the contents of your home against theft	69	3	23	5	<b>101</b>
9. Ways of protecting a car from being broken into or stolen (e.g. alarm, kooklock, other way of immobilising it)	29	3	52	16	<b>103</b>
10. Tracker system fitted to car	2	3	80	15	<b>102</b>
11. Personal safety training	7	3	84	6	<b>101</b>
12. Other	2	0	89	9	<b>47</b>

*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 (24%), followed by drugs (20%) and alcohol abuse in the home (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	24	Crime	2
Drugs	20	Pressure to do well at school/exams	2
Alcohol abuse in the home	19	Being poor	5
Family breakdown/divorce	14	Road safety	0
Bullying	12	Don't Know	0
Racist discrimination	1	Other	0
Violence outside the home	1	<b>Total responses = 310</b>	

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	0
Voluntary sector	2
Health service	8
Individuals in the community	28
The council	54
Other	8
<b>N = 89</b>	

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 (83%) stated that they felt fairly or very safe whilst 17% 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	39
Fairly safe	44
A bit unsafe	16
Very unsafe	1
No opinion	0
<b>N = 102</b>	

*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 5%, Sometimes 28%) and to *Avoid going out alone during hours of darkness* (Always 1%, Sometimes 19%).

**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	1	19	80	<b>99</b>
2 Avoid certain places in this area	5	28	67	<b>99</b>
3 Avoid going out at certain times	2	15	82	<b>97</b>
4 Carry a personal alarm	1	0	99	<b>97</b>
5 Take self-defence classes	0	2	98	<b>94</b>
6 Other	0	3	97	<b>29</b>

*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
<b>Sex</b>			<b>Property Type</b>		
Male	50	48	Detached	42	40
Female	43	41	Semi-detached	27	26
Not Known	12	11	Terraced	10	10
<b>Age</b>			Purpose Built Flat	7	7
Under 18	3	3	Other	6	6
18-24	5	5	Not Known	13	12
25-34	22	21			
35-44	18	17	<b>Others in Household</b>		
45-54	17	16	1	37	35
55-64	16	15	2	19	18
65-74	13	12	3	18	17
75+	7	7	4	12	11
Not Known	4	4	5 or more	3	3
<b>Ethnic Group</b>			Not Known	16	15
White	100	95			
Black, Caribbean	0	0	<b>Household Income</b>		
Black, African	0	0	Under £5,000	4	4
Black, Other	0	0	£5,000 - £9,999	16	15
Pakistani	0	0	£10,000 - £14,999	16	15
Bangladeshi	0	0	£15,000 - £19,999	7	7
Indian	0	0	£20,000 - £29,999	21	20
Chinese	0	0	£30,000 - £39,999	9	9
Asian, Other	0	0	£40,000 or more	12	11
Other	0	0	Don't Know	3	3
Do Not Wish to Say	2	2	Do Not Wish To Say	7	7
Not Known	3	3	Not Known	10	10
			<b>Car Ownership</b>		
<b>Tenure</b>			Car in Household	86	82
Owned/Mortgage	62	59	No Car in Household	15	14
Rented from Council/Housing Association	29	28	Not Known		
Rented Privately	3	3		4	4
Provided in Another Way	1	1			
Not Known	10	9			

Base: All Respondents

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

**Table 3.2 Respondent Profile (2)**

<b>Working Status</b>	<b>Number of Respondents</b>	<b>% of Sample</b>
Working Full Time (over 30 hours per week)	46	44
Working Part Time (8-30 hours per week)	13	12
Working Part Time (under 8 hours per week)	1	1
Unemployed and Seeking Work	1	1
Permanently Sick or Disabled and Unable to Work	2	2
Retired	20	19
Looking After the Home	9	9
In Full Time Education	0	0
In Part Time Education	0	0
Other	0	0
Not Known	9	9

*Base: All Respondents*