

## 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 the Western Isles from the Northern Constabulary Community Consultation Survey conducted in February/March 2001.

1.1.2 A total of 418 questionnaires were issued to residents of the Western Isles. 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 108 completed questionnaires were returned.

## **1.2 Response Rates**

1.2.1 The response rate for the Western Isles was 26%.

### **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 the Western Isles. 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 (76%) of the respondents 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	76
2 – 5 Years	11
1 – 2 Years	7
1 year or less	6
<b>N= 98</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 (97%) considered their area a fairly or very safe place to live in.

**Table 2.2 Rating of Local Area for Safety**

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

Safety of Locality	%
A very safe area	67
A fairly safe area	30
A rather unsafe area	3
A very unsafe area	0
No Opinion	0
<b>N = 94</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 knew the name of a local officer seen on duty (28%).

**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	16
Yes, local officers seen on duty	28
Yes, in another way (Please write below)	9
No	36
<b>Total Responses = 117</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 large minority (44%) of respondents with children under 16 years old were rather or very worried about bullying of young people and 18% of respondents with children were rather or 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**	23	21	37	12	7	<b>43</b>
2. How concerned are you about them being approached by strangers?***	9	9	34	45	2	<b>44</b>
3. Vandalism or deliberate damage to your home, property or car	8	9	33	49	1	<b>100</b>
4. Being the victim of any other type of crime	8	3	4	67	18	<b>73*</b>
5. Being insulted or threatened	6	5	18	71	0	<b>99</b>
6. Having things stolen from your car if you had parked it on the street outside your home	3	5	39	51	2	<b>98</b>
7. Having property stolen from your garage, shed, garden, yard or doorstep	2	6	35	56	1	<b>100</b>
8. Having something stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	2	2	10	86	0	<b>100</b>
9. Having your home broken into	2	1	31	66	0	<b>100</b>
10. Being attacked, assaulted or robbed in the street	2	1	8	89	0	<b>100</b>
11. Being attacked, assaulted or robbed in the home	2	0	5	93	0	<b>100</b>
12. Having your car stolen if you had parked it on the street outside your home	1	4	21	72	2	<b>99</b>
13. Being sexually pestered or molested	1	1	5	93	0	<b>99</b>
14. Suffering racist abuse (see definition at 1.3.3)	1	1	5	85	7	<b>96</b>
15. Being the victim of an attempted rape, rape, or other serious sexual offence	1	0	3	96	0	<b>99</b>

\*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 (34%), drink/drugs and driving (31%) and dangerous driving (30%).

**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	34	41	25	0	100
2. Drink/drugs and driving	31	34	30	4	102
3. Dangerous driving	30	35	34	0	99
4. Alcohol abuse	25	35	36	3	99
5. Dog excrement	24	28	47	1	100
6. People dealing in drugs	19	18	61	2	99
7. Bullying of young people, in our out of school	17	36	40	7	100
8. People using drugs	17	19	58	6	99
9. Stray dogs roaming the streets	14	29	56	1	102
10. Rubbish or litter lying around	13	49	38	0	100
11. Rowdy or drunken behaviour	12	25	63	0	99
12. Other concerns	12	12	48	28	25
13. Teenagers hanging around on the streets	11	30	57	2	102
14. Solvent abuse/glue sniffing/drug abuse	9	24	60	7	100
15. Anti-social neighbours	8	16	75	1	101
16. Domestic abuse	6	9	76	9	99
17. Vandalism, graffiti and deliberate damage to property	5	26	69	0	100
18. Things being stolen from cars	4	29	66	1	100
19. Cars being stolen	4	16	80	0	102
20. Being assaulted / mugged	2	11	86	1	100
21. Break-ins to houses	2	9	89	0	101
22. Suffering racist abuse (see definition at 1.3.3)	2	7	88	3	101
23. Noise from local pubs or clubs	1	3	94	2	101

*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 (94%) felt fairly or very safe. A small minority of residents (6%) 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	62
Fairly safe	32
A bit unsafe	5
Very unsafe	1
No opinion	0
<b>N = 102</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 (87%) felt that safety was about the same as last year. However 7% of residents felt less safe than a year ago, whilst 4% 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	4
About the same	87
Now less safe	7
No opinion	0
Did not live here	0
<b>N = 101</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 unemployment (65%), young people’s boredom and lack of things to do (59%), drug/alcohol/solvent abuse (35%) and lack of community recreational facilities (32%).

**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. Unemployment	65	20	13	2	<b>103</b>
2. Boredom, lack of things for young people to do	59	31	8	3	<b>104</b>
3. Drugs / alcohol / solvent abuse	35	38	19	8	<b>104</b>
4. Lack of community recreational facilities	32	38	30	1	<b>101</b>
5. Dogs fouling, litter, dumping of rubbish, etc	30	49	21	0	<b>103</b>
6. Lack of parental supervision	25	40	30	6	<b>101</b>
7. Consumption of alcohol in public places	21	32	43	4	<b>103</b>
8. Dealing in drugs	21	26	36	16	<b>99</b>
9. Lack of safe areas for young children to play in	17	29	52	2	<b>103</b>
10. Poverty	16	22	58	4	<b>103</b>
11. Lack of traffic calming and road traffic management schemes	16	18	59	7	<b>104</b>
12. Lack of street lighting	15	19	65	1	<b>101</b>
13. Not enough housing	13	36	45	7	<b>103</b>
14. Lack of community educational facilities	13	33	53	1	<b>101</b>
15. Lack of public transport	11	23	62	4	<b>101</b>
16. Lack of concern by local people towards Community Safety (see definition at 1.3.2)	10	23	60	7	<b>101</b>
17. Poor quality housing	6	25	62	7	<b>102</b>
18. Ineffective planning and design of the layout of your area	6	23	67	4	<b>100</b>
19. People not bothering to protect their property	3	22	64	11	<b>103</b>
20. Racist abuse (see definition at 1.3.3)	0	9	82	9	<b>101</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. 49% saw police officers patrolling in motor vehicles at least once a month. A minority of respondents (18%) 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%	15%
Two or Three Times week	6%	8%
About Once a Week	2%	15%
About Once a month	7%	11%
Less Than Once a Month	10%	24%
Never	70%	13%
Don't Know	3%	13%
<b>N</b>	<b>104</b>	<b>105</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, the majority of respondents (55%) considered the frequency of sightings of police patrolling on foot to be too few. 16% of respondents considered the level of sightings of foot patrols to be about right.

2.9.3 A large minority of respondents (41%) considered the frequency of sightings of police patrolling in motor vehicles to be too few. 44% of respondents considered the level of sightings of motor vehicle patrols to be about right.

**Table 2.10 Satisfaction with Frequency of Sightings of Local Patrolling Police**

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

Level of Satisfaction	Patrolling on foot	Patrolling in motor vehicles
Too Many	0%	1%
About Right	16%	44%
Too Few	55%	41%
No Opinion	29%	14%
<b>N</b>	<b>97</b>	<b>106</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* (87%). *Responding to emergencies such as traffic accidents and 999 calls* (85%), *Catching people involved in violent crime, e.g. armed robbery, assault and rape* (74%) and *Dealing with serious motoring offences such as dangerous or drunk driving* (67%).

2.10.2 Those police tasks that the greatest proportion of respondents considered to be not very important were *Patrolling the area on foot* (24%) and *Dealing with racist abuse* (20%).

**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	87	6	4	1	3	<b>105</b>
2. Responding to emergencies such as traffic accidents and 999 calls	85	13	1	1	0	<b>107</b>
3. Catching people involved in violent crime, e.g. armed robbery, assault and rape	74	15	5	2	5	<b>108</b>
4. Dealing with serious motoring offences such as dangerous or drunk driving	67	30	3	1	0	<b>105</b>
5. Dealing with people using illegal drugs	54	23	16	5	3	<b>106</b>
6. Detecting and arresting housebreakers	34	39	15	10	1	<b>105</b>
7. Detecting and arresting car thieves	32	34	25	8	1	<b>106</b>
8. Dealing with missing person enquiries	29	37	24	8	3	<b>105</b>
9. Providing help and support to victims and witnesses of crime	26	50	16	3	5	<b>103</b>
10. Understanding the needs of local people	23	44	31	2	0	<b>107</b>
11. Patrolling the streets or area on foot	22	23	29	24	3	<b>102</b>
12. Dealing with vandalism	21	45	29	4	1	<b>107</b>
13. Dealing with rowdy and drunken behaviour	20	48	30	2	1	<b>107</b>
14. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	20	41	34	5	0	<b>108</b>
15. Dealing with racist abuse (see definition at 1.3.3)	20	32	22	20	7	<b>106</b>
16. Giving advice to people on how to prevent crime	18	39	35	6	2	<b>105</b>
17. Understanding and responding to the needs of local youth (12-24 year olds)	17	51	26	6	1	<b>108</b>
18. Dealing with domestic incidents	16	44	35	3	2	<b>108</b>
19. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	13	41	43	3	0	<b>104</b>
20. Patrolling the streets or area in police vehicles	11	35	40	11	3	<b>106</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 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 (68%) 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*, 57% of respondents considered that the police had performed well or very well while 11% considered that the police had performed poorly or very poorly.

2.11.3 Regarding *Catching people involved in violent crime*, 23% of respondents considered that the police had performed well or very well while 4% considered that the police had performed poorly or very poorly.

2.11.4 Regarding *Dealing with people selling illegal drugs*, 19% of respondents considered that the police had performed well or very well while 17% considered that the police had performed poorly or very poorly. Regarding *Dealing with people using illegal drugs*, 25% of respondents considered that the police had performed well or very well while 16% considered that the police had performed poorly or very poorly.

2.11.5 Considering police *Patrolling the area on foot*, 6% of respondents considered that the police had performed well or very well while a majority of respondents (40%) 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	38	30	3	1	0	28	<b>100</b>
2. Dealing with serious motoring offences such as dangerous or drunk driving	20	37	6	5	2	30	<b>100</b>
3. Patrolling the streets or area in police vehicles	19	27	22	8	7	17	<b>100</b>
4. Going to schools to give Community Safety (see definition at 1.3.2) advice to young people	14	31	2	3	2	48	<b>102</b>
5. Dealing with rowdy and drunken behaviour	13	39	7	3	7	30	<b>99</b>
6. Working with the local council and community groups on ways of making the Community a safer place to live, work, visit or invest	10	29	6	1	5	50	<b>101</b>
7. Providing help and support to victims and witnesses of crime	9	15	3	1	25	48	<b>102</b>
8. Understanding the needs of local people	8	34	6	3	4	45	<b>98</b>
9. Catching people involved in violent crime, e.g. armed robbery, assault and rape	8	15	3	1	29	43	<b>99</b>
10. Dealing with missing person enquiries	8	15	0	1	17	59	<b>100</b>
11. Dealing with vandalism	7	24	18	1	13	36	<b>99</b>
12. Dealing with domestic incidents	7	16	5	0	7	66	<b>102</b>
13. Dealing with people selling illegal drugs	6	13	8	9	13	51	<b>100</b>
14. Dealing with people using illegal drugs	5	20	6	10	6	52	<b>94</b>
15. Giving advice to people on how to prevent crime	5	18	6	0	23	47	<b>99</b>
16. Detecting and arresting car thieves	5	17	4	2	29	42	<b>99</b>
17. Detecting and arresting housebreakers	5	14	2	2	35	41	<b>99</b>
18. Patrolling the streets or area on foot	5	10	24	16	24	19	<b>98</b>
19. Understanding and responding to the needs of local youth (12-24 year olds)	4	25	11	1	1	58	<b>101</b>
20. Dealing with racist abuse (see definition at 1.3.3)	2	12	2	0	29	55	<b>102</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 postal service (97%), libraries (94%), doctors (94%), medical centres (89%) and police (89%). 5% 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 (61%), aeroplanes (46%), councillors (40%) and roads and transport (39%),

**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?*

<b>Local Services</b>	<b>Very Satisfied</b>	<b>Fairly Satisfied</b>	<b>Fairly Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Use/Not Needed</b>	<b>Don't Know/No Opinion</b>	<b>N</b>
	%	%	%	%	%	%	
1. Ambulance service	62	25	1	0	8	5	<b>106</b>
2. Libraries	61	33	1	2	1	3	<b>104</b>
3. Doctors	59	35	3	2	1	0	<b>105</b>
4. Fire service	59	25	0	1	5	11	<b>104</b>
5. Medical centres	56	33	4	2	4	1	<b>103</b>
6. Hospitals	54	33	8	1	2	2	<b>107</b>
7. Postal service	53	44	1	2	0	0	<b>103</b>
8. Police	50	39	5	0	5	1	<b>105</b>
9. Refuse collection	46	40	10	3	0	1	<b>104</b>
10. Primary schools	44	26	5	1	18	7	<b>105</b>
11. Secondary schools	38	27	4	3	19	10	<b>104</b>
12. Taxis	32	46	4	2	14	2	<b>105</b>
13. Buses	32	40	5	5	14	4	<b>105</b>
14. Post-secondary educational facilities	30	28	7	4	22	10	<b>101</b>
15. Citizens advice bureau / local advice agency	30	27	3	1	25	15	<b>105</b>
16. Street lighting	25	44	13	7	8	3	<b>104</b>
17. Winter road maintenance	21	48	15	15	1	0	<b>107</b>
18. Street cleaning	19	38	10	7	16	10	<b>104</b>
19. Health and safety	17	50	12	1	4	16	<b>103</b>
20. Leisure facilities and swimming pools	16	44	16	13	10	1	<b>104</b>
21. Ferries	15	51	19	13	1	1	<b>107</b>
22. Social workers	15	17	4	6	33	25	<b>104</b>
23. Roads and transport	12	46	23	16	1	2	<b>105</b>
24. Politicians – MP	12	29	22	14	7	15	<b>107</b>
25. Council housing services	10	32	6	5	31	15	<b>105</b>
26. Women's aid	10	12	1	1	31	44	<b>105</b>
27. Aeroplanes	7	43	22	24	3	2	<b>102</b>
28. Politicians – Councillors	7	37	23	17	7	10	<b>106</b>
29. Youth and community centres	7	37	13	11	20	11	<b>105</b>
30. Road and pavement maintenance	6	32	32	29	1	1	<b>104</b>
31. Employment agencies	6	24	6	4	33	28	<b>101</b>
32. Housing associations (non council)	6	24	2	3	36	30	<b>104</b>
33. Victim support	5	13	2	1	30	49	<b>105</b>
34. Trains	0	1	0	2	78	18	<b>93</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 which the majority of respondents considered to be top priority for improving Community Safety were the police (72%), fire service (57%), ambulance service (58%) hospitals (54%) 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	72	22	4	1	1	<b>101</b>
2. Ambulance service	58	19	13	6	3	<b>98</b>
3. Fire service	57	29	8	3	3	<b>100</b>
4. Hospitals	54	21	14	7	3	<b>98</b>
5. Winter road maintenance	52	35	7	4	2	<b>102</b>
6. Secondary schools	49	35	13	1	3	<b>101</b>
7. Primary schools	48	36	12	1	2	<b>99</b>
8. Doctors	48	28	15	6	3	<b>100</b>
9. Road and pavement maintenance	45	38	13	2	2	<b>100</b>
10. Medical centres	41	30	19	6	4	<b>96</b>
11. Roads and transport	37	40	11	9	4	<b>103</b>
12. Aeroplanes	36	28	12	17	8	<b>101</b>
13. Youth and community centres	35	42	19	1	4	<b>101</b>
14. Health and safety	35	39	12	3	10	<b>99</b>
15. Street lighting	35	36	17	7	5	<b>98</b>
16. Post-secondary educational facilities	34	36	14	8	9	<b>92</b>
17. Ferries	31	29	13	17	9	<b>99</b>
18. Victim support	26	30	16	7	21	<b>100</b>
19. Postal service	23	29	21	18	8	<b>99</b>
20. Refuse collection	22	46	12	13	6	<b>97</b>
21. Women's aid	21	33	12	11	22	<b>99</b>
22. Social workers	20	29	28	10	14	<b>101</b>
23. Politicians – Councillors	19	37	19	15	9	<b>98</b>
24. Council housing services	18	36	20	10	15	<b>99</b>
25. Politicians – MP	16	33	21	19	12	<b>101</b>
26. Leisure facilities and swimming pools	15	40	30	8	7	<b>100</b>
27. Employment agencies	14	33	24	14	16	<b>96</b>
28. Taxis	13	33	33	16	5	<b>98</b>
29. Buses	12	47	20	16	4	<b>99</b>
30. Street cleaning	12	39	29	11	9	<b>98</b>
31. Citizens advice bureau / local advice agency	12	39	28	8	14	<b>101</b>
32. Libraries	12	28	36	14	9	<b>99</b>
33. Housing associations (non council)	5	27	25	14	29	<b>97</b>
34. Trains	1	11	5	18	65	<b>83</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 type of crime involving property that the largest proportion of respondents had experienced was *Vandalism or deliberate damage to your home, property or car* (13%) and *Having something stolen from your garage, shed, garden, yard or doorstep* (4%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 2% of respondents had suffered on more than one occasion.

2.14.3 The type 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* (13%). Regarding suffering *Vandalism or deliberate damage to your home, property or car*, 2% 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	99	1	0	0	0	83	98	2	0	0	0	48
2. Vandalism or deliberate damage to your home, property or car	87	11	2	0	0	84	87	11	2	0	0	54
3. Having things stolen from your car if you parked it on the street outside your home	99	1	0	0	0	80	98	2	0	0	0	47
4. Having your car stolen if you parked it on the street outside your home	100	0	0	0	0	81	100	0	0	0	0	47
5. Having your car stolen when not outside your home	99	1	0	0	0	81	98	2	0	0	0	47
6. Having something stolen from your garage, shed, garden, yard or doorstep	96	4	0	0	0	82	98	2	0	0	0	46
7. Any other types of crime involving property	89	9	0	0	2	44*	80	15	0	0	5	20*

*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* (7%) and *Being insulted or threatened in the home* (3%). 2% of respondents had suffered *Being insulted or threatened in the home* 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* (6%) and *Being insulted or threatened in the home* (4%). 2% 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	97	1	1	0	1	86	96	2	2	0	0	45
2. Being insulted or threatened in the street	93	6	0	1	0	86	94	4	2	0	0	49
3. Being attacked, assaulted or robbed in the street	99	1	0	0	0	87	98	2	0	0	0	45
4. Being sexually pestered or molested	99	0	0	0	1	86	100	0	0	0	0	44
5. Being the victim of rape, attempted rape or other sexual offence	99	0	0	0	1	85	100	0	0	0	0	44
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	99	1	0	0	0	85	100	0	0	0	0	44
7. Having your child approached by strangers	100	0	0	0	0	82	100	0	0	0	0	43
8. Racist abuse (see definition at 1.3.3)	100	0	0	0	0	85	100	0	0	0	0	44
9. Being bullied in or out of school	100	0	0	0	0	80	100	0	0	0	0	41
10. Being the victim of any other type of violent crime	100	0	0	0	0	57*	100	3	1	0	1	28*

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

2.14.7 The types of violent crime that the largest proportion of respondents had experienced where someone other than the respondent was the victim were *Being bullied in or out of school* (12%), *Being insulted or threatened in the street* (10%) and *Being insulted or threatened in the home* (4%). 8% 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 bullied in or out of school* (5%) and *Being insulted or threatened in the street* (7%). 8% of respondents had reported someone else suffering *Being bullied in or out of school* on more than one occasion.

**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	96	2	0	2	0	50	98	2	0	0	0	44
2. Being insulted or threatened in the street	90	8	0	2	0	52	91	7	0	2	0	45
3. Being attacked, assaulted or robbed in the street	98	2	0	0	0	52	98	2	0	0	0	44
4. Being sexually pestered or molested	98	0	0	2	0	51	100	0	0	0	0	43
5. Being the victim of rape, attempted rape or other sexual offence	100	0	0	0	0	51	100	0	0	0	0	44
6. Something being stolen from your person (e.g. wallet, purse, or something you were carrying or wearing)	100	0	0	0	0	51	100	0	0	0	0	42
7. Having your child approached by strangers	100	0	0	0	0	50	100	0	0	0	0	44
8. Racist abuse (see definition at 1.3.3)	100	0	0	0	0	51	100	0	0	0	0	44
9. Being bullied in or out of school	84	4	8	0	4	50	95	0	5	0	0	44
10. Being the victim of any other type of violent crime	100	0	0	0	0	31*	100	0	0	0	0	25*

*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. 7% 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	7
No	93
<b>N = 100</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. 26% 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	26
No	74
<b>N = 105</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 telephoned call they had last made to the police in the last 3 months. Most respondents (89%) had called directly to the police station. 11% had made a 999 call.

**Table 2.19 Type of Telephone Call Made to the Police**

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

<b>Type of Phone call</b>	<b>%</b>
999	11
Call directly to Police Station (not 999)	89
<b>N = 38</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 majority (91%) of respondents were fairly satisfied or very satisfied with the way they were dealt with by the police. 2% 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	86
Fairly satisfied	5
Neither satisfied or dissatisfied	5
Fairly dissatisfied	0
Very dissatisfied	2
Don't Know	2
<b>N = 42</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. 26% 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	26
No	74
<b>N = 101</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. The last station most respondents had visited was Stornoway (83%).

**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	0
Aviemore	0
Stornoway	83
Fort William	0
Thurso	3
Dingwall	0
Wick	0
Other	15
<b>N = 506</b>	

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

2.16.3 Respondents were 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 (87%), that they were seen promptly (84%) and found the police officers to be polite (82%) and helpful (80%).

2.16.4 Regarding the level of privacy experienced by the respondents in the police station, 9% 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?	87	0	13	<b>46</b>
2. Did it have enough privacy?	75	9	16	<b>44</b>
3. Were you seen promptly?	84	4	11	<b>45</b>
4. If you spoke to support staff (civilian) were they helpful?	55	2	43	<b>44</b>
5. If you spoke to support staff (civilian) were they polite?	55	2	43	<b>44</b>
6. If you spoke to a police officer(s) were they helpful?	80	2	18	<b>45</b>
7. If you spoke to a police officer(s) were they polite?	82	0	18	<b>44</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 majority (90%) of respondents who had visited in the last 3 months were fairly satisfied or very satisfied as against 2% 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	73
Fairly satisfied	17
Neither satisfied or dissatisfied	7
Fairly dissatisfied	2
Very dissatisfied	0
Don't Know	0
<b>N = 41</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 had contact with Northern Constabulary in the last 3 months. 44% 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 *Asked for advice or information* (15%), *Firearms/shotgun enquiries* (14%), *Reported a crime which happened to you or someone living in your home* (12%) and *Reported a traffic accident/incident* (12%).

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

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

Reason for Contacting Police	%
1. Asked for advice or information	15
2. Firearms / shotgun enquiries	14
3. Reported a traffic accident / incident	12
4. Reported a crime which happened to you or someone living in your home	12
5. Reported a nuisance (e.g. disorder)	10
6. Reported other information	8
7. Lost / found property	8
8. Reported information about something suspicious	7
9. Other	6
10. Missing person(s)	5
11. Told by police to contact them (e.g. show documents, give a statement)	4
<b>Total Responses = 117</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 had.

2.17.4 The most common reasons for respondents contacting Northern Constabulary recently were *Reported a crime which happened to you or someone living in your home* (15%), *Reported a traffic accident/incident* (15%) and *Firearms/shotgun enquiries* (20%).

**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?*

<b>Reasons for Last Contacting Police</b>	<b>%</b>
1. Firearms / shotgun enquiries	20
2. Reported a crime which happened to you or someone living in your home	15
3. Reported a traffic accident / incident	15
4. Other reason for contacting police	13
5. Reported a nuisance (e.g. disorder)	11
6. Asked for advice or information	11
7. Reported other information	7
8. Lost / found property	4
9. Missing person(s)	4
10. Reported information about something suspicious	0
11. Told by police to contact them (e.g. show documents, give a statement)	0
<b>N = 46</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 had with Northern Constabulary in the last 3 months, 94% of respondents stated that they were fairly or very satisfied while 6% 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?*

<b>Satisfaction with Initial Contact</b>	<b>%</b>
Very satisfied	80
Fairly satisfied	14
Neither satisfied or dissatisfied	0
Fairly dissatisfied	0
Very dissatisfied	6
Don't know	0
<b>N = 50</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 50% of respondents. 4% 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	50
Officer(s) did not visit – no reason to	46
Officer(s) did not visit – should have	4
<b>N = 50</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 85% of respondents said that they were fairly or very satisfied whilst 8% 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	74
Fairly satisfied	11
Neither satisfied or dissatisfied	0
Fairly dissatisfied	4
Very dissatisfied	4
Don't know	7
<b>N = 27</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. 44% of respondents stated that the police had contacted them following the initial report. However, 50% of respondents considered that there was no reason for further contact and 2% that it was too early to say. 4% 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	44
No, but there was no reason	50
No, but someone should have	4
Too early to say	2
<b>N = 50</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. 88% of respondents were very satisfied or fairly satisfied and 6% 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	74
Fairly satisfied	14
Neither satisfied or dissatisfied	4
Fairly dissatisfied	4
Very dissatisfied	2
Don't know	2
<b>N = 50</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 asked to state for which reasons had they been approached or stopped by police in the Highlands And Islands in the last 3 months. Respondents were then asked to state the reason for the most recent time when they were approached or stopped by police in the area. 81% 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 *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (32%) and *Approached you as a witness or victim of crime, accident or other incident* (21%).

**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. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	32
2. Approached you as a witness or victim of crime, accident or other incident	21
3. Other reason for being stopped or approached	16
4. Gave you a warning or told you to move on	11
5. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	11
6. Stopped for questioning while you were out walking	5
7. Arrested or searched you	5
<b>Total responses = 19</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* (30%) and *Stopped while you were in a motor vehicle for questioning about motoring or other possible offence* (30%).

**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. Stopped while you were in a motor vehicle for questioning about motoring or other possible offence	30
2. Approached you as a witness or victim of crime, accident or other incident	30
3. Other reason for being stopped or approached	30
4. Gave you a warning or told you to move on	10
5. Stopped for questioning while you were out walking	0
6. Arrested or searched you	0
7. Approached you to discuss Community Safety (see definition at 1.3.2) or road safety	0
<b>N = 10</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 last 3 months when they were approached or stopped. Most respondents (91%) considered the officers to be fairly or very polite. However, 9% 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	27
Not very polite	0
Not at all polite	9
No opinion	0
<b>N = 11</b>	

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

2.22.2 Respondents were 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 (100%), politeness (93%), fairness (86%), honesty (85%), tolerance (75%), competence (75%) helpfulness (73%) and initiative (72%).

2.22.3 No more than 7% of respondents considered that the last officer approaching or stopping them was poor or very poor in any regard.

**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. Honesty	62	23	8	0	0	8	13
3. Politeness	60	33	0	7	0	0	15
4. Helpfulness	60	13	7	7	0	13	15
5. Fairness	50	36	7	0	0	7	14
6. Initiative	36	36	0	7	0	21	14
7. Amount of interest in people's problems	36	29	7	0	0	29	14
8. Trust	36	29	0	0	0	36	14
9. Physical fitness	36	14	0	0	0	50	14
10. Tolerance	33	42	17	0	0	8	12
11. Competence	33	42	0	0	0	25	12
12. Hard work	33	20	0	7	0	40	15
13. Bravery	15	23	8	0	0	54	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, 2% 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?*

<b>Really Annoying Behaviour</b>	<b>%</b>
Annoyed By Police Behaviour Towards Respondent	2
Annoyed By Police Behaviour Towards Someone Else	3
Not Annoyed	95
<b>N = 97</b>	

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

2.23.4 Asked on how many occasions they had really been annoyed by police behaviour in the last 3 months, 20% of all annoyed respondents had been really annoyed more than once.

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

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

<b>Number of Occasions Really Annoyed</b>	<b>%</b>
Once	80
Twice	0
Three Times	0
Four Times	20
<b>N = 5</b>	

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

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

2.23.6 Regarding pleasing behaviour, 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?*

<b>Really Pleasing Behaviour</b>	<b>%</b>
Pleased By Police Behaviour Towards Respondent	23
Pleased By Police Behaviour Towards Someone Else	6
Not Really Pleased	71
<b>N = 87</b>	

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

2.23.7 Asked on how many occasions they had really been pleased by police behaviour in the last 3 months, 34% of pleased respondents had been really pleased more than once.

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

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

<b>Number of Occasions Really Pleased</b>	<b>%</b>
Once	67
Twice	24
Three Times	10
Four Times	0
<b>N = 21</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 (12%) said that they think that the officers behaved too favourably/unfavourably towards any particular groups of people whilst 88% thought that they did not.

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

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

<b>Officers behave too favourably/ unfavourably to particular groups of people</b>	<b>%</b>
Yes	12
No	88
<b>N = 93</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 (91%), helpfulness (84%), politeness (83%), competence (70%), fairness (68%), honesty (66%), tolerance (59%), trust (58%) and hard work (51%).

2.25.3 The characteristic in which the largest proportion of respondents considered that the Northern Constabulary police officers were poor or very poor were trust (4%) and the amount of interest in people's problems (4%).

**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	54	37	2	0	0	7	<b>101</b>
2. Politeness	54	29	7	0	0	10	<b>102</b>
3. Helpfulness	50	34	5	0	0	11	<b>102</b>
4. Honesty	40	26	3	0	1	31	<b>101</b>
5. Fairness	37	31	8	2	0	22	<b>98</b>
6. Competence	35	35	6	0	2	23	<b>101</b>
7. Trust	31	27	4	2	2	35	<b>98</b>
8. Hard work	25	26	8	0	2	39	<b>100</b>
9. Tolerance	22	37	7	1	0	33	<b>98</b>
10. Amount of interest in people's problems	20	30	11	2	2	34	<b>99</b>
11. Physical fitness	16	22	8	0	0	53	<b>98</b>
12. Bravery	16	22	6	0	1	54	<b>98</b>
13. Initiative	13	25	7	0	2	53	<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 (23%), talking to friends and relatives (17%) and the local radio (16%).

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

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

Means of Finding Out	%
Local newspapers	23
Talking to friends and relatives	17
Local radio	16
Personal experience	13
Television	9
Talking to police officers	8
Don't get any information	6
Other	2
Don't know	2
Community Forums	2
Joint police-public meetings in the area	1
Literature and newsletters from the police	0
<b>Total Responses = 244</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 Just under a third (32%) 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	32
Would not like more information	68
<b>N = 104</b>	

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

2.26.4 The most common desires for information were regarding *General police work in the area / time being spent on crime* (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.*

<b>Information Desired</b>	<b>%</b>
General police work in the area / time being spent on crime	29
Police achievements / success rates	20
More information about a police officer's job / how they spend their day	21
What is being done to prevent crime	29
Other	1
<b>Total responses = 94</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 newsletters (38%) and articles in local newspapers (38%).

**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	38
Articles in local newspapers	38
Public meetings / community councils	22
Other	2
<b>N = 58</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 One in five (20%) of respondents considered that they had too little say in the work of the local police. Just over a third (37%) 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?*

<b>How Much Say</b>	<b>%</b>
Too little say	20
Too much say	2
About right	37
Don't know/No opinion	41
<b>N = 103</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 (78%) had heard of the schemes.

2.28.2 The majority of respondents (72%) stated that a Watch Scheme had not been set up that covered their address. A large minority considered that a watch scheme was a good idea for their area (38%) and a majority stated that they would join a Watch Scheme if there were one in the area (53%).

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. 4% of respondents stated that they were in a scheme that 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?	78	17	0	5	<b>102</b>
Has a Watch Scheme been set up in your area, covering your address?	7	72	14	7	<b>104</b>
Do you consider your household to be a member of a scheme?	5	70	8	16	<b>97</b>
Does your scheme display stickers?	4	44	11	41	<b>94</b>
Does your property display a sticker which can be seen from outside?	1	62	1	36	<b>94</b>
In general, do you think that a Watch Scheme is / would be a good idea for your area?	38	22	26	13	<b>104</b>
Would you join a Watch Scheme if there was one in your area?	53	13	21	13	<b>103</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* (79%), *Window locks on downstairs windows* (52%) and *Ways of protecting a car from being broken into or stolen (e.g. alarm, kooklock, other way of immobilising it)* (46%).

2.29.2 Of those stating that they used *Indoor or outdoor lights on a timer or sensor switch* (23%), almost one in three had started using them in the last 12 months. More than an eighth (13%) 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)* (2%).

**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	47	5	45	4	<b>103</b>
2. Outside locks with double locks or British Standard mortise locks, security bolts or chains	44	0	51	5	<b>104</b>
3. Home burglar alarm (or imitation)	2	0	94	4	<b>103</b>
4. Indoor or outdoor lights on a timer or sensor switch	15	8	73	4	<b>105</b>
5. Dog for protection (not just as a pet)	11	1	83	6	<b>104</b>
6. Security marks on valuable items such as postcodes on video, television or bicycle, or the car registration number etched on car windows	18	2	78	2	<b>105</b>
7. Writing down the serial numbers of valuable electrical items, cameras, etc.	11	6	81	3	<b>104</b>
8. Insured the contents of your home against theft	75	4	20	2	<b>106</b>
9. Ways of protecting a car from being broken into or stolen (e.g. alarm, kooklock, other way of immobilising it)	44	2	45	10	<b>103</b>
10. Tracker system fitted to car	3	2	85	10	<b>103</b>
11. Personal safety training	12	1	83	4	<b>101</b>
12. Other	10	2	79	8	<b>48</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 (25%), followed by alcohol abuse in the home (21%) and drugs (16%).

**Table 2.49 Threats to a Happy Childhood**

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

	%		%
Violence	25	Crime	2
Drugs	16	Pressure to do well at school/exams	3
Alcohol abuse in the home	21	Being poor	3
Family breakdown/divorce	12	Road safety	2
Bullying	13	Don't Know	0
Racist discrimination	0	Other	0
Violence outside the home	2	<b>Total responses = 322</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. Almost half of the respondents (48%) considered that their local council had the lead role in ensuring safety in the community. A large minority (40%) considered that individuals in the community had the lead role.

**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	1
Health service	3
Individuals in the community	40
The council	48
Other	6
<b>N = 97</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 (93%) stated that they felt fairly or very safe whilst 7% 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	53
Fairly safe	40
A bit unsafe	5
Very unsafe	2
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 6%, Sometimes 16%) and to *Avoid going out alone during hours of darkness* (Always 2%, Sometimes 14%).

**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	2	14	84	<b>97</b>
2 Avoid certain places in this area	6	16	78	<b>95</b>
3 Avoid going out at certain times	3	10	87	<b>91</b>
4 Carry a personal alarm	0	2	98	<b>95</b>
5 Take self-defence classes	1	0	99	<b>94</b>
6 Other	8	0	92	<b>24</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)**

	<b>Number of Respondents</b>	<b>% of Sample</b>		<b>Number of Respondents</b>	<b>% of Sample</b>
<b>Sex</b>			<b>Property Type</b>		
Male	50	46	Detached	55	51
Female	37	34	Semi-detached	22	20
Not Known	21	20	Terraced	6	6
<b>Age</b>			Purpose Built Flat	2	2
Under 18	2	2	Other	0	0
18-24	0	0	Not Known	23	21
25-34	16	15			
35-44	23	21	<b>Others in Household</b>		
45-54	21	19	1	32	30
55-64	24	22	2	21	19
65-74	10	9	3	21	19
75+	6	6	4	13	12
Not Known	6	6	5 or more	3	3
<b>Ethnic Group</b>			Not Known	18	17
White	100	93			
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	12	11
Pakistani	1	1	£10,000 - £14,999	11	10
Bangladeshi	0	0	£15,000 - £19,999	12	11
Indian	0	0	£20,000 - £29,999	25	23
Chinese	0	0	£30,000 - £39,999	14	13
Asian, Other	0	0	£40,000 or more	9	8
Other	0	0	Don't Know	5	5
Do Not Wish to Say	0	0	Do Not Wish To Say	5	5
Not Known	7	7	Not Known	11	10
			<b>Car Ownership</b>		
<b>Tenure</b>			Car in Household	81	75
Owned/Mortgage	78	72	No Car in Household	20	19
Rented from Council/Housing Association	14	13	Not Known	7	6
Rented Privately	5	5			
Provided in Another Way	4	4			
Not Known	7	7			

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)	47	44
Working Part Time (8-30 hours per week)	10	9
Working Part Time (under 8 hours per week)	0	0
Unemployed and Seeking Work	5	5
Permanently Sick or Disabled and Unable to Work	6	6
Retired	24	22
Looking After the Home	4	4
In Full Time Education	2	2
In Part Time Education	0	0
Other	3	3
Not Known	7	7

*Base: All Respondents*