

Northern Constabulary
2003 Excellence in Community Policing
Orkney Islands Area Command Report
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Contents

List of Tables	2
List of Charts	3
Chapter One	
Survey Methodology	4
Chapter Two	
Sample Profile	5
Chapter Three	
Views on the Local Area	8
Community Planning	12
Fear of Crime	13
Victims of Crime	15
Police Patrols	17
Community Safety	21
Contacting the Police	23
Information about The Work of the Police	24
The Role of the Police	31
The Role of the Individual	34

List of Tables

Table 1.1 Survey Sample and Response	4
Table 2.1 Type of Area	5
Table 2.2 Gender	5
Table 2.3 Ethnic Origin of Respondents	6
Table 2.4 Length of Time in Present Home	7
Table 3.1 Area Within 15 Minutes of Home	8
Table 3.2 Area Within 15 Minutes of Home Compared With a Year Ago	8
Table 3.3 Concerns in the Local Area	9
Table 3.4 Who Should Deal with Local Concerns	10
Table 3.5 Community Plan Priorities	12
Table 3.6 Types of Crime	13
Table 3.7 Fear of Discrimination or Abuse	14
Table 3.8 Precautions Against Crime	16
Table 3.9 Level of Police Patrols	18
Table 3.10 Where Respondents Would Like to See More Officers on Patrol	18
Table 3.11 When Respondents Would Like to See More Officers on Patrol	19
Table 3.12 Why Respondents Would Like to See More Officers on Patrol	20
Table 3.13 Awareness of Security and Safety Initiatives	21
Table 3.14 Perceived Effects of Security and Safety Initiatives	21
Table 3.15 Preferred Methods of Contacting the Police	23
Table 3.16 Type of Information Sought by Respondents	24
Table 3.17 Current Methods of Finding Out About Police Work	25
Table 3.18 Awareness of Police Campaigns and Initiatives	26
Table 3.19 How Respondents Were Made Aware of the Campaign	27
Table 3.20 Media Influence on Confidence in Police	27

Table 3.21 Media Influence on Views of Crime	28
Table 3.22 Media Influence on Feelings of Safety	28
Table 3.23 Willingness to Use Internet to Report Crimes	29
Table 3.24 Public Places Used to Access Information on Police Services	30
Table 3.25 Ways to Improve Services Provided	31
Table 3.26 Main Priorities for the Police	32
Table 3.27 Areas With Which the Police Should Not Be Dealing	33
Table 3.28 Individual Action	34

List of Charts

Chart 2.1 Age of Respondents	6
Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot in the Orkney Islands Command Area	17
Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles in the Orkney Islands Command Area	17

Chapter One

Survey Methodology

1.1 Introduction

The 2003 Excellence in Community Policing survey was developed jointly by Northern Constabulary, The Highland Council and Shetland Community Safety Partnership. It forms part of Northern Constabulary's programme of Best Value service reviews. In addition to this report, individual reports were produced for each of the other seven Command Areas, plus one report for the Force as a whole. The 2003 survey was conducted by Snedden Economics Ltd, an independent consultancy with survey design, data processing and analysis experience across a range of sectors. Previous large scale community surveys were conducted in 1994, 1999 and 2001.

1.2 Survey Sample and Response

The survey questionnaire was issued by post in September 2003 to 4,500 named householders selected at random using the ACORN classification system. A minimum quota of 350 was issued to three Command Areas (Orkney Islands, Shetland Islands and the Western Isles). All other Command Areas received 690 questionnaires. 1,575 responses were analysed (35% of the total issued), although the final response exceeded this by approximately 250 questionnaires – an overall survey response rate of 40%.

Table 1.1 Survey Sample and Response

Command Area	Sample Issued	Percentage of Total Issued %	Percentage of Total Analysed %
Badenoch Strathspey & Nairn	690	15.3	17.2
Caithness & Sutherland	690	15.3	13.5
Inverness	690	15.3	15.6
Lochaber	690	15.3	13.2
Orkney Islands	350	7.8	7.9
Shetland Islands	350	7.8	8.5
Western Isles	350	7.8	6.5
Ross Cromarty & Skye	690	15.3	17.4
Total	4,500	100	100

1.3 Weighting

The survey data were weighted by ACORN code and by Command Area population. All results in this report are based on weighted data.

Chapter Two

Sample Profile

2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 350 of which were in the Orkney Islands Command Area. A total of 1,575 questionnaires were processed (35% of the sample issued), 125 from the Orkney Islands (36% of those issued in the Orkney Islands Command Area).

2.2 Type of Area

Respondents were asked to describe the type of area in which they live.

Table 2.1 Type of Area

	Orkney Islands Command %	Force Area %
A city	1.5	10.9
A large town	3.6	8.3
A small town	40.9	22.3
A large village	-	13.1
A small village	12.6	27.6
An isolated rural area	41.3	17.7

Base: All respondents in Command Area

2.3 Gender

The response was biased in favour of females, which is common for postal surveys. This bias is partly compensated for in the weighting process.

Table 2.2 Gender

	Orkney Islands Command %	Force Area %
Female	87.8	80.7
Male	12.2	19.3

Base: All respondents in Command Area

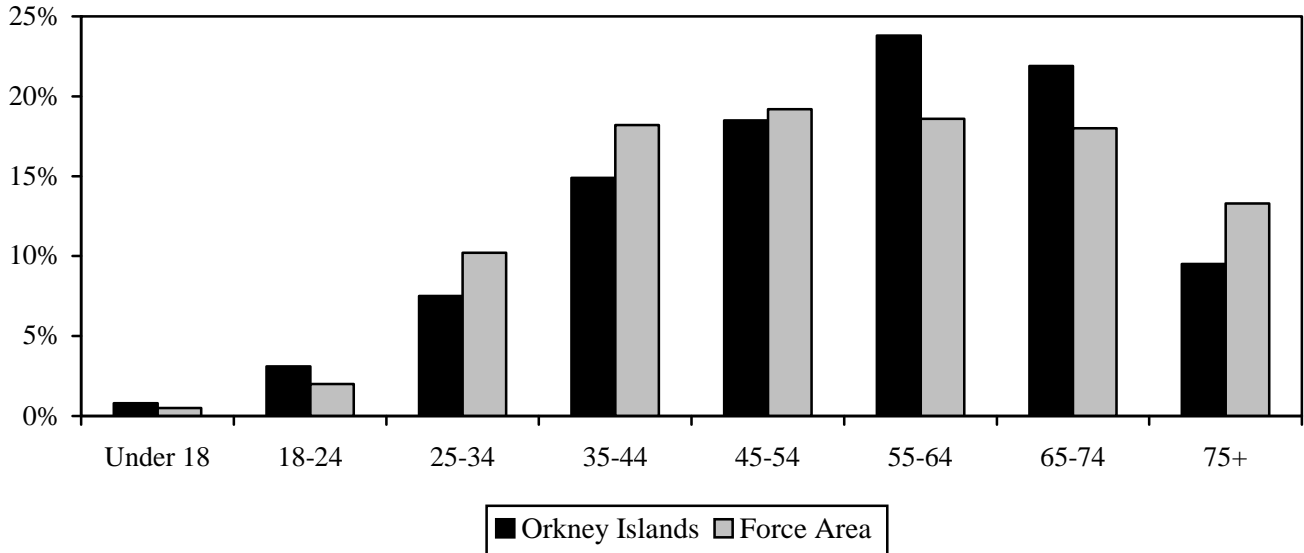
2.4 Household Size

The mean household size for the respondents in the Orkney Islands Command area was 2.36 compared with 2.37 for the Force area as a whole.

2.5 Age

The age range of respondents is shown in the chart below.

Chart 2.1 Age of Respondents



2.6 Ethnic Origin

The ethnic origin of the sample is shown in the table below.

Table 2.3 Ethnic Origin of Respondents

	Orkney Islands Command %	Force Area %
White Scottish	83.6	82.1
Other White British	12.4	16.1
White Irish	0.8	0.5
Other White	3.2	0.6
Indian	-	0.1
Pakistani	-	0.1
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	0.1
African	-	-
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	-	0.1
Other	-	0.5

Base: All respondents in Command Area

2.7 Language

Respondents were asked to state their main spoken language, if their first language was not English. Responses from the Orkney Islands Command area included:

- Orcadian (3 mentions)
- German (2 mentions)

2.8 Length of Time in Present Home

Respondents were asked how long they have been in their present home.

Table 2.4 Length of Time in Present Home

	Orkney Islands Command Area	Force Area
	%	%
1 year or less	0.8	2.3
Over 1 year but less than 2 years	8.6	6.9
2 or more years but less than 5 years	16.3	16.1
5 years or more	74.3	74.7

Base: All respondents in Command Area

Chapter Three

Main Survey Findings

Views on the Local Area

3.1 The Area Within 15 Minutes of Home

Respondents were asked to rate the area within 15 minutes walk of their home as a place to live.

Table 3.1 Area Within 15 Minutes of Home

	Orkney Islands Command %	Force Area %
A very safe area	76.0	50.4
A fairly safe area	24.0	44.8
Rather unsafe area	-	3.6
A very unsafe area	-	0.8
No opinion	-	0.3

Base: All respondents in Command Area

100% of respondents in the Orkney Islands Command area rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 95% of respondents across the whole Force area.

3.2 The Area Within 15 Minutes of Home Compared With a Year Ago

Table 3.2 Area Within 15 Minutes of Home Compared With a Year Ago

	Orkney Islands Command %	Force Area %
Now more safe	2.3	2.2
Now less safe	5.4	13.1
About the same	92.3	83.3
Did not live here a year ago	-	1.1
No opinion	-	0.3

Base: All respondents in Command Area

5.4% of respondents felt that their area was *now less safe* than it was a year ago, compared with 13.1% in the Force area. 2.3% of respondents in the Orkney Command area thought their area was *now more safe*.

3.3 Concerns in the Local Area

Respondents were asked to indicate their concerns across a range of issues. Responses indicating either a *major* or *minor* concern are shown in the table below. The table also shows a *total concerned* figure compared with the corresponding total for the Force area.

Table 3.3 Concerns in the Local Area

	Orkney Islands Command			Force Area
	Major Concern %	Minor Concern %	Total Concerned %	Total Concerned %
Driving at excessive speed	26.1	44.7	70.8	71.9
Dangerous driving	15.8	36.1	51.9	58.4
Dog excrement	15.6	30.8	46.4	58.6
Drink/drugs driving	15.3	30.0	45.3	46.0
Rubbish or litter lying around	8.0	30.8	38.8	55.4
Alcohol abuse	15.8	21.9	37.7	43.7
Vandalism, graffiti and deliberate damage	10.5	20.9	31.4	45.2
Rowdy or drunken behaviour	11.4	19.5	30.9	39.2
Bullying of young people, in or out of school	10.5	20.3	30.8	36.6
Young people on the street	4.6	23.1	27.7	44.3
People using drugs	7.8	14.0	21.8	39.2
Discrimination and abuse	3.4	17.9	21.3	16.8
People dealing in drugs	7.8	13.1	20.9	34.3
Cars being stolen	2.5	17.3	19.8	21.1
Things being stolen from cars	3.5	14.8	18.3	27.4
Domestic abuse	4.4	12.7	17.1	16.4
Break-ins to houses	3.5	11.4	14.9	34.2
Solvent abuse/glue sniffing	5.1	9.1	14.2	19.8
Stray dogs roaming the streets	2.5	9.9	12.4	27.5
Anti-social neighbours	4.9	5.0	9.9	24.5
Noise from local pubs or clubs	2.5	5.3	7.8	12.0

Base: All respondents in Command Area

The pattern of concern in the Orkney Islands Command area was similar to that of the Force area as a whole. *Driving at excessive speed* was the main concern which was mentioned as either a major or minor concern by over two thirds of respondents in the Orkney Islands Command area. *Dangerous driving*, *dog excrement* and *drinks/drug driving* were all mentioned as a concern by over 40% of all respondents.

Respondents in the Orkney Islands Command area registered a lower level of concern across the main issues compared with the Force area average.

Among the issues presented to respondents that were of least concern were *noise from pubs or clubs* and *anti-social neighbours*.

3.4 Who Should Deal with these Concerns

Respondents were asked to indicate who should be dealing with their concerns across this same range of issues, as reported in the previous table. The responses are provided in the table below, ranked in order of concern as indicated in Table 3.3. Respondents were allowed to list more than one response per issue.

Table 3.4 Who Should Deal with Local Concerns

	You %	Health Service %	Police %	Council %	Parents %	Community / Neighbour hood Wardens %	Teachers %
Driving at excessive speed	4.2	0.8	96.1	4.3	3.3	4.3	2.5
Dangerous driving	5.2	1.8	96.1	1.0	3.5	5.9	2.5
Dog excrement	15.2	4.4	12.0	61.0	5.4	30.2	1.6
Drink/drugs driving	7.1	11.1	94.3	2.7	5.1	3.5	5.3
Rubbish or litter lying around	14.7	2.6	7.3	79.5	10.2	22.2	5.0
Alcohol abuse	11.0	55.1	44.0	8.3	12.7	1.8	9.0
Vandalism, graffiti and deliberate damage	2.4	0.9	82.3	14.3	18.0	16.2	5.0
Rowdy or drunken behaviour	0.8	1.6	91.2	2.6	10.0	6.1	0.8
Bullying of young people, in or out of school	7.1	5.2	22.5	12.2	54.3	7.9	68.1
Young people on the street	1.9	0.8	49.4	10.7	59.6	12.4	4.3
People using drugs	0.8	33.6	80.4	3.7	17.9	5.4	10.5
Discrimination and abuse	8.2	7.2	73.0	10.3	17.7	10.0	12.3
People dealing in drugs	1.0	4.3	93.4	1.0	4.3	2.9	2.6
Cars being stolen	2.8	-	97.6	-	2.6	6.1	-
Things being stolen from cars	7.6	-	94.4	0.8	5.0	8.4	1.0
Domestic abuse	6.2	18.7	83.0	8.2	6.3	5.1	2.6
Break-ins to houses	5.5	-	96.8	1.6	2.6	8.0	-
Solvent abuse/glue sniffing	0.8	30.5	65.4	6.0	39.7	7.0	19.1
Stray dogs roaming the streets	5.4	2.7	29.1	24.2	4.3	34.2	0.8
Anti-social neighbours	12.8	1.9	48.4	43.6	5.2	13.0	1.0
Noise from local pubs or clubs	2.9	-	66.0	34.2	1.0	5.5	-

Base: All respondents in Command Area

Note: Multiple responses were accepted

A large proportion of the sample expected the police to deal with many of the issues. The police were mentioned by over 90% of respondents for *speeding, dangerous driving, drink/drugs driving, drunken behaviour, people dealing in drugs, car theft* and *break-ins*.

The police were held to be responsible for 15 of the 21 issues listed. Notable exceptions were:

- Litter (three quarters of respondents thought the Council should be responsible)
- Dog excrement (approximately two thirds of respondents thought the Council should be responsible)
- Bullying (respondents felt this issue should be dealt with predominantly by teachers and parents).

Community Planning

3.5 Importance of Issues in Relation to an Area's Local Plan

Respondents were asked to indicate the priority they feel should be assigned to a range of issues in their Community Plan. Responses indicating either a *top* or *medium* priority are shown in the table below. The table also shows a *total* priority figure compared with the corresponding total for the Force area.

Table 3.5 Community Plan Priorities

	Orkney Islands Command			Force Area
	Top Priority %	Medium Priority %	Total (Top+Medium) Priority %	Total (Top+Medium) Priority %
Reducing youth crime	62.9	26.1	89.0	89.7
Reducing drug/alcohol/solvent abuse	68.5	19.3	87.8	90.4
Improving road safety	54.4	32.7	87.1	91.0
Reducing unemployment	58.0	27.2	85.2	91.0
Improving roads and transport links	47.1	37.4	84.5	85.6
Reducing drug dealing	69.8	13.2	83.0	89.5
Reducing boredom, lack of things for young people to do	51.2	31.3	82.5	89.0
Reducing crime	56.7	24.8	81.5	88.5
Reducing anti-social behaviour	47.7	31.9	79.6	86.2
Increasing availability of affordable housing	42.8	36.7	79.5	82.8
Improving access to local medical services	46.7	31.8	78.5	74.7
Improving quality of housing	34.3	38.0	72.3	77.0
Increasing business investment	24.0	46.9	70.9	68.0
Increasing rural development	23.7	43.9	67.6	59.2
Reducing discrimination and abuse	37.6	28.2	65.8	69.7
Improving public transport	25.1	34.9	60.0	64.6
Increasing availability of sport and leisure facilities	12.0	37.4	49.4	68.1
Improving access to technology, e.g. broadband	15.3	34.1	49.4	50.9
Improving access to arts and culture	4.6	23.4	28.0	39.1

Base: All respondents in Command Area

Faced with a list of issues, respondents generally chose to include a large number of them as important for inclusion in their local plan. Only *improving access to arts and*

culture, improving access to technology and increasing availability to sport and leisure facilities were mentioned by fewer than half of the respondents.

- 3.6** In the Orkney Islands Command area, 24.5% of respondents had seen their local Community Plan, compared with a Force average of only 13.9%

Fear of Crime

- 3.7** In the Orkney Command area, only 26.2% of respondents were *very worried* or *slightly worried* about becoming a victim of crime compared with 53.5% of respondents in the Force area.

3.8 Types of Crime

Among those respondents who expressed worry about becoming a victim of crime, the table below shows the percentage of respondents worried about particular types of crime.

Table 3.6 Types of Crime

	Orkney Islands Command %	Force Area %
Vandalism or deliberate damage to your home, property or car	89.3	79.1
Having your car stolen or broken into	72.7	68.0
Having your home broken into	70.8	85.0
Being insulted or threatened	63.5	51.4
Being attacked, assaulted or robbed in the street	45.1	63.2
Being attacked, assaulted or robbed in your own home	37.0	52.1
Being the victim of an attempted rape, rape or other serious sexual offence	20.7	32.9
Being a victim of domestic abuse	9.3	3.8

Base: 26 respondents

Vandalism or deliberate damage to your home, property or car and having your car broken into and were the main sources of worry over crime. Generally, the pattern across the Orkney Islands Command area was similar to the Force area. Note, there was a very low response to this question.

3.9 Fear of Discrimination or Abuse

Respondents were asked to indicate how worried they were about suffering from various forms of discrimination or abuse. Responses indicating either *very worried* or *slightly worried* are shown in the table below, alongside the corresponding figures for the Force area.

Table 3.7 Fear of Discrimination or Abuse

	Orkney Islands Command		Force Area	
	Very Worried %	Slightly Worried %	Very Worried %	Slightly Worried %
Physical disability	-	6.7	1.6	6.5
Mental health	0.9	3.8	0.8	4.0
Gender	1.7	2.8	0.8	5.5
Race or ethnic origin	0.8	2.1	0.9	3.5
Religious beliefs	1.1	1.7	1.2	3.8
Political beliefs	1.1	0.8	1.9	2.0
Sexuality	0.9	0.9	0.2	2.6
Learning disability	0.9	-	1.1	2.8

Base: All respondents in Command Area

Physical disability and *mental health* were the main sources of worry over discrimination. The pattern across the Orkney Islands Command area was broadly similar to the Force area as a whole.

Victims of Crime

3.10 Reporting Crime

5% of respondents in the Orkney Islands Command area said that they had been a victim of crime in the last year, 37% of whom reported it to the police.

By comparison, 8% of respondents in the Force area as a whole said they had been a victim of crime in the last year, 83% of whom reported it to the police.

The reasons given for not reporting a crime to the police included: “didn’t think they would do much about it”, “no chance of finding the culprit” and “unsure of the consequences”.

3.11 Victim Support

26% of respondents in the Orkney Islands Command area, who have been a victim of crime in the last year, said that they had been offered referral to Victim Support, of whom none of those took up the offer. One reason given for not taking up the offer was that the respondent was “unsure of the consequences”.

3.12 Precautions Against Crime

Respondents were asked which of the following they did because of possible worries about crime.

Table 3.8 Precautions Against Crime

	Orkney Islands Command			Force Area
	Always %	Sometimes %	Total Always/ Sometimes %	Total Always/ Sometimes %
Make sure your vehicle is adequately secured	63.4	19.7	83.1	88.0
Make sure your home is adequately secured	55.8	24.5	80.3	92.1
Mark your property in case it is stolen	5.2	25.8	31.0	40.7
Avoid certain places	5.0	19.5	24.5	56.1
Avoid going out alone	2.7	15.3	18.0	40.4
Avoid going out when it is dark	2.7	14.8	17.5	42.7
Avoid going out at certain times	2.4	13.7	16.1	37.7
Take self-defence classes	-	-	-	3.8
Carry a personal alarm	-	-	-	3.3

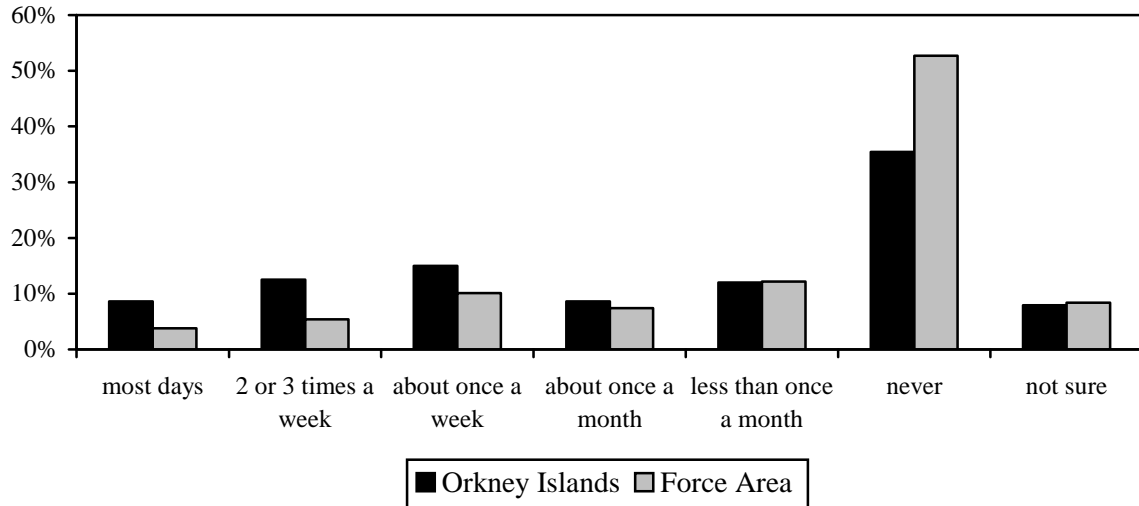
Base: All respondents in Command Area

People were most likely to take precautions to protect their homes and cars, a pattern which was reflected across the whole Force area.

Personal safety precautions such as avoiding certain places and avoiding going out when it is dark, or at certain times, were cited by respondents in the Orkney Islands Command area less than half as frequently than in the Force area as a whole.

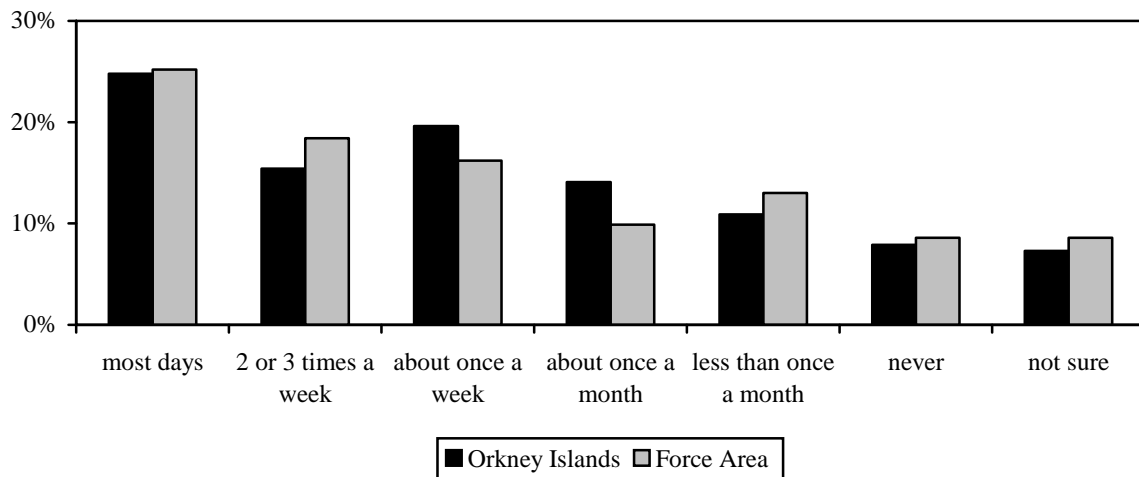
Police Patrols

3.13 Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot in the Orkney Islands Command Area



Respondents in the Orkney Islands Command area were more likely to see officers patrolling *on foot* on a regular basis, compared with respondents across the whole Force area.

3.14 Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles in the Orkney Islands Command Area



In terms of seeing police officers patrolling in motor vehicles, the pattern in the Orkney Islands Command area was similar to that of the Force area as a whole.

3.15 Level of Police Patrols

Respondents were asked what they thought about the level of all police patrols that they see.

Table 3.9 Level of Police Patrols

	Orkney Islands Command %	Force Area %
Too much	-	0.2
About right	37.1	30.5
Too little	43.4	54.2
No opinion	19.5	15.1

Base: All respondents in Command Area

37.1% of respondents in the Orkney Islands Command area felt that the level of police patrolling was *about right*, compared with 30.5% for the whole Force Area.

3.16 Preferences for Police Patrols

Respondents were asked where they would like to see more police officers on patrol.

Table 3.10 Where Respondents Would Like to See More Officers on Patrol

	Orkney Islands Command %	Force Area %
Street presence / foot patrols (all areas)	46.2	28.3
Town Centre / High Street	28.1	29.3
Pubs / nightclubs	15.6	8.7
Areas of traffic danger	6.6	3.7
Residential areas	6.2	18.1
Outside schools	2.5	6.1
Villages	3.8	11.4
Known trouble spots	1.3	7.8
Other	13.0	15.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

A *street presence/foot patrols* was the most commonly mentioned location respondents in the Orkney Islands Command area wanted to see more officers on patrol. Responses included comments such as wanting to see police officers “in the main shopping area”, “on the street walking” and “on the streets at all times”.

Responses from the Orkney Islands sample listed as “other” in Table 3.10 on the previous page included:

- Kirkwall (5 mentions)
- Local events (3 mentions)

3.17 Respondents were asked when they would like to see more police officers on patrol.

Table 3.11 When Respondents Would Like to See More Officers on Patrol

	Orkney Islands Command %	Force Area %
Late evening / night (after 10 pm)	31.0	35.4
Evening (up to 10 pm)	30.9	33.4
Weekends	29.6	20.1
Pub / club closing time	18.4	10.1
All the time	10.5	12.4
No specific time / random	6.2	12.3
School breaks / lunchtime / after school	4.4	7.3
School holidays	-	1.5
Other	10.4	8.0

Base: All respondents in Command Area

Note: Multiple responses were accepted

Late evenings (after 10pm), was the most commonly mentioned time when respondents in the Orkney Islands Command area wanted to see more officers on patrol. This was followed by a desire to see more officers in the *evening (up to 10pm)* and at *weekends*.

Typical responses included: “evenings/late at night, particularly when pubs close”, “Saturday night dances” and “in the towns in early morning after dances and pubs out”.

Responses from the Orkney Islands sample listed as “other” in the table above included:

- Mornings (rush hour) (4 mentions)
- Daily (3 mentions)

3.18 Respondents were asked why they would like to see more police officers on patrol.

Table 3.12 Why Respondents Would Like to See More Officers on Patrol

	Orkney Islands Command %	Force Area %
Crime prevention / deterrence	34.1	47.2
Reassurance / feeling safe	21.1	31.8
Reduce vandalism	20.8	11.4
Drink related crime	16.0	7.7
Youth behaviour / intimidation	15.2	16.5
Reduce motoring offences	11.5	8.1
Community relations	4.1	5.6
Drug abuse	2.5	3.7
Other	-	2.8

Base: All respondents in Command Area

Note: Multiple responses were accepted

Crime prevention/deterrence was the main reason respondents wanted to see more police officers on patrol. For example, one respondent believed more officers on patrol would create a “more approachable face to the police force, deterrent for crime, and increase the feeling of security in local community”.

Respondents in the Orkney Islands Command area also wished to see more police officers on patrol as a *reassurance* and to *feel safer*. A typical comment was that a police presence “makes everybody feel safe and therefore happier”.

Respondents in the Orkney Islands Command area were more concerned about the level of *vandalism* and *drink related crime* than the Force area as a whole. One respondent commented: “Underage drinking is a huge problem in Orkney. I think police officers could patrol off-licences and pubs to ensure that alcoholic drinks and less likely to be served to underage kids.”

Community Safety

3.19 Awareness of Security and Safety Initiatives

The following table shows the percentage of respondents who were aware of certain security and safety initiatives in their area.

Table 3.13 Awareness of Security and Safety Initiatives

	Orkney Islands Command Area Aware %	Force Area Aware %
TV/media campaigns, e.g. drug awareness	38.1	36.7
Community / neighbourhood wardens	28.5	5.4
Laws banning drinking alcohol in public places	16.5	37.4
Closed circuit television (CCTV)	10.4	27.5
Anti-social behaviour orders	5.3	9.1
Neighbourhood/Farm/Water/Boat Watch schemes	2.9	9.1

Base: All respondents in Command Area

3.20 Respondents were asked if they thought any of the following improve community safety in their area.

Table 3.14 Perceived Effects of Security and Safety Initiatives

	Orkney Islands Command Area Aware %	Force Area Aware %
Community / neighbourhood wardens	45.6	43.2
Laws banning drinking alcohol in public places	44.8	55.4
Closed circuit television (CCTV)	44.2	52.3
TV/media campaigns, e.g. drug awareness	42.1	45.0
Anti-social behaviour orders	30.9	44.2
Neighbourhood/Farm/Water/Boat Watch schemes	25.9	38.7

Base: All respondents in Command Area

Community/neighbourhood wardens and laws banning drinking alcohol in public places were perceived to be the measures which have the greatest effect on improving community safety.

3.21 Crimestoppers

38% of respondents in the Orkney Islands Command area stated that they were aware of the Crimestoppers facility, a considerably lower figure than the whole Force area average of 54%. In the Orkney Islands Command area, no respondents had actually used the facility, compared with 3% in the whole Force area.

3.22 Confidential Lines

25% of respondents in the Orkney Islands Command area stated that they were aware of the Northern Constabulary confidential lines compared with 43% across the whole Force area.

3% of respondents in the Orkney Islands Command area had actually used the Northern Constabulary confidential lines, which is again lower than the 4% average across the whole Force area.

Contacting the Police

3.23 Preferred Methods of Contact

Respondents were asked how they would prefer to contact the police in each of the following situations.

Table 3.15 Preferred Methods of Contacting the Police

	Phone '999' %	Phone local police station %	Phone Northern Constabulary confidential line %	Visit local police station %	To police officer on patrol %	Email/ internet %	Mobile phone, text, picture imaging %
To report a serious crime, e.g. house break-in	30.7	65.1	2.4	1.8	-	-	-
To report a minor crime, e.g. vandalism	2.7	85.0	4.3	7.1	0.8	-	-
To report information about something suspicious	5.8	75.2	5.3	10.0	3.7	-	-
To report a nuisance or disturbance	4.9	88.8	1.6	2.8	1.9	-	-
To report a road traffic accident/incident	43.5	53.2	0.8	1.8	-	-	0.8
To report other information	3.2	74.5	4.3	15.6	1.6	0.8	-
To ask for advice or information	0.8	67.3	2.5	22.5	6.2	0.8	-
Firearm / shotgun enquiry	1.9	72.0	0.8	23.5	0.9	0.8	-
Lost/found property	1.8	57.6	-	40.5	-	-	-
Missing person	6.9	70.2	1.6	21.3	-	-	-

Base: All respondents in Command Area

Phoning the local police station was the preferred method of contact in all of the situations listed.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious. The *confidential line* was mentioned as a possible way of contacting the police across all the situations listed, but generally, respondents were at least ten times as likely to make contact by *phoning the local police station*.

In certain situations, such as to report lost/found property, or to deal with a firearms certificate, respondents would *visit a police station*. Other electronic media such as *e-mail* and *picture imaging* were unlikely to be used to contact the police.

Information about The Work of the Police

3.24 Type of Information Sought

32% of respondents in the Orkney Islands Command area stated that they would like to receive more information about the work of their local police officers, compared with 47% in the Force area. Respondents were then asked what type of information they would like.

Table 3.16 Type of Information Sought by Respondents

	Orkney Islands Command %	Force Area %
General police work in your area	79.2	81.8
What is being done to improve road safety	75.7	64.4
What is being done to reduce and prevent crime	72.1	79.8
What is being done to make your community safer	67.9	74.2
How we are spending on policing in your area	63.6	49.8
More information about police officer's job/how they spend their day	54.5	50.8
Police achievements/successes	40.8	46.6
How you can help the police, e.g. Neighbourhood Watch, appeals	38.7	47.3

Base: 35 respondents

Note: Multiple responses were accepted

3.25 Method of Finding Information About Police Work

Respondents were asked how they normally find out about the work of local police officers.

Table 3.17 Current Methods of Finding Out About Police Work

	Orkney Islands Command %	Force Area %
Local newspapers	66.7	59.8
Local radio	45.1	32.2
Talking to friends and relatives	25.7	29.5
Don't get any information	23.8	22.1
Television	19.4	23.0
Personal experience	9.3	13.2
Talking to police officers	8.6	14.0
Community meetings	7.2	7.2
Literature from the police	4.7	3.8
Local area newsletter 'Putting People First'	1.5	3.2
Public meetings held by the police	-	1.8
Internet	-	0.3
Other	4.9	3.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

Local newspapers were the main source of information regarding police work in the Orkney Islands Command area. *Local radio* was a more important source of information in Orkney than in the Force area as a whole.

3.26 Awareness of Police Campaigns and Initiatives

13% of respondents in the Orkney Islands Command area reported that they were aware of a campaign or initiative by Northern Constabulary during the last 3 months, compared with 17% in the Force area. Respondents were then asked what the campaign was about.

Table 3.18 Awareness of Police Campaigns and Initiatives

	Orkney Islands Command %	Force Area %
Speeding	54.2	34.5
Drink driving	30.9	17.1
Road safety	22.2	15.9
Drugs awareness	7.2	25.1
Drugs awareness in schools	7.2	4.4
Drug dealing	-	10.5
Press coverage of drug enforcement	-	5.5
Dogs Against Drugs	-	4.9
Other	-	7.9

Base: 12 respondents

Note: Multiple responses were accepted

Drugs awareness and *road safety* were the most frequently cited campaigns that respondents in the Orkney Islands Command area had noted in the previous 3 months. Note, there was a very low response to this question.

3.27 Respondents were asked how they were made aware of the campaign.

Table 3.19 How Respondents Were Made Aware of the Campaign

	Orkney Islands Command %	Force Area %
Local newspaper	43.0	63.2
Local radio	42.9	43.7
Local TV	29.6	21.6
Talking to friends/relatives	13.4	9.9
Talking to police officer	6.6	6.6
Leaflet or newsletter	-	8.6
Internet	-	0.5

Base: 13 respondents

Note: Multiple responses were accepted

Responses in the Orkney Islands Command area followed a similar pattern compared with the Force area. *Local newspapers* were the main source of campaign information, followed by *local radio* and *television*. Note, there was a very low response to this question.

3.28 Influence of the Media

Respondents were asked if their confidence in the police is influenced by the media.

Table 3.20 Media Influence on Confidence in Police

	Orkney Islands Command %	Force Area %
Yes, definitely	5.4	10.3
Probably	16.5	13.5
Sometimes	24.9	23.6
Not significantly	30.2	30.3
Definitely not	17.1	18.1
Don't know	5.8	4.2

Base: All respondents in Command Area

Responses in the Orkney Islands Command area followed a similar pattern compared with the Force area.

3.29 Respondents were asked if their views on crime are influenced by the media.

Table 3.21 Media Influence on Views of Crime

	Orkney Islands Command %	Force Area %
Yes, definitely	11.4	14.3
Probably	22.1	16.7
Sometimes	29.3	31.7
Not significantly	21.3	22.5
Definitely not	13.6	11.7
Don't know	2.3	3.1

Base: All respondents in Command Area

Responses in the Orkney Islands Command area followed a similar pattern compared with the Force area.

3.30 Respondents were asked if their overall feeling of safety is influenced by the media.

Table 3.22 Media Influence on Feelings of Safety

	Orkney Islands Command %	Force Area %
Yes, definitely	3.2	9.2
Probably	12.5	13.9
Sometimes	21.6	20.8
Not significantly	33.2	35.0
Definitely not	24.3	17.2
Don't know	5.1	4.0

Base: All respondents in Command Area

Responses in the Orkney Islands Command area followed a similar pattern compared with the Force area.

3.31 Use of Internet and Mobile Phones

Respondents were asked if they would use the internet to report a crime.

Table 3.23 Willingness to Use Internet to Report Crimes

	Orkney Islands Command %	Force Area %
Yes, any crime	-	2.4
Yes, minor crime	2.4	3.2
No, don't have access to the internet	33.6	39.0
No, would prefer to speak to police	57.8	51.1
Don't know/No opinion	6.2	4.2

Base: All respondents in Command Area

3.32 8.6% of respondents in the Orkney Islands Command area said they would be happy to receive general information from the police via text to a mobile phone, compared with 11.9% of respondents in the Force Area as a whole.

3.33 21.1% of respondents in the Orkney Islands Command area said they would be happy to receive general information from the police via email/internet, compared with 25.3% of respondents in the Force Area as a whole.

3.34 Mobile Police Station

18.7% of respondents in the Orkney Islands Command area would like to see a mobile police station visit their area on a regular basis, which was notably less than the 35.2% of respondents in the Force area as a whole.

3.35 The Use of Public Places to Access Information of Police Services

Respondents were asked if they would utilise the following to access information on police services.

Table 3.24 Public Places Used to Access Information on Police Services

	Orkney Islands Command %	Force Area %
Library	32.0	32.5
Council office / service point	26.6	36.1
Post office	22.6	35.8
Supermarket	17.3	27.5
Bank	12.3	16.7

Base: All respondents in Command Area

Respondents in the Orkney Islands Command area would prefer to access information about police services at a *library*, *Council office/service point* or *post office*. Orkney residents were less likely than the Force area average to access information at a supermarket.

The Role of the Police

3.36 Public Priorities

Respondents were asked in what ways Northern Constabulary could improve the service it provides to the public.

Table 3.25 Ways to Improve Services Provided

	Orkney Islands Command %	Force Area %
Foot patrols / officers on the beat	43.0	44.1
Higher profile / higher visibility	19.6	25.2
Satisfied with existing Police service	13.3	10.6
More information / communication	11.4	8.6
More accessible / approachable / friendly	11.1	15.1
Do more with young people / in schools	6.2	7.8
Community involvement	6.1	8.3
Deliver more information/newsletters	5.5	2.3
Higher presence in villages	3.1	2.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

A clear priority for respondents in the Orkney Islands Command area was more *foot patrols*, with 43% of respondents stating this as a preference. The police were urged to “get out and mix with the public”.

Additionally, respondents suggested that the police should maintain a *higher profile and be more approachable*. Comments included that they should “have far more contact with ordinary people. Policemen never speak to people in the street, what has gone wrong with them?” and also “local police have little or no contact with ordinary citizens at all”. Police officers ought to “speak to people and build trust” according to one respondent and, according to another, there should be “more officers shown to be more visible to the public”.

3.37 Respondents were asked what should be the three main priorities for Northern Constabulary.

Table 3.26 Main Priorities for the Police

	Orkney Islands Command %	Force Area %
Crime prevention/law & order/public safety	60.0	52.7
Road safety / speeding	27.0	33.7
Drugs (general / unspecified)	24.7	20.8
Drink related crime / behaviour	20.2	14.3
Drink driving	19.6	14.5
Theft / property crime / vandalism	18.3	20.0
Drug related crime / behaviour	14.3	16.5
Public relations	11.7	9.0
Crime detection (incl. prosecution)	10.5	12.3
Violence / assault	6.7	12.3
Integrate with youth groups / schools	6.4	7.2
Community policing	5.8	1.8
Drug dealing	5.2	13.7
Partnership working / liaison	4.9	4.3
Education /Advice	4.3	1.6
Drug awareness	4.0	2.1
Deal with anti-social behaviour	2.9	4.0
Youth behaviour on streets	2.8	7.6
Quick response to reports of crime	1.2	4.7

Base: All respondents in Command Area

Note: Multiple responses were accepted

Over half of the respondents who answered the question mentioned *crime prevention/maintenance of law and order/public safety* as the key priority for Northern Constabulary. *Road safety/speeding* and *drugs (general/unspecified)* were the next most commonly mentioned priorities. Comments centred on the need for police to “preserve life, protect property” and “ensure public safety”.

3.38 Respondents were asked with which things they thought the police should not be dealing.

Table 3.27 Areas With Which the Police Should Not Be Dealing

	Orkney Islands Command %	Force Area %
Litter	41.0	19.1
Dog fouling	29.0	14.5
Minor motoring / parking offences	17.7	15.2
Excessive administration	14.0	18.0
Stray animals / lost pets	10.1	15.7
Lost property	8.0	2.8
Parenting	7.7	10.5
Anti-social neighbours	7.0	6.0
Minor domestic disputes	6.8	6.5

Base: All respondents in Command Area

Note: Multiple responses were accepted

Respondents in the Orkney Islands Command area felt that *litter* and *dog fouling* were the main issues with which the police should not be dealing.

The Role of the Individual

3.39 Individual Action

Respondents were asked what they thought they could do to help improve the quality of life in their community.

Table 3.28 Individual Action

	Orkney Islands Command %	Force Area %
Be law-abiding	22.1	7.5
Support community activities / groups	19.5	20.1
Report crime or suspicious behaviour	17.1	28.6
Nothing	15.5	13.2
Neighbourliness / be friendly	15.1	22.8
Neighbourhood watch	11.4	11.6
Help out at events for youth/elderly	9.1	2.3
Engender law abiding behaviour	8.6	13.5
Collect litter	-	4.9

Base: All respondents in Command Area

Note: Multiple responses were accepted

The most common way in which respondents felt they could contribute to the quality of life in their community was to *be law abiding*. For example, one respondent commented: “continue to live quietly and be helpful to others”.

The second main response was to *support community activities/groups* in the local community.

15.5% of people who answered the question said that they could do *nothing*. The main reason given for this was old age. In one case, the respondent remarked: “I do not see that there is much I can do to improve the quality of life here. I am an honest and law-abiding citizen and so are my friends, so the onus is not on me.”