



**Northern Constabulary**

**2005 Excellence in Community Policing**

**Shetland Islands Area Command Report**

November 2005

Final Report

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## Chapter One

### Survey Methodology

#### 1.1 Introduction

The 2005 Excellence in Community Policing survey was developed jointly by Northern Constabulary, NHS Highland, The Highland Council, Comhairle nan Eilean Siar, Orkney Islands Council and the Procurator Fiscal Service. In addition to this report, individual reports were produced at each of the other seven Area Command levels, plus one report for the Force area as a whole. The 2005 survey was conducted by Snedden Economics Ltd. Previous large-scale community surveys were conducted in 1994, 1999, 2001 and 2003. Where it is practical to do so, the corresponding survey results are provided from the 2003 survey for questions which have remained identical in 2005.

#### 1.2 Survey Sample and Response

The survey questionnaire was issued by post in July 2005 to 4,500 named householders selected at random using the ACORN classification system. A minimum quota of 350 was issued at three Area Command levels (Orkney Islands, Shetland Islands and the Western Isles). All other Area Commands received 690 questionnaires. 1,510 responses were analysed (33.6% of the total issued).

**Table 1.1 Survey Sample and Response**

Area Command	Sample Issued	Percentage of Total Issued %	Percentage of Total Analysed %
Badenoch, Strathspey & Nairn	690	15.3	17.5
Caithness & Sutherland	690	15.3	14.7
Inverness	690	15.3	15.8
Lochaber	690	15.3	13.8
Orkney Islands	350	7.8	7.2
<b>Shetland Islands</b>	<b>350</b>	<b>7.8</b>	<b>7.7</b>
Western Isles	350	7.8	7.0
Ross, Cromarty & Skye	690	15.3	16.3
Total	4,500	100	100

#### 1.3 Weighting

The survey data were weighted by geographic area and gender. All results in this report are based on weighted data, unless otherwise indicated.

## Chapter Two

### Sample Profile

#### 2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 350 of which were at the Shetland Islands Area Command level. A total of 1,510 questionnaires were processed (33.6% of the sample issued), 116 from Shetland (33% of those issued in the Shetland Islands Area Command).

#### 2.2 Type of Area

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

**Table 2.1 Type of Area**

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
A city	-	-	13.0
A large town	2.9	<b>0.8</b>	6.6
A small town	30.8	<b>26.4</b>	20.1
A large village	3.5	<b>8.5</b>	12.9
A small village	40.2	<b>31.7</b>	28.4
An isolated rural area	22.6	<b>32.6</b>	19.1

Base: All respondents

#### 2.3 Gender

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

**Table 2.2 Gender**

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Male	15.6	<b>44.0</b>	41.1
Female	84.4	<b>56.0</b>	58.9

Base: All respondents (unweighted)

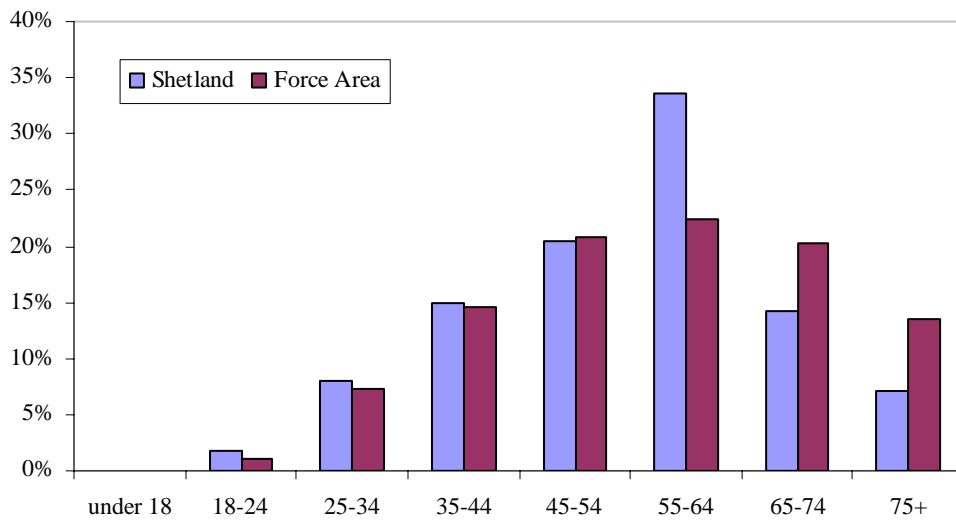
## 2.4 Household Size

The mean household size for the respondents at the Shetland Islands Area Command level was 2.49 (2.48 in 2003) 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 Language

English was the first language of all but two of the respondents from the Shetland Islands Area Command. The other languages mentioned were Urdu and Shetland dialect.

## 2.7 Ethnic Origin

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

**Table 2.3 Ethnic Origin of Respondents**

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
White Scottish	82.0	<b>82.7</b>	83.7
Other White British	15.4	<b>14.7</b>	14.5
White Irish	0.7	<b>1.6</b>	0.2
Other White	0.7	-	1.1
Indian	-	-	-
Pakistani	-	-	-
Bangladeshi	-	-	-
Other South Asian	-	-	-
Chinese	-	-	-
Caribbean	-	-	-
African	-	-	-
Black Scottish	-	<b>1.0</b>	0.1
Other Black	-	-	-
Any Mixed Background	-	-	-
Other Ethnic Group	1.3	-	0.3

Base: All respondents  
- denotes zero or less than 0.1%

## 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**

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
1 year or less	2.8	<b>0.8</b>	1.5
Over 1 year but less than 2 years	5.0	<b>1.6</b>	1.9
2 or more years but less than 5 years	15.9	<b>12.8</b>	13.9
5 years or more	76.3	<b>84.9</b>	82.7

Base: All respondents

## 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. 99% of respondents in the Shetland Islands Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 96.1% of respondents across the whole Force area.

**Table 3.1 Area Within 15 Minutes of Home**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
A very safe area	61.6	69.5	55.8
A fairly safe area	34.5	29.5	40.3
Rather unsafe area	2.6	1.0	3.1
A very unsafe area	1.3	-	0.5
No opinion	-	-	0.3

Base: All respondents

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

Respondents were asked to rate the safety of the area within 15 minutes of their home compared with the previous year. Table 3.2 shows the results. 14.1% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 1.0% thought it was *more safe*. 84.1% of respondents thought it was about the same.

**Table 3.2 Area Within 15 Minutes of Home**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
Now more safe	3.1	<b>1.0</b>	2.2
Now less safe	6.4	<b>14.1</b>	15.0
About the same	89.8	<b>84.1</b>	81.2
Did not live here a year ago	0.6	<b>0.8</b>	0.9
No opinion	-	-	0.7

Base: All respondents

### 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**

	2005 Shetland Islands Area Command %			2005 Force Area %
	Major Concern	Minor Concern	<b>Total Concerned</b>	Total Concerned
Driving at excessive speed	22.6	42.1	<b>64.7</b>	70.9
Alcohol mis-use	18.6	42.3	<b>60.9</b>	43.1
Drink/drugs driving	25.1	31.6	<b>56.7</b>	41.8
Dangerous driving	15.5	34.9	<b>50.4</b>	54.4
Dog excrement	16.1	33.6	<b>49.7</b>	56.2
Rubbish or litter lying around	8.5	39.6	<b>48.1</b>	52.4
People using drugs	20.8	25.7	<b>46.5</b>	36.0
Bullying of young people, in or out of school	11.0	33.1	<b>44.1</b>	32.4
Young people and alcohol	15.8	26.7	<b>42.5</b>	47.1
People dealing in drugs	19.2	21.2	<b>40.4</b>	30.0
Vandalism, graffiti and deliberate damage	5.5	31.0	<b>36.5</b>	41.7
Rowdy or drunken behaviour	7.9	23.2	<b>31.1</b>	37.9
Young people on the street	7.9	16.5	<b>24.4</b>	39.6
Anti-social neighbours	9.0	12.7	<b>21.7</b>	23.4
Solvent abuse/glue sniffing	4.5	17.0	<b>21.5</b>	17.0
Noisy neighbours	7.4	10.0	<b>17.4</b>	20.4
Things being stolen from cars	1.0	13.3	<b>14.3</b>	19.4
Discrimination and abuse	2.8	10.7	<b>13.5</b>	15.3
Domestic abuse	2.0	11.5	<b>13.5</b>	12.3
Break-ins to houses	0.8	12.0	<b>12.8</b>	30.9
Cars being stolen	0.8	8.5	<b>9.3</b>	15.8
Stray dogs roaming the streets	2.8	6.4	<b>9.2</b>	23.5
Noise from local pubs or clubs	2.6	2.6	<b>5.2</b>	9.6

Base: All respondents

*Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by 65% of Shetland Islands respondents. This was also the main concern in 2003 and in the Force area as a whole in 2005.

*Alcohol mis-use* and *drink/drugs driving* were more of a concern in the Shetland Islands compared with the Force area as a whole, whereas property crimes such as *break-ins to houses* and *cars being stolen* were less of a concern.

Among the issues mentioned, *noise from pubs or clubs* was of least concern to respondents in the Shetland Islands.

### **3.4 Who Should Deal with these Concerns**

Respondents were asked to indicate who should be dealing with their concerns across the same range of issues as reported in Table 3.3. The responses are provided in Table 3.4 overleaf. Respondents could list more than one response per issue.

A large proportion of the sample expected the police to deal with many of the issues. 17 of the 23 issues presented were thought to be predominantly the responsibility of the police (alcohol mis-use was also considered the responsibility of the Health Service; noisy neighbours were also considered the responsibility of the Council). Young people on the street was felt to be jointly the responsibility of parents and the police.

Notable exceptions to police responsibility were:

- Litter (just under three quarters of respondents thought the Council should be responsible)
- Young people and alcohol (respondents mainly thought that parents should be responsible)
- Dog excrement and stray dogs (respondents mainly thought the Council should be responsible and several commented that dog owners should take responsibility)
- Bullying (respondents felt this issue should be dealt with by teachers and parents)

The concerns most likely to relate to the Procurator Fiscal Service were:

- People dealing in drugs or using drugs
- Break-ins to houses
- Discrimination and abuse

The concerns most likely to relate to the Health Service were:

- Alcohol mis-use
- People using drugs
- Solvent abuse/glue sniffing

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<b>Table 3.4 Who Should Deal with Local Concerns</b>	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service
	%	%	%	%	%	%	%	%
Anti-social neighbours	8.2	1.1	63.8	43.8	7.3	15.3	1.1	9.1
Noisy neighbours	10.2	-	58.7	45.6	3.9	14.9	-	5.8
Young people on the street	0.9	0.9	50.7	9.5	58.3	20.0	5.2	-
Young people and alcohol	0.9	14.4	49.1	8.2	71.9	8.4	12.4	2.1
Rowdy or drunken behaviour	-	2.6	94.6	4.1	15.0	10.5	1.7	6.9
Rubbish or litter lying around	10.6	0.9	6.5	73.6	19.5	24.0	6.1	1.1
Vandalism, graffiti and deliberate damage	2.2	-	81.0	22.5	22.3	11.7	5.7	9.9
Stray dogs roaming the streets	4.5	2.0	25.6	54.0	6.8	21.5	-	2.9
People using drugs	2.7	25.8	89.9	4.0	22.1	7.4	10.3	16.2
People dealing in drugs	3.8	1.7	96.2	4.9	4.2	2.8	1.9	19.3
Noise from local pubs or clubs	0.9	-	66.3	38.0	1.8	13.3	-	7.4
Break-ins to houses	2.0	-	98.0	4.0	0.9	3.1	-	15.8
Cars being stolen	0.9	-	98.0	2.3	0.9	2.0	-	13.0
Things being stolen from cars	3.0	-	96.1	2.3	2.0	6.4	-	14.1
Dangerous driving	1.1	-	97.2	3.0	0.9	1.9	-	14.1
Driving at excessive speed	1.1	-	98.1	4.1	0.9	1.1	-	12.2
Discrimination and abuse	6.5	3.3	70.8	13.9	13.6	9.6	11.7	15.1
Domestic abuse	6.4	13.8	83.8	6.0	5.0	5.3	3.3	11.7
Bullying of young people, in or out of school	7.2	4.9	25.7	11.6	52.6	4.9	75.6	4.0
Solvent abuse/glue sniffing	0.9	20.9	64.2	3.4	44.0	10.3	18.1	4.4
Drink/drugs driving	4.1	5.8	97.2	1.1	7.6	4.8	3.7	12.3
Dog excrement	8.5	2.0	15.2	70.6	8.1	33.2	0.9	4.9
Alcohol mis-use	6.9	45.7	55.0	8.5	27.2	8.7	5.6	10.7

Base: All respondents

## Community Planning

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

Respondents were asked to indicate the priority they felt 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**

	2005 Shetland Islands Area Command %			2005 Force Area %
	Top Priority	Medium Priority	Total	Total
Reducing drug dealing	76.0	13.1	<b>89.1</b>	87.9
Reducing drug/alcohol/solvent mis-use	69.5	18.4	<b>87.9</b>	88.5
Reducing youth crime	62.7	23.6	<b>86.3</b>	87.1
Improving road safety	42.5	42.5	<b>85.0</b>	87.0
Reducing anti-social behaviour	57.6	26.8	<b>84.4</b>	85.2
Improving access to local health services	48.4	33.6	<b>82.0</b>	85.4
Increasing availability of affordable housing	44.0	37.8	<b>81.8</b>	85.8
Improving safety of children	57.6	21.7	<b>79.3</b>	86.6
Reducing crime	52.8	25.9	<b>78.7</b>	87.3
Reducing violent crime	64.3	9.2	<b>73.5</b>	82.5
Reducing boredom, lack of things for young people to do	39.4	33.3	<b>72.7</b>	83.9
Improving roads and transport links	34.0	38.3	<b>72.3</b>	86.0
Reducing unemployment	41.1	29.1	<b>70.2</b>	85.7
Increasing business investment	30.6	37.7	<b>68.3</b>	69.7
Increasing rural development	31.5	36.3	<b>67.8</b>	55.6
Improving access to technology, e.g. Broadband	18.1	45.1	<b>63.2</b>	51.9
Improving quality of housing	25.5	36.5	<b>62.0</b>	76.5
Improving public transport	21.3	36.9	<b>58.2</b>	62.9
Recognising diversity	20.6	36.0	<b>56.6</b>	62.9
Reducing discrimination and abuse	28.1	23.9	<b>52.0</b>	68.3
Increasing availability of sport and leisure facilities	7.6	28.0	<b>35.6</b>	71.3
Improving access to arts and culture	3.6	31.7	<b>35.3</b>	39.9

Base: All respondents

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 *increasing availability of sport and leisure facilities* and *improving access to arts and culture* were mentioned by fewer than half of the respondents – which is in line with the 2003 results.

- 3.6** At the Shetland Islands Area Command level, 32.5% of respondents had seen their local Community Plan (17.7% in 2003), compared with a Force average of 17.5%.

### Fear of Crime

- 3.7** At the Shetland Islands Area Command level, 30% of respondents (a drop from 40% in 2003) were *very worried* or *slightly worried* about becoming a victim of crime compared with 47% of respondents in the Force area.

### 3.8 Types of Crime

For respondents who expressed worry about becoming a victim of crime, Table 3.6 below details the particular types of crime they were worried about. *Vandalism or deliberate damage to your home, property or car* and *being attacked by someone under the influence of alcohol* were the main sources of worry over crime in Shetland. *Having your home broken into* and *being attacked, assaulted or robbed in your own home* were relatively less of a concern in Shetland than the Force area as a whole. In addition to the crimes listed below, one respondent in Shetland mentioned road rage.

**Table 3.6 Types of Crime**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
Vandalism or deliberate damage to your home, property or car	80.5	<b>89.1</b>	82.1
Being attacked by someone under the influence of alcohol	n/a	<b>86.9</b>	62.6
Having your car stolen or broken into	55.6	<b>75.6</b>	63.5
Having your home broken into	80.4	<b>66.7</b>	81.3
Being attacked, assaulted or robbed in the street	64.1	<b>63.2</b>	63.2
Being insulted or threatened	53.5	<b>59.8</b>	52.6
Being attacked, assaulted or robbed in your own home	52.6	<b>30.3</b>	48.9
Being the victim of an attempted rape, rape or other serious sexual offence	25.5	<b>25.8</b>	29.4
Being a victim of domestic abuse	7.5	<b>6.3</b>	4.1
Becoming the victim of a crime because of my race	n/a	<b>3.9</b>	4.9
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	<b>3.9</b>	5.9
Becoming the victim of a crime because of my sexual orientation	n/a	-	4.6

Base: Area Command: 27 / Force: 636

### 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.

**Table 3.7 Fear of Discrimination or Abuse**

	2005 Shetland Islands Area Command %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	5.0	14.9	2.2	15.0
Physical disability	2.2	4.8	0.9	4.7
Religion or belief (including non-belief)	1.1	5.1	0.6	3.9
Political beliefs	1.1	3.3	0.2	2.5
Mental health	1.9	2.2	1.1	2.9
Race or ethnic origin	1.1	3.0	0.8	3.4
Learning disability	1.1	3.0	0.4	2.5
Gender	1.1	2.8	0.4	4.0
Sexual orientation	1.1	1.1	0.5	1.3

Base: All respondents

*Age* was the main source of worry over discrimination in the Shetland Islands, in keeping with the Force area as a whole. ‘Age’ was a new code added to the 2005 survey. One respondent in the Shetland Islands mentioned ‘weight’ as a source of discrimination.

## **Victims of Crime**

### **3.10 Reporting Crime**

Six respondents in the Shetland Islands sample (6% of those answering the question) said that they had been a victim of crime in the last year (three in 2003), five of whom reported it to the police (all did so in 2003).

By comparison, 8% of respondents in the Force area as a whole said they had been a victim of crime in the last year (unchanged from 2003), 82% of whom reported it to the police (83% in 2003).

In the Shetland Islands, only one reason was given for not reporting a crime to the police: “it could not be proved who did it”.

### **3.11 Criminal Proceedings**

In 50% of instances (3 in total), reports to the police were known to have resulted in criminal proceedings (22% in the Force area). Note that the base for these results is very low (98 across all Northern Constabulary Area Commands), therefore the individual area results cannot be relied upon with any accuracy. The question was not asked in 2003.

#### *Satisfaction with Outcome*

Respondents who had reported a crime that then resulted in criminal proceedings were asked how satisfied they were with the outcome. The base for this question was only 16 cases across the Force area, seven of whom were either very satisfied or satisfied. The reasons for dissatisfaction were mostly case specific, two of which included poor feedback. Analysis of results by area is untenable, with just two respondents from the Shetland Islands sample dissatisfied.

One person commented that “the victim’s wishes were not considered in passing sentence, which resulted in the offender being required to remain in our community for nine months, although he had volunteered to leave. This was very distressing for the victim”. Another commented: “the Sheriff was unaware of the true situation and as a result committed a miscarriage of justice”.

#### *Satisfaction with Progress in Criminal Proceedings*

Respondents were asked how satisfied they were in terms of being kept informed of progress in relation to proceedings. Among the 21 respondents answering the question across the whole Force area, 11 indicated that they were satisfied. The reasons for dissatisfaction centred mostly on insufficient feedback on the proceedings and outcome of cases.

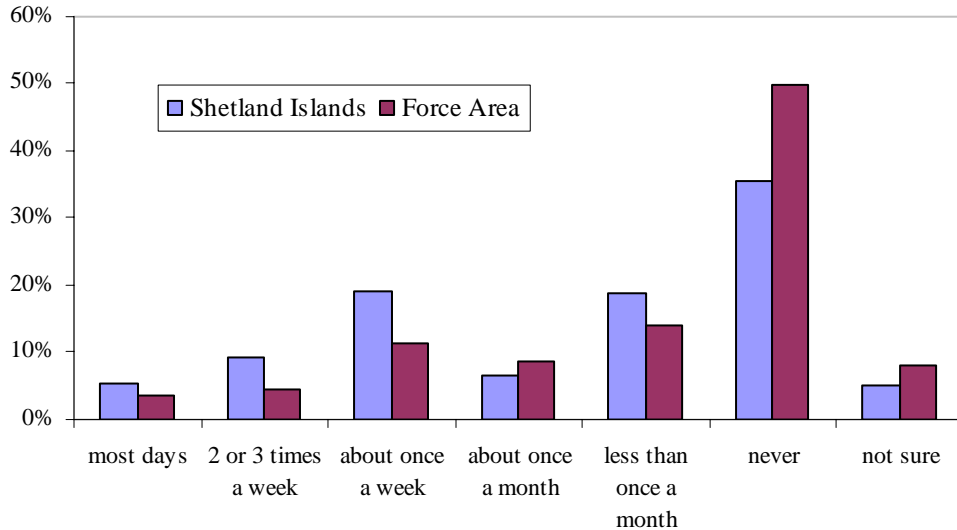
Two out of the three Shetland Islands respondents indicated that they were satisfied. The dissatisfied respondent commented: “the Procurator Fiscal was rude and uninformative”.



## Police Patrols

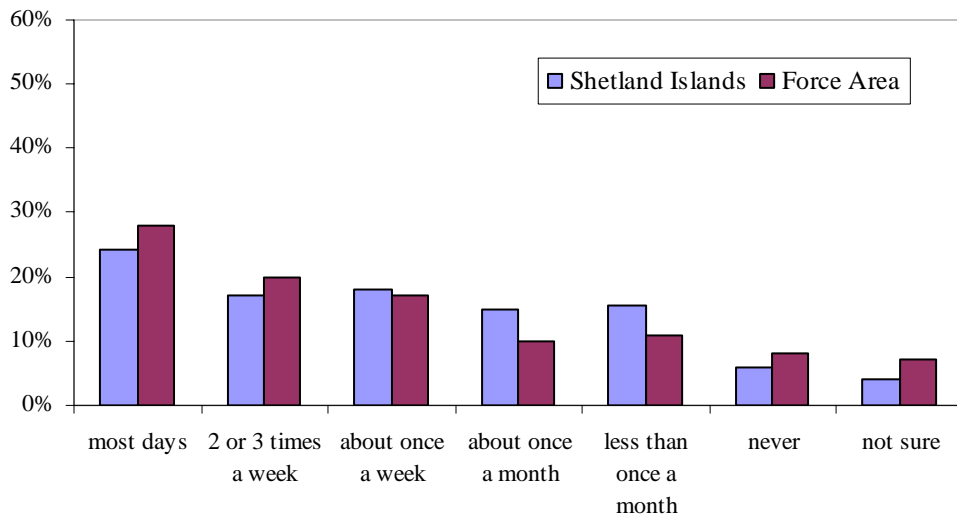
- 3.13** Compared with the Force area as a whole, a slightly higher number of respondents in the Shetland Islands mentioned seeing foot patrols at least once a week.

**Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot**



- 3.14** Respondents in the Shetland Islands were slightly less likely to see police officers patrolling in motor vehicles on a regular basis, compared with the Force area average (a similar pattern to the 2003 survey).

**Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles**



### 3.15 Level of Police Patrols

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

**Table 3.9 Level of Police Patrols**

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Too much	-	<b>0.8</b>	0.7
About right	34.6	<b>46.4</b>	32.9
Too little	42.2	<b>36.1</b>	53.0
No opinion	23.2	<b>16.7</b>	13.4

Base: All respondents

Respondents in the Shetland Islands were more likely to feel that the level of police patrols are about right (46.4%) compared with the Force area as a whole (32.9%). This represents an increase from the 2003 level in the Shetland Islands. A negligible number of people thought there was too much police patrolling.

### 3.16 Preferences for Police Patrols

Respondents were asked an open question about where they would like to see more police officers on patrol. The responses are shown in the table below.

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

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Town Centre / High Street	30.3	<b>40.5</b>	31.0
Street presence / foot patrols (all areas)	28.3	<b>27.3</b>	30.1
Pubs / night clubs	23.8	<b>17.1</b>	9.3
Known trouble spots	5.3	<b>4.9</b>	7.5
Residential areas	9.8	<b>4.4</b>	14.9
Villages	8.2	<b>3.9</b>	10.9
Play parks	-	-	1.5
Outside schools	4.2	<b>2.0</b>	2.5
Areas of traffic danger	10.8	-	4.0
Other	12.5	<b>20.5</b>	18.1

Base: Area Command: 41 / Force: 740

Note: Multiple responses were accepted

In the *town centre* and *on the streets* were the most commonly mentioned places respondents in the Shetland Islands wanted to see more officers on patrol. Responses included comments such as: “on the main street of the town where drunk and drugged adolescents or teenagers are a public nuisance”.

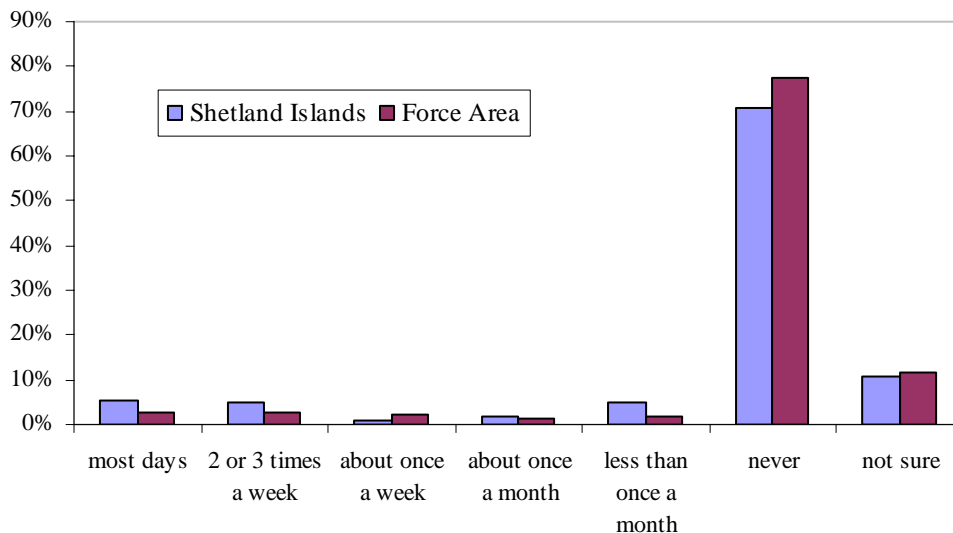
Responses from the Shetland sample listed as “other” in the table above included:

- Commercial Street / Market Cross, Lerwick (3 mentions)
- Community events (eg regattas, village hall) (2 mentions)
- Scalloway (2 mentions)
- Areas where young people gather (1 mention)
- Most parts of town (1 mention)
- Rural areas (1 mention)
- Shops (1 mention)

### Community Warden Patrols

**3.17** Respondents in 2005 were asked a suite of questions about Community Wardens. These questions were not asked in 2003.

**Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot**



71% of respondents in the Shetland Islands reported that they had never seen Community Wardens patrolling on foot and a further 11% were not sure. Around 15% of Shetland Islands respondents had seen a Community Warden at least once a week.

85% of respondents had never seen Community Wardens patrolling in vehicles in the Shetland Islands (84% in the Force area) and a further 11% were not sure (14% in the Force area).

### 3.18 Level of Community Warden Patrolling

In 2005, respondents were also asked what they thought about the level of patrolling by Community Wardens. The results are shown below in Table 3.11.

**Table 3.11 Level of Community Warden Patrols**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Too much	<b>0.9</b>	0.3
About right	<b>11.0</b>	7.3
Too little	<b>24.9</b>	32.3
No opinion	<b>63.2</b>	60.1

Base: All respondents

Respondents in the Shetland Islands were more likely to feel that there the level of Community Warden patrolling is about right (11%) compared with the Force area as a whole (7%). However, 63% of respondents in Shetland had no opinion, largely because they had never seen a Community Warden or were not sure what they were.

### 3.19 Preference for Community Wardens

Respondents were also asked an open question about where they would like to see more Community Wardens on patrol. The responses are shown in the table below.

**Table 3.12 Where Respondents Would Like to See More Community Wardens On Patrol**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Town Centre / High Street	<b>19.5</b>	11.6
Street presence / foot patrols (all areas)	<b>15.4</b>	15.1
Pubs / night clubs	<b>15.4</b>	3.3
Villages	<b>8.7</b>	8.5
Known trouble spots	<b>6.7</b>	6.2
Residential areas	<b>3.4</b>	17.1
Outside schools	-	3.4
Areas of traffic danger	-	0.6
Play parks	-	2.7
Other	<b>40.3</b>	49.7

Base: Area Command: 30 / Force: 556

Note: Multiple responses were accepted

In the *town centre, on the streets* and outside *pubs and night clubs* were the most commonly mentioned places respondents from the Shetland Islands sample wanted to see more Community Wardens on patrol. Responses included comments such as “around the village in the evenings, especially weekends” and “everywhere where youth are active, ie bars and clubs”.

Responses from the Shetland sample listed as “other” in Table 3.12 included:

- Not aware of Community Wardens in area (5 mentions)
- Commercial Street, Lerwick (2 mentions)
- Don’t agree / prefer to see police (2 mentions)
- Not needed (2 mentions)
- All parts of town (1 mention)
- Dog-walking areas (1 mention)
- Rural areas (1 mention)

## Community Safety

### 3.20 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. Respondents in 2005 were most likely to be aware of *TV/media campaigns* such as drug awareness and *laws banning drinking alcohol in public places*. Respondents in the Shetland Islands were less aware of *CCTV* and schemes such as *Neighbourhood Watch, Farm Watch etc.*

**Table 3.13 Awareness of Security and Safety Initiatives**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
TV/media campaigns, e.g. drug awareness	39.7	<b>34.4</b>	35.3
Laws banning drinking alcohol in public places	16.0	<b>19.1</b>	41.3
Closed circuit television (CCTV)	18.0	<b>12.5</b>	27.3
Young person ID scheme	n/a	<b>11.0</b>	13.4
Anti-social Behaviour Orders	9.3	<b>10.3</b>	15.7
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	0.7	<b>3.9</b>	14.3
Community Safety Partnership	n/a	<b>2.8</b>	3.6

Base: All respondents

\* Pub Watch was added in 2005

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

**Table 3.14 Perceived Effects of Security and Safety Initiatives**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
TV/media campaigns, e.g. drug awareness	40.2	<b>42.5</b>	44.7
Laws banning drinking alcohol in public places	43.4	<b>41.5</b>	56.2
Anti-social Behaviour Orders	35.8	<b>40.5</b>	42.8
Closed circuit television (CCTV)	35.1	<b>35.4</b>	50.0
Young person ID scheme	n/a	<b>31.4</b>	33.8
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	20.5	<b>27.1</b>	41.5
Community Safety Partnership	n/a	<b>23.3</b>	29.8

Base: All respondents

\* Pub Watch was added in 2005

*TV/media campaigns* such as drug awareness and *laws banning drinking alcohol in public places* were regarded to be the measures which have the greatest effect on improving community safety in Shetland. The perceived effects of the initiatives appeared to be slightly lower overall in Shetland compared with the Force area.

### 3.21 Crimestoppers

49% of respondents in the Shetland Islands stated that they were aware of the Crimestoppers facility (45% in 2003), a lower figure than the whole Force area average of 62%. In the Shetland Islands sample, 3% of respondents had actually used the facility (4% in 2003), which is equal to the Force area figure.

### 3.22 Confidential Lines

60% of respondents in the Shetland Islands stated that they were aware of the Northern Constabulary confidential lines (52% in 2003) compared with 49% across the Force area.

6% of respondents in the Shetland Islands had actually used the Northern Constabulary confidential lines (4% in 2003), compared with 4% across the Force area as a whole.

## 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	E-mail/ internet	Mobile phone text, picture imaging
	%	%	%	%	%	%	%
To report a serious crime, e.g. house break-in	37.9	59.3	2.8	2.0	-	0.8	-
To report a minor crime, e.g. vandalism	7.2	80.9	1.8	9.1	2.0	1.6	0.8
To report information about something suspicious	5.2	77.2	10.8	6.8	1.0	1.6	-
To report a nuisance/disturbance	6.8	84.3	4.4	2.8	1.0	1.6	-
To report a road traffic accident/incident	55.7	41.1	1.0	3.6	-	0.8	0.8
To report other information	3.6	74.8	9.4	10.3	1.0	1.7	-
To ask for advice or information	2.6	65.6	3.6	28.1	1.0	4.0	-
Firearm / shotgun enquiry	2.7	66.5	2.5	29.4	-	0.8	-
Lost/found property	3.4	49.1	-	46.9	-	2.4	-
Missing person	6.9	67.9	1.8	24.4	-	0.8	-

Base: All respondents

*Phoning '999'* was the preferred method of contacting the police in order to report a road traffic accident or incident. *Phoning the local police station* was the preferred method of contact in all other situations listed.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious or to report other information. The *confidential line* was mentioned as a possible way of contacting the police across most of the situations listed, but generally, respondents were far more 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 / internet, mobile phone text* and *picture imaging* were relatively unlikely to be used to contact the police. Few respondents would be likely to make contact with a *police officer on patrol*.

## Information about the Work of the Police and Partner Agencies

### 3.24 Type of Information Sought

33% of respondents at the Shetland Islands Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (44% in 2003), compared with 46% in the Force area.

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.16 was similar to that provided in 2003. *General police work in your area* and *what is being done to reduce and prevent crime* were the types of information most sought in the Shetland Islands and the Force area as a whole.

**Table 3.16 Type of Information Sought by Respondents**

	<b>2003</b> <b>Shetland Islands</b> <b>Area Command</b> <b>%</b>	<b>2005</b> <b>Shetland Islands</b> <b>Area Command</b> <b>%</b>	<b>2005</b> <b>Force</b> <b>Area</b> <b>%</b>
General police work in your area	77.6	<b>78.5</b>	79.1
What is being done to reduce and prevent crime	84.4	<b>76.1</b>	75.0
How you can help the police, e.g. Neighbourhood Watch, appeals	57.2	<b>52.8</b>	51.3
What is being done to improve road safety	66.2	<b>50.9</b>	63.4
What is being done to make your community safer	73.5	<b>50.9</b>	74.4
Police achievements/successes	60.1	<b>49.1</b>	47.0
How we are spending on policing in your area	50.5	<b>41.7</b>	48.9
More information about police officers' jobs/how they spend their day	45.8	<b>41.1</b>	46.9
Diversity	n/a	<b>12.9</b>	20.1

Base: Area Command: 33 / Force: 664  
Note: Multiple responses were accepted

### 3.25 Methods of Finding Information About the Work of the Police and their Partner Agencies

Respondents were asked how they normally find out about the work of local police and their partner agencies.

**Table 3.17 Current Methods of Finding Out About Police and Partner Agency Work**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
Local newspapers	70.9	<b>76.2</b>	62.0
Local radio	56.4	<b>60.1</b>	32.2
Talking to friends and relatives	23.4	<b>29.1</b>	26.9
Talking to police officers	12.0	<b>14.6</b>	9.5
Don't get any information	16.2	<b>12.8</b>	22.6
Television	22.3	<b>10.0</b>	21.6
Community meetings	0.6	<b>9.0</b>	8.4
Personal experience	6.8	<b>8.6</b>	9.7
Literature from the police	2.3	<b>5.4</b>	4.6
Internet	-	<b>1.8</b>	1.1
Public meetings held by the police	1.3	-	1.5

Base: All respondents

Note: Multiple responses were accepted

*Local newspapers* were the main source of information in the Shetland Islands. *Local radio* was more important in Shetland than the Force area as a whole. Otherwise, Shetland responses followed a similar pattern to the Force area.

Two other responses were received from the Shetland Islands sample:

- As a member of the local fire brigade
- Educational materials including video and DVDs

### 3.26 Awareness of Community Safety Campaigns and Initiatives

13% of respondents in the Shetland Islands reported that they were aware of a community safety campaign during the previous six months compared with 6% in the Force area. These respondents were asked what the campaign was about. The number of times each campaign topic was mentioned is shown below in Table 3.18. The question was not asked in 2003.

**Table 3.18 Awareness of Community Safety Campaigns and Initiatives**

	<b>2005 Shetland Islands Area Command (no. responses)</b>	<b>2005 Force Area (no. responses)</b>
Speeding	6	28
Drink driving	5	13
Road Safety	3	8
Drugs awareness	2	8
Seat belts	2	5
Dogs Against Drugs	2	2
Alcohol misuse	2	3
Car safety (tyres etc)	1	3
Domestic abuse	1	3
Reducing crime in community	-	2
Reduced speed limits at schools	-	5
Set up Neighbourhood Watch	-	1
Safe Highlander	-	5
Other	-	12

Base: Area Command: 24 / Force: 98

Note: Multiple responses were accepted

*Speeding* and *drink driving* were the most frequently cited community safety campaigns that respondents in the Shetland Islands had noted in the previous six months.

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

**Table 3.19 How Respondents Were Made Aware of the Campaign**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Local radio	<b>100.0</b>	36.3
Local newspaper	<b>71.9</b>	58.3
Talking to friends/relatives	<b>21.9</b>	12.5
Leaflet or newsletter	<b>15.6</b>	19.5
Local TV	<b>14.1</b>	13.4
Talking to police officer	<b>6.3</b>	10.8
Internet	-	-
Other	<b>7.8</b>	13.6

Base: Area Command: 14 / Force: 81

Note: Multiple responses were accepted

All respondents in the Shetland Islands who answered the question had heard something on the *radio* about the various campaigns mentioned. *Local newspapers* were the next most important source of campaign information.

The response listed as “other” in the table above was from a member of the charity Dogs Against Drugs.

**3.28 Influence of the Media**

Respondents were asked if their understanding of anti-social behaviour is influenced by the media. The question was not asked in 2003.

**Table 3.20 Media Influence on Understanding of Anti-social Behaviour**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Yes, definitely	<b>24.5</b>	29.2
Probably	<b>18.1</b>	18.5
Sometimes	<b>25.1</b>	21.4
Not significantly	<b>15.1</b>	16.2
Definitely not	<b>6.2</b>	8.6
Don't know	<b>11.0</b>	6.1

Base: All respondents

Responses in the Shetland Islands followed a similar pattern compared with the Force area, with 42.6% of all respondents stating that the media definitely or probably influenced their understanding of anti-social behaviour.

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. Responses from the Shetland Islands sample followed a similar pattern compared with the Force area. The question was not asked in 2003.

**Table 3.21 Media Influence on Views of Anti-social Behaviour**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Yes, definitely	<b>12.0</b>	14.6
Probably	<b>16.3</b>	18.1
Sometimes	<b>23.3</b>	22.7
Not significantly	<b>27.7</b>	24.3
Definitely not	<b>13.3</b>	13.7
Don't know	<b>7.4</b>	6.7

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. Respondents in the Shetland Islands appeared to feel that the media's influence was slightly less strong in this regard than in the Force Area as a whole.

**Table 3.22 Media Influence on Feelings of Safety**

	<b>2003 Shetland Islands Area Command %</b>	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Yes, definitely	9.3	<b>9.7</b>	16.1
Probably	15.0	<b>17.1</b>	15.2
Sometimes	17.8	<b>17.6</b>	23.5
Not significantly	40.9	<b>37.0</b>	24.8
Definitely not	11.3	<b>15.9</b>	16.9
Don't know	5.7	<b>2.7</b>	3.6

Base: All respondents

### 3.31 Use of Internet and Mobile Phones

Respondents were asked if they would use e-mail or the internet to report a crime. There were no notable differences between the Shetland Islands results and the Force area results.

**Table 3.23 Willingness to Use E-mail or the Internet to Report Crimes**

	<b>2003</b> <b>Shetland Islands</b> <b>Area Command</b> <b>%</b>	<b>2005</b> <b>Shetland Islands</b> <b>Area Command</b> <b>%</b>	<b>2005</b> <b>Force</b> <b>Area</b> <b>%</b>
Yes, any crime	1.3	<b>2.6</b>	4.5
Yes, minor crime	4.6	<b>3.4</b>	5.4
No, don't have access to the internet	38.5	<b>30.9</b>	30.0
No, would prefer to speak to police	46.3	<b>60.6</b>	56.3
Don't know/No opinion	9.2	<b>2.4</b>	3.9

Base: All respondents

**3.32** 13% of respondents in the Shetland Islands said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (unchanged from 2003 and identical to the Force area as a whole).

**3.33** 21% of respondents in the Shetland Islands said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (24% in 2003), compared with 29% of respondents in the Force area as a whole.

### 3.34 Community Safety Issues

78% of respondents in the Shetland Islands indicated that they would like to see more information on community safety issues in their local newspaper, compared with 85% of respondents in the Force area as a whole. The question was not asked in 2003.

### 3.35 The Use of Public Places to Access Information on Services Provided by the Police and their Partner Agencies

Respondents were asked if they would utilise the following to access information on the services provided by the police and their partner agencies.

**Table 3.24 Public Places Used to Access Information on Services Provided by the Police and their Partner Agencies**

	2003 Shetland Islands Area Command %	2005 Shetland Islands Area Command %	2005 Force Area %
Post office	37.3	<b>50.4</b>	53.1
Internet	n/a	<b>34.2</b>	40.0
Doctors' surgeries	n/a	<b>33.1</b>	42.5
Library	36.9	<b>32.1</b>	42.4
Council office / service point	28.7	<b>31.6</b>	50.7
Supermarket	31.2	<b>29.4</b>	40.5
Courts	n/a	<b>20.5</b>	12.2
Bank	18.8	<b>18.7</b>	27.9

Base: All respondents

Respondents in the Shetland Islands were most likely to want to access information about police and partner agency services at *post offices*. Several other methods were mentioned by around one third of respondents in the Shetland Islands. *Banks* were relatively unlikely to be mentioned.

## 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. Since the question was asked in open format, an exact comparison cannot be made with the 2003 results.

**Table 3.25 Ways to Improve Services Provided**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Foot patrols / officers on the beat	<b>40.1</b>	44.4
Higher profile / higher visibility	<b>30.7</b>	26.0
Satisfied with existing police service	<b>14.8</b>	12.1
More accessible / approachable / friendly	<b>12.8</b>	11.5
Do more with young people / schools	<b>8.9</b>	5.9
Community involvement / community policing	<b>8.6</b>	13.3
Recruit more officers	<b>8.6</b>	5.9
More information / communication (including newsletters)	<b>7.0</b>	7.3
Tougher stance on dangerous drivers	<b>5.9</b>	3.0
Improve manner in dealing with public, victims etc	<b>3.9</b>	2.5
Better policing re. drinking on streets / pub closing times	<b>3.9</b>	0.4
Tougher stance generally	<b>2.0</b>	2.7
Higher profile in villages	<b>2.0</b>	2.2

Base: Area Command: 51 / Force: 847  
Note: Multiple responses were accepted

A clear priority for respondents at the Shetland Islands Area Command level was more *foot patrols / officers on the beat*, with 40% of respondents stating this as a preference (18% in 2003). One respondent wanted “more of a presence on the main street particularly when parents/families are shopping and when tourists are wandering round”.

Respondents were also keen that the police should maintain a *higher profile*, with one respondent requesting “a continued police presence especially when things are on in the local hall and on weekends and youth club nights”. Another expressed a desire for “a more visible police presence – and not just during ‘speed watch’ campaigns etc”.

15% of respondents said they were *satisfied with the existing police service*. One in eight respondents wanted the police to *be more approachable*, with one person requesting “a more friendly approach to all members of the community”.

**3.37** Respondents were asked in an open question what should be the three main priorities for Northern Constabulary.

**Table 3.26 Main Priorities for the Police**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Drugs (general / unspecified)	<b>51.4</b>	30.0
Crime prevention / law and order / public safety	<b>40.5</b>	46.1
Road safety / speeding	<b>33.8</b>	30.7
Drug dealing	<b>27.5</b>	14.4
Drink driving	<b>26.3</b>	12.0
Drink related crime / behaviour	<b>18.7</b>	14.1
Crime detection (incl. prosecution)	<b>16.6</b>	15.4
Theft / property crime / vandalism	<b>16.0</b>	17.4
Youth behaviour on streets	<b>16.0</b>	11.4
Violence / assault	<b>12.1</b>	14.1
Drug related crime / behaviour	<b>10.9</b>	5.1
Anti-social behaviour	<b>10.3</b>	10.0
Public relations	<b>5.7</b>	7.2
Integrate with youth groups / schools	<b>2.7</b>	7.7
Partnership working / liaison	<b>2.7</b>	2.6
Quick response to reports of crime	-	3.9
Community policing	<b>4.5</b>	4.0
Under-age drinking	<b>3.0</b>	4.2

Base: Area Command: 66 / Force: 959  
Note: Multiple responses were accepted

*Drugs, drug dealing and drug related crime/behaviour* together were considered much more of a priority for police at the Shetland Islands Area Command Level (90%) than in the Force area as a whole (50%). Dealing with drug-related issues in the Shetland Islands also seems to be considered much more of a priority now than in 2003, when 59.3% of respondents mentioned it. One respondent commented that there should be “more policing of airports and terminals as drugs are getting into Shetland somehow”.

Other main priorities suggested for police by respondents in the Shetland Islands sample were *crime prevention / maintenance of law and order / public safety* and *road safety/ speeding*.

**3.38** Respondents were asked in an open question which issues they thought the police should not be dealing with.

**Table 3.27 Areas With Which the Police Should Not Be Dealing**

	<b>2005 Shetland Islands Area Command %</b>	<b>2005 Force Area %</b>
Dog fouling	<b>19.7</b>	10.0
Litter	<b>19.0</b>	12.7
Excessive administration	<b>16.1</b>	19.6
Nothing	<b>14.8</b>	3.3
Stray animals / lost pets	<b>13.1</b>	8.6
Anti-social neighbours	<b>12.4</b>	10.0
Young people on streets	<b>11.1</b>	0.6
Minor motoring / parking offences	<b>10.2</b>	17.8
Minor domestic disputes	<b>9.5</b>	11.5

Base: Area Command: 27 / Force: 489  
Note: Multiple responses were accepted

*Dog fouling* and *litter* were the main issues that respondents at the Shetland Islands Area Command level felt police should not be dealing with.

Proportionately more respondents from the Shetland Islands sample, compared with the Force Area as a whole, felt there was nothing the police should not be dealing with. One respondent commented: “I can’t think of anything they should not be doing. If it is breaking the law they should deal with it.”

Another person supported the view that “the Council should deal more with noisy neighbours and anti-social neighbours, and the police should be left to deal with actual crimes”.

Other things mentioned by respondents from the Shetland Islands included:

- Social Service issues (eg mentally ill) (2 mentions)
- Petty crime (2 mentions)
- Alcohol / drug abuse (1 mention)
- Court duties / transfers (1 mention)
- Internal enquiries (1 mention)
- Prostitution (1 mention)

## The Role of the Individual

### 3.39 Individual Action

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

**Table 3.28 Individual Action**

	2005 Shetland Islands Area Command %	2005 Force Area %
Neighbourliness / be friendly	32.8	20.0
Nothing	23.8	20.8
Report crime or suspicious behaviour	11.5	21.2
Support community activities / groups	10.7	21.8
Collect litter	7.4	2.8
Engender law-abiding behaviour	6.6	6.9
Be law-abiding	6.6	5.0
Neighbourhood Watch	-	9.5

Base: Area Command: 24 / Force: 417  
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 by *neighbourliness / being friendly*. One respondent stated: "I am helpful to those who require assistance in my area, especially the elderly."

The next most common response was *nothing*. Age, disability, or already being happy with the quality of life were the most common reasons for this response. One respondent commented: "Not a lot. Quality of life is pretty good."

**SNEDDEN ECONOMICS LTD**  
**Abaco House, Nairnside, Inverness IV2 5BU**  
**Tel 01463 794544 Fax 01463 790353 Email [info@snedecon.co.uk](mailto:info@snedecon.co.uk)**  
**[www.snedecon.co.uk](http://www.snedecon.co.uk)**

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