



Northern Constabulary

2005 Excellence in Community Policing

Western Isles 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
Shetland Islands	350	7.8	7.7
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 Western Isles Area Command level. A total of 1,510 questionnaires were processed (33.6% of the sample issued), 106 from the Western Isles (30.3% of those issued in the Western Isles 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

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
A city	-	-	13.0
A large town	4.2	3.9	6.6
A small town	21.5	12.1	20.1
A large village	11.2	15.3	12.9
A small village	43.4	54.4	28.4
An isolated rural area	19.8	14.2	19.1

Base: All respondents

2.3 Gender

The response at the Force area level was biased in favour of females, which is common for postal surveys. This bias is compensated for in the weighting process. However, the response from the Western Isles was slightly biased in favour of males.

Table 2.2 Gender

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Male	27.2	51.9	41.1
Female	72.8	48.1	58.9

Base: All respondents (unweighted)

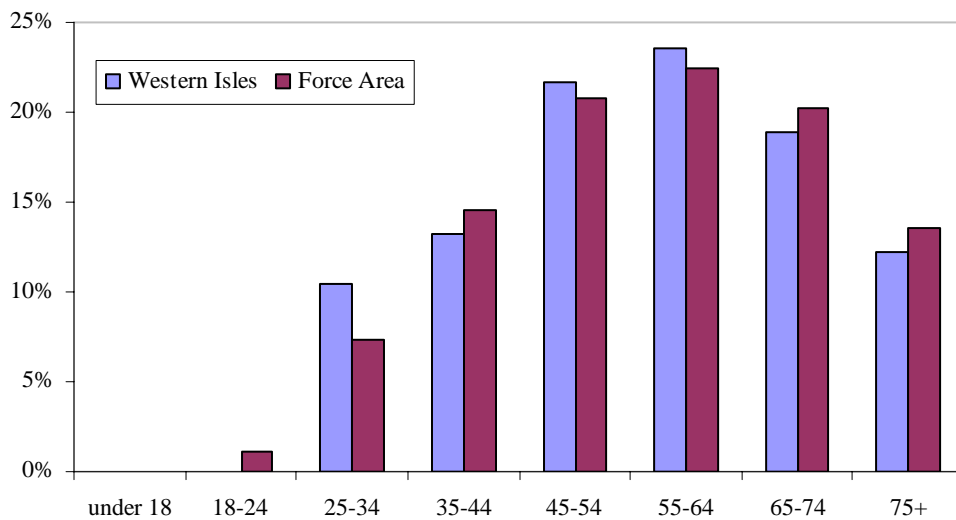
2.4 Household Size

The mean household size for the respondents at the Western Isles Area Command level was 2.52 (2.34 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

Respondents were asked to give their first language if it was not English. 25% of respondents in the Western Isles said Gaelic.

2.7 Ethnic Origin

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

Table 2.3 Ethnic Origin of Respondents

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
White Scottish	84.8	89.8	83.7
Other White British	14.1	10.2	14.5
White Irish	-	-	0.2
Other White	-	-	1.1
Indian	-	-	-
Pakistani	1.1	-	-
Bangladeshi	-	-	-
Other South Asian	-	-	-
Chinese	-	-	-
Caribbean	-	-	-
African	-	-	-
Black Scottish	-	-	0.1
Other Black	-	-	-
Any Mixed Background	-	-	-
Other Ethnic Group	-	-	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

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
1 year or less	1.2	1.8	1.5
Over 1 year but less than 2 years	6.0	2.8	1.9
2 or more years but less than 5 years	12.7	6.6	13.9
5 years or more	80.1	88.7	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. 98.2% of respondents in the Western Isles 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 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
A very safe area	78.0	74.5	55.8
A fairly safe area	20.9	23.7	40.3
Rather unsafe area	-	0.9	3.1
A very unsafe area	1.2	-	0.5
No opinion	-	1.0	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. 11.4% of respondents felt that their area was *now less safe* than it was a year ago, whereas less than 1% thought it was *more safe*. 84.9% of respondents thought it was about the same.

Table 3.2 Area Within 15 Minutes of Home

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Now more safe	3.1	0.9	2.2
Now less safe	5.8	11.4	15.0
About the same	89.9	84.9	81.2
Did not live here a year ago	1.2	-	0.9
No opinion	-	2.8	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 Western Isles Area Command %			2005 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	30.1	45.6	75.7	70.9
Dog excrement	14.6	33.6	48.2	56.2
Dangerous driving	12.7	35.3	48.0	54.4
Rubbish or litter lying around	11.4	36.3	47.7	52.4
Drink/drugs driving	10.4	35.5	45.9	41.8
Alcohol mis-use	12.5	30.7	43.2	43.1
Stray dogs roaming the streets	6.6	20.3	26.9	23.5
Bullying of young people, in or out of school	4.8	21.1	25.9	32.4
Young people and alcohol	9.5	16.2	25.7	47.1
Anti-social neighbours	2.9	19.5	22.4	23.4
Rowdy or drunken behaviour	5.8	16.2	22.0	37.9
Vandalism, graffiti and deliberate damage	4.7	16.3	21.0	41.7
People using drugs	5.8	15.1	20.9	36.0
People dealing in drugs	3.8	10.5	14.3	30.0
Noisy neighbours	4.8	7.6	12.4	20.4
Things being stolen from cars	1.0	10.5	11.5	19.4
Domestic abuse	1.9	9.4	11.3	12.3
Cars being stolen	1.0	9.7	10.7	15.8
Young people on the street	0.9	9.7	10.6	39.6
Solvent abuse/glue sniffing	2.9	5.7	8.6	17.0
Break-ins to houses	1.0	6.0	7.0	30.9
Discrimination and abuse	1.9	4.9	6.8	15.3
Noise from local pubs or clubs	0.9	0.9	1.8	9.6

Base: All respondents

Driving at excessive speed was the main issue mentioned as being either a major or minor concern by three quarters of respondents.

The ranking of concerns in the Western Isles was similar to that in the Force area as a whole, although a number of issues were rated less highly in absolute terms in the Western Isles, for example *break-ins to houses* and *young people on the street*. The pattern of responses in 2005 was similar to the 2003 survey results.

Among the issues presented to respondents that were of least concern were *noise from pubs or clubs* and *discrimination and abuse*.

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). Young people and alcohol and young people on the street were considered primarily the responsibility of parents, and to a lesser extent the police.

Notable exceptions to police responsibility were:

- Litter (over three quarters of respondents thought the Council should be responsible)
- Dog excrement and stray dogs (respondents mainly thought the Council should be responsible and several respondents suggested dog owners themselves should take more responsibility)
- Bullying (respondents felt this issue should be dealt with predominantly by teachers and parents).

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

- Dangerous driving and speeding
- Drink/drugs driving
- Discrimination and abuse
- People dealing in drugs

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

- Alcohol mis-use (several respondents also pointed to the need for the individuals concerned to take more responsibility)
- People using drugs
- Solvent abuse/glue sniffing

Table 3.4 Who Should Deal with Local Concerns	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service
	%	%	%	%	%	%	%	%
Anti-social neighbours	5.0	-	60.6	37.3	7.9	10.0	-	10.0
Noisy neighbours	7.1	-	64.0	35.9	4.1	10.2	-	7.1
Young people on the street	2.0	-	45.6	7.3	53.3	10.4	1.1	-
Young people and alcohol	3.1	9.3	48.5	3.0	66.0	5.2	9.3	3.1
Rowdy or drunken behaviour	1.0	1.0	92.0	2.0	10.0	2.0	-	6.1
Rubbish or litter lying around	17.4	3.0	7.0	77.5	8.1	18.4	6.1	3.0
Vandalism, graffiti and deliberate damage	3.0	1.0	75.5	22.5	13.3	15.3	3.1	5.0
Stray dogs roaming the streets	8.4	2.0	25.6	50.4	2.1	33.0	-	-
People using drugs	4.1	23.0	86.5	5.2	12.5	5.2	5.2	8.4
People dealing in drugs	2.0	4.0	97.0	1.0	3.1	2.0	2.0	11.0
Noise from local pubs or clubs	1.0	-	78.5	27.7	-	7.1	-	5.0
Break-ins to houses	1.0	-	98.9	-	2.0	3.1	-	9.1
Cars being stolen	3.0	-	98.9	-	2.0	2.1	-	10.1
Things being stolen from cars	5.1	-	96.8	-	2.0	3.2	-	9.1
Dangerous driving	4.1	1.0	97.9	-	1.9	3.1	-	11.0
Driving at excessive speed	4.1	-	96.9	4.1	1.9	2.1	-	11.1
Discrimination and abuse	10.0	2.3	83.3	5.5	7.9	7.9	8.0	11.0
Domestic abuse	6.3	11.5	87.5	4.2	4.2	2.0	2.2	7.3
Bullying of young people, in or out of school	5.1	3.1	23.5	11.2	48.9	3.0	69.5	1.0
Solvent abuse/glue sniffing	6.4	19.1	70.2	4.3	35.2	6.4	14.9	3.2
Drink/drugs driving	3.0	8.2	95.9	1.1	3.0	4.2	2.0	11.1
Dog excrement	10.5	5.0	11.2	68.0	3.2	29.1	2.0	1.1
Alcohol mis-use	9.5	48.9	49.0	10.7	16.0	5.3	4.2	6.4

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 Western Isles Area Command %			2005 Force Area %
	Top Priority	Medium Priority	Total	Total
Improving roads and transport links	61.6	33.5	95.1	86.0
Reducing unemployment	70.4	24.6	95.0	85.7
Increasing availability of affordable housing	57.6	32.4	90.0	85.8
Reducing boredom, lack of things for young people to do	60.5	29.4	89.9	83.9
Improving road safety	61.9	26.8	88.7	87.0
Reducing drug/alcohol/solvent mis-use	61.7	25.2	86.9	88.5
Increasing business investment	50.5	36.2	86.7	69.7
Improving safety of children	62.4	24.2	86.6	86.6
Reducing drug dealing	59.6	23.1	82.7	87.9
Improving access to local health services	47.7	34.5	82.2	85.4
Reducing crime	58.1	22.4	80.5	87.3
Reducing youth crime	49.5	30.0	79.5	87.1
Reducing anti-social behaviour	48.5	30.1	78.6	85.2
Increasing availability of sport and leisure facilities	26.0	49.2	75.2	71.3
Recognising diversity	30.1	43.7	73.8	62.9
Improving quality of housing	36.6	36.9	73.5	76.5
Reducing violent crime	50.5	22.7	73.2	82.5
Increasing rural development	38.6	34.2	72.8	55.6
Reducing discrimination and abuse	37.6	34.4	72.0	68.3
Improving access to technology, e.g. Broadband	25.4	40.4	65.8	51.9
Improving public transport	19.1	25.7	44.8	62.9
Improving access to arts and culture	5.3	33.9	39.2	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 *improving public transport* 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 Western Isles Area Command level, 14.2% of respondents had seen their local Community Plan (unchanged from 2003), compared with a Force average of 17.5%.

Fear of Crime

- 3.7** In the Western Isles, only 28% of respondents (29% 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. *Being attacked by someone under the influence of alcohol* and *vandalism or deliberate damage to your home, property or car* were the main sources of worry over crime in the Western Isles.

Table 3.6 Types of Crime	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Being attacked by someone under the influence of alcohol	n/a	73.3	62.6
Vandalism or deliberate damage to your home, property or car	84.6	70.1	82.1
Having your car stolen or broken into	69.8	63.5	63.5
Having your home broken into	61.4	61.6	81.3
Being attacked, assaulted or robbed in the street	42.4	60.2	63.2
Being attacked, assaulted or robbed in your own home	30.3	42.3	48.9
Being insulted or threatened	24.6	38.1	52.6
Being the victim of an attempted rape, rape or other serious sexual offence	19.1	23.0	29.4
Being a victim of domestic abuse	-	3.7	4.1
Becoming the victim of a crime because of my race	n/a	3.7	4.9
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	3.7	5.9
Becoming the victim of a crime because of my sexual orientation	n/a	-	4.6

Base: Area Command: 35 / 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 Western Isles Area Command %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	1.0	11.3	2.2	15.0
Religion or belief (including non-belief)	1.0	8.0	0.6	3.9
Learning disability	-	5.9	0.4	2.5
Mental health	-	5.8	1.1	2.9
Physical disability	-	5.0	0.9	4.7
Race or ethnic origin	1.0	1.9	0.8	3.4
Political beliefs	-	2.0	0.2	2.5
Gender	-	1.0	0.4	4.0
Sexual orientation	-	1.0	0.5	1.3

Base: All respondents

Age was the main source of worry over discrimination. Respondents in the Western Isles appeared more likely to be worried about discrimination due to *religion or belief (including non-belief)* compared with the Force area average. This is in line with the 2003 results. ‘Age’ was a new code added to the 2005 survey.

In addition to the responses listed above, one respondent in the Western Isles mentioned being an incomer as a source of fear of discrimination or abuse.

Victims of Crime

3.10 Reporting Crime

5% of respondents (7 people) in the Western Isles said that they had been a victim of crime in the last year (2% in 2003), 80% (4 people) of whom reported it to the police (100% 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).

The only reason given for not reporting a crime to the police was: “Even though I and my wife and daughter were threatened by a crofter, as was the family dog, we felt that the police had more important things to tackle”.

3.11 Criminal Proceedings

None of the reports to the police in the Western Isles were known to have resulted in criminal proceedings (compared with 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.

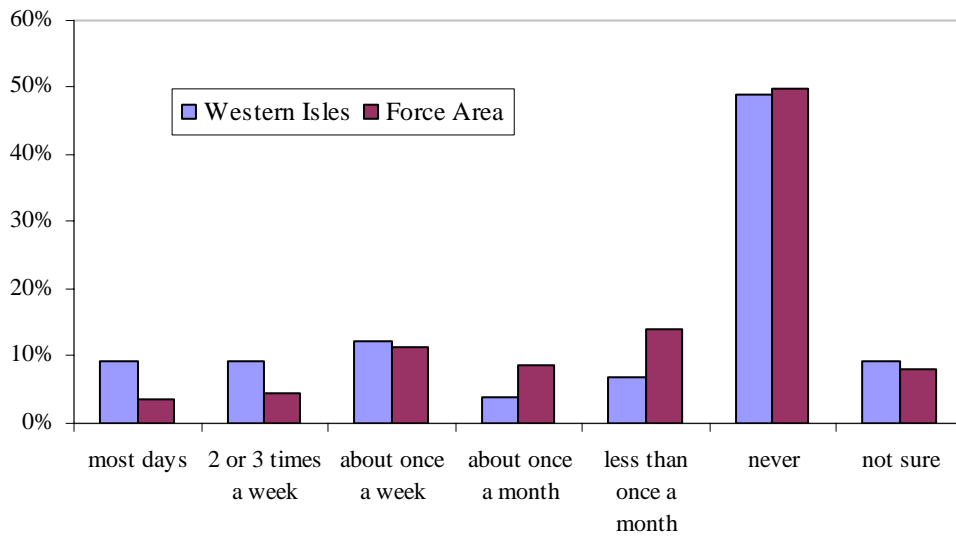
Satisfaction with Progress in Criminal Proceedings

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. Again, analysis at the area level is untenable.

Police Patrols

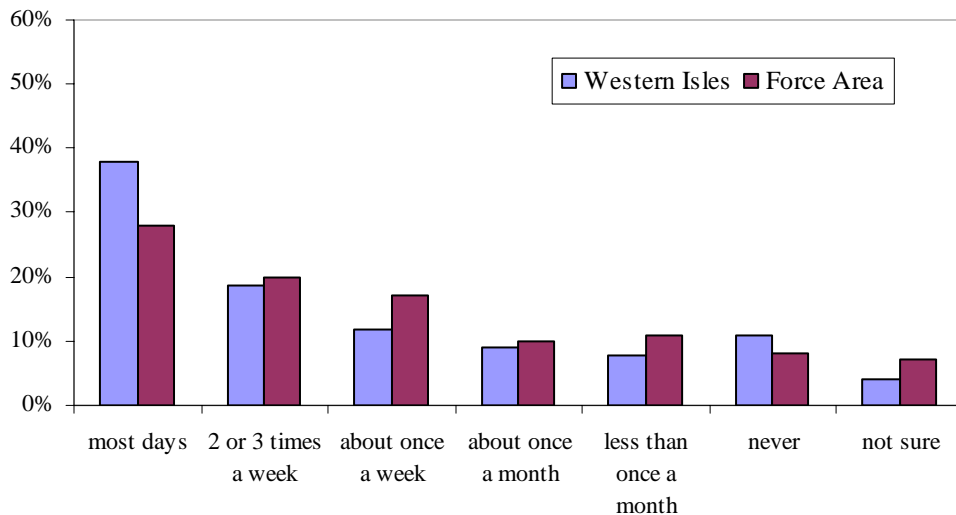
- 3.13** Compared with the Force area as a whole, a slightly higher proportion of respondents in the Western Isles mentioned seeing foot patrols on most days or two or three times a week (a similar pattern was observed in 2003).

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot



- 3.14** Around two thirds of respondents in the Western Isles reported seeing police officers patrolling in motor vehicles at least once a week.

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

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Too much	0.9	-	0.7
About right	46.3	45.5	32.9
Too little	38.2	37.6	53.0
No opinion	14.6	16.9	13.4

Base: All respondents

Respondents in the Western Isles were more likely to feel that the level of police patrolling is about right (45.5%) compared with the Force area as a whole (32.9%). This corresponds with the 2003 findings. No respondents in the Western Isles thought that 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

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Town Centre / High Street	40.6	33.6	31.0
Villages	9.8	15.4	10.9
Street presence / foot patrols (all areas)	38.8	15.3	30.1
Outside schools	4.9	4.7	2.5
Areas of traffic danger	1.7	4.7	4.0
Pubs / night clubs	4.9	4.5	9.3
Residential areas	18.5	2.2	14.9
Known trouble spots	6.1	2.2	7.5
Play parks	-	-	1.5
Other	-	24.1	18.1

Base: Area Command: 60 / Force: 740

Note: Multiple responses were accepted

In the *town centre* was the most commonly mentioned place respondents in the Western Isles wanted to see more officers on patrol. One respondent noted: “police in Stornoway appear to have the right balance – non-intrusive but react very quickly”.

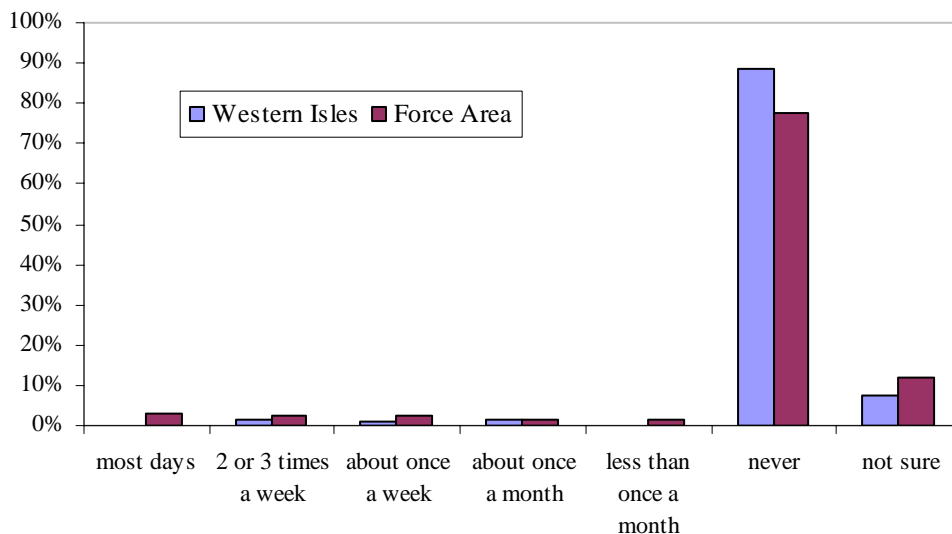
Responses from the Western Isles sample listed as “other” in Table 3.10 included:

- Rural areas (2 mentions)
- Community functions / events (2 mentions)
- Happy with current service (2 mentions)
- Everywhere / most places (1 mention)
- Public transport terminals (1 mention)
- Not needed (1 mention)
- Hospitals (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



Respondents in the Western Isles overwhelmingly reported that they never see Community Wardens patrolling on foot.

A very similar profile was reported for Community Wardens patrolling in vehicles. 89% of respondents had never seen Community Wardens patrolling in vehicles in the Western Isles (84% in the Force area) and a further 9% 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

	2005 Western Isles Area Command %	2005 Force Area %
Too much	-	0.3
About right	2.6	7.3
Too little	28.1	32.3
No opinion	69.3	60.1

Base: All respondents

The majority of respondents in the Western Isles had no opinion about the level of Community Warden patrolling, 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

	2005 Western Isles Area Command %	2005 Force Area %
Villages	14.8	8.5
Street presence / foot patrols (all areas)	8.8	15.1
Residential areas	8.6	17.1
Town Centre / High Street	6.0	11.6
Pubs / night clubs	2.9	3.3
Known trouble spots	-	6.2
Outside schools	-	3.4
Areas of traffic danger	-	0.6
Play parks	-	2.7
Other	61.8	49.7

Base: Area Command: 45 / Force: 556

Note: Multiple responses were accepted

Villages, residential areas and on the street were the most commonly mentioned places respondents from the Western Isles wanted to see more Community Wardens on patrol.

Responses listed as “other” in Table 3.12 included:

- Not aware of Community Wardens in area (16 mentions)
- Don't agree / no point / prefer to see police (4 mentions)
- Not needed (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 *laws banning drinking alcohol in public places* and *TV/media campaigns* such as drug awareness. The pattern was similar at the Force area level.

Table 3.13 Awareness of Security and Safety Initiatives

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	49.0	52.9	41.3
TV/media campaigns, e.g. drug awareness	32.1	34.4	35.3
Closed circuit television (CCTV)	38.2	28.6	27.3
Young person ID scheme	n/a	21.4	13.4
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	13.2	17.2	14.3
Anti-social Behaviour Orders	7.9	12.9	15.7
Community Safety Partnership	n/a	7.0	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 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	51.2	52.4	56.2
Closed circuit television (CCTV)	44.2	46.8	50.0
TV/media campaigns, e.g. drug awareness	37.6	41.1	44.7
Young person ID scheme	n/a	35.9	33.8
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	29.2	30.6	41.5
Anti-social Behaviour Orders	34.4	30.2	42.8
Community Safety Partnership	n/a	26.7	29.8

Base: All respondents

* Pub Watch was added in 2005

Laws banning drinking alcohol in public places and closed circuit television (CCTV) were regarded to be the measures which have the greatest effect on improving community safety. The ranking was similar in the Western Isles compared with the Force area as a whole.

3.21 Crimestoppers

60% of respondents in the Western Isles stated that they were aware of the Crimestoppers facility (a rise from 47% in 2003), compared with 62% in the whole Force area. In the Western Isles sample, none of the respondents had actually used the facility (unchanged from 2003), compared with 3% in the Force area.

3.22 Confidential Lines

50% of respondents in the Western Isles stated that they were aware of the Northern Constabulary confidential lines (a rise from 32% in 2003) compared with 49% across the Force area.

2% of respondents in the Western Isles had actually used the Northern Constabulary confidential lines (unchanged from 2003), compared with 4% across the 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	E-mail/ internet	Mobile phone text, picture imaging
	%	%	%	%	%	%	%
To report a serious crime, e.g. house break-in	40.7	58.4	-	0.9	0.9	-	0.9
To report a minor crime, e.g. vandalism	8.8	81.6	-	5.7	3.9	1.0	0.9
To report information about something suspicious	12.7	64.2	8.7	12.6	3.8	-	1.9
To report a nuisance/disturbance	10.7	78.7	3.9	3.9	2.9	-	1.9
To report a road traffic accident/incident	57.1	41.0	0.9	1.0	0.9	-	2.8
To report other information	4.0	68.3	9.9	12.8	4.0	1.0	2.9
To ask for advice or information	1.9	58.8	3.9	28.7	6.6	1.9	0.9
Firearm / shotgun enquiry	4.0	55.6	2.9	32.6	2.0	4.0	1.0
Lost/found property	1.9	52.2	-	44.0	1.9	-	0.9
Missing person	10.6	61.5	3.9	23.0	0.9	-	0.9

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* and, if so, would most likely do so to ask for advice or information.

Information about the Work of the Police and Partner Agencies

3.24 Type of Information Sought

36% of respondents in the Western Isles stated that they would like to receive more information about the work of local police and their partner agencies (40% 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. Respondents most commonly wanted more information on *general police work* in their area.

Table 3.16 Type of Information Sought by Respondents

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
General police work in your area	83.1	81.4	79.1
What is being done to improve road safety	69.8	74.0	63.4
What is being done to reduce and prevent crime	67.3	73.8	75.0
What is being done to make your community safer	60.2	68.7	74.4
How you can help the police, e.g. Neighbourhood Watch, appeals	48.8	47.4	51.3
More information about police officers' jobs/how they spend their day	64.9	41.9	46.9
Police achievements/successes	46.3	41.1	47.0
How we are spending on policing in your area	51.5	39.1	48.9
Diversity	n/a	23.1	20.1

Base: Area Command: 51 / 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 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Local newspapers	56.2	66.1	62.0
Local radio	35.8	53.3	32.2
Talking to friends and relatives	26.7	33.1	26.9
Television	16.0	21.3	21.6
Don't get any information	25.2	18.5	22.6
Talking to police officers	11.8	6.8	9.5
Community meetings	6.7	6.8	8.4
Personal experience	8.4	6.7	9.7
Literature from the police	2.8	3.9	4.6
Internet	-	0.9	1.1
Public meetings held by the police	2.0	0.9	1.5

Base: All respondents

Note: Multiple responses were accepted

Responses in the Western Isles followed a similar pattern compared with the Force area and the 2003 findings. *Local newspapers* were the main source of information. The next most important source of information was *local radio* which was relatively more important in the Western Isles than in the Force area as a whole.

Other responses included:

- Gossip (1 mention)

3.26 Awareness of Community Safety Campaigns and Initiatives

2% of respondents in the Western Isles reported that they were aware of a community safety campaign during the previous six months (6% in the Force area). These respondents were asked what the campaign was about. Only one respondent gave details of the campaign in the Western Isles. The responses for the Force area are also shown below in Table 3.18. The question was not asked in 2003.

Table 3.18 Awareness of Community Safety Campaigns and Initiatives

	2005 Western Isles Area Command (no. responses)	2005 Force Area (no. responses)
House numbering campaign	1	1
Speeding	-	28
Drink driving	-	13
Drugs awareness	-	8
Road Safety	-	8
Reduced speed limits at schools	-	5
Safe Highlander	-	5
Seat belts	-	5
Car safety (tyres etc)	-	3
Domestic abuse	-	3
Alcohol misuse	-	3
Dogs Against Drugs	-	2
Reducing crime in community	-	2
Set up Neighbourhood Watch	-	1
Other	-	11

Base: Area Command: 1 / Force: 98

Note: Multiple responses were accepted

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

Table 3.19 How Respondents Were Made Aware of the Campaign

	2005 Western Isles Area Command %	2005 Force Area %
Local newspaper	100.0	58.3
Local radio	-	36.3
Leaflet or newsletter	-	19.5
Talking to friends/relatives	-	12.5
Talking to police officer	-	10.8
Local TV	-	13.4
Internet	-	-
Other	-	13.6

Base: Area Command: 1 / Force: 81

Note: Multiple responses were accepted

Local newspapers were the main source of campaign information for the Western Isles respondent.

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

	2005 Western Isles Area Command %	2005 Force Area %
Yes, definitely	28.0	29.2
Probably	18.3	18.5
Sometimes	27.0	21.4
Not significantly	16.2	16.2
Definitely not	4.8	8.6
Don't know	5.8	6.1

Base: All respondents

Responses in the Western Isles followed a similar pattern compared with the Force area, with 46.3% of 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 Western Isles 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

	2005 Western Isles Area Command %	2005 Force Area %
Yes, definitely	13.3	14.6
Probably	20.0	18.1
Sometimes	21.3	22.7
Not significantly	27.0	24.3
Definitely not	10.6	13.7
Don't know	7.8	6.7

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. The pattern of responses from the Western Isles sample was similar to the Force area as a whole.

Table 3.22 Media Influence on Feelings of Safety

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Yes, definitely	9.5	14.6	16.1
Probably	10.0	11.5	15.2
Sometimes	15.8	21.4	23.5
Not significantly	34.1	29.2	24.8
Definitely not	27.9	18.6	16.9
Don't know	2.7	4.8	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. The results are shown below in Table 3.23.

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

	2003 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Yes, any crime	3.3	1.9	4.5
Yes, minor crime	2.1	1.9	5.4
No, don't have access to the internet	38.2	19.8	30.0
No, would prefer to speak to police	51.4	69.5	56.3
Don't know/No opinion	4.9	7.0	3.9

Base: All respondents

3.32 13% of respondents in the Western Isles 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 25% of respondents in the Western Isles said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (36% in 2003), compared with 29% of respondents in the Force area as a whole.

3.34 Community Safety Issues

90% of respondents in the Western Isles 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.

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 Western Isles Area Command %	2005 Western Isles Area Command %	2005 Force Area %
Post office	37.7	51.7	53.1
Council office / service point	30.7	46.0	50.7
Library	38.7	40.9	42.4
Doctors' surgeries	n/a	34.3	42.5
Internet	n/a	30.0	40.0
Supermarket	27.9	29.0	40.5
Bank	22.6	25.3	27.9
Courts	n/a	8.5	12.2

Base: All respondents

Respondents in the Western Isles were most likely to want to access information about police and partner agency services at *post offices*, *council offices / service points* and *libraries*. Among the options given, *courts* were the least likely to be used to access information.

One other respondent suggested “a report to the local community by its own police station quarterly or when possible”.

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

	2005 Western Isles Area Command %	2005 Force Area %
Foot patrols / officers on the beat	38.7	44.4
Community involvement / community policing	22.1	13.3
Satisfied with existing police service	18.4	12.1
Higher profile / higher visibility	16.3	26.0
More accessible / approachable / friendly	10.2	11.5
Do more with young people / schools	6.3	5.9
Tougher stance on dangerous drivers	3.0	3.0
Higher profile in villages	3.0	2.2
Recruit more officers	2.1	5.9
More information / communication (including newsletters)	2.0	7.3
Improve manner in dealing with public, victims etc	1.5	2.5
Tougher stance generally	1.5	2.7

Base: Area Command: 66 / Force: 847
Note: Multiple responses were accepted

A clear priority for respondents in the Western Isles was more *foot patrols / officers on the beat*, with 39% of respondents stating this as a preference (42% in 2003).

General comments included: “foster community confidence in the Force and stop the reluctance to report crime”, and “have greater involvement in community activities, particularly youth organisations”. A further suggestion was to “re-establish all local police stations/houses in rural villages”.

Other suggestions included more Special Constables and more education on drink, drugs and safer driving (both single mentions).

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

	2005 Western Isles Area Command %	2005 Force Area %
Road safety / speeding	44.2	30.7
Drugs (general / unspecified)	38.5	30.0
Crime prevention / law and order / public safety	35.9	46.1
Drink driving	23.6	12.0
Drink related crime / behaviour	23.6	14.1
Integrate with youth groups / schools	16.4	7.7
Drug dealing	14.6	14.4
Violence / assault	14.6	14.1
Youth behaviour on streets	14.5	11.4
Anti-social behaviour	12.7	10.0
Crime detection (incl. prosecution)	12.4	15.4
Theft / property crime / vandalism	10.9	17.4
Drug related crime / behaviour	3.5	5.1

Base: Area Command: 74 / Force: 959

Note: Multiple responses were accepted

Drugs, drug dealing and drug-related crime / behaviour together were mentioned by 56.6% of respondents from the Western Isles (46.2% in 2003). One respondent commented: “take more action to identify drug dealers and pushers”.

Road safety / speeding and crime prevention / maintenance of law and order / public safety were suggested should be the other key priorities for Northern Constabulary in the Western Isles.

Comments included: “help the policeman keep in touch with the local population”, and “the police should be seen as a valued and essential part of life in the Highlands and Islands”.

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

	2005 Western Isles Area Command %	2005 Force Area %
Litter	24.9	12.7
Parenting	16.8	8.7
Excessive administration	12.5	19.6
Minor motoring / parking offences	12.5	17.8
Dog fouling	12.5	10.0
Anti-social neighbours	12.5	10.0
Nothing	12.5	3.3
Stray animals / lost pets	8.1	8.6
Court duties / transfers	6.3	1.8
Council issues	6.3	1.2
Minor domestic disputes	4.4	11.5

Base: Area Command: 32 / Force: 489
Note: Multiple responses were accepted

Respondents in the Western Isles felt that *litter* followed by *parenting* were the main issues with which the police should not be dealing.

One respondent commented: “parents and teachers should take more responsibility with children’s upbringing, then police involvement in later years would be less necessary”.

A further comment was: “I feel it’s important that the police are involved in all aspects of public life in varying degrees”.

Other issues mentioned by respondents in the Western Isles included:

- Crowd control (1 mention)
- Lost / found property (1 mention)
- Rehabilitation of offenders (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 Western Isles Area Command %	2005 Force Area %
Support community activities / groups	28.2	21.8
Nothing	23.9	20.8
Neighbourhood Watch	19.4	9.5
Neighbourliness / be friendly	18.7	20.0
Engender law-abiding behaviour	9.9	6.9
Be law-abiding	9.5	5.0
Collect litter	4.9	2.8
Report crime or suspicious behaviour	-	21.2

Base: Area Command: 28 / 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 to *support community activities / groups*.

The other main responses were to participate in *Neighbourhood Watch* and to be *neighbourly* or *friendly* in their local community.

Comments included: “be a law abiding citizen and instill community values by example”, and a suggestion to “partake in discussion”.

24% of responses were from people who said that they could do *nothing*. Age or disability were the most common reasons for this response, although some respondents also thought the quality of life in their community could not be improved.

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