

Northern Constabulary
2007 Excellence in Community Policing
Orkney Area Command Report
8 January 2008

Contents

Chapter One

Survey Methodology	2
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Chapter Two

Sample Profile	3
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Chapter Three

Views on the Local Area	6
Community Planning	11
Fear of Crime	13
Victims of Crime	16
Police Patrols	18
Community Warden Patrols	20
Community Safety	22
Contacting the Police	24
Information about the Work of the Police and Partner Agencies	26
The Role of the Police	33
The Role of the Individual	35

Chapter One

Survey Methodology

1.1 Introduction

The 2007 Excellence in Community Policing survey was developed by Northern Constabulary jointly with The Highland Council, NHS Highland, Comhairle nan Eilean Siar, the Scottish Court Service and the Procurator Fiscal Service. In addition to this report, individual reports were produced at each of the seven other Area Command levels, a summary report for the Force area, and one further report which analyses the results across Northern Constabulary's three Divisions.

The 2007 survey was conducted by Snedden Economics Ltd. Previous large-scale community surveys were conducted in 1994, 1999, 2001, 2003 and 2005. Readers wishing to make comparisons in survey results over time are advised to refer to the Force report. The Area Command reports are based on much lower sample sizes and consequently the statistical validity of the area results is lower. The survey data were weighted by geographic area and gender. All results in this report are based on weighted data, unless otherwise indicated.

1.2 Survey Sample and Response

The survey questionnaire was issued by post in October 2007 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. 1,514 responses were analysed (33.7% 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	16.5
Caithness & Sutherland	690	15.3	16.9
Inverness	690	15.3	13.9
Lochaber	690	15.3	14.9
Orkney Islands	350	7.8	7.7
Ross, Cromarty & Skye	690	15.3	15.8
Shetland Islands	350	7.8	7.4
Western Isles	350	7.8	6.9
Total	4,500	100	100

Chapter Two

Sample Profile

2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 350 of which were at the Orkney Islands Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 117 from Orkney (33% of those issued in the Orkney 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

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
A city	4.6	14.0	9.4
A large town	3.8	9.6	7.2
A small town	27.1	24.6	26.3
A large village	3.4	3.5	13.8
A small village	17.9	11.4	27.2
An isolated rural area	43.1	36.8	16.1

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

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Male	40.4	41.9	41.0
Female	59.6	58.1	59.0

Base: All respondents (unweighted)

2.4 Household Size

The mean household size for the respondents at the Orkney Islands Area Command level was 2.73 (2.26 in 2005) compared with 2.34 for the Force area as a whole.

2.5 Age

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

Table 2.3 Age of Respondents

	2007 Orkney Islands Area Command %	2007 Force Area %
Under 18	-	-
18-24	2.6	1.3
25-34	6.9	5.7
35-44	26.7	17.0
45-54	23.3	20.5
55-64	16.4	23.3
65-74	15.5	17.2
75+	8.6	15.0

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

2.6 Language

English was the first language of all but two of the respondents from the Orkney Islands Area Command. The other languages mentioned were Czech and Orcadian.

2.7 Ethnic Origin

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

Table 2.4 Ethnic Origin of Respondents

	2007 Orkney Islands Area Command %	2007 Force Area %
White Scottish	75.5	80.2
Other White British	21.8	17.0
White Irish	-	0.6
Other White	0.9	1.4
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	-
African	-	0.1
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	-	0.1
Other Ethnic Group	1.8	0.5

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 2.5 Length of Time in Present Home

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
1 year or less	-	4.2	2.5
Over 1 year but less than 2 years	5.7	1.8	3.7
2 or more years but less than 5 years	11.5	19.8	15.0
5 years or more	82.8	74.2	78.8

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 Orkney Islands Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 95% at the Force area. A significantly higher percentage of respondents in Orkney regarded their area as *very safe* (76%) compared with the Force area as a whole (51%).

Table 3.1 Area Within 15 Minutes of Home

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
A very safe area	82.1	76.0	50.5
A fairly safe area	16.0	22.5	44.2
Rather unsafe area	1.1	-	3.8
A very unsafe area	-	1.5	1.0
No opinion	0.8	-	0.4

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

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. 10% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 1% thought it was *more safe*. 85% of respondents thought it was about the same. These results are in line with the Force area as a whole.

Table 3.2 Area Within 15 Minutes of Home

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Now more safe	-	1.0	2.6
Now less safe	7.3	9.6	13.6
About the same	92.7	85.4	81.7
Did not live here a year ago	-	0.7	0.9
No opinion	-	3.2	1.3

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

3.3 Community Care Services

An additional question was added to the 2007 survey: “If you, or a member of your household, receive community care services, how do you feel now compared to a year ago?” The results are provided in Table 3.3 below.

Table 3.3 If Receiving Community Care Services

	2007 Orkney Islands Area Command %	2007 Force Area %
Safe, the same as a year ago	6.2	9.9
Now more safe	1.4	1.3
Now less safe	1.4	1.9
Did not receive community care services a year ago	47.9	47.1
No opinion	43.2	39.8

Base: Area Command: 79 / Force: 1,112

3.4 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 3.4 Concerns in the Local Area	2007 Orkney Islands Area Command %			2007 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	26.2	44.1	70.3	71.5
Dog excrement	18.3	41.2	59.5	56.8
Dangerous driving	15.2	42.5	57.7	58.0
Drink/drugs driving	16.2	37.7	53.9	41.6
Young people and alcohol	17.2	31.3	48.5	46.7
Alcohol mis-use	15.6	29.5	45.1	43.3
Rubbish or litter lying around	5.3	35.1	40.4	51.6
Rowdy or drunken behaviour	9.7	26.7	36.4	40.0
Bullying of young people, in or out of school	6.6	23.5	30.1	31.6
Vandalism, graffiti and deliberate damage	7.1	22.9	30.0	40.2
Young people on the street	2.3	25.3	27.6	38.0
People using drugs	8.4	15.7	24.1	34.1
People dealing in drugs	9.8	12.1	21.9	31.1
Discrimination and abuse	2.6	16.0	18.6	14.6
Anti-social neighbours	2.8	12.3	15.1	22.1
Domestic abuse	5.4	9.3	14.7	11.6
Stray dogs roaming the streets	1.8	10.9	12.7	23.7
Noisy neighbours	1.8	9.6	11.4	19.6
Cars being stolen	2.8	8.4	11.2	16.1
Things being stolen from cars	2.1	8.8	10.9	18.4
Solvent abuse/glue sniffing	2.3	8.3	10.6	15.4
Break-ins to houses	2.1	8.3	10.4	27.6
Noise from local pubs or clubs	0.8	6.4	7.2	9.5

Base: All respondents

Driving at excessive speed was the main issue mentioned as being either a major or minor concern by 70% of Orkney Islands respondents and 72% of respondents in the Force area as a whole.

Among the issues mentioned, *noise from pubs or clubs* and *break-ins to houses* were of least concern to respondents in the Orkney Islands.

A wide range of issues were less of a concern in Orkney than in the Force area as a whole, including property-related crimes – *break-ins to houses* significantly so. There were no instances where issues were of a significantly higher concern in Orkney than in the Force area as a whole.

3.5 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 3.4. The responses are provided in Table 3.5 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, which was also the case in the Force area. There were no significant differences between Orkney and the Force area in terms of the perceived role of the police in the range of issues provided.

Rubbish and litter and *dog excrement* were considered to be the prime responsibility of the Council, while *stray dogs* were thought to be primarily the responsibility of Community Wardens in Orkney. *Young people on the street* and *young people and alcohol* were felt to be jointly the responsibility of parents and the police. *Bullying* was felt to be the responsibility of teachers and parents.

The option of Courts was added to the 2007 survey. *Drug and drink related offences*, *cars being stolen*, *driving offences*, *things being stolen from cars* and *break-ins to houses* were among the wide range of issues for which respondents felt the courts should be partially responsible.

The concerns most likely to relate to the Health Service were *alcohol misuse*, and *drugs* and *solvent abuse*.

The concerns most likely to relate to the Procurator Fiscal Service were *people dealing in drugs*, *drink/drugs driving* and other driving offences, *cars being stolen*, *domestic abuse*, *things being stolen from cars* and *break-ins to houses*.

Northern Constabulary Excellence in Community Policing
Orkney Islands Area Command Report 2007

Table 3.5 Who Should Deal with Local Concerns (2007)	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service	Courts
	%	%	%	%	%	%	%	%	%
Anti-social neighbours	22.0	0.8	82.0	50.5	9.7	27.3	-	17.2	31.8
Noisy neighbours	23.5	1.2	72.5	49.4	8.2	31.1	-	13.5	22.4
Young people on the street	9.5	-	54.9	13.5	67.0	41.7	7.5	4.7	4.7
Young people and alcohol	11.7	22.8	65.8	5.5	75.5	22.7	18.0	6.1	7.6
Rowdy or drunken behaviour	4.0	3.6	93.5	2.8	26.0	24.9	1.2	19.8	32.4
Rubbish or litter lying around	27.6	1.1	9.7	80.8	23.2	41.3	5.0	3.9	6.1
Vandalism, graffiti and deliberate damage	7.2	0.8	84.0	36.5	27.6	37.6	5.7	19.1	29.6
Stray dogs roaming the streets	10.1	2.1	27.1	47.0	1.2	59.7	-	2.1	1.2
People using drugs	7.6	36.1	90.8	7.9	26.5	13.5	14.2	31.5	39.5
People dealing in drugs	6.7	6.4	95.3	3.6	10.6	7.7	5.1	39.4	50.3
Noise from local pubs or clubs	4.0	2.0	78.3	45.5	1.2	21.5	-	9.8	15.9
Break-ins to houses	7.9	1.1	98.9	2.0	3.1	10.5	-	32.3	45.5
Cars being stolen	8.2	-	100.0	0.8	4.0	8.5	1.1	38.2	49.1
Things being stolen from cars	11.0	1.1	98.9	1.1	4.0	12.8	1.1	33.8	46.3
Dangerous driving	6.8	3.0	98.9	3.0	5.2	6.0	0.8	35.8	46.7
Driving at excessive speed	7.5	1.9	98.1	8.1	5.2	8.3	0.8	32.9	44.1
Discrimination and abuse	20.5	7.2	83.6	23.0	24.2	19.6	22.8	26.5	33.2
Domestic abuse	11.4	19.2	86.7	9.7	7.4	9.7	7.9	36.0	35.3
Bullying of young people, in or out of school	21.9	6.6	32.7	22.2	67.8	19.4	79.7	11.2	10.7
Solvent abuse/glue sniffing	9.2	38.8	71.8	7.4	47.9	21.3	33.9	22.5	18.7
Drink/drugs driving	11.2	17.2	95.7	4.7	9.5	9.5	5.2	38.8	47.2
Dog excrement	23.7	4.0	17.8	61.5	6.0	59.1	2.0	6.0	9.2
Alcohol mis-use	16.4	53.5	59.6	17.4	35.7	24.3	19.3	16.8	19.2

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

Community Planning

3.6 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 3.6 Community Plan Priorities	2007 Orkney Islands Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Increasing availability of affordable housing	58.9	28.3	87.2	85.6
Improving roads and transport links	39.4	45.3	84.7	85.1
Improving road safety	38.2	43.2	81.4	86.9
Improving access to local health services	45.7	34.0	79.7	81.3
Improving safety of children	51.5	27.5	79.0	87.9
Improving quality of housing	29.4	49.0	78.4	75.3
Reducing boredom, lack of things for young people to do	39.7	37.6	77.3	83.7
Reducing drug/alcohol/solvent mis-use	53.5	21.6	75.1	87.2
Reducing anti-social behaviour	43.5	31.2	74.7	86.0
Reducing youth crime	44.4	30.2	74.6	87.0
Increasing rural development	26.2	47.9	74.1	57.5
Reducing crime	47.2	24.8	72.0	86.3
Reducing drug dealing	50.3	21.7	72.0	87.6
Increasing business investment	25.5	44.1	69.6	64.9
Improving access to technology, eg. Broadband	20.3	44.0	64.3	50.1
Reducing discrimination and abuse	35.6	28.4	64.0	66.4
Reducing unemployment	33.7	30.3	64.0	82.9
Improving public transport	28.2	33.8	62.0	66.4
Reducing violent crime	48.0	13.6	61.6	82.2
Recognising equality and diversity	21.1	36.0	57.1	64.7
Increasing availability of sport and leisure facilities	12.9	43.2	56.1	65.3
Improving access to arts and culture	6.6	24.0	30.6	34.7

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. Top priorities were *increasing the availability of affordable housing* and *improving roads and transport links*. Only *improving access to arts and culture* was mentioned by fewer than half of the respondents.

3.7 Percentage of Respondents Who Have Seen their Local Community Plan

At the Orkney Islands Area Command level, 31% of respondents had seen their local Community Plan (24% in 2005), notably higher than the Force average of 15%.

Fear of Crime

3.8 At the Orkney Islands Area Command level, 25% of respondents (26% in 2005) were *very worried* or *slightly worried* about becoming a victim of crime, which is significantly below the Force area figure of 49%.

3.9 Types of Crime

For respondents who expressed worry about becoming a victim of crime, Table 3.7 below details the particular types of crime they were worried about. *Vandalism or deliberate damage to your home, property or car* was the main source of worry over crime in the Orkney Islands. Other main sources of worry in Orkney were *having your home broken into* and *being insulted or threatened*.

In addition to the crimes listed below, identity theft/internet fraud (1 mention) and being attacked by dogs (1 mention) were other sources of worry in Orkney.

Table 3.7 Types of Crime

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Vandalism or deliberate damage to your home, property or car	91.2	79.8	81.1
Having your home broken into	71.4	59.3	75.8
Being insulted or threatened	41.7	59.2	51.0
Being attacked by someone under the influence of alcohol	37.7	54.4	68.8
Having your car stolen or broken into	62.3	54.4	59.6
Being attacked, assaulted or robbed in the street	41.0	41.2	64.0
Becoming the victim of a crime because of my race	3.6	17.6	4.3
Being attacked, assaulted or robbed in your own home	25.0	15.2	43.8
Being the victim of a crime because of my religion or belief (including non-belief)	3.7	4.7	5.0
Being a victim of domestic abuse	6.9	3.6	3.6
Being the victim of an attempted rape, rape or other serious sexual offence	16.1	-	25.3
Becoming the victim of a crime because of my sexual orientation	3.7	-	3.2

Base: Area Command: 24 / Force: 736
- denotes zero or less than 0.1%

3.10 Precautions Against Crime

Respondents were asked which of the following they did because of possible worries about crime. The percentage of respondents answering *always* or *sometimes* is shown in the table below.

People were most likely to take precautions to protect their home. In 2007 the question was only asked to a sub-sample of respondents who had earlier indicated that they were *very worried* or *slightly worried* about becoming the victim of crime. For this reason, valid comparisons with earlier years cannot be made, since in 2003 and 2005 the question was asked of all respondents. For a number of non-property related crimes, respondents in Orkney were slightly less inclined to take precautions against crime compared with the Force area as a whole.

Table 3.8 Precautions Against Crime

	2007 Orkney Islands Area Command %	2007 Force Area %
	Always / Sometimes Total	Always / Sometimes Total
Make sure your home is adequately secured	96.8	96.5
Make sure your vehicle is adequately secured	96.2	89.5
Carry a mobile phone	65.7	73.2
Avoid certain places	51.1	74.7
Avoid going out at certain times	48.1	55.9
Avoid going out when it is dark	38.9	57.6
Avoid going out alone	32.5	56.2
Mark your property in case it is stolen	32.1	49.1
Take self-defence classes	-	3.7

Base: Area Command: 24 / Force: 736

- denotes zero or less than 0.1%

Respondents mentioned avoiding a number of specific places:

- Town centre (3 mentions, 2 specified night-time)
- Harbour / shore (2 mentions)
- Pubs and clubs (1 mentions)

3.11 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 3.9 Fear of Discrimination or Abuse

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
	Very or Slightly Worried	Very or Slightly Worried	Very or Slightly Worried
Age	18.2	16.2	18.1
Race or ethnic origin	8.1	11.0	4.1
Physical disability	5.2	6.7	6.4
Religion or belief (including non-belief)	3.9	6.6	4.2
Gender	4.7	5.4	4.4
Mental health	3.0	4.6	4.8
Political beliefs	2.1	4.4	2.0
Learning disability	-	3.8	3.3
Sexual orientation	0.9	1.1	1.8

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

Respondents were most likely to be concerned about *age* discrimination. There were no statistically significant differences in responses between Orkney and the Force area as a whole.

One respondent in the Orkney Islands mentioned “being an incomer” as another potential source of discrimination.

Victims of Crime

3.12 Types of Crime

Seven respondents in the Orkney Islands sample (6% of those answering the question) said that they had been a victim of crime in the last year (six in 2005).

By comparison, 7% of respondents in the Force area as a whole said they had been a victim of crime in the last year.

The types of crime reported in Orkney were:

- Theft (2 mentions)
- Anti-social behaviour (1 mention)
- Assault (1 mention)
- Bitten by dog (1 mention)
- Vandalism (1 mention)

3.13 Reporting Crime

Six of the seven victims of crime in Orkney (86%) reported it to the police. In the Force area, 71% of victims of crime reported it to the police.

3.14 Criminal Proceedings

In 33% of cases in the Orkney Islands Area Command (2 instances), reports to the police were known to have resulted in criminal proceedings. In the Force area, 24% of cases were known to have resulted in criminal proceedings. One respondent in Orkney was *not sure* if their report had resulted in criminal proceedings.

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, 10 of whom indicated that they were either *very satisfied* or *satisfied* with the outcome of criminal proceedings. The reasons for dissatisfaction were all linked to the leniency of the outcomes. Both respondents from the Orkney Islands sample were not satisfied with the outcome.

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. One Orkney Islands respondent was satisfied and one was not satisfied.

Among the 19 respondents answering the question across the whole Force area, 12 indicated that they were satisfied. The reasons for dissatisfaction centred on insufficient feedback on the proceedings and outcome of cases (4 mentions).

In 2007, respondents were asked if they were cited for a court summary trial, how long they would expect to have to wait for the case to be dealt with. The single respondent to this question from the Orkney Islands Area Command stated that they would expect to have to wait “three months”.

3.15 Attendance at Courts

Also new to the 2007 questionnaire, respondents were asked if they had ever been required to attend the High Court, a Sheriff Court or a District Court. 28% of the Orkney Islands sample said that they had, compared with 32% of the Force sample.

The reasons for attending court are provided in the table below.

Table 3.10 Reason for Attending Court

Reason for Attending	2007 Orkney Islands Area Command %	2007 Force Area %
Juror	35.7	39.1
Witness in criminal case / supporter of witness	33.0	29.1
Civil litigant or witness in civil case / supporter	12.8	8.3
Accused in criminal case / supporter of accused	11.1	8.3
As part of a job (eg lawyer)	3.7	7.8
Attending Fines Enquiry / Means Enquiry Court / Fines Office	3.7	2.9
Victim in criminal case / supporter of victim	-	4.5
Spectator / tourist unconnected with court cases	-	0.1

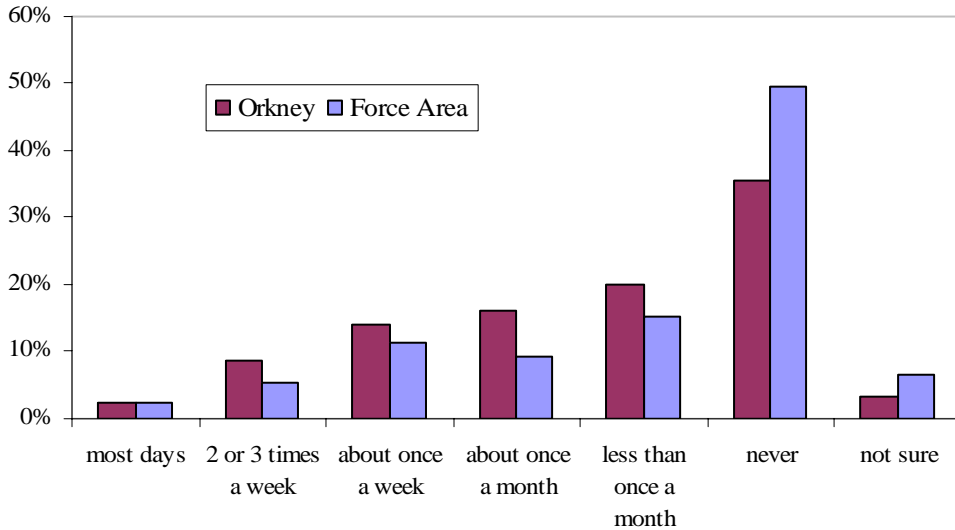
Base: Area Command: 29 / Force: 461

- denotes zero or less than 0.1%

Police Patrols

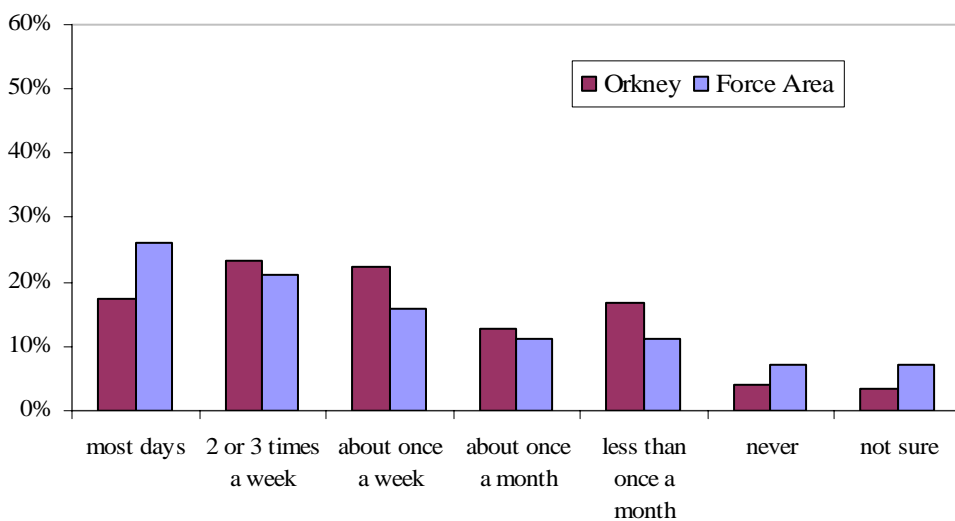
3.16 Compared with the Force area as a whole, respondents in the Orkney Islands mentioned seeing foot patrols more frequently.

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot 2007



There was no clear difference between Orkney and the Force area as a whole in terms of the frequency of seeing police officers patrolling in motor vehicles on a regular basis.

Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles 2007



3.17 Level of Police Patrols

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

Table 3.11 Level of Police Patrols

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Too much	-	1.1	0.4
About right	46.6	40.6	29.9
Too little	38.3	44.5	56.7
No opinion	15.0	13.9	13.0

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

Respondents in Orkney were apparently more likely to feel that the level of police patrols are *about right* (41%) compared with the Force area as a whole (30%), although this is not a statistically significant difference.

3.18 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 3.12 Where Respondents Would Like to See More Officers on Patrol

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Street presence / foot patrols (all areas)	26.6	43.8	32.5
Town Centre / High Street	39.2	31.7	31.3
Pubs / night clubs	17.7	18.4	7.2
Areas where young people gather	*	9.4	7.9
Residential areas	8.9	6.1	18.4
Villages	5.1	3.9	9.8
Areas of traffic danger	10.1	2.3	4.9
Outside schools	-	2.3	3.8
Play parks	-	1.6	2.2
Shops	*	1.6	
Known trouble spots	3.8	-	5.6
Other	*	4.5	4.4

Base: Area Command: 47 / Force: 749

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

* denotes not analysed in a comparable way in previous years

On the streets and in *town centres* were the most commonly mentioned places respondents in the Orkney Islands wanted to see more officers on patrol.

One respondent wanted to see the police patrolling “around the town at all hours – not just when the pub closes”.

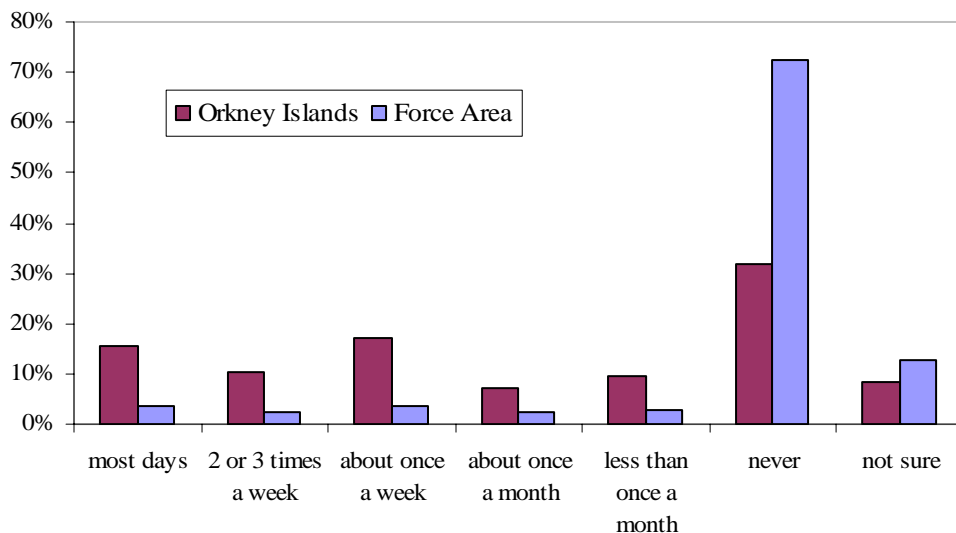
Responses from the Orkney sample listed as “other” in the table above included:

- Not needed / nowhere (2 mentions)

Community Warden Patrols

3.19 Respondents in Orkney were significantly more likely to have seen Community Wardens on patrol compared with the Force area average. 32% of Orkney respondents stated that they had *never* seen a Community Warden patrolling (72% in the Force area).

Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot 2007



54% of respondents had never seen Community Wardens patrolling in vehicles in the Orkney Islands (78% in the Force area) and a further 17% were not sure (16% in the Force area).

3.20 Level of Community Warden Patrolling

Respondents were also asked what they thought about the level of patrolling by Community Wardens. The results are shown below in Table 3.13.

Table 3.13 Level of Community Warden Patrols

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Too much	2.6	2.0	0.2
About right	27.7	29.3	6.6
Too little	26.0	32.9	33.0
No opinion	43.8	35.9	60.1

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

Respondents in the Orkney Islands were more likely to feel that there the level of Community Warden patrolling is about right (29%) compared with the Force area as a whole (7%). However, a large proportion of respondents (albeit less in Orkney) had *no opinion*, largely because they had never seen a Community Warden or were not sure what they were.

3.21 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 3.14 Where Would You Like to See More Community Wardens On Patrol

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Street presence / foot patrols (all areas)	22.6	25.7	18.9
Residential areas	13.1	18.9	21.5
Town Centre / High Street	17.9	18.9	15.1
Pubs / night clubs	11.9	7.9	3.5
Areas where young people gather	*	5.4	6.1
Villages	-	5.4	7.8
Outside schools	9.5	1.8	3.4
Play parks	2.4	1.8	3.9
Areas of traffic danger	-	-	0.3
Known trouble spots	3.6	-	5.0
Other	*	4.3	5.2

Base: Area Command: 43 / Force: 536
Note: Multiple responses were accepted
- denotes zero or less than 0.1%
* denotes not analysed in a comparable way in previous years

In addition to the responses listed above, 12% of respondents said that they were not aware of Community Wardens (26% in the Force area). A further 14% said that they disagreed with the idea of Community Wardens (7% in the Force area). One respondent commented: “Recruit more police and wardens will not be required.”

On the streets, in residential areas and in town centres were the most commonly mentioned places respondents from the Orkney Islands sample wanted to see more Community Wardens on patrol.

Responses from the Orkney sample listed as “other” in Table 3.14 included:

- Carparks (1 mention)
- Where dogs are walked (1 mention)

Community Safety

3.22 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 2007 were most likely to be aware of *closed circuit television (CCTV)* and *TV/media campaigns* such as drug awareness, and more aware of these initiatives than respondents in the Force area as a whole. Respondents in the Orkney Islands were less aware of *laws banning drinking alcohol in public places* and schemes such as *Neighbourhood Watch, Farm Watch etc* compared with the Force area as a whole.

Table 3.15 Awareness of Security and Safety Initiatives

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Closed circuit television (CCTV)	38.3	57.9	33.7
TV/media campaigns, e.g. drug awareness	36.5	40.1	34.6
Young person ID scheme	13.6	30.8	21.4
Laws banning drinking alcohol in public places	14.1	23.7	46.8
Anti-social Behaviour Orders	16.2	23.5	17.7
Community Safety Partnership	2.9	13.6	7.5
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	3.3	6.2	14.8

Base: All respondents

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

Table 3.16 Perceived Effects of Security and Safety Initiatives

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Closed circuit television (CCTV)	48.7	60.0	49.5
Laws banning drinking alcohol in public places	47.4	44.5	55.0
Young person ID scheme	26.1	38.6	38.4
TV/media campaigns, e.g. drug awareness	36.4	30.0	36.1
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	25.8	28.3	39.2
Anti-social Behaviour Orders	34.0	28.1	38.1
Community Safety Partnership	20.7	19.1	27.9

Base: All respondents

Closed circuit television (CCTV) and *laws banning drinking alcohol in public places* were regarded to be the measures which have the greatest effect on improving community safety in Orkney, which was in line with the Force area results as a whole.

3.23 Crimestoppers

59% of respondents in the Orkney Islands stated that they were aware of the Crimestoppers facility (43% in 2005), a lower figure than the whole Force area average of 66%. In the Orkney Islands sample, 2% of respondents had actually used the facility (4% in 2005), compared with 3% in the Force area.

3.24 Confidential Lines

43% of respondents in the Orkney Islands stated that they were aware of the Northern Constabulary confidential lines (39% in 2005) compared with 47% across the Force area.

1% of respondents in the Orkney Islands had actually used the Northern Constabulary confidential lines (2% in 2005), compared with 3% across the Force area as a whole.

Contacting the Police

3.25 Preferred Methods of Contact

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

Table 3.17 Preferred Methods of Contacting the Police 2007

	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	37.0	61.2	1.8	1.0	-	-	2.8
To report a minor crime, e.g. vandalism	4.8	83.6	-	11.6	-	-	-
To report information about something suspicious	4.0	81.0	6.2	8.1	2.8	-	-
To report a nuisance/disturbance	4.1	87.1	3.3	4.7	0.8	-	1.1
To report a road traffic accident/incident	53.2	40.1	-	6.0	0.8	-	1.0
To report other information	3.7	75.4	4.7	15.9	2.1	-	-
To ask for advice or information	2.6	55.2	4.4	35.7	3.6	4.7	0.8
Firearm / shotgun enquiry	3.4	52.2	3.7	40.8	-	2.1	0.8
Lost/found property	2.6	43.5	-	54.7	-	-	-
Missing person	13.1	61.0	2.3	24.7	-	-	-

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

Phoning the local police station was the preferred method of contact in all but two of the situations listed. Respondents were more likely to *phone '999'* to report a road traffic accident or incident, and more likely to *visit the local police station* to report lost or found property. In most situations respondents were more likely to *phone the local police station* (and less likely to *phone '999'*) compared with the Force area as a whole. Otherwise, the pattern of responses in Orkney was similar to the Force area.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious or to report other information, but even so, by less than 10% of respondents. 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 local police station*. Other electronic media such as *e-mail / internet, mobile phone text* and *picture imaging* were unlikely to be used to contact the police. Very few respondents would be likely to make contact with a *police officer on patrol*.

Information about the Work of the Police and Partner Agencies

3.26 Type of Information Sought

29% of respondents at the Orkney Islands Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (27% in 2005), compared with 43% in the Force area.

Respondents were then asked what type of information they would like. *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 Orkney Islands and the Force area as a whole. Respondents in Orkney were less interested in receiving information about *what is being done to make your community safer*, which is presumably related to the lower fear of crime in Orkney as noted earlier at paragraph 3.8.

Table 3.18 Type of Information Sought by Respondents

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
General police work in your area	75.8	73.3	78.6
What is being done to reduce and prevent crime	60.6	63.4	72.8
More information about police officers' jobs/how they spend their day	56.1	58.1	44.8
What is being done to improve road safety	56.1	55.5	58.1
How we are spending on policing in your area	34.8	45.5	45.5
What is being done to make your community safer	45.5	45.5	71.2
Police achievements/successes	48.5	37.7	39.9
How you can help the police, e.g. Neighbourhood Watch, appeals	45.5	36.6	46.9
Equality and diversity	12.1	17.8	14.2

Base: Area Command: 29 / Force: 611
Note: Multiple responses were accepted

In addition to the types of information listed above, one respondent mentioned information on alcohol and drug abuse in underage people and how to deal with it.

3.27 Methods of Finding Information About the Work of the Police, Procurator Fiscal, Court Service and their local Partner Agencies

Respondents were asked how they normally find out about the work of local police, Procurator Fiscal, Court Service and their local partner agencies. The question was slightly reworded in 2007.

Table 3.19 Current Methods of Finding Out About Police and Partner Agency Work

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Local newspapers	73.0	85.4	73.3
Local radio	49.6	50.2	34.3
Talking to friends and relatives	21.4	26.1	28.1
Television	21.0	14.6	32.1
Don't get any information	18.7	13.5	19.9
Personal experience	8.7	11.4	12.2
Community meetings	6.7	8.7	7.7
Internet	0.8	7.7	3.5
Literature from the police	5.6	6.7	3.9
Talking to police officers	9.9	5.1	8.7
Public meetings	-	3.3	3.3
Attending court	n/a	0.8	1.1

Base: All respondents

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

Local newspapers and *local radio* were the main sources of information in the Orkney Islands, being relatively more important than in the Force area as a whole. Orkney respondents relied less on *television*. Otherwise, Orkney responses followed a similar pattern to the Force area.

3.28 Awareness of Community Safety Campaigns and Initiatives

10% of respondents in the Orkney Islands reported that they were aware of a community safety campaign during the previous six months, compared with 7% 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 3.20.

Table 3.20 Awareness of Community Safety Campaigns and Initiatives

	2007 Orkney Islands Area Command (no. responses)	2007 Force Area (no. responses)
Drink driving	3	16
Road safety	2	11
Speeding	2	33
Under-age drinking (incl. Operation Magma / Kalibor)	2	7
Reduced speed limits at schools	1	4
Reducing crime in community	1	3
Seat belts	1	8
Alcohol misuse	-	2
Car safety (tyres etc)	-	3
Door stepping / rogue traders	-	4
Driving using mobile phone	-	3
Fire safety (in home etc)	-	4
Knives / knife surrender	-	2
Safe Highlander	-	1
Safer driving (specifically young people)	-	2
Other	-	3

Base: Area Command: 12 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

Drink driving was the most frequently cited community safety campaign that respondents in the Orkney Islands had noted in the previous six months, compared with *speeding* in the Force area as a whole.

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

Table 3.21 How Respondents Were Made Aware of the Campaign

	2007 Orkney Islands Area Command %	2007 Force Area %
Local radio	64.2	42.7
Local newspaper	53.8	57.1
Talking to police officer	28.3	14.3
Local TV	17.9	9.7
Internet	10.4	1.2
Talking to friends/relatives	7.5	8.0
Leaflet or newsletter	-	13.4
Other	-	16.6

Base: Area Command: 10 / Force: 92

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

Local radio and *local newspapers* were the main sources of campaign information in Orkney, which was also the case in the Force area as a whole.

3.28 Influence of the Media

Respondents were asked if their understanding of anti-social behaviour is influenced by the media.

Table 3.22 Media Influence on Understanding of Anti-social Behaviour

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Yes, definitely	20.9	16.3	24.1
Probably	21.3	23.3	21.6
Sometimes	19.8	20.8	20.1
Not significantly	16.6	22.4	17.8
Definitely not	9.5	8.4	9.8
Don't know	11.9	8.8	6.6

Base: All respondents

Responses in the Orkney Islands followed a similar pattern compared with the Force area, with 40% of all respondents stating that the media *definitely* or *probably* influenced their understanding of anti-social behaviour (42% in 2005) compared with 46% in the Force area as a whole, which is not a statistically significant difference.

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. Responses from the Orkney Islands sample followed a similar pattern compared with the Force area.

Table 3.23 Media Influence on Views of Anti-social Behaviour

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Yes, definitely	9.2	11.7	13.2
Probably	23.5	21.0	18.9
Sometimes	19.1	17.3	20.7
Not significantly	24.7	25.9	24.8
Definitely not	13.9	13.3	15.4
Don't know	9.6	10.7	7.0

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. There were no significant differences between respondents in the Orkney Islands compared with the Force area as a whole.

Table 3.24 Media Influence on Feelings of Safety

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Yes, definitely	11.2	14.1	15.6
Probably	16.7	12.1	15.9
Sometimes	22.3	19.2	18.7
Not significantly	21.1	32.0	27.0
Definitely not	25.1	18.2	17.1
Don't know	3.6	4.5	5.7

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 significant differences between the Orkney Islands results and the Force area results.

Table 3.25 Willingness to Use E-mail or the Internet to Report Crimes

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Yes, any crime	3.6	1.9	2.2
Yes, minor crime	10.3	9.1	6.8
No, don't have access to the internet	28.2	15.3	25.1
No, would prefer to speak to police	55.6	69.3	61.6
Don't know/No opinion	2.4	4.5	4.4

Base: All respondents

3.32 10% of respondents in the Orkney 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 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

3.33 29% of respondents in the Orkney Islands said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (28% in 2005), which is in line with 27% of respondents in the Force area as a whole.

3.34 Community Safety Issues

76% of respondents in the Orkney Islands indicated that they would like to see more information on community safety issues in their local newspaper (73% in 2005), compared with 83% of respondents in the Force area as a whole. This is not a statistically significant difference.

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

	2005 Orkney Islands Area Command %	2007 Orkney Islands Area Command %	2007 Force Area %
Council office / service point	46.1	49.9	49.9
Internet	38.0	47.1	44.0
Library	52.6	45.6	42.1
Post office	38.7	39.0	51.4
Doctors' surgeries	45.3	33.0	41.9
Supermarket	31.1	25.5	33.9
Courts	16.4	20.8	16.6
Bank	23.6	18.3	22.1

Base: All respondents

Respondents in the Orkney Islands were most likely to want to access information about police and partner agency services at *council offices / service points*, over the *internet* and at *libraries*. The popularity of *post offices* and *doctors' surgeries* was lower in Orkney than in the Force area. *Banks* and *courts* 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 2005 results.

Table 3.27 Ways to Improve Services Provided

	2007 Orkney Islands Area Command %	2007 Force Area %
Foot patrols / officers on the beat	40.7	52.4
Higher profile / higher visibility	25.0	29.9
Satisfied with existing police service	15.4	9.9
More accessible / approachable / friendly	13.1	15.8
More information / communication (including newsletters)	11.6	9.6
Do more with young people / schools	9.2	4.0
More community involvement / community policing	8.1	14.7
More power / authority to police	3.9	0.6
More Special Constables	3.9	0.4
Reduce frequency of police transfers	3.9	0.8
Improve manner in dealing with public, victims etc	3.6	2.0
Recruit more officers	3.0	4.8
Tougher stance generally	2.1	3.6

Base: Area Command: 51 / Force: 778

Note: Multiple responses were accepted

A clear priority for respondents at the Orkney Islands Area Command level was more *foot patrols / officers on the beat*, with 41% of respondents stating this as a preference, compared with 52% in the Force area. One respondent suggested “more personnel at ground level in remote rural island locations where response tends to be needs driven. Prevention and community liaison are less well represented.”

Respondents were also keen that the police should maintain a *higher profile*. One respondent suggested “keep a local police service” while another stated: “The local police station is understaffed – it seems impossible to get in touch with a police officer [as opposed to a civilian worker].”

- 3.37** Respondents were asked in an open question what should be the three main priorities for their local police and partner agencies.

Table 3.28 Main Priorities for Local Police and Partner Agencies

	2007 Orkney Islands Area Command %	2007 Force Area %
Drugs	36.9	38.8
Crime prevention / law and order / public safety	36.4	33.6
Road safety / speeding	30.9	28.0
Drink-related crime / behaviour	19.5	17.9
Under-age drinking	19.5	10.5
Theft / property crime / vandalism	15.7	13.9
Anti-social behaviour	12.9	14.7
Integrate with youth groups / schools	11.2	10.4
Drink driving	10.3	8.2
Crime detection (incl. prosecution)	8.3	7.8
Youth behaviour on streets	7.8	13.3
Less paperwork / bureaucracy	5.6	0.6
Education / advice	5.4	6.8
Community policing	4.3	10.0
Quick response to reports of crime	4.3	6.4
High standards / public confidence	4.0	2.9
Violence / assault	3.4	5.5

Base: Area Command: 53 / Force: 806

Note: Multiple responses were accepted

Drugs (including drug dealing and drug-related crime/behaviour) was mentioned by 37% of respondents in Orkney. *Crime prevention / law and order / public safety* and *road safety / speeding* were also main priorities in Orkney.

One respondent stated: “Crack down on drugs and anti-social behaviour before it gets out of hand.” Another commented: “Get the police back on foot, meeting and interacting with the mainly law-abiding public who provide information to assist in the prevention of crime.”

The Role of the Individual

3.38 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 3.29 Individual Action

	2007 Orkney Islands Area Command %	2007 Force Area %
Support community activities / groups / campaign on local issues	33.1	27.9
Report crime or suspicious behaviour	25.6	23.1
Neighbourliness / be friendly	24.7	20.3
Nothing / too old	12.8	18.6
Engender law-abiding behaviour	10.5	4.4
Recycling / environmental care	5.0	1.9
Be law-abiding	3.8	6.9
Collect litter	3.8	4.5
Better parenting	3.8	2.1
Neighbourhood Watch	-	5.5

Base: Area Command: 20 / Force: 417
Note: Multiple responses were accepted
- denotes zero or less than 0.1%

The most common way in which respondents felt they could contribute to the quality of life in their community was by *supporting community activities and groups*, or by contributing to *campaigning efforts on local issues*.

13% of Orkney respondents said that they felt they could *do nothing*, usually due to age or disability. Another 9% of respondents were content with the quality of life in their community.

The pattern of responses in Orkney was similar to that in the Force area as a whole.

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