

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

12 December 2007

Final Report

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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 Shetland Islands Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 112 from Shetland (32% 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

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
A city	-	1.8	9.4
A large town	0.8	3.6	7.2
A small town	26.4	31.5	26.3
A large village	8.5	9.9	13.8
A small village	31.7	31.5	27.2
An isolated rural area	32.6	21.6	16.1

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

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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Male	44.0	44.6	41.0
Female	56.0	55.4	59.0

Base: All respondents (unweighted)

2.4 Household Size

The mean household size for the respondents at the Shetland Islands Area Command level was 2.71 (2.49 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 Shetland Islands Area Command %	2007 Force Area %
Under 18	-	-
18-24	1.8	1.3
25-34	9.0	5.7
35-44	22.5	17.0
45-54	18.9	20.5
55-64	21.6	23.3
65-74	14.4	17.2
75+	11.7	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 Shetland Islands Area Command. The other language mentioned, by both respondents, was the Shetlandic dialect.

2.7 Ethnic Origin

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

Table 2.4 Ethnic Origin of Respondents

	2007 Shetland Islands Area Command %	2007 Force Area %
White Scottish	87.4	80.2
Other White British	9.9	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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
1 year or less	0.8	2.6	2.5
Over 1 year but less than 2 years	1.6	4.0	3.7
2 or more years but less than 5 years	12.8	13.5	15.0
5 years or more	84.9	79.9	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. 96% of respondents in the Shetland Islands Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, which is not significantly different to the Force area as a whole (95%).

Table 3.1 Area Within 15 Minutes of Home

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
A very safe area	69.5	64.9	50.5
A fairly safe area	29.5	31.3	44.2
Rather unsafe area	1.0	2.8	3.8
A very unsafe area	-	1.0	1.0
No opinion	-	-	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. 13% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 3% thought it was *more safe*. 83% 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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Now more safe	1.0	3.4	2.6
Now less safe	14.1	12.9	13.6
About the same	84.1	82.7	81.7
Did not live here a year ago	0.8	1.0	0.9
No opinion	-	-	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 Shetland Islands Area Command %	2007 Force Area %
Safe, the same as a year ago	14.6	9.9
Now more safe	-	1.3
Now less safe	1.2	1.9
Did not receive community care services a year ago	47.4	47.1
No opinion	36.8	39.8

Base: Area Command: 74 / Force: 1,112

- denotes zero or less than 0.1%

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 Shetland Islands Area Command %			2007 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	20.4	42.5	62.9	71.5
Dangerous driving	13.0	40.7	53.7	58.0
Drink/drugs driving	15.9	32.1	48.0	41.6
Alcohol mis-use	17.6	29.0	46.6	43.3
Young people and alcohol	10.7	30.2	40.9	46.7
People using drugs	13.6	24.2	37.8	34.1
Dog excrement	10.2	27.0	37.2	56.8
People dealing in drugs	12.5	19.5	32.0	31.1
Rubbish or litter lying around	5.5	25.5	31.0	51.6
Rowdy or drunken behaviour	6.9	22.9	29.8	40.0
Bullying of young people, in or out of school	5.7	21.4	27.1	31.6
Vandalism, graffiti and deliberate damage	5.5	18.5	24.0	40.2
Young people on the street	2.8	19.9	22.7	38.0
Anti-social neighbours	1.9	15.1	17.0	22.1
Break-ins to houses	1.7	13.5	15.2	27.6
Noisy neighbours	1.1	13.8	14.9	19.6
Things being stolen from cars	-	9.5	9.5	18.4
Stray dogs roaming the streets	0.8	7.6	8.4	23.7
Solvent abuse/glue sniffing	1.7	6.6	8.3	15.4
Discrimination and abuse	0.9	5.7	6.6	14.6
Domestic abuse	0.8	5.3	6.1	11.6
Noise from local pubs or clubs	0.8	3.6	4.4	9.5
Cars being stolen	-	3.8	3.8	16.1

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

Driving at excessive speed was the main issue mentioned as being either a major or minor concern by 63% of Shetland Islands respondents and in the Force area as a whole.

Among the issues mentioned, *noise from pubs or clubs* and *cars being stolen* were of least concern to respondents in the Shetland Islands.

There were no concerns which were significantly higher in Shetland than in the Force area as a whole. However, a wide range of issues were felt to be of less concern in Shetland than in other areas. Among these were *vandalism, graffiti, young people on the street, stray dogs, dog excrement* and *litter*. Concerns over *theft from cars* and *cars being stolen* were also significantly lower in Shetland 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 Shetland and the Force area in terms of the perceived role of the police in the range of issues provided.

Rubbish and litter, stray dogs and *dog excrement* were considered to be the prime responsibility of the Council. *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, driving offences, cars being stolen, break-ins to houses* and *domestic abuse* 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* generally, *drugs* and *solvent abuse, young people and alcohol* and *domestic abuse*.

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

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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	13.4	1.8	74.8	39.5	10.9	23.1	1.8	15.2	24.5
Noisy neighbours	16.1	0.9	80.9	36.3	7.7	22.4	-	11.1	17.5
Young people on the street	9.0	0.9	63.1	13.8	67.3	23.5	7.8	5.8	7.8
Young people and alcohol	10.0	19.8	68.6	11.8	76.4	17.4	24.3	10.0	12.0
Rowdy or drunken behaviour	6.9	1.8	97.0	4.6	12.7	13.6	3.2	16.8	24.1
Rubbish or litter lying around	22.7	1.8	12.1	77.7	16.2	36.2	4.7	4.9	7.0
Vandalism, graffiti and deliberate damage	6.6	-	81.9	34.3	20.5	32.8	4.6	20.3	25.5
Stray dogs roaming the streets	11.1	-	36.9	47.7	8.3	42.1	-	7.3	6.4
People using drugs	7.0	33.3	90.9	15.4	33.8	18.4	20.0	32.4	42.2
People dealing in drugs	8.2	9.3	96.1	9.5	19.1	15.2	10.0	45.6	51.7
Noise from local pubs or clubs	6.4	1.0	77.5	42.8	1.0	21.5	-	17.6	20.0
Break-ins to houses	6.7	-	99.1	4.1	3.2	19.9	-	29.4	38.8
Cars being stolen	4.9	-	99.1	0.9	3.2	9.5	-	30.4	39.9
Things being stolen from cars	9.2	-	99.1	1.2	1.9	16.9	0.9	27.5	37.3
Dangerous driving	13.4	0.9	97.4	5.7	9.5	9.7	4.0	29.1	43.2
Driving at excessive speed	11.5	1.8	98.2	8.3	6.3	7.9	2.9	27.2	40.7
Discrimination and abuse	12.7	5.1	83.4	17.1	29.1	13.9	29.1	20.3	29.8
Domestic abuse	14.8	18.7	84.5	11.9	7.5	9.7	6.5	30.7	38.7
Bullying of young people, in or out of school	16.5	5.7	34.3	14.9	77.8	12.4	87.2	8.2	6.9
Solvent abuse/glue sniffing	11.3	39.1	78.9	13.9	53.7	17.4	32.6	20.4	18.5
Drink/drugs driving	14.1	16.2	100.0	14.1	19.4	10.9	4.6	37.5	44.4
Dog excrement	17.7	8.8	24.7	70.9	7.0	43.8	-	7.9	14.7
Alcohol mis-use	16.6	51.5	67.2	15.3	42.9	14.8	21.1	13.9	17.1

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 Shetland Islands Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Reducing drug dealing	77.2	13.2	90.4	87.6
Reducing drug/alcohol/solvent mis-use	73.5	16.4	89.9	87.2
Increasing availability of affordable housing	58.5	27.1	85.6	85.6
Reducing anti-social behaviour	51.7	33.9	85.6	86.0
Improving access to local health services	48.2	37.1	85.3	81.3
Improving road safety	54.4	29.4	83.8	86.9
Reducing crime	60.9	21.8	82.7	86.3
Reducing youth crime	61.4	21.1	82.5	87.0
Improving safety of children	59.0	23.3	82.3	87.9
Improving quality of housing	27.3	51.5	78.8	75.3
Reducing boredom, lack of things for young people to do	41.7	36.1	77.8	83.7
Reducing violent crime	60.0	17.0	77.0	82.2
Improving roads and transport links	38.8	34.0	72.8	85.1
Improving public transport	32.0	40.1	72.1	66.4
Increasing rural development	22.0	47.0	69.0	57.5
Increasing business investment	21.8	46.1	67.9	64.9
Reducing unemployment	46.0	21.6	67.6	82.9
Reducing discrimination and abuse	31.4	33.5	64.9	66.4
Recognising equality and diversity	21.0	38.7	59.7	64.7
Improving access to technology, eg. Broadband	9.5	45.9	55.4	50.1
Increasing availability of sport and leisure facilities	5.3	28.4	33.7	65.3
Improving access to arts and culture	1.9	19.9	21.8	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. Only *increasing availability of sport and leisure facilities* and *improving access to arts and culture* were mentioned by fewer than half of the respondents.

3.7 Percentage of Respondents Who Have Seen their Local Community Plan

At the Shetland Islands Area Command level, 25% of respondents had seen their local Community Plan (33% in 2005), notably higher than the Force average of 15%.

Fear of Crime

3.8 At the Shetland Islands Area Command level, 31% of respondents (30% in 2005) were *very worried* or *slightly worried* about becoming a victim of crime compared with 49% of respondents in the Force area.

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. *Being attacked by someone under the influence of alcohol, being attacked, assaulted or robbed in the street* and *vandalism or deliberate damage to your home, property or car* were the main sources of worry over crime in Shetland. *Having your home broken into* was significantly less of a concern in Shetland than the Force area as a whole. In addition to the crimes listed below, drug-related crime/violence (two mentions) and being involved in a road traffic accident (one mention) were other sources of worry in Shetland.

Table 3.7 Types of Crime

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Being attacked by someone under the influence of alcohol	86.9	75.3	68.8
Being attacked, assaulted or robbed in the street	63.2	68.1	64.0
Vandalism or deliberate damage to your home, property or car	89.1	67.2	81.1
Having your home broken into	66.7	57.5	75.8
Being insulted or threatened	59.8	55.2	51.0
Having your car stolen or broken into	75.6	42.5	59.6
Being attacked, assaulted or robbed in your own home	30.3	40.0	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	25.8	20.0	25.3
Being a victim of domestic abuse	6.3	14.6	3.6
Becoming the victim of a crime because of my sexual orientation	-	3.0	3.2
Becoming the victim of a crime because of my race	3.9	-	4.3
Being the victim of a crime because of my religion or belief (including non-belief)	3.9	-	5.0

Base: Area Command: 32 / 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. Overall, respondents in Shetland were slightly less inclined to take precautions against crime compared with the Force area as a whole.

Table 3.8 Precautions Against Crime

	2007 Shetland Islands Area Command	2007 Force Area %
	Always / Sometimes Total	Always / Sometimes Total
Make sure your home is adequately secured	88.3	96.5
Avoid certain places	73.4	74.7
Make sure your vehicle is adequately secured	72.9	89.5
Carry a mobile phone	64.6	73.2
Avoid going out at certain times	53.2	55.9
Avoid going out alone	51.8	56.2
Avoid going out when it is dark	44.0	57.6
Mark your property in case it is stolen	35.4	49.1
Take self-defence classes	5.6	3.7

Base: Area Command: 32 / Force: 736

Respondents mentioned avoiding a number of specific places:

- Town centre (10 mentions, 8 specified night-time, 6 weekends)
- Pubs and clubs (2 mentions)
- Dark/unlit, quiet or remote areas (1 mention)

Avoidance of town centres was linked by most respondents to night-time, and also to weekends.

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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
	Very or Slightly Worried	Very or Slightly Worried	Very or Slightly Worried
Physical disability	7.0	6.3	6.4
Age	19.9	5.6	18.1
Learning disability	4.1	4.9	3.3
Mental health	4.1	3.7	4.8
Religion or belief (including non-belief)	6.2	2.8	4.2
Gender	3.9	2.8	4.4
Political beliefs	4.4	2.1	2.0
Race or ethnic origin	4.1	1.9	4.1
Sexual orientation	2.2	0.9	1.8

Base: All respondents

In 2007, respondents in the Shetland Islands appeared to be significantly less concerned about age-related discrimination or abuse than in the Force area as a whole. This was apparently not the case in 2005 and so may be a rogue result this year owing to the relatively small sample size in Shetland. 'Age' was a new code added to the 2005 survey.

One respondent in the Shetland Islands mentioned 'being an incomer' as a potential source of discrimination, and another respondent mentioned their occupation (as pub owner/licensee).

Victims of Crime

3.12 Types of Crime

Five respondents in the Shetland Islands sample (5% 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 Shetland were:

- Vandalism (3 mentions)
- Assault (sexual) (1 mention)
- Theft (1 mention)

3.13 Reporting Crime

All five victims of crime in Shetland reported it to the police. In the Force area, 71% of victims of crime reported it to the police.

3.14 Criminal Proceedings

In one instance (20% of the cases), a report to the police was known to have resulted in criminal proceedings (24% in the Force area).

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. Analysis of results by area is untenable, with just one respondent from the Shetland Islands sample satisfied.

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 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).

The single Shetland Islands respondent was unsure if he/she was satisfied or not.

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. There was no response to this question from Shetland Islands respondents.

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. 25% of the Shetland 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

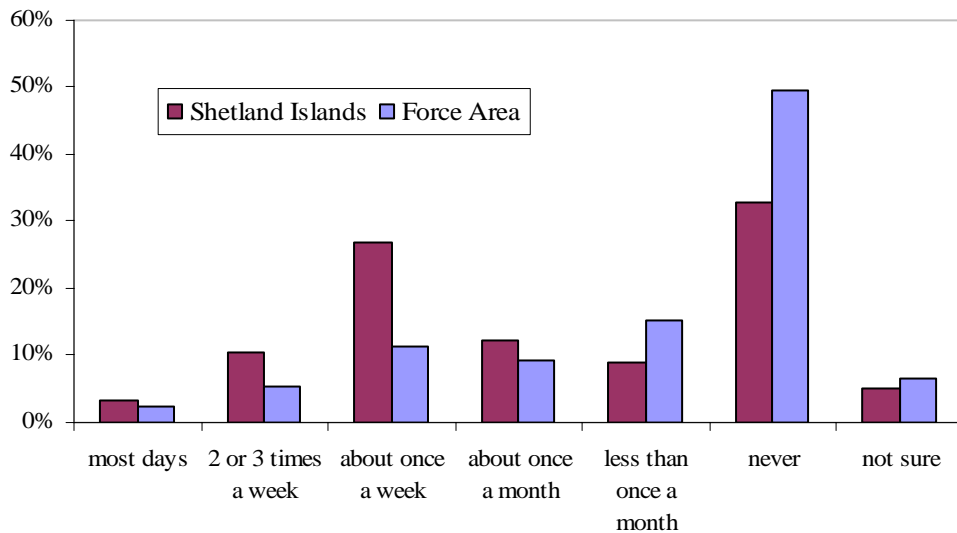
Reason for Attending	2007 Shetland Islands Area Command %	2007 Force Area %
Witness in criminal case / supporter of witness	34.2	29.1
Juror	26.0	39.1
Accused in criminal case / supporter of accused	16.2	8.3
As part of a job (eg lawyer)	8.1	7.8
Attending Fines Enquiry / Means Enquiry Court / Fines Office	8.1	2.9
Victim in criminal case / supporter of victim	7.3	4.5
Civil litigant or witness in civil case / supporter	-	8.3
Spectator / tourist unconnected with court cases	-	0.1

Base: Area Command: 26 / Force: 461
- denotes zero or less than 0.1%

Police Patrols

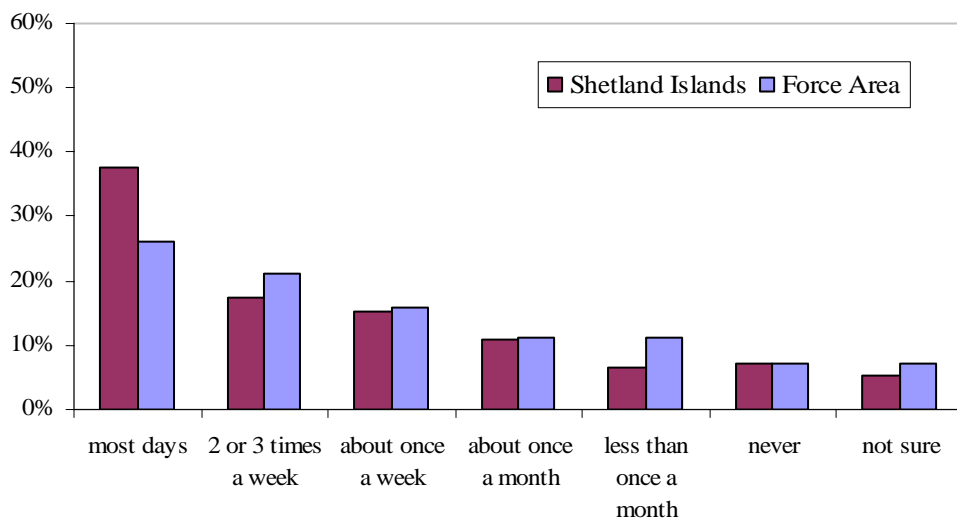
- 3.16** Compared with the Force area as a whole, a significantly higher number of respondents in the Shetland Islands mentioned seeing foot patrols at least once a week.

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot 2007



There was no clear difference between Shetland 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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Too much	0.8	-	0.4
About right	46.4	51.3	29.9
Too little	36.1	36.4	56.7
No opinion	16.7	12.3	13.0

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

Respondents in Shetland were significantly more likely to feel that the level of police patrols are *about right* (51%) compared with the Force area as a whole (30%). No-one in the Shetland sample thought there was *too much* police patrolling.

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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Town Centre / High Street	40.5	60.2	31.3
Street presence / foot patrols (all areas)	27.3	14.9	32.5
Pubs / night clubs	17.1	11.2	7.2
Residential areas	4.4	11.2	18.4
Areas of traffic danger	-	7.5	4.9
Areas where young people gather	*	3.3	7.9
Known trouble spots	4.9	2.1	5.6
Villages	3.9	2.1	9.8
Play parks	-	2.1	2.2
Outside schools	2.0	1.7	3.8
Other	20.5	7.9	4.4

Base: Area Command: 52 / Force: 749
Note: Multiple responses were accepted
- denotes zero or less than 0.1%
* denotes not analysed in a comparable way in previous years

In *town centres* was the most commonly mentioned place respondents in the Shetland Islands wanted to see more officers on patrol. Significantly more respondents mentioned this in Shetland than in the Force area as a whole.

One respondent commented: “It’s unfair for the two officers on foot in Lerwick on Saturdays. Yes they are doing a good job, but the gangs are always aware of where they are.”

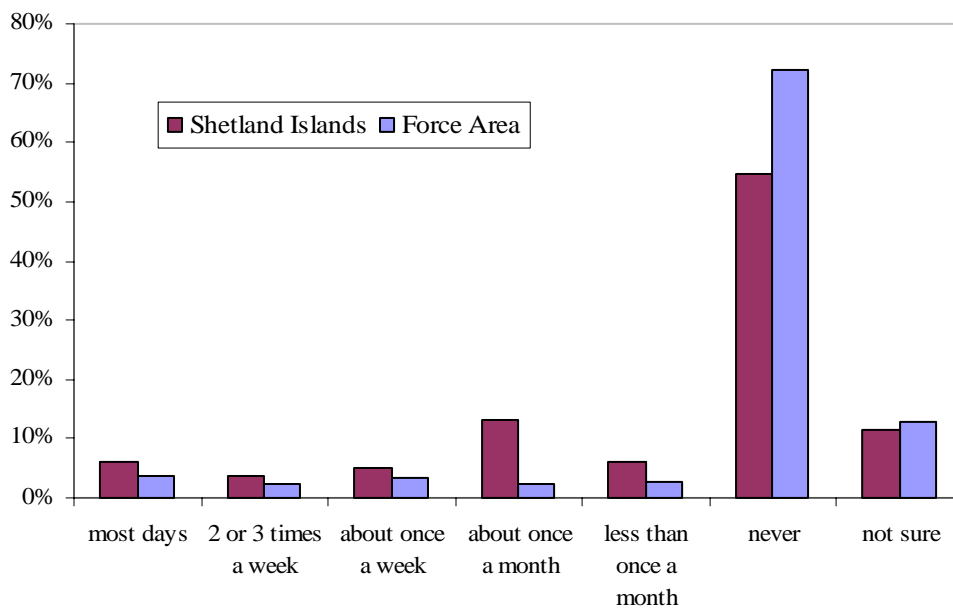
Responses from the Shetland sample listed as “other” in the table above included:

- Ferry terminals / airports / bus stops (1 mention)
- Not needed / nowhere (1 mention)
- Where they are now (1 mention)

Community Warden Patrols

3.19 Respondents in Shetland were more likely to have seen Community Wardens on patrol compared with the Force area average. Around 55% of Shetland 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



76% of respondents had never seen Community Wardens patrolling in vehicles in the Shetland Islands (77% in the Force area) and a further 18% 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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Too much	0.9	-	0.2
About right	11.0	15.2	6.6
Too little	24.9	39.0	33.0
No opinion	63.2	45.8	60.1

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

Respondents in the Shetland Islands were more likely to feel that there the level of Community Warden patrolling is about right (15%) compared with the Force area as a whole (7%). However, 46% of respondents in Shetland 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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Street presence / foot patrols (all areas)	15.4	26.9	18.9
Town Centre / High Street	19.5	22.1	15.1
Residential areas	3.4	21.6	21.5
Areas where young people gather	*	5.4	6.1
Pubs / night clubs	15.4	4.8	3.5
Villages	8.7	3.0	7.8
Play parks	-	3.0	3.9
Areas of traffic danger	-	-	0.3
Known trouble spots	6.7	-	5.0
Outside schools	-	-	3.4
Other	40.3	11.4	5.2

Base: Area Command: 36 / 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, 16% of respondents said that they were not aware of Community Wardens (26% in the Force area). A further 3% said that they disagreed with the idea of Community Wardens (7% in the Force area).

In the *town centre* and *on the streets* were the most commonly mentioned places respondents from the Shetland Islands sample wanted to see more Community Wardens on patrol. One respondent wanted to see Wardens “on all housing estates to deter any situations that arise”.

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

- Not needed in area (3 mentions)
- Harbour (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 *laws banning drinking alcohol in public places* and *TV/media campaigns* such as drug awareness. As in 2005, respondents in the Shetland Islands were significantly less aware of *CCTV* 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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Laws banning drinking alcohol in public places	19.1	55.2	46.8
TV/media campaigns, e.g. drug awareness	34.4	39.5	34.6
Young person ID scheme	11.0	23.7	21.4
Anti-social Behaviour Orders	10.3	20.6	17.7
Closed circuit television (CCTV)	12.5	13.9	33.7
Community Safety Partnership	2.8	12.3	7.5
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	3.9	2.0	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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Laws banning drinking alcohol in public places	41.5	50.5	55.0
TV/media campaigns, e.g. drug awareness	42.5	44.3	36.1
Closed circuit television (CCTV)	35.4	40.3	49.5
Anti-social Behaviour Orders	40.5	35.4	38.1
Young person ID scheme	31.4	30.7	38.4
Community Safety Partnership	23.3	26.2	27.9
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	27.1	25.1	39.2

Base: All respondents

Laws banning drinking alcohol in public places and *TV/media campaigns* were regarded to be the measures which have the greatest effect on improving community safety in Shetland. There were no significant differences between Shetland and the Force area as a whole.

3.23 Crimestoppers

54% of respondents in the Shetland Islands stated that they were aware of the Crimestoppers facility (49% in 2005), a lower figure than the whole Force area average of 66%. In the Shetland Islands sample, 1% of respondents had actually used the facility (3% in 2005), compared with 3% in the Force area.

3.24 Confidential Lines

67% of respondents in the Shetland Islands stated that they were aware of the Northern Constabulary confidential lines (60% in 2005) compared with 47% across the Force area.

6% of respondents in the Shetland Islands had actually used the Northern Constabulary confidential lines (also 6% 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	34.6	65.4	1.0	1.6	-	-	-
To report a minor crime, e.g. vandalism	4.5	91.9	-	9.3	-	-	-
To report information about something suspicious	3.4	82.9	9.2	5.2	-	-	-
To report a nuisance/disturbance	3.6	89.8	3.0	3.6	-	-	-
To report a road traffic accident/incident	46.9	53.3	-	2.6	-	-	-
To report other information	2.7	81.0	3.7	12.8	1.0	1.9	-
To ask for advice or information	1.0	67.7	2.8	27.7	1.0	2.6	-
Firearm / shotgun enquiry	1.9	68.8	1.7	27.1	-	3.5	-
Lost/found property	-	59.6	-	40.4	-	-	-
Missing person	6.3	73.8	-	21.5	-	-	-

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

Phoning the local police station was the preferred method of contact in all situations listed. Generally in Shetland, respondents were more likely to call the local police station (and less likely to call 999) compared with the Force area as a whole. Otherwise, the pattern of responses in Shetland 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

32% 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 (33% in 2005), compared with 43% in the Force area.

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.18 was similar to that provided in 2005. *What is being done to reduce and prevent crime* and *general police work in your area* and were the types of information most sought in the Shetland Islands and the Force area as a whole.

Table 3.18 Type of Information Sought by Respondents

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
What is being done to reduce and prevent crime	76.1	76.9	72.8
General police work in your area	78.5	74.4	78.6
What is being done to make your community safer	50.9	68.0	71.2
What is being done to improve road safety	50.9	55.1	58.1
How you can help the police, e.g. Neighbourhood Watch, appeals	52.8	54.5	46.9
More information about police officers' jobs/how they spend their day	41.1	50.0	44.8
Police achievements/successes	49.1	40.4	39.9
How we are spending on policing in your area	41.7	39.8	45.5
Equality and diversity	12.9	14.7	14.2

Base: Area Command: 33 / Force: 611
Note: Multiple responses were accepted

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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Local newspapers	76.2	81.3	73.3
Local radio	60.1	60.2	34.3
Talking to friends and relatives	29.1	29.6	28.1
Television	10.0	19.7	32.1
Personal experience	8.6	14.0	12.2
Talking to police officers	14.6	12.2	8.7
Don't get any information	12.8	12.0	19.9
Community meetings	9.0	6.5	7.7
Internet	1.8	3.8	3.5
Attending court	n/a	3.0	1.1
Literature from the police	5.4	2.6	3.9
Public meetings	-	0.8	3.3

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 Shetland Islands. Compared with the Force area, Shetland respondents relied less on *television* and more on *local radio* as a source of information about the work of the police, Procurator Fiscal, Court Service and their local partner agencies. Otherwise, Shetland responses followed a similar pattern to the Force area.

3.28 Awareness of Community Safety Campaigns and Initiatives

18% of respondents in the Shetland 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 Shetland Islands Area Command (no. responses)	2007 Force Area (no. responses)
Speeding	13	33
Drink driving	6	16
Seat belts	5	8
Road safety	2	11
Reduced speed limits at schools	1	4
Car safety (tyres etc)	1	3
Alcohol misuse	1	2
Under-age drinking (incl. Operation Magma / Kalibor)	-	7
Door stepping / rogue traders	-	4
Fire safety (in home etc)	-	4
Reducing crime in community	-	3
Driving using mobile phone	-	3
Knives / knife surrender	-	2
Safer driving (specifically young people)	-	2
Safe Highlander	-	1
Other	-	3

Base: Area Command: 29 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

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, as 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 Shetland Islands Area Command %	2007 Force Area %
Local radio	77.9	42.7
Local newspaper	68.9	57.1
Talking to police officer	10.4	14.3
Talking to friends/relatives	5.2	8.0
Leaflet or newsletter	-	13.4
Local TV	-	9.7
Internet	-	1.2
Other	6.5	16.6

Base: Area Command: 16 / 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 Shetland, which was also the case in the Force area as a whole.

The response listed as “other” in the table above cited awareness via a Community Council.

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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Yes, definitely	24.5	15.4	24.1
Probably	18.1	23.4	21.6
Sometimes	25.1	30.9	20.1
Not significantly	15.1	14.9	17.8
Definitely not	6.2	7.5	9.8
Don't know	11.0	7.9	6.6

Base: All respondents

Responses in the Shetland Islands followed a similar pattern compared with the Force area, with 39% of all respondents stating that the media *definitely* or *probably* influenced their understanding of anti-social behaviour (43% 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 Shetland Islands sample followed a similar pattern compared with the Force area.

Table 3.23 Media Influence on Views of Anti-social Behaviour

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Yes, definitely	12.0	9.7	13.2
Probably	16.3	21.8	18.9
Sometimes	23.3	21.6	20.7
Not significantly	27.7	28.6	24.8
Definitely not	13.3	10.7	15.4
Don't know	7.4	7.6	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 Shetland Islands compared with the Force area as a whole.

Table 3.24 Media Influence on Feelings of Safety

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Yes, definitely	9.7	19.8	15.6
Probably	17.1	13.4	15.9
Sometimes	17.6	14.0	18.7
Not significantly	37.0	30.5	27.0
Definitely not	15.9	16.9	17.1
Don't know	2.7	5.4	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 Shetland Islands results and the Force area results.

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

	2005 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Yes, any crime	2.6	1.9	2.2
Yes, minor crime	3.4	4.7	6.8
No, don't have access to the internet	30.9	23.7	25.1
No, would prefer to speak to police	60.6	67.9	61.6
Don't know/No opinion	2.4	1.9	4.4

Base: All respondents

3.32 6% 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 (13% in 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

3.33 28% 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 (21% in 2005), which is in line with 27% of respondents in the Force area as a whole.

3.34 Community Safety Issues

79% of respondents in the Shetland Islands indicated that they would like to see more information on community safety issues in their local newspaper (78% 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 Shetland Islands Area Command %	2007 Shetland Islands Area Command %	2007 Force Area %
Internet	34.2	41.6	44.0
Post office	50.4	37.5	51.4
Doctors' surgeries	33.1	34.8	41.9
Library	32.1	26.3	42.1
Supermarket	29.4	25.0	33.9
Council office / service point	31.6	24.1	49.9
Courts	20.5	16.1	16.6
Bank	18.7	9.1	22.1

Base: All respondents

Respondents in the Shetland Islands were most likely to want to access information about police and partner agency services over the *internet* and at *post offices*, although the popularity of post offices seems to have fallen since 2005 and is notably lower than in the Force area. *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 2005 results.

Table 3.27 Ways to Improve Services Provided

	2007 Shetland Islands Area Command %	2007 Force Area %
Foot patrols / officers on the beat	47.3	52.4
Satisfied with existing police service	31.1	9.9
Higher profile / higher visibility	23.9	29.9
More information / communication (including newsletters)	12.5	9.6
More accessible / approachable / friendly	10.5	15.8
More community involvement / community policing	6.2	14.7
Recruit more officers	5.8	4.8
Improve manner in dealing with public, victims etc	4.8	2.0
Do more with young people / schools	2.4	4.0

Base: Area Command: 45 / Force: 778

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 47% of respondents stating this as a preference, compared with 52% in the Force area.

The proportion of respondents who said that they were *satisfied with the existing police service* was significantly higher in Shetland (31%) compared with the Force area as a whole (10%). One respondent stated: "I think the service in Shetland is first class with splendid community relations." Another commented: "I have no complaints. The police have always been very helpful."

Respondents were also keen that the police should maintain a *higher profile*. One respondent was keen to see the "local office manned at all times instead of having to phone the main office seven miles away". Another expressed a desire for "more foot patrols during the day and more driving patrols in rural communities".

- 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 Shetland Islands Area Command %	2007 Force Area %
Drugs	72.1	38.8
Road safety / speeding	33.7	28.0
Drink-related crime / behaviour	30.8	17.9
Drink driving	28.9	8.2
Under-age drinking	16.9	10.5
Crime prevention / law and order / public safety	14.3	33.6
Anti-social behaviour	13.9	14.7
Youth behaviour on streets	10.6	13.3
Education / advice	8.6	6.8
Violence / assault	6.6	5.5
Integrate with youth groups / schools	5.9	10.4
Theft / property crime / vandalism	4.8	13.9
Community policing	3.6	10.0
Crime detection (incl. prosecution)	1.5	7.8
Partnership working / liaison	1.5	3.0

Base: Area Command: 59 / Force: 806
Note: Multiple responses were accepted

Drugs (including drug dealing and drug-related crime/behaviour) was mentioned by 72% of respondents in Shetland, significantly higher than in the Force area as a whole (39%). *Drink-related* offences were also given a significantly higher priority in Shetland. Respondents in Shetland were less likely to make general statements concerning *crime prevention / law and order / public safety*.

One respondent stated: “Stop drugs entering Shetland.” Another respondent wished to see “more education in schools, including primary schools, on drugs and alcohol misuse”. One other respondent commented: “Stop young people being allowed access to alcohol.”

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 Shetland Islands Area Command %	2007 Force Area %
Support community activities / groups / campaign on local issues	25.4	27.9
Nothing / too old	25.4	18.6
Report crime or suspicious behaviour	20.1	23.1
Neighbourliness / be friendly	10.4	20.3
Engender law-abiding behaviour	9.7	4.4
Be law-abiding	7.4	6.9
Neighbourhood Watch	3.0	5.5
Collect litter	-	4.5
Better parenting	-	2.1
Recycling / environmental care	-	1.9

Base: Area Command: 29 / 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*.

One respondent suggested “participating in community life and openly expressing concerns in local forums”.

An equal number of Shetland respondents (25%) said that they felt they could *do nothing*, usually due to age or disability. Another 13% of respondents were content with the quality of life in their community.

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

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