

**Northern Constabulary**  
**2007 Excellence in Community Policing**  
**Western Isles Area Command Report**  
8 January 2008

## **Contents**

### **Chapter One**

Survey Methodology	2
--------------------	---

### **Chapter Two**

Sample Profile	3
----------------	---

### **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
<b>Western Isles</b>	<b>350</b>	<b>7.8</b>	<b>6.9</b>
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 Western Isles Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 105 from the Western Isles (30% of those issued in the Western Isles Area Command).

#### 2.2 Type of Area

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

**Table 2.1 Type of Area**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
A city	-	-	9.4
A large town	3.9	<b>1.9</b>	7.2
A small town	12.1	<b>17.5</b>	26.3
A large village	15.3	<b>14.6</b>	13.8
A small village	54.4	<b>46.6</b>	27.2
An isolated rural area	14.2	<b>19.4</b>	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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Male	51.9	<b>46.7</b>	41.0
Female	48.1	<b>53.3</b>	59.0

Base: All respondents (unweighted)

## 2.4 Household Size

The mean household size for the respondents at the Western Isles Area Command level was 2.25 (2.52 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**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Under 18	-	-
18-24	<b>1.0</b>	1.3
25-34	<b>5.8</b>	5.7
35-44	<b>17.5</b>	17.0
45-54	<b>19.4</b>	20.5
55-64	<b>30.1</b>	23.3
65-74	<b>15.5</b>	17.2
75+	<b>10.7</b>	15.0

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

## 2.6 Language

Gaelic was the first language of 27% of respondents from the Western Isles Area Command. English was the first language of all but one of the remaining Western Isles respondents, who stated their first language was German.

## 2.7 Ethnic Origin

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

**Table 2.4 Ethnic Origin of Respondents**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
White Scottish	<b>86.4</b>	80.2
Other White British	<b>11.7</b>	17.0
White Irish	<b>1.0</b>	0.6
Other White	<b>1.0</b>	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	-	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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
1 year or less	1.8	<b>2.9</b>	2.5
Over 1 year but less than 2 years	2.8	<b>5.6</b>	3.7
2 or more years but less than 5 years	6.6	<b>14.5</b>	15.0
5 years or more	88.7	<b>76.9</b>	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. 98% of respondents in the Western Isles 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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
A very safe area	74.5	<b>65.9</b>	50.5
A fairly safe area	23.7	<b>32.1</b>	44.2
Rather unsafe area	0.9	<b>1.9</b>	3.8
A very unsafe area	-	-	1.0
No opinion	1.0	-	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 5% thought it was *more safe*. 86% 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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Now more safe	0.9	<b>4.8</b>	2.6
Now less safe	11.4	<b>9.7</b>	13.6
About the same	84.9	<b>85.5</b>	81.7
Did not live here a year ago	-	-	0.9
No opinion	2.8	-	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**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Safe, the same as a year ago	<b>11.0</b>	9.9
Now more safe	<b>1.1</b>	1.3
Now less safe	-	1.9
Did not receive community care services a year ago	<b>51.0</b>	47.1
No opinion	<b>36.8</b>	39.8

Base: Area Command: 112 / 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 Western Isles Area Command %			2007 Force Area %
	Major Concern	Minor Concern	<b>Total Concerned</b>	Total Concerned
Driving at excessive speed	22.5	51.7	<b>74.2</b>	71.5
Dangerous driving	12.8	43.0	<b>55.8</b>	58.0
Alcohol mis-use	14.9	35.7	<b>50.6</b>	43.3
Dog excrement	8.8	38.1	<b>46.9</b>	56.8
Drink/drugs driving	15.6	27.8	<b>43.4</b>	41.6
Rubbish or litter lying around	4.0	32.7	<b>36.7</b>	51.6
Young people and alcohol	11.8	19.0	<b>30.8</b>	46.7
Stray dogs roaming the streets	4.7	23.9	<b>28.6</b>	23.7
Bullying of young people, in or out of school	4.8	22.3	<b>27.1</b>	31.6
People using drugs	6.9	20.1	<b>27.0</b>	34.1
Rowdy or drunken behaviour	2.0	22.7	<b>24.7</b>	40.0
Vandalism, graffiti and deliberate damage	2.0	20.7	<b>22.7</b>	40.2
People dealing in drugs	7.9	11.3	<b>19.2</b>	31.1
Young people on the street	3.9	11.8	<b>15.7</b>	38.0
Anti-social neighbours	-	12.8	<b>12.8</b>	22.1
Cars being stolen	-	12.2	<b>12.2</b>	16.1
Things being stolen from cars	-	10.9	<b>10.9</b>	18.4
Discrimination and abuse	-	8.7	<b>8.7</b>	14.6
Solvent abuse/glue sniffing	2.0	5.9	<b>7.9</b>	15.4
Domestic abuse	1.0	6.8	<b>7.8</b>	11.6
Noisy neighbours	-	6.8	<b>6.8</b>	19.6
Break-ins to houses	-	5.0	<b>5.0</b>	27.6
Noise from local pubs or clubs	-	2.9	<b>2.9</b>	9.5

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 74% of Western Isles respondents and 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 Western Isles.

There were no concerns which were significantly higher in the Western Isles than in the Force area as a whole. However, a wide range of issues were felt to be of less concern in the Western Isles than in other areas. Significant among these were *vandalism, graffiti, young people on the street, litter, rowdy or drunken behaviour, young people and alcohol, noisy neighbours and break-ins to houses*.

### **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, with only slight variations in ranking compared with the Force area response overall.

*Rubbish and litter, stray dogs and dog excrement* were considered to be the prime responsibility of the Council. *Young people and alcohol* was felt to be jointly the responsibility of parents and the police. *Young people on the street* was primarily considered the responsibility of parents, and to a lesser extent 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, domestic abuse, cars being stolen, and things being stolen from cars* 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 and dangerous driving, domestic abuse, break-ins to houses and cars being stolen*.

## Northern Constabulary Excellence in Community Policing

## Western Isles Area Command Report 2007

<b>Table 3.5 Who Should Deal with Local Concerns (2007)</b>	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service	Courts
	%	%	%	%	%	%	%	%	%
Anti-social neighbours	15.0	1.0	72.2	46.5	16.6	16.1	1.2	13.9	22.6
Noisy neighbours	18.1	-	67.0	39.1	8.7	14.1	-	6.5	11.9
Young people on the street	6.4	-	50.6	11.6	67.3	14.0	8.7	3.0	2.0
Young people and alcohol	5.4	20.3	71.1	8.6	70.6	6.4	16.3	6.4	5.4
Rowdy or drunken behaviour	2.4	4.3	95.6	3.2	14.0	9.2	-	14.8	23.8
Rubbish or litter lying around	21.5	5.3	7.3	79.2	20.8	30.2	8.3	1.1	4.4
Vandalism, graffiti and deliberate damage	6.6	-	83.4	24.8	29.1	19.2	7.7	15.2	22.5
Stray dogs roaming the streets	16.4	5.6	39.2	51.2	7.0	35.0	-	3.5	4.5
People using drugs	2.3	35.5	91.1	11.9	28.1	4.4	15.3	17.2	26.1
People dealing in drugs	1.2	5.4	99.0	5.5	7.4	5.4	5.4	29.6	43.8
Noise from local pubs or clubs	1.2	2.4	72.9	44.3	1.2	13.6	-	9.0	18.2
Break-ins to houses	1.1	2.3	97.7	1.0	5.4	14.8	1.0	26.0	38.6
Cars being stolen	-	1.1	96.7	1.1	4.3	3.3	1.0	24.9	42.1
Things being stolen from cars	2.3	-	94.4	4.4	5.3	7.5	2.0	23.7	39.9
Dangerous driving	7.8	1.0	95.7	7.5	5.4	3.3	2.0	26.5	42.6
Driving at excessive speed	7.7	-	95.8	7.3	5.3	5.3	3.2	24.5	34.9
Discrimination and abuse	10.3	3.5	80.6	21.5	21.5	7.7	25.2	17.1	29.7
Domestic abuse	6.9	16.8	85.0	11.6	7.2	2.3	4.6	26.3	42.6
Bullying of young people, in or out of school	18.0	4.1	37.9	22.2	62.1	4.0	78.5	5.3	9.7
Solvent abuse/glue sniffing	3.2	39.1	69.9	11.6	44.6	5.5	26.4	12.2	22.2
Drink/drugs driving	6.7	16.9	88.5	6.2	7.5	2.1	4.4	26.5	40.5
Dog excrement	33.2	10.9	11.8	61.1	7.7	33.7	1.2	3.3	5.5
Alcohol mis-use	17.8	56.1	46.9	13.3	33.3	3.4	21.3	5.7	7.9

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 Western Isles Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Increasing availability of affordable housing	68.8	23.1	<b>91.9</b>	85.6
Reducing unemployment	67.0	23.3	<b>90.3</b>	82.9
Improving road safety	60.3	29.5	<b>89.8</b>	87.0
Improving roads and transport links	57.0	30.6	<b>87.6</b>	85.1
Reducing drug/alcohol/solvent mis-use	65.7	19.4	<b>85.1</b>	87.2
Reducing boredom, lack of things for young people to do	52.5	32.5	<b>85.0</b>	83.7
Reducing drug dealing	67.5	17.0	<b>84.5</b>	87.6
Improving safety of children	63.2	21.3	<b>84.5</b>	87.9
Improving access to local health services	51.7	32.7	<b>84.4</b>	81.3
Reducing anti-social behaviour	54.8	27.5	<b>82.3</b>	86.0
Reducing youth crime	55.7	24.5	<b>80.2</b>	87.0
Improving quality of housing	46.0	34.2	<b>80.2</b>	75.3
Reducing crime	52.2	24.7	<b>76.9</b>	86.3
Reducing violent crime	60.3	15.5	<b>75.8</b>	82.1
Increasing business investment	42.4	30.7	<b>73.1</b>	64.9
Increasing rural development	38.0	34.0	<b>72.0</b>	57.5
Increasing availability of sport and leisure facilities	32.5	33.8	<b>66.3</b>	65.3
Reducing discrimination and abuse	37.5	27.2	<b>64.7</b>	66.4
Recognising equality and diversity	27.8	36.7	<b>64.5</b>	64.7
Improving access to technology, eg. Broadband	25.5	32.2	<b>57.7</b>	50.1
Improving public transport	16.3	27.7	<b>44.0</b>	66.4
Improving access to arts and culture	5.1	26.8	<b>31.9</b>	34.8

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, topped in the Western Isles by *increasing the availability of affordable housing*. Only *improving access to arts and culture* and *improving public transport* were mentioned by fewer than half of the respondents.

### **3.7 Percentage of Respondents Who Have Seen their Local Community Plan**

At the Western Isles Area Command level, 12% of respondents had seen their local Community Plan (14% in 2005), slightly lower than the Force area average of 15%.

## Fear of Crime

**3.8** At the Western Isles Area Command level, 28% of respondents (as 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. *Vandalism or deliberate damage to your home, property or car, having your car stolen or broken into* and *having your home broken into* were the main sources of worry over crime in the Western Isles. There were no statistically significant differences in responses from the Western Isles compared with the Force area as a whole.

**Table 3.7 Types of Crime**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Vandalism or deliberate damage to your home, property or car	70.1	<b>73.4</b>	81.1
Having your car stolen or broken into	63.5	<b>71.0</b>	59.6
Having your home broken into	61.6	<b>68.9</b>	75.8
Being attacked by someone under the influence of alcohol	73.3	<b>62.2</b>	68.8
Being insulted or threatened	38.1	<b>56.5</b>	51.0
Being attacked, assaulted or robbed in the street	60.2	<b>51.5</b>	64.0
Being attacked, assaulted or robbed in your own home	42.3	<b>42.0</b>	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	23.0	<b>33.9</b>	25.3
Being the victim of a crime because of my religion or belief (including non-belief)	3.7	<b>7.6</b>	5.0
Becoming the victim of a crime because of my race	3.7	<b>3.6</b>	4.3
Being a victim of domestic abuse	3.7	-	3.6
Becoming the victim of a crime because of my sexual orientation	-	-	3.2

Base: Area Command: 37 / 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. There is no clear difference in the pattern of responses from the Western Isles compared with the Force area as a whole.

**Table 3.8 Precautions Against Crime**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
	<b>Always / Sometimes Total</b>	<b>Always / Sometimes Total</b>
Make sure your home is adequately secured	<b>100.0</b>	96.5
Make sure your vehicle is adequately secured	<b>92.2</b>	89.5
Carry a mobile phone	<b>67.6</b>	73.2
Mark your property in case it is stolen	<b>62.3</b>	49.1
Avoid certain places	<b>57.0</b>	74.7
Avoid going out at certain times	<b>52.6</b>	55.9
Avoid going out when it is dark	<b>50.5</b>	57.6
Avoid going out alone	<b>49.2</b>	56.2
Take self-defence classes	<b>-</b>	3.7

Base: Area Command: 38 / Force: 736  
- denotes zero or less than 0.1%

Respondents mentioned avoiding a number of specific places:

- Parks / woodland (2 mentions)
- Town centre on weekends (1 mention)
- Roads due to speeding drivers (1 mention)

### 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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
	Very or Slightly Worried	<b>Very or Slightly Worried</b>	Very or Slightly Worried
Age	12.3	<b>13.1</b>	18.1
Religion or belief (including non-belief)	9.0	<b>10.3</b>	4.2
Mental health	5.8	<b>4.4</b>	4.8
Political beliefs	2.0	<b>4.3</b>	2.0
Physical disability	5.0	<b>3.2</b>	6.4
Learning disability	5.9	<b>2.2</b>	3.3
Gender	1.0	<b>2.1</b>	4.4
Sexual orientation	1.0	<b>1.1</b>	1.8
Race or ethnic origin	2.9	<b>1.0</b>	4.1

Base: All respondents

In 2007, respondents in the Western Isles were most likely to be concerned by *age* discrimination, followed by discrimination on the grounds of *religion or belief (including non-belief)*. None of the apparent differences between the Western Isles and the Force area in Table 3.9 are statistically significant.

## **Victims of Crime**

### **3.12 Types of Crime**

Three respondents in the Western Isles sample (3% of those answering the question) said that they had been a victim of crime in the last year (seven 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 the Western Isles were:

- Abuse (racial) (1 mention)
- Fraud (credit card) (1 mention)
- Property break-in (1 mention)

### **3.13 Reporting Crime**

Two of the three victims of crime in the Western Isles reported it to the police. In the Force area, 71% of victims of crime reported it to the police.

The Western Isles respondent who did not report a crime to the police stated this was because it was dealt with by another source (credit card company).

### **3.14 Criminal Proceedings**

Both Western Isles respondents to this question were unsure if their report to the police had resulted in criminal proceedings. In the Force area, 24% of cases were known to have 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. There was no response to this question from Western Isles respondents.

#### ***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).

There was no response to this question from Western Isles respondents.

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 Western Isles 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. 24% of the Western Isles 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**

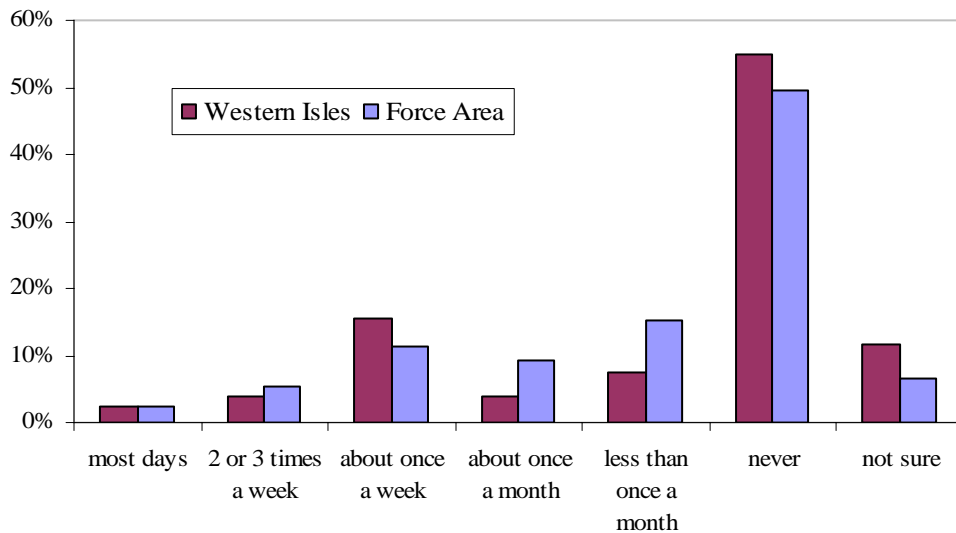
Reason for Attending	2007 Western Isles Area Command %	2007 Force Area %
Juror	57.2	39.1
Accused in criminal case / supporter of accused	13.3	8.3
Civil litigant or witness in civil case / supporter	8.9	8.3
As part of a job (eg lawyer)	8.3	7.8
Witness in criminal case / supporter of witness	7.8	29.1
Attending Fines Enquiry / Means Enquiry Court / Fines Office	4.4	2.9
Victim in criminal case / supporter of victim	-	4.5
Spectator / tourist unconnected with court cases	-	0.1

Base: Area Command: 32 / Force: 461  
- denotes zero or less than 0.1%

## Police Patrols

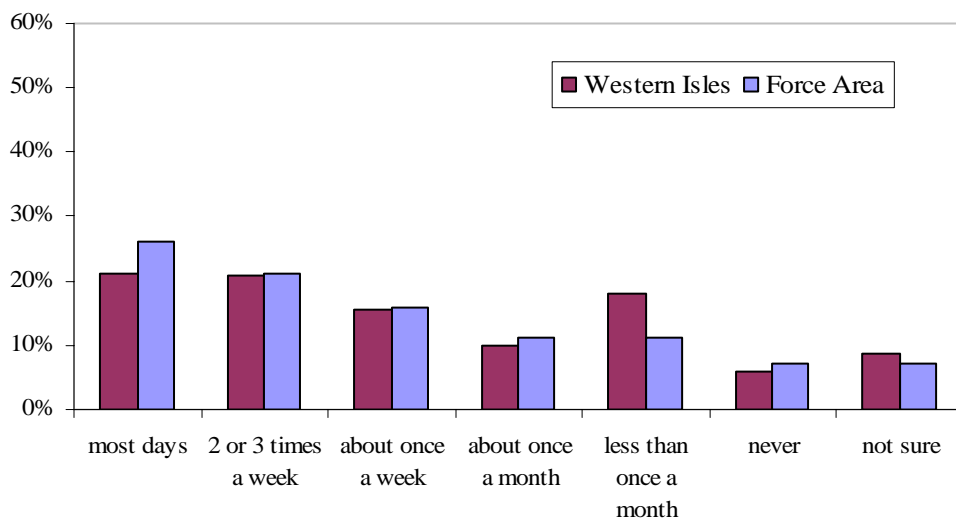
- 3.16** Compared with the Force area as a whole, a higher number of respondents in the Western Isles mentioned *never* seeing foot patrols or were *not sure* how frequently they had seen foot patrols.

**Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot 2007**



There was no clear difference between the Western Isles 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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Too much	-	-	0.4
About right	45.5	<b>37.3</b>	29.9
Too little	37.6	<b>49.2</b>	56.7
No opinion	16.9	<b>13.5</b>	13.0

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

Respondents in the Western Isles appeared slightly more likely to feel that the level of police patrols are *about right* (37%) compared with the Force area as a whole (30%), although this is not a statistically significant difference. No-one in the Western Isles 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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Town Centre / High Street	33.6	<b>36.1</b>	31.3
Street presence / foot patrols (all areas)	15.3	<b>25.6</b>	32.5
Residential areas	2.2	<b>17.2</b>	18.4
Areas of traffic danger	4.7	<b>10.7</b>	4.9
Areas where young people gather	*	<b>6.5</b>	7.9
Pubs / night clubs / venues	4.5	<b>6.2</b>	7.2
Villages	15.4	<b>6.2</b>	9.8
Outside schools	4.7	<b>4.2</b>	3.8
Known trouble spots	2.2	-	5.6
Other	*	<b>8.2</b>	4.4

Base: Area Command: 63 / 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 Western Isles wanted to see more officers on patrol. There were no significant differences in responses from the Western Isles compared with the Force area as a whole.

One respondent suggested police should patrol “the main street of the island at night-time when children are about and drinking or taking drugs”.

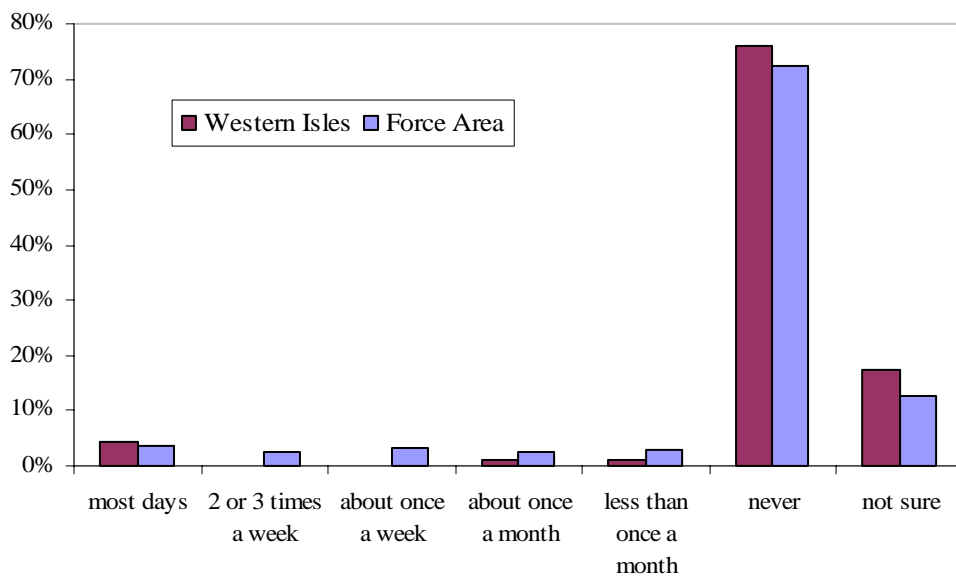
Responses from the Western Isles sample listed as “other” in the table above included:

- Ferry terminals (when passengers disembark) (1 mention)
- Not needed (1 mention)
- Where there is no CCTV (1 mention)

### Community Warden Patrols

**3.19** Respondents in the Western Isles were less likely to have seen Community Wardens on patrol compared with the Force area average. 76% of Western Isles 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**



73% of respondents had *never* seen Community Wardens patrolling in vehicles in the Western Isles (78% in the Force area) and a further 20% 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**

	<b>2005</b> <b>Western Isles</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Western Isles</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Force</b> <b>Area</b> <b>%</b>
Too much	-	-	0.2
About right	2.6	<b>4.5</b>	6.6
Too little	28.1	<b>23.1</b>	33.0
No opinion	69.3	<b>72.4</b>	60.1

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

72% of respondents in the Western Isles had *no opinion* regarding the level of Community Warden patrolling, 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**

	<b>2005</b> <b>Western Isles</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Western Isles</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Force</b> <b>Area</b> <b>%</b>
Town Centre / High Street	6.0	<b>27.6</b>	15.1
Street presence / foot patrols (all areas)	8.8	<b>10.1</b>	18.9
Pubs / night clubs	2.9	<b>6.9</b>	3.5
Villages	14.8	<b>6.9</b>	7.8
Areas where young people gather	*	<b>6.5</b>	6.1
Residential areas	8.6	<b>3.2</b>	21.5
Play parks	-	<b>3.2</b>	3.9
Known trouble spots	-	<b>3.2</b>	5.0
Outside schools	-	<b>3.2</b>	3.4
Other	*	<b>14.7</b>	5.2

Base: Area Command: 39 / 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, 21% 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 Western Isles sample wanted to see more Community Wardens on patrol. One respondent wanted to see Wardens “in industrial areas at night”.

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

- Not needed in area (2 mentions)
- Visiting the elderly and housebound (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. There were no significant differences in awareness in the Western Isles compared with the Force area as a whole.

**Table 3.15 Awareness of Security and Safety Initiatives**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	52.9	<b>44.3</b>	46.8
TV/media campaigns, e.g. drug awareness	34.4	<b>34.9</b>	34.6
Closed circuit television (CCTV)	28.6	<b>30.7</b>	33.7
Young person ID scheme	21.4	<b>25.1</b>	21.4
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	17.2	<b>22.6</b>	14.8
Anti-social Behaviour Orders	12.9	<b>14.3</b>	17.7
Community Safety Partnership	7.0	<b>12.1</b>	7.5

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 Western Isles Area Command %	2007 Western Isles Area Command %	2007 Force Area %
Laws banning drinking alcohol in public places	52.4	<b>48.1</b>	55.0
Closed circuit television (CCTV)	46.8	<b>41.3</b>	49.5
TV/media campaigns, e.g. drug awareness	41.1	<b>35.5</b>	36.1
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	30.6	<b>33.0</b>	39.2
Young person ID scheme	35.9	<b>31.1</b>	38.4
Anti-social Behaviour Orders	30.2	<b>28.8</b>	38.1
Community Safety Partnership	26.7	<b>27.7</b>	27.9

Base: All respondents

*Laws banning drinking alcohol in public places* and *closed circuit television (CCTV)* were regarded to be the measures which have the greatest effect on improving community safety in the Western Isles. Overall, respondents in the Western Isles were slightly less likely to think that the range of initiatives improved community safety in their area compared with the Force area as a whole, although there were no statistically significant differences.

### 3.23 Crimestoppers

61% of respondents in the Western Isles stated that they were aware of the Crimestoppers facility (60% in 2005), a slightly lower figure than the whole Force area average of 66%. In the Western Isles sample, 2% of respondents had actually used the facility (0% in 2005), compared with 3% in the Force area.

### 3.24 Confidential Lines

40% of respondents in the Western Isles stated that they were aware of the Northern Constabulary confidential lines (50% in 2005) compared with 47% across the Force area.

1% of respondents in the Western Isles 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	47.6	53.6	0.9	0.9	-	0.9	1.0
To report a minor crime, e.g. vandalism	10.2	78.7	2.1	12.2	0.9	0.9	-
To report information about something suspicious	5.8	80.2	6.0	8.9	2.1	0.9	1.1
To report a nuisance/disturbance	8.0	82.8	2.2	7.2	0.9	-	-
To report a road traffic accident/incident	64.6	35.3	1.0	1.0	-	-	1.0
To report other information	3.1	71.7	8.4	15.8	-	1.0	1.1
To ask for advice or information	2.0	66.9	3.2	27.1	0.9	2.0	-
Firearm / shotgun enquiry	4.9	63.1	3.1	30.0	-	0.9	-
Lost/found property	4.1	47.4	1.1	48.3	-	-	-
Missing person	16.7	67.7	-	16.5	-	-	-

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

*Phoning the local police station* was the preferred method of contact in all but one of the situations listed. Just under two thirds of Western Isles respondents would prefer to *phone '999'* to report a road traffic accident or incident. Overall, the pattern of responses in the Western Isles 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

43% of respondents at the Western Isles Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (36% in 2005), compared with 43% in the Force area also.

Respondents were then asked what type of information they would like. *General police work in your area, what is being done to improve road safety, and what is being done to reduce and prevent crime* were the types of information most sought in the Western Isles.

**Table 3.18 Type of Information Sought by Respondents**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
General police work in your area	81.4	<b>77.5</b>	78.6
What is being done to improve road safety	74.0	<b>67.6</b>	58.1
What is being done to reduce and prevent crime	73.8	<b>66.2</b>	72.8
More information about police officers' jobs/how they spend their day	41.9	<b>62.9</b>	44.8
How we are spending on policing in your area	39.1	<b>56.6</b>	45.5
What is being done to make your community safer	68.7	<b>51.7</b>	71.2
How you can help the police, e.g. Neighbourhood Watch, appeals	47.4	<b>44.4</b>	46.9
Police achievements/successes	41.1	<b>36.8</b>	39.9
Equality and diversity	23.1	<b>11.9</b>	14.2

Base: Area Command: 54 / 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 Western Isles Area Command %	2007 Western Isles Area Command %	2007 Force Area %
Local newspapers	66.1	<b>69.1</b>	73.3
Local radio	53.3	<b>40.6</b>	34.3
Talking to friends and relatives	33.1	<b>32.8</b>	28.1
Television	21.3	<b>24.6</b>	32.1
Don't get any information	18.5	<b>20.0</b>	19.9
Personal experience	6.7	<b>7.9</b>	12.2
Community meetings	6.8	<b>7.0</b>	7.7
Talking to police officers	6.8	<b>6.9</b>	8.7
Literature from the police	3.9	<b>6.0</b>	3.9
Public meetings	0.9	<b>3.1</b>	3.3
Internet	0.9	<b>2.0</b>	3.5
Attending court	n/a	-	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 Western Isles. Compared with the Force area, Western Isles respondents relied slightly 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, Western Isles responses followed a similar pattern to the Force area.

### 3.28 Awareness of Community Safety Campaigns and Initiatives

7% of respondents in the Western Isles 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**

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

Base: Area Command: 7 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Door stepping / rogue traders* was the most frequently cited community safety campaign that respondents in the Western Isles had noted in the previous six months, whereas *speeding* campaigns were most frequently cited by respondents 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**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Leaflet or newsletter	<b>71.7</b>	13.4
Local newspaper	<b>56.6</b>	57.1
Local radio	<b>28.3</b>	42.7
Talking to police officer	-	14.3
Talking to friends/relatives	-	8.0
Local TV	-	9.7
Internet	-	1.2
Other	<b>30.2</b>	16.6

Base: Area Command: 9 / Force: 92

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Leaflets or newsletters* and *local newspapers* were the main sources of campaign information in the Western Isles.

The response listed as “other” in the table above cited awareness via community meetings.

**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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	28.0	<b>31.1</b>	24.1
Probably	18.3	<b>16.3</b>	21.6
Sometimes	27.0	<b>17.7</b>	20.1
Not significantly	16.2	<b>18.5</b>	17.8
Definitely not	4.8	<b>6.9</b>	9.8
Don't know	5.8	<b>9.6</b>	6.6

Base: All respondents

Responses in the Western Isles followed a similar pattern compared with the Force area, with 47% of all respondents stating that the media *definitely* or *probably* influenced their understanding of anti-social behaviour (46% 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 Western Isles sample followed a similar pattern compared with the Force area.

**Table 3.23 Media Influence on Views of Anti-social Behaviour**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	13.3	<b>15.5</b>	13.2
Probably	20.0	<b>15.6</b>	18.9
Sometimes	21.3	<b>21.5</b>	20.7
Not significantly	27.0	<b>21.3</b>	24.8
Definitely not	10.6	<b>15.6</b>	15.4
Don't know	7.8	<b>10.5</b>	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 Western Isles compared with the Force area as a whole.

**Table 3.24 Media Influence on Feelings of Safety**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	14.6	<b>17.2</b>	15.6
Probably	11.5	<b>9.8</b>	15.9
Sometimes	21.4	<b>15.7</b>	18.7
Not significantly	29.2	<b>32.2</b>	27.0
Definitely not	18.6	<b>17.1</b>	17.1
Don't know	4.8	<b>8.0</b>	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 Western Isles results and the Force area results.

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

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Yes, any crime	1.9	<b>2.0</b>	2.2
Yes, minor crime	1.9	<b>2.8</b>	6.8
No, don't have access to the internet	19.8	<b>23.6</b>	25.1
No, would prefer to speak to police	69.5	<b>67.6</b>	61.6
Don't know/No opinion	7.0	<b>4.1</b>	4.4

Base: All respondents

**3.32** 13% of respondents in the Western Isles said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (also 13% in 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

**3.33** 21% of respondents in the Western Isles said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (25% in 2005), which is slightly less than the 27% of respondents in the Force area as a whole.

### 3.34 Community Safety Issues

84% of respondents in the Western Isles indicated that they would like to see more information on community safety issues in their local newspaper (90% 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**

	<b>2005 Western Isles Area Command %</b>	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Post office	51.7	<b>56.0</b>	51.4
Council office / service point	46.0	<b>47.4</b>	49.9
Internet	30.0	<b>43.9</b>	44.0
Library	40.9	<b>40.7</b>	42.1
Doctors' surgeries	34.3	<b>37.2</b>	41.9
Supermarket	29.0	<b>31.5</b>	33.9
Bank	25.3	<b>21.0</b>	22.1
Courts	8.5	<b>13.1</b>	16.6

Base: All respondents

Respondents in the Western Isles were most likely to want to access information about police and partner agency services at *post offices*, *council offices / service points* and over the *internet*. Use of the internet by Western Isles respondents to access such information has increased since 2005. *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**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Foot patrols / officers on the beat	<b>38.8</b>	52.4
Higher profile / higher visibility	<b>22.8</b>	29.9
More community involvement / community policing	<b>19.3</b>	14.7
More accessible / approachable / friendly	<b>13.5</b>	15.8
Satisfied with existing police service	<b>11.9</b>	9.9
More information / communication (including newsletters)	<b>7.6</b>	9.6
Tougher stance generally	<b>5.6</b>	3.6
Recruit more officers	<b>3.8</b>	4.8
Tougher stance on dangerous drivers	<b>3.8</b>	1.7
Improve manner in dealing with public, victims etc	<b>2.0</b>	2.0
Do more with young people / schools	<b>2.0</b>	4.0

Base: Area Command: 70 / Force: 778  
Note: Multiple responses were accepted

The main priority for respondents at the Western Isles Area Command level was more *foot patrols / officers on the beat*, with 39% of respondents stating this as a preference, compared with 52% in the Force area.

Respondents were also keen that the police should maintain a *higher profile*, and also have *more community involvement*. One respondent commented: "The police are not seen enough. Crime is low, but vandalism, underage drinking and young people driving at excessive speed may all be cut by being more aware of the police." Another suggested that "if the public know the local officer, they will be relaxed enough to pass on information which could be important".

- 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**

	<b>2007 Western Isles Area Command %</b>	<b>2007 Force Area %</b>
Drugs	<b>50.3</b>	38.8
Road safety / speeding	<b>33.9</b>	28.0
Crime prevention / law and order / public safety	<b>30.9</b>	33.6
Drink-related crime / behaviour	<b>19.0</b>	17.9
Integrate with youth groups / schools	<b>13.5</b>	10.4
Drink driving	<b>12.4</b>	8.2
Education / advice	<b>12.1</b>	6.8
Under-age drinking	<b>11.9</b>	10.5
Community policing	<b>11.7</b>	10.0
Youth behaviour on streets	<b>11.4</b>	13.3
Anti-social behaviour	<b>10.5</b>	14.7
Theft / property crime / vandalism	<b>7.3</b>	13.9
Crime detection (incl. prosecution)	<b>7.1</b>	7.8
Violence / assault	<b>5.3</b>	5.5
High standards / public confidence	<b>3.4</b>	2.9
Partnership working / liaison	<b>1.8</b>	3.0
Public relations	<b>1.8</b>	6.0

Base: Area Command: 78 / Force: 806  
Note: Multiple responses were accepted

*Drugs* (including drug dealing and drug-related crime/behaviour) was mentioned by 50% of respondents in the Western Isles. *Road safety / speeding* was also a priority for Western Isles respondents, along with *crime prevention / law and order / public safety*.

One respondent suggested “educating young people on alcohol and drugs by speaking to them, rather than handing out leaflets which they won’t read”. Another suggested creating “a ‘friendly bobby’ relationship in schools – especially primary – to combat vandalism and drugs”.

## 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 Western Isles Area Command %	2007 Force Area %
Support community activities / groups / campaign on local issues	33.8	27.9
Neighbourliness / be friendly	26.8	20.3
Report crime or suspicious behaviour	20.2	23.1
Nothing / too old	13.2	18.6
Be law-abiding	10.1	6.9
Collect litter	6.6	4.5
Engender law-abiding behaviour	3.5	4.4
Neighbourhood Watch	-	5.5
Better parenting	-	2.1
Recycling / environmental care	-	1.9

Base: Area Command: 41 / Force: 417  
Note: Multiple responses were accepted  
- denotes zero or less than 0.1%

The most common way in which Western Isles 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*.

*Neighbourliness and being friendly* also ranked highly, with one respondent suggesting they could “mix more with neighbours, join in more community events, and build up better relationships”.

13% of Western Isles respondents said that they felt they could *do nothing*, usually due to age or disability. Another 10% of respondents were content with the quality of life in their community.

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

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

---