

Final Report November 2009

Northern Constabulary – Community Consultation 2009 – Highland Report

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1 Introduction

1.1 Background

This report summarises the Highland Council area responses to Northern Constabulary's Community Consultation Survey 2009. FMR Research was contracted by Northern Constabulary in August 2009 to conduct the survey. The research was commissioned jointly by Northern Constabulary and its key partners: Highland Council, Comhairle nan Eilean Siar, the Scottish Court Service, and the Crown Office and Procurator Fiscal Service. The survey has been conducted every two years since 1999, although this is the first time the results have been reported at Highland level.

In addition to this Highland Council area report there are four other reports summarising results at Northern Constabulary Force level, as well as the three other Council areas that make up Northern Constabulary's boundary, Shetland Islands, Orkney Islands and Outer Hebrides.

1.2 Method

The survey was conducted by post and sent out to a total of 9,000 residents of Northern Constabulary area. In the Highlands Council area, 5,540 questionnaire were distributed. There were distribution problems which meant that 460 questionnaires were not sent to the appropriate people which had a slight impact on the responses and confidence interval from Lochaber, Skye and Lochalsh Command area. A copy of the questionnaire is appended.

To ensure the data were representative at Force area, Council area and Command area, weighting figures were used during the data analysis process to ensure that the data were representative of the wider demographics of Northern Constabulary Force area. The data were weighted by gender, Command area and ACORN group. The profile figures used in the weighting calculations were provided by CACI. For full details of the methodology please refer to the Force area report.

When reporting the data in this document, in general, percentages in tables have been rounded to the nearest whole number. Responses greater than 0% but less than 0.5% are shown as 0% and responses between 0.5% and less than 1% are rounded to 1%. Columns may not add to 100% because of rounding or where multiple responses to a question are possible. The total number of respondents to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of respondents, this is due to some respondents not answering all the questions, as is usually the case with self completion questionnaires, or because respondents may be 'routed' past some questions if they are not applicable. In the tables unweighted numbers and percentages are denoted by (UW) and weighted percentages by (W).

1.3 Responses to the survey

Overall at Northern Constabulary Force area there were 2,829 returns from 8,468 questionnaires distributed, representing a 33.4% response rate and a confidence interval of $\pm 1.8\%$. From the Highland Council area, there was a slightly higher response rate (34.7%) and a confidence interval of $\pm 2.3\%$. Details of total responses from each Command area and statistical validity is included in table 1 below. The excellent response received from the survey has ensured that, in the main, the survey findings are robust at the three geographic levels of Command area, Council area and Force area; obviously when analysing results for demographic subgroups, the confidence intervals increase and results are less robust.

Table 1 Responses and statistical significance

Area	2009				2007	
	Sent out	Returns	Response rate	Confidence interval	Returns	Confidence interval
Caithness, Sutherland & East Ross	1,065	383	36.0%	±5.0%	254	±6.1%
Inverness	1,066	327	30.7%	±5.4%	210	±6.7%
Lochaber, Skye & Lochalsh	801	267	33.3%	±6.0%	226	±6.5%
Nairn, Badenoch & Strathspey	1,072	382	35.6%	±4.9%	250	±6.1%
Ross & Cromarty	1,076	405	37.6%	±4.8%	239	±6.3%
Highland Council	5,080	1,764	34.7%	±2.3%	1,181	±2.8%
Total (Force area)	8,468	2,829	33.4%	1.8%	1,515	2.5%

The following tables give a breakdown of respondent demographics for the Highland Council area. The demographic breakdown for the 2009 survey was similar to the profiles in previous years. The only concern with regard to the representativeness of the data is with age groups. There was a small proportion of younger respondents than older respondents which biases the results towards the older age groups.

The tables show the actual number of respondents – No.(UW), with unweighted percentage responses – % (UW), and then the percentage for weighted data – % (W).

Table 2 Gender

	No. (UW)	% (UW)	% (W)
Male	731	41%	48%
Female	1033	59%	52%
Base	1764	100%	100%

Table 3 Age

	No. (UW)	% (UW)	% (W)
24 and under	21	1%	1%
25-44	310	18%	20%
45-64	761	44%	44%
65+	654	37%	35%
Base	1746	100%	100%

Table 4 Number of households with/without children (aged 16 or under)

	No. (UW)	% (UW)	% (W)
With children	352	20%	20%
Without children	1375	80%	80%
Base	1727	100%	100%

Table 5 Ethnicity (broad categories)

	No. (UW)	% (UW)	% (W)
White British	1,679	97%	97%
Other	52	3%	3%
Base	1,731	100%	100%

Table 6 First language (other than English)

	No. (UW)
Gaelic/Gàidhlig	16
Polish	8
Scots/Scottish	8
Other	13
Base	43

Table 7 Religious denomination

	No. (UW)	% (UW)	% (W)
None	426	25%	26%
Protestant	1040	61%	60%
Roman Catholic	122	7%	7%
Other Christian	97	6%	6%
Buddhist	4	0%	0%
Hindu	0	0%	0%
Jewish	1	0%	0%
Muslim	2	0%	0%
Sikh	0	0%	0%
Other	7	0%	0%
Base	1699	100%	100%

Table 8 Sexual orientation

	No. (UW)	% (UW)	% (W)
Heterosexual	1477	98%	98%
Lesbian	2	0%	0%
Gay	6	0%	1%
Bisexual	11	1%	1%
Other	5	0%	0%
Base	1501	100%	100%

Table 9 Disability

	No. (UW)	% (UW)	% (W)
Yes	321	19%	19%
No	1381	81%	81%
Base	1702	100%	100%

Table 10 Type of area

	No. (UW)	% (UW)	% (W)
A city	185	11%	19%
A large town	113	7%	8%
A small town	394	23%	19%
A large village	237	14%	13%
A small village	546	31%	28%
An isolated rural area	261	15%	13%
Base	1736	100%	100%

Table 11 Housing tenure

	No. (UW)	% (UW)	% (W)
Rented from the Council	192	11%	13%
Owner occupied	1383	79%	77%
Other rented	149	9%	9%
Other	17	1%	1%
Base	1741	100%	100%

Table 12 Scottish ACORN classification

	No. (UW)	% (UW)	% (W)
A - Affluent families	129	7%	7%
B – Older prosperity	374	21%	21%
C – Settled families	53	3%	4%
D – Rural areas	549	31%	24%
E – City lifestyle	14	1%	2%
F – Young workers	46	3%	5%
G – Traditionally comfortable	345	20%	19%
H – Developing Families	158	9%	11%
I – Poor pensioners	83	5%	7%
J – Struggling singles	12	1%	1%
U – Other	1	0%	0%
Base	1764	100%	100%

2 Key findings

2.1 Introduction

This section of the report outlines the key findings from the survey at Highland Council area and where practical comparing this with Northern Constabulary Force area level, i.e. covering Highland, Shetlands, Orkney and Outer Hebrides. The report follows the flow of the sections and questions as set out in the questionnaire. Comparisons with previous years data is not possible since this is the first time the results have been reported at Highland Council area.

2.2 Perceptions and attitudes towards crime

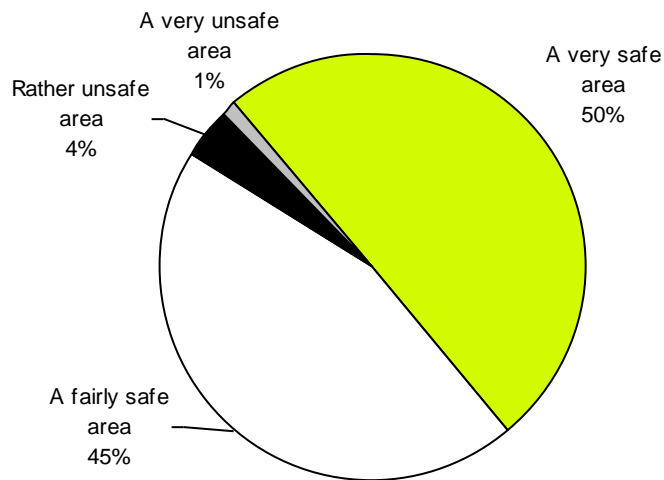
The Highland Council area results are in line with the Northern Constabulary results in terms of how long respondents had been in their present home. Almost one in eight (78%) had been in their homes for five years or more, 16% between two and five years, 4% between one and two years and just 1% a year or less.

Table 13 How long have you been in your present home?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
1 year of less	22	1%	1%
Over 1 year but less than 2 years	64	4%	4%
2 or more but less than 5 years	285	16%	16%
5 years or more	1392	78%	79%
Base	1763		2826

Half of respondents (948) felt that the area within 15 minutes walk of their home was a very safe place and for 45% (746 respondents) was fairly safe. This is similar to the overall Force results with 96% stating they felt their area either very safe or fairly safe. As with the Force area a smaller proportion of younger people rated their area as very safe compared to older respondents and those living in urban areas were less likely to rate their area as very safe compared to the more rural and remote areas. This ranged from 35% (117 respondents) in Inverness stating their area was very safe to 63% (174 respondents) in Lochaber, Skye and Lochalsh.

Figure 1 Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?



n=1761

Just over eight out of ten (81%) respondents felt their area was about the same in terms of safety compared to a year ago while 4% felt their area was safer and 13% felt their area was less safe than a year ago.

Table 14 Compared with a year ago, how do you rate the area within 15 minutes walk of your home?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Now more safe	64	4%	4%
About the same	1464	81%	82%
Now less safe	219	13%	12%
Did not live here a year ago	15	1%	1%
No opinion	11	1%	1%
Base	1763		2825

Community safety concerns

There was no significant difference between the concerns of respondents from Highland Council area and those in the overall Force area. Driving at excessive speed (74% saying major or minor concern), dangerous driving (63%), rubbish or litter lying around (59%), availability of alcohol to young people (58%), stray dogs/dog fouling (58%), alcohol misuse (51%), and rowdy or drunken behaviour (50%) were the main concerns with half or more than half of respondents stating these were a major and minor concern.

Table 15 How much of a concern to you is each of the following (major and minor concern)?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Driving at excessive speed	1305	74%	73%
Dangerous driving	1100	63%	61%
Rubbish or litter lying around	1015	59%	56%
Availability of alcohol to young people	990	58%	56%
Stray dogs/dog fouling	989	58%	55%
Alcohol mis-use	900	51%	51%
Rowdy or drunken behaviour	825	50%	47%
Drink/drugs driving	853	48%	49%
Vandalism, graffiti and deliberate damage	759	46%	42%
The safety and protection of children	716	42%	40%
People using drugs	715	42%	41%
Anti-social behaviour	665	40%	37%
People dealing in drugs	612	36%	35%
Bullying of young people in school	565	32%	33%
Break-ins to houses	512	31%	27%
Bullying of young people out of school	510	29%	29%
Anti-social neighbours	396	25%	24%
Things being stolen from cars	343	20%	19%
Solvent abuse/glue sniffing	322	18%	18%
Cars being stolen	314	18%	17%
Domestic abuse	257	15%	15%
Noise from local pubs and clubs	235	14%	13%
Discrimination or hate crimes	230	14%	13%
Base	1713 - 1737		2762 - 2796

Respondents were asked to indicate who should be dealing with the concerns highlighted across the range of issues in the above table. The responses ranked in order of frequency are shown in Table 16 below. Respondents could choose more than one response per concern. The police were clearly perceived to have the responsibility for dealing with most of the concerns, which is not surprising given the nature of the concerns which people were asked to rank. At the other end of the spectrum is the level of responsibility respondents felt they themselves should take with these concerns.

Table 16 Who do you think should be dealing with each of these concerns?

	You	Health Service	Police	Council	Parents	Community/ environ'l wardens	Teachers	Procurator Fiscal Service	Courts	Base
01 Anti-social neighbours	17%	1%	76%	53%	19%	15%	3%	17%	29%	1632
02 Anti-social behaviour	10%	1%	87%	29%	35%	16%	10%	21%	33%	1628
03 Availability of alcohol to young people	9%	9%	64%	30%	64%	13%	13%	13%	22%	1618
04 Rowdy or drunken behaviour	5%	3%	93%	12%	31%	15%	4%	18%	30%	1639
05 Rubbish or litter lying around	25%	2%	12%	78%	31%	43%	14%	5%	6%	1665
06 Vandalism, graffiti and deliberate damage	8%	1%	79%	40%	37%	31%	11%	19%	28%	1636
07 Stray dogs/dog fouling	17%	5%	21%	61%	11%	55%	1%	7%	10%	1639
08 People using drugs	5%	34%	87%	13%	31%	12%	16%	25%	38%	1621

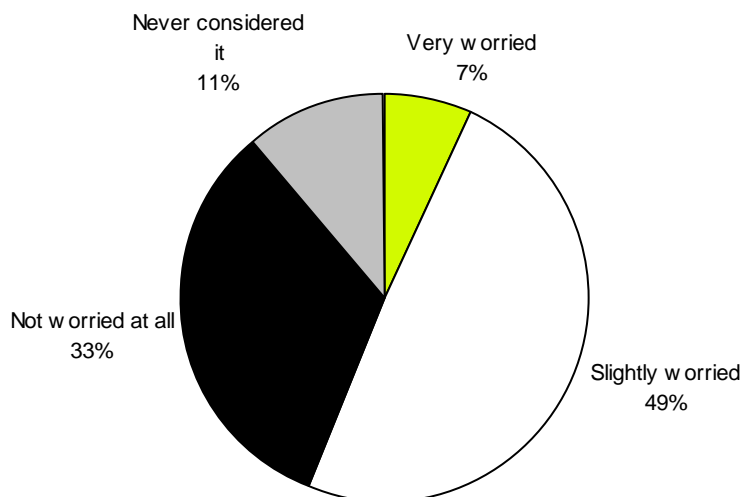
	You	Health Service	Police	Council	Parents	Community/ environ'l wardens	Teachers	Procurator Fiscal Service	Courts	Base
09 People dealing in drugs	6%	8%	95%	12%	14%	9%	6%	35%	51%	1629
10 Noise from local pubs or clubs	4%	1%	74%	48%	2%	23%	0%	12%	17%	1580
11 Break-ins to houses	6%	1%	99%	5%	5%	8%	1%	31%	45%	1639
12 Cars being stolen	6%	0%	98%	3%	7%	7%	1%	31%	45%	1634
13 Things being stolen from cars	7%	0%	97%	3%	7%	7%	1%	30%	43%	1628
14 Dangerous driving	7%	1%	97%	5%	7%	5%	2%	33%	47%	1665
15 Driving at excessive speed	7%	1%	96%	9%	7%	5%	2%	31%	45%	1677
16 Discrimination or hate crimes	10%	2%	89%	18%	19%	12%	17%	30%	43%	1593
17 Domestic abuse	9%	22%	89%	14%	10%	7%	7%	29%	43%	1596
18 Bullying of young people in school	10%	6%	25%	19%	61%	8%	89%	8%	9%	1633
19 Bullying of young people out of school	14%	5%	54%	16%	72%	17%	36%	10%	13%	1609
20 Solvent abuse/glue sniffing	6%	31%	73%	12%	48%	17%	24%	15%	18%	1612
21 Drink/drugs driving	8%	12%	96%	5%	12%	6%	5%	33%	49%	1651
22 Alcohol mis-use	12%	45%	63%	16%	36%	13%	16%	16%	21%	1603
23 The safety and protection of children	35%	43%	66%	44%	70%	27%	57%	27%	34%	1660

Fear of crime

Respondents were then asked to indicate how worried they were about being a victim of crime, in general, and then about specific crimes.

Over half of respondents (56%, 931 respondents) were either very worried or worried about crime (slightly higher than Force area at 51%). This ranged from 45% in the Lochaber, Skye and Lochalsh Command area to 63% in Inverness Command area. Younger age groups, those living in urban areas, non owner occupiers and those who were not white Scottish/British were more likely to respond that they were very worried or worried about becoming a victim of crime.

Figure 2 Please tell us how worried you are about becoming a victim of crime.



n=1724

Respondents were asked to rate how worried they were about a range of crimes; the two that respondents feared either at or above the average were vandalism or deliberate

damage to their home, property or car and having their homes broken into. The crimes were ranked in a similar fashion to that of the Northern Constabulary Force results.

Table 17 How worried are you about becoming a victim of the following crimes? (slightly or very worried)

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Having your home broken into	1046	62%	56%
Vandalism or deliberate damage to your home, property or car	1013	61%	57%
Being attacked, assaulted or robbed in the street	873	54%	49%
Being attacked by someone under the influence of alcohol	870	52%	49%
Having your car stolen or broken into	850	51%	48%
Being insulted or threatened	648	39%	37%
Being attacked, assaulted or robbed in your own home	614	37%	32%
Being the victim of an attempted rape, rape or other serious sexual offence	405	23%	21%
Becoming the victim of a crime because of my race	85	5%	5%
Being a victim of domestic abuse	75	5%	4%
Becoming the victim of a crime because of my religion	66	4%	4%
Base	1671 - 1723		2704 - 2772

The next question related specifically to hate incidents. Respondents were asked if they worried about suffering discrimination or being subjected to a hate incident on the grounds of characteristics highlighted in Table 18 below. The figures are given for those respondents who were either very worried or slightly worried; there is no significant difference between Highland and Force area data. Minority groups were all more likely to state they were worried/slightly worried about specific discrimination or hate crimes than average.

Table 18 Are you worried about suffering discrimination or being subjected to a hate incident on the grounds of any of the following? (slightly or very worried)

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Age	247	14%	13%
Physical disability	105	6%	6%
Race or ethnic origin	65	4%	3%
Mental health	62	4%	4%
Religion or belief (including non-belief)	55	3%	3%
Gender identity	39	2%	2%
Philosophical beliefs	36	2%	2%
Sexual orientation	36	2%	2%
Learning disability	34	2%	2%
Base	1696 - 1710		2732 - 2751

The next question asked whether respondents felt the law protects them from hate crimes. Just under half (47%, 778 respondents) stated that it does, 7% (115 respondents) stated that it does not and 45% (766 respondents) did not know. Again, these are very similar results to the Force area.

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 given in Table 19 below. Making sure that their home (92%) and vehicle (89%) were secure were the two overwhelming precautions against crime taken by Highland respondents. There was no significant difference between Highland and Force area.

Table 19 Do you do any of the following because of the possible worries about crime? (always or sometimes)

	2009 Highland area		2009 Force area
	No. (UW)	% (W)	% (W)
Make sure your home is adequately secured	1567	92%	90%
Make sure your vehicle is adequately secured	1447	89%	87%
Carry a mobile phone	1167	68%	64%
Avoid certain places	1027	63%	58%
Avoid going out when it is dark	673	42%	37%
Mark your property in case it is stolen	715	41%	39%
Avoid going out at certain times	642	39%	35%
Avoid going out alone	615	38%	34%
Take self-defence classes	77	5%	5%
Base	1604 - 1700		2603 - 2734

Victims of crime

Respondents were then asked if they were a victim of crime in the last year. Just under one in ten (9%, 141 respondents) compared to 8% of the Force area stated they were victims of crime during the previous year. The types of crime experienced by respondents from the Highland area are included in Table 20 below. The main crimes were vandalism, theft, assault and abuse and fraud/identity theft.

Table 20 What type of crime was it?

	2009 Highland area No. (UW)
Vandalism	41
Theft	39
Assault, abuse (verbal, physical, racist) , rape	26
Fraud/identity theft	13
Property break in	8
Antisocial behaviour/neighbours	5
Traffic accident/incident	8
Road rage	1
Other	6
Base	133

Just over three quarters (77%, 104 respondents) of those who were victims of crime in the Highland area reported it to the police. Those that did not report it to police cited the following reasons:

- no point waste of time (16 respondents);

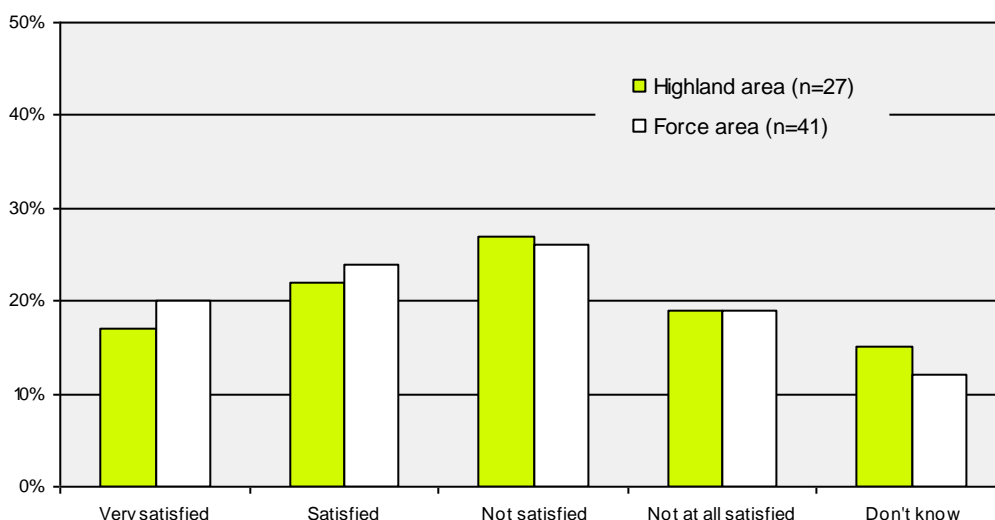
- dealt with by another source (8 respondents);
- minor incident/did not want to bother police (7 respondents); and
- fear of reprisal (2 respondents).

Around a quarter (26%, 27 respondents) who reported the incident to police stated that it resulted in criminal proceedings, half (52%, 54 respondents) stated that it did not and 23%, (20 respondents) did not know. Those who stated that they did not know whether there was a criminal proceeding as a result of their report gave the following reasons for their answer:

- not heard from police (7 respondents);
- too early to say (3 respondents);
- unsure if police caught the perpetrator (2 respondents); and
- was dealt with by bank (2 respondents).

Those respondents whose report did result in criminal proceedings were asked how satisfied they were with the outcome. Around four in ten (39%, 9 respondents) stated they were very satisfied or satisfied and slightly more (43%, 13 respondents) stated they were not satisfied or not at all satisfied.

Figure 3 If your report did result in criminal proceedings, how satisfied were you with the outcome?



Those who did report the crime were asked how satisfied they were with how they were kept informed of progress in relation to proceedings. Four in ten (41%, 11 respondents) were satisfied, over half (55%, 14 respondents) were not satisfied and the remainder did not know. A lack of information was cited as the main reason for not being satisfied. These findings were in line with the overall Force results.

2.3 Community Planning

Respondents were asked if they had seen their community plan and the proportion from Highland stating yes (13%, 246 respondents) was the same as for the Force area as a whole. This ranged from 8% in Inverness Command area to 18% in Ross and Cromarty Command area. The results have remained fairly steady since 2003.

Table 21 Have you seen your local Community Plan? (respondents saying 'yes')

	2003	2005	2007	2009
Highland Council area	14%	16%	15%	13%
Force area	14%	18%	12%	13%

Respondents were asked to indicate the priority they felt should be assigned to a range of issues in their community plan. As can be seen from Table 22 below the results for Highland are very much in line with the Force results. Respondents' top three priorities were protection of children from harm (92%), reducing unemployment (91%) and improving the availability of activities for young people (90%).

Table 22 Community plan priorities ranked by top and medium priorities

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Protection of children from harm*	1557	92%	92%
Reducing unemployment	1539	91%	90%
Improving the availability of activities for young people*	1513	90%	89%
Reducing drug/alcohol/solvent mis-use	1487	88%	88%
Reducing drug dealing	1494	87%	87%
Reducing youth crime	1461	87%	85%
Improving roads and transport links	1459	86%	86%
Reducing crime	1448	86%	85%
Reducing violent crime	1424	86%	84%
Improving road safety	2260	85%	85%
Reducing anti-social behaviour	1419	84%	83%
Improving access to learning opportunities	1374	81%	81%
Reducing sexual offences	1343	80%	79%
Increasing availability of affordable housing	1323	78%	79%
Improving access to local health services	1278	76%	76%
Improving the management of sexual offenders	1224	73%	73%
Improving quality of housing	1174	72%	73%
Increasing business investment	1117	68%	69%
Recognising equality and diversity	1108	66%	67%
Improving public transport	1131	65%	64%
Increasing availability of sports and leisure facilities	1098	65%	63%
Reducing discrimination or hate crimes*	1069	64%	63%
Improving access to technology	1038	61%	63%
Increasing rural development	818	50%	53%
Improving access to arts and culture	600	35%	34%
Base	1617 - 1686		2609 - 2706

*Reworded in 2009 survey

Child protection

Respondents were asked whether they felt that they have confidence that Highlands and Islands agencies are effective in the protection of children. The majority, just over half, (54%, 898 respondents) stated that they did not know, almost four in ten (37%, 605 respondents) stated that they did have confidence that agencies are effective in the protection of children and around one in ten (9%, 144 respondents) stated they were not. Again this was in line with Force results. Those that stated no were asked why.

Table 23 If you do not have confidence that Highlands & Islands agencies are effective in the protection of children, why not?

	2009 Highland area No. (UW)
Failures/mistakes by social services/agencies	38
News reports/knowledge of abuse to children	30
Not enough resources (e.g. social workers)	22
Knowledge of paedophiles in/moved to areas near children	8
Too much red /paperwork	8
Not enough or inefficient inter-agency working	6
Need better checking/monitoring of people living near/working with children	5
Base	103

Participation in community consultation

Only 4% (74) of Highland respondents stated they had been involved in previous consultations from the partner agencies, the same as the Force results. They were:

- ward forums (15);
- surveys (12);
- Community Council (7);
- local plan/CPP (7);
- local planning/development consultation (5);
- transport/roads consultation (3); and
- other consultations (23).

2.4 Court Service

Respondents were asked if they had attended the High Court, Sheriff Court or a District/Justice of the Peace Court within the last two years specifically in a particular type of capacity within the last two years. One in ten respondents (157 respondents) stated that they had attended court and most recently in the following capacities.

Table 24 Have you attended the High Court, a Sheriff Court or a District / Justice of the Peace Court within the last two years in any of the following capacities?

	2009 Highland area		2009 Force area
	No. (UW)	% (W)	% (W)
Juror (incl. serving/not selected)	58	40%	37%
Witness in a criminal case/supporter of a witness	25	18%	18%
As part of a job	17	12%	13%
Accused in criminal case/supporter of accused	13	12%	16%
Spectator/tourist unconnected with court cases	14	11%	12%
Civil litigant or witness in civil case/supporter	11	8%	8%
Attending Fines Enquiry/Enforcement Court/Fines Office	10	6%	6%
Victim in criminal case/supporter of victim	9	6%	6%
Base	157		196

Those who had attended court in the above capacities were asked how satisfied they were with their experience of attending court. Around three quarters (73%, 86 respondents) stated that they were either very satisfied or satisfied with their experience of court, the same proportion as the Force results.

For those who were either not satisfied or not at all satisfied, the key reasons for this were given as:

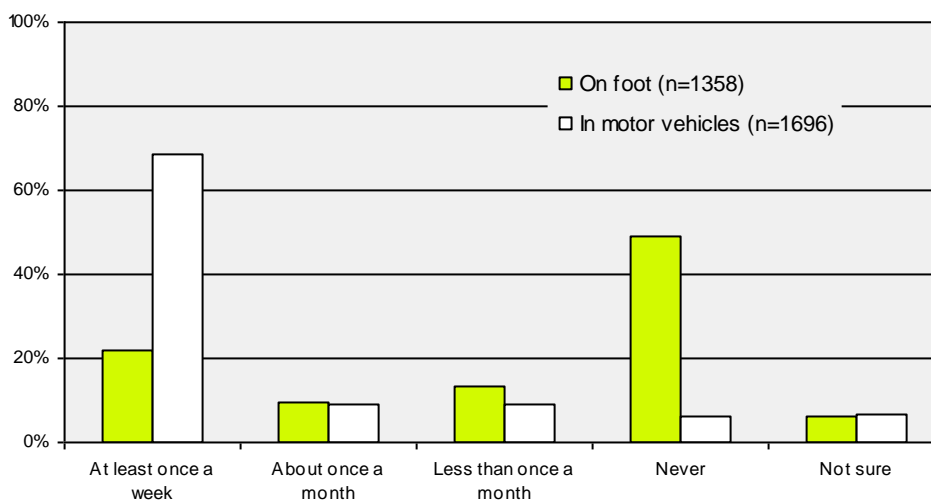
- due to the length of time they had to wait (20);
- lack of information on what I was expected to do or what was happening (18);
- the overall court process (14);
- lack of services available at the building (12);
- number of times the case was deferred (3); and
- other reasons (3).

2.5 Police services and community safety

Police patrols

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. Almost a fifth of respondents (22%, 327 respondents) said they usually saw officers patrolling on foot at least once a week compared to 69% (1,177) of respondents who saw officers patrolling in motor vehicles at least once a week. Around 10% of respondents saw patrols on foot and in motor vehicles about once per month and around the same proportion less than once per month. There was, however, a large difference in the proportion of respondents who never saw police patrolling on foot and in motor vehicles. Around half (49%, 655 respondents) never saw police patrolling on foot compared to only 6% (97 respondents) who never saw police patrolling in motor vehicles.

Figure 4 How often do you usually see police officers patrolling in the following ways?



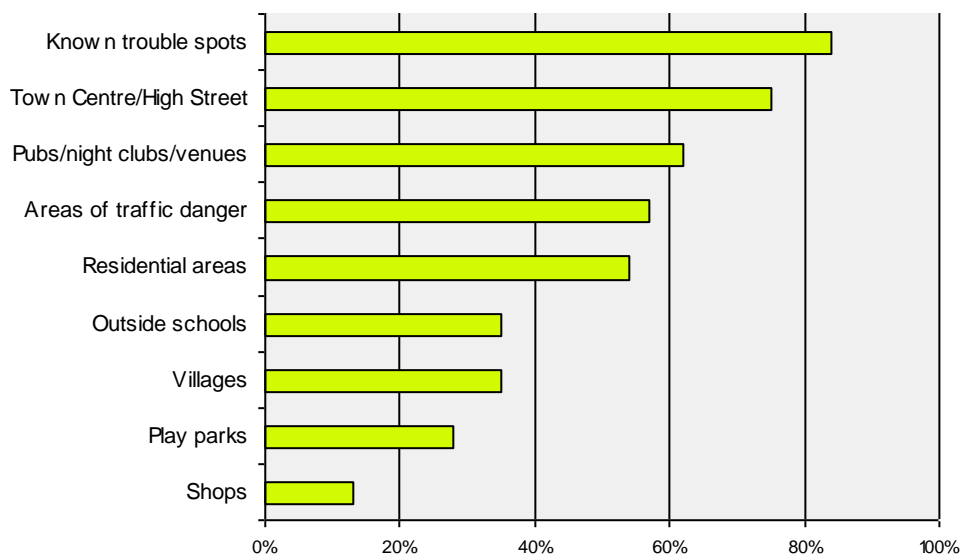
Over half of respondents (53%, 892 respondents) felt that there were too few police patrols while under four in ten (35%, 576 respondents) felt that the amount of patrols was about right. There was only a small minority (4 respondents) who felt there were too many patrols and 12% did not have an opinion on this question. Those living in more urban areas were significantly more likely to feel that the amount of police patrols is too little compared to rural areas. This ranged from 39% (102 respondents) in Lochaber, Skye and Lochalsh Command area to 57% (175 respondents) in Inverness Command area.

Table 25 What do you think about the amount of police patrolling you see?

	2009 Highland area		2009 Force area
	No. (UW)	% (W)	% (W)
Too much	4	0%	0%
About right	576	35%	37%
Too little	892	53%	50%
No opinion	196	12%	13%
Base	1668		2761

Respondents would like to see police officers on patrol in the following areas.

Figure 5 Where would you like to see police officers on patrol?

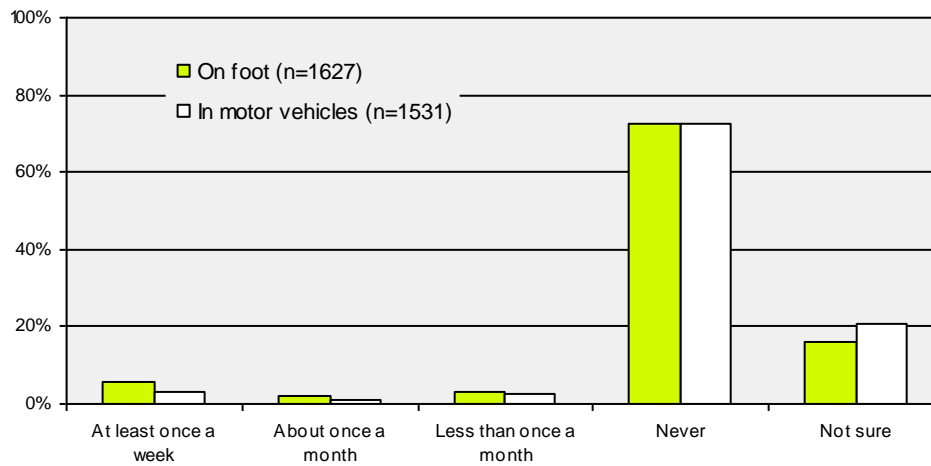


n=1568

Community warden/environmental officer patrols

Almost three quarters (73%) of respondents stated that they had not seen community wardens/environmental officers patrolling on foot and the same proportion (73%) stated they had not seen them patrolling in motor vehicles. There was also a high proportion stating they were not sure if they had seen community wardens/environmental officers patrolling on foot (16%) or in motor vehicles (21%).

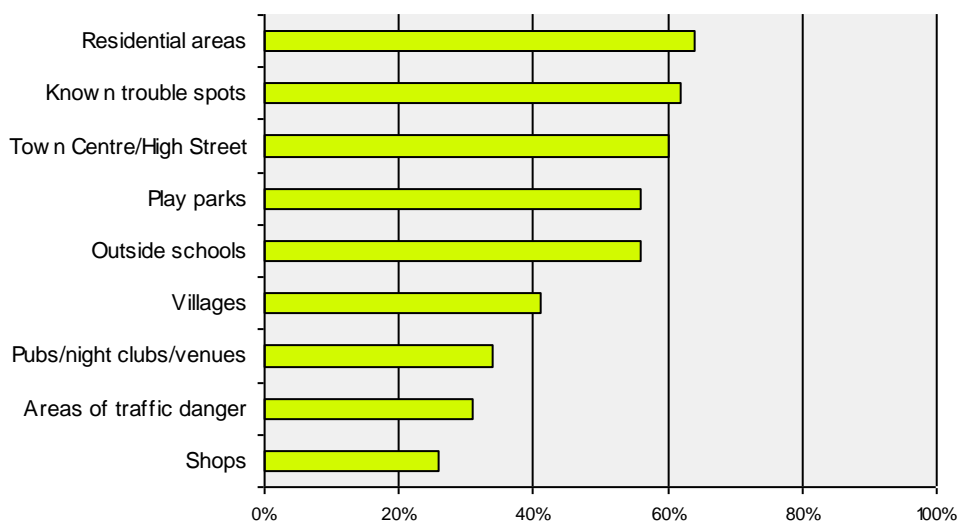
Figure 6 How often do you usually see community wardens/environmental Officers patrolling in the following ways?



When asked what they thought about the amount of patrolling they see undertaken by community wardens/environmental officers, over half (51%, 803 respondents) stated that they had no opinion. Four in ten (43%, 648 respondents) stated that there were too few patrols and 5% (71 respondents) stated the amount of patrols was about right. A very small minority (4 respondents) stated that the amount of patrols was too much.

Respondents would like to see community wardens/environmental officers in the following areas.

Figure 7 Where would you like to see community wardens/environmental officers on patrol?



n=1,568

Awareness of Crimestoppers/Northern Constabulary phone line

Around seven in ten respondents (71%, 1,198 respondents) were aware of Crimestoppers although only 5% (70 respondents) had used it. Just under half (45%, 946 respondents) were aware of Northern Constabulary's confidential phone line and only 5% (71 respondents) had used it. These figures are similar to the Force area results.

Security and safety initiatives

Table 26 shows the percentage of respondents who were aware of certain security and safety initiatives in their area. The Highland area figures are very much in line with the Force area figures.

Table 26 Are you aware of any of the following in your area? (yes)

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Laws banning drinking alcohol in public places	987	58%	57%
TV/media campaigns	772	44%	44%
Closed circuit television	644	37%	38%
Young person ID scheme	481	28%	30%
Anti-social Behaviour Orders	413	25%	25%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	363	21%	19%
Safety and Healthy lifestyle initiatives	356	20%	21%
Northern Camera Safety Partnership	238	14%	12%
Community Safety Initiatives	198	11%	12%
Anti-hate & discrimination campaigns	171	10%	10%
Youth diversionary activities	163	10%	9%
Base	1734		2779

Other initiatives mentioned by respondents included:

- 20mph speed zones for school children;
- community liaison efforts (school talks etc);
- Grantown-on-Spey - shop - shop phone - re: fraud/shoplifting;
- speed cameras; and
- wildlife crime officers/ a wildlife crime section.

Respondents were then asked if they thought any of the initiatives improved community safety in their area. The top four initiatives were laws banning drinking alcohol in public places, CCTV, ASBOs and Neighbourhood/Farm/Water/Boat/Pub Watch schemes. These four initiatives were ranked the highest in each of the last 4 surveys at Force area level.

Table 27 Do you think any of the following improve community safety in your area? (yes)

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Laws banning drinking alcohol in public places	1018	65%	62%
Closed circuit television	776	50%	48%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	643	42%	39%
Anti-social Behaviour Orders	633	42%	41%
TV/media campaigns	622	40%	39%
Young person ID scheme	590	38%	38%
Safety and Healthy lifestyle initiatives	538	35%	35%
Community Safety Initiatives	534	35%	35%
Youth diversionary activities	429	29%	27%
Northern Camera Safety Partnership	414	28%	26%
Anti-hate & discrimination campaigns	402	27%	26%
Base	1529 - 1610		2428 - 2566

2.6 Information and communication

Preferences on contacting the police

Respondents prefer to report serious crimes by phone (either 999 or local station) and less serious crimes by phoning their local station or visiting their local station. There is little preference for mobile phone/text or email/internet contact.

Table 28 How would you prefer to contact the police in each of the following situations?

	Phone 999/ text-phone	Phone local police station	Phone NC conf'l line	Visit local police station	To police officer on patrol	Email/ internet	Mobile phone, text, picture image
To report a serious crime (n=1728)	69%	27%	4%	3%	1%	0%	1%
To report a minor crime (n=1715)	5%	81%	4%	10%	2%	1%	1%
To report information about something suspicious (n=1711)	7%	69%	14%	9%	3%	1%	1%
To report a nuisance or disturbance (n=1708)	8%	79%	6%	6%	2%	1%	1%
To report a road traffic accident/incident (n=1716)	69%	30%	1%	2%	1%	0%	1%
To report other information (n=1673)	4%	67%	10%	17%	2%	3%	1%
To ask for advice or information (n=1703)	2%	55%	4%	33%	4%	5%	1%
Firearm/ shotgun enquiry (n=1634)	5%	53%	5%	35%	1%	4%	0%
Lost/found property (n=1711)	1%	46%	1%	52%	1%	2%	0%
Missing person (n=1700)	15%	58%	4%	27%	1%	1%	0%

Information on police and partner agencies

Respondents were asked if they ever felt they would like more information about the work of their local police and their partner agencies. Just over four in ten (44%, 749 respondents) stated that they would like more information. Those respondents in urban areas were more likely to want more information than those in rural areas.

Those who said they would like more information were asked what type of information they would prefer. This type of information is highlighted in the table below and has remained in line with previous surveys at Force area.

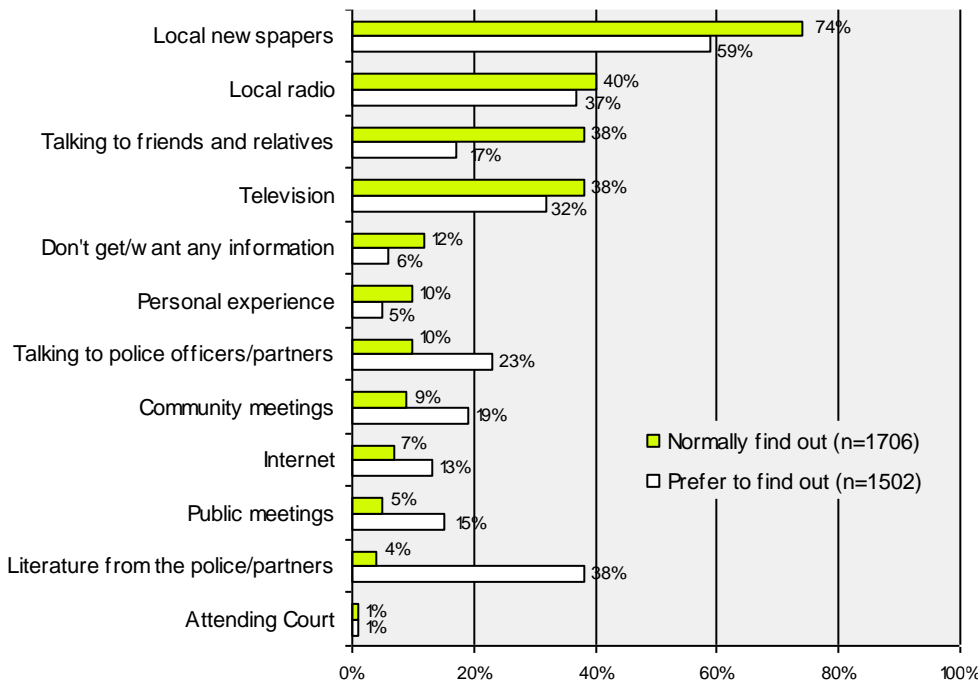
Table 29 What type of information would you like?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
General police work in your area	575	78%	78%
What is being done to reduce and prevent crime	524	70%	69%
What is being done to make your community safer	497	68%	67%
What is being done to improve road safety	446	57%	59%
How you can help the police	336	43%	43%
How we are spending on policing in your area	312	42%	42%
Police achievements/successes	309	41%	41%
More information about police officers job/how they spend their day	296	39%	40%
What is being done to promote equality and prevent discrimination	154	20%	21%
Base	741		1041

The next question asked respondents how they normally find out about the work of their local police, Procurator Fiscal, Court Service and their local authority partners currently and how they would prefer to find out in future. The results are compared in the chart below. Generally respondents would prefer to find out about the police and partners work more often than they normally do via the following ways:

- literature from police/partners
- talking to police officers/partners
- community meetings
- public meetings; and
- the internet.

Figure 8 How do you normally find out about the work of your local police, Procurator Fiscal, Court Service and their local authority partners and how would you prefer to find out?



Awareness of community safety initiatives

The questionnaire asked whether respondents had been aware of a community safety campaign or initiative during the last 6 months. Just 5% (88 respondents) stated that they had been aware of an initiative, these were on the following topics highlighted in 36 below. The four most frequently cited were speeding, drink driving, road safety and wearing seatbelts which were also the most frequently cited in 2007 at Force area.

Table 30 What was the campaign about?

	2009 Highland area No. (UW)	2009 Force area No. (UW)
Speeding	22	54
Drink driving	15	43
Road safety	10	31
Wearing seatbelts	8	33
Road safety for children around/on way to school/on bikes	5	10
Alcohol misuse	4	6
Blue Light Disco	4	4
Drug misuse	3	6
Drug driving	2	4
Use of mobile phone while driving	1	7
Child car seats	1	2
Underage drinking	0	6
Other campaigns	17	29
Base	65	167

Those who were aware of a campaign were asked how they were made aware of it. About two thirds (68%, 60 respondents) were aware of the initiative from a local newspaper, four out of ten (41%, 31 respondents) from local radio, a fifth (21%, 20 respondents) by talking to friends or relatives, and a fifth (21%, 16 respondents) from local TV.

Table 31 How were you made aware of the campaign?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Local newspaper	60	68%	68%
Local radio	31	41%	49%
Talking to friends/relatives	20	21%	21%
Local TV	16	21%	19%
Internet	5	10%	8%
Leaflet or newsletter	7	9%	8%
Talking to a police officer	6	6%	6%
Local meeting/community council	3	2%	2%
Other	5	9%	7%
Base	87		203

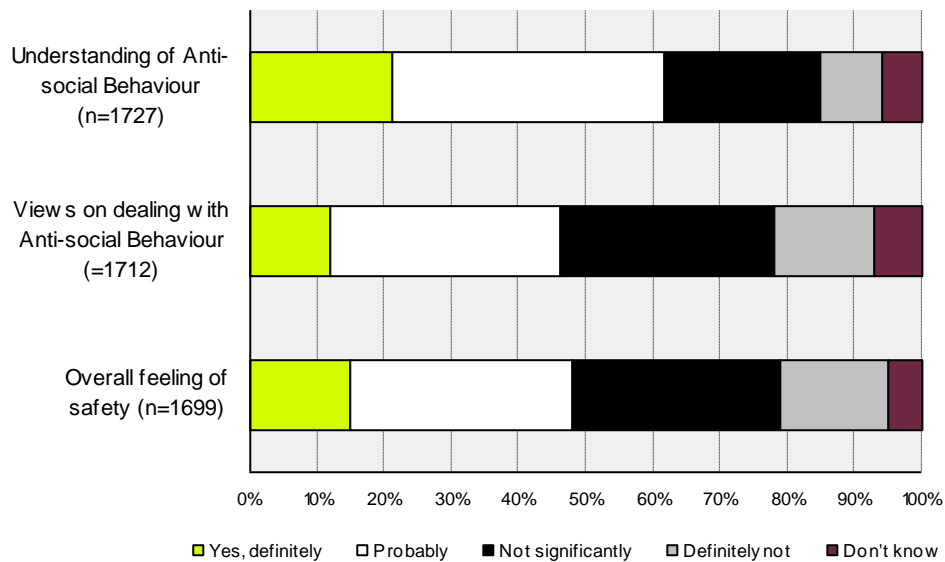
Media influence

Respondents were asked if their understanding of anti-social behaviour, their views on dealing with anti-social behaviour and their overall feeling of safety were influenced by the media. Six in ten respondents (61%) stated that their understanding of anti-social behaviour was either definitely or probably influenced by the media. Under half (46%) stated that their views on dealing with anti-social behaviour were definitely or probably influenced by the media and just under half (48%) also thought that their overall feeling of safety was influenced by the media.

Table 32 How much are the following influenced by the media?

	Is your understanding of Anti-social Behaviour influenced by the media?	Are your views on dealing with Anti-social Behaviour influenced by the media?	Do you think your overall feeling of safety is influenced by the media?
Yes, definitely	21%	12%	15%
Probably	40%	34%	33%
Not significantly	23%	32%	31%
Definitely not	9%	15%	16%
Don't know	6%	7%	5%
Base	1727	1712	1699

Figure 9 How much are the following influenced by the media?



Communication and information

The questionnaire asked respondents whether they would consider using e-mail or the internet to report community safety issues. Only 16% (355 respondents) stated that they would contact the police by e-mail or internet, 7% for any crime and 9% for a minor crime. Younger age groups were more likely to consider this way of reporting crime as were those who lived in a city/large town. A fifth (21%) did not have access to the internet rising to four in ten (41%) of those aged 65+. Just under a fifth (17%) said that it depended on the situation.

Table 33 Would you use e-mail or the internet to report community safety issues?

	2009 Highland area		2009 Force area
	No. (UW)	% (W)	% (W)
Yes, any crime	101	7%	7%
Yes, minor crime	141	9%	9%
No, don't have access to the internet	347	21%	21%
No, would prefer to speak to police	684	38%	39%
Maybe, depends on the situation	275	17%	17%
Don't know/no opinion	136	8%	8%
Base	1684		2696

When asked about receiving general information from their local police and their partner agencies via text to a mobile phone, 13% (213 respondents) of respondents said they would be happy to do so. One in three (32%, 551 respondents) stated that they would be happy to receive information from their local police and their partner agencies via email/internet. Eight out of ten (83%, 1,438 respondents) stated that they would like to see more information on community safety issues in their local newspaper.

Respondents were then asked if they would use a range of locations to access information on the services provided by their local police and partner agencies. The post office, internet and Council office/service point and police stations were the four most preferred locations to access information on services provided by the police and partner agencies, all preferred by at least half of respondents. At Force area the post office was the most frequently cited location in all four surveys. Courts and Procurator Fiscal offices were least frequently cited locations where respondents would prefer to access information.

Table 34 Would you use any of the following locations to access information on the services provided by your local police and their partner agencies?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Post office	842	59%	58%
Council office/service point	792	57%	54%
Internet	686	55%	55%
Police stations	729	50%	49%
Doctors' surgeries	644	49%	48%
Library	623	48%	47%
Supermarket	537	45%	44%
Bank	369	31%	30%
Courts	144	14%	14%
Procurator Fiscal Offices	126	13%	13%
Base	1081 - 1400		1763 - 2279

2.7 Priorities and improvements

This last section asked respondents three open questions: ways Northern Constabulary could improve its service, the three main priorities for the police and partner agencies and what respondents thought they could do to improve the quality of life in their community.

What ways can Northern Constabulary and partners improve services

More foot patrols/officers on the beat was cited most frequently (41%) by respondents when asked in what ways Northern Constabulary could improve its service; this was more commonly cited by those aged 65+ and those living in urban areas. This ranged from 33% (52 respondents) in Lochaber, Skye and Lochalsh to 45% (79 respondents) in Inverness Command area. Second most frequently cited improvement was for a higher profile/visibility. Interestingly, third most rated improvement (9%, 104 respondents) was to state that they were satisfied with existing services which, at Force area, improved from 5th highest to third highest between 2007 and 2009.

Table 35 In what ways could Northern Constabulary improve the service it provides to the public?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
More foot patrols/officers on the beat	427	41%	40%
Higher profile/visibility	194	18%	18%
Satisfied with existing police service	104	9%	11%
More community involvement/community policing	93	9%	8%
More information/communication incl. newsletters	74	6%	6%
Tougher stance on dangerous drivers	59	5%	5%
Recruit more officers	43	5%	4%
More accessible/approachable/friendly	49	4%	4%
Keep local offices open incl. 24hr cover	43	4%	3%
Do more with young people/schools	35	3%	3%
Less paperwork/red tape/bureaucracy	14	2%	1%
Less time on traffic offences, more on major crime	11	2%	2%
Be more effective in dealing with drug related crime	15	1%	2%
Be more effective in dealing with alcohol related crime	12	1%	1%
Improve manner in dealing with public, victims etc.	11	1%	1%
Tougher stance generally	7	1%	1%
Base	1056		1563

Three main priorities

The three main priorities highlighted by respondents for their local police and their partner agencies to deal with were drugs (dealing and drug related crime/behaviour), road safety/speeding and crime prevention/law and order/public safety. These issues have been the top three priorities in the 2005, 2007 as well as 2009 survey at Force area. A new priority which was not recorded in previous surveys was more police on streets/visibility/ foot patrols which was cited by almost a quarter (26%) of respondents and came fourth in the list of respondents' priorities. Another key priority which was not evident in previous surveys was child protection/safety cited by 12% of respondents and ranked 8th in the list of priorities.

Table 36 What should be the 3 main priorities for your local police and their partner agencies?

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Road safety/speeding	448	37%	37%
Crime prevention/law and order/public safety	413	37%	35%
Drugs (incl. drug dealing and drug-related crime/behaviour)	399	36%	38%
More police on streets/visibility/foot patrols	285	26%	24%
Drink-related crime/behaviour	196	17%	19%
Anti-social behaviour	168	15%	15%
Community policing	142	12%	12%
Child protection/safety	131	12%	12%
Public relations/accessibility	127	10%	10%
Theft/property crime/vandalism/graffiti	98	9%	9%
Under-age drinking	96	8%	9%
Education/advice	92	8%	7%

	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Crime detection (incl prosecution)	70	7%	7%
Integrate with youth groups/schools	88	6%	7%
Youth behaviour on streets	62	5%	5%
Drink driving	60	5%	6%
Violence/assault	46	4%	4%
Dog fouling / littering	39	3%	3%
Quick response to reports of crime	38	3%	3%
High standards/public confidence	32	3%	3%
Provide more facilities/activities for young people	31	3%	3%
Tougher sentencing	30	3%	3%
Partnership working/liaison	20	2%	2%
Racism/discrimination	20	2%	2%
Protection of elderly/vulnerable adults	15	1%	1%
Domestic abuse	12	1%	1%
Other priorities	139	12%	11%
Base	1146		1739

What respondents felt they could do to improve quality of life

The final question asked what respondents themselves could do to help improve the quality of life in their community. Reporting crime or suspicious behaviour was perceived to be the best way to improve the quality of life in the community which was significantly higher than previous surveys at Force area. Supporting community activities, neighbourliness/be friendly and nothing/too old were also cited the most often which is in line with previous surveys.

Table 37 What do you think YOU could do to help improve the quality of life in your community?


	2009 Highland area		2009 Force area % (W)
	No. (UW)	% (W)	
Report crime or suspicious behaviour	242	31%	30%
Support community activities/groups/campaign on local issues	210	26%	25%
Nothing/too old	114	15%	17%
Neighbourliness/be friendly	102	13%	13%
Be law-abiding	63	8%	8%
Neighbourhood Watch	43	6%	5%
Engender law-abiding behaviour	37	4%	4%
Collect litter	24	3%	3%
Better parenting	20	3%	3%
Recycling/environmental care	7	1%	1%
Base	782		1195

Appendix



Help us to help you

This survey has been developed by Northern Constabulary jointly with the Highland Council, Comhairle nan Eilean Siar, the Scottish Court Service and the Crown Office and Procurator Fiscal Service. Contact details for these partners can be found on the back of the questionnaire.

 All information you send to us is strictly confidential. It will be processed and held in accordance with the principles of the Data Protection Act (1998). This information will be used only for statistical and research purposes by Northern Constabulary, Highlands and Islands Community Planning Partners and FMR Research working on their behalf. No information about you will be passed on to any other organisation. Any views expressed by you in the questionnaire will not be attributed to you personally in any database, analysis or reporting.

Please fill in this form by ticking the boxes that apply to your answer for each question and return your completed questionnaire to FMR Research in the pre-paid envelope enclosed or freepost to: FMR Research, FREEPOST SCO6052, Glasgow G3 6BR by FRIDAY 18TH SEPTEMBER.

If you have any queries regarding this survey then please contact Shane Spence of Northern Constabulary on 01463-720-674 or Gary McGrow of FMR Research on 0141-332-2647. Thank you.

PERCEPTIONS AND ATTITUDES TOWARDS CRIME

Q1	How long have you been in your present home?		Q3	Compared with a year ago, how do you rate the area within 15 minutes walk of your home?	
	1 year or less	<input type="checkbox"/> ₁		Now more safe	<input type="checkbox"/> ₁
	Over 1 year but less than 2 years	<input type="checkbox"/> ₂		Now less safe	<input type="checkbox"/> ₂
	2 or more but less than 5 years	<input type="checkbox"/> ₃		About the same	<input type="checkbox"/> ₃
	5 years or more	<input type="checkbox"/> ₄		Did not live here a year ago	<input type="checkbox"/> ₄
				No opinion	<input type="checkbox"/> ₅
Q2	Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?				
	A very safe area	<input type="checkbox"/> ₁			
	A fairly safe area	<input type="checkbox"/> ₂			
	Rather unsafe area	<input type="checkbox"/> ₃			
	A very unsafe area	<input type="checkbox"/> ₄			
	No opinion	<input type="checkbox"/> ₅			

Q4 How much of a concern to you is each of the following in the area where you live?					
		A major concern	A minor concern	Not a concern	No opinion/ don't know
01	Anti-social neighbours	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
02	Anti-social behaviour	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
03	Availability of alcohol to young people	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
04	Rowdy or drunken behaviour	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
05	Rubbish or litter lying around	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
06	Vandalism, graffiti and deliberate damage	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
07	Stray dogs / dog fouling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
08	People using drugs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
09	People dealing in drugs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
10	Noise from local pubs or clubs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
11	Break-ins to houses	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
12	Cars being stolen	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
13	Things being stolen from cars	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
14	Dangerous driving	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
15	Driving at excessive speed	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
16	Discrimination or hate crimes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
17	Domestic abuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
18	Bullying of young people in school	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
19	Bullying of young people out of school	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
20	Solvent abuse/glue sniffing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
21	Drink/drugs driving	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
22	Alcohol mis-use	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
23	The safety and protection of children	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q5a Who do you think should be dealing with each of these concerns? (please tick all that apply)

		You	Health Service	Police	Council	Parents	Community/ environmental wardens	Teachers	Procurator Fiscal Service	Courts
01	Anti-social neighbours	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
02	Anti-social behaviour	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
03	Availability of alcohol to young people	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
04	Rowdy or drunken behaviour	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
05	Rubbish or litter lying around	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
06	Vandalism, graffiti and deliberate damage	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
07	Stray dogs / dog fouling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
08	People using drugs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
09	People dealing in drugs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
10	Noise from local pubs or clubs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
11	Break-ins to houses	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
12	Cars being stolen	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
13	Things being stolen from cars	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
14	Dangerous driving	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
15	Driving at excessive speed	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
16	Discrimination or hate crimes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
17	Domestic abuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
18	Bullying of young people in school	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
19	Bullying of young people out of school	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
20	Solvent abuse/glue sniffing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
21	Drink/drugs driving	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
22	Alcohol mis-use	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉
23	The safety and protection of children	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉

Q5b Other – if not mentioned above, or if you don't know, please comment in the space below:

Q6 Please tell us how worried you are about becoming a victim of crime.

	Very worried	Slightly worried	Not worried at all	Never considered it
How worried are you about becoming a victim of crime (in general)?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q7 More specifically, how worried are you about becoming a victim of the following crimes?

01	Having your home broken into	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
02	Being a victim of domestic abuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
03	Being attacked, assaulted or robbed in your own home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
04	Being attacked, assaulted or robbed in the street	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
05	Vandalism or deliberate damage to your home, property or car	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
06	Having your car stolen or broken into	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
07	Being the victim of an attempted rape, rape or other serious sexual offence	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
08	Being insulted or threatened	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
09	Becoming the victim of a crime because of my race	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
10	Becoming the victim of a crime because of my religion	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
11	Being attacked by someone under the influence of alcohol	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
12	Being the victim of any other type of crime (please write in)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q8 Are you worried about suffering discrimination or being subjected to a hate incident on the grounds of any of the following?

	Very worried	Slightly worried	Not worried at all	Never considered it	
01	Race or ethnic origin	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
02	Gender identity	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
03	Sexual orientation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
04	Mental health	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
05	Learning disability	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
06	Physical disability	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
07	Religion or belief (including non-belief)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
08	Philosophical beliefs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
09	Age	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
10	Other (please write in)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q9a Do you feel the law protects you from hate crimes?

Yes ₁ Please go to Q10 No ₂ Please continue Don't know ₂ Please go to Q10

Q9b If not, why do you say this?

Q10 Do you do any of the following because of the possible worries about crime?

		Always (yes)	Sometimes	Never (no)
01	Avoid going out when it is dark	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
02	Avoid going out alone	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
03	Avoid going out at certain times	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
04	Avoid certain places	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
05	Carry a mobile phone	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
06	Take self-defence classes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
07	Make sure your home is adequately secured	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
08	Make sure your vehicle is adequately secured	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
09	Mark your property in case it is stolen	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
10	Anything else (please specify below)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

Q11 Have you been a victim of crime in the last year?

Yes ₁ Please continue No ₂ Please go to Q16

What type of crime was it?

Q12 Did you report it to the police?

Yes ₁ Please go to Q13 No ₂ Please continue

If not, why not?

Now go to Q16

Q13	Did your report to the police result in criminal proceedings?		
Yes	<input type="checkbox"/> _1	Please go to Q14	
No	<input type="checkbox"/> _2	Please go to Q16	
Don't know	<input type="checkbox"/> _3	Please go to Q16	
If you don't know, why is this?			

Q14	If your report did result in criminal proceedings, how satisfied were you with the outcome?						
Very satisfied	<input type="checkbox"/> _1	Satisfied	<input type="checkbox"/> _2	Not satisfied	<input type="checkbox"/> _3	Not at all satisfied	<input type="checkbox"/> _4
If not satisfied or not at all satisfied, why not?							

Q15	Were you satisfied with how you were kept informed of progress in relation to proceedings?		
Yes	<input type="checkbox"/> _1		
No	<input type="checkbox"/> _2		
Don't know	<input type="checkbox"/> _3		
If not satisfied, why not?			

COMMUNITY PLANNING

Northern Constabulary works with your Council, the National Health Service, Highlands & Islands Enterprise, the Procurator Fiscal Service, the Scottish Court Service, Highland & Islands Fire Brigade, Scottish Natural Heritage, and other community groups and organisations to improve the quality of public services provided across the Highlands & Islands. This process is called Community Planning.

Q16	Have you seen your local Community Plan?		
	Yes	No	Not sure
Highland Council area	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
Shetland Islands Council area	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
Orkney Islands Council area	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
Comhairle nan Eilean Siar area	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3

Q17 What issues do you feel should be prioritised in your local Community Plan?						
		Top priority	Medium priority	Low priority	Not a priority at all	Don't know/ no opinion
01	Improving public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
02	Increasing rural development	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
03	Increasing business investment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
04	Improving access to local health services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
05	Improving road safety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
06	Increasing availability of affordable housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
07	Improving quality of housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
08	Improving access to technology, e.g. Broadband	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
09	Improving roads and transport links	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10	Improving access to arts and culture	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11	Increasing availability of sport and leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
12	Reducing crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
13	Improving the availability of activities for young people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
14	Improving the management of sexual offenders	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
15	Reducing discrimination or hate crimes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
16	Reducing drug dealing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
17	Reducing anti-social behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
18	Reducing sexual offences	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
19	Reducing youth crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
20	Reducing drug/alcohol/solvent mis-use	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
21	Reducing unemployment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
22	Reducing violent crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
23	Recognising equality and diversity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
24	Protection of children from harm	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
25	Improving access to learning opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
26	Other (please write in)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q18 Do you have confidence that Highlands & Islands agencies are effective in the protection of children?

Yes 1 No 2 Don't know 3

If not, why not?

Q19 Have you been involved in any other community consultation activities with the Northern Constabulary or any of our community planning partners (for example ward forums / other surveys) within the last 2 years?

Yes _1 Please continue No _2 Please go to Q21

If yes, what were they?

Q20 Do you feel that the consultation was worthwhile?

Yes _1 Please go to Q21 No _2 Please continue

If not worthwhile, why do you say this?

Q21 Would you be willing to take part in any further research or consultation for Northern Constabulary and its partners?

Yes _1 No _2

COURT SERVICE

Q22 Have you attended the High Court, a Sheriff Court or a District / Justice of the Peace Court WITHIN THE LAST TWO YEARS in any of the following capacities? (If more than once, please tick the most recent event)

Witness in criminal case/supporter of witness	<input type="checkbox"/> _1	Attending Fines Enquiry/Enforcement Court/Fines Office	<input type="checkbox"/> _6
Accused in criminal case/supporter of accused	<input type="checkbox"/> _2	As part of a job (e.g. lawyer)	<input type="checkbox"/> _7
Victim in criminal case/supporter of victim	<input type="checkbox"/> _3	Spectator/tourist unconnected with court cases	<input type="checkbox"/> _8
Juror (including not serving or not selected)	<input type="checkbox"/> _4	None of these (Please go to Q25)	<input type="checkbox"/> _9
Civil litigant or witness in civil case/supporter	<input type="checkbox"/> _5		

Q23 How satisfied were you with your experience of attending court?

Very satisfied _1 Please go to Q25
 Satisfied _2 Please go to Q25
 Not satisfied _3 Please continue to next question
 Not at all satisfied _4 Please continue to next question

Q24 If not satisfied or not at all satisfied, why was this?	
Due to the length of time I had to wait	<input type="checkbox"/> 1
Lack of services available in the building	<input type="checkbox"/> 2
The overall court process	<input type="checkbox"/> 3
Lack of information on what I was expected to do or what was happening	<input type="checkbox"/> 4
Other, please write below	<input type="checkbox"/> 5

POLICE SERVICES AND COMMUNITY SAFETY

Q25 How often do you usually see police officers patrolling in the following ways:		
	Patrolling on FOOT	Patrolling in MOTOR VEHICLES
Most days	<input type="checkbox"/> 1	<input type="checkbox"/> 1
2 or 3 times a week	<input type="checkbox"/> 2	<input type="checkbox"/> 2
About once a week	<input type="checkbox"/> 3	<input type="checkbox"/> 3
About once a month	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Less than once a month	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Never	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Not sure	<input type="checkbox"/> 7	<input type="checkbox"/> 7

Q26 What do you think about the amount of police patrolling you see?			
Too much	<input type="checkbox"/> 1	About right	<input type="checkbox"/> 2
Too little	<input type="checkbox"/> 3	No opinion	<input type="checkbox"/> 4

Q27 Where would you like to see police officers on patrol? PLEASE TICK THE 5 MOST IMPORTANT TO YOU	
Town Centre / High Street	<input type="checkbox"/> 1
Residential areas	<input type="checkbox"/> 2
Villages	<input type="checkbox"/> 3
Pubs / night clubs / venues	<input type="checkbox"/> 4
Known trouble spots	<input type="checkbox"/> 5
Areas of traffic danger	<input type="checkbox"/> 6
Shops	<input type="checkbox"/> 7
Outside schools	<input type="checkbox"/> 8
Play parks	<input type="checkbox"/> 9
Other, please write below	<input type="checkbox"/> 10

Q28 How often do you usually see Community Wardens / Environmental Officers patrolling in the following ways?			
		Patrolling on FOOT	Patrolling in MOTOR VEHICLES
	Most days	<input type="checkbox"/> ₁	<input type="checkbox"/> ₁
	2 or 3 times a week	<input type="checkbox"/> ₂	<input type="checkbox"/> ₂
	About once a week	<input type="checkbox"/> ₃	<input type="checkbox"/> ₃
	About once a month	<input type="checkbox"/> ₄	<input type="checkbox"/> ₄
	Less than once a month	<input type="checkbox"/> ₅	<input type="checkbox"/> ₅
	Never	<input type="checkbox"/> ₆	<input type="checkbox"/> ₆
	Not sure	<input type="checkbox"/> ₇	<input type="checkbox"/> ₇

Q29 What do you think about the amount of patrolling you see undertaken by Community Wardens / Environmental Officers?								
	Too much	<input type="checkbox"/> ₁	About right	<input type="checkbox"/> ₂	Too little	<input type="checkbox"/> ₃	No opinion	<input type="checkbox"/> ₄

Q30 Where would you like to see Community Wardens / Environmental Officers on patrol? PLEASE TICK THE 5 MOST IMPORTANT TO YOU		
	Town Centre / High Street	<input type="checkbox"/> ₁
	Residential areas	<input type="checkbox"/> ₂
	Villages	<input type="checkbox"/> ₃
	Pubs / night clubs / venues	<input type="checkbox"/> ₄
	Known trouble spots	<input type="checkbox"/> ₅
	Areas of traffic danger	<input type="checkbox"/> ₆
	Shops	<input type="checkbox"/> ₇
	Outside schools	<input type="checkbox"/> ₈
	Play parks	<input type="checkbox"/> ₉
	Other, please write below	<input type="checkbox"/> ₁₀

Q31 Are you aware of either of the following?			
		Yes	No
01	Crime stoppers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
02	Northern Constabulary confidential phone lines	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q32 Have you ever used either of the following?			
		Yes	No
01	Crime stoppers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
02	Northern Constabulary confidential phone lines	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q33a Are you aware of any of the following IN YOUR AREA?			
		Yes	No
01	Closed circuit television (CCTV)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
02	Laws banning drinking alcohol in public places	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
03	Neighbourhood/Farm/Water/Boat/Pub Watch schemes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
04	TV/media campaigns, e.g. drug awareness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
05	Anti-social Behaviour Orders	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
06	Community Safety Initiatives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
07	Young person ID scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
08	Youth diversionary activities, e.g. Blue Light Discos	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
09	Safety & Healthy lifestyle initiatives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
10	Anti-hate & discrimination campaigns	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
11	Northern Camera Safety Partnership	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
12	Other (please write in)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q33b Do you think any of the following improve community safety in your area?				
		Yes	No	Not sure
01	Closed circuit television (CCTV)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
02	Laws banning drinking alcohol in public places	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
03	Neighbourhood/Farm/Water/Boat/Pub Watch schemes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
04	TV/media campaigns, e.g. drug awareness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
05	Anti-social Behaviour Orders	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
06	Community Safety Initiatives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
07	Young person ID scheme	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
08	Youth diversionary activities e.g. Blue Light Discos	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
09	Safety & Healthy lifestyle initiatives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
10	Anti-hate & discrimination campaigns	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
11	Northern Camera Safety Partnership	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
12	Other (please write in)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

INFORMATION AND COMMUNICATION

Q34 How would you prefer to contact the police in each of the following situations?								
Please tick one box in each row:								
		Phone '999' / TextPhone	Phone local police station	Phone Northern Constabulary confidential line	Visit local police station	To police officer on patrol	Email/ internet	Mobile phone, text, picture imaging
01	To report a serious crime	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
02	To report a minor crime	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
03	To report information about something suspicious	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
04	To report a nuisance or disturbance	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
05	To report a road traffic accident / incident	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
06	To report other information	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
07	To ask for advice or information	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
08	Firearm/shotgun enquiry	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
09	Lost/found property	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
10	Missing person	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇
11	Other (please specify)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇

Q35 Do you ever feel you would like more information about the work of your local police and their partner agencies?	
Yes	<input type="checkbox"/> ₁ Please continue
No	<input type="checkbox"/> ₂ Please go to Q37

Q36 If you answered "yes" to Q35, what type of information would you like?			
General police work in your area	<input type="checkbox"/> ₁	What is being done to improve road safety	<input type="checkbox"/> ₆
Police achievements/successes	<input type="checkbox"/> ₂	What is being done to make your community safer	<input type="checkbox"/> ₇
More information about police officers job/how they spend their day	<input type="checkbox"/> ₃	How we are spending on policing in your area	<input type="checkbox"/> ₈
What is being done to reduce and prevent crime	<input type="checkbox"/> ₄	How you can help the police, e.g. Neighbourhood Watch, appeals	<input type="checkbox"/> ₉
What is being done to promote equality and prevent discrimination	<input type="checkbox"/> ₅	Other (please specify below)	<input type="checkbox"/> ₁₀

Q37 How do you normally find out about the work of your local police, Procurator Fiscal, Court Service and their local authority partners currently and how would you prefer to find out in the future?			
a) How you currently find out		b) How you would prefer to find out	
Talking to friends and relatives	<input type="checkbox"/> _1	Talking to friends and relatives	<input type="checkbox"/> _1
Talking to police officers / partners	<input type="checkbox"/> _2	Talking to police officers	<input type="checkbox"/> _2
Local radio	<input type="checkbox"/> _3	Local radio	<input type="checkbox"/> _3
Local newspapers	<input type="checkbox"/> _4	Local newspapers	<input type="checkbox"/> _4
Television	<input type="checkbox"/> _5	Television	<input type="checkbox"/> _5
Literature from the police / partners	<input type="checkbox"/> _6	Literature from the police	<input type="checkbox"/> _6
Personal experience	<input type="checkbox"/> _7	Personal experience	<input type="checkbox"/> _7
Internet	<input type="checkbox"/> _8	Internet	<input type="checkbox"/> _8
Public meetings	<input type="checkbox"/> _9	Public meetings	<input type="checkbox"/> _9
Community meetings	<input type="checkbox"/> _10	Community meetings	<input type="checkbox"/> _10
Attending Court	<input type="checkbox"/> _11	Attending Court	<input type="checkbox"/> _11
Don't get any information	<input type="checkbox"/> _12	Don't want any information	<input type="checkbox"/> _12
Any other ways (please describe)	<input type="checkbox"/> _13	Any other ways (please describe)	<input type="checkbox"/> _13

Q38 Have you been aware of a Community Safety Campaign or initiative during the last 6 months?			
Yes	<input type="checkbox"/> _1	Please continue	No <input type="checkbox"/> _2 Please go to Q41

Q39 What was the campaign about?	

Q40 How were you made aware of the campaign?			
Local newspaper	<input type="checkbox"/> _1	Talking to friends/relatives	<input type="checkbox"/> _5
Local TV	<input type="checkbox"/> _2	Talking to police officer	<input type="checkbox"/> _6
Local radio	<input type="checkbox"/> _3	Internet	<input type="checkbox"/> _7
Leaflet or newsletter	<input type="checkbox"/> _4	Other (please specify)	<input type="checkbox"/> _8

Q41 Is your understanding of Anti-social Behaviour influenced by the media?

Yes, definitely	<input type="checkbox"/>	1
Probably	<input type="checkbox"/>	2
Not significantly	<input type="checkbox"/>	3
Definitely not	<input type="checkbox"/>	4
Don't know	<input type="checkbox"/>	5

Q43 Do you think your overall feeling of safety is influenced by the media?

Yes, definitely	<input type="checkbox"/>	1
Probably	<input type="checkbox"/>	2
Not significantly	<input type="checkbox"/>	3
Definitely not	<input type="checkbox"/>	4
Don't know	<input type="checkbox"/>	5

Q42 Are your views on dealing with Anti-social Behaviour influenced by the media?

Yes, definitely	<input type="checkbox"/>	1
Probably	<input type="checkbox"/>	2
Not significantly	<input type="checkbox"/>	3
Definitely not	<input type="checkbox"/>	4
Don't know	<input type="checkbox"/>	5

Q44 Would you use e-mail or the internet to report community safety issues?

Yes, any crime	<input type="checkbox"/>	1
Yes, minor crime	<input type="checkbox"/>	2
No, don't have access to the internet	<input type="checkbox"/>	3
No, would prefer to speak to police	<input type="checkbox"/>	4
Maybe, depends on the situation	<input type="checkbox"/>	5
Don't know/no opinion	<input type="checkbox"/>	6

Q45 Would you be happy to receive general information from your local police and their partner agencies via text to a mobile phone?

Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2	Don't know	<input type="checkbox"/>	3
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Q46 Would you be happy to receive general information from your local police and their partner agencies via e-mail/internet?

Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2	Don't know	<input type="checkbox"/>	3
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Q47 Would you like to see more information on Community Safety issues in your local newspaper?

Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2	Don't know	<input type="checkbox"/>	3
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Q48 Would you use any of the following locations to access information on the services provided by your local police and their partner agencies?

		Yes	No	Don't know			Yes	No	Don't know
01	Police stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	07	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02	Council office / service point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08	Doctors' surgeries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03	Post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	09	Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04	Bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10	Procurator Fiscal Offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05	Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11	Other (please write in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06	Supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

PRIORITIES AND IMPROVEMENTS

Q49	In what ways could Northern Constabulary improve the service it provides to the public?
1	
2	
3	

Q50	What should be the 3 main priorities for your local police and their partner agencies?
1	
2	
3	

Q51	What do you think YOU could do to help improve the quality of life in your community?

ABOUT YOU

The following information is required so we can analyse results across all sections of the Highlands & Islands community. They will remain strictly confidential and will not be reported at an individual level.

Q52	Which of these age groups are you in?			
	Under 18	<input type="checkbox"/> ₁	45-54	<input type="checkbox"/> ₅
	18-24	<input type="checkbox"/> ₂	55-64	<input type="checkbox"/> ₆
	25-34	<input type="checkbox"/> ₃	65-74	<input type="checkbox"/> ₇
	35-44	<input type="checkbox"/> ₄	75+	<input type="checkbox"/> ₈

Q53	Are you....?	
	Male	<input type="checkbox"/> ₁
	Female	<input type="checkbox"/> ₂

Q54 Please write in the total number of people in your household, including yourself, in each of the following age groups:				
	Age group	Number of people	Age group	Number of people
	Under 5		35-44	
	6-11		45-54	
	12-17		55-64	
	18-24		65-74	
	25-34		75+	

Q55 How would you describe your ethnic group?

Asian, Asian Scottish or Asian British	Indian	<input type="checkbox"/>	1
	Pakistani	<input type="checkbox"/>	2
	Bangladeshi	<input type="checkbox"/>	3
	Chinese	<input type="checkbox"/>	4
	Other Asian background	<input type="checkbox"/>	5
Black, Black Scottish or Black British	Caribbean	<input type="checkbox"/>	6
	African	<input type="checkbox"/>	7
	Other Black background	<input type="checkbox"/>	8
Mixed	White & Black Caribbean	<input type="checkbox"/>	9
	White & Black African	<input type="checkbox"/>	10
	White & Asian	<input type="checkbox"/>	11
	Other Mixed background	<input type="checkbox"/>	12
White	Scottish	<input type="checkbox"/>	13
	Other British	<input type="checkbox"/>	14
	Irish	<input type="checkbox"/>	15
	Other European	<input type="checkbox"/>	16
	Gypsy/traveller	<input type="checkbox"/>	17
	Other White background	<input type="checkbox"/>	18
Any other background		<input type="checkbox"/>	19

Q56 If your first language is not English, please give your main spoken language:

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Q57	What religion, religious denomination or body do you belong to?
<input type="checkbox"/>	None <input type="checkbox"/> 1
<input type="checkbox"/>	Protestant <input type="checkbox"/> 2
<input type="checkbox"/>	Roman Catholic <input type="checkbox"/> 3
<input type="checkbox"/>	Other Christian – please state <input type="checkbox"/> 4
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Buddhist <input type="checkbox"/> 5
<input type="checkbox"/>	Hindu <input type="checkbox"/> 6
<input type="checkbox"/>	Jewish <input type="checkbox"/> 7
<input type="checkbox"/>	Muslim <input type="checkbox"/> 8
<input type="checkbox"/>	Sikh <input type="checkbox"/> 9
<input type="checkbox"/>	Another religion – please state <input type="checkbox"/> 10
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Prefer not to say <input type="checkbox"/> 11

Q58	What is your sexual orientation?
<input type="checkbox"/>	Heterosexual <input type="checkbox"/> 1
<input type="checkbox"/>	Lesbian <input type="checkbox"/> 2
<input type="checkbox"/>	Gay <input type="checkbox"/> 3
<input type="checkbox"/>	Bisexual <input type="checkbox"/> 4
<input type="checkbox"/>	Other – please state <input type="checkbox"/> 5
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Prefer not to say <input type="checkbox"/> 6

Q59	Do you consider yourself to have a disability?
<input type="checkbox"/>	Yes <input type="checkbox"/> 1
<input type="checkbox"/>	No <input type="checkbox"/> 2

Q60	Please tick which area you live in:
<input type="checkbox"/>	Shetland <input type="checkbox"/> 1
<input type="checkbox"/>	Orkney <input type="checkbox"/> 2
<input type="checkbox"/>	Outer Hebrides <input type="checkbox"/> 3
<input type="checkbox"/>	Caithness, Sutherland, East Ross <input type="checkbox"/> 4
<input type="checkbox"/>	Ross, Cromarty <input type="checkbox"/> 5
<input type="checkbox"/>	Inverness <input type="checkbox"/> 6
<input type="checkbox"/>	Lochaber, Skye and Lochalsh <input type="checkbox"/> 7
<input type="checkbox"/>	Badenoch, Strathspey & Nairn <input type="checkbox"/> 8

Q61	How would you describe the area where you live?
<input type="checkbox"/>	A city <input type="checkbox"/> 1
<input type="checkbox"/>	A large town <input type="checkbox"/> 2
<input type="checkbox"/>	A small town <input type="checkbox"/> 3
<input type="checkbox"/>	A large village <input type="checkbox"/> 4
<input type="checkbox"/>	A small village <input type="checkbox"/> 5
<input type="checkbox"/>	An isolated rural area <input type="checkbox"/> 6

Q62	How would you describe your housing tenure?
<input type="checkbox"/>	Rented from the Council <input type="checkbox"/> 1
<input type="checkbox"/>	Owner occupied <input type="checkbox"/> 2
<input type="checkbox"/>	Other rented <input type="checkbox"/> 3
<input type="checkbox"/>	Other, please describe <input type="checkbox"/> 4
<input type="checkbox"/>	<input type="checkbox"/>

**Thank you very much for taking the time to complete this questionnaire.
Please return your completed questionnaire to FMR Research in the pre-paid envelope enclosed
BY FRIDAY 18TH SEPTEMBER or use the freepost address given on page 1.**

Contact details for the survey partners are:

Northern Constabulary: www.northern.police.uk

Highland Council: www.highland.gov.uk

Comhairle nan Eilean Siar: www.cne-siar.gov.uk

Procurator Fiscal Service: www.crownoffice.gov.uk

Scottish Court Service: www.scotcourts.gov.uk