

Final Report November 2009

Northern Constabulary – Community Consultation 2009 – Orkney Report

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1 Introduction

1.1 Background

This report summarises the Orkney 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.

In addition to this Orkney 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, Outer Hebrides and Highlands.

1.2 Method

The survey was conducted by post and sent out to a total of 9,000 residents of Northern Constabulary area. Over 1,000 were distributed around the Orkney Council 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 a full detail 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 $\pm 1.8\%$ confidence interval. From Orkney there was a similar response rate (33%) and a confidence interval of $\pm 5.1\%$ which is more robust than the 2007 survey which had a confidence interval of $\pm 9\%$. Further detail 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.

Table 1 Responses and statistical significance

| Area | 2009 | | | | 2007 | |
|--------------------|----------|---------|---------------|---------------------|---------|---------------------|
| | Sent out | Returns | Response rate | Confidence interval | Returns | Confidence interval |
| Orkney | 1,076 | 355 | 33.0% | $\pm 5.1\%$ | 117 | $\pm 9.0\%$ |
| Total (Force area) | 8,468 | 2,829 | 33.4% | $\pm 1.8\%$ | 1,515 | $\pm 2.5\%$ |

The following tables give a breakdown of respondent demographics for Orkney. 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 the age groups. There is a smaller proportion of younger aged respondents than older aged 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 | 152 | 43% | 49% |
| Female | 203 | 57% | 51% |
| Base | 355 | 100% | 100% |

Table 3 Age

| | No. (UW) | % (UW) | % (W) | % (2001 Census) |
|--------------|-------------|-----------|----------|-----------------------|
| 24 and under | 9 | 3% | 3% | 8% |
| 25-44 | 62 | 17% | 18% | 35% |
| 45-64 | 166 | 47% | 46% | 36% |
| 65+ | 115 | 32% | 33% | 21% |
| Base | 352 | 100% | 100% | 100% |

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

| | No. (UW) | % (UW) | % (W) |
|------------------|-------------|-----------|----------|
| With children | 77 | 22% | 23% |
| Without children | 270 | 78% | 77% |
| Base | 347 | 100% | 100% |

Table 5 Ethnicity (broad categories)

| | No. (UW) | % (UW) | % (W) |
|---------------|-------------|-----------|----------|
| White British | 338 | 97% | 98% |
| Other | 9 | 3% | 2% |
| Base | 347 | 100% | 100% |

Table 6 Language

| | No. (UW) |
|----------|-------------|
| Orcadian | 4 |
| Welsh | 1 |
| Base | 5 |

Table 7 Religious denomination

| | No. (UW) | % (UW) | % (W) |
|-----------------|-------------|-----------|----------|
| None | 101 | 29% | 31% |
| Protestant | 190 | 55% | 55% |
| Roman Catholic | 8 | 2% | 2% |
| Other Christian | 34 | 10% | 10% |
| Buddhist | 1 | 0% | 0% |
| Hindu | 0 | 0% | 0% |
| Jewish | 0 | 0% | 0% |
| Muslim | 0 | 0% | 0% |
| Sikh | 0 | 0% | 0% |
| Other | 3 | 1% | 1% |
| Base | 346 | 100% | 100% |

Table 8 Sexual orientation

| | No. (UW) | % (UW) | % (W) |
|--------------|-------------|-----------|----------|
| Heterosexual | 297 | 99% | 99% |
| Lesbian | 0 | 0% | 0% |
| Gay | 1 | 0% | 0% |
| Bisexual | 2 | 1% | 1% |
| Other | 0 | 0% | 0% |
| Base | 300 | 100% | 100% |

Table 9 Disability

| | No. (UW) | % (UW) | % (W) |
|------|-------------|-----------|----------|
| Yes | 51 | 15% | 15% |
| No | 290 | 85% | 85% |
| Base | 341 | 100% | 100% |

Table 10 Type of area

| | No. (UW) | % (UW) | % (W) |
|------------------------|-------------|-----------|----------|
| A city | 19 | 5% | 6% |
| A large town | 21 | 6% | 7% |
| A small town | 94 | 27% | 30% |
| A large village | 12 | 3% | 3% |
| A small village | 59 | 17% | 16% |
| An isolated rural area | 145 | 41% | 38% |
| Base | 350 | 100% | 100% |

Table 11 Housing tenure

| | No. (UW) | % (UW) | % (W) |
|-------------------------|-------------|-----------|----------|
| Rented from the Council | 20 | 6% | 8% |
| Owner occupied | 299 | 86% | 83% |
| Other rented | 28 | 8% | 8% |
| Other | 2 | 1% | 1% |
| Base | 349 | 100% | 100% |

Table 12 Scottish ACORN classification

| | No. (UW) | % (UW) | % (W) |
|-------------------------------|-------------|-----------|----------|
| A - Affluent families | 30 | 8% | 8% |
| B - Older prosperity | 26 | 7% | 6% |
| C - Settled families | 1 | 0% | 0% |
| D - Rural areas | 208 | 59% | 52% |
| E - City lifestyle | 0 | 0% | 0% |
| F - Young workers | 4 | 1% | 2% |
| G - Traditionally comfortable | 66 | 19% | 25% |
| H - Developing Families | 5 | 1% | 2% |
| I - Poor pensioners | 15 | 4% | 5% |
| J - Struggling singles | 0 | 0% | 0% |
| U - Other | 0 | 0% | 0% |
| Base | 355 | 100% | 100% |

2 Key findings

2.1 Introduction

This section of the report outlines the key findings from the survey at Orkney 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. Where possible the results are compared with previous surveys showing trends over time.

2.2 Perceptions and attitudes towards crime

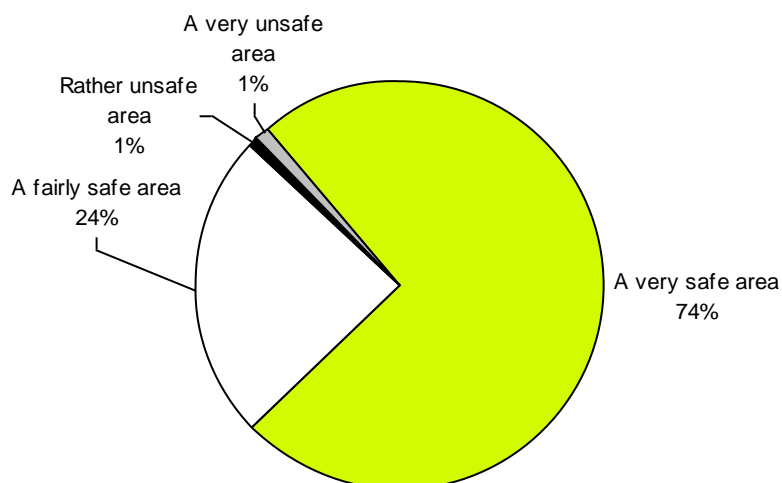
The Orkney results are in line with the Northern Constabulary results in terms of how long respondents have been in their present home. Eighty two percent (291 respondents) have been in their home for five years or more, 13% (45 respondents) between two and five years and just 5% (18 respondents) have been in their home less than two years. The results have not varied significantly between 2005 and 2009.

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

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney | | 2009 Force area % (W) |
|-----------------------------------|------------------|------------------|-------------|-------|-----------------------|
| | | | No. (UW) | % (W) | |
| 1 year or less | 0% | 4% | 4 | 1% | 1% |
| Over 1 year but less than 2 years | 6% | 2% | 14 | 4% | 4% |
| 2 or more but less than 5 years | 12% | 20% | 45 | 13% | 16% |
| 5 years or more | 83% | 74% | 291 | 82% | 79% |
| Base | 109 | 117 | 354 | | 2826 |

Almost three quarters (74%, 272 respondents) rated the area within fifteen minutes walk of their home as a very safe place to live and a further 24% (75) felt it was a fairly safe area. This is similar to the overall Force results with 96% stating their area was fairly safe or very safe and is also consistent with previous surveys. Those living in urban areas were less likely to rate their area as very safe compared to the more rural and remote areas.

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=354

A high percentage (89%, 317 respondents) felt the area within fifteen minutes walk of their home was about the same as a year ago. Few respondents thought the area was now less safe (9%, 30 respondents) and only 2% (8 respondents) thought the area was safer. Results have been fairly consistent since 2005 and are in line with Force area.

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

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|------------------------------|------------------|------------------|------------------|-------|-----------------------|
| | | | No. (UW) | % (W) | |
| Now more safe | 0% | 1% | 8 | 2% | 4% |
| About the same | 93% | 85% | 317 | 89% | 82% |
| Now less safe | 7% | 10% | 30 | 9% | 12% |
| Did not live here a year ago | 0% | 1% | 0 | 0% | 1% |
| No opinion | 0% | 3% | 0 | 0% | 1% |
| Base | 109 | 117 | 355 | | 2825 |

Community safety concerns

Driving at excessive speed (71%), dangerous driving (56%), availability of alcohol to young people (49%), stray dogs/dog fouling (49%) and drink/drugs driving (49%) were all cited by around half or more of respondents as a major and minor concern, as was the case when looking at the overall Force data. However, there were some issues in Orkney which were less of a concern than in the overall Force area. These included rubbish or litter lying around (43% compared to 56%), vandalism, graffiti and deliberate damage (31% compared to 42%), people using drugs (29% compared to 41%), the safety and protection of children (30% compared to 40%), anti-social behaviour (27% compared to 37%), people dealing in drugs (24% compared to 35%) and break ins to houses (15% compared to 27%). The 2009 results are not hugely different from 2007.

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

| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|------------------|------------------|-------|-----------------------|
| | | No. (UW) | % (W) | |
| Driving at excessive speed | 70% | 250 | 71% | 73% |
| Dangerous driving | 58% | 193 | 56% | 61% |
| Drink/drugs driving | 54% | 170 | 49% | 49% |
| Stray dogs/dog fouling | 13%/60% | 168 | 49% | 55% |
| Availability of alcohol to young people* | 49% | 161 | 49% | 56% |
| Alcohol mis-use | 45% | 151 | 45% | 51% |
| Rubbish or litter lying around | 40% | 146 | 43% | 56% |
| Rowdy or drunken behaviour | 36% | 129 | 40% | 47% |
| Bullying of young people in school | n/a | 129 | 37% | 33% |
| Bullying of young people out of school | n/a | 108 | 31% | 29% |
| Vandalism, graffiti and deliberate damage | 30% | 101 | 31% | 42% |
| The safety and protection of children | n/a | 104 | 30% | 40% |
| People using drugs | 24% | 95 | 29% | 41% |
| Anti-social behaviour | n/a | 88 | 27% | 37% |
| People dealing in drugs | 22% | 78 | 24% | 35% |
| Anti-social neighbours | 15% | 56 | 18% | 24% |
| Cars being stolen | 11% | 56 | 17% | 17% |
| Domestic abuse | 15% | 56 | 17% | 15% |

| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---------------------------------|------------------------|---------------------|-------|-----------------------------|
| | | No. (UW) | % (W) | |
| Things being stolen from cars | 11% | 52 | 16% | 19% |
| Solvent abuse/glue sniffing | 11% | 52 | 16% | 18% |
| Break-ins to houses | 10% | 49 | 15% | 27% |
| Discrimination or hate crimes* | 19% | 41 | 12% | 13% |
| Noise from local pubs and clubs | 7% | 31 | 10% | 13% |
| Base | 117 | 349 - 353 | | 2762 - 2796 |

*Reworded in 2009 survey

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 highlighted 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.

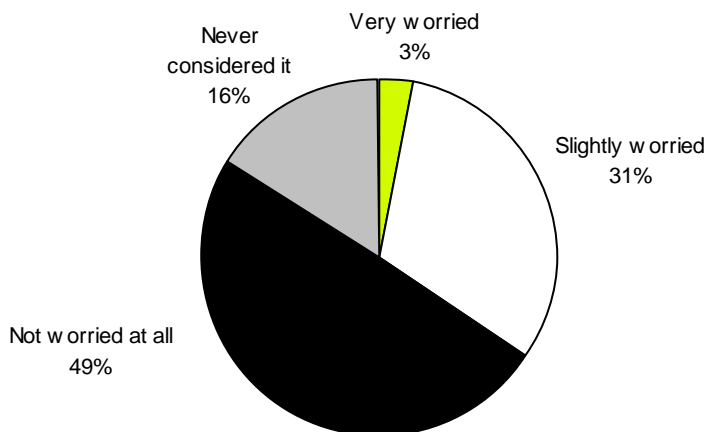
Table 16 Who do you think should be dealing with each of these concerns?

| | You | Health Service | Police | Council | Parents | Community/ environ'l wardens | Teachers | Procurator Fiscal Service | Courts | Base |
|--|-----|-------------------|--------|---------|---------|------------------------------------|----------|------------------------------|--------|------|
| 01 Anti-social neighbours | 17% | 1% | 74% | 46% | 18% | 22% | 4% | 15% | 26% | 319 |
| 02 Anti-social behaviour | 10% | 1% | 87% | 22% | 35% | 27% | 10% | 19% | 30% | 318 |
| 03 Availability of alcohol to young people | 9% | 8% | 60% | 26% | 72% | 18% | 10% | 12% | 19% | 317 |
| 04 Rowdy or drunken behaviour | 6% | 3% | 94% | 11% | 23% | 24% | 3% | 17% | 27% | 323 |
| 05 Rubbish or litter lying around | 26% | 2% | 14% | 77% | 25% | 49% | 12% | 5% | 7% | 329 |
| 06 Vandalism, graffiti and deliberate damage | 6% | 1% | 81% | 34% | 35% | 36% | 9% | 18% | 28% | 320 |
| 07 Stray dogs/dog fouling | 20% | 4% | 29% | 51% | 11% | 61% | 2% | 8% | 13% | 320 |
| 08 People using drugs | 6% | 35% | 89% | 12% | 33% | 16% | 18% | 24% | 36% | 322 |
| 09 People dealing in drugs | 6% | 10% | 96% | 10% | 16% | 14% | 6% | 30% | 46% | 320 |
| 10 Noise from local pubs or clubs | 2% | 1% | 75% | 41% | 5% | 29% | 1% | 13% | 18% | 316 |
| 11 Break-ins to houses | 7% | 0% | 98% | 4% | 6% | 11% | 1% | 31% | 41% | 322 |
| 12 Cars being stolen | 8% | 0% | 97% | 2% | 8% | 10% | 1% | 28% | 42% | 321 |
| 13 Things being stolen from cars | 10% | 0% | 96% | 3% | 9% | 11% | 1% | 28% | 40% | 317 |
| 14 Dangerous driving | 9% | 1% | 98% | 6% | 7% | 6% | 3% | 31% | 44% | 326 |
| 15 Driving at excessive speed | 9% | 1% | 98% | 8% | 8% | 7% | 3% | 31% | 43% | 328 |
| 16 Discrimination or hate crimes | 12% | 3% | 89% | 17% | 24% | 16% | 20% | 31% | 42% | 308 |
| 17 Domestic abuse | 12% | 27% | 88% | 17% | 13% | 8% | 9% | 30% | 41% | 313 |
| 18 Bullying of young people in school | 15% | 9% | 17% | 20% | 60% | 6% | 92% | 6% | 7% | 324 |
| 19 Bullying of young people out of school | 17% | 7% | 48% | 16% | 74% | 26% | 32% | 13% | 14% | 314 |
| 20 Solvent abuse/glue sniffing | 8% | 36% | 76% | 10% | 50% | 24% | 26% | 16% | 22% | 316 |
| 21 Drink/drugs driving | 10% | 16% | 96% | 8% | 12% | 12% | 8% | 32% | 45% | 321 |
| 22 Alcohol mis-use | 13% | 48% | 65% | 15% | 38% | 15% | 17% | 18% | 26% | 319 |
| 23 The safety and protection of children | 36% | 43% | 57% | 49% | 74% | 32% | 57% | 28% | 32% | 324 |

Fear of crime

Respondents were asked to indicate how worried they were about being a victim of crime, in general, and then about being a victim of specific crimes. A third (34%, 114 respondents) were either very worried or slightly worried about becoming a victim of crime (much lower than Force area at 51%) although slightly higher than previous surveys at 25%. Almost half (49%, 176 respondents) were not worried at all and 16% (59 respondents) had never considered it. Those living in urban areas were more likely to respond that they were very worried or slightly worried about becoming a victim of crime.

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



n=349

Respondents were then asked about their fear of becoming a victim of specific crimes. There was a significantly lower proportion of respondents who fear almost all of the crimes compared to the Force average as can be seen in the table below. Since 2005, people have become increasingly more afraid of being attacked by someone under the influence of alcohol.

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

| | 2005 Orkney area (ranking) | 2007 Orkney area (ranking) | 2009 Orkney area (ranking) | 2009 Orkney area | | 2009 Force area % (W) |
|---|----------------------------|----------------------------|----------------------------|------------------|-------|-----------------------|
| | | | | No. (UW) | % (W) | |
| Vandalism or deliberate damage to your home, property or car | 1 | 1 | 1 | 150 | 46% | 57% |
| Being attacked by someone under the influence of alcohol | 6 | 4 | 2 | 132 | 40% | 49% |
| Having your car stolen or broken into | 3 | 5 | 3 | 122 | 37% | 48% |
| Having your home broken into | 2 | 2 | 4 | 102 | 31% | 56% |
| Being insulted or threatened | 4 | 3 | 5 | 101 | 30% | 37% |
| Being attacked, assaulted or robbed in the street | 5 | 6 | 6 | 100 | 30% | 49% |
| Being attacked, assaulted or robbed in your own home | 7 | 8 | 7 | 50 | 16% | 32% |
| Being the victim of an attempted rape, rape or other serious sexual offence | 8 | - | 8 | 40 | 11% | 21% |
| Being a victim of domestic abuse | 9 | 10 | 9 | 16 | 6% | 4% |
| Becoming the victim of a crime because of my race | 11 | 7 | 10 | 11 | 3% | 5% |
| Becoming the victim of a crime because of my religion | 10 | 9 | 11 | 7 | 2% | 4% |
| Base | 109 | 117 | 342 - 347 | | | 2704-2772 |

Note: The figures for 2009 cannot be compared directly with earlier years as the question was previously asked only of a sub-sample of respondents who had earlier indicated they were slightly or very worried about being a victim of crime. However, an indication of the ranking in previous years is given for comparison with 2009.

The next question related specifically to hate incidents. Respondents were asked if they were 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. Results were similar to the Force area data. In comparison to previous years, people are less worried about suffering discrimination or being subjected to a hate incident on the grounds of all characteristics addressed.

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)

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|------------------|------------------|------------------|-------|-----------------------|
| | | | No. (UW) | % (W) | |
| Age | 18% | 16% | 40 | 11% | 13% |
| Physical disability | 5% | 7% | 14 | 5% | 6% |
| Mental health | 3% | 5% | 10 | 3% | 4% |
| Race or ethnic origin | 8% | 11% | 7 | 2% | 3% |
| Religion or belief (including non-belief) | 4% | 7% | 4 | 1% | 3% |
| Gender identity* | 5% | 5% | 7 | 2% | 2% |
| Philosophical beliefs | n/a | n/a | 3 | 1% | 2% |
| Learning disability | 0% | 4% | 6 | 2% | 2% |
| Sexual orientation | 1% | 1% | 4 | 1% | 2% |
| Base | 109 | 117 | 343 – 346 | | 2732 - 2751 |

*Reworded in 2009 survey

The next question asked whether respondents felt the law protected them from hate crimes. Half (51%, 163 respondents) stated that it did, 8% (23 respondents) said it did not and 41% (135) were unsure. Again, these are very similar results to the Force area.

Precautions against crime

Respondents were asked which precautions they took against crime. The percentage of respondents who answered always or sometimes is detailed in Table 19. Making sure that their home and vehicle was adequately secured were the two overwhelming precautions taken by Orkney respondents against crime, which reflects the Force area data. That said the data below highlights that the proportion of respondents who take certain precautions is lower in Orkney than in the Force area. The figures for 2009 cannot be compared with 2007 as the question in 2007 was asked only of a sub-sample of respondents who had earlier indicated they were slightly or very worried about being a victim of crime.

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

| | 2009 Orkney area | | 2009 Force area % (W) |
|--|------------------|-------|-----------------------|
| | No. (UW) | % (W) | |
| Make sure your vehicle is adequately secured | 275 | 82% | 87% |
| Make sure your home is adequately secured | 275 | 80% | 90% |
| Carry a mobile phone | 181 | 53% | 64% |
| Avoid certain places | 139 | 42% | 58% |
| Mark your property in case it is stolen | 101 | 31% | 39% |
| Avoid going out at certain times | 72 | 21% | 35% |
| Avoid going out when it is dark | 70 | 21% | 37% |
| Avoid going out alone | 66 | 19% | 34% |
| Take self-defence classes | 10 | 3% | 5% |
| Base | 329-338 | | 2603 - 2734 |

Victims of crime

Respondents were then asked if they had been a victim of crime in the past year. Six percent of respondents from Orkney had been a victim of crime in the previous year compared to 8% of the Force area. When looking at the previous surveys, 6% had also been a victim of crime in 2007 and 2005. The types of crime cited in the 2009 survey are detailed in the table below.

Table 20 What type of crime was it?

| | 2009 Orkney area No. (UW) |
|--|---------------------------|
| Vandalism | 5 |
| Theft | 3 |
| Assault, abuse (verbal, physical, racist) , rape | 6 |
| Fraud/identity theft | 1 |
| Antisocial behaviour/neighbours | 2 |
| Traffic accident/incident | 2 |
| Other | 3 |
| Base | 19 |

Fourteen of the respondents who had been a victim of crime reported it to the police. Those who did not cited the following reasons:

- no point/waste of time/no proof (4);
- dealt with by other source (1); and
- minor incident/didn't want to bother police (1).

Four of the fourteen who had reported it to the police said it had resulted in criminal proceedings, eight said it did not and two were unsure (one said they had not heard from the police). Those whose report did result in criminal proceedings were asked how satisfied they were with the outcome. One was very satisfied, two were satisfied, and one was not satisfied. In terms of how satisfied they were with how they were kept informed of progress in relation to proceedings, three said they were and one was unsure.

2.3 Community Planning

Respondents were asked if they had seen their community plan. The responses to this question since 2005 have been very mixed. For example in 2007, 31% in Orkney stated they had seen their local community plan, whereas in 2009 this had reduced to 20%. The larger fluctuations were mainly in the Island Council areas which could be due to larger error rates in the sample in previous surveys. The average response at Force area since 2005 has been between 12% and 18% of respondents.

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

| | 2005 | 2007 | 2009 |
|-----------------------------|------|------|------|
| Orkney Islands Council area | 24% | 31% | 20% |
| Force area average | 18% | 12% | 13% |

Respondents were asked to indicate the priority they felt should be assigned to a range of issues in their community plan. The key priorities were protection of children from harm (86%), reducing unemployment (85%), improving the availability of activities for young people and improving roads and transport links which were both prioritised by 84% of respondents.

Table 22 Community plan priorities ranked by top and medium priorities

| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area | |
|--|------------------------|---------------------|-------|--------------------|-------|
| | | No. (UW) | % (W) | No. (UW) | % (W) |
| Protection of children from harm* | n/a | 294 | 86% | 2468 | 92% |
| Reducing unemployment | 64% | 284 | 85% | 2411 | 90% |
| Improving the availability of activities for young people* | n/a | 282 | 84% | 2367 | 89% |
| Improving roads and transport links | 85% | 282 | 84% | 2309 | 86% |
| Reducing drug/alcohol/solvent mis-use* | 75% | 274 | 82% | 2355 | 88% |
| Increasing availability of affordable housing | 87% | 270 | 81% | 2139 | 79% |
| Improving access to local health services | 80% | 267 | 79% | 2032 | 76% |
| Reducing youth crime | 75% | 266 | 79% | 2273 | 85% |
| Reducing drug dealing | 72% | 263 | 79% | 2351 | 87% |
| Improving access to learning opportunities | n/a | 259 | 78% | 2186 | 81% |
| Reducing anti-social behaviour | 75% | 258 | 78% | 2220 | 83% |
| Improving quality of housing | 78% | 255 | 77% | 1926 | 73% |
| Improving road safety | 81% | 253 | 77% | 2260 | 85% |
| Reducing violent crime | 62% | 248 | 74% | 2186 | 84% |
| Reducing crime | 72% | 245 | 74% | 2240 | 85% |
| Increasing business investment | 70% | 231 | 71% | 1841 | 69% |
| Improving the management of sexual offenders | n/a | 232 | 69% | 1939 | 73% |
| Reducing sexual offences | 0% | 231 | 69% | 2081 | 79% |
| Improving access to technology | 64% | 213 | 63% | 1730 | 63% |
| Improving public transport | 62% | 215 | 62% | 1762 | 64% |
| Recognising equality and diversity | 57% | 201 | 62% | 1745 | 66% |
| Increasing rural development | 74% | 204 | 61% | 1469 | 53% |
| Reducing discrimination or hate crimes* | 64% | 196 | 59% | 1662 | 63% |
| Increasing availability of sports and leisure facilities | 56% | 182 | 55% | 1628 | 63% |
| Improving access to arts and culture | 31% | 94 | 27% | 910 | 34% |
| Base | 117 | 328 - 341 | | 2609 - 2706 | |

*Reworded in 2009 survey

Child protection

Respondents were asked if they had confidence that Highlands & Islands agencies are effective in the protection of children. Forty two percent (138 respondents) said they were confident, which is higher than the Force figure of 37%, half (51%, 168 respondents) did not know and 7% (23 respondents) were not confident. Those who were not confident were asked why and some gave the following reasons.

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

| | 2009 Orkney area No. (UW) |
|--|---------------------------------|
| Failures/mistakes by social services/agencies | 5 |
| News reports/knowledge of abuse to children | 5 |
| Not enough resources (e.g. social workers) | 2 |
| Knowledge of paedophiles in/moved to areas near children | 2 |
| Too much red /paperwork | 1 |
| Base | 16 |

Participation in community consultation

Only 3% (10) of Orkney respondents stated that they had been involved in previous consultations from the partner agencies, similar to the Force results (4%). These are shown in the following table.

Table 24 Participation in community consultation

| | 2009 Orkney area No. (UW) |
|------------------------------|---------------------------------|
| Surveys | 2 |
| Transport/roads consultation | 2 |
| Community Council | 1 |
| Other | 4 |
| Base | 9 |

Seven people felt that the consultation they had participated in had been worthwhile.

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. No comparable data are available from 2007 since the question was asked in a different way i.e. the 2009 question specifically asked if respondents had attended court **within the last two years**. This was to ensure respondents could comment on recent experience. Very few respondents had attended (19). Reasons for attendance are detailed in the table below.

Table 25 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 Orkney area | | 2009 Force area % (W) |
|--|------------------|-------|-----------------------------|
| | No. | % (W) | |
| Witness in a criminal case/supporter of a witness | 7 | 39% | 18% |
| As part of a job | 5 | 23% | 13% |
| Spectator/tourist unconnected with court cases | 4 | 22% | 12% |
| Accused in criminal case/supporter of accused | 2 | 12% | 12% |
| Juror (incl. serving/not selected) | 2 | 11% | 37% |
| Victim in criminal case/supporter of victim | 1 | 4% | 6% |
| Civil litigant or witness in civil case/supporter | 0 | 0% | 8% |
| Attending Fines Enquiry/Enforcement Court/Fines Office | 0 | 0% | 6% |
| Base | 19 | | 196 |

Note: 18 respondents from Force area and two from Orkney gave between 2 and 5 different capacities in which they had attended court

Those who had attended court in the above capacities were asked how satisfied they were with their experience of attending court. Seventy percent (10 respondents) of those who responded were either very satisfied or satisfied with their experience of court, slightly lower than the Force results (75%). For those who were either not satisfied or not at all satisfied the key reasons for this were given as:

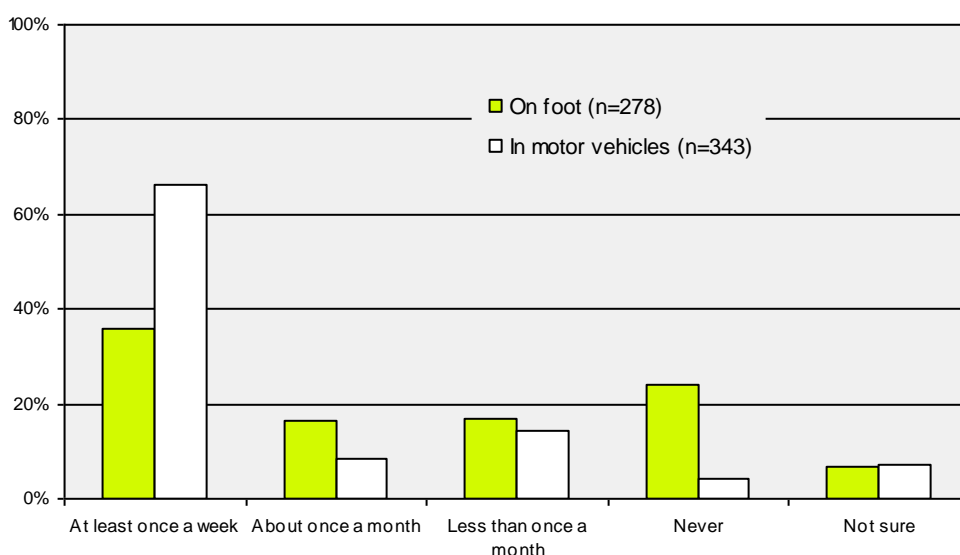
- lack of services available in the building (2);
- lack of information on what I was expected to do or what was happening (2);
- due to length of time I had to wait (1);
- lack of disabled access to the court building (1); and
- lawyers making you say what they want (1).

2.5 Police Services and community safety

Police patrols

Respondents were asked how often they saw police officers patrolling on foot and in motor vehicles. More than a third (38%, 96 respondents) usually see police officers patrolling on foot at least once a week compared to 71% (223 respondents) who saw police officers patrolling in motor vehicles at least once a week. Eighteen percent (45 respondents) saw police officers on foot about once a month and the same proportion said less than once a month. Nine percent (27 respondents) saw them patrol in motor vehicles about once a month and 15% (52 respondents) less than once a month. There was, however, a large difference in the proportion of respondents who never saw police patrolling. A quarter (26%, 71 respondents) said they never saw police patrolling on foot, whereas only 5% (15 respondents) never saw them patrolling in vehicles.

Figure 3 How often do you usually see police officers patrolling in the following ways?



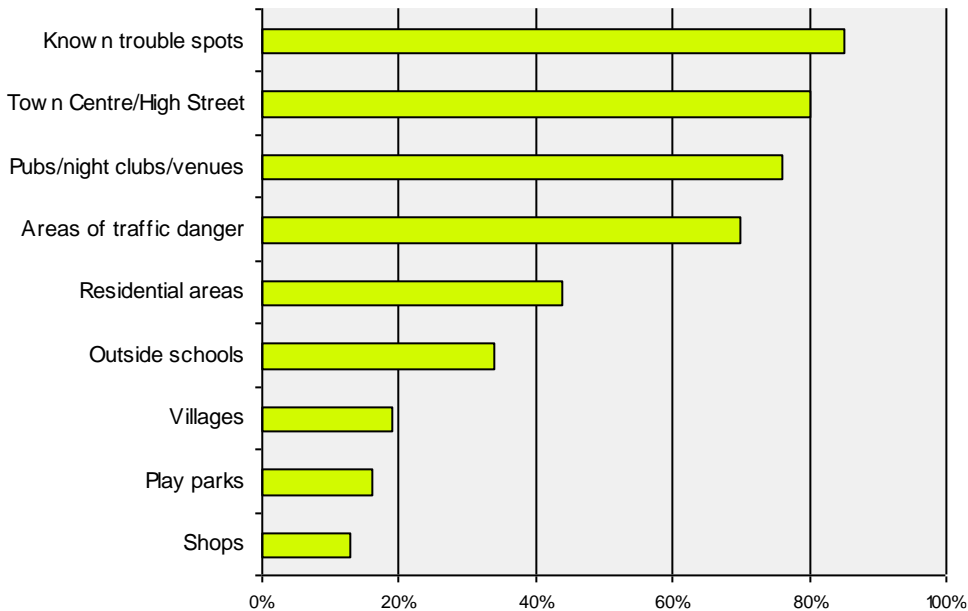
Forty three percent (149 respondents) felt the amount of police patrolling they saw was about right and about the same proportion (42%, 135 respondents) felt it was too little. Only 1% (4 respondents) thought they saw too much and 14% (50 respondents) had no opinion. Results were fairly similar to the Force area although people were less likely to feel there was too little patrolling and more likely to feel it was about right. The 2009 results are similar to previous years.

Table 26 What do you think about the amount of police patrolling you see?

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|-------------|------------------|------------------|------------------|-------|-----------------------|
| | | | No. (UW) | % (W) | |
| Too much | 0% | 1% | 4 | 1% | 0% |
| About right | 47% | 41% | 149 | 43% | 37% |
| Too little | 38% | 45% | 135 | 42% | 50% |
| No opinion | 15% | 14% | 50 | 14% | 13% |
| Base | 109 | 117 | 338 | | 2671 |

The chart below illustrates where respondents would like to see police patrol.

Figure 4 Where would you like to see police officers on patrol?

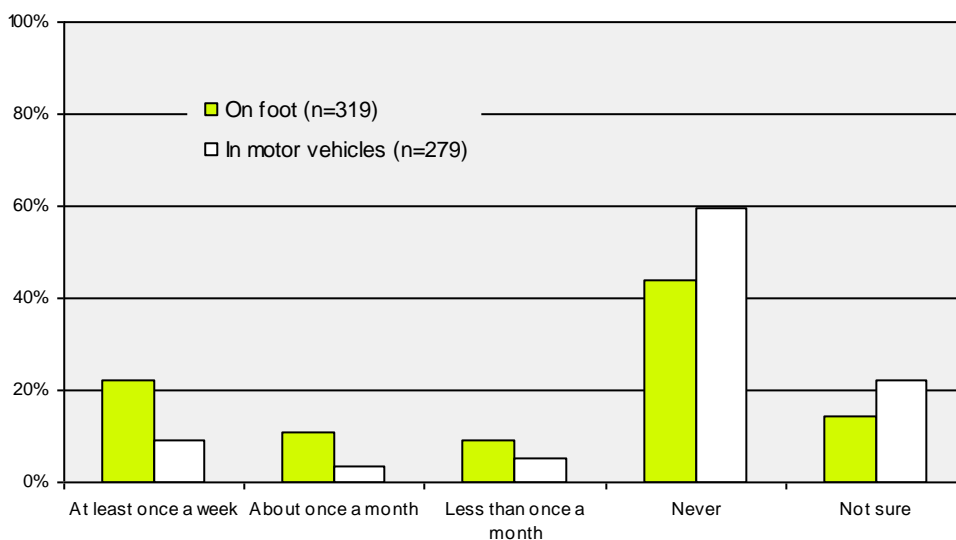


n=335

Community warden/environmental officer patrols

Forty four percent (141 respondents) had never seen community wardens/ environmental officers patrolling on foot and an even higher percentage (59%, 167 respondents) had never seen them in motor vehicles. This is a much lower proportion of respondents stating this than in the Force area where around seven in ten had never seen community wardens/environmental officers patrolling. There was also a high proportion stating they were not sure if they had seen community wardens/ environmental officers patrolling on foot (14%, 45 respondents) or in motor vehicles (22%, 64 respondents) which is in line with the Force area.

Figure 5 How often do you usually see Community Wardens / Environmental Officers patrolling in the following ways?

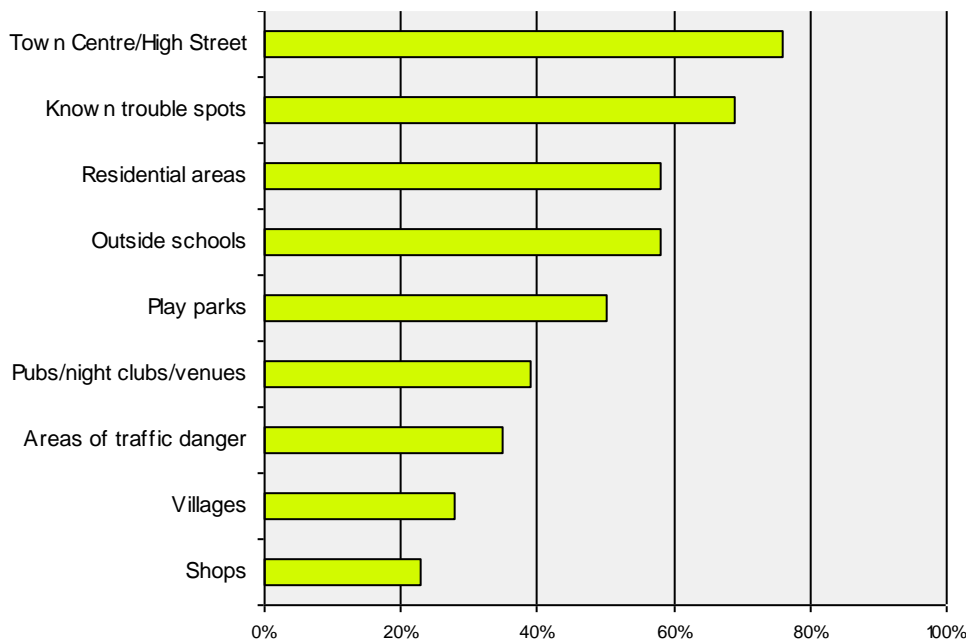


When asked what they thought about the amount of patrolling they saw undertaken by community wardens/environmental officers more than a third (37%, 124 respondents) had no

opinion. Thirty nine percent (116 respondents) thought there was too little and 22% (69 respondents) said it was about right. Only 1% (4 respondents) said it was too much.

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

Figure 6 Where would you like to see community wardens/environmental officers on patrol?



n=301

Awareness of Crimestoppers/Northern Constabulary phone line

More than half (55%, 186 respondents) were aware of Crimestoppers (compared to seven in ten in the Force area) although only 1% (4 respondents) had used it. Thirty nine percent (126 respondents) were aware of the Northern Constabulary confidential phone line (compared to 45% in the Force area) but again very few had used it (4%, 11 respondents).

Security and safety initiatives

Table 27 shows the percentage of respondents who were aware of certain security and safety initiatives in their area. Respondents from Orkney were less aware of laws banning drinking alcohol in public places, neighbourhood/farm/water/boat/pub watch schemes and Northern Camera Safety Partnership than in the Force area but more aware of CCTV, young person ID scheme, anti-social behaviour orders and safety and healthy lifestyle initiatives. Awareness of the other initiatives was very much in line with the Force data. For the most part, awareness of the initiatives that were also addressed in the 2005 and 2007 survey have increased.

Table 27 Are you aware of any of the following in your area? (yes)

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|---------------------|---------------------|---------------------|-------|-----------------------------|
| | | | No.(UW) | % (W) | |
| Closed circuit television | 38% | 58% | 182 | 53% | 38% |
| Laws banning drinking alcohol in public places | 14% | 24% | 170 | 50% | 57% |
| TV/media campaigns | 37% | 40% | 148 | 44% | 44% |
| Young person ID scheme | 14% | 31% | 116 | 35% | 30% |
| Anti-social Behaviour Orders | 16% | 24% | 108 | 31% | 25% |
| Safety and Healthy lifestyle initiatives | n/a | n/a | 87 | 25% | 21% |
| Community Safety Initiatives | 3% | 14% | 52 | 15% | 12% |
| Neighbourhood/Farm/Water/Boat/Pub Watch schemes | 3% | 6% | 35 | 11% | 19% |
| Anti-hate & discrimination campaigns | n/a | n/a | 29 | 9% | 10% |
| Youth diversionary activities | n/a | n/a | 21 | 6% | 9% |
| Northern Camera Safety Partnership | n/a | n/a | 16 | 5% | 12% |
| Base | 109 | 117 | 347 | | 2779 |

Respondents were then asked if they thought any of the initiatives improved community safety in their area. The top three were closed circuit television, laws banning drinking alcohol in public places and Anti-social Behaviour Orders. This was also the case at Force area. The top two results were the same in previous years however Young Person ID scheme came third in 2007 and TV/media campaigns in 2005.

Table 28 Do you think any of the following improve community safety in your area? (yes)

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|---------------------|---------------------|---------------------|----------|-----------------------------|
| | | | No. (UW) | % (W) | |
| Closed circuit television | 49% | 60% | 157 | 50% | 48% |
| Laws banning drinking alcohol in public places | 47% | 45% | 135 | 41% | 62% |
| Anti-social Behaviour Orders | 34% | 28% | 114 | 39% | 41% |
| TV/media campaigns | 36% | 30% | 108 | 36% | 39% |
| Safety and Healthy lifestyle initiatives | n/a | n/a | 106 | 35% | 35% |
| Young person ID scheme | 26% | 39% | 103 | 34% | 38% |
| Community Safety Initiatives | 21% | 19% | 95 | 32% | 35% |
| Neighbourhood/Farm/Water/Boat/Pub Watch schemes | 26% | 28% | 72 | 23% | 39% |
| Anti-hate & discrimination campaigns | n/a | n/a | 66 | 22% | 26% |
| Youth diversionary activities | n/a | n/a | 54 | 18% | 27% |
| Northern Camera Safety Partnership | n/a | n/a | 49 | 17% | 26% |
| Base | 109 | 117 | 300-325 | | 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 or visiting their local station. There was little preference for mobile phone/text or email/internet contact.

Table 29 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=346) | 58% | 39% | 3% | 4% | 0% | 0% | 0% |
| To report a minor crime (n=343) | 4% | 84% | 1% | 11% | 1% | 0% | 0% |
| To report information about something suspicious (n=343) | 5% | 80% | 4% | 11% | 2% | 1% | 1% |
| To report a nuisance or disturbance (n=340) | 6% | 84% | 3% | 6% | 2% | 1% | 1% |
| To report a road traffic accident/incident (n=345) | 46% | 52% | 1% | 2% | 0% | 0% | 1% |
| To report other information (n=337) | 3% | 72% | 5% | 18% | 1% | 2% | 1% |
| To ask for advice or information (n=343) | 1% | 59% | 3% | 31% | 4% | 3% | 0% |
| Firearm/ shotgun enquiry (n=338) | 2% | 57% | 3% | 36% | 0% | 3% | 0% |
| Lost/found property (n=343) | 1% | 53% | 1% | 45% | 0% | 1% | 0% |
| Missing person (n=341) | 8% | 68% | 1% | 24% | 1% | 0% | 0% |

Information on police and partner agencies

Respondents were asked if they ever feel they would like more information about the work of their local police and their partner agencies. Just over a quarter (26%, 88 respondents) stated that they would like more information. 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. Respondents in Orkney are particularly interested in receiving information on general police work in their area; 85% compared to 78% at Force area. Generally, more respondents in 2009 expressed an interest in receiving different types of information than in previous surveys.

Table 30 What type of information would you like?

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|------------------------|------------------------|---------------------|-------|-----------------------------|
| | | | No. (UW) | % (W) | |
| General police work in your area | 76% | 73% | 75 | 85% | 78% |
| What is being done to improve road safety | 56% | 56% | 59 | 64% | 59% |
| What is being done to reduce and prevent crime | 61% | 63% | 56 | 62% | 69% |
| More information about police officers job/how they spend their day | 56% | 58% | 54 | 60% | 40% |
| What is being done to make your community safer | 46% | 46% | 51 | 57% | 67% |
| How we are spending on policing in your area | 35% | 46% | 41 | 45% | 42% |
| How you can help the police | n/a | n/a | 40 | 44% | 43% |
| Police achievements/successes | 49% | 38% | 39 | 42% | 41% |
| What is being done to promote equality and prevent discrimination* | 12% | 18% | 20 | 20% | 21% |
| Base | | 29 | 89 | | 1041 |

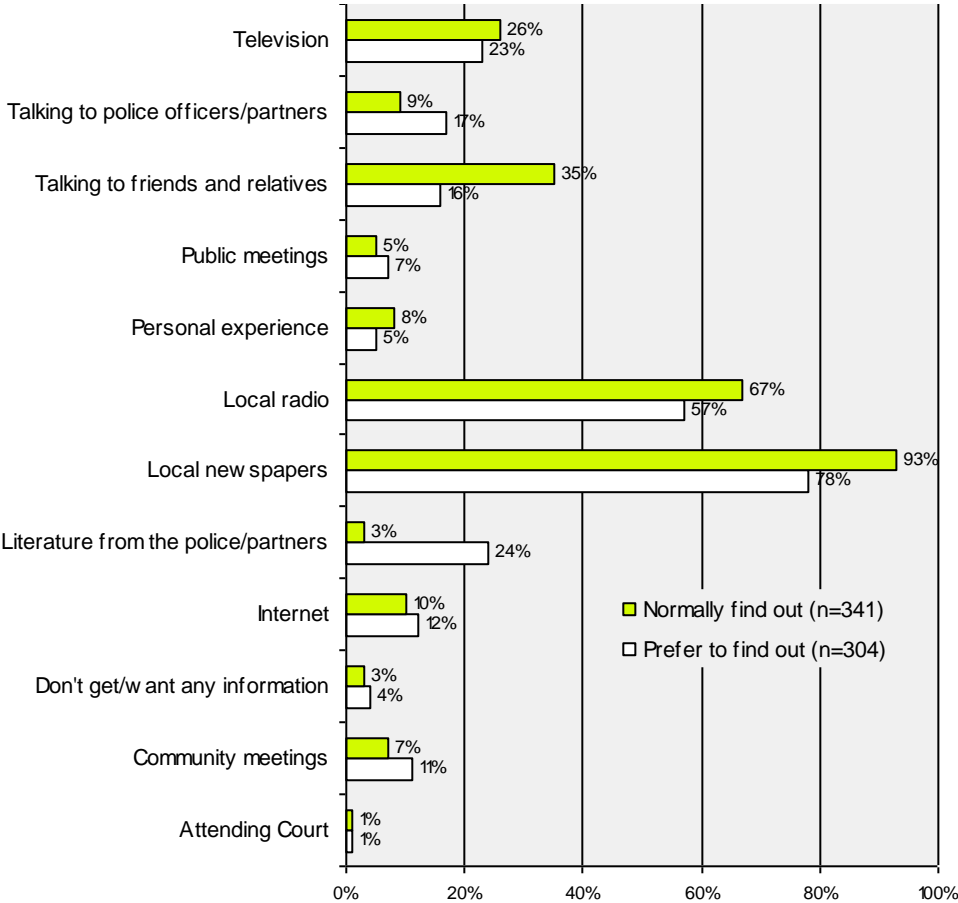
*Reworded in 2009 survey

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 and how they would prefer to find out in the future. The results are compared in the chart below. Compared to previous surveys, more 2009 respondents cited getting information from a range of sources and less said they did not get any information.

The media from which **more** respondents would prefer to find out about the police and its partners compared to how they normally did currently were:

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

Figure 7 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 initiative

The questionnaire asked whether respondents had been aware of a community safety campaign or initiative during the last six months. Just 13% (46 respondents) stated that they had been aware of an initiative; these were on the following topics highlighted in Table 31 below. Alcohol misuse and Blue Light Disco were cited at Force area but not by Orkney respondents.

Table 31 What was the campaign about?

| | 2009 Orkney area No. (UW) | 2009 Force area No. (UW) |
|---|------------------------------|-----------------------------|
| Drink driving | 16 | 43 |
| Speeding | 13 | 54 |
| Wearing seatbelts | 12 | 33 |
| Road safety | 10 | 31 |
| Use of mobile phone while driving | 3 | 7 |
| Underage drinking | 3 | 6 |
| Road safety for children around/on way to school/on bikes | 2 | 10 |
| Drug misuse | 1 | 6 |
| Drug driving | 1 | 4 |
| Child car seats | 1 | 2 |
| Alcohol misuse | 0 | 6 |
| Blue Light Disco | 0 | 4 |
| Other campaigns | 0 | 29 |
| Base | 38 | 167 |

Those who were aware of a campaign were asked how they were made aware of it. Seventy percent (31 respondents) were aware of the initiative from a local newspaper, more than half (59%, 27 respondents) from the local radio and around a fifth (22%, 9 respondents) from talking to friends/relatives. Less people in 2009 had been made aware of campaigns by local radio, local TV, internet and talking to police officers.

Table 32 How were you made aware of the campaign?

| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---------------------------------|------------------|------------------|-------|--------------------------|
| | | No. (UW) | % (W) | |
| Local newspaper | 54% | 31 | 70% | 68% |
| Local radio | 64% | 27 | 59% | 49% |
| Talking to friends/relatives | 8% | 9 | 22% | 21% |
| Local TV | 18% | 5 | 12% | 19% |
| Internet | 10% | 2 | 5% | 8% |
| Leaflet or newsletter | 0% | 3 | 9% | 8% |
| Talking to a police officer | 28% | 4 | 11% | 6% |
| Local meeting/community council | n/a | n/a | n/a | 2% |
| Other | 0% | 1 | 2% | 7% |
| Base | 10 | 45 | | 203 |

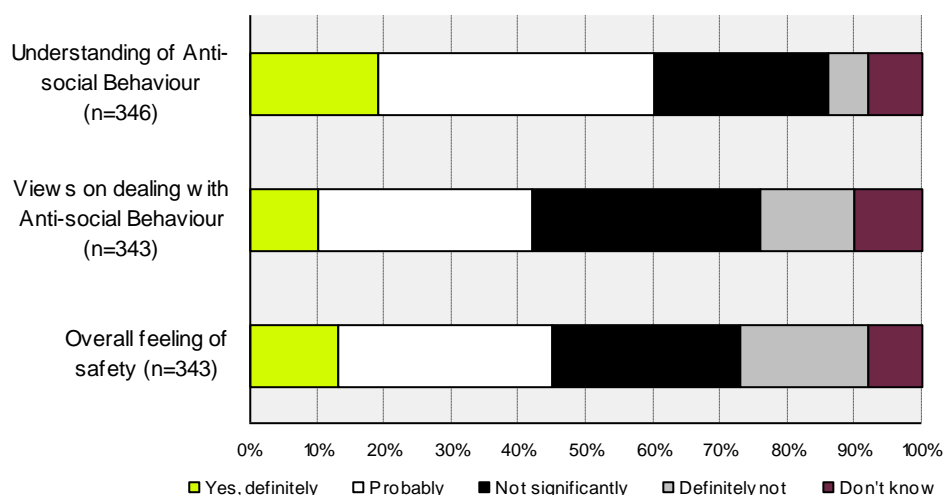
Media influence

Respondents were asked if their understanding of anti-social behaviour, their views on dealing with anti-social behaviour and their overall feeling of safety was influenced by the media. Sixty percent thought their understanding of anti-social behaviour probably was or definitely was influenced by the media, 42% thought their views on dealing with anti-social behaviour probably was or definitely was and 45% believed their overall feeling of safety was probably or definitely influenced by the media. Compared to previous surveys, the media now has more of an influence on each of these three areas.

Table 33 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 | 19% | 10% | 13% |
| Probably | 41% | 32% | 32% |
| Not significantly | 26% | 34% | 28% |
| Definitely not | 6% | 14% | 19% |
| Don't know | 8% | 10% | 8% |
| Base | 346 | 343 | 343 |

Figure 3 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 9% (32 respondents) said they would, 4% for any crime and 5% for a minor crime. This is a decrease on previous surveys however where 14% said they would in 2005 and 11% in 2007. Almost a quarter (23%, 75 respondents) did not have access to the internet, 44% (150 respondents) would prefer to speak to the police and 18% (62 respondents) said it would depend on the situation.

Table 34 Would you use e-mail or the internet to report community safety issues?

| | 2009 Orkney area | | 2009 Force area |
|---------------------------------------|------------------|-------|-----------------|
| | No. (UW) | % (W) | % (W) |
| Yes, any crime | 15 | 4% | 7% |
| Yes, minor crime | 17 | 5% | 9% |
| No, don't have access to the internet | 75 | 23% | 21% |
| No, would prefer to speak to police | 150 | 44% | 39% |
| Maybe, depends on the situation | 62 | 18% | 17% |
| Don't know/no opinion | 22 | 6% | 8% |
| Base | 341 | | 2696 |

When asked about receiving general information from their local police and their partner agencies via text to a mobile phone, 11% (31 respondents) said they would be happy to do so. More than a quarter (28%, 82 respondents) would be willing to receive information via e-

mail/internet. Eight out of ten (84%, 233 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. Council office/service point, police stations, internet, post office, library and doctors' surgeries were the most preferred locations, cited by 50% or more of respondents. As would perhaps be expected the internet was favoured by fewer respondents in 2007 and 2005.

Table 35 Would you use any of the following locations to access information on the services provided by your local police and their partner agencies?

| | 2005 Orkney area | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|------------------------------|------------------|------------------|------------------|-------|-----------------------|
| | | | No. (UW) | % (W) | |
| Police stations | n/a | n/a | 151 | 59% | 49% |
| Council office/service point | 46% | 50% | 137 | 58% | 54% |
| Internet | 38% | 47% | 132 | 55% | 55% |
| Post office | 39% | 39% | 131 | 53% | 58% |
| Library | 53% | 46% | 124 | 53% | 47% |
| Doctors' surgeries | 45% | 33% | 120 | 50% | 48% |
| Supermarket | 31% | 26% | 91 | 40% | 44% |
| Bank | 24% | 18% | 59 | 28% | 30% |
| Procurator Fiscal Offices | n/a | n/a | 36 | 19% | 13% |
| Courts | 16% | 21% | 33 | 17% | 14% |
| Base | 109 | 117 | 239 - 310 | | 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 by 37% (64 respondents). This was more common amongst those in urban areas than rural and more isolated areas. The second most frequently cited improvement interestingly enough was satisfied with existing police services (16%, 30 respondents) followed by higher profile/visibility (16%, 27 respondents).

Table 36 In what ways could Northern Constabulary improve the service it provides to the public?

| | 2007 Orkney area ranked by frequency | 2009 Orkney area | | | 2009 Force area % (W) | |
|---|--------------------------------------|---------------------|----------|-------|-----------------------|-------|
| | | Ranked by frequency | No. (UW) | % (W) | Ranked by frequency | % (W) |
| More foot patrols/officers on the beat | 1 | 1 | 64 | 37% | 1 | 40% |
| Satisfied with existing police service | 3 | 2 | 30 | 16% | 3 | 11% |
| Higher profile/visibility | 2 | 3 | 27 | 16% | 2 | 18% |
| Tougher stance on dangerous drivers | n/a | 4 | 11 | 6% | 6 | 5% |
| Recruit more officers | 10 | 5 | 9 | 6% | 8 | 4% |
| More information/communication incl. newsletters | 5 | 6 | 11 | 5% | 5 | 6% |
| More accessible/approachable/friendly | 4 | 7 | 8 | 4% | 7 | 4% |
| More community involvement/community policing | 7 | =8 | 7 | 4% | 4 | 8% |
| Do more with young people/schools | 6 | =8 | 7 | 4% | 10 | 3% |
| Keep local offices open incl. 24hr cover | n/a | =10 | 5 | 3% | 9 | 3% |
| Less time on traffic offences, more on major crime | n/a | =10 | 5 | 3% | 12 | 2% |
| Be more effective in dealing with drug related crime | n/a | =12 | 2 | 1% | 11 | 2% |
| Less paperwork/red tape/bureaucracy | n/a | =12 | 2 | 1% | 13 | 1% |
| Tougher stance generally | 11 | 14 | 1 | 1% | 16 | 1% |
| Be more effective in dealing with alcohol related crime | n/a | 15 | 1 | 0% | 14 | 1% |
| Improve manner in dealing with public, victims etc. | 9 | n/a | 0 | 0% | 15 | 1% |
| Base | 51 | | 179 | | 1563 | |

Three main priorities

The three main priorities highlighted by respondents for their local police and their partner agencies to deal with were road safety/speeding, drugs (dealing and drug related crime/behaviour) and crime prevention/law and order/public safety, which are the same as the Force area. A new priority which was not recorded in previous surveys and cited by a fifth (20%, 40) of respondents was more police on streets/visibility/foot patrols. This came fifth in the list of respondent priorities. There are other priorities which did not appear in the 2007 survey which can be seen in the table below.

Table 37 What should be the 3 main priorities for your local police and their partner agencies?

| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|------------------|------------------|-------|-----------------------|
| | | No. (UW) | % (W) | |
| Road safety/speeding | 31% | 87 | 42% | 37% |
| Drugs (incl. drug dealing and drug-related crime/behaviour) | 37% | 74 | 35% | 38% |
| Crime prevention/law and order/public safety | 36% | 62 | 31% | 35% |
| Drink-related crime/behaviour | 20% | 54 | 25% | 19% |
| More police on streets/visibility/foot patrols | n/a | 40 | 20% | 24% |
| Theft/property crime/vandalism/graffiti | 16% | 32 | 15% | 9% |
| Under-age drinking | 20% | 30 | 14% | 9% |
| Anti-social behaviour | 13% | 27 | 13% | 15% |
| Public relations/accessibility | n/a | 27 | 13% | 10% |
| Child protection/safety | n/a | 22 | 11% | 12% |
| Drink driving | 10% | 22 | 11% | 6% |
| Crime detection (incl prosecution) | 8% | 20 | 10% | 7% |
| Integrate with youth groups/schools | 11% | 18 | 8% | 7% |

| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|---|------------------|------------------|-------|-----------------------|
| | | No. (UW) | % (W) | |
| Community policing | 4% | 14 | 7% | 12% |
| Education/advice | 5% | 14 | 7% | 7% |
| Youth behaviour on streets | 8% | 10 | 5% | 5% |
| Partnership working/liaison | n/a | 8 | 4% | 2% |
| Domestic abuse | n/a | 8 | 4% | 1% |
| Tougher sentencing | n/a | 7 | 4% | 3% |
| Violence/assault | 3% | 5 | 2% | 4% |
| Provide more facilities/activities for young people | n/a | 5 | 2% | 3% |
| Dog fouling / littering | n/a | 4 | 2% | 3% |
| High standards/public confidence | 4% | 3 | 2% | 3% |
| Racism/discrimination | n/a | 2 | 1% | 2% |
| Quick response to reports of crime | 4% | 1 | 1% | 3% |
| Protection of elderly/vulnerable adults | n/a | 1 | 1% | 1% |
| Less paperwork/bureaucracy | 6% | 0 | 0% | n/a |
| Other priorities | n/a | 22 | 10% | 11% |
| Base | 53 | 209 | | 1739 |

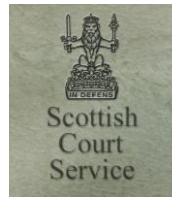
What respondents felt they could do to improve quality of life

The final question asked what respondents themselves could do to help improve the quality of life in their community. A quarter (25%, 40 respondents) said there was nothing they could do as/or they were too old. Just over a fifth (22%, 33 respondents) perceived that reporting crime or suspicious behaviour was the best way to improve the quality of life in the community. This was lower than Force area data (30%) as was support community activities/groups/campaign on local issues (18% compared to 25%). 2009 respondents from Orkney were more likely than the Force area and previous year's surveys to say nothing/too old.

Table 38 What do you think YOU could do to help improve the quality of life in your community?


| | 2007 Orkney area | 2009 Orkney area | | 2009 Force area % (W) |
|--|------------------|------------------|-------|-----------------------|
| | | No. (UW) | % (W) | |
| Nothing/too old | 13% | 40 | 25% | 17% |
| Report crime or suspicious behaviour | 26% | 33 | 22% | 30% |
| Support community activities/groups/campaign on local issues | 33% | 27 | 18% | 25% |
| Neighbourliness/be friendly | 25% | 18 | 10% | 13% |
| Be law-abiding | 4% | 15 | 10% | 8% |
| Engender law-abiding behaviour | 11% | 14 | 9% | 4% |
| Better parenting | 4% | 7 | 6% | 3% |
| Collect litter | 4% | 5 | 3% | 3% |
| Neighbourhood Watch | 0% | 1 | 0% | 5% |
| Recycling/environmental care | 5% | 0 | 0% | 1% |
| Base | 53 | 153 | | 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? | | | |
|--|--|--|--|
| <i>a) How you currently find out</i> | | <i>b) How you would prefer to find out</i> | |
| 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 |
|-----|--------------------------|---|----|--------------------------|---|------------|--------------------------|---|

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 |
|-----|--------------------------|---|----|--------------------------|---|------------|--------------------------|---|

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 |
|-----|--------------------------|---|----|--------------------------|---|------------|--------------------------|---|

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