

Final Report November 2009

Northern Constabulary – Community Consultation 2009 – Force Area Report

Prepared for
Shane Spence, Policy Officer
Northern Constabulary, Policy & Co-ordination Unit

Contract No: 3054

Executive Summary

Method

FMR Research was commissioned by Northern Constabulary (NC) and its partners to conduct its 2009 biennial Community Consultation Survey. The questionnaire was amended from the 2007 questionnaire with some questions dropping out and others added in, to best reflect the partners' requirements. The postal survey was sent to 9,000 residents within the NC Force area covering Highlands, Outer Hebrides, Shetland Islands and Orkney Islands at the end of August 2009. Respondents were given three weeks to return the questionnaire and, in order to boost responses, Northern Constabulary issued a press statement, when the questionnaires were sent out and again before the deadline for return, encouraging respondents to complete the questionnaire.

Response

The total response rate was 33.4% resulting in a Force confidence interval of 1.8% and a confidence rate of between 4.8% and 6.0% across the eight Northern Constabulary Command areas. The demographic response was fairly representative of the Force area with the exception of age, as there were more respondents in the older age categories than younger ones and therefore the findings are biased slightly towards perceptions of older age groups. The data were weighted by gender, Command area and Scottish ACORN group which ensures the findings are truly representative of these demographics.

Generally over most of the survey the results do not differ to any great extent from previous surveys.

Perceptions & attitudes towards crime

Almost all respondents perceived the area within a 15 minute walk from their home as safe with 96% perceiving their area to be either very safe or safe. Just over one in ten (12%) stated they felt less safe compared to 4% who felt more safe than a year ago.

The key (major and minor) community safety concerns, as in previous surveys, were driving at excessive speed (73%), dangerous driving (61%), rubbish/litter (56%), availability of alcohol to young people (56%), stray dogs/dog fouling (55%) and alcohol mis-use (51%). Increases in concern between 2007 and 2009 were among the following:

- alcohol mis-use;
- drink/drug driving;
- rowdy or drunken behaviour; and
- people using drugs.

Respondents were asked which public agencies should be responsible for a range of community safety issues. Of the 23 issues, the police were perceived to have the highest level of responsibility for 17 of the issues, parents (2), Council (2), and teachers (2). The Courts Service was perceived to have second highest responsibility for 10 issues, the Procurator Fiscal Service was perceived to have third highest responsibility for 12 issues and parents were perceived to have fourth highest responsibility for 6 of the issues.

Half (51%) of respondents were very or slightly worried about crime, in line with previous results. There was a significantly higher proportion of respondents who were worried about crime in urban areas (66%) compared to rural areas (37%). Crimes respondents feared most were vandalism/damage to home/property/car (57%), home broken into (56%), attacked by someone under influence (49%), car stolen/broken into (48%), and being attacked and assaulted or robbed in street (48%).

The most common fear of discrimination was on the grounds of age (12% worried or slightly worried) and this fear increased with the age of the respondent but was down from 18% in 2007. The proportion of respondents' fear of other forms of discrimination was between 2% and 5%, in line with previous surveys. Half (48%) felt the law protects them from hate crimes, 45% didn't know and 7% said it did not.

When asked if they had been victims of crime in the last year, 8% stated they had been, with the main crimes committed against them being vandalism, theft and assault. Three quarters of those who stated they were victims reported the crime to the police and of these around a half (52%) said the report did not result in criminal proceedings, a quarter (27%) did result in criminal proceedings and a fifth (21%) did not know if criminal proceedings were brought against the perpetrators. Of those whose report did result in criminal proceedings just under half (45%) were not satisfied/not at all satisfied and under half were (44%) very satisfied/satisfied.

Community planning

Around one in eight (13%) respondents stated that they had seen their local community plan, this ranged from 20% in Orkney, 13% in Highlands and Shetlands and 8% in Outer Hebrides.

Respondents' top three priorities for community planning partners were:

- protection of children from harm (92%);
- reducing unemployment (90%); and
- improving availability of activities for young people (88%).

The above priorities increased in rank from 2007 as well as increasing business investment and improving access to technology. Those issues that were ranked lower than 2007 included:

- increase the availability of affordable housing;
- improving access to health services; and
- increasing rural development.

Respondents were asked whether they had confidence that Highlands and Islands agencies are effective in the protection of children. While over half (53%) stated that they did not know, around four in ten (38%) stated yes and around one in ten (9%) stated no. Reasons for saying 'no' included the following:

- failures/mistakes by social services/agencies;
- news reports/knowledge of abuse to children; and
- perceived lack of resources (e.g. social workers).

Court service

One in ten respondents (196) had attended court in the last 2 years, mainly as a juror (37%), criminal witness (18%), as part of their job (13%), an accused (12%), spectator (12%) or civil witness (8%). Three quarters (73%) of those who attended court were either very satisfied or satisfied with their experience of attending court. The reasons for lack of satisfaction included:

- length of time they had to wait;
- lack of information;
- the overall court process;
- lack of services available at the building; and
- number of times the case was deferred.

Police services and community safety

A quarter of respondents usually saw officers patrolling on foot at least once a week compared to 69% who saw officers patrolling in motor vehicles at least once a week. Around 10% of respondents saw patrols on foot and by motor vehicle about once per month and around the same proportion less than once per month. There was, however, a large difference in the proportion of respondents who never saw police patrolling on foot and by motor vehicle. Around half (47%) never saw police patrolling on foot compared to only 6% who never saw police patrolling in motor vehicles. Half of respondents felt that there were too few police patrols while under four in ten (37%) felt that the amount of patrols was about right.

Seven in ten respondents stated that they had not seen community wardens/ environmental officers patrolling on foot and a similar level stated they had not seen them patrolling in motor vehicles. There was also a high proportion stating they were not sure if they had seen community wardens/environmental officers patrolling on foot (16%) or in motor vehicles (21%).

There was a marked increase in awareness of all security and safety initiatives since 2007 and awareness was ranked in a similar order to the previous survey. Seven out of ten respondents were aware of Crimestoppers compared to 45% who were aware of Northern Constabulary's confidential phone line. The top three initiatives that respondents felt would improve community safety in their area were laws banning drinking in public places, CCTV and ASBOs.

Information and communication

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

Around four in ten respondents wanted more information on police & partner agencies, and this was higher in urban areas than rural areas (Highland 44%, Outer Hebrides 36%, Orkney 26%, Shetlands 26%).

Generally, respondents normally found out and preferred to find out about the police and its partners to the same extent via:

- local radio;
- talking to friends and relatives;
- television; and
- attending court.

There was, however, a significant gap between how respondents would prefer to find out and how they normally found out about the police and its partners:

- via local newspapers (76% normally found out this way compared to 62% preferring this method); and
- literature from the police/partners (4% normally found out this way compared to 36% preferring to find out using this method).

Only 7% of respondents were aware of a community safety initiative; key topics were speeding, drink driving, road safety and wearing seat belts. Two thirds of these respondents became aware of the campaign from local newspaper, half from local radio, a fifth by talking to friends/relatives and a fifth from local TV.

Key locations to access information on the police and its partners were post offices (58%), internet (55%), council offices (54%), police stations (49%), doctor's surgeries (48%) and the library (47%).

Priorities and improvements

The last three questions were open questions and respondents could reply as they pleased without prompts for particular options. The key ways for Northern Constabulary to improve its services included more foot patrols/officers on the beat (40%) and higher profile/visibility (18%). Just over one in ten stated that they were satisfied with existing police services which was ranked in third place in 2009 compared to fifth place in 2007.

Respondents were asked what their three main priorities for police & partners were and the top three responses, in line with 2007, were:

- drugs (dealing/related crime/behaviour) - 38%
- road safety speeding - 37%
- crime prevention - 35%

The final question asked what respondents themselves could do to improve the quality of life in their communities. The main responses were:

- report crime or suspicious behaviour (30%);
- support community activities (25%);
- nothing, too old – (17%); and
- neighbourliness, be friendly (13%).

Conclusions

Northern Constabulary's Community Consultation Survey 2009 has produced more robust findings than previous surveys, particularly at Island Council and Command area level. While the findings are similar to previous surveys, there is positive information in terms of the high proportion (96%) of respondents rating their area as very safe or fairly safe and only 8% of respondents stating that they were victims of a crime in the previous year. However, over half (51%) of respondents were either very worried or slightly worried about becoming a victim of crime.

While police are clearly seen as the lead agency to tackle respondents' concerns about crime, more needs to be done to encourage the public to become aware of what they can do to address these concerns. There is a desire for more police patrolling on foot which is being addressed by Northern Constabulary but may not feed through until the next survey results.

Drugs, speeding/dangerous driving and alcohol mis-use continue to be respondents' main concerns and these are highlighted in Northern Constabulary's priorities.

Specific literature to the public from police/partners, information exchanged in a face to face environment (community/public meetings and talking to police) as well as via the internet (mainly for the younger age groups) perhaps need to be increased, although not at the expense of traditional forms of communication.

Key recommendations include benchmarking the 2009 survey results with other police force surveys as well as the recent Scottish Crime and Justice Survey 2009 and developing an action plan, in conjunction with partners, to take the findings forward and further improve services to the community.

Contents

Executive Summary	i
List of figures and tables	2
1 Introduction	4
1.1 Background	4
1.2 Objectives	4
2 Method	5
2.1 Introduction	5
2.2 Research tool development and sampling	5
2.3 Conducting the survey	5
2.4 Data analysis and reporting	6
2.5 Responses to the survey	6
3 Key findings	12
3.1 Introduction	12
3.2 Perceptions and attitudes towards crime	12
3.3 Community Planning	22
3.4 Court Service	25
3.5 Police services and community safety	26
3.6 Information and communication	32
3.7 Priorities and improvements	38
4 Conclusions & recommendations	41
4.1 Conclusions	41
4.2 Recommendations	42
Appendices	43

List of figures and tables

Table 1	Responses and statistical significance by Command, Council and Force areas	7
Table 2	Gender	7
Table 3	Age	7
Table 4	Number of households with/without children (aged 16 or under)	8
Table 5	Ethnicity (broad categories)	8
Table 6	Ethnicity (full breakdown)	8
Table 7	First language (other than English)	9
Table 8	Religious denomination	9
Table 9	Sexual orientation	10
Table 10	Disability	10
Table 11	Area where respondents live (Council area)	10
Table 12	Area where respondents live (Command area)	10
Table 13	Type of area	11
Table 14	Housing tenure	11
Table 15	Scottish ACORN classification	11
Table 16	How long have you been in your present home?	12
Figure 1	Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?	13
Table 17	Compared with a year ago, how do you rate the area within 15 minutes walk of your home?	14
Table 18	How much of a concern to you is each of the following (major and minor concern combined)	15
Table 19	Who do you think should be dealing with these concerns?	16
Table 20	Number of issues which respondents' felt should be dealt with by each agency	17
Figure 2	Please tell us how worried you are about being a victim of crime?	17
Table 21	How worried are you about becoming a victim of the following crimes? (slightly or very worried)	18
Table 22	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)	19
Table 23	Do you do any of the following because of the possible worries about crime? (always or sometimes)	20
Table 24	What type of crime was it?	21
Figure 3	If your report did result in criminal proceedings, how satisfied were you with the outcome?	22
Figure 4	Have you seen your local Community Plan? (respondents saying 'yes')	23
Table 25	Have you seen your local Community Plan? (respondents saying 'yes')	23
Table 26	Community plan priorities ranked by top and medium priorities	24
Table 27	If you do not have confidence that Highlands & Islands agencies are effective in the protection of children, why not?	25
Table 28	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?	26
Figure 5	How often do you usually see police officers patrolling in the following ways?	27
Table 29	What do you think about the amount of police patrolling you see?	27
Figure 6	Where would you like to see police officers on patrol?	28
Table 30	Other areas where police officers should patrol	28
Figure 7	How often do you usually see community wardens/environmental officers patrolling in the following ways?	29
Table 31	Level of community warden/environmental officer patrolling	29
Figure 8	Where would you like to see community wardens/environmental officers on patrol?	30
Figure 9	Are you aware of Crimestoppers?	30
Table 32	Are you aware of any of the following in your area? (yes)	31

Table 33	Do you think any of the following improve community safety in your area? (yes)	32
Table 34	How would you prefer to contact the police in each of the following situations?	32
Table 35	What type of information would you like?	34
Figure 10	Finding out about the work of your local police, Procurator Fiscal, Court Service and their local authority partners	35
Table 36	What was the campaign about?	35
Table 37	How were you made aware of the campaign?	36
Table 38	How much are the following influenced by the media?	37
Figure 11	How much are the following influenced by the media?	37
Table 39	Would you use e-mail or the internet to report community safety issues?	38
Table 40	Would you use any of the following locations to access information on the services provided by your local police and their partner agencies?	38
Table 41	In what ways could Northern Constabulary improve the service it provides to the public?	39
Table 42	What should be the 3 main priorities for your local police and their partner agencies?	40
Table 43	What do you think YOU could do to help improve the quality of life in your community?	40

1 Introduction

1.1 Background

This report details the findings of the Force area of Northern Constabulary's Community Consultation Survey 2009 which was conducted during September 2009. Northern Constabulary, and its key partner organisations, have conducted large scale community postal surveys bi-annually since 2001.

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.

While some questions have remained the same throughout the period of conducting these surveys, some questions have been deleted and others added according to the needs of Northern Constabulary and partners. Where possible, comparisons with data from previous surveys have been made.

This report details Northern Constabulary's Force area results. There are four other separate reports detailing results at Highland Council, Comhairle nan Eilean Siar, Shetland Islands Council and Orkney Islands Council areas.

1.2 Objectives

The purpose of this community consultation was to determine the views and needs of Northern Constabulary's communities with respect to police services and public safety. The results will enable the Northern Constabulary and its partners to:

- support the Northern Joint Police Board's statutory obligations with respect to the Local Government Act 2003, in particular public engagement, continuous improvement and development of Best Value;
- inform the development of Single Outcome Agreements; and
- guide its improvement activity as part of the Scottish Government's Efficiency programme.

The key objectives for the 2009 survey were to:

- identify issues, factors and trends affecting levels of public reassurance;
- develop and define Northern Constabulary's understanding of public reassurance based on public perception;
- identify opportunities for improving Northern Constabulary's service delivery to enhance public reassurance;
- provide quantifiable evidence to inform effective deployment of operational resources; and
- help inform the Force strategic planning process.

This report outlines the method used to conduct the survey and the key findings at Northern Constabulary Force area which covers Highland Council, Comhairle nan Eilean Siar, Shetland Islands Council and Orkney Islands Council areas.

2 Method

2.1 Introduction

This section outlines the survey method undertaken in order to meet the objectives set for the project. The key stages of the method were research tool development, conducting the survey as well as analysis and reporting.

2.2 Research tool development and sampling

Representatives of FMR, Northern Constabulary, Highland Council, Comhairle nan Eilean Siar, the Scottish Court Service, and the Crown Office and Procurator Fiscal Service met on 5 August 2009 to commission the survey, discuss the approach and methodology and initiate the development of research tools for the 2009 survey.

The 2007 questionnaire was used as a starting point for the development of the 2009 questionnaire and a number of changes were required by Northern Constabulary and partners, in particular the inclusion of additional questions for equalities purposes. A copy of the 2009 questionnaire is appended.

Previous surveys, while robust at Force area and Highland Council area level, were thought not to be robust enough at the three Island Council area levels. It was decided to ensure that data from the survey were as robust as possible at each of the eight Command areas. This would require the number of questionnaires to be distributed to increase from 4,500 in 2007 to 9,000 in 2009.

The desired number of returned questionnaires was determined by developing a desired returned sample of around 370-380 at each Command unit area (to ensure that each Command unit would have a sample which ensured a confidence interval of $\pm 5\%$ at the 95% confidence level). These figures were then multiplied by the response rate from the 2007 survey. This gave an indicative number of questionnaires to be distributed at each Command unit area to ensure the desired response. This, however, would only be valid if the same response rate to the 2007 survey (33.7%) was achieved in the 2009 survey. As it transpired the current 2009 survey received a 33.4% response and, as can be seen from section 2.5, confidence intervals at Command area range from $\pm 4.8\%$ to $\pm 6\%$.

2.3 Conducting the survey

As with previous surveys the method used was that of distributing a random postal survey to a representative section of households in the Northern Constabulary area. Again, as with previous surveys, ACORN data (see Appendix 1 for background information on ACORN classifications) was purchased from CACI Ltd to ensure that the 9,000 questionnaires were sent to households that were representative of the eight Command areas by gender and ACORN household composition. The data contained named individuals selected at random from CACI Ltd's ACORN listing from the relevant areas. All the individuals resided at separate household addresses. A reference number was included on the questionnaire to ensure we could match the ACORN data with the respondent's demographic details.

There were two errors in the distribution of the survey. One error, due to incorrect postcodes being assigned to the Northern Constabulary boundary data, affected 278 questionnaires in Lochaber, Skye and Lochalsh which contributed to a slightly lower return from this Command area. The other error was in the provision of data from CACI which resulted in 254 questionnaires being distributed in error. This resulted in a proportion of questionnaires being unassigned across the Northern Constabulary Force area.

The questionnaires were printed and distributed by a mail sorting company, Communicate Mailing Solutions Ltd, to ensure the questionnaires were distributed efficiently and

effectively. The questionnaires were mailed between 26 and 28 August. A covering letter was included with the questionnaire to outline the reasons for conducting the survey and importance of returning the questionnaire. A reply paid envelope was included to encourage a high response. Contact details of the project managers from both Northern Constabulary and FMR Research were included on the questionnaire so that any respondent unsure of how to complete the questionnaire could get their query answered.

Respondents were given a deadline of 18 September to return the questionnaires. Northern Constabulary encouraged respondents to return the questionnaires by circulating two press releases during the week the questionnaire was distributed and the week the questionnaire was due to be returned. Each press release highlighted the importance of the survey and for respondents to return the questionnaire by the deadline. All responses received up to 30 September were data processed and included in the analysis.

2.4 Data analysis and reporting

An SPSS database was designed to conduct the data processing and analysis. SPSS Data Entry software was used to enter the data which ensures accuracy of response and reduces data entry operator error. Once the data was entered into SPSS, appropriate range and logic checks were applied and open-ended questions were coded. Data tables were then produced for each of the different levels of reports required (one at Force area, four Council areas and tables detailing results at Command unit areas). A full report and four Council area reports were then prepared for comment and approval.

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.

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).

2.5 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. A further 90 were returned too late to be included in the analysis. Details of total responses from each Command area and statistical validity is included in table 1 below. The excellent response received from the survey has ensured that in the main the survey findings are robust at the three geographic levels of Command area, Council area and Force area and more robust than in 2007.

Table 1 Responses and statistical significance by Command, Council and Force areas

Area	2009				2007	
	Sent out	Returns	Response rate	Confidence interval	Returns	Confidence interval
Orkney	1,076	355	33.0%	±5.1%	117	±9.0%
Shetland	1,114	327	29.4%	±5.3%	112	±9.2%
Outer Hebrides	1,198	383	32.0%	±4.9%	105	±9.5%
Caithness, Sutherland & East Ross	1,065	383	36.0%	±5.0%	254	±6.1%
Inverness	1,066	327	30.7%	±5.4%	210	±6.7%
Lochaber, Skye & Lochalsh	801	267	33.3%	±6.0%	226	±6.5%
Nairn, Badenoch & Strathspey	1,072	382	35.6%	±4.9%	250	±6.1%
Ross & Cromarty	1,076	405	37.6%	±4.8%	239	±6.3%
Highland Council	5,080	1,764	34.7%	±2.3%	1,181	±2.8%
Total (Force area)	8,468	2,829	33.4%	±1.8%	1,515	±2.5%

The following tables give a breakdown of respondent demographics. The demographic breakdown for the 2009 survey was similar to the profiles in previous years. The tables show the actual number of respondents – No.(UW), with unweighted percentage responses – % (UW), and then the percentage for weighted data – % (W).

The only area of concern about representativeness of respondents is with age group. As with previous surveys significantly more females (57%) than males (43%) responded to the survey. However, weighting of the data has ensured that the male/female ratios are more representative of gender for the Force area i.e. 52% female and 48% male.

Table 2 Gender

	No. (UW)	% (UW)	% (W)
Male	1203	43%	48%
Female	1626	57%	52%
Base	2829	100%	100%

Again, as with previous surveys, younger people were less well represented and respondents from older age groups were over represented which biases the survey findings towards that of older age cohorts. The table below shows the inconsistency with the proportion of respondents by age group compared to 2001 Census data for the Force area. Weighting the data by ACORN classification did not greatly improve the representativeness of the data with regards to age.

FMR considered weighting the data by age cohort, however, this would have caused other problems with the data at a lower level of reporting, as there were some very low response rates from under 24 year olds at Command area. In Orkney, for example, one male under 24 responded and had the data been weighted by age cohort then this one person's perceptions would have represented 10% of the population.

Table 3 Age

	No. (UW)	% (UW)	% (W)	% (2001 Census)
24 and under	41	1%	1%	8%
25-44	516	18%	20%	36%
45-64	1235	44%	44%	35%
65+	1005	36%	35%	21%
Base	2797	100%	100%	100%

Just over a fifth of respondents had children in their households which was similar to Census data. The average number of people in each respondent's household was 2.54, a slight increase from 2007 and 2005 when it was 2.34 and 2.37 respectively.

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

	No. (UW)	% (UW)	% (W)
With children	602	22%	21%
Without children	2159	78%	79%
Base	2761	100%	100%

The ethnicity of respondents was similar to previous surveys and in line with 2001 Census data.

Table 5 Ethnicity (broad categories)

	No. (UW)	% (UW)	% (W)
White British	2693	97%	97%
Other	77	3%	3%
Base	2770	100%	100%

Table 6 Ethnicity (full breakdown)

	No. (UW)	% (UW)	% (W)
Indian	3	0%	0%
Pakistani	0	0%	0%
Bangladeshi	1	0%	0%
Chinese	2	0%	0%
Other Asian background	4	0%	0%
Black Caribbean	1	0%	0%
Black African	0	0%	0%
Other Black background	0	0%	0%
White & Black Caribbean	1	0%	0%
White & Black African	1	0%	0%
White & Asian	2	0%	0%
Other Mixed background	2	0%	0%
White Scottish	2217	80%	81%
White other British	476	17%	16%
White Irish	10	0%	0%
White other European	28	1%	1%
Gypsy/traveller	1	0%	0%
Other White background	8	0%	0%
Any other background	13	0%	0%
Base	2770	100%	100%

Gaelic was the most common first language other than English, with Polish being the third most common language used in the Force area.

Table 7 First language (other than English)

	No. (UW)
Gaelic/Gàidhlig	130
Polish	9
Scots/Scottish	8
Shetland	4
Orcadian	4
Greek	3
Other	15
Base	171

Other first languages given were:

- Arabic
- Bangladeshi
- British Sign Language (BSL)
- Doric
- Dutch
- Eskimo
- French
- German
- Irish
- Italian
- Kannada
- Russian
- Thai
- Welsh
- Whalsa

Religious denomination was not asked in previous surveys. However, responses appear to be broadly in line with 2001 Census data.

Table 8 Religious denomination

	No. (UW)	% (UW)	% (W)
None	694	26%	26%
Protestant	1628	60%	60%
Roman Catholic	191	7%	7%
Other Christian	171	6%	6%
Buddhist	6	0%	0%
Hindu	1	0%	0%
Jewish	1	0%	0%
Muslim	2	0%	0%
Sikh	0	0%	0%
Other	16	1%	1%
Base	2710	100%	100%

Almost all respondents were heterosexual.

Table 9 Sexual orientation

	No. (UW)	% (UW)	% (W)
Heterosexual	2358	99%	98%
Lesbian	2	0%	0%
Gay	7	0%	0%
Bisexual	17	1%	1%
Other	8	0%	0%
Base	2392	100%	100%

The disability figures were in line with 2001 Census data which reported that 18.4% of the Force area population had a long term limiting illness.

Table 10 Disability

	No. (UW)	% (UW)	% (W)
Yes	484	18%	19%
No	2236	82%	81%
Base	2720	100%	100%

Highland area was slightly under represented in the survey returns due to a lower response rate from Inverness and Lochaber, Skye and Lochalsh areas. The weighted data ensures that responses are representative of Command, Council and Force areas.

Table 11 Area where respondents live (Council area)

	No. (UW)	% (UW)	% (W)
Highland	1764	62%	79%
Orkney	355	13%	6%
Shetland	327	12%	7%
Outer Hebrides	383	14%	8%
Base	2829	100%	100%

Table 12 Area where respondents live (Command area)

	No. (UW)	% (UW)	% (W)
Shetland	327	12%	7%
Orkney	355	13%	6%
Outer Hebrides	383	14%	8%
Caithness, Sutherland, East Ross	383	14%	15%
Ross, Cromarty	405	14%	17%
Inverness	327	12%	25%
Lochaber, Skye and Lochalsh	267	9%	13%
Badenoch, Strathspey & Nairn	382	14%	8%
Base	2829	100%	100%

The type of area in which respondents lived was under represented at the city area (due to a lower response from the Inverness respondents) and slightly over represented at a small

town, small village and an isolated rural area. The weighted data has ensured that the type of area in which respondents live are representative.

Table 13 Type of area

	No. (UW)	% (UW)	% (W)
A city	204	7%	16%
A large town	164	6%	7%
A small town	631	23%	21%
A large village	326	12%	12%
A small village	900	32%	29%
An isolated rural area	555	20%	16%
Base	2780	100%	100%

The weighted data determined using ACORN ensures that the housing tenure is generally in line with estimates for Northern Constabulary Force area.

Table 14 Housing tenure

	No. (UW)	% (UW)	% (W)
Rented from the Council	292	10%	13%
Owner occupied	2251	81%	78%
Other rented	204	7%	8%
Other	39	1%	1%
Base	2786	100%	100%

The ACORN data were broadly representative although rural areas were over represented and city lifestyle under represented. These data were weighted and therefore all results are representative of ACORN group. Any differences reported by ACORN group simply reflect households with combinations of the above characteristics i.e. rural/urban, younger/older etc.

Table 15 Scottish ACORN classification

	No. (UW)	% (UW)	% (W)
A - Affluent families	271	10%	9%
B – Older prosperity	509	18%	19%
C – Settled families	66	2%	3%
D – Rural areas	1053	37%	28%
E – City lifestyle	14	0%	2%
F – Young workers	64	2%	4%
G – Traditionally comfortable	498	18%	18%
H – Developing Families	218	8%	10%
I – Poor pensioners	117	4%	6%
J – Struggling singles	15	1%	1%
U – Other	4	0%	0%
Base	2829	100%	100%

3 Key findings

3.1 Introduction

This section of the report outlines the key findings from the survey at 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. Some results show comparisons within different demographic groups and geographic areas (Council areas) where these differ significantly within the groups or areas.

3.2 Perceptions and attitudes towards crime

The vast majority of respondents, almost eight in ten (79%) had lived in their current homes for five years or more and around one in six (16%) had stayed in their current home for between two years and five years. These figures are in line with previous surveys. The only real difference between sub groups of respondents was with age group, where younger age groups were less likely to have stayed in their homes for five years or more. Just over half of 18-24 year olds had stayed in their homes for five years or more (52%, 22 respondents), 59% (309 respondents) for 25-44 year olds, 82% (1005 respondents) for 45-64 year olds and 87% (894 respondents) for the 65+ age cohort.

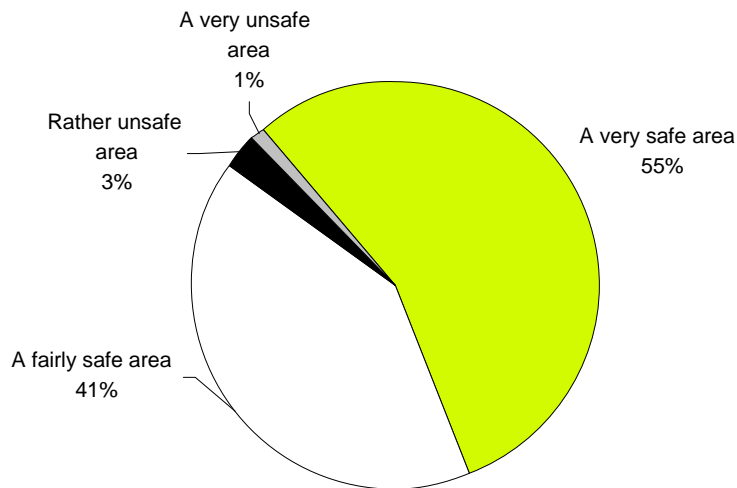
Table 16 How long have you been in your present home?

	2005	2007	2009	
			No. (UW)	% (W)
1 year of less	2%	3%	35	1%
Over 1 year but less than 2 years	2%	4%	104	4%
2 or more but less than 5 years	14%	15%	426	16%
5 years or more	83%	79%	2261	79%
Base	1510	1514	2826	

Perceptions of safety in the local area

Respondents were asked to rate the area within a 15 minute walk from their home in terms of safety. Over half (55%) of respondents felt that their area was very safe, which is slightly more positive than 2007 (51%). However, comparing the data for respondents describing their area as either very safe or fairly safe shows that this has remained around 95%/96% over the last four surveys.

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=2825

For the 2009 results, there were significant differences for those respondents describing their area as very safe among the following groups:

- 36% (18 respondents) of 18-24 year olds compared to 60% (656 respondents) of those over 65;
- 30% (120 respondents) of those living in a city/large town, 46% (475 respondents) of those living in a small town/large village, 69% (651 respondents) of those living in a small village and 83% (470 respondents) of those living in an isolated rural area;
- 58% (1,456 respondents) of owner occupiers compared to 46% (264) of other tenure;
- 50% (948) for those living in Highland Council area compared to 74% (272 respondents) of Orkney residents, 72% (241 respondents) of Shetlands residents and 74% (286 respondents) of those living in the Outer Hebrides; and
- those respondents (204) who cited they had been victims of crime (question 11) were less likely to state their area as very safe (33%, 79 respondents).

Respondents were then asked about their perceptions of changes in the safety of their area over the past year.

Just over eight out of ten (82%) respondents felt their area was about the same in terms of safety compared to a year ago while 4% felt their area was safer and 12% felt their area was less safe than a year ago. There were no significant differences between the last four surveys. As in previous surveys those who lived in a city/large town were more likely to state their area is less safe (18%, 62 respondents) compared to an isolated rural area (6%, 34 respondents). Those respondents whose ethnicity was not white Scottish/British were also more likely to perceive their area as less safe (18%, 16 respondents) and those who had been victims of crime in the last year were also more likely to state this (24%, 45 respondents) although the numbers in these groups are low.

Table 17 Compared with a year ago, how do you rate the area within 15 minutes walk of your home?

	2003	2005	2007	2009	
				No. (UW)	% (W)
Now more safe	2%	2%	3%	99	4%
About the same	83%	81%	82%	2383	82%
Now less safe	13%	15%	14%	310	12%
Did not live here a year ago	1%	1%	1%	19	1%
No opinion	-	1%	1%	14	1%
Base	1575	1510	1514	2825	

Community safety concerns

Respondents were asked to indicate their level of concern about various issues in their area. Over the last four surveys the pattern of concern on individual issues has been fairly consistent. Driving at excessive speed continues to be a major or minor concern for around three quarters (73%) of respondents and dangerous driving has consistently been the second highest concern with around six out of ten (61%) respondents perceiving this to be a major or minor concern.

Those issues which were perceived to be a major or minor concern by around half of respondents or more included:

- driving at excessive speed (73%);
- dangerous driving (61%);
- rubbish or litter lying around (56%);
- availability of alcohol to young people (56%);
- stray dogs/dog fouling (55%);
- alcohol mis-use (52%);
- drink/drugs driving (49%); and
- rowdy or drunken behaviour (47%).

While there have been no issues with a notable decrease in concern from 2007 to 2009, there have been a few significant increases in those reporting some issues as major or minor concerns, these are:

- alcohol mis-use from 43% to 52%;
- drink/drugs driving from 43% to 49%;
- rowdy or drunken behaviour from 40% to 47%;
- people using drugs from 34% to 41%.

Table 18 How much of a concern to you is each of the following (major and minor concern combined)

	2003	2005	2007	2009	
				No. (UW)	% (W)
Driving at excessive speed	72%	71%	72%	2048	73%
Dangerous driving	58%	54%	58%	1686	61%
Rubbish or litter lying around	55%	52%	52%	1511	56%
Availability of alcohol to young people	n/a	n/a	n/a	1509	56%
Stray dogs/dog fouling	59%	56%	57%	1466	55%
Alcohol mis-use	44%	43%	43%	1437	51%
Drink/drugs driving	46%	42%	42%	1400	49%
Rowdy or drunken behaviour	39%	38%	40%	1186	47%
Vandalism, graffiti and deliberate damage	45%	42%	40%	1048	42%
People using drugs	39%	36%	34%	1072	41%
The safety and protection of children	n/a	n/a	n/a	1048	40%
Anti-social behaviour	n/a	n/a	n/a	922	37%
People dealing in drugs	34%	30%	31%	922	35%
Bullying of young people in school	n/a	n/a	n/a	944	33%
Bullying of young people out of school	n/a	n/a	n/a	817	29%
Bullying of young people, in or out of school	37%	32%	32%	n/a	n/a
Break-ins to houses	34%	31%	28%	663	27%
Anti-social neighbours	25%	23%	22%	580	24%
Things being stolen from cars	27%	19%	18%	505	19%
Cars being stolen	21%	16%	16%	452	17%
Solvent abuse/glue sniffing	20%	17%	15%	477	18%
Domestic abuse	16%	12%	12%	409	15%
Discrimination or hate crimes	17%	15%	15%	349	13%
Noise from local pubs and clubs	12%	10%	10%	315	13%
Base	1575	1510	1514	2762 - 2796	

Specifically in relation to discrimination or hate crimes those whose sexual orientation was not heterosexual, whose religion was other than Christian, non whites and those with a disability all stated that discrimination or hate crimes were more of a major/minor concern than average. It should be noted that the number of respondents were extremely low in relation to these groups.

A higher proportion of respondents who were victims of crime during the last year stated that all issues (with the exception of driving at excessive speed) were a major/minor crime compared to the average.

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 19 below. Respondents could choose more than one response per concern.

Table 19 Who do you think should be dealing with these concerns?

	Highest level of responsibility	Second highest responsibility	Third highest responsibility	Fourth highest responsibility
Driving at excessive speed (n=2,679)	Police (97%)	Courts (45%)	Procurator Fiscal (31%)	Council (9%)
Dangerous driving (n= 2,663)	Police (97%)	Courts (47%)	Procurator Fiscal (32%)	You/Parents (7%)
Rubbish or litter lying around (n= 2,664)	Council (78%)	Community/ enviro' wardens (44%)	Parents (29%)	You (26%)
Availability of alcohol to young people (n=2584)	Parents (64%)	Police (64%)	Council (30%)	Courts (22%)
Stray dogs/dog fouling (n=2,598)	Council (60%)	Community/ enviro' wardens (55%)	Police (22%)	You (18%)
Alcohol mis-use (n=2,569)	Police (64%)	Health service (45%)	Parents (36%)	Courts (22%)
Drink/drugs driving (n= 2,630)	Police (96%)	Courts (49%)	Procurator Fiscal service (33%)	Health Service & Parents (12%)
Rowdy or drunken behaviour (n=2,625)	Police (93%)	Courts (30%)	Parents (29%)	Procurator Fiscal (19%)
Vandalism, graffiti and deliberate damage (n=2,620)	Police (80%)	Council (40%)	Parents (37%)	Community / environmental wardens (31%)
People using drugs (n=2,598)	Police (88%)	Courts (38%)	Health Service (34%)	Parents (32%)
The safety and protection of children (n=2,648)	Parents (71%)	Police (65%)	Teachers (56%)	Council (45%)
Anti-social behaviour (n=2,598)	Police (87%)	Parents (34%)	Courts (33%)	Council (29%)
People dealing in drugs (n= 2,604)	Police (95%)	Courts (51%)	Procurator Fiscal (35%)	Parents (14%)
Bullying of young people in school (n= 2,606)	Teachers (88%)	Parents (61%)	Police (25%)	Council (21%)
Bullying of young people out of school (n=2,569)	Teachers (88%)	Parents (61%)	Police (25%)	Council and Community/ enviro' wardens (21%)
Break-ins to houses (n=2,612)	Police (98%)	Courts (45%)	Procurator Fiscal (31%)	Community/ enviro' wardens (9%)
Anti-social neighbours (n=2,600)	Police (76%)	Council (52%)	Courts (28%)	Parents (18%)
Things being stolen from cars (n=2,593)	Police (97%)	Courts (43%)	Procurator Fiscal (30%)	Community/ enviro' wardens and You (8%)
Cars being stolen (n=2,606)	Police (98%)	Courts (45%)	Procurator Fiscal (30%)	You and Community/ enviro' wardens (7%)
Solvent abuse/glue sniffing (n=2,570)	Police (74%)	Parents (48%)	Health service (31%)	Teachers (24%)
Domestic abuse (n=2,536)	Police (89%)	Courts (43%)	Procurator Fiscal (30%)	Health Service (22%)
Discrimination or hate crimes (n=2,533)	Police (89%)	Courts (44%)	Procurator Fiscal (30%)	Parents (19%)
Noise from local pubs and clubs (n=2,527)	Police (74%)	Courts (51%)	Procurator Fiscal (35%)	Parents (14%)

The frequency in terms of who should deal with respondents' concerns is highlighted in Table 20 below. 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. Respondents ranked only four concerns that they thought individuals should take responsibility for and these were all within the fourth highest level of responsibility.

Table 20 Number of issues which respondents' felt should be dealt with by each agency

	Highest level of responsibility	Second Highest responsibility	Third highest responsibility	Fourth highest responsibility
Police	17	2	3	0
Courts	0	12	2	2
Parents	2	4	4	6
Procurator Fiscal	0	0	10	1
Council	2	2	1	4
Community / environmental wardens	0	2	0	5
Teachers	2	0	1	1
Health Service	0	1	2	2
You	0	0	0	4

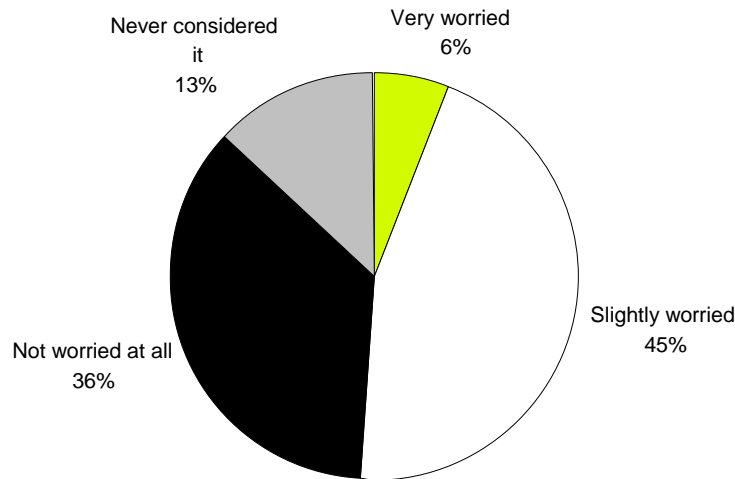
Fear of crime

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

In the 2009 survey, 51% of respondents stated that they were either very worried or slightly worried about being a victim of crime, 36% were not worried at all about being a victim of crime and 13% had never considered it. These figures are in line with previous surveys (49% in 2007, 47% in 2005 and 54% in 2003 were very or slightly worried about crime).

There was significantly more fear of being a victim of crime in urban areas than rural areas with two thirds (66%, 226 respondents) very or slightly worried about crime in city/large towns compared to just over a third (37%, 188 respondents) in isolated rural areas.

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



n=2766

The following question focused on how worried respondents were about becoming a victim of a number of different crimes. This question has changed since previous surveys and is therefore not directly comparable. We have therefore ranked the order in which respondents were most worried by frequency. Every year that the survey has taken place, the top two crimes respondents stated they were most worried about were 'vandalism or deliberate damage to their home, property or car' and 'having their home broken into'. Comparing the previous question (Please tell us how worried you are about being a victim of crime?) with this one shows that fear of these two crimes is higher than fear of crime generally (51% generally compared with 57% for 'vandalism or deliberate damage to your home', property or car and 56% for 'having your home broken into').

Overall the ranking of crimes in terms of respondents' fear of these crimes is fairly similar to previous years.

Again a higher proportion of respondents who had been a victim of crime over the last year were significantly more worried about all issues (with the exception of being the victim of an attempted rape, rape or other serious sexual offence).

Those who described themselves as other than white Scottish/British were more likely (25%, 18 respondents) than average (4%) to state they were worried about becoming a victim of a crime because of their race and those whose religion was non Christian were more likely to be worried about becoming a victim of crime due to their religion (15%, 5 respondents). Again these are low numbers of respondents.

Table 21 How worried are you about becoming a victim of the following crimes? (slightly or very worried)

	2003 (ranking)	2005 (ranking)	2007 (ranking)	2009 (ranking)	2009	
					No. (UW)	% (W)
Vandalism or deliberate damage to your home, property or car	2	1	1	1	1440	57%
Having your home broken into	1	2	2	2	1404	56%
Being attacked by someone under the influence of alcohol	n/a	5	3	3	1257	49%
Being attacked, assaulted or robbed in the street	4	4	4	4	1189	49%
Having your car stolen or broken into	3	3	5	5	1229	48%
Being insulted or threatened	6	6	6	6	941	37%
Being attacked, assaulted or robbed in your own home	5	7	7	7	772	32%
Being the victim of an attempted rape, rape or other serious sexual offence	7	8	8	8	531	21%
Becoming the victim of a crime because of my race	n/a	10	10	9	123	5%
Being a victim of domestic abuse	8	11	11	10	106	4%
Becoming the victim of a crime because of my religion	n/a	9	9	11	100	4%
Base	826	636	736	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.

Other types of crime respondents were worried about included:

- identity theft, internet/credit card fraud (67 respondents);
- road traffic accident (33 respondents);
- drugs related crime (16 respondents);
- being attacked/robbed at work (5 respondents); and
- other crimes (29 respondents).

The next question related specifically to hate incidents. Respondents were asked if they worried about suffering discrimination or being subjected to a hate incident on the grounds of characteristics highlighted in Table 22 below. The figures are given for those respondents who were either very worried or slightly worried.

The most common fear of discrimination is based on age, and this was the case in 2005 and 2007 also. The older age cohorts show a higher proportion of respondents who were either worried or slightly worried about age discrimination – from 5% (2 respondents) of 18-24 year olds to 18% (170 respondents) of the 65+ age group. However, the overall proportion of respondents either very worried or slightly worried about age discrimination has dropped significantly from 18% in 2007 to 13% in 2009.

Those who stated they had some form of disability were more worried about suffering discrimination or hate crimes due to physical disabilities (24%, 97 respondents) compared to

6% on average, mental health (11%, 42 respondents) compared to 4% on average and learning disability (6%, 20 respondents) compared to 2% on average. Those whose race was other than white Scottish/British stated they were more worried (24%, 18 respondents) about discrimination due to their race or ethnic origin compared to 3% on average. Those whose religion was non Christian were more worried (24%, 4 respondents) compared to 3% on average and those whose sexuality was non heterosexual were more likely (53%, 10 respondents) to be worried about discrimination on the grounds of sexual orientation compared to 2% on average. Again, these results should be viewed with caution due to the low number of respondents stating these views.

The proportion either worried or slightly worried about other discrimination or hate crimes is very much in line with previous surveys.

Table 22 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	2007	2009	
			No. (UW)	% (W)
Age	17%	18%	341	13%
Physical disability	6%	6%	139	6%
Mental health	4%	5%	97	4%
Race or ethnic origin	4%	4%	93	3%
Religion or belief (including non-belief)	5%	4%	94	3%
Gender identity	4%	4%	54	2%
Philosophical beliefs	3%	2%	51	2%
Learning disability	3%	3%	47	2%
Sexual orientation	2%	2%	46	2%
Base	1510	1514	2732 - 2751	

The next question asked whether respondents felt the law protects them from hate crimes. Just under half (48%, 1,274 respondents) felt that the law does protect them, under one in ten (7%, 184 respondents) felt that it does not and a large proportion (45%) stated that they did not know. Those who described their ethnicity as other than White British were significantly more likely to state 'no', at 14% (10 respondents).

Again, as in the previous question, all minority groups were more likely to state no than average. Those who stated 'no' were asked why they said this. The main groups answers fell into were:

- police don't act or don't take seriously (43 respondents);
- it is difficult to prove (29 respondents);
- the Courts don't do enough (16 respondents);
- personal experience (12 respondents);
- only non white minorities are protected (8 respondents); and
- other reasons (15 respondents).

Precautions against crime

Respondents were asked which, from a list of precautions, they did because of possible worries about crime. The percentage of respondents answering always or sometimes is given in Table 23 below.

Due to the way the question was asked in 2007, the 2009 results are not comparable with that year. However, the results for 2009 rank in the same order as the results in 2005. Making sure respondents' homes and vehicles are adequately secured were the two most prevalent precautions against crime that respondents take. More carry a mobile phone in 2009 - 64%, 1,695 respondents - compared to 57% in 2005, reflecting the increase in use of mobile phones. A larger proportion of respondents were more likely to always or sometimes avoid certain places (51% in 2005 compared to 58% in 2009). The rest of the precautions are at comparable levels between 2009 and 2005.

Females, those under the age of 24, those living in a city/large town and those who did not live in owner occupied housing were all proportionately more likely than average to take the following precautions:

- avoid going out when it is dark;
- avoid going out alone;
- avoid going out at certain times;
- avoid certain places; and
- carry a mobile phone.

Table 23 Do you do any of the following because of the possible worries about crime? (always or sometimes)

	2003	2005	2009	
			No. (UW)	% (W)
Make sure your home is adequately secured	92%	91%	2409	90%
Make sure your vehicle is adequately secured	88%	88%	2255	87%
Carry a mobile phone	N/A	57%	1695	64%
Avoid certain places	56%	51%	1439	58%
Mark your property in case it is stolen	41%	43%	1033	39%
Avoid going out when it is dark	43%	35%	870	37%
Avoid going out at certain times	38%	32%	839	35%
Avoid going out alone	40%	31%	807	34%
Take self-defence classes	4%	3%	105	5%
Base	1575	1510	2603 - 2734	

Other precautions people have taken included:

- avoid certain places/times/situations (17);
- installed security devices at home (alarm/security lighting/CCTV) (5);
- have a dog (4);
- carry personal alarm (2); and
- other precautions (20).

Victims of crime

Respondents were then asked whether they had been a victim of crime in the last year. Only 8% of respondents said yes which is comparable with the 7% in 2007 and 8% again in 2003 and 2005 surveys. Those groups that were slightly more likely to state that they had been a victim of crime in the last year included those:

- aged 25 – 44 (12%, 52 respondents);
- living in a city or large town (12%, 39 respondents);
- who were not White Scottish/British (12%, 8 respondents); and
- who were not owner occupiers (13%, 63 respondents).

The crimes perpetrated against respondents who had been a victim of crime are listed below (for those who responded to the question). The main types of crime were largely ranked in the same order as in 2007.

Table 24 What type of crime was it?

	No. (UW)
Vandalism	57
Theft	52
Assault, abuse (verbal, physical, racist) , rape	37
Fraud/identity theft	19
Property break in	11
Antisocial behaviour/neighbours	11
Traffic accident/incident	10
Road rage	1
Other crime	11
Base	191

Three quarters (145 respondents) of those who stated they were victims of crime also stated that they reported it to the police, which is broadly comparable with 71% in 2007, 82% in 2005 and 83% in 2003.

There were 59 respondents who were victims of crime last year and did not report the incident to the police. Their reasons for not reporting were:

- no point/waste of time/no proof (26 respondents)
- dealt with by other source (13 respondents);
- minor incident didn't want to bother police (9 respondents);
- fear of reprisal (4 respondents); and
- other reasons (8 respondents).

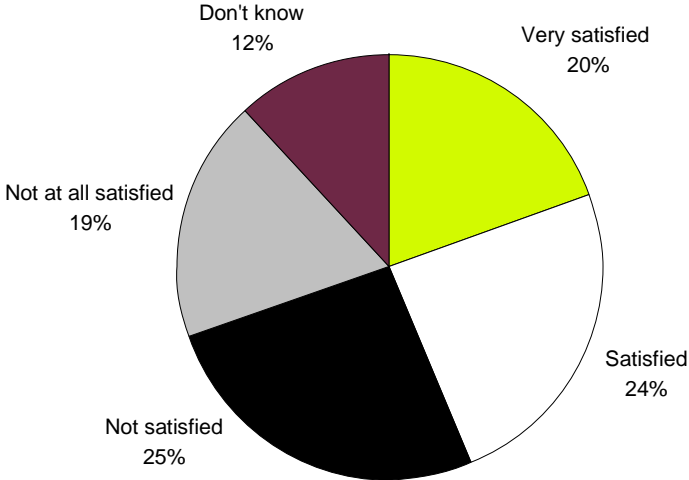
Respondents who were victims of crime and reported it to police were then asked whether the report resulted in criminal proceedings. Just over a quarter (27%, 41 respondents) of these respondents stated that it did result in criminal proceedings compared to 24% in 2007 and 22% in 2005. Just over a half (52%, 75 respondents) stated that it did not result in criminal proceedings and around a fifth (21%, 26 respondents) stated that they did not know whether criminal proceedings had taken place.

Those who stated that they did not know whether there were criminal proceedings as a result of reporting the crime committed against them were asked why this was. Key reasons are given below:

- not heard from police (9 respondents);
- too early to say (3 respondents);
- unsure if police caught perpetrator (3 respondents); and
- other reasons (4 respondents).

Those respondents whose report did result in criminal proceedings were asked how satisfied they were with the outcome. The responses to this question were fairly mixed. Out of the 41 respondents who answered, a fifth were very satisfied (20%), around a quarter (24%) satisfied, another quarter (26%) not satisfied and a fifth (19%) were not at all satisfied. The remainder said they didn't know.

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



n=41

Those who were not satisfied or not at all satisfied were asked why not. The following were the main categories cited for lack of satisfaction with the court proceedings:

- culprit was not given a strong enough sentence (5);
- nobody caught/no action taken (5);
- no information or feedback (4); and
- lack of compensation for injury (2).

Those respondents whose report did go to proceedings were asked how satisfied they were with how they were kept informed of progress in relation to these proceedings. Of the 40 respondents who answered this question just over four in ten (43%) stated that they were satisfied, just under half (48%) were not satisfied and the other 9% stated that they did not know.

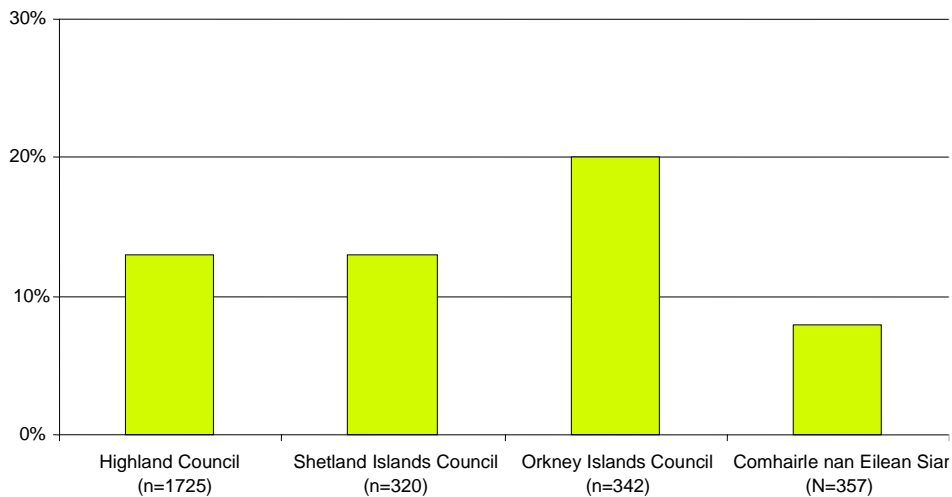
Nine out of ten of the reasons given by those who were not satisfied were because of lack of information from the Police (cited eight times) or Procurator Fiscal (cited once) on progress with the outcome of proceedings. The other reason was due to the outcome of the proceedings.

3.3 Community Planning

This section asked respondents about whether they had seen their local community plan as well as priorities for community planning partners.

Respondents were firstly asked whether they had seen their local community plan. Most had not seen their local community plan. A fifth of those living in Orkney (20%, 67 respondents) said that they had seen their local community plan, just over a tenth in Highland Council area (13%, 246 respondents) and the same proportion (13%, 42 respondents) in Shetland. Just under a tenth of those living (8%, 30 respondents) in Outer Hebrides had seen their local community plan.

Figure 4 Have you seen your local Community Plan? (respondents saying 'yes')



The responses to this question since 2003 have been very mixed. For example in 2007, 31% in Outer Hebrides stated they had seen their local community plan, whereas in 2009 this had reduced to 8%. The larger fluctuations are mainly in the Island Council areas which could be due to larger error rates in the sample in previous surveys. The average response since 2003 has been between 12% and 18% of respondents having seen their local community plan.

Table 25 Have you seen your local Community Plan? (respondents saying 'yes')

	2003	2005	2007	2009
Highland Council area	14%	16%	15%	13%
Shetland Island Council area	18%	33%	13%	13%
Orkney Islands Council area	25%	24%	25%	20%
Comhairle nan Eilean Siar area	13%	14%	31%	8%
Average	14%	18%	12%	13%

Respondents were asked to indicate how much priority they felt should be assigned to a range of issues in their community plan. Table 26 shows respondents' priorities that are ranked by combining respondents' top and medium priorities.

Priorities which have increased since 2007 include:

- protection of children from harm;
- reducing unemployment;
- improving the availability of activities for young people;
- increasing business investment; and
- improving access to technology.

Priorities which have reduced since 2007 include:

- increase availability of affordable housing;
- improving access to health services; and
- increasing rural development.

All priorities were ranked as a top or medium priority by over half of respondents with the exception of improving access to arts and culture.

Table 26 Community plan priorities ranked by top and medium priorities

	2005	2007	2009	
			No. (UW)	% (W)
Protection of children from harm*	87%	88%	2468	92%
Reducing unemployment	86%	83%	2411	90%
Improving the availability of activities for young people*	84%	84%	2367	89%
Reducing drug/alcohol/solvent mis-use	89%	87%	2355	88%
Reducing drug dealing	88%	88%	2351	87%
Improving roads and transport links	86%	85%	2309	86%
Improving road safety	87%	87%	2260	85%
Reducing crime	87%	86%	2240	85%
Reducing youth crime	87%	87%	2273	85%
Reducing violent crime	83%	82%	2186	84%
Reducing anti-social behaviour	85%	86%	2220	83%
Improving access to learning opportunities	n/a	n/a	2186	81%
Increasing availability of affordable housing	86%	86%	2139	79%
Reducing sexual offences	n/a	n/a	2081	79%
Improving access to local health services	85%	81%	2032	76%
Improving quality of housing	77%	75%	1926	73%
Improving the management of sexual offenders	n/a	n/a	1939	73%
Increasing business investment	70%	65%	1841	69%
Recognising equality and diversity	63%	65%	1745	66%
Improving public transport	63%	66%	1762	64%
Improving access to technology	52%	50%	1730	63%
Increasing availability of sports and leisure facilities	71%	65%	1628	63%
Reducing discrimination or hate crimes*	68%	66%	1662	63%
Increasing rural development	56%	58%	1469	53%
Improving access to arts and culture	40%	35%	910	34%
Base	1510	1514	2609 - 2706	

*Reworded in 2009 survey

Other issues highlighted as priorities by some respondents included:

- more facilities for elderly/children/disabled (8);
- preservation of Green Belt/parks, reducing development (5);
- reducing litter/improving cleanliness of towns, etc (3);
- more police (2);
- employment/training opportunities for young people (2); and
- pedestrian/cyclist safety (2).

Child protection

Respondents were asked whether they felt that they have confidence that Highlands and Islands agencies are effective in the protection of children. The majority, just over half (53%, 1,367), stated that they don't know and just under four in ten (38%, 1,053 respondents) stated yes. This left around one in ten (9%, 216 respondents) stating that they did not have confidence that Highland & Island agencies are effective in the protection of children. There was no significant difference between the four Council areas.

Those respondents who had no children in their household were less likely to express an opinion about whether Highlands and Islands agencies are effective in the protection of children, with 54% (1075 respondents) saying 'don't know' compared to 48% (266 respondents) of those from households with children. When the 'don't know' responses are excluded, households with children were significantly less likely to state that they did have confidence that Highland & Island agencies are effective in the protection of children (76%, 252 respondents) compared to households without children (83%, 777 respondents).

Those who stated they did not have confidence that the Highlands and Islands agencies are effective in the protection of children were asked why they perceived this to be the case. Reasons, from those who responded, are grouped below. The main two groups of reasons were failures or mistakes by social services (and other agencies) which was mentioned by

54 respondents and news reports and knowledge of abuse to children which was mentioned by 45 respondents.

Table 27 If you do not have confidence that Highlands & Islands agencies are effective in the protection of children, why not?

	No. (UW)
Failures/mistakes by social services/agencies	54
News reports/knowledge of abuse to children	45
Not enough resources (e.g. social workers)	29
Knowledge of paedophiles in/moved to areas near children	12
Too much red /paperwork	11
Not enough or inefficient inter-agency working	7
Need better checking/monitoring of people living near/working with children	6
Don't know what they do, what law entails	6
Other reasons	17
Base	151

Participation in community consultation

Northern Constabulary and its partners were keen to know if respondents were involved in any other community consultation activities (with Northern Constabulary or partners) over the last two years. Only 4% (110 respondents) stated that they had. Those who had were asked what they were, and the responses are highlighted below:

- surveys (21);
- ward forums (15 - all from Highland area);
- Community Council (9);
- local plan or CPP consultation (8);
- transport/roads consultation (8); and
- local planning or development consultation (8).

These respondents were also asked whether they felt that these consultations were worthwhile and three quarters (80 respondents) stated that they were. Those who did not think they were worthwhile mainly felt that their views were not taken into account (9 responses), they were not sure what could be achieved/no action was taken (3 responses) and one respondent stated that there was no feedback.

Despite these misgivings from those who had taken part in previous consultations, almost two thirds (63%, 1,632 respondents) of survey respondents would be willing to take part in further research or consultation for Northern Constabulary and its partners.

3.4 Court Service

This section relates specifically to issues surrounding the 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.

One in ten respondents (196 respondents) stated that they had attended court and most recently in the following capacities.

Table 28 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?

	No. (UW)	% (W)
Juror (incl. serving/not selected)	71	37%
Witness in a criminal case/supporter of a witness	38	18%
As part of a job	24	13%
Accused in criminal case/supporter of accused	25	12%
Spectator/tourist unconnected with court cases	23	12%
Civil litigant or witness in civil case/supporter	17	8%
Attending Fines Enquiry/Enforcement Court/Fines Office	12	6%
Victim in criminal case/supporter of victim	11	6%
Base	196	

Note: 18 respondents 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. Around three quarters (73%, 124 respondents) stated that they were either very satisfied or satisfied with their experience of court.

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

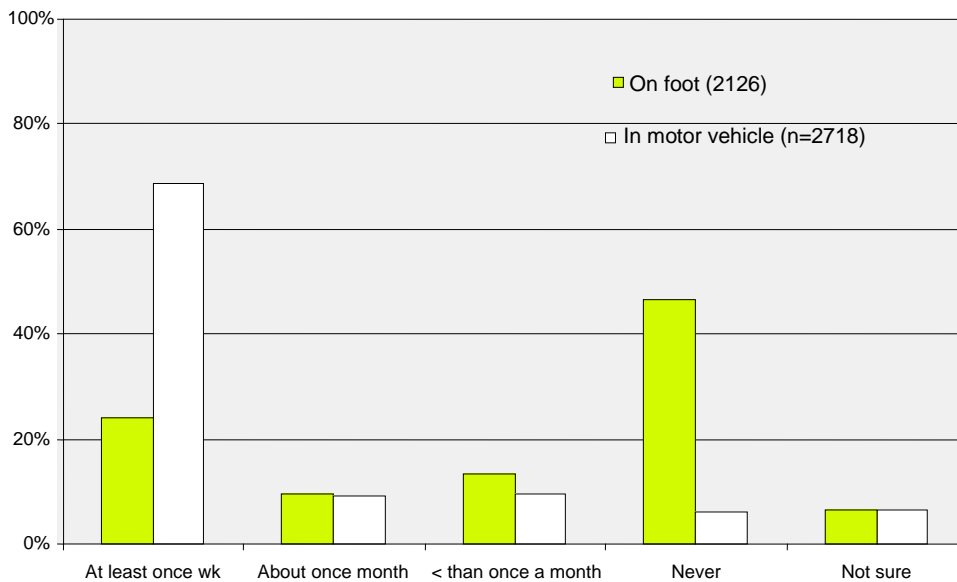
- due to the length of time they had to wait (26);
- lack of information on what I was expected to do or what was happening (22);
- the overall court process (18);
- lack of services available at the building (15);
- number of times the case was deferred (4); and
- other reasons (7).

3.5 Police services and community safety

Police patrols

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. A quarter of respondents (530 respondents) usually see officers patrolling on foot at least once a week compared to 69% (1,565) of respondents who see officers patrolling in motor vehicles at least once a week. Around ten percent of respondents see patrols on foot and by motor vehicle about once per month and around the same proportion less than once per month. There was, however, a large difference in the proportion of respondents who never see police patrolling on foot and by motor vehicle. Around half (47%, 940 respondents) never see police patrol on foot compared to only 6% (148 respondents) who never see police patrol in motor vehicles. These results are similar to that of previous surveys.

Figure 5 How often do you usually see police officers patrolling in the following ways?



Half of respondents felt that there were too few police patrols while under four in ten (37%) felt that the amount of patrols was about right. There were only a small minority (12 respondents) who felt there were too many patrols and 13% did not have an opinion on this question. Those living in more urban areas were significantly more likely compared to rural areas to feel that the amount of police patrols was too little.

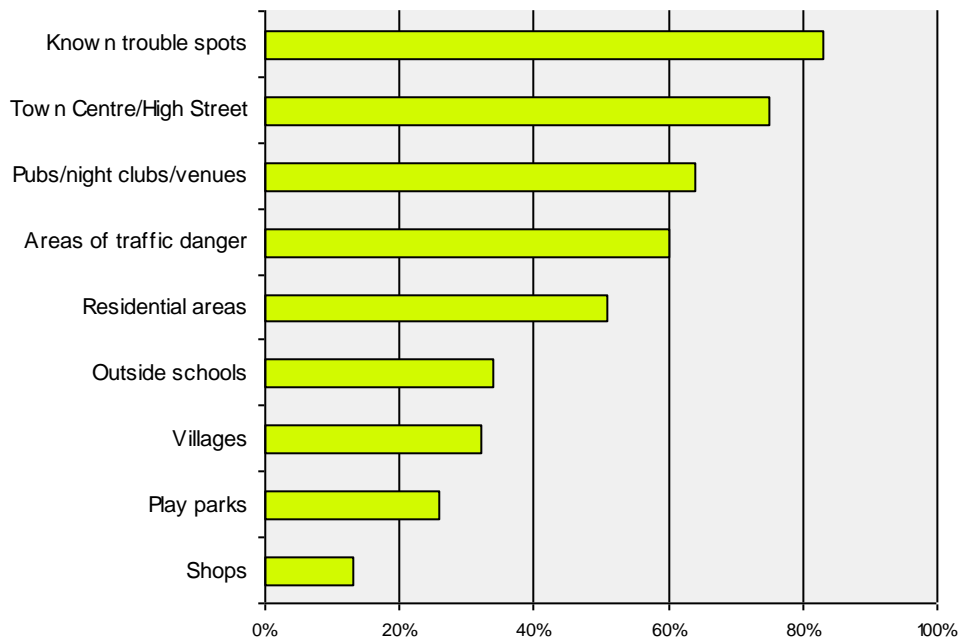
There has been a marked increase from 2007 to 2009 on the proportion of respondents who felt the amount of patrols is about right, 30% in 2007 as compared to 37% in 2009, and a fall in the proportion who felt the amount of patrols is too little, from 57% in 2007 to 50% in 2009.

Table 29 What do you think about the amount of police patrolling you see?

	2003	2005	2007	2009	
				No. (UW)	% (W)
Too much	-	1%	-	12	0%
About right	31%	33%	30%	1052	37%
Too little	54%	53%	57%	1253	50%
No opinion	15%	13%	13%	354	13%
Base	1575	1510	1514	2671	

Respondents were asked where they would like to see police officers on patrol, a list of options was available and respondents were asked to tick the five most important to them. These are ranked in order of frequency in the chart below. These were prioritised in the same manner by the four Council areas with the exception of Outer Hebrides respondents who prioritised areas of traffic danger above pubs/night club venues.

Figure 6 Where would you like to see police officers on patrol?



n=2756

Other areas where respondents would like to see police officers patrol included those in Table 30 below.

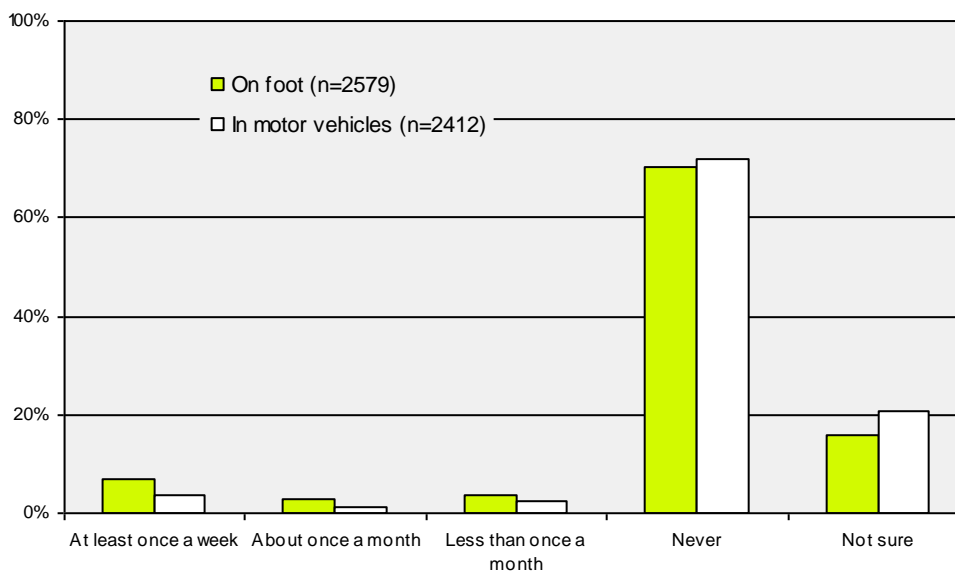
Table 30 Other areas where police officers should patrol

	No.
Not needed/nowhere	11
Everywhere	11
Rural/country roads (to stop speeding)	10
Rural communities/areas	8
Where alcohol is a problem	6
Riverside/woods/walks/beach	5
Ferry terminals/airports/ harbours/bus stops	5
At public events	4
On foot/not in cars	4
Main roads (A9, A96, etc.)	1

Community warden/environmental officer patrols

Seven in ten respondents stated that they had never seen community wardens/ environmental officers patrolling on foot and a similar level (72%) stated they had never seen them patrol in motor vehicles. There was also a high proportion stating they were not sure if they had seen community wardens/environmental officers patrol on foot (16%) or in motor vehicles (21%). These results are very similar to previous survey results.

Figure 7 How often do you usually see community wardens/environmental officers patrolling in the following ways?



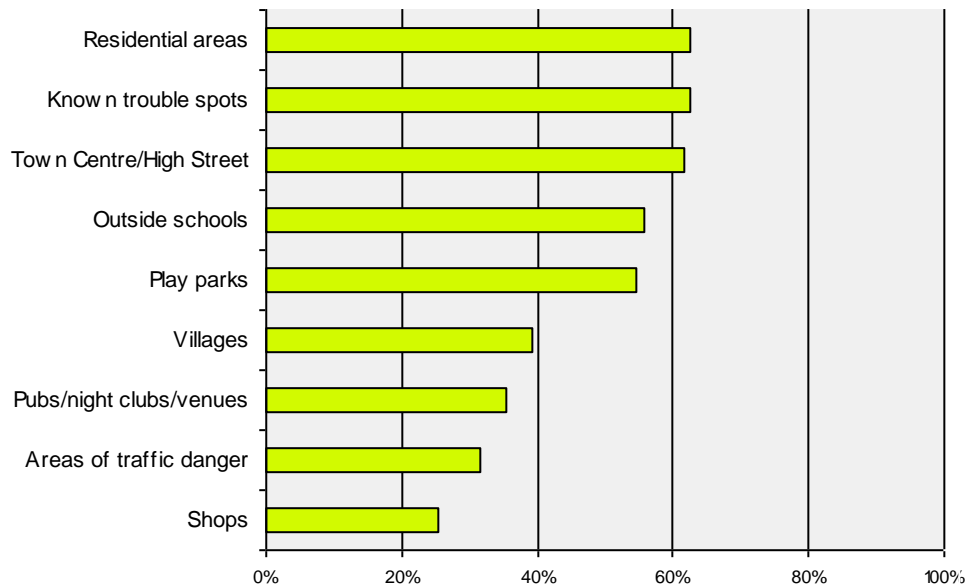
When asked what they think about the amount of patrolling they see undertaken by community wardens/environmental officers over half (52%, 1,311 respondents) stated that they had no opinion. Four in ten (41%, 960 respondents) stated that there were too few patrols and 7% (185 respondents) stated the amount of patrols were about right. A very small minority (9 respondents) stated that the amount of patrols was too much. The proportion stating too little increased from 33% in 2007 to 41% in 2009.

Table 31 Level of community warden/environmental officer patrolling

	2005	2007	2009	
			No. (UW)	% (W)
Too much	-	-	9	0%
About right	7%	6%	185	7%
Too little	32%	33%	960	41%
No opinion	60%	60%	1311	52%
Base	1510	1514	2465	

Respondents were then asked where they would like to see community wardens/environmental officers on patrol. Respondents were given a list of places and asked to tick the five most important to them. Residential areas, town centres/high streets and known trouble spots were all highlighted by more than six out of ten respondents as areas they would like to see the community wardens/environmental officers patrol. Schools and play parks were also highlighted as priorities by more than half of respondents. The areas were ranked in the following order.

Figure 8 Where would you like to see community wardens/environmental officers on patrol?

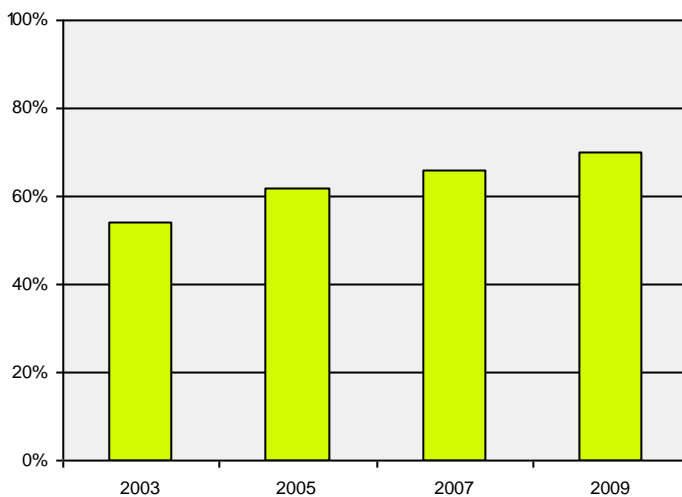


n=2476

Awareness of Crimestoppers/Northern Constabulary phone line

Respondents were asked whether they were aware of Crimestoppers and Northern Constabulary confidential phone lines. Seven out of ten respondents (1,823) were aware of Crimestoppers. Answers to this question have shown an increase each year since 2003 as shown in the chart below.

Figure 9 Are you aware of Crimestoppers?



Those sub-groups of respondents more likely to be aware of Crimestoppers, i.e. above average stating yes (70%), were:

- 25-44 age group (83%, 426 respondents) and 45-64 age group (77%, 892 respondents); and
- households with children (82%, 485 respondents).

Those groups less likely to be aware of Crimestoppers, i.e. above average stating no (30%), were:

- under 24 age group (37%, 12 respondents) and 65+ age group (48%, 475 respondents); and
- those living in Orkney (45%, 156 respondents) and Shetland (39%, 123 respondents).

Only 4% of respondents have used the Crimestoppers phone line which compares with 3% in 2003, 2005 and 2007.

Only 45% (1,137 respondents) were aware of the Northern Constabulary confidential phone lines which is less than in 2007 (47%) and 2005 (49%).

Those groups more likely to be aware of this phone line, i.e. significantly above 45%, were the 45-64 age group (50%, 568 respondents) and those living in a city/large town (51%, 175 respondents). Those groups significantly less likely to be aware of the confidential phone lines, i.e. significantly above 55%, are those in the 65+ age group (65%, 606 respondents) and those living in a small village (61%, 531 respondents) and Orkney residents (61%, 210 respondents).

Only 5% of respondents had used Northern Constabulary's confidential phone line which compares with 3% in 2007 and 4% in 2003 and 2005.

Security and safety initiatives

Table shows the percentage of respondents who were aware of certain security and safety initiatives in their area. There is a marked increase in awareness of all initiatives since the last survey.

Table 32 Are you aware of any of the following in your area? (yes)

	2007	2009	
		No.(UW)	% (W)
Laws banning drinking alcohol in public places	47%	1561	57%
TV/media campaigns	35%	1203	44%
Closed circuit television	34%	1052	38%
Young person ID scheme	21%	880	30%
Anti-social Behaviour Orders	18%	694	25%
Safety and Healthy lifestyle initiatives	n/a	645	21%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	15%	494	19%
Community Safety Initiatives	8%	343	12%
Northern Camera Safety Partnership	n/a	279	12%
Anti-hate & discrimination campaigns	n/a	250	10%
Youth diversionary activities	n/a	218	9%
Base	1514	2779	

Other initiatives mentioned by respondents included:

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

Respondents were then asked if they thought any of the initiatives improved community safety in their area. The top four initiatives were laws banning drinking alcohol in public places, CCTV, ASBOs and Neighbourhood/Farm/Water/Boat/Pub Watch schemes. These four initiatives were ranked the highest in each of the last 4 surveys. Laws banning drinking alcohol in public places had increased significantly since the 2007 survey (62% compared to 55%).

Table 33 Do you think any of the following improve community safety in your area? (yes)

	2003	2005	2007	2009	
				No. (UW)	% (W)
Laws banning drinking alcohol in public places	55%	56%	55%	1507	62%
Closed circuit television	52%	50%	50%	1158	48%
Anti-social Behaviour Orders	44%	43%	38%	980	41%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	39%	42%	39%	877	39%
TV/media campaigns	45%	45%	36%	964	39%
Young person ID scheme	n/a	34%	38%	932	38%
Community Safety Initiatives	n/a	30%	28%	835	35%
Safety and Healthy lifestyle initiatives	n/a	n/a	n/a	863	35%
Youth diversionary activities	n/a	n/a	n/a	601	27%
Anti-hate & discrimination campaigns	n/a	n/a	n/a	608	26%
Northern Camera Safety Partnership	n/a	n/a	n/a	557	26%
Base	1575	1510	1514	2428 - 2566	

3.6 Information and communication

Preferences on contacting the police

Respondents were asked how they would prefer to contact the police in each of the following situations. These results are very similar to 2007 with the exception of reporting a serious crime by phoning 999 which has increased from 50% in 2007 to 66% in 2009 and by phoning the local police station which has reduced from 48% to 30%.

Table 34 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=2767)	66%	30%	4%	3%	1%	0%	1%
To report a minor crime (n=2740)	5%	82%	4%	10%	2%	1%	1%
To report information about something suspicious (n=2739)	6%	70%	13%	9%	3%	1%	1%
To report a nuisance or disturbance (n=2725)	7%	79%	6%	6%	2%	1%	1%
To report a road traffic accident/incident (n=2747)	66%	33%	1%	2%	1%	0%	1%
To report other information (n=2686)	4%	68%	10%	17%	2%	3%	1%
To ask for advice or information (n=2733)	2%	56%	4%	33%	4%	4%	1%
Firearm/ shotgun enquiry (n=2645)	5%	54%	4%	34%	1%	3%	0%
Lost/found property (n=2740)	1%	48%	1%	50%	1%	1%	0%
Missing person (n=2726)	14%	59%	4%	25%	1%	0%	0%

Other comments included those below:

-
- **Phone local police station:**
 - Drunk driving
 - Farm animals wandering and similar potential road hazards
 - Interference with livestock/crops/boats (moored/ in roosts)
 - Local station not always staffed. My son went there with his friend to report a crime and no-one was there, so they had to phone Aviemore
 - Own lost animal/strays - reporting and assistance
 - Suspect vehicles in area - if sufficiently concerned about occupants' motives
 - Wildlife crimes
 - **Phone NC confidential line:**
 - Sexual abuse, worry, domestic abuse
 - Police would get more information on the problem of drug dealers if there was a local line for this purpose. Someone who knows the area.
 - **Visit local police station:**
 - Reporting possible concerns regarding domestic abuse
 - **Email/internet:**
 - Most bank websites allow you to communicate directly with a customer service advisor, the same would be handy with the police service for general enquiries
 - **Mobile phone, text, picture imaging:**
 - Reporting dangerous driving
 - Because I'm deaf the only kind of phone I can use is by texting from a mobile

Information on police and partner agencies

Respondents were asked if they ever felt they would like more information about the work of their local police and their partner agencies. Just over four in ten (41%, 1,050 respondents) stated that they would like more information which has reduced from 43% in 2007 and 46% in 2005. Those respondents in urban areas were more likely to want more information than those in rural areas. The results were further accentuated when comparing those who would like more information about police and partner agencies at Council area level, as highlighted below:

- Highland (44%, 749 respondents);
- Orkney (26%, 88 respondents);
- Shetland (26%, 78 respondents); and
- Outer Hebrides (36%, 135 respondents).

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

Table 35 What type of information would you like?

	2005	2007	2009	
			No. (UW)	% (W)
General police work in your area	79%	79%	810	78%
What is being done to reduce and prevent crime	75%	73%	708	69%
What is being done to make your community safer	74%	71%	684	67%
What is being done to improve road safety	63%	58%	657	59%
How you can help the police	51%	47%	457	43%
How we are spending on policing in your area	49%	46%	438	42%
Police achievements/successes	47%	40%	439	41%
More information about police officers job/how they spend their day	47%	45%	435	40%
What is being done to promote equality and prevent discrimination	20%	14%	225	21%
Base	664	612	1041	

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

- local radio;
- talking to friends and relatives;
- television; and
- attending court.

These were reported to a similar extent in 2007.

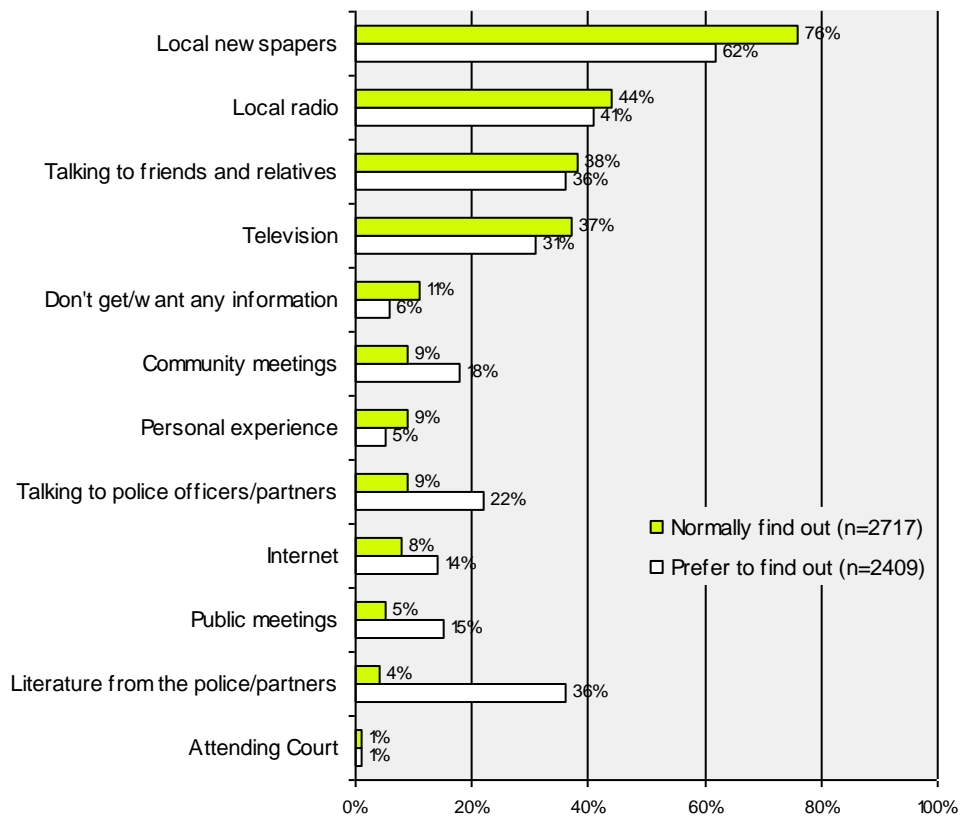
There is, however, a significant gap between how respondents would prefer to find out and how they normally find out about:

- the police and its partners via local newspapers (76% compared to 62%); and
- literature from the police/partners (4% compared to 36%).

There are smaller but significant gaps via the following media:

- talking to police officers/partners
- internet; and
- public meetings

Figure 10 Finding out about the work of your local police, Procurator Fiscal, Court Service and their local authority partners



Awareness of community safety initiative

The questionnaire asked whether respondents had been aware of a community safety campaign or initiative during the last 6 months. Just 7% (208 respondents) stated that they had been aware of an initiative, these were on the following topics highlighted in Table 36 below. The four most frequently cited were speeding, drink driving, road safety and wearing seatbelts which were also the most frequently cited in 2007.

Table 36 What was the campaign about?

	No. (UW)
Speeding	54
Drink driving	43
Road safety	31
Wearing seatbelts	33
Road safety for children around/on way to school/on bikes	10
Drug misuse	6
Alcohol misuse	6
Underage drinking	6
Blue Light Disco	4
Use of mobile phone while driving	7
Drug driving	4
Child car seats	2
Other campaigns	29
Base	167

Those who were aware of a campaign were asked how they were made aware of it. About two thirds (68%, 139 respondents) were aware of the initiative from a local newspaper, a half

(49%, 104 respondents) from local radio, a fifth (21%, 41 respondents) by talking to friends or relatives and a fifth (19%, 32 respondents) from local TV.

When comparing results from previous surveys local newspaper and local radio were the top two sources of community initiatives in each survey. Results then vary due to the low numbers involved.

Table 37 How were you made aware of the campaign?

	2005	2007	2009	
			No. (UW)	% (W)
Local newspaper	58%	57%	139	68%
Local radio	36%	43%	104	49%
Talking to friends/relatives	13%	8%	41	21%
Local TV	13%	10%	32	19%
Internet	-	1%	12	8%
Leaflet or newsletter	20%	13%	14	8%
Talking to a police officer	11%	14%	12	6%
Local meeting/community council	n/a	n/a	6	2%
Other media	14%	17%	11	7%
Base	81	92	203	

Other sources were cited as:

- asked to report safety campaigns for NT;
- contacted by fire service themselves;
- fire officer visited;
- internal memo;
- invitation to speak;
- local councillor;
- local library - free shopping bag giveaway;
- national paper;
- spotting cameras in side streets, being warned by other motorists;
- through employment; and
- via Red Cross.

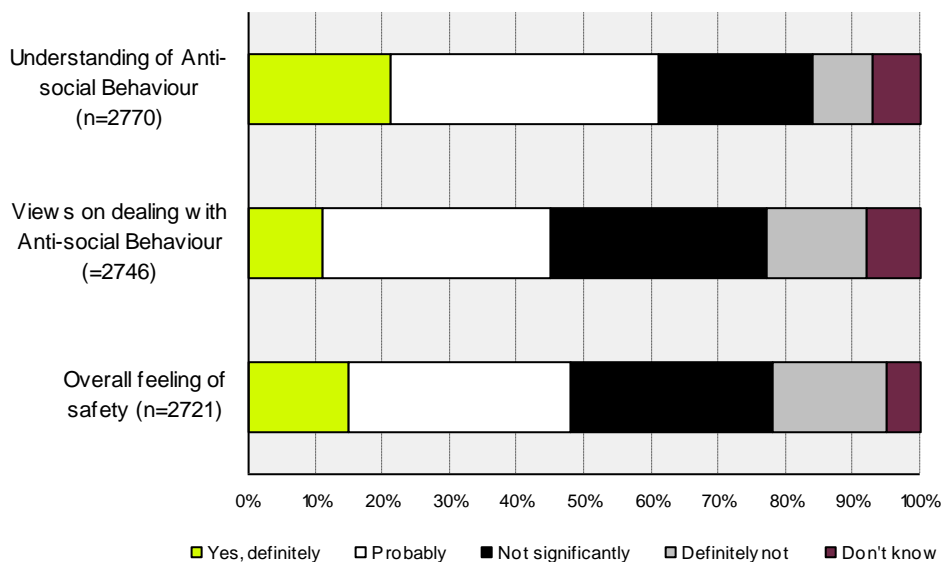
Media influence

Respondents were asked if their understanding of anti-social behaviour, their views on dealing with anti-social behaviour and their overall feeling of safety is influenced by the media. Six in ten respondents (61%) stated that their understanding of anti-social behaviour is either definitely or probably influenced by the media. Under half (44%) stated that their views on dealing with anti-social behaviour is definitely or probably influenced by the media and just under half (46%) also thought that their overall feeling of safety is influenced by the media.

Table 38 How much are the following influenced by the media?

	Is your understanding of Anti-social Behaviour influenced by the media?	Are your views on dealing with Anti-social Behaviour influenced by the media?	Do you think your overall feeling of safety is influenced by the media?
Yes, definitely	21%	11%	15%
Probably	40%	34%	33%
Not significantly	23%	32%	30%
Definitely not	9%	15%	17%
Don't know	7%	8%	5%
Base	2770	2746	2721

Figure 11 How much are the following influenced by the media?



Due to the different way of answering this question, responses are not comparable with previous surveys.

Communication and information

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

Table 39 Would you use e-mail or the internet to report community safety issues?

	No. (UW)	% (W)
Yes, any crime	149	7%
Yes, minor crime	206	9%
No, don't have access to the internet	561	21%
No, would prefer to speak to police	1114	39%
Maybe, depends on the situation	442	17%
Don't know/no opinion	224	8%
Base	2696	

When asked about receiving general information from their local police and their partner agencies via text to a mobile phone, 13% (313 respondents) of respondents said they would be happy to do so. This compares with 9% in 2007 and 13% in 2005.

One in three (31%, 819 respondents) stated that they would be happy to receive information from their local police and their partner agencies via email/internet. This compares with 27% in 2007 and 29% in 2005.

Eight out of ten (81%, 2,203 respondents) stated that they would like to see more information on community safety issues in their local newspaper. This compares with 83% in 2007 and 85% in 2005. Respondents in Orkney (69%) and Shetland (71%) were less likely to want more issues on community safety in local newspapers.

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

Table 40 Would you use any of the following locations to access information on the services provided by your local police and their partner agencies?

	2003	2005	2007	2009	
				No. (UW)	% (W)
Post office	36%	53%	51%	1281	58%
Internet	n/a	40%	44%	1098	55%
Council office/service point	36%	51%	50%	1129	54%
Police stations	n/a	n/a	n/a	1136	49%
Doctors' surgeries	n/a	43%	42%	993	48%
Library	33%	42%	42%	972	47%
Supermarket	28%	41%	34%	833	44%
Bank	17%	28%	22%	539	30%
Courts	n/a	12%	17%	237	14%
Procurator Fiscal Offices	n/a	n/a	n/a	213	13%
Base	1575	1510	1514	1763	2279

3.7 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 respondents when asked in what ways Northern Constabulary could improve its service, this was more commonly cited by those aged 65+ and those living in urban areas. Second most frequently cited improvement was for a higher profile/visibility. These two improvements were also the most frequent response in 2005 and 2007. Interestingly satisfaction with the existing police service increased from fifth most frequent response in 2007 to third in 2009. A tougher stance on dangerous drivers was cited by 5% of respondents in 2009 compared to only 2% in 2007 jumping from 14th most frequent response to 6th. Tougher stance generally has dropped from 2007 when it was ranked 9th to being ranked 16th in 2009.

Table 41 In what ways could Northern Constabulary improve the service it provides to the public?

	2005 ranked by frequency	2007 ranked by frequency	2009 ranked by frequency	2009	
				No. (UW)	% (W)
More foot patrols/officers on the beat	1	1	1	593	40%
Higher profile/visibility	2	2	2	283	18%
Satisfied with existing police service	4	5	3	194	11%
More community involvement/community policing	3	4	4	123	8%
More information/communication incl. newsletters	6	6	5	103	6%
Tougher stance on dangerous drivers	9	14	6	89	5%
More accessible/approachable/friendly	5	3	7	75	4%
Recruit more officers	=7	7	8	57	4%
Keep local offices open incl. 24hr cover	n/a	11	9	53	3%
Do more with young people/schools	=7	8	10	57	3%
Be more effective in dealing with drug related crime	n/a	n/a	11	41	2%
Less time on traffic offences, more on major crime	n/a	13	12	19	2%
Less paperwork/red tape/bureaucracy	n/a	10	13	20	1%
Be more effective in dealing with alcohol related crime	n/a	n/a	14	19	1%
Improve manner in dealing with public, victims etc.	10	12	15	16	1%
Tougher stance generally	9	9	16	12	1%
Base	847	778	1563		

Three main priorities

The three main priorities highlighted by respondents for their local police and their partner agencies to deal with were drugs (dealing and drug related crime/behaviour), road safety/speeding and crime prevention/law and order/public safety. These issues have been the top three priorities in the 2005, 2007 as well as 2009 survey. A new priority which was not recorded in previous surveys was more police on streets/visibility/ foot patrols which was cited by almost a quarter (24%) of respondents and came fourth in the list of respondent priorities. Another key priority which was not evident in previous surveys was child protection/safety cited by 12% of respondents and ranked 8th in the list of priorities.

Table 42 What should be the 3 main priorities for your local police and their partner agencies?

	2005	2007	2009	
			No. (UW)	% (W)
Drugs (incl. drug dealing and drug-related crime/behaviour)	*	39%	688	38%
Road safety/speeding	31%	31%	687	37%
Crime prevention/law and order/public safety	46%	34%	567	35%
More police on streets/visibility/foot patrols	n/a	n/a	384	24%
Drink-related crime/behaviour	14%	18%	364	19%
ASB	10%	15%	255	15%
Community policing	4%	10%	210	12%
Child protection/safety	n/a	n/a	209	12%
Public relations/accessibility	7%	6%	190	10%
Theft/property crime/vandalism/graffiti	17%	14%	165	9%
Under-age drinking	4%	11%	172	9%
Education/advice	1%	7%	128	7%
Crime detection (incl prosecution)	15%	8%	107	7%
Integrate with youth groups/schools	7%	10%	141	7%
Drink driving	12%	8%	120	6%
Youth behaviour on streets	11%	13%	80	5%
Violence/assault	14%	6%	63	4%
Quick response to reports of crime	4%	6%	46	3%
Provide more facilities/activities for young people	-	3%	50	3%
Dog fouling / littering	n/a	n/a	48	3%
High standards/public confidence	1%	3%	41	3%
Tougher sentencing	1%	2%	50	3%
Partnership working/liaison	3%	3%	47	2%
Racism/discrimination	1%	-	30	2%
Domestic abuse	n/a	n/a	25	1%
Protection of elderly/vulnerable adults	n/a	n/a	21	1%
Other priorities	-	-	197	11%
Base	489	806	1739	

* The response drugs was analysed in three separate categories in 2005

What respondents felt they could do to improve quality of life

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

Table 43 What do you think YOU could do to help improve the quality of life in your community?

	2005	2007	2009	
			No. (UW)	% (W)
Report crime or suspicious behaviour	21%	23%	345	30%
Support community activities/groups/campaign on local issues	23%	28%	303	25%
Nothing/too old	21%	19%	205	17%
Neighbourliness/be friendly	20%	20%	153	13%
Be law-abiding	5%	7%	104	8%
Neighbourhood Watch	10%	6%	50	5%
Engender law-abiding behaviour	7%	4%	62	4%
Collect litter	3%	5%	36	3%
Better parenting	1%	2%	32	3%
Recycling/environmental care	n/a	2%	8	1%
Base	417	417	1195	

4 Conclusions & recommendations

4.1 Conclusions

Northern Constabulary's Community Consultation Survey 2009 has produced more robust results than previous surveys, in particular at Command area, due to an increased sample size.

While results generally have been in line with previous surveys, on the whole they appear positive, in particular 96% of respondents felt very safe/safe within 15 minutes walk from home. In addition, one of the priorities in the final section shows that some respondents took time to mention, unprompted, that they are satisfied with existing police services and this shows an increase in priority from 2007. However, despite the fact that only 8% of respondents were victims of crime over the last year, over half (51%) of those who responded stated that they were very worried or slightly worried about being a victim of crime.

In terms of which agencies are seen as most responsible for particular community safety issues, the police were clearly seen as the lead agency. However, there may be a need to either involve the public more or make them more aware of what they themselves can do (in conjunction with partners) to improve community safety.

In terms of community planning issues it is worth pointing out that some issues which appear more serious (such as violent crime, etc) are always likely to be given higher priority than, say for example, arts and culture activities. It is interesting to note that increasing activities provided to young people was ranked third while increasing sports and leisure activities and arts and culture activities were ranked much lower in terms of priority. However, it is such activities that address the issue of increasing activities for young people. These results in the community planning section therefore should be viewed more holistically rather than on how they were prioritised by respondents.

While less people were likely to see police officers patrol on foot compared with in motor vehicles, it is officers on the beat that respondents have clearly prioritised in the last section regarding respondent priorities. While Northern Constabulary has increased its number of officers patrolling on foot it may be too early for the public to be aware of this. The next survey in 2011 may highlight an improvement.

There are obviously still issues to address in terms of respondents' concerns, in particular on drugs, speeding/dangerous driving and alcohol mis-use. However, these appear to be at the forefront of Northern Constabulary's list of priorities and it may be that people's concerns about these issues increase as Northern Constabulary and its partners raise awareness amongst the public on the dangers of these issues. This could be tackled by highlighting the progress being made on the issue as well as the danger posed by taking part in such activities.

There are clearly areas that require further investigation in terms of how respondents normally find out about information (on the police and its partners) and how they prefer to find out such information. In particular specific literature to respondents from police/partners, information exchanged in a face to face environment (community/public meetings and talking to police) as well as via the internet (mainly for the younger age groups) perhaps needs to be increased. However, as Northern Constabulary must communicate with all sections of the community, traditional media such as newspapers and local radio etc. should not be forgotten. Indeed these are still the most preferred method of receiving information on its services. An information and communications strategy should therefore use the media desirable to the target audience.

4.2 Recommendations

FMR would recommend that Northern Constabulary and its partners:

- determine an action plan based on the key findings as a way to further improve its services and further increase the positive responses already received from the 2009 survey; and
- collate key headline data from other police forces' community consultation surveys as well as the recent Scottish Crime and Justice 2009 Survey to benchmark with.

If further research is required it is recommended that qualitative research with younger age groups is undertaken to gauge responses from this section of the community, given the low level of response to this and previous surveys from this age cohort.

Appendices

Appendix 1 Scottish ACORN Groups

Appendix 2 Questionnaire

Appendix 1 - Scottish ACORN Groups

Scottish ACORN is an adaptation of ACORN but for the Scottish market. It groups people according to their demographics, housing and purchasing characteristics which differ significantly from the rest of the UK. There are ten groups and 43 types, and one group unclassified. The Scottish ACORN classification was developed using over 100 variables from the 2001 Census combined with lifestyle data. Key factors such as home ownership, age, health, employment and occupation were included in the cluster analysis, in addition to data from specific Census questions which were only asked in Scotland. This latter group included the floor level of residence (to provide a better indication of the presence of tenements and flats), the level of overcrowding (to provide a measure of deprivation) and whether respondents spoke Gaelic. The Scottish ACORN classification segments Scottish housing into 43 types which aggregate up to ten main groups. These are summarised below:

Group A – Affluent families

Wealthy Families, Largest Houses
Affluent Families with children
Working Families with Mortgages
Wealthy Owners, Large Semis

Group B – Older prosperity

Wealthy Owners, Large Semis
Well-Off Professionals, Large Houses and Converted Flats
Well Off older professionals
Wealthy older couples, villages.
Comfortable older couples, villages

Group C – Settled families

Young Families with Mortgages
Middle Management Semis

Group D – Rural areas

Large Families and Houses in Rural Areas
Older couples in large houses, remote areas

Group E – City lifestyles

Young professionals owning or renting converted flats
Elderly & singles in private flats
Professionals & students, flats & tenements
Student and young workers sharing tenements
Small flats, young singles & sharers
Younger families & couples, some flats
Young Working Singles & Couples in Flats
Young people in tenements

Group G – Traditionally comfortable

Older owners, terraced housing
Retired couples, semi-detached housing
Retired couples & singles, mixed housing
Older Families, Traditional occupations
Singles & retired in low rise estates
Working Families, owning terraced houses
Families in traditional terraces

Group H – Developing families

Young families in small council flats

Large Families, some unemployment

Young families, mixed dwellings, some single parents

Large Families, council terraces, some single parents

Families with older children, terraces

Older larger families, semi-detached houses

Group I – Poor pensioners

Older People, Rented Terraces

Single pensioners, health problems, flats

Old singles, council flats often high rise

Group J – Struggling singles

Old & young singles, small flats

Many single people, high unemployment, high rise flats

Singles, unemployment, low rise flats

Single parents in council flats


Most single parents, hardship

Group U – Other unclassified



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	<input type="checkbox"/> _1	Please go to Q25
Satisfied	<input type="checkbox"/> _2	Please go to Q25
Not satisfied	<input type="checkbox"/> _3	Please continue to next question
Not at all satisfied	<input type="checkbox"/> _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"/>	<input type="checkbox"/>
2 or 3 times a week	<input type="checkbox"/>	<input type="checkbox"/>
About once a week	<input type="checkbox"/>	<input type="checkbox"/>
About once a month	<input type="checkbox"/>	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>
Not sure	<input type="checkbox"/>	<input type="checkbox"/>

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

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"/>
Residential areas	<input type="checkbox"/>
Villages	<input type="checkbox"/>
Pubs / night clubs / venues	<input type="checkbox"/>
Known trouble spots	<input type="checkbox"/>
Areas of traffic danger	<input type="checkbox"/>
Shops	<input type="checkbox"/>
Outside schools	<input type="checkbox"/>
Play parks	<input type="checkbox"/>
Other, please write below	<input type="checkbox"/>

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

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

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

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

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

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

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

INFORMATION AND COMMUNICATION

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

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

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

Q37 How do you normally find out about the work of your local police, Procurator Fiscal, Court Service and their local authority partners currently and how would you prefer to find out in the future?			
a) How you currently find out		b) How you would prefer to find out	
Talking to friends and relatives	<input type="checkbox"/> ₁	Talking to friends and relatives	<input type="checkbox"/> ₁
Talking to police officers / partners	<input type="checkbox"/> ₂	Talking to police officers	<input type="checkbox"/> ₂
Local radio	<input type="checkbox"/> ₃	Local radio	<input type="checkbox"/> ₃
Local newspapers	<input type="checkbox"/> ₄	Local newspapers	<input type="checkbox"/> ₄
Television	<input type="checkbox"/> ₅	Television	<input type="checkbox"/> ₅
Literature from the police / partners	<input type="checkbox"/> ₆	Literature from the police	<input type="checkbox"/> ₆
Personal experience	<input type="checkbox"/> ₇	Personal experience	<input type="checkbox"/> ₇
Internet	<input type="checkbox"/> ₈	Internet	<input type="checkbox"/> ₈
Public meetings	<input type="checkbox"/> ₉	Public meetings	<input type="checkbox"/> ₉
Community meetings	<input type="checkbox"/> ₁₀	Community meetings	<input type="checkbox"/> ₁₀
Attending Court	<input type="checkbox"/> ₁₁	Attending Court	<input type="checkbox"/> ₁₁
Don't get any information	<input type="checkbox"/> ₁₂	Don't want any information	<input type="checkbox"/> ₁₂
Any other ways (please describe)	<input type="checkbox"/> ₁₃	Any other ways (please describe)	<input type="checkbox"/> ₁₃

Q38 Have you been aware of a Community Safety Campaign or initiative during the last 6 months?			
Yes	<input type="checkbox"/> ₁	Please continue	No
			<input type="checkbox"/> ₂ Please go to Q41

Q39 What was the campaign about?	

Q40 How were you made aware of the campaign?			
Local newspaper	<input type="checkbox"/> ₁	Talking to friends/relatives	<input type="checkbox"/> ₅
Local TV	<input type="checkbox"/> ₂	Talking to police officer	<input type="checkbox"/> ₆
Local radio	<input type="checkbox"/> ₃	Internet	<input type="checkbox"/> ₇
Leaflet or newsletter	<input type="checkbox"/> ₄	Other (please specify)	<input type="checkbox"/> ₈

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

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

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

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

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

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

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

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

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

Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2	Don't know	<input type="checkbox"/>	3
-----	--------------------------	---	----	--------------------------	---	------------	--------------------------	---

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:

--	--

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