

# Final Report November 2009

## Northern Constabulary – Community Consultation 2009 – Shetland Report

Prepared for  
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# 1 Introduction

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## 1.1 Background

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

## 1.2 Method

The survey was conducted by post and sent out to a total of 9,000 residents of Northern Constabulary area. Over 1,100 were distributed around the Shetland Islands Council area. A copy of the questionnaire is appended. To ensure the data were representative at Force area, Council area and Command area, weighting figures were used during the data analysis process to ensure that the data were representative of the wider demographics of Northern Constabulary Force area. The data were weighted by gender, Command area and ACORN group. The profile figures used in the weighting calculations were provided by CACI. For a full detail of the methodology please refer to the Force area report.

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

## 1.3 Responses to the survey

Overall at Northern Constabulary Force area there were 2,829 returns from 8,468 questionnaires distributed, representing a 33.4% response rate and  $\pm 1.8\%$  confidence interval. From Shetland there was a response rate of 29.4% and a confidence interval of  $\pm 5.3\%$  which is more robust than the 2007 survey which had a confidence interval of  $\pm 9.2\%$ . Further detail is included in Table 1 below. The excellent response received from the survey has ensured that in the main the survey findings are robust at the three geographic levels of Command area, Council area and Force area.

**Table 1 Responses and statistical significance**

Area	2009				2007	
	Sent out	Returns	Response rate	Confidence interval	Returns	Confidence interval
Shetland	1,114	327	29.4%	$\pm 5.3\%$	112	$\pm 9.2\%$
Total (Force area)	8,468	2,829	33.4%	$\pm 1.8\%$	1,515	$\pm 2.5\%$

The following tables give a breakdown of respondent demographics for the Shetland Islands. The demographic breakdown for the 2009 survey was similar to the breakdown in previous years. The only concern with regard to the representativeness of the data is with the age groups. There was a smaller proportion of younger aged respondents which biases the results towards the opinions of the older age groups.

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

**Table 2 Gender**

	No. (UW)	% (UW)	% (W)
Male	149	46%	50%
Female	178	54%	50%
Base	327	100%	100%

**Table 3 Age**

	No. (UW)	% (UW)	% (W)	% (2001 Census)
24 and under	4	1%	1%	10%
25-44	68	21%	21%	38%
45-64	147	46%	46%	35%
65+	104	33%	32%	18%
Base	323	100%	100%	100%

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

	No. (UW)	% (UW)	% (W)
With children	80	25%	26%
Without children	237	75%	74%
Base	317	100%	100%

**Table 5 Ethnicity (broad categories)**

	No. (UW)	% (UW)	% (W)
White British	308	97%	97%
Other	10	3%	3%
Base	318	100%	100%

**Table 6 Language**

	No. (UW)
Shetland	4
Polish	1
Other	2
Base	7

**Table 7 Religious denomination**

	No. (UW)	% (UW)	% (W)
None	121	39%	39%
Protestant	151	49%	50%
Roman Catholic	8	3%	2%
Other Christian	26	8%	9%
Buddhist	1	0%	0%
Hindu	0	0%	0%
Jewish	0	0%	0%
Muslim	0	0%	0%
Sikh	0	0%	0%
Other	1	0%	0%
Base	308	100%	100%

**Table 8 Sexual orientation**

	No. (UW)	% (UW)	% (W)
Heterosexual	283	100%	100%
Lesbian	0	0%	0%
Gay	0	0%	0%
Bisexual	0	0%	0%
Base	283	0%	0%

**Table 9 Disability**

	No. (UW)	% (UW)	% (W)
Yes	48	15%	16%
No	267	85%	84%
Base	315	100%	100%

**Table 10 Type of area**

	No. (UW)	% (UW)	% (W)
A city	0	0%	0%
A large town	20	6%	6%
A small town	78	24%	26%
A large village	23	7%	8%
A small village	108	34%	32%
An isolated rural area	91	28%	28%
Base	320	100%	100%

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**Table 11 Housing tenure**

	No. (UW)	% (UW)	% (W)
Rented from the Council	46	14%	16%
Owner occupied	253	79%	77%
Other rented	15	5%	5%
Other	7	2%	2%
Base	321	100%	100%

**Table 12 Scottish ACORN classification**

	No. (UW)	% (UW)	% (W)
A - Affluent families	90	28%	25%
B - Older prosperity	71	22%	25%
C - Settled families	6	2%	2%
D - Rural areas	69	21%	17%
E - City lifestyle	0	0%	0%
F - Young workers	11	3%	3%
G - Traditionally comfortable	42	13%	15%
H - Developing Families	32	10%	12%
I - Poor pensioners	0	0%	0%
J - Struggling singles	3	1%	1%
U - Other	3	1%	0%
Base	327	100%	100%

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## 2 Key findings

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### 2.1 Introduction

This section of the report outlines the key findings from the survey at Shetland Islands area level and where practical comparing this with Northern Constabulary Force area level, i.e. covering Highland, Shetlands, Orkney and Outer Hebrides. The report follows the flow of the sections and questions as set out in the questionnaire. Where possible the results are compared with previous surveys showing trends over time.

### 2.2 Perceptions and attitudes towards crime

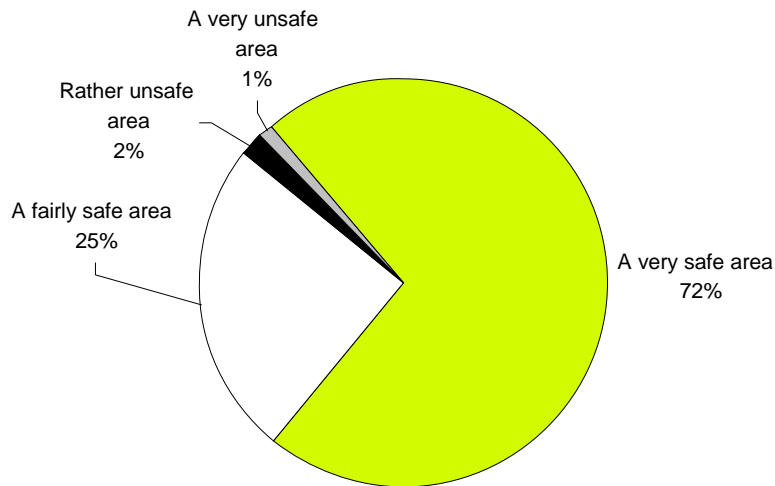
The Shetland Islands results are in line with the Northern Constabulary in terms of how long respondents had in their present home. Seventy eight percent (256 respondents) had been in their home for five years or more, 16% (53 respondents) between two and five years, 4% (15 respondents) over one year but less than two and just 1% (3 respondents) had been in their home less than one year. The results did not vary significantly between 2005 and 2009.

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
			No. (UW)	% (W)	
1 year or less	1%	3%	3	1%	1%
Over 1 year but less than 2 years	2%	4%	15	4%	4%
2 or more but less than 5 years	13%	14%	53	16%	16%
5 years or more	85%	80%	256	78%	79%
Base	116	112	327		2826

Respondents were asked to rate the area within 15 minutes walk of their home as a place to live. Seventy two percent (241 respondents) rated this area as a very safe place to live (compared to 55% at Force area) and a further 25% (77 respondents) felt it was a fairly safe area. Generally, with 97% saying very safe or fairly safe, this is similar to the overall Force results where 96% rated their area as fairly safe or very safe and is also consistent with previous surveys. Those living in urban areas were less likely to rate the area as very safe compared to those respondents living within a small village or isolated rural area.

**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=327

Respondents were then asked to rate the area within 15 minutes walk of their home compared with the previous year. Eighty six percent (281 respondents) felt that the area was about the same as a year ago, 10% (31 respondents) felt that the area was now less safe than a year ago and 3% (9 respondents) felt the area was now safer. These figures are in line with previous surveys and with the 2009 Force survey data.

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
			No. (UW)	% (W)	
Now more safe	1%	3%	9	3%	4%
About the same	84%	83%	281	86%	82%
Now less safe	14%	13%	31	10%	12%
Did not live here a year ago	1%	1%	2	1%	1%
No opinion	0%	0%	3	1%	1%
Base	116	112	326		2825

### Community safety concerns

Driving at excessive speed was the main issue mentioned as being either a major or minor concern by 64% (210 respondents) of Shetland Islands respondents. Drink/drug driving (60%), alcohol misuse (58%) and availability of alcohol to young people (55%) were also cited most frequently as of being a major or minor concern. Among the issues mentioned, noise from pubs and clubs and cars being stolen were of least concern to respondents from the Shetland Islands.

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

	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
		No. (UW)	% (W)	
Driving at excessive speed	63%	210	64%	73%
Drink/drugs driving	48%	194	60%	49%
Alcohol mis-use	47%	187	58%	51%
Availability of alcohol to young people*	41%	174	55%	56%
Dangerous driving	54%	177	54%	61%
Rubbish or litter lying around	31%	158	49%	56%
People using drugs	38%	144	46%	41%
Stray dogs/dog fouling	8%/37%	136	43%	55%
Bullying of young people in school	n/a	127	40%	33%
People dealing in drugs	32%	125	40%	35%
Rowdy or drunken behaviour	30%	111	36%	47%
The safety and protection of children	n/a	106	34%	40%
Bullying of young people out of school	n/a	100	32%	29%
Anti-social behaviour	n/a	86	28%	37%
Vandalism, graffiti and deliberate damage	24%	85	27%	42%
Anti-social neighbours	17%	64	21%	24%
Break-ins to houses	15%	60	20%	27%
Solvent abuse/glue sniffing	8%	48	15%	18%
Things being stolen from cars	10%	47	15%	19%
Domestic abuse	6%	41	13%	15%
Discrimination or hate crimes*	7%	26	8%	13%
Cars being stolen	4%	23	7%	17%
Noise from local pubs and clubs	4%	20	7%	13%
Bullying of young people, in or out of school	27%	n/a	n/a	n/a
Base	112	319 - 325		2762 - 2796

\*Reworded in 2009 survey

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

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

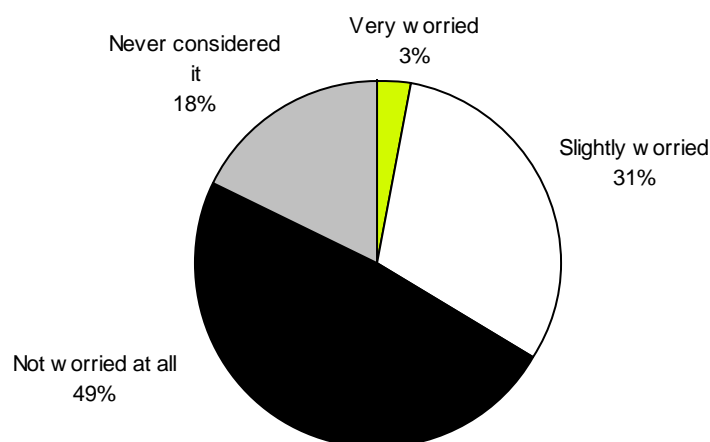
	You	Health Service	Police	Council	Parents	Community/ environ'l wardens	Teachers	Procurator Fiscal Service	Courts	Base
01 Anti-social neighbours	22%	2%	76%	55%	19%	23%	4%	21%	28%	292
02 Anti-social behaviour	14%	2%	84%	29%	37%	24%	12%	22%	29%	299
03 Availability of alcohol to young people	17%	14%	66%	23%	70%	17%	12%	15%	19%	295
04 Rowdy or drunken behaviour	7%	4%	93%	13%	24%	23%	4%	23%	32%	300
05 Rubbish or litter lying around	36%	2%	9%	71%	24%	48%	14%	5%	5%	306

	You	Health Service	Police	Council	Parents	Community/ environ'l wardens	Teachers	Procurator Fiscal Service	Courts	Base
06 Vandalism, graffiti and deliberate damage	11%	0%	80%	42%	39%	38%	12%	22%	28%	304
07 Stray dogs/dog fouling	23%	6%	23%	56%	10%	61%	2%	7%	12%	295
08 People using drugs	11%	34%	91%	17%	36%	19%	23%	36%	47%	300
09 People dealing in drugs	8%	12%	95%	13%	16%	13%	8%	45%	58%	297
10 Noise from local pubs or clubs	3%	1%	73%	44%	2%	30%	0%	13%	18%	287
11 Break-ins to houses	8%	1%	97%	5%	6%	11%	0%	35%	51%	296
12 Cars being stolen	9%	0%	98%	3%	4%	10%	0%	38%	50%	296
13 Things being stolen from cars	13%	1%	94%	3%	6%	13%	1%	36%	49%	296
14 Dangerous driving	12%	1%	99%	7%	8%	6%	3%	39%	51%	306
15 Driving at excessive speed	11%	1%	97%	10%	7%	6%	2%	36%	49%	307
16 Discrimination or hate crimes	13%	5%	90%	14%	18%	17%	17%	37%	50%	290
17 Domestic abuse	12%	23%	88%	12%	11%	7%	8%	36%	46%	287
18 Bullying of young people in school	15%	7%	22%	28%	66%	6%	91%	7%	9%	300
19 Bullying of young people out of school	20%	9%	53%	23%	74%	22%	35%	11%	13%	298
20 Solvent abuse/glue sniffing	13%	33%	77%	15%	50%	23%	27%	20%	24%	293
21 Drink/drugs driving	14%	15%	95%	9%	12%	10%	5%	40%	54%	304
22 Alcohol mis-use	16%	49%	64%	20%	40%	18%	20%	20%	23%	294
23 The safety and protection of children	41%	46%	66%	47%	78%	32%	59%	32%	36%	304

## Fear of crime

Respondents were asked to indicate how worried they were about being a victim of crime, in general, and then about being a victim of specific crimes. A third (34%, 109 respondents) were either very worried or slightly worried about becoming a victim of crime. This was lower than the Force area at 51% and similar to previous 2005 and 2007 surveys (31% and 30% respectively). Just under half were not worried at all (49%, 153 respondents) and 18% (56 respondents) never considered it.

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



n=318

Respondents were then asked about their fear of becoming a victim of specific crimes. With all crimes there was a lower proportion of respondents who were worried or very worried about becoming a victim of crime compared to the Force average as can be seen in the table below. The three concerns of vandalism or deliberate damage to your home, property or car; having your car stolen or broken into and having your home broken into were all ranked higher in 2009 than in 2007.

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

	2005 Shetland area (ranking)	2007 Shetland area (ranking)	2009 Shetland area (ranking)	2009 Shetland area		2009 Force area % (W)
				No. (UW)	% (W)	
Vandalism or deliberate damage to your home, property or car	1	3	1	147	46%	57%
Having your car stolen or broken into	3	6	2	130	41%	48%
Having your home broken into	4	4	3	127	40%	56%
Being attacked by someone under the influence of alcohol	2	1	4	119	38%	49%
Being attacked, assaulted or robbed in the street	5	2	5	106	33%	49%
Being insulted or threatened	6	5	6	98	30%	37%
Being attacked, assaulted or robbed in your own home	7	7	7	47	15%	32%
Being the victim of an attempted rape, rape or other serious sexual offence	8	8	8	37	11%	21%
Becoming the victim of a crime because of my race	10	11	9	11	3%	5%
Becoming the victim of a crime because of my religion	10	11	10	9	3%	4%
Being a victim of domestic abuse	9	9	11	4	1%	4%
Base	116	112	318 - 324		2704-2772	

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

The next question related specifically to hate incidents. Respondents were asked if they were worried about suffering discrimination or being subjected to a hate incident on the grounds of characteristics highlighted in Table 18 below. The figures are given for those respondents who were either very worried or slightly worried. Results were similar to the Force data and the 2007 survey.

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area	
			No. (UW)	% (W)	No. (UW)	% (W)
Age	20%	6%	27	9%	341	13%
Mental health	4%	4%	12	4%	97	4%
Religion or belief (including non-belief)	6%	3%	12	4%	94	3%
Physical disability	7%	6%	8	3%	139	6%
Race or ethnic origin	4%	2%	8	2%	93	3%
Philosophical beliefs	n/a	n/a	5	2%	51	2%
Gender identity*	4%	3%	3	1%	54	2%
Learning disability	4%	5%	2	1%	47	2%
Sexual orientation	2%	1%	2	1%	46	2%
Base	116	112	315 - 317		2732 - 2751	

\*Reworded in 2009 survey

The next question asked whether respondents felt the law protects them from hate crimes. Just under half (44%, 138 respondents) felt that the law does protect them, 6% (19 respondents) felt that it did not and a large proportion (50%, 152 respondents) stated that they did not know. Again, these are very similar results to the Force data.

### Precautions against crime

Respondents were asked which precautions they took against crime. The percentage of respondents who answered always or sometimes is detailed in Table 19. The most frequently cited precautions taken by respondents were to make sure that their home and vehicle were adequately secure, as is the case for both the Force. That said the data below highlights that the proportion of respondents who report taking these precautions is lower for the Shetland Islands than for the Force Area. The figures for 2009 cannot be compared with 2007 as the question in 2007 was asked only of a sub-sample of respondents who had earlier indicated they were slightly or very worried about being a victim of crime.

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

	2009 Shetland area		2009 Force area
	No. (UW)	% (W)	% (W)
Make sure your vehicle is adequately secured	255	83%	87%
Make sure your home is adequately secured	265	82%	90%
Carry a mobile phone	169	53%	64%
Avoid certain places	143	45%	58%
Mark your property in case it is stolen	96	31%	39%
Avoid going out alone	62	20%	34%
Avoid going out when it is dark	59	19%	37%
Avoid going out at certain times	58	19%	35%
Take self-defence classes	6	2%	5%
Base	315 - 321		2603 - 2734

### Victims of crime

Respondents were then asked if they had been a victim of crime in the past year. Eight percent (24 respondents) of respondents from the Shetland Islands had been a victim of crime in the previous year, the same proportion as in the Force area. When looking at the previous survey in 2007, 5% of those responding from the Shetland Islands reported being a victim of crime. The types of crime cited in the 2009 survey, by those who responded, are detailed in the table below.

**Table 20 What type of crime was it?**

	Shetlands area No. (UW)
Vandalism	8
Theft	6
Fraud/identity theft	3
Antisocial behaviour/neighbours	2
Assault, abuse (verbal, physical, racist) , rape	2
Property break in	1
Base	21

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

- no point/waste of time/no proof (4 respondents);
- fear of reprisal (2 respondents);
- dealt with by other source (2 respondents); and
- one respondent cited another reason.

Five of the fourteen respondents who did report it to the police stated it had resulted in criminal proceedings, seven said it did not and two did not know. Those whose report did result in criminal proceedings were asked how satisfied they were with the outcome. Three were very satisfied, one was not satisfied and one was not at all satisfied. In terms of how satisfied they were with how they were kept informed of progress in relation to proceedings, two respondents stated that they were, one said they were not because they had to phone them about any progress and one did not know.

## 2.3 Community Planning

The responses to this question since 2005 have been very mixed. For example in 2005, 33% in Shetland Islands stated they had seen their local community plan, whereas in 2009 this had reduced to 13%. This may be due to the higher confidence intervals (therefore less confidence in the results) for the 2005 and 2007 surveys. The average Force area response since 2003 has been between 12% and 18% of respondents having seen their local community plan.

**Table 21 Have you seen your local Community Plan? (respondents saying ‘yes’)**

	2005	2007	2009
Shetland Islands Council area	33%	25%	13%
Force area average	18%	12%	13%

Respondents were asked to indicate the priority they felt should be assigned to a range of issues in their community plan. As can be seen from the table below the results for the Shetland Islands were largely in line with the previous survey. The key priorities were protecting children from harm (91%), reducing drug dealing (91%) and reducing drink/ alcohol/solvent misuse (89%).

**Table 22 Community plan priorities ranked by top and medium priorities**

	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
		No. (UW)	% (W)	
Reducing drug dealing	90%	284	91%	87%
Protection of children from harm*	n/a	281	91%	92%
Reducing drug/alcohol/solvent mis-use*	90%	277	89%	88%
Reducing youth crime	83%	254	82%	85%
Reducing anti-social behaviour	86%	252	82%	83%
Reducing unemployment	68%	246	80%	90%
Improving the availability of activities for young people*	n/a	246	80%	89%
Improving roads and transport links	73%	243	79%	86%
Reducing crime	83%	245	78%	85%
Improving access to learning opportunities	n/a	235	78%	81%
Increasing availability of affordable housing	86%	240	77%	79%
Improving road safety	84%	236	76%	85%
Reducing violent crime	77%	231	76%	84%
Reducing sexual offences	n/a	231	75%	79%
Improving the management of sexual offenders	n/a	222	72%	73%

	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
		No. (UW)	% (W)	
Increasing business investment	68%	217	70%	69%
Improving access to technology	55%	216	69%	63%
Improving access to local health services	85%	212	69%	76%
Improving quality of housing	79%	206	67%	73%
Improving public transport	72%	204	66%	64%
Increasing rural development	69%	200	65%	53%
Recognising equality and diversity	60%	188	63%	66%
Reducing discrimination or hate crimes*	65%	176	57%	63%
Increasing availability of sports and leisure facilities	34%	103	34%	63%
Improving access to arts and culture	22%	81	26%	34%
Base	112	302 - 312		2609 - 2706

\*Reworded in 2009 survey

### Child protection

Respondents were then asked if they had confidence that the Highlands and Islands agencies are effective in the protection of children. Forty six percent (141 respondents) were confident, which is higher than the Force area figure of 38%. Under half (45%, 138 respondents) did not know and 9% (25 respondents) were not confident. Those who were not confident were asked why and gave the following reasons.

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

	Shetland area No. (UW)
News reports/knowledge of abuse to children	6
Not enough resources (e.g. social workers)	5
Too much red /paperwork	2
Knowledge of paedophiles in/moved to areas near children	2
Failures/mistakes by social services/agencies	2
Other reasons	2
Base	16

### Participation in community consultation

Only 4% (12 respondents) from the Shetland Islands stated that they had been involved in previous consultations from the partner agencies, the same proportion for the Force area as a whole.

The community consultations they were involved in were:

- surveys (4 respondents);
- local planning/ development consultation (2 respondents);
- transport/ roads consultations (1 respondent);
- community council (1 respondent); and
- other (4 respondents)

Nine respondents felt that the consultation they had participated in had been worthwhile.

## 2.4 Court Service

Respondents were asked if they had attended the High Court, Sheriff Court or a District/Justice of the Peace Court within the last two years specifically in a particular type of capacity. No comparable data are available from 2007 since the question was asked in a different way i.e. the 2009 question specifically asked if respondents had attended court **within the last two years**. This was to ensure respondents could comment on recent experience. Very few respondents had attended court (18). Reasons for attendance are detailed in the table below.

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

	2009 Shetland area		2009 Force area % (W)
	No.	% (W)	
Juror (incl. serving/not selected)	4	22%	37%
Witness in a criminal case/supporter of a witness	2	18%	18%
As part of a job	2	17%	13%
Accused in criminal case/supporter of accused	2	12%	12%
Spectator/tourist unconnected with court cases	3	12%	12%
Civil litigant or witness in civil case/supporter	3	11%	8%
Attending Fines Enquiry/Enforcement Court/Fines Office	2	10%	6%
Victim in criminal case/supporter of victim	1	4%	6%
Base	18		196

Note: 18 respondents from Force area and one from Shetlands 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. Twenty six percent (4 respondents) were very satisfied and 63% (9 respondents) reported being satisfied with their experience of court, a similar proportion to the Force area results.

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

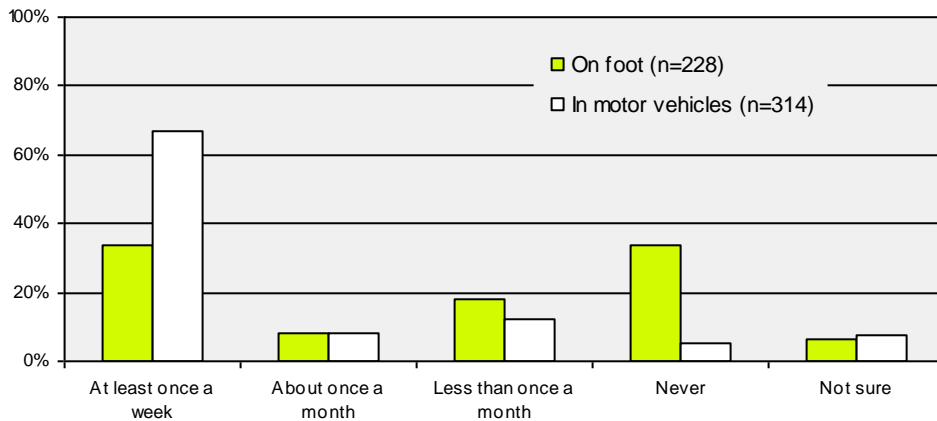
- due to the length of time I had to wait (2 respondents);
- lack of services available in the building (1 respondent);
- the overall court process (1 respondent);
- lack of information on what I was expected to do or what was happening (1 respondent);
- number of times the case was deferred (1 respondent); and
- other reason (1 respondent).

## 2.5 Police Services and community safety

### Police patrols

Respondents were asked how often they saw police officers patrolling on foot and in motor vehicles. A third (33%, 75 respondents) usually saw police officers patrolling on foot at least once a week compared to two thirds (67%, 223 respondents) who saw police officers patrolling in motor vehicles at least once a week. Eight percent (19 respondents) saw police officers on foot about once a month which is the same proportion that saw police patrolling in motor vehicles about once per month. There was a large difference in the proportion of respondents who never saw police patrolling. A third (34%, 77 respondents) said they never saw police patrolling on foot, whereas only 5% (18 respondents) never saw them patrolling in vehicles.

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



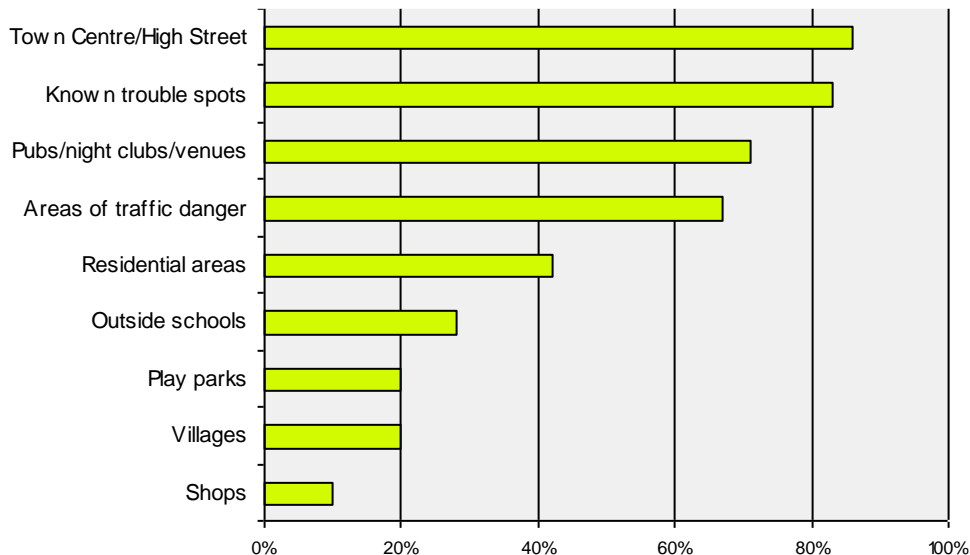
Just over half (51%, 182 respondents) of respondents felt that the amount of police patrolling they saw was about right, just under a third (32%, 94 respondents) reported too little patrolling, only one respondent felt that they saw too much and 17% (53 respondents) had no opinion. A higher proportion of respondents from Shetland felt that the level of police patrolling was about right compared to the Force results. The 2009 results for Shetland were broadly in line with the results from the 2005 and 2007 survey.

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area
			No. (UW)	% (W)	% (W)
Too much	1%	0%	1	0%	0%
About right	46%	51%	160	51%	37%
Too little	36%	36%	94	32%	50%
No opinion	17%	12%	53	17%	13%
Base	116	112	308		2761

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

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

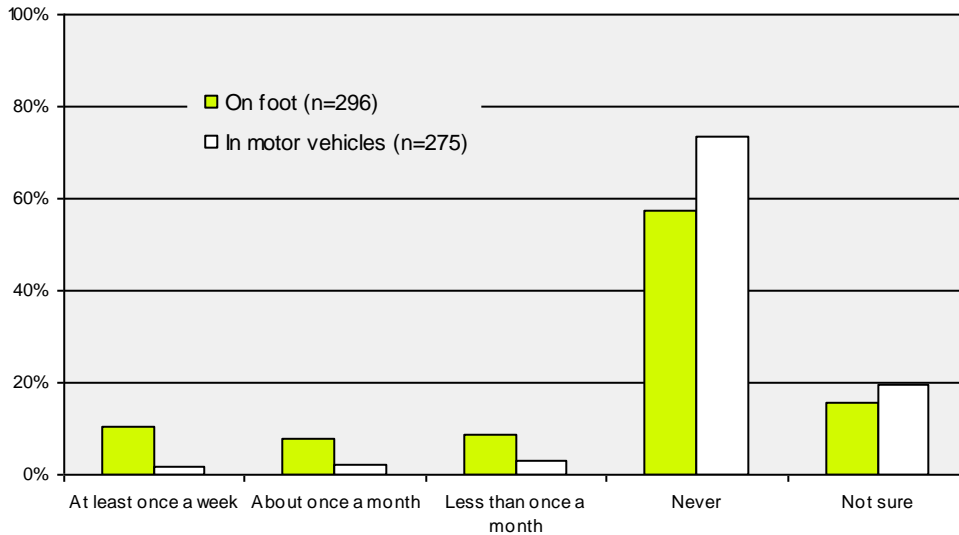


n=317

## Community warden/environmental officer patrols

Fifty seven percent (172 respondents) had never seen community warden/environmental officers patrolling on foot and an even higher percentage (74%, 203 respondents) had never seen them patrolling in vehicles. There was also a high proportion stating that they were not sure if they had see community wardens/environmental officers patrolling on foot (16%, 46 respondents) or in vehicles (20%, 53 respondents). These results are broadly in line with the Force results.

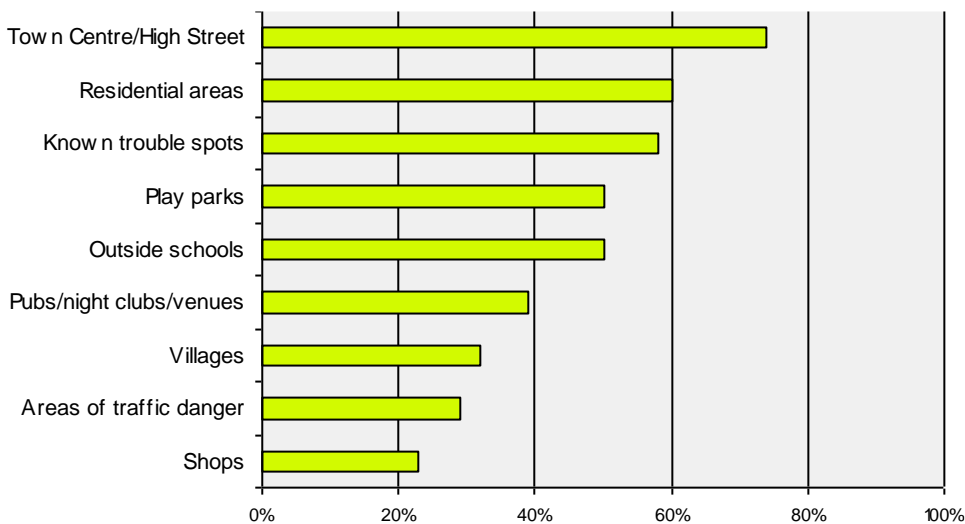
**Figure 5 How often do you usually see Community Wardens / Environmental Officers patrolling in the following ways?**



When asked what they thought about the amount of patrolling they saw undertaken by community wardens/environmental officers more than half (55%, 165 respondents) had no opinion. Thirty six percent (101 respondents) thought there was too little and 8% (23 respondents) said it was about right. No one said that there were too many patrols. Again these Shetlands findings are broadly in line with Force results.

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

**Figure 6 Where would you like to see Community Wardens / Environmental Officers on patrol?**



n=282

## Awareness of Crimestoppers/Northern Constabulary phone line

The majority of respondents (61%, 187 respondents) were aware of Crimestoppers although only 3% (9 respondents) had used it. Just under half of respondents (49%, 152 respondents) were aware of the Northern Constabulary confidential phone line but again very few had used it (6%, 17 respondents).

## Security and safety initiatives

Table 26 shows the percentage of respondents who were aware of certain security and safety initiatives in their area. Respondents from the Shetland Islands were more aware of laws banning drinking alcohol in public places, the Young Persons ID scheme, anti social behaviour orders, safety and healthy lifestyle initiatives and community safety initiatives than Force area but less aware of closed circuit television, neighbourhood/farm/water/boat/pub watch schemes, Northern Camera Safety Partnership, anti-hate & discrimination campaigns and youth diversionary activities than the Force area. Awareness of other initiatives was in line with the Force data. For the most part, awareness of the initiatives that were also addressed in the 2005 and 2007 surveys have increased.

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
			No.(UW)	% (W)	
Laws banning drinking alcohol in public places	19%	55%	220	68%	57%
Young person ID scheme	11%	24%	148	46%	30%
TV/media campaigns	34%	40%	138	44%	44%
Closed circuit television	13%	14%	112	35%	38%
Safety and Healthy lifestyle initiatives	n/a	n/a	90	28%	21%
Anti-social Behaviour Orders	10%	21%	84	27%	25%
Community Safety Initiatives	3%	12%	45	14%	12%
Anti-hate & discrimination campaigns	n/a	n/a	21	7%	10%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	4%	2%	20	6%	19%
Youth diversionary activities	n/a	n/a	19	6%	9%
Northern Camera Safety Partnership	n/a	n/a	9	3%	12%
Base	116	112	323		2779

Respondents were then asked if they thought any of the initiatives improved community safety in their area. The top four were laws banning drinking alcohol in public places, Young person ID scheme, anti social behaviour orders and TV/media campaigns. This differs from the Force area with the top four including closed circuit television and neighbourhood/ farm/ boat/ pub watch alongside laws banning drinking alcohol in public places and anti social behaviour orders.

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
			No. (UW)	% (W)	
Laws banning drinking alcohol in public places	42%	51%	161	55%	62%
Young person ID scheme	31%	31%	115	41%	38%
Anti-social Behaviour Orders	41%	35%	113	39%	41%
TV/media campaigns	43%	44%	111	37%	39%
Safety and Healthy lifestyle initiatives	n/a	n/a	102	36%	35%
Community Safety Initiatives	23%	26%	98	35%	35%
Closed circuit television	35%	40%	98	33%	48%
Anti-hate & discrimination campaigns	n/a	n/a	66	23%	26%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	27%	25%	63	23%	39%
Youth diversionary activities	n/a	n/a	61	22%	27%
Northern Camera Safety Partnership	n/a	n/a	42	16%	26%
Base	116	112	282 - 298		2428 - 2566

## 2.6 Information and communication

### Preferences on contacting the police

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

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

	Phone 999/ text-phone	Phone local police station	Phone NC conf'l line	Visit local police station	To police officer on patrol	Email/ internet	Mobile phone, text, picture image
To report a serious crime (n=321)	53%	44%	3%	4%	1%	0%	1%
To report a minor crime (n=314)	2%	86%	2%	10%	2%	1%	2%
To report information about something suspicious (n=318)	3%	71%	15%	10%	3%	1%	2%
To report a nuisance or disturbance (n=311)	4%	81%	8%	5%	4%	0%	1%
To report a road traffic accident/incident (n=318)	57%	42%	2%	2%	1%	0%	1%
To report other information (n=312)	3%	69%	8%	17%	3%	3%	2%
To ask for advice or information (n=318)	2%	55%	3%	31%	7%	4%	1%
Firearm/ shotgun enquiry (n=312)	3%	60%	2%	32%	1%	5%	0%
Lost/found property (n=318)	1%	47%	1%	50%	1%	1%	0%
Missing person (n=318)	11%	69%	4%	19%	1%	0%	1%

### 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 a quarter (26%, 78 respondents) stated that they would like more information which was less than Force area results (41%).

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 largely in line with previous surveys. Respondents in the Shetland Islands reported that they

would most like information on general police work in their area and to know what is being done to reduce and prevent crime which was in line with the most frequently cited responses for the Force area.

**Table 29 What type of information would you like?**

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
			No. (UW)	% (W)	
General police work in your area	79%	74%	63	79%	78%
What is being done to reduce and prevent crime	76%	77%	56	72%	69%
What is being done to improve road safety	51%	55%	52	66%	59%
What is being done to make your community safer	51%	68%	51	65%	67%
Police achievements/successes	49%	40%	40	50%	41%
How we are spending on policing in your area	42%	40%	34	45%	42%
How you can help the police	53%	55%	35	44%	43%
More information about police officers job/how they spend their day	41%	50%	30	39%	40%
What is being done to promote equality and prevent discrimination*	13%	14%	23	30%	21%
Base	116	112	79		1041

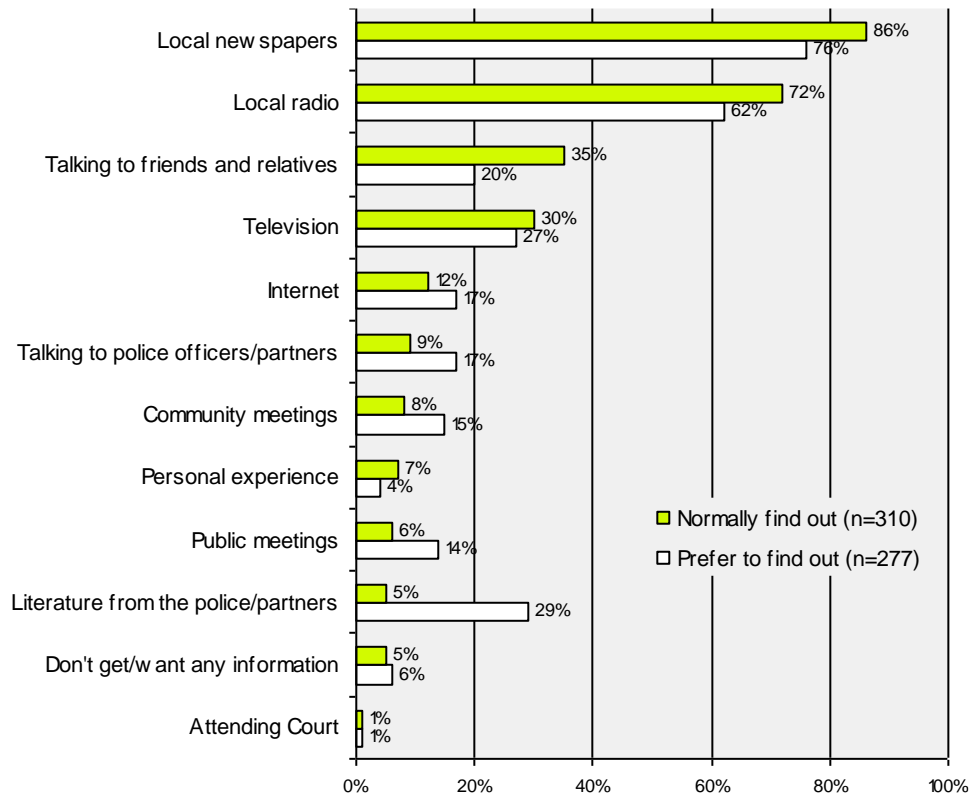
\*Reworded in 2009 survey

The next question asked respondents how they normally find out about the work of their local police, procurator Fiscal, Court Service and their local authority partners and how they would prefer to find out in the future. The results are compared in the chart below.

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

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

**Figure 7** How do you normally find out about the work of your local police, Procurator Fiscal, Court Service and their local authority partners and how would you prefer to find out?



**Awareness of community safety initiatives**

Fifteen percent of respondents (48) were aware of a community safety campaign or initiative during the last 6 months which was around double the Force response of 7%. When asked what the campaign was about the following responses were received.

**Table 30** What was the campaign about?

	2009 Shetland area No. (UW)	2009 Force area No. (UW)
Drink driving	10	43
Speeding	10	54
Wearing seatbelts	9	33
Road safety	8	31
Underage drinking	3	6
Use of mobile phone while driving	3	7
Road safety for children around/on way to school/on bikes	2	10
Drug misuse	2	6
Alcohol misuse	1	6
Drug driving	1	4
Other campaigns	9	29
Blue Light Disco	0	4
Base	45	167

Those who were aware of a campaign were asked how they were made aware of it. Three quarters (73%, 32 respondents) were aware of the initiative from a local radio and two thirds (66%, 29 respondents) from a local newspaper. This was in line with the 2007 results for Shetland but, in comparison with Force level, local radio was a much more influential medium. Around one in ten were aware via the internet, local TV or from talking to friends/relatives.

**Table 31 How were you made aware of the campaign?**

	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
		No. (UW)	% (W)	
Local radio	78%	32	73%	49%
Local newspaper	69%	29	66%	68%
Talking to friends/relatives	5%	6	13%	21%
Local TV	0%	5	11%	19%
Internet	0%	4	9%	8%
Local meeting/community council	n/a	3	7%	2%
Talking to a police officer	10%	2	5%	6%
Leaflet or newsletter	0%	2	5%	8%
Other media	7%	4	7%	7%
Base	16	45		203

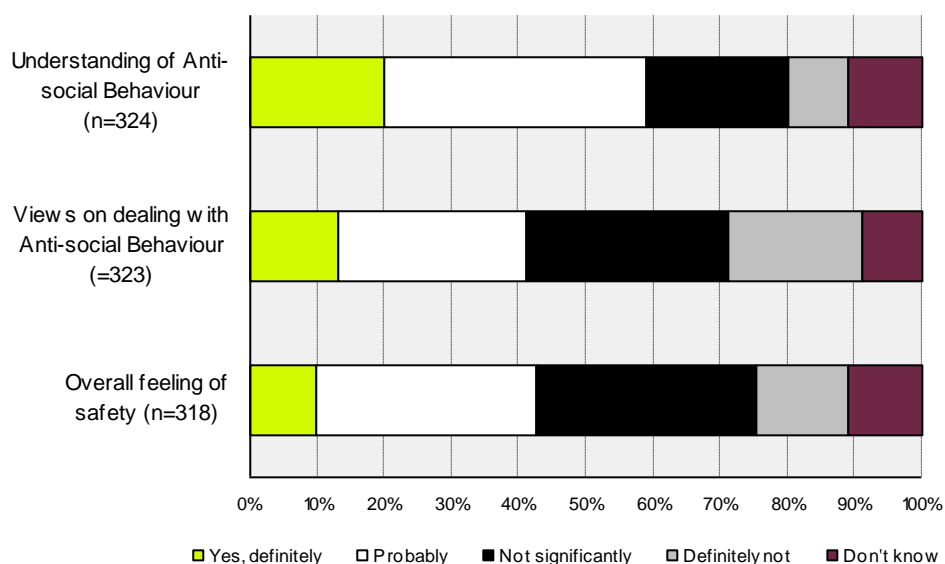
### Media influence

Respondents were asked if their understanding of anti-social behaviour, their views on dealing with anti-social behaviour and their overall feeling of safety was influenced by the media. Fifty nine percent thought their understanding of anti-social behaviour was probably or definitely influenced by the media, 43% thought their views on dealing with anti-social behaviour were probably or definitely influenced and 41% believed their overall feeling of safety was probably or definitely influenced by the media. Compared to previous surveys, the media now have more of an influence on each of these three areas.

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

	Is your understanding of Anti-social Behaviour influenced by the media?	Are your views on dealing with Anti-social Behaviour influenced by the media?	Do you think your overall feeling of safety is influenced by the media?
Yes, definitely	20%	10%	13%
Probably	39%	33%	28%
Not significantly	21%	33%	30%
Definitely not	9%	14%	20%
Don't know	11%	11%	9%
Base	324	323	318

**Figure 8 How much are the following influenced by the media?**



**Communication and information**

The questionnaire asked respondents whether they would consider using e-mail or the internet to report community safety issues. Only 13% (41 respondents) said they would, 4% for any crime and 9% for a minor crime. Almost a fifth (18%, 55 respondents) did not have access to the internet, 44% (140 respondents) would prefer to speak to the police and 16% (52 respondents) said it would depend on the situation. This is very much in line with Force area results.

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

	2009 Shetland area		2009 Force area
	No. (UW)	% (W)	% (W)
Yes, any crime	14	4%	7%
Yes, minor crime	27	9%	9%
No, don't have access to the internet	55	18%	21%
No, would prefer to speak to police	140	44%	39%
Maybe, depends on the situation	52	16%	17%
Don't know/no opinion	27	8%	8%
Base	315		2696

When asked about receiving general information from their local police and their partner agencies via text to a mobile phone, 12% (33 respondents) said they would be happy to do so. A third (82 respondents) would be willing to receive information via e-mail/internet and seven in ten (71%, 228 respondents) stated that they would like to see more information on community safety issues in their local newspaper.

Respondents were then asked if they would use a range of locations to access information on the services provided by their local police and partner agencies. In line with the Force area results, the post office (56%) and internet (55%) were cited as the most frequent response. As would perhaps be expected the internet was favoured by fewer respondents in 2005 (34%) and 2007 (42%).

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

	2005 Shetland area	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
			No. (UW)	% (W)	
Post office	50%	38%	146	56%	58%
Internet	34%	42%	140	55%	55%
Doctors' surgeries	33%	35%	115	45%	48%
Police stations	n/a	n/a	121	44%	49%
Library	32%	26%	101	41%	47%
Supermarket	29%	25%	98	39%	44%
Council office/service point	32%	24%	73	31%	54%
Bank	19%	9%	45	19%	30%
Courts	21%	16%	31	15%	14%
Procurator Fiscal Offices	n/a	n/a	30	14%	13%
Base	116	112	223 - 274		1763 - 2279

## 2.7 Priorities and improvements

This last section asked respondents three open questions on 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?

The three most frequently cited ways in which respondents feel Northern Constabulary and partners can improve services were more foot patrols/officers on the beat (26% compared to 40% in the Force area), satisfied with existing police service which was higher than the Force area at 19% compared to 11% and higher profile/visibility at 18% for both Shetland and Force area.

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

	2007 Shetland area ranked by frequency	2009 Shetland area			2009 Force area	
		Ranked by frequency	No. (UW)	% (W)	Ranked by frequency	% (W)
More foot patrols/officers on the beat	1	1	37	26%	1	40%
Satisfied with existing police service	2	2	29	19%	3	11%
Higher profile/visibility	3	3	26	18%	2	18%
Be more effective in dealing with drug related crime	n/a	4	17	11%	11	2%
More accessible/approachable/friendly	5	5	13	9%	7	4%
More community involvement/community policing	6	6	10	7%	4	8%
More information/communication incl. newsletters	4	7	9	6%	5	6%
Do more with young people/schools	9	8	8	5%	10	3%
Tougher stance on dangerous drivers	n/a	9	6	4%	6	5%
Be more effective in dealing with alcohol related crime	n/a	10	5	3%	14	1%
Improve manner in dealing with public victims etc.	8	11	2	2%	15	1%
Tougher stance generally	n/a	12	2	1%	16	1%
Recruit more officers	7	13	2	1%	8	4%
Less time on traffic offences, more on major crime	n/a	14	2	1%	12	2%
Keep local offices open incl. 24hr cover	n/a	15	1	1%	9	3%
Less paperwork/red tape/bureaucracy	n/a		0	0%	13	1%
Base	45	148			1563	

### Three main priorities

The clear priority stated by Shetland respondents for their local police and partner agencies was drugs (incl. drug dealing and drug-related crime/behaviour) with 73% of respondents stating this, almost twice the level of the Force area results (38%). This is in line with the 2007 survey results for Shetland. Road safety/speeding (36%) was the next most frequent response (similar to Force area results) and the third most frequently cited priority was drink related crime/behaviour (28%) which was higher than the Force area as a whole (19%).

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

	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
		No. (UW)	% (W)	
Drugs (incl. drug dealing and drug-related crime/behaviour)	72%	133	73%	38%
Road safety/speeding	34%	65	36%	37%
Drink-related crime/behaviour	31%	51	28%	19%
Crime prevention/law and order/public safety	14%	40	21%	35%
Anti-social behaviour	14%	35	21%	15%
Child protection/safety	n/a	26	13%	12%
Community policing	4%	24	13%	12%
Theft/property crime/vandalism/graffiti	5%	24	13%	9%
Under-age drinking	17%	24	12%	9%
Drink driving	29%	19	10%	6%
More police on streets/visibility/foot patrols	n/a	16	9%	24%
Other priorities	n/a	14	9%	11%
Public relations/accessibility	n/a	15	8%	10%
Integrate with youth groups/schools	6%	14	7%	7%
Education/advice	9%	11	6%	7%
Partnership working/liaison	2%	11	6%	2%
Tougher sentencing	n/a	10	6%	3%
Provide more facilities/activities for young people	n/a	8	4%	3%
Crime detection (incl prosecution)	2%	7	4%	7%
Violence/assault	7%	5	2%	4%
Quick response to reports of crime	n/a	3	2%	3%
Racism/discrimination	n/a	3	2%	2%
Protection of elderly/vulnerable adults	n/a	3	1%	1%
Youth behaviour on streets	11%	2	1%	5%
Dog fouling / littering	n/a	2	1%	3%
High standards/public confidence	n/a	2	1%	3%
Domestic abuse	n/a	2	1%	1%
Base	59	182		1739

### What respondents felt they could do to improve quality of life

Finally respondents were asked what they feel they could do to improve the quality of life in their area. The results were very much in line with the Force area results with the most frequently cited being report crime or suspicious behaviour (26%), support community activities/groups/campaign on local issues (24%) and nothing/too old (22%).

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

	2007 Shetland area	2009 Shetland area		2009 Force area % (W)
		No. (UW)	% (W)	
Report crime or suspicious behaviour	20%	34	26%	30%
Support community activities/groups/campaign on local issues	25%	32	24%	25%
Nothing/too old	25%	30	22%	17%
Be law-abiding	7%	17	13%	8%
Neighbourliness/be friendly	10%	15	12%	13%
Engender law-abiding behaviour	10%	6	5%	4%
Neighbourhood Watch	3%	4	3%	5%
Collect litter	0%	4	3%	3%
Better parenting	0%	4	3%	3%
Recycling/environmental care	0%	0	0%	1%
Base	29	131		1195

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# Appendix

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## 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 18<sup>TH</sup> 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?	
	1 year or less	<input type="checkbox"/> <sub>1</sub>
	Over 1 year but less than 2 years	<input type="checkbox"/> <sub>2</sub>
	2 or more but less than 5 years	<input type="checkbox"/> <sub>3</sub>
	5 years or more	<input type="checkbox"/> <sub>4</sub>

Q3	Compared with a year ago, how do you rate the area within 15 minutes walk of your home?	
	Now more safe	<input type="checkbox"/> <sub>1</sub>
	Now less safe	<input type="checkbox"/> <sub>2</sub>
	About the same	<input type="checkbox"/> <sub>3</sub>
	Did not live here a year ago	<input type="checkbox"/> <sub>4</sub>
	No opinion	<input type="checkbox"/> <sub>5</sub>

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"/> <sub>1</sub>
	A fairly safe area	<input type="checkbox"/> <sub>2</sub>
	Rather unsafe area	<input type="checkbox"/> <sub>3</sub>
	A very unsafe area	<input type="checkbox"/> <sub>4</sub>
	No opinion	<input type="checkbox"/> <sub>5</sub>

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

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

**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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

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

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

**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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
02	Gender identity	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
03	Sexual orientation	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
04	Mental health	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
05	Learning disability	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
06	Physical disability	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
07	Religion or belief (including non-belief)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
08	Philosophical beliefs	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
09	Age	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
10	Other (please write in)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

**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

<b>Q13</b>	<b>Did your report to the police result in criminal proceedings?</b>		
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	
<b>If you don't know, why is this?</b>			

<b>Q14</b>	<b>If your report did result in criminal proceedings, how satisfied were you with the outcome?</b>						
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
<b>If not satisfied or not at all satisfied, why not?</b>							

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

## 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.

<b>Q16</b>	<b>Have you seen your local Community Plan?</b>		
	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

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

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

Yes 1      No 2      Don't know 3

**If not, why not?**

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

Yes \_1 Please continue No \_2 Please go to Q21

If yes, what were they?

**Q20** Do you feel that the consultation was worthwhile?

Yes \_1 Please go to Q21 No \_2 Please continue

If not worthwhile, why do you say this?

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

Yes \_1 No \_2

## COURT SERVICE

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

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

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

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

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

## POLICE SERVICES AND COMMUNITY SAFETY

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

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

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"/> <sub>1</sub>
Residential areas	<input type="checkbox"/> <sub>2</sub>
Villages	<input type="checkbox"/> <sub>3</sub>
Pubs / night clubs / venues	<input type="checkbox"/> <sub>4</sub>
Known trouble spots	<input type="checkbox"/> <sub>5</sub>
Areas of traffic danger	<input type="checkbox"/> <sub>6</sub>
Shops	<input type="checkbox"/> <sub>7</sub>
Outside schools	<input type="checkbox"/> <sub>8</sub>
Play parks	<input type="checkbox"/> <sub>9</sub>
Other, please write below	<input type="checkbox"/> <sub>10</sub>

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

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

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

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

## 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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
02	To report a minor crime	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
03	To report information about something suspicious	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
04	To report a nuisance or disturbance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
05	To report a road traffic accident / incident	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
06	To report other information	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
07	To ask for advice or information	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
08	Firearm/shotgun enquiry	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
09	Lost/found property	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
10	Missing person	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>
11	Other (please specify)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>

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"/> <sub>1</sub> Please continue
No	<input type="checkbox"/> <sub>2</sub> 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"/> <sub>1</sub>	What is being done to improve road safety	<input type="checkbox"/> <sub>6</sub>
Police achievements/successes	<input type="checkbox"/> <sub>2</sub>	What is being done to make your community safer	<input type="checkbox"/> <sub>7</sub>
More information about police officers job/how they spend their day	<input type="checkbox"/> <sub>3</sub>	How we are spending on policing in your area	<input type="checkbox"/> <sub>8</sub>
What is being done to reduce and prevent crime	<input type="checkbox"/> <sub>4</sub>	How you can help the police, e.g. Neighbourhood Watch, appeals	<input type="checkbox"/> <sub>9</sub>
What is being done to promote equality and prevent discrimination	<input type="checkbox"/> <sub>5</sub>	Other (please specify below)	<input type="checkbox"/> <sub>10</sub>

<b>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?</b>			
<b>a) How you currently find out</b>		<b>b) How you would prefer to find out</b>	
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

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

<b>Q39 What was the campaign about?</b>	

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## PRIORITIES AND IMPROVEMENTS

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

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

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

## 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.

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

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

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

**Q55 How would you describe your ethnic group?**

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

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

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

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

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

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

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

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

**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 18<sup>TH</sup> SEPTEMBER or use the freepost address given on page 1.**

**Contact details for the survey partners are:**

Northern Constabulary: [www.northern.police.uk](http://www.northern.police.uk)

Highland Council: [www.highland.gov.uk](http://www.highland.gov.uk)

Comhairle nan Eilean Siar: [www.cne-siar.gov.uk](http://www.cne-siar.gov.uk)

Procurator Fiscal Service: [www.crownoffice.gov.uk](http://www.crownoffice.gov.uk)

Scottish Court Service: [www.scotcourts.gov.uk](http://www.scotcourts.gov.uk)