

Final Report November 2009

Northern Constabulary – Community Consultation 2009 – Outer Hebrides Report

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

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1 Introduction

1.1 Background

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

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

1.2 Method

The survey was conducted by post and sent out to a total of 9,000 residents of Northern Constabulary area. Over 1,000 were distributed around the Outer Hebrides 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 the Outer Hebrides there was a slightly lower response rate (32%) and a confidence interval of $\pm 4.9\%$ which is more robust than the 2007 survey which had a confidence interval of $\pm 9.5\%$. 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
Outer Hebrides	1,198	383	32.0%	$\pm 4.9\%$	105	$\pm 9.5\%$
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 Outer Hebrides. The demographic breakdown for the 2009 survey was similar to the profiles in previous years. The only concern with regard to the representativeness of the data is with the age groups. There was a smaller proportion of younger aged respondents than older aged respondents which biases the results towards the older age groups.

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

Table 2 Gender

	No. (UW)	% (UW)	% (W)
Male	171	45%	49%
Female	212	55%	51%
Base	383	100%	100%

Table 3 Age

	No. (UW)	% (UW)	% (W)	% (2001 Census)
24 and under	7	2%	2%	8%
25-44	76	20%	20%	33%
45-64	161	43%	43%	35%
65+	132	35%	35%	24%
Base	376	100%	100%	100%

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

	No. (UW)	% (UW)	% (W)
With children	93	25%	25%
Without children	277	75%	75%
Base	370	100%	100%

Table 5 Ethnicity (broad categories)

	No. (UW)	% (UW)	% (W)
White British	368	98%	98%
Other	6	2%	2%
Base	374	100%	100%

Table 6 Language

	No. (UW)
Gaelic/Gàidhlig	114
Polish	0
Scots/Scottish	0
Shetland	0
Orcadian	0
Greek	1
Other	1
Base	116

Table 7 Religious denomination

	No. (UW)	% (UW)	% (W)
None	46	12%	13%
Protestant	247	66%	67%
Roman Catholic	53	14%	14%
Other Christian	15	4%	4%
Buddhist	0	0%	0%
Hindu	1	0%	0%
Jewish	0	0%	0%
Muslim	0	0%	0%
Sikh	0	0%	0%
Other	5	1%	1%
Base	367	100%	100%

Table 8 Sexual orientation

	No. (UW)	% (UW)	% (W)
Heterosexual	301	99%	99%
Lesbian	0	0%	0%
Gay	0	0%	0%
Bisexual	4	1%	1%
Other	0	0%	0%
Base	305	100%	100%

Table 9 Disability

	No. (UW)	% (UW)	% (W)
Yes	64	18%	18%
No	298	82%	82%
Base	362	100%	100%

Table 10 Type of area

	No. (UW)	% (UW)	% (W)
A city	0	0%	0%
A large town	10	3%	3%
A small town	65	17%	19%
A large village	54	14%	14%
A small village	187	50%	49%
An isolated rural area	58	16%	15%
Base	374	100%	100%

Table 11 Housing tenure

	No. (UW)	% (UW)	% (W)
Rented from the Council	34	9%	10%
Owner occupied	318	85%	84%
Other rented	15	4%	4%
Other	8	2%	2%
Base	375	100%	100%

Table 12 Scottish ACORN classification

	No. (UW)	% (UW)	% (W)
A - Affluent families	22	6%	6%
B – Older prosperity	38	10%	12%
C – Settled families	6	2%	2%
D – Rural areas	227	59%	55%
E – City lifestyle	0	0%	0%
F – Young workers	3	1%	1%
G – Traditionally comfortable	45	12%	12%
H – Developing Families	23	6%	6%
I – Poor pensioners	19	5%	6%
J – Struggling singles	0	0%	0%
U – Other	0	0%	0%
Base	383	100%	100%

2 Key findings

2.1 Introduction

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

2.2 Perceptions and attitudes towards crime

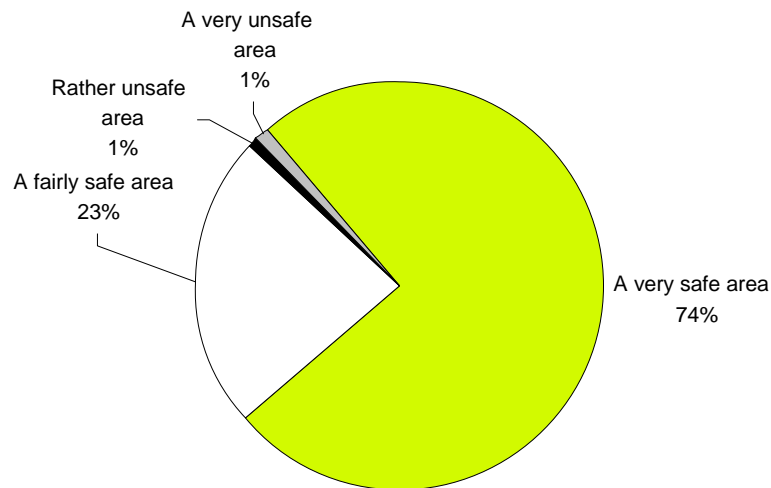
The Outer Hebrides results are in line with the Northern Constabulary in terms of how long respondents have been in their present home. Eighty four percent (322 respondents) have been in their home for five years or more, 11% (43 respondents) between two and five years and just 5% (17 respondents) have been in their home less than two years. The results have not varied significantly between 2005 and 2009.

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

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
1 year of less	2%	3%	6	2%	1%
Over 1 year but less than 2 years	3%	6%	11	3%	4%
2 or more but less than 5 years	7%	15%	43	11%	16%
5 years or more	89%	77%	322	84%	79%
Base	106	105	382		2826

Almost three quarters (74%, 286 respondents) rated the area within fifteen minutes walk of their home as a very safe place to live and a further 23% (88) felt it was a fairly safe area. This is similar to the overall Force area results with 96% stating their area was fairly safe or very safe and is also consistent with previous surveys. Those living in urban areas were less likely to rate their area as very safe compared to the more rural and remote areas.

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



n=383

A high percentage (87%, 331 respondents) felt the area within fifteen minutes walk of their home was about the same as a year ago, and this figure has been fairly consistent since 2005. Fewer respondents thought the area was now less safe than in previous surveys (7% compared to 10% in 2007 and 11% in 2005) and this figure is also slightly lower than the Force area figure of 12%. Five percent (18 respondents) thought the area was safer, as did 5% in 2007 which was an increase on the 1% in 2005.

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

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
Now more safe	1%	5%	18	5%	4%
About the same	85%	86%	331	87%	82%
Now less safe	11%	10%	30	7%	12%
Did not live here a year ago	0%	0%	2	1%	1%
No opinion	3%	0%	0	0%	1%
Base	106	105	381		2825

Community safety concerns

Driving at excessive speed (74%), dangerous driving (56%), rubbish or litter lying around (51%) and alcohol misuse (52%) were all cited by more than half of respondents as a major and minor concern, as was the case when looking at the overall Force data. However, availability of young people and stray dogs/dog fouling were slightly less of a concern for respondents from the Outer Hebrides (49% compared to 56% and 45% compared to 55%, respectively) than in the Force area as a whole. Other areas of lesser concern included rowdy or drunken behaviour (32% compared to 47%), vandalism, graffiti and deliberate damage (29% compared to 42%), people using drugs (31% compared to 41%) and anti-social behaviour (22% compared to 37%). When comparing the 2009 results with 2007, there has been an increase in how much of a concern rubbish or litter lying around is (51% compared to 37%), availability of alcohol to young people (49% compared to 31%) and people dealing in drugs (28% compared to 19%).

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

	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
		No. (UW)	% (W)	
Driving at excessive speed	74%	283	74%	73%
Dangerous driving	56%	216	56%	61%
Alcohol mis-use	51%	199	52%	51%
Rubbish or litter lying around	37%	192	51%	56%
Availability of alcohol to young people*	31%	184	49%	56%
Drink/drugs driving	43%	183	49%	49%
Stray dogs/dog fouling	29%/47%	173	45%	55%
Bullying of young people in school	n/a	123	33%	33%
The safety and protection of children	n/a	122	33%	40%
Rowdy or drunken behaviour	25%	121	32%	47%
People using drugs	27%	118	31%	41%
Vandalism, graffiti and deliberate damage	23%	103	29%	42%
People dealing in drugs	19%	107	28%	35%
Bullying of young people out of school	n/a	99	27%	29%
Anti-social behaviour	n/a	83	22%	37%
Anti-social neighbours	13%	64	17%	24%
Things being stolen from cars	11%	63	17%	19%
Cars being stolen	12%	59	16%	17%
Domestic abuse	8%	55	15%	15%
Solvent abuse/glue sniffing	8%	55	14%	18%
Discrimination or hate crimes*	9%	52	14%	13%
Break-ins to houses	5%	42	11%	27%
Noise from local pubs and clubs	3%	29	7%	13%
Bullying of young people, in or out of school	27%	n/a	n/a	n/a
Base	105	376 - 381		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?

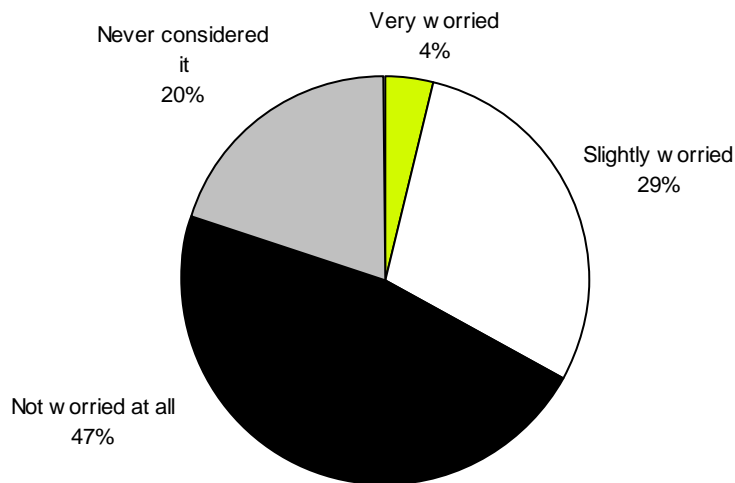
	You	Health Service	Police	Council	Parents	Community/ environ'l wardens	Teachers	Procurator Fiscal Service	Courts	Base
01 Anti-social neighbours	14%	2%	80%	47%	16%	13%	2%	15%	25%	357
02 Anti-social behaviour	10%	3%	86%	28%	28%	11%	7%	20%	32%	353
03 Availability of alcohol to young people	10%	13%	66%	33%	58%	10%	12%	16%	20%	354
04 Rowdy or drunken behaviour	4%	3%	94%	11%	21%	10%	4%	20%	26%	363
05 Rubbish or litter lying around	27%	4%	13%	78%	22%	39%	11%	6%	6%	364
06 Vandalism, graffiti and deliberate damage	7%	1%	84%	39%	29%	26%	11%	15%	21%	360
07 Stray dogs/dog fouling	20%	7%	28%	57%	11%	47%	1%	6%	9%	344
08 People using drugs	6%	35%	89%	11%	29%	8%	18%	26%	35%	355
09 People dealing in drugs	6%	11%	93%	8%	16%	7%	8%	35%	48%	358
10 Noise from local pubs or clubs	3%	2%	75%	47%	2%	17%	0%	13%	14%	344
11 Break-ins to houses	6%	0%	97%	5%	6%	7%	1%	28%	40%	355
12 Cars being stolen	6%	0%	97%	2%	7%	6%	2%	29%	38%	355
13 Things being stolen from cars	8%	0%	97%	2%	8%	6%	1%	27%	36%	352
14 Dangerous driving	7%	1%	98%	6%	7%	4%	2%	27%	41%	366
15 Driving at excessive speed	7%	1%	97%	9%	6%	4%	2%	25%	40%	367
16 Discrimination or hate crimes	9%	2%	90%	15%	16%	8%	14%	26%	43%	342
17 Domestic abuse	9%	26%	88%	14%	11%	6%	4%	29%	40%	340
18 Bullying of young people in school	11%	6%	29%	37%	53%	7%	77%	8%	9%	349
19 Bullying of young people out of school	14%	7%	56%	23%	66%	12%	26%	12%	15%	348
20 Solvent abuse/glue sniffing	6%	32%	75%	15%	43%	12%	25%	15%	20%	349
21 Drink/drugs driving	8%	11%	96%	8%	12%	4%	4%	31%	44%	354
22 Alcohol mis-use	13%	48%	64%	17%	29%	8%	11%	17%	21%	353
23 The safety and protection of children	34%	39%	63%	53%	67%	23%	48%	24%	32%	360

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 (33%, 124 respondents) were either very worried or slightly worried about becoming a victim of crime (lower than Force area at 51% and slightly higher than previous surveys at 28%). Almost half (47%, 176 respondents) were not worried at all and a fifth (20%, 75 respondents) had never considered it. Those with children, living in urban areas were more likely to respond that they were very worried or slightly worried about becoming a victim of crime.

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



n=375

Respondents were then asked about their fear of becoming a victim of specific crimes. There was a significantly lower proportion of respondents who feared almost all of the crimes compared to the Force average as can be seen in the table below. There was not much change in how the crimes were ranked in terms of how worried people were about them between the three surveys.

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

	2005 Outer Hebrides area (ranking)	2007 Outer Hebrides area (ranking)	2009 Outer Hebrides area (ranking)	2009 Outer Hebrides area		2009 Force area % (W)
				No. (UW)	% (W)	
Being attacked by someone under the influence of alcohol	1	4	1	136	36%	49%
Vandalism or deliberate damage to your home, property or car	2	1	2	130	35%	57%
Having your home broken into	4	3	3	129	34%	56%
Having your car stolen or broken into	3	2	4	127	34%	48%
Being attacked, assaulted or robbed in the street	5	6	5	110	29%	49%
Being insulted or threatened	7	5	6	94	25%	37%
Being attacked, assaulted or robbed in your own home	6	7	7	61	16%	32%
Being the victim of an attempted rape, rape or other serious sexual offence	8	8	8	49	12%	21%
Becoming the victim of a crime because of my religion	9	9	9	18	5%	4%
Becoming the victim of a crime because of my race	9	10	10	16	4%	5%
Being a victim of domestic abuse	9	11	11	11	3%	4%
Base	106	105	371 - 380			2704-2772

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

The next question related specifically to hate incidents. Respondents were asked if they were worried about suffering discrimination or being subjected to a hate incident on the grounds of characteristics highlighted in Table 18 below. The figures are given for those respondents who were either very worried or slightly worried. Results were similar to the Force area data. However, being subjected to hate incidents because of age and physical disability were less of a worry, whereas on the grounds of religion or belief was more of a concern, although less so than in previous surveys.

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 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
Age	12%	13%	27	8%	13%
Religion or belief (including non-belief)	9%	10%	23	6%	3%
Mental health	6%	4%	13	4%	4%
Race or ethnic origin	3%	1%	13	3%	3%
Physical disability	5%	3%	12	3%	6%
Philosophical beliefs	n/a	n/a	7	2%	2%
Gender identity*	1%	2%	5	1%	2%
Learning disability	6%	2%	5	1%	2%
Sexual orientation	1%	1%	4	1%	2%
Base	106	105	371-379		2732 - 2751

*Reworded in 2009 survey

The next question asked whether respondents felt the law protected them from hate crimes. Just over half (53%, 195 respondents) stated that it did, 8% (27 respondents) said it did not and 39% (146) were unsure. Again, these are very similar results to the Force area.

Precautions against crime

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

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

	2009 Outer Hebrides area		2009 Force area
	No. (UW)	% (W)	% (W)
Make sure your home is adequately secured	302	82%	90%
Make sure your vehicle is adequately secured	278	79%	87%
Carry a mobile phone	178	47%	64%
Avoid certain places	131	34%	58%
Mark your property in case it is stolen	121	33%	39%
Avoid going out when it is dark	68	18%	37%
Avoid going out at certain times	67	17%	35%
Avoid going out alone	65	17%	34%
Take self-defence classes	12	4%	5%
Base	355 - 375		2603 - 2734

Victims of crime

Respondents were then asked if they had been a victim of crime in the past year. Six percent of respondents (19 respondents) from Outer Hebrides had been a victim of crime in the previous year compared to 8% of the Force area. When looking at the previous surveys, 3% had been a victim of crime in 2007 and 7% in 2005. The types of crime cited in the 2009 survey are detailed in the table below.

Table 20 What type of crime was it?

	2009 Outer Hebrides area No. (UW)
Vandalism	3
Theft	4
Assault, abuse (verbal, physical, racist) , rape	3
Fraud/identity theft	2
Property break in	2
Antisocial behaviour/neighbours	2
Other crime	2
Base	18

Thirteen 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 (2);
- dealt with by other source (2); and
- minor incident/didn't want to bother police (1).

Five of the thirteen who had reported it to the police said it had resulted in criminal proceedings, six said it did not and two were unsure (one said they had not heard from the police). Those whose report did result in criminal proceedings were asked how satisfied they were with the outcome. One was very satisfied, two were satisfied, 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 said they were, one was not because after the initial statement they heard no more, and two were unsure.

2.3 Community Planning

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

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

	2003	2005	2007	2009
Comhairle nan Eilean Siar area	13%	14%	31%	8%
Force area average	14%	18%	12%	13%

Respondents were asked to indicate the priority they felt should be assigned to a range of issues in their community plan. As can be seen from the table below the results for the Outer Hebrides are very much in line with the previous survey and the Force results. The key priorities were reducing unemployment (93%), protection of children from harm (92%), improving the availability of activities for young people, improving roads and transport links and improving road safety which were all prioritised by 89% of respondents.

Table 22 Community plan priorities ranked by top and medium priorities

	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
		No. (UW)	% (W)	
Reducing unemployment	90%	342	93%	90%
Protection of children from harm*	85%	336	92%	92%
Improving the availability of activities for young people*	85%	326	89%	89%
Improving roads and transport links	88%	325	89%	86%
Improving road safety	90%	323	89%	85%
Improving access to learning opportunities	n/a	318	87%	81%
Reducing drug/alcohol/solvent mis-use	85%	317	86%	88%
Reducing drug dealing	85%	310	85%	87%
Increasing availability of affordable housing	92%	306	85%	79%
Improving quality of housing	80%	291	81%	73%
Reducing youth crime	80%	292	80%	85%
Reducing anti-social behaviour	82%	291	80%	83%
Reducing crime	77%	287	78%	85%
Reducing violent crime	76%	283	78%	84%
Increasing business investment	73%	276	78%	69%
Improving access to local health services	84%	275	77%	76%
Reducing sexual offences	n/a	276	76%	79%
Improving access to technology	58%	263	73%	63%
Improving the management of sexual offenders	n/a	261	72%	73%
Recognising equality and diversity	65%	248	69%	66%
Increasing rural development	72%	247	69%	53%
Increasing availability of sports and leisure facilities	66%	245	69%	63%
Reducing discrimination or hate crimes*	65%	221	61%	63%
Improving public transport	44%	212	60%	64%
Improving access to arts and culture	32%	135	38%	34%
Base	105	354 - 368		2609 - 2706

*Reworded in 2009 survey

Child protection

Respondents were asked if they had confidence that Highlands & Islands agencies are effective in the protection of children. Almost half (48%, 169 respondents) said they were confident, which is higher than the Force figure of 37%, 45% (163 respondents) did not know and 7% (24 respondents) were not confident. Those who were not confident were asked why and those who responded 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?

	Outer Hebrides area No. (UW)
Failures/mistakes by social services/agencies	9
News reports/knowledge of abuse to children	4
Not enough or inefficient inter-agency working	1
Need better checking/monitoring of people living near/working with children	1
Other reasons	4
Base	16

Participation in community consultation

Only 4% (14) of Outer Hebrides respondents stated that they had been involved in previous consultations from the partner agencies, the same as the Force results. They were:

Table 24 Participation in community consultation

	Outer Hebrides area No. (UW)
Surveys	3
Transport/roads consultation	2
Local plan/CPP	1
Local planning/development consultation	1
Other consultations	8
Base	12

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

2.4 Court Service

Respondents were asked if they had attended the High Court, Sheriff Court or a District/Justice of the Peace Court within the last two years specifically in a particular type of capacity. No comparable data are available from 2007 since the question was asked in a different way i.e. the 2009 question specifically asked if respondents had attended court **within the last two years**. This was to ensure respondents could comment on recent experience. Very few respondents had attended (23). Reasons for attendance are detailed in the table below.

Table 25 Have you attended the High Court, a Sheriff Court or a District / Justice of the Peace Court within the last two years in any of the following capacities?

	2009 Outer Hebrides area		2009 Force area % (W)
	No.	% (W)	
Juror (incl. serving/not selected)	7	30%	37%
Witness in a criminal case/supporter of a witness	4	19%	18%
As part of a job	4	17%	13%
Accused in criminal case/supporter of accused	4	19%	12%
Spectator/tourist unconnected with court cases	2	9%	12%
Civil litigant or witness in civil case/supporter	3	12%	8%
Attending Fines Enquiry/Enforcement Court/Fines Office	0	0%	6%
Victim in criminal case/supporter of victim	0	0%	6%
Base	23		196

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

Those who had attended court in the above capacities were asked how satisfied they were with their experience of attending court. Around three quarters (76%, 15 respondents) were either very satisfied or satisfied with their experience of court, the same proportion as the Force results.

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

- due to length of time I had to wait (3);
- the overall court process (3); and

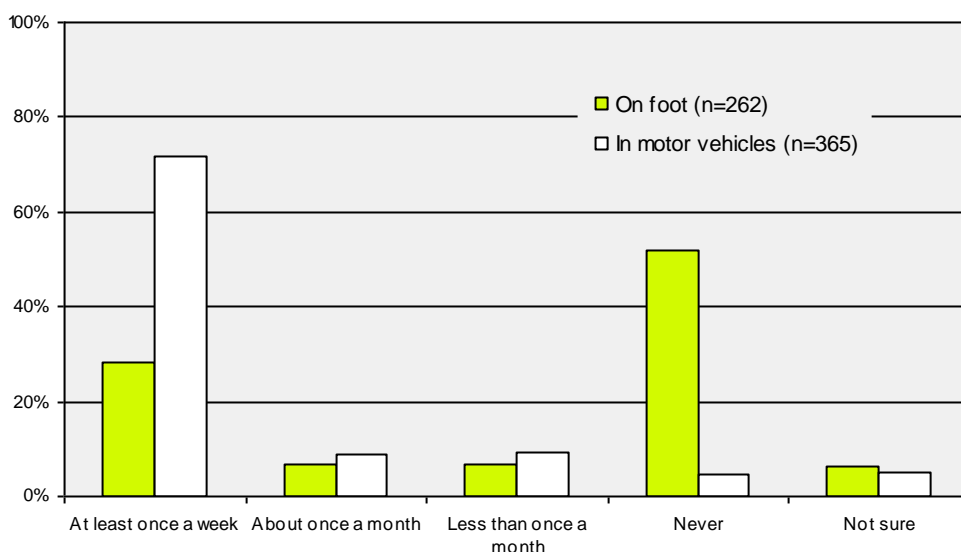
- lack of information on what I was expected to do or what was happening (1)
- the defendant – who was clearly guilty – walked away (1).

2.5 Police Services and community safety

Police patrols

Respondents were asked how often they saw police officers patrolling on foot and in motor vehicles. More than a quarter (29%, 72 respondents) usually saw police officers patrolling on foot at least once a week compared to 72% (257 respondents) who saw police officers patrolling in motor vehicles at least once a week. Seven percent (18 respondents) saw police officers on foot about once a month and the same proportion said less than once a month. Nine percent (33 respondents) saw them patrolling in motor vehicles about once a month and 9% (36 respondents) less than once a month. There was, however, a large difference in the proportion of respondents who never saw police patrolling. More than half (52%, 137 respondents) said they never saw police patrol on foot, whereas only 5% (18 respondents) never saw them patrol in vehicles.

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



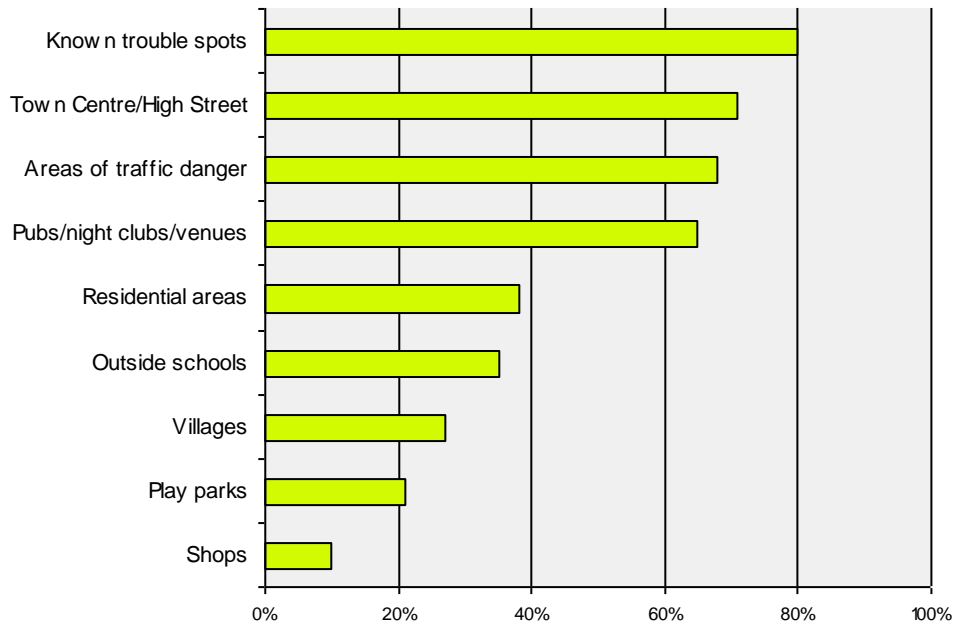
Almost half (47%, 167 respondents) felt the amount of police patrolling they saw was about right, and just over a third (36%, 132 respondents) felt there was too little. Only 1% (3 respondents) thought they saw too much and 15% (55 respondents) had no opinion. Results were fairly similar to the Force area although people were less likely to feel there was too little patrolling and more likely to feel it was about right. The 2009 results were more in line with the 2005 survey than the 2007.

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

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
Too much	0%	0%	3	1%	0%
About right	46%	37%	167	47%	37%
Too little	38%	49%	132	36%	50%
No opinion	17%	14%	55	15%	13%
Base	106	105	357		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?

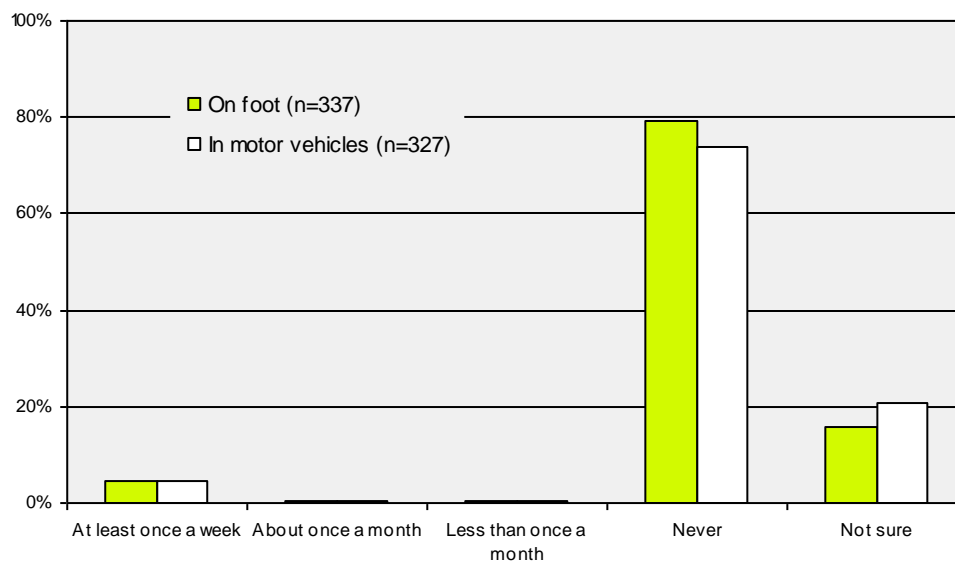


n=369

Community warden/environmental officer patrols

Almost three quarters (74%, 241 respondents) had never seen community wardens/environmental officers patrolling on foot and an even higher percentage (79%, 265 respondents) had never seen them on foot. There was also a high proportion stating they were not sure if they had seen community wardens/environmental officers patrolling on foot (16%, 54 respondents) or in motor vehicles (21%, 69 respondents).

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

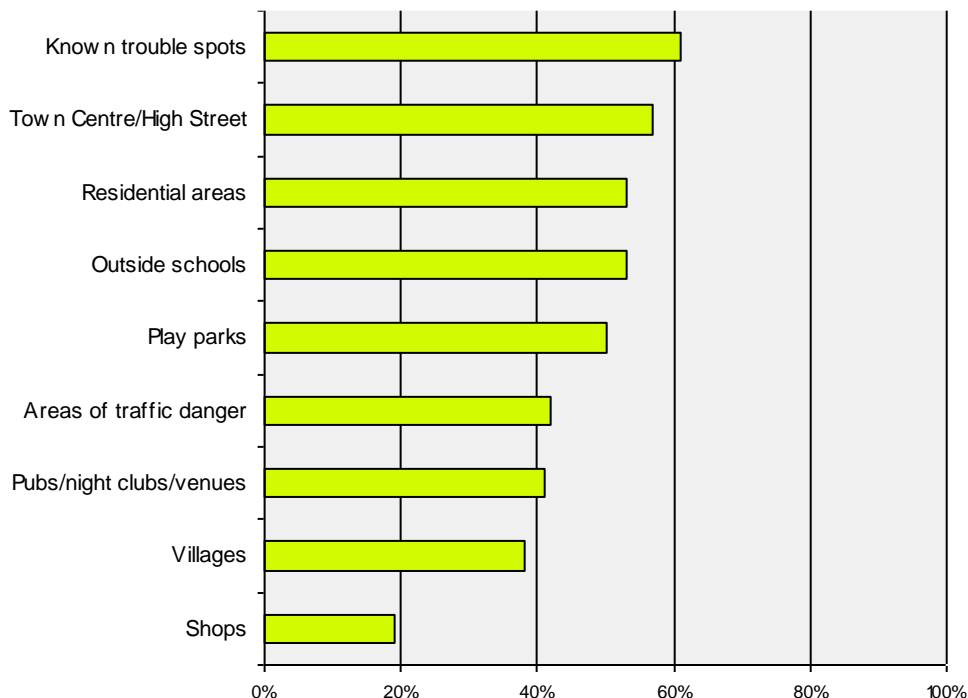


When asked what they thought about the amount of patrolling they saw undertaken by community wardens/environmental officers almost two thirds (65%, 219 respondents) had no

opinion. Twenty eight percent (95 respondents) thought there was too little and 6% (22 respondents) said it was about right.

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=325

Awareness of Crimestoppers/Northern Constabulary phone line

Seven in ten (70%, 252 respondents) were aware of Crimestoppers although only 2% (8 respondents) had used it. Forty one percent (140 respondents) were aware of the Northern Constabulary confidential phone line but again very few had used it (3%, 11 respondents).

Security and safety initiatives

Table 27 shows the percentage of respondents who were aware of certain security and safety initiatives in their area. Respondents from the Outer Hebrides were less aware of laws banning drinking alcohol in public places, TV/media campaigns, CCTV, the Northern Camera Safety Partnership and youth diversionary activities than those in the Force area, but more aware of the young person ID scheme and safety and healthy lifestyle initiatives. Awareness of the other initiatives was very much in line with the Force data. For the most part, awareness of the initiatives that were also addressed in the 2005 and 2007 survey have increased.

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

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No.(UW)	% (W)	
Laws banning drinking alcohol in public places	53%	44%	184	50%	57%
TV/media campaigns	34%	35%	145	39%	44%
Young person ID scheme	21%	25%	135	36%	30%
Closed circuit television	27%	31%	114	31%	38%
Safety and Healthy lifestyle initiatives	n/a	n/a	112	29%	21%
Anti-social Behaviour Orders	13%	14%	89	25%	25%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	17%	23%	76	22%	19%
Community Safety Initiatives	7%	12%	48	13%	12%
Anti-hate & discrimination campaigns	n/a	n/a	29	8%	10%
Northern Camera Safety Partnership	n/a	n/a	16	4%	12%
Youth diversionary activities	n/a	n/a	15	4%	9%
Base	106	105	375		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, TV/media campaigns, closed circuit television, and ASBOs.

Neighbourhood/Farm/Water/Boat/Pub was within the top four at Force area level however was considered by fewer respondents in the Outer Hebrides to have improved community safety, and less so than in previous surveys.

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

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
Laws banning drinking alcohol in public places	52%	48%	193	59%	62%
TV/media campaigns	41%	36%	123	39%	39%
Closed circuit television	47%	41%	127	38%	48%
Anti-social Behaviour Orders	30%	29%	120	38%	41%
Safety and Healthy lifestyle initiatives	n/a	n/a	117	37%	35%
Young person ID scheme	36%	31%	124	36%	38%
Community Safety Initiatives	27%	28%	108	34%	35%
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	31%	33%	99	32%	39%
Anti-hate & discrimination campaigns	n/a	n/a	74	24%	26%
Youth diversionary activities	n/a	n/a	57	17%	27%
Northern Camera Safety Partnership	n/a	n/a	52	17%	26%
Base	106	105	316 - 338		2428 - 2566

2.6 Information and communication

Preferences on contacting the police

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

Table 29 How would you prefer to contact the police in each of the following situations?

	Phone 999/ text-phone	Phone local police station	Phone NC conf'l line	Visit local police station	To police officer on patrol	Email/ internet	Mobile phone, text, picture image
To report a serious crime (n=372)	58%	38%	4%	1%	2%	1%	-
To report a minor crime (n=368)	6%	82%	2%	9%	4%	0%	0%
To report information about something suspicious (n=367)	5%	72%	10%	9%	4%	1%	1%
To report a nuisance or disturbance (n=366)	6%	82%	7%	4%	2%	-	0%
To report a road traffic accident/incident (n=368)	59%	40%	0%	1%	1%	-	1%
To report other information (n=364)	4%	68%	11%	16%	1%	2%	1%
To ask for advice or information (n=369)	2%	61%	5%	30%	2%	3%	1%
Firearm/ shotgun enquiry (n=361)	6%	61%	4%	29%	1%	1%	-
Lost/found property (n=368)	1%	56%	1%	42%	0%	1%	-
Missing person (n=367)	15%	64%	2%	22%	0%	-	-

Information on police and partner agencies

Respondents were asked if they ever felt they would like more information about the work of their local police and their partner agencies. Just over a third (36%, 135 respondents) stated that they would like more information.

Those who said they would like more information were asked what type of information they would prefer. This type of information is highlighted in the table below. Respondents in the Outer Hebrides were particularly interested in receiving information on what is being done to improve road safety, 75% of respondents compared to 59% in the Force area.

The proportion of respondents who would prefer information on the following issues has reduced consistently since 2005:

- general police work in your area;
- what's being done to reduce and prevent crime; and
- how you can help the police.

The proportion of respondents who would prefer the other types of information has fluctuated since 2005. This can be seen in the table below.

Table 30 What type of information would you like?

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
General police work in your area	81%	78%	97	73%	78%
What is being done to reduce and prevent crime	74%	66%	72	55%	69%
What is being done to make your community safer	69%	52%	85	64%	67%
What is being done to improve road safety	74%	68%	100	75%	59%
How you can help the police	47%	44%	46	35%	43%
How we are spending on policing in your area	39%	57%	51	39%	42%
Police achievements/successes	41%	37%	51	38%	41%
More information about police officers job/how they spend their day	42%	63%	55	42%	40%
What is being done to promote equality and prevent discrimination*	23%	12%	28	21%	21%
Base		54	132		1041

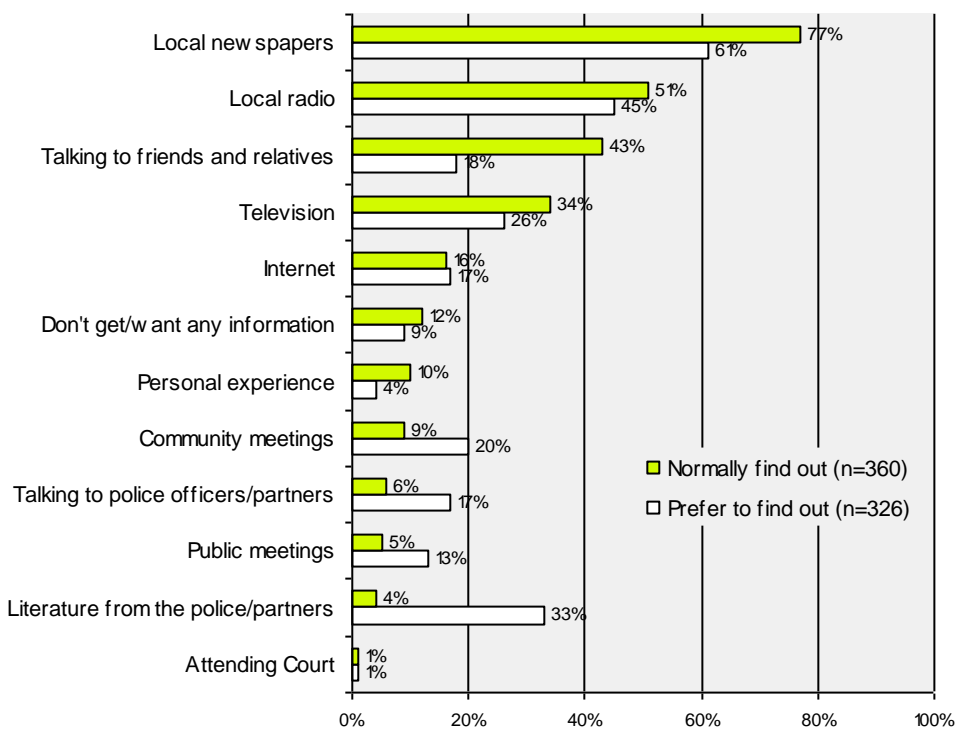
*Reworded in 2009 survey

The next question asked respondents how they normally find out about the work of their local police, Procurator Fiscal, Court Service and their local authority partners and how they would prefer to find out in the future. The results are compared in the chart below. Compared to previous surveys, more 2009 respondents cited getting information from a range of sources and less said they did not get any information.

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

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

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



Awareness of community safety initiative

The questionnaire asked whether respondents had been aware of a community safety campaign or initiative during the last six months. Just 7% (26 respondents) stated that they had been aware of an initiative; these were on the following topics highlighted in table 31 below. There were half a dozen cited at Force area that were not raised by those from the Outer Hebrides.

Table 31 What was the campaign about?

	2009 Outer Hebrides area No. (UW)	2009 Force area No. (UW)
Speeding	9	54
Wearing seatbelts	4	33
Road safety	3	31
Drink driving	2	43
Road safety for children around/on way to school/on bikes	1	10
Alcohol misuse	1	6
Use of mobile phone while driving	0	7
Underage drinking	0	6
Drug misuse	0	6
Drug driving	0	4
Blue Light Disco	0	4
Child car seats	0	2
Other campaigns	3	29
Base	19	167

Those who were aware of a campaign were asked how they were made aware of it. Almost three quarters (72%, 19 respondents) were aware of the initiative from a local newspaper, more than half (56%, 14 respondents) from the local radio, a quarter (25%, 6 respondents) from talking to friends/relatives and 23% (6 respondents) from local TV. There appeared to be more awareness raising generally compared to 2007, however much less were made aware of campaigns by leaflets or newsletters than in the previous survey.

Table 32 How were you made aware of the campaign?

	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
		No. (UW)	% (W)	
Local newspaper	57%	19	72%	68%
Local radio	28%	14	56%	49%
Talking to friends/relatives	0%	6	25%	21%
Local TV	0%	6	23%	19%
Internet	0%	1	5%	8%
Leaflet or newsletter	72%	2	7%	8%
Talking to a police officer	0%	0	-	6%
Local meeting/community council	n/a	0	-	2%
Other	30%	1	4%	7%
Base	9	26		203

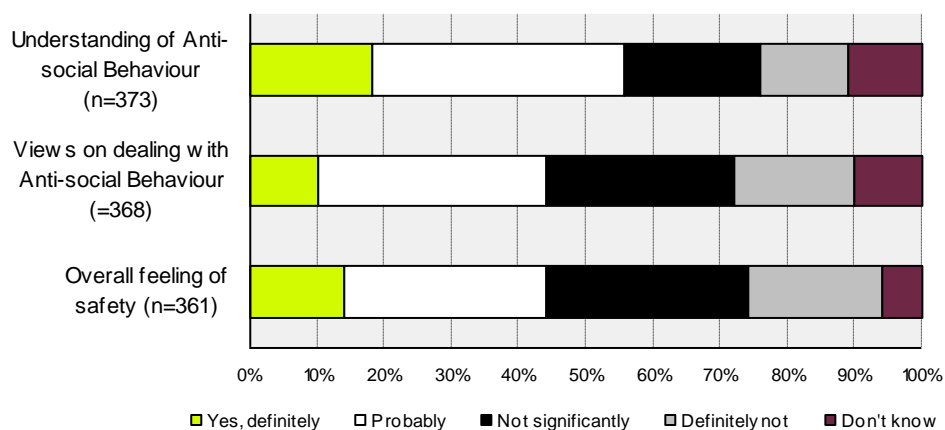
Media influence

Respondents were asked if their understanding of anti-social behaviour, their views on dealing with anti-social behaviour and their overall feeling of safety is influenced by the media. More than half (55%) thought their understanding of anti-social behaviour probably was or definitely was influenced by the media, 44% thought their views on dealing with anti-social behaviour probably was or definitely was and 44% believed their overall feeling of safety was probably or definitely influenced by the media. Compared to previous surveys, the media now has more of an influence on each of these three areas.

Table 33 How much are the following influenced by the media?

	Is your understanding of Anti-social Behaviour influenced by the media?	Are your views on dealing with Anti-social Behaviour influenced by the media?	Do you think your overall feeling of safety is influenced by the media?
Yes, definitely	18%	10%	14%
Probably	37%	34%	30%
Not significantly	20%	28%	30%
Definitely not	13%	18%	20%
Don't know	11%	10%	6%
Base	373	368	361

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 12% (40 respondents) said they would, 6% for any crime and 6% for a minor crime. This is an increase on previous surveys, however, where only 4% said they would in 2005 and 5% in 2007. Almost a quarter (24%, 84 respondents) did not have access to the internet, 39% (140 respondents) would prefer to speak to the police and 14% (53 respondents) said it would depend on the situation.

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

	2009 Outer Hebrides area		2009 Force area % (W)
	No. (UW)	% (W)	
Yes, any crime	19	6%	7%
Yes, minor crime	21	6%	9%
No, don't have access to the internet	84	24%	21%
No, would prefer to speak to police	140	39%	39%
Maybe, depends on the situation	53	14%	17%
Don't know/no opinion	39	11%	8%
Base	356		2696

When asked about receiving general information from their local police and their partner agencies via text to a mobile phone, 10% (36 respondents) said they would be happy to do so. More than a quarter (26%, 92 respondents) would be willing to receive information via e-

mail/internet. Eight out of ten (83%, 304 respondents) stated that they would like to see more information on community safety issues in their local newspaper.

Respondents were then asked if they would use a range of locations to access information on the services provided by their local police and partner agencies. The post office was the most preferred location, as was the case in 2007, to access information, cited by more than half the respondents. As would perhaps be expected the internet was favoured by more respondents in 2009 than in 2007 and 2005, with more than half (56%) saying they would use it. Just under half said they would use council office/service point, library and police stations. Courts and Procurator Fiscal Offices were cited less frequently by respondents. Results were in line with Force area data.

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

	2005 Outer Hebrides area	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
			No. (UW)	% (W)	
Post office	52%	56%	162	57%	58%
Internet	30%	44%	140	56%	55%
Council office/service point	46%	47%	127	48%	54%
Library	41%	41%	124	48%	47%
Police stations	n/a	n/a	135	47%	49%
Doctors' surgeries	34%	37%	114	44%	48%
Supermarket	29%	32%	107	44%	44%
Bank	25%	21%	66	28%	30%
Courts	9%	13%	29	13%	14%
Procurator Fiscal Offices	n/a	n/a	21	9%	13%
	106	105	238 - 295		1763 - 2279

2.7 Priorities and improvements

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

What ways can Northern Constabulary and partners improve services

More foot patrols/officers on the beat was cited most frequently by 36% (65 respondents). This was more common amongst those in urban areas than rural and more isolated areas. The second most frequently cited improvement was higher profile/visibility (19%, 36 respondents) closely followed by 18% (31 respondents) who were satisfied with existing police services which, compared to the 2007 survey has improved from being the 5th highest. This was also the case at Force area.

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

	2007 Outer Hebrides ranked by frequency	2009 Outer Hebrides area			2009 Force area	
		Ranked by frequency	No. (UW)	% (W)	Ranked by frequency	% (W)
More foot patrols/officers on the beat	1	1	65	36%	1	40%
Higher profile/visibility	2	2	36	19%	2	18%
Satisfied with existing police service	5	3	31	18%	3	11%
More community involvement/community policing	3	4	13	7%	4	8%
Tougher stance on dangerous drivers	8	5	13	7%	6	5%
More information/communication incl. newsletters	6	6	9	5%	5	6%
Be more effective in dealing with drug related crime	n/a	7	7	4%	11	2%
Do more with young people/schools	9	8	7	4%	10	3%
More accessible/approachable/friendly	4	9	5	3%	7	4%
Less paperwork/red tape/bureaucracy	n/a	10	4	2%	13	1%
Keep local offices open incl. 24hr cover	n/a	11	4	2%	9	3%
Recruit more officers	8	12	3	2%	8	4%
Tougher stance generally	7	13	2	2%	16	1%
Improve manner in dealing with public victims etc.	9	14	3	2%	15	1%
Less time on traffic offences, more on major crime	n/a	15	1	1%	12	2%
Be more effective in dealing with alcohol related crime	n/a	16	1	0%	14	1%
Base	70	180			1563	

Three main priorities

The three main priorities highlighted by respondents for their local police and their partner agencies to deal with were road safety/speeding, drugs (dealing and drug related crime/behaviour) and drink-related crime/behaviour. The first two also came top in the 2007 survey and at Force area, however in both cases the third priority cited was not drink-related crime/behaviour but crime prevention/law and order/public safety. A new priority which was not recorded in previous surveys and cited by just over a fifth (22%) of respondents was more police on streets/visibility/foot patrols. This came fifth in the list of respondents' priorities. There were other priorities which did not appear in the 2007 survey which can be seen in the table below.

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

	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
		No. (UW)	% (W)	
Road safety/speeding	34%	87	43%	37%
Drugs (incl. drug dealing and drug-related crime/behaviour)	50%	82	41%	38%
Drink-related crime/behaviour	19%	63	31%	19%
Crime prevention/law and order/public safety	31%	52	25%	35%
More police on streets/visibility/foot patrols	n/a	43	22%	24%
Community policing	12%	30	15%	12%
Child protection/safety	n/a	30	15%	12%
Anti-social behaviour	11%	25	12%	15%
Under-age drinking	12%	22	11%	9%
Integrate with youth groups/schools	14%	21	11%	7%
Public relations/accessibility	2%	21	10%	10%
Drink driving	12%	19	9%	6%
Theft/property crime/vandalism/graffiti	7%	11	6%	9%

	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
		No. (UW)	% (W)	
Education/advice	12%	11	5%	7%
Crime detection (incl prosecution)	7%	10	5%	7%
Partnership working/liaison	2%	8	4%	2%
Violence/assault	5%	7	4%	4%
Youth behaviour on streets	11%	6	3%	5%
Provide more facilities/activities for young people	n/a	6	3%	3%
Racism/discrimination	n/a	5	2%	2%
Quick response to reports of crime	n/a	4	2%	3%
High standards/public confidence	3%	4	2%	3%
Tougher sentencing	n/a	3	2%	3%
Domestic abuse	n/a	3	2%	1%
Dog fouling / littering	n/a	3	1%	3%
Protection of elderly/vulnerable adults	n/a	2	1%	1%
Other priorities		22	12%	11%
Base	78	202		1739

What respondents felt they could do to improve quality of life

The final question asked what respondents themselves could do to help improve the quality of life in their community. Reporting crime or suspicious behaviour was perceived to be the best way to improve the quality of life in the community. This was in line with Force area data. However, this was cited less frequently in 2007 where supporting community activities/groups/campaign on local issues was considered the best way to improve the community's quality of life, followed by neighbourliness/be friendly. Respondents from Outer Hebrides were less likely than Force area respondents to say nothing/too old.

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


	2007 Outer Hebrides area	2009 Outer Hebrides area		2009 Force area % (W)
		No. (UW)	% (W)	
Report crime or suspicious behaviour	20%	36	28%	30%
Support community activities/groups/campaign on local issues	34%	34	25%	25%
Neighbourliness/be friendly	27%	18	15%	13%
Nothing/too old	13%	21	7%	17%
Be law-abiding	10%	9	7%	8%
Engender law-abiding behaviour	4%	5	4%	4%
Collect litter	7%	3	2%	3%
Neighbourhood Watch	0%	2	2%	5%
Better parenting	0%	1	1%	3%
Recycling/environmental care	0%	1	1%	1%
Base	41	129		1195

Appendix



Help us to help you

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

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

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

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

PERCEPTIONS AND ATTITUDES TOWARDS CRIME

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

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

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

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

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

Q6 Please tell us how worried you are about becoming a victim of crime.					
		Very worried	Slightly worried	Not worried at all	Never considered it
	How worried are you about becoming a victim of crime (in general)?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Q7 More specifically, how worried are you about becoming a victim of the following crimes?					
01	Having your home broken into	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
02	Being a victim of domestic abuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
03	Being attacked, assaulted or robbed in your own home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
04	Being attacked, assaulted or robbed in the street	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
05	Vandalism or deliberate damage to your home, property or car	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
06	Having your car stolen or broken into	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
07	Being the victim of an attempted rape, rape or other serious sexual offence	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
08	Being insulted or threatened	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
09	Becoming the victim of a crime because of my race	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
10	Becoming the victim of a crime because of my religion	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
11	Being attacked by someone under the influence of alcohol	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
12	Being the victim of any other type of crime (please write in)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q8 Are you worried about suffering discrimination or being subjected to a hate incident on the grounds of any of the following?					
		Very worried	Slightly worried	Not worried at all	Never considered it
01	Race or ethnic origin	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
02	Gender identity	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
03	Sexual orientation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
04	Mental health	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
05	Learning disability	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
06	Physical disability	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
07	Religion or belief (including non-belief)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
08	Philosophical beliefs	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
09	Age	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
10	Other (please write in)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

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

Yes _1 Please go to Q10 No _2 Please continue Don't know _2 Please go to Q10

Q9b If not, why do you say this?

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

		Always (yes)	Sometimes	Never (no)
01	Avoid going out when it is dark	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
02	Avoid going out alone	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
03	Avoid going out at certain times	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
04	Avoid certain places	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
05	Carry a mobile phone	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
06	Take self-defence classes	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
07	Make sure your home is adequately secured	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
08	Make sure your vehicle is adequately secured	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
09	Mark your property in case it is stolen	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3
10	Anything else (please specify below)	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3

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

Yes _1 Please continue No _2 Please go to Q16

What type of crime was it?

Q12 Did you report it to the police?

Yes _1 Please go to Q13 No _2 Please continue

If not, why not?

Now go to Q16

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

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

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

COMMUNITY PLANNING

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

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

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

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

Yes ₁ No ₂ Don't know ₃

If not, why not?

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

Yes _1 Please continue No _2 Please go to Q21

If yes, what were they?

Q20 Do you feel that the consultation was worthwhile?

Yes _1 Please go to Q21 No _2 Please continue

If not worthwhile, why do you say this?

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

Yes _1 No _2

COURT SERVICE

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

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

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

Very satisfied	<input type="checkbox"/> _1	Please go to Q25
Satisfied	<input type="checkbox"/> _2	Please go to Q25
Not satisfied	<input type="checkbox"/> _3	Please continue to next question
Not at all satisfied	<input type="checkbox"/> _4	Please continue to next question

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

POLICE SERVICES AND COMMUNITY SAFETY

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

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

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

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

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

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

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

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

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

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

INFORMATION AND COMMUNICATION

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

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

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

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

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

Q39 What was the campaign about?	

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PRIORITIES AND IMPROVEMENTS

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

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

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

ABOUT YOU

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

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

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

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

Q55 How would you describe your ethnic group?

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

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

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Q57	What religion, religious denomination or body do you belong to?	
	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

Q58	What is your sexual orientation?	
	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

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

Q60	Please tick which area you live in:	
	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

Q61	How would you describe the area where you live?	
	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

Q62	How would you describe your housing tenure?	
	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 18TH SEPTEMBER or use the freepost address given on page 1.**

Contact details for the survey partners are:

Northern Constabulary: www.northern.police.uk

Highland Council: www.highland.gov.uk

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

Procurator Fiscal Service: www.crownoffice.gov.uk

Scottish Court Service: www.scotcourts.gov.uk