



Northern Constabulary

2011 Community Consultation Survey

Highland Area Report

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1. INTRODUCTION

1.1 Background

This report summarises the Highland Council area responses to Northern Constabulary's Community Consultation Survey 2011, which was conducted during May and June 2011. Northern Constabulary, in partnership with the Scottish Court Service and the Procurator Fiscal, have conducted large scale community postal surveys bi-annually since 2001.

Research Resource was commissioned by Northern Constabulary to conduct its 2011 community consultation survey. The research was commissioned jointly by Northern Constabulary, the Scottish Court Service and the Procurator Fiscal Service.

1.2 Method

The survey was conducted by post and sent out to a total of 9,696 residents of the Northern Constabulary area. A total of 6,060 questionnaires were distributed to a random sample of respondents living in the Highlands Council area. A copy of the questionnaire is available in Appendix 1 of this report. To ensure that the survey data was representative of the Northern Constabulary area population the data was weighted by age, gender and Command area. The profile figures used in the weighting calculations were provided by CACI. For a detailed methodology please refer to the overall Force report.

The questionnaires were mailed on the 11th May 2011 and respondents were given a deadline of 30th May 2011 to return the questionnaire. Northern Constabulary encouraged respondents to return the questionnaires by circulating two press releases during the week the questionnaire was distributed and the week the questionnaire was due to be returned. Each press release highlighted the importance of the survey and for respondents to return the questionnaire by the deadline. All responses received up to 13th June 2011 were data processed and included in the analysis.

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 3,031 returns from 9,696 questionnaires distributed, representing a 31% response rate. From Highland, the response rate was 20% and a confidence interval of $\pm 2.2\%$.

Figure 1: Response and statistical significance

| Area | 2011 | | | | 2009 | | | |
|-----------------------------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|-------------|
| | Sent out | Returns | RR | CI | Sent out | Returns | RR | CI |
| Caithness, Sutherland & East Ross | 1,212 | 359 | 29.6% | 5.2% | 1,065 | 383 | 36.0% | 5.0% |
| Inverness | 1,212 | 364 | 30.0% | 5.1% | 1,066 | 327 | 30.7% | 5.4% |
| Lochaber, Skye & Lochalsh | 1,212 | 373 | 30.8% | 5.0% | 801 | 267 | 33.3% | 6.0% |
| Nairn, Badenoch & Strathspey | 1,212 | 428 | 35.3% | 4.7% | 1,072 | 382 | 35.6% | 4.9% |
| Ross & Cromarty | 1,212 | 383 | 31.6% | 5.0% | 1,076 | 405 | 37.6% | 4.8% |
| Total Highland | 6,060 | 1,907 | 19.7% | 2.2% | 5,080 | 1,764 | 34.7% | 2.3% |
| Total (Force area) | 9,696 | 3031 | 31.3% | 1.8% | 8,468 | 2,829 | 33.4% | 1.8% |

The following tables give a breakdown of respondent demographics. The demographic breakdown for the 2011 survey was similar to the profiles in previous years. The tables show the actual number of respondents - No.(UW), with unweighted percentage responses - % (UW), and then the percentage for weighted data - % (W).

Figure 2: Gender

| | No. (UW) | % (UW) | % (W) |
|-------------|--------------|-------------|-------------|
| Male | 810 | 43% | 48% |
| Female | 1,097 | 58% | 52% |
| Base | 1,907 | 100% | 100% |

Figure 3: Age

| | No. (UW) | % (UW) | % (W) |
|--------------|--------------|-------------|-------------|
| 24 and under | 40 | 2% | 9% |
| 25-34 | 89 | 8% | 13% |
| 35-44 | 194 | 11% | 16% |
| 45-54 | 350 | 20% | 20% |
| 55-64 | 477 | 20% | 18% |
| 65-74 | 354 | 24% | 13% |
| 75+ | 358 | 15% | 11% |
| Base | 1,862 | 100% | 100% |

Figure 4: Ethnicity (broad categories)

| | No. (UW) | % (UW) | % (W) |
|---------------|--------------|-------------|-------------|
| White British | 1813 | 97% | 97% |
| Other | 50 | 3% | 3% |
| Base | 1,863 | 100% | 100% |

Figure 5: Ethnicity (full breakdown)

| | No. (UW) | % (UW) | % (W) |
|--|--------------|-------------|-------------|
| White Scottish | 1456 | 78% | 81% |
| White other British | 345 | 19% | 16% |
| White Irish | 12 | 1% | 1% |
| Gypsy Traveller | - | - | - |
| Polish | 2 | 0% | 0% |
| Any other white ethnic group | 11 | 1% | 1% |
| Any mixed or multiple ethnic groups | - | - | - |
| Pakistani, Pakistani Scottish or Pakistani British | - | - | - |
| Indian, Indian Scottish or Indian British | - | - | - |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 14 | 1% | 1% |
| Chinese, Chinese Scottish or Chinese British | 9 | 1% | 0% |
| Other Asian background | 1 | 0% | 0% |
| African, African Scottish or African British | 1 | 0% | 0% |
| Caribbean, Caribbean Scottish or Caribbean British | - | - | - |
| Black, Black Scottish or Black British | - | - | - |
| Other | 1 | 0% | 0% |
| Arab, Arab Scottish or Arab British | 1 | 0% | 0% |
| Any Other group | 10 | 1% | 0% |
| Base | 1,863 | 100% | 100% |

Figure 6: Religious denomination

| | No. (UW) | % (UW) | % (W) |
|--------------------|--------------|-------------|-------------|
| Church of Scotland | 979 | 53% | 47% |
| None | 472 | 25% | 32% |
| Other Christian | 179 | 10% | 9% |
| Protestant | 95 | 5% | 5% |
| Roman Catholic | 113 | 6% | 6% |
| Sikh | 14 | 1% | 1% |
| Buddhist | 7 | 0% | 0% |
| Hindu | 1 | 0% | 0% |
| Muslim | - | - | - |
| Jewish | - | - | - |
| Base | 1,859 | 100% | 100% |

Figure 7: Sexual orientation

| | No. (UW) | % (UW) | % (W) |
|-------------------|--------------|-------------|-------------|
| Heterosexual | 1,600 | 92% | 93% |
| Lesbian | 3 | 0% | 0% |
| Gay | 4 | 0% | 0% |
| Bisexual | 10 | 0% | 1% |
| Other | 27 | 2% | 2% |
| Prefer not to say | 87 | 5% | 5% |
| Base | 1,731 | 100% | 100% |

Figure 8: Long term limiting illness or disability

| | No. (UW) | % (UW) | % (W) |
|-----------------------|--------------|-------------|-------------|
| Yes, limited a lot | 182 | 10% | 7% |
| Yes, limited a little | 354 | 19% | 15% |
| No | 1,324 | 71% | 78% |
| Base | 1,860 | 100% | 100% |

Figure 9: Type of area

| | No. (UW) | % (UW) | % (W) |
|------------------------|--------------|-------------|-------------|
| A city | 194 | 10% | 18% |
| A large town | 144 | 8% | 11% |
| A small town | 437 | 23% | 21% |
| A large village | 281 | 15% | 13% |
| A small village | 547 | 29% | 25% |
| An isolated rural area | 266 | 14% | 12% |
| Base | 1,869 | 100% | 100% |

Figure 10: Housing tenure

| | No. (UW) | % (UW) | % (W) |
|-----------------------------------|--------------|-------------|-------------|
| Rented from the Council | 159 | 9% | 9% |
| Owner occupied | 1515 | 81% | 78% |
| Part own/part rent | 21 | 1% | 1% |
| Rent from Housing Association/RSL | 64 | 3% | 4% |
| Other rented | 81 | 4% | 5% |
| Other | 33 | 2% | 3% |
| Base | 1,873 | 100% | 100% |

2. Key Findings

2.1 Introduction

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

2.2 Perceptions and Attitudes about crime

The vast majority of respondents, almost eight in ten (78%) had lived in their current homes for five years or more and 18% had stayed in their current home for between two years and five years. These figures are fairly consistent with previous surveys.

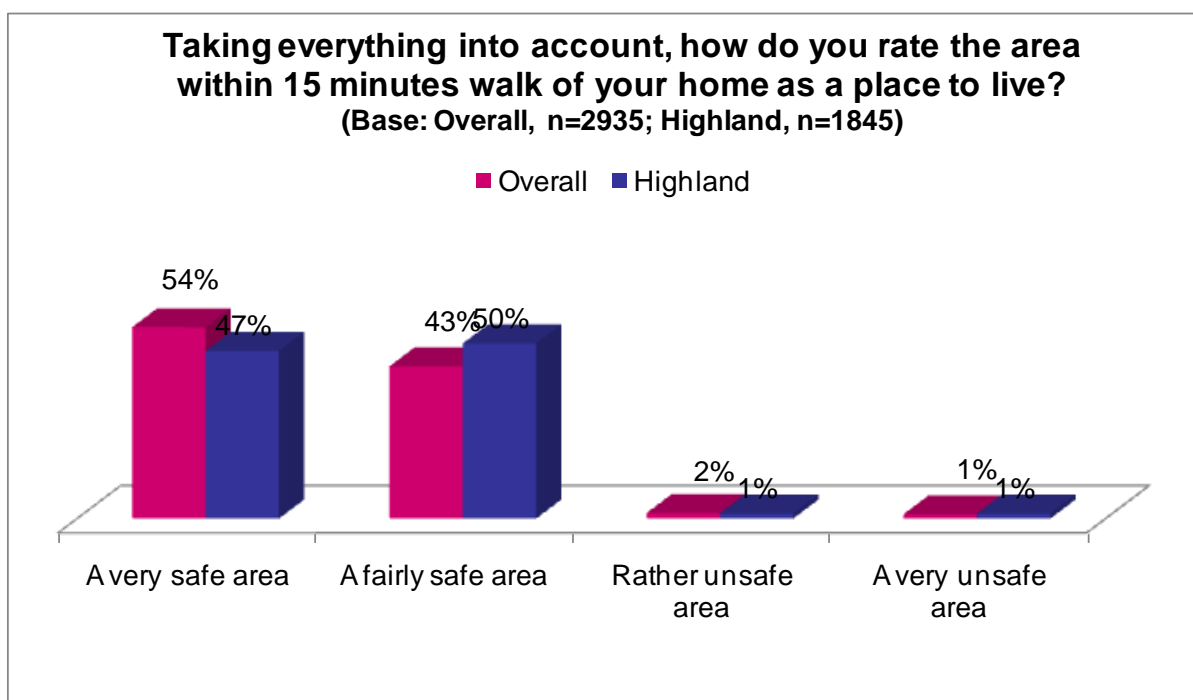
Figure 11: How long have you been in your present home?

| | 2009 | 2011 | | |
|-----------------------------------|-------------|-------------|-------------|-------------|
| | | No. (UW) | % (UW) | % (W) |
| 1 year or less | 1% | 12 | 1% | 1% |
| Over 1 year but less than 2 years | 4% | 44 | 3% | 4% |
| 2 or more but less than 5 years | 16% | 229 | 13% | 18% |
| 5 years or more | 78% | 1471 | 84% | 78% |
| Base | 1763 | 1714 | 100% | 100% |

2.3 Perceptions of safety in the local area

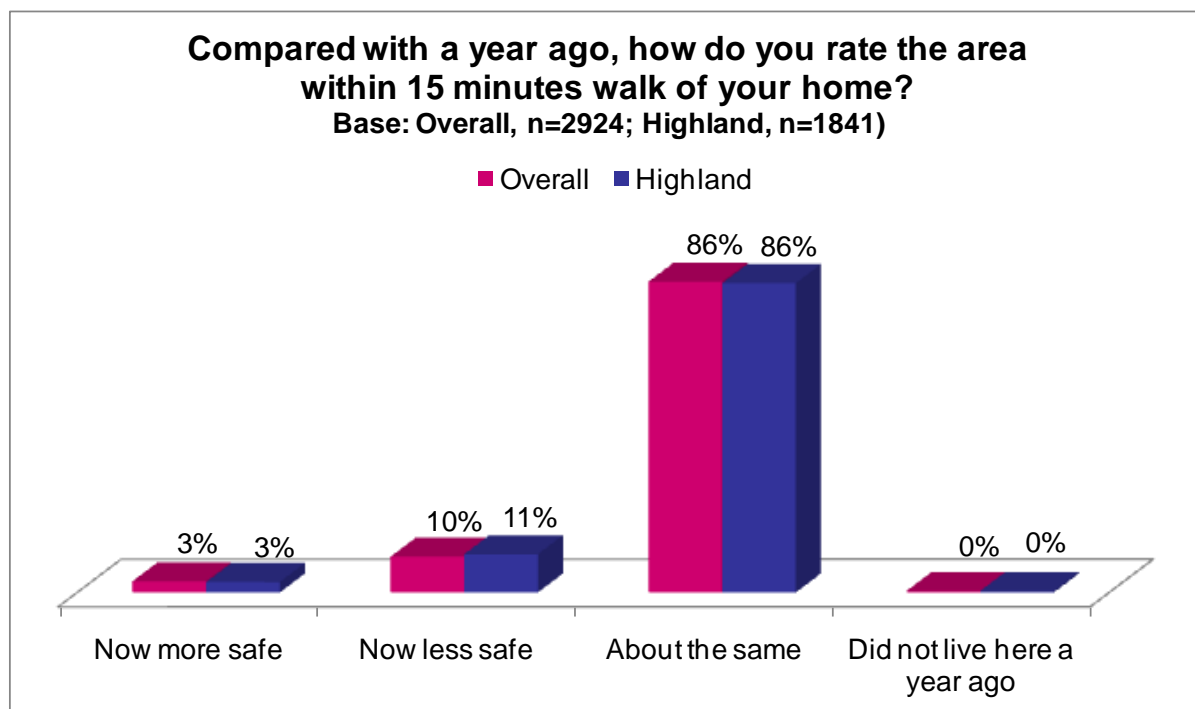
Respondents were asked to rate the area within a 15 minute walk from their home in terms of safety. Less than half (47%) of Highland respondents felt that their area was very safe, which is significantly less than the 54% who stated this in 2009. Combining the data for respondents describing their area as either very safe or fairly safe shows that overall 97% describe their area as either very safe or fairly safe. This has remained consistent with the 2009 survey results.

Figure 12: Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live? (Highland vs Force Area)



Respondents were then asked about their perceptions of changes in the safety of their area over the past year. 86% of respondents felt their area was about the same in terms of safety compared to a year ago whilst 3% felt their area was safer and 11% said their area was less safe than a year ago. There is no significant change compared to 2009.

Figure 13: Compared with a year ago, how do you rate the area within 15 minutes walk of your home? (Highland vs Force Area)



There is no significant change compared to last year and Highland results are in line with the overall Force area results.

Figure 14: Compared with a year ago, how do you rate the area within 15 minute walk of your home? (Highland year on year analysis)

| Highland Area | 2009 | 2011 | | 2011 Force Area (W) |
|------------------------------|-------------|-------------|-------------|---------------------|
| | | No. (UW) | % (W) | |
| Now more safe | 4% | 61 | 3% | 3% |
| Now less safe | 13% | 184 | 11% | 10% |
| About the same | 81% | 1623 | 86% | 86% |
| Did not live here a year ago | 1% | 9 | 0% | 0% |
| Base | 1763 | 1841 | 100% | 100% |

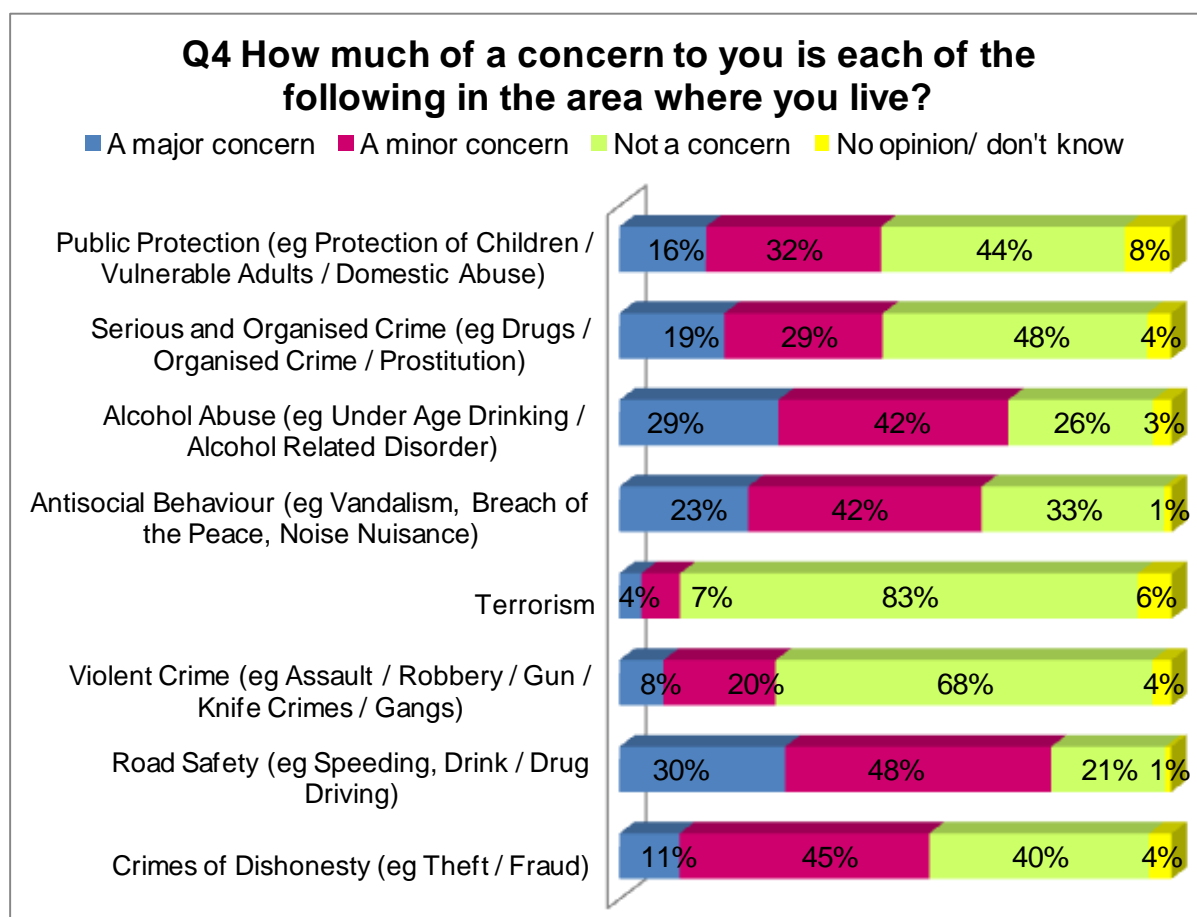
2.4 Community safety concerns

Respondents were asked to indicate their level of concern about various issues in their area. Since the 2009 survey the pattern of concern was fairly consistent with driving at excessive speed or dangerous driving being the greatest concern. However, this question was changed in 2011 to reflect the force Control Strategy. As a result, direct comparison cannot be drawn to previous surveys. Despite this, it is still clear that road safety is respondents top concern.

The top issues in Highland in 2009 were:

- Driving at excessive speed (74%)
- Dangerous driving (63%)
- Rubbish/ litter lying around (59%)

Figure 15: How much of a concern to you is each of the following?



Base: n=1761-1875 (2011 Highland)

The ranking of concerns for respondents is shown in the table below. This indicates, in line with previous years that road safety is top concern. Terrorism is the lowest level of concern for respondents.

Figure 16: Highland area residents ranking of priority of concerns in the area where respondents live - major/ minor concern

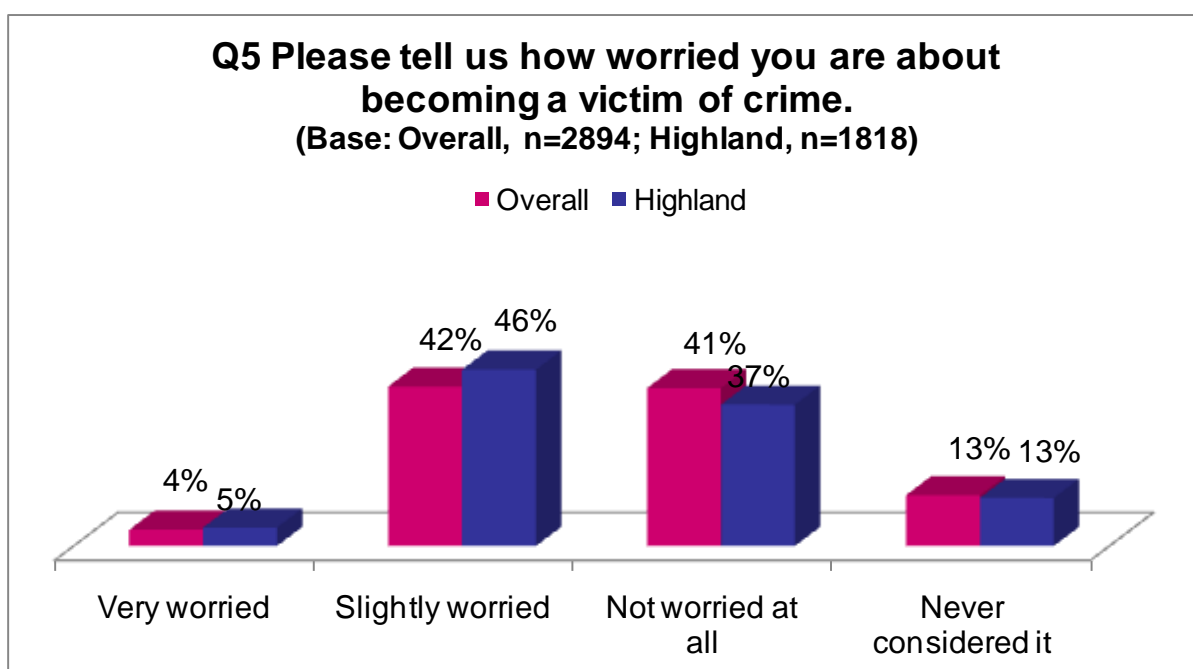
| Concern | 2011 Highland Area Ranking | 2011 Force Area Ranking |
|---|----------------------------|-------------------------|
| Road Safety (Speeding, Drink / Drug Driving) | 1 | 1 |
| Alcohol Abuse (Under Age Drinking / Alcohol Related Disorder) | 2 | 2 |
| Antisocial Behaviour (Vandalism, Breach of the Peace, Noise Nuisance) | 3 | 3 |
| Crimes of Dishonesty (Theft / Fraud) | 4 | 4 |
| Public Protection (Protection of Children / Vulnerable Adults / Domestic Abuse) | 6 | 5 |
| Serious and Organised Crime (Drugs / Organised Crime / Prostitution) | 5 | 6 |
| Violent Crime (Assault / Robbery / Gun / Knife Crimes / Gangs) | 7 | 7 |
| Terrorism | 8 | 8 |

2.5 Fear of crime

Respondents were then asked to indicate how worried they were about being a victim of crime in general and then about specific crimes. In 2011, over half of Highland respondents stated that they were either very worried or slightly worried about being a victim of crime (51%). 37% were not worried at all and 13% had never considered it. This represents a slightly higher fear of becoming a victim of crime in Highland than in the Force area overall (48% very/ slightly worried).

Compared to 2009, there has been a reduction in the fear of crime in Highland. In 2009, 56% of Highland respondents indicated that they were either very worried or slightly worried about being a victim of crime.

Figure 17: Please tell us how worried you are about being a victim of crime? (Highland vs Force area)



The following question focused on how worried respondents were about becoming a victim of a number of different crimes. This question was changed in 2009 and was therefore not directly comparable to previous years. However, in line with the analysis carried out in 2009, we have ranked the order in which respondents were most worried by frequency.

As shown, below, in Highland, the top concern is, as was the case in 2009, 'having your home broken into'. This is followed by 'vandalism or deliberate damage to your home, property or car', which was also second top priority in 2009 for Highland residents. Highland residents top 4 priorities are in line with Force area resident priorities overall.

The level of concern of across the board in Highland is higher for all types of crime compared to the Force area overall.

Figure 18: How worried are you about becoming a victim of the following crimes? Highland respondents

| Highland Area | 2009 | 2011 | 2011 Force Area |
|---|-------------|-------------|-----------------|
| Having your home broken into | 1 | 1 | 1 |
| Vandalism or deliberate damage to your home, property or car | 2 | 2 | 2 |
| Being attacked by someone under the influence of alcohol | 4 | 3 | 3 |
| Having your car stolen or broken into | 5 | 4 | 4 |
| Being attacked, assaulted or robbed in the street | 3 | 5 | 6 |
| Being insulted or threatened | 6 | 6 | 5 |
| Being the victim of any other type of crime | n/a | 7 | 7 |
| Being attacked, assaulted or robbed in your own home | 7 | 8 | 8 |
| Being the victim of an attempted rape, rape or other serious sexual offence | 8 | 9 | 9 |
| Being a victim of domestic abuse | 10 | 10 | 10 |
| Base | 1723 | 1875 | 2990 |

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

The most common fear of discrimination for Highland respondents is based on race or ethnic origin and physical disability. This includes those who fear they may be discriminated against as they are English in addition to those who fear they may be discriminated against as they are from a Black or Minority Ethnic origin.

Figure 19: 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)

| Highland Area | 2009 | 2011 | | 2011 Force Area % (W) |
|---|------|-------------|-------|--------------------------------|
| | | No. (UW) | % (W) | |
| Race or ethnic origin | 4% | 106 | 6% | 6% |
| Physical disability | 6% | 103 | 5% | 5% |
| Religion or belief (including non-belief) | 3% | 82 | 5% | 5% |
| Mental health | 4% | 83 | 5% | 4% |
| Learning disability | 2% | 46 | 3% | 3% |
| Sexual orientation | 2% | 33 | 2% | 2% |
| Gender identity | 2% | 35 | 2% | 2% |

2.6 Precautions against crime

Respondents were asked which, from a list of precautions, they did because of possible worries about crime. The percentage of respondents answering always or sometimes is shown in Figure 20. As shown, Highland respondents are more likely to take precautions against crime across the board. There has also been a slight decrease in the order level of precaution taken when comparing 2011 Highland data to Highland data for 2009.

The most common preventative actions taken are to make sure that the home is adequately secured (90%) and to make sure their vehicle is adequately secured (87%). These represent marginal reductions on the proportion of respondents taking these precautions in 2009 and across the Force area as a whole.

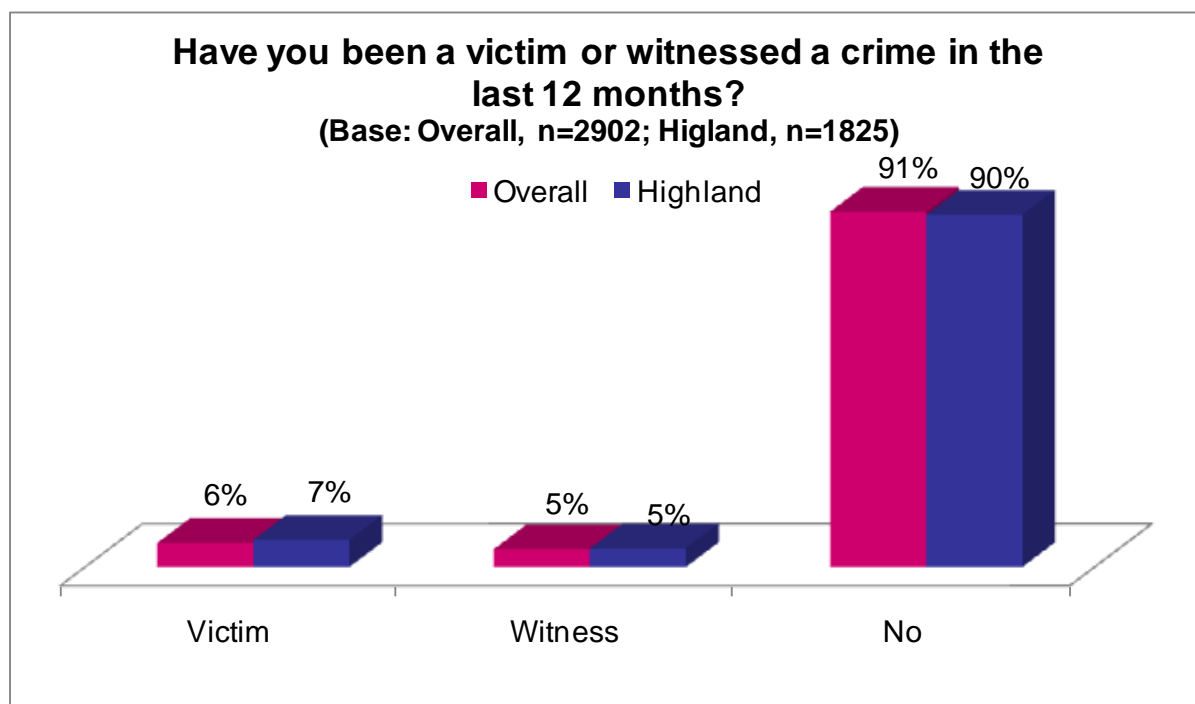
Figure 20: Do you do any of the following because of the possible worries about crime? (always or sometimes)

| Highland Area | 2009 | 2011 | | 2011 Force area % (W) |
|--|------|----------|-------|-----------------------|
| | | No. (UW) | % (W) | |
| Make sure your home is adequately secured | 92% | 1683 | 90% | 86% |
| Make sure your vehicle is adequately secured | 89% | 1581 | 87% | 85% |
| Carry a mobile phone | 68% | 1161 | 64% | 60% |
| Avoid certain places | 63% | 972 | 59% | 52% |
| Mark your property in case it is stolen | 41% | 735 | 39% | 35% |
| Avoid going out when it is dark | 42% | 681 | 38% | 32% |
| Avoid going out at certain times | 39% | 619 | 35% | 30% |
| Avoid going out alone | 38% | 627 | 36% | 31% |
| Take self-defence classes | 5% | 38 | 5% | 3% |

2.7 Reporting Crime

Respondents were asked whether they have been a victim or witnessed a crime in the last 12 months. 7% of respondents stated that they had been a victim of crime in the last 12 months and 5% indicated that they had witnessed a crime. 90% indicated that they had neither been a victim or witnessed a crime. Percentages do not sum to 100% as a small number of respondents indicated that they had both been a victim of crime and had witnessed a crime in the last 12 months.

Figure 21: Have you been a victim or witnessed a crime in the last 12 months? (Highland vs Force area)



This question was asked slightly differently in 2011. Previously respondents were asked only if they had been a victim of crime. The proportion of respondents indicating that they have been a victim of crime is similar to previous years. In 2009, 9% of Highland respondents indicated they had been a victim of crime. This therefore represents a slight reduction in respondents being victims of crime in Highland and the level is slightly higher than for the Force area overall.

The nature of crime stated, for the 135 respondents who stated that they had either been a victim of crime or had witnessed a crime were:

Figure 22: What type of crime was it?

| Nature of crime | No of Highland responses (2011) |
|--|---------------------------------|
| Assault/ abuse | 31 |
| Traffic accident/ incident/ motoring offence | 26 |
| Theft | 33 |
| Vandalism | 29 |
| ASB/ Neighbours | 17 |
| Property break in | 5 |
| Fraud/ identity theft | 3 |
| Other Crime | 13 |
| Base | 135 |

108 out of these 135 respondents who had either witnessed or been a victim of crime reported it to the police. Those who did not stated the following reasons:

- They did not want to get involved
- Somebody else reported it
- They dealt with it themselves
- They did not want to bother the police

Of the 108 respondents who reported to the police, 36 stated that the report resulted in an action being taken against the offender, 40 said it did not and 32 did not know. The 32 who did not know stated that this was the case because there was no follow up from the police, that the case was still being investigated or the perpetrator was not found. 2 respondents said the police were uninterested.

Those whose report did result in action being taken against the offender were asked how satisfied they were with the outcome. Out of the 36 Highland respondents who answered 7 said they were very satisfied with the outcome and 19 were satisfied, 7 were not satisfied and 3 were not at all satisfied. Reasons given for being dissatisfied with the outcome included that there was no follow up/ feedback, the case did not go to court or that they were dissatisfied with the outcome.

36 responded to the question in relation to how they were kept informed of progress in relation to proceedings. 23 were satisfied in this respect, 10 said they were not satisfied and 3 were unsure. 8 out of the 10 respondents who were not satisfied with how they were kept informed of progress in relation to proceedings stated why they were not satisfied. Their reasons were primarily that they did not receive any feedback or had not heard anything further.

2.8 Court services

This section relates specifically to issues surrounding the court service.

Respondents were asked if they have ever attended the High Court, Sheriff Court or a District/ Justice of the Peace Court within the last two years in a particular type of capacity. One in ten respondents, 10% had attended. This represents 147 respondents, (157 respondents in 2009) stated that they had attended court and most recently in the following capacities.

As was the case in 2009, the most common reason for attending court was as attending fines enquiry/ enforcement court/ fines office. This is greater than for the Force area overall, although care should be taken in reading percentages when dealing with very small numbers.

Figure 23: 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?

| Highland Area | 2009 | 2011 | | 2011 Force Area % (W) |
|--|------------|------------|-------|-----------------------|
| | | No (UW) | % (W) | |
| Juror (including not serving or not selected) | 40% | 65 | 35% | 34% |
| Accused in criminal case/supporter of accused | 12% | 13 | 15% | 13% |
| Witness in criminal case/supporter of witness | 18% | 17 | 12% | 12% |
| As part of a job (e.g. lawyer) | 12% | 15 | 11% | 12% |
| Attending Fines Enquiry/Enforcement Court/Fines Office | 6% | 10 | 10% | 10% |
| Victim in criminal case/supporter of victim | 6% | 13 | 9% | 8% |
| Spectator/tourist unconnected with court cases | 11% | 6 | 4% | 7% |
| Civil litigant or witness in civil case/supporter | 8% | 8 | 4% | 5% |
| Base | 157 | 147 | | 224 |

The majority of those who have attended a court (147 Highland respondents) stated that they were satisfied with the experience, with 25% stating they were very satisfied and 49% stating they were satisfied. 17% were not satisfied and 9% not at all satisfied. Overall satisfaction is fairly consistent with the overall force level with 74% of Highland respondents being satisfied compared to 76% of respondents at Force level.

Those who were either not satisfied or not at all satisfied were asked the reasons for this. The main reasons for dissatisfaction were:

- The overall court process (20)
- Due to the length of time they had to wait (21)
- Lack of information on what I was expected to do or what was happening (15)
- Lack of services available in the building (8)

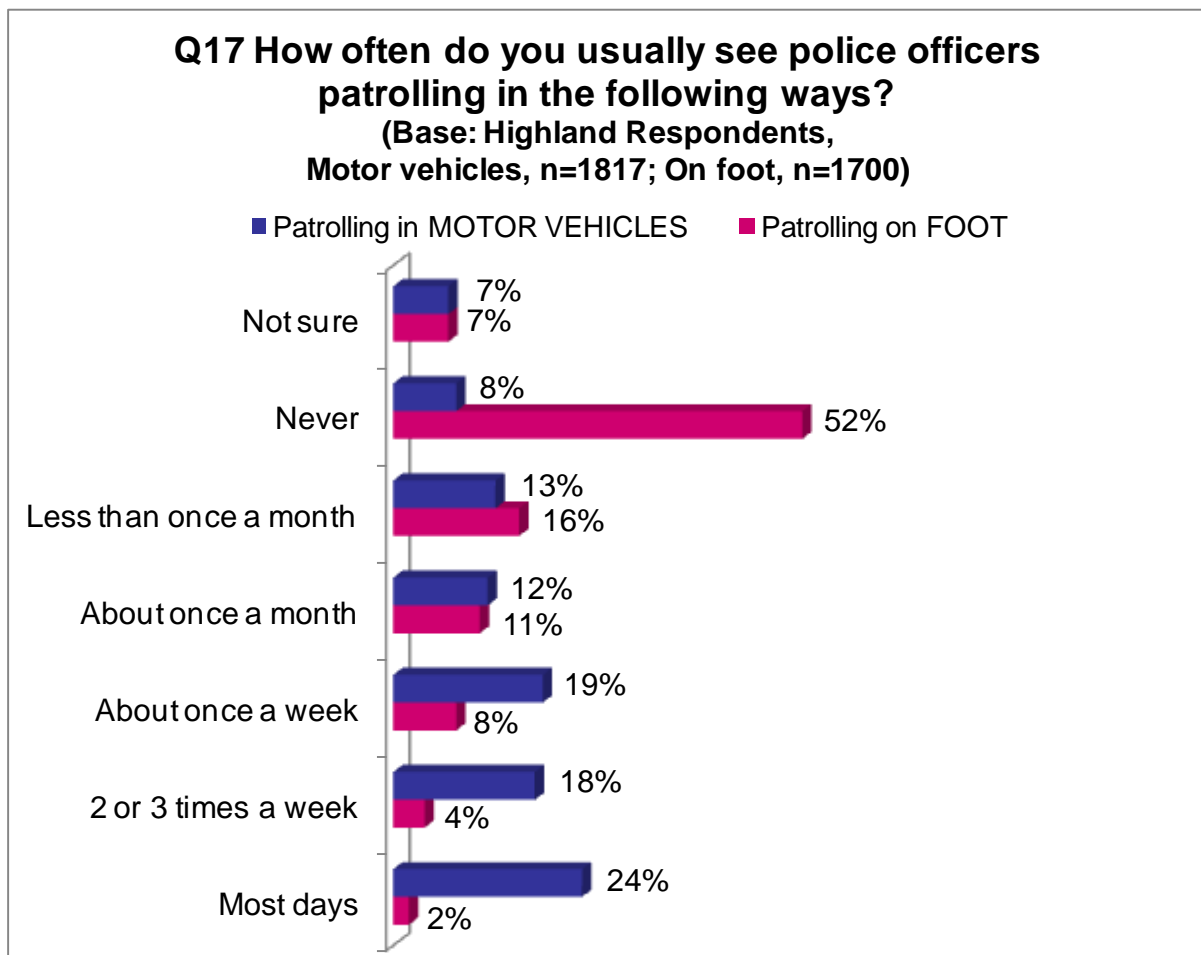
2.9 Police Services and Community Safety

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. 15% of Highland respondents usually see officers patrolling on foot at least once a week. This is compared to 17% for the Northern Constabulary Force area overall. But represents a slight decrease on the 22% who said they see police patrolling on foot at least once a week in Highland in the 2009 survey.

Six in ten respondents (60%) of Highland respondents see officers patrolling in motor vehicles at least once a week. This is the same level reported in 2011 at Force level overall and again represents a marginal decrease from the 69% who said this in 2009 in Highland.

Over half of Highland respondents never see officers patrolling on foot (52%) whereas only 8% never see them patrolling in vehicles. These levels are similar to the overall Force figures and those reported in 2009.

Figure 24: How often do you usually see police officers patrolling in the following ways?



In terms of how respondents felt about the amount of patrols they see, despite the marginal decrease in the frequency of the visibility of police, there is no significant change in terms of the perception of Highland residents in terms of how they feel about the amount of police patrolling seen. The results are also in line with the results at Force area overall in 2011.

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

| | 2009 | 2011 | | 2011 Force area % (W) |
|-------------|-------------|-------------|-------|--------------------------|
| | | No (UW) | % (W) | |
| Too much | 0% | 13 | 2% | 2% |
| About right | 35% | 574 | 32% | 35% |
| Too little | 53% | 965 | 52% | 47% |
| No opinion | 12% | 290 | 15% | 16% |
| Base | 1668 | 1802 | | 2933 |

Respondents were asked where they would like to see police officers on patrol, a list of options was available and respondents were asked to tick the five most important locations where they would like to see officers. These are ranked in order of frequency in the table below.

As shown, the top for Highland respondents is for known trouble spots, followed by the town centre or high street and pubs/ night clubs/ venues. These were also the top priorities for the Force overall and also for Highland respondents in 2009.

Figure 26: Highland respondents ranking of priorities of most important locations where residents would like to see officers on patrol

| Priority | 2009 Highland priorities | 2011 Highland priorities | 2011 Force area priorities |
|-----------------------------|--------------------------|--------------------------|----------------------------|
| Known trouble spots | 1 | 1 | 1 |
| Town Centre / High Street | 2 | 2 | 2 |
| Pubs / night clubs / venues | 3 | 3 | 3 |
| Areas of traffic danger | 4 | 4 | 4 |
| Residential areas | 5 | 5 | 5 |
| Villages | 7 | 7 | 6 |
| Outside schools | 6 | 6 | 7 |
| Play parks | 8 | 8 | 8 |
| Shops | 9 | 9 | 9 |
| Base | 1568 | 1813 | 2922 |

2.10 Information and Communication

Respondents were asked how they would prefer to contact the police in each of the following situations. These situations were as were asked in 2009. Contact preferences are shown below for 2011, and priorities are in line with those reported in 2009. As shown, with the exception of serious crime or a road traffic accident, when respondents would prefer to phone 999, the majority would prefer to phone their local police station for the majority of crime reporting. This is in line with the overall force area results for 2011, although Highland residents are more likely to desire to phone the local police station than residents of the Northern Constabulary area overall.

Figure 27: How would you prefer to contact the police in each of the following situations?

| Highland respondents 2011 | Phone 999 / Text Phone | 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 |
|---|------------------------|----------------------------|---|----------------------------|-----------------------------|-----------------|-------------------------------------|
| To report a serious crime (n=1827) | 74% | 18% | 4% | 3% | 1% | 0% | 1% |
| To report a minor crime (n=1802) | 7% | 76% | 4% | 9% | 2% | 1% | 1% |
| To report information about something suspicious n=(1810) | 8% | 63% | 17% | 8% | 3% | 1% | 1% |
| To report a nuisance or disturbance n=(1803) | 12% | 74% | 7% | 4% | 2% | 1% | 1% |
| To report a road traffic accident / incident n=(1813) | 67% | 26% | 2% | 1% | 1% | 1% | 3% |
| To report other information (n=1724) | 3% | 61% | 9% | 18% | 2% | 5% | 1% |
| To ask for advice or information (n=1778) | 2% | 53% | 7% | 27% | 3% | 7% | 1% |
| Firearm/shotgun enquiry (n= 1671) | 6% | 50% | 7% | 29% | 0% | 7% | 1% |
| Lost/found property (n=1773) | 2% | 49% | 2% | 44% | 0% | 3% | 1% |
| Missing person (n=1763) 14% | 17% | 53% | 7% | 22% | 1% | 0% | 1% |

38% of respondents would like to see more information on Community Safety issues/ advice in the local media (newspaper, radio and websites). This is more or less in line with the results for the Force area overall in 2011 where 36% said they would like more information. The main types of information these respondents would like were regarding:

- General police work in the areas (24%)
- More information about current issues, criminals/ developments in specific areas (23%)
- More local press releases/ information points (19%)
- Advice or guidance on safety/ crime prevention (17%).

Figure 28: What type of information would you like?

| | 2011 Highland | |
|---|---------------|-----|
| | No (UW) | % W |
| General police work in your area | 59 | 24% |
| More information about current crime issues, criminals and developments in specific areas | 88 | 23% |
| More local press releases / information points | 66 | 19% |
| Advice / guidance on safety / crime prevention | 53 | 17% |
| More road safety advice / education | 31 | 10% |
| More / easier access to crime statistics | 28 | 7% |
| What is being done to prevent crime | 4 | 2% |
| What is being done to make your community safer | 4 | 2% |
| What is being done to improve road safety | 8 | 2% |
| How you can help the police | 4 | 2% |
| Police achievements / successes | 10 | 2% |
| More information about police officers jobs / how spend their day | 5 | 1% |
| Other | 13 | 3% |
| Base | 323 | |

25% of Highland respondents in 2011 would like more information about the work of their local police, Procurator Fiscal or Court Service. Of these respondents, 31% respondents said they would like regular bulletins and updates of any relative information for the area and 26% would like information on crime/ conviction and sentencing statistics.

Figure 29: What type of information would you like?

| | 2011 Highland | |
|--|---------------|-----|
| | No (UW) | % W |
| Regular bulletins / mail shots and updates of any relative info for the area | 59 | 31% |
| Info on crime / conviction and sentencing statistics | 47 | 26% |
| More info on what they do generally, day to day | 38 | 17% |
| What crime prevention measures / policies they have in place | 29 | 13% |
| General info e.g. staffing levels, contact names, opening times | 29 | 12% |
| Info on why some policies and procedures are not in place | 7 | 3% |
| Reporting of people convicted | 6 | 2% |
| Other | 24 | 10% |
| Base | 207 | |

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

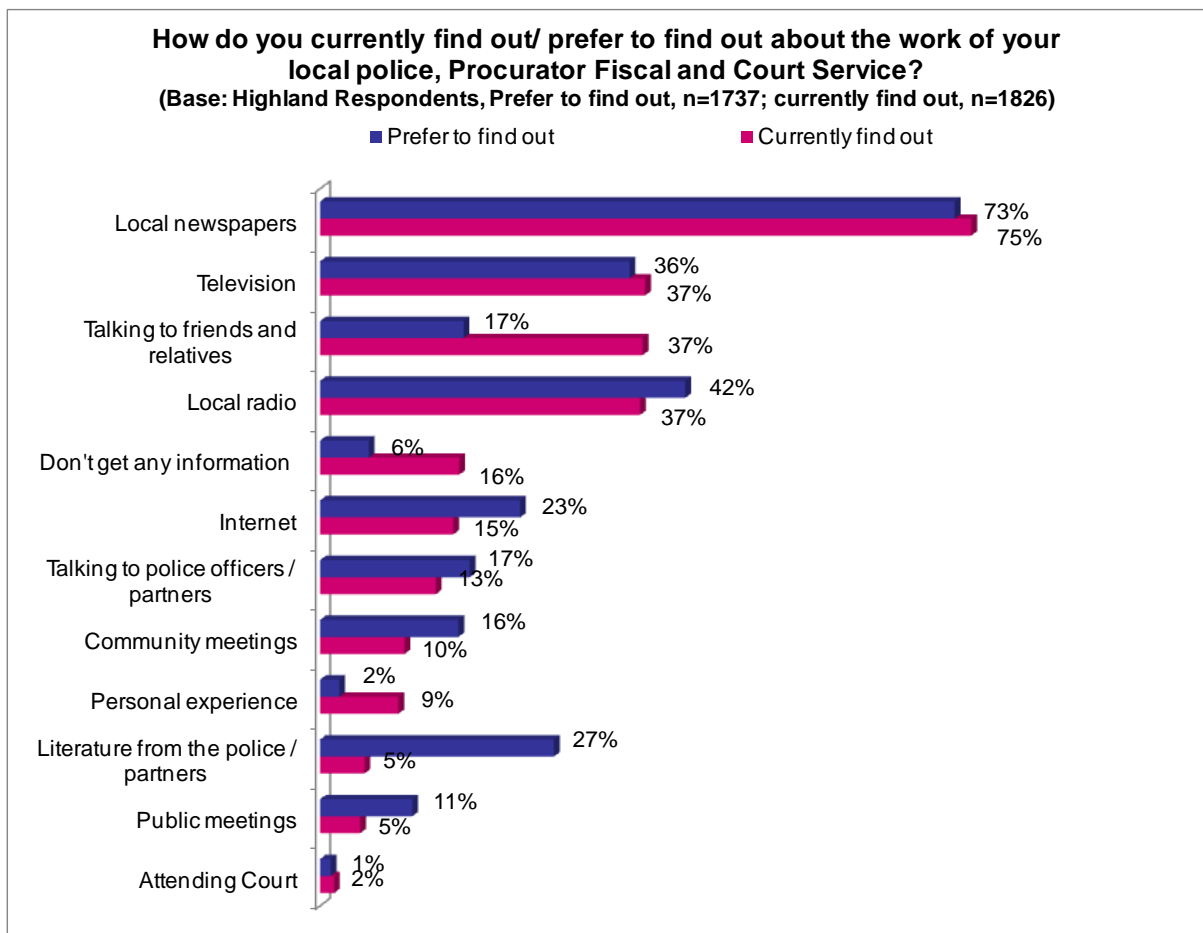
- Local newspapers
- Talking to friends and family
- Television
- Local radio

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

- Talking to friends and relatives (37% normally and 17% prefer)
- Literature from the police/ partners (5% normally and 27% prefer).

These findings are in line with the overall Force area findings with the exception of local radio which is used and preferred by less Highland respondents than the overall Force level where 42% and 46% prefer. Compared to the 2009 Highland results significantly more respondents in 2011 said that they prefer to read local newspapers (75%) than in 2009 (59%).

Figure 30: How Highland respondent currently and would prefer to find out about the work of local police, Procurator Fiscal and Court Service



A new question was asked in 2011 about willingness to receive information from local police, Procurator Fiscal or Court Service through a range of newer communications technologies. The findings from this indicate that there is a willingness to receive information using other sources, most notably via the internet and email, however a significant minority are also happy to receive information through social networking sites such as Facebook. The results for Highland are consistent with 2011 Force area data.

Figure 31: % Willing to find out about the work of local police, Procurator Fiscal and Court Service through the following

| | Highland area 2011 | | 2011 Force area % (W) |
|--------------------------------------|-----------------------|-------|--------------------------|
| | No (UW) | % (W) | |
| Email | 543 | 37% | 36% |
| The Internet | 656 | 50% | 49% |
| Social Networking Site (eg Facebook) | 163 | 16% | 16% |
| Twitter | 49 | 5% | 5% |
| Text to a Mobile Phone | 151 | 11% | 11% |
| Base | 1417-1625 | | 2357 – 2599 |

Respondents were asked if they would use a range of locations to access information on the services provided by their local police and partner agencies. Police stations, the internet and council office/ service points were the top three locations that respondents would be happy to use to access information on the services provided by their local police and their partner agencies. This is similar to the Highland 2009 findings and also to the 2011 Force area results.

Figure 32: Would you use any of the following locations to access information on the services provided by your local police and their partner agencies? % stating yes

| Highland Area | 2009 | 2011 | | 2011 Force area % (W) |
|-------------------------------|------------------|------------------|-------|-----------------------|
| | | No (UW) | % (W) | |
| Police stations | 50% | 1101 | 71% | 70% |
| Internet | 55% | 810 | 69% | 69% |
| Council office/ service point | 57% | 1019 | 68% | 66% |
| Post office | 59% | 979 | 64% | 62% |
| Library | 48% | 851 | 60% | 60% |
| Doctors' surgeries | 49% | 713 | 53% | 51% |
| Supermarket | 45% | 631 | 50% | 48% |
| Courts | 14% | 363 | 39% | 39% |
| Procurator Fiscal Offices | 13% | 361 | 19% | 38% |
| Bank | 31% | 500 | 39% | 38% |
| Base | 1081-1400 | 1169-1534 | | 1938 - 2479 |

It is notable that comparison to previous years indicates a significant increase in the willingness to use the internet as a source of information, although the willingness to access information across most sources has seen an increase when comparing 2009 to 2011.

The majority of respondents have not tried to access services or information from local police, Procurator Fiscal or Court Service within the last year. However, for those that had, there was little difficulty experienced:

- 305 have tried to access information or services from local police (228 found it easy, 50 difficult and 27 unable to access)
- 79 have tried to access information or services from the Procurator Fiscal (37 found it easy, 20 difficult and 22 unable to access)
- 101 have tried to access information or services from the Scottish Court Service (56 found it easy, 24 difficult and 21 unable to access).

2.11 Community Safety Campaigns/ Community Consultation

The questionnaire asked whether respondents had been aware of a range of Community Safety Campaigns during the last 6 months. The majority of Highland respondents were aware of road safety campaigns. Awareness levels for Highland respondents are in line with the overall Force results with the exception of Road Safety campaigns where 62% of Highland respondents are aware compared to 66% of the Force area overall. 36% of Highland respondents were not aware of any campaigns compared to 32% of the Force area overall.

Figure 33: What Community Safety Campaign or initiatives have you been aware of during the last 6 months?

| | 2011 Highland Area | | 2011 Force Area % (W) |
|--|--------------------|-------|-----------------------|
| | No. (UW) | % (W) | |
| Road Safety (eg Speeding, Drink / Drug Driving / Mobile Driving / Seatbelts) | 1134 | 62% | 66% |
| Alcohol Misuse | 558 | 30% | 30% |
| Drugs Misuse | 446 | 24% | 25% |
| Child Protection (eg Keeping Children Safe Campaign) | 302 | 16% | 16% |
| Other | 15 | 1% | 1% |
| Not aware of any campaign | 670 | 36% | 32% |

Those who were aware of a campaign were asked how they were made aware of it. The greatest sources of awareness were local newspapers (68%) and local radio (46%) for Highland residents. This is in line with the Force area results, although Highland residents are less likely to state that they were made aware through local radio than for the Force area in general.

Figure 34: How were you made aware of the campaign?

| | 2011 Highland Area | | 2011 Force Area |
|------------------------------|--------------------|-------|-----------------|
| | No. (UW) | % (W) | % (W) |
| Local newspaper | 835 | 68% | 69% |
| Local TV | 412 | 38% | 34% |
| Local radio | 488 | 46% | 51% |
| Leaflet or newsletter | 90 | 11% | 10% |
| Talking to friends/relatives | 229 | 20% | 20% |
| Talking to police officer | 53 | 5% | 4% |
| Internet | 45 | 5% | 6% |
| Other | 67 | 6% | 5% |

Just 4% of Highland respondents have been involved in community consultation activities with Northern Constabulary or any of its community planning partners within the last 2 years (3% for the Force area overall). This represents 82 respondents. They had participated in a range of consultation activities including:

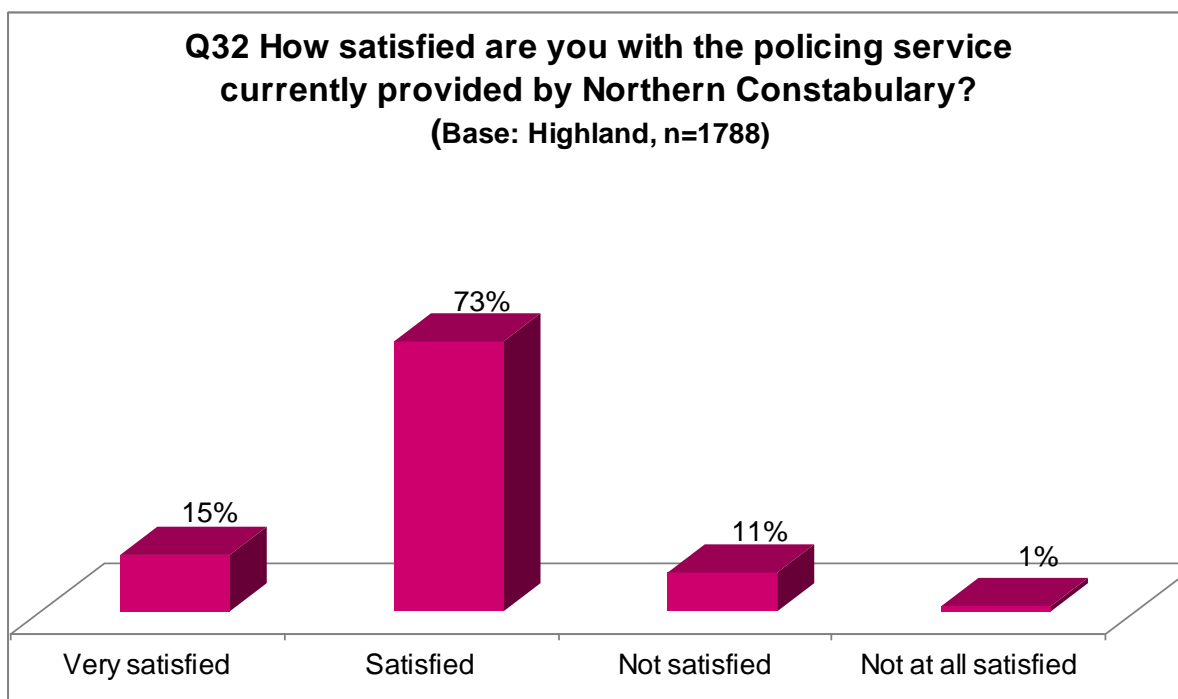
- Highland Council Citizens' Panel
- Ward Forum
- Community Council meetings
- Drinking on streets ban
- Council Budget Consultation

Of the 82 respondents who had participated in a consultation, 65 stated they felt it was worthwhile. Those who said it was not worthwhile indicated that their reasons for feeling this was included the lack of interaction between the Police and residents, the lack of interest of those holding the consultation, the fact that they believed that the decision had already been made prior to consultation or that they did not feel listened to.

3.12 Overall satisfaction with Northern Constabulary

A new question was added in 2011 relating to overall satisfaction with the policing service currently provided by Northern Constabulary. Overall, 15% of Highland respondents said they were very satisfied in this respect and a further 73% were satisfied. This is compared to just 11% who were not satisfied and 1% who were not at all satisfied.

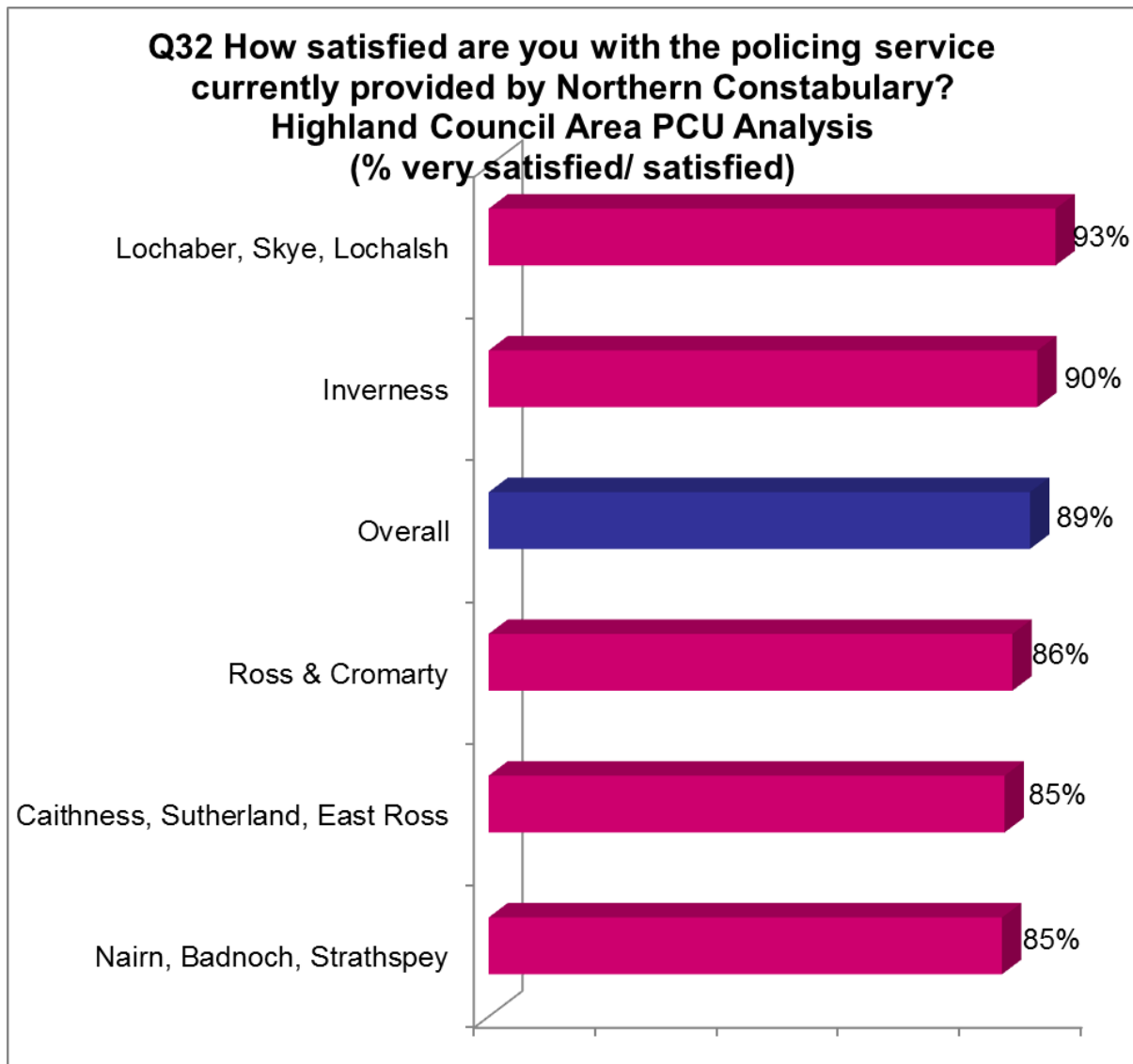
Figure 35: How satisfied are you with the policing service currently provided by Northern Constabulary?



Those who were not satisfied were asked why not. This represented just 218 Highland respondents. However, for those that were dissatisfied, the main reasons given were that there was a lack of visibility/ availability of local police, for example, residents had little evidence of seeing officers on the beat and local police stations were closed or un manned. Other very small numbers of respondents gave additional reasons:

- Lack of evidence that speeding/ dangerous drivers being dealt with
- Spend too much time on main trunk roads
- Poor response times/ lack of response
- Little evidence to claim satisfaction/ little to comment on
- Lack of visibility/ availability of local police
- Poor attitude of officers
- Not dealing with more serious crimes as a priority

Analysis by PCU area within Highland indicates that the levels of satisfaction are fairly comparable across areas, with satisfaction being the highest in Lochaber, Skye and Lochalsh and lowest in Nairn, Badnock, Strathspey and Caithness, Sutherland East Ross.



3.12 Priorities and Improvements

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

The top three suggestions in relation to what ways Northern Constabulary could improve the service it provides to the Highland respondents are the same as was seen in 2009. These were:

1. Higher profile/ visibility
2. More foot patrols/ officers on the beat
3. Satisfied with existing police services

Notable changes since 2009 in terms of suggestions for improvement are the desire to keep local offices open which has increased in priority from 9th to 4th and taking a tougher stance generally or enforcing existing laws has increased from 16th to 9th priority.

Highland results are consistent with the overall results at Force level with the top 6 priorities for Highland being the same as those at Force level.

Figure 36: In what ways could Northern Constabulary improve the service it provides to you?

| Improvement priorities ranked by frequency | 2009 Highland | 2011 Highland area | 2011 Force Area |
|---|---------------|--------------------|-----------------|
| More foot patrols | 1 | 1 | 1 |
| Higher profile/visibility | 2 | 2 | 2 |
| Satisfied with existing police service | 3 | 3 | 3 |
| Keep local offices open incl. 24 hr cover/Maintain current level | 9 | 4 | 4 |
| More information/communication incl. newsletters/details on website | 5 | 5 | 5 |
| Tougher stance on traffic offences (incl. dangerous drivers, drink driving, speeding) | 6 | 6 | 6 |
| More officers | 7 | 7 | 8 |
| More community involvement/community policing | 4 | 8 | 7 |
| Tougher stance generally/enforce existing laws | 16 | 9 | 10 |
| Do more with young people/schools | 10 | 10 | 12 |
| Be more effective in dealing with drug related crime | 13 | 11 | 9 |
| More accessible/approachable/friendly | 8 | 12 | 11 |
| Be more effective in dealing with alcohol related crime (incl. underage drinking) | 14 | 13 | 13 |
| Less paperwork/red tape/bureaucracy | 11 | 14 | 14 |
| Improve manner in dealing with public, victims etc. | 15 | 15 | 15 |
| Less time on traffic offences, more on major crime | 12 | 16 | 16 |
| Base | 1056 | 1050 | 1543 |

When asked what the 3 main priorities should be for local police, prosecutors and courts for Highland residents they were:

1. Drugs
2. Crime prevention/ law and order/ public safety
3. Road safety/ speeding

Drugs has been consistently the top priority for Highland respondents year on year and is the top priority for the Force overall.

Figure 37: What should be the 3 main priorities for your local police, prosecutors and courts?

| | Highland area % (W) 2009 | Highland area % (W) 2011 | Force area % (W) 2011 |
|--|--------------------------|--------------------------|-----------------------|
| Drugs (incl drug dealing and drug related crime) | 36% | 41% | 44% |
| Road safety/ speeding | 37% | 39% | 39% |
| Crime prevention/ law and order/ public safety | 37% | 37% | 34% |
| Drink related crime/ behaviour | 17% | 20% | 21% |
| Tougher sentencing | 3% | 19% | 19% |
| ASB | 15% | 19% | 18% |
| More police on streets/ visibility/ foot patrols | 26% | 19% | 18% |
| Theft/ property crime/ vandalism/ graffiti | 9% | 13% | 13% |
| Crime detection (incl prosecution) | 7% | 12% | 11% |
| Violence/ assault | 4% | 11% | 10% |
| Child protection/ safety | 12% | 10% | 11% |
| Under age drinking | 8% | 10% | 10% |
| Drink driving | 5% | 8% | 9% |
| Community policing | 12% | 5% | 5% |
| Public relations/ accessibility | 10% | 5% | 5% |
| Quick response to reports of crime | 3% | 4% | 3% |
| Integrate with youth groups/ schools | 6% | 3% | 3% |
| Dealing better with repeat offenders | n/a | 3% | 3% |
| Education/ Advice | 8% | 3% | 3% |
| Youth behaviour on streets | 5% | 3% | 2% |
| Dog fouling/ littering | 3% | 2% | 2% |
| Partnership working/ liaison | 2% | 1% | 1% |
| High standards/ public confidence | 3% | 0% | 0% |
| Racism/ discrimination | 2% | 0% | 0% |
| Provide more facilities/ activities for young people | 3% | 0% | 1% |
| Base | 1146 | 1160 | 1761 |

Finally, respondents were asked what they think they could do to help improve the quality of life in their community. The suggestions raised are similar to those raised previously, with 'reporting crime or suspicious behaviour' being the most common suggestion.

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

| | Highland area % (W) 2009 | Highland area % (W) 2011 | Force area % (W) 2011 |
|--|--------------------------|--------------------------|-----------------------|
| Report crime or suspicious behaviour | 31% | 24% | 31% |
| Support community groups/ activities/ campaign on local issues | 26% | 15% | 18% |
| Don't know | - | 9% | 7% |
| Other | - | 8% | 7% |
| Neighbourliness/ be friendly | 13% | 8% | 9% |
| Neighbourhood watch | 6% | 8% | 7% |
| Nothing/ too old | 15% | 7% | 8% |
| Be law abiding | 8% | 6% | 6% |
| Community fine as it is | - | 3% | 13% |
| Be vigilant/ aware | - | 3% | 3% |
| Better parenting | 3% | 1% | 1% |
| Engender law abiding behaviour | 4% | 1% | 1% |
| Collect litter | 3% | 1% | 1% |
| Driving more carefully | - | 1% | 1% |
| Recycling/ environmental care | 1% | 0% | 0% |
| Base | 782 | 906 | 1345 |

Additional codes were added in the 2011 data file.

APPENDIX 1: QUESTIONNAIRE

Making Justice Work – Help us to help you

This survey has been developed by Northern Constabulary jointly with the Scottish Court Service and the Procurator Fiscal Service.

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 and its Criminal Justice and Community Planning Partners. 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** in the pre-paid envelope provided to the following address **by the 30th May 2011**: RESEARCH RESOURCE, FREEPOST RRSA-LEUS-ULUB, 17B MAIN STREET, CAMBUSLANG, GLASGOW, G72 7EX



Alternatively, we would encourage those who have internet access to complete the survey online using the link below:

www.researchresource.co.uk/makingjusticework.html

If you have any queries regarding this survey then please contact Shane Spence of Northern Constabulary on 01463-720-674 or Lorna Shaw at Research Resource on 0141 641 6410.

Thank you.

PERCEPTIONS AND ATTITUDES ABOUT CRIME

Q1 How long have you been in your present home?

- 1 year or less
- Over 1 year but less than 2 years
- 2 or more but less than 5 years
- 5 years or more

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
- A fairly safe area
- Rather unsafe area
- A very unsafe area
- No opinion

Q3 Compared with a year ago, how do you rate the area within 15 minutes walk of your home?

- Now more safe
- Now less safe
- About the same
- Did not live here a year ago
- No opinion

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 |
|---|--------------------------|--------------------------|--------------------------|---------------------------|
| Public Protection (eg Protection of Children / Vulnerable Adults / Domestic Abuse) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Serious and Organised Crime (eg Drugs / Organised Crime / Prostitution) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Alcohol Abuse (eg Under Age Drinking / Alcohol Related Disorder) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Antisocial Behaviour (eg Vandalism, Breach of the Peace, Noise Nuisance) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Terrorism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Violent Crime (eg Assault / Robbery / Gun / Knife Crimes / Gangs) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Road Safety (eg Speeding, Drink / Drug Driving) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crimes of Dishonesty (eg Theft / Fraud) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Q5 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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Q6 More specifically, how worried are you about becoming a victim of the following crimes? | | | | |
|---|--------------------------|--------------------------|---------------------------|----------------------------|
| | Very worried | Slightly worried | Not worried at all | Never considered it |
| Having your home broken into | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being a victim of domestic abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being attacked, assaulted or robbed in your own home | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being attacked, assaulted or robbed in the street | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vandalism or deliberate damage to your home, property or car | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Having your car stolen or broken into | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being the victim of an attempted rape, rape or other serious sexual offence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being insulted or threatened | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being attacked by someone under the influence of alcohol | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being the victim of any other type of crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Q6a Other – please specify below |
|---|
| |

| Q7 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 |
| Race or ethnic origin | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gender identity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sexual orientation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Learning disability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical disability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Religion or belief (including non-belief) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Q7a Other – please specify below | | | | |
| | | | | |

| Q8 Do you do any of the following because of the possible worries about crime? | | | |
|--|--------------------------|--------------------------|--------------------------|
| | Always (yes) | Sometimes | Never (no) |
| Avoid going out when it is dark | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Avoid going out alone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Avoid going out at certain times | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Avoid certain places | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Carry a mobile phone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Take self-defence classes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Make sure your home is adequately secured | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Make sure your vehicle is adequately secured | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mark your property in case it is stolen | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Q8a Please specify below anything else that you do because of possible worries about crime. | | | |
| | | | |

REPORTING CRIME

Q9 Have you been a victim or witnessed a crime in the last 12 months?

- Victim **(Please continue)**
- Witness **(Please continue)**
- No **(Please go to Q14)**

Q9a What type of crime was it?

Q10 Did you report it to the police?

- Yes **(Please go to Q11)**
- No **(Please continue)**

Q10a If not, why not?

NOW GO TO Q14

Q11 Did your report to the police result in action being taken against the offender?

- Yes **(Please go to Q12)**
- No **(Please go to Q14)**
- Don't know **(Please go to Q11a)**

Q11a If you don't know, why is this?

NOW GO TO Q14

Q12 If your report did result in action being taken against the offender, how satisfied were you with the outcome?

- Very Satisfied **(Please go to Q13)**
- Satisfied **(Please go to Q13)**
- Not satisfied **(Please continue)**
- Not at all satisfied **(Please continue)**

Q12a If not satisfied or not at all satisfied, why not?

Q13 Were you satisfied with how you were kept informed of progress in relation to proceedings?

- Yes **(Please go to Q14)**
- No **(Please continue)**
- Don't Know **(Please go to Q14)**

Q13a If not satisfied, why not?

COURT SERVICES

Q14 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
- Accused in criminal case/supporter of accused
- Victim in criminal case/supporter of victim
- Juror (including not serving or not selected)
- Civil litigant or witness in civil case/supporter
- Attending Fines Enquiry/Enforcement Court/Fines Office
- As part of a job (e.g. lawyer)
- Spectator/tourist unconnected with court cases
- None of these **(Please go to Q17)**

Q15 How satisfied were you with your experience of attending court?

- Very satisfied **(Please go to Q17)**
- Satisfied **(Please go to Q17)**
- Not satisfied **(Please continue)**
- Not at all satisfied **(Please continue)**

Q16 If not satisfied or not at all satisfied, why was this? TICK ALL THAT APPLY

- Due to the length of time I had to wait
- Lack of services available in the building
- The overall court process
- Lack of information on what I was expected to do or what was happening
- Other reason

Q16a Other – please specify below

POLICE SERVICES AND COMMUNITY SAFETY

Q17 How often do you usually see police officers patrolling in the following ways:

| | Most days | 2 or 3 times a week | About once a week | About once a month | Less than once a month | Never | Not sure |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Patrolling on FOOT | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Patrolling in MOTOR VEHICLES | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q18 What do you think about the amount of police patrolling you see?

- Too much
- About right
- Too little
- No opinion

Q19 In order of priority please tick the 5 most important locations where you would like to see officers on patrol. PLEASE TICK ONE PER COLUMN

| | Top priority | 2 nd priority | 3 rd priority | 4 th priority | 5 th priority |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Town Centre / High Street | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Residential areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Villages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pubs / night clubs / venues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Known trouble spots | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Areas of traffic danger | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Shops | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Outside schools | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Play parks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q19a Other – please specify below

INFORMATION AND COMMUNICATION

| Q20 How would you prefer to contact the police in each of the following situations? Please select one box in each row: | | | | | | | |
|---|------------------------------|-------------------------------------|---|-------------------------------------|-----------------------------------|--------------------------|---|
| | Phone 999 / Text Phone | 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 |
| To report a serious crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To report a minor crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To report information about something suspicious | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To report a nuisance or disturbance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To report a road traffic accident / incident | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | Phone 999 / Text Phone | 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 |
|-------------------------------------|------------------------------|-------------------------------------|--|-------------------------------------|-----------------------------------|--------------------------|---|
| To report other information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To ask for advice or information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Firearm/shotgun enquiry | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lost/found property | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Missing person | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Q20a Other – please specify below | |
|--|--|
| | |

| Q21 Would you like to see more information on Community Safety Issues / Advice in your local media? (newspaper, radio, websites) | |
|---|------------------------------|
| <input type="checkbox"/> | Yes (Please continue) |
| <input type="checkbox"/> | No (Please go to Q22) |

| Q21a If yes, please state what information you would like? | |
|---|--|
| | |

Q22 Do you ever feel you would like more information about the work of your local police, Procurator Fiscal or Court Service?

- Yes (Please continue)
- No (Please go to Q23)

Q22a If yes, what type of information would you like?

Q23 How do you currently find out about the work of your local police, Procurator Fiscal and Court Service? PLEASE TICK ALL THAT APPLY

- | | |
|--|--|
| <input type="checkbox"/> Talking to friends and relatives | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Talking to police officers / partners | <input type="checkbox"/> Public meetings |
| <input type="checkbox"/> Local radio | <input type="checkbox"/> Community meetings |
| <input type="checkbox"/> Local newspapers | <input type="checkbox"/> Attending Court |
| <input type="checkbox"/> Television | <input type="checkbox"/> Don't get any information |
| <input type="checkbox"/> Literature from the police / partners | <input type="checkbox"/> In any other ways? |
| <input type="checkbox"/> Personal experience | |

Q23a Other – please specify below

Q24 And how would you prefer to find out about the work of your local police, Procurator Fiscal and Court Service? PLEASE TICK ALL THAT APPLY

| | |
|--|--|
| <input type="checkbox"/> Talking to friends and relatives | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Talking to police officers / partners | <input type="checkbox"/> Public meetings |
| <input type="checkbox"/> Local radio | <input type="checkbox"/> Community meetings |
| <input type="checkbox"/> Local newspapers | <input type="checkbox"/> Attending Court |
| <input type="checkbox"/> Television | <input type="checkbox"/> Don't get any information |
| <input type="checkbox"/> Literature from the police / partners | <input type="checkbox"/> In any other ways? |
| <input type="checkbox"/> Personal experience | |

Q24a Other – please specify below

Q25 Would you be happy to receive general information from your local police, Procurator Fiscal or Court Service via any of the following?

| | Yes | No | Don't know |
|---------------------------------------|--------------------------|--------------------------|--------------------------|
| E Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The Internet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Social Networking Sites (eg Facebook) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Text to a Mobile Phone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q26 Would you be happy to use any of the following locations to access information on the services provided by your local police, Procurator Fiscal, Scottish Court Service?

| | Yes | No | Don't know |
|--------------------------------|--------------------------|--------------------------|--------------------------|
| Police stations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Council office / service point | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Post office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bank | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Library | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supermarket | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Doctors' surgeries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Procurator Fiscal Offices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q26a Other – please specify below

| Q27 If you have tried to access services and information from your local police, Procurator Fiscal or Court Service within the last year how easy was it? | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| | Not tried to access | Easy | Difficult | Unable to access |
| Local Police | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Procurator Fiscal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Scottish Court Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q27a If you found it difficult or were unable to access service / information what would have made it easier?

- Q28 What Community Safety Campaigns or initiatives have you been aware of during the last 6 months? TICK ALL THAT APPLY**
- Road Safety (eg Speeding, Drink / Drug Driving / Mobile Driving / Seatbelts)
 - Alcohol Misuse
 - Drugs Misuse
 - Child Protection (eg Keeping Children Safe Campaign)
 - Other
 - Not aware of any campaign (**Please go to Q30**)

Q28a Other – please specify below

- Q29 How were you made aware of the campaign?**
- Local newspaper
 - TV
 - Local radio
 - Leaflet or newsletter
 - Talking to friends/relatives
 - Talking to police officer
 - Internet
 - Other

Q29a Other – please specify below

Q30 Have you been involved in community consultation activities (for example ward forums / other surveys / citizens panels) with the Northern Constabulary or any of our community planning partners (councils etc) within the last 2 years?

- Yes (Please continue)
- No (Please go to Q32)

Q30a If yes, what were the consultation activities?

Q31 Do you feel that the consultation was worthwhile?

- Yes (Please go to Q32)
- No (Please continue)

Q31a If the consultation was not worthwhile, why do you say this?

PRIORITIES AND IMPROVEMENTS

Q32 How satisfied are you with the policing service currently provided by Northern Constabulary?

- Very satisfied (Please go to Q33)
- Satisfied (Please go to Q33)
- Not satisfied (Please continue)
- Not at all satisfied (Please continue)

Q32a If not satisfied or not at all satisfied, why not?

Q33 In what ways could Northern Constabulary improve the service it provides to you?

| Q34 What should be the 3 main priorities for your local police, prosecutors and courts? | |
|--|--|
| 1. | |
| 2. | |
| 3. | |

| Q35 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.

| Q36 Which of these age groups are you in? | |
|--|--------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 75+ |

| Q37 Are you....? | |
|--------------------------|--------|
| <input type="checkbox"/> | Male |
| <input type="checkbox"/> | Female |

| Q38 Please write in the total number in figures of people in your household, including yourself, in each of the following age groups: | | | |
|--|---|-------------|---|
| | WRITE IN | | WRITE IN |
| Under 5 years | <input style="width: 60px; height: 20px;" type="text"/> | 35-44 years | <input style="width: 60px; height: 20px;" type="text"/> |
| 6-11 years | <input style="width: 60px; height: 20px;" type="text"/> | 45-54 years | <input style="width: 60px; height: 20px;" type="text"/> |
| 12-17 years | <input style="width: 60px; height: 20px;" type="text"/> | 55-64 years | <input style="width: 60px; height: 20px;" type="text"/> |
| 18-24 years | <input style="width: 60px; height: 20px;" type="text"/> | 65-74 years | <input style="width: 60px; height: 20px;" type="text"/> |
| 25-34 years | <input style="width: 60px; height: 20px;" type="text"/> | 75+ years | <input style="width: 60px; height: 20px;" type="text"/> |

| Q39 How would you describe your ethnic group? | |
|---|---|
| <input type="checkbox"/> White Scottish | <input type="checkbox"/> Bangladeshi, Bangladeshi Scottish or Bangladeshi British |
| <input type="checkbox"/> White other British | <input type="checkbox"/> Chinese, Chinese Scottish or Chinese British |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Other Asian background (please specify) |
| <input type="checkbox"/> Gypsy Traveller | <input type="checkbox"/> African, African Scottish or African British |
| <input type="checkbox"/> Polish | <input type="checkbox"/> Caribbean, Caribbean Scottish or Caribbean British |
| <input type="checkbox"/> Any other white ethnic group (please specify) | <input type="checkbox"/> Black, Black Scottish or Black British |
| <input type="checkbox"/> Any mixed or multiple ethnic groups (please specify) | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Pakistani, Pakistani Scottish or Pakistani British | <input type="checkbox"/> Arab, Arab Scottish or Arab British |
| <input type="checkbox"/> Indian, Indian Scottish or Indian British | <input type="checkbox"/> Any Other group (please specify) |

| Q39a Other – please specify below |
|--|
| |

Q40 If your first language is not English, please give your main spoken language:

Q41 What religion, religious denomination or body do you belong to?

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> Buddhist |
| <input type="checkbox"/> Church of Scotland | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Roman Catholic | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Other Christian | <input type="checkbox"/> Hindu |
| <input type="checkbox"/> Muslim | <input type="checkbox"/> Other |

Q41a Other - Please specify below

Q42 What is your sexual orientation?

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Bisexual |
| <input type="checkbox"/> Lesbian | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Prefer not to say |

Q42a Other - Please specify below

Q43 Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot
- Yes, limited a little
- No

Q44 Please tick which area you live in:

- | | |
|--|---|
| <input type="checkbox"/> Shetland | <input type="checkbox"/> Ross, Cromarty |
| <input type="checkbox"/> Orkney | <input type="checkbox"/> Inverness |
| <input type="checkbox"/> Outer Hebrides | <input type="checkbox"/> Lochaber, Skye and Lochalsh |
| <input type="checkbox"/> Caithness, Sutherland, East Ross | <input type="checkbox"/> Badenoch, Strathspey & Nairn |

Q45 How would you describe the area where you live?

- A city
- A large town
- A small town
- A large village
- A small village
- An isolated rural area

Q46 How would you describe your housing tenure?

- Rented from the Council
- Owner occupied
- Part own/part rent (shared ownership)
- Rent from Housing Association/Registered Social Landlord
- Other rented
- Other

Q46a Other – please specify below

Thank you for taking the time to complete this survey.
