



Northern Constabulary

2011 Community Consultation Survey

Overall Force Area Report

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EXECUTIVE SUMMARY

Method

Research Resource was commissioned by Northern Constabulary (NC) and its partners to conduct its 2011 biennial Community Consultation Survey. The questionnaire was amended from the 2009 questionnaire with some questions dropping out and others added in, to best reflect the partners' requirements. The postal survey was sent to 9,696 residents within the NC Force area covering Highlands, Outer Hebrides, Shetland Islands and Orkney Islands on the 11th May. Respondents were given three weeks to return the questionnaire and, in order to boost responses, Northern Constabulary issued a press statement when the questionnaires were sent out and again before the deadline for return, encouraging respondents to complete the questionnaire. Additionally, an option was provided to submit returns by email, which had not been available in previous years.

Response

The total response rate was 31.3% resulting in a Force confidence interval of 1.8% and a confidence rate of between 4.7% and 5.3% across the eight Northern Constabulary Command areas. The demographic response was fairly representative of the Force area with the exception of age, as there were more respondents in the older age categories than younger ones and therefore the findings are biased slightly towards perceptions of older age groups. The data were weighted by age, gender and Command area.

Perception & attitudes towards crime

Respondents were asked to rate the area within a 15 minute walk from their home in terms of safety. Over half (54%) of respondents felt that their area was very safe, which shows no significant change from the 55% 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 fairly consistent over the last 5 surveys.

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 10% said their area was less safe than a year ago. There is no significant change compared to last year. Indeed, responses to this question have remained fairly consistent over the last 5 surveys.

When asked about the level of concern that respondents had about various issues, respondents top concern was road safety followed by alcohol abuse and then anti social behaviour. Terrorism is the lowest level of concern for respondents.

46% of respondents stated that they were either very worried or slightly worried about being a victim of crime. 41% were not worried at all and 13% had never considered it. These

figures indicate a reduction of 5% in the proportion of respondents who indicate they are either very or slightly worried about being a victim of crime in 2009 and is the lowest level reported in terms of worry about being a victim of crime seen in these surveys (49% in 2007, 47% in 2005 and 54% in 2003 were very or slightly worried about becoming a victim of crime).

Respondents are most worried about having their home broken into or vandalism or deliberate damage to their home, property or car.

Fear of discrimination is low, with the most common fear being discrimination on the grounds of race or ethnic origin (6%).

The most common preventative actions taken are to make sure that their home is adequately secured (86%) and to make sure their vehicle is adequately secured (85%). These represent marginal reductions on the proportion of respondents taking these precautions in 2009.

Reporting Crime

Respondents were asked whether they have been a victim or witnessed a crime in the last 12 months. 6% 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. 91% indicated that they had neither been a victim or witnessed a crime. This is a similar level to that reported in previous years (in 2009 8% of respondents indicated they had been a victim of crime, 7% in 2007 and 8% in both 2003 and 2005).

Those that stated that they had been a victim of crime or witnessed a crime were most likely to report that this was either assault/ abuse, a traffic incident or motoring offence, theft or vandalism.

Seven out of ten of those who had either witnessed or been a victim of crime reported it to the police (70%). This is broadly comparable to the 75% who reported in 2009 and the 71% who reported in 2007, although does represent a decrease in reporting compared to the 82% who reported in 2005 and 83% in 2003.

Just under one third of these respondents (30%) stated that their report to the police resulted in action being taken against the offender, 37% stated that it did not result in action being taken and 33% did not know. This is a marginally improved figure on the 27% of such respondents who stated that their report resulted in criminal proceedings in 2009.

Those whose report did result in action being taken against the offender were asked how satisfied they were with the outcome. Out of the 51 respondents who answered, just over one quarter (27%) were very satisfied with the outcome and just under a half (46%) were satisfied, 17% were not satisfied and 11% were not at all satisfied. This represents a significant increase in satisfaction compared to the 20% who said they were very satisfied and the 24% who were satisfied in 2009.

Court Services

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%, (as was the case in 2009 also) stated that they had attended court. As was the case in 2009, the most common reason for attending court was as a juror.

The majority of those who have attended a court stated that they were satisfied with the experience, with 28% stating they were very satisfied and 49% stating they were satisfied. 16% were not satisfied and 7% not at all satisfied. The overall level of satisfaction reported in 2011 is marginally higher than the 73% who said they were either very satisfied or satisfied with the experience in 2009.

Police services and community safety

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. 17% of respondents usually see officers patrolling on foot at least once a week compared to 60% who see officers patrolling in motor vehicles at least once a week. This is a marginal decrease of the 25% who stated that they usually see officers patrolling on foot at least once a week and 69% who stated that they usually see officers patrolling in motor vehicles at least once a week in 2009.

51% of respondents never see police patrolling on foot and 8% never see officers patrolling in motor vehicles. This is similar to the 47% who never saw police on foot and 6% who never saw police in motor vehicles in 2009.

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 how they feel about the amount of police patrolling seen.

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. Known trouble spots were top priority, followed by town centres or high streets and then pubs/ night clubs/venues.

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, although 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.

Just over one third of respondents (36%) would like to see more information on Community Safety issues/ Advice in the local media (newspaper, radio and websites). 23% would like more information about the work of their local police, Procurator Fiscal or Court Service.

Respondents were asked how they 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. Generally respondents normally find out and would prefer to find out about the police and its partners to the same extent via:

- Local newspapers
- Local radio
- Television
- Attending court

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 25% prefer).

It is interesting to note that 16% normally get information from the internet and that 23% would prefer to get information in this way. This is a significant change compared to 2009 when 8% said that they normally find out from the internet and 14% would prefer to find out information in this way in the future.

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. Interest in receiving information via these methods is greater for respondents under 65 than for those over 65, with the level of interest peaking in the 35-44 age group.

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 offices/ 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. 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.

Community Safety Campaigns/ Consultation

The questionnaire asked whether respondents had been aware of a range of Community Safety Campaigns during the last 6 months. The greatest level of awareness was in relation to Road Safety Campaigns, which 66% of respondents stated they had been aware of. This was followed by alcohol misuse (30%) and drugs misuse (25%). Just under one third of respondents (32%) said that they had not been aware of any campaigns in the last 6 months.

Those who were aware of a campaign were asked how they were made aware of it. The greatest sources of awareness were local newspapers (69%) and local radio (51%).

Just 3% of respondents have been involved in community consultation activities with Northern Constabulary or any of its community planning partners within the last 2 years. Younger respondents (18-24, 2%) were least likely to participate in community consultation activity compared to older residents (55-64 and 65-74 both 5%) were most likely to participate. Of those that have been involved in consultation, the majority (86%) felt that it was worthwhile.

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, 18% of respondents said they were very satisfied in this respect and a further 72% were satisfied. This is compared to just 10% who were not satisfied and 1% who were not at all satisfied.

Those who were not satisfied were asked why not. Clearly, very small numbers of respondents stated that they were dissatisfied. However, for those that were dissatisfied, the main reason given was 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 unmanned.

Priorities and Improvements

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

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

Notable changes in terms of suggestions for improvement are that the desire to keep local offices open or to reopen local offices has risen to 4th in order of priority compared to 9th in 2009. Additionally, to take a tougher stance generally has risen in priority from 16th to 10th between 2009 and 2011.

When asked what the 3 main priorities should be for local police, prosecutors and courts, the top three priorities have been consistent through 2007, 2009 and 2011:

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

The fourth priority for 2011 is one which has not been notable in previous years – dealing better with repeat offenders. 25% of respondents stated that this was a priority. A significant change, and notable contradiction to the response received to the previous question, is that ‘more police on the streets/ visibility’ has decreased in priority from 24% in

2009 to 2% in 2011, possibly indicating that the 2011 sample were more likely to see this as a service related issue as opposed to a priority for policing.

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.

Conclusions

The 2011 Northern Constabulary Community Consultation survey has provided a robust data set with which the police and its partners can have confidence using in their strategic planning processes.

This survey has shown fairly consistent results in many respects when compared to previous surveys. In particular, with feeling of safety in the local area, the results are fairly consistent to previous years. Respondents fear of crime has decreased marginally when compared to previous years.

The proportion of respondents who stated that they have been a victim of crime has decreased very marginally, however, indications are that the crime is being reported or dealt with through other channels as opposed to going unreported or unresolved. For those that did report their crime to the police, satisfaction with the outcome of reports of crime has increased significantly compared to 2009.

There has been a marginal decrease in the visibility of policing, although interestingly this appears to have no correlation on the fear of crime figures reported. Additionally, this has had no significant impact on the perception of how respondents feel about the amount of police patrolling seen.

A key finding relates to information and communication where the preference is to contact the police via the local police station, but doing so by telephone. There has also been a significant increase in the willingness and desire to interact and receive information through electronic media. In particular from the 35-44 age group.

Overall satisfaction with Northern Constabulary is particularly high with 90% of respondents stating that they were either very satisfied or satisfied with the policing service currently provided.

Priorities in terms of improving services are consistent with previous years, with more foot patrols and higher visibility being top priorities. It should be noted that the desire to keep local offices open or reopen local offices has also risen significantly in terms of priorities to improve services.

Priorities for local police, prosecutors and courts remain consistent with drugs, road safety and crime prevention being top priorities.

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1. INTRODUCTION

1.1 Background

This report details the findings of the Force area of 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.

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

This report details Northern Constabulary's Force area results. There are an additional four separate reports reporting the results at Highland, Shetland, Orkney and Western Isles area level.

1.2 Objectives

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

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

The key objectives of the 2011 survey were to:

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

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

2. METHOD

2.1 Introduction

This section outlines the survey method undertaken in order to meet the objectives set for the project. The key stages of the method, questionnaire and sample design, conducting the survey and analysis and reporting.

2.2 Questionnaire design

Representatives of Research Resource met with Shane Spence, Policy Officer from the Policy and Co-ordination Unit from Northern Constabulary to commence the survey, agreeing the approach and methodology and review the initial survey questionnaire.

The 2011 questionnaire was developed from the 2009 survey questionnaire, reducing the length of the questionnaire where possible by excluding questions which were no longer relevant to the survey. Questions were also amended to better reflect current circumstances and new questions were added to reflect current Force priorities. A copy of the final questionnaire for 2011 is available in Appendix 1.

2.3 Sample design

The desired number of returned questionnaires was determined by developing a desired returned sample of around 400 at each Command unit area (to ensure that each Command unit would have a sample which ensured a confidence interval of 5% at the 95% confidence level). These figures were then multiplied by the response rate from the 2009 survey of 33%. This gave an indicative number of questionnaires to be distributed at each Command unit area to ensure the desired response, as shown below:

Figure 1: Sample Size per Force Area

| Sample x Force Area | Number Issued | Number returned (based on 33%) | Maximum Margin of Error |
|-------------------------------------|---------------|--------------------------------|-------------------------|
| Badenoch, Strathspey & Nairn | 1212 | 400 | ± 5% |
| Caithness, Sutherland & Easter Ross | 1212 | 400 | ± 5% |
| Inverness | 1212 | 400 | ± 5% |
| Lochaber, Skye, & Lochalsh | 1212 | 400 | ± 5% |
| Orkney | 1212 | 400 | ± 5% |
| Ross & Cromarty | 1212 | 400 | ± 5% |
| Shetland | 1212 | 400 | ± 5% |
| Na h-Eileanan Siar / Western Isles | 1212 | 400 | ± 5% |
| Total Force | 9,676 | 3,200 | + 1.8% |

2.4 Conducting the survey

As with previous surveys the method used was that of distributing a random postal survey to a representative section of households in the Northern Constabulary area. Again, as with previous surveys, ACORN data was purchased from CACI Ltd to ensure that the 9,676 questionnaires were sent to households that were representative of the eight Command areas by gender and ACORN household composition. The data contained named individuals selected at random from CACI Ltd's ACORN listing from the relevant areas. All the individuals resided at separate household addresses. A reference number was included on the questionnaire to ensure we could match the ACORN data with the respondent's demographic details.

The questionnaires were mailed on the 11th May 2011, timed to be distributed after the conclusion of the Scottish Parliamentary Elections. A covering letter was included with the questionnaire to outline the reasons for conducting the survey and importance of returning the questionnaire. A reply paid envelope was included to encourage a high response. Additionally, respondents could complete the questionnaire online if desired as opposed to completing and returning the paper questionnaire. Contact details of the project managers from both Northern Constabulary and Research Resource were included on the questionnaire so that any respondent unsure of how to complete the questionnaire could get their query answered.

Respondents were given a deadline of 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.

2.5 Data analysis and reporting

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

To ensure the data was representative at Force area, Council area and Command area, weighting figures were used during the data analysis process to ensure that the data was representative of the wider demographics of Northern Constabulary Force area. The data was weighted by age, gender and Command area. The profile figures used in the weighting calculations were provided by CACI.

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

2.6 Responses to the survey

Overall at Northern Constabulary Force area there were 3,031 returns from 9,696 questionnaires distributed, representing a 31.3% response rate. Details of total responses from each Command area and statistical validity is included the table. 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.

Figure 2: Response and statistical significance by Command and Force areas

| Area | 2011 | | | | 2009 | | | |
|-----------------------------------|--------------|-------------|--------------|-------------|--------------|--------------|--------------|-------------|
| | Sent out | Returns | RR | CI | Sent out | Returns | RR | CI |
| Orkney | 1,212 | 406 | 33.5% | 4.8% | 1,076 | 355 | 33.0% | 5.1% |
| Shetland | 1,212 | 338 | 27.9% | 5.3% | 1,114 | 327 | 29.4% | 5.3% |
| Western Isles | 1,212 | 380 | 31.4% | 5.0% | 1,198 | 383 | 32.0% | 4.9% |
| 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 (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).

As with previous surveys, more females (58%) than males (42%) responded to the survey. However, weighting of the data has ensured that the male/ female ratios are more representative of gender at the Force area level.

Figure 3: Gender

| | No. (UW) | % (UW) | % (W) |
|-------------|-------------|-------------|-------------|
| Male | 1275 | 42% | 49% |
| Female | 1756 | 58% | 51% |
| Base | 3031 | 100% | 100% |

Again, as with previous surveys, younger people were less well represented and respondents from older age groups were over represented. However, it is notable that more respondents were achieved from the younger age groups in 2011 than had been the case in previous years. Weighting of the data ensured that the age ratios are more representative at the Force area level.

Figure 4: Age

| | No. (UW) | % (UW) | % (W) |
|--------------|-------------|-------------|-------------|
| 24 and under | 68 | 2% | 9% |
| 25-34 | 172 | 6% | 13% |
| 35-44 | 334 | 11% | 16% |
| 45-54 | 573 | 19% | 20% |
| 55-64 | 720 | 24% | 18% |
| 65-74 | 590 | 20% | 13% |
| 75+ | 511 | 17% | 11% |
| Base | 2968 | 100% | 100% |

The ethnicity of respondents was slightly higher than in previous surveys and broadly in line with the 3% BME population indicated in 2001 Census data.

Figure 5: Ethnicity (broad categories)

| | No. (UW) | % (UW) | % (W) |
|---------------|--------------|-------------|-------------|
| White British | 2,883 | 96% | 97% |
| Other | 107 | 4% | 3% |
| Base | 2,990 | 100% | 100% |

Figure 6: Ethnicity (full breakdown)

| | No. (UW) | % (UW) | % (W) |
|----------------------------------------------------------|--------------|-------------|-------------|
| White Scottish | 2372 | 79% | 81% |
| White other British | 511 | 17% | 16% |
| White Irish | 17 | 1% | 1% |
| Gypsy Traveller | 0 | 0% | 0% |
| Polish | 3 | 0% | 0% |
| Any other white ethnic group | 19 | 1% | 1% |
| Any mixed or multiple ethnic groups | 1 | 0% | 0% |
| Pakistani, Pakistani Scottish or Pakistani British | 0 | 0% | 0% |
| Indian, Indian Scottish or Indian British | 0 | 0% | 0% |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 25 | 1% | 1% |
| Chinese, Chinese Scottish or Chinese British | 12 | 0% | 0% |
| Other Asian background | 2 | 0% | 0% |
| African, African Scottish or African British | 1 | 0% | 0% |
| Caribbean, Caribbean Scottish or Caribbean British | 0 | 0% | 0% |
| Black, Black Scottish or Black British | 1 | 0% | 0% |
| Other | 0 | 0% | 0% |
| Arab, Arab Scottish or Arab British | 1 | 0% | 0% |
| Any Other group | 25 | 1% | 1% |
| Base | 2,990 | 100% | 100% |

Religious denomination was initially asked in 2009, however, the categories were amended in 2011 to reflect the religion categories used in the 2011 Census. Church of Scotland was the main religious denomination cited by respondents.

Figure 7: Religious denomination

| | No. (UW) | % (UW) | % (W) |
|--------------------|--------------|-------------|-------------|
| Church of Scotland | 1574 | 53% | 48% |
| None | 732 | 25% | 31% |
| Other Christian | 312 | 11% | 10% |
| Roman Catholic | 169 | 6% | 6% |
| Protestant | 159 | 5% | 5% |
| Sikh | 18 | 1% | 1% |
| Buddhist | 9 | 0% | 0% |
| Hindu | 1 | 0% | 0% |
| Muslim | 0 | 0% | 0% |
| Jewish | 0 | 0% | 0% |
| Base | 2,974 | 100% | 100% |

Almost all respondents were heterosexual, as was found to be the case in 2009.

Figure 8: Sexual orientation

| | No. (UW) | % (UW) | % (W) |
|-------------------|--------------|-------------|-------------|
| Heterosexual | 2537 | 92% | 93% |
| Lesbian | 4 | 0% | 0% |
| Gay | 4 | 0% | 1% |
| Bisexual | 12 | 0% | 1% |
| Other | 48 | 2% | 1% |
| Prefer not to say | 151 | 6% | 5% |
| Base | 2,756 | 100% | 100% |

The disability question in 2011 was, again, amended to reflect the question asked in the 2011 Census. As such, directly comparable data is not available. Approximately 29% of respondents have a long term limiting illness or disability which limits their daily activities to some extent.

Figure 9: Long term limiting illness or disability

| | No. (UW) | % (UW) | % (W) |
|-----------------------|-------------|-------------|-------------|
| Yes, limited a lot | 284 | 10% | 7% |
| Yes, limited a little | 553 | 19% | 15% |
| No | 2157 | 72% | 78% |
| Base | 2994 | 100% | 100% |

A disproportionate sampling strategy was used in the survey in order to ensure that response rates would allow the achievement of a target level of statistical validity. There was therefore a requirement to weight survey data by command area in order to ensure that responses are representative of Command area population.

Figure 10: Areas where respondents live (Command area)

| | No. (UW) | % (UW) | % (W) |
|----------------------------------|-------------|-------------|-------------|
| Shetland | 334 | 11% | 8% |
| Orkney | 401 | 13% | 7% |
| Western Isles | 378 | 13% | 9% |
| Caithness, Sutherland, East Ross | 400 | 13% | 17% |
| Ross, Cromarty | 374 | 12% | 14% |
| Inverness | 372 | 12% | 24% |
| Lochaber, Skye and Lochalsh | 350 | 12% | 11% |
| Badenoch, Strathspey & Nairn | 400 | 13% | 9% |
| Base | 3009 | 100% | 100% |

The type of area in which respondents live was under represented at the city area (due to a lower response from Inverness respondents) and slightly over represented at small village and isolated rural area level. The weighted data has ensured that the type of area in which respondents live are representative.

Figure 11: Type of area

| | No. (UW) | % (UW) | % (W) |
|------------------------|-------------|-------------|-------------|
| A city | 222 | 7% | 14% |
| A large town | 198 | 7% | 10% |
| A small town | 670 | 22% | 21% |
| A large village | 389 | 13% | 12% |
| A small village | 957 | 32% | 28% |
| An isolated rural area | 564 | 19% | 16% |
| Base | 3000 | 100% | 100% |

The tenure profile of respondents is relatively in line with the estimates for the Northern Constabulary area, with the most predominant tenure being owner occupied.

Figure 12: Housing tenure

| | No. (UW) | % (UW) | % (W) |
|-----------------------------------|-------------|-------------|-------------|
| Rented from the Council | 228 | 8% | 9% |
| Owner occupied | 2466 | 82% | 79% |
| Part own/part rent | 27 | 1% | 1% |
| Rent from Housing Association/RSL | 104 | 4% | 4% |
| Other rented | 112 | 4% | 4% |
| Other | 71 | 2% | 3% |
| Base | 3008 | 100% | 100% |

3. KEY FINDINGS

3.1 Introduction

This section of the report outlines the key findings from the survey at Northern Constabulary Force area level, covering Highland, Shetlands, Orkney and Western Isles. 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. Some results show comparisons within different demographic groups and demographic areas (force areas) where these differ significantly within the groups or areas.

3.2 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 16% had stayed in their current home for between two years and five years. These figures are in line with previous surveys.

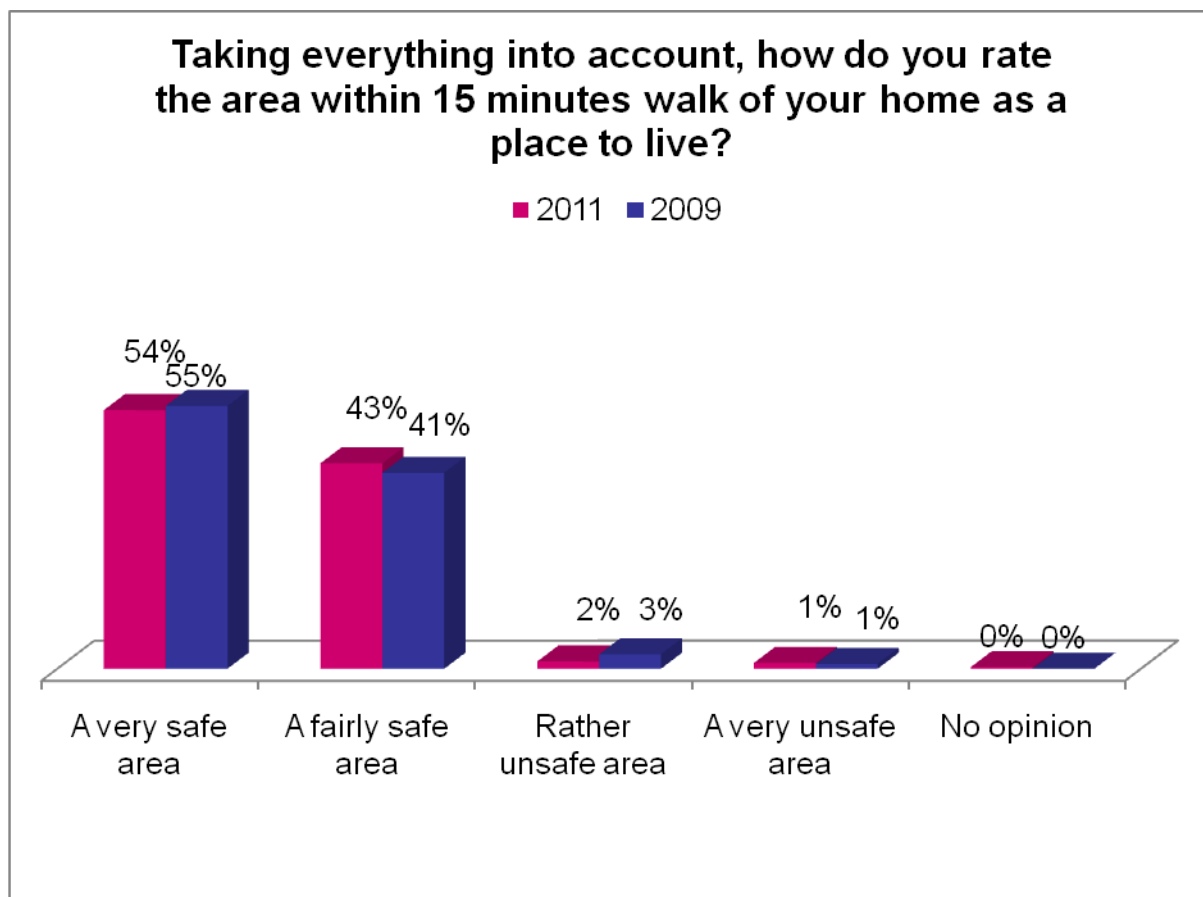
Figure 13: How long have you been in your present home?

| | 2005 | 2007 | 2009 | 2011 | | |
|-----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | | | | No. (UW) | % (UW) | % (W) |
| 1 year or less | 2% | 3% | 1% | 35 | 1% | 2% |
| Over 1 year but less than 2 years | 2% | 4% | 4% | 72 | 3% | 4% |
| 2 or more but less than 5 years | 14% | 15% | 16% | 346 | 12% | 16% |
| 5 years or more | 83% | 79% | 79% | 2351 | 84% | 78% |
| Base | 1510 | 1514 | 2826 | 2804 | 100% | 100% |

3.3 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. Over half (54%) of respondents felt that their area was very safe, which shows no significant change from the 55% 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 fairly consistent over the last 5 surveys.

Figure 14: Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live? (2011 vs 2009)



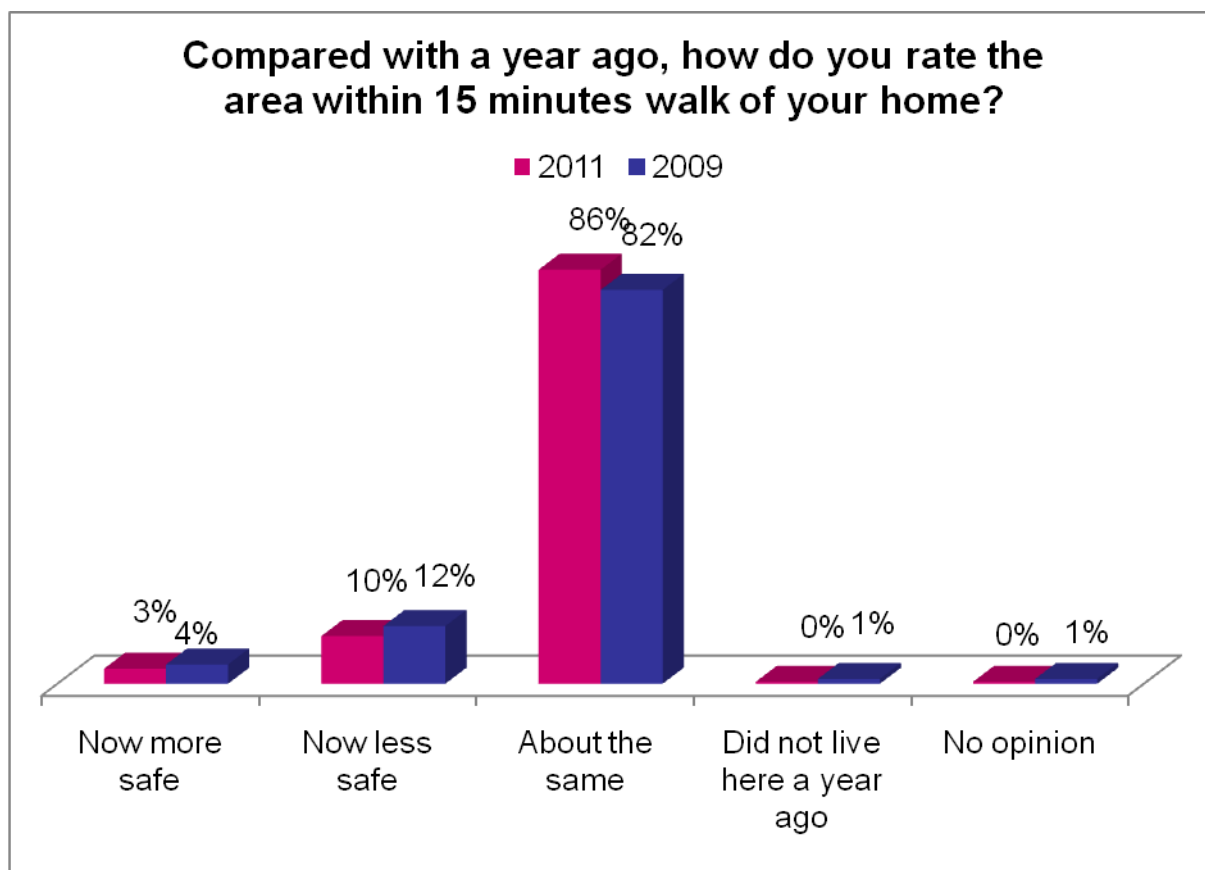
Base: 2011, n=3021; 2009, n=2825

There were significant differences for those respondents describing their area as very safe among the following groups:

- Younger respondents compared to older respondents (43% of 25-34 year olds feel very safe compared to 60% of those aged 75+).
- Those living in cities and large towns compared to those living in villages and rural areas (27% of those living in a city or a large town feel very safe compared to 69% living in a small village and 85% living in an isolated rural area).
- Those living in Inverness PCU area compared to those living in Shetland, Orkney and Western Isles (33% of those in Inverness feel very safe compared to 80% of those in Western Isles, 77% of those in Orkney and 70% of those in Shetland).
- It is interesting to note that there is little significant difference in relation to respondents feeling of safety in their local area and the visibility of police either on foot or in motor vehicles.
- Those that have either been a victim of crime or have witnessed a crime are significantly less likely to feel very safe than those who have not (24% of victims and 26% of witnesses feel very safe compared to 57% of those who have not).

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 10% said their area was less safe than a year ago. There is no significant change compared to last year. Indeed, responses to this question have remained fairly consistent over the last 5 surveys.

Figure 15: Compared with a year ago, how do you rate the area within 15 minutes walk of your home? (2011 vs 2009)



Base: 2011, n=3009; 2009, n=2825

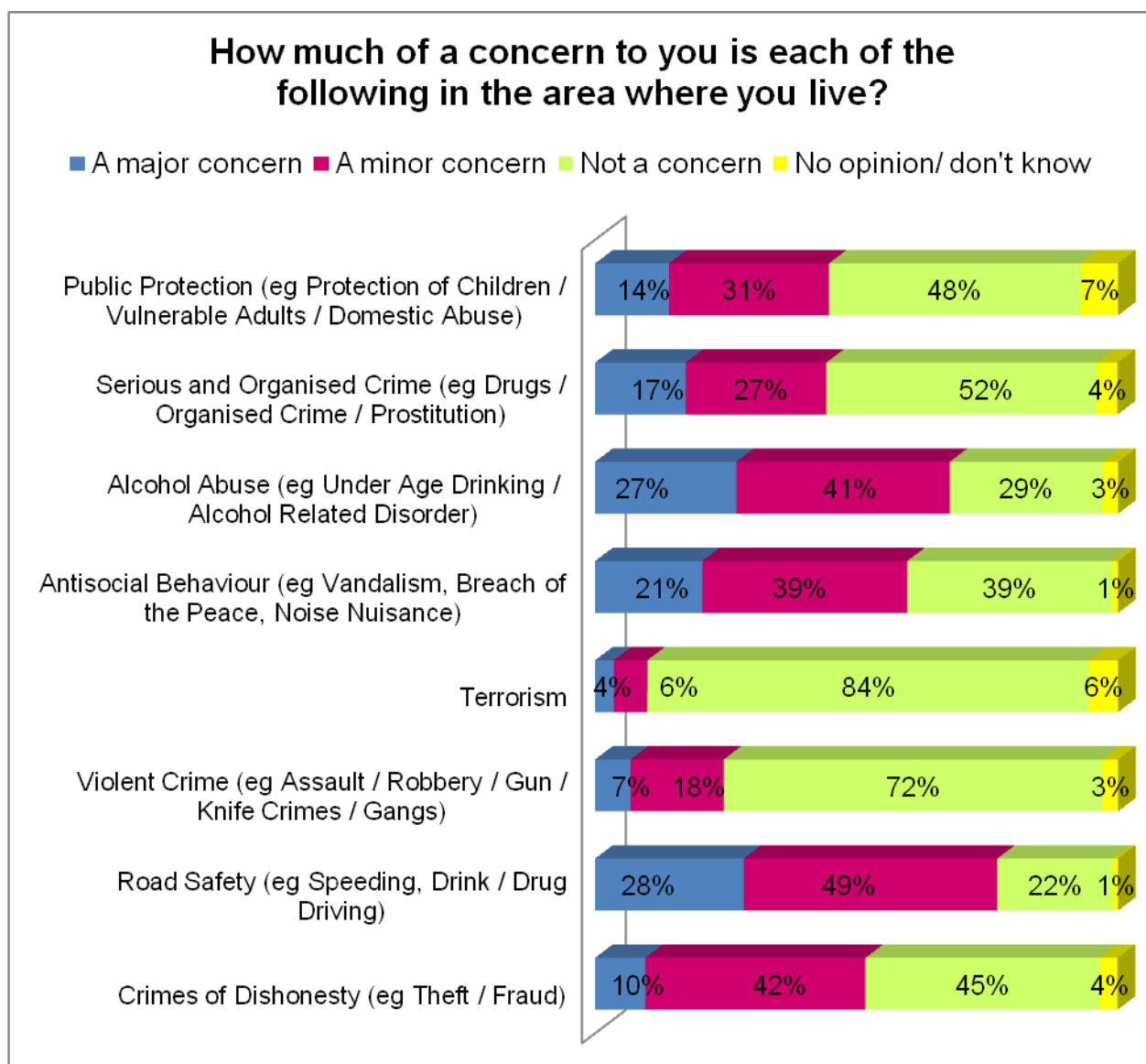
As in previous surveys, those living in a city are more likely to state that their area is less safe (11%). Those most likely to state that they now feel their area is less safe are those living in small towns (13%).

Those that are either a victim of crime or have witnessed a crime within the last year are significantly more likely to say that they feel less safe, with 20% of those that have witnessed a crime and 15% of those that have been a victim of crime saying they now feel less safe compared to 9% of those who have not been a victim.

3.4 Community safety concerns

Respondents were asked to indicate their level of concern about various issues in their area. Over the last four surveys (from 2003 to 2009) the pattern of concern was fairly consistent with driving at excessive speed or dangerous driving being the greatest concerns. 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.

Figure 16: How much of a concern to you is each of the following?



Base: n=2823-2997 (2011)

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 17: Ranking of priority of concerns in the area where respondents live - major/ minor concern

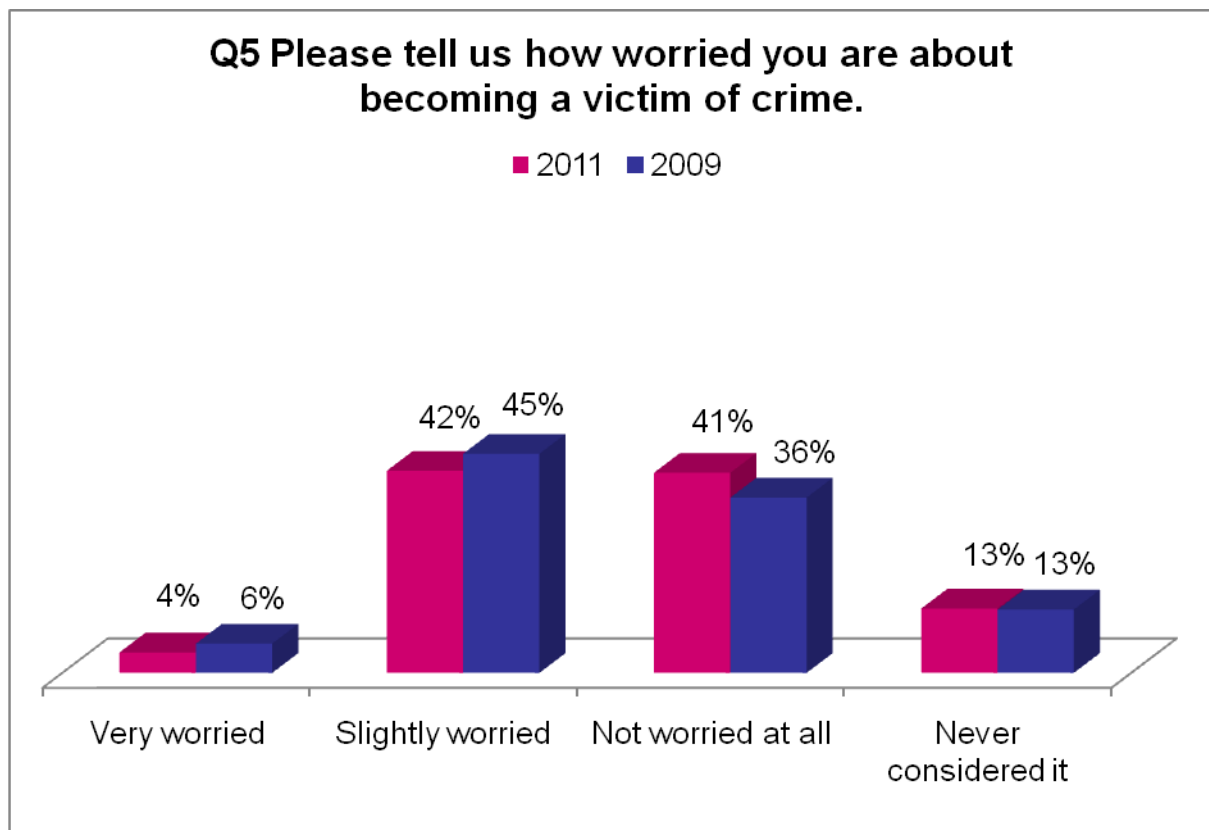
| Concern | Ranking |
|---------------------------------------------------------------------------------|---------|
| Road Safety (Speeding, Drink / Drug Driving) | 1 |
| Alcohol Abuse (Under Age Drinking / Alcohol Related Disorder) | 2 |
| Antisocial Behaviour (Vandalism, Breach of the Peace, Noise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

Regardless of the area in which people live, the rank priority order is the same for respondents.

3.5 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, 46% of respondents stated that they were either very worried or slightly worried about being a victim of crime. 41% were not worried at all and 13% had never considered it. These figures indicate a reduction of 5% in the proportion of respondents who indicate they are either very or slightly worried about being a victim of crime in 2009 and is the lowest level reported in terms of worry about being a victim of crime (49% in 2007, 47% in 2005 and 54% in 2003 were very or slightly worried about becoming a victim of crime).

Figure 18: Please tell us how worried you are about being a victim of crime?



Base: n=2974 (2011) ; n=2766 (2009)

Those living in a city or town are significantly more likely to be worried about being a victim of crime than those living in rural areas. 62% of respondents who live in a city, 53% who live in a small town and 50% who live in a large town stated they are very/ slightly worried. This is compared to 31% of respondents living in isolated rural areas and 39% living in small villages.

67% of victims of crime (134 respondents) indicated that they are either very or slightly worried as are 58% of those who have witnessed a crime in the last 12 months (93 respondents). This is compared to 44% of those who have not been a victim or witness of crime.

There is no significant correlation between the worry about being a victim of crime and the visibility of police either on foot or in motor vehicles. However, analysis of the level of worry about being a victim of crime and the desire to see more police in particular areas indicates that those who stated that a priority for patrolling by the police was residential areas were more likely to be either very worried or slightly worried about being a victim of crime .

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, every year the survey has taken place, the top two crimes respondents stated they were most worried about were 'having your home broken into' or 'vandalism or deliberate damage to your home, property or car'. However in 2011, the order that these are ranked has changed. In 2011, 55% were either very or slightly concerned about having their home broken into and 54% were either very or slightly concerned about vandalism or deliberate damage to their home, property or car.

The level of concern about 'having your car stolen or broken into' has increased in rank since 2009 from 5th to 3rd. However, in the main the order of concern has remained fairly consistent year on year.

Figure 19: How worried are you about becoming a victim of the following crimes?

| | 2003 | 2005 | 2007 | 2009 | 2011 | 2011 | |
|-----------------------------------------------------------------------------|------------|------------|------------|-------------|-------------|----------|-------|
| | | | | | | No. (UW) | % (W) |
| Having your home broken into | 1 | 2 | 2 | 2 | 1 | 1481 | 55% |
| Vandalism or deliberate damage to your home, property or car | 2 | 1 | 1 | 1 | 2 | 1462 | 54% |
| Having your car stolen or broken into | 3 | 3 | 5 | 5 | 3 | 1193 | 43% |
| Being attacked by someone under the influence of alcohol | n/a | 5 | 3 | 3 | 4 | 1146 | 44% |
| Being attacked, assaulted or robbed in the street | 4 | 4 | 4 | 4 | 5 | 901 | 36% |
| Being insulted or threatened | 6 | 6 | 6 | 6 | 6 | 893 | 37% |
| Being the victim of any other type of crime | n/a | n/a | n/a | n/a | 7 | 835 | 32% |
| Being attacked, assaulted or robbed in your own home | 5 | 7 | 7 | 7 | 8 | 702 | 25% |
| Being the victim of an attempted rape, rape or other serious sexual offence | 7 | 8 | 8 | 8 | 9 | 438 | 18% |
| Being a victim of domestic abuse | 8 | 11 | 11 | 10 | 10 | 99 | 4% |
| Base | 826 | 636 | 736 | 2772 | 2998 | | |

Note: The figures for 2009 and 2011 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 and 2011.

Other crimes which respondents stated were of concern were:

- Computer fraud
- Identity theft
- Credit card crimes
- Being attacked by somebody under the influence of drugs
- Being the victim of a road traffic accident
- Theft of heating oil/fuel

Those who have been a victim of crime are significantly more likely to be worried about becoming a victim of all types of crimes with the exception of being a victim of domestic abuse and being the victim of rape or another sexual offence.

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 Figure 20 below. The figures given are for those respondents who were either very worried or slightly worried.

The most common fear of discrimination is based on race or ethnic origin. 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. This is a change from the previous 3 years where discrimination about age was the greatest concern. Fear of discrimination against age was not provided as an option in the questionnaire in 2011, although a small number of respondents did mention this as an 'other' worry about being discriminated against.

Figure 20: Are you worried about suffering discrimination or being subjected to a hate incident on the grounds of any of the following? (slightly or very worried)

| | 2005 | 2007 | 2009 | 2011 | |
|-------------------------------------------|------|------|------|----------|-------|
| | | | | No. (UW) | % (W) |
| Race or ethnic origin | 4% | 4% | 3% | 154 | 6% |
| Gender identity | 4% | 4% | 2% | 51 | 2% |
| Sexual orientation | 2% | 2% | 2% | 48 | 2% |
| Mental health | 4% | 5% | 4% | 114 | 4% |
| Learning disability | 3% | 3% | 2% | 65 | 3% |
| Physical disability | 6% | 6% | 6% | 141 | 5% |
| Religion or belief (including non-belief) | 5% | 4% | 3% | 134 | 5% |

Those who were of non white ethnic origin were significantly more likely to be very or slightly worried about suffering discrimination or being subjected to a hate incident on the grounds of race or ethnic origin (31% very or slightly worried compared to 5% of white ethnic origin).

In terms of gender identity, there is little significant difference between males and females in terms of the level of worry about being discriminated against on this basis.

Respondents who stated that they were gay were significantly more likely to be worried about suffering discrimination or being subjected to a hate incident on the grounds of their sexuality. All gay respondents (4) indicated that they were either very or slightly worried about this.

In relation to religious discrimination, respondents who were Roman Catholic were more likely to be worried about suffering discrimination (16% either very worried or slightly worried) compared to other religions.

3.6 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 given in Figure 21. The most common preventative actions taken are to make sure that their home is adequately secured (86%) and to make sure their vehicle is adequately secured (85%). These represent marginal reductions on the proportion of respondents taking these precautions in 2009.

Figure 21: Do you do any of the following because of the possible worries about crime? (always or sometimes)

| | 2003 | 2005 | 2009 | 2011 | |
|----------------------------------------------|------|------|------|----------|-------|
| | | | | No. (UW) | % (W) |
| Avoid going out when it is dark | 43% | 35% | 37% | 871 | 32% |
| Avoid going out alone | 40% | 31% | 34% | 810 | 31% |
| Avoid going out at certain times | 38% | 32% | 35% | 790 | 30% |
| Avoid certain places | 56% | 51% | 58% | 1297 | 52% |
| Carry a mobile phone | N/A | 57% | 64% | 1662 | 60% |
| Take self-defence classes | 4% | 3% | 5% | 90 | 3% |
| Make sure your home is adequately secured | 92% | 91% | 90% | 4080 | 86% |
| Make sure your vehicle is adequately secured | 88% | 88% | 90% | 2410 | 85% |
| Mark your property in case it is stolen | 41% | 43% | 39% | 1005 | 35% |

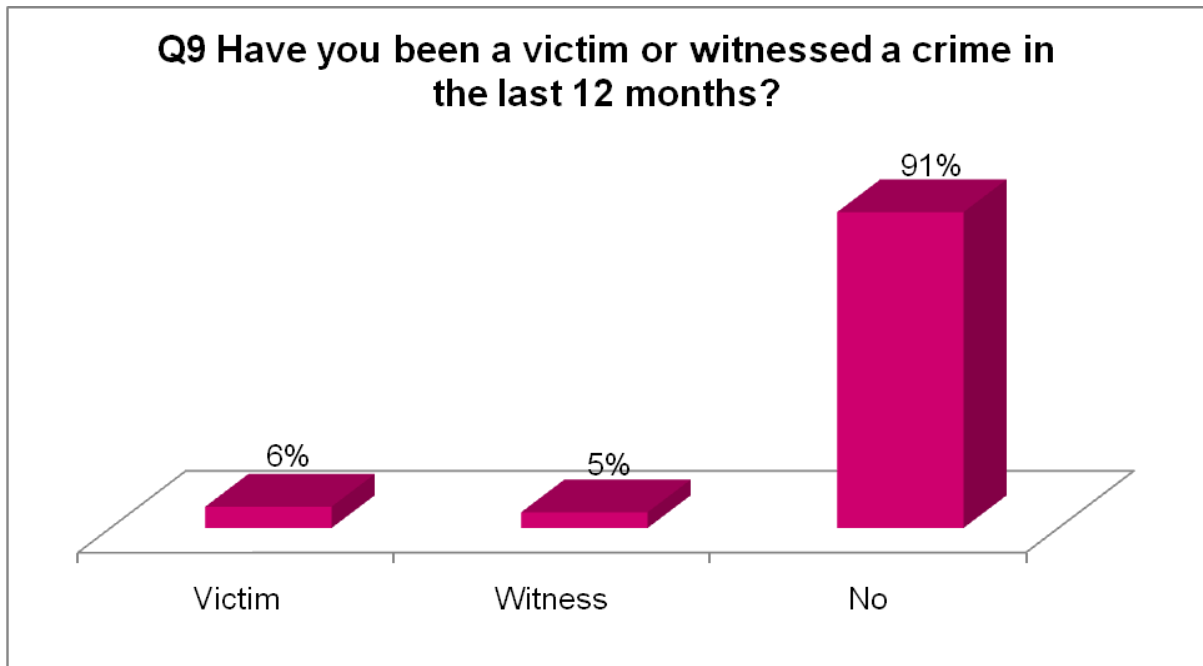
Other precautions respondents stated that they took included security lights outside of the home.

Females are significantly more likely to avoid going out when it is dark, going out alone, going out at certain times and certain places.

3.7 Reporting Crime

Respondents were asked whether they have been a victim or witnessed a crime in the last 12 months. 6% 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. 91% 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 22: Have you been a victim or witnessed a crime in the last 12 months?



Base: n=2985

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 8% of respondents indicated they had been a victim of crime, 7% in 2007 and 8% in both 2003 and 2005.

Those groups that were slightly more likely to state that they had been a victim of crime in the last year included:

- Aged 25-34 (11%)
- Living in a large town (11%)

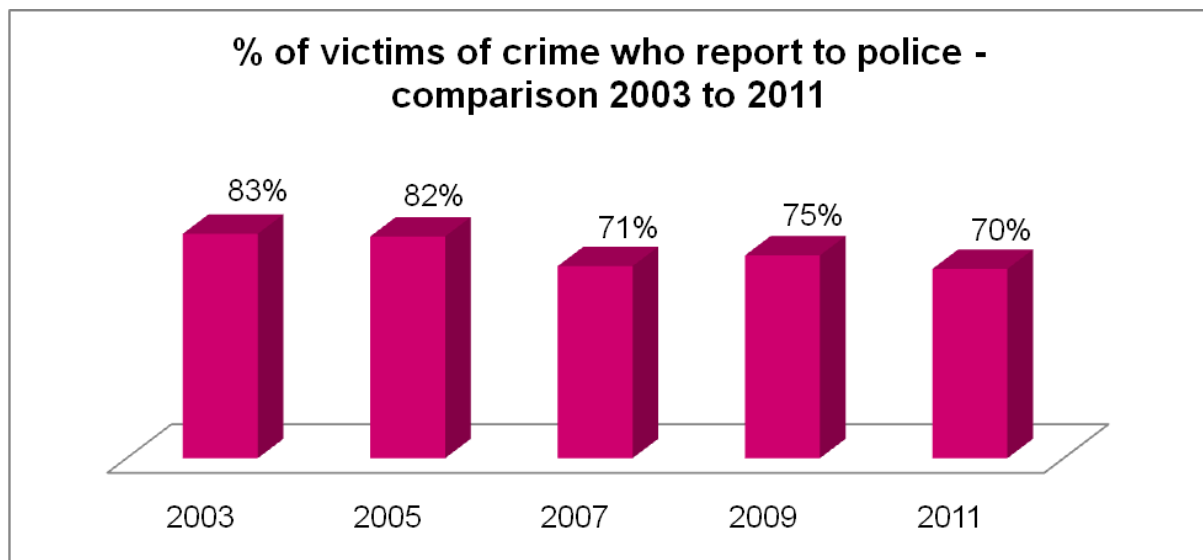
The types of crime respondents were most likely to have been a victim of or witnessed are listed in the table below. The most common crimes are similar to those stated in 2009.

Figure 23: What type of crime was it?

| Nature of crime | No of responses |
|----------------------------------------------|-----------------|
| Assault/ abuse | 49 |
| Traffic accident/ incident/ motoring offence | 48 |
| Theft | 36 |
| Vandalism | 23 |
| ASB/ Neighbours | 15 |
| Property break in | 10 |
| Fraud/ identity theft | 9 |
| Other Crime | 6 |
| Base | 196 |

Seven out of ten of those who had either witnessed or have been a victim of crime reported it to the police (70%). This is broadly comparable to the 75% who reported in 2009 and the 71% who reported in 2007, although does represent a decrease in reporting compared to the 82% who reported in 2005 and 83% in 2003.

Figure 24: Did you report it to the police?



Those who did not report stated that the reasons for not reporting were that:

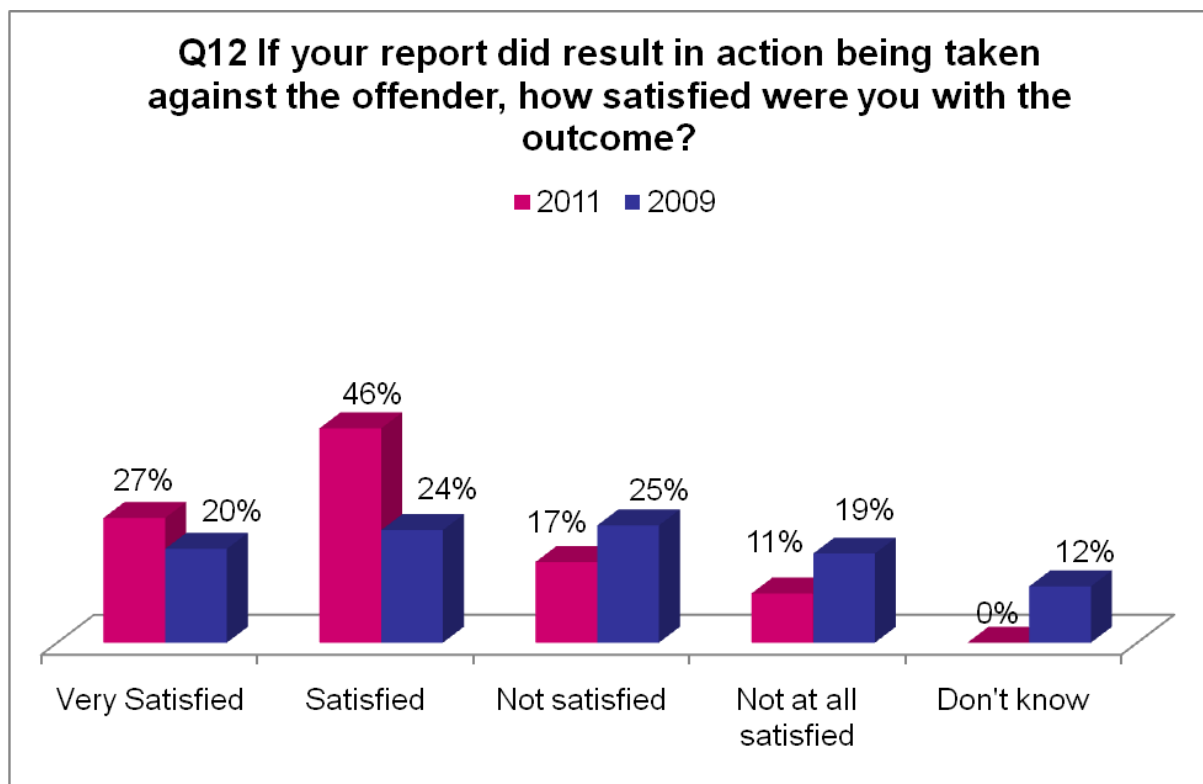
- They did not want to get involved
- Somebody else reported it
- They dealt with it themselves
- They did not want to bother the police

Respondents who were victims or witnesses of crime and reported it to the police were then asked whether the report resulted in action being taken against the offender. Just under one third of these respondents (30%) stated that their report to the police resulted in action being taken against the offender, 37% stated that it did not result in action being taken and 33% did not know. This is a marginally improved figure on the 27% of such respondents who stated that their report resulted in criminal proceedings in 2009.

Those who stated that they did not know whether their report had resulted in action being taken against the offender were asked why is this? A number of these respondents stated that they had received no feedback from the police, or that the perpetrator was not found. However, 2 did state that the police 'did not seem interested'.

Those whose report did result in action being taken against the offender were asked how satisfied they were with the outcome. Out of the 51 respondents who answered, just over one quarter (27%) were very satisfied with the outcome and just under a half (46%) were satisfied, 17% were not satisfied and 11% were not at all satisfied. This represents a significant increase in satisfaction compared to the 20% said they were very satisfied and the 24% who were satisfied in 2009.

Figure 25: If your report did result in action being taken against the offender, how satisfied were you with the outcome?



Base: n=51 (2011); n=41 (2009)

Of the 14 respondents who said they were not satisfied, the following were the main reasons given for lack of satisfaction with the outcome:

- Culprit was not given strong enough sentence (3)
- Nobody caught/ no action taken (6)
- Lack of information/ feedback (2)
- Difficulty in accessing support from different agencies (1)
- Case still going through the courts (1)

Over two thirds (68%) of the 52 respondents who answered were satisfied with how they were kept informed with progress in relation to proceedings. This is a significant increase from the 43% who stated they were satisfied in 2009. Those who were not satisfied (13 respondents) stated that this was largely the case due to the fact that they simply have not heard anything (10 respondents) further or that the only feedback they received was given when they called themselves (3 respondents)

3.8 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%, (as was the case in 2009 also) 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 a juror.

Figure 26: 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 | 2011 | |
|--------------------------------------------------------|------------|------------|-------|
| | | No (UW) | % (W) |
| Juror (including not serving or not selected) | 37% | 88 | 34% |
| Accused in criminal case/supporter of accused | 12% | 16 | 13% |
| Witness in criminal case/supporter of witness | 18% | 29 | 12% |
| As part of a job (e.g. lawyer) | 13% | 26 | 12% |
| Attending Fines Enquiry/Enforcement Court/Fines Office | 6% | 15 | 10% |
| Victim in criminal case/supporter of victim | 6% | 16 | 8% |
| Spectator/tourist unconnected with court cases | 12% | 17 | 7% |
| Civil litigant or witness in civil case/supporter | 8% | 17 | 5% |
| Base | 196 | 224 | |

The majority of those who have attended a court stated that they were satisfied with the experience, with 28% stating they were very satisfied and 49% stating they were satisfied. 16% were not satisfied and 7% not at all satisfied. The overall level of satisfaction reported

in 2011 is marginally higher than the 73% who said they were either very satisfied or satisfied with the experience in 2009.

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

- Due to the length of time they had to wait (61%)
- Lack of information on what I was expected to do or what was happening (49%)
- The overall court process (48%)
- Lack of services available in the building (18%)

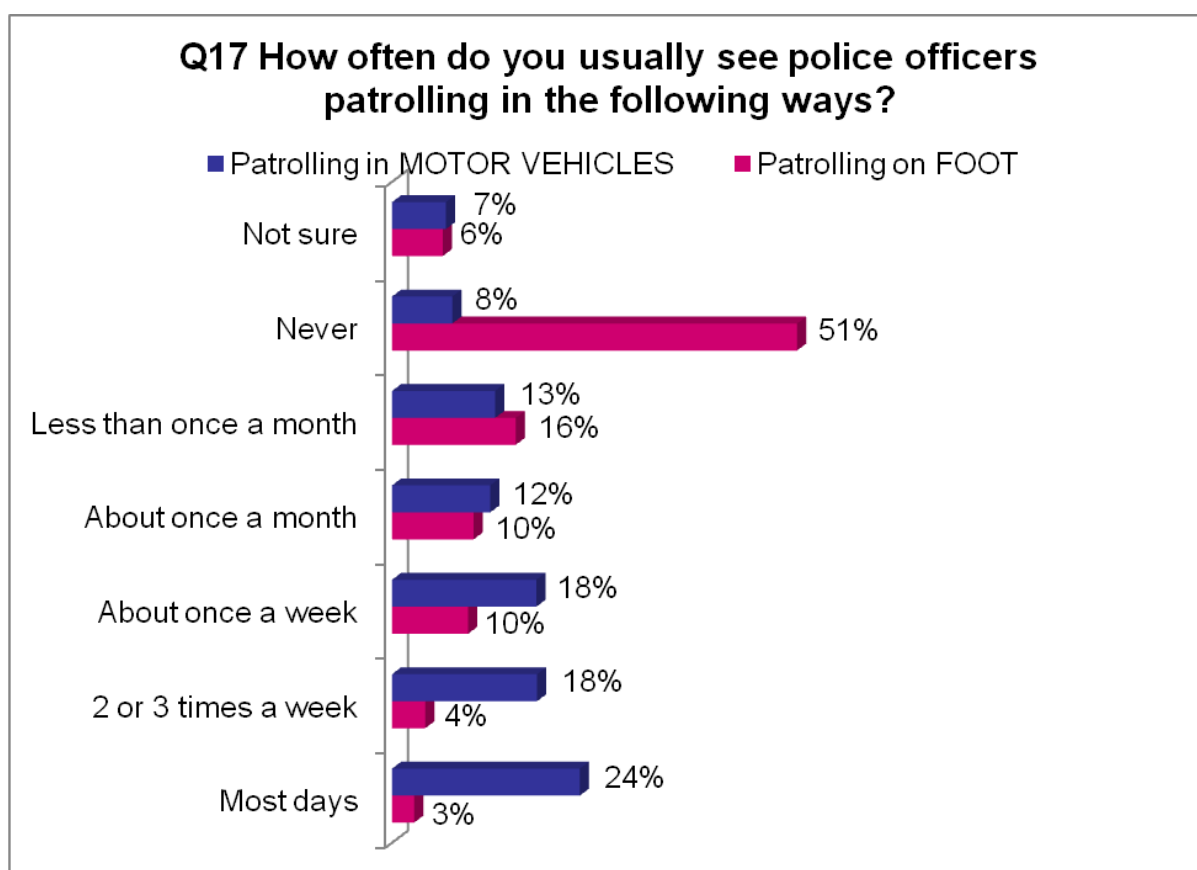
Thirty six percent gave some other reason. These reasons related largely to the unpredictability of the situation such as dates or times being changed at the last minute or that the decision made (they believed) was wrong.

3.9 Police Services and Community Safety

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. 17% of respondents usually see officers patrolling on foot at least once a week compared to 60% who see officers patrolling in motor vehicles at least once a week. This is a marginal decrease of the 25% who stated that they usually see officers patrolling on foot at least once a week and 69% who stated that they usually see officers patrolling in motor vehicles at least once a week in 2009.

Fifty one percent of respondents never see police patrolling on foot and 8% never see officers patrolling in motor vehicles. This is similar to the 47% who never saw police on foot and 6% who never saw police in motor vehicles in 2009.

Figure 27: How often do you usually see police officers patrolling in the following ways?



Base: n=2732

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 how they feel about the amount of police patrolling seen.

Figure 28: What do you think about the amount of police patrolling you see?

| | 2003 | 2005 | 2007 | 2009 | 2011 | |
|-------------|-------------|-------------|-------------|-------------|-------------|-------|
| | | | | | No (UW) | % (W) |
| Too much | 0% | 1% | 0% | 0% | 24 | 2% |
| About right | 31% | 33% | 30% | 37% | 1045 | 35% |
| Too little | 54% | 53% | 57% | 50% | 1317 | 47% |
| No opinion | 15% | 13% | 13% | 13% | 547 | 16% |
| Base | 1575 | 1510 | 1514 | 2671 | 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 priorities are very much in line with those reported in 2009. Known trouble spots were top priority, followed by town centres or high streets and then pubs/ night clubs/venues.

Figure 29: Ranking of priorities of most important locations where residents would like to see officers on patrol

| Priority | 2009 | 2011 |
|-----------------------------|-------------|-------------|
| Known trouble spots | 1 | 1 |
| Town Centre / High Street | 2 | 2 |
| Pubs / night clubs / venues | 3 | 3 |
| Areas of traffic danger | 4 | 4 |
| Residential areas | 5 | 5 |
| Villages | 7 | 6 |
| Outside schools | 6 | 7 |
| Play parks | 8 | 8 |
| Shops | 9 | 9 |
| Base | 2756 | 2922 |

Very few respondents gave any 'other' suggestions of where officers should patrol. Just three real suggestions were given: 'litter louts and late evenings', 'main bus route through village when school comes out', 'royal visits and liner cruises'.

3.10 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, although 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.

Figure 30: How would you prefer to contact the police in each of the following situations?

| | 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 |
|-----------------------------------------------------------|-----------------------|----------------------------|-----------------------------------------------|----------------------------|-----------------------------|-----------------|-------------------------------------|
| To report a serious crime (n=2972) | 71% | 21% | 3% | 3% | 1% | 0% | 1% |
| To report a minor crime (n=2925) | 7% | 77% | 4% | 9% | 2% | 1% | 1% |
| To report information about something suspicious n=(2934) | 8% | 65% | 15% | 8% | 3% | 1% | 1% |
| To report a nuisance or disturbance n=(2927) | 11% | 75% | 7% | 4% | 2% | 1% | 1% |
| To report a road traffic accident / incident n=(2951) | 63% | 30% | 2% | 1% | 1% | 1% | 3% |
| To report other information (n=2783) | 3% | 62% | 9% | 18% | 2% | 5% | 1% |
| To ask for advice or information (n=2881) | 2% | 55% | 6% | 27% | 3% | 6% | 1% |
| Firearm/shotgun enquiry (n= 2728) | 6% | 52% | 6% | 28% | 0% | 6% | 1% |
| Lost/found property (n=2872) | 2% | 50% | 1% | 44% | 0% | 2% | 1% |
| Missing person (n=2854) | 16% | 55% | 6% | 22% | 1% | 0% | 1% |

Just over one third of respondents (36%) would like to see more information on Community Safety issues/ Advice in the local media (newspaper, radio and websites). The level of desire to see more information on these issues is largely similar across all areas with the exception of Orkney who are significantly less likely to wish to see more information (20%).

General priorities for information are about general police work in the area and more information about crime issues, criminals and developments in specific areas. A list of information priorities is shown in the table below:

Figure 31: What type of information would you like?

| Requirement for information | 2011 % (W) |
|-------------------------------------------------------------------------------------------|------------|
| General police work in your area | 24% |
| More information about current crime issues, criminals and developments in specific areas | 23% |
| More local press releases / information points | 19% |
| Advice / guidance on safety / crime prevention | 16% |
| More road safety advice / education | 11% |
| More / easier access to crime statistics | 6% |
| Other | 4% |
| Police achievements / successes | 3% |
| What is being done to improve road safety | 3% |
| What is being done to make your community safer | 2% |
| What is being done to prevent crime | 1% |
| How you can help the police | 1% |
| More information about police officers jobs / how they spend their day | 1% |
| Base | 452 |

23% would like more information about the work of their local police, Procurator Fiscal or Court Service. The main types of information are shown below, the top priority being regular bulletins/ mail shots and updates of any relative information for the area.

Figure 32: What type of information would you like?

| Requirement for information | 2011% (W) |
|------------------------------------------------------------------------------|------------|
| Regular bulletins / mail shots and updates of any relative info for the area | 29% |
| More info on what they do generally, day to day | 20% |
| Info on crime / conviction and sentencing statistics | 25% |
| Reporting of people convicted | 2% |
| General info e.g staffing levels, contact names, opening times | 11% |
| What crime prevention measures / policies they have in place | 12% |
| Info on why some policies and procedures are not in place | 3% |
| Other | 11% |
| Base | 290 |

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:

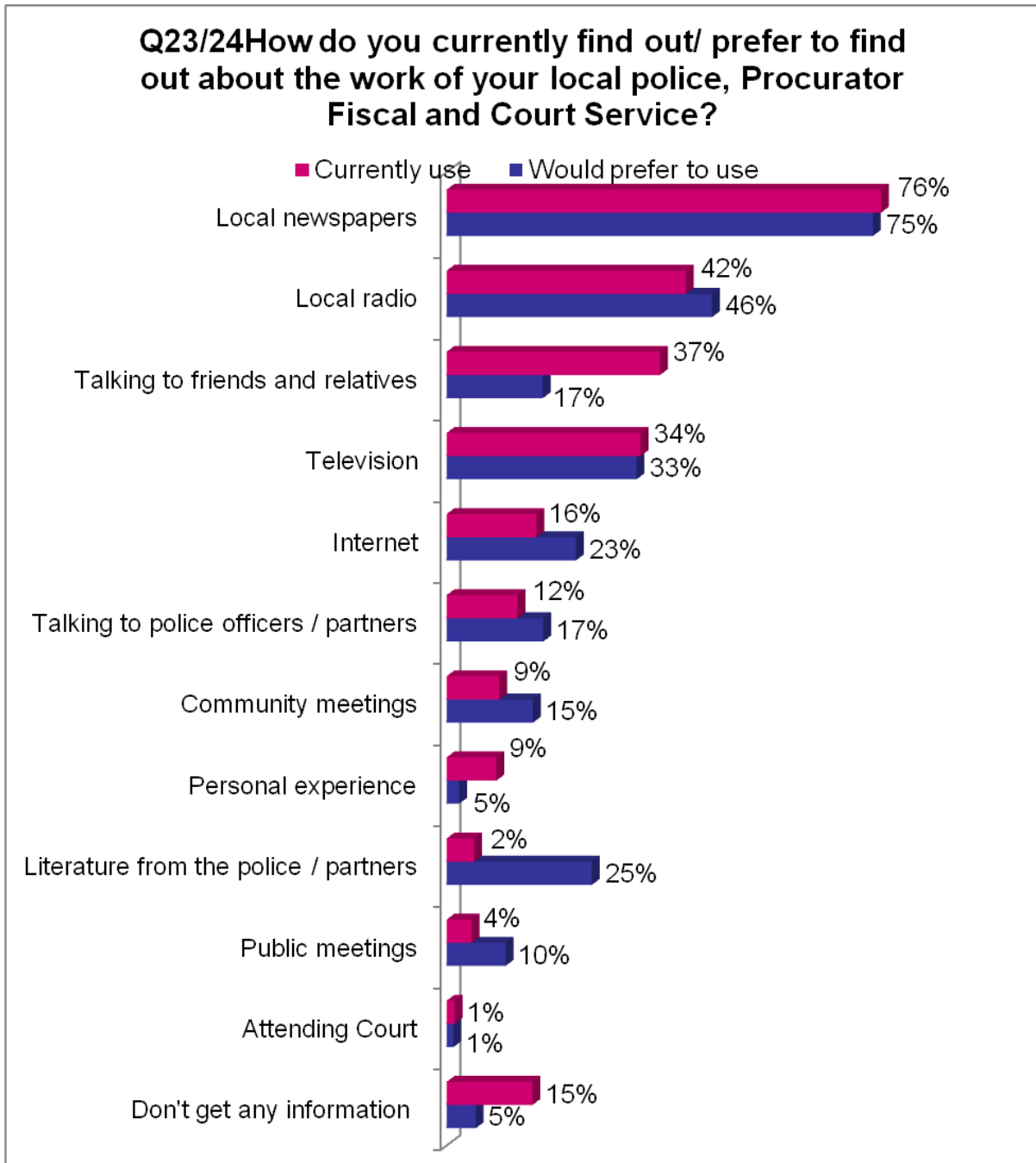
- Local newspapers
- Local radio
- Television
- Attending court

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 25% prefer).

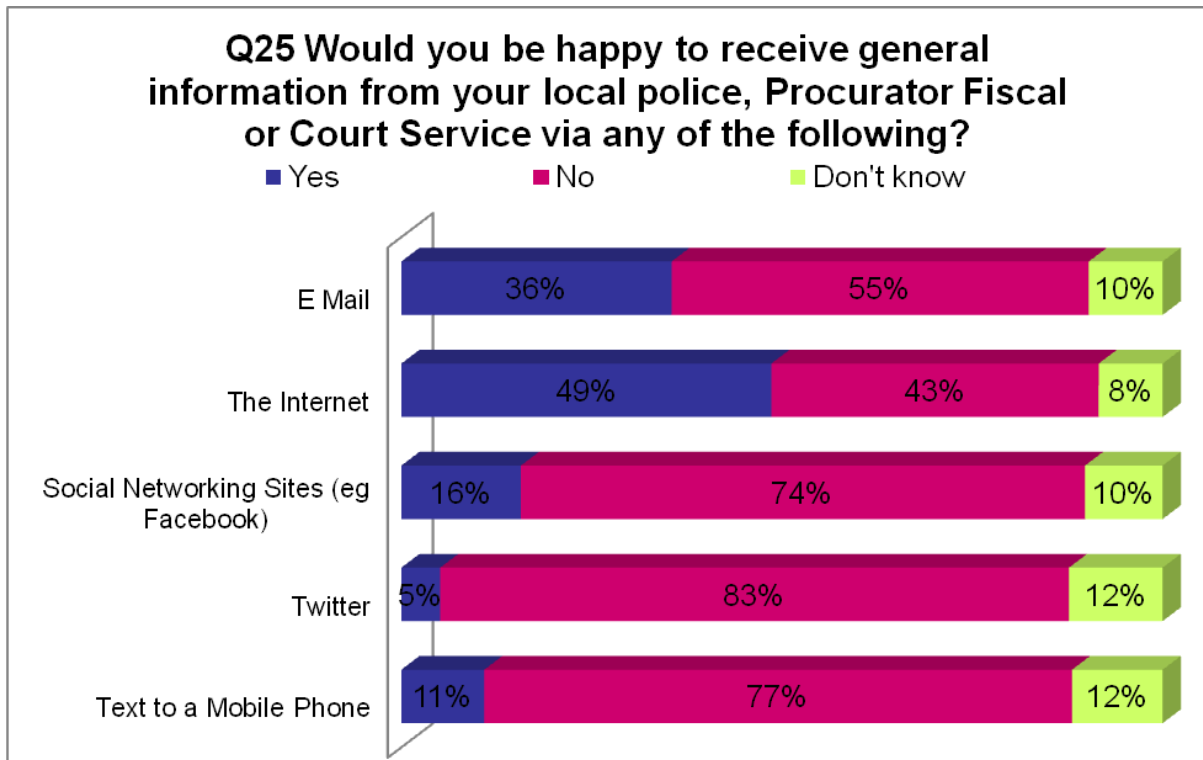
It is interesting to note that 16% currently normally get information from the internet and that 23% would prefer to get information in this way. This is a significant change compared to 2009 when 8% said that they normally find out from the internet and 14% would prefer to find out information in this way in the future.

Figure 33: Finding out about the work of your 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.

Figure 34: Would you be happy to receive general information from your local police, Procurator Fiscal or Court Service via any of the following?

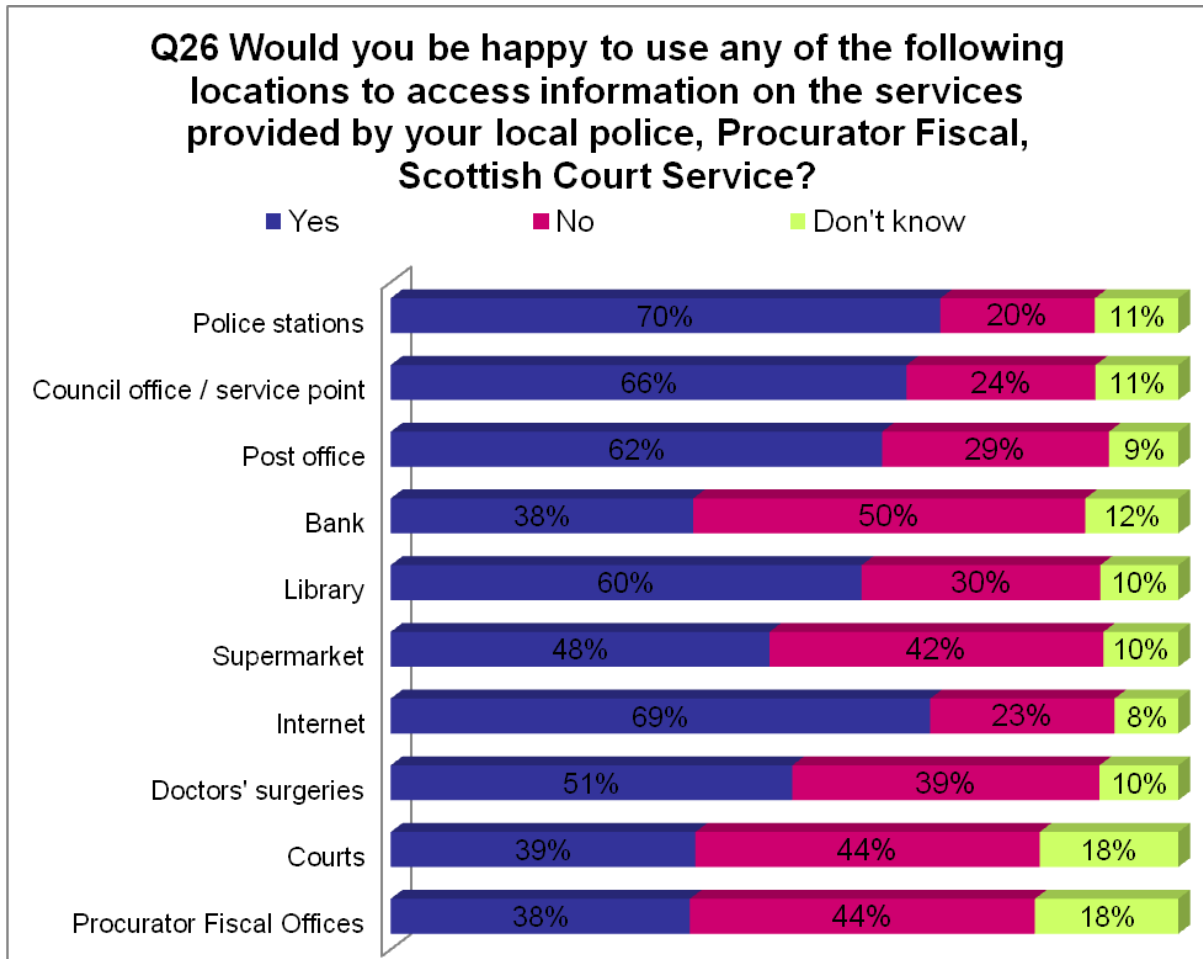


Base: n=2357 – 2599

Interest in receiving information via these methods is greater for respondents under 65 than for those over 65, with the level of interest peaking in the 35-44 age group.

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 offices/ 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.

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



Base: n=1938 - 2479

Other suggestions given included:

- Local notice boards in village shops/ community halls
- Public places eg bus stops, pubs, doctors, railway stations

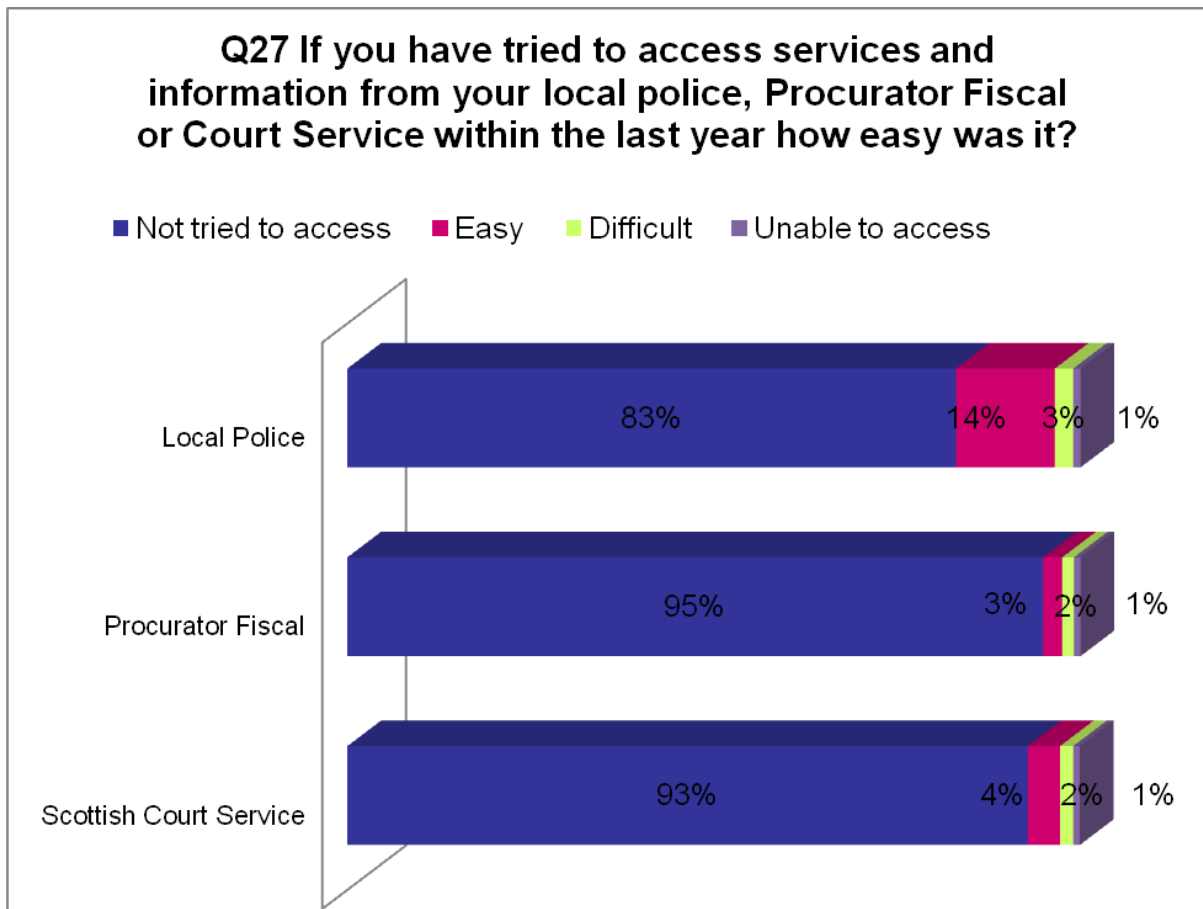
It is notable that comparison to previous years indicates a significant increase in the willingness to use the internet as a source of information, although the willingness to access information across most sources has seen an increase when comparing 2009 to 2011.

Figure 36: Willingness to access information on services provided by local police and partners

| | 2003 | 2005 | 2007 | 2009 | 2011 |
|--------------------------------|-------------|-------------|-------------|-------------|------------------|
| Police stations | n/a | n/a | n/a | 55% | 70% |
| Post office | 36% | 53% | 51% | 58% | 62% |
| Council office / service point | 36% | 51% | 50% | 54% | 66% |
| Internet | n/a | 40% | 44% | 55% | 69% |
| Library | 33% | 42% | 42% | 47% | 60% |
| Doctors' surgeries | n/a | 43% | 42% | 48% | 51% |
| Supermarket | 28% | 41% | 34% | 30% | 48% |
| Bank | 17% | 28% | 22% | 30% | 38% |
| Courts | n/a | 12% | 17% | 14% | 39% |
| Procurator Fiscal Offices | n/a | n/a | n/a | 13% | 38% |
| Base | 1575 | 1510 | 1514 | 2279 | 1938-2479 |

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.

Figure 37: 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?



Base: n=2569 - 2728

Suggestions in terms of how information could have been made easier to access included:

- Via websites
- A local contact person
- Information factsheets with FAQs on the law, your rights etc...
- More information available on a wide range of issues
- Better attitude of staff and a willingness to be helpful
- Willingness to listen
- A manned police station

3.11 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 greatest level of awareness was in relation to Road Safety Campaigns, which 66% of respondents stated they had been aware of. This was followed by alcohol misuse (30%) and drugs misuse (25%). Just under one third of respondents (32%) said that they had not been aware of any campaigns in the last 6 months.

Figure 38: What Community Safety Campaign or initiatives have you been aware of during the last 6 months?

| | No. (UW) | % (UW) | % (W) |
|------------------------------------------------------------------------------|----------|--------|-------|
| Road Safety (eg Speeding, Drink / Drug Driving / Mobile Driving / Seatbelts) | 1888 | 65% | 66% |
| Alcohol Misuse | 961 | 33% | 30% |
| Drugs Misuse | 748 | 26% | 25% |
| Child Protection (eg Keeping Children Safe Campaign) | 476 | 16% | 16% |
| Other (please specify) | 27 | 1% | 1% |
| Not aware of any campaign | 979 | 33% | 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 (69%) and local radio (51%).

Figure 39: How were you made aware of the campaign?

| | No. (UW) | % (UW) | % (W) |
|------------------------------|----------|--------|-------|
| Local newspaper | 1401 | 73% | 69% |
| Local TV | 571 | 30% | 34% |
| Local radio | 1004 | 52% | 51% |
| Leaflet or newsletter | 148 | 8% | 10% |
| Talking to friends/relatives | 368 | 19% | 20% |
| Talking to police officer | 78 | 4% | 4% |
| Internet | 87 | 5% | 6% |
| Other | 97 | 5% | 5% |

Other sources of awareness included:

- Community Council
- Child protection through employment/ education
- Road signs
- Through school/ work
- Information in GP Surgery

Just 3% of respondents have been involved in community consultation activities with Northern Constabulary or any of its community planning partners within the last 2 years.

They had participated in a range of consultation activities:

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

Younger respondents (18-24, 2%) were least likely to participate in community consultation activity compared to older residents (55-64 and 65-74 both 5%) were most likely to participate.

Of those that have been involved in consultation, the majority (86%) felt that it was worthwhile. Despite the lower level of participation from younger respondents, it is interesting to note that younger participants were more likely to state that they believed the consultation was worthwhile (100% up to the age of 44) whereas the oldest respondents (75+) were least likely to state that they believed this to be worthwhile (64%).

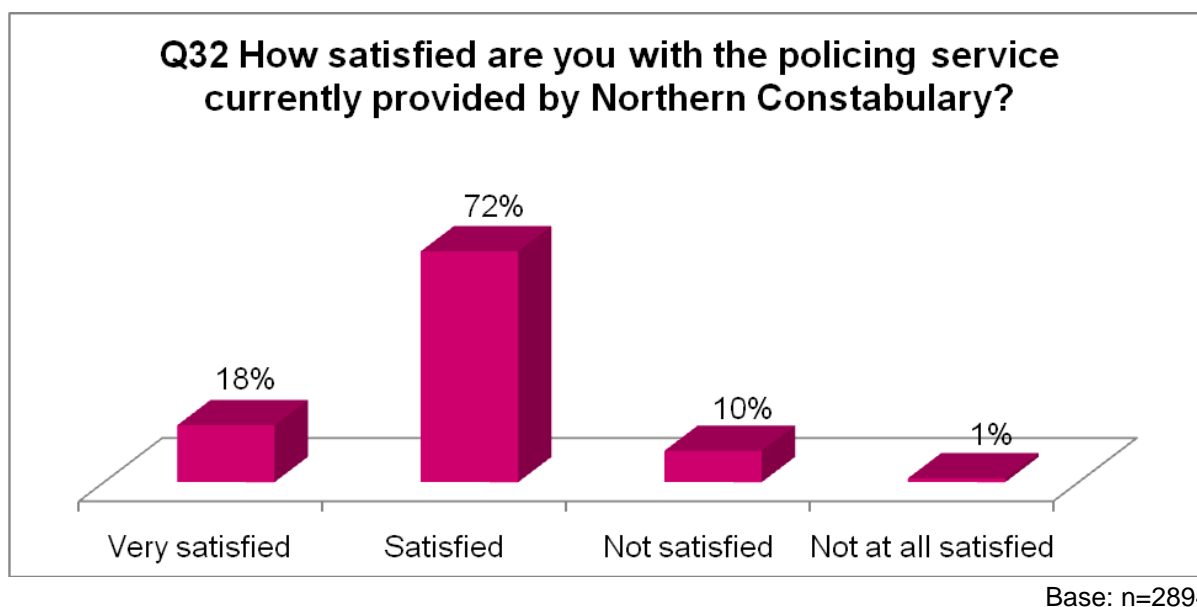
Of those that did not believe it was worthwhile (16 respondents), the reasons they gave for this were:

- The exercise was just 'box ticking'/ decision already made (6)
- Don't feel listened to/ feel ignored when decisions made (3)
- Did not get to speak to somebody directly about the issue (2)
- Don't think it is me they should be asking (2)
- Lack of ability to make change as a result of the consultation (1)
- Not enough time allowed (1)
- The campaign is ongoing (1)

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, 18% of respondents said they were very satisfied in this respect and a further 72% were satisfied. This is compared to just 10% who were not satisfied and 1% who were not at all satisfied.

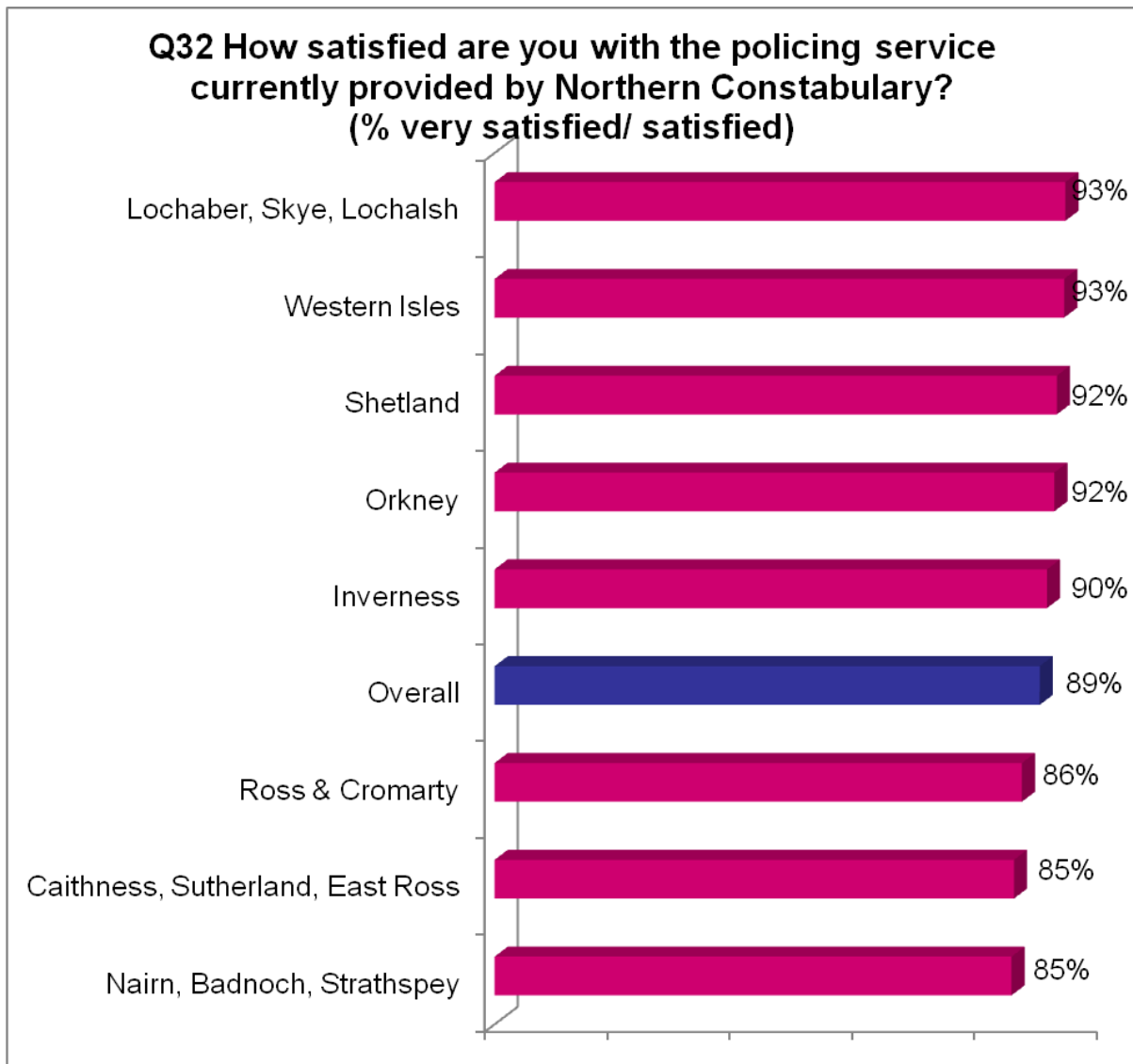
Figure 40: How satisfied are you with the policing service currently provided by Northern Constabulary?



Those who were not satisfied were asked why not. Clearly, very small numbers of respondents stated that they were dissatisfied. However, for those that were dissatisfied, the main reason given was 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 unmanned. 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

Analysis by area indicates that the levels of satisfaction are fairly comparable across areas, with satisfaction being the highest in the island PCU areas and satisfaction being lowest in Nairn, Badenoch, Strathspey and Caithness, Sutherland and Easter Ross PCU areas.



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 public are the same as was seen in 2009:

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

Notable changes in terms of suggestions for improvement are that the desire to keep local offices open or to reopen local offices has risen to 4th in order of priority compared to 9th in 2009. Additionally, to take a tougher stance generally has risen in priority from 16th to 10th between 2009 and 2011.

Figure 41: In what ways could Northern Constabulary improve the service it provides to you?

| | 2005 | 2007 | 2009 | 2011 |
|---------------------------------------------------------|------------|------------|-------------|-------------|
| More foot patrols/ officers on the beat | 1 | 1 | 1 | 1 |
| Higher profile/ visibility | 2 | 2 | 2 | 2 |
| Satisfied with existing police services | 4 | 5 | 3 | 3 |
| Keep local offices open incl 24 cover | n/a | 11 | 9 | 4 |
| More information/ communication incl newsletters | 6 | 6 | 5 | 5 |
| Tougher stance on dangerous drivers | 9 | 14 | 6 | 6 |
| More community involvement/community policing | 3 | 4 | 4 | 7 |
| Recruit more officers | =7 | 7 | 8 | 8 |
| Be more effective in dealing with drug related crime | n/a | n/a | 11 | 9 |
| Tougher stance generally | 9 | 9 | 16 | 10 |
| More accessible/ approachable/ friendly | 6 | 3 | 7 | 11 |
| Do more with young people/ schools | =7 | 8 | 10 | 12 |
| Be more effective in dealing with alcohol related crime | n/a | n/a | 14 | 13 |
| Less paperwork/ red tape/ bureaucracy | n/a | 10 | 13 | 14 |
| Improve manner in dealing with public, victims etc | 10 | 12 | 15 | 15 |
| Less time on traffic offences, more on major crime | n/a | 13 | 12 | 16 |
| Base | 847 | 778 | 1563 | 1543 |

When asked what the 3 main priorities should be for local police, prosecutors and courts, the top three priorities have been consistent through 2007, 2009 and 2011:

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

A significant change, is that 'more police on the streets/ visibility' has decreased in priority from 24% in 2009 to 18% in 2011. Another notable change in priority between 2009 and 2011 is tougher sentencing (risen from 3% to 19%).

Figure 42: What should be the 3 main priorities for your local police, prosecutors and courts?

| | 2005 | 2007 | 2009 | 2011 |
|------------------------------------------------------|------------|------------|-------------|-------------|
| Drugs (incl drug dealing and drug related crime) | * | 39% | 38% | 44% |
| Road safety/ speeding | 31% | 31% | 37% | 39% |
| Crime prevention/ law and order/ public safety | 46% | 34% | 36% | 34% |
| Drink related crime/ behaviour | 14% | 18% | 19% | 21% |
| Tougher sentencing | 1% | 3% | 3% | 19% |
| ASB | 10% | 15% | 15% | 18% |
| More police on streets/ visibility/ foot patrols | n/a | n/a | 24% | 18% |
| Theft/ property crime/ vandalism/ graffiti | 17% | 14% | 9% | 13% |
| Child protection/ safety | n/a | n/a | 12% | 11% |
| Crime detection (incl prosecution) | 15% | 8% | 7% | 11% |
| Under age drinking | 4% | 11% | 9% | 10% |
| Violence/ assault | 14% | 6% | 4% | 10% |
| Drink driving | 12% | 8% | 6% | 9% |
| Public relations/ accessibility | 7% | 6% | 10% | 5% |
| Community policing | 4% | 10% | 12% | 5% |
| Dealing better with repeat offenders | - | - | - | 3% |
| Education/ Advice | 1% | 7% | 7% | 3% |
| Integrate with youth groups/ schools | 7% | 10% | 7% | 3% |
| Quick response to reports of crime | 4% | 6% | 3% | 3% |
| Dog fouling/ littering | n/a | n/a | 3% | 2% |
| Youth behaviour on streets | 11% | 13% | 5% | 2% |
| Provide more facilities/ activities for young people | - | 3% | 3% | 1% |
| Partnership working/ liaison | 3% | 3% | 2% | 1% |
| Racism/ discrimination | 1% | - | 2% | 0% |
| High standards/ public confidence | 1% | 3% | 3% | 0% |
| Base | 489 | 806 | 1739 | 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 43: What do you think you could do to help improve the quality of life in your community?

| | 2005 | 2007 | 2009 | 2011 |
|----------------------------------------------------------------|------------|------------|-------------|-------------|
| Report crime or suspicious behaviour | 21% | 23% | 30% | 31% |
| Support community groups/ activities/ campaign on local issues | 23% | 28% | 25% | 18% |
| Nothing/ too old | 21% | 19% | 17% | 8% |
| Neighbourliness/ be friendly | 20% | 20% | 13% | 9% |
| Be law abiding | 5% | 7% | 8% | 6% |
| Neighbourhood watch | 10% | 6% | 5% | 7% |
| Be vigilant/ aware | - | - | - | 3% |
| Engender law abiding behaviour | 7% | 4% | 4% | 1% |
| Collect litter | 3% | 5% | 3% | 1% |
| Better parenting | 1% | 2% | 3% | 1% |
| Driving more carefully | - | - | - | 1% |
| Recycling/ environmental care | n/a | 2% | 1% | 0% |
| Don't know | - | - | - | 9% |
| Other | - | - | - | 9% |
| Base | 417 | 417 | 1195 | 1345 |

4. CONCLUSIONS

4.1 Conclusions

Northern Constabulary's Community Consultation Survey 2011 has produced robust results both at overall Northern Constabulary area level and at Command area level, meaning that these results can be used with confidence in the strategic planning processes within Northern Constabulary.

This survey has shown fairly consistent results in many respects when compared to previous surveys. In particular, with feeling of safety in the local area, the results are fairly consistent to previous years. Respondents fear of crime has decreased marginally when compared to previous years.

The proportion of respondents who stated that they have been a victim of crime has decreased very marginally, however, indications are that the crime is being reported or dealt with through other channels as opposed to going unreported or unresolved. For those that did report their crime to the police, satisfaction with the outcome of reports of crime has increased significantly compared to 2009.

There has been a marginal decrease in the visibility of policing, although interestingly this appears to have no correlation on the fear of crime figures reported. Additionally, this has had no significant impact on the perception of how respondents feel about the amount of police patrolling seen.

A key finding relates to information and communication where the preference is to contact the police via the local police station, but doing so by telephone. There has also been a significant increase in the willingness and desire to interact and receive information through electronic media. In particular from the 35-44 age group.

Overall satisfaction with Northern Constabulary is particularly high with 90% of respondents stating that they were either very satisfied or satisfied with the policing service currently provided.

Priorities in terms of improving services are consistent with previous years, with more foot patrols and higher visibility being top priorities, it should be noted that the desire to keep local offices open or reopen local offices has also risen significantly in terms of priorities to improve services.

Priorities for local police, prosecutors and courts remain consistent with drugs, road safety and crime prevention being top priorities.

4.2 Recommendations

Research Resource would recommend that Northern Constabulary and its partners determine an action plan based on the key findings as a way to further improve its services and further increase the positive responses already received from the 2011 survey.

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? |
|--------------------------|----------------------------------------------|
| <input type="checkbox"/> | 1 year or less |
| <input type="checkbox"/> | Over 1 year but less than 2 years |
| <input type="checkbox"/> | 2 or more but less than 5 years |
| <input type="checkbox"/> | 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? |
|--------------------------|------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | A very safe area |
| <input type="checkbox"/> | A fairly safe area |
| <input type="checkbox"/> | Rather unsafe area |
| <input type="checkbox"/> | A very unsafe area |
| <input type="checkbox"/> | No opinion |

| Q3 | Compared with a year ago, how do you rate the area within 15 minutes walk of your home? |
|--------------------------|-----------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Now more safe |
| <input type="checkbox"/> | Now less safe |
| <input type="checkbox"/> | About the same |
| <input type="checkbox"/> | Did not live here a year ago |
| <input type="checkbox"/> | 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.
