



Northern Constabulary

2011 Community Consultation Survey

Shetland Area Report

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CONTENTS

CONTENTS	2
LIST OF FIGURES	3
1. INTRODUCTION.....	5
1.1 Background	5
1.2 Method	5
1.3 Responses to the survey	6
2. KEY FINDINGS.....	9
2.1 Introduction.....	9
2.2 Perceptions and Attitudes about crime	9
2.3 Perceptions of safety in the local area	10
2.4 Community safety concerns.....	12
2.5 Fear of crime	14
2.6 Precautions against crime	17
2.7 Reporting Crime	17
2.8 Court services.....	19
2.9 Police Services and Community Safety	20
2.10 Information and Communication	22
2.11 Community Safety Campaigns/ Community Consultation	28
3.12 Overall satisfaction with Northern Constabulary.....	30
3.12 Priorities and Improvements	31
APPENDIX 1: QUESTIONNAIRE.....	35

LIST OF FIGURES

Figure 1: Response and statistical significance	6
Figure 2: Gender.....	6
Figure 3: Age	6
Figure 4: Ethnicity (broad categories).....	7
Figure 5: Ethnicity (full breakdown)	7
Figure 6: Religious denomination	7
Figure 7: Sexual orientation	8
Figure 8: Long term limiting illness or disability	8
Figure 9: Type of area.....	8
Figure 10: Housing tenure.....	8
Figure 11: How long have you been in your present home?.....	9
Figure 12: Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?.....	10
Figure 13: Compared with a year ago, how do you rate the area within 15 minute walk of your home? Shetland vs Force area)	11
Figure 14: Compared with a year ago, how do you rate the area within 15 minute walk of your home? (Shetland year on year analysis)	11
Figure 15: How much of a concern to you is each of the following?	12
Figure 16: Shetland area residents ranking of priority of concerns in the area where respondents live - major/ minor concern.....	13
Figure 17: Please tell us how worried you are about being a victim of crime?	14
Figure 18: How worried are you about becoming a victim of the following crimes? Shetland respondents	15
Figure 19: Are you worried about suffering discrimination or being subjected to a hate incident on the grounds of any of the following? (slightly or very worried)	16
Figure 20: Do you do any of the following because of the possible worries about crime? (always or sometimes)	17
Figure 21: Have you been a victim or witnessed a crime in the last 12 months?	18
Figure 22: What type of crime was it?	18
Figure 23: Have you attended the High Court, a Sheriff Court or a District / Justice of the Peace Court within the last two years in any of the following capacities?	19
Figure 24: How often do you usually see police officers patrolling in the following ways? ...	21
Figure 25: What do you think about the amount of police patrolling you see?	21
Figure 26: Shetland respondents ranking of priorities of most important locations where residents would like to see officers on patrol	22
Figure 27: How would you prefer to contact the police in each of the following situations? .	23
Figure 28: What type of information would you like?	24
Figure 29: What type of information would you like?	25
Figure 30: How Shetland respondent currently and would prefer to find out about the work of local police, Procurator Fiscal and Court Service	26
Figure 31: % Willing to find out about the work of local police, Procurator Fiscal and Court Service through the following	27

Figure 32: Would you use any of the following locations to access information on the services provided your local police and their partner agencies? % stating yes 27

Figure 33: What Community Safety Campaign or initiatives have you been aware of during the last 6 months?..... 28

Figure 34: How were you made aware of the campaign?..... 29

Figure 35: How satisfied are you with the policing service currently provided by Northern Constabulary?..... 30

Figure 36: In what ways could Northern Constabulary improve the service it provides to you? 32

Figure 37: What should be the 3 main priorities for your local police, prosecutors and courts? 33

Figure 38: What do you think you could do to help improve the quality of life in your community? 34

1. INTRODUCTION

1.1 Background

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

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

1.2 Method

The survey was conducted by post and sent out to a total of 9,696 residents of the Northern Constabulary area. A total of 1,212 questionnaires were distributed to a random sample of Shetlands area residents. A copy of the questionnaire is available in Appendix 1 of this report. To ensure that the survey data was representative of the Northern Constabulary area population the data was weighted by age, gender and Command area. The profile figures used in the weighting calculations were provided by CACI. For a detailed methodology please refer to the overall Force report.

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

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

1.3 Responses to the survey

Overall at Northern Constabulary Force area there were 3,031 returns from 9,696 questionnaires distributed, representing a 31.3% response rate. From Shetland, the response rate was 28% and a confidence interval of $\pm 5.3\%$.

Figure 1: Response and statistical significance

Area	2011				2009			
	Sent out	Returns	RR	CI	Sent out	Returns	RR	CI
Shetland	1,212	338	27.9%	5.3%	1,114	327	29.4%	5.3%
Total (Force area)	9,696	3031	31.3%	1.8%	8,468	2,829	33.4%	1.8%

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

Figure 2: Gender

	No. (UW)	% (UW)	% (W)
Male	125	37%	50%
Female	213	63%	50%
Base	338	100%	100%

Figure 3: Age

	No. (UW)	% (UW)	% (W)
24 and under	6	2%	10%
25-34	30	9%	14%
35-44	49	15%	17%
45-54	74	23%	19%
55-64	73	22%	18%
65-74	57	18%	13%
75+	37	11%	10%
Base	326	100%	100%

Figure 4: Ethnicity (broad categories)

	No. (UW)	% (UW)	% (W)
White British	310	95%	95%
Other	17	5%	5%
Base	327	100%	100%

Figure 5: Ethnicity (full breakdown)

	No. (UW)	% (UW)	% (W)
White Scottish	254	78%	78%
White other British	55	17%	17%
White Irish	1	0%	1%
Gypsy Traveller	0	-	-
Polish	1	0%	0%
Any other white ethnic group	2	1%	0%
Any mixed or multiple ethnic groups	1	0%	0%
Pakistani, Pakistani Scottish or Pakistani British	0	-	-
Indian, Indian Scottish or Indian British	0	-	-
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	5	2%	1%
Chinese, Chinese Scottish or Chinese British	1	0%	0%
Other Asian background	0	-	-
African, African Scottish or African British	0	-	-
Caribbean, Caribbean Scottish or Caribbean British	0	-	-
Black, Black Scottish or Black British	0	-	-
Other	0	-	-
Arab, Arab Scottish or Arab British	0	-	-
Any Other group	7	2%	2%
Base	327	100%	100%

Figure 6: Religious denomination

	No. (UW)	% (UW)	% (W)
Church of Scotland	149	46%	41%
None	107	33%	38%
Other Christian	35	11%	12%
Protestant	25	8%	6%
Roman Catholic	7	2%	3%
Sikh	2	1%	1%
Buddhist	1	0%	0%
Hindu	0	-	-
Muslim	0	-	-
Jewish	0	-	-
Base	326	100%	100%

Figure 7: Sexual orientation

	No. (UW)	% (UW)	% (W)
Heterosexual	291	95%	91%
Lesbian	0	-	0%
Gay	0	-	-
Bisexual	0	-	1%
Other	4	1%	1%
Prefer not to say	13	4%	7%
Base	308	100%	100%

Figure 8: Long term limiting illness or disability

	No. (UW)	% (UW)	% (W)
Yes, limited a lot	29	9%	7%
Yes, limited a little	64	19%	15%
No	240	72%	78%
Base	333	100%	100%

Figure 9: Type of area

	No. (UW)	% (UW)	% (W)
A city	0	-	-
A large town	11	3%	4%
A small town	82	25%	25%
A large village	33	10%	10%
A small village	118	36%	36%
An isolated rural area	87	26%	26%
Base	331	100%	100%

Figure 10: Housing tenure

	No. (UW)	% (UW)	% (W)
Rented from the Council	32	10%	8%
Owner occupied	278	84%	83%
Part own/part rent	0	-	-
Rent from Housing Association/RSL	7	2%	3%
Other rented	7	2%	3%
Other	8	2%	3%
Base	332	100%	100%

2. KEY FINDINGS

2.1 Introduction

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

2.2 Perceptions and Attitudes about crime

The vast majority of respondents, almost eight in ten (78%) had lived in their current homes for five years or more and 16% had stayed in their current home for between two years and five years. These figures are in line with previous surveys and with the overall Force area result.

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

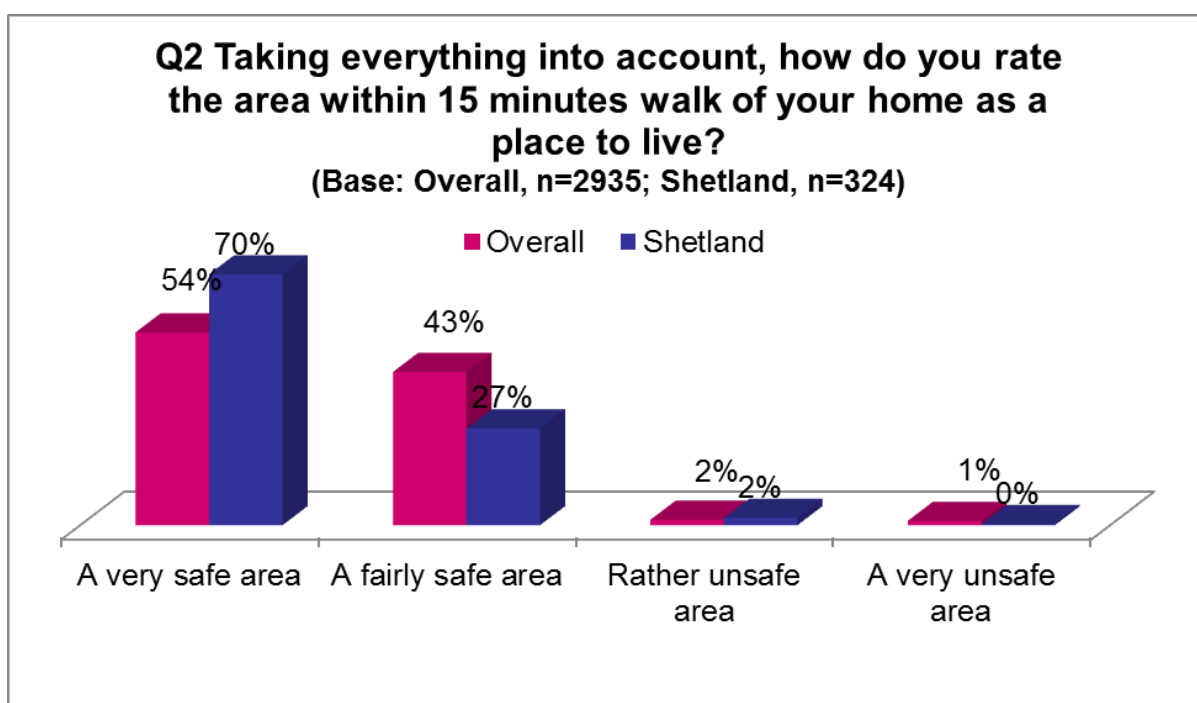
Shetland Area	2005	2007	2009	Shetland 2011			2011 Force Area (W)
				No. (UW)	% (UW)	% (W)	
1 year or less	1%	3%	15	12	4%	6%	2%
Over 1 year but less than 2 years	2%	4%	4%	4	1%	1%	4%
2 or more but less than 5 years	13%	14%	16%	42	14%	16%	16%
5 years or more	85%	80%	78%	252	81%	78%	78%
Base	115	112	327	310	100%	100%	100%

2.3 Perceptions of safety in the local area

Respondents were asked to rate the area within a 15 minute walk from their home in terms of safety. 70% of Shetland residents stated that they feel their area is 'very safe' and a further 27% stated that they feel their area is 'fairly safe'. Shetlands residents are significantly more likely to feel that their area is 'very safe' than Northern Constabulary area residents overall.

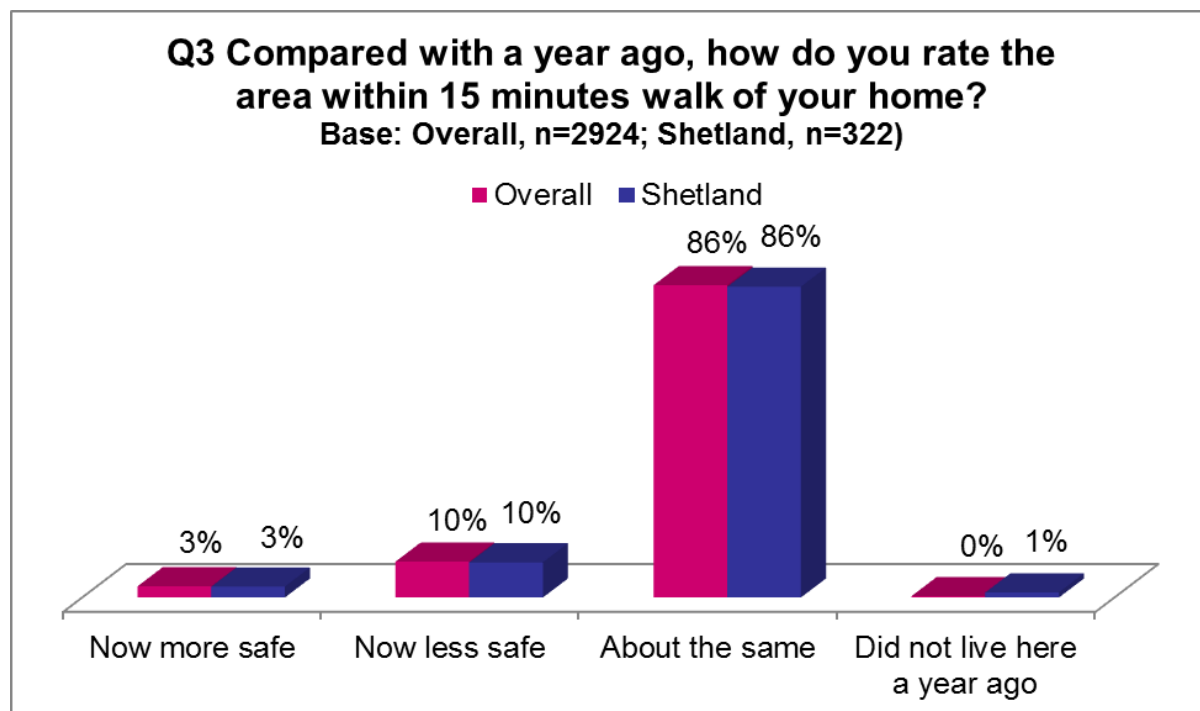
Combining the data for respondents describing their area as either very safe or fairly safe shows that overall 97% describe their area as either very safe or fairly safe. This is the same as the overall Force level result and is the same as reported in Shetland in the 2009 survey.

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



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.

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



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

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

Shetland Area	2005	2007	2009	Shetland 2011		2011 Force Area (W)
				No. (UW)	% (W)	
Now more safe	1%	3%	3%	10	3%	3%
Now less safe	14%	13%	10%	32	10%	10%
About the same	84%	83%	86%	290	86%	86%
Did not live here a year ago	1%	1%	1%	1	1%	0%
Base	115	112	327	333	100%	100%

2.4 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.

The top issues in Shetland in 2009 were:

- Driving at excessive speed (64%)
- Drink/ drugs driving (60%)
- Alcohol misuse (58%)

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. It is notable that the priority of Serious and Organised crime is significantly more of a priority for Shetland residents than force area residents overall.

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

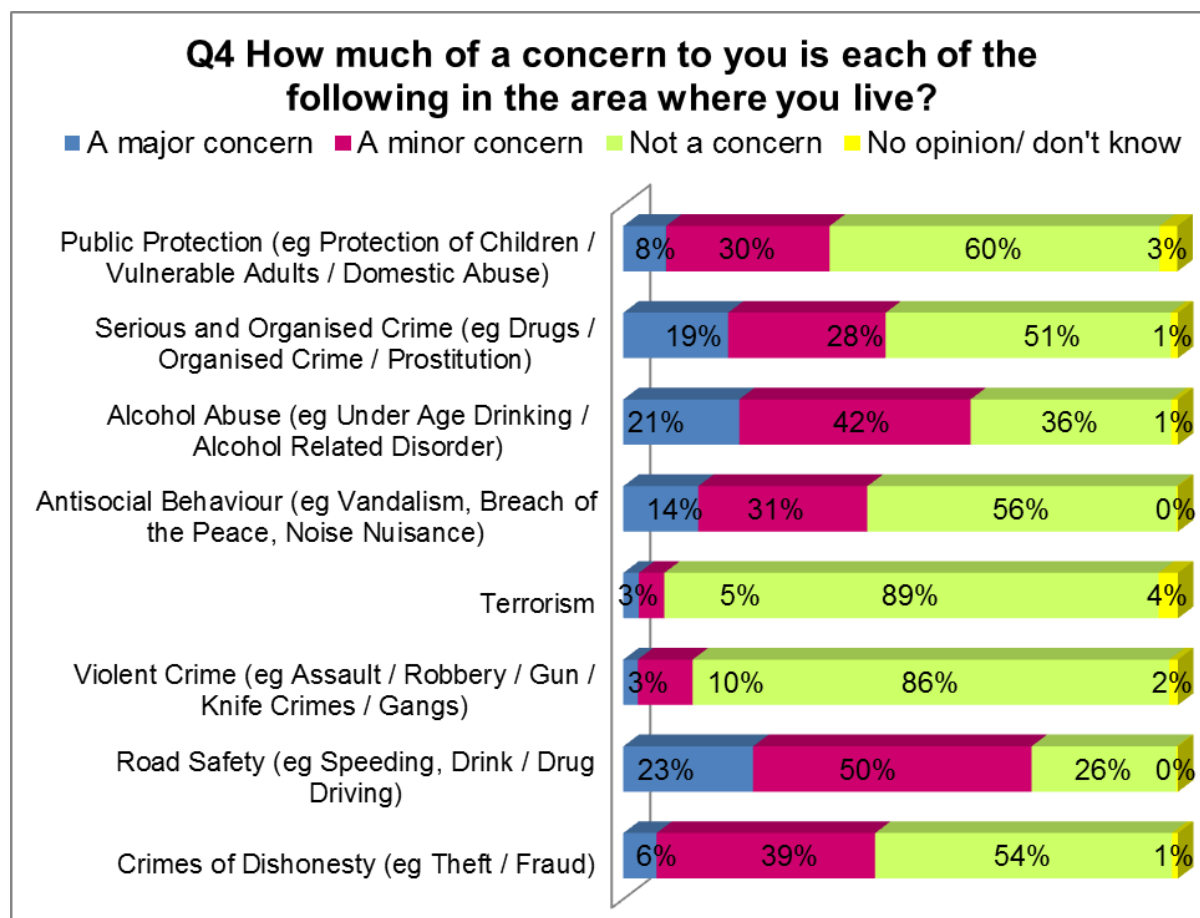


Figure 16: Shetland area residents ranking of priority of concerns in the area where respondents live - major/ minor concern

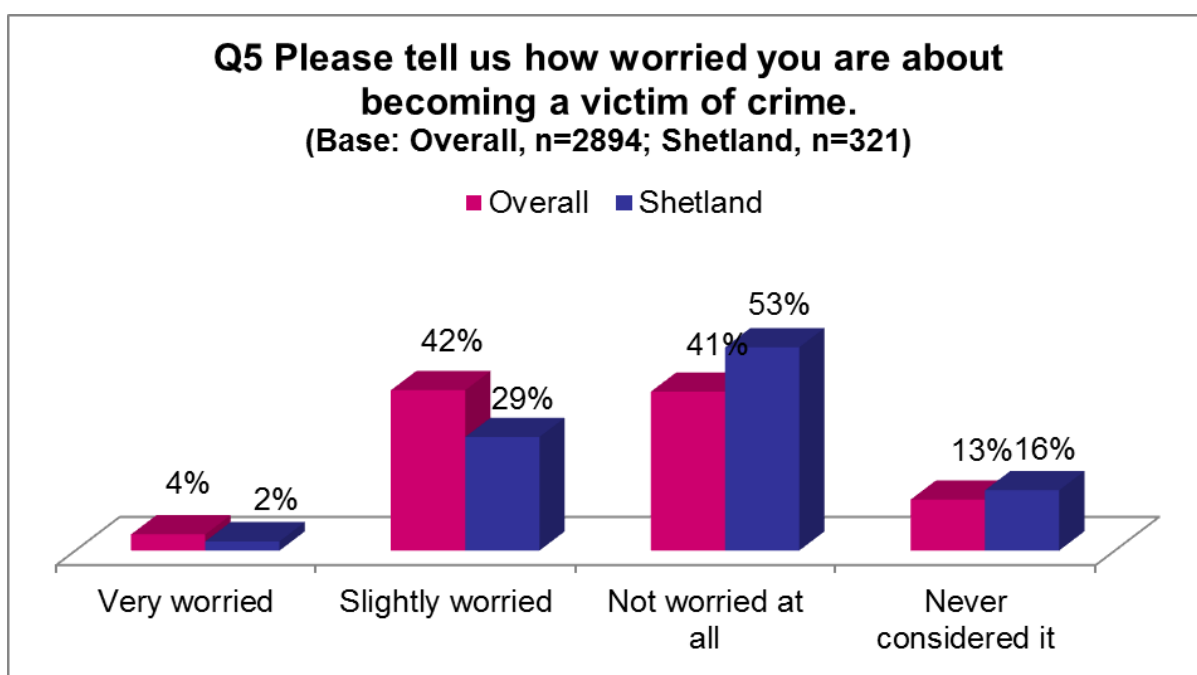
Concern	2011 Shetland Area Ranking	2011 Force Area Ranking
Road Safety (Speeding, Drink / Drug Driving)	1	1
Alcohol Abuse (Under Age Drinking / Alcohol Related Disorder)	2	2
Serious and Organised Crime (Drugs / Organised Crime / Prostitution)	3	6
Crimes of Dishonesty (Theft / Fraud)	4	4
Antisocial Behaviour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

2.5 Fear of crime

Respondents were then asked to indicate how worried they were about being a victim of crime in general and then about specific crimes. In 2011, 31% of Shetland respondents stated that they were either very worried or slightly worried about being a victim of crime. 53% were not worried at all and 16% had never considered it. This represents a lower fear of becoming a victim of crime in Shetland than in the Force area overall.

Compared to 2009, there has been a marginal reduction in the fear of crime in Shetland. In 2009, 34% of Shetland respondents indicated that they were either very worried or slightly worried about being a victim of crime.

Figure 17: Please tell us how worried you are about being a victim of crime?



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

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

The level of worry about being a victim of different type of crime in Shetland is lower for all types of crime compared to the Force area overall.

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

Shetland Area	2009	2011	2011 Force Area
Vandalism or deliberate damage to your home, property or car	1	1	2
Having your home broken into	3	2	1
Having your car stolen or broken into	2	3	4
Being attacked by someone under the influence of alcohol	4	4	3
Being insulted or threatened	6	5	5
Being the victim of any other type of crime	n/a	6	7
Being attacked, assaulted or robbed in the street	5	7	6
Being attacked, assaulted or robbed in your own home	7	8	8
Being the victim of an attempted rape, rape or other serious sexual offence	8	9	9
Being a victim of domestic abuse	11	10	10
Base	324	324	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.

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

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

Figure 19: Are you worried about suffering discrimination or being subjected to a hate incident on the grounds of any of the following? (slightly or very worried)

Shetland Area	2005	2007	2009	Shetland 2011		2011 Force Area % (W)
				No. (UW)	% (W)	
Race or ethnic origin	4%	2%	2%	14	5%	6%
Physical disability	7%	6%	3%	14	5%	5%
Religion or belief (including non-belief)	6%	3%	4%	10	4%	5%
Sexual orientation	2%	1%	1%	7	3%	2%
Mental health	4%	4%	4%	9	3%	4%
Learning disability	4%	5%	1%	6	3%	3%
Gender identity	4%	3%	1%	4	2%	2%

2.6 Precautions against crime

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

The most common preventative actions taken are to make sure that the home is adequately secured (78%) and to make sure their vehicle is adequately secured (78%). These represent marginal reductions on the proportion of respondents taking these precautions in 2009 and across the Force area as a whole.

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

Shetland Area	2009	Shetland 2011		2011 Force area % (W)
		No. (UW)	% (W)	
Make sure your home is adequately secured	83%	268	78%	86%
Make sure your vehicle is adequately secured	82%	259	78%	85%
Carry a mobile phone	53%	160	43%	60%
Avoid certain places	43%	121	33%	52%
Mark your property in case it is stolen	31%	81	25%	35%
Avoid going out when it is dark	19%	62	15%	32%
Avoid going out at certain times	19%	59	15%	30%
Avoid going out alone	20%	57	14%	31%
Take self-defence classes	2%	5	2%	3%

2.7 Reporting Crime

Respondents were asked whether they have been a victim or witnessed a crime in the last 12 months. 3% of respondents stated that they had been a victim of crime in the last 12 months and 6% indicated that they had witnessed a crime. 92% indicated that they had neither been a victim or witnessed a crime. Percentages do not sum to 100% as a small number of respondents indicated that they had both been a victim of crime and had witnessed a crime in the last 12 months.

Figure 21: Have you been a victim or witnessed a crime in the last 12 months?



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 Shetland respondents indicated they had been a victim of crime, 5% of Shetland respondents in 2007. This therefore represents a slight reduction in respondents being victims of crime in Shetland and the level is lower than for the Force area overall.

The nature of crime stated, for the 22 respondents who stated that they had either been a victim of crime or had witnessed a crime were:

Figure 22: What type of crime was it?

Nature of Crime	Shetland
Traffic accident / incident / motoring offence	8
Assault / Abuse	5
Theft	5
ASB / neighbour trouble	4
Vandalism	2
Property break in	2
Other crime	2
Fraud / identity theft	1
Base	22

15 out of these 22 respondents who had either witnessed or been a victim of crime reported it to the police. Those who did not stated the following reasons:

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

Of the 15 respondents who reported to the police, 7 stated that the report resulted in an action being taken against the offender, 6 said it did not and 1 did not know.

Those whose report did result in action being taken against the offender were asked how satisfied they were with the outcome. Out of the 6 Shetland respondents who answered 2 said they were very satisfied with the outcome and 3 were satisfied, 1 was not satisfied and 1 was not at all satisfied.

7 responded to the question in relation to how they were kept informed of progress in relation to proceedings. 3 were satisfied in this respect and 4 said they were not satisfied. 3 out of the 4 respondents who were not satisfied with how they were kept informed of progress in relation to proceedings stated why they were not satisfied. Their reasons were due to a lack of interest from the police and the elapsed time (2 days) between reporting the crime and police visit.

2.8 Court services

This section relates specifically to issues surrounding the court service.

Respondents were asked if they have ever attended the High Court, Sheriff Court or a District/ Justice of the Peace Court within the last two years in a particular type of capacity. Just under one in ten respondents, 8% (as was the case in 2009 also) stated that they had attended court and most recently in the following capacities.

Figure 23: Have you attended the High Court, a Sheriff Court or a District / Justice of the Peace Court within the last two years in any of the following capacities?

Shetland Area	2009	Shetland 2011		2011 Force Area % (W)
		No (UW)	% (W)	
Attending Fines Enquiry/Enforcement Court/Fines Office	10%	3	27%	10%
As part of a job (e.g. lawyer)	17%	6	21%	12%
Spectator/tourist unconnected with court cases	12%	5	17%	7%
Witness in criminal case/supporter of witness	18%	3	12%	12%
Juror (including not serving or not selected)	22%	4	11%	34%
Civil litigant or witness in civil case/supporter	11%	3	9%	5%
Accused in criminal case/supporter of accused	12%	1	4%	13%
Victim in criminal case/supporter of victim	4%	0	-	8%
Base	18	25		224

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

The majority of those who have attended a court stated (25 Shetland respondents) that they were satisfied with the experience, with 10 stating they were very satisfied and 9 stating they were satisfied. 3 were not satisfied and 3 not at all satisfied. This is similar in proportion to the overall Force level satisfaction.

Those who were either not satisfied or not at all satisfied were asked the reasons for this.

The main reasons for dissatisfaction were:

- The overall court process (3)
- Lack of services available in the building (3)
- Due to the length of time they had to wait (2)
- Lack of information on what I was expected to do or what was happening (1)

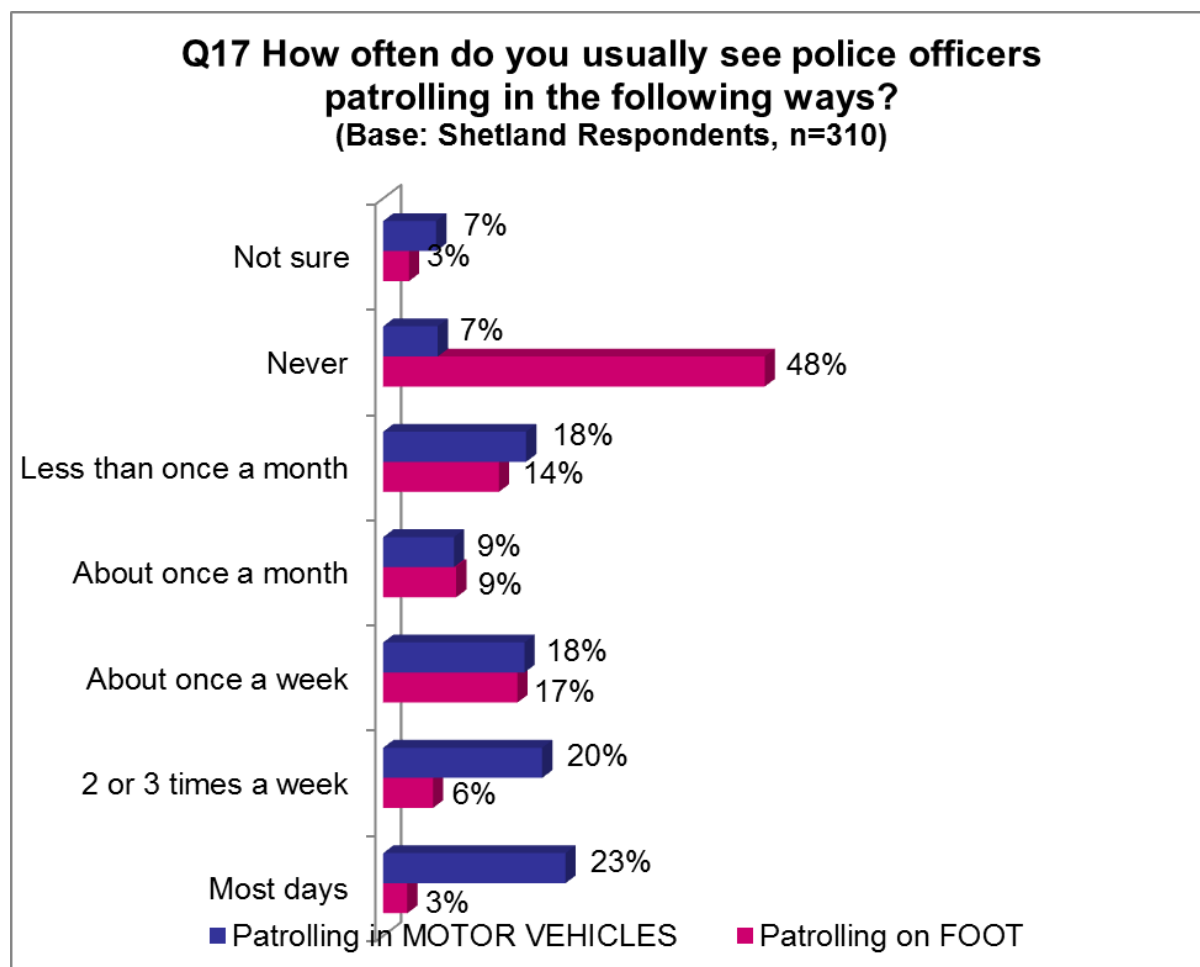
2.9 Police Services and Community Safety

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. 26% of Shetland respondents usually see officers patrolling on foot at least once a week. This is compared to 17% for the Northern Constabulary Force area overall. But represents a slight decrease on the 33% who said they see police patrolling on foot at least once a week in Shetland in the 2009 survey.

Six in ten respondents (60%) of Shetland respondents see officers patrolling in motor vehicles at least once a week. This is the same level reported in 2011 at Force level overall and again represents a marginal decrease from the 67% who said this in 2009 in Shetland.

Almost half of Shetland respondents never see officers patrolling on foot (48%) whereas only 7% never see them patrolling in vehicles. These levels are similar to the overall Force figures and those reported in 2009.

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



In terms of how respondents felt about the amount of patrols they see, despite the marginal decrease in the frequency of the visibility of police, there is no significant change in terms of the perception of Shetland residents in terms of how they feel about the amount of police patrolling seen. Indeed, Shetland residents are more likely to feel that they have about the right amount of police patrolling than the Force area overall in 2011.

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

Shetland area	2005	2007	2009	Shetland 2011		2011 Force area % (W)
				No (UW)	% (W)	
Too much	1%	0%	0%	3	1%	2%
About right	46%	51%	51%	138	48%	35%
Too little	36%	36%	32%	109	32%	47%
No opinion	17%	12%	17%	73	19%	16%
Base	116	112	308	312		2933

Respondents were asked where they would like to see police officers on patrol, a list of options were 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 in Shetland with town centres being top priority followed by known trouble spots and then pubs/ night clubs/venues. These are the same top 3 priorities as for the 2011 Force area, although known trouble spots was the top priority for the Force area overall.

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

Priority	2009 Shetland priorities	2011 Shetland priorities	2011 Force area priorities
Known trouble spots	2	1	1
Town Centre / High Street	1	2	2
Pubs / night clubs / venues	3	3	3
Areas of traffic danger	4	4	4
Residential areas	5	5	5
Outside schools	6	6	7
Villages	8	7	6
Shops	9	8	9
Play parks	7	9	8
Base	308	308	2922

2.10 Information and Communication

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

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

Shetland respondents 2011	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=319)	57%	40%	2%	1%	0%	0%	0%
To report a minor crime (n=315)	4%	84%	2%	7%	1%	1%	1%
To report information about something suspicious n=(318)	3%	75%	12%	9%	0%	0%	0%
To report a nuisance or disturbance n=(316)	6%	84%	5%	4%	1%	0%	0%
To report a road traffic accident / incident n=(319)	52%	44%	1%	2%	1%	-	0%
To report other information (n=305)	2%	71%	9%	14%	1%	4%	0%
To ask for advice or information (n=314)	1%	65%	2%	23%	4%	5%	-
Firearm/shotgun enquiry (n= 305)	2%	67%	2%	25%	-	5%	0%
Lost/found property (n=315)	1%	56%	-	43%	-	1%	-
Missing person (n=311) 14%	14%	65%	1%	20%	0%	-	-

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). This is the same level as the Force area overall in 2011. The main desire is to see more information about current crime issues, criminals and developments in specific areas followed by more information about general police work in their area. These are the same top two priorities as for the Force area as a whole.

Figure 28: What type of information would you like?

Information requirements	Shetland 2011		Force area % (W)
	No (UW)	% (W)	
More information about current crime issues, criminals and developments in specific areas	9	28%	23%
General police work in your area	7	26%	24%
Advice / guidance on safety / crime prevention	6	14%	16%
More local press releases / information points	5	14%	19%
More road safety advice / education	6	11%	11%
Other	4	8%	4%
Police achievements / successes	2	3%	3%
What is being done to make your community safer	1	2%	2%
What is being done to prevent crime	-	-	1%
What is being done to improve road safety	1	-	3%
How you can help the police	-	-	1%
How we are spending on police in your area	-	-	-
More information about police officers jobs / how they spend their day	-	-	1%
What is being done to promote equality and prevent discrimination	-	-	-
More / easier access to crime statistics	-	-	6%
Base	36		452

15% of Shetland respondents in 2011 would like more information about the work of their local police, Procurator Fiscal or Court Service. This is less than the 23% who said this for the Force area overall in 2011 and less than the 26% of Shetland respondents who said they would like more information in 2009. The main types of information respondents would like are shown in the table below.

Figure 29: What type of information would you like?

Information requirements	Shetland 2011		Force are % (W)
	No (UW)	No (UW)	
Regular bulletins / mail shots and updates of any relative info for the area	6	36%	29%
More info on what they do generally, day to day	7	24%	20%
Other	4	22%	11%
Info on crime / conviction and sentencing statistics	4	18%	25%
What crime prevention measures / policies they have in place	1	4%	12%
Reporting of people convicted	-	-	2%
General info e.g staffing levels, contact names, opening times	-	-	11%
Info on why some policies and procedures are not in place	-	-	3%
Base	21		296

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:

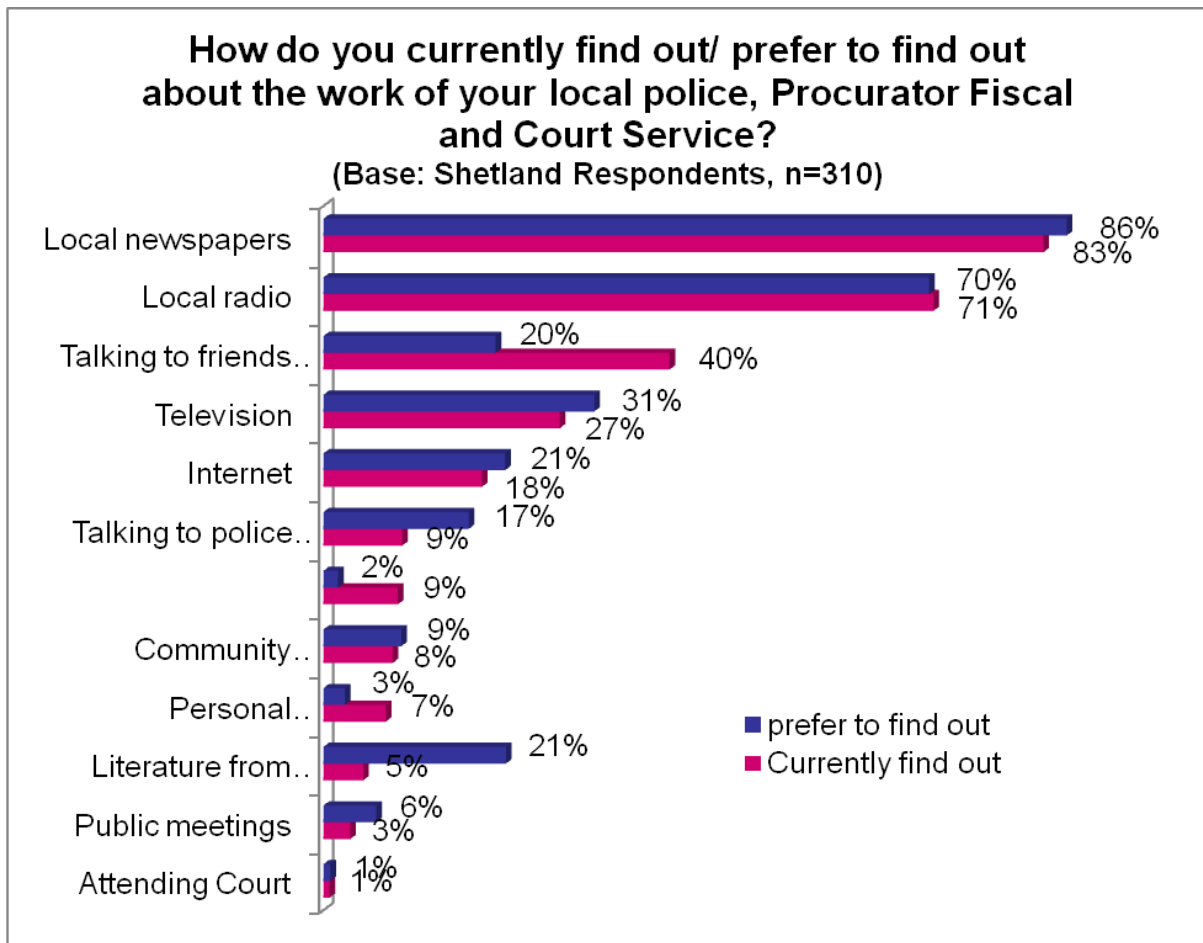
- Local newspapers
- Local radio
- Television
- Internet

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 (40% normally and 20% prefer)
- Literature from the police/ partners (5% normally and 21% prefer).

These findings are in line with the overall Force area findings and in comparison with Shetland area 2009.

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



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

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

	Shetland area 2011		2011 Force area % (W)
	No (UW)	% (W)	
Email	68	26%	36%
The Internet	108	41%	49%
Social Networking Site (eg Facebook)	25	11%	16%
Twitter	7	3%	5%
Text to a Mobile Phone	15	6%	11%
Base	312		2357 – 2599

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

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

Shetland Area	2005	2007	2009	2011		2011 Force area % (W)
				No (UW)	% (W)	
Police stations	n/a	n/a	44%	187	67%	70%
Internet	34%	42%	55%	157	66%	69%
Post office	50%	38%	56%	158	58%	62%
Library	32%	26%	41%	143	57%	60%
Council office/ service point	32%	24%	31%	117	49%	66%
Doctors' surgeries	33%	35%	45%	115	45%	51%
Supermarket	29%	25%	39%	96	40%	48%
Procurator Fiscal Offices	n/a	n/a	14%	79	37%	38%
Courts	21%	16%	15%	76	36%	39%
Bank	19%	9%	19%	78	33%	38%
Base	116	112	223 - 274	248 - 280		1938 - 2479

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

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

- 41 have tried to access information or services from local police (31 found it easy, 9 difficult and 1 unable to access)
- 10 have tried to access information or services from the Procurator Fiscal (6 found it easy, 3 difficult and 1 unable to access)
- 10 have tried to access information or services from the Scottish Court Service (7 found it easy, 2 difficult and 1 unable to access).

2.11 Community Safety Campaigns/ Community Consultation

The questionnaire asked whether respondents had been aware of a range of Community Safety Campaigns during the last 6 months. Shetland respondents appear to be more aware of these community safety campaigns with just 15% of Shetland respondents stating that they were not aware of any campaigns compared to 32% for the Force area overall.

The greatest level of awareness was in relation to Road Safety Campaigns, which 80% of respondents stated they had been aware of. This was followed by alcohol misuse (43%) and drugs misuse (25%).

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

	2011 Shetland Area		2011 Force Area % (W)
	No. (UW)	% (W)	
Road Safety (eg Speeding, Drink / Drug Driving / Mobile Driving / Seatbelts)	249	80%	66%
Alcohol Misuse	138	43%	30%
Drugs Misuse	135	44%	25%
Child Protection (eg Keeping Children Safe Campaign)	68	21%	16%
Other	2	1%	1%
Not aware of any campaign	61	15%	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 (77%) and local radio (69%) for Shetland residents. This is in line with the Force area results, although Shetland residents are more likely to state that they were made aware through local radio than for the Force area in general.

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

	2011 Shetland Area		2011 Force Area
	No. (UW)	% (W)	% (W)
Local newspaper	191	77%	69%
Local TV	49	21%	34%
Local radio	177	69%	51%
Leaflet or newsletter	24	10%	10%
Talking to friends/relatives	37	17%	20%
Talking to police officer	8	4%	4%
Internet	12	5%	6%
Other	13	5%	5%

Just 2% of Shetland respondents have been involved in community consultation activities with Northern Constabulary or any of its community planning partners within the last 2 years (3% for the Force area overall). This represents just 5 respondents. They had participated in a range of consultation activities:

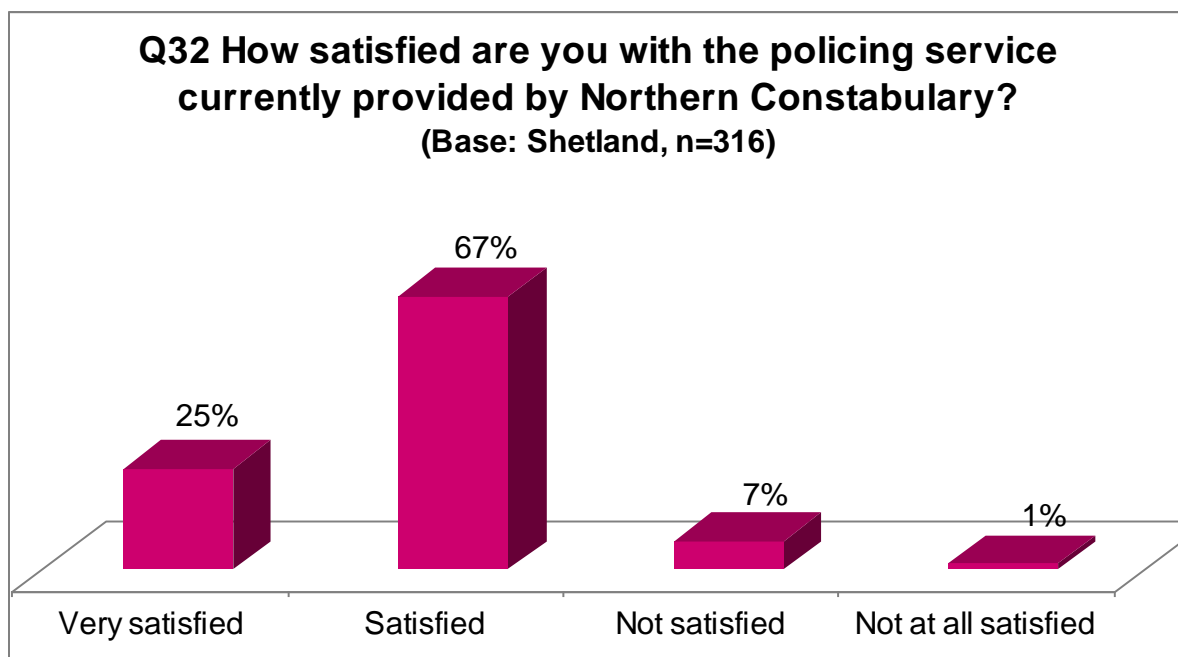
- Community Council meeting
- Forum on merging police forces
- Community consultation survey

Of the 5 respondents who had participated in a consultation, all but 1 stated they felt it was worthwhile. The individual who stated it was not worthwhile said that this was the case because the consultation was about merging police forces and they would have liked the presence of a police officer in order that they could talk about how it would affect people on the ground.

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, 25% of Shetland respondents said they were very satisfied in this respect and a further 67% were satisfied. Just 7% were not satisfied and 1% were not at all satisfied. This compares with 18% very satisfied and 72% satisfied in the Force Area as a whole.

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



Those who were not satisfied were asked why not. This represented just 27 Shetland respondents. 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 un manned. This was similar to the overall force results.

3.12 Priorities and Improvements

This last section asked respondents' three open questions: ways Northern Constabulary could improve its service, the three main priorities for the police, 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 Shetland respondents are the same as was seen in 2009, although in a slightly different order. These were:

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

Notable changes in terms of suggestions for improvement are that the desire to take a tougher stance on dangerous drivers has increased in priority from 9th for Shetland residents in 2009 to 5th in 2011. Keeping local offices open has increased in priority from 15th in 2009 to 5th in 2011.

The most notable differences for Shetland residents in comparison to the Force area overall is that the importance of dealing with drug related crime is 4th in terms of priority compared to 10th for the Force area overall. Additionally, the priority of spending less time on traffic offences is 11th priority for Shetland compared to 17th priority for the Force area overall.

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

Improvement priorities ranked by frequency	2005 Shetland	2009 Shetland	2011 Shetland	2011 Force Area
Higher profile/ visibility	3	3	1	2
More foot patrols/ officers on the beat	1	1	2	1
Satisfied with existing police services	2	2	3	3
Be more effective in dealing with drug related crime	n/a	4	4	10
Tougher stance on dangerous drivers	n/a	9	5=	6
Keep local offices open incl 24 cover	n/a	15	5=	4
More accessible/ approachable/ friendly	5	5	7	12
More information/ communication incl newsletters	4	7	8=	5
Do more with young people/ schools	9	8	8=	13
More community involvement/community policing	6	6	10	7
Less time on traffic offences, more on major crime	n/a	14	11=	17
Tougher stance generally	n/a	12	11=	11
Be more effective in dealing with alcohol related crime	n/a	10	13	14
Less paperwork/ red tape/ bureaucracy	n/a	16	14	15
Improve manner in dealing with public, victims etc	8	11	15	16
Recruit more officers	7	13	16	8
Base	45	148	158	1543

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

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

Drugs has been consistently the top priority for Shetland respondents year on year and is the top priority for the Force overall. It is also significantly more of a priority for Shetland respondents than any other issue raised and significantly more likely to be a priority for Shetland residents than across the Northern Constabulary force area in general.

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

	Shetland area % (W) 2007	Shetland area % (W) 2009	Shetland area % (W) 2011	Force area % (W) 2011
Drugs (incl drug dealing and drug related crime)	72%	73%	86%	44%
Crime prevention/ law and order/ public safety	14%	21%	37%	34%
Road safety/ speeding	34%	36%	37%	39%
Drink related crime/ behaviour	31%	28%	20%	21%
Drink driving	29%	10%	16%	9%
Tougher sentencing	n/a	6%	15%	19%
ASB	14%	21%	15%	18%
Child protection/ safety	n/a	13%	14%	11%
More police on streets/ visibility/ foot patrols	n/a	9%	11%	18%
Violence/ assault	7%	2%	11%	10%
Theft/ property crime/ vandalism/ graffiti	5%	13%	9%	13%
Under age drinking	17%	12%	8%	10%
Crime detection (incl prosecution)	2%	4%	6%	11%
Integrate with youth groups/ schools	6%	7%	6%	3%
Community policing	4%	13%	5%	5%
Public relations/ accessibility	n/a	8%	4%	5%
Dealing better with repeat offenders	n/a	n/a	3%	3%
Education/ Advice	9%	6%	3%	3%
Youth behaviour on streets	11%	1%	1%	2%
Partnership working/ liaison	2%	6%	1%	1%
Dog fouling/ littering	n/a	1%	1%	2%
Quick response to reports of crime	n/a	2%	1%	3%
High standards/ public confidence	n/a	1%	1%	0%
Racism/ discrimination	n/a	2%	0%	0%
Provide more facilities/ activities for young people	n/a	4%	0%	1%
Base	59	182	201	1761

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

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

	Shetland area % (W) 2007	Shetland area % (W) 2009	Shetland area % (W) 2011	Force area % (W) 2011
Report crime or suspicious behaviour	20%	26%	21%	31%
Don't know	n/a	n/a	15%	7%
Support community groups/ activities/ campaign on local issues	25%	24%	11%	18%
Community fine as it is	n/a	n/a	11%	13%
Other	n/a	n/a	11%	7%
Nothing/ too old	25%	22%	6%	8%
Neighbourliness/ be friendly	10%	12%	6%	9%
Be law abiding	7%	13%	5%	6%
Neighbourhood watch	3%	3%	5%	7%
Be vigilant/ aware	n/a	n/a	2%	3%
Better parenting	0%	3%	2%	1%
Engender law abiding behaviour	10%	5%	1%	1%
Collect litter	0%	3%	-	1%
Driving more carefully	n/a	n/a	-	1%
Recycling/ environmental care	0%	0%	-	0%
Base	29	131	135	1345

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?	
<input type="checkbox"/>	Too much
<input type="checkbox"/>	About right
<input type="checkbox"/>	Too little
<input type="checkbox"/>	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.
