



Northern Constabulary

2011 Community Consultation Survey

Western Isles Report

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# 1. INTRODUCTION

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## 1.1 Background

This report summarises the Western Isles 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 Western Isles 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 11<sup>th</sup> May 2011 and respondents were given a deadline of 30<sup>th</sup> 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 13<sup>th</sup> 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 the Western Isles, the response rate was 31% and a confidence interval of  $\pm 5.0\%$ .

Figure 1: Response and statistical significance

Area	2011				2009			
	Sent out	Returns	RR	CI	Sent out	Returns	RR	CI
Western Isles	1,212	380	31.4%	5.0%	1,198	383	32.0%	4.9%
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	170	45%	49%
Female	210	55%	51%
Base	380	100%	369

Figure 3: Age

	No. (UW)	% (UW)	% (W)
24 and under	10	3%	8%
25-34	19	5%	11%
35-44	48	13%	17%
45-54	68	18%	19%
55-64	88	24%	18%
65-74	82	22%	15%
75+	56	15%	13%
Base	371	100%	100%

Figure 4: Ethnicity (broad categories)

	No. (UW)	% (UW)	% (W)
White British	367	98%	98%
Other	6	2%	2%
Base	373	100%	100%

Figure 5: Ethnicity (full breakdown)

	No. (UW)	% (UW)	% (W)
White Scottish	329	88%	90%
White other British	37	10%	8%
White Irish	1	0%	0%
Gypsy Traveller	-	-	-
Polish	-	-	-
Any other white ethnic group	1	0%	0%
Any mixed or multiple ethnic groups	-	-	-
Pakistani, Pakistani Scottish or Pakistani British	-	-	-
Indian, Indian Scottish or Indian British	-	-	-
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	4	1%	1%
Chinese, Chinese Scottish or Chinese British	-	-	-
Other Asian background	-	-	-
African, African Scottish or African British	-	-	-
Caribbean, Caribbean Scottish or Caribbean British	-	-	-
Black, Black Scottish or Black British	-	-	-
Other	-	-	-
Arab, Arab Scottish or Arab British	-	-	-
Any Other group	1	0%	-
Base	373	100%	100%

**Figure 6: Religious denomination**

	No. (UW)	% (UW)	% (W)
Church of Scotland	201	54%	52%
None	47	13%	14%
Other Christian	57	15%	16%
Protestant	26	7%	7%
Roman Catholic	38	10%	11%
Sikh	2	1%	0%
Buddhist	-	-	-
Hindu	1	0%	0%
Muslim	-	-	-
Jewish	-	-	-
Base	372	100%	100%

**Figure 7: Sexual orientation**

	No. (UW)	% (UW)	% (W)
Heterosexual	295	89%	91%
Lesbian	1	0%	0%
Gay	-	-	-
Bisexual	2	1%	1%
Other	8	2%	1%
Prefer not to say	27	8%	7%
Base	333	100%	100%

**Figure 8: Long term limiting illness or disability**

	No. (UW)	% (UW)	% (W)
Yes, limited a lot	37	10%	8%
Yes, limited a little	65	17%	14%
No	274	73%	78%
Base	376	100%	100%

Figure 9: Type of area

	No. (UW)	% (UW)	% (W)
A city	-	-	-
A large town	21	6%	5%
A small town	44	12%	15%
A large village	64	17%	16%
A small village	194	52%	50%
An isolated rural area	51	14%	15%
Base	374	100%	100%

Figure 10: Housing tenure

	No. (UW)	% (UW)	% (W)
Rented from the Council	22	6%	7%
Owner occupied	315	83%	81%
Part own/part rent	1	0%	0%
Rent from Housing Association/RSL	15	4%	5%
Other rented	7	2%	2%
Other	18	5%	6%
Base	378	100%	100%

## 2. KEY FINDINGS

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### 2.1 Introduction

This section of the report outlines the key findings from the survey at Western Isles 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 Western Isles respondents, (85%) had lived in their current homes for five years or more and 10% had stayed in their current home for between two years and five years. These figures are fairly consistent with previous surveys.

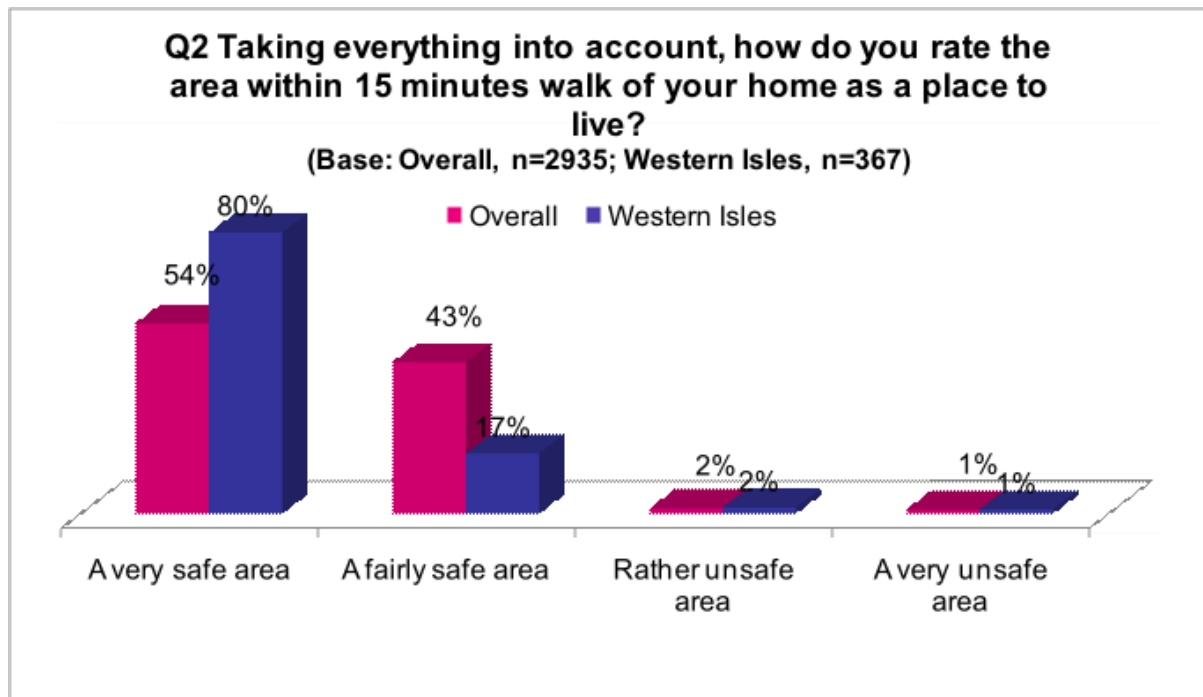
Figure 11: How long have you been in your present home?

	2005	2007	2009	2011		
				No. (UW)	% (UW)	% (W)
1 year or less	2%	3%	2%	3	1%	1%
Over 1 year but less than 2 years	3%	6%	3%	7	2%	4%
2 or more but less than 5 years	7%	15%	11%	31	9%	10%
5 years or more	89%	77%	84%	312	88%	85%
<b>Base</b>	<b>106</b>	<b>105</b>	<b>382</b>	<b>343</b>		

### 2.3 Perceptions of safety in the local area

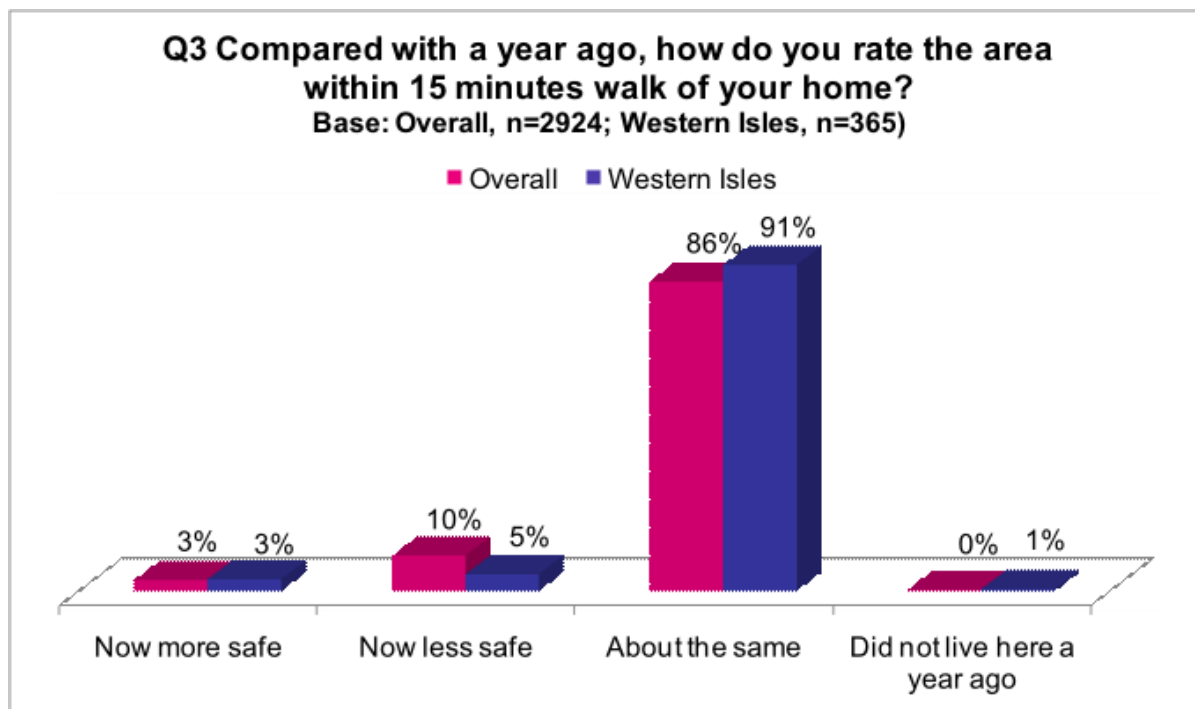
Respondents were asked to rate the area within a 15 minute walk from their home in terms of safety. 8 in 10 (80%) of Western Isles respondents felt that their area was very safe, which is significantly more than the 74% who stated this in 2009. Combining the data for respondents describing their area as either very safe or fairly safe shows that overall 97% describe their area as either very safe or fairly safe. This has remained consistent with the 2009 survey results.

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



Respondents were then asked about their perceptions of changes in the safety of their area over the past year. 91% of Western Isles 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 5% 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?



The proportion of respondents saying their area is now less safe has continued to decrease since 2005. Compared to the overall Force level, Western Isles respondents also appear to be significantly less likely to have said they feel less safe than the proportion of respondents at overall Force level (10%).

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

Western Isles Area	2005	2007	2009	2011		2011 Force Area (W)
				No. (UW)	% (W)	
Now more safe	1%	5%	5%	14	3%	3%
Now less safe	11%	10%	7%	17	5%	10%
About the same	85%	86%	87%	340	91%	86%
Did not live here a year ago	0%	0%	1%	3	1%	0%
<b>Base</b>	<b>106</b>	<b>105</b>	<b>381</b>	<b>365</b>	<b>100%</b>	<b>100%</b>

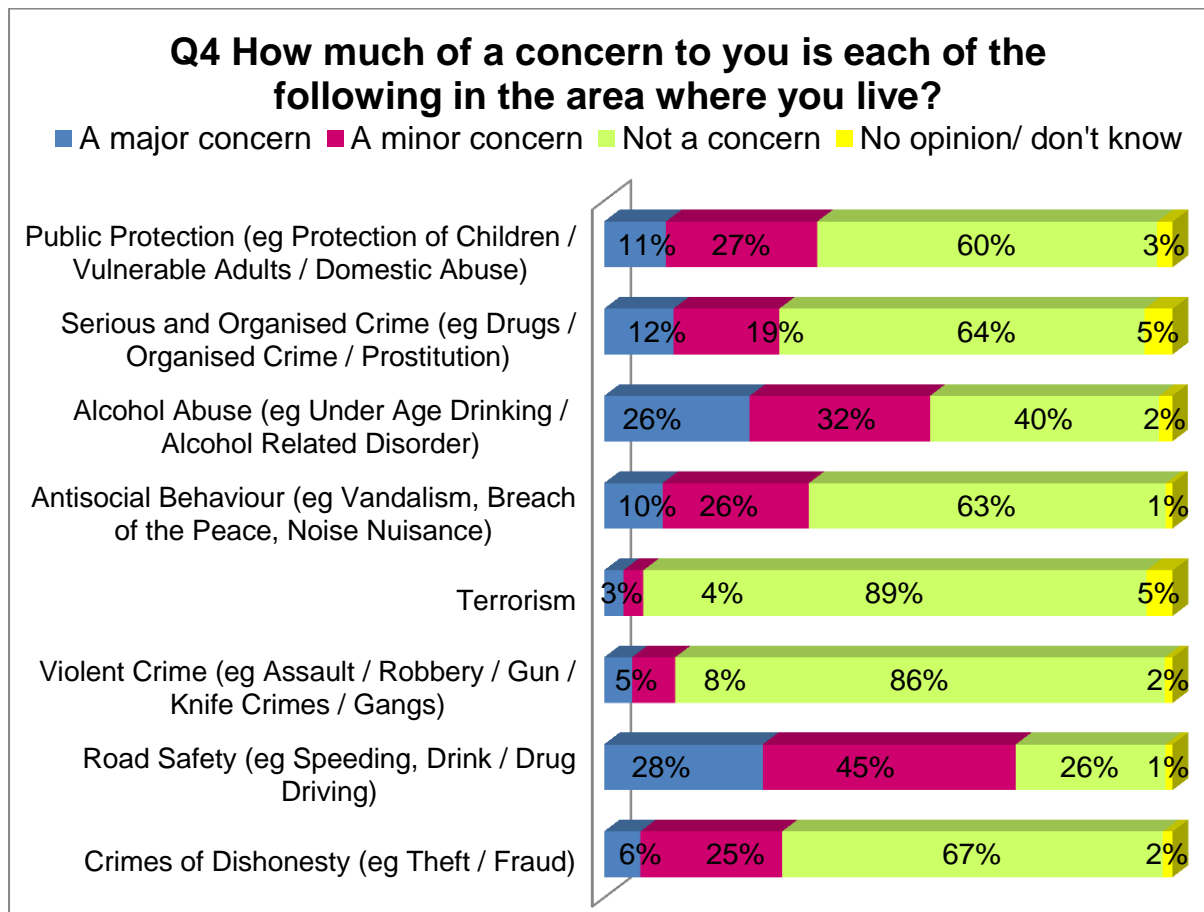
## 2.4 Community safety concerns

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

The top issues in Western Isles in 2009 were:

- Driving at excessive speed (74%)
- Dangerous driving (56%)
- Alcohol misuse (52%)

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



Base: n=338-362 (Western Isles 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 16: Western Isles area residents ranking of priority of concerns in the area where respondents live - major/ minor concern**

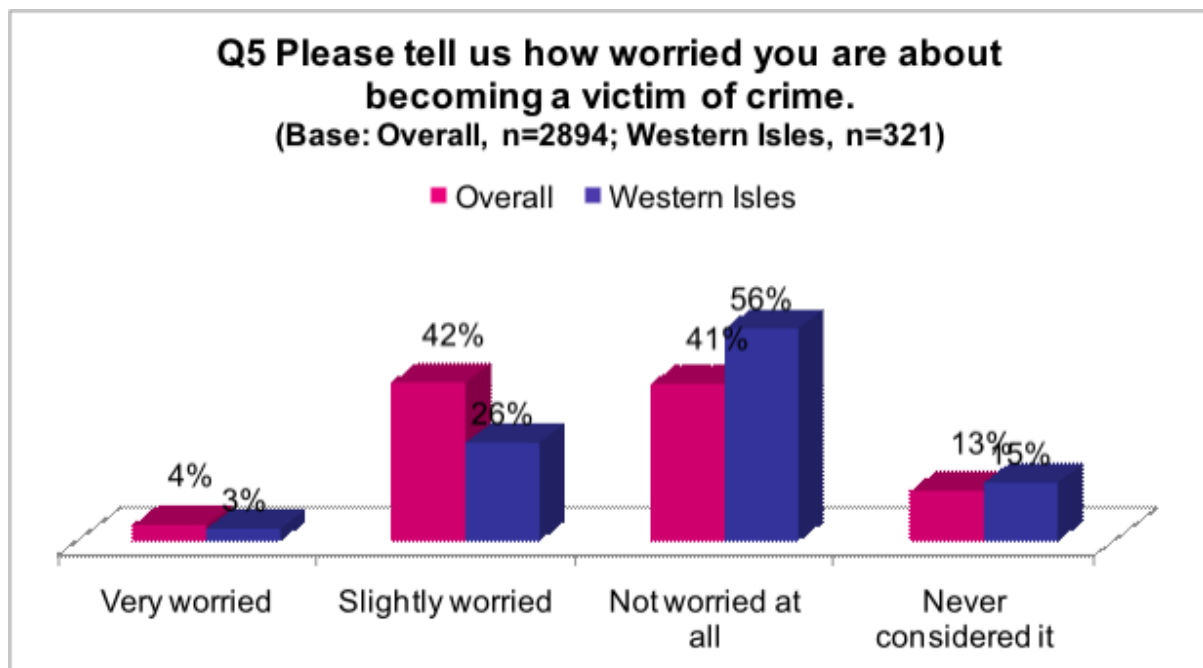
<b>Concern</b>	<b>2011 Western Isles Area Ranking</b>	<b>2011 Force Area Ranking</b>
Road Safety (Speeding, Drink / Drug Driving)	1	1
Alcohol Abuse (Under Age Drinking / Alcohol Related Disorder)	2	2
Public Protection (Protection of Children / Vulnerable Adults / Domestic Abuse)	3	5
Antisocial Behaviour (Vandalism, Breach of the Peace, Noise Nuisance)	4	3
Serious and Organised Crime (Drugs / Organised Crime / Prostitution)	5	6
Crimes of Dishonesty (Theft / Fraud)	6	4
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, 29% of Western Isles respondents stated that they were either very worried or slightly worried about being a victim of crime. 56% were not worried at all and 15% had never considered it. This represents a significantly lower fear of becoming a victim of crime in Western Isles than in the Force area overall.

Compared to 2009, there has been a slight reduction in the fear of crime in Western Isles. In 2009, 33% of Western Isles 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 the Western Isles, the top concern is, as was the case in 2009, 'being attacked by someone under the influence of alcohol', followed by vandalism or deliberate damage to your home, property or car (the top priority at overall Force level) and having your car stolen or broken into. The level of concern across the board in the Western Isles is lower for all types of crime compared to the Force area overall with the exception of being a victim of domestic abuse.

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

Western Isles Area	2009	2011 Western Isles Area	2011 Force Area
Being attacked by someone under the influence of alcohol	1	1	3
Vandalism or deliberate damage to your home, property or car	2	2	2
Having your car stolen or broken into	4	3	4
Having your home broken into	3	4	1
Being insulted or threatened	6	5	5
Being the victim of any other type of crime	-	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	9	10	10
<b>Base</b>	<b>371-380</b>	<b>354-371</b>	<b>2866-2990</b>

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

The most common fear of discrimination for Western Isles respondents is based on religion or belief which was also the most common fear for Western Isles respondents in previous years and is more than the figure reported at overall Force level in 2011 (5%).

**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)**

Western Isles Area	2005	2007	2009	2011		2011 Force Area % (W)
				No. (UW)	% (W)	
Religion or belief (including non-belief)	9%	10%	6%	31	9%	5%
Race or ethnic origin	3%	1%	3%	17	5%	6%
Physical disability	5%	3%	3%	14	4%	5%
Mental health	6%	4%	4%	11	3%	4%
Sexual orientation	1%	1%	1%	6	2%	2%
Learning disability	6%	2%	1%	8	2%	3%
Gender identity	1%	2%	1%	5	2%	2%

## 2.6 Precautions against crime

Respondents were asked which, from a list of precautions, they did because of possible worries about crime. The percentage of respondents answering always or sometimes is shown in Figure 20. As shown, Western Isles 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 Western Isles data to Western Isles data for 2009.

The most common preventative actions taken are to make sure that the home is adequately secured (74%) and to make sure their vehicle is adequately secured (75%). These represent reductions on the proportion of respondents taking these precautions in 2009 and across the Force area as a whole.

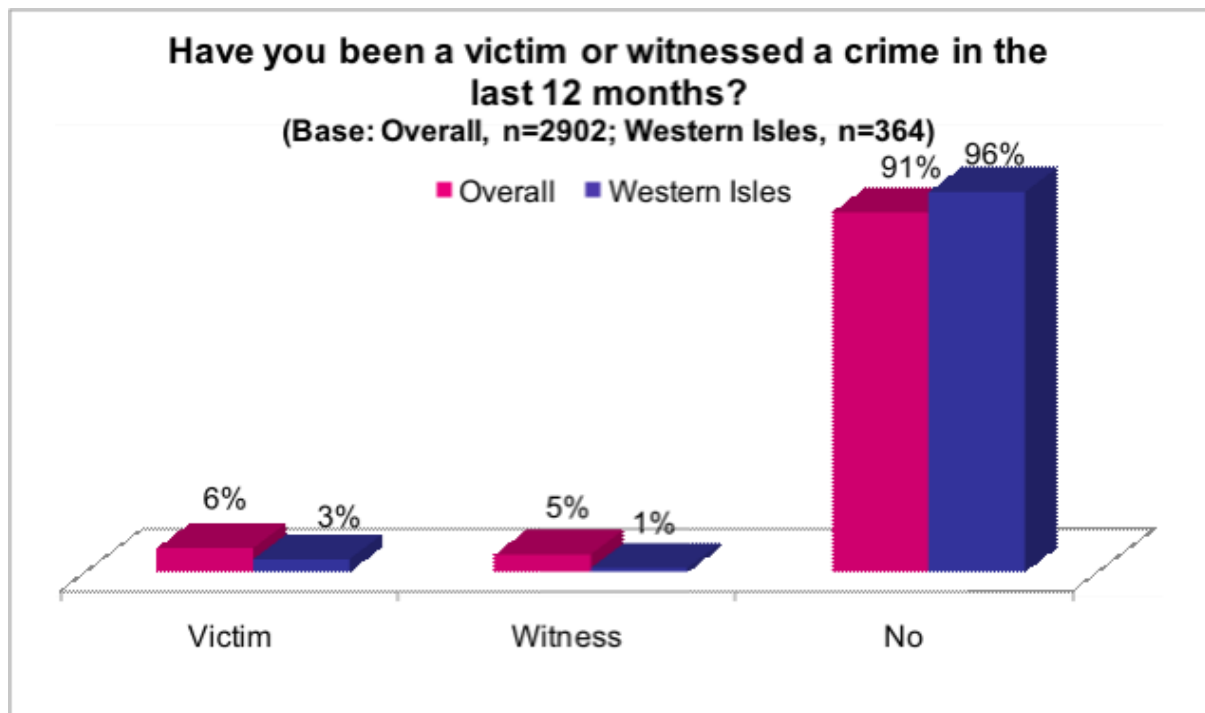
**Figure 20: Do you do any of the following because of the possible worries about crime? (always or sometimes)**

Western Isles Area	2009	2011		2011 Force area % (W)
		No. (UW)	% (W)	
Make sure your vehicle is adequately secured	79%	266	75%	85%
Make sure your home is adequately secured	82%	273	74%	86%
Carry a mobile phone	47%	165	47%	60%
Take self-defence classes	4%	7	27%	3%
Mark your property in case it is stolen	33%	93	26%	35%
Avoid going out when it is dark	18%	56	17%	32%
Avoid going out alone	17%	65	17%	31%
Avoid certain places	34%	96	14%	52%
Avoid going out at certain times	17%	54	14%	30%

## 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 (11 individuals) stated that they had been a victim of crime in the last 12 months and 1% (4 individuals) indicated that they had witnessed a crime. 96% indicated that they had neither been a victim or witnessed a crime.

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 Western Isles respondents indicating that they have been a victim of crime has seen a slight decrease in 2011 from 6% in 2009 and is also less than was reported for the Force area overall (6%).

The nature of crime stated, for the 14 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	Western Isles
Assault / Abuse	3
Fraud / identity theft	3
Traffic accident / incident / motoring offence	2
Theft	2
ASB / neighbour trouble	2
Other crime	2
Vandalism	1
Property break in	-
Base	14

NB Respondents gave multiple answers to this question

11 out of these 15 respondents who had either witnessed or been a victim of crime reported it to the police.

Of the 11 respondents who reported to the police, 1 stated that the report resulted in an action being taken against the offender, 6 said it did not and 4 did not know.

The one respondent whose report did result in action being taken against the offender was very satisfied with the outcome and in terms of the progress in relation to proceedings.

## 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. 9% of respondents had attended. This represents 23 respondents, (23 respondents in 2009) stated that they had attended court and most recently in the following capacities.

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

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

Western Isles Area	2009	2011		2011 Force Area % (W)
		No (UW)	% (W)	
Juror (including not serving or not selected)	30%	9	39%	34%
As part of a job (e.g. lawyer)	17%	1	19%	12%
Witness in criminal case/supporter of witness	19%	3	16%	12%
Spectator/tourist unconnected with court cases	9%	2	11%	7%
Victim in criminal case/supporter of victim	0%	1	10%	8%
Civil litigant or witness in civil case/supporter	12%	5	3%	5%
Accused in criminal case/supporter of accused	19%	1	3%	13%
Attending Fines Enquiry/Enforcement Court/Fines Office	0%	1	0%	10%
<b>Base</b>	<b>23</b>	<b>23</b>		<b>224</b>

The majority of those who have attended a court and gave an opinion (23 Western Isles respondents) 70% stated that they were satisfied with the experience, with 35% stating they were very satisfied and 35% stating they were satisfied. 26% were not satisfied and 4% not at all satisfied. Overall satisfaction is fairly consistent with the overall force level with 70% of Western Isles respondents being satisfied compared to 76% of respondents at Force level.

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

- The decision of the Court was wrong.
- Unpredictability of events.
- Defendants lawyer did not advise me of his clients change in plea.

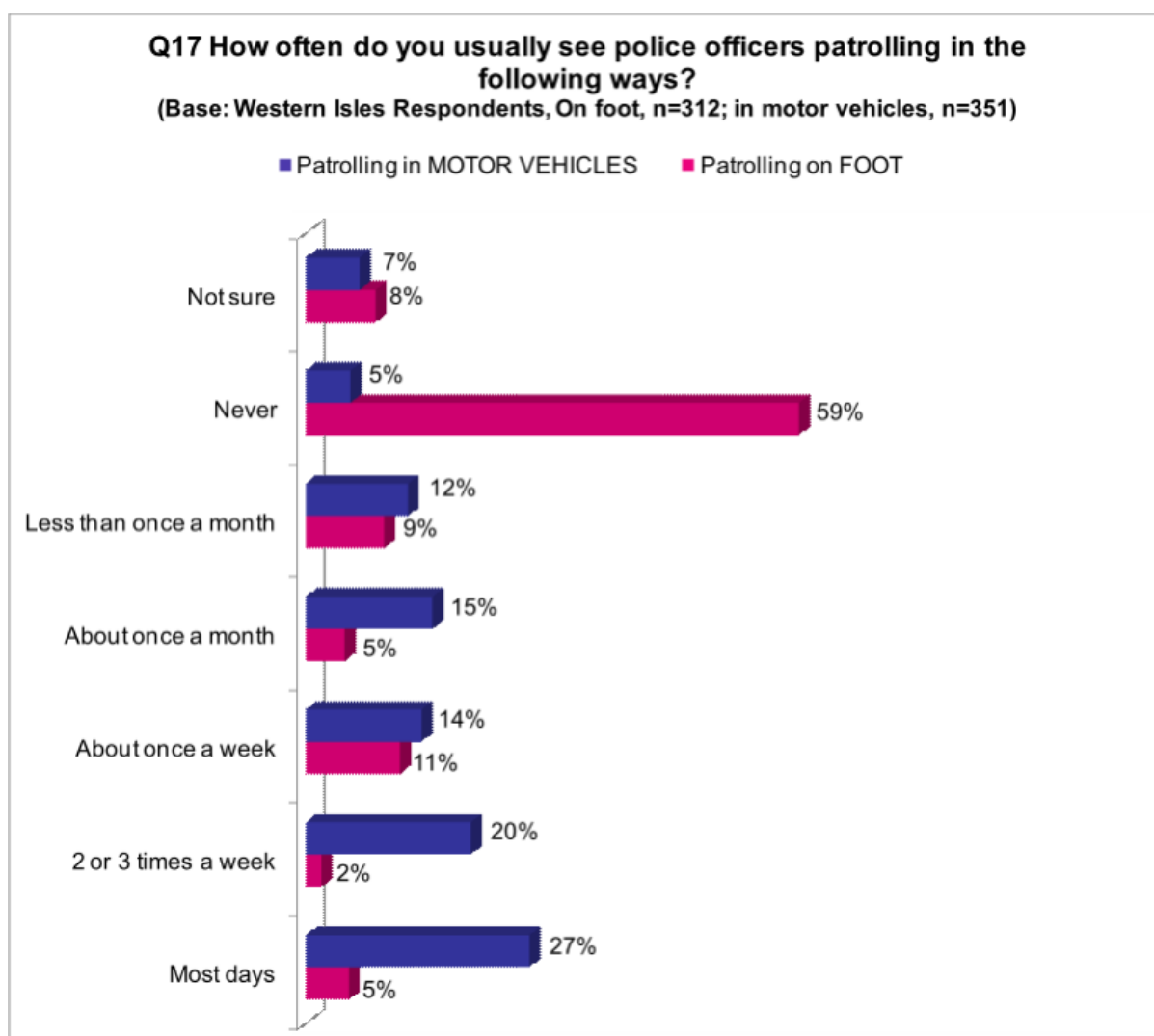
## 2.9 Police Services and Community Safety

Respondents were asked how often they see police officers patrolling on foot and in motor vehicles. 18% of Western Isles 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 significant decrease on the 29% who said they see police patrolling on foot at least once a week in Western Isles in the 2009 survey.

Over six in ten respondents (61%) of Western Isles respondents see officers patrolling in motor vehicles at least once a week. This is similar to the level reported in 2011 at Force level overall (60%) and again represents a marginal decrease from the 72% who said this in 2009 in Western Isles.

Just under 6 in 10 (59%) of Western Isles respondents never see officers patrolling on foot which is significantly more than the overall Force figure (51%) and the 2009 results for Western Isles (52%). Only 6% 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, 30% of Western Isles respondents in 2011 said there was too little police patrolling which is less than was reported in previous years for Western Isles and also less than the proportion reported at overall Force level.

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

	2005	2007	2009	2011		2011 Force area % (W)
				No (UW)	% (W)	
Too much	0%	0%	1%	4	2%	2%
About right	46%	37%	47%	164	44%	35%
Too little	38%	49%	36%	108	30%	47%
No opinion	17%	14%	15%	94	24%	16%
<b>Base</b>	<b>106</b>	<b>105</b>	<b>357</b>	<b>359</b>		<b>2933</b>

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 town centres/ high street followed by residential areas then areas of traffic danger. These represent a change in priority from 2009 and differ from the 2011 Force area priorities.

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

Priority	2009 Western Isles priorities	2011 Western Isles priorities	2011 Force area priorities
Town Centre / High Street	2	1	2
Residential areas	5	2	5
Areas of traffic danger	3	3	4
Known trouble spots	1	4	1
Shops	9	5	9
Villages	7	6	6
Pubs / night clubs / venues	4	7	3
Play parks	8	7	8
Outside schools	6	8	7
<b>Base</b>	<b>369</b>	<b>361</b>	<b>2922</b>

## 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 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.

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

Western Isles 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=362)	<b>66%</b>	27%	2%	5%	0%	-	0%
To report a minor crime (n=351)	10%	<b>73%</b>	3%	10%	2%	2%	0%
To report information about something suspicious n=(348)	12%	<b>61%</b>	13%	9%	3%	1%	0%
To report a nuisance or disturbance n=(348)	13%	<b>74%</b>	6%	4%	2%	0%	1%
To report a road traffic accident / incident n=(357)	<b>57%</b>	37%	1%	3%	0%	-	2%
To report other information (n=327)	8%	<b>58%</b>	6%	18%	3%	7%	0%
To ask for advice or information (n=338)	3%	<b>57%</b>	4%	26%	4%	6%	0%
Firearm/shotgun enquiry (n= 321)	9%	<b>56%</b>	4%	25%	-	6%	1%
Lost/found property (n=335)	4%	<b>51%</b>	0%	41%	1%	2%	0%
Missing person (n=338)	15%	<b>57%</b>	4%	22%	1%	1%	0%

Thirty six percent of respondents would like to see more information on Community Safety issues/ advice in the local media (newspaper, radio and websites). This is consistent with the results for the Force overall. The main types of information these respondents would like were regarding:

- General police work in the areas
- More road safety advice / education
- More local press releases/ information points

Figure 28: What type of information would you like?

	2011 Western Isles	
	No (UW)	% W
General police work in your area	13	24%
More road safety advice / education	12	21%
More local press releases / information points	11	20%
What is being done to improve road safety	5	13%
Advice / guidance on safety / crime prevention	5	12%
More information about current crime issues, criminals and developments in specific areas	6	10%
Police achievements / successes	1	6%
Other	3	6%
More information about police officers jobs / how spend their day	2	4%
What is being done to make your community safer	1	2%
<b>Base</b>	<b>53</b>	

20% of Western Isles respondents in 2011 would like more information about the work of their local police, Procurator Fiscal or Court Service (23% at overall Force level). Of these 30 individuals 11 said they would like more information on what the police do day to day as shown in the table below:

Figure 29: What type of information would you like?

	2011 Western Isles	
	No (UW)	% W
More info on what they do generally, day to day	11	38%
Info on crime / conviction and sentencing statistics	5	25%
What crime prevention measures / policies they have in place	5	15%
Regular bulletins / mail shots and updates of any relative info for the area	5	13%
Other	4	11%
General info e.g. staffing levels, contact names, opening times	1	2%
Info on why some policies and procedures are not in place	1	2%
<b>Base</b>	<b>30</b>	

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:

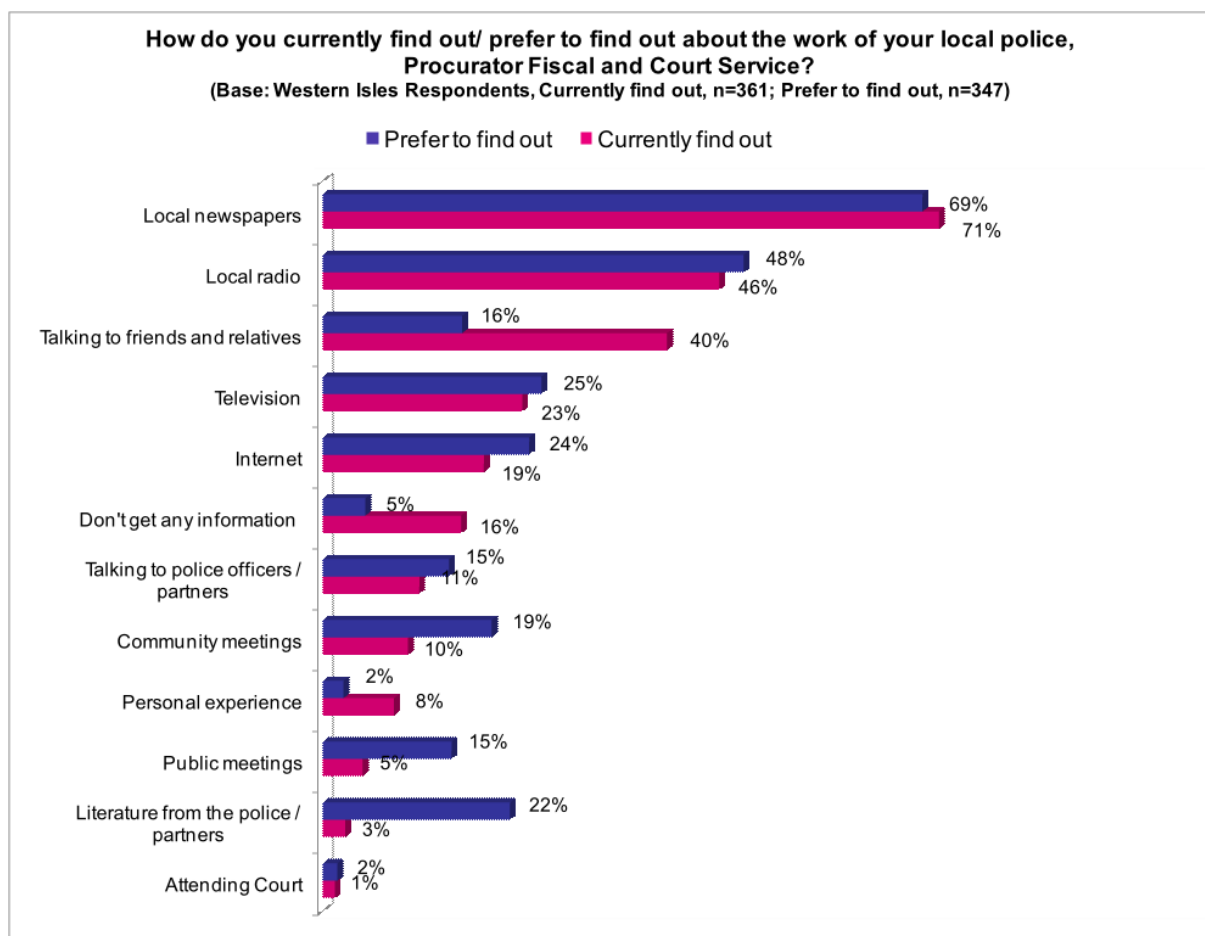
- Local newspapers
- Television
- Local radio

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

- Talking to friends and relatives (40% normally and 16% prefer)
- Literature from the police/ partners (3% normally and 22% prefer)
- Community meetings (10% normally and 19% prefer)
- Public meetings (5% normally and 15% prefer)

These findings are in line with the overall Force area findings and the 2009 Western Isles results with local newspapers and local radio being the two most used and preferred communication types.

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



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

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

	Western Isles area 2011		2011 Force area % (W)
	No (UW)	% (W)	
The Internet	118	46%	49%
Email	98	36%	36%
Social Networking Site (eg Facebook)	25	11%	16%
Text to a Mobile Phone	28	11%	11%
Twitter	10	5%	5%
<b>Base</b>	<b>269-316</b>		<b>2357 – 2599</b>

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 libraries 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 Western Isles 2009 findings. For the 2011 Force area results the third location was Council offices and service points.

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

Western Isles Area	2005	2007	2009	2011		2011 Force area % (W)
				No (UW)	% (W)	
Internet	30%	44%	56%	158	68%	69%
Library	41%	41%	48%	170	66%	60%
Police stations	n/a	n/a	47%	195	62%	70%
Council office/ service point	46%	47%	48%	160	61%	66%
Post office	52%	56%	57%	158	58%	62%
Doctors' surgeries	34%	37%	44%	118	49%	51%
Supermarket	29%	32%	44%	113	49%	48%
Bank	25%	21%	28%	96	42%	38%
Courts	9%	13%	13%	80	38%	39%
Procurator Fiscal Offices	n/a	n/a	9%	80	38%	38%
<b>Base</b>	<b>106</b>	<b>105</b>	<b>238-295</b>	<b>230-300</b>		<b>1938 - 2479</b>

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:

- 47 have tried to access information or services from local police (39 found it easy, 4 difficult and 4 unable to access)
- 15 have tried to access information or services from the Procurator Fiscal (12 found it easy, 2 difficult and 1 unable to access)
- 23 have tried to access information or services from the Scottish Court Service (19 found it easy, 3 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. The majority of Western Isles respondents were aware of road safety campaigns. Awareness levels for Western Isles respondents are in line with the overall Force results.

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

	2011 Western Isles Area		2011 Force Area
	No. (UW)	% (W)	% (W)
Road Safety (eg Speeding, Drink / Drug Driving / Mobile Driving / Seatbelts)	230	65%	66%
Not aware of any campaign	128	33%	32%
Alcohol Misuse	110	28%	30%
Drugs Misuse	86	22%	25%
Child Protection (eg Keeping Children Safe Campaign)	55	15%	16%
Other	6	2%	1%

Those who were aware of a campaign were asked how they were made aware of it. The greatest sources of awareness were local newspapers (66%) and local radio (52%) for Western Isles respondents. This is in line with the Force area results.

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

	2011 Western Isles Area		2011 Force Area
	No. (UW)	% (W)	% (W)
Local newspaper	156	66%	69%
Local radio	129	52%	51%
Local TV	65	26%	34%
Talking to friends/relatives	53	26%	20%
Internet	22	11%	6%
Leaflet or newsletter	19	10%	10%
Talking to police officer	9	4%	4%
Other	8	3%	5%

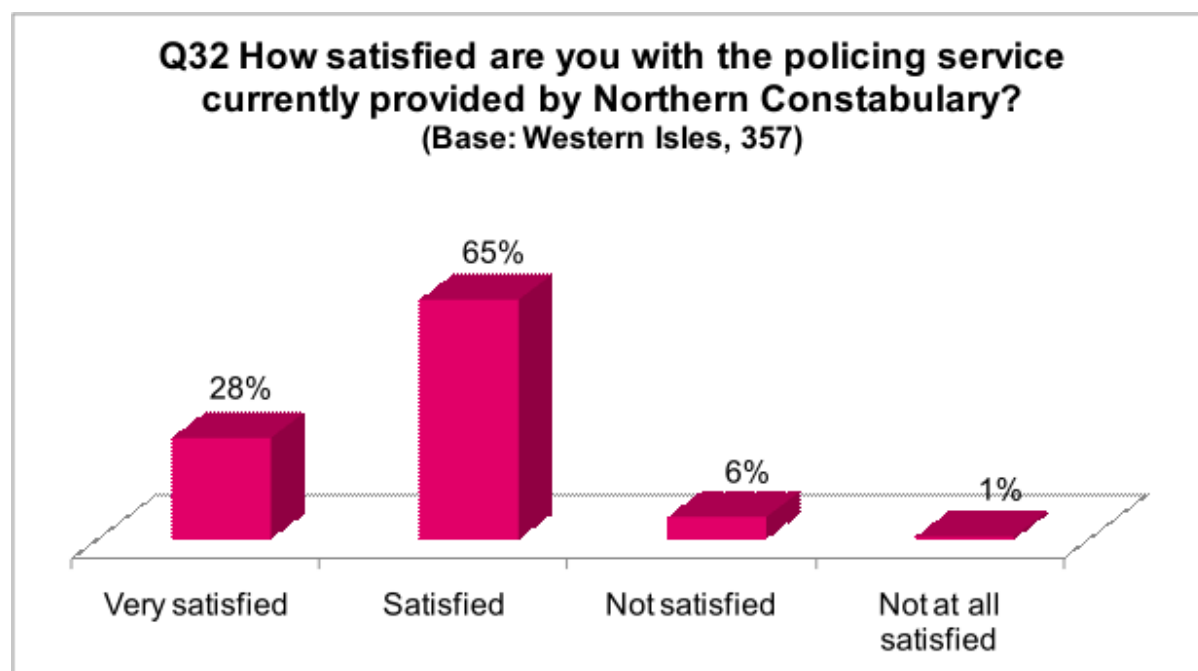
Just 2% of Western Isles respondents have been involved in community consultation activities with Northern Constabulary or any of its community planning partners within the last 2 years (3% for the Force area overall). This represents 8 respondents.

Of the 8 respondents who had participated in a consultation, 7 felt the consultation was worthwhile and the other respondent did not reply to this question.

## 2.12 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, 28% of Western Isles respondents said they were very satisfied in this respect and a further 65% were satisfied. Just 6% 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 26 Western Isles respondents. 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. Other very small numbers of respondents gave additional reasons:

- Lack of evidence that speeding/ dangerous drivers being dealt with
- Poor response times/ lack of response
- Lack of visibility/ availability of local police
- Poor attitude of officers
- Not dealing with more serious crimes as a priority

## 2.13 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 Western Isles respondents. These were:

- Satisfied with existing police services
- Higher profile/ visibility
- Keep local offices open incl. 24 hr cover/Maintain current level

Compared to the results at overall Force area, more foot patrols is less of a priority and keeping local office open is more of a priority.

Notable changes since 2009 in terms of suggestions for improvement are the desire to keep local offices open which has increased in priority from 11<sup>th</sup> to 3<sup>rd</sup> while being more effective in dealing with drug related crime has increased decreased in priority from 7<sup>th</sup> to 13<sup>th</sup>.

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

Improvement priorities ranked by frequency	2007 Western Isles	2009 Western Isles	2011 Western Isles	2011 Force Area
Satisfied with existing police service	3	3	1	3
Higher profile/visibility	2	2	2	2
Keep local offices open incl. 24 hr cover/Maintain current level	n/a	11	3	4
More foot patrols	1	1	4	1
More information/communication incl. newsletters/details on website	6	6	5	5
More accessible/approachable/friendly	4	9	6	11
More community involvement/community policing	3	4	7	7
Tougher stance on traffic offences (incl. dangerous drivers, drink driving, speeding)	8	5	8	6
Do more with young people/schools	9	8	9	12
Tougher stance generally/enforce existing laws	7	13	10	10
More officers	8	12	11	8
Improve manner in dealing with public, victims etc.	9	14	12	15
Be more effective in dealing with drug related crime	n/a	7	13	9
Be more effective in dealing with alcohol related crime (incl. underage drinking)	n/a	16	14	13
Less time on traffic offences, more on major crime	n/a	15	15	16
Less paperwork/red tape/bureaucracy	n/a	10	16	14
<b>Base</b>	<b>10</b>	<b>180</b>	<b>155</b>	<b>1543</b>

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

- Road safety/ speeding
- Drugs
- Crime prevention/ law and order/ public safety

Road safety was also the top priority for Western Isles respondents in 2009. However, drugs was the top priority for Western Isles respondents in 2007 and is also the top priority for the Force overall.

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

	Western Isles area % (W) 2007	Western Isles area % (W) 2009	Western Isles area % (W) 2011	Force area % (W) 2011
Road safety/ speeding	34%	43%	42%	39%
Drugs (incl drug dealing and drug related crime)	50%	41%	39%	44%
Crime prevention/ law and order/ public safety	31%	25%	37%	34%
Drink related crime/ behaviour	19%	31%	24%	21%
Drink driving	12%	9%	19%	9%
Child protection/ safety	n/a	30%	19%	11%
ASB	11%	12%	15%	18%
Tougher sentencing	n/a	3%	13%	19%
More police on streets/ visibility/ foot patrols	n/a	22%	13%	18%
Under age drinking	12%	11%	12%	10%
Violence/ assault	5%	4%	9%	10%
Theft/ property crime/ vandalism/ graffiti	7%	6%	9%	13%
Crime detection (incl prosecution)	7%	5%	8%	11%
Public relations/ accessibility	2%	10%	8%	5%
Integrate with youth groups/ schools	14%	11%	7%	3%
Community policing	12%	15%	5%	5%
Education/ Advice	12%	5%	2%	3%
Quick response to reports of crime	n/a	2%	2%	3%
Dealing better with repeat offenders	n/a	n/a	1%	3%
Youth behaviour on streets	11%	3%	1%	2%
Partnership working/ liaison	2%	4%	1%	1%
Racism/ discrimination	n/a	2%	1%	0%
Dog fouling/ littering	n/a	1%	0%	2%
High standards/ public confidence	3%	2%	0%	0%
Provide more facilities/ activities for young people	n/a	3%	0%	1%
<b>Base</b>	<b>78</b>	<b>202</b>	<b>186</b>	<b>1761</b>

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?

	Western Isles area % (W) 2007	Western Isles area % (W) 2009	Western Isles area % (W) 2011	Force area % (W) 2011
Report crime or suspicious behaviour	20%	28%	20%	31%
Neighbourliness/ be friendly	27%	15%	15%	9%
Community fine as it is	n/a	n/a	13%	13%
Support community groups/ activities/ campaign on local issues	34%	25%	12%	18%
Nothing/ too old	13%	7%	10%	8%
Don't know	n/a	n/a	7%	7%
Other	n/a	n/a	7%	7%
Be law abiding	10%	7%	3%	6%
Neighbourhood watch	0%	2%	2%	7%
Collect litter	7%	2%	2%	1%
Be vigilant/ aware	n/a	n/a	1%	3%
Better parenting	0%	1%	1%	1%
Engender law abiding behaviour	4%	4%	1%	1%
Driving more carefully	n/a	n/a	1%	1%
Recycling/ environmental care	0%	1%	0%	0%
<b>Base</b>	<b>41</b>	<b>129</b>	<b>143</b>	<b>1345</b>

## APPENDIX 1: QUESTIONNAIRE

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Scottish  
Court Service



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 30<sup>th</sup> 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](http://www.researchresource.co.uk/makingjusticework.html)

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

PERCEPTIONS AND ATTITUDES ABOUT CRIME

**Q1** How long have you been in your present home?

1 year or less

Over 1 year but less than 2 years

2 or more but less than 5 years

5 years or more

**Q2** Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?

A very safe area

A fairly safe area

Rather unsafe area

A very unsafe area

No opinion

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

Now more safe

Now less safe

About the same

Did not live here a year ago

No opinion

**Q4** How much of a concern to you is each of the following in the area where you live?

	A major concern	A minor concern	Not a concern	No opinion/ don't know
<b>Public Protection</b> (eg Protection of Children / Vulnerable Adults / Domestic Abuse)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Serious and Organised Crime</b> (eg Drugs / Organised Crime / Prostitution)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Alcohol Abuse</b> (eg Under Age Drinking / Alcohol Related Disorder)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Antisocial Behaviour</b> (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"/>
<b>Violent Crime</b> (eg Assault / Robbery / Gun / Knife Crimes / Gangs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Road Safety</b> (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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How worried are you about becoming a victim of crime (in general)?

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? <input type="checkbox"/> Victim (Please continue) <input type="checkbox"/> Witness (Please continue) <input type="checkbox"/> No (Please go to Q14)
Q9a	What type of crime was it?

Q10	Did you report it to the police? <input type="checkbox"/> Yes (Please go to Q11) <input type="checkbox"/> 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? <input type="checkbox"/> Yes (Please go to Q12) <input type="checkbox"/> No (Please go to Q14) <input type="checkbox"/> 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? <input type="checkbox"/> Very Satisfied (Please go to Q13) <input type="checkbox"/> Satisfied (Please go to Q13) <input type="checkbox"/> Not satisfied (Please continue) <input type="checkbox"/> Not at all satisfied ( <b>Please continue</b> )
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?
	<input type="checkbox"/> Yes (Please go to Q14) <input type="checkbox"/> No (Please continue) <input type="checkbox"/> 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)
	<input type="checkbox"/> Witness in criminal case/supporter of witness <input type="checkbox"/> Accused in criminal case/supporter of accused <input type="checkbox"/> Victim in criminal case/supporter of victim <input type="checkbox"/> Juror (including not serving or not selected) <input type="checkbox"/> Civil litigant or witness in civil case/supporter <input type="checkbox"/> Attending Fines Enquiry/Enforcement Court/Fines Office <input type="checkbox"/> As part of a job (e.g. lawyer) <input type="checkbox"/> Spectator/tourist unconnected with court cases <input type="checkbox"/> None of these (Please go to Q17)

Q15	How satisfied were you with your experience of attending court?
	<input type="checkbox"/> Very satisfied (Please go to Q17) <input type="checkbox"/> Satisfied (Please go to Q17) <input type="checkbox"/> Not satisfied (Please continue) <input type="checkbox"/> Not at all satisfied ( <b>Please continue</b> )

Q16	If not satisfied or not at all satisfied, why was this? TICK ALL THAT APPLY
	<input type="checkbox"/> Due to the length of time I had to wait <input type="checkbox"/> Lack of services available in the building <input type="checkbox"/> The overall court process <input type="checkbox"/> Lack of information on what I was expected to do or what was happening <input type="checkbox"/> 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 <sup>nd</sup> priority	3 <sup>rd</sup> priority	4 <sup>th</sup> priority	5 <sup>th</sup> 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/ officer on internet patrol	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/ officer on internet patrol	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)**

Yes (Please continue)

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 <u>prefer to find out</u> 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		Yes	No	Don't know
E Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Networking Sites (eg Facebook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text to a Mobile Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<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		Yes	No	Don't know
Police stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council office / service point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctors' surgeries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procurator Fiscal Offices	<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"/>
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?

<input type="checkbox"/> Local newspaper	<input type="checkbox"/> Talking to friends/relatives
<input type="checkbox"/> TV	<input type="checkbox"/> Talking to police officer
<input type="checkbox"/> Local radio	<input type="checkbox"/> Internet
<input type="checkbox"/> Leaflet or newsletter	<input type="checkbox"/> 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?
	<input type="checkbox"/> Yes (Please continue) <input type="checkbox"/> No (Please go to Q32)
Q30a	If yes, what were the consultation activities?

Q31	Do you feel that the consultation was worthwhile?
	<input type="checkbox"/> Yes (Please go to Q32) <input type="checkbox"/> 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?
	<input type="checkbox"/> Very satisfied (Please go to Q33) <input type="checkbox"/> Satisfied (Please go to Q33) <input type="checkbox"/> Not satisfied (Please continue) <input type="checkbox"/> Not at all satisfied ( <b>Please continue</b> )
Q32a	If not satisfied or not at all satisfied, why not?

<b>Q33</b>	<b>In what ways could Northern Constabulary improve the service it provides to you?</b>

<b>Q34</b>	<b>What should be the 3 main priorities for your local police, prosecutors and courts?</b>
1.	
2.	
3.	

<b>Q35</b>	<b>What do you think YOU could do to help improve the quality of life in your community?</b>

## ABOUT YOU

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

Q36	Which of these age groups are you in?	Q38	Q37	Are you....?
<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+		<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		35-44 years	
6-11 years		45-54 years	
12-17 years		55-64 years	
18-24 years		65-74 years	
25-34 years		75+ years	

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.

