

#YOURVIEWCOUNTS

IN GREATER GLASGOW



Quarter 4: April 2016 to March 2017

Prepared by Analysis and
Performance Unit May 2017

Danish, muffin
fruit scone for
only £3.50

#YOURVIEWCOUNTS

IN GREATER GLASGOW

Local Key Priorities:



Antisocial Behaviour
/ Disorder



Homes being
broken into



Violent Crime



Drug Dealing /
Drug Misuse



Littering /
Fly Tipping

National Key Priorities:



Counter Terrorism
/ National Security



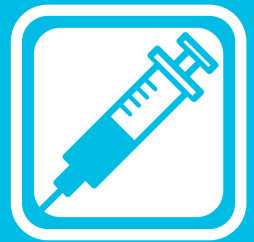
Violent Crime



Serious Organised
Crime



Child Abuse
including Child
Sexual Exploitation



Drug Dealing /
Drug Misuse

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**POLICE
SCOTLAND**
Keeping people safe

2016/17 FULL YEAR RESULTS

INTRODUCTION

This is the fourth year in which Police Scotland has had the opportunity to undertake a countrywide public consultation survey. This gives the organisation the ability to seek the views of Scotland's diverse communities and gives local people the chance to influence the setting of both National and Local policing priorities.

The survey results will provide valuable information regarding the public's attitude to crimes and other issues that impact on our communities. Through analysing this information, together with evidence from a number of other important sources, we will formulate future national and local policing plans.

METHODOLOGY

In previous years, the paper surveys were completed across communities by local officers. In a change to this approach, from April 2016, an online survey (with alternative option of a paper survey if required) was created to encourage participants to complete the questions at a time convenient to them. Public awareness and participation in the survey has been encouraged through local engagement, events, media campaigns and online prompts.

ACTIVITY OVER THE LAST 3 MONTHS

The aim of the survey has been to encourage broad participation across our diverse Scottish population. To try and achieve this, we have planned engagement activity each month with different communities throughout the course of the year. From 27th February until the year end, we held back on active marketing of the survey to support the consultation of our long term strategy under 2026.

At the close of the year, from the responses received in G Division, over 2,200 respondents classified themselves as residents, over 60 as a member of a community group and just under 200 as public sector employees.

We can now see themes emerging on a geographical and demographic basis in terms of what is important to the different communities across Scotland.

DEVELOPMENTS AND REVISIONS TO THE SURVEY

We are currently taking a break from consultation, re-launching YourViewCounts for Year 2 on 1st July 2017. This down-time will be used to review the remit, question set and variation in survey type. Once underway, we look forward to continuing our work with communities to understand and respond to your needs over the forthcoming year.

RESPONSES

At the close of Year 1, we have received 20,740 completed surveys from across the country with 2,615 surveys completed in G Division. Numbers across all 3 local authority areas in the Division range from 290 in East Dunbartonshire to 1,893 across Glasgow City.

The interest in supporting the service by providing your views has undoubtedly exceeded expectations.

GEOGRAPHICAL

Geographical Survey Responses - Force / Division	
Force / Division	Total
Police Scotland	20,740
G Division - Greater Glasgow	2,615

Geographical Survey Responses - Council Area	
Council Area	Total
East Dunbartonshire	290
East Renfrewshire	432
Glasgow City	1,893
G Division - Greater Glasgow	2,615

Geographical Survey Responses - Multi Member Wards			
Multi Member Ward	Total	Multi Member Ward	Total
Anderston/City	102	Hillhead	55
Baillieston	114	Kirkintilloch East & Twechar	34
Barrhead	77	Langside	93
Bearsden North	32	Lenzie & Kirkintilloch South	44
Bearsden South	52	Linn	94
Bishopbriggs North & Torrance	42	Maryhill/Kelvin	82
Bishopbriggs South	31	Milngavie	30
Busby, Clarkston and Eaglesham	66	Neilston, Uplawmoor and Newton Mearns North	108
Calton	91	Netherlee, Stamperland and Williamwood	59
Campsie & Kirkintilloch North	25	Newlands/Auldburn	66
Canal	86	Newton Mearns South	39
Craigton	72	North East	78
Drumchapel/Anniesland	115	Partick West	95
East Centre	82	Pollokshields	108
Garscadden/Scotstounhill	78	Shettleston	80
Giffnock and Thornliebank	83	Southside Central	139
Govan	122	Springburn	42
Greater Pollok	99		
G Division - Greater Glasgow			2,615

LOCAL POLICING PRIORITIES

The top 5 local priorities being selected across the division have remained consistent across the year of surveying. Anti-social behaviour / Disorder remains the consistent No 1 priority across the division.

Following analysis, the top 5 LOCAL priorities within Scotland are identified as follows;

	Top Priority	2nd Priority	3rd Priority	4th Priority	5th Priority	Weighted Average	
						Total	(%)
Anti-social Behaviour / Disorder	621	391	223	200	161	393.3	15.0%
Homes being broken into	354	233	215	206	157	261.1	10.0%
Violent Crime	283	223	190	150	123	220.0	8.4%
Drug Dealing / Drug Misuse	232	203	206	205	184	212.3	8.1%
Littering / Fly Tipping	96	164	176	158	193	144.9	5.5%

** Please see attached Appendix A for the full results of the LOCAL priorities responses*

NATIONAL POLICING PRIORITIES

The top 5 national priorities have remained consistent across the year of surveying as well. Counter-terrorism / National Security is the consistent No 1 priority across the Division.

Following analysis, the top 5 NATIONAL priorities within Scotland are identified as follows;

	Top Priority	2nd Priority	3rd Priority	4th Priority	5th Priority	Weighted Average	
						Total	(%)
Counter Terrorism / National Security	811	212	153	128	118	382.4	14.6%
Violent Crime	440	407	283	237	201	356.8	13.7%
Serious Organised Crime	206	365	270	222	184	261.9	10.0%
Child Abuse including Child Sexual Exploitation	244	237	242	222	167	233.7	8.9%
Drug Dealing / Drug Misuse	155	245	321	258	198	228.8	8.8%

** Please see attached Appendix B for the full results of the NATIONAL priorities responses*

Weighted Average Calculation
 The following weighted average process was used to calculate the top 5 priorities selected both locally and nationally
 The top priority was given a weight of 5, 2nd priority 4, 3rd priority 3, 4th priority 2 and 5th priority 1
 The number of responses to each priority is then multiplied by the relevant weight and all added together
 The added total is then divided by 15 (this is the sum of the 5 weights added together) to get the weighted average
 The weighted average percentage is calculated based on the total number of responses

POLICING IN YOUR LOCAL AREA

This section aims to capture the views and perceptions of communities across different aspects of policing

What is your perception of crime in your local area over the past year?

	Total	%
Increased a lot	349	13.3%
Increased a little	555	21.2%
Remained the same	1,144	43.7%
Decreased a little	267	10.2%
Decreased a lot	94	3.6%
No reply	206	7.9%

When you see Police in your area, how does it make you feel?

	Total*	%*
Safe	695	26.6%
Reassured	1,334	51.0%
Neutral	632	24.2%
Concerned	312	11.9%
Tense	137	5.2%

* - Respondents had the opportunity to provide more than one response to this question, therefore total numbers may exceed the number of people surveyed. Percentages have been calculated against the total number of respondents participating in this survey, therefore these may potentially exceed 100%.

Do you know you have a Local Policing Team for your area?

	Total	%
Yes	1,141	43.6%
No	1,474	56.4%

Do you know how to contact the Local Policing Team in your area?

	Total	%
Yes	964	36.9%
No	1,651	63.1%

Confidence and Satisfaction: These measures will evolve under the remit of the Public Confidence Steering Group and latest figures can be found in our Q4 Summary of Performance report.

[Q4 Summary of Performance Report](#)

COMMUNICATIONS

Obtaining feedback on communication is vital to our transformation of service. Continuously improving our accessibility, be it to report a crime of any other matter, is part of our long term strategy under 2026. How we then respond and update victims and the wider community is equally, if not more impactful on the service and public confidence.

What information do you currently access from us?

	Total*
National Policing Campaigns	304
National Policing Plans	142
Local Community Policing Plans	352
Safety Advice	540
Crime Prevention Advice	408
Crime Statistics	319
Police Recruitment	239
None	1,547
Other (Please specify)	88

What would you like us to provide information on?

	Total*
National Policing Campaigns	723
National Policing Plans	814
Local Community Policing Plans	1,935
Safety Advice	1,198
Crime Prevention Advice	1,232
Crime Statistics	1,186
Police Recruitment	362
Other (Please specify)	161

How would you prefer to tell us about a crime that has occurred?

	Total*
Email	708
Social media sites	530
Telephone	1,610
Direct to a Police Officer	1,224
At a Police Station	959
Police Scotland website	554
Community meetings	297
Other (Please specify)	91

* - Respondents had the opportunity to provide more than one response to all these questions, therefore total numbers may exceed the number of people surveyed.

In any other circumstances how would you like to contact us?	
	Total*
Email	1,188
Social media sites	701
Telephone	1,290
Direct to a Police Officer	840
At a Police Station	953
Police Scotland website	673
Community meetings	408
Other (Please specify)	56

How would you prefer us to contact you regarding a reported crime?	
	Total*
Email	1,078
Social media sites	281
Telephone Call	1,953
Text Message	745
Police Scotland website	226
Community meetings	204
Other (Please specify)	252

In any other circumstances how would you prefer us to contact you?	
	Total*
Email	1,421
Local media	503
Social media sites	661
Telephone Call	1,225
Text Message	784
Police Scotland website	465
Community meetings	359
Other (Please specify)	122

* - Respondents had the opportunity to provide more than one response to all these questions, therefore total numbers may exceed the number of people surveyed.

DEMOGRAPHICS

We have received many comments in relation to this section, questioning its validity. As a force, we are keen to capture the reach of this survey across our more diverse communities and this is a means to do so. Within that, we absolutely respect the wishes of those participants who decline to complete this section of the form and would reinforce the anonymity of all respondents.

In what capacity did you complete this survey?

	Total	%
Resident	2,224	85.0%
Local or Nationally Elected Member	10	0.4%
Community Group / Residents Association Member	65	2.5%
Business Owner or Representative	20	0.8%
Voluntary Organisation Representative	34	1.3%
Public Sector Employee	195	7.5%
Other (Please specify)	67	2.6%

Age

	Total	%
Under 16	20	0.8%
16 - 24	346	13.2%
25 - 34	528	20.2%
35 - 44	550	21.0%
45 - 54	603	23.1%
55 - 64	333	12.7%
Over 65	184	7.0%
Choose not to disclose	51	2.0%

Gender

	Total	%
Male	1,093	41.8%
Female	1,431	54.7%
Non-binary	7	0.3%
Choose not to disclose	84	3.2%

Are you transgender?

	Total	%
Yes	7	0.3%
No	2,486	95.1%
Choose not to disclose	122	4.7%

NOT PROTECTIVELY MARKED

Sexual Orientation		
	Total	%
Bisexual	73	2.8%
Gay / Lesbian	134	5.1%
Heterosexual	2,146	82.1%
Choose not to disclose	262	10.0%

Do you consider yourself to have a disability?		
	Total	%
Yes	289	11.1%
No	2,185	83.6%
Choose not to disclose	141	5.4%

Ethnic and Cultural Origin		
	Total	%
African, African Scottish, African British	25	1.0%
Any Mixed Ethnic Group	17	0.7%
Arab, Arab Scottish, Arab British	7	0.3%
Bangladeshi, Bangladeshi Scottish, Bangladeshi British	1	0.0%
Black, Black Scottish, Black British	5	0.2%
Caribbean, Caribbean Scottish, Caribbean British	2	0.1%
Chinese, Chinese Scottish, Chinese British	4	0.2%
Indian, Indian Scottish, Indian British	15	0.6%
Other African, Caribbean or Black	1	0.0%
Other Asian	2	0.1%
Other Ethnic Group	11	0.4%
Other White Ethnic Group	46	1.8%
Pakistani, Pakistani Scottish, Pakistani British	56	2.1%
White British	558	21.3%
White English	47	1.8%
White Gypsy / Traveller	2	0.1%
White Irish	25	1.0%
White Northern Irish	10	0.4%
White Polish	28	1.1%
White Scottish	1,627	62.2%
White Welsh	8	0.3%
Choose not to Disclose	118	4.5%

NOT PROTECTIVELY MARKED

What religion do you identify with?		
	Total	%
Buddhist	13	0.5%
Church of Scotland	576	22.0%
Hindu	2	0.1%
Jewish	22	0.8%
Muslim	71	2.7%
None	991	37.9%
Other (please specify)	47	1.8%
Other Christian	126	4.8%
Pagan	10	0.4%
Roman Catholic	499	19.1%
Sikh	6	0.2%
Choose not to disclose	252	9.6%

FEEDBACK

How would you describe this survey to complete?		
	Total	%
Very Difficult	17	0.7%
Difficult	115	4.4%
Easy	1,545	59.1%
Very Easy	930	35.6%
Did not answer question	8	0.3%

How would you describe the time required to complete the survey?		
	Total	%
Too Long	111	4.2%
About Right	2,409	92.1%
Too Short	81	3.1%
Did not answer question	14	0.5%

NOT PROTECTIVELY MARKED

APPENDIX A - LOCAL POLICING PRIORITIES

Please rank your top five LOCAL priorities from the list below							
	Top Priority	2nd Priority	3rd Priority	4th Priority	5th Priority	Weighted Average	
						Total	(%)
Anti-social Behaviour / Disorder	621	391	223	200	161	393.3	15.0%
Homes being broken into	354	233	215	206	157	261.1	10.0%
Violent Crime	283	223	190	150	123	220.0	8.4%
Drug Dealing / Drug Misuse	232	203	206	205	184	212.3	8.1%
Littering / Fly Tipping	96	164	176	158	193	144.9	5.5%
Rowdy Drunken Behaviour	75	162	159	131	133	126.3	4.8%
Child Abuse including Child Sexual Exploitation	145	90	90	96	89	109.1	4.2%
Street Robbery / Mugging	64	130	117	108	78	99.0	3.8%
Cars (or Other Vehicles) being stolen or broken into	36	150	110	129	87	97.0	3.7%
Sexual Crime	86	115	100	88	74	96.0	3.7%
Vandalism / Graffiti	37	74	158	133	173	92.9	3.6%
Speeding	78	89	86	126	125	92.1	3.5%
Road Safety / Road Crime	74	85	92	112	140	90.0	3.4%
Domestic Abuse	57	118	96	79	84	85.8	3.3%
Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock	28	68	124	109	118	74.7	2.9%
Counter Terrorism / National Security	97	54	54	60	67	70.0	2.7%
Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)	57	54	71	88	81	64.7	2.5%
Serious Organised Crime	53	50	81	81	90	64.0	2.4%
Hate Crime	45	43	75	85	106	59.9	2.3%
Bogus Workers / Callers	16	36	74	82	112	48.1	1.8%
None of the Above	36	23	41	58	87	39.9	1.5%
Protecting Adults at Risk of Harm	15	27	45	55	42	31.3	1.2%
Cybercrime / E Crime (i.e. Computer Safety or Online Safety)	20	26	24	54	73	30.5	1.2%
Wildlife Crime	10	7	8	22	38	12.3	0.5%
						2,615	100.0%

Weighted Average Calculation

The following weighted average process was used to calculate the top 5 priorities selected both locally and nationally
 The top priority was given a weight of 5, 2nd priority 4, 3rd priority 3, 4th priority 2 and 5th priority 1
 The number of responses to each priority is then multiplied by the relevant weight and all added together
 The added total is then divided by 15 (this is the sum of the 5 weights added together) to get the weighted average
 The weighted average percentage is calculated based on the total number of responses

APPENDIX B - NATIONAL POLICING PRIORITIES

Please rank your top five NATIONAL priorities from the list below							
	Top Priority	2nd Priority	3rd Priority	4th Priority	5th Priority	Weighted Average	
						Total	(%)
Counter Terrorism / National Security	811	212	153	128	118	382.4	14.6%
Violent Crime	440	407	283	237	201	356.8	13.7%
Serious Organised Crime	206	365	270	222	184	261.9	10.0%
Child Abuse including Child Sexual Exploitation	244	237	242	222	167	233.7	8.9%
Drug Dealing / Drug Misuse	155	245	321	258	198	228.8	8.8%
Anti-social Behaviour / Disorder	240	184	133	159	153	187.1	7.2%
Sexual Crime	92	210	197	195	221	166.8	6.4%
Domestic Abuse	74	139	127	119	99	109.6	4.2%
Homes being broken into	69	77	130	140	142	97.7	3.7%
Hate Crime	52	86	114	151	145	92.9	3.6%
Street Robbery / Mugging	38	101	109	98	91	80.5	3.1%
Cybercrime / E Crime (i.e. Computer Safety or Online Safety)	27	60	113	138	144	75.6	2.9%
Rowdy Drunken Behaviour	25	62	73	64	72	52.8	2.0%
Road Safety / Road Crime	30	29	50	98	131	49.5	1.9%
Protecting Adults at Risk of Harm	10	24	48	56	78	32.0	1.2%
Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)	18	23	39	54	64	31.4	1.2%
Littering / Fly Tipping	9	33	28	40	62	26.9	1.0%
Cars (or Other Vehicles) being stolen or broken into	7	27	45	38	47	26.7	1.0%
Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock	10	14	33	45	56	23.4	0.9%
Vandalism / Graffiti	9	22	31	33	47	22.6	0.9%
Speeding	10	26	23	26	44	21.3	0.8%
Bogus Workers / Callers	7	13	23	44	64	20.5	0.8%
None of the Above	24	12	14	20	33	18.9	0.7%
Wildlife Crime	6	5	14	28	52	13.3	0.5%
						2,613	100.0%

Weighted Average Calculation

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 The top priority was given a weight of 5, 2nd priority 4, 3rd priority 3, 4th priority 2 and 5th priority 1
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