

# #YOURVIEWCOUNTS

## NORTH REPORT

**Quarter 4:** April 2016 to March 2017

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Prepared by Analysis and  
Performance Unit *May 2017*

# #YOURVIEWCOUNTS

## NORTH REGION

### Local Key Priorities:

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Antisocial Behaviour  
/ Disorder



Drug Dealing /  
Drug Misuse



Homes being  
broken into



Violent Crime



Road Safety /  
Road Crime

### National Key Priorities:

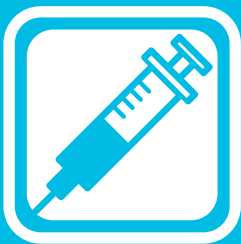
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Counter Terrorism  
/ National Security



Violent Crime



Drug Dealing /  
Drug Misuse



Serious Organised  
Crime



Child Abuse  
including Child  
Sexual Exploitation

 @PoliceScotland

 PoliceScotland

 scotland.police.uk



**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 the North of Scotland, over 3,300 respondents classified themselves as residents, over 50 as a member of a community group and over 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 over 3,800 responses received in the North region. The interest in supporting the service by providing your views has undoubtedly exceeded expectations.

**GEOGRAPHICAL**

| <b>Geographical Survey Responses - Force / Division</b> |              |
|---|--------------|
| <b>Force / Division</b>                                 | <b>Total</b> |
| Police Scotland   | 20,740       |
| <b>North Region</b>                                     | <b>3,856</b> |

| <b>Geographical Survey Responses - Divisions</b> |              |
|--|--------------|
| <b>Division</b>                                  | <b>Total</b> |
| A Division - North East                          | 1,514        |
| D Division - Tayside                             | 1,310        |
| N Division - Highland and Islands                | 1,032        |
| <b>North Region</b>                              | <b>3,856</b> |

| <b>Geographical Survey Responses - Council Area</b> |              |                      |              |
|---|--------------|----------------------|--------------|
| <b>Council Area</b>                                 | <b>Total</b> | <b>Council Area</b>  | <b>Total</b> |
| Aberdeen City                                       | 495          | Perth and Kinross    | 454          |
| Aberdeenshire                                       | 822          | Highland             | 748          |
| Moray   | 197          | Na h-Eileanan an Iar | 46           |
| Angus   | 402          | Orkney Islands       | 175          |
| Dundee City   | 454          | Shetland Islands     | 63           |
| <b>North Region</b>                                 |              |                      | <b>3,856</b> |

**LOCAL POLICING PRIORITIES**

The top 5 local priorities being selected across the North of the country have remained consistent across the year of surveying. Of the 3,856 respondents, Anti-social behaviour/Disorder remains the consistent No 1 priority across the region.

**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 | 634          | 495          | 326          | 262          | 280          | 462.1            | 12.0% |
| Drug Dealing / Drug Misuse       | 546          | 392          | 324          | 316          | 265          | 411.1            | 10.7% |
| Homes being broken into          | 401          | 298          | 302          | 267          | 204          | 322.7            | 8.4%  |
| Violent Crime                    | 322          | 236          | 190          | 184          | 148          | 242.7            | 6.3%  |
| Road Safety / Road Crime         | 223          | 222          | 214          | 212          | 204          | 218.2            | 5.7%  |

*\* 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. Of the 3,850 respondents, Counter-terrorism / National Security is the consistent No 1 priority across the region.

**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           | 1,257        | 313          | 196          | 163          | 161          | 574.1            | 14.9% |
| Violent Crime                                   | 535          | 537          | 405          | 323          | 268          | 463.5            | 12.0% |
| Drug Dealing / Drug Misuse                      | 367          | 491          | 519          | 406          | 290          | 430.5            | 11.2% |
| Serious Organised Crime                         | 311          | 519          | 414          | 269          | 221          | 375.5            | 9.8%  |
| Child Abuse including Child Sexual Exploitation | 370          | 359          | 348          | 343          | 293          | 353.9            | 9.2%  |

*\* 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?**

|                    | <b>Total</b> | <b>%</b> |
|--------------------|--------------|----------|
| Increased a lot    | 419          | 10.9%    |
| Increased a little | 991          | 25.7%    |
| Remained the same  | 1,776        | 46.1%    |
| Decreased a little | 308          | 8.0%     |
| Decreased a lot    | 90           | 2.3%     |
| No reply           | 272          | 7.1%     |

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

|           | <b>Total*</b> | <b>%*</b> |
|-----------|---------------|-----------|
| Safe      | 797           | 20.7%     |
| Reassured | 1,723         | 44.7%     |
| Neutral   | 1,159         | 30.1%     |
| Concerned | 632           | 16.4%     |
| Tense     | 229           | 5.9%      |

\* - 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?**

|     | <b>Total</b> | <b>%</b> |
|-----|--------------|----------|
| Yes | 1,760        | 45.6%    |
| No  | 2,096        | 54.4%    |

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

|     | <b>Total</b> | <b>%</b> |
|-----|--------------|----------|
| Yes | 1,477        | 38.3%    |
| No  | 2,379        | 61.7%    |

**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?**

|                                | <b>Total*</b> |
|--------------------------------|---------------|
| National Policing Campaigns    | 426           |
| National Policing Plans        | 195           |
| Local Community Policing Plans | 603           |
| Safety Advice                  | 773           |
| Crime Prevention Advice        | 657           |
| Crime Statistics               | 382           |
| Police Recruitment             | 353           |
| None                           | 2,287         |
| Other (Please specify)         | 216           |

**What would you like us to provide information on?**

|                                | <b>Total*</b> |
|--------------------------------|---------------|
| National Policing Campaigns    | 964           |
| National Policing Plans        | 1,070         |
| Local Community Policing Plans | 2,829         |
| Safety Advice                  | 1,595         |
| Crime Prevention Advice        | 1,667         |
| Crime Statistics               | 1,647         |
| Police Recruitment             | 525           |
| Other (Please specify)         | 318           |

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

|                            | <b>Total*</b> |
|----------------------------|---------------|
| Email                      | 934           |
| Social media sites         | 788           |
| Telephone                  | 2,432         |
| Direct to a Police Officer | 2,033         |
| At a Police Station        | 1,662         |
| Police Scotland website    | 719           |
| Community meetings         | 359           |
| Other (Please specify)     | 145           |

\* - 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? |               |
|--|---------------|
|  | <b>Total*</b> |
| Email  | 1,743         |
| Social media sites   | 1,076         |
| Telephone  | 2,029         |
| Direct to a Police Officer                                   | 1,532         |
| At a Police Station  | 1,634         |
| Police Scotland website                                      | 921           |
| Community meetings   | 522           |
| Other (Please specify)                                       | 88            |

| How would you prefer us to contact you regarding a reported crime? |               |
|--|---------------|
|  | <b>Total*</b> |
| Email  | 1,556         |
| Social media sites   | 460           |
| Telephone Call   | 2,967         |
| Text Message   | 1,009         |
| Police Scotland website  | 308           |
| Community meetings   | 265           |
| Other (Please specify)   | 535           |

| In any other circumstances how would you prefer us to contact you? |               |
|--|---------------|
|  | <b>Total*</b> |
| Email  | 1,999         |
| Local media  | 813           |
| Social media sites   | 1,100         |
| Telephone Call   | 2,016         |
| Text Message   | 1,091         |
| Police Scotland website  | 646           |
| Community meetings   | 477           |
| Other (Please specify)   | 232           |

\* - 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?**

|  | <b>Total</b> | <b>%</b> |
|--|--------------|----------|
| Resident                                       | 3,382        | 87.7%    |
| Local or Nationally Elected Member             | 22           | 0.6%     |
| Community Group / Residents Association Member | 54           | 1.4%     |
| Business Owner or Representative               | 61           | 1.6%     |
| Voluntary Organisation Representative          | 62           | 1.6%     |
| Public Sector Employee                         | 204          | 5.3%     |
| Other (Please specify)                         | 71           | 1.8%     |

**Age**

|                        | <b>Total</b> | <b>%</b> |
|------------------------|--------------|----------|
| Under 16               | 68           | 1.8%     |
| 16 - 24                | 432          | 11.2%    |
| 25 - 34                | 594          | 15.4%    |
| 35 - 44                | 811          | 21.0%    |
| 45 - 54                | 935          | 24.2%    |
| 55 - 64                | 604          | 15.7%    |
| Over 65                | 320          | 8.3%     |
| Choose not to disclose | 92           | 2.4%     |

**Gender**

|                        | <b>Total</b> | <b>%</b> |
|------------------------|--------------|----------|
| Male                   | 1,543        | 40.0%    |
| Female                 | 2,164        | 56.1%    |
| Non-binary             | 2            | 0.1%     |
| Choose not to disclose | 147          | 3.8%     |

**Are you transgender?**

|                        | <b>Total</b> | <b>%</b> |
|------------------------|--------------|----------|
| Yes                    | 13           | 0.3%     |
| No                     | 3,654        | 94.8%    |
| Choose not to disclose | 189          | 4.9%     |

**NOT PROTECTIVELY MARKED**

| <b>Sexual Orientation</b> |              |          |
|---------------------------|--------------|----------|
|                           | <b>Total</b> | <b>%</b> |
| Bisexual                  | 96           | 2.5%     |
| Gay / Lesbian             | 107          | 2.8%     |
| Heterosexual              | 3,222        | 83.6%    |
| Choose not to disclose    | 431          | 11.2%    |

| <b>Do you consider yourself to have a disability?</b> |              |          |
|---|--------------|----------|
|   | <b>Total</b> | <b>%</b> |
| Yes   | 379          | 9.8%     |
| No  | 3,248        | 84.2%    |
| Choose not to disclose                                | 229          | 5.9%     |

| <b>Ethnic and Cultural Origin</b>                      |              |          |
|--|--------------|----------|
|  | <b>Total</b> | <b>%</b> |
| African, African Scottish, African British             | 9            | 0.2%     |
| Any Mixed Ethnic Group                                 | 8            | 0.2%     |
| Arab, Arab Scottish, Arab British                      | 3            | 0.1%     |
| Bangladeshi, Bangladeshi Scottish, Bangladeshi British | 0            | 0.0%     |
| Black, Black Scottish, Black British                   | 1            | 0.0%     |
| Caribbean, Caribbean Scottish, Caribbean British       | 2            | 0.1%     |
| Chinese, Chinese Scottish, Chinese British             | 2            | 0.1%     |
| Indian, Indian Scottish, Indian British                | 5            | 0.1%     |
| Other African, Caribbean or Black                      | 0            | 0.0%     |
| Other Asian  | 0            | 0.0%     |
| Other Ethnic Group                                     | 16           | 0.4%     |
| Other White Ethnic Group                               | 55           | 1.4%     |
| Pakistani, Pakistani Scottish, Pakistani British       | 5            | 0.1%     |
| White British  | 930          | 24.1%    |
| White English  | 131          | 3.4%     |
| White Gypsy / Traveller                                | 3            | 0.1%     |
| White Irish  | 16           | 0.4%     |
| White Northern Irish                                   | 21           | 0.5%     |
| White Polish   | 36           | 0.9%     |
| White Scottish   | 2,416        | 62.7%    |
| White Welsh  | 19           | 0.5%     |
| Choose not to Disclose                                 | 178          | 4.6%     |

**NOT PROTECTIVELY MARKED**

| What religion do you identify with? |       |       |
|-------------------------------------|-------|-------|
|                                     | Total | %     |
| Buddhist                            | 14    | 0.4%  |
| Church of Scotland                  | 1,040 | 27.0% |
| Hindu                               | 3     | 0.1%  |
| Jewish                              | 8     | 0.2%  |
| Muslim                              | 11    | 0.3%  |
| None                                | 1,794 | 46.5% |
| Other (please specify)              | 81    | 2.1%  |
| Other Christian                     | 306   | 7.9%  |
| Pagan                               | 32    | 0.8%  |
| Roman Catholic                      | 206   | 5.3%  |
| Sikh                                | 3     | 0.1%  |
| Choose not to disclose              | 358   | 9.3%  |

**FEEDBACK**

| How would you describe this survey to complete? |       |       |
|---|-------|-------|
|   | Total | %     |
| Very Difficult                                  | 25    | 0.6%  |
| Difficult                                       | 186   | 4.8%  |
| Easy  | 2,322 | 60.2% |
| Very Easy                                       | 1,310 | 34.0% |
| Did not answer question                         | 13    | 0.3%  |

| How would you describe the time required to complete the survey? |       |       |
|--|-------|-------|
|  | Total | %     |
| Too Long   | 118   | 3.1%  |
| About Right  | 3,615 | 93.8% |
| Too Short  | 104   | 2.7%  |
| Did not answer question  | 19    | 0.5%  |

**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  | 634          | 495          | 326          | 262          | 280          | 462.1            | 12.0%         |
| Drug Dealing / Drug Misuse  | 546          | 392          | 324          | 316          | 265          | 411.1            | 10.7%         |
| Homes being broken into   | 401          | 298          | 302          | 267          | 204          | 322.7            | 8.4%          |
| Violent Crime   | 322          | 236          | 190          | 184          | 148          | 242.7            | 6.3%          |
| Road Safety / Road Crime  | 223          | 222          | 214          | 212          | 204          | 218.2            | 5.7%          |
| Child Abuse including Child Sexual Exploitation                                       | 288          | 189          | 177          | 164          | 143          | 213.2            | 5.5%          |
| Speeding  | 242          | 209          | 202          | 175          | 164          | 211.1            | 5.5%          |
| Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock | 139          | 203          | 262          | 227          | 243          | 199.3            | 5.2%          |
| Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)     | 158          | 190          | 186          | 143          | 180          | 171.6            | 4.5%          |
| Domestic Abuse  | 93           | 212          | 190          | 170          | 122          | 156.3            | 4.1%          |
| Cars (or Other Vehicles) being stolen or broken into                                  | 77           | 168          | 171          | 158          | 128          | 134.3            | 3.5%          |
| Littering / Fly Tipping   | 60           | 150          | 163          | 189          | 221          | 132.5            | 3.4%          |
| Rowdy Drunken Behaviour   | 60           | 148          | 156          | 146          | 155          | 120.5            | 3.1%          |
| Vandalism / Graffiti  | 50           | 91           | 151          | 165          | 183          | 105.3            | 2.7%          |
| Sexual Crime  | 58           | 103          | 118          | 133          | 102          | 94.9             | 2.5%          |
| Bogus Workers / Callers   | 40           | 73           | 117          | 157          | 189          | 89.7             | 2.3%          |
| Counter Terrorism / National Security   | 131          | 53           | 66           | 68           | 85           | 85.7             | 2.2%          |
| Street Robbery / Mugging  | 39           | 93           | 100          | 101          | 91           | 77.3             | 2.0%          |
| Cybercrime / E Crime (i.e. Computer Safety or Online Safety)                          | 43           | 63           | 94           | 131          | 129          | 76.0             | 2.0%          |
| Serious Organised Crime   | 53           | 70           | 81           | 103          | 89           | 72.2             | 1.9%          |
| None of the Above   | 54           | 43           | 72           | 112          | 163          | 69.7             | 1.8%          |
| Protecting Adults at Risk of Harm   | 52           | 62           | 68           | 96           | 120          | 68.3             | 1.8%          |
| Wildlife Crime  | 56           | 52           | 61           | 92           | 147          | 66.8             | 1.7%          |
| Hate Crime  | 37           | 41           | 65           | 85           | 101          | 54.3             | 1.4%          |
|   |              |              |              |              |              | <b>3,856</b>     | <b>100.0%</b> |

**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   | 1,257        | 313          | 196          | 163          | 161          | 574.1            | 14.9%         |
| Violent Crime   | 535          | 537          | 405          | 323          | 268          | 463.5            | 12.0%         |
| Drug Dealing / Drug Misuse  | 367          | 491          | 519          | 406          | 290          | 430.5            | 11.2%         |
| Serious Organised Crime   | 311          | 519          | 414          | 269          | 221          | 375.5            | 9.8%          |
| Child Abuse including Child Sexual Exploitation                                       | 370          | 359          | 348          | 343          | 293          | 353.9            | 9.2%          |
| Anti-social Behaviour / Disorder  | 237          | 225          | 215          | 196          | 241          | 224.2            | 5.8%          |
| Sexual Crime  | 83           | 200          | 225          | 286          | 282          | 182.9            | 4.8%          |
| Domestic Abuse  | 99           | 209          | 202          | 186          | 193          | 166.8            | 4.3%          |
| Homes being broken into   | 99           | 141          | 209          | 205          | 211          | 153.8            | 4.0%          |
| Cybercrime / E Crime (i.e. Computer Safety or Online Safety)                          | 65           | 124          | 193          | 225          | 237          | 139.1            | 3.6%          |
| Hate Crime  | 68           | 95           | 119          | 180          | 183          | 108.0            | 2.8%          |
| Road Safety / Road Crime  | 58           | 75           | 112          | 187          | 231          | 102.1            | 2.7%          |
| Street Robbery / Mugging  | 36           | 84           | 106          | 125          | 121          | 80.3             | 2.1%          |
| Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock | 21           | 60           | 84           | 122          | 108          | 63.3             | 1.6%          |
| Cars (or Other Vehicles) being stolen or broken into                                  | 35           | 65           | 79           | 76           | 69           | 59.5             | 1.5%          |
| Rowdy Drunken Behaviour   | 24           | 82           | 70           | 65           | 72           | 57.3             | 1.5%          |
| Protecting Adults at Risk of Harm   | 19           | 58           | 70           | 103          | 108          | 56.7             | 1.5%          |
| Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)     | 25           | 41           | 70           | 88           | 100          | 51.7             | 1.3%          |
| Speeding  | 33           | 46           | 44           | 57           | 90           | 45.7             | 1.2%          |
| Wildlife Crime  | 42           | 21           | 21           | 63           | 125          | 40.5             | 1.1%          |
| Bogus Workers / Callers   | 11           | 22           | 63           | 65           | 96           | 37.2             | 1.0%          |
| None of the Above   | 32           | 28           | 28           | 35           | 47           | 31.5             | 0.8%          |
| Littering / Fly Tipping   | 14           | 37           | 28           | 33           | 51           | 27.9             | 0.7%          |
| Vandalism / Graffiti  | 9            | 18           | 30           | 49           | 52           | 23.8             | 0.6%          |
|   |              |              |              |              |              | <b>3,850</b>     | <b>100.0%</b> |

**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*