

#YOURVIEWCOUNTS

WEST REPORT

Quarter 4: April 2016 to March 2017

Prepared by Analysis and
Performance Unit *May 2017*

#YOURVIEWCOUNTS

WEST REGION

Local Key Priorities:



Antisocial Behaviour
/ Disorder



Drug Dealing /
Drug Misuse



Homes being
broken into



Violent Crime

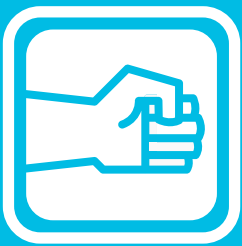


Child Abuse
including Child
Sexual Exploitation

National Key Priorities:



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 West of Scotland, over 7,650 respondents classified themselves as residents, over 200 as a member of a community group and over 650 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 9,000 responses received in the West region. 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
West Region	9,113

Geographical Survey Responses - Divisions			
Division	Total	Division	Total
G Division - Greater Glasgow	2,615	L Division - Argyll and West Dunbartonshire	1,034
U Division - Ayrshire	1,654	K Division - Renfrewshire and Inverclyde	1,042
Q Division - Lanarkshire	2,188	V Division - Dumfries and Galloway	580
West Region			9,113

Geographical Survey Responses - Council Area			
Council Area	Total	Council Area	Total
East Dunbartonshire	290	South Lanarkshire	1,120
East Renfrewshire	432	Argyll and Bute	665
Glasgow City	1,893	West Dunbartonshire	369
East Ayrshire	698	Inverclyde	269
North Ayrshire	558	Renfrewshire	773
South Ayrshire	398	Dumfries and Galloway	580
North Lanarkshire	1,068		
West Region			9,113

LOCAL POLICING PRIORITIES

The top 5 local priorities being selected across the West of the country have remained consistent across the year of surveying. Of the 9,113 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	2,126	1,246	817	688	541	1,332.1	14.6%
Drug Dealing / Drug Misuse	1,116	878	845	796	668	925.8	10.2%
Homes being broken into	1,107	791	825	748	585	883.7	9.7%
Violent Crime	987	697	636	532	437	742.1	8.1%
Child Abuse including Child Sexual Exploitation	640	405	394	345	301	466.2	5.1%

** 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 9,077 respondents, Counter-terrorism 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	2,904	699	526	397	378	1,337.7	14.7%
Violent Crime	1,397	1,342	1,033	773	633	1,175.4	12.9%
Drug Dealing / Drug Misuse	760	1,052	1,145	919	706	932.5	10.3%
Serious Organised Crime	690	1,232	931	725	588	880.6	9.7%
Child Abuse including Child Sexual Exploitation	851	893	897	786	611	846.7	9.3%

** 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	1,204	13.2%
Increased a little	2,050	22.5%
Remained the same	3,903	42.8%
Decreased a little	956	10.5%
Decreased a lot	332	3.6%
No reply	668	7.3%

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

	Total [*]	% [*]
Safe	2,162	23.7%
Reassured	4,376	48.0%
Neutral	2,332	25.6%
Concerned	1,325	14.5%
Tense	500	5.5%

** - 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	4,174	45.8%
No	4,939	54.2%

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

	Total	%
Yes	3,619	39.7%
No	5,494	60.3%

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	1,084
National Policing Plans	465
Local Community Policing Plans	1,274
Safety Advice	1,879
Crime Prevention Advice	1,469
Crime Statistics	1,011
Police Recruitment	801
None	5,454
Other (Please specify)	344

What would you like us to provide information on?

	Total*
National Policing Campaigns	2,421
National Policing Plans	2,657
Local Community Policing Plans	6,591
Safety Advice	3,967
Crime Prevention Advice	4,103
Crime Statistics	3,956
Police Recruitment	1,229
Other (Please specify)	589

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

	Total*
Email	2,144
Social media sites	1,766
Telephone	5,528
Direct to a Police Officer	4,430
At a Police Station	3,556
Police Scotland website	1,750
Community meetings	925
Other (Please specify)	313

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

NOT PROTECTIVELY MARKED

In any other circumstances how would you like to contact us?	
	Total*
Email	3,825
Social media sites	2,340
Telephone	4,525
Direct to a Police Officer	3,211
At a Police Station	3,571
Police Scotland website	2,180
Community meetings	1,266
Other (Please specify)	196

How would you prefer us to contact you regarding a reported crime?	
	Total*
Email	3,374
Social media sites	969
Telephone Call	6,799
Text Message	2,378
Police Scotland website	740
Community meetings	640
Other (Please specify)	1,114

In any other circumstances how would you prefer us to contact you?	
	Total*
Email	4,543
Local media	1,689
Social media sites	2,250
Telephone Call	4,588
Text Message	2,718
Police Scotland website	1,587
Community meetings	1,217
Other (Please specify)	530

* - 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	7,688	84.4%
Local or Nationally Elected Member	61	0.7%
Community Group / Residents Association Member	212	2.3%
Business Owner or Representative	97	1.1%
Voluntary Organisation Representative	132	1.4%
Public Sector Employee	683	7.5%
Other (Please specify)	240	2.6%

Age

	Total	%
Under 16	167	1.8%
16 - 24	1,174	12.9%
25 - 34	1,573	17.3%
35 - 44	1,937	21.3%
45 - 54	2,104	23.1%
55 - 64	1,275	14.0%
Over 65	665	7.3%
Choose not to disclose	218	2.4%

Gender

	Total	%
Male	3,740	41.0%
Female	5,040	55.3%
Non-binary	17	0.2%
Choose not to disclose	316	3.5%

Are you transgender?

	Total	%
Yes	35	0.4%
No	8,595	94.3%
Choose not to disclose	483	5.3%

NOT PROTECTIVELY MARKED

Sexual Orientation		
	Total	%
Bisexual	224	2.5%
Gay / Lesbian	342	3.8%
Heterosexual	7,525	82.6%
Choose not to disclose	1,022	11.2%

Do you consider yourself to have a disability?		
	Total	%
Yes	978	10.7%
No	7,567	83.0%
Choose not to disclose	568	6.2%

Ethnic and Cultural Origin		
	Total	%
African, African Scottish, African British	39	0.4%
Any Mixed Ethnic Group	34	0.4%
Arab, Arab Scottish, Arab British	27	0.3%
Bangladeshi, Bangladeshi Scottish, Bangladeshi British	6	0.1%
Black, Black Scottish, Black British	9	0.1%
Caribbean, Caribbean Scottish, Caribbean British	6	0.1%
Chinese, Chinese Scottish, Chinese British	6	0.1%
Indian, Indian Scottish, Indian British	28	0.3%
Other African, Caribbean or Black	3	0.0%
Other Asian	5	0.1%
Other Ethnic Group	26	0.3%
Other White Ethnic Group	95	1.0%
Pakistani, Pakistani Scottish, Pakistani British	71	0.8%
White British	1,945	21.3%
White English	196	2.2%
White Gypsy / Traveller	7	0.1%
White Irish	47	0.5%
White Northern Irish	35	0.4%
White Polish	68	0.7%
White Scottish	5,987	65.7%
White Welsh	30	0.3%
Choose not to Disclose	443	4.9%

NOT PROTECTIVELY MARKED

What religion do you identify with?		
	Total	%
Buddhist	41	0.4%
Church of Scotland	2,403	26.4%
Hindu	5	0.1%
Jewish	30	0.3%
Muslim	113	1.2%
None	3,354	36.8%
Other (please specify)	183	2.0%
Other Christian	496	5.4%
Pagan	53	0.6%
Roman Catholic	1,495	16.4%
Sikh	18	0.2%
Choose not to disclose	922	10.1%

FEEDBACK

How would you describe this survey to complete?		
	Total	%
Very Difficult	67	0.7%
Difficult	359	3.9%
Easy	5,526	60.6%
Very Easy	3,137	34.4%
Did not answer question	24	0.3%

How would you describe the time required to complete the survey?		
	Total	%
Too Long	400	4.4%
About Right	8,391	92.1%
Too Short	270	3.0%
Did not answer question	52	0.6%

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	2,126	1,246	817	688	541	1,332.1	14.6%
Drug Dealing / Drug Misuse	1,116	878	845	796	668	925.8	10.2%
Homes being broken into	1,107	791	825	748	585	883.7	9.7%
Violent Crime	987	697	636	532	437	742.1	8.1%
Child Abuse including Child Sexual Exploitation	640	405	394	345	301	466.2	5.1%
Rowdy Drunken Behaviour	220	616	530	440	442	431.7	4.7%
Littering / Fly Tipping	206	447	464	461	607	382.6	4.2%
Speeding	322	326	336	395	427	342.6	3.8%
Road Safety / Road Crime	263	321	339	408	487	327.9	3.6%
Domestic Abuse	207	441	356	311	303	319.5	3.5%
Cars (or Other Vehicles) being stolen or broken into	120	420	390	408	301	304.5	3.3%
Vandalism / Graffiti	107	275	463	451	509	295.7	3.2%
Street Robbery / Mugging	156	356	375	341	319	288.7	3.2%
Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock	131	290	398	408	388	280.9	3.1%
Sexual Crime	194	340	292	304	291	273.7	3.0%
Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)	188	237	274	339	347	249.0	2.7%
Counter Terrorism / National Security	369	158	180	191	221	241.3	2.6%
Serious Organised Crime	168	206	251	261	288	215.1	2.4%
Bogus Workers / Callers	66	165	270	308	394	187.3	2.1%
Hate Crime	104	128	177	234	272	153.5	1.7%
Cybercrime / E Crime (i.e. Computer Safety or Online Safety)	83	119	147	235	269	138.1	1.5%
Protecting Adults at Risk of Harm	80	118	166	207	207	132.7	1.5%
None of the Above	104	77	127	196	295	126.4	1.4%
Wildlife Crime	49	56	61	106	214	71.9	0.8%
						9,113	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	2,904	699	526	397	378	1,337.7	14.7%
Violent Crime	1,397	1,342	1,033	773	633	1,175.4	12.9%
Drug Dealing / Drug Misuse	760	1,052	1,145	919	706	932.5	10.3%
Serious Organised Crime	690	1,232	931	725	588	880.6	9.7%
Child Abuse including Child Sexual Exploitation	851	893	897	786	611	846.7	9.3%
Anti-social Behaviour / Disorder	760	598	520	502	581	622.5	6.9%
Sexual Crime	273	555	618	697	723	503.7	5.5%
Domestic Abuse	240	484	427	430	426	380.2	4.2%
Homes being broken into	236	314	466	510	510	357.6	3.9%
Cybercrime / E Crime (i.e. Computer Safety or Online Safety)	114	252	364	535	501	282.7	3.1%
Hate Crime	146	222	313	420	508	260.3	2.9%
Street Robbery / Mugging	98	306	331	327	338	246.6	2.7%
Rowdy Drunken Behaviour	96	249	242	230	230	192.8	2.1%
Road Safety / Road Crime	89	132	188	357	483	182.3	2.0%
Protecting Adults at Risk of Harm	42	101	164	242	285	125.0	1.4%
Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)	60	57	131	183	220	100.5	1.1%
None of the Above	98	86	85	110	147	97.1	1.1%
Cars (or Other Vehicles) being stolen or broken into	24	101	144	162	136	94.4	1.0%
Littering / Fly Tipping	40	105	102	115	171	88.5	1.0%
Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock	29	59	117	171	179	83.5	0.9%
Speeding	51	77	82	104	178	79.7	0.9%
Bogus Workers / Callers	22	56	100	157	208	77.1	0.8%
Vandalism / Graffiti	23	65	113	127	136	73.6	0.8%
Wildlife Crime	34	40	38	98	201	56.1	0.6%
						9,077	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