

#YOURVIEWCOUNTS

IN SCOTLAND

Quarter 4: April 2016 to March 2017

Prepared by Analysis and
Performance Unit *May 2017*

#YOURVIEWCOUNTS

IN SCOTLAND

Local Key Priorities:



Antisocial Behaviour
/ Disorder



Homes being
broken into



Drug Dealing /
Drug Misuse



Violent Crime



Child Abuse
including Child
Sexual Exploitation

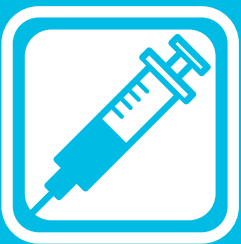
National Key Priorities:



Counter Terrorism
/ National Security



Violent Crime



Drug Dealing /
Drug Misuse



Serious Organised
Crime



Child Abuse
including Child
Sexual Exploitation

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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, over 17,000 respondents classified themselves as residents, over 500 as a member of a community group and over 1,200 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, over 1,000 responses between the Scottish Borders and Dumfries & Galloway as well as over 200 between the Orkney and Shetland Islands. The interest in supporting the service by providing your views has undoubtedly exceeded expectations.

As a result of invalid postcodes being completed on the forms, 425 results could not be mapped to Division or Local Authority level, therefore these particular results have been included in the overall force position.

GEOGRAPHICAL

Geographical Survey Responses - Force	
Force	Total
Police Scotland	20,740

Geographical Survey Responses - Division			
Division	Total	Division	Total
A Division - North East	1,514	G Division - Greater Glasgow	2,615
D Division - Tayside	1,310	U Division - Ayrshire	1,654
N Division - Highland and Islands	1,032	Q Division - Lanarkshire	2,188
C Division - Forth Valley	1,354	L Division - Argyll and West Dunbartonshire	1,034
E Division - Edinburgh	1,969	K Division - Renfrewshire and Inverclyde	1,042
J Division - The Lothians and Scottish Borders	2,135	V Division - Dumfries and Galloway	580
P Division - Fife	1,888	Invalid Postcodes	425
Police Scotland			20,740

Geographical Survey Responses - Council Area			
Council Area	Total	Council Area	Total
Aberdeen City	495	West Lothian	640
Aberdeenshire	822	Fife	1,888
Moray	197	East Dunbartonshire	290
Angus	402	East Renfrewshire	432
Dundee City	454	Glasgow City	1,893
Perth and Kinross	454	East Ayrshire	698
Highland	748	North Ayrshire	558
Na h-Eileanan an Iar	46	South Ayrshire	398
Orkney Islands	175	North Lanarkshire	1,068
Shetland Islands	63	South Lanarkshire	1,120
Clackmannanshire	179	Argyll and Bute	665
Falkirk	748	West Dunbartonshire	369
Stirling	427	Inverclyde	269
City of Edinburgh	1,969	Renfrewshire	773
East Lothian	443	Dumfries and Galloway	580
Midlothian	422	Invalid Postcodes	425
Scottish Borders	630		
Police Scotland			20,740

LOCAL POLICING PRIORITIES

The top 5 local priorities being selected across the country have remained consistent across the year of surveying. Of the 20,740 respondents, Anti-social behaviour remains the consistent No 1 priority across the country, with more localised variation in priority ranking seen across the Divisional reports.

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	4,010	2,538	1,728	1,361	1,196	2,620.3	12.6%
Homes being broken into	2,569	1,612	1,605	1,461	1,144	1,878.3	9.1%
Drug Dealing / Drug Misuse	2,126	1,749	1,655	1,620	1,301	1,808.8	8.7%
Violent Crime	1,887	1,370	1,227	1,027	846	1,433.1	6.9%
Child Abuse including Child Sexual Exploitation	1,315	852	787	728	659	963.9	4.6%

* 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 20,641 respondents, Counter-terrorism is the consistent No 1 priority across the country, again, with more localised variation in priority ranking seen across the Divisional reports.

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	5,963	1,487	1,078	835	807	2,764.9	13.4%
Violent Crime	2,826	2,711	2,135	1,605	1,300	2,392.6	11.6%
Drug Dealing / Drug Misuse	1,518	2,150	2,371	1,904	1,449	1,904.0	9.2%
Serious Organised Crime	1,439	2,552	1,868	1,506	1,160	1,811.9	8.8%
Child Abuse including Child Sexual Exploitation	1,776	1,759	1,776	1,663	1,326	1,726.4	8.4%

* 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 per question

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	2,759	13.3%
Increased a little	4,916	23.7%
Remained the same	8,936	43.1%
Decreased a little	1,953	9.4%
Decreased a lot	618	3.0%
No reply	1,557	7.5%

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

	Total*	%*
Safe	4,557	22.0%
Reassured	9,784	47.2%
Neutral	5,622	27.1%
Concerned	3,272	15.8%
Tense	1,114	5.4%

* - Respondents had the opportunity to provide more than one response to this question, therefore total numbers may exceed the 18,894 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	9,737	46.9%
No	11,003	53.1%

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

	Total	%
Yes	8,030	38.7%
No	12,709	61.3%

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	2,299
National Policing Plans	1,028
Local Community Policing Plans	3,119
Safety Advice	4,250
Crime Prevention Advice	3,545
Crime Statistics	2,264
Police Recruitment	1,638
None	12,253
Other (Please specify)	945

What would you like us to provide information on?

	Total*
National Policing Campaigns	5,316
National Policing Plans	6,010
Local Community Policing Plans	15,059
Safety Advice	8,868
Crime Prevention Advice	9,293
Crime Statistics	8,985
Police Recruitment	2,693
Other (Please specify)	1,465

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

	Total*
Email	5,144
Social media sites	4,012
Telephone	12,669
Direct to a Police Officer	10,258
At a Police Station	8,109
Police Scotland website	3,949
Community meetings	2,059
Other (Please specify)	740

* - Respondents had the opportunity to provide more than one response to all these questions, therefore total numbers may exceed the 18,894 number of people surveyed.

NOT PROTECTIVELY MARKED

In any other circumstances how would you like to contact us?	
	Total*
Email	9,136
Social media sites	5,198
Telephone	10,473
Direct to a Police Officer	7,531
At a Police Station	8,109
Police Scotland website	4,969
Community meetings	2,942
Other (Please specify)	474

How would you prefer us to contact you regarding a reported crime?	
	Total*
Email	8,209
Social media sites	2,215
Telephone Call	15,443
Text Message	5,337
Police Scotland website	1,673
Community meetings	1,459
Other (Please specify)	2,607

In any other circumstances how would you prefer us to contact you?	
	Total*
Email	10,714
Local media	4,020
Social media sites	5,244
Telephone Call	10,248
Text Message	5,967
Police Scotland website	3,609
Community meetings	2,822
Other (Please specify)	1,245

* - Respondents had the opportunity to provide more than one response to all these questions, therefore total numbers may exceed the 18,894 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	17,705	85.4%
Local or Nationally Elected Member	148	0.7%
Community Group / Residents Association Member	510	2.5%
Business Owner or Representative	226	1.1%
Voluntary Organisation Representative	281	1.4%
Public Sector Employee	1,253	6.0%
Other (Please specify)	617	3.0%

Age

	Total	%
Under 16	502	2.4%
16 - 24	2,409	11.6%
25 - 34	3,239	15.6%
35 - 44	4,340	20.9%
45 - 54	4,882	23.5%
55 - 64	3,084	14.9%
Over 65	1,799	8.7%
Choose not to disclose	485	2.3%

Gender

	Total	%
Male	8,514	41.1%
Female	11,469	55.3%
Non-binary	38	0.2%
Choose not to disclose	719	3.5%

Are you transgender?

	Total	%
Yes	78	0.4%
No	19,569	94.4%
Choose not to disclose	1,093	5.3%

NOT PROTECTIVELY MARKED

Sexual Orientation		
	Total	%
Bisexual	519	2.5%
Gay / Lesbian	680	3.3%
Heterosexual	17,072	82.3%
Choose not to disclose	2,469	11.9%

Do you consider yourself to have a disability?		
	Total	%
Yes	2,196	10.6%
No	17,289	83.4%
Choose not to disclose	1,255	6.1%

Ethnic and Cultural Origin		
	Total	%
African, African Scottish, African British	74	0.4%
Any Mixed Ethnic Group	74	0.4%
Arab, Arab Scottish, Arab British	39	0.2%
Bangladeshi, Bangladeshi Scottish, Bangladeshi British	10	0.0%
Black, Black Scottish, Black British	15	0.1%
Caribbean, Caribbean Scottish, Caribbean British	12	0.1%
Chinese, Chinese Scottish, Chinese British	27	0.1%
Indian, Indian Scottish, Indian British	51	0.2%
Other African, Caribbean or Black	5	0.0%
Other Asian	10	0.0%
Other Ethnic Group	81	0.4%
Other White Ethnic Group	319	1.5%
Pakistani, Pakistani Scottish, Pakistani British	103	0.5%
White British	4,719	22.8%
White English	553	2.7%
White Gypsy / Traveller	20	0.1%
White Irish	126	0.6%
White Northern Irish	110	0.5%
White Polish	169	0.8%
White Scottish	13,134	63.3%
White Welsh	77	0.4%
Choose not to Disclose	1,012	4.9%

NOT PROTECTIVELY MARKED

What religion do you identify with?		
	Total	%
Buddhist	93	0.4%
Church of Scotland	5,307	25.6%
Hindu	16	0.1%
Jewish	54	0.3%
Muslim	163	0.8%
None	8,826	42.6%
Other (please specify)	423	2.0%
Other Christian	1,333	6.4%
Pagan	143	0.7%
Roman Catholic	2,303	11.1%
Sikh	31	0.1%
Choose not to disclose	2,048	9.9%

FEEDBACK

How would you describe this survey to complete?		
	Total	%
Very Difficult	164	0.8%
Difficult	949	4.6%
Easy	12,675	61.1%
Very Easy	6,883	33.2%
Did not answer question	69	0.3%

How would you describe the time required to complete the survey?		
	Total	%
Too Long	843	4.1%
About Right	19,216	92.7%
Too Short	568	2.7%
Did not answer question	113	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	4,392	2,756	1,870	1,510	1,309	2,861.5	13.8%
Homes being broken into	2,774	1,761	1,758	1,607	1,256	2,043.9	9.9%
Drug Dealing / Drug Misuse	2,351	1,905	1,822	1,757	1,419	1,984.9	9.6%
Violent Crime	2,055	1,508	1,321	1,114	922	1,561.3	7.5%
Child Abuse including Child Sexual Exploitation	1,490	960	872	802	717	1,081.8	5.2%
Speeding	903	867	849	882	925	881.3	4.2%
Road Safety / Road Crime	783	866	887	1,003	1,117	877.5	4.2%
Rowdy Drunken Behaviour	420	1,150	1,046	911	920	838.7	4.0%
Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock	460	873	1,125	1,090	1,030	825.1	4.0%
Littering / Fly Tipping	432	890	994	992	1,308	799.6	3.9%
Cars (or Other Vehicles) being stolen or broken into	327	1,050	964	904	742	751.8	3.6%
Domestic Abuse	475	1,005	852	758	651	741.2	3.6%
Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)	584	694	766	793	843	694.9	3.4%
Vandalism / Graffiti	239	599	959	988	1,053	633.1	3.1%
Sexual Crime	428	734	675	685	621	606.1	2.9%
Street Robbery / Mugging	286	719	774	737	676	585.2	2.8%
Counter Terrorism / National Security	772	337	371	427	520	513.0	2.5%
Serious Organised Crime	365	431	495	575	612	453.1	2.2%
Bogus Workers / Callers	166	368	606	772	932	439.7	2.1%
None of the Above	296	243	366	533	783	359.9	1.7%
Cybercrime / E Crime (i.e. Computer Safety or Online Safety)	184	302	403	579	684	345.3	1.7%
Hate Crime	225	293	387	524	604	340.7	1.6%
Protecting Adults at Risk of Harm	187	276	378	481	526	310.7	1.5%
Wildlife Crime	146	153	200	316	570	209.6	1.0%
						20,740	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
 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 (20,740)*

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	6,464	1,626	1,180	912	878	3,004.4	14.6%
Violent Crime	3,103	2,948	2,317	1,753	1,400	2,610.9	12.6%
Drug Dealing / Drug Misuse	1,680	2,376	2,568	2,043	1,574	2,084.5	10.1%
Serious Organised Crime	1,573	2,763	2,047	1,641	1,274	1,974.3	9.6%
Child Abuse including Child Sexual Exploitation	1,962	1,949	1,972	1,827	1,443	1,907.9	9.2%
Anti-social Behaviour / Disorder	1,590	1,323	1,152	1,132	1,290	1,350.1	6.5%
Sexual Crime	572	1,207	1,372	1,545	1,538	1,095.5	5.3%
Homes being broken into	688	801	1,112	1,194	1,149	901.1	4.4%
Domestic Abuse	522	1,051	996	916	949	838.9	4.1%
Cybercrime / E Crime (i.e. Computer Safety or Online Safety)	310	644	935	1,215	1,278	709.3	3.4%
Hate Crime	372	527	686	951	1,075	600.2	2.9%
Street Robbery / Mugging	225	619	686	713	716	520.1	2.5%
Road Safety / Road Crime	258	352	476	844	1,123	462.5	2.2%
Rowdy Drunken Behaviour	188	544	470	455	494	395.3	1.9%
Protecting Adults at Risk of Harm	90	247	370	525	661	283.9	1.4%
Cars (or Other Vehicles) being stolen or broken into	113	300	372	416	350	270.9	1.3%
Theft of Property e.g. Bicycles (including Quad Bikes), Tools, Machinery or Livestock	89	218	359	480	488	256.1	1.2%
Dangerous and / or Anti-social Driving (including Quad Bikes & Off Road Vehicles)	142	173	339	429	560	255.8	1.2%
None of the Above	245	215	219	263	336	240.3	1.2%
Speeding	145	202	217	278	432	211.5	1.0%
Littering / Fly Tipping	96	196	209	237	333	179.9	0.9%
Bogus Workers / Callers	42	123	239	350	468	172.5	0.8%
Vandalism / Graffiti	59	145	239	274	309	163.3	0.8%
Wildlife Crime	113	92	109	248	523	151.9	0.7%
						20,641	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 (20,641)