Your Police survey 2019

Findings report

February, 2020

POLICE
SCOTLAND
POILEAS ALBA

Contents

Introduction

Local policing is central to Police Scotland.

Each local police division produces a plan for their local areas which is a statutory requirement under the Police and Fire Reform (Scotland) Act 2012. The priorities in the local police plans reflect local community concerns and our commitment to ensuring the safety and wellbeing of the public. These local plans align to Police Scotland's national strategy.

Through an online survey named Your Police, we asked the public and organisations to share local police issues that are important to them. The online survey and local engagement activities ensured that the voice of communities, elected representatives and local organisations is taken into account to understand the policing needs in the local area.

The Your Police survey was designed to help local policing gain a more in-depth understanding into how safe the public feel, how people wish to engage with the police, what matters to them and priorities for policing in their local area.

The overall survey response is **11,656** – making this the largest public engagement for the Police Scotland thus far.

The survey data provided both qualitative and quantitative insights which is taken into account in the development of the local police plan relevant to people's respective local authority areas. This data was combined with other wider local assessments, crime statistics and analysis, partner data, and local community plans.

The aim of this report is to provide a summary of the responses to this engagement. The results outlined here are being used to help shape our local police plans in different areas across Scotland.

Engagement overview

A seven week engagement was run from from 12 November 2019 to 31 December 2019. The online survey, hosted on Citizen Space platform, asked the public and local partners to share the following about their local areas;

- Feelings of safety and what worries people most;
- Local police priorities;
- Confidence in local police;
- Ways to communicate with the police and access to information about policing.

The full list of questions can be found in the Appendix.

We received **11,656 survey responses** of which 3% specified that they're answering on behalf of an organisation. Survey response rates were strong across all divisions, providing robust quantitative samples for all divisions.

Communications for the engagement were locally-led by each division through a mixture of both online and offline methods. In order to ensure this engagement was accessible and that diverse communities were represented, we welcomed alternative methods of submitting feedback, including completing the survey over the phone with participants who are blind or have no internet access.

Good engagement practice was shared across all divisions on weekly basis which

included the following locally-led activities;

- [Twitter video](#) of Lanarkshire's Divisional Commander promoting this engagement;
- Inserting fliers advertising the engagement into 10,000 tenant newspapers in Argyll & West Dunbartonshire;
- Work with Neighbourhood Watch in the Lothians & Scottish Borders where Community Officers held drop-in events in public spaces for the public to fill in the survey via iPads;
- Collaboration with Police Scotland Youth Volunteers in Renfrewshire & Inverclyde to raise awareness of this engagement;
- Engagement with our wide network of School Link Officers to engage with young people and their support networks.

The survey generated a good response rate across demographic groups:

- 58% of respondents identified as female
- 32% of respondents were under the age of 40
- 11% of respondents reported a disability or long-term health condition
- 4% of respondents were from LGBT+ groups
- 7% of respondents were from BME (Black or Minority Ethnic) groups.

Findings overview

Below is summary of overall quantitative data findings. These are further explained in the following pages of this report and compared to wider Scottish data sets.

Respondents' top five priorities for local policing were;
1. Road safety, including speeding and dangerous driving;
2. Homes being broken into;
3. Selling or using drugs;
4. Rowdy drunken behaviour in public places;
5. Violent crime, including murder, robbery or mugging.

The overall findings reveal that:

- A majority (88%) of respondents felt either 'very safe' or 'fairly safe' in their area.
- Almost half (46%) of respondents reported that their concern about crime has increased either 'a little' or 'a lot' in the past 12 months.
- 42% of respondents agreed or strongly agreed that the police listen to the concerns of local people.
- A third of respondents agreed or strongly agreed that police deal with issues that affect their local area.
- 48% of respondents reported that they had confidence in their local police.
- 19% of respondents reported that they did not currently access any information about policing.
- Almost a quarter (24%) of respondents would like the police to provide information about local community plans.

About the participants

The purpose of collating personal information was to allow meaningful comparisons to be made between responses and the breakdown of Scotland's diverse communities. All personal questions were optional for participants to answer. The survey asked for the following personal information to help make sure the results reflect the diverse demographic of the people we serve;

- Postcode
- Gender identity
- Age
- Sexuality
- Disability
- Ethnic group and background
- Religion, religious denomination or body

Obtaining postcodes facilitated geographical analysis to be made, which ensured that responses came from across the country and the concerns of diferent localities were considered.

Geographical breakdown

Police Scotland is divided into thirteen local policing divisions, each ensures that local policing in that area is responsive, accountable, and tailored to meet local needs. The following map illustrates these divisions:

NORTH
A - North East
D - Tayside
N - Highland & Islands

EAST
C - Forth Valley
E - Edinburgh
J - The Lothians and Scottish Borders
P - Fife

WEST
G - Greater Glasgow
U - Ayrshire
Q - Lanarkshire
L - Argyll & West Dunbartonshire
K - Renfrewshire & Inverclyde
V - Dumfries & Galloway
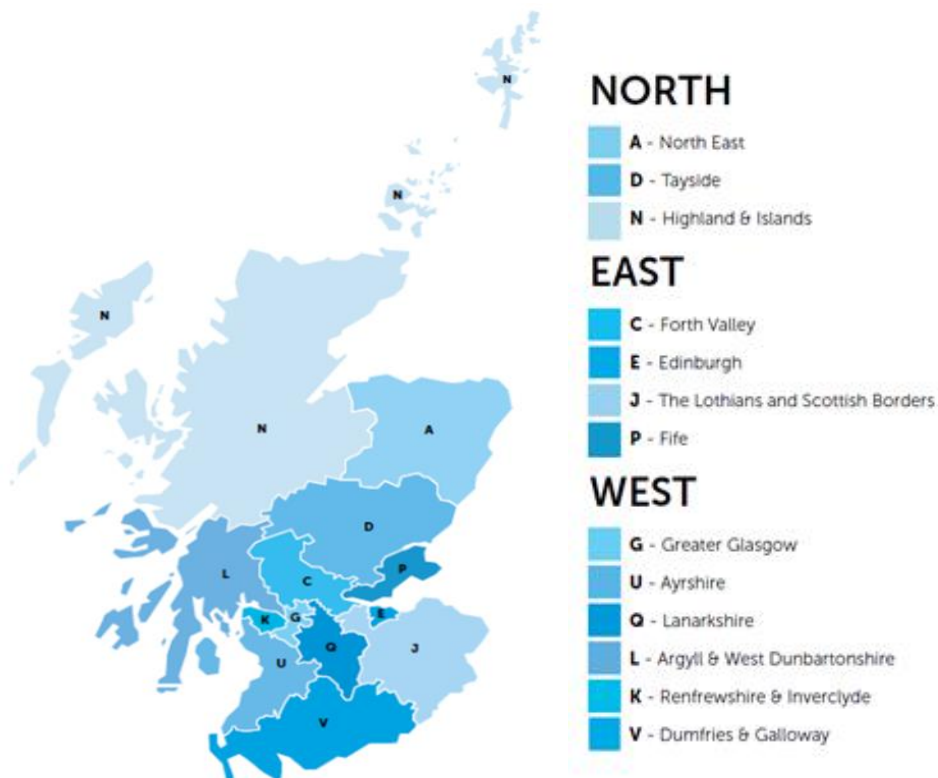
The chart below illustrates the spread of responses across Police Scotland's policing divisions. There was good engagement across all divisions:

Division	Number of respondents	% of total
A	907	8%
C	621	5%
D	476	4%
E	1268	11%
G	896	8%
J	2190	19%
K	443	4%
L	807	7%
N	985	8%
P	656	6%
Q	1107	9%
U	66	1%
V	678	6%

Table: Number of responses for each local police division. Please note the chart above only includes identified postcodes. The number responses with unknown postcodes is 556.

About the participants

The majority of respondents were individuals, with about 3% of survey responses coming from local organisations.
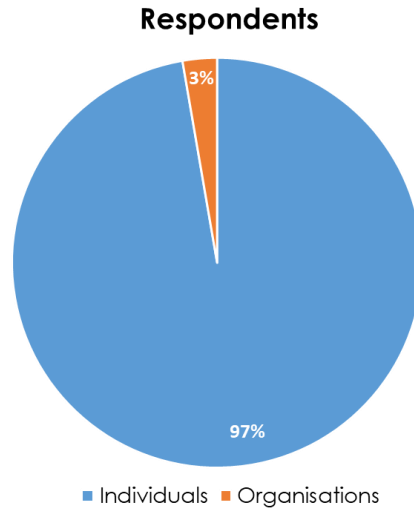
Respondents

Figure 1: Respondents

Age

A big proportion of the respondents were aged between 40 and 59 years old. The average age of a survey participant was **48 years old**.

This is slightly higher than Scotland's median age of 42 years old, according to data from National Records of Scotland's 2018 Scotland's Population report.

Strong response rates from 20-29 year olds and 30-39 year olds are especially positive given the inherent difficulties engaging this audience. This is also true of the survey's youngest respondents (10-19 year olds).

Age group	Number of responses	Percentage
10 - 15	185	2%
16 - 19	166	1%
20 - 29	923	8%
30 - 39	1829	16%
40 - 49	2724	23%
50 - 59	2766	24%
60 - 69	1653	14%
70 +	752	6%
Not answered	658	6%

Figure 2: Age groups

Gender identity

The majority of survey respondents were female (58%), while around a third were male (36%). This differs slightly from Scotland's population, which is about evenly split.

People who identify as non-binary or transgender were less than 1% of respondents.

Gender	Number of responses	Percentage
Female	6739	58%
Male	4211	36%
Transgender	23	<1%
Non-binary (gender neutral)	29	<1%
Prefer not to say	284	2%
Not Answered	370	3%

Figure 3: Gender identity

Disability

One in ten of survey respondents considered themselves to have a disability, while 80% did not. The Scottish Government estimates that around a fifth (20%) of Scotland's population have a disability.

Do you consider yourself to have a disability?	Number of responses	Percentage
Yes	1239	11%
No	9374	80%
Prefer not to say	561	5%
Not Answered	482	4%

Figure 4: Disability

Sexuality

The majority of respondents identified as heterosexual, while 2% identified as bisexual, 1% as gay, and 1% as lesbian.

LGBT+ representation is consistent with Scottish Government data which found that 3% of marriages in Scotland in 2016 involved same sex couples.

Sexuality	Number of responses	Percentage
Heterosexual	9659	83%
Gay	167	1%
Lesbian	104	1%
Bisexual	197	2%
Other	98	1%

Prefer not to say	919	8%
Not Answered	512	4%

Figure 5: Sexuality

Religion

Around half of survey respondents identified as having no religion (48%). One in five (22%) said Church of Scotland, while almost a tenth (10%) said Roman Catholic.

Other religions were represented at <1%.

Religion, religious denomination or body	Number of responses	Percentage
None	5605	48%
Church of Scotland	2607	22%
Roman Catholic	1142	10%
Other Christian	729	6%
Muslim	65	1%
Buddhist	40	<1%
Sikh	9	<1%
Jewish	20	<1%
Hindu	10	<1%
Pagan	53	<1%
Another religion or body	114	1%
Prefer not to say	682	6%
Not Answered	580	5%

Figure 6: Religion

Ethnicity

The majority of survey respondents identified as White Scottish (66%), while a fifth said they were White British (21%).

Other ethnic groups and backgrounds were all represented at <1%.

Ethnic group and background	Number of responses	Percentage
White Scottish	7713	66%
White British	2419	21%
White Irish	129	1%

White Gypsy/Traveller	18	<1%
White Polish	64	1%
Any other White ethnic group	242	2%
Mixed or Multiple ethnic groups	52	<1%
Pakistani, Pakistani Scottish or Pakistani British	38	<1%
Indian, Indian Scottish or Indian British	24	<1%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	5	<1%
Chinese, Chinese Scottish or Chinese British	17	<1%
Any other Asian ethnic group	9	<1%
African, African Scottish or African British	17	<1%
Any other African ethnic group	1	<1%
Caribbean, Caribbean Scottish or Caribbean British	4	<1%
Black, Black Scottish or Black British	12	<1%
Any other Caribbean or Black ethnic group	0	<1%
Arab, Arab Scottish or Arab British	9	<1%
Any other ethnic group	26	<1%
Prefer not to say	359	3%
Not Answered	498	4%

Figure 7: Ethnicity

Quantitative findings

Do you feel safe in your area?

A notable majority of respondents (88%) stated that they feel very or fairly safe in their local area, with 11% reporting that they don't feel safe in their area.

Even though most participants stated they feel fairly or very safe, 46% specified that their concern about crime in their local area has increased a little or a lot over the last year. For 41% of the rest, concern about crime has remained the same over the last year, and for only 7% it has decreased a lot or a little.

The Scottish Government's Scottish Crime and Justice Survey (SCJS) 2017-18 found that most peoples' concerns about crime remained the same – our findings are consistent with this general trend.

However, it should be noted that the proportion of those who say their concerns have increased over the last year is higher than similar findings from the SCJS 2017-18.
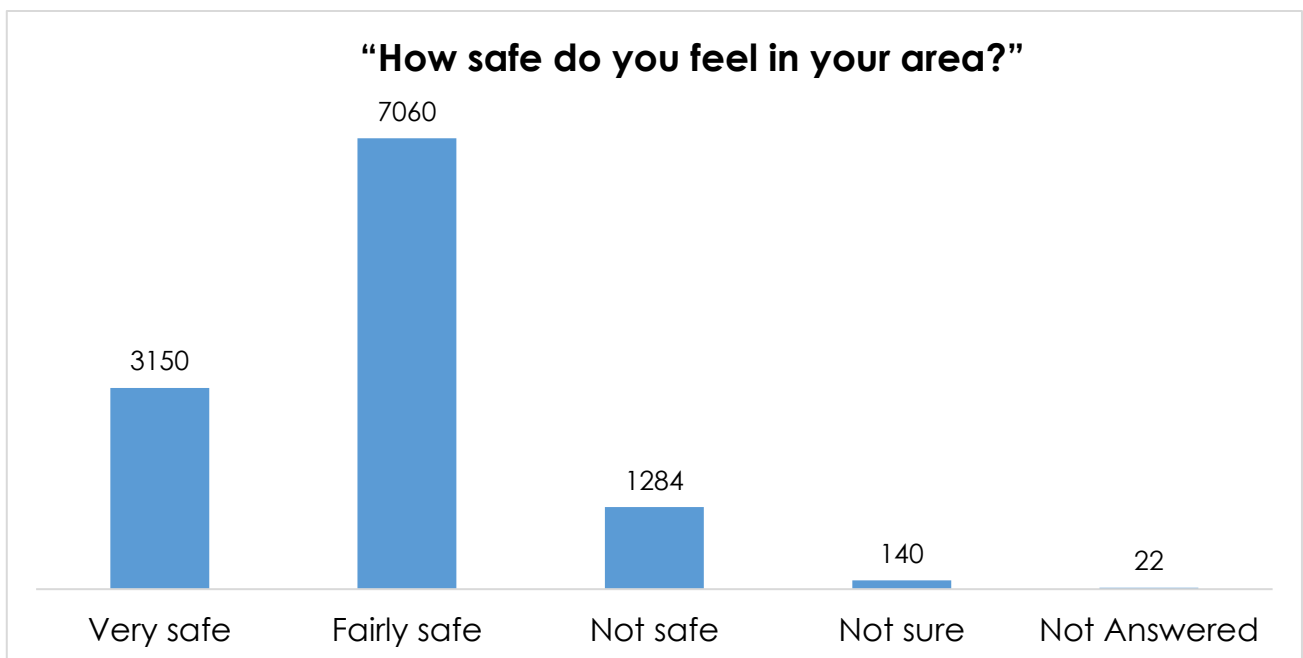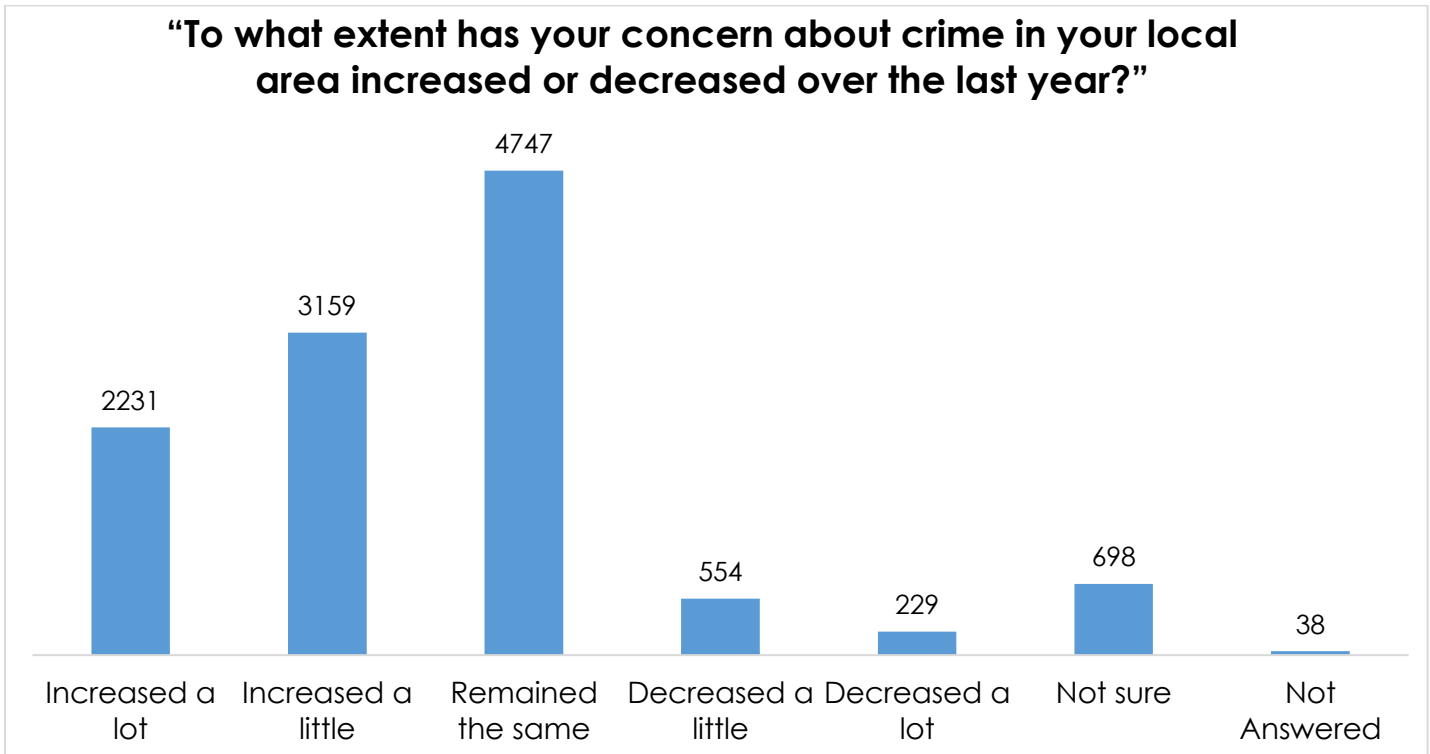
"How safe do you feel in your area?"

Figure 8: Safety

"To what extent has your concern about crime in your local area increased or decreased over the last year?"

Figure 9: Local crime concern

What are your local police priorities?

Respondents were asked to choose the top 5 priorities for police in their local area. The following are the top five overall responses, calculated using a weighted averages formula[1].

1. Road safety, including speeding and dangerous driving (15%)

2. Homes being broken into (14%)

3. Selling or using drugs (13%)

4. Rowdy drunken behaviour in public places (9%)

5. Violent crime, including murder, robbery or mugging (7%)

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[1] Weighted average calculation is used to take into account the varying degrees of importance for each of the issues. The following weighted average process was used to calculate the top 5 priorities selected both locally and nationally: the top priority was give the weight of 5, the second priority 4, third priority 3, fourth priority 2, and the fifth priority 1. The numbers of responses to each priority is then multiplied by the relevant weight and all added together. The added total is then divided by 15 (the sum of the 5 weights added together) to get the weighted average. The weighted average percentage is based on the total number of responses.

Issues	Weighted averages	
	Responses	Percentage
Road safety, including speeding and dangerous driving	1,751.6	15%
Homes being broken into	1,622.3	14%
Selling or using drugs	1,562.7	13%
Rowdy drunken behaviour in public places	1,040.3	9%
Violent crime, including murder, robbery or mugging	855.5	7%
Vandalism / graffiti	697.4	6%
Child protection, including child sexual exploitation	545.0	5%
Protecting vulnerable adults, including bogus workers	533.7	5%
Domestic abuse	409.1	4%
Mental ill-heath	341.5	3%
Wildlife or environmental crime	309.2	3%
Serious and organised crime	305.3	3%
Sexual crimes, including rape	297.9	3%
Not Answered	291.4	3%
None	252.7	2%
Hate crime	235.1	2%
Cyber crime	221.5	2%
Other	128.3	1%
Counter terrorism or national security	104.9	1%
Missing persons	86.8	1%
Human trafficking	63.9	1%
Total	**11,656**	**100.0%**

Figure 10: Local police priorities, weighted averages

Does the police listen to the concern of local people?

42% of respondents strongly agree or agree that the police listens to the concerns of local people, with 17% disagree or strongly disagree.

"Police listens to the concern of local people"	Number of responses	Percentage
Strongly agree	1056	9%
Agree	3810	33%
Neither	4804	41%
Disagree	1374	12%
Strongly disagree	552	5%
Not Answered	60	<1%

Figure 11: Listening to concerns of local people

Does the police deal with the issues that affect your local area?

Less respondents think that police deals with the issues that affect their local area – 33% agree or strongly agree with that, and 27% disagree or strongly disagree.

"They are dealing with the issues that affect my local area"	Number of responses	Percentage
Strongly agree	635	5%
Agree	3244	28%
Neither	4552	39%
Disagree	2369	20%
Strongly disagree	758	7%
Not Answered	98	1%

Figure 12: Dealing with the issues that affect people's local area

Do you have confidence in the police in your area?

Almost a half of the participants (48%) agreed or strongly agreed that they have confidence in the police in their area, with 23% disagree or strongly disagree.

"I have confidence in the police in my area"	Number of responses	Percentage
Strongly agree	1515	13%
Agree	4032	35%

Neither	3399	29%
Disagree	1814	16%
Strongly disagree	804	7%
Not Answered	92	<1%

Figure 13:Confidence in police in own area

What information about policing do you currently access?

19% of respondents reported they did not currently access any information about policing.

What information do you currently access regarding policing?	Percentage of responses
None	19%
Safety advice	18%
Crime prevention advice	17%
Local community policing plans	16%
National policing campaigns	10%
Crime statistics	8%
National policing plans	4%
Police recruitment	4%
Other	3%
Not answered	1%

Figure 14: Information accessed about policing

What information about policing would you like us to provide?

Survey respondents primarily wanted us to provide information about local community policing plans.

What information would you like us to provide?	Percentage of responses
Local community policing plans	24%
Crime prevention advice	18%

Safety advice	17%
Crime statistics	15%
National policing plans	8%
National policing campaigns	8%
Police recruitment	5%
None	3%
Not Answered	2%

Figure 15: Information to provide

Most comfortable way to contact the police to report a crime

The majority of respondents (60%) specified phone call as most comfortable way to get in contact with the police to report a crime.

What's the most comfortable way for you to contact the police to report crime?	Percentage of responses
Phone call	60%
Face-to-face with police officer	11%
At a police station	9%
Email	6%
Text	3%
Social media	3%
Website	3%
Through another organisation (third party reporting, e.g. Crimestoppers)	2%
Community meetings	1%
Local 'drop in' surgery	1%
Not Answered	1%

Figure 16: Most comfortable way to contact the police to report crime

Communicating advice and information

In terms of communicating advice and information, respondents rated 'social media' as very effective or effective (75%). 38% of respondents stated that 'local newspaper' is not an effective method for communicating.
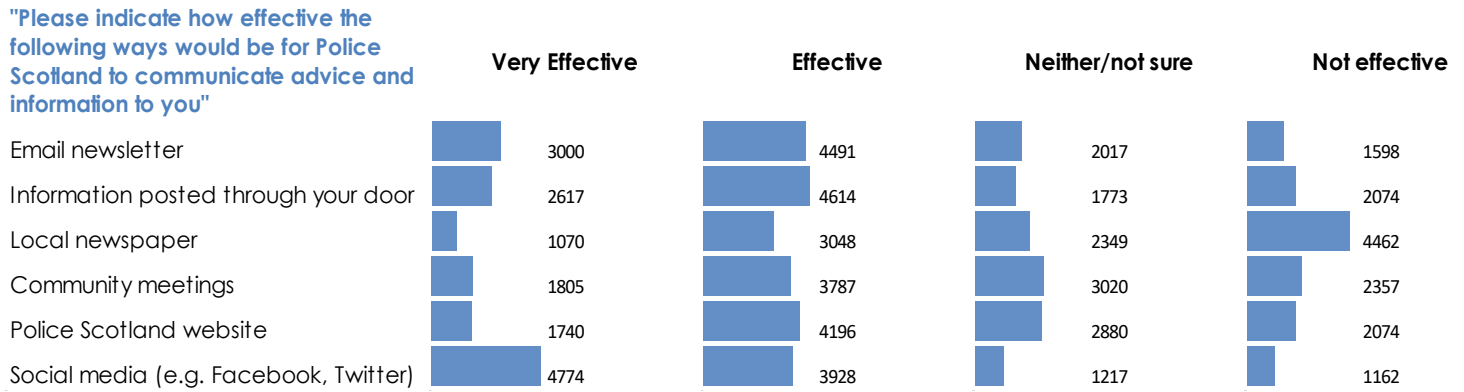
"Please indicate how effective the following ways would be for Police Scotland to communicate advice and information to you"

	Very Effective	Effective	Neither/not sure	Not effective
Email newsletter	3000	4491	2017	1598
Information posted through your door	2617	4614	1773	2074
Local newspaper	1070	3048	2349	4462
Community meetings	1805	3787	3020	2357
Police Scotland website	1740	4196	2880	2074
Social media (e.g. Facebook, Twitter)	4774	3928	1217	1162

Figure 17: Effectiveness of methods to communicate advice and information

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Appendix

Questionnaire

1. What is your postcode?
2. How safe do you feel in your area?
   a. Very safe
   b. Fairly safe
   c. Not safe
   d. Not sure
3. What worries you most about your area that the police can help with?
4. To what extent has your concern about crime in your local area increased or decreased over the last year?
   a. Decreased a lot
   b. Decreased a little
   c. Remained the same
   d. Increased a little
   e. Increased a lot
   f. Not sure
5. From the list on the next page, select your five priorities for the police in your area
   a. Vandalism / graffiti
   b. Rowdy drunken behaviour in public places
   c. Hate crime
   d. Violent crime, including murder, robbery or mugging
   e. Domestic abuse
   f. Road safety, including speeding and dangerous driving
   g. Sexual crimes, including rape
   h. Mental ill-health
   i. Missing persons
   j. Homes being broken into
   k. Counter terrorism or national security
   l. Serious and organised crime
   m. Selling or using drugs
   n. Child protection, including child sexual exploitation
   o. Protecting vulnerable adults, including bogus workers
   p. Wildlife or environmental crime
   q. Human trafficking
   r. Cyber crime
   s. Other
   t. None
6. Please explain why you have chosen these areas
7. To what extend do you agree or disagree with the following statements about the police in your area
   a. They listen to the concerns of local people
      i. Strongly agree
      ii. Agree
      iii. Neither agree or disagree
      iv. Disagree
      v. Strongly disagree
   b. They are dealing with issues that affect my local area
      i. Strongly agree
      ii. Agree
      iii. Neither agree or disagree

   iv. Disagree

   v. Strongly disagree

  c. I have confidence in the police in my area

   i. Strongly agree

   ii. Agree

   iii. Neither agree or disagree

   iv. Disagree

   v. Strongly disagree

8. What information do you currently access regarding policing?

  a. National policing campaigns

  b. National policing plans

  c. Local community policing plans

  d. Safety advice

  e. Crime prevention advice

  f. Crime statistics

  g. Police recruitment

  h. Other

  i. None

9. What information would you like us to provide?

  a. National policing campaigns

  b. National policing plans

  c. Local community policing plans

  d. Safety advice

  e. Crime prevention advice

  f. Crime statistics

  g. Police recruitment

  h. Other

  i. None

10. What is the most comfortable way for you to contact the police to report crime?

  a. Phone call

  b. Text

  c. Email

  d. Social media

  e. Website

  f. At a local police station

  g. Community meetings

  h. Local 'drop in' surgery

  i. Face-to-face with a police officer

  j. Through another organisation (third party reporting, e.g. Crimestoppers)

11. Using the scale below, please indicate how effective the following ways would be for Police Scotland to communicate advice and information to you?

  a. Email newsletter

   i. Very effective

   ii. Effective

   iii. Neither

   iv. Not effective

  b. Information posted through your door

   i. Very effective

   ii. Effective

   iii. Neither

   iv. Not effective

  c. Local newspaper

   i. Very effective

   ii. Effective

   iii. Neither

          iv.   Not effective
    d. Community meetings
           i.   Very effective
          ii.   Effective
         iii.   Neither
          iv.   Not effective
    e. Police Scotland website
           i.   Very effective
          ii.   Effective
         iii.   Neither
          iv.   Not effective
    f. Social media (e.g. Facebook, Twitter)
           i.   Very effective
          ii.   Effective
         iii.   Neither
          iv.   Not effective

12. In what capacity are you completing this survey?
    a. I am answering as an individual (now go to next question)
    b. I am answering on behalf of an organisation (end of survey)
           i.   If you're answering on behalf of an organisation, please provide the name of the organisation (end of survey)

13. Which of the following best describes you?
    a. Female
    b. Male
    c. Transgender
    d. Non-binary (gender neutral)
    e. Prefer not to say

14. What is your age?

15. Which of the following options best describes how you think of yourself?
    a. Heterosexual
    b. Gay
    c. Lesbian
    d. Bisexual
    e. Other
    f. Prefer not to say

16. Do you consider yourself to have a disability?
    a. Yes
    b. No
    c. Prefer not to say

17. Choose one option that best describes your ethnic group and background
    a. White
           i.   Scottish
          ii.   Other British
         iii.   Irish
          iv.   Gypsy / Traveller
           v.   Polish
          vi.   Any other white ethnic group
    b. Mixed or multiple ethnic group
           i.   Any mixed or multiple ethnic group
    c. Asian, Asian Scottish or Asian British
           i.   Pakistani, Pakistani Scottish or Pakistani British
          ii.   Indian, Indian Scottish or Indian British
         iii.   Bangladeshi, Bangladeshi Scottish or Bangladeshi British
          iv.   Chinese, Chinese Scottish or Chinese British
           v.   Any other Asian

     d. African
         i. African, African Scottish or African British
         ii. Any other African
     e. Caribbean or Black
         i. Caribbean, Caribbean Scottish or Caribbean British
         ii. Black, Black Scottish or Black British
         iii. Any other Caribbean or Black
     f. Other ethnic group
         i. Arab, Arab Scottish or Arab British
         ii. Any other ethnic group

18. What religion, religious denomination or body do you belong to?
     a. No religion
     b. Church of Scotland
     c. Roman Catholic
     d. Other Christian
     e. Buddhist
     f. Hindu
     g. Jewish
     h. Muslim
     i. Sikh
     j. Any other religion

Contact us

Police Scotland would like to thank everyone who engaged with us.

Key contact for this engagement:

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For further information:

For other surveys or consultations run by Police Scotland, please visit:
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