

# Shetland Islands Council

## Autumn 2009

### Your Voice

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## **1. Introduction**

### **1.1 Terms of Reference**

The following report has been compiled for the Shetland Islands Council by A B Associates Ltd and details the responses to the “Your Voice” survey carried out during the autumn of 2009. “Your Voice” is a bi-annual survey of a panel consisting of Shetland residents conducted in order to gauge public opinion within the islands.

### **1.2 Questionnaire**

The panel consists of 600 Shetland residents. A refreshment exercise was undertaken early in 2009 to update the panel. However, during the Spring survey a total of 7 respondents asked to be removed from the panel, replacement panellists from the same area were chosen at random from the electoral roll to ensure the sample remained at 600.

In the Spring survey respondents were asked if they would like to receive the next “Your Voice” survey by email. A total of 34 respondents chose this option and were issued with an electronic version of the Autumn survey to the email they provided.

A questionnaire along with a return envelope was sent to the remaining 566 members of the panel. The questionnaire was designed to elicit peoples’ views and opinions with regard to various aspects of public services in Shetland. Issues covered in the 2009 Autumn Survey were;

- Shetland College
- Sport and Leisure in Shetland
- Community Safety

### 1.3 Response Rates

The return rate for the spring survey was 37%. In order to keep this level up it was decided to extend the time allowed for filling in surveys and to issue follow up reminders mid way.

Questionnaires were posted on 12<sup>th</sup> November 2009 with a return period of three weeks allowed, giving a deadline of 4<sup>th</sup> December 2009. By 26<sup>th</sup> November we had received 147 postal and 12 email returns. To encourage further returns a follow up reminder letter was issued to 419 respondents by post and to 22 by email. An announcement was also made on local radio. At the end of the survey return period we had received a total of 228 postal survey returns and 16 email replies. This equates to an overall response rate of 41%. The return rate for email returns was slightly higher (47%) than for postal returns (40%), this is not surprising given that respondents requesting email surveys were regular returners. The addresses were also more likely to be accurate since they were supplied by the respondents themselves.

During the course of the survey we were also contacted by 13 panellists or their relatives requesting them to be removed from the mailing list. The reasons given for this were that some people were no longer living at the addresses, some were unable or unwilling to participate in the survey and some were deceased. One panellist stated that they had been on the panel for a number of years and felt that the subjects and questions were now repeating. As a result they requested they be removed from the mailing list in order to present an opportunity for someone else to express their views.

The three tables below show the number of distributed surveys to each area within Shetland and the responses received.

**Table 1 – Distributed Surveys vs. Population Proportion**

Area	Post	Email	Total	Percentage	Population
Lerwick And Bressay	205	8	213	<b>36</b>	<b>35</b>
Central Mainland	64	4	68	<b>11</b>	<b>12</b>
West Mainland	68	4	72	<b>12</b>	<b>11</b>
North Mainland	70	5	75	<b>13</b>	<b>14</b>
South Mainland	75	11	86	<b>14</b>	<b>15</b>
North and Outer Isles	84	2	86	<b>14</b>	<b>13</b>
<b>Total</b>	<b>566</b>	<b>34</b>	<b>600</b>	<b>100</b>	<b>100</b>

Table 1 above shows the number and proportion of the surveys distributed to each area by email and by post. As can be seen from the table above, the distribution of the survey holds a strong correlation to the proportion of the population who reside in each area. A total of 600 questionnaires were distributed, 566 of these were by post and a further 34 by email.

**Table 2 – Responses by Area**

Area	Number	Percentage	Population
Lerwick and Bressay	83	34	35
Central Mainland	28	11	12
West Mainland	29	12	11
North Mainland	28	11	14
South Mainland	45	18	15
North and Outer Isles	31	13	13
<b>Total</b>	<b>244</b>	<b>100</b>	<b>100</b>

Table 2 above shows the number of responses received by area and the total proportion that each area contributes to the total. A total of 244 surveys were returned, the proportions for each area differ by no more than 3% when compared to the proportion of the population residing in that area.

**Table 3 – Response Rates by Area**

Response Rates	Postal	Email	Percentage
Lerwick and Bressay	77	6	39
Central Mainland	28	0	41
West Mainland	27	2	40
North Mainland	26	2	37
South Mainland	40	5	52
North and Outer Isles	30	1	36
Total	228	16	41

Table 3 above shows the response rates for each area, the overall response rate for the survey is 41%. The area with the highest response rate is the South Mainland where 52% of distributed surveys were returned. This is followed by the Central Mainland with a 41% return rate and the West Mainland with 40%.

## 2. Survey Responses

NOTE: Some of the tables in this section contain 'No Answer' columns. Please note that these are solely to indicate how many people have not responded to that question and that the numbers are not included in any total or percentage calculations.

### 2.1 Section A – Shetland College

#### Question A1

Respondents were asked whether or not they have seen the Shetland College Prospectus.

**Table A1**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	31	51	1	83	37
Central Mainland	9	17	2	28	32
West Mainland	8	19	2	29	28
North Mainland	11	16	1	28	39
South Mainland	20	24	1	45	44
Northern and Outer Isles	11	20	0	31	35
<b>Total</b>	<b>90</b>	<b>147</b>	<b>7</b>	<b>244</b>	<b>37</b>
<b>Percentage</b>	<b>38</b>	<b>62</b>	<b>3</b>		

Table A1 above shows that 38% of respondents claim to have seen the Shetland College Prospectus whilst 62% said they had not. The area with the highest proportion of respondents who have seen the prospectus is the South Mainland where 44% have seen it. This was followed by the North Mainland where 39% had seen it and Lerwick and Bressay and the Northern and Outer Isles with 37%. The lowest proportion of respondents to have seen the prospectus is those in West Mainland where only 28% have seen it.

Questions A2 to Question A5 were only answered by the respondents who selected 'yes' to Question A1. Any respondent who answered 'no' moved on to Question A6.

**Question A2**

Question A2 asked whether or not the respondents found the prospectus helpful.

**Table A2**

Response	Number	Percentage
Yes	82	92
No	7	8
No Answer	1	1
<b>Total</b>	90	

Of the 90 respondents who answered 'Yes' to Question A1 92% said they found the college prospectus helpful whilst 8% said they did not.

**Question A3**

Respondents were asked to identify how helpful they found the sections of the prospectus containing 'Course Information' and 'Student Information' by rating them either, 'Very Helpful', 'Helpful', 'Unhelpful' or 'Very Unhelpful'.

**Table A3a**

Number	Very Helpful	Helpful	Unhelpful	Very Unhelpful	No Answer	Total
Course Information	31	48	4	1	6	<b>90</b>
Student Information	22	53	5	0	10	<b>90</b>

**Table A3b**

Percentage	Very Helpful	Helpful	Unhelpful	Very Unhelpful	No Answer
Course Information	37	57	5	1	7
Student Information	28	66	6	0	11

Tables A3a and A3b above show that of the 90 respondents who have seen the college prospectus 79 said they found it either helpful or very helpful, for Course information this equates to 94%. Similarly 94% said they found it helpful or very helpful for Student Information.

A total of 5% of respondents found it unhelpful for Course Information and 1% very unhelpful. This differs slightly from Student Information which 6% found unhelpful and 0% found very unhelpful.

### Question A4

Respondents were asked whether or not they or a family member had been encouraged to enrol in a course after reading the Shetland College prospectus.

**Table A4**

Response	Number	Percentage
Yes	40	45
No	49	55
No Answer	1	1
<b>Total</b>	90	

Using table A4 it can be seen that 45% of respondents or family members of the respondents who have seen the prospectus have been encouraged to enrol in courses.

### Question A5

This question was for any further comments on the prospectus. There were a total of 14 comments made in this section they are categorised below.

#### Positive Comments

4 people commented that the prospectus was well laid out, clearly explained and attractive to look at.

#### Negative Comments

The negative comments covered the following;

- Poor Layout
- Not enough information provided on entrance qualifications and dates of courses
- Poor range of courses offered
- More North Mainland courses
- The availability of the prospectus
- The date of issue of the prospectus

There was also a comment asking why the prospectus was printed in Poland instead of in Shetland.

**Question A6**

Respondents were asked whether or not they had seen the Shetland College website.

**Table A6**

Area	Yes	No	No Answer	Total	Percentage
Lerwick and Bressay	20	62	1	83	24
Central Mainland	6	20	2	28	23
West Mainland	2	24	3	29	8
North Mainland	6	21	1	28	22
South Mainland	12	32	1	45	27
Northern and Outer Isles	3	27	1	31	10
<b>Total</b>	<b>49</b>	<b>186</b>	<b>9</b>	<b>244</b>	<b>21</b>
<b>Percentage</b>	<b>21</b>	<b>79</b>	<b>4</b>		

Table A6 shows that 21% of respondents have seen the college website and 79% have not. The area with the greatest proportion of respondents who have seen the website is the South Mainland where 27% have seen it followed by Lerwick and Bressay where 24% have seen it. The area with the lowest proportion of people having seen the website is the West Mainland.

Questions A7-A9 were answered only by respondents who selected 'Yes' to Question A6, other respondents proceeded to Question A9.

**Question A7**

Respondents were asked whether or not they found the Shetland College website helpful in terms of 'Course Information', 'Student Information' and if the site was easy to navigate.

**Table A7a**

Number	Yes	No	No Answer	Total
Easy to Navigate	45	2	2	49
Course Information	44	2	3	49
Student Information	41	3	5	49

**Table A7b**

Percentage	Yes	No	No Answer
Easy to Navigate	96	4	4
Course Information	96	4	6
Student Information	93	7	10

As can be seen above, Table 7a shows the number of responses to each category and Table 7b shows the corresponding percentage.

From the above tables we can see that 96% of respondents who have seen the college website found it easy to navigate and 4% did not. 96% of these respondents found the course information helpful and 93% found the student information helpful. 4% did not find the course information helpful and 7% did not find the student information helpful.

### **Question A8**

Question A8 asked for any further comments that respondents had about the website. A selection of the comments is shown below.

A total of 7 people completed this question from a possible 49. A list of the comment topics is given below.

- Not everyone has access to ICT – need other information too
- Confusing lay out
- Contradictory statements
- Unclear information on courses
- Not enough detail
- Under review messages when visiting
- Need information on other learning centres

**Question A9**

Respondents were asked if they read the quarterly articles written about the Shetland College published in The Shetland Times.

**Table A9**

Response	Number	Percentage
Yes	82	35
No	149	65
No Answer	13	5
<b>Total</b>	244	

Table A9 shows that 34% of respondents read the quarterly articles in The Shetland Times, 61% do not and the remaining 5% of respondents did not answer the question.

**Question A10**

Respondents were asked if they found the articles published quarterly in The Shetland Times newspaper on Shetland College useful.

Although not stated in the questionnaire only the respondents who answered 'Yes' to question A9 had their answers included in the following table.

**Table A10**

Response	Number	Percentage
Yes	5	6
No	76	94
No Answer	1	1
<b>Total</b>	82	

Table A10 shows that 6% of the respondents who read the articles in The Shetland Times found the information useful whilst 93% did not.

### Question A11

Respondents were asked if they would like further information on courses available to study through the University of the Highlands and Islands.

**Table A11**

Response	Number	Percentage
Yes	58	25
No	125	55
Don't Know	46	20
No Answer	15	6
<b>Total</b>	244	

Table A11 shows that 24% of respondents would like further information on the University of the Highlands and Islands, whilst 51% would not and 19% were unsure.

### Question A12

Respondents were asked to rate the following items in order of importance as a source of information about the Shetland College with 1 being of greatest importance.

- Shetland College Website
- The Shetland Times
- Radio Shetland
- Shetland News Website
- Shetland College Prospectus
- Learning Centre Leaflets
- Visit to the Shetland College
- Other

**Table A12**

Information Source	Number of Times Placed								Total	Av
	1	2	3	4	5	6	7	8		
The Shetland Times	51	33	30	19	16	3	3	0	155	2.59
Shetland College Website	62	24	18	14	9	9	8	0	144	2.60
Shetland College Prospectus	26	42	25	13	17	6	2	0	131	2.84
Learning Centre Leaflets	10	6	21	29	16	18	13	0	113	4.25
Shetland News Website	8	16	24	15	23	22	16	1	125	4.31
Other	2	1	1	1	0	2	0	2	9	4.33
Visit to Shetland College	5	18	15	15	16	16	26	2	113	4.60
Radio Shetland	6	20	13	13	9	27	32	2	122	4.79

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The information sources stated in "Other" were;

- Library (Ranked 1)
- Telephone (Ranked 2)
- Talking to People (Ranked 3)
- Meeting Staff (Ranked 4)
- SIBC (Ranked 6)
- Blank (Ranked 6 and Ranked 8 twice)

Instead of rating the information sources some people ticked or marked the boxes, the results to this are;

- Shetland College Website (2 marks)
- The Shetland Times (6 marks)
- Radio Shetland (4 marks)
- Shetland College Prospectus (4 marks)
- Learning Centre Leaflets (5 marks)
- Visit to Shetland College (2 marks)

As can be seen from Table A12 above the lowest average score for preferred source of information about the Shetland College is The Shetland Times scoring an average of 2.59, followed by the Shetland College website with an average rating of 2.60 and the Shetland College prospectus third with an average rating of 2.84.

The Shetland College website however has a greater number of times placed 1 than The Shetland Times and the Shetland College prospectus had the greatest number of times placed 2. With The Shetland Times placing 3 the most this has led to the results above where all three sources of information have relatively close average scores.

The remaining sources of information are also relatively close in terms of average score ranging from Learning Centre leaflets scoring 4.25 to Radio Shetland scoring and average of 4.79.

## 2.2 Section B – Sport and Leisure in Shetland

### Question B1

Respondents were asked which area of Shetland they resided in. Shetland was split into the following 6 areas.

- Lerwick and Bressay
- Central Mainland
- West Mainland
- North Mainland
- South Mainland
- North and Outer Isles

The questionnaire revealed the following spread.

**Table B1**

Area	Number	Percentage	Population
Lerwick and Bressay	83	34	35
Central Mainland	28	11	12
West Mainland	29	12	11
North Mainland	28	11	14
South Mainland	45	18	15
North and Outer Isles	31	13	13
<b>Total</b>	<b>244</b>	<b>100</b>	<b>100</b>

The table above shows the number of responses from each area of Shetland and the percentage of total respondents that represents. Lerwick and Bressay make up the largest proportion of the area with a total of 33% of the responses, the South Mainland represented 18% and the North and Outer Isles 13%. The lowest percentage of respondents was made up of West, Central and North Mainland who each contributed 11%.

### Question B2

Respondents were asked which recreational activities they have undertaken in the last 4 weeks and which in the last 12 months. For the activities partaken in over the last 4 weeks respondents were asked to identify how much time they spent on each activity to the nearest 15 minutes.

**Table B2**

Recreational Activities	Number		Hours		
	12 Month	4 Weeks	Total Time	Average Time	Unknown Time
Aerobics /Exercise Class	37	20	76.91	3.85	1
Boating	31	5	33.00	6.60	1
Cycling	32	12	24.75	2.06	1
Dance (traditional)	41	16	57.50	3.59	2
Dance (Contemporary)	10	5	25.00	5.00	0
Dance (Line Dancing)	6	2	7.50	3.75	0
Fitness Suite/Gym Workout	43	27	185.00	6.85	1
Gardening	119	63	512.80	8.14	7
Jogging	22	11	61.33	5.58	0
Swimming (Recreational)	81	47	212.09	4.51	0
Walking (More than 2 miles)	140	90	810.91	9.01	14
Weightlifting/Training	13	7	37.75	5.39	0
Yoga	10	7	40.50	5.79	0
Other	31	19	266.50	14.03	1

Answers given for other included;

- Pilates
- Wii Fit
- Spinning
- Belly dancing
- Archery
- Squash
- Bowling
- Indoor bowling
- Badminton
- Aquarobics
- Hill climbing
- Jazzercise
- Cat walking
- Skuba diving
- Hockey
- Boat maintenance
- Ice skating
- Netball
- Tai chi
- Steam/Sauna
- Radio control car club
- Rounders
- Games
- Crofting
- Housework

Many of the activities mentioned above were listed for selection in questions B3 and B4 that dealt with outdoor and indoor activities, however many respondents listed them in question B2 before reading subsequent questions.

Table B2 shows that walking more than 2 miles was the most commonly undertaken activity in the past 12 months as well as the most commonly undertaken activity in the last 4 weeks by respondents.

**Question B3**

Respondents were asked which outdoor activities they have undertaken in the last 4 weeks and which in the last 12 months. For the activities partaken in over the last 4 weeks respondents were asked to identify how much time they spent on each activity to the nearest 15 minutes.

**Table B3**

Outdoor Activity	Time Period		Hours		
	12 Months	4 Weeks	Total Time	Average Time	Unknown Time
Angling (Sea)	35	6	30.00	5.00	0
Angling (Trout)	15	3	15.00	5.00	0
Archery	2	1	12.00	12.00	0
Athletics	2	0	0.00	0.00	0
Bowls (Outdoor)	0	0	0.00	0.00	0
Canoeing/Kayaking	1	0	0.00	0.00	0
Climbing (Outdoor)	0	0	0.00	0.00	0
Cricket (Outdoor)	2	1	2.00	2.00	0
Cycling (Road)	25	11	25.00	2.27	0
Cycling (Mountain Bike)	6	2	1.00	0.50	1
Football	13	6	24.50	4.08	0
Golf	16	6	49.50	8.25	0
Hockey (Outdoor)	1	0	0.00	0.00	0
Horse Riding	3	2	21.50	10.75	0
Model Yachting	1	1	18.00	18.00	0
Motocross	1	0	0.00	0.00	0
Rowing	7	0	0.00	0.00	0
Rugby	2	2	17.00	8.50	0
Sailing	8	2	14.00	7.00	0
Shooting (Clay Target)	6	1	6.00	6.00	0
Skateboarding	0	0	0.00	0.00	0
Sub-aqua	3	1	6.00	6.00	0
Tennis	3	0	0.00	0.00	0
Triathlon	0	0	0.00	0.00	0
Waterskiing	1	0	0.00	0.00	0
Windsurfing	2	1	10.00	10.00	0
Other	19	13	258.00	19.85	1

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Answers given for other to B3 include;

- Outdoor photography
- Cat walking
- Hill walking
- Outdoor education
- Walking
- Hiking
- Jogging
- Motor cycling
- Caravanning
- Running
- Shooting (Game)
- Bird watching
- Air rifle shooting
- Snow boarding
- Cross country skiing
- Off road driving

Table B3 above shows that the most commonly undertaken activities in the past 12 months amongst respondents were sea angling and road cycling. However in the past 4 weeks cycling (road) was the most commonly undertaken activity.

**Question B4**

Respondents were asked which indoor activities they have undertaken in the last 4 weeks and which in the last 12 months. For the activities partaken in over the last 4 weeks respondents were asked to identify how much time they spent on each activity to the nearest 15 minutes.

**Table B4**

Indoor Activities	Time Period		Hours		
	12 Months	4 Weeks	Total Time	Average Time	Unknown Time
Athletics (Indoor)	1	0	0	0.00	0
Badminton	21	9	28.5	3.17	0
Basketball	3	2	2	1.00	0
Baton Twirling	0	0	0	0.00	0
Bowls (Carpet)	7	4	27	6.75	0
Bowls (Indoor)	9	4	28.5	7.13	1
Climbing (Indoor Wall)	5	1	1	1.00	0
Cricket (Indoor)	1	1	1	1.00	0
Darts	13	7	46.5	6.64	1
Fencing	0	0	0	0.00	0
Football (Indoor)	12	6	24.5	4.08	0
Gymnastics	0	0	0	0.00	0
Hockey (Indoor)	2	1	1	1.00	0
Martial Arts	1	1	1	1.00	0
Netball	4	3	9	3.00	0
Octopush	0	0	0	0.00	0
Pool	15	8	57	7.13	1
Shooting (Rifle, Pistol)	5	2	16	8.00	0
Snooker	7	1	1.5	1.50	1
Squash	8	5	56	11.20	0
Swimming (Competitive)	0	0	0	0.00	0
Table Tennis	5	3	16	5.33	0
Trampolining	1	0	0	0.00	0
Volleyball	3	1	6	6.00	0
Other	2	1	7.66	7.66	1

Answers given for other to B4 include Circuit and Books and Music.

Table B4 shows the most commonly undertaken activity by respondents in the past 12 months and 4 weeks was badminton.

**Question B5**

Respondents were asked what their main reasons for taking part in activities were.

**Table B5**

Reason / Area	Lerwick and Bressay	Central	West	North	South	Isles	Total
I enjoy competition	12	4	3	3	6	6	<b>34</b>
Keep fit/stay healthy	49	13	13	16	24	18	<b>133</b>
Relieve stress and relax	38	10	7	15	20	12	<b>102</b>
Acquire new skills	5	1	1	2	4	2	<b>15</b>
I want to have fun	30	8	7	9	13	11	<b>78</b>
Socialise/be with friends	31	6	12	7	17	10	<b>83</b>
Other	5	0	1	1	3	1	<b>11</b>

Table B5 above shows the number of times each reason was ticked by area. For each of the areas the most common reason for taking part in the activities mentioned in the previous questions was to keep fit or stay healthy with 133 people of the 164 respondents who answered the question choosing this. The next most common reason for participating in activities overall was to relax or relieve stress followed by socialising and then fun.

The least most selected reason was 'Other'; the following reasons were among those:

- Coaching/For future generations
- To lose weight
- Enjoyment of the sport
- Catch fish to eat
- To see Shetland

**Question B6**

Respondents were asked if there were any activities that they do not currently participate in that would like to begin doing or would like to do more of.

**Table B6**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	25	40	18	<b>65</b>	<b>38</b>
Central Mainland	8	15	5	<b>23</b>	<b>35</b>
West Mainland	5	14	10	<b>19</b>	<b>26</b>

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Area	Yes	No	No Answer	Total	'Yes' Percentage
North Mainland	6	18	4	24	25
South Mainland	20	20	5	40	50
Northern and Outer Isles	7	16	8	23	30
<b>Total</b>	<b>71</b>	<b>123</b>	<b>50</b>	<b>194</b>	<b>37</b>

Table B6 above shows the number of people from each area who would like to participate in more activities. The percentage column represents the proportion of people who answered 'Yes' to the question.

The South Mainland has the largest proportion of respondents who would like to participate in further activities with 50%, followed by Lerwick and Bressay with 38% and Central Mainland with 25%. The overall proportion of respondents wishing to participate in more activities is 37%.

### Question B7

Question B7 was only answered by respondents who answered Question B6 as 'Yes'.

Respondents were asked which activities they would like to do more of. Of the 71 people who ticked 'Yes' in Question B6, 64 commented on Question B7. The table below details the more frequently mentioned activities.

**Table B7**

Activity	Number
Swimming	12
Aerobics	9
Gym/Keep Fit	8
Walking/Hiking	8
Cycling	6
Badminton	5
Dancing	5
Climbing	4
Sailing	4
10 pin bowling	3
Shooting	3
Canoeing/Kayaking	3
Golf	3
Horse riding	3

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Table B7 shows a list of the more commonly mentioned activities those respondents who answered 'Yes' to the previous question stated. The most frequently mentioned of these was swimming mentioned by 12 of the 64 respondents followed by aerobics stated by 9.

### Question B8

Only the people who responded to Question B7 were included in these results. Respondents were asked what the main reason for not undertaking the activities were.

**Table B8**

Reason / Area	Lerwick and Bressay	Central	West	North	South	Isles	Total	%age
I'm too old	13	2	3	4	4	6	32	9
I'm not fit enough	18	3	7	8	9	3	48	14
It costs too much	7	1	2	2	6	2	20	6
A lack of facilities in my area	5	2	4	4	8	7	30	9
I'm not confident enough	7	2	5	5	2	1	22	6
Do not cater for my level of ability	2	0	0	0	3	1	6	2
I'm too busy at work	16	6	3	4	6	4	39	11
Family commitments	17	7	4	4	4	2	38	11
I don't have enough time	21	6	5	5	11	6	54	16
I can't be bothered	3	1	1	1	3	0	9	3
I haven't got around to it yet	5	1	5	6	7	0	24	7
Other	5	1	3	3	7	3	22	6
<b>Total</b>	<b>119</b>	<b>32</b>	<b>42</b>	<b>46</b>	<b>70</b>	<b>35</b>	<b>344</b>	<b>100</b>

Answers for other in B8 included;

- Weather
- Illness
- Disabilities
- Not enough classes
- Don't want to
- Happy with one sport
- Too old
- Lack of transport
- 12 miles to swimming pool
- Not enough people to play football
- Lifelong total disinterest in organised sport

The table above shows the reasons selected for respondents as to why they do not participate in further activities. The most commonly selected reason was 'I do not have enough time' followed by 'I am not fit enough'.

### Question B9

This question was corrected depending on answers to Question B10. Respondents were asked if they were a member of a sporting or recreational club or organisation.

**Table B9**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	40	40	3	80	50
Central Mainland	10	17	1	27	37
West Mainland	13	14	2	27	48
North Mainland	11	15	2	26	42
South Mainland	19	23	3	42	45
Northern and Outer Isles	6	24	1	30	20
<b>Total</b>	<b>99</b>	<b>133</b>	<b>12</b>	<b>232</b>	<b>43</b>

The table above shows the number and proportion of respondents who are members of sporting or recreational clubs. The area with the highest proportion of respondents in a club is Lerwick and Bressay with 50%, followed by the West Mainland with 48% and the South Mainland with 45%. The overall proportion of respondents who are members of a recreational or sports club is 43%.

### Question B10

Respondents were asked how many clubs or organisations they belong to. The following options were available:

- One
- Two
- Three or More

If 'No' was selected for Question B9 the number was counted as a zero. This question was used to correct Question B9.

**Table B10**

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Area	One	Two	Three+	Total
Lerwick and Bressay	18	15	7	<b>40</b>
Central Mainland	7	2	1	<b>10</b>
West Mainland	5	4	4	<b>13</b>
North Mainland	4	3	4	<b>11</b>
South Mainland	15	2	2	<b>19</b>
Northern and Outer Isles	3	2	1	<b>6</b>
<b>Total</b>	<b>52</b>	<b>28</b>	<b>19</b>	<b>99</b>

Table B10 above shows the breakdown of people involved in sporting and recreational clubs by the number they are involved in for each area. Of the 99 respondents who answered 'Yes' to B9 52 are a member of 1 club, 28 are members of 2 and 19 are members of 3 or more. This equates to 53%, 28% and 19% respectively.

### Question B11

Respondents were asked whether or not they had helped organise a sport or recreational activity on a voluntary basis.

**Table B11**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	28	46	9	<b>74</b>	<b>38</b>
Central Mainland	6	18	4	<b>24</b>	<b>25</b>
West Mainland	5	20	4	<b>25</b>	<b>20</b>
North Mainland	6	18	4	<b>24</b>	<b>25</b>
South Mainland	12	28	5	<b>40</b>	<b>30</b>
Northern and Outer Isles	6	19	6	<b>25</b>	<b>24</b>
<b>Total</b>	<b>63</b>	<b>149</b>	<b>32</b>	<b>212</b>	<b>30</b>

Table B11 shows that 63 respondents have helped organise a sport or voluntary club on a regular basis. Lerwick and Bressay have the highest proportion of respondents who do so with 38%, followed by the South Mainland with 30%. The overall proportion of respondents who help with clubs on a regular basis is 30%.

### Question B12

Respondents were asked approximately how many hours over the last 4 weeks they have given as a volunteer. The following list of options was available.

- Less than 1 Hour

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- Between 1 and 2 Hours
- Between 2 and 5 Hours
- Between 5 and 10 Hours
- More than 10 Hours

This question was used to correct Question B11.

**Table B12**

Question B12	Number	Percentage
Less Than 1 Hour	4	7
Between 1 and 2 Hours	16	29
Between 2 and 5 Hours	23	41
Between 5 and 10 Hours	8	14
More Than 10 Hours	5	9
<b>Total</b>	<b>56</b>	<b>100</b>

The table above shows that of the respondents who help with a sporting or recreational club 41% do so between 2 and 5 hours in the 4 weeks preceding this survey, 29% between 1 and 2 hours and 14% between 5 and 10 hours.

### Question B13

This Question was used to correct question B11.

Respondents were asked which activities they currently help with. The following choice of options was available.

- Administration
- Coaching
- Catering
- Transport
- Other

**Table B13**

Question B13	Number	Percentage
Administration	37	49
Coaching	14	18
Catering	8	11
Transport	9	12
Other	8	11
<b>Total</b>	<b>76</b>	<b>100</b>

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Table B13 showed that 49% of the respondents who help with clubs voluntarily do so with administration whilst 18% coach, 12% help with transport and 11% catering. 11% help in other ways these include:

- Organising Events
- Refereeing
- Fundraising
- Committee Member

## 2.3 Section C – Community Safety, Crime and Domestic Abuse

### 2.3.1 Community Safety

#### Question C1

Respondents were asked if they were aware of the Shetland Community Safety Partnership (SCSP).

**Table C1**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	44	37	2	81	54
Central Mainland	17	11	1	28	61
West Mainland	11	15	2	26	42
North Mainland	13	14	1	27	48
South Mainland	21	21	3	42	50
Northern and Outer Isles	10	20	1	30	33
<b>Total</b>	<b>116</b>	<b>118</b>	<b>10</b>	<b>234</b>	<b>50</b>

Table C1 above shows that 50% of respondents are aware of the Shetland Community Safety Partnership. Central Mainland had the highest proportion of respondents who are aware of SCSP with 61%, followed by Lerwick and Bressay with 54%. The lowest proportion of awareness amongst respondents comes from the Northern and Outer Isles where 33% are aware of SCSP.

#### Question C2

Respondents were asked to rate what issues from a list they feel the SCSP should deal with over the next three years. Respondents were asked to mark what they saw as the most important issue to focus on as 1 then 2 for the next most important and to continue in the same manner for the rest.

**Table C2**

Issue	Number of times Ranked										Total	Average
	1	2	3	4	5	6	7	8	9	10		
Antisocial Behaviour	63	40	27	24	13	3	3	5	1	0	179	2.64
Underage Drinking	49	46	27	21	11	7	5	2	5	2	175	2.97
Other	3	4	1	1	1	0	1	1	0	0	12	3.17
Controlled Drugs	44	27	35	19	17	8	4	5	6	6	171	3.47
Vandalism	3	20	31	41	19	20	13	7	10	6	170	4.78
Domestic Abuse	10	14	23	28	27	26	16	14	2	3	163	4.80
Road Safety	20	20	20	18	19	12	21	16	14	4	164	4.88
Fear of Crime	4	6	4	8	17	24	25	15	23	19	145	6.77
Hate Crime	3	10	8	4	16	17	17	26	24	18	143	6.77
Fire Safety	1	1	8	7	15	20	25	32	25	8	142	6.94
Water Safety	4	4	5	5	10	10	13	24	61	2	138	7.31

From the table above it can be seen that antisocial behaviour is seen as the most important issue amongst respondents with an average score of 2.64 and the greatest number of times ranked 1. Underage drinking is seen as the next most pressing issue with an average score of 2.97 and the greatest number of times ranked 2. Although the greatest number of times ranked 3 was for controlled drugs, the other category had a better average score of 3.17. The issues listed under the 'Other' category included:

- Alcohol Abuse
- Alcohol Abuse over 18
- Drugs
- All equally important
- Foreign cars without tax discs
- Graffiti
- Legalise Drugs
- Child Protection from paedophilia, raise awareness
- Promotion of family
- Violent incidents
- Theft

**Question C3**

Respondents were asked if they were aware that there are community safety officers within Shetland who can discuss the problems listed in Question C2.

**Table C3**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	45	38	0	83	54
Central Mainland	13	15	0	28	46
West Mainland	13	13	3	26	50
North Mainland	13	14	1	27	48
South Mainland	23	19	3	42	55
Northern and Outer Isles	12	18	1	30	40
<b>Total</b>	<b>119</b>	<b>117</b>	<b>8</b>	<b>236</b>	<b>50</b>

Table C3 above shows that 49% of respondents are aware of community safety officers. The area with the greatest proportion of respondents aware of community safety officers is the South Mainland with 55%, followed by the Lerwick and Bressay with 54%.

**Question C4**

Respondents were asked if they knew how to contact Community Safety Officers. The responses for C4 were taken from those respondents who answered 'Yes' to Question C3.

**Table C4**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	24	20	1	44	55
Central Mainland	5	8	0	13	38
West Mainland	4	9	0	13	31
North Mainland	8	5	0	13	62
South Mainland	14	9	0	23	61
Northern and Outer Isles	5	7	0	12	42
<b>Total</b>	<b>60</b>	<b>58</b>	<b>1</b>	<b>118</b>	<b>51</b>

Table C4 above shows that 51% percent of respondents who are aware of Community Safety Officers are also aware of how to contact them. The area with the greatest proportion of this is the North Mainland where 62% know how to contact them, followed by the South Mainland with 61% and Lerwick with 55%.

### Question C5

If 'Yes' was selected from Question C4, respondents were then asked if they knew how to contact Community Safety Officers.

- 20 respondents said they would contact the police station
- 22 Said they would phone
- 10 would contact the SIC
- 2 would contact Jennie Wylie directly
- 3 would email

### Question C6

Respondents were asked to rate in order of preference how they would like SCSP to inform them of their activities.

**Table C6**

Method	Number of Times Ranked						Tot	Av
	1	2	3	4	5	6		
The Shetland Times	166	32	5	4	0	0	207	1.3
Local Radio	21	108	39	17	0	0	185	2.3
Local Community Police Officer	8	20	67	56	0	0	151	3.1
Shetland Community Safety Partnership Website	16	25	41	66	2	0	150	3.1
Do not Require any Further Information	5	2	1	35	3	0	46	3.6
Other	4	0	0	0	2	4	10	3.8

The 'Other' section had 4 responses; the methods stated were as follows:

- Newsletter
- Pullout in The Shetland Times
- Shetland News website
- Doctor's Surgery

From Table C6 above we can see that the preferred method of information source is The Shetland Times. The Shetland Times has an average score of 1.3, Local Radio had an average score of 2.3 and both Local Community Police Office and SCSP have an average score of 3.1. The Shetland Times also has the largest number of times ranked 1 followed by the Local Radio. Local Radio had the highest number of times ranked 2 whilst Local Community Police Officer had the greatest number of times ranked 3.

### Question C7

Respondents were asked if they were aware that crimes could be reported anonymously through a) Crimestoppers and b) Safer Shetland Action Line.

**Table C7a**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	66	13	4	79	84
Central Mainland	23	4	1	27	85
West Mainland	19	6	4	25	76
North Mainland	17	8	3	25	68
South Mainland	34	7	4	41	83
Northern and Outer Isles	16	12	3	28	57
<b>Total</b>	<b>175</b>	<b>50</b>	<b>19</b>	<b>225</b>	<b>78</b>

Table C7a shows the responses for Crimestoppers. 78% of respondents are aware they can report crimes anonymously to Crimestoppers. The area with the highest proportion of awareness amongst respondents is the Central Mainland where 85% of respondents ticked 'Yes'. This is followed by Lerwick and Bressay with 84% and the South Mainland with 83% awareness.

**Table C7b**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	42	32	9	74	57
Central Mainland	14	13	1	27	52
West Mainland	9	14	6	23	39
North Mainland	12	13	3	25	48
South Mainland	13	25	7	38	34
Northern and Outer Isles	10	16	5	26	38
<b>Total</b>	<b>100</b>	<b>113</b>	<b>31</b>	<b>213</b>	<b>47</b>

Table C7b shows the awareness of respondents to Safer Shetland Action Line. 47% of respondents are aware that crimes can be reported anonymously to the Safer Shetland Action Line. The area with the highest proportion of respondents aware of this is the Lerwick and Bressay area where 57% are aware, followed by the Central mainland with 52% and the North Mainland with 48%. The area with the lowest proportion of awareness amongst respondents is the South Mainland where 34% were aware that crimes could be reported to the Safer Shetland Action Line.

**Question C8**

Respondents were then asked if they would ever consider using a) Crimestoppers and b) Safer Shetland Action Line.

**Table C8a**

Area	Yes	No	Don't Know	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	52	10	17	4	<b>79</b>	<b>66</b>
Central Mainland	20	2	5	1	<b>27</b>	<b>74</b>
West Mainland	15	3	7	4	<b>25</b>	<b>60</b>
North Mainland	15	3	8	2	<b>26</b>	<b>58</b>
South Mainland	32	3	7	3	<b>42</b>	<b>76</b>
Northern and Outer Isles	11	8	10	2	<b>29</b>	<b>38</b>
<b>Total</b>	<b>145</b>	<b>29</b>	<b>54</b>	<b>16</b>	<b>228</b>	<b>64</b>

Table C8a above shows the number and percentage of respondents who would consider using the Crimestoppers service. 64% of respondents said that they would consider using the service. The area with the highest proportion of respondents who would consider using Crimestoppers is the South Mainland area where 76% answered 'Yes', this is followed by the Central Mainland area with 74% and the Lerwick and Bressay area where 63% claimed they would consider using Crimestoppers.

**Table C8b**

Area	Yes	No	Don't Know	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	43	8	20	12	<b>71</b>	<b>61</b>
Central Mainland	18	3	5	2	<b>26</b>	<b>69</b>
West Mainland	11	4	6	8	<b>21</b>	<b>52</b>
North Mainland	13	3	8	4	<b>24</b>	<b>54</b>
South Mainland	21	4	12	8	<b>37</b>	<b>57</b>
Northern and Outer Isles	8	6	11	6	<b>25</b>	<b>32</b>
<b>Total</b>	<b>114</b>	<b>28</b>	<b>62</b>	<b>40</b>	<b>204</b>	<b>56</b>

Table C8b above shows the number and proportion of respondents who are willing to consider using the Safer Shetland Action Line. 56% of respondents said they would consider using the Safer Shetland Action Line. The area with the highest proportion of respondents willing to consider this is the Central Mainland where 69% answered 'Yes' followed by the Lerwick and Bressay area with 51% and the South Mainland 57%.

### Question C9

If respondents ticked 'No' for either of Question 8a or Question 8b they were asked to state why.

**Table C9**

Responses	Number
I would contact the police	19
Don't know how to contact them	13
Can't think of a circumstance requiring them	8
Depend on the circumstances	6
Anonymity	6
Never heard of them	4
Scared of the repercussions	1
Uncomfortable informing	1

Table C9 shows the responses to those who answered 'No' or 'Don't Know' to either Question C8a or Question C8b. The main reason given for not being willing to do so is that respondents would contact the police instead followed by not knowing how to contact the services.

### Question C10

Respondents were asked if they were aware of the following in Lerwick;

- a. Alcohol Bylaw
- b. Public space CCTV
- c. Neighbourhood Support Workers (NSWs)

**Table C10a – Alcohol Bylaw**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	74	4	5	<b>78</b>	<b>95</b>
Central Mainland	25	2	1	<b>27</b>	<b>93</b>
West Mainland	22	3	4	<b>25</b>	<b>88</b>
North Mainland	23	3	2	<b>26</b>	<b>88</b>
South Mainland	36	5	4	<b>41</b>	<b>88</b>
Northern and Outer Isles	24	5	2	<b>29</b>	<b>83</b>
<b>Total</b>	<b>204</b>	<b>22</b>	<b>18</b>	<b>226</b>	<b>90</b>

Table C10a above shows the number and percentage of respondents who are aware of the alcohol bylaw in Lerwick. 90% of respondents claim to be aware of this. The area with the highest awareness is Lerwick and Bressay where 95% said they were aware of the bylaw. This is followed by the Central Mainland with 93%.

**Table C10b – Public Space CCTV**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	75	5	3	80	94
Central Mainland	26	1	1	27	96
West Mainland	23	2	4	25	92
North Mainland	22	4	2	26	85
South Mainland	38	2	5	40	95
Northern and Outer Isles	28	1	2	29	97
<b>Total</b>	<b>212</b>	<b>15</b>	<b>17</b>	<b>227</b>	<b>93</b>

Table C10b shows the number and proportion of respondents who are aware of the Closed Circuit Television (CCTV) in Lerwick. A total of 93% of respondents are aware of the CCTV. The area with the highest proportion of awareness amongst respondents is the Northern and Outer Isles area where 97% answered 'Yes' followed by Central Mainland with 96% and the South Mainland with 95%.

**Table C10c – Neighbourhood Support Workers (NSWs)**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	54	23	6	77	70
Central Mainland	12	15	1	27	44
West Mainland	10	15	4	25	40
North Mainland	10	16	2	26	38
South Mainland	21	20	4	41	51
Northern and Outer Isles	7	21	3	28	25
<b>Total</b>	<b>114</b>	<b>110</b>	<b>20</b>	<b>224</b>	<b>51</b>

Table C10c above shows the number and proportion of respondents aware of Neighbourhood Support Workers (NSWs). 51% of respondents claim to be aware of NSWs. The area with the highest proportion of awareness is the Lerwick and Bressay area where 70% answered 'Yes'. This is followed by the South Mainland with 51% awareness and the Central Mainland where 44% of respondents answered 'Yes'.

### 2.3.2 Crime and the Fear of Crime

### Question C11

Respondents were asked to state their perceptions of the level of crime within Shetland. The following options were presented to them.

- a. There is a lot of crime in Shetland
- b. There is a little crime in Shetland
- c. There is no crime at all
- d. Other

**Table C11**

Level of Crime	Lerwick and Bressay	Central	West	North	South	Isles	Total	Percentage
There is a lot of crime	24	3	5	5	5	8	<b>50</b>	<b>21</b>
There is little crime	51	24	20	18	35	20	<b>168</b>	<b>72</b>
There is no crime at all	0	0	0	0	0	1	<b>1</b>	<b>0</b>
Other	6	0	3	3	2	1	<b>15</b>	<b>6</b>
No Answer	2	0	2	2	3	1	<b>10</b>	<b>4</b>
<b>Total</b>	<b>81</b>	<b>27</b>	<b>28</b>	<b>26</b>	<b>42</b>	<b>30</b>	<b>234</b>	

Table C11 above shows the number and proportion of people and how they rated the levels of crime in Shetland. 72% of respondents felt that there is little crime in Shetland, 21% felt there is a lot of crime in Shetland and 6% felt otherwise. The other section to this question had a variety of responses, some of the comments made are reflected below

- There is somewhere between ‘a lot’ and ‘a little’ crime.
- Crime is no worse than in similar areas
- The crime is lower than in other places
- There are a lot of drug/alcohol related crimes
- Crime is increasing in Shetland
- There are more petty crimes
- There is increased vandalism
- Lerwick has a lot of crime but rural areas have little.

### Question C12

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Respondents were asked to select how important it was to them that Shetland has a low crime rate. The following list of options was available to select from.

- i. Very Important
- ii. Quite Important
- iii. Not important

**Table C12**

Area	Importance			No Answer	Total
	Not	Quite	Very		
Lerwick and Bressay	1	5	76	1	<b>82</b>
Central Mainland	1	3	24	0	<b>28</b>
West Mainland	0	2	25	2	<b>27</b>
North Mainland	0	3	23	2	<b>26</b>
South Mainland	0	6	36	3	<b>42</b>
Northern and Outer Isles	0	2	28	1	<b>30</b>
<b>Total</b>	<b>2</b>	<b>21</b>	<b>212</b>	<b>9</b>	<b>235</b>
<b>Percentage</b>	<b>1</b>	<b>9</b>	<b>90</b>	<b>4</b>	

Table C12 above shows the proportion of respondents who rate the importance of a low crime rate in Shetland as not, quite or very important. 90% of respondents rate a low crime rate in Shetland as 'Very Important', 9% rated it as 'Quite Important' and 1% as 'Not Important'.

### Question C13

Respondents were asked whether or not they had been a victim of crime in the past 12 months.

**Table C13**

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Area	Yes	No	No Answer	Total	Percentage
Lerwick and Bressay	14	68	1	<b>82</b>	<b>17</b>
Central Mainland	1	27	0	<b>28</b>	<b>4</b>
West Mainland	4	23	2	<b>27</b>	<b>15</b>
North Mainland	5	21	2	<b>26</b>	<b>19</b>
South Mainland	0	42	3	<b>42</b>	<b>0</b>
Northern and Outer Isles	1	29	1	<b>30</b>	<b>3</b>
<b>Total</b>	<b>25</b>	<b>210</b>	<b>9</b>	<b>235</b>	<b>11</b>

Table C13 above shows the number and proportion of respondents who have been victims of crime in the last year. A total of 11% of respondents have been victims of crime in the last year. The area with the highest proportion was the North Mainland where 19% of respondents had been victims followed by Lerwick and Bressay with 17%. In the South Mainland 0% of respondents had been victims of crime in the last 12 months.

### Question C14

Respondents who answered 'Yes' to Question C13 were then asked to state the nature of the crime from a list of possibilities.

**Table C14**

Crime	Total
Antisocial Behaviour	7
Disorderly Behaviour/Intimidation	5
Domestic Abuse	0
Housebreaking	1
Theft	7
Physical/Verbal Abuse	3
Vandalism	7
Other	1
<b>Total</b>	<b>31</b>

Table C14 above shows the number of times respondents who answered 'Yes' to Question C13 were victims of each crime listed. The crimes most mentioned by respondents were Antisocial Behaviour, Theft and Vandalism.

### Question C15

Respondents were asked to state whether or not they are worried about being a victim of crime.

**Table C15**

Area	Yes	No	No Answer	Total	Percentage
Lerwick and Bressay	21	55	7	76	28
Central Mainland	4	24	0	28	14
West Mainland	5	23	1	28	18
North Mainland	7	19	2	26	27
South Mainland	12	30	3	42	29
Northern and Outer Isles	3	26	2	29	10
<b>Total</b>	<b>52</b>	<b>177</b>	<b>15</b>	<b>229</b>	<b>23</b>

Table C15 above shows the number and proportion of respondents who are worried about being victims of crime. 23% of respondents answered 'Yes' to this. The area with highest proportion of respondents worried about crime is the South Mainland with 29% followed by Lerwick and Bressay with 28% and the North Mainland with 27%.

**Question C16**

Respondents who answered 'Yes' to Question C15 were then asked to list which types of crime they were most worried about.

**Table C16**

Crime	Number
Antisocial/Disorderly Behaviour	23
Vandalism	18
Breaking and Entering	16
Theft	14
Physical Abuse	10
Drink/Drug Related Incidents	9
Verbal Abuse	7
Assault	6
Car Theft / Break ins	6
Drink/Drug Driving	5
Intimidation	5
Burglary	3

The table above shows the main concerns raised by respondents who answered 'Yes' to Question C15. The crime mentioned most was Antisocial Behaviour followed Vandalism then Breaking and Entering.

A number of people said their largest concerns about crime were when in Lerwick.

### Question C17

Respondents who answered both Questions C15 and C16 were then asked why they were worried about the crimes they had listed in Question C16.

**Table C17**

Reason	Number
Rising Crime	14
Previous Experiences	9
Seen it happening	6
No action being taken	4
Feel vulnerable	3
Concerns for family	2

Table C17 shows the more frequently mentioned reasons why respondents were worried about the crimes mentioned in Question C16. The main reason was due to the current rising crime in Shetland followed by previous experiences.

A number of people referenced the increasing number of crimes reported in The Shetland Times, as in Question 16 many people felt that they felt most vulnerable or were concerned more when in Lerwick.

**Question C18**

Respondents were asked to select what actions they take to ensure their own safety.

**Table C18**

Action	Lerwick and Bressay	Central	West	North	South	Isles	Total	Percentage
Ensure vehicles are secured	70	25	24	24	32	19	<b>194</b>	<b>88</b>
Ensure home is secured	76	27	24	24	33	16	<b>200</b>	<b>91</b>
Mark you property in case of theft	9	3	5	2	3	2	<b>24</b>	<b>11</b>
Avoid certain places	31	7	7	3	16	5	<b>69</b>	<b>31</b>
Avoid going out when dark	8	1	3	1	1	2	<b>16</b>	<b>7</b>
Avoid going out at certain times	15	2	2	3	3	2	<b>27</b>	<b>12</b>
Avoid going out alone	11	2	2	2	2	2	<b>21</b>	<b>10</b>
Take self defence classes	0	0	0	1	0	0	<b>1</b>	<b>0</b>
Carry a personal alarm	2	0	0	0	0	0	<b>2</b>	<b>1</b>
Leave lights on in your house	32	7	7	7	14	6	<b>73</b>	<b>33</b>
<b>Other</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>19</b>	<b>9</b>
<b>Total</b>	<b>257</b>	<b>76</b>	<b>76</b>	<b>70</b>	<b>109</b>	<b>58</b>	<b>646</b>	

Table C18 above shows the number and proportion of respondents who take each action in the list to ensure their own safety. Of the 220 respondents who answered this question 91% ensure their homes are adequately secured, and 88% ensure their vehicles are adequately secured.

**Question C19**

Respondents were asked to select from a list of options what would make them feel safer in their area.

**Table C19**

Action	Lerwick and Bressay	Central	West	North	South	Isles	Total	Percentage
Prompt response from police	51	14	15	18	24	11	<b>149</b>	<b>68</b>
Persistent offenders being tackled	66	19	16	15	24	9	<b>81</b>	<b>37</b>
Police working with other agencies	39	8	5	7	16	6	<b>35</b>	<b>16</b>
Neighbourhood Watch Scheme	16	2	3	4	8	2	<b>35</b>	<b>16</b>
Neighbourhood Support Worker's	20	1	2	4	6	2	<b>45</b>	<b>21</b>
CCTV	25	3	2	3	12	0	<b>123</b>	<b>56</b>
High Visible Police Patrols	56	13	13	14	20	7	<b>20</b>	<b>9</b>
Other	6	0	2	4	6	2	<b>621</b>	<b>284</b>
<b>Total</b>	<b>279</b>	<b>60</b>	<b>58</b>	<b>69</b>	<b>116</b>	<b>39</b>	<b>1109</b>	

Table C19 above shows the number and proportion of respondents who selected the item from the list as making them feel safer in their area. 68% of respondents said they would feel safer in their area if they got a prompt response from police and 56% of respondents said they would feel safer with CCTV in their area.

**Question C20**

Respondents were asked how concerned they were about a list of crimes. Each crime had the option to be rated:

- i. Very Concerned
- ii. Concerned
- iii. Not Concerned
- iv. Don't Know

**Table C20**

<b>Crime</b>	<b>Very Concerned</b>	<b>Concerned</b>	<b>Not Concerned</b>	<b>Don't Know</b>	<b>No Answer</b>
People using drugs	58	85	71	7	23
People dealing in drugs	82	49	72	15	26
Rubbish or litter lying around	16	105	91	1	31
Dog fouling	35	83	88	3	35
Vandalism, graffiti and deliberate damage	26	73	105	2	38
Antisocial neighbours	20	42	132	3	47
Domestic abuse	19	43	113	21	48
Drink driving	86	78	44	9	27
Drug driving	83	61	56	15	29
Speeding	78	87	48	6	25
Use of mobile phones whilst driving	83	67	55	10	29
Lack of seatbelt use	39	62	95	12	36

The crime with the greatest number of times rated very concerned by respondents was drink driving with 86 responses followed by drug driving and use of mobile phones whilst driving.

**Question C21**

Respondents were asked to state who they thought was responsible for dealing with the following issues:

- Alcohol Abuse
- Antisocial Behaviour
- Domestic Abuse
- Drug Dealing
- Drug Taking
- Road Safety
- Vandalism

Respondents were asked to state who of the following were responsible for the above list.

- Northern Constabulary
- Shetland Island's Council
- NHS Shetland
- Neighbourhood Support Workers

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- Local Community
- Voluntary Sector
- Other

**Table C21**

Crime	Northern Constabulary	SIC	NHS Shetland	NSW's	Local Community	Voluntary Sector	Other
Alcohol abuse	151	47	133	30	78	61	18
Antisocial behaviour	207	210	74	54	84	24	9
Domestic abuse	203	44	65	24	51	71	5
Drug dealing	224	230	33	29	66	26	5
Drug taking	188	36	114	25	66	67	12
Road Safety	218	97	15	19	78	12	4
Vandalism	218	219	5	46	95	13	5

Table C21 above shows who respondents feel is responsible for dealing with the crimes listed. Alcohol abuse, domestic abuse, drug taking and road safety were all rated as the Northern Constabulary's responsibility the greatest number of times. Antisocial behaviour, drug dealing and vandalism were rated the SICs responsibility the greatest number of times.

### 2.3.3 Domestic Abuse

#### Question C22

Respondents were asked if they or someone close to them experienced domestic abuse, would they know who to contact.

**Table C22**

Area	Yes	No	No Answer	Total	'Yes' Percentage
Lerwick and Bressay	62	14	7	76	82
Central Mainland	19	7	2	26	73
West Mainland	22	6	1	28	79
North Mainland	17	9	2	26	65
South Mainland	34	8	3	42	81
Northern and Outer Isles	19	9	3	28	68
<b>Total</b>	<b>173</b>	<b>53</b>	<b>18</b>	<b>226</b>	<b>77</b>

Table C22 shows the number and proportion of respondents who would know who to contact after an incident involving domestic abuse. 77% of respondents said they would know who to contact. The area with the highest proportion of respondents who would know who to contact was Lerwick and Bressay where 82%

answered 'Yes'. This is followed by the South Mainland with 81% and the West Mainland with 79%.

**Question C23**

Respondents who answered 'Yes' to Question C22 were then asked to select from the following list who they would contact.

- Friend or family member
- Health Services
- Housing
- Police
- Shetland Women's Aid
- Social Work
- Other

**Table C23**

Contact	Total	Percentage
Friend or Family Member	84	49
Health Services	48	28
Housing	24	14
Police	138	80
Shetland Women's Aid	99	57
Social Work	92	53
Other	3	2

Please note that only respondents who answered 'Yes' to Question C22 had their responses recorded here.

Table C23 shows who respondents would contact regarding domestic abuse. 80% of the 173 respondents would contact the police. 57% would contact Shetland Women's Aid and 53% would contact social work.

The other section had 3 comments they were:

- Domestic Abuse Helpline
- Depends on the circumstances; and
- If it was within the family I would deal with it.

**Question C24**

Respondents were asked if they had ever contacted any group from the list in Question C22 regarding domestic abuse how did they find their response.

**Table C24**

Rated	Number
Helpful	4
Good	3
Poor	3
Immediate	3
Excellent	2
Not Helpful	1

Table C24 above shows that the majority of the respondents who had used this service have positive responses. 4 respondents rated the service helpful, 3 good and 3 immediate. 3 respondents also rated the service they received as poor.

**Question C25**

Respondents were asked what the agencies could have done differently to help them. Responses included:

- Use tact and understanding
- Put people in touch with correct agency
- Train **all** staff to deal objectively with complaints/concerns
- Respond more promptly

**Question C26**

Respondents were asked what could be done to improve the services offered to victims of domestic abuse. Responses included:

- Treat people as individuals
- Better media coverage of services available
- More services available to men as victims of domestic abuse
- More services more inclusive to men as well as women
- Accommodation unit readily available day and night
- More support for the families affected
- More publicity to ensure people know the services on offer and that it is confidential
- More co-ordination between agencies
- Funds to help women re establish their lives
- Increase awareness that people can leave their partner and be fully supported.

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### **3. Feedback**

#### **3.1 Survey Respondents Feedback**

Section D of the questionnaire had a space for any further comments regarding any of the issues raised in the questionnaire or any comments that people had about the questionnaire. The comments made have been summarised below.

##### **Survey**

There were several comments regarding the survey as a whole, the main issue raised by respondents who commented was that the survey does not apply to them. These comments were made largely by older respondents and those from the northern and outer isles. There were a number of further comments made regarding the survey as a whole these have been highlighted below.

- This survey is an improvement on the previous one.
- This survey is far less intrusive than the previous one.
- The conclusions from this will be ignored
- This survey wastes time and money
- This survey should target young people in particular
- The one to ten rankings are too long, numerous and tedious to fill out

##### **Section A**

There were a total of four comments concerning section A. The topics these covered were:

- More information on home study is needed
- Poor transport makes the college inaccessible
- Section A is irrelevant
- The NAFC Marine Centre should be included in the questions

##### **Section B**

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There were a number of responses regarding section B, these are highlighted below.

Some respondents felt that this section was too sports based and did not include enough regarding recreational activities.

Questions B2, B3 and B4 raised a few comments regarding the ambiguity of the questions. Respondents were unaware of exactly what was required for the time column. Other comments on these questions included the fact that the table didn't take into account time spent on activities in the last year as many outdoor activities do not take place in winter months. One respondent also asked why the time spent on activities was necessary and felt it should have been explained in the questionnaire.

A comment was also made regarding one of the issues raised in section B, this is highlighted below.

- Recreational facilities should be open over the Christmas period.

### **Section C**

There were a number of responses regarding section C, the majority of which were further comments on the issues raised in this section.

One respondent mentioned that question C6 should not span two pages as this the answer could be missed.

There were several respondents who felt more clarity was needed in section C particularly regarding Neighbourhood Support Workers as many did not know what NSWs stands for.

Some respondents commented that question C20 did not apply to them as there was none of those crimes in their area.

The comments made regarding the issues raised in this section are highlighted below.

- Unsure of what Community Safety Officers do
- Antisocial behaviour should include more variety including parking offenses.
- A more sympathetic approach should be taken towards youngsters
- A more visible police presence is required
- Heroin is a large contributory in other crimes.

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- Speeding and bad driving cause concerns
- Parking problems cause concern
- Drug abuse causes concern
- Reduce the number of alcohol outlets.
- Stop giving heroin to users in prison
- Shetland has a good social work department
- The Bruce Family Centre is good

### 3.2 Our Feedback

Throughout the process involved in recording, collating and analysing the autumn Your Voice survey a number of points have been raised below on how future surveys could be improved.

**Refreshing the list of respondents** – The latest electoral roll could be used to ensure that addresses are correct and that people who do not wish to be contacted do not receive surveys. An advert could be placed on “The Shetland News” asking for new panel members. This should aid in providing a greater response rates.

**Improving e-mail questionnaire** – More respondents are requesting their questionnaires by email, a better structured questionnaire should increase the number of respondents and the accuracy of the responses supplied.

There have been a few problems encountered whilst carry out the current survey these include the following:

**Ambiguity and clarity** –Some questions posed problems as they were not clear enough. A similar problem occurred when respondents read NSWs and did not know that this referred to Neighbourhood Support Workers. Clearly stating this would have likely resulted in a higher response rate for those particular questions. The clarity of the questionnaire should also apply to which questions to answer, this worked well in section A where it is clearly stated which questions to move to regarding the response. This was not always the case in later sections and resulted in analysing individual questionnaires to determine the correct response when the respondent had contradicted themselves. The issue of clarity can also be raised in terms of phrasing of questions for comment questions. An example of this is Question C5. The question is open to interpretation with some respondents electing to provide who they would contact some stated how they would contact and others supplying both pieces of information.

**Questionnaire testing** –It is suggested that this could be done internally between both parties to ensure the survey is as simple as possible to complete.