

Shetland Islands
“Your Voice” Public Opinion Panel – Spring 2008 Survey
Summary Report

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May 2008

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1.0 Introduction

This report details the main findings to emerge from the ninth eighth questionnaire issued to the “Your Voice” Public Opinion Panel. This panel contains 600 members who are representative of the population of Shetland.

Response Rates

Overall, 314 people, approximately 54% of panel members returned a questionnaire.

1.1 Sampling Accuracy

All sample surveys are subject to a degree of random error. It has become customary to provide an indication of the error margin by calculating the 95% confidence intervals for a simple random sample of the same size. These are provided in the table below. The magnitude of the error depends on the number of completed questionnaires and the results percentage.

95% Confidence Intervals

Number of Respondents	Margin of Error
1000	+/- 3%
400	+/-5%
250	+/-7%
100	+/-10%

Note: The table shows the 95% confidence interval, sometimes called a margin of error. The table has been calculated on the basis of simple random sampling.

The table below provides examples of actual responses and how the margins of error may affect the results.

	Number of respondents	Margin of error	Variance
Q48 Have you ever been on the Shetland Islands Council website	306 respondents, - 210 state yes (69%)	+/-7%	62% to 76%

1.2 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all 600 members of the “Your Voice” Public Opinion 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 questionnaire included;

- Community Safety
- Crime and the Fear of Crime
- Domestic Abuse
- Fire Safety
- Diversity
- The Environment Around You
- Neighbourhood Support Workers
- Public Performance

2.0 Survey Responses

2.1 Community Safety

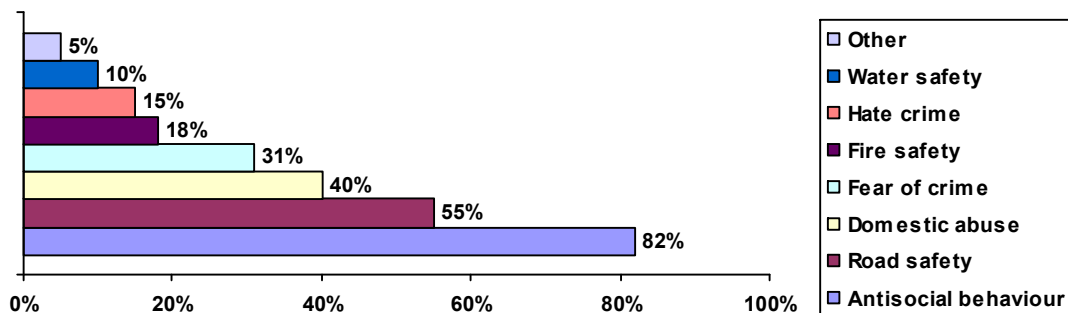
Just over half (53%) of all respondents said that they had heard of the Shetland Community Safety partnership.

The top 5 issues that respondents felt the Community Safety Partnership should focus on over the next three years are as follows;

- Antisocial behaviour 82%
- Road safety 55%
- Domestic abuse 40%
- Fear of crime 31%
- Fire safety 18%

What issues do you think the Community Safety Partnership should focus on over the next 3 years?

Antisocial behaviour	82%
Road safety	55%
Domestic abuse	40%
Fear of crime	31%
Fire safety	18%
Hate crime	15%
Water safety	10%
Other	5%



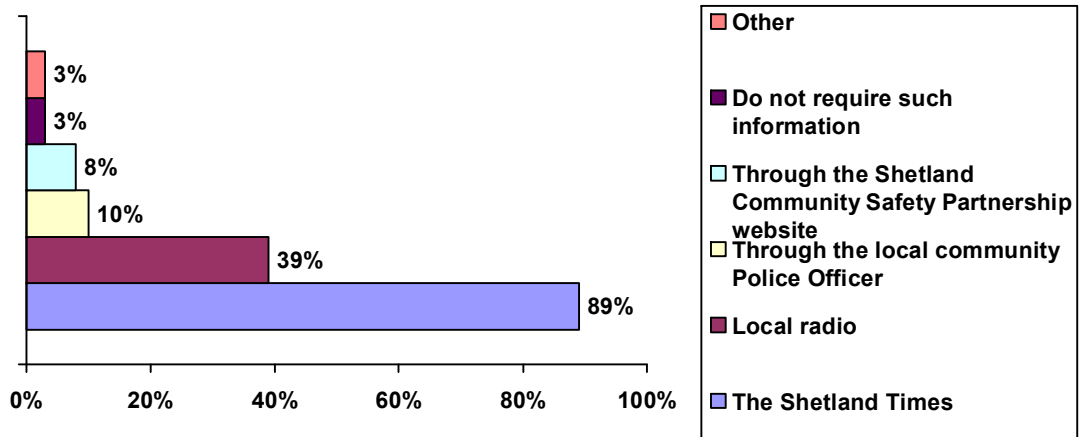
Just over a third (36%) of respondents said that they were aware of Community Safety Officers available in Shetland to discuss any concerns they may have regarding issues that affect them and their local area.

The most popular way in which the Shetland Community Safety Partnership could inform people about the work they do is through the Shetland Times, 89% of respondents stating this. This is followed by the Local radio (39%).

Other options are selected by very few respondents such as through the local community Police officer (10%) and through the Shetland Community Safety Partnership website (8%)

Q4 Which one of these do you think is the best way for Shetland Community Safety Partnership to inform you about their work in your area?

The Shetland Times	89%
Local radio	39%
Through the local community Police Officer	10%
Through the Shetland Community Safety Partnership website	8%
Do not require such information	3%
Other	3%

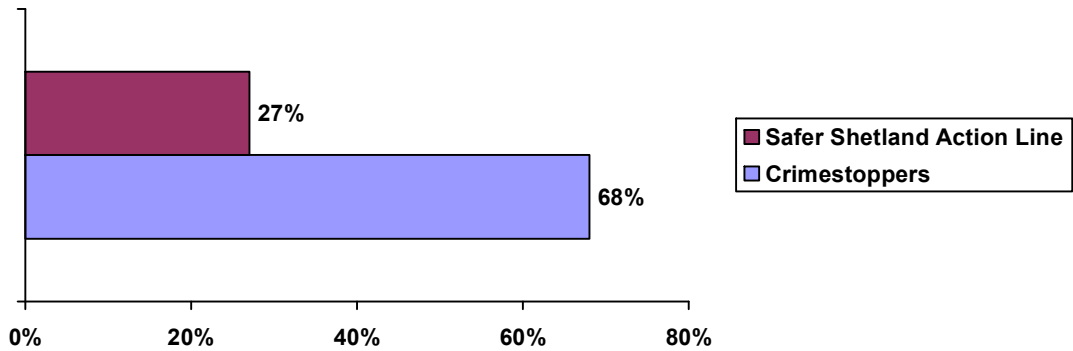


Only 27% of respondents said that they knew how Community Safety Officers could be contacted.

Sixty eight percent of respondents said they were aware of Crimestoppers as a means by which people could report crime and community safety concerns. A further 27% said they were aware of the Safer Shetland Action Line.

Are you aware of the following ways of reporting crime and community safety concerns, anonymously?

Crimestoppers	68%
Safer Shetland Action Line	27%

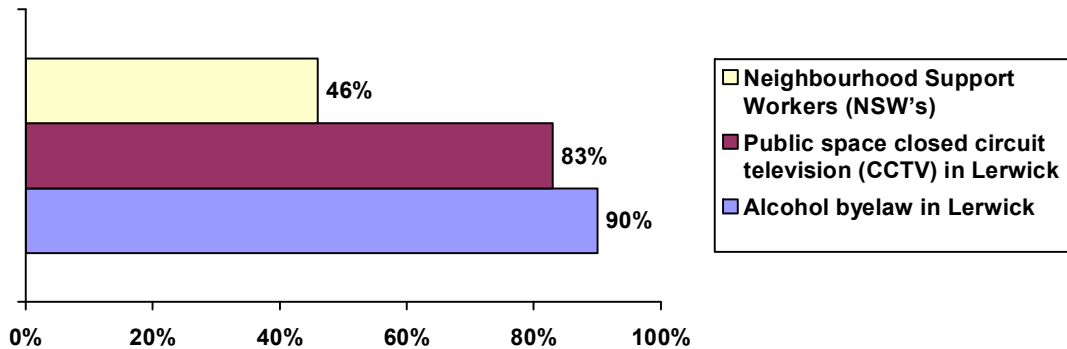


Only 6% of respondents said that they have actually used either of the two confidential lines to report something. Just over half (55%) of respondents said that they know how to access Crimestoppers or the Safer Shetland Action Line.

Most people (90%) were aware of the alcohol byelaw in Lerwick, a further 83% were aware of the public space closed circuit television (CCTV) in Lerwick. Just under half (46%) said that they were aware of Neighbourhood support workers (NSW's).

Are you aware of the following?

Alcohol byelaw in Lerwick	90%
Public space closed circuit television (CCTV) in Lerwick	83%
Neighbourhood Support Workers (NSW's)	46%

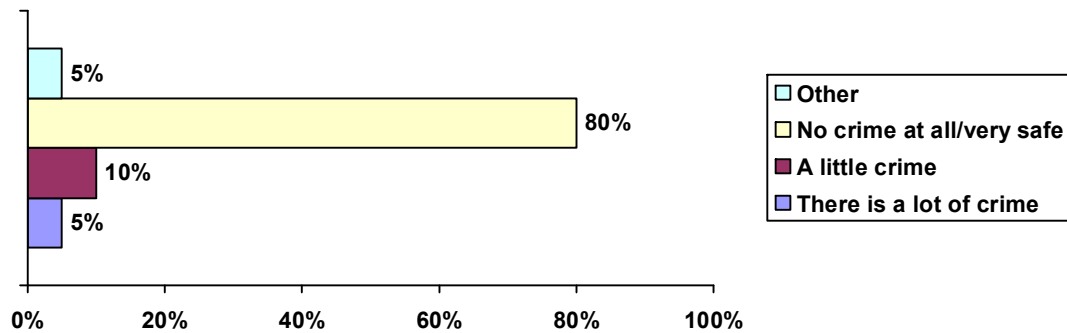


2.2 Crime and the Fear of Crime

In general, most people (80%) were of the opinion that Shetland has a reputation as having no crime at all/very safe. A further 10% said that there is a little crime. Five percent of respondents said there were other issues such as a lot of petty crime, drug use being an issue and crime in general worsening over the years.

What is Shetland's reputation?

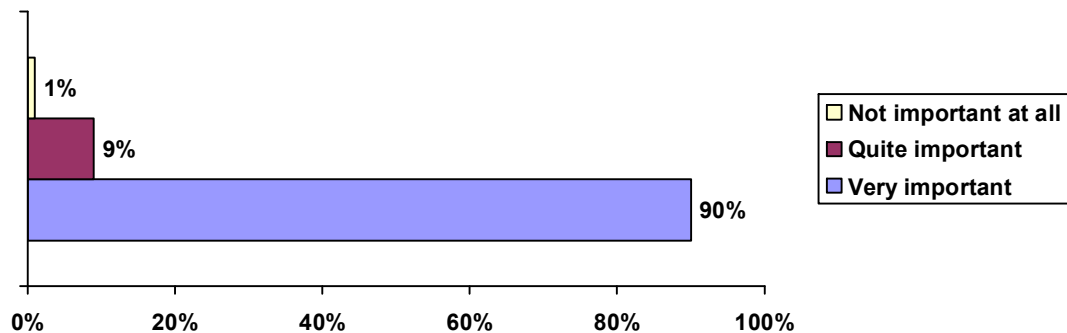
There is a lot of crime	5%
A little crime	10%
No crime at all/very safe	80%
Other	5%



Unsurprisingly, 90% of respondents said that it was very important to them that Shetland has a low crime rate. A further 9% said that it was quite important and 1% said it was not important at all.

How important is it to you that Shetland has a low crime rate?

Very important	90%
Quite important	9%
Not important at all	1%

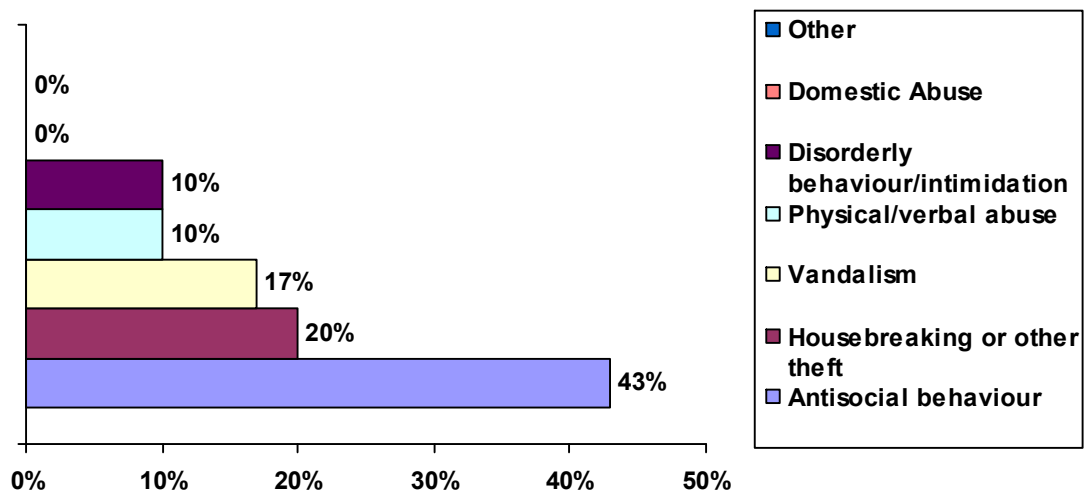


Ten percent of respondents said that they had been a victim of crime in the past 12 months. This rose to 16% of respondents aged 45-54 years.

The main type of crime that people said they had experienced was anti social behaviour, 43% of people stating this. A further 20% said they had experienced housebreaking or other theft and 17% had experienced vandalism. No respondents indicated that they had been a victim of domestic abuse. This is not to say that it is not an issue, just that the reporting of this type of crime is very low.

If yes, what was the nature of the crime?

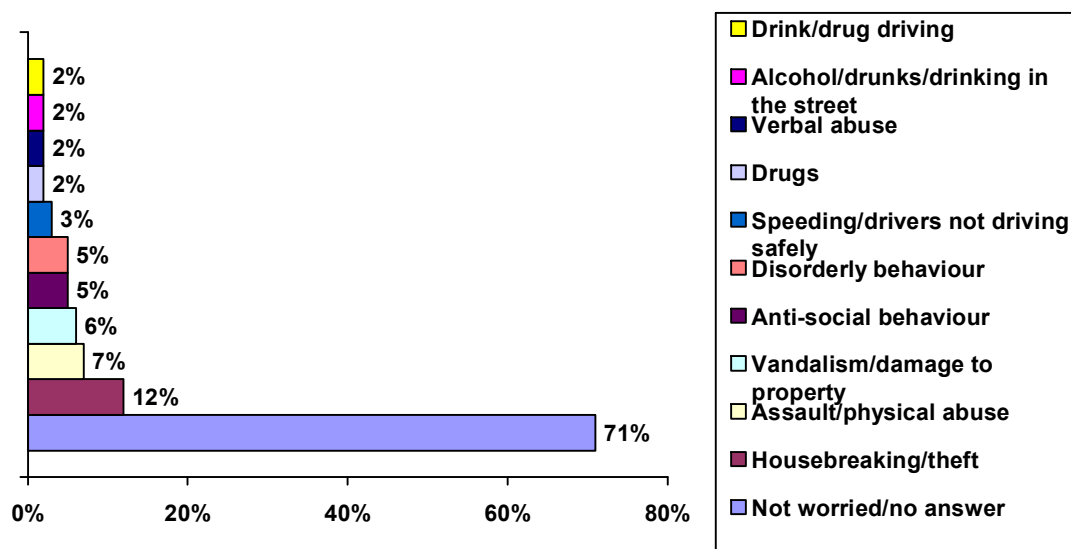
Antisocial behaviour	43%
Housebreaking or other theft	20%
Vandalism	17%
Physical/verbal abuse	10%
Disorderly behaviour/intimidation	10%
Domestic Abuse	0%
Other	0%



Respondents were asked to state if they were worried about becoming a victim of crime, what crimes they are worried about. Seventy one percent of respondents gave no answer or stated that they were not worried about becoming a victim of crime. The most common type of crime that people were concerned with was housebreaking/theft, 12% stating this. This is followed by assault/physical abuse (7%) and vandalism/damage to property (6%).

If you are worried about becoming a victim of crime, what crime(s) are you worried about?

Not worried/no answer	71%
Housebreaking/theft	12%
Assault/physical abuse	7%
Vandalism/damage to property	6%
Anti-social behaviour	5%
Disorderly behaviour	5%
Speeding/drivers not driving safely	3%
Drugs	2%
Verbal abuse	2%
Alcohol/drunks/drinking in the street	2%
Drink/drug driving	2%



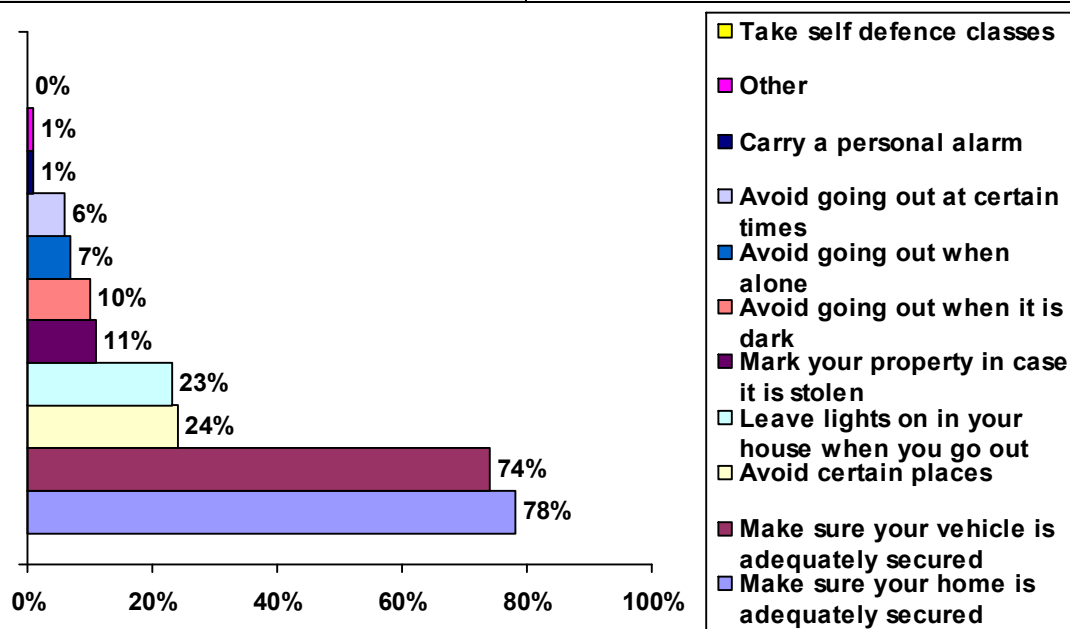
The types of reasons people gave for being worried about becoming a victim of crime included;

- Up and coming youngsters who are gaining a reputation as thieves.
- Crime is on the increase.
- I got my bag stolen and lots of houses in my street have been burgled
- Rise in anti-social behaviour by young people
- Groups of youths seem threatening and people wanting money for drugs
- My car has been scratched twice already
- With the increasing influx of drug culture it brings these problems with it
- People that the council move into the area

The top two actions that people undertake to ensure their own safety are, make sure their home is adequately secured (78%) and make sure their vehicle is adequately secured (74%). This is followed by avoiding certain places (24%) and leaving lights on in their house when they go out (23%).

What actions do you take to ensure your own safety?

Make sure your home is adequately secured	78%
Make sure your vehicle is adequately secured	74%
Avoid certain places	24%
Leave lights on in your house when you go out	23%
Mark your property in case it is stolen	11%
Avoid going out when it is dark	10%
Avoid going out when alone	7%
Avoid going out at certain times	6%
Carry a personal alarm	1%
Other	1%
Take self defence classes	0%

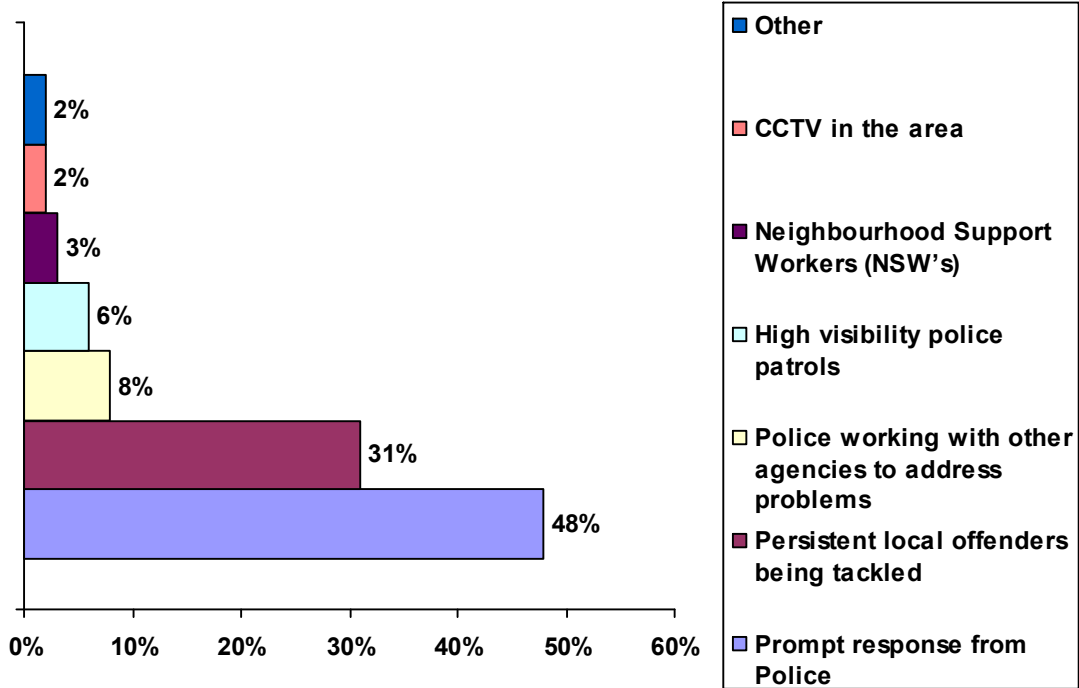


Only 10% of respondents said that they have a fear of crime in their neighbourhood. This rises to 18% of people aged 45-54 years old.

The two most popular aspects that would make people feel safer in their area were prompt response from the Police (48%) and persistent local offenders being tackled (31%).

Which of the following would most make you feel safer in your area?

Prompt response from Police	48%
Persistent local offenders being tackled	31%
Police working with other agencies to address problems	8%
High visibility police patrols	6%
Neighbourhood Support Workers (NSW's)	3%
CCTV in the area	2%
Other	2%



The top three issues that people are most concerned about in their area are as follows;

- Speeding
- Use of mobile phones whilst driving
- Drink/drug driving

In contrast the issues that people are least concerned with are domestic abuse, antisocial neighbours and people hanging about on the streets.

How much of a concern is each of the following in the areas where you live?

	Major concern	Minor concern	A little concerned	Not concerned at all
Speeding	32%	27%	25%	16%
Use of mobile phones whilst driving	22%	38%	19%	21%
Drink/drug driving	28%	23%	26%	22%
Dog fouling	18%	29%	29%	24%
Rubbish or litter lying around	10%	34%	31%	25%
People using/dealing in drugs	22%	26%	22%	30%
Use of seatbelts	15%	21%	24%	41%
Vandalism, graffiti and deliberate damage	7%	19%	29%	45%
People hanging around on the streets	9%	11%	18%	62%
Antisocial neighbours	6%	10%	15%	69%
Domestic abuse	3%	6%	15%	75%

Respondents were asked to consider a variety of issues and to state which organisation or service was responsible for dealing with them. Respondents were able to indicate more than one organisation. It is interesting to note that for all but one of the issues respondents were of the opinion that the Northern Constabulary was the agency responsible for dealing with them. For most issues between 80% and 90% of respondents said that the Northern Constabulary was responsible. The only issue in which another agency came out top was with regard to the issue of alcohol abuse.

The NHS is considered to be the main agency responsible for alcohol abuse with 63% of respondents stating this. It is however closely followed by the Northern Constabulary with 60% of respondents.

The main issues that respondents thought Shetland Islands Council was responsible for were road safety (52%) and antisocial behaviour (43%).

Please tell us who you feel is responsible for dealing with each of the following issues?

	Northern Constabulary	Shetland Islands Council	NHS Shetland	Community (You)	Voluntary Sector
Alcohol abuse	60%	24%	63%	30%	34%
Antisocial behaviour	89%	43%	2%	32%	9%
Domestic abuse	81%	15%	24%	25%	34%
Drug dealing	93%	21%	19%	32%	19%
Drug taking	68%	20%	54%	29%	31%
Road safety	89%	52%	4%	34%	6%
Vandalism	91%	36%	1%	39%	9%

2.3 Domestic Abuse

Eight percent of respondents said that they had experienced domestic abuse. Eighty one percent of respondents said that they sought help from a friend or family member, a further 27% went to the Police and 19% went to Scottish Women's Aid.

If yes, did you seek help and from whom?

A friend or family member	81%
Police	27%
Scottish Women's Aid	19%
Housing	12%
Health Services	12%
Social Work	4%
Other	4%

Respondents were asked what would have helped them most. The types of comments received were as follows;

- Friends and family
- They all helped in different ways. The police kept me safe and the health services helped me regain my confidence, the housing department provided me and my children with emergency accommodation when I needed it
- Christians solidarity
- Women's Aid
- At the time I found it difficult to access and discover any help that was available. As a health professional I knew who to approach but a lay person may flounder
- I have no complaints, the police were very helpful and supportive. I did feel the court was glib in dealing with the attempted knife attack on me by a family member. I was only worth £25 for the distress I suffered
- Probably Scottish Women's Aid, but I did not wish to stay on the mainland any longer and with family support I returned to live in Shetland

2.4 Fire Safety

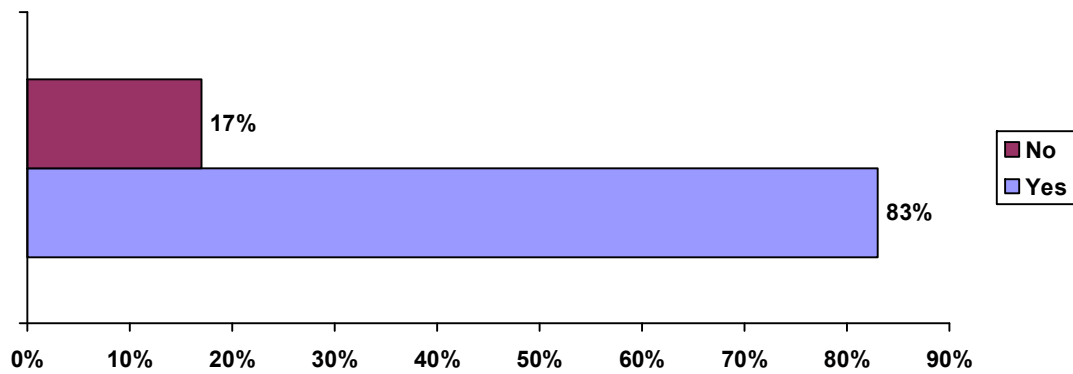
Ninety three percent of respondents said that they have smoke detectors fitted in their home.

For those that have smoke detectors, 76% said that they test them frequently.

Eighty three percent of respondents say that they are confident they have sufficient, correctly sited and correctly working smoke detectors.

Are you confident that you have sufficient, correctly sited and correctly working smoke detectors?

Yes	83%
No	17%



The majority of people (91%) have considered how they would escape from your home if there was a fire.

Two thirds (66%) of respondents said that they knew that local fire fighters are able to carry out free home fire safety check and offer advice. However, only 18% of respondents said that they have had a home fire safety check carried out. Of those that have had a home fire safety check carried out, 17% said that they found it useful.

For those people that had not had a home fire safety check, 56% said that they would be willing to have one carried out.

2.5 Diversity

People's worries regarding discrimination or abuse are at their highest with regard to age. Thirty two percent of respondents said that they had some concern regarding discrimination or abuse on the grounds of age. A further 19% were worried about discrimination or abuse on the grounds of gender.

Other issues such as learning disability, political beliefs or sexuality had very small numbers of people stating that they were worried about suffering discrimination or abuse because of them.

How worried are you about suffering discrimination or abuse on the grounds of any of the following?

	Very concerned	Slightly concerned	Occasionally	Not an issue
Age	6%	15%	11%	68%
Gender	3%	6%	10%	81%
Physical disability	6%	6%	3%	86%
Race or ethnic origin	2%	6%	5%	87%
Mental health	3%	5%	5%	87%
Religious beliefs	2%	5%	6%	87%
Learning disability	2%	3%	3%	91%
Political beliefs	1%	4%	4%	91%
Sexuality	2%	2%	1%	95%

Respondents were asked to consider a variety of different statements and indicate whether they agree or disagree with each of them. The main statements that people were in agreement with were as follows;

- We should provide English classes to help non-English speaking incoming workers improve their language skills – 74% agree
- We should help incoming workers integrate into the community – 73% agree
- It is becoming more difficult to get affordable housing – 67% agree

In contrast the statements that people are more inclined to disagree with are as follows;

- There is more racial tension and racist incidents than a couple of years ago – 29% disagree
- Incoming workers fill jobs that would not otherwise be filled – 26% disagree
- Crime levels have increased as a result of incoming workers coming to Shetland – 24% disagree

Shetland has had an influx of incoming workers and their families over the past couple of years. What phrases sum up your thoughts on this issue?

	Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree
It is becoming more difficult to get affordable housing	28%	39%	27%	5%	1%
We should provide English classes to help non-English speaking incoming workers improve their language skills	24%	50%	16%	7%	3%
We should help incoming workers integrate into the community	16%	57%	21%	2%	3%
Incoming workers may settle, long-term in Shetland and help increase our population	11%	53%	28%	6%	2%
Incoming workers provide a good service and are hard working	11%	45%	37%	5%	2%
Shetland is a more interesting and culturally diverse place	10%	36%	42%	9%	2%
Incoming workers fill jobs that would not otherwise be filled	10%	37%	25%	22%	6%
Crime levels have increased as a result of incoming workers coming to Shetland	9%	24%	42%	22%	4%
Incoming workers have boosted the local economy	7%	30%	39%	19%	5%
There is more racial tension and racist incidents than a couple of years ago	4%	17%	51%	23%	6%

2.6 The Environment Around You

The vast majority of people were of the opinion that “antisocial behaviour” meant causing harm to society, causing alarm and distress and behaviour that is unacceptable or unacceptable in public. In excess of 90% of all respondents believed this to be the case. In contrast, only 16% of respondents were of the view that “antisocial behaviour” meant avoiding the company of other people.

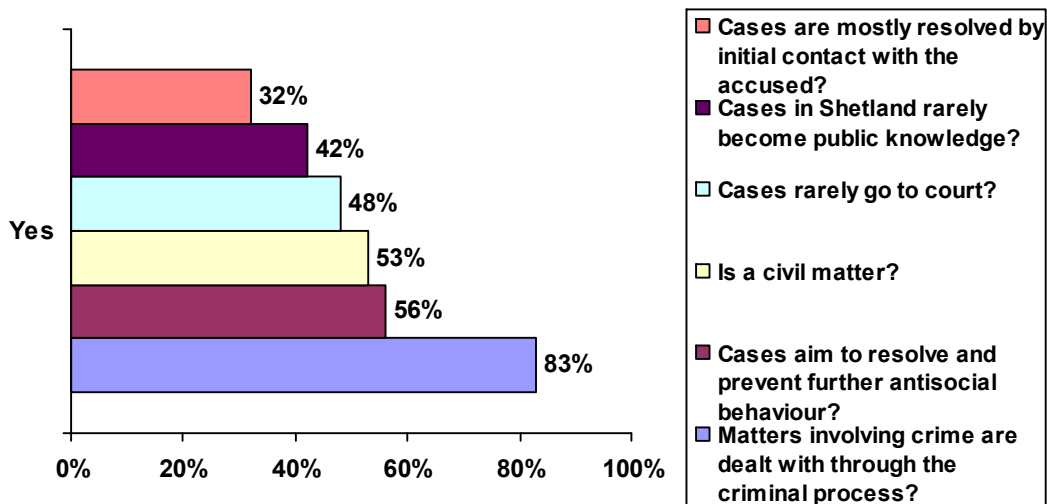
What do the words “antisocial behaviour” mean to you?

	Yes	No
Behaviour that avoids the company of other people	16%	84%
Behaviour that causes harm to society	97%	3%
Behaviour that causes alarm and distress	98%	2%
Behaviour that is unacceptable	96%	4%
Behaviour that is unacceptable in public	93%	7%

The majority of people (83%) said that they knew that antisocial behaviour matters involving crime are dealt with through the criminal process. A further 56% of people knew that antisocial behaviour cases aim to resolve and prevent further antisocial behaviour. In contrast to these, only 32% of people said they knew that antisocial behaviour cases are mostly resolved by initial contact with the accused.

Did you know that Antisocial Behaviour

	Yes	No
Matters involving crime are dealt with through the criminal process?	83%	17%
Cases aim to resolve and prevent further antisocial behaviour?	56%	44%
Is a civil matter?	53%	47%
Cases rarely go to court?	48%	52%
Cases in Shetland rarely become public knowledge?	42%	58%
Cases are mostly resolved by initial contact with the accused?	32%	68%

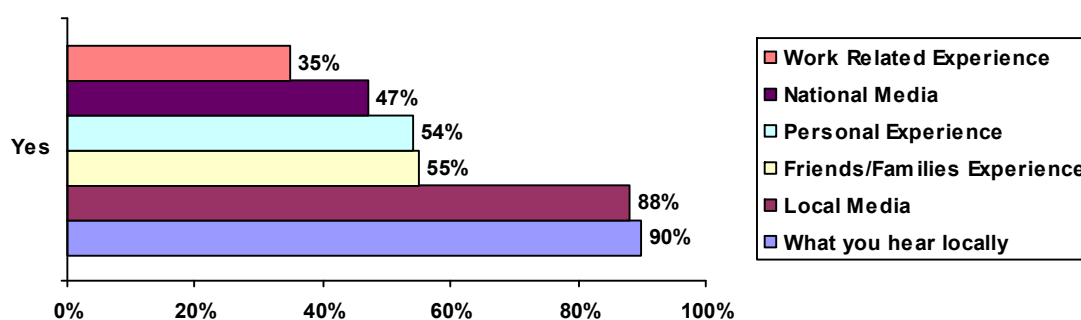


Just over a third (35%) of respondents said that they have experienced anti social behaviour in Shetland.

Ninety percent of respondents said that they based their perception of antisocial behaviour in Shetland on what they hear locally. A further 88% said that their perception is based on the local media. Just over half said it was friends and families experience (55%) or personal experience (54%).

What do you base your perception of antisocial behaviour in Shetland on?

	Yes	No
What you hear locally	90%	10%
Local Media	88%	12%
Friends/Families Experience	55%	45%
Personal Experience	54%	46%
National Media	47%	53%
Work Related Experience	35%	65%



At least two thirds or more of all respondents said that they were not aware that a variety of issues were not defined or dealt with as antisocial behaviour in Shetland. The issues that people did not realise were not antisocial; behaviour issues included theft, dog fouling, abandoned vehicles, littering and fly posting

Did you know that the following is not defined or dealt with as antisocial behaviour in Shetland?

	Yes	No
Theft	34%	66%
Dog fouling	33%	67%
Abandoned vehicles	33%	68%
Littering	30%	70%
Fly posting	25%	75%

The main organisations that people would contact first if they had problems with antisocial behaviour are as follows;

- Northern Constabulary 79%
- Friends/Family 53%
- Shetland Islands Council 24%

Other organisations that people would contact, although not as a first port of call would be;

- Councillor 60%
- Shetland Islands Council 51%
- Citizens Advice Bureau 43%
- MSP or MP 43%

The two organisations that people are most likely not to have known who they are were the Community Mediation Team (38%) and Neighbourhood Support Workers (28%).

Who would you contact first if you had problems with Antisocial Behaviour?

	Yes	Yes (but not first)	Who are they?	No
Northern Constabulary	79%	18%	1%	2%
Friends/Family	53%	29%	2%	17%
Shetland Islands Council	24%	51%	0%	24%
Neighbourhood Support Workers	14%	29%	28%	29%
Councillor	12%	60%	3%	25%
Citizens Advice Bureau	11%	43%	1%	45%
Other Emergency Service	7%	17%	2%	73%
MSP or MP	6%	43%	2%	49%
Community Mediation Team	5%	17%	38%	40%

Respondents were asked to comment on a variety of different types of behaviour and to state whether they were;

- Distressed by the behaviour
- Angry with the behaviour
- Irritated by the behaviour
- Not bothered by the behaviour

The main issues that people say they are distressed by are as follows;

1. People fighting
2. People under 18 years drinking alcohol in public
3. Vandalism

The top 5 issues that people are angry with are;

1. A person not picking up after their dog has fouled
2. Vandalism
3. People being a nuisance to others
4. People dealing/selling drugs
5. Drunk and nuisance behaviour

With regard to issues that irritate people, the main ones are as follows;

1. Dropping a cigarette butt, chocolate wrapper or apple core in a public space?
2. People shouting at each other in public
3. Abandoned shopping trolleys in a public place
4. Abandoned vehicle in a public place
5. People parking where they should not

Finally the types of issues that people are not bothered by included;

1. A person leaving their house unlocked
2. People hanging around in groups
3. Excessive vehicular /pedestrian traffic in a public place

How do you feel about the following behaviour?

	Distressed by	Angry with	Irritated by	Not bothered by	Not sure why an issue
Dropping a cigarette butt, chocolate wrapper or apple core in a public space?	1%	20%	71%	6%	2%
A person not picking up after their dog has fouled	8%	56%	32%	2%	2%
A person not picking up after their horse has fouled	6%	33%	36%	21%	4%
A person leaving their house unlocked	3%	1%	14%	64%	17%
A person being upset with their neighbourhood	7%	9%	37%	36%	11%
People shouting at each other in public	12%	17%	63%	7%	2%
People under 18 years drinking alcohol in public	25%	27%	40%	7%	2%
Drunk and nuisance behaviour	23%	40%	33%	2%	1%
People under 16 years smoking cigarettes	18%	22%	41%	17%	2%
People urinating in a public place	17%	41%	33%	9%	1%
Abandoned shopping trolleys in a public place	3%	17%	57%	20%	3%
Abandoned shopping trolleys near your home	2%	16%	40%	29%	13%
Abandoned vehicle in a public place	5%	22%	53%	17%	3%
Abandoned vehicle near your home	8%	28%	42%	16%	6%
People fighting	34%	30%	30%	6%	0%
Excessively loud music in a public place	10%	32%	47%	9%	1%
Excessively loud music near your home	17%	31%	33%	13%	5%
Speeding in 40 zone limits or lower	17%	38%	37%	6%	2%
Speeding in 50 zone limits or higher	16%	35%	38%	9%	2%
Driving while eating, drinking or using a mobile phone	16%	32%	39%	11%	2%
People parking where they should not	9%	29%	52%	6%	4%
Vandalism	24%	53%	20%	2%	1%
People being a nuisance to others	14%	44%	39%	2%	1%
People using illegal drugs	37%	38%	18%	7%	1%
People dealing/selling illegal drugs	46%	41%	6%	6%	1%
Excessive vehicular/pedestrian traffic near your home	4%	11%	40%	38%	8%
Excessive vehicular /pedestrian traffic in a public place	3%	9%	50%	33%	5%
People hanging around in groups	7%	6%	38%	43%	6%

Respondents to the panel were of the opinion that people aged 17-25 years of age cause the most anti social behaviour, 66% stating this, with a further 24% thinking that those under 16 years of age cause the most anti social behaviour.

It is people aged under 16 years old that respondents feel are the least independent, 71% stating this. In contrast, people aged 26-45 years old have the most responsibility, 60% of respondents saying this, with a further 33% saying that people aged 46-60 have the most responsibility.

Young people are also thought to be the hardest to get on with, 44% of people stating that 17-25 year olds are hardest to get on with and 29% stating that the under 16 year olds are hardest to get on with.

What age group in Shetland, do you feel

	0-16	17-25	26-45	46-60	60+
Cause the most antisocial behaviour	24%	66%	9%	1%	1%
Are the least independent	71%	12%	1%	2%	14%
Have the least facilities	32%	35%	5%	9%	20%
Have the most responsibility	0%	4%	60%	33%	3%
Are hardest to get on with	29%	44%	6%	8%	13%

Respondents were asked to consider a variety of crimes and aspects of anti social behaviour and to state whether they would report the issues.

The top 4 issues that people would report are as follows;

1. People dealing/selling illegal drugs
2. Vandalism
3. People using illegal drugs
4. People fighting

In addition to these issues, people would also report the following problems if they knew who to report it to.

1. Abandoned vehicle in a public place
2. Abandoned shopping trolleys near your home
3. Abandoned shopping trolleys in a public place

The types of issues that people would not report are;

1. A person leaving their house unlocked
2. People hanging around in groups
3. Dropping a cigarette butt, chocolate wrapper or apple core in a public space?

Would you report any of the following?

	Yes	Yes (If I knew whom to report it to)	No	No (Not if it was the first time)
Dropping a cigarette butt, chocolate wrapper or apple core in a public space?	3%	11%	73%	13%
A person not picking up after their dog has fouled	20%	35%	39%	6%
A person not picking up after their horse has fouled	8%	26%	60%	6%
A person leaving their house unlocked	2%	1%	92%	4%
A person being upset with their neighbourhood	7%	7%	73%	14%
People shouting at each other in public	13%	14%	64%	9%
People under 18 years drinking alcohol in public	34%	24%	36%	5%
Drunk and nuisance behaviour	44%	23%	29%	5%
People under 16 years smoking cigarettes	11%	18%	67%	4%
People urinating in a public place	24%	21%	49%	6%
Abandoned shopping trolleys in a public place	10%	24%	63%	4%
Abandoned shopping trolleys near your home	9%	28%	59%	4%
Abandoned vehicle in a public place	21%	31%	46%	1%
Abandoned vehicle near your home	30%	35%	33%	2%
People fighting	55%	24%	19%	3%
Excessively loud music in a public place	21%	21%	50%	7%
Excessively loud music near your home	41%	28%	20%	10%
Speeding in 40 zone limits or lower	40%	13%	40%	8%
Speeding in 50 zone limits or higher	35%	16%	42%	8%
Driving while eating, drinking or using a mobile phone	27%	15%	51%	7%
People parking where they should not	20%	19%	54%	7%
Vandalism	63%	27%	8%	3%
People being a nuisance to others	41%	28%	29%	2%
People using illegal drugs	57%	19%	21%	3%
People dealing/selling illegal drugs	67%	20%	12%	1%
Excessive vehicular/pedestrian traffic near your home	18%	15%	60%	7%
Excessive vehicular /pedestrian traffic in a public place	11%	11%	72%	6%
People hanging around in groups	7%	8%	74%	10%

Dog Fouling

Respondents were asked to suggest and measures that they feel would reduce further the impact of dog fouling. Examples of the suggestions made are shown below;

- Just keeping the public aware of their responsibilities - occasional reminders in the press maybe
- Take the dog off them
- Name and shame in Shetland Times and on Radio Shetland
- People just don't seem to pay any attention – larger penalties please
- Mobile CCTV
- Putting up poo bag dispensers in all popular dog walking areas
- More support workers at dog walking areas
- Ensuring that the dog litter bins are emptied regularly
- If people like myself know who the culprits are and report them
- Large fines, name and shame in Shetland Times and put the dog down if reported more than once
- More instructions for dog owners and bigger fines
- More bins, people should be encouraged to report persons responsible
- I live in the Kampersted area and every night people walk their dogs along the grass verges along the sea road and in the area across from Somerfields – there is dog mess everywhere, so night time patrols in the area please 10pm to 1am
- More visible and frequent patrols, targeting problem areas
- Vets/puppy breeders should hand out leaflets to new owners regarding responsibility of new owners
- Take dog into care from owner
- Don't see any where we live, only sheep excrement
- Taking the dogs away from the owners, even for a short time may make them think twice about it
- Higher fines
- On the spot fines

2.7 Neighbourhood Support Workers

Just over half (53%) of all respondents said that they are aware of the neighbourhood support service, a further 52% are aware of the midnight football scheme. Approximately a third (32%) of respondents know of the Scotland wide community warden scheme. Less than a quarter (23%) know who the neighbourhood support workers are and only 20% know how they could contact the neighbourhood support workers.

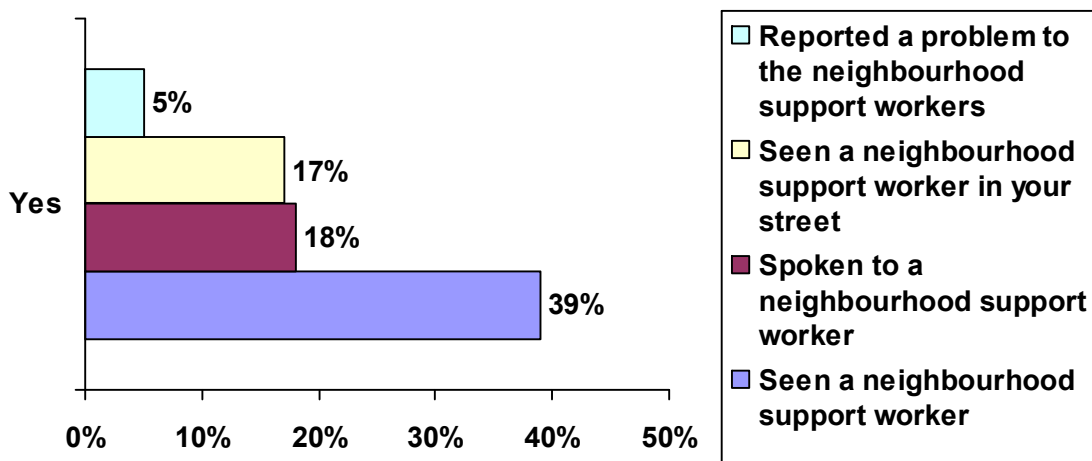
Are you aware of

	Yes	No
The neighbourhood support service	53%	47%
The midnight football scheme	52%	48%
The Scotland wide community warden scheme	32%	68%
Whom the neighbourhood support workers are	23%	77%
How you could contact the neighbourhood support workers	20%	80%

Thirty nine percent of respondents said that they have seen a neighbourhood support worker, a further 18% had spoken to a neighbourhood support worker. Only 5% had ever reported a problem to a neighbourhood support worker.

Have you ever

	Yes	No
Seen a neighbourhood support worker	39%	61%
Spoken to a neighbourhood support worker	18%	82%
Seen a neighbourhood support worker in your street	17%	83%
Reported a problem to the neighbourhood support workers	5%	95%



In excess of two thirds of all respondents said that they did not know that neighbourhood support workers assisted in resolving a broad variety of issues. The main issues that people were aware of being resolved included;

- All types of littering 31%
- Reporting and preventing vandalism 30%
- Monitoring and reporting graffiti 28%
- Reporting, preventing, monitoring and intervening in antisocial behaviour 27%
- Issuing fixed penalty notices for dog fouling, littering and smoking offences 27%

Did you know the neighbourhood support workers have assisted in resolving the following issues?

	Yes	No
All types of littering	31%	69%
Reporting and preventing vandalism	30%	70%
Monitoring and reporting graffiti	28%	72%
Reporting, preventing, monitoring and intervening in antisocial behaviour	27%	73%
Issuing fixed penalty notices for dog fouling, littering and smoking offences	27%	73%
Dog related including fouling	26%	74%
Raising awareness to public and agencies in relation to antisocial behaviour	26%	74%
Under age drinking	25%	75%
Passing people on to the appropriate agency when outside their remit	25%	75%
Helping or supporting people to resolve issues themselves where appropriate	23%	77%
Reporting and raising awareness around some traffic related issues	17%	83%
Insecure premises	16%	84%
Safety related	16%	84%
Reporting repairs to public property or street furniture	16%	84%
Reporting repairs to council property	14%	86%
Suspected fires and fire hazards	9%	91%

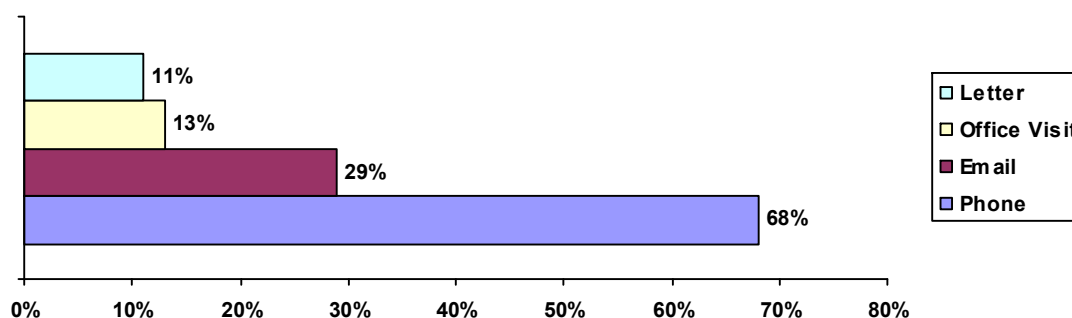
Just under half (44%) of all respondents said that they believed that the Neighbourhood Support Workers could do more. The types of issues that respondents think the Neighbourhood Support Workers could become involved included the following;

- Let us know what they do and who they are
- Cover dog fouling areas
- There could be more of them, could assist police on Saturday with kids on the street
- Have a higher profile
- It would be good to see them about so you can get to know them
- I think their profile should be highlighted and perhaps patrol times altered
- Be on the street at lunchtime, to stop the school kids littering etc
- Make them know that the support is available
- Let public know who they are and a contact number
- Speaking to under age drinkers and their parents
- More publicity regarding their remit and contact details
- Target areas at specific times e.g. pupils from high school littering on way back from Spar/street
- Presence at more appropriate times – when anti-social behaviour is most likely
- They probably do this already: investigate groups of children loitering in suspect places and find out where their parents are. Is it worse to have your children wandering the streets or alone at home. Both are neglect
- Reporting dangerous objects in kids play parks

Sixty eight percent of people said that they would prefer to contact Shetland Islands Council by telephone, this is followed by 29% who stated email. A further 13% would like to do so through an office visit and 11% would like to contact the Council by letter.

How would you prefer to contact the Shetland Islands Council?

Phone	68%
Email	29%
Office Visit	13%
Letter	11%



Just over two thirds (69%) of respondents said that they had been on the Shetland Islands Council website. This rose to 86% of people aged 35-44 years and dropped to 38% for people aged 65-74 years old.

A third of respondents said that they knew they could get more information on Community Safety from the Council website. Twenty six percent of people knew they could get information on Antisocial behaviour and 24% on Neighbourhood Support Workers.

Did you know you can get more information on the following and can be found on the Council website?

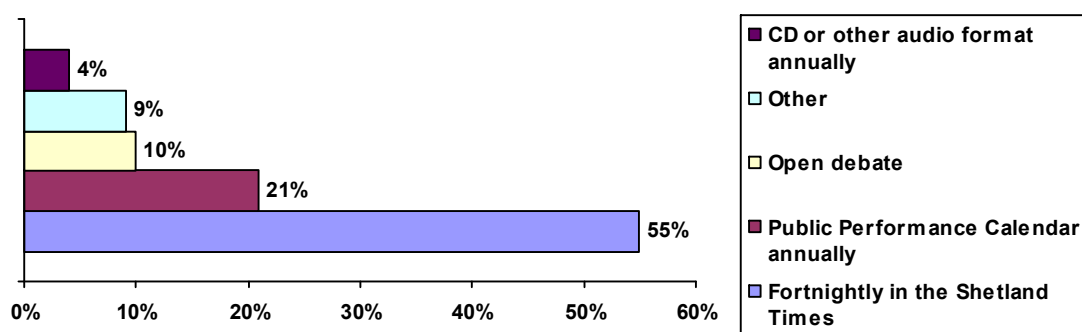
	Yes	No
Community Safety	33%	67%
Anti social behaviour	26%	74%
Neighbourhood Support Workers	24%	76%

2.8 Public Performance

Just over half (55%) of all respondents said that they would like to see the Shetland Islands Council reporting on its performance fortnightly in the Shetland Times. A further 21% would like a Public Performance Calendar annually.

How would you like to see the Shetland Islands Council reporting on its performance?

Fortnightly in the Shetland Times	55%
Public Performance Calendar annually	21%
Open debate	10%
Other	9%
CD or other audio format annually	4%



Other means by which people would like to see the Shetland Islands Council reporting on its performance included;

- Brief report monthly, 3, 6 or 12 monthly in the Shetland Times
- On website
- Quarterly newsletter
- TV news bulletins
- Annual report, similar to the calendar, but not quite the same format
- Shetland Radio
- Our elected councillors, I would like to see them in Sandveien some time
- Monthly update on website and also introduction of a guaranteed standard scheme covering reply to correspondence
- Get local councillor to visit homes
- E-mail

Appendices

**Open Ended Responses
Example Questionnaire
Data Tables**