COMMUNITY SAFETY SURVEY RESULTS 2010

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MINISTER'S INTRODUCTION

In 2010 the Home Department re-launched the *Community Safety Survey* under a revised format. This Survey had previously been conducted in 2007. It is hoped that this Survey can become recognised by **all** Criminal Justice organisations as a **central** conduit through which to gain the feedback of community members on matters relating to criminal justice and community safety, and by which public perceptions of related issues may be captured.

It is acknowledged that trend analysis across the 2007 and 2010 Surveys is not possible for every question because the 2010 Survey modified some questions originally asked in the 2007 Survey and also added new questions. Trend analysis where it can be provided is shown throughout this paper.

It is the Department's intention to repeat the Survey every 2 years in order to stabilise communications with the public and facilitate meaningful trend analysis. The Department acknowledges at all points that the Survey will continue to evolve – and indeed should continue to evolve – with the input of all organisations.

This Survey is one way in which the Department seeks engagement with the public in relation to the broad aspects of its mandate relating to community safety. It is therefore important to acknowledge that it is a measure of **perceptions** and **thoughts**; notoriously difficult and intangible things to measure. It is therefore important that it is not construed as a statistical report on the reality of crime at a local level.

In terms of outcomes of the report and its value for the Department, the Department Board reads the results with interest and will seek to proactively address false perceptions and disproportionate fear of crime where it is clear that this is the case. Other key messages coming out of the Report can also be factored into consideration when working to improve community safety.

G. H. Mahy

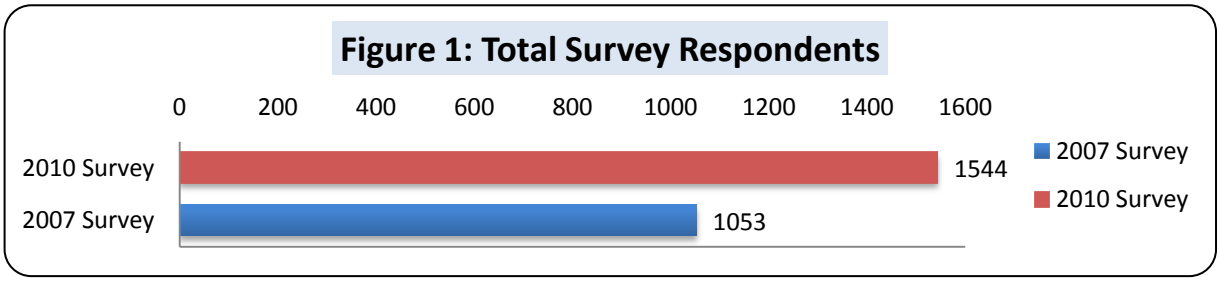
Geoff Mahy
Minister
Home Department

The Home Department would be pleased to provide further information in relation to the Community Safety Survey and all queries should be directed to Central Services.

RESPONSE RATE
COMMUNITY SAFETY SURVEY 2010

RESPONSE RATE

Trend analysis with 2007 possible?



Commentary 1:

Figure 1 shows the response rates across the 2007 and 2010 Surveys and an overall increase in respondents by **46.6%**. The Department is encouraged by the response rate to the 2010 Survey as being indicative of the public's willingness to provide feedback on areas of interest to them.

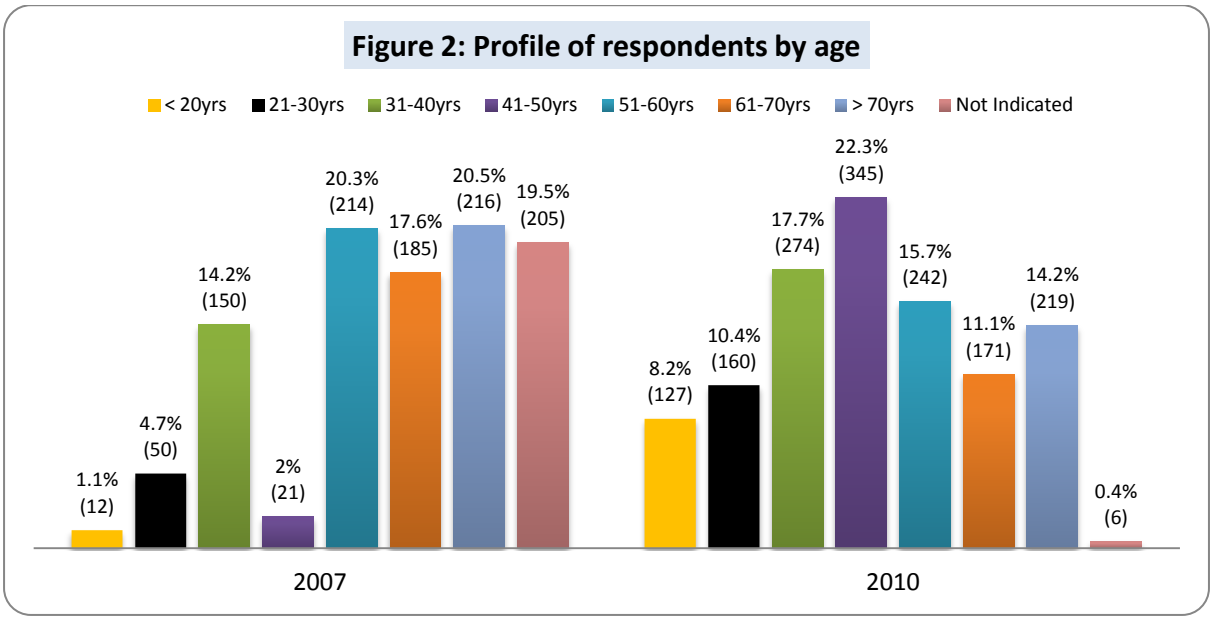
PROFILE OF SURVEY RESPONDENTS 2010

It is important to obtain details about the respondent, not for the purposes of identification, but to ensure that the Survey has reached a representative proportion of the public. It is acknowledged that an inadequate span of respondents will lead to biased results and limit the usefulness of conclusions.

*The **About You** section of the Survey elicits information in respect of the age and gender of respondents, their present parish of residence and also their previous parish of residence if they have resided in their current parish for less than 12 months.*

AGE PROFILE

Trend analysis with 2007 possible? **99.6% of 2010 survey respondents answered this question**



Commentary 2:

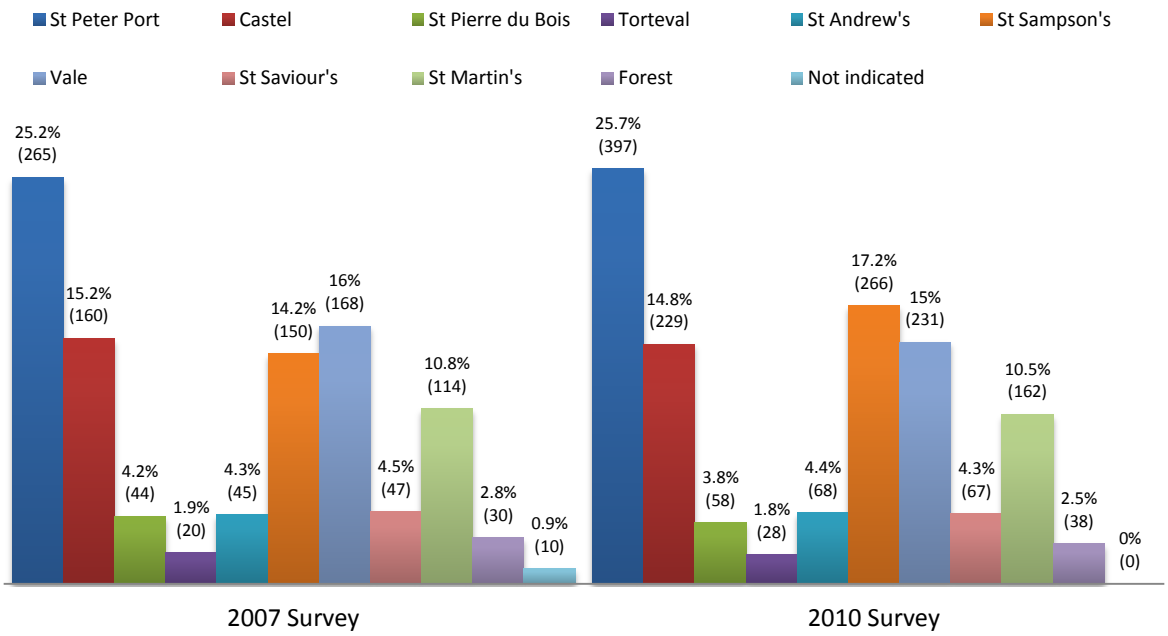
99.6% (1538) of survey respondents indicated their age.

Figure 2 shows a breakdown of total 2010 survey respondents by age-range and a comparison with the age-ranges of 2007 Survey respondents. The Department is encouraged to note that its efforts to target the *Below 20yrs* age-range by way of presentations in local schools to raise awareness of community safety issues and the Survey have yielded positive results as shown by the significant increase in respondents in this age-range. There has also been a marked increase in respondents aged *41-50yrs* which may be a direct result of the new method of making the survey available online, together with media involvement in raising awareness.

LOCATION PROFILE

Trend analysis with 2007 possible? **100% of 2010 Survey Respondents answered this question**

Figure 3: Profile of respondents by present parish of residence



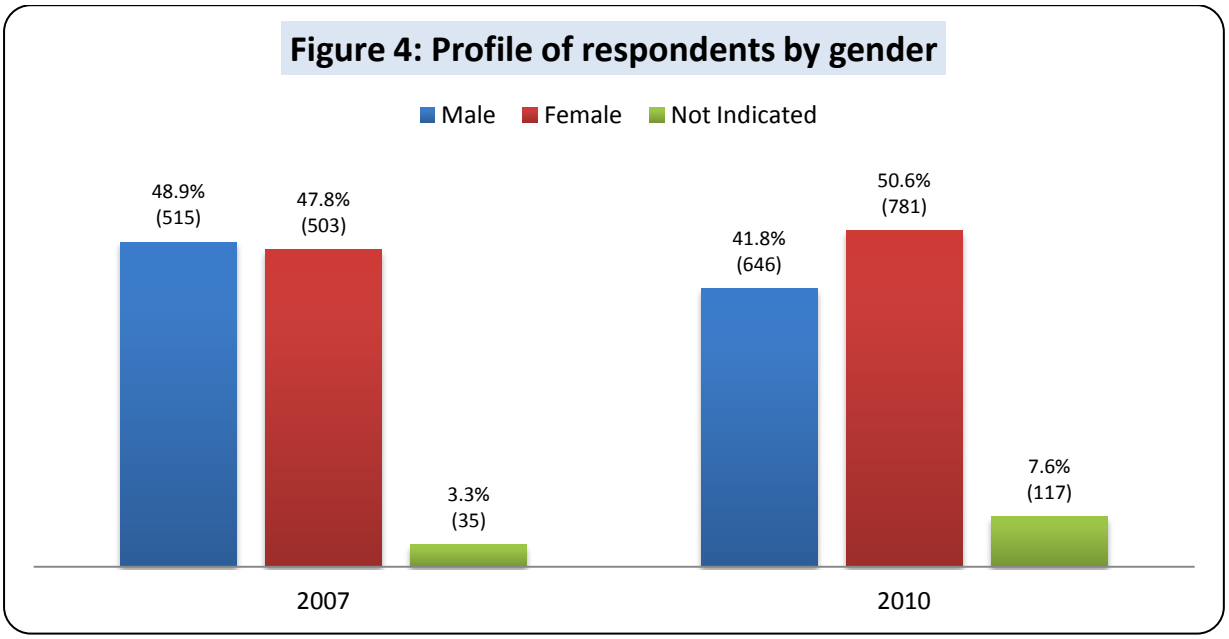
Commentary 3:

100% (1544) of survey respondents indicated their present parish of residence.

Figure 3 shows a breakdown of total survey respondents by parish. When compared to 2007, the results show a broadly similar distribution pattern of respondents across parishes but with an overall increase in total numbers of respondents for each parish.

GENDER PROFILE

Trend analysis with 2007 possible? **92.4% of 2010 Survey Respondents answered this question**



Commentary 4:

A total of **92.4% (1427)** survey respondents indicated their gender.

Figure 4 shows a breakdown of total survey respondents by gender. It is noted that this profile shows a marginal dominance of female respondents, however it is acknowledged that the Island population in 2010[1] also showed a marginal female dominance.

[1] Guernsey Facts and Figures 2011, Policy Council. Pg. 47.

REPORTING CRIME

REPORTING CRIME

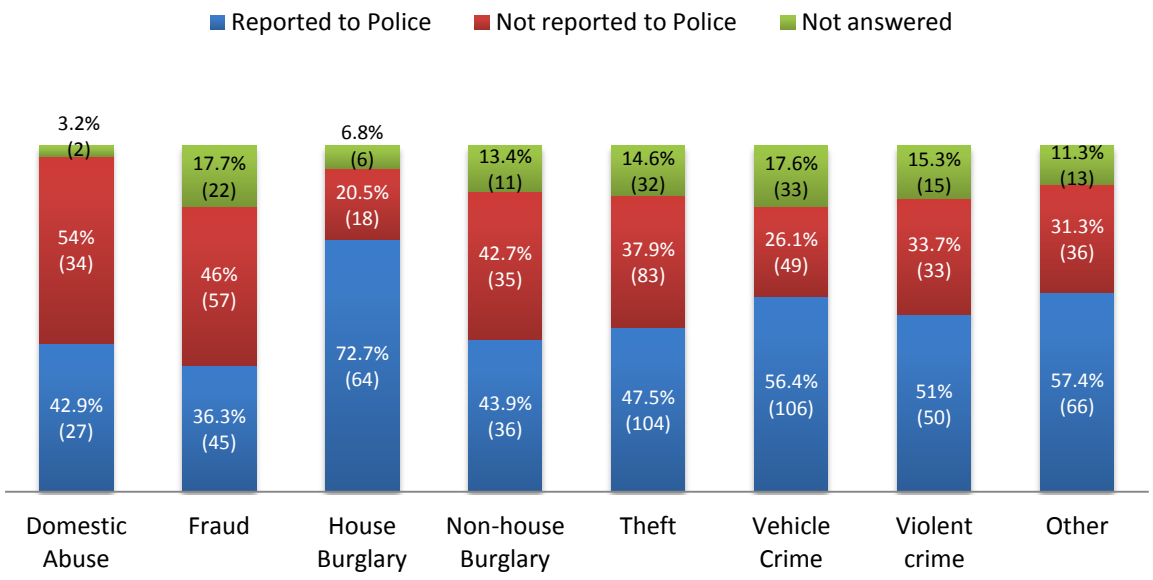
Trend analysis with 2007 possible? ✗

Commentary 5:

Survey respondents were asked to indicate if they had experienced crime at any point in Guernsey, and also whether they had chosen to report the offence/s they had experienced to Guernsey Police.

Of those who responded, the results illustrated at **Figure 5** show that more people reported crime than did not across the categories provided. This demonstrates a level of faith in the Police's ability to tackle crime.

Figure 5: % of those who'd experienced a particular offence and whether they reported/didn't report it to Guernsey Police



Commentary 6:

The two areas in which there was a higher incidence of *not reported* responses are **Domestic Abuse** and **Fraud**. It should be noted that Domestic Abuse is notoriously an under-reported crime, with only an estimated 23%[2] to 35%[3] of incidents being reported to the Police in the UK.

A high proportion (**46%**) of those who indicated that they'd experienced Fraud indicated that they chose not to report the offence to Guernsey Police and reasons provided showed that **alternative** routes were taken to resolve the matter. For example, the fraud could be resolved through their bank or insurance company. This action was specified by 32 of the 57 who indicated that they did not report Fraud.

[2] Walby, Sylvia and Allen, Jonathan (2004) *Domestic violence, sexual assault and stalking: Findings from the British Crime Survey* (London: Home Office Research, Development and Statistics Directorate)
[3] British Crime Survey (1998) (London: Home Office)

It is acknowledged that the *reported* and *not reported* levels for **Non-house Burglary** are quite close. 'Non-house' relates to outbuildings and sheds and not just commercial premises. Outbuildings are not necessarily checked upon frequently, or they hold selections of less valuable items. As a result it could be some time before an owner realises their property has been burgled, or even know exactly what, if anything, has been taken. With fewer details known, such as time/date of offence, the occupant, as noted in qualitative responses, may decide there is a reduced likelihood of the perpetrator being caught and therefore may decide, for example, to claim on insurance or re-secure the building.

All respondents who stated that they had *not reported* an offence were given the opportunity to state why so, and these are listed below in order of the frequency of their selection. It is noted that some survey respondents elected to provide *more than one reason*.

1. It won't make a difference
2. No evidence
3. The police will not take the complaint seriously
4. Fear of revenge attack
5. Matter dealt with alternatively (including fraud handled by bank)
6. Can't be bothered
7. Police already attending/Already reported by another
8. Deemed by individual to be too minor/trivial
9. Perpetrator/victim too young
10. Committed by a family member & Victim didn't want it reported
11. Embarrassed

Some of the reasons suggest a cognitive balancing and 'weighing up' process that victims and witnesses use to decide whether the offence is worth reporting. In some cases they perceive the offence as being too trivial (**2%**), or determine themselves that there is not enough evidence (**21%**). Alternatively they may decide that reporting will make the situation worse and open them up to revenge attacks (**8%**).

INVESTIGATING VALUES AND KNOWLEDGE OF EXISTING INITIATIVES

RESTORATIVE JUSTICE

Trend analysis with 2007 possible? ✗ **42% of 2010 Survey Respondents answered this question**

Commentary 7:

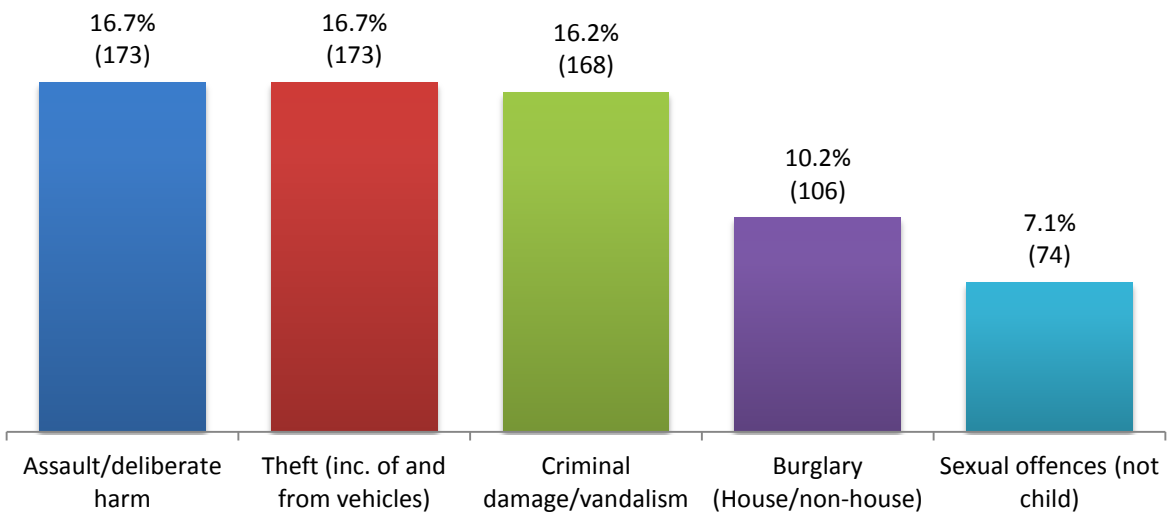
Survey respondents were asked to specify for which categories of offences they thought that a Restorative Justice approach may prove beneficial to the victim. This question relied on Survey respondents using the broad definition of Restorative Justice given at Question 16 ("*the opportunity, in a controlled and safe environment, to say to the perpetrator how your life has been affected by their actions*"). The limitations associated with this very broad definition are acknowledged, however this definition was considered appropriate in order to make the question as accessible as possible to all respondents.

Respondents could make as many suggestions and comments as they wished. **1038** suggestions were made in total and the Top 5 most common are shown at **Figure 6**.

The results show that respondents consider the Restorative Justice approach to be of benefit where there has been a direct emotional impact or violation of privacy, such as offences against property and the person.

Further information regarding Restorative Justice can be obtained from the Restorative Justice Development Officer on 01481 724337 or by email on restorative.justice@gov.gg.

Figure 6: Top 5 suggestions of offence type categories considered appropriate for Restorative Justice approach.



THINKING ABOUT CRIME
(Investigating worries, problems, perception of crime levels and feelings of safety)

It must be acknowledged that what is being investigated in this section is public **perception**.

It is true of anything that perception is **not necessarily indicative of reality**. Fear of crime, in particular, can be exacerbated by a number of factors. Media reporting – from a local to a national level – can, for example, influence how people perceive levels of crime and how prolific they believe a particular offence to be.

Additionally, an increase in public focus, such as targeted campaigns, can generate a perception that a particular issue is prolific.

HOW WORRIED ARE YOU ABOUT..?

Trend analysis with 2007 possible? ✗

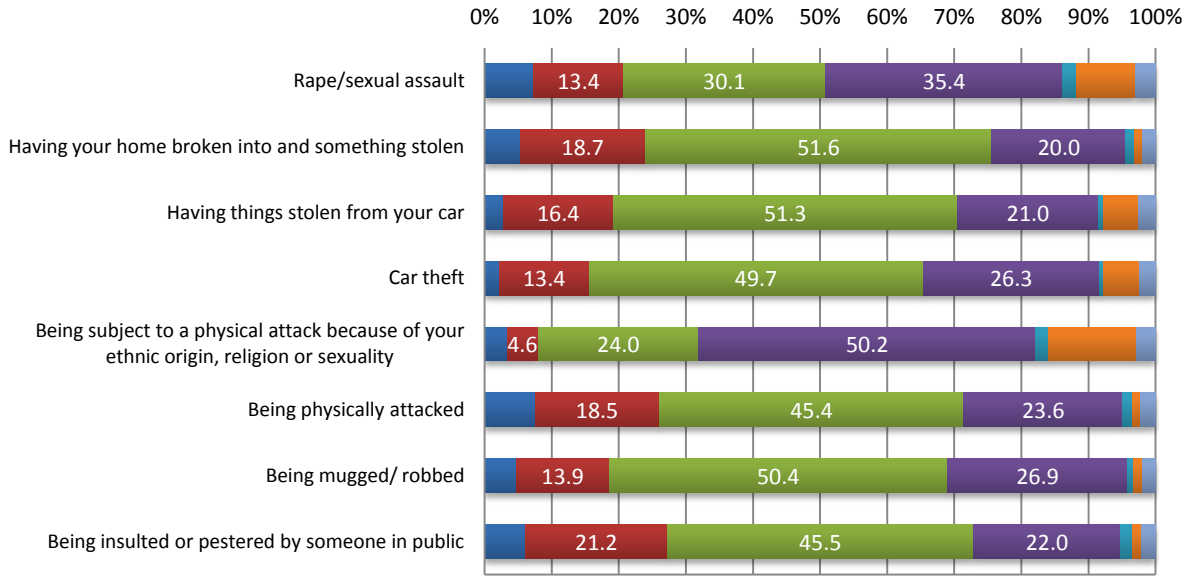
Commentary 8:

Survey respondents were asked to indicate the level of worry they attached to given scenarios. It is acknowledged that an exhaustive list of scenarios was not provided in the question, however those that were provided served to cover key categories.

Figure 7 shows that the main areas of concern relate to crime against the person (e.g. **Being insulted or pestered in public** and **Being physically attacked**) and the invasion of privacy (e.g. **Having your house broken into and something stolen**).

Across all categories less than one third of respondents are *very worried* or *worried* about any given offence. This number falls to **8%** for **Being subject to a physical attack because of your ethnic origin, religion or sexuality**. It is encouraging to note that across all categories between **20%** and **50%** of respondents are *not at all worried* about any of the given offences.

Figure 7: % of survey respondents indicating levels of worry



	Being insulted or pestered by someone in public	Being mugged/ robbed	Being physically attacked	Being subject to a physical attack because of your ethnic origin, religion or sexuality	Car theft	Having things stolen from your car	Having your home broken into and something stolen	Rape/sexual assault
Very Worried	6.1	4.7	7.5	3.4	2.2	2.8	5.3	7.3
Worried	21.2	13.9	18.5	4.6	13.4	16.4	18.7	13.4
Not very worried	45.5	50.4	45.4	24.0	49.7	51.3	51.6	30.1
Not at all worried	22.0	26.9	23.6	50.2	26.3	21.0	20.0	35.4
Don't Know	1.7	0.8	1.5	1.9	0.6	0.7	1.2	2.0
Not applicable	1.4	1.4	1.2	13.2	5.4	5.2	1.2	8.7
Not answered	2.1	1.9	2.3	2.8	2.3	2.5	1.9	3.0

HOW MUCH OF A PROBLEM DO YOU THINK…IS IN GUERNSEY?

Trend analysis with 2007 possible? ✗

Commentary 9:

Survey respondents were asked to indicate how much of a problem they **perceived** each of the specified situations to be in Guernsey.

The majority of respondents judged the listed situations to be mostly *minor* problems. However, their classification as a *minor problem* is not to dismiss these areas entirely – they are still acknowledged to be problems even if only one person is affected.

Figure 8 identifies the levels of problem survey respondents **perceive** areas to be. The three most significant categories in Guernsey were **People using or dealing in drugs**, **Drug importation**, and **Underage drinking**. Further analysis can take place to determine the parish, age and gender of respondents who are most concerned.

Figure 8: % of survey respondents indicating perceived levels of problems in Guernsey

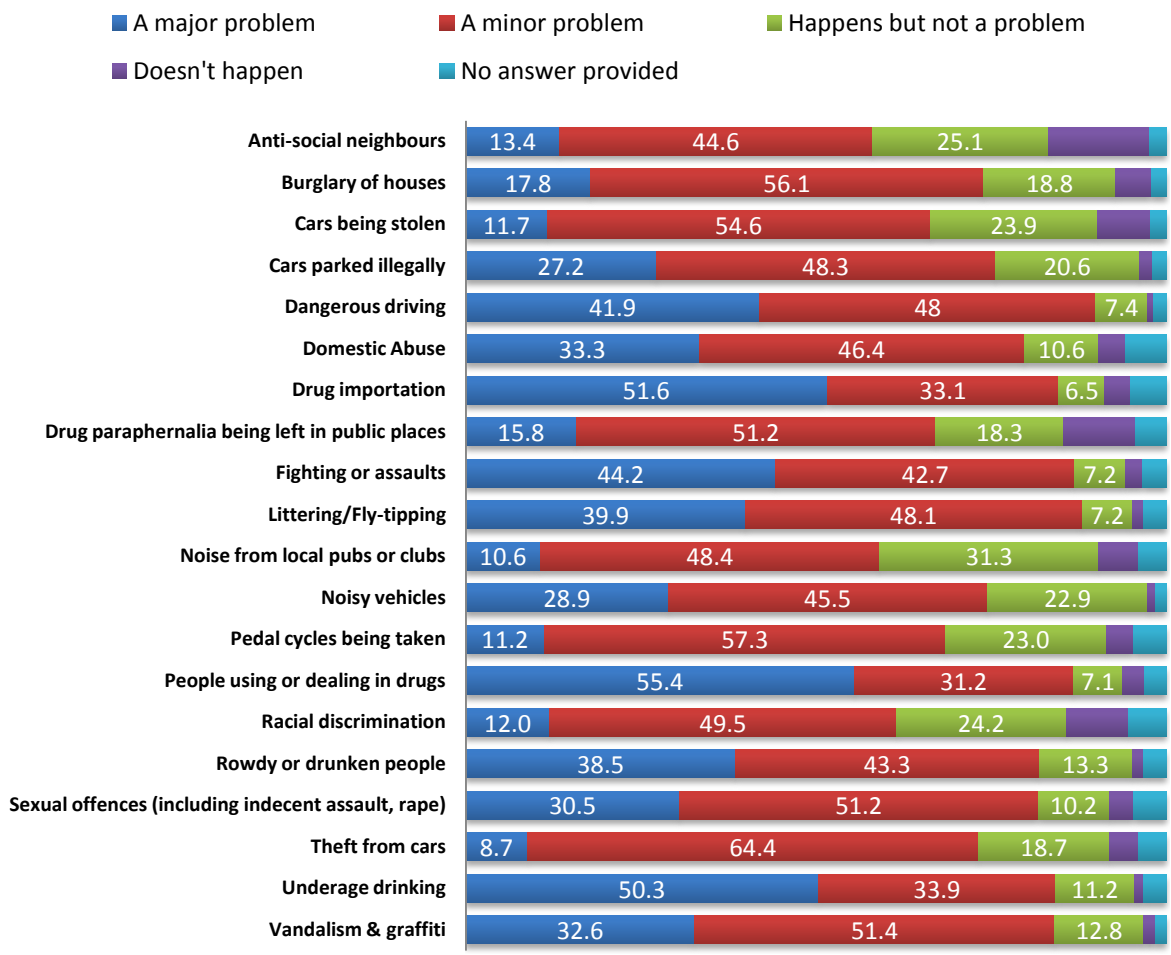


Figure 8 Percentage breakdown

	A major problem	A minor problem	Happens but not a problem	Doesn't happen	No answer provided
Anti-social neighbours	13.4	44.6	25.1	14.5	2.4
Burglary of houses	17.8	56.1	18.8	5.1	2.2
Cars being stolen	11.7	54.6	23.9	7.5	2.3
Cars parked illegally	27.2	48.3	20.6	1.9	1.9
Dangerous driving	41.9	48.0	7.4	0.9	1.8
Domestic Abuse	33.3	46.4	10.6	3.8	5.8
Drug importation	51.6	33.1	6.5	3.7	5.1
Drug paraphernalia being left in public places	15.8	51.2	18.3	10.2	4.4
Fighting or assaults	44.2	42.7	7.2	2.5	3.4
Littering/Fly-tipping	39.9	48.1	7.2	1.6	3.3
Noise from local pubs or clubs	10.6	48.4	31.3	5.6	4.0
Noisy vehicles	28.9	45.5	22.9	1.1	1.6
Pedal cycles being taken	11.2	57.3	23.0	3.9	4.7
People using or dealing in drugs	55.4	31.2	7.1	3.0	3.2
Racial discrimination	12.0	49.5	24.2	8.9	5.4
Rowdy or drunken people	38.5	43.3	13.3	1.6	3.2
Sexual offences (including indecent assault, rape)	30.5	51.2	10.2	3.5	4.7
Theft from cars	8.7	64.4	18.7	4.1	4.0
Underage drinking	50.3	33.9	11.2	1.4	3.2
Vandalism & graffiti	32.6	51.4	12.8	1.6	1.6

Commentary 10:

An area that would benefit from clarification is the number of people identifying successful drug importation as a *major problem* in the Island. It should be acknowledged that the majority of such cases are sentenced in the Royal Court, at which point the case is reported in the local media and the public are made aware that importations have been prevented. Reported success stories could lead the public towards the perception that importations are a *major problem*, when in fact the work of the Guernsey Border Agency has been effective. The same rationale can be applied to people using and dealing in drugs.

HOW SIGNIFICANT A PROBLEM IS...

Trend analysis with 2007 possible? ✗

Commentary 11:

Survey respondents were asked to indicate what they thought were the most significant problems affecting Guernsey.

In contrast to **Question 15** (treated under **Commentaries 9-10** and **Figure 8**), this question asked survey respondents to 'rank' the scenarios provided in order of how significant a problem they perceived them to be in Guernsey.

Survey respondents were also given the opportunity to suggest their own options and it is acknowledged that some respondents chose to provide some more general comments beyond the scope of this question.

The results listed below are the top 5 **most significant**.

1. Anti-social behaviour
2. People using or dealing in drugs
3. Fighting or assaults in the street
4. Motoring offences (including noisy vehicles)
5. Vandalism and graffiti

It should be noted that anti-social behaviour has, in England, quite a wide legal definition and the following is offered by the Crime and Disorder Act 1998 – *'a manner that caused or was likely to cause harassment, alarm or distress to one of more persons not of the same household'.* For clarification, some examples of anti-social behaviour are: harassment, verbal abuse, noise nuisance, engaging in threatening behaviour, prostitution, begging, substance misuse and graffiti.

It is acknowledged that anti-social behaviour was not defined in the Survey question and so **respondents could define anti-social behaviour for themselves.**

FEELINGS OF SAFETY IN TOWN AND THE BRIDGE

Trend analysis with 2007 possible? ✗

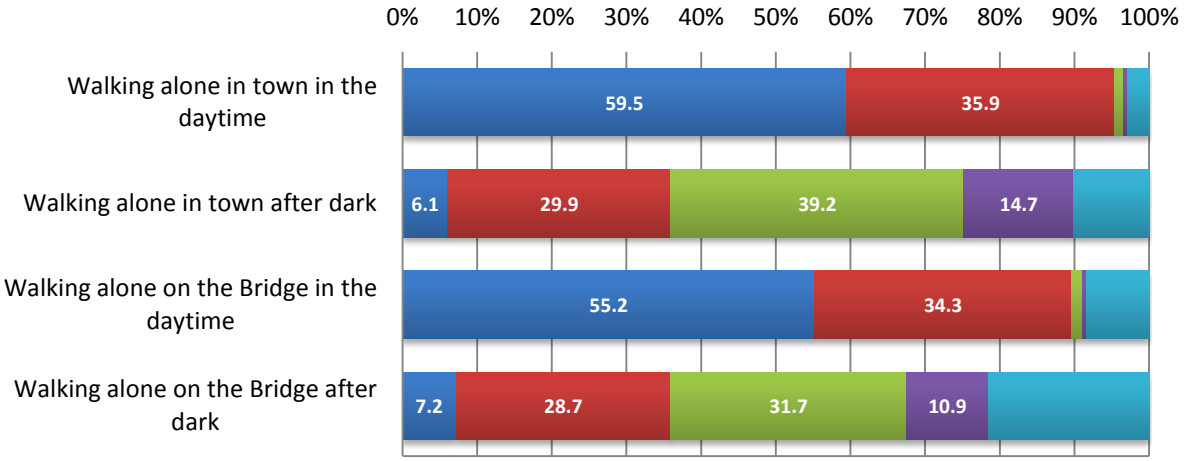
Commentary 12:

Survey respondents were asked to indicate how safe they felt in given scenarios. **Figure 9** shows how safe survey respondents felt in the main social-spots of Guernsey (Town/The Bridge) in both the daytime and after dark.

The results show that in the two daytime scenarios **89.5%** of respondents felt *safe* or *very safe* walking alone on the Bridge and **95.4%** felt *safe* or *very safe* walking alone in Town.

The night time scenarios showed an increased concern as a smaller proportion of people, **35.9%** for the Bridge and **36%** for Town felt *safe* or *very safe*. However, it is not clear whether it is the anxiety of an offence happening, the effect of dark generally increasing anxiety, or past experience which may impact on feelings of safety.

Figure 9: Survey respondents feelings of safety in Town/The Bridge in day/night %



	Walking alone on the Bridge after dark	Walking alone on the Bridge in the daytime	Walking alone in town after dark	Walking alone in town in the daytime
Very safe	7.2	55.2	6.1	59.5
Safe	28.7	34.3	29.9	35.9
Unsafe	31.7	1.5	39.2	1.2
Very unsafe	10.9	0.5	14.7	0.5
Not applicable/ Not answered	21.6	8.4	10.1	2.9

FEELINGS OF SAFETY IN PARISH OF RESIDENCE

Trend analysis with 2007 possible? ✗

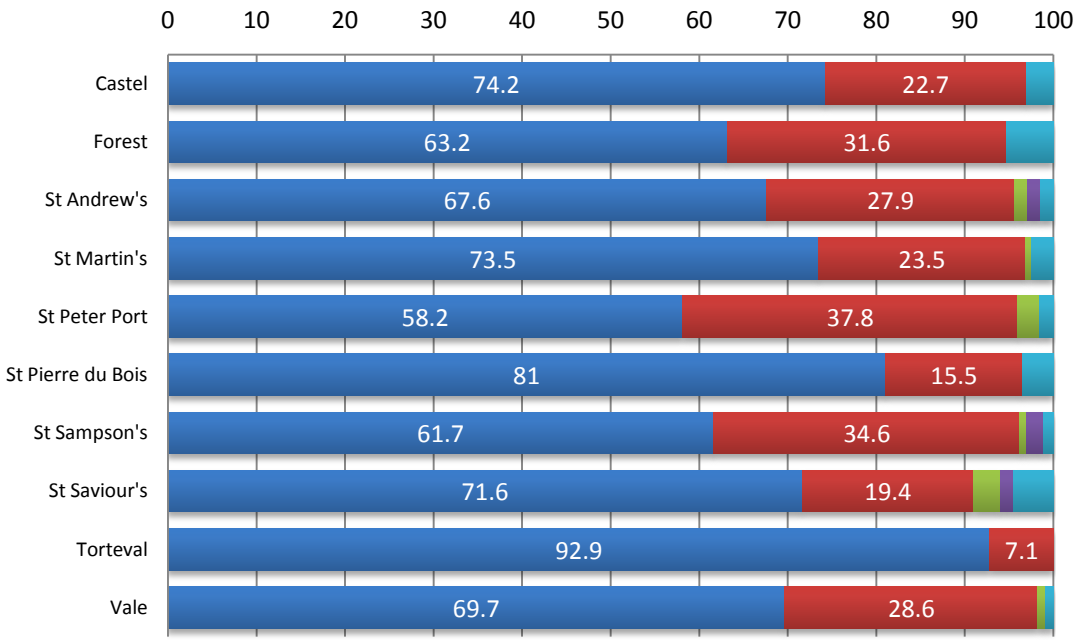
Commentary 13:

Survey respondents were also asked to indicate how safe they felt in given scenarios in their present parish of residence. **Figures 10** and **11** show the results. It is acknowledged that **6.4%** of survey respondents indicated they had moved parishes within the last 12 months, and **1.2%** of survey respondents stated they had moved to Guernsey from elsewhere in the last 12 months. It should therefore be acknowledged that responses may be informed by experiences in other parishes.

Whilst a similar question was asked in the 2007 Survey any trend analysis would be misleading. This is because the 2007 Survey asked for an indication of feelings of safety "in your neighbourhood". It was felt that "neighbourhood" could be interpreted broadly and so the 2010 Survey sought to introduce more defined 'zones' of activity.

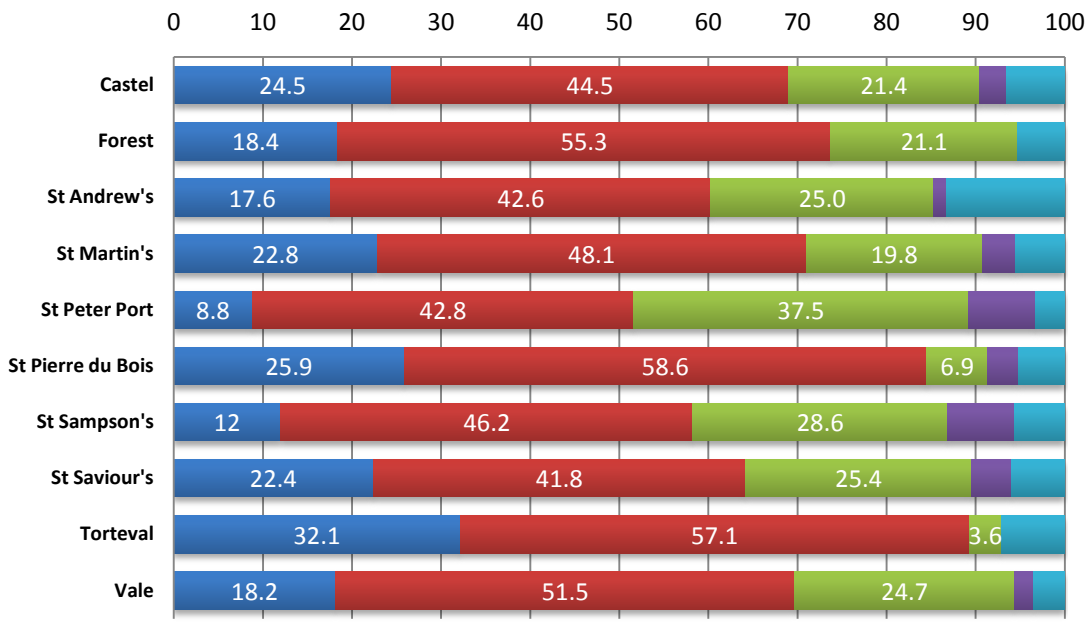
A key point to highlight is that between **58.2%** (St Peter Port) and **92.9%** (Torteval) felt *very safe* walking alone in their parish in the daytime. In St Sampson's the highest percentage (**1.9%)** felt *very unsafe*. Otherwise, 7 of the 10 parishes had a **0%** response in the *very unsafe* category which is a reassuring outcome.

Figure 10: Parish residents' indicated feelings of safety when walking alone in parish in daytime (%)



	Vale	Torteval	St Saviour's	St Sampson's	St Pierre du Bois	St Peter Port	St Martin's	St Andrew's	Forest	Castel
Very safe	69.7	92.9	71.6	61.7	81.0	58.2	73.5	67.6	63.2	74.2
Safe	28.6	7.1	19.4	34.6	15.5	37.8	23.5	27.9	31.6	22.7
Unsafe	0.9	0.0	3.0	0.8	0.0	2.5	0.6	1.5	0.0	0.0
Very unsafe	0.0	0.0	1.5	1.9	0.0	0.0	0.0	1.5	0.0	0.0
Not applicable/No answer	0.9	0.0	4.5	1.1	3.4	1.5	2.5	1.5	5.3	3.1

Figure 11: Parish residents' indicated feelings of safety when walking alone in parish after dark (%)



	Vale	Torteval	St Saviour's	St Sampson's	St Pierre du Bois	St Peter Port	St Martin's	St Andrew's	Forest	Castel
Very safe	18.2	32.1	22.4	12.0	25.9	8.8	22.8	17.6	18.4	24.5
Safe	51.5	57.1	41.8	46.2	58.6	42.8	48.1	42.6	55.3	44.5
Unsafe	24.7	3.6	25.4	28.6	6.9	37.5	19.8	25.0	21.1	21.4
Very unsafe	2.2	0.0	4.5	7.5	3.4	7.6	3.7	1.5	0.0	3.1
Not applicable/No answer	3.5	7.1	6.0	5.6	5.2	3.3	5.6	13.2	5.3	6.6

PERCEPTIONS OF CHANGING LEVELS OF CRIME AND ANTI-SOCIAL BEHAVIOUR BY PARISH

Trend analysis with 2007 possible? ✗

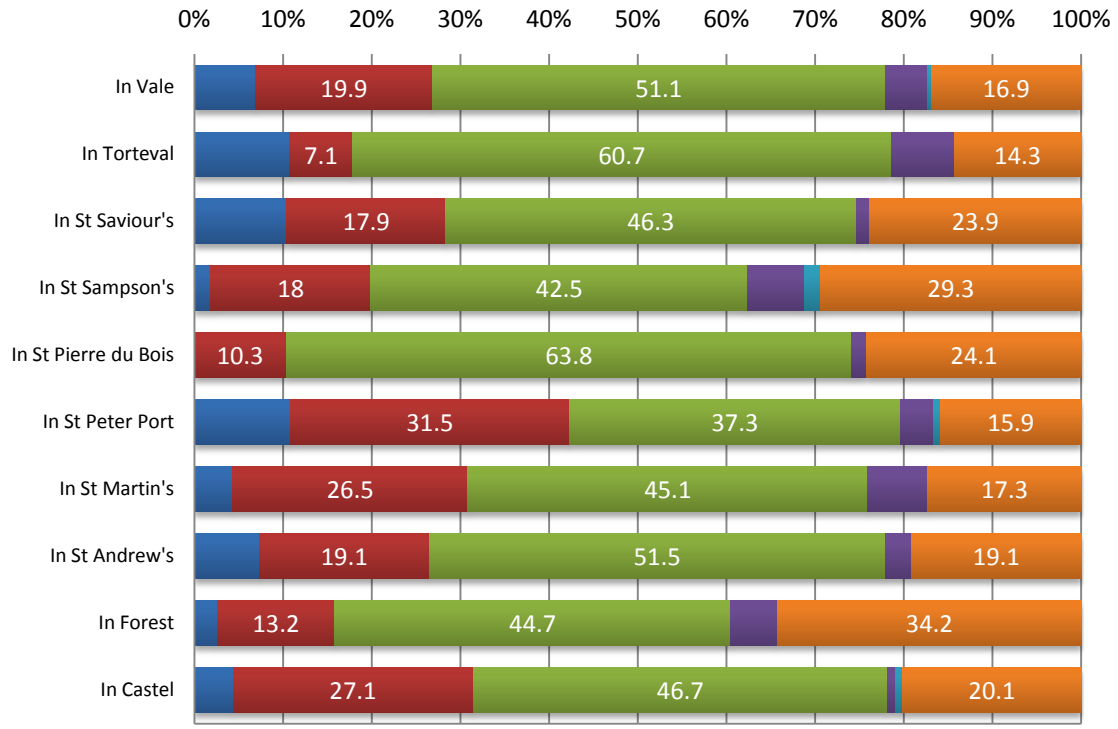
Commentary 14:

Survey respondents were also asked to indicate whether they felt the levels of crime and anti-social behaviour had changed in their local area in the last 12 months.

Figures 12 and **13** show the results for all parishes where survey respondents have lived there for more than 12 months.

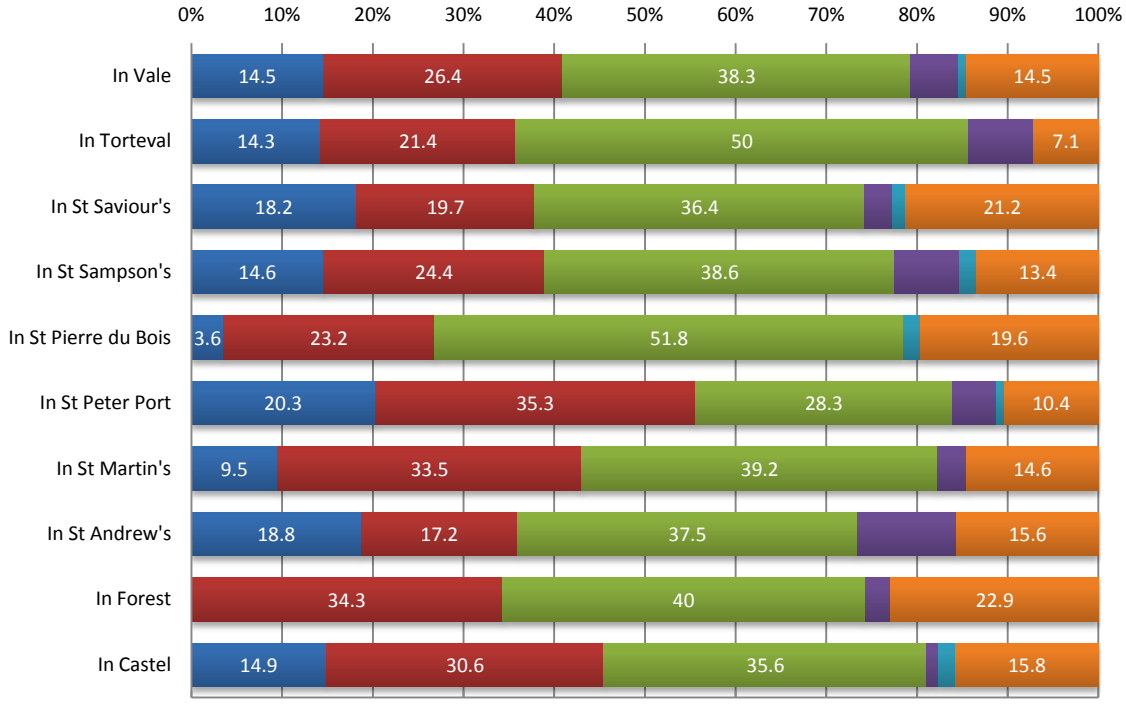
Figure 12 clearly shows that the majority of people feel that **crime levels** have remained the same in their parish. Whilst between **7.1%** (Torteval) and **31.5%** (St Peter Port) feel there has been *a little more* crime and between **0%** (St Pierre Du Bois) and **10.8%** (St Peter Port) feel there has been *a lot more*, this could be due to trend fluctuations and 'the recency effect' in terms of serious crimes that took place immediately prior to the Survey being conducted.

Figure 12: % survey respondents who have lived in their present parish of residence for more than 12 months indication of whether perceived levels of crime have changed in the last 12 months



	In Castel	In Forest	In St Andrew's	In St Martin's	In St Peter Port	In St Pierre du Bois	In St Sampson's	In St Saviour's	In Torteval	In Vale
A lot more	4.4	2.6	7.4	4.3	10.8	0.0	1.9	10.4	10.7	6.9
A little more	27.1	13.2	19.1	26.5	31.5	10.3	18.0	17.9	7.1	19.9
Same amount	46.7	44.7	51.5	45.1	37.3	63.8	42.5	46.3	60.7	51.1
A little less	0.9	5.3	2.9	6.8	3.8	1.7	6.4	1.5	7.1	4.8
A lot less	0.9	0.0	0.0	0.0	0.8	0.0	1.9	0.0	0.0	0.4
Don't Know/Not answered	20.1	34.2	19.1	17.3	15.9	24.1	29.3	23.9	14.3	16.9

Figure 13: % survey respondents who have lived in their present parish of residence for more than 12 months indication of whether perceived levels of anti-social behaviour have changed in the last 12 months



	In Castel	In Forest	In St Andrew's	In St Martin's	In St Peter Port	In St Pierre du Bois	In St Sampson's	In St Saviour's	In Torteval	In Vale
A lot more	14.9	0.0	18.8	9.5	20.3	3.6	14.6	18.2	14.3	14.5
A little more	30.6	34.3	17.2	33.5	35.3	23.2	24.4	19.7	21.4	26.4
Same amount	35.6	40.0	37.5	39.2	28.3	51.8	38.6	36.4	50.0	38.3
A little less	1.4	2.9	10.9	3.2	4.9	0.0	7.1	3.0	7.1	5.3
A lot less	1.8	0.0	0.0	0.0	0.8	1.8	2.0	1.5	0.0	0.9
Don't Know/Not answered	15.8	22.9	15.6	14.6	10.4	19.6	13.4	21.2	7.1	14.5

Commentary 15:

Figure 13 shows the results relating to respondents' **perceived** levels of **anti-social behaviour** in their parish of residence. As can be seen, the majority of people across all parishes, except for St Peter Port, felt that the levels of anti-social behaviour were approximately the same compared to the previous 12 months.

There is, however, a proportion of respondents who believe there has been *a little more* anti-social behaviour and rates range from **17.2%** (St Andrews) to **35.3%** (St Peter Port). It is, however, acknowledged that the lack of a concrete definition of 'anti-social behaviour' in the question asked may be a contributing factor to this result. This is because some respondents may classify certain activities as being anti-social whereas others would not. As noted at **Commentary 11**, anti-social behaviour can be interpreted very broadly and, indeed, its legal definition in England covers a wide range of offences. In future, it may be that examples are provided in the question asked in order to increase the reliability of responses.

THINKING ABOUT THE FUTURE
(Priorities for investment, how we should respond to crime in future)

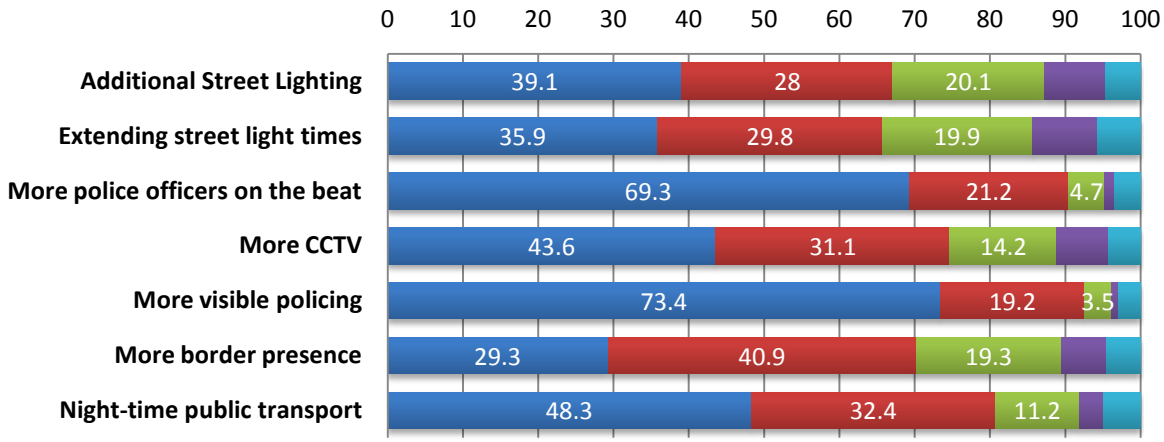
The purpose of this section is to acknowledge the areas in which members of the community consider further investment to be appropriate in order to improve feelings of safety.

This section also gauges community members' opinions in respect of how the future of criminal justice might look.

AREAS FOR INVESTMENT

Trend analysis with 2007 possible?

Figure 14: % survey respondents indicating priorities for investment in order to improve feelings of safety



	Night-time public transport	More border presence	More visible policing	More CCTV	More police officers on the beat	Extending street light times	Additional Street Lighting
Very important	48.3	29.3	73.4	43.6	69.3	35.9	39.1
Slightly important	32.4	40.9	19.2	31.1	21.2	29.8	28
Not very important	11.2	19.3	3.5	14.2	4.7	19.9	20.1
Not important	3.2	6	1	6.9	1.4	8.7	8.2
No answer provided	4.9	4.5	2.9	4.2	3.4	5.7	4.6

Commentary 16:

Survey respondents were asked to indicate areas in which they felt it important for Guernsey to invest so as to improve feelings of safety. **Figure 14** shows that a vast majority of respondents indicated that *More visible policing* (**73.4%**) and *More police officers on the beat* (**69.3%**) were very important to feelings of safety.

THE DIRECTION OF CRIMINAL JUSTICE

Trend analysis with 2007 possible? ✗

Commentary 17:

All survey respondents were asked to identify how they thought matters relating to community safety should be tackled in the future.

Respondents were given a set of options and also the opportunity to offer 'other' options if they did not already appear on the set list. Respondents were asked to select **no more than 3 options,** however some respondents did so. If more than three options were selected then these were included in the final count.

Responses are shown below and are ranked in order of **frequency**.

1. Vandalism, graffiti and similar offences should be rectified by the offender
2. Those imprisoned should serve all of the sentence given
3. More severe penalties
4. Offenders with mental health problems should be dealt with outside the criminal justice system
5. Offenders should be made to face up to their victims
6. Treatment programmes to rehabilitate offenders should be made more available
7. Curfews
8. Increased fines
9. Repatriation of non-local offenders
10. Harsher prison conditions & sentences - consistent and appropriate

The results broadly suggest that respondents felt that conviction-outcomes should encompass more options in terms of addressing offending behaviour. For instance, the first option suggests that damage done during offending should be 'rectified by the offender', potentially a type of focused Community Service. The fifth option again suggests general support for the principles of Restorative Justice.

It is for the courts to determine the appropriate sentence in each case. Broadly speaking, no two cases are the same and the sentence in individual cases will be determined within a complex framework of factors that includes the seriousness of the offence and the maximum penalty that can be imposed by law as well as any guidelines handed down, the individual circumstances of the offence and the offender and, where appropriate, the impact of the offence on individuals and the community. Different factors may apply in each case.

TALKING ABOUT CRIME (Information and communication channels)

BEING CONSULTED

Trend analysis with 2007 possible? ✗ **95.9% of total 2010 Survey Respondents answered this question**

"The Police and other Criminal Justice agencies and States Departments seek people's views about the anti-social behaviour and crime issues that matter in this area"

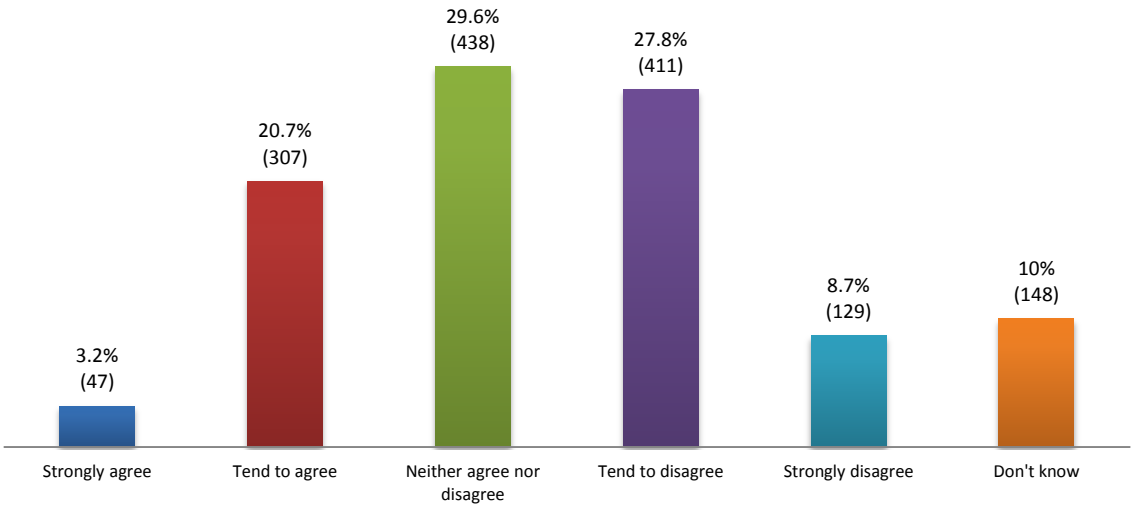
...How far do you agree?

Commentary 18:

All survey respondents were asked how strongly they agreed with the above statement. **95.9% (1480)** of survey respondents answered this question and **Figure 15** shows the results by category of response.

Of those who responded, the largest group (**29.6%**) felt that they could *neither agree nor disagree* with the statement and a further **10%** answered *don't know*. Although over a quarter of respondents answered *tend to disagree* a significant number (**20.7%**) answered *tend to agree*. In essence, although the results could be improved they are, overall, quite neutral with regards to public perception.

Figure 15: % response to the statement "The Police and other CJ Agencies and States Departments seek people's views about the anti-social behaviour and crime issues that matter in this area"



STAYING INFORMED

Trend analysis with 2007 possible? ✗ **96.4% of total 2010 Survey Respondents answered this question**

"Guernsey Police keep people informed about what they are doing to tackle crime and anti-social behaviour"

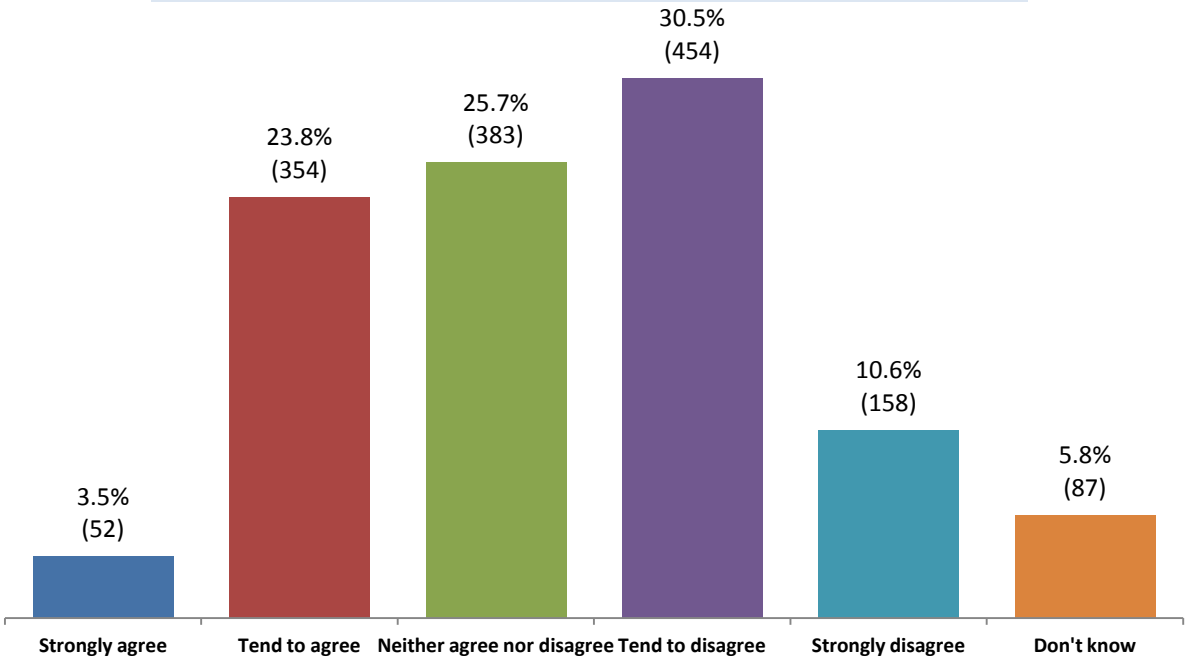
...How far do you agree?

Commentary 19:

All survey respondents were asked to indicate how far they agreed with the above statement. **96.4% (1488)** of survey respondents answered this question and **Figure 16** shows the results by category of response.

Of those who responded, the largest response group **(30.5%)** answered that they *tend to disagree* with the statement, although arguably this could be due to the information coming via another source such as the local media and press releases issued by the Home Department. Encouragingly, a total of **27.3%** of respondents either *agree* of *strongly agree* with the statement and suggests that, at the time, communication between the public and the Police was at an acceptable level for a significant number of respondents.

Figure 16: % responses to the statement "Guernsey Police keep people informed about what they are doing to tackle crime and anti-social behaviour"



SATISFACTION

SATISFACTION WITH THE CRIMINAL JUSTICE SYSTEM

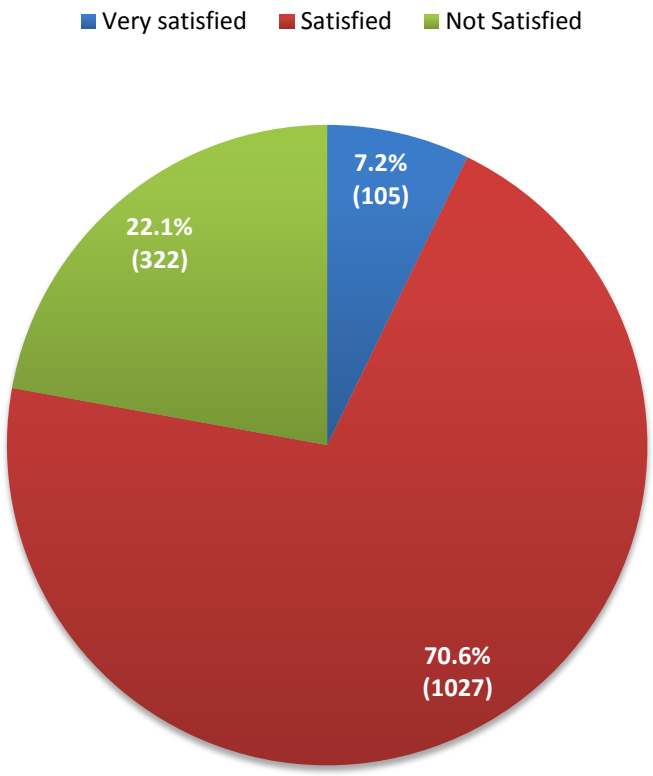
Trend analysis with 2007 possible? ✗ **94.2% of 2010 Survey Respondents answered this question**

Commentary 20:

All survey respondents were asked how satisfied they were that Guernsey's Criminal Justice System is successfully dealing with community safety issues in Guernsey. A total of **94.2% (1454)** of survey respondents answered this question.

Figure 17 shows that of those who did answer the question, **70.6%** were *satisfied* and an additional **7.2%** stated that they were very satisfied.

Figure 17: Satisfaction that the Guernsey Criminal Justice System is successfully dealing with community safety issues in Guernsey



SATISFACTION WITH THE CRIMINAL JUSTICE SYSTEM

Trend analysis with 2007 possible? ✗ **97% of 2010 Survey Respondents answered this question**

"The Police and other Criminal Justice Agencies and States Departments are dealing with the anti-social behaviour and crime issues that matter in Guernsey"

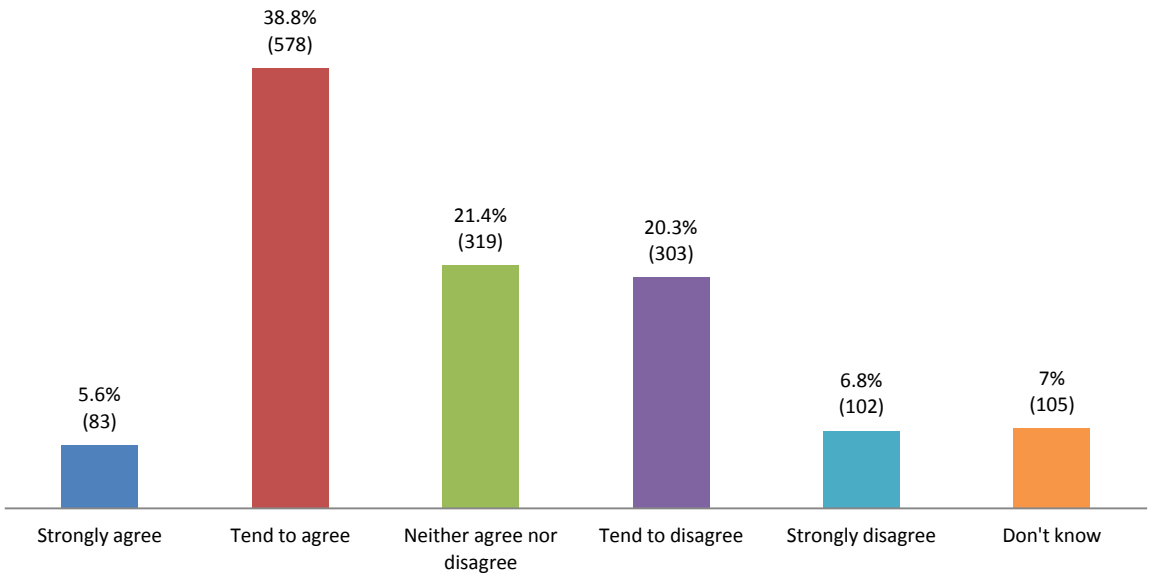
...How far do you agree?

Commentary 21:

All survey respondents were asked how strongly they agreed with the above statement and **97% (1490)** of survey respondents answered this question.

Figure 18 shows the results by category of response. Of those who responded, **38.8%** *tended to agree* with the statement, with a further **5.6%** stating that they *strongly agreed*.

Figure 18: % response to the statement "The Police and other CJ Agencies and States Departments are dealing with the anti-social behaviour and crime issues that matter in Guernsey"



SATISFACTION WITH GUERNSEY POLICE

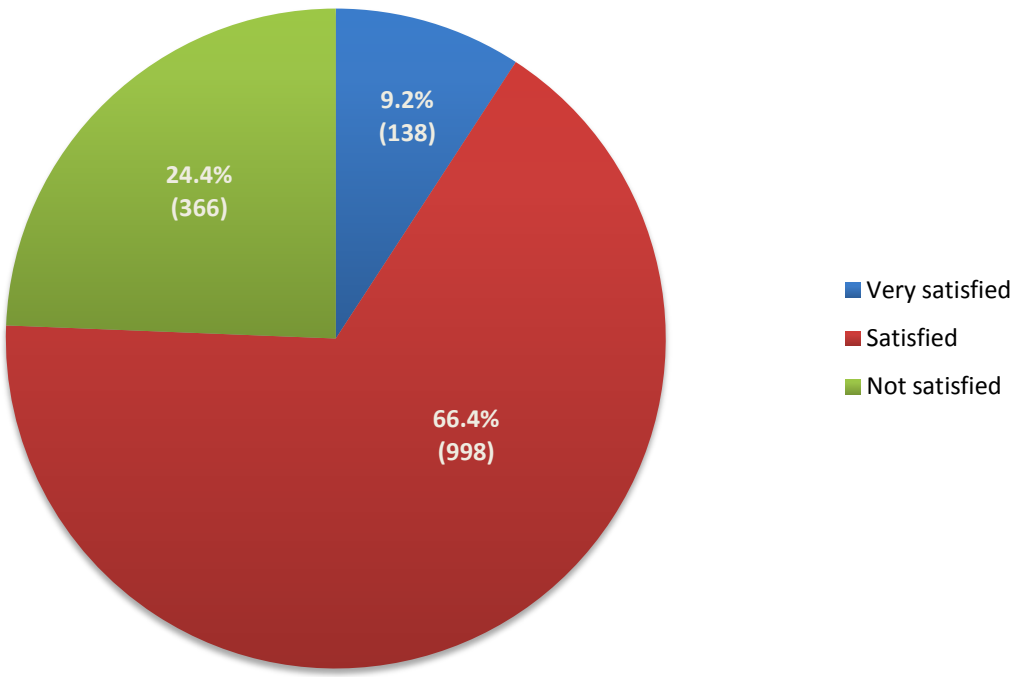
Trend analysis with 2007 possible? ✗ **97.3% of 2010 Survey Respondents answered this question**

Commentary 22:

All survey respondents were asked how satisfied they were that Guernsey Police is successfully dealing with community safety issues in Guernsey. This question received a response rate of **97.3% (1502)**.

Figure 19 shows that **64.6%** of all those who responded said they were *satisfied* with the way in which the Guernsey Police were dealing with Community Safety issues in Guernsey, with a further **9.2%** stating that they were *very satisfied*.

Figure 19: Satisfaction that Guernsey Police is successfully dealing with community safety issues in Guernsey



SATISFACTION WITH GUERNSEY POLICE

Trend analysis with 2007 possible? ✗ **96.2% of 2010 Survey Respondents answered this question**

"The Police are dealing with the anti-social behaviour and crime issues that matter in Guernsey"

...How far do you agree?

Commentary 23:

All survey respondents were asked how strongly they agreed with the above statement. This question received a response rate of **96.2% (1486).**

Encouragingly, **Figure 20** shows that of all those who responded the largest response group (**40.8%**) indicated *tend to agree,* whilst a further **5.2%** of respondents *strongly agreed*. These results indicate that the Police are perceived positively, even though **Figure 16** illustrated a view that that Guernsey Police did not inform the public as to what they were doing to tackle crime and anti-social behaviour.

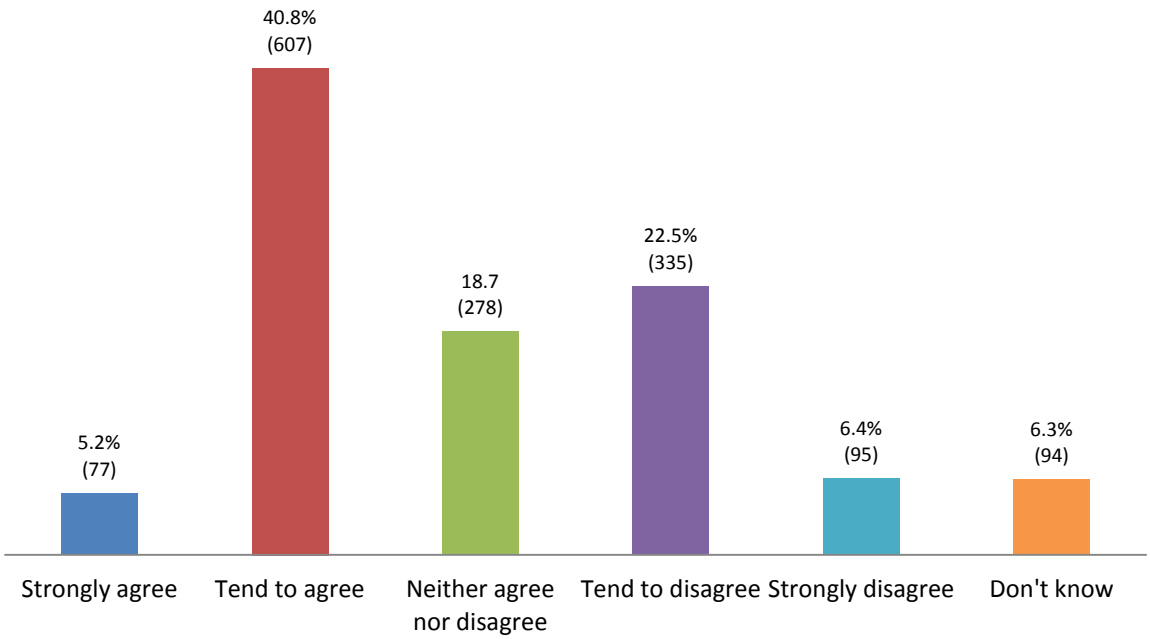



Figure 20: % response to statement "The police are dealing with the anti-social behaviour and crime issues that matter in Guernsey"