

2008/09 Scottish Crime and Justice Survey: First Findings



**2008/09 SCOTTISH CRIME AND JUSTICE
SURVEY: FIRST FINDINGS**

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In spite of all this support, any errors that may remain in this report are, of course, our own.

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Forthcoming publications

Three Supplementary Reports to this annual report will also be published on the subjects of Partner Abuse, Sexual Victimisation and Drug Use.

The dates of these forthcoming publications are pre-announced and can be found via the UK National Statistics Publication Hub:

<http://www.statistics.gov.uk/hub/index.html>

Copies of 2008/09 SCOTTISH CRIME AND JUSTICE SURVEY: FIRST FINDINGS and other SCJS related Scottish Government publications are available from the survey Internet site:

<http://www.scotland.gov.uk/Topics/Research/by-topic/crime-and-justice/crime-and-justice-survey>

For further information about the Scottish Crime and Justice Survey and Scottish police recorded crime statistics, please email stuart.king2@scotland.gsi.gov.uk or write to: Scottish Crime and Justice Survey, Scottish Government, St Andrew's House – GWR, Regent Road, Edinburgh EH1 3DG.

This report is a National Statistics output produced to the highest professional standards and free from political interference. It has been produced by researchers from the respected independent social research organisation TNS-BMRB working with Scottish Government Researchers in the Justice Analytical Services Department.

Conventions used in figures and tables

The following conventions are used in the figures and tables for this report, including the annexes.

Figures

Each figure has a title, the data source (survey year etc), a base definition and the unweighted base figures, showing the number of respondents / households / crimes who answered the question / in the specified group.

Unweighted base

All SCJS percentages and rates presented in the tables are based on weighted data (annex 4). Figures and tables show the unweighted base which represents the number of people/households interviewed in the specified group.

Percentages

Row or column percentages may not add to 100 per cent due to rounding.

Most tables present cell percentages where the figures refer to the percentage of respondents / households / crimes who have the attribute being discussed. The complementary percentage to add to 100 per cent is not shown.

A percentage may be quoted in the report text for a single category that is identifiable in the tables only by summing two or more component percentages. In order to avoid rounding errors, the percentage has been recalculated for the single combined category and therefore may differ by one percentage point from the sum of the percentages derived from the tables.

Table abbreviations

' - ' indicates that no respondents gave an answer in the category

'0' indicates less than 0.5% (this does not apply when percentages are presented to one decimal point).

'n/a' indicates that the SCJS question was not applicable or not asked in that particular year.

' * ' indicates that data are not reported because the unweighted base is less than 50.

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Executive Summary

Introduction

The Scottish Crime and Justice Survey (SCJS) is a large-scale continuous survey measuring people's experience and perceptions of crime in Scotland, based on 16,000 face-to-face interviews conducted annually with adults (aged 16 or over) living in private households in Scotland.

Crime and victimisation surveys have been carried out in Scotland since the early 1980s. The current survey was launched in April 2008 as the Scottish Crime and Justice Survey (SCJS) and represents a major shift in design and methodology from previous surveys, principally involving a large increase in sample size and a move to continuous interviewing using a rolling reference period for the victimisation module. As a result, care should be taken if comparing the results from the SCJS 2008/09 with sweeps from previous Scottish crime surveys (chapter 1). The increase in sample size enhances the statistical reliability of the estimates produced by the survey.

The SCJS 2008/09 provides a complementary measure of crime compared with police recorded crime statistics. The survey provides information on the criminal justice system and on people's experience of civil justice problems and people's perceptions of crime. It also provides estimates of progress for two of the 45 national indicators in the Scottish Government's National performance framework.

At the same time, the SCJS does not aim to provide an absolute count of crime and has notable exclusions. As with any survey, the results can only represent the experience of the people in the sample who take part and the results, like the results of other sample-based surveys, are subject to sampling error. In spite of these limitations the results of the SCJS 2008/09 provide the best available indicator of rates of adult victimisation in Scotland.

This report presents the initial findings from the SCJS 2008/09. It includes estimates for the majority of questions contained in the survey questionnaire and some simple one-to-one relationships between survey variables. The report does not include in-depth, multivariate statistical analysis that would explore the more complex underlying relationships within the data.

The extent of crime

One of the main purposes of the SCJS 2008/09 was to provide an estimate of the extent of crime among the adult population living in private households in Scotland. The estimate produced was of 1.04 million crimes as measured by the SCJS in 2008/09, including:

- 0.73 million property crimes (70% of all crime measured by the SCJS in 2008/09) involving theft or damage to personal or household property (including vehicles);
- 0.32 million violent crimes of assault or robbery (30% of all SCJS crime).

Breaking down the proportions of property crime and violent crime further:

- 34% of crime measured by the SCJS in 2008/09 was vandalism; 17% was other household theft (including bicycle theft); nine per cent was personal theft (excluding robbery); seven per cent was all motor vehicle theft and two per cent was housebreaking;
- 28% of crime measured by the SCJS in 2008/09 was assault (including two per cent which was serious assault) and two per cent was robbery.

The SCJS 2008/09 estimates that one in five (20.4%) adults aged 16 or over was the victim of at least one crime as measured by the SCJS. The SCJS 2008/09 estimate is the baseline for future estimates of the crime victimisation rates for the national indicator Scotland Performs: *'reduce overall crime victimisation rates by two percentage points by 2011'* which contributes to the achievement of the outcome *'we live our lives safe from crime, disorder and danger'*.

The equivalent rate for the prevalence of crime victimisation in England and Wales, estimated from the BCS 2008/09, was 23%.

Estimates produced from the two most recent crime surveys conducted in Scotland for 2005/06 and for 2008/09, indicate that the number of survey crimes in Scotland totalled around 1 million crimes (1 million SCVS 2005/06; 1.04 million SCJS 2008/09). There is no statistically significant difference between these two estimates.

No clear trend could be detected for changes to the numbers of crimes as a whole measured by the various Scottish crime surveys conducted since 1992. Trends could be detected for some types of crimes within the overall estimates including: an apparent increase in vandalism and assault; an apparent decrease in all motor vehicle theft and housebreaking and similar numbers of both personal theft (excluding robbery) and of robbery over time.

Seven in ten (70%) crimes, as measured by the SCJS in 2008/09, were classed as comparable with police recorded crime (comparable crime). Based on SCJS 2008/09 estimates, 42% of comparable crime was reported to the police. This percentage was higher for acquisitive crime (49%) than for violence (43%) or vandalism (40%).

Comparison of the proportion of crime accounted for by violent crime in Scotland and in England and Wales showed 30% of crime as measured by the SCJS in

2008/09 was violent crime compared with 20% of crime measured by the BCS in England and Wales in the same period.

The nature and impact of victimisation

Having established the extent of crime, this section explores the nature of victimisation. Examining simple relationships to victimisation of age, gender and area deprivation, the SCJS 2008/09 identified:

- The risk of being a victim was similar for males and females and decreased as age increased;
- Males aged 16-24 were at the greatest risk of any combined age/gender group of being the victim of crime (36% compared with 29% for females of the same age). The risk to other age groups was similar for males and females;
- The risk of being a victim for those living in the 15% most deprived areas of Scotland (26%) was higher than for those living in the rest of Scotland (19%).

When asked about the crime, in the majority of crime (65%), victims said they thought what happened was a crime; in 18% of crime victims described it as wrong but not a crime and in 16% of crime victims said it was just something that happened.

In over two in five (42%) crimes, victims said that the offender(s) should not have been prosecuted in court. Among the reasons given, the most common were that the incident was too trivial (35% of crimes where victims said the offender(s) should not have been prosecuted in court) and it would be a waste of time or money (22%).

Where victims said that the offender(s) should not have been prosecuted in court, victims most often said offenders should have been given some kind of warning (22% of crimes) or apologised for what they had done (20%).

In over half (56%) of crimes, victims said the offender(s) should have been prosecuted in court. In 23% of crimes where the victim thought that the offender(s) should be prosecuted, they thought the offender(s) should have been given a prison sentence and in 74% the victim said that the offender(s) should have been given some other kind of sentence.

Victimisation - property crime and violent crime

All crime as measured in the SCJS in 2008/09 can be broken down into property crime and violent crime. Each crime group exhibits different characteristics.

- Examining the victimisation rate in Scotland further showed that 18% of adults were the victim of property crime (83% of victims) and four per cent of adults were the victim of violent crime (19% of victims).

The risk of violent crime estimated by the BCS for adults in England and Wales was similar to that measured in Scotland (3% compared with 4% respectively), whereas the incidence rate of violent crime per 10,000 individuals was higher in Scotland than in England and Wales. This suggests that violent crimes were more concentrated amongst fewer victims in Scotland than in England and Wales.

Based on estimates from the SCJS 2008/09, six per cent of adults (or 36% of victim of property crime) were repeat victims of property crime and nearly two per cent (1.6%) of adults (or 38% of victims of violent crime) were repeat victims of violent crime.

Victims reported that the offender(s) had something they used or threatened to use as a weapon in 28% of violent crime where victims saw or had any contact with the offender(s). In 32% of violent crime where the offender(s) had a weapon the victim reported that the offender(s) had a knife (this represents three per cent of all SCJS crime as measured in 2008/09).

The offender(s) was said by the victim to have been under the influence of alcohol in 58% of violent crime and of drugs in 26% of violent crime.

Property crime (69%) was more likely to be described as 'a crime' by victims compared with violent crime (57%) whereas violent crime was more likely to be described by victims as 'just something that happens' (24%) compared with property crime (12%).

In over half of property crime (57%) and violent crime (52%), victims said the offender(s) should have been prosecuted in court. Of victims who thought this, the largest proportion said the offender(s) should have been given a sentence other than a prison sentence (79% property crime; 60% violent crime).

Card and identity fraud and workplace abuse were also measured by the SCJS in 2008/09, separately from estimates of crime. In the case of card and identity fraud 3.6% of adults had experienced card fraud in the 12 months prior to interview and 0.8% had been a victim of identity theft.

In the case of workplace abuse, of those adults who had jobs involving contact with the general public, 35% had experienced either verbal abuse or physical abuse; 34% had experienced verbal abuse and seven per cent had experienced physical abuse.

Victims' Access to Services and Support

The important place of victims in the criminal justice system is recognised, as is the requirement to provide support mechanisms that take their needs and concerns into account. As a result, aspects of support and advice provision were examined by the SCJS 2008/09.

For the majority of crime (85%), victims said they or another household member did not need or want any support or advice. Victims would have liked advice and support for two in ten violent crimes (21%) and one in ten property crimes (10%).

Victims received advice and support in eight per cent of crime, compared with 13% of crime where victims would have liked to receive advice and support. Advice and support was received in 14% of violent crime and six per cent of property crime. In four per cent of crimes, victims received help and support from police liaison officers and from Victim Support Scotland in two per cent of crimes. The majority of victims were satisfied with the help and support received.

In total there was at least one unmet support need in eight per cent of crime measured in the SCJS in 2008/09, including in 12% of violent crime and in eight per cent of property crime.

Approaching two in five (38%) of all crimes measured by the SCJS in 2008/09 were reported to the police, which is the same rate estimated in the BCS 2008/09 for England and Wales. Willingness to report crimes to the police can be regarded as an important indicator of confidence in the criminal justice system.

Variation in the reporting rate was identified in relation to whether property was insured and victims' perceptions of the criminality of what had happened:

- The reporting rate for crime where damaged or stolen property was insured was higher (49%) compared with where it was not (29%);
- Among crimes where property was insured, the reporting rate for crimes when an insurance claim was made was higher (84%) compared with where no claim was made (39%);
- The reporting rate for crime where the victim said they thought what had happened was a crime was 49%. The reporting rate was lower where victims thought what happened was wrong but not a crime (19%) or was just something that happens (17%).

In 57% of reported crimes, victims reported satisfaction with the way the police handled the matter while in 28% of reported crimes they were dissatisfied. In 38% of incidents where the victim reported dissatisfaction with the way the police handled reported crime, victims said this was because the police did not follow up or respond or no action was taken.

In just over a third of reported crimes (36%) victims received information or assistance about the investigation or, where applicable, the case from at least one source and in around a quarter of reported crimes (26%) they did not receive any information or assistance at all (in 29% the respondent said the crime wasn't investigated). In 76% of crimes where information or assistance was received from the police about the investigation (or case), victims reported satisfaction with it.

Victims in reported crimes who received no information or assistance about the investigation (or case) would have liked to receive at least one type of information or assistance in 84% of reported crimes. Where victims of reported crime had received at least one type of information or assistance about the investigation (or case), they would have liked to receive at least one additional type of information or assistance in 46% of reported crimes.

Public Perceptions of Crime

Understanding the links between perceptions of crime and community safety is important to policy makers in Scotland. As a result, various questions exploring perceptions of crime were included in the SCJS.

Crime was one of the top four social issues identified as problems in the SCJS 2008/09. A large majority (94%) of adults described crime as either a big problem (53%) or a bit of a problem (41%):

- Victims (63%) and those living in the 15% most deprived areas of Scotland (62%) were more likely to describe crime as a big problem. Residents of the 15% most deprived areas of Scotland also faced a higher than average risk of being a victim of crime;
- Females (57%) and those aged 60 or older (57%) were also more likely to describe crime as a big problem despite facing a lower than average risk of crime.

While similar percentages of adults viewed crime (94%), drug abuse (95%) and alcohol abuse as a problem (96%), around three quarters cited alcohol and drug abuse as a big problem (71% and 76% respectively) while only around half (53%) thought crime was a big problem;

The SCJS is used specifically to monitor one of the national indicators in Scotland Performs: *'increase positive public perception of the general crime rate in local area'* which contributes to achievement of the outcome *'we live our lives safe from crime, disorder and danger'*.

It is measured by the percentage of people who perceive there to have been a lot less or a little less crime, or that the amount of crime has stayed the same over the last two years in their local area. 69% of adults perceived the crime rate in their local area to have stayed the same or reduced in the past two years. This

was a statistically significant increase to the national indicator compared with the baseline of 65% in 2005/06. Since 2003, there has been a decrease of 12 percentage points in the proportion of adults saying there was a lot more crime. Over the same period, the proportion of those saying there was about the same amount of crime has increased by 12 percentage points.

Adults perceived that anti-social behaviour (46%), drug dealing and drug abuse (45%) were very or fairly common in their local area. 64% who viewed anti-social behaviour as common said that they got this impression because they had seen this behaviour. In contrast, 70% who viewed drug dealing and drug abuse as common said that they got this impression from other people talking about it.

The crimes respondents were most likely to report worrying about happening to them included: someone using their credit/bank details to obtain money, goods or services (56%) or having their identity stolen (51%). Additionally, more than four in ten worried about having their car or other vehicle damaged by vandals (41%).

Where comparison was possible, worry that crimes might happen was more prevalent among adults in Scotland in the SCJS 2008/09 than were perceptions that crimes were common.

In most cases where comparison was possible, the proportion of adults perceiving the crimes they were asked about to be common in their local area was lower in the SCJS 2008/09 than in past crime surveys in Scotland. For most crimes there had also been a decrease in the proportion of adults worrying that particular crimes might happen to them.

Adults were also asked if they thought crimes were likely to happen to them in the next 12 months. Fraudulent use of credit or bank details, identity theft and damage to vehicles were the crimes more respondents thought were likely to happen to them in the next 12 months (14%, 12% and 12% respectively).

Perceived risk was around twice actual risk for most crimes where comparison was possible except for housebreaking, robbery and card and identity fraud where the ratio of perceived to actual risk was higher. Nearly half (48%) of adults did not think that they were likely to experience any of the listed crimes in the next 12 months.

The Public and the Police

Confidence in the police is recognised as being central to the effective operation of the criminal justice system. Contact with the police also helps shape attitudes towards policing, among victims and non-victims alike. The SCJS explored these two aspects of adults' relationship with the police.

Adults were asked how confident they were in their local police force's ability on six aspects of their work. In five out of six activities more adults were confident

than not. The aspect of the local police force adults were most likely to say they were very or fairly confident in was their local police force's ability to investigate incidents after they occur (64%). In contrast, the aspect that adults were least likely to say that they were very or fairly confident in was their local police force's ability to prevent crime (46%).

In all of the aspects listed, only a minority were *very* confident in their local police force's ability to deal with the various aspects related to crime and more than one in five were *not very* confident.

A quarter-sample of adults was asked whether they thought that the police in their local area were doing a good or a poor job overall. The majority (61%) said the police in their local area were doing a good job; the most common reason for saying this was the perception that the police were a visible presence (12% of adults). Victims were less likely to say the police in their area were doing a good job (51% of victims compared with 63% of non-victims).

36% of adults had initiated contact with the police in the last year. The majority (66%) of adults who made contact in the last year were satisfied with how the police handled the matter, while 22% were dissatisfied.

Almost one in five (18%) adults was contacted by the police in the last year including 28% of 16-24 year old males. Just over three quarters of those contacted by the police (77%) were satisfied with the police initiated contact while (14%) adults were dissatisfied.

Scottish Justice Systems and Organisations

The trust that people have in 'justice' is critical to the effective operation of any criminal justice system. This trust encourages reporting of incidents to the police, giving evidence in court and supporting the jury system. Adults' trust in the criminal justice system as a whole was also explored in the SCJS 2008/09.

Most adults said they knew not very much (65%) or nothing at all (18%) about the criminal justice system.

Regardless of their level of knowledge, adults were asked how confident they were with aspects of the criminal justice system:

- 70% were confident that the criminal justice system makes sure everyone has access to the legal system if they need it and 54% were confident that the system doesn't treat people differently depending on where they live in Scotland;
- 53% were confident that the system is effective in bringing people who commit crimes to justice;

- 43% were confident that the system provides a good standard of service for witnesses while 38% were confident that the system provides a good standard of service for victims of crime.
- 35% were confident that the system deals with cases promptly and efficiently.

Another aspect of the criminal justice system explored in the SCJS 2008/09 was the sentencing of offenders and particularly the use of community sentencing. The extent to which respondents agreed or disagreed with a series of attitudinal statements about community sentences was explored.

84% of adults agreed that community sentencing is a good idea for minor crimes. More than six in ten adults agreed that drug users need treatment not prison (66%); that community sentences do not punish criminals enough (63%) and that community sentences are a soft option (63%). Around half (52%) of adults agreed that learning new skills during community sentences stops criminals from committing more crimes, whereas just under half (46%) agreed that electronic tagging of criminals is a good alternative to prison.

Adults were similarly asked to what extent they agreed or disagreed with a series of attitudinal statements about prison sentences. 89% of adults agreed that putting criminals in prison protects the community and 79% agreed prison sentences are a good way to punish offenders for their crimes. 81% agreed that in prison criminals learn new ways to offend and 63% agreed that prison sentences do not discourage criminals from committing more crimes in the future. Around half (52%) agreed that only criminals who have committed serious crimes should be in prison while 43% agreed that prison sentences discourage others from committing crimes.

Adults' perceptions were gathered on what was the most important thing that the court should take into account when deciding a sentence. Adults were most likely to say that the most important consideration should be that the criminal is punished for breaking the law (38%) and another 31% said that the most important consideration should be that the criminal will not commit more crimes in future.

Looking at the views of victims and non-victims:

- 33% of victims said the most important thing that a court should take into account when deciding a sentence is that the criminal is punished for breaking the law, compared with 39% on non-victims;
- 34% of victims said the most important thing that a court should take into account when deciding a sentence is that the criminal will not commit more crimes in future, compared with 30% of non-victims.

Moving from the criminal justice system to matters of civil justice that could be dealt with in civil court proceedings, adults were asked about their experiences of civil justice problems or disputes which they found difficult to deal with or that they could not solve easily in different areas of their life in the three years prior to interview. 30% of adults had experienced at least one civil justice problem in the last three years. Specifically adults had experienced:

- 18% of people had experienced problems with home, family or living arrangements;
- 13% had problems with money, finance or things they had paid for;
- Seven per cent had experienced problems with being treated unfairly in some respect;
- Six per cent had experienced problems with health or well-being issues.

1 Introduction

The Scottish Crime and Justice Survey (SCJS)¹ is a large-scale continuous survey measuring adults' experience and perceptions of crime in Scotland. The survey is based on, annually, 16,000 face-to-face interviews with adults (aged 16 or over) living in private households in Scotland.

The main aims of the SCJS are to:

- Provide a valid and reliable measure of adults' experience of crime, including services provided to victims of crime;
- Examine trends in the number and nature of crime in Scotland over time;
- Examine the varying risk of crime for different groups of adults in the population;
- Collect information about adults' experiences of, and attitudes to, a range of crime and justice related issues.

This report presents the results for the first full year of the survey (2008/09).

Throughout the report, the term 'crime' is used to refer to any incident cited in the survey, occurring during the reference period in Scotland, in which the respondent or their household was the victim.²

1.1 Background to the survey and revisions to the survey design

Crime and victimisation surveys have been carried out in Scotland since the early 1980s. The geographical coverage, sample size, method and reference period have varied across previous crime surveys. In 1982 and 1988 a crime survey was carried out in central and southern Scotland as part of the British Crime Survey (BCS). The BCS ceased to cover Scotland when the first independent Scottish Crime Survey (SCS) launched in 1993. This survey used the same survey design as the BCS and a sample size of 5,000 to cover the whole of Scotland. Further sweeps of the SCS were conducted in 1996, 2000 and 2003. There were two further sweeps of Scottish crime surveys in 2004 and 2006, when the survey was titled the Scottish Crime and Victimisation Survey (SCVS).

The current survey was launched in April 2008 as the SCJS and it represented a major shift in design, methodology and sample size from previous surveys. The main changes introduced in the SCJS were an increase in the sample size and a

¹ <http://www.scotland.gov.uk/scjs>.

² Further explanation of terminology used, including the use of the reference period, refer to annex 3 of this report.

move to continuous fieldwork using a rolling reference period for the victimisation module.

The target sample size for the SCJS has been substantially increased (to 16,000 from around 5,000 in the previous crime surveys). This will allow more accurate measurement of less prevalent crimes such as robberies and serious assaults. The increased sample size also provides robust sub-national estimates for the first time at police force area (PFA) and community justice authority area (CJAA). With future years, the ability to detect and analyse trends over time will improve.

The large sample size allowed for part of the questionnaire to be modularised. Modularising some content of the questionnaire extends the topic coverage of the survey while retaining reliable reporting at national level. For the modules, the total sample size of 16,000 was split into four quarter-samples of approximately 4,000 respondents. Quarter-sample modules covered topics such as fear of crime, workplace abuse and experience of civil justice problems.

The move to an increased sample size was associated with continuous data collection and a change in the survey reference period. All previous sweeps of crime surveys in Scotland have asked respondents about events that have taken place in a fixed reference period, either last calendar year or last financial year. By contrast the SCJS reference period asked respondents about events that had taken place in the last full 12 months before the date of interview. This spreads the results over a longer period of elapsed time (annex 3) which, in effect, extends the time before actual changes in crime are reflected in survey results. Attitudes and perceptions were current at the time of interview and so are not similarly affected.

The impact of the move from a fixed reference period to a rolling reference period has been assessed for the BCS. The assessment concluded there was little change in estimates as a result (annex 3).

The SCJS also contained a self-completion section covering sensitive subject areas such as drug use, partner abuse and sexual victimisation. This has improved reporting of these types of crime and ensured that information was collected in an ethical manner. Partner abuse was measured in the self-completion section using a wider definition than before which includes physical, emotional, psychological, sexual and financial abuse by partners. Coverage in the self-completion section was extended to all adults so that the experiences of older adults are included for the first time.³ The results obtained from the self-completion sections are published in separate volumes.

The revisions made to the SCJS will improve measurement of victimisation and coverage of crime and justice topics.

³ Formerly adults aged 60 or older were excluded from this section.

Further information about the design of the SCJS is contained in annex 2 and in the technical report.

1.2 Previous Scottish crime surveys and estimates of crime

Care needs to be taken with the comparison of estimates from the SCJS 2008/09 with those from previous Scottish crime surveys, including the most recent survey; the SCVS 2005/06.

Some features of the SCJS have not altered from previous surveys. The fundamental structure of the questionnaire and key questions did not change. In particular, questions used to screen for being a victim of crime and those used in assigning offence codes remained unchanged. This was to avoid measurement error between surveys due to a change of wording or ordering. In addition, the survey continued to be a face-to-face interview conducted in the respondent's home.

However, the use of continuous year-round fieldwork with a rolling reference period is a fundamental change in the methodology and cannot be discounted fully as a possible explanation of change.

Also, care must be taken in comparing results of the SCJS 2008/09 with results from previous Scottish crime surveys due to the differing sample sizes (Table 1).

Table 1: Sample sizes for survey reference period (1992-2008/09)

Survey Reference Period	1992	1995	1999	2002	2003/04	2005/06	2008/09
Sample Size	5,030	5,045	5,059	5,041	3,034	4,988	16,003

Between 1992 and 2005/06, crime surveys were conducted in Scotland with a sample size of around 5,000.⁴ The sample size was relatively small, given the estimated number of crimes was grossed to the overall population. This resulted in large confidence intervals.⁵

The increase to a sample size of 16,000 means that estimates of crime, particularly of those crimes that are less common, are more statistically reliable than estimates produced in previous surveys as they have smaller confidence intervals.

⁴ The exception was 2003/04 when the achieved sample size was 3,034.

⁵ Annex 4 provides additional information on the calculations of confidence intervals and the standard errors on which they are based for the SCJS.

1.3 Purpose and limitations of the SCJS

One of the main functions of crime surveys is that they provide a complementary measure of crime compared with police recorded crime statistics (chapter 2). For a variety of reasons, not all incidents of victimisation are reported to, or recorded by, the police. In addition, police recorded crime statistics have been affected by changes in policing policy and police recording practice.

By asking adults about their experiences including incidents that are not reported to or not recorded by the police, crime surveys can overcome some of these limitations to police recorded crime statistics and provide a more complete picture of victimisation rates.⁶ In doing this, the SCJS focuses attention on the victims of crime and provides data on which groups are most at risk of certain crimes. Additionally, the survey provides information on the criminal justice system and on adults' experience of problems and disputes that are capable of being settled in court.

Improving the quality of life in Scotland's neighbourhoods and communities is one of the Government's five strategic objectives:

Help local communities to flourish, becoming stronger, safer places to live, offering improved opportunities and a better quality of life.⁷

The SCJS is used to monitor the outcome 'we live our lives safe from crime, disorder and danger'. This report provides estimates of progress for two of the 45 national indicators in the Government's National performance framework:⁸

- Reduce overall crime victimisation rates by 2 percentage points by 2011 (chapter 2);
- Increase positive public perception of the general crime rate in local area (chapter 6).

However, crime surveys are not without their limitations and the SCJS is no exception. The SCJS does not aim to provide an absolute count of crime and has notable exclusions. It is a survey of adults living in private households and therefore does not provide information on crimes against adults living in other circumstances (for example adults living in institutions, such as prisons or hospitals, or other accommodation, such as military bases and student

⁶ Further detail of the coverage of the SCJS is provided in annexes 2 and 3 of this report and in the technical report.

⁷ Scottish Budget Spending Review 2007, Scottish Government;
<http://www.scotland.gov.uk/Publications/2007/11/13092240/0>

⁸ <http://www.scotland.gov.uk/About/scotPerforms>

accommodation). Those living in some of the smallest inhabited islands are excluded for practical reasons.⁹

The SCJS excludes those under the age of 16 and crimes against businesses (for example, shoplifting). Other crimes outside the survey's coverage include those that are 'victimless', such as speeding, or where a victim cannot be interviewed, such as homicide.

Another limitation of the SCJS is that it is not a perfectly reliable measure of crime. As with any survey, the results can only represent the experience of the adults in the sample who take part; if the experiences of those who cannot be contacted, or who refuse to take part, are different from those who are interviewed, and this cannot be corrected by weighting, then the survey will not reflect the experiences of the adults of Scotland as a whole.

There may also be errors in the recall of participants as to when certain incidents took place, resulting in some crimes being wrongly included in, or excluded from, the reference period. It is also possible that public perceptions of crime and victimisation may change over time, and result in changes in how adults report crime from survey to survey.

Apart from these possible sources of inaccuracy, the SCJS results, like the results of other sample-based surveys, are subject to sampling error. To indicate the extent of this error, the key results presented in this report are given with their calculated confidence intervals.¹⁰ These are bands within which there is confidence that the 'true' value lies 95 per cent of the time.

In spite of these limitations the results of this survey provide the best available indicator of rates of adult victimisation in Scotland.¹¹

1.4 The structure of the survey

The SCJS is a continuous survey of a cross-section of adults aged 16 or over living in private households in Scotland. The sample is designed as representative of households across Scotland over a 12 month period. Individuals are randomly selected to take part in the survey after contact is made at a selected address and details collected on all household members.

⁹ Criteria for exclusion were the lack of fixed links or short, frequent ferry services and the proportion of addresses within a selected data zone <40%. Details of the excluded islands are provided in the accompanying technical report.

¹⁰ Annex 4 provides additional information on the calculations of confidence intervals and the standard errors on which they are based for the SCJS.

¹¹ Further detail of the coverage of the SCJS is provided in annex 2 of this report and in the accompanying technical report.

SCJS interviews are conducted on a rolling basis over the course of a year and respondents are asked about incidents experienced in the 12 months prior to the month of interview. The time period covered by the data included in this report extends over 23 months so is not directly comparable with any calendar year. Figures provided are based on interviews conducted between April 2008 and March 2009.¹²

The results included in this report are based on 16,003 interviews conducted by TNS-BMRB between 01 April 2008 and 31 March 2009. The overall rate of response for the year was 71%. Interviews lasted an average of 40 minutes, though there was considerable variation in interview length, in particular where respondents reported experiencing one or more incident of victimisation.¹³

Interviews were conducted in the respondent's home using Computer Assisted Personal Interviewing (CAPI) and, for more sensitive questions, Computer Assisted Self-completion Interviewing (CASI).

The results obtained were weighted to correct for the unequal probability of selection for interview caused by the sample design and for differences in the level of response among groups of individuals.

Additional detail on the survey method is contained in the annexes and expanded further in the technical report.

1.5 The structure of the report

This report presents the initial findings from the SCJS 2008/09. It includes estimates for the majority of questions contained in the survey questionnaire and some simple one-to-one relationships between survey variables. The report does not include in-depth, multivariate statistical analysis that would explore the more complex underlying relationships within the data.

The structure is as follows:

Chapter 2 examines the extent and distribution of crime, estimating how many crimes were committed and proportions of different types of crime within that. The extent of crime identified in the SCJS is contextualised using three sets of complementary data: time-series data from previous surveys, police recorded crime 2007/08 and results from the BCS. The limitations of the comparisons are also presented. The chapter ends by examining the risk of being a victim of crime.

¹² Further details of the reference period and how that affects the survey are included in annex 3 and the technical report.

¹³ Further details of the interview length are included in the technical report that accompanies this volume.

Chapter 3 begins to explore the nature and impact of victimisation in more detail. It starts by identifying the risk of being a victim of crime and of the unequal risks among different groups of adults. Some characteristics of offenders and impacts of incidents of crime are investigated and victims' attitudes towards crime are examined.

Chapter 4 continues to explore the nature and impact of victimisation, this time examining the difference between property crime and violent crime. As in chapter 3, the risk of being a victim is measured; the unequal risk among different adults is examined; characteristics of offenders and impacts of incidents of crime are investigated and victims' attitudes toward property crime and violent crime are explored. The extent of both card and identity fraud and of workplace abuse (both collected separately from the main victim form) are also featured at the end of the chapter.

Chapter 5 focuses on victims' access to services and support, first looking at the advice and support available to victims from a range of organisations. It provides more detail about the process of reporting crime to the police. Information and assistance provided to victims, where crimes are investigated and where they result in a court case, is also covered.

Chapter 6 provides information on adults' perceptions of crime, investigating the extent to which they perceive crime as a problem and are anxious about becoming a victim of crime. It examines how public perception of crime has changed over time and the extent of the gap between perceived likelihood and risk of victimisation.

Chapter 7 focuses on the relationship between the public and the police by first examining public confidence in the police. Next, the reasons why adults contact the police and why police contact them are highlighted and their satisfaction with either form of contact is presented.

Chapter 8 presents information about aspects of the justice system. Initially it focuses on awareness and perceptions of the criminal justice system and component organisations. It then explores knowledge and perceptions of sentencing. Adults' experience of a range of civil justice problems is also included in this chapter.

Annex 1 presents the detailed tabulations of the key crime data discussed in the report, including incidence and prevalence. **Annex 2** provides additional detail of the method used in the survey. **Annex 3** shows the groups of crime used in the report and how they link together. **Annex 4** includes an explanation of and information on sampling error and design effects for key survey estimates, and information on weighting applied to data. **Annex 5** provides a note on comparing estimates of crime with police recorded crime figures. **Annex 6** includes information on the comparing crime estimated by the SCJS with the BCS.

2 The extent of crime in Scotland

2.1 Summary

One of the main purposes of the SCJS 2008/09 was to provide an estimate of the extent of crime among the adult population living in private households in Scotland. The estimate produced was of 1.04 million crimes as measured by the SCJS in 2008/09, including:

- 0.73 million property crimes (70% of all crime measured by the SCJS in 2008/09) involving theft or damage to personal or household property (including vehicles);
- 0.32 million violent crimes of assault or robbery (30% of all SCJS crime).

Breaking down the proportions of property crime and violent crime further:

- 34% of crime measured by the SCJS in 2008/09 was vandalism; 17% was other household theft (including bicycle theft); nine per cent was personal theft (excluding robbery); seven per cent was all motor vehicle theft and two per cent was housebreaking;
- 28% of crime measured by the SCJS in 2008/09 was assault (including two per cent which was serious assault) and two per cent was robbery.

The SCJS 2008/09 estimates that one in five (20.4%) adults aged 16 or over was the victim of at least one crime as measured by the SCJS. The SCJS 2008/09 estimate is the baseline for future estimates of the crime victimisation rates for the national indicator Scotland Performs: *'reduce overall crime victimisation rates by two percentage points by 2011'* which contributes to the achievement of the outcome *'we live our lives safe from crime, disorder and danger'*.

The equivalent rate for the prevalence of crime victimisation in England and Wales, estimated from the BCS 2008/09, was 23%.

Estimates produced from the two most recent crime surveys conducted in Scotland for 2005/06 and for 2008/09, indicate that the number of survey crimes in Scotland totalled around 1 million crimes (1 million SCVS 2006; 1.04 million SCJS 2008/09). There is no statistically significant difference between these two estimates.

No clear trend could be detected for changes to the numbers of crimes as a whole measured by the various Scottish crime surveys conducted since 1992. Trends over time could be detected for some types of crimes within the overall estimates including:

- An apparent increase in vandalism and assault;

- An apparent decrease in all motor vehicle theft and housebreaking;
- Similar numbers of both personal theft (excluding robbery) and of robbery over time.

Seven in ten (70%) crimes, as measured by the SCJS in 2008/09, were classed as comparable with police recorded crime (comparable crime). Based on SCJS 2008/09 estimates, 42% of comparable crime was reported to the police. This varied by type of crime and included:

- 40% of vandalism;
- 49% of acquisitive crime;
- 43% of violent crime.

Comparison of the proportion of crime made up by the different crime groups in Scotland and in England and Wales showed:

- 70% of crime as measured by the SCJS in 2008/09 in Scotland was property crime compared with 80% of crime identified by the BCS in 2008/09 in England and Wales.
- 30% of crime as measured by the SCJS in 2008/09 was violent crime compared with 20% of crime measured by the BCS in England and Wales in the same period.

2.2 Introduction

An important objective of the SCJS is to measure the extent of crime in Scotland. This chapter provides an overview of the total number of crimes identified by the survey (grossed to an estimate among the total population) and the proportion of different types of crime within that.

Interpretation of survey results is aided by contextual information. In this chapter, three sets of comparative data are used to provide context for the SCJS estimates:

- Previous Scottish crime survey data (although limited conclusions can be drawn from this);¹⁴

¹⁴ This is because of substantial changes in the reference period, increased sample size and fieldwork period between the SCJS and previous surveys and the wide confidence intervals associated with estimates from previous surveys. Chapter 1 provides further details of the changes made to the SCJS and discusses the reasons caution should be taken when comparing the results from the SCJS 2008/09 with previous sweeps of Scottish crime surveys. Previous Scottish crime survey reports are available at

- Police recorded crime statistics, examining proportions of crime reported;
- British Crime Survey (BCS) data collected in 2008/09 covering England and Wales, allowing comparisons of the incidence rates of different types of crime.

Finally, this chapter examines the risk of becoming a victim of crime.

The estimate of the total number of crimes is broken down into various groups. The principal groups are property crime and violent crime. Property crime and violent crime are broken down further in this chapter and in chapter 4 to aid understanding.

Within property crime, vandalism and acquisitive crime, together with violent crime, are the subset of crime that is comparable with police recorded crime examined in section 2.5. Annex 3 provides further detail of the breakdowns of crime used in this report.

2.3 Estimates of crime

The SCJS provides an estimate of the number of crimes (or incidence) using survey measurement. This figure is then grossed to an estimate among the total adult population resident in private households in Scotland.

The SCJS 2008/09 estimates approximately 1.04 million crimes against adults resident in private households in Scotland. Of those crimes, the SCJS estimates that:

- 0.73 million were property crimes involving theft or damage to personal or household property (including vehicles);
- 0.32 million were violent crimes of assault or robbery.

As the estimate originates from a sample survey, it is subject to survey error. To supplement the estimates, a range of values was calculated, known as the confidence interval, which is likely to include the 'true' value for the number of crimes 95 time out of 100 if the survey were to be repeated.

These calculations show the actual number of crimes as measured by the SCJS in 2008/09 to be in the range of 0.97 to 1.12 million; within this the number of

property crimes to be between 0.68 and 0.78 million and the number of violent crimes between 0.28 and 0.36 million.¹⁵

2.3.1 Proportion of SCJS crime in aggregated crime groups

Figure 2.1 provides an additional breakdown of the overall estimate, showing the proportion of crime measured by the SCJS in 2008/09 in aggregated crime groups.

70% of crime as estimated by the SCJS 2008/09 was property crime. Breaking this down further:

- Around one in three (34%) of all crimes measured by the SCJS in 2008/09 were incidents of vandalism;
 - Within that, 18% of crimes were vandalism to vehicles and 16% to other property;
- Two per cent of all crimes measured by the SCJS in 2008/09 were housebreaking and 17% were other household theft (including bicycle theft);
- Seven per cent were all motor vehicle thefts (including attempted and actual thefts of and from a motor vehicle);
- Personal theft (excluding robbery) accounted for nine per cent of all SCJS crime.

Violent crime in the SCJS 2008/09 included actual and attempted serious assault, minor assault and robbery. 30% of all crime was violent, broken down as follows:

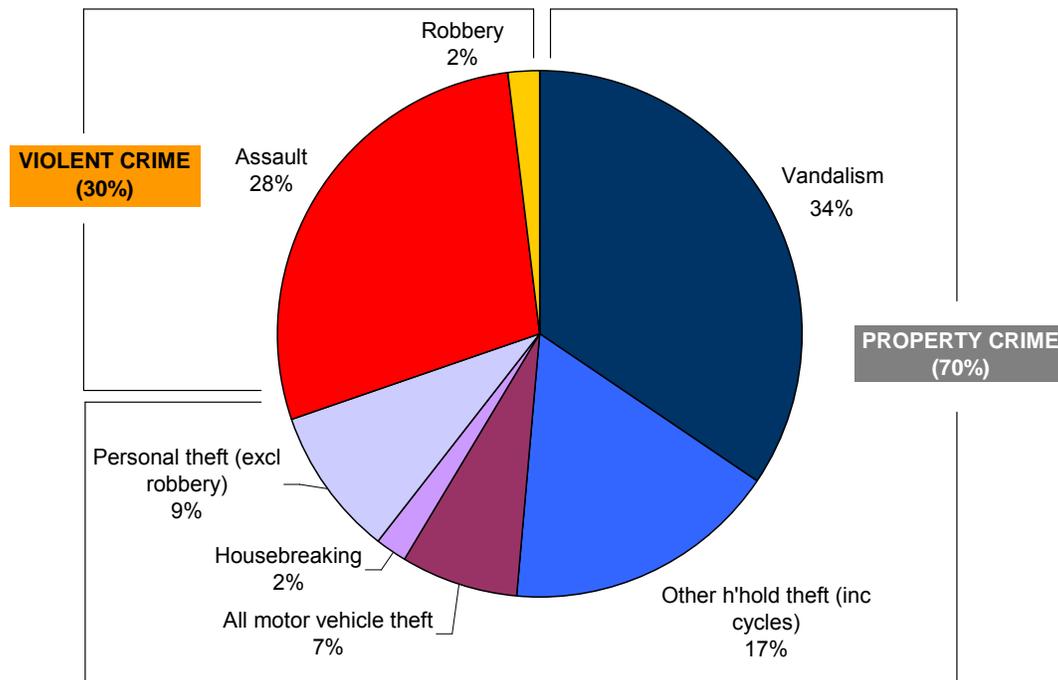
- Assault accounted for 28% of all crime measured by the SCJS 2008/09;
 - 26% of all SCJS crime was minor assault and two per cent was serious assault;
- The remaining two per cent of all SCJS crime was robbery.

¹⁵ Annex 4 provides confidence intervals for the incidence of all SCJS crime and various groupings of crime within this.

Figure 2.1: Proportion of SCJS crime in each aggregated crime group

SCJS 2008/09

All SCJS Crime (base: 3,794)



2.4 Comparing crime over time

Data from previous surveys are presented below with the SCJS 2008/09 data. Care needs to be taken with the comparison of estimates from the SCJS 2008/09 with those from previous Scottish crime surveys due to the change in methods in 2008/09 as described in chapter 1 and the wider confidence intervals associated with estimates from previous surveys.

2.4.1 The number of crimes over time

Figure 2.2 shows the total number of crimes as estimated by crime surveys conducted in Scotland since 1992. Estimates produced from the two most recent crime surveys conducted in Scotland for 2005/06 and for 2008/09, indicate that the number of survey crimes in Scotland totalled around 1 million crimes (1 million SCVS 2006; 1.04 million SCJS 2008/09). There is no statistically significant difference between these two estimates.

In Figure 2.2 the estimates for previous years vary, but the direction of change is not consistent. Confidence intervals which show the range within which the true estimate is likely to lie are included for 2005/06 and 2008/09 to indicate the

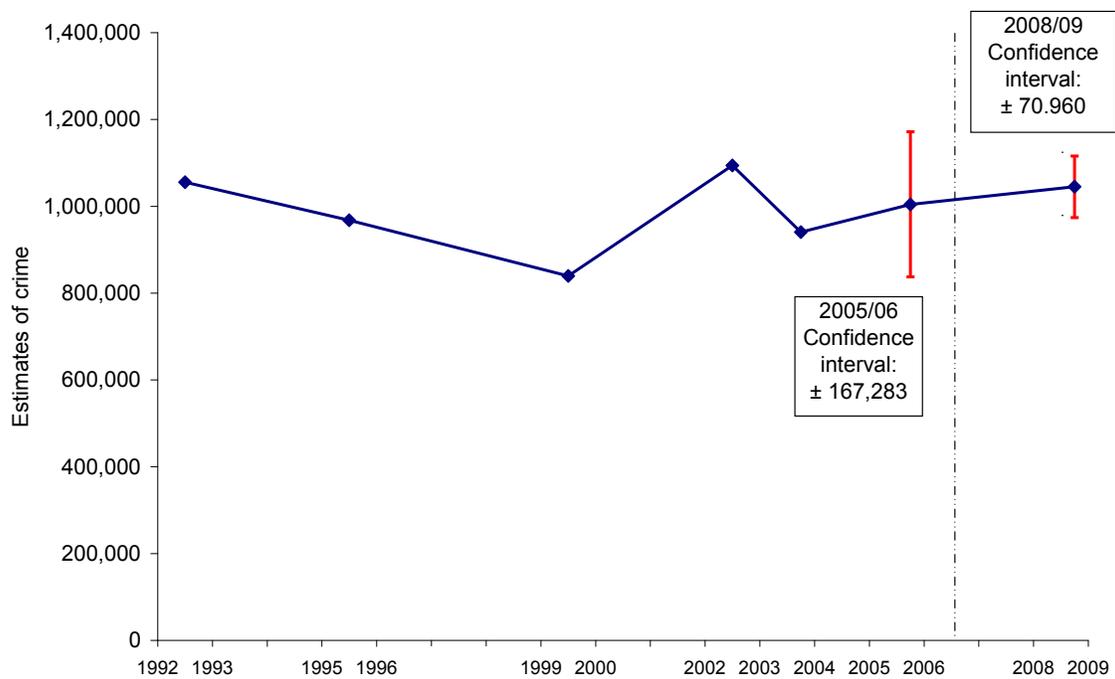
reliability of the estimates shown.¹⁶ The smaller confidence interval in 2008/09 is due to the larger sample size of the SCJS which produces an estimate that is statistically more reliable than previous estimates. The variation in previous estimates is within the range of values likely to include the 'true' number of crimes and so could have occurred by chance. As a result, no clear trend could be detected for changes to the numbers of crimes as a whole measured by the various Scottish crime surveys conducted since 1992.

Figure 2.2: Number of crimes over time

Scottish crime survey estimates

SCS 1992 (5,030); SCS 1995 (5,045); SCS 1999 (5,059); SCS 2002 (5,041); SCVS 2003/04 (3,034); SCVS 2005/06 (4,988); SCJS 2008/09 (16,003)

Note



Note: The dashed line indicates a break in the survey methodology, moving to a rolling reference period, increased sample size and continuous fieldwork.

2.4.2 Number of crimes (grouped) over time

Figure 2.3 breaks down the overall number of crimes into groups and provides estimates for them from the various crime surveys conducted in Scotland since

¹⁶ Confidence intervals for the total number of crimes have not been calculated for estimates produced before 2005/06. Those shown are based on a 95% level of confidence (see annex 4 for further details).

1993. The small sample size of previous surveys and associated wide confidence intervals prevent detailed examination of trends, though some patterns do emerge for some crime groups.

Figure 2.3 suggests among groups of property crime:

- An apparent ¹⁷ rise in vandalism since the early 1990's to date, albeit with some fluctuation which may be due to sampling variation;
- An apparent decrease in motor vehicle theft and housebreaking;
- Personal theft (excluding robbery) appears to have stayed at a similar level over the whole period;
- There is no clear trend apparent for other household theft (including bicycle theft).

Among groups of violent crime:

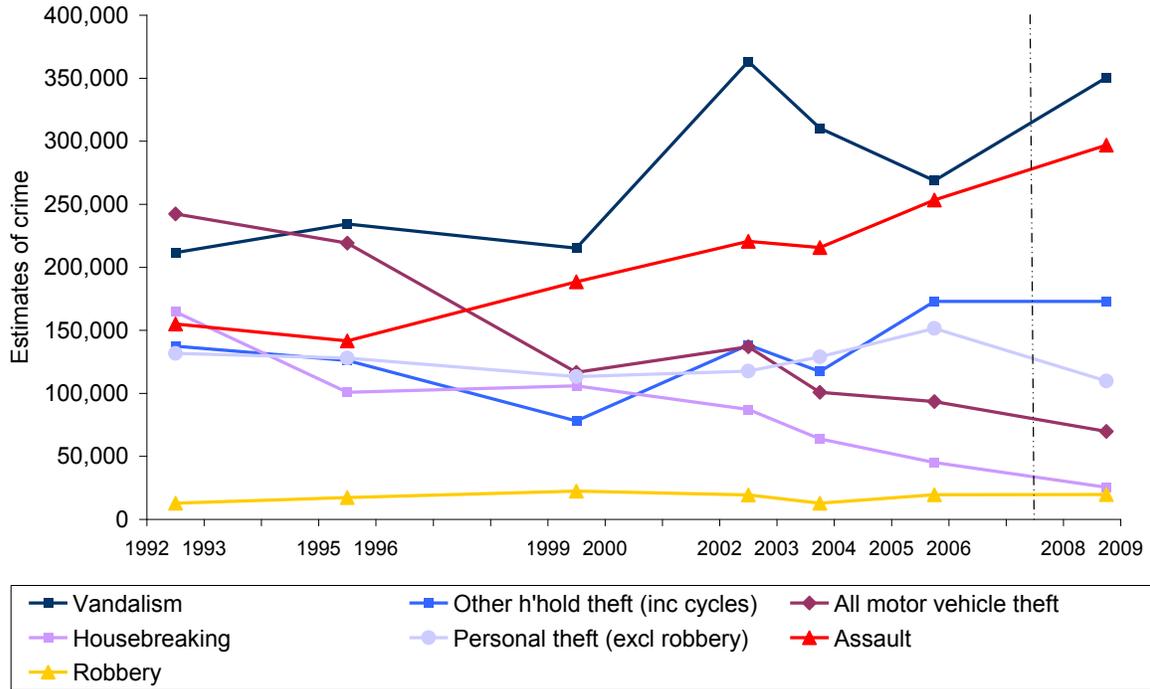
- There appears to have been a steady rise in assault since the early 1990's to date;
- Robbery appears to have stayed at stable, low, levels over the whole period.

¹⁷ Changes are described as apparent as confidence intervals were not available for all previous surveys.

Figure 2.3: Number of crimes (grouped) over time

Scottish crime survey estimates

SCS 1992 (5,030); SCS 1995 (5,045); SCS 1999 (5,059); SCS 2002 (5,041); SCVS 2003/04 (3,034); SCVS 2005/06 (4,988); SCJS 2008/09 (16,003)



Note: The dashed line indicates a break in the survey methodology, moving to a rolling reference period, increased sample size and continuous fieldwork.

2.5 Police recorded crime statistics

In this section the estimates of crime as measured by the SCJS 2008/09 are examined in the context of police recorded crime from 2007/08.

The difference between the crime estimates from the SCJS and the volume of crime recorded by the police (section 2.5.1) may reflect the following differences; reference periods for recorded crime (2007/08) and the SCJS (2008/09), reporting rates, how crimes against business and people aged 15 or younger are dealt with and police recording practice.¹⁸

¹⁸ Details of the Scottish Police Recording Standard is available on the ACPOS website: <http://www.acpos.police.uk/Documents/Policies/CRIME%20-20Scottish%20Crime%20Recording%20Standard%20Manual.pdf>.

SCJS 2008/09 estimates are based on interviews between 01 April 2008 and 31 March 2009 and incidents experienced by survey respondents in the 12 months before their interview. The centre-point of the period for reporting crime is March 2008 which is the only month to be included in all respondents' reference periods. Averaging over the moving reference period of the SCJS generates estimates that are most closely comparable with police recorded crime figures for the 12 months to the end of September 2008 (about 6 months ahead of the 2007/08 recorded crime figures reported here). The police recorded crime statistics relate to crime recorded by the police in the financial year 2007/08.¹⁹

A subset of all SCJS crime can be compared with police recorded crime statistics. This comparable subset includes vandalism, acquisitive crime²⁰ and violent crime. 70% of crime was classed as comparable with police recorded crime (comparable crime).

A set of crimes from police recorded crime were selected which best match the categories in the SCJS comparable subset. The count for the comparable police recorded crime includes crimes committed against businesses and under 16 year olds, both of which were excluded from SCJS measures of crime. Previously, the comparable police recorded crime was adjusted to remove the estimated number of crimes committed against businesses and against victims under 16 years olds using work carried out by Strathclyde Police in 2002. In the SCJS 2008/09 this adjustment was not carried out which is consistent with practice on BCS.²¹

Further details of these issues and additional explanation about police recorded crime are included in annex 5.

2.5.1 Comparisons with police recorded crime 2007/08

The SCJS, as measured in 2008/09, estimated there were 730,622 crimes in the comparable subset. In 2007/08, the police recorded 225,207 crimes in the comparable subset of crime (section 0).

Figure 2.4 shows a comparison of the proportion of comparable crime recorded by the police in 2007/08 and comparable crime estimated by the SCJS in

¹⁹ The statistical bulletin for police recorded crime in Scotland for 2007-08 is available at <http://www.scotland.gov.uk/Publications/2008/09/29155946/0>.

²⁰ Acquisitive crime includes housebreaking, theft of a vehicle and theft of a bicycle. Annex 3 and annex 5 provide a breakdown of all the crime groups used in this report including comparable crime.

²¹ This was due to the lack of an available source that was up-to-date and nationally representative. See annex 4 for further details.

2008/09, broken down by vandalism, acquisitive crime and violent crime as defined by the SCJS.²²

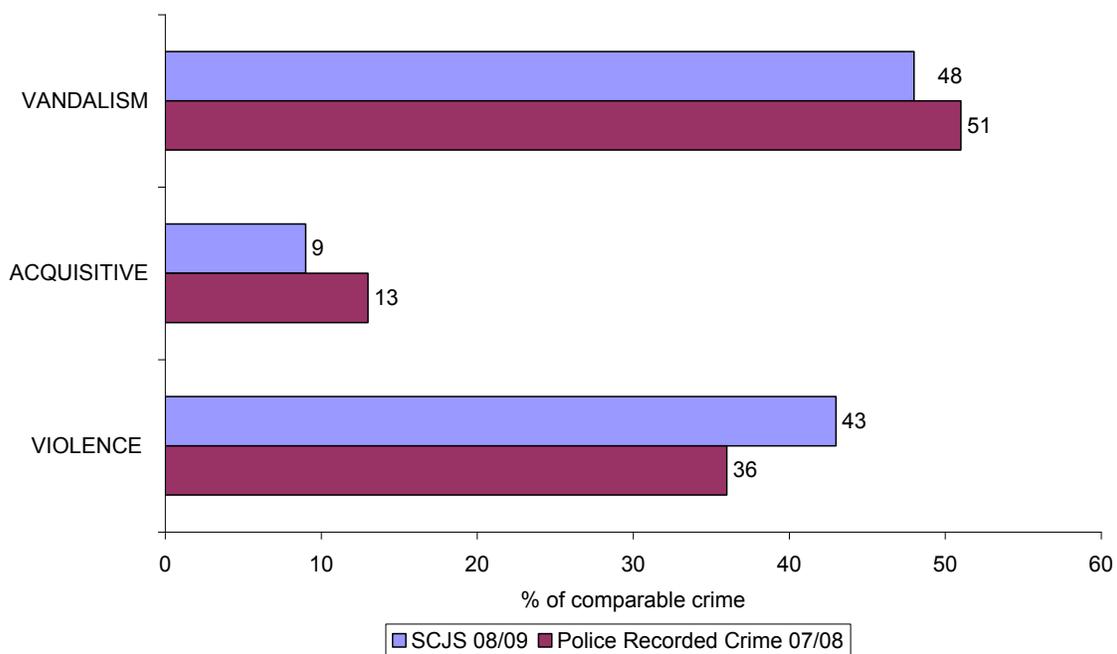
It shows that:

- 51% of comparable crime recorded by the police was vandalism and a further 13% was acquisitive crime compared with 48% and nine per cent respectively for comparable crime estimated by the SCJS in 2008/09;
- 36% of comparable crime recorded by the police was violent crime compared with violent crime being 43% of comparable crime estimated by the SCJS in 2008/09.

Figure 2.4: Percentage of comparable crime estimated by SCJS 2008/09 and recorded by the police 2007/08, within comparable crime groups

SCJS 2008/09; police recorded crime 2007/08

Comparable subsets of crime; SCJS 2008/09 (2,464 incidents); police recorded crime statistics 2007/08 (225,207 incidents)



²² The definition of violence differs between the SCJS and police recorded crime. Minor assault is not included in the recorded crime category of 'non-sexual crimes of violence' but is counted in miscellaneous offences. In the SCJS, minor assault is included in the estimates of violent crime.

2.5.2 Reporting comparable crime

Not all crime is reported to the police. The SCJS 2008/09 estimated that 42% of comparable crime (38% of all SCJS crime) was reported to the police.²³ This was similar to the reporting rate estimated by the BCS in 2008/09 (41% of comparable crime; 38% of all BCS crime) (Hoare, J. 2009). Within crime measured by the SCJS in 2008/09, the proportion of comparable crime reported to the police varied by type and included:

- 40% of vandalism;
- 49% of acquisitive crime;
- 43% of violent crime.

Reporting incidents to the police is explored in more detail in chapter 5.

2.6 Comparison of total number of crimes in Scotland with England and Wales

Changes to the SCJS with regard to the reference period and the continuous fieldwork mean it is now very similar to the method used in the BCS which measures crime in England and Wales. The BCS 2008/09 provides useful context for the SCJS 2008/09 results, although care needs to be taken when comparing crime estimates between the two sources as the coding of offences differs between the surveys, primarily reflecting the differing legal systems in the two countries.²⁴

The incidence rates (the number of crimes as measured by the BCS 2008/09 and the SCJS 2008/09 per 10,000 adults or households) were compared for the various crime groups (Figure 2.5).²⁵

The comparison showed that among groups of property crime:

- The incidence rates for vandalism, all motor vehicle theft, housebreaking and personal theft (excluding robbery) were lower in Scotland than in England and Wales;

²³ Crime reported to the police covers all crime the police came to know about, including those reported by the respondent or someone else, and incidents where the police were there at the time or found out in some other way.

²⁴ Annex 6 provides further information on the differences in offence coding between BCS and SCJS.

²⁵ An incidence rate of, for example, 698 for assault does not mean that 698 adults per 10,000 will necessarily be the victim of assault, rather that there will be 698 separate incidents of assault experienced within the 10,000 as a whole (i.e. some adults may experience more than one incident of assault). Incident rates are calculated using the number of households or adults according to the type of crime.

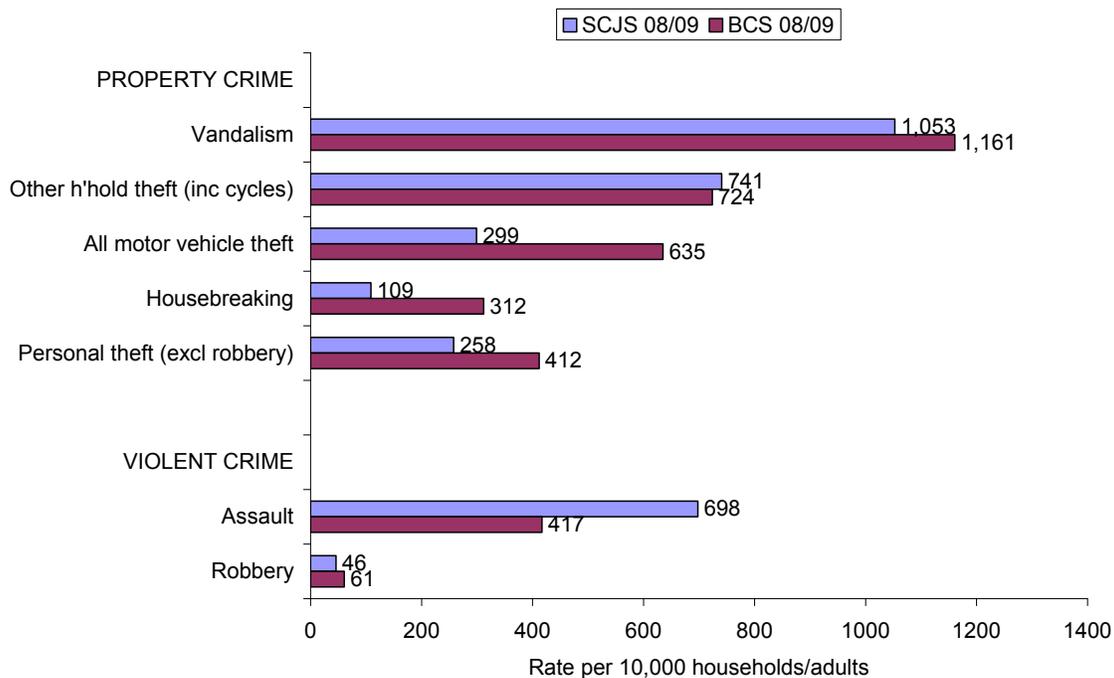
- The incidence rate for other household theft (including bicycle theft) was similar in Scotland and in England and Wales;

The comparison among groups of violent crime showed that:

- The incidence rate for assault was higher in Scotland than in England and Wales;²⁶
- The incidence rate for robbery was similar in Scotland and in England and Wales.

Figure 2.5: Comparison of incidence rates in Scotland with England and Wales

Incidence rate per 10,000 households / adults
 SCJS 2008/09 (16,003 respondents); BCS 2008/09 data (40,220 respondents)



Comparison of the proportion of crime made up by the different crime groups in Scotland and in England and Wales showed 70% of crime as measured by the SCJS in 2008/09 in Scotland was property crime compared with 80% of crime identified by the BCS in 2008/09 in England and Wales. Within that:

²⁶ The SCJS differs from the BCS in that the SCJS prioritises coding assault over crimes such as damage or theft when both crime types occur in a single incident. Further details are presented in annex 6.

- 34% of crime in Scotland was vandalism compared with 26% in England and Wales;
- Seven per cent of crime in Scotland was motor vehicle theft compared with 14% in England and Wales;
- Two per cent of crime in Scotland was housebreaking, compared with seven per cent in England and Wales;²⁷
- 17% of crime in Scotland was other household theft and 11% was personal theft. In England and Wales 33% were other thefts, which incorporated these two categories.

30% of crime as measured by the SCJS 2008/09 in Scotland was violent crime. This compares with 20% of crime measured by the BCS 2008/09 in England and Wales being violent crime (Hoare, J. 2009).

2.7 The risk of crime

As well as estimating the number of crimes, the SCJS measures the percentage of households or adults who were victims of crime in the reference period. This identifies the overall risk of being a victim of crime and is known as the crime victimisation rate.

The SCJS is used specifically to monitor one of the national indicators in Scotland Performs:²⁸ *'reduce overall crime victimisation rates by 2 percentage points by 2011'* which contributes to the achievement of the outcome *'we live our lives safe from crime, disorder and danger'*. It is measured by the percentage of adults aged 16 or over in private households who have been the victim of a crime as measured by the SCJS.

The SCJS estimates that one in five (20.4%) adults aged 16 or over was the victim of at least one crime as measured by the SCJS in 2008/09. The SCJS 2008/09 estimate is the baseline for future estimates of the crime victimisation rate for this national indicator. Confidence interval calculations show the actual risk for the prevalence of victimisation to be in the range of 19.4% to 21.4%.²⁹

²⁷ Housebreaking in Scotland was compared with burglary in England and Wales. The definition of burglary in England and Wales as measured by the BCS and the definition of housebreaking in Scotland as measured by the SCJS differ in two ways; the offender's mode of entry and the intention of the offender. Further details are presented in annex 6.

²⁸ <http://www.scotland.gov.uk/About/scotPerforms>

²⁹ Annex 4 provides estimates for the range of values (known as the confidence interval) for the rate of victimisation for all SCJS crime and various groupings of crime within that.

The equivalent rate for prevalence of crime victimisation in England and Wales, estimated from the BCS 2008/09, was 23% (Hoare, J. 2009).

Within the overall victimisation rate, different types of crime have different risks associated with them. The risk of being a victim of property crime or a victim of violent crime is presented below:

- 18% of adults were estimated by the SCJS 2008/09 to have been a victim of property crime.
 - More than four in five (83%) of all victims were the victim of property crime as measured by the SCJS;
- The SCJS 2008/09 estimated that four per cent of adults had been a victim of violent crime.
 - One in five (19%) of all victims were the victim of violent crime as measured by the SCJS.

Further detail about the nature and impact of victimisation is provided in chapter 3. In this report, crime has been split into two groups, property crime and violent crime. As well as being associated with differing levels of risk, these two groups of crime exhibit different characteristics and victims perceive them differently. Chapter 4 explores these differences in more detail.

3 The nature and impact of victimisation

3.1 Summary

This section explores the nature of victimisation. Examining simple relationships to victimisation of age, gender and area deprivation, the SCJS 2008/09 identified:

- The risk of being a victim was similar for males and females and decreased as age increased;
- Males aged 16-24 were at the greatest risk of any combined age/gender group of being the victim of crime (36% compared with 29% for females of the same age). The risk to other age groups was similar for males and females;
- The risk of being a victim for those living in the 15% most deprived areas of Scotland (26%) was higher than for those living in the rest of Scotland (19%).

In almost two in five (37%) crimes measured by the SCJS in 2008/09 where they knew or had seen the offender(s) before, the victim knew the offender(s) by sight and in nearly one in five (18%) they knew them just to speak to casually. The victim knew the offender(s) well in 47% of crime where they knew or had seen the offender(s) before.

When asked about the crime, in the majority of crime (65%), victims said they thought what happened was a crime; in 18% of crime victims described it as wrong but not a crime and in 16% of crime victims said it was just something that happened.

In over two in five (42%) crimes, victims said that the offender(s) should not have been prosecuted in court:

- Among the reasons given, the most common were that the incident was too trivial (35% of crime where victims said the offender(s) should not have been prosecuted in court) and it would be a waste of time or money (22%).
- Where victims said that the offender(s) should not have been prosecuted in court, victims most often said offenders should have been given some kind of warning (22% of crime) or apologised for what they had done (20%).

In over half (56%) of crimes, victims said the offender(s) should have been prosecuted in court:

- In 23% of crimes where the victim thought that the offender(s) should be prosecuted, they thought the offender(s) should have been given a prison

sentence and in 74% the victim said that the offender(s) should have been given some other kind of sentence.

3.2 Introduction

As seen in chapter 2, it is estimated that 1.04 million crimes occurred in Scotland based on the SCJS 2008/09.³⁰ This chapter provides a summary of the nature of these crimes and their impact on victims.

This chapter examines crime as measured by the SCJS in 2008/09 in detail covering:

- The risk of being a victim of SCJS crime including which adults were most at risk of being a victim of SCJS crime;
- Particular features of SCJS crime including when and where they happened and the characteristics of offender(s);
- The emotional impact of SCJS crime;
- Perceptions of the crime including: whether what happened was a crime or not; whether the offender(s) should have gone to court and if so what type of sentence they should have been given.

The characteristics of crime overall is an aggregate of the characteristics of different types of crime. Property crime makes up 70% of all crime measured by the SCJS in 2008/09. Its dominance means that the characteristics of crime explored in this chapter often reflect most closely the characteristics of property crime.

3.3 Varying risk of crime

As discussed in chapter 2, estimates based on the SCJS 2008/09 suggest that one in five (20%) adults aged 16 or over was a victim of at least one crime covered by the survey.

The risk of being a victim of crime (or crime victimisation rate) is specific to individual adults according to their particular personal, household and area characteristics. The next two sections discuss this varying risk in more detail and explore particular individual and area characteristics that are associated with an adults' risk of being a victim of crime.

³⁰ Annex 3 provides more detail of the definition of crimes included in SCJS crime and the accompanying technical report provides a fuller explanation of the coverage of the survey.

3.3.1 Varying risk of crime – individual level

Analysis of other crime surveys has demonstrated that risk varies among adults with differing personal, household and lifestyle characteristics. Particular features that increase risk have been identified through modelling BCS and other crime survey data. Features identified include personal characteristics, such as age and gender, and household attributes, such as a household's size, composition and type of accommodation. Lifestyle factors that are associated with differential risk include relative affluence and routine activities such as the proportion of time spent in or out of the home (Kershaw and Tseloni, 2005).

This section explores how the risk of being a victim of crime as measured by the SCJS 2008/09 varies on average among adults in Scotland. However, the analysis only presents simple one-to-one relationships of age, gender and age by gender rather than more complex statistical ones such as those described above that might be identified through modelling. Figure 3.1 shows:

- The risk of being a victim of crime as measured by the SCJS 2008/09 was similar for males and females (21% males; 20% females);
- The risk of being a victim of SCJS crime decreased with age. 32% of 16-24 year olds were at risk of being a victim of SCJS crime compared with 10% of those aged 60 or older;

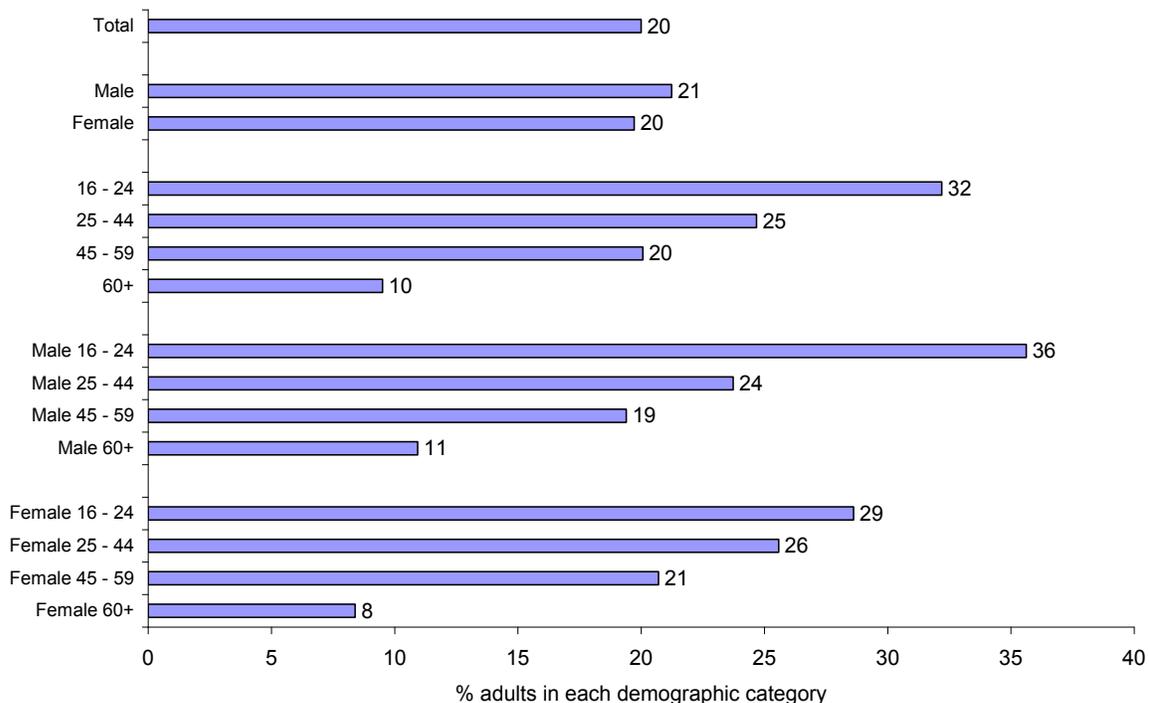
When age and gender were combined:

- Young males, aged 16-24, had the highest risk of any combined age and gender group (36%). In comparison, the risk to females of the same age of being a victim was 29%.
- For all other ages, the risk of males becoming a victim of SCJS crime was more similar to that of females of the same age.

Figure 3.1: Varying risk of crime - proportion of adults who were victims of crime by age and gender

SCJS 2008/09

Adults (base: 16,003); adults in each age / gender group ³¹



3.3.2 Varying risk of crime – area level

Area characteristics also influence the risk of crime for someone living there. Higher numbers of both property and violent crime have consistently been found in areas with higher levels of deprivation (Johnson *et al.* 2005). Urban areas, where areas of higher deprivation tend to be, have higher crime rates. As a result, there is a higher than average risk of victimisation to adults living there compared with those living in rural areas.

Analysis of BCS and other crime survey data has shown that, in low crime areas, the risk is more evenly distributed. In areas of high crime, it is concentrated in a relatively small number of households. This means that, in high crime areas, the risk to an individual household is relatively low, but those that are victims more often suffer repeated victimisation (Kershaw and Tseloni, 2005).

³¹ See annex 1 for further details.

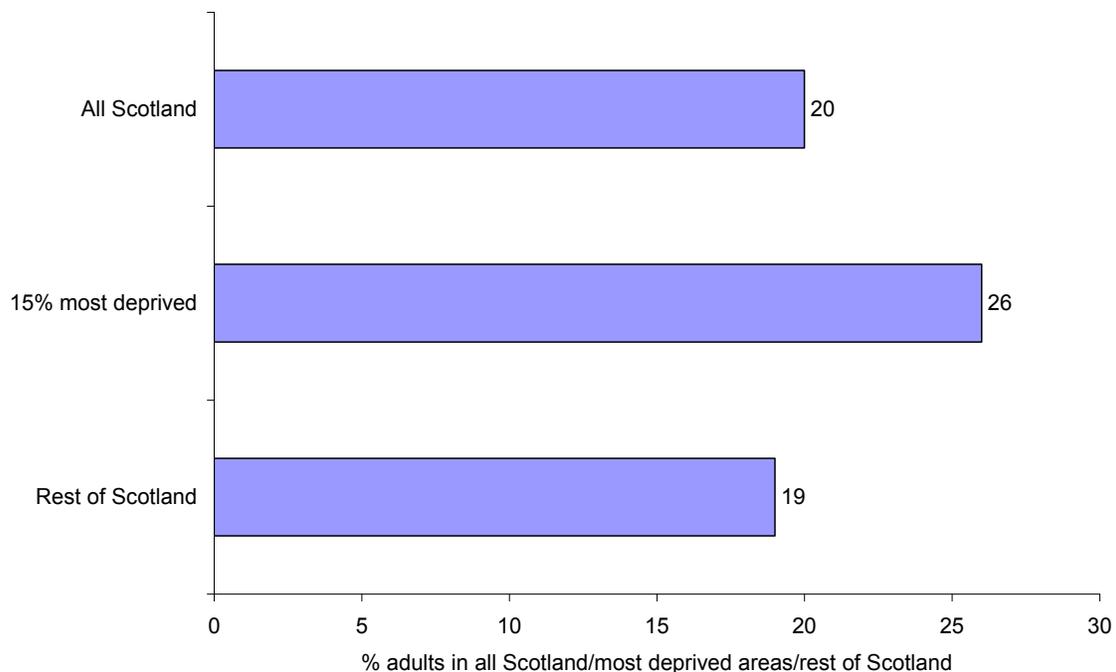
This section explores how the risk of being a victim of crime in Scotland as measured by the SCJS in 2008/09 varies by area deprivation.³² The analysis only presents simple one-to-one relationships of deprivation rather than more complex statistical ones such as those described above that might be identified through modelling. Figure 3.2 shows:

- There was a 26% risk to an adult living in the 15% most deprived areas of Scotland of being a victim of crime as measured by the SCJS in 2008/09;
- There was a 19% risk to an adult living in the rest of Scotland.

Figure 3.2: Varying risk of crime - proportion of adults who were victims of crime by area deprivation

SCJS 2008/09

Adults (base: 16,003); adults in most deprived 15% of areas (base: 2,437); adults in rest of Scotland (base: 13,566)



³² As measured by the Scottish Index of multiple deprivation (SIMD).
<http://www.scotland.gov.uk/Topics/Statistics/SIMD>.

3.4 Characteristics of crime

3.4.1 Where crime happened

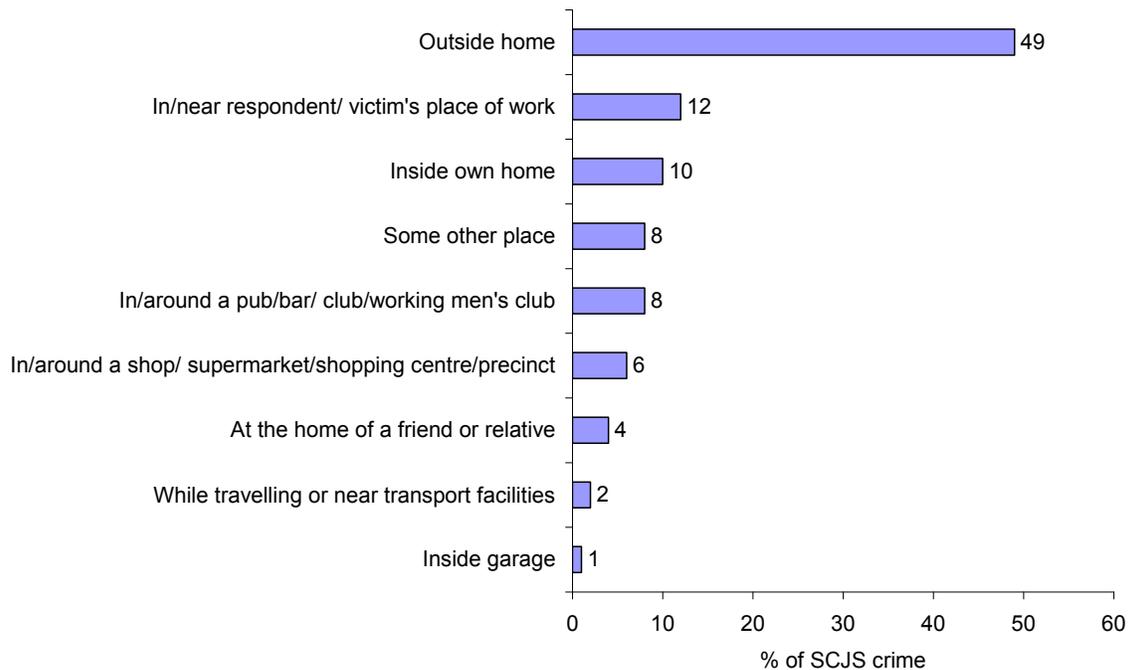
Nearly half of crime measured by the SCJS 2008/09 (49%) happened immediately outside the home. This category includes incidents which took place on the street outside the home, on driveways, doorsteps, balconies and in the garden. An additional 10% of crime as measured by the SCJS 2008/09 occurred in the home and one per cent inside a garage. 12% of crime happened in or near the victim's place of work (Figure 3.3).

These results reflect most closely the characteristics of property crime, which makes up the majority of crime measured by the SCJS in 2008/09 (chapter 4).

Figure 3.3: Where crime happened

SCJS 2008/09

All SCJS crime (base: 3,794)



3.4.2 When crime happened

Victims were asked whether the crime happened during the week or at the weekend, and at what time of day it happened. Figure 3.4 provides more detail of when crime measured by the SCJS 2008/09 took place:

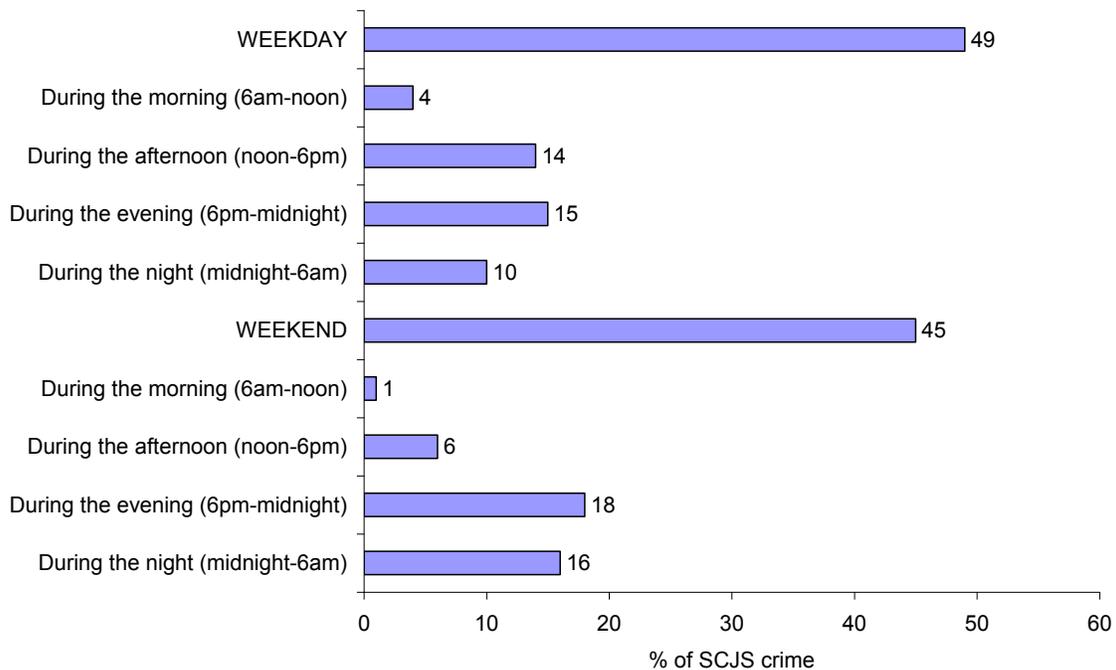
- Half of all crime (49%) took place on a weekday and a little less, 45%, took place at the weekend;

- The majority of crimes taking place on a weekday happened during the afternoon (14%) or during the evening (15%). 10% happened between midnight and six a.m. and four per cent took place between six a.m. and midday;
- At the weekend, more crimes happened in the evening (18%) or during the night (16%) than during the morning (one per cent) or afternoon (six per cent).

Figure 3.4: When crime happened

SCJS 2008/09

All SCJS crime (base: 3,794)



Note: Percentages for each crime for weekdays and weekends, as well as for times within weekday and weekend, do not add up to 100% as some respondents were unable to say when the crime had happened.

3.4.3 Characteristics of offenders

Adults were able to provide details of the offender(s) in 48% of crime (Figure 3.5). Where details were provided, characteristics of offenders included:

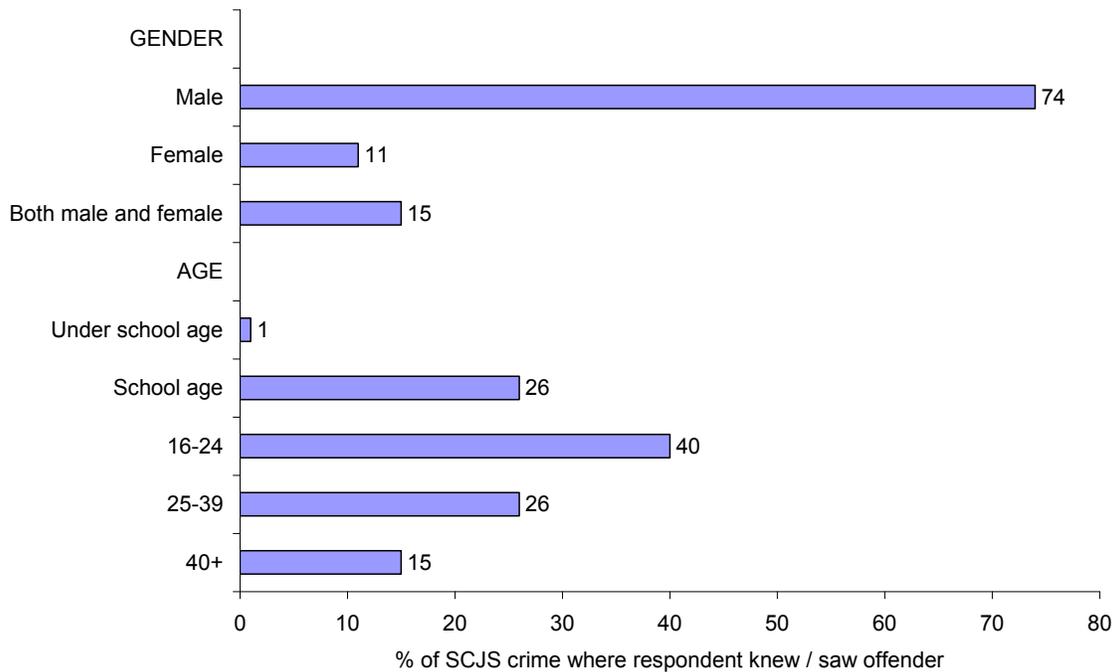
- Males (74%) were more likely than females (11%) or groups of both males and females (15%) to be offenders in crime measured by the SCJS in 2008/09 where the victim knew or saw the offender(s);

- In crime where the victim knew or saw the offender(s), the most commonly reported age group of the offender(s) were adults aged 16-24 (40%); just over a quarter were aged 25-39 or of school age (26% for each group).

Figure 3.5: Characteristics of offenders

SCJS 2008/09

All SCJS crime where respondent was able to say anything about the offender(s) (base: 1,396)



Victims were asked whether they knew or had seen the offender(s) before and if so how they knew them.

In almost two in five (37%) crimes measured by the SCJS in 2008/09 where they knew or had seen the offender(s) before, the victim knew the offender(s) by sight and in nearly one in five (18%) they knew them just to speak to casually.

The offender(s) was known well by the victim in 47% of crime where they knew or had seen the offender(s) before. Figure 3.6 shows the relationship between the victim and the offender(s) in crimes where the victim knew the offender(s) well:

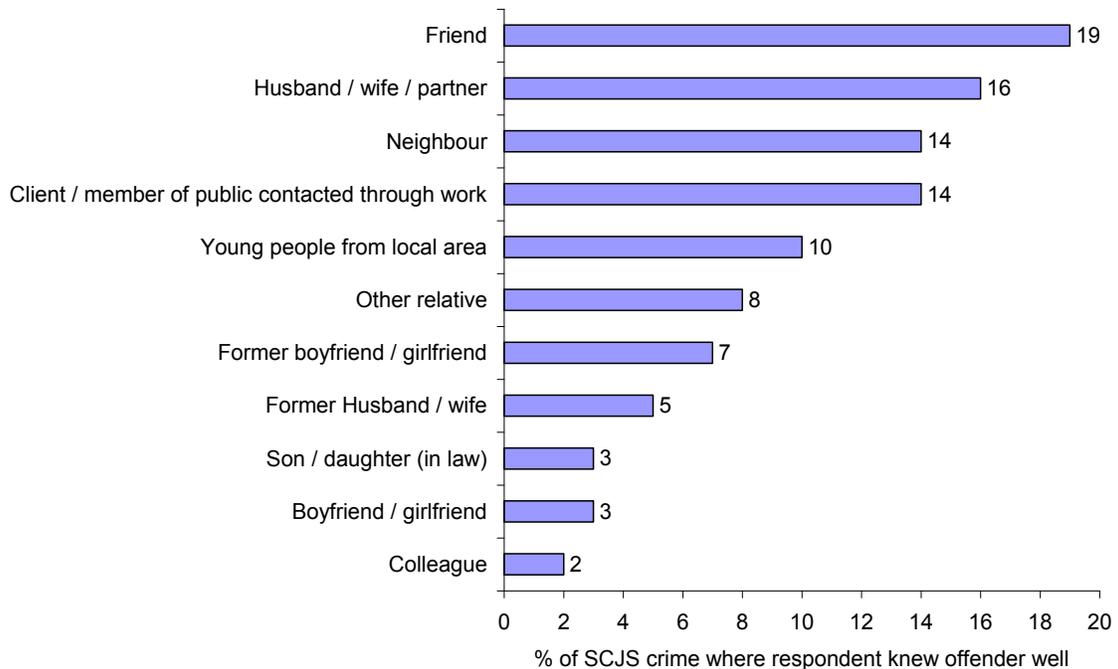
- In 19% of crime where the victim knew the offender(s) well, the offender(s) was a friend;

- In 16% of these crimes, the offender(s) was the current husband, wife or partner of the victim and in another three per cent the offender(s) was the current boyfriend / girlfriend;
- In 14% of these crimes, the offender(s) was a neighbour and in another 10% of these crimes, the offenders were young people from the local area;
- In 14% of these crimes, the offender(s) was a client or a member of the public contacted through work.

Figure 3.6: Relationship with offenders

SCJS 2008/09

All SCJS crime where respondent knew offender(s) well (base: 371)



3.5 Impact of crime

3.5.1 Emotions felt

Victims were asked what, if any, emotions they felt after the crime happened. Figure 3.7 below shows emotions felt by victims:

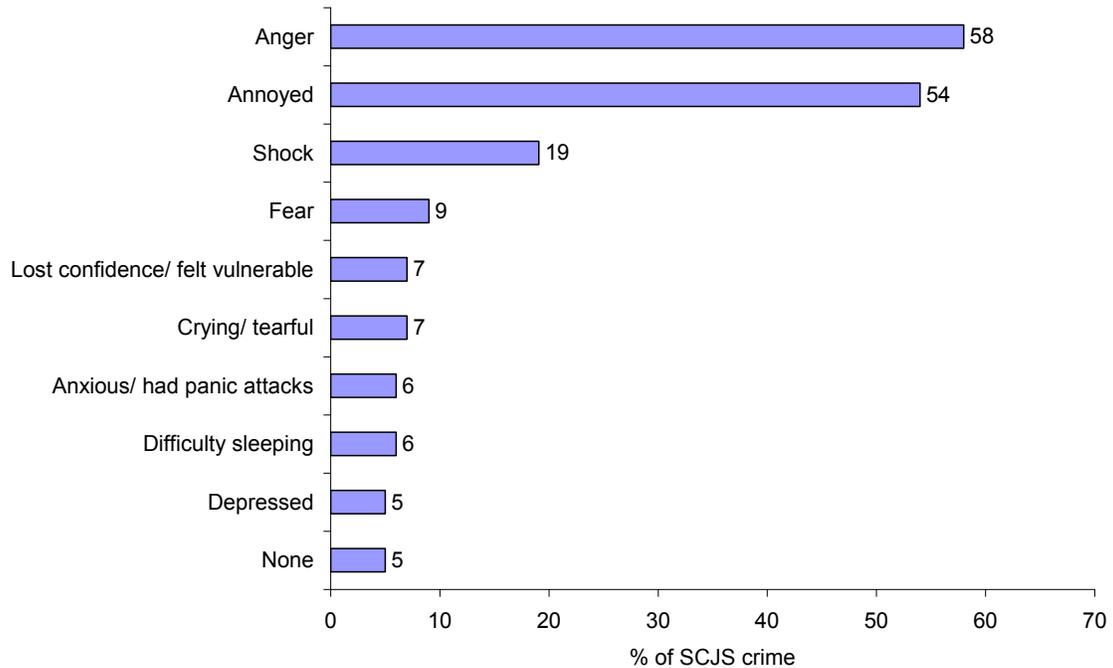
- In 58% of crime, victims experienced anger and in 54% of crime, victims felt annoyance;
- In around one in five (19%) crimes, victims said they experienced shock;

- A range of other emotions were reported; each one being experienced by fewer than 10% of victims.

Figure 3.7: Emotional responses to crime

SCJS 2008/09

All SCJS crime (base: 3,794)



3.6 Perceptions of crime

3.6.1 Whether what happened was a crime

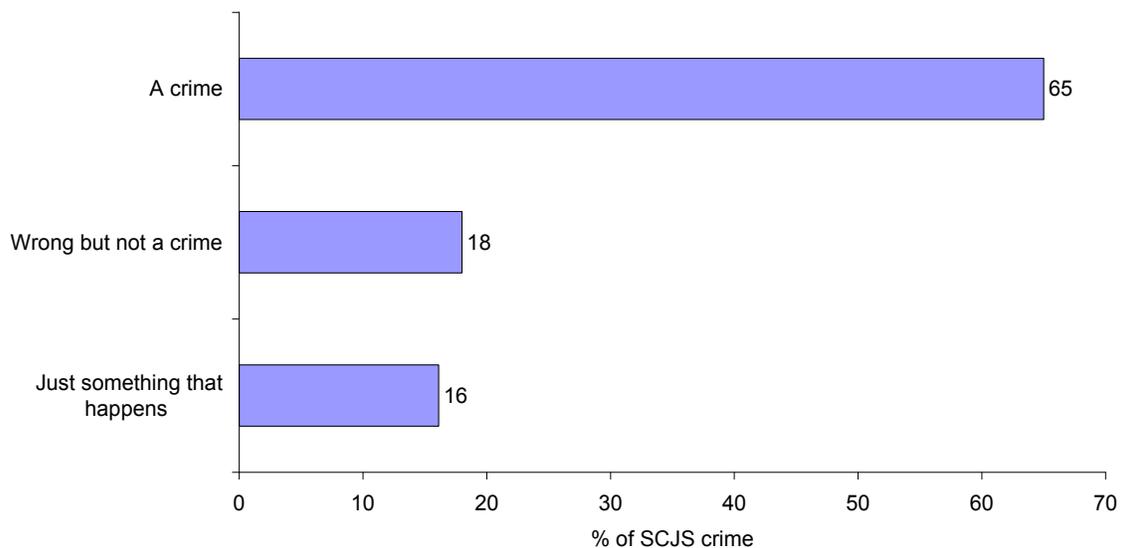
For crime measured by the SCJS 2008/09 perceptions of whether what happened to them was a crime, wrong but not a crime, or just something that happens were explored (Figure 3.8).

- In the majority of crime measured by the SCJS in 2008/09 (65%), victims said they thought what happened was a crime;
- In around one in five (18%), victims described it as wrong but not a crime;
- In just under one in eight (16%), victims said it was just something that happened.

Figure 3.8: Whether what happened was a crime or not

SCJS 2008/09

All SCJS crime (base: 3,794)



3.6.2 What should have happened to offenders

Regardless of whether the police had come to know about the crime or identified the offender(s) and regardless of whether the victim believed what happened to be a crime, victims were asked whether they thought the offender(s) should have been prosecuted in court.

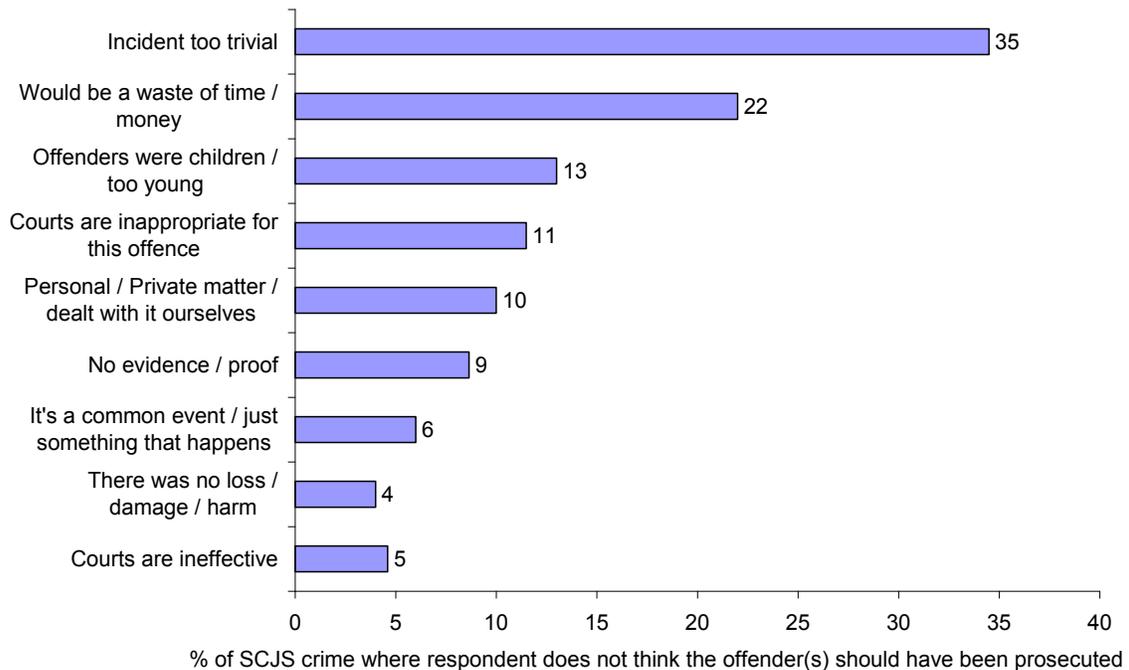
In over two in five (42%) crimes measured by the SCJS in 2008/09, victims said that the offender(s) should not have been prosecuted in court. The most common reasons given were:

- The incident was too trivial (35%);
- It would be a waste of time or money (22%);
- The offenders were too young or were children (13%);
- Courts are inappropriate for this offence (11%);
- The incident was a personal / private matter (10%);
- There was no evidence or proof (nine per cent).

Figure 3.9: Most common reasons why offenders should not have been prosecuted in court³³

SCJS 2008/09

All SCJS crime where respondent does not think the offender(s) should have been prosecuted (base: 1,648)



In crime where victims said that the offender(s) should not have been prosecuted in court, they most often said that the offender(s) should have:

- Been given some kind of warning (22%);
- Apologised for what they had done (20%);
- Been made to pay the victim compensation (15%);
- Done something to help the victim or the community (11%).

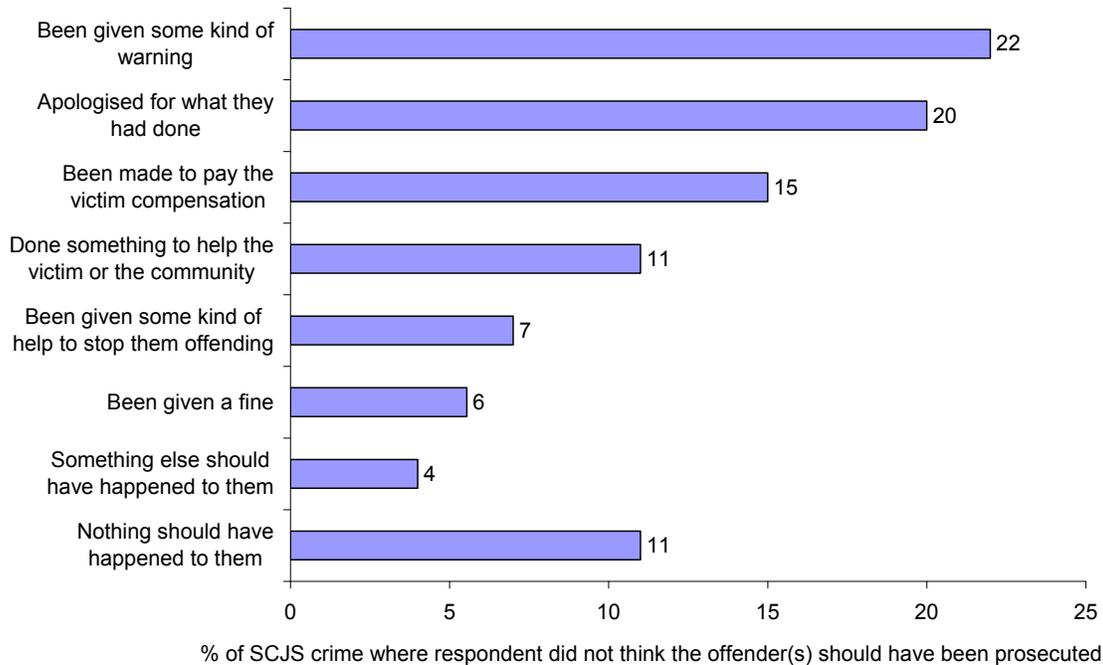
In 11% of crime where victims said that the offender(s) should not have been prosecuted in court, they said that nothing should have happened to the offender(s).

³³ All other reasons were mentioned in fewer than 5% of crime and are not shown in Figure 3.9.

Figure 3.10: Alternative to prosecution that victims thought should have happened to offenders

SCJS 2008/09

All SCJS crime where respondent does not think the offender(s) should have been prosecuted (base: 1,648)



In over half (56%) of crimes measured by the SCJS in 2008/09 victims said the offender(s) should have been prosecuted in court. Those victims who thought this were asked whether the offender(s) should have been given a prison sentence or some other sentence:

- In 23% of crime where the victim thought that the offender(s) should be prosecuted the victim thought the offender(s) should have been given a prison sentence;
- In 74% of these crimes, the victim said that the offender(s) should have been given some other kind of sentence.

4 Victimization - property crime and violent crime

4.1 Summary

All crime as measured in the SCJS in 2008/09 can be broken down into property crime and violent crime. Each crime group exhibits different characteristics.

Examining the victimisation rate in Scotland further showed that 18% of adults were the victim of property crime (83% of victims) and four per cent of adults were the victim of violent crime (19% of victims). The risk varied among different groups of adults:

- Males aged 16 to 24 had the highest risk of being a victim of property crime (28%) and of being a victim of violent crime (18%) compared with all other combined age/gender groups;
- The risk of being a victim of property crime increased for adults living in the 15% most deprived areas (23%) compared with those living in the rest of Scotland (17%) as did the risk for violent crime (six per cent for those living in the 15% most deprived areas and four per cent in the rest of Scotland).

The risk of violent crime estimated by the BCS for adults in England and Wales was similar to that measured in Scotland (3% compared with 4% respectively), whereas the incidence rate of violent crime per 10,000 individuals was higher in Scotland than in England and Wales. This suggests that violent crimes were more concentrated amongst fewer victims in Scotland than in England and Wales.

Based on estimates from the SCJS 2008/09:

- Six per cent of adults (or 36% of victims of property crime) were repeat victims of property crime;
- Nearly two per cent (1.6%) of adults (or 38% of victims of violent crime) were repeat victims of violent crime.

Examination of the characteristics of property crime showed that the main place, by far, where property crime took place was immediately outside the home; 65% happened there. In contrast, violent crime happened in a number of different locations including:

- In or near the victim's place of work (23%);
- In or around a pub, bar or club (18%);
- Inside the victim's home (13%);

- Immediately outside the home (12%);
- At the home of a friend or relative (eight per cent).

Victims were able to provide details of the offender(s) in fewer than three in ten (29%) property crimes compared with over nine in ten (92%) violent crimes. Where they could provide details:

- Males were said to be offenders in 67% of property crime where victims could provide details, compared with 79% of such violent crime. In 22% of property crime, the offenders were both males and females, compared with 10% of violent crime, where victims could provide details.
- In 42% of property crime where victims could provide details, offender(s) were most likely to be described as school age and in 46% of violent crime where victims could provide details the offender(s) were most likely to be described as 16-24 year olds.

Victims were more likely to know the offender(s) well in violent crime (57%) than in property crime (34%) as measured in the SCJS 2008/09:

- The offender(s) was a neighbour in 33% of property crime where the victim knew the offender(s) well, in 15%, young people from the local area and in 22%, a friend.
- In 20% of violent crime where the victim knew the offender(s) well, the offender(s) was the current husband, wife or partner of the victim; in 17% a friend and in 19% a member of the public or people contacted through work.

Victims reported that the offender(s) had something they used or threatened to use as a weapon in 28% of violent crime where victims saw or had any contact with the offender(s):

- In 32% of violent crime where the offender(s) had a weapon the victim reported that the offender(s) had a knife (this represents three per cent of all crime as measured in the SCJS 2008/09).

The offender(s) was said by the victim to have been under the influence of alcohol in 58% of violent crime and of drugs in 26% of violent crime.

Property crime (69%) was more likely to be described as 'a crime' by victims compared with violent crime (57%) whereas violent crime was more likely to be described by victims as 'just something that happens' (24%) compared with property crime (12%).

In over half of property crime (57%) and violent crime (52%), victims said the offender(s) should have been prosecuted in court. Of victims who thought this,

the largest proportion said the offender(s) should have been given a sentence other than a prison sentence (79% property crime; 60% violent crime).

Separate to measuring crime, card and identity fraud and workplace abuse were also measured by the SCJS in 2008/09:

- In the case of card and identity fraud 3.6% of adults had experienced card fraud in the 12 months prior to interview and 0.8% had been a victim of identity theft.
- In the case of workplace abuse, of those adults who had jobs involving contact with the general public, 35% had experienced either verbal abuse or physical abuse; 34% had experienced verbal abuse and seven per cent had experienced physical abuse.

4.2 Introduction

The Scottish Crime and Justice Survey (SCJS) 2008/09 produced an estimate of approximately 0.73 million property crimes and 0.32 million violent crimes in Scotland. Property crime accounted for 70% and violent crime for 30% of all crime identified in the SCJS in 2008/09 (chapter 2).

This chapter examines victimisation, broken down by property crime and violent crime. It follows the same format as the previous chapter which looked at the nature and characteristics of victimisation for all SCJS crime. The chapter covers:

- The risk of being a victim of property crime and of violent crime, including how this varies according to particular groups of crime and which adults are most at risk;
- Features of property crime and violent crime, including when and where they happened, the characteristics of offenders and, for violent crime, the use of weapons;
- The role of alcohol in violent crime, given alcohol is of particular interest in relation to violence. The role of drugs is also examined;
- The impact of property crime and violent crime, specifically the emotions felt by victims, the injuries sustained (violent crime) and the financial impact (property crime);
- Victims' perceptions including: whether they thought an incident was a crime or not; whether the offender(s) should have gone to court and if so what type of sentence they should have been given.

The last sections of this chapter focus on two particular types of incidents where details were collected outside the main victim form:

- Card and identity fraud, which is not measured specifically in the SCJS estimate of crime. Section 4.8 reports on card and identity fraud in Scotland as measured by the SCJS. It provides information on the percentage of adults estimated to have experienced these, comparing it with other available sources including the British Crime Survey (BCS).
- Workplace abuse, which is also not measured specifically in the SCJS estimate of crime, is reported on in Section 4.9. In the context of the SCJS 2008/09 workplace abuse covers abuse received in the course of work only from members of the public contacted through work. Section 4.9 examines the prevalence and frequency of workplace abuse and considers reporting, impact on health and provision of support to deal with workplace abuse.

4.3 Risk of Property Crime and Violent Crime

As measured by the SCJS in 2008/09 there was a one in five (20%) risk of an adult being a victim of one or more crime of any type (chapter 2). This section examines the risk in more detail, breaking it down between property crime and violent crime and different types of crime within those groups (Figure 4.1).

There was an 18% risk to an adult of being a victim of property crime.³⁴ Within the broad group of property crime, there was:

- A nine per cent risk to a household of being a victim of vandalism including a five per cent risk of being a victim of motor vehicle vandalism and a four per cent risk of being a victim of property vandalism;
- A five per cent risk to a household of being a victim of other household theft (including bicycle theft);
- A less than one half of one per cent (0.4%) risk to a household of being a victim of motor vehicle theft;
- A less than one per cent (0.8%) risk to a household of being a victim of housebreaking;

³⁴ Property crime includes a mixture of crimes committed against household and against adults. Prevalence (or risk of being a victim) of property crime was calculated in this report as a percentage of adults experiencing at least one property crime. If prevalence had been calculated as a percentage of households experiencing at least one property crime, this would have given a prevalence of 16.6%. The risk to sub-groups within property crime are calculated as a percentage of households or adults according to whether they include only crimes committed against households, only crimes committed against adults. Where the crime group includes a mixture of crimes committed against households and against adults this is calculated as the percentage of adults.

- A two per cent risk to an adult of being a victim of personal theft (excluding robbery).

There was a four per cent risk to an adult of being a victim of violent crime. In comparison, the risk to an adult being a victim of violent crime estimated by the BCS for adults in England and Wales was three per cent. The risk of violent crime was similar, whereas the incidence rate of violent crime per 10,000 adults was higher in Scotland than in England and Wales (chapter 2). This suggests that violent crime was more concentrated amongst fewer victims in Scotland than in England and Wales.

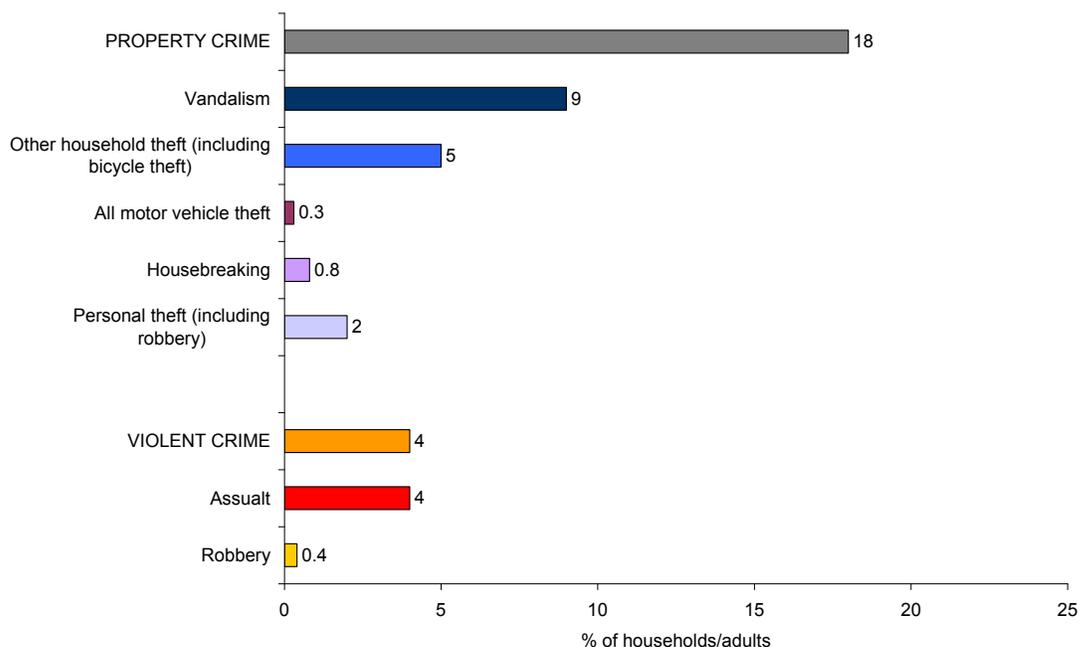
Within the broad group of violent crime as measured by the SCJS 2008/09 there was:

- A four per cent risk to an adult of being a victim of assault;
 - This included a less than one half of one per cent (0.4%) risk to an adult of being a victim of serious assault;
- A less than one half of one per cent (0.4%) risk to an adult of being a victim of robbery.

Figure 4.1: Risk of property crime and violent crime

SCJS 2008/09

Households / Adults (base: 16,003)



4.3.1 Varying risk of property crime and violent crime

As described in chapter 3, the risk of being a victim is not evenly spread throughout the population. This section explores how the risk of being a victim of property crime and violent crime varied among different groups of adults.

The analysis only presents simple one-to-one relationships of age, gender, age by gender and area deprivation rather than more complex statistical ones that might be identified through modelling.

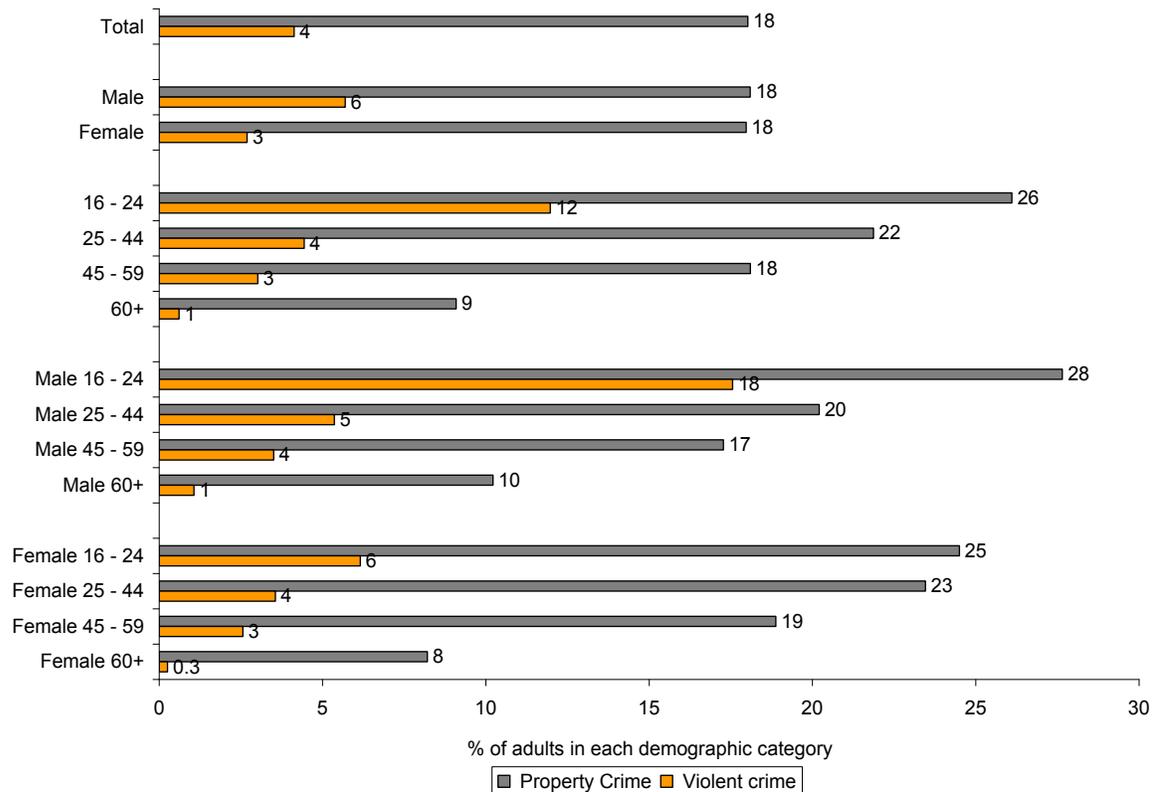
Figure 4.2 shows:

- Males and females had an equal risk of being a victim of property crime (18%);
- The risk of being a victim of property crime decreased with age;
 - Males aged 16 to 24 had the highest risk of being a victim of property crime (28%);
 - Females aged 16 to 24 and females aged 25 to 44 faced similar levels of risk (25% 16-24; 23% 25-44);
 - Males and females aged 60 or older had the lowest risks of being a victim of property crime (10% males; eight per cent females);
- Males (six per cent) had a higher risk of being a victim of violent crime compared with females (three per cent);
- The risk of being a victim of violent crime decreased with age;
 - The risk was 12% of being a victim of violent crime for 16-24 year olds compared with one per cent of those aged 60 or over;
 - The effects of age and gender combined meant that 16-24 year old males (18%) had the highest risk of being a victim of violent crime compared with all other combined age / gender groups.

Figure 4.2: Varying risk of property crime and violent crime – proportion of adults who were victims of crime by age and gender

SCJS 2008/09

Adults (base: 16,003) adults in each age / gender group (bases range from females: 8,993 to females aged 16-24: 658)



The risk of being a victim of property crime and violent crime, as measured by the SCJS in 2008/09, also varied by area deprivation.³⁵

Figure 4.3 shows:

- The risk of property crime increased for adults living in the 15% most deprived areas (23%) compared with those living in the rest of Scotland (17%);
- There was a six per cent risk of violent crime for adults living in the 15% most deprived areas compared with a four per cent risk for adults living in the rest of Scotland.

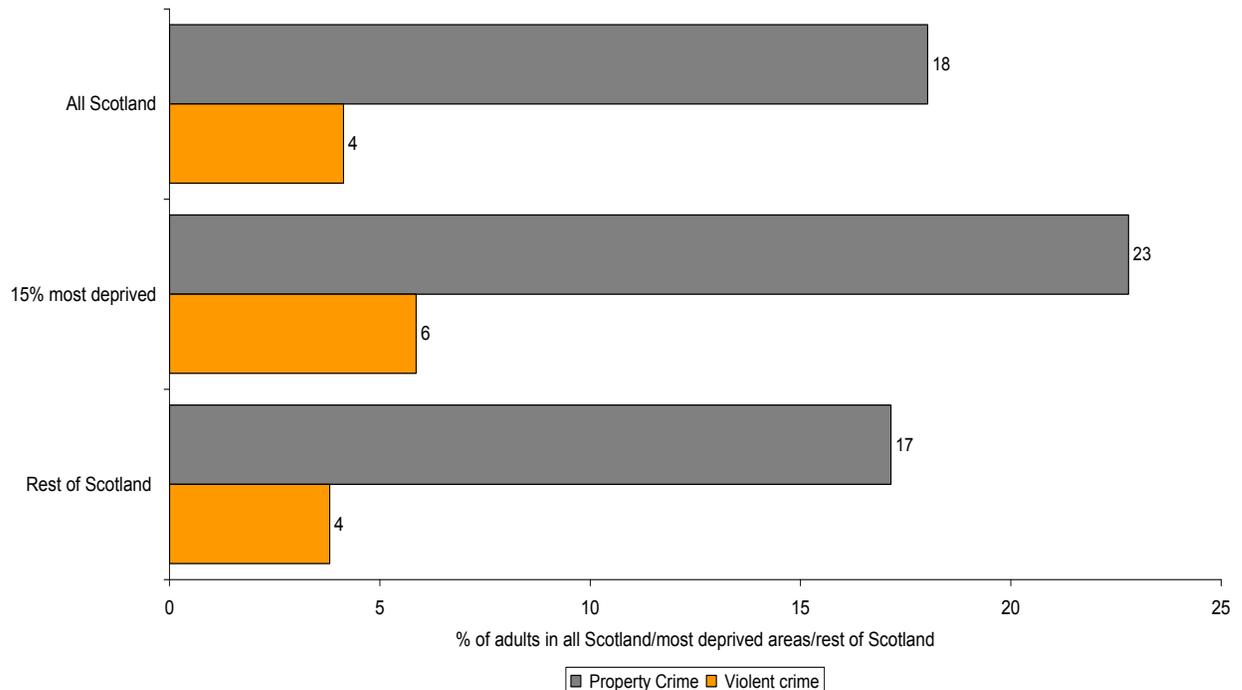
³⁵ As measured by the Scottish Index of multiple deprivation (SIMD)

<http://www.scotland.gov.uk/Topics/Statistics/SIMD>.

Figure 4.3: Varying risk of property crime and violent crime – proportion of adults who were victims of crime by area deprivation

SCJS 2008/09

Adults (base: 16,003); adults in most deprived 15% of areas (base: 2,437); adults in rest of Scotland (base: 13,566)



4.3.2 Repeat victimisation

Crime surveys have shown that the majority of victims will have only been the victim of one crime in a 12 month period. Among victims, crime is further concentrated in particular people and households (Farrell & Pease 2007; Planty & Strom 2007).

In common with the BCS, victims of the same type of crime more than once in the last year are defined as repeat victims. As described in the BCS 2008/09 report, the repeat victimisation rate accounts for differences between estimates of crimes (incidence) and victims (prevalence) (Hoare, 2009). If every victim was only the victim of one crime in the previous 12 months, the estimates of crimes and victims would be the same.

Based on estimates from the SCJS 2008/09, six per cent of adults were repeat victims of property crime and nearly two per cent (1.6%) of adults were repeat victims of violent crime. Analysis showed that:

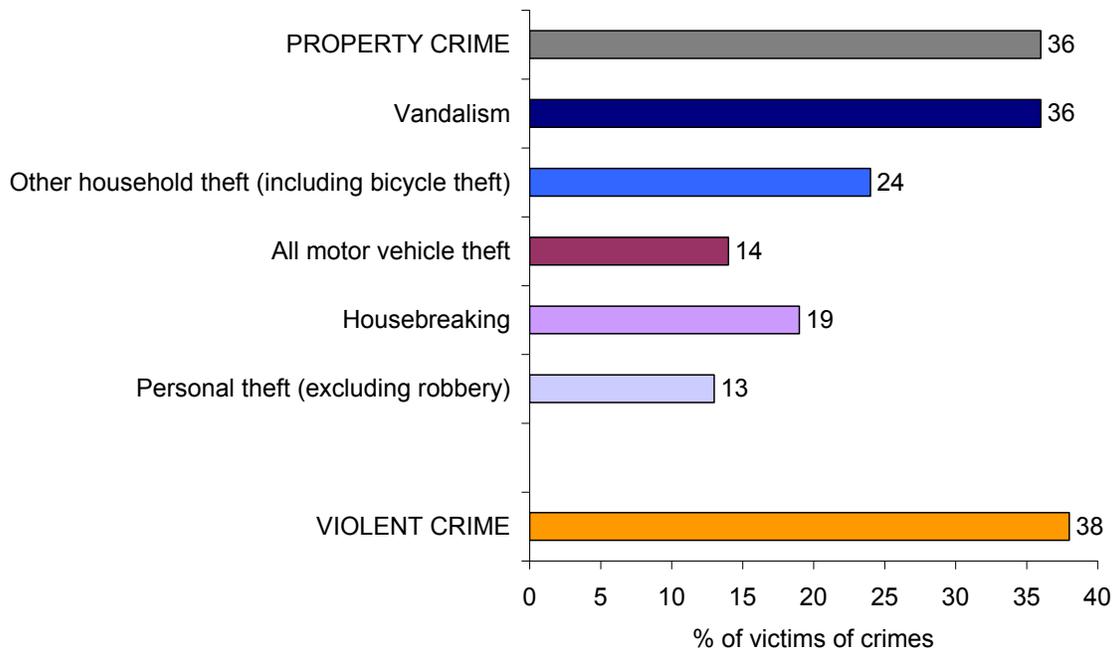
- 36% of victims of property crime were repeat victims;

- 38% of victims of violent crime were repeat victims;
- The lowest repeat victimisation rate was for personal theft (excluding robbery), (13% of victims).

Figure 4.4: Repeat victims as a percentage of all victims by crime group

SCJS 2008/09

Households / Adults (base: 16,003)



65% of all incidents of violent crime were experienced by repeat victims of violent crime, as measured by the SCJS in 2008/09. On average repeat victims experienced three violent crimes in the 12 months prior to interview.³⁶

³⁶ The average number of crimes per victim was calculated using only the first five incidents in series victimisations, which means this average number may underestimate the actual average among repeat victims (annex 3).

4.4 Characteristics of property crime and violent crime

4.4.1 Where crime happened

Victims were asked where the crime happened. Figure 4.5 shows where property crime and violent crime measured by the SCJS in 2008/09 occurred.

The main place, by far, where property crime took place was immediately outside the home:

- Over three in five property crimes (65%) took place immediately outside the home compared with 12% of violent crime measured in 2008/09;
 - Within property crime, vandalism (82%), other property theft (including bicycle theft) (71%) and motor vehicle theft (68%) most often happened immediately outside the home;
 - Only five per cent of personal theft took place immediately outside the home;
- Fewer than one in ten property crimes took place in a single location other than immediately outside the home.

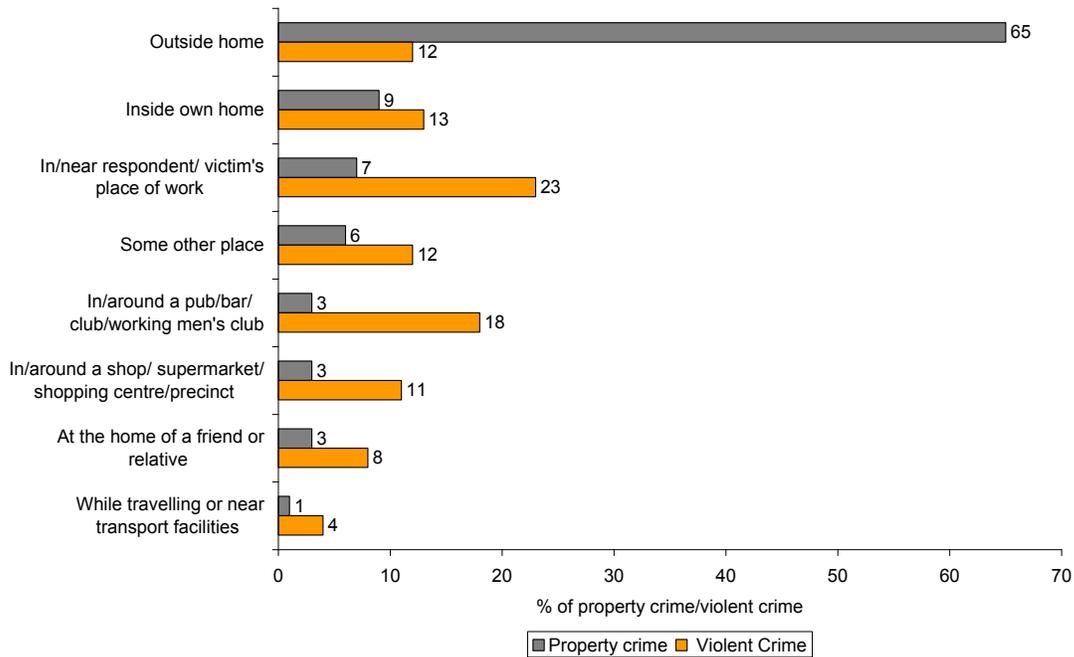
Violent crime was more likely to happen in a number of locations:

- More than one in five (23%) violent crimes happened at or near the respondent's place of work;
- Just under one in five (18%) happened in or around a pub, bar or club;
- A similar proportion of violent crimes took place inside the victims' home (13%) and immediately outside the home (12%). Around one in twelve violent crimes occurred at the home of a friend or relative (eight per cent).

Figure 4.5: Where property crime and violent crime happened

SCJS 2008/09

Property crime (base: 3,172); violent crime (base: 622)



4.4.2 When crime happened

Victims were asked whether the crime happened during the week or at the weekend, and at what time of day it happened.³⁷ Figure 4.6 provides more detail of when property crime and violent crime took place.

Around half of all property crime (52%) took place on a weekday and a little less, 41%, took place at the weekend. In contrast, over half of all violent crime (55%) took place at the weekend and 42% took place during the week. Looking in detail at the times the two types of crime happened during the weekday:

- The majority of both property crime and violent crime which happened on a weekday took place between midday and midnight;
- 12% of weekday property crime took place between midnight and 6a.m. compared with five per cent of violent crime;

³⁷ Percentages for each crime for weekdays and weekends, as well as for times within weekday and weekend, do not add up to 100% as some respondents were unable to say when the crime had occurred.

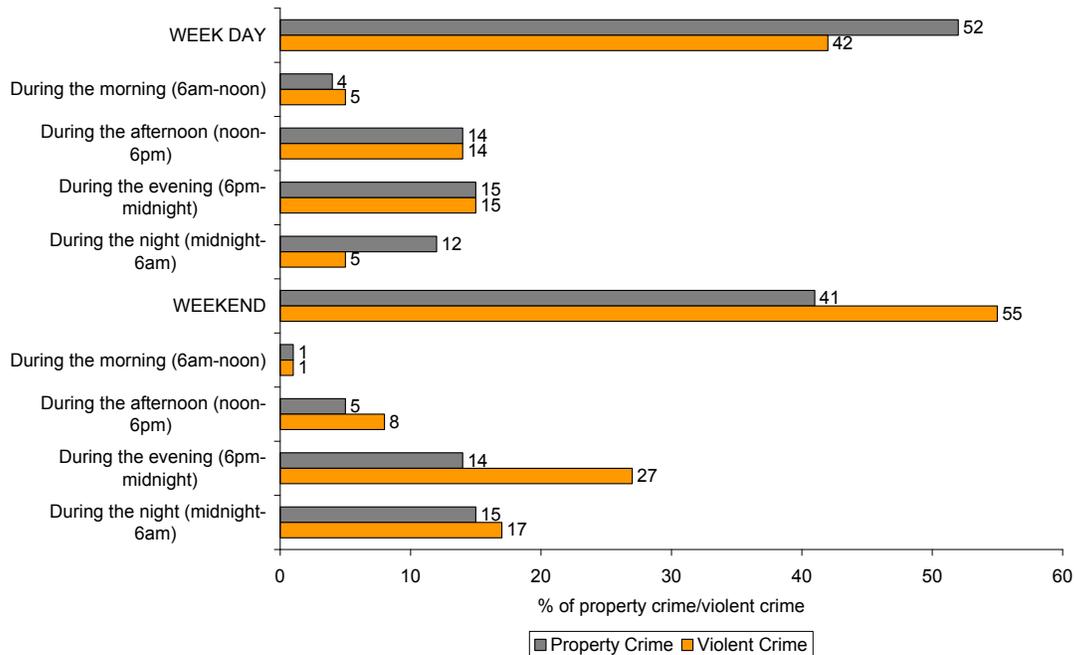
At the weekend:

- 27% of violent crime happened between 6 p.m. and midnight compared with 14% of property crime;
- 17% of violent crime happened between midnight and 6 a.m. at the weekend compared with 15% of property crime.

Figure 4.6: When property crime and violent crime happened

SCJS 2008/09

Property crime (base: 3,172); violent crime (base: 622)



Note: Percentages for each crime for weekdays and weekends, as well as for times within weekday and weekend, do not add up to 100% as some respondents were unable to say when the crime had occurred.

The time periods used in this question were the same as had been used in previous crime surveys in Scotland. Given the interest in violence related to ‘drinking culture’, victims of violent crime were also asked whether the incident happened closer to the beginning or the end of the time period.³⁸ This additional information indicated that around one in three violent crimes (34%) happened between around 9 p.m. and 3 a.m. on a weekend.

³⁸ This asked whether the incident happened closer to the first time (e.g. 6 p.m.) or the second (e.g. midnight).

4.4.3 Characteristics of offenders

Victims of violent crime are more likely than victims of property crime to be able to provide details of the offender(s). Victims were able to provide details of the offender(s) in fewer than three in ten (29%) property crimes compared with over nine in ten (92%) violent crimes,

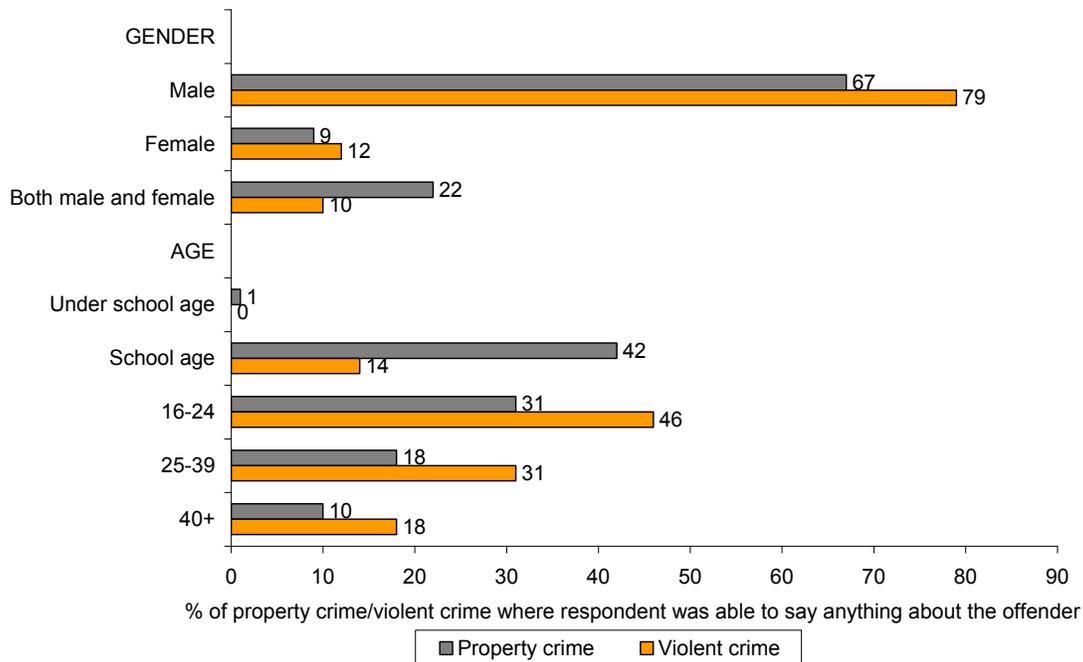
Where victims could provide details, characteristics of offenders included:

- Males were said to be offenders in 67% of property crime compared with 79% of violent crime;
- In 22% of property crime, the offenders were both males and females, compared with 10% of violent crime;
- For property crime, where victims could provide details of the offender(s), the percentage of offenders in each age bracket declined with age from school age. In 42% of property crime where the victims saw or knew the offender(s), offenders were of school age compared with 14% of violent crime where offenders were of that age;
 - The higher percentage of property crime where victims could provide details and offender(s) were of school age appears to reflect the influence of vandalism (51%) and particularly of property vandalism (60%) within property crime overall;
- In the case of violent crime where victims could provide details of the offender(s), the most common age for offenders was 16-24 years old. Offenders were said to be this age in 46% of violent crime where victims could provide details.

Figure 4.7: Characteristics of offenders in property crime and violent crime

SCJS 2008/09

Crimes where respondent was able to say anything about the offender(s) (base: property crime 823; violent crime 573)



Victims who knew or had seen the offender(s) were more likely to know the offender(s) well in violent crime (57%) than in property crime (34%) as measured in the SCJS 2008/09. Where the victim knew the offender(s) well for property crime:

- The offender(s) was a neighbour in 33% of such property crime and in 15%, young people from the local area;
- The offender(s) was a friend in 22% of such property crime where the victim knew the offender(s) well;

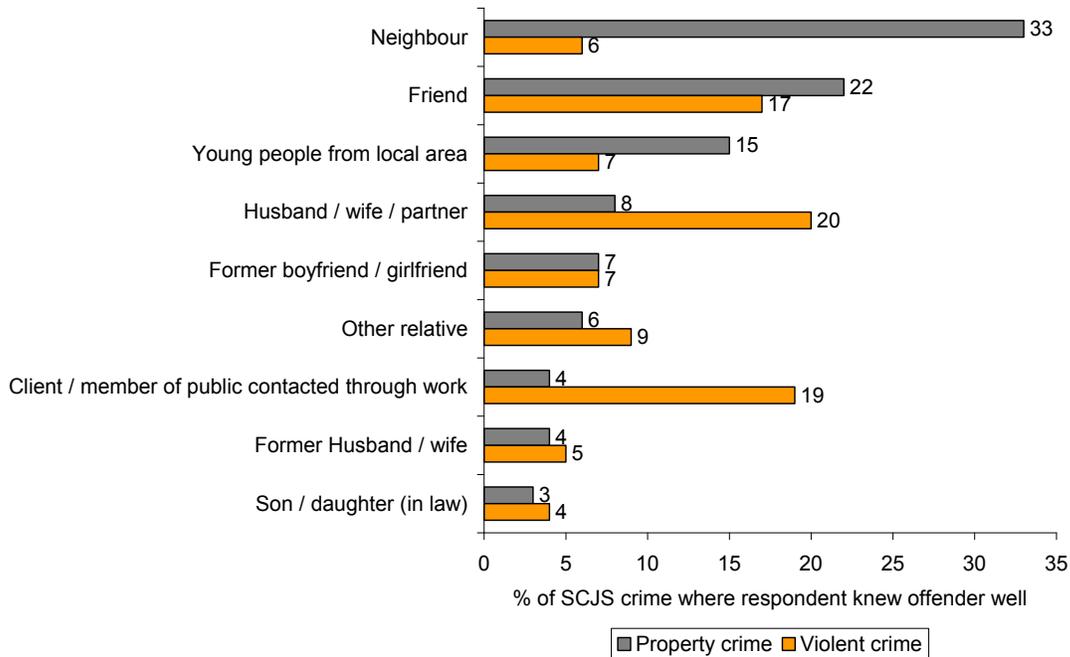
Where the victim knew the offender(s) well for violent crime:

- In 20% of violent crime where the victim knew the offender(s) well, the offender(s) was the current husband, wife or partner of the victim and in 17%, the offender(s) was a friend;
- In 19% of violent crime where the victim knew the offender(s) well, the offender(s) were members of the public or people contacted through work;

Figure 4.8: Relationship with offenders in property crime and violent crime

SCJS 2008/09

Crimes where respondent knew the offender(s) well (base: property crime 165; violent crime 206)



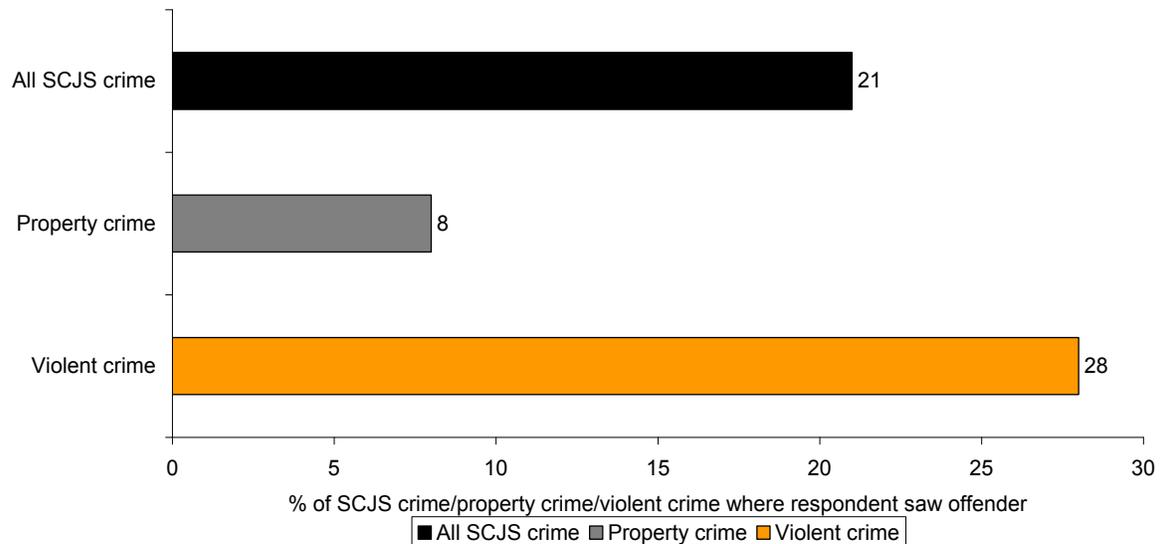
4.4.4 Weapons used in property crime and violent crime

In 21% of all crime measured by the SCJS in 2008/09, where the victim saw or had any contact with the offender(s), victims reported that the offender(s) had something they used or threatened to use as a weapon. The offender(s) was reported to have had a weapon in 28% of violent crime and eight per cent of property crime where victims saw or had any contact with the offender(s).

Figure 4.9: Percentage of crime in which offenders had a weapon

SCJS 2008/09

Crimes where respondents saw the offender(s) (base: all SCJS crime 1,212; property crime 623; violent crime 589)



Within property crime and violent crime:

- The majority of cases (83%) of property crime identified where victims saw the offender(s) and the offender(s) had a weapon were cases of vandalism;
- Half of serious assaults identified in the 2008/09 SCJS involved a weapon.³⁹

Where victims reported that the offender(s) had something they used or threatened to use as a weapon:

- A knife was the most common weapon, used in three per cent of crime measured in the SCJS 2008/09. Victims reported the offender(s) had a knife in 32% of violent crime where the offender(s) had a weapon;
- In 26% of violent crime where the offender(s) had a weapon, the victim reported they had a bottle;

³⁹ Due to the small base size collected for serious assault (n = 45) this is subject to large confidence intervals which affects its statistical reliability and should be treated with caution.

- In similar proportions of violent crime where the offender(s) had a weapon the victim reported the weapon was a stick / club, hitting implement or stones / bricks (14% each);
- In three per cent of violent crime where the offender(s) had a weapon, the victims reported the offender(s) had a gun.

4.5 Alcohol or drug related violent crime

According to the World Health Organisation, alcohol and violence are linked in a number of ways. Both alcohol use and interpersonal violence affect communities, public service provision (including health and justice services), and the safety and health of individuals. There is a strong association between alcohol consumption and an individual's risk of becoming a perpetrator or victim of violence.⁴⁰ It is in this context that links between alcohol and drugs and violent crime are reported in this section.

Victims were asked whether they thought the offender(s) was under the influence of alcohol or drugs at the time of the offence. For crime involving force or violence or threats of force or violence, they were also asked if they themselves had any alcohol or drugs immediately before the incident took place. The estimates shown below may not reflect fully the proportion of violent crimes involving alcohol accurately for two reasons:

- Victims may not be aware that the offender(s) was under the influence of alcohol or drugs. Alternatively, victims may presume that the offender(s) was under the influence of either when they were not;
- Victims may be reluctant to admit that they were under the influence of either alcohol or drugs to an interviewer and, in the case of drugs, they may be reluctant to admit they had taken an illegal substance.

Figure 4.10 shows:

- In 58% of violent crime measured by the SCJS 2008/09, victims said the offender(s) were under the influence of alcohol. This was a higher proportion than found in the BCS in England and Wales in 2008/09 where victims reported that the offender(s) were under the influence of alcohol in 47% of violent crime;
- In three in ten (29%) violent crimes, victims said that they had consumed alcohol immediately before the incident;

⁴⁰ World Health Organisation Factsheet, (2008)

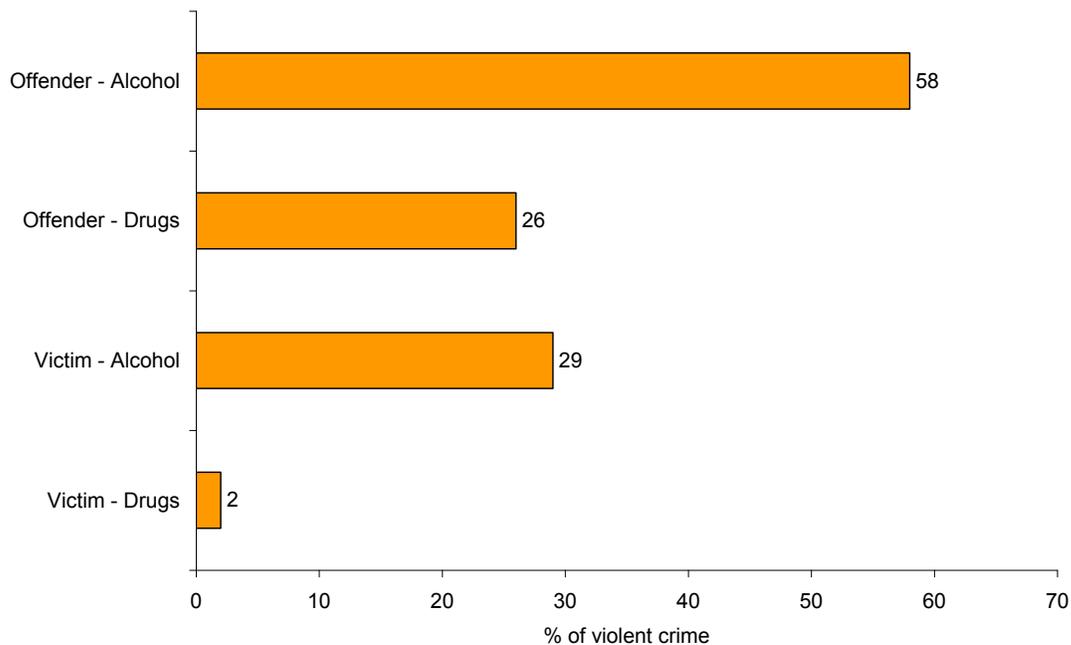
http://www.who.int/violence_injury_prevention/violence/world_report/factsheets/ft_violencealcohol.pdf .

- The offender(s) was reported to be under the influence of drugs by victims in just over one in four (26%) violent crimes. Once again this is higher than the equivalent figure from the BCS for England and Wales for the same period (17% of violent crime);
- Victims said they had taken drugs immediately before the incident in two per cent of violent crime.

Figure 4.10: Alcohol or drug related violent crime

SCJS 2008/09

Violent crime (base: 622)



4.6 The impact of property and violent crime

4.6.1 Emotions felt

Victims were asked what, if any, emotions they felt after the crime happened. Figure 4.11 shows emotions felt by victims in property crime, compared with those felt by victims in violent crime:

- Anger and annoyance were felt by almost the same proportion of victims in property crime. Victims experienced anger (59%) and annoyance (60%) in around six in ten property crimes;
- In almost six in ten (57%) violent crimes, victims experienced anger, almost the same proportion for property crime measured by the SCJS

2008/09. In around four in ten (39%) violent crimes, victims were annoyed following the incident compared with 60% of property crime;

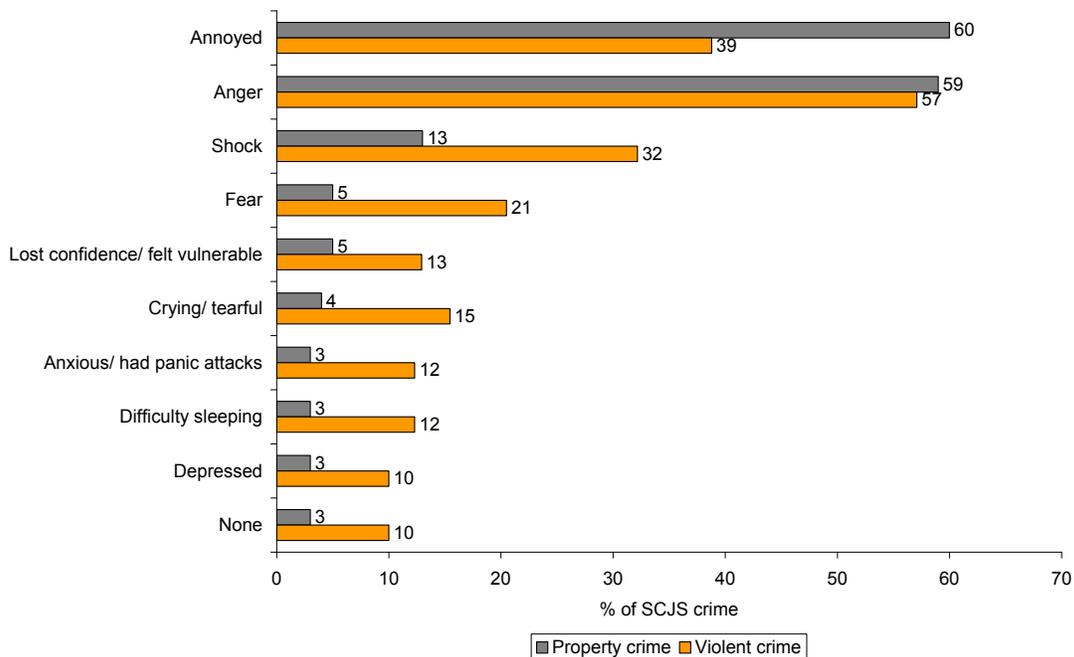
- Victims in violent crime in SCJS 2008/09 were more likely to report feeling shock (32%) and fear (21%) after incidents of violent crime compared with property crime (13% felt shock and five per cent felt fear);

Conversely, victims of violent crime were more likely to say that they experienced no emotional reaction (10%) after an incident compared with property crime (three per cent).

Figure 4.11: Emotional responses to crime

SCJS 2008/09

Property crime (base: 3,172); violent crime (base: 622)



4.6.2 Monetary impacts - property crime

As well as emotional impacts, victims of crime can suffer financial loss through property being stolen or damaged.⁴¹ Victims of property crime were asked the approximate value of damaged or stolen items. The range of values given was wide, reflecting the diverse property crime included under this heading, for example from stolen vehicles to minor incidents of vandalism or theft.

⁴¹ In the SCJS in 2008/09, 54 violent crimes were identified where property was damaged and 20 where property was stolen. Owing to the small base sizes these are not reported here.

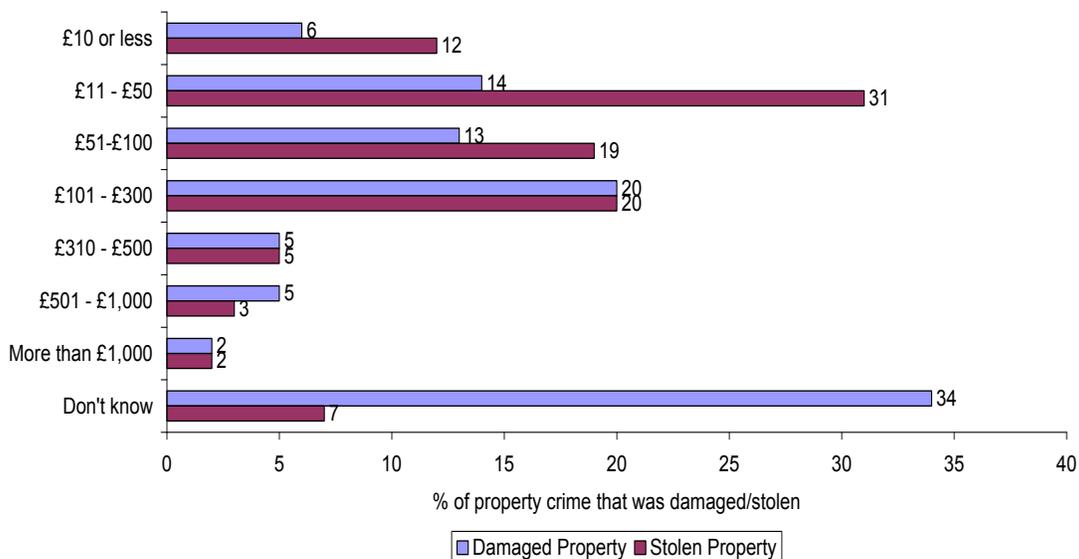
Figure 4.12 shows:

- When property was damaged, in over half of property crimes (53%), victims valued damaged items at £300 or less. Around one-third (34%) said they did not know the value of the damaged items;
- When property was stolen, in over four in five (83%) property crimes, adults valued stolen items at £300 or less; more than two in five (43%) valued them at £50 or less.

Figure 4.12: Value of damaged / stolen items

SCJS 2008/09

Property crimes where something was stolen / damaged (base: damaged 1,723; stolen 1,389)



The extent to which the financial loss was recouped depends on whether the property was covered by insurance and if it was covered, whether an insurance claim was made.

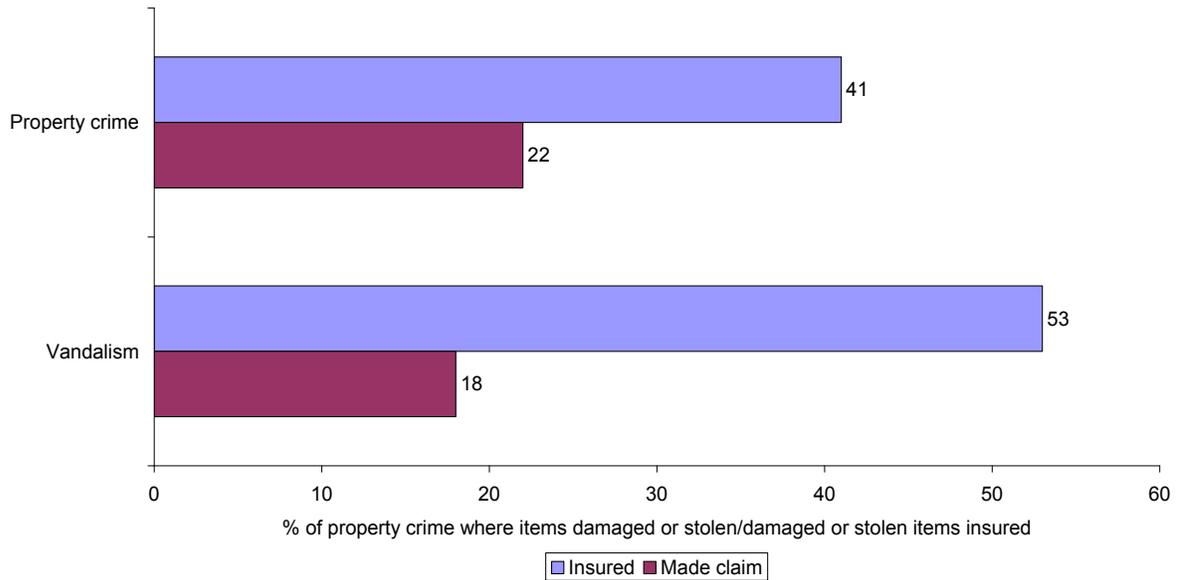
The results are shown for property crime as a whole and for vandalism:

- In two in five (41%) property crimes where items were damaged or stolen, those items were covered by insurance;
- For cases of vandalism, over half (53%) of damaged or stolen items were insured;
- Claims were made in around one in five incidents where damaged or stolen goods were insured (22% property crime; 18% vandalism).

Figure 4.13: Whether damaged / stolen property insured or claim made in cases of property crime / vandalism

SCJS 2008/09

Property crime / vandalism where items damaged or stolen (base: property crime 2,934; vandalism 1,419); where damaged or stolen items insured (base: property crime 1,288; vandalism 803)



4.6.3 Injuries sustained - violent crime

As described in section 4.3, violent crime included attempted and actual serious assault, minor assault and robbery. The degree of violence varied considerably between the different types of incidents as did the level of injury sustained. Serious assault, by definition, involved serious injury.⁴² At the other end of the scale some incidents of minor assault resulted in no injury and included incidents of attempted assault and threats where the offender(s) had a weapon. Robbery could result in serious, minor or no injury but involved the use or threat of force.

58% of victims of violent crime sustained injuries:

- There were no differences between males (59%) and females (59%) in the proportion of victims of violent crime that were injured;
- Younger victims of violent crime (16-24 year olds) were more likely to sustain an injury than any other age group (69% compared with, for example, 52% of 25-44 year olds respectively);

⁴² See annex 3 for further details of how serious assault is defined.

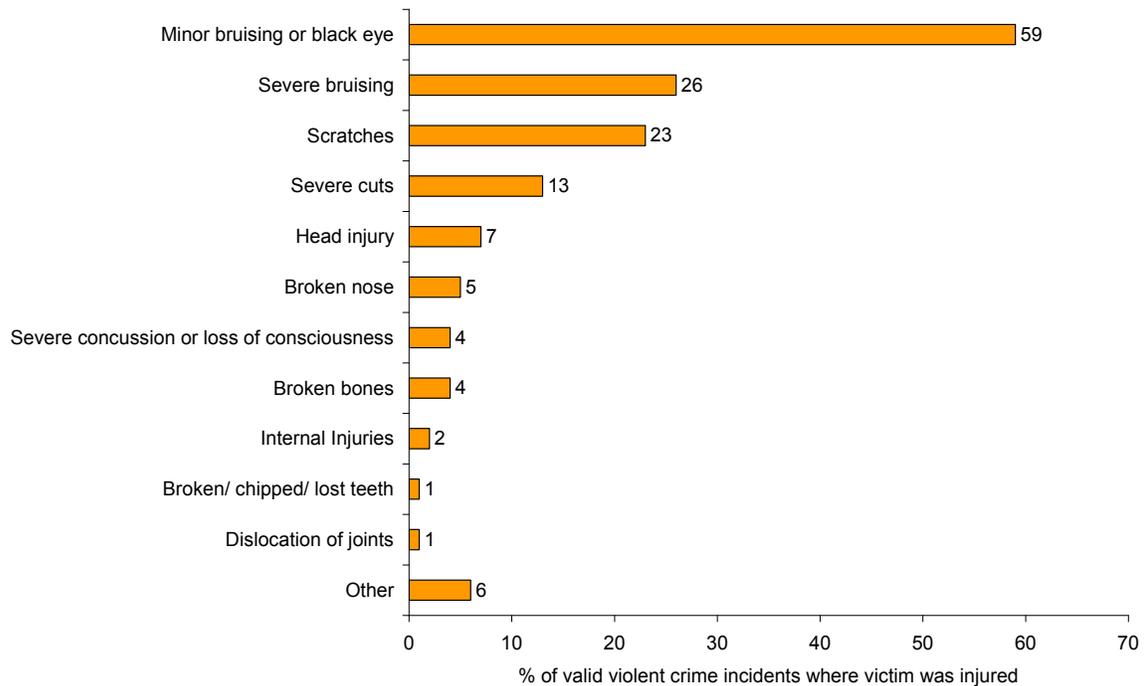
- Those victims of violent crime in the 15% most deprived areas were more likely to sustain an injury than those in the rest of Scotland (62% compared with 58% respectively).⁴³

Injures sustained included:

- In around six in ten (59%) violent crimes where the victim suffered an injury, they sustained minor bruising or a black eye;
- In around one in four violent crimes where the victim was injured, they sustained serious bruising (26%) or scratches (23%);
- In 13% of violent crime where the victim was injured, they sustained serious cuts;
- Other injuries such as head injuries, broken bones or internal injuries were sustained by victims in seven per cent or fewer violent crimes where they were injured.

⁴³ As measured by the Scottish Index of multiple deprivation (SIMD)
<http://www.scotland.gov.uk/Topics/Statistics/SIMD>

Figure 4.14: Injuries sustained in violent crime where the victim was injured
 SCJS 2008/09
 Violent crime where victim was injured (base: 294)



4.7 Perceptions of property crime and violent crime

4.7.1 Whether what happened was a crime

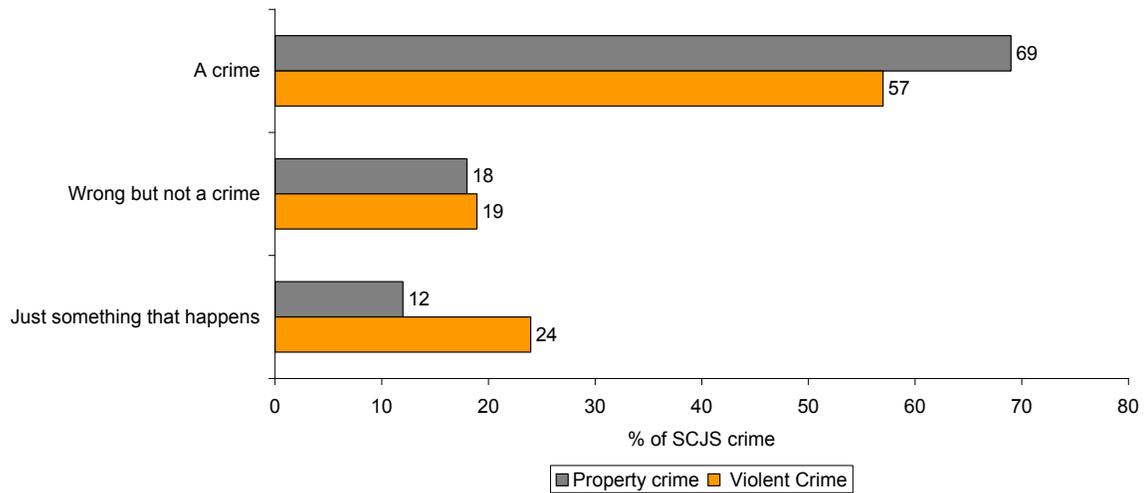
It is possible that victims did not consider the incident they mentioned to be crime. Whether they did or not may have depended on the nature of the incident itself and the victim's perceptions of the incident. The SCJS 2008/09 explored the views of victims of property crime and of violent crime on whether they thought what happened to them was a crime, wrong but not a crime, or just something that happens:

- Property crime (69%) was more likely to be described as a crime by victims compared with violent crime (57%);
- In under one in five property crimes (18%), and a similar proportion of violent crimes (19%), victims said the incident was wrong but not a crime;
- Violent crime (24%) was more likely to be described by victims as 'just something that happens' compared with property crime (12%).

Figure 4.15: Whether what happened was a crime or not

SCJS 2008/09

Property crime (base: 3,172); violent crime (base: 622)



4.7.2 What should have happened to offenders

Regardless of whether the police came to know about the incident or identified the offender(s) and regardless of whether the victim believed what happened to be a crime, victims were asked whether they thought the offender(s) should have been prosecuted in court.

Those who did not think the offender(s) should have been prosecuted in court were subsequently asked the reason for this and what alternative to prosecution should have happened. Those victims who thought the offender(s) should have been prosecuted in court were asked whether the offender(s) should have been given a prison sentence or some other sentence.

Considering first whether the offender(s) should have gone to court or not:

- In over half of property crime (57%) and of violent crime (52%), victims said the offender(s) should have gone to court.
- In 40% of property crime and 46% of violent crime victims said the offender(s) should not have been prosecuted in court.

For property crime, where victims did not think offender(s) should have been prosecuted in court, the main reasons they gave included:

- The incident was too trivial (40% compared with 26% for violent crime);
- It would have been a waste of time or money (25% compared with 15% for violent crime);

- The offenders were too young or were children (16% compared with seven per cent for violent crime);
- Courts were inappropriate for this offence (13% compared with eight per cent for violent crime);
- There was no evidence or proof (11% compared with six per cent for violent crime).

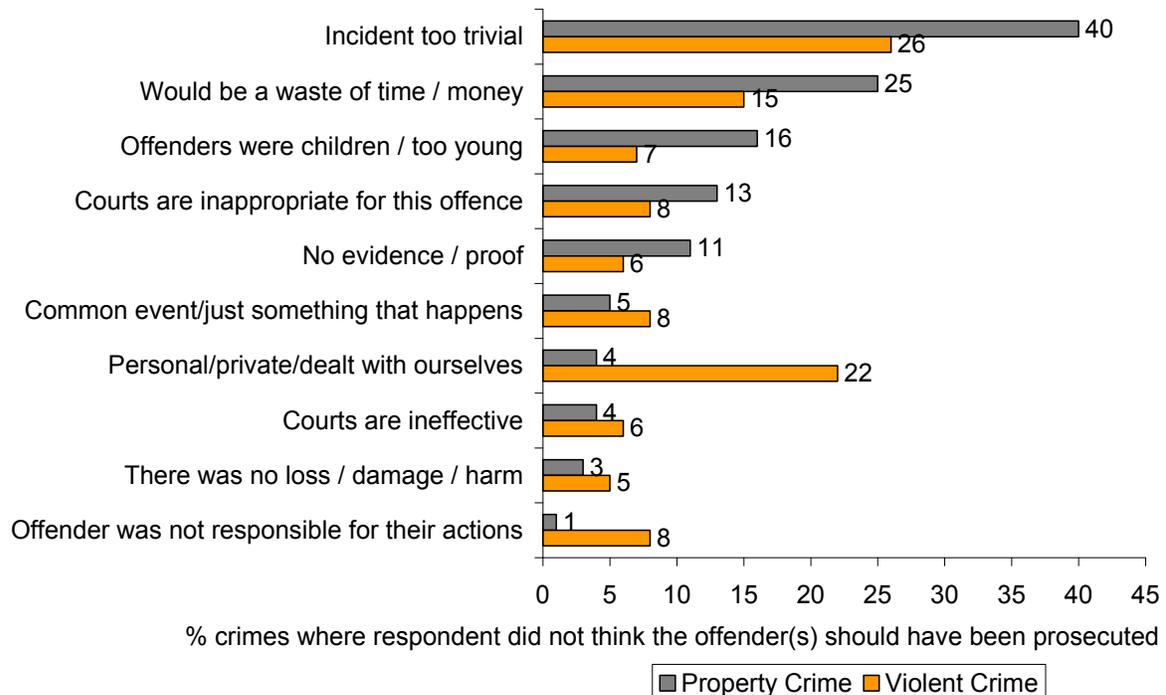
Other differences between reasons given for violent and property crime where the victim did not think the offender(s) should have been prosecuted in court included:

- It was personal / private matter they dealt with themselves (22% of violent crime compared with four per cent of property crime);
- The offender(s) was not responsible for their actions (eight per cent of violent crime compared with one per cent of property crime).

Figure 4.16: Main reasons offender(s) should not have been prosecuted in court ⁴⁴

SCJS 2008/09

All crime where respondent did not think the offender(s) should have been prosecuted (base: property crime 1,361; violent crime 287)



Instead of prosecution in court, victims of crime who did not think offender(s) should have been prosecuted in court most often said that:

- Nothing should have happened to the offender(s) (4% of property crime compared with 24% of violent crime);
- The offender(s) should have been given some kind of warning (23% of property crime compared with 22% of violent crime);
- The offender(s) should have been made to pay compensation (21% of property crime compared with three per cent of violent crime);
- The offender(s) should have apologised for what they had done (19% of property crime compared with 22% of violent crime);

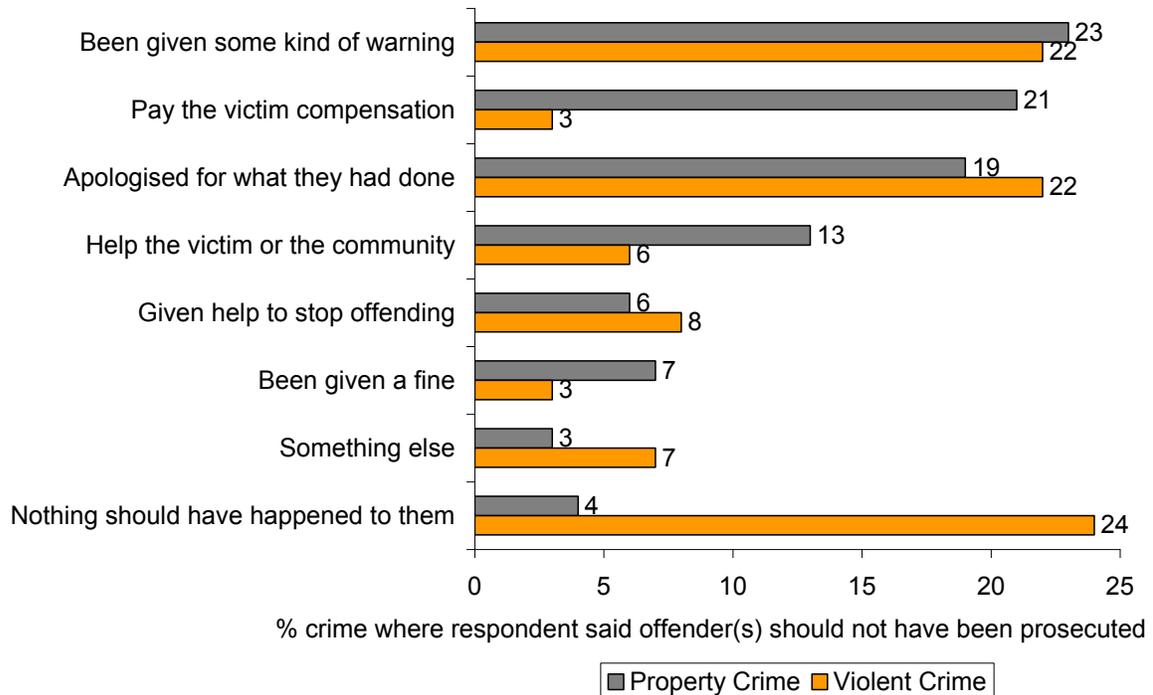
⁴⁴ All other reasons were mentioned in fewer than five per cent of both types of crime and are not shown in Figure 4.16.

- The offender(s) should have been made help the victim or the community (13% of property crime compared with six per cent of violent crime).

Figure 4.17: Alternative to prosecution victim said should have happened to offender(s)

SCJS 2008/09

All crime where respondent did not think the offender(s) should have been prosecuted (base: property crime 1,361; violent crime 287)



Victims who thought the offender(s) should have gone to court were asked whether they should have been given a prison sentence or some other sentence.⁴⁵

- In both property crime and violent crime where the victim thought that the offender(s) should be prosecuted, the majority of victims said that the offender(s) should have been given a sentence other than a prison sentence (79% property crime; 60% violent crime);

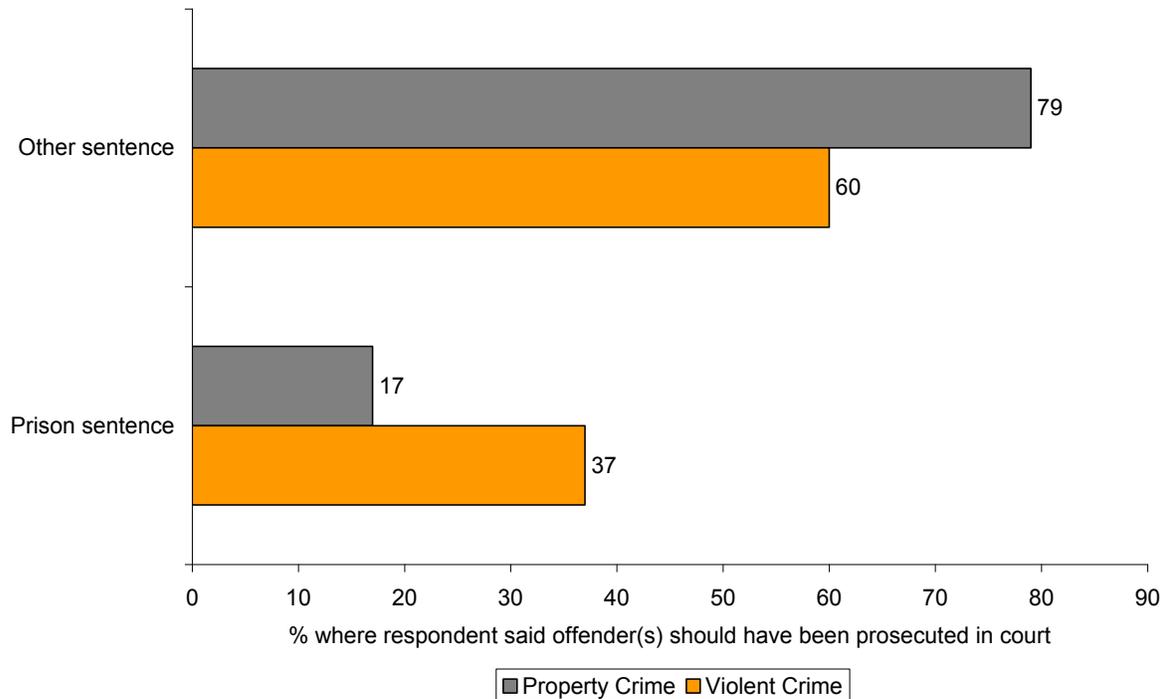
⁴⁵ Chapter 8 provides more detail on adults' views of sentencing including the views of victims and non-victims.

- The proportion of violent crime where victims said the offender(s) should have been sentenced to prison was higher than for property crime (37% and 17% respectively).

Figure 4.18: Whether offender(s) should have been given a prison sentence or another sentence

SCJS 2008/09

All crime where respondent thinks the offender(s) should have been prosecuted in court (base: property crime 1,810; violent crime 334)



4.8 Card and Identity fraud

This section looks at fraud, specifically card and identity fraud, in which there is growing interest (Hoare and Wood 2007). While card and identity fraud could be an additional dimension of property crime it is not measured specifically in property crime as measured by the SCJS in 2008/09.

Based on BCS definitions (Hoare and Wood 2007), card and identity fraud measured in the SCJS includes:

- Credit or bank cards being stolen and subsequently used to obtain money, good or services;
- Credit or bank card details being used to obtain money, goods or services;

- Personal details being obtained and used to open bank accounts or get credit cards, loans, state benefits or official documents such as national insurance numbers, drivers licenses, birth certificates and passports.

Concern has been growing about card and identity fraud in recent years. Despite this, there is no comprehensive measure of this type of fraud. The Home Office (Moley, 2009) considers data from the Card Industry Association (CIA) a good source of information on the rate of plastic card fraud within the UK. However CIA data is not available separately for Scotland and does not include details about other types of identity fraud not involving plastic cards.

There are difficulties with using survey data or police figures to assess how much of these types of fraud there is (Hoare and Wood, 2007):

- Where a card is not physically stolen, adults may be unaware that a fraud involving their personal or financial details has taken place;
- Adults whose details are used fraudulently may not suffer loss or harm and may not consider themselves to be the victim of a crime;
- Where a card or personal documents are physically stolen, details may be given by adults in the victim form, though this may not be the case in other kinds of identity fraud.

Recognising these difficulties, the SCJS 2008/09 did not attempt to estimate the extent of fraud in its main estimate of crime. Instead, questions were included in a separate, quarter-module, module C,⁴⁶ to provide, for the first time, some information on the risk to adults in Scotland of being a victim of fraud.

The results were that:

- 3.6% of adults had experienced card fraud in the 12 months prior to interview;
- 0.8% of adults had been a victim of identity theft, where someone had pretended to be them or used their personal details fraudulently.

The SCJS 2008/09 identified more instances of cards themselves being used without permission (2.3%) than of card details being used (1.3%). In contrast, CIA figures show that card-not-present fraud (involving non-face-to-face transactions over the internet, by telephone or mail order) accounts for the largest number of fraudulent transactions in the UK.

⁴⁶ Asked of 3,980 adults.

The BCS has included questions on card and identity fraud since 2005/06. The rate of card fraud found in the SCJS is similar to that seen in the BCS in 2005/06 and 2006/07 (3.7% in both years). Rates rose in the two subsequent years and in 2008/09 over six per cent (6.4%) said they had been a victim of card fraud in the 12 months prior to interview in England & Wales, 70% higher than in Scotland in the same period (3.6%).

There is widespread belief, supported by evidence from the BCS and industry information, that the types of fraud discussed in this chapter are increasing. Estimates produced by the SCJS 2008/09 provide a useful baseline for examining changes in risk in the future.

Follow-up questions were asked about the nature of the card and identity fraud experienced, but the fact this section was asked in a quarter-module, together with the low prevalence identified, means insufficient detail was collected to report these on a single year's data.

Questions on card and identity fraud were also included in the 2009/10 sweep of the SCJS to monitor the extent of changes in this type of crime, particularly during current economic climate. Including questions for a second year will enable data to be combined and may allow more detailed analysis to be carried out.

As well as measuring the extent of fraud, questions were also asked in the SCJS 2008/09 about the extent adults worried about card and identity fraud happening to them and the likelihood they believed it would happen, in the context of other types of crime. Chapter 6 provides further discussion about this in comparison to the actual risk reported here.

4.9 Workplace abuse

4.9.1 Introduction

This section provides information about workplace abuse which, in the context of the SCJS 2008/09 includes incidents of both physical abuse and verbal abuse. The term refers to abuse experienced by someone in the course of their work perpetrated by the general public. The information about workplace abuse was collected in a quarter-module, module A,⁴⁷ of the SCJS 2008/09. The incidents described may or may not have been included in estimates of violent crime collected in the SCJS 2008/09 victim form.

Previous crime survey research in Scotland showed that a sizeable minority (37%) of workers in contact with the public were subject to abuse in the workplace (Brown and Bolling, 2006).

⁴⁷ Asked of 4,027 adults.

4.9.2 Experience of physical or verbal abuse at work

Around three-quarters (74%) of adults in employment⁴⁸ spent some time dealing with the general public during the course of their work, either face-to-face or over the telephone.

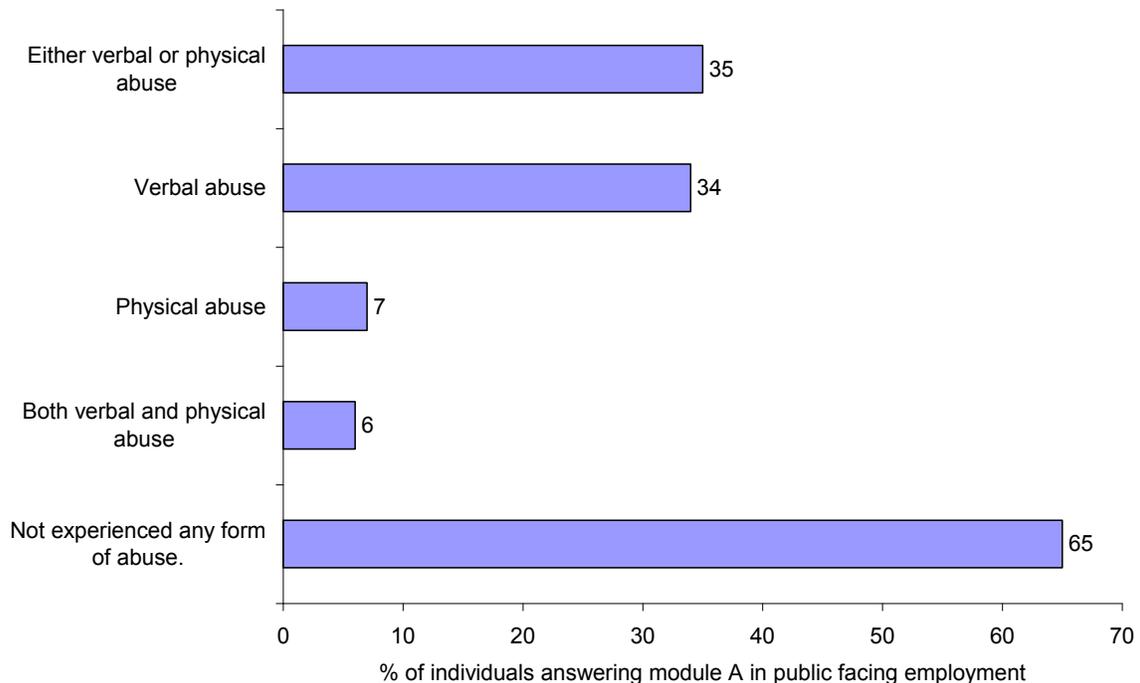
Among those adults who had jobs involving contact with the general public, verbal abuse in the workplace was more prevalent than physical abuse (Figure 4.19):

- 35% had experienced either verbal abuse or physical abuse;
- 34% had experienced verbal abuse;
- seven per cent had experienced physical abuse, with 94% of these also experiencing verbal abuse;
- six per cent had experienced both verbal and physical abuse;
- 65% had not experienced any form of abuse.

Figure 4.19: Verbal and physical abuse experienced at work

SCSJ 2008/09

Adults answering module A in public-facing employment (base: 1,530)



⁴⁸ Or 42% of all adults.

There were some differences among those who had experienced verbal abuse in the workplace:

- Females experienced verbal abuse more than males (37% compared with 32%);
- 16-44 year olds experienced verbal abuse more than those aged 45 or older (37% compared with 31%).

Given the small number of adults experiencing physical abuse identified by the survey it is not possible to identify differences among different demographic groups within those adults.

4.9.3 Frequency of experiencing physical or verbal abuse at work

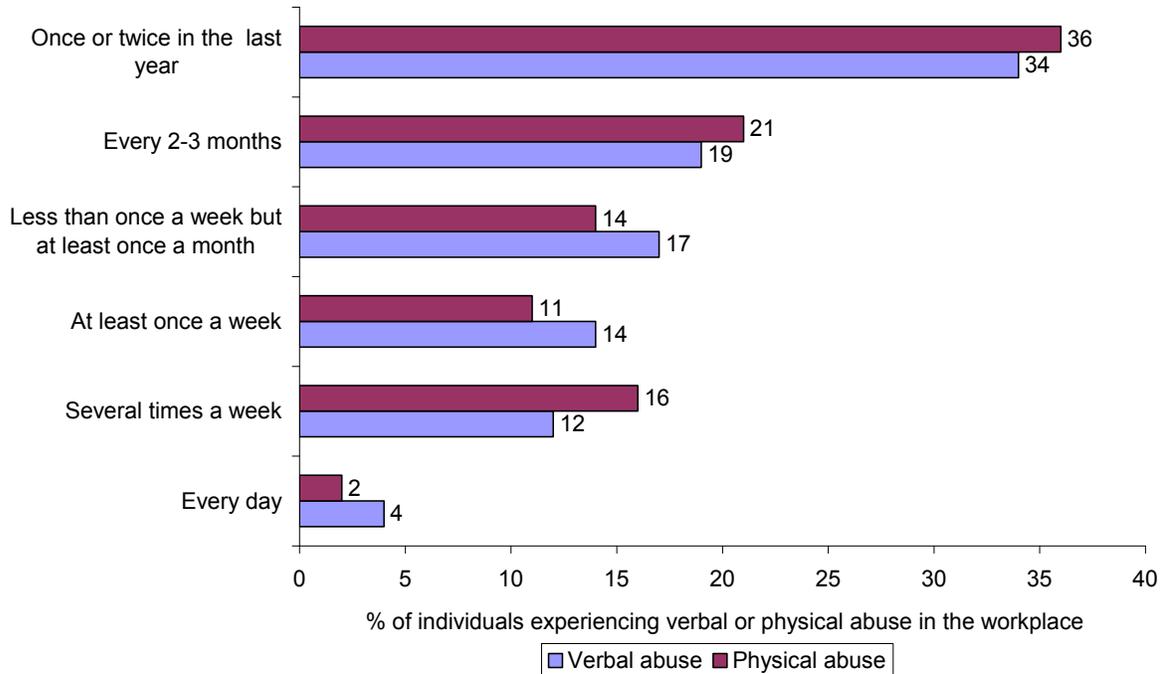
Adults who had experienced either physical or verbal abuse in the workplace were asked how often the abuse had taken place during the previous 12 months. Results are shown in Figure 4.20.

- For about one in three adults who experienced workplace abuse, it was an infrequent occurrence; 36% of those abused verbally and 34% of those abused physically said that this had happened only once or twice in the last year;
- However, for almost as many adults who had experienced workplace abuse, it was a much more common occurrence; 30% experienced verbal abuse on a weekly basis. Similarly 29% suffering physical abuse did so at least once a week;
- A small minority of those experiencing workplace abuse reported that it occurred every day with four per cent experiencing verbal abuse daily and two per cent experiencing physical abuse daily.

Figure 4.20: Frequency of experiencing verbal or physical abuse at work

SCJS 2008/09

Adults in public facing employment experiencing verbal or physical abuse in the workplace (Base: verbal abuse 502; physical abuse 105)



4.9.4 Reporting of incidents of workplace abuse

Adults who had been the victims of workplace abuse by the general public were asked whether or not they had reported the *most recent* incident to their employer.

The majority of victims reported incidents of workplace abuse by the general public to an employer, though reporting was more common when the abuse was physical than when it was verbal:

- 77% of adults who had experienced physical abuse said they reported the latest incident to their employer compared with 54% who had experienced verbal abuse;
 - A higher percentage of females than males reported the latest incident of verbal abuse (62% compared with 44%).

The low base size ⁴⁹ of those experiencing physical abuse prevents further breakdown by gender.

Adults who had not reported the latest incident of verbal abuse to their employer were asked why they had not done so:

- 53% of those not reporting verbal abuse described the incident as just part of the job;
- 30% indicated that reporting the abuse was not worth the bother;
- 11% said they only reported serious incidents and the last incident was not serious enough to report;
- Three per cent of those not reporting verbal abuse, said there was no system in place at their workplace for reporting such complaints.

Reasons given for not reporting physical abuse incidents were similar, though the low base size prevents systematic analysis.

4.9.5 Worry about workplace abuse

To explore the possible effects on the health and well-being of adults experiencing verbal or physical abuse at work, those experiencing workplace abuse by the general public were asked whether they worried about being abused at work and if so, to what extent this worry affected their health. Most adults who experienced workplace abuse did not worry much or at all about being abused at work:

- Five per cent of employees who had been either verbally or physically abused at work by members of the general public worried a lot about being abused;
- 18% worried a little;
- 32% did not worry much;
- 45% did not worry at all.

Of those who did worry a lot (five per cent) or a little (18%), the majority reported that this did not affect their health:

- Three per cent reported that the worry affected their health a lot;
- 38% reported that it affected their health a little;

⁴⁹ 25 respondents who had experienced physical abuse did not report it to their employer.

- 59% reported that it did not affect their health at all.

4.9.6 Support for employees in public-facing roles

All those who spent some time dealing with the general public during the course of their work were asked whether or not they had received any formal training or other assistance to help them deal with situations where members of the general public were behaving aggressively towards them (Figure 4.21).

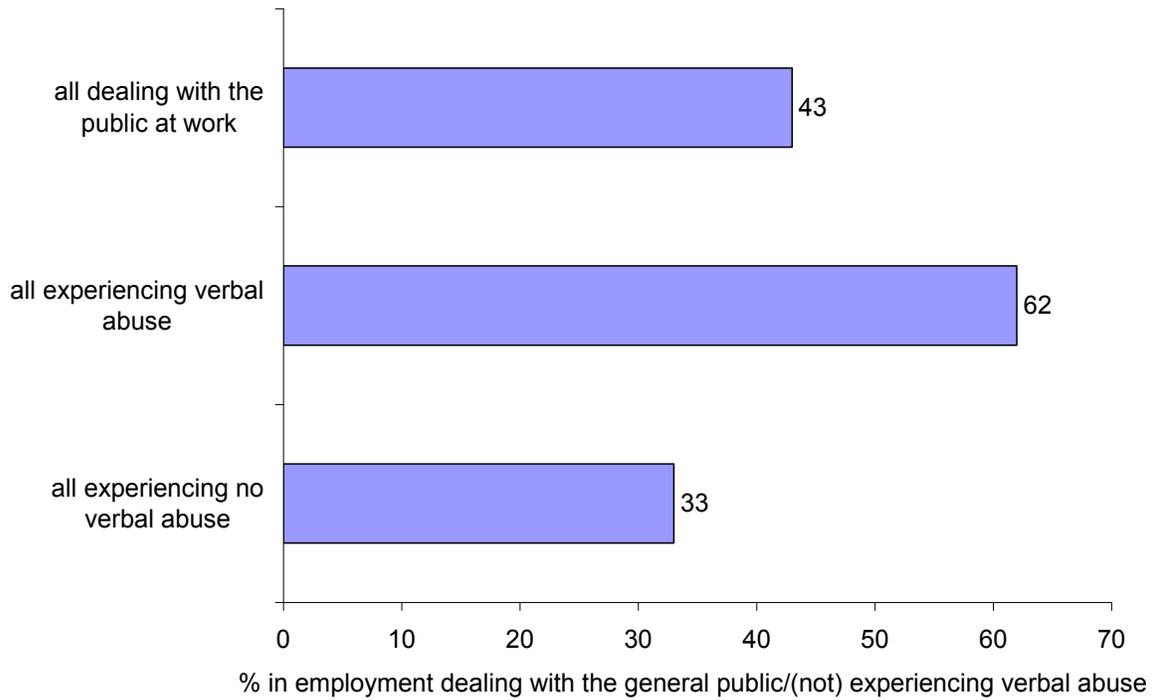
- 43% of all employees having contact with the general public at work had received training or support to deal with aggressive behaviour. 38% had received training and eight per cent had received other assistance;
- Among those who had experienced verbal abuse in the workplace 62% had received training or other support. This means that almost four in ten (38%) employees who had experienced verbal abuse had not received training or other support to deal with this;
- 33% of employees who deal with the public but had not experienced verbal abuse also received training or support to help them deal with situations of abuse should they arise.

These figures suggest that employers were more likely to target training and support at those employees most likely to experience workplace abuse. However there were still a relatively large minority of employees who have experienced abuse but who were not offered training or other support.

Figure 4.21: Proportion of adults in public-facing employment who have received training or other support to help deal with potential abuse

SCJS 2008/09

Adults in employment who deal with the general public (base: 1,530); and experience verbal abuse (base: 502); and do not experience verbal abuse (base: 105)



5 Victims' Access to Services and Support

5.1 Summary

Aspects of support and advice provision in relation to the crime were examined by the SCJS 2008/09. Regardless of whether the crime was reported to the police:

- For the majority of crime (85%), victims said they or another household member did not need or want any support or advice;
- Victims would have liked advice and support for a fifth of violent crime (21%) and one in ten property crimes (10%);

Victims received advice and support in eight per cent of crime, compared with 13% of crime where victims would have liked to receive advice and support.

- Advice and support was received in 14% of violent crime and six per cent of property crime.

In total there was at least one unmet support need in eight per cent of crime measured in the SCJS in 2008/09, including in 12% of violent crime and in eight per cent of property crime.

The majority of victims were satisfied with the help and support received:

- Victims reported satisfaction in 79% of crimes where support and advice was provided by police liaison officers;
- In 72% of crimes where support and advice was provided by Victim Support Scotland (VSS), victims reported satisfaction.

Approaching two in five (38%) of all crimes measured by the SCJS in 2008/09 were reported to the police which is the same rate estimated in the BCS 2008/09 for England and Wales:

- The reporting rate for crime where damaged or stolen property was insured was higher (49%) compared with where it was not (29%);
- Among crime where property was insured, the reporting rate for crime when an insurance claim was made was higher (84%) compared with where no claim was made (39%);
- The reporting rate for crime where the victim said they thought what had happened was a crime was 49%. The reporting rate was lower where victims thought what happened was wrong but not a crime (19%) or was just something that happens (17%).

In 57% of reported crimes, victims reported satisfaction with the way the police handled the matter while in 28% of reported crimes they were dissatisfied:

- Where the victim reported dissatisfaction with the way the police handled reported crime, in 38% this was because the police did not follow up, respond or there was no action taken.

In just over a third of reported crimes (36%) victims received information or assistance about the investigation (or case) from at least one source:

- In 76% crime where information or assistance was received from the police, victims reported satisfaction with that information or assistance;

In around a quarter of reported crimes (26%) victims did not receive any information or assistance about the investigation (or case) at all.

- In 84% of reported crime, where victims received no information or assistance, they would have liked to receive at least one type of information or assistance;

In the remainder of reported crimes the victim said the crime was not investigated (29%).

In 46% of reported crime, where victims had received at least one type of information or assistance, they would have liked to receive at least one additional type of information or assistance.

Victims had contact with the Procurator Fiscal service in one in five (20%) crimes where the police found out who committed the crime.

5.2 Introduction

There has been increasing recognition of the important place victims have in the criminal justice system and the requirement to provide support mechanisms that take their needs and concerns into account. In Scotland steps to improve services for victims are currently guided by the general principles set out in the Scottish Strategy for Victims (2001).⁵⁰ These principles include ensuring the availability of emotional and practical support, information about the criminal justice process and progress with the individual cases as well as providing for increased participation in the criminal justice system by victims. The services available to victims are being looked at with a view to strengthening them further.

The first section of this chapter explores the advice and support available to victims of crime, including emotional and practical support from a range of

⁵⁰ <http://www.scotland.gov.uk/Resource/Doc/158898/0043164.pdf>.

organisations. Preferences for advice and support are compared with experience of advice and support received.

The next section provides more detail on the process of reporting crime to the police, including examining who reported crime, reasons for not reporting, the manner in which incidents were reported and perceptions of how well the police handled the incident. The rate of reporting crime to the police is one of the indicators for the Public Reassurance and Community Safety element of the Scottish Policing Performance Framework.⁵¹

The chapter then moves on to look at information or assistance provided about the investigation and, where appropriate, the case. Finally it looks at experience of the Procurator Fiscal service from the perspective of being a victim.

This chapter is based on information collected as part of the victim form. These are incident based, so adults or households who suffered more than one type of crime may be represented more than once. Where demographic characteristics are highlighted these are respondent, rather than incident, based.

5.3 Advice and Support for Victims

Regardless of whether the crime had been reported to the police, the Scottish Crime and Justice Survey (SCJS) 2008/09 asked victims which types of support or advice they would have liked to receive to help with the consequences of the crime.⁵²

They were also asked about the support and advice actually received from a range of organisations including the police, Victim Support Scotland (VSS), Citizen's Advice Scotland, Women's Aid, Rape Crisis, the Witness Service and Samaritans. Comparison of these two measures indicates where victims' needs were being met and where there were potential gaps in support.

5.3.1 Advice and support would have liked to receive

For the majority of crime measured by the SCJS in 2008/09 (85%), victims said they did not need or want any support or advice. For around one in eight (13%) crimes, victims said they would have liked to receive advice and support. The proportion of crimes where victims would have liked to receive advice and support was higher for violent crime (21%) than for property crime (10%).

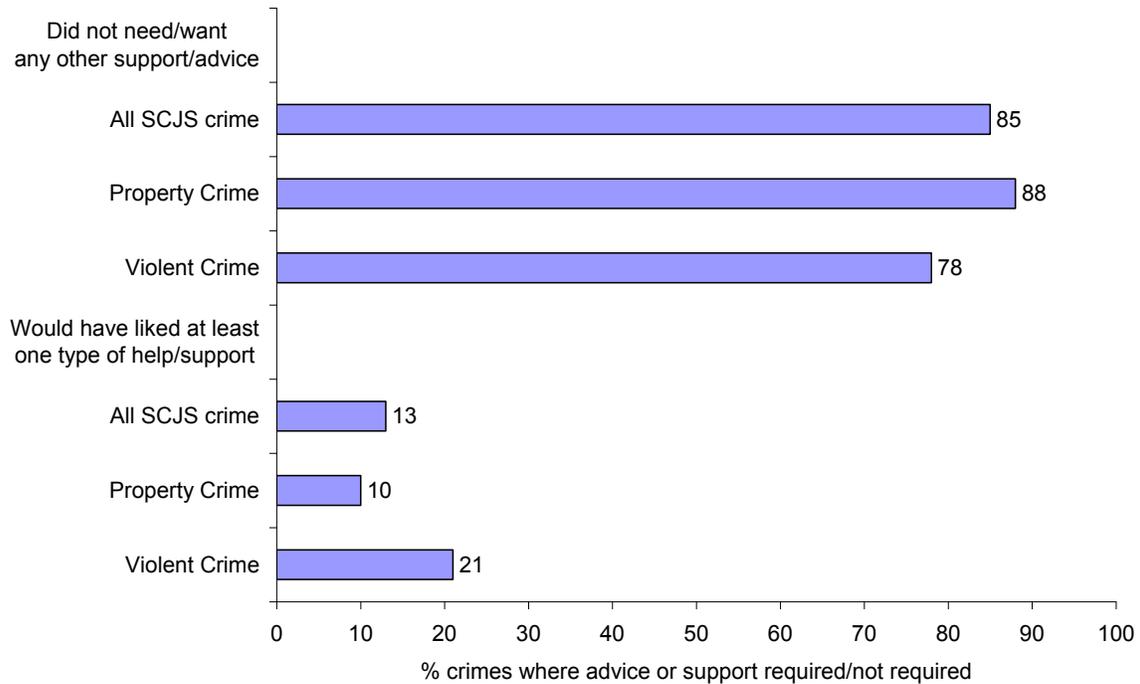
⁵¹ <http://www.scotland.gov.uk/Resource/Doc/1101/0047863.pdf> .

⁵² While the results discussed in this section are about advice and support provided from any organisation, not just the police, they are an important mechanism for referring victims to organisations and services which provide advice and support. As will be seen in section 5.4 38% of crime is reported to the police.

Figure 5.1: Whether would have liked to receive support and advice or not by crime type

SCJS 2008/9

All SCJS crime (base: 3,794); property crime (base: 3,172); violent crime (base: 1,515)



In four per cent of crime, victims would have liked to have received help with reporting the crime, the most mentioned of all of the support and advice needs. In three per cent of crime, they would have liked to have received emotional support and in two per cent of crime each, victims would have liked to have received counselling or advice on other organisations to contact for support. More practical help was also mentioned, including help securing the home and medical advice (two per cent each).

5.3.2 Advice and support received

Victims received advice and support to help deal with the consequences of the crime in eight per cent of crime as measured by the SCJS in 2008/09. This compares with 13% of crime where victims, regardless of whether the crime was reported to the police or not, would have liked to have received advice and support.

Advice and support was received in 14% of violent crime and six per cent of property crime.

Support and advice to help deal with crime came from a range of organisations, including police liaison officers (four per cent of crime) and Victim Support

Scotland (two per cent of crime). Support was received from other organisations including Citizen's Advice Scotland, Women's Aid, The Witness Service and the local council or housing association in less than one per cent of crime each. Although victims were asked about the Samaritans or Rape Crisis,⁵³ none mentioned having received help from either organisation in relation to dealing with the consequences of a crime.

The main support and advice provided by police liaison officers was on reporting the crime (53%); other emotional support (14%) and securing the victim's home (13%). The main support and advice provided by Victim Support Scotland was on other organisations to contact for support (27%); counselling (27%) and other emotional support (25%).

The base sizes of those receiving help and support from other organisations were too small to permit further analysis of the types of advice and support received.

5.3.3 Unmet support needs

In total there was at least one unmet support need in eight per cent of crime measured in the SCJS in 2008/09:

- There were higher than average unmet support needs in 12% of violent crime;
- This compares with eight per cent of property crime involving unmet support needs.

The percentage of unmet support needs was calculated by comparing each individual type of support according to whether the victim would have liked to receive it and whether the victim did receive it for each crime. Each crime for which the victim would have liked to receive a particular type of support that they did not receive was defined as having an unmet support need.

5.3.4 Satisfaction with support provided

Where advice and support was received by victims, they were asked how satisfied they were with the help provided by each organisation that assisted. Three sources of support – police liaison officers, Victim Support Scotland and the combined results for 'other organisations'⁵⁴ – had sufficient response in the

⁵³ Sexual victimisation was not measured specifically in crime as measured in the SCJS 2008/09. The SCJS collected information about sexual victimisation through the self-completion section of the questionnaire. The results obtained are published in a separate volume.

⁵⁴ These other organisations included the local council and housing associations (both less than one per cent) and a disparate set of organisations mentioned by very small numbers which were too small to warrant separate codes.

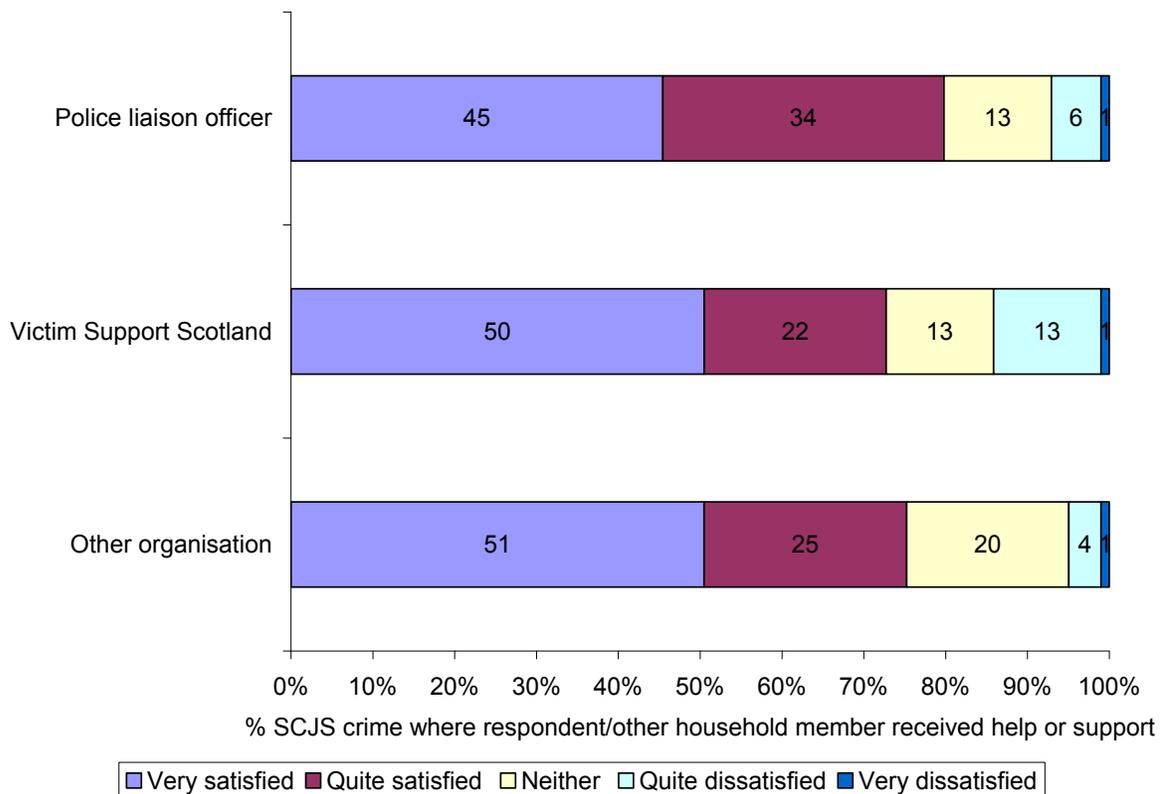
survey to allow comparisons between them. The majority of victims provided with support and advice from these three sources were satisfied:

- In 79% of crime where support and advice was provided by police liaison officers, victims reported satisfaction and in seven per cent they reported dissatisfaction;
- In 72% of crime where support and advice was provided by Victim Support Scotland (VSS), victims reported satisfaction and in 13% they reported dissatisfaction;
- In 75% of crime where support and advice was provided by other organisations, victims reported satisfaction and in five per cent they reported dissatisfaction.

Figure 5.2: Satisfaction with support received

SCJS 2008/09

All SCJS crime where respondent or other household member received support from police liaison officers (base: 121); Victim Support Scotland (base: 80); other organisations (base: 72);



5.4 Reporting crime to the Police

Approaching two in five (38%) crimes measured by the SCJS 2008/09 were reported to the police.⁵⁵ This is referred to as the reporting rate. This is the same rate as reported for England and Wales in the British Crime Survey (BCS) 2008/09 (38%) (Hoare 2009).

The reporting rate varied by crime:

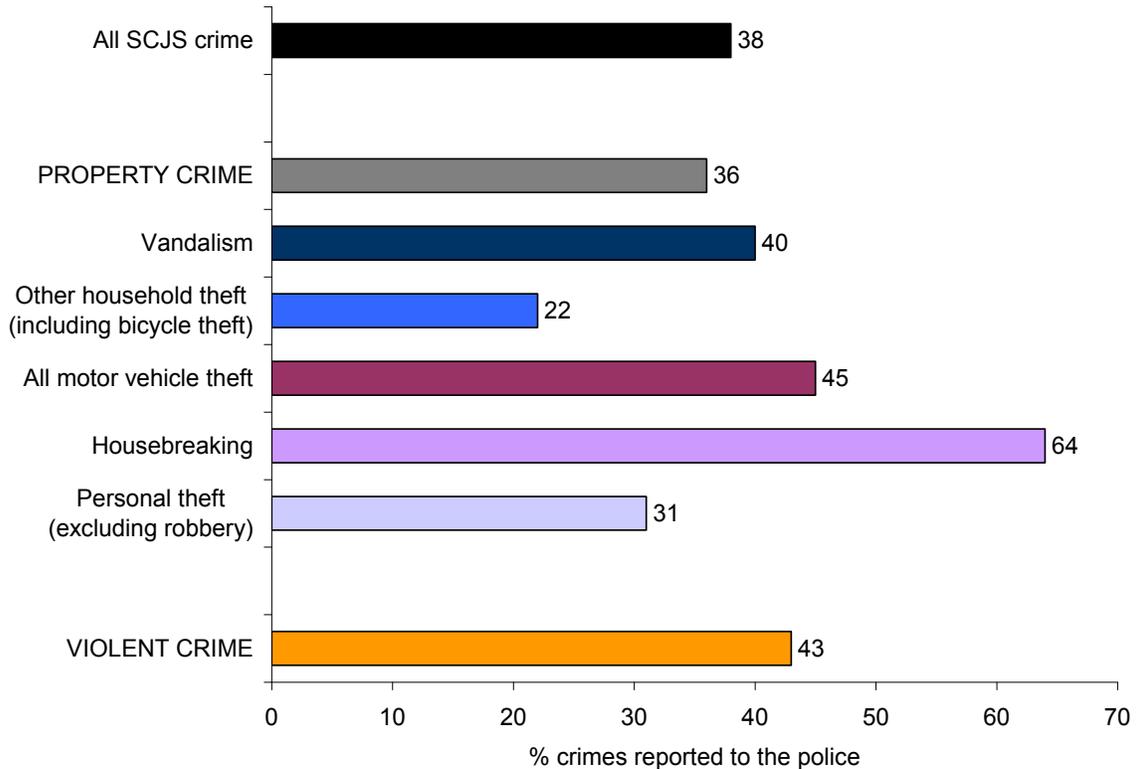
- The crime most likely to be reported was housebreaking (64%);
- Above average reporting rates were found for all motor vehicle theft (45%) and for violent crime (43%);
- Crimes with reporting rates close to the average were property crime (36%) and vandalism (40%);
- The group of crimes least likely to be reported was other household theft (including bicycle theft) (22%).

⁵⁵ In the SCJS, crimes reported to the police also included those incidents that the police came to know about in another way, e.g. they were there.

Figure 5.3: Percentage of survey incidents within crime type reported to the police

SCJS 2008/9

All SCJS crime (base: 3,794); property crime (base: 3,172); vandalism (base: 1,515); other household theft (including bicycle theft) (base: 853); all motor vehicle theft (base: 368); housebreaking (base: 126); personal theft (excluding robbery) (base: 310); violent crime (base: 622)



Among the main demographic sub-groups there were no significant differences in terms of willingness to report a crime to the police.

5.4.1 What factors affect reporting?

The previous section showed how some types of crime were more likely to be reported than others and identified there were no significant differences among different demographic groups in reporting. This section looks at two factors that did affect the rate of reporting incidents to the police: insurance coverage and perceptions of the incident.

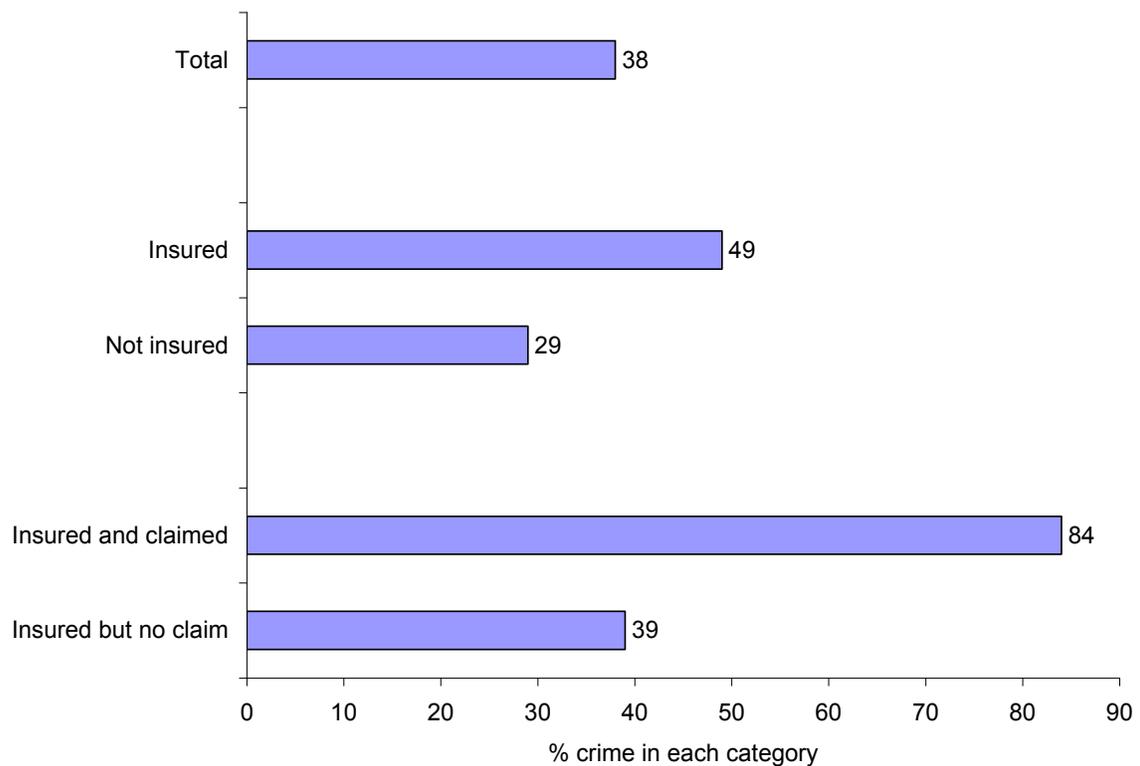
Reporting crime to the police can be a requirement to allow an insurance claim to be made. Not surprisingly, the reporting rate for crime where damaged or stolen property was insured was higher (49%) compared with where it was not (29%). Among crime where property was insured, the reporting rate for crime where an

insurance claim was made was higher (84%) compared with the reporting rate for crime when property was covered by insurance but a claim was not made (39%).

Figure 5.4: Effect of insurance on reporting - percentage of survey incidents reported to the police by insurance status

SCJS 2008/9

All SCJS crime (base: 3,794); all SCJS crime where damaged or stolen property was insured (base: 1,299); where damaged / stolen property was not insured (base: 1,617); all SCJS crime where insurance claim was made (base: 288) where insurance claim was not made for insured property that was damaged or stolen (base: 965)

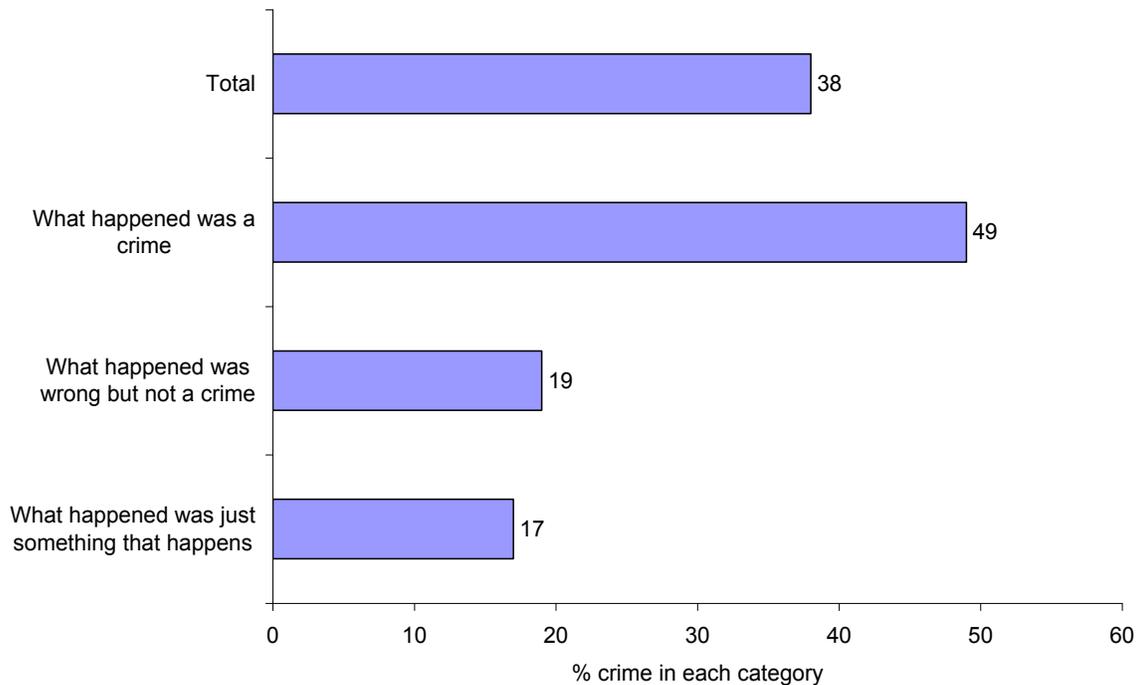


The reporting rate also appeared to be related to how the incident was perceived by the victim. The reporting rate for crime where the victim said they thought what had happened was a crime was 49%. This was higher compared with the reporting rates for crime where the victim said it was wrong but not a crime or just something that happens (19% and 17% respectively).

Figure 5.5: Effect of perception of crime on reporting - percentage of SCJS crime reported to the police by perceptions of the crime

SCJS 2008/9

All SCJS crime (base: 3,794); all SCJS crime considered to be a crime (base: 2,522), wrong but not a crime (base: 698) or just something that happens (base: 550)



5.4.2 Why crime was not reported

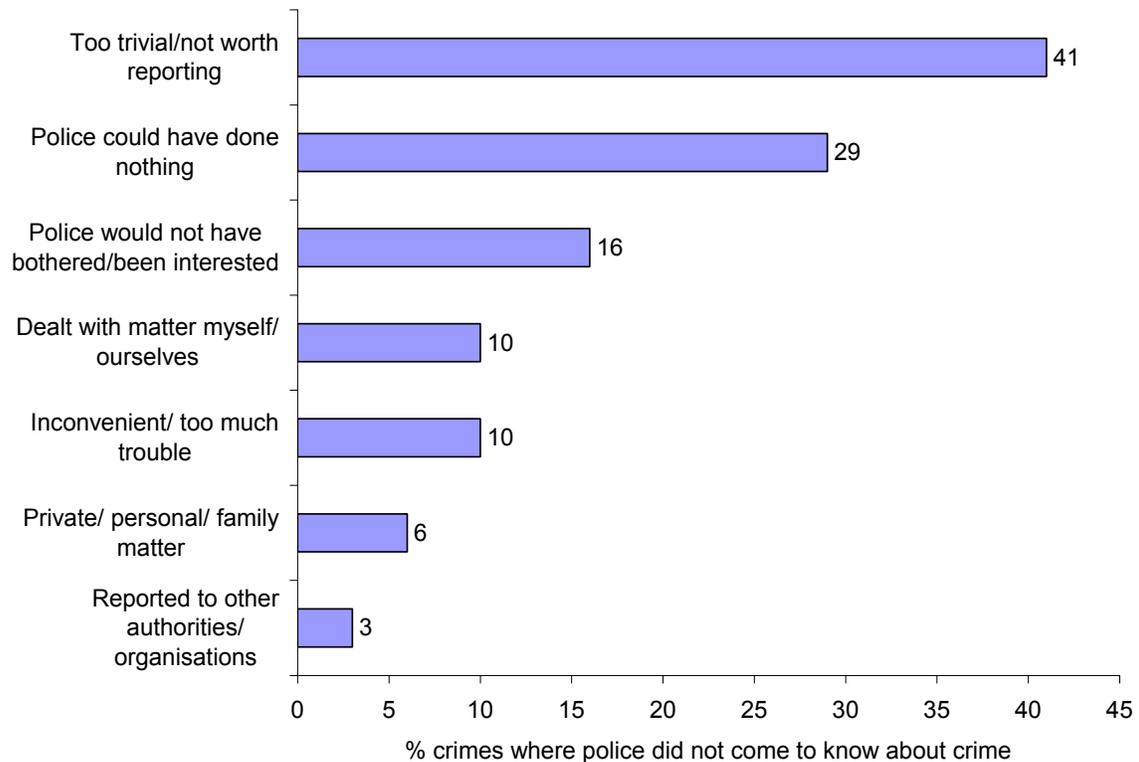
If a crime was not reported to the police, victims were asked the reason(s) for this (Figure 5.6). In around four in ten (41%) unreported crimes, victims said that the crime was not reported to the police because the incident was too trivial and not worth reporting.

Victims also said that the police could not have done anything about it (29%) or would not have bothered or been interested (16%). In 10% of unreported crime, they said that it was too much trouble to report the crime and in the same proportion, they said that they dealt with the matter themselves (10%). Victims considered what happened to be a private, personal or family matter in six per cent of unreported crime.

Figure 5.6: Most common reasons crime was not reported⁵⁶

SCJS 2008/9

All SCJS crime where the police did not come to know about the matter (base: 2,347)



The reasons given for not reporting a crime to the police varied by type of crime:

- Compared with violent crime, the reason given by victims for not reporting property crime was more likely to be the incident was too trivial or not worth reporting (46% of unreported property crime compared with 29% of unreported violent crime), or the police could have done nothing about it (32% compared with 21% of unreported violent crime);
- Compared with property crime, the reason given by victims for not reporting violent crime was more likely to be they dealt with the matter themselves (21% unreported violent crime compared with six per cent of unreported property crime) or it was considered a private, personal or

⁵⁶ All other reasons were mentioned in fewer than three per cent of incidents and are not shown in Figure 5.6.

family matter (11% compared with four per cent of unreported property crime).

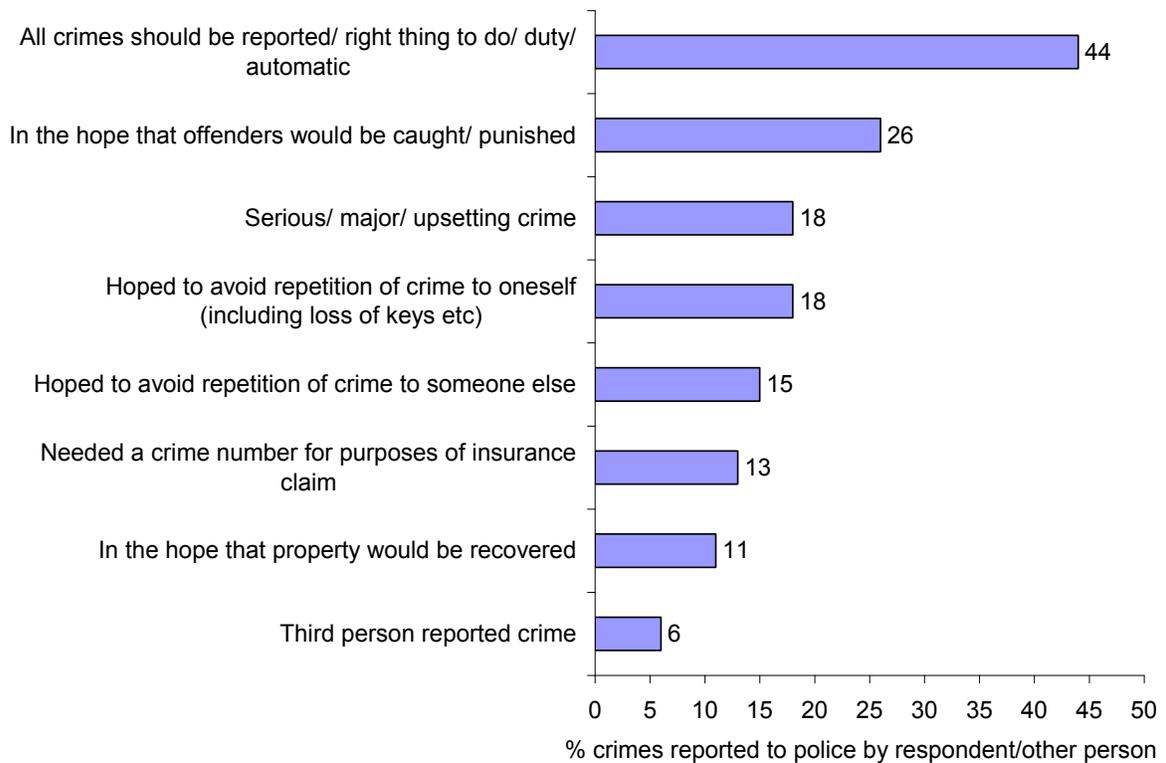
5.4.3 Why crime was reported

Where the crime was reported to the police victims were asked why it was reported (Figure 5.7). In 44% of reported crime, the reason given was because all crime should be reported, it was the right thing to do, it was their duty or it was automatic. In around one in four (26%) reported crime, it was reported in the hope that the offender(s) would be caught or punished. Crime was also reported to avoid a similar incident happening again, either to them or to someone else (18% and 15% of reported crime respectively). In 18% of reported crime, it was reported because the incident was serious, major or upsetting.

Figure 5.7: Most common reasons crime was reported⁵⁷

SCJS 2008/9

All SCJS crime where the police were told by respondent / person in household / other person (1,349)



⁵⁷ All other reasons were mentioned in fewer than six per cent of reported crime and are not shown in Figure 5.7.

As with non-reporting, the reasons given by victims for reporting crime to the police varied by type of crime:

- 49% of property crime was reported because all crime should be reported, it was the right thing to do, it was their duty or it was automatic compared with 33% of reported violent crime;
- 18% of property crime was reported because a crime number was needed for the purposes of making an insurance claim and 15% in the hope the property would be recovered;
- The proportion of violent crime reported to the police because the incident was serious, major or upsetting (31%) was higher compared with 12% of reported property crime. 13% of violent crime was reported because a third person reported it, compared with three per cent of property crime.

5.4.4 How the police came to know about the matter?

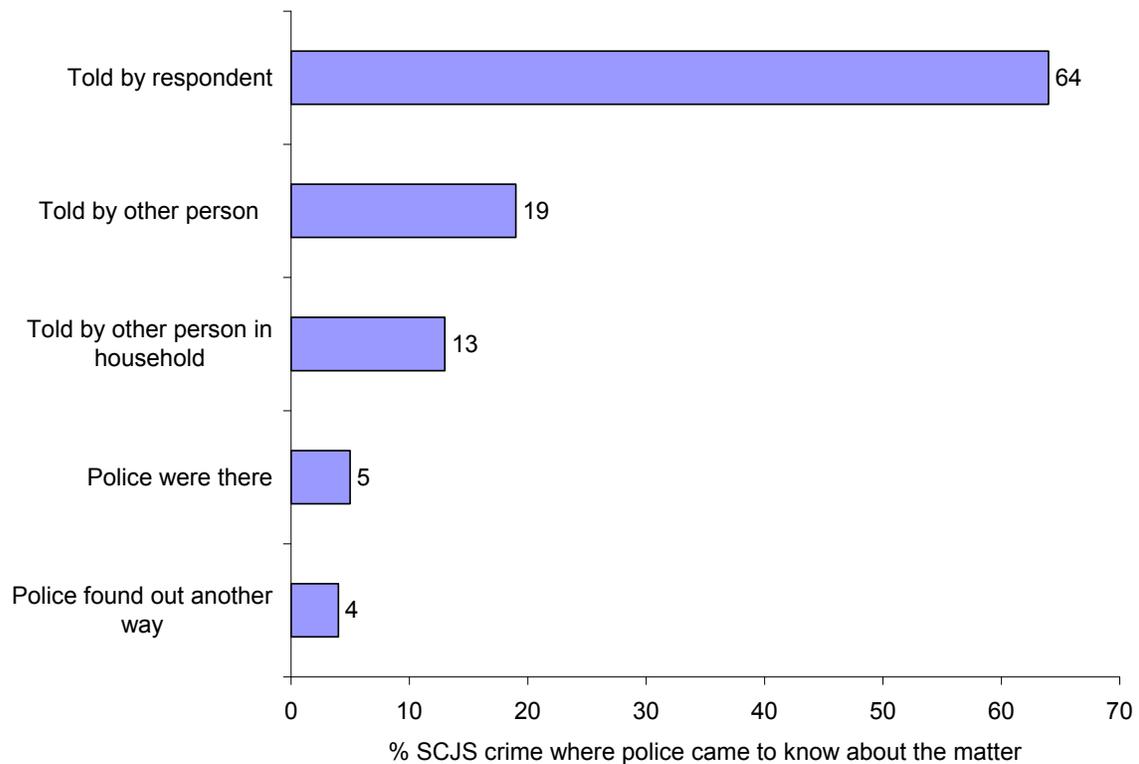
Where an incident was reported to the police, in almost two in three (64%) instances, the police were informed by the respondent (Figure 5.8). In around one in eight (13%) cases the police were told by another member of the household and around one in five (19%) instances, the crime was reported by another person outside the household.

The police were there at five per cent of reported SCJS crime and they found out in some other way in four per cent of cases.

Figure 5.8: How the police came to know about the matter

SCJS 2008/9

All SCJS crime where the police came to know about the matter (base: 1,431)



There was variation between crime types as to how the police came to know about the matter:

- 73% of property crime was reported to the police by respondents compared with 47% of violent crime;
- For reported violent crime, the police were more likely to be told by another person outside the household (29%) compared with property crime (13%).

Adults aged 16-24, were less likely to have reported incidents to the police, compared with adults of any other age (43% aged 16-24; 70% aged 60 or over, for example). This pattern was particularly marked among men (36% of males aged 16-24 years compared with 74% of males aged 60 or over).

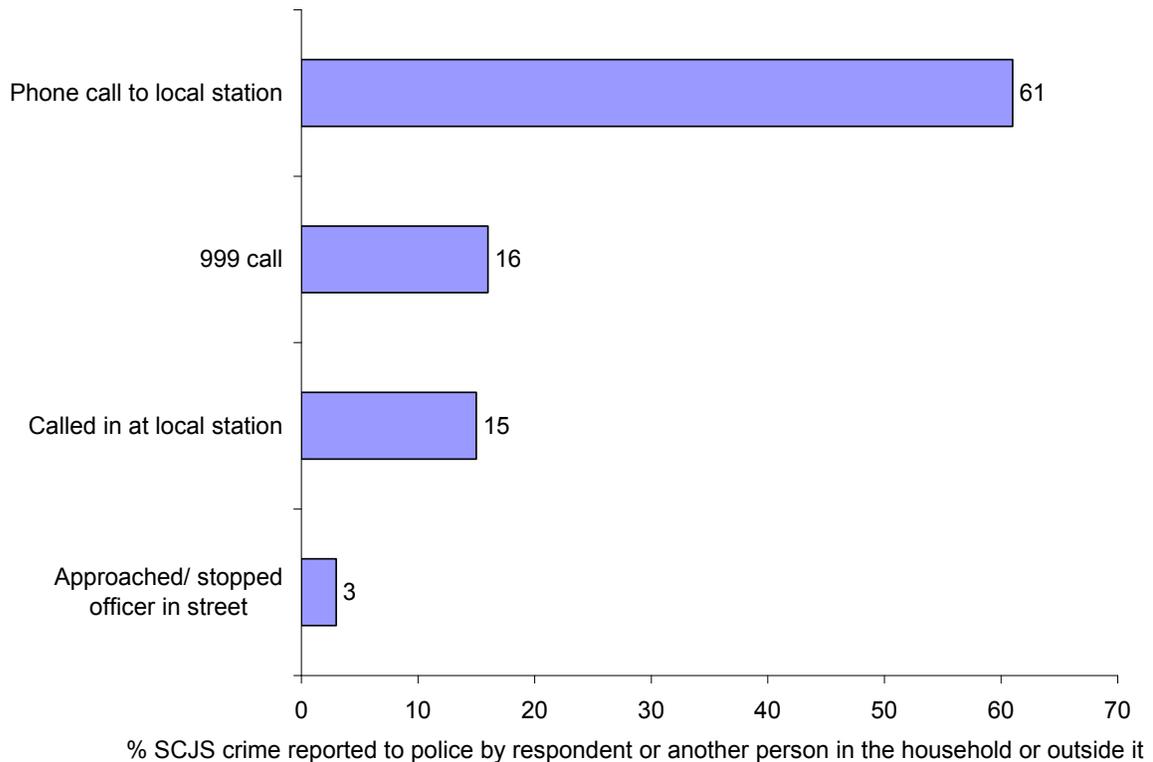
The most common way in which crime was reported was by a telephone call to a local police station (61% of SCJS crime reported by the victim or another person (in the household or outside it). In 16% of cases, the emergency number '999' was used to report the crime to the police and in 15% the crime was reported by calling in at a local police station.

In three per cent of crime reported by the victim or another person (in the household or outside it), the police were approached or stopped in the street.

Figure 5.9: How the police were contacted

SCJS 2008/9

All SCJS crime reported by the respondent or another person in the household or outside it (base: 1,349)



How crime was reported to the police varied by the type of crime:

- Where the crime was reported by the victim or another person (in the household or outside it), 68% of property crime was reported by a phone call to the local police station, compared with 46% of violent crime. 17% of property crime reported by the victim or another person (in the household or outside it) was reported by someone calling in at the local police station compared with 10% of violent crime reported by the victim or another person (in the household or outside it);
- Violent crime reported by the victim or another person in the household or outside it was more likely to be reported by calling the emergency number '999' compared with property crime reported by the victim or another person (33% and nine per cent respectively).

In around eight in ten (79%) reported crimes, the victim or another person (in the household or outside it) had face-to-face contact with the police about the incident at some point.

5.4.5 Satisfaction with the police response

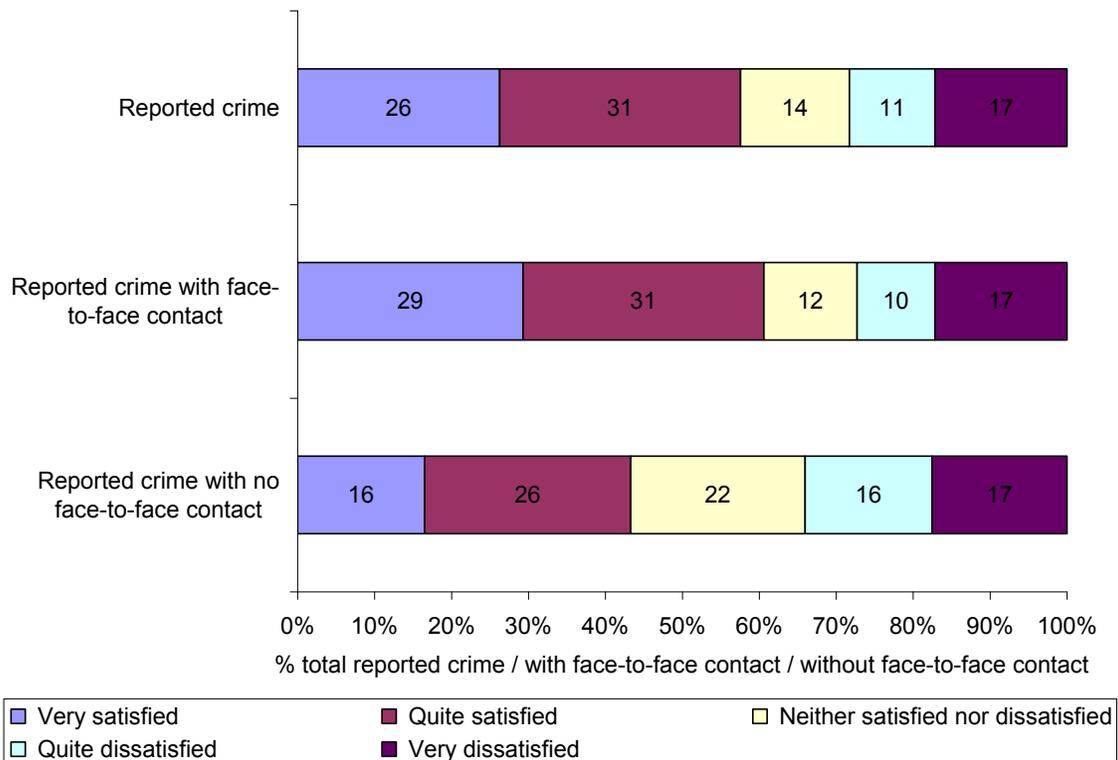
In 57% of reported crime, victims reported satisfaction with the way the police handled the matter (Figure 5.10). In 28% of reported crime, victims reported dissatisfaction.

Satisfaction was more common for reported crime where the victim had face-to-face contact with the police. In 60% of reported crime where the victim had face-to-face contact with the police, they said they were very or fairly satisfied with how the police handled the matter compared with 42% of reported crime where the victim did not have this contact. This pattern is similar to findings from the BCS (Allen, 2007).

Figure 5.10: Satisfaction with police handling of matter

SCJS 2008/09

All SCJS crime where the police came to know about the matter (base 1,431); reported crime where the victim had face-to-face contact with the police (1,114); reported crime where the victim had no face-to-face contact with the police (310)



Satisfaction with the police handling of reported crime varied by groups of crime. For reported property crime, 53% of victims said they were satisfied with police handling compared with victims in 64% of reported violent crime.

5.4.6 Reasons for dissatisfaction

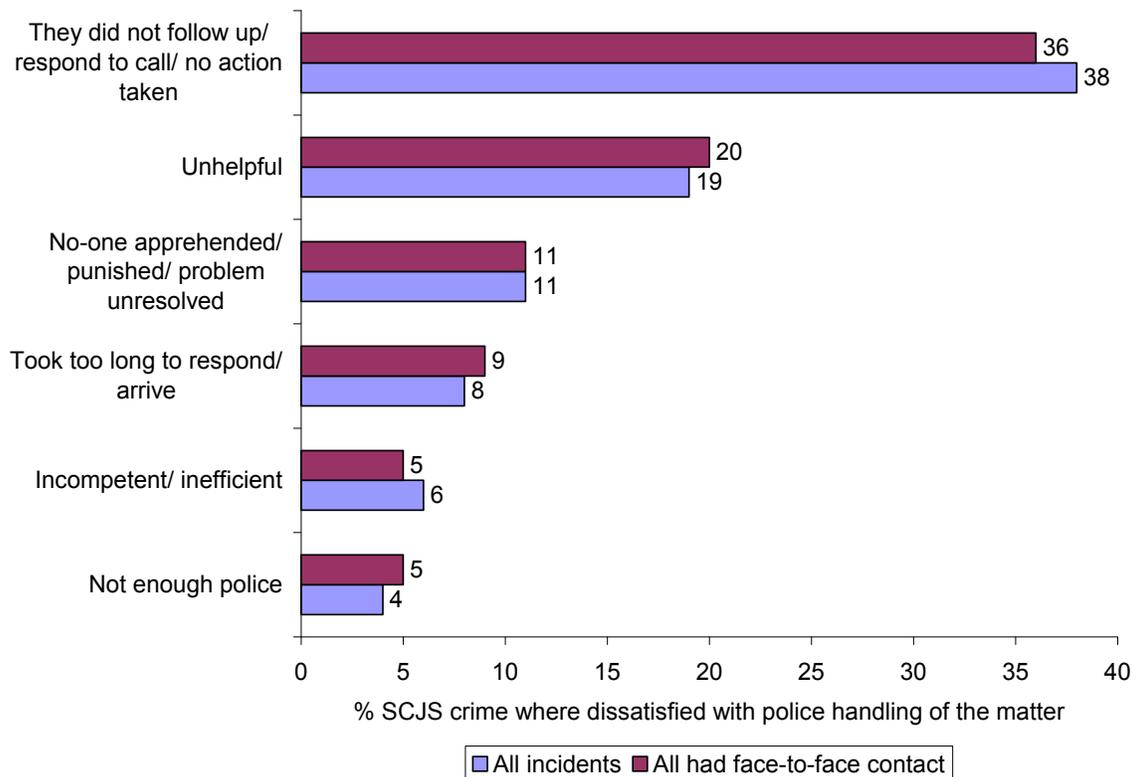
In 38% of incidents where the victim reported dissatisfaction with the way the police handled reported crime, this was because the police did not follow up, respond or there was no action taken and in eight per cent of instances it was because the police took too long to respond or arrive (Figure 5.11). In almost one in five (19%) cases of dissatisfaction with police handling of reported crime, victims said it was because the police were unhelpful. In one in ten (11%) cases dissatisfaction arose because no-one was apprehended, punished or the problem remained unresolved.

The reasons given for dissatisfaction with police handling of reported crime were similar among those victims who had face-to-face contact with the police and those who did not.

Figure 5.11: Most common reasons for dissatisfaction with way police handled the matter

SCJS 2008/09

All SCJS crime where dissatisfaction reported with police handling of the matter (base, 366); all SCJS crime involving face-to-face contact where dissatisfaction reported (base: 270)



5.5 Information or assistance about the investigation

Section 5.3 above explored the types of advice and support available to victims of crime, focusing on emotional support and practical advice. The SCJS 2008/09 also asked victims, where the crime was reported, about the information or assistance received by them related to the investigation of the crime (or the case).

5.5.1 Types and sources of assistance

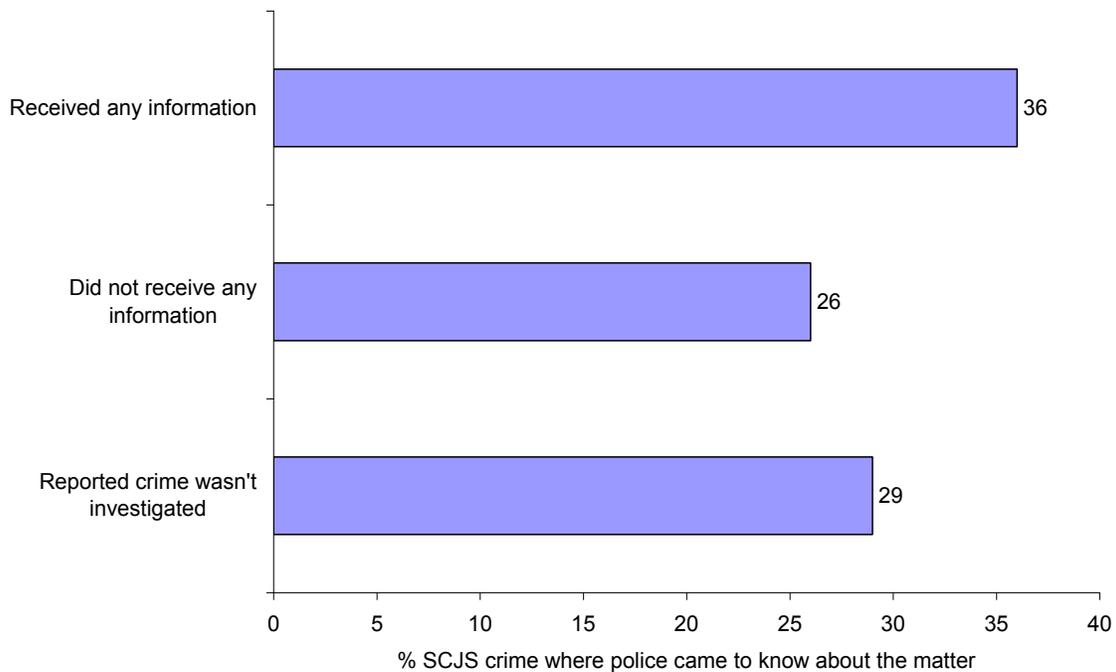
There are a number of different sources of information or assistance for victims of crime as an investigation proceeds, including police liaison officers, other police sources and the Witness Service / Victim Support Scotland.

In just over a third of crimes (36%) victims received information or assistance about the investigation (or case) from at least one source, in around a quarter of crimes (26%) they did not receive any information or assistance at all and in almost three in ten (29%) crimes victims reported that the case was not investigated.

Figure 5.12: Whether information or assistance received about the investigation (or case)

SCJS 2008/9

All SCJS crime where police came to know about the matter (base: 1,431)



Information or assistance about the investigation and, where appropriate, the case was more likely to have been received for reported violent crime (43%), than for reported property crime (32%).

Adults aged 16-24 years were less likely to receive information or assistance compared with adults of any other age (26% aged 16-24; 40% aged 60 or over, for example).

For most reported crime, where information or assistance about the investigation (or case) was received this was from the police (31%), including police liaison officers and other police sources (nine per cent and 22% respectively). In five per cent of reported crime, information or assistance was provided by the Witness Service or Victim Support Scotland and in three per cent by other organisations.

As Figure 5.13 below shows, in reported crime where information or assistance about the investigation (or case) was provided by the police, this was most often about the investigation (39%), keeping victims informed about the case (24%); updates on progress of the case (23%) and catching (21%) or charging (13%) the offender(s). Information or assistance about other services for victims or witnesses was provided in six per cent of reported crime where assistance was received from the police.

In crimes where information or assistance about the investigation (or case) was provided by police liaison officers, they were more likely than other police sources to provide information or assistance on:

- The police investigation (59% compared with 31% for other police sources);
- Information or assistance about other services for witnesses and victims (13% compared with three per cent for other police sources);

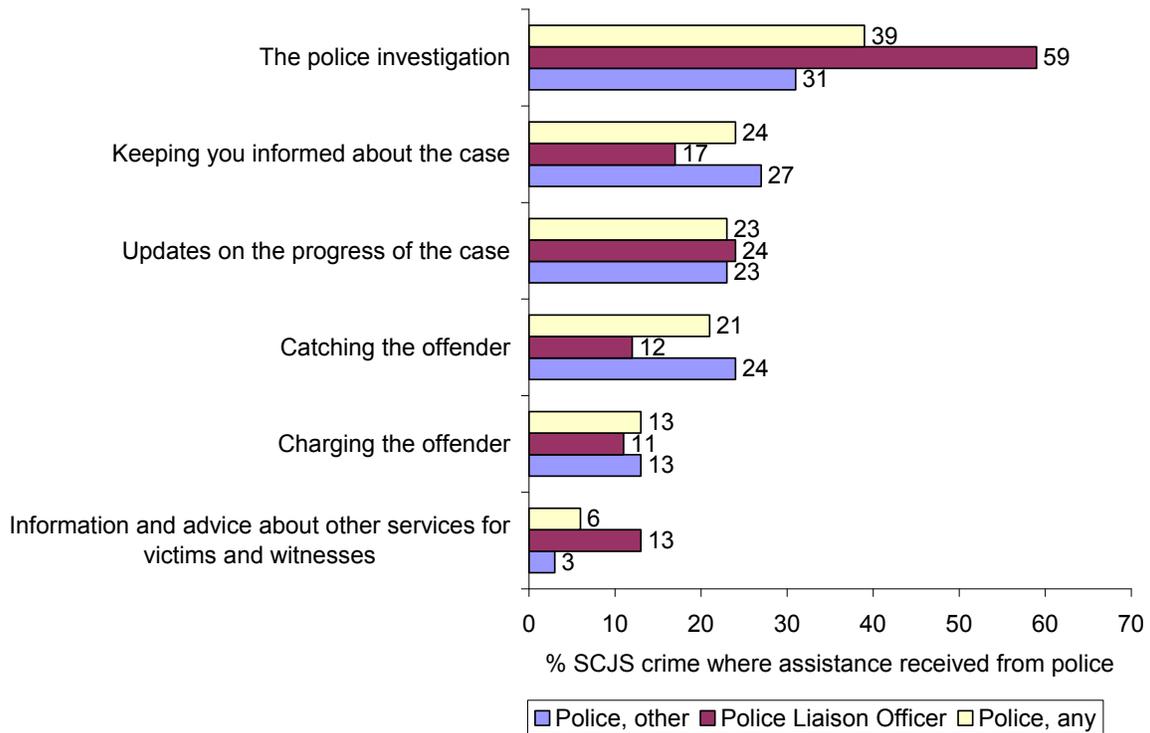
In crimes where information or assistance about the investigation (or case) was provided by other police sources, they were more likely than police liaison officers to provide information or assistance on:

- Keeping victims informed about the case (27% compared with 17% for police liaison officers);
- Catching the offender(s) (24% compared with 12% for police liaison officers).

Figure 5.13: Information or assistance for victims about the investigation (or case) provided by the police

SCJS 2008/9

All SCJS crime where respondent received assistance from the police, any (base: 469); police liaison officers (base: 130); police, other (base: 357)



In reported crime where the police (including police liaison officers) provided information or assistance about the investigation (or case) there were few differences between property and violent crime in the type of information or assistance provided. Exceptions were:

- In 30% of reported violent crime where the police provided information or assistance this was about catching the offender(s), compared with 15% of reported property crime where they provided information or assistance;
- In 12% of reported violent crime where the police provided information or assistance this was about other services for victims and witnesses compared with two per cent of reported property crime where they provided information or assistance.

In reported crime where assistance was received from Victim Support Scotland this was most likely to be information or assistance about other services for victims and witness.⁵⁸

5.5.2 Satisfaction with information or assistance about the investigation (or case) from the police

Where information or assistance about the investigation of a crime was received from the police, victims were asked how satisfied or dissatisfied they were with it. In around three in four (76%) crimes where information or assistance about the investigation was received, victims were satisfied with it. In around one in seven (14%) of those crimes, victims reported dissatisfaction with the information or assistance the police provided.

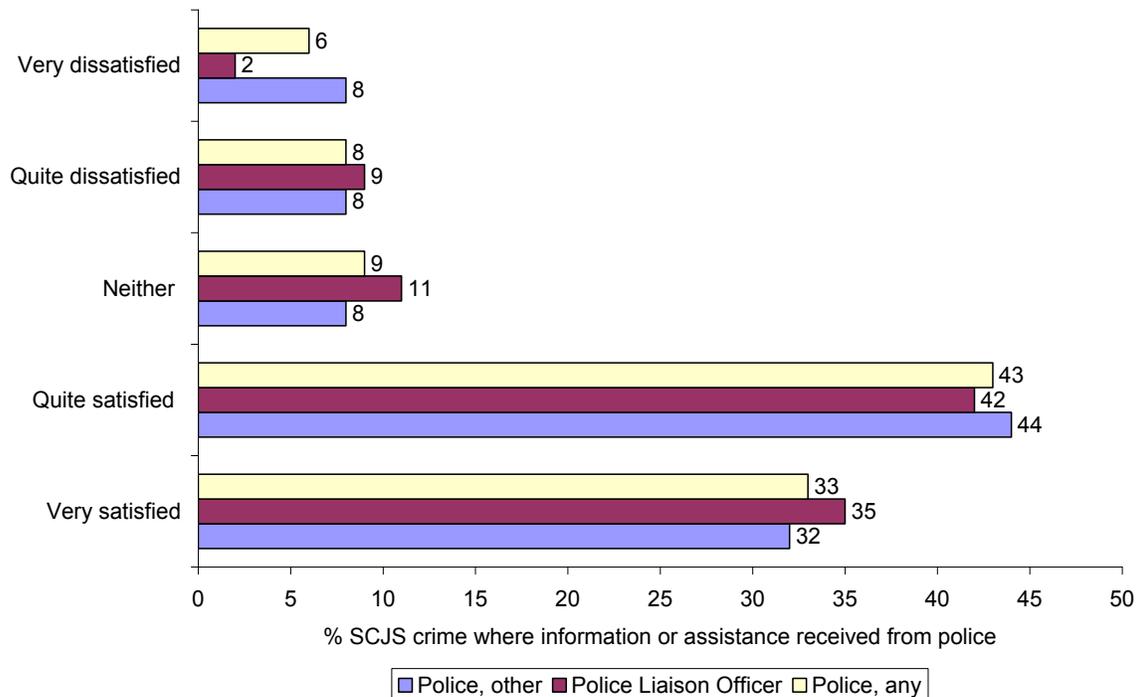
There was no statistically significant difference in satisfaction between crimes where information or assistance was received from police liaison officers or from another police source.

The percentage of SCJS crime where victims were very dissatisfied with information or assistance received from police liaison officers (two per cent) was lower than for crime where victims were very dissatisfied with information or assistance received from another police source (eight per cent) and this difference was statistically significant. Examining all dissatisfaction, combining those very and fairly dissatisfied, there was no significant difference between information or assistance provided by the two police sources. This suggests that information or assistance being provided by police liaison officers reduced dissatisfaction rather than increased satisfaction with the information or assistance provided.

⁵⁸ The low base size for crimes where information and assistance was provided by Victim Support Scotland (64) prevents further analysis of the assistance provided.

Figure 5.14: Satisfaction with information or assistance about investigation
 SCJS 2008/9

All SCJS crime where respondents received information or assistance from the police, any (base: 469); police liaison officers (base: 130); police, other (base: 357)



Those victims expressing dissatisfaction with information or assistance about the investigation (or case) received from the police were asked why this was. The most common reason given was that not enough information or assistance was provided. Other reasons included information or assistance not being provided at the right time and being too slow or not the right type of information or assistance as well as the person providing the information or assistance being unapproachable. Due to the low level of dissatisfaction expressed, low base sizes prevent more detailed analysis.

5.5.3 Information or assistance about the investigation would have liked to receive

For crime where the victim received information or assistance from at least one organisation, victims were asked to identify what other information or assistance they would have liked. The same question was asked where no information or assistance about the investigation was received.

The main types of information or assistance victims would have liked to receive about the investigation are shown in Figure 5.15. These are shown for crime

where victim received information or assistance from at least one organisation and for crime where the victim received no information or assistance.

The results suggest that information or assistance about the investigation was not provided for all crimes where it was required. In 84% of reported crime where victims received no information or assistance, they would have liked to receive at least one type of information or assistance. Where victims had received at least one type of information or assistance, they would have liked to receive at least one additional type of information or assistance in 46% of reported crime.

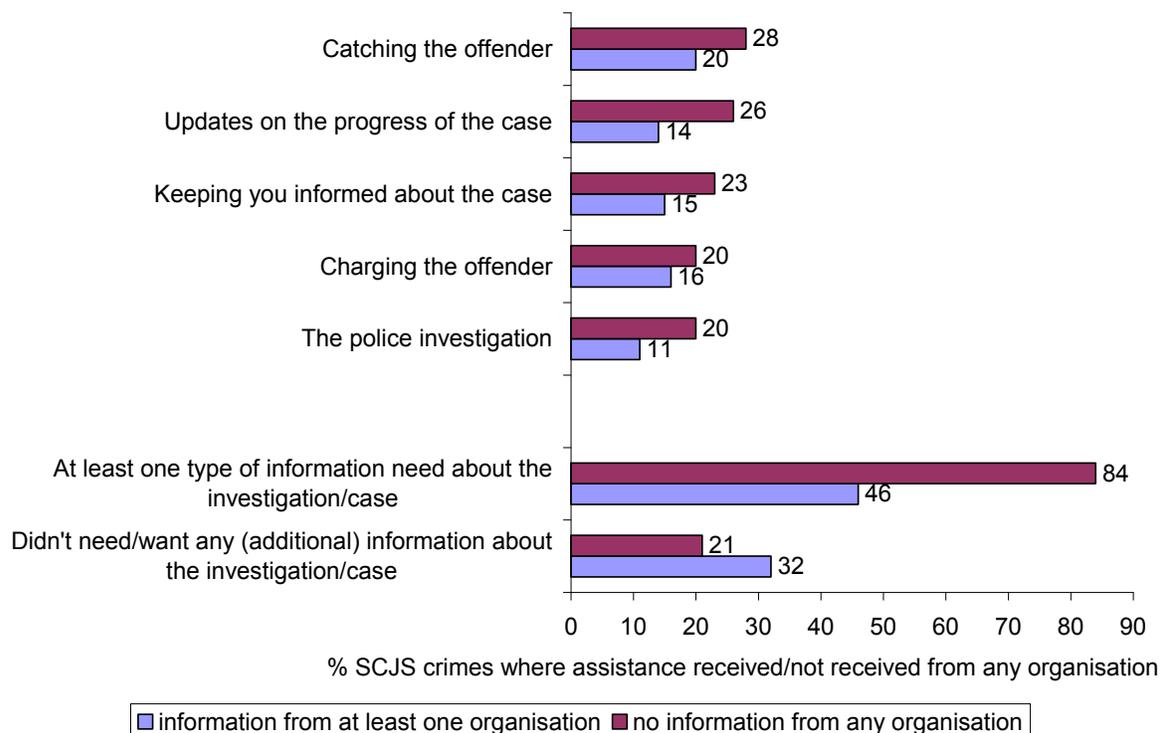
The proportion of victims who had not received any information or assistance about the investigation (or case), but would have liked to, was higher than the proportion of victims who received some information or assistance and would have liked to receive additional information or assistance for each information or assistance type. Looking at the information or assistance needs in detail, Figure 5.15 shows that victims would have liked to receive information or assistance about:

- Catching the offender(s) (28% of crime where the victim received no information or assistance and 20% of crime where the victim received some information or assistance);
- Information or assistance about progress of the case (26% of crime where the victim received no information or assistance and 14% of crime where the victim received some information or assistance). This was the largest difference between the two groups of any of the main information or assistance needs;
- Being kept informed about the case (23% of crime where the victim received no information or assistance and 15% of crime where the victim received some information or assistance);
- Charging the offender(s) (20% of crime where the victim received no information or assistance and 16% of crime where the victim received some information or assistance). This was the closest difference between the groups of any of the main information or assistance needs;
- The police investigation (20% of crime where the victim received no information or assistance about the case and 11% of crime where the victim received some information or assistance about the case).

Figure 5.15: Most common (additional) types of information or assistance about the investigation would have liked to receive ⁵⁹

SCJS 2008/09

All SCJS crime where respondent received information or assistance from at least one organisation (base: 525); all SCJS crime where respondent did not receive assistance from any organisation (base: 525)



5.6 Contact with the Procurator Fiscal service ⁶⁰

The final section looks at experience of the Procurator Fiscal service.

Where they said the police found out who committed the crime, victims were asked whether they had contact with the Procurator Fiscal service in connection with the case. The victim had contact with the Procurator Fiscal service in one in five (20%) such crimes.

⁵⁹ All other reasons were mentioned in fewer than 10% of crime in either group and are not shown in Figure 5.15.

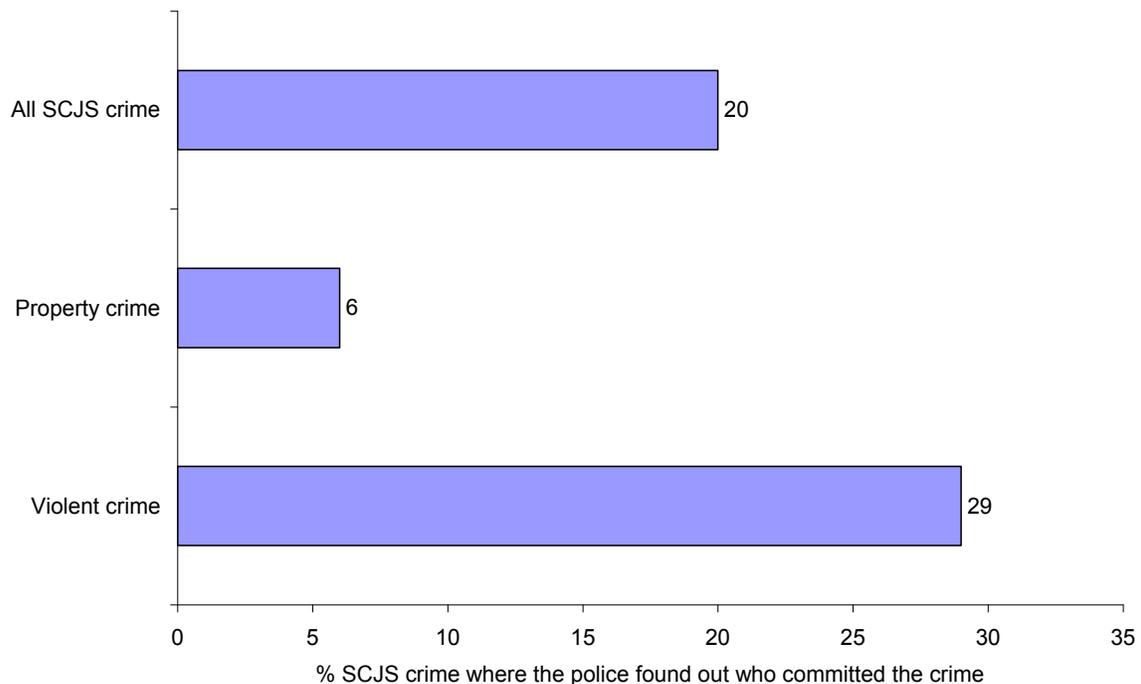
⁶⁰ The Crown Office and the Procurator Fiscal service (COPFS) is one organisation in the Scottish criminal justice system but victims were only asked about their experience of the 'Procurator Fiscal service' in 2008/09.

In just under three in ten violent crimes (29%) where the police found out who committed it, someone in the household had contact with the Procurator Fiscal service compared with less than one in ten (six per cent) property crimes of this kind.

Figure 5.16: Whether victim had contact with the Procurator Fiscal service in connection with the crime

SCJS 2008/09

All SCJS crime where the police found out who committed the crime (base: 530); property crime (base: 308); violent crime (base: 222)



For SCJS crime measured in 2008/09 where there was contact with the Procurator Fiscal service, victims were asked the level of satisfaction with various aspects of that contact. Victim satisfaction was highest with the friendliness of the staff and lowest for the speed of dealing with the case. The small base size (65) prevents more detailed analysis of these results.

Further details about the adults' knowledge and experience of the Procurator Fiscal service is contained in chapter 8.

6 Public Perceptions of Crime

6.1 Summary

Crime was one of the top four social issues facing Scotland as a whole, as identified from a list of problems in the SCJS in 2008/09. A large majority (94%) of adults described crime as either a big problem (53%) or a bit of a problem (41%):

- Victims (63%) and those living in the 15% most deprived areas of Scotland (62%) were more likely to describe crime as a big problem. Those living in the 15% most deprived areas also faced a higher than average risk of crime;
- Females (57%) and those aged 60 or older (57%) were also more likely to describe crime as a big problem despite facing a lower than average risk of crime.

Similar percentages of adults viewed crime (94%), drug abuse (95%) and alcohol abuse (96%) as a problem. Examining the percentages who thought crime was a big problem:

- Around three quarters cited alcohol and drug abuse as a big problem (71% and 76% respectively);
- Over half (53%) thought crime was a big problem;

The SCJS is used specifically to monitor one of the national indicators in Scotland Performs: *'increase positive public perception of the general crime rate in local area'* which contributes to achievement of the outcome *'we live our lives safe from crime, disorder and danger'*.

It is measured by the percentage of people who perceive there to have been a lot or a little less crime, or that the amount of crime has stayed the same over the last two years in their local area.

69% of adults perceived the crime rate in their local area to have stayed the same or reduced in the past two years. This was a statistically significant increase to the national indicator compared with the baseline of 65% in 2005/06:

- Since 2003 there has been a decrease of 12 percentage points in the proportion of adults saying there was a lot more crime. Over the same period, the proportion of adults saying there was about the same the same amount of crime has increased by 12 percentage points.

Various dimensions that have been linked to a general fear of crime were explored in the SCJS, including how common crimes were perceived to be, how worried adults were that crimes might happen to them and how likely they thought it was they would become a victim of a particular crime.

Changes over time since the first independent Scottish Crime Survey in 1993 included:

- In most cases, the proportion of adults perceiving the crimes they were asked about to be common in their local area was lower in the SCJS 2008/09 than in past crime surveys in Scotland.
- For most crimes there had also been a decrease in the proportion of adults worrying that particular crimes might happen to them.

Almost half of adults perceived that anti-social behaviour (46%) and drug dealing and drug abuse (45%) were very or fairly common in their local area:

- 64% who viewed anti-social behaviour as common in the local area were of this impression because they had witnessed such behaviour;
- 70% who viewed drug dealing and drug abuse as common in their local area said that they got this impression from other people talking about it;

The percentage of adults who were very or fairly worried that various crimes might happen to them included:

- 56% worried that someone would use their credit / bank details to obtain money, goods or services or about having their identity stolen (51%);
- More than four in ten worried about having their car or other vehicle damaged by vandals (41%);

Where comparison was possible, worry that crimes might happen was more prevalent among adults in Scotland in the SCJS 2008/09 than were perceptions that crimes were common.

Adults were also asked if they thought crimes were likely to happen to them in the next 12 months:

- The crimes most adults thought were likely to happen to them in the next 12 months were fraudulent use of credit or bank details, identity theft and damage to vehicles (14%, 12% and 12% respectively);
- Perceived risk was around twice the actual risk for most crimes where comparison was possible except for housebreaking, robbery, and card and identity fraud where the ratio of perceived to actual risk was higher;
- Nearly half (48%) of adults did not think that they were likely to experience any of the listed crimes in the next 12 months.

6.2 Introduction

Public attitudes towards crime, and in particular fear of crime, have been explored extensively through the use of crime surveys. Levi (2007) suggests

that the concept of fear of crime tends to be used as an umbrella term for a range of concerns about crime and its consequences, which is independent of actual crime rates. 'Fear of crime' itself has been shown to be complex and difficult to measure. Ditton and Farrell (2007) describe confusion between fear, worry and anxiety, and between a general concern about crime and a more specific fear of victimisation. They highlight how direct questions on fear of crime can generate socially desirable answers with the respondent wishing either to appear less or more fearful than they actually are.

Despite the challenges of definition and measurement, Hough *et al.* (2007) describe how fear of crime can be linked to confidence in the justice system, and so remains of interest to policy-makers. One of the key indicators in Scottish Government's national performance framework, 'Scotland Performs',⁶¹ is the public's perception of the general crime rate in the local area. Understanding the links between perceptions of crime and community safety is important to policy makers in Scotland. As a result, various questions exploring perceptions of crime were included in the Scottish Crime and Justice Survey (SCJS), and the results are presented in this chapter.

The first section of this chapter explores adults' perception of crime; how much of a problem they believe it to be in Scotland as a whole, whether they perceive crime rates in their local area are changing, and finally how common they believe specific crimes are in their local area.

The chapter then moves on to investigate anxiety about crime; specifically worry about various types of crime and feelings of safety after dark. It then looks at the changes in perceptions of crime over time. Finally the chapter examines perceptions versus actual risks of crime.

6.3 Crime as a problem

At the start of the interview, adults were asked how much of a problem various social issues including crime are in Scotland. This allows perceptions of crime to be contextualised with other social issues. Figure 6.1 shows the results.

Crime was one of the top four social issues identified as problems:

- A large majority of adults described crime as either a big problem or a bit of a problem (94%);
- Similar percentages of adults viewed crime (94%), drug abuse (95%) and alcohol abuse as a problem (96%);
- However, around three quarters cited alcohol and drug abuse as a big problem (71% and 76% respectively) while only around half (53%) thought crime was a big problem;

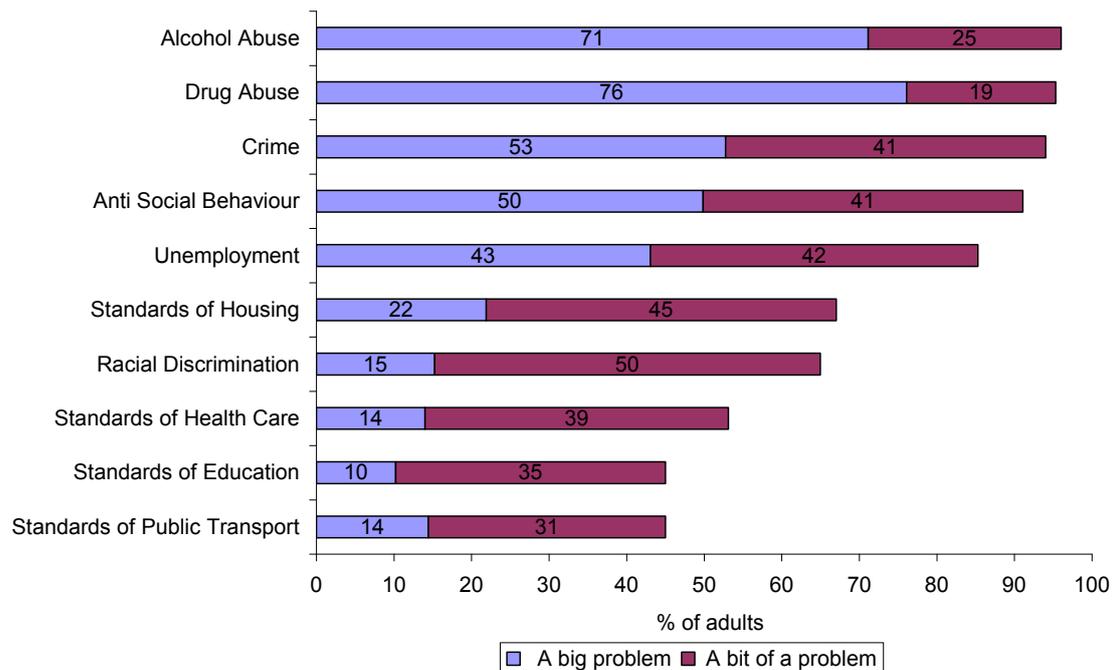
⁶¹ <http://www.scotland.gov.uk/About/scotPerforms>.

- Anti-social behaviour was viewed in a similar way to crime with almost the same proportions saying both were a big problem (53% for crime and 50% for anti-social behaviour) or a bit of a problem (41% for crime and 41% for anti-social behaviour).

Figure 6.1: Perceptions of how much of a problem various social issues were in Scotland today

SCJS 2008/09

Adults (base: 16,003)



Although the sample size, reference and fieldwork period used in the SCJS changed considerably from previous surveys, this question wording and position at the start of the survey has remained the same and the order and magnitude with which adults perceived the various social issues as a problem was broadly the same as in the 2005/06 survey.

The SCJS 2008/09 identified that the groups who were more likely to view crime as a big problem included:

- Victims (63% compared with 50% of non-victims);
- Women (57% versus 48% of men);
- Adults aged 60 or older (57% compared with 48% of 16-24 year olds);

- Adults living in the 15% most deprived areas of Scotland (62% compared with 51% of those living in the rest of Scotland).⁶²

It is understandable that a higher proportion of victims than non-victims would view crime as a big problem. As the risk of being a victim of crime is higher in the 15% most deprived areas than the rest of Scotland (chapter 3), it is also understandable that the perceptions of those living in these areas would be higher than in the rest of Scotland. However, women and older adults have a lower risk of victimisation, so the fact that higher proportions of them said crime was a big problem, must be for reasons other than their likelihood of being a victim of crime.

6.3.1 Crime as a local problem

The SCJS is used specifically to monitor one of the national indicators in Scotland Performs.⁶³

‘increase positive public perception of the general crime rate in local area’

This contributes to achievement of the outcome *‘we live our lives safe from crime, disorder and danger’*.

Perception of crime in the local area was measured by asking adults who had lived in their local area for two or more years whether they thought that the rate of crime there had changed over the previous two years.⁶⁴

The national indicator is measured by the percentage of people who perceive there to have been a lot less or a little less crime, or that the amount of crime has stayed the same over the last two years in their local area. The latest overall figure from the SCJS 2008/09 estimated that 69% of people perceived the crime rate in their local area to have stayed the same or reduced in the past two years. This is a statistically significant increase in the national indicator measure compared with the baseline of 65% in 2006.

Just over one in four adults (28%) thought that the crime rate in their area had increased over the last two years compared with 32% in 2005/06.

Figure 6.2 breaks down the responses further and shows these over time. Since 2003 the most notable changes have been a large decrease in the percentage saying there was a lot more crime in the local area matched by a large increase in the percentage saying there was about the same amount of crime in the local area (12 percentage points for both).

⁶² Measured by the Scottish Index of Multiple Deprivation (SIMD). For further details see <http://www.scotland.gov.uk/Topics/Statistics/SIMD>.

⁶³ <http://www.scotland.gov.uk/About/scotPerforms>.

⁶⁴ Local area was defined as the area within 15 minutes walk of the respondent's home.

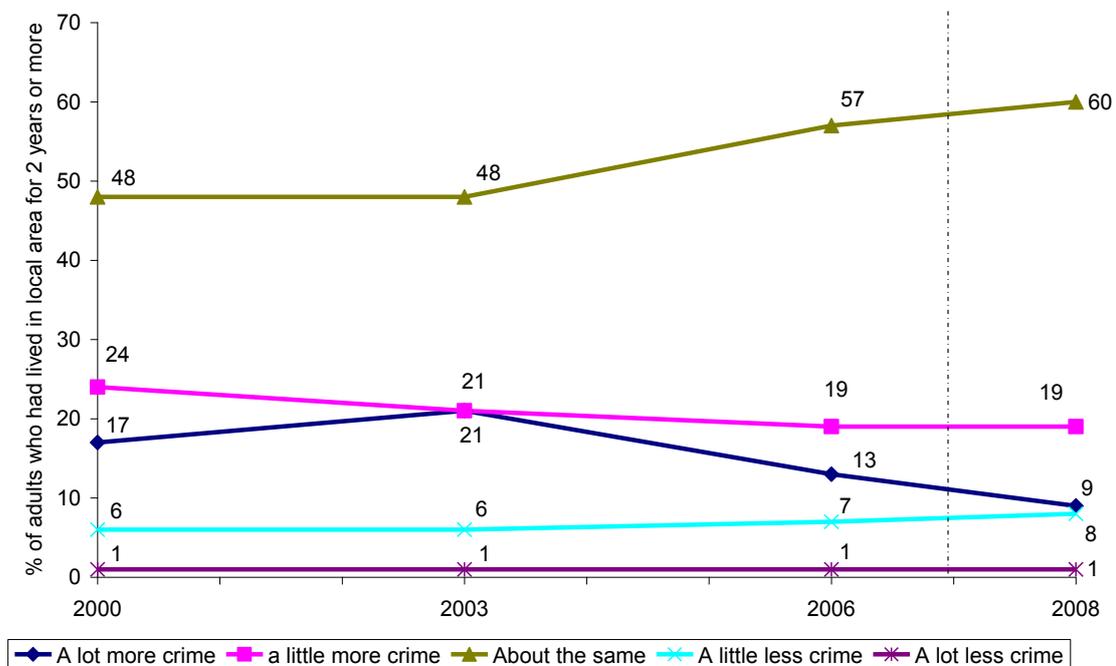
Examining changes between 2005/06, the baseline year for the performance indicator, and 2008/09 in more detail:

- Nine per cent thought there was a lot more crime in the local area, compared with 13% in 2005/06;
- The percentage who thought that there was a little more crime in the local area remained constant since 2005/06 (19%);
- 60% thought that the crime rate in the local area had remained constant compared with 57% of adults in 2005/06;
- Eight per cent said that there was a little less crime in the local area, compared with seven per cent in 2005/06;
- In both 2005/06 and 2008/09, one per cent said there was a lot less crime in the local area.

It should be noted that many factors influence a person's perception of the crime rate in the local area (for example personal experience, experiences of friends and family, media etc) and they do not necessarily reflect true rates of crime. This issue is discussed further in section 0.

Figure 6.2: Perceptions of how crime rates have changed in local area over the past two years

2000 SCS (base: 4,512); 2003 SCS (base: 4,443); 2005/06 SCVS (base: 4,433); 2008/09 SCJS (base: 14,214)
Adults who had lived in local area for 2 years or more



Note: The dashed line indicates a break in the survey methodology, moving to a rolling reference period, increased sample size and continuous fieldwork.

Examining differences in perceptions between different groups of adults in 2008/09:

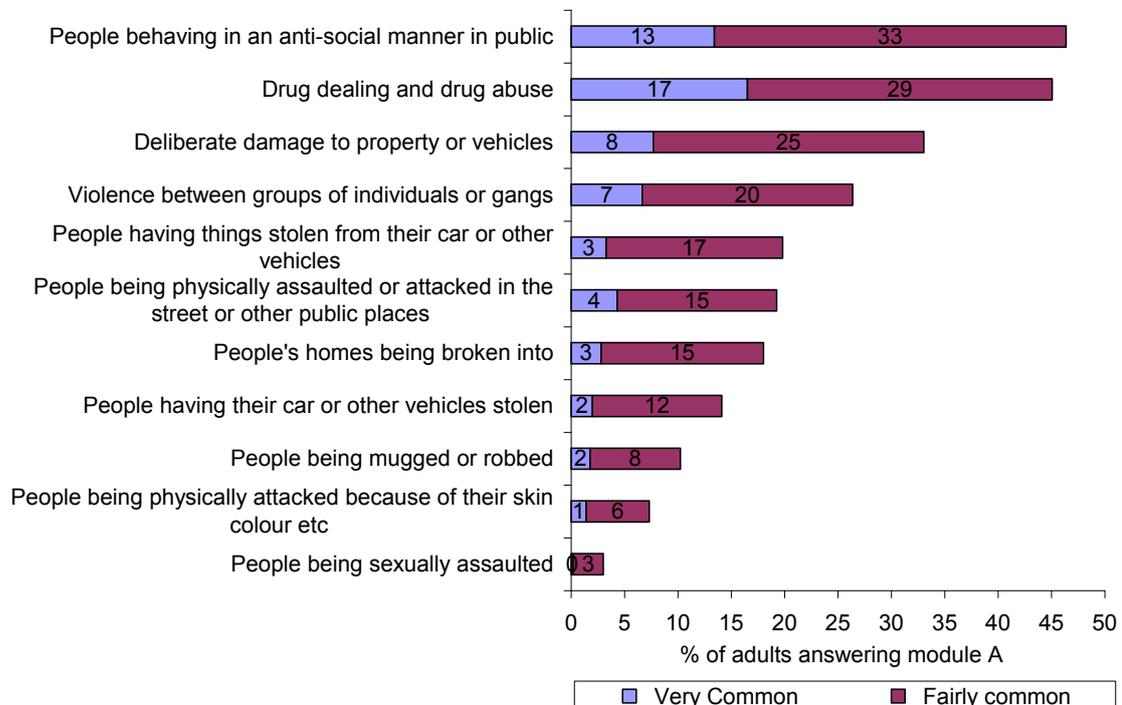
- Two fifths of victims (40%) thought that crime had increased in their local area in the last two years, compared with 24% of non-victims;
- Females were more likely to view crime as increasing in their local area (31% compared with 24% of males);
- Those living in the 15% most deprived areas were also more likely to view crime rates as increasing in their local area (33% versus 27% of the rest of Scotland).

6.3.2 Perceptions of particular types of crime

One of the quarter-sample modules, module A,⁶⁵ explored perceptions of various types of crime. In this section adults were asked how common specific crimes were in their local area. The results of this question are displayed in Figure 6.3. Anti-social behaviour, drug dealing and drug abuse were the crimes adults considered to be most common in the local area (46% and 45% respectively). One-third (33%) of adults suggested deliberate damage to vehicles or property was common in the local area.

Figure 6.3: Perceptions of how common specific crimes are in local area SCJS 2008/09

Adults answering module A (base: 4,027)



⁶⁵ Answered by 4,027 respondents.

These views were most often held by:

- Victims, who viewed drug dealing and drug abuse (64%), and anti-social behaviour (68%) as common in their local area, compared with 40% and 41% of non-victims respectively;
- Young adults; 53% of 16-24 year olds viewed drug abuse and drug dealing as common in their local area, and 59% viewed anti-social behaviour as common, compared with 35% of adults aged 60 or older for both crimes;
- Those living in the 15% most deprived areas of Scotland; 70% viewed drug dealing and drug abuse as common in their local area and 66% viewed anti-social behaviour as common, compared with 41% and 43% of the rest of Scotland respectively.

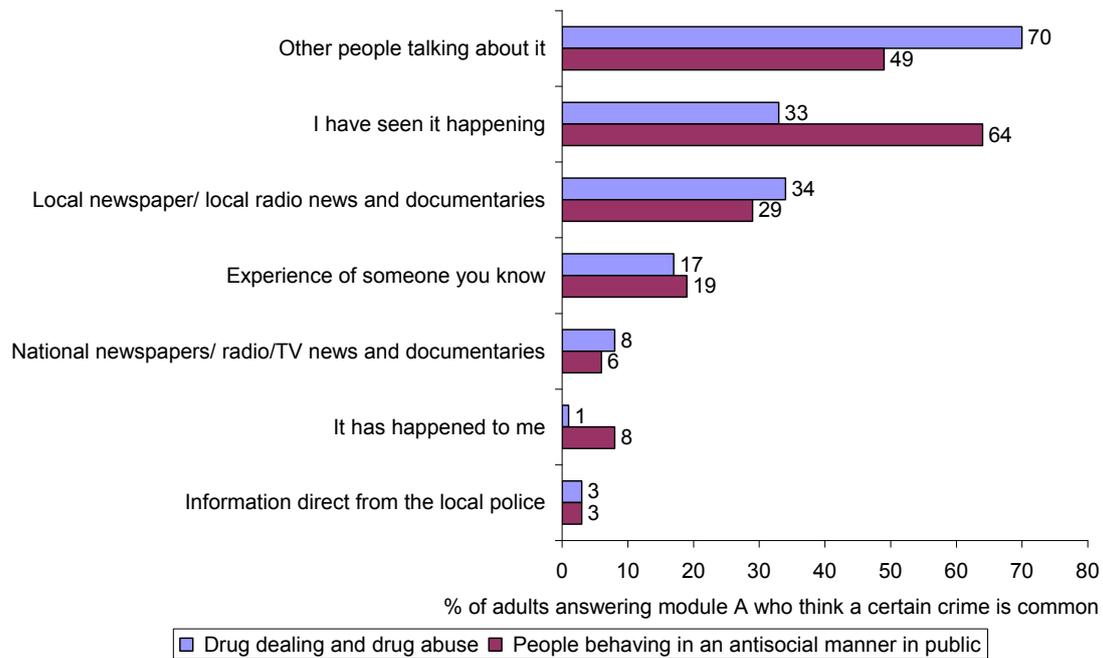
Those who viewed a crime as common in their local area were asked where they got this impression from:

- Almost two in three (64%) adults who viewed anti-social behaviour as common in their local area said that they got this impression because they have witnessed such behaviour;
- In contrast, more than two thirds (70%) of adults who viewed drug dealing and drug abuse as common in their local area, said that they got this impression from other people talking about it;
- A third (34%) of adults who viewed drug dealing and drug abuse as common in their local area said that they got this impression from local media, as did 29% of adults who viewed anti-social behaviour was common in their local area.

Figure 6.4: Where adults have got impressions that anti-social behaviour and drug dealing and drug abuse are common in local area

SCJS 2008/09

Adults answering module A who think people behaving in an anti-social manner in public is common in local area (base: 1,588); drug dealing and drug abuse is common in local area (base: 1,609)



6.4 Public anxiety about crime

As reported in section 6.3, the majority of adults described crime as a problem in Scotland today (94%) and some thought that various types of crime were common in their local area. However, perceiving crime as common or a problem in general terms does not necessarily translate into high levels of anxiety about crime which in turn does not indicate concern about the likely risk of becoming a victim of crime.

As well as being concerned that a crime is likely to happen, other factors contribute to anxiety: impact of the potential crime on adults' life; fear of the consequences of the crime itself; control over the risk of victimisation etc. (Jackson, 2008).

The survey measured both worry about crime, which is explored in this section, and perceived likelihood of various crimes happening to people (section 0).

To understand public anxiety about crime, the SCJS contains two measures of crime-related worry:

- How much adults worry about a range of crimes happening to them;
- How safe adults feel walking alone in their area after dark or being alone in their own home after dark.

6.4.1 Worry about specific types of crime

Adults were asked how worried they were that a range of crimes might happen to them.⁶⁶ The list of crimes included differed slightly from the list of crimes used in the question about how common specific crimes are. The questions were comparable with previous Scottish crime surveys and the British Crime Survey (BCS). The ‘worry’ question was extended in the SCJS 2008/09 to include new crimes relating to card and identity fraud.

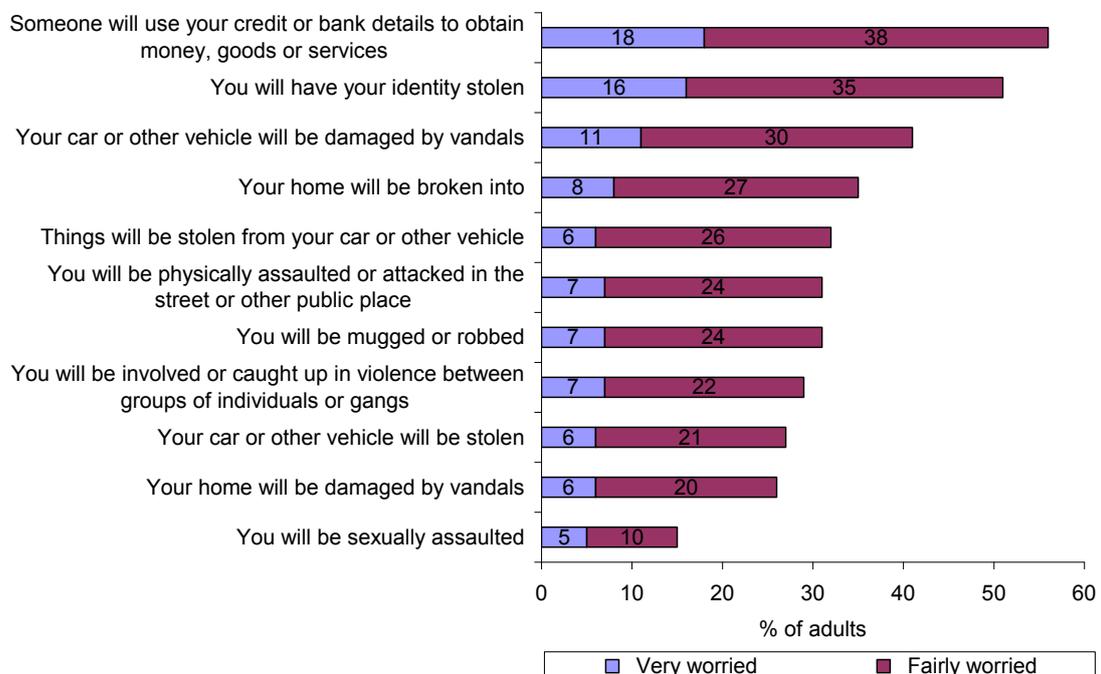
Figure 6.5 shows the percentage of adults who were very or fairly worried about these crimes. The new crimes included in the question, relating to card and identity fraud, were the most commonly worried about:

- 56% worried that someone would use their credit / bank details to obtain money, goods or services;
- 51% worried about having their identity stolen;
- More than four in ten worried about having their car or other vehicle damaged by vandals (41%);
- A quarter (26%) of adults worried about their home being damaged by vandals.

Figure 6.5: Worry that specific types of crime might happen

SCJS 2008/09

Adults (base: 16,003); motor vehicle owners (base: 11,186)



⁶⁶ Respondents were asked how worried they were about the crime happening not how worried they would be if the crime happened.

Victims were more likely to say that they worried about all the listed crimes than non-victims. For example, 41% of victims said they were worried that having their home damaged by vandals might happen, while only 21% of non-victims reported being worried about this crime happening.

For both identity theft and theft of credit or bank details, adults aged 45-59 were most likely to report that they were worried about it happening compared with any other age group:

- 60% were worried about having their identity stolen;
- 65% were worried that someone would use their credit or bank details to obtain money, goods or services.

Adults living in the least deprived areas of Scotland were also more worried that someone would use their credit or bank details to obtain money, goods or services (60% of those in the least deprived SIMD quintile, compared with only 49% of those in the most deprived quintile).⁶⁷ These results reflect similar findings about the types of people who are more worried about 'white-collar crime' in the BCS (Levi, 2009).

Adults living in the 15% most socially deprived areas of Scotland were most likely to worry about having your car or other vehicle damaged by vandals (49% compared with 40% of the rest of Scotland).

6.4.2 Worry about crime compared with how common crimes are

Adults' worry about specific crimes was higher than the perception of them as a common occurrence for a number of crimes;

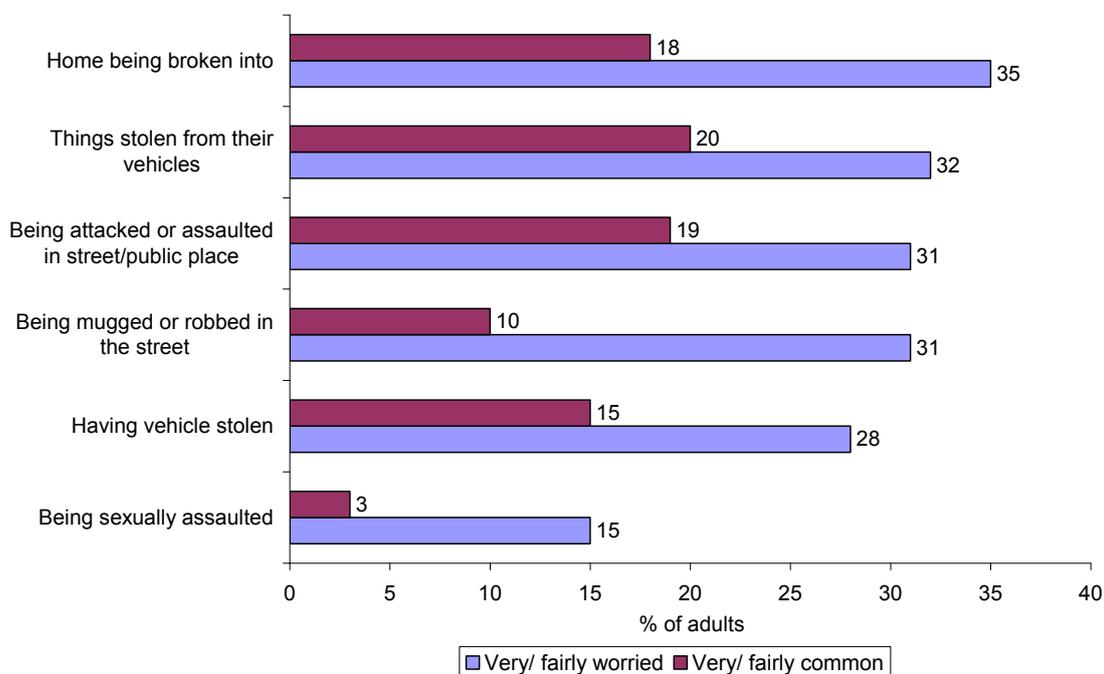
- Three per cent of adults viewed sexual assault as common in their local area, but 15% said they worried about this crime happening to them;
- One in ten (10%) adults viewed being mugged as common in their local area, but around three in ten (31%) said they worried about this crime happening to them;
- 18% of adults viewed housebreaking as common in their local area, while 35% said they worried about this crime happening to them.

⁶⁷ As measured by the Scottish Index of multiple deprivation (SIMD)
<http://www.scotland.gov.uk/Topics/Statistics/SIMD>.

Figure 6.6: Worry compared with how common specific types of crime perceived (% very / fairly worried; % very / fairly common)

SCJS 2008/09

Adults answering question on worry (base: 16,003); adults answering question on common (base: 4,027)



6.4.3 Feelings of safety after dark

The question ‘how safe do you feel walking alone in your local area after dark’ has commonly been used to measure public anxiety about crime and was included in SCJS 2008/09. Across Scotland, the majority of adults (73%) said that they felt safe (very 29%; fairly 37%) but 12% of adults said they felt very unsafe walking alone in their local area after dark and 21% said that they felt a bit unsafe.

The question on feeling safe after dark was asked at the beginning of the questionnaire, and then repeated in quarter-sample module A.⁶⁸ Levels of reporting feeling unsafe appear to have been affected by questionnaire context. The results reported in the paragraph above are from answers provided the first time the question was asked. When it was repeated after the screener questions on victimisation, the victim form (where applicable), a module on community sentences and a module on the Scottish Criminal Justice System, fewer adults said that they felt unsafe walking alone in their local area after dark (10% very unsafe and 16% said they felt a bit unsafe). These differences were statistically significant.

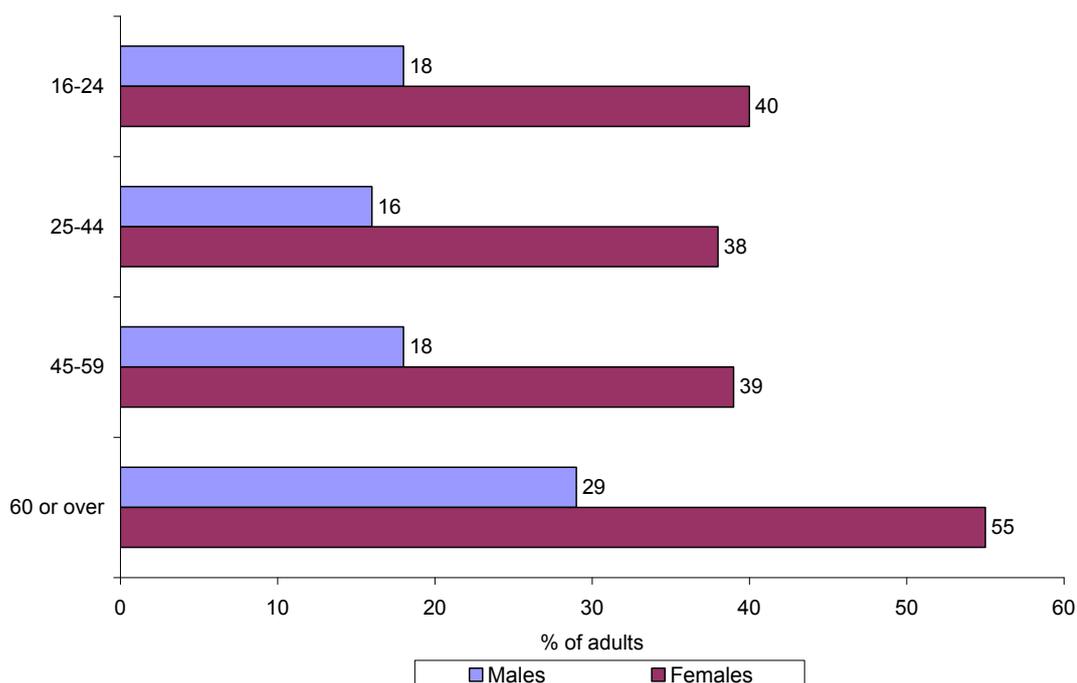
⁶⁸ Answered by 4,027 respondents.

The results discussed in this paragraph and shown in Figure 6.7 are those obtained when the question was first asked at the beginning of the questionnaire of the full sample. Females were more likely than males to report feeling unsafe (44% of females compared with 20% males), as were the oldest adults (43% of those aged 60 or older, compared with 29% of 45-59 year olds, for example). Examining gender and age together (Figure 6.7), the group most likely to report feeling unsafe was females aged 60 or over (55%).

Figure 6.7: Percentage of adults feeling very or a bit unsafe when walking alone after dark by gender within age

SCJS 2008/09

Adults (base: 16,003)



Other groups more likely to report feeling unsafe walking alone after dark include:

- Victims (38% compared with 31% of non-victims);
- Those living in the 15% most deprived areas of Scotland (46% compared with 30% of the rest of Scotland).

Adults were also asked how safe they felt in their home alone after dark. The majority said that they felt safe (93%), with less than one in ten reporting feeling unsafe (seven per cent):

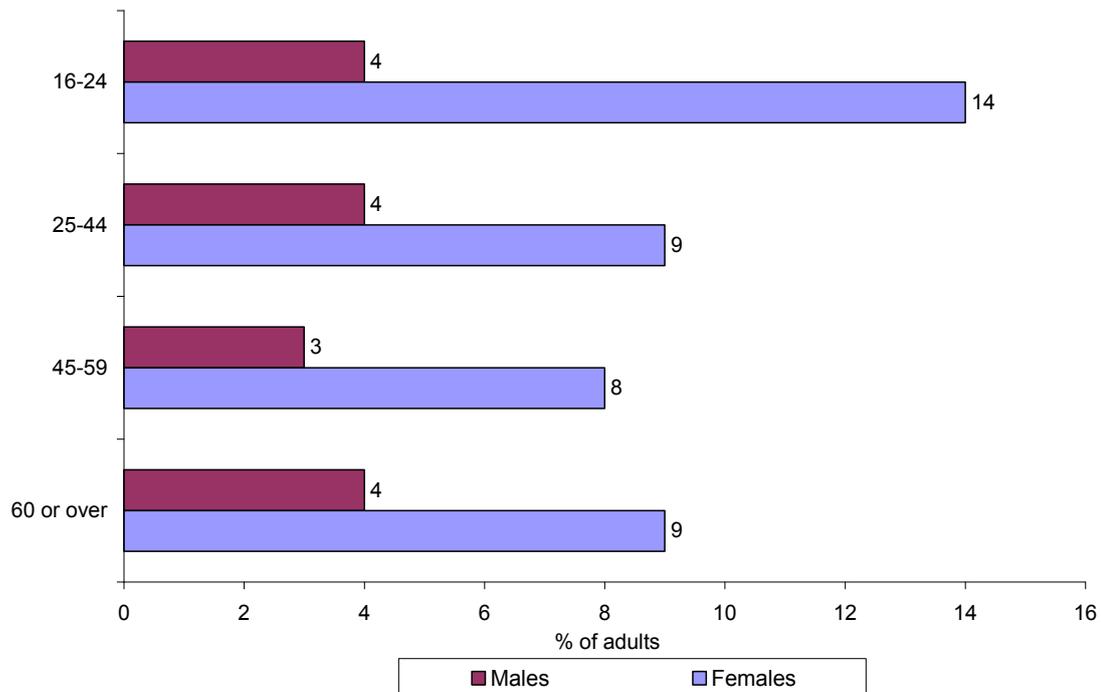
- Females were more likely to express this feeling (nine per cent compared with four per cent of males);

- The youngest females were most likely to report feeling unsafe at home alone after dark; 14% of females aged 16-24 compared with nine per cent of females overall.

Figure 6.8: Percentage of adults feeling very or a bit unsafe when in home alone after dark

SCJS 2008/09

Males (base: 7,010); females (base: 8,993)



- Adults living in the 15% most deprived areas of Scotland were also more likely to indicate they felt a bit or very unsafe in their home after dark (12% compared with six per cent of adults living in the rest of Scotland);
- Victims of crime were more likely to say they felt a bit or very unsafe in their home after dark (10% compared with six per cent of non-victims).

Although these results show a clear differentiation between males and females in their fear of crime, Sutton and Farrall (2005) suggest that there is a tendency for males to report lower levels of fear of crime than women due to a reluctance to report their feelings accurately, resulting in socially desirable responding. They go on to suggest that when the impact of socially desirable responding is removed the difference between the sexes disappears.

6.5 Trends in public perceptions of crime

Certain measures of public concern about crime in the SCJS 2008/09 have also been included in past surveys, allowing some analysis of trends. As discussed in section 6.3.1, the last two crime surveys in Scotland have indicated a shift in the public's perception of the crime rate in the local area.

Between the 2003 and 2008/09 surveys, an increasing proportion of adults think that the crime rate in their area has remained about the same level while fewer adults than before think there has been more crime in the local area than previously.

6.5.1 Perception of how common crimes are over time

Comparing the percentage of adults who believe that particular crimes are common across previous crime surveys in Scotland shows there is a general downward trend. Fewer adults now perceive most of these particular crimes to be common in their local area than have in the past. However, for many of these crimes, the decrease in the perception of the commonness of crime in the local area has only been minor since the last survey in 2005/06.

Figure 6.9 shows those crimes that have been included in the survey for a number of years.

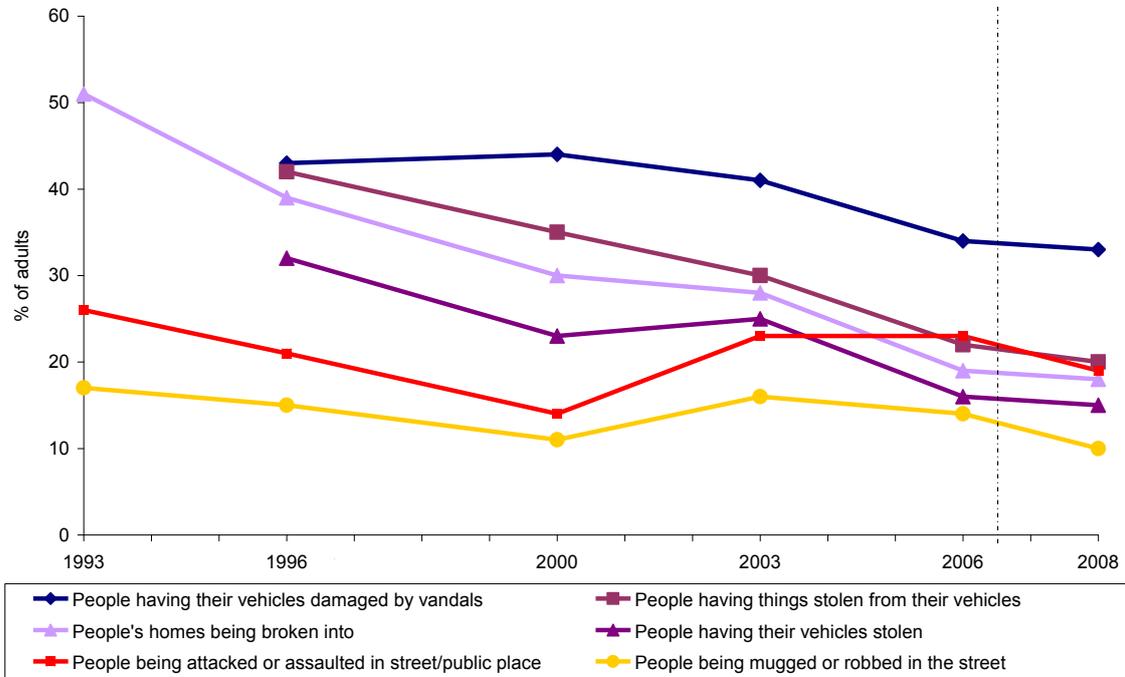
Since 1996, the largest decreases could be seen for crimes such as having things stolen from vehicles and homes being broken into. In 1996, around two in five adults thought these crimes were common (42% and 39% respectively) while the SCJS 2008/09 estimated that around one in five adults thought that these crimes were common (20% and 18% respectively).

There is no clear trend for being mugged and being attacked or assaulted in the street / public place.

Figure 6.9: Percentage of adults who believe particular crimes are very or fairly common (1993-2008)

1993 - 2008/09 data

Source: 1993 SCS (base: 2,517); 1996 SCS (base: 2,511); 2000 SCS (base: 2,542); 2003 SCS, (base: 2,530); 2005/06 SCVS, (base: 2,512); 2008/09 SCJS, (base: 4,027)



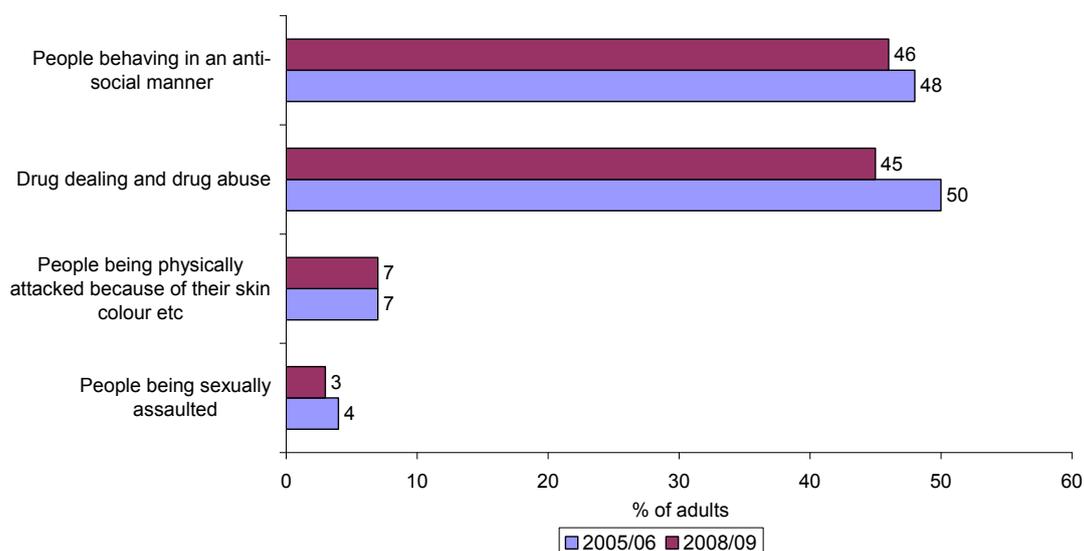
Note: The dashed line indicates a break in the survey methodology, moving to a rolling reference period, increased sample size and continuous fieldwork.

As previously mentioned, questions on the perceived commonness of some crimes have only been included since 2005/06. Figure 6.10 presents the results below for crimes included since 2005/06. The differences between the percentages believing those crimes were common across the two years was not statistically significant, so could have occurred by chance.

Figure 6.10: Percentage of adults who believe particular crimes are very or fairly common

2005/06 - 2008/09 data

Source: 2005/06 SCVS (base: 2,512); 2008/09 SCJS (base: 4,027)



6.5.2 Worry about crimes happening over time

Similar to perceptions of how common crimes are, there has been a decrease in the proportion of adults worrying that particular crimes might happen to them. The largest decreases were in:

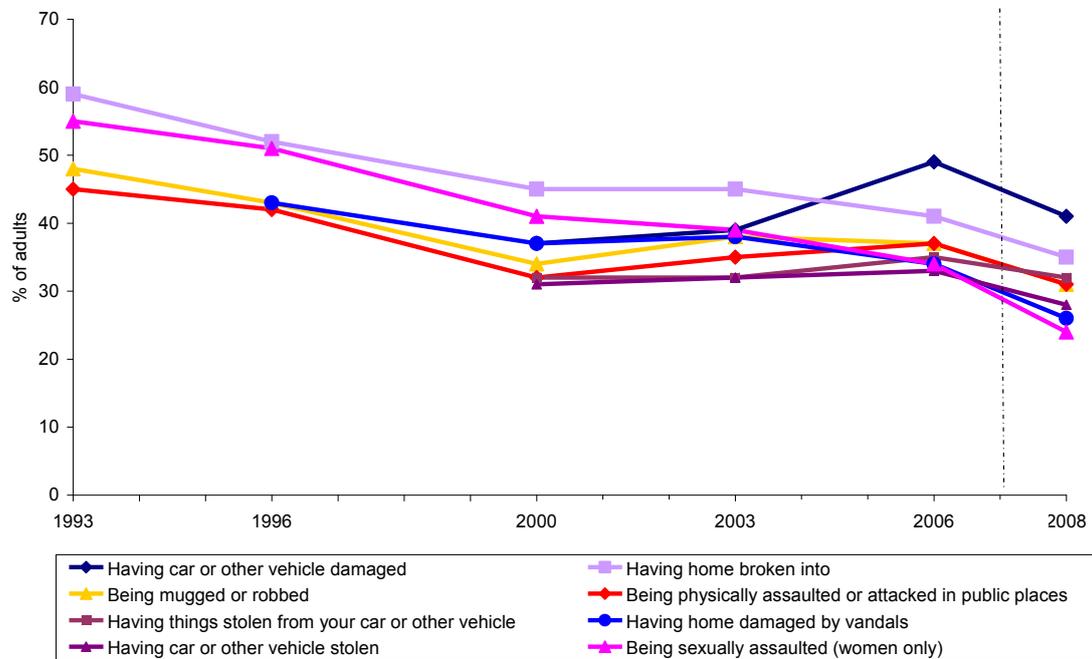
- Women worrying about being sexually assaulted (a 17 percentage points decrease since 2000 from 41% to 24% in 2008/09);
- Adults worrying about having their home damaged by vandals (an 11 percentage points decrease since 2000 from 37% to 26% in 2008/09);
- Adults worrying about having their home broken into (a 10 percentage point decrease since 2000 from 45% to 35% in 2008/09).

Although there has been a general decrease in worry about crimes since 2000, more adults appeared to be worried about having their car or vehicle damaged (six per cent increase from 37% to 41% in 2008/09).

Figure 6.11: Percentage of adults either very or fairly worried about particular crimes (1993-2008/09)

1993 - 2008/09 data

Source: 1993 SCS (base: 5,030); 1996 SCS (base: 5,045); 2000 SCS (base: 5,059); 2003 SCS (base: 5,041); 2005/06 SCVS (base: 4,988; 2008/09 SCJS (base:16,003)



Note: The dashed line indicates a break in the survey methodology, moving to a rolling reference period, increased sample size and continuous fieldwork.

6.6 Perception versus actual risk

As discussed in section 6.4, the SCJS 2008/09 measured fear of crime by breaking it down into three key dimensions, asking adults about their perceptions of how common particular crimes were in their local area; how much they worried about certain crimes happening to them and their perceptions of their personal risk of being a victim of crime. Section 6.3.2 examined adults' views on how common various crimes were and section 6.4 explored the extent to which adults worry about crime happening to them. To assess adults' perceptions of their personal risk of being a victim, the survey also asked adults which, if any, crimes they thought they were likely to experience in the next year.

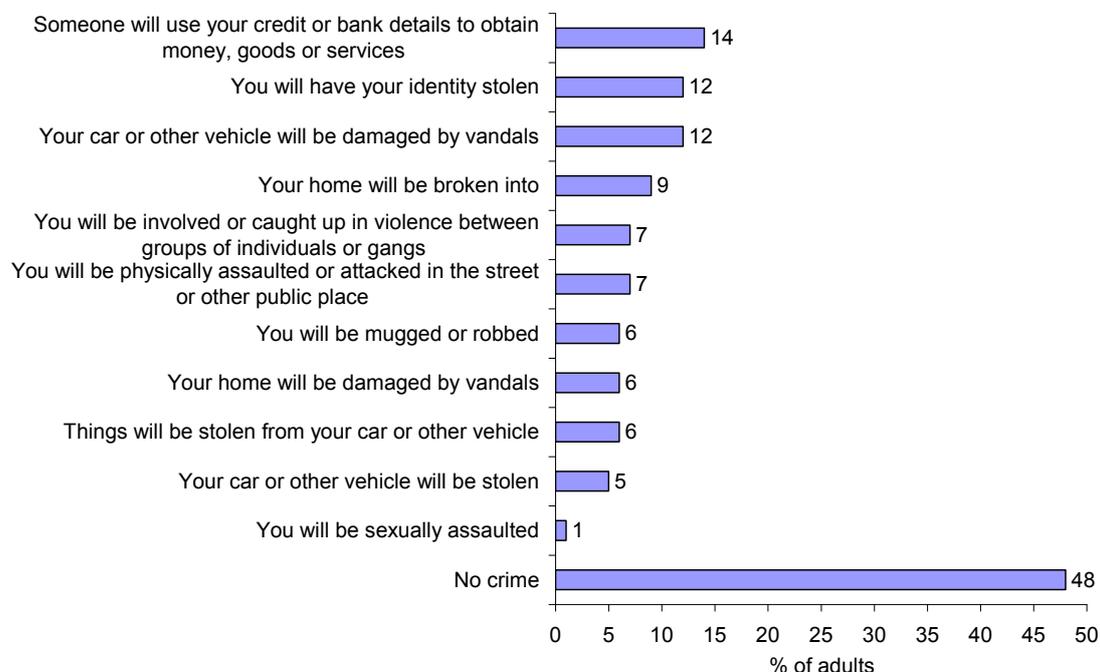
As shown in Figure 6.12, fraudulent use of credit or bank details, identity theft and damage to vehicles were the crimes that adults were most likely to think were likely to happen to them in the next 12 months (14%, 12% and 12% respectively). Less than one in ten thought they were likely to experience any of the other types of crime listed, and only one per cent thought they were likely to be sexually assaulted in the next year.

Nearly half (48%) of adults did not think that they were likely to experience any of the listed crimes in the next 12 months.

Figure 6.12: Which crimes respondent thinks were likely to happen to them in next 12 months

SCJS 2008/09

Adults (base:16,003)



Those who felt that they were likely to experience the 'white collar crimes' of use of credit or bank details (14%) and identity theft (12%) were more often:

- Those in the middle age groups (17% of 25-59 thought someone would use their credit or bank details, while 14% thought they were likely to have their identity stolen);
- Those in higher socio-economic groups ⁶⁹ (of those in the managerial and professional group, 20% said it was likely someone would use their credit or bank details, and 16% thought they were likely to have their identity stolen);
- Those in the least deprived areas (18% of those living in the least deprived quintile said it was likely to experience someone would use their credit or bank details).

⁶⁹ ONS NS-SEC classification: <http://www.ons.gov.uk/about-statistics/classifications/current/ns-sec/index.html>.

Those who felt that they were likely to have their vehicle damaged by vandals were more often:

- Victims (25% of victims, compared with eight per cent non-victims);
- Aged 25-59 (15% of 25-44 year olds and 14% of 45-59 year olds, compared with nine per cent of 16-24 year olds, for example).

The types of adults who said they were likely to experience none of the listed crimes more often include:

- Non-victims (53% compared with 31% of victims);
- The oldest adults (57% of those aged 60 or older, compared with 45% of 45-59 year olds for example).

For many of the crimes it is possible to contrast the risk an individual perceived of becoming a victim of a particular crime (as described in chapter 4) with the actual risk (Figure 6.13).

In most cases the perceived risk was around twice the actual risk on average across the population. For example, 12% of adults thought it was likely that their vehicle would be damaged by vandals in the next 12 months, whereas the actual risk of their vehicle being damaged in this way was six per cent.

For two crimes the difference between perceived and actual risk was much larger:

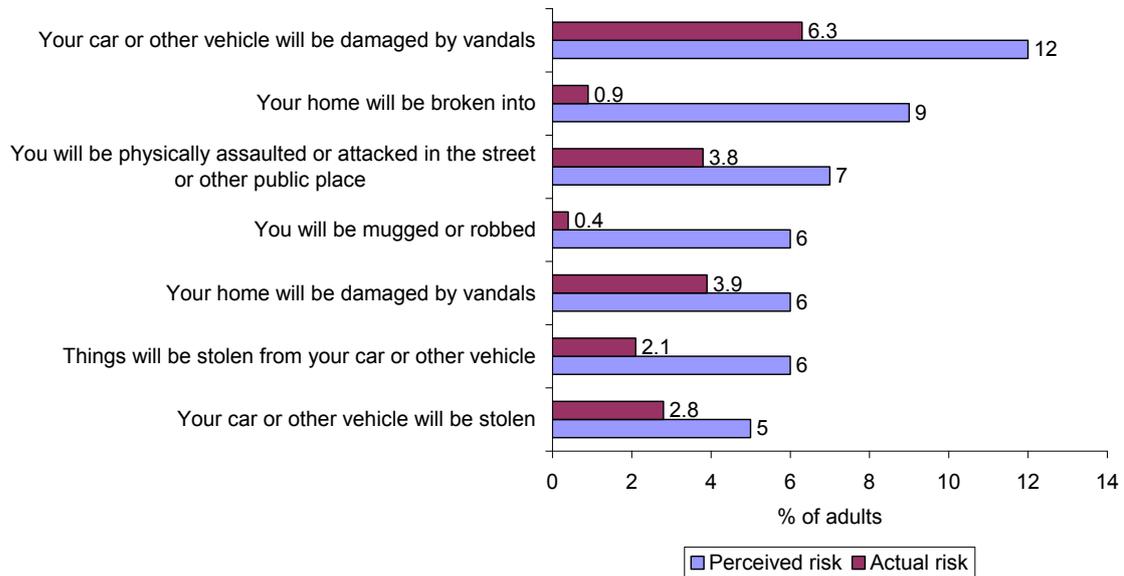
- Ten times as many adults thought that they were likely to have their house broken into than were actually likely to experience this (nine per cent compared with the risk of housebreaking of 0.9% measured by the SCJS in 2008/09);⁷⁰
- 15 times as many thought they were likely to be mugged or robbed in the street (six per cent thought this was likely to happen compared with the risk of robbery 0.4% measured by the SCJS in 2008/09).

⁷⁰ It should be noted that the perceived risk of being a victim of housebreaking is based on the respondent's personal view, though the actual risk shown is the percentage risk of housebreaking happening to a household.

Figure 6.13: Perceived risk versus actual risk

SCJS 2008/09

Adults (base: 16,003)



The risk of being a victim of card or identity fraud was identified through a separate section from the victim form (chapter 4).⁷¹ Comparing results of the risk measured in the quarter sample fraud module⁷² in the SCJS 2008/09 with the perceived risk:

- Nearly four times as many adults thought that they were likely to become a victim of card fraud than were actually to experience this fraud (14% thought this likely to happen compared with risk measured in the SCJS 2008/09 of 3.6%);
- Fifteen times as many adults thought they were likely to become a victim of identity fraud than were likely to experience this (12% thought this likely to happen compared with risk measured in the SCJS 2008/09 of 0.8%).

⁷¹ As discussed in chapter 4, actual prevalence may have been underestimated because the incident did not result in loss to the individual experiencing it or due to lack of awareness of the crime.

⁷² Module C, asked of 3,980 adults.

7 The Public and the Police

7.1 Summary

Adults were asked how confident they were in their local police force's ability with regard to certain aspects of their work:

- In five out of six aspects of police work, more adults were positive, than negative; for example, 64% said they were very or fairly confident in their local police force's ability to investigate incidents after they occur;
- In contrast, 46% were very or fairly confident in their local police force's ability to prevent crime;
- In all six aspects of police work, only a minority of adults were very confident in their local police force's ability to deal with crime and more than one in five was not very confident.

A quarter-sample of adults was asked whether they thought that the police in their local area were doing a good or a poor job:

- The majority (61%) said the police in their local area did a good job with the most common reason being the perception that the police are a visible presence (12% of adults);
- Victims were less likely to say the police in their area did a good job (51% of victims compared with 63% of non victims).

36% of adults had initiated contact with the police in the last year, most commonly to report a crime of which they or someone in their household had been a victim (23%);

- The majority (66%) of adults who made contact in the last year were satisfied with how the police handled the matter, while 22% were dissatisfied;

Almost one in five (18%) adults had been contacted by the police in the last year including 28% of 16-24 year old males; most commonly the police had contacted adults to ask for information about a crime (31%);

- Just over three quarters (77%) of adults who had been contacted by the police in the last year were satisfied with the contact while 14% were dissatisfied.

7.2 Introduction

It has become accepted by policy makers, among others, that any complete assessment of police performance has to go beyond their ability to prevent and solve crime to include their relationship with the public as a service provider (Hough and Roberts, 2007). This chapter looks at two aspects of this relationship:

- Confidence in the police;
- Contact with the police.

Jackson *et al.* (2009) suggest that confidence in the police is central to the effective operation of the criminal justice system. This confidence encourages the public to report crime and act as witnesses or jurors, but also, importantly, it determines preparedness to comply with the law (i.e. it is more likely that people will help, or call on the help of, the police). As a result, confidence measures have become central to performance indicators,⁷³ forming one part of the Service Response element of the Scottish Policing Performance Framework.⁷⁴ The first section of this chapter explores public confidence in the police in their local area with regard to specific aspects of police work followed by adults' overall satisfaction rating of the police in their local area.

The centrality of the police to supporting the criminal justice system means that demands on and expectations of the police are increasing (Audit Scotland, 2007). Policing now goes beyond the traditional role of the detection and prevention of crime. It is also concerned with the following:

- Public reassurance;
- Helping victims and others at risk of harm;
- Working with partners to improve community safety;
- Tackling anti-social behaviour.

Contact with the police also helps shape attitudes towards policing, among victims and non-victims alike. Again, as Jackson *et al.* (2009) point out, fair treatment results in satisfaction which translates to an increased propensity to support the police and obey the law, thus legitimising the criminal justice system. On the other hand negative experiences can lead to a perception that the police are unfair and reduce propensity for co-operation. Evidence suggests that little credit is given for professionalism and that bad experiences have a greater impact on overall ratings of police performance (Skogan, 2007). The second half of the chapter investigates contact with the police, including contact initiated by both the public and by the police, looking at reasons for satisfaction with this contact.

7.3 Confidence in the police

The Scottish Crime and Justice Survey (SCJS) 2008/09 measured public perceptions of confidence in the local police for specific aspects of their work.

⁷³ However, it should be noted that public opinion does not necessarily measure the effectiveness of policing on the ground, and that public opinion surveys consistently show a mismatch between public perception and the reality of crime and justice trends (Skogan, 2007).

⁷⁴ <http://www.scotland.gov.uk/Resource/Doc/1101/0047863.pdf> .

To do this, adults, regardless of whether they had ever been in contact with the police or not, were asked how confident they were in their local police force with regard to specific aspects of police work. These aspects of police work principally related to preventing, investigating and detecting crime as well as responding to calls or information from the public.

When considering confidence in the local police force's ability to do specific elements of their job, a greater proportion of adults had confidence than were not confident in five out of six aspects:

- More than three in five adults (64%) said they were very or fairly confident in their local police force's ability to investigate incidents after they occur;
- Slightly fewer adults said they were confident about their local police force's ability in dealing with incidents as they occur (58%), solving crimes (57%), catching criminals (55%) and responding quickly to appropriate calls and information (54%).

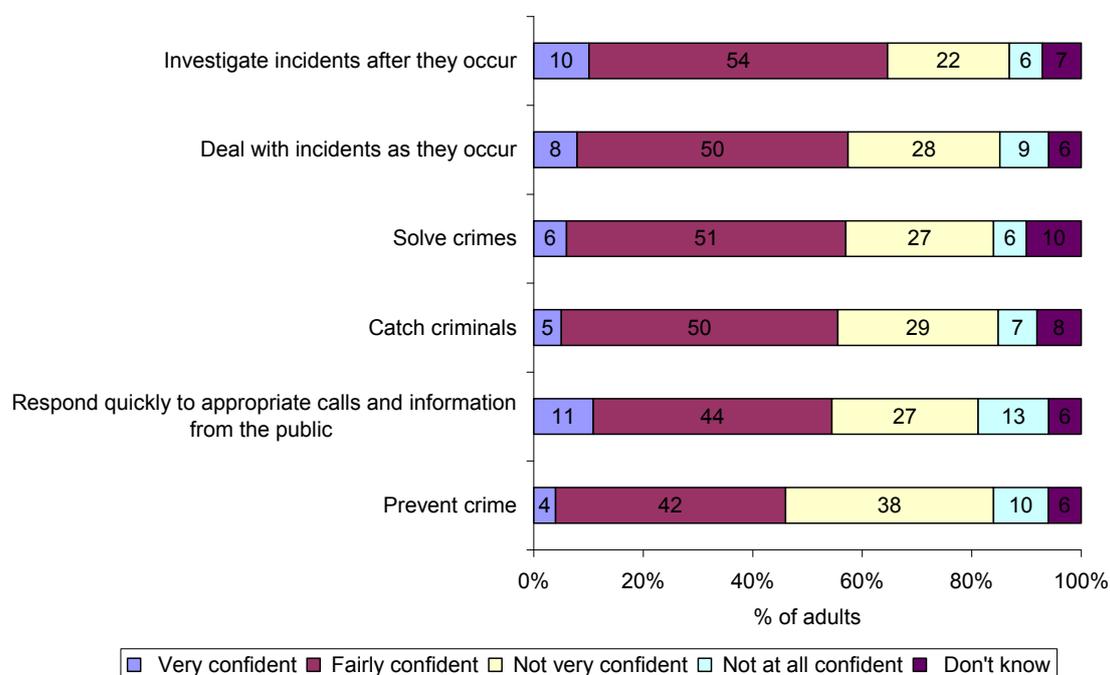
In all these aspects only a minority were very confident in their local police force's ability to deal with crime and more than one in five were not very confident.

Under half of adults (46%) were very or fairly confident in their local police force's ability to prevent crime, the lowest confidence expressed in any aspect of the local police force's performance. Opinion was more divided about this than any other aspect, with similar negative and positive opinions in confidence being expressed (46% confident and 48% not confident).

Figure 7.1: Confidence in local police force's ability to undertake specific aspects of work

SCJS 2008/09

Adults (base: 16,003)



Looking across all six aspects of police work, confidence in the local police force's ability to fulfil them varied by demographic and socio-economic groups,⁷⁵ particularly by experience of crime and by area based characteristics.⁷⁶ For example:

- Adults who had been a victim of a SCJS crime in the last 12 months were less likely to be confident in their local police force's ability than non-victims;
- Conversely, younger adults, aged 16-24, who were a little more likely to be victims than older adults, were generally more confident in the local police force's ability, and this was more true of young men than young women;

⁷⁵ ONS NS-SEC classification: <http://www.ons.gov.uk/about-statistics/classifications/current/ns-sec/index.html>.

⁷⁶ For further details of percentages linked to this analysis see separate tables provided <http://www.scotland.gov.uk/Topics/Research/by-topic/crime-and-justice/crime-and-justice-survey/publications>.

- Adults who had lived in their local area for 10 years or more tended to be older than those having lived in their local area for less time. Adults who had lived in their local area for 10 years or more were consistently less likely to say they were confident in their local police across all aspects of police, particularly compared with new residents of less than a year;
- Adults in the 15% most deprived areas were consistently less confident than those in the rest of Scotland;⁷⁷
- Residents living in accessible small towns generally were less confident in the police, in contrast with those in remote small towns and remote rural areas who were more so, potentially reflecting the nature of those areas.⁷⁸

7.4 Attitudes to the job done by local police forces

Adults were asked in quarter-sample module B ⁷⁹ whether, taking everything into account, they thought that the police in their local area were doing a good or a poor job.

The majority of adults (61%) said the police in their local area do a good job. This was split between 14% who said their local police were doing a very good job and a larger proportion who thought that they were doing a fairly good job (47%). 17% of adults said the job the police did locally was neither good nor poor.

⁷⁷ Measured by the Scottish Index of Multiple Deprivation (SIMD). For further details see <http://www.scotland.gov.uk/Topics/Statistics/SIMD>.

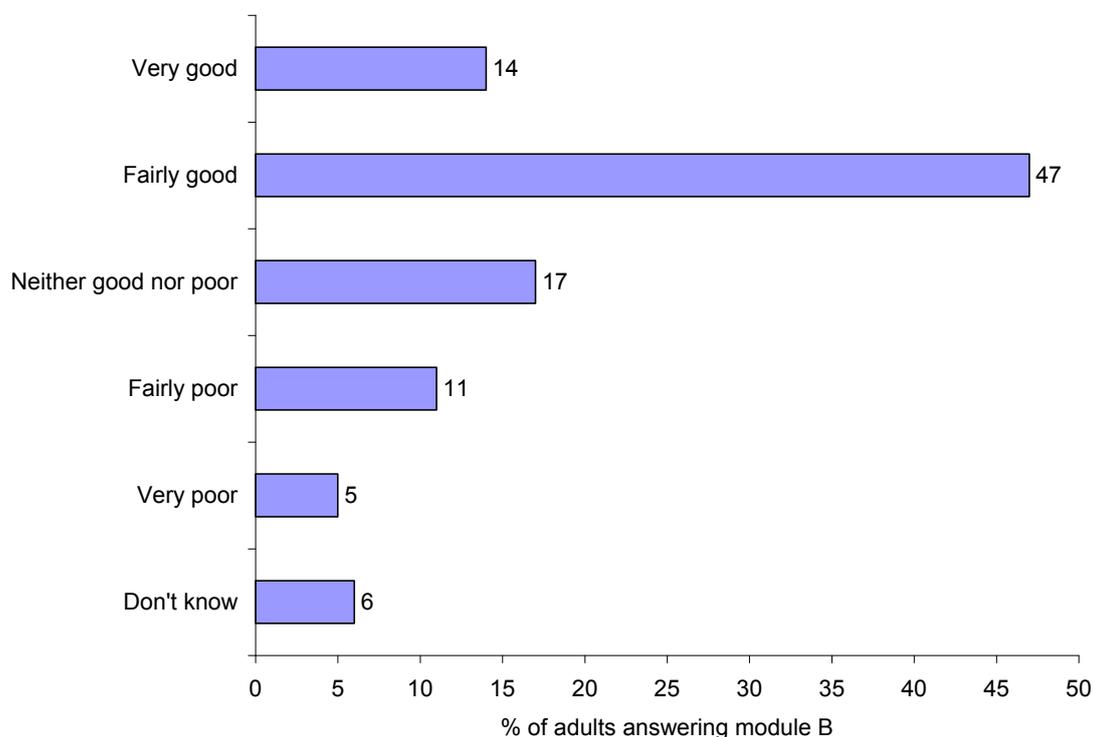
⁷⁸ Details of the 2007-2008 Scottish Government Urban Rural Classification used in this survey can be found at <http://www.scotland.gov.uk/Resource/Doc/233802/0063988.pdf>.

⁷⁹ Answered by 4,004 respondents.

Figure 7.2: Attitudes to the job done by the police in the local area

SCJS 2008/09

Adults answering module B (base: 4,004)



As may be expected, differences among the main sub-groups reflect those seen in relation to confidence in the police to undertake specific aspects of police work and contact (section 7.3).

- Victims were less likely to say the police in their area do a good job; 51% compared with 63% of non victims;
- Adults living in the 15% most deprived areas of Scotland were also less positive about the performance of their local police force compared with the rest of Scotland (56% said police in their local area did a good job compared with 61% of adults in the rest of Scotland); modelling on other crime survey data has demonstrated the link between area deprivation and being the victim of crime (Kershaw and Tseloni 2005);
- Those living in accessible small towns were also less positive than the average (49% respectively say the police in their local area do a good job, compared with 61% across the country as a whole).

Adults expressing an opinion about their local police were asked to explain in their own words why they considered the police did a good or poor job.⁸⁰

⁸⁰ The responses of 16% of the sample to this question, collected over two months in May to July 2008, were not saved in the Computer Assisted Personal Interviewing data collection system. The

The most frequently cited reasons for perceptions of the job being done by of the police in the local area are shown in the chart below. These include:

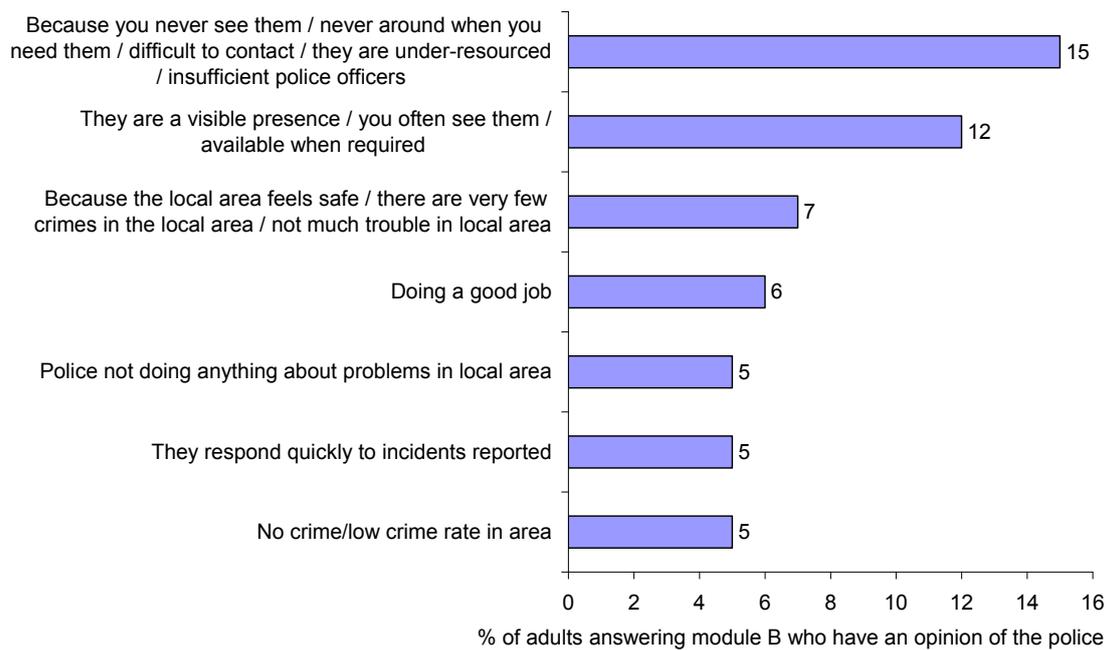
- The perception that the police are a visible presence (12% of adults);
- The local area generally feels safe and there is a low crime rate (seven per cent and five per cent of adults respectively);
- The police are doing a good job and respond quickly to incidents (six and five per cent of adults respectively).

Reasons which included negative perceptions of the job done by the police in their local area have been grouped together on the chart below due to the relatively small numbers stating each separate negative reason. In total, 15% of adults gave negative reasons. These included: they never see the police; police are never around when you need them; they are difficult to contact; under-resourced and there are insufficient numbers of police officers.

Figure 7.3: Most common reasons for respondent’s assessment of local police

SCJS 2008/09

Adults answering module B who have an opinion of the police (base: 3,743)



There were few sub-group differences, but those that did exist included:

percentages discussed may have changed if those answers had been available. Further details of the questions affected and the size of the effect are included in the accompanying technical report.

- Adults living in the 15% most deprived areas of Scotland were more likely to say the police are a visible presence, you often see them, they are available when required (18% compared with 11% in the rest of Scotland);
- Those living in large urban areas were more likely to say the police are a visible presence, you often see them, they are available when required (17%, compared with 12% overall).

As both large urban areas and areas of higher deprivation are associated with higher incidence of crime it could be expected that adults living in those areas would be more likely to describe the visibility and availability of the police.

7.5 Contact with the police (ever)

Adults were asked in one of the quarter-sample modules, module B,⁸¹ whether they had ever had contact with the police. Two thirds (66%) of adults said they had been in contact with the police ever, including for professional reasons.

Not surprisingly, victims of crime were more likely to have been in contact with the police (81%) than non-victims (61%).

7.5.1 Public initiated contact

Module B included a series of questions about public contact with the police in the 12 months before interview.

Adults who had contacted the police in the 12 months before the interview were asked why they had done so on the only or most recent occasion. The most common reasons given related to reporting crime:

- Nearly a quarter (23%) made contact to report a crime of which they or someone in their household had been a victim;
- Around one in ten (11%) contacted the police to report a crime of which someone else, not in their household, was the victim;

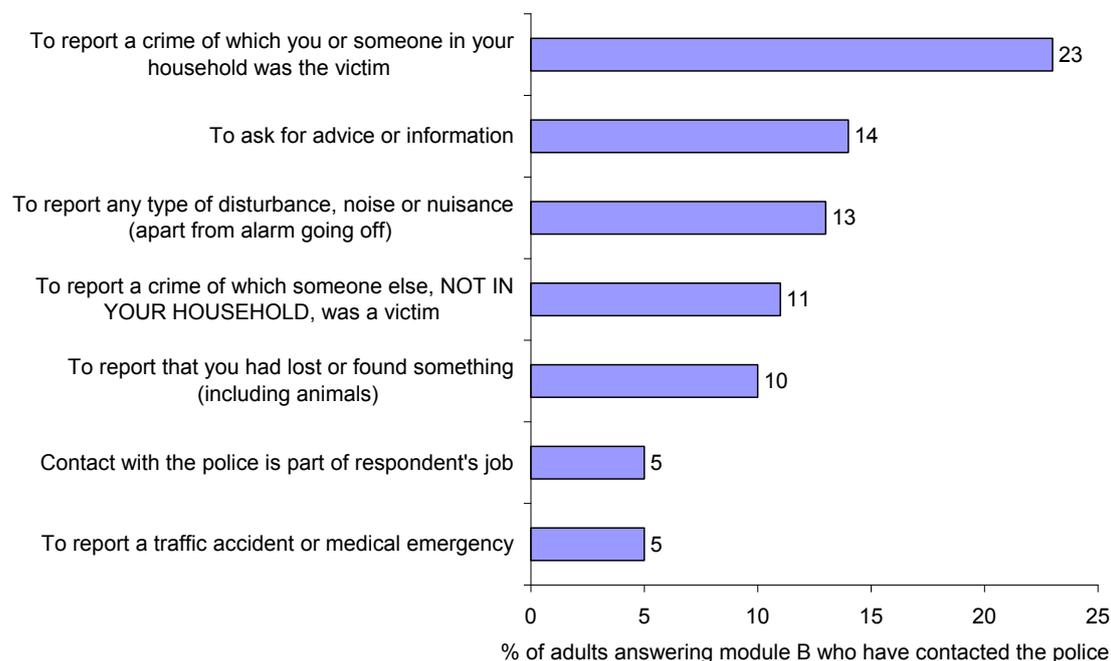
Other reasons for contact included asking for advice or information (14%), reporting a disturbance (13%) and reporting something lost or found, including animals (10%).

⁸¹ Answered by 4,004 respondents.

Figure 7.4: Most common reasons for contacting the police in last year

SCJS 2008/09

Adults answering module B who have contacted the police (base: 1,361)



In terms of reporting crime, there were some differences among the demographic and geographic sub-groups:

- Young adults, aged 16-24 were more likely to contact the police to report crime compared with older adults, both in terms of crimes they or someone in their household had been a victim of (32% compared with 23% overall) and crimes against other adults (17% compared with 11% overall);
- Other groups more likely to have been in contact to report crimes against themselves or someone in their household included women (26% compared with 21% of men);
- Those living in the 15% most deprived areas were also more likely to have contacted the police to report crimes against themselves or someone in the household (26% compared with 23% in the rest of Scotland) and to ask for advice or information (22% compared with 13% in the rest of Scotland);
- Adults living in remote rural areas and small towns were less likely to have contacted the police to report a crime of which they were the victim (13% each, compared with 23% overall). This may reflect lower crime rates in these areas. In contrast they were more likely to have contacted the police for advice or information (both 24% compared with 14% overall).

7.5.2 What form did the contact take?

The police have experienced a large increase in the volume of telephone calls over the last decade. This is thought to be partly due to the increasing use of mobile phones (Audit Scotland 2007).

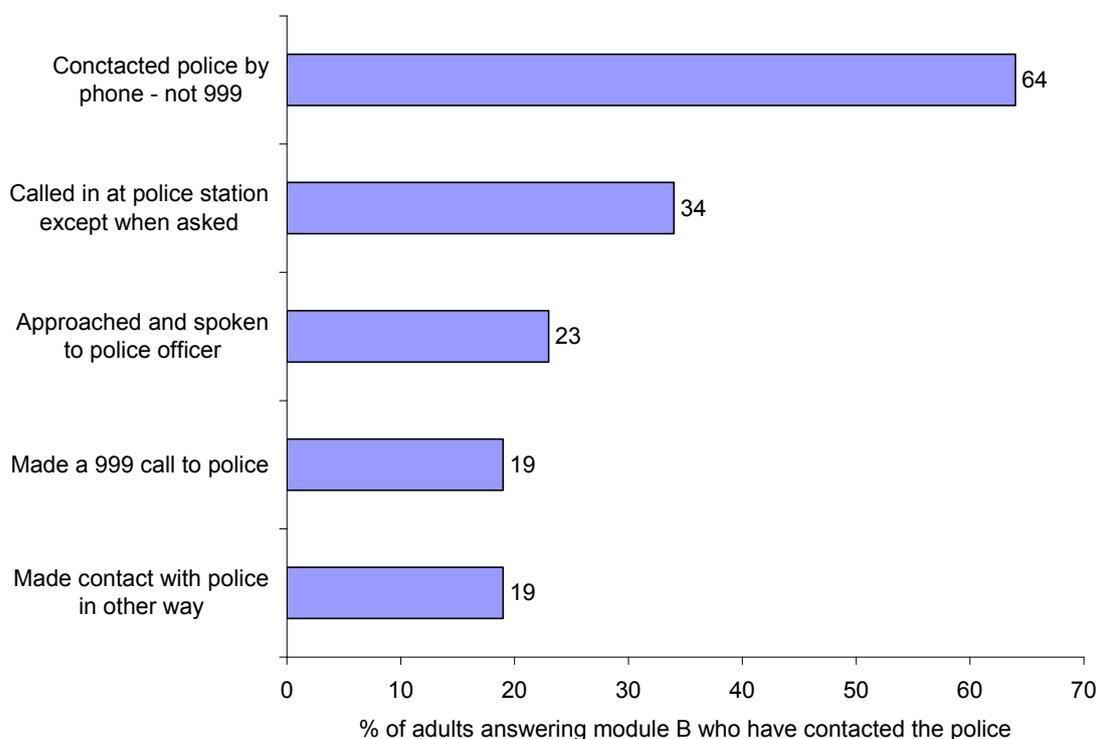
Of those adults who had initiated contact with the police in the last year, over three in five (64%) contacted them by telephone to make a non-999 call and one in five (19%) made a 999 call. Adults also made contact with the police in person, including a third (34%) who called in at a police station and a quarter (23%) who approached and spoke to a police officer directly.

Around one in five (19%) adults contacted the police in some other way, including as part of their job, by email / the internet or through a public meeting or community group.

Figure 7.5: Method of contacting the police in last year ⁸²

SCJS 2008/09

Adults answering module B who have contacted the police (base: 1,361)



Victims of crime were more likely to have contacted the police by using all forms measured than were non-victims.

⁸² The percentages do not add up to 100% as adults may have contacted the police use more than one method and on a number of occasions in the 12 months before interview.

Geographically, those living in remote small towns were more likely to have called in at a police station (24% compared with 12% nationally) or spoken to a police officer (14% compared with eight per cent across Scotland as a whole) potentially reflecting the nature of policing in those areas.

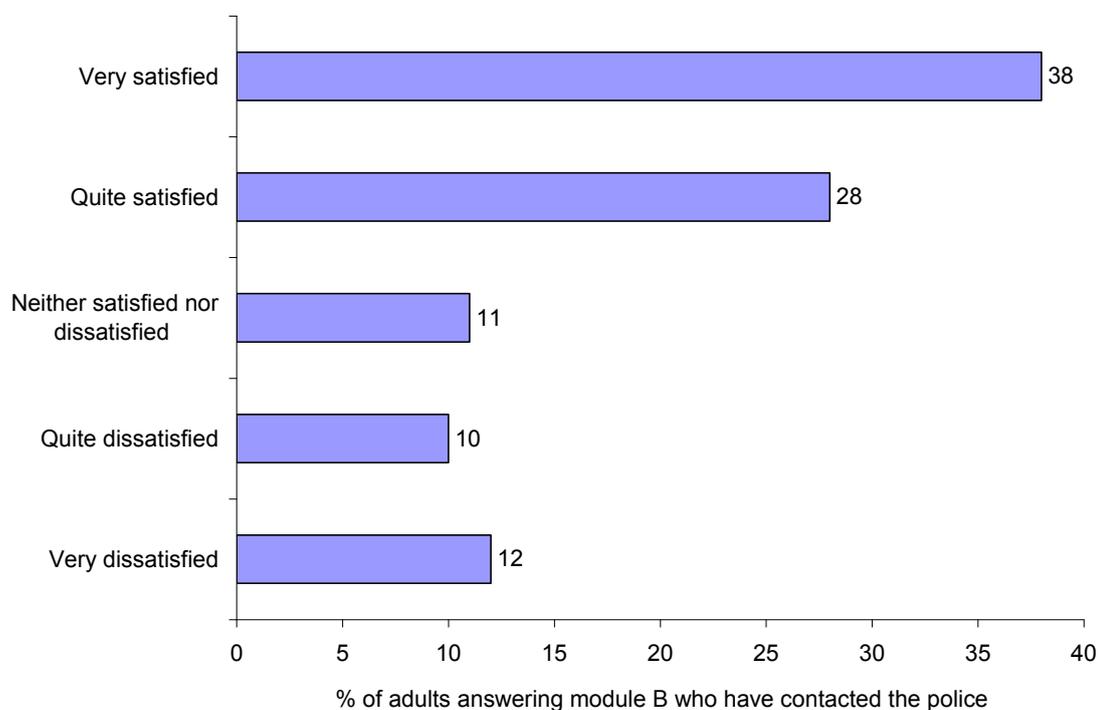
7.5.3 Satisfaction with public initiated contact with the police

Adults who had contacted the police in the last year were asked how satisfied they were with the way in which the police handled the matter. The majority (66%) of adults who made contact with the police were satisfied with how they handled the matter, with more adults saying they were very satisfied (38%) than quite satisfied (28%). One in five (22%) adults were dissatisfied with how the police handled the matter. Skogan (2007) reports how negatively rated encounters with the police are consistently more readily recalled than positive ones.

Figure 7.6: Satisfaction with public initiated contact with the police

SCJS 2008/09

Adults answering module B who have contacted the police (base: 1,345)



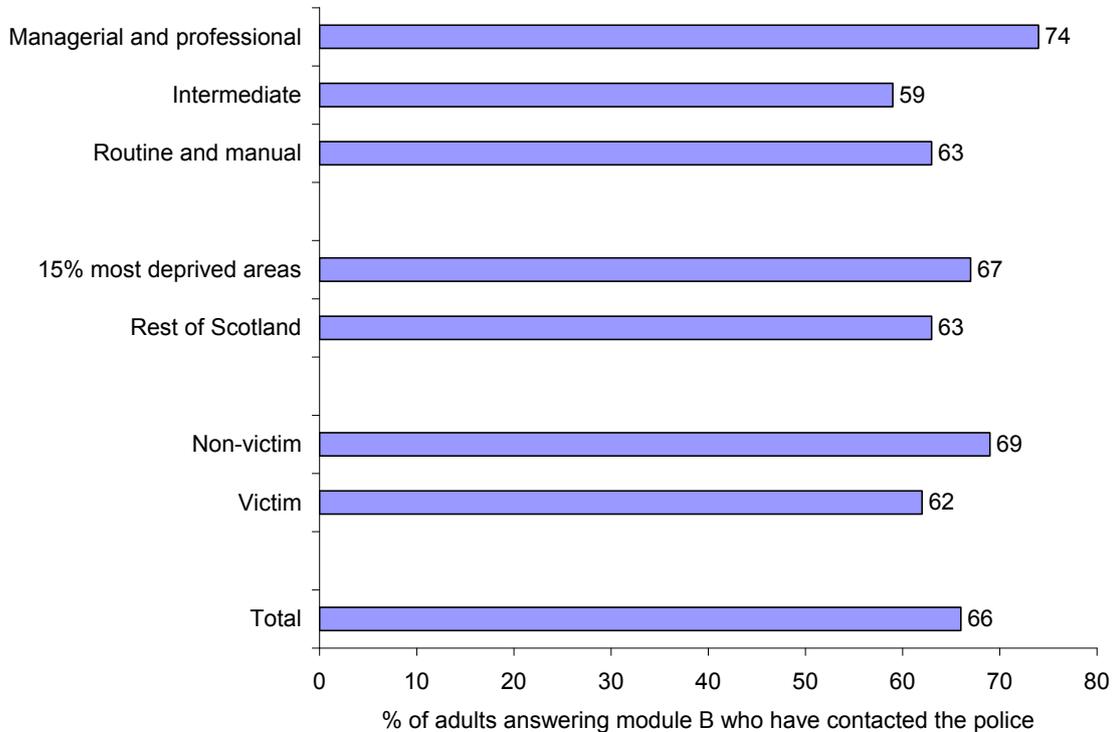
There were few variations among sub-groups but those that exist were as may be expected. For example, those most likely to be satisfied included:

- Non-victims, who were more likely to say they were satisfied than victims (69% compared with 62% respectively);
- Residents in the rest of Scotland (67%) compared with those in the 15% most deprived areas (63%);

Figure 7.7: Satisfaction with public initiated contact with the police by sub-groups

SCJS 2008/09

Adults answering module B who have contacted the police (base: 1,345)



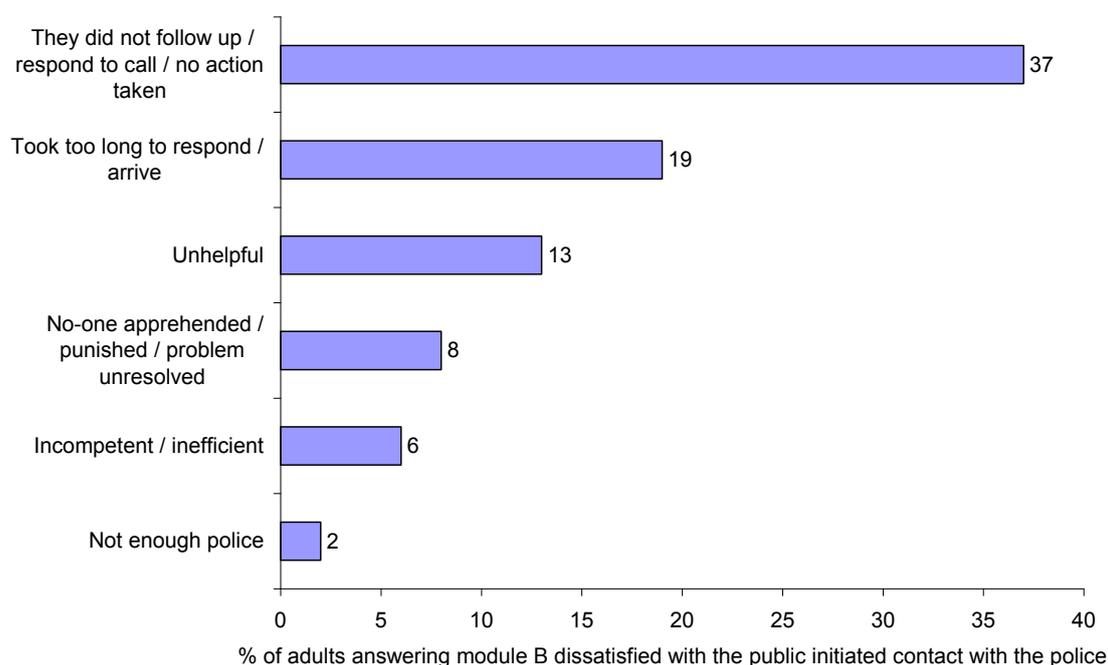
Of those dissatisfied with the contact they initiated with the police, just under two in five (37%) said this was because the police did not follow-up or respond to their call or that no action was taken. This is consistent with findings from the British Crime Survey (BCS) which suggests that satisfaction is higher among those who receive some form of follow-up, regardless of the outcome (Skogan, 2007).

Around one in five (19%) of those who made contact with the police complained the police took too long to respond or arrive and 13% said they were unhelpful. Dissatisfaction was also explained as arising as a result of no-one being apprehended or the problem remaining unresolved (eight per cent), police being incompetent or inefficient (six per cent) or simply not enough police (two per cent).

Figure 7.8: Reasons for dissatisfaction with public initiated contact

SCJS 2008/09

Adults answering module B dissatisfied with the public initiated contact with the police (base: 277)



7.6 Police initiated contact

Having explored public initiated contact with the police (section 7.5.1), questions in module B went on to cover adults' experience of contact initiated by the police in the previous 12 months. In total, almost one in five (18%) adults were contacted by the police in the 12 months before interview. Those most likely to have been contacted include:

- Men (21% compared with 16% women);
- Young men aged 16-24 were most likely to have been contacted by the police, particularly compared with women of the same age group (28% and 13% respectively);

These differences in terms of gender and age also are broadly the same as the characteristics of adults most likely to initiate contact with the police.

7.6.1 Reasons for being contacted by the police?

Of those adults contacted, the police got in touch on the only or most recent occasion for a range of reasons including asking for information in connection with any other type of offence or crime that had been committed (31%). Around one in ten had been contacted by the police investigating an accident or traffic offence in which they were involved (including as a witness) (10%) or as a witness (12%). Police had contacted around one in ten adults in relation to the investigation of any type of noise disturbance (except a burglar or car

alarm) (nine per cent) for the delivery of correspondence (eight per cent) or to stop adults to ask questions or search them (eight per cent).

Figure 7.9: Reasons police contacted respondent in last year

SCJS 2008/09

Adults answering module B contacted by the police (base: 690)



7.6.2 Satisfaction with the way the police handled the matter

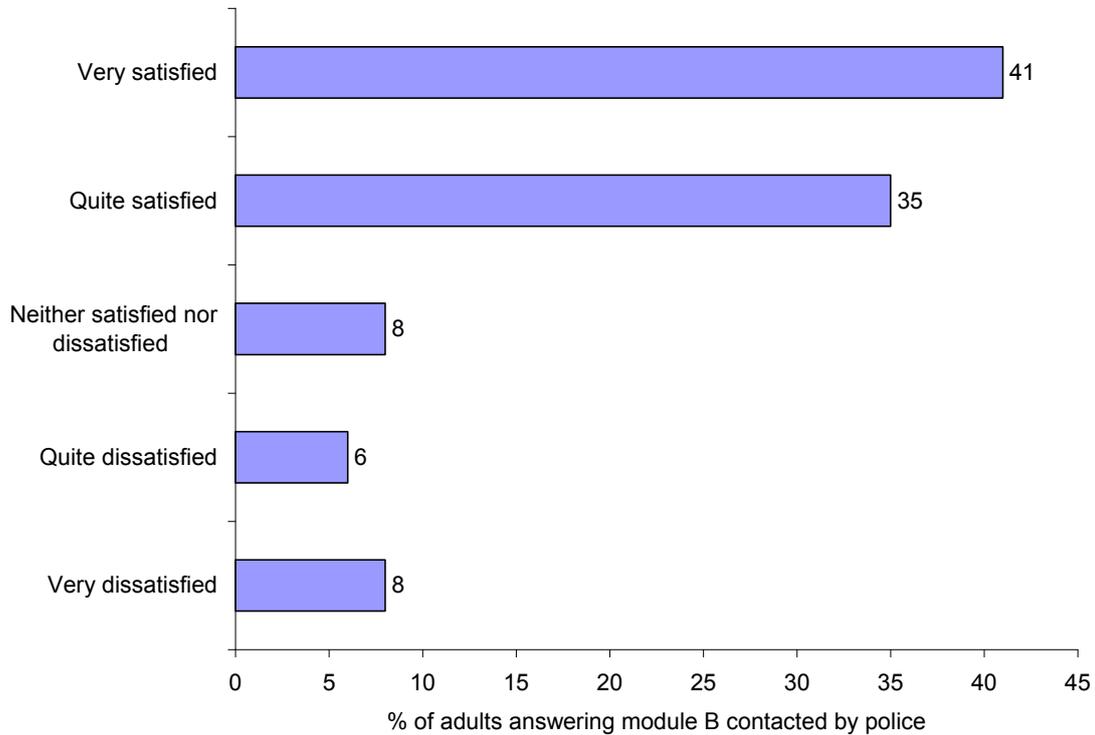
On the only or most recent occasion adults were contacted by the police in the last year, just over three quarters (77%) were satisfied with the way this was handled, with slightly more very satisfied compared with quite satisfied (41% and 35% respectively). One in seven (14%) adults who were contacted by the police in the last year said they were dissatisfied with how the police handled the matter.

Of note, a significantly higher proportion of adults were satisfied (77%) with police contact when they were contacted by the police, than when they themselves initiated contact (66% were satisfied), and this pattern is consistent with findings from the BCS (Allen, 2007).

Figure 7.10: Satisfaction with police initiated contact

SCJS 2008/09

Adults answering module B contacted by police (base: 690)



7.6.3 Reasons for dissatisfaction

Among those dissatisfied with the police initiated contact they had in the previous 12 months the most common complaint was that the police did not follow up or that no action was taken (25%). This was also the most common reason for dissatisfaction where the respondent made first contact (37%).

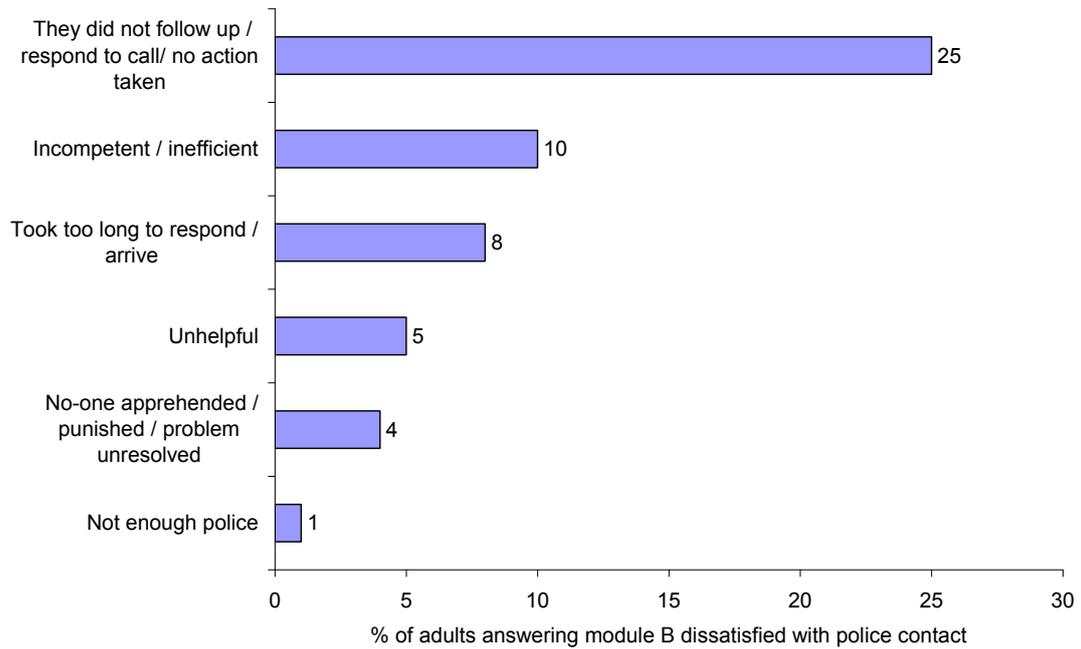
At first sight this reason for dissatisfaction appears slightly puzzling given it was for police initiated contact. However a lot of police initiated contact related to asking for information about a crime or accident involving the respondent. This means the two types of contact may be linked.

Other reasons for dissatisfaction when contacted by the police include the police being incompetent / inefficient (10%), taking too long to respond or arrive (eight per cent); being unhelpful (five per cent) and the fact that no-one was apprehended / the problem remained unresolved (four per cent). One per cent said there were not enough police.

Figure 7.11: Reasons for dissatisfaction with police initiated contact

SCJS 2008/09

Adults answering module B dissatisfied with police contact (base: 91)



8 Scottish Justice Systems and Organisations

8.1 Summary

The trust that people have in 'justice' is critical to the effective operation of any criminal justice system. This trust encourages reporting of incidents to the police, giving evidence in court and supporting the jury system. Adults' trust in the criminal justice system as a whole was also explored in the SCJS 2008/09.

Most adults said they knew not very much (65%) and another 18% said they knew nothing at all about the criminal justice system.

Regardless of their level of knowledge, adults were asked how confident they were with aspects of the criminal justice system:

- 70% were confident that the criminal justice system makes sure everyone has access to the legal system if the need it and 54% were confident that the system doesn't treat people differently depending on where they live in Scotland;
- 53% were confident that the system is effective in bringing people who commit crimes to justice;
- 43% were confident that the system provides a good standard of service for witnesses while 38% were confident that the system provides a good standard of service for victims of crime.
- 35% were confident that the system deals with cases promptly and efficiently.

Of all the different organisations in the criminal justice system, adults were most likely to have had contact with the police (66%). 27% of adults had no contact with any criminal justice organisation.

Another aspect of the criminal justice system explored in the SCJS 2008/09 was the sentencing of offenders and particularly the use of community sentencing. The extent to which respondents agreed or disagreed with a series of attitudinal statements about community sentences was also explored:

- 84% agreed that community sentencing is a good idea for minor crimes;
- 66% agreed that drug users need treatment not prison;
- 63% agreed that community sentences do not punish criminals enough and 63% agreed that community sentences are a soft option;
- 52% agreed that learning new skills during community sentences stops criminals from committing more crimes and 46% agreed that electronic tagging of criminals is a good alternative to prison.

Adults were similarly asked to what extent they agreed or disagreed with a series of attitudinal statements about prison sentences:

- 89% of adults agreed that putting offenders in prison protects the community and 79% agreed it was a good form of punishment;
- 43% agreed that prison discouraged others from offending and 63% agreed that prison did not discourage re-offending. 81% agreed that offenders learn about new ways to offend in prison;
- 52% agreed that only criminals who have committed serious crimes should be in prison.

Adults' perceptions were gathered on what was the most important thing that a court should take into account when deciding a sentence:

- 38% stated that the most important consideration should be that the criminal is punished for breaking the law and 31% said that the most important consideration should be that the criminal will not commit more crimes in future.

Looking at the views of victims and non-victims:

- 33% of victims said the most important thing that a court should take into account when deciding a sentence is that the criminal is punished for breaking the law, compared with 39% on non-victims;
- 34% of victims said the most important thing that a court should take into account when deciding a sentence is that the criminal will not commit more crimes in future, compared with 30% of non-victims.

Moving from the criminal justice system to matters of civil justice that could be dealt with in civil court proceedings, adults were asked about their experiences of civil justice problems or disputes which they found difficult to deal with or that they could not solve easily in different areas of their life in the three years prior to interview. 30% of adults had experienced at least one civil justice problem in the last three years. Specifically adults had experienced:

- 18% of people had experienced problems with home, family or living arrangements;
- 13% had problems with money, finance or things they had paid for;
- Seven per cent had experienced problems with being treated unfairly in some respect;
- Six per cent had experienced problems with health or well-being issues.

The most common single civil justice issue was problems with neighbours, which 12% had experienced followed by problems with faulty goods or services (seven per cent).

For all issues, the majority who had experienced an issue said it was very important they resolved it (between 83% and 62% depending on the issue):

- The problems that were most commonly experienced were the ones that the lowest proportion of any said it was very important they were resolved (63% faulty goods and services; 62% problems with neighbours).

8.2 Introduction

In the previous chapter, chapter 7, confidence in the criminal justice system was discussed in the specific context of the police. This chapter continues the theme of confidence and trust, widening it out to the criminal justice system as a whole.

The trust that people have in 'justice' is critical to the effective operation of any criminal justice system. Trust in the idea of justice encourages victims and witnesses to report incidents to the police, to give evidence in court and to support the jury system. There is also a body of academic thought suggesting that people obey laws because of an underlying trust in the judicial process (Beetham, 1991; Lind & Tyler 1988; Roberts, & Hough 2005; Sunshine & Tyler, 2003; Tilly, 2005).

This chapter explores peoples' views of the criminal justice system in Scotland, attitudes to community sentencing and prison sentencing as well as the experience of civil justice problems.

8.3 The Scottish criminal justice system

The survey asked about the following elements of the criminal justice system:

- The police;
- The Crown Office;
- The Procurator Fiscal service;⁸³
- The Scottish Court Service;
- The judiciary;
- The Scottish Prison Service;

⁸³ The Crown Office and the Procurator Fiscal service (COPFS) is one organisation in the Scottish criminal justice system but adults were asked about the 'Crown Office' and the 'Procurator Fiscal service' separately in 2008/09. This should be borne in mind when interpreting the results.

- Criminal justice social work.

The survey collected information on knowledge of the criminal justice system and contact with the different organisations involved. Adults were also asked how confident they were in the criminal justice system as a whole.

8.3.1 Perceived knowledge of the criminal justice system

Adults were asked how much they knew about the work of the Scottish criminal justice system in general. The Scottish criminal justice system was described to them as *'the shared name for all the organisations in Scotland that deal with finding offenders and arresting them, then taking them through the court system and deciding what sentence they are given if they are found guilty'*.

Overall, most adults said they did not know a lot about the criminal justice system:

- Just two per cent said they knew a lot;
- 15% said they knew a fair amount;
- 65% said they knew not very much;
- 18% said they knew nothing at all.

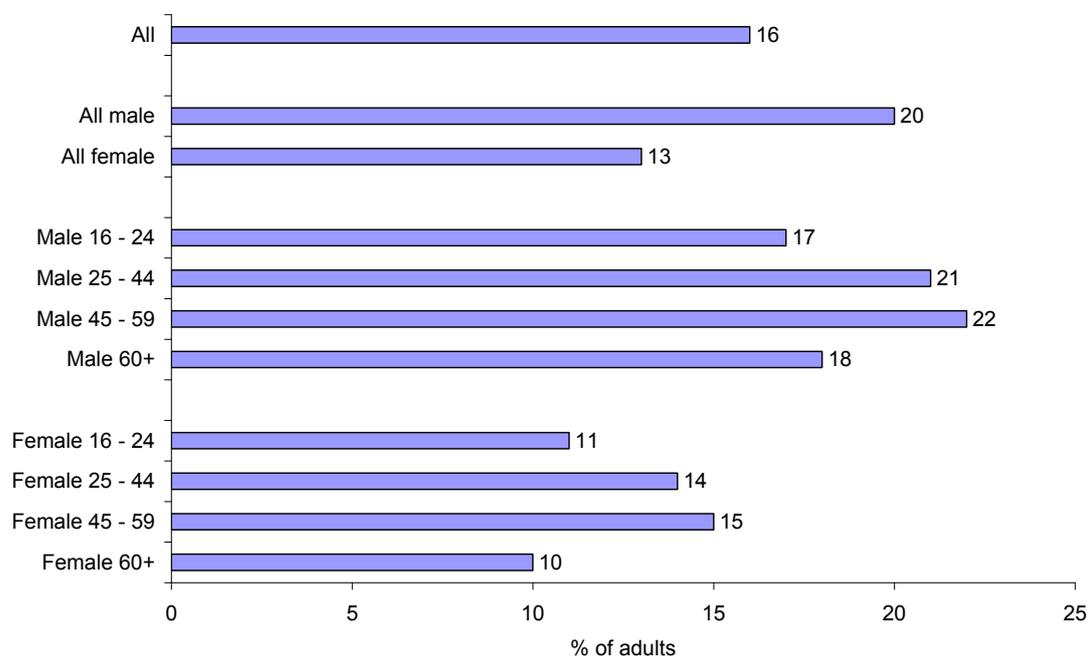
Figure 8.1 shows the percentage of men and women of different ages saying that they knew a lot or a fair amount about the Scottish criminal justice system. The interaction between age and gender can clearly be seen:

- 20% of men said they knew a lot or a fair amount compared with 13% of women;
- Younger people knew more than older people. The percentage of younger (aged 16 to 24) and older (aged 60 and over) adults saying they knew a lot or a fair amount was between three and five percentage points less than those aged between 25 and 59;
- The interaction of age and gender effects meant that one in five men aged between 25 and 59 years old said they knew a lot or a fair amount (22%), the highest proportion of any combined age and gender group;
- Similarly, just one in ten women in the youngest (aged 16 to 24) and oldest (aged 60 and over) groups said they knew a lot or a fair amount (11% and 10%), the lowest proportion of any combined age and gender group.

Figure 8.1: Perceived knowledge of the criminal justice system by respondent sex and age (% knowing a lot or a fair amount)

SCJS 2008/09

Adults (base: 16,003)



Victims were more likely to say they knew a lot or a fair amount about the criminal justice system:

- 21% of victims said they knew a lot or a fair amount compared with 15% of non-victims.

Almost one in four of those in managerial or professional employment (24%) said they knew a lot or a fair amount about the criminal justice system compared with 17% of those in intermediate and 14% of those in routine and manual professions.⁸⁴

8.3.2 Awareness of organisations

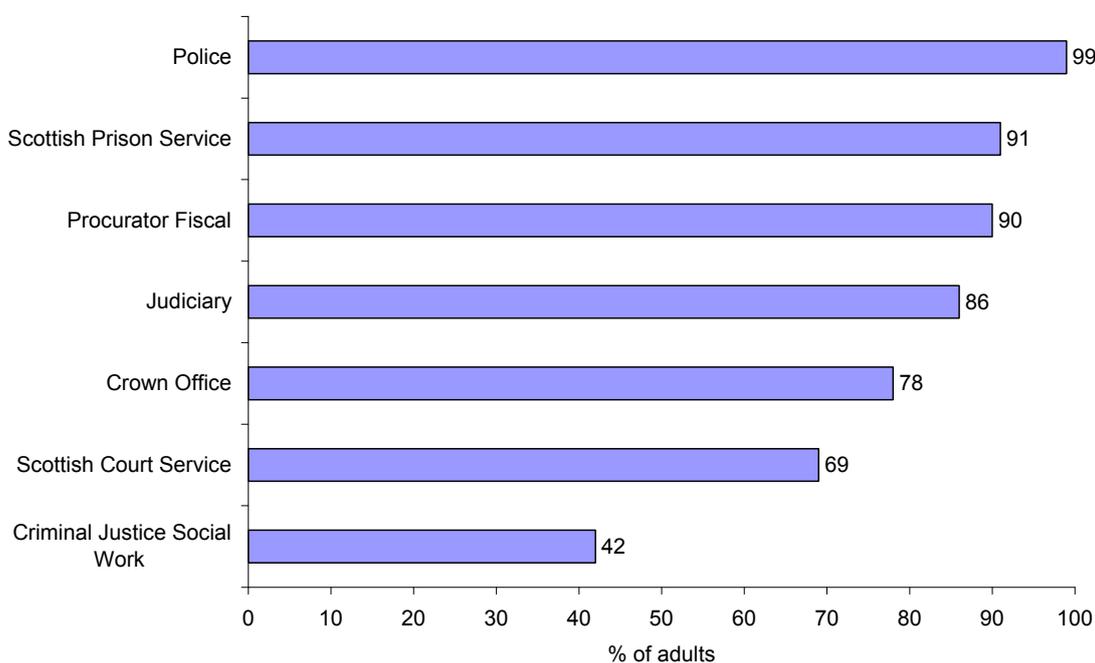
To explore their knowledge further, adults were asked which organisations in the criminal justice system they had heard of. Adults were far more familiar with some organisations than others. The police, the Scottish Prison Service and the Procurator Fiscal service were all known by at least nine out of ten (99%, 91% and 90% respectively) while about half that proportion had heard of criminal justice social work (42%) (Figure 8.2).

⁸⁴ ONS NS-SEC classification: <http://www.ons.gov.uk/about-statistics/classifications/current/ns-sec/index.html>.

Figure 8.2: Awareness of criminal justice service organisations ⁸⁵

SCJS 2008/09

Adults (base: 16,003)



Except for the police, of whom there was almost universal recognition, awareness varied between different groups. These included:

- Younger adults (those aged 16-24 years) were less likely to say they had heard of each of the criminal justice organisations;
- Victimization had little impact on awareness. Similar proportion of victims and non-victims said that they had heard of the organisations. The exception was criminal justice social work where a higher proportion of victims were aware than non-victims (46% and 40% respectively);
- Those in managerial and professional occupations were more likely to say they had heard of different organisations, followed by those in intermediate and those in routine and manual occupations;

⁸⁵ The Crown Office and the Procurator Fiscal service (COPFS) is one organisation in the Scottish criminal justice system but respondents were asked about the 'Crown Office' and the 'Procurator Fiscal service' separately in 2008/09. The proportion of adults who had heard of either organisation may have differed if the organisations had been presented as one organisation. The impact of this has not been assessed.

- Those in the 15% most deprived areas of Scotland were less likely to say they had heard of criminal justice organisations than adults living in the rest of Scotland.

8.3.3 Contact with organisations (ever)

Figure 8.3 shows that out of organisations in the criminal justice system, adults were most likely to have had contact with the police; 66% had been in contact with them (ever):

- Around one in five had been in contact with the Procurator Fiscal service (21%);⁸⁶
- A slightly lower proportion had been in contact with the Scottish Court Service or judiciary (18% each);
- Fewer reported having contact with the prison service, the Crown Office or criminal justice social work (nine, eight and six per cent respectively).

Over one quarter (27%) of adults had never had contact with any organisation in the criminal justice system.

⁸⁶ The Crown Office and the Procurator Fiscal service (COPFS) is one organisation in the Scottish criminal justice system but respondents were asked about the 'Crown Office' and the 'Procurator Fiscal service' separately in 2008/09. The proportion of adults who had contact with either organisation may have differed if the organisations had been presented as one organisation. The impact of this has not been assessed.

Figure 8.3: Contact with criminal justice organisations (ever)

SCJS 2008/09

Adults who have heard of at least one criminal justice organisation (base: 15,953)

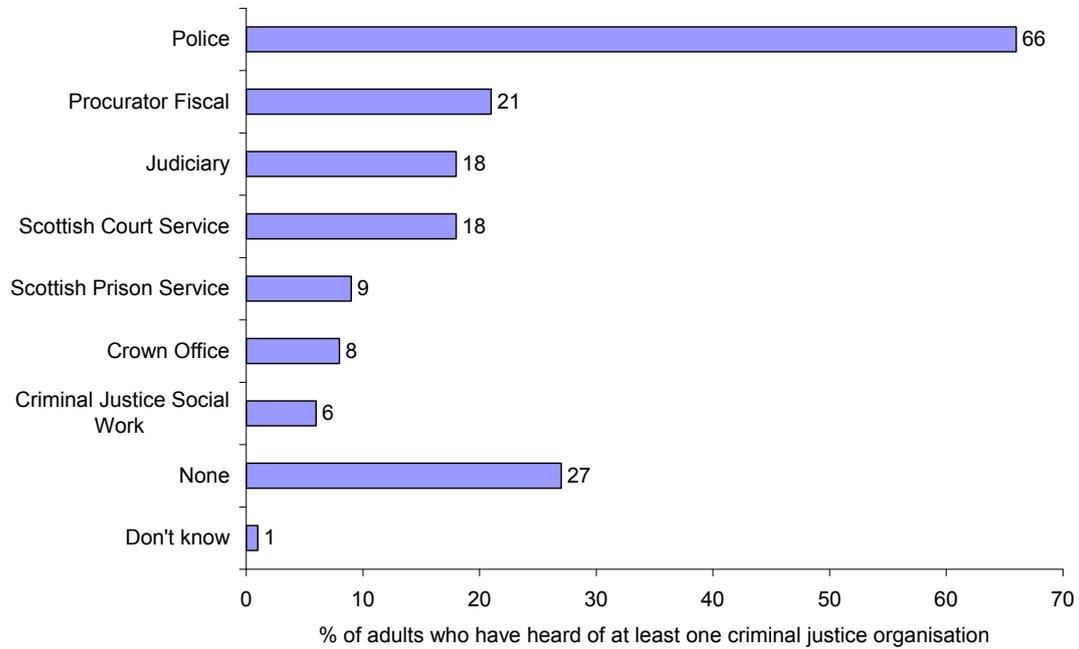
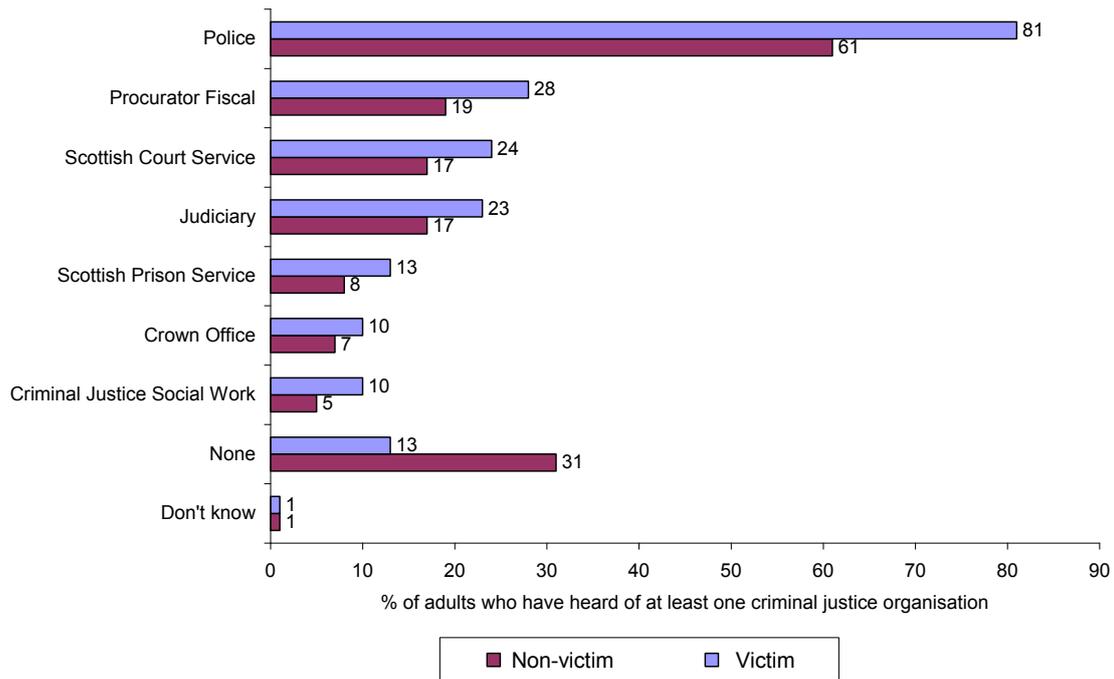


Figure 8.4, shows the different likelihood of contact with each of the criminal justice organisations between victims and non-victims.

Figure 8.4: Contact with criminal justice organisations (ever) by victim status

SCJS 2008/09

Adults who have heard of at least one criminal justice organisation (base: 15,953)



Contact with the organisations in the criminal justice system varied, though to a lesser extent, among other groups:

- 75% of men and 68% of women had been in contact with at least one criminal justice organisation;
- 78% of adults aged 25-59 have had some contact with criminal justice organisations compared with 62% of those aged 60 and over and 64% of 16-24 year olds;
- 84% in managerial and professional occupations have had contact, compared with 78% of those in intermediate professions and 73% of those in routine and manual professions;
- Although those in the 15% most deprived areas were a little less likely to say they had heard of criminal justice organisations their level of contact was similar to those in the rest of Scotland (70% had been in contact with at least one organisation compared with 72% respectively).⁸⁷

⁸⁷ Measured by the Scottish Index of Multiple Deprivation (SIMD). For further details see <http://www.scotland.gov.uk/Topics/Statistics/SIMD>.

8.3.4 Prompted awareness of the role of the Procurator Fiscal service

In section 8.3.2 it was shown that, when prompted, 90% of adults had heard of the Procurator Fiscal service. Knowledge of the service was probed further among adults answering quarter-sample module B.⁸⁸

Initially they were asked to indicate what they thought the role of the Procurator Fiscal service was, choosing from a list of three possible answers. The role of the Procurator Fiscal service included in the list of answers was the investigation and prosecution of crime.⁸⁹ Adults were also given the option to say that the Procurator Fiscal service decided on sentences for those found guilty of crime or represented the victims of crime in court:

- Overall, 61% identified the correct role of the Procurator Fiscal service: the investigation and prosecution of crime;
- 14% said the service decided on sentences for those found guilty of crime;
- Six per cent said it represented the victims of crime in court.

Figure 8.5 shows the percentage of different groups that correctly identified the role of the Procurator Fiscal service.

Those most likely to identify the role correctly were also those most likely to have had contact with the criminal justice system. That is:

- Victims (66% compared with 59% of non-victims);
- Men (66% compared with 56% of women);
- Those aged between 45 and 59 years old (69% compared with 44% of 16-24 year olds);
- Those in managerial and professional occupations (72% compared with 59% in routine occupations);
- Adults who live in the rest of Scotland (62% compared with 52% living in the 15% most deprived areas).

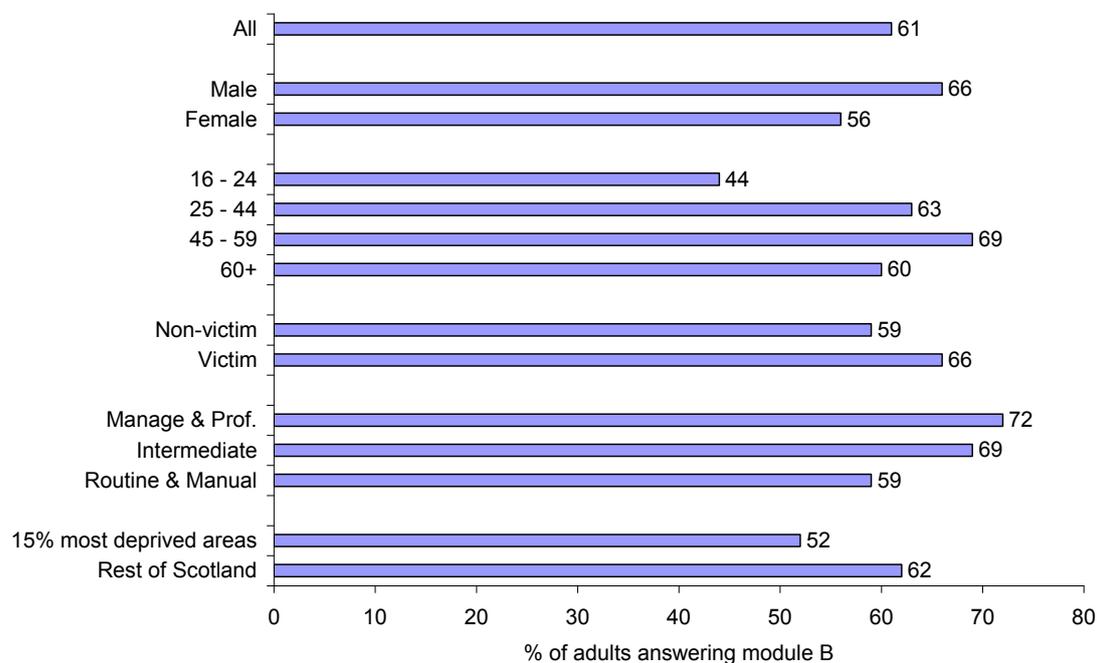
⁸⁸ Module B was answered by 4,004 respondents.

⁸⁹ The Crown Office and Procurator Fiscal is a single organisation. In addition to the investigation and prosecution of crime, the Crown Office and Procurator Fiscal service (COPFS) is responsible for the investigation of sudden or suspicious deaths and complaints against the police, though these latter two roles were not included in the description presented to respondents to the survey and the Crown Office was not included in the question wording. The impact of including these two latter roles on the proportion of adults correctly identifying the role of the Procurator Fiscal service cannot be assessed by the data collected.

Figure 8.5: Knowledge of the role of the Procurator Fiscal service by key respondent groups (% correctly identifying role)

SCJS 2008/09

Adults answering module B (base: 4,004)



8.3.5 Extent of knowledge about the Procurator Fiscal service's work

Regardless of whether they correctly identified the role, adults were then told the role of the Procurator Fiscal service was the investigation and prosecution of crime and asked how much they knew about the work of the organisation.⁹⁰

Most adults did not know a lot about the Procurator Fiscal service's work (82% said they knew not very much or nothing at all). Almost one in four (24%) said they knew nothing at all; a higher proportion than the 18% who said they knew nothing about the criminal justice system as a whole:

- Just two per cent said they knew a lot about the Procurator Fiscal service;
- 15% said they knew a fair amount;
- 58% said they knew not very much;
- 24% said they knew nothing at all.

⁹⁰ As mentioned in section 8.3.4 the role of COPFS is wider than the one highlighted in this question.

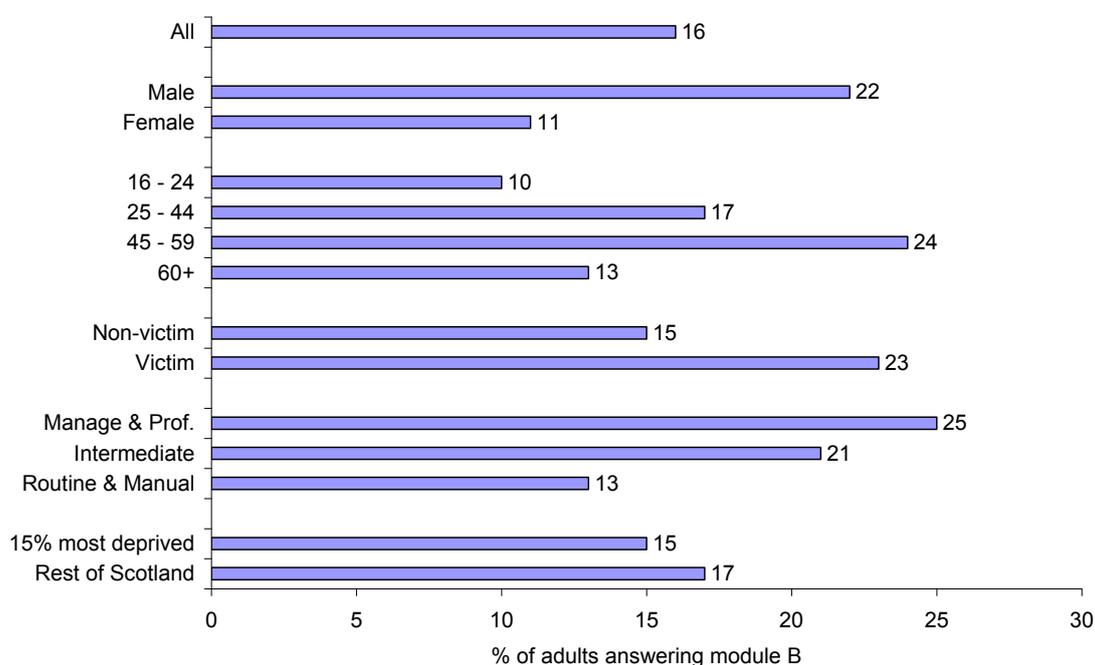
Figure 8.6 shows that the same groups identified as more likely to have contact with the criminal justice system and who previously correctly identified the role of the Procurator Fiscal service were also more likely to say they knew a lot or a fair amount about the Procurator Fiscal service. In particular:

- 23% of victims said they knew a lot or a fair amount compared with 14% of non-victims;
- 22% of men said they knew a lot or a fair amount compared with 12% of women.

Figure 8.6: Percentage of key groups knowing a lot or a fair amount about the Procurator Fiscal service

SCJS 2008/09

Adults answering module B (base: 4,004)



8.3.6 Experience of the Procurator Fiscal service

21% of adults answering quarter-sample module B⁹¹ had both heard of the Procurator Fiscal service and been in contact with them. These adults were asked about the nature of that contact and how satisfied they were with the way the Procurator Fiscal service dealt with it.

The most common ways in which adults had been in contact with the Procurator Fiscal service were:

- In some professional capacity (30%);

⁹¹ Module B was answered by 4,004 respondents.

- As a witness, other than the victim (26%);
- As the accused / defendant (23%);
- As a victim (13%).

Other reasons included:

- As a relative of a victim (five per cent);
- On jury service / as a juror (five per cent);
- As a relative of the accused / defendant (four per cent);
- Due to the death of a family member / friend (two per cent).

8.3.7 Satisfaction with the Procurator Fiscal service

Those who had contact with the Procurator Fiscal service were asked if they were satisfied with that contact:

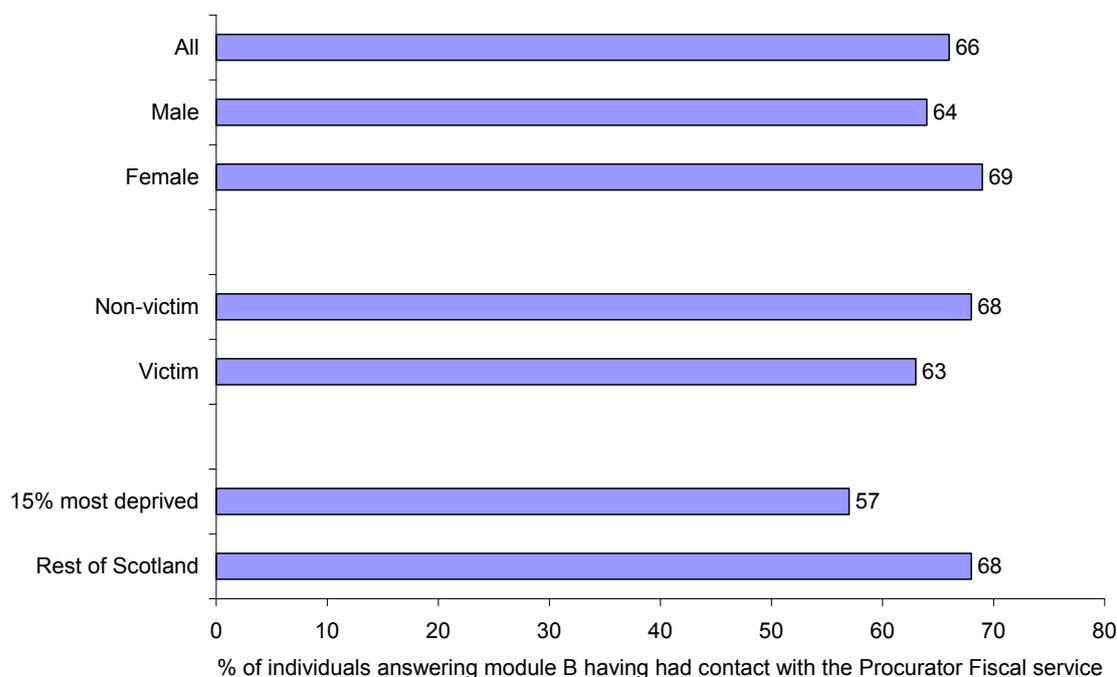
- 27% of adults answering quarter-module B who had been in contact with the Procurator Fiscal service were very satisfied with their contact;
- 39% were quite satisfied;
- 14% were neither satisfied nor dissatisfied;
- 11% were quite dissatisfied;
- Seven per cent were very dissatisfied.

Those living in the 15% most deprived areas appeared to be less satisfied than those in the rest of Scotland (57% and 68% respectively were very or quite satisfied). Differences between men (64%) and women (69%), and victims (63%) and non-victims (68%) were not statistically significant (Figure 8.7).

Figure 8.7: Satisfaction with contact with the Procurator Fiscal service by sex, victim status and deprivation (% very or fairly satisfied)

SCJS 2008/09

Adults answering module B having had contact with the Procurator Fiscal service (base: 811)



8.3.8 Confidence in the criminal justice system

As noted at the start of the chapter, there is considerable support for the view that confidence in the criminal justice system has an important role in reinforcing acceptance and observance of the law. The survey looks at confidence in the criminal justice system as a whole through various statements about the perceived performance of the system.

All adults, regardless of the level of contact they have had with the criminal justice system, were asked how confident they were that the system delivered in six key areas shown in Figure 8.8:

- 70% of adults were either very or fairly confident that the criminal justice system makes sure everyone has access to the criminal justice system if they need it;
- 54% were very or fairly confident that the system doesn't treat you differently depending on where you live in Scotland;
- 53% were very or fairly confident that the system is effective in bringing people who commit crimes to justice;

- 43% were very or fairly confident that the system provides a good standard of service for witnesses;
- 38% were very or fairly confident that the system provides a good standard of service for victims of crime;
- 35% were very or fairly confident that the system deals with cases promptly and efficiently.

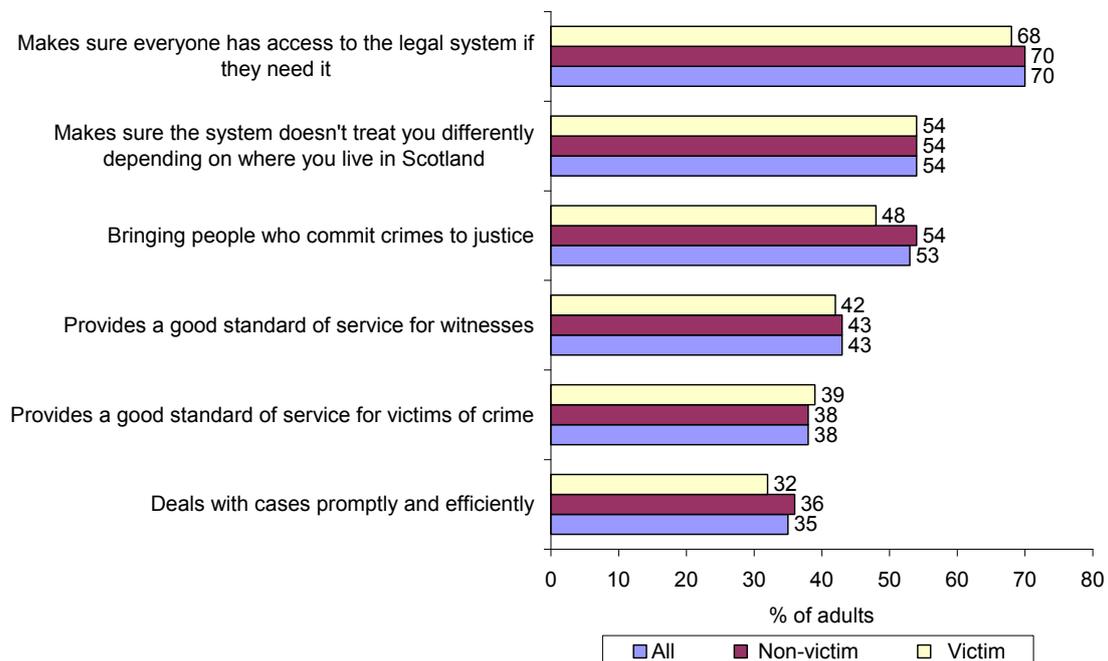
Victims and non-victims tended to have similar views. However their views differed a little on the delivery of justice and the promptness and efficiency of service:

- 48% of victims and 54% of non-victims were confident that the system brought people who commit crimes to justice;
- 32% of victims and 36% of non-victims were confident that cases were dealt with efficiently and promptly.

Figure 8.8: Confidence with different aspects of delivery by victim status (% very or fairly confident)

SCJS 2008/09

Adults (base: 16,003)



8.4 Community Sentencing

The survey collected data on the awareness, perceptions and attitudes towards community sentences to inform the Community Justice Authority Performance Framework.⁹² The main areas explored in the survey were:

- Awareness of different types of community sentences;
- Perception of the effectiveness of community sentences in reducing the likelihood of offending or re-offending;
- Perceptions of the appropriateness of community sentences as an alternative to prison.

8.4.1 Knowledge of community sentencing

Adults were asked without prompting if they could think of any ways that are currently used to deal with adults who are found guilty of a crime, other than fines or a prison sentence. Then they were asked to choose from a list of other sentences which they had heard of. Figure 8.9 shows the percentage of unprompted and total (unprompted and prompted) awareness of each sentence.

The type of sentence most adults thought of without prompting was community service. Drug Treatment and Testing Orders (DTTO) and Supervised Attendance Orders (SAO) were least commonly mentioned spontaneously (just seven per cent and five per cent mentioned these):

- Almost four out of five adults mentioned community service (79%);
- Around one in three mentioned electronic tagging (32%);
- Almost a quarter mentioned probation (24%);
- 15% named a deferred sentence and 11% mentioned compensation order.

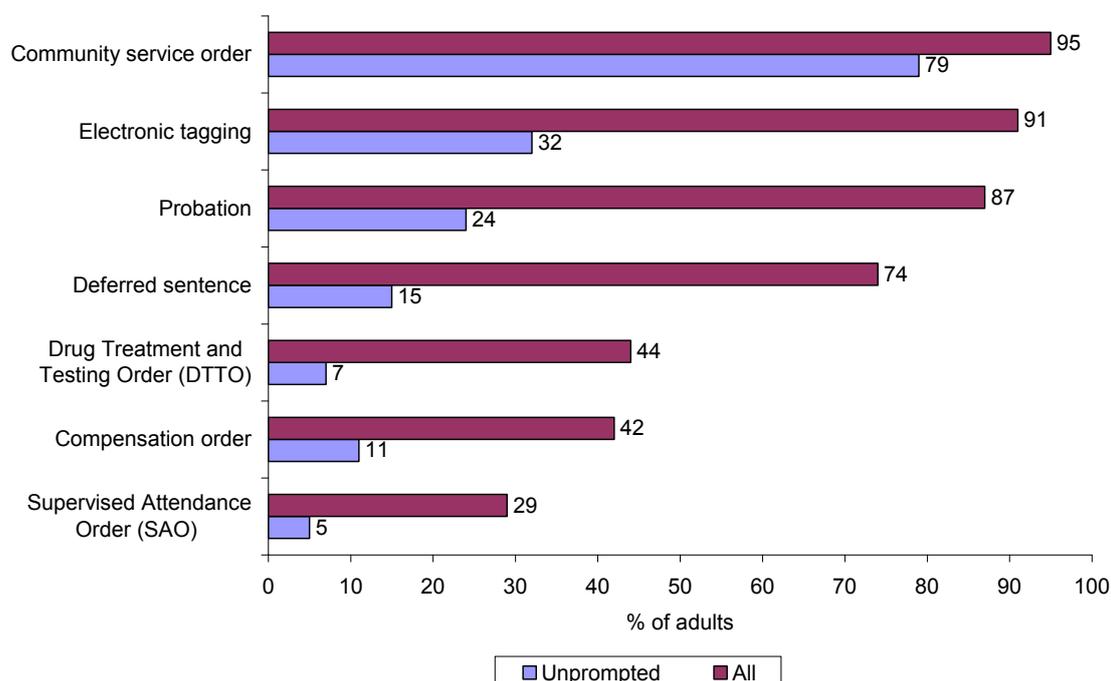
When prompted, the majority of adults had heard of community service orders (95%), electronic tagging (91%), probation (87%) and deferred sentences (74%). DTTOs (44%), compensation orders (42%) and SAOs (29%) were the least well known community sentences when prompted.

⁹² <http://www.scotland.gov.uk/Topics/Justice/public-safety/offender-management/cja>.

Figure 8.9: Awareness of community sentences

SCJS 2008/09

Adults (base: 16,003)



Victims were more commonly aware than non-victims about sentencing options, particularly SAOs, compensation orders and DTTOs:

- 51% of victims were aware of compensation orders compared with 40% of non-victims;
- 50% of victims were aware of DTTOs compared with 43% of non-victims;
- 34% of victims were aware of SAOs compared with 28% of non-victims.

There were few consistent differences by sex, socio-economic group⁹³ and deprivation in awareness of community sentences compared with awareness of organisations within the criminal justice system (section 8.3.2). Awareness of community sentences (prompted and unprompted) appeared to increase with age up to the ages of 45 to 59, then to reduce from the age of 60.

8.4.2 Sources of awareness of community sentences

Those who had heard of at least one community sentence were asked how they had heard about it. The main sources of information were:

⁹³ ONS NS-SEC classification: <http://www.ons.gov.uk/about-statistics/classifications/current/ns-sec/index.html>.

- Television news (73%);
- Newspapers (73%);
- Television programmes (43%);
- Radio (17%);
- Knowing someone who had been sentenced (nine per cent).

Younger adults and those in deprived areas were more likely to know someone who had been sentenced:

- 18% of those aged 16-24 years old knew about community sentences because they knew someone who had received a community sentence compared with nine per cent of adults overall;
- 16% of those in the most deprived 15% of areas knew about community sentences because they knew someone who had received a community sentence (compared with eight per cent in the rest of Scotland).

8.4.3 Perceptions of effectiveness of community sentences

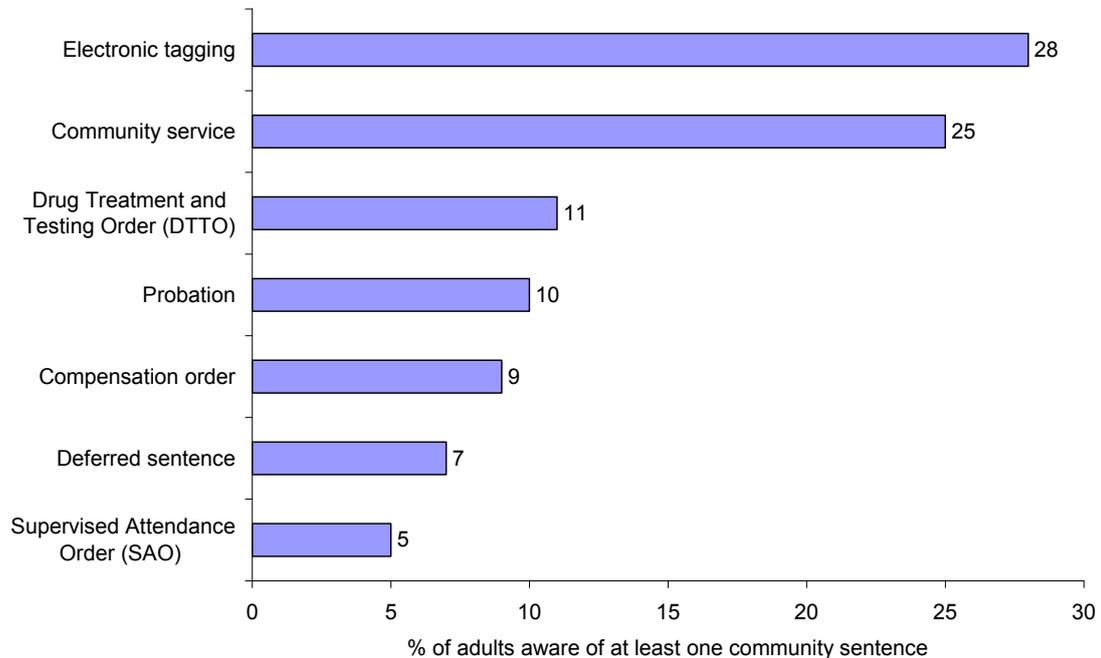
Adults who were aware of at least one community sentence were asked which community sentence they thought would make it less likely that the person would commit a crime in the future (Figure 8.10):

- 28% of adults said that electronic tagging was effective in making people less likely to commit a crime in the future;
- 25% said that community service was effective for this purpose;
- Around one in ten said DTTOs, probation or compensation orders were effective (11%, 10% and nine per cent respectively) for this purpose;
- Deferred sentences and SAOs were least commonly considered effective (seven per cent and five per cent respectively) for this purpose.

Figure 8.10: Effectiveness of community sentences in making people less likely to commit a crime in the future

SCJS 2008/09

Adults aware of at least one community sentence (base: 15,591)



The perception of the effectiveness of electronic tagging in reducing reoffending was most common among 16-24 year olds (39%) and declined with age (20% of those aged 60 years and older said that electronic tagging would be effective in reducing reoffending).

31% of victims said that electronic tagging was an effective community sentence in reducing the likelihood of future offending compared with 28% of non-victims.

8.4.4 Attitudes to community sentences

The extent to which adults agreed or disagreed with a series of attitudinal statements about community sentences was also explored. A high proportion agreed with community sentencing in some circumstances or agreed with the principles behind some types of community sentencing but there was also a high proportion who agreed that community sentences were a soft touch and did not punish criminals enough:

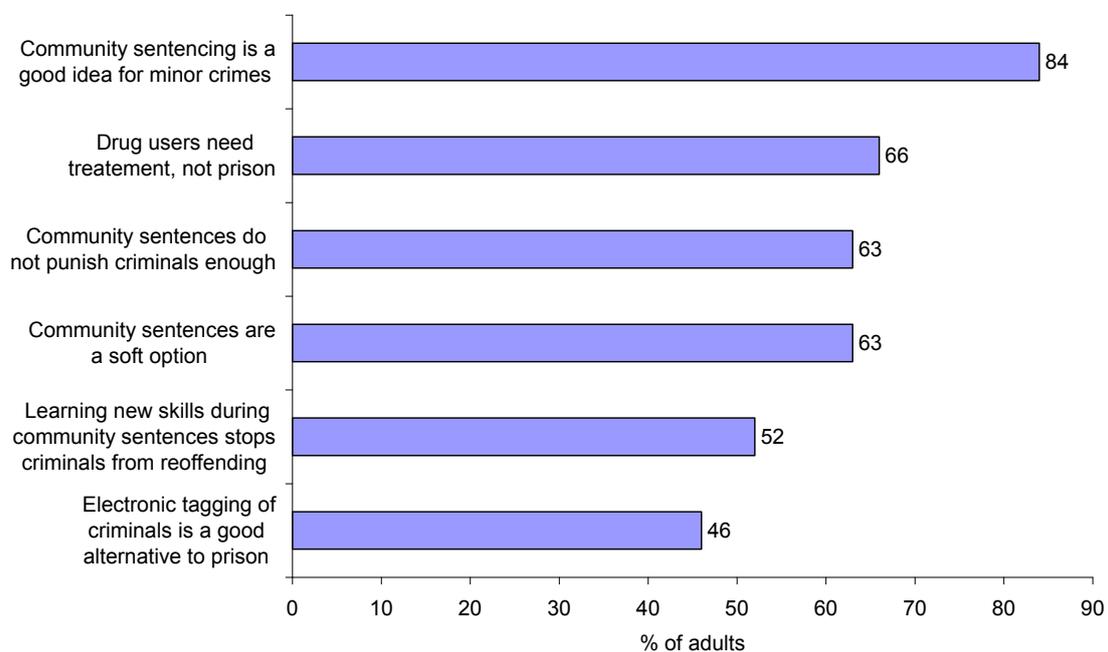
- 84% agreed (strongly or slightly) that community sentencing is a good idea for minor crimes;
- 66% agreed that drug users need treatment not prison;

- 63% agreed that community sentences do not punish criminals enough;
- 63% agreed that community sentences are a soft option;
- 52% agreed that learning new skills during community sentences stops criminals from committing more crimes;
- 46% agreed that electronic tagging of criminals is a good alternative to prison.

Figure 8.11: Attitudes to community sentences (% agreeing strongly or agreeing slightly)

SCJS 2008/09

Adults (base: 16,003)



The views of victims and non-victims tended to be similar in relation to these statements.

8.4.5 Attitudes to prison sentencing

Adults were asked to what extent they agreed or disagreed with a series of attitudinal statements about prison sentences:

- 89% of adults agreed that putting criminals in prison protects the community and 79% agreed prison sentences were a good way to punish offenders for their crimes;
- 43% agreed that prison discouraged others from committing crimes and 63% agreed that prison sentences do not discourage criminals

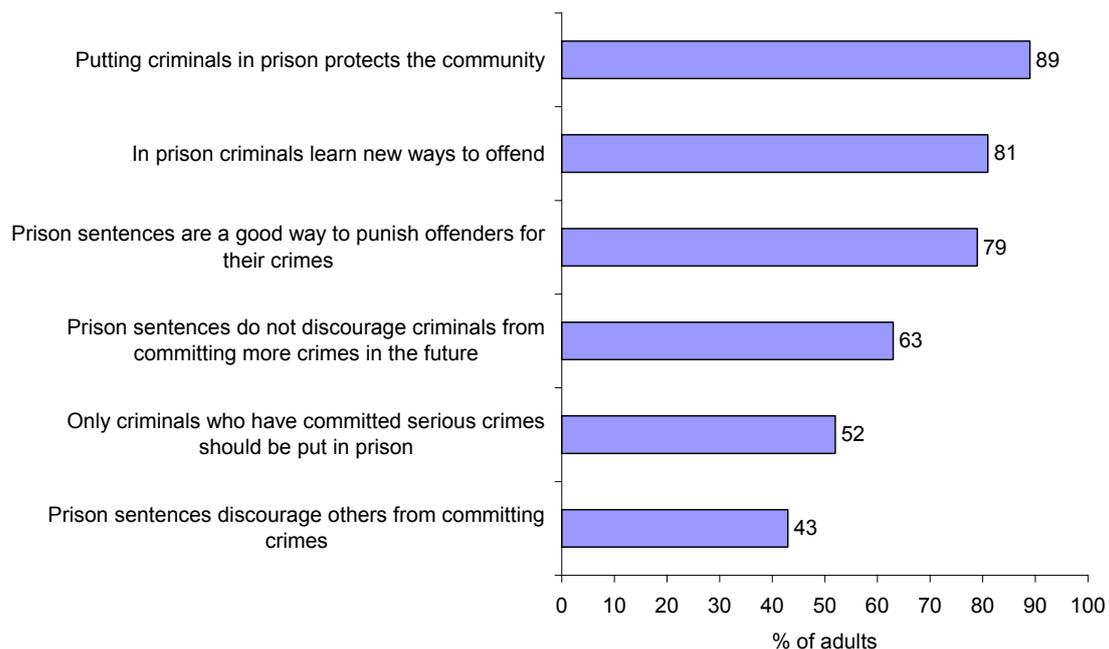
from committing more crimes in the future. 81% agreed that offenders learn about new ways to offend in prison;

- 52% agreed that only criminals who have committed serious crimes should be in prison compared with 84% who said community sentencing is a good idea for minor crimes in the previous section (section 8.4.4).

Figure 8.12: Attitudes to prison sentencing (% agreeing strongly or slightly)

SCJS 2008/09

Adults (base: 16,003)



Taken together, attitudes towards both prison and community sentencing clearly demonstrate the public's mixed views on this subject that others have noted (Hough and Roberts 2007). The balance of views appeared to be in favour of community sentences in some circumstances. Despite this, almost half of adults disagreed that only criminals who have committed crimes should be put in prison. The support for alternatives to prison was tempered with concerns about community safety and the concern that offenders should be punished to some degree.

8.4.6 The factors which should most influence sentencing

Adults were also asked which should be the most important thing that the court should take into account when deciding a sentence:

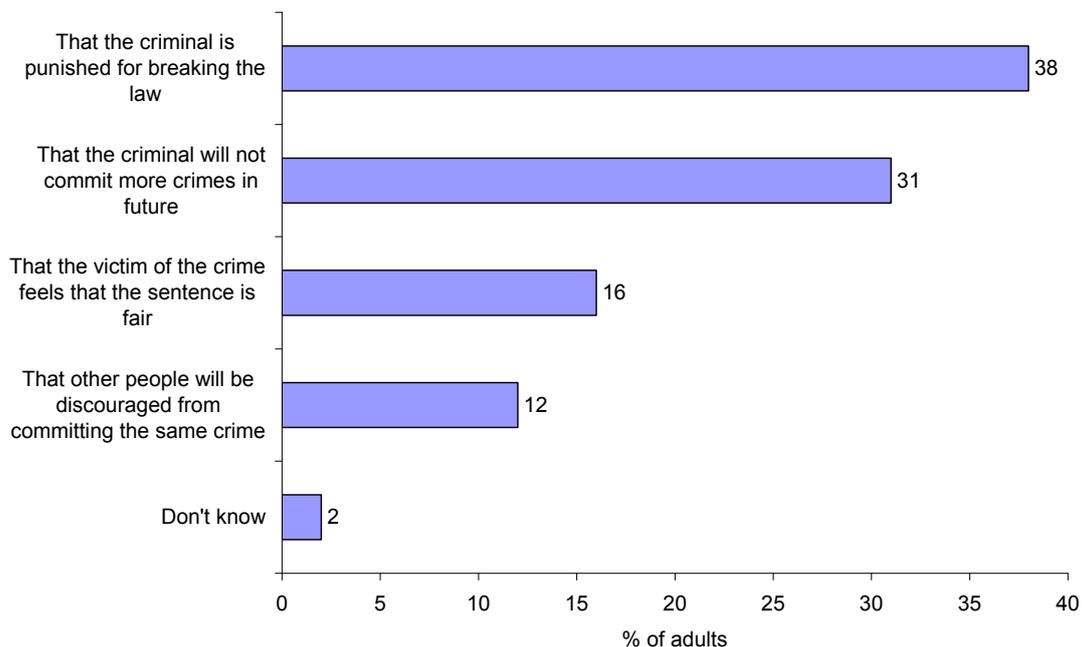
- 38% stated that the most important consideration should be that the criminal is punished for breaking the law;

- 31% said that the most important consideration should be that the criminal will not commit more crimes in future;
- 16% stated that the most important consideration should be that the victim of the crime feels that the sentence is fair;
- 12% said that the most important consideration should be that other people will be discouraged from committing the same crime.

Figure 8.13: Perceptions of the factors that should most influence sentencing decisions

SCJS 2008/09

Adults (base: 16.003)



Looking at the views of victims and non-victims:

- 33% of victims said the most important thing that a court should take into account when deciding a sentence is that the criminal is punished for breaking the law, compared with 39% on non-victims;
- 34% of victims said the most important thing that a court should take into account when deciding a sentence is that the criminal will not commit more crimes in future, compared with 30% of non-victims.

8.5 Civil Justice

The survey included questions for the first time on the experience of 'justiciable' or civil justice⁹⁴ problems by adults in Scotland and their response to these problems. The questions were asked of half of the sample.⁹⁵

⁹⁴ That is, problems or events for which a civil legal remedy is available.

Adults were asked if, over the previous three years, they had experienced a problem or dispute that was difficult to deal with or that they could not solve easily. They were then asked the importance to them of solving these problems and their success or otherwise in attempting to solve these problems.

The findings of this section of the survey will be an indication of the prevalence and nature of civil justice problems across Scotland.

8.5.1 Experience of civil justice problems

Initially adults were asked about their experiences of problems in different realms of their life in the three years prior to interview. The issues examined were grouped into four different areas:

- Home, family or living arrangements;
- Money, finance or anything paid for;
- Unfair treatment;
- Health and well-being.

30% of adults had experienced at least one civil justice problem in the last three years.

In each area, adults were asked whether they had experienced any problems. Figure 8.14 shows the prevalence of different types of problems:

- 18% of adults had experienced home, family or living arrangements problems;
- 13% had experienced problems with money, finance or things they had paid for;
- Seven per cent had experienced problems with being treated unfairly in some respect;
- Six per cent had experienced problems with health or well-being issues.

⁹⁵ These questions were included in both quarter-sample modules C and D, and were asked of 7,971 respondents.

Figure 8.14: Experience of any civil justice problems

SCJS 2008/09

Adults answering modules C and D (base: 7,971)

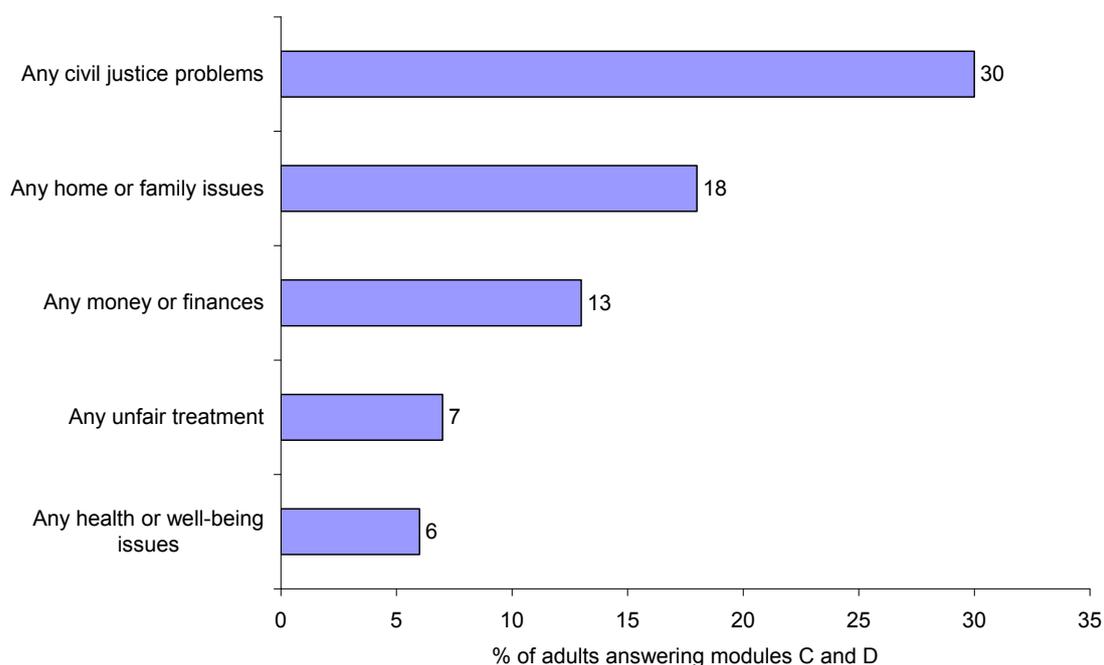


Figure 8.15 shows the individual issues adults had experienced:

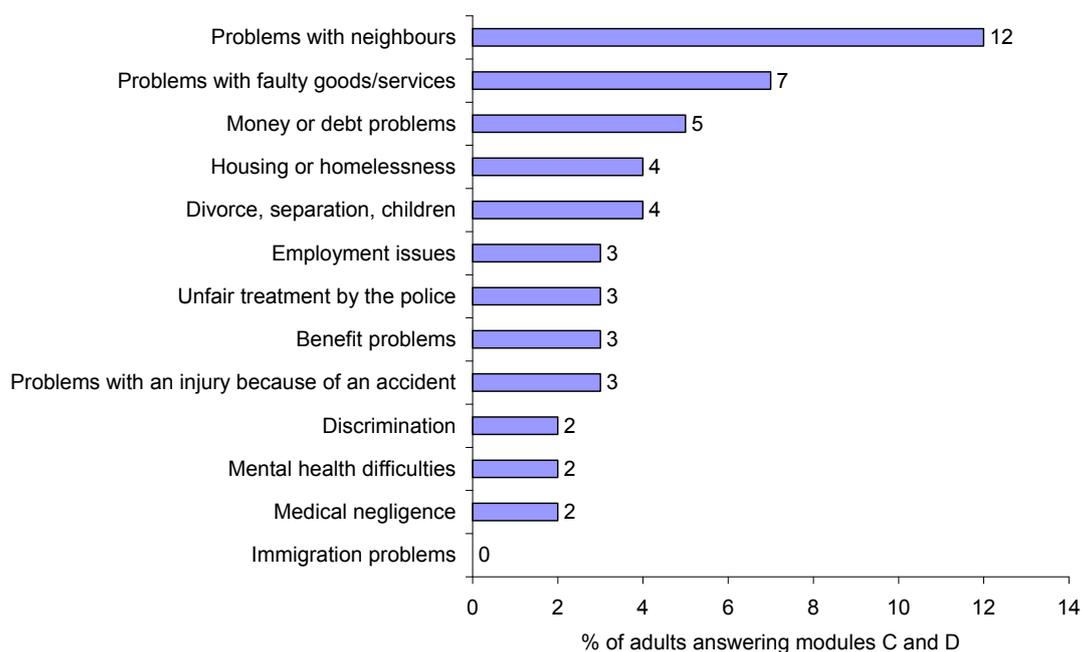
- The most common single issue was problems with neighbours, which 12% had experienced;
- Next most common were faulty goods or services and money or debt issues which seven per cent and five per cent had experienced respectively;
- Four per cent had experienced problems with housing or homelessness and the same percentage had experienced issues with divorce, separation or problems relating to relationships or children.⁹⁶

⁹⁶ This would include for example difficulties with being paid maintenance, agreeing child support payments, agreeing contact with children (visiting), adopting, or dividing your property or other possessions after a divorce or a relationship breaking up.

Figure 8.15: Types of civil justice problem experienced

SCJS 2008/09

Adults answering modules C and D (base: 7,971)



8.5.2 The importance of resolving civil justice problems

For each of these civil justice problems, those experiencing a problem were asked how important it was that the problem was solved. Figure 8.16 shows the proportion of those experiencing each problem who said it was 'very important' to have the issue resolved:

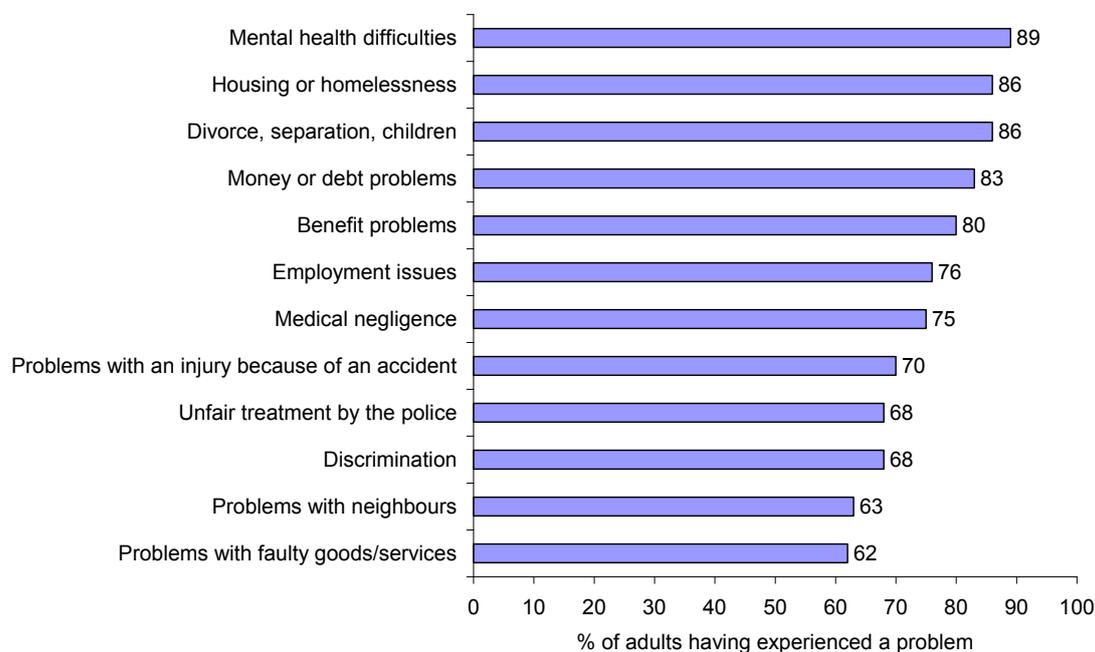
- Issues which at least three-quarters of adults said it was very important to resolve were mental health difficulties (89%), housing and homelessness (86%), relationship issues (86%), money or debt problems (83%), benefit problems (80%), employment issues (76%) or medical negligence (75%);
- The majority of those experiencing problems with neighbours (63%) and problems with faulty goods or services (62%) said that it was very important to resolve.

The civil justice problems which the lowest proportions of adults said were very important to resolve were the most commonly experienced. 12% experienced problems with neighbours, 63% of whom said it was very important to resolve them. Seven per cent said they had experienced faulty goods of whom 62% said this was important to resolve.

Figure 8.16: The importance of resolving civil justice problems (% saying very important)

SCJS 2008/09

Adults having experienced a problem (base: ranging from 141 for medical negligence to 928 for neighbour problems)⁹⁷



Those who had experienced a problem were asked what the current situation was with their problem or issue (the question was asked only in relation to the problem they perceived as most important if they had more than one).

- 51% had resolved the problem;
- 32% were still trying to resolve the problem;
- Eight per cent had tried to solve the problem but given up;
- Eight per cent were not planning to do anything to solve the problem.

Where adults had resolved the problem or tried to, 59% had done so with the help or advice of others while 40% said they had done so without any help or advice.

When the problem had been resolved, most were satisfied with the results; 48% said they were very satisfied and 34% said they were fairly satisfied. Six per cent were quite dissatisfied and five per cent very dissatisfied with the outcome.

⁹⁷ Immigration is excluded due to the small number of cases identified (31).

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Annex 1: 2008/09 Data Tables

Table A1.1: Estimates of the extent of victimisation in Scotland, 2008/09
2008/09 SCJS (base: 16,003)

	Best estimate	Lower estimate	Upper estimate	Confidence interval
COMPARABLE WITH POLICE				
VANDALISM	350,376	320,566	380,185	29,810
ACQUISITIVE	63,657	54,571	72,743	9,086
Housebreaking	25,485	19,517	31,452	5,968
Theft of a motor vehicle	7,424	4,925	9,922	2,499
Bicycle theft	30,749	24,663	36,834	6,086
VIOLENCE	316,590	275,335	357,844	41,255
Assault	296,893	256,725	337,061	40,168
Robbery	19,697	12,151	27,242	7,546
OTHER SURVEY CRIMES				
Theft from a motor vehicle	53,645	45,205	62,085	8,440
Attempted theft of / from motor vehicle	8,641	5,996	11,286	2,645
Other household theft	142,108	126,411	157,805	15,697
Theft from the person	19,895	14,515	25,275	5,380
Other personal theft	89,898	75,523	104,273	14,375
Serious assault	25,709	14,465	36,952	11,244
PROPERTY CRIME	728,219	678,973	77,465	49,246
Housebreaking	25,485	19,517	31,452	5,968
All motor vehicle thefts	69,709	60,756	78,663	8,953
Other household thefts inc. bicycle thefts	172,856	157,663	188,050	15,193
Motor vehicle vandalism	182,860	165,809	199,911	17,051
Property vandalism	167,516	146,918	188,115	20,598
Personal theft excluding robbery	109,793	93,870	125,717	15,923
ALL SURVEY CRIME	1,044,809	973,849	1,115,769	70,960

1. The crime groups All Survey Crime and Property Crime contain both household and individual crimes and are calculated using individual weights.
2. Upper and lower estimates are based on 95% confidence intervals.
3. For the distinction between crimes which are 'comparable with police' and 'other survey crimes', see annex 3.

Table A1.2: Estimates of the extent of victimisation in Scotland, 1992 to 2008/09

SCJS 2008/09 (base: 16,003); SCVS 2005/06 (base: 4,988); SCVS 2003/04 (base: 3,034) ; SCS 2002 (base: 5,041) ; SCS 1999 (base: 5,059) ; SCS 1995 (base: 5,045) ; SCS 1992 (base: 5,030)

	1992	1995	1999	2002	2003/04	2005/06	2008/09
COMPARABLE WITH POLICE							
VANDALISM	211,635	234,308	215,048	363,135	301,257	268,662	350,376
ACQUISITIVE	226,919	148,657	141,522	135,963	97,748	77,058	63,657
Housebreaking	164,536	100,800	105,820	87,133	63,806	45,086	25,485
Theft of a motor vehicle	36,382	22,693	17,865	19,921	13,794	10,382	7,424
Bicycle theft	25,961	25,164	17,836	28,909	2,148	21,590	30,749
VIOLENCE	167,792	158,924	210,742	239,891	228,394	272,847	316,590
Assault	155,004	141,616	188,360	220,487	215,533	253,287	296,893
Robbery	12,788	17,308	2,232	19,404	12,861	19,560	19,697
OTHER SURVEY CRIMES							
Theft from a motor vehicle	150,489	135,918	70,511	89,398	70,881	69,541	53,645
Attempted theft of / from motor vehicle	55,481	60,436	20,252	27,548	16,014	13,452	8,641
Other household theft	111,451	100,881	60,253	109,426	97,160	151,331	142,108
Theft from the person	20,433	16,733	19,516	13,026	5,142	26,108	19,895
Other personal theft	111,265	11,196	93,695	104,559	123,785	125,328	89,898
Serious assault	75,956	38,973	33,127	46,010	21,671	14,889	25,709
PROPERTY CRIME	N/A	N/A	N/A	N/A	N/A	N/A	728,219
Housebreaking	164,576	100,800	105,820	87,133	63,806	45,086	25,485
All motor vehicle thefts	N/A	N/A	N/A	N/A	N/A	N/A	69,709
Other household thefts inc. bicycle thefts	N/A	N/A	N/A	N/A	N/A	N/A	172,856
Motor vehicle vandalism	118,994	118,588	119,335	181,062	176,683	167,246	182,860
Property vandalism	92,641	115,720	95,713	182,070	124,574	101,417	167,516
Personal theft excluding robbery	N/A	N/A	N/A	N/A	N/A	N/A	109,793
ALL SURVEY CRIME	1,055,466	967,852	839,538	1,093,725	940,380	1,004,327	1,044,809

1. All motor vehicle thefts can be calculated for previous sweeps by combining the crime classifications for theft of a motor vehicle, theft from a motor vehicle and attempted theft of/from motor vehicle.
2. Other household thefts (including bicycle thefts) can be calculated for previous sweeps by combining the crime classifications for other household theft and theft of a bicycle theft.
3. Personal thefts (excluding robbery) can be calculated for previous sweeps by combining the crime classifications other personal theft and theft from the person.
4. The crime groups All Survey Crime and Property Crime contain both household and individual crimes and are calculated using individual weights.
5. For the distinction between crimes which are 'comparable with police' and 'other survey crimes', see annex 3.

Table A1.3: Rates of victimisation in Scotland, per 10,000 households / individuals, 2008/09

2008/09 SCJS (base: 16,003)

	Best estimate	Lower estimate	Upper estimate	Confidence interval
COMPARABLE WITH POLICE				
VANDALISM	1,503	1,375	1,631	128
ACQUISITIVE	273	234	312	39
Housebreaking	109	84	135	26
Theft of a motor vehicle	32	21	43	11
Bicycle theft	132	106	158	26
VIOLENCE	744	647	841	97
Assault	698	603	792	95
Robbery	46	29	64	18
OTHER SURVEY CRIMES				
Theft from a motor vehicle	230	194	266	36
Attempted theft of / from motor vehicle	37	26	48	11
Other household theft	610	542	677	67
Theft from the person	47	34	59	13
Other personal theft	211	178	245	34
Serious assault	60	34	87	26
PROPERTY CRIME	2,911	2,757	3,064	154
Housebreaking	109	84	135	26
All motor vehicle thefts	299	259	339	40
Other household thefts inc. bicycle thefts	741	664	819	77
Motor vehicle vandalism	784	711	858	73
Property vandalism	719	630	807	88
Personal theft excluding robbery	258	220	296	38
ALL SURVEY CRIME	3,655	3,414	3,896	241

1. Upper and lower estimates are based on 95% confidence intervals.
2. The crime groups All Survey Crime and Property Crime contain both household and individual crimes and are calculated using individual weights.
3. For violence, theft from the person, assault, robbery, other personal theft, serious assault, personal theft (excluding robbery) and all survey crime are quoted per 10,000 adults. For acquisitive crime, vandalism, housebreaking, vehicle offences, bicycle theft, other household theft, motor vehicle vandalism and property vandalism rates are quoted per 10,000 households.
4. For the distinction between crimes which are 'comparable with police' and 'other survey crimes', see annex 3.

Table A1.4: Rates of victimisation in Scotland, per 10,000 households / individuals, 1992 to 2008/09

SCJS 2008/09 (base: all households/adults 16,003, motor vehicle owners 11,242, bicycle owners 6,138); SCVS 2005/06 (base: 4,988); SCVS 2003/04 (base: 3,034); SCS 2002 (base: 5,041); SCS 1999 (base: 5,059); SCS 1995 (base: 5,045); SCS 1992 (base: 5,030)

	1992	1995	1999	2002	2003/04	2005/06	2008/09
COMPARABLE WITH POLICE							
VANDALISM	1,038	1,105	984	1,656	1,374	1,175	1,503
ACQUISITIVE	1,113	701	648	620	446	337	273
Housebreaking	807	475	484	397	291	197	109
Theft of a motor vehicle	178	107	82	91	63	45	32
Bicycle theft	127	119	83	132	92	94	132
VIOLENCE	411	388	513	599	570	651	744
Assault	379	345	458	550	538	605	698
Robbery	31	42	54	48	32	47	46
OTHER SURVEY CRIMES							
Theft from a motor vehicle	738	641	323	408	323	304	230
Attempted theft of / from motor vehicle	272	285	129	126	73	59	37
Other household theft	546	476	276	499	443	662	610
Theft from the person	50	41	47	59	13	62	47
Other personal theft	272	273	228	261	309	299	211
Serious assault	186	95	81	115	54	36	60
PROPERTY CRIME	N/A	N/A	N/A	N/A	N/A	N/A	2,911
Housebreaking	807	475	484	397	291	197	109
All motor vehicle thefts	N/A	N/A	N/A	N/A	N/A	N/A	299
Other household thefts inc. bicycle thefts	N/A	N/A	N/A	N/A	N/A	N/A	741
Motor vehicle vandalism	583	559	546	826	806	731	784
Property vandalism	454	546	438	831	568	444	719
Personal theft excluding robbery	N/A	N/A	N/A	N/A	N/A	N/A	258
ALL SURVEY CRIME	N/A	N/A	N/A	N/A	N/A	N/A	3655
VEHICLE CRIME (RATES PER 10,000 OWNERS)							
Theft from a motor vehicle	1,168	1,037	527	609	481	425	337
Theft of a motor vehicle	280	177	125	136	94	63	47
Attempted theft of / from a motor vehicle	430	444	198	188	109	82	54
Bicycle theft	343	326	208	369	257	225	294

1. All motor vehicle thefts can be calculated for previous sweeps by combining the crime classifications for theft of a motor vehicle, theft from a motor vehicle and attempted theft of/from motor vehicle.
2. Other household thefts (including bicycle thefts) can be calculated for previous sweeps by combining the crime classifications for other household theft and theft of a bicycle theft.
3. Personal thefts (excluding robbery) can be calculated for previous sweeps by combining the crime classifications other personal theft and theft from the person.
4. For violence, theft from the person, assault, robbery, other personal theft, serious assault, personal theft (excluding robbery) and all survey crime are quoted per 10,000 adults. For acquisitive crime, vandalism, housebreaking, vehicle offences, bicycle theft, other household theft, motor vehicle vandalism and property vandalism rates are quoted per 10,000 households.
5. For the distinction between crimes which are 'comparable with police' and 'other survey crimes', see annex 3.

Table A1.5: Prevalence of victimisation, 1992 to 2008/09

SCJS 2008/09 (base: 16,003); SCVS 2005/06 (base: 4,988); SCVS 2003/04 (base: 3,034); SCS 2002 (base: 5,041); SCS 1999 (base: 5,059); SCS 1995 (base: 5,045); SCS 1992 (base: 5,030)

	1992	1995	1999	2002	2003/04	2005/06	2008/09
	%	%	%	%	%	%	%
COMPARABLE WITH POLICE							
VANDALISM	6.5	6.4	6.0	9.6	7.7	7.8	8.9
ACQUISITIVE							
Housebreaking	6.2	3.8	3.9	2.9	2.0	2.2	0.8
Theft of a motor vehicle	1.6	0.9	0.8	0.7	0.5	0.5	0.3
Bicycle theft	1.1	1.1	0.8	1.2	0.9	0.7	1.1
VIOLENCE							
Assault	2.5	2.3	2.6	3.2	2.9	3.7	3.8
Robbery	0.3	0.2	0.3	0.4	0.3	0.4	0.4
OTHER SURVEY CRIMES							
Theft from a motor vehicle	5.8	5.1	2.7	3.0	2.7	2.4	1.8
Attempted theft of / from motor vehicle	2.4	2.3	1.1	1.1	0.6	0.5	0.3
Other household theft	3.7	3.2	2.2	3.3	3.4	4.2	4.4
Theft from the person	0.5	0.4	0.4	0.5	0.1	0.5	0.5
Other personal theft	2.3	2.5	2.0	2.2	2.3	2.4	1.8
PROPERTY CRIME							
Housebreaking	6.2	3.8	3.9	2.9	2.0	2.2	0.8
All motor vehicle thefts	N/A	N/A	N/A	N/A	N/A	N/A	2.4
Other household thefts inc. bicycle thefts	N/A	N/A	N/A	N/A	N/A	N/A	5.3
Motor vehicle vandalism	N/A	N/A	N/A	N/A	N/A	N/A	5.4
Property vandalism	N/A	N/A	N/A	N/A	N/A	N/A	4.1
Personal theft excluding robbery	N/A	N/A	N/A	N/A	N/A	N/A	2.2
ALL SURVEY CRIME	26.6	23.3	20.3	22.6	20.5	21.3	20.4
VEHICLE CRIME (RATES PER 10,000 OWNERS)							
Theft from a motor vehicle	2.5	1.6	1.2	1.0	0.8	N/A	0.4
Theft of a motor vehicle	9.2	8.2	4.4	4.4	4.0	N/A	2.6
Attempted theft of / from a motor vehicle	3.8	3.6	1.7	1.7	0.9	N/A	0.5
Bicycle theft	3.0	2.9	2.0	2.9	3.3	N/A	2.9

1. All motor vehicle thefts can be calculated for previous sweeps by combining the crime classifications for theft of a motor vehicle, theft from a motor vehicle and attempted theft of/from motor vehicle.

2. Other household thefts (including bicycle thefts) can be calculated for previous sweeps by combining the crime classifications for other household theft and theft of a bicycle theft.

3. Personal thefts (excluding robbery) can be calculated for previous sweeps by combining the crime classifications other personal theft and theft from the person.

4. The crime groups All Survey Crime and Property Crime contain both household and individual crimes and are calculated using individual weights.

5. For the distinction between crimes which are 'comparable with police' and 'other survey crimes', see annex 3.

Table A1.6: Prevalence of crime by demographic variables, 2008/09
 2008/09 SCJS (base: 16,003)

	All survey crime %	Property crime %	Violent crime %
Male			
16-24	35.6	27.7	17.6
25-44	23.7	20.2	5.4
45-59	19.4	17.3	3.5
60 or over	10.9	10.2	1.1
Total male	21.2	18.1	5.7
Female			
16-24	28.6	24.5	6.2
25-44	25.6	23.5	3.6
45-59	20.7	18.9	2.6
60 or over	8.4	8.2	0.3
Total female	19.7	18.0	2.7
Multiple deprivation			
Those living in 15% most deprived	26.0	22.8	5.9
Those living in the rest of Scotland	19.4	17.2	3.8
ALL	20.4	18.0	4.1

1. The crime groups All Survey Crime and Property Crime contain both household and individual crimes and are calculated using individual weights.

Table A1.7: Percentage of crime reported to the police, 1992 to 2008/09
 SCJS 2008/09 (base: 16,003); SCVS 2005/06 (base: 4,988); SCVS 2003/04
 (base: 3,034); SCS 2002 (base: 5,041); SCS 1999 (base: 5,059); SCS 1995
 (base: 5,045); SCS 1992 (base: 5,030)

	1992	1995	1999	2002	2003/04	2005/06	2008/09
	%	%	%	%	%	%	%
COMPARABLE WITH POLICE							
VANDALISM	33	50	50	43	36	N/A	40
ACQUISITIVE	79	68	74	66	63	N/A	49
Housebreaking	77	65	72	65	67	N/A	64
Theft of a motor vehicle	97	100	95	97	100	N/A	92
Bicycle theft	71	54	66	56	32	N/A	26
VIOLENCE	52	40	55	46	43	N/A	43
Assault	52	39	57	45	43	N/A	43
Robbery	50	44	37	57	46	N/A	48
Total comparable crimes	56	54	58	49	43	N/A	42
OTHER SURVEY CRIMES							
Theft from a motor vehicle	58	58	56	60	51	N/A	39
Attempted theft of / from motor vehicle	56	59	35	46	64	N/A	42
Other household theft	29	20	24	16	26	N/A	22
Theft from the person	52	51	49	44	45	N/A	47
Other personal theft	34	26	43	20	23	N/A	28
PROPERTY CRIME							
Housebreaking	77	65	72	65	67	N/A	64
All motor vehicle thefts	N/A	N/A	N/A	N/A	N/A	N/A	45
Other household thefts inc. bicycle thefts	N/A	N/A	N/A	N/A	N/A	N/A	22
Motor vehicle vandalism	N/A	N/A	N/A	N/A	N/A	N/A	39
Property vandalism	N/A	N/A	N/A	N/A	N/A	N/A	41
Personal theft excluding robbery	N/A	N/A	N/A	N/A	N/A	N/A	31
ALL SURVEY CRIME	52	49	53	46	42	37	38

1. All motor vehicle thefts can be calculated for previous sweeps by combining the crime classifications for theft of a motor vehicle, theft from a motor vehicle and attempted theft of/from motor vehicle.
2. Other household thefts (including bicycle thefts) can be calculated for previous sweeps by combining the crime classifications for other household theft and theft of a bicycle theft.
3. Personal thefts (excluding robbery) can be calculated for previous sweeps by combining the crime classifications other personal theft and theft from the person.

Table A1.8: Public perceptions of crime in Scotland, 2008/09

2008/09 SCJS (base: 16,003)

	There is 'about the same' or 'less' crime in this area than two years ago %	There is 'a lot' or 'a little' more crime in this area than two years ago %
Male		
16-24	72.6	24.5
25-44	76.5	20.7
45-59	70.6	26.5
60 or over	71.7	24.3
Total male	73.0	23.8
Female		
16-24	62.5	35.3
25-44	67.0	30.4
45-59	64.8	31.1
60 or over	65.2	30.1
Total female	65.3	31.0
Victim of crime		
Yes	57.4	40.0
No	72.1	24.2
Multiple deprivation		
Those living in 15% most deprived	64.4	32.6
Those living in the rest of Scotland	69.8	26.7
ALL	69.0	27.6

1. Question: How much would you say the crime rate in your local area has changed since two years ago? Would you say there is more, less or about the same? Options: 'A lot more crime', 'A little more', 'About the same', 'A little less', 'A lot less'.

Table A1.9: Percentage of respondents either 'very' or 'fairly worried' about particular crimes, 1993 to 2008/09

SCJS 2008/09 (base: all respondents 16,003 motor vehicle owners 11,186*); SCVS 2005/06 (base: 4,988); SCS 2003 (base: 5,041); SCS 2000 (base: 5,059); SCS 1996 (base: 5,045); SCS 1993 (base: 5,030)

	1993	1996	2000	2003	2005/06	2008/09
	%	%	%	%	%	%
Crime type						
Having car or other vehicle damaged	N/A	N/A	37	39	49	41
Having home broken into	59	52	45	45	41	35
Being mugged or robbed	48	43	34	38	37	31
Being physically assaulted or attacked in street/public places	45	42	32	35	37	31
Having things stolen from you car or other vehicle	N/A	N/A	32	32	35	32
Having home damaged by vandals	N/A	43	37	38	34	26
Having car or other vehicle stolen	N/A	N/A	31	32	33	28
Being sexually assaulted (women only)	55	51	41	39	34	15
Being involved or caught up in violence between groups of individuals or gangs	N/A	N/A	N/A	N/A	N/A	29
Having identity stolen	N/A	N/A	N/A	N/A	N/A	51
Having credit or bank details used by someone to obtain money, goods or services	N/A	N/A	N/A	N/A	N/A	56

1. Results for worry about being sexually assaulted only included responses from women in previous Scottish crime surveys. From 2008/09 onwards the results include men and women.

2. In 2008/09 crime types 'Having car or other vehicle damaged', 'Having car or other vehicle stolen' and 'Having things stolen from your car or other vehicle' are shown for respondents with (access to) a car or other vehicle.*

3. Question: 'I am now going to read out a list of crimes and ask how worried you are about each one. First of all / could you tell me how worried you are that ...'

*Number of motor vehicle owners based on those who had access to a car or vehicle at time of interview, rather than in the previous 12 months.

Table A1.10: Percentage of respondents either 'very' or 'fairly confident' about various aspects of the Scottish Criminal Justice System (SCJS), 2008/09

2008/09 SCJS (base: 16,003)

	Deals with cases promptly and efficiently	Is effective in bringing people who commit crimes to justice	Makes sure everyone has access to the legal system if they need it	Makes sure the system isn't different depending on where you live in Scotland	Provides a good standard of service for victims of crime	Provides a good standard of service for witnesses
	%	%	%	%	%	%
All	35	53	70	54	38	43
Male						
16-24	43	58	72	60	55	57
25-44	38	56	73	58	40	45
45-59	32	54	72	54	34	40
60 or over	31	51	70	53	28	39
Total male	35	54	72	56	38	44
Female						
16-24	38	51	63	55	50	50
25-44	37	53	69	54	42	43
45-59	32	53	69	50	34	38
60 or over	33	49	67	50	33	38
Total female	35	51	67	52	38	41
Victim of crime						
Yes	32	48	68	54	39	42
No	36	54	70	54	38	43
Multiple deprivation						
Those living in 15% most deprived	38	51	68	50	41	43
Those living in the rest of Scotland	34	53	70	55	38	43
Ever had contact with SCJS?						
Yes	35	54	72	55	38	43
No	36	51	64	52	38	41
Knowledge of SCJS						
A lot/fair amount	35	57	74	56	39	45
Not very much/nothing at all	35	52	69	54	38	42

1. Question: 'How confident are you that the Scottish Criminal Justice System as a whole ...?' Options: 'Very confident', 'Fairly confident', 'Not very confident', 'Not at all confident'.

Table A1.11: Percentage of respondents either 'very' or 'fairly confident' in various aspects of their local police force's ability, 2008/09
2008/09 SCJS (base: 16,003)

	Prevent crime	Respond quickly to appropriate calls and information from the public	Deal with incidents as they occur	Investigate incidents after they occur	Solve crimes	Catch criminals
	%	%	%	%	%	%
All	46	54	58	64	57	55
Male						
16-24	52	60	62	65	59	59
25-44	45	56	58	66	57	57
45-59	42	49	53	63	54	53
60 or over	45	49	57	62	54	52
Total male	45	53	57	64	56	55
Female						
16-24	48	57	59	65	58	54
25-44	48	59	61	66	61	58
45-59	42	50	55	61	55	52
60 or over	49	55	60	65	58	57
Total female	47	56	59	64	58	56
Victim of crime						
Yes	37	49	51	57	49	47
No	49	56	60	66	59	58
Multiple deprivation						
Those living in 15% most deprived	42	50	54	59	51	50
Those living in the rest of Scotland	47	55	59	65	58	56

1 Questions: 'How confident are you in your local police force's ability to ...'
Options: 'Very confident', 'Fairly confident', 'Not very confident', 'Not at all confident'.

Table A1.12: Awareness of types of sentences (total spontaneous and prompted awareness), 2008/09
 2008/09 SCJS (base: 16,003)

	Community service order	Compensation order	Deferred sentence	Electronic tagging	Probation	Drug treatment and testing order (DTTO)	Supervised attendance order (SAO)	None
	%	%	%	%	%	%	%	%
All	95	42	74	91	87	44	29	2
Male								
16-24	94	42	60	91	83	42	32	1
25-44	95	47	78	92	87	47	31	2
45-59	98	52	85	94	92	48	33	1
60 or over	93	47	76	89	88	46	31	3
Total male	95	48	76	92	88	46	32	2
Female								
16-24	97	32	53	91	87	47	25	1
25-44	96	38	75	92	88	43	28	3
45-59	97	43	79	94	90	46	30	1
60 or over	91	35	69	86	84	37	23	4
Total female	95	37	71	90	87	42	27	3
Victim of crime								
Yes	97	51	74	93	89	50	34	1
No	94	40	74	90	87	43	28	3
Multiple deprivation								
Those living in 15% most deprived	93	43	68	89	82	40	27	3
Those living in the rest of Scotland	95	42	75	92	88	45	29	2
Ever been on remand or served a sentence in Scotland								
Yes	98	66	85	94	93	60	50	1
No	95	42	73	91	87	44	29	2

1. Spontaneous question: 'When a judge or a sheriff finds someone guilty in Scotland they can give them one of several types of sentences – for example, they can give someone a fine or they can send them to prison. Apart from these two options, can you think of any other ways that are currently used to deal with adults who are found guilty of a crime?' Prompted question: 'And which of these other ways of dealing with people who have been found guilty of a crime have you heard of before now?'

Table A1.13: Attitudes to community sentences (agreeing strongly or slightly), 2008/09
 2008/09 SCJS (base: 16,003)

	Electronic tagging of criminals is a good alternative to prison	Drug users need treatment not prison	Community sentencing is a good idea for minor crimes	Learning new skills during community sentences stops criminals from committing more crimes	Community sentences do not punish criminals enough	Community sentences are a soft option
	%	%	%	%	%	%
All	46	66	84	52	63	63
Male						
16-24	48	66	86	51	55	59
25-44	47	66	86	52	59	58
45-59	47	66	84	51	64	63
60 or over	44	65	79	54	71	73
Total male	47	66	84	52	63	63
Female						
16-24	41	67	82	43	61	60
25-44	47	63	85	50	62	59
45-59	48	70	86	52	62	62
60 or over	46	67	81	55	68	69
Total female	46	66	84	51	64	63
Victim of crime						
Yes	48	65	83	48	62	61
No	46	66	84	52	64	64
Multiple deprivation						
Those living in 15% most deprived	46	60	80	48	66	69
Those living in the rest of Scotland	46	67	84	52	63	62
Ever been on remand or served a sentence in Scotland						
Yes	60	67	84	51	59	59
No	46	66	84	52	63	63

1. Question: 'The ways of dealing with people who have been found guilty of committing a crime that we have just been talking about are called community sentences. I would now like to read you some statements that other people have made about community sentencing in general. Please tell me how much you agree or disagree with each statement. How much do you agree or disagree that ...'

Annex 2: Methodology

Full details of the design and methodology for the survey can be found in the accompanying technical report. This section presents a brief overview of sampling, questionnaire, fieldwork and the response rate.

A2.1 Sampling

The SCJS 2008/09 used a random probability sample method and was designed to be representative of the population of households in Scotland and adults aged 16 or over living in those households. The sample size was substantially increased compared to previous surveys (c.16,000 from c.5,000).

The sample was drawn from the small users' Postcode Address File (PAF) which was expanded using the multiple occupancy indicator (MOI). PAF is currently by far the most comprehensive and reliable sample frame available in the UK for surveys of this kind.

The sample was also designed to achieve the equivalent of a simple random sample of 1,000 interviews in each police force area (PFA) in Scotland. A disproportional sample design by PFA was necessary to meet this stipulation, as PFAs with smaller populations required samples larger than their population proportions. As analysis was also required by criminal justice authority area (CJAA), these were combined with PFAs to produce 11 mutually exclusive areas which were used to stratify the sample.

As well as stratifying by PFA / CJAA, sample selection differed between urban and rural areas as defined by the Scottish Government's urban / rural classification.⁹⁸ In a departure from previous surveys, the sample was largely unclustered – clustering only occurred in the more sparsely populated areas of rural Scotland. In rural areas, Data Zones were selected as primary sampling units with probability proportional to population size and the sample was clustered within those areas. In urban areas the sample was systematically selected within PFA with a fixed interval giving an un-clustered sample.

At each sampled address, the interviewer was required to establish that the address was eligible (ineligible addresses include vacant properties, second homes, non-residential addresses and establishments where people live in group residences, e.g. care homes or halls of residence). In the rare situation where an interviewer found more than one address (despite expansion of the sample from using the MOI indicator) then a random selection of which address to interview at was made using an algorithm in the Computer Assisted Personal Interviewing (CAPI) script to generate a random number.

⁹⁸ Details of the 2007-2008 Scottish Government Urban Rural Classification used in this survey can be found at <http://www.scotland.gov.uk/Resource/Doc/233802/0063988.pdf>

Only one adult was interviewed in each household. As the majority of households contained more than one adult, details of all eligible adults were collected by the interviewer, before the CAPI script randomly selected one adult for interview. The random selection of the adult to be interviewed was used to avoid any bias in selection, and once a selection was made, no substitutions were permitted.

Fieldwork assignments by area across Scotland were spread out across the year-long fieldwork period, with a target to conduct equal numbers of interviews each month throughout the year. This avoided particular concentrations of interviews in a given area within a short period of time, or a concentration of interviews within a particular period of time.

A2.2 Questionnaire

The SCJS questionnaire has a complex structure, consisting of three elements:

- The **main questionnaire** consisting of a set of core modules asked of the whole sample; and a set of **quarter-sample modules**, containing questions on a variety of topics;
- A **victim form questionnaire** which collects details about the separate incidents a respondent may have experienced. This victim form can be repeated to collect details of up to five separate incidents or series;
- A **self-completion questionnaire** covering sensitive issues. All respondents were asked to complete a self-completion questionnaire, but had the option to refuse this.

A detailed description of the questionnaire can be found in the technical report. The questionnaire consisted, in order, of the following questionnaires / sections / modules:

Main questionnaire

- General views on crime and social issues
- Victim form screener

Victim form (repeated up to five times, based on information from the screener section)

- Incident details
- Perception of the offender and the incident
- Support and advice received
- Experience of criminal justice system organisations

Full sample module

- Community sentencing
- Criminal justice system

Quarter-sample modules

Module A

- Fear of crime
- Workplace abuse

Module B

- Criminal justice system organisations
- Insulted / pestered / intimidated

Module C

- Fraud (card and identity)
- Civil justice

Module D

- Civil justice
- Road safety cameras

Main questionnaire continued

- Demographics

Self-completion questionnaire

- Illicit drug use
- Partner abuse
- Sexual victimisation

Due to the sensitive nature of the questions in the self-completion questionnaire, respondents were given the option of refusing to complete any question they did not wish to answer.

Questionnaire development was carried out prior to fieldwork in order to ensure that questions relevant to emerging policy issues were included. More detail on this process can be found in the technical report. However, where relevant, and especially for the victim form, question wording remained consistent with previous surveys in order to aid comparability.

A2.3 Fieldwork

Fieldwork began on 1st April 2008 and finished on the 31st of March 2009, with approximately 1,333 interviews being conducted each calendar month.

Interviews were conducted face-to-face in the respondents' home and administered by specially trained professional interviewers using Computer Assisted Personal Interviewing (CAPI). Administration of the interview using CAPI has the advantage over paper-based interviewing of allowing plausibility and consistency checks to be incorporated into the interview process, improving data quality.

The majority of respondents completed the self-completion questionnaire themselves using Computer Assisted Self-Interviewing (CASI), entering their answers directly on to the interviewers tablet PC themselves. This ensured greater confidentiality when answering sensitive questions or those on illicit behaviour.

From early May to early July (a period of roughly two months) responses to open-ended questions where the interviewer wrote in respondents answers using the pen stylus on the touch sensitive screen of their tablet PC (for example, at questions where respondents had given an answer which required use of the 'Other SPECIFY' code) were not saved in the CAPI data collection system⁹⁹. Further details of the questions affected and the size of the effect are included in the accompanying technical report.

A2.4 Response Rate

The overall response rate, after adjusting for ineligible addresses was 70.9%. Just over one in ten issued addresses were found to be ineligible or 'deadwood' at which it was not possible to gain an interview. Table A2.1 provides a full breakdown for all issued addresses.

Table A2.1: Response rate for SCJS 2008/09
2008/09 SCJS sample (base: 25,339)

Outcome / summary	Sample	% issued	% valid
	25,339	100	
Addresses not traced / inaccessible	541	2.1	
Not built / does not exist	83	0.3	
Derelict / demolished	216	0.9	
Empty / vacant	961	3.8	
Second home / not main residence	359	1.4	
Business / industrial	376	1.5	
Institution / communal establishment	56	0.2	
Other deadwood	166	0.7	
Total ineligible addresses	2,758	10.9	
Total eligible addresses	22,581	89.1	100.0
No contact with anyone in household	1,443	5.7	6.4
No contact with selected respondent	269	1.1	1.2
No contact with responsible adult (U18 interview)	40	0.2	0.2
Total non contact	1,752	7.0	7.8
Office refusal	441	1.7	2.0
Refused all information	1,425	5.6	6.3
Personal refusal	1,487	5.9	6.6
Proxy refusal	304	1.2	1.3
Parental permission refused (U18 respondent)	2	0.0	0.0
Total refusal	3,659	14.4	16.2
Broken appointment	236	0.9	1.0
Temporarily ill / incapacitated	52	0.2	0.2
Physically or mentally unable	227	0.9	1.0
Away / in hospital	202	0.8	0.9
Inadequate English	81	0.3	0.4
Other unsuccessful	369	1.5	1.6
Total other unsuccessful	1,167	4.6	5.2
Total unproductive	6,578	26.0	29.1
Achieved interviews	16,003	63.2	70.9

⁹⁹ 1, 451 interviews were affected.

Annex 3: SCJS crime

This annex presents an overview of how information about crime is collected on the survey, what crimes are recorded, what crimes are included in the analysis contained in this report and how these are grouped.

A3.1 How the information was collected

Respondents were asked about their experiences of various broad types of crime in the 12-month 'reference period' in the screener section of the questionnaire (section A3.5). Up to five separate incidents or series identified in the screener section were then followed up in detail in the victim form section of the questionnaire with one victim form for each separate incident.

In common with other crime surveys, the SCJS only asks respondents to provide details of up to five separate incidents, even if they have experienced more. Incidents are prioritised according to the type of offence, with those offences which are less common prioritised over more common ones (and within that the most recent incident). The number of victim forms is capped in this way to reduce the burden on respondents.

A3.2 Offence coding

Once the interview data was returned to the office, all victim forms were reviewed by specially trained coders in order to determine whether what was reported in the interview represented a crime or not and what offence code should be assigned to the crime. Coders used a coding manual which contained precise definitions of each offence code. A copy of this manual can be found in the technical report.

The purpose of the offence classification was to identify a single Offence Code for each Victim Form from which both victimisation rates could be calculated and comparisons could be made with other statistics (e.g. police statistics and past crime surveys).

The framework for offence classification was developed over the series of crime surveys. Prior to the 1993 crime survey, offence coding instructions were consistent with previous British Crime Surveys. In 2003 the definition of housebreaking was changed to mirror more accurately the Scottish police recorded crime definition of domestic housebreaking by including housebreakings to non-dwellings such as sheds, garages and outhouses. This same instruction was used for the SCJS 2008/09.

Not all incidents recorded in the victim form were necessarily assigned a valid offence code. For example, some incidents were not crimes (even though the respondent may have considered them to be so), and some incidents were not able to be classified to an adequate level of accuracy and so no valid offence code could be assigned. In these cases the incidents were given a code which identified them as invalid or out of scope for the purposes of deriving estimates of crime.

Further details of the offence coding including the quality procedures followed are included in the accompanying technical report.

A3.3 Series of crimes

Most incidents that were reported in the survey were one-off, single occurrences. However, in a minority of cases respondents were victimised a number of times in succession. In these cases, respondents were asked whether they considered these incidents to be a 'series'; that is:

“the same thing, done under the same circumstances and probably by the same people”.

Where incidents were determined to be part of a series, the total number of incidents was recorded, but only one victim form was completed. The details collected in this victim form were those of the most recent incident in the series to help respondent recall and reduce respondent burden.

A3.3.1 Capping series of crimes

Where there were more than five incidents in a series, only the first five were included in the estimates of crime. This restriction has been applied since the British Crime Survey (BCS) began in 1982 and the equivalent Scottish crime survey began in 1993. This capping is necessary to ensure that survey estimates were not affected by a very small number of respondents who report an extremely high number of incidents. This improves the ability to compare trends in survey data over time, especially among rarer crimes where numbers of crimes can be highly variable between survey years. Capping of this kind is consistent with other surveys of crime and surveys on other topics.

Prevalence rates are not affected by this capping procedure (see Bolling et al., 2008 for information on the measurement of series data in the BCS), though it has been shown to underestimate the incidence of crime, in particular of violent crime, in other surveys (Farrell & Pease 2007; Planty & Strom 2007). The technical report also provides further discussion of this issue.

A3.4 Valid incidents

The SCJS only collected information about incidents which happened in Scotland. If an incident occurred on-line and the respondent was living in Scotland at the time of the incident, full details would be collected. The BCS and the Northern Ireland Crime Survey (NICS) collect information on crimes occurring in England and Wales and Northern Ireland respectively.

In addition, incidents had to have occurred in the survey reference period, the 12 months prior to the month of interview (section A3.5) and be assigned a valid offence code (section A3.2).

A3.5 Survey reference period

Respondents to the SCJS were asked about their experience of crime within a defined period of time known as the 'reference period'. The estimates of

incidence and prevalence in this report are based only on incidents which happened in the 12 calendar months prior to the month of interview. For example, in an interview conducted on the 15th of September 2008, the survey statistics would include incidents which the respondent had experienced between 1st September 2007 and the 31st August 2008.¹⁰⁰ The reference period therefore covered an equal length of time (12 calendar months) for each respondent, irrespective of when they were interviewed during the 12 month fieldwork period.

Due to the continuous interviewing across the 12 month fieldwork period, the reference period 'rolled' forward for each consecutive fieldwork month. Compared to the example above, respondents interviewed on 15th October 2008 were asked about incidents which occurred in the reference period 1st October 2007 to 30th September 2008. The total reference period for interviews conducted from April 2008 through to the end of March 2009 is therefore a 23 month period from April 2007 through to February 2009. This is illustrated in figure A3.1 below.

March 2008 is the only month to be included in the reference period for all 16,003 respondents and the crimes collected centre around this month.

Figure A3.1: Survey reference period for SCJS 2008/09

Survey reference period:																								
Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Interviews conducted:	
																							Apr-08	
																								May-08
																								Jun-08
																								Jul-08
																								Aug-08
																								Sep-08
																								Oct-08
																								Nov-08
																								Dec-08
																								Jan-09
																								Feb-09
																								Mar-09

8.5.3 Source: Adapted from TNS, Scottish Crime and Justice Survey 2007-2010 Research Proposal; Unpublished, 2007.

¹⁰⁰ However, despite the fact that these incidents are not include in the analysis, for the sake of simplicity, respondents were also asked about incidents which happened in the period of time between the start of the reference period and the date of interview. In the example above, incidents which occurred in the month of interview (i.e. the 15 days of September 2008) would also be recorded by the interviewer so they were available for future research (even though they would not form part of the statistics). For a period from the months of April through to June 2008 this was not the case, and incidents occurring in the month of interview, including where the latest incident in a series was in the month of interview, were not recorded. Further detail is provided in accompanying technical report.

In 2002, the British Crime Survey (BCS) similarly moved from a fixed reference period with a sample size of 20,000 to a rolling reference period with a sample size of 40,000. The initial findings of an assessment of the impact of the change in methodology on estimates of crime concluded that 'the new methodology is not giving rise to crime estimates any greater than those achieved under the old methodology. Indeed, for some categories the change in methodology appears to generate lower estimates' (Kershaw et al, 2001).

A3.5.1 Series incidents and the reference period

Where respondents had experienced series incidents, if the most recent incident in the series occurred in the month of interview (that is outside of the reference period), the number of incidents in the series (capped at 5) was reduced by the number of incidents occurring in the month of interview. However, for the months of April through to June 2008, where the latest incident in the series was in the month of interview, no details were collected in the victim form. Therefore, in these months, a small number of series incidents were not recorded. Further information is provided in the technical report.

A3.6 Crime types covered by the survey

A3.6.1 Offence codes

The offence coding manual for SCJS 2008/09 contained 63 offence codes. Of those 63, 13 related to sexual offences or threats, and so are not included in the analysis contained in this report (section A3.6.2 and A3.6.3). It also contained 18 codes for classifying incidents recorded in the victim form which were not within the scope of the survey, or where not enough information was collected to make an accurate classification so were not valid codes to estimate crimes from.

A3.6.2 A note on crime types not covered

The SCJS does not aim to provide data about all types of crime and has notable exclusions (chapter 1).¹⁰¹

The SCJS 2008/09 did collect information on threats and, where reported, on sexual offences, and coders assigned offence codes to incidents of these crimes in the normal way. However, the analysis contained in this report, including the estimates of incidence and prevalence, do not include these crimes for the reasons below.

A3.6.3 Sexual offences

Very small numbers of sexual offences were recorded in the victim form in past Scottish crime surveys. It is accepted that victims are reluctant to disclose information on these sensitive crimes in a face-to-face interview. Any

¹⁰¹ Further details can be found in chapter 1 of this report and in the accompanying technical report.

survey estimates for sexual offences produced from the victim form in past surveys have not been sufficiently reliable to report.

Recognising the unreliability of face-to-face interviewing in collecting information about sexual victimisation, the SCJS 2008/09 estimates of crime did not include data on any sexual offences that were recorded in the victim form. Instead a separate self-completion section was developed for the SCJS 2008/09. The statistics and analysis will be reported separately.

A3.6.4 Threats

Following established practice in previous crime surveys in Scotland, threats, although assigned an offence code, were not included in the estimates of crime due to the difficulty of establishing whether or not a crime actually occurred (Anderson and Leitch, 1996).

A3.6.5 List of offence codes

The list of the 32 SCJS offence codes (crimes) which were included in the incidence and prevalence estimates in this report is shown in table A3.1. The table also shows the crime groups used in the report into which each offence code is grouped.

Table A3.1: Offence codes included in the estimates of crime by crime group used in the report
2008/09 SCJS

Code	Description	Crime group	
11	Serious assault	Assault	
12	Minor assault		
14	Serious assault and fire raising		
15	Serious assault and housebreaking		
21	Attempted assault		
41	Robbery	Robbery	
42	Attempted robbery		
43	Snatch theft from the person	Other personal theft (excluding robbery)	
44	Other theft from the person		
45	Attempted theft from the person		
67	Other theft		
73	Other attempted theft		
51	Housebreaking in a dwelling (nothing taken)	Housebreaking	
52	Housebreaking in a dwelling (something taken)		
53	Attempted housebreaking in a dwelling		
50	Attempted housebreaking to non-connected domestic garage / outhouse	Other attempted theft (including bicycle theft)	
55	Theft in a dwelling		
56	Theft from a meter		
57	Housebreaking from non-connected domestic garage / outhouse – nothing taken		
	Housebreaking from non-connected domestic garage / outhouse – something taken		
58	Housebreaking from non-connected domestic garage / outhouse – something taken		
64	Theft of pedal cycle		
65	Theft from outside dwelling (excluding theft of milk bottles)		
60	Theft of car / van		All motor vehicle theft
61	Theft from car / van		
62	Theft of motorbike, motor scooter or moped		
63	Theft from motorbike, motor scooter or moped		
71	Attempted theft of / from car / van		

72	Attempted theft of / from motorcycle, motor scooter or moped	
80	Fire raising	Vandalism
82	Vandalism to a motor vehicle	
84	Vandalism to the home	
86	Other vandalism	

A3.7 Incidence, prevalence and repeat victimisation

The SCJS produces two key measures of crime: incidence and prevalence. It also provides data on repeat victimisation.

A3.7.1 Incidence and incidence rate

Incidence is defined as: “*The number of crimes experienced per household or adult.*”

To calculate incidence, the number of crimes experienced by respondents or their household was aggregated together for each offence code, based on up to five separate victim forms, and on the number of incidents in a ‘series’ (capped at 5) recorded in those victim forms (section A3.5.1).

The overall incidence was estimated for Scotland using population estimates for the household and adult populations supplied by General Register Office for Scotland (GROS). In the SCJS the number of crimes identified in 2008/09 was grossed by the following 2008 population estimates: 2,331,250 households for household crimes and 4,254,966 adults for personal crimes.¹⁰²

The incidence rate has also been calculated for key crime groups. This is calculated as the gross number of incidents divided by 10,000 to give an incidence rate per 10,000 households (for household crimes) or per 10,000 adults (for personal crimes). The incidence rate enables comparison between areas with differing populations. It is used in the report to compare results obtained from the SCJS and from the British Crime Survey (BCS) 2008/09.

A3.7.2 Prevalence rate

Prevalence is defined as “*The proportion of the population who were victims of an offence once or more in the specified period.*”

Prevalence takes account of whether a household or person was a victim of a specific crime once or more, not the number of times they were victimised. These figures were based on information from the victim form, where respondents and their households are designated as victims, or not. The percentage of households or individuals in the population that is a victim provides the prevalence rate. This equates to the risk of being a victim of crime and is also referred to as the rate of victimisation.

The prevalence rate was calculated according to the nature of the crime. For a crime or group of crimes where respondents were asked whether it had

¹⁰² <http://www.gro-scotland.gov.uk/statistics/publications-and-data/population-estimates/mid-2008-population-estimates-scotland/index.html>.

happened to the household or not, the prevalence rate was calculated as a percentage of the population of households. Of the groups used in the report, this included all motor vehicle crime, vandalism, housebreaking and other household theft (including bicycle theft) (see section A3.8 for further details on these groups). For a crime or groups of crimes where respondents were asked whether it had happened to them personally or not, the prevalence rate was calculated based on the population of adults. Of the groups used in this report, this includes property theft (excluding robbery), assault, robbery and violence.

Where crimes are grouped together in a way that includes both household and personal crime, the prevalence rate was calculated as a percentage of the population of adults. This follows the practice adopted by the BCS and includes the prevalence of crime overall (all SCJS crime) and the prevalence of property crime.

Since the SCJS also collects demographic information, prevalence rates have been calculated for different subgroups to investigate the varying risk among people with different personal and area characteristics (chapter 3; chapter 4). Estimates of prevalence rates among vehicle- and bicycle-owners have also been calculated for relevant crimes (annex 1). Risk among those groups is higher than for the population in general, of course, as the household population includes those which do not have access to vehicles or bicycles.

A3.7.3 Repeat Victimization

A household or adult is classed as a repeat victim if they are the victim of the same crime more than once in the 12 month reference period. If everyone had only been the victim of one crime in the reference period incidence and prevalence rates would be the same. Repeat victimisation accounts for differences between incidence and prevalence rates. Higher levels of repeat victimisation mean there is a relatively lower prevalence rate compared with incidence and the average number of crimes per victim (the concentration rate) is relatively high.

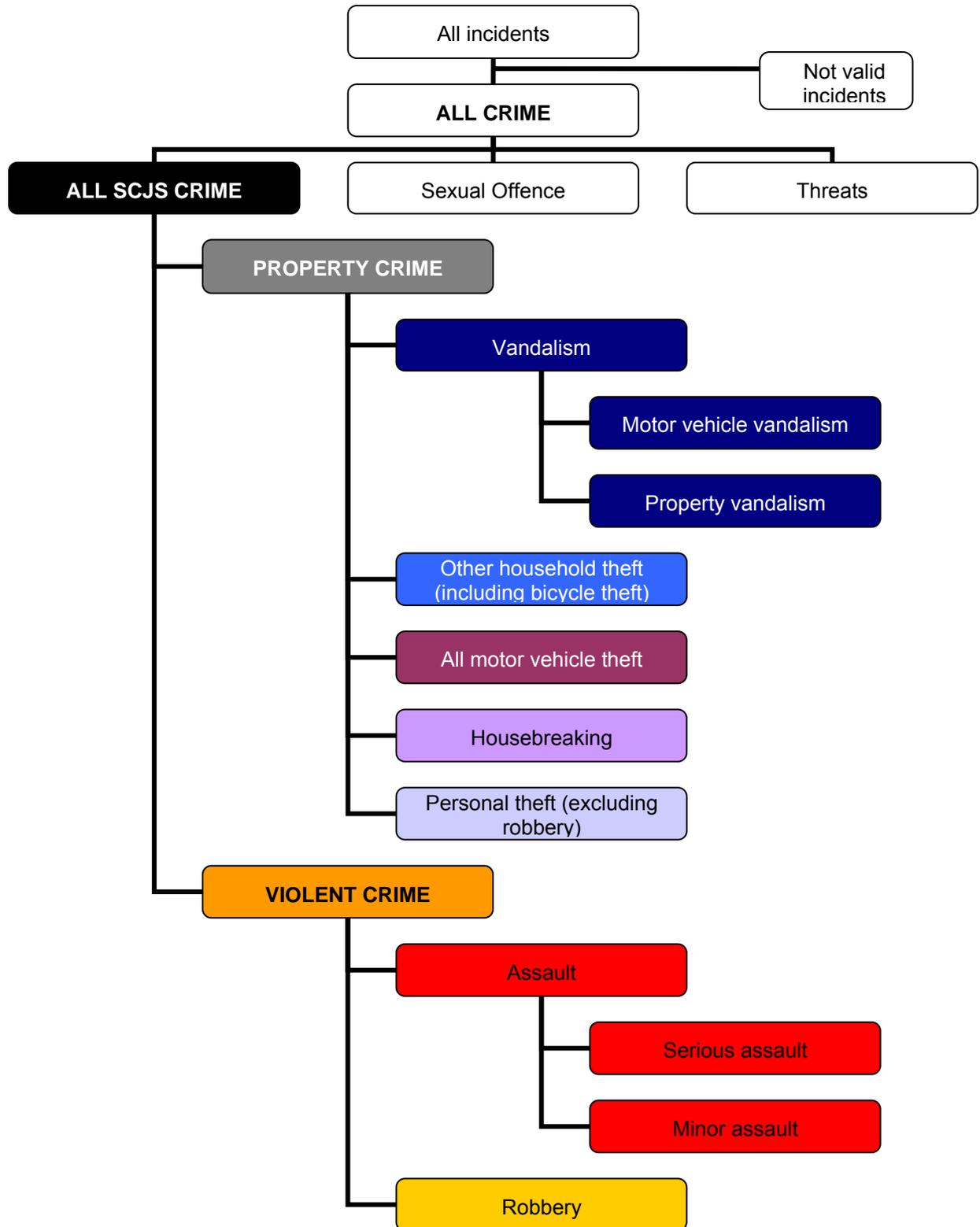
The repeat victimisation rate is calculated as a percentage of household or adult victims according to the crime group. Where both household and personal crimes are grouped together, the repeat victimisation rate is calculated as a percentage of the population of adult victims.

A3.8 Crime groups

Offence codes (crimes) were categorised into seven groups which are used throughout this report. These seven groups were further grouped into property crime and violent crime and are shown below.¹⁰³

¹⁰³ The groups, sub-groups and the offence codes included in the SCJS 2008/09 are shown in figure A3.2. For crime groups that are part of comparable crimes used to compare with police recorded crimes see annex 5.

Figure A3.2: Crime groups used in the report



A3.8.1 Crime group descriptions

The groups shown in figure A3.2 and used in this report are described in more detail below.

A3.8.2 Acquisitive crime

Acquisitive crime consists of three crime categories: housebreaking, theft of a motor vehicle and bicycle theft.

It forms part of the group known as comparable crime which is comparable to police recorded crime used in chapter 2 (for further details see annex 5).

A3.8.3 All motor vehicle theft

The SCJS covers three main categories of vehicle theft: 'theft of motor vehicles' referring to the theft or unauthorised taking of a vehicle, where the vehicle is driven away illegally (whether or not it is recovered); 'theft from motor vehicles' which includes the theft of vehicle parts, accessories or contents; and 'attempted thefts of or from motor vehicles', where there is clear evidence that an attempt was made to steal the vehicle or something from it (e.g. damage to locks). If parts or contents of the motor vehicle are stolen in addition to the vehicle being moved, the incident is classified as theft of a motor vehicle. Included in this category are cars, vans, motor cycles, scooters and mopeds which are either owned or regularly used by anyone in the household. Lorries, heavy vans, tractors, trailers and towed caravans were excluded from the coverage of the SCJS.

All motor vehicle theft is a sub-group of property theft. Theft of a motor vehicle, one of the crimes within this group, is one of the components of acquisitive crime used to compare with police recorded crime.

A3.8.4 Assault

In the SCJS, the term assault refers to two main categories:

- Serious assaults, comprising incidents of assault which lead to overnight stays in hospital or internal injuries, severe concussion, loss of consciousness, lacerations or any other injury which could lead to impairment or disfigurement;
- Minor assaults, which are actual or attempted assaults resulting in no or negligible injury.

For the purpose of analysis and comparison with police recorded crime statistics these categories have been grouped together and called assault.

Assault is a sub-group of violent crime.

A3.8.5 All SCJS crime

This is the category of crime that includes all property crime and all violent crime, and excludes threats and sexual offences (see section A3.6).

All SCJS crime is used throughout the report and all of the other crime groups used in the report are sub-groups of all SCJS crime. Estimates of overall incidence and prevalence are calculated using all SCJS crime.

A3.8.6 Bicycle theft

This term applies to the theft of bicycles from outside a dwelling. Almost all bicycles were stolen in this way. Bicycle thefts which take place inside the house by someone who is not trespassing at the time are counted as theft in a dwelling (a sub-category of other household theft); and thefts of bicycles from inside the house by a trespasser are counted as housebreaking.

A3.8.7 Comparable crime

Only certain categories of crime covered by the SCJS are directly comparable with police recorded crime statistics (annex 5). These categories are collectively referred to as comparable crime. Comparable crime is broken down at various points into the following three broad classifications:

- Acquisitive crime: comprising housebreaking, theft of a motor vehicle and bicycle theft;
- Vandalism: including both vehicle and household vandalism;
- Violence: comprising assault and robbery.

Comparable crime is used in chapter 2 when comparing to police recorded crime and in the crime tables (annex 1).

A3.8.8 Housebreaking

In Scottish law, the term 'burglary' has no meaning although in popular usage it has come to mean breaking into a house in order to steal the contents. Scottish law refers to this as 'theft by housebreaking'.

Respondents who reported that someone had broken into their home with the intention of committing theft (whether the intention was carried out or not) were classified as victims of housebreaking. Entry must be by forcing a door or via a non-standard entrance. Thus, entry through unlocked doors or by using false pretences, or if the offender had a key, are not housebreaking (these would fall into 'other household theft'). The definition of housebreaking used in this report is the same as the definition used in the 2003 and 2006 reports but differs from the definition used in previous reports. The definition was changed in 2003 to mirror more accurately the Scottish police recorded crime definition of domestic housebreaking by including housebreakings to non-dwellings (such as sheds, garages and out-houses which are directly linked to the dwelling).

Housebreaking is a sub-group of property crime and is one of the components of acquisitive crime used to compare with police recorded crime.

A3.8.9 Household crimes

For household offences all members of the household can be regarded as victims. Therefore, the respondent answers on behalf of the whole household in the offence categories of: vandalism (to property and vehicles); other household theft (including bicycle theft); all motor vehicle theft and housebreaking.

Household crime is not used as a separate group within this report. Estimates of incidence and prevalence rates are calculated based on the household population for all of the household crimes (unless grouped with personal crimes).

A3.8.10 Other household theft (including bicycle theft)

This term refers to actual and attempted thefts from domestic garages, outhouses and sheds etc. that are not directly linked to the dwelling. The term also includes thefts from gas and electricity prepayment meters and thefts from outside the dwelling (excluding thefts of milk bottles etc. from the doorstep). 'Thefts in a dwelling' are also included in this category; these are thefts committed inside a home by somebody who did not force their way into the home, and who entered through a normal entrance (examples include guests at parties, workmen with legitimate access, people who get in using false pretences, or if the respondent leaves a door open or unlocked). Theft of a bicycle is also included.

Other household crime (including bicycle theft) is a sub-group of property crime. Bicycle theft, one of the crimes within this group, is a component of acquisitive crime used to compare with police recorded crime.

A3.8.11 Personal crime

Personal crime relates to crimes against the individual and only to the respondents' own personal experience (not that of other people in the household). This applies to the following offence categories: assault, robbery, theft from the person, and other personal theft.

Personal crime is not used as a separate group within this report. Estimates of incidence and prevalence rates are calculated based on the adult population for all of the crimes defined as personal crime and for groups of crimes including both personal and household crime.

A3.8.12 Personal theft (excluding robbery)

This group of crime includes snatch theft actual and attempted 'theft from the person' where the victim's property is stolen directly from the person of the victim, but without physical force or threat of it and 'other personal theft' which refers to theft of personal property outside the home where there was no direct contact between the offender and the victim.

Personal theft is included in property crime. It differs from the rest of property crime in that estimates of incidence and prevalence of personal theft are calculated using the adult, rather than the household, population.

A3.8.13 Property crime

This SCJS crime grouping includes vandalism; other household theft (including bicycle theft); all motor vehicle theft; housebreaking and personal theft (excluding robbery).

Property crime is one of the main crime groups used in this report (together with violent crime). As property crime includes both household and personal crime, estimates of incidence and prevalence rates are calculated based on the adult population.

A3.8.14 Property vandalism

Vandalism to the home and other property involves intentional or malicious damage to doors, windows, fences, plants and shrubs for example. Vandalism to other property also includes arson where there is any deliberate damage to property belonging to the respondent or their household (including vehicles) caused by fire, regardless of the property involved.

Property vandalism and vehicle vandalism together are classed as vandalism.

A3.8.15 Robbery

This term refers to actual or attempted theft of personal property or cash directly from the person, accompanied by force or the threat of force. Robbery should be distinguished from other thefts from the person which involve speed or stealth.

Robbery is a sub-group of violent crime.

A3.8.16 Serious assault

An assault is classified as serious if the victim sustained an injury resulting in detention in hospital as an in-patient or any of the following injuries whether or not they was detained in hospital: fractures, internal injuries, severe concussion, loss of consciousness, lacerations requiring sutures which may lead to impairment or disfigurement or any other injury which may lead to impairment or disfigurement.

Serious assault is a sub-group within violent crime.

A3.8.17 Vandalism

Vandalism involves intentional and malicious damage to property (including houses and vehicles). In the Criminal Justice (Scotland) Act 1980, vandalism became a separate offence defined as wilful or reckless destruction or damage to property belonging to another. Cases which involve only nuisance without actual damage (for example, letting down car tyres) are not included. Where criminal damage occurs in combination with housebreaking, robbery or violent offences it is these latter that take precedence.

Vandalism is a sub-group within property crime and forms part of the group known as comparable crime which is comparable to police recorded crime used in chapter 2 (for further details see annex 5).

A3.8.18 Vehicle vandalism

This SCJS crime group includes any intentional and malicious damage to a vehicle such as scratching a coin down the side of a car, or denting a car roof. It does not, however, include causing deliberate damage to a car by fire. These incidents are recorded as fire-raising and therefore included in vandalism to other property. The SCJS only covers vandalism against vehicles belonging to private households; that is, cars, vans, motor cycles, scooters and mopeds which are either owned or regularly used by anyone in the household. Lorries, heavy vans, tractors, trailers and towed caravans were excluded from the coverage of the SCJS.

Vehicle vandalism, together with property vandalism, is collectively known as vandalism.

A3.8.19 Violent crime

The coverage of violent crime consists of actual and attempted minor assault, serious assault and robbery. Sexual offences are not included.

Violent crime is one of the main crime groups used in this report along with property crime. It forms part of the group known as comparable crime which is comparable to police recorded crime used in chapter 2 (for further details see annex 5).¹⁰⁴

¹⁰⁴ Violent crime is referred to as violence when it is included in comparable crime.

Annex 4: Confidence intervals, statistical significance and weighting

A4.1 Confidence intervals and statistical significance

SCJS estimates are based on a representative sample of the population of Scotland aged 16 or over living in private households. A sample, as used in the SCJS, is a small-scale representation of the population from which it is drawn.

Any sample survey may produce estimates that differ from the values that would have been obtained if the whole population had been interviewed. The magnitude of these differences is related to the size and variability of the estimate, and the design of the survey, including sample size.

It is however possible to calculate the range of values between which the population figures are estimated to lie; known as the confidence interval (also referred to as margin of error). At the 95 per cent confidence level, when assessing the results of a single survey it is assumed that there is a one in 20 chance that the true population value will fall outside the 95 per cent confidence interval range calculated for the survey estimate. Similarly, over many repeats of a survey under the same conditions, one would expect that the confidence interval would contain the true population value in 95 times out of 100.

Because of sampling variation, changes in reported estimates between survey years or between population subgroups may occur by chance. In other words, the change may simply be due to which respondents were randomly selected for interview.

Whether this is likely to be the case can be assessed using standard statistical tests. These tests indicate whether differences are likely to be due to chance or represent a real difference. In general, only differences that are statistically significant at the five per cent level (and are therefore likely to be real as opposed to chance) are described as differences within this report.

Confidence intervals around SCJS estimates are based on sampling variation calculations which reflect the stratified and, in some areas, clustered design of the survey, and also the weighting applied. They are often referred to as complex standard errors (CSEs). The values for these were calculated using the SAS Surveymeans module (<http://www.sas.com>).

Statistical significance for change in SCJS estimates for overall crime cannot be calculated in the same way as for other SCJS estimates. This is because there is an extra stage of sampling used in the personal crime rate (selecting the adult respondent for interview) compared with the household crime rate (where the respondent represents the whole household). Technically these are estimates from two different, though obviously highly related, surveys. The Office for National Statistics (ONS) methodology group has provided an approximation method to use to overcome this problem. This method is also used by the BCS.

The approach involves producing population-weighted variances associated with two approximated estimates for overall crime. The first approximation is derived by apportioning household crime equally among adults within the household (in other words, converting households into adults). The second apportions personal crimes to all household members (converting adults into households).

The variances are calculated in the same way as for the standard household or personal crime rates (i.e. taking into account the complex sample design and weighting). An average is then taken of the two estimates of the population-weighted variances. The resulting approximated variance is then used in the calculation of confidence intervals for the estimate of all SCJS crime. It is then used in the calculation of the sampling error around changes in estimates of all SCJS crime. This enables the determination of whether such differences are statistically significant.

This method incorporates the effect of any covariance between household and personal crime. By taking an average of the two approximations, it also counteracts any possible effect on the estimates of differing response rates by household size.

If confidence intervals are not provided, then an approximation may be used. The standard error should be calculated assuming a simple random sample and the value multiplied by an appropriate design factor to provide the confidence interval. Design factors will differ for different types of crime and characteristics. Examination of the data indicates that most design factors that have been calculated have values of less than 1.2. This suggests that the use of 1.2 would provide conservative estimates of confidence intervals for most estimates from the survey.

Table A4.1 shows the following for the key crime groups:

- The estimates for incidence rates per 10,000 adults / households;
- The 95% confidence intervals;
- The simple random sample (SRS) standard error;
- The complex, or SCJS sample, standard error;
- The design factor.

Table A4.1: Confidence intervals, standard errors and design factors for key crime groups (incidence rate), 2008/09
2008/09 SCJS (base: 16,003)

	Rate per 10,000	Confidence intervals	SRS Standard Error	SCJS Standard Error	Design Factor
COMPARABLE WITH POLICE	2,520	191	82	98	1.18
VANDALISM	1,503	128	54	65	1.21
ACQUISITIVE	273	39	19	20	1.04
Housebreaking	109	26	13	13	1.04
Theft of a motor vehicle	32	11	5	6	1.04
Bicycle theft	132	26	13	13	1.03
VIOLENCE	744	97	47	49	1.04
Assault	698	95	46	48	1.04
Robbery	46	18	9	9	1.06
OTHER SURVEY CRIMES					
Theft from a motor vehicle	230	36	18	19	1.03
Attempted theft of / from motor vehicle	37	11	6	6	1.02
Other household theft	610	67	30	34	1.15
Theft from the person	47	13	7	6	0.98
Other personal theft	211	34	18	17	0.98
Serious assault	60	26	14	14	0.99
PROPERTY CRIME	2,911	154	66	86	1.30
Housebreaking	109	26	13	13	1.04
All motor vehicle thefts	299	40	20	20	1.04
Other household thefts including bicycle thefts	741	77	33	40	1.19
Motor vehicle vandalism	784	73	35	37	1.06
Property vandalism	719	88	39	45	1.15
Personal theft excluding robbery	258	38	19	19	1.02
ALL SURVEY CRIME	3,655	241	97	123	1.27

A4.2 Weighting

A4.2.1 Weighting method

Weighting was required to correct for:

- Unequal probabilities of selection, correcting for sampling bias (design weights);
- Disproportional area sampling, correcting for sampling bias (calibration weighting);
- Differential response by different sub-groups, correcting for non-response error (calibration weighting).

A two-stage approach to weighting was used for SCJS. The first stage calculated a set of design weights that corrected for the unequal probabilities of selection due to an inaccuracy in the Postcode Address File (PAF) multiple occupancy indicator (MOI) and, for the individual level weights, the adult household size.

These design weights were used as pre-weights, or initial weights, applied to the data before the calibration weighting. Correction for disproportional sampling by police force area (PFA) and criminal justice authority area (CJAA) was achieved within the calibration weighting.

Weighting to correct for non-response error used characteristics that have been shown to be related to the levels and types of crime experienced by individuals.

The rims used in the calibration weighting for households were:¹⁰⁵

- Urban / rural within local authority (LA);
- Household type within PFA / CJAA;
- Age of head of household within PFA / CJAA.

A single age by gender by PFA / CJAA rim was used in the calibration weighting for individuals.

A4.2.2 Weights and expansion factors

The SCJS, like the British Crime Survey (BCS), technically consists of two highly related, but separate surveys (Section A4.1). At various times in the survey the adult being interviewed provides information on behalf of the household as a whole and on behalf of themselves as an individual.

As a result two weights were needed for each case (respondent); a household weight and an individual weight. These were applied according to whether an estimate was for a household variable (such as household accommodation type) or an individual variable (such as respondent opinion of the change in crime in the local area).

In this report, the results from the survey are presented in terms of the total population of households or adults in Scotland. An expansion factor was included in the weights to gross-up the sample data and express the results as population values (annex 3). This produced two gross weights which are applied to the relevant questions when reporting the data.

The household or individual weight calculated for a respondent also applied to any victim form linked to that respondent, according to whether the details provided were categorised as a household or a personal crime (annex 3).

Most victim forms covered only one occasion. A small number of victim forms provided information about the latest in a series (where the same thing was carried out by the same people on different occasions – see annex 3). A second expansion factor was combined with the household or individual

¹⁰⁵ The calibration weighting procedure used for SCJS, is known as 'rim weighting'. The factors used in the rim weighting are known as rims.

weight to allow estimates of incidence to include up to five of the crimes in the series that happened in the reference period (annex 3). This produced a separate 'incident weight' for each valid victim form. This weight was applied when reporting incident details (for example, who the offender was) so that data from series incidents were represented in the correct proportion of incidents overall.

Further details of the weighting are provided in the technical report, including details of the weights provided in the SPPS files and for use with the self-completion data. The user guide provides additional details on the use of the different weights.

Annex 5: Comparison between the SCJS and police recorded crime statistics

A5.1 SCJS comparable crime

The SCJS provides estimates of the level of crime in Scotland. It includes crimes that are not reported to or recorded by the police, but is limited to crimes against adults resident in households, and also does not cover all crime types (chapter 1). Police recorded crime is a measure of those crimes reported to the police (estimated by the SCJS to be 42% of comparable crime) and then recorded by them as a crime or offence.

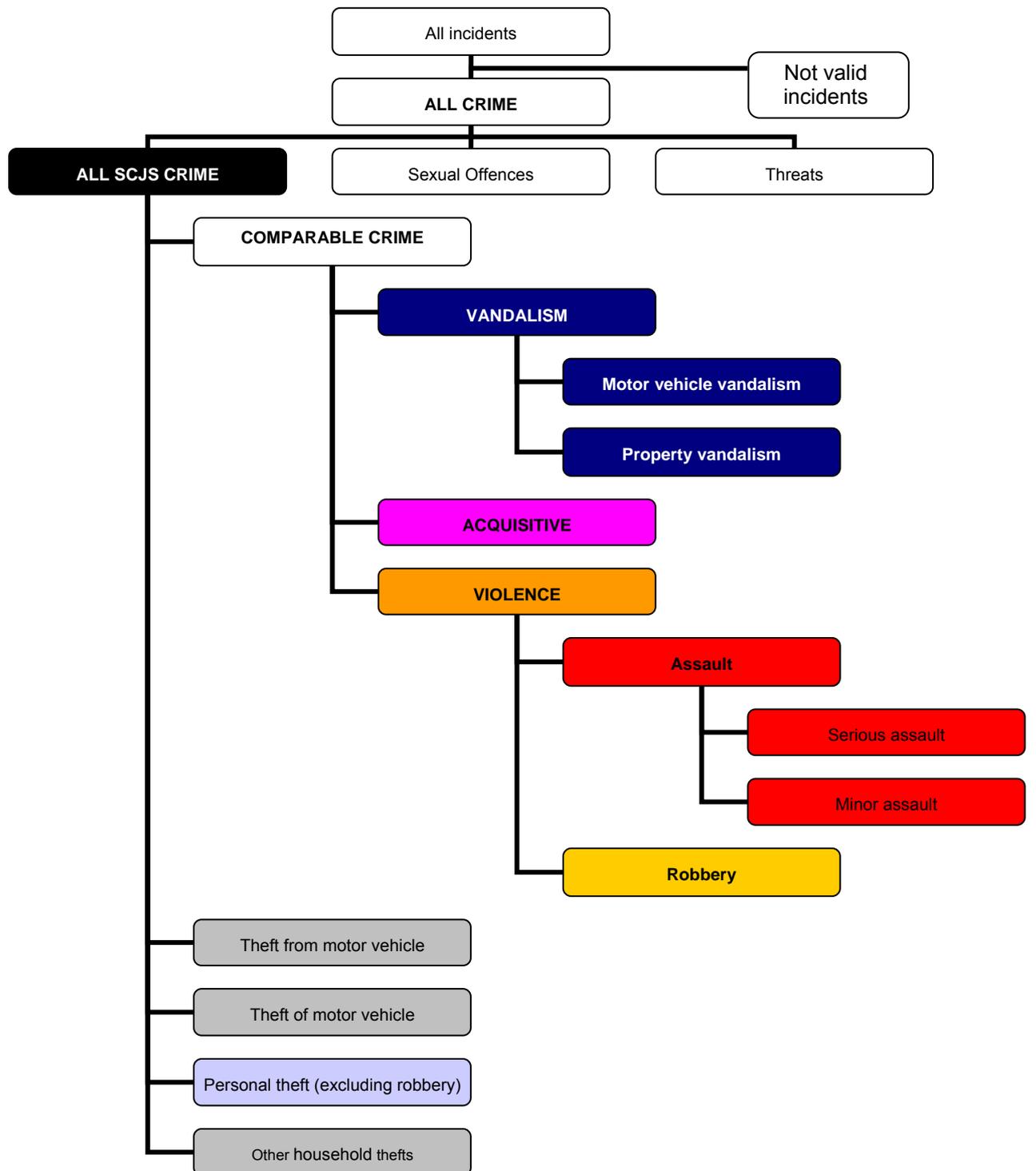
In order to compare the crime rates measured by the SCJS and police recorded crime, a comparable subset of crimes was created for a set of crimes that are covered by both measures. 59% of SCJS crime as measured by the SCJS 2008/09 falls into categories that can be compared with crimes recorded by the police.

It is possible to make comparisons between the SCJS and police recorded crime statistics for six general offence groups: vandalism, housebreaking, theft of motor vehicles, bicycle theft, assault and robbery (annex 3). Due to the small numbers of these crimes reported in the SCJS these have been grouped into Vandalism, Acquisitive (including housebreaking, bicycle theft and theft of motor vehicles) and Violence (annex 3).

SCJS crime estimates are based on interviews conducted between April 2008 and March 2009. Interviews have been conducted continuously with respondents being asked about crimes they have experienced in the 12 months prior to the interview. The moving reference period used in SCJS means that the data collected centres around March 2008 and is most closely comparable to a period ending September 2008, six months ahead of the police recorded crime data reported here (annex 3).

To enable comparison, estimates of the total number of comparable crimes in Scotland were obtained by grossing up the number of crimes identified in the SCJS using the General Register Office for Scotland (GROS) 2008 population estimates of households and adults (annex 3).

Figure A5.1: Comparable crime groups



A5.2 Police recorded crime

Police recorded crime data relate to crimes committed between April 2007 and March 2008.¹⁰⁶ The figures presented in this volume are those as notified to the Scottish Government and that were contained on the database on 09 June 2009.

Various adjustments were made to the recorded crime categories to maximise comparability with the SCJS. In previous crime surveys in Scotland the police recorded crime figures were adjusted further to remove crimes against victims aged 15 or younger and crimes against businesses. In the SCJS 2008/09 the adjustments have not been made for the following reasons:

- This further adjustment came from a Strathclyde police survey from 2002/03 which was before the change to recorded crime practices brought about by the Scottish Recorded Crime Standard so it may not be valid any longer,
- In addition, the adjustment may still be appropriate but given that the data from the SCJS can now be provided at police force area (PFA) level it is not appropriate to use Strathclyde's adjustment across all forces. Information to undertake this adjustment using local police force sources did not exist at the time of publication.

The decision not to adjust police recorded crime is consistent with established practice on British Crime Survey (BCS).

¹⁰⁶ <http://www.scotland.gov.uk/Publications/2008/09/29155946/0>

Annex 6: Comparing crime estimated by the SCJS with the BCS

The coding of crimes differs between the SCJS and the British Crime Survey which reflects the criminal justice systems in which they operate. One general difference is that the SCJS includes crimes where the offender is mentally ill or a police officer (these crimes are excluded in the BCS estimates).

The SCJS differs from the BCS in that it prioritises assault over other crimes when coding offences. For example, in an incident includes both vandalism and assault, the assault component will be assumed to be more serious unless it is clear that the damage to property was the most serious aspect of the incident. This is not the case with the BCS. In addition, the intent of the offender to cause harm is not taken into consideration in the SCJS and the offence code given relies only on the injuries that the victim received. The intention of the offender is taken into consideration when assigning offence codes for assaults in the BCS.

The definition of burglary in England and Wales as measured by the BCS and the definition of housebreaking in Scotland as measured by the SCJS differ in two ways:

- The mode of entry;

In Scotland, housebreaking occurs when the offender has physically broken into the home by forced entry or come in the home through a non-standard entry point such as a window. Even if the offender pushed past someone to gain entry to the home, this would not be coded as housebreaking in Scotland¹⁰⁷.

Burglary measured by the BCS in England and Wales does not necessarily involved forced entry; a burglar can walk in through an open door, or gain access by deception.

- The intention of the offender;

Burglary from a dwelling in England and Wales as measure by the BCS includes any unauthorised entry into the respondent's dwelling, no matter what incident occurs once the offender is inside. If the offender does not have the right to enter a home, but does so, this will be burglary.

In Scotland, the SCJS records the incident as housebreaking only if there is evidence of either theft from inside the home or an intention to steal in the case of attempted break-ins.

¹⁰⁷ If a theft occurred in this instance, it would be included in the other household theft count.

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Official and National Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics at <http://www.statisticsauthority.gov.uk/assessment/code-of-practice/code-of-practice-for-official-statistics.pdf>. Both undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference.

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Further information about Official and National Statistics can be found on the UK Statistics Authority website at www.statisticsauthority.gov.uk

This report has been produced by researchers from the respected independent social research organisation TNS-BMRB working with Scottish Government Researchers in the Justice Analytical Services Department.

UK Statistics Authority - Assessment Report

Under the provisions of the Statistics and Registration Service Act 2007, the UK Statistics Authority has a statutory function to assess sets of statistics against the Code of Practice for Official Statistics, with a view to determining whether it is appropriate for the statistics to be designated, or retain their designation, as National Statistics. Designation as National Statistics means that statistics are deemed to be compliant with the Code of Practice.

The statistics published from the *Scottish Crime and Justice Survey* have been assessed by the UK Statistics Authority and have been confirmed as National Statistics. The Scottish Government will report back to the Authority by January 2010 on some specific enhancements it was to make, as identified by the Authority. The Assessment Report, which was published in September 2009, can be accessed via the following link:

<http://www.statisticsauthority.gov.uk/assessment/assessment-reports/assessment-report-12---scottish-crime-and-justice-survey--15-september-2009.pdf>.