



# Royal Falkland Islands Police

## Integrity Fairness Respect

### Public Perceptions of Crime and Policing in the Falkland Islands 2020

#### Purpose of the survey

This survey builds upon the 2012 survey on public confidence and satisfaction with the Royal Falkland Islands Police (RFIP). The results will be made available to the public as soon as possible after the survey closes, and will be used to help inform how the RFIP provide a public service.

It is planned to repeat this assessment of public perceptions at least every two years. All responses will be kept strictly confidential and it won't be possible to identify individuals from the findings.

The objectives of this survey are to assess people's:

- experiences with contacting the police, and their satisfaction with their most recent contact;
- perceptions of crime and anti-social behaviour and the police response to any issues;
- perceptions of RFIP effectiveness, and satisfaction with RFIP performance over the last 12 months.

**The survey period will run for 4 weeks from the 3<sup>rd</sup> February to the 1<sup>st</sup> March 2020.**

Paper copies of the survey can be returned to the address below. If you have any queries, please contact:

Cress Thomas, RFIP Senior Clerk  
RFIP Police Headquarters,  
Ross Road, Stanley.  
Email: [SeniorClerk@police.gov.fk](mailto:SeniorClerk@police.gov.fk)  
Phone: +500 28100

**This survey is also available online.**

**Go to <http://www.police.gov.fk> and click on the link to open and complete it.**



## Section 1: Contacting and contact with the RFIP

### 1. Do you know how to contact the Police in an emergency?

- Yes  
 No  
 Unsure

### 2. Have you contacted the Police in the last year?

- Yes  
 No  
 Unsure

### 3. If you have contacted the Police in the last 12 months, please select the reason(s) why from the list below. You can tick multiple responses.

- Not applicable – I have not contacted the Police in the last year  
 I would prefer not to say why I contacted the Police  
 To report a crime as a victim  
 To report a crime as a witness  
 To report a road traffic accident/collision  
 To provide information  
 To make a complaint  
 To report anti-social behaviour  
 To apply for a licence/road tax/vehicle ownership  
 To ask for information or advice  
 To request a vetting/criminal records check  
 Other reason, please specify: \_\_\_\_\_

### 4. If you contacted the Police in the last year, what method(s) did you use? You can tick multiple responses.

- Not applicable – I have not contacted the Police in the last year  
 By telephone, using the 999 number  
 By telephone, using the general Police Station number  
 By visiting the Police Station  
 By contacting a Police Officer directly  
 The Police contacted me  
 By email/letter/fax  
 Other method, please specify: \_\_\_\_\_



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**5. If you were in contact with the Police for any reason in the last year, how satisfied were you with the service you received?**

Not applicable	Completely dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Completely satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. In the past 12 months how frequently, on average, have you seen police officers on foot patrol where you live?**

- Not applicable
- I have lived in this area for less than a year
- At least once a day
- At least once a week
- At least once a month
- At least once every 3 months
- At least once every 6 months
- I haven't seen any in the last year
- Don't know/unsure

**7. How satisfied are you with the frequency that you have seen police officers on foot patrol where you live?**

Not applicable	Completely dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Completely satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. In the past 12 months how frequently, on average, have you seen police officers in a vehicle where you live?**

- Not applicable
- I have lived in this area for less than a year
- At least once a day
- At least once a week
- At least once a month
- At least once every 3 months
- At least once every 6 months
- I haven't seen any in the last year
- Don't know/unsure



**9. How satisfied are you with the frequency that you have seen police officers in a vehicle where you live?**

Not applicable	Completely dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Completely satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. How important do you think it is to have a regular police officer presence, either on foot or in a vehicle where you live?**

Not applicable	Very unimportant	Fairly unimportant	Neither important nor unimportant	Fairly important	Very important	Don't know or unsure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11. Compared with 12 months ago, would you say you now see police officers in the area where you live more often, less often, or about as often?**

- Not applicable
- I have lived here for less than a year
- More often
- Less often
- About as often
- Don't know or unsure

**12. Please provide more information on why you are satisfied or dissatisfied with the level of police visibility where you live:**



**Section 2: Perceptions of crime and Police handling of crime**

**13. Thinking of the area in which you live, how much of a problem do you think the following issues are?**

	Not a problem at all	Minor problem	Moderate problem	Serious problem	I don't know
Vehicles speeding	<input type="checkbox"/>				
Teenagers hanging around on the street	<input type="checkbox"/>				
Traffic offences such as illegal parking	<input type="checkbox"/>				
Drunk and rowdy behaviour	<input type="checkbox"/>				
Rubbish or litter	<input type="checkbox"/>				
Noisy neighbours or loud parties	<input type="checkbox"/>				
Vandalism, graffiti, or other deliberate damage to property or vehicles	<input type="checkbox"/>				
Theft of property from my home	<input type="checkbox"/>				
Abandoned vehicles	<input type="checkbox"/>				
Drink driving	<input type="checkbox"/>				
People using or dealing drugs	<input type="checkbox"/>				
Theft of property from vehicles	<input type="checkbox"/>				
Theft of cars or other vehicles	<input type="checkbox"/>				
Theft from shops	<input type="checkbox"/>				
Underage/teenage drinking	<input type="checkbox"/>				
Threat of violence or harassment	<input type="checkbox"/>				
Hate crimes or harassment related to e.g. race, sexual orientation, religion	<input type="checkbox"/>				
Uncontrolled dogs and dog mess	<input type="checkbox"/>				
Deliberate fires being lit	<input type="checkbox"/>				
Incidents involving knives	<input type="checkbox"/>				

**14. Are there any other issues not mentioned in Question 13, which you think are a problem where you live? If so, please provide details in the box below, including how serious you think the issues are.**



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**15. Thinking of the area where you live, does anti-social behaviour affect your quality of life?**  
**Anti-social behaviour is defined as when a person not from your household acts in a way that causes, or is likely to cause, harassment, alarm or distress.**

Yes,  
a great deal

Yes,  
quite a lot

Yes,  
not very much

No,  
not at all

Prefer not  
to answer

**16. Compared with 12 months ago, how would you rate current levels of crime and anti-social behaviour where you live?**

- I have lived here for less than a year
- Now more of a problem
- Now less of a problem
- Hasn't changed
- Don't know/unsure

**17. To what extent do you agree that the police are dealing with the crime and anti-social behaviour issues that matter to you in the area where you live?**

Not  
applicable

Strongly  
disagree

Tend to  
disagree

Neither agree  
nor disagree

Tend to  
agree

Strongly  
agree

Don't know  
or unsure

**18. Are you worried about being a victim of crime?**

Yes,  
very worried

Yes,  
fairly worried

Yes,  
not very worried

No,  
not worried at all

Prefer not  
to answer

**19. If you are worried about being a victim of a crime, what types of crime are you particularly worried about? You can tick multiple responses.**

- Not applicable
- General theft of property
- Burglary
- Having my vehicle stolen
- Items being stolen from my vehicle
- Violent crime
- Sexual assault
- Hate crime or harassment related to e.g. race, sexual orientation, religion
- Criminal damage or petty vandalism
- Being intimidated or harassed
- Arson
- Other, please specify: \_\_\_\_\_



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**20. Did you experience anti-social behaviour in the last 12 months, but did not report it to the Police?**

- Yes  Don't know/unsure  
 No  Prefer not to answer

**21. Were you a victim of a crime in the last 12 months, but did not report it to the Police?**

- Yes  Don't know/unsure  
 No  Prefer not to answer

**22. If you were a victim of a crime, or if you did experience anti-social behaviour, and you didn't report it to the Police; why did you choose not to report it? You can tick multiple responses.**

- Not applicable  
 It was a private, personal or family matter  
 Dealt with the matter myself/ourselves  
 I reported the matter to another agency  
 I was afraid of reprisal or retaliation  
 I felt the Police couldn't have done anything about it  
 It was inconvenient to report it  
 There was no loss or damage as a result of it  
 I felt it was trivial and not worth reporting  
 I previously had a bad experience with the Police  
 It's a common event  
 It's something that happens as part of my job  
 It was partly my fault  
 I felt the offender wasn't responsible for their actions  
 Someone else had already reported it  
 I tried to report it, but couldn't make contact  
 Other, please provide details: \_\_\_\_\_
- 

**23. Has your level of confidence in the Police changed in the last year?**

- Yes, a lot more confident  
 Yes, a little more confident  
 No, about the same  
 Yes, a little less confident  
 Yes, a lot less confident  
 Prefer not to answer



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**24. Are you satisfied with the overall service provided by the Royal Falkland Islands Police?**

Completely  
dissatisfied

Fairly  
dissatisfied

Neither  
satisfied nor  
dissatisfied

Fairly  
satisfied

Completely  
satisfied

Don't know  
or unsure

**25. Over the last 12 months, do you think the service provided by the RFIP has gotten better, worse, or stayed the same?**

I have lived here for less than a year

Got better

Got worse

Stayed about the same

Don't know or unsure

**26. If you think the service provided by the police has gotten better, or gotten worse, please comment why:**

**27. Thinking of the full range of online crimes, including hacking, fraud, sexual offences and harassment, how much of a problem do you think online crime is?**

A very big problem

Quite a big problem

Not much of a problem

Not a problem at all

Don't know or unsure

**28. Compared with 12 months ago, do you think the level of online crime has changed?**

Now more of a problem

Now less of a problem

Not changed

Don't know or unsure





**31. To what extent do you agree or disagree with the following statements?**

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't know/unsure
The police treat people fairly and with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police have your respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police use physical force appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police would treat you fairly if you needed to contact them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**32. How confident are you that the police would be:**

	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know/unsure
Effective in dealing with an emergency	<input type="checkbox"/>				
Effective in responding to an emergency in a timely manner	<input type="checkbox"/>				
Easy to access and speak to if you or someone else needed help in an emergency	<input type="checkbox"/>				
Effective in dealing with a non-emergency	<input type="checkbox"/>				
Effective in dealing with a request for advice or information	<input type="checkbox"/>				
Discreet in using information and intelligence provided by the public	<input type="checkbox"/>				
Effective in using information and intelligence provided by the public	<input type="checkbox"/>				

**Section 4: General questions**

We have a few questions to help us ensure we are hearing from a mix of people across the community. Responses will be kept strictly confidential and it won't be possible to identify individuals from the results.

**33. What is your gender?**

- Female       Male       Other

**34. What is the location of your main address in the Islands?**

- Stanley       East Falkland, excluding Stanley and MPC  
 West Falkland       MPC  
 Outer Island



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**35. How long have you been living at your main address in the Islands?**

- Less than 6 months  
 6 months to a year  
 More than a year, less than 3 years  
 More than 3 years, less than 5 years  
 More than 5 years

**36. What age group are you?**

- 16 – 24                       45 – 54                       65 – 74  
 25 – 34                       55 – 64                       75 and over  
 35 – 44

**37. What is your immigration status?**

- Falkland Islands Status Holder  
 Permanent Residence Permit (PRP) Holder  
 Work Permit Holder  
 Other, please specify: \_\_\_\_\_

**38. What is your national identity?**

- Falkland Islander                       St. Helenian  
 British                                       Chilean  
 Other, please specify: \_\_\_\_\_

**39. If you would like to add any further comments, please do so here:**



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**40. If you are happy to be contacted in relation to any of your responses, please provide your contact details here:**

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

**Thank you for your responses**