Royal Falkland Islands Police

Integrity Fairness Respect

Public Perceptions of Crime and Policing in the Falkland Islands 2020

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1. Executive Summary

1.1 Introduction

This report presents the findings from the survey of public perceptions of crime and policing in the Falkland Islands. The results build and expand upon the 2012 survey findings on public confidence and satisfaction with the Royal Falkland Islands Police (RFIP) and it is planned to repeat this survey annually.

The objectives of the survey were 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.

In total, 190 responses were received, of which 162 were valid submissions. The majority of responses were submitted online (90%) rather than via paper surveys (10%).

Methodology and data considerations

While female respondents were more likely to be represented in younger age categories than older age categories, the age profile of respondents was not found to be significantly different to that of the population profile. Stanley residents were more likely to have taken part in the survey, representing 84% of respondents (n=130); approximately 7% (n=11) stated they lived in Camp and 8% (n=13) at MPC. To account for the overrepresentation of Stanley respondents, the sample was weighted to reflect the true population proportions.

All of the questions from the 2012 survey were included in the 2020 questionnaire, which allows for comparison of the two survey years across those aspects. Please note that the percentages presented in the graphs and the accompanying tables throughout this report may not correspond. The 2012 survey was restricted to Stanley residents only - to account for this when direct comparisons are made for the two survey years; the 2020 findings are also restricted to those of Stanley residents only.

Where appropriate, chi-square tests are used to detect associations between and within variables, and to determine if the observed frequencies and proportions are significantly different from each other. All findings described as being statistically significant were tested at the .05 level.

Respondents were also asked to provide comments at various stages of the questionnaire; the comments received were grouped by theme and selections of indicative comments are presented within this report.

The characteristics listed in Table 1 were used to define the findings of the survey and to test for differences within and between groups, where appropriate. Some variables were collapsed to allow for comparisons when respondent numbers within sub-groups were too low.

Table 1: Demographic profile of respondents

Variable	Group	n	%
Gender	Male	77	50
	Female	73	48
	Other	3	2
	Not answered	9	-
Location	Stanley	115	75
	East Falkland	10	6
	West Falkland	7	5
	Outer islands	2	1
	MPC	20	13
	Not answered	8	-
Length of time in the Islands	Less than 6 months	9	6
	6 months to a year	11	7
	More than 1 year, less than 3 years	17	11
	More than 3 years, less than 5 years	14	9
	More than 5 years	101	66
	Not answered	10	-
Age groups	16-24	7	5
	25-34	27	18
	35-44	37	25
	45-54	33	22
	55-64	29	20
	65-74	10	7
	75 and over	4	3
	Not answered	15	-
Immigration status	Falkland Islands Status Holder	107	71
	Permanent Residence Permit Holder	8	5
	Work Permit Holder	28	19
	Other	8	5
	Not answered	11	-
National Identity	Falkland Islander	78	43
	British	95	52
	St. Helenian	2	1
	Other	6	3
	Not answered	9	-

Note 1: The total for *National Identity* is greater than the total number of survey responses, as respondents could select more than one national identity option.

1.2 Overall satisfaction with the police

- While 40% of respondents overall were satisfied with the service provided, satisfaction levels fell significantly from those reported in 2012. Looking at Stanley residents over the two survey years; 36% expressed satisfaction in 2020 compared to 88% in 2012.
- Younger people and permanent residents were more likely than other groups to report dissatisfaction with the overall service.
- 45% thought the quality of the service provided hadn't changed over the last year, however 25%, based in Stanley and East Falkland, thought it got worse.
- Satisfaction with the service is significantly associated with the visibility of the police, both in terms of foot patrols and visibility in police vehicles.
- 57% believed that the police would treat them fairly if they needed to contact them.
- While the majority of respondents indicated that the police have their respect, and that the police treat people fairly and with respect, 47% and 44% respectively, a third of respondents disagreed with each of these statements.
- Overall satisfaction with the service provided by the police is significantly associated with attitudes towards the use of physical force and how fairly individuals and the community are treated.

1.3 Perceptions of crime and police handling of crime

- Vehicles speeding, drink driving, and traffic offences such as illegal parking were the issues most frequently identified as being moderate or serious problems.
- More than 1 in 5 people indicated that each of rubbish or litter, drunk and rowdy behaviour, and uncontrolled dogs and dog mess were also moderate to serious problems in the area where they live.
- Stanley residents were more likely than residents elsewhere in the Islands to identify issues as being problematic.
- While 78% stated their quality of life is not affected by anti-social behaviour, the impact of anti-social behaviour has increased significantly since 2012. All of those stating they are affected by anti-social behaviour are based in Stanley and MPC.
- 63% indicated they are not worried about being a victim of crime. The majority of those that are worried were based in Stanley and were more likely to be PRP holders than other immigration categories.
- The general theft of property was the most frequently identified concern (19%), followed by criminal damage or petty vandalism (17%), being intimidated or harassed (15%), and items being stolen from vehicles (14%).
- 16% stated they had experienced anti-social behaviour in the last year but had not reported it to the police, and 25% indicated they had been a victim of a crime in the last year but had not reported it (4% in 2012).
- The most frequent reasons given for not reporting being a victim of a crime were a previous bad experience with the police (20%), feeling that police couldn't have done anything about it (17%), and that it's a common event (12%).

- Online crime is perceived to be more of a problem compared to other types of crimes and anti-social behaviour. 58% believed online crime, including hacking, fraud, sexual offences and harassment; is a problem, and 30% thought it is more of a problem now than 12 months ago.
- 46% reported a lack of confidence in police effectiveness in combating online crime.
- Those who are satisfied with the overall service provided by the police are significantly more likely to have confidence in the police's ability to deal with online crime.
- 37% didn't know if the police were dealing with crime and anti-social behaviour in the area where they live, and a further 24% neither agreed nor disagreed that the police were dealing with the issues.
- Those in Camp and MPC were more likely to state that crime and anti-social behaviour issues were not a problem where they lived, or that the police were dealing with any issues that arose.

1.4 Perceptions of police effectiveness

- In the case of emergency situations, 75% were confident that the police would be effective in responding to an emergency in a timely manner, 70% that the police would be effective in dealing with an emergency, and 74% were confident that the police would be easy to access and speak to if help in an emergency was needed.
- Confidence was lowest in relation to the effective use of information and intelligence provided by the public (44%), and discretion in using information and intelligence provided by the public (47%).
- Higher satisfaction levels with the police service overall were significantly associated with perceptions of police effectiveness, particularly in relation to the discreet and effective use of information and intelligence.
- Confidence in police effectiveness was significantly associated with age; younger respondents reported lower levels of confidence across the board.
- 39% were less confident in the police now compared to a year ago, and had significantly lower levels of confidence compared to 2012. This was linked to a perceived decline in the quality of service provided within the last year.
- Permanent residents were more likely to have lower levels of confidence, as were residents outside of Stanley and MPC.

1.5 Visibility of the police

- 40% were dissatisfied with the level of foot patrols in the area where they live; 44% had not seen any police on foot patrol in the last year.
- Respondents were much more likely to report seeing police in a vehicle than on foot patrol; 30% indicated at least once per week and 21% at least once per day.
- 35% were satisfied with the level of visibility of police vehicles, 22% were dissatisfied.
- 67% stated that a regular police presence, either on foot or in a vehicle, is important.

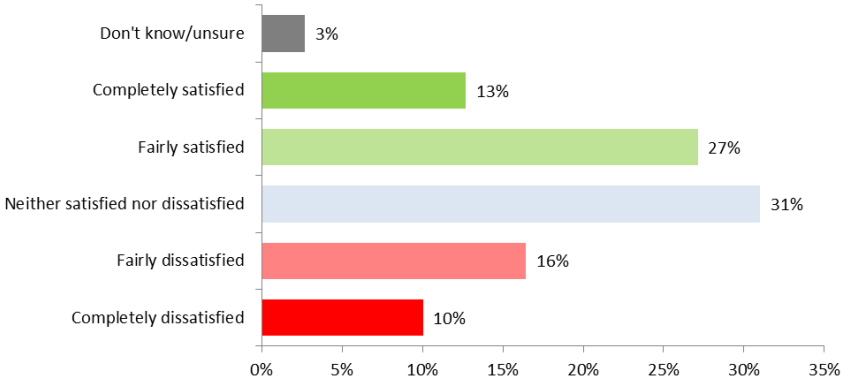
1.6 Contact with the police

- 50% stated they had contacted the police in the last year. The most frequent reasons for that contact were to apply for a licence, road tax or vehicle ownership (28%), to provide information (19%), or to ask for information and advice (16%).
- 55% of those who had contacted the police in the last year were satisfied with that experience.
- Satisfaction with contact with the police was significantly associated with satisfaction with the service overall; 52% of those dissatisfied with their contact experience were also dissatisfied with the service in general, and 88% of those satisfied with their contact in the last year were satisfied with the service as a whole.
- Younger respondents again were less likely to be satisfied with their experience of contact with the police than older age groups.
- 64% were satisfied with the way in which officers or staff dealt with their most recent interaction, and 53% were satisfied with the outcome of that interaction.
- 26% were dissatisfied with the way in which they were kept informed following their interaction.

Overall satisfaction with the police

These questions looked into respondent's overall satisfaction with the police and their perceptions of the police's reputation and performance over the previous 12 months.

Figure 1: Satisfaction with the overall service provided by the RFIP



	2020*	2012*
Satisfied	36% ▼	88%
Dissatisfied	35% ▲	4%

▲ Indicates a statistically significantly increase compared to 2012

▼ Indicates a statistically significantly decrease compared to 2012

2020 base: 160 respondents. Respondents by location: Stanley = 115, Camp = 19, MPC = 21.
* 2012 surveyed Stanley residents only, 2020 survey was extended to all residents. 2020 v 2012 comparison is based on Stanley respondents only within each year.

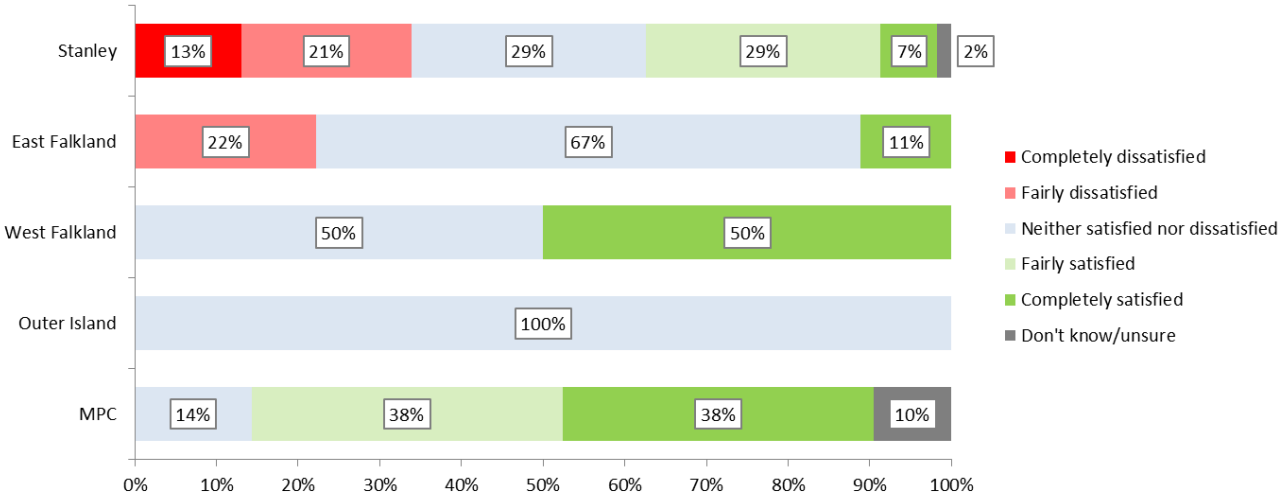
Overall, 40% of respondents indicated they are satisfied with the service provided by the RFIP. Approximately a third was neither satisfied nor dissatisfied, and almost a quarter stated they are dissatisfied. When the responses for Stanley residents were compared to the 2012 findings, a significant difference in satisfaction levels was found; overall satisfaction fell by 52% and dissatisfaction levels rose by 31%.

Neither respondent age nor gender had a significant impact on satisfaction with the overall service provided by the RFIP, however those aged 35 years and over were more likely to indicate they were *fairly satisfied* or *completely satisfied* and those under 35 years that they are *fairly dissatisfied* or *completely dissatisfied*.

While it's acknowledged that the extent of the services provided by the RFIP differs between Stanley and Camp, respondent location did have an impact on satisfaction levels; 95% of those dissatisfied with the service provided over the last 12 months were Stanley respondents (Figure 2).

Of those who indicated they are dissatisfied with the service provided, permanent residents, particularly Status Holders, were much more likely to be represented in this category; Status Holders comprised 87% of those *fairly dissatisfied* or *completely dissatisfied* and approximately a third of all Status Holder respondents stated they were dissatisfied.

Figure 2: Satisfaction with the overall service provided by the RFIP, by respondent location



2020 base: 155 respondents; Stanley = 115, Camp = 19, MPC = 21.

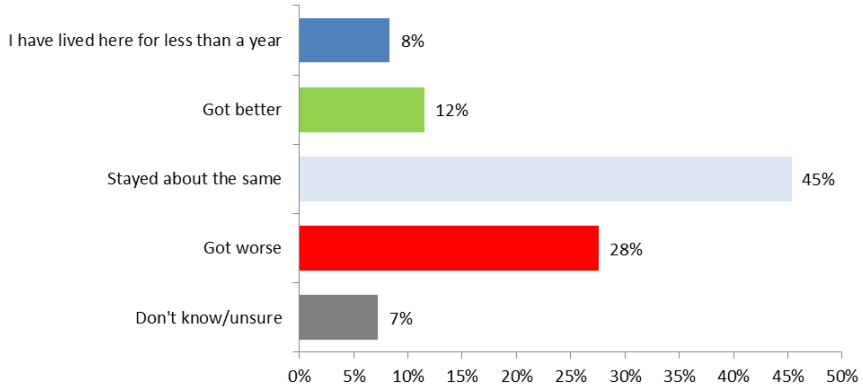
While the majority of respondents (45%) thought the quality of service provided by the RFIP had stayed the same over the last 12 months, 12% indicated they thought the service had improved, and over a quarter stated it got worse.

Interestingly, twelve of the 44 respondents who thought the service got worse over the last year also indicated that they were *fairly satisfied* with the service provided, or that they were *neither satisfied nor dissatisfied.*

Those who indicated they thought the service got worse over the last year were based in Stanley and East Falkland; comprising 36% of Stanley respondents and 22% of East Falkland respondents.

Satisfaction with the overall service provided was significantly associated with respondents' satisfaction with the visibility of the police; both in terms of police foot patrols and police visibility in vehicles.

Figure 3: Perception whether the service provided by the RFIP got better or worse over the last year



	2020	2012
Got better	12%	-
The same	45%	-
Got worse	28%	-

Question not asked in 2012

2020 base: 160 respondents. Respondents by location: Stanley = 115, Camp = 19, MPC = 20.

Respondents were asked a follow-up question to explain why they thought the service provided had changed, or otherwise, in the last year. The most common reasons given were generally under the themes of improved communication; greater community engagement; lack of community policing; lack of local knowledge and culture; lack of confidence in the effectiveness of the police; and negative personal experiences. Examples of some of the comments under each theme, linked to respondent perception of the quality of service provided in the last year, are detailed below.

Service got better in the last 12 months:

Improved communication

"...more information and community involvement..."

"...general perception of talking to others..."

Greater community engagement

"...We know more of the RFIP, in which we weren't aware of previously. We as contractors have more understanding on what action needs to be taken if in a situation where police needs to be contacted...."

"...[get] involved more with the community, talk more..."

Action taken on important issues

"...the things that matter e.g. domestic violence, sexual assault etc. are being addressed...."

Service stayed the same in the last 12 months:

Lack of community policing

"...the lack of local knowledge and the application of 'UK crime' mindset applied to the Falkland Islands, especially the rural areas (Camp) is detrimental to police/public relationship..."

"...We hear reports of incidents (mainly radio and rumour) where incidents have been handled inappropriately or in an 'over the top' manner...."

"...The focus on armed response/weapons seems a bit extreme for a small place..."

Lack of local knowledge and culture

"...Though the amount of police have increased, the lack of local staff can cause gaps between them and the community as they do not know the people they are serving...."

"...My main fear is lack of knowledge about local geography and understanding local views...."

Negative personal experience

"...We feel certain police officers can be a little too keen to pull people over in quite an aggressive manner. This causes people to feel overly cautious and worried when seeing a police car rather than safe...we should be pleased to see our police out and about not worry that they will pull us over because they are bored....."

Service got worse in the last 12 months:

Lack of communication and community engagement

"...Police are disconnected from the community and are out to get people. Not once has the police introduced themselves to me or anyone I know. There is a clear divide between the police and residents...."

"...I think it just has a lot to do with new officers not knowing who people are and not use to the Falklands way of Policing (which is more laid back than UK)..."

"...I honestly could not tell you who any member of RFIP are..."

Lack of community policing

"...There is a clear divide between the police and residents. This is not how you conduct policing in a small community. If the police officers here want to intimidate and do big arms and drugs busts, they are in the wrong country....."

"...There is no such thing as community policing here. The RFIP say they want it but do not practice it...For example, a tail light out. A respected community policeman might stop you and let you know that it was out, in case you didn't know, and a friendly reminder to get it fixed. The reality from RFIPs heavy handed response is very different..."

"...New officers did not seem to grasp the way the Falklands work as they come from city backgrounds and no idea of rural/community policing. It is a small community and does not need policing like it is a city with hundreds of thousands of people..."

Negative personal experience

"...If you report something it appears nothing is done, there is just a lack of interest and excuses etc etc....."

"...I don't know who most of the police are and no-one seems to get back to you when you have an enquiry or make a complaint..."

"...Personally, my one interaction with the RFIP was negative as the officer was intimidating despite being informed of anxiety regarding law enforcement. The individual's knowledge relating to the law was at the time less accurate than my own..."

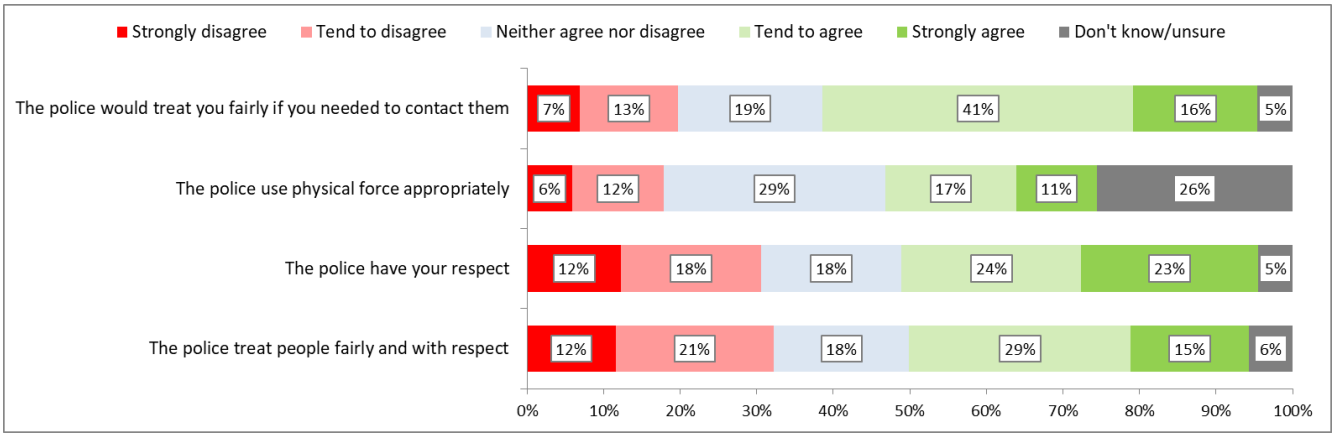
Lack of confidence in effectiveness

"...There just seems to be more incidents of police officers not knowing the Road traffic ordinance, plus what would appear to be over-reactions....."

"...Lack of consistency applying the laws..."

"...the time taken to react, investigate and even question is entirely unacceptable..."

Figure 4: Respondent attitudes towards the RFIP



Question not asked in 2012. 2020 base: Q1: 155, Q2: 153, Q3: 155, Q4: 157.
Broken down by location: Q1: 153 respondents; Stanley = 114, Camp = 19, MPC = 20. Q2: 151 respondents; Stanley = 113, Camp = 18, MPC = 20. Q3: 153 respondents; Stanley = 115, Camp = 18, MPC = 20. Q4: 154 respondents; Stanley = 115, Camp = 18, MPC = 21.

In relation to people's attitudes towards the RFIP; while 57% believed the police would treat them fairly if they needed to contact them, 1 in 5 respondents indicated they believed they would be treated unfairly.

The majority of respondents indicated that the RFIP have their respect (47%) and that the police treat people fairly and with respect (44%), however approximately a third of respondents disagreed with each of these statements.

Looking at the use of physical force; 18% disagreed that the police used force appropriately, however over half of respondents were undecided or unsure how to respond to this statement (29% and 26% respectively).

The majority of survey respondents that disagreed with the statements regarding attitudes towards the RFIP were located in Stanley; between 79% and 89% of all respondents. A small number of individuals that disagreed with the statements were resident in East and West Falkland, and MPC.

Respondents' overall satisfaction with the service provided by the RFIP is significantly associated with each of the questions asked in relation to the use of physical force, and being treated fairly as an individual and as a community.

Perceptions of crime and police handling of crime

This section considers respondents' perceptions of crime and anti-social behaviour in the area where they live, including online crime, and perceptions of the police responses to those.

Perceptions of crime and anti-social behaviour

Vehicles speeding was the issue most frequently identified as being a moderate (24%) or serious problem (31%), followed by *drink-driving* (moderate problem: 18%, serious problem: 13%) and *traffic offences such as illegal parking* (moderate problem: 16%, serious problem: 13%).

Figure 5: Respondent perception of issues in the area where they live

		Respondent perception:		
	Issue	**Not a problem, or minor problem**	**Moderate or serious problem**	**Don't know**
	Vehicles speeding	45%	55%	0%
	Drink driving	59%	31%	10%
	Traffic offences such as illegal parking	71%	28%	1%
	Rubbish or litter	76%	23%	1%
	Drunk and rowdy behaviour	79%	21%	1%
*	Uncontrolled dogs and dog mess	79%	20%	1%
*	Underage/teenage drinking	72%	19%	9%
	Noisy neighbours or loud parties	85%	14%	1%
*	Hate crimes or harassment related to e.g. race, sexual orientation, religion	83%	10%	7%
*	Theft from shops	78%	10%	12%
	Threat of violence or harassment	84%	9%	7%
*	Teenagers hanging around on the street	91%	8%	1%
	Abandoned vehicles	90%	8%	1%
	Vandalism, graffiti, or other deliberate damage to property or vehicles	90%	8%	1%
*	People using or dealing drugs	81%	7%	12%
*	Theft of property from vehicles	88%	6%	6%
*	Theft of property from my home	94%	5%	1%
*	Theft of cars or other vehicles	89%	4%	7%
*	Deliberate fires being lit	93%	3%	4%
*	Incidents involving knives	90%	3%	7%

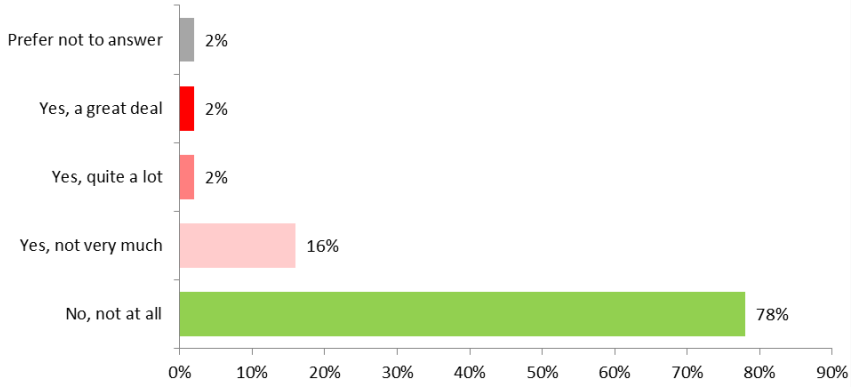
Question not asked in 2012.
Issues identified as a problem by Stanley residents only, are tagged by an asterisk.
2020 base (depending on response to individual issues): 153-156 respondents. Respondents by location: Stanley = 113-115, Camp = 18-19, MPC = 21-22.

More than 1 in 5 people indicated that each of *rubbish or litter*, *drunk and rowdy behaviour* and *uncontrolled dogs and dog mess* were also moderate to serious problems in the area where they live.

As would be expected, the perception that any of these issues is a problem was more likely to be reported by Stanley residents; respondents living at MPC also flagged several issues although not to the same extent.
Issues identified by Stanley residents only as being a problem of any degree are marked by an asterisk in the table above.

With the exception of respondents living in East Falkland, and some respondents from West Falkland reporting problems with *rubbish and litter*, no other Camp residents indicated they perceived any problems with the issues listed in the area where they live.

Figure 6: If anti-social behaviour affects respondents' quality of life in the area where they live



	2020*	2012*
No – not at all	77%▼	91%
Yes – not much	18%▲	7%
Yes – quite a lot	3%	2%
Yes – a great deal	0%	0%

▲ Indicates a statistically significantly increase compared to 2012

▼ Indicates a statistically significantly decrease compared to 2012

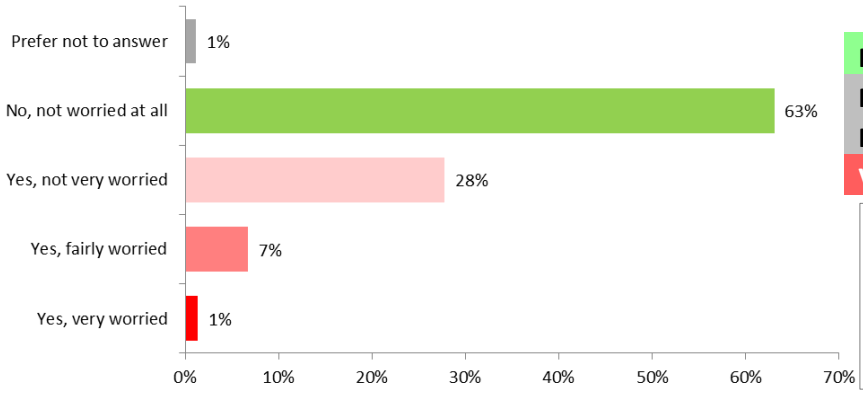
Question asked slightly differently in 2012[1].
2012 base: 460. 2020 base: 162 respondents. Respondents by location: Stanley = 116, Camp = 18, MPC = 20.
* 2012 surveyed Stanley residents only, 2020 survey was extended to all residents. 2020 v 2012 comparison is based on Stanley respondents only within each year.

Over three quarters of respondents answered that their quality of life was not affected at all by anti-social behaviour (ASB). All but one of those that did indicate their lives were affected were based in Stanley (n=24) and MPC (n=5). The impact of ASB appears to have increased since 2012; a significantly larger proportion of respondents now indicate that their lives are negatively affected by ASB.

When asked if levels of crime and anti-social behaviour had changed over the last year, the majority indicated that levels hadn't changed (68%, n=109); however 16% (n=17) of those individuals had stated their lives are currently impacted by anti-social behaviour. Almost 30% (n=10) of those currently impacted indicated that ASB is now more of a problem than it was a year ago. Overall, 11% (n=17) of respondents from across the Islands indicated it was now more of a problem.

[1] 2012 question was phrased as "Does anti-social behaviour in the area of Stanley where you live affect the quality of your life day to day?"

Figure 7: Respondent worry about being a victim of crime



	2020*	2012*
Not worried	59%▼	96%
Not very worried	31%▲	4%
Fairly worried	9%▲	0%
Very worried	1%▲	0%

▲ Indicates a statistically significantly increase compared to 2012

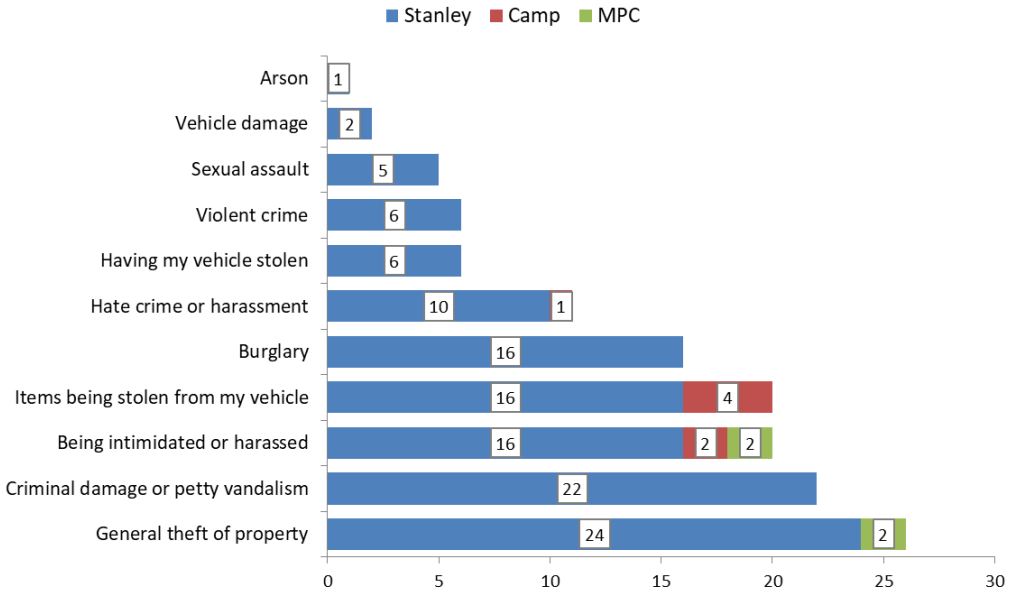
▼ Indicates a statistically significantly decrease compared to 2012

2012 base: 455. 2020 base: 162 respondents. Respondents by location: Stanley = 114, Camp = 18, MPC = 21.
* 2012 surveyed Stanley residents only, 2020 survey was extended to all residents. 2020 v 2012 comparison is based on Stanley respondents only within each year.

Approximately two thirds of respondents were not worried at all about being a victim of crime. Of those that indicated they were worried; a small proportion responded that they were *fairly* or *very worried*, 8% of respondents overall (n=13). This represents a significant increase compared to 2012, when 4% of respondents indicated they held any worry of being a victim of crime.

The majority of those that expressed worry were based in Stanley (85%); however, respondents from across the Islands reported some worry about being a victim of crime. No significant differences were found in terms of gender or immigration status; however those respondents holding PRP were more likely to express worry than other immigration categories.

Figure 8: Frequency of types of crime identified by respondents worried about being a victim of crime



Question asked in 2012, but no figures available for comparison.
2020 base: 57 respondents. Respondents were able to select more than one type of crime.

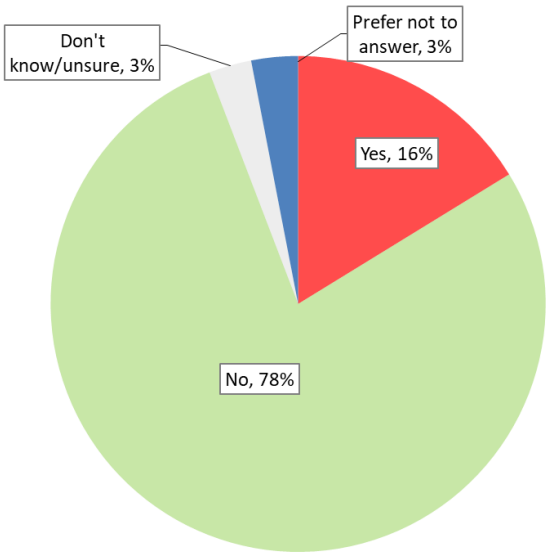
Figure 8 above shows the frequency that different types of crime were mentioned by respondents who had previously indicated they were worried about being a victim of crime. *General theft of property* was the most frequently flagged worry at 19% (n=27) of all crimes identified, followed by *criminal damage or petty vandalism* (17%, n=24), *being intimidated or harassed* (15%, n=21), and *items being stolen from my vehicle* (14%, n=20).

Respondents from Camp and MPC identified *General theft of property*, *being intimidated or harassed*, *items being stolen from my vehicle*, and *hate crime or harassment* as the types of crime they are most concerned about.

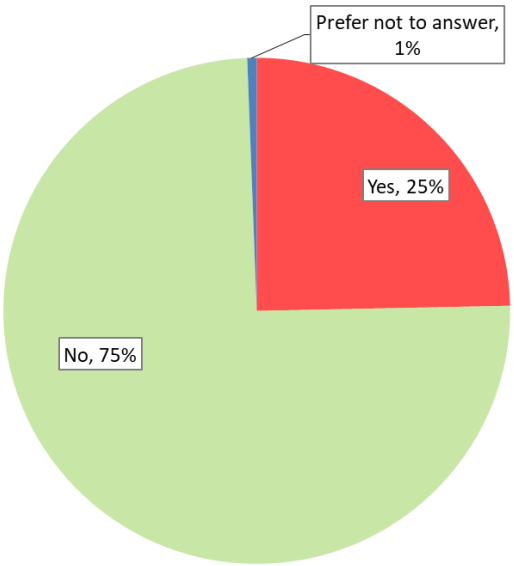
When asked if they had experienced anti-social behaviour, or had been a victim of a crime, in the last 12 months but did not report it to the police; the majority of respondents indicated they had not (78% and 75% respectively); see Figure 9.

Figure 9: Experiences of unreported crime and anti-social behaviour in the last 12 months

Respondent experienced anti-social behaviour in the last 12 months, but did not report it to the police



Respondent was a victim of a crime in the last 12 months, but did not report it to the police



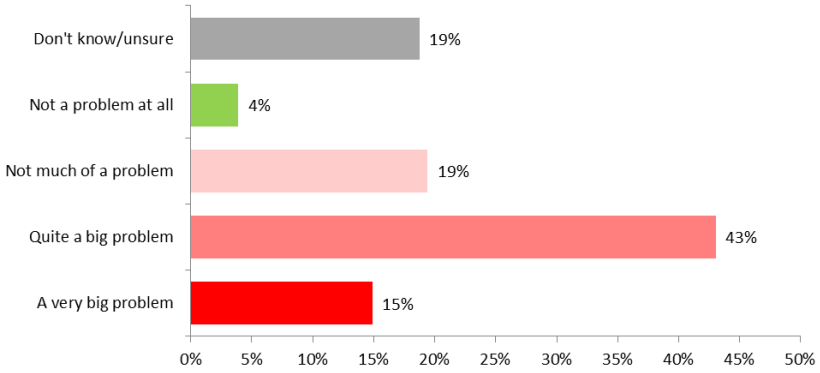
However, 26 respondents stated they had experienced anti-social behaviour and did not report it, and 40 individuals reported being victims of a crime in the last 12 months, but not informing the police about it.

Although the numbers within each category are small in terms of strength of comparison, respondent age or sex were not significantly associated with these findings; but those with PRP rather than any other immigration category were more likely to not report either ASB or being a victim of a crime.

When respondents who indicated they had been a victim of a crime in the last 12 months but did not report it were asked to detail why they didn't inform the police; the most frequent reason given was that they *had previously had a bad experience with the Police* (20%, n=14). The next most frequent responses were *I felt the Police couldn't have done anything about it* (17%, n=14) and *it's a common event* (12%, n=10).

In 2012, 4% of survey respondents (said they had not reported being a victim of a crime to the police; the most frequent reasons given at that time were *I felt the Police couldn't have done anything about it* and *that the incident had been too trivial or not worth reporting*.

Figure 10: Perception that online crime is a problem



	2020	2012
Not a problem	4%	-
Unsure/not much	38%	-
Is a problem	58%	-

Question not asked in 2012

2020 base: 159 respondents. Respondents by location: Stanley = 113, Camp = 19, MPC = 21.

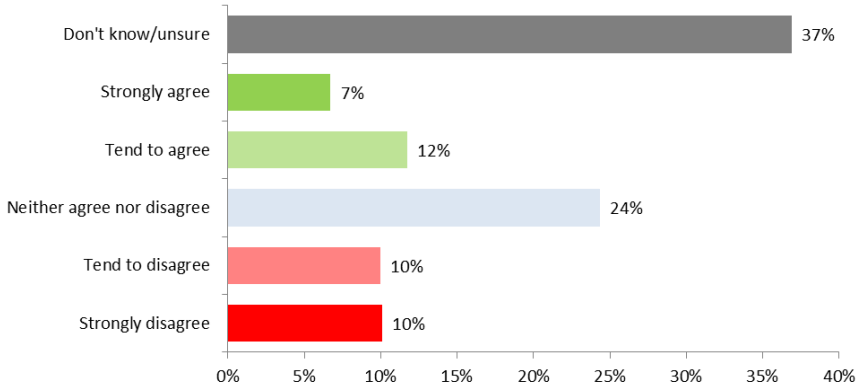
Online crime is perceived to be more of a problem compared to other types of crimes and anti-social behaviour. Almost 60% (n=93) of respondents perceived online crime including hacking, fraud, sexual offences and harassment; as being a problem, and 30% thought it is more of a problem now than 12 months ago.

When asked how confident they were that the police would be effective in dealing with online crime, a quarter of respondents were *fairly confident* (24%, n=39) or *very confident* (2%, n=3); however, the majority indicated a lack of confidence in police effectiveness for this type of crime (46%, n=73), and Camp residents were more likely to have less confidence in the police's ability to deal with online crime.

Satisfaction with the police service appears to be significantly linked with perceptions of online crime; while respondents satisfied with the overall service provided are more likely to say that online crime is a problem (83%) than those who reported they are dissatisfied (64%), those who are satisfied with the service are also more likely to have confidence in the police's ability to effectively deal with online crime (55%) than those who are not satisfied (21%).

Police handling of crime and anti-social behaviour

Figure 11: Agreement that the police are dealing with crime and anti-social behaviour issues in the area where respondents live



	2020	2012
Agree	19%	-
Unsure/neither	61%	-
Disagree	20%	-

Question not asked in 2012

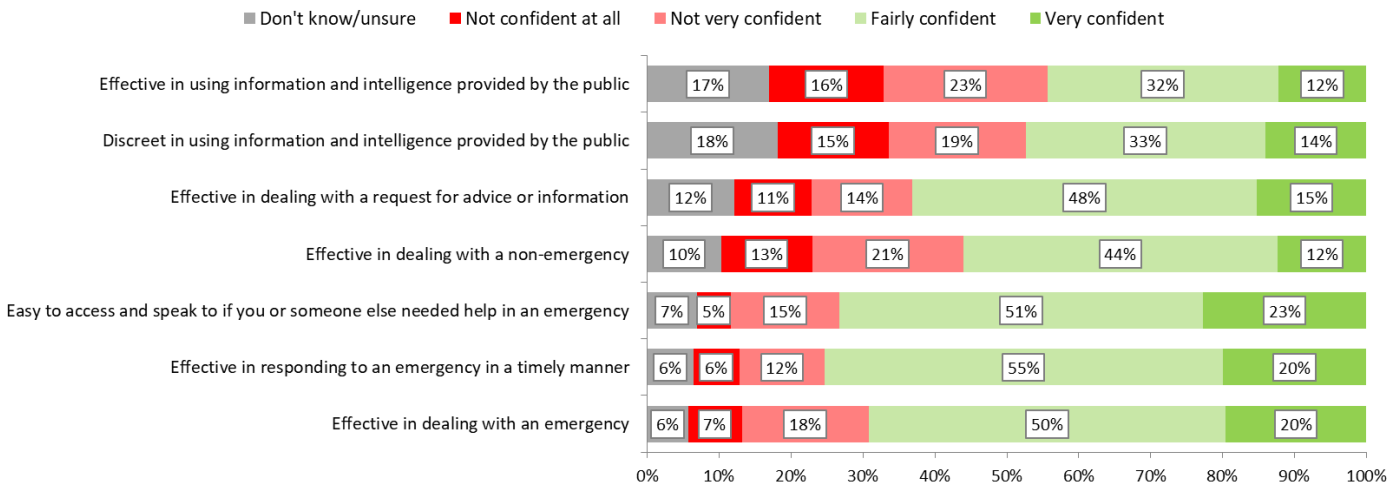
2020 base: 162 respondents. Respondents by location: Stanley = 114, Camp = 18, MPC = 21.

When asked if they agreed that the police are dealing with crime and anti-social behaviour issues in the area where they live, respondents were largely unsure; 61% (n=98) responded that they didn't know, or neither agreed nor disagreed (Figure 11). Camp respondents were more likely to respond that crime and ASB issues were not relevant where they lived or that the police were dealing with any issues that arose. Stanley respondents were undecided (30%, n=34) or split in their responses (26% disagree, 17% agree), whereas MPC respondents largely indicated there were no crime or ASB issues (38%, n=8) or agreed that the police were dealing with issues that arose (24%, n=5).

Perceptions of police effectiveness

This section focuses on respondents' perceptions of police effectiveness in a number of emergency and non-emergency scenarios.

Figure 12: Confidence in police effectiveness in different situations



Question not asked in 2012.
2020 base (depending on response to individual situation): 153-156 respondents. Respondents by location: Stanley = 114-116, Camp = 15-19, MPC = 20-21.

Respondents were most confident that the police would be effective in responding to an emergency in a timely manner (75%), that the police are easy to access and speak to if help is needed in an emergency (74%), and that the police would be effective in dealing with an emergency (70%).

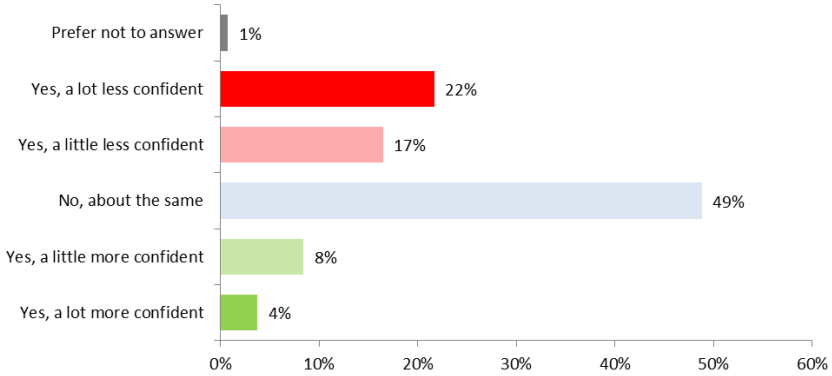
Confidence was lowest in relation to the effective use of information and intelligence provided by the public (44%), and discretion in using information and intelligence provided by the public (47%).

Higher satisfaction levels with the police service were significantly associated with perceptions of police effectiveness in each of the scenarios, particularly in relation to the discreet and effective use of information and intelligence.

In terms of responding to and dealing with emergencies, and as would be expected, respondents in Stanley, East Falkland and MPC were more likely to report higher levels of police effectiveness than respondents in West Falkland or the outer islands. However, those in West Falkland and the outer islands also expressed no confidence in police effectiveness in dealing with a non-emergency. Respondents from all locations, however, expressed high levels of confidence in police effectiveness in dealing with requests for advice and information.

The immigration status of respondents had no bearing on their level of confidence in the police's ability to deal with the different scenarios. However, confidence levels increased significantly with respondent age; with the exception of dealing with emergencies and non-emergencies, younger respondents reported significantly lower levels of confidence across the board.

Figure 13: Change in level of confidence in the police in the last year



	2020*	2012*
More confident	13%▲	4%
The same	46%▼	92%
Less confident	41%▲	7%

▲ Indicates a statistically significantly increase compared to 2012

▼ Indicates a statistically significantly decrease compared to 2012

2020 base: 159 respondents. Respondents by location: Stanley = 114, Camp = 18, MPC = 18. 2012 base: 459.
* 2012 surveyed Stanley residents only, 2020 survey was extended to all residents. 2020 v 2012 comparison is based on Stanley respondents only within each year.

About half of respondents reported the same level of confidence in the police as they had a year ago, and 12% that their confidence level had increased. Almost 40% indicated their level of confidence had fallen compared to the last year, and this was linked to perceived changes in the quality of service provided also in the last year.

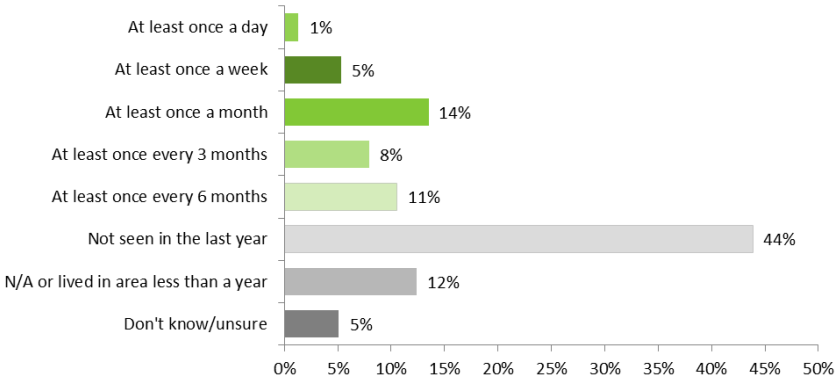
Respondents who are permanent residents were more likely than temporary residents to have less confidence in the police now compared to last year, as were those resident outside of Stanley and MPC.

The proportion more confident in the police now compared to a year ago is greater than that found in 2012; however, general levels of satisfaction and confidence in the service were higher overall in 2012.

Visibility of the police

This section explores police visibility, including frequency of seeing the police in the local area, satisfaction with this frequency and perceived importance of police visibility.

Figure 14: Visibility of police on foot patrol where people live



	2020	2012
At least once per 3 months	8%	-
Not in the last year	44%	-

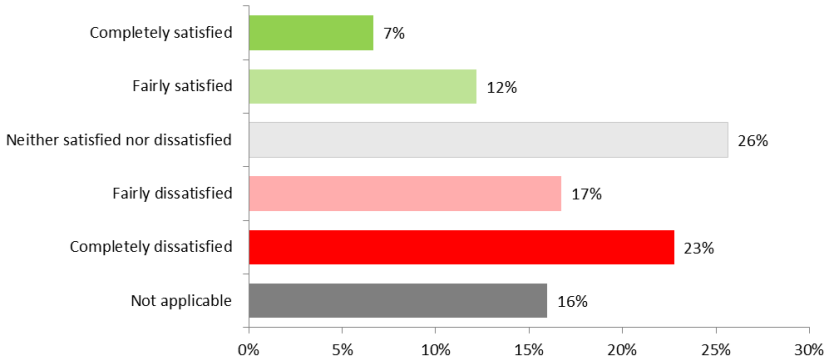
Question not asked in 2012

2020 base: 134 (Stanley = 114, MPC = 20).

Results for this question are restricted to Stanley and MPC respondents. While just 8% indicated they had seen police on foot patrol in the last 3 months (10% in Stanley, nil at MPC), the majority of people (44%) answered that they hadn't seen any police on foot patrol in the last year (49% in Stanley, 15% at MPC).

Figure 15 shows the reported satisfaction with the levels of foot patrols where people live. Overall, 19% indicated they are satisfied with current levels, while 40% stated they are dissatisfied. This is a marked change from the satisfaction levels reported in 2012; however, while satisfaction with the level of foot patrols was high in 2012, over 47% of all respondents at that time remarked that they never or rarely saw police on foot patrol in their area.

Figure 15: Satisfaction with level of police on foot patrol where people live



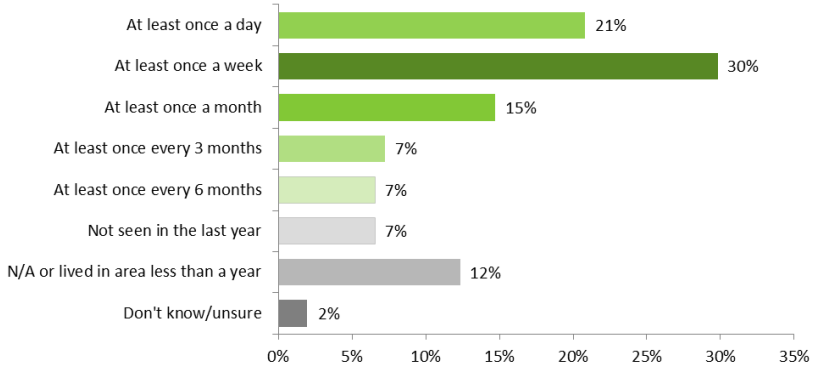
	2020*	2012*
Satisfied	19%▼	64%
Not satisfied	48%▲	13%

▲ Indicates a statistically significantly increase compared to 2012

▼ Indicates a statistically significantly decrease compared to 2012

2012 base: 443. 2020 base: 134 (Stanley = 114, MPC = 20).
* 2012 surveyed Stanley residents only, 2020 survey was extended to all residents. 2020 v 2012 comparison is based on Stanley respondents only within each year.

Figure 16: Visibility of police in a vehicle where people live



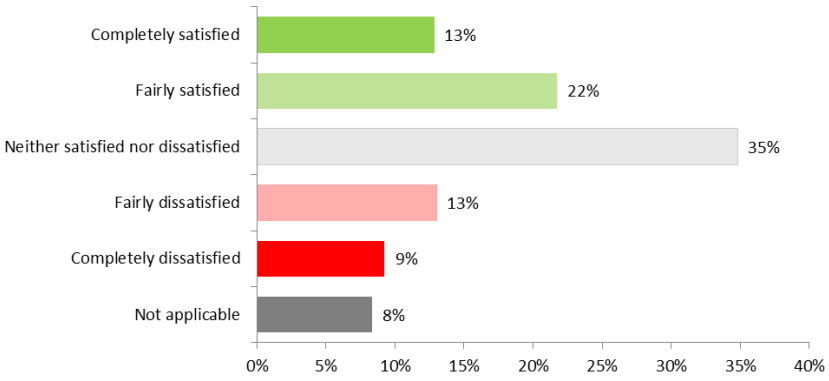
	2020	2012
Once per week or more	51%	-
Not in the last year	7%	-

Question not asked in 2012

2020 base: 134 (Stanley = 114, MPC = 20).

Respondents were much more likely to report seeing police in a vehicle rather than on foot patrol; over half of respondents indicated they saw police in a vehicle where they lived once per week or more, 21% of whom reported it was at least once per day. Over a third of respondents from Stanley and MPC stated they are satisfied with the level of police visibility in vehicles (Figure 17); almost twice the proportion satisfied with the level of foot patrols.

Figure 17: Satisfaction with level of police visibility in vehicles where people live



	2020	2012
Satisfied	35%	-
Not satisfied	22%	-

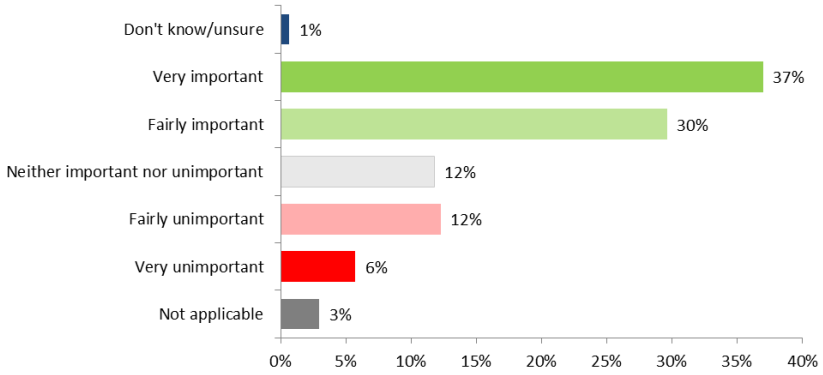
Question not asked in 2012

2020 base: 134 (Stanley = 114, MPC = 20).

Two thirds of Stanley and MPC respondents indicated that a regular police presence either in a vehicle or on foot is important. While there was no link between satisfaction with current levels of police visible in vehicles and the importance of a regular police presence, there was a significant association between the level of foot patrols by the police and how important people felt a regular police presence is in the area where they live.

When the responses of Camp residents in relation to the importance of a regular police presence were reviewed, the majority indicated it was either not applicable, unimportant, or they were ambivalent towards it (18 out of 19 respondents).

Figure 18: Importance of a regular police presence, either on foot or in a vehicle, where people live



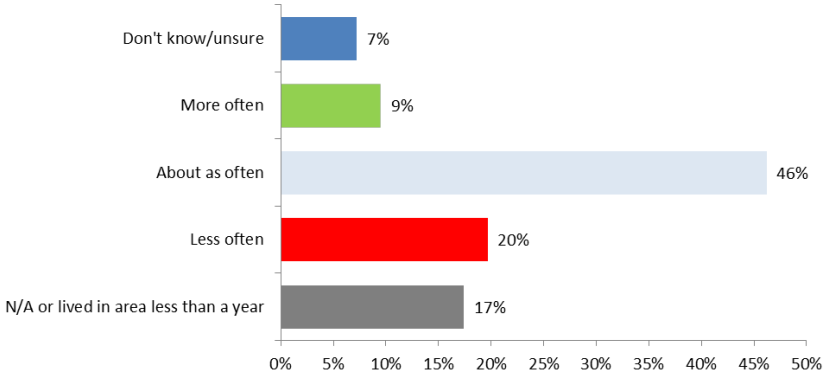
	2020	2012
Important	67%	-
Not important	18%	-

Question not asked in 2012

2020 base: 135 (Stanley = 115, MPC = 20).

Overall, the majority of respondents from Stanley and MPC perceived no change in the level of police visibility in the last year (46%, n=62). When looked at in relation to responses on visibility of foot patrols and police vehicles, there was no clear difference in respondents' perception of the frequency that they saw the police by either means.

Figure 19: Change in the level of police visibility in the last year, in the area where people live



	2020	2012
More often	9%	-
Less often	20%	-

Question not asked in 2012

2020 base: 135 (Stanley = 115, MPC = 20).

Respondents were asked a follow-up question to explain why they were or weren't satisfied with the level of police visibility in the area where they live. Comments were provided almost exclusively by Stanley respondents. The most common reasons given were generally under the themes of increased visibility of the police; police presence focused/increased at 'hot spots'; police presence unnecessary in quiet areas; more community engagement, it's not just about visibility; and more foot patrols, not just vehicle presence. Examples of some of the comments under each theme, linked to how important respondents think it is to have a regular police presence, are detailed below.

Important to have a regular police presence:

More community engagement, it's not just about visibility

"...I hardly ever see Police officers walking - no one knows who they are and Police need to be seen. The only time officers are seen are if there is a big cruise ship in and then they are only out and about if they are having their photos taken..."

"...The lack of police officers on foot and seen more driving around is not what I call community policing. Seems that weekends outside pubs and tourist days are the only guaranteed times that you would see a police officer or two on foot...."

"...Foot patrols and visits to local offices for coffee etc helps to break the ice..."

More foot patrols, not just vehicle presence

"...A lot of the time I see them driving in a car. Rather than parked up observing. Also it is important for officers to be WALKING around at school run times, pub kick out and a while after. And maybe a spin after it gets quieter. The amount they would hear outside the pub will be incredible!...."

"...You can chat to a copper on foot but not when in a patrol car..."

"...There are generally not enough foot patrols in my view..."

Presence should be focused/increased in 'hot spots'

"...Living near a public house, I feel that there should be more of a presence on weekends...."

"...The road junction by my property is not very well monitored - vehicles go the wrong way down the one-way street, drivers go to fast along the road or turn corners/junctions too fast causing danger to people and other drivers. I do not see too many police which causes concern for me..."

"...[My] area experiences relatively high levels of speeding...Traffic calming measures may be required. More police presence in the area may persuade the spinners/speeders it is not worth the financial penalty..."

Neither important nor unimportant to have a regular police presence:

Police presence is unnecessary in quiet areas

"...I do not feel like there is much crime going on where I live, so the lack of visible police presence does not bother me. I guess that if there were some known criminals in the neighbourhood, I would certainly appreciate a presence...."

"...I feel I live in a safe area which doesn't need regular police presence. I think I would feel differently if e.g. I lived near a pub....."

More foot patrols, not just vehicle presence

"...the vehicle goes past several times a day but have never seen anyone on foot patrol..."

Unimportant to have a regular police presence:

More community engagement, it's not just about visibility

"...I only see police officers on foot when a cruise ship is in and they spend a lot of time talking to passengers. That is fine, but it would be nice seeing them talking more to locals....."

"...This is a small community where heavy police presence is not necessary. Stanley is not like rough parts of London, we do not need constant police presence on every corner. We need police who will integrate into the community, be friendly to the locals, and become part of the community themselves...."

Police presence is unnecessary in quiet areas

"...I am fortunate to live in an area where there is very low crime/anti-social behaviour. The regularity of vehicular police patrols seems disproportionate to the level of crime....."

"...We live on [...], a quiet road and have only seen police officers when there has been an incident reported. We generally would not feel any safer with or without more police presence...."

Contact with the police

This section covers the amount of contact respondents have with the police and the types of contact experienced. It also covers their satisfaction with their most recent contact.

Overall, 97% of respondents stated they knew how to contact the police in an emergency; those that didn't know or were unsure were almost exclusively based at MPC (n=5).

Half of all respondents (n=81) indicated they had contacted the police in the last year; Table 2 below shows the reasons why people got in contact. Reasons for contact were submitted by respondents from Stanley, East Falkland and MPC only.

For those that did get in contact with the police in the last year (n=117), and as was reported in 2012; the most frequent methods of contact were visiting the Police Station (38%, n=45) and by telephoning the general Police number (37%, n=43).

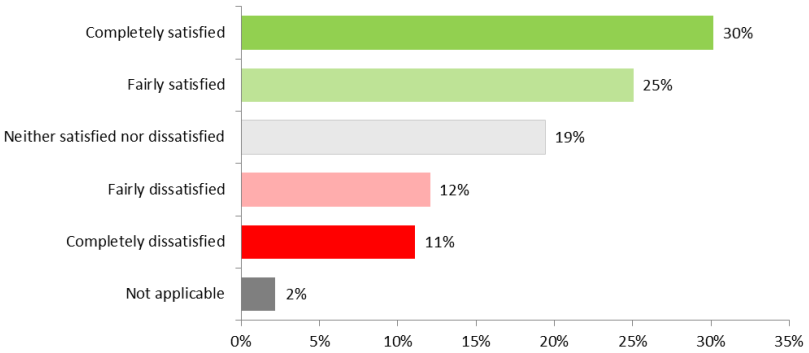
Table 2: Reasons why respondents got in contact with the police in the last year, 2020 and 2012

	2020		2012	
To apply for a licence/road tax/vehicle ownership	35	28%	36	44%
To provide information	23	19%	10	12%
To ask for information or advice	20	16%	6	7%
To make a complaint	13	10%	8	10%
To request a vetting/criminal records check	10	8%	2	2%
To report a road traffic accident/collision	6	5%	2	2%
To report anti-social behaviour	5	4%	10	12%
To report a crime as a victim	4	3%	4	5%
I would prefer not to say why I contacted the Police	3	2%	0	0%
On a professional basis in the course of my work	3	2%	0	0%
To report a crime as a witness	1	1%	4	5%
To request attendance by emergency services	1	1%	0	0%
Total number identified	124		82	

Multiple selections were possible.
2012 base: 82 selections, from 176 respondents.
2020 base: 124 selections from 81 respondents.

Over half of those who contacted the police in the last year were satisfied with their experience (55%), and this was significantly associated with respondent satisfaction with the overall service provided by the police; 52% of those dissatisfied with their contact experience were also dissatisfied with the service in general, and conversely 88% of those satisfied with their contact in the last year were satisfied with the service as a whole.

Figure 20: Satisfaction with experience of contacting the police in the last year



	2020*	2012*
Satisfied	49%▼	85%
Not satisfied	27%▲	11%

▲ Indicates a statistically significantly increase compared to 2012

▼ Indicates a statistically significantly decrease compared to 2012

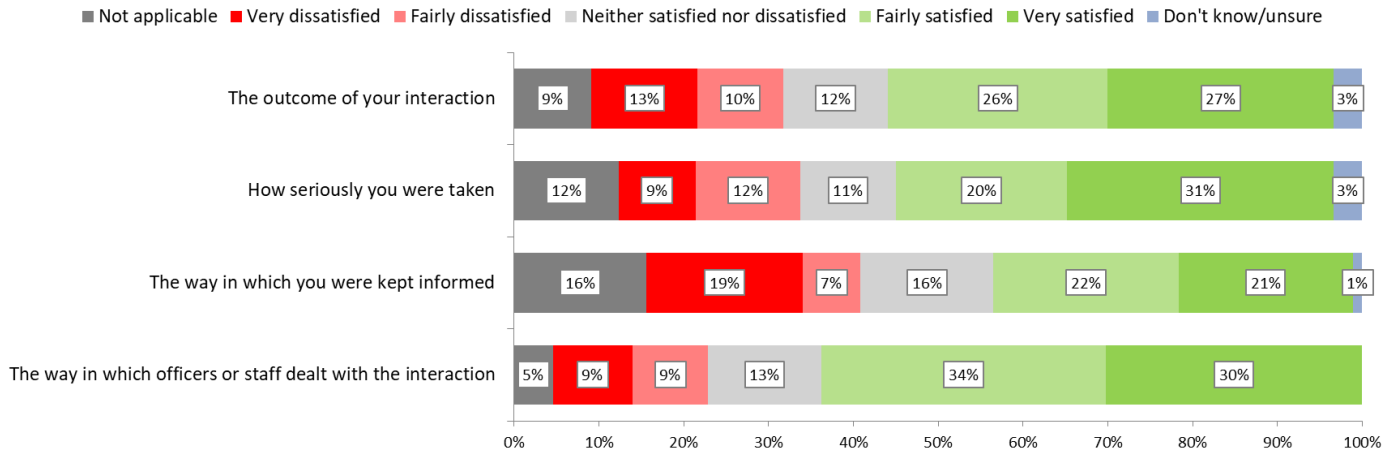
2012 base: 176 respondents. 2020 base: 81 respondents, not including West Falkland and the outer islands.
* 2012 surveyed Stanley residents only, 2020 survey was extended to all residents. 2020 v 2012 comparison is based on Stanley respondents only within each year.

While no significant link was found between satisfaction levels for contact with the police and either gender, immigration status or age, younger respondents tended to report lower satisfaction; 44% for those aged 16-34 years compared to 73% for those aged 55 years and over.

When satisfaction with people's most recent interaction with the police is examined (Figure 21), respondents were most satisfied with how police officers or staff dealt with the interaction (64%, n=51), followed by the outcome of the interaction (53%, n=41) and how seriously they were taken (51%, n=41).

The highest level of dissatisfaction was seen in relation to the way respondents were kept informed following their interaction (26%, n=20).

Figure 21: Satisfaction with most recent interaction with the police



Question not asked in 2012.
2020 base: 81 respondents, not including West Falkland and the outer islands.

Final comments

At the end of the questionnaire, respondents were also asked to provide any further comments they may have had. The most common reasons given were generally under the themes of improving community engagement; adopting a community policing approach; improving communication; taking action on important issues; and that the police are doing a good job. Examples of some of the comments under each theme are detailed below.

Improve community engagement

"...Nowadays the Police force consists almost entirely of strangers. So, if it's respect you're seeking; how about a "P. News" page of head-n-shoulder photos of each member, with names, so that we know who we are looking at if we happen to see an officer on foot....."

"...go back to when they used to talk to you in the street. be polite help you when you needed it in the street. never see them walking round talking with the public. only driving around same streets over again like they are spinning around....."

"...It might be that more work needs to be focused on helping new officers to get up to speed quickly with the area/locations and people of the Falklands. In situations where assistance is being requested in camp, this is particularly important..."

"...My biggest issue is the staff change over. That is why I dont feel comfortable. I think frequent meet and greets will be a good idea. Some situations are very unsettling and it is good to know who you speak to...."

Adopt a community policing approach

"...I believe that the present police force tend to police Stanley like it is a UK city not a fairly sleepy little village, which it is really..."

"...Although improving we need to have a police forced staffed from the ground to senior positions by more local people. Having some overseas positions is fine, but they should be the minority..."

"...Some serious change is needed. I don't not care whether the police are locals or recruited from overseas, they just need to realise that they are in a small country and the threat of gang violence, drugs, murder are not things we need to be worried about..."

"...A friendly attitude and a willingness to be part of the community will go a long way towards a better relationship with the public. You have a job to do, but do it when you have to and be members of the community at other times...I cannot believe we need so many officers for such a small community. Doesn't Scilly Isles have 2 or 3 and brings in a third for the tourist season?..."

Take action on important issues

"...Driving on the roads both in Stanley and Island wide, I see a significant increase in reckless driving and speeding which I would like to see controlled a bit more...."

"...Personally, I would like to see more speed cameras on MPA Road and in Stanley. Driving standards are sometimes very poor and discourteous. Have observed driving down the one way street on Dean Street several times. Parking close to junctions making difficult to see. Occasional mobile phone use while driving. Putting on seat belts while driving off..."

Police are doing a good job

"...Would like to say how impressed and grateful I was to the Police last year when [...] they were very professional, friendly and discreet....."

"...Very happy with our very friendly and helpful Police Force....."