



## **Community Confidence Action Research – Irvine Fullarton**

### **Purpose**

The following report was compiled by SPA Strategy and Performance and PPCW. It provides key findings from the Scottish Police Authority and Police Scotland's survey in Irvine Fullarton as part of the Community Confidence Action Research Project.

### **Executive Summary**

This paper discusses the headline findings of a survey conducted in Irvine Fullarton as part of the Scottish Police Authority and Police Scotland [Community Confidence Action Research Project](#).

The Community Confidence Survey ran from 6<sup>th</sup> February to 26<sup>th</sup> March 2023 with 50 responses received. It should be noted that due to small sample sizes and the non-representative nature of the samples the findings of these surveys cannot be generalised to the entire Irvine Fullarton population.

### **Key Findings**

- Most respondents agreed or strongly agreed that Irvine Fullarton had a **sense of community**, describing the residents as friendly and down-to-earth making the area a nice place to live. However, some responses recognised how the **impacts of deprivation** effected the community.
- Regarding **confidence in policing**, the highest proportion of respondents expressed low levels of confidence in police for 'Tackling antisocial behaviour'. (54%, n=27). The most of respondents scored 'Medium' for their level of confidence in the majority of other indicators.
- In relation to **trust in policing**, a 'High' degree of trust was observed across two indicators 'To care about people like you' (46%, n=23), and in general (42%, n=21).
- Focusing on **police performance**, the highest proportion of respondents thought that 'In general' the police are doing 'A very good' or 'somewhat good job' (42%, n=21). However, people thought the police were doing 'A somewhat poor' or 'Very poor job' in relation to 'Tackling anti-social behaviour' (46%, n=23). These results are similar to SPA national polling conducted in Jan/Feb 2023.
- The vast majority of respondents had not noticed any change in local policing engagement in the last 6 months (88%, n=44); nor had their view on local policing changed in the same timeframe (84%, n=42).
- Many responses reflected that they feel there is a lack of visible policing within the area which is said to influence perceptions of policing. Some

respondents noted that inaction in relation to anti-social behaviour had also impacted their opinions on policing.

**Introduction**

This paper discusses the headline findings of a survey conducted in Irvine Fullarton as part of the Scottish Police Authority and Police Scotland Community Confidence Action Research Project. This paper focuses on the 16 and over cohort of respondents.

It should be noted that due to small sample sizes and the non-representative nature of the samples the findings of these surveys cannot be generalised to the entire Irvine Fullarton population.

**Community Confidence Action Research – Irvine Fullarton Survey**

As part of the Community Confidence Action Research Project, the Scottish Police Authority and Police Scotland designed a survey to gather views on community and policing in Irvine Fullarton. Hosted on the Scottish Police Authority’s Citizen Space the survey contained 15 questions and ran from 6<sup>th</sup> February to 26<sup>th</sup> March 2023. In total 50 responses were received.

**Table 1** shows that the majority of respondents lived in the Irvine Fullarton area (66%, n=33). The highest proportion of respondents were aged 35-44 (32.7%, n=16) and the lowest aged 65+ at 2% (n=1). The sample was also predominantly female (76%, n=38). The majority of respondents also stated they had no contact with the police in the last 6 months (70%, n=35).

**Table 1 – Respondent Demographics**

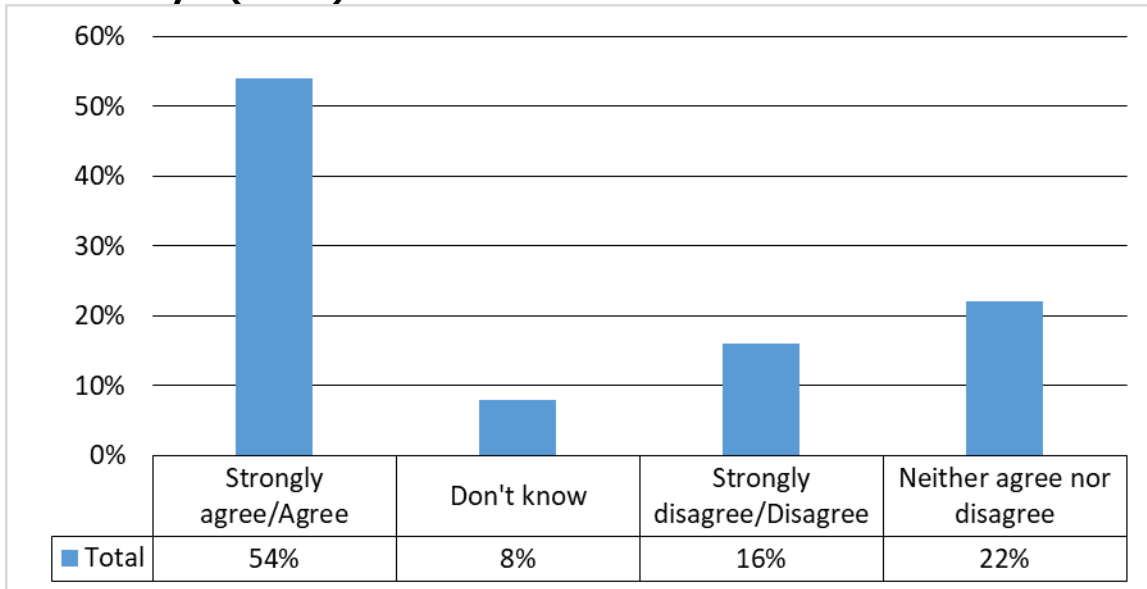
<b>Reason for being in/visiting Irvine Fullarton?</b>		
I have family/friends in the area	3	6%
I live in the area	33	66%
I work in the area	9	18%
Other	5	10%
<b>Age</b>		
16-24	4	8.2%
25-34	14	28.6%
35-44	16	32.7%
45-54	8	16.3%
55-64	5	10.2%
65+	1	2%
Prefer not to say	1	2%
<b>Gender</b>		
Female	38	76%
Male	11	22%
Prefer not to say	1	2%
<b>Police contact in last 6 months</b>		
No	35	70%

Yes	15	30%
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**Community**

**Figure 1** shows that 54% (n=27) of respondents agreed or strongly agreed that Irvine Fullarton had a sense of community. 22% (n=11) neither agreed nor disagreed, whereas 16% (n=8) disagreed or strongly disagreed that Irvine Fullarton had a sense of community. 8% (n=4) responded that they did not know.

**Figure 1: Q6 Do you agree that Irvine Fullarton has a sense of community? (n=50)**



**Thinking about your answers to the previous questions, what are your general thoughts and feelings of Irvine Fullarton? - Q8**

37 responses were received in total with 2 responses excluded due to lack of relevance to the question.

15 responses stated that Irvine Fullarton had a strong sense of community and that the people who lived in the area were friendly and down-to-earth making the area a nice place to live. Nine responses recognised the impact of deprivation in the community, with respondents saying it is a “forgotten area” that “needs improvement” and “regeneration”.

Six responses noted that there is an issue with anti-social behaviour in the Irvine Fullarton vicinity, identifying young people as perpetrators causing vandalism and making other people feel unsafe. Other responses (n=6) expressed that there is an issue with drug crime and problem drug use in the area.

Further responses noted the local environment as being pleasant, with beneficial transport links, and a good mix of facilities available to use as community members. A respondent noted that police engagement is typically discouraged,

and other respondents shared that during the evening they feel unsafe walking alone in the area.

**Confidence and Trust in Police**

**Confidence**

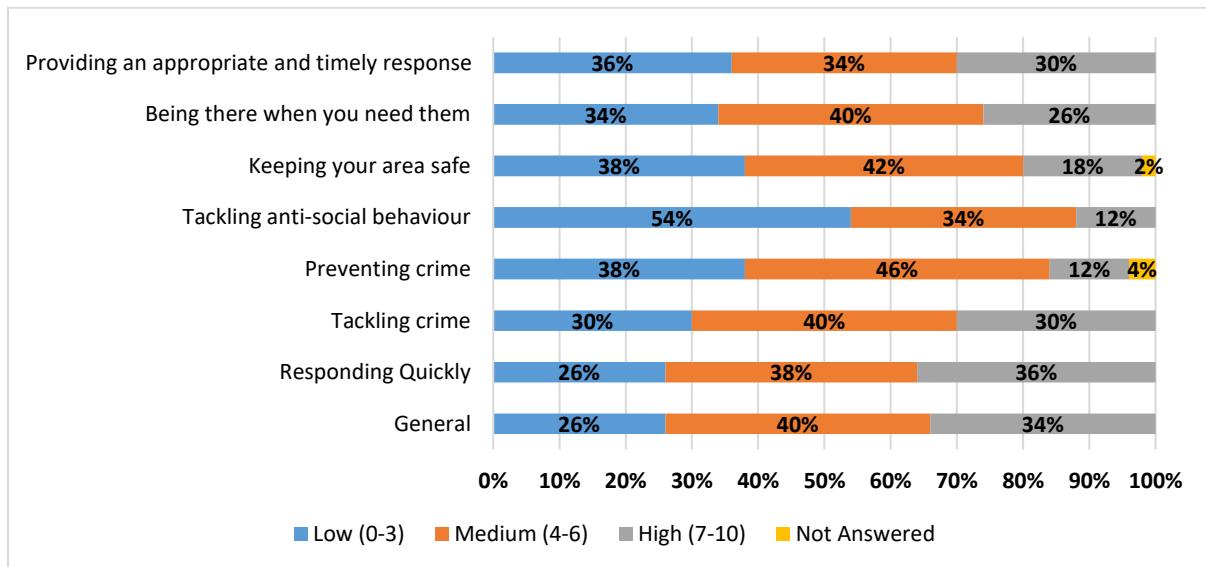
**Figure 2** shows that a high proportion of respondents scored 'Medium' confidence across a range of indicators:

- Preventing crime (46%, n=23)
- Keeping your area safe (42%, n=21)
- Being there when you need them (40%, n=20)
- Tackling crime (40%, n=20)
- General (40%, n=20)
- Responding quickly (38%, n=19)

Lower levels of confidence can be observed in the following two indicators, where a higher proportion of respondents scored a lower response:

- Tackling antisocial behaviour (54%, n=27)
- Providing an appropriate and timely response (36%, n=18)

**Figure 2: Q9 How much confidence do you have in the police in your local area (0-10, where 0 is 'No confidence at all' and 10 is 'complete confidence') (n=50)**



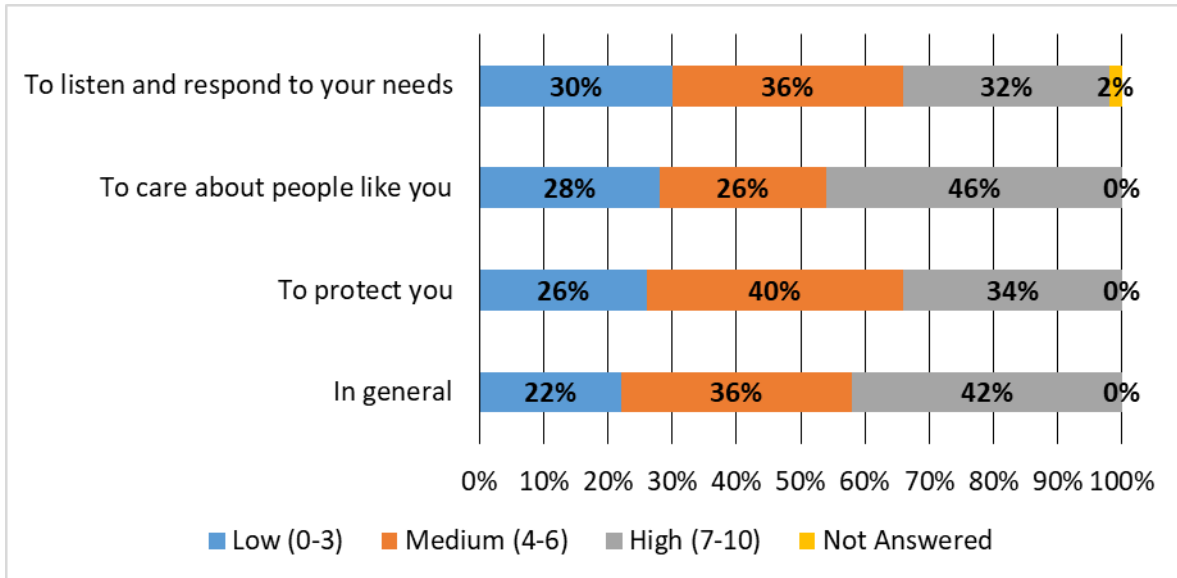
**Trust**

A higher proportion of respondents scored a 'High' degree of trust across two indicators as seen in **Figure 3**:

- To care about people like you (46%, n=23)
- In general (42%, n=21)

When asked about trust in the police 'To listen and respond to your needs', and 'To protect you', the most common response was 'Medium'.

**Figure 3: Q10 How much trust do you have in the police in your local area (0-10, where 0 is 'Do not trust at all' and 10 is 'Trust completely') (n=50):**



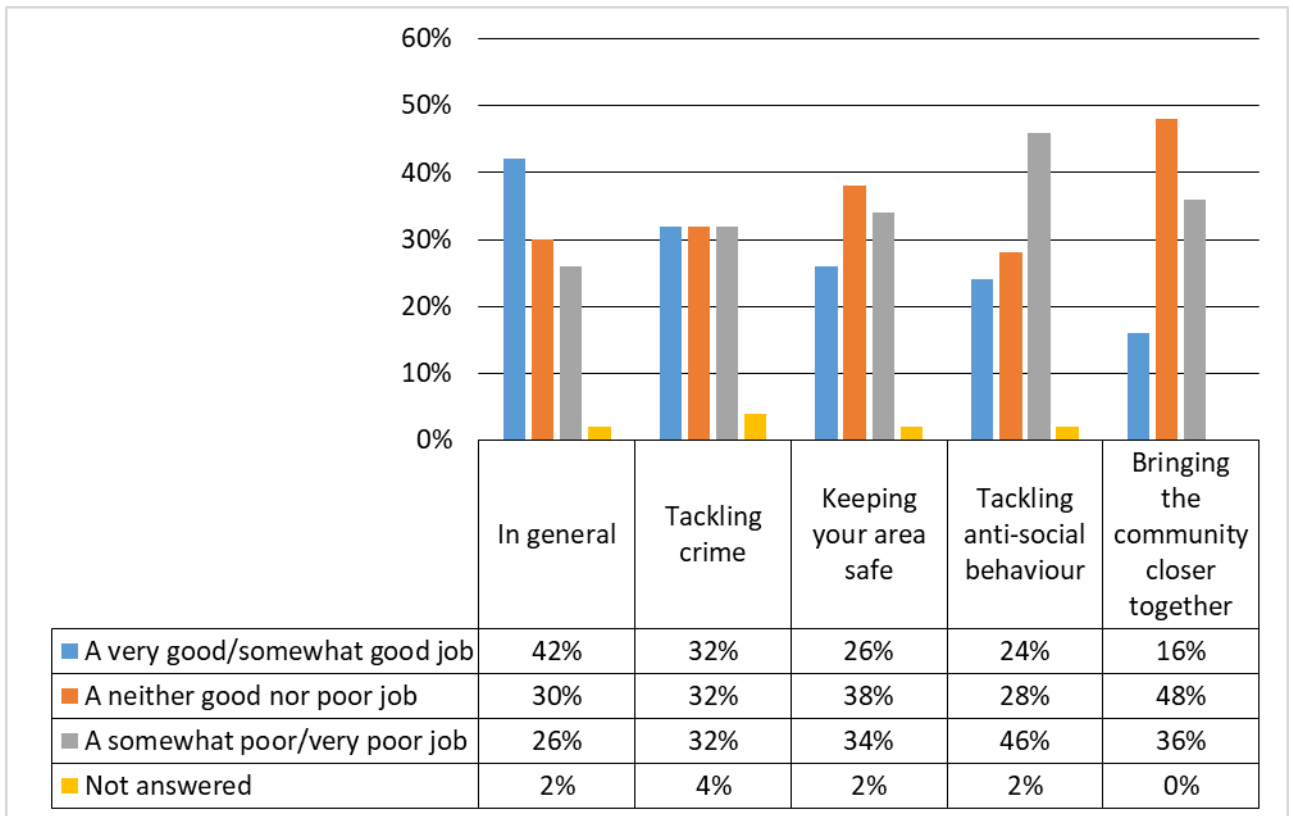
### Performance

**Figure 4** shows that 42% (n=21) respondents thought that 'In general' the police are doing 'A very good' or 'somewhat good job'. In relation to 'Tackling anti-social behaviour' the most common response was that the police were doing 'A somewhat poor' or 'Very poor job' – with **Figure 4** showing 46% (n=23) of responses holding this sentiment. These results are similar to SPA [national polling](#) conducted in Jan/Feb 2023.

Respondents felt the police were doing 'A neither good nor poor job' at 'Keeping your area safe' (38%, n=19) and in 'Bringing the community closer together' (48%, n=24). This contrasts with SPA national polling where a higher proportion selected 'A very good/somewhat good job' for 'Keeping your area safe' and 'A somewhat poor/very poor job' for 'Bringing the community closer together'.

Responses relating to police 'Tackling crime' were equally split across the 3 aggregated indicators; with 32% (n=16) of people thinking the police are doing 'A very good/somewhat good job', 'A neither good nor poor job', and 'A somewhat poor/very poor job' at equivalent measures. In SPA national polling a higher proportion of respondents selected 'A very good/somewhat good job' for this indicator in Jan/Feb 2023.

**Figure 4: Q11 How good or poor a job do you think the police in your local area are doing at the moment in the following regards? (n=50)**



**Changes/Views on Local Police**

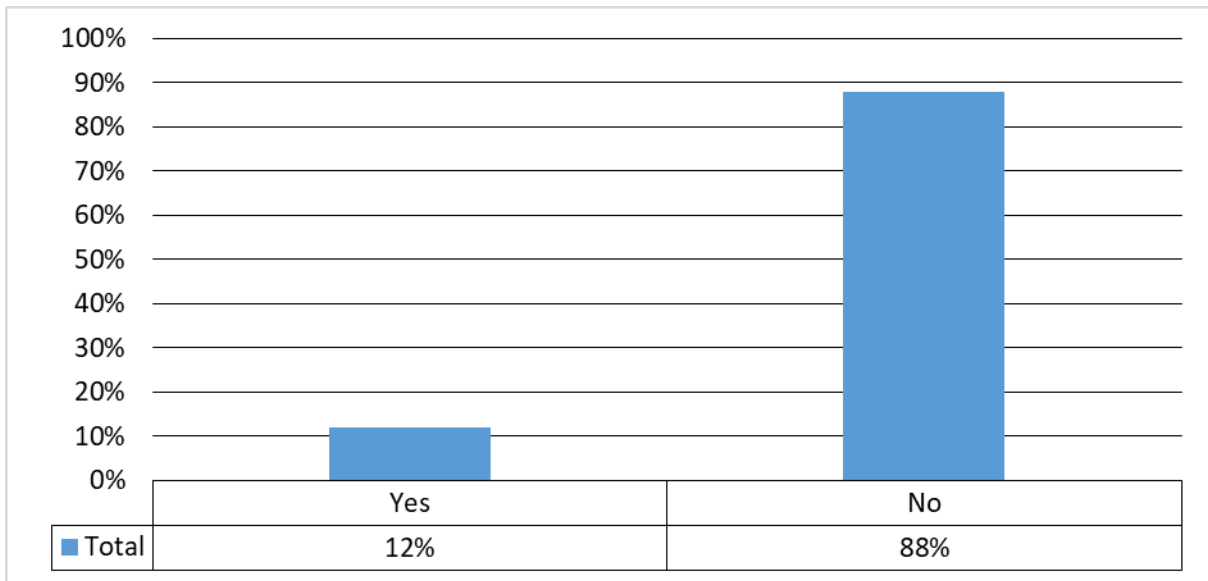
At the time of taking the survey, the majority of respondents (88%, n=44) had not noticed any change in how local policing had engaged with Irvine Fullarton in the last 6 months.

When asked to further explain their response to the question (n=7), several respondents identified that due to lack of visibility, presence, or observable patrol it was not possible to identify any changes to policing engagement in the last 6 months.

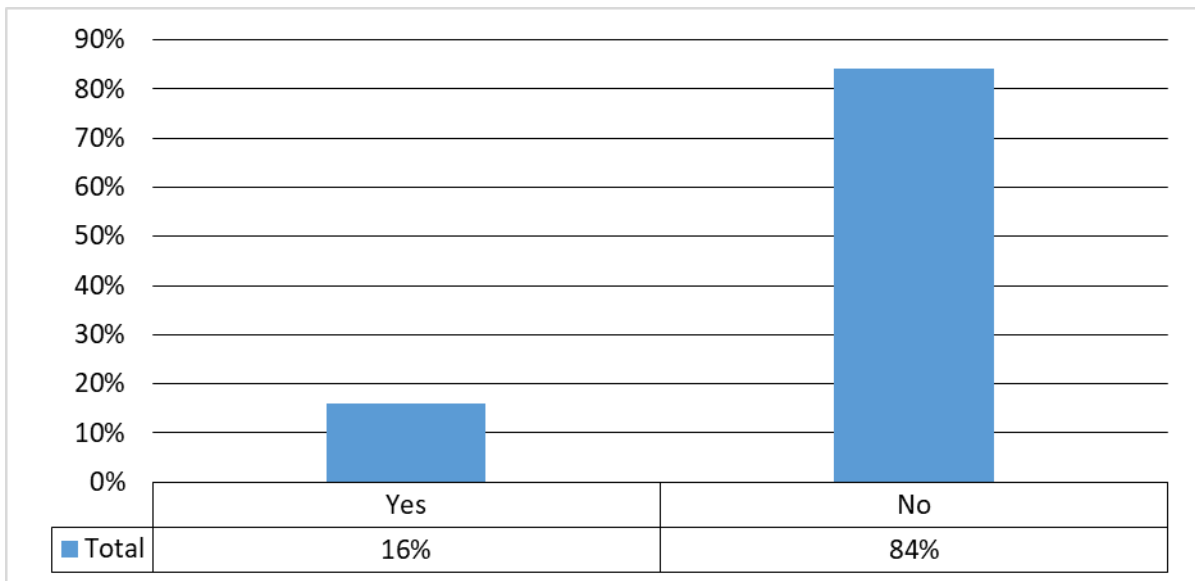
When asked if their view of policing locally had changed in the past six months, 84% (n=42) of respondents said that their view had not changed.

Many qualitative responses (n=13) reflected that generally there is a lack of visible policing within the area. Some respondents noted that inaction in relation to anti-social behaviour had impacted their opinions on policing. Bad previous experience as service users was also noted to be a cause for changing perceptions of local policing, and one response noted that recent nationwide scandals had impacted their confidence in policing.

**Figure 5: Q12 Have you noticed any changes in how local police engage in the local area in the last six months?**



**Figure 6: Q13 Has your view of policing locally changed in the past six months?**



**Q14: A key part of this project is focused on understanding why people may be less confident in policing in the area. Please let us know below the things you think may impact confidence.**

There were 34 responses to Q14. Anti-social behaviour was a notable theme, with respondents highlighting they felt it has increased recently. Young people in local areas like the mall or the beach were noted to be causing distress to respondents, with inaction impacting confidence. Many respondents noted that there is perceived high levels of drug-related crime and drug dealing in the area which they felt impacted confidence. In addition, a lack of visible response/justice impacting confidence was a theme in some responses. For

instance, some respondents felt as though they had not seen an appropriate police response to the reports of crime they had submitted.

Numerous responses picked up on the idea that having no visible presence or a lack of visibility in the community can impact confidence levels. Some respondents also identified that confidence can be impacted by having a negative experience with the service as a user.

The national picture was also felt to impact confidence, with some respondents noting that the police have similar budget problems as many other public sector organisations, and felt the potential impacts of this may impact confidence. Nationwide policing scandals were also thought to impact confidence such as recent news and media outlets reporting on scandals and stories from beyond Scotland.

### **Conclusions and Key Findings**

Most respondents agreed or strongly agreed that Irvine Fullarton had a **sense of community**, describing the residents as friendly and down-to-earth making the area a nice place to live. However, some responses recognised how the **impacts of deprivation** effected the community.

Regarding **confidence in policing**, the highest proportion of respondents expressed low levels of confidence in police for 'Tackling antisocial behaviour'. (54%, n=27). A higher proportion of respondents scored 'Medium' for their level of confidence in the majority of other indicators.

In relation to **trust in policing**, a 'High' degree of trust was observed across two indicators 'To care about people like you' (46%, n=23), and in general (42%, n=21). Focusing on **police performance**, the highest proportion of respondents thought that 'In general' the police are doing 'A very good' or 'somewhat good job' (42%, n=21). However, people thought the police were doing 'A somewhat poor'/Very poor job' in relation to 'Tackling anti-social behaviour' (46%, n=23). These results are similar to SPA national polling conducted in Jan/Feb 2023.

The vast majority of respondents had not noticed any change in local policing engagement in the last 6 months (88%, n=44); nor had their view on local policing changed in the same timeframe (84%, n=42). Many responses reflected that they feel there is a lack of visible policing within the area which is said to influence perceptions of policing. Some respondents noted that inaction in relation to anti-social behaviour had also impacted their opinions on policing.