

**Northern Constabulary**  
**2003 Excellence in Community Policing**  
**Badenoch, Strathspey & Nairn**  
**Area Command Report**  
November 2003

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## Chapter One

### Survey Methodology

#### 1.1 Introduction

The 2003 Excellence in Community Policing survey was developed jointly by Northern Constabulary, The Highland Council and Shetland Community Safety Partnership. It forms part of Northern Constabulary's programme of Best Value service reviews. In addition to this report, individual reports were produced for each of the other seven Command Areas, plus one report for the Force as a whole. The 2003 survey was conducted by Snedden Economics Ltd, an independent consultancy with survey design, data processing and analysis experience across a range of sectors. Previous large scale community surveys were conducted in 1994, 1999 and 2001.

#### 1.2 Survey Sample and Response

The survey questionnaire was issued by post in September 2003 to 4,500 named householders selected at random using the ACORN classification system. A minimum quota of 350 was issued to three Command Areas (Orkney Islands, Shetland Islands and the Western Isles). All other Command Areas received 690 questionnaires. 1,575 responses were analysed (35% of the total issued), although the final response exceeded this by approximately 250 questionnaires – an overall survey response rate of 40%.

**Table 1.1 Survey Sample and Response**

Command Area	Sample Issued	Percentage of Total Issued %	Percentage of Total Analysed %
<b>Badenoch, Strathspey &amp; Nairn</b>	<b>690</b>	<b>15.3</b>	<b>17.2</b>
Caithness & Sutherland	690	15.3	13.5
Inverness	690	15.3	15.6
Lochaber	690	15.3	13.2
Orkney Islands	350	7.8	7.9
Shetland Islands	350	7.8	8.5
Western Isles	350	7.8	6.5
Ross, Cromarty & Skye	690	15.3	17.4
Total	4,500	100	100

#### 1.3 Weighting

The survey data were weighted by ACORN code and by Command Area population. All results in this report are based on weighted data.

## Chapter Two

### Sample Profile

#### 2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 690 of which were in the Badenoch, Strathspey & Nairn Command Area. A total of 1,575 questionnaires were processed (35% of the sample issued), 270 from the Badenoch, Strathspey & Nairn area (39% of those issued in the Badenoch, Strathspey & Nairn Command Area).

#### 2.2 Type of Area

Respondents were asked to describe the type of area in which they live.

**Table 2.1 Type of Area**

	<b>Badenoch, Strathspey &amp; Nairn Command Area</b>	<b>Force Area</b>
	%	%
A city	0.4	10.9
A large town	5.4	8.3
A small town	42.4	22.3
A large village	16.2	13.1
A small village	23.8	27.6
An isolated rural area	11.8	17.7

Base: All respondents in Command Area

#### 2.3 Gender

The response was biased in favour of females, which is common for postal surveys. This bias is partly compensated for in the weighting process.

**Table 2.2 Gender**

	<b>Badenoch, Strathspey &amp; Nairn Command Area</b>	<b>Force Area</b>
	%	%
Female	81.8	80.7
Male	18.2	19.3

Base: All respondents in Command Area

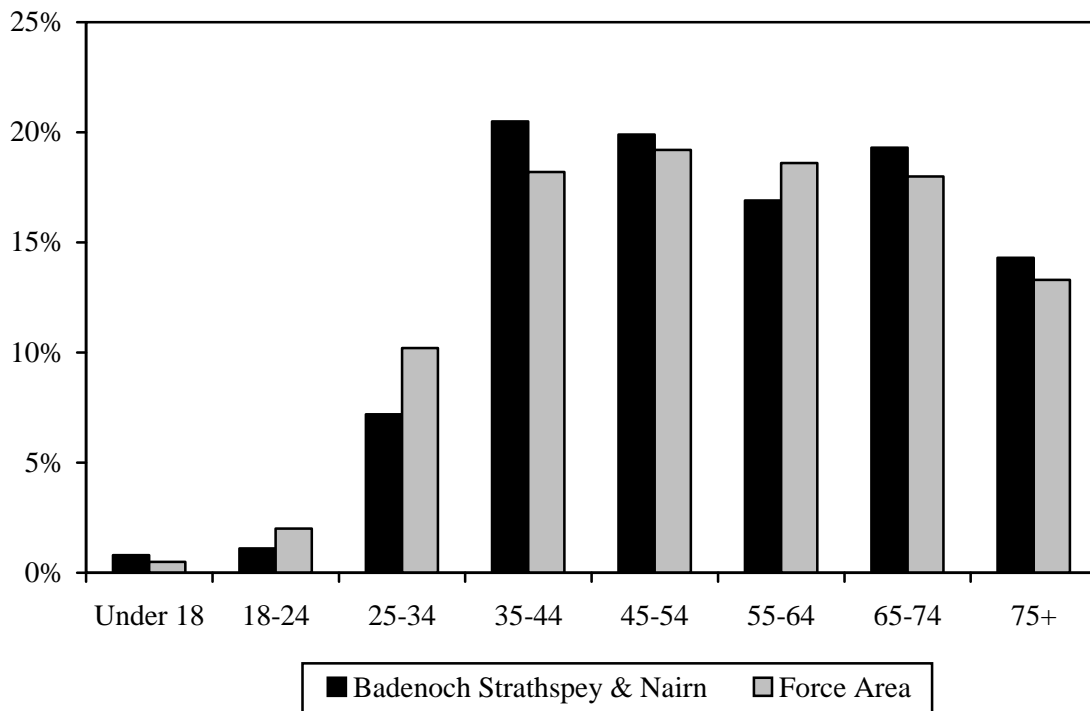
## 2.4 Household Size

The mean household size for the respondents in the Badenoch, Strathspey & Nairn Command area was 2.33 compared with 2.37 for the Force area as a whole.

## 2.5 Age

The age range of respondents is shown in the chart below.

**Chart 2.1 Age of Respondents**



## 2.6 Ethnic Origin

The ethnic origin of the sample is shown in the table below.

**Table 2.3 Ethnic Origin of Respondents**

	<b>Badenoch, Strathspey &amp; Nairn Command Area</b>	<b>Force Area</b>
	%	%
White Scottish	74.1	82.1
Other White British	23.7	16.1
White Irish	0.8	0.5
Other White	0.7	0.6
Indian	-	0.1
Pakistani	-	0.1
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	0.1
African	-	-
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	0.4	0.1
Other	0.4	0.5

Base: All respondents in Command Area

## 2.7 Language

Respondents were asked to state their main spoken language, if their first language was not English. Responses from the Badenoch, Strathspey & Nairn Command area included:

- French (1 mention)
- Welsh (1 mention)

## 2.8 Length of Time in Present Home

Respondents were asked how long they have been in their present home.

**Table 2.4 Length of Time in Present Home**

	<b>Badenoch, Strathspey &amp; Nairn Command Area</b>	<b>Force Area</b>
	%	%
1 year or less	2.9	2.3
Over 1 year but less than 2 years	7.2	6.9
2 or more years but less than 5 years	18.1	16.1
5 years or more	71.8	74.7

Base: All respondents in Command Area

## Chapter Three

### Main Survey Findings

#### Views on the Local Area

##### 3.1 The Area Within 15 Minutes of Home

Respondents were asked to rate the area within 15 minutes walk of their home as a place to live.

**Table 3.1 Area Within 15 Minutes of Home**

	Badenoch, Strathspey & Nairn Command Area %	Force Area %
A very safe area	47.9	50.4
A fairly safe area	48.7	44.8
Rather unsafe area	1.9	3.6
A very unsafe area	0.8	0.8
No opinion	0.7	0.3

Base: All respondents in Command Area

96.6% of respondents in the Badenoch, Strathspey & Nairn Command area rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 95.2% of respondents across the whole Force area. Respondents in the Badenoch, Strathspey & Nairn Command area were almost half as likely to rate their area as *rather unsafe* compared with the Force area.

##### 3.2 The Area Within 15 Minutes of Home Compared With a Year Ago

**Table 3.2 Area Within 15 Minutes of Home Compared With a Year Ago**

	Badenoch Strathspey & Nairn Command Area %	Force Area %
Now more safe	4.1	2.2
Now less safe	15.8	13.1
About the same	78.7	83.3
Did not live here a year ago	1.1	1.1
No opinion	0.4	0.3

Base: All respondents in Command Area

15.8% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 4.1% thought their area was *now more safe*. There was no notable

difference in the response from respondents in the Badenoch, Strathspey & Nairn Command area compared with the Force area.

### 3.3 Concerns in the Local Area

Respondents were asked to indicate their concerns across a range of issues. Responses indicating either a *major* or *minor* concern are shown in the table below. The table also shows a *total concerned* figure compared with the corresponding total for the Force area.

**Table 3.3 Concerns in the Local Area**

	Badenoch, Strathspey & Nairn Command Area			Force Area
	Major Concern %	Minor Concern %	Total Concerned %	Total Concerned %
Driving at excessive speed	35.6	38.2	73.8	71.9
Dog excrement	22.1	41.1	63.2	58.6
Dangerous driving	26.0	36.1	62.1	58.4
Rubbish or litter lying around	15.9	41.7	57.6	55.4
Vandalism, graffiti and deliberate damage	20.3	34.8	55.1	45.2
Young people on the street	15.9	33.0	48.9	44.3
People using drugs	24.0	23.5	47.5	39.2
Drink/drugs driving	21.1	25.8	46.9	46.0
Rowdy or drunken behaviour	15.9	30.2	46.1	39.2
Alcohol abuse	19.6	26.3	45.9	43.7
Break-ins to houses	10.7	29.7	40.4	34.2
People dealing in drugs	23.9	16.4	40.3	34.3
Bullying of young people, in or out of school	13.8	25.7	39.5	36.6
Things being stolen from cars	8.1	26.6	34.7	27.4
Cars being stolen	8.1	20.7	28.8	21.1
Stray dogs roaming the streets	5.9	20.9	26.8	27.5
Anti-social neighbours	6.6	17.8	24.4	24.5
Solvent abuse/glue sniffing	10.1	13.4	23.5	19.8
Noise from local pubs or clubs	5.3	17.8	23.1	12.0
Domestic abuse	4.5	15.6	20.1	16.4
Discrimination and abuse	6.0	13.5	19.5	16.8

Base: All respondents in Command Area

The pattern of concern in the Badenoch, Strathspey & Nairn Command area was similar to that of the Force area as a whole. *Driving at excessive speed* was the main concern which was mentioned as either a major or minor concern by over two thirds of respondents in the Badenoch, Strathspey & Nairn Command area. *Dog excrement, dangerous driving, rubbish* and *vandalism* were all mentioned as a concern by over half of all respondents.

Among the issues presented to respondents that were of least concern were *domestic abuse* and *discrimination and abuse*.

### 3.4 Who Should Deal with these Concerns

Respondents were asked to indicate who should be dealing with their concerns across this same range of issues, as reported in the previous table. The responses are provided in the table below, ranked in order of concern as indicated in the previous table. Respondents were allowed to list more than one response per issue.

**Table 3.4 Who Should Deal with Local Concerns**

	You %	Health Service %	Police %	Council %	Parents %	Community / Neighbour hood Wardens %	Teachers %
Driving at excessive speed	2.0	-	98.9	3.5	2.3	1.6	0.8
Dog excrement	13.4	4.5	8.3	70.5	3.2	21.7	0.8
Dangerous driving	2.0	0.4	99.2	2.4	2.0	1.9	0.4
Rubbish or litter lying around	10.4	0.8	8.1	82.1	17.7	12.8	4.3
Vandalism, graffiti and deliberate damage	1.6	0.4	80.5	24.8	25.0	9.0	3.2
Young people on the street	1.3	0.8	49.2	8.9	70.2	10.9	4.0
People using drugs	2.0	24.6	84.5	6.0	20.2	6.4	8.2
Drink/drugs driving	2.8	7.5	94.8	4.0	7.2	2.4	1.6
Rowdy or drunken behaviour	1.6	1.1	91.3	4.3	11.4	4.8	-
Alcohol abuse	5.6	42.9	42.0	5.9	15.9	6.0	4.0
Break-ins to houses	3.1	-	98.9	1.6	0.8	7.4	-
People dealing in drugs	1.6	4.4	95.3	5.5	5.9	4.7	2.0
Bullying of young people, in or out of school	6.3	4.2	28.9	9.6	61.6	7.8	77.5
Things being stolen from cars	3.6	-	96.4	1.6	1.6	6.3	0.8
Cars being stolen	2.4	-	98.9	1.6	2.0	5.1	0.4
Stray dogs roaming the streets	6.0	1.7	19.5	49.2	3.7	26.8	0.8
Anti-social neighbours	12.0	1.3	53.2	46.4	7.7	10.8	0.4
Solvent abuse/glue sniffing	2.0	21.3	63.2	4.0	45.4	6.6	22.7
Noise from local pubs or clubs	0.8	0.4	70.1	38.7	0.8	7.7	-
Domestic abuse	2.9	17.3	79.9	6.5	3.7	4.0	2.0
Discrimination and abuse	6.9	2.4	64.9	15.1	14.3	8.5	11.5

Base: All respondents in Command Area

A large proportion of the sample expected the police to deal with many of the issues. The police were mentioned by over 90% of respondents for *drug dealers, car theft, drink/drugs driving, break-ins, speeding, dangerous driving and drunken behaviour*.

The police were held to be responsible for 15 of the 21 issues listed. Notable exceptions were:

- Litter (three quarters of respondents thought the Council should be responsible)
- Dog excrement (approximately two thirds of respondents thought the Council should be responsible)
- Bullying (respondents felt this issue should be dealt with predominantly by teachers and parents).

## Community Planning

### 3.5 Importance of Issues in Relation to an Area's Local Plan

Respondents were asked to indicate the priority they feel should be assigned to a range of issues in their Community Plan. Responses indicating either a *top* or *medium priority* are shown in the table below. The table also shows a *total priority* figure compared with the corresponding total for the Force area.

**Table 3.5 Community Plan Priorities**

	Badenoch, Strathspey & Nairn Command			Force Area
	Top Priority %	Medium Priority %	Total (Top+Medium) Priority %	Total (Top+Medium) Priority %
Reducing youth crime	79.3	16.0	95.3	89.7
Reducing crime	74.6	18.8	93.4	88.5
Reducing unemployment	65.6	27.6	93.2	91.0
Reducing drug/alcohol/solvent abuse	78.6	14.4	93.0	90.4
Reducing drug dealing	82.1	10.6	92.7	89.5
Improving road safety	65.4	27.0	92.4	91.0
Reducing anti-social behaviour	70.8	20.7	91.5	86.2
Reducing boredom, lack of things for young people to do	60.3	29.9	90.2	89.0
Improving roads and transport links	57.3	30.3	87.6	85.6
Increasing availability of affordable housing	53.8	29.4	83.2	82.8
Improving access to local medical services	46.6	33.1	79.7	74.7
Increasing business investment	34.3	38.0	72.3	68.0
Reducing discrimination and abuse	43.1	29.2	72.3	69.7
Improving quality of housing	37.3	34.8	72.1	77.0
Increasing availability of sport and leisure facilities	27.2	44.2	71.4	68.1
Improving public transport	35.3	35.2	70.5	64.6
Increasing rural development	15.4	35.9	51.3	59.2
Improving access to technology, e.g. broadband	18.4	28.2	46.6	50.9
Improving access to arts and culture	6.7	37.8	44.5	39.1

Base: All respondents in Command Area

Faced with a list of issues, respondents generally chose to include a large number of them as important for inclusion in their local plan. Only *broadband* and *improving access to arts and culture* were mentioned by fewer than half of the respondents.

- 3.6** In the Badenoch, Strathspey & Nairn Command area, 16.2% of respondents had seen their local Community Plan, compared with a Force average of 13.9%.

### **Fear of Crime**

- 3.7** In the Badenoch, Strathspey & Nairn Command area, 59.1% of respondents were *very worried* or *slightly worried* about becoming a victim of crime compared with 53.5% of respondents in the Force area.

### **3.8 Types of Crime**

Among those respondents who expressed worry about becoming a victim of crime, the table below shows the percentage of respondents worried about particular types of crime.

**Table 3.6 Types of Crime**

	<b>Badenoch Strathspey &amp; Nairn Command %</b>	<b>Force Area %</b>
Having your home broken into	85.4	85.0
Vandalism or deliberate damage to your home, property or car	80.3	79.1
Having your car stolen or broken into	66.3	68.0
Being attacked, assaulted or robbed in the street	60.5	63.2
Being attacked, assaulted or robbed in your own home	58.8	52.1
Being insulted or threatened	51.1	51.4
Being the victim of an attempted rape, rape or other serious sexual offence	34.6	32.9
Being a victim of domestic abuse	3.1	3.8

Base: 76 respondents

*Having your home broken into* and *vandalism or deliberate damage to your home, property or car* were the main sources of worry over crime. Generally, the pattern across the Badenoch, Strathspey & Nairn Command area was similar to the Force area.

### 3.9 Fear of Discrimination or Abuse

Respondents were asked to indicate how worried they were about suffering from various forms of discrimination or abuse. Responses indicating either *very worried* or *slightly worried* are shown in the table below, alongside the corresponding figures for the Force area.

**Table 3.7 Fear of Discrimination or Abuse**

	Badenoch Strathspey & Nairn Command Area		Force Area	
	Very Worried %	Slightly Worried %	Very Worried %	Slightly Worried %
Physical disability	1.2	7.5	1.6	6.5
Mental health	1.2	7.2	0.8	4.0
Gender	-	6.3	0.8	5.5
Race or ethnic origin	0.7	4.3	0.9	3.5
Sexuality	-	4.8	0.2	2.6
Religious beliefs	0.4	4.3	1.2	3.8
Learning disability	0.8	3.7	1.1	2.8
Political beliefs	-	3.2	1.9	2.0

Base: All respondents in Command Area

*Physical disability* and *mental health* were the main sources of worry over discrimination in the Badenoch, Strathspey & Nairn Command area. Respondents in the Badenoch, Strathspey & Nairn Command area were almost twice as concerned about *mental health* discrimination than respondents in the Force area as a whole.

## **Victims of Crime**

### **3.10 Reporting Crime**

13% of respondents in the Badenoch, Strathspey & Nairn Command area said that they had been a victim of crime in the last year, 83% of whom reported it to the police.

By comparison, 8% of respondents in the Force area as a whole said they had been a victim of crime in the last year, 83% of whom reported it to the police.

One reason given for not reporting a crime to the police was: “minor scratches to my car – I wouldn’t waste police time”. In another case, the respondent felt that “the police have no real means to solve minor crimes”.

### **3.11 Victim Support**

23% of respondents in the Badenoch, Strathspey & Nairn Command area, who have been a victim of crime in the last year, said that they had been offered referral to Victim Support, of whom 13% took up the offer. Reasons given for not taking up the offer included: “didn’t see how it could help me” and “victim support did not get in contact with me”.

### 3.12 Precautions Against Crime

Respondents were asked which of the following they did because of possible worries about crime.

**Table 3.8 Precautions Against Crime**

	Badenoch Strathspey & Nairn Command			Force Area
	Always %	Sometimes %	Total Always/ Sometimes %	Total Always/ Sometimes %
Make sure your home is adequately secured	83.0	14.3	97.3	92.1
Make sure your vehicle is adequately secured	84.2	9.5	93.7	88.0
Avoid certain places	22.0	40.7	62.7	56.1
Avoid going out when it is dark	12.9	33.1	46.0	42.7
Avoid going out alone	12.5	33.2	45.7	40.4
Avoid going out at certain times	8.5	33.4	41.9	37.7
Mark your property in case it is stolen	13.9	36.2	50.1	40.7
Take self-defence classes	1.2	3.5	4.7	3.8
Carry a personal alarm	1.6	2.7	4.3	3.3

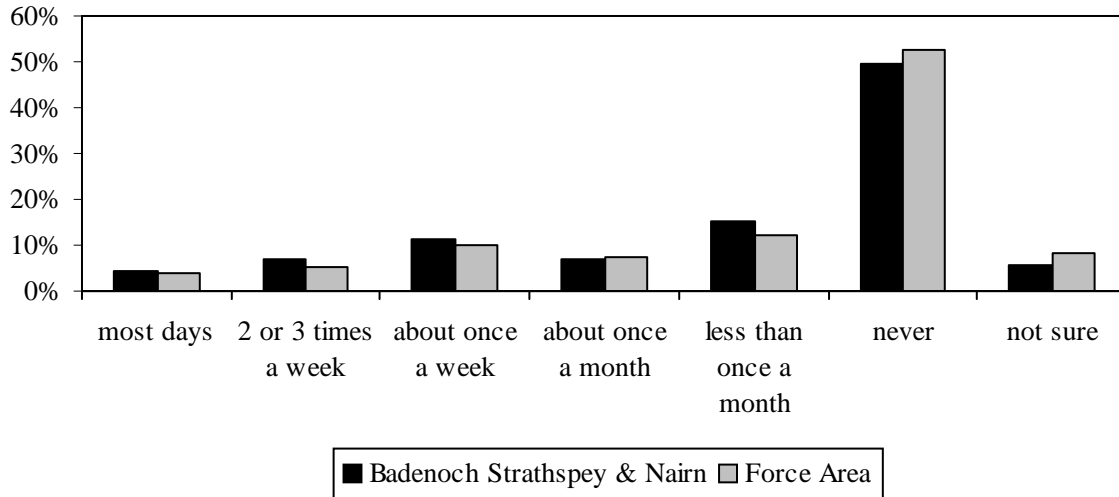
Base: All respondents in Command Area

Generally, respondents in the Badenoch, Strathspey & Nairn Command area were more likely than average to take a range of precautions against crime compared with the Force area as a whole.

People were most likely to take precautions to protect their homes and cars, a pattern which was reflected across the whole Force area.

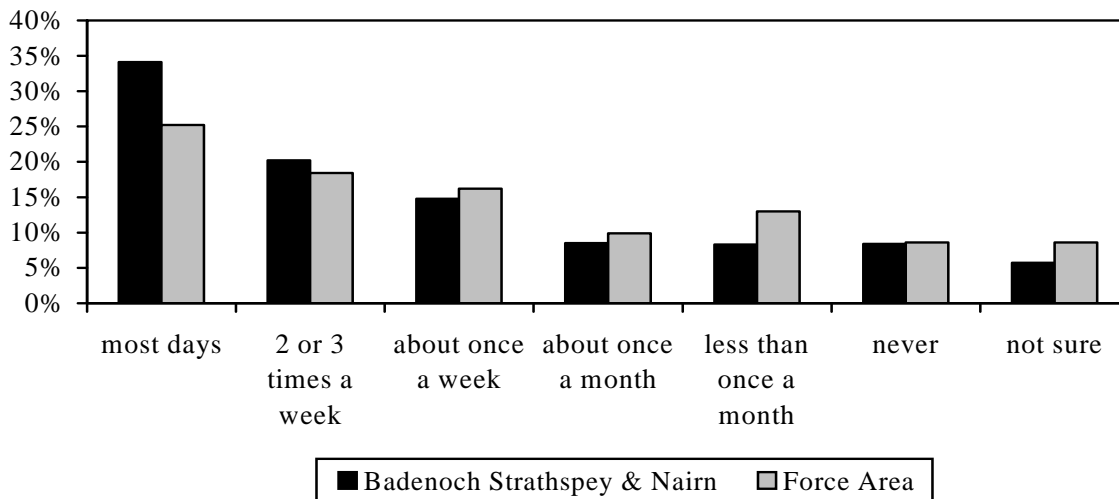
## Police Patrols

**3.13 Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot in the Badenoch Strathspey & Nairn Command Area**



A slightly lower number of respondents in the Badenoch, Strathspey & Nairn Command area, 49.2%, mentioned they *never* see police officers patrolling *on foot*, compared with 52.7% of respondents across the whole Force area.

**3.14 Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles in the Badenoch Strathspey & Nairn Command Area**



Respondents in the Badenoch, Strathspey & Nairn Command area were more likely to see police officers patrolling *in motor vehicles most days*, compared with the Force area average.

### 3.15 Level of Police Patrols

Respondents were asked what they thought about the level of all police patrols that they see.

**Table 3.9 Level of Police Patrols**

	<b>Badenoch Strathspey &amp; Nairn Command</b>	<b>Force Area</b>
	%	%
Too much	0.4	0.2
About right	29.7	30.5
Too little	61.2	54.2
No opinion	8.7	15.1

Base: All respondents in Command Area

Generally, the pattern across the Badenoch, Strathspey and Nairn Command area was similar to the Force area, with around 30% of respondents feeling that the level of police patrols is about right.

### 3.16 Preferences for Police Patrols

Respondents were asked where they would like to see more police officers on patrol.

**Table 3.10 Where Respondents Would Like to See More Officers on Patrol**

	<b>Badenoch Strathspey &amp; Nairn Command</b>	<b>Force Area</b>
	%	%
Town Centre / High Street	34.9	29.3
Street presence / foot patrols (all areas)	31.3	28.3
Residential areas	15.2	18.1
Villages	11.7	11.4
Outside schools	8.1	6.1
Pubs / nightclubs	7.7	8.7
Known trouble spots	6.6	7.8
Areas of traffic danger	3.4	3.7
Other	14.6	15.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

*Town Centre/High Street* was the most commonly mentioned place respondents in the Badenoch, Strathspey & Nairn Command area wanted to see more officers on patrol. Responses included comments such as wanting to see a “greater presence in the high

street when rowdy (Friday/Saturday nights)” and “at busy shopping times in the town centre”.

Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in the previous table included:

- Play parks (7 mentions)
- Grantown (4 mentions)
- Nairn (4 mentions)
- Aviemore (2 mentions)

**3.17** Respondents were asked when they would like to see more police officers on patrol.

**Table 3.11 When Respondents Would Like to See More Officers on Patrol**

	Badenoch, Strathspey & Nairn Command %	Force Area %
Evening (up to 10 pm)	37.9	33.4
Late evening / night (after 10 pm)	32.6	35.4
All the time	15.6	12.4
No specific time / random	12.5	12.3
Weekends	12.3	20.1
Pub / club closing time	10.6	10.1
School breaks / lunchtime / after school	10.4	7.3
School holidays	2.3	1.5
Other	10.8	8.0

Base: All respondents in Command Area

Note: Multiple responses were accepted

*Evenings (up to 10pm)*, was the most commonly mentioned time when respondents in the Badenoch, Strathspey & Nairn Command area wanted to see more officers on patrol. This was followed by a desire to see more officers in the *late evening/night (after 10pm)* and *all the time*.

Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in the table above included:

- Daily (13 mentions)
- Mornings (rush hour) (2 mentions)
- Afternoons (2 mentions)

**3.18** Respondents were asked why they would like to see more police officers on patrol.

**Table 3.12 Why Respondents Would Like to See More Officers on Patrol**

	Badenoch, Strathspey & Nairn Command %	Force Area %
Crime prevention / deterrence	53.9	47.2
Reassurance / feeling safe	30.6	31.8
Youth behaviour / intimidation	16.7	16.5
Reduce vandalism	11.3	11.4
Community relations	8.6	5.6
Drink related crime	6.3	7.7
Reduce motoring offences	4.1	8.1
Drug abuse	2.7	3.7
Other	4.1	2.8

Base: All respondents in Command Area

Note: Multiple responses were accepted

*Crime prevention/deterrence* was the main reason respondents wanted to see more police officers on patrol. One comment was that a greater police presence would “deter bad behaviour and provide a positive presence”.

Respondents in the Badenoch, Strathspey & Nairn command area also wished to see more police officers on patrol as a *reassurance* and to *feel safer*. Hence the comment: “to provide reassurance to law abiding citizens and to remind those less inclined to behave properly that police are available and active”.

Also, respondents in the Badenoch, Strathspey & Nairn command area were concerned also by the *behaviour of youths*. More police officers on patrol “would maybe check youngsters with nothing to do from vandalism, graffiti and robberies”; also “prevent young adults fighting, drunken brawls etc” and help to “gain the respect and control of youngsters and teenagers”.

Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in the table above mostly fell into the category of *to catch offenders* (3 mentions).

## Community Safety

### 3.19 Awareness of Security and Safety Initiatives

The following table shows the percentage of respondents who were aware of certain security and safety initiatives in their area.

**Table 3.13 Awareness of Security and Safety Initiatives**

	<b>Badenoch, Strathspey &amp; Nairn Command Area Aware %</b>	<b>Force Area Aware %</b>
Laws banning drinking alcohol in public places	57.1	37.4
TV/media campaigns, e.g. drug awareness	39.7	36.7
Closed circuit television (CCTV)	35.7	27.5
Neighbourhood/Farm/Water/Boat Watch schemes	21.6	9.1
Anti-social behaviour orders	14.3	9.1
Community / neighbourhood wardens	5.2	5.4

Base: All respondents in Command Area

### 3.20 Respondents were asked if they thought any of the following improve community safety in their area.

**Table 3.14 Perceived Effects of Security and Safety Initiatives**

	<b>Badenoch, Strathspey &amp; Nairn Command Area Aware %</b>	<b>Force Area Aware %</b>
Laws banning drinking alcohol in public places	66.8	55.4
Closed circuit television (CCTV)	58.2	52.3
Neighbourhood/Farm/Water/Boat Watch schemes	50.6	38.7
TV/media campaigns, e.g. drug awareness	49.8	45.0
Anti-social behaviour orders	48.3	44.2
Community / neighbourhood wardens	44.3	43.2

Base: All respondents in Command Area

*Laws banning drinking alcohol in public places* and *closed circuit television (CCTV)* were perceived to be the measures which have the greatest effect on improving community safety. Generally, the pattern across the Badenoch, Strathspey & Nairn Command area was similar to the Force area.

### **3.21 Crimestoppers**

53% of respondents in the Badenoch, Strathspey & Nairn Command area stated that they were aware of the Crimestoppers facility, which is approximately the same as the whole Force area average of 54%. In the Badenoch, Strathspey & Nairn Command area, 2% of respondents had actually used the facility, compared with 3% in the whole Force area.

### **3.22 Confidential Lines**

39% of respondents in the Badenoch, Strathspey & Nairn Command area stated that they were aware of the Northern Constabulary confidential lines compared with 43% across the whole Force area.

2% of respondents in the Badenoch, Strathspey & Nairn Command area had actually used the Northern Constabulary confidential lines, which is considerably lower than the 4% average across the whole Force area.

Overall respondents in the Badenoch, Strathspey & Nairn Command area have a low awareness and usage of phone lines to report crime, compared with respondents in the Force area as a whole.

## Contacting the Police

### 3.23 Preferred Methods of Contact

Respondents were asked how they would prefer to contact the police in each of the following situations.

**Table 3.15 Preferred Methods of Contacting the Police**

	Phone '999' %	Phone local police station %	Phone Northern Constabulary confidential line %	Visit local police station %	To police officer on patrol %	Email/ internet %	Mobile phone, text, picture imaging %
To report a serious crime, e.g. house break-in	41.7	54.6	1.9	1.8	-	-	-
To report a minor crime, e.g. vandalism	3.9	83.3	1.9	7.9	2.6	0.4	-
To report information about something suspicious	8.0	77.4	4.1	8.3	2.3	-	-
To report a nuisance or disturbance	6.7	85.0	1.9	4.1	1.9	-	0.4
To report a road traffic accident/incident	68.6	28.8	0.8	1.1	-	-	0.8
To report other information	4.3	70.4	3.8	19.2	2.0	0.4	-
To ask for advice or information	0.8	54.8	1.9	37.6	3.1	1.9	-
Firearm / shotgun enquiry	2.9	55.6	3.1	38.0	-	0.4	-
Lost/found property	0.8	49.5	-	49.7	-	-	-
Missing person	7.6	56.6	3.1	32.0	0.4	0.4	-

Base: All respondents in Command Area

*Phoning '999'* was the preferred method of contacting the police in order to report an accident. *Phoning the local police station* was the preferred method of contact in all other situations listed.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious. The *confidential line* was mentioned as a possible way of contacting the police across all the situations listed, but generally, respondents were far more likely to make contact by *phoning the local police station*.

Electronic media such as *e-mail* and *picture imaging* were relatively unlikely to be used to contact the police.

## Information about The Work of the Police

### 3.24 Type of Information Sought

49% of respondents in the Badenoch, Strathspey & Nairn Command area stated that they would like to receive more information about the work of their local police officers, compared with 47% in the Force area. Respondents were then asked what type of information they would like.

**Table 3.16 Type of Information Sought by Respondents**

	<b>Badenoch, Strathspey &amp; Nairn Command %</b>	<b>Force Area %</b>
General police work in your area	82.6	81.8
What is being done to reduce and prevent crime	80.0	79.8
What is being done to make your community safer	74.1	74.2
More information about police officer's job/how they spend their day	55.7	50.8
What is being done to improve road safety	55.4	64.4
How we are spending on policing in your area	53.1	49.8
How you can help the police, e.g. Neighbourhood Watch, appeals	51.0	47.3
Police achievements/successes	49.1	46.6

Base: 63 respondents

Note: Multiple responses were accepted

### 3.25 Method of Finding Information About Police Work

Respondents were asked how they normally find out about the work of local police officers.

**Table 3.17 Current Methods of Finding Out About Police Work**

	Badenoch, Strathspey & Nairn Command %	Force Area %
Local newspapers	61.0	59.8
Talking to friends and relatives	28.9	29.5
Television	22.0	23.0
Local radio	21.8	32.2
Don't get any information	21.0	22.1
Talking to police officers	17.8	14.0
Personal experience	14.2	13.2
Community meetings	6.4	7.2
Literature from the police	4.1	3.8
Local area newsletter 'Putting People First'	3.3	3.2
Public meetings held by the police	1.9	1.8
Internet	-	0.3
Other	3.4	3.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

Responses in the Badenoch, Strathspey & Nairn Command area followed a similar pattern compared with the Force area. *Local newspapers* were the main source of information, followed by *talking to friends and relatives* and *television*. *Local radio* was noted much less as a source of police information, compared with the Force area as a whole.

Responses listed as “other” in the table above mostly fell into the category *community groups/school visits by police* (4 mentions).

### 3.26 Awareness of Police Campaigns and Initiatives

10% of respondents in the Badenoch, Strathspey & Nairn Command area reported that they were aware of a campaign or initiative by Northern Constabulary during the last three months, compared with 17% in the Force area. Respondents were then asked what the campaign was about.

**Table 3.18 Awareness of Police Campaigns and Initiatives**

	<b>Badenoch, Strathspey &amp; Nairn Command</b>	<b>Force Area</b>
	%	%
Speeding	38.8	34.5
Drug dealing	14.5	10.5
Drink driving	9.2	17.1
Drugs awareness	9.2	25.1
Press coverage of drug enforcement	9.2	5.5
Drugs awareness in schools	4.8	4.4
Road safety	4.6	15.9
Dogs Against Drugs	-	4.9
Other	14.5	7.9

Base: 10 respondents

Note: Multiple responses were accepted

*Speeding* and *drug dealing* were the most frequently cited campaigns that respondents in the Badenoch, Strathspey & Nairn Command area had noted in the previous three months. Note, there was a very low response to this question.

**3.27** Respondents were asked how they were made aware of the campaign.

**Table 3.19 How Respondents Were Made Aware of the Campaign**

	<b>Badenoch, Strathspey &amp; Nairn Command</b>	<b>Force Area</b>
	<b>%</b>	<b>%</b>
Local newspaper	50.5	63.2
Local radio	42.9	43.7
Local TV	14.8	21.6
Talking to police officer	11.6	6.6
Talking to friends/relatives	7.8	9.9
Leaflet or newsletter	3.9	8.6
Internet	-	0.5

Base: 12 respondents

Note: Multiple responses were accepted

Responses in the Badenoch, Strathspey & Nairn Command area followed a similar pattern compared with the Force area. *Local newspapers* were the main source of campaign information, followed by *local radio* and *television*. Note, there was a very low response to this question.

**3.28 Influence of the Media**

Respondents were asked if their confidence in the police is influenced by the media.

**Table 3.20 Media Influence on Confidence in Police**

	<b>Badenoch Strathspey &amp; Nairn Command</b>	<b>Force Area</b>
	<b>%</b>	<b>%</b>
Yes, definitely	8.4	10.3
Probably	11.4	13.5
Sometimes	23.8	23.6
Not significantly	30.7	30.3
Definitely not	21.1	18.1
Don't know	4.6	4.2

Base: All respondents in Command Area

Responses in the Badenoch, Strathspey & Nairn Command area followed a similar pattern compared with the Force area.

**3.29 Respondents were asked if their views on crime are influenced by the media.**

**Table 3.21 Media Influence on Views of Crime**

	<b>Badenoch, Strathspey &amp; Nairn Command %</b>	<b>Force Area %</b>
Yes, definitely	11.8	14.3
Probably	16.2	16.7
Sometimes	33.2	31.7
Not significantly	22.6	22.5
Definitely not	13.6	11.7
Don't know	2.7	3.1

Base: All respondents in Command Area

Responses in the Badenoch, Strathspey & Nairn Command area followed a similar pattern compared with the Force area.

**3.30 Respondents were asked if their overall feeling of safety is influenced by the media.**

**Table 3.22 Media Influence on Feelings of Safety**

	<b>Badenoch Strathspey &amp; Nairn Command %</b>	<b>Force Area %</b>
Yes, definitely	8.0	9.2
Probably	16.0	13.9
Sometimes	20.9	20.8
Not significantly	32.4	35.0
Definitely not	18.9	17.2
Don't know	3.8	4.0

Base: All respondents in Command Area

Responses in the Badenoch, Strathspey & Nairn Command area followed a similar pattern compared with the Force area.

### 3.31 Use of Internet and Mobile Phones

Respondents were asked if they would use the internet to report a crime.

**Table 3.23 Willingness to Use Internet to Report Crimes**

	Badenoch Strathspey & Nairn Command %	Force Area %
Yes, any crime	1.1	2.4
Yes, minor crime	2.6	3.2
No, don't have access to the internet	38.3	39.0
No, would prefer to speak to police	54.4	51.1
Don't know/No opinion	3.5	4.2

Base: All respondents in Command Area

**3.32** 11.9% of respondents in the Badenoch, Strathspey & Nairn Command area said they would be happy to receive general information from the police via text to a mobile phone, the same percentage as the Force Area as a whole.

**3.33** 22.7% of respondents in the Badenoch, Strathspey & Nairn Command area said they would be happy to receive general information from the police via email/internet, compared with 25.3% of respondents in the Force Area as a whole.

### 3.34 Mobile Police Station

35.7% of respondents in the Badenoch, Strathspey & Nairn Command area would like to see a mobile police station visit their area on a regular basis, compared with 35.2% of respondents in the Force area as a whole.

### 3.35 The Use of Public Places to Access Information of Police Services

Respondents were asked if they would utilise the following to access information on police services.

**Table 3.24 Public Places Used to Access Information on Police Services**

	<b>Badenoch Strathspey &amp; Nairn Command %</b>	<b>Force Area %</b>
Post office	43.2	35.8
Council office / service point	41.5	36.1
Library	35.4	32.5
Supermarket	31.0	27.5
Bank	18.8	16.7

Base: All respondents in Command Area

Generally, respondents in the Badenoch, Strathspey & Nairn Command area were more likely to access information about police services at *post offices* or *Council offices/service points* which were also the preferred methods in the Force area as a whole.

## The Role of the Police

### 3.36 Public Priorities

Respondents were asked in what ways Northern Constabulary could improve the service it provides to the public.

**Table 3.25 Ways to Improve Services Provided**

	Badenoch Strathspey & Nairn Command %	Force Area %
Foot patrols / officers on the beat	42.9	44.1
Higher profile / higher visibility	26.3	25.2
Community involvement	14.8	8.3
More accessible / approachable / friendly	13.0	15.1
Satisfied with existing Police service	11.1	10.6
Recruit more officers	10.7	7.1
More information / communication	9.0	8.6
Do more with young people / in schools	7.2	7.8
More community policing	5.3	2.7
Higher presence in villages	3.9	2.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

A clear priority for respondents in the Badenoch, Strathspey & Nairn Command area was more *foot patrols*, with 42.9% of respondents stating this as a preference. A typical response was the desire to “see more police on the beat”; also “be more visible as people, not just zooming past in a police car”.

Additionally, respondents suggested that the police should maintain a *higher profile* and should have more *community involvement*. One respondent commented: “by providing a more visible presence; thereby reducing fear of crime and acting as a deterrent to anti-social behaviour/criminal activity”. Also there was the comment: “more police officers, more personal contact”. More police officers on patrol means that the police can “get to know their community, all of their community and not just the elements that cause trouble”, in the words of one respondent.

**3.37** Respondents were asked what should be the three main priorities for Northern Constabulary.

**Table 3.26 Main Priorities for the Police**

	<b>Badenoch Strathspey &amp; Nairn Command %</b>	<b>Force Area %</b>
Crime prevention/law & order/public safety	55.4	52.7
Road safety / speeding	32.7	33.7
Drugs (general / unspecified)	21.7	20.8
Theft / property crime / vandalism	20.9	20.0
Drink related crime / behaviour	14.5	14.3
Drug related crime / behaviour	14.3	16.5
Drug dealing	14.1	13.7
Crime detection (incl. prosecution)	12.1	12.3
Violence / assault	11.4	12.3
Youth behaviour on streets	9.6	7.6
Quick response to reports of crime	7.9	4.7
Drink driving	7.8	14.5
Integrate with youth groups / schools	7.5	7.2
Public relations	6.8	9.0
Partnership working / liaison	4.2	4.3
Dealing with anti-social behaviour	3.3	4.0
Tougher on sentencing/known offenders	3.3	1.1
Drug awareness	3.1	2.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

Over half of the respondents who answered the question mentioned *crime prevention/maintenance of law and order/public safety* as the key priority for Northern Constabulary. *Road safety/speeding* and *drugs (general/unspecified)* were the next most commonly mentioned priorities.

**3.38** Respondents were asked with which things they thought the police should not be dealing.

**Table 3.27 Areas With Which the Police Should Not Be Dealing**

	Badenoch Strathspey & Nairn Command %	Force Area %
Minor motoring / parking offences	23.2	15.2
Excessive administration	19.8	18.0
Litter	18.7	19.1
Dog fouling	16.0	14.5
Stray animals / lost pets	15.1	15.7
Council issues	12.8	1.7
Parenting	10.9	10.5
Petty crime	10.2	5.9
Minor domestic disputes	8.6	6.5
Lost property	7.6	2.8
Anti-social neighbours	3.7	6.0

Base: All respondents in Command Area

Note: Multiple responses were accepted

Respondents in the Badenoch, Strathspey & Nairn Command area felt that *minor motoring/parking offences* was the main issue with which the police should not be dealing. This included minor road traffic accidents and car parking disputes.

## The Role of the Individual

### 3.39 Individual Action

Respondents were asked what they thought they could do to help improve the quality of life in their community.

**Table 3.28 Individual Action**

	Badenoch Strathspey & Nairn Command %	Force Area %
Report crime or suspicious behaviour	31.4	28.6
Neighbourliness / be friendly	28.3	22.8
Support community activities / groups	24.8	20.1
Nothing	14.2	13.2
Be law-abiding	10.6	7.5
Engender law abiding behaviour	8.0	13.5
Neighbourhood watch	7.9	11.6
Collect litter	6.3	4.9

Base: All respondents in Command Area

Note: Multiple responses were accepted

The most common way in which respondents felt they could contribute to the quality of life in their community was to *report crime or other suspicious behaviour*.

The other main responses were to be more *neighbourly* or *friendly*, or to *support community activities/groups*. One comment was to “support police and council initiatives and campaigns directed towards road safety and crime prevention”. In another case, the response was to “report suspicious/worrying incidents, look out for other people, drive and park considerately, be prepared to help out and listen to other people’s point of view (eg neighbours)”.

14.2% of people who answered the question said that they could do *nothing*. The main reason given for this was old age.