

Northern Constabulary
2003 Excellence in Community Policing
Inverness Area Command Report
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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 %
Badenoch, Strathspey & Nairn	690	15.3	17.2
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 Inverness Command Area. A total of 1,575 questionnaires were processed (35% of the sample issued), 246 from the Inverness area (36% of those issued in the Inverness 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

	Inverness Area Command %	Force Area %
A city	44.3	10.9
A large town	18.3	8.3
A small town	4.2	22.3
A large village	10.1	13.1
A small village	16.0	27.6
An isolated rural area	7.1	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

	Inverness Area Command %	Force Area %
Female	81.7	80.7
Male	18.3	19.3

Base: All respondents in Command Area

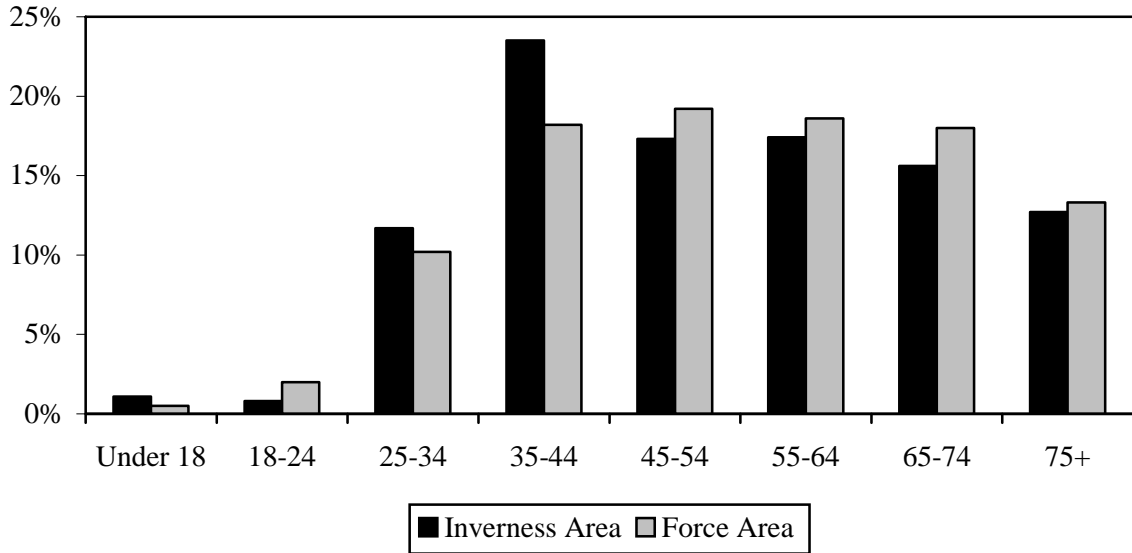
2.4 Household Size

The mean household size for the respondents in the Inverness Command area was 2.57 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

	Inverness Area Command %	Force Area %
White Scottish	86.2	82.1
Other White British	12.5	16.1
White Irish	0.6	0.5
Other White	0.4	0.6
Indian	-	0.1
Pakistani	-	0.1
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	0.1
African	-	-
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	-	0.1
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 Inverness Command area included:

- Gaelic (1 mention)
- Hindi (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

	Inverness Area Command %	Force Area %
1 year or less	1.3	2.3
Over 1 year but less than 2 years	8.7	6.9
2 or more years but less than 5 years	16.7	16.1
5 years or more	73.3	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

	Inverness Area Command %	Force Area %
A very safe area	30.7	50.4
A fairly safe area	60.2	44.8
Rather unsafe area	8.4	3.6
A very unsafe area	0.4	0.8
No opinion	0.4	0.3

Base: All respondents in Command Area

91.1% of respondents in the Inverness 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 Inverness Command area were over twice 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

	Inverness Area Command %	Force Area %
Now more safe	1.5	2.2
Now less safe	13.7	13.1
About the same	84.8	83.3
Did not live here a year ago	-	1.1
No opinion	-	0.3

Base: All respondents in Command Area

13.7% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 1.5% thought their area was *now more safe*. There was no notable difference in the response from respondents in the Inverness 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

	Inverness Area Command			Force Area
	Major Concern %	Minor Concern %	Total Concerned %	Total Concerned %
Driving at excessive speed	37.0	31.8	68.8	71.9
Dog excrement	24.7	39.4	64.1	58.6
Young people on the street	14.3	43.4	57.7	44.3
Dangerous driving	22.3	34.9	57.2	58.4
Rubbish or litter lying around	15.7	39.2	54.9	55.4
Vandalism, graffiti and deliberate damage	18.5	34.4	52.9	45.2
Break-ins to houses	10.7	37.6	48.3	34.2
Rowdy or drunken behaviour	13.2	34.9	48.1	39.2
Alcohol abuse	13.0	25.8	38.8	43.7
Bullying of young people, in or out of school	14.7	23.2	37.9	36.6
Drink/drugs driving	17.2	19.8	37.0	46.0
People using drugs	16.4	19.1	35.5	39.2
Anti-social neighbours	12.0	21.0	33.0	24.5
People dealing in drugs	14.2	16.1	30.3	34.3
Things being stolen from cars	6.0	23.5	29.5	27.4
Stray dogs roaming the streets	6.4	22.0	28.4	27.5
Cars being stolen	5.4	17.0	22.4	21.1
Solvent abuse/glue sniffing	9.6	10.3	19.9	19.8
Discrimination and abuse	2.4	14.4	16.8	16.8
Domestic abuse	4.4	8.3	12.7	16.4
Noise from local pubs or clubs	1.7	9.0	10.7	12.0

Base: All respondents in Command Area

The pattern of concern in the Inverness 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 Inverness Command area. *Dog excrement, dangerous driving, young people on the*

street, 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 *noise from pubs or clubs* and *domestic 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	2.6	0.8	98.5	5.7	0.9	2.4	-
Break-ins to houses	4.4	-	99.2	2.6	2.1	8.5	-
Dangerous driving	6.0	0.8	98.4	3.2	1.8	2.4	-
People dealing in drugs	2.3	5.2	97.8	3.7	5.9	3.7	3.3
Things being stolen from cars	6.9	-	97.8	0.6	2.5	5.7	-
Cars being stolen	4.0	-	97.7	1.3	2.1	6.1	-
Drink/drugs driving	3.5	6.6	96.0	2.5	4.6	3.4	1.5
Rowdy or drunken behaviour	2.1	1.8	93.5	4.4	10.5	5.3	0.3
Domestic abuse	4.4	11.3	87.2	5.7	3.0	3.0	1.9
People using drugs	1.9	23.1	87.1	6.1	16.2	3.5	6.4
Vandalism, graffiti and deliberate damage	2.5	0.6	76.7	27.2	23.8	12.7	3.4
Discrimination and abuse	6.2	2.9	68.8	18.4	14.2	8.4	11.3
Noise from local pubs or clubs	1.8	1.3	66.8	40.4	0.4	3.3	-
Solvent abuse/glue sniffing	4.3	25.5	64.9	4.7	42.6	6.7	18.5
Anti-social neighbours	8.0	1.5	59.0	51.3	4.8	13.0	0.8
Young people on the street	1.4	-	53.1	7.0	64.4	12.8	2.0
Alcohol abuse	6.2	49.7	44.2	6.5	16.1	3.4	6.5
Bullying of young people, in or out of school	5.0	3.5	30.7	14.7	57.9	6.9	73.7
Stray dogs roaming the streets	7.8	1.9	14.0	60.5	2.7	20.1	0.8
Dog excrement	11.3	3.6	9.1	67.5	4.2	24.4	0.7
Rubbish or litter lying around	12.7	1.1	4.2	79.6	12.6	16.9	3.6

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 *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 and stray dogs (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

	Inverness Area Command			Force Area
	Top Priority	Medium Priority	Total (Top+Medium) Priority	Total (Top+Medium) Priority
	%	%	%	%
Reducing youth crime	80.7	14.5	95.2	89.7
Reducing crime	78.6	15.9	94.5	88.5
Reducing drug/alcohol/solvent abuse	79.6	14.2	93.8	90.4
Reducing anti-social behaviour	72.9	20.0	92.9	86.2
Reducing drug dealing	84.0	8.6	92.6	89.5
Improving road safety	62.3	29.8	92.1	91.0
Reducing boredom, lack of things for young people to do	60.1	31.0	91.1	89.0
Reducing unemployment	59.7	30.3	90.0	91.0
Increasing availability of affordable housing	52.5	30.1	82.6	82.8
Improving roads and transport links	49.8	30.9	80.7	85.6
Reducing discrimination and abuse	49.5	27.8	77.3	69.7
Improving quality of housing	36.1	39.5	75.6	77.0
Improving access to local medical services	34.1	32.5	66.6	74.7
Increasing availability of sport and leisure facilities	25.5	40.3	65.8	68.1
Improving public transport	30.5	33.5	64.0	64.6
Increasing business investment	21.7	32.5	54.2	68.0
Increasing rural development	10.0	34.1	44.1	59.2
Improving access to technology, e.g. broadband	7.3	33.1	40.4	50.9
Improving access to arts and culture	4.3	32.8	37.1	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 *rural development*,

broadband and *improving access to arts and culture* were mentioned by fewer than half of the respondents.

- 3.6** However, in the Inverness Command area, only 8.6% of respondents had seen their local Community Plan, compared with a Force average of 13.9%

Fear of Crime

- 3.7** In the Inverness Command area, 70.6% 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

	Inverness Area Command %	Force Area %
Having your home broken into	88.8	85.0
Vandalism or deliberate damage to your home, property or car	80.0	79.1
Being attacked, assaulted or robbed in the street	74.6	63.2
Having your car stolen or broken into	67.8	68.0
Being insulted or threatened	59.2	51.4
Being attacked, assaulted or robbed in your own home	56.0	52.1
Being the victim of an attempted rape, rape or other serious sexual offence	38.2	32.9
Being a victim of domestic abuse	3.2	3.8

Base: 256 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 Inverness 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

	Inverness Area Command		Force Area	
	Very Worried %	Slightly Worried %	Very Worried %	Slightly Worried %
Gender	1.5	8.7	0.8	5.5
Physical disability	1.7	5.2	1.6	6.5
Learning disability	2.1	2.9	1.1	2.8
Race or ethnic origin	0.6	3.8	0.9	3.5
Mental health	0.9	2.9	0.8	4.0
Religious beliefs	0.8	2.7	1.2	3.8
Sexuality	-	2.5	0.2	2.6
Political beliefs	-	0.4	1.9	2.0

Base: All respondents in Command Area

Gender and *physical disability* were the main sources of worry over discrimination. The pattern across the Inverness Command area was broadly similar to the Force area as a whole.

Victims of Crime

3.10 Reporting Crime

10% of respondents in the Inverness Command area said that they had been a victim of crime in the last year, 91% 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.

The reasons given for not reporting a crime to the police included: “I didn’t think there was anything they could do about it”. In another case, the respondent had stopped complaining after repeated acts of vandalism to property.

3.11 Victim Support

29% of respondents in the Inverness 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 none of those took up the offer. Reasons given for not taking up the offer included: “I did not feel it was necessary and I did not want to escalate the event” and “I felt others would benefit more from the service”.

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

	Inverness Area Command			Force Area
	Always %	Sometimes %	Total Always/ Sometimes %	Total Always/ Sometimes %
Make sure your home is adequately secured	87.9	9.5	97.4	92.1
Make sure your vehicle is adequately secured	85.0	6.8	91.8	88.0
Avoid certain places	29.3	46.8	76.1	56.1
Avoid going out when it is dark	15.6	46.7	62.3	42.7
Avoid going out alone	15.5	40.6	56.1	40.4
Avoid going out at certain times	14.5	38.2	52.7	37.7
Mark your property in case it is stolen	10.6	31.0	41.6	40.7
Take self-defence classes	2.7	2.9	5.6	3.8
Carry a personal alarm	1.6	2.9	4.5	3.3

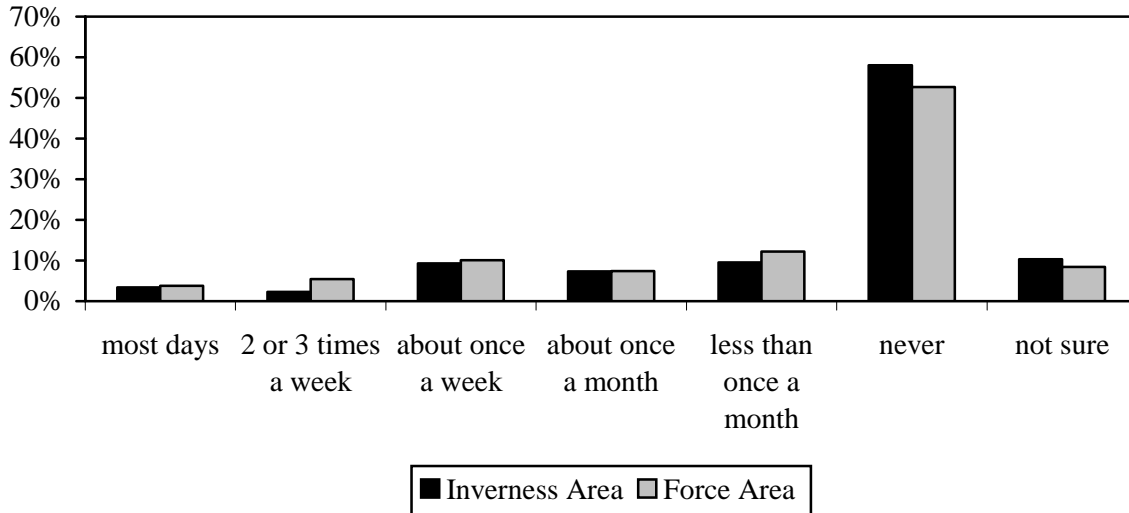
Base: All respondents in Command Area

Generally, respondents in the Inverness 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. However, personal safety precautions such as *avoiding certain places* and *avoiding going out when it is dark* were cited by respondents in the Inverness Command area approximately 20% more often than by respondents in the Force area as a whole.

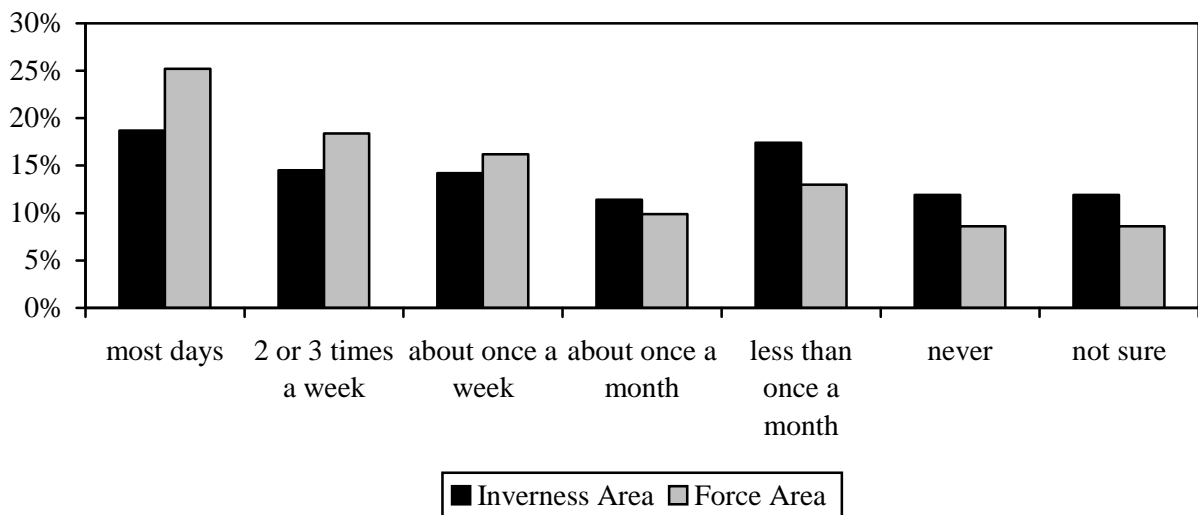
Police Patrols

3.13 Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot in the Inverness Command Area



A higher number of respondents in the Inverness Command area, 58%, 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 Inverness Command Area



Respondents in the Inverness Command area were less likely to see police officers patrolling *in motor vehicles* on a regular basis, 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

	Inverness Area Command %	Force Area %
Too much	-	0.2
About right	20.8	30.5
Too little	61.5	54.2
No opinion	17.7	15.1

Base: All respondents in Command Area

Only 20.8% of respondents in the Inverness Command area felt that the level of police patrolling was *about right*, compared with 30.5% for the whole Force Area. Notably, no-one in the Inverness Command area thought there were *too many* police patrols.

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

	Inverness Area Command %	Force Area %
Residential areas	30.0	18.1
Town Centre / High Street	26.0	29.3
Street presence / foot patrols (all areas)	18.7	28.3
Known trouble spots	15.2	7.8
Villages	7.4	11.4
Outside schools	7.0	6.1
Pubs / night-clubs	5.7	8.7
Areas of traffic danger	1.5	3.7
Other	19.5	15.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

Residential areas was the most commonly mentioned place respondents in the Inverness Command area wanted to see more officers on patrol. Responses included

comments such as wanting to see “more regular patrols around housing schemes at weekends” and “all housing schemes deserve police patrolling, mobile or other”.

Responses from the Inverness sample listed as “other” in the table above included:

- Play parks (5 mentions)
- Dalneigh (3 mentions)
- Car parks (2 mentions)
- Lochardil Stores (2 mentions)
- Dores Road (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

	Inverness Area Command %	Force Area %
Evening (up to 10 pm)	42.9	33.4
Late evening / night (after 10 pm)	35.6	35.4
Weekends	17.7	20.1
No specific time / random	15.1	12.3
All the time	11.5	12.4
School breaks / lunchtime / after school	5.9	7.3
Pub / club closing time	4.2	10.1
School holidays	-	1.5
Other	3.7	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 Inverness 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 at *weekends*.

Responses from the Inverness sample listed as “other” in the table above included:

- Daily (5 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

	Inverness Area Command %	Force Area %
Crime prevention / deterrence	46.5	47.2
Reassurance / feeling safe	34.1	31.8
Youth behaviour / intimidation	23.4	16.5
Reduce vandalism	10.1	11.4
Community relations	6.0	5.6
Drink related crime	5.7	7.7
Drug abuse	2.5	3.7
Reduce motoring offences	1.9	8.1
Other	1.2	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. A typical comment was: “It deters criminals and keeps opportunists in check. They can also detect anti-social behaviour.”

Respondents in the Inverness command area also wished to see more police officers on patrol as a *reassurance* and to *feel safer*. Many commented on the fact that a police presence “gives a sense of security”. Specific comments included: “As a single female, I feel safer seeing officers on duty” and “so that people would feel less vulnerable, especially the elderly”. Another wished to see more officers on patrol “so that the public can see the police on a regular basis and build up a rapport with them”.

Also, respondents in the Inverness Command area were concerned by the *behaviour of youths*, commenting on “large groups of young people lurking”. One respondent said: “I think it would deter a lot of young people from senseless acts of vandalism.”

Responses from the Inverness sample listed as “other” in the table above mostly fell into the category of *being on the spot to deal with offenders* (2 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

	Inverness Command Area Aware %	Force Area Aware %
Closed circuit television (CCTV)	28.7	27.5
Laws banning drinking alcohol in public places	34.7	37.4
Neighbourhood/Farm/Water/Boat Watch schemes	11.4	9.1
TV/media campaigns, e.g. drug awareness	30.9	36.7
Anti-social behaviour orders	9.4	9.1
Community / neighbourhood wardens	3.3	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

	Inverness Command Area Aware %	Force Area Aware %
Closed circuit television (CCTV)	55.7	52.3
Laws banning drinking alcohol in public places	60.7	55.4
Neighbourhood/Farm/Water/Boat Watch schemes	44.1	38.7
TV/media campaigns, e.g. drug awareness	43.6	45.0
Anti-social behaviour orders	52.2	44.2
Community / neighbourhood wardens	48.0	43.2

Base: All respondents in Command Area

Closed circuit television (CCTV) and laws banning drinking alcohol in public places were perceived to be the measures which have the greatest effect on improving community safety. Generally, the pattern across the Inverness Command area was similar to the Force area.

3.21 Crimestoppers

60% of respondents in the Inverness Command area stated that they were aware of the Crimestoppers facility, a slightly higher figure than the whole Force area average of 54%. In the Inverness Command area, 6% of respondents had actually used the facility, compared with only 3% in the whole Force area.

3.22 Confidential Lines

57% of respondents in the Inverness Command area stated that they were aware of the Northern Constabulary confidential lines compared with only 43% across the whole Force area.

9% of respondents in the Inverness Command area had actually used the Northern Constabulary confidential lines, which is considerably higher than the 4% average across the whole Force area.

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	62.1	33.5	4.4	-	-	-	-
To report a minor crime, e.g. vandalism	7.6	78.0	8.4	3.9	1.8	0.4	-
To report information about something suspicious	9.8	59.9	25.1	2.3	2.3	0.6	-
To report a nuisance or disturbance	8.0	73.4	14.3	2.4	1.9	-	-
To report a road traffic accident/incident	78.0	19.0	1.5	0.5	-	-	1.0
To report other information	3.8	64.4	15.1	13.9	2.0	0.8	-
To ask for advice or information	1.4	58.5	11.0	24.0	3.9	1.2	-
Firearm / shotgun enquiry	4.3	55.9	8.7	29.7	1.4	-	-
Lost/found property	1.8	49.6	2.7	45.6	0.3	-	-
Missing person	11.5	62.1	6.4	20.0	-	-	-

Base: All respondents in Command Area

Phoning '999' was the preferred method of contacting the police in order to report an accident or a serious crime. *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 at least five times as likely to make contact by *phoning the local police station*.

In certain situations, such as to report lost/found property, or to deal with a firearms certificate, respondents would *visit a police station*. Other 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

50% of respondents in the Inverness 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

	Inverness Area Command %	Force Area %
What is being done to reduce and prevent crime	84.5	79.8
General police work in your area	83.5	81.8
What is being done to make your community safer	82.2	74.2
What is being done to improve road safety	61.5	64.4
How we are spending on policing in your area	49.9	49.8
How you can help the police, e.g. Neighbourhood Watch, appeals	49.6	47.3
More information about police officer's job/how they spend their day	49.0	50.8
Police achievements/successes	47.8	46.6

Base: 177 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

	Inverness Area Command %	Force Area %
Local newspapers	60.6	59.8
Local radio	33.9	32.2
Television	31.5	23.0
Talking to friends and relatives	27.0	29.5
Don't get any information	20.0	22.1
Personal experience	16.2	13.2
Talking to police officers	12.7	14.0
Community meetings	6.9	7.2
Local area newsletter 'Putting People First'	5.6	3.2
Literature from the police	4.0	3.8
Public meetings held by the police	2.1	1.8
Internet	0.6	0.3
Other	2.4	3.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

Responses in the Inverness Command area followed a similar pattern compared with the Force area. *Local newspapers* were the main source of information, followed by *local radio* and *television*.

Responses listed as “other” in the table above mostly fell into the category *community groups/school visits by police* (3 mentions).

3.26 Awareness of Police Campaigns and Initiatives

19% of respondents in the Inverness Command area reported that they were aware of a campaign or initiative by Northern Constabulary during the last 3 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

	Inverness Area Command %	Force Area %
Speeding	54.0	34.5
Drugs awareness	29.4	25.1
Drink driving	15.9	17.1
Drug dealing	13.1	10.5
Road safety	6.7	15.9
Press coverage of drug enforcement	3.4	5.5
Dogs Against Drugs	-	4.9
Drugs awareness in schools	-	4.4
Other	9.8	7.9

Base: 59 Respondents

Note: Multiple responses were accepted

Speeding, *drugs awareness* and *drink driving* were the most frequently cited campaigns that respondents in the Inverness Command area had noted in the previous 3 months. Generally, the pattern across the Inverness Command area was similar to the Force area. However, respondents in the Inverness Command area were half as likely to be aware of *road safety* campaigns than the Force area as a whole.

Responses from the Inverness sample listed as “other” in the table above included:

- Crimestoppers (1 mention)
- Drugs & driving (1 mention)
- Misuse of farm diesel (1 mention)
- Operation Eagle (1 mention)

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

Table 3.19 How Respondents Were Made Aware of the Campaign

	Inverness Area Command %	Force Area %
Local newspaper	54.7	63.2
Local radio	48.9	43.7
Local TV	27.8	21.6
Leaflet or newsletter	10.7	8.6
Talking to police officer	8.4	6.6
Talking to friends/relatives	7.0	9.9
Internet	-	0.5
Other	4.8	5.2

Base: 66 Respondents

Note: Multiple responses were accepted

Responses in the Inverness 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*.

Responses from the Inverness sample listed as “other” in the table above included:

- Billboard (1 mention)
- National television (1 mention)

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

	Inverness Area Command %	Force Area %
Yes, definitely	10.1	10.3
Probably	12.0	13.5
Sometimes	25.3	23.6
Not significantly	33.0	30.3
Definitely not	17.2	18.1
Don't know	2.4	4.2

Base: All respondents in Command Area

Responses in the Inverness 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

	Inverness Area Command %	Force Area %
Yes, definitely	14.9	14.3
Probably	14.5	16.7
Sometimes	37.8	31.7
Not significantly	19.0	22.5
Definitely not	11.6	11.7
Don't know	2.3	3.1

Base: All respondents in Command Area

Responses in the Inverness 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

	Inverness Area Command %	Force Area %
Yes, definitely	10.3	9.2
Probably	16.2	13.9
Sometimes	22.9	20.8
Not significantly	35.1	35.0
Definitely not	12.6	17.2
Don't know	2.8	4.0

Base: All respondents in Command 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

	Inverness Area Command %	Force Area %
Yes, any crime	1.3	2.4
Yes, minor crime	3.8	3.2
No, don't have access to the internet	39.9	39.0
No, would prefer to speak to police	51.2	51.1
Don't know/No opinion	3.7	4.2

Base: All respondents in Command Area

3.32 16.4% of respondents in the Inverness Command area said they would be happy to receive general information from the police via text to a mobile phone, compared with 11.9% of respondents in the Force Area as a whole.

3.33 26.2% of respondents in the Inverness 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

49.1% of respondents in the Inverness 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

	Inverness Area Command %	Force Area %
Supermarket	34.8	27.5
Post office	33.1	35.8
Council office / service point	33.0	36.1
Library	27.5	32.5
Bank	18.8	16.7

Base: All respondents in Command Area

Generally, respondents in the Inverness Command area were more likely to access information about police services at *supermarkets*, whereas *Council offices/service points* and *post offices* were the preferred method 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

	Inverness Area Command %	Force Area %
Foot patrols / officers on the beat	53.2	44.1
Higher profile / higher visibility	22.7	25.2
More accessible / approachable / friendly	13.3	15.1
Satisfied with existing Police service	9.1	10.6
Recruit more officers	7.4	7.1
Do more with young people / in schools	5.9	7.8
More information / communication	4.9	8.6
Community involvement	4.9	8.3
More community policing	2.8	2.7
Deliver more information/newsletters	2.3	2.3
Higher presence in villages	1.3	2.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

A clear priority for respondents in the Inverness Command area was more *foot patrols*, with 53.2% of respondents stating this as a preference. Many commented on wanting to see “more police on the beat” and going back to the days of the “bobby on the beat”.

Additionally, respondents suggested that the police should maintain a *higher profile and be more approachable*. Comments included that they should “be more visible which would also make them more approachable” and that they should be more “people friendly”. In the Inverness area, there was the comment that “increased visibility of police may be a deterrent for a lot of minor and youth crimes”.

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

Table 3.26 Main Priorities for the Police

	Inverness Area Command %	Force Area %
Crime prevention/law and order/public safety	54.3	52.7
Road safety / speeding	29.3	33.7
Theft / property crime / vandalism	22.6	20.0
Drugs (general / unspecified)	18.2	20.8
Drug dealing	17.3	13.7
Violence / assault	16.8	12.3
Drug related crime / behaviour	14.0	16.5
Crime detection (incl. prosecution)	13.9	12.3
Drink related crime / behaviour	12.1	14.3
Drink driving	10.4	14.5
Youth behaviour on streets	9.1	7.6
Integrate with youth groups / schools	7.6	7.2
Quick response to reports of crime	6.7	4.7
Deal with anti-social behaviour	5.7	4.0
Public relations	4.5	9.0
Partnership working / liaison	4.1	4.3
Drug awareness	3.0	2.1
More community policing	2.5	1.8

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 *property crime* (including vandalism and theft) 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

	Inverness Area Command %	Force Area %
Excessive administration	17.2	18.0
Parenting	14.9	10.5
Stray animals / lost pets	14.6	15.7
Litter	12.9	19.1
Minor motoring / parking offences	11.2	15.2
Dog fouling	9.6	14.5
Minor domestic disputes	7.3	6.5
Crowd control, e.g. football matches/demonstrations	7.1	3.8
Petty crime	5.3	5.9
Anti-social neighbours	3.6	6.0

Base: All respondents in Command Area

Note: Multiple responses were accepted

Respondents in the Inverness Command area felt that *excessive administration* was the main issue with which the police should not be dealing, a view which was reflected across the whole Force area.

However, respondents in the Inverness Command area were also keen to see that police were not seen to be taking on general *parenting* duties, which was a much lower priority in the Force area as a whole. Typical comments included that “they shouldn’t need to deal with very young children...only persistent juveniles who deliberately cause a disturbance”. One respondent believed the police should not be dealing with the “behaviour of children, which should start with parental control and the responsibility should remain theirs”.

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

	Inverness Area Command %	Force Area %
Report crime or suspicious behaviour	33.5	28.6
Neighbourliness / be friendly	26.5	22.8
Nothing	14.9	13.2
Neighbourhood watch	14.5	11.6
Support community activities / groups	13.7	20.1
Engender law abiding behaviour	12.6	13.5
Be law-abiding	6.7	7.5
Collect litter	2.3	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* by “passing on more information to the police on a regular basis” as one respondent stated.

The other main response was to be more *neighbourly* or *friendly* in their local community. A typical comment was to “be more aware of what is going on within the community...and offering more support to my neighbours”.

15% of people who answered the question said that they could do *nothing*. Reasons given for this included being “too old to be of much help in the community” and because of disability.