

**Northern Constabulary**  
**2003 Excellence in Community Policing**  
**Lochaber 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%.

**Table1.1 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
<b>Lochaber</b>	<b>690</b>	<b>15.3</b>	<b>13.2</b>
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 Lochaber Command Area. A total of 1,575 questionnaires were processed (35% of the sample issued), 208 from the Lochaber area (30% of those issued in the Lochaber 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**

	Lochaber Area Command %	Force Area %
A city	-	10.9
A large town	9.3	8.3
A small town	24.6	22.3
A large village	20.1	13.1
A small village	34.8	27.6
An isolated rural area	11.1	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**

	Lochaber Area Command %	Force Area %
Female	82.3	80.7
Male	17.7	19.3

Base: All respondents in Command Area

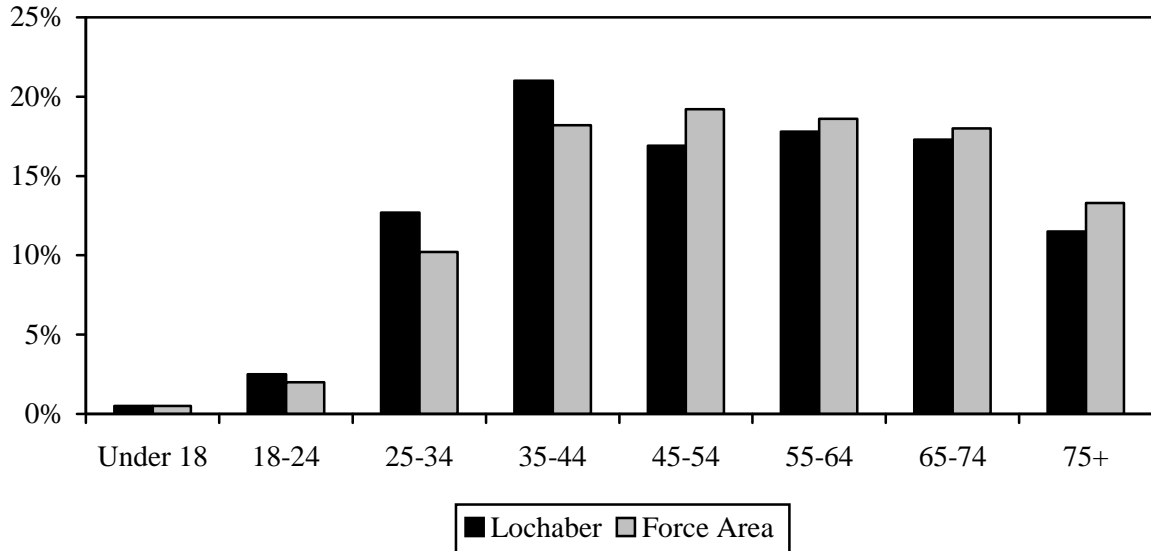
#### 2.4 Household Size

The mean household size for the respondents in the Lochaber Command area was 2.45 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**

	Lochaber Area Command %	Force Area %
White Scottish	83.7	82.1
Other White British	13.4	16.1
White Irish	-	0.5
Other White	1.4	0.6
Indian	-	0.1
Pakistani	-	0.1
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	0.4	0.1
African	-	-
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	-	0.1
Other	1.0	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 Lochaber Command area included:

- Gaelic (6 mentions)
- Dutch (2 mentions)
- French (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>Lochaber Area Command</b>	<b>Force Area</b>
	<b>%</b>	<b>%</b>
1 year or less	2.6	2.3
Over 1 year but less than 2 years	5.0	6.9
2 or more years but less than 5 years	17.1	16.1
5 years or more	75.3	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**

	Lochaber Area Command %	Force Area %
A very safe area	42.8	50.4
A fairly safe area	50.1	44.8
Rather unsafe area	4.7	3.6
A very unsafe area	1.4	0.8
No opinion	1.0	0.3

Base: All respondents in Command Area

92.9% of respondents in the Lochaber 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.

##### 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**

	Lochaber Area Command %	Force Area %
Now more safe	2.3	2.2
Now less safe	12.4	13.1
About the same	81.3	83.3
Did not live here a year ago	2.2	1.1
No opinion	1.7	0.3

Base: All respondents in Command Area

12.4% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 2.3% thought their area was *now more safe*. There was no notable difference in the response from respondents in the Lochaber 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**

	Lochaber Area Command			Force Area
	Major Concern %	Minor Concern %	Total Concerned %	Total Concerned %
Driving at excessive speed	36.4	36.6	73.0	71.9
Rubbish or litter lying around	29.5	37.6	67.1	55.4
Dog excrement	21.4	39.7	61.1	58.6
Dangerous driving	23.6	32.8	56.4	58.4
Drink/drugs driving	21.3	34.0	55.3	46.0
Young people on the street	25.1	27.6	52.7	44.3
Vandalism, graffiti and deliberate damage	19.7	32.5	52.2	45.2
Alcohol abuse	25.5	26.0	51.5	43.7
People using drugs	31.0	19.6	50.6	39.2
People dealing in drugs	30.9	17.0	47.9	34.3
Rowdy or drunken behaviour	16.3	27.8	44.1	39.2
Bullying of young people, in or out of school	14.3	28.8	43.1	36.6
Stray dogs roaming the streets	12.2	28.6	40.8	27.5
Things being stolen from cars	4.5	25.3	29.8	27.4
Break-ins to houses	6.1	22.7	28.8	34.2
Solvent abuse/glue sniffing	11.5	15.0	26.5	19.8
Anti-social neighbours	10.6	15.7	26.3	24.5
Discrimination and abuse	6.3	15.3	21.6	16.8
Domestic abuse	6.3	15.2	21.5	16.4
Cars being stolen	3.4	14.8	18.2	21.1
Noise from local pubs or clubs	4.0	10.9	14.9	12.0

Base: All respondents in Command Area

The pattern of concern in the Lochaber Command area was similar to that of the Force area as a whole. *Driving at excessive speed* was the main issue which was mentioned as either a major or minor concern by over two thirds of respondents in the Lochaber Command area. *Litter, dog excrement, dangerous driving, drink/drugs*

*driving, young people on the street, vandalism and alcohol abuse* were 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 *cars being stolen*.

### 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 Table 3.3 on the previous page. The responses are provided in Table 3.4, 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	1.5	-	99.4	3.8	2.0	1.6	0.5
Rubbish or litter lying around	12.8	2.2	7.2	78.7	14.3	20.0	8.3
Dog excrement	8.6	3.8	8.6	74.3	4.1	25.0	-
Dangerous driving	1.9	-	98.4	1.5	2.0	3.2	-
Drink/drugs driving	3.1	6.7	95.9	2.6	2.7	1.5	1.6
Young people on the street	2.2	0.5	48.1	6.1	63.4	5.6	3.3
Vandalism, graffiti and deliberate damage	2.0	0.5	76.5	30.4	19.6	12.9	4.1
Alcohol abuse	3.3	55.7	41.3	11.1	8.2	7.5	4.5
People using drugs	3.5	23.1	84.5	6.1	18.5	4.9	8.6
People dealing in drugs	2.2	4.1	95.0	5.4	5.3	4.6	3.0
Rowdy or drunken behaviour	1.1	1.4	92.7	3.4	9.9	2.9	0.5
Bullying of young people, in or out of school	8.0	5.5	30.9	13.4	54.7	6.2	75.9
Stray dogs roaming the streets	2.7	1.5	11.6	65.0	5.6	22.6	-
Things being stolen from cars	4.7	-	96.1	-	0.6	4.4	1.0
Break-ins to houses	2.7	-	98.5	1.6	1.1	7.1	-
Solvent abuse/glue sniffing	2.7	26.6	63.0	4.5	40.8	5.9	20.0
Anti-social neighbours	10.0	1.5	49.4	57.1	3.9	9.2	-
Discrimination and abuse	9.3	5.0	76.6	11.1	14.1	10.4	12.3
Domestic abuse	4.0	16.7	81.4	9.5	5.9	5.5	3.8
Cars being stolen	3.8	-	98.2	-	0.5	3.3	0.5
Noise from local pubs or clubs	1.6	0.5	65.7	33.6	0.5	7.5	-

Base: All respondents in Command Area

Note: Multiple responses were accepted

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

The police were held to be responsible for 14 of the 21 issues listed. Notable exceptions were:

- Litter (79% of respondents thought the Council should be responsible)
- Dog excrement and stray dogs (approximately three quarters 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**

	Lochaber Area Command			Force Area
	Top Priority %	Medium Priority %	Total (Top+Medium) Priority %	Total (Top+Medium) Priority %
Reducing drug/alcohol/solvent abuse	78.5	14.4	92.9	90.4
Reducing crime	75.8	15.9	91.7	88.5
Improving road safety	66.6	25.0	91.6	91.0
Reducing unemployment	62.2	29.3	91.5	91.0
Reducing drug dealing	82.6	8.3	90.9	89.5
Reducing boredom, lack of things for young people to do	61.2	28.7	89.9	89.0
Improving roads and transport links	60.3	29.4	89.7	85.6
Reducing youth crime	76.8	12.3	89.1	89.7
Reducing anti-social behaviour	71.9	17.1	89.0	86.2
Increasing availability of affordable housing	58.0	29.4	87.4	82.8
Improving quality of housing	45.4	38.4	83.8	77.0
Improving access to local medical services	54.9	24.5	79.4	74.7
Increasing business investment	38.4	37.2	75.6	68.0
Reducing discrimination and abuse	43.9	29.8	73.7	69.7
Increasing availability of sport and leisure facilities	26.4	46.0	72.4	68.1
Increasing rural development	26.7	43.9	70.6	59.2
Improving public transport	30.5	33.5	64.0	64.6
Improving access to technology, e.g. broadband	19.3	34.8	54.1	50.9
Improving access to arts and culture	9.5	37.6	47.1	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 *improving access to arts and culture* were mentioned by less than half of the respondents.

- 3.6** However, in the Lochaber Command area, only 9.0% of respondents had seen their local Community Plan, compared with a Force average of 13.9%

### Fear of Crime

- 3.7** In the Lochaber Command area, 57.3% 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**

	Lochaber Area Command %	Force Area %
Having your home broken into	81.4	85.0
Vandalism or deliberate damage to your home, property or car	74.8	79.1
Being attacked, assaulted or robbed in the street	66.5	63.2
Having your car stolen or broken into	66.3	68.0
Being insulted or threatened	49.8	51.4
Being attacked, assaulted or robbed in your own home	46.3	52.1
Being the victim of an attempted rape, rape or other serious sexual offence	36.8	32.9
Being a victim of domestic abuse	5.2	3.8

Base: 83 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 Lochaber 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**

	Lochaber Area Command		Force Area	
	Very Worried %	Slightly Worried %	Very Worried %	Slightly Worried %
Gender	0.9	7.1	0.8	5.5
Religious beliefs	1.5	6.5	1.2	3.8
Mental health	1.8	5.1	0.8	4.0
Physical disability	2.1	4.7	1.6	6.5
Race or ethnic origin	0.4	3.5	0.9	3.5
Learning disability	0.6	2.0	1.1	2.8
Sexuality	0.4	2.1	0.2	2.6
Political beliefs	0.6	1.5	1.9	2.0

Base: All respondents in Command Area

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

## **Victims of Crime**

### **3.10 Reporting Crime**

8% of respondents in the Lochaber Command area said that they had been a victim of crime in the last year, 73% 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 dealt with it myself”, “no point”, “not considered of enough gravity to waste police time” and “only myself to blame”.

### **3.11 Victim Support**

41% of respondents in the Lochaber Command area, who had 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: “the crime did not affect me personally”, “I didn’t need victim support”, “it was a minor offence”, and “we already have counsellors”.

### 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**

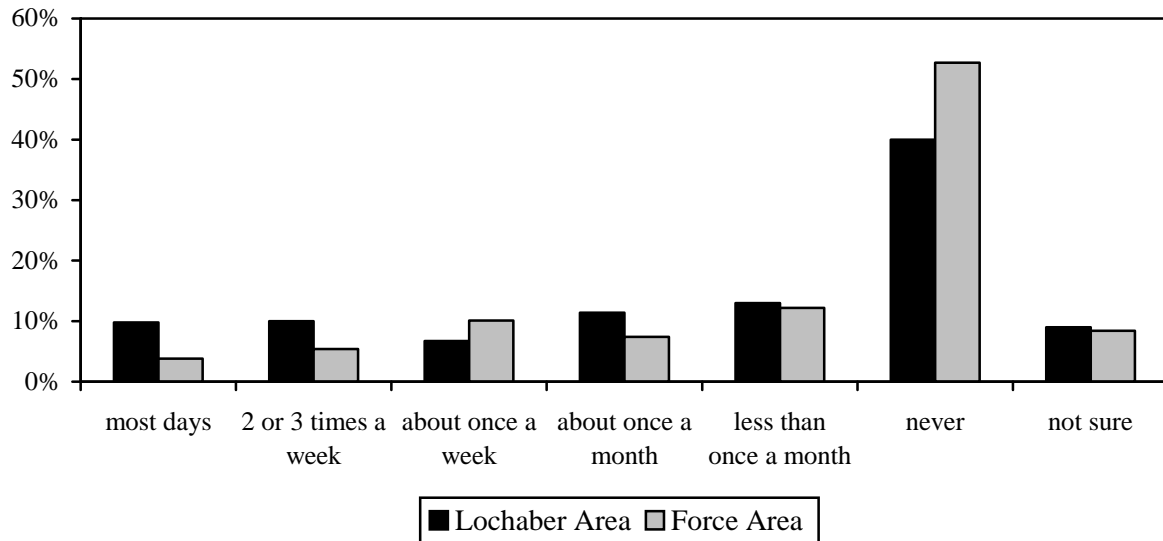
	Lochaber Area Command			Force Area
	Always %	Sometimes %	Total Always/ Sometimes %	Total Always/ Sometimes %
Make sure your home is adequately secured	79.0	10.9	89.9	92.1
Make sure your vehicle is adequately secured	72.7	12.6	85.3	88.0
Avoid certain places	20.0	40.0	60.0	56.1
Avoid going out when it is dark	8.6	34.3	42.9	42.7
Avoid going out at certain times	5.9	35.2	41.1	37.7
Avoid going out alone	10.0	31.0	41.0	40.4
Mark your property in case it is stolen	11.8	28.7	40.5	40.7
Take self-defence classes	-	2.7	2.7	3.8
Carry a personal alarm	-	2.4	2.4	3.3

Base: All respondents in Command Area

Generally, the pattern in the Lochaber Command area was similar to that of 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.

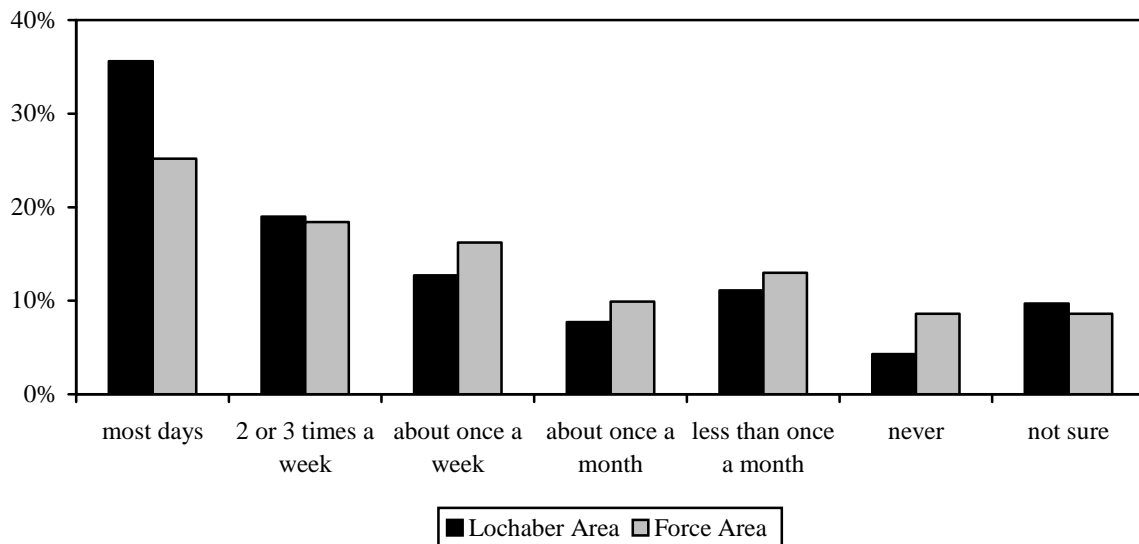
## Police Patrols

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



Respondents in the Lochaber Command area were more likely to see officers patrolling *on foot* more than once a week, compared with respondents across the whole Force area.

### 3.14 Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles in the Lochaber Command Area



Respondents in the Lochaber Command area were more likely to see police officers patrolling *in motor vehicles* on 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**

	Lochaber Area Command %	Force Area %
Too much	0.5	0.2
About right	32.9	30.5
Too little	51.3	54.2
No opinion	15.4	15.1

Base: All respondents in Command Area

Approximately one third of respondents in the Lochaber Command area felt that the level of police patrolling was *about right*, compared with 30.5% for the whole Force Area. More than half the respondents felt that the level of police patrolling was *too little*.

### 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**

	Lochaber Area Command %	Force Area %
Street presence / foot patrols (all areas)	30.2	28.3
Town Centre / High Street	24.7	29.3
Residential areas	18.9	18.1
Pubs / nightclubs	15.9	8.7
Villages	13.2	11.4
Known trouble spots	5.2	7.8
Outside schools	3.6	6.1
Areas of traffic danger	2.8	3.7
Other	11.3	15.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

A *street presence/foot patrols* was the most commonly mentioned location respondents in the Lochaber Command area wanted to see more officers on patrol.

Responses included comments such as wanting to see more officers “around the town area”, “on the street” and “on foot around all the large estates”.

Responses from the Lochaber sample listed as “other” in Table 3.10 on the previous page included:

- Caol (at the shop) (3 mentions)
- Corpach (2 mentions)
- Play parks (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**

	Lochaber Area Command %	Force Area %
Late evening / night (after 10 pm)	41.5	35.4
Evening (up to 10 pm)	34.2	33.4
Weekends	15.8	20.1
Pub / club closing time	14.7	10.1
All the time	11.0	12.4
No specific time / random	9.1	12.3
School breaks / lunchtime / after school	3.7	7.3
School holidays	3.6	1.5
Other	11.0	8.0

Base: All respondents in Command Area

Note: Multiple responses were accepted

*Late evenings (after 10pm)*, was the most commonly mentioned time when respondents in the Lochaber Command area wanted to see more officers on patrol. This was followed by a desire to see more officers in the *evening (up to 10pm)* and at *weekends*. Responses included: “Late at night they should walk through the street (High Street) every hour” and “in the evening and night children /youths often out late in the summer looking for something to do”.

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

- Daily (11 mentions)
- Mornings (rush hour) (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**

	Lochaber Area Command %	Force Area %
Crime prevention / deterrence	46.3	47.2
Reassurance / feeling safe	33.6	31.8
Youth behaviour / intimidation	15.2	16.5
Reduce vandalism	10.0	11.4
Drink related crime	9.4	7.7
Reduce motoring offences	7.8	8.1
Community relations	6.2	5.6
Drug abuse	4.4	3.7
Other	0.6	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. Many felt that: “their presence would curb anti-social activities”.

Respondents in the Lochaber command area also wished to see more police officers on patrol as a *reassurance* and to *feel safer*. A typical comment was that “it gives the public a sense of security”.

Also, respondents in the Lochaber Command area were noticeably concerned by the *behaviour of youths*. One respondent commented that a police presence “makes you feel safe and stops children misbehaving”. Other comments included: “young kids hanging about shops can make you feel vulnerable” and there was the desire for police “to try and control children damaging and vandalising other people’s property”. In the words of one respondent: “if police were patrolling in pairs on foot, it would deter ‘bored’ youths from criminal activities”.

## 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>Lochaber Command Area Aware %</b>	<b>Force Area Aware %</b>
Laws banning drinking alcohol in public places	64.5	37.4
Closed circuit television (CCTV)	51.2	27.5
TV/media campaigns, e.g. drug awareness	41.3	36.7
Neighbourhood/Farm/Water/Boat Watch schemes	17.8	9.1
Anti-social behaviour orders	7.3	9.1
Community / neighbourhood wardens	5.0	5.4

Base: All respondents in Command Area

Respondents in the Lochaber Command area showed a higher than average awareness of various security and safety initiatives.

### 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>Lochaber Command Area Aware %</b>	<b>Force Area Aware %</b>
Closed circuit television (CCTV)	61.1	52.3
Laws banning drinking alcohol in public places	60.0	55.4
TV/media campaigns, e.g. drug awareness	50.5	45.0
Anti-social behaviour orders	46.7	44.2
Community / neighbourhood wardens	45.0	43.2
Neighbourhood/Farm/Water/Boat Watch schemes	43.9	38.7

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 Lochaber Command area was similar to the Force area.

### **3.21 Crimestoppers**

61% of respondents in the Lochaber Command area stated that they were aware of the Crimestoppers facility, compared with the whole Force area average of 54%. In the Lochaber Command area, only 1% of respondents had actually used the facility, compared with 3% in the whole Force area.

### **3.22 Confidential Lines**

40% of respondents in the Lochaber 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 Lochaber Command area had actually used the Northern Constabulary confidential lines, compared with 4% in 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	43.1	51.7	1.6	2.0	0.9	-	0.6
To report a minor crime, e.g. vandalism	4.1	83.9	1.7	7.3	2.6	0.5	-
To report information about something suspicious	6.0	77.9	7.4	5.4	2.2	1.1	-
To report a nuisance or disturbance	8.8	82.1	2.9	3.1	3.1	-	-
To report a road traffic accident/incident	67.1	28.7	1.0	0.9	1.5	-	0.8
To report other information	3.9	70.6	4.8	16.4	3.3	0.9	-
To ask for advice or information	1.1	62.8	3.4	27.8	3.5	1.0	0.4
Firearm / shotgun enquiry	4.8	56.6	3.6	32.4	1.1	1.5	-
Lost/found property	-	56.0	0.5	43.5	-	-	-
Missing person	4.5	65.3	2.7	27.5	-	-	-

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 at least ten 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

48% of respondents in the Lochaber 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>Lochaber Area Command %</b>	<b>Force Area %</b>
What is being done to make your community safer	82.8	74.2
What is being done to reduce and prevent crime	79.1	79.8
General police work in your area	77.0	81.8
What is being done to improve road safety	67.0	64.4
How we are spending on policing in your area	48.8	49.8
More information about police officer's job/how they spend their day	47.5	50.8
How you can help the police, e.g. Neighbourhood Watch, appeals	44.4	47.3
Police achievements/successes	44.2	46.6

Base: 67 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**

	Lochaber Area Command %	Force Area %
Local newspapers	58.7	59.8
Talking to friends and relatives	29.9	29.5
Local radio	26.6	32.2
Don't get any information	19.5	22.1
Talking to police officers	17.1	14.0
Television	14.4	23.0
Personal experience	13.9	13.2
Community meetings	10.2	7.2
Literature from the police	4.7	3.8
Public meetings held by the police	3.9	1.8
Local area newsletter 'Putting People First'	3.5	3.2
Internet	-	0.3
Other	4.9	3.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

Responses in the Lochaber 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 family* and *local radio*.

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

11% of respondents in the Lochaber 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**

	Lochaber Area Command %	Force Area %
Drugs awareness	56.4	25.1
Road safety	28.3	15.9
Drug dealing	22.5	10.5
Drink driving	10.2	17.1
Speeding	5.5	34.5
Press coverage of drug enforcement	5.5	5.5
Drugs awareness in schools	4.8	4.4
Dogs Against Drugs	-	4.9

Base: 12 respondents

Note: Multiple responses were accepted

*Drugs awareness* and *road safety* were the most frequently cited campaigns that respondents in the Lochaber Command area had noted in the previous 3 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**

	Lochaber Area Command %	Force Area %
Local newspaper	68.8	63.2
Local radio	26.7	43.7
Leaflet or newsletter	23.9	8.6
Local TV	21.8	21.6
Talking to friends/relatives	10.3	9.9
Talking to police officer	10.3	6.6
Internet	-	0.5

Base: 16 respondents

Note: Multiple responses were accepted

Responses in the Lochaber 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 *leaflet or newsletter*. 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>Lochaber Area Command %</b>	<b>Force Area %</b>
Yes, definitely	11.9	10.3
Probably	12.8	13.5
Sometimes	24.5	23.6
Not significantly	30.0	30.3
Definitely not	18.2	18.1
Don't know	2.7	4.2

Base: All respondents in Command Area

Responses in the Lochaber 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>Lochaber Area Command %</b>	<b>Force Area %</b>
Yes, definitely	14.0	14.3
Probably	19.4	16.7
Sometimes	25.4	31.7
Not significantly	24.5	22.5
Definitely not	13.7	11.7
Don't know	3.1	3.1

Base: All respondents in Command Area

Responses in the Lochaber 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>Lochaber Area Command %</b>	<b>Force Area %</b>
Yes, definitely	10.3	9.2
Probably	13.4	13.9
Sometimes	18.5	20.8
Not significantly	37.6	35.0
Definitely not	18.6	17.2
Don't know	1.6	4.0

Base: All respondents in Command Area

Responses in the Lochaber 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**

	<b>Lochaber Area Command %</b>	<b>Force Area %</b>
Yes, any crime	3.1	2.4
Yes, minor crime	4.7	3.2
No, don't have access to the internet	34.9	39.0
No, would prefer to speak to police	50.3	51.1
Don't know/No opinion	7.0	4.2

Base: All respondents in Command Area

**3.32** 12% of respondents in the Lochaber Command area said they would be happy to receive general information from the police via text to a mobile phone, which was equal to the Force area as a whole.

**3.33** 23% of respondents in the Lochaber Command area said they would be happy to receive general information from the police via email/internet, compared with 25% of respondents in the Force Area as a whole.

### 3.34 Mobile Police Station

36% of respondents in the Lochaber Command area would like to see a mobile police station visit their area on a regular basis, compared with 35% 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**

	Lochaber Area Command %	Force Area %
Post office	40.8	35.8
Council office / service point	38.3	36.1
Library	34.9	32.5
Supermarket	25.4	27.5
Bank	15.0	16.7

Base: All respondents in Command Area

Generally, respondents in the Lochaber Command area would prefer to access information about police services at a *post office*, *Council office/service point* or a *library*. This pattern of response was similar to that of 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**

	Lochaber Area Command %	Force Area %
Foot patrols / officers on the beat	43.4	44.1
Higher profile / higher visibility	23.6	25.2
More accessible / approachable / friendly	17.7	15.1
More information / communication	14.0	8.6
Recruit more officers	13.9	7.1
Community involvement	11.2	8.3
Satisfied with existing Police service	9.6	10.6
Do more with young people / in schools	9.0	7.8
Community policing	3.8	2.7
Deliver more information/newsletters	2.5	2.3
Higher presence in villages	0.7	2.2

Base: All respondents in Command Area

Note: Multiple responses were accepted

A clear priority for respondents in the Lochaber Command area was more *foot patrols*, with 43.4% of respondents stating this as a preference. Police were urged to “bring back friendly ‘bobby on the beat’”, to “appoint more police on the streets” and to “put local police back on their feet”.

Additionally, respondents suggested that the police should maintain a *higher profile* and *be more approachable*. Respondents felt the police need “to be seen in the community for prevention of crime and also to be seen as approachable”, to have “greater contact with the public and higher profile visibility” and to “be more visible in rural areas”.

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

**Table 3.26 Main Priorities for the Police**

	<b>Lochaber Area Command %</b>	<b>Force Area %</b>
Crime prevention/law & order/public safety	53.1	52.7
Road safety / speeding	32.5	33.7
Theft / property crime / vandalism	25.6	20.0
Drug dealing	21.7	13.7
Drug related crime / behaviour	19.8	16.5
Drugs (general / unspecified)	19.7	20.8
Violence / assault	14.3	12.3
Drink related crime / behaviour	14.2	14.3
Drink driving	12.7	14.5
Public relations	12.4	9.0
Youth behaviour on streets	10.1	7.6
Crime detection (incl. prosecution)	9.1	12.3
Integrate with youth groups / schools	7.0	7.2
Partnership working / liaison	3.5	4.3
Deal with anti-social behaviour	2.8	4.0
Drug awareness	1.4	2.1
Quick response to reports of crime	-	4.7

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. Comments included: “prevent serious and minor crimes”, “encourage a safe environment and provide protection to all members of the public” and “keep areas safe for people to go about their everyday life”.

*Road safety/speeding* and *property crime* (including vandalism and theft) were the next most commonly mentioned priorities. Comments included: “in our area driving offences would be the most major concern – drink driving, dangerous and reckless driving” and “bored teenagers are also responsible for a much of the vandalism and graffiti”.

**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**

	Lochaber Area Command %	Force Area %
Stray animals / lost pets	24.9	15.7
Litter	24.1	19.1
Excessive administration	18.0	18.0
Minor motoring / parking offences	17.1	15.2
Minor domestic disputes	15.0	6.5
Dog fouling	11.1	14.5
Parenting	7.1	10.5
Anti-social neighbours	5.4	6.0
Drug/alcohol abusers	4.4	3.8
Petty crime	2.7	5.9

Base: All respondents in Command Area

Note: Multiple responses were accepted

Respondents in the Lochaber Command area felt that *stray animals/lost pets* and *litter* were the main issues with which the police should not be dealing. One respondent observed: “I don’t think they should be involved in dealing with dog fouling and litter, but as it is such a problem wardens should be given certain powers to deal with such.”

## 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**

	Lochaber Area Command %	Force Area %
Report crime or suspicious behaviour	27.9	28.6
Support community activities / groups	26.8	20.1
Neighbourliness / be friendly	17.6	22.8
Engender law abiding behaviour	16.2	13.5
Nothing	11.6	13.2
Neighbourhood watch	11.3	11.6
Be law-abiding	7.2	7.5
Collect litter	4.2	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*. These responses were reflected in the comments: “be vigilant at all times” and “inform police of anything they need to know and report anything suspicious”.

The other main response was to *support community activities/groups* in their local community. A typical comment was “to play an active role locally”.

11.6% of people who answered the question said that they could do *nothing*. The main reason given for this was old age.