

**Northern Constabulary**  
**2003 Excellence in Community Policing**

**Ross, Cromarty & Skye**  
**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
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
<b>Ross, Cromarty &amp; Skye</b>	<b>690</b>	<b>15.3</b>	<b>17.4</b>
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 Ross, Cromarty & Skye Command Area. A total of 1,575 questionnaires were processed (35% of the sample issued), 274 from the Ross, Cromarty & Skye area (39.7% of those issued in the Ross, Cromarty & Skye 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>Ross, Cromarty &amp; Skye Command</b>	<b>Force Area</b>
	%	%
A city	1.4	10.9
A large town	4.1	8.3
A small town	19.5	22.3
A large village	22.1	13.1
A small village	30.2	27.6
An isolated rural area	22.7	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>Ross, Cromarty &amp; Skye Command</b>	<b>Force Area</b>
	%	%
Female	79.0	80.7
Male	21.0	19.3

Base: All respondents in Command Area

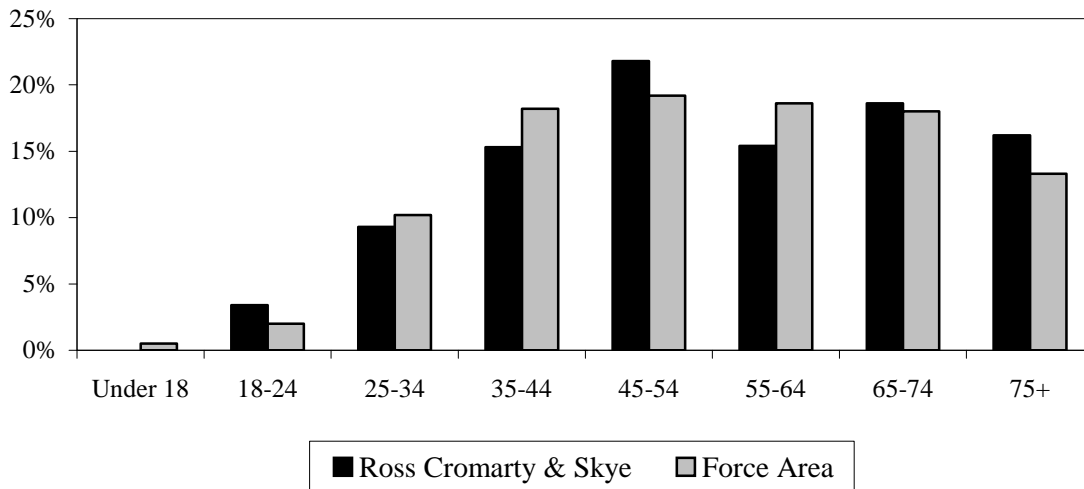
#### 2.4 Household Size

The mean household size for the respondents in the Ross, Cromarty & Skye Command area was 2.18 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**

	Ross, Cromarty & Skye Command %	Force Area %
White Scottish	79.5	82.1
Other White British	19.3	16.1
White Irish	0.4	0.5
Other White	-	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 Ross, Cromarty & Skye Command area included:

- Gaelic (5 mentions)

## 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>Ross, Cromarty &amp; Skye Command</b>	<b>Force Area</b>
	<b>%</b>	<b>%</b>
1 year or less	3.2	2.3
Over 1 year but less than 2 years	6.8	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**

	Ross, Cromarty & Skye Command %	Force Area %
A very safe area	52.2	50.4
A fairly safe area	43.0	44.8
Rather unsafe area	3.2	3.6
A very unsafe area	1.2	0.8
No opinion	0.4	0.3

Base: All respondents in Command Area

95.2% of respondents in the Ross, Cromarty & Skye Command area rated the area within 15 minutes of their home as *very safe* or *fairly safe*, which is the same as the Force area average.

##### 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**

	Ross, Cromarty & Skye Command %	Force Area %
Now more safe	1.5	2.2
Now less safe	16.8	13.1
About the same	79.2	83.3
Did not live here a year ago	2.2	1.1
No opinion	0.3	0.3

Base: All respondents in Command Area

16.8% 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*.

### 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**

	Ross, Cromarty & Skye Command			Force Area
	Major Concern %	Minor Concern %	Total Concerned %	Total Concerned %
Driving at excessive speed	33.1	39.5	72.6	71.9
Dog excrement	21.7	38.4	60.1	58.6
Rubbish or litter lying around	15.5	44.3	59.8	55.4
Dangerous driving	24.0	35.5	59.5	58.4
Young people on the street	12.4	34.5	46.9	44.3
Vandalism, graffiti and deliberate damage	12.8	32.8	45.6	45.2
Drink/drugs driving	20.3	23.9	44.2	46.0
Alcohol abuse	17.1	26.7	43.8	43.7
Rowdy or drunken behaviour	9.5	32.1	41.6	39.2
People using drugs	22.0	19.4	41.4	39.2
People dealing in drugs	19.7	18.5	38.2	34.3
Bullying of young people, in or out of school	13.8	22.4	36.2	36.6
Break-ins to houses	7.2	25.4	32.6	34.2
Stray dogs roaming the streets	7.9	23.0	30.9	27.5
Things being stolen from cars	5.9	21.2	27.1	27.4
Anti-social neighbours	6.5	17.8	24.3	24.5
Cars being stolen	3.5	20.0	23.5	21.1
Solvent abuse/glue sniffing	8.7	10.4	19.1	19.8
Domestic abuse	6.0	13.0	19.0	16.4
Discrimination and abuse	3.6	14.4	18.0	16.8
Noise from local pubs or clubs	2.3	11.9	14.2	12.0

Base: All respondents in Command Area

The pattern of concern in the Ross, Cromarty & Skye Command area was generally the same as the Force area as a whole, with offences such as *driving at excessive speed* and *dog excrement* as the biggest concerns mentioned. *Litter* and *dangerous driving* were mentioned as a concern by over 50% of respondents.

Among the issues presented to respondents that were of least concern were *noise from pubs or clubs* 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	3.3	0.7	99.6	5.3	1.5	1.9	0.7
Dog excrement	14.6	7.8	9.5	68.1	3.2	29.6	0.8
Rubbish or litter lying around	13.0	2.8	7.4	82.7	11.4	13.3	6.7
Dangerous driving	4.5	0.7	98.8	3.9	2.3	3.6	0.7
Young people on the street	3.1	0.4	45.4	5.1	63.4	10.1	1.5
Vandalism, graffiti and deliberate damage	3.0	1.2	74.6	26.8	22.0	12.8	4.1
Drink/drugs driving	3.8	8.8	97.3	4.2	5.0	4.4	3.1
Alcohol abuse	9.3	46.7	45.3	5.8	12.1	4.9	6.8
Rowdy or drunken behaviour	0.4	0.4	95.3	3.3	7.4	5.0	0.4
People using drugs	2.7	28.3	83.0	3.4	19.2	3.2	9.6
People dealing in drugs	2.0	4.6	97.8	1.2	5.7	2.6	2.7
Bullying of young people, in or out of school	10.5	5.7	30.3	9.0	52.7	8.0	74.6
Break-ins to houses	2.8	-	98.8	1.7	0.7	5.6	-
Stray dogs roaming the streets	4.4	3.4	19.5	50.6	4.1	22.1	0.4
Things being stolen from cars	4.0	-	98.8	-	1.9	4.2	0.4
Anti-social neighbours	9.9	2.7	51.1	45.8	6.5	14.0	0.8
Cars being stolen	1.7	-	98.8	-	2.3	3.8	-
Solvent abuse/glue sniffing	2.4	27.6	60.4	3.8	38.6	4.1	23.5
Domestic abuse	5.6	16.2	79.9	5.9	4.6	5.1	2.8
Discrimination and abuse	7.8	4.9	64.9	14.7	13.3	8.0	13.2
Noise from local pubs or clubs	1.2	0.9	73.9	25.8	0.4	9.6	0.4

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. The police were mentioned by over 90% of respondents for *car theft, break-ins, drunken behaviour, drink/drugs driving, speeding* and *dangerous driving*.

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

- Litter (over three quarters of respondents thought the Council should be responsible)
- Dog excrement(over 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**

	Ross, Cromarty & Skye Command			Force Area
	Top Priority	Medium Priority	Total (Top+Medium) Priority	Total (Top+Medium) Priority
	%	%	%	%
Improving road safety	60.2	31.4	91.6	91.0
Reducing unemployment	61.2	28.3	89.5	91.0
Reducing drug/alcohol/solvent abuse	73.2	14.8	88.0	90.4
Reducing drug dealing	75.5	12.0	87.5	89.5
Reducing boredom, lack of things for young people to do	61.1	25.1	86.2	89.0
Reducing crime	68.6	17.5	86.1	88.5
Increasing availability of affordable housing	56.4	29.3	85.7	82.8
Improving roads and transport links	54.0	30.5	84.5	85.6
Reducing youth crime	67.1	17.0	84.1	89.7
Reducing anti-social behaviour	60.7	20.8	81.5	86.2
Improving quality of housing	39.9	40.3	80.2	77.0
Improving access to local medical services	41.2	33.8	75.0	74.7
Increasing availability of sport and leisure facilities	23.9	45.0	68.9	68.1
Improving public transport	25.3	41.8	67.1	64.6
Increasing business investment	29.9	34.4	64.3	68.0
Reducing discrimination and abuse	40.2	22.7	62.9	69.7
Increasing rural development	17.2	42.3	59.5	59.2
Improving access to technology, e.g. broadband	17.3	34.6	51.9	50.9
Improving access to arts and culture	6.3	30.4	36.7	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 Ross, Cromarty & Skye Command area, 17.7% of respondents had seen their local Community Plan, compared with a Force average of only 13.9%

### Fear of Crime

- 3.7** In the Ross, Cromarty & Skye Command area, only 53.7% 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**

	Ross, Cromarty & Skye Command %	Force Area %
Having your home broken into	85.4	85.0
Vandalism or deliberate damage to your home, property or car	75.0	79.1
Having your car stolen or broken into	64.8	68.0
Being attacked, assaulted or robbed in the street	53.4	63.2
Being attacked, assaulted or robbed in your own home	49.8	52.1
Being insulted or threatened	43.2	51.4
Being the victim of an attempted rape, rape or other serious sexual offence	31.1	32.9
Being a victim of domestic abuse	1.5	3.8

Base: 185 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 Ross, Cromarty & Skye 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**

	Ross, Cromarty & Skye Command		Force Area	
	Very Worried %	Slightly Worried %	Very Worried %	Slightly Worried %
Physical disability	2.7	9.1	1.6	6.5
Race or ethnic origin	1.5	3.7	0.9	3.5
Religious beliefs	1.6	3.5	1.2	3.8
Mental health	0.7	4.3	0.8	4.0
Gender	0.3	4.4	0.8	5.5
Learning disability	1.1	3.1	1.1	2.8
Sexuality	0.4	3.0	0.2	2.6
Political beliefs	0.4	2.2	1.9	2.0

Base: All respondents in Command Area

*Physical disability* and *race or ethnic origin* were the main sources of worry over discrimination in the Ross, Cromarty & Skye Command area. The pattern across the Ross, Cromarty & Skye Command area was broadly similar to the Force area as a whole.

## **Victims of Crime**

### **3.10 Reporting Crime**

6% of respondents in the Ross, Cromarty & Skye Command area said that they had been a victim of crime in the last year, 81% 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: “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**

7% of respondents in the Ross, Cromarty & Skye 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 one respondent had taken up the offer. There were no reasons given for not taking up the offer.

### 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**

	Ross, Cromarty & Skye Command			Force Area
	Always %	Sometimes %	Total Always/ Sometimes %	Total Always/ Sometimes %
Make sure your home is adequately secured	76.9	15.9	92.8	92.1
Make sure your vehicle is adequately secured	71.2	14.9	86.1	88.0
Avoid certain places	17.0	37.7	54.7	56.1
Avoid going out when it is dark	12.1	31.4	43.5	42.7
Avoid going out alone	13.0	30.2	43.2	40.4
Mark your property in case it is stolen	11.2	28.8	40.0	40.7
Avoid going out at certain times	7.7	32.1	39.8	37.7
Take self-defence classes	1.1	3.7	4.8	3.8
Carry a personal alarm	2.3	1.6	3.9	3.3

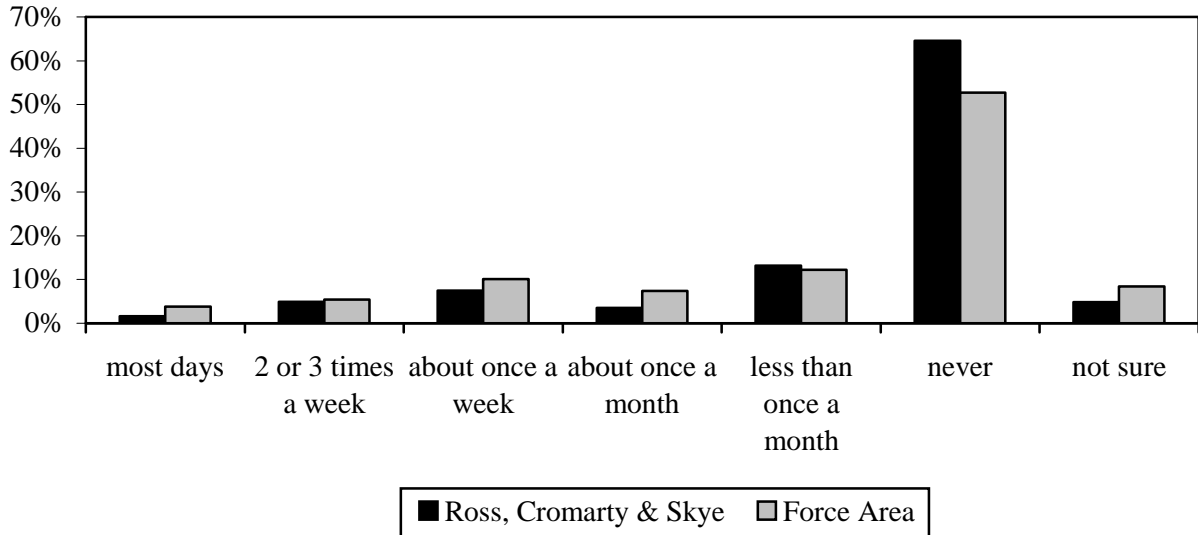
Base: All respondents in Command Area

Generally, the pattern in the Ross, Cromarty & Skye 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.

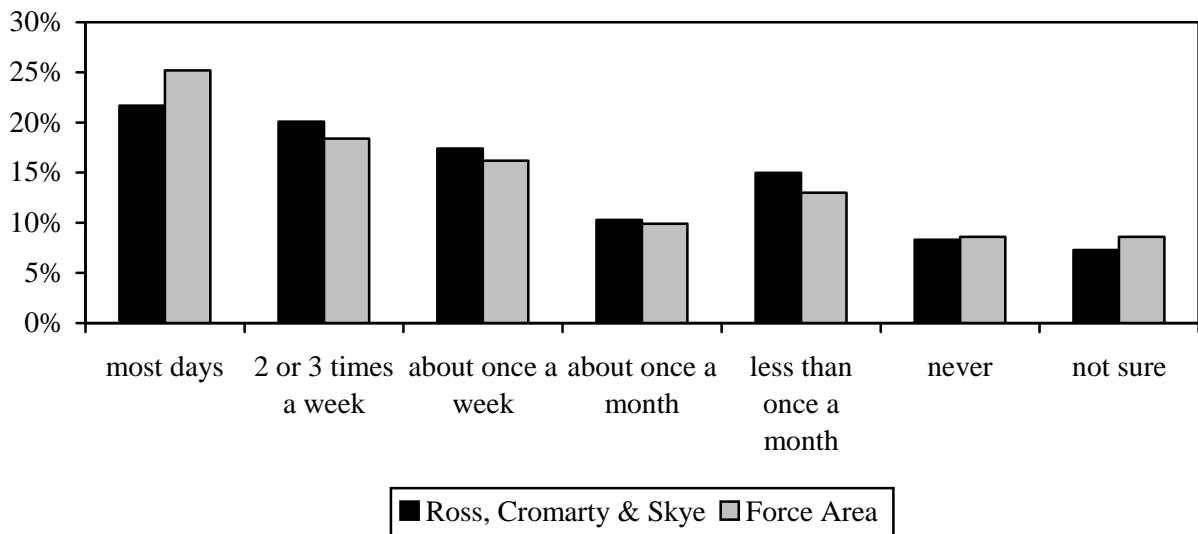
## Police Patrols

**3.13 Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot in the Ross, Cromarty & Skye Command Area**



A higher number of respondents in the Ross, Cromarty & Skye Command area, 64.6%, 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 Ross, Cromarty & Skye Command Area**



The pattern in the Ross, Cromarty & Skye Command area was similar to that of the Force area as a whole.

### 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**

	Ross, Cromarty & Skye Command %	Force Area %
Too much	-	0.2
About right	26.5	30.5
Too little	57.0	54.2
No opinion	16.5	15.1

Base: All respondents in Command Area

Only 26.5% of respondents in the Ross, Cromarty & Skye 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 Ross, Cromarty & Skye 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**

	Ross, Cromarty & Skye Command %	Force Area %
Town Centre / High Street	27.4	29.3
Street presence / foot patrols (all areas)	27.1	28.3
Villages	19.5	11.4
Residential areas	18.2	18.1
Pubs / nightclubs	5.9	8.7
Outside schools	5.9	6.1
Known trouble spots	4.1	7.8
Areas of traffic danger	3.8	3.7
Other	17.5	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 Ross, Cromarty & Skye Command area wanted to see more officers on patrol. Responses included comments such as wanting to see a greater police presence on the

“main street on Friday and Saturday nights”, “Saturday nights in town centres” and the “quiet back streets after dark”. Street presence/foot patrols was also a priority for the respondents and included comments such as “general and regular foot patrols in view of the public” as well as “between the town and the housing estates for people walking from the centre home”.

Responses from the Ross, Cromarty & Skye sample listed as “other” in Table 3.10 included:

- Rural areas (7 mentions)
- Play parks (5 mentions)
- Car parks (3 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**

	Ross, Cromarty & Skye Command %	Force Area %
Late evening / night (after 10 pm)	35.7	35.4
Evening (up to 10 pm)	29.6	33.4
Weekends	17.6	20.1
All the time	14.9	12.4
No specific time / random	13.5	12.3
Pub / club closing time	12.6	10.1
School breaks / lunchtime / after school	9.3	7.3
School holidays	1.3	1.5
Other	9.1	8.0

Base: All respondents in Command Area

Note: Multiple responses were accepted

*Late evening/night (after 10pm)*, was the most commonly mentioned time when respondents in the Ross, Cromarty & Skye 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*.

Comments included: “particularly on a Friday/Saturday night in and around Dingwall, with the large groups of young people with nothing to do but drink and do drugs, then fight with anyone unfortunate enough to be passing” and “after the pub closes to try to catch the one or two men who think they are above the law and can drink and drive”.

Responses from the Ross, Cromarty & Skye sample listed as “other” in the table above included:

- Daily (8 mentions)
- Mornings (Rush hour) (5 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**

	Ross, Cromarty & Skye Command %	Force Area %
Crime prevention / deterrence	49.4	47.2
Reassurance / feeling safe	31.4	31.8
Youth behaviour / intimidation	16.4	16.5
Reduce vandalism	13.9	11.4
Reduce motoring offences	10.7	8.1
Drink related crime	7.1	7.7
Drug abuse	6.4	3.7
Community relations	8.4	5.6

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 respondent commented that “surely it must be a major deterrent” to increase the police presence. Others commented that it would “make it a safer place to live in” and that “any person up to no good would think about their actions, if they thought the police were about”.

Respondents in the Ross, Cromarty & Skye 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 feeling of security”. Additional comments were that “older people would feel safer at night” and that “the physical presence of policemen/women acts as a ‘feel-safe’ security for all”.

## 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>Ross, Cromarty &amp; Skye Command Area Aware %</b>	<b>Force Area Aware %</b>
TV/media campaigns, e.g. drug awareness	39.5	36.7
Laws banning drinking alcohol in public places	37.9	37.4
Closed circuit television (CCTV)	17.6	27.5
Anti-social behaviour orders	9.0	9.1
Neighbourhood/Farm/Water/Boat Watch schemes	4.7	9.1
Community / neighbourhood wardens	1.7	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>Ross, Cromarty &amp; Skye Command Area Aware %</b>	<b>Force Area Aware %</b>
Laws banning drinking alcohol in public places	56.4	55.4
Closed circuit television (CCTV)	47.7	52.3
TV/media campaigns, e.g. drug awareness	47.7	45.0
Community / neighbourhood wardens	46.6	43.2
Anti-social behaviour orders	43.6	44.2
Neighbourhood/Farm/Water/Boat Watch schemes	40.7	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 Ross, Cromarty & Skye Command area was similar to the Force area.

### **3.21 Crimestoppers**

54% of respondents in the Ross, Cromarty & Skye Command area stated that they were aware of the Crimestoppers facility, the same percentage as the whole Force area. In the Ross, Cromarty & Skye Command area, 3% of respondents had actually used the facility, again the same percentage as the whole Force area.

### **3.22 Confidential Lines**

36% of respondents in the Ross, Cromarty & Skye Command area stated that they were aware of the Northern Constabulary confidential lines compared with 43% across the whole Force area.

4% of respondents in the Ross, Cromarty & Skye Command area had actually used the Northern Constabulary confidential lines, the same percentage as 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	49.3	46.1	1.8	2.5	0.3	-	-
To report a minor crime, e.g. vandalism	4.8	83.4	1.1	8.8	1.2	0.4	0.4
To report information about something suspicious	6.1	75.3	8.0	8.0	2.2	-	0.3
To report a nuisance or disturbance	8.7	82.4	1.5	6.3	0.4	0.4	0.4
To report a road traffic accident/incident	73.0	22.1	0.7	2.7	0.4	-	1.1
To report other information	3.7	63.5	10.3	19.7	2.4	0.3	-
To ask for advice or information	1.6	50.3	4.7	37.7	5.0	0.7	-
Firearm / shotgun enquiry	3.6	52.5	3.4	39.3	0.8	0.3	-
Lost/found property	0.8	50.9	0.3	47.3	0.4	0.3	-
Missing person	7.8	55.1	4.4	32.8	-	-	-

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 or to report other information. 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*.

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 Ross, Cromarty & Skye 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>Ross, Cromarty &amp; Skye Command %</b>	<b>Force Area %</b>
General police work in your area	82.4	81.8
What is being done to reduce and prevent crime	79.4	79.8
What is being done to make your community safer	72.6	74.2
What is being done to improve road safety	68.4	64.4
More information about police officer's job/how they spend their day	50.4	50.8
How you can help the police, e.g. Neighbourhood Watch, appeals	49.3	47.3
How we are spending on policing in your area	47.6	49.8
Police achievements/successes	43.8	46.6

Base: 163 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**

	Ross, Cromarty & Skye Command %	Force Area %
Local newspapers	53.8	59.8
Talking to friends and relatives	34.8	29.5
Local radio	27.2	32.2
Don't get any information	25.4	22.1
Television	23.0	23.0
Talking to police officers	16.6	14.0
Personal experience	13.7	13.2
Community meetings	9.3	7.2
Literature from the police	4.6	3.8
Local area newsletter 'Putting People First'	3.4	3.2
Public meetings held by the police	1.8	1.8
Internet	0.8	0.3
Other	3.6	3.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

*Local newspapers* were the main source of information, followed by *talking to friends and relatives* and *local radio*. A quarter of respondents in the Ross, Cromarty & Skye Command area felt that they received no information regarding police work.

Responses from the Ross, Cromarty & Skye sample listed as “other” in the table above included:

- Community groups/school visits by the police (6 mentions)
- Community council meetings (2 mentions)

### 3.26 Awareness of Police Campaigns and Initiatives

18% of respondents in the Ross, Cromarty & Skye 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**

	Ross Cromarty & Skye Command %	Force Area %
Speeding	23.9	34.5
Drink driving	21.3	17.1
Drugs awareness	22.2	25.1
Drug dealing	13.3	10.5
Drugs awareness in schools	12.7	4.4
Road safety	11.2	15.9
Press coverage of drug enforcement	9.4	5.5
Dogs Against Drugs	-	4.9
Other	7.1	7.9

Base: 53 Respondents

Note: Multiple responses were accepted

*Speeding* and *drink driving* were the most frequently cited campaigns that respondents in the Ross, Cromarty & Skye Command area had noted in the previous three months. Generally, the pattern of awareness across the Ross, Cromarty & Skye Command area was similar to the Force area., however respondents in the Ross, Cromarty & Skye Command area were nearly three time as likely to be aware of *drugs awareness campaigns in schools* than the Force area as a whole.

Responses from the Ross, Cromarty & Skye sample listed as “other” in the table above included:

- Drug driving (1 mention)
- Mobile phone incentive to report crime (1 mention)
- Personal safety (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**

	Ross, Cromarty & Skye Command %	Force Area %
Local newspaper	55.0	63.2
Local radio	29.3	43.7
Local TV	17.7	21.6
Talking to friends/relatives	15.7	9.9
Talking to police officer	8.7	6.6
Leaflet or newsletter	7.0	8.6
Internet	2.2	0.5

Base: 55 Respondents

Note: Multiple responses were accepted

Responses in the Ross, Cromarty & Skye Command area were broadly similar to the Force area. *Local newspapers* were the main source of campaign information, followed by *local radio* and *television*.

**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**

	Ross, Cromarty & Skye Command %	Force Area %
Yes, definitely	8.7	10.3
Probably	17.4	13.5
Sometimes	21.6	23.6
Not significantly	29.2	30.3
Definitely not	18.0	18.1
Don't know	5.1	4.2

Base: All respondents in Command Area

Responses in the Ross, Cromarty & Skye 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>Ross, Cromarty &amp; Skye Command</b>	<b>Force Area</b>
	%	%
Yes, definitely	13.1	14.3
Probably	17.8	16.7
Sometimes	29.3	31.7
Not significantly	25.3	22.5
Definitely not	10.9	11.7
Don't know	3.5	3.1

Base: All respondents in Command Area

Responses in the Ross, Cromarty & Skye 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>Ross, Cromarty &amp; Skye Command</b>	<b>Force Area</b>
	%	%
Yes, definitely	8.4	9.2
Probably	12.9	13.9
Sometimes	22.0	20.8
Not significantly	32.8	35.0
Definitely not	17.2	17.2
Don't know	6.7	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**

	Ross, Cromarty & Skye Command %	Force Area %
Yes, any crime	2.6	2.4
Yes, minor crime	2.7	3.2
No, don't have access to the internet	41.5	39.0
No, would prefer to speak to police	50.4	51.1
Don't know/No opinion	2.8	4.2

Base: All respondents in Command Area

**3.32** 10% of respondents in the Ross, Cromarty & Skye Command area said they would be happy to receive general information from the police via text to a mobile phone, compared with 12% of respondents in the Force Area as a whole.

**3.33** 24% of respondents in the Ross, Cromarty & Skye 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

38% of respondents in the Ross, Cromarty & Skye 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**

	Ross, Cromarty & Skye Command %	Force Area %
Council office / service point	43.0	36.1
Post office	38.0	35.8
Library	34.4	32.5
Supermarket	22.7	27.5
Bank	13.1	16.7

Base: All respondents in Command Area

Generally, respondents in the Ross, Cromarty & Skye Command area would be most likely to access information about police services at *Council offices/service points* or *post offices*, 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**

	Ross, Cromarty & Skye Command %	Force Area %
Foot patrols / officers on the beat	47.9	44.1
Higher profile / higher visibility	32.0	25.2
More accessible / approachable / friendly	18.4	15.1
Community involvement	11.0	8.3
Satisfied with existing Police service	9.9	10.6
More information / communication	8.4	8.6
Do more with young people / in schools	7.9	7.8
Recruit more officers	4.8	7.1
Higher presence in villages	3.4	2.2
Community policing	2.7	2.7

Base: All respondents in Command Area

Note: Multiple responses were accepted

A clear priority for respondents in the Ross, Cromarty & Skye Command area was more *foot patrols*, with 47.9% of respondents stating this as a preference. Comments included the desire to have a “much higher number of police on the beat”, “more police seen on the beat, community liaison and actually talking to people” and “a local bobby mixing with residents on the street”.

Additionally, respondents suggested that the police should maintain a *higher profile* and *be more approachable*. Comments included that “they could make themselves more accessible to the general public, i.e. foot patrols, meetings etc”, that they should “be seen to care”, have “better communication with the public” and that “visibility breeds security”.

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

**Table 3.26 Main Priorities for the Police**

	<b>Ross, Cromarty &amp; Skye Command %</b>	<b>Force Area %</b>
Crime prevention/law & order/public safety	52.4	52.7
Road safety / speeding	35.6	33.7
Drugs (general / unspecified)	21.2	20.8
Theft / property crime / vandalism	17.5	20.0
Drug related crime / behaviour	15.5	16.5
Drink related crime / behaviour	15.2	14.3
Drug dealing	14.4	13.7
Crime detection (incl. prosecution)	12.1	12.3
Violence / assault	11.9	12.3
Public relations	11.5	9.0
Drink driving	11.1	14.5
Integrate with youth groups / schools	9.4	7.2
Youth behaviour on streets	7.7	7.6
Quick response to reports of crime	6.0	4.7
Partnership working / liaison	5.3	4.3
Dealing with anti-social behaviour	2.7	4.0
Community policing	1.8	1.8
Drug awareness	1.1	2.1

Base: All respondents in Command Area

Note: Multiple responses were accepted

Over half of the respondents in the Ross, Cromarty & Skye Command area 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. Respondents wished to see an “increase in public safety by enforcing laws”, “safety of property, public and community” and “general upholding of law and order”.

**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**

	Ross, Cromarty & Skye Command %	Force Area %
Excessive administration	21.6	18.0
Litter	20.8	19.1
Stray animals / lost pets	15.2	15.7
Dog fouling	14.9	14.5
Parenting	13.1	10.5
Minor motoring / parking offences	9.7	15.2
Drug/alcohol abusers	7.7	3.8
Anti-social neighbours	7.1	6.0
Petty crime	6.6	5.9
Crowd control e.g. football matches/demonstrations	4.4	3.8
Court duties/transfers	3.2	2.8
Minor domestic disputes	2.5	6.5

Base: All respondents in Command Area

Note: Multiple responses were accepted

Respondents in the Ross, Cromarty & Skye 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. For example, one respondent thought officers' paperwork should be reduced "thus allowing more police to work properly".

## 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**

	Ross, Cromarty & Skye Command %	Force Area %
Report crime or suspicious behaviour	25.2	28.6
Support community activities / groups	20.8	20.1
Engender law abiding behaviour	18.0	13.5
Neighbourliness / be friendly	17.7	22.8
Nothing	13.8	13.2
Neighbourhood watch	13.5	11.6
Collect litter	7.1	4.9
Be law-abiding	6.8	7.5
Help out at youth events	3.3	2.3

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*. For example, respondents felt they could “inform police by passing on relevant information which would be helpful in solving crime” and “be aware of what goes on and report anything suspicious”.

The other main response was to *support community activities/groups* in their local community. Comments included the need to “look out for neighbours”, “just be friendly to everyone and take part in community affairs” and to “educate our children on the rights/wrongs”.

13.8% of people who answered the question said that they could do *nothing*. The main reason given for this was old age.