



Northern Constabulary

2005 Excellence in Community Policing

Badenoch, Strathspey & Nairn Area Command Report

November 2005

Final Report

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Chapter One

Survey Methodology

1.1 Introduction

The 2005 Excellence in Community Policing survey was developed jointly by Northern Constabulary, NHS Highland, The Highland Council, Comhairle nan Eilean Siar, Orkney Islands Council and the Procurator Fiscal Service. In addition to this report, individual reports were produced at each of the other seven Area Command levels, plus one report for the Force area as a whole. The 2005 survey was conducted by Snedden Economics Ltd. Previous large-scale community surveys were conducted in 1994, 1999, 2001 and 2003. Where it is practical to do so, the corresponding survey results are provided from the 2003 survey for questions which have remained identical in 2005.

1.2 Survey Sample and Response

The survey questionnaire was issued by post in July 2005 to 4,500 named householders selected at random using the ACORN classification system. A minimum quota of 350 was issued at three Area Command levels (Orkney Islands, Shetland Islands and the Western Isles). All other Area Commands received 690 questionnaires. 1,510 responses were analysed (33.6% of the total issued).

Table 1.1 Survey Sample and Response

Area Command	Sample Issued	Percentage of Total Issued %	Percentage of Total Analysed %
Badenoch, Strathspey & Nairn	690	15.3	17.5
Caithness & Sutherland	690	15.3	14.7
Inverness	690	15.3	15.8
Lochaber	690	15.3	13.8
Orkney Islands	350	7.8	7.2
Shetland Islands	350	7.8	7.7
Western Isles	350	7.8	7.0
Ross, Cromarty & Skye	690	15.3	16.3
Total	4,500	100	100

1.3 Weighting

The survey data were weighted by geographic area and gender. All results in this report are based on weighted data, unless otherwise indicated.

Chapter Two

Sample Profile

2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 690 of which were at the Badenoch, Strathspey & Nairn Area Command level. A total of 1,510 questionnaires were processed (33.6% of the sample issued), 264 from Badenoch, Strathspey & Nairn (38.3% of those issued in the Badenoch, Strathspey & Nairn Area Command).

2.2 Type of Area

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

Table 2.1 Type of Area

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
A city	0.4	0.3	13.0
A large town	5.4	4.1	6.6
A small town	42.4	46.2	20.1
A large village	16.2	13.8	12.9
A small village	23.8	22.4	28.4
An isolated rural area	11.8	13.1	19.1

Base: All respondents

2.3 Gender

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

Table 2.2 Gender

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Male	18.2	37.1	41.1
Female	81.8	62.9	58.9

Base: All respondents (unweighted)

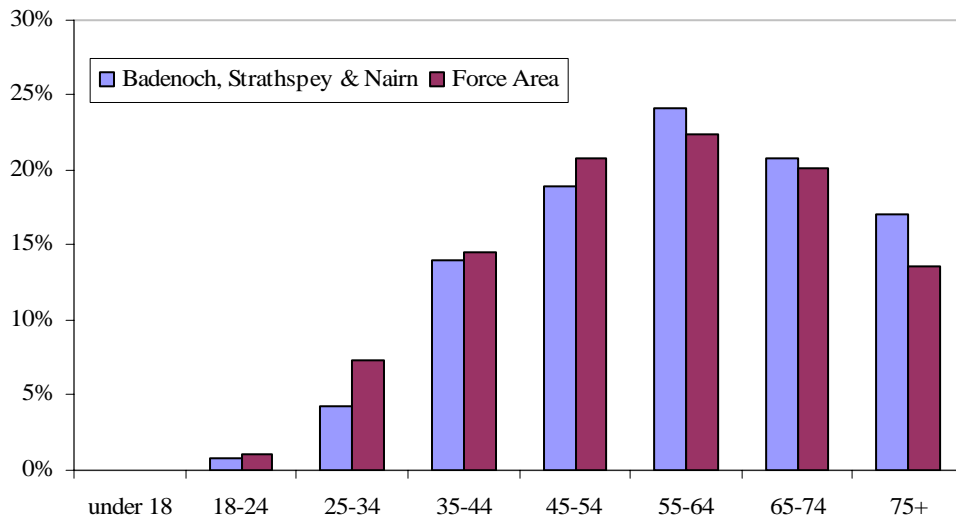
2.4 Household Size

The mean household size for the respondents at the Badenoch, Strathspey & Nairn Area Command level was 2.31 (2.33 in 2003) 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 Language

English was the first language of all but two of the respondents in the Badenoch, Strathspey & Nairn sample, who mentioned Gaelic as their first language.

2.7 Ethnic Origin

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

Table 2.3 Ethnic Origin of Respondents

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
White Scottish	74.1	79.8	83.7
Other White British	23.7	17.4	14.5
White Irish	0.8	0.6	0.2
Other White	0.7	1.7	1.1
Indian	-	-	-
Pakistani	-	0.5	-
Bangladeshi	-	-	-
Other South Asian	-	-	-
Chinese	-	-	-
Caribbean	-	-	-
African	-	-	-
Black Scottish	-	-	0.1
Other Black	-	-	-
Any Mixed Background	0.4	-	-
Other Ethnic Group	0.4	-	0.3

Base: All respondents
- denotes zero or less than 0.1%

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

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
1 year or less	2.9	1.6	1.5
Over 1 year but less than 2 years	7.2	3.4	1.9
2 or more years but less than 5 years	18.1	16.7	13.9
5 years or more	71.8	78.3	82.7

Base: All respondents

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. 99.4% of respondents in the Badenoch, Strathspey & Nairn Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 96.1% of respondents across the whole Force area.

Table 3.1 Area Within 15 Minutes of Home

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
A very safe area	47.9	53.4	55.8
A fairly safe area	48.7	46.0	40.3
Rather unsafe area	1.9	0.3	3.1
A very unsafe area	0.8	0.3	0.5
No opinion	0.7	-	0.3

Base: All respondents

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

Respondents were asked to rate the safety of the area within 15 minutes of their home compared with the previous year. Table 3.2 shows the results. 14.0% of respondents felt that their area was *now less safe* than it was a year ago, whereas just 2.0% thought it was *more safe*. 83.0% of respondents thought it was about the same.

Table 3.2 Area Within 15 Minutes of Home

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Now more safe	4.1	2.0	2.2
Now less safe	15.8	14.0	15.0
About the same	78.7	83.0	81.2
Did not live here a year ago	1.1	0.6	0.9
No opinion	0.4	0.3	0.7

Base: All respondents

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

	2005 Badenoch, Strathspey & Nairn Area Command %			2005 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	25.6	54.8	80.4	70.9
Dog excrement	17.9	44.7	62.6	56.2
Dangerous driving	17.4	45.0	62.4	54.4
Rubbish or litter lying around	16.0	41.4	57.4	52.4
Young people and alcohol	20.4	35.5	55.9	47.1
Rowdy or drunken behaviour	16.9	34.5	51.4	37.9
Vandalism, graffiti and deliberate damage	17.3	34.1	51.4	41.7
Alcohol mis-use	16.2	35.2	51.4	43.1
Young people on the street	11.9	36.3	48.2	39.6
Drink/drugs driving	17.6	28.9	46.5	41.8
People using drugs	20.7	24.4	45.1	36.0
People dealing in drugs	19.7	20.9	40.6	30.0
Break-ins to houses	4.1	32.6	36.7	30.9
Bullying of young people, in or out of school	8.7	23.0	31.7	32.4
Things being stolen from cars	2.6	21.3	23.9	19.4
Solvent abuse/glue sniffing	7.3	15.9	23.2	17.0
Noisy neighbours	4.6	17.2	21.8	20.4
Cars being stolen	2.8	17.4	20.2	15.8
Anti-social neighbours	5.6	14.5	20.1	23.4
Noise from local pubs or clubs	3.7	15.2	18.9	9.6
Stray dogs roaming the streets	0.9	17.3	18.2	23.5
Discrimination and abuse	2.6	12.4	15.0	15.3
Domestic abuse	2.9	9.0	11.9	12.3

Base: All respondents

Driving at excessive speed was the main issue mentioned as being either a major or minor concern by 80% of Badenoch, Strathspey & Nairn respondents. This was also the main concern in 2003 and in the Force area as a whole in 2005.

The pattern of responses was very similar at the Badenoch, Strathspey & Nairn Area Command Level compared with the Force area as a whole.

Among the issues mentioned, *domestic abuse* was of least concern to Badenoch, Strathspey & Nairn respondents.

3.4 Who Should Deal with these Concerns

Respondents were asked to indicate who should be dealing with their concerns across the same range of issues as reported in Table 3.3. The responses are provided in Table 3.4 overleaf. Respondents could list more than one response per issue.

A large proportion of the sample expected the police to deal with many of the issues. 17 of the 23 issues presented were thought to be predominantly the responsibility of the police (anti-social neighbours and noisy neighbours were also considered the responsibility of the Council). Young people and alcohol and young people on the street were considered the joint responsibility of parents and the police.

Notable exceptions to police responsibility were:

- Litter (over three quarters of respondents thought the Council should be responsible)
- Dog excrement and stray dogs (respondents mainly thought the Council should be responsible, and several respondents suggested dog owners themselves should take more responsibility)
- Bullying (respondents felt this issue should be dealt with by teachers and parents)

The concerns most likely to relate to the Procurator Fiscal Service were:

- People dealing in drugs
- Dangerous driving
- Drink/drugs driving
- Discrimination and abuse

The concerns most likely to relate to the Health Service were:

- Alcohol mis-use
- People using drugs
- Solvent abuse/glue sniffing

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Table 3.4 Who Should Deal with Local Concerns	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service
	%	%	%	%	%	%	%	%
Anti-social neighbours	6.3	1.1	57.6	45.5	9.3	9.0	1.1	8.8
Noisy neighbours	7.9	1.1	57.9	42.7	5.5	10.2	0.9	5.5
Young people on the street	2.0	-	54.6	5.9	57.7	9.6	4.2	1.7
Young people and alcohol	1.2	6.5	57.6	3.9	61.1	3.9	9.2	3.7
Rowdy or drunken behaviour	0.9	0.6	91.5	2.7	12.1	4.8	1.4	7.0
Rubbish or litter lying around	10.1	1.5	4.6	80.7	16.8	13.8	4.3	1.1
Vandalism, graffiti and deliberate damage	2.8	0.9	75.7	22.9	21.2	10.8	4.7	6.3
Stray dogs roaming the streets	3.6	1.2	13.0	62.2	4.4	27.7	0.3	2.0
People using drugs	0.9	19.2	85.0	4.6	17.2	2.9	4.7	9.8
People dealing in drugs	0.6	1.9	94.2	2.1	5.3	2.3	1.7	15.8
Noise from local pubs or clubs	0.3	-	65.8	42.9	1.2	11.0	0.3	6.3
Break-ins to houses	1.5	-	98.6	0.8	1.8	6.0	0.8	10.6
Cars being stolen	1.2	-	99.1	0.3	1.5	3.4	0.3	11.3
Things being stolen from cars	3.8	-	98.0	0.6	1.5	3.7	0.3	10.7
Dangerous driving	1.5	0.3	98.3	1.8	1.8	1.7	0.3	14.4
Driving at excessive speed	2.4	0.3	98.0	0.9	1.8	1.4	0.3	13.1
Discrimination and abuse	7.6	2.9	74.5	16.7	17.0	9.2	11.9	13.8
Domestic abuse	4.9	11.5	84.2	4.6	6.3	6.9	1.0	12.4
Bullying of young people, in or out of school	8.2	3.7	26.7	10.9	56.6	7.2	67.0	4.4
Solvent abuse/glue sniffing	2.5	17.4	67.0	7.2	43.7	8.2	19.6	6.3
Drink/drugs driving	2.3	4.0	98.0	1.6	5.3	1.2	2.1	14.0
Dog excrement	11.4	4.5	9.9	71.8	6.6	24.2	0.3	2.8
Alcohol mis-use	6.7	32.4	61.1	3.6	30.6	4.7	9.3	5.7

Base: All respondents

Community Planning

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

Respondents were asked to indicate the priority they felt 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

	2005 Badenoch, Strathspey & Nairn Area Command %			2005 Force Area %
	Top Priority	Medium Priority	Total	Total
Reducing drug dealing	78.2	14.8	93.0	87.9
Reducing youth crime	71.9	20.7	92.6	87.1
Reducing drug/alcohol/solvent mis-use	71.8	20.3	92.1	88.5
Reducing anti-social behaviour	67.0	24.4	91.4	85.2
Improving road safety	55.9	34.9	90.8	87.0
Reducing crime	69.8	21.0	90.8	87.3
Improving access to local health services	61.4	27.0	88.4	85.4
Increasing availability of affordable housing	52.6	35.8	88.4	85.8
Improving safety of children	63.8	23.9	87.7	86.6
Improving roads and transport links	55.7	31.3	87.0	86.0
Reducing boredom, lack of things for young people to do	54.6	31.1	85.7	83.9
Reducing violent crime	70.8	14.0	84.8	82.5
Increasing availability of sport and leisure facilities	37.6	46.5	84.1	71.3
Reducing unemployment	53.8	30.3	84.1	85.7
Improving quality of housing	29.9	45.6	75.5	76.5
Increasing business investment	36.2	36.7	72.9	69.7
Improving public transport	33.3	36.1	69.4	62.9
Reducing discrimination and abuse	36.0	31.0	67.0	68.3
Recognising diversity	23.2	39.0	62.2	62.9
Increasing rural development	16.0	35.6	51.6	55.6
Improving access to technology, e.g. Broadband	15.3	33.2	48.5	51.9
Improving access to arts and culture	9.7	36.8	46.5	39.9

Base: All respondents

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* and *improving access to technology* were mentioned by fewer than half of the respondents, which is in line with the 2003 survey.

- 3.6** At the Badenoch, Strathspey & Nairn Area Command level, 22.2% of respondents (16.2% in 2003) had seen their local Community Plan, compared with a Force average of 17.5%.

Fear of Crime

- 3.7** At the Badenoch, Strathspey & Nairn Area Command level, 49.6% of respondents (59.1% in 2003) were *very worried* or *slightly worried* about becoming a victim of crime compared with 46.8% of respondents in the Force area.

3.8 Types of Crime

For respondents who expressed worry about becoming a victim of crime, Table 3.6 below details the particular types of crime they were worried about. *Having your home broken into* and *vandalism or deliberate damage to your home, property or car* were the main sources of worry over crime in Badenoch, Strathspey & Nairn. In addition to the crimes below, there were mentions of worry about pedestrian road traffic accidents (3 mentions), being attacked by someone under the influence of drugs (2), road rage (2) and identity fraud (1).

Table 3.6 Types of Crime	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Having your home broken into	85.4	81.6	81.3
Vandalism or deliberate damage to your home, property or car	80.3	80.5	82.1
Having your car stolen or broken into	66.3	67.5	63.5
Being attacked by someone under the influence of alcohol	n/a	65.3	62.6
Being attacked, assaulted or robbed in the street	60.5	64.6	63.2
Being attacked, assaulted or robbed in your own home	58.8	55.5	48.9
Being insulted or threatened	51.1	44.3	52.6
Being the victim of an attempted rape, rape or other serious sexual offence	34.6	27.3	29.4
Being a victim of domestic abuse	3.1	6.1	4.1
Becoming the victim of a crime because of my sexual orientation	n/a	4.8	4.6
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	3.2	5.9
Becoming the victim of a crime because of my race	n/a	1.8	4.9

Base: Area Command: 63 / Force: 636

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.

Table 3.7 Fear of Discrimination or Abuse

	2005 Badenoch, Strathspey & Nairn Area Command %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	2.9	13.6	2.2	15.0
Mental health	0.6	4.6	1.1	2.9
Physical disability	0.6	4.5	0.9	4.7
Gender	0.3	3.4	0.4	4.0
Sexual orientation	0.9	2.4	0.5	1.3
Religion or belief (including non-belief)	-	3.3	0.6	3.9
Race or ethnic origin	0.9	1.5	0.8	3.4
Learning disability	0.3	2.1	0.4	2.5
Political beliefs	-	1.8	0.2	2.5

Base: All respondents

Age was the main source of worry over discrimination in Badenoch, Strathspey & Nairn, in keeping with the Force area as a whole. ‘Age’ was a new code added to the 2005 survey.

Two other mentions of worry over discrimination were received from Badenoch, Strathspey & Nairn respondents. These were:

- Size – weight
- Occupation

Victims of Crime

3.10 Reporting Crime

5% of respondents in the Badenoch, Strathspey & Nairn sample said that they had been a victim of crime in the last year (13% in 2003), 78% of whom reported it to the police (83% in 2003).

By comparison, 8% of respondents in the Force area as a whole said they had been a victim of crime in the last year (unchanged from 2003), 82% of whom reported it to the police (83% in 2003).

In Badenoch, Strathspey & Nairn, three reasons were given for not reporting a crime to the police:

- the police would not have been able to do anything about it [stolen purse]
- embarrassment
- past contact with the police has been fruitless – they are more interested in statistics

3.11 Criminal Proceedings

In 8% of instances (1 in total), reports to the police were known to have resulted in criminal proceedings (22% in the Force area). Note that the base for these results is very low (98 across all Northern Constabulary Area Commands), therefore the individual area results cannot be relied upon with any accuracy. The question was not asked in 2003.

Satisfaction with Outcome

Respondents who had reported a crime that then resulted in criminal proceedings were asked how satisfied they were with the outcome. The base for this question was only 16 cases across the Force area, seven of whom were either very satisfied or satisfied. The reasons for dissatisfaction were mostly case specific, two of which included poor feedback. Analysis of results by area is untenable, with the sole respondent from Badenoch, Strathspey & Nairn reporting that they were very satisfied.

Satisfaction with Progress in Criminal Proceedings

Respondents were asked how satisfied they were in terms of being kept informed of progress in relation to proceedings. Among the 21 respondents answering the question across the whole Force area, 11 indicated that they were satisfied. The reasons for dissatisfaction centred mostly on insufficient feedback on the proceedings and outcome of cases.

There were no responses to this question from the Badenoch, Strathspey & Nairn sample.

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

	2005 Badenoch, Strathspey & Nairn Area Command %			2005 Force Area %
	Always	Sometimes	Total	Total
Make sure your home is adequately secured	81.6	11.1	92.7	90.8
Make sure your vehicle is adequately secured	78.9	12.2	91.1	87.7
Carry a mobile phone	34.8	23.0	57.8	57.2
Avoid certain places	11.9	39.7	51.6	50.5
Mark your property in case it is stolen	10.6	37.9	48.5	42.6
Avoid going out when it is dark	6.6	29.2	35.8	35.3
Avoid going out at certain times	4.9	27.6	32.5	31.5
Avoid going out alone	5.5	25.2	30.7	30.8
Take self-defence classes	-	0.3	0.3	3.1

Base: All respondents

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

In terms of *avoiding certain places*, respondents specified:

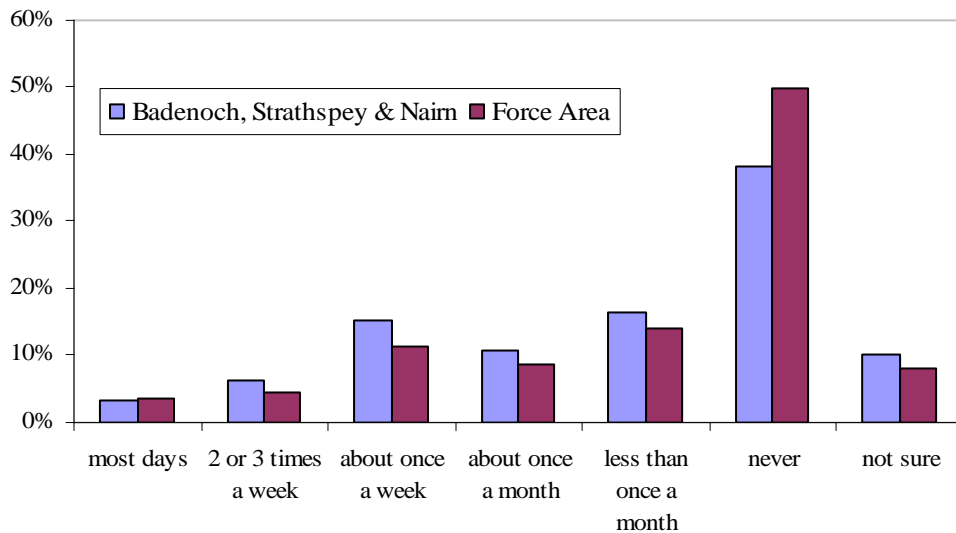
- Town centre 16 mentions, 14 specified night-time
- Pubs and clubs 9 mentions
- Dark / quiet / remote areas 9 mentions
- Areas where youths gather / schools 8 mentions
- Rivers / river walkways 6 mentions
- Parks / woodland 4 mentions
- Named streets / areas 3 mentions (Heathfield Park; Grant Park; YMCA Grantown; Jubilee Bridge, Nairn, because of roller blading facility)
- Beach / links 3 mentions

Avoidance of town centres was linked by most respondents to night-time, pub/club closing times and weekends, and, by three respondents, to crowds of youths. One respondent avoided “Aviemore late at night, and town centres where young people are under the influence of drink or drugs”. Another mentioned “the beach, or anywhere there is bad street lighting”.

Police Patrols

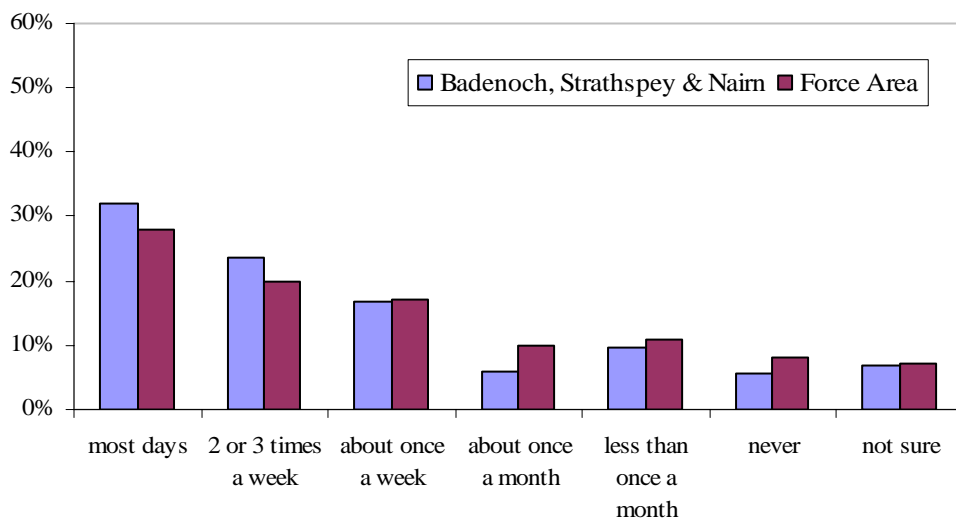
- 3.13** Respondents in Badenoch, Strathspey & Nairn were slightly more likely to report seeing police officers patrolling on foot at least once a week compared with the Force area average, which is similar to the 2003 results.

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot



- 3.14** Respondents in Badenoch, Strathspey & Nairn were more likely to report seeing police officers patrolling in motor vehicles at least once a week, compared with the Force area as a whole. This is consistent with the 2003 findings.

Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles



3.15 Level of Police Patrols

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

Table 3.9 Level of Police Patrols

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Too much	0.4	0.3	0.7
About right	29.7	31.8	32.9
Too little	61.2	55.9	53.0
No opinion	8.7	12.0	13.4

Base: All respondents

Respondents in Badenoch, Strathspey & Nairn were most likely to feel that there is too little patrolling by police (55.9%), which is in keeping with the Force area as a whole. A negligible number of people felt there was too much police patrolling.

3.16 Preferences for Police Patrols

Respondents were asked an open question about where they would like to see more police officers on patrol. The responses are shown in the table below.

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

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Street presence / foot patrols (all areas)	31.3	36.8	30.1
Town Centre / High Street	34.9	34.7	31.0
Pubs / night clubs	7.7	13.0	9.3
Residential areas	15.2	11.3	14.9
Known trouble spots	6.6	10.2	7.5
Villages	11.7	9.3	10.9
Areas of traffic danger	3.4	3.4	4.0
Outside schools	8.1	3.0	2.5
Play parks	-	3.0	1.5
Other	14.6	16.7	18.1

Base: Area Command: 76 / Force: 740

Note: Multiple responses were accepted

On the streets and in the *town centre* were the most commonly mentioned places respondents in Badenoch, Strathspey & Nairn wanted to see more officers on patrol. One respondent suggested: “on the streets at night when the pubs close and people have had too much to drink and trouble starts”.

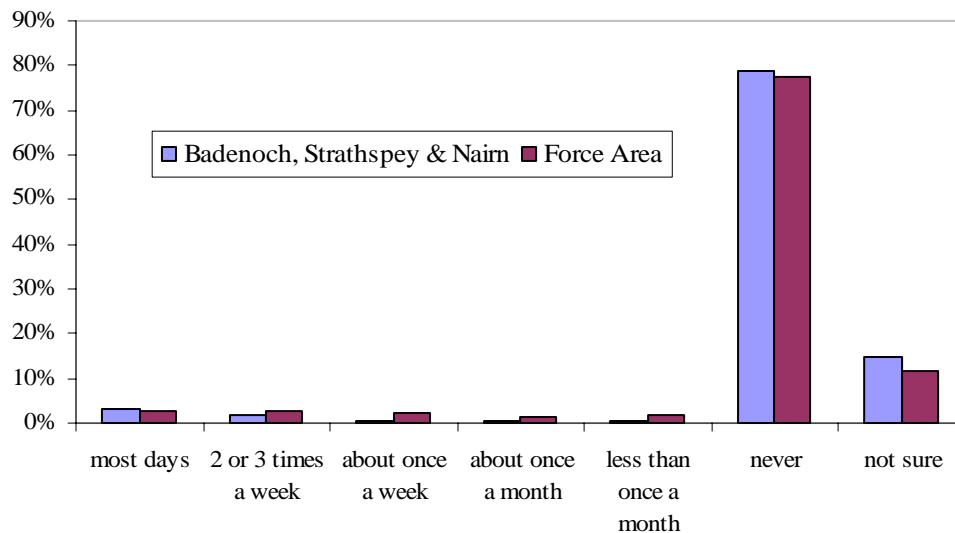
Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in the table above included:

- Links / beach / harbour / river (7 mentions)
- Rural areas (5 mentions)
- Areas where young people gather (3 mentions)
- Named areas / streets (3 mentions, notably Insh, Lodgehill and Tradespark)
- Shops (local areas and retail parks) (2 mentions)
- Everywhere / most places (2 mentions)

Community Warden Patrols

3.17 Respondents in 2005 were asked a suite of questions about Community Wardens. These questions were not asked in 2003.

Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot



79% of Badenoch, Strathspey & Nairn respondents reported that they had never seen Community Wardens patrolling on foot (78% in the Force area) and a further 15% were not sure (12% in the Force area).

80% of respondents had never seen Community Wardens patrolling in vehicles in Badenoch, Strathspey & Nairn (84% in the Force area) and a further 17% were not sure (14% in the Force area).

3.18 Level of Community Warden Patrolling

In 2005, respondents were also asked what they thought about the level of patrolling by Community Wardens. The results are shown below in Table 3.11.

Table 3.11 Level of Community Warden Patrols

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Too much	-	0.3
About right	6.7	7.3
Too little	26.8	32.3
No opinion	66.5	60.1

Base: All respondents

Two thirds of respondents in Badenoch, Strathspey & Nairn had no opinion, largely because they had never seen a Community Warden or were not sure what they were.

3.19 Preference for Community Wardens

Respondents were also asked an open question about where they would like to see more Community Wardens on patrol. The responses are shown in the table below.

Table 3.12 Where Respondents Would Like to See More Community Wardens On Patrol

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Town Centre / High Street	11.5	11.6
Street presence / foot patrols (all areas)	11.1	15.1
Residential areas	10.0	17.1
Known trouble spots	6.4	6.2
Outside schools	5.1	3.4
Villages	2.8	8.5
Play parks	2.8	2.7
Pubs / night clubs	1.5	3.3
Areas of traffic danger	0.8	0.6
Other	61.1	49.7

Base: Area Command: 53 / Force: 556

Note: Multiple responses were accepted

In the *town centre* and *on the streets* were the most commonly mentioned places respondents from the Badenoch, Strathspey & Nairn sample wanted to see more Community Wardens on patrol. Responses included comments such as “wherever there is a large enough community to support a Warden”. One respondent felt: “This system is a device to control costs on police budgets with very little to do with crime prevention and clean up.”

Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in Table 3.12 included:

- Not aware of Community Wardens in area (48 mentions)
- Named areas / streets (3 mentions, notably Jubilee Bridge and cemetery gate; Queens Park; Tradespark)
- River Nairn / links (3 mentions)
- Everywhere / most places (3 mentions)
- Don’t agree / no point / prefer to see police (2 mentions)

Community Safety

3.20 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. Respondents in Badenoch, Strathspey & Nairn were most likely to be aware of *laws banning drinking alcohol in public places*. Awareness of all initiatives appeared to be slightly higher at the Badenoch, Strathspey & Nairn Area Command level compared with the Force area.

Table 3.13 Awareness of Security and Safety Initiatives

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	57.1	59.7	41.3
Closed circuit television (CCTV)	35.7	42.7	27.3
TV/media campaigns, e.g. drug awareness	39.7	39.1	35.3
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	21.6	27.1	14.3
Anti-social Behaviour Orders	14.3	22.4	15.7
Young person ID scheme	n/a	14.7	13.4
Community Safety Partnership	n/a	4.2	3.6

Base: All respondents

* Pub Watch was added in 2005

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

Table 3.14 Perceived Effects of Security and Safety Initiatives

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	66.8	67.8	56.2
Closed circuit television (CCTV)	58.2	62.8	50.0
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	50.6	54.3	41.5
Anti-social Behaviour Orders	48.3	49.6	42.8
TV/media campaigns, e.g. drug awareness	49.8	49.2	44.7
Young person ID scheme	n/a	42.9	33.8
Community Safety Partnership	n/a	34.1	29.8

Base: All respondents

* Pub Watch was added in 2005

Laws banning drinking alcohol in public places and *closed circuit television (CCTV)* were regarded to be the measures which have the greatest effect on improving community safety at the Badenoch, Strathspey & Nairn Area Command level. The perceived effects of all the initiatives appeared to be slightly higher overall compared with the Force area.

3.21 Crimestoppers

64% of respondents in Badenoch, Strathspey & Nairn stated that they were aware of the Crimestoppers facility (53% in 2003), compared with 62% in the Force area.

In the Badenoch, Strathspey & Nairn sample, 2% of respondents had actually used the facility (unchanged from 2003), compared with 3% in the Force area.

3.22 Confidential Lines

47% of respondents in Badenoch, Strathspey & Nairn stated that they were aware of the Northern Constabulary confidential lines (39% in 2003) compared with 49% across the Force area.

2% of respondents in Badenoch, Strathspey & Nairn had actually used the Northern Constabulary confidential lines (unchanged from 2003), compared with 4% across the 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	E-mail/ internet	Mobile phone text, picture imaging
	%	%	%	%	%	%	%
To report a serious crime, e.g. house break-in	46.6	52.8	0.3	3.9	0.8	-	0.8
To report a minor crime, e.g. vandalism	4.1	83.6	1.1	11.1	4.1	0.3	0.8
To report information about something suspicious	7.7	76.4	5.9	10.8	4.4	-	0.8
To report a nuisance/disturbance	6.4	83.0	0.9	10.8	3.4	-	0.5
To report a road traffic accident/incident	69.0	31.2	0.5	4.1	1.4	-	1.4
To report other information	3.2	70.5	6.8	20.7	2.2	0.3	0.3
To ask for advice or information	1.1	55.7	1.8	39.2	3.7	2.5	0.5
Firearm / shotgun enquiry	2.7	56.9	3.2	38.4	0.5	0.9	-
Lost/found property	0.3	50.4	-	51.9	0.3	-	-
Missing person	6.0	60.4	2.0	36.2	0.3	0.3	-

Base: All respondents

Phoning '999' was the preferred method of contacting the police in order to report a road traffic accident or incident. *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, or to ask for advice or information. The *confidential line* was mentioned as a possible way of contacting the police across most of the situations listed, but generally, respondents were far more 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 / internet, mobile phone text* and *picture imaging* were relatively unlikely to be used to contact the police. Few respondents would be likely to make contact with a *police officer on patrol*.

Information about the Work of the Police and Partner Agencies

3.24 Type of Information Sought

48% of respondents at the Badenoch, Strathspey & Nairn Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (49% in 2003), compared with 46% in the Force area.

Respondents were then asked what type of information they would like. *General police work in your area* and *what is being done to reduce and prevent crime* were the types of information most sought in Badenoch, Strathspey & Nairn and the Force area overall.

Table 3.16 Type of Information Sought by Respondents

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
General police work in your area	82.6	82.9	79.1
What is being done to reduce and prevent crime	80.0	82.4	75.0
What is being done to make your community safer	74.1	78.8	74.4
What is being done to improve road safety	55.4	66.2	63.4
How we are spending on policing in your area	53.1	62.2	48.9
Police achievements/successes	49.1	56.1	47.0
How you can help the police, e.g. Neighbourhood Watch, appeals	51.0	51.2	51.3
More information about police officers' jobs / how they spend their day	55.7	49.1	46.9
Diversity	n/a	23.8	20.1

Base: Area Command: 61 / Force: 664
Note: Multiple responses were accepted

Other types of information sought by Badenoch, Strathspey & Nairn respondents were:

- Liaison work with young people (1 mention)
- Individual rights (1 mention)
- Resources needed by police but not available, and why (1 mention)

3.25 Methods of Finding Information About the Work of the Police and their Partner Agencies

Respondents were asked how they normally find out about the work of local police and their partner agencies.

Table 3.17 Current Methods of Finding Out About Police and Partner Agency Work

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Local newspapers	61.0	65.3	62.0
Local radio	21.8	25.3	32.2
Talking to friends and relatives	28.9	24.4	26.9
Television	22.0	23.0	21.6
Don't get any information	21.0	21.9	22.6
Talking to police officers	17.8	15.1	9.5
Personal experience	14.2	12.8	9.7
Community meetings	6.4	5.8	8.4
Literature from the police	4.1	4.6	4.6
Public meetings held by the police	1.9	1.4	1.5
Internet	-	0.3	1.1

Base: All respondents

Note: Multiple responses were accepted

Responses at the Badenoch, Strathspey & Nairn Area Command level followed a similar pattern compared with the Force area, and with the 2003 results. *Local newspapers* were the main source of information, followed by *local radio*.

One other response was received in the Badenoch, Strathspey & Nairn area:

- Highlands & Islands Fire Brigade newsletter

3.26 Awareness of Community Safety Campaigns and Initiatives

4% of respondents in Badenoch, Strathspey & Nairn reported that they were aware of a community safety campaign during the previous six months, compared with 6% in the Force area. These respondents were asked what the campaign was about. The number of times each campaign topic was mentioned is shown below in Table 3.18. The question was not asked in 2003.

Table 3.18 Awareness of Community Safety Campaigns and Initiatives

	2005 Badenoch, Strathspey & Nairn Area Command (no. responses)	2005 Force Area (no. responses)
Speeding	1	28
Road Safety	1	8
Seat belts	1	5
Alcohol misuse	1	3
Car safety (tyres etc)	1	3
Reducing crime in community	1	2
Reduced speed limits at schools	1	5
Drink driving	-	13
Drugs awareness	-	8
Dogs Against Drugs	-	2
Domestic abuse	-	3
Set up Neighbourhood Watch	-	1
Safe Highlander	-	5
Other	2	12

Base: Area Command: 9 / Force: 98

Note: Multiple responses were accepted

All community safety campaigns noted in the previous six months by respondents in Badenoch, Strathspey & Nairn received single mentions.

‘Other’ responses from the Badenoch, Strathspey & Nairn sample mentioned campaigns about:

- Parking in designated areas at schools
- Young people and noisy cars

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

Table 3.19 How Respondents Were Made Aware of the Campaign

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Local newspaper	65.5	58.3
Leaflet or newsletter	34.5	19.5
Local TV	25.5	13.4
Local radio	25.5	36.3
Talking to police officer	20.0	10.8
Talking to friends/relatives	12.7	12.5
Internet	-	-
Other	7.3	13.6

Base: Area Command: 13 / Force: 81

Note: Multiple responses were accepted

Two thirds of respondents Badenoch, Strathspey & Nairn had become aware of the various campaigns mentioned via *local newspapers*. *Leaflets or newsletters* were the next most important source of campaign information.

The response listed as “other” in Table 3.19 above was from a respondent who had been made aware of a campaign through their Community Council.

3.28 Influence of the Media

Respondents were asked if their understanding of anti-social behaviour is influenced by the media. The question was not asked in 2003.

Table 3.20 Media Influence on Understanding of Anti-social Behaviour

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Yes, definitely	29.9	29.2
Probably	19.1	18.5
Sometimes	19.1	21.4
Not significantly	19.7	16.2
Definitely not	6.7	8.6
Don't know	5.6	6.1

Base: All respondents

Responses in Badenoch, Strathspey & Nairn followed a similar pattern compared with the Force area, with 49.0% of all respondents stating that the media definitely or probably influenced their understanding of anti-social behaviour.

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. Responses from the Badenoch, Strathspey & Nairn sample followed a similar pattern compared with the Force area. The question was not asked in 2003.

Table 3.21 Media Influence on Views of Anti-social Behaviour

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Yes, definitely	13.2	14.6
Probably	18.2	18.1
Sometimes	24.4	22.7
Not significantly	24.7	24.3
Definitely not	13.9	13.7
Don't know	5.5	6.7

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. The pattern of responses from the Badenoch, Strathspey & Nairn sample was similar to the Force area as a whole.

Table 3.22 Media Influence on Feelings of Safety

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Yes, definitely	8.0	16.0	16.1
Probably	16.0	16.4	15.2
Sometimes	20.9	24.7	23.5
Not significantly	32.4	22.4	24.8
Definitely not	18.9	16.7	16.9
Don't know	3.8	3.8	3.6

Base: All respondents

3.31 Use of Internet and Mobile Phones

Respondents were asked if they would use e-mail or the internet to report a crime. There were no notable differences between the Badenoch, Strathspey & Nairn results and the Force area results.

Table 3.23 Willingness to Use E-mail or the Internet to Report Crimes

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Yes, any crime	1.1	3.5	4.5
Yes, minor crime	2.6	6.3	5.4
No, don't have access to the internet	38.3	32.7	30.0
No, would prefer to speak to police	54.4	54.0	56.3
Don't know/No opinion	3.5	3.5	3.9

Base: All respondents

3.32 10% of respondents in Badenoch, Strathspey & Nairn said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (12% in 2003), compared with 13% in the Force area.

3.33 29% of respondents in Badenoch, Strathspey & Nairn said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (23% in 2003), the same percentage as in the Force area.

3.34 Community Safety Issues

89% of respondents in Badenoch, Strathspey & Nairn indicated that they would like to see more information on community safety issues in their local newspaper, compared with 85% of respondents in the Force area. The question was not asked in 2003.

3.35 The Use of Public Places to Access Information on Services Provided by the Police and their Partner Agencies

Respondents were asked if they would utilise the following to access information on the services provided by the police and their partner agencies.

Table 3.24 Public Places Used to Access Information on Services Provided by the Police and their Partner Agencies

	2003 Badenoch, Strathspey & Nairn Area Command %	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Post office	43.2	62.5	53.1
Council office / service point	41.5	56.4	50.7
Library	35.4	46.1	42.4
Supermarket	31.0	39.4	40.5
Internet	n/a	37.9	40.0
Doctors' surgeries	n/a	35.6	42.5
Bank	18.8	31.8	27.9
Courts	n/a	9.6	12.2

Base: All respondents

Respondents in Badenoch, Strathspey & Nairn were most likely to want to access information about police and partner agency services at *post offices* and *council offices / service points*. *Courts* were relatively unlikely to be mentioned, as in the Force area as a whole.

Other public places mentioned by Badenoch, Strathspey & Nairn respondents included:

- Local police stations (3 mentions)
- Schools (2 mentions)
- Local shops (1 mention)
- Community notice board (1 mention)

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. Since the question was asked in open format, an exact comparison cannot be made with the 2003 results.

Table 3.25 Ways to Improve Services Provided

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Foot patrols / officers on the beat	51.9	44.4
Higher profile / higher visibility	30.6	26.0
Community involvement / community policing	12.5	13.3
More accessible / approachable / friendly	10.5	11.5
Satisfied with existing police service	9.3	12.1
Higher profile in villages	8.9	2.2
Recruit more officers	8.3	5.9
Tougher stance generally	5.1	2.7
Do more with young people / schools	3.8	5.9
Tougher stance on dangerous drivers	3.8	3.0
Improve manner in dealing with public, victims etc	3.8	2.5
Quicker / better response to reports of crime	3.8	1.5
More information / communication (including newsletters)	3.4	7.3

Base: Area Command: 79 / Force: 847

Note: Multiple responses were accepted

A clear priority was more *foot patrols / officers on the beat*, with 52% of Badenoch, Strathspey & Nairn respondents mentioning this as the main way in which police services could be improved. One respondent felt there should be “more police out on the streets, getting to know the local people, and letting the public know them by name”.

31% of respondents were keen for the police to maintain a *higher profile* generally. One respondent suggested: “have our local station (Kingussie) open more often”. Another commented: “have more police walking or cycling, especially in the summer months”. One respondent called for “more pro-active zero tolerance, particularly of youth crime, to prevent its escalation”.

3.37 Respondents were asked in an open question what should be the three main priorities for Northern Constabulary.

Table 3.26 Main Priorities for the Police

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Crime prevention / law and order / public safety	54.3	46.1
Road safety / speeding	31.6	30.7
Drugs (general / unspecified)	28.6	30.0
Community policing	17.8	4.0
Crime detection (incl. prosecution)	16.2	15.4
Drink related crime / behaviour	15.8	14.1
Anti-social behaviour	13.7	10.0
Theft / property crime / vandalism	13.0	17.4
Youth behaviour on streets	9.6	11.4
Violence / assault	9.0	14.1
Public relations	8.5	7.2
Drug dealing	8.1	14.4
Integrate with youth groups / schools	6.8	7.7
Under-age drinking	6.7	4.2
Partnership working / liaison	5.2	2.6
Drink driving	5.1	12.0
Quick response to reports of crime	4.2	3.9
Zero tolerance / tougher sentencing	3.3	1.4
Drug related crime / behaviour	2.2	5.1
High standards / public confidence	2.2	1.0

Base: Area Command: 90 / Force: 959

Note: Multiple responses were accepted

Crime prevention / maintenance of law and order / public safety was the key priority at the Badenoch, Strathspey & Nairn Area Command level, mentioned by more than half of the respondents. One respondent requested “separate traffic police so that local police can concentrate on upholding the law and knowing their community”.

Drugs, drug dealing and drug related crime/behaviour together were mentioned by 38.9% of Badenoch, Strathspey & Nairn respondents (50.1% in 2003), compared with 49.5% in the Force area.

Road safety / speeding were the next most commonly mentioned priorities for police by Badenoch, Strathspey & Nairn respondents.

3.38 Respondents were asked in an open question which issues they thought the police should not be dealing with.

Table 3.27 Areas With Which the Police Should Not Be Dealing

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Excessive administration	23.3	19.6
Minor motoring / parking offences	21.4	17.8
Minor domestic disputes	14.1	11.5
Dog fouling	12.2	10.0
Litter	10.9	12.7
Parenting	10.3	8.7
Stray animals / lost pets	10.1	8.6
Anti-social neighbours	9.2	10.0
Bullying	7.7	2.9
Social Service issues (eg mentally ill)	7.7	2.5
Nothing	7.7	3.3
Petty crime	5.8	8.6
Lost/found property	5.8	3.7
Alcohol/drug abuse	5.8	3.5
Crowd control	3.8	3.1
Young people on the streets	3.8	1.4
Court duties / transfers	3.8	1.8

Base: Area Command: 52 / Force: 489

Note: Multiple responses were accepted

Excessive administration and *minor motoring / parking offences* were the main issues that respondents at the Badenoch, Strathspey & Nairn Area Command level felt police should not be dealing with. One respondent felt the police should “have more time to spend being visible and not have reams of paperwork to fill out”.

Other issues mentioned by respondents from Badenoch, Strathspey & Nairn included:

- Non-legal issues (2 mentions)
- Pub / club noise (1 mention)
- Racism / discrimination (1 mention)
- Council issues (1 mention)

The Role of the Individual

3.39 Individual Action

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

Table 3.28 Individual Action

	2005 Badenoch, Strathspey & Nairn Area Command %	2005 Force Area %
Nothing	27.6	20.8
Neighbourliness / be friendly	22.0	20.0
Report crime or suspicious behaviour	20.0	21.2
Support community activities / groups	18.1	21.8
Be law-abiding	7.9	5.0
Better parenting	4.7	1.4
Neighbourhood watch	3.7	9.5
Engender law-abiding behaviour	2.8	6.9
Collect litter	1.6	2.8

Base: Area Command: 43 / Force: 417

Note: Multiple responses were accepted

28% of responses were from people who felt they could do *nothing*, with age, disability, and already happy with quality of life in the community the most common reasons for this response. One respondent commented: "I am very lucky as our village is a very safe place to live." Another stated: "At my age I just want a quiet life and to be left in peace."

Over one fifth of Badenoch, Strathspey & Nairn respondents felt they could contribute to the quality of life in their community through *neighbourliness* and *being friendly*.

The next most common response was to *report crime or suspicious behaviour*. One respondent felt they should "be aware of anything unusual in the area and watch out for elderly neighbours".

SNEDDEN ECONOMICS LTD
Abaco House, Nairnside, Inverness IV2 5BU
Tel 01463 794544 Fax 01463 790353 Email info@snedecon.co.uk
www.snedecon.co.uk
