



Northern Constabulary

2005 Excellence in Community Policing

Inverness Area Command Report

September 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 Inverness Area Command level. A total of 1,510 questionnaires were processed (33.6% of the sample issued), 239 from the Inverness area (35% of those issued in the Inverness 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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
A city	44.3	50.7	13.0
A large town	18.3	13.5	6.6
A small town	4.2	2.1	20.1
A large village	10.1	11.9	12.9
A small village	16.0	12.6	28.4
An isolated rural area	7.1	9.1	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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Male	18.3	40.2	41.1
Female	81.7	59.8	58.9

Base: All respondents (unweighted)

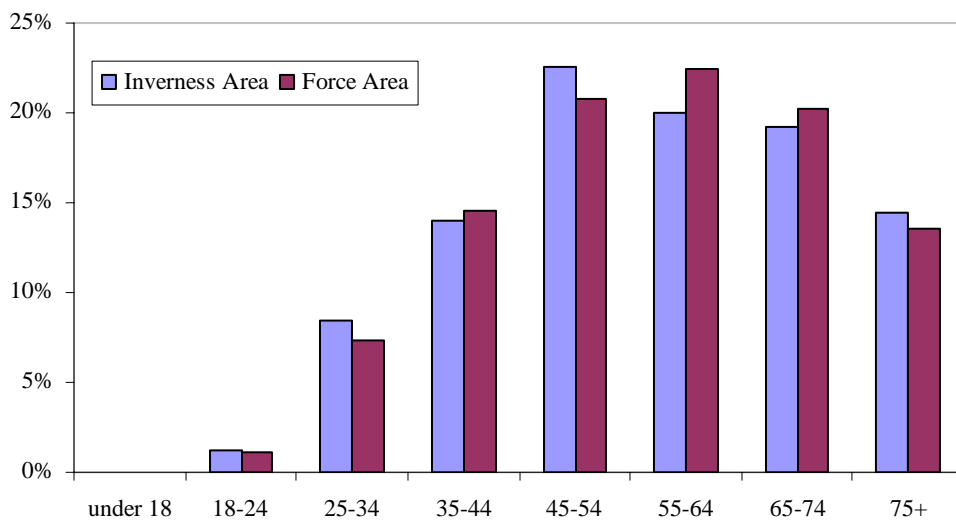
2.4 Household Size

The mean household size for the respondents at the Inverness Area Command level was 2.40 (2.57 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 2005



2.6 Language

English was the first language of all respondents from the Inverness Area Command.

2.7 Ethnic Origin

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

Table 2.3 Ethnic Origin of Respondents

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
White Scottish	86.2	86.8	83.7
Other White British	12.5	12.5	14.5
White Irish	0.6	-	0.2
Other White	0.4	0.7	1.1
Indian	-	-	-
Pakistani	-	-	-
Bangladeshi	-	-	-
Other South Asian	-	-	-
Chinese	-	-	-
Caribbean	-	-	-
African	-	-	-
Black Scottish	-	-	0.1
Other Black	-	-	-
Any Mixed Background	-	-	-
Other Ethnic Group	0.4	-	-

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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
1 year or less	1.3	1.7	1.5
Over 1 year but less than 2 years	8.7	2.1	1.9
2 or more years but less than 5 years	16.7	18.9	13.9
5 years or more	73.3	77.3	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. 89.2% of respondents in the Inverness 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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
A very safe area	30.7	33.6	55.8
A fairly safe area	60.2	55.6	40.3
Rather unsafe area	8.4	9.4	3.1
A very unsafe area	0.4	1.1	0.5
No opinion	0.4	0.4	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. 19.1% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 3.8% thought it was *more safe*. Around three quarters of respondents thought it was about the same.

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

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Now more safe	1.5	3.8	2.2
Now less safe	13.7	19.1	15.0
About the same	84.8	74.1	81.2
Did not live here a year ago	-	1.7	0.9
No opinion	-	1.2	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 Inverness Area Command %			2005 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	31.9	37.2	69.1	70.9
Dog excrement	24.2	38.7	62.9	56.2
Young people and alcohol	24.8	33.2	58.0	47.1
Young people on the street	16.5	40.4	56.9	39.6
Dangerous driving	20.3	34.4	54.7	54.4
Rubbish or litter lying around	20.9	32.6	53.5	52.4
Vandalism, graffiti and deliberate damage	16.9	33.4	50.3	41.7
Rowdy or drunken behaviour	17.4	28.1	45.5	37.9
Break-ins to houses	9.3	34.1	43.4	30.9
Alcohol mis-use	17.5	20.6	38.1	43.1
Bullying of young people, in or out of school	11.3	20.8	32.1	32.4
People using drugs	14.5	15.6	30.1	36.0
Drink/drugs driving	14	15.8	29.8	41.8
Noisy neighbours	7.6	20	27.6	20.4
Anti-social neighbours	7.4	19.7	27.1	23.4
Stray dogs roaming the streets	7.3	18.7	26.0	23.5
People dealing in drugs	14.9	10.2	25.1	30.0
Things being stolen from cars	6.6	17.1	23.7	19.4
Cars being stolen	5.4	16.3	21.7	15.8
Solvent abuse/glue sniffing	6.6	12.2	18.8	17.0
Discrimination and abuse	5.1	12.6	17.7	15.3
Domestic abuse	5.4	9.1	14.5	12.3
Noise from local pubs or clubs	2.5	6.1	8.6	9.6

Base: All respondents

The pattern of concern at the Inverness Area Command level was similar to that of the Force area as a whole. *Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by over two thirds of respondents at the Inverness Area Command level.

Dog excrement, young people on the street, young people and alcohol, dangerous driving, rubbish and vandalism were all mentioned as a concern by over half of all respondents.

Vandalism, break-ins and the behaviour of young people were examples of issues that were of greater concern at the Inverness Area Command level compared with the Force area as a whole, whereas *drink driving* was less of a concern.

Among the issues presented to respondents that were of least concern were *noise from pubs or clubs* and *domestic abuse*. These rankings are very similar to the 2003 survey findings.

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 the previous table. 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. 19 of the 23 issues presented were thought to be predominantly the responsibility of the police. Notable exceptions were:

- Litter (three quarters 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).

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

- Domestic abuse
- People dealing in drugs
- Drink/drugs driving

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

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

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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	9.0	0.8	65.3	35.1	5.6	16.9	0.9	7.5
Noisy neighbours	10.0	1.3	63.6	39.0	3.6	15.8	0.6	5.7
Young people on the street	2.4	0.8	54.1	6.9	59.0	14.1	2.4	2.4
Young people and alcohol	1.1	6.8	58.9	5.7	57.7	7.5	7.0	3.1
Rowdy or drunken behaviour	1.5	0.4	88.3	4.9	14.7	7.0	1.1	6.8
Rubbish or litter lying around	9.7	1.3	6.7	76.3	16.3	18.7	4.6	1.3
Vandalism, graffiti and deliberate damage	2.6	-	75.1	29.6	19.7	13.7	2.8	8.9
Stray dogs roaming the streets	4.2	0.8	17.2	58.8	5.9	27.0	0.6	1.0
People using drugs	3.6	18.6	85.1	4.0	17.9	5.9	5.9	7.1
People dealing in drugs	3.4	5.7	93.6	3.2	5.3	4.3	2.6	13.8
Noise from local pubs or clubs	1.0	0.8	71.5	37.2	1.2	10.7	0.6	7.3
Break-ins to houses	3.8	1.7	97.7	1.9	2.3	7.3	1.9	12.6
Cars being stolen	3.4	0.8	97.9	0.4	3.0	5.3	1.5	12.2
Things being stolen from cars	4.9	0.8	97.0	0.9	3.4	4.9	1.5	11.6
Dangerous driving	2.0	1.1	98.0	2.6	1.8	2.8	1.1	12.2
Driving at excessive speed	2.4	1.1	96.4	3.5	1.3	4.0	1.5	11.5
Discrimination and abuse	11.7	5.3	75.5	16.3	15.4	13.8	9.8	12.3
Domestic abuse	5.2	10.7	85.5	7.7	2.5	7.3	1.4	14.0
Bullying of young people, in or out of school	9.2	5.3	32.6	13.1	53.0	9.6	69.7	5.4
Solvent abuse/glue sniffing	1.7	19.1	67.8	6.6	42.8	7.9	16.4	5.3
Drink/drugs driving	2.1	7.3	95.9	2.8	6.0	3.6	2.2	13.3
Dog excrement	9.6	3.9	9.2	71.6	7.3	28.8	2.3	3.3
Alcohol mis-use	2.9	39.6	56.6	8.0	24.7	7.8	6.3	8.4

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 Inverness Area Command %			2005 Force Area %
	Top Priority	Medium Priority	Total	Total
Reducing crime	74.7	18.0	92.7	87.3
Reducing youth crime	72.1	20.1	92.2	87.1
Reducing violent crime	80.3	11.0	91.3	82.5
Reducing drug dealing	80.7	10.4	91.1	87.9
Improving safety of children	73.2	17.6	90.8	86.6
Reducing drug/alcohol/solvent mis-use	72.9	17.8	90.7	88.5
Reducing anti-social behaviour	66.6	23.1	89.7	85.2
Improving road safety	55.2	32.5	87.7	87.0
Improving access to local health services	56.9	29.0	85.9	85.4
Increasing availability of affordable housing	56.3	28.7	85.0	85.8
Improving roads and transport links	51.7	32.6	84.3	86.0
Reducing unemployment	51.3	32.7	84.0	85.7
Reducing boredom, lack of things for young people to do	53.2	28.6	81.8	83.9
Improving quality of housing	36.3	41.3	77.6	76.5
Reducing discrimination and abuse	44.1	29.0	73.1	68.3
Increasing availability of sport and leisure facilities	29.2	41.4	70.6	71.3
Recognising diversity	22.3	41.6	63.9	62.9
Improving public transport	22.7	40.5	63.2	62.9
Increasing business investment	22.2	33.4	55.6	69.7
Improving access to technology, e.g. Broadband	13.0	29.5	42.5	51.9
Improving access to arts and culture	7.1	33.5	40.6	39.9
Increasing rural development	6.2	33.5	39.7	55.6

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 *rural development*, *improving access to technology* and *improving access to arts and culture* were mentioned by fewer than half of the respondents – which is in line with the 2003 results.

- 3.6** At the Inverness Area Command level, 16.9% of respondents had seen their local Community Plan (8.6% in 2003), compared with a Force average of 15.9%.

Fear of Crime

- 3.7** At the Inverness Area Command level, 64.6% of respondents (70.6% 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. Generally, the pattern at the Inverness Area Command level was similar to the Force area.

Table 3.6 Types of Crime

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Having your home broken into	88.8	84.2	81.3
Vandalism or deliberate damage to home, property or car	80.0	82.7	82.1
Being attacked, assaulted or robbed in the street	74.6	75.2	63.2
Being attacked by someone under the influence of alcohol	n/a	64.4	62.6
Having your car stolen or broken into	67.8	62.5	63.5
Being insulted or threatened	59.2	56.2	52.6
Being attacked, assaulted or robbed in your own home	56.0	53.1	48.9
Being the victim of an attempted rape, rape or other serious sexual offence	38.2	37.7	29.4
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	11.5	5.9
Becoming the victim of a crime because of my race	n/a	8.6	4.9
Becoming the victim of a crime because of my sexual orientation	n/a	6.1	4.6
Being a victim of domestic abuse	3.2	4.9	4.1

Base: Area Command: 214 / 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 Inverness Area Command %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	1.7	18.8	2.2	15.0
Gender	1.3	6.2	0.4	4.0
Physical disability	0.4	5.4	0.9	4.7
Race or ethnic origin	1.1	3.7	0.8	3.4
Religion or belief (including non-belief)	1.5	3.3	0.6	3.9
Political beliefs	0.6	2.9	0.2	2.5
Learning disability	-	2.1	0.4	2.5
Mental health	1.4	1.1	1.1	2.9
Sexual orientation	1.1	0.8	0.5	1.3

Base: All respondents

Age, *gender* and *physical disability* were the main sources of worry over discrimination. The pattern at the Inverness Area Command level was broadly similar to the Force area as a whole. Results in 2003 were also in line with the 2005 results. 'Age' was a new code added to the 2005 survey.

Victims of Crime

3.10 Reporting Crime

13% of respondents in the Inverness sample said that they had been a victim of crime in the last year (10% in 2003), 82% of whom reported it to the police (91% 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).

The reasons given for not reporting a crime to the police included: "I thought it was unlikely they would be able to do anything about the vandalism to my car and trespassing in my garden". In another case, the respondent had been a victim of internet fraud, which was being dealt with by their bank.

3.11 Criminal Proceedings

In 14% of instances, 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.

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 just two respondents from the Inverness sample dissatisfied. One person commented that their case had taken "far too long to come to court – 18 months – and resulted in a deferred sentence".

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, with a respondent from the Inverness sample remarking that their daughter "had to phone to find out what was happening and was not treated in a civil manner". Again, analysis at the area level is untenable.

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 Inverness Area Command %			2005 Force Area %
	Always	Sometimes	Total	Total
Make sure your home is adequately secured	80.2	15.2	95.4	90.8
Make sure your vehicle is adequately secured	79.9	11.1	91.0	87.7
Avoid certain places	27.0	45.2	72.2	50.5
Carry a mobile phone	41.7	23.3	65.0	57.2
Avoid going out when it is dark	13.2	43.2	56.4	35.3
Avoid going out at certain times	12.8	38.4	51.2	31.5
Avoid going out alone	10.5	37.4	47.9	30.8
Mark your property in case it is stolen	12.6	34.0	46.6	42.6
Take self-defence classes	0.9	2.0	2.9	3.1

Base: All respondents

Generally, respondents in the Inverness sample were more likely to take a range of precautions against crime compared with the Force area as a whole, which is consistent with the 2003 findings.

People 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:

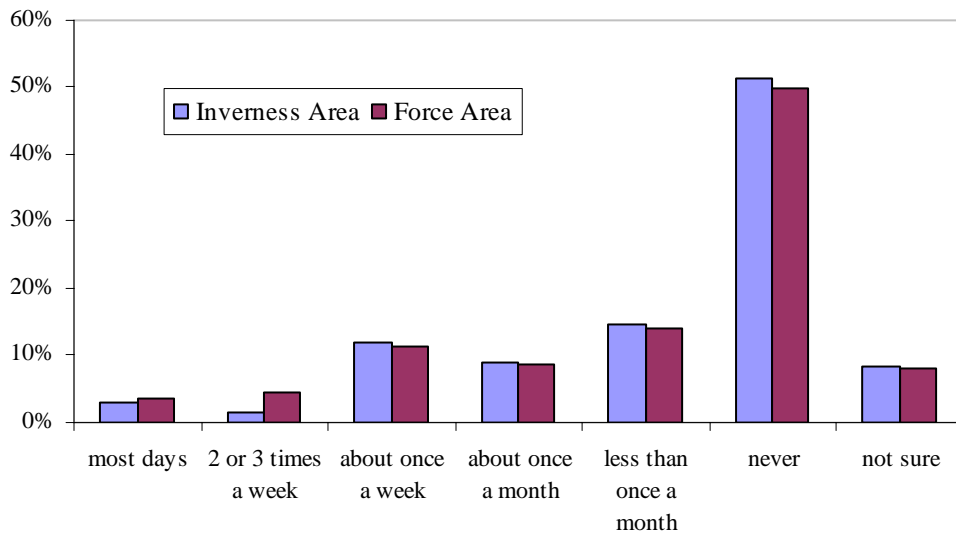
- Town centre 32 mentions, 27 specified night-time
- Named streets / areas 22 mentions, notably Ferry (5), Merkinch (5), Hilton (4), Smithton (3), Ness Islands (3)
- Pubs and clubs 13 mentions
- Dark / quiet / remote areas 10 mentions
- Areas where youths gather / schools 9 mentions
- Parks / woodland 8 mentions
- Unnamed (housing) areas 5 mentions

Avoidance of the town centre was typically linked to night-time, pub/club closing times, and weekends. Typical descriptions of this include “city centre as people come out of pubs and clubs”; “town centre and taxi ranks late on weekend nights”.

Police Patrols

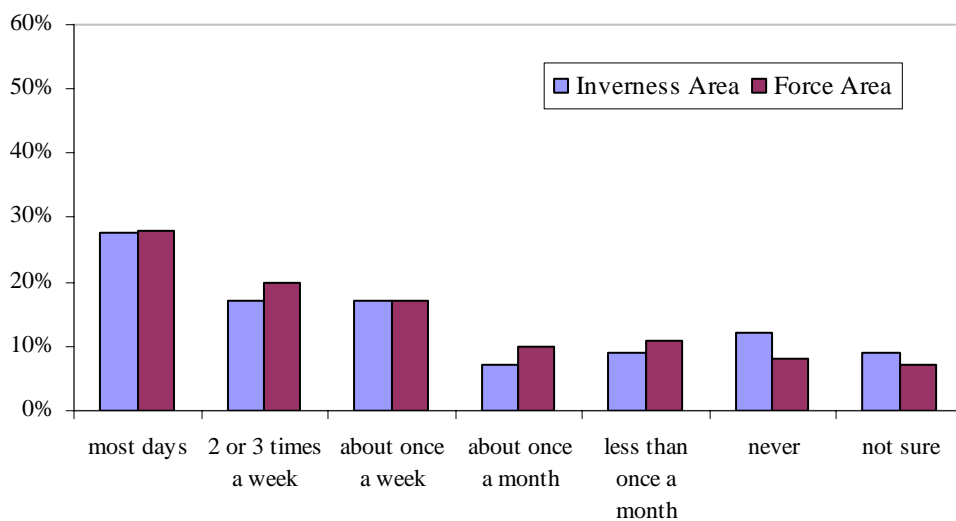
- 3.13** Compared with the Force area as a whole, a slightly lower number of respondents at the Inverness Area Command level mentioned seeing foot patrols on most days or two or three times a week (a similar pattern was observed in 2003).

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot



- 3.14** Respondents at the Inverness Area Command level were less likely to see police officers patrolling in motor vehicles on a regular basis, compared with the Force area average (a similar pattern to the 2003 survey).

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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Too much	-	0.9	0.7
About right	20.8	24.7	32.9
Too little	61.5	65.3	53.0
No opinion	17.7	9.1	13.4

Base: All respondents

Respondents at the Inverness Area Command level were more likely to feel that there is too little police patrolling (65.3%) compared with the Force area as a whole (53.0%). This corresponds with the 2003 findings. A negligible number of people thought 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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Town Centre / High Street	30.0	28.6	31.0
Street presence / foot patrols (all areas)	18.7	27.6	30.1
Residential areas	30.0	27.0	14.9
Known trouble spots	15.2	8.7	7.5
Pubs / night clubs	5.7	8.1	9.3
Villages	7.4	5.3	10.9
Play parks	n/a	2.2	1.5
Areas of traffic danger	1.5	1.8	4.0
Outside schools	7.0	1.5	2.5
Other	19.5	22.7	18.1

Base: Area Command: 207 / Force: 740

Note: Multiple responses were accepted

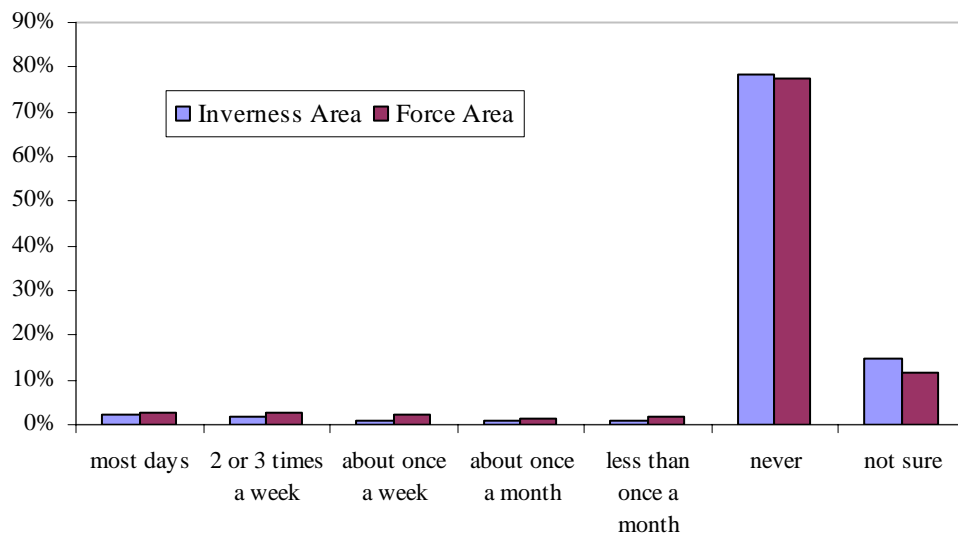
The town centre and street patrols were the most commonly mentioned place respondents at the Inverness Area Command level wanted to see more officers on patrol. Responses included comments such as “around the shop area where there is always a lot of litter left by young kids” and “on the street when young girls are going home”.

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

- Shops (local areas and retail parks) (8 mentions)
- Areas where young people gather (6 mentions)
- Culloden (2 mentions)
- Merkinch (2 mentions)
- Smithton (2 mentions)
- Lochardil (2 mentions)

Community Warden Patrols

3.17 Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot



Respondents at the Inverness Area Command level overwhelmingly reported that they never see Community Wardens patrolling on foot. This is in line with the Force area as a whole.

A very similar profile was reported for Community Wardens patrolling in vehicles. 81% of respondents had never seen a Community Warden patrolling in vehicles in the Inverness area (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 Inverness Area Command %	2005 Force Area %
Too much	-	0.3
About right	5.6	7.3
Too little	46.2	32.3
No opinion	48.2	60.1

Base: All respondents

Respondents at the Inverness Area Command level were more likely to feel that there is too little police patrolling (46.2%) compared with the Force area as a whole (32.3%). Almost half of all respondents 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 Inverness Area Command %	2005 Force Area %
Residential areas	26.3	17.1
Street presence / foot patrols (all areas)	14.1	15.1
Known trouble spots	9.5	6.2
Town Centre / High Street	6.4	11.6
Villages	3.4	8.5
Play parks	2.7	2.7
Outside schools	2.3	3.4
Areas of traffic danger	0.8	0.6
Pubs / night clubs	-	3.3
Other	52.1	49.7

Base: Area Command: 169 / Force: 556

Note: Multiple responses were accepted

Residential areas and *on the street* were the most commonly mentioned places respondents from the Inverness sample wanted to see more Community Wardens on patrol. Responses included comments such as “if there is any possibility of bullying among children going to school or going home, a warden’s presence could be helpful”, and “known areas where young adults hang around at weekends”.

Responses from the Inverness sample listed as “other” in Table 3.12 included:

- Not aware of Community Wardens in area (29 mentions)
- Shops (local areas and retail parks) (4 mentions)
- Don’t agree / prefer to see police (3 mentions)
- Everywhere (3 mentions)
- Hilton area (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. As in 2003, respondents in 2005 were most likely to be aware of laws banning drinking alcohol in public places and TV/media campaigns such as drug awareness. The pattern was similar at the Inverness Area Command level and the Force area.

Table 3.13 Awareness of Security and Safety Initiatives

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	34.7	38.2	41.3
TV/media campaigns, e.g. drug awareness	30.9	33.5	35.3
Closed circuit television (CCTV)	28.7	25.1	27.3
Anti-social Behaviour Orders	9.4	16.0	15.7
Neighbourhood / Farm / Water / Boat / Pub Watch schemes*	11.4	17.4	14.3
Young person ID scheme	n/a	13.7	13.4
Community Safety Partnership	n/a	2.2	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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	60.7	61.8	56.2
Closed circuit television (CCTV)	55.7	53.3	50.0
Neighbourhood / Farm / Water / Boat / Pub Watch schemes	44.1	50.5	41.5
Anti-social Behaviour Orders	52.2	49.6	42.8
TV/media campaigns, e.g. drug awareness	43.6	48.3	44.7
Community Safety Partnership	n/a	35.7	29.8
Young person ID scheme	n/a	33.0	33.8

Base: All respondents

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. The perceived effects of the initiatives appeared to be slightly higher overall at the Inverness Area Command level compared with the Force area, with the exception of the Young Person ID Scheme.

3.21 Crimestoppers

66% of respondents at the Inverness Area Command level stated that they were aware of the Crimestoppers facility (60% in 2003), a slightly higher figure than the whole Force area average of 62%. In the Inverness sample, 5% of respondents had actually used the facility (6% in 2003), compared with only 3% in the Force area.

3.22 Confidential Lines

54% of respondents at the Inverness Area Command level stated that they were aware of the Northern Constabulary confidential lines (57% in 2003) compared with 49% across the Force area.

8% of respondents at the Inverness Area Command level had actually used the Northern Constabulary confidential lines (9% in 2003), which is considerably higher than the 4% average 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	37.9	59.3	2.8	2.0	-	0.8	-
To report a minor crime, e.g. vandalism	7.2	80.9	1.8	9.1	2.0	1.6	0.8
To report information about something suspicious	5.2	77.2	10.8	6.8	1.0	1.6	-
To report a nuisance/disturbance	6.8	84.3	4.4	2.8	1.0	1.6	-
To report a road traffic accident/incident	55.7	41.1	1.0	3.6	-	0.8	0.8
To report other information	3.6	74.8	9.4	10.3	1.0	1.7	-
To ask for advice or information	2.6	65.6	3.6	28.1	1.0	4.0	-
Firearm / shotgun enquiry	2.7	66.5	2.5	29.4	-	0.8	-
Lost/found property	3.4	49.1	-	46.9	-	2.4	-
Missing person	6.9	67.9	1.8	24.4	-	0.8	-

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. The *confidential line* was mentioned as a possible way of contacting the police across all the situations listed, but generally, respondents were far more likely to make contact by *phoning the local police station*.

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, 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

3.24 Type of Information Sought

55% of respondents at the Inverness Area Command level stated that they would like to receive more information about the work of their local police officers (50% in 2003), compared with 46% in the Force area.

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.16 was similar to that provided in 2003.

Table 3.16 Type of Information Sought by Respondents

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
What is being done to make your community safer	82.2	83.4	74.4
General police work in your area	83.5	81.5	79.1
What is being done to reduce and prevent crime	61.5	80.7	75.0
What is being done to improve road safety	61.5	63.2	63.4
How you can help the police, e.g. Neighbourhood Watch, appeals	49.6	53.9	51.3
How we are spending on policing in your area	n/a	52.2	48.9
Police achievements/successes	47.8	46.3	47.0
More information about police officers job/how they spend their day	49.0	44.3	46.9
Diversity	n/a	25.1	20.1

Base: Area Command: 194 / Force: 664

Note: Multiple responses were accepted

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 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Local newspapers	60.6	58.9	62.0
Local radio	33.9	31.6	32.2
Television	31.5	26.6	21.6
Talking to friends and relatives	27.0	25.6	26.9
Don't get any information	20.0	23.0	22.6
Personal experience	16.2	11.9	9.7
Talking to police officers	12.7	9.8	9.5
Community meetings	6.9	8.4	8.4
Literature from the police	4.0	6.2	4.6
Public meetings held by the police	2.1	2.4	1.5
Internet	0.6	2.2	1.1

Base: All respondents

Note: Multiple responses were accepted

Responses at the Inverness Area Command level followed a similar pattern compared with the Force area and the 2003 findings. *Local newspapers* were the main source of information, followed by *local radio* and *television*.

3.26 Awareness of Community Safety Campaigns and Initiatives

6% of respondents at the Inverness Area Command level reported that they were aware of a community safety campaign during the previous six months (the same proportion as 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.

Table 3.18 Awareness of Community Safety Campaigns and Initiatives

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

Base: Area Command: 9 / Force: 98

Note: Multiple responses were accepted

Speeding and reduced speed limits at school were the most frequently cited community safety campaigns that respondents at the Inverness Area Command level had noted in the previous six months.

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 Inverness Area Command %	2005 Force Area %
Local newspaper	51.3	58.3
Local radio	38.0	36.3
Leaflet or newsletter	27.8	19.5
Talking to friends/relatives	13.9	12.5
Talking to police officer	13.9	10.8
Local TV	7.0	13.4
Internet	-	-
Other	13.9	13.6

Base: Area Command: 19 / Force: 79

Note: Multiple responses were accepted

Responses in the Inverness sample 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*.

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

- Community Council (1 mention)
- Seen in passing (1 mention)

3.28 Influence of the Media

Respondents were asked if their understanding of anti-social behaviour is influenced by the media.

Table 3.20 Media Influence on Understanding of Anti-social Behaviour

	2005 Inverness Area Command %	2005 Force Area %
Yes, definitely	33.2	29.2
Probably	20.9	21.4
Sometimes	18.2	18.5
Not significantly	16.8	16.2
Definitely not	7.7	8.6
Don't know	3.2	6.1

Base: All respondents

Responses at the Inverness Area Command level followed a similar pattern compared with the Force area, with around 54% of 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 in the Inverness area followed a similar pattern compared with the Force area.

Table 3.21 Media Influence on Views of Anti-social Behaviour

	2005 Inverness Area Command %	2005 Force Area %
Yes, definitely	19.0	14.6
Probably	24.7	22.7
Sometimes	16.2	18.1
Not significantly	23.1	24.3
Definitely not	12.1	13.7
Don't know	4.9	6.7

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. Respondents in the Inverness area appeared to feel that the media's influence was stronger in this regard in 2005 than it was in 2003.

Table 3.22 Media Influence on Feelings of Safety

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Yes, definitely	10.3	20.8	16.1
Probably	16.2	24.2	23.5
Sometimes	22.9	18.2	15.2
Not significantly	35.1	21.0	24.8
Definitely not	12.6	14.4	16.9
Don't know	2.8	1.4	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 Inverness area results and the Force area results.

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

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Yes, any crime	1.3	5.6	4.5
Yes, minor crime	3.8	7.3	5.4
No, don't have access to the internet	39.9	27.4	30.0
No, would prefer to speak to police	51.2	55.6	56.3
Don't know/No opinion	3.7	4.1	3.9

Base: All respondents

3.32 13.7% of respondents at the Inverness Area Command level said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (16.4% in 2003), compared with 12.7% of respondents in the Force area as a whole.

3.33 30.9% of respondents at the Inverness Area Command level said they would be happy to receive general information from the police and their partner agencies via email/internet (26.2% in 2003), compared with 28.5% of respondents in the Force area as a whole.

3.34 Community Safety Issues

87.2% of respondents at the Inverness Area Command level indicated that they would like to see more information on community safety issues in their local newspaper, compared with 85.1% of respondents in the Force area as a whole.

3.35 The Use of Public Places to Access Information on 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

	2003 Inverness Area Command %	2005 Inverness Area Command %	2005 Force Area %
Council office / service point	33.0	50.7	50.7
Post office	33.1	51.4	53.1
Bank	18.8	29.4	27.9
Library	27.5	38.2	42.4
Supermarket	34.8	49.2	40.5
Internet	n/a	44.4	40.0
Doctors' surgeries	n/a	44.6	42.5
Courts	n/a	7.5	12.2

Base: All respondents

Respondents at the Inverness Area Command level were most likely to want to access information about police services at *post offices*, *council offices/service points* and *supermarkets*. The *internet* and *doctors surgeries* were also mentioned by over four in ten respondents. Supermarkets were relatively more popular among the Inverness sample compared with the Force area as a whole.

Other public places mentioned by respondents from the Inverness sample included:

- Local shop / noticeboard (2 mentions).

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 Inverness Area Command %	2005 Force Area %
Foot patrols / officers on the beat	50.6	44.4
Higher profile / higher visibility	26.3	26.0
More accessible / approachable / friendly	13.7	11.5
Satisfied with existing police service	13.2	12.1
Community involvement / community policing	9.2	13.3
More information / communication (including newsletters)	7.5	7.3
Recruit more officers	6.7	5.9
Do more with young people / schools	5.7	5.9
Tougher stance on dangerous drivers	1.7	3.0
Tougher stance generally	1.7	2.7
Improve manner in dealing with public, victims etc	1.7	2.5
Higher profile in villages	-	2.2

Base: Area Command: 239 / Force: 847

Note: Multiple responses were accepted

A clear priority for respondents in the Inverness sample was more *foot patrols/officers on the beat*, with 50.6% of respondents stating this as a preference (53.2% in 2003). Comments included wanting more police “on the beat and patrolling housing areas” and “more in the town centre and less in cars”. One person wanted the police to “increase the feeling of safety in Inverness town centre at night”.

Respondents were also keen that the police should maintain a *higher profile and be more approachable*, with one respondent suggesting that they adopt “a more friendly approach to all members of the community”. Comments from the Inverness area included that “they should be on duty in rural offices (such as Cannich and Beauly) more often”, and that “a visual presence would act as a deterrent in some instances”.

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 Inverness Area Command %	2005 Force Area %
Crime prevention / law and order / public safety	49.2	46.1
Crime detection (incl. prosecution)	22.2	15.4
Drugs (general / unspecified)	20.6	30.0
Road safety / speeding	20.4	30.7
Theft / property crime / vandalism	18.4	17.4
Violence / assault	18.2	14.1
Youth behaviour on streets	15.7	11.4
Anti-social behaviour	11.8	10.0
Drug dealing	11.2	14.4
Drink related crime / behaviour	9.2	14.1
Drink driving	7.7	12.0
Integrate with youth groups / schools	6.7	7.7
Public relations	6.2	7.2
Quick response to reports of crime	5.1	3.9
Drug related crime / behaviour	4.6	5.1
Under-age drinking	2.4	4.2
Partnership working / liaison	2.3	2.6
Community policing	2.0	4.0

Base: Area Command: 252 / Force: 959

Note: Multiple responses were accepted

Around 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.

One respondent from the Inverness area commented: “People should be able to go and do whatever they need to do without feeling unsafe. We need to see more of a police presence especially at night time.” Another wanted to see the police “patrolling housing estates in the evening”.

Crime detection, drugs and road safety and were the next most commonly mentioned priorities. One respondent felt that Northern Constabulary should “take more action to identify drug dealers and pushers”. Another felt their priority should be to educate the public on “road safety and personal safety issues”.

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

Table 3.27 Areas With Which the Police Should Not Be Dealing

	2005 Inverness Area Command %	2005 Force Area %
Excessive administration	20.8	19.6
Minor motoring / parking offences	19.3	17.8
Minor domestic disputes	12.9	11.5
Litter	10.6	12.7
Parenting	8.4	8.7
Petty crime	8.3	8.6
Dog fouling	6.2	10.0
Anti-social neighbours	4.9	10.0
Stray animals / lost pets	3.9	8.6
Lost/found property	3.4	3.7
Alcohol / drug abuse	2.8	3.5
Crowd control	2.8	3.1
Bullying	2.1	2.9
Social Service issues (eg mentally ill)	2.1	2.5
Nothing	1.4	3.3
Pub / club noise	-	2.0

Base: Area Command: 145 / Force: 489

Note: Multiple responses were accepted

Respondents at the Inverness Area Command level 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. Comments were typically along the lines of “let them get on with the job they applied for”.

Minor motoring and parking offences was the second most frequently mentioned issue at the Inverness Area Command level and in the Force area as a whole. Comments from the Inverness area included “concentrate resources on hard targets such as drug dealers and thieves rather than the soft option of motorists”.

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 Inverness Area Command %	2005 Force Area %
Report crime or suspicious behaviour	25.7	21.2
Neighbourliness / be friendly	21.3	20.0
Nothing	16.5	20.8
Neighbourhood Watch	14.2	9.5
Support community activities / groups	22.3	21.8
Engender law-abiding behaviour	8.7	6.9
Be law-abiding	7.1	5.0
Better parenting	2.2	1.4
Collect litter	2.2	2.8

Base: Area Command: 118 / Force: 417
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 by “passing on relevant information to the police”.

The other main response was to be more *neighbourly* or *friendly* in their local community. Comments included to “be more aware of my neighbours, especially the elderly”.

16.5% of responses were from people who said that they could do *nothing*. Age or disability were the most common reasons for this response, although some respondents also thought the quality of life in their community could not be improved. One person from the Inverness sample said “Nothing – it’s perfect as it is.”

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