



Northern Constabulary

2005 Excellence in Community Policing

Force Area Report

October 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 eight Area Command levels. 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 Force Area	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. A total of 1,510 questionnaires were processed (33.6% of the sample issued).

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 Force Area %	2005 Force Area %
A city	10.9	13.0
A large town	8.3	6.6
A small town	22.3	20.1
A large village	13.1	12.9
A small village	27.6	28.4
An isolated rural area	17.7	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 Force Area %	2005 Force Area %
Male	19.3	41.1
Female	80.7	58.9

Base: All respondents (unweighted)

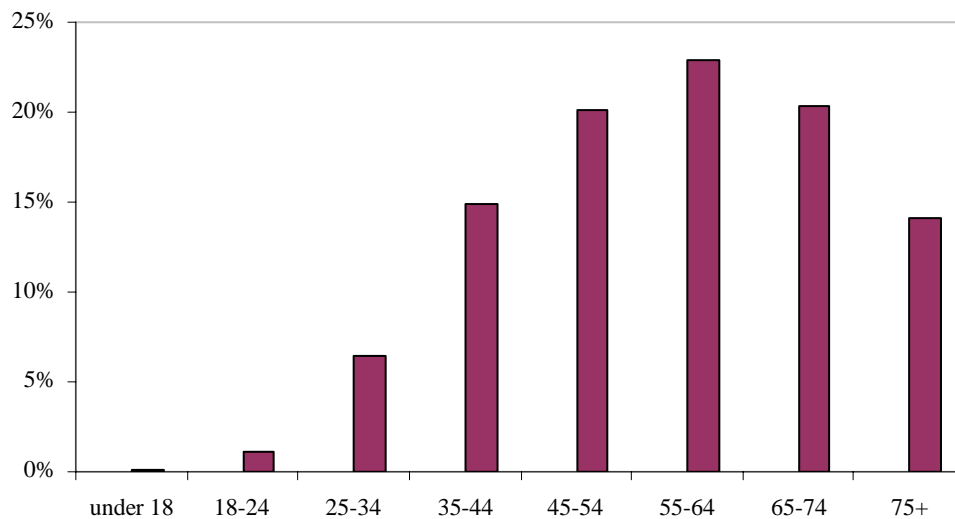
2.4 Household Size

The mean household size for the respondents in the Force Area was 2.37 (identical to the 2003 average).

2.5 Age

The age range of respondents is shown in the chart below.

Chart 2.1 Age of Respondents



2.6 Language

Respondents were asked to state their main spoken language, if their first language was not English. Responses included:

- Gaelic (47 mentions)
- Dutch (2 mentions)
- French (1 mention)
- Italian (1 mention)
- Orcadian (1 mention)
- Shetlandic (1 mention)
- Urdu (1 mention)

2.7 Ethnic Origin

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

Table 2.3 Ethnic Origin of Respondents

	2003 Force Area %	2005 Force Area %
White Scottish	82.1	83.7
Other White British	16.1	14.5
White Irish	0.5	0.2
Other White	0.6	1.1
Indian	0.1	-
Pakistani	0.1	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	0.1	-
African	-	-
Black Scottish	-	0.1
Other Black	-	-
Any Mixed Background	0.1	-
Other Ethnic Group	0.5	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 Force Area %	2005 Force Area %
1 year or less	2.3	1.5
Over 1 year but less than 2 years	6.9	1.9
2 or more years but less than 5 years	16.1	13.9
5 years or more	74.7	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.

Table 3.1 Area Within 15 Minutes of Home

	2003 Force Area %	2005 Force Area %
A very safe area	50.4	55.8
A fairly safe area	44.8	40.3
Rather unsafe area	3.6	3.1
A very unsafe area	0.8	0.5
No opinion	0.3	0.3

Base: All respondents

96% of respondents rated the area within 15 minutes of their home as *very safe* or *fairly safe* (95% in 2003). Safety was perceived to be highest in rural areas and lowest in urban areas. Over 99% of respondents living in isolated rural areas regarded their area as either very safe or fairly safe. By contrast, 88% of residents in cities and large towns regarded their area as very safe or fairly safe.

Four times as many people in the 18-24 age bracket (16%) regarded their area as unsafe compared to the Force Area average. There were no notable differences between males and females.

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.

Table 3.2 Area Within 15 Minutes of Home

	2003 Force Area %	2005 Force Area %
Now more safe	2.2	2.2
Now less safe	13.1	15.0
About the same	83.3	81.2
Did not live here a year ago	1.1	0.9
No opinion	0.3	0.7

Base: All respondents

Over four in five respondents felt that their area was about the same in terms of safety compared with a year ago. 15% of respondents felt that their area was now less safe, but only 2.2% thought it was more safe.

Residents of cities and towns were the most likely to feel that their area was now less safe. Respondents in the 18-24 age bracket were also more likely to regard their area as less safe now.

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.

Table 3.3 Concerns in the Local Area

	2003 Force Area %	2005 Force Area %
	Total Concerned	Total Concerned
Driving at excessive speed	71.9	70.9
Dog excrement	58.6	56.2
Dangerous driving	58.4	54.4
Rubbish or litter lying around	55.4	52.4
Young people and alcohol	n/a	47.1
Alcohol mis-use	43.7	43.1
Drink/drugs driving	46.0	41.8
Vandalism, graffiti and deliberate damage	45.2	41.7
Young people on the street	44.3	39.6
Rowdy or drunken behaviour	39.2	37.9
People using drugs	39.2	36.0
Bullying of young people, in or out of school	36.6	32.4
Break-ins to houses	34.2	30.9
People dealing in drugs	34.3	30.0
Stray dogs roaming the streets	27.5	23.5
Anti-social neighbours	24.5	23.4
Noisy neighbours	n/a	20.4
Things being stolen from cars	27.4	19.4
Solvent abuse/glue sniffing	19.8	17.0
Cars being stolen	21.1	15.8
Discrimination and abuse	16.8	15.3
Domestic abuse	16.4	12.3
Noise from local pubs or clubs	12.0	9.6

Base: All respondents

The overall pattern of concern was similar in 2005 compared with 2003. *Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by 71% of respondents.

Dog excrement, *dangerous driving* and *litter* were mentioned as a concern by over half of all 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 (noisy neighbours and anti-social neighbours were also considered the responsibility of the Council). Young people on the street and young people and alcohol were felt to be jointly the 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 thought the Council were primarily responsible along with Community or Neighbourhood Wardens)
- 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:

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

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

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

Other open responses included:

- Dog owners – dog excrement / stray dogs (18 mentions)
- Residents / community – responsibility for own area (8 mentions)
- Social Services – alcohol misuse / bullying / discrimination / abuse (5 mentions)
- Pub landlords – noise, drunken behaviour (2 mentions)

Five respondents stated that they knew nothing or very little about the role of the Procurator Fiscal Service.

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	7.8	0.9	57.5	45.4	7.5	11.7	0.8	8.4
Noisy neighbours	9.9	0.5	58.1	44.6	3.9	11.9	0.3	5.2
Young people on the street	2.1	0.6	53.0	6.3	56.0	13.5	3.2	1.7
Young people and alcohol	1.9	9.2	56.4	4.7	60.2	6.2	7.8	3.0
Rowdy or drunken behaviour	0.7	1.5	91.4	3.0	11.8	5.9	0.8	7.2
Rubbish or litter lying around	12.8	1.4	6.8	77.5	14.4	18.6	5.3	1.1
Vandalism, graffiti and deliberate damage	2.4	0.2	74.7	24.6	18.9	14.7	3.8	8.3
Stray dogs roaming the streets	5.9	1.3	18.1	58.3	5.4	28.6	0.3	2.0
People using drugs	2.4	20.6	86.1	4.7	16.9	5.0	6.4	10.1
People dealing in drugs	2.3	3.8	95.5	3.0	5.3	3.5	2.0	14.9
Noise from local pubs or clubs	1.2	0.3	68.8	36.1	0.9	10.4	0.2	5.3
Break-ins to houses	2.3	0.4	97.7	2.0	1.8	5.5	0.6	12.0
Cars being stolen	2.0	0.2	98.4	0.6	2.3	3.9	0.5	12.2
Things being stolen from cars	4.0	0.2	97.2	0.8	2.5	4.5	0.5	11.7
Dangerous driving	2.6	0.5	97.9	1.9	1.9	2.7	0.3	12.6
Driving at excessive speed	3.3	0.4	96.9	3.2	1.9	2.9	0.5	12.0
Discrimination and abuse	9.2	4.1	75.9	14.1	14.7	10.7	11.6	14.2
Domestic abuse	5.1	13.0	84.6	7.2	4.1	5.2	1.6	13.8
Bullying of young people, in or out of school	7.8	3.8	29.0	11.1	53.5	8.2	69.9	4.6
Solvent abuse/glue sniffing	2.6	20.5	63.5	5.6	42.1	8.0	17.4	5.6
Drink/drugs driving	2.3	6.6	96.2	1.8	5.9	2.5	2.5	14.0
Dog excrement	10.3	3.4	10.7	69.9	5.0	30.9	1.0	2.7
Alcohol mis-use	6.2	41.4	53.3	8.0	23.9	7.4	7.3	7.9

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.

Table 3.5 Community Plan Priorities	Top Priority %	Medium Priority %	Total %
Reducing drug/alcohol/solvent mis-use	68.8	19.7	88.5
Reducing drug dealing	74.1	13.8	87.9
Reducing crime	65.4	21.9	87.3
Reducing youth crime	63.8	23.3	87.1
Improving road safety	54.7	32.3	87.0
Improving safety of children	64.7	21.9	86.6
Improving roads and transport links	53.7	32.3	86.0
Increasing availability of affordable housing	55.9	29.9	85.8
Reducing unemployment	55.3	30.4	85.7
Improving access to local health services	57.6	27.8	85.4
Reducing anti-social behaviour	60.0	25.2	85.2
Reducing boredom, lack of things for young people to do	52.3	31.6	83.9
Reducing violent crime	68.7	13.8	82.5
Improving quality of housing	35.1	41.4	76.5
Increasing availability of sport and leisure facilities	28.2	43.1	71.3
Increasing business investment	33.3	36.4	69.7
Reducing discrimination and abuse	37.5	30.8	68.3
Recognising diversity	22.5	40.4	62.9
Improving public transport	25.9	37.0	62.9
Increasing rural development	19.3	36.3	55.6
Improving access to technology, e.g. Broadband	16.6	35.3	51.9
Improving access to arts and culture	7.6	32.3	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, which is in line with the 2003 survey results. Only *improving access to arts and culture* was mentioned by fewer than half of the respondents, as in 2003.

Other suggestions for prioritisation in local Community Plans included:

- Environmental issues – recycling, sustainability, pollution (12 mentions)
- Issues relating to services for the elderly (7 mentions)
- Police / safety issues (unspecified) (4 mentions)
- Tourism issues (2 mentions)

3.6 Percentage of Respondents Who Have Seen their Local Community Plan

Generally, there was a rise in the number of respondents who had seen their Local Community Plan, particularly in Shetland.

Table 3.6 Respondents Who Have Seen their Local Community Plan

	2003 Force Area %	2005 Force Area %
<i>All Area Average</i>	<i>13.9</i>	<i>17.5</i>
Highland Council Area	14.2	15.9
Shetland Islands Council Area	17.7	32.5
Orkney Islands Council Area	24.5	24.4
Western Isles Council Area	12.6	14.2

Base: All respondents

Fear of Crime

3.7 In the Force area as a whole, 46.8% of respondents (53.5% in 2003) were *very worried* or *slightly worried* about becoming a victim of crime, with 36.0% of respondents stating that they were *not worried at all*, and 17.2% *never having considered it*.

Urban residents were more likely to be worried about crime than residents of villages or rural areas. Young people between the ages of 18 and 24 were more likely to be afraid of crime than other age groups.

3.8 Types of Crime

For respondents who expressed worry about becoming a victim of crime, Table 3.7 below details the particular types of crime they were worried about.

Table 3.7 Types of Crime

	2003 Force Area %	2005 Force Area %
Vandalism or deliberate damage to home, property or car	79.1	82.1
Having your home broken into	85.0	81.3
Having your car stolen or broken into	68.0	63.5
Being attacked, assaulted or robbed in the street	63.2	63.2
Being attacked by someone under the influence of alcohol	n/a	62.6
Being insulted or threatened	51.4	52.6
Being attacked, assaulted or robbed in your own home	52.1	48.9
Being the victim of an attempted rape, rape or other serious sexual offence	32.9	29.4
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	5.9
Becoming the victim of a crime because of my race	n/a	4.9
Becoming the victim of a crime because of my sexual orientation	n/a	4.6
Being a victim of domestic abuse	3.8	4.1

Base: Force 2005: 636 respondents

Vandalism or deliberate damage to home, property or car and *having your home broken into* continued to be the main fears in 2005, both of which were mentioned by over four in five respondents who expressed a fear of crime.

A number of new types of crime were added to the 2005 survey. Being the victim of crime because of race, religious belief/non-belief or sexual orientation was mentioned by between 4% and 6% of respondents at the Force level.

Other types of crime which respondents reported being worried about included:

- Pedestrian road traffic accident (8 mentions)
- Being attacked by someone under the influence of drugs (8 mentions)
- Road rage (6 mentions)
- Identity / credit card fraud (3 mentions)
- Business / farm break-ins (3 mentions)

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 3.8 Fear of Discrimination or Abuse

	2003 Force Area %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	n/a	n/a	2.2	15.0
Physical disability	1.6	6.5	0.9	4.7
Religion or belief (including non-belief)	1.2	3.8	0.6	3.9
Gender	0.8	5.5	0.4	4.0
Race or ethnic origin	0.9	3.5	0.8	3.4
Mental health	0.8	4.0	1.1	2.9
Learning disability	1.1	2.8	0.4	2.5
Political beliefs	1.9	2.0	0.2	2.5
Sexual orientation	0.2	2.6	0.5	1.3

Base: All respondents

Age, physical disability and religion or belief (including non-belief) were the main sources of worry over discrimination. The pattern in 2003 was broadly similar to the 2005 results. ‘Age’ was a new code added to the 2005 survey.

Other forms of discrimination not included in the table above which respondents were worried about included:

- Size – weight / height (5 mentions)
- Occupation (3 mentions)
- Not being local (1 mention)

Victims of Crime

3.10 Reporting Crime

In the Force area as a whole, 8% of respondents said they had been a victim of crime in the last year (unchanged from 2003).

16% of city respondents reported being a victim of crime compared with only 6% in isolated rural areas. The likelihood of being a victim of crime was highest among younger age groups (19% among 18-24 year olds compared with 4% among the over 65s). There was no notable difference between males and females.

82% of victims of crime reported it to the police (83% in 2003).

The main reasons given for not reporting a crime to the police included:

- No point / nothing police could do / no proof (8 mentions)
- Minor incident / didn't want to bother police (7 mentions)
- No faith in police (4 mentions)
- Dealt with by other source (3 mentions)
- Too scared (1 mention)

Comments included: "Because without witnesses the police have no case", and "the police would not have been able to do anything about it [stolen purse]". In another case, a respondent whose garden furniture had been stolen considered it "not worthwhile bothering the police with the paperwork involved". Another respondent felt, due to previous experience, that "nothing would be done".

3.11 Criminal Proceedings

In 22% of cases (21 instances), reports to the police were known to have resulted in criminal proceedings. The question was not asked in 2003.

Satisfaction with Outcome

Respondents were asked how satisfied they were with the outcome of criminal proceedings. Of the 16 respondents to this question, seven indicated that they were either very satisfied or satisfied with the outcome of criminal proceedings and nine that they were not very satisfied or not at all satisfied.

The main reasons for dissatisfaction included:

- Unhappy with sentence (6 mentions)
- Lack of information / follow-up (2 mentions)
- Problem not resolved (1 mention)

One respondent reported feeling “let down by the court and the police”. Another felt that the “victim’s wishes were not considered in passing sentence, which resulted in the offender being required to remain in our community for nine months, although he had volunteered to leave. This was very distressing for the victim.”

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 (7 mentions).

The nine comments given were:

- Any direct contact with police satisfactory, but feel thereafter slow.
- Could have done better.
- Have not heard anything since the incident in April 2005. Don’t know when court appearance will take place.
- My daughter had to phone to find out what was happening and was not treated in a civil manner.
- No feedback. If we wanted to know outcome we had to ask.
- Not kept informed, read about it in the papers.
- Procurator Fiscal was rude and uninformative.
- We don’t know if we are going to get any more bother.
- We were not informed of the high likelihood of the case ending by a final guilty plea. If this ever happens again we would not report the crime to the police because it was such a waste of time.

3.12 Precautions Against Crime

Respondents were asked which of the following they did because of possible worries about crime.

Table 3.9 Precautions Against Crime

	2003	2005		
	Force Area %	Always	Sometimes	Total
	Total			
Make sure your home is adequately secured	92.1	75.0	15.8	90.8
Make sure your vehicle is adequately secured	88.0	74.1	13.6	87.7
Carry a mobile phone	n/a	32.9	24.3	57.2
Avoid certain places	56.1	14.2	36.3	50.5
Mark your property in case it is stolen	40.7	11.4	31.2	42.6
Avoid going out when it is dark	42.7	7.3	28.0	35.3
Avoid going out at certain times	37.7	5.6	25.9	31.5
Avoid going out alone	40.4	5.8	25.0	30.8
Take self-defence classes	3.8	1.0	2.1	3.1

Base: All respondents

People were most likely to take precautions to protect their homes and cars. 57% of respondents noted that they would carry a mobile phone because of possible safety worries.

Around half of all respondents said that they would *avoid certain places*, specifically:

- Town centre 112 mentions, 99 specified night-time
- Pubs and clubs 60 mentions
- Dark / quiet / remote areas 52 mentions
- Areas where youths gather / schools 34 mentions
- Named streets / areas* 32 mentions
- Parks / woodland 17 mentions
- Shopping areas 13 mentions
- Rivers / river walkways 11 mentions
- Unnamed (housing) areas 9 mentions
- Carparks 5 mentions

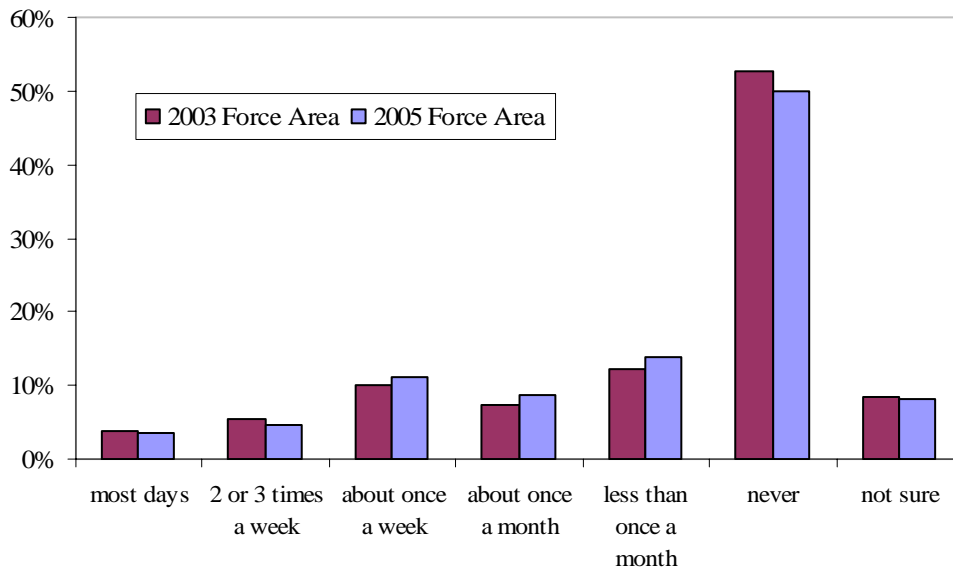
* More detail at the local level is provided in the Area Command reports.

Avoidance of town centres was linked by most respondents to night-time, pub/club closing times and weekends, and, by six people, to crowds of youths – one respondent avoided town centres at night because of “intimidating behaviour by large groups of young people”. In general, avoidance of areas where young people gather (such as parks, main streets, outside schools) was mentioned by 34 respondents.

Police Patrols

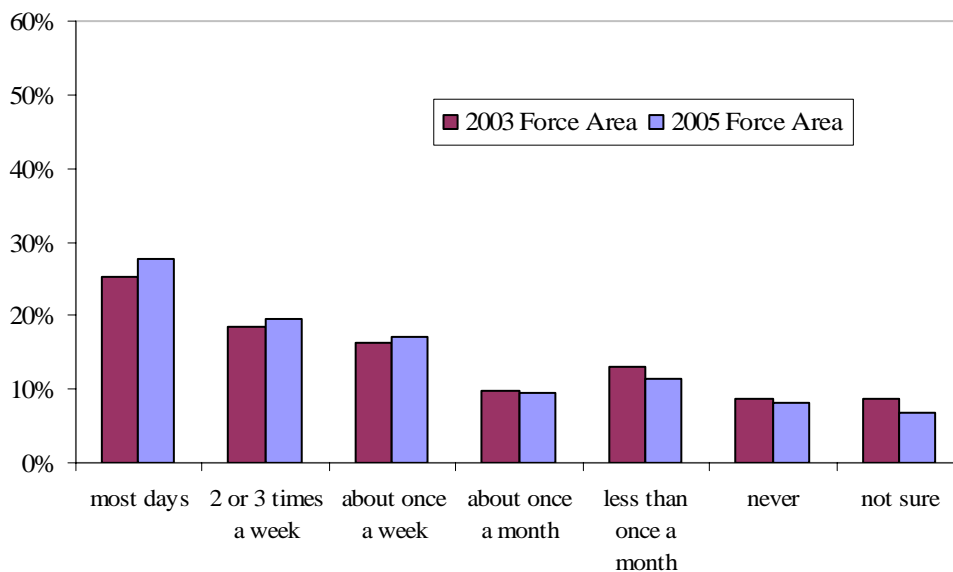
- 3.13** Half of all respondents stated that they never see police officers patrolling on foot. The corresponding Orkney and Shetland figures were notably lower at around one third of respondents. A similar pattern was observed in 2005 compared with 2003.

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot



- 3.14** The same question was asked in respect of police officers patrolling in vehicles.

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 3.10 Level of Police Patrols

	2003 Force Area %	2005 Force Area %
Too much	0.2	0.7
About right	30.5	32.9
Too little	54.2	53.0
No opinion	15.1	13.4

Base: All respondents

Around one third of respondents in the Force area felt that the level of police patrolling was *about right* and 53% felt that there was *too little*. Respondents in the Inverness area were most likely to feel that the level was *too little* (65%), compared with under 40% in each of the three island areas.

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 3.11 Where Respondents Would Like to See More Officers on Patrol

	2003 Force Area %	2005 Force Area %
Town Centre / High Street	29.3	31.0
Street presence / foot patrols (all areas)	28.3	30.1
Residential areas	18.1	14.9
Villages	11.4	10.9
Pubs / night clubs	8.7	9.3
Known trouble spots	7.8	7.5
Areas of traffic danger	3.7	4.0
Outside schools	6.1	2.5
Play parks	2.5	1.5
Other	15.2	18.1

Base: Force 2005: 740 respondents

Note: Multiple responses were accepted

The town centre and on the streets were the most commonly mentioned places respondents wished to see more officers on patrol. One respondent suggested “patrolling should be visible and friendly”. Another wished to see police “on the streets at night when the pubs close and people have had too much to drink and trouble starts”.

Responses included as “other” in Table 3.10 included:

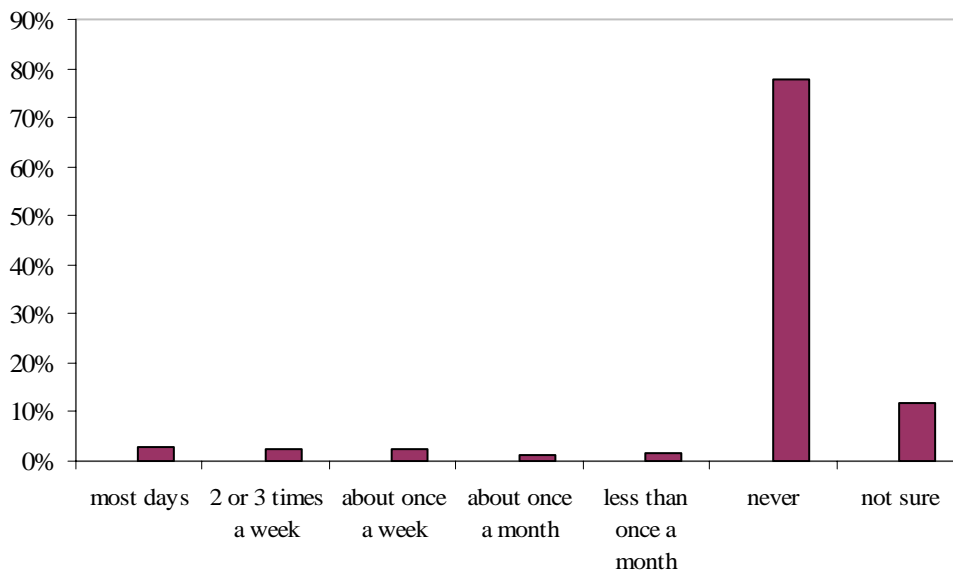
- Named areas / streets* (38 mentions)
- Shops (local areas and retail parks) (20 mentions)
- Areas where young people gather (17 mentions)
- Rural areas (17 mentions)
- Community functions / events (9 mentions)
- Everywhere / most places (5 mentions)

* More detail at the local level is provided in the Area Command reports.

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



Most respondents (90%) reported that either they had never seen or were not sure they had seen Community Wardens patrolling on foot. The notable exception was in Orkney where 35% of respondents reported seeing Community Wardens patrolling on foot at least once a week.

A very similar profile was reported for Community Wardens patrolling in vehicles. At the Force level, 97% of respondents said that either they had never seen or were not sure they had seen a Community Warden patrol in a vehicle.

3.18 Level of Community Warden Patrolling

Respondents were also asked what they thought about the level of patrolling by Community Wardens. The results are shown below in Table 3.12. 60% of respondents had no opinion, largely because they had never seen a Community Warden or were not sure what they were.

Table 3.12 Level of Community Warden Patrols

	2005 Force Area %
Too much	0.3
About right	7.3
Too little	32.3
No opinion	60.1

Base: All respondents

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 below in Table 3.13.

Table 3.13 Where Respondents Would Like to See More Community Wardens On Patrol

	2005 Force Area %
Residential areas	17.1
Street presence / foot patrols (all areas)	15.1
Town Centre / High Street	11.6
Villages	8.5
Known trouble spots	6.2
Outside schools	3.4
Pubs / night clubs	3.3
Play parks	2.7
Areas of traffic danger	0.6
Other	49.7

Base: All respondents

Note: Multiple responses were accepted

Residential areas and on the streets were the most commonly mentioned places respondents wanted to see more Community Wardens on patrol, particularly in Inverness and large towns. Responses included suggestions such as “community areas where there is exposure to graffiti, anti-social behaviour etc” and “housing areas where young people drink and leave lots of litter”.

Responses listed as “other” in Table 3.13 included:

- Not aware of Community Wardens in area (167 mentions)
- Named areas / streets* (27 mentions)
- Don’t agree / no point / prefer to see police (15 mentions)
- Everywhere / most places (11 mentions)
- Not needed (10 mentions)
- Shops (local areas and retail parks) (9 mentions)
- Areas where young people gather (7 mentions)

*More detail at the local level is provided in the Area Command reports.

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.

Table 3.14 Awareness of Security and Safety Initiatives

	2003 Force Area %	2005 Force Area %
Laws banning drinking alcohol in public places	37.4	41.3
TV/media campaigns, e.g. drug awareness	36.7	35.3
Closed circuit television (CCTV)	27.5	27.3
Anti-social Behaviour Orders	9.1	15.7
Neighbourhood / Farm / Water / Boat / Pub Watch schemes*	9.1	14.3
Young person ID scheme	n/a	13.4
Community Safety Partnership	n/a	3.6

Base: All respondents

* Pub Watch was added in 2005

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.

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

Table 3.15 Perceived Effects of Security and Safety Initiatives

	2003 Force Area %	2005 Force Area %
Laws banning drinking alcohol in public places	55.4	56.2
Closed circuit television (CCTV)	52.3	50.0
TV/media campaigns, e.g. drug awareness	45.0	44.7
Anti-social Behaviour Orders	44.2	42.8
Neighbourhood / Farm / Water / Boat / Pub Watch schemes*	38.7	41.5
Young person ID scheme	n/a	33.8
Community Safety Partnership	n/a	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.

Other measures mentioned by respondents included:

- ID cards for everyone (2 mentions)
- Speed cameras / traffic calming signs (2 mentions)
- Police presence (1 mention)
- Youth organisations (1 mention)
- Improved lighting (1 mention)

3.21 Crimestoppers

62% of respondents stated that they were aware of the Crimestoppers facility, a notable rise from 54% in 2003. Awareness was lowest in Orkney and Shetland and among older age groups.

Only 3% of respondents had used the Crimestoppers facility (unchanged from 2003).

3.22 Confidential Lines

49% of respondents stated that they were aware of the Northern Constabulary confidential lines (43% in 2003). Awareness was highest among the 18-24 age group. 4% of respondents had actually used the Northern Constabulary confidential lines (unchanged from 2003).

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 3.16 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	47.1	50.2	2.5	1.5	0.6	0.2	0.3
To report a minor crime, e.g. vandalism	6.3	81.0	4.2	6.9	2.4	1.0	0.5
To report information about something suspicious	8.1	73.3	11.3	6.3	2.5	0.5	0.6
To report a nuisance/disturbance	7.6	81.2	5.6	4.5	2.2	0.6	0.5
To report a road traffic accident/incident	66.4	31.2	1.2	2.1	0.6	0.2	1.2
To report other information	4.4	70.5	9.8	14.1	1.6	1.7	0.9
To ask for advice or information	2.0	61.3	3.6	30.3	3.0	2.6	0.5
Firearm / shotgun enquiry	4.6	58.5	3.4	33.2	0.7	2.0	0.3
Lost/found property	1.3	52.9	0.4	45.4	0.6	1.0	0.2
Missing person	10.1	61.4	3.7	26.4	0.4	0.5	0.1

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 *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*. It was most likely to be used to report information about something suspicious or to report other information.

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

Respondents were relatively unlikely to contact a *police officer on patrol* or via *e-mail* or *the internet*. Other electronic media such as *mobile phone text* or *picture imaging* were also unlikely to be used to contact the police.

Information about the Work of the Police and Partner Agencies

3.24 Type of Information Sought

46% of respondents across the Force area stated that they would like to receive more information about the work of local police and their partner agencies (47% in 2003).

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.17 was similar to that provided in 2003.

Table 3.17 Type of Information Sought by Respondents

	2003 Force Area %	2005 Force Area %
General police work in your area	81.8	79.1
What is being done to reduce and prevent crime	79.8	75.0
What is being done to make your community safer	74.2	74.4
What is being done to improve road safety	64.4	63.4
How you can help the police, e.g. Neighbourhood Watch, appeals	47.3	51.3
How we are spending on policing in your area	49.8	48.9
Police achievements/successes	46.6	47.0
More information about police officers' jobs/how they spend their day	50.8	46.9
Diversity	n/a	20.1

Base: Force 2005: 664 respondents

Note: Multiple responses were accepted

Other types of information sought by respondents included:

- Liaison work with schools / young people (7 mentions)
- Who the local police personnel are (1 mention)
- Community Wardens – role and powers (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 3.18 Current Methods of Finding Out About Police and Partner Agency Work

	2003 Force Area %	2005 Force Area %
Local newspapers	59.8	62.0
Local radio	32.2	32.2
Talking to friends and relatives	29.5	26.9
Don't get any information	22.1	22.6
Television	23.0	21.6
Personal experience	13.2	9.7
Talking to police officers	14.0	9.5
Community meetings	7.2	8.4
Literature from the police	3.8	4.6
Public meetings held by the police	1.8	1.5
Internet	0.3	1.1

Base: All respondents

Note: Multiple responses were accepted

Responses in 2005 followed a similar pattern compared with the 2003 findings. *Local newspapers* were the main source of information, followed by *local radio* and *talking to friends and relatives* (word of mouth).

Other methods of finding out about the work of the police and partner agencies included:

- Gossip (4 mentions)
- School (3 mentions)
- Open days / events (2 mentions)

3.26 Awareness of Community Safety Campaigns and Initiatives

6% of respondents reported that they were aware of a community safety campaign during the previous six months. These respondents were asked what the campaign was about. The number of times each campaign topic was mentioned is shown below in Table 3.19. The question was not asked in 2003.

Table 3.19 Awareness of Community Safety Campaigns and Initiatives

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

Base: 98 responses

Note: Multiple responses were accepted

Speeding and *drink driving* were the most frequently cited community safety campaigns that respondents had noted in the previous six months.

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

Table 3.20 How Respondents Were Made Aware of the Campaign

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

Base: 81 respondents

Note: Multiple responses were accepted

Local newspapers and *local radio* were the main source of campaign information, followed by *leaflet or newsletter*.

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

- Community Council (3 mentions)
- Police / signs visible on passing (3 mentions)
- Charities / forums (2 mentions)
- School (2 mentions)
- Work (2 mentions)

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 3.21 Media Influence on Understanding of Anti-social Behaviour

	2005 Force Area %
Yes, definitely	29.2
Probably	18.5
Sometimes	21.4
Not significantly	16.2
Definitely not	8.6
Don't know	6.1

Base: All respondents

47.7% of respondents in the Force area stated that the media definitely or probably influenced their understanding of anti-social behaviour. A further 21.4% of respondents thought that the media sometimes influenced their understanding.

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. 32.7% of respondents in the Force thought their views were definitely or probably influenced by the media. The question was not asked in 2003.

Table 3.22 Media Influence on Views of Anti-social Behaviour

	2005 Force Area %
Yes, definitely	14.6
Probably	18.1
Sometimes	22.7
Not significantly	24.3
Definitely not	13.7
Don't know	6.7

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. Respondents in 2005 were apparently more likely to think so, with 31.3% of respondents stating that the media definitely or probably influenced their feeling of safety compared with 23.1% in 2003. The proportion of people stating *definitely not* was virtually unchanged in 2005.

Table 3.23 Media Influence on Feelings of Safety

	2003 Force Area %	2005 Force Area %
Yes, definitely	9.2	16.1
Probably	13.9	15.2
Sometimes	20.8	23.5
Not significantly	35.0	24.8
Definitely not	17.2	16.9
Don't know	4.0	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. The 2005 responses showed a slightly higher willingness to do so, possibly related to higher overall access to the internet.

Table 3.24 Willingness to Use E-mail or the Internet to Report Crimes

	2003 Force Area %	2005 Force Area %
Yes, any crime	2.4	4.5
Yes, minor crime	3.2	5.4
No, don't have access to the internet	39.0	30.0
No, would prefer to speak to police	51.1	56.3
Don't know/No opinion	4.2	3.9

Base: All respondents

3.32 13% of respondents at the Force level 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).

3.33 29% of respondents at the Force level said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (a rise from 25% in 2003).

3.34 Community Safety Issues

85% of respondents at the Force level indicated that they would like to see more information on community safety issues in their local newspaper. 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 3.25 Public Places Used to Access Information on Services Provided by the Police and their Partner Agencies

	2003 Force Area %	2005 Force Area %
Post office	35.8	53.1
Council office / service point	36.1	50.7
Doctors' surgeries	n/a	42.5
Library	32.5	42.4
Supermarket	27.5	40.5
Internet	n/a	40.0
Bank	16.7	27.9
Courts	n/a	12.2

Base: All respondents

Respondents at the Force level were most likely to want to access information about police and partner agency services at *post offices* and *council offices / service points*. Among the options offered in 2005, relatively few respondents (12%) wanted information via the *courts*.

Other public places mentioned by respondents included:

- Community centres / noticeboards / newsletters (7 mentions)
- Local police station (6 mentions)
- Local shops (4 mentions)
- Schools (3 mentions)
- Hospitals (2 mentions)
- Posters on buses (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 3.26 Ways to Improve Services Provided

	2003 Force Area %	2005 Force Area %
Foot patrols / officers on the beat	44.1	44.4
Higher profile / higher visibility	25.2	26.0
Community involvement / community policing	11.0	13.3
Satisfied with existing police service	10.6	12.1
More accessible / approachable / friendly	15.1	11.5
More information / communication (including newsletters)	10.9	7.3
Recruit more officers	7.1	5.9
Do more with young people / schools	7.8	5.9
Tougher stance on dangerous drivers	n/a	3.0
Tougher stance generally	n/a	2.7
Improve manner in dealing with public, victims etc	n/a	2.5
Higher profile in villages	2.2	2.2

Base: Force 2005: 847 respondents

Note: Multiple responses were accepted

A clear priority for respondents was more *foot patrols / officers on the beat*, with 44% of respondents stating this as a preference (unchanged from 2003). One respondent commented: “Get back ‘on the beat’. I really believe it would strengthen the bond between police/public and act as a deterrent especially to young people who might be influenced to stray.”

Respondents were also keen that the police should maintain a *higher profile* and have more *community involvement*. One respondent wanted “a more visible presence – not just during ‘speed watch’ campaigns”. Another suggested police officers should “foster community confidence in the Force and stop the reluctance to report crime”.

12% of respondents were satisfied with the existing police service, making positive comments such as: “In my area local police are always around, and approachable to talk to. They do a great job. Also all the kids know them and talk to them.”

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

Table 3.27 Main Priorities for the Police

	2003 Force Area %	2005 Force Area %
Crime prevention / law and order / public safety	52.7	46.1
Road safety / speeding	33.7	30.7
Drugs (general / unspecified)	20.8	30.0
Theft / property crime / vandalism	20.0	17.4
Crime detection (incl. prosecution)	12.3	15.4
Drug dealing	13.7	14.4
Violence / assault	12.3	14.1
Drink related crime / behaviour	14.3	14.1
Drink driving	14.5	12.0
Youth behaviour on streets	7.6	11.4
Anti-social behaviour	4.0	10.0
Integrate with youth groups / schools	7.2	7.7
Public relations	9.0	7.2
Drug related crime / behaviour	16.5	5.1
Under-age drinking	n/a	4.2
Community policing	1.8	4.0
Quick response to reports of crime	4.7	3.9
Partnership working / liaison	4.3	2.6
Zero tolerance / tougher sentencing	1.1	1.4
Racism / discrimination	n/a	1.3
Education / advice	1.6	1.1
High standards / public confidence	n/a	1.0

Base: Force 2005: 959 respondents
Note: Multiple responses were accepted

Drugs, drug dealing and drug related crime/behaviour together were mentioned by 50% of respondents (51% in 2003). In terms of drug awareness, one respondent wanted to see the police “giving more lectures in schools, primary included, with hard hitting evidence provided”.

46% of the respondents who answered the question mentioned *crime prevention / maintenance of law and order / public safety* as the key priority for Northern Constabulary. Overall, this was the top priority in 2003, mentioned by 53% of respondents.

One respondent suggested the police should: “Make communities safer by being seen to be tough on youth yobbish behaviour. There is too much softly, softly approach.” Another believed that a police presence in tourist areas would “enhance locals’ and tourists’ feeling of security and probably police knowledge of the locality”.

Road safety / speeding was the next most commonly mentioned priority. One rural respondent stated: “The police need to crack down on drink driving. Because there’s no police for miles, people just get away with it all the time.”

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

Table 3.28 Areas With Which the Police Should Not Be Dealing

	2003 Force Area %	2005 Force Area %
Excessive administration	18.0	19.6
Minor motoring / parking offences	15.2	17.8
Litter	19.1	12.7
Minor domestic disputes	6.5	11.5
Dog fouling	14.5	10.0
Anti-social neighbours	6.0	10.0
Parenting	10.5	8.7
Petty crime	5.9	8.6
Stray animals / lost pets	15.7	8.6
Lost/found property	2.8	3.7
Alcohol / drug abuse	3.8	3.5
Nothing	n/a	3.3
Crowd control	3.8	3.1
Bullying	1.7	2.9
Social Service issues (eg mentally ill)	1.2	2.5
Pub / club noise	1.4	2.0
Court duties / transfers	2.8	1.8
Council issues	1.7	1.4

Base: Force 2005: 489 respondents

Note: Multiple responses were accepted

Compared with *litter* in 2003, respondents felt that *excessive administration* was the main issue with which the police should not be dealing. One respondent asked: “If police are trained to uphold law and order, why are clerks not employed to do most of the paperwork?”

Minor motoring and parking offences was the second most frequently mentioned issue here. Comments included “leave parking problems to the Traffic Wardens”, and “stop mucking about with speed guns in areas where accidents don’t occur, just to improve statistics”.

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 3.29 Individual Action

	2003 Force Area %	2005 Force Area %
Support community activities / groups	22.4	21.8
Report crime or suspicious behaviour	28.6	21.2
Nothing	13.2	20.8
Neighbourliness / be friendly	22.8	20.0
Neighbourhood Watch	11.6	9.5
Engender law-abiding behaviour	13.5	6.9
Be law-abiding	7.5	5.0
Collect litter	4.9	2.8
Better parenting	n/a	1.4
Campaign on local issues	n/a	1.4

Base: Force 2005: 417 respondents

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 *support community activities / groups*, for example by “volunteering at youth groups and helping old people”.

The other main response was to *report crime or other suspicious behaviour*, with comments such as “look out and be aware of anything suspicious”.

21% 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 commented: “Not a lot – quality of life is pretty good.”

Neighbourliness and being friendly also ranked highly, with one respondent commenting: “In general if people talk to neighbours more this leads to less disputes.”

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