



Northern Constabulary

2005 Excellence in Community Policing

Ross, Cromarty & Skye 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 Ross, Cromarty & Skye Area Command level. A total of 1,510 questionnaires were processed (33.6% of the sample issued), 246 from Ross, Cromarty & Skye (35.7% of those issued in that area).

2.2 Type of Area

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

Table 2.1 Type of Area

	2003 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
A city	1.4	1.5	13.0
A large town	4.1	3.8	6.6
A small town	19.5	18.4	20.1
A large village	22.1	15.4	12.9
A small village	30.2	35.8	28.4
An isolated rural area	22.7	25.1	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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Male	21.0	41.1	41.1
Female	79.0	58.9	58.9

Base: All respondents (unweighted)

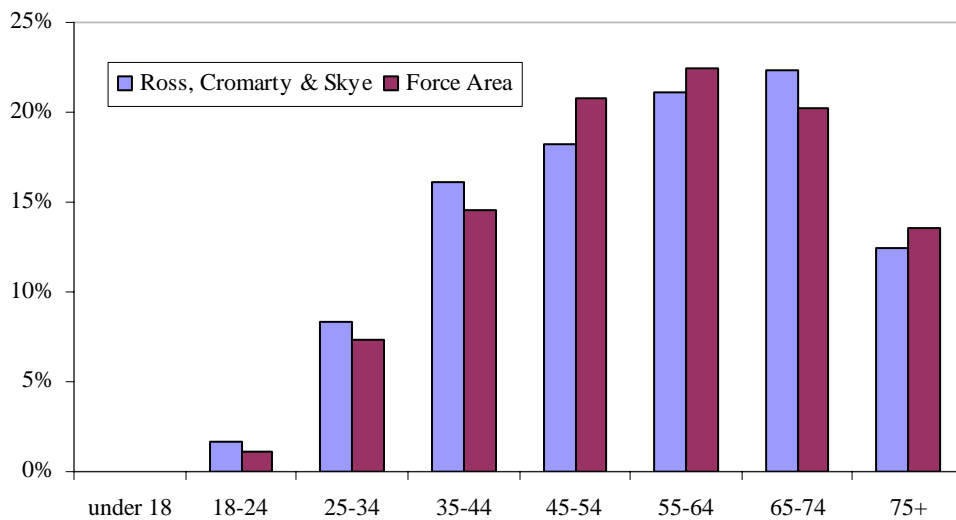
2.4 Household Size

The mean household size for the respondents at the Ross, Cromarty & Skye Area Command level was 2.39 (2.18 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 six of the respondents in the Ross, Cromarty & Skye sample. The other languages mentioned were Gaelic (5 mentions) and Dutch (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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
White Scottish	79.5	81.7	83.7
Other White British	19.3	16.0	14.5
White Irish	0.4	-	0.2
Other White	-	1.5	1.1
Indian	-	-	-
Pakistani	-	-	-
Bangladeshi	-	-	-
Other South Asian	-	-	-
Chinese	-	-	-
Caribbean	-	-	-
African	-	-	-
Black Scottish	-	-	0.1
Other Black	-	-	-
Any Mixed Background	0.4	-	-
Other Ethnic Group	0.4	0.7	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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
1 year or less	3.2	1.3	1.5
Over 1 year but less than 2 years	6.8	0.3	1.9
2 or more years but less than 5 years	16.7	12.8	13.9
5 years or more	73.3	85.6	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. 98.6% of Ross, Cromarty & Skye respondents 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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
A very safe area	52.2	60.9	55.8
A fairly safe area	43.0	37.7	40.3
Rather unsafe area	3.2	1.3	3.1
A very unsafe area	1.2	-	0.5
No opinion	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. 15.6% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 2.0% thought it was *more safe*. 81.3% of respondents thought it was about the same.

Table 3.2 Area Within 15 Minutes of Home

	2003 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Now more safe	1.5	2.0	2.2
Now less safe	16.8	15.6	15.0
About the same	79.2	81.3	81.2
Did not live here a year ago	2.2	1.0	0.9
No opinion	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 Ross, Cromarty & Skye Area Command %			2005 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	28.4	40.3	68.7	70.9
Dangerous driving	20.0	35.8	55.8	54.4
Rubbish or litter lying around	14.3	37.9	52.2	52.4
Dog excrement	19.7	30.6	50.3	56.2
Young people and alcohol	17.5	27.3	44.8	47.1
People using drugs	17.8	25.1	42.9	36.0
Alcohol mis-use	14.7	26.4	41.1	43.1
Drink/drugs driving	17.0	23.3	40.3	41.8
Vandalism, graffiti and deliberate damage	11.4	28.5	39.9	41.7
Young people on the street	8.7	28.9	37.6	39.6
Rowdy or drunken behaviour	13.9	23.5	37.4	37.9
People dealing in drugs	19.5	13.8	33.3	30.0
Break-ins to houses	3.3	25.9	29.2	30.9
Bullying of young people, in or out of school	13.1	14.8	27.9	32.4
Stray dogs roaming the streets	7.5	19.8	27.3	23.5
Anti-social neighbours	6.7	18.0	24.7	23.4
Noisy neighbours	4.7	14.0	18.7	20.4
Discrimination and abuse	2.5	14.0	16.5	15.3
Things being stolen from cars	3.8	12.4	16.2	19.4
Solvent abuse/glue sniffing	7.9	8.3	16.2	17.0
Cars being stolen	2.8	10.7	13.5	15.8
Noise from local pubs or clubs	1.6	7.6	9.2	9.6
Domestic abuse	1.1	8.0	9.1	12.3

Base: All respondents

Driving at excessive speed was the main issue mentioned as being either a major or minor concern by 69% of Ross, Cromarty & Skye respondents. This was also the main concern in 2003 and in the Force area as a whole in 2005.

The overall pattern of concern in the Ross, Cromarty & Skye area was similar to the Force area as whole.

Among the issues mentioned, *noise from pubs or clubs* and *domestic abuse* were of least concern to respondents in Ross, Cromarty & Skye.

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. 16 of the 23 issues presented were thought to be predominantly the responsibility of the police (alcohol mis-use was also considered the responsibility of the Health Service; noisy 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. Anti-social neighbours were felt to be the responsibility of the Council and the police.

Notable exceptions to police responsibility were:

- Litter (more than three quarters of respondents felt the Council should be responsible)
- Dog excrement and stray dogs (respondents mainly thought the Council should be responsible and several commented that dog owners should take 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:

- Discrimination and abuse
- 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	1.7	47.7	56.0	10.3	9.9	1.9	11.3
Noisy neighbours	12.3	-	53.9	53.2	3.6	11.8	0.4	5.4
Young people on the street	2.8	0.9	55.3	8.0	58.0	13.7	4.8	2.0
Young people and alcohol	3.3	12.3	58.7	6.4	60.5	8.4	7.5	3.5
Rowdy or drunken behaviour	0.4	4.1	91.4	2.8	8.7	7.2	0.4	9.8
Rubbish or litter lying around	16.8	1.5	8.0	80.5	17.5	19.7	8.1	1.1
Vandalism, graffiti and deliberate damage	3.5	-	70.0	27.1	20.2	18.8	5.6	9.7
Stray dogs roaming the streets	6.8	1.9	21.0	63.6	7.8	24.4	0.4	4.6
People using drugs	1.7	22.4	87.9	6.3	18.1	3.9	8.8	12.6
People dealing in drugs	1.8	4.1	97.0	4.5	7.4	4.6	2.0	17.0
Noise from local pubs or clubs	1.3	-	64.4	35.6	0.4	13.7	-	4.6
Break-ins to houses	1.5	-	96.7	2.9	2.2	7.2	-	13.8
Cars being stolen	1.7	-	98.5	0.8	3.2	6.4	0.4	14.6
Things being stolen from cars	3.9	-	97.4	0.8	3.9	5.9	0.4	13.8
Dangerous driving	3.3	0.4	98.2	2.0	2.4	3.6	-	14.0
Driving at excessive speed	5.2	0.4	96.8	3.4	2.9	4.1	0.4	14.6
Discrimination and abuse	9.0	6.4	74.8	14.5	19.1	11.2	15.2	19.9
Domestic abuse	2.6	16.3	85.9	9.1	3.8	4.6	1.6	18.8
Bullying of young people, in or out of school	9.9	4.6	30.9	11.7	59.3	9.5	71.2	6.4
Solvent abuse/glue sniffing	3.3	23.7	57.7	6.0	47.2	8.9	20.8	6.6
Drink/drugs driving	1.5	8.3	97.2	1.5	7.3	1.9	4.7	16.2
Dog excrement	11.7	2.5	12.2	71.1	3.0	30.8	0.4	1.9
Alcohol mis-use	8.0	42.3	50.9	9.1	25.2	8.4	10.3	9.7

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 Ross, Cromarty & Skye Area Command %			2005 Force Area %
	Top Priority	Medium Priority	Total	Total
Increasing availability of affordable housing	65.7	23.4	89.1	85.8
Reducing unemployment	57.4	31.4	88.8	85.7
Improving roads and transport links	58.5	29.3	87.8	86.0
Reducing drug/alcohol/solvent mis-use	68.7	18.4	87.1	88.5
Reducing drug dealing	73.1	13.8	86.9	87.9
Improving road safety	56.8	29.1	85.9	87.0
Improving access to local health services	58.5	26.4	84.9	85.4
Reducing boredom, lack of things for young people to do	55.1	29.7	84.8	83.9
Reducing crime	62.1	22.5	84.6	87.3
Improving quality of housing	40.5	44.0	84.5	76.5
Improving safety of children	61.0	21.9	82.9	86.6
Reducing youth crime	60.7	22.1	82.8	87.1
Reducing anti-social behaviour	60.5	21.6	82.1	85.2
Reducing violent crime	66.9	12.6	79.5	82.5
Increasing availability of sport and leisure facilities	29.4	46.8	76.2	71.3
Reducing discrimination and abuse	41.1	29.9	71.0	68.3
Increasing business investment	32.3	38.6	70.9	69.7
Improving public transport	30.3	37.4	67.7	62.9
Recognising diversity	22.9	37.7	60.6	62.9
Improving access to technology, e.g. Broadband	16.2	39.8	56.0	51.9
Increasing rural development	22.3	33.4	55.7	55.6
Improving access to arts and culture	9.7	33.5	43.2	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* was mentioned by fewer than half of the respondents, as in 2003.

- 3.6** In Ross, Cromarty & Skye, 17.8% of respondents had seen their local Community Plan (17.7% in 2003), compared with a Force average of 17.5%.

Fear of Crime

- 3.7** At the Ross, Cromarty & Skye Area Command level, 43% of respondents (a drop from 54% in 2003) were *very worried* or *slightly worried* about becoming a victim of crime compared with 47% 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 Ross, Cromarty & Skye and in the Force area as a whole. In addition to the crimes listed below, five respondents in Ross, Cromarty & Skye mentioned pedestrian road traffic accidents and two mentioned road rage. Being attacked by someone under the influence of drugs also received two mentions.

Table 3.6 Types of Crime	2003 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Having your home broken into	85.4	79.6	81.3
Vandalism or deliberate damage to your home, property or car	75.0	78.8	82.1
Being attacked, assaulted or robbed in the street	53.4	64.1	63.2
Being attacked by someone under the influence of alcohol	n/a	62.1	62.6
Having your car stolen or broken into	64.8	60.0	63.5
Being insulted or threatened	43.2	58.1	52.6
Being attacked, assaulted or robbed in your own home	49.8	51.3	48.9
Being the victim of an attempted rape, rape or other serious sexual offence	31.1	30.9	29.4
Becoming the victim of a crime because of my sexual orientation	n/a	6.7	4.6
Being a victim of domestic abuse	1.5	2.3	4.1
Becoming the victim of a crime because of my race	n/a	1.0	4.9
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	1.0	5.9

Base: Area Command: 132 / 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 Ross, Cromarty & Skye Area Command %		2005 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	1.8	14.3	2.2	15.0
Race or ethnic origin	-	5.5	0.8	3.4
Mental health	1.2	3.2	1.1	2.9
Gender	-	4.4	0.4	4.0
Physical disability	0.4	3.8	0.9	4.7
Religion or belief (including non-belief)	-	3.9	0.6	3.9
Political beliefs	-	3.0	0.2	2.5
Learning disability	0.8	2.1	0.4	2.5
Sexual orientation	-	2.4	0.5	1.3

Base: All respondents

Age was the main source of worry over discrimination in Ross, Cromarty & Skye, in keeping with the Force area as a whole. 'Age' was a new code added to the 2005 survey.

Victims of Crime

3.10 Reporting Crime

8% of respondents in the Ross, Cromarty & Skye sample said that they had been a victim of crime in the last year (6% in 2003), 89% of whom reported it to the police (82% in the Force area).

In Ross, Cromarty & Skye, two reasons were given for not reporting a crime to the police:

- Because an earlier report to the police on the same problem (damage and abusive behaviour) received no action by the police or Procurator Fiscal – this was unsatisfactory
- It was only a minor incident – the theft of my garden furniture

3.11 Criminal Proceedings

In 39% 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. 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 just three respondents from the Ross, Cromarty & Skye sample dissatisfied, two of whom supplied comments. One person commented “I felt let down by the court and the police”. Another commented “I have not been kept informed”.

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. Three comments were received from the Ross, Cromarty & Skye sample:

- I have not heard anything since the incident in April 2005 – I don’t know when the court appearance will take place
- Any direct contact with the police was satisfactory, but I feel thereafter it was slow
- They could have done better

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 Ross, Cromarty & Skye Area Command %			2005 Force Area %
	Always	Sometimes	Total	Total
Make sure your home is adequately secured	81.1	12.2	93.3	90.8
Make sure your vehicle is adequately secured	82.5	9.8	92.3	87.7
Carry a mobile phone	30.2	30.2	60.4	57.2
Avoid certain places	12.4	37.5	49.9	50.5
Mark your property in case it is stolen	14.3	28.2	42.5	42.6
Avoid going out when it is dark	7.5	28.9	36.4	35.3
Avoid going out alone	4.4	27.5	31.9	30.8
Avoid going out at certain times	3.2	27.3	30.5	31.5
Take self-defence classes	0.9	3.9	4.8	3.1

Base: All respondents

The precautions taken by respondents from Ross, Cromarty & Skye followed a similar pattern to those taken generally across the Force area, which is consistent with the 2003 findings. People were most likely to take precautions to protect their homes and vehicles.

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

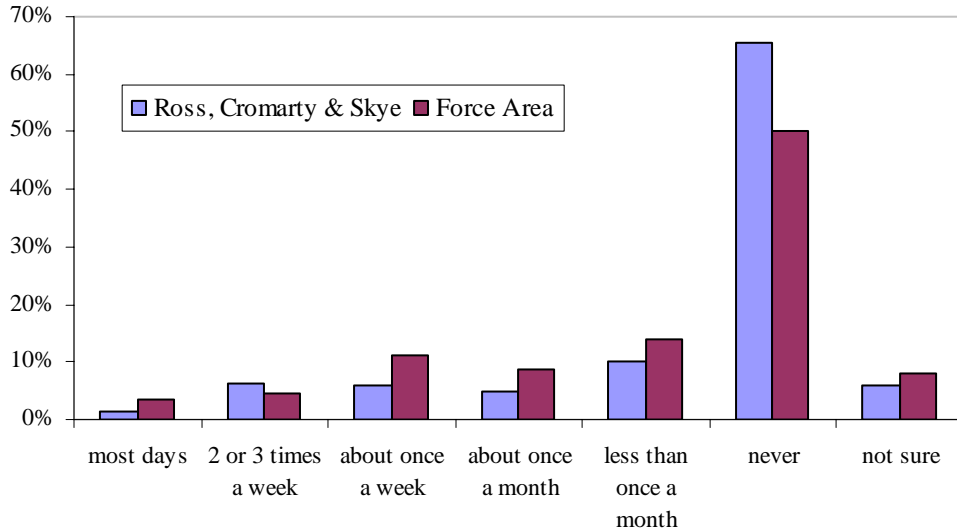
- Town centre 21 mentions, 18 specified night-time
- Pubs and clubs 10 mentions
- Dark / quiet / remote areas 8 mentions
- Areas where youths gather / schools 3 mentions
- Parks / woodland 2 mentions

Avoidance of the town centre was typically linked to night-time, pub/club closing times, and weekends. Typical descriptions of this included Dingwall and Invergordon High Streets and “where there is too much drinking/too many pubs”.

Police Patrols

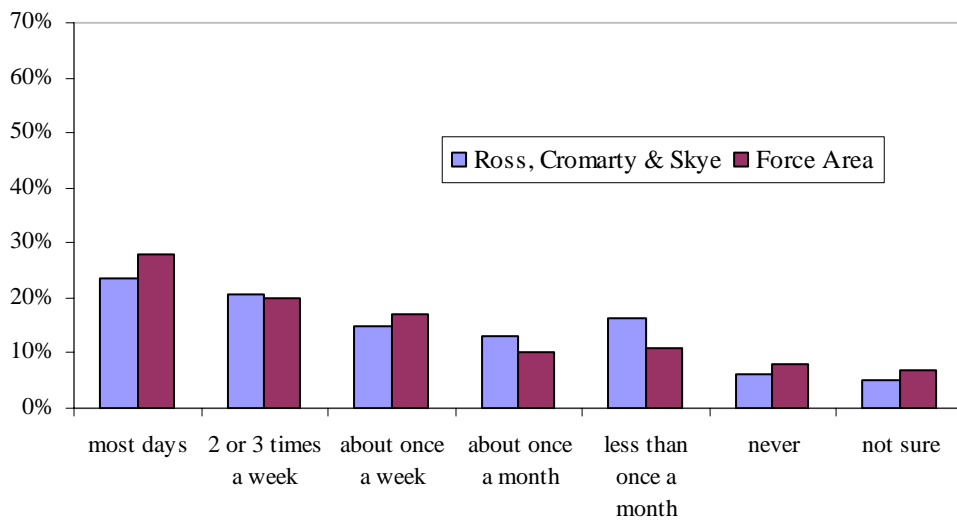
- 3.13** Compared with the Force area as a whole, a slightly higher proportion of respondents in Ross, Cromarty & Skye mentioned never seeing police foot patrols.

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot



- 3.14** In terms of seeing police officers patrolling in motor vehicles, respondents in Ross, Cromarty & Skye reported a similar pattern of sightings as in the Force area as a whole (and a similar pattern as in the 2003 survey), with around 60% of respondents reporting seeing them at least once a week.

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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Too much	-	1.9	0.7
About right	26.5	31.8	32.9
Too little	57.0	48.7	53.0
No opinion	16.5	17.6	13.4

Base: All respondents

Respondents in Ross, Cromarty & Skye were most likely to feel that there is too little patrolling by police (48.7%), which is in keeping with the Force area as a whole (53.0%). Only 1.9% of respondents 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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Street presence / foot patrols (all areas)	27.1	30.1	30.1
Town Centre / High Street	27.4	29.1	31.0
Villages	19.5	17.4	10.9
Residential areas	18.2	15.5	14.9
Pubs / night clubs	5.9	8.0	9.3
Areas of traffic danger	3.8	6.6	4.0
Known trouble spots	4.1	6.5	7.5
Outside schools	5.9	3.5	2.5
Play parks	-	2.4	1.5
Other	17.5	16.4	18.1

Base: Area Command: 168 / Force: 740

Note: Multiple responses were accepted

On the streets and in the *town centre* were the most commonly mentioned places respondents in Ross, Cromarty & Skye wanted to see more police officers on patrol. Responses included comments such as: “in areas where youths congregate – patrolling should be visible and friendly” and “patrol kids’ parks at night as a lot of under-age drinking goes on there”.

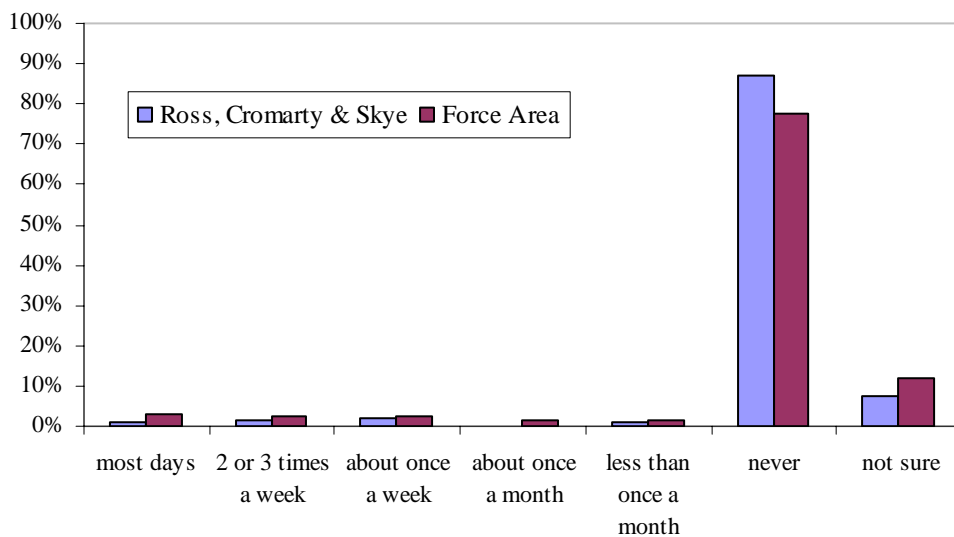
Specific locations mentioned as “other” in Table 3.10 included:

- Named areas / streets (including Cromarty Mains, Applecross Peninsula, Fortrose High Street, and Windsor Place, Conon Bridge) (5 mentions)
- Areas where young people gather (4 mentions)
- Rural areas (3 mentions)
- Shops (3 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



87% of respondents in Ross, Cromarty & Skye reported that they had never seen Community Wardens patrolling on foot and a further 7% were not sure.

89% of respondents had never seen Community Wardens patrolling in vehicles in Ross, Cromarty & Skye (84% in the Force area) and a further 9% 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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Too much	-	0.3
About right	3.6	7.3
Too little	28.8	32.3
No opinion	67.6	60.1

Base: All respondents

Respondents in Ross, Cromarty & Skye were likely to feel that there the level of Community Warden patrolling is too little (28.8%), or that they had no opinion (67.6%), 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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Residential areas	22.6	17.1
Town Centre / High Street	14.6	11.6
Villages	14.0	8.5
Street presence / foot patrols (all areas)	11.3	15.1
Pubs / night clubs	4.5	3.3
Outside schools	4.4	3.4
Play parks	3.5	2.7
Known trouble spots	2.9	6.2
Areas of traffic danger	-	0.6
Other	47.1	49.7

Base: Area Command: 117 / Force: 556

Note: Multiple responses were accepted

In the *town centre, on the streets* and outside *pubs and night clubs* were the most commonly mentioned places respondents from the Ross, Cromarty and Skye sample wanted to see more Community Wardens on patrol.

Comments included: “I’m not sure that I approve of Community Wardens, we really need unbiased police not local people”, and “I have never seen a Community Warden but they could perhaps help reduce drink driving by showing a presence in bars”.

Responses from the Ross, Cromarty & Skye sample listed as “other” in Table 3.12 included:

- Not aware of Community Wardens in area (26 mentions)
- Named areas / streets (including Milton, Balintore and Mansfield estate (Tain), South Lodge area of Invergordon, Dingwall, Alness and Culbokie) (7 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 2005 were most likely to be aware of *laws banning drinking alcohol in public places* and *TV/media campaigns* such as drug awareness.

Table 3.13 Awareness of Security and Safety Initiatives

	2003 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	37.9	48.9	41.3
TV/media campaigns, e.g. drug awareness	39.5	36.0	35.3
Closed circuit television (CCTV)	17.6	20.2	27.3
Anti-social Behaviour Orders	9.0	15.6	15.7
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	4.7	13.4	14.3
Young person ID scheme	n/a	12.3	13.4
Community Safety Partnership	n/a	3.4	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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Laws banning drinking alcohol in public places	56.4	56.4	56.2
Closed circuit television (CCTV)	47.7	43.2	50.0
TV/media campaigns, e.g. drug awareness	47.7	42.8	44.7
Anti-social Behaviour Orders	43.6	39.4	42.8
Neighbourhood/Farm/Water/Boat/Pub Watch schemes*	40.7	38.6	41.5
Young person ID scheme	n/a	34.0	33.8
Community Safety Partnership	n/a	26.1	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 in Ross, Cromarty & Skye. Other suggested safety measures included:

- ID cards for every person
- Improved lighting
- Traffic calming signs

3.21 Crimestoppers

64% of respondents in Ross, Cromarty & Skye stated that they were aware of the Crimestoppers facility (54% in 2003), compared with the Force area average of 62%. In the Ross, Cromarty & Skye sample, only 1% of respondents had actually used the facility (3% in 2003), compared with 3% in the Force area as a whole.

3.22 Confidential Lines

48% of respondents in Ross, Cromarty & Skye stated that they were aware of the Northern Constabulary confidential lines (36% in 2003), compared with 49% across the Force area.

4% of respondents in Ross, Cromarty & Skye had actually used the Northern Constabulary confidential lines (unchanged from 2003 and equal to the Force area figure).

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	47.5	50.3	2.0	0.7	0.8	0.5	-
To report a minor crime, e.g. vandalism	4.3	87.0	2.7	5.7	2.7	0.9	-
To report information about something suspicious	6.0	81.2	8.0	5.4	2.4	-	-
To report a nuisance/disturbance	4.6	86.5	4.1	5.1	3.4	-	-
To report a road traffic accident/incident	72.4	23.9	1.4	2.0	0.5	0.5	1.2
To report other information	3.7	72.7	7.8	14.5	1.2	1.9	0.4
To ask for advice or information	1.7	62.3	3.0	30.6	2.7	3.4	-
Firearm / shotgun enquiry	3.9	58.0	4.6	35.0	0.9	1.8	-
Lost/found property	-	54.9	0.4	45.4	1.2	1.2	-
Missing person	7.7	63.6	6.5	23.8	0.4	0.5	-

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, 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 Ross, Cromarty & Skye 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. The pattern of responses shown in Table 3.16 was similar to that provided in 2003. *General police work in your area* and *what is being done to make your community safer* were the types of information most sought in Ross, Cromarty & Skye. A similar pattern was displayed in the Force area as a whole.

Table 3.16 Type of Information Sought by Respondents

	2003 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
General police work in your area	82.4	74.8	79.1
What is being done to make your community safer	72.6	72.4	74.4
What is being done to improve road safety	68.4	68.0	63.4
What is being done to reduce and prevent crime	79.4	65.7	75.0
How you can help the police, e.g. Neighbourhood Watch, appeals	49.3	52.3	51.3
How we are spending on policing in your area	47.6	50.4	48.9
Police achievements/successes	43.8	49.7	47.0
More information about police officers' jobs / how they spend their day	50.4	47.8	46.9
Diversity	n/a	16.0	20.1

Base: Area Command: 161 / Force: 664
Note: Multiple responses were accepted

In addition to the responses in the table above, one respondent commented: “regular talks to local schools – I believe police and children should be a major partnership”.

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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Local newspapers	53.8	57.1	62.0
Talking to friends and relatives	34.8	29.6	26.9
Don't get any information	25.4	26.2	22.6
Local radio	27.2	23.6	32.2
Television	23.0	22.6	21.6
Community meetings	9.3	11.5	8.4
Personal experience	13.7	8.3	9.7
Talking to police officers	16.6	6.3	9.5
Literature from the police	4.6	2.9	4.6
Public meetings held by the police	1.8	2.4	1.5
Internet	0.8	0.5	1.1

Base: All respondents

Note: Multiple responses were accepted

Local newspapers were the main source of information in Ross, Cromarty & Skye. Generally, Ross, Cromarty & Skye responses followed a similar pattern to the Force Area as a whole.

In addition to the responses listed above, one respondent mentioned school visits as a source of information.

3.26 Awareness of Community Safety Campaigns and Initiatives

4% of respondents in Ross, Cromarty & Skye 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 Ross, Cromarty & Skye Area Command (no. responses)	2005 Force Area (no. responses)
Speeding	2	28
Drink driving	2	13
Drugs awareness	2	8
Safe Highlander	2	5
Seat belts	1	5
Car safety (tyres etc)	1	3
Domestic abuse	1	3
Safer routes to schools	1	1
Road Safety	-	8
Dogs Against Drugs	-	2
Alcohol misuse	-	3
Reducing crime in community	-	2
Reduced speed limits at schools	-	5
Set up Neighbourhood Watch	-	1
Other	-	11

Base: Area Command: 12 / Force: 98

Note: Multiple responses were accepted

Speeding, drink driving, drugs awareness and Safe Highlander were the most frequently cited community safety campaigns that respondents in Ross, Cromarty & Skye 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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Local TV	33.3	13.4
Local newspaper	29.3	58.3
Talking to friends/relatives	13.8	12.5
Talking to police officer	13.8	10.8
Local radio	9.8	36.3
Leaflet or newsletter	9.8	19.5
Internet	-	-
Other	29.3	13.6

Base: Area Command: 9 / Force: 81

Note: Multiple responses were accepted

Local TV and *local newspapers* were the most commonly mentioned methods by which respondents in Ross, Cromarty & Skye had become aware of campaigns.

Other responses included:

- Drug and Alcohol Forum Network
- Large moveable speed reduction sign
- School

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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Yes, definitely	29.1	29.2
Probably	17.9	18.5
Sometimes	17.7	21.4
Not significantly	16.2	16.2
Definitely not	12.4	8.6
Don't know	6.6	6.1

Base: All respondents

Responses in Ross, Cromarty & Skye followed a similar pattern compared with the Force area, with 47.0% 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 from the Ross, Cromarty & Skye 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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Yes, definitely	13.3	14.6
Probably	17.0	18.1
Sometimes	20.3	22.7
Not significantly	25.7	24.3
Definitely not	16.1	13.7
Don't know	7.6	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 Ross, Cromarty & Skye sample was similar to the Force area as a whole.

Table 3.22 Media Influence on Feelings of Safety

	2003 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Yes, definitely	8.4	14.7	16.1
Probably	12.9	11.4	15.2
Sometimes	22.0	26.6	23.5
Not significantly	32.8	24.6	24.8
Definitely not	17.2	17.5	16.9
Don't know	6.7	5.3	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 Ross, Cromarty & Skye results and the Force area results.

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

	2003	2005	2005
	Ross, Cromarty & Skye	Ross, Cromarty & Skye	Force
	Area Command	Area Command	Area
	%	%	%
Yes, any crime	2.6	6.0	4.5
Yes, minor crime	2.7	5.2	5.4
No, don't have access to the internet	41.5	29.0	30.0
No, would prefer to speak to police	50.4	56.7	56.3
Don't know/No opinion	2.8	3.1	3.9

Base: All respondents

3.32 15% of respondents in Ross, Cromarty & Skye said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (10% in 2003), compared with 13% at the Force area level.

3.33 31% of respondents in Ross, Cromarty & Skye said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (24% in 2003), compared with 29% of respondents in the Force area as a whole.

3.34 Community Safety Issues

81% of respondents in Ross, Cromarty & Skye 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 as a whole. 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 Ross, Cromarty & Skye Area Command %	2005 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Post office	38.0	60.7	53.1
Council office / service point	43.0	59.8	50.7
Doctors' surgeries	n/a	50.8	42.5
Library	34.4	49.0	42.4
Supermarket	22.7	47.0	40.5
Internet	n/a	44.8	40.0
Bank	13.1	35.2	27.9
Courts	n/a	14.9	12.2

Base: All respondents

Respondents in Ross, Cromarty & Skye were most likely to want to access information about police and partner agency services at *post offices* or at *council offices / service points*.

In addition to the places listed in the table above, the following other locations were suggested:

- Local hospital
- Local shop
- Petrol stations
- Posters on buses
- Schools

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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Foot patrols / officers on the beat	35.3	44.4
Higher profile / higher visibility	29.6	26.0
Community involvement / community policing	16.8	13.3
More accessible / approachable / friendly	10.6	11.5
Do more with young people / schools	8.8	5.9
Satisfied with existing police service	8.1	12.1
More information / communication (including newsletters)	7.6	7.3
Recruit more officers	4.0	5.9

Base: Area Command: 187 / Force: 847

Note: Multiple responses were accepted

The main way in which respondents at the Ross, Cromarty & Skye Area Command level suggested services could be improved was more *foot patrols / officers on the beat*, with 35% of respondents stating this as a preference (44% in the Force area). As one respondent in the Ross, Cromarty & Skye area put it: “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”.

Another person commented: “I think the police force already provides an excellent service, given the resources available. A greater visibility of officers patrolling on the beat, in residential as well as town centres, would inspire a feeling of confidence and safety, particularly amongst the older generation.”

Other responses from the Ross, Cromarty & Skye area included:

- Action on drugs (5 mentions)
- Tougher stance on dangerous drivers (4 mentions)
- Higher profile in villages (4 mentions)
- Improve manner in dealing with public and victims (2 mentions)
- Quicker / better response to reports of crime (2 mentions)
- Less focus on motoring offences (2 mentions)
- Improve efficiency of the Force (2 mentions)

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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Crime prevention / law and order / public safety	40.6	46.1
Road safety / speeding	29.9	30.7
Drugs (general / unspecified)	27.9	30.0
Theft / property crime / vandalism	18.1	17.4
Drug dealing	16.7	14.4
Violence / assault	16.2	14.1
Drink related crime / behaviour	15.8	14.1
Crime detection (incl. prosecution)	13.0	15.4
Integrate with youth groups / schools	11.3	7.7
Public relations	9.7	7.2
Drink driving	9.3	12.0
Anti-social behaviour	9.1	10.0
Community policing	6.1	4.0
Youth behaviour on streets	5.7	11.4
Drug related crime / behaviour	5.5	5.1
Quick response to reports of crime	5.1	3.9
Partnership working / liaison	3.3	2.6
Under-age drinking	2.4	4.2

Base: Area Command: 212 / Force: 959

Note: Multiple responses were accepted

Drugs, drug dealing and drug related crime/behaviour together were mentioned by 50% of all respondents (51% in 2003) who answered the question.

Crime prevention / law and order / public safety (41%) was also considered a main priority for the police in the Ross, Cromarty & Skye area, followed by *road safety / speeding* (30%).

Other priorities suggested for police by respondents in the Ross, Cromarty & Skye sample were:

- Victim support (3 mentions)
- Education / advice (3 mentions)

One respondent suggested the police should “build up a rapport with the people, especially young ones”. Another commented: “improve help from the courts, so they get a proper sentence not a slap on the wrist”.

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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Excessive administration	18.8	19.6
Anti-social neighbours	18.1	10.0
Minor motoring / parking offences	16.2	17.8
Minor domestic disputes	10.8	11.5
Stray animals / lost pets	10.3	8.6
Parenting	9.7	8.7
Litter	9.4	12.7
Dog fouling	9.4	10.0
Alcohol/drug abuse	5.6	3.5
Petty crime	4.6	8.6
Crowd control	3.7	3.1
Pub/club noise	3.7	2.0
Lost/found property	2.8	3.7
Bullying	2.8	2.9

Base: Area Command: 108 / Force: 489

Note: Multiple responses were accepted

Excessive administration, anti-social neighbours and minor motoring / parking offences were the main issues that respondents in Ross, Cromarty & Skye felt the police should not be dealing with.

Comments included: “administration staff should be employed to do paperwork allowing officers to do their work”, and “community/social problems should be dealt with by parents and the Council”. Another respondent commented: “parents should be held responsible for the actions of under-age troublemakers”.

Other issues mentioned by respondents from Ross, Cromarty & Skye included:

- Young people on the streets (3 mentions)
- Racism / discrimination (3 mentions)
- Environmental / land issues (2 mentions)

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 Ross, Cromarty & Skye Area Command %	2005 Force Area %
Support community activities / groups	25.0	21.8
Nothing	21.5	20.8
Report crime or suspicious behaviour	19.4	21.2
Neighbourliness / be friendly	14.3	20.0
Neighbourhood Watch	8.5	9.5
Engender law-abiding behaviour	7.2	6.9
Collect litter	4.5	2.8
Be law-abiding	-	5.0

Base: Area Command: 91 / 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 by *supporting community activities / groups*. This was consistent with the responses at the Force level. One respondent stated: “People should be more involved in their community in an informal manner – volunteering at youth groups and helping old people etc”.

The next most common response was *nothing*. Age, disability, or already being happy with the quality of life were the most common reasons for this response. One respondent commented: “not a lot considering our age”.

Other responses from the Ross, Cromarty & Skye sample included:

- Campaign on local issues (3 mentions)
- Get more involved with young people (3 mentions)
- Support police (2 mentions)

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