

## **Northern Constabulary**

### **2007 Excellence in Community Policing**

### **Badenoch, Strathspey & Nairn Area Command Report**

8 January 2008

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## Chapter One

### Survey Methodology

#### 1.1 Introduction

The 2007 Excellence in Community Policing survey was developed by Northern Constabulary jointly with The Highland Council, NHS Highland, Comhairle nan Eilean Siar, the Scottish Court Service and the Procurator Fiscal Service. In addition to this report, individual reports were produced at each of the seven other Area Command levels, a summary report for the Force area, and one further report which analyses the results across Northern Constabulary's three Divisions.

The 2007 survey was conducted by Snedden Economics Ltd. Previous large-scale community surveys were conducted in 1994, 1999, 2001, 2003 and 2005. Readers wishing to make comparisons in survey results over time are advised to refer to the Force report. The Area Command reports are based on much lower sample sizes and consequently the statistical validity of the area results is lower. The survey data were weighted by geographic area and gender. All results in this report are based on weighted data, unless otherwise indicated.

#### 1.2 Survey Sample and Response

The survey questionnaire was issued by post in October 2007 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. 1,514 responses were analysed (33.7% of the total issued).

**Table 1.1 Survey Sample and Response**

<b>Area Command</b>	<b>Sample Issued</b>	<b>Percentage of Total Issued %</b>	<b>Percentage of Total Analysed %</b>
<b>Badenoch, Strathspey &amp; Nairn</b>	<b>690</b>	<b>15.3</b>	<b>16.5</b>
Caithness & Sutherland	690	15.3	16.9
Inverness	690	15.3	13.9
Lochaber	690	15.3	14.9
Orkney Islands	350	7.8	7.7
Ross, Cromarty & Skye	690	15.3	15.8
Shetland Islands	350	7.8	7.4
Western Isles	350	7.8	6.9
Total	4,500	100	100

## Chapter Two

### Sample Profile

#### 2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 690 of which were at the Badenoch, Strathspey & Nairn Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 250 from Badenoch, Strathspey & Nairn (36% of those issued in the Badenoch, Strathspey & Nairn Command).

#### 2.2 Type of Area

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

**Table 2.1 Type of Area**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
A city	0.3	-	9.4
A large town	4.1	<b>8.6</b>	7.2
A small town	46.2	<b>41.2</b>	26.3
A large village	13.8	<b>18.1</b>	13.8
A small village	22.4	<b>20.2</b>	27.2
An isolated rural area	13.1	<b>11.9</b>	16.1

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

#### 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**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Male	37.1	<b>44.8</b>	41.0
Female	62.9	<b>55.2</b>	59.0

Base: All respondents (unweighted)

## 2.4 Household Size

The mean household size for the respondents at the Badenoch, Strathspey & Nairn Area Command level was 2.28 (2.31 in 2005) compared with 2.34 for the Force area as a whole.

## 2.5 Age

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

**Table 2.3 Age of Respondents**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Under 18	-	-
18-24	<b>0.8</b>	1.3
25-34	<b>4.9</b>	5.7
35-44	<b>12.6</b>	17.0
45-54	<b>19.8</b>	20.5
55-64	<b>25.1</b>	23.3
65-74	<b>19.4</b>	17.2
75+	<b>17.4</b>	15.0

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

## 2.6 Language

English was the first language of all but four respondents from the Badenoch, Strathspey & Nairn Area Command. The other languages mentioned were Dutch (2 mentions), Arabic (1 mention) and Gaelic (1 mention).

## 2.7 Ethnic Origin

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

**Table 2.4 Ethnic Origin of Respondents**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
White Scottish	<b>72.8</b>	80.2
Other White British	<b>23.9</b>	17.0
White Irish	<b>0.4</b>	0.6
Other White	<b>2.1</b>	1.4
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	-
African	<b>0.4</b>	0.1
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	<b>0.4</b>	0.1
Other Ethnic Group	-	0.5

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 2.5 Length of Time in Present Home**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
1 year or less	1.6	<b>2.0</b>	2.5
Over 1 year but less than 2 years	3.4	<b>4.3</b>	3.7
2 or more years but less than 5 years	16.7	<b>19.0</b>	15.0
5 years or more	78.3	<b>74.7</b>	78.8

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% of respondents in the Badenoch, Strathspey & Nairn Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, which is not significantly different to the Force area as a whole (95%).

**Table 3.1 Area Within 15 Minutes of Home**

	2005 Badenoch, Strathspey & Nairn Area Command %	2007 Badenoch, Strathspey & Nairn Area Command %	2007 Force Area %
A very safe area	53.4	<b>53.8</b>	50.5
A fairly safe area	46.0	<b>44.3</b>	44.2
Rather unsafe area	0.3	<b>1.5</b>	3.8
A very unsafe area	0.3	<b>0.4</b>	1.0
No opinion	-	-	0.4

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

##### 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% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 2% thought it was *more safe*. 81% of respondents thought it was *about the same*. These results are in line with the Force area as a whole.

**Table 3.2 Area Within 15 Minutes of Home**

	2005 Badenoch, Strathspey & Nairn Area Command %	2007 Badenoch, Strathspey & Nairn Area Command %	2007 Force Area %
Now more safe	2.0	<b>2.4</b>	2.6
Now less safe	14.0	<b>15.0</b>	13.6
About the same	83.0	<b>81.2</b>	81.7
Did not live here a year ago	0.6	<b>0.4</b>	0.9
No opinion	0.3	<b>0.9</b>	1.3

Base: All respondents

### 3.3 Community Care Services

An additional question was added to the 2007 survey: “If you, or a member of your household, receive community care services, how do you feel now compared to a year ago?” The results are provided in Table 3.3 below.

**Table 3.3 If Receiving Community Care Services**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Safe, the same as a year ago	<b>9.9</b>	9.9
Now more safe	<b>1.2</b>	1.3
Now less safe	<b>1.4</b>	1.9
Did not receive community care services a year ago	<b>47.6</b>	47.1
No opinion	<b>39.9</b>	39.8

Base: Area Command: 102 / Force: 1,112

### 3.4 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 3.4 Concerns in the Local Area	2007 Badenoch, Strathspey & Nairn Area Command %			2007 Force Area %
	Major Concern	Minor Concern	<b>Total Concerned</b>	Total Concerned
Driving at excessive speed	33.4	37.9	<b>71.3</b>	71.5
Dangerous driving	24.9	35.9	<b>60.8</b>	58.0
Dog excrement	21.4	35.2	<b>56.6</b>	56.8
Rubbish or litter lying around	17.1	39.2	<b>56.3</b>	51.6
Young people and alcohol	28.6	27.5	<b>56.1</b>	46.7
Rowdy or drunken behaviour	19.8	33.0	<b>52.8</b>	40.0
Vandalism, graffiti and deliberate damage	17.5	29.7	<b>47.2</b>	40.2
Young people on the street	17.1	29.4	<b>46.5</b>	38.0
Alcohol mis-use	19.7	26.0	<b>45.7</b>	43.3
Drink/drugs driving	16.1	28.1	<b>44.2</b>	41.6
People using drugs	16.5	25.2	<b>41.7</b>	34.1
People dealing in drugs	15.6	23.3	<b>38.9</b>	31.1
Break-ins to houses	5.2	28.1	<b>33.3</b>	27.6
Bullying of young people, in or out of school	10.6	21.9	<b>32.5</b>	31.6
Things being stolen from cars	4.0	17.4	<b>21.4</b>	18.4
Anti-social neighbours	7.5	13.8	<b>21.3</b>	22.1
Solvent abuse/glue sniffing	6.8	14.2	<b>21.0</b>	15.4
Cars being stolen	3.1	15.9	<b>19.0</b>	16.1
Noisy neighbours	5.2	12.7	<b>17.9</b>	19.6
Stray dogs roaming the streets	3.7	14.1	<b>17.8</b>	23.7
Noise from local pubs or clubs	4.8	12.9	<b>17.7</b>	9.5
Discrimination and abuse	4.3	11.4	<b>15.7</b>	14.6
Domestic abuse	2.5	9.8	<b>12.3</b>	11.6

Base: All respondents

*Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by 71% of Badenoch, Strathspey & Nairn respondents and in the Force area as a whole (72%).

Among the issues mentioned, *domestic abuse* and *discrimination and abuse* were of least concern to respondents in Badenoch, Strathspey & Nairn.

Concerns about *rowdy or drunken behaviour* and *young people and alcohol* were slightly higher in Badenoch, Strathspey & Nairn than in the Force area as a whole, although the differences are not statistically significant. Otherwise, the pattern of concern in Badenoch, Strathspey & Nairn was similar to the Force area as a whole.

### **3.5 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 3.4. The responses are provided in Table 3.5 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. 18 of the 23 issues presented were thought to be predominantly the responsibility of the police, compared with 17 in the Force area overall. There were no significant differences between the Badenoch, Strathspey & Nairn area and the Force area in terms of the perceived role of the police in the range of issues provided.

*Rubbish and litter, stray dogs* and *dog excrement* were considered to be the prime responsibility of the Council. *Young people and alcohol* and *young people on the street* were felt to be jointly the responsibility of parents and the police. *Bullying* was felt to be the responsibility of teachers and parents.

The option of Courts was added to the 2007 survey. *Drug and drink related offences, driving offences, cars being stolen* and *break-ins to houses* were among the wide range of issues for which respondents felt the courts should be partially responsible.

The concerns most likely to relate to the Health Service were *alcohol misuse, drugs* and *solvent abuse* and *domestic abuse*.

The concerns most likely to relate to the Procurator Fiscal Service were *people dealing in drugs, drink/drugs driving, dangerous driving, cars being stolen, break-ins to houses* and *things being stolen from cars*.

One respondent in Badenoch, Strathspey & Nairn suggested that retailers should be responsible for alcohol mis-use.

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<b>Table 3.5 Who Should Deal with Local Concerns (2007)</b>	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service	Courts
	%	%	%	%	%	%	%	%	%
Anti-social neighbours	20.3	2.0	75.6	46.6	19.7	19.3	0.9	15.4	32.0
Noisy neighbours	21.3	2.4	69.3	45.7	12.4	21.0	0.5	11.1	21.2
Young people on the street	7.5	1.2	67.8	11.6	66.9	24.1	9.3	5.1	7.3
Young people and alcohol	4.3	10.1	71.9	9.2	73.5	18.0	19.5	10.2	16.9
Rowdy or drunken behaviour	1.7	2.1	95.0	7.0	29.1	14.4	3.6	17.7	29.8
Rubbish or litter lying around	22.4	2.7	12.4	84.3	27.8	23.8	13.6	3.4	7.1
Vandalism, graffiti and deliberate damage	4.0	0.8	85.9	32.4	39.7	24.5	10.2	20.6	32.4
Stray dogs roaming the streets	9.4	1.8	28.5	60.8	10.3	34.2	-	2.7	5.6
People using drugs	6.2	32.5	88.7	8.2	34.2	9.0	18.9	26.4	42.4
People dealing in drugs	2.6	8.4	94.7	7.2	15.9	9.0	5.9	37.1	53.1
Noise from local pubs or clubs	5.2	0.4	80.1	45.1	1.0	16.1	-	11.4	21.3
Break-ins to houses	4.3	-	99.2	3.4	4.3	10.9	0.5	29.1	44.9
Cars being stolen	4.0	-	99.6	1.3	4.8	10.3	0.5	29.2	45.2
Things being stolen from cars	6.4	-	99.2	2.1	3.9	12.4	0.5	29.0	43.4
Dangerous driving	4.4	-	98.8	5.5	5.2	3.5	1.4	31.1	47.2
Driving at excessive speed	3.8	-	99.2	5.9	4.2	4.2	0.9	27.4	45.4
Discrimination and abuse	15.2	5.6	77.7	19.9	24.3	17.6	22.1	20.6	33.0
Domestic abuse	8.7	15.5	89.5	10.1	9.1	7.7	4.8	24.9	42.6
Bullying of young people, in or out of school	14.8	7.5	39.0	14.3	71.6	14.1	79.4	9.7	11.1
Solvent abuse/glue sniffing	6.6	29.6	69.8	9.1	53.8	15.2	34.4	15.9	21.7
Drink/drugs driving	7.6	9.7	94.9	2.8	12.7	4.9	5.2	31.7	46.2
Dog excrement	21.0	4.9	17.0	74.8	9.3	35.9	3.4	6.0	10.1
Alcohol mis-use	12.4	41.8	58.4	9.1	41.3	16.6	21.5	11.1	17.0

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

## Community Planning

### 3.6 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 3.6 Community Plan Priorities	2007 Badenoch, Strathspey & Nairn Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Improving road safety	53.1	36.6	<b>89.7</b>	86.9
Reducing youth crime	67.4	22.3	<b>89.7</b>	87.0
Reducing drug/alcohol/solvent mis-use	70.8	18.6	<b>89.4</b>	87.2
Increasing availability of affordable housing	60.3	28.9	<b>89.2</b>	85.6
Reducing crime	70.8	18.3	<b>89.1</b>	86.3
Improving safety of children	67.8	20.3	<b>88.1</b>	87.9
Reducing drug dealing	75.3	12.7	<b>88.0</b>	87.6
Improving roads and transport links	56.8	29.7	<b>86.5</b>	85.1
Reducing unemployment	48.0	38.4	<b>86.4</b>	82.9
Reducing anti-social behaviour	60.1	26.0	<b>86.1</b>	86.0
Reducing violent crime	70.3	15.8	<b>86.1</b>	82.2
Reducing boredom, lack of things for young people to do	53.1	31.4	<b>84.5</b>	83.7
Improving access to local health services	57.1	27.1	<b>84.2</b>	81.3
Increasing availability of sport and leisure facilities	26.8	50.6	<b>77.4</b>	65.3
Improving public transport	35.9	37.2	<b>73.1</b>	66.4
Improving quality of housing	29.2	42.5	<b>71.7</b>	75.3
Increasing business investment	33.3	38.1	<b>71.4</b>	64.9
Recognising equality and diversity	22.1	41.0	<b>63.1</b>	64.7
Reducing discrimination and abuse	34.8	27.8	<b>62.6</b>	66.4
Improving access to technology, eg. Broadband	13.9	32.5	<b>46.4</b>	50.1
Increasing rural development	10.7	34.5	<b>45.2</b>	57.5
Improving access to arts and culture	7.6	34.0	<b>41.6</b>	34.7

Base: All respondents

Faced with a list of issues, respondents generally regarded a large number of them as important for inclusion in their local plan. Top priorities were *improving road safety*, *reducing youth crime* and *reducing drug / alcohol / solvent mis-use*. Only *improving access to arts and culture*, *increasing rural development* and *improving access to technology* were mentioned by fewer than half of the Badenoch, Strathspey & Nairn respondents.

### **3.7 Percentage of Respondents Who Have Seen their Local Community Plan**

At the Badenoch, Strathspey & Nairn Area Command level, 21% of respondents had seen their local Community Plan (22% in 2005), slightly higher than the Force area average of 15%.

## Fear of Crime

**3.8** At the Badenoch, Strathspey & Nairn Area Command level, 50% of respondents (unchanged from 2005) were *very worried* or *slightly worried* about becoming a victim of crime compared with 49% of respondents in the Force area.

### 3.9 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. *Vandalism or deliberate damage to your home, property or car* and *having your home broken into* were the main sources of worry over crime in Badenoch, Strathspey & Nairn, and in the Force area. There were no statistically significant differences in responses between Badenoch, Strathspey & Nairn and the Force area as a whole.

In addition to the crimes listed below, being involved in a road traffic accident (five mentions), identity theft (five mentions), being attacked/robbed due to occupation (two mentions) and drugs-related crime (two mentions) were other sources of worry in Badenoch, Strathspey & Nairn.

**Table 3.7 Types of Crime**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Vandalism or deliberate damage to your home, property or car	80.5	<b>83.8</b>	81.1
Having your home broken into	81.6	<b>83.6</b>	75.8
Being attacked by someone under the influence of alcohol	65.3	<b>76.7</b>	68.8
Having your car stolen or broken into	67.5	<b>65.5</b>	59.6
Being attacked, assaulted or robbed in the street	64.6	<b>64.6</b>	64.0
Being insulted or threatened	44.3	<b>56.3</b>	51.0
Being attacked, assaulted or robbed in your own home	55.5	<b>51.5</b>	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	27.3	<b>26.9</b>	25.3
Being the victim of a crime because of my religion or belief (including non-belief)	3.2	<b>4.4</b>	5.0
Becoming the victim of a crime because of my sexual orientation	4.8	<b>4.3</b>	3.2
Becoming the victim of a crime because of my race	1.8	<b>2.5</b>	4.3
Being a victim of domestic abuse	6.1	<b>2.5</b>	3.6

Base: Area Command: 64 / Force: 736

### 3.10 Precautions Against Crime

Respondents were asked which of the following they did because of possible worries about crime. The percentage of respondents answering *always* or *sometimes* is shown in the table below.

People were most likely to take precautions to protect their home. In 2007 the question was only asked to a sub-sample of respondents who had earlier indicated that they were *very worried* or *slightly worried* about becoming the victim of crime. For this reason, valid comparisons with earlier years cannot be made, since in 2003 and 2005 the question was asked of all respondents. There were no statistically significant differences in responses between Badenoch, Strathspey & Nairn and the Force area as a whole.

**Table 3.8 Precautions Against Crime**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
	<b>Always / Sometimes Total</b>	<b>Always / Sometimes Total</b>
Make sure your home is adequately secured	<b>99.1</b>	96.5
Make sure your vehicle is adequately secured	<b>92.5</b>	89.5
Carry a mobile phone	<b>79.0</b>	73.2
Avoid certain places	<b>76.6</b>	74.7
Avoid going out when it is dark	<b>57.7</b>	57.6
Avoid going out alone	<b>54.2</b>	56.2
Mark your property in case it is stolen	<b>53.3</b>	49.1
Avoid going out at certain times	<b>52.1</b>	55.9
Take self-defence classes	<b>2.8</b>	3.7

Base: Area Command: 65 / Force: 736

Respondents mentioned avoiding a number of specific places:

- Town centre (24 mentions, 18 specified night-time)
- Areas where youths gather /schools (8 mentions)
- Rivers / river walkways (8 mentions)
- Dark/unlit, quiet or remote areas (7 mentions)
- Pubs and clubs (7 mentions)
- Parks / woodland (3 mentions)
- Carparks (1 mention)
- Shopping areas (1 mention)

Avoidance of town centres was linked by most respondents to night-time, and also to weekends and pub/club closing times.

### 3.11 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 3.9 Fear of Discrimination or Abuse**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
	Very or Slightly Worried	Very or Slightly Worried	Very or Slightly Worried
Age	16.5	<b>23.8</b>	18.1
Physical disability	5.1	<b>6.3</b>	6.4
Mental health	5.2	<b>4.8</b>	4.8
Race or ethnic origin	2.4	<b>4.8</b>	4.1
Religion or belief (including non-belief)	3.3	<b>3.0</b>	4.2
Gender	3.7	<b>2.5</b>	4.4
Learning disability	2.4	<b>2.1</b>	3.3
Sexual orientation	3.3	<b>1.8</b>	1.8
Political beliefs	1.8	<b>1.4</b>	2.0

Base: All respondents

Respondents were most likely to be concerned about *age* discrimination. There were no statistically significant differences in responses between Badenoch, Strathspey & Nairn and the Force area as a whole.

## Victims of Crime

### 3.12 Types of Crime

7% of respondents (16 instances) in the Badenoch, Strathspey & Nairn sample said that they had been a victim of crime in the last year (5% in 2005).

By comparison, 7% of respondents in the Force area as a whole said they had been a victim of crime in the last year.

The types of crime reported in Badenoch, Strathspey & Nairn were:

- Vandalism (car, property, garden) (8 mentions)
- Theft (6 mentions)
- Assault, abuse (2 mentions)
- Anti-social behaviour / neighbours (1 mention)
- Identity theft / fraud (1 mention)

### 3.13 Reporting Crime

69% of the victims of crime in Badenoch, Strathspey & Nairn reported it to the police. In the Force area, 71% of victims of crime reported it to the police.

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

- Dealt with by other source (2 mentions)
- Minor incident / didn't want to bother police (2 mentions)
- No point / waste of time (1 mention)

### 3.14 Criminal Proceedings

In 25% of cases in the Badenoch, Strathspey & Nairn Area Command (3 instances), reports to the police were known to have resulted in criminal proceedings. In the Force area, 24% of cases were known to have resulted in criminal proceedings. 17% (2 instances) of cases in Badenoch, Strathspey & Nairn were *not sure* if their report to the police had resulted in criminal proceedings.

#### *Satisfaction with Outcome*

Respondents who had reported a crime that then resulted in criminal proceedings were asked how satisfied they were with the outcome. One respondent in Badenoch, Strathspey & Nairn was *very satisfied*, another was *satisfied* and a third was *not at all satisfied* because "the courts are too lenient and should listen more to the police".

The base for this question was only 16 cases across the Force area, 10 of whom indicated that they were either *very satisfied* or *satisfied* with the outcome of criminal proceedings. The reasons for dissatisfaction were all linked to the leniency of the outcomes.

### ***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.

Two of the three Badenoch, Strathspey & Nairn respondents indicated that they were satisfied with how they were kept informed of progress in relation to proceedings, and the third respondent was *not sure*.

Among the 19 respondents answering the question across the whole Force area, 12 indicated that they were satisfied. The reasons for dissatisfaction centred on insufficient feedback on the proceedings and outcome of cases (4 mentions).

In 2007, respondents were asked if they were cited for a court summary trial, how long they would expect to have to wait for the case to be dealt with. There was no response to this question at the Badenoch, Strathspey & Nairn Area Command level.

### **3.15 Attendance at Courts**

Also new to the 2007 questionnaire, respondents were asked if they had ever been required to attend the High Court, a Sheriff Court or a District Court. 31% of the Badenoch, Strathspey & Nairn sample said that they had, compared with 32% of the Force sample.

The reasons for attending court are provided in the table below.

**Table 3.10 Reason for Attending Court**

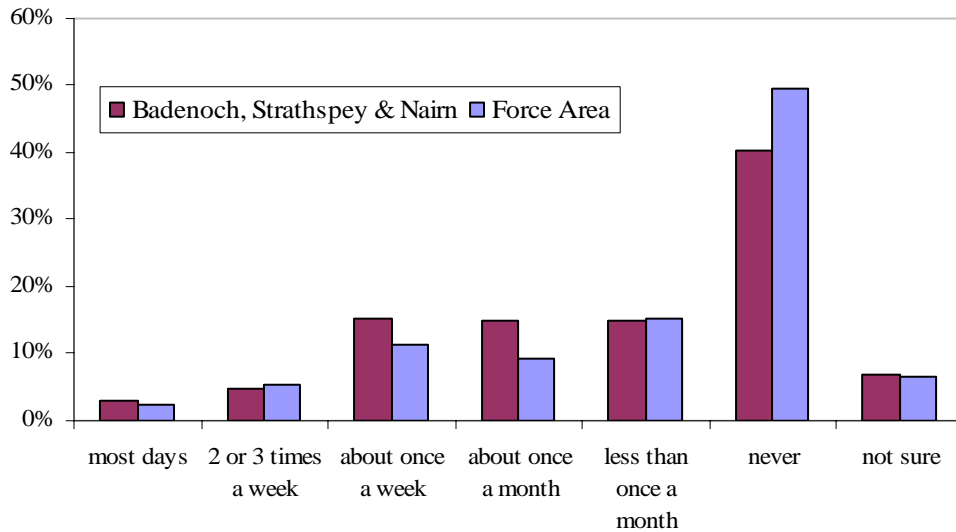
<b>Reason for Attending</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Juror	<b>44.5</b>	39.1
Witness in criminal case / supporter of witness	<b>18.1</b>	29.1
Civil litigant or witness in civil case / supporter	<b>15.6</b>	8.3
As part of a job (eg lawyer)	<b>8.3</b>	7.8
Accused in criminal case / supporter of accused	<b>8.0</b>	8.3
Attending Fines Enquiry / Means Enquiry Court / Fines Office	<b>3.0</b>	2.9
Victim in criminal case / supporter of victim	<b>2.5</b>	4.5
Spectator / tourist unconnected with court cases	-	0.1

Base: Area Command: 40 / Force: 461  
- denotes zero or less than 0.1%

## Police Patrols

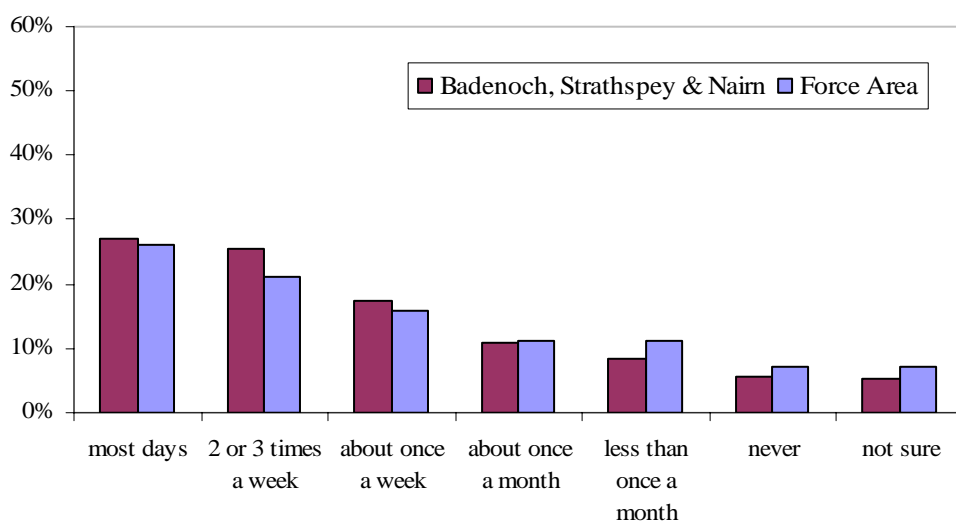
- 3.16** Compared with the Force area as a whole, a slightly higher proportion of respondents in Badenoch, Strathspey & Nairn mentioned seeing foot patrols at least once a week.

**Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot 2007**



Respondents in the Badenoch, Strathspey & Nairn sample were also slightly more likely to see police officers patrolling in motor vehicles on a regular basis compared with the Force area as a whole.

**Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles 2007**



### 3.17 Level of Police Patrols

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

**Table 3.11 Level of Police Patrols**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Too much	0.3	-	0.4
About right	31.8	<b>22.4</b>	29.9
Too little	55.9	<b>67.4</b>	56.7
No opinion	12.0	<b>10.2</b>	13.0

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

Respondents in Badenoch, Strathspey & Nairn appeared less likely to feel that the level of police patrols are *about right* (22%) compared with the Force area as a whole (30%). No-one in the Badenoch, Strathspey & Nairn sample thought there was *too much* police patrolling.

### 3.18 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 3.12 Where Respondents Would Like to See More Officers on Patrol**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Town Centre / High Street	34.7	<b>37.6</b>	31.3
Street presence / foot patrols (all areas)	36.8	<b>31.0</b>	32.5
Residential areas	11.3	<b>15.7</b>	18.4
Areas where young people gather	*	<b>9.0</b>	7.9
Villages	9.3	<b>8.6</b>	9.8
Pubs / night clubs / venues	13.0	<b>7.4</b>	7.2
Known trouble spots	10.2	<b>4.9</b>	5.6
Areas of traffic danger	3.4	<b>4.4</b>	4.9
Outside schools	3.0	<b>4.2</b>	3.8
Shops	*	<b>2.2</b>	4.6
Play parks	3.0	<b>2.0</b>	2.2
Other	*	<b>8.8</b>	4.4

Base: Area Command: 72 / Force: 749

Note: Multiple responses were accepted

\* denotes not analysed in a comparable way in previous years

In *town centres* and *on the streets* were the most commonly mentioned places respondents in Badenoch, Strathspey & Nairn wanted to see more officers on patrol. The overall pattern of responses in Badenoch, Strathspey & Nairn was similar to the Force area as a whole.

One respondent suggested that police should be patrolling “where there are no street lights, eg river, beach and car parks”.

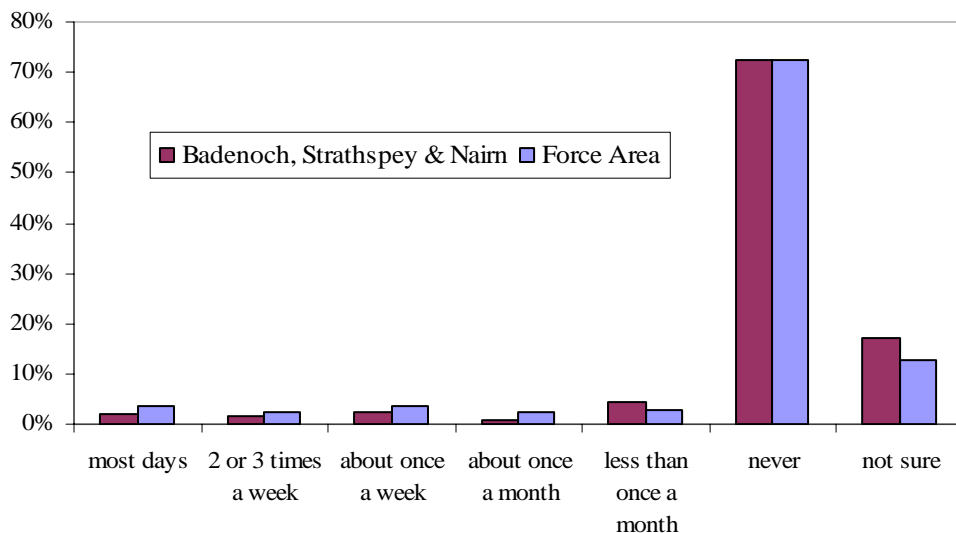
Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in the table above included:

- Riverside / woods / walks (4 mentions)
- Main roads (3 mentions)
- Harbour (2 mentions)
- Everywhere (1 mention)
- Not needed / nowhere (1 mention)
- Where they are now (1 mention)

### Community Warden Patrols

**3.19** Respondents in the Badenoch, Strathspey & Nairn area were slightly less likely to have seen Community Wardens patrolling on foot on a regular basis compared with the Force area average. 73% of respondents in Badenoch, Strathspey & Nairn stated that they had *never* seen a Community Warden patrolling (72% in the Force area).

**Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot 2007**



77% of respondents had *never* seen Community Wardens patrolling in vehicles in Badenoch, Strathspey & Nairn (78% in the Force area) and a further 19% were *not sure* (16% in the Force area).

### 3.20 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 3.13.

**Table 3.13 Level of Community Warden Patrols**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Too much	-	<b>0.5</b>	0.2
About right	6.7	<b>2.4</b>	6.6
Too little	26.8	<b>30.1</b>	33.0
No opinion	66.5	<b>67.0</b>	60.1

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

67% of respondents in Badenoch, Strathspey & Nairn had *no opinion* regarding the level of Community Warden patrolling (60% in the Force area), largely because they had never seen a Community Warden or were not sure what they were.

### 3.21 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 3.14 Where Would You Like to See More Community Wardens On Patrol**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Town Centre / High Street	11.5	<b>24.0</b>	15.1
Residential areas	10.0	<b>16.6</b>	21.5
Villages	2.8	<b>13.3</b>	7.8
Areas where young people gather	*	<b>11.1</b>	6.1
Street presence / foot patrols (all areas)	11.1	<b>8.6</b>	18.9
Known trouble spots	6.4	<b>5.7</b>	5.0
Outside schools	5.1	<b>4.3</b>	3.4
Pubs / night clubs	1.5	<b>4.3</b>	3.5
Shops	*	<b>4.3</b>	
Play parks	2.8	<b>1.9</b>	3.9
Areas of traffic danger	0.8	-	
Other	*	<b>2.2</b>	5.2

Base: Area Command: 51 / Force: 536  
Note: Multiple responses were accepted  
\* denotes not analysed in a comparable way in previous years  
- denotes zero or less than 0.1%

In addition to the responses listed above, 32% of respondents said that they were not aware of Community Wardens (26% in the Force area). A further 5% said that they disagreed with the idea of Community Wardens (7% in the Force area).

In *town centres, residential areas* and *villages* were the most commonly mentioned places respondents from the Badenoch, Strathspey & Nairn sample wanted to see more Community Wardens on patrol. One respondent suggested Wardens should patrol “housing estates, outside schools at relevant hours, high streets and major shopping areas”.

Responses from the Badenoch, Strathspey & Nairn sample listed as “other” in Table 3.14 included:

- Riverside / woods / walks (1 mention)

## Community Safety

### 3.22 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 2007 were most likely to be aware of *laws banning drinking alcohol in public places* and *closed circuit television (CCTV)*. Respondents from the Badenoch, Strathspey & Nairn sample were less aware of the various initiatives compared with the Force area as a whole.

**Table 3.15 Awareness of Security and Safety Initiatives**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	59.7	<b>43.5</b>	46.8
Closed circuit television (CCTV)	42.7	<b>27.8</b>	33.7
TV/media campaigns, e.g. drug awareness	39.1	<b>23.9</b>	34.6
Young person ID scheme	14.7	<b>13.7</b>	21.4
Neighbourhood/Farm/Water/Boat/ Pub Watch schemes	27.1	<b>12.8</b>	14.8
Anti-social Behaviour Orders	22.4	<b>12.6</b>	17.7
Community Safety Partnership	4.2	<b>3.4</b>	7.5

Base: All respondents

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

**Table 3.16 Perceived Effects of Security and Safety Initiatives**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	67.8	<b>54.9</b>	55.0
Closed circuit television (CCTV)	62.8	<b>47.4</b>	49.5
Neighbourhood/Farm/Water/Boat/ Pub Watch schemes	54.3	<b>46.2</b>	39.2
Anti-social Behaviour Orders	49.6	<b>39.9</b>	38.1
Young person ID scheme	42.9	<b>38.4</b>	38.4
TV/media campaigns, e.g. drug awareness	49.2	<b>33.6</b>	36.1
Community Safety Partnership	34.1	<b>29.9</b>	27.9

Base: All respondents

*Laws banning drinking alcohol in public places* and *closed circuit television (CCTV)* were regarded to be the measures which have the greatest effect on improving community safety in Badenoch, Strathspey & Nairn. There was no clear difference in the pattern of responses from the Badenoch, Strathspey & Nairn sample compared with the Force area as a whole.

### **3.23 Crimestoppers**

63% of respondents in Badenoch, Strathspey & Nairn stated that they were aware of the Crimestoppers facility (64% in 2005), a slightly lower figure than the whole Force area average of 66%. In Badenoch, Strathspey & Nairn, 3% of respondents had actually used the facility (2% in 2005), compared with 3% in the Force area also.

### **3.24 Confidential Lines**

42% of respondents in Badenoch, Strathspey & Nairn stated that they were aware of the Northern Constabulary confidential lines (47% in 2005) compared with 47% across the Force area.

2% of respondents in Badenoch, Strathspey & Nairn had actually used the Northern Constabulary confidential lines (unchanged from 2005), compared with 3% across the Force area as a whole.

## Contacting the Police

### 3.25 Preferred Methods of Contact

Respondents were asked how they would prefer to contact the police in each of the following situations.

**Table 3.17 Preferred Methods of Contacting the Police 2007**

	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	52.3	48.3	0.7	2.1	0.5	-	0.5
To report a minor crime, e.g. vandalism	6.0	82.7	3.2	9.1	0.8	1.2	0.9
To report information about something suspicious	8.3	77.1	6.2	8.7	1.7	0.8	1.7
To report a nuisance/disturbance	9.3	81.0	3.4	6.4	2.2	-	0.5
To report a road traffic accident/incident	74.4	25.7	0.4	1.2	-	-	1.4
To report other information	4.6	72.6	6.8	14.9	1.7	3.0	1.3
To ask for advice or information	2.6	58.2	2.6	32.9	2.4	5.4	-
Firearm / shotgun enquiry	5.7	55.9	3.5	35.7	-	3.2	0.5
Lost/found property	2.2	48.1	0.5	51.8	-	0.8	0.5
Missing person	6.9	58.5	4.7	32.9	-	0.5	-

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

*Phoning '999'* was the preferred method of contact to report a road traffic accident/incident or a serious crime such as a house break-in. *Phoning the local police station* was the preferred method of contact in all other situations listed with the exception of reporting lost/found property, for which respondents were marginally more likely to *visit a local police station*. The pattern of responses in the Badenoch, Strathspey & Nairn sample was broadly similar to the Force area as a whole.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious or to report other information, but even so, by less than 10% of respondents. The *confidential line* was mentioned as a possible way of contacting the police across most of the situations listed, but generally, respondents were far more likely to make contact by *phoning the local police station*.

In certain situations (in addition to reporting lost/found property) respondents would *visit a local police station*, eg to ask for advice or information, or to deal with a firearms certificate. Other electronic media such as *e-mail / internet, mobile phone text* and *picture imaging* were unlikely to be used to contact the police. Very few respondents would be likely to make contact with a *police officer on patrol*.

## Information about the Work of the Police and Partner Agencies

### 3.26 Type of Information Sought

51% of respondents at the Badenoch, Strathspey & Nairn Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (48% in 2005), compared with 43% in the Force area.

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.18 was similar to that provided in the Force area as a whole. *General police work in your area* and *what is being done to reduce and prevent crime* were the types of information most sought in Badenoch, Strathspey & Nairn, and in the Force area as a whole.

**Table 3.18 Type of Information Sought by Respondents**

	2005 Badenoch, Strathspey & Nairn Area Command %	2007 Badenoch, Strathspey & Nairn Area Command %	2007 Force Area %
General police work in your area	82.9	<b>77.9</b>	78.6
What is being done to reduce and prevent crime	82.4	<b>77.8</b>	72.8
What is being done to make your community safer	78.8	<b>77.4</b>	71.2
What is being done to improve road safety	66.2	<b>60.2</b>	58.1
Police achievements/successes	56.1	<b>49.3</b>	39.9
How you can help the police, e.g. Neighbourhood Watch, appeals	51.2	<b>48.8</b>	46.9
How we are spending on policing in your area	62.2	<b>48.6</b>	45.5
More information about police officers' jobs/how they spend their day	49.1	<b>37.4</b>	44.8
Equality and diversity	23.8	<b>10.3</b>	14.2

Base: Area Command: 66 / Force: 611  
Note: Multiple responses were accepted

In addition to the types of information listed above, three respondents asked for information on how best to contact police (including locally), and one respondent would have liked follow-up information to a '999' call.

### 3.27 Methods of Finding Information About the Work of the Police, Procurator Fiscal, Court Service and their local Partner Agencies

Respondents were asked how they normally find out about the work of local police, Procurator Fiscal, Court Service and their local partner agencies. The question was slightly reworded in 2007.

**Table 3.19 Current Methods of Finding Out About Police and Partner Agency Work**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Local newspapers	65.3	<b>78.7</b>	73.3
Local radio	25.3	<b>32.1</b>	34.3
Television	23.0	<b>32.1</b>	32.1
Talking to friends and relatives	24.4	<b>24.3</b>	28.1
Don't get any information	21.9	<b>16.6</b>	19.9
Personal experience	12.8	<b>11.0</b>	12.2
Community meetings	5.8	<b>10.1</b>	7.7
Talking to police officers	15.1	<b>8.7</b>	8.7
Public meetings	1.4	<b>4.1</b>	3.3
Literature from the police	4.6	<b>2.4</b>	3.9
Internet	0.3	<b>1.7</b>	3.5
Attending court	n/a	<b>0.5</b>	1.1

Base: All respondents

Note: Multiple responses were accepted

*Local newspapers, local radio and television* were the main sources of information in Badenoch, Strathspey & Nairn. There were no significant differences compared with the Force area.

### 3.28 Awareness of Community Safety Campaigns and Initiatives

5% of respondents in Badenoch, Strathspey & Nairn reported that they were aware of a community safety campaign during the previous six months, compared with 7% 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 3.20.

**Table 3.20 Awareness of Community Safety Campaigns and Initiatives**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command (no. responses)</b>	<b>2007 Force Area (no. responses)</b>
Speeding	3	33
Under-age drinking (incl. Operation Magma / Kalibor)	3	7
Drink driving	2	16
Safer driving (specifically young people)	2	2
Alcohol misuse	1	2
Road safety	1	11
Seat belts	1	8
Car safety (tyres etc)	-	3
Door stepping / rogue traders	-	4
Driving using mobile phone	-	3
Fire safety (in home etc)	-	4
Knives / knife surrender	-	2
Reduced speed limits at schools	-	4
Reducing crime in community	-	3
Safe Highlander	-	1
Other	-	3

Base: Area Command: 13 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Speeding* and *under-age drinking* were the most frequently cited community safety campaigns that respondents in Badenoch, Strathspey & Nairn had noted in the previous six months.

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

**Table 3.21 How Respondents Were Made Aware of the Campaign**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Local newspaper	<b>91.8</b>	57.1
Local radio	<b>26.6</b>	42.7
Talking to friends/relatives	<b>10.1</b>	8.0
Talking to police officer	<b>10.1</b>	14.3
Local TV	<b>8.2</b>	9.7
Internet	-	1.2
Leaflet or newsletter	-	13.4
Other	<b>10.1</b>	16.6

Base: Area Command: 6 / Force: 92

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Local newspapers* were the main source of campaign information in Badenoch, Strathspey & Nairn.

**3.28 Influence of the Media**

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

**Table 3.22 Media Influence on Understanding of Anti-social Behaviour**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	29.9	<b>27.3</b>	24.1
Probably	19.1	<b>22.5</b>	21.6
Sometimes	19.1	<b>18.6</b>	20.1
Not significantly	19.7	<b>17.7</b>	17.8
Definitely not	6.7	<b>7.6</b>	9.8
Don't know	5.6	<b>6.4</b>	6.6

Base: All respondents

Responses from Badenoch, Strathspey & Nairn followed a similar pattern compared with the Force area, with 50% of all respondents stating that the media *definitely* or *probably* influenced their understanding of anti-social behaviour (49% in 2005) compared with 46% in the Force area as a whole, which is not a statistically significant difference.

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. Responses from Badenoch, Strathspey & Nairn followed a similar pattern compared with the Force area.

**Table 3.23 Media Influence on Views of Anti-social Behaviour**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	13.2	<b>13.6</b>	13.2
Probably	18.2	<b>21.2</b>	18.9
Sometimes	24.4	<b>19.3</b>	20.7
Not significantly	24.7	<b>30.2</b>	24.8
Definitely not	13.9	<b>10.5</b>	15.4
Don't know	5.5	<b>5.1</b>	7.0

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. There were no significant differences between respondents in Badenoch, Strathspey & Nairn compared with the Force area as a whole.

**Table 3.24 Media Influence on Feelings of Safety**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	16.0	<b>17.7</b>	15.6
Probably	16.4	<b>16.2</b>	15.9
Sometimes	24.7	<b>19.5</b>	18.7
Not significantly	22.4	<b>30.6</b>	27.0
Definitely not	16.7	<b>11.4</b>	17.1
Don't know	3.8	<b>4.6</b>	5.7

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 significant differences between respondents in Badenoch, Strathspey & Nairn compared with the Force area as a whole.

**Table 3.25 Willingness to Use E-mail or the Internet to Report Crimes**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Yes, any crime	3.5	<b>1.7</b>	2.2
Yes, minor crime	6.3	<b>7.0</b>	6.8
No, don't have access to the internet	32.7	<b>27.5</b>	25.1
No, would prefer to speak to police	54.0	<b>61.4</b>	61.6
Don't know/No opinion	3.5	<b>2.4</b>	4.4

Base: All respondents

**3.32** 8% of respondents in Badenoch, Strathspey & Nairn said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (10% in 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

**3.33** 28% of respondents in Badenoch, Strathspey & Nairn said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (29% in 2005), which is slightly more than the 27% of respondents in the Force area as a whole.

### 3.34 Community Safety Issues

90% of respondents in Badenoch, Strathspey & Nairn indicated that they would like to see more information on community safety issues in their local newspaper (89% in 2005), compared with 83% of respondents in the Force area as a whole. This is not a statistically significant difference.

### 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 3.26 Public Places Used to Access Information on Services Provided by the Police and their Partner Agencies**

	<b>2005 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Post office	62.5	<b>51.6</b>	51.4
Council office / service point	56.4	<b>51.0</b>	49.9
Library	46.1	<b>47.0</b>	42.1
Internet	37.9	<b>45.8</b>	44.0
Supermarket	39.4	<b>44.0</b>	33.9
Doctors' surgeries	35.6	<b>43.1</b>	41.9
Bank	31.8	<b>21.1</b>	22.1
Courts	9.6	<b>17.6</b>	16.6

Base: All respondents

Respondents in Badenoch, Strathspey & Nairn were most likely to want to access information about police and partner agency services at *post offices* and at *council offices / service points*. The pattern of responses in Badenoch, Strathspey & Nairn was similar to the overall response in the Force area. *Courts* were relatively unlikely to be mentioned.

## 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 2005 results.

**Table 3.27 Ways to Improve Services Provided**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Foot patrols / officers on the beat	<b>56.9</b>	52.4
Higher profile / higher visibility	<b>41.0</b>	29.9
More community involvement / community policing	<b>17.0</b>	14.7
More accessible / approachable / friendly	<b>16.3</b>	15.8
More information / communication (including newsletters)	<b>12.8</b>	9.6
Satisfied with existing police service	<b>7.5</b>	9.9
Do more with young people / schools	<b>7.1</b>	4.0
Keep local offices open (incl. 24-hr cover)	<b>6.6</b>	3.0
Recruit more officers	<b>5.9</b>	4.8
More speed checks / traffic patrols	<b>3.9</b>	0.9
Tougher stance generally	<b>3.8</b>	3.6
Tougher stance on dangerous drivers	<b>2.9</b>	1.7
Less paperwork / red tape / bureaucracy	<b>2.6</b>	3.0
Reduce frequency of police transfers	<b>2.6</b>	0.8
Improve manner in dealing with public, victims etc	<b>0.8</b>	2.0

Base: Area Command: 76 / Force: 778

Note: Multiple responses were accepted

The clear priority for respondents in Badenoch, Strathspey & Nairn was more *foot patrols / officers on the beat*, with 57% of respondents stating this as a preference, compared with 52% in the Force area. One respondent commented: “Police are not as approachable in patrol cars – there might be more contact liaison etc if the public met more police on foot.”

Respondents were also keen that the police should maintain a *higher profile*. One respondent wanted “more evidence of police presence in all villages” while another stated: “Police the town – be seen, prevent the boy racers, vandalism and obvious flouting of alcohol by-laws currently all prevalent.”

**3.37** Respondents were asked in an open question what should be the three main priorities for their local police and partner agencies.

**Table 3.28 Main Priorities for Local Police and Partner Agencies**

	<b>2007 Badenoch, Strathspey &amp; Nairn Area Command %</b>	<b>2007 Force Area %</b>
Crime prevention / law and order / public safety	<b>30.2</b>	33.6
Road safety / speeding	<b>29.9</b>	28.0
Drugs	<b>28.0</b>	38.8
Youth behaviour on streets	<b>24.1</b>	13.3
Anti-social behaviour	<b>20.0</b>	14.7
Theft / property crime / vandalism	<b>18.5</b>	13.9
Drink-related crime / behaviour	<b>16.2</b>	17.9
Under-age drinking	<b>15.9</b>	10.5
Community policing	<b>15.1</b>	10.0
Integrate with youth groups / schools	<b>11.6</b>	10.4
Provide more facilities / activities for young people	<b>8.1</b>	3.0
Quick response to reports of crime	<b>7.1</b>	6.7
Reducing litter	<b>6.8</b>	1.4
Crime detection (incl. prosecution)	<b>6.6</b>	7.8
Partnership working / liaison	<b>5.7</b>	3.0
Public relations	<b>5.7</b>	6.0
Improve roads / transport infrastructure	<b>5.4</b>	1.2
Drink driving	<b>4.3</b>	8.2
Education / advice	<b>3.6</b>	6.8
Violence / assault	<b>2.8</b>	5.5
Tougher sentencing	<b>2.7</b>	2.0
High standards / public confidence	<b>2.3</b>	2.9

Base: Area Command: 74 / Force: 806

Note: Multiple responses were accepted

*Crime prevention / law and order / public safety* was mentioned by 30% of respondents in Badenoch, Strathspey & Nairn. *Road safety / speeding* was also a priority, along with *drugs* (including drug dealing and drug-related crime/behaviour).

One respondent suggested: “If petty youth crime was dealt with severely it would stop many going on to commit further more serious crimes.” Another stated: “Reduce speeding on roads, particularly in built-up areas.”

## The Role of the Individual

### 3.38 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**

	2007 Badenoch, Strathspey & Nairn Area Command %	2007 Force Area %
Support community activities / groups / campaign on local issues	31.0	27.9
Nothing / too old	22.0	18.6
Report crime or suspicious behaviour	21.0	23.1
Neighbourliness / be friendly	12.5	20.3
Engender law-abiding behaviour	8.6	4.4
Be law-abiding	8.3	6.9
Neighbourhood Watch	6.8	5.5
Collect litter	5.0	4.5
Better parenting	2.8	2.1
Recycling / environmental care	-	1.9

Base: Area Command: 39 / Force: 417

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

The most common way in which respondents in Badenoch, Strathspey & Nairn felt they could contribute to the quality of life in their community was by *supporting community activities and groups*, or by contributing to *campaigning efforts on local issues*. One respondent suggested: “Organise youth activities which help older members of our community.”

*Reporting crime or suspicious behaviour* also ranked highly. One respondent suggested: “Be observant and ensure that those more vulnerable than myself are safe and well.”

22% of respondents in Badenoch, Strathspey & Nairn said that they felt they could *do nothing*, usually due to age or disability. Another 4% of respondents were content with the quality of life in their community.

The pattern of responses in Badenoch, Strathspey & Nairn was similar to that in the Force area as a whole.

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