

**Northern Constabulary**  
**2007 Excellence in Community Policing**  
**Inverness 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**

Area Command	Sample Issued	Percentage of Total Issued %	Percentage of Total Analysed %
Badenoch, Strathspey & Nairn	690	15.3	16.5
Caithness & Sutherland	690	15.3	16.9
<b>Inverness</b>	<b>690</b>	<b>15.3</b>	<b>13.9</b>
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
<b>Total</b>	<b>4,500</b>	<b>100</b>	<b>100</b>

## Chapter Two

### Sample Profile

#### 2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area, 690 of which were at the Inverness Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 210 from Inverness (30% of those issued in the Inverness Area Command).

#### 2.2 Type of Area

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

**Table 2.1 Type of Area**

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
A city	50.7	<b>57.1</b>	9.4
A large town	13.5	<b>10.7</b>	7.2
A small town	2.1	<b>2.9</b>	26.3
A large village	11.9	<b>6.8</b>	13.8
A small village	12.6	<b>13.7</b>	27.2
An isolated rural area	9.1	<b>8.8</b>	16.1

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**

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Male	40.2	<b>38.6</b>	41.0
Female	59.8	<b>61.4</b>	59.0

Base: All respondents (unweighted)

## 2.4 Household Size

The mean household size for the respondents at the Inverness Area Command level was 2.11 (2.40 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 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Under 18	-	-
18-24	<b>0.5</b>	1.3
25-34	<b>5.8</b>	5.7
35-44	<b>17.0</b>	17.0
45-54	<b>24.3</b>	20.5
55-64	<b>19.4</b>	23.3
65-74	<b>14.6</b>	17.2
75+	<b>18.4</b>	15.0

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

## 2.6 Language

English was the first language of all but one of the respondents at the Inverness Area Command level, who stated that their first language was Tagalog/Filipino.

## 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 Inverness Area Command %</b>	<b>2007 Force Area %</b>
White Scottish	<b>82.4</b>	80.2
Other White British	<b>13.2</b>	17.0
White Irish	<b>1.5</b>	0.6
Other White	<b>1.0</b>	1.4
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	-
African	<b>0.5</b>	0.1
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	-	0.1
Other Ethnic Group	<b>1.5</b>	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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
1 year or less	1.7	<b>2.4</b>	2.5
Over 1 year but less than 2 years	2.1	<b>1.8</b>	3.7
2 or more years but less than 5 years	18.9	<b>14.4</b>	15.0
5 years or more	77.3	<b>81.4</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. 94% of respondents at the Inverness Area Command level rated the area within 15 minutes of their home as *very safe* or *fairly safe*, compared with 95% in the Force area as a whole. On a narrower measure, respondents at the Inverness Area Command level were significantly less likely than in the Force area to describe their area as *very safe*.

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
A very safe area	33.6	<b>30.4</b>	50.5
A fairly safe area	55.6	<b>63.1</b>	44.2
Rather unsafe area	9.4	<b>4.8</b>	3.8
A very unsafe area	1.1	<b>1.4</b>	1.0
No opinion	0.4	<b>0.4</b>	0.4

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. 16% of respondents felt that their area was *now less safe* than it was a year ago, whereas less than 1% 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**

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Now more safe	3.8	<b>0.4</b>	2.6
Now less safe	19.1	<b>16.2</b>	13.6
About the same	74.1	<b>81.2</b>	81.7
Did not live here a year ago	1.7	<b>1.2</b>	0.9
No opinion	1.2	<b>1.0</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 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Safe, the same as a year ago	<b>11.6</b>	9.9
Now more safe	<b>0.6</b>	1.3
Now less safe	<b>0.9</b>	1.9
Did not receive community care services a year ago	<b>40.4</b>	47.1
No opinion	<b>46.5</b>	39.8

Base: Area Command: 256 / 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 Inverness Area Command %			2007 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	36.7	35.6	<b>72.3</b>	71.5
Rubbish or litter lying around	15.9	46.5	<b>62.4</b>	51.6
Dog excrement	26.2	35.5	<b>61.7</b>	56.8
Dangerous driving	24.4	33.5	<b>57.9</b>	58.0
Vandalism, graffiti and deliberate damage	12.6	38.1	<b>50.7</b>	40.2
Young people and alcohol	19.6	29.5	<b>49.1</b>	46.7
Young people on the street	15.2	33.4	<b>48.6</b>	38.0
Rowdy or drunken behaviour	16.7	28.7	<b>45.4</b>	40.0
Break-ins to houses	10.0	32.5	<b>42.5</b>	27.6
Alcohol mis-use	12.0	25.3	<b>37.3</b>	43.3
Drink/drugs driving	10.4	19.4	<b>29.8</b>	41.6
People using drugs	10.8	16.2	<b>27.0</b>	34.1
Bullying of young people, in or out of school	10.4	15.8	<b>26.2</b>	31.6
Anti-social neighbours	9.4	16.3	<b>25.7</b>	22.1
People dealing in drugs	10.2	15.0	<b>25.2</b>	31.1
Stray dogs roaming the streets	4.5	20.5	<b>25.0</b>	23.7
Noisy neighbours	7.9	16.6	<b>24.5</b>	19.6
Things being stolen from cars	4.8	16.4	<b>21.2</b>	18.4
Cars being stolen	5.0	15.5	<b>20.5</b>	16.1
Solvent abuse/glue sniffing	5.0	10.2	<b>15.2</b>	15.4
Discrimination and abuse	4.8	9.7	<b>14.5</b>	14.6
Noise from local pubs or clubs	2.5	7.6	<b>10.1</b>	9.5
Domestic abuse	3.3	6.1	<b>9.4</b>	11.6

Base: All respondents

*Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by 72% of Inverness Area Command respondents and in the Force area as a whole.

Among the issues mentioned, *domestic abuse* and *noise from pubs or clubs* were of least concern to respondents at the Inverness Area Command level.

The most notable difference between the Inverness sample and the Force area as a whole was *break-ins to houses*, which were of significantly more concern at the Inverness Area Command Level (43%) compared with the Force area (28%). *Vandalism* was also of slightly more concern in the Inverness sample, whereas *drink/drugs driving* was slightly less of a concern. Otherwise, the general pattern of responses at the Inverness Area Command level 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. 17 of the 23 issues presented were thought to be predominantly the responsibility of the police, as in the Force area. There were no significant differences between the Inverness Area Command 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 on the street* and *young people and alcohol* 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, things being stolen from cars, domestic abuse* 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* generally, *drugs* and *solvent abuse* and *young people and alcohol*.

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

One respondent suggested that publicans/owners should be responsible for noise from pubs and clubs.

<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	15.9	1.6	75.9	54.2	15.1	25.2	2.4	19.6	33.6
Noisy neighbours	20.2	-	76.1	51.9	6.3	28.2	0.4	12.8	22.2
Young people on the street	4.5	1.8	60.8	11.2	71.1	29.6	8.5	7.2	7.7
Young people and alcohol	4.8	15.6	68.3	9.1	74.7	18.6	18.1	10.0	18.3
Rowdy or drunken behaviour	2.7	4.3	93.4	7.7	23.7	18.1	2.0	20.0	32.2
Rubbish or litter lying around	24.8	5.0	12.9	77.3	24.8	29.5	6.8	5.2	6.7
Vandalism, graffiti and deliberate damage	7.2	-	79.8	43.8	37.9	26.4	10.4	21.3	31.8
Stray dogs roaming the streets	10.1	1.8	25.9	64.5	5.7	39.5	-	4.4	6.9
People using drugs	2.7	32.4	89.1	11.8	31.3	12.9	14.3	26.0	41.6
People dealing in drugs	4.2	6.1	96.0	11.0	12.6	14.0	8.1	35.9	50.3
Noise from local pubs or clubs	3.3	0.5	77.2	47.6	1.6	16.7	0.9	15.4	21.1
Break-ins to houses	5.3	-	99.6	2.2	5.2	11.4	0.8	31.0	46.1
Cars being stolen	3.8	-	97.2	2.2	4.4	9.1	0.9	30.1	45.3
Things being stolen from cars	4.6	-	97.3	3.1	4.8	8.7	1.3	28.4	46.5
Dangerous driving	6.0	0.8	97.4	6.4	2.7	5.5	1.9	29.4	46.2
Driving at excessive speed	5.1	-	96.1	12.0	3.4	7.9	1.5	26.6	44.3
Discrimination and abuse	13.2	7.7	76.1	22.7	23.4	20.7	24.1	20.9	33.4
Domestic abuse	5.4	14.7	90.0	9.8	9.4	10.3	7.7	29.3	46.5
Bullying of young people, in or out of school	14.0	5.6	44.3	24.2	68.3	14.2	78.3	11.4	15.7
Solvent abuse/glue sniffing	4.5	31.2	70.0	8.7	54.7	14.2	31.1	17.4	26.3
Drink/drugs driving	6.3	9.7	94.6	6.0	10.7	7.1	6.4	33.0	51.2
Dog excrement	15.0	6.2	18.2	76.8	9.3	39.7	1.6	10.7	18.9
Alcohol mis-use	7.6	49.7	61.1	15.8	32.8	11.9	19.8	16.5	19.8

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 Inverness Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Reducing youth crime	78.6	16.1	<b>94.7</b>	87.0
Improving safety of children	69.4	25.2	<b>94.6</b>	87.9
Reducing crime	81.0	13.6	<b>94.6</b>	86.3
Reducing drug dealing	81.5	11.9	<b>93.4</b>	87.6
Reducing anti-social behaviour	73.5	19.6	<b>93.1</b>	86.0
Reducing violent crime	83.8	8.0	<b>91.8</b>	82.2
Reducing drug/alcohol/solvent mis-use	75.9	15.0	<b>90.9</b>	87.2
Improving road safety	52.6	35.9	<b>88.5</b>	86.9
Increasing availability of affordable housing	56.2	28.8	<b>85.0</b>	85.6
Reducing unemployment	48.4	35.1	<b>83.5</b>	82.9
Improving roads and transport links	52.4	30.9	<b>83.3</b>	85.1
Reducing boredom, lack of things for young people to do	47.0	35.6	<b>82.6</b>	83.7
Improving access to local health services	50.5	30.6	<b>81.1</b>	81.3
Improving quality of housing	43.4	32.2	<b>75.6</b>	75.3
Recognising equality and diversity	31.5	41.7	<b>73.2</b>	64.7
Reducing discrimination and abuse	40.2	30.7	<b>70.9</b>	66.4
Improving public transport	27.3	42.4	<b>69.7</b>	66.4
Increasing availability of sport and leisure facilities	20.7	43.0	<b>63.7</b>	65.3
Increasing business investment	14.7	39.2	<b>53.9</b>	64.9
Improving access to technology, eg. Broadband	12.3	34.7	<b>47.0</b>	50.1
Increasing rural development	11.1	32.3	<b>43.4</b>	57.5
Improving access to arts and culture	6.3	28.1	<b>34.4</b>	34.7

Base: All respondents

Faced with a list of issues in Table 3.6, above, respondents generally chose to include a large number of them as important for inclusion in their local plan. *Improving access to arts and culture, increasing rural development and improving access to technology* were mentioned by fewer than half of the Inverness Area Command respondents.

In addition to the issues listed in Table 3.6, other suggestions included:

- More care / consideration of elderly (2 mentions)
- Preservation of Green Belt/parks (2 mentions)
- Reducing litter / improving cleanliness of towns (2 mentions)
- Integration of Eastern Europeans into communities (1 mention)
- More cycle routes in towns (1 mention)

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

At the Inverness Area Command level, 12% of respondents had seen their local Community Plan (17% in 2005), which is slightly lower than the Force area average of 15%.

### Fear of Crime

**3.8** At the Inverness Area Command level, 68% of respondents (65% in 2005) were *very worried* or *slightly worried* about becoming a victim of crime compared with 49% of respondents in the Force area, which is a statistically significant difference.

### 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, being attacked, assaulted or robbed in the street* and *having your home broken into* were the main sources of worry over crime at the Inverness Area Command level. Respondents in the Inverness sample were significantly more afraid of being *attacked, assaulted or robbed in the street* compared with respondents in the Force area as a whole.

In addition to the crimes listed below, there were four individual mentions of fear of being attacked / robbed due to occupation; drugs-related crime; identity fraud; and pedestrian road traffic accident.

**Table 3.7 Types of Crime**

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Vandalism or deliberate damage to your home, property or car	82.7	<b>81.3</b>	81.1
Being attacked, assaulted or robbed in the street	75.2	<b>77.2</b>	64.0
Having your home broken into	84.2	<b>76.6</b>	75.8
Being attacked by someone under the influence of alcohol	64.4	<b>70.8</b>	68.8
Having your car stolen or broken into	62.5	<b>56.5</b>	59.6
Being insulted or threatened	56.2	<b>52.0</b>	51.0
Being attacked, assaulted or robbed in your own home	53.1	<b>46.6</b>	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	37.7	<b>27.9</b>	25.3
Being the victim of a crime because of my religion or belief (including non-belief)	11.5	<b>3.9</b>	5.0
Becoming the victim of a crime because of my sexual orientation	6.1	<b>3.6</b>	3.2
Becoming the victim of a crime because of my race	8.6	<b>2.9</b>	4.3
Being a victim of domestic abuse	4.9	<b>1.3</b>	3.6

Base: Area Command: 243 / 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. Overall, respondents at the Inverness Area Command level were slightly more inclined to take precautions against crime compared with the Force area as a whole.

**Table 3.8 Precautions Against Crime**

	<b>2007 Inverness 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>97.1</b>	96.5
Make sure your vehicle is adequately secured	<b>87.8</b>	89.5
Avoid certain places	<b>84.0</b>	74.7
Carry a mobile phone	<b>74.5</b>	73.2
Avoid going out at certain times	<b>63.2</b>	55.9
Avoid going out alone	<b>60.6</b>	56.2
Avoid going out when it is dark	<b>60.6</b>	57.6
Mark your property in case it is stolen	<b>47.4</b>	49.1
Take self-defence classes	<b>4.0</b>	3.7

Base: Area Command: 248 / Force: 736

Respondents mentioned avoiding a number of specific places:

- Town centre (20 mentions, 14 specified night-time)
- Dark/unlit / quiet / remote areas (7 mentions)
- Shopping areas (5 mentions)
- Areas where youths gather / schools (3 mentions)
- Known trouble spots / housing areas (2 mentions)
- Parks / woodland (2 mentions)
- Pubs and clubs (2 mentions)
- Rivers / river walkways (2 mentions)
- Carparks (1 mention)

Avoidance of town centres was linked by most respondents to night-time, and also to weekends.

### 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
	Very or Slightly Worried	Very or Slightly Worried	Very or Slightly Worried
Age	20.5	<b>23.2</b>	18.1
Physical disability	5.8	<b>6.8</b>	6.4
Gender	7.5	<b>6.4</b>	4.4
Mental health	2.5	<b>5.2</b>	4.8
Race or ethnic origin	4.8	<b>3.8</b>	4.1
Learning disability	2.1	<b>3.1</b>	3.3
Religion or belief (including non-belief)	4.8	<b>3.0</b>	4.2
Sexual orientation	1.9	<b>2.4</b>	1.8
Political beliefs	3.5	-	2.0

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

The responses at the Inverness Area Command level followed a similar pattern to the Force area as a whole, with *age* being the main source of discrimination or abuse.

One respondent in the Inverness sample also mentioned fear of discrimination due to “being English”.

## Victims of Crime

### 3.12 Types of Crime

18 respondents in the Inverness sample (9% of those answering the question) said that they had been a victim of crime in the last year (13% 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 Inverness were:

- Vandalism (car, property, garden) (10 mentions)
- Theft (4 mentions)
- Assault, abuse (racial) (3 mentions)
- Anti-social youth behaviour (1 mention)
- Property break-ins (1 mention)
- Road rage (1 mention)

### 3.13 Reporting Crime

Fifteen out of the 18 victims of crime in the Inverness sample (83%) reported it to the police. In the Force area, 71% of victims of crime reported it to the police.

Reasons for not reporting crimes included:

- No point / waste of time / no proof (2 mentions)
- Fear of reprisals (1 mention)

### 3.14 Criminal Proceedings

In two instances in the Inverness sample (13%), a report to the police was known to have resulted in criminal proceedings (24% in the Force area).

#### *Satisfaction with Outcome*

Respondents who had reported a crime that then resulted in criminal proceedings were asked how satisfied they were with the outcome. Only a single respondent answered this question in the Inverness sample, who said they were *satisfied*.

#### *Satisfaction with Progress in Criminal Proceedings*

Respondents were asked how satisfied they were in terms of being kept informed of progress in relation to proceedings. Both respondents in the Inverness sample who answered this question indicated satisfaction.

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 Inverness 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. 36% of the Inverness 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**

Reason for Attending	2007 Inverness Area Command %	2007 Force Area %
Juror	45.5	39.1
Witness in criminal case / supporter of witness	34.6	29.1
As part of a job (eg lawyer)	9.7	7.8
Civil litigant or witness in civil case / supporter	3.7	8.3
Victim in criminal case / supporter of victim	3.5	4.5
Attending Fines Enquiry / Means Enquiry Court / Fines Office	1.9	2.9
Accused in criminal case / supporter of accused	1.2	8.3
Spectator / tourist unconnected with court cases	-	0.1

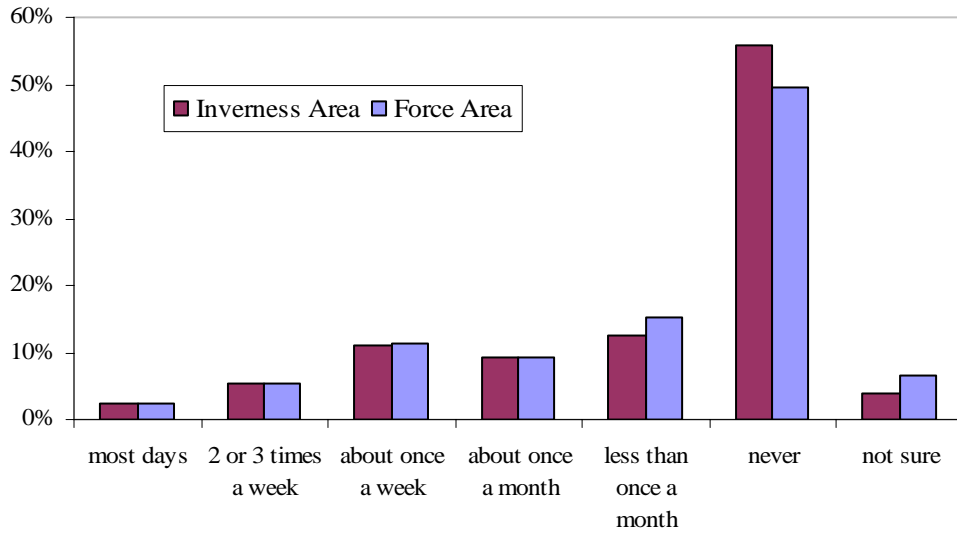
Base: Area Command: 127 / Force: 461

- denotes zero or less than 0.1%

## Police Patrols

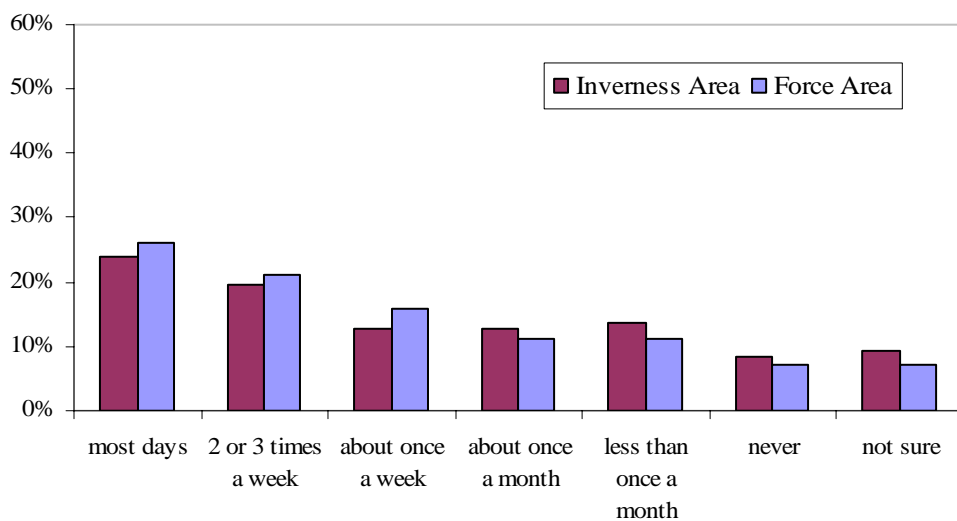
**3.16** A slightly higher proportion of respondents at the Inverness Area Command level (56%) compared with the Force area as a whole (50%), mentioned *never* seeing foot patrols.

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



Respondents at the Inverness Area Command level saw police officers patrolling in motor vehicles less frequently than in 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Too much	0.9	<b>0.8</b>	0.4
About right	24.7	<b>24.0</b>	29.9
Too little	65.3	<b>63.7</b>	56.7
No opinion	9.1	<b>11.6</b>	13.0

Base: All respondents

Respondents at the Inverness Area Command level were slightly more likely (64%) than in the Force area as a whole (57%) to feel that there is *too little* 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Residential areas	27.0	<b>31.2</b>	18.4
Street presence / foot patrols (all areas)	27.6	<b>29.5</b>	32.5
Town Centre / High Street	28.6	<b>26.8</b>	31.3
Areas where young people gather	*	<b>10.8</b>	7.9
Known trouble spots	8.7	<b>10.3</b>	5.6
Shops	*	<b>9.5</b>	4.6
Pubs / night clubs	8.1	<b>4.1</b>	7.2
Outside schools	1.5	<b>3.3</b>	3.8
Areas of traffic danger	1.8	<b>2.6</b>	4.9
Villages	5.3	<b>2.6</b>	9.8
Play parks	2.2	<b>2.3</b>	2.2
Other	*	<b>3.3</b>	4.4

Base: Area Command: 208 / Force: 749

Note: Multiple responses were accepted

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

*In residential areas, on the streets and in town centres* were the most commonly mentioned places respondents at the Inverness Area Command level wanted to see more officers on patrol. Respondents in the Inverness sample placed more priority on police patrolling residential areas compared with Force area respondents as a whole. Otherwise, the overall pattern of responses in the Inverness area followed a similar pattern to the Force area.

One respondent suggested police should patrol “around shopping centres in Culloden, Smithton, Cradlehall, Hilton etc in the evenings”. Another suggested “in villages to curb speeding”.

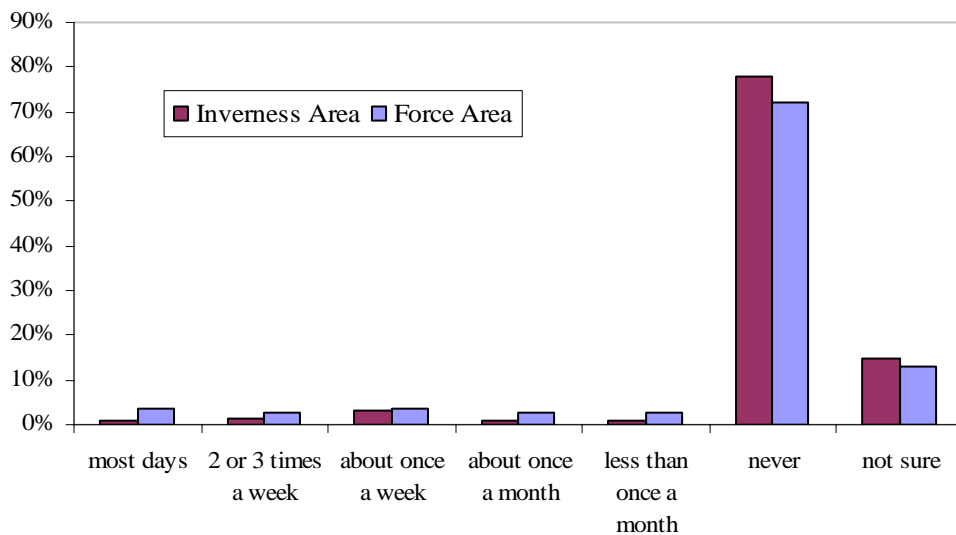
Responses from the Inverness sample listed as “other” in the table above included:

- Nowhere (1 mention)
- Remote footpaths (1 mention)
- Where they are needed (1 mention)

### Community Warden Patrols

**3.19** 78% of respondents at the Inverness Area Command level stated that they had *never* seen a Community Warden patrolling on foot (72% in the Force area), and another 15% were *not sure* (13% 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 at the Inverness Area Command level (78% in the Force area) and a further 18% 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Too much	-	-	0.2
About right	5.6	<b>3.1</b>	6.6
Too little	46.2	<b>38.9</b>	33.0
No opinion	48.2	<b>58.0</b>	60.1

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

58% of the Inverness sample had *no opinion* on 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Residential areas	26.3	<b>35.7</b>	21.5
Street presence / foot patrols (all areas)	14.1	<b>20.1</b>	18.9
Shops	*	<b>10.6</b>	4.2
Town Centre / High Street	6.4	<b>9.7</b>	15.1
Known trouble spots	9.5	<b>6.9</b>	5.0
Areas where young people gather	*	<b>6.3</b>	6.1
Outside schools	2.3	<b>4.8</b>	3.4
Play parks	2.7	<b>4.8</b>	3.9
Pubs / night clubs	-	<b>2.4</b>	3.5
Villages	3.4	<b>1.9</b>	7.8
Areas of traffic danger	0.8	<b>0.9</b>	0.3
Other	*	<b>2.8</b>	5.2

Base: Area Command: 159 / 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, 28% of respondents said that they were not aware of Community Wardens (26% in the Force area). A further 4% said that they disagreed with the idea of Community Wardens (7% in the Force area).

*In residential areas and on the streets* were the most commonly mentioned places respondents from the Inverness sample wanted to see more Community Wardens on patrol. One respondent suggested they should patrol “in the housing schemes in the evening when most occurrences happen”.

Responses from the Inverness sample listed as “other” in Table 3.14 included:

- Riverside / woods / Ness Islands (2 mentions)
- On buses (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 Inverness sample were slightly less aware of the initiatives listed compared with the Force area as a whole.

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	38.2	<b>43.5</b>	46.8
Closed circuit television (CCTV)	25.1	<b>27.8</b>	33.7
TV/media campaigns, e.g. drug awareness	33.5	<b>23.9</b>	34.6
Young person ID scheme	13.7	<b>13.7</b>	21.4
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	17.4	<b>12.8</b>	14.8
Anti-social Behaviour Orders	16.0	<b>12.6</b>	17.7
Community Safety Partnership	2.2	<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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	61.8	<b>54.9</b>	55.0
Closed circuit television (CCTV)	53.3	<b>47.4</b>	49.5
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	50.5	<b>46.2</b>	39.2
Anti-social Behaviour Orders	49.6	<b>39.9</b>	38.1
Young person ID scheme	33.0	<b>38.4</b>	38.4
TV/media campaigns, e.g. drug awareness	48.3	<b>33.6</b>	36.1
Community Safety Partnership	35.7	<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 at the Inverness Area Command level. There was no clear difference in the pattern of responses from the Inverness sample compared with the Force area as a whole.

### **3.23 Crimestoppers**

73% of respondents at the Inverness Area Command level stated that they were aware of the Crimestoppers facility (66% in 2005), which is higher than the whole Force area average of 66%. In the Inverness sample, 4% of respondents had actually used the facility (5% in 2005), compared with 3% in the Force area.

### **3.24 Confidential Lines**

49% of respondents at the Inverness Area Command level stated that they were aware of the Northern Constabulary confidential lines (54% in 2005) compared with 47% across the Force area.

7% of respondents in the Inverness sample had actually used the Northern Constabulary confidential lines (8% in 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	58.4	37.0	5.6	0.4	1.4	-	1.0
To report a minor crime, e.g. vandalism	5.5	76.7	8.0	8.2	2.4	-	1.4
To report information about something suspicious	10.3	70.7	12.9	4.2	4.1	1.4	0.6
To report a nuisance/disturbance	5.6	82.1	9.0	3.7	2.2	-	0.6
To report a road traffic accident/incident	73.9	27.9	1.2	0.8	0.6	-	1.4
To report other information	2.5	71.5	14.6	11.3	0.4	1.2	-
To ask for advice or information	0.8	60.5	5.5	28.2	3.5	4.8	0.8
Firearm / shotgun enquiry	8.4	58.4	7.1	23.0	0.4	3.5	-
Lost/found property	1.2	48.5	1.6	49.1	0.4	0.4	-
Missing person	12.1	64.4	4.6	21.1	-	-	-

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 Inverness sample was broadly similar to the Force area as a whole.

The *Northern Constabulary confidential line* was mentioned as a possible way of contacting the police across most of the situations listed. It was most likely to be used to report information about something suspicious (13%) or to report other information (15%) 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. Few respondents would be likely to make contact with a *police officer on patrol*. Electronic media such as *e-mail / internet, mobile phone text* and *picture imaging* were very unlikely to be used to contact the police.

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

### 3.26 Type of Information Sought

48% of respondents at the Inverness Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (55% 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 2005. *General police work in your area, what is being done to make your community safer and what is being done to reduce and prevent crime* were the types of information most sought by Inverness sample respondents and in the Force area as a whole.

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
General police work in your area	81.5	<b>82.8</b>	78.6
What is being done to make your community safer	83.4	<b>80.7</b>	71.2
What is being done to reduce and prevent crime	80.7	<b>78.1</b>	72.8
How you can help the police, e.g. Neighbourhood Watch, appeals	53.9	<b>55.0</b>	46.9
What is being done to improve road safety	63.2	<b>49.8</b>	58.1
How we are spending on policing in your area	52.2	<b>40.5</b>	45.5
Police achievements/successes	46.3	<b>37.9</b>	39.9
More information about police officers' jobs/how they spend their day	44.3	<b>37.3</b>	44.8
Equality and diversity	25.1	<b>9.7</b>	14.2

Base: Area Command: 170 / Force: 611  
Note: Multiple responses were accepted

### 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Local newspapers	58.9	<b>75.0</b>	73.3
Television	26.6	<b>42.3</b>	32.1
Local radio	31.6	<b>30.8</b>	34.3
Talking to friends and relatives	25.6	<b>25.2</b>	28.1
Don't get any information	23.0	<b>18.2</b>	19.9
Personal experience	11.9	<b>15.3</b>	12.2
Talking to police officers	9.8	<b>9.3</b>	8.7
Community meetings	8.4	<b>7.0</b>	7.7
Literature from the police	6.2	<b>5.3</b>	3.9
Internet	2.2	<b>3.7</b>	3.5
Public meetings	2.4	<b>3.1</b>	3.3
Attending court	n/a	<b>1.7</b>	1.1

Base: All respondents

Note: Multiple responses were accepted

*Local newspapers, television and local radio* were the main sources of information used by Inverness sample respondents, and the general pattern of responses was similar to the Force area as a whole.

### 3.28 Awareness of Community Safety Campaigns and Initiatives

5% of respondents in the Inverness sample 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 Inverness Area Command (no. responses)</b>	<b>2007 Force Area (no. responses)</b>
Speeding	4	33
Road safety	3	11
Drink driving	2	16
Car safety (tyres etc)	1	3
Driving using mobile phone	1	3
Knives / knife surrender	1	2
Reduced speed limits at schools	1	4
Reducing crime in community	1	3
Alcohol misuse	-	2
Door stepping / rogue traders	-	4
Fire safety (in home etc)	-	4
Safe Highlander	-	1
Safer driving (specifically young people)	-	2
Seat belts	-	8
Under-age drinking (incl. Operation Magma / Kalibor)	-	7

Base: Area Command: 14 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Speeding* was the most frequently cited community safety campaign that respondents from the Inverness sample had reported seeing in the previous six months, which is in line with the Force area as a whole.

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

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

	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Local newspaper	<b>29.9</b>	57.1
Leaflet or newsletter	<b>22.4</b>	13.4
Local radio	<b>19.4</b>	42.7
Local TV	<b>19.4</b>	9.7
Talking to police officer	<b>11.9</b>	14.3
Talking to friends/relatives	<b>7.5</b>	8.0
Internet	-	1.2
Other	<b>31.3</b>	16.6

Base: Area Command: 20 / Force: 92

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Local newspapers, leaflets or newsletters, local radio and local TV* were the main sources of campaign information for respondents in the Inverness sample.

The responses from the Inverness sample listed as 'other' above included:

- Occupation (2 mentions)
- Community meetings (1 mention)

### 3.28 Influence of the Media

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

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	33.2	<b>26.6</b>	24.1
Probably	18.2	<b>20.0</b>	21.6
Sometimes	20.9	<b>19.5</b>	20.1
Not significantly	16.8	<b>18.2</b>	17.8
Definitely not	7.7	<b>10.9</b>	9.8
Don't know	3.2	<b>4.8</b>	6.6

Base: All respondents

Responses from the Inverness sample followed a similar pattern compared with the Force area, with 47% of all respondents stating that the media *definitely* or *probably* influenced their understanding of anti-social behaviour compared with 46% in the Force area as a whole.

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

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	19.0	<b>12.6</b>	13.2
Probably	16.2	<b>19.4</b>	18.9
Sometimes	24.7	<b>23.7</b>	20.7
Not significantly	23.1	<b>25.0</b>	24.8
Definitely not	12.1	<b>16.5</b>	15.4
Don't know	4.9	<b>2.9</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 clear difference in the responses from the Inverness sample compared with the Force area as a whole.

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	20.8	<b>14.6</b>	15.6
Probably	18.2	<b>20.6</b>	15.9
Sometimes	24.2	<b>23.5</b>	18.7
Not significantly	21.0	<b>23.2</b>	27.0
Definitely not	14.4	<b>12.9</b>	17.1
Don't know	1.4	<b>5.2</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 the Inverness sample results and the Force area results.

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

	<b>2005 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Yes, any crime	5.6	<b>1.4</b>	2.2
Yes, minor crime	7.3	<b>8.9</b>	6.8
No, don't have access to the internet	27.4	<b>26.2</b>	25.1
No, would prefer to speak to police	55.6	<b>57.3</b>	61.6
Don't know/No opinion	4.1	<b>6.2</b>	4.4

Base: All respondents

**3.32** 12% of respondents in the Inverness sample said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (14% in 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

**3.33** 27% of respondents in the Inverness sample said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (31% in 2005), which is in line with 27% of respondents in the Force area as a whole.

### 3.34 Community Safety Issues

85% of respondents in the Inverness sample indicated that they would like to see more information on community safety issues in their local newspaper (87% 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 Inverness Area Command %</b>	<b>2007 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Post office	51.4	<b>51.6</b>	51.4
Council office / service point	50.7	<b>51.0</b>	49.9
Library	38.2	<b>47.0</b>	42.1
Internet	44.4	<b>45.8</b>	44.0
Supermarket	49.2	<b>44.0</b>	33.9
Doctors' surgeries	44.6	<b>43.1</b>	41.9
Bank	29.4	<b>21.1</b>	22.1
Courts	7.5	<b>17.6</b>	16.6

Base: All respondents

Respondents in the Inverness sample were most likely to want to access information about police and partner agency services at *post offices* or *council office / service points*, as in the Force area overall. *Banks* and *courts* were relatively unlikely to be mentioned. The Inverness sample was slightly more likely to use supermarkets as a source of information compared with the Force area as a whole.

## 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 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Foot patrols / officers on the beat	<b>64.1</b>	52.4
Higher profile / higher visibility	<b>34.3</b>	29.9
More community involvement / community policing	<b>11.6</b>	14.7
More accessible / approachable / friendly	<b>10.1</b>	15.8
More information / communication (including newsletters)	<b>10.1</b>	9.6
Satisfied with existing police service	<b>6.7</b>	9.9
Recruit more officers	<b>4.9</b>	4.8
Tougher stance generally	<b>3.8</b>	3.6
Less paperwork / red tape / bureaucracy	<b>3.7</b>	3.0
Improve manner in dealing with public, victims etc	<b>2.1</b>	2.0
Keep local offices open (incl. 24-hr cover)	<b>1.4</b>	3.0
Prevent pavement cycling	<b>1.4</b>	0.8
Tougher stance on dangerous drivers	<b>1.1</b>	1.7
Do more with young people / schools	<b>0.7</b>	4.0

Base: Area Command: 216 / Force: 778

Note: Multiple responses were accepted

A clear priority for respondents at the Inverness Area Command level was more *foot patrols / officers on the beat*, with 64% of respondents stating this as a preference, compared with 52% in the Force area.

Respondents were also keen that police should maintain a *higher profile*. One respondent suggested police should carry out “more high-profile foot patrols in the city centre”. Another respondent suggested police should “be prepared to meet people on the street – as an intelligence-led organisation the police would benefit from this”.

- 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 Inverness Area Command %</b>	<b>2007 Force Area %</b>
Crime prevention / law and order / public safety	<b>48.8</b>	33.6
Drugs	<b>31.1</b>	38.8
Road safety / speeding	<b>21.9</b>	28.0
Drink-related crime / behaviour	<b>19.1</b>	17.9
Youth behaviour on streets	<b>14.9</b>	13.3
Anti-social behaviour	<b>13.7</b>	14.7
Crime detection (incl. prosecution)	<b>12.0</b>	7.8
Theft / property crime / vandalism	<b>11.5</b>	13.9
Integrate with youth groups / schools	<b>9.9</b>	10.4
Quick response to reports of crime	<b>9.3</b>	6.4
Community policing	<b>8.2</b>	10.0
Education / advice	<b>6.5</b>	6.8
Under-age drinking	<b>6.3</b>	10.5
Public relations	<b>5.8</b>	6.0
Drink driving	<b>5.6</b>	8.2
Violence / assault	<b>5.6</b>	5.5
Tougher sentencing	<b>3.5</b>	2.0
Partnership working / liaison	<b>1.9</b>	3.0
High standards / public confidence	<b>1.7</b>	2.9

Base: Area Command: 231 / Force: 806

Note: Multiple responses were accepted

*Crime prevention / law and order / public safety* was considered the top priority by the Inverness sample (49%). *Drugs* (including drug-dealing and drug-related crime/behaviour) also ranked highly, mentioned by 31% of respondents.

One respondent from the Inverness sample called for partners to “protect the most vulnerable sections of society”. Another suggested they should “highlight the negative health implications of drug- or drink-fuelled life and offer positive alternatives”.

Another respondent called for “experienced police who can engage with young people who don’t seem to have anything to do, on a friendly, helpful and respectful level”.

## 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 Inverness Area Command %	2007 Force Area %
Neighbourliness / be friendly	29.3	20.3
Report crime or suspicious behaviour	22.6	23.1
Support community activities / groups / campaign on local issues	19.6	27.9
Nothing / too old	19.1	18.6
Neighbourhood Watch	7.1	5.5
Be law-abiding	5.3	6.9
Collect litter	4.6	4.5
Engender law-abiding behaviour	4.1	4.4
Use public transport / less driving	2.3	1.2
Recycling / environmental care	1.6	1.9
Better parenting	-	2.1

Base: Area Command: 128 / Force: 417

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

The most common ways in which Inverness sample respondents felt they could contribute to the quality of life in their community was by being *neighbourly / friendly* and *reporting crime or suspicious behaviour*. Inverness sample respondents placed more emphasis on being *neighbourly* and less on *supporting community activities / campaigning on local issues* compared with Force area respondents overall.

One respondent suggested they should “continue to be alert and watchful and prepared to stand up and be counted”.

19% of Inverness sample respondents said that they felt they could *do nothing*, usually due to age or disability. Another 11% of respondents were content with the quality of life in their community.

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