

**Northern Constabulary**  
**2007 Excellence in Community Policing**  
**Lochaber 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
Inverness	690	15.3	13.9
<b>Lochaber</b>	<b>690</b>	<b>15.3</b>	<b>14.9</b>
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 Lochaber Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 225 from Lochaber (33% of those issued in the Lochaber 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
A city	-	<b>1.4</b>	9.4
A large town	5.6	<b>5.9</b>	7.2
A small town	20.6	<b>29.0</b>	26.3
A large village	21.3	<b>24.0</b>	13.8
A small village	41.8	<b>32.6</b>	27.2
An isolated rural area	10.8	<b>7.2</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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Male	38.5	<b>40.4</b>	41.0
Female	61.5	<b>59.6</b>	59.0

Base: All respondents (unweighted)

## 2.4 Household Size

The mean household size for the respondents at the Lochaber Area Command level was 2.32 (2.35 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 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Under 18	-	-
18-24	<b>0.9</b>	1.3
25-34	<b>7.2</b>	5.7
35-44	<b>18.8</b>	17.0
45-54	<b>17.9</b>	20.5
55-64	<b>25.1</b>	23.3
65-74	<b>17.9</b>	17.2
75+	<b>12.1</b>	15.0

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

## 2.6 Language

English was the first language of all but five of the respondents from the Lochaber Area Command. The other languages mentioned were:

- Gaelic (4 mentions)
- Finnish (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 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
White Scottish	<b>84.9</b>	80.2
Other White British	<b>14.2</b>	17.0
White Irish	<b>0.5</b>	0.6
Other White	<b>0.5</b>	1.4
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	-
African	-	0.1
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	-	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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
1 year or less	2.1	<b>4.2</b>	2.5
Over 1 year but less than 2 years	0.7	<b>7.8</b>	3.7
2 or more years but less than 5 years	13.9	<b>15.0</b>	15.0
5 years or more	83.3	<b>73.0</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. 89% of respondents in the Lochaber Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, which is not statistically significantly different to the Force area as a whole (95%).

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

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
A very safe area	45.1	<b>47.3</b>	50.5
A fairly safe area	50.0	<b>41.6</b>	44.2
Rather unsafe area	2.4	<b>10.7</b>	3.8
A very unsafe area	2.1	<b>0.4</b>	1.0
No opinion	0.3	-	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. 10% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 5% thought it was *more safe*. 79% 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Now more safe	2.1	<b>5.0</b>	2.6
Now less safe	13.5	<b>10.3</b>	13.6
About the same	84.0	<b>79.4</b>	81.7
Did not live here a year ago	-	<b>2.3</b>	0.9
No opinion	0.3	<b>3.0</b>	1.3

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

### 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 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Safe, the same as a year ago	<b>9.3</b>	9.9
Now more safe	<b>2.1</b>	1.3
Now less safe	<b>8.2</b>	1.9
Did not receive community care services a year ago	<b>48.2</b>	47.1
No opinion	<b>32.3</b>	39.8

Base: Area Command: 73 / 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 Lochaber Area Command %			2007 Force Area %
	Major Concern	Minor Concern	Total Concerned	Total Concerned
Driving at excessive speed	36.7	35.1	<b>71.8</b>	71.5
Dog excrement	23.3	38.4	<b>61.7</b>	56.8
Rubbish or litter lying around	20.0	41.6	<b>61.6</b>	51.6
Dangerous driving	23.6	33.8	<b>57.4</b>	58.0
Young people and alcohol	23.0	30.8	<b>53.8</b>	46.7
Alcohol mis-use	18.3	28.5	<b>46.8</b>	43.3
Vandalism, graffiti and deliberate damage	16.1	29.6	<b>45.7</b>	40.2
Young people on the street	10.1	35.5	<b>45.6</b>	38.0
Rowdy or drunken behaviour	19.7	25.8	<b>45.5</b>	40.0
Drink/drugs driving	20.5	24.1	<b>44.6</b>	41.6
People dealing in drugs	24.3	14.2	<b>38.5</b>	31.1
People using drugs	23.4	14.6	<b>38.0</b>	34.1
Bullying of young people, in or out of school	13.6	22.5	<b>36.1</b>	31.6
Stray dogs roaming the streets	8.9	21.7	<b>30.6</b>	23.7
Break-ins to houses	6.5	15.8	<b>22.3</b>	27.6
Anti-social neighbours	8.2	14.0	<b>22.2</b>	22.1
Solvent abuse/glue sniffing	10.2	11.9	<b>22.1</b>	15.4
Things being stolen from cars	5.6	14.8	<b>20.4</b>	18.4
Noisy neighbours	6.7	13.5	<b>20.2</b>	19.6
Discrimination and abuse	6.8	10.6	<b>17.4</b>	14.6
Cars being stolen	5.6	11.1	<b>16.7</b>	16.1
Noise from local pubs or clubs	3.5	12.8	<b>16.3</b>	9.5
Domestic abuse	6.8	8.3	<b>15.1</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 Lochaber respondents and in the Force area as a whole.

Among the issues mentioned, *domestic abuse, noise from pubs or clubs* and *cars being stolen* were of least concern to respondents in Lochaber.

The overall pattern of responses in Lochaber was similar to the Force area as a whole, with no significant difference in the results.

### **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. There were no significant differences between the Lochaber 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 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, cars being stolen, break-ins to houses* and *things being stolen from cars* 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, domestic 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* and *domestic abuse*.

Two further comments were made suggesting that publicans should be responsible for drunkenness and noise outside pubs.

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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	11.8	-	71.4	54.4	13.2	23.1	1.5	13.2	20.6
Noisy neighbours	12.3	-	68.5	54.3	6.8	25.4	0.6	8.7	11.6
Young people on the street	4.2	0.4	61.2	14.3	62.5	33.4	6.8	4.4	4.2
Young people and alcohol	3.3	14.9	68.1	9.1	65.6	21.8	11.6	5.6	6.6
Rowdy or drunken behaviour	1.9	2.3	94.5	7.6	11.8	15.2	0.4	15.3	18.7
Rubbish or litter lying around	19.1	3.5	10.3	83.8	19.1	22.9	7.7	2.4	3.4
Vandalism, graffiti and deliberate damage	3.7	1.0	78.6	37.2	31.0	25.5	7.4	12.9	19.1
Stray dogs roaming the streets	9.0	4.4	12.9	69.2	11.6	34.3	0.7	3.0	2.6
People using drugs	4.5	29.3	88.2	9.9	24.3	11.7	11.6	19.6	30.6
People dealing in drugs	5.4	7.5	94.0	8.9	11.6	10.0	4.6	25.1	42.3
Noise from local pubs or clubs	2.9	0.7	69.8	50.8	1.1	16.4	0.7	6.3	11.4
Break-ins to houses	2.5	0.6	98.5	4.6	3.1	10.2	1.7	24.4	38.5
Cars being stolen	2.5	-	98.7	1.2	4.0	6.5	1.7	23.6	39.1
Things being stolen from cars	3.8	-	97.9	1.7	4.0	5.7	1.7	21.8	34.2
Dangerous driving	3.3	-	99.2	6.9	4.1	4.1	1.8	21.9	33.5
Driving at excessive speed	3.2	-	99.2	9.5	4.4	6.1	2.4	19.6	30.9
Discrimination and abuse	9.4	4.7	79.5	20.3	19.6	17.2	17.6	20.0	30.1
Domestic abuse	5.9	18.3	88.2	12.9	7.4	7.2	4.6	23.1	33.1
Bullying of young people, in or out of school	12.7	9.7	40.9	15.2	61.4	16.9	74.3	10.7	13.5
Solvent abuse/glue sniffing	4.3	28.2	70.1	11.7	47.0	14.1	24.3	9.7	13.6
Drink/drugs driving	5.5	10.5	96.4	5.2	6.9	6.7	5.0	24.4	39.7
Dog excrement	18.2	6.6	14.3	73.8	8.3	39.7	1.9	8.3	7.5
Alcohol mis-use	6.1	44.5	53.1	16.1	27.1	12.5	15.1	8.1	11.1

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 Lochaber Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Improving safety of children	73.2	18.5	<b>91.7</b>	87.9
Reducing crime	69.5	21.7	<b>91.2</b>	86.3
Improving road safety	65.2	25.2	<b>90.4</b>	86.9
Increasing availability of affordable housing	70.6	19.4	<b>90.0</b>	85.6
Reducing boredom, lack of things for young people to do	56.1	33.8	<b>89.9</b>	83.7
Improving roads and transport links	67.3	22.3	<b>89.6</b>	85.1
Reducing drug dealing	77.8	11.5	<b>89.3</b>	87.6
Reducing drug/alcohol/solvent mis-use	65.8	22.5	<b>88.3</b>	87.2
Reducing youth crime	68.9	19.0	<b>87.9</b>	87.0
Reducing anti-social behaviour	59.3	27.7	<b>87.0</b>	86.0
Reducing violent crime	71.6	13.2	<b>84.8</b>	82.2
Reducing unemployment	59.2	24.9	<b>84.1</b>	82.9
Improving access to local health services	49.1	31.0	<b>80.1</b>	81.3
Improving quality of housing	47.0	32.2	<b>79.2</b>	75.3
Increasing availability of sport and leisure facilities	23.4	54.0	<b>77.4</b>	65.3
Reducing discrimination and abuse	37.1	35.5	<b>72.6</b>	66.4
Improving public transport	35.2	35.6	<b>70.8</b>	66.4
Increasing rural development	24.6	43.8	<b>68.4</b>	57.5
Increasing business investment	31.1	35.3	<b>66.4</b>	64.9
Recognising equality and diversity	30.6	33.0	<b>63.6</b>	64.7
Improving access to technology, eg. Broadband	16.5	35.4	<b>51.9</b>	50.1
Improving access to arts and culture	5.2	32.7	<b>37.9</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. Only *improving access to arts and culture* was mentioned by fewer than half of the respondents.

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

- Affordable housing (2 mentions)
- Tackling benefit fraud (1 mention)
- Improving flood prevention (1 mention)
- Preserving green belt (1 mention)

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

At the Lochaber Area Command level, 14% of respondents had seen their local Community Plan (6% in 2005), which is in line with the Force average of 15%.

## Fear of Crime

**3.8** At the Lochaber Area Command level, 47% of respondents (43% in 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* and *having your home broken into* were the main sources of worry over crime in Lochaber. There were no significant differences between Lochaber and the Force area as a whole.

In addition to the crimes listed below, one respondent mentioned being worried about injury from needles discarded by drug users.

**Table 3.7 Types of Crime**

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Vandalism or deliberate damage to your home, property or car	78.5	<b>81.6</b>	81.1
Having your home broken into	76.1	<b>79.5</b>	75.8
Being attacked by someone under the influence of alcohol	65.8	<b>71.9</b>	68.8
Being attacked, assaulted or robbed in the street	61.1	<b>71.4</b>	64.0
Having your car stolen or broken into	64.1	<b>61.8</b>	59.6
Being insulted or threatened	56.6	<b>51.8</b>	51.0
Being attacked, assaulted or robbed in your own home	48.1	<b>49.6</b>	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	22.3	<b>28.5</b>	25.3
Becoming the victim of a crime because of my race	2.0	<b>9.0</b>	4.3
Being a victim of domestic abuse	3.0	<b>6.5</b>	3.6
Being the victim of a crime because of my religion or belief (including non-belief)	3.8	<b>6.1</b>	5.0
Becoming the victim of a crime because of my sexual orientation	2.9	<b>5.3</b>	3.2

Base: Area Command: 39 / 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 in Lochaber were slightly more inclined to take precautions against crime compared with the Force area as a whole, although the apparent differences are not statistically significant.

**Table 3.8 Precautions Against Crime**

	<b>2007 Lochaber 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>95.7</b>	96.5
Make sure your vehicle is adequately secured	<b>90.5</b>	89.5
Avoid certain places	<b>80.4</b>	74.7
Carry a mobile phone	<b>77.3</b>	73.2
Avoid going out when it is dark	<b>68.2</b>	57.6
Avoid going out alone	<b>60.4</b>	56.2
Avoid going out at certain times	<b>58.2</b>	55.9
Mark your property in case it is stolen	<b>57.7</b>	49.1
Take self-defence classes	<b>9.0</b>	3.7

Base: Area Command: 40 / Force: 736

Respondents mentioned avoiding a number of specific places:

- Dark/unlit, quiet or remote areas (12 mentions, 7 specified night-time)
- Town centre (9 mentions)
- Parks / woodland (5 mentions)
- Pubs and clubs (5 mentions)
- Areas where youths gather / schools (2 mentions)
- Shopping areas (2 mentions)
- Car parks (1 mention)
- Rivers / river walkways (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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
	Very or Slightly Worried	<b>Very or Slightly Worried</b>	Very or Slightly Worried
Age	18.1	<b>14.5</b>	18.1
Physical disability	6.6	<b>7.9</b>	6.4
Mental health	2.0	<b>6.9</b>	4.8
Political beliefs	2.3	<b>5.4</b>	2.0
Race or ethnic origin	1.5	<b>5.4</b>	4.1
Learning disability	3.1	<b>5.1</b>	3.3
Religion or belief (including non-belief)	3.9	<b>4.8</b>	4.2
Gender	3.1	<b>4.0</b>	4.4
Sexual orientation	0.4	<b>3.0</b>	1.8

Base: All respondents

The responses in Lochaber followed a similar pattern to the Force area as a whole, with *age* being the main source of discrimination or abuse.

Two further comments were received from respondents. One related to fear of discrimination as a result of making a complaint about the police or other agency. The other was fear of discrimination or abuse after informing the police about heroin dealers.

## **Victims of Crime**

### **3.12 Types of Crime**

12 respondents in the Lochaber sample (5% of those answering the question) said that they had been a victim of crime in the last year (6% 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 Lochaber were:

- Vandalism (car, property, garden) (8 mentions)
- Theft (1 mention)
- Fraud (including credit card) / identity theft (1 mention)
- Anti-social behaviour / neighbours (1 mention)
- Road rage (1 mention)

### **3.13 Reporting Crime**

Seven out of the 12 victims of crime in Lochaber (58%) 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 (3 mentions)
- Fear of reprisals (1 mention)

### **3.14 Criminal Proceedings**

In one instance in Lochaber, 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 Lochaber who said they were not at all satisfied. The reason given was that the verdict was too lenient and the person had gone on to re-offend two more times.

#### *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. One of the two respondents in Lochaber indicated satisfaction and the other was not satisfied because they were “not told anything”.

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. The two responses to this question from Lochaber were “one month” and “two months”.

### 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. 34% of the Lochaber 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 Lochaber Area Command %	2007 Force Area %
Juror	42.4	39.1
Witness in criminal case / supporter of witness	23.7	29.1
Accused in criminal case / supporter of accused	9.6	8.3
Civil litigant or witness in civil case / supporter	9.0	8.3
As part of a job (eg lawyer)	7.3	7.8
Victim in criminal case / supporter of victim	6.8	4.5
Spectator / tourist unconnected with court cases	1.1	0.1
Attending Fines Enquiry / Means Enquiry Court / Fines Office	-	2.9

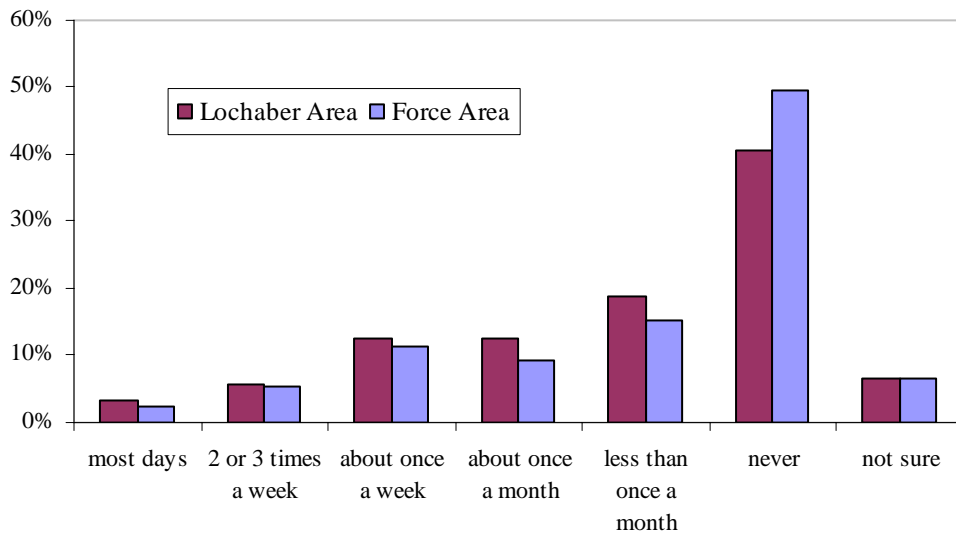
Base: Area Command: 29 / Force: 461

- denotes zero or less than 0.1%

## Police Patrols

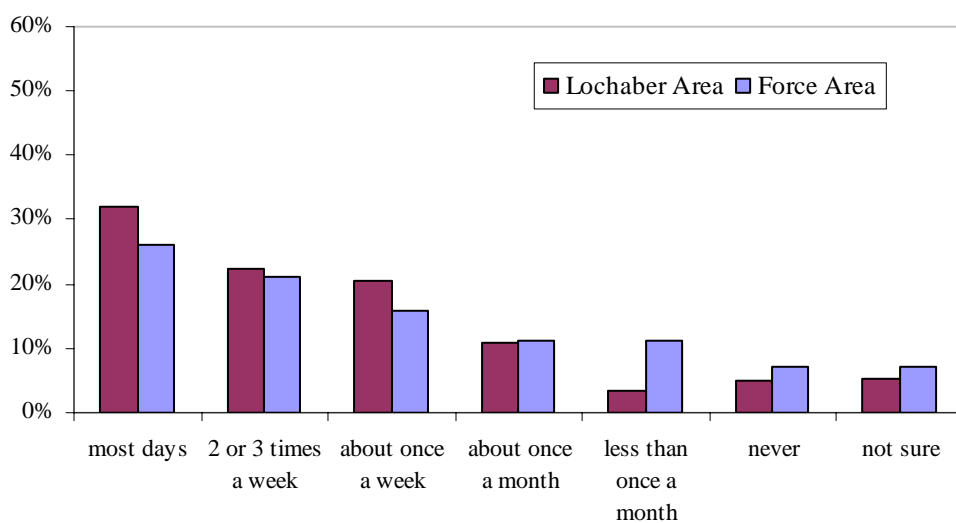
- 3.16** There was no clear pattern of responses in Lochaber compared with the Force area as a whole, although a slightly lower proportion of respondents in Lochaber mentioned *never* seeing foot patrols.

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



Respondents in Lochaber saw police officers patrolling in motor vehicles more 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Too much	0.5	-	0.4
About right	32.9	<b>31.9</b>	29.9
Too little	51.3	<b>55.9</b>	56.7
No opinion	15.4	<b>12.2</b>	13.0

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

Responses in Lochaber followed a similar pattern to those in the Force area as a whole. No-one in the Lochaber 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Street presence / foot patrols (all areas)	29.8	<b>35.4</b>	32.5
Residential areas	15.3	<b>22.2</b>	18.4
Town Centre / High Street	18.5	<b>21.8</b>	31.3
Villages	11.3	<b>15.3</b>	9.8
Pubs / night clubs	12.9	<b>9.0</b>	7.2
Shops	12.0	<b>6.8</b>	4.6
Areas where young people gather	*	<b>6.5</b>	7.9
Areas of traffic danger	4.8	<b>5.3</b>	4.9
Outside schools	-	<b>4.3</b>	3.8
Play parks	-	<b>3.9</b>	2.2
Known trouble spots	6.5	<b>1.4</b>	5.6
Other	*	<b>3.6</b>	4.4

Base: Area Command: 46 / Force: 749  
Note: Multiple responses were accepted  
\* denotes not analysed in a comparable way in previous years

*On the streets, in residential areas and town centres* were the most commonly mentioned places respondents in Lochaber wanted to see more officers on patrol. Overall, responses followed a similar pattern to the Force area as a whole.

One respondent commented: “On foot, through housing schemes eg Caol, getting to know the community”. Another said: “We have no police station occupied in the village now. It would be nice to have it back.”

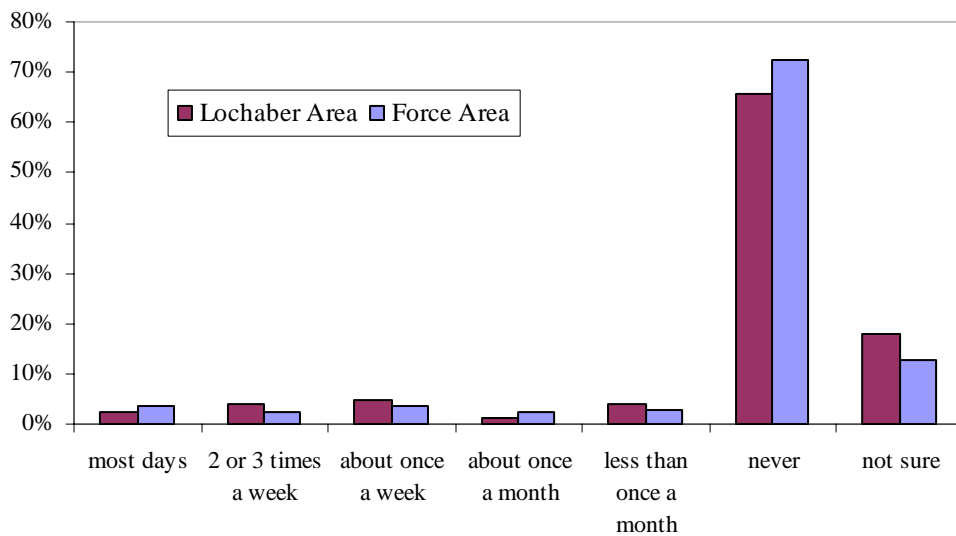
Responses from the Lochaber sample listed as “other” in the table above included:

- Woodland (2 mentions)
- Bus shelters (1 mention)
- Main roads (1 mention)
- Areas with no CCTV (1 mention)

### Community Warden Patrols

**3.19** Two thirds of Lochaber respondents stated that they had *never* seen a Community Warden patrolling (72% in the Force area). There were no clear differences between the Lochaber sample and the Force area as a whole.

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



74% of respondents had *never* seen Community Wardens patrolling in vehicles in Lochaber (78% in the Force area) and a further 20% 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Too much	-	<b>0.7</b>	0.2
About right	1.7	<b>8.7</b>	6.6
Too little	35.4	<b>40.5</b>	33.0
No opinion	62.9	<b>50.2</b>	60.1

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

Half of the Lochaber 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Street presence / foot patrols (all areas)	22.3	<b>26.9</b>	18.9
Residential areas	7.4	<b>24.7</b>	21.5
Areas where young people gather	*	<b>18.2</b>	6.1
Villages	14.9	<b>12.6</b>	7.8
Shops	11.0	<b>8.8</b>	4.2
Town Centre / High Street	6.4	<b>8.2</b>	15.1
Known trouble spots	5.3	<b>3.9</b>	5.0
Play parks	5.3	<b>2.7</b>	3.9
Pubs / night clubs	4.3	<b>1.6</b>	3.5
Outside schools	3.2	<b>1.1</b>	3.4
Other	*	<b>3.3</b>	5.2

Base: Area Command: 30 / Force: 536  
Note: Multiple responses were accepted  
\* denotes not analysed in a comparable way in previous years

In addition to the responses listed above, 18% of respondents said that they were not aware of Community Wardens (26% in the Force area). A further 6% said that they disagreed with the idea of Community Wardens (7% in the Force area).

*On the streets and residential areas* were the most commonly mentioned places respondents from the Lochaber sample wanted to see more Community Wardens on patrol. One respondent commented: “Regular visits around residential areas would be reassuring.”

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

- Bus shelters (1 mention)
- Plantation (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 *CCTV*. Respondents from Lochaber seemed generally more aware of the initiatives listed compared with the Force area as a whole.

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

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	69.3	<b>69.4</b>	46.8
Closed circuit television (CCTV)	42.9	<b>45.0</b>	33.7
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	34.4	<b>43.0</b>	14.8
TV/media campaigns, e.g. drug awareness	41.3	<b>39.4</b>	34.6
Young person ID scheme	19.8	<b>31.2</b>	21.4
Anti-social Behaviour Orders	23.3	<b>25.2</b>	17.7
Community Safety Partnership	8.4	<b>11.3</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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Laws banning drinking alcohol in public places	63.9	<b>68.8</b>	55.0
Closed circuit television (CCTV)	58.6	<b>55.3</b>	49.5
Neighbourhood/Farm/Water/Boat/Pub Watch schemes	52.0	<b>54.7</b>	39.2
Young person ID scheme	37.4	<b>48.3</b>	38.4
TV/media campaigns, e.g. drug awareness	48.6	<b>46.1</b>	36.1
Anti-social Behaviour Orders	46.6	<b>41.3</b>	38.1
Community Safety Partnership	36.7	<b>35.0</b>	27.9

Base: All respondents

*Laws banning drinking alcohol in public places* and *CCTV* were regarded to be the measures which have the greatest effect on improving community safety in Lochaber. Respondents from Lochaber seemed more likely to think that the initiatives listed improved community safety compared with the Force area as a whole.

### 3.23 Crimestoppers

67% of respondents in Lochaber stated that they were aware of the Crimestoppers facility (64% in 2005), which is in line with the whole Force area average of 66%. In the Lochaber sample, 3% of respondents had actually used the facility (1% in 2005), compared with 3% in the Force area also.

### 3.24 Confidential Lines

45% of respondents in Lochaber stated that they were aware of the Northern Constabulary confidential lines (also 45% in 2005) compared with 47% across the Force area.

3% of respondents in Lochaber had actually used the Northern Constabulary confidential lines (2% in 2005), also 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	48.3	50.9	1.5	0.8	1.1	-	0.4
To report a minor crime, e.g. vandalism	4.4	85.6	2.3	5.9	3.4	-	-
To report information about something suspicious	5.0	81.3	8.2	3.6	1.5	1.0	0.6
To report a nuisance/disturbance	3.9	89.2	2.3	2.1	2.5	-	0.6
To report a road traffic accident/incident	68.4	29.9	0.6	1.1	0.6	-	1.3
To report other information	1.6	78.5	4.5	11.5	2.2	2.4	0.6
To ask for advice or information	0.4	65.8	1.0	25.9	5.6	3.9	-
Firearm / shotgun enquiry	6.2	57.1	3.5	29.7	0.4	4.3	-
Lost/found property	0.4	56.8	-	42.2	0.6	1.5	-
Missing person	8.7	68.9	1.2	22.6	0.6	-	-

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

*Phoning the local police station* was the preferred method of contact in all situations listed with the exception of *reporting a road traffic accident/incident*, when respondents favoured *phoning '999'*. The pattern of responses in Lochaber was 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 or to report other information, but even so, by less than 10% of respondents. Generally, respondents were far more likely to make contact by *phoning the local police station*.

In certain situations, such as to report lost/found property, or to deal with a firearms certificate, respondents would *visit a local police station*. 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 Lochaber Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (50% 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* and *what is being done to reduce and prevent crime* were the types of information most sought in Lochaber and the Force area as a whole.

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

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
General police work in your area	73.9	<b>85.0</b>	78.6
What is being done to reduce and prevent crime	75.4	<b>74.4</b>	72.8
What is being done to make your community safer	70.3	<b>68.7</b>	71.2
What is being done to improve road safety	63.8	<b>60.6</b>	58.1
How we are spending on policing in your area	37.7	<b>49.1</b>	45.5
More information about police officers' jobs/how they spend their day	44.2	<b>46.4</b>	44.8
How you can help the police, e.g. Neighbourhood Watch, appeals	47.8	<b>43.9</b>	46.9
Police achievements/successes	41.3	<b>41.5</b>	39.9
Equality and diversity	13.0	<b>17.5</b>	14.2

Base: Area Command: 41 / Force: 611  
Note: Multiple responses were accepted

Three other responses were received from the Lochaber area:

- What is being done to catch drug dealers (2 mentions)
- How to join the police (1 mention)

### 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Local newspapers	57.5	<b>71.5</b>	73.3
Talking to friends and relatives	27.4	<b>36.4</b>	28.1
Local radio	30.5	<b>29.8</b>	34.3
Television	18.2	<b>24.7</b>	32.1
Don't get any information	18.6	<b>20.5</b>	19.9
Personal experience	9.5	<b>13.0</b>	12.2
Talking to police officers	12.6	<b>9.2</b>	8.7
Community meetings	5.6	<b>4.0</b>	7.7
Internet	0.4	<b>2.9</b>	3.5
Public meetings	0.4	<b>2.9</b>	3.3
Literature from the police	4.9	<b>2.3</b>	3.9
Attending court	n/a	<b>1.0</b>	1.1

Base: All respondents

Note: Multiple responses were accepted

*Local newspapers, talking to friends and relatives and local radio* were the main sources of information in Lochaber. The pattern of responses in Lochaber was similar to the Force area as a whole.

### 3.28 Awareness of Community Safety Campaigns and Initiatives

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

Base: Area Command: 5 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

Respondents from Lochaber reported seeing relatively few campaigns in the previous six months. *Speeding* and *road safety* were cited by a total of five people.

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

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

	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Local newspaper	<b>87.3</b>	57.1
Local radio	<b>37.3</b>	42.7
Talking to police officer	<b>31.3</b>	14.3
Talking to friends/relatives	<b>18.7</b>	8.0
Leaflet or newsletter	<b>12.7</b>	13.4
Local TV	-	9.7
Internet	-	1.2
Other	<b>12.7</b>	16.6

Base: Area Command: 5 / Force: 92

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Local newspapers* and *local radio* were the main sources of campaign information in Lochaber, which was also the case in the Force area as a whole.

### 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	29.0	<b>20.3</b>	24.1
Probably	21.0	<b>24.7</b>	21.6
Sometimes	22.5	<b>22.3</b>	20.1
Not significantly	12.0	<b>20.7</b>	17.8
Definitely not	9.1	<b>6.2</b>	9.8
Don't know	6.5	<b>5.9</b>	6.6

Base: All respondents

Responses in Lochaber followed a similar pattern compared with the Force area, with 45% 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 Lochaber sample followed a similar pattern compared with the Force area.

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

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	15.4	<b>13.1</b>	13.2
Probably	19.4	<b>18.7</b>	18.9
Sometimes	26.2	<b>18.6</b>	20.7
Not significantly	19.4	<b>25.8</b>	24.8
Definitely not	14.0	<b>15.0</b>	15.4
Don't know	5.7	<b>8.8</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 Lochaber compared with the Force area as a whole.

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

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	15.1	<b>13.5</b>	15.6
Probably	18.6	<b>14.7</b>	15.9
Sometimes	21.5	<b>20.9</b>	18.7
Not significantly	25.8	<b>23.8</b>	27.0
Definitely not	15.4	<b>17.7</b>	17.1
Don't know	3.6	<b>9.3</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 Lochaber results and the Force area results.

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

	<b>2005 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Yes, any crime	3.9	<b>5.7</b>	2.2
Yes, minor crime	1.8	<b>5.2</b>	6.8
No, don't have access to the internet	40.9	<b>20.1</b>	25.1
No, would prefer to speak to police	50.9	<b>63.8</b>	61.6
Don't know/No opinion	2.5	<b>5.2</b>	4.4

Base: All respondents

**3.32** 11% of respondents in Lochaber said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (9% in 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

**3.33** 26% of respondents in Lochaber said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (21% in 2005), which is in line with 27% of respondents in the Force area as a whole.

**3.34 Community Safety Issues**

81% of respondents in Lochaber indicated that they would like to see more information on community safety issues in their local newspaper (91% 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 Lochaber Area Command %</b>	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Council office / service point	46.5	<b>62.3</b>	49.9
Post office	55.0	<b>51.5</b>	51.4
Doctors' surgeries	43.3	<b>48.9</b>	41.9
Library	50.0	<b>44.7</b>	42.1
Internet	37.3	<b>44.3</b>	44.0
Supermarket	36.7	<b>37.0</b>	33.9
Bank	26.2	<b>19.0</b>	22.1
Courts	18.9	<b>18.6</b>	16.6

Base: All respondents

Respondents in Lochaber were most likely to want to access information about police and partner agency services at a *council office / service point* or at a *post office*. *Banks* and *courts* were relatively unlikely to be mentioned. None of the apparent differences between the Lochaber results and the Force area results are statistically significant.

## 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 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Foot patrols / officers on the beat	<b>44.2</b>	52.4
Higher profile / higher visibility	<b>22.4</b>	29.9
More accessible / approachable / friendly	<b>15.5</b>	15.8
More community involvement / community policing	<b>13.1</b>	14.7
More information / communication (including newsletters)	<b>11.1</b>	9.6
Keep local offices open (incl. 24-hr cover)	<b>10.4</b>	3.0
Satisfied with existing police service	<b>10.0</b>	9.9
Recruit more officers	<b>6.2</b>	4.8
Less paperwork / red tape / bureaucracy	<b>4.2</b>	3.0
More speed checks / traffic patrols	<b>4.2</b>	0.9
Do more with young people / schools	<b>3.5</b>	4.0
Tougher stance generally	<b>2.7</b>	3.6
Improve manner in dealing with public, victims etc	<b>2.4</b>	2.0
Tougher stance on dangerous drivers	<b>1.7</b>	1.7

Base: Area Command: 48 / Force: 778

Note: Multiple responses were accepted

A clear priority for respondents at the Lochaber Area Command level was more *foot patrols / officers on the beat*, with 44% of respondents stating this as a preference, compared with 52% in the Force area.

Respondents were also keen that the police should maintain a *higher profile*. One respondent stated: “There should be a greater visible presence on streets and roads, and more manning of local police stations.” Another respondent suggested the police should be “more visible, with more officers on foot patrol connecting with the local community and not just cruising around in their cars”.

- 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 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Crime prevention / law and order / public safety	<b>35.8</b>	33.6
Drugs	<b>35.4</b>	38.8
Road safety / speeding	<b>29.2</b>	28.0
Provide more facilities / activities for young people	<b>13.3</b>	3.0
Anti-social behaviour	<b>11.8</b>	14.7
Theft / property crime / vandalism	<b>10.3</b>	13.9
Community policing	<b>9.6</b>	10.0
Under-age drinking	<b>9.2</b>	10.5
Drink-related crime / behaviour	<b>8.5</b>	17.9
Youth behaviour on streets	<b>8.1</b>	13.3
Drink driving	<b>7.8</b>	8.2
Crime detection (incl. prosecution)	<b>7.7</b>	7.8
Integrate with youth groups / schools	<b>5.9</b>	10.4
Education / advice	<b>5.5</b>	6.8
Violence / assault	<b>5.1</b>	5.5
Quick response to reports of crime	<b>3.3</b>	6.4
Public relations	<b>2.9</b>	6.0
Partnership working / liaison	<b>2.9</b>	3.0
High standards / public confidence	<b>1.5</b>	2.9
Racism / discrimination	<b>1.1</b>	0.2

Base: Area Command: 45 / Force: 806

Note: Multiple responses were accepted

*Crime prevention / law and order / public safety* and *drugs* (including drug dealing and drug-related crime/behaviour) were the priorities ranked most highly by Lochaber respondents (36% and 35% respectively). *Road safety / speeding* was also ranked highly, mentioned by 29% of respondents.

One Lochaber respondent suggested having “more foot patrols in housing schemes to reduce crime”. Another wanted police to “speak to community councils and deal with small community concerns faster than at present”.

*Providing more facilities / activities for young people* was considered more of a priority by Lochaber respondents compared with Force area respondents overall, although the difference is not statistically significant.

## 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**

	<b>2007 Lochaber Area Command %</b>	<b>2007 Force Area %</b>
Report crime or suspicious behaviour	<b>30.7</b>	23.1
Support community activities / groups / campaign on local issues	<b>24.0</b>	27.9
Nothing / too old	<b>12.8</b>	18.6
Neighbourliness / be friendly	<b>12.0</b>	20.3
Recycling / environmental care	<b>10.5</b>	1.9
Engender law-abiding behaviour	<b>7.7</b>	4.4
Be law-abiding	<b>7.7</b>	6.9
Collect litter	<b>5.2</b>	4.5
Neighbourhood Watch	<b>4.3</b>	5.5
Better parenting	<b>3.4</b>	2.1

Base: Area Command: 19 / Force: 417

Note: Multiple responses were accepted

The most common way in which respondents felt they could contribute to the quality of life in their community was by *reporting crime or suspicious behaviour*. The other main response was to *support community activities and groups* or contribute to *campaigning efforts on local issues*.

One respondent suggested they could “campaign for better youth services and help get young people off the streets and engaged in positive activities”.

13% of Lochaber respondents said that they felt they could *do nothing*, usually due to age or disability. Another 9% of respondents were content with the quality of life in their community.

The pattern of responses in Lochaber was slightly different to that in the Force area as a whole, but not significantly so.

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