

Northern Constabulary

2007 Excellence in Community Policing

Force Area Report

12 December 2007

Final Report

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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 eight Area Command levels 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. For questions which have remained identical in 2007 and where it is practical to do so, the corresponding survey results are provided from the 2005 survey and, in certain instances, from the 2003 survey.

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
Lochaber	690	15.3	14.9
Orkney Islands	350	7.8	7.7
Ross, Cromarty & Skye	690	15.3	15.8
Shetland Islands	350	7.8	7.4
Western Isles	350	7.8	6.9
Total Force Area	4,500	100	100

Chapter Two

Sample Profile

2.1 Sample

4,500 questionnaires were issued in the Northern Constabulary Force area. A total of 1,514 questionnaires were processed (33.7% of the sample issued).

2.2 Type of Area

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

Table 2.1 Type of Area

	2005 Force Area %	2007 Force Area %
A city	13.0	9.4
A large town	6.6	7.2
A small town	20.1	26.3
A large village	12.9	13.8
A small village	28.4	27.2
An isolated rural area	19.1	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

	2005 Force Area %	2007 Force Area %
Male	41.1	41.0
Female	58.9	59.0

Base: All respondents (unweighted)

2.4 Household Size

The mean household size for the respondents in the Force Area was 2.34, slightly less than the 2005 average of 2.37.

2.5 Age

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

Table 2.3 Age of Respondents

	2005 Force Area %	2007 Force Area %
Under 18	0.1	-
18-24	1.1	1.3
25-34	6.5	5.7
35-44	14.9	17.0
45-54	20.1	20.5
55-64	22.9	23.3
65-74	20.3	17.2
75+	14.1	15.0

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

2.6 Language

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

- Gaelic (38 mentions)
- Dutch (2 mentions)
- German (2 mentions)
- Shetlandic (2 mentions)
- Arabic (1 mention)
- Czech (1 mention)
- Finnish (1 mention)
- French (1 mention)
- Orcadian (1 mention)
- Tagalog/Filipino (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

	2005 Force Area %	2007 Force Area %
White Scottish	83.7	80.2
Other White British	14.5	17.0
White Irish	0.2	0.6
Other White	1.1	1.4
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	-
African	-	0.1
Black Scottish	0.1	-
Other Black	-	-
Any Mixed Background	-	0.1
Other Ethnic Group	0.3	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

	2005 Force Area %	2007 Force Area %
1 year or less	1.5	2.5
Over 1 year but less than 2 years	1.9	3.7
2 or more years but less than 5 years	13.9	15.0
5 years or more	82.7	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.

Table 3.1 Area Within 15 Minutes of Home

	2003 Force Area %	2005 Force Area %	2007 Force Area %
A very safe area	50.4	55.8	50.5
A fairly safe area	44.8	40.3	44.2
Rather unsafe area	3.6	3.1	3.8
A very unsafe area	0.8	0.5	1.0
No opinion	0.3	0.3	0.4

Base: All respondents

95% of respondents rated the area within 15 minutes of their home as *very safe* or *fairly safe* (almost unchanged from previous years). Safety was perceived to be highest in rural areas and lowest in urban areas. Over 98% of respondents living in isolated rural areas regarded their area as either *very safe* or *fairly safe*. By contrast, 91% of residents in cities and large towns regarded their area as *very safe* or *fairly safe*. Respondents in the 25-34 age group were least likely to regard their area as *very* or *fairly safe* (90%).

As in previous years, younger age brackets were more likely to regard their area as *unsafe*. Over twice as many people in the 25-34 age bracket (11%) regarded their area as *unsafe* compared to the Force Area average. There were no notable differences between males and females.

3.2 The Area Within 15 Minutes of Home Compared With a Year Ago

Respondents were asked to rate the safety of the area within 15 minutes walk of their home compared with the previous year. Table 3.2 shows the results.

Table 3.2 Area Within 15 Minutes of Home

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Now more safe	2.2	2.2	2.6
Now less safe	13.1	15.0	13.6
About the same	83.3	81.2	81.7
Did not live here a year ago	1.1	0.9	0.9
No opinion	0.3	0.7	1.3

Base: All respondents

Over four in five respondents felt that their area was *about the same* in terms of safety compared with a year ago. 14% of respondents felt that their area was *now less safe*, but fewer than 3% thought it was *now more safe*. There are no notable differences in the results over the years since 2003.

Residents of cities and towns were the most likely to feel that their area was *now less safe*. Respondents in the 18-24 and 25-34 age brackets were also more likely to regard their area as *less safe* now.

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

	2007 Force Area %
Safe, the same as a year ago	9.9
Now more safe	1.3
Now less safe	1.9
Did not receive community care services a year ago	47.1
No opinion	39.8

Base: 1,112 respondents

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.

Table 3.4 Concerns in the Local Area

	2003 Force Area %	2005 Force Area %	2007 Force Area %
	Total Concerned	Total Concerned	Total Concerned
Driving at excessive speed	71.9	70.9	71.5
Dangerous driving	58.4	54.4	58.0
Dog excrement	58.6	56.2	56.8
Rubbish or litter lying around	55.4	52.4	51.6
Young people and alcohol	n/a	47.1	46.7
Alcohol mis-use	43.7	43.1	43.3
Drink/drugs driving	46.0	41.8	41.6
Vandalism, graffiti and deliberate damage	45.2	41.7	40.2
Rowdy or drunken behaviour	39.2	37.9	40.0
Young people on the street	44.3	39.6	38.0
People using drugs	39.2	36.0	34.1
Bullying of young people, in or out of school	36.6	32.4	31.6
People dealing in drugs	34.3	30.0	31.1
Break-ins to houses	34.2	30.9	27.6
Stray dogs roaming the streets	27.5	23.5	23.7
Anti-social neighbours	24.5	23.4	22.1
Noisy neighbours	n/a	20.4	19.6
Things being stolen from cars	27.4	19.4	18.4
Cars being stolen	21.1	15.8	16.1
Solvent abuse/glue sniffing	19.8	17.0	15.4
Discrimination and abuse	16.8	15.3	14.6
Domestic abuse	16.4	12.3	11.6
Noise from local pubs or clubs	12.0	9.6	9.5

Base: All respondents

The overall pattern of concern has been stable across the three surveys. *Driving at excessive speed* continues to be the main issue mentioned as being either a *major* or *minor* concern by around 72% of respondents.

Dangerous driving, dog excrement and litter were mentioned as a concern by over half of all respondents.

Slight reductions have been seen in concerns over *vandalism/graffiti, young people on the streets* and *solvent abuse/glue sniffing* over the period 2003 to 2007. There have been no notable upward shifts in concerns over the period.

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. *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, cars being stolen, dangerous driving, break-ins to houses* and *domestic abuse* 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* or *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, dangerous driving, domestic abuse* and *things being stolen from cars*.

Six respondents stated that they were not sure about the role of the Procurator Fiscal Service and/or Courts.

Other open responses included:

- Dog owners – dog excrement / stray dogs (17 mentions)
- Pub landlords – noise, drunken behaviour (5 mentions)

Table 3.5 Who Should Deal with Local Concerns (2007)	You	Health Service	Police	Council	Parents	Community / Neighbourhood Wardens	Teachers	Procurator Fiscal Service	Courts
	%	%	%	%	%	%	%	%	
Anti-social neighbours	15.6	1.2	73.6	49.9	14.4	19.6	1.5	16.1	27.4
Noisy neighbours	18.4	0.5	72.0	48.9	7.9	21.3	0.3	11.3	18.6
Young people on the street	5.6	0.9	58.9	11.8	68.3	24.2	7.7	4.4	5.5
Young people and alcohol	4.9	14.1	66.8	8.6	73.2	16.1	17.1	7.6	11.2
Rowdy or drunken behaviour	2.8	2.7	94.1	6.9	20.3	14.4	1.7	16.5	25.2
Rubbish or litter lying around	23.0	3.1	11.1	79.5	22.3	28.2	7.4	3.4	5.0
Vandalism, graffiti and deliberate damage	5.5	0.4	81.8	35.5	32.4	24.3	7.1	17.7	25.8
Stray dogs roaming the streets	9.8	2.1	27.7	58.5	7.0	38.9	0.2	3.5	5.0
People using drugs	4.6	30.5	90.0	10.1	27.9	10.9	13.7	23.7	35.8
People dealing in drugs	4.4	6.2	95.7	8.7	11.8	9.8	5.3	31.8	46.3
Noise from local pubs or clubs	3.1	0.8	77.2	45.1	1.2	16.2	0.3	11.9	17.6
Break-ins to houses	4.2	0.4	98.7	3.4	4.0	11.0	0.7	27.7	41.2
Cars being stolen	4.2	0.2	98.2	2.3	4.2	7.6	0.7	27.5	41.4
Things being stolen from cars	5.7	0.2	97.6	2.7	4.3	9.0	1.1	25.7	39.6
Dangerous driving	5.6	0.7	97.7	5.0	4.1	5.0	1.7	26.3	41.3
Driving at excessive speed	5.3	0.4	97.4	7.9	4.2	6.1	1.3	24.0	38.2
Discrimination and abuse	12.1	5.8	79.7	21.1	22.2	15.9	21.5	21.1	31.8
Domestic abuse	6.9	16.1	87.5	10.4	8.2	8.3	5.1	26.1	39.9
Bullying of young people, in or out of school	15.0	6.1	38.9	18.0	66.3	13.4	79.0	9.8	11.4
Solvent abuse/glue sniffing	5.1	30.5	71.8	9.1	50.2	13.4	27.7	15.9	20.9
Drink/drugs driving	7.0	10.5	94.8	5.4	9.3	5.7	4.1	29.5	43.7
Dog excrement	18.0	6.5	17.0	71.7	7.9	38.3	1.5	7.5	12.1
Alcohol mis-use	10.6	46.4	58.4	13.5	33.6	11.7	17.9	12.6	16.4

Base: All respondents

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.

Table 3.6 Community Plan Priorities	Top/Medium Priority 2005 %	Top/Medium Priority 2007 %
Improving safety of children	86.6	87.9
Reducing drug dealing	87.9	87.6
Reducing drug/alcohol/solvent mis-use	88.5	87.2
Reducing youth crime	87.1	87.0
Improving road safety	87.0	86.9
Reducing crime	87.3	86.3
Reducing anti-social behaviour	85.2	86.0
Increasing availability of affordable housing	85.8	85.6
Improving roads and transport links	86.0	85.1
Reducing boredom, lack of things for young people to do	83.9	83.7
Reducing unemployment	85.7	82.9
Reducing violent crime	82.5	82.2
Improving access to local health services	85.4	81.3
Improving quality of housing	76.5	75.3
Reducing discrimination and abuse	68.3	66.4
Improving public transport	62.9	66.4
Increasing availability of sport and leisure facilities	71.3	65.3
Increasing business investment	69.7	64.9
Recognising equality and diversity	62.9	64.7
Increasing rural development	55.6	57.5
Improving access to technology, e.g. Broadband	51.9	50.1
Improving access to arts and culture	39.9	34.7

Base: All respondents

Faced with a list of issues, respondents generally chose to include a large number of them as important for inclusion in their local plan, which is in line with the 2005

survey results. Only *improving access to arts and culture* was mentioned by fewer than half of the respondents, as it was in previous years.

Other suggestions for prioritisation in local Community Plans included:

- Reducing litter / improving cleanliness of towns etc (5 mentions)
- Preservation of Green Belt/parks, reducing development (4 mentions)
- More police (4 mentions)
- Pedestrian/cyclist safety (3 mentions)

3.7 Percentage of Respondents Who Have Seen their Local Community Plan

There was a rise in the number of respondents who had seen their Local Community Plan in Orkney in 2007, although overall there has been little notable change over the years.

Table 3.7 Respondents Who Have Seen their Local Community Plan

	2003	2005	2007
	Force Area	Force Area	Force Area
	%	%	%
<i>All Area Average</i>	<i>13.9</i>	<i>17.5</i>	<i>15.3</i>
Highland Council Area	14.2	15.9	13.4
Shetland Islands Council Area	17.7	32.5	24.9
Orkney Islands Council Area	24.5	24.4	31.0
Western Isles Council Area	12.6	14.2	12.4

Base: All respondents

Fear of Crime

3.8 In the Force area as a whole, 49% of respondents (47% in 2005 and 54% in 2003) were *very worried* or *slightly worried* about becoming a victim of crime. In 2007, 33% of respondents stated that they were *not worried at all*, and 19% *had never considered it*. There has been no notable change in the overall fear of crime since 2003.

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

3.9 Types of Crime

For respondents who expressed worry about becoming a victim of crime, Table 3.8 below details the particular types of crime they were worried about.

Table 3.8 Types of Crime

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Vandalism or deliberate damage to home, property or car	79.1	82.1	81.1
Having your home broken into	85.0	81.3	75.8
Being attacked by someone under the influence of alcohol	n/a	62.6	68.8
Being attacked, assaulted or robbed in the street	63.2	63.2	64.0
Having your car stolen or broken into	68.0	63.5	59.6
Being insulted or threatened	51.4	52.6	51.0
Being attacked, assaulted or robbed in your own home	52.1	48.9	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	32.9	29.4	25.3
Being the victim of a crime because of my religion or belief (including non-belief)	n/a	5.9	5.0
Becoming the victim of a crime because of my race	n/a	4.9	4.3
Being a victim of domestic abuse	3.8	4.1	3.6
Becoming the victim of a crime because of my sexual orientation	n/a	4.6	3.2

Base: Force 2007: 736 respondents

Vandalism or deliberate damage to home, property or car and *having your home broken into* continued to be the main fears in 2007, both of which were mentioned by over three quarters of respondents who expressed a fear of crime.

Over the 2003 to 2007 period, four types of crime showed significant reductions in levels of concern:

- Having your home broken into
- Having your car stolen or broken into
- Being attacked, assaulted or robbed in your own home
- Being the victim of an attempted rape, rape or other serious sexual offence

There were no notable increases in concern over the period.

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

- Drugs-related crime (attack etc) (13 mentions)
- Identity theft, internet/credit card fraud (12 mentions)
- Road traffic accident (10 mentions)
- Being attacked / robbed at work (4 mentions)

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 homes and cars. 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.

Table 3.9 Precautions Against Crime

	2007 Force Area %
	Always / Sometimes Total
Make sure your home is adequately secured	96.5
Make sure your vehicle is adequately secured	89.5
Avoid certain places	74.7
Carry a mobile phone	73.2
Avoid going out when it is dark	57.6
Avoid going out alone	56.2
Avoid going out at certain times	55.9
Mark your property in case it is stolen	49.1
Take self-defence classes	3.7

Base: 736 respondents

Around 75% of respondents to the question said that they would *avoid certain places*, specifically:

- Town centre (86 mentions, 59 specified night-time)
- Dark/unlit, quiet or remote areas (40 mentions)
- Pubs and clubs (26 mentions)
- Areas where youths gather / schools (22 mentions)
- Parks / woodland (15 mentions)
- Shopping areas (12 mentions)
- Rivers / river walkways (12 mentions)
- Known trouble spots / housing areas (9 mentions)
- Car parks (3 mentions)

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

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 *very worried* and *slightly worried* are shown in the table below.

Table 3.10 Fear of Discrimination or Abuse

	2005 Force Area %		2007 Force Area %	
	Very Worried	Slightly Worried	Very Worried	Slightly Worried
Age	2.2	15.0	2.2	15.9
Physical disability	0.9	4.7	1.3	5.1
Mental health	1.1	2.9	1.3	3.5
Gender	0.4	4.0	0.5	3.9
Religion or belief (including non-belief)	0.6	3.9	0.6	3.6
Race or ethnic origin	0.8	3.4	0.8	3.3
Learning disability	0.4	2.5	1.3	2.0
Political beliefs	0.2	2.5	0.2	1.8
Sexual orientation	0.5	1.3	0.5	1.3

Base: All respondents

Age followed by *physical disability* were the main sources of worry over discrimination. The pattern in 2007 was very similar to previous years.

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

- Not being local (3 mentions)
- Occupation (2 mentions)
- Weight (2 mentions)

Victims of Crime

3.12 Types of Crime

In the Force area as a whole, 7% of respondents said they had been a victim of crime in the last year (no notable change from 8% in 2003 and 2005).

The likelihood of being a victim of crime was highest among younger age groups and in urban areas. There was no notable difference between males and females.

The main types of crime listed by respondents were:

- Vandalism (car, property, garden) (47 mentions)
- Theft (22 mentions)
- Assault, abuse (verbal, physical, racial), rape (13 mentions)
- Fraud, identity theft (7 mentions)
- Anti-social behaviour / neighbours (5 mentions)
- Property break-ins (4 mentions)
- Road rage (2 mentions)

3.13 Reporting Crime

71% of victims of crime reported it to the police (82% in 2005 and 83% in 2003). Note that this apparent drop in the rate of reporting may be linked to the additional request in the 2007 questionnaire for preceding details about the type of crime. In 2003 and 2005, details were not sought.

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

- No point / waste of time / no proof (12 mentions)
- Minor incident / didn't want to bother police (6 mentions)
- Fear of reprisals (4 mentions)
- Dealt with by other source (3 mentions)

Comments included: "Waste of time. Police only care about arresting people for traffic offences." Another respondent stated that the "last time we reported criminal damage it was not followed up by a phone call or a visit". One other respondent "did not want to waste police time on a minor crime".

3.14 Criminal Proceedings

In 24% of cases of reported crime (19 instances), reports to the police were known to have resulted in criminal proceedings (22% in 2005). The question was not asked in 2003.

Satisfaction with Outcome

Respondents were asked how satisfied they were with the outcome of criminal proceedings. Of the 16 respondents to this question, 10 indicated that they were either *very satisfied* or *satisfied* with the outcome of criminal proceedings and six that they were *not very satisfied* or *not at all satisfied*.

The reasons for dissatisfaction were all linked to the leniency of the outcomes.

One respondent reported that the “court was too lenient”. Another commented that the “verdict was too lenient, and the person was released and re-offended twice more”.

Satisfaction with Progress in Criminal Proceedings

Respondents were asked how satisfied they were in terms of being kept informed of progress in relation to proceedings. Among the 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.

Five responses were received, as follows:

- Two weeks maximum (1 mention)
- Two-three weeks (1 mention)
- One month (1 mention)
- Two months (1 mention)
- Three months (1 mention)

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. 32% of the sample said that they had.

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

Table 3.11 Reason for Attending Court

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

Base: 461 respondents

Police Patrols

3.16 Around half of all respondents stated that they *never* see police officers patrolling on foot. Although this percentage appears to have fallen slightly since 2003, there is no notable difference in the overall pattern of responses over the 2003 to 2007 period. Nor is there a reliable pattern to Chart 3.2, which shows the frequency of seeing police officers patrolling in vehicles.

Chart 3.1 Frequency of Seeing Police Officers Patrolling on Foot

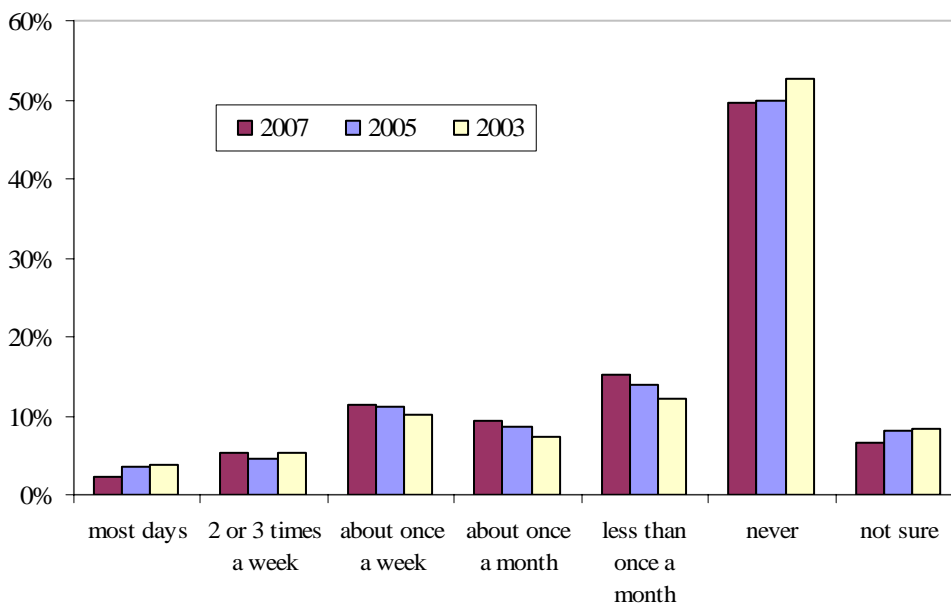
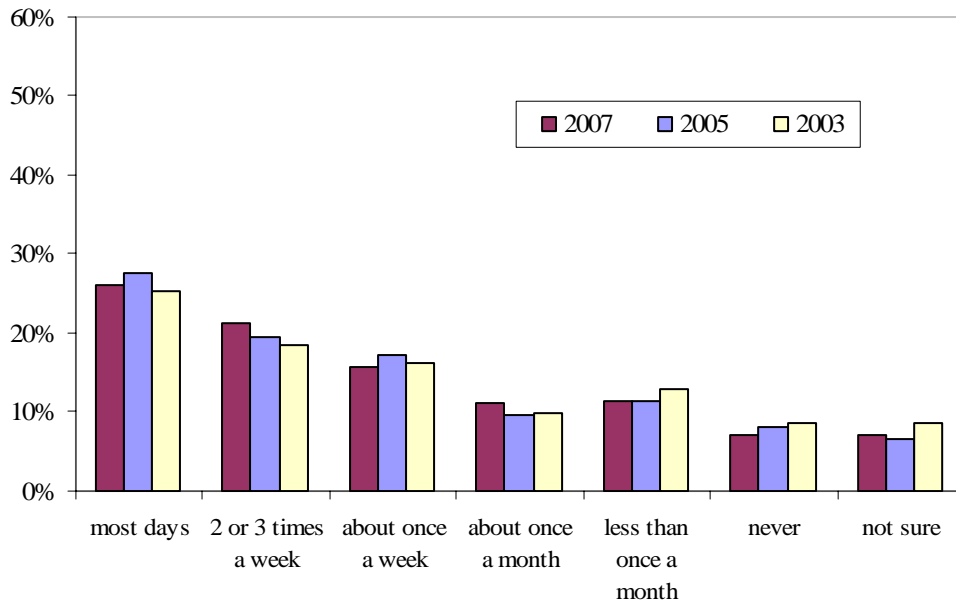


Chart 3.2 Frequency of Seeing Police Officers Patrolling in Motor Vehicles

3.17 Level of Police Patrols

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

Table 3.12 Level of Police Patrols

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Too much	0.2	0.7	0.4
About right	30.5	32.9	29.9
Too little	54.2	53.0	56.7
No opinion	15.1	13.4	13.0

Base: All respondents

Around 30% of respondents in the Force area felt that the level of police patrolling was *about right* and 57% felt that there was *too little*. The statistics do not offer a reliable pattern of change over the 2003 to 2007 period.

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 3.13 Where Respondents Would Like to See More Officers on Patrol

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Street presence / foot patrols (all areas)	28.3	30.1	32.5
Town Centre / High Street	29.3	31.0	31.3
Residential areas	18.1	14.9	18.4
Villages	11.4	10.9	9.8
Areas where young people gather	*	*	7.9
Pubs / night clubs / venues	8.7	9.3	7.2
Known trouble spots	7.8	7.5	5.6
Areas of traffic danger	3.7	4.0	4.9
Shops	*	*	4.6
Outside schools	6.1	2.5	3.8
Play parks	2.5	1.5	2.2
Other	15.2	18.1	4.4

Base: Force 2007: 749 respondents

Note: Multiple responses were accepted

* denotes not analysed in a comparable way in previous years

On the streets and in the *town centre* were the most commonly mentioned places respondents wished to see more officers on patrol. One respondent suggested there should be “a greater presence to try to prevent anti-social behaviour”. Another wished to see police “around the town at all hours – not just when the pub closes”.

Patrolling *residential areas* was the third most common response, with comments often indicating a wish for more policing of, and interaction with, local communities. Typical suggestions included “walking in local housing estates at night” and “on foot through housing schemes, getting to know the community”.

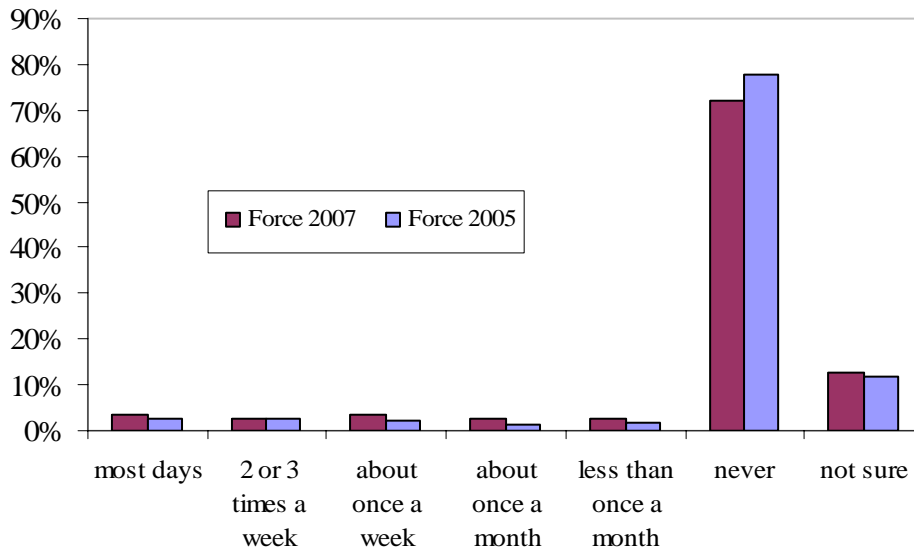
Responses included as “other” in Table 3.13 included:

- Not needed / nowhere (7 mentions)
- Riverside / woods / walks (7 mentions)
- Ferry terminals / airports / harbours / bus stops (7 mentions)
- Main roads (A9, A96 etc) (6 mentions)

Community Warden Patrols

3.19 Around three quarters of respondents stated that they had *never* seen a Community Warden patrolling. The questions regarding Community Wardens were introduced in the 2005 survey.

Chart 3.3 Frequency of Seeing Community Wardens Patrolling on Foot



A very similar profile was reported for Community Wardens patrolling in vehicles. At the Force level, 94% of respondents said that either they had *never* seen or were *not sure* they had seen a Community Warden patrol in a vehicle.

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 3.14. 60% of respondents had *no opinion*, largely because they had never seen a Community Warden or were not sure what they were.

Table 3.14 Level of Community Warden Patrols

	2005 Force Area %	2007 Force Area %
Too much	0.3	0.2
About right	7.3	6.6
Too little	32.3	33.0
No opinion	60.1	60.1

Base: All respondents

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 below in Table 3.15.

Table 3.15 Where Respondents Would Like to See More Community Wardens On Patrol

	2005 Force Area %	2007 Force Area %
Residential areas	17.1	21.5
Street presence / foot patrols (all areas)	15.1	18.9
Town Centre / High Street	11.6	15.1
Villages	8.5	7.8
Areas where young people gather	*	6.1
Known trouble spots	6.2	5.0
Shops	*	4.2
Play parks	2.7	3.9
Pubs / night clubs / venues	3.3	3.5
Outside schools	3.4	3.4
Areas of traffic danger	0.6	0.3
Other	49.7	5.2

Base: All respondents

Note: Multiple responses were accepted

* denotes not analysed in a comparable way in previous years

Residential areas and *on the streets* were the most commonly mentioned places respondents wanted to see more Community Wardens on patrol. Typical responses included “in the housing schemes in the evening when most occurrences happen” and “regular visits around housing schemes would be reassuring”. Another respondent suggested they should patrol “wherever necessary to reduce vandalism and dog fouling”.

In addition to the responses listed above, 26% of respondents said that they were not aware of Community Wardens. A further 7% said that they disagreed with the idea of Community Wardens.

Responses listed as “other” in Table 3.15 included:

- Not needed in area (7 mentions)
- Carparks / bus stops / on buses (4 mentions)
- Riverside / woods / walks (4 mentions)

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.

Table 3.16 Awareness of Security and Safety Initiatives

	2005 Force Area %	2007 Force Area %
Laws banning drinking alcohol in public places	41.3	46.8
TV/media campaigns, e.g. drug awareness	35.3	34.6
Closed circuit television (CCTV)	27.3	33.7
Young person ID scheme	13.4	21.4
Anti-social Behaviour Orders	15.7	17.7
Neighbourhood / Farm / Water / Boat / Pub Watch schemes	14.3	14.8
Community Safety Partnership	3.6	7.5

Base: All respondents

As in 2005, respondents in 2007 were most likely to be aware of *laws banning drinking alcohol in public places* and *TV/media campaigns* such as drug awareness. The 2007 questionnaire dropped a 'don't know' option and so the absolute percentages should not be compared directly between 2005 and 2007.

Another initiative mentioned, by one respondent, was a tenants' participation group.

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

Table 3.17 Perceived Effects of Security and Safety Initiatives

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Laws banning drinking alcohol in public places	55.4	56.2	55.0
Closed circuit television (CCTV)	52.3	50.0	49.5
Neighbourhood / Farm / Water / Boat / Pub Watch schemes*	38.7	41.5	39.2
Young person ID scheme	n/a	33.8	38.4
Anti-social Behaviour Orders	44.2	42.8	38.1
TV/media campaigns, e.g. drug awareness	45.0	44.7	36.1
Community Safety Partnership	n/a	29.8	27.9

Base: All respondents
* Pub Watch was added in 2005

As in 2005 and 2003, *laws banning drinking alcohol in public places* and *closed circuit television (CCTV)* were regarded to be the measures which have the greatest effect on improving community safety.

In 2007, there was a notable rise in the number of respondents who thought the young person ID scheme improved community safety. There was a notable decrease in the number of respondents who thought that TV/media campaigns improved community safety.

A fairly common response among respondents from rural areas was that such measures were not relevant in their area.

Other measures mentioned by respondents included:

- More visible police presence (4 mentions)
- Residents' association (1 mention)
- Community involvement (1 mention)
- Tougher sentencing (1 mention)
- Speed cameras (1 mention)

3.23 Crimestoppers

Public awareness of the Crimestoppers facility appears to have risen during the last four years. 66% of respondents in 2007 stated that they were aware of it, compared with 62% in 2005 and 54% in 2003.

Only 3% of respondents had used the Crimestoppers facility (unchanged from 2005 and 2003).

3.24 Confidential Lines

47% of respondents stated that they were aware of the Northern Constabulary confidential lines (compared with 49% in 2005, and 43% in 2003).

3% of respondents had actually used the Northern Constabulary confidential lines (compared with 4% in 2005 and 2003).

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 in 2007.

Table 3.18 Preferred Methods of Contacting the Police

	Phone '999'	Phone local police station	Phone Northern Constabulary confidential line	Visit local police station	To police officer on patrol	E-mail/ internet	Mobile phone text, picture imaging
	%	%	%	%	%	%	%
To report a serious crime, e.g. house break-in	49.8	48.1	2.6	1.3	0.7	0.1	0.8
To report a minor crime, e.g. vandalism	6.0	81.1	3.7	9.5	1.2	0.4	0.9
To report information about something suspicious	7.8	75.5	10.1	7.0	2.1	0.7	0.8
To report a nuisance/disturbance	6.7	83.3	5.1	4.8	1.5	0.1	0.6
To report a road traffic accident/incident	68.6	30.8	0.7	1.6	0.5	-	1.2
To report other information	3.7	72.6	9.4	14.0	1.0	1.3	0.4
To ask for advice or information	1.3	61.5	4.2	30.0	3.0	3.2	0.4
Firearm / shotgun enquiry	5.8	57.9	4.0	31.7	0.2	2.5	0.2
Lost/found property	1.6	50.2	0.7	48.3	0.2	0.5	0.2
Missing person	12.0	63.5	3.2	23.5	0.2	-	0.2

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

The preferred methods of contact in 2007 as shown in Table 3.18 above were broadly similar to those of 2005.

As in 2005, *phoning '999'* was the preferred method of contacting the police in order to report a road traffic accident/incident. In 2007, *phoning '999'* was marginally also the preferred method of reporting a serious crime such as a house break-in, compared with 2005 when respondents were slightly more likely to *phone the local police station* to report a serious crime. *Phoning the local police station* was the preferred method of contact in all other situations listed, as in 2005.

Again as in 2005, the *Northern Constabulary confidential line* was mentioned as a possible way of contacting the police across all the situations listed, but generally, respondents were still far more likely to make contact by *phoning the local police station*. The most popular uses of the *confidential line* were, as in 2005, to report information about something suspicious or to report other information.

In certain situations, such as to report lost/found property, deal with a firearms certificate or to ask for advice or information, respondents would *visit a local police station*. This was also the case in 2005.

Respondents were relatively unlikely to contact a *police officer on patrol* or via *e-mail or internet*. Other electronic media such as *mobile phone text or picture imaging* were also unlikely to be used to contact the police. Respondents' views of how they would use these methods of contact again show little change from 2005.

Information about the Work of the Police and Partner Agencies

3.26 Type of Information Sought

43% of respondents across the Force area stated that they would like to receive more information about the work of local police and their partner agencies (46% in 2005).

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.19 was similar to that provided in 2005.

Table 3.19 Type of Information Sought by Respondents

	2005 Force Area %	2007 Force Area %
General police work in your area	79.1	78.6
What is being done to reduce and prevent crime	75.0	72.8
What is being done to make your community safer	74.4	71.2
What is being done to improve road safety	63.4	58.1
How you can help the police, e.g. Neighbourhood Watch, appeals	51.3	46.9
How we are spending on policing in your area	48.9	45.5
More information about police officers' jobs/how they spend their day	46.9	44.8
Police achievements/successes	47.0	39.9
Equality and diversity	20.1	14.2

Base: Force 2007: 612 respondents

Note: Multiple responses were accepted

Other types of information sought by respondents included:

- How best to contact the police (including locally) (3 mentions)
- Identity of drug dealers/users and any action taken (3 mentions)

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 3.20 Current Methods of Finding Out About Police and Partner Agency Work

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Local newspapers	59.8	62.0	73.3
Local radio	32.2	32.2	34.3
Television	23.0	21.6	32.1
Talking to friends and relatives	29.5	26.9	28.1
Don't get any information	22.1	22.6	19.9
Personal experience	13.2	9.7	12.2
Talking to police officers	14.0	9.5	8.7
Community meetings	7.2	8.4	7.7
Literature from the police	3.8	4.6	3.9
Internet	0.3	1.1	3.5
Public meetings	1.8	1.5	3.3
Attending court	n/a	n/a	1.1

Base: All respondents

Note: Multiple responses were accepted

In 2007, *local newspapers* and *local radio* continued to be the main source of information about the police and partner agencies.

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

- Local shops (2 mentions)
- Council literature (1 mention)

3.26 Awareness of Community Safety Campaigns and Initiatives

7% of respondents reported that they were aware of a community safety campaign during the previous six months (6% in 2005). These respondents were asked what the campaign was about. The number of times each campaign topic was mentioned is shown below in Table 3.21. The question was not asked in 2003.

Table 3.21 Awareness of Community Safety Campaigns and Initiatives

	2005 Force Area (no. responses)	2007 Force Area (no. responses)
Speeding	28	33
Drink driving	13	16
Road safety	8	11
Seat belts	5	8
Under-age drinking (incl. Operation Magma / Kalibor)	-	7
Reduced speed limits at schools	5	4
Doorstepping / rogue traders	-	4
Fire safety (in home etc)	-	4
Car safety (tyres etc)	3	3
Reducing crime in community	2	3
Driving using mobile phone	-	3
Alcohol misuse	3	2
Knives / knife surrender	-	2
Safer driving (specifically young people)	-	2
Safe Highlander	5	1
Drugs awareness	8	-
Domestic abuse	3	-
Dogs Against Drugs	2	-
Set up Neighbourhood Watch	1	-
Other	12	3

Base: Force 2007: 106 responses

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

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

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

Table 3.22 How Respondents Were Made Aware of the Campaign

	2005 Force Area %	2007 Force Area %
Local newspaper	58.3	57.1
Local radio	36.3	42.7
Talking to police officer	10.8	14.3
Leaflet or newsletter	19.5	13.4
Local TV	13.4	9.7
Talking to friends/relatives	12.5	8.0
Internet	-	1.2
Other	13.6	16.6

Base: Force 2007: 92 respondents

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

Local newspapers and *local radio* were the main source of campaign information in 2007, as they had been in 2005 also.

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

- Community Council / community meetings (3 mentions)
- Work / personal experience (3 mentions)

3.28 Influence of the Media

Respondents were asked if their understanding of anti-social behaviour is influenced by the media. The question was not asked in 2003. In 2007, 46% of respondents thought that their views were *definitely* or *probably* influenced by the media.

Table 3.23 Media Influence on Understanding of Anti-social Behaviour

	2005 Force Area %	2007 Force Area %
Yes, definitely	29.2	24.1
Probably	18.5	21.6
Sometimes	21.4	20.1
Not significantly	16.2	17.8
Definitely not	8.6	9.8
Don't know	6.1	6.6

Base: All respondents

- 3.29** Respondents were asked if their views on dealing with anti-social behaviour are influenced by the media. In 2007 32% of respondents in the Force thought their views were definitely or probably influenced by the media. The question was not asked in 2003.

Table 3.24 Media Influence on Views of dealing with Anti-social Behaviour

	2005 Force Area %	2007 Force Area %
Yes, definitely	14.6	13.2
Probably	18.1	18.9
Sometimes	22.7	20.7
Not significantly	24.3	24.8
Definitely not	13.7	15.4
Don't know	6.7	7.0

Base: All respondents

- 3.30** Respondents were asked if their overall feeling of safety is influenced by the media. In 2007 32% of respondents stated that the media definitely or probably influenced their feeling of safety.

Table 3.25 Media Influence on Feelings of Safety

	2005 Force Area %	2007 Force Area %
Yes, definitely	16.1	15.6
Probably	15.2	15.9
Sometimes	23.5	18.7
Not significantly	24.8	27.0
Definitely not	16.9	17.1
Don't know	3.6	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. The public's desire to speak to the police has risen over the three surveys despite the rise in internet access.

Table 3.26 Willingness to Use E-mail or the Internet to Report Crimes

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Yes, any crime	2.4	4.5	2.2
Yes, minor crime	3.2	5.4	6.8
No, don't have access to the internet	39.0	30.0	25.1
No, would prefer to speak to police	51.1	56.3	61.6
Don't know/No opinion	4.2	3.9	4.4

Base: All respondents

3.32 9% of respondents at the Force level said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (13% in 2005).

3.33 27% of respondents at the Force level said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (29% in 2003).

3.34 Community Safety Issues

83% of respondents at the Force level indicated that they would like to see more information on community safety issues in their local newspaper (85% in 2005).

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

	2003 Force Area %	2005 Force Area %	2007 Force Area %
Post office	35.8	53.1	51.4
Council office / service point	36.1	50.7	49.9
Internet	n/a	40.0	44.0
Library	32.5	42.4	42.1
Doctors' surgeries	n/a	42.5	41.9
Supermarket	27.5	40.5	33.9
Bank	16.7	27.9	22.1
Courts	n/a	12.2	16.6

Base: All respondents

Respondents at the Force level were most likely to want to access information about police and partner agency services at *post offices* and *council offices / service points*.

There is no notable trend towards change in preferences over the four-year period covered by the surveys.

Other public places mentioned by respondents included:

- Local police station (9 mentions)
- Local shops (3 mentions)
- Direct to agency locally (2 mentions)
- Church (1 mention)
- Citizens' Advice Bureau (1 mention)
- Hospital (1 mention)
- Parks (1 mention)
- Schools (1 mention)
- Work (1 mention)

The Role of the Police

3.36 Public Priorities

Respondents were asked in what ways Northern Constabulary could improve the service it provides to the public. Since this and the following two questions were asked in open format, an exact comparison cannot be made with 2005, although the pattern of responses has generally been stable over time.

Table 3.28 Ways to Improve Services Provided

	2005 Force Area %	2007 Force Area %
Foot patrols / officers on the beat	44.4	52.4
Higher profile / higher visibility	26.0	29.9
More accessible / approachable / friendly	11.5	15.8
More community involvement / community policing	13.3	14.7
Satisfied with existing police service	12.1	9.9
More information / communication (including newsletters)	7.3	9.6
Recruit more officers	5.9	4.8
Do more with young people / schools	5.9	4.0
Tougher stance generally	2.7	3.6
Less paperwork / red tape / bureaucracy	*	3.0
Keep local offices open (incl. 24-hr cover)	-	3.0
Improve manner in dealing with public, victims etc	2.5	2.0
Less time on traffic offences, more on major crime	*	1.9
Tougher stance on dangerous drivers	3.0	1.7

Base: Force 2007: 778 respondents

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

* In 2005 these responses were analysed in an open question relating to issues with which the police should not be dealing. This question was removed in 2007.

A clear priority for respondents was more *foot patrols / officers on the beat*, with 52% of respondents stating this as a preference (a rise from previous years). One respondent suggested the police should “patrol on foot and get to know the public as done in the past”.

Respondents were also keen that the police should maintain a *higher profile*, be *more accessible / approachable* and have *more community involvement*. One respondent suggested: “There should be a greater visible presence on streets and roads, and more manning of local police stations.”

10% of respondents were satisfied with the existing police service. Positive comments included “Police have always been very helpful” and “I think the service is first-class, with splendid community relations.”

- 3.37** Respondents were asked in an open question what should be the three main priorities for their local police and partner agencies. In 2005 this question was asked only in relation to ‘the police’, and although in 2007 most respondents still focused on police priorities, this shift in emphasis may impact slightly on results.

Table 3.29 Main Priorities for Local Police and Partner Agencies

	2005 Force Area %	2007 Force Area %
Drugs	*	38.8
Crime prevention / law and order / public safety	46.1	33.6
Road safety / speeding	30.7	28.0
Drink-related crime / behaviour	14.1	17.9
Anti-social behaviour	10.0	14.7
Theft / property crime / vandalism	17.4	13.9
Youth behaviour on streets	11.4	13.3
Under-age drinking	4.2	10.5
Integrate with youth groups / schools	7.7	10.4
Community policing	4.0	10.0
Drink driving	12.0	8.2
Crime detection (incl. prosecution)	15.4	7.8
Education / advice	1.1	6.8
Quick response to reports of crime	3.9	6.4
Public relations	7.2	6.0
Violence / assault	14.1	5.5
Partnership working / liaison	2.6	3.0
Provide more facilities / activities for young people	-	3.0
High standards / public confidence	1.0	2.9
Tougher sentencing	1.4	2.0
Racism / discrimination	1.3	0.2

Base: Force 2007: 806 respondents

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

* the response ‘drugs’ was analysed in three separate categories in 2005

Drugs (including drug dealing and drug-related crime/behaviour) was mentioned by 39% of respondents. One respondent stated: “Reduce drug dealing and in turn drug addiction. Operate a zero tolerance policy on drugs.”

34% of the respondents who answered the question mentioned *crime prevention / maintenance of law and order / public safety* as the key priority for Northern Constabulary. One respondent stated: “The police should provide safety on our streets against intimidation and drink-related behaviour, and groups of youths with nothing to do.”

Road safety / speeding was the next most commonly mentioned priority. A common theme was “speed control in villages and not just on main profitable roads”.

In terms of respondents who mentioned multi-partner agency responsibilities, the most common theme was the need to provide more facilities and activities for teenagers and young people. One respondent stated: “Provide suitable places for youngsters to go to, staffed by properly motivated adults, to keep the youngsters off the streets and out of trouble.”

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 3.30 Individual Action

	2005 Force Area %	2007 Force Area %
Support community activities / groups / campaign on local issues	23.2	27.9
Report crime or suspicious behaviour	21.2	23.1
Neighbourliness / be friendly	20.0	20.3
Nothing / too old	20.8	18.6
Be law-abiding	5.0	6.9
Neighbourhood Watch	9.5	5.5
Collect litter	2.8	4.5
Engender law-abiding behaviour	6.9	4.4
Better parenting	1.4	2.1
Recycling / environmental care	-	1.9

Base: Force 2007: 417 respondents

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

The most common way in which respondents felt they could contribute to the quality of life in their community was to *support community activities / groups / campaign on local issues*. One respondent suggested “organising youth activities which help older members of our community”.

The other main response was to *report crime or other suspicious behaviour*, with comments such as “be aware and observant of what’s going on”.

Neighbourliness and being friendly also ranked highly, with one respondent suggesting they could “mix more with neighbours, join in more community events, and build up better relationships”.

19% of responses were from people who said that they could do *nothing*, often because of the respondent’s age or disability. 9% of respondents were content with the quality of life in their community and felt it did not need to be improved.

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