

## **Northern Constabulary**

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

### **Ross, Cromarty & Skye 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
Lochaber	690	15.3	14.9
Orkney Islands	350	7.8	7.7
<b>Ross, Cromarty &amp; Skye</b>	<b>690</b>	<b>15.3</b>	<b>15.8</b>
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 Ross, Cromarty & Skye Area Command level. A total of 1,514 questionnaires were processed (33.7% of the sample issued), 239 from Ross, Cromarty & Skye (35% of those issued in the Ross, Cromarty & Skye 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</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
A city	1.5	-	9.4
A large town	3.8	<b>4.3</b>	7.2
A small town	18.4	<b>23.8</b>	26.3
A large village	15.4	<b>18.7</b>	13.8
A small village	35.8	<b>35.3</b>	27.2
An isolated rural area	25.1	<b>17.9</b>	16.1

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

#### 2.3 Gender

The response was biased in favour of females, which is common for postal surveys. This bias is compensated for in the weighting process.

**Table 2.2 Gender**

	<b>2005</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Male	41.1	<b>36.0</b>	41.0
Female	58.9	<b>64.0</b>	59.0

Base: All respondents (unweighted)

## 2.4 Household Size

The mean household size for the respondents at the Ross, Cromarty & Skye Area Command level was 2.40 (2.39 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 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
Under 18	-	-
18-24	<b>2.5</b>	1.3
25-34	<b>5.5</b>	5.7
35-44	<b>13.6</b>	17.0
45-54	<b>20.8</b>	20.5
55-64	<b>25.0</b>	23.3
65-74	<b>13.6</b>	17.2
75+	<b>19.1</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 respondents from the Ross, Cromarty & Skye Area Command. The other languages mentioned were Gaelic (3 mentions), French (1 mention) and German (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 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
White Scottish	<b>80.0</b>	80.2
Other White British	<b>16.6</b>	17.0
White Irish	<b>0.4</b>	0.6
Other White	<b>2.6</b>	1.4
Indian	-	-
Pakistani	-	-
Bangladeshi	-	-
Other South Asian	-	-
Chinese	-	-
Caribbean	-	-
African	-	0.1
Black Scottish	-	-
Other Black	-	-
Any Mixed Background	<b>0.4</b>	0.1
Other Ethnic Group	-	0.5

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

## 2.8 Length of Time in Present Home

Respondents were asked how long they have been in their present home.

**Table 2.5 Length of Time in Present Home**

	<b>2005 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
1 year or less	1.3	<b>1.8</b>	2.5
Over 1 year but less than 2 years	0.3	<b>3.7</b>	3.7
2 or more years but less than 5 years	12.8	<b>13.4</b>	15.0
5 years or more	85.6	<b>81.1</b>	78.8

Base: All respondents

## Chapter Three

### Main Survey Findings

#### Views on the Local Area

##### 3.1 The Area Within 15 Minutes of Home

Respondents were asked to rate the area within 15 minutes walk of their home as a place to live. 94% of respondents in the Ross, Cromarty & Skye Area Command rated the area within 15 minutes of their home as *very safe* or *fairly safe*, which is not significantly different to the Force area as a whole (95%).

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

	2005 Ross, Cromarty & Skye Area Command %	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
A very safe area	60.9	<b>49.1</b>	50.5
A fairly safe area	37.7	<b>45.0</b>	44.2
Rather unsafe area	1.3	<b>4.6</b>	3.8
A very unsafe area	-	<b>1.0</b>	1.0
No opinion	-	<b>0.3</b>	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. 14% of respondents felt that their area was *now less safe* than it was a year ago, whereas only 4% thought it was *more safe*. 81% of respondents thought it was about the same. These results are in line with the Force area as a whole.

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

	2005 Ross, Cromarty & Skye Area Command %	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
Now more safe	2.0	<b>3.5</b>	2.6
Now less safe	15.6	<b>13.7</b>	13.6
About the same	81.3	<b>81.0</b>	81.7
Did not live here a year ago	1.0	-	0.9
No opinion	-	<b>1.8</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 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
Safe, the same as a year ago	<b>7.9</b>	9.9
Now more safe	<b>2.5</b>	1.3
Now less safe	<b>3.4</b>	1.9
Did not receive community care services a year ago	<b>46.2</b>	47.1
No opinion	<b>40.0</b>	39.8

Base: Area Command: 249 / 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 Ross, Cromarty & Skye Area Command %			2007 Force Area %
	Major Concern	Minor Concern	<b>Total Concerned</b>	Total Concerned
Driving at excessive speed	27.7	44.1	<b>71.8</b>	71.5
Dangerous driving	20.3	35.7	<b>56.0</b>	58.0
Dog excrement	21.7	33.7	<b>55.4</b>	56.8
Rubbish or litter lying around	13.4	38.3	<b>51.7</b>	51.6
Young people and alcohol	21.2	25.9	<b>47.1</b>	46.7
Drink/drugs driving	18.5	26.1	<b>44.6</b>	41.6
Alcohol mis-use	19.4	25.0	<b>44.4</b>	43.3
People using drugs	19.1	22.8	<b>41.9</b>	34.1
Rowdy or drunken behaviour	15.0	25.4	<b>40.4</b>	40.0
Vandalism, graffiti and deliberate damage	12.3	27.9	<b>40.2</b>	40.2
Young people on the street	9.4	29.3	<b>38.7</b>	38.0
People dealing in drugs	20.6	17.6	<b>38.2</b>	31.1
Bullying of young people, in or out of school	10.8	26.9	<b>37.7</b>	31.6
Stray dogs roaming the streets	10.2	16.4	<b>26.6</b>	23.7
Anti-social neighbours	6.9	18.3	<b>25.2</b>	22.1
Break-ins to houses	4.5	20.2	<b>24.7</b>	27.6
Noisy neighbours	6.8	15.8	<b>22.6</b>	19.6
Things being stolen from cars	3.3	16.7	<b>20.0</b>	18.4
Discrimination and abuse	3.6	12.8	<b>16.4</b>	14.6
Solvent abuse/glue sniffing	8.3	7.9	<b>16.2</b>	15.4
Cars being stolen	2.3	12.5	<b>14.8</b>	16.1
Domestic abuse	3.7	9.6	<b>13.3</b>	11.6
Noise from local pubs or clubs	2.0	5.8	<b>7.8</b>	9.5

Base: All respondents

*Driving at excessive speed* was the main issue mentioned as being either a major or minor concern by 72% of Ross, Cromarty & Skye respondents and in the Force area as a whole.

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

Drug related concerns (*people using or dealing in drugs*) were slightly higher in Ross, Cromarty & Skye than in the Force area as a whole, although the differences are not statistically significant. Otherwise, the pattern of concern in Ross, Cromarty & Skye was similar to the Force area as a whole.

### **3.5 Who Should Deal with these Concerns**

Respondents were asked to indicate who should be dealing with their concerns across the same range of issues as reported in Table 3.4. The responses are provided in Table 3.5 overleaf. Respondents could list more than one response per issue.

A large proportion of the sample expected the police to deal with many of the issues. 17 of the 23 issues presented were thought to be predominantly the responsibility of the police, with little variation from the Force area response overall. *Rubbish and litter*, *stray dogs* and *dog excrement* were considered to be the prime responsibility of the Council. *Young people and alcohol* and *young people on the street* were felt to be jointly the responsibility of parents and the police. *Bullying* was felt to be the responsibility of teachers and parents.

The option of Courts was added to the 2007 survey. *Drug and drink related offences*, *driving offences*, *domestic abuse*, *break-ins to houses*, *cars being stolen* and *discrimination and 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*, *drugs* and *solvent abuse* and *domestic abuse*.

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

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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	16.0	1.0	69.1	47.7	14.5	13.5	1.4	17.1	23.8
Noisy neighbours	17.4	0.8	70.0	52.3	8.1	15.9	0.4	12.8	17.3
Young people on the street	4.9	0.7	57.9	11.2	69.7	18.6	5.9	2.2	3.6
Young people and alcohol	3.4	10.1	65.3	8.9	74.0	14.6	15.5	4.3	6.3
Rowdy or drunken behaviour	2.8	1.4	94.4	9.6	16.8	9.2	1.0	15.6	18.4
Rubbish or litter lying around	23.3	0.7	8.4	81.2	22.1	23.3	5.6	2.2	2.5
Vandalism, graffiti and deliberate damage	4.5	1.0	81.4	33.9	32.1	19.0	2.9	15.5	20.3
Stray dogs roaming the streets	6.5	-	25.0	57.8	7.0	37.5	-	0.8	2.3
People using drugs	6.1	27.0	89.2	9.3	25.2	9.1	9.9	21.0	31.3
People dealing in drugs	4.6	6.0	95.1	9.1	9.0	6.5	1.5	27.5	41.3
Noise from local pubs or clubs	1.6	0.4	78.8	45.0	1.5	15.2	-	12.3	16.3
Break-ins to houses	2.5	-	97.5	6.3	3.2	9.9	1.1	27.2	37.4
Cars being stolen	5.6	-	97.9	4.9	3.6	8.0	0.4	25.7	36.7
Things being stolen from cars	6.4	-	96.8	3.8	3.4	8.7	1.1	23.1	34.1
Dangerous driving	4.0	-	98.0	3.7	2.7	5.1	1.4	22.0	36.2
Driving at excessive speed	4.1	-	98.0	6.4	4.3	5.0	0.4	19.7	31.8
Discrimination and abuse	8.8	5.3	81.2	23.6	18.2	14.2	16.0	23.6	34.7
Domestic abuse	4.5	16.3	86.4	10.6	6.3	7.2	3.0	23.4	39.0
Bullying of young people, in or out of school	14.4	7.0	37.6	16.1	63.5	13.6	78.7	11.1	11.1
Solvent abuse/glue sniffing	2.8	26.5	73.7	8.6	48.3	12.7	19.8	15.4	19.8
Drink/drugs driving	4.5	8.2	94.8	3.8	5.4	4.3	1.4	25.7	39.2
Dog excrement	12.8	4.3	15.0	75.2	6.0	32.9	-	6.3	10.4
Alcohol mis-use	7.5	42.2	57.2	13.1	33.2	10.6	15.5	11.9	15.6

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 Ross, Cromarty & Skye Area Command %			2007 Force Area %
	Top Priority	Medium Priority	Total	Total
Improving roads and transport links	53.0	34.9	<b>87.9</b>	85.1
Increasing availability of affordable housing	69.6	17.1	<b>86.7</b>	85.6
Reducing unemployment	49.6	36.9	<b>86.5</b>	82.9
Reducing drug dealing	71.9	13.1	<b>85.0</b>	87.6
Improving safety of children	63.0	21.9	<b>84.9</b>	87.9
Reducing boredom, lack of things for young people to do	54.1	30.8	<b>84.9</b>	83.7
Reducing drug/alcohol/solvent mis-use	64.9	19.9	<b>84.8</b>	87.2
Improving road safety	50.3	34.5	<b>84.8</b>	86.9
Reducing youth crime	64.2	20.4	<b>84.6</b>	87.0
Reducing crime	59.4	23.5	<b>82.9</b>	86.3
Reducing anti-social behaviour	59.0	23.7	<b>82.7</b>	86.0
Reducing violent crime	65.8	14.0	<b>79.8</b>	82.2
Improving quality of housing	37.9	38.6	<b>76.5</b>	75.3
Improving access to local health services	41.3	34.4	<b>75.7</b>	81.3
Increasing availability of sport and leisure facilities	27.7	38.4	<b>66.1</b>	65.3
Improving public transport	25.8	39.4	<b>65.2</b>	66.4
Reducing discrimination and abuse	34.1	28.3	<b>62.4</b>	66.4
Increasing business investment	23.7	38.6	<b>62.3</b>	64.9
Recognising equality and diversity	23.9	35.1	<b>59.0</b>	64.7
Increasing rural development	19.5	37.2	<b>56.7</b>	57.5
Improving access to technology, eg. Broadband	18.7	25.3	<b>44.0</b>	50.1
Improving access to arts and culture	7.0	29.7	<b>36.7</b>	34.7

Base: All respondents

Faced with a list of issues, respondents generally regarded a large number of them as important for inclusion in their local plan. Top priorities were *improving roads and transport links* and *increasing the availability of affordable housing*. Only *improving access to arts and culture* and *improving access to technology* were mentioned by fewer than half of the Ross, Cromarty & Skye respondents.

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

At the Ross, Cromarty & Skye Area Command level, 13% of respondents had seen their local Community Plan (18% in 2005), slightly lower than the Force area average of 15%.

### Fear of Crime

**3.8** At the Ross, Cromarty & Skye Area Command level, 48% 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, property or car, having your home broken into and being attacked by someone under the influence of alcohol* were the main sources of worry over crime in Ross, Cromarty & Skye, and in the Force area. There were no statistically significant differences in responses between Ross, Cromarty & Skye and the Force area as a whole.

In addition to the crimes listed below, being involved in a road traffic accident (three mentions) and identity theft (two mentions) were other sources of worry in Ross, Cromarty & Skye.

**Table 3.7 Types of Crime**

	<b>2005</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Force</b> <b>Area</b> <b>%</b>
Vandalism or deliberate damage to your home, property or car	78.8	<b>83.5</b>	81.1
Having your home broken into	79.6	<b>77.6</b>	75.8
Being attacked by someone under the influence of alcohol	62.1	<b>69.7</b>	68.8
Having your car stolen or broken into	60.0	<b>61.1</b>	59.6
Being attacked, assaulted or robbed in the street	64.1	<b>53.4</b>	64.0
Being insulted or threatened	58.1	<b>49.4</b>	51.0
Being attacked, assaulted or robbed in your own home	51.3	<b>39.6</b>	43.8
Being the victim of an attempted rape, rape or other serious sexual offence	30.9	<b>25.8</b>	25.3
Being the victim of a crime because of my religion or belief (including non-belief)	1.0	<b>7.8</b>	5.0
Being a victim of domestic abuse	2.3	<b>6.1</b>	3.6
Becoming the victim of a crime because of my race	1.0	<b>4.8</b>	4.3
Becoming the victim of a crime because of my sexual orientation	6.7	<b>3.9</b>	3.2

Base: Area Command: 150 / Force: 736

### 3.10 Precautions Against Crime

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

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

**Table 3.8 Precautions Against Crime**

	<b>2007 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
	<b>Always / Sometimes Total</b>	Always / Sometimes Total
Make sure your home is adequately secured	<b>93.8</b>	96.5
Make sure your vehicle is adequately secured	<b>91.7</b>	89.5
Carry a mobile phone	<b>68.7</b>	73.2
Avoid certain places	<b>67.0</b>	74.7
Avoid going out when it is dark	<b>57.4</b>	57.6
Avoid going out alone	<b>55.4</b>	56.2
Avoid going out at certain times	<b>51.1</b>	55.9
Mark your property in case it is stolen	<b>45.8</b>	49.1
Take self-defence classes	<b>3.4</b>	3.7

Base: Area Command: 155 / Force: 736

Respondents mentioned avoiding a number of specific places:

- Town centre (9 mentions, 6 specified night-time)
- Dark/unlit, quiet or remote areas (4 mentions)
- Pubs and clubs (4 mentions)
- Known trouble spots / housing areas (3 mentions)
- Shopping areas (3 mentions)
- Areas where youths gather (2 mentions)

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

### 3.11 Fear of Discrimination or Abuse

Respondents were asked to indicate how worried they were about suffering from various forms of discrimination or abuse. Responses indicating either *very worried* or *slightly worried* are shown in the table below.

**Table 3.9 Fear of Discrimination or Abuse**

	<b>2005</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Force</b> <b>Area</b> <b>%</b>
	Very or Slightly Worried	Very or Slightly Worried	Very or Slightly Worried
Age	16.1	<b>17.5</b>	18.1
Physical disability	4.2	<b>5.3</b>	6.4
Gender	4.4	<b>4.5</b>	4.4
Religion or belief (including non-belief)	3.9	<b>4.1</b>	4.2
Race or ethnic origin	5.5	<b>4.0</b>	4.1
Mental health	4.4	<b>3.4</b>	4.8
Learning disability	2.9	<b>3.1</b>	3.3
Political beliefs	3.0	<b>1.4</b>	2.0
Sexual orientation	2.4	<b>1.4</b>	1.8

Base: All respondents

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

One respondent in Ross, Cromarty & Skye mentioned their occupation (as publican) as a potential source of discrimination.

## **Victims of Crime**

### **3.12 Types of Crime**

8% of respondents in the Ross, Cromarty & Skye sample said that they had been a victim of crime in the last year (unchanged from 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 Ross, Cromarty & Skye were:

- Vandalism (car, property, garden) (6 mentions)
- Theft (5 mentions)
- Assault, abuse (verbal) (4 mentions)
- Fraud (2 mentions)

### **3.13 Reporting Crime**

66% of the victims of crime in Ross, Cromarty & Skye reported it to the police. In the Force area, 71% of victims of crime reported it to the police.

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

- No point (2 mentions)
- Not noticed for a while (2 mentions)
- Fear of reprisals (1 mention)
- Minor incident (1 mention)

### **3.14 Criminal Proceedings**

In 38% of cases in the Ross, Cromarty & Skye Area Command (6 instances), reports to the police were known to have resulted in criminal proceedings. In the Force area, 24% of cases were known to have resulted in criminal proceedings.

#### ***Satisfaction with Outcome***

Respondents who had reported a crime that then resulted in criminal proceedings were asked how satisfied they were with the outcome. The base for this question was only 16 cases across the Force area, 10 of whom indicated that they were either *very satisfied* or *satisfied* with the outcome of criminal proceedings. The reasons for dissatisfaction were all linked to the leniency of the outcomes. Four of the six respondents from Ross, Cromarty & Skye were either *very satisfied* or *satisfied*.

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

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

Four of the six Ross, Cromarty & Skye respondents indicated that they were satisfied with how they were kept informed of progress in relation to proceedings.

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 single respondent to this question from the Ross, Cromarty & Skye Area Command stated that they would expect to have to wait “two weeks maximum”.

### **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. 39% of the Ross, Cromarty & Skye sample said that they had, compared with 32% of the Force sample.

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

**Table 3.10 Reason for Attending Court**

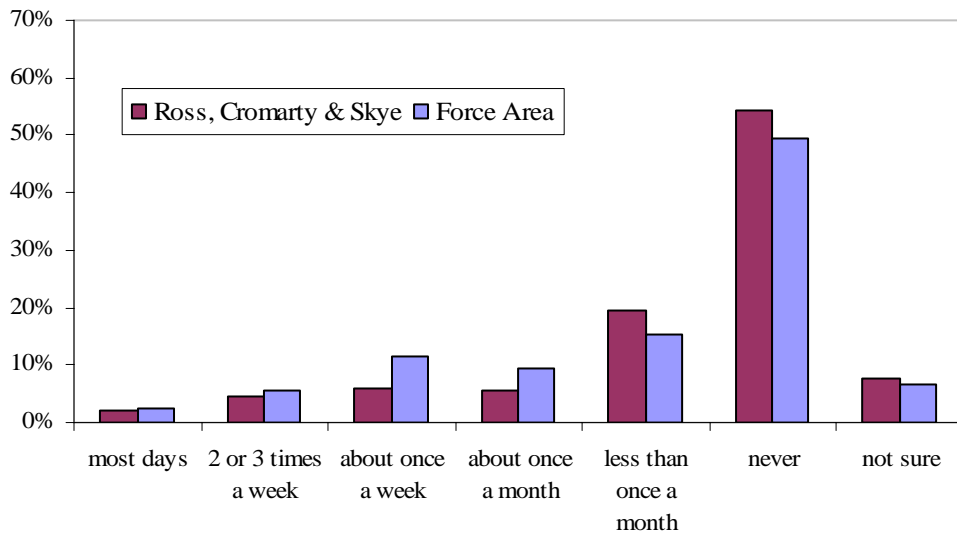
<b>Reason for Attending</b>	<b>2007 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
Juror	<b>32.9</b>	39.1
Witness in criminal case / supporter of witness	<b>27.9</b>	29.1
Accused in criminal case / supporter of accused	<b>10.5</b>	8.3
Civil litigant or witness in civil case / supporter	<b>10.5</b>	8.3
Victim in criminal case / supporter of victim	<b>8.3</b>	4.5
As part of a job (eg lawyer)	<b>6.5</b>	7.8
Attending Fines Enquiry / Means Enquiry Court / Fines Office	<b>3.3</b>	2.9
Spectator / tourist unconnected with court cases	-	0.1

Base: Area Command: 128 / Force: 461  
- denotes zero or less than 0.1%

## Police Patrols

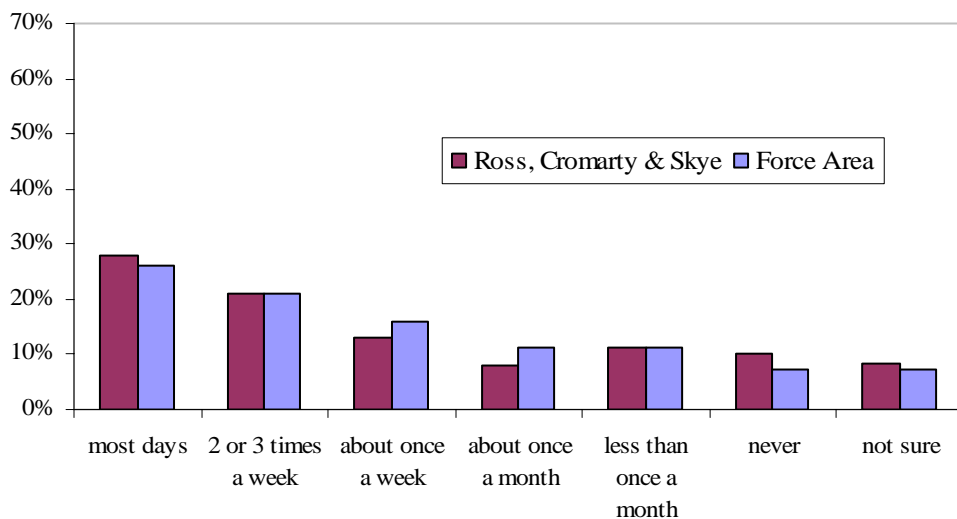
- 3.16** Compared with the Force area as a whole, a higher proportion of respondents in Ross, Cromarty & Skye mentioned *never* or very infrequently (*less than once a month*) seeing foot patrols or were not sure how frequently they had seen foot patrols.

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



There was no clear difference between Ross, Cromarty & Skye and the Force area as a whole in terms of the frequency of seeing police officers patrolling in motor vehicles on a regular basis.

**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</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Too much	1.9	-	0.4
About right	31.8	<b>27.2</b>	29.9
Too little	48.7	<b>55.8</b>	56.7
No opinion	17.6	<b>17.1</b>	13.0

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

Respondents in Ross, Cromarty & Skye appeared slightly less likely to feel that the level of police patrols are *about right* (27%) compared with the Force area as a whole (30%), although this is not a statistically significant difference. No-one in the Ross, Cromarty & Skye 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</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Street presence / foot patrols (all areas)	30.1	<b>36.5</b>	32.5
Town Centre / High Street	29.1	<b>26.2</b>	31.3
Villages	17.4	<b>20.1</b>	9.8
Residential areas	15.5	<b>13.3</b>	18.4
Pubs / night clubs / venues	8.0	<b>6.7</b>	7.2
Outside schools	3.5	<b>6.7</b>	3.8
Known trouble spots	6.5	<b>5.9</b>	5.6
Areas of traffic danger	6.6	<b>5.5</b>	4.9
Areas where young people gather	*	<b>5.2</b>	7.9
Play parks	2.4	<b>3.9</b>	2.2
Shops	*	<b>3.4</b>	4.6
Other	16.4	<b>2.5</b>	4.4

Base: Area Command: 160 / Force: 749

Note: Multiple responses were accepted

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

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

One respondent suggested that rather than patrolling on foot, police should be “out on the roads to stop young people speeding”.

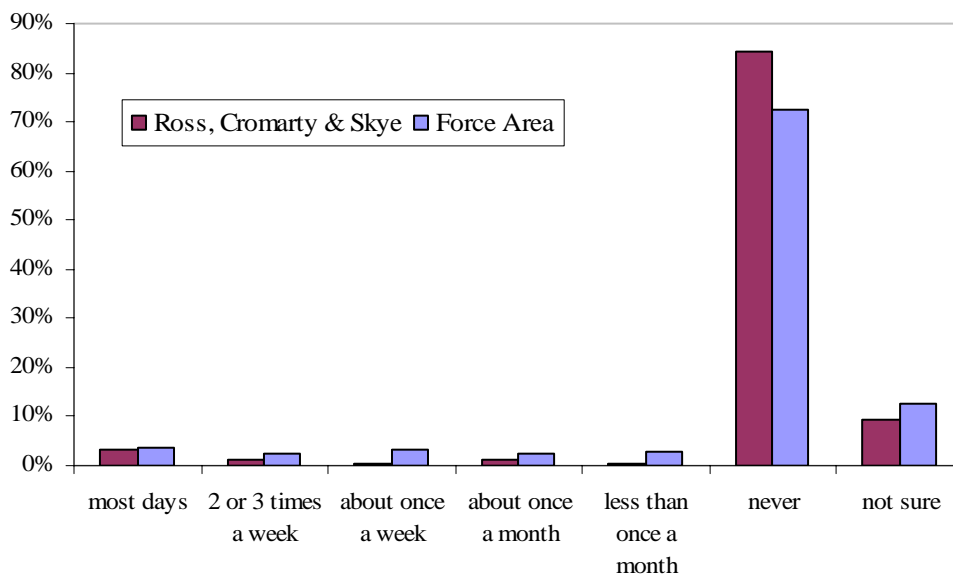
Responses from the Ross, Cromarty & Skye sample listed as “other” in the table above included:

- Ferry terminals (Armadale, Uig) (1 mention)
- Not needed (rural area) (1 mention)

### Community Warden Patrols

**3.19** Respondents in Ross, Cromarty & Skye were less likely to have seen Community Wardens on patrol compared with the Force area average. 84% of respondents in the Ross, Cromarty & Skye area stated that they had *never* seen a Community Warden patrolling (72% in the Force area).

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



85% of respondents had *never* seen Community Wardens patrolling in vehicles in Ross, Cromarty & Skye (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</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Too much	-	-	0.2
About right	3.6	<b>3.8</b>	6.6
Too little	28.8	<b>27.6</b>	33.0
No opinion	67.6	<b>68.7</b>	60.1

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

69% of respondents in Ross, Cromarty & Skye had *no opinion* regarding the level of Community Warden patrolling, largely because they had never seen a Community Warden or were not sure what they were. No-one thought there was *too much* patrolling by Community Wardens.

### 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</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Residential areas	22.6	<b>16.2</b>	21.5
Street presence / foot patrols (all areas)	11.3	<b>15.5</b>	18.9
Town Centre / High Street	14.6	<b>14.3</b>	15.1
Villages	14.0	<b>11.1</b>	7.8
Play parks	3.5	<b>6.7</b>	3.9
Known trouble spots	2.9	<b>6.7</b>	5.0
Areas where young people gather	*	<b>3.9</b>	6.1
Pubs / night clubs	4.5	<b>2.9</b>	3.5
Outside schools	4.4	<b>1.0</b>	3.4
Other	47.1	<b>6.7</b>	5.2

Base: Area Command: 110 / Force: 536  
Note: Multiple responses were accepted  
\* denotes not analysed in a comparable way in previous years

In addition to the responses listed above, 32% of respondents said that they were not aware of Community Wardens (26% in the Force area). A further 12% said that they disagreed with the idea of Community Wardens (7% in the Force area).

In *residential areas, on the streets* and in the *town centre* were the most commonly mentioned places respondents from the Ross, Cromarty & Skye sample wanted to see more Community Wardens on patrol.

Responses from the Ross, Cromarty & Skye sample listed as “other” in Table 3.14 included:

- Carparks (1 mention)
- Not needed in area (1 mention)
- Where needed (to reduce vandalism, dog fouling) (1 mention)
- With constable / traffic warden (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 *TV/media campaigns* such as drug awareness.

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

	<b>2005</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Force</b> <b>Area</b> <b>%</b>
Laws banning drinking alcohol in public places	48.9	<b>55.2</b>	46.8
TV/media campaigns, e.g. drug awareness	36.0	<b>40.8</b>	34.6
Closed circuit television (CCTV)	20.2	<b>36.0</b>	33.7
Young person ID scheme	12.3	<b>24.0</b>	21.4
Anti-social Behaviour Orders	15.6	<b>17.6</b>	17.7
Neighbourhood/Farm/Water/Boat/ Pub Watch schemes	13.4	<b>11.9</b>	14.8
Community Safety Partnership	3.4	<b>6.4</b>	7.5

Base: All respondents

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

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

	2005 Ross, Cromarty & Skye Area Command %	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
Laws banning drinking alcohol in public places	56.4	<b>55.1</b>	55.0
Closed circuit television (CCTV)	43.2	<b>48.8</b>	49.5
Young person ID scheme	34.0	<b>35.9</b>	38.4
Anti-social Behaviour Orders	39.4	<b>35.9</b>	38.1
Neighbourhood/Farm/Water/Boat/ Pub Watch schemes	38.6	<b>33.8</b>	39.2
TV/media campaigns, e.g. drug awareness	42.8	<b>30.6</b>	36.1
Community Safety Partnership	26.1	<b>24.2</b>	27.9

Base: All respondents

*Laws banning drinking alcohol in public places* and *closed circuit television (CCTV)* were regarded to be the measures which have the greatest effect on improving community safety in Ross, Cromarty & Skye. Overall, respondents in Ross, Cromarty & Skye were slightly less likely to think that the range of initiatives improved community safety in their area compared with the Force area as a whole, although there were no statistically significant differences.

### 3.23 Crimestoppers

68% of respondents in Ross, Cromarty & Skye stated that they were aware of the Crimestoppers facility (64% in 2005), a slightly higher figure than the whole Force area average of 66%. In Ross, Cromarty & Skye, 2% of respondents had actually used the facility (1% in 2005), compared with 3% in the Force area.

### 3.24 Confidential Lines

50% of respondents in Ross, Cromarty & Skye stated that they were aware of the Northern Constabulary confidential lines (48% in 2005) compared with 47% across the Force area.

3% of respondents in Ross, Cromarty & Skye had actually used the Northern Constabulary confidential lines (4% in 2005), compared with 3% across the Force area as a whole.

## Contacting the Police

### 3.25 Preferred Methods of Contact

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

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

	Phone '999'	Phone local police station	Phone Northern Constabulary confidential line	Visit local police station	To police officer on patrol	E-mail/ internet	Mobile phone text, picture imaging
	%	%	%	%	%	%	%
To report a serious crime, e.g. house break-in	51.5	45.1	2.5	2.1	0.9	-	-
To report a minor crime, e.g. vandalism	5.5	81.3	3.1	11.1	0.3	0.7	0.3
To report information about something suspicious	7.9	73.9	13.6	8.1	1.0	0.3	-
To report a nuisance/disturbance	8.2	81.6	5.6	4.8	0.7	0.3	-
To report a road traffic accident/incident	72.7	26.3	0.3	1.3	0.9	-	0.9
To report other information	6.2	67.7	10.8	16.8	0.7	1.3	-
To ask for advice or information	1.3	59.4	5.5	32.5	2.0	1.6	-
Firearm / shotgun enquiry	5.4	53.8	3.3	38.5	-	2.0	-
Lost/found property	1.6	50.1	0.7	49.2	-	-	-
Missing person	14.5	58.8	4.4	25.8	-	-	-

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

*Phoning the local police station* was the preferred method of contact in all but two of the situations listed. Respondents would prefer to *phone '999'* to report a road traffic accident / incident or to report a serious crime. The pattern of responses in Ross, Cromarty & Skye was generally similar to the Force area.

The *Northern Constabulary confidential line* was most likely to be used to report information about something suspicious (14% of respondents) or to report other information (11% of respondents). The *confidential line* was mentioned as a possible way of contacting the police across most of the situations listed, but generally, respondents were far more likely to make contact by *phoning the local police station*.

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

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

### 3.26 Type of Information Sought

41% of respondents at the Ross, Cromarty & Skye Area Command level stated that they would like to receive more information about the work of local police and their partner agencies (48% in 2005), compared with 43% in the Force area.

Respondents were then asked what type of information they would like. The pattern of responses shown in Table 3.18 was similar to that provided in 2005 and the 2007 Force area as a whole. *General police work in your area* and *what is being done to make your community safer* were the types of information most sought in Ross, Cromarty & Skye.

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

	2005 Ross, Cromarty & Skye Area Command %	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
General police work in your area	74.8	<b>76.4</b>	78.6
What is being done to make your community safer	72.4	<b>73.2</b>	71.2
What is being done to reduce and prevent crime	65.7	<b>66.8</b>	72.8
What is being done to improve road safety	68.0	<b>61.0</b>	58.1
How we are spending on policing in your area	50.4	<b>44.0</b>	45.5
How you can help the police, e.g. Neighbourhood Watch, appeals	52.3	<b>43.8</b>	46.9
Police achievements/successes	49.7	<b>43.2</b>	39.9
More information about police officers' jobs/how they spend their day	47.8	<b>42.8</b>	44.8
Equality and diversity	16.0	<b>18.0</b>	14.2

Base: Area Command: 129 / Force: 611  
Note: Multiple responses were accepted

In addition to the types of information listed above, one respondent mentioned laws and regulations about which the public should be aware.

### 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**

	2005 Ross, Cromarty & Skye Area Command %	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
Local newspapers	57.1	<b>67.4</b>	73.3
Television	22.6	<b>37.4</b>	32.1
Local radio	23.6	<b>32.2</b>	34.3
Talking to friends and relatives	29.6	<b>29.1</b>	28.1
Don't get any information	26.2	<b>24.5</b>	19.9
Personal experience	8.3	<b>11.9</b>	12.2
Community meetings	11.5	<b>9.8</b>	7.7
Talking to police officers	6.3	<b>9.7</b>	8.7
Public meetings	2.4	<b>4.1</b>	3.3
Internet	0.5	<b>3.8</b>	3.5
Literature from the police	2.9	<b>2.6</b>	3.9
Attending court	n/a	<b>1.3</b>	1.1

Base: All respondents

Note: Multiple responses were accepted

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

In addition to the methods listed above, two further responses mentioned posters or notices in the local shop or post office.

### 3.28 Awareness of Community Safety Campaigns and Initiatives

5% of respondents in Ross, Cromarty & Skye 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**

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

Base: Area Command: 10 / Force: 106

Note: Multiple responses were accepted

- denotes zero or less than 0.1%

*Drink driving* and *speeding* were the most frequently cited community safety campaign that respondents in Ross, Cromarty & Skye had noted in the previous six months, which is in line with the Force area as a whole.

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

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

	<b>2007 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
Local newspaper	<b>50.0</b>	57.1
Talking to police officer	<b>28.1</b>	14.3
Local radio	<b>21.9</b>	42.7
Local TV	<b>14.0</b>	9.7
Leaflet or newsletter	-	13.4
Talking to friends/relatives	-	8.0
Internet	-	1.2
Other	<b>21.9</b>	16.6

Base: Area Command: 14 / Force: 92  
Note: Multiple responses were accepted  
- denotes zero or less than 0.1%

*Local newspapers* were the main source of campaign information in Ross, Cromarty & Skye.

The response listed as “other” in the table above cited personal experience.

**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 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
Yes, definitely	29.1	<b>21.0</b>	24.1
Probably	17.9	<b>23.1</b>	21.6
Sometimes	17.7	<b>19.7</b>	20.1
Not significantly	16.2	<b>18.5</b>	17.8
Definitely not	12.4	<b>12.7</b>	9.8
Don't know	6.6	<b>5.0</b>	6.6

Base: All respondents

Responses from Ross, Cromarty & Skye followed a similar pattern compared with the Force area, with 44% of all respondents stating that the media *definitely* or *probably* influenced their understanding of anti-social behaviour (46% in 2005) compared with 46% in the Force area as a whole, which is not a statistically significant difference.

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

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

	<b>2005</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Yes, definitely	13.3	<b>14.4</b>	13.2
Probably	17.0	<b>17.9</b>	18.9
Sometimes	20.3	<b>18.9</b>	20.7
Not significantly	25.7	<b>22.9</b>	24.8
Definitely not	16.1	<b>18.1</b>	15.4
Don't know	7.6	<b>7.8</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 Ross, Cromarty & Skye compared with the Force area as a whole.

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

	<b>2005</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Ross, Cromarty & Skye Area Command %	<b>2007</b> Force Area %
Yes, definitely	14.7	<b>15.1</b>	15.6
Probably	11.4	<b>15.6</b>	15.9
Sometimes	26.6	<b>15.8</b>	18.7
Not significantly	24.6	<b>27.1</b>	27.0
Definitely not	17.5	<b>22.8</b>	17.1
Don't know	5.3	<b>3.6</b>	5.7

Base: All respondents

### 3.31 Use of Internet and Mobile Phones

Respondents were asked if they would use e-mail or the internet to report a crime. There were no significant differences between respondents in Ross, Cromarty & Skye compared with the Force area as a whole.

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

	<b>2005</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Ross, Cromarty &amp; Skye</b> <b>Area Command</b> <b>%</b>	<b>2007</b> <b>Force</b> <b>Area</b> <b>%</b>
Yes, any crime	6.0	<b>2.5</b>	2.2
Yes, minor crime	5.2	<b>6.9</b>	6.8
No, don't have access to the internet	29.0	<b>26.9</b>	25.1
No, would prefer to speak to police	56.7	<b>59.3</b>	61.6
Don't know/No opinion	3.1	<b>4.4</b>	4.4

Base: All respondents

**3.32** 7% of respondents in Ross, Cromarty & Skye said they would be happy to receive general information from the police and their partner agencies via text to a mobile phone (15% in 2005), compared with 9% in the Force area as a whole. This is not a statistically significant difference.

**3.33** 30% of respondents in Ross, Cromarty & Skye said they would be happy to receive general information from the police and their partner agencies via e-mail/internet (31% in 2005), which is slightly more than the 27% of respondents in the Force area as a whole.

### 3.34 Community Safety Issues

79% of respondents in Ross, Cromarty & Skye indicated that they would like to see more information on community safety issues in their local newspaper (81% 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**

	2005 Ross, Cromarty & Skye Area Command %	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
Council office / service point	59.8	<b>52.3</b>	49.9
Post office	60.7	<b>51.1</b>	51.4
Internet	44.8	<b>42.8</b>	44.0
Doctors' surgeries	50.8	<b>40.0</b>	41.9
Library	49.0	<b>38.5</b>	42.1
Supermarket	47.0	<b>26.4</b>	33.9
Bank	35.2	<b>25.7</b>	22.1
Courts	14.9	<b>14.3</b>	16.6

Base: All respondents

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

## The Role of the Police

### 3.36 Public Priorities

Respondents were asked in what ways Northern Constabulary could improve the service it provides to the public. Since the question was asked in open format, an exact comparison cannot be made with the 2005 results.

**Table 3.27 Ways to Improve Services Provided**

	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
Foot patrols / officers on the beat	47.4	52.4
Higher profile / higher visibility	29.6	29.9
More accessible / approachable / friendly	26.8	15.8
More community involvement / community policing	20.0	14.7
Satisfied with existing police service	8.9	9.9
More information / communication (including newsletters)	8.5	9.6
Do more with young people / schools	5.8	4.0
Tougher stance generally	4.6	3.6
Recruit more officers	4.1	4.8
Keep local offices open (incl. 24-hr cover)	3.0	3.0
Tougher stance on dangerous drivers	1.9	1.7
Improve manner in dealing with public, victims etc	1.9	2.0

Base: Area Command: 166 / Force: 778

Note: Multiple responses were accepted

The clear priority for respondents in Ross, Cromarty & Skye was more *foot patrols / officers on the beat*, with 47% of respondents stating this as a preference, compared with 52% in the Force area. One respondent suggested: “Have more police on duty – it is a long way from Gairloch to Ullapool and Dingwall for back-up.”

Respondents were also keen that the police should maintain a *higher profile*, and also *be more approachable*. One respondent stated a desire for “an identifiable local officer who I knew and could contact easily”. Another wished for “local offices to be open and manned 24 hours”.

**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 Ross, Cromarty &amp; Skye Area Command %</b>	<b>2007 Force Area %</b>
Drugs	<b>35.9</b>	38.8
Road safety / speeding	<b>26.1</b>	28.0
Crime prevention / law and order / public safety	<b>24.5</b>	33.6
Anti-social behaviour	<b>21.1</b>	14.7
Theft / property crime / vandalism	<b>18.2</b>	13.9
Drink-related crime / behaviour	<b>15.9</b>	17.9
Community policing	<b>12.6</b>	10.0
Quick response to reports of crime	<b>10.9</b>	6.7
Youth behaviour on streets	<b>10.7</b>	13.3
Integrate with youth groups / schools	<b>10.4</b>	10.4
Public relations	<b>10.4</b>	6.0
Under-age drinking	<b>10.4</b>	10.5
Violence / assault	<b>9.0</b>	5.5
Education / advice	<b>6.2</b>	6.8
Drink driving	<b>5.9</b>	8.2
Partnership working / liaison	<b>4.6</b>	3.0
Crime detection (incl. prosecution)	<b>4.1</b>	7.8
High standards / public confidence	<b>3.1</b>	2.9

Base: Area Command: 165 / Force: 806

Note: Multiple responses were accepted

*Drugs* (including drug dealing and drug-related crime/behaviour) was mentioned by 36% of respondents in Ross, Cromarty & Skye. *Road safety / speeding* was also a priority, along with *crime prevention / law and order / public safety*.

One respondent called for “agencies and parents to work together to get young people out of boredom and into excitement (outdoor activities etc). Improve their self-esteem so they will avoid being drunk on the streets and looking for drugs.”

Another wished to see “speed control in villages, not just on profitable main roads”.

The pattern of responses in Ross, Cromarty & Skye was similar to that in the Force area as a whole.

## The Role of the Individual

### 3.38 Individual Action

Respondents were asked in an open question what they thought they could do to help improve the quality of life in their community.

**Table 3.29 Individual Action**

	2007 Ross, Cromarty & Skye Area Command %	2007 Force Area %
Support community activities / groups / campaign on local issues	36.5	27.9
Report crime or suspicious behaviour	22.5	23.1
Nothing / too old	18.0	18.6
Neighbourliness / be friendly	14.5	20.3
Better parenting	6.3	2.1
Be law-abiding	6.0	6.9
Neighbourhood Watch	6.0	5.5
Collect litter	5.0	4.5
Engender law-abiding behaviour	1.3	4.4
Recycling / environmental care	1.1	1.9

Base: Area Command: 90 / Force: 417

Note: Multiple responses were accepted

The most common way in which respondents in Ross, Cromarty & Skye felt they could contribute to the quality of life in their community was by *supporting community activities and groups*, or by contributing to *campaigning efforts on local issues*. One respondent commented: “My local community group has had some fantastic successes – police involvement should be a last resort.”

*Reporting crime or suspicious behaviour* also ranked highly.

18% of respondents in Ross, Cromarty & Skye said that they felt they could *do nothing*, usually due to age or disability. Another 8% of respondents were content with the quality of life in their community.

The pattern of responses in Ross, Cromarty & Skye was similar to that in the Force area as a whole.

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