

**MPS 2004/5 Public Attitude Survey  
FINAL VERSION**

Name/Initials/Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

**Telephone in Household?**

Yes (WRITE IN WITH STD CODE) ..... 1

No ..... 2

Refused/Ex Directory ... 3

**INTERVIEW DETAILS**

Length of interview: \_\_\_\_\_

mins

Interviewer No: \_\_\_\_\_

Interviewer Name: \_\_\_\_\_

**FROM QUOTA SHEET:**

**SAMPLE POINT NUMBER:** \_\_\_\_\_

Ward: \_\_\_\_\_

Borough/Area: \_\_\_\_\_

Day of Interview: \_\_\_\_\_

Month of Interview: \_\_\_\_\_

**Interviewer declaration:** I confirm that I have conducted this interview face-to-face with the above named person within the MRS Code of Conduct, and that I asked all the relevant questions fully and recorded the answers in conformance with the survey specification.

Signature: \_\_\_\_\_

**Introduction**

Good morning/afternoon/evening, I am from MVA, working on behalf of The Metropolitan Police. We are conducting an important survey amongst the people in this area about crime and policing in your local area. Your local police would like to find out what might be of concern to you and which of these you think is most important and should be treated as a priority. The results will be fed back to the local community via the Borough police web-site and local newspapers and will be further discussed in a public neighbourhood meeting used to set local policing priorities. **SHOW ID CARD.** Your responses will remain strictly confidential and anonymous, and your details will not be forwarded to the police themselves unless you request us to do so.

I'd like to start by asking you some questions about your neighbourhood. By your neighbourhood, I mean the area within about 15 minutes walk of your home.

## YOUR LOCAL AREA

**Q1. How long have you lived in this neighbourhood?** (*INTERVIEWER PROMPT IF NECESSARY*).

Less than 12 months	1
12 months but less than 2 years	2
2 years but less than 3 years	3
3 years but less than 5 years	4
5 years but less than 10 years	5
10 years but less than 20 years	6
20 years but less than 30 years	7
Over 30 years	8
(DON'T KNOW)	9

**Q2. How many people in this neighbourhood would you say you know to talk to if you saw them in the street?** (*READ OUT*)  
(*CIRCLE ONE ONLY*)

Many	1	
Some	2	
A few	3	
Or none	4	
(DON'T KNOW)	5	( <i>DON'T READ OUT</i> )

(*If respondent answers 'just moved here' still prompt for an answer*)

**Q3. Would you say you feel part of a community in this neighbourhood?**  
(*CIRCLE ONE BOX ONLY*)  
(*SHOWCARD 1*)

Yes, very much	1	
Yes, to some extent	2	
No, not at all	3	( <i>GO TO Q5</i> )

*IF YES*

**Q4. How would you describe that community?** (*Prompt – is the community based on area, or neighbourhood, or based on membership of a particular group?*)

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**Q5. To what extent do you agree or disagree with the following statements?**  
*READ OUT STATEMENTS (SHOWCARD 2)*

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
A	People around here are willing to help their neighbours	1	2	3	4	5
B	This is a close-knit neighbourhood	1	2	3	4	5
C	People in this neighbourhood can be trusted	1	2	3	4	5
D	People in this neighbourhood generally don't get along with each other	5	4	3	2	1
E	People in this neighbourhood do not share the same values	5	4	3	2	1

**Q6. Do you have keys to any of your neighbours' houses? (SHOWCARD 2A)**

Yes, always	1
Yes, on occasion (e.g. holidays)	2
No	3

**Q7. And do any of your neighbours have keys to your house? (SHOWCARD 2A)**

Yes, always	1
Yes, on occasion (e.g. holidays)	2
No	3

**Q8. If you go away overnight or on holiday, do you let any of your neighbours know? (SHOWCARD 2B)**

Yes, always	1
Yes, sometimes	2
No	3

**Q9. Do any of your neighbours let you know if they go away overnight or on holiday? (SHOWCARD 2B)**

Yes, always	1
Yes, sometimes	2
No	3

**Q10. If you were away from home, do you feel confident that a neighbour would do something if they thought your home was at risk? (SHOWCARD 2C)**

Very confident	1
Fairly confident	2
No	3

**Q11. Do you have a neighbour who you would trust to give money, to pay a bill for you? (SHOWCARD 2D)**

Yes, definitely	1
Yes, probably	2
No	3

**Q12. Do you attend a place of worship in this neighbourhood? (SHOWCARD 2E)**

Yes, regularly	1
Yes, occasionally	2
No	3

**Q13. Do you attend any meetings, groups or clubs in this neighbourhood? (SHOWCARD 2E)**

Yes, regularly	1
Yes, occasionally	2
No	3

**Q14. Are you happy to be living in this neighbourhood?** (SHOWCARD 3)

- Yes, very happy 1
- Yes, fairly happy 2
- No, not at all happy 3

**Q15. Why do you say that?**

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### **FEAR OF CRIME AND LOCAL CRIME PROBLEMS**

**Q16a. To what extent are you worried about crime in this neighbourhood?**  
(CIRCLE ONE ONLY) (SHOWCARD 4)

- Very worried 1
- Fairly Worried 2
- Not very worried 3
- Not at all worried 4
- (DON'T KNOW) 5

**Q16b. Is this based on.....** (CIRCLE ALL THAT APPLY) (SHOWCARD 5)

- .....your personal experience? 1
- .....the experience of someone you know? 2
- .....what you have seen or heard in the media? 3
- .....what you have seen in the area? 4
- Other (please specify) \_\_\_\_\_

**Q17a. To what extent are you worried about anti-social behaviour in this neighbourhood (e.g. graffiti, vandalism, drunk and disorderly people)?** (CIRCLE ONLY ONE) (SHOWCARD 4)

- Very worried 1
- Fairly worried 2
- Not very worried 3
- Not at all worried 4
- (DON'T KNOW) 5

**Q17b. Is this based on.....** (CIRCLE ALL THAT APPLY) (SHOWCARD 5)

- .....your personal experience? 1
- .....the experience of someone you know? 2
- .....what you have seen or heard in the media? 3
- .....what you have seen in the area? 4
- Other (please specify) \_\_\_\_\_

*ASK QUESTION 18a AND 18b THEN FOLLOW ROUTING FOR Q18a THEN Q18b.*

**Q18a. How safe do you feel when you are alone in your own home during the day?**

**Q18b. How safe do you feel when you are alone in your own home at night?**

(READ OUT)	During Day	After Dark
Very safe	1	1
Fairly safe	2	2
Fairly unsafe	3 (GO TO Q18c)	3 (GO TO Q18e)
Very unsafe	4 (GO TO Q18c)	4 (GO TO Q18e)
Never at home alone	5 (GO TO Q18d)	5 (GO TO Q18f)

*PLEASE CIRCLE THE QUESTION YOU ASK.*

**Q18c. Can you tell me why you feel unsafe when you are alone in your own home during the day?**

**Q18d. Can you tell me why you are never alone in your own home during the day?**

*DO NOT READ OUT, PROBE FULLY AND CIRCLE ALL THAT APPLY.*

I'm afraid someone might break in or damage my home	1
I'm afraid of trouble from my neighbours	2
Fear of domestic violence	3
Always someone around	4
Other (please specify) _____	5

*PLEASE CIRCLE THE QUESTION YOU ASK.*

**Q18e. Can you tell me why you feel unsafe when you are alone in your own home after dark?**

**Q18f. Can you tell me why you are never alone in your own home after dark?**

*DO NOT READ OUT, PROBE FULLY AND CIRCLE ALL THAT APPLY.*

I'm afraid someone might break in or damage my home	1
I'm afraid of trouble from my neighbours	2
Fear of domestic violence	3
Always someone around	4
Other (please specify) _____	5

*ASK QUESTION 19a AND 19b THEN FOLLOW ROUTING FOR Q19a THEN Q19b.*

**Q19a. How safe do you feel walking alone in this neighbourhood during the day?**

**Q19b. How safe do you feel walking alone in this neighbourhood after dark?**

(READ OUT)	During Day	After Dark
Very safe	1	1
Fairly safe	2	2
Fairly unsafe	3 (GO TO Q19c)	3 (GO TO Q19f)
Very unsafe	4 (GO TO Q19c)	4 (GO TO Q19f)
Do not go out at all	5 (GO TO Q19d)	5 (GO TO Q19g)
Do not go out alone	6 (GO TO Q19e)	6 (GO TO Q19h)

PLEASE CIRCLE THE QUESTION YOU ASK.

**Q19c. Can you tell me why you feel unsafe walking alone in this neighbourhood during the day?**

**Q19d. Can you tell me why you don't go out at all during the day?**

**Q19e. Can you tell me why you don't go out alone during the day?**

DO NOT READ OUT, PROBE FULLY AND CIRCLE ALL THAT APPLY.

I'm old	1
At work	2
No cause to	3
I'm sick/disabled/can't walk easily/unsteady	4
Fear of being attacked/robbed or mugged	5
Fear of being attacked or harassed because of skin colour, ethnic origin or religion	6
General perception of being unsafe	7
Lot of crime in the area	8
Lot of vandalism in the area	9
Hooligans/ "Yobs" /Gangs causing trouble in the area	10
Teenagers/Young people/Kids hanging around in the area	11
Other (please specify) _____	12
Don't know	13

**Q19f. Can you tell me why you feel unsafe walking alone in this neighbourhood after dark?**

**Q19g. Can you tell me why you don't go out at all after dark?**

**Q19h. Can you tell me why you don't go out alone after dark?**

DO NOT READ OUT, PROBE FULLY AND CIRCLE ALL THAT APPLY.

I'm old	1
At work	2
No cause to	3
I'm sick/disabled/can't walk easily/unsteady	4
Fear of being attacked/robbed or mugged	5
Fear of being attacked or harassed because of skin colour, ethnic origin or religion	6
General perception of being unsafe	7
Lot of crime in the area	8
Lot of vandalism in the area	9
Hooligans/ "Yobs" /Gangs causing trouble in the area	10
Teenagers/Young people/Kids hanging around in the area	11
Other (please specify) _____	12
Don't know	13

**Q20a. Do you regularly travel to or from work, study or training by public transport?**

Yes 1

No 2

(IF YES ASK Q20b AND 20c)

**Q20b. Thinking about your journey to or from work, study or training during the day, how safe do you feel?**

*(READ OUT)*

Very safe	1
Fairly safe	2
Fairly unsafe	3
Very unsafe	4

**Q20c. Thinking about your journey to or from work, study or training after dark, how safe do you feel?**

*(READ OUT)*

Very safe	1
Fairly safe	2
Fairly unsafe	3
Very unsafe	4

**Q21a. Do you shop in the local area?**

Yes	1
No	2

*(IF YES ASK Q21b AND 21c)*

**Q21b. Thinking about your journey to or from the local shops during the day, how safe do you feel?**

*(READ OUT)*

Very safe	1
Fairly safe	2
Fairly unsafe	3
Very unsafe	4

**Q21c. Thinking about your journey to or from the local shops after dark, how safe do you feel?**

*(READ OUT)*

Very safe	1
Fairly safe	2
Fairly unsafe	3
Very unsafe	4

**Q22a. In the last three months, have you been a victim of crime whilst travelling to or from work, study or training or travelling to or from the local shops?**

Yes	1
No	2

IF YES, DO NOT READ OUT, PROBE FULLY AND CIRCLE ALL THAT APPLY.

**Q22b. What happened to you?**

I was raped/sexually assaulted	1
I was mugged/robbed	2
I was pick pocketed/had goods snatched	3
I was physical assaulted	4
I was racially harassed/attacked	5
I was harassed because of my sexuality	6
Other (please specify) _____	7

**Q22c. In the last three months, have you experienced any of the following whilst travelling to or from work, study or training or travelling to or from the local shops?**

(SHOWCARD 5A)

I was harassed by strangers in public (including drunks and beggars)	1
I felt intimidated by teenagers hanging around the streets	2
I felt intimidated on public transport due to rowdy passengers	3
I felt intimidated by people who are drunk and acting in a rowdy manner	4
I experienced 'commuter rage' from other passengers	5
I witnessed graffiti/vandalism	6
I witnessed fights/disturbances	7
Other (please specify) _____	8

**Q23. I am going to read out a list of crimes, anti-social behaviours and other issues and I would like you to say how big a problem each one is in this neighbourhood. (SHOWCARD 6)**

IF THE RESPONDENT SELECTS A CATEGORY AS A MAJOR OR MINOR PROBLEM ASK:

**Q24. Has your behaviour changed because of this problem (e.g. if mugging is a problem in your neighbourhood you might avoid certain areas or not go out alone)? (CIRCLE ALL THAT APPLY ONLY IF BEHAVIOUR HAS CHANGED)**

Tick start here	Major problem	Minor problem	No problem	Don't know	<b>Q24.</b> Changed behaviour
Burglary	1	2	3	4	5
Mugging, by this I mean being robbed on the street by a person using violence or the threat of violence	1	2	3	4	5
Non violent theft e.g. pick pocketing/snatch	1	2	3	4	5
Rape/other sexual assault	1	2	3	4	5
Physical assault	1	2	3	4	5
Racially motivated attacks/harassment	1	2	3	4	5
Homophobic incidents/crimes	1	2	3	4	5
Fights or disturbances in the streets	1	2	3	4	5
Disputes amongst or between neighbours	1	2	3	4	5
Dangerous driving of vehicles	1	2	3	4	5
Drunk driving of vehicles	1	2	3	4	5
Drunk and disorderly behaviour	1	2	3	4	5
Underage drinking	1	2	3	4	5
Teenagers hanging around	1	2	3	4	5



Being harassed by strangers in public (including drunks and beggars)	1	2	3	4	5
Kerb crawling or prostitution	1	2	3	4	5
Car crime – stealing cars or from cars	1	2	3	4	5
Begging	1	2	3	4	5
Aggressive begging	1	2	3	4	5
Graffiti	1	2	3	4	5
Vandalised telephone kiosks	1	2	3	4	5
Vandalised bus shelters	1	2	3	4	5
Other vandalism	1	2	3	4	5
Abandoned/burnt out vehicles	1	2	3	4	5
Illegally parked vehicles	1	2	3	4	5
Littering	1	2	3	4	5
Fly tipping	1	2	3	4	5
Poor street lighting	1	2	3	4	5
Noise pollution	1	2	3	4	5
Other (please specify)_____	1	2	3	4	5

**Q25a. To what extent do you think gun crime is a problem in this neighbourhood?** (CODE ONLY ONE) (SHOWCARD 6)

- Major problem 1
- Minor problem 2
- Not a problem 3 (GO TO Q26a)
- Don't know 4 (GO TO Q26a)

**Q25b. Is this based on.....**(TICK ALL THAT APPLY) (SHOWCARD 5)

- .....personal experience? 1
- .....the experience of someone you know? 2
- .....what you have seen or heard in the media? 3
- .....what you have seen in the area? 4
- Other (please specify)\_\_\_\_\_ 5

IF THEIR OPINION IS BASED ON 1 OR 2 ASK Q25c.

**Q25c. What experience was that?**

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**Q26a. To what extent do you think drug using or selling is a problem in this neighbourhood?** (CODE ONLY ONE) (SHOWCARD 6)

- Major problem 1
- Minor problem 2
- Not a problem 3 (GO TO Q27a)
- Don't know 4 (GO TO Q27a)

**Q26b. Is this based on.....** (TICK ALL THAT APPLY) (SHOWCARD 5)

- ..... personal experience? 1
- ..... the experience of someone you know? 2
- ..... what you have seen or heard in the media? 3
- ..... what you have seen in the area? 4
- Other (please specify)\_\_\_\_\_ 5

IF THERE OPINION IS BASED ON 1 OR 2 ASK Q26c

**Q26c. What experience was that?**

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**Q27a. This is a map of your ward. (SHOW MAP) INTERVIEWER TO INDICATED KEY POINTS (i.e. local pub, local shops, high street) AND SHOW RESPONDENT WHERE THEIR HOUSE IS ON THE MAP.**

**Q27b. Are there any areas on this map where you would be afraid to go?**

- Yes            1        (GO TO Q27c)  
 No             2        (GO TO Q28a)  
 Don't Know   3        (GO TO Q28a)

**Q27c. Can you show me on the map? CIRCLE UP TO THREE AREAS ON THE MAP AND INDICATE WHETHER THE AREA CHOSEN IS 1, 2 OR 3. AFTER EACH AREA IS CHOSEN ASK Q27d.**

**Q27d. Why would you be afraid to go into this area? (CIRCLE ALL THAT APPLY AND PROBE FULLY).**

	Area 1	Area 2	Area 3
A Fear of being robbed in the street by a person using violence or the threat of violence	1	1	1
B Fear of being attacked or harassed because of skin colour, ethnic origin, religion or sexuality	2	2	2
C General perception of being unsafe	3	3	3
D Lot of crime in this area	4	4	4
E Lot of vandalism in this area	5	5	5
F Hooligans/"Yobs" /Gangs causing trouble in this area	6	6	6
G Teenagers/Young people/Kids hanging around in this area	7	7	7
H Signs of drug use/selling	8	8	8
I Afraid of speeding cars	9	9	9
J General dereliction	10	10	10
K Other (please specify) _____	11	11	11
L Don't know	12	12	12

**Q27e. Are there any particular times of the day or of the week when you are afraid to go into this area? POINT TO EACH AREA HIGHLIGHTED ON THE MAP**

(DO NOT READ OUT, PROBE FULLY AND CIRCLE ALL THAT APPLY)

	Area 1	Area 2	Area 3
A Market days	1	1	1
B Rush hour	2	2	2
C When schools turn out	3	3	3
D When there's no one around	4	4	4
E After dark	5	5	5
F When the pubs/clubs turn out	6	6	6
G Where large groups of people are congregating	7	7	7
H At all times	8	8	8
I Other (please specify) _____	9	9	9

**Q28a. Would you say you feel more safe or less safe in this neighbourhood than you did 12 months ago, or about the same?**

*IF MORE SAFE ASK 'Is that much safer or a bit safer?'*

*IF LESS SAFE ASK 'Is that much less safe or a bit less safe?'*

Much safer	1
A bit safer	2
About the same	3
A bit less safe	4
Much less safe	5
Don't know	6

**Q28b. Why do you say that?**

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**Q29a. To what extent does worry about crime and anti-social behaviour RESTRICT the way you go about your day-to-day life? (SHOWCARD 7) (CIRCLE ONLY ONE)**

To a great extent	1	
To some extent	2	
A little	3	
Not at all	4	(GO TO Q30)
Don't know	5	(GO TO Q30)

*IF TO A GREAT EXTENT, TO SOME EXTENT OR A LITTLE*

**Q29b. How does it RESTRICT you?**

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**Q30. How much would you say the crime rate here has changed since two years ago? In this area, would you say there is more crime or less crime? PROBE: Is that a lot or a little more/less?**

A lot more crime	1
A little more crime	2
About the same	3
A little less crime	4
A lot less crime	5

**Q31. Would you say that anti-social behaviour has got worse, got better or stayed the same in your local area over the past 2 years? PROBE: Is that a little or a lot worse/better?**

Got a lot worse	1
Got a little worse	2
Stayed the same	3
Got a little better	4
Got a lot better	5

**Q32. What do you think could be done to make this neighbourhood safer? (DO NOT READ OUT OR PROMPT, CIRCLE ALL THAT APPLY)**

Nothing needs to be done	1
Nothing can be done	2
Better lighting	3
More uniformed Police Officers patrolling on foot	4
More uniformed Police Officers patrolling in vehicles	5
More Police Community Support Officers/Neighbourhood Wardens	6
A rapid response to all emergency calls	7
More crime prevention advice	8
More support for victims/witnesses	9
More traffic police	10
More work from the police within schools/with young people	11
More contact from locally known officers with local people	12
Responding to threats of terrorism	13
Responding to domestic violence incidents	14
Dealing with burglary	15
Less rubbish	16
Less fly tipping	17
Less graffiti	18
Less vandalism	19
Less anti-social behaviour	20
Increased CCTV	21
Removal of squatters from premises	22
Other (please write in answer verbatim)	23

**Q33. To what extent are you worried about a TERRORIST ATTACK in London? (SHOWCARD 4)**

Very worried	1	Not very worried	3
Fairly worried	2	Not at all worried.	4
Don't know	5		

**Q33a. And to what extent are you worried about a TERRORIST ATTACK, particularly in this neighbourhood? (SHOWCARD 4)**

Very worried	1	Not very worried	3
Fairly worried	2	Not at all worried.	4
Don't know	5		

*IF VERY WORRIED OR FAIRLY WORRIED*

**Q33b. Why do you say that?**

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**POLICING**

**Q34. How satisfied are you with the way this neighbourhood is policed? Again, by this neighbourhood I mean the area within about 15 minutes walk from your home.**

*(CIRCLE ONLY ONE) (SHOWCARD 8)*

Completely satisfied	1	Fairly dissatisfied	4
Very satisfied	2	Very dissatisfied	5
Fairly satisfied	3	Completely dissatisfied	6
Mixed views	4	Don't know	7

(IF RESPONDENT ANSWERED 'DON'T KNOW' GO TO Q36a.)

**Q35. Why do you say that?**

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**Q36a. In the past 12 months, have you let the police know your views on policing, crime or anti-social behaviour?**

Yes 1  
No 2

(IF YES)

**Q36b. How have you done this? (READ OUT)**

An informal chat with a local police officer	1
A formal one to one meeting with a local police officer	2
Small group meeting with other people from your area	3
An open public meeting	4
On line voting surveys	5
An informal complaint at your local station	6
(DON'T READ OUT) Lodged a formal complaint	7
(DON'T READ OUT) Other events organised by the local police	
(Please specify) _____	8
(DON'T READ OUT) None of these	9

**Q37. How important do you think it is for people in this neighbourhood to know a local police officer? (SHOWCARD 9)**

Very important	1
Fairly important	2
Not very important	3
Not at all important	4
Don't know	5

**Q38. On average, how often do YOU see a uniformed police officer patrolling on foot or bicycle in this neighbourhood? Remember we are talking about the area within about 15 minutes walk from your home. (SHOWCARD 10)**

ASK Q41 AND CIRCLE RESPONSE IN COLUMN 41a

**Q39a. And how often do YOU see a police community support officer patrolling on foot or bicycle in this neighbourhood? (SHOWCARD 10)** PCSOs are employed by the Metropolitan Police Service and wear a uniform similar to police officers. They also patrol the streets, gather intelligence and assist in the prevention of crime (read out definition if respondent does not know what a PCSO is).

ASK Q41 AND CIRCLE RESPONSE IN COLUMN 41b

**Q40. And how often do YOU see a neighbourhood warden patrolling on foot or bicycle in this neighbourhood?** Neighbourhood wardens are Local Authority employees with no police powers, who are authorised by their employer to enforce council bylaws. (SHOWCARD 10) (Only ask in areas where there are neighbourhood wardens – see list)

ASK Q41 AND CIRCLE RESPONSE IN COLUMN 41c

	<b>Q38</b> Police Officer	<b>Q39</b> PCSO	<b>Q40</b> Neighbourhood Warden
At least daily	1	1	1
At least weekly	2	2	2
At least fortnightly	3	3	3
At least monthly	4	4	4
Less often	5	5	5
Never	6	6	6
Don't know/not sure	7	7	7

**Q41. Do you think this is.....**

<i>READ OUT</i>	<b>Q41a</b> Police Officer	<b>Q41b</b> PCSO	<b>Q41c</b> Neighbourhood Warden
.....not often enough?	1	1	1
.....about right?	2	2	2
.....too often?	3	3	3
<i>(DON'T READ OUT)</i> .....don't know	4	4	4

**Q42. I would now like to talk about how well the police perform their job. Taking everything into account, how good a job do you think the police IN THIS AREA are doing? (SHOWCARD 10A)**

- Excellent 1
- Good 2
- Fair 3
- Poor 4
- Very poor 5

**Q43. I would now like to talk about how well the police perform their job. Considering everything, how good a job do you think the police IN LONDON AS A WHOLE are doing? (SHOWCARD 10A)**

- Excellent 1
- Good 2
- Fair 3
- Poor 4
- Very poor 5

**Q44a. How satisfied are you with..... (SHOWCARD 11)**

	Very satisfied	Fairly satisfied	Mixed Views	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
.....the number of police on the beat/foot patrols?	1	2	3	4	5	6

*IF DISSATISFIED*

**Q44b. Is that because there are too many or too few police officers on beat/foot patrols?**

- Too many 1
- Too few 2

**Q45a. How satisfied are you with..... (SHOWCARD 11)**

	Very satisfied	Fairly satisfied	Mixed Views	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
.....The number of police patrols in cars?	1	2	3	4	5	6

*IF DISSATISFIED*

**Q45b. Is that because there are too many or too few police officers patrolling in cars?**

Too many      1  
 Too few        2

**Q46. I would now like to ask you some questions about community relations. How would you describe relations between..... (CIRCLE ONLY ONE FOR EACH QUESTION) (SHOWCARD 12)**

	Don't know/No opinion	Very good	Fairly good	Mixed	Fairly poor	Very poor
A .....the police and the public in <b>this area?</b>	1	2	3	4	5	6
B .....the police and the public in <b>London as a whole?</b>	1	2	3	4	5	6

**Q47. Do you feel the police in this area understand the concerns of the people living in this neighbourhood? (CIRCLE ONLY ONE ANSWER)**

Yes, fully                      1  
 Yes, to some extent        2  
 No                                3

**Q48. Do you think the police in this area take the concerns of the people living in this neighbourhood seriously? (CIRCLE ONLY ONE ANSWER)**

Yes, fully                      1  
 Yes, to some extent        2  
 No, not at all                3

**Q49. I would now like you to think about the police in THIS AREA and in LONDON AS A WHOLE. To what extent do you feel that..... (SHOWCARD 13)**

		Very	Fairly	Not at all	Don't Know
A	...Police in <u>this area</u> are <b>HELPFUL?</b>	1	2	3	4
B	...the police in <u>London as a whole</u> are <b>HELPFUL?</b>	1	2	3	4
C	...Police in <u>this area</u> are <b>COURTEOUS?</b>	1	2	3	4
D	...the police in <u>London as a whole</u> are <b>COURTEOUS?</b>	1	2	3	4
E	...Police in <u>this area</u> are <b>PATIENT?</b>	1	2	3	4
F	...the police in <u>London as a whole</u> are <b>PATIENT?</b>	1	2	3	4
G	...Police in <u>this area</u> are <b>HONEST?</b>	1	2	3	4
H	...the police in <u>London as a whole</u> are <b>HONEST?</b>	1	2	3	4
I	...Police in <u>this area</u> are <b>COMPETENT?</b>	1	2	3	4
J	...the police in <u>London as a whole</u> are <b>COMPETENT?</b>	1	2	3	4
K	...Police in <u>this area</u> are <b>FAIR IN THEIR TREATMENT OF EVERYBODY?</b>	1	2	3	4
L	...the police in <u>London as a whole</u> are <b>FAIR IN THEIR TREATMENT OF EVERYBODY?</b>	1	2	3	4

### PARTNERS

**Q50a. In the last 12 months, have you contacted any other organisation or department apart from the police about a crime or disorder problem?**

Yes 1  
No 2 (GO TO Q51a)

*IF YES*

**Q50b. What was that department or organisation? (CIRCLE ALL THAT APPLY)**

Probation 1  
Housing 2  
Environmental Health 3  
Fire service 4  
School 5  
Citizens advice bureau 6  
Social services 7  
Community group 8  
Council 9  
A local councillor 10  
An MP 11  
Health department 12  
Drug action team 13  
Other 14  
(please specify) \_\_\_\_\_



*IF MORE THAN ONE*

**Q50c. Which one have you contacted most recently?**

- Probation 1
  - Housing 2
  - Environmental Health 3
  - Fire service 4
  - School 5
  - Citizens advice bureau 6
  - Social services 7
  - Community group 8
  - Council 9
  - A local councillor 10
  - An MP 11
  - Health department 12
  - Drug action team 13
  - Other 14
- (please specify) \_\_\_\_\_

**Q50d. How satisfied were you with the way you were dealt with? (SHOWCARD 11)**

- Very satisfied 1
- Fairly satisfied 2
- Mixed views 3
- Fairly dissatisfied 4
- Very dissatisfied 5
- Don't know 6 (GO TO Q51a)

**Q50e. Why do you say that? (EXCEPT FOR DON'T KNOW RESPONSES)**

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**CONTACT WITH POLICE**

**Q51a. Which, if any, of these crimes have you personally been a victim of in the last 12 months? (READ OUT LIST)**

*AFTER EACH RESPONSE GIVEN ASK*

**Q51b. And was that in this area, elsewhere in London or outside London? (CIRCLE ALL THAT APPLY).**

*AFTER EACH RESPONSE GIVEN ASK*

**Q51c. And did you report it to the police? (Only circle the number if the crime was reported)**

		<b>Q51b (Not a victim of crime at all or victim in this area)</b>	<b>Q51b (Victim elsewher e in London)</b>	<b>Q51b (Victim outside London)</b>	<b>Q51c (Reporte d crimes only)</b>
A	Not a victim of crime ( <i>DO NOT READ OUT</i> )	1 <i>GO TO</i>			

		Q54			
B	Mugging, by this I mean being robbed on the street by a person using violence or the threat of violence	2	2	2	2
C	Rape	3	3	3	3
D	Sexual assault	4	4	4	4
E	Physical assault	5	5	5	5
F	Theft of vehicle	6	6	6	6
G	Burglary	7	7	7	7
H	Theft of property from vehicle	8	8	8	8
I	Purse or bag snatched/pick pocketed	9	9	9	9
J	Racial harassment	10	10	10	10
K	Racially motivated assault	11	11	11	11
L	Insulted or pestered by anybody while in the street or in a public place	12	12	12	12
M	Arson	13	13	13	13
N	Graffiti	14	14	14	14
O	Domestic violence	15	15	15	15
P	Homophobic crime	16	16	16	16
Q	Faith related crime	17	17	17	17
R	Fraud	18	18	18	18
S	Vandalism	19	19	19	19
T	Gun crime	20	20	20	20
U	Drug selling	21	21	21	21
V	Other (Please specify) _____ _____ _____	22	22	22	22
W	Don't know	23	23	23	23

*DO NOT ASK Q52a, 52b, 52c OR 52d IF CRIME OCCURRED OUTSIDE LONDON OR WAS NOT REPORTED.*

*IF ONLY ONE REPORTED CRIME OCCURRED WITHIN LONDON, ASK Q52a, 52b, 52c OR 52d FOR THAT CRIME.*

*IF ONLY ONE REPORTED CRIME OCCURRED WITHIN THIS AREA, ASK Q52a, 52b, 52c OR 52d FOR THAT CRIME.*

*IF MORE THAN ONE REPORTED CRIME OCCURRED IN LONDON AND/OR IN THIS AREA ASK RESPONDENT FOR THE MOST RECENT AND ASK Q52a, 52b, 52c OR 52d FOR THAT CRIME.*

**Q52a. Thinking about the occasion when you reported this crime to the police, did you find it easy to contact the police? (SHOWCARD 15)**

Yes, very 1  
Yes, fairly 2  
No, not at all 3

**Q52b. Did the police take the matter seriously?** (SHOWCARD 16)

Yes 1  
 Not entirely 2  
 Not at all 3

**Q52c. Did the police contact you to let you know about anything they had done?**

Yes 1  
 No 2  
 Wasn't necessary 3  
 NA 4

**Q52d. Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police?** (SHOWCARD 8)

**If satisfied is that fairly, very or completely?**

**If dissatisfied is that fairly very or completely?**

Completely satisfied 1  
 Very satisfied 2  
 Fairly satisfied 3  
 Mixed views 4  
 Fairly dissatisfied 5  
 Very dissatisfied 6  
 Complete dissatisfied 7

*INTERVIEWER: REFER BACK TO ANSWERS TO Q51c. ONLY ASK THIS QUESTION FOR NON REPORTED CRIMES.*

*DO NOT ASK Q53a IF THE NON REPORTED CRIME OCCURRED OUTSIDE LONDON.*

*IF ONLY ONE CRIME OCCURRED WITHIN LONDON AND WAS NOT REPORTED ASK Q53a FOR THAT CRIME.*

*IF ONLY ONE CRIME OCCURRED WITHIN THIS AREA AND WAS NOT REPORTED ASK Q53a FOR THAT CRIME.*

*IF MORE THAN ONE CRIME OCCURRED IN LONDON AND/OR WITHIN THIS AREA AND WAS NOT REPORTED ASK Q53a FOR THE CRIME THAT OCCURRED MOST RECENTLY.*

**Q53a. Why did you not report the crime to the police?** (DO NOT READ OUT, CIRCLE ALL THAT APPLY AND PROBE FULLY)

*MARK IN COLUMN 53b THE CRIME THAT THE REASON REFERS TO*

	<b>Q53a</b>	<b>Q53b</b>
Didn't think I would be taken seriously	1	___
No chance of catching the criminals	2	___
Not important enough/minor incident	3	___
Fear of criminals	4	___
I couldn't be bothered/didn't have the time	5	___
Long process of filling forms in/process too lengthy	6	___
Sorted it out myself	7	___
Didn't want to get involved	8	___
Didn't want the police to contact me	9	___
Didn't want to get anyone into trouble	10	___

Didn't want to appear in court	11	___
Don't like/trust the police	12	___
Felt the courts would not punish the crime properly	13	___
Not covered by insurance	14	___
Partly my fault	15	___
Afraid of what friends/neighbours would say	16	___
Afraid I'd be victimised by the police	17	___
I feel the police are racist	18	___
I feel the police are incompetent	19	___
I was in hospital	20	___
I would have preferred to have reported the crime through community groups or the Council rather than the police	21	
Did not want to be a grass	22	
Other (Please specify) _____	23	___
Don't know	24	___
Refused to answer	25	___

**Q54. In the last 12 months, have you contacted the police to report a crime that you WITNESSED?**

- Yes            1  
 No             2        (*GO TO Q56*)

*IF YES*

**Q55a. Thinking about the occasion when you reported this crime to the police, did you find it easy to contact the police?** (*SHOWCARD 15*) (*If more than once ask about most recent*)

- Yes, very            1  
 Yes, fairly            2  
 No, not at all        3

**Q55b. Did the police take the matter seriously?** (*SHOWCARD 16*)

- Yes                    1  
 Not entirely         2  
 Not at all            3

**Q55c. Did the police contact you to let you know about anything they had done?**

- Yes                    1  
 No                     2  
 Wasn't necessary   3  
 NA                     4

**Q55d. Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police?** (*SHOWCARD 8*)

**If satisfied is that fairly, very or completely?**

**If dissatisfied is that fairly, very or completely?**

Completely satisfied	1
Very satisfied	2
Fairly satisfied	3
Mixed views	4
Fairly dissatisfied	5
Very dissatisfied	6
Complete dissatisfied	7

**Q56. In the last 12 months, have you contacted the police to ask for information?** (*If more than once ask about most recent*)

Yes	1	
No	2	(GO TO Q58)

*IF YES*

**Q57a. Did you find it easy to contact the police?** (*SHOWCARD 15*)

Yes, very	1
Yes, fairly	2
No, not at all	3

**Q57b. Did you get the information you wanted?**

Yes,	1
No,	2

**Q57c. Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police?** (*SHOWCARD 8*)

**If satisfied is that fairly, very or completely?**

**If dissatisfied is that fairly, very or completely?**

Completely satisfied	1
Very satisfied	2
Fairly satisfied	3
Mixed views	4
Fairly dissatisfied	5
Very dissatisfied	6
Complete dissatisfied	7

**Q58. In the last 12 months, have the police contacted you because you were a witness to a crime or another incident?** (*If more than once ask about most recent*)

Yes	1	
No	2	(GO TO Q60)

IF YES

**Q59a. Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police? (SHOWCARD 8)**

**If satisfied is that fairly, very or completely?**

**If dissatisfied is that fairly, very or completely?**

Completely satisfied	1
Very satisfied	2
Fairly satisfied	3
Mixed views	4
Fairly dissatisfied	5
Very dissatisfied	6
Complete dissatisfied	7

**Q59b. Why do you say that?**

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**Q60. In the last 12 months, have the police stopped/searched/arrested you?**

Yes	1	
No	2	(GO TO Q62)

IF YES

**Q61a. Was that in this area, elsewhere in London or outside London? (CIRCLE ALL THAT APPLY)**

In this area	1
Elsewhere in London	2
Outside London	3

*DO NOT ASK Q61b OR Q61c IF RESPONDENT WAS STOPPED/SEARCHED OR ARRESTED OUTSIDE LONDON.*

*IF RESPONDENT WAS STOPPED/SEARCH OR ARRESTED IN THIS AREA OR IN LONDON MORE THAN ONCE ASK FOR MOST RECENT OCCASION AND ASK Q61b AND Q61c FOR THAT OCCASION.*

**Q61b. Did the police officer.....(SHOWCARD 17)**

	Yes, fully	Yes, to some extent	No
i) ..... explain the reason why you had been stopped/searched/arrested?	1	2	3
ii) ..... explain the procedure to you?	1	2	3
iii) ..... treat you with respect?	1	2	3

**Q61c. Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police? (SHOWCARD 8)**

**If satisfied is that fairly, very or completely?**

**If dissatisfied is that fairly, very or completely?**

- Completely satisfied 1
- Very satisfied 2
- Fairly satisfied 3
- Mixed views 4
- Fairly dissatisfied 5
- Very dissatisfied 6
- Complete dissatisfied 7

**Q62. In the last 12 months have you had any other contact with the police?**

- Yes, 1
- No 2 (GO to Q64)

*IF YES*

**Q63a. What was the nature of that contact? (If more than one occasion, ask for most recent)**

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**Q63b. Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police? (SHOWCARD 8)**

**If satisfied is that fairly, very or completely?**

**If dissatisfied is that fairly very or completely?**

- Completely satisfied 1
- Very satisfied 2
- Fairly satisfied 3
- Mixed views 4
- Fairly dissatisfied 5
- Very dissatisfied 6
- Complete dissatisfied 7

### COMMUNICATION

**Q64. How well informed do you feel about what the police in THIS AREA have been doing over the last 12 months? (SHOWCARD 14)**

- Very well informed 1
- Fairly well informed 2
- Not at all informed 3

**Q65. In the last 12 months, have you found out about anything the police in THIS AREA have been doing from any of the following sources? (READ OUT)**

Letters from the police	1
In person by visiting local police station	2
Public meetings with the police	3
Telephoning the police	4

Police telephoning me	5
Contact with local councillors	6
Contact with local police officers	7
Residents association meetings	8
Advertising campaigns	9
National newspapers	10
Local newspapers	11
Radio	12
Television	13
Internet	14
Email	15
Leaflets through your door	16
Leaflets in public places	17
Information centres	18
Other (Please specify)_____	19
_____	
Don't know	20

**Q46. How well informed do you feel about what the police in LONDON AS A WHOLE have been doing over the last 12 months? (SHOWCARD 14)**

Very well informed	1
Fairly well informed	2
Not at all informed	3

**Q47. In the last 12 months, have you found out about anything the police in LONDON AS A WHOLE have been doing from any of the following sources? (READOUT)**

Letters from the police	1
In person by visiting local police station	2
Public meetings with the police	3
Telephoning the police	4
Police telephoning me	5
Contact with local councillors	6
Contact with local police officers	7
Residents association meetings	8
Advertising campaigns	9
National newspapers	10
Local Newspapers	11
Radio	12
Television	13
Internet	14
Email	15
Leaflets through your door	16
Leaflets in public places	17
Information centres	18
Other (Please specify)_____	19
_____	
Don't know	20



## RESPONDENT PROFILE

To finish, I'd like to ask you some questions to help us analyse the results. May I remind you that all your answers will remain strictly confidential.

**Sex:** INTERVIEWER CODE

Male 1  
Female 2

**Age:** *SHOWCARD A*

15-17 1  
18-21 2  
22-24 3  
25-34 4  
35-44 5  
45-54 6  
55-64 7  
65-74 8  
75-84 9  
85+ 10

**EXACT AGE** (WRITE IN): \_\_\_\_\_

**Occupation of Chief Income Earner:**

Position/Rank/Grade:

\_\_\_\_\_

Industry/Type of Company:

\_\_\_\_\_

Qualification/Degrees/Apprenticeships:

\_\_\_\_\_

No. of Staff Responsible for:

\_\_\_\_\_

**Class:**

A 1  
B 2  
C1 3  
C2 4  
D 5  
E 6

**Work Status of Respondent:**

*SHOWCARD B*

Full-time (30hrs/wk+) 1  
Part-time (8-29 hrs/wk) 2  
Not Working (under 8 hours) 3  
Houseperson 4  
Retired 5  
Registered Unemployed 6  
Unemployed but not registered 7  
Student 8  
Other 9

**Marital Status:**

Married/living as married 1  
Single 2  
Widowed/Divorced/Separated 3

**Car in Household:**

Yes, one car 1  
Yes, two cars 2  
Yes, three+ cars 3  
No 4

**Young People in Household:**

Aged 0-5 1  
Aged 6-9 2  
Aged 10-14 3  
Aged 15-17 4  
Aged 18-21 5  
No people under 22 6

**Do you work for the Metropolitan Police? Do any of your immediate family or close friends work for the Metropolitan Police?** *MULTICODE OK*

Yes, respondent 1  
Yes, family member 2  
Yes, close friend 3  
No 4  
Don't know 5

**Home Ownership:** *SHOWCARD C*

Owned Outright 1  
Buying on Mortgage 2  
Rented from Council 3  
Rented from Housing Association 4  
Rented from Private Landlord 5  
Other 6

**QA. SHOW CARD D.**

**How would you describe your race or ethnic origin?**

*SINGLE CODE ONLY*

**White:**

British	1
Irish	2
Any other White background	3

**Black or Black British:**

Caribbean	12
African	13
Any other Black background	14

**Mixed:**

White and Black Caribbean	4
White and Black African	5
White and Asian	6
Any other Mixed background	7

**Chinese or other ethnic group:**

Chinese	15
Any other ethnic group	16
Not stated	17

**Asian or Asian British:**

Indian	8
Pakistan	9
Bangladeshi	10
Any other Asian background	11

**QB. Length of Residence:**

**How long have you been living in this area?**

*SINGLE CODE ONLY*

Up to 1 year	1
Over 1-2 years	2
Over 2-5 years	3
Over 5-10 years	4
Over 10-15 years	5
Over 15-20 years	6
Over 20-30 years	7
Over 30 years	8
Don't know/can't remember	9

**Which papers do you read on a regular basis? (DON'T READ OUT)**

Evening Standard	1
Metro	2
The Times	3
Sunday Times	4
Financial Times	5
Telegraph	6
Sunday Telegraph	7
Observer	8
Independent	9
Guardian	10
Daily Mail	11
Daily Mirror	12
Daily Star	13
Sun	14
The Express	15
Weekly local newspaper	16
Other (please specify)	17

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*I'd like to ask you a few questions to ensure that we fully represent the mix of people in London. You are under no obligation to answer these questions, and you are reminded that all answers are strictly confidential.*

**QC. Do you have a disability, long term illness or health problem which limits your daily activities or the work you can do? (Include problems which are due to old age.)**

Yes 1  
No 2

**QD. SHOW CARD E**

**Which of these best describes your religion?**

**Please read out the letter that applies.**

*SINGLE CODE ONLY.*

A	Christian	1
F	Muslim	2
G	Sikh	3
H	Hindu	4
J	Jewish	5
K	Atheist	6
L	Agnostic	7
M	Other ( <i>WRITE IN</i> )	8
N	None	9
	Refused	10

**QE. SHOW CARD F**

**Would you describe yourself in any of these ways? Again, just read out any letter that applies. SINGLE CODE ONLY**

A	Gay/lesbian	1
B	Bisexual	2
C	Transgender	3
D	None of these	4
	Refused	5

**QF. Would you be willing to be re-interviewed by Quality Fieldwork in the future on similar surveys?**

Yes 1  
No 2

## **COMMUNITY ENGAGEMENT**

*Thank you the main part of the survey is now complete. Now I would like to ask you a few brief questions which will allow your local policing team to provide you with information you would like and inform you of how you can have a greater involvement in the setting of local policing priorities or become more involved in working within this neighbourhood. The information you provide will be totally confidential and will be sent directly to your local policing teams.*

**Q1. Is there anything about this area that you think the police should know about at the moment?** *(CIRCLE ONLY ONE ANSWER)*

- Yes    1        *(GO TO Q2)*  
No     2        *(GO TO Q3)*

*IF YES*

**Q2. Would you like to tell me about that now or would you like a police officer to contact you?** *Please write answer in space provided or tick the box if police officer should contact them*

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**Q3. Do you personally have any views about policing, crime or anti-social behaviour in your local area that you would like to make known?** *(CIRCLE ONLY ONE ANSWER)*

- Yes                    1        *(GO TO Q4)*  
No                     2        *(GO TO Q6)*

**Q4. If yes, would you be prepared to.....***(READ OUT, CIRCLE ONE ANSWER FOR EACH QUESTION)*

- |   |     |    |
|---|-----|----|
| a).....talk to a local police officer about your views? | Yes | No |
| b).....attend a meeting to express your views?          | Yes | No |

*IF YES TO Q4b*

**Q4c. Would you like to be personally informed when local meetings discussing policing, crime and anti-social behaviour are taking place?**

- Yes                    1        *(GO TO Q6)*  
No                     2        *(GO TO Q6)*

*IF NO TO BOTH Q4a and Q4b ASK*

**Q5. How would you like to make your views known?**

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**Q6. Would you like to receive information about any of the following police support activities?** *If respondent does not know about any of the following please read out the definitions below (READ OUT AND CIRCLE ALL THAT APPLY)*

- |  |   |
|--|---|
| The special constabulary               | 1 |
| The volunteer cadets                   | 2 |
| The volunteers in policing             | 3 |
| Neighbourhood Watch                    | 4 |
| Taking part in a local residents panel | 5 |
| No further information required        | 6 |

**The special constabulary** are trained volunteers who wear a police uniform and have full police powers.

**The volunteer cadets** are young volunteers between the ages of 14 and 19, who wear a uniform, practice good citizenship skills, and get involved in the policing of low risk events.

**The volunteers in policing** are members of the community who volunteer their services to give added value and free up police officers, often by reopening station front offices, thereby providing a service to the local community.

**Neighbourhood watch** schemes are a way for local residents to get involved in preventing crime in their community. Schemes usually start with people sharing crime prevention advice, keeping an eye on people's property, improving home security and building two-way communication with the Police.

**The local residents' panel** are a group of people who put their views forward on specific issues that affect them and may attend local meetings or answer questionnaires.

IF YES TO ANY OF THE ABOVE

**Q7. Would you like to be..... (CIRCLE ALL THAT APPLY)**

- |                                |   |
|--------------------------------|---|
| .....telephoned?               | 1 |
| .....visited?                  | 2 |
| .....sent a leaflet?           | 3 |
| .....sent an application pack? | 4 |

**Q8. Would you like information about how to reduce your chances of being a victim of crime?**

- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

**Q9. Would you be prepared to take part in any further research or consultation on policing in this area?**

- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

IF RESPONDENT HAS ANSWERED 'YES' to Q1, Q3, Q6, Q8 or Q9 PLEASE READ OUT BELOW

In order that your local police may contact you again and provide you with the information you requested may I take your name, address, telephone number and/or email address. Your details will not be linked to the information you provided me with in the main survey and will remain totally confidential.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

*CHECK FRONT PAGE IS COMPLETE  
THANK AND CLOSE INTERVIEW*