

Appendix 4: Quality Call back survey

ASB victims survey:

Script:

Month:	
1	Can I confirm you are over the age of 16?
	Yes - go to question 2
	No - finish the survey
2	Borough
3	Think of the contact you had with the police, overall, to what extent were you satisfied or dissatisfied with the way you were treated by police officers and / or staff during the course of the contact with them?
	Very satisfied
	Fairly satisfied
	neither satisfied or dissatisfied
	fairly dissatisfied
	Very dissatisfied
	Don't know
4	To what extent were you satisfied or dissatisfied with the following aspects of how you were treated by the police? <i>How well they listened to what you had to say</i>
	Very satisfied
	Fairly satisfied
	neither satisfied or dissatisfied
	fairly dissatisfied
	Very dissatisfied
	Don't know
5	To what extent were you satisfied or dissatisfied with the following aspects of how you were treated by the police? <i>How seriously your call was taken</i>
	Very satisfied
	Fairly satisfied
	neither satisfied or dissatisfied
	fairly dissatisfied
	Very dissatisfied
	Don't know
6	Did the police tell you that they would be taking action or not be taking as a result of your call?
	said would definitely take action

said would probably take action	
said would probably not take action	
said would definitely not take action	
didn't say one way or the other	
Don't know / can't remember	

7	As far as you know, did the police take any action?	
	Yes - go to question 8	
	No - go to question 9	
	Don't know - go to question 9	

8	How satisfied or dissatisfied were you with the action taken by police?	
	Very satisfied	
	Fairly satisfied	
	neither satisfied or dissatisfied	
	fairly dissatisfied	
	Very dissatisfied	
	Don't know	

9	Can you think of any improvements you would like to see you the way your incident was dealt with?	

10	Would you encourage others to make similar reports of anti-social behaviour?	
	Yes definitely	
	Yes probably	
	Probably not	
	Definitely not	
	Don't know / can't say	

11	If you witnessed or experienced the same type of anti-social behaviour in the future, would you report the incident?	
	Yes	
	No	
	It depends	
	Don't know	

12	On a scale of 1 to 10 where 1 is no effect and 10 is total effect, how much does anti-social behaviour affect your everyday quality of life?	
	1 No effect	
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	
	10 total effect	
Don't know		

Social demographic data

13	Gender	
	Male	
	Female	

14	Age	
	16-24	
	25-34	
	35-44	
	45-54	
	55-59	
	60-64	
	65+	
Rather not say		

15	Which ethnic group do you consider you belong?	
	White British	
	White Irish	
	White - any other background	
	Mixed - White and Black Caribbean	
	Mixed - White and Black African	
	Mixed - White and Asian	
	Asian or Asian British Indian	
	Asian or Asian British Pakistani	
	Asian or Asian British Bangladeshi	
	Asian or Asian British Any other Asian background	
	Black or Black British Caribbean	
	Black or Black British African	
	Black or Black British Any other black background	
	Chinese or other ethnic group - Chinese	

Chinese or other ethnic group - any other background	
Rather not say	

16	Religious beliefs	
	Buddhist	
	Christian	
	Hindu	
	Jewish	
	Muslim	
	Sikh	
	None	
	Prefer not to say	
	Other	

17	Do you consider yourself having a disability?	
	Yes	
	No	
	Rather not say	