



Opinion Research Services

Excellent research for the public, voluntary and private sectors



M O P A C | **MAYOR OF LONDON**
OFFICE FOR POLICING AND CRIME

Public Attitude Survey 2016-17



Technical Report | Quarter 48
May 2017





Opinion Research Services The Strand, Swansea SA1 1AF
Jonathan Lee | Dr Anna Shakeshaft
enquiries: 01792 535300 · info@ors.org.uk · www.ors.org.uk

© Copyright May 2017

Contents

1. Introducing the Survey	4
Project overview and background to the survey	
Introduction.....	4
Survey management	5
Structure of the Technical Report	5
2. Sample Design.....	6
Key features of the sample framework	
Introduction.....	6
Sample size and structure	6
Sample design	6
Sampling households and individuals within households.....	7
3. Survey questionnaire	9
Overview of the interview script and CAPI software	
Structure and coverage of the questionnaire	9
Different question types	9
Don't Know and Refusal options	10
4. Fieldwork	11
Interview management and quality control	
Interviewer briefing.....	11
Police vetting	11
Supervision and quality control.....	12
Fieldwork dates and fieldwork management.....	12
Survey management system	12
Advance letter and leaflet	13
Length of interview	14
Interview language	15
Presence of others during the interview.....	15
Overall response rates.....	15
Borough response rates	Error! Bookmark not defined.
5. Weighting.....	19
Compensating for sample design and non-response bias	
Component weights	22
Final sample weights	26
Design effect and design factor.....	26
Representativeness of the achieved sample.....	24

1. Introducing the Survey

Project overview and background to the survey

Introduction

- 1.1 The Public Attitude Survey (PAS) is a well-established survey that was first conducted in 1983 to give the Metropolitan Police Service (MPS) an understanding of the views of residents across London. From April 2014 the Mayor's Office for Policing and Crime (MOPAC) took responsibility for the survey, which measures Londoners' confidence in the police and provides information that helps to set the strategic direction for policing and support continuous improvement at borough level.
- 1.2 The PAS is a continuous survey, based on a random sample of respondents at pre-selected addresses with a total of 3,200 Londoners normally interviewed face-to-face each quarter to yield an annual sample of 12,800 interviews. The survey is designed to achieve 100 interviews each quarter in the 32 London Boroughs (excluding the City of London) in order to provide a borough-level sample of 400 interviews in any 12-month rolling period.
- 1.3 Evidence shows that it is not just crime that drives Londoners' confidence with police and policing. The PAS asks about people's experiences of crime and Anti-Social Behaviour (ASB). However the survey also includes a range of questions across a number of identified driver areas. Figure 1 (below) shows the MPS confidence model.

Figure 1: Public Confidence in the MPS: What the Evidence Shows (Source: MPS Confidence Model)



- ^{1.4} Some of the questions that the PAS asks are the same as those used on the Crime Survey for England and Wales (CSEW) so that Londoners' experiences of crime and Anti-Social Behaviour can be compared to experiences across England and Wales as a whole, as well as experiences of those who live in other police force areas.
- ^{1.5} Survey interviews are administered through CAPI (Computer Aided Personal Interviewing) and average around 24 minutes. Survey analysis and reporting is undertaken at the end of each quarter as well as at the end of each financial year, and data is weighted to take account of survey design and ensure that it is representative of the population of London.

Survey management

- ^{1.6} Opinion Research Services (ORS) was appointed to undertake the survey on behalf of MOPAC from April 2014. This was the Twelfth quarter of interviews for ORS, and the borough target of 100 interviews was met or exceeded in all boroughs, with 3,205 interviews achieved between January and March 2017. A total of 12,847 interviews were achieved over the full year from April 2016 to March 2017.
- ^{1.7} The quarterly data is representative of the London population and the achieved sample provides a suitable basis for London-wide analysis, with a confidence interval of $\pm 2\%$ points at 95% confidence. Borough-level estimates based on data from this quarter will typically have a confidence interval of up to $\pm 10\%$ points at 95% confidence.

Structure of the Technical Report

- ^{1.8} This report documents the technical aspects of the 2016-17 PAS. The report chapters include:
- » Chapter 2: Sample design
 - » Chapter 3: Survey questionnaire
 - » Chapter 4: Fieldwork
 - » Chapter 5: Weighting
- ^{1.9} The analysis in the report relates to the total sample for the financial year 2016-17 and the sample addresses that were issued and visited during the fourth quarter (the period January to March 2017).

2. Sample Design

Key features of the sample framework

Introduction

- 2.1 The 2016-17 sample is based on an unclustered random sample stratified by Basic Operational Command Unit (BOCU). The key features of the sample design are:
- » An achieved sample size of 12,800 interviews across the year with adults aged 16 and over resident in private households in Greater London (excluding the City of London)
 - » A target of 400 interviews per year in each of the 32 BOCUs
 - » A completely unclustered sample in each BOCU over the year
 - » Fieldwork conducted on a continuous basis with the sample being allocated to provide London-wide representative estimates on a quarterly basis

Sample size and structure

- 2.2 The target sample size for the 2016-17 survey is 12,800 interviews with adults aged 16 and over living in private households in London. The overall size of the 2016-17 survey is the same as that conducted annually since 2011. Within the overall target of 12,800 adult interviews, a second requirement of the survey is to achieve 400 adult interviews in every London borough (excluding the City of London).
- 2.3 The amount of sample issued in each borough was based on the 2015-16 response rate achieved in each BOCU, with a reserve sample also selected which could be issued to mitigate any substantial variation in response over the year.

Sample design

- 2.4 The sample design is based on a completely unclustered sample in each BOCU over the year. This avoids cluster effects that would reduce the precision of the survey for both London-wide and borough-level area estimates.
- 2.5 Whilst the sample is unclustered, the selected sample addresses are grouped geographically into work allocations which are assigned to specific quarters of the survey over the year. However, before being allocated to time periods it is necessary to stratify the allocations to ensure that each sample quarter in each borough achieved a broad geographic spread. This was done by using the latitude and longitude values for the ‘centroid’ address in each work allocation, sorted within Safer Neighbourhood Team areas.
- 2.6 Work allocations were assigned to one of four quarters with equal probability by applying the sequence 1-2-3-4 repeatedly down the sorted list of clusters based on a random start. Within each quarter, sample clusters were allocated to month with equal probability using the sequence 1-2-3 repeatedly down the sorted list based on a random start.

Sampling households and individuals within households

- ^{2.7} Figure 2 shows the number of addresses estimated for each BOCU at the start of the year based on the Royal Mail Postal Address File (PAF). The PAF forms the basis of the sampling population, on the basis that each residential address will typically represent a household, and we can subsequently sample an individual within each selected household to participate in the survey.

Figure 2: Royal Mail Postal Address File records by London Borough

London Borough	Royal Mail Postal Address File			
	Total Addresses	Large Users	Small Users	
			Non-residential	Residential
Barking & Dagenham	76,392	137	2,458	73,797
Barnet	146,804	794	6,021	139,989
Bexley	100,906	268	3,658	96,980
Brent	108,810	457	6,060	102,293
Bromley	143,002	566	5,042	137,394
Camden	95,904	2,072	9,876	83,956
Croydon	155,702	661	5,373	149,668
Ealing	131,766	781	6,342	124,643
Enfield	125,926	405	4,907	120,614
Greenwich	111,137	300	3,706	107,131
Hackney	105,903	249	7,077	98,577
Hammersmith & Fulham	77,679	466	4,802	72,411
Haringey	95,257	255	4,338	90,664
Harrow	92,878	521	3,493	88,864
Harvering	107,408	393	3,840	103,175
Hillingdon	113,789	566	4,785	108,438
Hounslow	101,774	462	4,594	96,718
Islington	97,981	2,450	6,781	88,750
Kensington & Chelsea	71,436	461	4,699	66,276
Kingston upon Thames	68,545	354	2,760	65,431
Lambeth	126,859	391	4,844	121,624
Lewisham	122,167	297	4,273	117,597
Merton	85,968	354	3,629	81,985
Newham	111,694	276	4,645	106,773
Redbridge	105,322	237	3,696	101,389
Richmond Upon Thames	85,169	328	3,849	80,992
Southwark	138,058	1,371	7,853	128,834
Sutton	84,548	300	2,822	81,426
Tower Hamlets	127,535	580	6,224	120,731
Waltham Forest	101,701	375	4,158	97,168
Wandsworth	134,259	985	5,710	127,564
Westminster	114,960	1,204	15,584	98,172
TOTAL	3,467,239	19,316	167,899	3,280,024

- ^{2.8} To identify residential addresses, addresses for “Large Users” that are identified in the PAF are excluded from the population. Within the addresses for “Small Users” an algorithm is applied that identifies likely non-residential addresses based on relevant key words such as “Business”, “Enterprise”, “Industrial” or “Unit” appearing in database fields for building name. Similarly, any address records that include an organisation or department name are also identified, together with all PO Box addresses. Where any of these likely non-residential addresses are randomly selected for the sample, they are manually reviewed and any address that is clearly non-residential is excluded from the sample and replaced with another randomly selected address.
- ^{2.9} At multi-dwelling units, the number of dwelling units at each address was recorded by interviewers and interviews were attempted at every dwelling at the address. This replaced the system used previously when interviewers had to randomly select one dwelling at the address. Whilst this new approach did introduce a clustering effect at multi-dwelling addresses, it was decided that this was preferable to such dwellings being under-represented in the final achieved sample.
- ^{2.10} Finally, at each eligible household one adult was randomly selected for interview based on a standard selection algorithm built into the computer interview script. This replaced the system used previously when interviewers had to randomly select an adult in each household.

3. Survey questionnaire

Overview of the interview script and CAPI software

Structure and coverage of the questionnaire

- ^{3.1} The 2016-17 PAS questionnaire was based on the 2015-16 questionnaire, with only a small number of questions added, removed, or modified. The questionnaire script consisted of the following sections:
- » Local area and community;
 - » Fear of crime and local crime problems;
 - » Terrorism;
 - » Attitudes to policing;
 - » Victimisation;
 - » Contact with the police; and
 - » Communication with the police.
- ^{3.2} The questionnaire script also included questions about the respondent and their household, as well as information about the survey administration.
- ^{3.3} The questionnaire was administered through a computer interview script on a tablet computer, and questions were presented in order depending upon answers given to previous questions. The computer interview script automatically progressed through the questionnaire as questions were answered, however the interviewer had the option to navigate back to questions previously asked if the respondent subsequently wanted to change any of their answers.
- ^{3.4} The complete questionnaire is documented in Appendix A of this report. In the paper questionnaire, square brackets are used to denote the existence of text substitution in a question. Text substitution is where alternative text is used in a question based on answers given to previous questions.

Different question types

- ^{3.5} The vast majority of questions were pre-coded, meaning that a list of answer categories appeared on the computer tablet screen and the interviewers selected the appropriate code.
- ^{3.6} Questions were either single response (i.e. only one code could be entered) or multi-response (i.e. more than one code could be entered). Many pre-coded questions had an *Other – please specify* option, and where respondents selected this option, the interviewer would simply type in the answer given. In all these questions, the answers were later reviewed to see if the *Other* answer could be back coded into one of the original pre-coded options.
- ^{3.7} In multi-response questions, the following codes were always single coded: *None of these*, *Don't Know* and *Refused*.

- ^{3.8} In the case of numeric questions (where an actual value was required) the interviewer typed in the appropriate number. Similarly, for open-ended text responses (where the response was recorded verbatim) the interviewer typed in the answer given. For both question types, separate codes were also available for *Don't Know* and *Refused*.

Don't know and refusal options

- ^{3.9} Almost every question had a *Don't Know* and *Refused* option that the interviewer could use, but at most questions they did not appear on show cards to try to ensure that respondents did not over-use these options. In the computer interview script, *Don't Know* and *Refused* options were separated from other response options and shown at the bottom of screen.

4. Fieldwork

Interview management and quality control

- ^{4.1} This chapter documents all aspects of the data collection process for the fourth quarter of the year, focusing in particular on fieldwork procedures, the management of interviewers, quality control procedures and response rates achieved across the different samples.

Interviewer briefing

- ^{4.2} All interviewers working on the Public Attitude Survey attended a full day face-to-face briefing before undertaking any interviews, regardless of whether or not they had previously worked on the survey. The briefing covered:

- » Introduction to Opinion Research Services (ORS)
- » Overview of the survey
 - Information about the sampling, fieldwork approach and work allocations
 - Details about within household respondent selection process
 - Managing appointments, including details about the pre-alert letter and unique property code
 - Address outcome codes and required evening and weekend visits
 - Process for recording and interviewing at multi-dwelling addresses
- » CAPI system
 - Introduction to the computer tablet hardware
 - Survey management system, including process for recording visits and booking appointments
 - Overview of the within household respondent selection process
 - Interview script questions and responses
- » Interviewing standards
 - Market Research Society (MRS) and Interviewer Quality Control Scheme (IQCS) requirements
 - Survey documentation and photographic identification cards, including use of show cards
 - Quality control processes and associated information to be recorded
 - Personal safety when interviewing
- » Full questionnaire script review on a question-by-question basis

- ^{4.3} An initial full day briefing was held on 31 March 2016 with a total of 20 interviewers attending. Eight further briefings were held between April and December 2016; a total of 12 interviewers attended these sessions. There were no briefings held during the fourth quarter.

Police vetting

- ^{4.4} Only interviewers that passed Non-Police Personnel Vetting (NPPV) were allowed to work on the survey.

Supervision and quality control

- 4.5 During the fourth quarter, 24 of the interviewers that had been trained, briefed and vetted worked on the project. Several methods were used to ensure the quality and validity of the interviewer fieldwork.
- 4.6 Interviewers new to random probability sample surveys were accompanied on the first day of their PAS work allocation by a supervisor. All interviewers working on the PAS will be supervised for at least one work allocation during the year.
- 4.7 Of those addresses where an interview was achieved, 981 were re-contacted to verify that the interviewer had contacted someone at the address and confirm whether or not an interview had taken place. Addresses for this quality control process were selected on the basis of ORS's standard field quality procedures, whereby telephone checks are attempted on all work undertaken by new interviewers and at least 10% of experienced interviewers' work is checked in each work allocation.

Fieldwork dates and fieldwork management

- 4.8 As outlined in Chapter 2, the sample design is an unclustered sample in each BOCU over the year, with work allocations assigned to specific quarters of the survey over the year. The sample is managed on a monthly basis, with an even number of work allocations normally issued each month (approximately 128 work allocations, 4 in each of the 32 BOCUs).
- 4.9 A total of 3,205 interviews were achieved between January and March 2017 (with a target of 3,200 interviews over this period); 12,847 interviews were achieved between April 2016 and March 2017 (with a target of 12,800 interviews over the year).

Survey management system

- 4.10 Interviewers were issued with the addresses that they were required to visit via ORS's Survey Management System (SMS) on their tablet computer. Through the SMS, interviewers can record details about each of the individual addresses issued and the calls made to the address. The SMS is a critical part of the survey management, both for individual work allocations and the survey overall.
- » To allow interviewers to record the days and times that they called at an address. Additionally, there is the function for interviewers to record details or comments that may be useful should the address be re-issued to another interviewer.
 - » To collect some basic information about all selected addresses (i.e. property type for residential addresses, and usage details for non-residential addresses). This information was collected by interviewers on the first visit to every property, based on their own observations. Such information is highly associated with non-response and is used in the weighting process.
 - » To allow the interviewer to identify multi-dwelling addresses and record the outcomes achieved at each separate dwelling at the address.
 - » To provide a record of all the outcomes achieved at the address at every visit. The SMS also allows the outcome at each re-issue stage to be recorded separately, so that there is a complete record of outcomes for each address. Information from the SMS is transferred securely to ORS servers in near real time, so that overall progress can be monitored and managed.
 - » To randomly select the person for interview in households with more than one person aged 16 or over, and record details about the selected person where an appointment is required.

Advance letter and leaflet

^{4.11} For the 2016-17 survey, an advance letter and leaflet was used. All selected addresses were sent a letter from MOPAC before an interviewer called at the address. The letter explained a little about the survey, why this particular address had been selected and telling the occupiers that an interviewer from ORS would be calling in the next few weeks. The letter also provided a telephone number and an email address for people to contact to find out more about the survey, to make an appointment for an interviewer to call, or to opt out of the survey.

^{4.12} During the quarter only 75 people (representing around 1% of addresses issued) opted out of the survey by contacting either ORS or MOPAC, but equally only 80 appointments were made.

^{4.13} Included with the advance letter was a leaflet from MOPAC which provided people with some more details about the survey and tried to answer some questions that potential respondents might have, such as issues relating to confidentiality. An example of the advance letter can be found in Appendix B and an example of the leaflet can be found in Appendix C.

^{4.14} Questions about the advance letter and leaflet were also asked as part of the follow-up quality checks. Of those re-contacted, approximately two thirds (66%) confirmed that they had received the letter and a further 16% couldn't recall whether or not a letter had been received. In the majority of these households (80%), someone had read the letter before the interviewer called and their feedback showed that:

- » 86% considered the information to be helpful;
- » 96% were reassured that the survey was genuine; and
- » 85% were encouraged to take part in the survey.

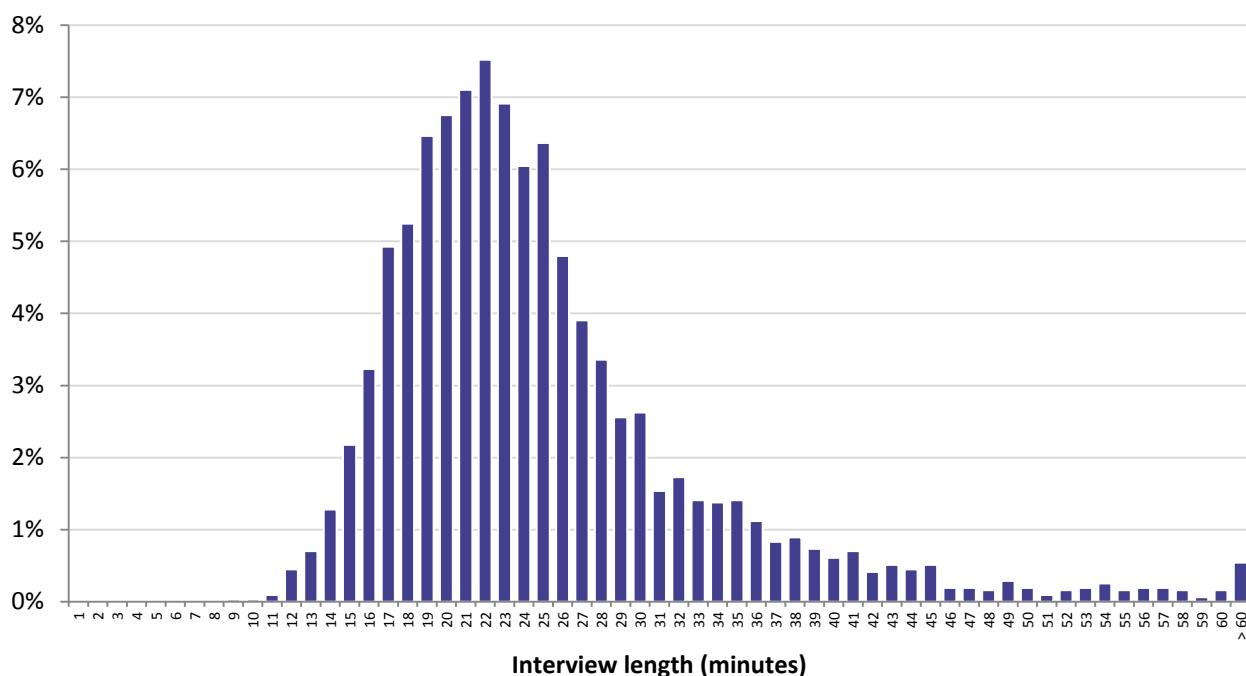
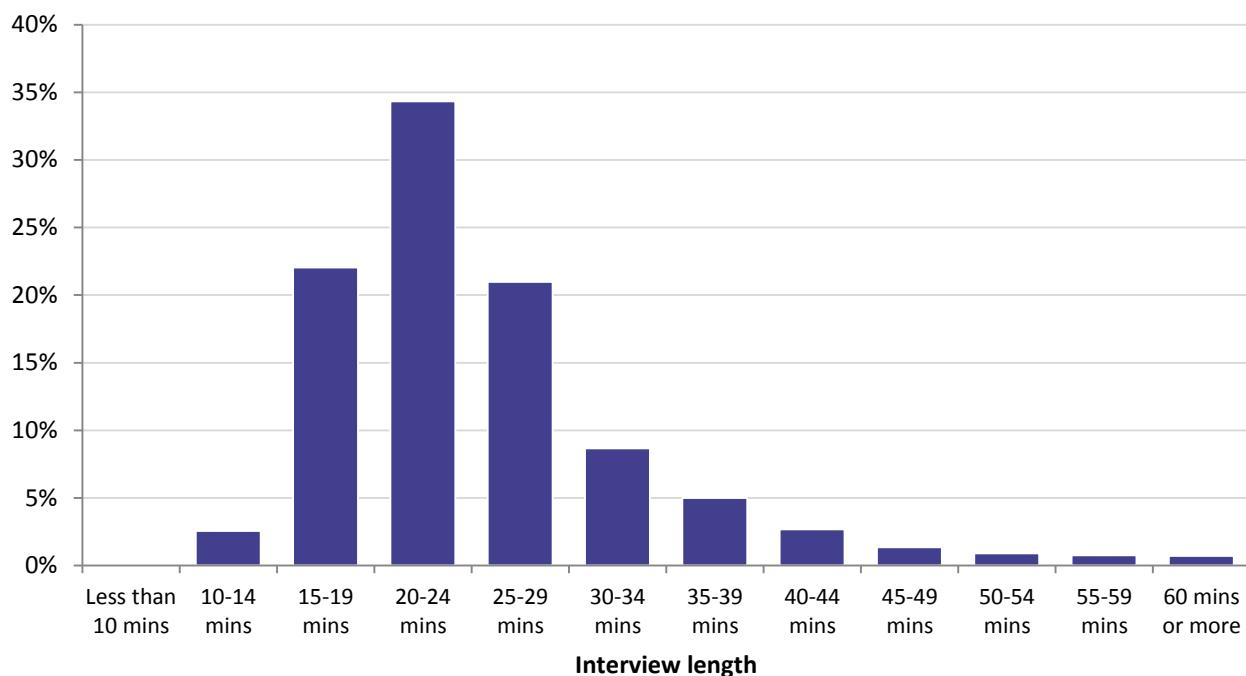
^{4.15} Despite this, only 5% said that they contacted the Freephone number to make an appointment for an interviewer to visit. This is consistent with a relatively low number of calls recorded on the survey management system. Reasons for not contacting the Freephone number included a lack of time and believing that it wasn't necessary.

Length of interview

4.16 Timing stamps were placed throughout the questionnaire to allow timing of individual sections. In a small number of cases the time stamps were invalid although valid times were available for most.

4.17 The average (mean) interview length for the quarter was just less than 24 minutes. Over three quarters (77%) of all interviews took between 15 and 30 minutes whilst just under a sixth (16%) took between 30 and 45 minutes and 4% took 45 minutes or more. 3% of interviews took less than 15 minutes to complete. A full distribution of interview lengths is shown below.

Figure 3: Interview length (Source: PAS 2016-17, Quarter 4)



Interview language

- ^{4.18} During the quarter, a total of 44 interviews (1.3%) were conducted in languages other than English, including Afrikaans, Amharic, Arabic, Bulgarian, Dutch, Farsi, French, Gujarati, Hindi, Italian, Korean, Maltese, Persian, Polish, Romanian, Somali, Spanish, Tamil, Turkish and Urdu. For these interviews:
- » The interviewer administered the survey in another language for 7 respondents; and
 - » Another household member or neighbour translated for 37 respondents.

Presence of others during the interview

- ^{4.19} Given the nature of the survey, it is preferable for the interview to be conducted with no-one else present; but in some cases it isn't possible for the interview to be conducted without others present in the room. Therefore, at the end of the interview, the interviewer recorded whether anyone else was present. Figure 4 provides details on others present in the room for interviews conducted this quarter.

Figure 4: Presence of others during the interview (Source: PAS 2016-17, Quarter 4. Note: Percentages may sum to more than 100% as more than one answer could be coded when someone else was present during the interview)

Presence of Others	Number of Interviews	% of Interviews
No one else present during the interview	2,064	64.43%
Someone else present during the interview:	1,140	35.57%
TOTAL	3,205	100.0%
<i>Others present during the interview:</i>		
Spouse, partner, girlfriend or boyfriend	512	24.81%
Children aged under 16	371	17.97%
Other household member (adult)	401	19.43%
Someone else	106	5.14%

Overall response rates

- ^{4.20} During the quarter, a total of 6,705 addresses were issued and visited. A total of 2.0% of the addresses issued were identified as not being an eligible residential address (known as deadwood). The most common types of deadwood were empty or vacant residential properties and business or industrial properties, although these only accounted for 0.7% of all addresses visited each. When this deadwood is excluded from the sample, there are a total of 6,574 eligible residential addresses remaining.
- ^{4.21} Interviewers made contact with either the selected respondent or a responsible adult at over half (56.0%) of these eligible addresses, with no contact made at the remaining 2,890 eligible addresses (44.0%). The proportion of addresses where no contact was made is notably higher than in the Crime Survey for England and Wales, however the fieldwork resources available are much more limited on the Public Attitude Survey and the amount of time available for revisits is more limited.
- ^{4.22} Full interviews were achieved at 3,205 addresses. This represents 48.8% of all eligible residential addresses (47.8% of all addresses) visited during the quarter. For an interview to be regarded as valid, respondents had to answer to the end of the questionnaire. Any interview which was abandoned before the end of the script was not regarded as useable and was not put on the data file. Interviews that were stopped before the end of the script were coded as a partial interview, and partial interviews were achieved at 3 addresses during the quarter.

^{4.23} Of the other final outcome codes:

- » 6.0% refused to take part in the interview:
 - 0.1% being office refusals,
 - 2.2% refusing to provide any information to select the person to take part, and
 - 3.7% where the person selected refused the interview;
- » There was no contact with the household at around two fifths (44.4%) of addresses; and
- » 1.3% were otherwise unable to participate.

^{4.24} Figure 5 provides a full breakdown of the response analysis for all sample addresses issued (or reissued) and visited during the quarter.

Figure 5: Response analysis of final outcomes (Source: PAS 2016-17, Quarter 4)

Achieved Outcome	N	% of visited addresses	% of final outcomes
TOTAL ADDRESSES ISSUED AND VISITED	6705	100.0%	-
DEADWOOD	Addresses not traced/accessible	12	0.2%
	Not built/does not exist	3	0.0%
	Derelict/demolished	5	0.1%
	Empty/vacant	47	0.7%
	Second home/not main residence	1	0.0%
	Business/industrial	46	0.7%
	Institution	4	0.1%
	Other deadwood	13	0.2%
	TOTAL DEADWOOD	131	2.0%
TOTAL ELIGIBLE ADDRESSES	6574	98.0%	100.0%
NON-CONTACT	3 or more visits recorded	119	1.8%
	Fewer than 3 visits recorded	2771	41.3%
	TOTAL NON-CONTACT	2890	43.1%
REFUSAL	Office refusal	9	0.1%
	Refused all information	145	2.2%
	Other refusals	240	3.6%
	TOTAL REFUSAL	394	5.9%
OTHER UNPRODUCTIVE	Temporarily ill/incapacitated	37	0.6%
	Physically or mentally unable	6	0.1%
	Away/in hospital	6	0.1%
	Previously taken part in the survey	1	0.0%
	Other unsuccessful	35	0.5%
	TOTAL OTHER UNPRODUCTIVE	85	1.3%
TOTAL UNPRODUCTIVE	3369	50.2%	51.2%
INTERVIEWS	Full interviews	3205	47.8%
	Partial interviews	3	0.0%
TOTAL INTERVIEWS	3,205	47.8%	48.8%

^{4.25} Figure 6 provides a breakdown of the response rate for all sample addresses issued during the year. 27,494 sample addresses were issued, of which 526 were identified as not being an eligible residential address.

^{4.26} A total of 12,847 full interviews were achieved, 47.6% of all eligible residential addresses. Of the other final outcome codes:

- » 7.5% refused to take part in the interview;
- » There was no contact with the household at 43.2% of addresses; and
- » 1.7% were otherwise unable to participate.

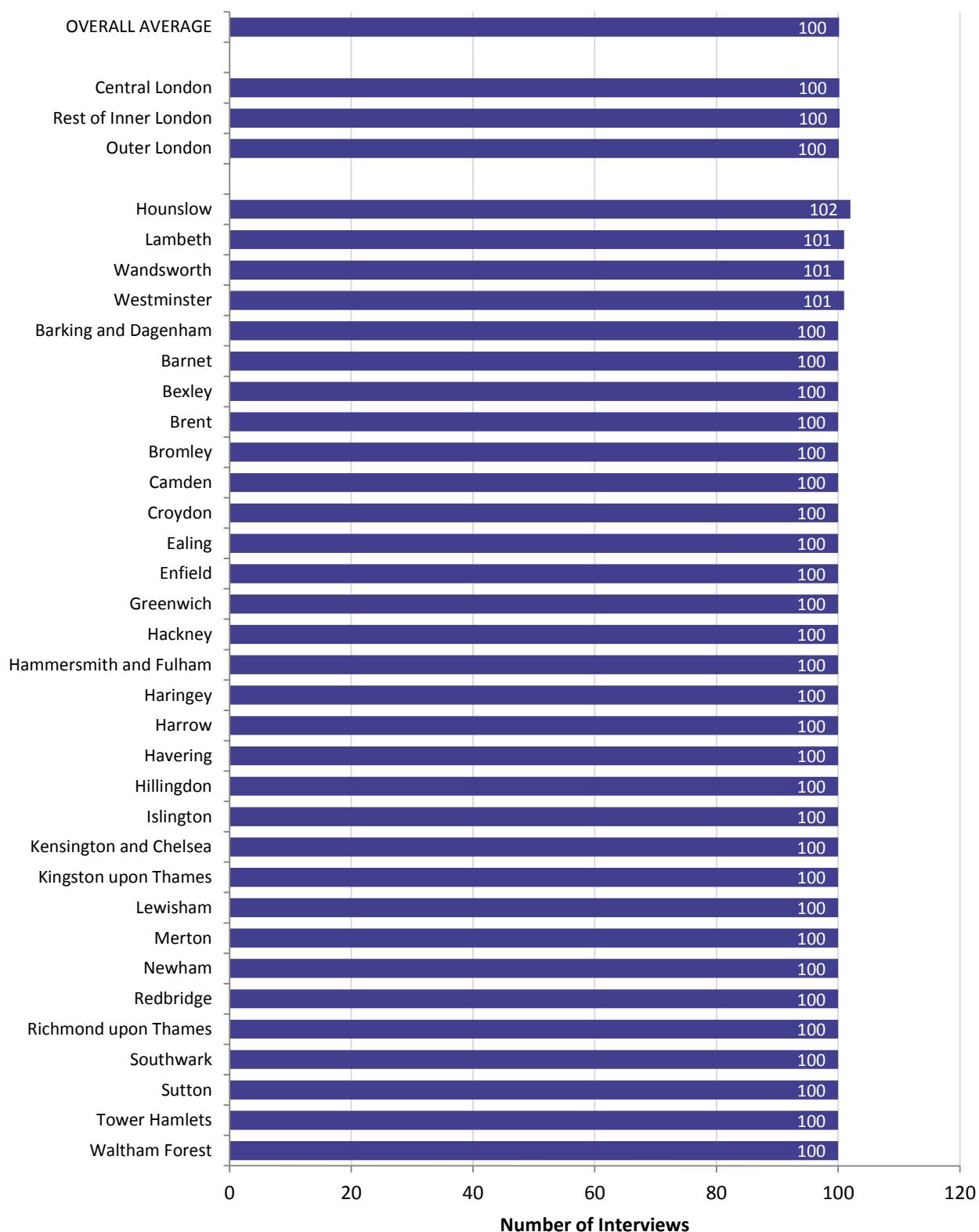
Figure 6: Response analysis of overall final full-year outcomes (Source: PAS 2016-17)

Achieved Outcome		Interview Quarter				Total	% of visited addresses	% of final outcomes
		1	2	3	4			
TOTAL ADDRESSES ISSUED AND VISITED		6,918	7,119	6,752	6,705	27,494	100.0%	-
DEADWOOD	Addresses not traced/accessible	6	7	3	12	28	0.1%	-
	Not built/does not exist	1	6	0	3	10	0.0%	-
	Derelict/demolished	1	5	1	5	12	0.0%	-
	Empty/vacant	67	76	68	47	258	0.9%	-
	Second home/not main residence	12	5	4	1	22	0.1%	-
	Business/industrial	13	49	9	46	117	0.4%	-
	Institution	3	4	1	4	12	0.0%	-
	Other deadwood	20	27	7	13	67	0.2%	-
TOTAL DEADWOOD		123	179	93	131	526	1.9%	-
TOTAL ELIGIBLE ADDRESSES		6,795	6,940	6,659	6,574	26,968	98.1%	100.0%
NON-CONTACT	3 or more visits recorded	484	459	401	119	1,463	5.3%	5.4%
	Fewer than 3 visits recorded	2,411	2,577	2,437	2,771	10,196	37.1%	37.8%
	TOTAL NON-CONTACT	2,895	3,036	2,838	2,890	11,659	42.4%	43.2%
REFUSAL	Office refusal	16	96	13	9	134	0.5%	0.5%
	Refused all information	215	170	111	145	641	2.3%	2.4%
	Other refusals	311	322	367	240	1,240	4.5%	4.6%
	TOTAL REFUSAL	542	588	491	394	2,015	7.3%	7.5%
OTHER UNPRODUCTIVE	Temporarily ill/incapacitated	46	39	48	37	170	0.6%	0.6%
	Physically or mentally unable	6	6	7	6	25	0.1%	0.1%
	Away/in hospital	15	12	7	6	40	0.1%	0.1%
	Previously taken part in the survey	1	3	2	1	7	0.0%	0.0%
	Other unsuccessful	71	46	53	35	205	0.7%	0.8%
	TOTAL OTHER UNPRODUCTIVE	139	106	117	85	447	1.6%	1.7%
TOTAL UNPRODUCTIVE		3,576	3,730	3,446	3,369	14,121	51.4%	52.4%
INTERVIEWS	Full interviews	3,219	3,210	3,213	3,205	12,847	46.7%	47.6%
	Partial interviews	7	8	2	3	20	0.1%	0.1%
TOTAL INTERVIEWS		3,219	3,210	3,213	3,205	12,847	46.7%	47.6%

Borough response rates

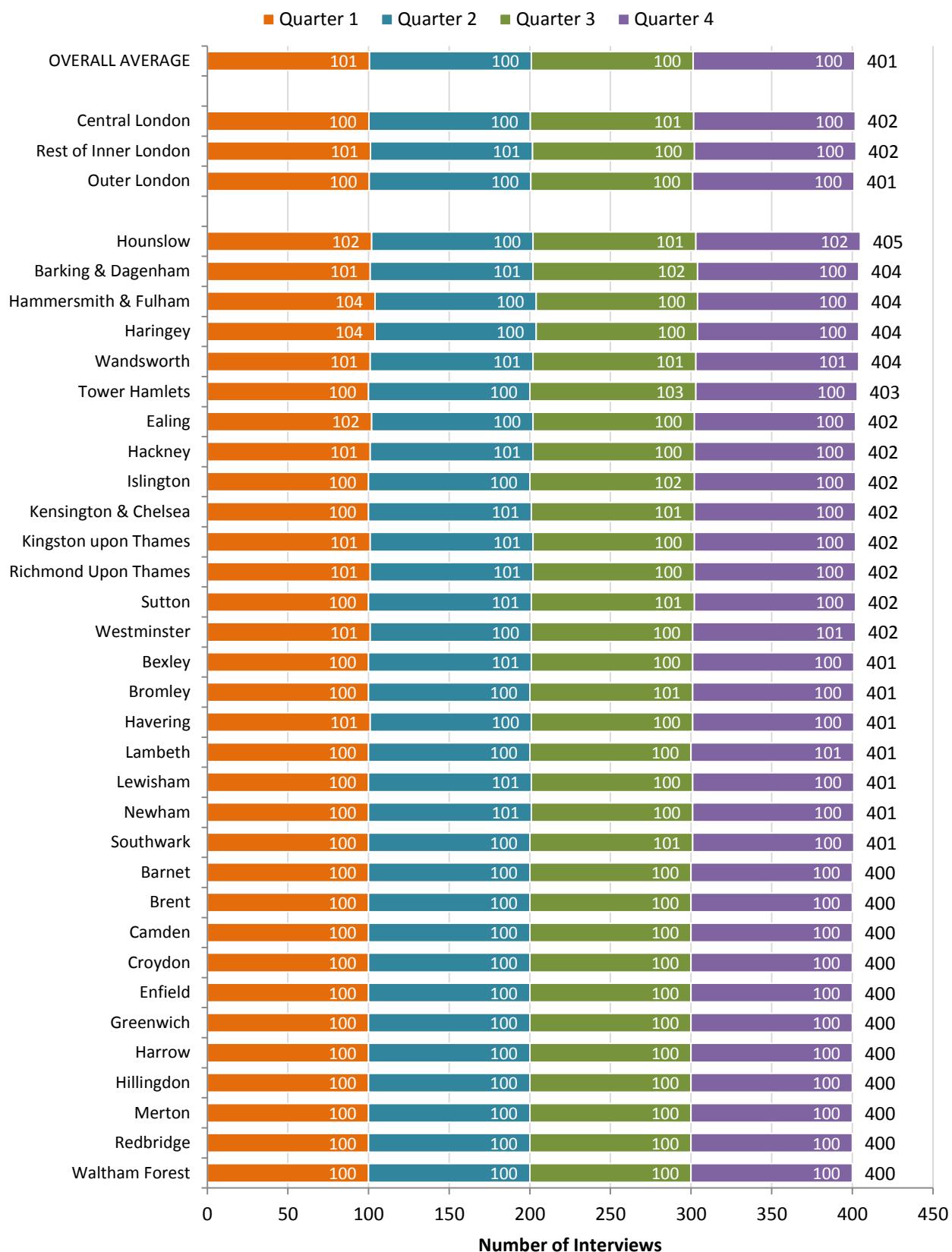
^{4.27} An average of 100 interviews were achieved in each borough, with overall interview numbers consistent across Inner London and Outer London and all boroughs having at least 100 interviews. Figure shows the survey outcome for all boroughs, ranked by the number of interviews achieved during the quarter.

Figure 7: Number of interviews achieved by BOCU (Source: PAS 2016-17, Quarter 4)



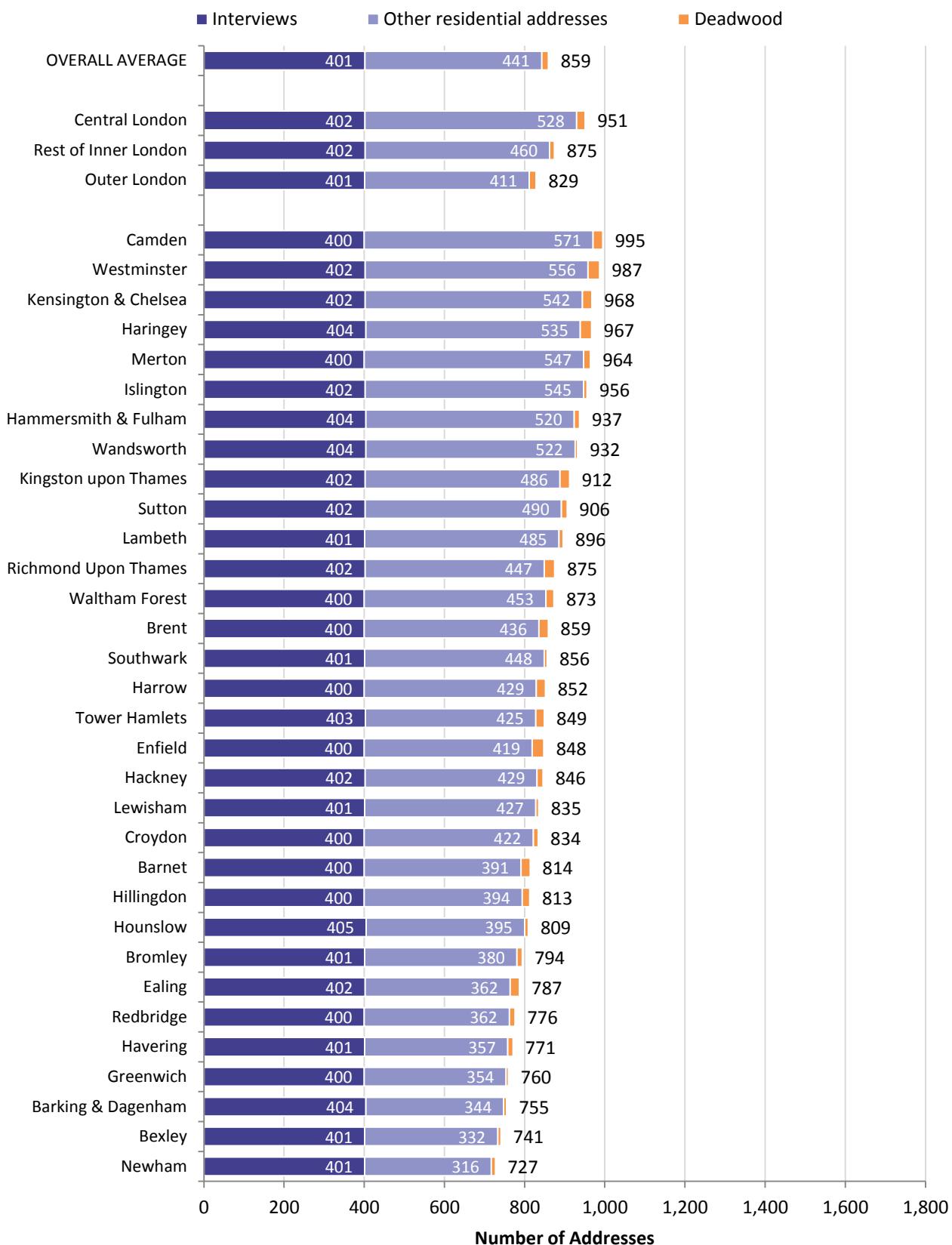
^{4.28} A total of 12,847 interviews were achieved over the year, an average of 401 in each borough. Figure 7 shows the total number of interviews for each quarter in each borough, ranked by the overall number of interviews achieved during the year.

Figure 7: Number of interviews achieved by BOCU (Source: PAS 2016-17, Quarters 1-4)



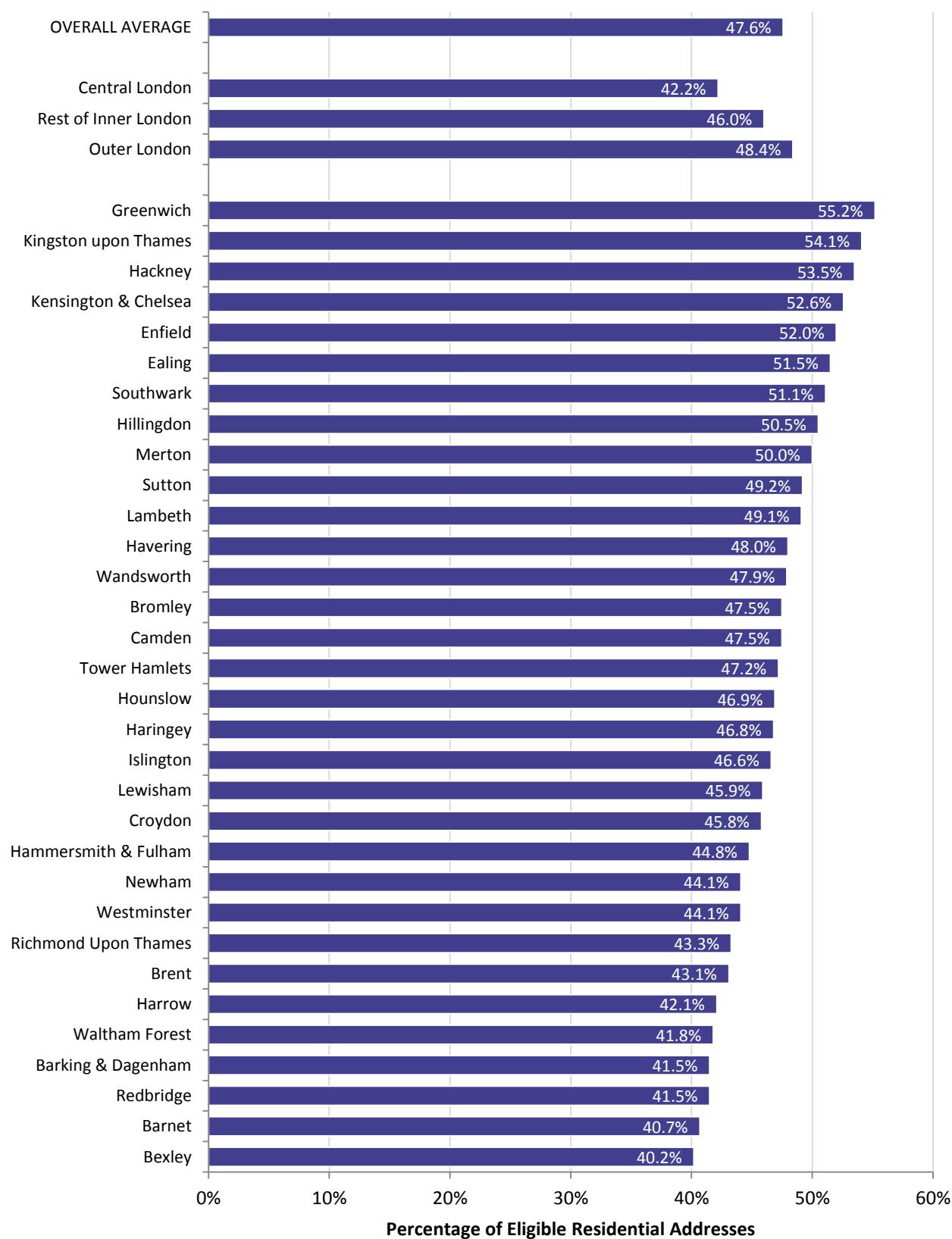
^{4.29} Figure 8 shows the distribution of the 27,494 sample addresses issued over the year in each borough, ranked by the overall number of addresses. It appears that more addresses are needed to be issued to achieve the 400 interview target in Central London boroughs (951) than other parts of Greater London.

Figure 8: Number of sample addresses issued and interviews achieved by BOCU (Source: PAS 2016-17, Quarters 1-4)



^{4.30} Figure 9 shows the final response rate based on the number of interviews as a percentage of eligible residential addresses in each borough. As previously noted, the overall response rate was 47.6%, and the rate ranged from an average of 42.2% in Central London boroughs up to an average of 48.4% in Outer London boroughs.

Figure 9: Number of sample addresses issued and interviews achieved by BOCU (Source: PAS 2016-17, Quarters 1-4)



5. Weighting

Compensating for sample design and non-response bias

- 5.1 The following weights have been calculated for the 2016-17 PAS data:
- » An individual adult weight for the quarter January to March 2017; and
 - » An individual adult weight for the 12-month period April 2016 to March 2017, where each quarter is given equal weight;
- 5.2 There are three main reasons for computing weights on the PAS:
- » To compensate for unequal selection probabilities:
 - Addresses in boroughs with smaller populations have a greater chance of selection than addresses in boroughs with larger populations; and
 - People living in households with many adults aged 16+ have less chance of selection than those living as single person households.
 - » To compensate for differential response rates:
 - Rates differ between London boroughs, with parts of Inner London in particular having larger proportions of deadwood addresses and higher rates of refusal and non-contact;
 - Rates differ between property types, with residents in houses being more likely to be contacted and take part than residents living in flats (especially those with locked communal entrances); and
 - Rates differ depending on whether the person that answers the initial questions to decide who to interview is selected for interview, or if another household member is selected.
 - » To ensure that quarters are equally weighted for analyses that combine data over longer periods.
- 5.3 Both of the calculated weights include a component to compensate for unequal selection probabilities and differential response rates. Furthermore, the weight for the most recent 12-month period includes a component to weight the quarters equally.

Component weights

- 5.4 The weights constructed for the sample were based on a number of key component weights. The following conventions were used for the components that made up the final weights:
- » w1: weight to compensate for unequal address selection probabilities;
 - » w2: non-response weight to compensate for differential response rates at different property types;
 - » w3: individual selection weight to account for different sized households; and
 - » w4: non-response weight to compensate for differential response rates for the person that first spoke to the interviewer and other people in the household.

Address selection weight (w1)

- 5.5 Under the survey design, the address sampling probability varies between BOCUs. Furthermore, given the need to actively manage the sample, there is a small variation in the address sampling probability for addresses in different work allocations.
- 5.6 The Address Selection weight (w1) is proportional to one divided by the address sampling probability.

Property type non-response weight (w2)

- 5.7 As noted in chapter 4, interviewers recorded the property type for all residential addresses that were visited in the issued sample, including properties where an interview wasn't achieved. This allowed response rates to be calculated for each of the following property types:
- » Whole house that is:
 - Detached
 - Semi-detached
 - Terraced
 - » Flat in purpose built block or part of a converted house that:
 - Has its own entrance
 - Has a non-lockable communal entrance
 - Has a lockable communal entrance
- 5.8 The Property Type non-response weight (w2) corrects for differential response rates at each of the above property types. It is the reciprocal of the interview conversion rate (i.e. the proportion of all sample addresses which yield a full interview) at each property type, after weighting by w1.

Individual weight (w3)

- 5.9 At dwellings with more than one eligible adult aged 16 or over, one adult was selected at random by a computer algorithm built into the Survey Management System. This means that the probability of any one individual being selected was inversely proportional to the number of eligible adults in the household.
- 5.10 The individual weight is proportional to one divided by the individual selection probability, which itself is inversely proportional to the number of eligible adults in the household – so the Individual weight (w3) is simply the number of adults in the household.

Selected person non-response weight (w4)

- 5.11 Where the computer algorithm built into the Survey Management System selects the person that first spoke to the interviewer to participate in the survey and undertake the main questionnaire, the response rate is marginally higher than when another household member is selected (especially when this requires an appointment and revisit to the address).
- 5.12 The Selected Person non-response weight (w4) corrects for this differential response rate. It is the reciprocal of the observed response rates for the different groups, after weighting by w1, w2 and w3.

Initial sample weights

^{5.13} The initial sample weight takes account of all four component weights that compensate for unequal probability of selection in the sample design and differential non-response rates. The weight is initially calculated as the product of w1 * w2 * w3 * w4.

^{5.14} A final post-stratification weight is then applied to ensure that the proportion of respondents in each London borough is consistent with the adult population aged 16 or over from the latest Office for National Statistics (ONS) Mid-Year Population Estimate.

Representativeness of the achieved sample

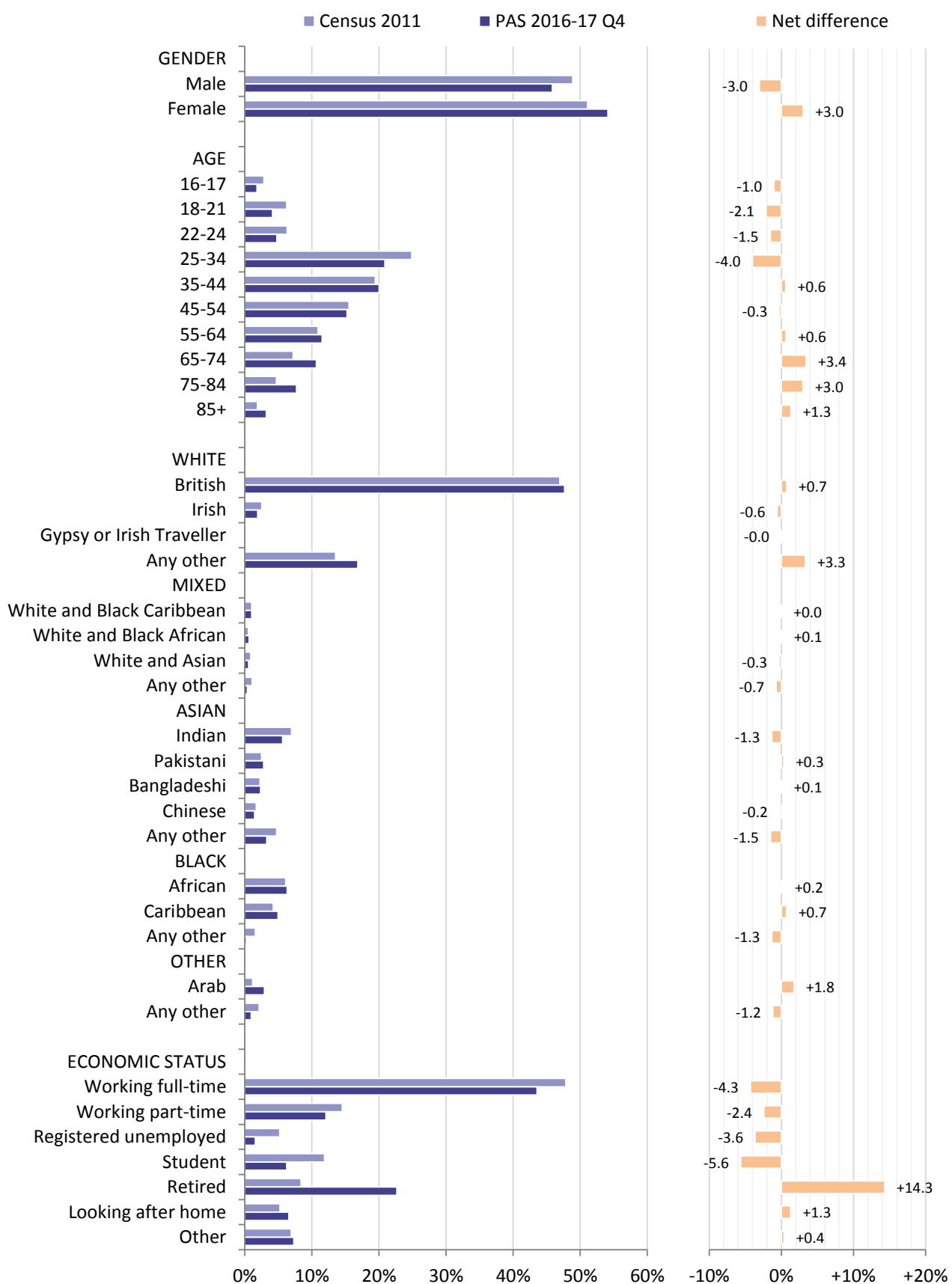
^{5.15} In order to assess the representativeness of the achieved sample this chapter compares the profile of the survey data (weighted to compensate for sample design and differential non-response) with population estimates for a range of socio-demographic variables from the 2011 Census.

^{5.16} Figure shows the survey profile with the initial sample design and non-response weight applied (including post-stratification by London borough) but without the application of any calibration weighting. Results are based only on the achieved sample for quarter 4 (i.e. from January to March 2017).

^{5.17} The survey data is broadly consistent with the 2011 Census, although we would note:

- » A higher proportion of female survey respondents and lower proportion of males;
- » A lower proportion of survey respondents aged under 44, and a higher proportion of respondents over this age;
- » Whilst there are some differences on ethnicity, most notably more White Other than recorded at the time of the Census, this is a continuation of trends seen from 2001 to 2011 and probably represents a real change in the population over the period 2011-17; and
- » There are some differences on economic status: the interviews during the quarter included a notably higher percentage of retired people than identified by the 2011 Census, with lower proportions of economically active respondents.

Figure 11: Profile of achieved sample without calibration weighting (Source: PAS 2016-17, Quarter 4)



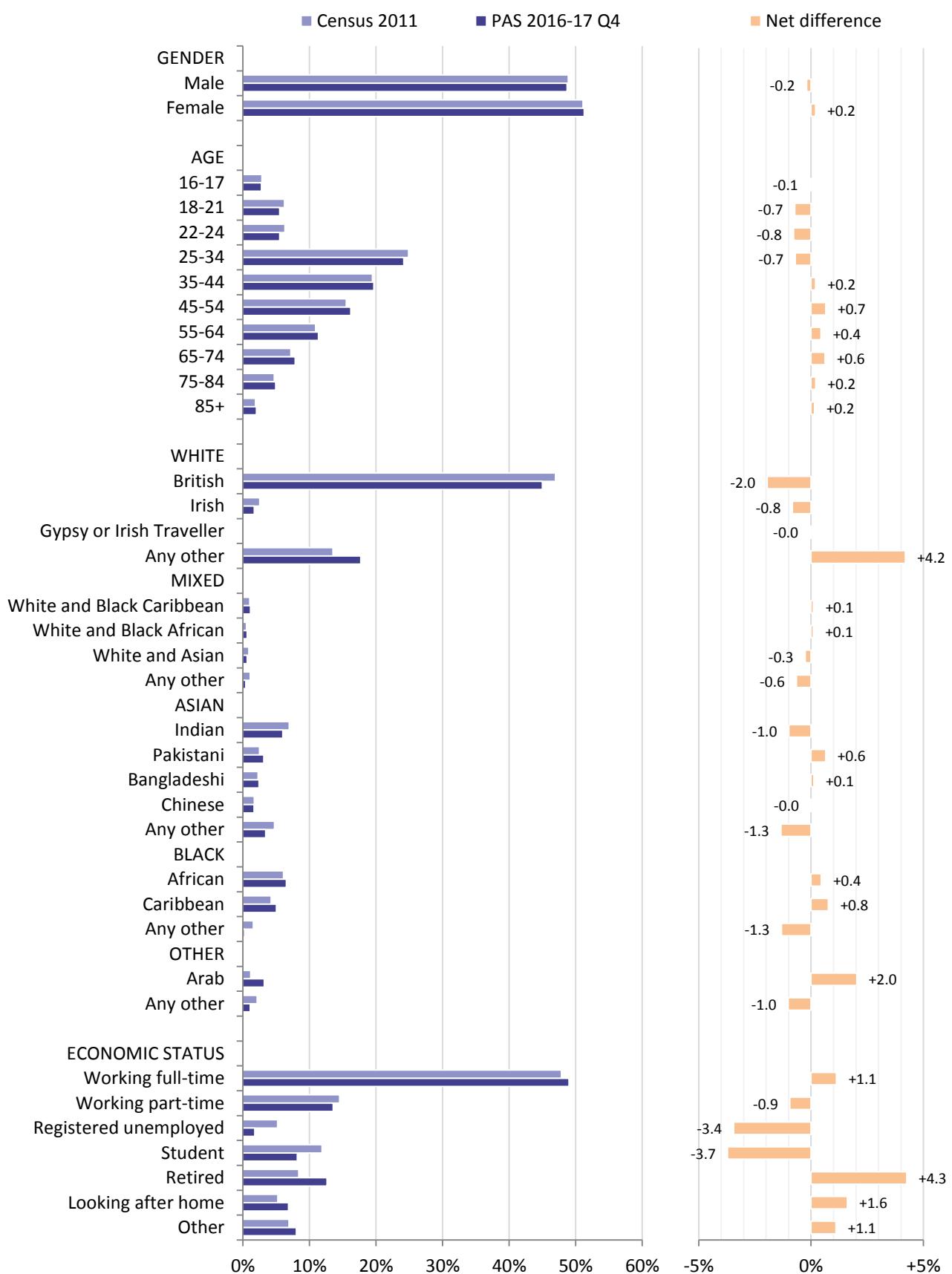
Final sample weights

- 5.18 Given the response bias identified on gender, age, and the high proportion of retired respondents, calibration weights have been derived and applied to the survey data.
- 5.19 The final sample weight therefore takes account of all four component weights derived for the initial weighting process (compensating for unequal probabilities of selection in the sample design and differential non-response rates, calculated as the product of $w1 * w2 * w3 * w4$), together with post stratification weights to ensure that:
- » The proportion of respondents in each age-gender category is consistent with the adult population aged 16 or over; and
 - » The proportion of respondents in each London borough is consistent with the adult population aged 16 or over from the latest Office for National Statistics (ONS) Mid-Year Population Estimate.
- 5.20 Figure shows the adjusted survey profile with the final weights applied, including sample design and non-response weights together with post-stratification weights to calibrate the age-gender profile and stratification by London borough. Results are once again based only on the achieved sample for quarter 4 (i.e. from January to March 2017).
- 5.21 The calibrated survey data is more consistent with the 2011 Census:
- » The calibration weights ensure that the survey is representative by age and gender;
 - » Some of the differences previously noted about ethnicity remain evident and there is a reduction in the proportion of White British and White Irish ethnic groups, but this is consistent with findings from previous quarters and likely to be associated with changes in the population since 2011; and
 - » Economic activity is now broadly in line with the Census, although there is a lower proportion of unemployed respondents and students (again likely to be associated with changes in the population since 2011) and whilst the proportion of retired respondents remains higher than the Census figure, the calibration weights have substantially improved any possible response bias.
- 5.22 The survey data would appear to be broadly representative of the London population and, following weighting, the achieved sample provides a suitable basis for analysis.

Design effect and design factor

- 5.23 The design effect (DEFF) of the sample is primarily influenced by stratification, probability of selection and differential response. DEFF can be estimated by taking the sum of the squared weights divided by the sum of the weights, and the design factor (DEFT) obtained by taking the square root of this estimate. Therefore, based on the final survey weights for quarter 4, we can calculate an estimate for DEFF to be 1.30 and consequently DEFT will be 1.14.
- 5.24 On the basis of a simple random sample of 3,205 interviews being accurate to within $\pm 1.7\%$ points at 95% confidence, a design factor of 1.14 implies that the achieved sample is actually accurate to within $\pm 1.9\%$ points at 95% confidence ($\pm 1.7\% \times 1.14$). Furthermore, based on a design effect of 1.30 we can establish that the achieved sample is comparable to a simple random sample of 2,456 individuals aged 16 or over ($3,204 \div 1.30$); assuming that they were selected purely at random from across the whole of London, based on everyone having equal probability of selection and without any response bias.

Figure 12: Profile of achieved sample with final sample weights (Source: PAS 2016-17, Quarter 4)



Appendix A: Questionnaire script

Mayor's Office for Policing and Crime and the Metropolitan Police Service

Public Attitude Survey (PAS) 2016-17: Qtr 3

SECTION 1: LOCAL AREA AND COMMUNITY

I'd like to ask you some questions about your local area and community. By local area and community I mean within 15 minutes' walk from here

Q1 (ASK ALL)

How long have you lived in this area?

Clarify as necessary

- 1. Less than 12 months
- 2. 12 months but less than 2 years
- 3. 2 years but less than 3 years
- 4. 3 years but less than 5 years
- 5. 5 years but less than 10 years
- 6. 10 years but less than 20 years
- 7. 20 years but less than 30 years
- 8. 30 years or more
- 97. Don't know
- 98. Refused

Q1D (ASK ALL)

Please tell me whether you think your sense of belonging to the local community has increased, decreased or not changed since you have lived in the local area?

Read out options except don't know and refused

If necessary: By local community I mean within 15 minutes' walk from here

- 1. Increased a lot
- 2. Increased a little
- 3. Not changed
- 4. Decreased a little
- 5. Decreased a lot
- 97. Don't know
- 98. Refused

Q3C (ASK ALL)

To what extent do you agree or disagree with these statements?

People in this neighbourhood can be trusted

Read out options except don't know and refused

If necessary: By this neighbourhood I mean within 15 minutes' walk from here

- 1. Strongly agree
- 2. Agree
- 3. Neither agree nor disagree
- 4. Disagree

- 5. Strongly disagree
- 97. Don't know
- 98. Refused

Q3F (ASK ALL)

People act with courtesy to each other in public space in this area
If necessary: By 'this area' I mean within 15 minutes' walk from here

Q3G (ASK ALL)

You can see from the public space here in the area that people take pride in their environment
If necessary: By 'area' I mean within 15 minutes' walk from here

Q3H (ASK ALL)

Local people and authorities have control over the public space in this area
If necessary: By 'this area' I mean within 15 minutes' walk from here

Q3I (ASK ALL)

If I sensed trouble whilst in this area, I could get help from people who live here
If necessary: By 'this area' I mean within 15 minutes' walk from here

Q3J (ASK ALL)

The people who live here can be relied upon to call the police if someone is acting suspiciously
If necessary: By 'here' I mean within 15 minutes' walk from here

Q3K (ASK ALL)

If any of the children or young people around here are causing trouble, local people will tell them off
If necessary: By 'here' I mean within 15 minutes' walk from here

Q3L (ASK ALL)

To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? By local area I mean within 15 minutes' walk from here.

Read out options except don't know and refused

- 1. Definitely agree
- 2. Tend to agree
- 3. Tend to disagree
- 4. Definitely disagree
- 97. Don't know
- 98. Refused

Q126DA (ASK ALL)

How important is it to you that you have a say in how your local area is policed?

Read out options except don't know and refused

- 1. Very important
- 2. Fairly important
- 3. Not very important
- 4. Not at all important
- 97. Don't know
- 98. Refused

Q126DC (ASK ALL)

To what extent do you agree or disagree that you are given a fair opportunity to have a say in the crime and policing issues that matter most to you in your local area?

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

Q126DB (ASK ALL)

How important is it to you that you have a say in how London as a whole is policed?

Read out options except don't know and refused

- 1. Very important
- 2. Fairly important
- 3. Not very important
- 4. Not at all important
- 97. Don't know
- 98. Refused

NQ7A (ASK ALL)

Thinking about society more generally. To what extent do you agree or disagree with these statements

Young people today don't have enough respect for traditional values

Read out options except don't know and refused

- 1. Strongly agree
- 2. Agree
- 3. Neither agree nor disagree
- 4. Disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ7B (ASK ALL)

People who break the law should be given stiffer sentences

Q10A (ASK ALL)

For each of the following things I read out, can you tell me how much of a problem they are in your area.

How much of a problem are...?

Noisy neighbours or loud parties

Read out options except don't know and refused

If necessary: By 'your area' I mean within 15 minutes' walk from here

- 1. Very big problem
- 2. Fairly big problem
- 3. Not a very big problem
- 4. Not a problem at all
- 97. Don't know
- 98. Refused

Q10B (ASK ALL)**How much of a problem are...? Teenagers hanging around on the streets****Q10C (ASK ALL)****How much of a problem are...? Rubbish or litter lying around****Q10D (ASK ALL)****How much of a problem are...? Vandalism, graffiti and other deliberate damage to property or vehicles****Q10E (ASK ALL)****How much of a problem are...? People using or dealing drugs****Q10F (ASK ALL)****How much of a problem are...? People being drunk or rowdy in public places****Q10H (ASK ALL)****How much of a problem are...? Dangerous dogs****NQ10A (ASK ALL)****Thinking about the issues just mentioned, in the last 12 months have you done anything to try and resolve any of these problems in your area?****If necessary: We mean things like contacting the Police or another organisation, or intervening directly**

1. Yes

2. No

97. Don't know

98. Refused

NQ10B (ASK IF NQ10A = 1)**Did you...?****Read out options except don't know and refused – Code all**

1. Intervene directly

2. Discuss the problem with neighbours

3. Contact the police

4. Contact the local council

5. Contact a local community group

6. Other (please specify)

97. Don't know

98. Refused

SECTION 2: FEAR OF CRIME AND LOCAL CRIME PROBLEMS**Q13 (ASK ALL)****To what extent are you worried about crime in this area?****Read out options except don't know and refused****If necessary: By 'this area' I mean within 15 minutes' walk from here**

1. Very worried

2. Fairly worried

3. Not very worried

4. Not at all worried

97. Don't know

98. Refused

Q14 (ASK IF Q13=1 OR 2) Multi-code

Is this based on...?

Read out options except don't know and refused – Code all

- 1. Your personal experience
- 2. The experience of someone you know
- 3. What you have seen or heard in the media
- 4. What you have seen in the area
- 95. Other – please specify
- 97. Don't know
- 98. Refused

Q15 (ASK ALL)

To what extent are you worried about anti-social behaviour in this area (e.g. graffiti, vandalism, drunk and disorderly people)?

Read out options except don't know and refused

If necessary: By 'this area' I mean within 15 minutes' walk from here

- 1. Very worried
- 2. Fairly worried
- 3. Not very worried
- 4. Not at all worried
- 97. Don't know
- 98. Refused

Q16 (ASK IF Q15=1 OR 2) Multi-code

Is this based on...?

Read out options except don't know and refused – Code all

- 1. Your personal experience
- 2. The experience of someone you know
- 3. What you have seen or heard in the media
- 4. What you have seen in the area
- 95. Other – please specify
- 97. Don't know
- 98. Refused

NQ21 (ASK ALL)

If you are walking alone in this area and you see a police officer on foot, bicycle or horseback, does it make you feel more safe, less safe or does it make no difference?

If necessary: By 'this area' I mean within 15 minutes' walk from here

- 1. More safe
- 2. Less safe
- 3. It makes no difference
- 97. Don't know
- 98. Refused

Q21 (ASK ALL)**How safe do you feel walking alone in this area after dark?****Read out options except spontaneous options, don't know and refused****If necessary: By 'this area' I mean within 15 minutes' walk from here**

- 1. Very safe
- 2. Fairly safe
- 3. Fairly unsafe
- 4. Very unsafe
- 5. (spontaneous) Do not go out at all
- 6. (spontaneous) Do not go out alone
- 97. Don't know
- 98. Refused

Q54A (ASK ALL)**On the LAST OCCASION, how safe did you feel...?****On a bus****Read out options except spontaneous option, don't know or refused**

- 1. Very safe
- 2. Fairly safe
- 3. A bit unsafe
- 4. Not at all safe
- 5. Don't know
- 96. (spontaneous) Never used
- 97. Don't know
- 98. Refused

Q54B (ASK ALL)**On the tube/underground****Q54C (ASK ALL)****On a train/tram****Q54D (ASK ALL)****In a black cab****Q54E (ASK ALL)****In a taxi****NQ57A (ASK ALL)****How satisfied are you with the policing of the following London transport networks?****Bus network****Read out options except don't know and refused**

- 1. Completely satisfied
- 2. Very satisfied
- 3. Fairly satisfied
- 4. Neither satisfied nor dissatisfied
- 5. Fairly dissatisfied
- 6. Very dissatisfied
- 7. Completely dissatisfied
- 97. Don't know
- 98. Refused

NQ57B (ASK ALL)
Tube/London underground network

NQ57C (ASK ALL)
Train network

NQ57D (ASK ALL)
Docklands Light Railway

NQ57E (ASK ALL)
Tram network

NNQ27C (ASK ALL)
Is general crime much of a problem in this area? By this I mean issues such as those on this card

Showcard 1:

- Burglary
- Non violent theft, for instance, pick pocketing/bag snatch
- Car crime – stealing cars or from cars

1. Very big problem
2. Fairly big problem
3. Not a very big problem
4. Not a problem at all
97. Don't know
98. Refused

NNQ27E (ASK ALL)

Is violence much of a problem in this area? By this I mean issues such as those on this card

Showcard 2:

- Fights in the street
- Pub fights
- Domestic disputes

1. Very big problem
2. Fairly big problem
3. Not a very big problem
4. Not a problem at all
97. Don't know
98. Refused

READ OUT: I would now like to ask you about specific crimes

Q37 (ASK ALL)

To what extent do you think gun crime is a problem in this area, that is people using or carrying guns or replica guns?

Read out options except don't know and refused

1. Major problem
2. Minor problem
3. Not a problem at all
97. Don't know
98. Refused

Q38 (ASK IF Q37=1 OR 2) Multi-code**Is this based on...?****Read out options except don't know and refused - Code All**

1. Your personal experience
 2. The experience of someone you know
 3. What you have seen or heard in the media
 4. What you have seen in the area
 5. Other – please specify
97. Don't know
98. Refused

Q39 (ASK IF Q38=1 OR 2)**What experience was that?**

1. Record verbatim
98. Refused

Q39A (ASK ALL)**To what extent do you think knife crime is a problem in this area? By knife crime I mean people carrying or using knives to threaten or commit violence.****Read out options except don't know and refused****If necessary: By 'this area' I mean within 15 minutes' walk from here**

1. Major problem
 2. Minor problem
 3. Not a problem at all
97. Don't know
98. Refused

Q39B (ASK IF Q39A=1 OR 2) Multi-code**Is this based on...?****Read out options except don't know and refused - Code All**

1. Your personal experience
 2. The experience of someone you know
 3. What you have seen or heard in the media
 4. What you have seen in the area
 5. Other – please specify
97. Don't know
98. Refused

NQ43 (ASK ALL)**To what extent do you think gangs are a problem in this area?****Read out options except don't know and refused****If necessary: By 'this area' I mean within 15 minutes' walk from here**

1. Major problem
 2. Minor problem
 3. Not a problem at all
97. Don't know
98. Refused

Q44TX (ASK IF Q43=1 OR 2)**Why do you say that?**

1. Record verbatim

97. Don't know

98. Refused

NQ44A (ASK ALL)

To what extent do you think hate crime is a problem in this area? By hate crime we mean people who are subject to attack/abuse because of their skin colour, ethnic origin, religion, disability or sexual orientation.

Read out options except don't know or refused

If necessary: By 'this area' I mean within 15 minutes' walk from here

1. Major problem

2. Minor problem

3. Not a problem at all

97. Don't know

98. Refused

NQ44B (ASK IF NQ44A=1 OR 2) Multi-code

Is this based on...?

Read out options except don't know and refused - Code All

1. Your personal experience

2. The experience of someone you know

3. What you have seen or heard in the media

4. What you have seen in the area

5. Other – please specify

97. Don't know

98. Refused

NQ45A (ASK ALL)

To what extent do you think online or cyber crime is a problem?

Read out options except don't know and refused

If necessary: By online or cyber crime we mean things like payment card fraud, virus/malware infecting computer, online bullying or harassment.

1. Major problem

2. Minor problem

3. Not a problem at all

97. Don't know

98. Refused

NQ45B (ASK IF NQ45A=1 OR 2) Multi-code

Is this based on...?

Read out options except don't know and refused - Code All

1. Your personal experience

2. The experience of someone you know

3. What you have seen or heard in the media

5. Other – please specify

97. Don't know

98. Refused

SECTION 3: TERRORISM

Q58 (ASK ALL)

To what extent are you worried about a TERRORIST ATTACK in London?

Read out options except don't know and refused

- 1. Very worried
- 2. Fairly worried
- 3. Not very worried
- 4. Not at all worried
- 97. Don't know
- 98. Refused

Q59 (ASK ALL)

And to what extent are you worried about a TERRORIST ATTACK particularly in this area?

Read out options except don't know and refused

If necessary: By 'this area' I mean within 15 minutes' walk from here

- 1. Very worried
- 2. Fairly worried
- 3. Not very worried
- 4. Not at all worried
- 97. Don't know
- 98. Refused

SECTION 4: ATTITUDES TO POLICING

I am now going to ask you some general questions about your police and how well the police perform their job.

Q60 (ASK ALL)

Taking everything into account, how good a job do you think the police IN THIS AREA are doing?

Read out options except don't know and refused

If necessary: By 'this area' I mean within 15 minutes' walk from here

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. Very poor
- 97. Don't know
- 98. Refused

Q61 (ASK ALL)

Taking everything into account, how good a job do you think the police IN LONDON AS A WHOLE are doing?

Read out options except don't know and refused

- 1. Excellent
- 2. Good
- 3. Fair

- 4. Poor
- 5. Very poor
- 97. Don't know
- 98. Refused

Q62A (ASK ALL)

To what extent do you agree with these statements about the police in this area?

They can be relied on to be there when you need them

Read out options except don't know and refused

If necessary: By 'this area' I mean within 15 minutes' walk from here

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

Q62B (ASK ALL)

They would treat you with respect if you had contact with them for any reason

Q62C (ASK ALL)

The police in this area treat everyone fairly regardless of who they are

Q62D (ASK ALL)

They can be relied on to deal with minor crimes

Q62E (ASK ALL)

They understand the issues that affect this community

Q62F (ASK ALL)

They are dealing with the things that matter to people in this community

Q62TG (ASK ALL)

The police in this area listen to the concerns of local people

Q62H (ASK ALL)

The police in this area are helpful

Q62TI (ASK ALL)

The police in this area are friendly and approachable

Q62TJ (ASK ALL)

The police in this area are easy to contact

NQ62A (ASK ALL)

To what extent do you agree with these statements about the police and crime more generally?

Respect for the police is an important value for people to have

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree

- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ62B (ASK ALL)

I feel an obligation to obey the law at all times

RQ80E (ASK ALL)

Have you heard about your local Policing Team?

- 1. Yes
- 2. No

Q65 (ASK ALL)

On average, how often do YOU see the police PATROLLING ON FOOT, BICYCLE OR HORSEBACK IN THIS AREA? Remember I am talking about the area within 15 minutes' walk from here.

Read out options except don't know/not sure and refused

If necessary: This does include PSCOs

- 1. At least daily
- 2. At least weekly
- 3. At least fortnightly
- 4. At least monthly
- 5. Less often
- 6. Never
- 97. Don't know/not sure
- 98. Refused

Q66 (ASK IF Q65=1-6)

Do you think this is ...?

Read out options except don't know and refused

- 1. Not often enough
- 2. About right
- 3. Too often
- 97. Don't know
- 98. Refused

Q79A (ASK ALL)

Please use a scale of 1 to 7, where 1 = Not at all well and 7 = Very well

And how well do you think the Metropolitan Police ... prevent terrorism?

Showcard 3

- 1. 1 – Not at all well
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 6. 6
- 7. 7 – Very well
- 97. Don't know
- 98. Refused

Q79B (ASK ALL)

...Respond to emergencies promptly?

Q79C (ASK ALL)

...Provide a visible patrolling presence?

Q79D (ASK ALL)

...Tackle gun crime?

Q79E (ASK ALL)

...Support victims and witnesses?

Q79F (ASK ALL)

...Police major events in London?

Q79G (ASK ALL)

...Tackle drug dealing and drug use?

Q79H (ASK ALL)

...Tackle dangerous driving?

Q79I (ASK ALL)

...Respond to hate crime?

Q79J (ASK ALL)

...Respond to violence against women and girls?

NQ79A (ASK ALL)

Some Metropolitan Police officers wear body cameras to record what happens when they work. Before this interview, were you aware that officers wore body cameras?

1. Yes

2. No

97. Don't know

98. Refused

NQ79AB (ASK if NQ79A = Yes) Multi-code

How did you become aware?

Do not prompt - Code all

1. I've had contact with an officer wearing one

2. I've seen an officer wearing one

3. I've heard from family or friends

4. I've heard from the media

5. Other

97. Don't know

98. Refused

NQ79BB (ASK ALL)

I would like to get your opinion on the use of body cameras worn by officers.

To what extent do you agree or disagree with the following statements about the cameras...?

They will invade people's privacy

Read out options except don't know and refused

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ79BC (ASK ALL)

They will reassure me that the police will do the right thing

NQ79BD (ASK ALL)

They will make officers treat people fairly

NQ79BI (ASK ALL)

They will make officers less approachable

SQ79A (ASK ALL)

The Metropolitan Police Service is currently increasing the number of officers carrying a firearm as part of their routine patrols. To what extent do you agree or disagree that this is a necessary step to keep London safe?

If necessary: By firearm, we mean a gun, not a taser

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

SQ79B (ASK ALL)

To what extent do you agree or disagree with the following statements:

It makes me feel safer when I see a police officer with a firearm

If necessary: By firearm, we mean a gun, not a taser

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

SQ79C (ASK ALL)

If I saw an officer with a firearm I would feel comfortable approaching them

If necessary: By firearm, we mean a gun, not a taser

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

SQ79D (ASK ALL)

In the last 3 months, have you seen a police officer patrolling with a firearm in any of the following areas...?

If necessary: By firearm, we mean a gun, not a taser

Showcard 4 – Code all

1. Your local area (by ‘local area’ I mean within 15 minutes’ walk from here)
2. Central London (e.g. West End, government buildings and tourist areas)
3. Heathrow or London City Airport (but not Gatwick [if necessary: as this is outside the Metropolitan Police area; it is covered by Surrey Police])
4. Train/Tube/Bus stations or other transport hubs
5. Other
6. None of these
97. Don’t know
98. Refused

SQ79E (ASK IF SQ79D = 1 - 5)

Thinking about the last time you saw a police officer carrying a firearm, did you talk to or have any other personal contact with this officer?

If necessary: By firearm, we mean a gun, not a taser

1. Yes
2. No
97. Don’t know
98. Refused

SQ79F (ASK IF SQ79E = 1)

Was this contact...?

Read out options except don’t know and refused

1. Initiated by you (e.g. asking police for assistance, directions etc.)
2. Initiated by the police officer (e.g. officer asked you for information)
3. Initiated by someone else (e.g. friend or family member)
97. Don’t know
98. Refused

NQ80 (ASK ALL)

In the last 12 months have you attended any public celebration, demonstration, sporting event or other kind of large gathering in London?

1. Yes
2. No
97. Don’t know
98. Refused

NQ80H (ASK IF NQ80=1)

Were any of these events supervised by uniformed police?

1. Yes
2. No
97. Don’t know
98. Refused

PQ80B (ASK IF NQ80H=1) Multi-code

What was the last event you went to in London?

Showcard 5 - Code All

Only multi-code if attended more than one event on the same day**Code “Can’t recall” as “Don’t know”**

1. A Football match
 2. B Cricket match
 3. C Rugby match
 4. D Wimbledon
 5. E London Marathon
 6. F Chelsea Flower Show
 7. G Music Festival
 8. H Religious festival
 9. I Chinese New Year
 10. J Notting Hill Carnival
 11. K Pride
 12. L May Day
 15. O State opening of Parliament
 16. P New Year’s Eve events
 17. Q Demonstration (any)
 19. S Other event/large gathering supervised by uniformed police
97. Don’t know
98. Refused

NQ80A (ASK IF PQ80B=1-22)**Thinking about this most recent event, did you talk to or have any other personal contact with the police at this event?**

1. Yes
 2. No
97. Don’t know
98. Refused

NQ80B (ASK IF NQ80A=1)**What was the nature of this contact?****Showcard 6****Code initial or main contact**

1. I asked the police for assistance
 2. The police asked me to do something
 3. Chatted to police
 4. Stopped and searched
 5. Other – please specify
97. Don’t know/can’t remember
98. Refused

NQ80C (ASK if NQ80A=1)**How satisfied or dissatisfied were you with the way you were treated?****Read out options except don’t know and refused**

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied

- 5. Very dissatisfied
- 97. Don't know
- 98. Refused

NQ80D (ASK IF PQ80B=1-22)**Overall, how satisfied or dissatisfied were you with the way this event was policed?****Read out options except don't know and refused**

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Fairly dissatisfied
- 5. Very dissatisfied
- 97. Don't know
- 98. Refused

NQ80E (ASK IF PQ80B=1-22 AND NQ80D=1-5)**Why do you say that?****Probe Once - Record Word for Word**

- 1. Freetext- Record word for word
- 97. Don't know
- 98. Refused

SECTION 5: VICTIMISATION**BQ90A (ASK ALL)****Have you been a victim of crime or Anti Social Behaviour in the last 12 months?****Clarify as Necessary**

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

BQ90B (ASK IF BQ90A=1)**Thinking about the most recent incident, was this in your local area, elsewhere in London or outside of London?****Clarify as Necessary**

- 1. In local area
- 2. Elsewhere in London
- 3. Outside of London
- 97. Don't know
- 98. Refused

BQ90C (ASK IF BQ90A=1)**Was it...?****Showcard 7**

- 1. Property crime, by which I mean theft or damage to your property – that could be your house, garden, car or anything else you own
- 2. Violent crime, by which I mean physical attacks which could include being punched, kicked, pushed or something worse
- 3. Hate crime (by which I mean subject to attack because of your skin colour, ethnic origin, religion, disability or sexual orientation)
- 4. Identity theft

- 5. Harassment
- 6. Anti-Social Behaviour
- 8. Online contact that has caused fear, alarm or distress
- 9. Credit/debit card fraud
- 7. Other
- 97. Don't know
- 98. Prefer not to say

BQ90E (ASK IF BQ90C=3)

Please look at this showcard. Do you think the incident was related to the offender's attitude towards any of the following...?

Showcard 8 - Code All

- 1. Your religion or religious beliefs
- 2. Your sexuality or sexual orientation
- 3. Your age
- 4. Your gender
- 5. Your ethnic origin or skin colour
- 6. Any disability you have
- 7. Your gender identity (transgender)
- 8. None of these
- 97. Don't know
- 98. Refused

BQ90D (ASK IF BQ90A=1)

Did you report it to anyone?

Clarify as Necessary

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

SQ109CA (ASK IF BQ90D=1) Multi-code

Who did you report it to?

Showcard 9 - Code All

- 2. Local Policing Team
- 3. Police (other than Local Policing Team)
- 4. Local Authority/Council
- 5. Residents Association
- 6. Neighbourhood wardens
- 7. Other (Please Specify)
- 97. Don't know
- 98. Refused

NSQ190 (ASK IF BQ90D=1)

Did anything happen after you reported it (IF NECESSARY: to any of these)?

IF YES: What happened?

- 1. Freetext- Record word for word
- 2. No, nothing happened
- 97. Don't know
- 98. Refused

Q122 (ASK ALL)

Have you heard of anyone in your neighbourhood being a victim of crime or Anti-social behaviour in the past year?

If necessary: By 'neighbourhood' I mean within 15 minutes' walk from here

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q123 (ASK ALL)

Have you heard of anyone in your family being a victim of crime or Anti-social behaviour in the past year?

INTERVIEWER: this refers to family members anywhere in the country, not just London.

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q124 (ASK IF Q122=1 OR Q123=1)

Do you know if your neighbour, friend or family member reported the crime or Anti-social behaviour to the police?

- 1. Yes – they did
- 2. No – they did not
- 97. Don't know
- 98. Refused

Q125 (ASK IF Q124=1)

Has their experience affected your opinion of the police?

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q126TX (ASK IF Q125=1)

How has this affected your opinion of the police?

Do Not Prompt - Record Word for Word

- 1. Freetext- Record word for word
- 97. Don't know
- 98. Refused

SECTION 6: CONTACT WITH POLICE (PART 1)**Q106 (ASK ALL)**

Apart from anything you have already mentioned, in the last 12 months have you contacted the Metropolitan Police to ask for information?

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q106B (ASK ALL)

Have you used any of the MPS contact points in public buildings such as libraries, hospitals and council offices?

If necessary: Every borough has a contact point. Contact points provide the opportunity for members of the public to do most of the activities they would be able to do at a police station, but these are located in public buildings such as libraries, hospitals and council offices

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q119 (ASK IF SQ109CA=1 OR 2 OR PQ98AB= 1 OR 2 OR Q106=1 OR Q106B = 1)

Thinking about all of the times you have had contact with the police, in general are you satisfied, dissatisfied or neither with the service the police provided?

Read out options except don't know and refused. Clarify as necessary.

- 1. Completely satisfied
- 2. Very satisfied
- 3. Fairly satisfied
- 4. Neither satisfied nor dissatisfied
- 5. Fairly dissatisfied
- 6. Very dissatisfied
- 7. Completely dissatisfied
- 97. Don't know
- 98. Refused

SECTION 7: CONTACT WITH POLICE (PART 2)**Q110 (ASK ALL)**

Including anything you've already mentioned, in the last 12 months have the police stopped you for any reason?

INTERVIEWER: If asked – the question refers to being stopped in London

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

NQ113 (ASK IF Q110=1) Multi-code

Do you know why you were stopped?

Do Not Prompt - Code All

- 1. To give me advice/information
- 2. Just for a chat
- 3. Because they thought I had drugs
- 4. Because they thought I had a weapon
- 5. Because they thought I had stolen property
- 6. Because they thought I had the tools to commit a crime
- 7. Because they thought I had committed a crime
- 8. Because I matched the description of a suspect
- 9. Because of my race

10. Because of my religion
11. Because of my appearance
12. Because I was speeding
13. In order to breathalyse me
14. To inspect my vehicle
15. To request my license/tax disc/any other documentation
16. On suspicion that I had committed another traffic offence
17. Other – please specify
97. Don't know
98. Refused

PQ113A (ASK IF Q110=1)**Do you feel that...You were given a reason for why you had been stopped?****Read out options except don't know and refused.**

1. Yes, fully
2. Yes, to some extent
3. Not really
4. Not at all
97. Don't know
98. Refused

PQ113B (ASK IF Q110=1)**Do you feel that...You were told what would happen next?****PQ113C (ASK IF Q110=1)****Do you feel that...You were treated with respect?****PQ113D (ASK IF Q110=1)****Do you feel that...The police were justified in stopping you?****Q114 (ASK ALL)****In the last 12 months have the police searched or arrested you?**

1. Yes
2. No
97. Don't know
98. Refused

Q114A (ASK IF Q114=1)**What was the outcome?****Read out options except don't know and refused.**

1. You were searched
2. You were searched and given a 5090 form
3. You were searched and then arrested
4. You were arrested without being searched
97. Don't know
98. Refused

NQ118A (ASK IF Q114=1)**Do you feel that...You were given a reason for why you had been searched/arrested?****Read out options except don't know and refused.**

1. Yes, fully

- 2. Yes, to some extent
- 3. Not really
- 4. Not at all
- 97. Don't know
- 98. Refused

NQ118B (ASK IF Q114=1)

You were told what would happen next?

NQ118C (ASK IF Q114=1)

You were treated with respect?

NQ118D (ASK IF Q114A=1-3)

The police were justified in searching you?

NQ118E (ASK IF Q114A=3-4)

The police were justified in arresting you?

NQ119 (ASK IF Q110=1 OR Q114=1)

Prior to this experience, was your overall opinion of the police....?

Read out options except no opinion, don't know and refused.

- 1. Generally high
- 2. Generally low
- 3. Mixed
- 4. (Spontaneous) No opinion

97. Don't know

98. Refused

PQ119 (ASK IF Q110=1 OR Q114=1)

As a result of your contact with the police on this occasion (of being stopped and/or searched or arrested), please tell me if your opinion is now better, worse or has not changed?

- 1. Unchanged
- 2. Better opinion
- 3. Worse opinion
- 97. Don't know (DO NOT READ OUT)
- 98. Refused

A120 (ASK ALL)

To what extent do you agree that the Police should conduct Stop and Search?

Read out options except don't know and refused.

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

A121 (ASK ALL)

How confident are you that the Police in this area use their stop and search powers fairly?

Read out options except don't know and refused.

If necessary: By 'this area' I mean within 15 minutes' walk from here

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
97. Don't know
98. Refused

SECTION 9: COMMUNICATION WITH THE POLICE

I would now like to ask you about communications with the police.

Q131 (ASK ALL)

How well informed do you feel about what the police in THIS AREA have been doing over the last 12 months?

Read out options except don't know and refused.

If necessary: By 'this area' I mean within 15 minutes' walk from here

1. Very well informed
2. Fairly well informed
3. Not at all informed
97. Don't know
98. Refused

Q132 (ASK ALL) Multi-code for options 1-95

In the last 12 months have you found out about anything the police in THIS AREA have been doing from any of these sources?

Showcard 10 - Code All

1. A
2. B In person by visiting local police station
3. C
4. D
5. E
6. F Contact with local councillors
7. G Contact with local police officers (e.g. on patrol, public meetings, residents meetings)
40. GG Safer Neighbourhood Board
8. H
9. I Advertising campaigns
10. J National newspapers
11. K Local newspapers
12. L Radio
13. M Television
14. N Websites (e.g. MPS website, media websites)
15. NN Social media (e.g. Facebook/Twitter/Blogs)
16. O E-mail or texts from the police
17. P Leaflets/newsletters from the police
18. SQ

- 19. Q
- 20. R
- 21. S Other – please specify
- 21. None of these
- 97. Don’t know
- 98. Refused

TQ132 (ASK ALL)**Would you like to receive...?****Read Out Options**

- 1. More information
- 2. The same amount of information
- 3. Less information
- 97. Don’t know
- 98. Refused

SQ132 (ASK ALL) Multi-code for options 1-95**Which of these sources would you prefer your local police to use to keep you informed about local police activities?****Showcard 10 - Code All**

- 1. A
- 2. B In person by visiting local police station
- 3. C
- 4. D
- 5. E
- 6. F Contact with local councillors
- 7. G Contact with local police officers (e.g. on patrol, public meetings, residents meetings)
- 40. GG Safer Neighbourhood Board
- 8. H
- 9. I Advertising campaigns
- 10. J National newspapers
- 11. K Local newspapers
- 12. L Radio
- 13. M Television
- 14. N Websites (e.g. MPS website, media websites)
- 15. NN Social media (e.g. Facebook/Twitter/Blogs)
- 16. O E-mail or texts from the police
- 17. P Leaflets/newsletters from the police
- 18. SQ
- 19. Q
- 20. R
- 21. S Other – please specify
- 21. None of these
- 97. Don’t know
- 98. Refused

SQ132A (ASK ALL)**Have you received any direct information about your local policing team?****If necessary: Your local policing team is the small team of PCs and PCSOs who are dedicated to policing the community or area within a 15 minute walk from here, commonly referred to as the Safer Neighbourhood Team**

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

NQ133 (ASK ALL)**Do you know what your local policing team priorities are?**

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

NQ133A (ASK ALL)**Do you know how to contact your local policing team?****If asked: You can find your local team's number by entering your postcode or looking up your borough on the website <http://www.met.police.uk/saferneighbourhoods/>.**

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q133 (ASK ALL)**How well informed do you feel about what the police in LONDON AS A WHOLE have been doing over the last 12 months?****Read out options except don't know and refused.**

- 1. Very well informed
- 2. Fairly well informed
- 3. Not at all informed
- 97. Don't know
- 98. Refused

PQ135A (ASK ALL)**What would you say are the top three things that the police should be dealing with in your area?****Do not prompt. Code up to three answers**

- 16. Drugs and drug-related crime
- 3. Anti-social behaviour (ASB)
- 6. Burglary
- 1. Accessibility/visibility of police
- 33. Traffic/road related issues
- 90. Other (please specify)
- 48. None/nothing
- 97. Don't know
- 98. Refused

PQ135B (ASK IF PQ135A= at least one option chosen except 48, 97 and 98)

What would you like your local policing team to do about these issues?**Do not prompt. Code up to three answers**

1. Increased police presence/visibility/accessibility of police
2. Stricter enforcement of laws/zero tolerance
4. Community engagement/wotk with the community
20. Install monitoring cameras (inc. CCTV)
15. Tackle causes/drivers of crime
90. Other (please specify)
22. None/nothing
97. Don't know
98. Refused

NQ135A (ASK ALL)

I would now like to ask you what you think the police should be doing in London.

What would you say are the top three things that the police should be dealing with across London?

Do not prompt. Code up to three answers

31. Terrorism
16. Drugs and drug-related crime
19. Gun/knife crime
18. Gangs and gang-related crimes
3. Anti-social behaviour (ASB)
90. Other (please specify)
48. None/nothing
97. Don't know
98. Refused

NQ135B (ASK IF NQ135A= at least one option chosen except 48, 97 and 98)

What would you like the police to do about these issues?

Do not prompt. Code up to three answers

1. Increased police presence/visibility/accessibility of police
2. Stricter enforcement of laws/zero tolerance
14. Increase in policing methods/activities
4. Community engagement/work with the community
3. Harsher penalties/sentences
90. Other (please specify)
22. None/nothing
97. Don't know
98. Refused

NQ135BC (ASK ALL)

The Metropolitan Police would like consult with you about how you would prefer to contact them when reporting a crime. When reporting a crime would you like to contact the Metropolitcan Police online, via email, letter, face-to-face, telephone, at a contact point, or another way?

If necessary: Every borough has a contact point. Contact points provide the opportunity for members of the public to do most of the activities they would be able to do at a police station, but these are located in public buildings such as libraries, hospitals and council offices

Clarify as Necessary

10. Online
1. Email
2. Letter

- 3. Face to face
- 4. Telephone
- 11. Contact point
- 5. Other – please specify
- 97. Don't know
- 98. Refused

NQ135BB (ASK ALL)

And how would you prefer to contact them if you had to contact them for any other reason. Would you like to contact them online, via email, letter, face-to-face, telephone, at a contact point, or another way? If necessary: Every borough has a contact point. Contact points provide the opportunity for members of the public to do most of the activities they would be able to do at a police station, but these are located in public buildings such as libraries, hospitals and council offices

Clarify as Necessary

- 9. Online
- 1. Email
- 2. Letter
- 3. Face to face
- 4. Telephone
- 10. Contact point
- 5. Other – please specify
- 97. Don't know
- 98. Refused

NQ135BD (ASK ALL)

To what extent do you agree or disagree with this statement:

The Metropolitan Police Service is an organisation that I can trust

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ135BH (ASK ALL)

To what extent do you agree or disagree that the police in your local area are sufficiently held accountable for their actions?

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ135BI (ASK ALL)

To what extent do you agree or disagree that you are given the opportunity to have a say in how your local area is policed?

Read out options except don't know and refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ136A (ASK ALL)

In March 2015, the Metropolitan Police Service began rolling out 'MetTrace', which will see 1 in 7 homes visited by officers. Residents will be offered ultraviolet (UV) security marking for their possessions to help identify property in the event of it being stolen. Before this interview were you aware of MetTrace?

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

NQ136B (ASK IF NQ136A = 1)

How did you become aware of MetTrace?

Showcard 11 – Code all

- 1. I've had contact with an officer at my home address
- 2. I've had contact with an officer elsewhere
- 3. I've seen signs or literature
- 4. I've heard from family or friends
- 5. I've heard from the media
- 6. Other
- 97. Don't know
- 98. Refused

NQ136CA (ASK IF NQ136B = 1)

Thinking about the officer who attended your address on this occasion, to what extent do you agree or disagree with the following:

The officer was professional

Read out options except don't know or refused

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know
- 98. Refused

NQ136CB (ASK IF NQ136B = 1)

The officer was knowledgeable when giving crime prevention advice

SECTION 11: RESPONDENT PROFILE

As an organisation the Metropolitan Police Service have to be able to show that all services provided are monitored to ensure that they are fair, transparent and afford protection from discrimination for all. Please help us meet our legal obligations under the Equality Act 2000 by answering the following questions. Your answers will be kept confidential and will be collated so that individuals cannot be identified.

Q135 (ASK ALL)

Please look at the showcard and let me know how you would classify yourself. Would you classify yourself as 1, 2 3, or 4?

Showcard 12

- 1. Male
- 2. Female
- 3. Transgender
- 4. Intersex
- 97. Don't know
- 98. Refused

Q136 (ASK ALL)

Which of these age bands do you fall into?

Showcard 13

- 1. 16-17
- 2. 18-21
- 3. 22-24
- 4. 25-34
- 5. 35-44
- 6. 45-54
- 7. 55-64
- 8. 65-74
- 9. 75-84
- 10. 85+
- 97. Don't know
- 98. Refused

Q139 (ASK ALL)

Which of these activities best describes what you are doing at present?

Showcard 14

- 1. Full time (30+ hrs per/wk)
- 2. Part time (8 – 29 hrs per/wk)
- 3. Part time (less than 8hrs per/wk)
- 4. Not working
- 5. House person
- 6. Retired
- 7. Registered unemployed
- 8. Unemployed but not registered
- 9. Student/full time education
- 10. Other

97. Don't know

98. Refused

SQ80C (ASK ALL)

On an average week day do you spend the day mainly...?

Read Out Options

1. In this area (i.e. within a 15 minute walk from your home)

2. Elsewhere in London

3. Outside London

97. Don't know

98. Refused

The following few questions are asked to understand how police and crime issues impact on peoples overall happiness and quality of life

SQ80D (ASK ALL)

Overall, on a scale of 0 to ten where 0 is not satisfied at all and 10 is completely satisfied, how satisfied are you with your life nowadays?

Showcard 15 - Write In Number

1. Write in number

97. Don't know

98. Refused

SQ80E (ASK ALL)

On a scale of 0 to ten where 0 is not at all and 10 is completely ...

Overall how happy did you feel yesterday?

Showcard 15 - Write In Number

1. Write in number

97. Don't know

98. Refused

SQ80F (ASK ALL)

Overall, how worried did you feel yesterday?

Showcard 15 - Write In Number

1. Write in number

97. Don't know

98. Refused

SQ80G (ASK ALL)

And on a scale of 0 to ten where 0 = not at all worthwhile and ten = completely worthwhile. Overall, to what extent do you feel that the things you do in your life are worthwhile?

Showcard 15 - Write In Number

1. Write in number

97. Don't know

98. Refused

Q9 (ASK ALL)

In the last MONTH how many times did you visit ANY pub or wine bar in the evening? Not just local ones but any.

Showcard 16

If necessary: this question is asked as part of a national survey called the Crime Survey for England and Wales, and used to provide a broad profile of respondent groups. It is asked here to ensure consistency with that survey.

- 1. None
- 2. Between 1 and 3 times (Less than once a week)
- 3. Between 4 and 8 times (Once or twice a week)
- 4. Between 9 and 12 times (About 3 times a week)
- 5. More than 12 times (Almost every day)
- 97. Don't know
- 98. Refused

Q142 (ASK ALL) Multi-code

Are there any young people in the household aged under 22 years old? What ages are they/what age bands do they fall into?

Showcard 17 - Code All

- 1. Aged 0-5
- 2. Aged 6-9
- 3. Aged 10-15
- 4. Aged 16-17
- 5. Aged 18-21
- 6. No people under 22
- 97. Don't know
- 98. Refused

Q143 (ASK ALL) Multi-code options 1-3

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

If Yes, Clarify Who - Code all

Note that this includes civil police staff as well as officers

- 1. Yes, respondent
- 2. Yes, family member
- 3. Yes, close friend
- 4. No
- 97. Don't know
- 98. Refused

NQ143 (ASK IF Q143=2, 3, 4, 97 and 98)

Have you ever considered a career within the Metropolitan Police Service?

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q144 (ASK ALL)

In which of these ways does your household occupy your current accommodation?

Showcard 18

1. Owned outright
2. Buying on mortgage
3. Rented from Council
4. Rented from Housing Association
5. Rented from Private Landlord
6. Other
97. Don't know
98. Refused

Q145 (ASK ALL)

Have you or anyone in your household owned or had the regular use of a car, van or other motor vehicle at any time in the last 12 months?

Clarify as Necessary

1. Yes
2. No
97. Don't know
98. Refused

Q146 (ASK ALL)

And how many cars, vans or other motor vehicles does the household own or have regular use of now?

Write In Number

1. Please specify – write in number
2. None
97. Don't know
98. Refused

NQ146 (ASK ALL)

What is your highest level of qualification? If your qualifications were attained overseas, then we are interested to know what the equivalent qualification is in this country.

Showcard 19

1. Trade apprenticeship
2. NVQ/GNVQ
3. BTEC Level 1
4. O-levels/CSE/GCSEs
5. BTEC level 2
6. A-levels
7. BTEC level 3
8. ONC, OND or City and Guilds
9. HNC or HND/BTEC level 4
10. University Degree (Bachelor degree)
11. Post-graduate degree or qualification
12. Other – please specify
13. No qualifications
97. Don't know
98. Refused

NQ147 (ASK ALL)

What is your ethnic group?

Showcard 20**White**

1. A English/Welsh/Scottish/Northern Irish/British

2. B Irish
3. C Gypsy or Irish Traveller
4. D Any other White background – please specify

Mixed/multiple ethnic groups

5. E White and Black Caribbean
6. F White and Black African
7. G White and Asian
8. H Any other Mixed/multiple ethnic background - please specify

Asian or Asian British

19. I Indian
10. J Pakistan
11. K Bangladeshi
12. L Chinese
13. M Any other Asian background – please specify

Black/African/Caribbean/ Black British

14. N African
15. O Caribbean
16. P Any other Black/African/Caribbean background – please specify

Other ethnic group

17. Q Arab
18. R Any other ethnic group – please specify
97. Don't know
98. Refused

Q154 (ASK ALL)**How would you describe your national identity?****Showcard 21**

1. English
2. Welsh
3. Scottish
4. Irish
5. British
6. Other – other please specify
97. Don't know
98. Refused

Q155 (ASK ALL)**Which country were you born in?****Do Not Read Out - Prompt if Necessary****INTERVIEWER NOTE: If England, Wales, Scotland or Northern Ireland, code as UK**

1. Afghanistan
2. Algeria
3. Australia
4. Bangladesh
5. Bulgaria
6. Canada
7. China
8. Cyprus

- 9. France
- 10. Germany
- 11. Greece
- 12. Hong Kong
- 13. India
- 14. Iran
- 15. Iraq
- 16. Ireland
- 17. Italy
- 18. Jamaica
- 19. Japan
- 20. Kenya
- 21. Korea
- 22. Lithuania
- 23. New Zealand
- 24. Nigeria
- 25. Pakistan
- 26. Poland
- 27. Portugal
- 28. Romania
- 29. Spain
- 30. South Africa
- 31. Turkey
- 32. USA
- 33. UK
- 34. Other – please specify
- 97. Don't know
- 98. Refused

UQ147 (ASK ALL)**What language do you consider to be your first language?****Do Not Read Out - Prompt if Necessary**

- 1. English
- 2. Akan (Ashanti)
- 3. Arabic
- 4. Bengali & Sylheti
- 5. Cantonese
- 6. English-based Creoles
- 7. French
- 8. German
- 9. Greek
- 10. Gujarati
- 11. Hindi/Urdu
- 12. Panjabi
- 13. Polish
- 14. Portuguese
- 15. Somali

- 16. Spanish
- 17. Turkish
- 18. Yoruba (Nigeria)
- 19. Other – please specify
- 97. Don't know
- 98. Refused

Q148 (ASK ALL)

The Equality Act 2010 defines a person as having a disability if he or she 'has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities'. Do you have such a disability?

Clarify as Necessary

- 1. Yes
- 2. No
- 97. Don't know
- 98. Refused

Q148A (ASK IF Q148=1) Multi-code

Please can you describe the nature of this disability?

Do Not Prompt - Code All

- 1. Mobility
- 2. Manual dexterity
- 3. Physical co-ordination
- 4. Ability to lift, carry or otherwise move everyday objects
- 5. Speaking
- 6. Hearing
- 7. Seeing
- 8. Memory
- 9. Ability to concentrate, learn or understand
- 10. Dyslexia
- 11. Mental health issues
- 12. Other – please specify
- 97. Don't know
- 98. Refused

NQ149 (ASK ALL)

What is your religion, even if you are not currently practicing?

Showcard 22

- 1. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- 2. Buddhist
- 3. Hindu
- 4. Jewish
- 5. Muslim
- 6. Sikh
- 7. Other – please specify
- 8. No religion
- 97. Don't know

98. Refused

Q150 (ASK ALL) Multi-code

Would you describe yourself in any of these ways?

Showcard 23

1. Heterosexual (orientation towards people of the opposite sex)
2. Gay/lesbian (orientation towards people of the same sex)
3. Bisexual (orientation towards people of the same and opposite sex)
4. None of these
97. Don't know
98. Refused

Appendix B: Advance letter

MOPACMAYOR OF LONDON
OFFICE FOR POLICING AND CRIME**METROPOLITAN
POLICE****TOTAL POLICING**

The Residents

Address 1

Address 2

Address 3

Post Code

****-P**

Contact Number: **0800 078 9620****Unique Code:** ***** - P*

[Month Year]

Dear Resident,

Your views about policing and safety in London

I would like to ask for your help with the **Mayor's Office for Policing and Crime (MOPAC) and the Metropolitan Police's survey of London residents**.

The key aim of the survey is to gauge public attitude towards policing and understand the issues that matter to you, so that we can improve the service we deliver. For this, we rely on people's voluntary co-operation in this survey.

The survey is carried out by Opinion Research Services (ORS), an independent research organisation, on behalf of the MOPAC and the Metropolitan Police. Your address has been randomly selected from the Royal Mail's list of addresses. More information about the survey can be found in the enclosed leaflet.

What Happens Next?

A researcher is working in your local area and will call at your address.

You can take part in the survey at a time that is convenient for you: during the daytime or in the evening, including on Saturday and Sunday. Please let us know the best time for the researcher to visit you; otherwise they will call when they are in your neighbourhood:

- Email your unique code (*****-P**) with your contact details to surveys@ors.org.uk
- Call **Freephone 0800 078 9620** (Free to call from all UK landlines & mobiles)

When the researcher calls, they will be carrying an ORS photo identification card and a letter from the MOPAC and the Metropolitan Police, which they will show when they arrive. They will also know the unique code that is printed at the top of this letter.

If you would like to confirm that this is a genuine MOPAC and Metropolitan Police project, please email us at my.voice@met.police.uk. Alternatively, you can contact Daniel Morris at ORS on Freephone 0800 078 9620 or email surveys@ors.org.uk

I hope that you will take part in this important study and thank you very much for your time.

Yours faithfully,

Dr. Paul Dawson
Research Manager, Evidence and Insight, MOPAC

Appendix C:

Frequently Asked Questions leaflet

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

TOTAL POLICING

Frequently Asked Questions

» *What is the Survey and why is it being carried out?*

The key aim of the survey is to gauge public attitude towards policing and understand issues that matter to you, so that we can improve the service we deliver. The Survey measures Londoners' perceptions of policing needs, identifies priorities and experiences, and has taken place since 1983. It serves as the measurement tool for Londoners' attitudes towards policing and is the tool for continuous improvement at a borough level. The survey merges information on residents' experiences of crime, anti-social behaviour and contact with police. Some of the questions are matched to those used in the Crime Survey of England and Wales, allowing us to explore the responses from residents in London compared to those who live in other forces, as well as the findings from England and Wales as a whole.

» *Why has my household been chosen to take part?*

The survey is designed to measure Londoners' attitudes towards policing and crime continuously throughout the year. Visiting every address in London is not possible as it would take too long and the cost could not be justified. Instead, we select a representative sample of addresses and ask people at these addresses to take part in the study. These addresses are selected to represent the London population as a whole.

In 2015/16 approximately 12,800 households will take part in this research. These households are chosen at random from the Royal Mail's list of addresses. Interviewers do not know who lives at the address until they visit it. Once an address has been selected for the study, we cannot replace it with another address. This means that we rely on the goodwill of those who have been chosen to take part in the survey.

» *How will the survey be carried out?*

The survey will be carried out using face-to-face interviews to ensure that the data obtained is detailed and of the highest possible quality; it is much harder to achieve a representative set of views from other survey methods e.g. postal and online surveys.

The Mayor's Office for Policing and Crime (MOPAC) and the Metropolitan Police have asked a team of UK researchers from Opinion Research Services (ORS), an independent research organisation, to carry out the survey on its behalf because:

- » They are experienced and carry out this type of survey all the time
- » This will ensure confidentiality
- » This will ensure that you do not know your interviewer

An interviewer will visit your address to ask you to take part in the survey. All ORS interviewers will carry a photo identification card and a letter from MOPAC and the Metropolitan Police. Always ask to see an

identity card before you take part in the survey. The length of the interview will depend on the answers you give but the interviewer will normally spend 20-25 minutes asking questions.

The interviewer will ask a few questions about the people who live at the address. If more than one person lives at the address they will randomly select one person aged 16 or over to take part in the study. Selecting one person in this way helps to ensure that the study represents everyone in London.

The interviewer can only interview the person who has been selected. If the selected person does not wish to take part then no-one else in the household can take their place. Your partner and/or other household or family members can be present at the time of the interview. Friends can also sit in on the interview if this makes you feel more comfortable.

We rely on people's voluntary cooperation and are very happy to arrange appointments so that you can complete the interview at a time that suits you. The interviewer can make an appointment when they call at your address or alternatively you can call ORS on **Freephone 0800 078 9620 (Free to call from all UK landlines & mobiles)** or email surveys@ors.org.uk to request that the interviewer telephones you to arrange a suitable time to visit.

» *Is the information confidential?*

Yes – at the time of the interview, the interviewer will record your answers on their computer/tablet. Although MOPAC and the Metropolitan Police will have access to the raw survey data, they will not be able to identify households from which that data came. Only summary information or statistics will be made available to boroughs or the public. ORS is registered under and strictly adheres to the principles of the Data Protection Act 1998.

» *How can you check the interviewer is genuine?*

All interviewers working on the survey work for ORS. They carry a Market Research Society Interviewer Identity card with their interviewer name, number and a photo. If you would like to check the identity of an interviewer you can contact Daniel Morris at ORS on Freephone 0800 078 9620 or email surveys@ors.org.uk

» *I'm happy to take part, what do I do now?*

If you are happy for a researcher to call at your home at any time, you don't need to do anything further – a researcher will call sometime in the next 1 - 2 weeks. If you would like to book an appointment at a specific time (for example to suit work or holiday arrangements) or if you have any queries about the survey, you can call ORS on **Freephone 0800 078 9620 (Free to call from all UK landlines & mobiles)** or email surveys@ors.org.uk

**Thank you for your help. We hope you are able to spare some of your time in order to help
MOPAC and the Metropolitan Police improve policing in your area**

