

METROPOLITAN POLICE SERVICE APACS SCRIPT

Q1-4 2015-16 (Revised April 2015)

<p>VICTIM GROUP FROM SAMPLE :-</p> <p>1 = Burglary 2 = Violent Crime 3 = Vehicle Crime 5 = Racially Motivated Crime</p>	<p>MOTIVATION :-</p> <p>1 = NON Racially Motivated Crime 2 = Racially Motivated Crime</p> <p>IF VICTIM GROUP = 1, 2 OR 3 MOTIVATION = 1 IF VICTIM GROUP = 5 MOTIVATION = 2</p>
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1) START OF INTRO AND SCREENING SECTION TIMING

SCREENING

ROUTE

Good %A, could I speak to <%NAME> please?
(If not immediately available, try to make call back arrangements)

My name's %N. I'm calling from Opinion Research Services and I am working on behalf of the Metropolitan Police.
I'm calling to ask some questions about the service you received from the police when you contacted them on <%REPORTEDDATE>.
(If respondent does not remember incident – It was about a/an <%STYPEFULL>)

Read if necessary i.e. if respondent asks how their details were obtained:

When you reported your crime to the Metropolitan Police, you were asked for your telephone number in case they needed to get back to you. This includes asking for feedback on the way they dealt with you. They have passed your number to us for this reason only and it is kept secure and confidential.

Read if necessary

I realise that this may be difficult for you to talk about, but the police care about what happened to you and your feedback can be used to improve the service to others. I will only ask about your contact with the police and the core survey takes about 5 minutes. Everything you say will be treated in the strictest confidence, however I should point out that this conversation may be monitored or recorded for training and quality purposes only.

Read if necessary i.e. if respondent asks how they can verify identity:

If you would like to confirm my identity, I can supply you with a contact name and telephone number to allow you to do this.

Provide if requested- ORS: 0800 107 7890

Provide only if necessary: Metropolitan Police – Michael Keenan: 020 7161 3319

S1 Can I ask you some questions about the service you received?
INTERVIEWER IF NECESSARY: The survey takes about 5 minutes.

Respondent agrees	1	S5A
No time now	2	S2
Refused	3	S3
Insufficient English/interpreter required	4	S4A
No reply	5	CLOSE
Answerphone	6	CLOSE
Engaged	7	CLOSE
Fax	8	CLOSE
Unobtainable	9	CLOSE
Person does not live here anymore	10	CLOSE
Wrong number / Never heard of this person	11	CLOSE
Can't remember the incident / have not contacted the police	12	CLOSE
Other (<i>Please Specify</i>)	13	CLOSE ROUTE

ASK IF S1 = 2

S2 Arrange call back

INTERVIEWER INSTRUCTION : IF APPOINTMENT IS IN LAST WEEK OF FIELDWORK SAY
 “The date we have arranged is close to the end of our survey. Because of this, please do not worry if you don’t hear from us again, it will not be because we are not interested in your views, just that we have completed enough interviews in your borough already.”

ASK IF S1 = 3

S3 MULTICODE

Can I ask why you do not wish to participate? **(DO NOT PROMPT. CAN MULTICODE)**

No reason given	1	Thank & close
Insufficient English/interpreter required	2	S4A
Not a victim of crime/incident not recalled/reported	3	
Previously participated in survey/already been contacted	4	
No longer lives at address/works for company	5	
Domestic violence	6	
Crime occurred too long ago	7	
No time/too busy	8	
Too unhappy with police service	9	
Too sick/deaf/old to conduct interview/talk	10	
Wrong number	11	
Don’t want to talk about incident anymore	12	
No service provided other than issuing crime number	13	
Works in the police force	14	
Respondent deceased	15	
Incorrect crime date	16	
Survey too long	17	
Doesn’t participate in market research	18	
Victim unavailable during interviewing period ie on holiday/at uni/ at work/away on business	19	
Respondent too young	20	
Other (please specify)	99	
Refused	98	Thank & close

ASK IF S1 = 4 OR S3 = 2

S4A SINGLE

We would be happy to arrange for a colleague to call you and conduct a survey with you in a different language. Would you like to take part?

Yes	1	S4B
No	2	Thank & close

ASK IF S4A = 1

S4B CHARACTER

In which language would you prefer to be surveyed?

RECORD LANGUAGE

ROUTE

ASK ALL

N5A SINGLE

Before we begin, I need to ask, are you speaking on a mobile phone?

Yes	1	N5B
No	2	S5A

ASK IF N5A = 1

N5B SINGLE

Are you currently driving?

Yes	1	Instruction
No	2	S5A

INTERVIEWER INSTRUCTION : THANK & CLOSE WITH FOLLOWING ENDING :-

"I am sorry but our guidelines prevent us from interviewing people or booking an appointment whilst they are driving for safety reasons. However, may I take the opportunity to thank you for your time."

ASK IF GROUP = 2, 5

S5A SINGLE

Do you work in any of the following emergency services? **(READ OUT. SINGLE CODE)**

Fire	1	
Ambulance	2	S6
Police	3	S5B
None of the above	4	S6

**ASK IF S5A = 3
S5B SINGLE****ROUTE**

Were you on duty when the incident took place?

Yes	1	Instruction
No	2	S6

INTERVIEWER INSTRUCTION : THANK & CLOSE WITH FOLLOWING ENDING :-

“Unfortunately the Home Office guidelines that the Metropolitan Police adheres to, state that officers who have been a victim of crime in the line of duty should not be included in their victims survey. However, may I take the opportunity to thank you for your time.”

ASK ALL**S6 SINGLE**Which of the following age bands do you fall into? **(READ OUT)**

15 or younger	1	Instruction
16 to 24	2	
25 to 34	3	
35 to 44	4	
45 to 54	5	
55 to 64	6	
65 to 74	7	
75 or above	8	
Refused	9	Instruction

INTERVIEWER INSTRUCTION : THANK & CLOSE WITH FOLLOWING ENDING :-

“Thank you for your time. Unfortunately we are unable to conduct interviews with respondents in your age group.”

1) END OF INTRO AND SCREENING SECTION TIMING

2) START OF SECTION A TIMING

ROUTE

SECTION A : INTRODUCTION & FIRST CONTACT

ASK IF GROUP = 1 TO 3, 5 OR 6

NQ3 SINGLE

Excluding the one I have called you about today, have you been the victim of any OTHER incident in the last 12 months? How many was that?

None	80
One	1
Two	2
Three	3
More than 3	99

“Can I please ask you to think about the <IF VICTIM GROUP = 1 TO 4 [INSERT VICTIM GROUP FROM SAMPLE]><IF VICTIM GROUP = 5 /incident> on or around the [INSERT DATE FROM SAMPLE] in your responses today.”

READ OUT B TO ALL : “I’ll be asking questions about :-

- How you got in touch with the police,
- What they did,
- How you were updated,
- And then about how you felt you were treated by the police.

Just so you know - a lot of our questions are in a “yes or no” format and I won’t be able to take any additional details about what happened as a response to these questions.

READ OUT TO ALL : “I’d like to start with some questions about HOW YOU GOT IN TOUCH with the police in the first place.”

Q5 SINGLE

How was contact with the police made about the incident? Was it ...
(READ OUT. SINGLE CODE)

By 999 / 112 call	1	
By the 101 non-emergency number	7	
By other telephone call	2	Q7
By personal visit to a police station	3	Q6c
By personal visit to neighbourhood police drop-in surgery	18	Q6c
Direct to an officer in the street	4	Section C
Someone else contacted the police for you	20	Section B
The police contacted you	6	Section B
Other means	90	Q7
[DO NOT READ OUT] Don’t know/can’t remember	97	Q7
Refused	98	Q7

ASK IF AQ1= 4 OR 5

Q6c SINGLE

If you had to queue at the police station/ neighbourhood police drop in surgery, approximately how long did you have to wait before speaking to the member of staff at the station reception?

I did not have to wait	1	
Under 5 minutes	2	
5 to 10 minutes	3	
11 to 30 minutes	4	
31 to 60 minutes	5	
Over 1 hour	6	
Don't know/can't remember	97	
Refused	98	AQ22

ASK ALL

Q7 SINGLE

Are you satisfied, dissatisfied or neither with HOW EASY IT WAS TO CONTACT someone who could assist you?

INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY

Completely satisfied	1	
Very satisfied	2	
Fairly satisfied	3	
Neither satisfied nor dissatisfied	4	
Fairly dissatisfied	5	
Very dissatisfied	6	
Completely dissatisfied	7	
Don't know	97	PQ14

2) END OF SECTION A TIMING

SECTION B : POLICE RESPONSE**3) START OF SECTION B TIMING****ASK IF Q5 = 1 TO 3 OR 7 TO 8 OR 90/97/98****PQ14 SINGLE****IF Q5 = 1 TO 3 OR 90/97/98** After your initial report being made to the police were you dealt with...**IF Q5 = 7 OR 8** 'After initial contact being made to the police were you dealt with...'

Face to face via a visit from police	1	Q10
Face to face via an Officer on the street or at a police station/drop-in surgery	2	Section C
Entirely over the phone – (Note that this means you did not have any face to face contact with the police either at your home/workplace/scene or at a police station)	3	Section C
Other (please specify)	90	Section C

ASK IF PQ14 = 1**Q10 SINGLE**Were you told how long it would take for somebody to visit you? **(IF YES, QUANTIFY)**

Yes – I was told they would be there asap	1	
Yes – I was given a specific time frame	2	
Yes – I made an appointment for a visit	3	
No	4	
Don't know	97	Q12

ASK IF PQ14 = 1

Q12 SINGLE

Did you make any follow up call(s) to chase the progress of your visit?
(IF YES, QUANTIFY EXTENT)

- | | | |
|-----------------------------|----|------------|
| Yes – once | 1 | |
| Yes – two or three times | 2 | |
| Yes – more than three times | 3 | |
| No | 4 | |
| Don't know/can't remember | 97 | Q17 |

ROUTE

ASK IF PQ14 = 1

Q17 SINGLE

Are you satisfied, dissatisfied or neither with THE TIME IT TOOK for the police to arrive?

INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY

- | | | |
|------------------------------------|----|------------------|
| Completely satisfied | 1 | |
| Very satisfied | 2 | |
| Fairly satisfied | 3 | |
| Neither satisfied nor dissatisfied | 4 | |
| Fairly dissatisfied | 5 | |
| Very dissatisfied | 6 | |
| Completely dissatisfied | 7 | |
| Don't know | 97 | Section C |

3) END OF SECTION B TIMING

SECTION C : POLICE ACTIONS TO DEAL WITH THE INCIDENT**4) START OF SECTION C TIMING**

READ OUT TO ALL : "I'd now like to ask some questions about how the police responded to your incident, once they had initial details. This could have been over the phone, at the station or at the scene. If you had any contact with more than one member of staff, please give your OVERALL impression of what they did.

ASK IF PQ14 = 1-2 OR IF Q5 = 6

Q18d SINGLE

Did the police carry out an investigation at the scene of the incident (e.g. visual inspection of area or examining items recovered from the scene)

Yes	1	
No	2	
Not applicable	96	
Don't know	97	NQ18e

ASK IF PQ14 = 1-2 OR IF Q5 = 6

NQ18e SINGLE

Did the police provide you with a victim care card? (this will have been a wallet-sized folding card with your reference details and some contact information on it)

Yes	1	
No	2	
Not applicable	96	
Don't know	97	Q18c

ASK IF PQ14 = 3

Q18e SINGLE

Did the police provide you with a Crime reference number?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	Q18c

ROUTE

ASK ALL

Q18c SINGLE

Did the police explain what was going to happen and why?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	NQ18a

**ASK ALL
NQ18a SINGLE**

Did you need any practical help or advice from the officer (e.g. help to secure home, crime prevention information such as cancelling credit cards, or making arrangements to get you home)

Yes	1	PQ18a
No	2	Q19a

**ASK IF NQ18a = 1
PQ18a SINGLE**

Was this provided?

Yes	1	
No	2	
Don't know	97	Q19a

**ASK ALL
Q19a SINGLE**

Were you reassured by what the police did?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	Q21

**ASK ALL
Q21 SINGLE**

Thinking about what the police did after they had been given the initial details, are you satisfied, dissatisfied or neither with THE ACTIONS TAKEN by the police?

INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY

Completely satisfied	1	
Very satisfied	2	
Fairly satisfied	3	
Neither satisfied nor dissatisfied	4	
Fairly dissatisfied	5	
Very dissatisfied	6	
Completely dissatisfied	7	
Don't know	97	Section D

4) END OF SECTION C TIMING

SECTION D : SUBSEQUENT ACTIVITY/POLICE FOLLOW UP**5) START OF SECTION D TIMING**

I'd now like to ask some questions about the information provided by police after they had taken your crime report. Your crime may have been closed shortly after the initial investigation due to lack of evidence, or may have been passed on for further investigation.

ASK ALL

NQ23a Did you receive an email or letter from the police within a week of reporting the incident?

Yes – by letter	1	
Yes – by email	2	
No	3	
Don't know/can't remember	97	NQ24

ASK IF SCREEN = 1

NQ24 Did the investigating officer provide you with their contact details?

Yes	1	
No	2	
Not applicable	96	
Don't know/can't remember	97	Q28

ASK IF SCREEN = 1**Q28 SINGLE**

Did you ask for updates or were they provided without asking?

Provided without asking	1	
Had to ask	2	
Weren't provided and didn't ask	3	
Weren't provided but did ask	4	
Not applicable	96	
Don't know	97	Q29

ASK IF SCREEN = 2

Q27a Would you say that you knew who to contact if you wanted to get back in touch?

Yes	1	
No	2	
Not applicable	96	
Don't know/can't remember	97	Q29

ROUTE

ASK ALL

Q29 SINGLE

Are you satisfied, dissatisfied or neither with HOW WELL YOU WERE KEPT INFORMED of progress?

INTERVIEWER READ OUT : “And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY

Completely satisfied	1	
Very satisfied	2	
Fairly satisfied	3	
Neither satisfied nor dissatisfied	4	
Fairly dissatisfied	5	
Very dissatisfied	6	
Completely dissatisfied	7	
Don't know	97	Section E

5) END OF SECTION D TIMING

ROUTE

SECTION E : TREATMENT

6) START OF SECTION E TIMING

READ OUT : “Thinking about the attitude of the police officers and other police staff who dealt with you (If more than one person involved, please give an overall impression.”), did they...”

ASK ALL

Q34a SINGLE

Communicate clearly?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	Q34d

ASK ALL

Q34d SINGLE

Appear to take the matter seriously?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	Q35

ASK ALL

Q35 SINGLE

Thinking about their attitude and behaviour, are you satisfied, dissatisfied or neither with THE WAY YOU WERE TREATED by the police officers and staff who dealt with **you**?

INTERVIEWER READ OUT : “And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY

Completely satisfied	1	
Very satisfied	2	
Fairly satisfied	3	
Neither satisfied nor dissatisfied	4	
Fairly dissatisfied	5	
Very dissatisfied	6	
Completely dissatisfied	7	
Don't know	97	Section F

6) END OF SECTION E TIMING

SECTION F : THE WHOLE EXPERIENCE

7) START OF SECTION F TIMING

READ OUT TO ALL : “And now, thinking about everything we’ve talked about”

ASK ALL

Q36 SINGLE

Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?

INTERVIEWER READ OUT : “And is that completely, very or fairly? **AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied	1	
Very satisfied	2	
Fairly satisfied	3	
Neither satisfied nor dissatisfied	4	
Fairly dissatisfied	5	
Very dissatisfied	6	
Completely dissatisfied	7	
Don't know	97	NQ37

ASK IF Q36 = 1 TO 7

NQ37 SINGLE

Why do you say this?
(Interviewer: Do not prompt - Probe Once)

No real reason	1	
RECORD VERBATIM	90	
Don't Know	97	PQ36d

ASK ALL

PQ36d SINGLE

Did you consider yourself to be vulnerable in this instance? This could have been because of your age, a disability or personal circumstances.

Yes	1	PQ36e
No	2	
Don't know	3	Q38

ASK IF PQ36d = 1

PQ36e SINGLE

Was this identified by the police when you first contacted them?

IF Q5= 7 OR 8 Was this identified by the police when you first had contact with them?

Yes	1	PQ36f
No	2	
Don't know	3	Q38

ASK IF PQ36e = 1
PQ36f SINGLE

Were these needs catered for?

- | | | |
|------------|---|------------|
| Yes | 1 | |
| No | 2 | |
| Don't know | 3 | Q38 |

ASK ALL
Q38 SINGLE

Prior to this experience was your overall opinion of the police ...? **(READ OUT)**

- | | | |
|----------------|---|------------|
| Generally high | 1 | |
| Generally low | 2 | |
| Mixed | 3 | |
| No opinion | 4 | Q39 |

ASK ALL
Q39 SINGLE

As a result of your contact with the police on this occasion, please tell me if your opinion of the police is now better, worse or has not changed?

- | | | |
|----------------|---|------------------|
| Unchanged | 1 | |
| Better opinion | 2 | |
| Worse opinion | 3 | |
| Don't know | 4 | Section G |

ASK ALL
Q40 SINGLE

When considering financial, general well being or other factors personal to you; on a scale of one to ten, with one being the least and ten being the most, how much impact would you say this incident has had on you?

7) END OF SECTION F TIMING

ROUTE

SECTION G : DEMOGRAPHICS**8) START OF DEMOGRAPHIC QUESTIONS TIMING**

READ OUT : "Thank you for helping to improve policing for victims of crime. The Metropolitan Police Service works to provide an equal service that is free from discrimination. It would help us to ensure an equal service for all victims if you could answer some questions about your personal characteristics under the Equality Act 2010". Some of these questions may be sensitive so you can refuse to answer any of them.

ASK ALL**Q48 SINGLE**

Gender [INTERVIEWER DO NOT ASK] :-

Male	1	
Female	2	Q49a

ASK ALL**Q49a SINGLE**

What is your ethnic group? (**READ OUT**)

Asian or Asian British	1	Q49b
Black or Black British	2	Q49c
Chinese	3	RQ50b
Of a Mixed Background	4	Q49d
White	5	Q49e
Arab	8	RQ50b
Other ethnic group	6	
[DO NOT READ OUT] Refused	98	RQ50b

ASK IF Q49a = 1**Q49b SINGLE**

And is that...? (**READ OUT**)

Indian	1	
Pakistani	2	
Bangladeshi	3	
Any other Asian background	4	
[DO NOT READ OUT] Refused	98	GQ3

ASK IF Q49a = 2**Q49c SINGLE**

And is that...? (**READ OUT**)

Caribbean	1	
African	2	
Any other Black background	3	
[DO NOT READ OUT] Refused	98	GQ3

ASK IF Q49a = 4**Q49d SINGLE**And is that...? **(READ OUT)**

White and Black Caribbean	1	
White and Black African	2	
White and Asian	3	
Any other mixed background	4	
[DO NOT READ OUT] Refused	98	RQ50b

ASK IF Q49a = 5**Q49e SINGLE**And is that...? **(READ OUT)**

English/Welsh/Scottish/Northern Irish/British	1	
Irish	2	
Gypsy or Irish Traveller	5	
Any other white background	3	
[DO NOT READ OUT] Refused	98	RQ50b

ASK ALL
RQ50b SINGLE

What is your country of birth? (**DO NOT PROMPT**)

Afghanistan	1	
Algeria	2	
Australia	3	
Bangladesh	4	
Bulgaria	5	
Canada	6	
China	7	
Cyprus	8	
France	9	
Germany	10	
Greece	11	
Hong Kong	12	
India	13	
Iran	14	
Iraq	15	
Ireland	16	
Italy	17	
Jamaica	18	
Japan	19	
Kenya	20	
Korea	21	
Lithuania	22	
New Zealand	23	
Nigeria	24	
Pakistan	25	
Poland	26	
Portugal	27	
Romania	28	
Spain	29	
South Africa	30	
Turkey	31	
USA	32	
UK	200	
Other (please specify)	90	Q52a

ROUTE

ASK ALL
Q52a SINGLE

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?

Yes	1	Q52b
No	2	
Refused	98	Q53

ASK IF Q52a = 1

Q52b MULTICODE

Please can you describe the nature of this disability?
(DO NOT PROMPT. CAN MULTICODE)

Mobility	1	
Manual dexterity	2	
Physical co-ordination	3	
Ability to lift, carry or otherwise move everyday objects	4	
Speaking	5	
Hearing	6	
Seeing	7	
Memory	8	
Ability to concentrate, learn or understand	9	
Dyslexia	10	
Mental health issues	11	
Refused	98	
Other (Please Specify)	90	Q53

ASK ALL

Q53 SINGLE

What is your religion?
(DO NOT PROMPT. SINGLE CODE)

Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	1	
Muslim	2	
Sikh	3	
Hindu	4	
Jewish	5	
Buddhist	6	
Other	7	
No religion/atheist/agnostic	8	
Refused	98	Q51

ASK ALL

Q51 SINGLE

Which of the following best describes your sexual orientation? **(READ OUT)**

Bisexual (orientation towards people of the same and opposite sex)	1	
Straight/Heterosexual (orientation towards people of the opposite sex)	2	
Lesbian or gay (orientation towards people of the same sex)	3	
[DO NOT READ OUT] Refused	98	Q54a

8) END OF DEMOGRAPHIC QUESTIONS TIMING

9) START OF CONFIDENTIALITY, RECORDING AND RE-CONTACT QUESTIONS TIMING

ASK ALL

Q54a SINGLE

The MPS takes all comments seriously and in order to act effectively upon your comments, would you be willing to allow us to pass on your individual responses along with your name and contact details for this incident back to the MPS? This will enable them to identify your individual incident, the officers involved and follow up your concerns. Unless permission is given all answers will be treated confidentially and reported in statistical format only.

(INTERVIEWER PLEASE STRESS THAT UNLESS PERMISSION IS GIVEN ALL ANSWERS WILL BE TREATED CONFIDENTIAL AND REPORTED IN STATISTICAL FORMAT ONLY)

Yes – my individual responses can be passed on	1	Q54b
No – I wish my answers to remain confidential and anonymous	2	

ASK IF Q54a = 1

NQ54b SINGLE

And do you consent to somebody from the Metropolitan police contacting you in relation to this incident and the comments you have made?

Yes – I can be contacted by the Metropolitan Police	1
No – I do not wish to be contacted about the comments I have made	2

ASK IF Q54a = 1

Q55 Finally, do you give us your consent to pass on a recording of this interview to the Metropolitan Police?

Yes, I consent to a recording of this interview being passed on to the Metropolitan Police if necessary

NO, I do NOT consent to a recording of this interview being passed on to the Metropolitan Police

ASK ALL

Q56 SINGLE

Finally, just to let you know that you may be contacted for quality control purposes or in the event of us wanting to speak to you very briefly again in relation to this survey only. Would we be able to contact you? **INTERVIEWER: Please explain if necessary that they will not necessarily be contacted again. It will only be in the case of us wanting to ask an additional question for the survey or for verifying something they've said for quality control purposes)**

Yes	<input type="radio"/>	1
No	<input type="radio"/>	2
Refused	<input type="radio"/>	98

Thank you very much for your time and help in completing this interview

To repeat: The Metropolitan Police have employed Opinion Research Services to conduct this survey. We are registered under the Data Protection Act, and if you have any queries regarding the survey or our company, I can supply you with contact names

PROVIDE AS NECESSARY

Company Number - 0800 107 7890

MRS Freephone Number - 0500 39 69 99

Provide only if absolutely necessary: Metropolitan Police – Michael Keenan: 020 7161 3319

End

9) END OF CONFIDENTIALITY, RECORDING AND RE-CONTACT QUESTIONS TIMING