

**METROPOLITAN POLICE SERVICE APACS SCRIPT**

Q1-4 2016-17

<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>
-------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

**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	<b>Thank &amp; close</b>
Insufficient English/interpreter required	2	<b>S4A</b>
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	<b>Thank &amp; close</b>

**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	<b>S4B</b>
No	2	<b>Thank &amp; close</b>

**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	<b>N5B</b>
No	2	<b>S5A</b>

**ASK IF N5A = 1**

**N5B SINGLE**

Are you currently driving?

Yes	1	<b>Instruction</b>
No	2	<b>S5A</b>

**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	<b>S6</b>
Police	3	<b>S5B</b>
None of the above	4	<b>S6</b>

**ASK IF S5A = 3  
S5B SINGLE**

**ROUTE**

Were you on duty when the incident took place?

Yes	1	<b>Instruction</b>
No	2	<b>S6</b>

**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	<b>Instruction</b>
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	<b>Instruction</b>

**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	<b>Q7</b>
By personal visit to a police station	3	<b>Q6c</b>
By personal visit to neighbourhood police drop-in surgery	18	<b>Q6c</b>
Direct to an officer in the street	4	<b>Section C</b>
Someone else contacted the police for you	20	<b>Section B</b>
The police contacted you	6	<b>Section B</b>
Other means	90	<b>Q7</b>
[DO NOT READ OUT] Don’t know/can’t remember	97	<b>Q7</b>
Refused	98	<b>Q7</b>

**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	<b>AQ22</b>

**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	<b>PQ14</b>

**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	<b>Q10</b>
Face to face via an Officer on the street or at a police station/drop-in surgery	2	<b>Section C</b>
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	<b>Section C</b>
Other (please specify)	90	<b>Section C</b>

**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	<b>Q12</b>



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 | <b>Q17</b> |

**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 | <b>Section C</b> |

**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	<b>NQ18e</b>

**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	<b>Q18c</b>

**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	<b>Q18c</b>

**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	<b>NQ18a</b>

**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	<b>PQ18a</b>
No	2	<b>Q19a</b>

**ASK IF NQ18a = 1**

**PQ18a SINGLE**

Was this provided?

Yes	1	
No	2	
Don't know	97	<b>Q19a</b>

**ASK ALL**

**Q19a SINGLE**

Were you reassured by what the police did?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	<b>Q21</b>

**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	<b>Section D</b>

**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	<b>NQ24</b>

**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	<b>Q28</b>

**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	<b>Q29</b>

**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	<b>Q29</b>

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	<b>Section E</b>

**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	<b>Q34d</b>

**ASK ALL**

**Q34d SINGLE**

Appear to take the matter seriously?

Yes	1	
No	2	
Not applicable	96	
Don't know	97	<b>Q35</b>

**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	<b>Section F</b>

**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	<b>NQ37</b>

**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	<b>PQ36d</b>

**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	<b>PQ36e</b>
No	2	
Don't know	3	<b>Q38</b>

**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	<b>PQ36f</b>
No	2	
Don't know	3	<b>Q38</b>

**ASK IF PQ36e = 1**

**PQ36f SINGLE**

Were these needs catered for?

- |            |   |            |
|------------|---|------------|
| Yes        | 1 |            |
| No         | 2 |            |
| Don't know | 3 | <b>Q38</b> |

**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 | <b>Q39</b> |

**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 | <b>Section G</b> |

**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	<b>Q49a</b>

**ASK ALL****Q49a SINGLE**

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

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

**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	<b>GQ3</b>

**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	<b>GQ3</b>

**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	<b>RQ50b</b>

**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	<b>RQ50b</b>

**ASK ALL**  
**RQ50bSINGLE**

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	<b>Q52a</b>

**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	<b>Q52b</b>
No	2	
Refused	98	<b>Q53</b>

**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	<b>Q53</b>

**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	<b>Q51</b>

**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	<b>Q54a</b>

**8) END OF DEMOGRAPHIC QUESTIONS TIMING**

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

**ASK ALL**

**Q54a SINGLE**

Your feedback has the potential to directly impact on officers' development, and to help improve the quality of service for all. Would you allow us to pass back your individual responses about this incident to the officers involved in your case? This means the crime number, your name and contact details will be passed back to the MPS. Unless permission is given, all your answers will be treated confidentially and 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	<b>Q54b</b>
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