

**METROPOLITAN POLICE SERVICE APACS SCRIPT**

Version 1 – Q1 (April 2011)

<b>VICTIM GROUP FROM SAMPLE :-</b>  1 = Burglary 2 = Violent Crime 3 = Vehicle Crime 4 = Road Traffic Collision 5 = Racially Motivated Crime	<b>MOTIVATION :-</b>  1 = NON Racially Motivated Crime 2 = Racially Motivated Crime  IF VICTIM GROUP = 1, 2, 3 OR 4 MOTIVATION = 1 IF VICTIM GROUP = 5 MOTIVATION = 2
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**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 Metropolitan 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 contacted the Metropolitan Police, you were asked for your telephone number in case they needed to get back to you about your crime or incident. This includes asking for feedback on the way they dealt with you. They have passed your number to us for this reason. It continues to be used only for the purpose connected with the crime or incident and the Metropolitan Police retains full ownership and responsibility for the information.

***Read out:***

I realise that this may be difficult for you to talk about, but it is important to the Metropolitan Police to understand how you felt about the service you received, to help them improve the service to others. You will not be asked anything about the incident itself, just about your contact with the police. The interview takes about 15 minutes and everything you say will be treated in the strictest confidence.

I also need to 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 – Emma Chandler: 020 7161 4904**

**S1** Can I ask you some questions about the service you received?  
**INTERVIEWER IF NECESSARY: The interview takes about 15 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 (Please Specify)	13	<b>CLOSE</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**

**ROUTE**

**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 another interviewer to call you and conduct an interview 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 interviewed?

RECORD LANGUAGE

**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	Display&Close
No	2	S5A

DISPLAY

Can I please book an appointment to call you back at a more convenient time to carry out this interview?

(Market Research Society guidelines prevent us interviewing people whilst driving - even if they have a hands free kit and are willing to participate, you must not continue the interview)

**INTERVIEWER - DO NOT PRESS NEXT - BOOK APPOINTMENT AND ABANDON INTERVIEW**

ASK IF GROUP = 2, 4, 5 OR 6

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**

Were you on duty when the incident took place?

**ROUTE**

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>S7</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.”

**ASK IF GROUP = 4**

**S7 SINGLE**

Can I confirm that your incident was attended by the police?

Yes	1	<b>S8</b>
No	2	<b>Instruction</b>

**INTERVIEWER INSTRUCTION : THANK & CLOSE WITH FOLLOWING ENDING :-**

“Thank you for your time. Unfortunately we are currently only interviewing those incidents where police attended.”

**ASK IF S7 = 1**

**S8 SINGLE**

In this incident were you ... **(READ OUT. SINGLE CODE)**

The driver (includes motorbikes, motorcycles, scooters, etc)	1	
A passenger	2	
A pedestrian	3	
A cyclist	4	
Other (please specify)	98	<b>Instruction</b>
[DO NOT READ OUT] Refused	99	<b>before Q1</b>

**SECTION 1 : INTRODUCTION**

**ROUTE**

**ASK IF GROUP = 5 OR 6**

**Q1 SINGLE**

Can I just confirm what type of incident it was you reported to the police on or around [INSERT DATE FROM SAMPLE]? **(READ OUT. SINGLE CODE)**

Burglary	1	
Assault (Violent Crime)	2	
Theft of/from motor vehicle (Vehicle Crime)	3	
Road Traffic Collision	4	
Other (Please Specify)	98	
[DO NOT READ OUT] Refused	99	<b>Q2</b>

**ASK IF GROUP = 1 TO 3, 5 OR 6**

**Q2 MULTICODE**

Do you think this incident was motivated by your ...?  
**(READ OUT. CAN MULTICODE)**

Race	1	
Faith	2	
Sexual orientation	3	
Disability	4	
Age	7	
Gender	8	
[DO NOT READ OUT] None of the above	5	
[DO NOT READ OUT] Refused	6	<b>Q3b</b>

**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?

One	1	
Two	2	
Three	3	
None	80	
More than 3 (please specify)	99	<b>Instruction</b>

**ROUTE**

**READ OUT A IF NQ3 = Not 80 :** “Can I please ask you to think about the <IF VICTIM GROUP = 1 TO 4 [INSERT VICTIM GROUP FROM SAMPLE]><IF VICTIM GROUP = 5 OR 6/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.

There are some general questions at the end about the whole experience which will allow you to provide any additional comments you may have.

**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 - BUT - there will be opportunities for you to explain more about what happened, towards the end of the survey and I’ll be able to type up your responses at these points.**

**SECTION 2 : FIRST CONTACT**

**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.”

**ASK ALL****Q4a SINGLE**

Firstly, did you contact the police about this incident yourself?

Yes	1	<b>Q4c</b>
No	2	<b>TQ4b</b>
Don’t know	3	<b>Q13</b>



ROUTE

ASK IF Q4a = 2

TQ4b SINGLE

Did you want the police to be contacted with regard to this incident?

- |            |   |            |
|------------|---|------------|
| Yes        | 1 |            |
| No         | 2 |            |
| Don't know | 3 | <b>Q13</b> |

ASK IF Q4a = 1

Q4c SINGLE

Did you know how to get in touch with the police in the first place?

- |            |   |           |
|------------|---|-----------|
| Yes        | 1 |           |
| No         | 2 |           |
| Don't know | 3 | <b>Q5</b> |

ASK IF Q4a = 1

Q5 SINGLE

How did you contact the police about the incident? Was it ...  
**(READ OUT. SINGLE CODE)**

- |  |    |            |
|--|----|------------|
| By 999 call  | 1  | <b>Q6a</b> |
| By other telephone call                                    | 2  | <b>NQ5</b> |
| By personal visit to a police station                      | 3  | <b>Q6a</b> |
| Direct to a police officer on the street/near the incident | 4  | <b>Q6d</b> |
| Via the internet/e-mail                                    | 5  | <b>Q6f</b> |
| The police contacted you                                   | 6  | <b>Q9</b>  |
| Other means (please specify)                               | 98 | <b>Q6d</b> |
| [DO NOT READ OUT] Don't know/can't remember                | 99 | <b>Q13</b> |

ASK IF Q5 = 2

NQ5 SINGLE

Did you use the new non emergency number ie 0300 123 1212?

- |            |   |            |
|------------|---|------------|
| Yes        | 1 |            |
| No         | 2 |            |
| Don't know | 3 | <b>Q6a</b> |

**READ OUT IF Q5 = 1 TO 5 OR 98 : "Thinking about that initial contact ..."**

**ROUTE**

ASK IF Q5 = 1 TO 3

Q6a SINGLE

Did you manage to speak to somebody the first time you tried?

- |            |   |            |
|------------|---|------------|
| Yes        | 1 |            |
| No         | 2 |            |
| Don't know | 3 | <b>Q6b</b> |

**READ OUT IF Q5 = 2 : "The switchboard will have assessed your needs and put you through to the relevant member of staff to deal with your call."**

**ASK IF Q5 = 1 TO 3**

**Q6b SINGLE**

Did you get to speak to someone in a reasonable time?

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

**ASK IF Q5 = 3**

**Q6c SINGLE**

If you had to queue at the police station, approximately how long did you have to wait before speaking to the station reception officer?

- |                           |   |                    |
|---------------------------|---|--------------------|
| 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 | 7 | <b>Instruction</b> |

**ASK IF Q5 = 1 TO 4 OR 98**

**Q6d SINGLE**

Was the first person you spoke to able to take all the details?

- |                |   |            |
|----------------|---|------------|
| Yes            | 1 |            |
| No             | 2 |            |
| Not applicable | 3 |            |
| Don't know     | 4 | <b>Q6e</b> |

**READ OUT IF Q5 = 1 TO 4 OR 98 :** "Still thinking about that initial contact ..."

**ASK IF Q5 = 1 TO 4 OR 98**

**Q6e SINGLE**

Were you dealt with promptly?

- |                |   |           |
|----------------|---|-----------|
| Yes            | 1 |           |
| No             | 2 |           |
| Not applicable | 3 |           |
| Don't know     | 4 | <b>Q7</b> |

ROUTE

ASK IF Q5 = 5

Q6f SINGLE

Did you find the online reporting form easy to FIND?

- |                |   |            |
|----------------|---|------------|
| Yes            | 1 |            |
| No             | 2 |            |
| Not applicable | 3 |            |
| Don't know     | 4 | <b>Q6g</b> |

ASK IF Q5 = 5

Q6g SINGLE

Did you find the online reporting form easy to COMPLETE?

- |                |   |           |
|----------------|---|-----------|
| Yes            | 1 |           |
| No             | 2 |           |
| Not applicable | 3 |           |
| Don't know     | 4 | <b>Q7</b> |

ASK IF Q5 = 1 TO 5 OR 98

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                         | 8 | <b>Q9</b> |

**SECTION 2 : POLICE RESPONSE**

**ASK IF Q5 = 1 TO 3, 5 TO 6 OR 98**

**Q9 SINGLE**

Were you told that someone would visit following the incident being reported?

Yes	1	<b>Q10</b>
No	2	
Don't know	3	<b>Q13</b>

**ASK IF Q9 = 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	<b>Q12</b>
Yes – I was given a specific time frame	2	<b>Q11</b>
Yes – I made an appointment for a visit	3	
No	4	
Don't know	5	<b>Q12</b>

**ASK IF Q10 = 2**

**Q11 SINGLE**

What was that time frame? **(DO NOT PROMPT)**

Within 10 minutes	1	
11-30 minutes	2	
31 minutes – 1 hour	3	
>1-2 hours	4	
>2-3 hours	5	
>3-4 hours	6	
More than 4 hours	7	
Don't know/can't remember	8	<b>Q12</b>

**ROUTE**

**ASK IF Q9 = 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	5	<b>Q13</b>

**ASK IF GROUP = NOT 4 AND Q5 = NOT 4**

**Q13 SINGLE**

Did an officer or police member of staff actually visit you? This could have been a Uniformed Police Officer, Police Community Support Officer (PCSO), Scene of Crime Examiner, Plain Clothes Police Officer, etc.

Yes	1	<b>Q15a</b>
No	2	<b>Q14</b>

**ASK IF Q13 = 2**

**Q14 SINGLE**

How was your incident dealt with after the details had been reported ...?  
**(READ OUT)**

Entirely over the phone – please note 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	1	
At the police station	2	
Other (Please Specify)	99	<b>Q18a</b>

**ASK IF Q13 = 1 & Q10 = 1 TO 3 & Q11 = NOT 8 OR GROUP = 4 & Q10 = 1 TO 3 & Q11 = NOT 8**

**Q15a SINGLE**

Did the police meet their time frame? **(READ OUT)**

Yes – they arrived when they said they would	1	<b>Q16a</b>
No – they took longer than they said they would	2	
The police arrived quicker than they said, and that was ok	3	
The police arrived quicker than they said, and this wasn't ok	4	
The police phoned back to rearrange when they would visit	5	<b>Q15b</b>
[DO NOT READ OUT] Don't know/can't remember	6	<b>Q16a</b>

**ROUTE**

**ASK IF Q13 = NOT 2 & Q5 = NOT 4 & Q15A = NOT 1 & NOT 6 & Q10 = NOT 3**

**Q15b SINGLE**

How long did it actually take them to arrive? **(DO NOT PROMPT)**

**IF GROUP = 4 & Q4a = 2 OR 3** : How long did it take the police to attend the incident once it had been reported?

Within 10 minutes	1	
11-30 minutes	2	
31 minutes – 1 hour	3	
>1-2 hours	4	
>2-3 hours	5	
>3-4 hours	6	
More than 4 hours	7	
Don't know/can't remember	8	<b>Q16b</b>

**ASK IF Q13 = 1 OR GROUP = 4**

**Q16b MULTICODE**

Who was sent out to you?

**(READ OUT ANSWER LIST. INTERVIEWER NOTE IF Q16a = 1 SINGLE CODE. IF Q16a = NOT 1 CAN MULTICODE)**

Uniformed Police Officer	1	
Scene of Crime Examiner	2	
Police Community Support Officer (PCSO)	3	
Plain clothes Police Officer	4	
Other (Please Specify)	98	
[DO NOT READ OUT] Don't know/can't remember	99	<b>Q17</b>

**ROUTE**

**ASK IF Q13 = 1 OR (GROUP = 4)**

**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	8	<b>Q18a</b>

**SECTION 3 : POLICE ACTIONS TO DEAL WITH THE INCIDENT**

**READ OUT TO ALL :** “Now moving on to think about what the police did – I'd like to ask some questions about how the police responded to your incident, once they had initial details. <GROUP = 4/This would have been at the scene of the incident/><GROUP = 1 TO 3, 5 OR 6/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.

Thinking about the actions taken by the police officers and staff who dealt with your incident once they had been given the initial details. Did they ...”

**ASK ALL**

**Q18a SINGLE**

Give practical help? (e.g with making premises secure, getting you home)

Yes	1	
No	2	
Not applicable	3	
Don't know	4	<b>Q18b</b>

**ASK ALL**

**Q18b SINGLE**

Know what they were doing? (e.g were they capable of doing their job)

Yes	1	
No	2	
Not applicable	3	
Don't know	4	<b>Q18c</b>

**ASK ALL**

**Q18c SINGLE**

Explain what was going to happen and why?

Yes	1	
No	2	
Not applicable	3	
Don't know	4	<b>Instruction</b>

**ROUTE**

**ASK IF Q13 = 1 OR GROUP = 4 OR Q5 = 4**

**Q18d SINGLE**

Carry out an investigation at the scene of the incident (e.g. visual inspection of area), or of items recovered from the scene?

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q18e</b> |

**ASK ALL**

**Q18e SINGLE**

Provide you with a reference number? (this may have also been referred to as a CAD number, CRIS number, crime number or accident number)

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q18f</b> |

**ASK ALL**

**Q18f SINGLE**

Provide you with a contact telephone number for if you needed to get back in contact?

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q18g</b> |

**ASK ALL**

**Q18g SINGLE**

Tell you to expect further contact?

- |                |   |                    |
|----------------|---|--------------------|
| Yes            | 1 |                    |
| No             | 2 |                    |
| Not applicable | 3 |                    |
| Don't know     | 4 | <b>Instruction</b> |

**ASK IF Q13 = 1 OR GROUP = 4 OR Q5 = 4**

**Q18h SINGLE**

Make further visits? (e.g to take fingerprints or statements, or to visit you)

- |                |   |                    |
|----------------|---|--------------------|
| Yes            | 1 |                    |
| No             | 2 |                    |
| Not applicable | 3 |                    |
| Don't know     | 4 | <b>Instruction</b> |



ROUTE

**ASK IF GROUP = NOT 4**

**Q18i SINGLE**

Give you information on the Codes of Practice for Victims of Crime?

- |                |   |                    |
|----------------|---|--------------------|
| Yes            | 1 |                    |
| No             | 2 |                    |
| Not applicable | 3 |                    |
| Don't know     | 4 | <b>Instruction</b> |

**ASK IF GROUP = 1**

**Q18j SINGLE**

Offer you a burglary information pack?

**[CLIENT TO SUPPLY EXAMPLE/BRIEF DESCRIPTION]**

- |            |   |             |
|------------|---|-------------|
| Yes        | 1 |             |
| No         | 2 |             |
| Don't know | 3 | <b>Q18k</b> |

**ASK IF GROUP = 1-3 or 5**

**Q18k SINGLE**

Offer you a crime prevention information leaflet?

- |            |   |             |
|------------|---|-------------|
| Yes        | 1 |             |
| No         | 2 |             |
| Don't know | 3 | <b>Q19a</b> |

**ASK ALL**

**Q19a SINGLE**

Were you reassured by what the police did?

- |                |   |            |
|----------------|---|------------|
| Yes            | 1 |            |
| No             | 2 |            |
| Not applicable | 3 |            |
| Don't know     | 4 | <b>Q20</b> |

**ASK IF Q13 = 1 OR GROUP = 4 OR Q5 = 4**  
**Q20 SINGLE**

**ROUTE**

Did you know what the next steps would be after the police had visited?

- |                           |   |            |
|---------------------------|---|------------|
| Yes                       | 1 |            |
| No                        | 2 |            |
| Don't know/can't remember | 3 | <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                         | 8 | <b>PQ21a</b> |

**READ OUT IF GROUP = 1 TO 3, 5 OR 6 :** "Under the requirements of the Policing Pledge, the police must agree with you how often you will be kept informed of the progress of your case. You have the right to be updated on a monthly basis and for as long as is reasonable."

**ASK IF GROUP = 1 TO 3, 5 OR 6**

**PQ21aSINGLE**

Did you come to an agreement with the police about how often you would be updated?

- |                           |   |              |
|---------------------------|---|--------------|
| Yes                       | 1 | <b>PQ21b</b> |
| No                        | 2 |              |
| No updates required       | 3 |              |
| Don't know/can't remember | 4 | <b>Q22</b>   |

**ASK IF PQ21a = 1**

**PQ21bSINGLE**

Did the police keep to this arrangement?

- |                           |   |            |
|---------------------------|---|------------|
| Yes                       | 1 |            |
| No                        | 2 |            |
| Don't know/can't remember | 3 | <b>Q22</b> |

**SECTION 4 : SUBSEQUENT ACTIVITY/POLICE FOLLOW UP**

**ROUTE**

**ASK ALL**

**Q22 SINGLE**

Did you expect any further contact with the police about this incident after their initial response?

Yes	1	
No	2	<b>Q23a</b>

**ASK ALL**

**Q23a SINGLE**

Have the police contacted you about this incident since it was reported and the initial police response? This contact could have been by phone, face-to-face, by letter or by other means.

Yes	1	<b>Q23b</b>
No	2	
Don't know/can't remember	3	<b>Q26</b>

**ASK IF Q23a = 1**

**Q23b MULTICODE**

What method of contact was used?

**INTERVIEWER NOTE : This excludes victim support  
(DO NOT PROMPT. CAN MULTICODE)**

Telephone	1	
Face-to-face	2	
Letter	3	
Don't know/can't remember	4	
Other (Please Specify)	99	<b>PQ23c</b>

**ASK IF Q23b = 3 AND GROUP = 4**

**PQ23c** Did you receive your letter within ten days of the incident occurring?

Yes	1	
No	2	
Don't know/can't remember	3	<b>PQ23d</b>

**ASK IF P23b = 3 AND GROUP = 4**

**PQ23d** Do you feel the letter provided you with useful information?

Yes	1	
No	2	
Don't know/can't remember	3	<b>Q23c</b>

**ASK IF Q23a = 1**  
**Q23c MULTICODE**

**ROUTE**

Why did the police contact you again? **(DO NOT PROMPT. CAN MULTICODE)**

- |   |    |            |
|---|----|------------|
| To ask for more information about your incident                       | 1  |            |
| To give you more information about your incident (eg crime reference) | 2  |            |
| To provide you with contact details                                   | 3  |            |
| To tell you property had been recovered                               | 4  |            |
| To tell you about an action they had taken                            | 5  |            |
| To tell you the investigation was closed                              | 6  |            |
| To tell you the investigation is still ongoing                        | 7  |            |
| To tell you there had been an arrest                                  | 8  |            |
| <br>  |    |            |
| Don't know/can't remember   | 9  |            |
| <br>  |    |            |
| Other (Please Specify)  | 99 | <b>Q26</b> |

**ASK ALL** **ROUTE**  
**Q26 SINGLE**

Have you contacted the police about this incident since it was initially reported?

- |                  |   |             |
|------------------|---|-------------|
| Yes              | 1 |             |
| Tried but failed | 2 |             |
| No               | 3 |             |
| Don't know       | 4 | <b>Q27a</b> |

**READ OUT TO ALL** : "Would you say..."

**ASK ALL**  
**Q27a SINGLE**

You knew who to contact if you wanted to get back in touch

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q27b</b> |

**ASK IF Q23a = 1 OR Q26 = 1**  
**Q27b SINGLE**

You were informed of what the police would do

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q27c</b> |

**ASK IF Q23a = 1 OR Q26 = 1**  
**Q27c SINGLE**

The information you needed was quickly provided

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q27d</b> |

**ASK IF Q23a = 1 OR Q26 = 1**  
**Q27d SINGLE**

Your questions were answered adequately

- |                |   |            |
|----------------|---|------------|
| Yes            | 1 |            |
| No             | 2 |            |
| Not applicable | 3 |            |
| Don't know     | 4 | <b>Q28</b> |

<b>ASK ALL</b>			<b>ROUTE</b>
<b>Q28 SINGLE</b>			
	Did you have to 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	5	
	Don't know	6	<b>Q29</b>

<b>ASK ALL</b>			
<b>Q29 SINGLE</b>			
	Are you satisfied, dissatisfied or neither with HOW WELL YOU WERE KEPT INFORMED of progress?		
	<b>INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY</b>		
	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	8	<b>Q31b</b>

**ASK IF Q23a = 1 OR Q26 = 1 AND GROUP = NOT 4 AND Q23c = NOT 8**  
**Q31b SINGLE**

There has been an arrest?

Yes	1	
No	2	
Don't know	3	<b>Q31c</b>

**ASK IF Q23a = 1 OR Q26 = 1 AND GROUP = NOT 4 AND Q23c = NOT 4**  
**Q31c SINGLE**

They have recovered property?

Yes	1	
No	2	
Not applicable	3	
Don't know	4	<b>Q31d</b>

**ASK IF Q23a = 1 OR Q26 = 1 AND GROUP = NOT 4 AND Q23c = NOT 6**  
**Q31d SINGLE**

The investigation is closed?

Yes	1	<b>Q32</b>
No	2	
Don't know	3	<b>Q33</b>

**ASK IF Q31d = 1 OR Q23c = 6**  
**Q32 SINGLE**

Did they explain why they have closed the case?

Yes	1	
No	2	<b>Q33</b>

**ASK ALL**  
**Q33 SINGLE**

Are you satisfied, dissatisfied or neither with what the police have done to date to investigate your incident?

**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	8	<b>Q34a</b>

**SECTION 5 : TREATMENT**

**ROUTE**

**READ OUT :** "Thinking about the attitude of the police officers and other police staff who dealt with you, did they..."

(If more than one person involved, please give an overall impression.)

**ASK ALL**

**Q34a SINGLE**

Communicate clearly?

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q34b</b> |

**ASK ALL**

**Q34b SINGLE**

Take account of your personal circumstances?

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q34c</b> |

**ASK ALL**

**Q34c SINGLE**

Were they fair in the way they dealt with you?

- |                |   |             |
|----------------|---|-------------|
| Yes            | 1 |             |
| No             | 2 |             |
| Not applicable | 3 |             |
| Don't know     | 4 | <b>Q34d</b> |

**ASK ALL**

**Q34d SINGLE**

Did they...  
Appear to take the matter seriously?

- |                |   |              |
|----------------|---|--------------|
| Yes            | 1 |              |
| No             | 2 |              |
| Not applicable | 3 |              |
| Don't know     | 4 | <b>PQ34e</b> |

**ASK ALL**

**PQ34e SINGLE**

Try hard to do what was right in the circumstances?

- |                |   |              |
|----------------|---|--------------|
| Yes            | 1 |              |
| No             | 2 |              |
| Not applicable | 3 |              |
| Don't know     | 4 | <b>PQ34f</b> |



**ROUTE**

**ASK ALL**

**PQ34f SINGLE**

Decide what to do based on the facts before them?

- |                |   |            |
|----------------|---|------------|
| Yes            | 1 |            |
| No             | 2 |            |
| Not applicable | 3 |            |
| Don't know     | 4 | <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                         | 8 | <b>Q36</b> |

**SECTION 6 : THE WHOLE EXPERIENCE**

**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                         | 8 | <b>PQ36a</b> |

**ROUTE**

**ASK ALL**

**PQ36a SINGLE**

Overall, do you think the police response was at the appropriate level given the severity of your incident? **IF NO PROBE “Was the response too much or not enough?”**

Yes - At the appropriate level	1	
No - Response was too much	2	
No - Response was not enough	3	
Don't know	4	<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>Q37</b>

**ROUTE**

**ASK IF PQ36d = 1**

**PQ36e SINGLE**

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

Yes	1	<b>PQ36f</b>
No	2	
Don't know	3	<b>Q37</b>

**ASK IF PQ36e = 1**

**PQ36f SINGLE**

Were these needs catered for?

Yes	1	
No	2	
Don't know	3	<b>Q37</b>

**ASK ALL**

**Q37 SINGLE**

Would you contact the police if something like this happened again?

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>TQ40a</b>

**ROUTE**

**ASK ALL**

**TQ40a SINGLE**

Still thinking about the incident we have talked about today, did you at any point make or feel like making a complaint about the service you received from the police?

**INTERVIEWER : IF YES PROMPT**

Yes – made a complaint	1	
Yes – tried to make a complaint but failed	2	<b>TQ40b</b>
Yes – thought about making a complaint, but took no steps to do so	3	<b>TQ40f</b>
No	4	<b>TQ40g</b>

**ASK IF TQ40a = 1 OR 2**

**TQ40b MULTICODE**

[IF TQ40a = 1 : Who did you make the complaint to?] [IF TQ40a = 2 : Who did you attempt to make the complaint to?]

**(DO NOT PROMPT. CAN MULTICODE)**

Don't know/can't remember	1	
The officer dealing with my incident	2	
To a senior officer via phone/in person	3	
A letter to the Borough Commander/other MPS person	4	
Online via the MPS website	5	
The Independent Police Complaints Commission (IPCC)	6	
Other (Please Specify)	99	<b>Instruction</b>

**ASK IF TQ40a = 1**

**TQ40c MULTICODE**

What was the outcome of this complaint?

Don't know/can't remember	1	
RECORD VERBATIM	99	<b>TQ40d</b>

**[VERBATIMS TO BE PASSED BACK TO CLIENT UNCODED]**

**ROUTE**

**ASK IF TQ40a = 1  
TQ40d SINGLE**

Are you satisfied, dissatisfied or neither with the complaints process 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	8	<b>TQ40g</b>

**ASK IF TQ40a = 2  
TQ40e MULTICODE**

Why did your attempt to make a complaint fail?

Don't know/can't remember	1	
RECORD VERBATIM	99	<b>TQ40g</b>

**[VERBATIMS TO BE PASSED BACK TO CLIENT UNCODED]**

**ASK IF TQ40a = 3  
TQ40f MULTICODE**

Why did you not actually make an attempt to complain?

Don't know/can't remember	1	
RECORD VERBATIM	99	<b>RQ46</b>

**[VERBATIMS TO BE PASSED BACK TO CLIENT UNCODED]**

**ASK ALL  
RQ46 SINGLE**

Have you had any contact with the police in the last twelve months, other than in relation to the incident we have talked about today?

Yes	1	<b>RQ47</b>
No	2	<b>Q41a</b>

**ROUTE  
ROUTE**

**ASK IF RQ46 = YES  
RQ47 MULTICODE**

What was the nature of this contact?  
**(DO NOT PROMPT. CAN MULTICODE)**

Stop and account/search	1	
To report a crime	2	
General enquiry TO the police	3	
General enquiry FROM the police	4	
Suspect/arrested	5	
Involved in a road traffic collision	6	
Safer Neighbourhood Team meeting/forum	7	
Witness to a crime	8	
To report Anti-Social Behaviour	9	
Received a newsletter through the door	10	
Don't know/can't remember	11	
Other (please specify)	99	

**ASK ALL**

**Q41a SINGLE**

Are there any other comments which you would like to make about how the police could improve their service?

**INTERVIEWER : IF 'YES' - CODE 3 OTHER. RECORD COMMENT VERBATIM ON NEXT SCREEN**

No – nothing	1	
Don't know	2	<b>Q46</b>
Other	3	<b>Q41b</b>

**ASK IF Q41a = 1**

**Q41b CHARACTER**

INTERVIEWER RECORD COMMENTS

RECORD VEBBATIM		<b>Q46</b>
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**SECTION 7 : DEMOGRAPHICS**

**READ OUT :** “As an organisation the Metropolitan Police Service have to be able to show that they monitor any service they provide to ensure that it is fair, transparent and affords protection from discrimination for all. Please help them meet our legal obligations under the Equality Act 2000 by answering the following questions”.

		<b>ROUTE</b>
<b>ASK ALL</b>		
<b>Q48</b>	<b>SINGLE</b>	
Gender [INTERVIEWER DO NOT ASK] :-		
Male		1
Female		2
		<b>Q49a</b>

<b>ASK ALL</b>		
<b>Q49a</b>	<b>SINGLE</b>	
What is your ethnic group? <b>(READ OUT)</b>		
Asian or Asian British		1
Black or Black British		2
Chinese		3
Of a Mixed Background		4
White		5
Arab		8
Other ethnic group		6
[DO NOT READ OUT] Refused		7
		<b>Q49b</b>
		<b>Q49c</b>
		<b>RQ50</b>
		<b>Q49d</b>
		<b>Q49e</b>
		<b>RQ50</b>

<b>ASK IF Q49a = 1</b>		
<b>Q49b</b>	<b>SINGLE</b>	
And is that...? <b>(READ OUT)</b>		
Indian		1
Pakistani		2
Bangladeshi		3
Any other Asian background		4
[DO NOT READ OUT] Refused		5
		<b>RQ50</b>

<b>ASK IF Q49a = 2</b>		
<b>Q49c</b>	<b>SINGLE</b>	
And is that...? <b>(READ OUT)</b>		
Caribbean		1
African		2
Any other Black background		3
[DO NOT READ OUT] Refused		4
		<b>RQ50</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	5	<b>RQ50</b>
		<b>ROUTE</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	4	<b>RQ50</b>

**ASK ALL**

**RQ50 SINGLE**

What language do you consider to be your first language?  
**(DO NOT PROMPT. SINGLE CODE)**

English	1	<b>Q50b</b>
Akan (Ashanti)	2	
Arabic	3	
Bengali & Sylheti	4	
Cantonese	5	
English-based Creoles	6	
French	7	
German	8	
Greek	9	
Gujarati	10	
Hindi/Urdu	11	
Punjabi	12	
Polish	13	
Portuguese	14	
Somali	15	
Spanish	16	
Turkish	17	
Yoruba (Nigeria)	18	
Refused	19	
Other (please specify)	99	<b>RQ50a</b>



**ASK ALL**

**RQ50a SINGLE**

How well can you speak English?

- Very well 1
- Well 2
- Not well 3
- Not well at all 4

**ROUTE**

**ASK IF Q50a = 2**

**Q50b 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) 999

**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 4
- 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
  - No 2
  - Refused 3
- Q52b**

**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 12
  - Other (Please Specify) 99
- Q53**

**ASK ALL**

**Q53 SINGLE**

What is your religion?

**(READ OUT. 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	9	<b>RQ51</b>

**ROUTE**

**ASK ALL**

**RQ51** What is your working status?

**(READ OUT. SINGLE CODE)**

Full time (30+ hours a week)	1	
Part time (8 to 29 hours per week)	2	
Part time (less than 8 hours a week)	3	
Unemployed	4	
Looking after house/family	5	
Retired	6	
Unable to work (eg medical condition)	7	
Student/full time education	8	
Other (please specify)	98	
[DO NOT READ OUT] Refused	99	<b>RQ52</b>

**ASK ALL**

**RQ52** Which of the following best describes your home ownership?

**(READ OUT. SINGLE CODE)**

Owned outright	1	
Buying on mortgage	2	
Rented from Council	3	
Rented from Housing Association	4	
Rented from Private Landlord	5	
Living with parents/guardians	6	
Other (please specify)	98	
[DO NOT READ OUT] Refused	99	<b>Q54a</b>

## ROUTE

## ASK ALL

## Q54a SINGLE

The Metropolitan Police Service is keen to improve the service it provides. The MPS takes all comments seriously and in order to act effectively upon your comments, it would be helpful to understand the context of the incident. Therefore, would you be willing to allow us to pass on your individual responses and comments along with your name, contact details and unique reference number 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	<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, the Metropolitan Police may request to listen to a number of interviews which we have carried out for quality and monitoring purposes only. Do you give us your consent to pass on a recording of this interview to the Metropolitan Police for this purpose? Please bear in mind that the recording may allow the Metropolitan Police to identify you?

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

**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 – Emma Chandler: 020 7161 4904**

End