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MOPAC | MAYOR OF LONDON OFFICE FOR POLICING AND CRIME

Public Attitude Survey 2021-22

Technical Report | Quarter 68

May 2022



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1. Introducing the Survey

Project overview and background to the survey

Introduction

- ^{1.1} The Public Attitude Survey (PAS) is a well-established survey that was first conducted in 1983 to give the Metropolitan Police Service (MPS) an understanding of the views of residents across London. From April 2014 the Mayor's Office for Policing and Crime (MOPAC) took responsibility for the survey, which measures Londoners' confidence in the police and provides information that helps to set the strategic direction for policing and support continuous improvement at borough level.
- ^{1.2} The PAS is a continuous survey based on a representative sample of Londoners. The survey had been administered face-to-face up until the national lockdown imposed in response to the Covid-19 pandemic in Spring 2020. At that time, the survey was suspended, and a telephone survey was commissioned based on a subset of questions from PAS together with a series of additional questions relating to the pandemic, with results provided on a weekly basis. In Spring 2021, MOPAC decided that the survey would continue to be administered by telephone on a permanent basis, and many of the questions removed in 2020-21 were reintroduced. The telephone survey continues to achieve the usual sample of 3,200 respondents during the quarter, with 100 interviews in each of the 32 London Boroughs (excluding the City of London).
- ^{1.3} Evidence shows that it is not just crime that drives Londoners' confidence with police and policing. The PAS asks about people's experiences of crime and Anti-Social Behaviour (ASB). However the survey also includes a range of questions across a number of identified driver areas. Figure 1 (below) shows the MPS confidence model.

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



- 1.4 Some of the questions that the PAS asks are the same as those used on the Crime Survey for England and Wales (CSEW) so that Londoners' experiences of crime and Anti-Social Behaviour can be compared to experiences across England and Wales as a whole, as well as experiences of those who live in other police force areas.
- 1.5 Following the introduction of the telephone survey, the interviews were administered through CATI (Computer Aided Telephone Interviewing) and averaged around 30 minutes. Due to the potential for quickly changing attitudes during the pandemic, the survey sample was managed on a weekly basis with weighted data uploaded to an online portal to ensure that up-to-date information was routinely available.

Survey management

- 1.6 Opinion Research Services (ORS) was appointed to undertake the survey on behalf of MOPAC from April 2014. This was the thirty second quarter that ORS has administered the survey, but this was the eighth quarter of the survey being undertaken by telephone. A total of 3,269 telephone interviews were carried out between January 1st and March 31st 2022.
- 1.7 The quarterly data is representative of the London population and the achieved sample provides a suitable basis for London-wide analysis. A random sample with this number of interviews would typically have a confidence interval of $\pm 2\%$ points at 95% confidence, and the borough-level samples would typically have confidence intervals of up to $\pm 10\%$ points at 95% confidence. However, it is important to recognise that the telephone survey sample is managed using quota targets. This approach ensures that the achieved interviews remained broadly representative of the overall population, but it is not based on the random selection process previously used when the survey was administered face-to-face.

Structure of the Technical Report

- 1.8 This report documents the technical aspects of Quarter 4 of the 2021-22 PAS. The report chapters include:
 - » Chapter 2: Sample design
 - » Chapter 3: Survey questionnaire
 - » Chapter 4: Fieldwork
 - » Chapter 5: Weighting
- 1.9 The analysis in the report relates to the sample for Quarter 4 of the financial year 2021-22 (the period January to March 2022).

2. Sample Design

Key features of the sample framework

Introduction

^{2.1} The Quarter 4 2021-22 telephone survey is based on a quota-controlled sample approach. The target number of completed interviews is stratified by Basic Operational Command Unit (BOCU). The key features of the sample design for the telephone survey are:

- » An achieved sample size of 3,200 interviews across the quarter with adults aged 16 and over resident in private households in Greater London (excluding the City of London)
- » Fieldwork conducted on a continuous basis with the sample being allocated to provide London-wide representative estimates on a weekly basis; sample is managed weekly (Monday – Sunday)
- » Sample controlled using quotas for borough/BOCU, age, gender, and working status. Ethnicity and tenure are also monitored
- » A target of 250 interviews per week (other than week one, where target is 70), with approximately 7-8 interviews per BOCU per week
- » A target of 100 interviews per quarter in each of the 32 BOCUs
- » Telephone sample comprises respondents that have not previously participated in the survey together with a proportion of respondents that took part and responded 12 months earlier
- » The sample of new respondents was achieved through random digit dialing (RDD) as well as commercially available mobile and landline numbers that are purchased to target the younger and more transient respondents (Londoners living in rented accommodation).

Sample size and structure

^{2.2} The target sample size for the 2021-22 survey is 12,800 interviews with adults aged 16 and over living in private households in London. The overall size of the 2021-22 survey is the same as that conducted annually since 2011. Within the overall target of 12,800 adult interviews, a second requirement of the survey is to achieve 400 adult interviews in every London borough (excluding the City of London).

^{2.3} A mix of RDD, purchased and recontact telephone sample is uploaded to the CATI system throughout the quarter. Any sample that is not exhausted or terminated will roll over to the next quarter. Prior to upload, all randomly generated numbers (RDD) were verified by the purchased sample provider.

Sample design

^{2.4} The sample design for the telephone survey is based on a quota-controlled approach. This is done at the London level. Quotas used include borough/BOCU (equal number of interviews per borough/BOCU), age, gender and working status. Ethnicity and tenure are also monitored.

^{2.5} As part of the quota-controlled approach, it is not necessary to undertake a random selection process within the household. However, interviewers routinely ask to talk to younger residents and residents in

other more difficult-to-reach groups at the outset of the interview. Whilst the sample approach is different to that used in the face-to-face methodology, it is the most practical way of achieving a sample that is broadly representative of London residents aged 16+ via the telephone.

- 2.6 Figure 2 shows the number of telephone numbers uploaded to the Computer Aided Telephone Interviewing (CATI) system across the quarter, split by sample type and borough.

Figure 2: Number of telephone records uploaded to CATI by sample type and London Borough

London Borough	Number of Telephone Numbers Uploaded to CATI in Q4				Number of Telephone Numbers Exhausted
	RDD	Purchased	Recontact	TOTAL	
Barking & Dagenham	1,139	1,843	177	3,159	2,608
Barnet	1,031	927	157	2,115	1,314
Bexley	875	1,770	186	2,831	2,209
Brent	1,309	1,065	180	2,554	1,816
Bromley	759	1,438	186	2,383	1,779
Camden	1,588	845	182	2,615	1,592
Croydon	938	1,337	189	2,464	1,938
Ealing	1,094	1,273	172	2,539	1,826
Enfield	840	1,428	175	2,443	1,905
Greenwich	1,258	1,266	187	2,711	1,829
Hackney	1,016	1,773	188	2,977	2,246
Hammersmith & Fulham	937	1,123	182	2,242	1,663
Haringey	1,325	997	167	2,489	1,625
Harrow	1,031	1,103	179	2,313	1,579
Havering	1,112	1,600	179	2,891	2,176
Hillingdon	922	1,665	182	2,769	2,019
Hounslow	825	1,101	179	2,105	1,566
Islington	887	1,404	195	2,486	1,895
Kensington & Chelsea	919	1,130	164	2,213	1,219
Kingston upon Thames	888	878	179	1,945	1,471
Lambeth	883	1,307	187	2,377	1,756
Lewisham	1,219	1,036	188	2,443	1,731
Merton	1,075	1,030	181	2,286	1,538
Newham	905	1,872	185	2,962	2,496
Redbridge	1,614	730	171	2,515	1,699
Richmond Upon Thames	712	819	174	1,705	1,327
Southwark	810	1,499	199	2,508	2,069
Sutton	1,146	850	179	2,175	1,483
Tower Hamlets	1,279	1,400	192	2,871	2,130
Waltham Forest	671	1,620	179	2,470	2,012
Wandsworth	1,028	1,247	169	2,444	1,567
Westminster	845	1,481	180	2,506	1,929
TOTAL	32,880	40,857	5,769	79,506	58,012

Sample management

- ^{2.7} RDD, purchased and recontact sample was initially uploaded with a 5-call algorithm, which meant that each piece of sample could be called up to 5 times at different times of the day, and on different days of the week.
- ^{2.8} The shifts are as follows:
- » Weekday daytime (Monday to Thursday 9am-6pm; Friday 9am-5pm);
 - » Weekday evening (Monday to Thursday 6pm-9pm; Friday 5pm-8pm);
 - » Weekend (Saturday 11am-5pm; Sunday 10am-4pm).
- ^{2.9} Depending on the productivity and availability of sample, call algorithms could be increased to 7 call attempts.
- ^{2.10} In order to maximise productivity of the purchased mobile sample, SMS alerts were sent to each mobile number after the first call was attempted (if an interview was not achieved). A second SMS was sent after 3 call attempts.
- ^{2.11} During the quarter, 14,464 SMSs were sent; 12,156 were sent following an unsuccessful first call attempt and 2,308 were sent after the third unsuccessful call attempt.

3. Survey questionnaire

Overview of the interview script and CATI software

Structure and coverage of the questionnaire

- 3.1 The telephone version of the 2021-22 PAS questionnaire was adapted from the 2019-20 face-to-face questionnaire. All interviews include a set of core questions and the necessary demographic information, with further questions included in two separate modules (module A and module B) that were alternated on a weekly basis.
- 3.2 The core questionnaire script consisted of the following sections, as well as questions about the respondent and their household:
- » Local area and community;
 - » Fear of crime and local crime problems;
 - » Attitudes to policing;
 - » Victimisation;
 - » Communication with the police.
- 3.3 The further questions included in the module A questionnaire script consisted of the following sections:
- » Attitudes to local policing;
 - » Perceptions of ASB;
 - » Willingness to contact police;
 - » Terrorism.
- 3.4 The further questions included in the module B questionnaire script consisted of the following sections:
- » Effectiveness;
 - » MPS innovative technologies.
- 3.5 The questionnaire was administered through a computer interview script on a computer, and questions were presented in order depending upon answers given to previous questions. The computer interview script automatically progressed through the questionnaire as questions were answered, however the interviewer had the option to navigate back to questions previously asked if the respondent subsequently wanted to change any of their answers.
- 3.6 The complete questionnaire is documented in Appendix A of this report. In the paper questionnaire, square brackets are used to denote the existence of text substitution in a question. Text substitution is where alternative text is used in a question based on answers given to previous questions.

Different question types

- 3.7 The vast majority of questions were pre-coded, meaning that a list of answer categories appeared on the computer screen and the interviewers selected the appropriate code.

- ^{3.8} Questions were either single response (i.e. only one code could be entered) or multi-response (i.e. more than one code could be entered). Many pre-coded questions had an *Other – please specify* option, and where respondents selected this option, the interviewer would simply type in the answer given. In all these questions, the answers were later reviewed to see if the *Other* answer could be back coded into one of the original pre-coded options.
- ^{3.9} In multi-response questions, the following codes were always single coded: *None of these*, *Don't Know* and *Refused*.
- ^{3.10} In the case of numeric questions (where an actual value was required) the interviewer typed in the appropriate number. Similarly, for open-ended text responses (where the response was recorded verbatim) the interviewer typed in the answer given. For both question types, separate codes were also available for *Don't Know* and *Refused*.

Don't know and refusal options

- ^{3.11} Almost every question had a *Don't Know* and *Refused* option that the interviewer could use, but they were not read out as options to the respondent. This was to try to ensure that respondents did not over-use these options. For questions that collected special category data, respondents were given the option of “prefer not to say” and were told the question was optional.

4. Fieldwork

Interview management and quality control

4.1 This chapter documents all aspects of the data collection process for the first quarter of the year, focusing in particular on fieldwork procedures, the management of interviewers, quality control procedures, call outcomes and the profile of the achieved interviews across the different samples.

Interviewer briefing

4.2 All interviewers working on the Public Attitude Survey attended a virtual briefing before undertaking any interviews. The briefing covered:

- » Background of the survey
- » Overview of the survey
 - Information about the sampling, fieldwork approach
 - Details about quotas, expected productivity
 - Managing appointments
 - Telephone outcome codes and required daytime, evening and weekend calls
- » CATI system
 - Introduction to the CATI software
 - CATI management system, including process for managing sample and booking appointments
 - Interview script questions and responses
- » Interviewing standards
 - Market Research Society (MRS) and Interviewer Quality Control Scheme (IQCS) requirements
 - Quality control processes
- » Full questionnaire script review on a question-by-question basis

4.3 The virtual briefing was held on 1st April 2021.

Police vetting

4.4 Only interviewers that passed Non-Police Personnel Vetting (NPPV 1) were allowed to work on the survey.

Supervision and quality control

4.5 During this quarter, 36 of the interviewers that had been trained, briefed and vetted worked on the project. Several methods were used to ensure the quality and validity of the interviewer fieldwork.

- 4.6 Call Centre supervisors regularly monitor in real time by both listening in to live interviews whilst simultaneously viewing the interviewers' on-screen actions to ensure the answers are being "coded" correctly and any verbatim responses are being captured fully.
- 4.7 IQCS guidelines are exceeded – between 6% and 10% of each interviewer's interviews were monitored for quality and compliance with script as well as style and manner.
- 4.8 All calls were recorded and if necessary, recordings can be used for individual interviewer feedback or for further training purposes - ensuring effective quality checking and call tracking.

Fieldwork dates and fieldwork management

- 4.9 As outlined in Chapter 2, the sample design is a quota-controlled approach, with sample and quotas being managed on a weekly basis.
- 4.10 A total of 3,269 interviews were achieved between January and March 2022 (with a target of 3,200 interviews over this period and a target of 12,800 interviews over the year).

Length of interview

- 4.11 Timing stamps were placed throughout the questionnaire to allow timing of the questionnaire.
- 4.12 The average (mean) interview length for the quarter was 30 minutes; 30.5 minutes for interviews achieved from RDD sample, 31 minutes for interviews achieved from purchased sample and 27.5 minutes for interviews achieved from recontact sample. Around three fifths (57%) of all interviews took between 15 and 30 minutes; over a third (36%) took between 30 and 45 minutes and 7% took 45 minutes or more. A full distribution of interview lengths is shown below.

Figure 3: Interview length by sample type (Source: PAS 2021-22, Quarter 4)

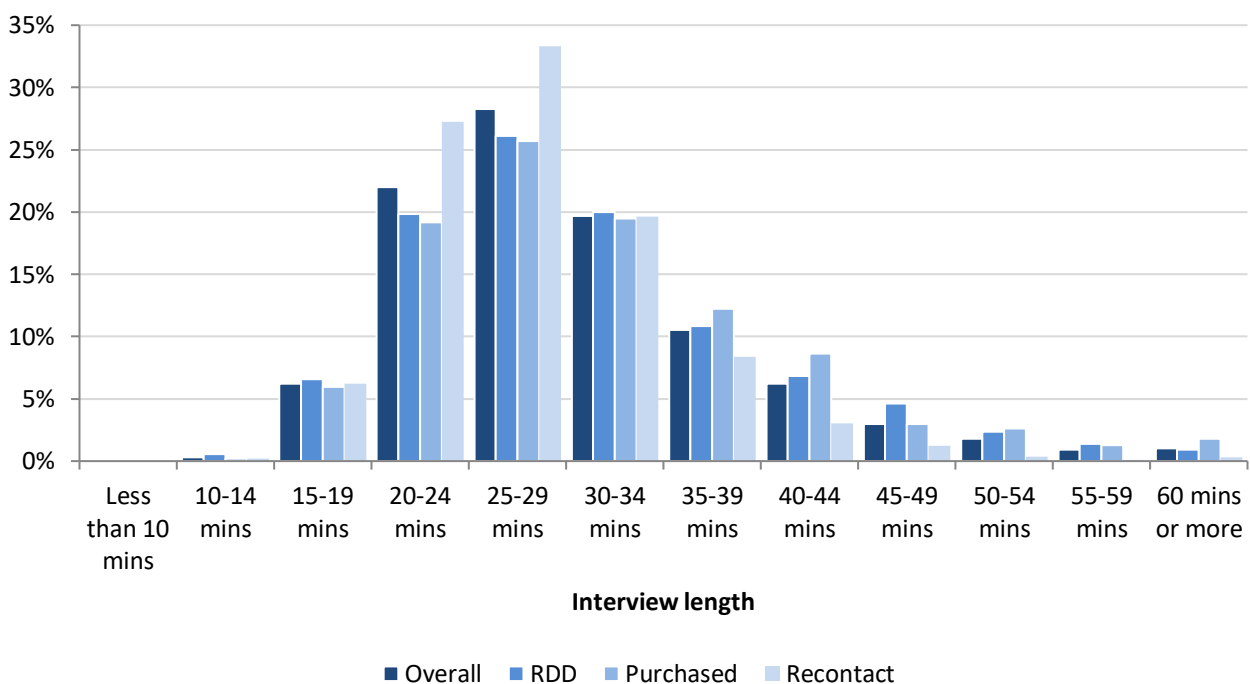
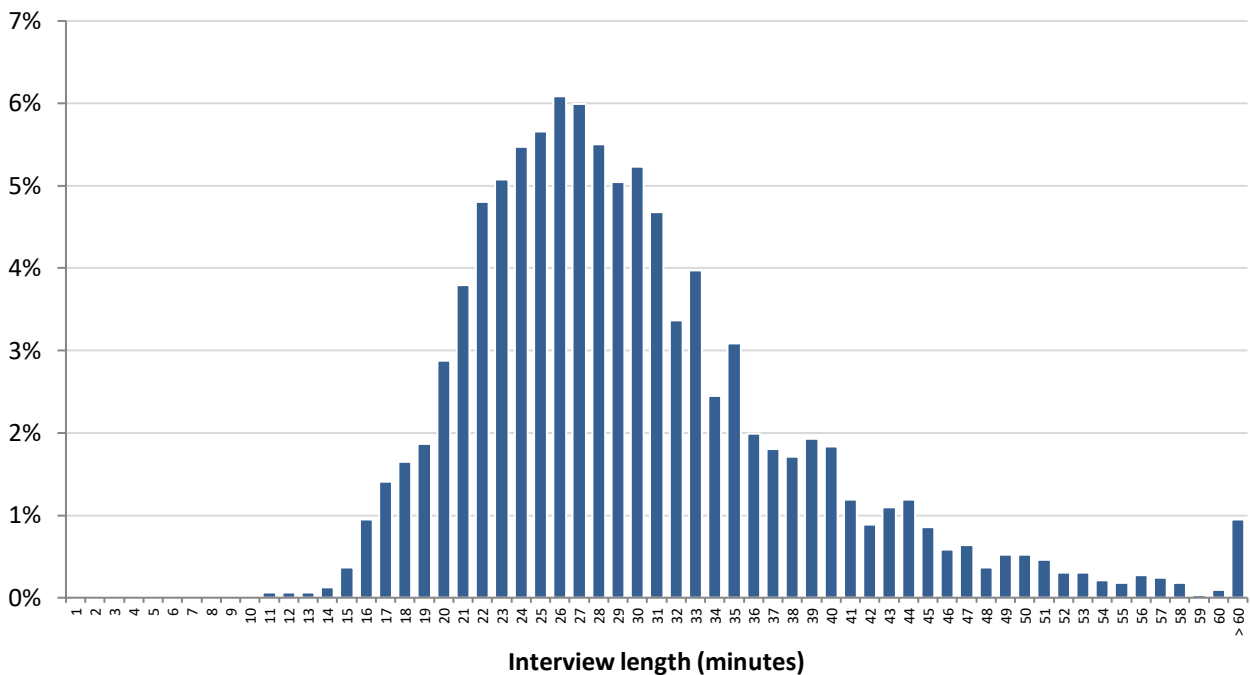


Figure 4: Overall Interview length (Source: PAS 2021-22, Quarter 4)

Sample Outcomes

- ^{4.13} During the quarter, a total of 79,506 telephone numbers were uploaded to CATI: 32,880 RDD, 40,857 purchased and 5,769 recontact numbers. A total of 6.4% of the telephone numbers uploaded throughout the quarter were identified as being invalid (6.4% RDD; 5.5% purchased; 13.0% recontact sample). The most common reason for an invalid outcome was disconnected number (3.1% - the majority being in the recontact sample). 1.3% were out of area – the majority of which were in the purchased sample. When the invalid numbers are excluded from the sample, there were a total of 74,405 valid numbers remaining.
- ^{4.14} 3,269 valid interviews were achieved and there were an even spread of interviews across sample types (RDD sample = 1,099; purchased sample = 1,110; and recontact sample = 1,060). For an interview to be regarded as valid, respondents had to answer to the end of the questionnaire. Any interview which was abandoned before the end of the script was not regarded as useable and was not put on the data file.
- ^{4.15} Of the other final outcome codes:
- » 12,865 refused to take part in the interview:
 - 4,548 from RDD sample;
 - 7,069 from purchased sample;
 - 1,248 from recontact sample;
 - 18 refused via text message;
 - » 122 were out of quota;
 - » 35,505 had all their call attempts completed;
 - » 601 were terminated calls; and
 - » 1,084 were otherwise unable to participate.

» There was no contact with 12,428 numbers.

^{4.16} Figure 5 provides a full breakdown of the outcome codes for all telephone numbers uploaded to CATI during the quarter.

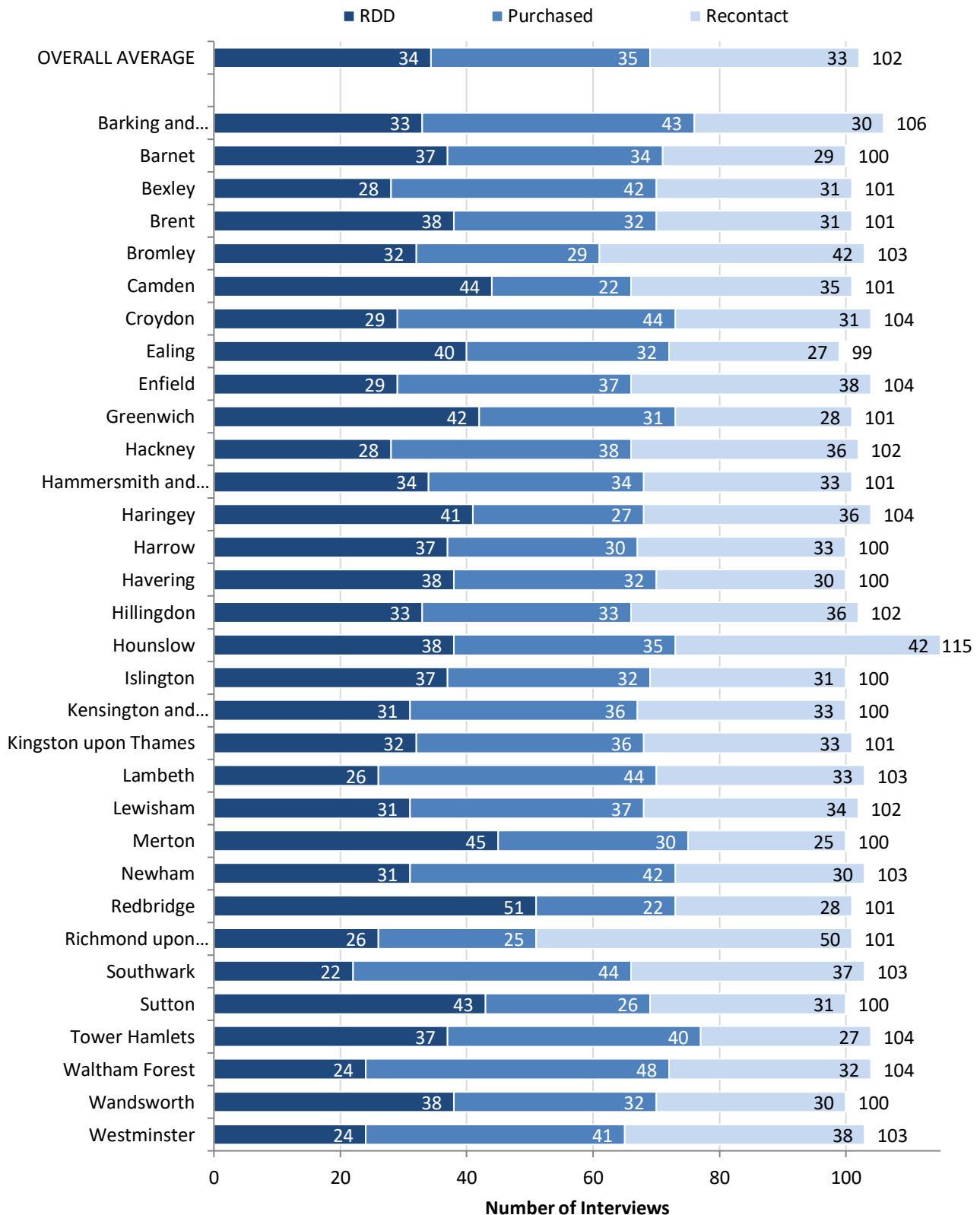
Figure 5: Outcome codes for all sample uploaded to CATI (Source: PAS 2021-22, Quarter 4)

Final Outcome		N			
		Total	RDD	Purchased	Recontact
TOTAL SAMPLE UPLOADED		79,506	32,880	40,857	5,769
INVALID	Disconnected number	2,459	1,092	808	559
	Fax/data line	170	145	24	1
	Business, government office, other organization	895	572	302	21
	No eligible respondent	12	3	8	1
	Physically or mentally unable/incompetent	488	247	151	90
	Under age	8	1	7	0
	Out-of-Area	1,069	55	938	76
	TOTAL INVALID	5,101	2,115	2,238	748
TOTAL VALID SAMPLE		74,405	30,765	38,619	5,021
COMPLETED INTERVIEWS		3,269	1,099	1,110	1,060
REFUSALS	Refused	12,246	4,419	6,620	1,207
	Interview terminated before end of questionnaire	601	129	431	41
	Text message refusal	18	0	18	0
	TOTAL REFUSALS	12,865	4,548	7,069	1,248
OTHER FINAL OUTCOMES	All call attempts completed	35,505	10,930	22,240	2,335
	Quota filled	122	23	57	42
	Household level language problem	149	65	78	6
	Number registered with BT Call Protect 1572	579	360	134	85
	Number registered on CATI "Do Not Call" list	66	2	53	11
	Other numbers not to be dialled again	353	123	210	20
	TOTAL OTHER FINAL OUTCOMES	36,774	11,503	22,772	2,499
TOTAL EXHAUSTED SAMPLE		52,908	17,150	30,951	4,807
AVAILABLE	No reply	12,428	9,133	3,234	61
	Answerphone	8,131	3,912	4,099	120
	Engaged	528	388	138	2
	Broken appointment	286	58	197	31
	Accidental hang up or temporary phone problem	2	2	0	0
	No calls attempted	122	122	0	0

Profile of Achieved Interviews

^{4.17} An average of 102 interviews were achieved in each borough. Figure 6 shows the survey outcome for all boroughs, ranked by the number of interviews achieved during the quarter. The number of interviews achieved by sample type varies between borough.

Figure 6: Number of interviews achieved by BOCU, by sample type (Source: PAS 2021-22, Quarter 4)



4.18 The charts below show the profile of achieved interviews (unweighted count) split by sample type. It is clear that the purchased sample is essential for achieving interviews with younger residents.

Figure 7: Number of interviews achieved by demographic sub-groups split by sample type (Source: PAS 2021-22, Quarter 4)

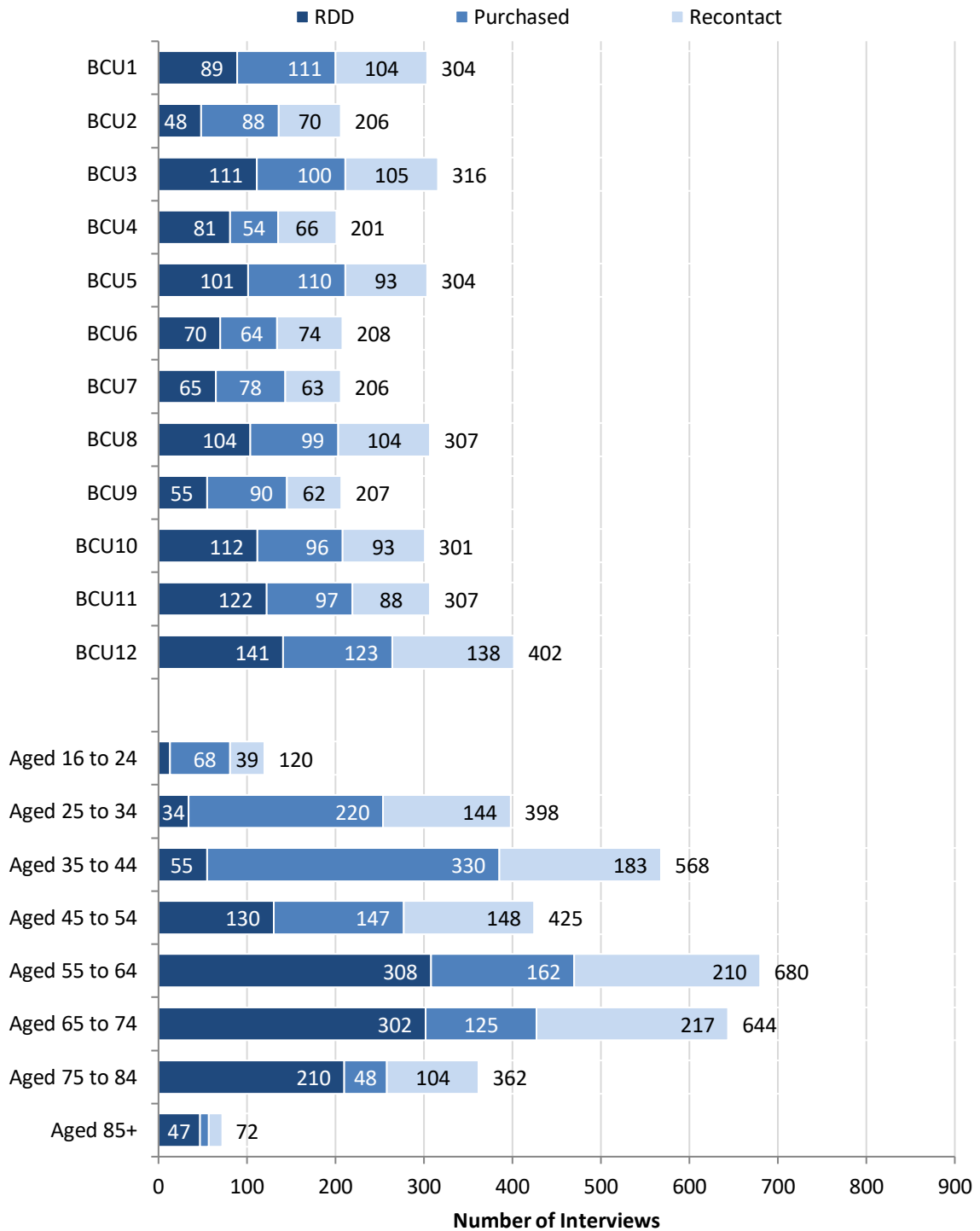
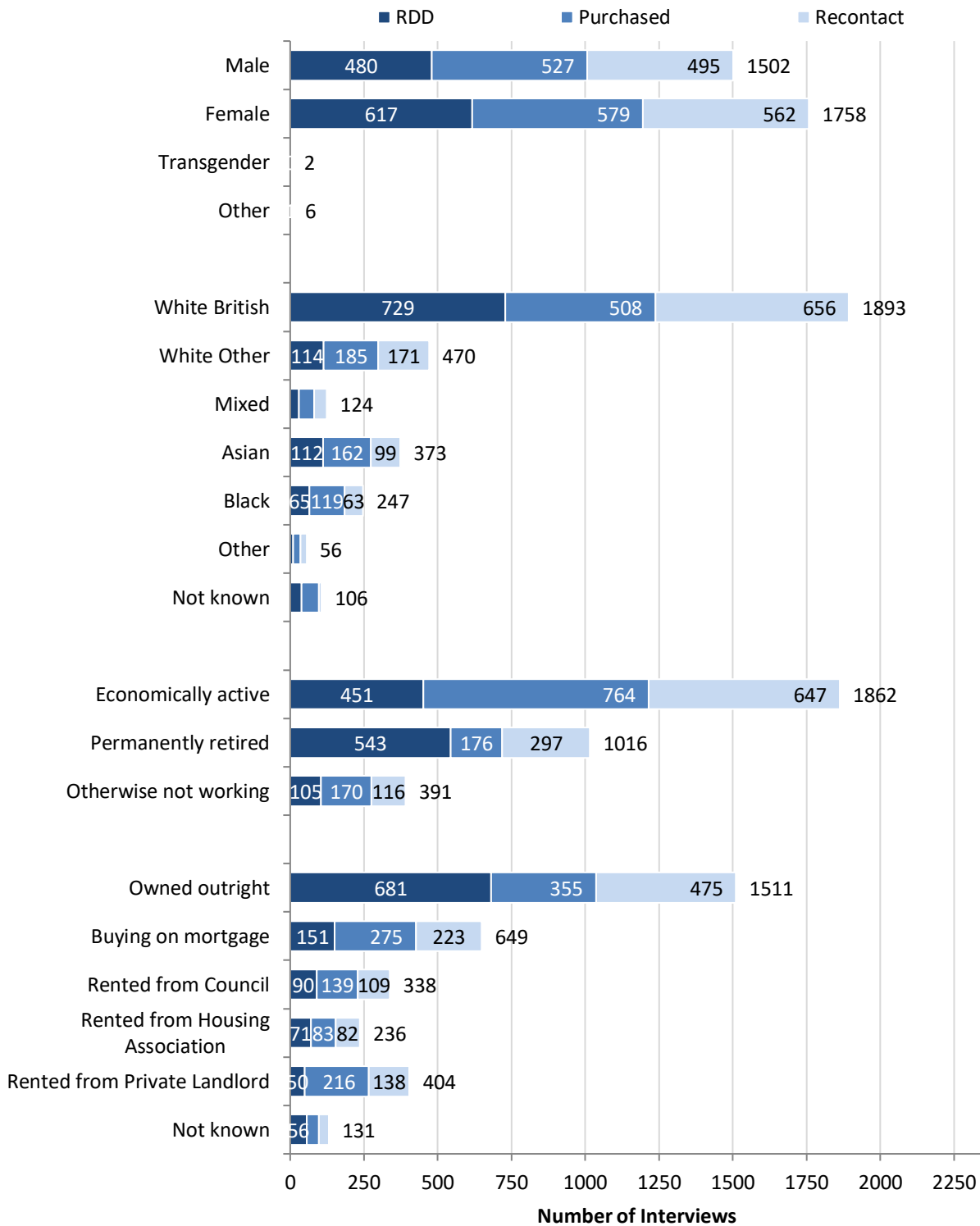


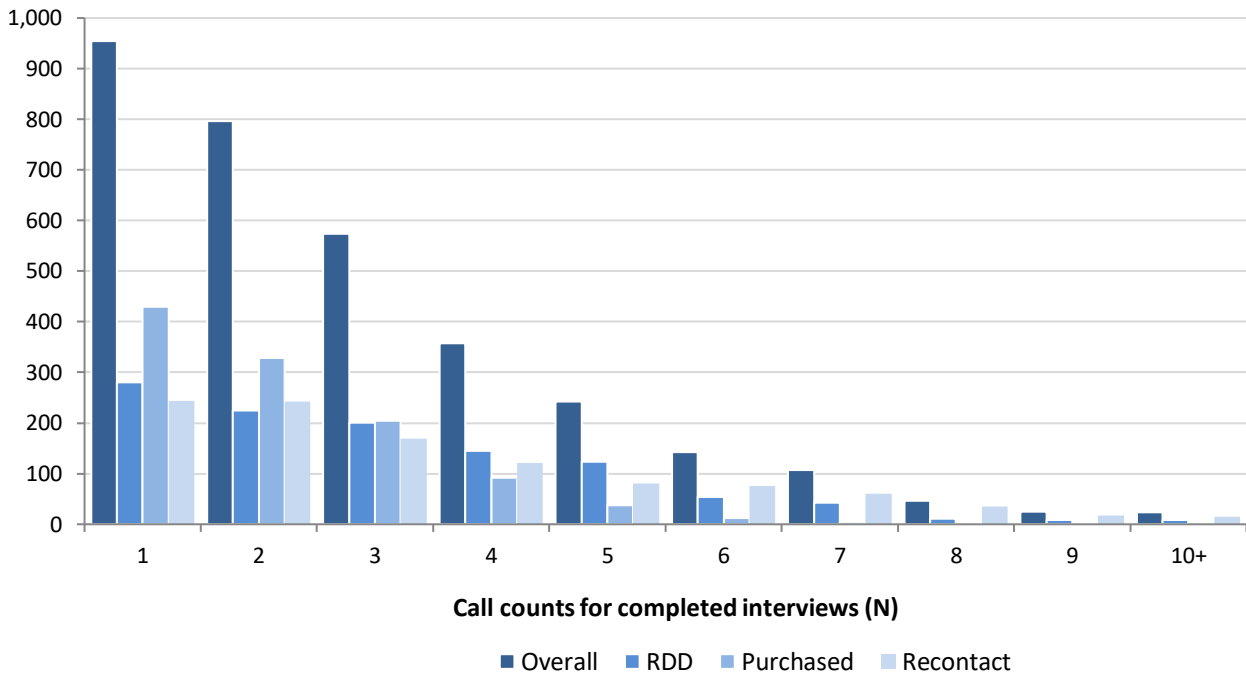
Figure 8: Number of interviews achieved by demographic sub-groups split by sample type (Source: PAS 2021-22, Quarter 4)



Completed Interviews: Management information

4.19 Around 7 in 10 (71%) of completed interviews were achieved in the first 3 call attempts: 29% were achieved on the first call; a further 24% on the second, and 18% on the third. The chart below shows the number of completed interviews that were completed on each call count.

Figure 9: Number of completed interviews completed per call count by sample type



4.20 The majority of interviews were achieved during the weekdays. Around two thirds (64%) were achieved during the weekday daytime shifts (Monday to Thursday 9am-6pm; Friday 9am-5pm); around a quarter (24%) of interviews were achieved during weekday evening shifts (Monday to Thursday 6-9pm; Friday 5-8pm); around one in eight (13%) were achieved on the weekends. The number of completes by sample type varied according to shift.

Figure 10: Proportion of interviews achieved per shift type (overall)

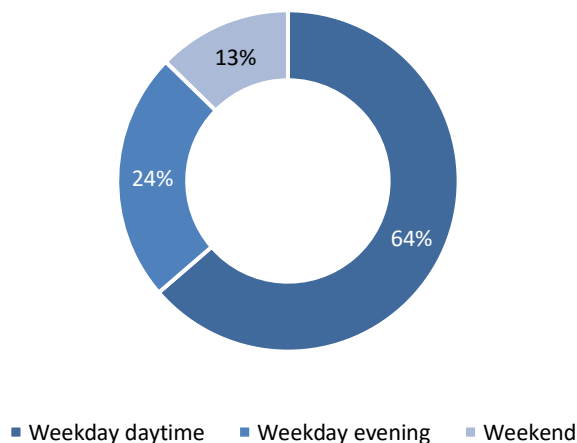
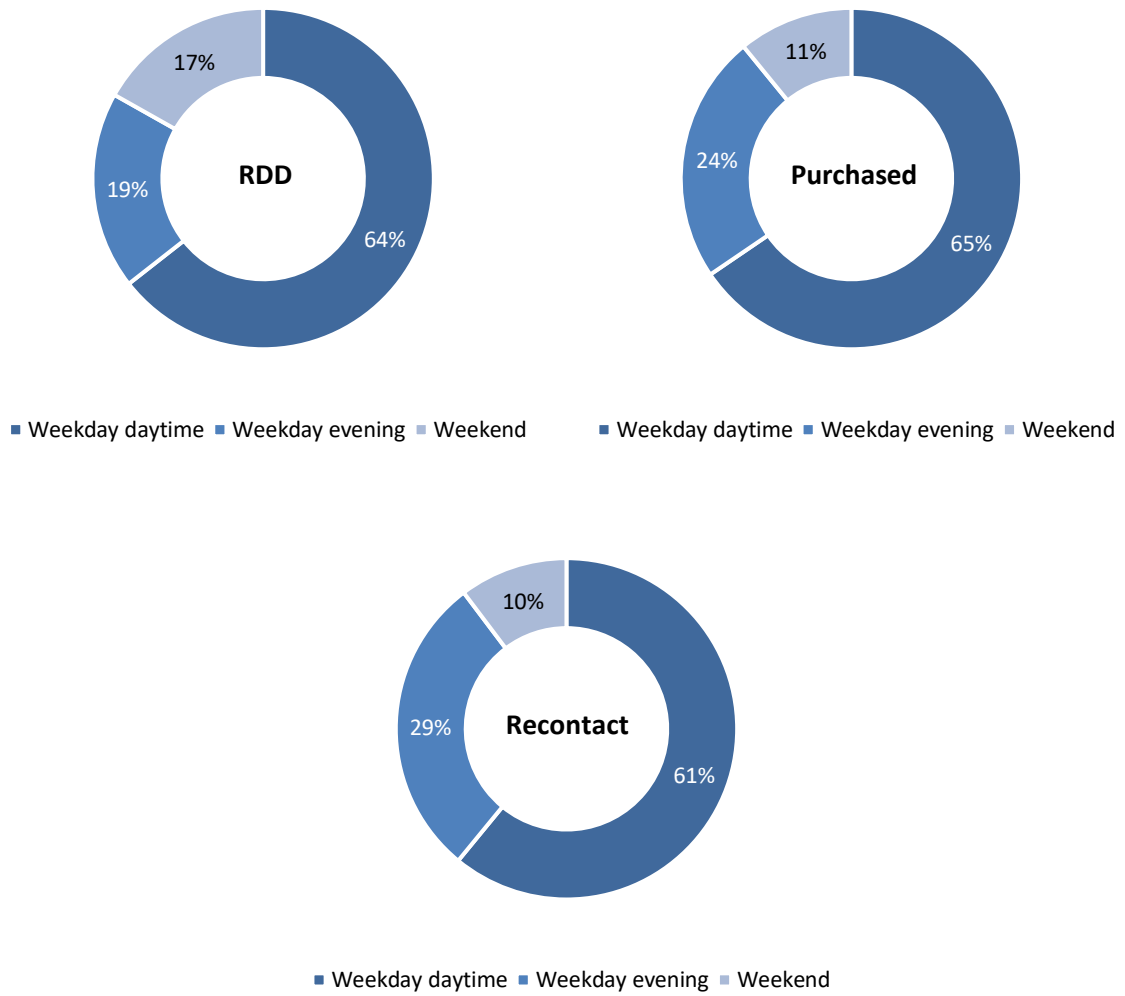


Figure 11: Proportion of interviews achieved per shift type by sample type



5. Weighting

Compensating for sample design and non-response bias

5.1 The following weights have been calculated for the 2021-22 PAS data:

- » An individual adult weight calculated on a weekly basis;
- » An individual adult weight calculated on a weekly basis and rebased to 250 per week.

5.2 There are two main reasons for computing weights on the PAS:

- » To compensate for unequal response rates:
 - Rates differ between different age groups, target on younger age groups tend to be more difficult to achieve; and
 - Rates differ between tenure types, with residents in owned properties being more likely to be contacted and take part than residents living in rented properties.
- » To ensure that weeks are equally weighted for analyses that combine data over longer periods.

Representativeness of the achieved sample

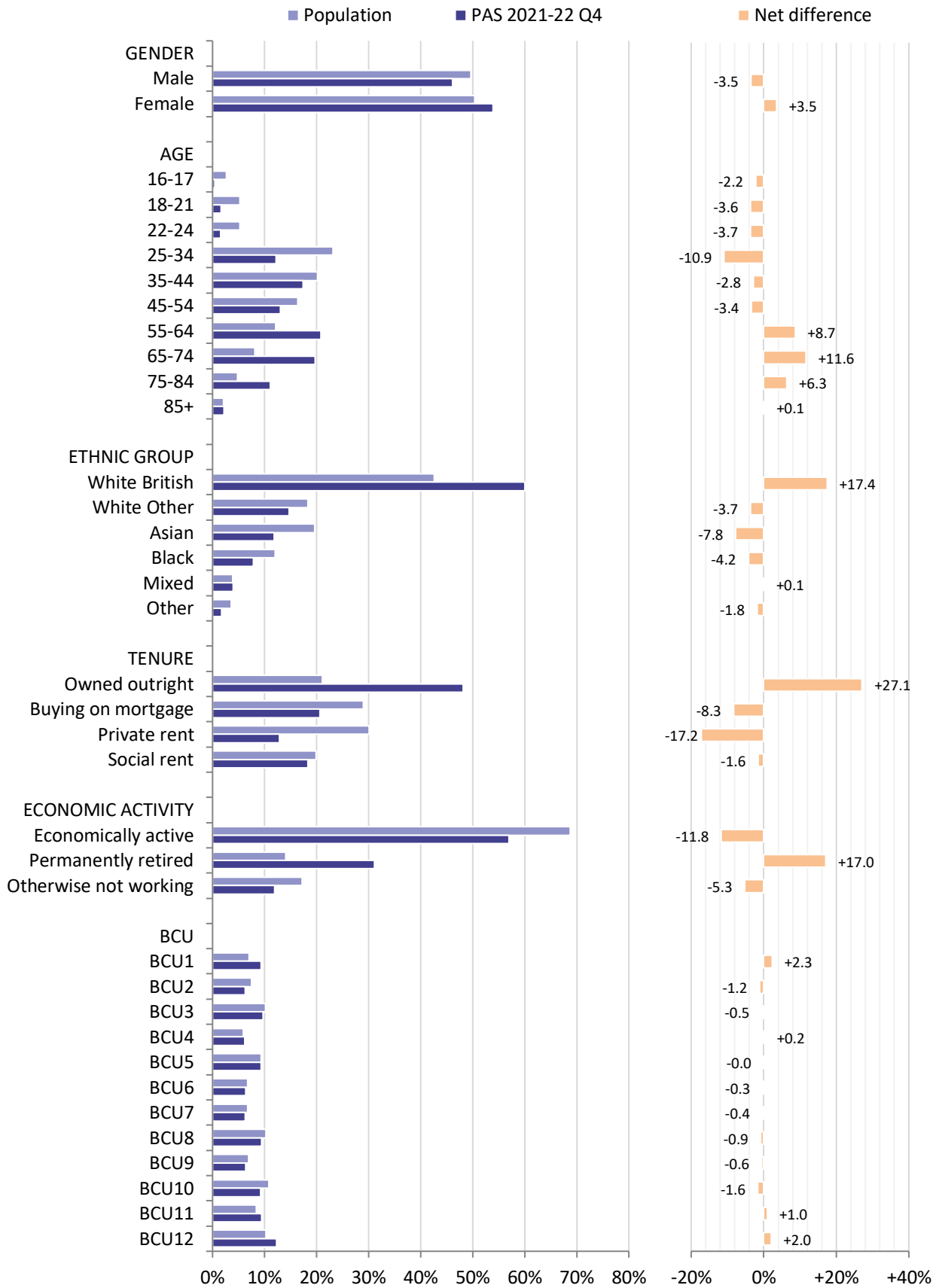
5.3 In order to assess the representativeness of the achieved sample, this chapter compares the profile of the survey data (weighted to compensate for differential non-response) with population estimates for a range of socio-demographic variables from the ONS Mid-Year Population Estimates (using the estimated mid-2018 population figures), the GLA Population Estimates 2016 Round (using the estimated 2019 population figures), the Annual Population Survey (Oct 2018-Sep 2019) and English Housing Survey (2017-18 figures).

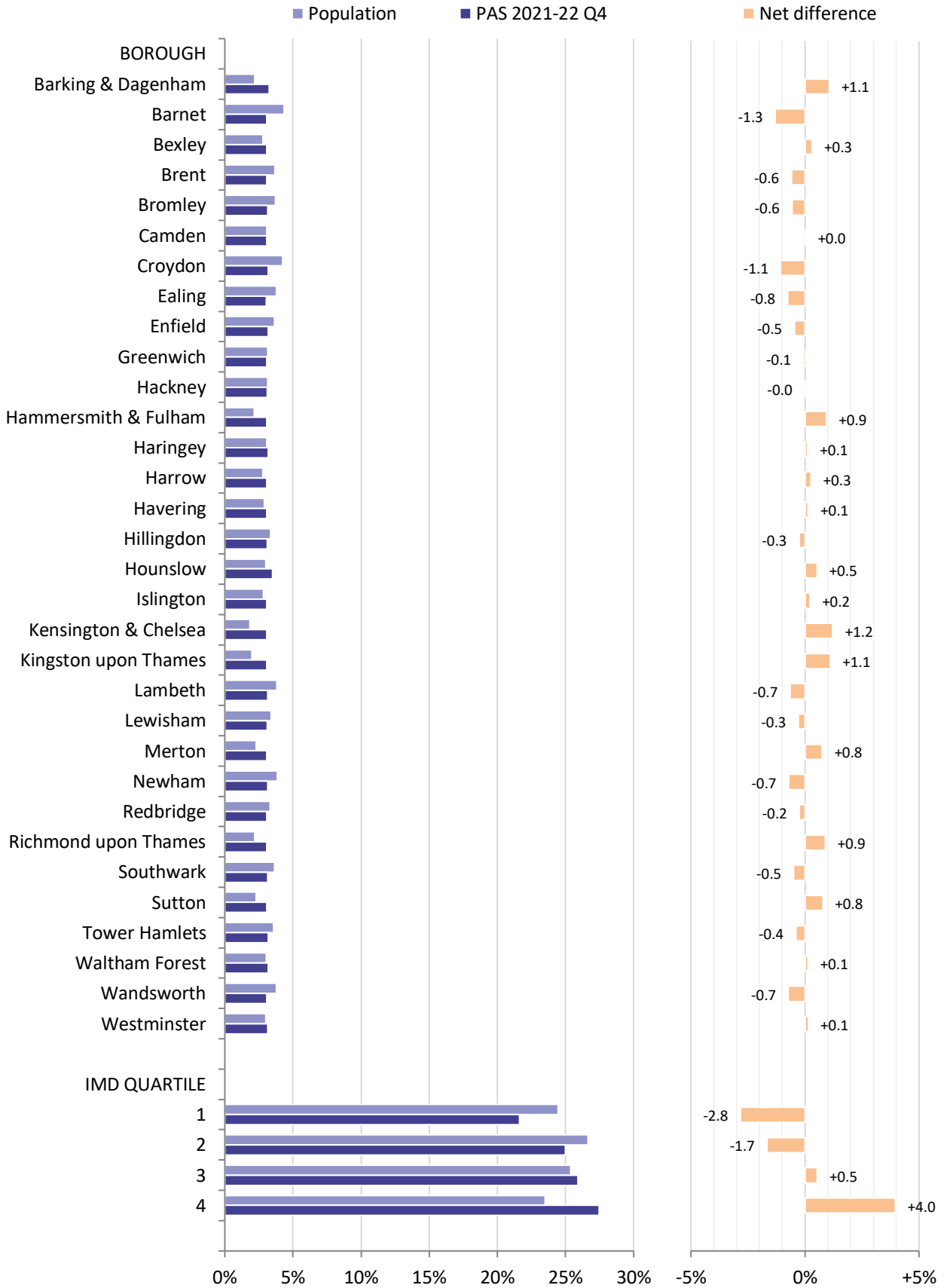
5.4 Figure 12 shows the survey profile with the initial sample design and non-response weight applied but without the application of any calibration weighting. Results are based only on the achieved sample for quarter 4 (i.e. from January to March 2022).

5.5 The survey data is broadly consistent with the comparative data, although we would note:

- » A higher proportion of female survey respondents and lower proportion of males, when compared to the ONS Mid-Year Population Estimates;
- » A higher proportion of survey respondents aged 55+, and a lower proportion of respondents aged 16-54, when compared to the ONS Mid-Year Population Estimates;
- » A higher proportion of White British survey respondents and a lower proportion of other ethnic groups when compared to the GLA population estimates for 2019;
- » A higher percentage of retired respondents, and a lower proportion of economically active and otherwise not working respondents;
- » A much higher proportion of owned outright survey respondents and a lower proportion of private rent and buying on mortgage, when compared to the English Housing Survey.

Figure 12: Profile of achieved sample without calibration weighting (Source: PAS 2021-22, Quarter 4)

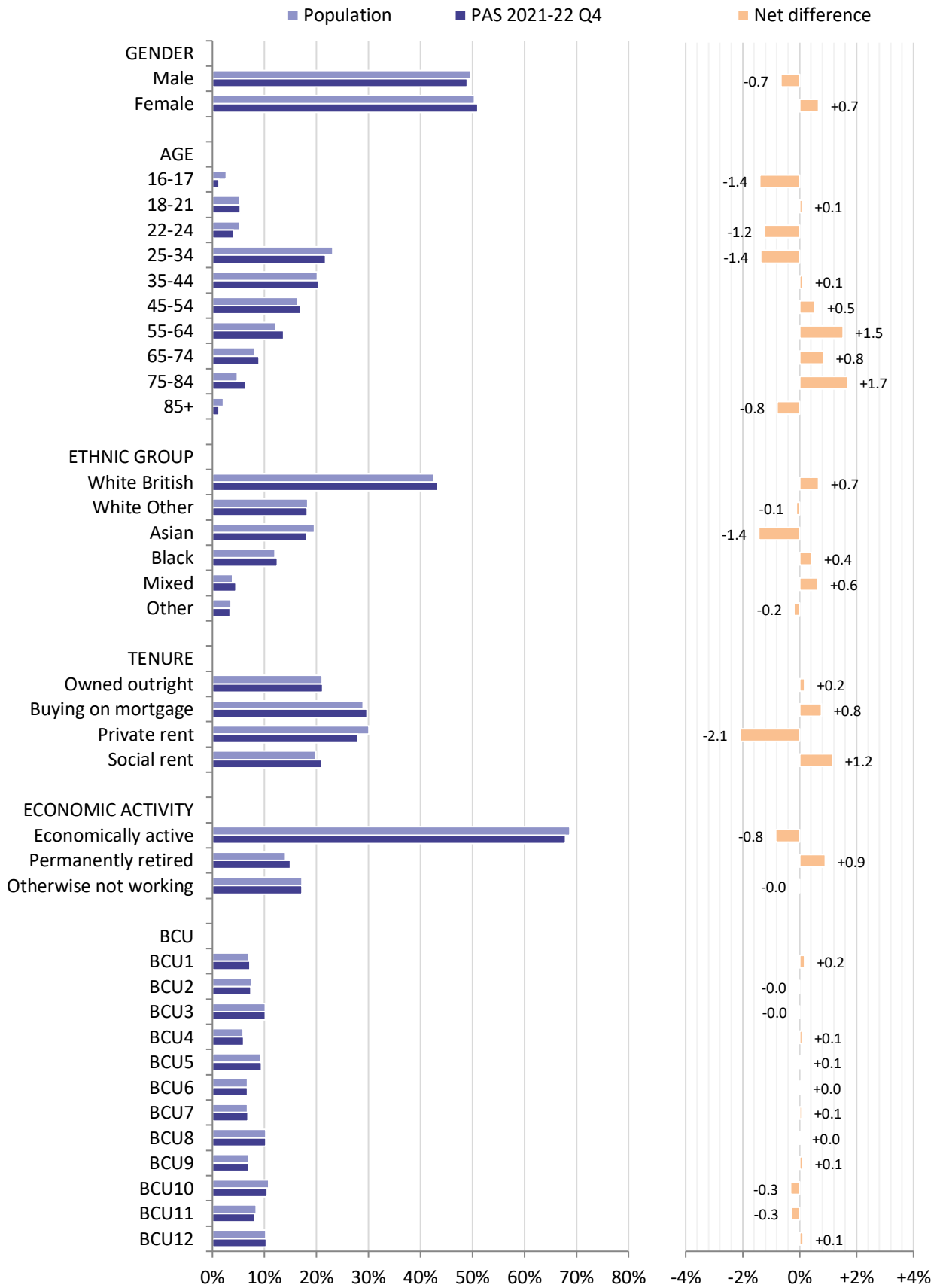


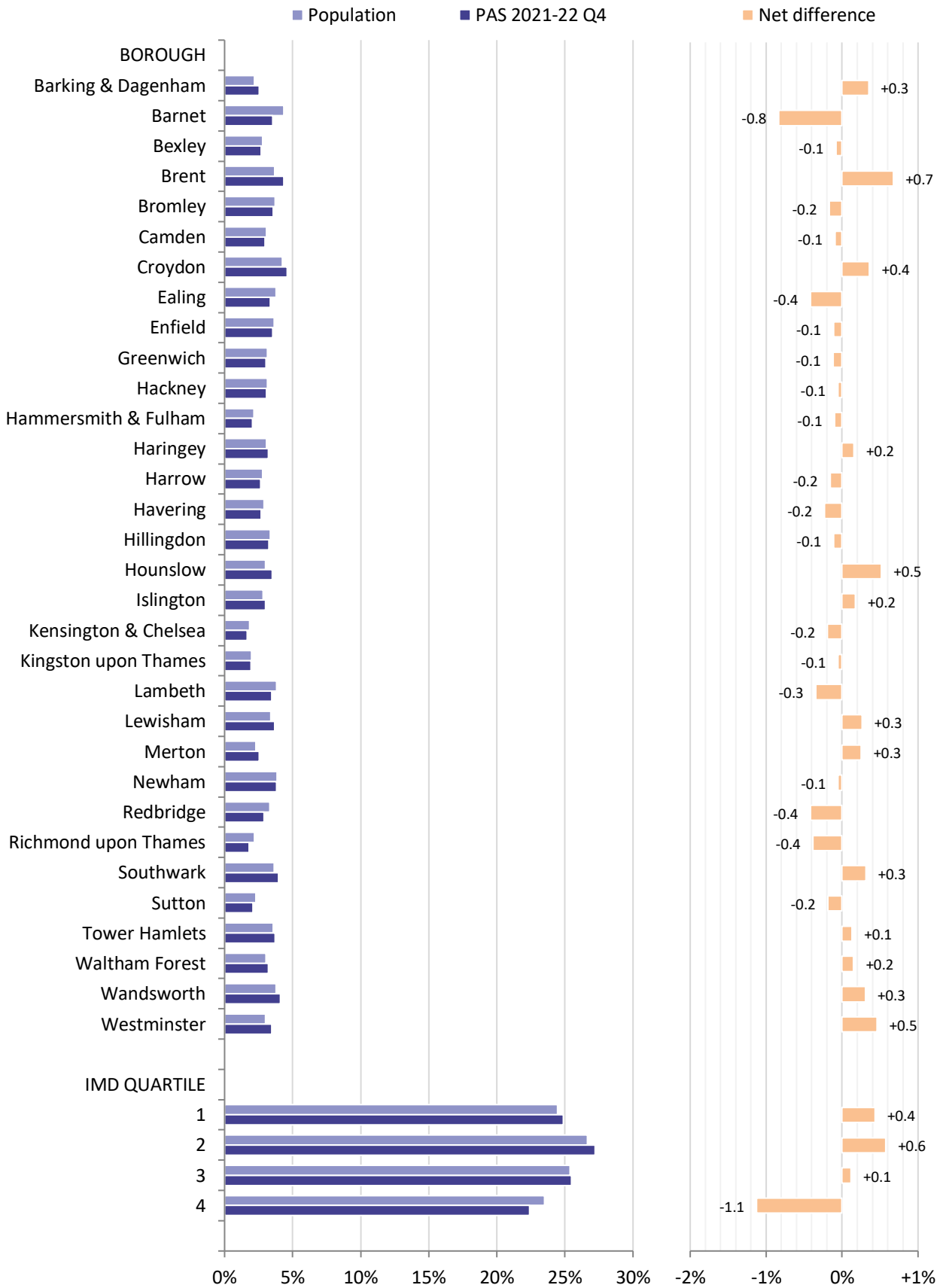


Final sample weights

- ^{5.6} Given the response bias identified on gender, age, ethnic group, economic activity and tenure, calibration weights have been derived and applied to the survey data.
- ^{5.7} Figure 13 shows the adjusted survey profile with the final weights applied. Results are once again based only on the achieved sample for quarter 4 (i.e. from January to March 2022).
- ^{5.8} The calibrated survey data is more consistent with comparative data:
- » The calibration weights ensure that the survey is representative by age, gender, ethnic group, and economic activity.
 - » Tenure is now more in line with the English Housing Survey.
 - » The survey data would appear to be broadly representative of the London population and, following weighting, the achieved sample provides a suitable basis for analysis.

Figure 13: Profile of achieved sample with final sample weights (Source: PAS 2021-22, Quarter 4)





Appendix A:

Questionnaire script

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

Public Attitude Survey (PAS) 2021-22 – Q4 telephone interviews

CORE QUESTIONS (1): LOCAL AREA AND COMMUNITY

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

Q1 (ASK ALL)

How long have you lived in this area?

If necessary: Read out options except don't know and refused

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

Q3L (ASK ALL)

To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together.

If necessary: By your local area I mean 15 minutes' walk from your home.

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

CORE QUESTIONS (2): FEAR OF CRIME AND LOCAL CRIME PROBLEMS

Q13 (ASK ALL)

To what extent are you worried about...

Crime in your area?

If necessary: By your area I mean 15 minutes' walk from your home.

Read out options except don't know and refused

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

Q15 (ASK ALL)**To what extent are you worried about...****Anti-social behaviour in your area?****IF necessary: By this I mean issues such as vandalism, using or dealing drugs, people being drunk or rowdy, teenagers hanging around on the streets, or noisy neighbours?****Read out options except don't know and refused**

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

Q20 (ASK ALL)**How safe do you feel walking alone in this area during the day?**

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

Q21 (ASK ALL)**How safe do you feel walking alone in this area after dark?**

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

NQ22 (ASK IF Q20 or Q21=fairly unsafe/very unsafe)**Since feeling unsafe when walking alone in this area [during the day / after dark / during the day and after dark], have you changed your behaviour in any of the following ways...?****Read out – code all that apply**

- I have stopped going out or am less likely to go out alone
- I have avoided certain places or taken different routes
- I have stopped going out or am less likely to go out after dark
- Other
- None of the above
- Refused

NQ23 (ASK ALL)**How safe do you feel when you are online?****Read out options except don't go online, don't know and refused****Clarify that by "online" that we mean online for any purpose e.g. work, school, communication, social, information etc.**

Very safe

Fairly safe

Fairly unsafe

Very unsafe

(Spontaneous) Don't go online

Don't know

Refused

Q37 (ASK ALL)**To what extent do you think gun crime is a problem in this area, that is people using or carrying guns or replica guns?****Read out options except don't know and refused**

1. Major problem

2. Minor problem

3. Not a problem at all

97. Don't know

98. Refused

Q39A_2 (ASK ALL)**To what extent do you think knife crime is a problem in this area? By knife crime I mean people carrying or using knives to threaten or commit violence.****Read out options except don't know and refused**

Major problem

Minor problem

Not a problem at all

Don't know

Refused

Q39B (ASK IF Q39A_2=1 OR 2) Multi-code**Is this based on...?****Read out options except don't know and refused****Code All**

Your personal experience

The experience of someone you know

What you have seen or heard in the media

What you have seen in the area

Other

Don't know

Refused

NQ43 (ASK ALL)

To what extent do you think gangs are a problem in this area?

Read out options except don't know and refused

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

NQ44A (ASK ALL)

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

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

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

Is this based on...?

Read out options except don't know and refused

Code all that apply

- Your personal experience
- The experience of someone you know
- What you have seen or heard in the media
- What you have seen in the area
- Other
- Don't know
- Refused

NQ49B (ASK ALL)

To what extent do you feel sexual assault or sexual violence is a problem in this area?

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

MODULE A**NQ49C (ASK ALL)**

To what extent do you feel that domestic abuse or violence is a problem in this area? This includes emotional, psychological, financial or physical abuse between partners or family members.

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

ZQ10E (ASK IF Q15=1 OR 2)**In your area, how much of a problem are...? People using or dealing drugs****Read out options except don't know and refused****If necessary: By 'your area' I mean within 15 minutes' walk from here**

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

Q58 (ASK ALL)**To what extent are you worried about a TERRORIST ATTACK in London?**

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

Q59 (ASK ALL)**And to what extent are you worried about a TERRORIST ATTACK particularly in this area?**

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

NQ24 (ASK ALL)**The following questions are of a more sensitive, personal nature so if you'd prefer not to answer them please say.****Thinking about your experiences online, such as when you are using the internet, messaging services or social media, have any of the following ever happened to you...?****Someone sent you unwanted sexual messages or pictures.****If yes, clarify whether it happened in the past 12 months****Interviewer if necessary – remind respondent that “online” can be on their mobile smart phone, on computer, laptop, tablet or games consoles etc.****By messaging services we mean things like WhatsApp and Facebook Messenger.**

1. Yes, in past 12 months
2. Yes, but not in past 12 months
3. No, never
97. Don't know
98. Refused

NQ24B (ASK IF NQ24 = 1 or 2)**Did you report the incident or incidents you experienced to the police?****INTERVIEWER: code “yes” if any incidents were reported to the police**

- Yes
No
Don't know
Refused

CORE QUESTIONS (3): ATTITUDES TO POLICING

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

Q60 (ASK ALL)

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

Read out options except don't know and refused and clarify

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

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

Q61 (ASK ALL)

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

Read out options except don't know and refused and clarify

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

Q62A (ASK ALL)

To what extent do you agree with these statements about the police in your area? By 'your area' I mean within 15 minutes' walk from your home.

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

Read out options except don't know and refused and clarify

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

Q62B (ASK ALL)

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

Q62C (ASK ALL)

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

Q62F (ASK ALL)

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

Q62TG (ASK ALL)

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

Q65 (ASK ALL)

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

If necessary: This does include PSCOs and we are talking about how often they “currently” see them.

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

MODULE B**NQ65A (ASK ALL)**

Have you heard of the Metropolitan Police Gangs Matrix?

- Yes
- No
- Don't know
- Refused

Q196A (ASK ALL)

To what extent do you support or oppose the Metropolitan Police Service using...

Data that is obtained using a legal power to help solve crime?

Examples of data obtained this way could include communications data, or information collected when people are stopped and questioned at the UK's borders.

If necessary: read out options except don't know and refused.

- Strongly support
- Tend to support
- Neither support nor oppose
- Tend to oppose
- Strongly oppose
- Don't know
- Refused

A120A (ASK ALL)

'Stop and Search' is a power that allows the police to speak to someone if they think they have been involved in a crime, and to search them to see whether they are carrying anything that they should not be.

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

Read out options except don't know and refused.

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

A121 (ASK ALL)

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

Read out options except don't know and refused.

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

NQ139A (ASK ALL)

To what extent do you agree or disagree that the police should be able to Stop and Search people if they can smell cannabis?

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

NQ139B (ASK ALL)

To what extent do you agree or disagree that the police should be able to handcuff people while they conduct Stop and Search?

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

XQ128A (ASK ALL)

Have you personally ever been stopped and searched in London?

If necessary: 'Stop and Search' is a power that allows the police to speak to someone if they think they have been involved in a crime, and to search them to see whether they are carrying anything that they should not be.

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

XQ128C (ASK IF XQ128A=1)

Thinking about the last time you were stopped and searched by the police, would you say that they...

Were polite?

If necessary: Read out options except don't know and refused.

- Yes
- No
- Don't know
- Refused

XQ128D (ASK IF XQ128A=1)

Thinking about the last time you were stopped and searched by the police, would you say that they...

Treated you with respect?

If necessary: Read out options except don't know and refused.

Yes

No

Don't know

Refused

XQ128E (ASK XQ128A=1)

Thinking about the last time you were stopped and searched by the police, would you say that they...

Explained why they stopped and searched you?

If necessary: Read out options except don't know and refused.

Yes

No

Don't know

Refused

XQ128F (ASK ALL)

Do you know anyone who has been stopped and searched in London?

If necessary: Read out options except don't know and refused.

Yes

No

Don't know

Refused

XQ128AA (ASK IF XQ128F=1)

Thinking about people you know who have been stopped and searched, have you heard whether their experiences were positive or negative, or have their experiences been mixed?

Positive

Negative

Mixed

Not applicable - didn't hear anything

Don't know

Refused

Q79J (ASK ALL)

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

How well do you think the Metropolitan Police... Respond to violence against women and girls?

If necessary: Please think of London as a whole, rather than your local area in this instance

1. 1 – Not at all well

2. 2

3. 3

4. 4

5. 5

6. 6

7. 7 – Very well

97. Don't know

98. Refused

XQ21A (ASK ALL)

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

Your local area is a safe place for women and girls

Read out options except don't know and refused

If necessary: by 'local area' I mean within 15 minutes' walk from here

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

XQ21G (ASK ALL)

Your local area is a safe place for children and young people to grow up

If necessary: by 'local area' I mean within 15 minutes' walk from here

Q79G (ASK ALL)

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

How well do you think the Metropolitan Police... Tackle drug dealing and drug use?

If necessary: Please think of London as a whole, rather than your local area in this instance

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

NQ197 (ASK ALL)

Safer Schools Officers are dedicated police officers that work with schools and educational establishments in London. They undertake a wide range of activities, including working to prevent crime in and around school, educating students about how to stay safe, and building positive relationships with young people, their parents, and teachers.

To what extent do you support or oppose the use of Safer Schools Officers in schools?

Strongly support

Tend to support

Neither support nor oppose

Tend to oppose

Strongly oppose

Don't know

Refused

XQ128AB (ASK ALL)

How willing would you be to contact the police...if you were a victim of crime or were worried about something?

Read out options except don't know and refused.

Very willing

Fairly willing

Not very willing

Not willing at all

Don't know

Refused

NQ135BD (ASK ALL)

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

The Metropolitan Police Service is an organisation that I can trust

Read out options except don't know and refused.

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

97. Don't know

98. Refused

NQ135BDB (ASK ALL)

Central Government is an organisation that I can trust.

NQ135BDD (ASK ALL)

The National Health Service (NHS) is an organisation that I can trust.

NQ135BDE (ASK ALL)

Media companies are organisations I can trust.

If necessary: This includes TV broadcasting companies and newspapers.

NQ135BE (ASK ALL)

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

It is important that the Metropolitan Police Service's workforce reflects the population profile of the communities it serves

1. Strongly agree

2. Tend to agree

3. Neither agree nor disagree

4. Tend to disagree

5. Strongly disagree

97. Don't know

98. Refused

NQ135BF (ASK ALL)

The police in your local area currently reflect the population profile of the local community?

NQ135BG (ASK ALL)

Senior ranking officers in the Metropolitan Police Service reflect the population profile of London.

NQ62B (ASK ALL) To what extent do you agree or disagree with the following statements:**I feel an obligation to obey the law at all times****If necessary: Read out options except don't know and refused and clarify**

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

NQ62C (ASK ALL)**I feel an obligation to follow police orders****NQ62D (ASK ALL)****The police have the same sense of right and wrong as I do****NQ135BH (ASK ALL)****To what extent do you agree or disagree that the police in your local area are sufficiently held accountable for their actions?**

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know
- Refused

XQ122A (ASK ALL)**If you wanted to make a complaint about the Metropolitan Police Service, how confident, if at all, are you that you would know how to do it?****If necessary: Complaints can be made via the Metropolitan Police website, by visiting your local police station, or by contacting the Independent Office for Police Conduct (IOPC).**

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

XQ122B (ASK ALL)**How confident are you that the Metropolitan Police Service deal fairly with complaints made about them?**

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

CORE QUESTIONS (4): VICTIMISATION

V1

ASK ALL

Have you experienced anything you would consider to be a crime or antisocial behaviour in the last one month (i.e., since <textfill date one calendar month prior>)? By this we mean an incident that happened to **you**.

Yes

No [route to next module]

Don't know [route to next module]

Refused [route to next module]

V2

ASK IF V1 = YES

On how many occasions have you experienced a crime or antisocial behaviour in the last one month i.e. since <textfill date one calendar month prior>?

Interviewer: If respondent can't remember all the incidents, but can remember some, please record as many as respondent remembers.

1

2

3

4

5

6

7

8

9

10

11 or more

Don't know/can't remember [route to next module]

Refused [route to next module]

[LOOP QUESTIONS V3 – V14 until all crimes/incidents occurring in the last calendar month have been captured] For each loop – increment number in C prefix of question. Loop up to 10 incidents. Eg.

Loop/incident 1: C1_V3A

Loop/incident 2: C2_V3A

Loop/incident 3: C3_V3A

Loop/incident 4: C4_V3A

Etc

Each question will have a skip to next section option that is not read out to enable interviewer to fast-forward through to the next section and through the loops if we risk losing the respondent.

V3

ASK IF Q1 = YES

{IF Q2>ONCE AND LOOP=1, TEXTFILL: "Thinking about the most recent incident,"} {IF V2>ONCE AND LOOP>1, TEXTFILL: "Thinking about the next most recent incident,"} was it...

INTERVIEWER: Read out options in full except don't know and refused and code all that apply
If multiple crimes occurred within the SAME incident, record them all at this question.

	Yes
C1_V3A. A crime to do with your PROPERTY ; including theft of belongings, burglary, theft of or from a vehicle, or deliberate damage to your property.	
C1_V3B crime committed against you as a PERSON , such as any form of harassment, threats, abuse or violence.	

C1_V3C. An ANTISOCIAL BEHAVIOUR incident; such as noise from neighbours, parking or driving issues, graffiti or vandalism in a public place, drunken or inconsiderate behaviour.	
C1_V3D. A FRAUD offence, such as scams, credit/debit card fraud, or identity theft.	
C1_V3E. SOMETHING ELSE	
Don't Know	
Refused	

V4

ASK IF C1_V3A = YES

Was the crime to do with your property a...

INTERVIEWER: Read out options in full except don't know and refused and code all that apply

If multiple crimes occurred within the SAME incident, record them all at this question.

INTERVIEWER: "Property" does not only relate to house, but things you own

	Yes
C1_V4A. Burglary or attempted burglary , where someone entered your house without your permission to steal something or cause damage.	
C1_V4B. Vehicle crime , including if someone took your car/van/motorbike without your permission, or stole something or parts from it (INTERVIEWER: vehicles do not include bicycles).	
C1_V4C. Robbery , for example if someone took or tried to take something you were carrying while you were out and about, such as in your pockets or a bag, where violence or the threat of violence was involved.	
C1_V4D. Street theft , for example if someone took or tried to take something you were carrying while you were out and about, but where violence or the threat of violence was not involved.	
C1_V4E. Another type of theft , such as a bicycle, pickpocketing, or something taken from your garden, doorstep, office or shed.	
C1_V4F. Criminal damage , where someone deliberately damaged or defaced your property or something that belonged to you.	
Don't Know	
Refused	

V5

ASK IF C1_V3B = YES

Was the crime committed against you as a person...

INTERVIEWER: Read out options in full except don't know and refused and code all that apply

If multiple crimes occurred within the SAME incident, record them all at this question.

	Yes
C1_V5A. Harassment or abuse , including any communication or behaviour that made you feel offended, distressed, or threatened.	
C1_V5B. Stalking , such as where someone has repeatedly followed you, watched you, spied on you, or forced contact with you using any means, including social media.	
C1_V5C. Violence , such as hitting or kicking, using something as a weapon, or using any type of force against you.	
C1_V5D. Sexual offences , such as indecent exposure or any form of unwanted intimate contact. These behaviours could be initiated by someone unknown or known to you, including a friend or someone with whom you were in a relationship.	
Don't Know	
Refused	

C1_V6

ASK IF ANY OF C1_V4-V5 or C1_V3C/D/E, = YES

Thinking about this incident, in what month did it occur?

<textfill current month>
<textfill previous month>
Don't know
Refused

C1_V7

ASK IF ANY OF C1_QV3D/E, C1_V5A, C1_V5B, C1_V5D = YES

Thinking about this incident, did it occur online?

Yes
No
Don't know
Refused

C1_V8

ASK IF ANY OF C1_V4-V5 or C1_V3C/D/E = YES

Thinking about this incident, would you say it was motivated by a prejudice against your religion, ethnicity, disability, sexuality or gender identity?

Yes
No
Don't know
Refused

C1_V9

ASK IF ANY OF C1_V4-V5 or C1_V3C/D/E = YES

Please say if you prefer not to answer this question - Thinking about this incident, was it committed by a member of your family that you live with or an intimate partner?

Yes
No
Don't know
Refused

C1_V10

ASK IF ANY OF C1_V4-V5 or C1_V3C/D/E = YES

Thinking about this incident, did you report it to the police?

Yes
No
I tried to but they did not record it
Don't know
Refused

C1_V11

ASK IF C1_V3D = YES

You said this incident was, or included, fraud. Did you report this incident to Action Fraud?

INTERVIEWER IF NECESSARY: Action Fraud is the UK's national reporting centre for fraud and cyber crime.

Yes
No
Don't know
Refused

C1_V12

ASK IF C1_V3C = YES

Did you report this incident (anti-social behaviour) to the local council?

- Yes
- No
- Don't know
- Refused

C1_V13

ASK IF C1_V10 = YES

Overall, would you say that you were satisfied, dissatisfied, or neither with the service provided to you by the police when you reported it?

- Satisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Don't know
- Refused

C1_V14

ASK IF ANY OF C1_V4-V5 or C1_V3C/D/E = YES

Thinking about this crime or incident, in your own words please briefly tell us what happened. Please give as much or as little detail as you are happy to provide. If you would rather not tell us at all, please just say and we can skip this question.

INTERVIEWER NOTE: even if the respondent has already explained the incident to you in detail please ask this question. Explain to the respondent that we are asking this question to understand how the answers given to the questions we've already asked match up with their experience in their own words.

- Freetext
- Refused

CORE QUESTIONS (5): COMMUNICATION WITH THE POLICE

I'd now like to ask a little bit about your communication with the police.

Q131 (ASK ALL)

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

Read out options except don't know and refused.

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

Q133 (ASK ALL)

How well informed do you feel about what the police in LONDON AS A WHOLE have been doing over the last 12 months?

Read out options except don't know and refused.

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

RQ80E (ASK ALL)

Your Safer Neighbourhood Team is a group of police officers dedicated to serving your community. The team includes 2 officers (Dedicated Ward Officers) based in your area (or 'ward'), supported by additional officers from the wider area.

Prior to this interview, had you heard about your Safer Neighbourhood Team or your Dedicated Ward Officers?

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

NQ133A (ASK ALL)

Do you know how to contact your Safer Neighbourhood Team or your Dedicated Ward Officers?

If asked: You can find out more about your local team by entering your postcode or looking up your borough on the website <http://www.met.police.uk/saferneighbourhoods/>.

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

NPQ135A (ASK ALL)

What would you say are the top three things that the police should be dealing with IN YOUR AREA?

Please rank them in order, with your first answer being the top thing that police should be dealing with in your area.

Do not prompt. Code up to three answers

16. Drugs and drug-related crime
3. Anti-social behaviour (ASB)
6. Burglary
1. Accessibility/visibility of police
33. Traffic/road related issues
19. Gun/knife crime
18. Gangs/gang related crime
9. Crime reduction/prevention
29. Street crime/robbery
35. Vehicle crime
90. Other (please specify)
48. None/nothing
97. Don't know
98. Refused

NNQ135A (ASK ALL)

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

If necessary: Please rank them in order, with your first answer being the top thing that police should be dealing with across London.

Do not prompt. Code up to three answers

- 31. Terrorism
- 16. Drugs and drug-related crime
- 19. Gun/knife crime
- 18. Gangs and gang-related crimes
- 3. Anti-social behaviour (ASB)
- 56. Coronavirus
- 1. Accessibility/visibility of police
- 36. Violent crime
- 6. Burglary
- 29. Street crime/robbery
- 90. Other (please specify)
- 48. None/nothing
- 97. Don't know
- 98. Refused

XNQ135C (ASK ALL)

Across London, there are groups of community volunteers who work together with the police to make sure they follow best practice. Their roles include visiting custody suites to check on the treatment of detainees and reviewing how the police use their Stop and Search powers.

Prior to this interview, were you aware of the use of community volunteers for this purpose?

If necessary: read out options except don't know and refused

- Yes
- No
- Don't know
- Refused

XNQ135B (ASK ALL)

To what extent do agree or disagree that using volunteers in this way makes you feel reassured that the police are held to account?

Read out options except don't know and refused.

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

NQ198A (ASK ALL)

Do you know where to get information about crime rates and trends for your area?

If necessary: Read out options except don't know and refused.

If asked: information on crime rates and trends can be found on the MPS website at www.met.police.uk/sd

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

NQ198B (ASK ALL)

Is information about crime rates and trends for your area useful to you?

If necessary: Read out options except don't know and refused.

If asked: information on crime rates and trends can be found on the MPS website at www.met.police.uk/sd

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

MODULE A

MODULE A (1): ATTITUDES TO LOCAL POLICING

Q62D (ASK ALL)

To what extent do you agree with these statements about the police in this area? By 'this area' I mean within 15 minutes' walk from here.

They can be relied on to deal with minor crimes

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

Q62E (ASK ALL)

They understand the issues that affect this community

Q62H (ASK ALL)

The police in this area are helpful

Q62TI (ASK ALL)

The police in this area are friendly and approachable

Q62TJ (ASK ALL)

The police in this area are easy to contact

MODULE A (2): PERCEPTIONS OF ASB

ZQ10A (ASK IF Q15=1 OR 2)

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

How much of a problem are...?

Noisy neighbours or loud parties

Read out options except don't know and refused

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

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

ZQ10B (ASK IF Q15=1 OR 2)

How much of a problem are...? Teenagers hanging around on the streets

ZQ10D (ASK IF Q15=1 OR 2)

How much of a problem are...? Vandalism, graffiti and other deliberate damage to property or vehicles

ZQ10F (ASK IF Q15=1 OR 2)

How much of a problem are...? People being drunk or rowdy in public places

ZQ10I (ASK IF Q15=1 OR 2)

How much of a problem are...? People who drive mopeds or ride bicycles in an anti-social or dangerous manner? Examples may include riding on pavements, speeding or noise.

If necessary: A moped is low-powered motorcycle which has a maximum speed of around 28mph

ZQ10J (ASK IF Q15=1 OR 2)

How much of a problem are...? People who drive cars or motorbikes in an anti-social or dangerous manner? Examples may include speeding, ignoring traffic signals or aggressive driving.

MODULE A (3): WILLINGNESS TO CONTACT POLICE

XQ128AC (ASK ALL)

How willing would you be to contact the police...if you saw someone graffitiing something in a public place?

Read out options except don't know and refused.

- Very willing
- Fairly willing
- Not very willing
- Not willing at all
- Don't know
- Refused

XQ128AD (ASK ALL)**How willing would you be to contact the police...if you saw a robbery taking place?****Read out options except don't know and refused.**

Very willing
Fairly willing
Not very willing
Not willing at all
Don't know
Refused

XQ128AE (ASK ALL)**How willing would you be to contact the police...if you saw someone carrying a firearm in a public place?****Read out options except don't know and refused.**

Very willing
Fairly willing
Not very willing
Not willing at all
Don't know
Refused

MODULE A (4): TERRORISM ADDITIONAL QUESTIONS**XQ59C (ASK ALL)****How likely or unlikely would you be to report the following to the police...?****Someone you know personally, who you think might be involved in terrorism**

Very likely
Fairly likely
Neither likely nor unlikely
Fairly unlikely
Very unlikely
Don't know
Refused

XQ59D (ASK ALL)**How likely or unlikely would you be to report the following to the police...?****Someone you know personally, who you think might be vulnerable to radicalisation****If necessary: Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups**

Very likely
Fairly likely
Neither likely nor unlikely
Fairly unlikely
Very unlikely
Don't know
Refused

MODULE B

MODULE (B) 1: EFFECTIVENESS

Q79I (ASK ALL)

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

And how well do you think the Metropolitan PoliceRespond to hate crime?

Please think of London as a whole, rather than your local area in this instance

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

Q79B (ASK ALL)

...Respond to emergencies promptly?

If necessary: Please think of London as a whole, rather than your local area in this instance

Q79D (ASK ALL)

...Tackle gun crime?

If necessary: Please think of London as a whole, rather than your local area in this instance

Q79E (ASK ALL)

...Support victims and witnesses?

If necessary: Please think of London as a whole, rather than your local area in this instance

Q79K (ASK ALL)

...Tackle knife crime?

If necessary: Please think of London as a whole, rather than your local area in this instance

Q79L (ASK ALL)

...Tackle gang crime?

If necessary: Please think of London as a whole, rather than your local area in this instance

Q79M (ASK ALL)

...Respond to burglaries?

If necessary: Please think of London as a whole, rather than your local area in this instance

MODULE B (3): MPS INNOVATIVE TECHNOLOGIES

Q194 (ASK ALL)

To what extent do you support or oppose the MPS using new and innovative technologies to help solve crime and keep Londoners safe? These technologies could include:

- Using cameras that automatically scan number plates to trace vehicles wanted by the police
- Using voice and facial recognition technologies to help find people wanted by the police
- Special sprays that invisibly mark mopeds, so that criminals can be forensically linked to them if they are stolen

Read out options except don't know and refused.

Strongly support
Tend to support
Neither support nor oppose
Tend to oppose
Strongly oppose
Don't know
Refused

Q195A (ASK ALL)

Live Facial Recognition technology helps to prevent and detect crime by locating known offenders or people who may be at risk of harm to themselves or others. Special cameras are focused on a public area, and when people enter through this area their images are automatically matched against a 'watchlist' held by the police to flag up any potential matches.

**To what extent do you support or oppose the MPS using facial recognition technology to...
Identify those who commit violent or other serious offences?**

Read out options except don't know and refused.

Strongly support
Tend to support
Neither support nor oppose
Tend to oppose
Strongly oppose
Don't know
Refused

Q195B (ASK ALL)

**To what extent do you support or oppose the MPS using facial recognition technology to...
Help to locate those wanted by the courts?**

If necessary: read out options except don't know and refused.

Q195C (ASK ALL)

**To what extent do you support or oppose the MPS using facial recognition technology to...
Help to locate those who are a risk to themselves?**

If necessary: read out options except don't know and refused.

Q196B (ASK ALL)

To what extent do you support or oppose the MPS using...

Artificial intelligence, known as AI, to help solve crime?

AI could be used for analysing suspicious patterns of behaviour, or to speed up the reviewing of large volumes of data.

If necessary: read out options except don't know and refused.

Strongly support
Tend to support
Neither support nor oppose
Tend to oppose
Strongly oppose
Don't know
Refused

Q196C (ASK ALL)

To what extent do you support or oppose the MPS using...

New and innovative technologies at the UK's borders, including airports and ports, to keep the public safe?

If necessary: read out options except don't know and refused

IF NECESSARY: By 'new and innovative technologies' we mean things like facial recognition and artificial intelligence

Strongly support

Tend to support

Neither support nor oppose

Tend to oppose

Strongly oppose

Don't know

Refused

CORE QUESTIONS (6): RESPONDENT PROFILE

The last section of questions are about you, to help us to understand what different groups of people think.

The following question is asked to understand how police and crime issues impact on people's overall happiness and quality of life.

SQ80D (ASK ALL)

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

0 – not satisfied at all

1

2

3

4

5

6

7

8

9

10 – completely satisfied

97. Don't know

98. Refused

Q144 (ASK ALL)

Does your household own or rent your current accommodation?

INTERVIEWER: For respondents 'living with others' e.g. with parents, relatives or friends, we need to find out whether the household owns or rents the accommodation.

Prompt as necessary

1. Owned outright

2. Buying on mortgage

3. Rented from Council

4. Rented from Housing Association

5. Rented from Private Landlord

6. Other

97. Don't know

98. Refused

Under the Equalities Act 2010, the Mayor’s Office for Policing and Crime as an organisation has a duty to prevent discrimination and ensure a fair service to all. Therefore, we’d like to ask the following questions about you. Your answers will be kept confidential and will be collated so that individuals cannot be identified. However, the questions are entirely optional and we will take the responses you have just given into account, regardless of whether you answer the following questions or not.

Q139 (ASK ALL)

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

INTERVIEWER: Read out options and clarify

1. Full time (31+ hours per week) / on furlough
2. Part time (8-30 hours per week) / on furlough
3. Part time (less than 8 hours per week) / on furlough
4. Not working
5. Retired
6. Registered unemployed
7. Unemployed but not registered
8. Student/full time education
9. Other
97. Don’t know
98. Refused

NNQ147

What is your ethnic group?

Are you Asian, Black, of a mixed background, White, or of another ethnic group?

And is that...?

INTERVIEWER: Read from list below as appropriate

White

English/Welsh/Scottish/Northern Irish/British

Irish

Gypsy or Irish Traveller

Roma

Any other White background – please specify

Mixed/multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed/multiple ethnic background - please specify

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background – please specify

Black/African/Caribbean/ Black British

Caribbean

African – please specify

Any other Black/Black British/Caribbean background – please specify

Other ethnic group

Arab

Any other ethnic group – please specify

Don’t know

Refused

Q148 (ASK ALL)

The Equality Act 2010 defines a person as having a disability if he or she ‘has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities’. Do you have such a disability? Please remember to tell me if you'd prefer not to answer this question.

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

Q150 (ASK ALL)

What is your sexual orientation?

INTERVIEWER: Read out options only if necessary

If necessary remind the respondent that they do not need to answer if they would prefer not to say

1. Heterosexual (IF NECESSARY: orientation towards people of the opposite sex)
2. Gay/lesbian (IF NECESSARY: orientation towards people of the same sex)
3. Bisexual (IF NECESSARY: orientation towards people of the same and opposite sex)
4. Other
97. Don't know
98. Refused

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

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

If Yes, clarify who - code all

Note that this includes civil police staff as well as officers

- Yes, respondent
- Yes, family member
- Yes, close friend
- No
- Don't know
- Refused

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

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

- Yes
- No
- Don't know
- Refused

NFURTHERRESEARCH (ASK IF NOT RECONTACT)

MOPAC or ORS will be conducting further research about policing and safety in London in the next two years, and we would really value your input. If you agree, ORS or an agency working on behalf of MOPAC may contact you to ask if you would like to take part, but there would be no obligation on you at any stage. Your details would not be used for purposes other than to contact you to take part in research.

Would you be happy to be contacted in the next two years to take part in further research?

- Yes – capture name/number
- No
- Refused

NFURTHERRESEARCHNEW (ASK IF RECONTACT)

Would you be happy to for us or MOPAC to contact you again over the course of the next year to take part in a similar survey?

Yes

No

Refused