



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

2008/09 QUALITY OF SERVICE SURVEY

An assessment of satisfaction levels associated with the service provided by the police as reported by victims of domestic burglaries, violent and vehicle crime, persons reporting racist incidents and persons involved in injury road traffic collisions during the period 1st April 08 – 31st March 09.

Central Statistics Unit

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Introduction

In accordance with Home Office guidelines and in conjunction with the Northern Ireland Policing Board, Central Statistics Unit conducts a quality of service survey of the victims of, Violent Crime, Vehicle Crime, Domestic Burglary, Racist Incidents and Road Traffic Collisions.

The aim of the quality of service survey is to monitor victim/ user satisfaction with the quality of service provided by police in relation to,

- First Contact - Making contact with the police
- Police Actions to deal with the incident
- Follow Up - Being kept informed
- Treatment by police staff
- The whole experience - overall service.

During 2008/09 10,583 questionnaires were posted to a random sample of victims/ users from the above categories. These people were all either victims of crime or involved in a road traffic collision between 1 April 2008 and 31 March 2009. 2,062 questionnaires were returned to Central Statistics Unit, resulting in a response rate of 19.5%.

Methodology

These quality of service surveys are conducted by means of a postal survey adopting sampling guidelines and the inclusion of core questions as recommended by the Home Office. They are conducted on a quarterly basis in order to ensure that the service experienced by the respondent is within a few months of receipt of the questionnaire.

Key Findings

- Approximately four-fifths of respondents (79%) indicated that they were satisfied with the **overall service** provided by the police for 2008/09 (2007/08: 80%).
- The vast majority of respondents (87%) stated that they were satisfied with the **ease of contacting someone** who could assist them. This is a statistically significant decrease from this level of satisfaction in 2007/08 (90%).
- Overall, 81% of respondents were satisfied with the **time it took for the police to arrive**. This is a statistically significant decrease from this level of satisfaction in 2007/08 (85%).
- Approximately three-quarters of respondents (74%) stated that they were satisfied with the **actions taken** by police (2007/08: 76%).
- 69% of respondents who have had further contact with the police were satisfied with how well they were **kept informed of progress**. (2007/08: 70%).
- Most respondents (86%) stated that they were satisfied with the **way they were treated** by the police officers and staff that dealt with them. (2007/08: 88%).

Statistical Differences

As these surveys are based on samples of the population of all persons who fell into the various victim/user categories during the period in question, the results obtained are subject to sampling error. Therefore, satisfaction levels may appear to differ over time or between the various victim/user groups or across demographic variables, but these variations may not be statistically significant. In order to assist with the interpretation of the report findings, only those differences that are statistically significant are reported throughout this report.

An analysis of the key results by victim/ user category, gender, age, community background and policing area is presented throughout the report. For information, a copy of the questionnaire used can be found in Appendix 2.

Explanation of the Level of Satisfaction

There are two levels of satisfaction quoted in this report. The first looks at the proportion of respondents who indicated that they were completely, very or fairly satisfied with a particular issue (e.g. In question 9 below the proportion of respondents that ticked boxes 1, 2 or 3). This level of satisfaction is quoted in each of the charts throughout this report and also in the tables in Appendix 1.

The second level of satisfaction (only quoted in the Tables in Appendix 1 and Appendix 2) looks at the proportion of respondents who indicated that they were either completely or very satisfied (boxes 1 or 2 only).

Q9. How satisfied or dissatisfied were you with the time it took for the police to arrive?

			<i>Neither</i>				
<i>Completely</i>	<i>Very</i>	<i>Fairly</i>	<i>satisfied nor</i>	<i>Fairly</i>	<i>Very</i>	<i>Completely</i>	<i>Don't</i>
<i>satisfied</i>	<i>satisfied</i>	<i>satisfied</i>	<i>dissatisfied</i>	<i>dissatisfied</i>	<i>dissatisfied</i>	<i>dissatisfied</i>	<i>know</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

Question 21: Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Base: All Respondents (2006/07: N=2,021) (2007/08: N=2,065) (2008/09=2,021)

Figure 1: Question 21 – Level of Satisfaction* by Victim/ User type

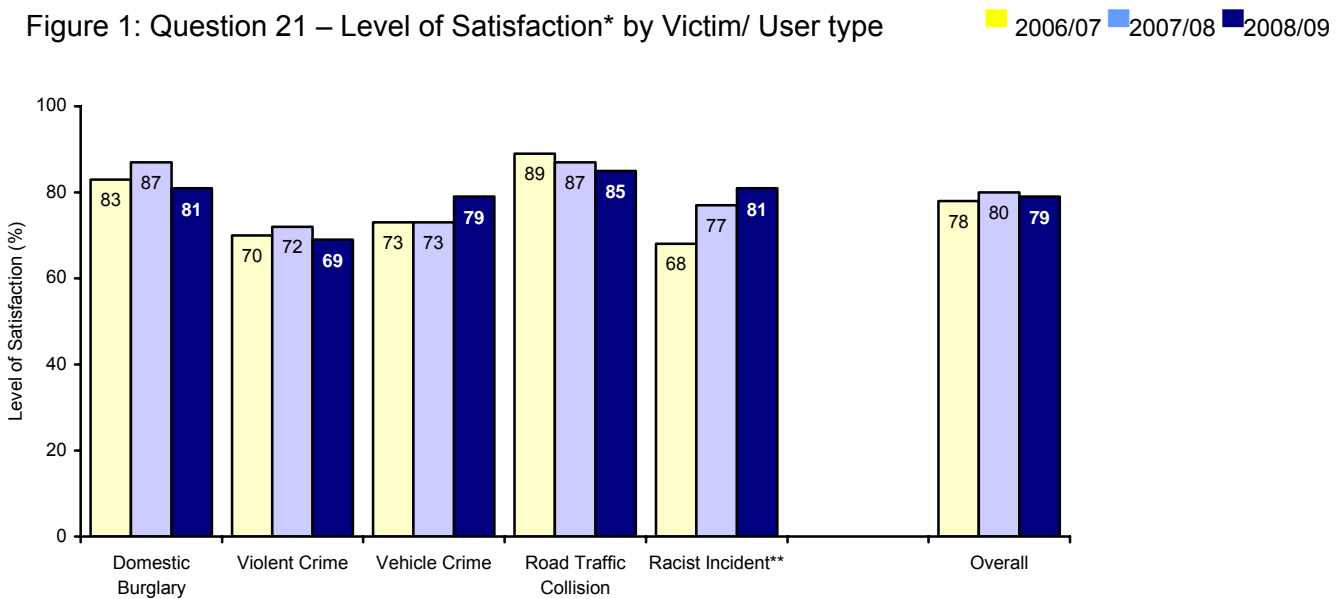
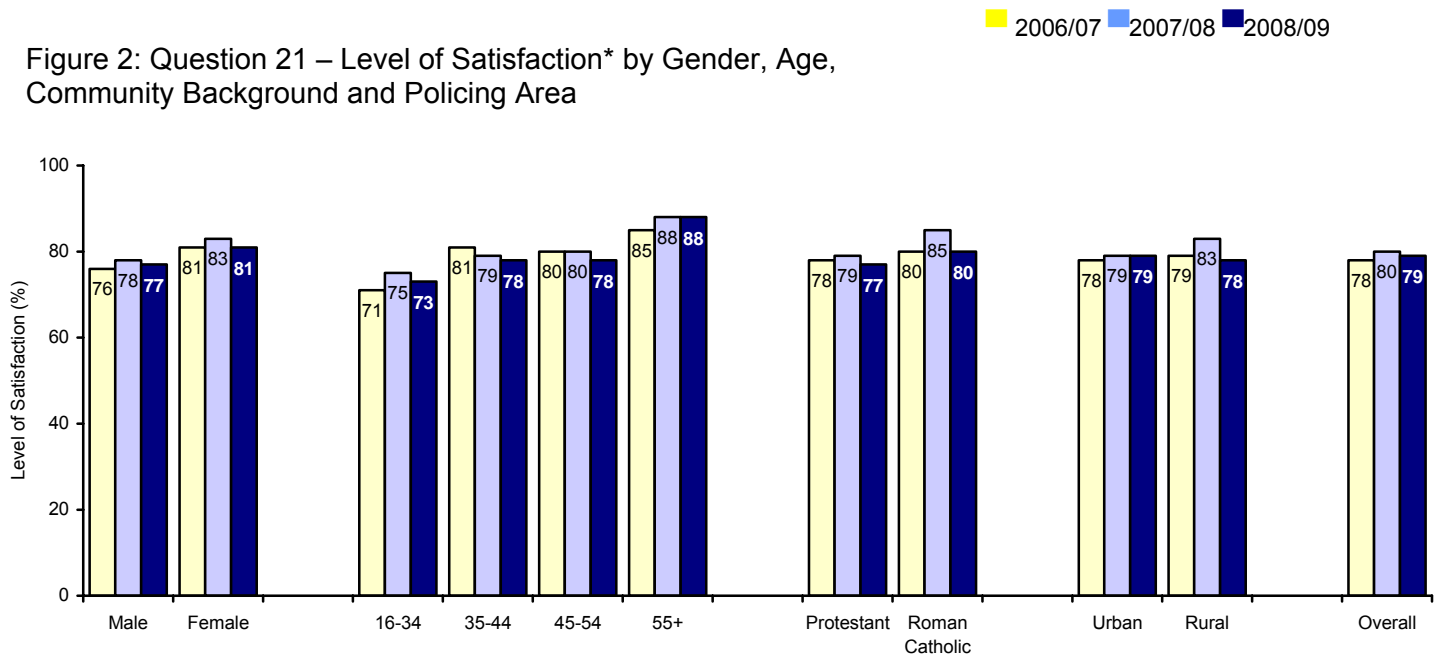


Figure 2: Question 21 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- Approximately four-fifths of respondents (79%) in 2008/09 indicated that they were satisfied with the overall service provided by the police.
- This level of satisfaction was higher among respondents who were victims of a domestic burglary (81%), a vehicle crime (79%) or a road traffic collision (85%) than those victims of a violent crime (69%).
- Those respondents who were involved in a road traffic collision also expressed higher satisfaction (85%) than those victims of a vehicle crime (79%).
- Figure 2 shows that the overall level of satisfaction was higher among female respondents (81%) than males (77%). There was also a higher level of satisfaction among respondents from the 55 and over age group (88%) compared with the other age groups.

*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

Question 3: Are you satisfied or dissatisfied with the ease of contacting someone who could assist you?

Base: All Respondents who contacted the police personally (2006/07 N=1,338) (2007/08 N=1,368) (2008/09=1,327)

Figure 3: Question 3 – Level of Satisfaction* by Victim/ User type

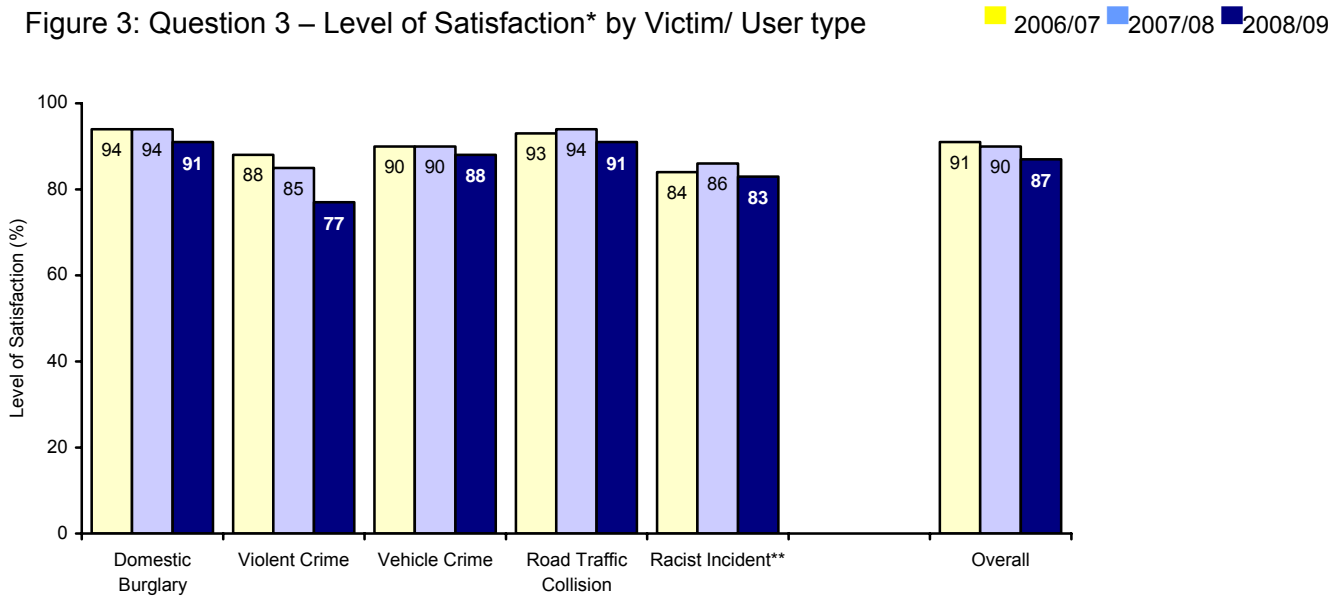
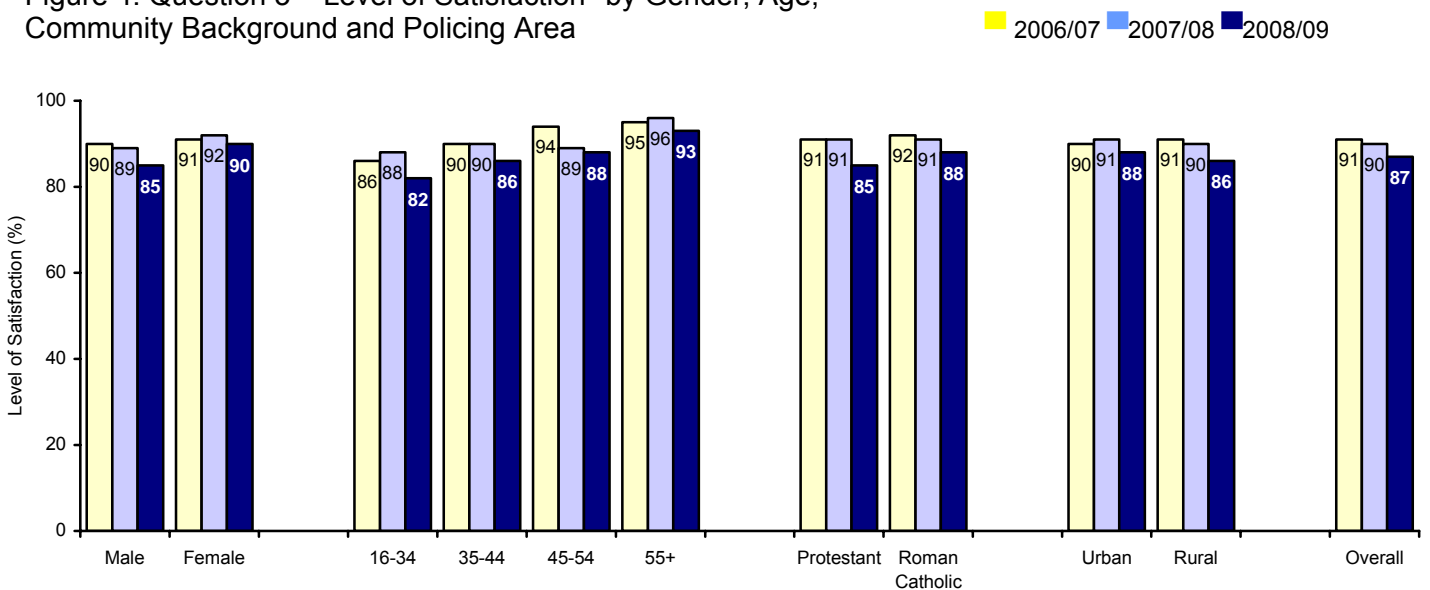


Figure 4: Question 3 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- In 2008/09, the vast majority of respondents (87%) stated that they were satisfied with the ease of contacting someone who could assist them. This is a decrease from this level of satisfaction in 2007/08 (90%).
- Those respondents who were victims of a violent crime (77%) expressed lower satisfaction with the ease of contacting someone who could assist them than those victims of a domestic burglary (91%), vehicle crime (88%) or those involved in a road traffic collision (91%).
- Females (90%) expressed higher satisfaction than males (85%) in this category.
- The 55 and over age group indicated higher satisfaction (93%) with the ease of contacting someone who could assist them than those in the 16-34 (82%) and 35-44 (86%) age groups. Satisfaction was also higher among those aged 45-54 (88%) compared with the 16-34 (82%) group.

*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

Question 9: How satisfied or dissatisfied were you with the time it took for the police to arrive?

Base: All respondents who contacted the police personally, with an officer or other member of staff visiting home or scene of the incident (2006/07: N=991) (2007/08: N=1,028) (2008/09=952)

Figure 5: Question 9 – Level of Satisfaction* by Victim/ User type

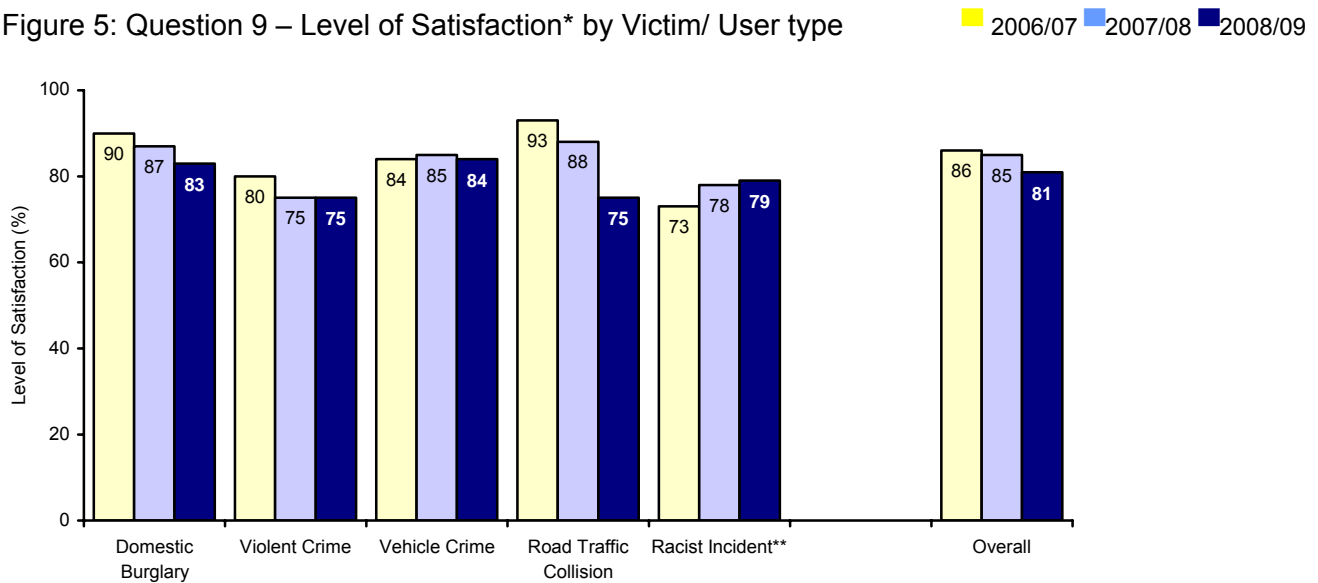
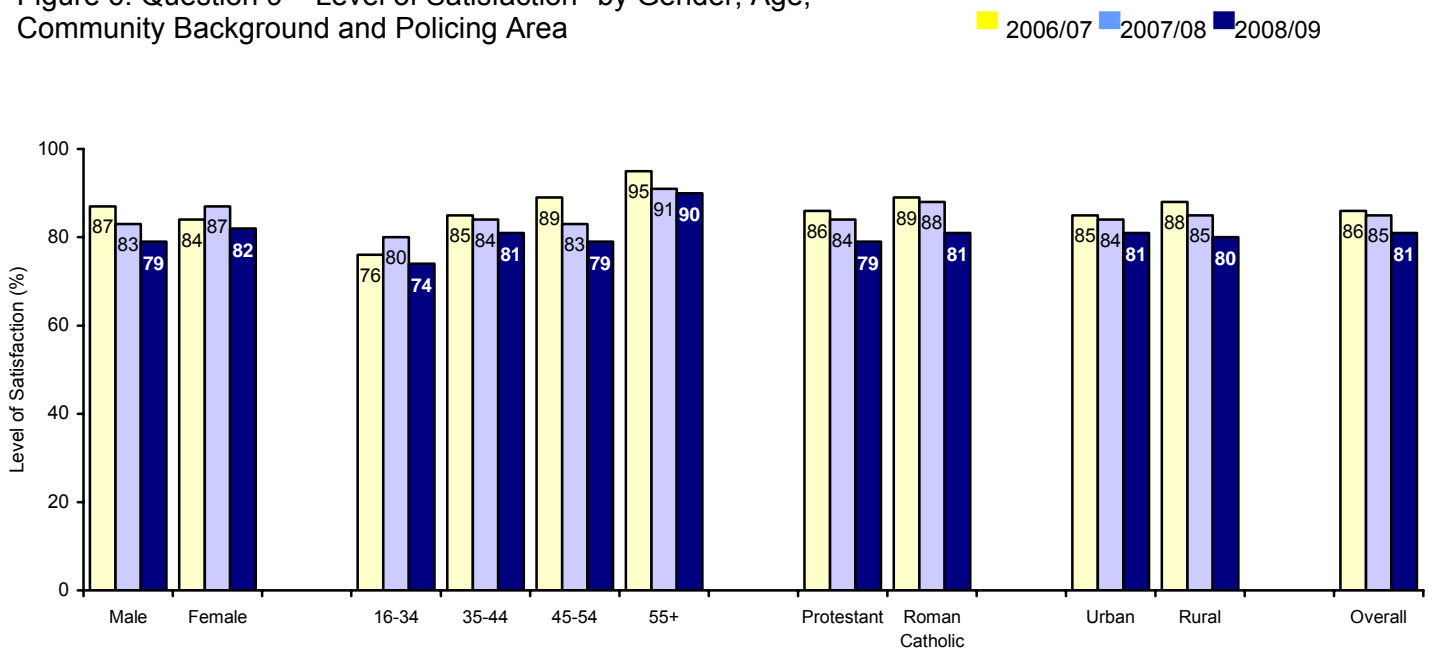


Figure 6: Question 9 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- During 2008/09, 81% of respondents were satisfied with the time it took for the police to arrive. This is a decrease from this level of satisfaction in 2007/08 (85%).
- Those respondents who were involved in a road traffic collision (75%) expressed lower satisfaction with the time it took for the police to arrive than those victims of a domestic burglary (83%) or those victims of a vehicle crime (84%).
- Those respondents aged 55 and over (90%) expressed higher satisfaction than the other age groups with the time it took for the police to arrive.
- There was no significant difference in the levels of satisfaction reported across gender, community background or policing area.

*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

Question 11: Are you satisfied or dissatisfied with the actions taken by the police?

Base: All Respondents (2006/07: N=1,529) (2007/08: N=1,577) (2008/09=2,010)

Figure 7: Question 11 – Level of Satisfaction* by Victim/ User type

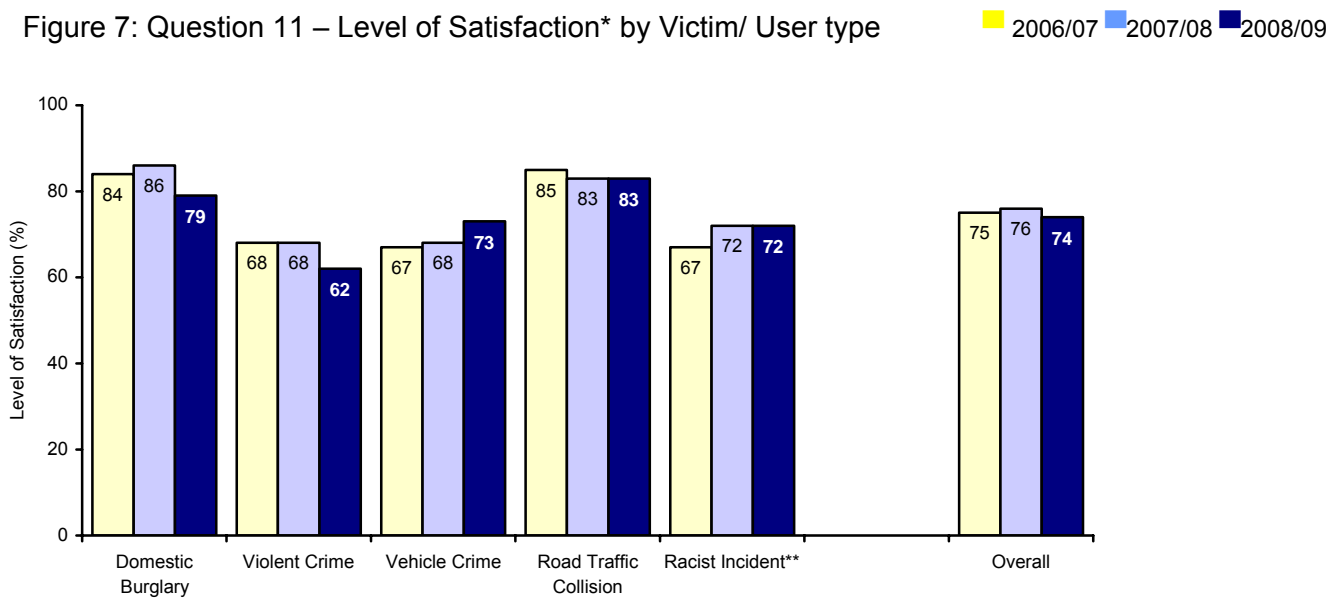
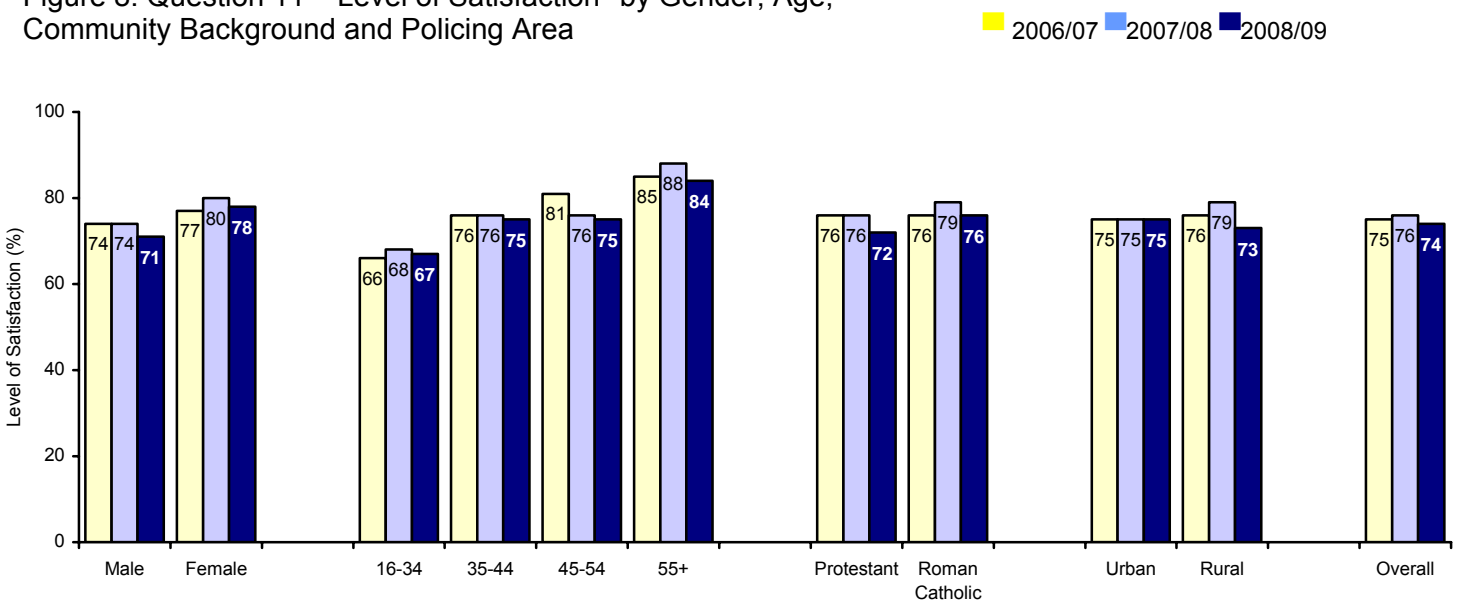


Figure 8: Question 11 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- Almost three-quarters of respondents (74%) stated that they were satisfied with the actions taken by police in 2008/09. This level of satisfaction was higher among respondents who were victims of a domestic burglary (79%) or those involved in a road traffic collision (83%) than those respondents who were victims of a violent crime (62%) or a vehicle crime (73%).
- Those respondents of a violent crime (62%) indicated lower satisfaction with the actions taken by the police than those victims of a vehicle crime (73%).
- Males expressed lower satisfaction (71%) in this category than females (78%).
- Those aged 16-34 reported lower satisfaction (67%) with the actions taken by the police compared with the other age groups whereas the 55 and over age group expressed higher satisfaction (84%) than the other age groups.

*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

Question 17: Are you satisfied or dissatisfied with how well you were kept informed of progress?

Base: All respondents who have had further contact with the police (2006/07: N= 1,077) (2007/08: N=1,139) (2008/09=1,012)

Figure 9: Question 17 – Level of Satisfaction* by Victim/ User type

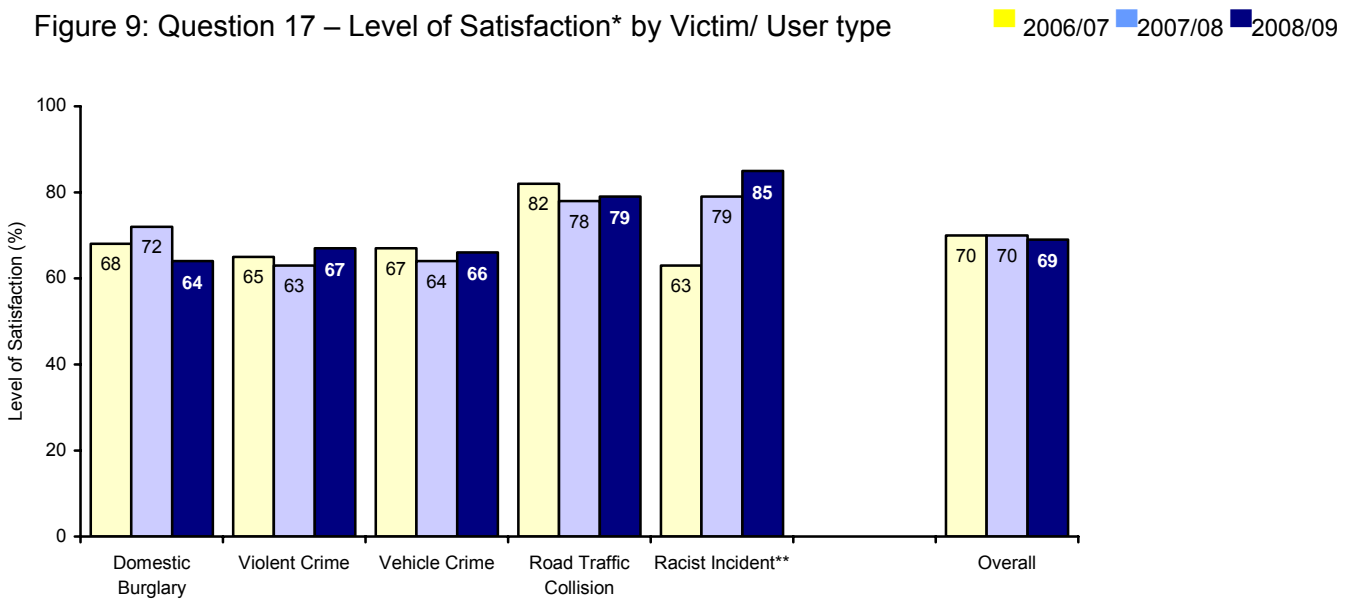
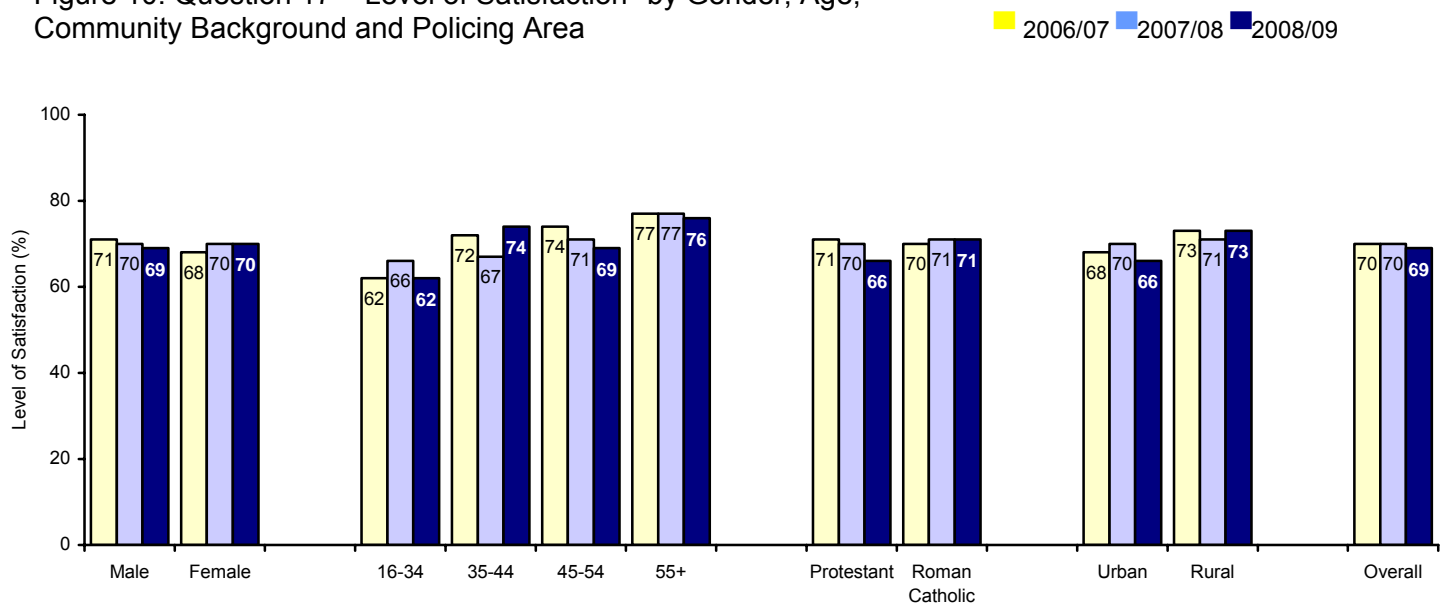


Figure 10: Question 17 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- Overall, 69% of respondents in 2008/09 who have had further contact with the police were satisfied with how well they were kept informed of progress.
- Those respondents who were involved in a road traffic collision expressed higher levels of satisfaction (79%) than those victims of a domestic burglary (64%), a violent crime (67%) or a vehicle crime (66%).
- The level of satisfaction with being kept informed of progress was lower among the following respondents:
 - Those aged 16-34 (62%) in comparison with the 35-44 (74%) and 55 and over (76%) age groups.
 - Those from Urban Policing Area (66%) in comparison with Rural Policing Area (73%).

*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

Question 19: Are you satisfied or dissatisfied with the way you were treated by the police officers and staff who dealt with you?

Base: All Respondents (2006/07: N=2,034) (2007/08: N=2,070) (2008/09=2,036)

Figure 11: Question 19 – Level of Satisfaction* by Victim/ User type

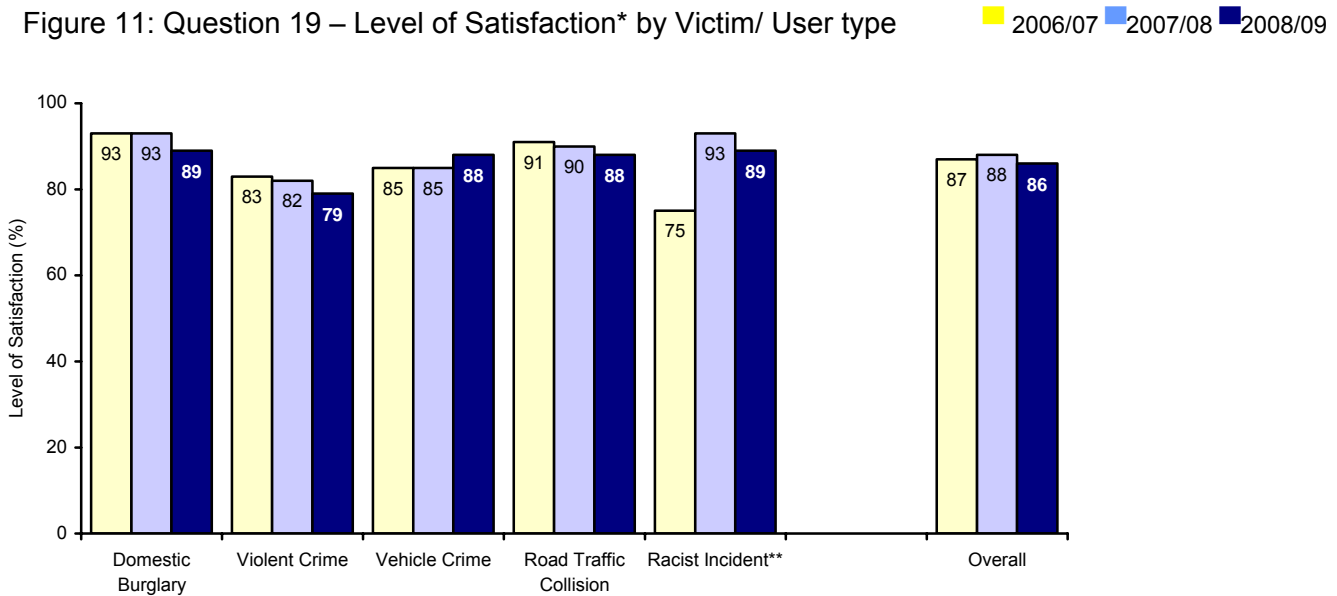
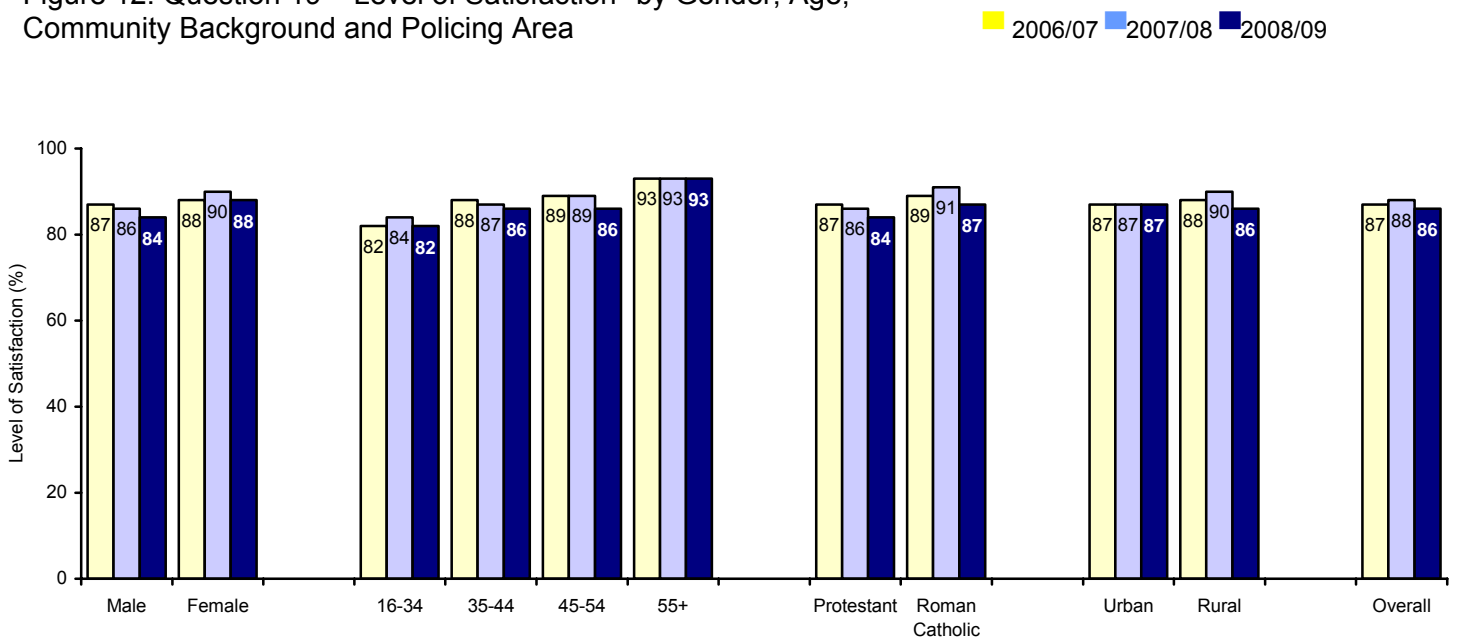


Figure 12: Question 19 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- The vast majority of respondents (86%) in 2008/09 stated that they were satisfied with the way they were treated by the police officers and staff that dealt with them.
- Those respondents who were victims of a violent crime indicated lower satisfaction (79%) with their treatment than those respondents who were victims of a domestic burglary (89%), a vehicle crime (88%) or those involved in a road traffic collision (88%).
- There was higher levels of satisfaction with the treatment by police officers and staff among females (88%) compared with males (84%) and those aged 55 and over (93%) in comparison with the other age groups.

*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

APPENDIX 1: TABULAR RESULTS

NOT PROTECTIVELY MARKED

Question 21: Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Base: All Respondents (2006/07: N=2,021) (2007/08: N=2,065)(2008/09=2,021)

Table 1: Question 21 – Levels of Satisfaction by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Domestic Burglary	83%	87%	81%	64%	66%	60%
Violent Crime	70%	72%	69%	51%	50%	49%
Vehicle Crime	73%	73%	79%	51%	52%	60%
Road Traffic Collision	89%	87%	85%	72%	69%	69%
Racist Incident**	68%	77%	81%	51%	51%	50%
Overall	78%	80%	79%	59%	60%	60%

Table 2: Question 21 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Male	76%	78%	77%	57%	56%	56%
Female	81%	83%	81%	61%	64%	63%
16-34	71%	75%	73%	49%	53%	52%
35-44	81%	79%	78%	58%	59%	58%
45-54	80%	80%	78%	62%	59%	62%
55+	85%	88%	88%	71%	70%	70%
Protestant	78%	79%	77%	59%	58%	58%
Roman Catholic	80%	85%	80%	60%	63%	61%
Urban	78%	79%	79%	58%	58%	61%
Rural	79%	83%	78%	60%	62%	58%
Overall	78%	80%	79%	59%	60%	60%

Question 3: Are you satisfied or dissatisfied with the ease of contacting someone who could assist you?

Base: All Respondents who contacted the police personally (2006/07 N=1,338)(2007/08 N=1,368)(2008/09=1,327)

Table 3: Question 3 – Level of Satisfaction* by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Domestic Burglary	94%	94%	91%	81%	78%	73%
Violent Crime	88%	85%	77%	59%	62%	59%
Vehicle Crime	90%	90%	88%	69%	65%	68%
Road Traffic Collision	93%	94%	91%	76%	74%	76%
Racist Incident**	84%	86%	83%	58%	65%	62%
Overall	91%	90%	87%	70%	70%	69%

Table 4: Question 3 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Male	90%	89%	85%	70%	67%	65%
Female	91%	92%	90%	70%	74%	73%
16-34	86%	88%	82%	62%	62%	60%
35-44	90%	90%	86%	66%	71%	69%
45-54	94%	89%	88%	76%	69%	72%
55+	95%	96%	93%	82%	79%	77%
Protestant	91%	91%	85%	72%	71%	65%
Roman Catholic	92%	91%	88%	70%	70%	72%
Urban	90%	91%	88%	70%	70%	70%
Rural	91%	90%	86%	71%	69%	67%
Overall	91%	90%	87%	70%	70%	69%

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

NOT PROTECTIVELY MARKED

Question 9: How satisfied or dissatisfied were you with the time it took for the police to arrive?

Base: All respondents who contacted the police personally, with an officer or other member of staff visiting home or scene of the incident (2006/07: N=991) (2007/08: N= 1,028)(2008/09=952)

Table 5: Question 9 – Level of Satisfaction* by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
	Domestic Burglary	90%	87%	83%	70%	69%
Violent Crime	80%	75%	75%	58%	49%	57%
Vehicle Crime	84%	85%	84%	63%	61%	66%
Road Traffic Collision	93%	88%	75%	63%	61%	55%
Racist Incident**	73%	78%	79%	49%	52%	46%
Overall	86%	85%	81%	64%	62%	61%

Table 6: Question 9 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
	Male	87%	83%	79%	65%	60%
Female	84%	87%	82%	61%	64%	63%
16-34	76%	80%	74%	50%	54%	51%
35-44	85%	84%	81%	62%	59%	60%
45-54	89%	83%	79%	66%	61%	62%
55+	95%	91%	90%	78%	72%	73%
Protestant	86%	84%	79%	65%	63%	59%
Roman Catholic	89%	88%	81%	64%	64%	64%
Urban	85%	84%	81%	62%	61%	62%
Rural	88%	85%	80%	67%	63%	60%
Overall	86%	85%	81%	64%	62%	61%

Question 11: Are you satisfied or dissatisfied with the actions taken by the police?

Base: All Respondents (2006/07: N=1,529) (2007/08: N=1,577)(2008/09=2,010)

Table 7: Question 11 – Level of Satisfaction* by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
	Domestic Burglary	84%	86%	79%	67%	64%
Violent Crime	68%	68%	62%	49%	45%	47%
Vehicle Crime	67%	68%	73%	47%	45%	55%
Road Traffic Collision	85%	83%	83%	67%	65%	68%
Racist Incident**	67%	72%	72%	51%	52%	47%
Overall	75%	76%	74%	57%	55%	58%

Table 8: Question 11 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
	Male	74%	74%	71%	55%	53%
Female	77%	80%	78%	58%	58%	62%
16-34	66%	68%	67%	46%	47%	48%
35-44	76%	76%	75%	54%	56%	60%
45-54	81%	76%	75%	62%	53%	59%
55+	85%	88%	84%	71%	68%	69%
Protestant	76%	76%	72%	57%	55%	58%
Roman Catholic	76%	79%	76%	58%	58%	57%
Urban	75%	75%	75%	56%	55%	60%
Rural	76%	79%	73%	59%	57%	55%
Overall	75%	76%	74%	57%	55%	58%

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

NOT PROTECTIVELY MARKED

Question 17: Are you satisfied or dissatisfied with how well you were kept informed of progress?

Base: All respondents who have had further contact with the police (2006/07: N= 1,077) (2007/08: N=1,139)(2008/09=1,012)

Table 9: Question 17 – Level of Satisfaction* by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Domestic Burglary	68%	72%	64%	47%	50%	47%
Violent Crime	65%	63%	67%	43%	39%	48%
Vehicle Crime	67%	64%	66%	50%	41%	45%
Road Traffic Collision	82%	78%	79%	64%	56%	58%
Racist Incident**	63%	79%	85%	34%	46%	55%
Overall	70%	70%	69%	50%	47%	50%

Table 10: Question 17 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Male	71%	70%	69%	49%	45%	49%
Female	68%	70%	70%	50%	50%	50%
16-34	62%	66%	62%	39%	42%	36%
35-44	72%	67%	74%	51%	45%	56%
45-54	74%	71%	69%	56%	49%	52%
55+	77%	77%	76%	61%	55%	61%
Protestant	71%	70%	66%	53%	46%	47%
Roman Catholic	70%	71%	71%	49%	50%	51%
Urban	68%	70%	66%	50%	46%	47%
Rural	73%	71%	73%	50%	49%	53%
Overall	70%	70%	69%	50%	47%	50%

Question 19: Are you satisfied or dissatisfied with the way you were treated by the police officers and staff who dealt with you?

Base: All Respondents (2006/07: N=2,034) (2007/08: N= 2,070)(2008/09=2,036)

Figure 11: Question 19 – Level of Satisfaction* by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Domestic Burglary	93%	93%	89%	81%	82%	76%
Violent Crime	83%	82%	79%	65%	64%	64%
Vehicle Crime	85%	85%	88%	68%	70%	75%
Road Traffic Collision	91%	90%	88%	77%	74%	75%
Racist Incident**	75%	93%	89%	62%	70%	69%
Overall	87%	88%	86%	72%	73%	72%

Table 12: Question 19 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2006/07	2007/08	2008/09	2006/07	2007/08	2008/09
Male	87%	86%	84%	72%	70%	69%
Female	88%	90%	88%	72%	76%	76%
16-34	82%	84%	82%	64%	65%	66%
35-44	88%	87%	86%	69%	73%	72%
45-54	89%	89%	86%	76%	71%	73%
55+	93%	93%	93%	84%	83%	81%
Protestant	87%	86%	84%	73%	72%	70%
Roman Catholic	89%	91%	87%	74%	76%	74%
Urban	87%	87%	87%	71%	72%	73%
Rural	88%	90%	86%	74%	73%	71%
Overall	87%	88%	86%	72%	73%	72%

** The reader is cautioned that due to the small number of respondents in this category, the inferences that can be drawn from this level of satisfaction are limited.

NOT PROTECTIVELY MARKED

APPENDIX 2: QUESTIONNAIRE

NOT PROTECTIVELY MARKED
POLICE SERVICE OF NORTHERN IRELAND

VEHICLE CRIME VICTIM SURVEY

PLEASE MARK YOUR ANSWERS BY TICKING THE APPROPRIATE BOX LIKE THIS

SECTION ONE: FIRST CONTACT – How you first contacted the police

Q1. Did you contact the police yourself about the vehicle crime?

Yes 1

No 2 (Please go to Q10)

Q2. How did you contact the police about the vehicle crime?

By telephone call (not 999) 1

By personal visit to a police station 2

By 999 call 3

Direct to a police officer 4

The police contacted you 5 (Please go to Q10)

Another method (please specify below) 6

.....

Q3. Are you satisfied or dissatisfied with the ease of contacting someone who could assist you?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

Q4. What, if anything, could the police have done to make it easier for you to contact them?

Q5. After you had reported the details, how was your incident dealt with?

Entirely over the phone 1 (Please go to Q10)

By an officer or other member of police staff visiting your home or the scene of the crime 2 (Please go to Q6)

At the police station 3 (Please go to Q10)

By another method (please specify below) 4 (Please go to Q10)

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Q6. Were you told when you reported the vehicle crime how long it would be before someone would attend?

Yes 1

No 2 (Please go to Q9)

Don't know 3 (Please go to Q9)

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Q7. How long were you told it would take for an officer or other member of police staff to arrive?

- As soon as they could 1
- Within 10 minutes 2
- Within 1 hour 3
- Within 4 hours 4
- At an agreed time later the same day 5
- At an agreed time on another day 6
- Don't know/can't remember 7 (Please go to Q9)

Q8. How long did it take for them to arrive?

- Within 10 minutes 1
- Within 1 hour 2
- Within 4 hours 3
- At the agreed appointment time 4
- Later than the agreed appointment time 5
- Earlier than the agreed appointment time 6
- Never arrived 7
- Don't know or can't remember 8

Q9. How satisfied or dissatisfied were you with the time it took for the police to arrive?

- | | | | | | | | |
|----------------------------|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Completely satisfied | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Completely dissatisfied | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

SECTION TWO: POLICE ACTIONS TO DEAL WITH THE INCIDENT

Q10. Please think about the actions taken by the police officers and staff who dealt with your incident once they had been given the initial details. This could have been over the phone, at the station or at the scene. It could have been over more than one contact, or all at the same time.

Did they:

- | | Yes | No | Don't know | Not applicable |
|--|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Explain what was going to happen and why? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b. Arrange for an investigation of the scene of the crime (e.g. fingerprints), or examination of items recovered from the scene? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c. Provide you with a reference number? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d. Provide you with contact details for someone dealing with your case? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e. Offer contact details for Victim Support? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| f. Offer advice (including any advice on crime prevention)? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| g. Make further visits (e.g. to take fingerprints or statements, or to visit you)? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Thinking about what the police did after they had been given the initial details:

Q11. Are you satisfied or dissatisfied with the actions taken by the police?

- | | | | | | | | |
|----------------------|----------------|------------------|------------------------------------|---------------------|-------------------|-------------------------|------------|
| Completely satisfied | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Completely dissatisfied | Don't know |
|----------------------|----------------|------------------|------------------------------------|---------------------|-------------------|-------------------------|------------|

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1

2

3

4

5

6

7

8

Q12. Please explain your answer to question 11:

SECTION THREE: FOLLOW UP – Being kept informed

Q13. Have you had any contact with the police about this incident since your report and the initial police response? (This contact could have been over the phone, face-to-face, by letter or by other means.)

Yes 1 (Please go to Q16)

No 2 (Please go to Q14)

Q14. Did you want further contact from the police?

Yes 1 (Please go to Q15)

No 2 (Please go to Q17)

Q15. What did you want the police to do?

NOW PLEASE GO TO Q17

Q16. Have the police told you at any point that: (please tick all that apply)

- a. Somebody has been arrested in connection with the case 1
- b. The police have recovered some or all of your property 1
- c. A person has been charged with or is being reported for the offence 1
- d. Lines of enquiry are still being pursued 1
- e. No further police action is being taken at this time due to insufficient evidence 1
- f. You are required to attend court as a witness 1
- g. Court proceedings have been finalised and the outcome of these proceedings 1
- h. The offender has been dealt with by police as an alternative to court 1
- i. Anything else? (please specify below) 1

.....

Q17. Are you satisfied or dissatisfied with how well you were kept informed of progress?

- | | | | | | | | |
|----------------------------|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Completely satisfied | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Completely dissatisfied | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

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SECTION FOUR: TREATMENT

Q18. Please think about how you were treated by the police officers and other staff who dealt with you. If more than one person was involved, please give an overall impression of how you were treated. Did they:

	Yes	No	Don't know	Not applicable
a. Listen to what you had to say?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b. Deal with you sympathetically?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c. Appear interested in what you told them?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d. Treat you politely?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e. Make the effort to understand the nature of your enquiry?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
f. Appear to take the matter seriously?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
g. Try to discourage you from reporting the incident?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q19. Are you satisfied or dissatisfied with the way you were treated by the police officers and staff who dealt with you?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Q20. Please explain your answer to question 19:

SECTION FIVE: THE WHOLE EXPERIENCE – Your overall feelings about how the police handled this matter

Q21. Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Q22. Prior to this experience what was your overall opinion of the police?

Generally High ₁ Mixed ₂ Generally Low ₃ No opinion ₄

Q23. As a result of your contact with the police on this occasion, do you have

- A better opinion of the police ₁
- A worse opinion of the police ₂
- No change in your opinion of the police ₃

Q24. What, if anything, could the police have done to improve their service to you on this occasion?



SECTION SIX: QUESTIONS ABOUT YOU

The following details enable us to monitor any differences in satisfaction between different groups of people.

- Q25. Are you....? Male ₁ Female ₂
- Q26. What is your age group?
 16 – 24 ₁ 25 – 34 ₂ 35 – 44 ₃ 45 – 54 ₄
 55 – 64 ₅ 65 – 74 ₆ 75 and over ₇
- Q27. What is your marital or civil partnership status?
 Single, that is, never married ₁ Married and living with husband/wife ₂
 In a Civil Partnership ₃ Married and separated from husband/wife ₄
 Divorced ₅ Widowed ₆
- Q28. Please indicate your community background.
 I am a member of the Protestant Community ₁
 I am a member of the Roman Catholic Community ₂
 I am a member of neither the Protestant nor Roman Catholic Community ₃
- Q29. What is your ethnic group?
 White ₁ Black Caribbean ₇
 Irish Traveller ₂ Black African ₈
 Indian ₃ Other Black ₉
 Pakistani ₄ Chinese ₁₀
 Bangladeshi ₅ Mixed ₁₁
 Other Asian ₆ Other Ethnic Group ₁₂
- Q30. Do you consider yourself to have a disability?
By disability we mean any physical or mental impairment that has a substantial and long-term adverse impact on your ability to carry out normal day-to-day activities.
 Yes ₁
 No ₂
- Q31. Do you have any dependants?
By dependants we mean whether you have personal responsibility for the care of a child (aged 16 or under), for the care of a person with a disability or for the care of an elderly person.
 Yes ₁
 No ₂