



POLICE SERVICE OF NORTHERN IRELAND 2004/05 QUALITY OF SERVICE SURVEY

Central Statistics Unit
PSNI Lisnasharragh,
42 Montgomery Road,
Belfast BT6 9LD

Tel: 028 9065 0222 ext 2
Web: www.psni.police.uk



Statistics and Research Branch
10th Floor, Waterside Tower
Clarendon Road
Belfast BT1 3BG

Tel: 028 9040 8560
Web: www.nipolicingboard.org.uk

Introduction

In accordance with Home Office guidelines and in conjunction with the Northern Ireland Policing Board (NIPB), Central Statistics Unit, PSNI conducts an ongoing 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 2004/05 11,124 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 2004 and 31 March 2005. 2,972 questionnaires were returned to Central Statistics Unit, resulting in a response rate of 26.7%.

Statisticians in the PSNI and the NIPB are seconded from the Northern Ireland Statistics and Research Agency (NISRA) and provide an independent and impartial service to the respective organisations.

Key Findings

- More than four-fifths of respondents (82%) indicated that they were satisfied with the **overall service** provided by the police.
- The vast majority of respondents (90%) stated that they were satisfied with the **ease of contacting someone** who could assist them.
- Overall, 84% of respondents were satisfied with the **time it took for the police to arrive**.
- Just over three-quarters of respondents (77%) stated that they were satisfied with the **actions taken** by police.
- 70% of respondents were satisfied with how well they were **kept informed of progress**.
- The vast majority of respondents (89%) stated that they were satisfied with the **way they were treated** by the police officers and staff that dealt with them.

An analysis of the key results by victim/user category, gender, age, community background and policing area is presented throughout the report. An example 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) 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?

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

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

Base: All Respondents (N=2,903).

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

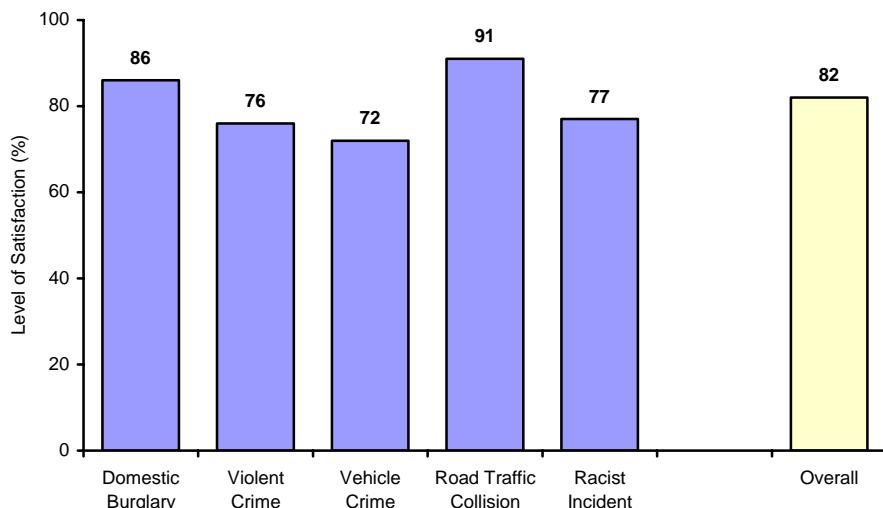
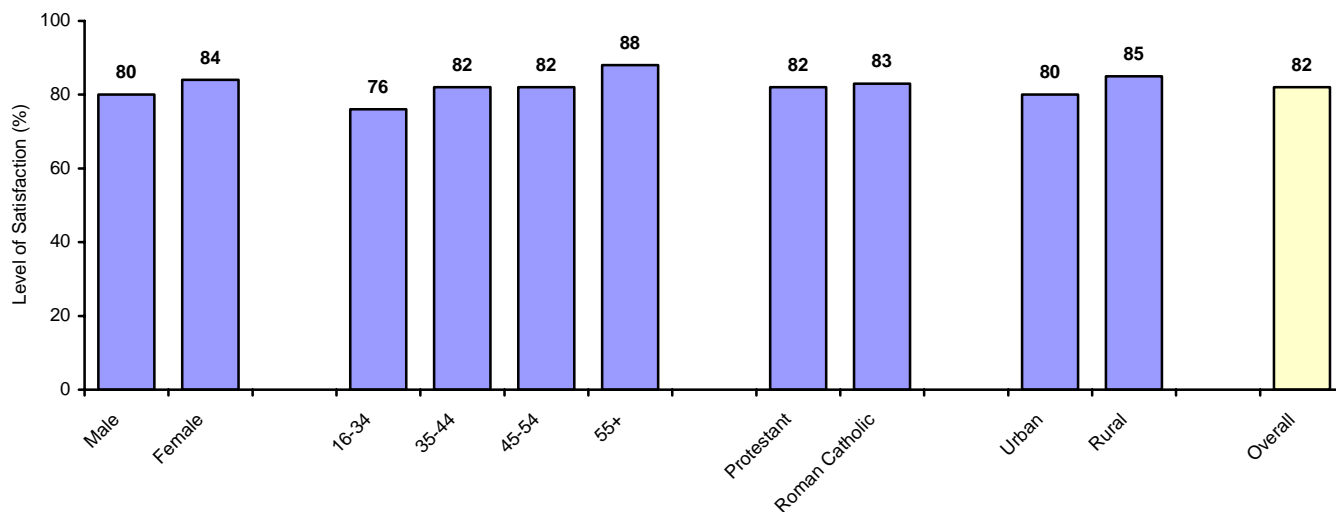


Figure 2: Question 21 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- More than four-fifths of respondents (82%) indicated that they were satisfied with the overall service provided by the police.
- The level of satisfaction was highest among those involved in road traffic collisions (91%) and lowest among respondents who were victims of a vehicle crime (72%).
- Figure 2 shows that the level of satisfaction was higher among females, those aged over 35 and those from the rural policing area.

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

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

Base: All Respondents who contacted the police personally (N=2,001).

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

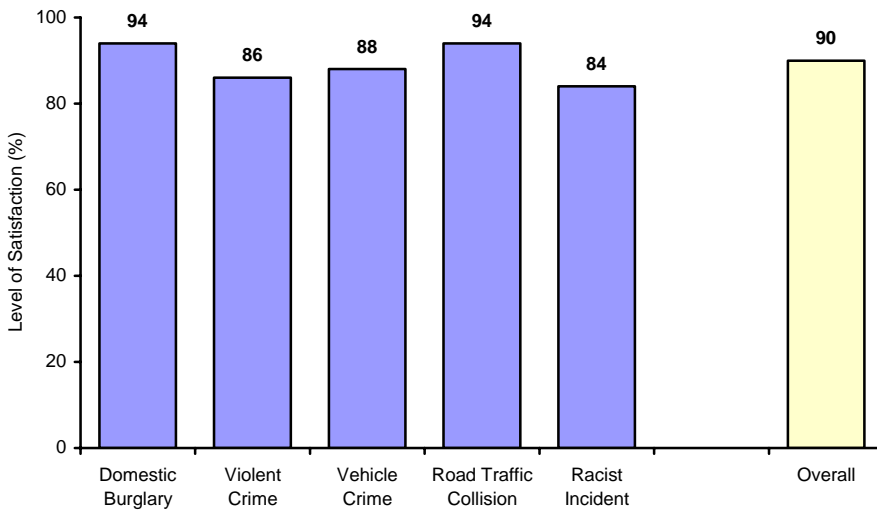
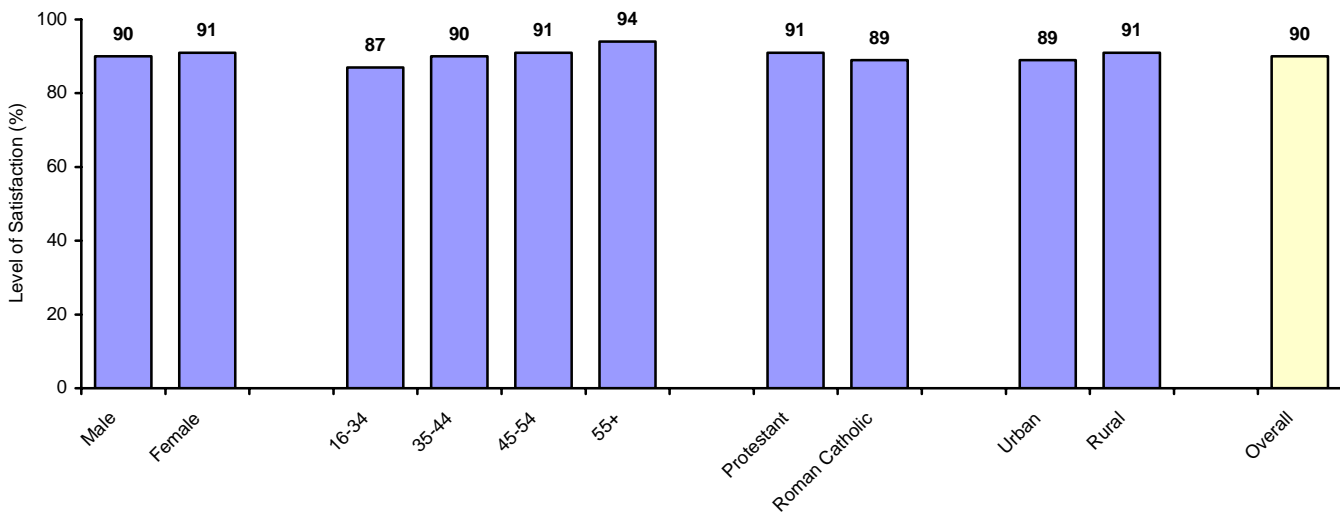


Figure 4: Question 3 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- The vast majority of respondents (90%) stated that they were satisfied with the ease of contacting someone who could assist them.
- As can be seen from Figure 4, there was little variation in the level of satisfaction by gender, community background or policing area. The level of satisfaction increases progressively with age, ranging from 87% among those aged 16-24 to 94% among those aged 55+.

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

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 (N=1,516).

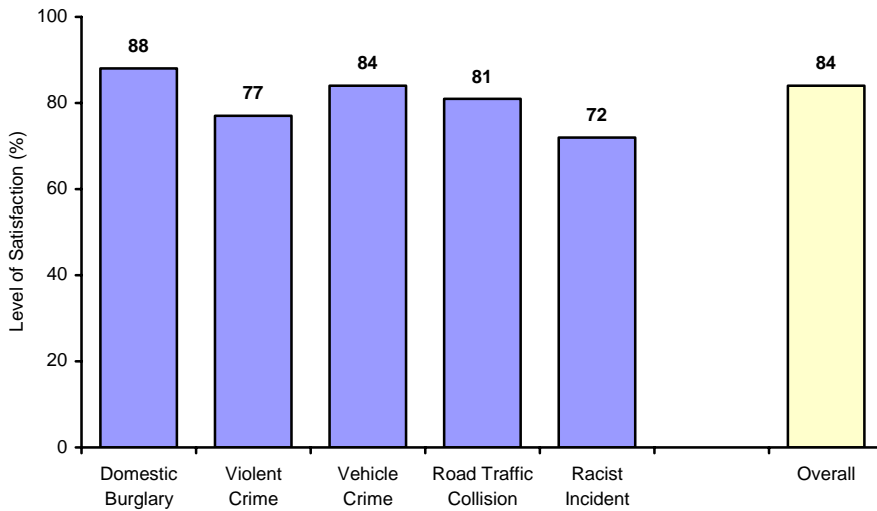
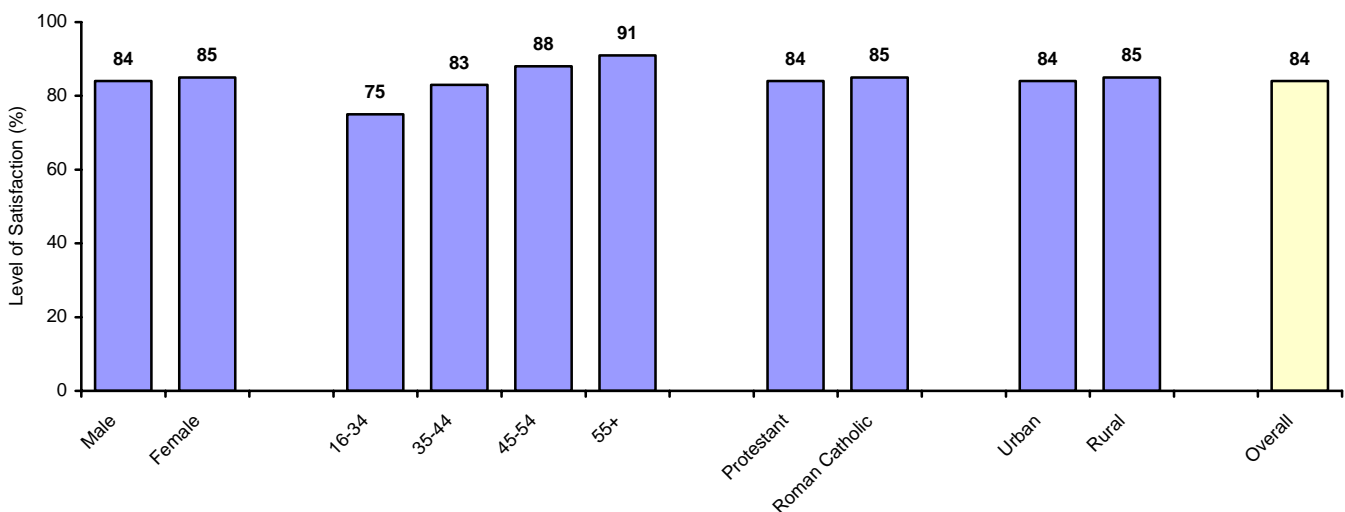


Figure 5: Question 9 – Level of Satisfaction* by Victim/User type

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



- Overall, 84% of respondents were satisfied with the time it took for the police to arrive.
- The level of satisfaction ranged from a low of 72% among those respondents who were victims of racist incidents to a high of 88% among respondents who were victims of domestic burglary.
- Figure 6 shows that the level of satisfaction increases progressively with age, ranging from 75% among respondents aged 16-24 to 91% among those aged 55+.

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

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

Base: All Respondents (N=2,908).

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

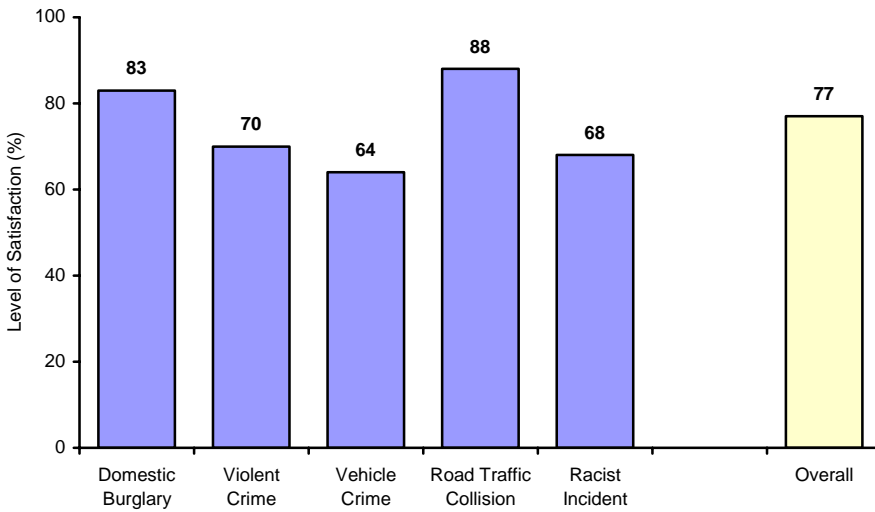
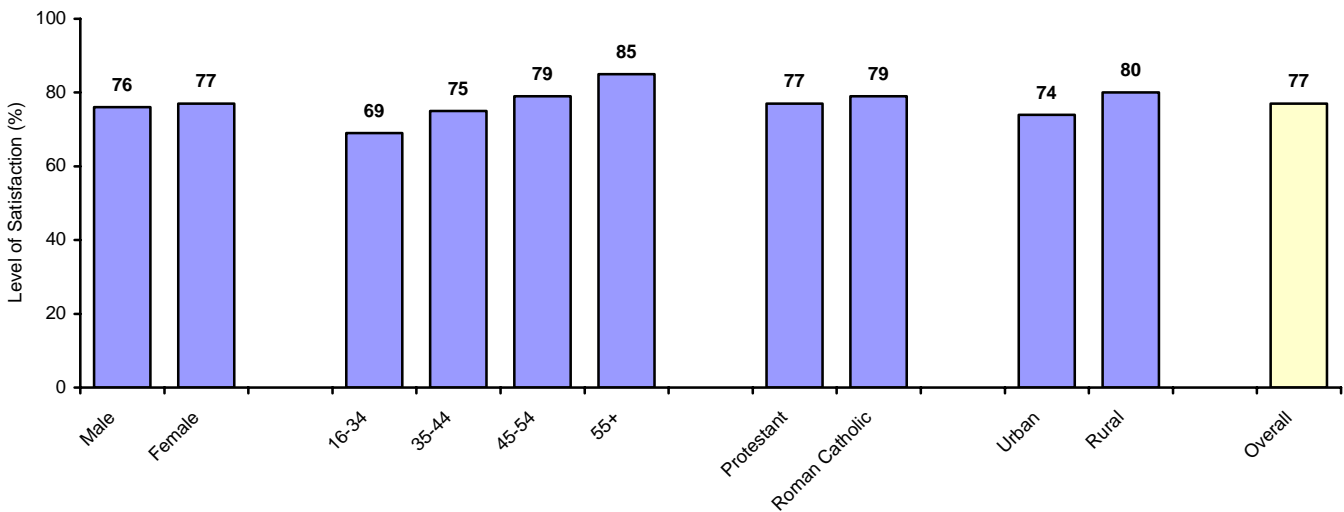


Figure 8: Question 11 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- Just over three-quarters of respondents (77%) stated that they were satisfied with the actions taken by police. This level of satisfaction was lowest among respondents who were victims of vehicle crime (64%) and highest among respondents who were involved in a road traffic collision (88%).
- Figure 8 shows that the level of satisfaction was higher among those respondents from the rural policing area (80%). The level of satisfaction also increases progressively with age, ranging from 69% among those aged 16-34 to 85% among those aged 55+.

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

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 (N=1,394).

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

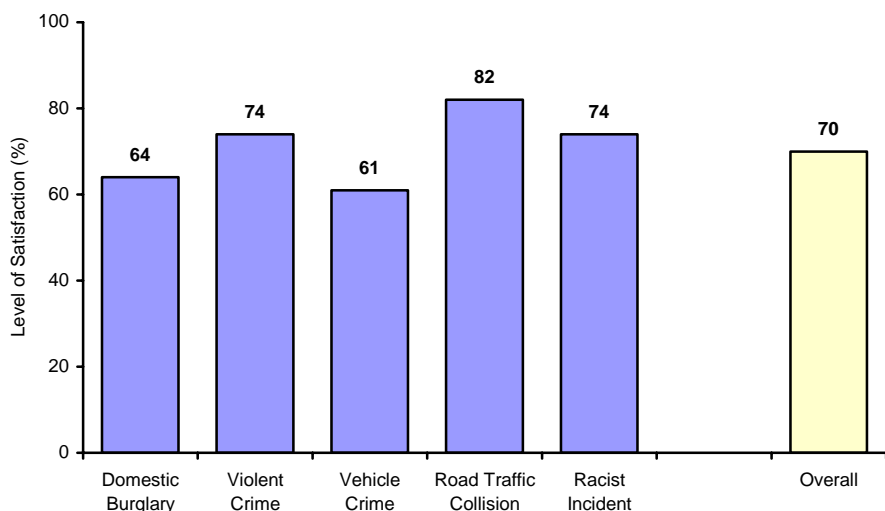
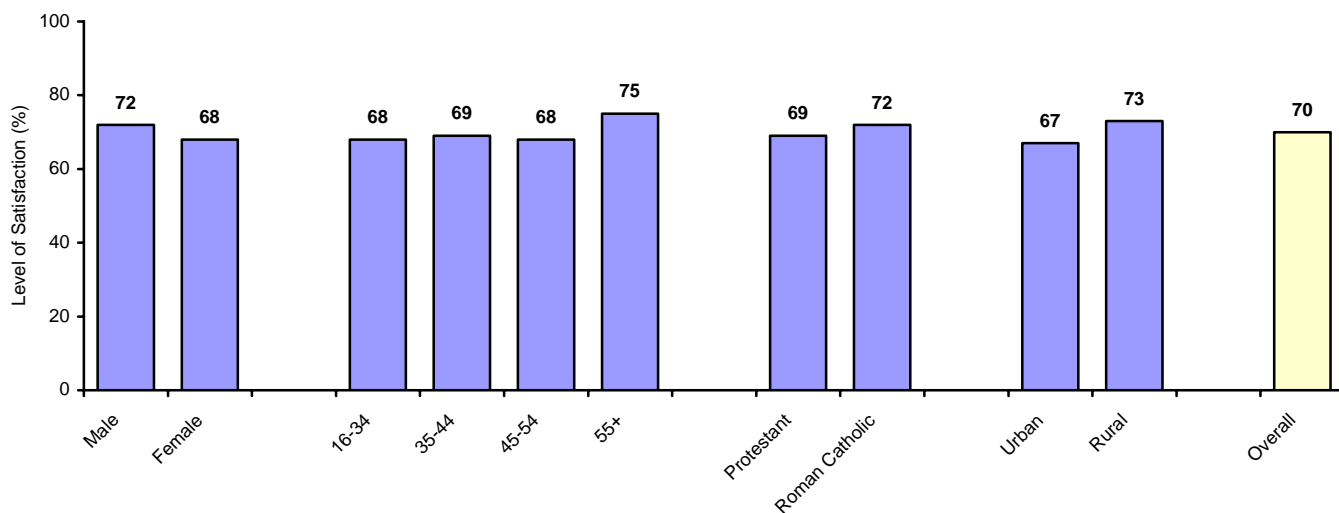


Figure 10: Question 17 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- Overall, 70% of respondents were satisfied with how well they were kept informed of progress. This level of satisfaction ranged from 61% among respondents who were victims of vehicle crime to 82% among respondents who were involved in a road traffic collision.
- The level of satisfaction was higher among those aged 55+ (75%) and among those from the rural policing area (73%).

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

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

Base: All Respondents (N=2,900).

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

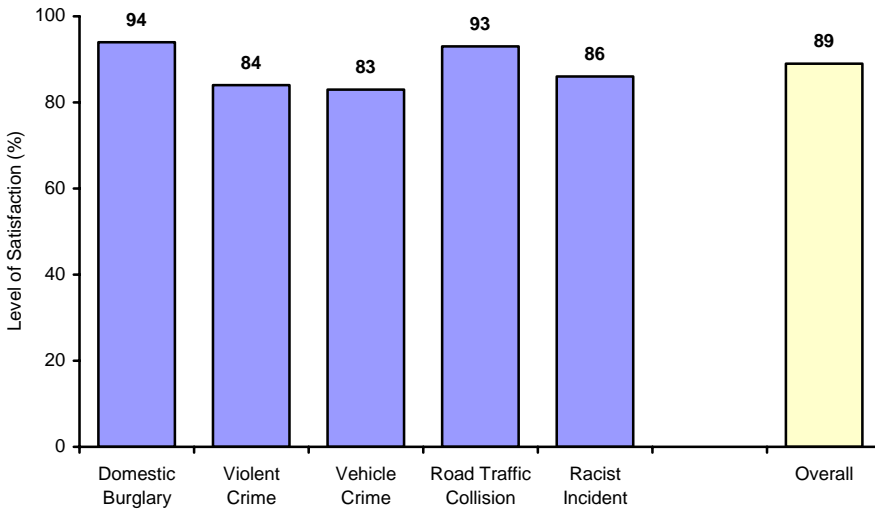
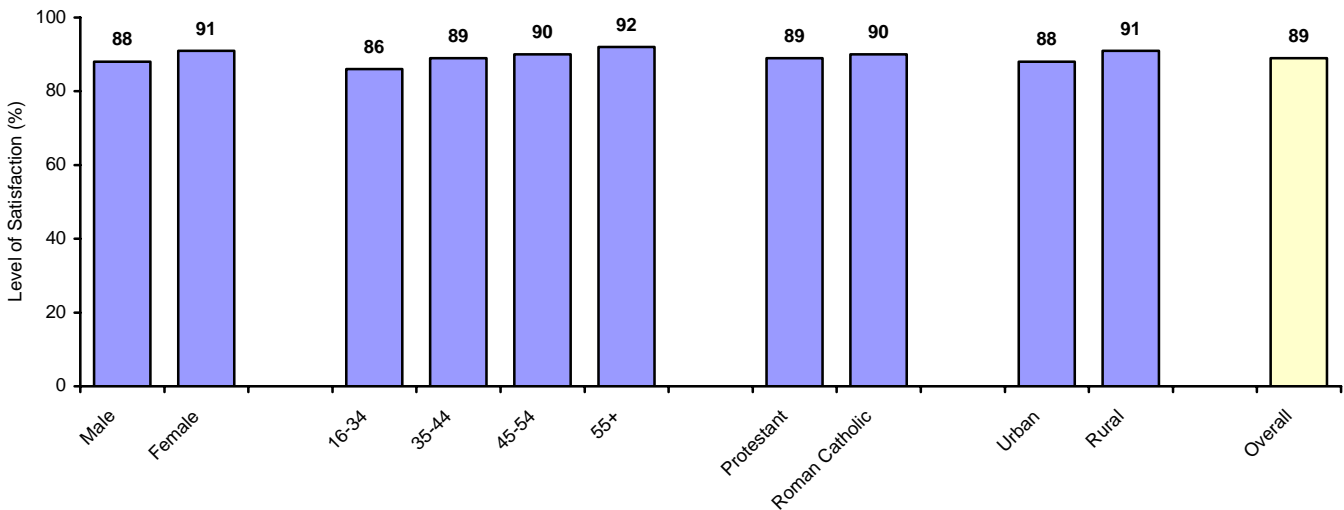


Figure 12: Question 19 – Level of Satisfaction* by Gender, Age, Community Background and Policing Area



- The vast majority of respondents (89%) stated that they were satisfied with the way they were treated by the police officers and staff that dealt with them.
- As can be seen from Figure 12, there was little variation in the level of satisfaction by gender, community background or policing area. The level of satisfaction increases progressively with age, ranging from 86% among those aged 16-24 to 92% among those aged 55+.

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

APPENDIX 1: TABULAR RESULTS

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

Base: All Respondents (N=2,903).

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

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
Victim/User Group		
Domestic Burglary	86%	64%
Violent Crime	76%	50%
Vehicle Crime	72%	49%
Road Traffic Collision	91%	77%
Racist Incident	77%	55%
Overall	82%	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
Male	80%	58%
Female	84%	63%
16-34	76%	52%
35-44	82%	61%
45-54	82%	60%
55+	88%	70%
Protestant	82%	61%
Roman Catholic	83%	61%
Urban	80%	57%
Rural	85%	64%
Overall	82%	60%

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

Base: All Respondents who contacted the police personally (N=2,001).

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

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
Victim/User Group		
Domestic Burglary	94%	75%
Violent Crime	86%	63%
Vehicle Crime	88%	64%
Road Traffic Collision	94%	76%
Racist Incident	84%	56%
Overall	90%	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
Male	90%	66%
Female	91%	73%
16-34	87%	62%
35-44	90%	68%
45-54	91%	73%
55+	94%	78%
Protestant	91%	70%
Roman Catholic	89%	69%
Urban	89%	69%
Rural	91%	70%
Overall	90%	69%

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 (N=1,516).

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

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
Victim/User Group		
Domestic Burglary	88%	64%
Violent Crime	77%	55%
Vehicle Crime	84%	61%
Road Traffic Collision	81%	57%
Racist Incident	72%	53%
Overall	84%	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
Male	84%	60%
Female	85%	62%
16-34	75%	48%
35-44	83%	59%
45-54	88%	65%
55+	91%	71%
Protestant	84%	60%
Roman Catholic	85%	64%
Urban	84%	63%
Rural	85%	59%
Overall	84%	61%

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

Base: All Respondents (N=2,908).

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

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
Victim/User Group		
Domestic Burglary	83%	63%
Violent Crime	70%	45%
Vehicle Crime	64%	43%
Road Traffic Collision	88%	71%
Racist Incident	68%	47%
Overall	77%	56%

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
Male	76%	54%
Female	77%	57%
16-34	69%	44%
35-44	75%	55%
45-54	79%	61%
55+	85%	68%
Protestant	77%	56%
Roman Catholic	79%	58%
Urban	74%	53%
Rural	80%	59%
Overall	77%	56%

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 (N=1,394).

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

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
Victim/User Group		
Domestic Burglary	64%	43%
Violent Crime	74%	40%
Vehicle Crime	61%	41%
Road Traffic Collision	82%	64%
Racist Incident	74%	50%
Overall	70%	47%

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
Male	72%	47%
Female	68%	47%
16-34	68%	43%
35-44	69%	45%
45-54	68%	45%
55+	75%	57%
Protestant	69%	47%
Roman Catholic	72%	48%
Urban	67%	44%
Rural	73%	51%
Overall	70%	47%

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

Base: All Respondents (N=2,900).

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

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
Victim/User Group		
Domestic Burglary	94%	80%
Violent Crime	84%	63%
Vehicle Crime	83%	64%
Road Traffic Collision	93%	80%
Racist Incident	86%	62%
Overall	89%	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
Male	88%	71%
Female	91%	74%
16-34	86%	65%
35-44	89%	71%
45-54	90%	76%
55+	92%	80%
Protestant	89%	73%
Roman Catholic	90%	74%
Urban	88%	70%
Rural	91%	76%
Overall	89%	72%

APPENDIX 2: QUESTIONNAIRE

POLICE SERVICE OF NORTHERN IRELAND

BURGLARY 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 burglary?

- Yes 1
- No 2 (Please go to Q10)

Q2. How did you contact the police about the burglary?

- 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 given the police the initial details about the burglary, by which method did the police deal with your burglary?

- 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)
.....

Q6. Were you told when you reported the burglary 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)

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 the burglary once they had been given the initial details. This could have been over the phone, at the police station or at the scene of the burglary. It could have been over more than one contact, or all at the same time. If more than one person was involved, please give an overall impression of the actions they took. Did they:

- | | Yes | No | Don't know | Not applicable |
|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. 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 |
| b. Provide you with a reference number? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| c. Provide you with a contact name and number for someone dealing with your case? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| d. Offer contact details for Victim Support? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| e. Offer advice (including any advice on crime prevention)? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ |
| f. 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 |
| <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 |

Q12. Please explain your answer to question 11:

SECTION THREE: FOLLOW UP – Being kept informed

Q13. Have you had any further contact with the police about the burglary since it was reported and the initial police response? (This further contact could have been initiated by you or the police, over the phone, face-to-face, by letter or by another 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 Q18)

Q15. What did you want the police to do?

NOW PLEASE GO TO Q18

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 |

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. Treat you politely?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b. Appear professional in what they were doing?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c. 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
d. Explain how your enquiry would be dealt with?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e. Try to discourage you from reporting the crime?	<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 status?
Married ₁ Living with Partner ₂ Single (never married) ₃
Separated/ divorced ₄ Widowed ₅
- Q28. Please indicate your community background.
I have a Protestant community background ₁
I have a Roman Catholic community background ₂
I have neither a Protestant nor a Roman Catholic community background 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 primary 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

SECTION SEVEN: TAKING PART IN FURTHER CONSULTATION

The Police Service of Northern Ireland are constantly looking for new and better ways to talk to and understand the needs of the people who use our services. If you would like to take part in future consultation exercises, please complete your details below. All information provided is treated in the strictest confidence.

NAME

ADDRESS

.....

.....POST CODE

TELEPHONE(day time).....(evening)

**Thank you for completing this questionnaire.
All information will be treated in the strictest confidence.
Please return it in the pre-paid envelope provided (no stamp required).**