



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

## 2007/08 QUALITY OF SERVICE SURVEY

**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 2007/08 10,749 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 2007 and 31 March 2008. 2,102 questionnaires were returned to Central Statistics Unit, resulting in a response rate of 19.6%.

## 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

- Across the six key questions, there has been **no statistically significant differences in the levels of satisfaction** recorded by respondents in 2007/08 compared with 2006/07.
- Four-fifths of respondents (80%) indicated that they were satisfied with the **overall service** provided by the police for 2007/08. This compares with a figure of 78% during 2006/07.
- The vast majority of respondents (90%) stated that they were satisfied with the **ease of contacting someone** who could assist them. In 2006/07 this figure was 91%.
- Overall, 85% of respondents were satisfied with the **time it took for the police to arrive**. In 2006/07 this figure was 86%.
- Approximately three-quarters of respondents (76%) stated that they were satisfied with the **actions taken** by police. In 2006/07 this figure was 75%.
- 70% of respondents who have had further contact with the police were satisfied with how well they were **kept informed of progress**. In 2006/07 this figure was also 70%.
- The vast majority of respondents (88%) stated that they were satisfied with the **way they were treated** by the police officers and staff that dealt with them. In 2006/07 this figure was 87%.

## 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?

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

## 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 (2005/06: N=2,606) (2006/07: N=2,021) (2007/08: N=2,065).

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

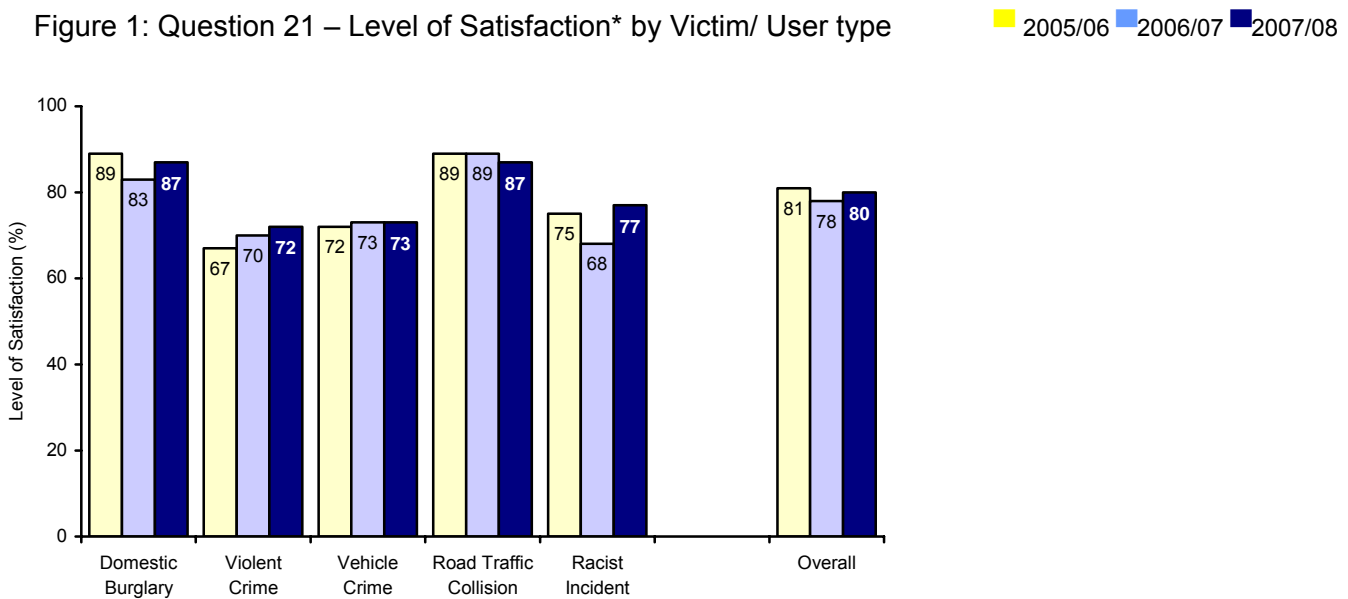
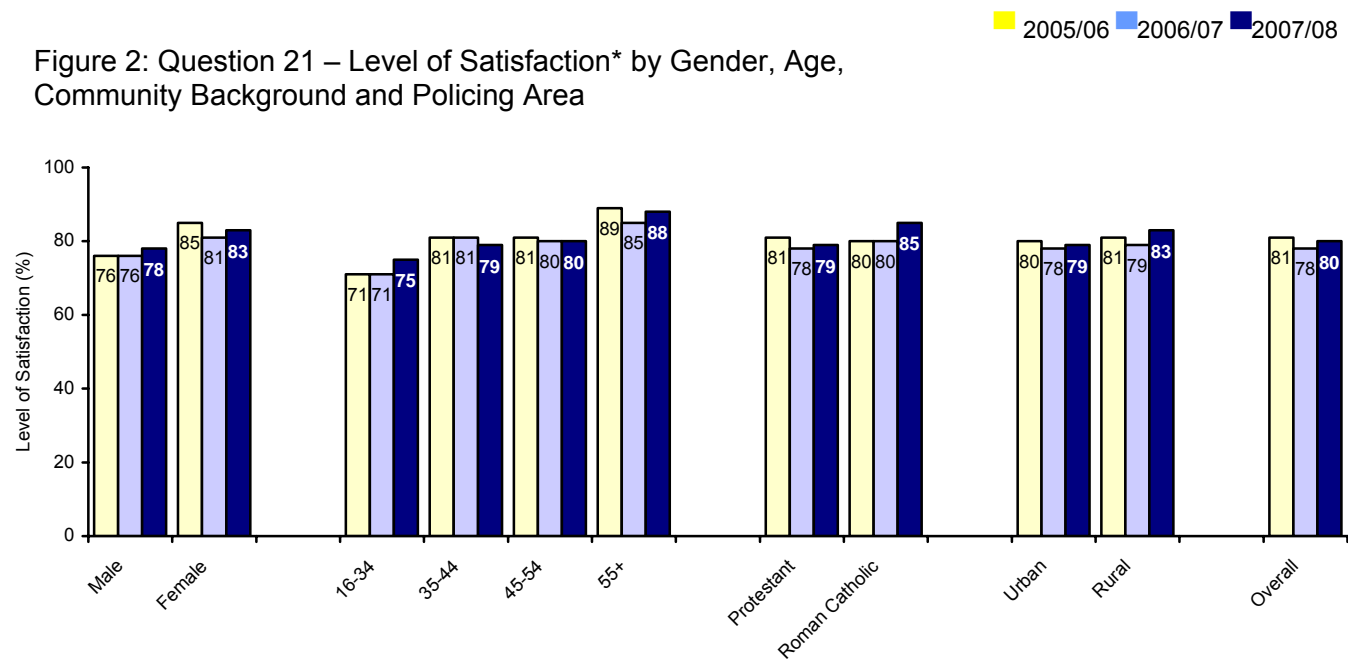


Figure 2: Question 21 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- Four-fifths of respondents (80%) in 2007/08 indicated that they were satisfied with the overall service provided by the police.
- This level of satisfaction was significantly higher among respondents who were victims of domestic burglaries and road traffic collisions (both 87%) than all other victim groups.
- Figure 2 shows that the overall level of satisfaction was significantly higher among female respondents (83%) than males (78%). There was also significantly higher levels of satisfaction among respondents from:
  - The 55 and over age group (88%) compared to the other age groups.
  - Roman Catholics (85%) in comparison to Protestants (79%).
  - The Rural policing area (83%) compared to those from the Urban policing area (79%).

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

### 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 (2005/06 N=1,767) (2006/07 N=1,338) (2007/08 N=1,368).

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

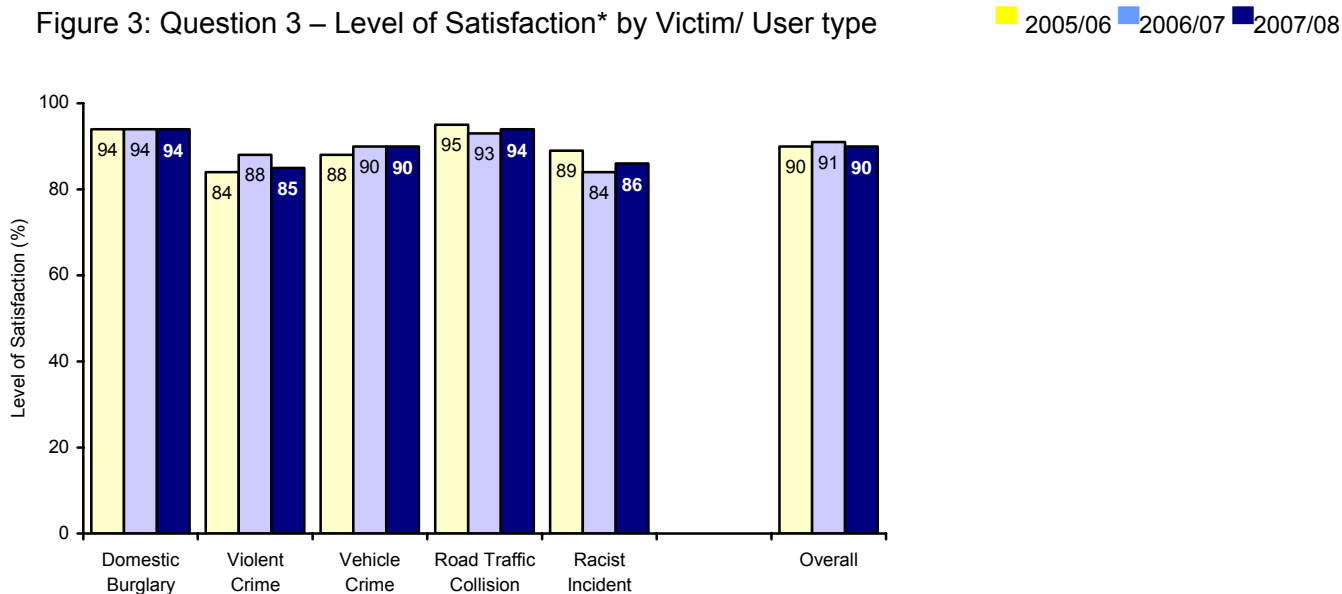
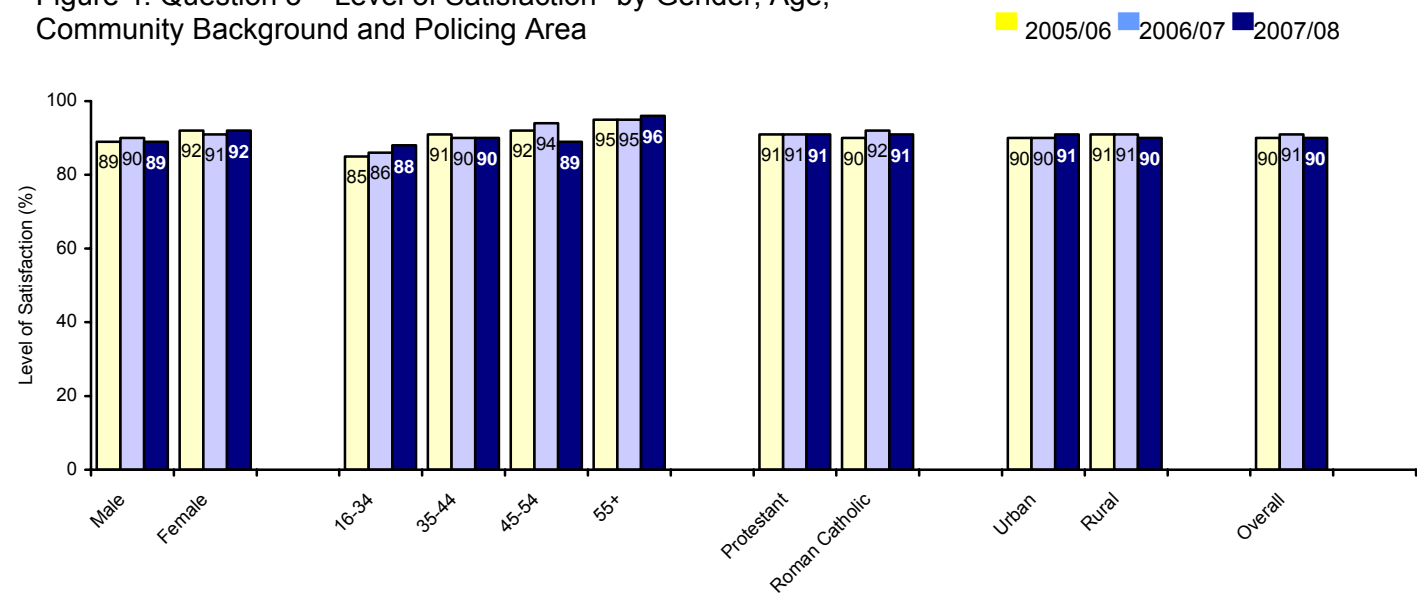


Figure 4: Question 3 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- In 2007/08, the vast majority of respondents (90%) stated that they were satisfied with the ease of contacting someone who could assist them.
- Those respondents who were victims of a violent crime (85%) expressed significantly lower satisfaction with the ease of contacting someone who could assist them than those victims of a domestic burglary or those involved in a road traffic collision (both 94%).
- As can be seen from Figure 4, there was little variation in the level of satisfaction by gender, community background or policing area. Satisfaction was significantly higher among those aged 55 and over (96%) compared to the other age groups.

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

## 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 (2005/06: N=1,361) (2006/07: N=991)(2007/08: N=1,028).

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

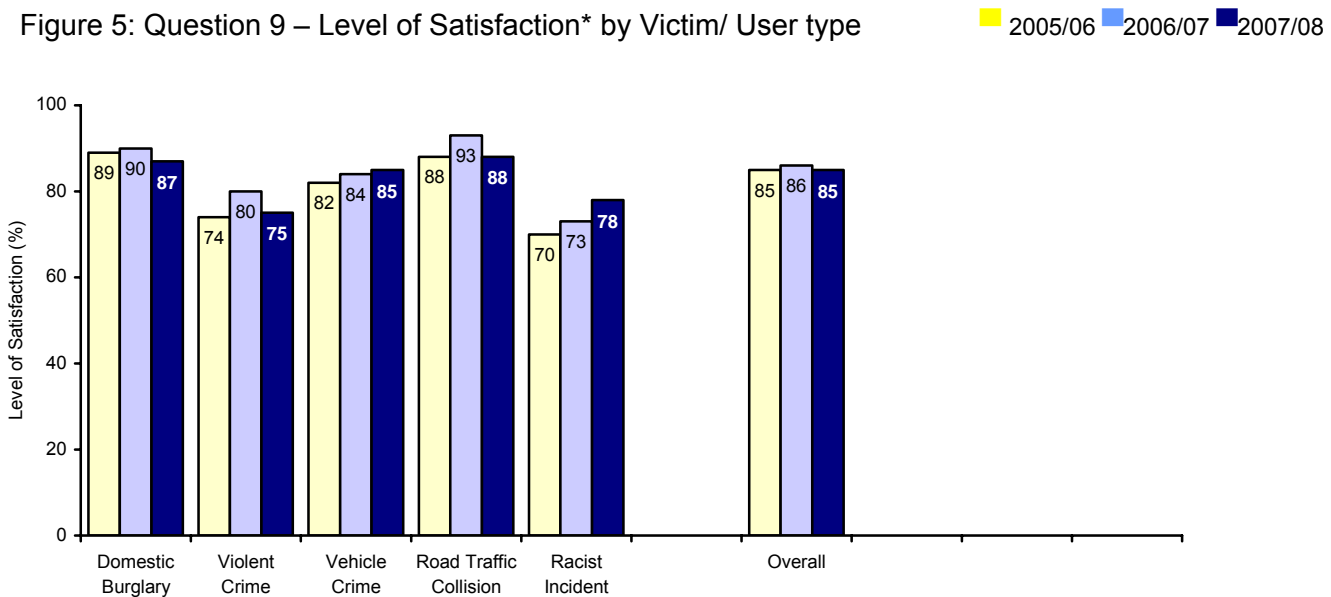
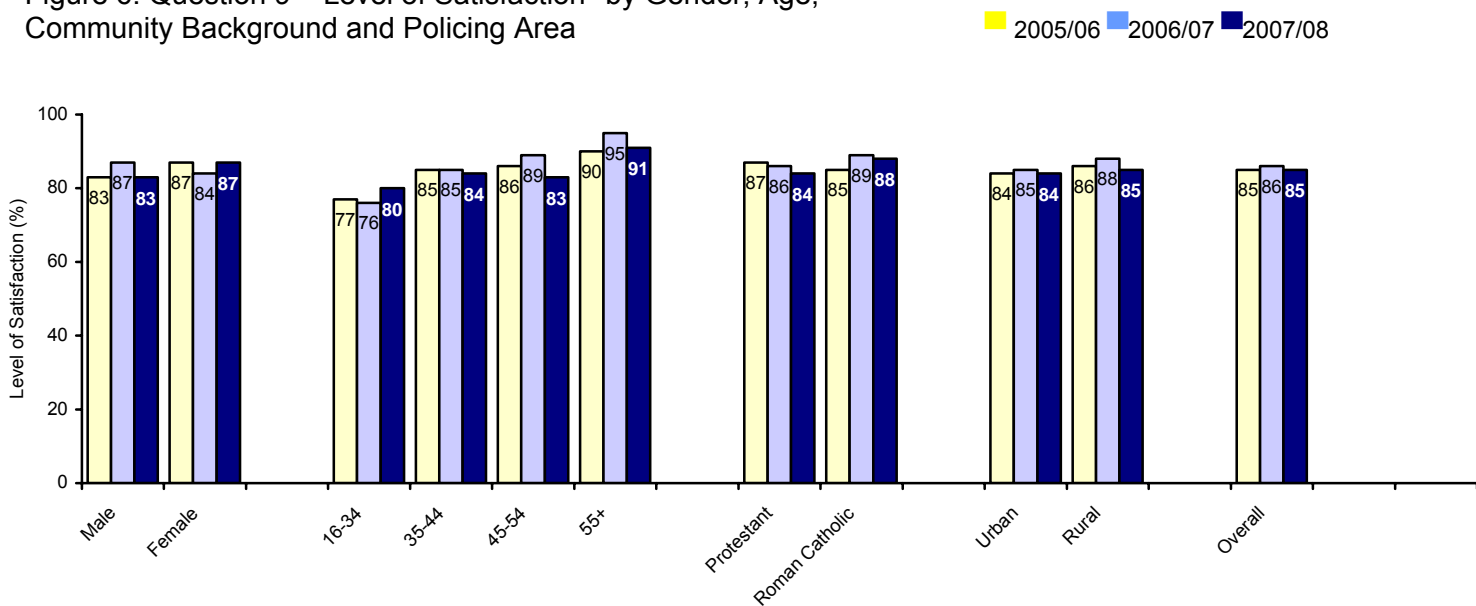


Figure 6: Question 9 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- During 2007/08, 85% of respondents were satisfied with the time it took for the police to arrive.
- Those respondents who were victims of a violent crime (75%) expressed significantly lower satisfaction with the time it took for the police to arrive than all other victim groups except those victims of a racist incident (78%).
- Those aged 55+ (91%) expressed significantly 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.

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

Base: All Respondents (2005/06: N=2,596) (2006/07: N=1,529) (2007/08: N=1,577).

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

2005/06 2006/07 2007/08

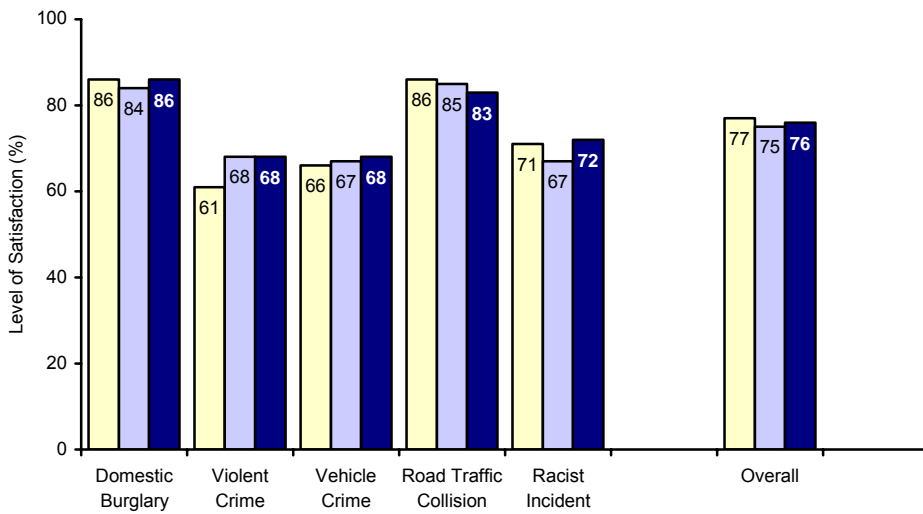
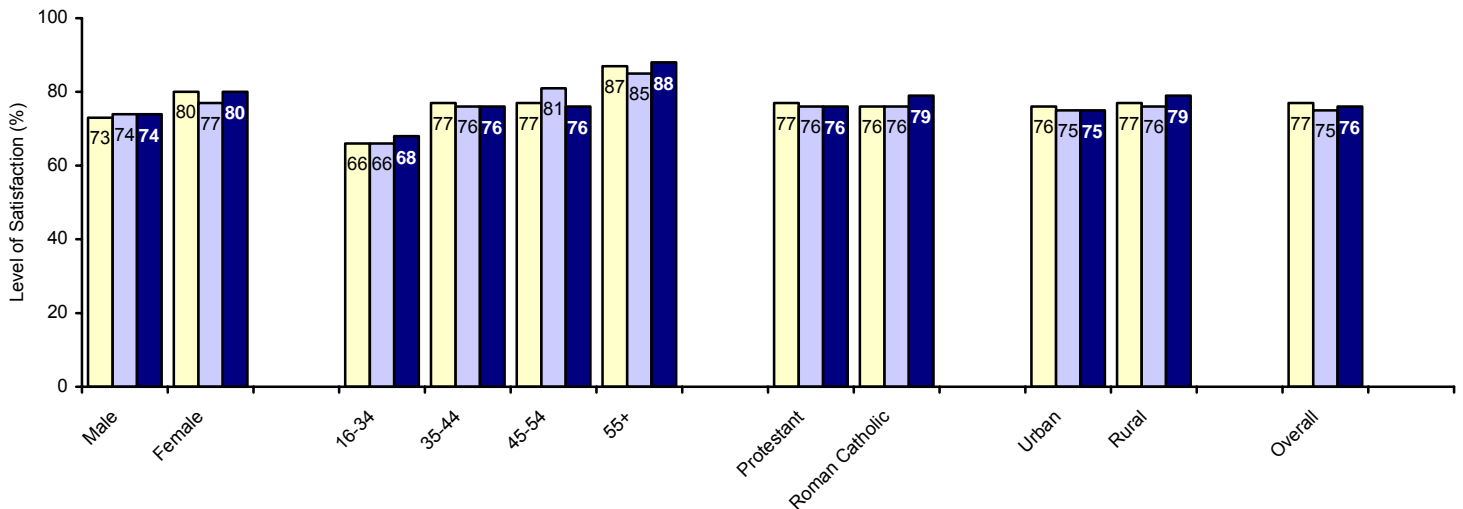


Figure 8: Question 11 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area

2005/06 2006/07 2007/08



- Approximately three-quarters of respondents (76%) stated that they were satisfied with the actions taken by police in 2007/08. This level of satisfaction was significantly higher among respondents who were victims of a domestic burglary (86%) and those who were involved in a road traffic collision (83%) than the other victim groups.
- Males (74%) expressed significantly lower satisfaction with the actions taken by the police than females (80%) while those aged 16-34 (68%) also reported significantly lower satisfaction compared with the other age groups.

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

## 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 (2005/06: N=1,262) (2006/07: N= 1,077)(2007/08: N=1,139).

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

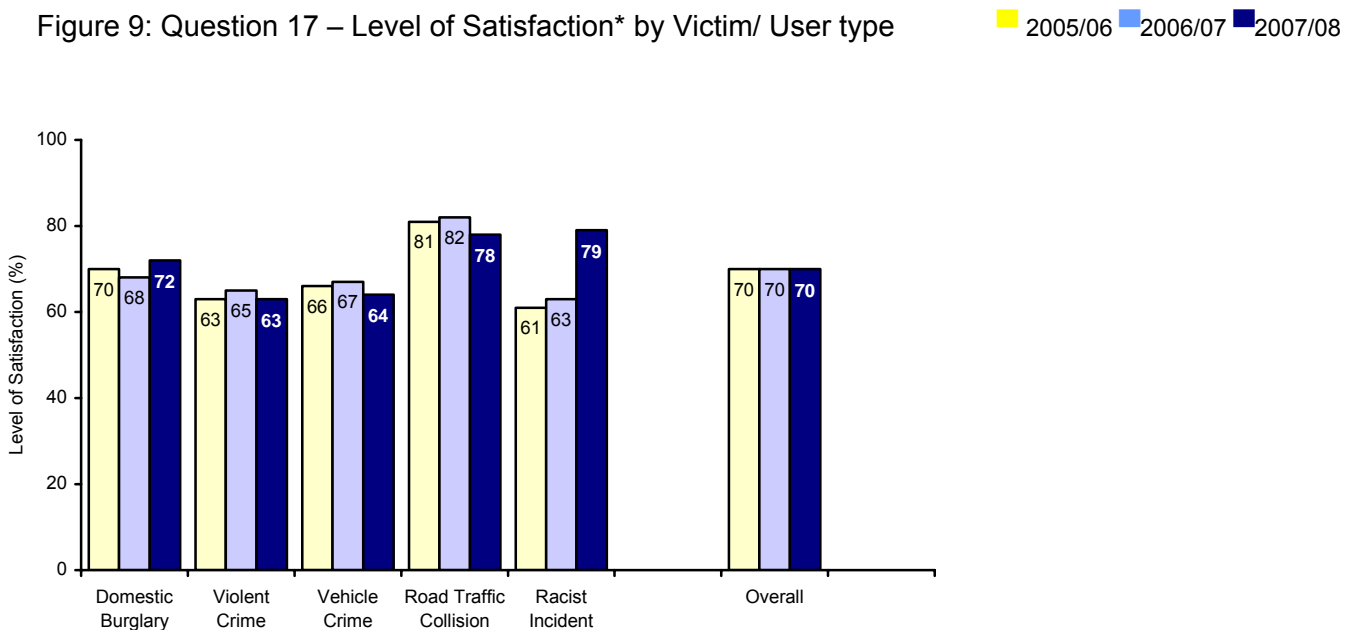
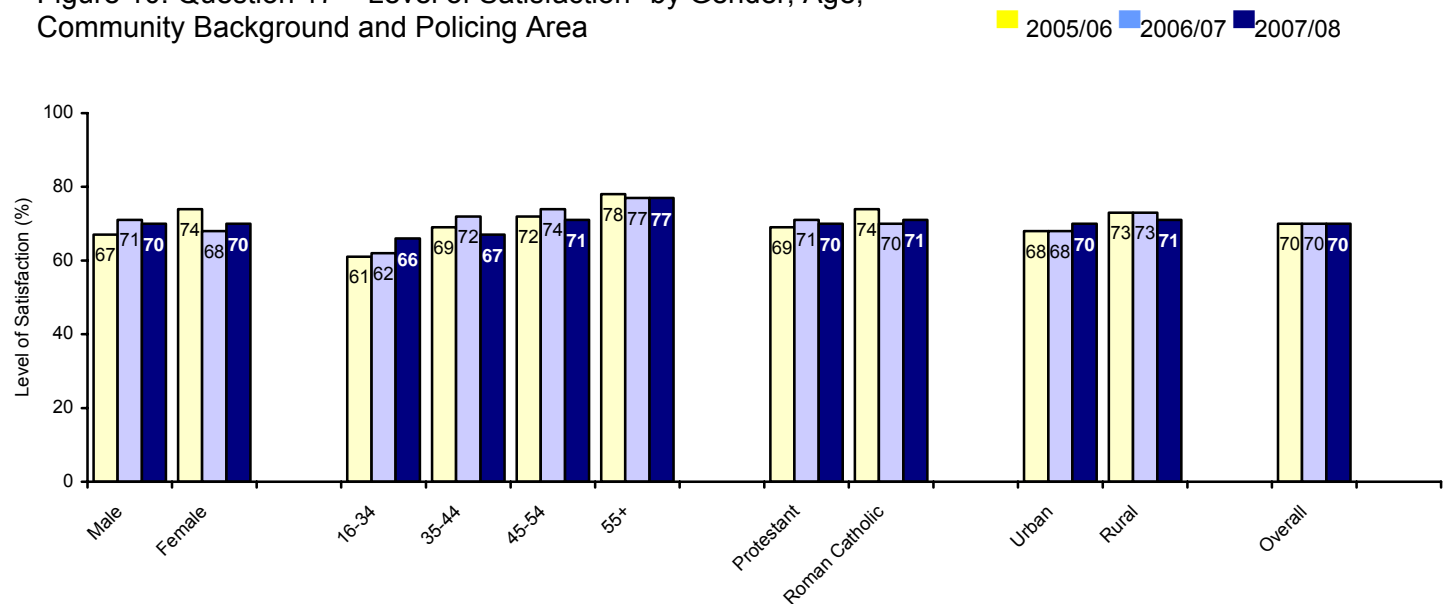


Figure 10: Question 17 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- Overall, 70% of respondents in 2007/08 who have had further contact with the police were satisfied with how well they were kept informed of progress. Those respondents who were victims of a violent crime (63%) and victims of a vehicle crime (64%) expressed significantly lower levels of satisfaction than those victims of a domestic burglary (72%) or a road traffic collision (78%).
- Figure 10 shows that those aged 55 and over (77%) had a significantly higher level of satisfaction with how well they were kept informed than the 16-34 (66%) and 35-44 (67%) age groups.

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

## 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 (2005/06: N=2,612) (2006/07: N=2,034)(2007/08: N=2,070).

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

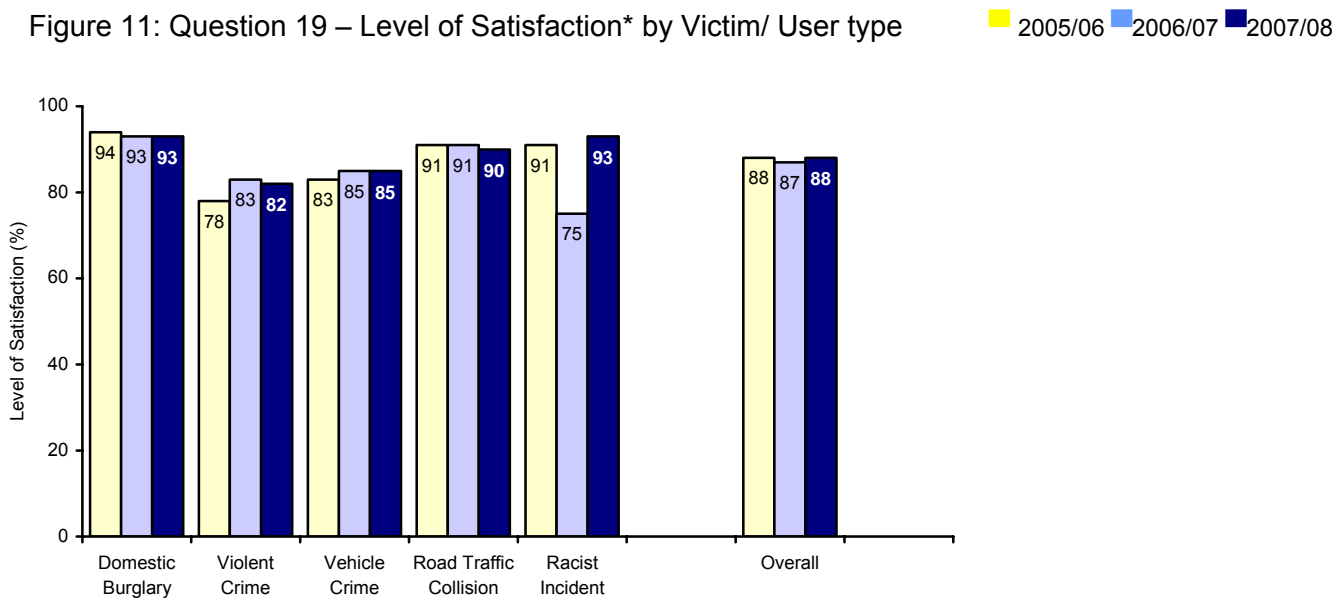
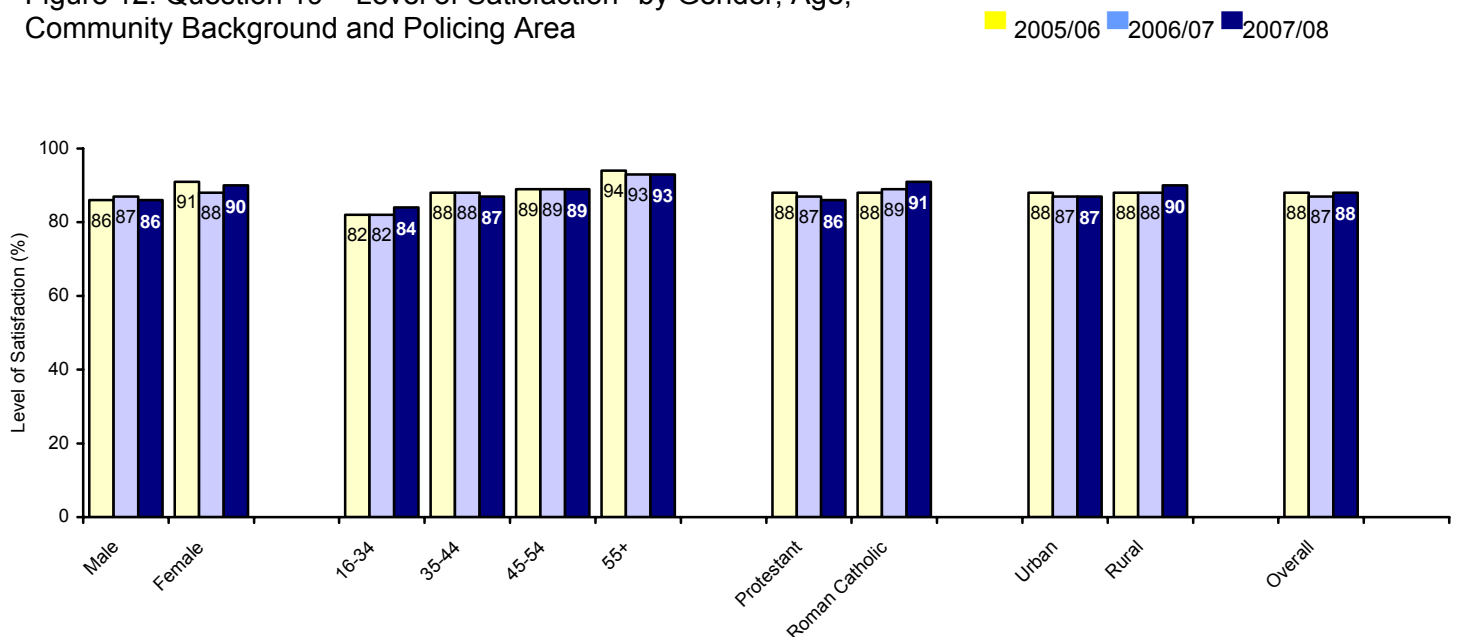


Figure 12: Question 19 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- The vast majority of respondents (88%) in 2007/08 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 domestic burglaries (93%) indicated significantly higher satisfaction than those respondents who were victims of a violent crime (82%), a vehicle crime (85%) or those involved in a road traffic collision (90%).
- There was significantly higher levels of satisfaction with the treatment by police officers and staff among the following respondents:
  - Females (90%) compared with males (86%).
  - Those aged 55 and over (93%) in comparison with the other age groups
  - Roman Catholics (91%) compared to Protestants (86%)
  - The Rural policing area (90%) compared with persons from the Urban policing area (87%).

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

# **APPENDIX 1: TABULAR RESULTS**

## 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 (2005/06: N=2,606) (2006/07: N=2,021) (2007/08: N=2,065).

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Domestic Burglary	89%	83%	87%	69%	64%	66%
Violent Crime	67%	70%	72%	45%	51%	50%
Vehicle Crime	72%	73%	73%	54%	51%	52%
Road Traffic Collision	89%	89%	87%	74%	72%	69%
Racist Incident	75%	68%	77%	48%	51%	51%
<b>Overall</b>	<b>81%</b>	<b>78%</b>	<b>80%</b>	<b>61%</b>	<b>59%</b>	<b>60%</b>

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Male	76%	76%	78%	57%	57%	56%
Female	85%	81%	83%	66%	61%	64%
16-34	71%	71%	75%	47%	49%	53%
35-44	81%	81%	79%	58%	58%	59%
45-54	81%	80%	80%	66%	62%	59%
55+	89%	85%	88%	76%	71%	70%
Protestant	81%	78%	79%	61%	59%	58%
Roman Catholic	80%	80%	85%	62%	60%	63%
Urban	80%	78%	79%	60%	58%	58%
Rural	81%	79%	83%	63%	60%	62%
<b>Overall</b>	<b>81%</b>	<b>78%</b>	<b>80%</b>	<b>61%</b>	<b>59%</b>	<b>60%</b>

## 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 (2005/06 N=1,767) (2006/07 N=1,338)(2007/08 N=1,368).

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Domestic Burglary	94%	94%	94%	80%	81%	78%
Violent Crime	84%	88%	85%	61%	59%	62%
Vehicle Crime	88%	90%	90%	68%	69%	65%
Road Traffic Collision	95%	93%	94%	79%	76%	74%
Racist Incident	89%	84%	86%	59%	58%	65%
<b>Overall</b>	<b>90%</b>	<b>91%</b>	<b>90%</b>	<b>73%</b>	<b>70%</b>	<b>70%</b>

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Male	89%	90%	89%	69%	70%	67%
Female	92%	91%	92%	76%	70%	74%
16-34	85%	86%	88%	62%	62%	62%
35-44	91%	90%	90%	69%	66%	71%
45-54	92%	94%	89%	73%	76%	69%
55+	95%	95%	96%	86%	82%	79%
Protestant	91%	91%	91%	74%	72%	71%
Roman Catholic	90%	92%	91%	74%	70%	70%
Urban	90%	90%	91%	72%	70%	70%
Rural	91%	91%	90%	73%	71%	69%
<b>Overall</b>	<b>90%</b>	<b>91%</b>	<b>90%</b>	<b>73%</b>	<b>70%</b>	<b>70%</b>

## 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 (2005/06: N=1,361) (2006/07: N=991) (2007/08: N= 1,028)

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
	Domestic Burglary	89%	90%	87%	71%	70%
Violent Crime	74%	80%	75%	50%	58%	49%
Vehicle Crime	82%	84%	85%	58%	63%	61%
Road Traffic Collision	88%	93%	88%	65%	63%	61%
Racist Incident	70%	73%	78%	32%	49%	52%
<b>Overall</b>	<b>85%</b>	<b>86%</b>	<b>85%</b>	<b>64%</b>	<b>64%</b>	<b>62%</b>

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
	Male	83%	87%	83%	60%	65%
Female	87%	84%	87%	66%	61%	64%
16-34	77%	76%	80%	51%	50%	54%
35-44	85%	85%	84%	58%	62%	59%
45-54	86%	89%	83%	66%	66%	61%
55+	90%	95%	91%	75%	78%	72%
Protestant	87%	86%	84%	67%	65%	63%
Roman Catholic	85%	89%	88%	62%	64%	64%
Urban	84%	85%	84%	62%	62%	61%
Rural	86%	88%	85%	66%	67%	63%
<b>Overall</b>	<b>85%</b>	<b>86%</b>	<b>85%</b>	<b>64%</b>	<b>64%</b>	<b>62%</b>

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

Base: All Respondents (2005/06: N=2,596) (2006/07: N=1,529) (2007/08: N=1,577).

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
	Domestic Burglary	86%	84%	86%	68%	67%
Violent Crime	61%	68%	68%	42%	49%	45%
Vehicle Crime	66%	67%	68%	46%	47%	45%
Road Traffic Collision	86%	85%	83%	72%	67%	65%
Racist Incident	71%	67%	72%	40%	51%	52%
<b>Overall</b>	<b>77%</b>	<b>75%</b>	<b>76%</b>	<b>58%</b>	<b>57%</b>	<b>55%</b>

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
	Male	73%	74%	74%	54%	55%
Female	80%	77%	80%	63%	58%	58%
16-34	66%	66%	68%	44%	46%	47%
35-44	77%	76%	76%	56%	54%	56%
45-54	77%	81%	76%	59%	62%	53%
55+	87%	85%	88%	74%	71%	68%
Protestant	77%	76%	76%	60%	57%	55%
Roman Catholic	76%	76%	79%	57%	58%	58%
Urban	76%	75%	75%	58%	56%	55%
Rural	77%	76%	79%	59%	59%	57%
<b>Overall</b>	<b>77%</b>	<b>75%</b>	<b>76%</b>	<b>58%</b>	<b>57%</b>	<b>55%</b>

## 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 (2005/06: N=1,262) (2006/07: N= 1,077) (2007/08: N=1,139).

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Domestic Burglary	70%	68%	72%	46%	47%	50%
Violent Crime	63%	65%	63%	41%	43%	39%
Vehicle Crime	66%	67%	64%	46%	50%	41%
Road Traffic Collision	81%	82%	78%	59%	64%	56%
Racist Incident	61%	63%	79%	33%	34%	46%
<b>Overall</b>	<b>70%</b>	<b>70%</b>	<b>70%</b>	<b>47%</b>	<b>50%</b>	<b>47%</b>

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Male	67%	71%	70%	45%	49%	45%
Female	74%	68%	70%	50%	50%	50%
16-34	61%	62%	66%	37%	39%	42%
35-44	69%	72%	67%	43%	51%	45%
45-54	72%	74%	71%	45%	56%	49%
55+	78%	77%	77%	62%	61%	55%
Protestant	69%	71%	70%	48%	53%	46%
Roman Catholic	74%	70%	71%	47%	49%	50%
Urban	68%	68%	70%	47%	50%	46%
Rural	73%	73%	71%	47%	50%	49%
<b>Overall</b>	<b>70%</b>	<b>70%</b>	<b>70%</b>	<b>47%</b>	<b>50%</b>	<b>47%</b>

## 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 (2005/06: N=2,612) (2006/07: N=2,034) (2007/08: N= 2,070).

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Domestic Burglary	94%	93%	93%	84%	81%	82%
Violent Crime	78%	83%	82%	60%	65%	64%
Vehicle Crime	83%	85%	85%	67%	68%	70%
Road Traffic Collision	91%	91%	90%	81%	77%	74%
Racist Incident	91%	75%	93%	64%	62%	70%
<b>Overall</b>	<b>88%</b>	<b>87%</b>	<b>88%</b>	<b>74%</b>	<b>72%</b>	<b>73%</b>

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		
	2005/06	2006/07	2007/08	2005/06	2006/07	2007/08
Male	86%	87%	86%	71%	72%	70%
Female	91%	88%	90%	78%	72%	76%
16-34	82%	82%	84%	64%	64%	65%
35-44	88%	88%	87%	72%	69%	73%
45-54	89%	89%	89%	77%	76%	71%
55+	94%	93%	93%	85%	84%	83%
Protestant	88%	87%	86%	75%	73%	72%
Roman Catholic	88%	89%	91%	74%	74%	76%
Urban	88%	87%	87%	74%	71%	72%
Rural	88%	88%	90%	74%	74%	73%
<b>Overall</b>	<b>88%</b>	<b>87%</b>	<b>88%</b>	<b>74%</b>	<b>72%</b>	<b>73%</b>

## **APPENDIX 2: QUESTIONNAIRE**

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)

.....

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)

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                 |
| <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 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 <sub>1</sub> (Please go to Q16)

No <sub>2</sub> (Please go to Q14)

Q14. Did you want further contact from the police?

Yes <sub>1</sub> (Please go to Q15)

No <sub>2</sub> (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 <sub>1</sub>
- b. The police have recovered some or all of your property <sub>1</sub>
- c. A person has been charged with or is being reported for the offence <sub>1</sub>
- d. Lines of enquiry are still being pursued <sub>1</sub>
- e. No further police action is being taken at this time due to insufficient evidence <sub>1</sub>
- f. You are required to attend court as a witness <sub>1</sub>
- g. Court proceedings have been finalised and the outcome of these proceedings <sub>1</sub>
- h. The offender has been dealt with by police as an alternative to court <sub>1</sub>
- i. Anything else? (please specify below) <sub>1</sub>

.....

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"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> | <input type="checkbox"/> <sub>6</sub> | <input type="checkbox"/> <sub>7</sub> | <input type="checkbox"/> <sub>8</sub> |

**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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
b. Deal with you sympathetically?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
c. Appear interested in what you told them?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
d. Treat you politely?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
e. Make the effort to understand the nature of your enquiry?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
f. Appear to take the matter seriously?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
g. Try to discourage you from reporting the incident?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

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"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

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

Generally High <sub>1</sub>                      Mixed <sub>2</sub>                      Generally Low <sub>3</sub>                      No opinion <sub>4</sub>

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

- A better opinion of the police <sub>1</sub>
- A worse opinion of the police <sub>2</sub>
- No change in your opinion of the police <sub>3</sub>

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 <sub>1</sub> Female <sub>2</sub>
- Q26. What is your age group?  
16 – 24 <sub>1</sub> 25 – 34 <sub>2</sub> 35 – 44 <sub>3</sub> 45 – 54 <sub>4</sub>  
55 – 64 <sub>5</sub> 65 – 74 <sub>6</sub> 75 and over <sub>7</sub>
- Q27. What is your marital or civil partnership status?  
Single, that is, never married <sub>1</sub> Married and living with husband/wife <sub>2</sub>  
In a Civil Partnership <sub>3</sub> Married and separated from husband/wife <sub>4</sub>  
Divorced <sub>5</sub> Widowed <sub>6</sub>
- Q28. Please indicate your community background.  
I am a member of the Protestant Community <sub>1</sub>  
I am a member of the Roman Catholic Community <sub>2</sub>  
I am a member of neither the Protestant nor Roman Catholic Community <sub>3</sub>
- Q29. What is your ethnic group?  
White <sub>1</sub> Black Caribbean <sub>7</sub>  
Irish Traveller <sub>2</sub> Black African <sub>8</sub>  
Indian <sub>3</sub> Other Black <sub>9</sub>  
Pakistani <sub>4</sub> Chinese <sub>10</sub>  
Bangladeshi <sub>5</sub> Mixed <sub>11</sub>  
Other Asian <sub>6</sub> Other Ethnic Group <sub>12</sub>
- 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 <sub>1</sub>  
No <sub>2</sub>
- 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 <sub>1</sub>  
No <sub>2</sub>