
THE METROPOLITAN POLICE

Mounted Police Survey 2014

My name is..... I'm calling on behalf of The Metropolitan Police from SMSR Ltd, an independent research company. We're asking people who live in the county to tell us what they think about crime, disorder and policing in South London. Could you spare around 10 minutes to answer some questions on this matter today?

INTERVIEWER IF NECESSARY: Your telephone number has been randomly selected from a list of telephone numbers. In the interests of speaking to a random cross-section of people I would like to speak with the person in your household whose birthday falls next and is 16 years or older.

INTERVIEWER: If clarification is needed: For this survey we need to speak with a completely random selection of people from within the South London area. For this purpose, we need to speak with the 'next person' whose birthday it is and is 16 or over.

INTERVIEWER IF NECESSARY: The interview takes about 10-15 minutes. If you choose to take part in this survey your responses will remain strictly confidential and anonymous and your details will not be forwarded to the Police themselves unless permission is given otherwise.

(If not immediately available, try to make call back arrangements and note the name of the person with the next birthday)

S1 INTERVIEWER CODE:

The person you are speaking to is eligible/only person in household ☐ 1 DISPLAY A
You are/have been forwarded to someone else who is able to take part ☐ 2 DISPLAY B

DISPLAY A

As I said, my name's..... I'm calling from SMSR Ltd and I am working on behalf of The Metropolitan Police.

The Metropolitan Police have asked us to call local residents to ask some questions about crime, disorder and policing in your area.

I can reassure you that unless you would like us to pass your contact details on to The Metropolitan Police, your answers will remain anonymous.

READ IF NECESSARY i.e. if respondents ask how their details were obtained: your number was selected at random from a list of numbers in the South London area to conduct this piece of social research. Your current details will at no time be released to any other parties and will be used in connection with this survey ONLY.

DISPLAY B

Good Morning/Afternoon/Evening My name's and I'm calling from and I am working on behalf of The Metropolitan Police. The Metropolitan Police have asked us to call local residents to ask some questions about crime, disorder and policing in South London.

IF NECESSARY (i.e. if a respondent asks how their details are obtained):

Your telephone number has been randomly selected from a list of all telephone numbers in the county to conduct this piece of social research. I can reassure you that unless you would like us to pass your contact details to The Metropolitan Police, your answers will remain anonymous and your contact details will at no time be released to any other parties and be used in connection with this survey ONLY.

READ OUT TO ALL:

The survey should take about 10-15 minutes depending on your answers and everything you say will be treated in confidence. I also need to point out that this conversation may be monitored or recorded for training and quality purposes only.

I can reassure you that unless you would like us to pass your contact details on to The Metropolitan Police, your answers will remain anonymous.

If you would like to confirm my identity, I can supply you with a contact name and telephone number for The Metropolitan Police or SMSR Ltd at any time.

For The Metropolitan Police contact: Lewisham Stable office on 0208 2848333 or Dr Ben Bradford (University of Oxford) 01865 281927 or SMSR Ltd on 0800 138 0845.

Section A

- A1 Would you be able to spare (10 to 15) minutes to answer some questions, either now or at a more convenient time?

INTERVIEWER IF NECESSARY: The interview takes about 10-15 minutes.

Respondent agrees	<input type="checkbox"/> 1	Go to A2
Refused - terminate call	<input type="checkbox"/> 2	Go to End

- A2 Can I confirm you are aged 16 or over?

Yes	<input type="checkbox"/> 1	Go to A3
No	<input type="checkbox"/> 2	Go to N9

I'm sorry, but you have to be 16 or over to take part in this interview, unfortunately I'm not allowed to continue.

INTERVIEWER: If respondent is NOT over 16, ASK TO SPEAK TO ANOTHER PERSON in the house who is aged 16 or over and whose birthday falls next - START FROM BEGINNING again. If the respondent in question is not available, please BOOK APPOINTMENT to call them back (and note down their name).

Thank you for your time anyway and sorry to have disturbed you.

INTERVIEWER - TERMINATE THE CALL

Go to End

A3 Can I just check... What is your FULL postcode? **INTERVIEWER: if necessary - This will enable your responses to be mapped to your local area for attention but you will NOT be identified in the analysis.**

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- | | | |
|--------------------------|----------------------------|---------------------|
| Refused | <input type="checkbox"/> 1 | Go to readout below |
| Invalid | <input type="checkbox"/> 2 | Go to readout below |
| Postcode verified | <input type="checkbox"/> 3 | Go to Section B |
| Postcode incorrect | <input type="checkbox"/> 4 | Take postcode |

A3b Interviewer take postcode

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Go to Section B

IF POSTCODE INVALID: Unfortunately, I can only interview people who are currently living in the South London area at this time. Our system shows you to be outside of the area so I am unable to continue. Thank you for your time anyway and sorry to have disturbed you. **TERMINATE CALL**

IF REFUSED: Unfortunately, without a postcode I cannot continue with the interview.

INTERVIEWER: if the respondent changes their mind at this point **MOVE BACK** to POSTCODE question to enter details. Thank you for your time anyway and sorry to have disturbed you. **TERMINATE THE CALL**

Go to End

Section B

When thinking about the answers to the questions, please think about your opinions of The Metropolitan Police rather than the police in this country generally.

This first section asks you about your opinion of the work of the police and how informed you are about policing in your local area.

Q1 How good or poor a job do you think The Metropolitan Police are doing?

- | | |
|------------------|----------------------------|
| Excellent | <input type="checkbox"/> 1 |
| Good | <input type="checkbox"/> 2 |
| Fair | <input type="checkbox"/> 3 |
| Poor | <input type="checkbox"/> 4 |
| Very poor | <input type="checkbox"/> 5 |
| Don't know | <input type="checkbox"/> 6 |
| Refused | <input type="checkbox"/> 7 |

Q2 How well or poorly informed do you feel about policing in your neighbourhood? Are you...?

INTERVIEWER: Read out response options to clarify answer.

- | | |
|--|----------------------------|
| As informed as you need to be..... | <input type="checkbox"/> 1 |
| You would like to know more about local policing | <input type="checkbox"/> 2 |
| You receive too much information about policing | <input type="checkbox"/> 3 |
| Don't know | <input type="checkbox"/> 4 |
| Refused | <input type="checkbox"/> 5 |

Q3 Do you know who the police officers and police community support officers are who work in your neighbourhood? **INTERVIEWER: Read out options and clarify.**

Yes, both by name and by sight ☐ 1

Yes, only by sight ☐ 2

No ☐ 3

Refused ☐ 4

Section C- Local Policing

We are now going to talk about your perceptions of The Metropolitan Police and also your experiences of dealing with the officers and staff that work in your local area.

Q4 Do you agree or disagree that The Metropolitan Police understand the issues that matter to people in the area where you live? (i.e. within a 15 minute walking distance of your home).

INTERVIEWER: Read out response options to clarify answer.

If agree... is that 'tend to agree' or strongly agree'?

If disagree... is that 'tend to disagree' or 'strongly disagree'?

Strongly agree (1) Tend to agree (2) Neither agree nor disagree (3) Tend to disagree (4) Strongly disagree (5) Don't know (6) Refused (7)

Q5 Do you agree or disagree that the police engage with all members of the public in the area where you live? (i.e. within a 15 minute walking distance of your home).

INTERVIEWER: Read out response options to clarify answer.

If agree... is that 'tend to agree' or strongly agree'?

If disagree... is that 'tend to disagree' or 'strongly disagree'?

Strongly agree (1) Tend to agree (2) Neither agree nor disagree (3) Tend to disagree (4) Strongly disagree (5) Don't know (6) Refused (7)

Q6 Do you agree or disagree that the police in your area are friendly and approachable? (i.e. within a 15 minute walking distance of your home).

INTERVIEWER: Read out response options to clarify answer.

If agree... is that 'tend to agree' or strongly agree'?

If disagree... is that 'tend to disagree' or 'strongly disagree'?

Strongly agree (1) Tend to agree (2) Neither agree nor disagree (3) Tend to disagree (4) Strongly disagree (5) Don't know (6) Refused (7)

Q7 Do you agree or disagree that the police in your area treat people with dignity and respect?

INTERVIEWER: Read out response options to clarify answer.

If agree... is that 'tend to agree' or strongly agree?

If disagree... is that 'tend to disagree' or 'strongly disagree'?

Strongly agree (1) Tend to agree (2) Neither agree nor disagree (3) Tend to disagree (4) Strongly disagree (5) Don't know (6) Refused (7)

- Q8 Do you agree or disagree that your local police are tackling the issues that matter to people in the area where you live? (i.e. within a 15 minute walking distance of your home).

INTERVIEWER: Read out response options to clarify answer.

If agree... is that 'tend to agree' or 'strongly agree'?

If disagree... is that 'tend to disagree' or 'strongly disagree'?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Refused
(1)	(2)	(3)	(4)	(5)	(6)	(7)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q9 Based on what you have heard or your own experience how successful do you think the police in South London are at preventing crimes?

INTERVIEWER: Read out response options to clarify answer

Very successful	<input type="checkbox"/> 1
Fairly successful	<input type="checkbox"/> 2
Not very successful	<input type="checkbox"/> 3
Not at all successful	<input type="checkbox"/> 4

- Q10 And how successful do you think the police in South London are at catching people who commit crimes?

INTERVIEWER: Read out response options to clarify answer

Very successful	<input type="checkbox"/> 1
Fairly successful	<input type="checkbox"/> 2
Not very successful	<input type="checkbox"/> 3
Not at all successful	<input type="checkbox"/> 4

Section D- Previous Contact & Police Presence

The following questions ask you about any contact you have had with the police during the past 12 months.

- Q11a In the past year, have the police approached you, stopped you, or made contact with you for any reason?

Yes	<input type="checkbox"/> 1	Go to Q11b
No	<input type="checkbox"/> 2	Go to Q12a

- Q11b Were you satisfied, dissatisfied or neither with the way the police treated you the last time this happened?

Satisfied...and is that...				Dissatisfied...and is that...			
Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Q12a In the past year, have you personally contacted the police for any reason?

Yes	<input type="checkbox"/> 1	Go to Q12b
No	<input type="checkbox"/> 2	Go to Q13

Q12b Were you satisfied, dissatisfied or neither you with the way the police treated you the last time this happened?

Satisfied...and is that...			Dissatisfied...and is that...				
Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 Are you aware of any of the following types of police activity occurring in your local area in the last few months? (i.e. within a 15 minute walking distance of your home).

INTERVIEWER: please read out all options and tick all that apply

Officers patrolling on foot	<input type="checkbox"/> 01	Go to Q14
Officers patrolling on bicycles	<input type="checkbox"/> 02	Go to Q14
Officers patrolling in cars	<input type="checkbox"/> 03	Go to Q15
Officers patrolling on horseback	<input type="checkbox"/> 04	Go to Q14
Police attending road traffic accidents	<input type="checkbox"/> 05	Go to Q15
Police dealing with a major crime	<input type="checkbox"/> 06	Go to Q15
Police attending community events	<input type="checkbox"/> 07	Go to Q15
Officers policing a major public event	<input type="checkbox"/> 08	Go to Q15
Any other type of police activity	<input type="checkbox"/> 09	Go to Q15
I am not aware of any police activity	<input type="checkbox"/> 10	Go to Q16a

Q14 In the last month, how often have you seen police patrolling on foot, bicycle, or horseback in your local area?

INTERVIEWER: Read out response options to clarify answer

Daily	<input type="checkbox"/> 1
At least weekly	<input type="checkbox"/> 2
At least fortnightly	<input type="checkbox"/> 3
At least monthly	<input type="checkbox"/> 4
Never	<input type="checkbox"/> 5

Q15 How often would you like to see officers patrolling on foot, bicycle or horseback in your local area?

Daily	<input type="checkbox"/> 1
At least weekly	<input type="checkbox"/> 2
At least fortnightly	<input type="checkbox"/> 3
At least monthly	<input type="checkbox"/> 4
Never	<input type="checkbox"/> 5

Q16a Can you tell me, when you see police patrolling on foot, bicycle or horseback in this area, how do you feel?

INTERVIEWER: Read out response options and tick all that apply

- | | |
|---|----------------------------|
| Reassured | <input type="checkbox"/> 1 |
| Worried that something bad has happened..... | <input type="checkbox"/> 2 |
| Happy to see police activity..... | <input type="checkbox"/> 3 |
| Concerned that this is not a good use of police resources | <input type="checkbox"/> 4 |
| I never see police patrolling in this area | <input type="checkbox"/> 5 |
| None of the above..... | <input type="checkbox"/> 6 |
| Other (Please state)..... | <input type="checkbox"/> 7 |

Q16b Why do you say that?

Section E - Perceptions of Crime, Anti social behaviour & Local Problems

The next set of questions is about your perceptions of antisocial behaviour and crime. When answering these questions please bear in mind that your local area relates to the area which is within 15 minutes walking distance of your home.

Q17 Are there any problems or concerns that you have about your neighbourhood, or about crime in general?

INTERVIEWER: read out response options to clarify answer. Neighbourhood - does not need to be within 15 minutes walking distance of respondents home

- | | | |
|------------------|----------------------------|-----------|
| Yes | <input type="checkbox"/> 1 | Go to Q18 |
| No | <input type="checkbox"/> 2 | Go to Q19 |
| Don't know | <input type="checkbox"/> 3 | Go to Q19 |
| Refused..... | <input type="checkbox"/> 4 | Go to Q19 |

Q18 ASK ONLY IF Q17=1

Please list the MAIN problems or concerns that you have about your neighbourhood?

INTERVIEWER: Probe fully - BUT please record the TYPE of problems/concerns that the respondents has about their neighbourhood e.g. litter, teenagers hanging around on streets, people dealing drugs, abandoned cars etc. We do NOT want the story - just the TYPE of problem/concern they have. Please also probe for the LOCATION where the problem/concern took place. e.g. street name, area name etc.

Concern 1	
Concern 2	
Concern 3	
Concern 4	
Concern 5	

Q19 Compared to 12 months ago, would you say there is now more crime in the area you live in, less crime or about the same (i.e. within a 15 minute walking distance to your home).

INTERVIEWER: Read out response options to clarify answer

More crime now than 12 months ago	<input type="checkbox"/> 1
About the same as 12 months ago.....	<input type="checkbox"/> 2
Less crime now than 12 months ago.....	<input type="checkbox"/> 3
Don't know	<input type="checkbox"/> 4
Refused	<input type="checkbox"/> 5

Q20a How much, if at all, do you worry about becoming a victim of violent crime?

INTERVIEWER: "Violent crime" is 'the threat of or actual physical harm'

A lot	<input type="checkbox"/> 1	Go to Q20b
A little	<input type="checkbox"/> 2	Go to Q20b
Not at all.....	<input type="checkbox"/> 3	Go to Q21
Don't know	<input type="checkbox"/> 4	Go to Q21

Q20b **ASK IF Q20a = 1 or 2:** Does this worry about becoming a victim of violent crime impact upon your quality of life...

- A lot..... ☐ 1
A little ☐ 2
Not at all..... ☐ 3
Don't know ☐ 4

Q21 Compared to 12 months ago, would you say there is now more anti-social behaviour in the area you live in, less anti-social behaviour or about the same? (i.e. within a 15 minute walking distance of your home).

INTERVIEWER: Read out response options to clarify answer

- More anti-social behaviour now than 12 months ago ☐ 1
About the same as 12 months ago..... ☐ 2
Less anti-social behaviour now than 12 months ago ☐ 3
Don't know ☐ 4
Refused ☐ 5

Section F- Opinion of the police

The next set of questions is about your opinions of The Metropolitan Police in general...

Q22 If you were to report a crime or incident in the future, how confident are you that you would receive a good service from The Metropolitan Police?

INTERVIEWER: Read out response options to clarify answer

- Very confident ☐ 1
Fairly confident..... ☐ 2
Not very confident ☐ 3
Not at all confident ☐ 4
Don't know/not sure ☐ 5
Refused ☐ 6

Q23 How confident are you that The Metropolitan Police are able to deal with the crime and disorder problems in your neighbourhood?

INTERVIEWER: Read out response options to clarify answer

- Very confident ☐ 1
Fairly confident..... ☐ 2
Not very confident ☐ 3
Not at all confident ☐ 4
Don't know/not sure ☐ 5
Refused ☐ 6

Q24 Are there comments you would like to make about policing in general?

- | | | |
|---------------|----------------------------|------------|
| Yes | <input type="checkbox"/> 1 | Go to Q24a |
| No | <input type="checkbox"/> 2 | Go to N21 |
| Refused | <input type="checkbox"/> 3 | Go to N21 |

Q24a If yes to Q24 - Please state - Freetext - record word for word

Section F- Demographics

And finally, just a few questions about yourself, so that we can understand the views of a whole range of people.

B1 What was your age on your last birthday?

- | | |
|-------------------|----------------------------|
| 16 to 24 | <input type="checkbox"/> 1 |
| 25 to 34 | <input type="checkbox"/> 2 |
| 35 to 44 | <input type="checkbox"/> 3 |
| 45 to 54 | <input type="checkbox"/> 4 |
| 55 to 64 | <input type="checkbox"/> 5 |
| 65 to 74 | <input type="checkbox"/> 6 |
| 75 and over | <input type="checkbox"/> 7 |
| Refused | <input type="checkbox"/> 8 |

B2 Gender: **DO NOT ASK QUESTION ALOUD**

- | | |
|---------------|----------------------------|
| Male | <input type="checkbox"/> 1 |
| Female | <input type="checkbox"/> 2 |
| Refused | <input type="checkbox"/> 3 |

B3 What ethnic group do you belong to? Are you Asian, Black, Chinese, of a mixed background, White, or of another ethnic group? **And is that...read from list below as appropriate**

- | | |
|---|-----------------------------|
| White - British | <input type="checkbox"/> 01 |
| White - Irish | <input type="checkbox"/> 02 |
| White - Any other White background | <input type="checkbox"/> 03 |
| Asian or Asian British - Indian | <input type="checkbox"/> 04 |
| Asian or Asian British - Pakistani..... | <input type="checkbox"/> 05 |
| Asian or Asian British - Bangladeshi..... | <input type="checkbox"/> 06 |
| Asian or Asian British - Any other Asian background..... | <input type="checkbox"/> 07 |
| Black or Black British - Caribbean..... | <input type="checkbox"/> 08 |
| Black or Black British - African | <input type="checkbox"/> 09 |
| Black or Black British - Any other Black Background | <input type="checkbox"/> 10 |
| Chinese - Chinese..... | <input type="checkbox"/> 11 |
| Mixed - White and Black Caribbean | <input type="checkbox"/> 12 |
| Mixed - White and Black African | <input type="checkbox"/> 13 |
| Mixed - White and Asian | <input type="checkbox"/> 14 |
| Mixed - Any other mixed background | <input type="checkbox"/> 15 |
| Other ethnic group - Other | <input type="checkbox"/> 16 |
| Don't Know..... | <input type="checkbox"/> 17 |
| Refused | <input type="checkbox"/> 18 |

B4 The Equality Act 2010 defines a person as having a disability if he or she “has a physical or mental impairment, which has a substantial and long term adverse effect on his or hers ability to carry out normal day to day activities.”

- | | |
|--|----------------------------|
| Yes (Please state - Freetext - record word for word) | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Refused | <input type="checkbox"/> 3 |

INTERVIEWER: Thank you very much for your help and time completing this interview.

Just to remind you, my name is and I have been calling from SMSR Ltd on behalf of The Metropolitan Police. The Metropolitan Police have employed SMSR Ltd to conduct this survey. We are registered under the Data Protection Act and if you have any queries regarding the survey or our company, I can supply you with contact names and numbers.

For The Metropolitan Police contact: Lewisham Stable office on 0208 2848333 or Dr Ben Bradford (University of Oxford) 01865 281927 or SMSR Ltd on 0800 138 0845.