



Working for a safer London

Public Attitude Survey

Q1. Thinking about this area, on the whole, how satisfied or dissatisfied are you with it as a place to live?

Participants give one response chosen from the below scale:

Very satisfied, Fairly satisfied Mixed Views, Fairly dissatisfied Very dissatisfied

Q2. Thinking about policing in this area, to what extent are you satisfied or dissatisfied with the way this area is policed?

Participants give one response chosen from the below scale:

Very satisfied, Fairly satisfied Mixed Views, Fairly dissatisfied Very dissatisfied

Q3. What in particular do you like about living in this area?

Participant are free to say whatever they wish for this question.

Q4. Thinking about your area, do you feel the following are...

Participants state the extent to which they feel certain issues are a problem based on the below scale:

A very big problem, a fairly big problem, not a very big problem, not a problem at all.

The issues are as follows:

Graffiti

Abandoned vehicles

Personal attack

People being drunk or rowdy

Disputes amongst/between neighbours

Racial attacks

Racial harassment

Burglary

Drug dealing

Drug use

Fights or disturbances in the streets

Vehicles stolen

Teenagers hanging around

Being harassed by strangers in public (including drunks and beggars)

Damage to vehicles

Vandalism

Property stolen from vehicle
Theft from person (including mugging/robbery/pickpocket/snatch)
Kerb crawling or prostitution

Please note the order of these issues are rotated from interview to interview to avoid the chance of a bias in the responses.

To what extent do you agree that...

Respondents state the extent to which they agree with two statements based on the following scale:

Strongly agree, Tend to agree, Neither, Disagree, Strongly Disagree, Don't know

The statements are:

Q5...the police in this area have a good understanding of the local community?

Q6...you feel you can trust the police

(each statement forms one interview question)

For Q6 those who stated 'Strongly agree', 'Tend to agree', 'Neither' or 'Don't know' go straight to question 8. Those who stated 'Disagree' or 'Strongly disagree' are asked the next question.

Q7a. Why do you say you do not trust the police?

Participants are able to state as many reasons as they wish for this question. There are no prompts and interviewers are instructed to probe fully. Possible reasons are as follows:

The police adversely discriminate against ethnic minorities

The police are dishonest

The police stop and search people at random

Wrongful arrests

Poor treatment of victims

Poor treatment of those arrested/people in custody

The police falsify evidence

The police are incompetent

The police adversely discriminate against young people

Any mention of the Lawrence Inquiry/Macpherson Report

Any mention of the Damilola Taylor case

The lack of independence of the complaints system/procedure

The police are ignorant /insensitive to the needs of minority groups (any minority group)

The lack of openness from the police

Other (Participants are asked to specify)

Don't know

For each reason selected, the participant is then asked if this is based on the following:

- Your personal experience
- The experience of someone you know
- What you have seen or heard in the media
- Other – participants are asked to specify

CRIME

Q8. To what extent do you fear crime in this area?

Participants answer this question based on the below scale:

A great deal, A fair amount, Not very much, Not at all, Don't know

Q9. To what extent are you worried about the following?

Participants are asked the extent to which they are worried about certain issues based on the below scale:

Very worried, Fairly worried, Not very worried, Not at all worried, Don't know

The issues are as follows:

- Having your home broken into and something stolen
- Having your car stolen
- Having property stolen from your car
- Mugging
- Rape
- Physical attack by a stranger
- Racially motivated assault

Q10. Following the events of September 11th 2001 in the USA to what extent are you worried about a terrorist attack in this area?

Participants answer this question based on the below scale:

Very worried, Fairly worried, Not very worried, Not at all worried, Don't know

Q10a. Please explain why.

Q11. In order to improve life in this area, what types of crime would you most like to see police tackle?

Participants can choose as many crimes as they wish from the below list:.

Burglary
Theft of items from vehicles
Theft of vehicles
Illegally parked vehicles
Dangerous driving of vehicles
Physical assault
Sexual assault
Rape
Homophobic crime
Racially motivated assault
Racial harassment
Attacks/harassment of a religious nature
Public disorder
Muggings
Graffiti
Vandalism
Drug users/addicts
Drug dealing
Drug related crime
Underage drinking
Drunk driving of vehicles
Drunk and disorderly behaviour
Other (please specify)

Q12. In order to improve life in this area, which of the following would you most like to see the police do?

Participants can choose as many responses as they wish from the below list:

Provide education about drugs
Consult with the public
Provide information about crime prevention
Support Neighbourhood Watch Schemes
Visit schools to increase children's awareness about crimes
Patrol in the evenings more
Police to be made more visible in general
Respond more quickly to call outs
Deal with youths hanging around on the streets,
Remove tramps/vagrants
Crack down on noise
Control public disorder
Other (please specify)

Questions 13 and 14: participants are asked two questions for a number statements. The questions are:

Q13 How well do you feel the MPS...

Q14 How important is it that the MPS in this area...

Participants are instructed to answer Q13 by reading out a number between 1 and 7, where 1='not at all well' and 5='verywell'.

Participants are instructed to answer Q14 by reading out a number between 1 and 7, where 1='not at all important' and 7='very important'.

The statements are:

- ...prevents terrorism
- ...respond to emergencies promptly
- ...provide a visible patrolling presence
- ...investigate crimes committed against minority groups
- ...reduce crime and disorder through consultation with local authorities
- ...deal with vehicle crime
- ...deal with gun crime issues
- ...deal effectively with offenders
- ...support victims and witnesses
- ...consult with the public
- ...police major events in London
- ...tackle drug dealing and drug use
- ...investigate child abuse

Having answered both questions for each statement, the participant is then asked Q15 on whether their answers are based on any of the following:

Your personal experience

The experience of someone you know

What you have seen or heard in the media

Other (participants are asked to specify)

ASPECTS OF POLICING

Q16 & 17. How satisfied are you with...

Participants state their satisfaction with two statements based on the below scale:

Very satisfied, Fairly satisfied, Mixed Views, Fairly dissatisfied, Very dissatisfied, Don't know/no opinion

Each statement forms an interview question:

Q16. ...The number of police on the beat/foot patrols?

Q17. ...*The number of police patrols in cars?*

DRUGS

Q18. Below are a number of ways in which the police could work to reduce the problems caused by drugs. Which two or three of them would you most like to see the police doing, or be involved in?

Participants choose as many as they wish from the list below:

Arresting and charging drug users
Arresting and charging drug dealers
Encouraging businesses to help fund campaigns
high profile 'raids' on pubs/clubs associated with drugs
Investigating the network of drug dealers
Searching people in the street to deter carrying drugs
Working with the health service and health care professionals
Working with teachers in schools
Working with parents
Working with voluntary drugs advice
Other (Participants are asked to specify)
Drugs aren't a problem in this area
Don't know

COMMUNITY RELATIONS

Q19/20. How would you rate relations between...

Participants rate the relations between the groups specified based on the below scale:

Very good, Fairly good, Mixed views, Fairly poor, Very poor, Don't know

The groups specified are as follows:

Q19. ...local people and the police?

Q20. ...the police and public in London as a whole?

VICTIMS

Q21. Which, if any, of these crimes have you personally been a victim of in the last 12 months?

Participants can identify as many as applicable from a list of crimes. They are then asked to indicate...

Q22. Which, if any of these crimes, took place in this area?

The crimes listed for both Q21 and Q22 are as follows:

Mugging
Rape
Sexual assault
Physical assault
Theft of vehicle
Burglary
Theft of property from vehicle
Racial harassment
Racially motivated assault
Arson
Graffiti
Domestic violence
Homophobic crime
Other hate crime
Vandalism
Other (Participants are asked to specify)
Not a victim of crime
Don't know

Q23. Have you been a victim of crime in the past 12 months that you have not reported to the police?

Participants answer either yes, no or can't remember/don't know to this question. Those who answered 'Yes' go to Q24 and those who answered 'No' or 'Can't remember/don't know' go to Q28.

Q24. What was that?

Participants can identify as many as applicable from a list of crimes. They are then asked to indicate...

Q25. Which, if any of these crimes, took place in this area?

The crimes listed for both Q24 and Q25 are as follows:

- A) Mugging
- B) Rape
- C) Sexual assault
- D) Physical assault
- E) Theft of vehicle
- F) Burglary
- G) Theft of property from vehicle
- H) Racial harassment
- I) Racially motivated assault
- J) Arson
- K) Graffiti
- L) Domestic violence
- M) Homophobic crime
- N) Other hate crime

- O) Vandalism
- P) Other (Participants are asked to specify)
- Q) Not a victim of crime
- R) Don't know

Q26. *Why did you not report the crime(s) to the police?*

Q27. Place a crime beside each statement (e.g. A,B,C etc)

Participants can state as many reasons as they wish for Q26, and for Q27 they indicate which crime or crimes (from Q25) this refers to. The interviewer places the corresponding letter from the crimes listed in Q25 next to the reason given.

Participants are not prompted and the possible reasons are as follows:

- Didn't think I would be taken seriously
- No chance of catching the criminals
- Not important enough/minor incident
- Fear of criminals
- I couldn't be bothered/didn't have the time
- Long process of filling forms in/process too lengthy
- Sorted it out myself
- Didn't want to get involved
- Didn't want the police to contact me
- Didn't want to get anyone into trouble
- Didn't want to appear in court
- Don't like/trust the police
- Felt the courts would not punish the crime properly
- Not covered by insurance
- Partly my fault
- Afraid of what friends/neighbours would say
- Afraid I'd be victimised by the police
- I feel the police are racist
- I feel the police are incompetent
- I was in hospital
- Other (Participant is asked to specify)
- Don't know
- Refused to answer

Q28. In the last 12 months, which of these types of contact, if any, have you had with the police?

Participants can choose as many responses as they wish from the list. The list is as follows:

- I contacted the police to report a crime
- I contacted the police to request information
- The police have contacted me – with/for information
- I was stopped/searched/arrested
- The police have contacted me – I was a witness to a crime or other incident

I contacted the police using their via the internet
I have had another form of contact with the police (Participants are asked to specify)
I have had no contact with the police

NB Those who stated 'I have had no contact with the police' go to Q30. The others continue to Q29.

Q29. Thinking about when you first contacted the police, how satisfied or dissatisfied were you with the way you were dealt with? (If contacted the police more than once, ask about the most recent occasion)

Participants answer this question based on the below scale:

Very satisfied, Fairly satisfied, Mixed Views, Fairly dissatisfied, Very dissatisfied

POLICE IN THIS AREA

Questions 30-36 - I would now like to ask you a few questions about what you think of the police in this area. From what you know, to what extent do you feel that the police in this area are...

Participants state their opinion on certain police 'behaviours' based on the below scale:

Very, Fairly, Mixed Views, Not very, Not at all, Don't know

Each 'behaviour' forms one interview question, and are as follows:

Q30 ...Helpful?

Q31 ...Courteous?

Q32 ...Patient?

Q33 ...Aggressive

Q34 ...Honest?

Q35 ...Competent?

Q36 ...Fair in their treatment of everybody

For example Q30 would be read as 'From what you know, to what extent do you feel that the police in this area are helpful?'

Those who answered 'Not very' or 'Not at all' to Q36 (...fair in their treatment of everybody) should go to Q37. Others should go to Q39.

Q37. Which groups of people do you think the police are not fair to in this area?

Participants can identify as many groups as they wish, but are unprompted.

Possible groups are as follows:

A Black people

B Asian people

C Other ethnic minority groups (please specify)

- D Young people/teenagers
- E People who commit crimes/previous offenders
- F Poor people
- G Unemployed
- H Homeless
- I Gays/lesbians/bisexual/transgender
- J Certain political groups/pressure groups
- K Victims of crime/witnesses
- L Everyone
- M People who called them out/witnesses
- N Religious minorities
- O Disabled people/people with disabilities
- P Asylum seekers/refugees
- Q Men
- R Women
- S Travellers
- S Other (Participants are asked to specify)
- Don't know

Q38 In what way are the police not fair to...

Participants state the way in which they feel the police are not fair to the groups they specified in the previous question. The interviewer places the corresponding letter from the groups listed in Q37 next to the response given.

The possible responses are as follows:

- The police discriminate against this group
- The police are prejudiced against this group
- The police are more likely to stop and search them
- Treatment of those arrested/people in custody
- They assume these people are guilty
- The police do not listen to this group
- The police are insensitive to the needs of this group
- Other (Participant is asked to specify)
- Don't know

TRAFFIC POLICING

Q39. Which of the following, if any, are problems for you these days?

Participants can choose as many of the issues listed as they wish. The issues listed are as follows:

- Traffic congestion in this area
- Cyclists on pavements
- Traffic congestion in central London
- Dangerous/illegal parking
- Dangerous cyclists

Pollution/fumes from traffic
Drivers using hand-held mobile phones
Drivers not stopping at road signals/signs
Dangerous drivers
Emergency service collisions
Dangerous motorcyclists
Personal safety on public transport
Noisy car stereos
Speeding in residential areas
Other (Participants are asked to specify)
None of these
Don't know

The following two questions (Qs 40 & 41) are asked with regard to each statement listed before moving on to the next.

Q40. Bearing in mind police have limited resources, how important is it to you that the Metropolitan Police Service do each of the following?

Participants are instructed to answer by reading out a number between 1 and 5, where 1='not at all important' and 5='very important'.

Q41. I am going to read out a list of traffic-related functions that the police carry out. For each one, I'd like you to tell me how well you think the Metropolitan Police actually carry out each of the following.

Participants answer in the same way but this time 1='very well' and 7='not at all well'.

The interviewer marks the numbers in designated boxes next each of the statements.

The statements are as follows:

...deal with road traffic collisions
...enforce road legislation to reduce road casualties
...enforce road legislation to improve traffic flows
...deal with spontaneous traffic congestion
...tackle dangerous driving
...improve safety on public transport

POLICE COMMUNICATION

Q42. Thinking generally, how do you get information about what the police do in London and what their policies are?

Participants are not prompted on this question and can provide as many answers as they wish. The interviewer ticks off the responses from a list.

Q43. Looking at this list, are there any other ways that you get information about what the police do in London and what their policies are?

Participants are now shown the list of responses and can indicate as many as they wish.

Q44. Out of ALL the ways shown on this list that you could get information about the police, which are the top three most preferred? (Interviewer enters 1, 2, 3 next to each statement in the order mentioned)

The list of possible responses is as follows:

Letters from the police
In person by visiting local police station
Public meetings with the police
Telephoning the police
Contact with local councillors
Contact with local police officer
Residents Association meetings
National newspapers
Local newspapers
National radio stations
Local radio stations
TV stations
Advertising campaigns (e.g.Rat on a Rat)
Internet
Leaflets through your door
Leaflets in public places
Libraries
Information centres
Citizens Advice Bureau
Metropolitan Police Authority
Local consultative groups
Other (Participants are asked to specify)
Don't get information
Don't know