



# **POLICE SERVICE OF NORTHERN IRELAND 2005/06 QUALITY OF SERVICE SURVEY**

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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 2005/06 11,102 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 2005 and 31 March 2006. 2,652 questionnaires were returned to Central Statistics Unit, resulting in a response rate of 23.9%.

## Key Findings

- More than four-fifths of respondents (81%) indicated that they were satisfied with the **overall service** provided by the police for 2005/06. This compares to last year's total of 82%.
- The vast majority of respondents (90%) stated that they were satisfied with the **ease of contacting someone** who could assist them. (In 2004/05 this figure was 90%).
- Overall, 85% of respondents were satisfied with the **time it took for the police to arrive**. (In 2004/05 this figure was 84%).
- Just over three-quarters of respondents (77%) stated that they were satisfied with the **actions taken** by police. (In 2004/05 this figure was 77%).
- 70% of respondents were satisfied with how well they were **kept informed of progress**. (In 2004/05 this figure was 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 2004/05 this figure was 89%).

When comparing the total satisfaction levels for 2005/06 with those for 2004/05, the results were found not to be statistically significant, therefore there has been no change in the level of satisfaction reported by respondents with regard to the service provided by the police.

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) 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) (2004/05: N=2,903).

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

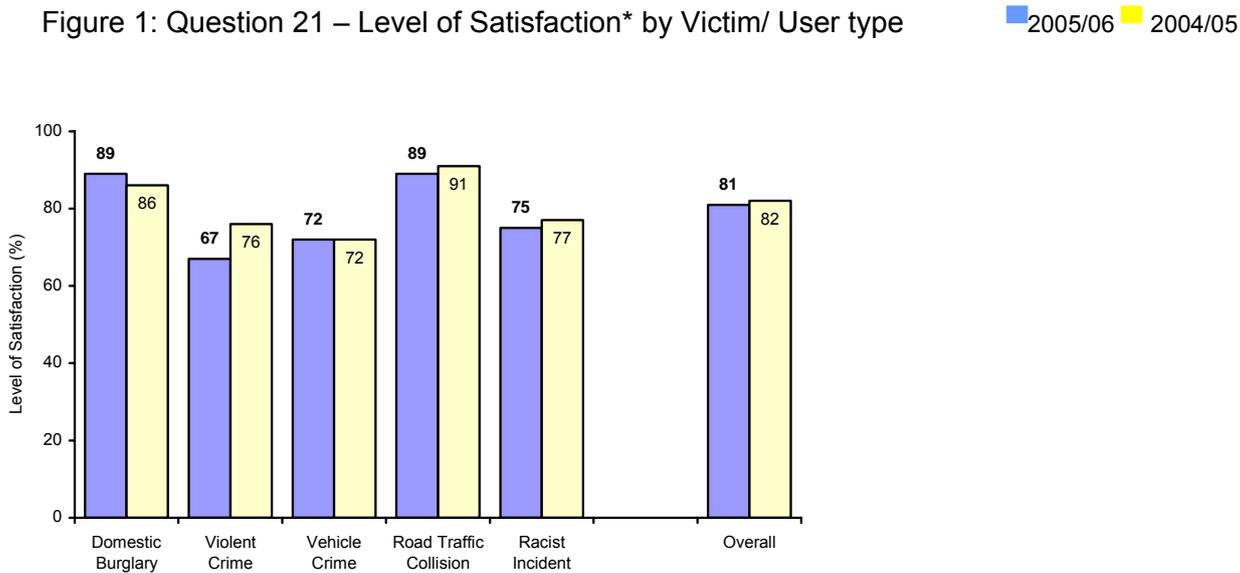
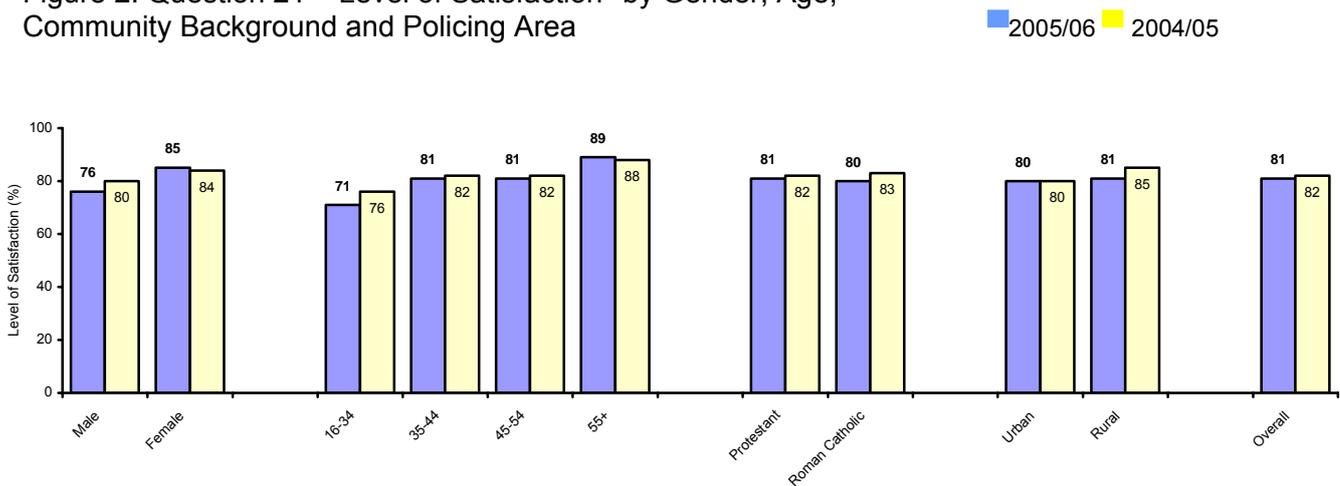


Figure 2: Question 21 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- More than four-fifths of respondents (81%) indicated that they were satisfied with the overall service provided by the police. This compares to last year's total of 82%.
- The level of satisfaction was highest among respondents who were victims of a domestic burglary and those involved in road traffic collisions (89%) and lowest among respondents who were victims of a violent crime (67%).
- Figure 2 shows that the level of satisfaction was lower among males and persons aged 16-34. There was little variation in the level of satisfaction by community background or policing area.

\*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) (2004/05 N=2,001).

Figure 3: Question 3 – Level of Satisfaction\* by Victim/ User type ■ 2005/06 ■ 2004/05

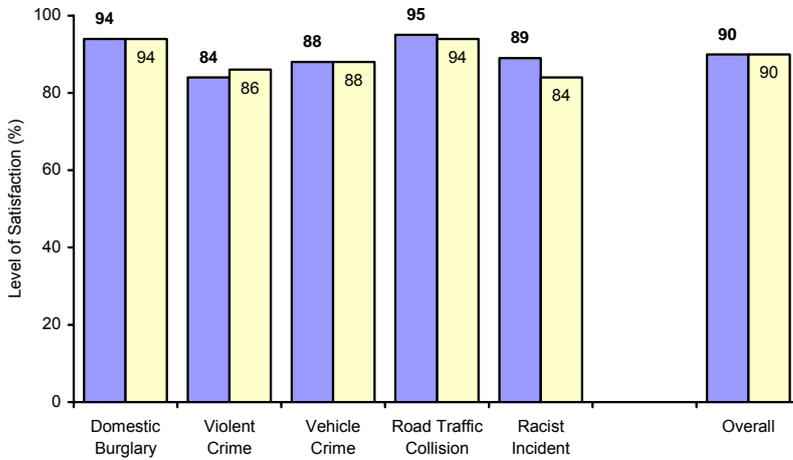
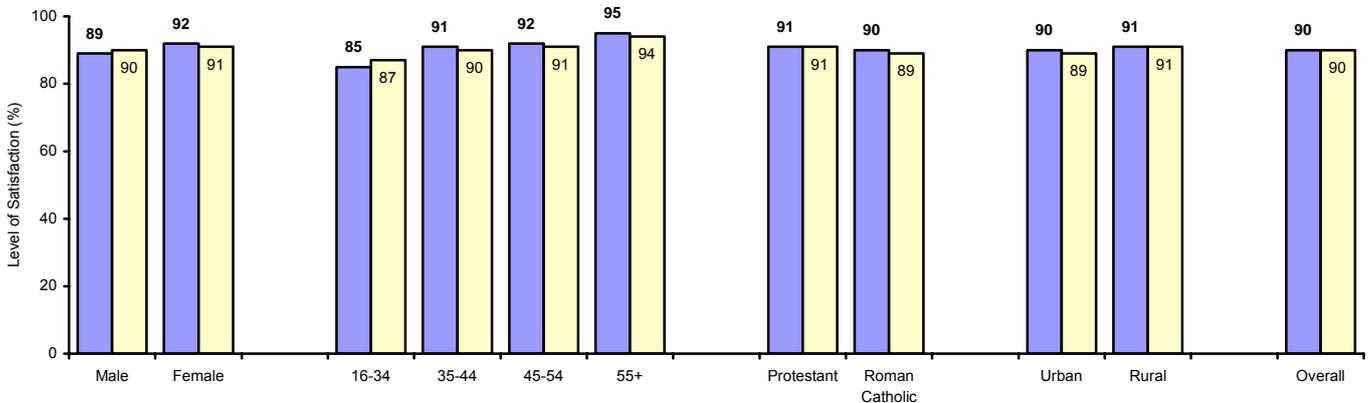


Figure 4: Question 3 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area ■ 2005/06 ■ 2004/05



- As was the case in 2004/05, the vast majority of respondents (90%) stated that they were satisfied with the ease of contacting someone who could assist them. This level of satisfaction was lowest among those respondents who were victims of a violent crime.
- 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 lowest among those aged 16-34.

\*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) (2004/05: N=1,516).

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

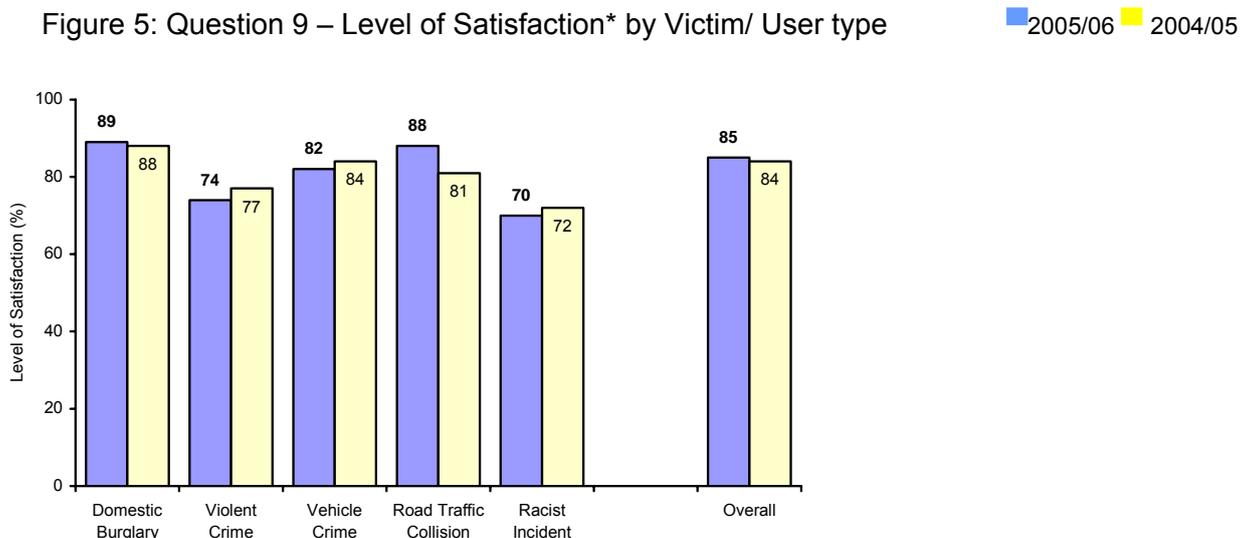
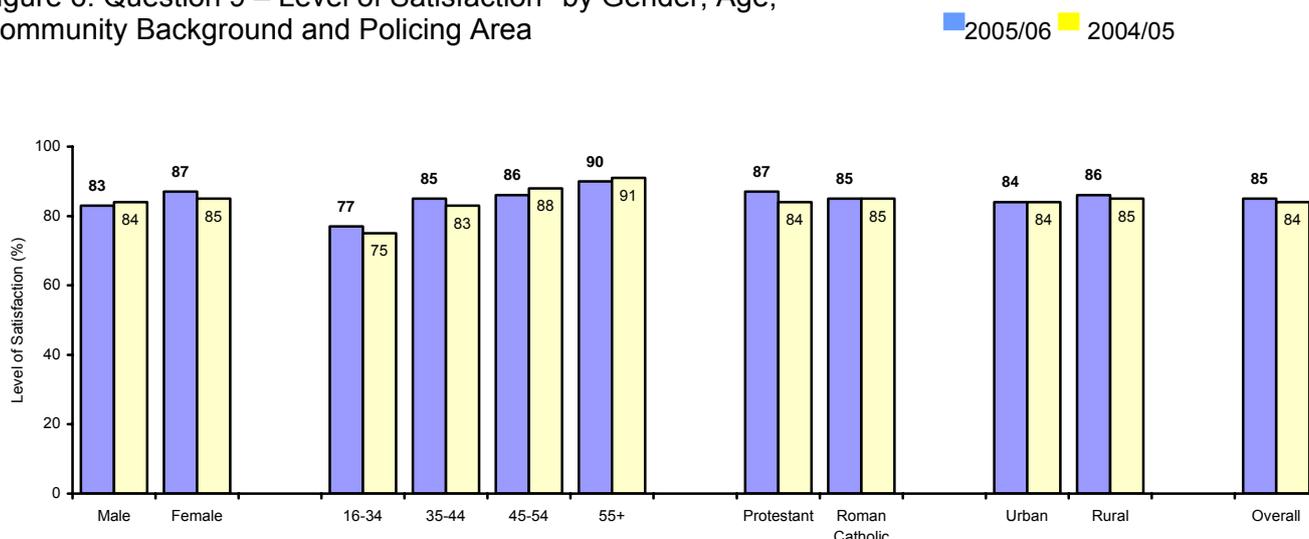


Figure 6: Question 9 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- During 2005/06, 85% of respondents were satisfied with the time it took for the police to arrive. In 2004/05 this level of satisfaction was 84%.
- The level of satisfaction ranged from a low of 70% among those respondents who reported a racist incident to a high of 89% among respondents who were victims of domestic burglary.
- Figure 6 shows that, the level of satisfaction increases progressively with age, from 77% among respondents aged 16-34 to 90% among those aged 55+. Females (87%) tended to be more satisfied with the time it took for the police to arrive than males (83%).

\*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) (2004/05: N=2,908).

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

■ 2005/06 ■ 2004/05

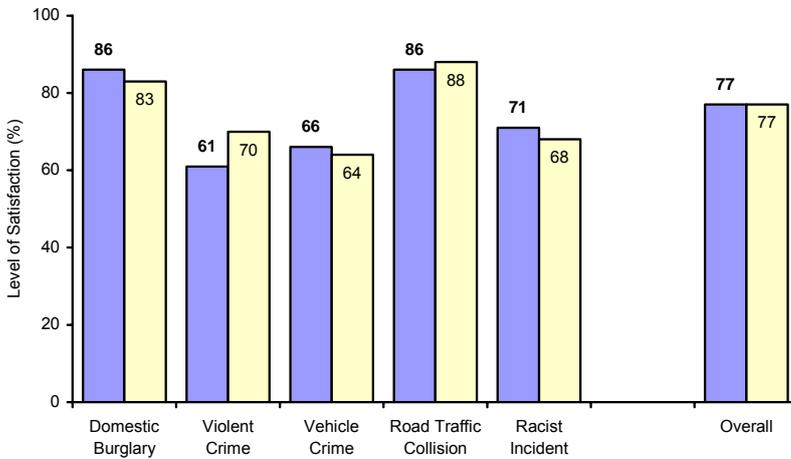
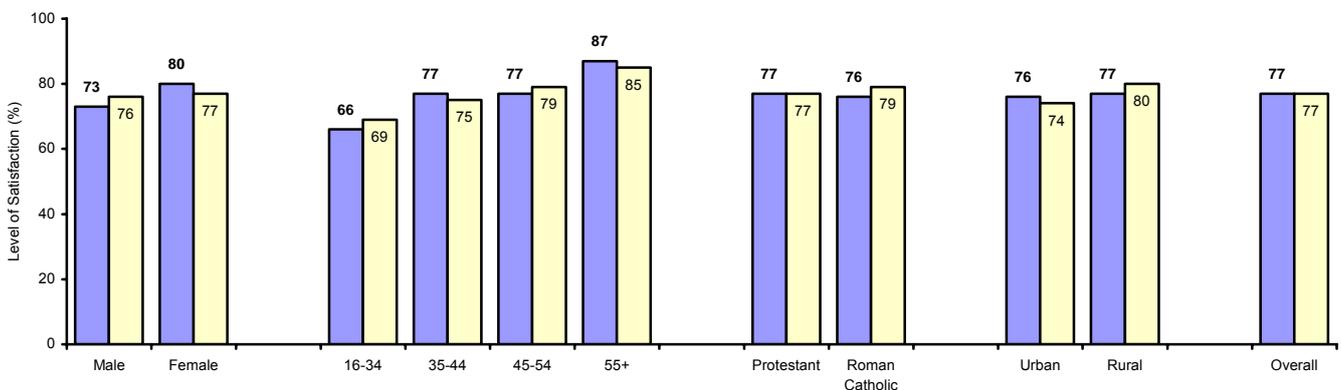


Figure 8: Question 11 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area

■ 2005/06 ■ 2004/05



- Just over three-quarters of respondents (77%) stated that they were satisfied with the actions taken by police in 2005/06. The level of satisfaction was lowest among respondents who were victims of a violent crime (61%) and highest among respondents who were victims of a domestic burglary or who were involved in a road traffic collision (86%).
- Figure 8 shows that the level of satisfaction was higher among females (80%) than males (73%). The level of satisfaction was lowest among those aged 16-34 (66%) and highest among those aged 55+ (87%).

\*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) (2004/05: N=1,394).

Figure 9: Question 17 – Level of Satisfaction\* by Victim/ User type ■ 2005/06 ■ 2004/05

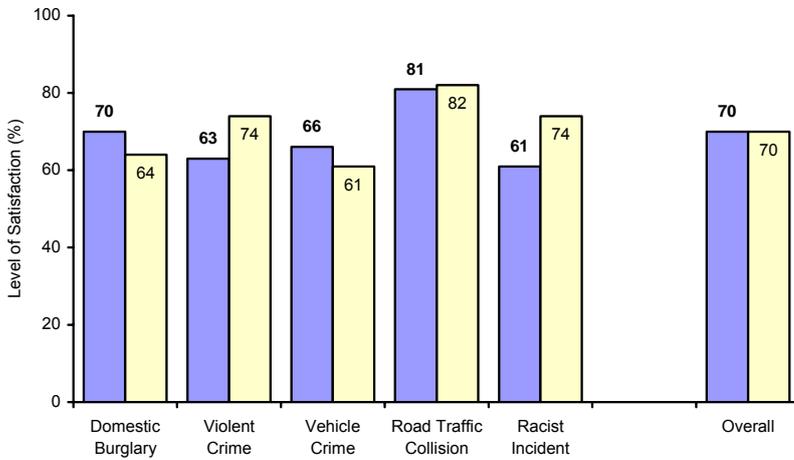
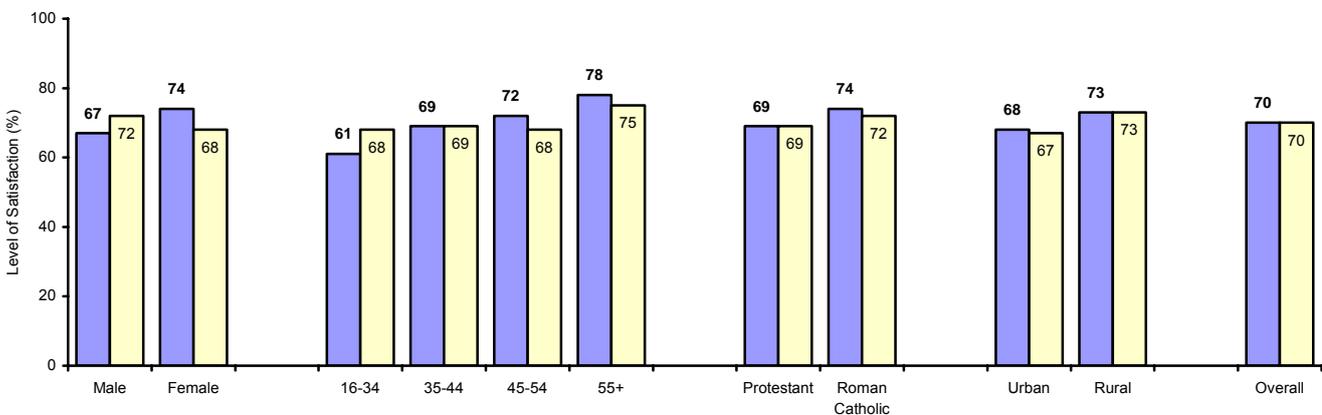


Figure 10: Question 17 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area ■ 2005/06 ■ 2004/05



- Overall, 70% of respondents in 2005/06 were satisfied with how well they were kept informed of progress. As was the case during 2004/05, the level of satisfaction was higher among those respondents who were involved in a road traffic collision.
- Figure 10 shows that the level of satisfaction was higher among females (74%) and among those aged 55+ (78%) for 2005/06.

\*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)(2004/05: N=2,900).

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

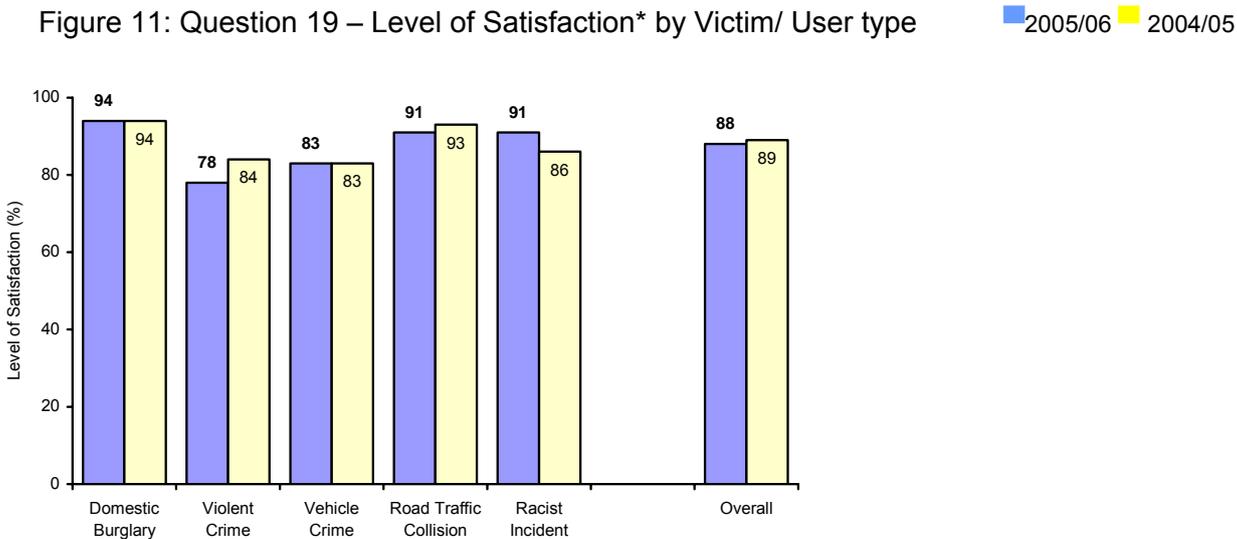
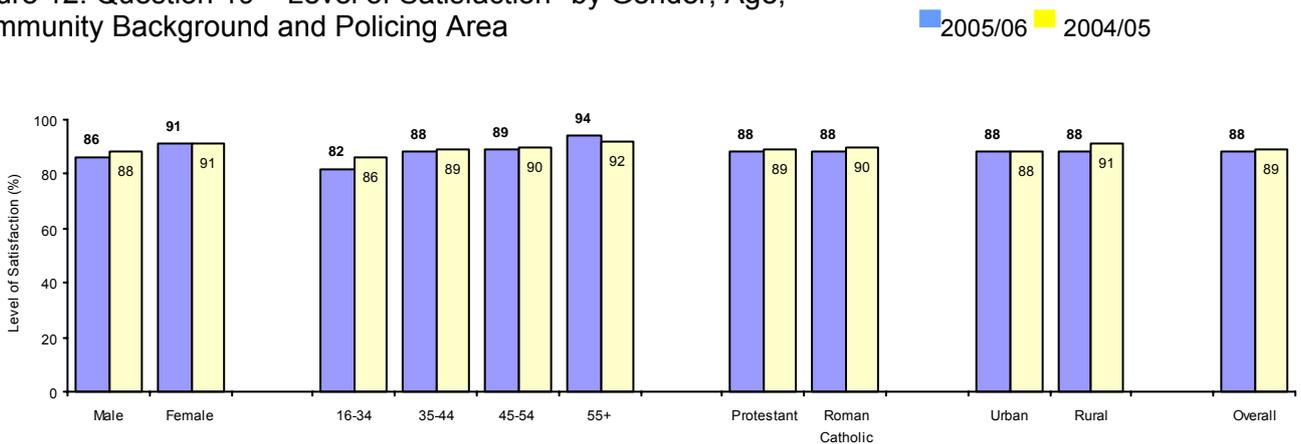


Figure 12: Question 19 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- The vast majority of respondents (88%) 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 indicated the highest satisfaction, with the way they were treated (94%).
- As can be seen from Figure 12, females stated higher satisfaction with their overall treatment than males and satisfaction increased progressively with age. However, there was little variation in the level of satisfaction by community background or policing area.

\*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) (2004/05: N=2,903).

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	2004/05	2005/06	2004/05
	Domestic Burglary	89%	86%	69%
Violent Crime	67%	76%	45%	50%
Vehicle Crime	72%	72%	54%	49%
Road Traffic Collision	89%	91%	74%	77%
Racist Incident	75%	77%	48%	55%
<b>Overall</b>	<b>81%</b>	<b>82%</b>	<b>61%</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	2004/05	2005/06	2004/05
	Male	76%	80%	57%
Female	85%	84%	66%	63%
16-34	71%	76%	47%	52%
35-44	81%	82%	58%	61%
45-54	81%	82%	66%	60%
55+	89%	88%	76%	70%
Protestant	81%	82%	61%	61%
Roman Catholic	80%	83%	62%	61%
Urban	80%	80%	60%	57%
Rural	81%	85%	63%	64%
<b>Overall</b>	<b>81%</b>	<b>82%</b>	<b>61%</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) (2004/05 N=2,001).

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	2004/05	2005/06	2004/05
	Domestic Burglary	94%	94%	80%
Violent Crime	84%	86%	61%	63%
Vehicle Crime	88%	88%	68%	64%
Road Traffic Collision	95%	94%	79%	76%
Racist Incident	89%	84%	59%	56%
<b>Overall</b>	<b>90%</b>	<b>90%</b>	<b>73%</b>	<b>69%</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	2004/05	2005/06	2004/05
	Male	89%	90%	69%
Female	92%	91%	76%	73%
16-34	85%	87%	62%	62%
35-44	91%	90%	69%	68%
45-54	92%	91%	73%	73%
55+	95%	94%	86%	78%
Protestant	91%	91%	74%	70%
Roman Catholic	90%	89%	74%	69%
Urban	90%	89%	72%	69%
Rural	91%	91%	73%	70%
<b>Overall</b>	<b>90%</b>	<b>90%</b>	<b>73%</b>	<b>69%</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) (2004/05: N=1,516).

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	2005/06	2004/05	2005/06	2004/05
	Domestic Burglary	89%	88%	71%
Violent Crime	74%	77%	50%	55%
Vehicle Crime	82%	84%	58%	61%
Road Traffic Collision	88%	81%	65%	57%
Racist Incident	70%	72%	32%	53%
<b>Overall</b>	<b>85%</b>	<b>84%</b>	<b>64%</b>	<b>61%</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	2004/05	2005/06	2004/05
	Male	83%	84%	60%
Female	87%	85%	66%	62%
16-34	77%	75%	51%	48%
35-44	85%	83%	58%	59%
45-54	86%	88%	66%	65%
55+	90%	91%	75%	71%
Protestant	87%	84%	67%	60%
Roman Catholic	85%	85%	62%	64%
Urban	84%	84%	62%	63%
Rural	86%	85%	66%	59%
<b>Overall</b>	<b>85%</b>	<b>84%</b>	<b>64%</b>	<b>61%</b>

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

Base: All Respondents (2005/06: N=2,596) (2004/05: N=2,908).

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	2004/05	2005/06	2004/05
	Domestic Burglary	86%	83%	68%
Violent Crime	61%	70%	42%	45%
Vehicle Crime	66%	64%	46%	43%
Road Traffic Collision	86%	88%	72%	71%
Racist Incident	71%	68%	40%	47%
<b>Overall</b>	<b>77%</b>	<b>77%</b>	<b>58%</b>	<b>56%</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	2004/05	2005/06	2004/05
	Male	73%	76%	54%
Female	80%	77%	63%	57%
16-34	66%	69%	44%	44%
35-44	77%	75%	56%	55%
45-54	77%	79%	59%	61%
55+	87%	85%	74%	68%
Protestant	77%	77%	60%	56%
Roman Catholic	76%	79%	57%	58%
Urban	76%	74%	58%	53%
Rural	77%	80%	59%	59%
<b>Overall</b>	<b>77%</b>	<b>77%</b>	<b>58%</b>	<b>56%</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) (2004/05: N=1,394).

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	2004/05	2005/06	2004/05
	Domestic Burglary	70%	64%	46%
Violent Crime	63%	74%	41%	40%
Vehicle Crime	66%	61%	46%	41%
Road Traffic Collision	81%	82%	59%	64%
Racist Incident	61%	74%	33%	50%
<b>Overall</b>	<b>70%</b>	<b>70%</b>	<b>47%</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	2004/05	2005/06	2004/05
	Male	67%	72%	45%
Female	74%	68%	50%	47%
16-34	61%	68%	37%	43%
35-44	69%	69%	43%	45%
45-54	72%	68%	45%	45%
55+	78%	75%	62%	57%
Protestant	69%	69%	48%	47%
Roman Catholic	74%	72%	47%	48%
Urban	68%	67%	47%	44%
Rural	73%	73%	47%	51%
<b>Overall</b>	<b>70%</b>	<b>70%</b>	<b>47%</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)(2004/05: N=2,900).

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	2004/05	2005/06	2004/05
	Domestic Burglary	94%	94%	84%
Violent Crime	78%	84%	60%	63%
Vehicle Crime	83%	83%	67%	64%
Road Traffic Collision	91%	93%	81%	80%
Racist Incident	91%	86%	64%	62%
<b>Overall</b>	<b>88%</b>	<b>89%</b>	<b>74%</b>	<b>72%</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	2004/05	2005/06	2004/05
	Male	86%	88%	71%
Female	91%	91%	78%	74%
16-34	82%	86%	64%	65%
35-44	88%	89%	72%	71%
45-54	89%	90%	77%	76%
55+	94%	92%	85%	80%
Protestant	88%	89%	75%	73%
Roman Catholic	88%	90%	74%	74%
Urban	88%	88%	74%	70%
Rural	88%	91%	74%	76%
<b>Overall</b>	<b>88%</b>	<b>89%</b>	<b>74%</b>	<b>72%</b>

## **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 <sub>1</sub>
- Within 10 minutes <sub>2</sub>
- Within 1 hour <sub>3</sub>
- Within 4 hours <sub>4</sub>
- At an agreed time later the same day <sub>5</sub>
- At an agreed time on another day <sub>6</sub>
- Don't know/can't remember <sub>7</sub> (Please go to Q9)

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

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

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"/> <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 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"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |
| b. Provide you with a reference number?  | <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. Provide you with a contact name and number for someone dealing with your case?  | <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. Offer contact details for Victim Support?   | <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. Offer advice (including any advice on crime prevention)?  | <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. Make further visits (e.g. to take fingerprints or statements, or to visit you)?   | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> |

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"/> <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> |

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 <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 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 <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. 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>
b. Appear professional in what they were doing?	<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. 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>
d. Explain how your enquiry would be dealt with?	<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. Try to discourage you from reporting the crime?	<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 status?  
Married <sub>1</sub> Living with Partner <sub>2</sub> Single (never married) <sub>3</sub>  
Separated/ divorced <sub>4</sub> Widowed <sub>5</sub>
- Q28. Please indicate your community background.  
I have a Protestant community background <sub>1</sub>  
I have a Roman Catholic community background <sub>2</sub>  
I have neither a Protestant nor a Roman Catholic community background <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 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 <sub>1</sub>  
No <sub>2</sub>

## 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).**