



NOTTINGHAMSHIRE
POLICE
Policing for you

SMSR
social and market strategic research

CONFIDENCE QUESTIONNAIRE 2009/10

Hello, my name is I work for an independent research company called SMSR and I'm doing some work for Nottinghamshire Police. We've been asked by them to conduct a survey with people who live in Nottinghamshire to find out what they think of their local police.

If respondent shows any sign of concern, please offer the following contact numbers: CLAIRE JACKSON/DARREN HORNBY on 01482 301041 or Dominique Black at Nottinghamshire Police on 0115 967 2067.

Do you have 5 or 10 minutes to spare to answer some questions about this?

Yes: **CONTINUE**

No: **Thank & specify reasons why not below**.....

Screener questions

And can I just check, are you 16 years old or over?

Yes: **CONTINUE**

No: **Thank & ask to speak to someone in the house who is 16 or over**

Can I confirm that you live at this address?

Yes: **CONTINUE**

No: **Thank & ask to speak to someone who does**

When answering the questions please answer from your own personal viewpoint, although you may also want to consider the views of your family and your neighbours when thinking about your answers.

Q4 The following question again relates to your local police. How confident are you that they understand the issues that affect your local area? **SINGLE CODE**

- Very confident
- Fairly confident.....
- Not very confident
- Not confident at all
- Don't know..... Go to Q6

Q5 What makes you {insert response from Q4} that they understand the issues? **PROBE FULLY**

Section 2: Accessibility

Next I will be asking some questions about contact with your local police.

In addition to police officers Nottinghamshire Police now employs Police Community Support Officers, known as PCSO's, to work in local neighbourhoods. They work in partnership with other local agencies to get to know people living in the neighbourhood, understand their concerns and solve local problems. We'd like to know how much you know about Neighbourhood Policing in your area.

Q6 I am going to read out a number of statements about your local police and I would like you to tell me if each statement applies to you or not. **SINGLE CODE EACH STATEMENT**

	Yes	No
I know at least one local officer by sight	<input type="checkbox"/>	<input type="checkbox"/>
I know at least one local officer by name	<input type="checkbox"/>	<input type="checkbox"/>
I have spoken to a local officer	<input type="checkbox"/>	<input type="checkbox"/>
I have seen local officers in the area	<input type="checkbox"/>	<input type="checkbox"/>
I know how to contact local officers if I need to	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Have you, in any way, had direct contact with a police officer or PCSO from Nottinghamshire Police in the past 12 months?

- Yes..... Go to Q8
- No Go to Q10

Q8 **Initially, did you make contact with them or did they contact you?**

I contacted them Go to Q9

They contacted me Go to Q10

Can't remember Go to Q10

Q9 **Have you attended a local police meeting in the last 12 months? SINGLE CODE**

Yes..... Go to Q9a

No Go to Q10

Can't remember Go to Q10

Q9a **Can you remember what the local police meeting was, where it was and when it was?.**

Q10 **And can I ask whether you have been a victim of, or witness to, crime in the past 12 months? MULTI CODE AS APPROPRIATE**

Yes, I've been a victim

Yes, I've been witness.....

No.....

Q11 **Thinking again just about your local area. How often would you say you see a police officer or PCSO ...? SINGLE CODE EACH STATEMENT**

	<i>Every day</i>	<i>At least 2-3 times a week</i>	<i>About once a week</i>	<i>About once a month</i>	<i>Less often</i>	<i>Never</i>
Patrolling the area, either walking or cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In police vehicle that is parked up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving around your area in a police vehicle but not responding to an emergency (e.g. no lights/siren on)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving a police vehicle responding to an emergency (e.g. with lights/siren on)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 **Thinking about the last occasion on which you saw a police officer or PCSO, what effect did it have on your level of confidence in the local police? SINGLE CODE**

Increased my confidence.....

Decreased my confidence

Made no difference to my confidence..... Go to Q14

Q13 Where did you see the police officer/PCSO and what exactly was it that they were doing that (insert response from Q13) your confidence? **PROBE FULLY. PROMPT IF NECESSARY:** Which aspects of their behaviour made you feel this way? How many officers were there? Were they actively engaged with people?

Q14 Thinking about your local police in general, how confident are you that they are accessible to people in the area where you live? **SINGLE CODE**

- Very confident*
- Fairly confident*.....
- Not very confident*
- Not confident at all*.....
- Don't know*..... Go to Q16

Q15 What makes you {insert response from Q15} that they have become accessible to people in the area where you live? **PROBE FULLY**

Section 3: Responding

I'm now going to ask you some questions about your views on police response, by this I don't just mean the speed of response but the way the local police deal with issues in your area.

Q16 What would you say the main problems in your local area are? **UNPROMPTED - INTERVIEWER ASK: Any other problems? CODE ALL MENTIONED**

- Rowdy behaviour.....
- Groups of young people hanging around.....
- Young people drinking on the streets.....
- Damage to property or vandalism
- Burglary of peoples' homes.....
- People using or dealing drugs.....
- Theft from shops
- Deliberate fires being lit.....
- Being robbed on the streets
- The threat of violence or harassment.....
- Hate crimes or harassment (related to racism or homophobia for example)
- Theft of or from cars or other vehicles.....
- Incidents involving knives
- Incidents involving guns
- Prostitution
- Traffic offences, such as illegal parking
- Cars/motorbikes speeding.....
- Dog fouling.....
- Litter and fly tipping.....
- Other (please specify below).....
- There are no problems in this area

Other 1

Other 2 (leave blank if no answer)

Other 3 (leave blank if no answer)

Q17

And would you say the local police are doing a great deal to tackle this problem, doing a little or not doing anything at all? **SINGLE CODE**

	<i>They're doing a great deal</i>	<i>They're doing a little</i>	<i>They're not doing anything at all</i>	<i>Don't know</i>
Rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups of young people hanging around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people drinking on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damage to property or vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Burglary of peoples' homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theft from shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deliberate fires being lit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being robbed on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The threat of violence or harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hate crimes or harassment (related to racism or homophobia for example)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theft of or from cars or other vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incidents involving knives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Incidents involving guns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prostitution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic offences, such as illegal parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cars/motorbikes speeding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter and fly tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now I am going to read another list of statements that could apply to the local police in your area. Again, you don't have to actually KNOW whether they do apply to your local police, we just want to know whether you THINK they apply to them. So, can you tell me whether you agree or disagree that..... **SINGLE CODE EACH STATEMENT.**

Q18 **IF RESPONDENT STATES THAT THEY 'Don't know' IN THE FIRST INSTANCE PROMPT: Are you saying you don't know because you think it varies, that you would agree some of the time and disagree other times? IF YES, suggest 'mixed view' code.**

IF ANSWER 'Don't know' AGAIN THEN JUST CODE 'Don't know' - DO NOT PROMPT AGAIN.

DO NOT READ OUT FULL SCALE - ASK RESPONDENT WHETHER THEY AGREE OR DISAGREE THEN PROMPT FOR AS RELEVANT: 'AND IS THAT AGREE SLIGHTLY OR STRONGLY?' OR 'IS THAT DISAGREE SLIGHTLY OR STRONGLY?'

	AGREE			DISAGREE		
	Prompt: And is that...			Prompt: And is that...		
	Strongly agree	Slightly agree	Mixed view	Slightly disagree	Strongly disagree	DK
The police can be relied on to respond quickly to emergencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can rely on the police in this area to sort out a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's easy to get hold of a police officer when you need one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local council keep people informed about what they are doing to tackle crime and anti-social behaviour issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local police keep people informed about what they are doing to tackle crime and anti-social behaviour issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's not worth telling the police about local problems, they never do anything.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 **The local police work in partnership with a number of local agencies, including the police authority, the local council, probation services , fire and rescue and the primary care trust to tackle local issues. Thinking about the local police in general, how confident are you that they will tackle the issues that affect your local area? SINGLE CODE**

- Very confident.....
- Fairly confident
- Not very confident.....
- Not confident at all.....
- Don't know Go to **Q23a**

Q23b IF RESPONDENT ANSWERS 'Neither agree nor disagree', 'Tend to disagree', 'Strongly disagree' or 'Don't know' ASK:Why do you say that? **PROBE FULLY**

Q24a Thinking about the police only, do you agree or disagree that they are dealing with the anti-social behaviour and crime issues that matter in this area?

Q24b IF RESPONDENT ANSWERS 'Neither agree nor disagree', 'Tend to disagree', 'Strongly disagree' or 'Don't know' ASK:Why do you say that? **PROBE FULLY**

Q25a Thinking about the local council only, do you agree or disagree that they are dealing with the anti-social behaviour and crime issues that matter in this area?

Q25b IF RESPONDENT ANSWERS 'Neither agree nor disagree', 'Tend to disagree', 'Strongly disagree' or 'Don't know' ASK:Why do you say that? **PROBE FULLY**

Q26a And lastly, thinking about other local agencies, such as the police authority, the probation service, fire and rescue and the primary care trust etc. do you agree or disagree that they are dealing with the anti-social behaviour and crime issues that matter in this area?

Q26b IF RESPONDENT ANSWERS 'Neither agree nor disagree', 'Tend to disagree', 'Strongly disagree' or 'Don't know' ASK:Why do you say that? **PROBE FULLY**

Finally, I am going to ask you some questions about your confidence in the police in Nottinghamshire in general.

Q27 How confident are you in Nottinghamshire Police as a whole? **SINGLE CODE**

- Very confident
- Fairly confident.....
- Not very confident
- Not at all confident
- Don't know/not sure.....

Q28 Has anything happened in the past three months to **INCREASE** your confidence in Nottinghamshire Police - **PROMPT ONLY IF DON'T KNOW** 'It could be something that happened to you, or to somebody you know, something that you have read, heard or seen on TV or something you've been involved in'. **MULTI CODE 2-5 SINGLE CODE 1**

- No, nothing has happened to me..... Go to Q30
- Yes, something happened to me Go to Q29
- Yes, something happened to a friend/relative Go to Q29
- Yes, something happened to someone else..... Go to Q29
- Yes, I saw/heard/read something in the media..... Go to Q29

Q29 What happened to make you feel **MORE confident?** Write in details

Q30 Has anything happened in the past three months to **DECREASE** your confidence in Nottinghamshire Police - **PROMPT ONLY IF DON'T KNOW** 'It could be something that happened to you, or to somebody you know, something that you have read, heard or seen on TV or something you've been involved in'. **MULTI CODE 2-5 SINGLE CODE 1**

- No, nothing has happened to me..... Go to Q32
- Yes, something happened to me Go to Q31
- Yes, something happened to a friend/relative Go to Q31
- Yes, something happened to someone else..... Go to Q31
- Yes, I saw/heard/read something in the media..... Go to Q31

Q31 What happened to make you feel **LESS confident?** Write in details

Demographics

Finally, I just need to ask you a number of questions about yourself. **IF THEY ASK WHY READ OUT:** So that we can make sure we're speaking to a cross section of the communities across Nottinghamshire.

Q32 Gender (do not ask)

Male.....

Female

Q33 What age were you on your last birthday? IF DO NOT WISH TO SPECIFY READ OUT AGE GROUPS

16-24..... <input type="checkbox"/>	45-54..... <input type="checkbox"/>	75+..... <input type="checkbox"/>
25-34..... <input type="checkbox"/>	55-64..... <input type="checkbox"/>	Refused..... <input type="checkbox"/>
35-44..... <input type="checkbox"/>	65-74..... <input type="checkbox"/>	

Q34 Do you have any children under the age of 18 living in your household?

Yes

No.....

Q35 Do you consider yourself to have a disability?

Interviewer instruction: If respondent unsure read out: The Disability Discrimination Act 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 her ability to carry out normal day to day activities'.

Yes

No.....

Do not wish to say.....

Q36 Which of these ethnic groups do you consider yourself to belong to?

White or White British.....

Mixed race.....

Chinese

Black or Black British

Asian or Asian British

Another ethnic group (write in)

Do not wish to say.....

Q37 What is your postcode? **WRITE IN** (If respondent asks why we need it explain it is so that we can check we are speaking to people from all areas across the county)

WRITE POSTCODE USING CAPITAL LETTERS ONLY

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Q38 Would you be willing to take part in any future research for Nottinghamshire Police such as other phone surveys, postal surveys or focus groups?

Yes (take details) Go to Q39

No (thank you and close) Go to Q40

Q39 Respondent details

Name	
Address 1	
Address 2	
Address 3	
Address 4	
Postcode	
Telephone	
Email	

That's all of the questions completed now so I'd just like to say thank you very much for your time today