

MOPAC TDIU SURVEY 2025/2026

Q2 (ASK IF Q1 = Yes and Age_check = Yes, I am aged 16 or over)

Thank you for agreeing to take part. Your crime was recorded by the MPS Telephone Digital Investigation Unit (TDIU). This unit deals with incidents that do not require an immediate dispatch of a police officer. Reports are taken either online or over the telephone by a police officer or member of police staff.

When answering the questions in this survey, please think **only** about **<crime type from sample>** you reported on **<date from sample>** and not any other crimes that you may have reported.

How was contact with the police made about this incident? Was it... (* - Mandatory question)

1. Online – Ask Q45a (and Q45b where applicable) then Go to Q5a
2. Telephone – Ask Q45a (and Q45b where applicable) then Go to Q17a

Q45a (ASK IF Q2 = Online OR Telephone)

Where did this offence occur?

- My home 1
- My local area (within 15 minutes walk of your home) 2
- My workplace or place of education 3
- On public transport 4
- Online or via phone apps 5
- Somewhere else 6
- Don't know/Can't remember 97

Q45b (ASK IF above = 4 public transport)

What type of public transport was this?

- Overground train 1
- Elizabeth Line 10
- London Underground 3
- Docklands Light Railway (DLR) 4
- Tram 5
- Bus 6
- IFS Cloud Cable Car 7
- Taxi/mini-cab 8
- Somewhere else 9
- Don't know/Can't remember 97

Q3 (ASK IF Q1 = No and terminate)

Can I ask why you do not wish to participate in this survey?

Please select all that apply

1. I am too busy / don't have enough time
2. I can't recall the incident
3. I only received a crime number / there was no service
4. Too unhappy with police service
5. I do not wish to be identified against my responses
6. Don't want to talk about incident anymore

7. Crime occurred too long ago
8. I don't give feedback / participate in market research
9. Other

IF ONLINE

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q5a (ASK IF Q2 = Online)

After you reported your crime online did you receive any further contact from the police about this incident other than receiving an email or letter acknowledging your report?

For example, further contact could have included calling you back on the telephone to get more details, informing you of any investigation that has taken place or visiting you or the scene of the crime.

1. Yes – [Go to Q5c](#)
2. No – [Go to Q5b](#)
97. Don't know – [Go to Q5c](#)

Q5b (ASK IF Q5a = No)

Did you expect any further contact from the police?

1. Yes
2. No
97. Don't know

SQ5b (Ask if Q5b = 1)

What further contact did you expect?

Please tick all that apply.

1. A call back to speak to someone about the incident
2. A visit from police
3. Something else (please specify)
97. Don't know

NQ5b (Ask if Q5b = 1)

What did you expect from that further contact?

1. Freetext
97. Don't know

Q5c (ASK IF Q2 = Online)

Did you try any other method of contacting the police before you reported the crime online?

1. Yes
2. No
97. Don't know

SQ5c (Ask if Q5c = 1)

What other method did you try?

Please tick all that apply.

1. Calling 999
2. Calling 101
3. Going to a police station
4. Speaking to a police officer on the street
5. Something else (please specify)
97. Don't know

PQ6 (ASK IF Q2 = Online)

How easy did you find the website to use to report the crime online?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
97. Don't know

PQ6b (ASK IF Q2 = Online AND PQ6=4 or 5)

Could you please tell us what it was that made the website difficult to use, or about any problems you encountered?

1. Freetext
97. Don't know

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q6 (ASK IF Q2 = Online)

During the reporting process were you...?

- a) Provided with a crime reference number?
- b) Given an explanation of what was going to happen and why?
- c) Offered any crime prevention information or advice?
- d) Informed that your case was closed unless further information came to light?
- e) Sent or provided with a Victim Information Leaflet. This is a paper or electronic leaflet offering details of the reporting officer, reference details and information about what you can expect from the criminal justice system and details of support agencies.

1. Yes
2. No
97. Don't know/can't remember

Q7 (ASK IF Q2 = Online)

The Code of Practice for Victims of Crime (the Victims Code) is the statutory code that sets out the minimum level of service that victims should receive from the criminal justice system. Were you made aware of the Victims Code when you reported your crime?

1. Yes

- 2. No
- 97. Don't know/can't remember

Q8 (ASK IF Q2 = Online)

Victim support services are independent groups who work with victims of traumatic events. These could include charities such as the London Victim and Witness Service, or Victim Support. The police sometimes refer victims of crime to their services. Were you offered a referral into victim support services?

- 1. Yes
- 2. No
- 97. Don't know/can't remember

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q9 (ASK IF Q2 = Online)

When considering financial, general well-being, feelings of safety or other factors personal to you, how much impact would you say this incident has had on you? Please rate on a scale of one to ten, with one being a minor impact and ten being a major impact.

- 1. 1 – Minor Impact
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 6. 6
- 7. 7
- 8. 8
- 9. 9
- 10. 10 – Major impact
- 97. Don't know

Q10 (ASK IF Q2 = Online)

How well did the reporting process meet your expectations?

- 1. Very well
- 2. Fairly well
- 3. Not very well
- 4. Not at all well
- 97. Don't know

NQ10 (ASK IF Q2 = Online)

Thinking about the length of time the police spent investigating your case, do you feel this was too much time, too little time, or the right amount of time?

- 1. Too much time
- 2. Too little time
- 3. The right amount of time

97. Don't know/can't remember

Q11 (ASK IF Q2 = Online)

Excluding this incident (<crime type from sample> you reported on <date from sample>), have you been the victim of any OTHER crime in the last 12 months? It does not matter if this was reported to the police or not.

1. No - none
2. Yes - one other
3. Yes - two others
4. Yes - three or more others

Q12 (ASK IF Q2 = Online)

Do you have any comments about how the reporting process could be improved? This questionnaire is not monitored live – in an emergency call 999. For any questions or updates about your case then please use the contact details given to you by the MPS.

1. Freetext

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q13 (ASK IF Q2 = Online)

If a similar event to the one you reported occurred again, would you report it to the police?

1. Yes
2. No
97. Don't know

Q14 (ASK IF Q2 = Online)

Based on the reporting of this incident have your views of the Metropolitan Police Service...?

1. Stayed the same
2. Improved
3. Got worse
97. Don't know

Q15 (ASK IF Q2 = Online)

Thinking just about your experience of reporting this incident (<crime type from sample> you reported on <date from sample>) to the police and taking the whole experience with them into account, how satisfied or dissatisfied were you with the service you received?

1. Completely satisfied
2. Very satisfied
3. Fairly satisfied
4. Neither satisfied nor dissatisfied
5. Fairly dissatisfied
6. Very dissatisfied

- 7. Completely dissatisfied
- 97. Don't know

IF PHONE

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q17a (ASK IF Q2 = Telephone)

After you had reported the details, was your incident dealt with...?

- 1. Entirely over the phone – [Go to Q17b](#)
- 2. By an officer or other member of staff visiting you at your home – [Go Q17e](#)
- 97. Don't know/can't remember

Q17b (ASK IF Q17a = Entirely over the phone)

Were you content to be dealt with entirely over the phone?

- 1. Yes
- 2. No

Q17c (ASK IF Q17a = Entirely over the phone)

Were you transferred to the MPS Telephone Digital Investigation Unit (TDIU) directly from the call centre, or did you have to wait for a call back?

- 1. I was transferred – [Go to Q17e](#)
- 2. I had to wait for a call back – [Go to Q17d](#)
- 97. Don't know/can't remember – [Go to Q17e](#)

Q17d (ASK IF Q17c = I had to wait for a call back)

How long did you have to wait for a call back?

- 1. Less than 24 hours
- 2. 24-48 hours
- 3. Over 48 hours, but within a week
- 4. A week or more
- 5. A message was left
- 6. I did not get a call back
- 97. Don't know/can't remember

Q17e (ASK IF Q17a = 1 or 2)

After your initial report, did you receive any further contact from police about this incident other than receiving an email or letter acknowledging your report?

For example, further contact could have included calling you back on the telephone to get more details, informing you of any investigation that has taken place or visiting you or the scene of the crime.

- 1. Yes – [Go to Q18a](#)

- 2. No – Go to Q17f
- 97. Don't know – Go to Q18a

Q17f (ASK IF Q17e = No)

Did you expect any further contact from the police?

- 1. Yes
- 2. No – go to Q18a
- 97. Don't know – go to Q18a

Q17g (Ask if Q17f = 1)

What further contact did you expect?

Please tick all that apply.

- 1. A call back to speak to someone about the incident
- 2. A visit from police
- 3. Something else (please specify)
- 97. Don't know

Q17h (Ask if Q17f = 1)

What did you expect from that further contact?

- 1. Freetext
- 97. Don't know

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q18 (ASK IF Q2 = Telephone)

During the reporting process were you...?

- a) Provided with a crime reference number
 - b) Given an explanation of what was going to happen and why
 - c) Offered any crime prevention information or advice
 - d) Informed that your case was closed unless further information came to light
 - e) Sent or provided with a Victim Information Leaflet. This is a paper or electronic leaflet offering details of the reporting officer, reference details and information about what you can expect from the criminal justice system and details of support agencies.
- 1. Yes
 - 2. No
 - 97. Don't know/can't remember

Q19 (ASK IF Q2 = Telephone)

The Code of Practice for Victims of Crime (the Victims Code) is the statutory code that sets out the minimum level of service that victims should receive from the criminal justice system. Were you made aware of the Victims Code when you reported your crime?

- 1. Yes
- 2. No

97. Don't know/can't remember

Q20 (ASK IF Q2 = Telephone)

Victim support services are independent groups who work with victims of traumatic events. These could include charities such as the London Victim and Witness Service, or Victim Support. The police sometimes refer victims of crime to their services. Were you offered a referral into victim support services?

1. Yes
2. No
97. Don't know/can't remember

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q21 (ASK IF Q2 = Telephone)

Thinking about the attitude and manner of the person who took your full report on the telephone, do you think they...?

- a) Communicated clearly with you
 - b) Showed empathy towards you
 - c) Took the matter seriously
 - d) Reassured you
1. Yes, fully
 2. Yes, partly
 3. No
 97. Don't know

NQ21 (ASK IF Q2 = Telephone)

Thinking just about the person you spoke to when making your report, how satisfied or dissatisfied were you with the service you received from them?

1. Completely satisfied
2. Very satisfied
3. Fairly satisfied
4. Neither satisfied nor dissatisfied
5. Fairly dissatisfied
6. Very dissatisfied
7. Completely dissatisfied
97. Don't know

Q22 (ASK IF Q2 = Telephone and Q17a = Entirely over the phone)

Could you estimate in total how long in minutes you spent talking to an officer or member of staff at the MPS Telephone Digital Investigation Unit over the whole reporting process?

1. Record Number
97. Don't know

Q23a (ASK IF Q2 = Telephone)

When considering financial, general well-being, feelings of safety or other factors personal to you, how much impact would you say this incident has had on you? Please rate on a scale of one to ten, with one being a minor impact and ten a major impact.

1. 1 – Minor Impact
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10 – Major impact
97. Don't know

Q23b (ASK IF Q23a = 7-10)

Were you given an opportunity to talk about this impact with the person you reported the offence to?

1. Yes
2. No
97. Don't know/can't remember

Q23c (ASK IF Q23b = Yes)

Did the person you spoke to when making your report appear to understand the impact it had on you?

1. Yes
2. No
97. Don't know/can't remember

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q24 (ASK IF Q2 = Telephone)

How well did the reporting process meet your expectations?

1. Very well
2. Fairly well
3. Not very well
4. Not at all well
97. Don't know

NQ24 (ASK IF Q2 = Telephone)

Thinking about the length of time the police spent investigating your case, do you feel this was too much time, too little time, or the right amount of time?

1. Too much time

2. Too little time
3. The right amount of time
97. Don't know/can't remember

Q25 (ASK IF Q2 = Telephone)

Excluding this incident (<crime type from sample> you reported on <date from sample>), have you been the victim of any OTHER crime in the last 12 months? It does not matter if this was reported to the police or not.

1. No - none
2. Yes - one other
3. Yes - two others
4. Yes - three or more others

Q26 (ASK IF Q2 = Telephone)

Do you have any comments about how the reporting process could be improved? This questionnaire is not monitored live – in an emergency call 999. For any questions or updates about your case then please use the contact details given to you by the MPS.

1. Record verbatim

When answering the questions in this survey, please think only about [crime type from sample] you reported on [date from sample] and not any other crimes that you may have reported.

Q27 (ASK IF Q2 = Telephone)

If a similar event to the one you reported occurred again, would you report it to the police?

1. Yes
2. No
97. Don't know

Q28 (ASK IF Q2 = Telephone)

Based on the reporting of this incident have your views of the Metropolitan Police Service...?

1. Stayed the same
2. Improved
3. Got worse
97. Don't know

Q29 (ASK IF Q2 = Telephone)

Thinking just about your experience of reporting this incident (<crime type from sample> you reported on <date from sample>) to the police and taking the whole experience with them into account, how satisfied or dissatisfied were you with the service you received?

1. Completely satisfied
2. Very satisfied
3. Fairly satisfied
4. Neither satisfied nor dissatisfied
5. Fairly dissatisfied

- 6. Very dissatisfied
- 7. Completely dissatisfied
- 97. Don't know

DEMOGRAPHICS

Thank you for answering our questions about your report to the Telephone Digital Investigation Unit. Your responses have been registered.

Under the Equality Act 2010, every organisation has a duty to prevent discrimination and ensure a fair service to all. Therefore, we'd like to ask the following questions about you. Please note, all of these questions are entirely optional.

NQ30A

What is your sex?

Please note a question on gender identity will follow.

- 1. Male
- 2. Female
- 3. Other
- 98. Prefer not to say

NQ30B

Is the gender you identify with the same as your sex registered at birth?

- 1. Yes
- 2. No (write in)
- 98. Prefer not to say

Q31

What age were you on your last birthday?

- 1. 16-24
- 2. 25-34
- 3. 35-44
- 4. 45-54
- 5. 55-64
- 6. 65-74
- 7. 75-84
- 8. 85+
- 98. Prefer not to say

Q32a

What is your ethnic group?

White

English/Welsh/Scottish/Northern Irish/British
Irish

Gypsy or Irish Traveller

Roma

Any other White background – please specify

Mixed/multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed/multiple ethnic background - please specify

Asian or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian or Asian British background – please specify

Black/African/Caribbean/ Black British

Caribbean

African – please specify

Any other Black/Black British/Caribbean background – please specify

Other ethnic group

Arab

Any other ethnic group – please specify

Don't know

Prefer not to say

Q33a

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 her ability to carry out normal day to day activities'.

Do you have such a disability? Please remember to select 'prefer not to say' if you do not wish to answer this question.

1. Yes

2. No

97. Don't know

98. Prefer not to say

Q33b (ASK IF Q33a = Yes)

Please can you describe the nature of this disability?

Please check any that apply

1. Mobility

2. Manual dexterity

3. Physical co-ordination

4. Ability to lift, carry or otherwise move everyday objects

5. Speaking

6. Hearing

7. Seeing

8. Memory

9. Ability to concentrate, learn or understand

10. Dyslexia

11. Mental health issues

- 12. Other (please specify)
- 97. Don't know
- 98. Prefer not to say

Q34**What is your sexual orientation?**

- 1. Heterosexual
- 2. Lesbian
- 3. Gay
- 4. Bisexual
- 5. Queer
- 6. Asexual
- 7. Other (please specify)
- 98. Prefer not to say

Q35**What is your religion?**

- 1. No religion
- 2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- 3. Buddhist
- 4. Hindu
- 5. Jewish
- 6. Muslim
- 7. Sikh
- 8. Other (please specify)
- 98. Prefer not to say

Q44**Do you own or rent your current accommodation? If you were a visitor to London at the time of the incident, please think about your usual place of residence when answering this question.**

- 1. I own it outright
- 2. I am buying on a mortgage
- 3. I rent from the council
- 4. I rent from a housing association
- 5. I rent from a private landlord
- 6. Other – I am living rent-free with family or friends
- 7. Other – I am living in a refuge
- 8. Other – I am living in a care home
- 9. Other – I am homeless/I have no fixed address
- 10. Other – something else (please specify)
- 98. Prefer not to say

Q41**Do you or any of your close friends or relatives work for the police?****Please check any that apply**

- 1 Yes – self
- 2 Yes – family

- 3 Yes – close friends
- 4 No
- 98 Prefer not to say

FURTHER QUESTIONS

Q36

Are you happy to answer a few more questions about policing in London more generally?

- 1. Yes – [Go to Q37a](#)
- 2. No – [Thank you and close](#)

Q37 (ASK IF Q36 = Yes)

To what extent do you agree or disagree with the following statements?

- a) **The Metropolitan Police Service do a good job in your local area**
- b) **The Metropolitan Police Service have enough resources**
- c) **The Metropolitan Police Service is an organisation I can trust**
- d) **The Metropolitan Police Service can be relied on to be there when you need them**
- e) **The Mayor of London and MOPAC are doing everything they can to support the Metropolitan Police Service**
- f) **The police in this area treat everyone fairly regardless of who they are**
- g) **The Metropolitan Police Service' workforce is more representative of Londoners than it was 5 years ago**
- h) **The Metropolitan Police Service are dealing with the things that matter to people in your community**
- i) **The Metropolitan Police Service work to ensure all police officers adhere to the highest possible standards of professionalism**
- j) **The Metropolitan Police Service are currently changing for the better**

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 97. Don't know

Q40 (ASK IF Q36 = YES)

To what extent are you worried about crime in your local area?

By "your local area" we mean 15 minutes' walk from your home.

- 1. Very worried
- 2. Fairly worried
- 3. Not very worried
- 4. Not at all worried
- 97. Don't know
- 98. Prefer not to say

Q38A (ASK IF Q36 = YES)

How safe do you feel walking alone in your local area during the day?

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe
5. I do not go out at all
6. I do not go out alone
97. Don't know
98. Prefer not to say

Q38B (ASK IF Q36 = YES)

How safe do you feel walking alone in your local area after dark?

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe
5. I do not go out at all
6. I do not go out alone
97. Don't know
98. Prefer not to say

Q42 (ASK IF Q36 = YES)

In 2023, the Mayor of London established the London Policing Board to assist with holding the Commissioner of the Metropolitan Police Service to account. This Board brings together Londoners with a mix of professional and personal experience, and aims to provide specialist advice and constructive challenge to the work of the Metropolitan Police Service. Meetings are held in public.

Before taking part in this survey, had you heard of the London Policing Board?

1. Yes
2. No
97. Don't know
98. Prefer not to say

Q43 (ASK IF Q36 = YES)

To what extent do you agree or disagree that the London Police Board makes you feel reassured that the police are held to account?

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
97. Don't know
98. Prefer not to say