

## **MOPAC TDIU SURVEY 2022/2023**

### **Q2 (ASK IF Q2 = Yes)**

**Thank you for agreeing to take part. Your crime was recorded by the MPS Telephone and 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.**

**Now, thinking just about the report of <crime type from sample> on <date from sample>:**

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

1. Online – [Go to Q4](#)
2. Telephone – [Go to Q16](#)

### **Q3 (ASK IF Q1 = No)**

**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**

#### **Q5a (ASK IF Q2 = Online)**

**After you reported your crime online 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 Q6](#)
2. No – [Go to Q5b](#)
97. Don't know – [Go to Q6](#)

#### **Q5b (ASK IF Q5a = No)**

**Did you expect any further contact from the police?**

1. Yes
2. No
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

**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? (IF SCREEN = 0)**
- 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)**

**London Victim and Witness Service (LVWS) are an independent charity who work with victims of traumatic events (previously known as Victim Support). The police sometimes refer victims of crime to their services. Were you offered the services of LVWS?**

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

**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

**newcode (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 the report of <crime type from sample> 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. Record verbatim

**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 the <crime type from sample> 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****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 to Q18a](#)
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 and 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 Q18a
2. I had to wait for a call back – Go to Q17d
97. Don't know/can't remember – Go to Q18a

**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

**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 (IF SCREEN = 0)
- 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)**

**London Victim and Witness Service (LVWS) are an independent charity who work with victims of traumatic events (previously known as Victim Support). The police sometimes refer victims of crime to their services. Were you offered the services of LVWS?**

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

**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

**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 and Digital Investigation Unit over the whole reporting process?**

1. Record Number
97. Don't know/can't remember

**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

**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

**newcode (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 the report of <crime type from sample> 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

**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 on 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 the <crime type from sample> 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 and Digital Investigation Unit. Your responses have been registered. Findings from these surveys are taken seriously by both MOPAC and the MPS. If you are interested in the results from this survey, and others like it, results are regularly published online and can be accessed [here](#).

Under the Equalities 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.

**newcode (ASK IF Q1 = Yes)**

What is your sex?

Please note a question on gender identity will follow.

1. Male
2. Female
3. Other
98. Refused



**newcode** (ASK IF Q1 /= Refused )

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

1. Yes
2. No (write in)
98. Refused

**Q31** (ASK IF Q1 = Yes)

**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** (ASK IF Q1 = Yes)

**What is your ethnic group?**

1. Asian or Asian British
2. Black or Black British
3. Chinese
4. Of a Mixed Background
5. White
6. Arab
7. Other ethnic group
98. Refused

**Q32b** (ASK IF Q39a = 1)

**And is that...?**

1. Indian
2. Pakistani
3. Bangladeshi
4. Any other Asian background
98. Refused

**Q32c** (ASK IF Q32a = 2)

**And is that...?**

1. Caribbean
2. African
3. Any other Black background
98. Refused

**Q32d (ASK IF Q32a = 4)**

And is that...?

1. White and Black Caribbean
2. White and Black African
3. White and Asian
4. Any other mixed background
98. Refused

**Q32e (ASK IF Q32a = 5)**

And is that...?

1. English/Welsh/Scottish/Northern Irish/British
2. Irish
3. Gypsy or Irish Traveller
4. Any other white background
98. Refused

**Q33a (ASK IF Q1 = Yes)**

**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 select all 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 (ASK IF Q1 = Yes)****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 (ASK IF Q1 = Yes)****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

**FURTHER QUESTIONS****Q36 (ASK IF Q1 = Yes)****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
- 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

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

**QCODE (ASK ALL)**

**How safe do you feel walking alone in this 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

**QCODE (ASK ALL)**

**How safe do you feel walking alone in this 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

**QCODE** (ASK IF QCODE or QCODE=fairly unsafe/very unsafe)

**Since feeling unsafe when walking alone in this area [during the day / after dark / during the day and after dark], have you changed your behaviour in any of the following ways...?**

1. I have stopped going out or am less likely to go out alone
2. I have avoided certain places or taken different routes
3. I have stopped going out or am less likely to go out after dark
4. Other
5. None of the above
98. Prefer not to say

End of survey – Closing message; ‘Thank you for participating. Your responses have been saved successfully.’