

[MOPAC Telephone Interview Script]

## **MOPAC User Satisfaction Survey**

**Q1-4 2022-23**

VICTIM GROUP FROM SAMPLE :-

1 = Residential Burglary

2 = Assault

5 = Hate Crime

6 = Personal Robbery

BCU opened crime only.

**START OF SECTION A TIMING**

**ROUTE**

**SECTION A: INTRODUCTION & FIRST CONTACT**

**ASK IF GROUP = 1, 2, 3, 5 or 6**

**NQ3a SINGLE**

Excluding the one I have called you about today, have you been the victim of any OTHER incident in the last 12 months? How many was that?

None 80 **NQ4**

One other 1 **NQ4**

Two others 2 **NQ4**

Three or more others 3 **NQ4**

**NQ4 MULTICODE (Add "Any other contact" variable to file)**

Other than dealing with crime reports, have you had any contact with the police in the last 12 months? This could include... (INTERVIEWER READ OUT EXAMPLES AND CODE ALL THAT APPLY)

None

Reporting ASB/intelligence to police

A Police event/surgery

Chatting to an officer on the street

The Police approaching you for information

Being stopped by police in the street

Being arrested by police

Contact through work/school/university

Other (please specify) NQ5 or NQ6a

**Read Out** "Thinking about the crime I have called about today..."

**ASK IF GROUP=2,3,5 or 6**

**NQ5 SINGLE**

Can you tell me where the offence occurred?

INTERVIEWER PROMPT AND CLARIFY AS NECESSARY:

Your home 1

Your local area (within 15 minutes walk of your home) 2

Your workplace or place of education 3

On public transport 4

Online or via phone apps 5

Somewhere else 6 **Q5**

**ASK IF NQ5 = 4**

**NNQ5A**

Can you tell me what type of public transport this was?

INTERVIEWER PROMPT AND CLARIFY AS NECESSARY:

Overground train 1

TfL Rail 2

London Underground 3

Docklands Light Railway (DLR) 4

Tram 5

Bus 6

Emirates Air Line (cable car) 7

Taxi/mini-cab 8  
Somewhere else 9

**Read Out** "Thinking about the crime I have called about today..."

**ASK IF GROUP=1**

**NQ6a MULTICODE**

Did the burglary you experienced involve any of the following

INTERVIEWER READ OUT:

Damage to gain entry to the property (e.g. door or window)

Damage within house (e.g. broken furniture, damage to possessions or stains etc.)

Search of living area(s)

Search of bedroom area(s)

Sentimental items taken

Or did the burglary take place whilst you were home **NQ6b**

**ASK IF GROUP=1 or 6**

**NQ6b MULTICODE**

Were any losses covered by insurance?

Nothing was stolen or damaged 1

No, losses were not covered at all 2

Yes, part of the cost was covered 3

Yes, all of the cost was covered 4 **Q5**

**READ OUT B TO ALL :** "Again thinking about the incident I called you about today [insert incident details from sample as a reminder] I'll now be asking questions about :-

- How you got in touch with the police,
- What they did,
- How you were updated,
- And then about how you felt you were treated by the police.

**Just so you know - a lot of our questions are in a "yes or no" format and I won't be able to take any additional details about what happened as a response to these questions.**

**READ OUT TO ALL :** "I'd like to start with some questions about HOW YOU GOT IN TOUCH with the police in the first place."

**Q5 SINGLE**

How was contact with the police made about this incident? Was it ...

**(INTERVIEWER: READ OUT AND ENSURE THAT RESPONDENT IS THINKING ABOUT THE RIGHT INCIDENT)**

999 / 112 call 1 **SQ6C**

The 101 non-emergency number 7 **PQ6c**

Other telephone call 2 **SQ6C**

A personal visit to a police station 3 **Q6c**

A personal visit to neighbourhood police drop-in surgery 18 **Q6c**

Direct to an officer in the street 4 **SQ6C**

Someone else contacted the police for you 20 **TQ4b**

The police contacted you 6 **Section C**

Online report/MPS app 21 **TERMINATE SURVEY**

Other means 90 **Q7**

[DO NOT READ OUT] Don't know/can't remember 97 **Q7**  
Refused 98 **Q7**

**ASK IF Q5 = 20**

**TQ4b SINGLE**

Did you want the police to be contacted with regard to this incident?

Yes 1

No 2

Don't know 3 **Section C**

**ASK IF Q5= 7**

**PQ6c SINGLE**

If you had to wait when you called 101, approximately how long did you have to wait before speaking to a member of staff?

I did not have to wait 1

Under 5 minutes 2

5 to 10 minutes 3

11 to 30 minutes 4

31 to 60 minutes 5

Over 1 hour 6

Don't know/can't remember 97

Refused 98 **SQ6C**

**ASK IF Q5= 3 or 18**

**Q6c SINGLE**

If you had to queue at the police station/ neighbourhood police drop in surgery, approximately how long did you have to wait before speaking to the member of staff at the station reception?

I did not have to wait 1

Under 5 minutes 2

5 to 10 minutes 3

11 to 30 minutes 4

31 to 60 minutes 5

Over 1 hour 6

Don't know/can't remember 97

Refused 98 **SQ6C**

**ASK IF Q5= ANY except 6, 20, 90, 97, 99**

**SQ6C SINGLE**

Did you attempt any other method of contact before XXX [insert method of contact Q5]?

Yes 1 **SQ6D**

No 2 **Q7**

**ASK IF SQ6C= 1**

**SQ6D SINGLE**

What method of contact did you try first?

999 / 112 call 1 **Q7**

The 101 non-emergency number 7 **Q7**

Other telephone call 2 **Q7**

A personal visit to a police station 3 **Q7**

A personal visit to neighbourhood police drop-in surgery 18 **Q7**

Direct to an officer in the street 4 **Q7**

Someone else contacted the police for you 20 **Q7**

The police contacted you 6 **Q7**

Online report/MPS app 21 **Q7**

Other means (please specify) 90 **Q7**

[DO NOT READ OUT] Don't know/can't remember 97 **Q7**

Refused 98 **Q7**

**ASK ALL (except if Q5 = 20 OR 6)**

**Q7 SINGLE**

Are you satisfied, dissatisfied or neither with HOW EASY IT WAS TO CONTACT someone who could assist you?

**INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

Don't know 97

Refused 98 **Q10**

**2) END OF SECTION A TIMING**

**SECTION B : POLICE RESPONSE**

**3) START OF SECTION B TIMING**

**ASK IF Q5=1, 7 OR 2**

**PQ14 SINGLE**

After your initial report being made to the police were you dealt with...

Face to face via a visit from police 1

Entirely over the phone – (This means you did not have any face to face contact with the police either at your home/workplace/scene or at a police station) 2

Face to face via an Officer on the street or at a police station/drop-in survey 3

Other (please specify) 4

Refused 98 **Q10**

**ASK IF Q5=1, 7 OR 2 AND PQ14 = 1**

**Q10 SINGLE**

Were you told how long it would take for somebody to visit you? **(IF YES, QUANTIFY)**

Yes – I was told they would be there asap 1

Yes – I was given a specific time frame 2

Yes – I made an appointment for a visit 3

No 4

Don't know 97 **Q12**

**ASK IF Q5=1, 7 OR 2 AND PQ14 = 1**

**Q12 SINGLE**

Did you make any follow up call(s) to chase the progress of your visit?

**(IF YES, QUANTIFY EXTENT)**

Yes – once 1

Yes – two or three times 2

Yes – more than three times 3

No 4

Don't know/can't remember 97 **Q17**

**ROUTE**

**ASK IF Q5=1, 7 OR 2 AND PQ14 = 1**

**Q17 SINGLE**

Are you satisfied, dissatisfied or neither with THE TIME IT TOOK for the police to arrive?

**INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

Don't know 97

Refused 98 **Section C**

**3) END OF SECTION B TIMING**

**4) START OF SECTION C TIMING**

**READ OUT TO ALL** "I'd now like to ask some questions about how the police responded to your incident, once they had initial details. This could have been at the station or at the scene of the incident. If you had any contact with more than one member of staff, please give your OVERALL impression of what they did.

**ASK ALL**

**Q18d SINGLE**

Did the police carry out an investigation at the scene of the incident (e.g. visual inspection of area or examining items recovered from the scene)

Yes 1

No 2

Not applicable 96

Don't know 97 **PQ18e**

**ASK ALL**

**PQ18e SINGLE**

Did the police provide you with a Victim's Leaflet? This a paper or electronic leaflet offering details of the attending officer, reference details and information about what you can expect from when reporting a crime.

Yes 1

No 2

Don't Know 97

**ASK ALL**

**Q18e SINGLE**

Did the police provide you with a Crime reference number?

Yes 1

No 2

Not applicable 96

Don't know 97 **Q18c**

**ASK ALL**

**Q18c SINGLE**

Did the police explain what was going to happen and why?

Yes 1

No 2

Not applicable 96

Don't know 97 **NNQ18a**

**ASK ALL**

**NNQ18A**

Were you made aware of the Victims Code? **If necessary:** 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

Yes 1

No 2

Don't know 97 **NQ18b**

**ASK ALL**

**NQ18b SINGLE**

Were you offered the services of London Victim Witness Service (formerly Victim Support)?

**If necessary:** London Victim Witness Service (formerly Victim Support) are an independent charity who work with victims of traumatic events. The police sometimes refer victims of crime to their services.

Yes 1 **NNQ18b1**

No 2 **NNQ18b3**

Don't know

N/A **NQ18d**

**ASK IF NQ18b = 1**

**NNQ18b1 SINGLE**

Did you take up the offer of receiving support?

Yes 1 **NNQ18b2**

No 2 **NQ18d**

Don't know

N/A **NQ18d**

**ASK IF NNQ18b1 = 1**

**NNQ18b2 SINGLE**

Are you satisfied or dissatisfied with the service you received from London Victim Witness Service?

**INTERVIEWER READ OUT: "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

I have not been contacted by Victim Support yet 8

Don't know 97

Refused 98 **NQ18d**

**ASK IF NQ18b = 2**

**NNQ18b3 SINGLE**

Would you have been interested in receiving support from London Victim Witness Service to help you to cope with the impact of the crime?

Yes 1

No 2

Don't know

N/A **NQ18d**

**ASK ALL**



**NQ18d SINGLE**

Were you offered information on restorative justice? **If necessary:** Restorative Justice is the process by which the police or other agencies bring victims harmed by crime and those responsible for the harm into contact. The thinking behind this is that it enables everyone affected by an incident to play a part in repairing the harm and finding a positive way forward.

Yes 1

No 2

Don't know

N/A **NQ18c**

**ASK ALL**

**NQ18c SINGLE**

Were you offered the opportunity to provide a victim personal statement? **If necessary:** A victim personal statement is different to a witness statement in that it is an opportunity for you to say in your own words how a crime has affected or continues to affect you.

Yes 1

No 2

Don't know

N/A **NQ18I**

**ASK if GROUP=2 or 6 and INJURY=Minor, Moderate or Serious**

**NQ18I SINGLE**

Were you given any information on the Criminal Injuries Compensation Scheme? **If necessary:** The Criminal Injuries Compensation Scheme is a government funded scheme designed to compensate blameless victims of violent crime in Great Britain.

Yes 1

No 2

Don't know

N/A **Q18k**

**ASK ALL**

**Q18k SINGLE**

Were you offered crime prevention information or advice?

INTERVIEWER IF NECESSARY: For example [burglary] how to make your home more secure and deter thieves [assault/robbery/hate] how to stay safe when out and about in public and being aware of your surroundings [vehicle] advice about securing your vehicle and not leaving items on display in the vehicle

Yes 1

No 2

Don't know 98 **Q19a**

**ASK ALL**

**Q19a SINGLE**

Were you reassured by what the police did?

Yes 1

No 2

Not applicable 96

Don't know 97 **NQ19b**

**ASK ALL**

**NQ19b SINGLE**

Could you estimate how long in total you spent talking to an officer or member of staff when you reported your crime?

Under 10 minutes 1

10-30 minutes 2

31-60 minutes 3

Over an hour 4

Not applicable 96

Don't know 97 **Q21**

**ASK ALL**

**Q21 SINGLE**

Thinking about what the police did after they had been given the initial details, are you satisfied, dissatisfied or neither with THE ACTIONS TAKEN by the police?

**INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

Don't know 97

Refused 98 **Section D**

**4) END OF SECTION C TIMING**

**SECTION D: SUBSEQUENT ACTIVITY/POLICE FOLLOW UP**

**5) START OF SECTION D TIMING**

I'd now like to ask some questions about the information provided by police after they had taken your crime report. Your crime may have been closed shortly after the initial investigation due to lack of evidence, or may have been passed on for further investigation.

**ASK ALL**

**NQ23a** Did you receive an email or letter from the police within a week of reporting the incident?

Yes – by letter 1

Yes – by email 2

No 3

Don't know/can't remember 97 **PQ23a**

**ASK ALL**

**PQ23a** Was a suspect ever identified?

Yes 1 PQ23b

No 2 NQ23b/NQ24

Not applicable 96 NQ23b/NQ24

Don't know/can't remember 97 NQ23b/NQ24

**ASK IF PQ23a = Yes**

**PQ23b** Did the police decide to prosecute the suspect?

Yes 1

No 2 PQ23c

Not applicable 96

Don't know/can't remember 97

**ASK IF PQ23b = No**

**PQ23c** Were you made aware of the Victim's Right to Review scheme?

**If necessary:** The Victim's Right to Review is a system put in place by the CPS and all police forces in England and Wales. Under this system, where a decision has been made not to continue a criminal case, victims can ask for this to be reviewed to see if it was the wrong decision.

Yes 1

No 2

Not applicable 96

Don't know/can't remember 97 **NQ23b/NQ24**

**ASK SCREEN = 2**

**NQ23b SINGLE**

Did you understand that your case was closed, unless more information came to light?

Yes 1

No 2

Not applicable 96

Don't know/can't remember 97 **NQ27**

**NQ23C SINGLE**

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?

Too much time 1

Too little time 2

The right amount of time 3

Don't know/can't remember 97

**ASK IF SCREEN = 1**

**NQ24** Did the investigating officer provide you with their contact details?

Yes 1

No 2

Not applicable 96

Don't know/can't remember 97 **Q28**

**ASK IF SCREEN = 1**

**Q28 SINGLE**

Did you ask for updates or were they provided without asking?

Provided without asking 1

Had to ask 2

Weren't provided and didn't ask 3

Weren't provided but did ask 4

Not applicable 96

Don't know 97 **Q29**

**ASK IF SCREEN = 2**

**Q27A** Would you say that you knew who to contact if you wanted to get back in touch?

Yes 1

No 2

Not applicable 96

Don't know/can't remember 97 **SECTION E**

**ASK IF SCREEN = 1**

**Q29 SINGLE**

Are you satisfied, dissatisfied or neither with HOW WELL YOU WERE KEPT INFORMED of progress?

**INTERVIEWER READ OUT: "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

Don't know 97

Refused 98 **Section E**

**5) END OF SECTION D TIMING**

**SECTION E: TREATMENT**

**6) START OF SECTION E TIMING**

**READ OUT:** "Thinking about the attitude of the police officers and other police staff who dealt with you (if more than one person involved, please give an overall impression.), did they..."

**ASK ALL**

**Q34a SINGLE**

Communicate clearly?

Yes 1

No 2

Not applicable 96

Don't know 97 **Q34d**

**ASK ALL**

**Q34d SINGLE**

Appear to take the matter seriously?

Yes 1

No 2

Not applicable 96

Don't know 97 **Q34c**

**ASK ALL**

**Q34c SINGLE**

Show empathy for your situation?

INTERVIEWER: If the respondent doesn't understand the word empathy then offer the following as an alternative: Did they show consideration/understanding for your situation?

Yes 1

No 2

Not applicable 96

Don't know 97 **Q35**

**ASK ALL**

**Q35 SINGLE**

Thinking about their attitude and behaviour, are you satisfied, dissatisfied or neither with THE WAY YOU WERE TREATED by the police officers and staff who dealt with **you**?

**INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

Don't know 97

Refused 98 **Section F**

**6) END OF SECTION E TIMING**

**SECTION F : THE WHOLE EXPERIENCE**

**7) START OF SECTION F TIMING**

**READ OUT TO ALL : "And now, thinking about everything we've talked about"**

**ASK ALL**

**Q36 SINGLE**

Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?

**INTERVIEWER READ OUT : "And is that completely, very or fairly? AND CODE SATISFIED VS DISSATISFIED ACCORDINGLY**

Completely satisfied 1

Very satisfied 2

Fairly satisfied 3

Neither satisfied nor dissatisfied 4

Fairly dissatisfied 5

Very dissatisfied 6

Completely dissatisfied 7

Don't know 97

Refused 98 **NQ37**

**ASK IF Q36 = 6 TO 7**

**NQ37A SINGLE**

Why do you say this?

(Interviewer: Do not prompt - Probe Once)

No real reason 1

RECORD VERBATIM 90

Don't Know 97 **PQ36a**

**ASK ALL**

**NQ36 SINGLE**

Given the severity of the incident and avenues available for investigation, how well did the investigation meet your expectations?

INTERVIEWER IF NECESSARY: If the case is not complete, ask them to base their answer on their current perception of how the investigation has met their expectations so far

INTERVIEWER IF NECESSARY: If the respondent doesn't understand the term 'avenues available' then offer the following as an alternative: Given the severity of the incident and the way the police could have investigated it, how well did the investigation meet your expectations?

Exceeded my expectations 1

Met my expectations 2

Was below my expectations 3

Don't know 97

**ASK ALL**

**PQ36d SINGLE**

Did you consider yourself to be vulnerable in this instance? This could have been because of your age, a disability or personal circumstances.

Yes 1 **PQ36e**

No 2

Don't know 3 **Q38**

**ASK IF PQ36d = 1**

**PQ36e SINGLE**

Was this identified by the police when you first contacted them?

**IF Q5= 6** Was this identified by the police when you first had contact with them?

Yes 1 **PQ36f**

No 2

Don't know 3 **Q38**

**ASK IF PQ36e = 1**

**PQ36f SINGLE**

Were these needs catered for?

Yes 1

No 2

Don't know 3 **Q38**

**ASK ALL**

**Q38 SINGLE**

Prior to this experience was your overall opinion of the police ...? **(READ OUT)**

Generally high 1

Generally low 2

Mixed 3

No opinion 4 **Q39**

**ASK ALL**

**Q39 SINGLE**

As a result of your contact with the police on this occasion, please tell me if your opinion of the police is now better, worse or has not changed?

Unchanged 1

Better opinion 2

Worse opinion 3

Don't know 4 **Q40**

**ASK ALL**

**NQ39**

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

Yes 1

No 2

Don't know 97

**ASK ALL**

**Q40 SINGLE**

When considering financial, general well-being or other factors personal to you; on a scale of one to ten, with one being the least and ten being the most, how much impact would you say this incident has had on you?

**ASK IF NQ3A=2**

**Q42A SINGLE**

You previously mentioned you have been a victim on two or more occasions within the last 12 months. Did you report all of these incidents to the police?

Yes 1

No 2

**ASK IF Q42A =2**

**Q42B FREETEXT**

Why not?

INTERVIEWER: Do NOT read out options. probe fully

Nothing would happen/nothing happened when it was reported previously 1

Police would not take it seriously 2

I dealt with the matter myself 3

Didn't have the time to report it 4

Someone else dealt with it/not a police matter 5

Minor issue/not serious enough/waste of police time 6

Afraid that it would make it worse/lead to retaliation from the perpetrator 7

Other (please specify) 8

Don't know 97

Refused 98

**ASK ALL**

**NQ42B**

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 is an organisation I can trust

Strongly agree 1

Tend to agree 2

Neither agree nor disagree 3

Tend to disagree 4

Strongly disagree 5

Don't know 97

Refused 98

**7) END OF SECTION F TIMING**

**SECTION G : DEMOGRAPHICS**

**8) START OF DEMOGRAPHIC QUESTIONS TIMING**

**READ OUT :** "Thank you for helping to improve policing for victims of crime.

**Under the Equalities Act 2010, the Metropolitan Police Service as an 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.**

**NQ48A (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

**NQ48B (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



**ASK ALL**

**RQ50b SINGLE**

What is your country of birth? **(DO NOT PROMPT)**

Afghanistan 1

Algeria 2

Australia 3

Bangladesh 4

Bulgaria 5

Canada 6

China 7

Cyprus 8

France 9

Germany 10

Greece 11

Hong Kong 12

India 13

Iran 14

Iraq 15

Ireland 16

Italy 17

Jamaica 18

Japan 19

Kenya 20

Korea 21

Lithuania 22

New Zealand 23

Nigeria 24

Pakistan 25

Poland 26

Portugal 27

Romania 28

Spain 29

South Africa 30

Turkey 31

USA 32

UK 170

Other (please specify) 33 **RQ50c**

**(ASK IF RQ50b is not 200 (UK Born))**

**RQ50c SINGLE**

How long have you lived in the United Kingdom?

Less than 12 months 1

12 months but less than 2 years 2

2 years but less than 3 years 3

3 years but less than 5 years 4

5 years but less than 10 years 5

10 years but less than 20 years 6

20 years but less than 30 years 7

30 years or more 8

Don't know 97

Refused 98 **Q49a**

**ASK ALL**

**NQ49 SINGLE**

What is your ethnic group?

Are you Asian, Black, of a mixed background, White, or of another ethnic group?

And is that...?

**INTERVIEWER:** Read from list below as appropriate

**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 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

Refused

**ROUTE**

**ASK ALL**

**Q52a SINGLE**

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?

Yes 1 **Q52b**

No 2

Refused 98 **Q53**

**ASK IF Q52a = 1**

**Q52b MULTICODE**

Please can you describe the nature of this disability?

**(DO NOT PROMPT. CAN MULTICODE)**

- Mobility 1
- Manual dexterity 2
- Physical co-ordination 3
- Ability to lift, carry or otherwise move everyday objects 4
- Speaking 5
- Hearing 6
- Seeing 7
- Memory 8
- Ability to concentrate, learn or understand 9
- Dyslexia 10
- Mental health issues 11
- Refused 98
- Other (Please Specify) 90 **Q53**

**ASK ALL**

**Q53 SINGLE**

What is your religion?

**(DO NOT PROMPT. SINGLE CODE)**

- Christian (including Church of England, Catholic, Protestant and all other Christian denominations) 1
- Muslim 2
- Sikh 3
- Hindu 4
- Jewish 5
- Buddhist 6
- Other 7
- No religion/atheist/agnostic 8
- Refused 98 **Q51a**

**ASK ALL**

**Q51a**

**What is your sexual orientation? (Read out)**

- 1. Heterosexual
- 2. Lesbian
- 3. Gay
- 4. Bisexual
- 5. Queer
- 6. Asexual
- 7. Other (please specify) (If selected then Q51ATX – Freetext response)
- 98. Prefer not to say

**8) END OF DEMOGRAPHIC QUESTIONS TIMING**