

**HMIC - Peel Evaluation / Insight
Topline Results
Dec-16**

This document shows the topline results for an Online Panel Survey for HMIC. Results are based on 16,865 online interviews with members of the general public in England and Wales between 11 July and 5 August 2016

Where applicable comparative results are shown from the 2015 survey when 26,057 interviews were conducted across England and Wales using the same methodology.

Unless otherwise shown, responses are based on all participants interviewed. All results are weighted to age, gender and work status in individual police force areas and then a further weight is applied to account for population sizes in different force areas.

Where percentages do not sum to 100, this may be due to computer rounding or respondents giving multiple responses.

An hyphon (-) indicates a percentage of less than 0.5% but greater than 0.

Ipsos MORI		2016	2015
		Total	Total
Base size:		16865	26057
Q1.	Overall, how satisfied or dissatisfied are you with your local area as a place to live? By "local area", we mean the area within about 15 minutes walking distance of your home		
	Very satisfied	25%	27%
	Fairly satisfied	50%	50%
	Neither satisfied nor dissatisfied	14%	13%
	Fairly dissatisfied	8%	8%
	Very dissatisfied	3%	2%
	Don't know	0%	0%
	Satisfied	76%	77%
	Dissatisfied	10%	10%
Base size:		16865	26057
Q2a.	How satisfied or dissatisfied are you with the following in your local area? Local policing		
	Very satisfied	12%	12%
	Fairly satisfied	40%	40%
	Neither satisfied nor dissatisfied	25%	27%
	Fairly dissatisfied	12%	12%
	Very dissatisfied	5%	5%
	Don't know	5%	4%
	Satisfied	52%	52%
	Dissatisfied	17%	17%
Base size:		16865	26057
Q2b.	How satisfied or dissatisfied are you with the following in your local area? Local council		
	Very satisfied	8%	9%
	Fairly satisfied	38%	37%
	Neither satisfied nor dissatisfied	27%	28%
	Fairly dissatisfied	16%	16%
	Very dissatisfied	8%	8%
	Don't know	3%	2%
	Satisfied	46%	46%
	Dissatisfied	24%	24%
Base size:		16865	26057
Q2c.	How satisfied or dissatisfied are you with the following in your local area? Local fire and rescue service		
	Very satisfied	28%	26%
	Fairly satisfied	39%	40%
	Neither satisfied nor dissatisfied	18%	19%
	Fairly dissatisfied	2%	2%
	Very dissatisfied	1%	1%
	Don't know	12%	12%
	Satisfied	67%	65%
	Dissatisfied	3%	3%
Base size:		16865	26057
Q2d.	How satisfied or dissatisfied are you with the following in your local area? Local health services, including GPs and hospitals		
	Very satisfied	23%	24%
	Fairly satisfied	44%	44%
	Neither satisfied nor dissatisfied	16%	15%
	Fairly dissatisfied	10%	11%
	Very dissatisfied	4%	4%
	Don't know	2%	1%
	Satisfied	68%	69%
	Dissatisfied	15%	15%
Base size:		16865	26057
Q2e.	How satisfied or dissatisfied are you with the following in your local area? Local schools		
	Very satisfied	19%	20%
	Fairly satisfied	32%	31%
	Neither satisfied nor dissatisfied	18%	18%
	Fairly dissatisfied	4%	4%
	Very dissatisfied	2%	2%
	Don't know	25%	25%
	Satisfied	51%	51%
	Dissatisfied	6%	6%
Base size:		16865	26057
Q3a.	Over the past 12 months do you think the service provided by each of the following in your local area has got better, worse, or stayed about the same? Local policing		
	Got better	5%	6%
	Got worse	20%	18%
	Stayed about the same	61%	65%
	Lived in area less than a year	2%	3%
	Don't know	12%	9%
Base size:		16865	26057
Q3b.	Over the past 12 months do you think the service provided by each of the following in your local area has got better, worse, or stayed about the same? Local council		
	Got better	4%	5%
	Got worse	28%	24%
	Stayed about the same	58%	62%
	Lived in area less than a year	2%	2%
	Don't know	8%	6%
Base size:		16865	26057
Q3c.	Over the past 12 months do you think the service provided by each of the following in your local area has got better, worse, or stayed about the same? Local fire and rescue service		
	Got better	5%	6%
	Got worse	4%	4%
	Stayed about the same	71%	72%
	Lived in area less than a year	2%	2%
	Don't know	18%	15%
Base size:		16865	26057
Q3d.	Over the past 12 months do you think the service provided by each of the following in your local area has got better, worse, or stayed about the same? Local health services, including GPs and hospitals		
	Got better	7%	10%
	Got worse	26%	22%
	Stayed about the same	59%	62%

	Lived in area less than a year	2%	2%
	Don't know	6%	5%
	Base size:	16865	26057
Q3e.	Over the past 12 months do you think the service provided by each of the following in your local area has got better, worse, or stayed about the same? Local schools		
	Got better	7%	9%
	Got worse	10%	8%
	Stayed about the same	52%	54%
	Lived in area less than a year	2%	2%
	Don't know	29%	26%
	Base size:	16865	26057
Q4.	How safe do you feel walking alone in your area after dark? NOTE: IF YOU NEVER GO OUT ALONE AT NIGHT, How safe WOULD you feel?		
	Very safe	23%	24%
	Fairly safe	51%	50%
	A bit unsafe	20%	21%
	Very unsafe	5%	5%
	Safe	75%	74%
	Unsafe	25%	26%
	Base size:	16865	26057
Q5.	How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area?		
	A very big problem	3%	3%
	Quite a big problem	22%	22%
	Not much of a problem	61%	62%
	Not a problem at all	11%	10%
	Don't know	2%	2%
	Problem	26%	25%
	Not a problem	72%	72%
	Base size:	16865	26057
Q6.	Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area, less of a problem, or has it not changed?		
	Now more of a problem	17%	15%
	Now less of a problem	6%	7%
	Not changed	70%	71%
	Lived in area less than a year	4%	3%
	Don't know	3%	4%
	Net more of a problem	11%	
	Base size:	16865	
Q7a.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Buying and/or selling things online, e.g. on eBay		
	Very safe	19%	N/A
	Fairly safe	53%	N/A
	A bit unsafe	17%	N/A
	Very unsafe	3%	N/A
	Don't know / never thought about it	9%	N/A
	Safe	71%	N/A
	Unsafe	20%	N/A
	Base size:	16865	
Q7b.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Reading/browsing news or information websites		
	Very safe	47%	N/A
	Fairly safe	43%	N/A
	A bit unsafe	5%	N/A
	Very unsafe	1%	N/A
	Don't know / never thought about it	4%	N/A
	Safe	90%	N/A
	Unsafe	6%	N/A
	Base size:	16865	
Q7c.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Sending and receiving emails		
	Very safe	38%	N/A
	Fairly safe	52%	N/A
	A bit unsafe	7%	N/A
	Very unsafe	1%	N/A
	Don't know / never thought about it	2%	N/A
	Safe	90%	N/A
	Unsafe	8%	N/A
	Base size:	16865	
Q7d.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Sending and receiving emails		
	Very safe	38%	
	Fairly safe	52%	
	A bit unsafe	7%	
	Very unsafe	1%	
	Don't know / never thought about it	2%	
	Safe	90%	
	Unsafe	8%	
	Base size:	16865	
Q7e.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Shopping for groceries and/or other items such as clothes, books, DVDs or CDs		
	Very safe	34%	N/A
	Fairly safe	53%	N/A
	A bit unsafe	7%	N/A
	Very unsafe	1%	N/A
	Don't know / never thought about it	4%	N/A
	Safe	87%	N/A
	Unsafe	8%	N/A
	Base size:	16865	
Q7f.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Banking and/or paying bills online		
	Very safe	28%	N/A
	Fairly safe	49%	N/A
	A bit unsafe	13%	N/A
	Very unsafe	6%	N/A
	Don't know / never thought about it	4%	N/A
	Safe	77%	N/A
	Unsafe	19%	N/A

		Base size:	16865	
Q7g.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Looking at social networking sites, such as Facebook, Instagram, or Twitter			
	Very safe	22%		N/A
	Fairly safe	43%		N/A
	A bit unsafe	14%		N/A
	Very unsafe	5%		N/A
	Don't know / never thought about it	15%		N/A
	Safe	66%		N/A
	Unsafe	19%		N/A
		Base size:	16865	
Q7h.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Using search engines, such as Google or Bing to find out information			
	Very safe	36%		N/A
	Fairly safe	51%		N/A
	A bit unsafe	8%		N/A
	Very unsafe	1%		N/A
	Don't know / never thought about it	3%		N/A
	Safe	87%		N/A
	Unsafe	9%		N/A
		Base size:	16865	
Q7i.	Here are a number of different activities that people can do online. To what extent, if at all, do you feel safe doing the following online? Watching television, video or listening to music online e.g YouTube, Netflix, iPlayer, Spotify			
	Very safe	40%		N/A
	Fairly safe	40%		N/A
	A bit unsafe	5%		N/A
	Very unsafe	1%		N/A
	Don't know / never thought about it	15%		N/A
	Safe	79%		N/A
	Unsafe	6%		N/A
		Base size:	16865	
Q8.	How much of a problem, if at all, do you think that crime is online?			
	A very big problem	20%		N/A
	Quite a big problem	61%		N/A
	Not much of a problem	12%		N/A
	Not a problem at all	1%		N/A
	Don't know	5%		N/A
	Very/quite a big problem	82%		N/A
	Not much of a problem/ not a problem at all	13%		N/A
		Base size:	16865	
Q9.	How much of a problem, if at all, do you think that anti-social behaviour is online?			
	A very big problem	17%		N/A
	Quite a big problem	50%		N/A
	Not much of a problem	19%		N/A
	Not a problem at all	2%		N/A
	Don't know	11%		N/A
	Very/quite a big problem	68%		N/A
	Not much of a problem/ not a problem at all	21%		N/A
		Base size:	16865	
Q10.	Thinking now about the police in your local area, which of these phrases best describes the way you would speak about them to other people?			
	I would speak highly of my local police without being asked	5%		N/A
	I would speak highly of my local police if I were asked	30%		N/A
	I would be critical of my local police if I were asked	11%		N/A
	I would be critical of my local police without being asked	4%		N/A
	I have mixed views about the local police	20%		N/A
	I have no views about the local police	25%		N/A
	Don't know / No opinion	6%		N/A
	Speak highly	35%		N/A
	Speak critically	15%		N/A
		Base size:	16865	36057
Q11.	To what extent do you agree or disagree that the police in your local area provide good value for money?			
	Strongly agree	6%	6%	
	Tend to agree	30%	28%	
	Neither agree nor disagree	34%	37%	
	Tend to disagree	12%	14%	
	Strongly disagree	5%	5%	
	Don't know	13%	11%	
	Agree	36%	34%	
	Disagree	17%	19%	
		Base size:	16865	26057
Q12.	Do you agree or disagree that the police are dealing with the crime and anti-social behaviour issues in the area where you live?			
	Strongly agree	5%	7%	
	Tend to agree	34%	35%	
	Neither agree nor disagree	31%	29%	
	Tend to disagree	14%	14%	
	Strongly disagree	4%	4%	
	Don't know	12%	11%	
	Agree	39%	41%	
	Disagree	18%	19%	
		Base size:	16865	
Q13.	Do you agree or disagree that the police take local people's views into account when deciding how they will use police resources in the area where you live?			
	Strongly agree	5%		N/A
	Tend to agree	24%		N/A
	Neither agree nor disagree	30%		N/A
	Tend to disagree	19%		N/A
	Strongly disagree	6%		N/A
	Don't know	17%		N/A
	Agree	29%		N/A
	Disagree	25%		N/A
		Base size:	16865	26057
Q14a.	Over the past 12 months do you think each of the following aspects of policing in your local area has improved, got worse or stayed about the same? The visibility of the uniformed police presence			
	Improved	6%	8%	
	Got worse	35%	35%	
	Stayed about the same	44%	44%	
	Lived in area less than a year	4%	4%	

	Don't know	11%	9%
	Base size:	16865	
	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? The visibility of an on-foot uniformed police presence		
	Improved	6%	
	Got worse	37%	
	Stayed about the same	41%	
	Lived in area less than a year	4%	
	Don't know	12%	
	Base size:	16865	26057
Q14b.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? The ability of the police to meet my expectations		
	Improved	4%	5%
	Got worse	18%	16%
	Stayed about the same	55%	57%
	Lived in area less than a year	3%	3%
	Don't know	20%	19%
	Base size:	16865	26057
Q14c.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? The behaviour of police officers and staff		
	Improved	5%	7%
	Got worse	8%	8%
	Stayed about the same	61%	62%
	Lived in area less than a year	3%	3%
	Don't know	22%	20%
	Base size:	16865	26057
Q14d.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? The range of services offered by the police		
	Improved	5%	6%
	Got worse	17%	17%
	Stayed about the same	53%	53%
	Lived in area less than a year	3%	3%
	Don't know	22%	21%
	Base size:	16865	26057
Q14e.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? Response times to emergencies		
	Improved	4%	6%
	Got worse	17%	15%
	Stayed about the same	41%	43%
	Lived in area less than a year	3%	3%
	Don't know	35%	33%
	Base size:	16865	26057
Q14f.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? Response times to non-emergencies		
	Improved	3%	4%
	Got worse	23%	20%
	Stayed about the same	36%	40%
	Lived in area less than a year	3%	3%
	Don't know	35%	32%
	Base size:	16865	26057
Q14g.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same? The provision of advice / information about your safety or the safety of your property		
	Improved	7%	
	Got worse	11%	
	Stayed about the same	53%	
	Lived in area less than a year	3%	
	Don't know	26%	
	Base size:	16865	
Q14h.	Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same?The provision of advice / information about your safety online		
	Improved	7%	
	Got worse	9%	
	Stayed about the same	49%	
	Lived in area less than a year	3%	
	Don't know	31%	
	Base size:	16865	26057
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Reducing crime		
	Very effective	4%	5%
	Fairly effective	31%	34%
	Not very effective	23%	22%
	Not at all effective	6%	5%
	Don't know	36%	33%
	Effective	36%	39%
	Not effective	29%	28%
	Base size:	16865	26057
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Preventing offending		
	Very effective	4%	5%
	Fairly effective	26%	30%
	Not very effective	25%	24%
	Not at all effective	7%	7%
	Don't know	38%	35%
	Effective	30%	34%
	Not effective	32%	31%
	Base size:	16865	36057
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Investigating offending		
	Very effective	4%	5%
	Fairly effective	30%	32%
	Not very effective	21%	20%
	Not at all effective	6%	5%
	Don't know	39%	38%
	Effective	34%	37%

	Not effective	27%	25%
	Base size:	16865	26057
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Protecting those at greatest risk of harm		
	Very effective	5%	6%
	Fairly effective	30%	33%
	Not very effective	19%	18%
	Not at all effective	5%	5%
	Don't know	42%	39%
	Effective	35%	39%
	Not effective	24%	23%
	Base size:	16865	26057
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Tackling anti-social behaviour		
	Very effective	5%	6%
	Fairly effective	32%	35%
	Not very effective	24%	23%
	Not at all effective	8%	7%
	Don't know	31%	29%
	Effective	37%	41%
	Not effective	31%	30%
	Base size:	16865	26057
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Responding when a member of the public calls		
	Very effective	6%	7%
	Fairly effective	30%	33%
	Not very effective	18%	18%
	Not at all effective	5%	5%
	Don't know	40%	38%
	Effective	37%	40%
	Not effective	23%	22%
	Base size:	16865	
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Providing advice or guidance to the public		
	Very effective	6%	
	Fairly effective	34%	
	Not very effective	18%	
	Not at all effective	4%	
	Don't know	38%	
	Effective	40%	
	Not effective	22%	
	Base size:	16865	
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Investigating online offending		
	Very effective	2%	
	Fairly effective	13%	
	Not very effective	14%	
	Not at all effective	7%	
	Don't know	52%	
	The local police aren't responsible for this	11%	
	Effective	16%	
	Not effective	21%	
	Base size:	16865	
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Preventing online offending		
	Very effective	2%	
	Fairly effective	12%	
	Not very effective	15%	
	Not at all effective	8%	
	Don't know	51%	
	The local police aren't responsible for this	13%	
	Effective	14%	
	Not effective	22%	
	Base size:	16865	
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Tacking online anti-social behavior / abuse		
	Very effective	2%	
	Fairly effective	13%	
	Not very effective	15%	
	Not at all effective	8%	
	Don't know	50%	
	The local police aren't responsible for this	12%	
	Effective	16%	
	Not effective	23%	
	Base size:	16865	
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Protecting those who are online		
	Very effective	2%	
	Fairly effective	11%	
	Not very effective	15%	
	Not at all effective	8%	
	Don't know	47%	
	The local police aren't responsible for this	17%	
	Effective	14%	
	Not effective	23%	
	Base size:	16865	
Q15a.	In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following? Providing advice/guidance to the public online		
	Very effective	4%	
	Fairly effective	18%	
	Not very effective	14%	
	Not at all effective	7%	
	Don't know	46%	
	The local police aren't responsible for this	11%	
	Effective	22%	
	Not effective	21%	

	How your local police force has performed	18%	
	The range of services provided by the police	17%	
	What the police are doing / have done to tackle terrorism / extremism	14%	
	What the police are doing / have done to address road safety	13%	
	How the police are working with young people	11%	
	How to access police services	10%	
	Your online safety	7%	
	How the police are working with minorities	5%	
	The police use of force	5%	
	How to get involved	3%	
	Who runs the police	3%	
	None of these	1%	
	Other [specify]	1%	
	Base size:	16865	26057
Q23.	In the past 12 months have you been asked your views on the crime and anti social behaviour issues that matter to you in the area where you live? This may have been in person or another method i.e. on a website, via email.		
	Yes	5%	9%
	No	91%	88%
	Don't know	4%	3%
	Base size:	16865	26057
Q24a.	In the past 12 months have you been told about how the police are tackling crime and anti social behaviour issues in the area where you live? This may have been in person or another method i.e. on a website, via email.		
	Yes	12%	17%
	No	82%	78%
	Don't know	6%	6%
	Base size:	1979	
Q24b.	And did this include information about any of the following?		
	Anti-social behaviour	53%	
	Property crime	50%	
	Public safety	33%	
	Online crime	19%	
	Domestic abuse	19%	
	Violent crime	19%	
	Protection of the most vulnerable	15%	
	Serious and organised criminality	11%	
	Stalking and harassment	10%	
	Terrorism / extremism	10%	
	Modern Slavery	9%	
	Other (SPECIFY)	5%	
	None of these	1%	
	Don't know/can't remember	14%	
	Base size:	16865	
Q25.	In the past 12 months, which of the following, if any, have you personally done to find out about the police or to give your views?		
	Spoken with family / friends	14%	
	Accessed information from my local police	8%	
	Accessed information from other social media sites eg Twitter, Facebook	8%	
	Accessed information from local councillor(s)	5%	
	Accessed information from other websites	5%	
	Accessed information from my Police and Crime Commissioner	3%	
	Accessed information from another criminal justice organisation e.g. Crimestoppers,	3%	
	Accessed information from HMIC	2%	
	Written to my local police	1%	
	Written to my local PCC	<0.5%	
	Made a freedom of information request	<0.5%	
	Other (SPECIFY)	3%	
	I have done none of these in the past 12 months	65%	
	Don't know	3%	
	Base size:	16865	26057
Q26.	How satisfied or dissatisfied are you with the level of the uniformed police presence in the area where you live?		
	Very satisfied	4%	5%
	Fairly satisfied	21%	23%
	Neither satisfied nor dissatisfied	31%	33%
	Fairly dissatisfied	24%	22%
	Very dissatisfied	15%	11%
	Don't know	5%	5%
	Satisfied	24%	28%
	Dissatisfied	40%	33%
	Base size:	16865	
Q27.	Do you feel that there is a regular uniformed police presence in the area where you live?		
	Yes	18%	
	No	73%	
	Don't know	9%	
	Base size:	16865	26057
Q28a.	Over the past 12 months how often, if at all, have you seen a uniformed police presence in each of the following locations/situations? On foot in the area where I live		
	At least once a week	7%	10%
	At least once a month	12%	16%
	A least every 3 months	9%	10%
	Once or twice	24%	23%
	Not seen in past year	41%	36%
	Not applicable	1%	1%
	Don't know	5%	3%
	Once every 3 months or more	28%	36%
	Base size:	16865	26057
Q28b.	Over the past 12 months how often, if at all, have you seen a uniformed police presence in each of the following locations/situations? In a vehicle in the area where I live		
	At least once a week	22%	26%
	At least once a moth	20%	22%
	A least every 3 months	14%	13%
	Once or twice	26%	25%
	Not seen in past year	12%	11%
	Not applicable	1%	1%
	Don't know	5%	3%
	Once every 3 months or more	56%	61%
	Base size:	16865	26057

Q28c.	Over the past 12 months how often, if at all, have you seen a uniformed police presence in each of the following locations/situations? On TV talking about the area where I live		
	At least once a week	1%	2%
	At least once a month	4%	4%
	At least every 3 months	4%	6%
	Once or twice	9%	11%
	Not seen in past year	58%	61%
	Not applicable	10%	6%
	Don't know	14%	10%
	Once every 3 months or more	9%	12%
	Base size:	16865	26057
Q29.	And compared with 12 months ago, would you say you now see a uniformed police presence in the area where you live more often, less often, or about as often?		
	More often	5%	7%
	Less often	33%	31%
	About as often	49%	51%
	Lived in area less than a year	3%	4%
	Don't know/can't remember	10%	8%
Base size:	16865	26057	
Q30.	How important, if at all, do you think it is to have a regular uniformed police presence in the area where you live?		
	Very important	39%	40%
	Fairly important	44%	46%
	Not very important	12%	9%
	Not at all important	1%	1%
	Don't know	4%	3%
	Important	83%	86%
Not important	13%	11%	
Base size:	16865	26057	
Q31a.	How confident are you, if at all, that you could easily speak to or access police services in your local area in the following situations? If you (or someone else) needed help in an emergency		
	Very confident	25%	28%
	Fairly confident	47%	45%
	Not very confident	16%	16%
	Not at all confident	6%	5%
	Don't know	7%	5%
	Confident	71%	73%
	Not confident	22%	21%
Base size:	16865	26057	
Q31b.	How confident are you, if at all, that you could easily speak to or access police services in your local area in the following situations? If you (or someone else) needed help in a non-emergency		
	Very confident	14%	16%
	Fairly confident	41%	42%
	Not very confident	27%	26%
	Not at all confident	11%	10%
	Don't know	8%	6%
	Confident	54%	58%
	Not confident	38%	36%
Base size:	16865	26057	
Q31c.	How confident are you, if at all, that you could easily speak to or access police services in your local area in the following situations? If you needed advice or information		
	Very confident	13%	14%
	Fairly confident	42%	40%
	Not very confident	25%	27%
	Not at all confident	9%	10%
	Don't know	11%	9%
	Confident	55%	55%
Not confident	34%	36%	
Base size:	16865	26057	
Q32.	In the past 12 months, how often, if at all, have you had any interaction with Police Officers or PCSOs in your local area? This might have been a conversation, or just a greeting or acknowledgement in the street or something more formal.		
	At least once a week	2%	2%
	At least once a month	5%	5%
	At least every 3 months	6%	6%
	Once or twice in past year	18%	18%
	No interaction in past year	65%	65%
	Don't know/can't remember	5%	4%
	Once every 3 months or more	13%	12%
	Base size:	16865	26057
	Q33.	Do you know the name of one or more of the police officers of PCSOs who form the local policing team in your area?	
Yes		10%	11%
No		85%	85%
Don't know/not sure		5%	4%
Base size:	16865		
Q34a.	In the following situations, would you be most likely to....Reporting a crime or incident which was perpetrated against you in person		
	Dial 999	50%	
	Dial 101	27%	
	Call the police on another number	9%	
	Contact the police online	2%	
	Contact the police in person	6%	
	Other (SPECIFY)	-	
	Do nothing	1%	
	Don't know	5%	
	Base size:	16865	
Q34b.	In the following situations, would you be most likely to....Reporting a crime or incident which was perpetrated against you online		
	Dial 999	9%	
	Dial 101	34%	
	Call the police on another number	14%	
	Contact the police online	15%	
	Contact the police in person	8%	
	Other (SPECIFY)	1%	
	Do nothing	5%	
	Don't know	15%	
	Base size:	16865	

Q34c.	In the following situations, would you be most likely to....Reporting a crime or incident which was perpetrated against someone else in person Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	43% 29% 10% 3% 5% 1% 3% 8%	
	Base size:	16865	
Q34d.	In the following situations, would you be most likely to....Reporting a crime or incident which was perpetrated against someone else online Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	- 8% 32% 13% 14% 5% 1% 9% 17%	
	Base size:	16865	
Q34e.	In the following situations, would you be most likely to....Reporting a crime or incident which was perpetrated against your property Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	41% 35% 10% 3% 5% - 1% 5%	
	Base size:	16865	
Q34f.	In the following situations, would you be most likely to....Reporting a crime or incident which was perpetrated against someone else's property Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	33% 38% 11% 4% 4% - 3% 7%	
	Base size:	16865	
Q34g.	In the following situations, would you be most likely to....Reporting anti-social behaviour Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	20% 46% 13% 5% 4% 1% 4% 7%	
	Base size:	16865	
Q34h.	In the following situations, would you be most likely to....Asking for information on a previously reported incident Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	28% 43% 11% 4% 4% - 3% 6%	
	Base size:	16865	
Q34i.	In the following situations, would you be most likely to....Providing information Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	4% 33% 21% 15% 11% 1% 4% 11%	
	Base size:	16865	
Q34j.	In the following situations, would you be most likely to....Asking the police for some other information Dial 999 Dial 101 Call the police on another number Contact the police online Contact the police in person Other (SPECIFY) Do nothing Don't know	3% 24% 25% 19% 11% - 4% 13%	
	Base size:	16865	
Q35a.	Have you had any contact or interaction with your local police force for any of the following reasons in the past 12 months? As a victim to a crime As a witness to a crime As a victim to anti-social behaviour or disturbance As a witness to anti-social behaviour or disturbance As a victim or witness to an accident No contact as a victim or witness Don't know/can't remember Yes, as a victim of crime/anti-social behaviour Yes, as a witness to crime/anti-social behaviour Yes, any	5% 4% 4% 5% 2% 79% 5% 8% 8% 16%	
	Base size:	2245	

Q35b.	Did any of these contacts relate to crime or anti-social behaviour which was committed online?			
	Yes - all of the contacts	9%		
	Yes - some of the contacts	11%		
	No - none	78%		
	Prefer not to say	1%		
	Don't know	1%		
Yes, any		20%		
Base size:		16865		
Q35c.	In the past 12 months, have you been the victim of a crime or witnessed a crime that you didn't report to the police?			
	Yes	6%		
	No	91%		
	Can't remember	3%		
	Rather not say	1%		
Base size:		16865		
Q35d.	Were any of these crimes committed online?			
	Yes - all	14%		
	Yes - some	14%		
	No - none	71%		
	Prefer not to say	-		
	Don't know	1%		
Base size:		16865	26057	
Q36.	And have you had any contact or interaction with your local police force for any of the following reasons in the past 12 months?			
	Been arrested or detained by the police	1%	1%	
	Been stopped and searched	2%	2%	
	Neither of these	96%	95%	
	Don't know/can't remember	1%	2%	
	All those who been stopped/searched/arrested/detained		3%	3%
	Base size:		16865	26057
Q37a.	And have you had any contact or interaction with your local police force for any of the following reasons in the past 12 months?			
	Concern for your safety	4%	4%	
	Concern for the safety of others (including a missing person)	3%	5%	
	Concern about something else (e.g. a suspicious person or package)	3%	5%	
	Reporting lost or found property	3%	3%	
	At a police or community event (including local police meetings)	3%	3%	
	As part of your job	4%	5%	
	Asking for information or advice	4%	4%	
	As a member of a group or partnership that aim to prevent crime (e.g. Neighbourhood Other contact with the police (SPECIFY)	2%	2%	
	Other contact with the police (SPECIFY)	4%	5%	
	None of these in past 12 months	76%	71%	
	Don't know/can't remember	2%	3%	
	All those with some form of contact		22%	
	Base size:		1163	
	Q37b.	You mentioned that you had contact or interaction with your local police force for the following reason <Concern for your safety/ Concern for the safety of others>. Did any of these concerns relate to safety online?		
Yes - all		9%		
Yes - some		12%		
No - none		75%		
Prefer not to say		2%		
Don't know		2%		
Yes-any		21%		
Base size:		4612	8089	
Q38.	On how many occasions in the past 12 months have you had contact with your local police force?			
	One occasion	45%	47%	
	2-5 occasions	37%	36%	
	6-10 occasions	6%	5%	
	More than 10 occasions	4%	4%	
	Don't know / can't remember	8%	7%	
Base size:		2170		
Q39.	What was the reason that you last had any contact or interaction with your local police force?			
	As a victim to a crime	11%		
	As a witness to a crime	8%		
	As a victim to anti-social behaviour or disturbance	9%		
	As a witness to anti-social behaviour or disturbance	10%		
	As a victim or witness to an accident	4%		
	Been arrested or detained by the police	3%		
	Been stopped and searched	4%		
	Concern for your safety	3%		
	Concern for the safety of others (including a missing person)	4%		
	Concern about something else (e.g. a suspicious person or package)	3%		
	Reporting lost or found property	2%		
	At a police or community event (including local police meetings)	4%		
	As part of your job	16%		
	Asking for information or advice	5%		
As a member of a group or partnership that aim to prevent crime (e.g. Neighbourhood Other contact with the police (SPECIFY)	4%			
Other contact with the police (SPECIFY)	9%			
Base size:		4612	8089	
Q40.	Thinking back to the last occasion when you had contact with your local police, overall how satisfied or dissatisfied were you with the service you received from the police?			
	Very satisfied	25%	27%	
	Fairly satisfied	36%	36%	
	Neither satisfied nor dissatisfied	17%	18%	
	Fairly dissatisfied	10%	11%	
	Very dissatisfied	10%	8%	
	Don't know	1%	1%	
	Satisfied		61%	62%
	Dissatisfied		20%	18%
	Base size:		4612	8089
	Q41a.	How satisfied or dissatisfied were you with? The outcome of your		
Very satisfied		22%	24%	
Fairly satisfied		27%	29%	
Neither satisfied nor dissatisfied		17%	21%	
Fairly dissatisfied		11%	11%	
Very dissatisfied		14%	10%	
Don't know		4%	4%	
Not applicable		6%	2%	
Satisfied		49%	52%	
Dissatisfied		25%	21%	

	Base size:	4612	
Q41b.	How satisfied or dissatisfied were you with? The way in which officers/staff dealt with the contact/interaction		
	Very satisfied	30%	
	Fairly satisfied	32%	
	Neither satisfied nor dissatisfied	16%	
	Fairly dissatisfied	9%	
	Very dissatisfied	9%	
	Don't know	1%	
	Not applicable	4%	
	Satisfied	61%	
	Dissatisfied	17%	
	Base size:	4612	8089
Q41c.	How satisfied or dissatisfied were you with? The way in which you were kept informed		
	Very satisfied	18%	
	Fairly satisfied	25%	
	Neither satisfied nor dissatisfied	18%	
	Fairly dissatisfied	12%	
	Very dissatisfied	12%	
	Don't know	2%	
	Not applicable	14%	
	Satisfied	43%	
	Dissatisfied	24%	
	Base size:	4612	
Q41d.	How satisfied or dissatisfied were you with? The thoroughness of any investigation		
	Very satisfied	14%	
	Fairly satisfied	21%	
	Neither satisfied nor dissatisfied	18%	
	Fairly dissatisfied	10%	
	Very dissatisfied	12%	
	Don't know	6%	
	Not applicable	19%	
	Satisfied	35%	
	Dissatisfied	21%	
	Base size:	4612	
Q41e.	How satisfied or dissatisfied were you with? How seriously you were taken		
	Very satisfied	28%	
	Fairly satisfied	28%	
	Neither satisfied nor dissatisfied	15%	
	Fairly dissatisfied	10%	
	Very dissatisfied	9%	
	Don't know	2%	
	Not applicable	8%	
	Satisfied	56%	
	Dissatisfied	19%	
	Base size:	4612	8089
Q42d.	And thinking back to the last occasion when you had contact with your local police, were you told what to expect in terms of likely actions, timings etc?		
	Yes- fully	23%	23%
	Yes- partially	30%	29%
	No	24%	22%
	Not applicable- it was an informal contact	20%	22%
	Don't know/can't remember	3%	3%
	Yes-any	52%	52%
	Base size:	4612	4166
Q43.	And thinking about what you were told would happen, to what extent did it happen?		
	Fully	43%	45%
	Partly	36%	34%
	Not at all	10%	12%
	Not applicable - it was an informal contact	5%	4%
	Don't know/ can't remember	5%	4%
	Base size:	16865	26057
Q45a.	Thinking about the police in the area where you live, how often would you say that they...? ...treat all people fairly		
	All of the time	12%	12%
	Most of the time	34%	34%
	Some of the time	21%	22%
	Hardly ever	5%	6%
	Never	2%	3%
	Don't know	26%	23%
	All/most of the time	46%	46%
	Hardly ever/never	7%	9%
	Base size:	16865	26057
Q45b.	Thinking about the police in the area where you live, how often would you say that they...? ...have your support		
	All of the time	25%	25%
	Most of the time	36%	36%
	Some of the time	18%	19%
	Hardly ever	4%	5%
	Never	3%	2%
	Don't know	15%	13%
	All/most of the time	61%	61%
	Hardly ever/never	9%	7%
	Base size:	16865	26057
Q45c.	Thinking about the police in the area where you live, how often would you say that they...? ...have your respect		
	All of the time	21%	20%
	Most of the time	36%	35%
	Some of the time	20%	23%
	Hardly ever	6%	6%
	Never	3%	3%
	Don't know	15%	13%
	All/most of the time	56%	56%
	Hardly ever/never	9%	9%
	Base size:	16865	
Q45d.	Thinking about the police in the area where you live, how often would you say that they...? ...treat all people with respect		
	All of the time	14%	
	Most of the time	35%	
	Some of the time	20%	

	Hardly ever	5%	
	Never	2%	
	Don't know	24%	
	All/most of the time	49%	
	Hardly ever/never	7%	
	Base size:	16865	26057
Q45e.	Thinking about the police in the area where you live, how often would you say that they...? ...take people's concerns seriously		
	All of the time	12%	12%
	Most of the time	32%	33%
	Some of the time	24%	25%
	Hardly ever	6%	7%
	Never	2%	3%
	Don't know	24%	20%
	All/most of the time	43%	45%
	Hardly ever/never	9%	9%
	Base size:	16865	26057
Q45f.	Thinking about the police in the area where you live, how often would you say that they...? ...apologise when they get things wrong		
	All of the time	6%	6%
	Most of the time	14%	16%
	Some of the time	16%	21%
	Hardly ever	13%	16%
	Never	8%	8%
	Don't know	43%	33%
	All/most of the time	20%	22%
	Hardly ever/never	21%	23%
	Base size:	16865	26057
Q45f.	Thinking about the police in the area where you live, how often would you say that they...? ...use their powers appropriately		
	All of the time	12%	12%
	Most of the time	36%	36%
	Some of the time	19%	21%
	Hardly ever	5%	5%
	Never	2%	2%
	Don't know	27%	23%
	All/most of the time	48%	48%
	Hardly ever/never	7%	8%
	Base size:	16865	26057
Q45g.	Thinking about the police in the area where you live, how often would you say that they...? ...respond appropriately to calls for help and assistance		
	All of the time	12%	12%
	Most of the time	32%	34%
	Some of the time	21%	22%
	Hardly ever	5%	6%
	Never	2%	2%
	Don't know	28%	24%
	All/most of the time	44%	46%
	Hardly ever/never	7%	8%
	Base size:	16865	26057
Q45h.	Thinking about the police in the area where you live, how often would you say that they...? ...use public views to set or inform priorities		
	All of the time	6%	7%
	Most of the time	19%	21%
	Some of the time	21%	25%
	Hardly ever	10%	11%
	Never	4%	4%
	Don't know	40%	32%
	All/most of the time	25%	28%
	Hardly ever/never	14%	15%
	Base size:	16865	26057
Q45i.	Thinking about the police in the area where you live, how often would you say that they...? ...act with integrity		
	All of the time	14%	14%
	Most of the time	37%	37%
	Some of the time	19%	21%
	Hardly ever	4%	4%
	Never	2%	2%
	Don't know	25%	22%
	All/most of the time	50%	51%
	Hardly ever/never	6%	7%
	Base size:	16865	26057
Q45j.	Thinking about the police in the area where you live, how often would you say that they...? ...have a good reputation amongst local people		
	All of the time	10%	10%
	Most of the time	31%	32%
	Some of the time	23%	25%
	Hardly ever	8%	8%
	Never	3%	3%
	Don't know	26%	21%
	All/most of the time	41%	43%
	Hardly ever/never	11%	11%
	Base size:	16865	26057
Q46.	And which of these words would you use to describe how you view the police in this area?		
	Helpful	30%	
	Intimidating	4%	
	Trustworthy	26%	
	Fair	24%	
	Caring	12%	
	Understanding	17%	
	Approachable	36%	
	Prejudiced	3%	
	Lazy	6%	
	Competent	27%	
	Responsive	21%	
	Rude	4%	
	Respectful	23%	
	Dishonest	2%	
	None of these	12%	
	Base size:	16865	26057
Q47.	And do you agree or disagree that police in your local area treat people fairly and with respect?		
	Strongly agree	12%	12%
	Tend to agree	44%	42%
	Neither agree nor disagree	21%	23%
	Tend to disagree	5%	5%

	Strongly disagree	2%	2%
	Don't know	16%	16%
	Agree	56%	54%
	Disagree	7%	7%
	Base size:	16865	26057
Q48.	In the past 12 months to what extent, if at all, do you agree or disagree that your local police force has made the most of the resources it has at its disposal?		
	Strongly agree	5%	6%
	Tend to agree	23%	28%
	Neither agree nor disagree	26%	29%
	Tend to disagree	7%	8%
	Strongly disagree	3%	3%
	Don't know	36%	25%
	Agree	28%	35%
	Disagree	10%	11%
	Base size:	16865	26057
Q49.	As far as you know, has the amount of money your local police force has available to spend changed in the past 12 months?		
	Amount has increased	6%	6%
	Amount has reduced	25%	32%
	Amount has stayed about the same	12%	12%
	Don't know enough to say	57%	50%
	Base size:	16865	
Q49a.	Police across England and Wales need to prioritise the services they provide, in terms of the time and resources committed. Which three of the following do you think it is most important for the police to prioritise?...		
	Responding in person to emergencies	64%	
	Tackling crimes of all types	62%	
	Countering terrorism and extremism	48%	
	A local on foot uniformed presence	38%	
	Maintaining road safety	14%	
	Tackling online crimes	13%	
	Responding in person to non-emergencies	10%	
	Finding out what local policing issues matter to you	7%	
	Providing information about local police performance	4%	
	Providing information about safety	4%	
	None of these	3%	
	Don't know	9%	
	Base size:	15160	
Q49b.	Now thinking of the three priorities you have selected at the previous question, please rank them from most important to least important, where 1 is most important and 3 is less important. (% who rate as 1 - most important)		
	Responding in person to emergencies	38%	
	Tackling crimes of all types	25%	
	Countering terrorism and extremism	22%	
	A local on foot uniformed presence	9%	
	Maintaining road safety	2%	
	Responding in person to non-emergencies	1%	
	Tackling online crimes	1%	
	Providing information about local police performance	1%	
	Providing information about safety	1%	
	Finding out what local policing issues matter to you	1%	
	Base size:	16865	
Q49c.	Which three of following types of crime / anti-social behaviour do you think police across England and Wales should prioritise?		
	Violent crime / crime against the person	57%	
	Rape and other sexual offences	47%	
	Terrorism / extremism	46%	
	Serious and organised crime	32%	
	Burglary / theft/ stealing	26%	
	Domestic abuse	13%	
	Anti-social behavior and other non-criminal incidents	13%	
	Drug offences	12%	
	Arson and criminal damage	6%	
	Stalking and harassment	5%	
	Fraud	5%	
	Online abuse	4%	
	Commercial / business crimes	2%	
	None of these	2%	
	Don't know	9%	
	Base size:	15366	
Q49d.	Now thinking of the three priorities you have selected, please rank them from most important to least important, where 1 is most important and 3 is less important.		
	1st most important		
	Terrorism / extremism	31%	
	Violent crime / crime against the person	29%	
	Rape and other sexual offences	17%	
	Serious and organised crime	8%	
	Burglary / theft/ stealing	4%	
	Domestic abuse	3%	
	Anti-social behavior and other non-criminal incidents	3%	
	Drug offences	2%	
	Stalking and harassment	1%	
	Online abuse	1%	
	Arson and criminal damage	1%	
	Fraud	1%	
	Commercial / business crimes	<0.5%	
	Base size:	16865	
Q50A.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Children / young people in care		
	Local police	3%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation)	9%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	6%	
	Local authority/council services (e.g. social services, housing department)	57%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND,	6%	
	Schools / education services	5%	
	Other [specify]	-	
	None of these	1%	
	Don't know	11%	

	Base size:	16865	
Q50b.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Victims of domestic abuse (including domestic violence)		
	Local police	45%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	5%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	3%	
	Local authority/council services (e.g. social services, housing department)	10%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	22%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	1%	
	Don't know	11%	
	Base size:	16865	
Q50c.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Victims of stalking and harassment		
	Local police	69%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	6%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	1%	
	Local authority/council services (e.g. social services, housing department)	3%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	7%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	1%	
	Don't know	12%	
	Base size:	16865	
Q50c.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Refugees and/or asylum seekers		
	Local police	6%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	35%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	2%	
	Local authority/council services (e.g. social services, housing department)	30%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	8%	
	Schools / education services	-	
	Other [specify]	1%	
	None of these	3%	
	Don't know	14%	
	Base size:	16865	
Q50d.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? People with learning difficulties		
	Local police	2%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	1%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	26%	
	Local authority/council services (e.g. social services, housing department)	27%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	7%	
	Schools / education services	23%	
	Other [specify]	-	
	None of these	1%	
	Don't know	11%	
	Base size:	16865	
Q50e.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Black, Asian and other ethnic minority groups		
	Local police	16%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	9%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	2%	
	Local authority/council services (e.g. social services, housing department)	22%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	15%	
	Schools / education services	2%	
	Other [specify]	1%	
	None of these	11%	
	Don't know	21%	
	Base size:	16865	
Q50f.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Lesbian, gay, bisexual and transgender (LGBT) communities		
	Local police	14%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	4%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	4%	
	Local authority/council services (e.g. social services, housing department)	12%	

	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	27%	
	Schools / education services	1%	
	Other [specify]	1%	
	None of these	12%	
	Don't know	22%	
	Base size:	16865	
Q50g.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Homeless people		
	Local police	5%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	2%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	2%	
	Local authority/council services (e.g. social services, housing department)	61%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	15%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	2%	
	Don't know	12%	
	Base size:	16865	
Q50h.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Missing people		
	Local police	60%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	13%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	1%	
	Local authority/council services (e.g. social services, housing department)	3%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	7%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	1%	
	Don't know	12%	
	Base size:	16865	
Q50i.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? People with drug or alcohol dependencies		
	Local police	5%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	2%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	23%	
	Local authority/council services (e.g. social services, housing department)	4%	
	Drug and alcohol services	51%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	4%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	1%	
	Don't know	11%	
	Base size:	16865	
Q50j.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? People with mental health problems		
	Local police	2%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	1%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	72%	
	Local authority/council services (e.g. social services, housing department)	6%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	6%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	1%	
	Don't know	11%	
	Base size:	16865	
Q50k.	Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people? Victims of human trafficking and/or modern slavery		
	Local police	21%	
	A national crime enforcement agency (e.g. National Crime Agency, Child Exploitation and Online Protection Centre, security services, border agency)	53%	
	Health services (e.g. NHS hospitals, GPs, mental health services)	2%	
	Local authority/council services (e.g. social services, housing department)	4%	
	Drug and alcohol services	1%	
	Voluntary organisations or charities (e.g. Victim Support, Samaritans, NSPCC, MIND, Women's Aid)	6%	
	Schools / education services	-	
	Other [specify]	-	
	None of these	1%	
	Don't know	12%	

	Base size:	16865	
Q51.	Before today, how much, if anything, did you know about HMIC (Her Majesty's Inspectorate of Constabulary)?		
	A great deal	1%	
	A fair amount	5%	
	Just a little	15%	
	Heard of it but know nothing about it	26%	
	Never heard of	49%	
	Don't know	3%	
	Base size:	16865	
Q52.	Which, if any, of the following words and phrases might describe your overall opinion of HMIC (Her Majesty's Inspectorate of Constabulary)? Please tick any that apply. We are interested in any thoughts you might have.		
	Faceless	28%	
	Independent	25%	
	Remote	23%	
	Knowledgeable	21%	
	Objective	19%	
	Fair	15%	
	High quality	15%	
	Reliable	15%	
	Informative	14%	
	Judgmental	11%	
	Wasteful	10%	
	Biased	9%	
	Thought-provoking	8%	
	Confusing	8%	
	Irrelevant	7%	
	Boring	3%	
	None of these	4%	
	Don't know	11%	
	Base size:	16865	
Q53a.	Have you read, seen or heard anything from HMIC (Her Majesty's Inspectorate of Constabulary) in the last 12 months?		
	Yes – definitely	2%	
	Yes – I think so	8%	
	No – have not read, seen or heard anything	85%	
	Don't know	5%	
	Yes	10%	
	Base size:	1601	
Q53b.	How satisfied or dissatisfied were you with the quality of what you read, saw or heard from HMIC in the past 12 months?		
	Very satisfied	11%	
	Fairly satisfied	32%	
	Neither satisfied nor dissatisfied	36%	
	Fairly dissatisfied	7%	
	Very dissatisfied	2%	
	Don't know/can't remember	12%	
	Satisfied	43%	
	Dissatisfied	9%	
	Base size:	1601	
Q54.	Where did you read, see or hear the work from HMIC (Her Majesty's Inspectorate of Constabulary) in the last 12 months?		
	National TV	31%	
	National newspapers	28%	
	Local TV	18%	
	National radio	16%	
	Local newspapers	15%	
	Through my local police	10%	
	Local radio	10%	
	From other websites	9%	
	Through my Police and Crime Commissioner	8%	
	Through local councillor	7%	
	From HMIC (Her Majesty's Inspectorate of Constabulary) directly	7%	
	Through family / friends	7%	
	Through another criminal justice organisation e.g. Crimestoppers, Victim Support, Neighbourhood Watch	6%	
	From other social media sites eg Twitter, Facebook	6%	
	Other	2%	
	Don't know/can't remember	7%	
	Base size:	16865	
Q55.	HMIC (Her Majesty's Inspectorate of Constabulary) independently assesses police forces and policing across England and Wales. They assess all aspects of policing from neighbourhood teams to serious crime and the fight against terrorism. This is done in the public interest. Which, if any, of the following would you expect the work of HMIC to include?		
	Recommendations for improvements to individual police forces	48%	
	Recommendations for improvements to policing nationally	47%	
	Recommendations for improvements to policing of specific issues	44%	
	Hold Chief Constables to account	41%	
	Make reports to Parliament	41%	
	Investigations of police officer/police force misconduct	40%	
	Make reports to Police and Crime Commissioners	39%	
	Advise Police and Crime Commissioners	37%	
	Make reports to the public	36%	
	Make reports to Chief Constables	31%	
	Make reports to local authorities	31%	
	Train / develop Police and Crime Commissioners	20%	
	Make reports to the press	19%	
	Train / develop Chief Constables	17%	

	Appoint Chief Constables	14%	
	Don't know	25%	
	Other (WRITE IN)	1%	
	Base size:	16865	
Q56.	In future how would you most like to hear more about the work of HMIC (Her Majesty's Inspectorate of Constabulary), if at all?		
	National TV	27%	
	National newspapers	23%	
	Local newspapers	22%	
	Local TV	20%	
	From HMIC (Her Majesty's Inspectorate of Constabulary) directly	16%	
	Through my local police	13%	
	Through my Police and Crime Commissioner	11%	
	National radio	10%	
	Local radio	9%	
	From other websites	9%	
	Through local councillor	7%	
	From other social media sites eg Twitter, Facebook	7%	
	Through another criminal justice organisation e.g. Crimestoppers, Victim Support, Neighbourhood Watch	6%	
	Through family / friends	2%	
	Other (SPECIFY)	1%	
	I would not like to receive information about the work of HMIC	13%	
	Don't know	17%	
	Base size:	16865	26057
QGEN.	Are you...?		
	Male	49%	49%
	Female	51%	51%
	Base size:	16865	
QRESIDENCE.	How long have you lived at your current address?		
	Less than 6 months	3%	
	6 months to one year	5%	
	Over one and up to two years	8%	
	Over two and up to 5 years	15%	
	Over 5 years up to 10 years	16%	
	More than 10 years	53%	
	Don't know	1%	
	Base size:	16865	
QVOTE.	In May 2016 there were elections for the position of Police and Crime Commissioner. Did you vote in this election?		
	Yes	38%	
	No	44%	
	Was no election in the area where I was living in May 2016	10%	
	Prefer not to say	2%	
	Don't know/ not sure	7%	
	Base size:	16865	26057
QAGE.	What was your age last birthday?		
	16 - 24	15%	15%
	25 - 34	17%	17%
	35 - 44	14%	18%
	45 - 54	20%	16%
	55 - 59	7%	7%
	60 - 64	8%	8%
	65 - 74	17%	17%
	75+	3%	3%
	16-43	31%	31%
	35-64	49%	49%
	65+	20%	20%
	Base size:	16865	26057
QWORK.	Which of these applies to you?		
	Have paid job - Full time (30+ hours per week)	38%	38%
	Have paid job - Part time (8-29 hours per week)	12%	12%
	Have paid job - Part time (Under 8 hours per week)	1%	1%
	Not working	3%	5%
	Self-employed (full time)	4%	3%
	Self-employed (part time)	3%	3%
	Full time student	6%	5%
	Still at school	1%	-
	Unemployed and seeking work	2%	3%
	Retired	23%	23%
	Not in paid work for other reason	5%	1%
	Not in paid work because of long term illness or disability	3%	4%
	Refused	-	-
	Don't know	-	-
	Working	57%	57%
	Not working	42%	42%
	Base size:	16865	26057
QINCOME.	In which band would you place your total household income per year from all sources, before tax and other deductions?		
	Less than £6,000	3%	3%
	Between £6,001 and £14,400	13%	11%
	Between £14,401 and £21,600	14%	13%
	Between £21,601 and £36,000	25%	22%
	Between £36,001 and £50,400	17%	14%
	Over £50,400	17%	15%
	Prefer not to say	11%	21%
	Up to £14,000 p.a.	16%	14%
	£14,401 - £36,000 p.a.	39%	36%
	More than £36,000 p.a.	34%	29%
	Base size:	16865	26057
QPUBLIC.	Do you or anyone in your household work for any of the following:		
	Police	1%	2%
	Local authority	4%	4%
	NHS	6%	8%
	Other public sector services	8%	9%
	None of these	81%	79%
	Any public sector	19%	21%
	Base size:	16865	
QRELIG.	Which of these best describe your religion?		
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	50%	
	Buddhist	<0.5%	

	Hindu	1%	
	Jewish	1%	
	Muslim	2%	
	Sikh	<0.5%	
	Other	1%	
	No religion	42%	
	Prefer not to say	3%	
	Base size:	16865	26057
QDISA.	Do you have any long-standing illness, disability or infirmity? By longstanding, I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.		
	Yes – long-standing illness	16%	16%
	Yes – long-standing disability or infirmity	12%	10%
	No	76%	76%
	Yes	24%	24%
	Base size:	16865	26057
QSEXU.	Which of the options on this screen best describes how you think of yourself?		
	Heterosexual / Straight	91%	90%
	Gay / Lesbian	3%	3%
	Bisexual	2%	2%
	Other	1%	1%
	Prefer not to say	3%	3%
	Gay/lesbian/bisexual	5%	6%
	Base size:	16865	26057
QEDU.	Which, if any, is the highest educational or professional qualification you have obtained?		
	GCSE / O-level / CSE	20%	19%
	Vocational qualifications (=NVQ1+2)	8%	8%
	A-Level or equivalent (=NVQ3)	23%	25%
	Bachelor Degree or equivalent (=NVQ4)	32%	31%
	Masters / PhD	11%	11%
	Other	2%	3%
	No formal qualifications	4%	4%
	Don't know	-	*
	Base size:	16865	26057
QCH.	Do any children aged under 16 live in your household?		
	Yes	23%	24%
	No	76%	75%
	Prefer not to say	1%	1%
	Base size:	16865	26057
QTENURE.	Does your household own or rent this accommodation?		
	Owens outright	37%	36%
	Owens with a mortgage or loan	32%	33%
	Part owns and part rents (shared ownership)	1%	1%
	Rents (with or without housing benefit)	27%	27%
	Lives here rent free	2%	2%
	Don't know	1%	1%
	Owner-occupier	70%	69%
	Other	30%	-
	Base size:	16865	26057
QETH.	Which group do you consider you belong to?		
	White - English / Welsh / Scottish / Northern Irish / British	88%	86%
	White - Irish	1%	1%
	White - Gypsy or Irish Traveller	-	*
	White - Any other White background	3%	4%
	Mixed - White and Black Caribbean	-	*
	Mixed - White and Black African	-	*
	Mixed - White and Asian	1%	1%
	Mixed - Any other Mixed / multiple ethnic background	-	*
	Asian/Asian British - Indian	2%	2%
	Asian/Asian British - Pakistani	1%	1%
	Asian/Asian British - Bangladeshi	-	*
	Asian/Asian British - Chinese	1%	1%
	Asian/Asian British - Any other Asian background	-	*
	Black - African	1%	1%
	Black - Caribbean	1%	1%
	Black - Any other Black / African / Caribbean background	-	*
	Arab	-	*
	Any other ethnic group	-	1%
	Don't know	1%	1%
	White	91%	91%
	BME	8%	8%
	Base size:	16865	26057
INTERNETREQ.	Which of these best describes your use of the internet? Please include all use of the internet, including sending and receiving emails		
	Ongoing throughout the day	46%	
	Several times a day	40%	
	Around once a day	10%	
	4 or 5 times a week	2%	
	2 or 3 times a week	1%	
	Around once a week	-	
	2 or 3 times a month	-	
	Around once a month	-	
	Less than around once a month	-	
	Never but I have access	-	
	Never but I do not have access	-	
	Base size:	16865	26057
INTUSE.	How often do you do the following things online? Use online banking		
	Daily	21%	
	Weekly	47%	
	Monthly	16%	
	Yearly	1%	
	I never do this	15%	
	Base size:	16865	26057
	How often do you do the following things online? Watching films and/or music on streaming channels		
	Daily	11%	
	Weekly	24%	
	Monthly	16%	
	Yearly	6%	
	I never do this	42%	
	Base size:	16865	26057
	How often do you do the following things online? Use online gambling/betting sites		
	Daily	3%	
	Weekly	8%	

Monthly	7%	
Yearly	5%	
I never do this	78%	
Base size:		16865
How often do you do the following things online? Shopping/online auction sites		
Daily	9%	
Weekly	36%	
Monthly	38%	
Yearly	7%	
I never do this	10%	
Base size:		16865
How often do you do the following things online? Finding out information (the news, directions, timetables etc)		
Daily	49%	
Weekly	31%	
Monthly	12%	
Yearly	3%	
I never do this	5%	
Base size:		16865
How often do you do the following things online? Playing games alone or with other people		
Daily	20%	
Weekly	15%	
Monthly	8%	
Yearly	3%	
I never do this	53%	
Base size:		16865
How often do you do the following things online? Online dating		
Daily	2%	
Weekly	3%	
Monthly	2%	
Yearly	2%	
I never do this	90%	
Base size:		16865
How often do you do the following things online? Chatrooms		
Daily	3%	
Weekly	6%	
Monthly	4%	
Yearly	3%	
I never do this	84%	
Base size:		16865
How often do you do the following things online? Keep in touch with friends using social media		
Daily	41%	
Weekly	22%	
Monthly	7%	
Yearly	2%	
I never do this	27%	
Base size:		16865
How often do you do the following things online? Send personal details		
Daily	49%	
Weekly	34%	
Monthly	12%	
Yearly	2%	
I never do this	3%	
Base size:		16865
How often do you do the following things online? Other please specify		
Daily	2%	
Weekly	1%	
Monthly	1%	
Yearly	-	
I never do this	4%	
Not stated	92%	