

HMIC police response to anti-social behaviour survey - Wave 2 findings March 2012

Ipsos MORI

Findings are from research conducted on behalf of HMIC.

Wave 1 was conducted between 4 May and 3 June 2010. Telephone interviews were conducted with a random selection of 5699 people across England and Wales who, according to local police records, had contacted the police to report anti-social behaviour during September 2009.

Wave 2 was conducted between 7 February and 22 March 2012. Telephone interviews were conducted with a random selection of 9311 people across England and Wales who, according to local police records, had contacted the police to report anti-social behaviour during September 2011 (or since December 2010 in the case of City of London and September or November 2011 in the case of Dyfed Powys).

Figures are unweighted. An asterisk denotes a value of less than one half of one percent, but not zero.

Where data is not presented for wave 1 it is because questions were asked for the first time in wave 2. Where data is not presented for wave 2 it means that questions were only asked in wave 1. In instances where there is a number in brackets in the question wording it refers to a note specific to this question. Notes on the data can be found at the end of the document.

		Wave 1	Wave 2
	<i>Base : All</i>	5699	9311
S1.	Can I just confirm, are you 16 or over?		
	Yes	100%	100%
	No	-	-
	<i>Base : All</i>	5699	9311
S2.	Can I check, do you work for the police?		
	Yes	-	
	No	100%	100%
	<i>Base : All</i>	5699	9311
S3.	Can I confirm, have you called the police to report an incident within the last year?(1)		
	Yes	91%	94%
	No	7%	6%
	Don't know	2%	1%

	<i>Base : Those who don't remember calling the police to report an incident within the last year</i>	523	599
S4.	Our records indicate that you called ... (police force/constabulary) about an anti social behaviour incident (2) in September last year.(3) Do you remember making this call?		
	Yes	61%	55%
	No	33%	40%
	Don't know	6%	4%
	<i>Base : All</i>	5699	9311
Q.1.	To start, can you tell me how many years you have lived in your local area?		
	Less than twelve months	3%	4%
	12 months but less than 2 years	3%	5%
	2 years but less than 3 years	5%	5%
	3 years but less than 5 years	9%	9%
	5 years but less than 10 years	17%	17%
	10 years but less than 20 years	22%	21%
	20 years or longer	41%	39%
	Don't know	*	*
	LESS THAN 2 YEARS	6%	9%
	2 TO LESS THAN 5 YEARS	14%	14%
	5 TO LESS THAN 10 YEARS	17%	17%
	10 YEARS OR MORE	63%	61%
	<i>Base : All</i>	5699	9311
Q.2.	If we were to define your “quality of life” as how you feel overall about your life, including your standard of living, your surroundings, friendships and how you feel day-to-day, how good or bad would you rate your quality of life?		
	Very good	38%	37%
	Fairly good	43%	43%
	Neither good nor bad	9%	8%
	Fairly bad	6%	6%
	Very bad	4%	5%
	Don't know	1%	1%
	GOOD	81%	80%
	BAD	10%	11%
	NET GOOD	71%	69%
	<i>Base : All</i>	5699	9311

Q.3.	On the whole, do you think that over the past year your local area has got better or worse to live in, or haven't things changed much?		
	Much better	6%	6%
	Slightly better	12%	10%
	Has not changed much	46%	47%
	Slightly worse	17%	19%
	Much worse	17%	18%
	Don't know	1%	1%
	BETTER	19%	16%
	WORSE	35%	37%
	NET BETTER	-16%	-21%
	<i>Base : All</i>	5699	9311
Q.4.	Do you agree or disagree that your local area is a close, tight knit community?		
	Strongly agree	17%	16%
	Tend to agree	25%	25%
	Neither agree nor disagree	7%	9%
	Tend to disagree	27%	26%
	Strongly disagree	21%	22%
	Don't know	3%	3%
	AGREE	42%	40%
	DISAGREE	48%	48%
	NET AGREE	-6%	-8%
	<i>Base : All</i>	5699	9311
Q.5.	How strongly do you feel you belong to your local area?		
	Very strongly	23%	21%
	Fairly strongly	40%	40%
	Not very strongly	22%	21%
	Not at all strongly	14%	16%
	Don't know	1%	2%
	STRONGLY	63%	61%
	NOT STRONGLY	36%	37%
	NET STRONGLY	27%	24%
	<i>Base : All</i>	5699	9311
Q.6.	Who do you think is responsible for dealing with anti-social behaviour in your local area? (4)		
	Police	90%	88%
	Local council	36%	32%

	The community as a whole	15%	16%
	Parents/ family	16%	11%
	People themselves/ individuals responsible	8%	8%
	Everyone	7%	6%
	Housing association/ social landlord	5%	5%
	The Government	4%	3%
	Schools	4%	3%
	Local shops/ businesses	1%	*
	Pubs/ clubs	1%	*
	PCSOs/Community Support Officers	4%	-
	Neighbourhood watch	2%	-
	Wardens/Community wardens	1%	-
	Politicians/MP's	1%	-
	Social Services/Social workers	*	-
	Nobody	*	-
	Anti-social Behavioural Team	*	-
	Environmental Health	*	-
	Youth centres/Youth service	*	-
	Courts/Magistrates	*	-
	Community groups	*	-
	Church members	*	-
	Neighbours	*	-
	Residents Association	*	-
	Safer Neighbourhood Team	*	-
	Doctors/hospitals	*	-
	Rangers	*	-
	Community leaders	*	-
	Security staff	*	-
	Charities	*	-
	Other	1%	10%
	Don't know	3%	3%
	No answer	*	-
	<i>Base : All</i>	5699	9311
Q.7.	Taking everything into account, would you say the police in your area do a good job or a poor job?		
	Very good	25%	29%
	Fairly good	44%	44%
	Fairly poor	16%	13%

	Very poor	11%	9%
	Don't know	4%	4%
	GOOD	69%	74%
	POOR	27%	22%
	NET GOOD	42%	51%
	Base	-	9311
Q.7b. (New Q w2)	Overall, how satisfied or dissatisfied are you with the way that anti-social behaviour is dealt with by the police in your local area?(5)		
	Very satisfied	-	19%
	Fairly satisfied	-	36%
	Neither satisfied nor dissatisfied	-	10%
	Fairly dissatisfied	-	15%
	Very dissatisfied	-	16%
	Don't know	-	3%
	SATISFIED	-	55%
	DISSATISFIED	-	32%
	NET SATISFIED	-	24%
	Base : All	5699	9311
Q.8.	It is the responsibility of the police, local council and other public services working in partnership to deal with anti-social behaviour in your local area. How much would you agree or disagree that they are dealing with the anti-social behaviour issues that matter in this area?		
	Strongly agree	17%	19%
	Tend to agree	36%	34%
	Neither agree nor disagree	10%	12%
	Tend to disagree	15%	14%
	Strongly disagree	18%	17%
	Don't know	3%	4%
	AGREE	53%	53%
	DISAGREE	33%	31%
	NET AGREE	20%	22%
	Base : All	5699	9311
Q.9.	Thinking back over the past 12 months, would you say there is now more anti-social behaviour in your local area, less anti-social behaviour, or about the same amount than there was a year ago?		
	More anti-social behaviour	29%	29%

	Less anti-social behaviour	22%	20%
	About the same amount	47%	48%
	Don't know	2%	2%
	NET MORE ASB	8%	9%
	<i>Base : All</i>	5699	9311
Q.10.	And would you say that local public services have got better or worse at tackling anti-social behaviour in your area in the last 12 months, or have they not changed?		
	Better	23%	19%
	Stayed the same	59%	61%
	Worse	12%	14%
	Don't know	6%	6%
	NET BETTER	11%	5%
	<i>Base</i>	-	9311
Q.10b. (New Q w2)	What do you think are the main causes of anti-social behaviour in your local area?(6)		
	Alcohol	-	28%
	There's not enough to do	-	23%
	Poor parenting	-	20%
	Drugs	-	18%
	Boredom	-	16%
	Lack of respect for others	-	11%
	A lack of local jobs	-	9%
	Ineffective policing	-	6%
	Gangs	-	6%
	Poverty/lack of money	-	5%
	Children/ youths/ teenagers/ young people	-	5%
	Poor discipline at school	-	4%
	Lack of community spirit	-	2%
	Breakdown of society/broken society	-	2%
	Changing population in area/ different ethnic groups/ cultural differences/ immigration	-	1%
	Lack of punishment/ lack of deterrents/ too lenient towards offenders	-	1%
	Social housing/ hostels/ Housing Association/ private landlords/ not vetting tenants	-	1%
	Nuisance neighbours/ problem families	-	1%

Poor education/ failing schools	-	1%
Students/ visitors/ tourists/ people coming in from outside the area	-	1%
Council/ authorities too lax/ don't want to deal with problems	-	1%
Individuals/ personal circumstances	-	1%
Prejudices/ racism/ other discrimination	-	1%
Ignorance/ arrogance/ poor attitude	-	1%
Lack of facilities/ services	-	1%
Lack of ambition/ motivation/ apathy/ don't want to work/ improve themselves	-	1%
Lack of responsibility	-	*
Lack of discipline/ self discipline	-	*
Local pubs/ clubs/ takeaways	-	*
Jealousy/ greed	-	*
Economy/ cut backs	-	*
Empty properties/ spaces/ alleys/ car parks/ parks	-	*
Media/ TV/ internet influences	-	*
Gypsies/ travellers	-	*
Dog barking/ fouling/ no control of dogs	-	*
Licensing laws/ drinking hours/ clubs/ pubs/ shops/ open too late	-	*
Mental health/ mental health problems	-	*
Broken homes/ one parent families/ young mothers	-	*
Peer pressure	-	*
Homeless people/ beggars	-	*
Lack of support/ understanding	-	*
Parking problems/ restrictions/ illegal parking	-	*
Overcrowding	-	*
Underage drinking/ shop keepers selling alcohol to children	-	*
Government policies	-	*
Location/ secluded location/ unsafe area	-	*
Poor street lighting/ street cameras not working	-	*
Domestic issues/ family rows/ disputes/ disagreements	-	*
Too much money/ excessive benefits	-	*
Prostitution	-	*
Inequality/ class divide	-	*
Lack of self respect/ self esteem/ pride	-	*
Lack of communication	-	*

	Poor public transport	-	*
	Lack of integration	-	*
	None, no ASB in local area	-	1%
	Other	-	4%
	Don't know	-	6%
	No answer	-	*
	<i>Base : All</i>	5699	9311
Q.11.	What types of anti-social behaviour have you been thinking about when answering the last few questions? (7)		
	Youths/teenagers/groups/ gangs loitering on the streets/ public spaces/ public	29%	34%
	Street drinking/drunken behaviour/under age drinking/youths drinking in public	30%	27%
	Vandalism/graffiti	25%	27%
	Noise/loud music	21%	24%
	Rowdy or inconsiderate behaviour	23%	20%
	Verbal abuse/abusive behaviour	11%	19%
	Assault/violence/ fighting	10%	15%
	Intimidation/threats/ harassment	11%	14%
	Using/dealing drugs	13%	13%
	Throwing stones/glass/ cans/eggs/objects	9%	11%
	Theft/burglary/break-ins	9%	10%
	Littering	7%	9%
	Youths/teenagers (unspecified)	9%	9%
	Bad language/swearing	7%	7%
	Nuisance neighbours	10%	7%
	Vehicle damage	8%	7%
	Vehicle nuisance/ speeding/revving/boy racers	5%	7%
	Motor cycle/cycle nuisance/speeding/riding on pavements	8%	6%
	Arson/setting fires/ fireworks	3%	1%
	Dog fouling	1%	1%
	Urinating/spitting	2%	1%
	Trespassing	3%	1%
	Lack of respect	3%	1%
	Racial abuse/racism	1%	1%
	Begging/vagrancy/ Problems with homeless people	1%	*
	Out of control dogs/ barking dogs	2%	*
	Parking	2%	*
	Committing sexual acts	1%	*
	Criminal damage	4%	*

	Kids/ kids playing in street/ knocking on doors	-	*
	Youths kicking/throwing balls/playing football	4%	*
	Carrying knives/weapons	1%	*
	Cruelty to animals	1%	*
	Lack of parental control	1%	*
	Domestic issues/ family disputes	-	*
	Bullying	1%	*
	Stabbings/shootings/ murders	1%	*
	Smoking	1%	*
	Prejudices/ homophobia/ discrimination/ intolerance	-	*
	Prostitution	1%	*
	Lack of care/ consideration/ disrespect	-	*
	Stalkers/ being watched/ followed	-	*
	Fly tipping	1%	*
	Poor/ inefficient policing	-	*
	Aggressive behaviour	1%	*
	Noise/ violence associated with pubs/ bars/ nightclubs	-	*
	Skateboarding/ skateboarding on pavements	-	*
	Riots/ protests/ anti- government protests	-	*
	Mental health issues	-	*
	Breaking glass/smashing bottles	2%	*
	Mugging	1%	*
	Problems with gypsies	*	*
	Abandoned vehicles	*	*
	Motor cyclists without helmets	*	-
	Other	2%	1%
	Nothing/ none	1%	*
	Don't know	1%	2%
	No answer	1%	*
	<i>Base : All</i>	5699	9311
Q.12.	How well informed do you feel about what is being done by local public services to tackle anti-social behaviour in your area? Would you say you feel ...?		
	Very well informed	12%	12%
	Fairly well informed	29%	27%
	Not very informed	31%	30%
	Not at all informed	28%	29%
	Don't know	1%	1%

	INFORMED	40%	40%
	NOT INFORMED	59%	59%
	NET INFORMED	-19%	-19%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.13.	Approximately, how many times over the past year have you called the police to report anti-social behaviour? Please think about all incidents that you have reported. (8)		
	Once	29%	29%
	Twice	17%	18%
	3 times	12%	12%
	4 times	7%	8%
	5 times	4%	5%
	6 times	5%	5%
	7 times	2%	1%
	8 times	2%	2%
	9 times	1%	*
	10 times	3%	3%
	More than 10 times	16%	15%
	Don't know	3%	2%
	ONCE OR TWICE	46%	47%
	THREE TO FIVE TIMES	24%	25%
	MORE THAN FIVE TIMES	28%	26%
	<i>Base : All who have called the police more than once in the past year</i>	3743	6178
Q.14.	And in general, have these calls been to report the same anti-social behaviour problem or related problems, or have they been to report separate problems?		
	The same or related problems	66%	65%
	Separate problems	34%	35%
	Don't know	*	*
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.15.	And roughly how often do you report anti-social behaviour when you witness or experience it?		
	Always	41%	40%
	Sometimes	38%	38%
	Hardly ever	15%	15%
	Never	4%	5%
	Don't know	1%	1%
	<i>Base : All who have called the police in past year</i>	5496	9044

Q.16. When did you last call the police to report anti-social behaviour?			
In the last week	7%	6%	
Over one week up to 1 month ago	12%	11%	
Over 1 month up to 3 months ago	17%	18%	
Over 3 months up to 6 months ago	20%	38%	
Over 6 months up to 1 year ago	40%	21%	
Don't know	4%	5%	
<i>Note: when interpreting responses here it should be noted that the timelag between the month in which the reference call was made to police and the survey taking place was shorter in Wave 2 (interviews taking place 5-6 months after the reference call to report ASB was made) than in Wave 1 (when interviews took place 8-9 months later).</i>			
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.17. The records we have indicate that you made a call to the police in September 2011⁽⁹⁾ to report anti social behaviour.⁽¹⁰⁾ Do you remember making this call?			
Yes	80%	82%	
No	18%	16%	
Don't know	2%	1%	
	<i>Base : All who cannot remember ASB call</i>	1090	1596
Q.18. Can you tell me the type of anti-social behaviour your most recent call was about?			
Rowdy or inconsiderate behaviour	29%	14%	
Teenagers/ kids in street/on public transport/ in other public places	8%	10%	
Vehicle nuisance/ inappropriate vehicle use	8%	10%	
Nuisance neighbours	8%	8%	
Vandalism/ graffiti	10%	8%	
Noise	4%	8%	
Street drinking/drinking in public places/ public transport	6%	7%	
Trespass	4%	4%	
Assault/fighting	3%	3%	
Theft	2%	3%	
Littering/ drugs paraphernalia	1%	2%	
Threatening behaviour	1%	2%	
Using/dealing drugs	2%	2%	
Verbal abuse/racial abuse	1%	2%	
Throwing stones/objects	*	1%	
Harassment	1%	1%	
Animal problems	1%	1%	

	People/ strangers hanging about/ spying/ acting in a suspicious way	-	1%
	Burglary/ break in	-	1%
	Family dispute/ domestic violence/ family involvement	-	1%
	Motorbikes/ mopeds/ kids on motorbike	-	1%
	Abandoned vehicles	*	1%
	Criminal damage	1%	1%
	Begging/ vagrancy	1%	1%
	Starting fires	1%	1%
	Prostitution related activity	*	*
	Vehicle damage	*	*
	Inappropriate use/ sale/ possession of fireworks	*	*
	Carrying firearms	*	*
	Bullying	*	*
	Other	2%	2%
	Don't know	5%	7%
	No answer	-	*
	<i>Base : All who have called the police in past year</i>	-	9044
Q.18b (New Q w2)	Thinking now about the anti-social behaviour you called about. Which of the three descriptions best describes the incident? (11)		
	An incident that you considered to be deliberately targeted at you personally, your family, or a particular group you were part of	-	39%
	An incident that affected the local community in general rather than targeted at individuals	-	44%
	An incident which has more of an impact on the local environment than on local people	-	10%
	Don't know	-	2%
	Refused	-	-
	None of these	-	4%
	<i>Base : All who have called the police in past year</i>	-	9044
Q.18c (New Q w2)	Do you think the anti-social behaviour was specifically motivated by hostility or prejudice towards anything relating to somebody's race, religion, disability, gender identity or sexual orientation? (12)		
	Race	-	5%
	Religion	-	1%
	Disability	-	4%
	Gender identity	-	2%

	Sexual orientation	-	2%
	YES	-	12%
	No none of these	-	84%
	Don't know	-	4%
	Prefer not to say	-	*
	<i>Base : All who have called the police in past year</i>	-	9044
Q.18d (New Q w2)	Thinking back to the last time you made a call/call you made in September 2011 to the police to report anti-social behaviour, overall, how satisfied or dissatisfied were you with the way that the police dealt with the anti-social behaviour on this occasion? (13)		
	Very Satisfied	-	39%
	Fairly satisfied	-	24%
	Neither satisfied nor dissatisfied	-	6%
	Fairly dissatisfied	-	10%
	Very dissatisfied	-	18%
	Don't know	-	2%
	SATISFIED	-	63%
	DISSATISFIED	-	29%
	NET SATISFIED	-	34%
	<i>Base : All who have called the police in past year</i>	-	9044
Q.19. (wave 2 only)	To what extent were you satisfied or dissatisfied with how the police handled your call? By this we mean the way that the call was handled by those who answered your call when you first contacted the police, rather than any possible follow-up action. (14)		
	Very satisfied	-	56%
	Fairly satisfied	-	26%
	Neither satisfied nor dissatisfied	-	3%
	Fairly dissatisfied	-	5%
	Very dissatisfied	-	8%
	Don't know	-	1%
	SATISFIED	-	82%
	DISSATISFIED	-	14%
	NET SATISFIED	-	68%
	<i>Base : All who have called the police in past year</i>	5496	-

Q19. (wave 1 only)	To what extent were you satisfied or dissatisfied with how the police handled your call?		
	Very satisfied	37%	-
	Fairly satisfied	28%	-
	Neither satisfied nor dissatisfied	5%	-
	Fairly dissatisfied	10%	-
	Very dissatisfied	18%	-
	Don't know	1%	-
	SATISFIED	65%	-
	DISSATISFIED	28%	-
	NET SATISFIED	37%	-
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.20.	Thinking of your contact with the police, overall, to what extent were you satisfied or dissatisfied with the way you were treated by police officers and/ or staff during the course of your contact with them?		
	Very satisfied	50%	57%
	Fairly satisfied	27%	23%
	Neither satisfied nor dissatisfied	4%	4%
	Fairly dissatisfied	6%	5%
	Very dissatisfied	11%	9%
	Don't know	1%	2%
	SATISFIED	78%	80%
	DISSATISFIED	17%	14%
	NET SATISFIED	61%	67%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.21.	To what extent were you satisfied or dissatisfied with the following aspects of how you were treated by the police? How well they listened to what you had to say.		
	Very satisfied	54%	59%
	Fairly satisfied	29%	24%
	Neither satisfied nor dissatisfied	3%	3%
	Fairly dissatisfied	5%	5%
	Very dissatisfied	9%	8%
	Don't know	1%	1%
	SATISFIED	82%	84%

	DISSATISFIED	14%	12%
	NET SATISFIED	68%	71%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.22.	To what extent were you satisfied or dissatisfied with the following aspects of how you were treated by the police? How seriously your call was taken.		
	Very satisfied	47%	54%
	Fairly satisfied	25%	23%
	Neither satisfied nor dissatisfied	3%	4%
	Fairly dissatisfied	9%	8%
	Very dissatisfied	14%	10%
	Don't know	1%	2%
	SATISFIED	72%	77%
	DISSATISFIED	23%	18%
	NET SATISFIED	49%	59%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.23.	I'm now going to ask a few questions about getting hold of the Police. Overall, to what extent were you satisfied with the ease with which you were able to contact the police?		
	Very satisfied	53%	61%
	Fairly satisfied	26%	24%
	Neither satisfied nor dissatisfied	3%	3%
	Fairly dissatisfied	8%	6%
	Very dissatisfied	9%	5%
	Don't know	1%	1%
	SATISFIED	80%	85%
	DISSATISFIED	17%	11%
	NET SATISFIED	63%	74%
	<i>Base : All who have called the police in past year</i>	5496	-
(W1 only - Q26)	To what extent were you satisfied or dissatisfied with how quickly the police responded to your initial contact? (15)		
	Very satisfied	39%	-
	Fairly satisfied	26%	-
	Neither satisfied nor dissatisfied	3%	-
	Fairly dissatisfied	10%	-
	Very dissatisfied	19%	-
	Don't know	3%	-

	SATISFIED	65%	-
	DISSATISFIED	29%	-
	NET SATISFIED	36%	-
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.24 (W2); Q.25 (W1)	To what extent were you satisfied or dissatisfied with the way in which you were provided with information from the police following your call?		
	Very satisfied	31%	41%
	Fairly satisfied	25%	25%
	Neither satisfied nor dissatisfied	6%	6%
	Fairly dissatisfied	13%	10%
	Very dissatisfied	22%	14%
	Don't know	3%	3%
	SATISFIED	56%	66%
	DISSATISFIED	35%	24%
	NET SATISFIED	21%	42%
	<i>Base : All who have called the police in past year</i>	5496	-
(W1 only - Q26)	Did the police tell you that they would be taking action or not be taking action as a result of your call? (16)		
	Said would definitely take action	30%	-
	Said would probably take action	11%	-
	Said would probably not take action	5%	-
	Said would definitely not take action	10%	-
	Didn't say one way or the other	36%	-
	Don't know/ can't remember	8%	-
	WOULD TAKE ACTION	41%	-
	WOULD NOT TAKE ACTION	15%	-
	NET WOULD TAKE ACTION	26%	-
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.25 (W2); Q.27 (W1)	As far as you know, did the police take any action?		
	Yes	39%	49%
	No	39%	36%
	Don't know	22%	15%

	<i>Base : All who say that the police took action as a result of their call</i>	2129	4428
Q.26 (W2) Q.28 (W1)	What action did the police take?		
	Attended the scene	56%	60%
	Came to see me	12%	14%
	Cautioned the perpetrators	11%	12%
	Stopped the noise/ disruption	13%	11%
	Made an arrest/ arrests	11%	10%
	Spoke to me/ reassured me over the phone	6%	9%
	Dispersed/ separated the perpetrators	13%	9%
	Warning letter issued	3%	4%
	Spoke to the offenders	3%	4%
	Removed trespasser(s)	3%	3%
	Got other public services/ agencies involved	4%	3%
	Sent me further information	2%	3%
	Patrolled the area/ increased police patrols	2%	2%
	Issued a verbal warning	1%	1%
	Spoke to the parents	2%	1%
	Investigated/ made enquiries/ solved the problem	-	1%
	Took them to court/ charged them	1%	1%
	Confiscated items (e.g. drugs/ alcohol/ fireworks)	2%	1%
	Anti-Social Behaviour Order (ASBO) put in place	2%	1%
	On the spot fine/ fixed penalty notice Issued	1%	1%
	Police were too busy/ not interested/ didn't solve the problem/ negative police r	-	1%
	Parenting order/ contract put in place	*	1%
	Carried out a search	*	*
	Took statements	1%	*
	Issued restraining order/ injunction	-	*
	Spoke to neighbours	1%	*
	Evicted the offenders/ issued eviction notice	*	*
	Monitored the situation/ returned	*	*
	Acceptable Behaviour Contract (ABC) put in place	*	*
	Removed the vehicle	1%	*
	Made offender apologise	*	*
	Attended a meeting/ mediation/ community meeting	-	*
	Contacted/ visited the school	-	*

	Sent PCSO/ Community Police Officer	-	*
	Checked police records/ computer/cctv	*	*
	Installed security cameras/CCTV	1%	*
	Spoke to other people involved	*	*
	Closure notice issued	-	*
	Put up posters/gave out leaflets/stickers	*	*
	Took forensic evidence/ finger prints	-	*
	Contacted the owner	1%	*
	Issued an antiharassment order	*	*
	Made to clean up/ clear the mess/ cleaned the graffiti	-	*
	Police raid	*	*
	Made offender pay for damages	*	*
	Other	2%	1%
	None/nothing/no answer	*	*
	Don't know	5%	4%
	<i>Base : All who say that the police took action as a result of their call</i>	2129	4428
Q.27 (W2); Q.29 (W1)	How satisfied or dissatisfied were you with the action taken by the police?		
	Very satisfied	55%	61%
	Fairly satisfied	28%	23%
	Neither satisfied nor dissatisfied	2%	3%
	Fairly dissatisfied	5%	5%
	Very dissatisfied	8%	6%
	Don't know	2%	2%
	SATISFIED	83%	84%
	DISSATISFIED	13%	11%
	NET SATISFIED	70%	74%
	<i>Base : W2 - All who have called the police in the past year. W1 - All who say that the police took action as a result of their call</i>	2129	9044
Q.28 (W2); Q.30 (W1)	Did any other local services take any action as a result of your call, for example the council?		
	Yes	19%	15%
	Council	11%	9%
	Housing Association	3%	2%

	Environmental Health	1%	1%
	Anti-social Behaviour Team	1%	1%
	Housing Department/ Officer/ Manager	-	*
	Wardens	*	*
	Social Services	1%	*
	MP/councillor	1%	*
	School/university	*	*
	Victim Support	*	*
	PCSO	*	*
	Fire Brigade	*	*
	Police	*	*
	Noise Pollution/ Noise Environment Department	*	*
	Named individual	-	*
	Mental Health Team	-	*
	Ambulance Service	-	*
	Landlord/ landlady	-	*
	Neighbourhood watch	-	*
	Medical professional/ GP/ hospital etc	-	*
	Safer Neighbourhood Team	*	*
	Residents	*	*
	Other	1%	1%
	Don't know who	*	*
	No	71%	71%
	Don't know/ can't remember	10%	19%
	<i>Base : All who say that other local services took action as a result of their call</i>	400	1390
Q.29 (W2);	How satisfied or dissatisfied were you with the action taken by this/ these services?		
Q.31 (W1)			
	Very satisfied	55%	48%
	Fairly satisfied	23%	26%
	Neither satisfied nor dissatisfied	3%	5%
	Fairly dissatisfied	4%	7%
	Very dissatisfied	13%	12%
	Don't know	3%	3%
	SATISFIED	78%	74%
	DISSATISFIED	18%	19%

	NET SATISFIED	60%	55%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.30 (W2); Q.32 (W1)	To what extent do you feel your call made a difference to the problem you were calling about?		
	Made a big difference	31%	33%
	Made a little difference	23%	23%
	Made no difference	39%	37%
	Don't know/ can't say	7%	7%
	MADE A DIFFERENCE	54%	55%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.31 (W2); Q.33 (W1)	Would you encourage others to make similar reports of anti-social behaviour?		
	Yes, definitely	80%	80%
	Yes, probably	10%	10%
	Probably not	3%	4%
	Definitely not	6%	5%
	Don't know/ can't say	2%	1%
	YES	89%	90%
	NO	9%	9%
	NET YES	80%	81%
	<i>Base : All who have called the police in past year</i>	5496	9044
Q.32 (W2); Q.34 (W1)	If you witnessed or experienced the same type of anti-social behaviour in the future, would you report the incident?		
	Yes	87%	88%
	No	7%	7%
	It depends	6%	4%
	Don't know	*	1%
	NET YES	80%	81%
	<i>Base : All who say they would not report the incident if they witnessed or experienced the same type of anti-social behaviour in the future, or that it depends</i>	702	1008

Q.33 (W2); Q.35 (W1)	Why would/ might you not report it again in the future?		
	Lack of support from the Police	32%	31%
	Too much hassle and time waiting for an unsatisfactory outcome	28%	27%
	Police don't care	21%	22%
	No point - offenders would be let off (leniency)	12%	18%
	I would deal with it myself/ Take matters into my own hands	9%	12%
	Fear of intimidation/ repercussions	8%	9%
	Depends on the circumstances	10%	9%
	Depends on the seriousness/ nature of the incident	9%	8%
	Lack of faith in the justice system	6%	6%
	Slow process/ takes too long	5%	4%
	I was made to feel like the criminal/ guilty one	2%	3%
	I was not kept informed/ Lack of communication	4%	3%
	Too stressful/ Traumatic	3%	2%
	Only if it involved a friend or family member	1%	2%
	Just wouldn't want to get involved/ None of my business	2%	2%
	Police could not deal with this problem	1%	1%
	Only if it involved me personally	*	1%
	Crime was not serious enough	1%	*
	Previous experience (17)	12%	-
	Other	3%	3%
	None	*	*
	Don't know	1%	1%
	<i>Base : All who have called the police in past year</i>	5496	-
(W1 only - Q36)	What, if anything, could the police have done to improve the service you received on this occasion? (18)		
	Quicker response time	14%	-
	More feedback/informed of the outcome/updated	12%	-
	Taken action/dealt with the issue	10%	-
	More police on the beat/ more patrol cars/police presence/night patrols	8%	-
	Turning up/attending the scene	6%	-
	Better/more communication/ information	6%	-
	Spoken to me/interviewed me/made face-to-face contact	3%	-
	Taken complaint/issue more seriously	3%	-

More helpful/ understanding/ supportive/sympathetic	2%	-
Monitored the situation/ checked up/returned/ stayed longer	2%	-
Made an arrest	2%	-
Spoken to the offenders	2%	-
Easier to contact police/direct number/ less use of call centres/free phone	2%	-
Been harsher/more forceful	1%	-
Listened more	1%	-
Work better with council/schools/other bodies	1%	-
Improved call centres/ customer service/better/ knowledgeable/local call centre	1%	-
Given a caution/warning	1%	-
Spoken to offenders parents	1%	-
Obtained a conviction/ charged them/taken them to court	1%	-
More local police/not so far from area/have local police station	1%	-
More staff/recruit more police officers (nsf)	1%	-
Enforced the law/do their job properly	1%	-
Give police/PCSOs more powers	1%	-
Installed security cameras/cctv	1%	-
Removed them from the scene	1%	-
They should be more polite/not rude/shouting	1%	-
More funding/resources	1%	-
More PCSOs on the beat	1%	-
Removed the item/vehicle	1%	-
Treat people with more respect	1%	-
Given them an ASBO/on the spot fine	*	-
They need to work with community/youth centres/ communicate with young pe	*	-
Made to feel safer/ personal safety	*	-
Less PCSO's/police officer should have been sent	*	-
Attend in plain clothes/ unmarked cars/no sirens	*	-
Better training	*	-
Have less paperwork/ bureaucracy/red tape	*	-
Information given should have been confidential	*	-
Spoken to witnesses	*	-
Been more proactive	*	-
Taken statements	*	-
Evict the person/family	*	-
Police station to be opened 24 hours	*	-
Made to pay for damages	*	-
Checked all the evidence/cctv	*	-

	Arranged for fencing/ gates/more lighting to be installed	*	-
	Other	2%	-
	Nothing/ no answer	30%	-
	Don't know	11%	-
	<i>Base : All</i>	5699	9311
Q.34 (W2);	Has fear of intimidation or repercussions ever stopped you from reporting anti-social behaviour in the past?		
Q.37 (W1)			
	Yes	19%	17%
	No	81%	82%
	Don't know	1%	1%
	NET YES	-62%	-65%
	<i>Base : All</i>	5699	9311
Q.35 (W2);	Have you ever experienced intimidation or repercussions as a result of reporting anti-social behaviour?		
Q.38 (W1)			
	Yes	32%	31%
	No - have reported antisocial behaviour but have not experienced intimidation or repercussions	59%	60%
	No - have not reported anti-social behaviour before	8%	8%
	Don't know	1%	1%
	NO	67%	68%
	<i>Base : All</i>	5699	9311
Q.36 (W2);	How much of a problem do you think anti-social behaviour is in your area, or do you not think it is a problem at all? Would you say it is a ...?		
Q.39 (W1)			
	Very big problem	23%	20%
	Fairly big problem	40%	39%
	Not a very big problem	31%	32%
	Not a problem at all	5%	6%
	Don't know	2%	3%
	PROBLEM	63%	59%
	NOT PROBLEM	36%	38%
	NET PROBLEM	27%	21%
	<i>Base : All</i>	5699	9311

Q.37 (W2); Q.40 (W1)	On a scale from 1 to 10, where 1 is no effect and 10 is total effect, how much does anti-social behaviour affect your everyday quality of life?		
	1 - no effect	16%	18%
	2	11%	10%
	3	11%	11%
	4	10%	8%
	5	13%	13%
	6	8%	7%
	7	8%	9%
	8	9%	9%
	9	4%	3%
	10 - total effect	9%	10%
	Don't know	1%	1%
	MEAN	4.83	4.81
	STD ERR	0.04	0.03
	LARGE EFFECT (8-10)	22%	22%
	LITTLE EFFECT (1-3)	38%	40%
	NET EFFECT	-16%	-17%
	<i>Base : All</i>	5699	9311
Q.38 (W2); Q.41 (W1)	To what extent does fear of anti-social behaviour affect your daily routine in the local area where you live, for example areas you may avoid or types of transport you take?		
	A great deal	15%	14%
	A fair amount	21%	20%
	Not very much	33%	32%
	Not at all	31%	34%
	Don't know	1%	1%
	GREAT DEAL/ FAIR AMOUNT	36%	34%
	NOT VERY MUCH/ NOT AT ALL	64%	65%
	NET GREAT DEAL/ FAIR AMOUNT	-28%	-31%
	<i>Base : All those saying fear of anti-social behaviour affects their routine 'a great deal' or 'a fair amount'</i>	2045	3172

Q.39 (W2); Q.42 (W1)	In what ways would you say your daily routine is affected by fear of anti-social behaviour in the local area where you live?		
	Avoid certain areas/ streets	48%	47%
	Avoid walking/ staying out late/ going out at night	41%	45%
	Take precautions/ more aware/ vigilant	30%	35%
	Avoid groups/ gangs of youths/ school children	27%	25%
	Noise affects sleep/ health/ work	16%	18%
	Worry about carrying cash/ valuables/ using cash machines	8%	11%
	Do not use public transport	8%	10%
	Afraid to go out	2%	2%
	Has affected my health/ mentally/physically/ stressed	2%	1%
	Cannot let children go out on their own	2%	1%
	Avoid neighbours/do not mix/talk to anybody	1%	1%
	Worry about family members/children	2%	1%
	Fear of intimidation/ threats	2%	1%
	Avoid going out alone/ being alone	2%	1%
	Cannot go into the garden	1%	1%
	Scared/frightened/ worried	2%	1%
	Do not go out	1%	1%
	Fear of parking the car on certain streets/ in certain areas	-	1%
	Worry about coming home/ don't feel safe at home/ don't want to come home	-	1%
	Worry about damage to car/property	3%	1%
	Keep doors/windows locked/don't open the door	1%	1%
	Worry when away from house/on holiday	1%	1%
	Abusive/nuisance neighbours	1%	1%
	Have installed cctv/ alarms/security	*	1%
	Avoid the windows/ looking out of windows/ keep blinds shut	-	*
	Take the car/taxi rather than walking	1%	*
	Fear of being followed/ watched/ spied on	-	*
	Has affected my quality of life	*	*
	Fear of burglary/ break ins	-	*
	Daily routine has had to change (not specified)	1%	*
	Cars obstructing paths/ car parking	1%	*
	Want to move/get away	1%	*
	Worry about drug dealing/drug addicts	*	*
	Fear of repercussion	*	*

	Worry about violence/ stabbings/murder	*	*
	Worry about gangs/youth hanging around	1%	*
	Worry about vandalism/ criminal damage/ graffiti	-	*
	Worry about/ stops me going to school/ college/ work	-	*
	Worry about verbal abuse	*	*
	Afraid of dogs/nuisance dogs	*	*
	Littering/dog fouling	*	*
	Worry about drunks/under age drinking	*	*
	Police do not do anything	*	*
	Worry about robberies/ theft/muggings	*	*
	Other	1%	2%
	Not specified	1%	1%
	Don't know	4%	3%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...noisy neighbours or loud parties		
	Definitely would report	37%	39%
	Probably would report	26%	25%
	Probably would not report	26%	24%
	Definitely would not report	8%	8%
	Don't know	2%	3%
	WOULD REPORT	63%	65%
	WOULD NOT REPORT	35%	33%
	NET WOULD REPORT	28%	32%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...teenagers hanging around on the streets		
	Definitely would report	23%	22%
	Probably would report	21%	20%
	Probably would not report	37%	38%
	Definitely would not report	16%	16%
	Don't know	2%	3%
	WOULD REPORT	44%	42%

	WOULD NOT REPORT NET WOULD REPORT	53% -9%	55% -12%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>rubbish or litter lying around</i>		
	Definitely would report	25%	25%
	Probably would report	21%	21%
	Probably would not report	34%	34%
	Definitely would not report	19%	18%
	Don't know	1%	2%
	WOULD REPORT	46%	46%
	WOULD NOT REPORT	53%	52%
	NET WOULD REPORT	-7%	-7%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>vandalism, graffiti and other deliberate damage to property or vehicles</i>		
	Definitely would report	73%	72%
	Probably would report	19%	19%
	Probably would not report	5%	5%
	Definitely would not report	2%	3%
	Don't know	1%	1%
	WOULD REPORT	92%	91%
	WOULD NOT REPORT	7%	8%
	NET WOULD REPORT	86%	83%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>people being harassed because of their race, ethnic origin, religion, or disability (Wave 1 wording: people being harassed because of their skin colour, ethnic origin, religion, handicap or disability)</i>		
	Definitely would report	70%	69%

	Probably would report	20%	21%
	Probably would not report	6%	6%
	Definitely would not report	3%	3%
	Don't know	2%	2%
	WOULD REPORT	90%	89%
	WOULD NOT REPORT	9%	9%
	NET WOULD REPORT	81%	80%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>people using or dealing drugs</i>		
	Definitely would report	76%	75%
	Probably would report	12%	13%
	Probably would not report	7%	7%
	Definitely would not report	3%	4%
	Don't know	1%	2%
	WOULD REPORT	89%	88%
	WOULD NOT REPORT	10%	11%
	NET WOULD REPORT	79%	77%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>people being drunk or rowdy in public places</i>		
	Definitely would report	30%	30%
	Probably would report	28%	27%
	Probably would not report	32%	31%
	Definitely would not report	9%	9%
	Don't know	2%	3%
	WOULD REPORT	58%	57%
	WOULD NOT REPORT	40%	40%
	NET WOULD REPORT	18%	17%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>abandoned or burnt out cars</i>		

	Definitely would report	62%	62%
	Probably would report	20%	19%
	Probably would not report	12%	12%
	Definitely would not report	5%	6%
	Don't know	1%	2%
	WOULD REPORT	82%	81%
	WOULD NOT REPORT	17%	17%
	NET WOULD REPORT	66%	64%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>people being insulted, pestered or intimidated in the street</i>		
	Definitely would report	54%	56%
	Probably would report	29%	28%
	Probably would not report	12%	11%
	Definitely would not report	3%	4%
	Don't know	2%	2%
	WOULD REPORT	83%	84%
	WOULD NOT REPORT	15%	14%
	NET WOULD REPORT	69%	70%
	<i>Base : All</i>	5699	9311
Q.40 (W2);	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if		
Q.43 (W1)	you personally witnessed or experienced it in your local area...<i>nuisance neighbours or problem families</i>		
	Definitely would report	49%	49%
	Probably would report	31%	31%
	Probably would not report	12%	13%
	Definitely would not report	4%	4%
	Don't know	3%	3%
	WOULD REPORT	81%	80%
	WOULD NOT REPORT	16%	17%
	NET WOULD REPORT	65%	63%
	<i>Base : All</i>	5699	9311

Q.41 (W2); Q.44 (W1)	How confident or not are you in the ability of local public services to do something about these types of anti-social behaviour?		
	Very confident	14%	14%
	Fairly confident	42%	43%
	Not very confident	29%	28%
	Not at all confident	14%	13%
	Don't know	1%	1%
	CONFIDENT	56%	58%
	NOT CONFIDENT	43%	41%
	NET CONFIDENT	13%	17%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Vehicle Crime</i>		
	Essential	33%	33%
	Very important	46%	46%
	Fairly important	19%	19%
	Not important	1%	2%
	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Street robberies</i>		
	Essential	48%	47%
	Very important	46%	47%
	Fairly important	5%	5%
	Not important	1%	1%
	Don't know	1%	1%
	Base : All	5699	9311

Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Domestic Violence</i>		
	Essential	45%	45%
	Very important	44%	45%
	Fairly important	8%	7%
	Not important	1%	1%
	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Burglary of homes</i>		
	Essential	49%	48%
	Very important	46%	46%
	Fairly important	4%	5%
	Not important	*	1%
	Don't know	1%	*
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Criminal Damage</i>		
	Essential	35%	36%
	Very important	49%	48%
	Fairly important	15%	15%
	Not important	*	1%
	Don't know	*	*
	Base : All	5699	9311

Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Noisy and nuisance neighbours</i>		
	Essential	20%	21%
	Very important	34%	33%
	Fairly important	39%	38%
	Not important	6%	7%
	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>People being drunk or rowdy in public places</i>		
	Essential	17%	17%
	Very important	30%	30%
	Fairly important	45%	43%
	Not important	7%	9%
	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues? ... <i>Vandalism and graffiti</i>		
	Essential	24%	24%
	Very important	40%	38%
	Fairly important	33%	33%
	Not important	2%	4%
	Don't know	1%	1%
	Base : All	5699	9311
D1.	Gender.		
	Male	46%	46%

	Female	54%	54%
	Trans-gender	*	*
	Prefer not to answer	-	-
	<i>Base : All</i>	5699	9311
D2.	Could you please tell me your age?		
	16-24	6%	7%
	25-34	15%	15%
	35-44	26%	23%
	45-54	23%	23%
	55-59	8%	9%
	60-64	9%	9%
	65+	13%	14%
	Refused	*	*
	<i>Base : All</i>	5699	9311
D3.	Working Status		
	Working - Full time (30+ hrs)	44%	42%
	Working - Part-time (9-29 hrs)	14%	14%
	Unemployed	7%	9%
	Not working - retired	17%	18%
	Not working - looking after house/ children	7%	7%
	Not working - invalid/ disabled	7%	7%
	Student	2%	2%
	Other	1%	1%
	<i>Base : All</i>	5699	9311
D4.	Social grade		
	A	4%	5%
	B	16%	16%
	C1	26%	22%
	C2	17%	16%
	D	13%	13%
	E	22%	25%
	Refused	2%	3%
	<i>Base : All</i>	5699	9311
D5	To which ethnic group do you consider you belong?		
	WHITE - British	87%	86%
	WHITE - Irish	1%	1%
	WHITE - Any other white background	3%	5%
	MIXED - White and Black Caribbean	*	*

	MIXED - White and Black African	*	*
	MIXED - White and Asian	*	*
	MIXED - Any other mixed background	1%	1%
	ASIAN OR ASIAN BRITISH Indian	2%	2%
	ASIAN OR ASIAN BRITISH Pakistani	1%	1%
	ASIAN OR ASIAN BRITISH Bangladeshi	1%	*
	ASIAN OR ASIAN BRITISH Any other Asian background	1%	1%
	BLACK OR BLACK BRITISH Caribbean	1%	1%
	BLACK OR BLACK BRITISH African	1%	1%
	BLACK OR BLACK BRITISH Any other black background	*	*
	CHINESE OR OTHER ETHNIC GROUP - Chinese	*	*
	CHINESE OR OTHER ETHNIC GROUP - Any other background	*	*
	Refused	1%	1%
	WHITE	92%	91%
	BME	8%	7%
	<i>Base : All</i>	-	9311
D5b.	In terms of your sexual orientation, can you tell me which of these best describes you? (19)		
(New Q W2)			
	I am gay	-	2%
	I am heterosexual	-	89%
	I am bisexual	-	1%
	Prefer not to say	-	1%
	Other	-	6%
	Don't know	-	1%
	<i>Base : All</i>	5699	9311
D6.	Do you personally have any long-standing illness, disability or infirmity?		
	Yes	29%	33%
	No	71%	67%
	Don't know	*	1%
	<i>Base : All</i>	-	9311
D6b.	Does anyone else in your household have any long-standing illness, disability or infirmity? (20)		
(New Q W2)			
	Yes	-	21%
	No	-	79%
	Don't know	-	1%

	<i>Base : All</i>	5699	9311
D7. Which of the following applies to the home you are living in?			
I own/ am buying my home		57%	52%
I have bought/ am buying my home from the Council		3%	2%
I am renting my home from the Council		16%	16%
I am renting my home from a Housing Association		10%	11%
I am renting my home from a private landlord		12%	14%
Other		3%	3%
Don't know		1%	1%
	<i>Base : All</i>	5699	9311
D8. How many children aged fifteen or under are there in your household?			
None		64%	64%
1		16%	16%
2		14%	13%
3		4%	5%
4		1%	2%
5		*	*
6		*	*
7		*	*
8		*	*
9+		-	*
Refused		*	1%

Notes on the data

- 1 Wave 2 wording for City of London 'since December 2010' instead of 'within the last year'
- 2 In wave one anti-social behaviour closing categories describing the incident were supplied on the sample, therefore the question wording in wave 1 was "about (insert Anti-Social Behaviour Incident)". The incident categories in wave 1 were: Abandoned Vehicles; Animal Problems; Begging/vagrancy; Inappropriate use/sale/possession of fireworks; Noise; Prostitution related activity; Littering/drugs paraphernalia; Nuisance neighbours; Rowdy or inconsiderate behaviour; Street drinking; Trespass; Vehicle nuisance/ inappropriate vehicle use; Teenagers/ kids in street; Vandalism/ graffiti or Other. This information was not supplied in the samples in wave 2, therefore a more general wording was used.
- 3 Wave 1 'September 2009'. Wave 2 wording for City of London 'since December 2010'. Wave 2 Dyfed Powys 'in September or November 2011'
- 4 This question was not coded in Wave 2.
- 5 New question for Wave 2. Not asked in Wave 1.
- 6 New question for Wave 2. Not asked in Wave 1.
- 7 This was an open ended question in wave 1 but was changed to a pre-code question in wave 2
- 8 The prompt "Please think about all incidents that you have reported in the past year" was not included in Wave 1.

- 9 Wave 1 'September 2009'. Wave 2 wording for City of London 'since December 2010'. Wave 2 Dyfed Powys 'in September or November 2011'
- 10 Wave 1 the 'ASB closing category' was used, in wave 2 this wording was changed to read ASB incident more generally
- 11 New question for Wave 2. Not asked in Wave 1.
- 12 New question for Wave 2. Not asked in Wave 1.
- 13 New question for Wave 2. Not asked in Wave 1.
In wave 1 this question was asked generally about the handling of the call (see Q19 wave 1 only). In wave 2, it was clarified that respondents should think about the initial contact with the person answering the call, rather than other aspects of the handling of the call, such as follow up action. Therefore these
- 14 two questions are not comparable across waves.
- 15 This question was not asked in Wave 2
- 16 This question was not asked in Wave 2
- 17 In Wave 2 interviewers were instructed to probe the respondent for the reason if they say 'previous experience'. It was not used as a code.
- 18 This question was not asked in Wave 2
- 19 New question for Wave 2. Not asked in Wave 1.
- 20 New question for Wave 2. Not asked in Wave 1.