

# Trust & Confidence Survey



Thank you for taking part in this 5-minute survey.

**Police, Fire and Crime Commissioner Zoe Metcalfe has launched an online survey which invites you to complete a set of questions that will gauge the level of public trust and confidence in policing response across North Yorkshire and York.**

**The survey takes under 5 minutes to complete and is open to everyone, whether you've been a victim of a crime, a witness, a suspect or have an opinion to give on how you would perceive to be treated by the police if a situation occurred.**

**Responses will influence Commissioner Zoe's wider work, to promote change, ensure accountability and spread best practice and high standards of Police service.**

**The survey will remain on the Commissioner's Website indefinitely and welcomes ongoing responses that will be reviewed and published on a quarterly basis.**

**Thank you in advance for your participation.**

**Please state below how far you would agree/disagree with the following statements:**

**If I was approached by, or had reason to contact North Yorkshire Police (as a victim of crime, a witness to an incident/crime, as a suspect, or to report an incident/crime) I would have trust and confidence in them to;**

**1. a) Treat me fairly**

- Strongly Agree
- Agree
- Neither Agree/Disagree
- Disagree
- Strongly Disagree

**2. b) Treat me with respect:**

- Strongly Agree
- Agree
- Neither Agree/Disagree
- Disagree
- Strongly Disagree

**3. c) Take me seriously:**

- Strongly Agree
- Agree
- Neither Agree/Disagree
- Disagree
- Strongly Disagree

**It would be really helpful if you could also complete the following to help us to better understand who is responding to the survey and how to increase our audience:**

**4. In what capacity are you responding to this survey:**

- Victim of crime
- Witness to a crime
- Suspect of crime
- Other

**If you have been affected by crime, whether or not you have reported it to the police, it would be helpful if you could indicate the type of crime you have been affected by (in any capacity) below:**

- Anti-social behaviour
- Robbery
- Theft of or from your car or bike
- Theft of agricultural machinery, materials, livestock or fuel
- Burglary
- Shoplifting
- Fraud in person, on the phone or online
- Violent crime
- Sexual Assault /Sexual Violence
- Child Sexual Abuse/Child Exploitation
- Domestic Abuse
- Arson or vandalism
- Drug taking or dealing
- Stalking or Harassment
- Exploitation
- Welfare Issues
- Hate Crime
- Terrorism
- Irresponsible vehicle use
- Wildlife Crime

**What gender do you identify as?**

- Female
- Male
- Non-binary
- Transgender
- Prefer not to say
- Other

**5. If answered Other please specify below:**

**What is your age?**

- Under 18 years
- 18-35 years
- 36-45 years
- 46-55 years
- 56-65 years
- Over 65
- Prefer not to say

**6. Which area of North Yorkshire or York do you live?**

- Craven
- Hambleton
- Harrogate
- Richmondshire
- Ryedale
- Scarborough
- Selby
- York

**7. Do you have any long-standing illness, disability or infirmity? By 'long-standing', we mean anything that has troubled you over a period of several months or more or that is likely to affect you over such a period of time.**

- Yes
- No
- Prefer not to say

**8. Do you have concerns about your mental health or mental wellbeing?**

- Yes
- No

## **Thank you for completing the survey**

If you have been a victim of crime or you know someone who has, support is available from skilled Victim Care Co-ordinators, through contacting Supporting Victims in North Yorkshire on **01609 643 100** between the hours of 8am and 7pm Monday to Friday, alternatively drop them an email at [help@supportingvictims.org](mailto:help@supportingvictims.org). To find out more about Supporting Victims visit the website: [www.supportingvictims.org](http://www.supportingvictims.org)

A more comprehensive online 'Perception' Survey will launch soon for anyone wanting to submit more detailed feedback on police services.

You can also visit our Commissioned Services page on the North Yorkshire Police, Fire and Crime Commissioner's website:

[www.northyorkshire-pfcc.gov.uk/for-you/services/commissioned-services/](http://www.northyorkshire-pfcc.gov.uk/for-you/services/commissioned-services/)

Please return your questionnaire to:

**FREEPOST RTCL-AGAE-TRTS,  
North Yorkshire Police, Fire and Crime Commissioner,  
12 Granby Road,  
Harrogate,  
HG1 4ST**