



# Precept Consultation 2018/19

On behalf of Lancashire

Police and Crime Commissioner's Office

Prepared by

**SMSR**  
RESEARCH

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## 1.0 Headline findings

### 1.1 Precept findings

Taking into account all respondents who participated in the precept consultation, around two thirds (63%) of residents across Lancashire said they were willing to pay more council tax to support policing in the area.

When considering only those who participated as part of a controlled and representative sample of 1404 residents, carried out by trained interviewers, the percentage rises to three quarters (76%).

Of those who completed the online consultation, open to all residents of Lancashire and promoted through various media streams and events by the Office of the Police and Crime Commissioner, 58% confirmed they were willing to pay more council tax to support policing in Lancashire.

### 1.2 Other findings

Around 9 out of every 10 residents consider investigating major crimes and tackling child abuse and sexual exploitation to be high priorities for Lancashire Police. Just over three quarters (77%) believe combatting terrorism and extremism is also a high priority and two thirds (68%) said that tackling domestic abuse and violence should also be prioritised.

There was less concern towards the provision of information about policing (16%) and prioritising patrols in areas with low levels of reported crime; around a tenth considering this aspect a high priority (11%).

Around two thirds of residents (65%) would prefer to contact Lancashire Police by telephone to report a crime or incident in a non-emergency. Around a quarter said they would prefer to use online platforms to report a non-urgent incident by completing an online form (15%); using a chat facility (9%) or using social media (2%).

Just over 8 in every 10 residents are unaware of the Police and Crime Commissioner for Lancashire. Around a sixth (16%) revealed some degree of awareness, ranging from naming the Commissioner to seeing him in the media.

## 2.0 Introduction

### 2.1 Background

Since 2010 the budget allowed for policing in Lancashire has fallen significantly. During this period police officer and staff numbers have fallen by around 1150 and by 2022 the force will have saved in excess of £100m off the annual budget.

The police budget funds the pay and costs of police officers and police staff across Lancashire. Most of the funding to pay for the police comes from the Government. However around 28% comes from council tax in the form of a precept.

The Government grant towards policing is increasing next year for the first time since 2010 which will help Lancashire Constabulary to meet the costs of government pension changes. However, the Government also expect Police and Crime Commissioners to raise council tax precepts again next year to protect against further cuts to service and invest in proactive policing.

In December 2018, Lancashire Police and Crime Commissioner's Office commissioned SMSR Ltd, an independent research company, to undertake a consultation with residents from across the Lancashire area to gauge public opinion towards police precept. The consultation was also used to measure residents' awareness of the Police and Crime Commissioner and have their say on policing priorities in Lancashire.

### 2.2 Report Structure

Included in this report are a set of headline findings which provide quick reference to all the questions asked throughout the survey. In addition, all questions have been analysed by demographic groupings and any differences in opinion are commented on throughout the report.

It should be noted that when the results are discussed within the report, often percentages will be rounded up or down to the nearest one per cent. Therefore occasionally figures may add up to 101% or 99%.

### 2.3 Acknowledgements

SMSR would like to thank the 4,615 Lancashire residents who took part in the consultation. We would also like to thank Rachel Whittle for her help in conducting this research and the regular input and interest in the overall process.

## 3.0 Sample / Methodology

An interviewer led, telephone questionnaire was designed by SMSR in conjunction with staff from Lancashire Police and Crime Commissioner's Office. Telephone Interviews were conducted using quota sampling to ensure the sample was representative. Quotas for age, gender and ethnicity were set using the 2011 census figures and the sample included representation from each of the policing districts.

A second survey was designed for self-completion and hosted online. Members of the public were invited by Lancashire Police and Crime Commissioner to complete the survey via various media channels. Fieldwork took place between 18<sup>th</sup> December 2018 and 16<sup>th</sup> January 2019.

The survey scripts were developed for each methodology and therefore the telephone script contained an additional question. The precept and priority variables were identical however and a copy of each script can be found in the appendices. The geographic and demographic breakdown of all respondents was as follows:

Gender	Number	Percentage of sample
Male	2310	50%
Female	2172	47%
Other	0	0%
Do not wish to say	133	3%

Age	Number	Percentage of sample
18-24	222	5%
25-34	501	11%
35-44	766	17%
45-54	925	20%
55-64	908	20%
65+	1140	25%
Prefer not to say	153	3%

Ethnic Group	Number	Percentage of sample
White	4115	89%
BAME	217	5%
Prefer not to so say	283	6%

District	Number	Percentage of sample
Blackburn	284	6%
Blackpool	271	6%
Burnley	252	5%
Chorley	310	7%
Fylde	298	6%
Hyndburn	220	5%
Lancaster	296	6%
Pendle	238	5%
Preston	341	7%
Ribble Valley	240	5%
Rossendale	274	6%
South Ribble	365	8%
West Lancs	237	5%
Wyre	322	8%
Unknown	667	14%

Method	Number	Percentage of sample
Online	3211	70%
Telephone	1404	30%

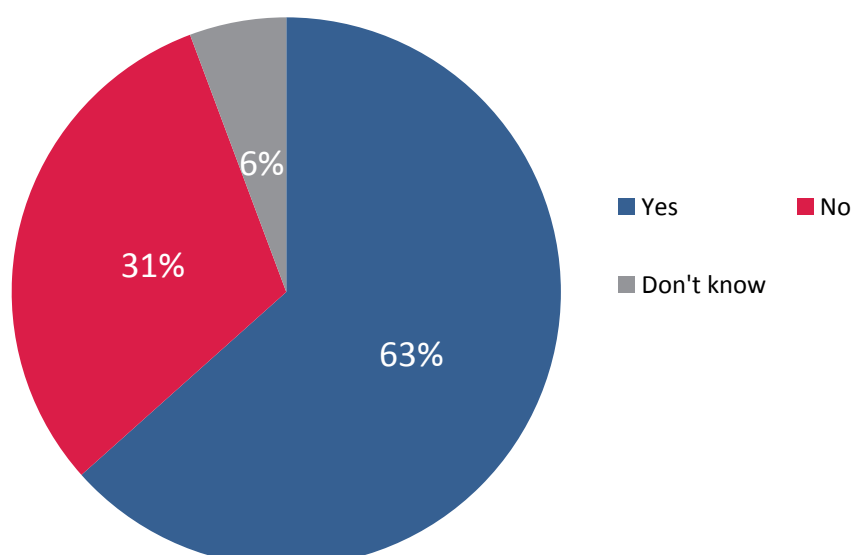
## 4.0 Precept Findings

### 4.1 Paying more to support policing in Lancashire

Additional money raised through council tax would provide the opportunity to reinvest in neighbourhood policing and targeted crime teams to address local issues that matter to people. Respondents were advised that 40% of properties in Lancashire are a band A which would mean an increase of 31p per week. The average property nationally is band D which would be an increase of 46p per week

Respondents were asked if they were willing to pay more council tax during 2019/20 to support policing in their area:

Are you willing to pay more council tax to support policing in your area?



Around two thirds (63%) revealed they were willing to pay more council tax to support policing in their area. Just under a third (31%) said they were unwilling to pay more council tax and a small minority (6%) said they did not know.

When considering methodology, those interviewed via telephone as part of a representative sample of Lancashire were more amenable to funding an elevated council tax precept for policing. More than three quarters (76%) of residents interviewed as part of the representative sample were willing to pay more council tax compared to 58% of those who participated in the online consultation.

Female respondents (67%) were slightly more willing than males (63%) to pay an increase in council tax to support policing. Older residents also were found to be more supportive to pay a rise in precept; three quarters of those over 65 (73%) stated they would pay more, as did two thirds of those aged 55-64 (66%). Those aged 35-44 were least willing to pay an increase (59%), followed by residents aged 45-54 (60%).

Significant differences were also found when comparing BAME and White respondents. Around two thirds (66%) of white respondents mentioned they were willing to pay more council tax compared to just over half (52%) of BAME residents.

Are you willing to pay more council tax to support policing in your area?			
District	Yes (%)	No (%)	Don't know (%)
Overall	63	31	6
Blackburn	63	32	5
Blackpool	59	35	6
Burnley	63	32	5
Chorley	73	20	8
Fylde	57	39	5
Hyndburn	68	26	7
Lancaster	69	26	5
Pendle	60	33	7
Preston	64	28	8
Ribble Valley	73	22	5
Rosendale	66	26	7
South Ribble	68	28	4
West Lancs	59	29	2
Wyre	67	30	4

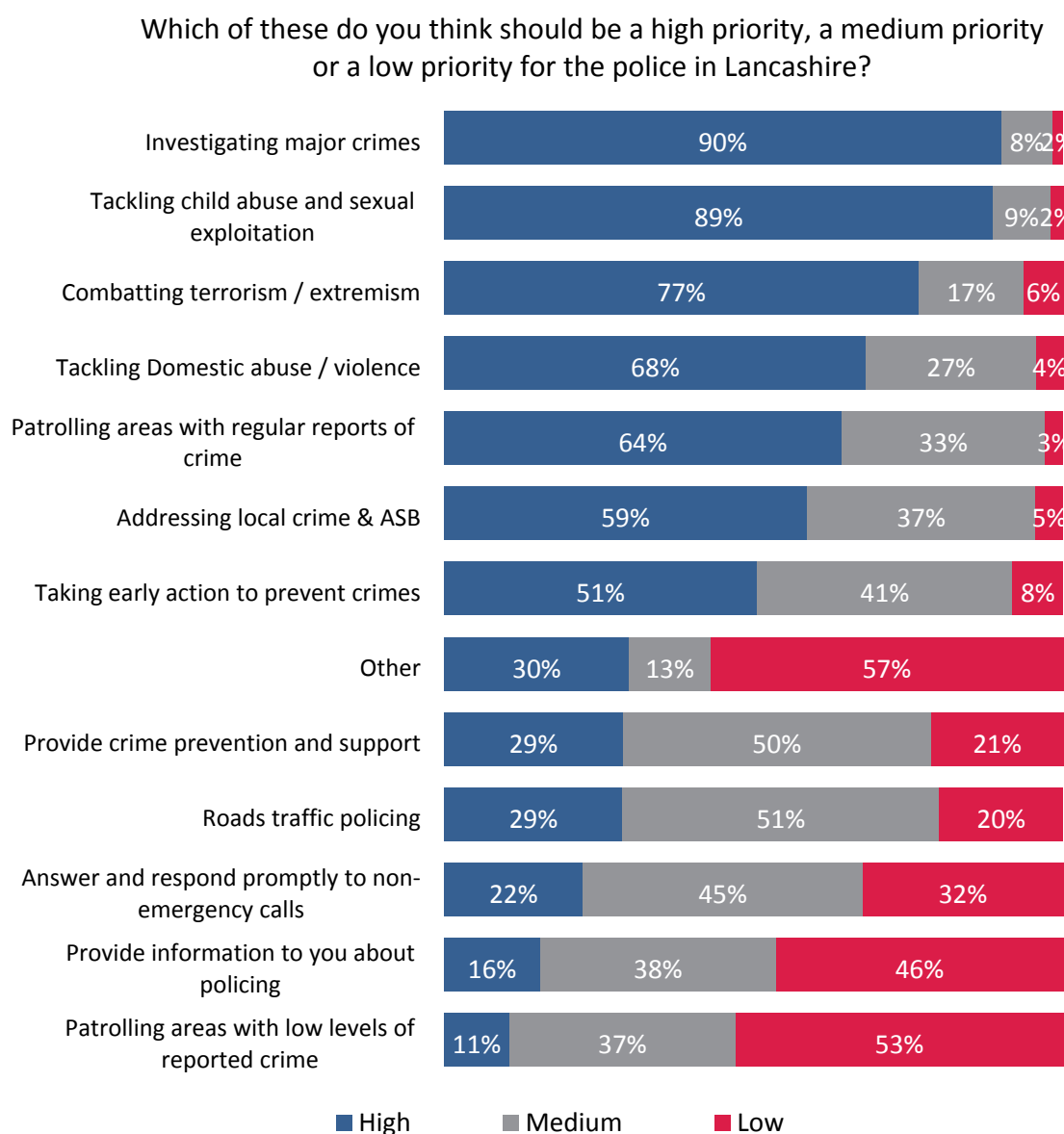
Residents of Chorley and Ribble Valley were found to be most willing to pay an increase in policing precept with around three quarters (73%) providing this answer in both districts, well above the overall average. Those residing in Fylde were least likely to entertain a rise in council tax to support policing in their area with under three-fifths (57%) willing to pay more.



## 5.0 Policing Priorities Findings

### 5.1 Policing Priorities

Respondents were given twelve police services and asked to consider each service as either a high, medium or low priority. An option to provide any additional priorities was offered.



The vast majority of respondents (90%) cited investigating major crimes as a top policing priority with slightly less (89%) stating that tackling child abuse and sexual exploitation should also be a top priority in Lancashire. Furthermore, more than three quarters (77%) considered combatting terrorism / extremism to be a top priority with just over two thirds (68%) categorising the tackling of domestic abuse / violence in their top priorities for policing in the county.

Around a tenth (11%) thought that patrolling areas with low levels of reported crime should be a top priority for Lancashire Police and over half (53%) believed this aspect of policing to be a low priority. Under a fifth (16%) deemed the provision of information about policing a high priority. The order of priorities is comparable with previous year's results, reinforcing residents' attitudes when prioritising these aspects of policing.

### **Investigating major crimes**

BAME residents were less likely to regard investigating major crimes as a top priority (86%) when compared to White respondents (91%).

### **Tackling Child abuse and sexual exploitation**

Females (74%) considered this service to be a top priority more frequently than males (64%). Furthermore, those within the youngest age range of 16-24 (86%) were much more likely to believe that Lancashire Police should prioritise this aspect of policing when compared to other age groups, the closest being 25 to 34 year olds (73%).

### **Combatting terrorism / extremism**

Females were again more likely to categorise combatting terrorism / extremism as a high priority with 81% providing this answer compared to 74% of males. When considering age, the youngest residents, 16 to 24, were most likely to perceive this priority as high (85%) followed by the oldest; 65+ (80%).

Taking into account ethnicity, respondents who defined themselves as White were more inclined to consider this aspect a high priority compared to BAME residents (78% compared to 71%). Geographically, those residing in the district of Burnley and Wyre were more likely to consider this a high priority (85% and 81% respectively).

### **Tackling Domestic abuse / violence**

Significantly more females (74%) supported this aspect of policing as a high priority than males (64%), as did younger age groups. Those aged 16 to 24 (86%) were significantly more likely to believe tackling domestic abuse and violence was a top priority compared to other age groups; the closest being those aged 25 to 34 (73%).

### **Patrolling areas with regular reports of crime**

White respondents (65%) were more likely to prioritise the patrolling of areas with regular reports of crime as high when compared to BAME respondents (58%). Those residing in Ribble Valley (70%) and Rossendale (69%) more frequently prioritised this element when compared to other locations.

### **Addressing local crime & ASB**

Female respondents (61%) were more inclined to deem addressing local crime and antisocial behaviour a high priority than males (57%) as were those aged 55 to 64 (62%) compared to other age groups. Residents in Rossendale (68%) were significantly more likely to allocate this aspect as a high priority than those residing in other districts.

### **Taking early action to prevent crimes**

The youngest respondents were found to be most likely to consider early action a high priority; residents aged 16 to 24 (57%) more frequently gave this answer compared to other age groups.

### **Provide crime prevention and support**

When considering gender, female respondents (31%) were slightly more likely to advocate the provision of crime prevention and support as a high priority than males (27%). Again, younger residents were also most inclined to support this aspect of policing; 36% of 16 to 24 year olds gave this answer, significantly higher than other age groups.

### **Roads traffic policing**

Residents in Pendle (35%) and Preston (34%) more frequently considered roads traffic policing as a high priority when compared to other districts.

### **Answer and respond promptly to non-emergency calls**

BAME residents (28%) were significantly more likely to prioritise prompt answering and response to non-emergency calls as high than White residents (22%).

### **Provide information to you about policing**

BAME residents (20%) were also more inclined to prioritise the provision of information than White residents (15%).

## Patrolling areas with low level crime

Male respondents (12%) more frequently prioritised the patrolling of areas with low level crime as high when compared to females (9%). BAME residents (16%) were also more likely to provide this answer when compared to White respondents (10%).

## 5.2 Other priorities

Respondents were asked if there were any other areas that Lancashire Police should focus on that were not in the predetermined list.

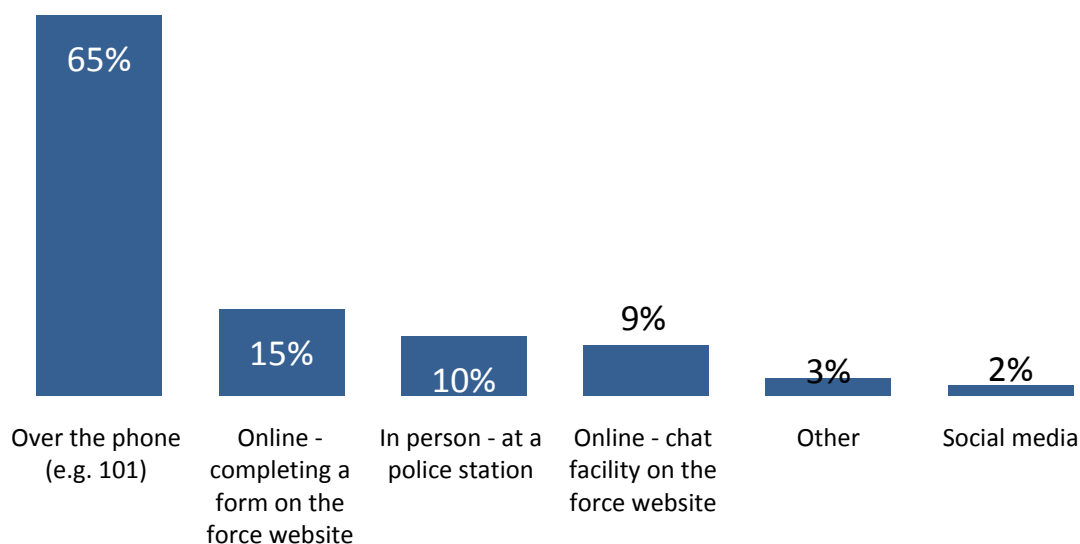
Please specify other (Base: 453)		
Comment	Number	%
Police presence / visible policing	93	21
Better use of funding/resources	27	6
Burglaries / theft	22	5
Tackling drugs	20	4
Improved response to incidents	20	4

The table above shows the most frequently made comments with regards any other **high** priorities and by far the most common theme was to ensure higher police visibility and more police presence.

## 6.0 Contacting Lancashire Police

### 6.1 Reporting a crime or incident in a non-emergency

How would you prefer to contact Lancashire Police to report a crime or incident in a non-emergency?



Respondents were asked how they would prefer to contact Lancashire police in a non-emergency. A majority of two thirds (65%) confirmed they would prefer to make contact over the phone in this situation. A sixth (15%) said they would prefer to use a form on the force's website to report a crime or incident in a non-emergency and a further tenth preferred to attend a police station (10%) or report use a chat facility on the force's website (9%).

The majority of respondents who preferred to use social media to report a crime or incident in a non-emergency confirmed they would be inclined to use the Facebook platform to do so. The most frequent method cited when specifying the answer 'other' was email.

## 7.0 Police & Crime Commissioner

### 7.1 Awareness

Participants of the telephone research were asked to name the Police and Crime Commissioner for Lancashire.

Who is the police and crime commissioner for Lancashire? (Base: 1404)		
Response	Number	%
No / don't know	1151	82%
I do but I cannot remember his name	101	7%
Clive Grunshaw	89	6%
I have seen him in the media / in person but cannot remember his name	28	2%
Grunshaw (rest of name missing or incorrect)	14	1%

The majority of respondents (82%) were not aware of the Police and Crime Commissioner for Lancashire. Under a tenth said that they did know but could not remember his name (7%) and were able to provide the Police and Crime Commissioner's name (6%). A further 2% had seen the Police and Crime Commissioner for Lancashire in the media or in person but could not recall his name and 1% they knew the surname was Grunshaw but could not provide the first name.

## 8.0 Further comments

### 8.1 Themes

Participants of the online survey were asked to provide any further comments. Comments were arranged into themes:

Please provide any further comments? (Base: 2499)		
Theme	Number	%
The government should invest more	419	17
I am willing to pay more for policing	346	14
I would be willing to pay more if I knew how the money would be used	331	13
More police presence required	329	13
I am not willing to pay more for policing	285	11

Respondents provided a wide range of comments across different topics relating to policing in Lancashire. The most frequent theme was directed at the Government with nearly a fifth (17%) of respondents believing it should invest more in policing. Just less than this figure (14%) reaffirmed they would be willing to pay more for policing. Just over a tenth (13%) confirmed they would pay more if they had information about the additional funding would be used and the same percentage thought that more police presence is required in Lancashire (13%). A tenth (11%) reinforced their opinion that they were not willing to pay more for policing.

## 9.0 Appendices

### 9.1 Telephone Script

# Lancashire OPCC

## Precept Survey 2018

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### Introduction

Hello, my name is ..... I work for an independent research company called SMSR Ltd. We've been asked by Lancashire Police and Crime Commissioner to conduct a short survey to seek the views of residents who pay council tax in Lancashire about the 2019/20 council tax level for policing, so that the PCC can set a balanced budget which addresses the policing needs of Lancashire.

Can you spare a couple of minutes to answer a few questions?

Your responses will remain strictly confidential and anonymous, your personal details will not be forwarded to a third party and anonymised responses will be used by Lancashire PCC.

**If respondent shows any sign of concern, please offer the following contact numbers:** Lee Atkinson on 0800 138045 at SMSR or Rachel Whittle at Lancashire Police and Crime Commissioner's Office on 01772 536786.

REC Interviews are recorded for monitoring and training purposes. Do you give your consent for this interview to be recorded?

- ☐ Yes  
☐ No

In compliance with GDPR you are able to withdraw your consent at any point during or after the interview and we can provide contact details for both Lancashire PCC and SMSR at any point if you so wish. The data is being collected in accordance with the MRS Code of Conduct.

Q1 Who is the police and crime commissioner for Lancashire?

**Please specify the name of the PCC and write verbatim response. If respondent answers "don't know" please note if any information is given and record verbatim e.g. "I heard him on the radio".**

**For interviewer purposes: the PCC for Lancashire is Clive Grunshaw**



Q2 Thinking of the issues you see in your local area, crime in Lancashire and the national commitments the police have to make, which of these do you think should be a high priority, a medium priority or a low priority for the police in Lancashire:

	High	Medium	Low
Investigating major crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling domestic abuse / violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads traffic policing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling child abuse and sexual exploitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patrolling areas with regular reports of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patrolling areas with low levels of reported crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Combatting terrorism / extremism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking early action to prevent crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Addressing local crime & antisocial behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide crime prevention and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answer and respond promptly to non-emergency calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide information to you about policing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify other:

Since 2010 the budget allowed for policing in Lancashire has fallen significantly. During this period police officer and staff numbers have fallen by around 1150 and by 2022 we will have saved in excess of £100m off our annual budget.

The police budget funds the pay and costs of police officers and police staff across Lancashire. Most of the funding to pay for the police comes from the Government. However around 28% comes from council tax in the form of a precept on your bill.

The Government grant towards policing is increasing next year for the first time since 2010 which will help Lancashire Constabulary to meet the costs of government pension changes. However, the Government also expect Police and Crime Commissioners to raise council tax precepts again next year to protect against further cuts to service and invest in proactive policing.

If this is done, additional money raised through council tax would provide the opportunity to reinvest in neighbourhood policing and targeted crime teams to address local issues that matter to people.

**INTERVIEWER:** please provide information from the table below if required:

If the maximum allowable increase is applied, the Police Precept for each property band will be as follows: Council tax bands (at £24 increase to Band D):

		Increase per week
	£	£
Band A	134.30	0.31
Band B	156.68	0.36
Band C	179.07	0.41
Band D	201.45	0.46
Band E	246.22	0.56
Band F	290.98	0.67
Band G	335.75	0.77
Band H	402.90	0.92

Q3 Are you willing to pay more council tax to support policing in your area?

**Prompt:** 40% of properties in Lancashire are a band A which would mean an increase of 31p per week. The average property nationally is band D which would be an increase of 46p per week.

- ☐ Yes  
☐ No  
☐ Don't know

Q4 Are there any additional comments you would like to provide?

Q5 How would you prefer to contact Lancashire Police to report a crime or incident in a **non-emergency**?

- ☐ Over the phone (e.g. 101)
- ☐ In person - at a police station
- ☐ Online - completing a form on the force website
- ☐ Online - chat facility on the force website
- ☐ Social media - please specify
- ☐ Other - please specify

Please specify social media:

Please specify other:

Finally, a couple of questions about yourself, so that we can understand the views of the whole range of people...

Q6 Please can I take your postcode?

Q7 Gender (do not ask)

- ☐ Male  
☐ Female

Q8 What age were you on your last birthday? (read out bands if necessary)

- ☐ 16 to 24  
☐ 25 to 34  
☐ 35 to 44  
☐ 45 to 54  
☐ 55 to 64  
☐ 65 to 74  
☐ 75 or above  
☐ Do not wish to say (don't read out)

Q9 What is your ethnic group? Are you Asian, Black, Chinese, of a mixed background, White, or of another ethnic group? And is that (read from list below as appropriate)

- ☐ Asian or Asian British - Indian  
☐ Asian or Asian British - Pakistani  
☐ Asian or Asian British - Bangladeshi  
☐ Asian or Asian British - Any other Asian background  
☐ Black or Black British - Caribbean  
☐ Black or Black British - African  
☐ Black or Black British - Any other Black background  
☐ Chinese  
☐ Mixed - White and Black Caribbean  
☐ Mixed - White and Black African  
☐ Mixed - White and Asian  
☐ Mixed - Any other mixed background  
☐ White - British  
☐ White - Irish  
☐ White - Any other White Background  
☐ Other ethnic group  
☐ Do not wish to say (don't read out)

Thank you for completing this survey

## 9.2 Online Script



# Precept Survey 2018

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Thank you for taking part in the Lancashire Police and Crime Commissioner Precept Survey. The Police and Crime Commissioner is seeking the views of residents who pay council tax in the Lancashire area regarding the 2019/20 council tax level for policing, so that the PCC can set a balanced budget which addresses the policing needs of Lancashire.

Social and Market Strategic Research (SMSR), is an independent research organisation who will process the results of this survey. SMSR adheres to the General Data Protection Regulation (GDPR) and all of your responses will be treated anonymously.

Please click NEXT to start the survey.

- Q1 Thinking of the issues you see in your local area, crime in Lancashire and the national commitments the police have to make, which of these do you think should be a high priority, a medium priority or a low priority for the police in Lancashire:

	High	Medium	Low
Investigating major crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tackling domestic abuse / violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads traffic policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tackling child abuse and sexual exploitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patrolling areas with regular reports of crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patrolling areas with low levels of reported crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Combatting terrorism / extremism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking early action to prevent crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressing local crime & antisocial behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide crime prevention and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer and respond promptly to non-emergency calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide information to you about policing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please specify other:

Since 2010 the budget allowed for policing in Lancashire has fallen significantly. During this period police officer and staff numbers have fallen by around 1150 and by 2022 we will have saved in excess of £100m off our annual budget.

The police budget funds the pay and costs of police officers and police staff across Lancashire. Most of the funding to pay for the police comes from the Government. However around 28% comes from council tax in the form of a precept on your bill.

The Government grant towards policing is increasing next year for the first time since 2010 which will help Lancashire Constabulary to meet the costs of government pension changes. However, the Government also expect Police and Crime Commissioners to raise council tax precepts again next year to protect against further cuts to service and invest in proactive policing.

If this is done, additional money raised through council tax would provide the opportunity to reinvest in neighbourhood policing and targeted crime teams to address local issues that matter to people.

40% of properties in Lancashire are a band A which would mean an increase of 31p per week. The average property nationally is band D which would be an increase of 46p per week.

Q2 Are you willing to pay more council tax to support policing in your area?

- ☐ Yes
- ☐ No
- ☐ Don't know

Q3 Are there any additional comments you would like to provide?

Q4 How would you **prefer** to contact Lancashire Police to report a crime or incident in a **non-emergency**?

- ☐ Over the phone (e.g. 101)
- ☐ In person - at a police station
- ☐ Online - completing a form on the force website
- ☐ Online - chat facility on the force website
- ☐ Social media - please specify
- ☐ Other - please specify

Please specify social media:

Please specify other:



Finally, a couple of questions about yourself, so that we can understand the views of the whole range of people...

Q5 Please can I take your postcode?

Q6 What is your gender?

- ☐ Male
- ☐ Female
- ☐ Other (please specify)
- ☐ Do not wish to say

Please specify other:

Q7 What age were you on your last birthday?

- ☐ 16 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or above
- ☐ Do not wish to say

Q8 What is your ethnic group?

- ☐ Asian or Asian British - Indian
- ☐ Asian or Asian British - Pakistani
- ☐ Asian or Asian British - Bangladeshi
- ☐ Asian or Asian British - Any other Asian background
- ☐ Black or Black British - Caribbean
- ☐ Black or Black British - African
- ☐ Black or Black British - Any other Black background
- ☐ Chinese
- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - White and Black African
- ☐ Mixed - White and Asian
- ☐ Mixed - Any other mixed background
- ☐ White - British
- ☐ White - Irish
- ☐ White - Any other White Background
- ☐ Other ethnic group
- ☐ Do not wish to say

Thank you for completing this survey  
Please click **SUBMIT** to send your answers