

# Confidence in the police complaints system:

a survey of the general population in 2009

# Table of contents

<b>Summary</b>	<b>5</b>
<b>Background</b>	<b>9</b>
<b>Main findings</b>	<b>10</b>
<b>1 Contact with and complaining about the police</b>	<b>10</b>
<b>2 Disincentives to making a complaint</b>	<b>13</b>
<b>3 Awareness of the IPCC</b>	<b>16</b>
<b>4 If the IPCC is thought to be part of the police</b>	<b>21</b>
<b>5 Confidence in the IPCC</b>	<b>22</b>
<b>6 Complaining</b>	<b>24</b>
<b>Discussion</b>	<b>28</b>
<b>List of tables</b>	
<i>Table 1:</i> Percentage who have contact and level of happiness with contact	<b>10</b>
<i>Table 2:</i> Percentage who have had contact by ethnicity	<b>10</b>
<i>Table 3:</i> Percentage of level of happiness with contact, by ethnicity	<b>11</b>
<i>Table 4:</i> Percentage of level of happiness with contact, by age	<b>11</b>
<i>Table 5:</i> Percentage who would complain if really unhappy about how a police officer had behaved towards them, OR handled a matter in which they were involved, by ethnicity	<b>12</b>
<i>Table 6:</i> Percentage who think they would not be taken seriously if they made a complaint	<b>13</b>
<i>Table 7:</i> Percentage who think that they would not be taken seriously if they made a complaint, by ethnicity	<b>13</b>

<i>Table 8:</i>	Attitudes towards complaining (disincentives), 2008-2009 comparisons	<b>14</b>
<i>Table 9:</i>	Attitudes towards complaining (disincentives), by ethnicity	<b>14</b>
<i>Table 10:</i>	Attitudes towards complaining and views of the IPCC	<b>15</b>
<i>Table 11:</i>	Whether heard of IPCC	<b>16</b>
<i>Table 12:</i>	Percentage – who had heard of IPCC by key subgroups	<b>17</b>
<i>Table 13:</i>	Penalty-Reward Analysis of awareness of the IPCC	<b>18</b>
<i>Table 14:</i>	Where respondents had heard of the IPCC	<b>20</b>
<i>Table 15:</i>	Whether believe IPCC is part of police	<b>21</b>
<i>Table 16:</i>	Confidence that IPCC would handle complaints about the police impartially	<b>22</b>
<i>Table 17:</i>	Percentage who believed they would be treated fairly by the IPCC if they complained	<b>23</b>
<i>Table 18:</i>	Percentage of where would go to make complaint against the police	<b>24</b>
<i>Table 19:</i>	Where would go to make complaint, by ethnicity	<b>24</b>
<i>Table 20:</i>	Percentage of how respondents would prefer to make a complaint	<b>25</b>
<i>Table 21:</i>	Percentage of how respondents would prefer to make a complaint by who they would complain to (main answers)	<b>25</b>
<i>Table 22:</i>	Percentage of source of media normally used for news	<b>26</b>
<i>Table 23:</i>	Percentage of media normally used for national news by key IPCC awareness subgroups	<b>27</b>
<i>Table B1:</i>	Breakdown of sample by demographic groups 2007, 2008 and 2009	<b>36</b>
<i>Table C1:</i>	Percentage of respondents who had contacted, or been contacted by, the police in the previous 12 months	<b>37</b>
<i>Table C2:</i>	Percentage of respondents who were happy or very happy with their contact with the police	<b>38</b>
<i>Table C3:</i>	Percentage of respondents stating that they would definitely or probably complain	<b>39</b>

<i>Table C4:</i> Percentage who thought they would not be taken seriously if they made a complaint	<b>40</b>
<i>Table C5:</i> Attitudes towards complaining – percentage admitting a disincentive, 2008-2009 comparisons	<b>40</b>
<i>Table C6:</i> Attitudes towards complaining – percentage admitting a disincentive by ethnicity	<b>41</b>
<i>Table C7:</i> Percentage who had heard of IPCC by key subgroups	<b>42</b>
<i>Table C8:</i> Penalty-Reward Analysis on awareness of the IPCC	<b>43</b>
<i>Table C9:</i> Percentage of where respondents had heard of IPCC by key subgroups	<b>44</b>
<i>Table C10:</i> Percentage who thought the IPCC thought was part of the police	<b>45</b>
<i>Table C11:</i> Percentage of where respondents would go to make a complaint against the police	<b>46</b>
<i>Table C12:</i> Percentage who were confident that the IPCC would deal with complaints impartially	<b>47</b>
<i>Table C13:</i> Percentage who believed they would be treated fairly by the IPCC if they complained	<b>48</b>
<i>Table C14:</i> Percentage of media respondents normally use for news	<b>49</b>

---

**List of figures**

<i>Figure 1:</i> Awareness of IPCC over time	<b>16</b>
<i>Figure 2:</i> Penalty – Reward Analysis on awareness of IPCC 2009	<b>19</b>

---

<b>Appendix A: the questionnaire</b>	<b>30</b>
<b>Appendix B: details of sample</b>	<b>33</b>
<b>Appendix C: additional tables</b>	<b>37</b>

# Summary

## Background

The Independent Police Complaints Commission (IPCC) was established in April 2004. A few months later it carried out its first survey of the adult population. This measured confidence in the complaints system and created some baseline figures of the general public's awareness of it and propensity to use it. In 2007 a subsequent study<sup>1</sup> was carried out to track changes and was followed by the third and fourth in the series in 2008 and 2009.

## Headline figures

The 2009 headline figures about contact with the police and complaining are close to those recorded in 2008. Thus, 27% had been in contact with police and 71% were happy or very happy with that contact – both figures within 1% of the 2008 figure. In addition, 59% would be prepared to make a complaint if having just cause, against 60% in 2008.

When we look back to 2004, however, it does seem as if there has been a very gradual increase over the four surveys in happiness with police contact: 65% (2004) to 67% (2007) to 70% (2008) to 71% this year, which is encouraging<sup>2</sup>. The level of happiness among 15-24 year olds is now only a few percentage points behind those of older age groups (51% versus 80% for 65 year olds in 2004, and now 64% versus 76%).

On the other hand, levels of happiness with police contact fluctuates more among ethnic minorities (especially in the Black community, who are the least content with their contact) and the amount of contacts still tends to lag that for White respondents. This also translates to preparedness to make a complaint. Just 50% ethnic minorities were prepared to make a complaint compared to 61% in the White community.

## Complaining and disincentives

In 2008 we experimented with a number of alternative presentations of questions connected with disincentives to complaining. We incorporated the most successful into the 2009 questionnaire.

White respondents were most concerned that nothing might be done about a complaint (48%). This was followed by not being sure how to complain and believing that they would not be taken seriously (both 36%).

1 The 2004 report, written by Docking and Bucke, can be found at [http://www.ipcc.gov.uk/confidence\\_survey.pdf](http://www.ipcc.gov.uk/confidence_survey.pdf) with the 2007 report, by Inglis & Shepherd, at [http://www.ipcc.gov.uk/second\\_confidence\\_survey.pdf](http://www.ipcc.gov.uk/second_confidence_survey.pdf) and the 2008 report at [http://www.ipcc.gov.uk/public\\_confidence\\_survey\\_2008.pdf](http://www.ipcc.gov.uk/public_confidence_survey_2008.pdf)

2 We should say, however, that because of the small changes only the differences between 2009 and 2004 (and 2008 and 2004) are statistically significant

Among ethnic minority respondents the levels for almost all the concerns were a little higher. A total of 48% were worried that it would take up too much of their time (twice that in the White community) and 46% that they would not be taken seriously (versus 36% for White respondents). They were also *much* more worried than White respondents about possible police harassment (40% versus 17%). Not knowing how to make a complaint (42% versus 36%) and thinking that nothing would be done as a result of the complaint (39% versus 48%) were not very different from the figures for their White counterparts.

These patterns were also observed in 2008, but the one large change in the 2009 figures was the increase (in all communities) for not believing that they would be taken seriously if they complained.

## Awareness and independence of the IPCC

Awareness of the IPCC was 62% in 2004. It rose from 64% in 2007 to 65% in 2008 and is now 67% in 2009. This very gradual improvement is only significant every second survey (e.g. 2008 versus 2004 and 2009 versus 2007), but complements the very gradual increase in satisfaction with police contact.

In contrast, the awareness level of the IPCC among ethnic minorities is just 43% versus 71% for White respondents. It is still weak among 25-34 year olds (53%), while the lowest awareness figure of all is for 15-24 year olds (29%). This margin of difference between the weak groups and their counterparts shows no particular signs of decreasing.

Most respondents (53%) said they owed their awareness to TV, well ahead of the 16% for newspapers and 10% for word of mouth. It has to be said that TV was much lower (and word of mouth higher) in two of the lowest awareness subgroups, 15-24 year olds and ethnic minorities.

As in previous studies we asked respondents whether the IPCC was part of the police or not. The results here were almost identical to those in 2007 and 2008. The great majority (69%) thought it was independent with only 26% thinking it part of the police, rising to 33% and 36% respectively among socio-economic groups D and E (the lowest socio-economic groups) and ethnic minority respondents (with Black respondents highest of all).

## Impartiality and fairness

A key area is public confidence in the IPCC. In 2009 67% were fairly/very confident that complaints against the police would be handled impartially (similar to 65% in 2008 and 67% in 2007). As stated in the last report, only a tiny proportion (16%) was *very* confident against 51% *fairly* confident. So much work remains to be done to improve confidence, while the figure for ethnic minorities continues to lag that for White respondents (56% versus 69%).

Respondents were asked if the IPCC would treat a complaint against the police fairly. As before a very high proportion - 86% - said yes (88% in both 2007 and 2008). For White respondents the figure was 88%, but just 72% among ethnic minority respondents.

## Means of complaining and media consumption

A total of 47% of respondents said they would go directly to their local police force if they wished to make a complaint, a long way ahead of the 19% who would go to a Consumer Advice Bureau. A total of 15% mentioned going to the IPCC – somewhat more than the 9% who would go to ‘an independent complaints body’ in 2007. Ethnic minorities were however much less inclined to go to the police (24%, versus 50% of the White population), tending instead to favour more neutral local bodies like a solicitor or their local council.

In general, respondents would make their complaint face to face (45% - double the numbers for phone or letter). Relatively few chose email (8%) or an online form (5%). Among ethnic minorities, face to face was only 24% but still the top answer.

We asked people about which media they used for national and regional news. National news gave the sharper picture: 78% got their national news from TV, versus 44% from newspapers, 31% radio, 23% from internet websites and 10% via teletext. It was noticeable, however, that the two lowest awareness subgroups, 15-24 year olds and ethnic minorities, had slightly different patterns in which online media were more prominent. It may be useful to use the latter – a stronger presence in social/networking websites for example – to improve the awareness and image of the IPCC in these hard to reach groups.

**Ethnic minorities:** Whereas in 2008 there seemed some signs of improvement, in 2009 the message is much more mixed. As in previous years ethnic minorities are still less confident that they would be treated fairly or impartially. Compared to previous years, they are more fearful than White people of not being taken seriously, that complaining would be a very time intensive business and it could involve potential harassment afterwards. It is no surprise therefore that they would be less likely to make such a complaint and if they were to complain they would be less likely to want to go to the police station to complain in person. More resources need to be spent here to enhance the awareness of the IPCC and in particular, its independence.

**15-24 year olds:** Very little progress has been made in increasing the awareness of 15-24 year olds about the IPCC, where it lags well behind all other age groups. It is time to seek other ways of reaching 15-24 year olds, possibly through social/networking sites and other online media.

## Final comments

Last year the IPCC appeared to be making progress in terms of the figures for the least informed subgroups (such as ethnic minorities and 15-24 year olds). They appeared to be slowly catching up with those for the more aware subgroups. The results this year are mixed. What we can say is that there is still a very large difference between White and ethnic minority respondents in terms of awareness and trust.

We are aware that the IPCC has done work to try and engage with these groups and improve awareness and perceptions. However, any work conducted to date does not appear to have had the desired impact with the gap between the least and most informed groups remaining. The IPCC needs to continue work to try and address this and see *if* the gap can be closed and whether they can make a difference to how these groups feel about the complaints system. Past research has shown that views of the complaints system and the IPCC among some of the most disengaged groups were strongly informed by their

contact with and perceptions of the police<sup>3</sup>. It therefore remains to be seen whether it is possible for the IPCC to completely close the gap in the figures.

This summary is followed by the background to the survey, the main findings and discussion, the 2009 questionnaire in Appendix A, and more detailed tables, including fuller demographic breakdowns, in Appendix C.

<sup>3</sup> Wake, R., Simpson, C., Homes, A. and Ballantyne, J. (2007): Public Perceptions of the police complaints system. IPCC Research and Statistics Series: Paper 6



# Background

Characterised as one of the ‘three pillars of police accountability’, the police complaints system must necessarily be independent, impartial and transparent. However, the last few decades have revealed a lack of public faith in this system. In a guardianship capacity, the IPCC has therefore been entrusted with a public responsibility to oversee the police complaints system, a statutory duty to raise public confidence and an obligation to measure, monitor and where necessary, seek to improve the existing system.

To enable the IPCC to achieve these objectives, it commissioned BMRB Face to Face Omnibus to conduct studies in 2004, 2007, 2008 and 2009. It used the same methodology; interviewing a representative sample of close to 4000 adults aged 15+, in England and Wales<sup>4</sup>. Fieldwork was carried out from 5 - 18 November 2009.

The survey began by asking respondents if they had contacted, or been contacted, by the police in the past 12 months. Those having had contact were asked how happy they were with it. The sample were asked how likely they were to make a complaint about the police if they had just cause. They were then asked a series of questions designed to identify disincentives to complaining about the police.

They were asked about whether they had heard of the IPCC, and if they thought it was part of the police. They were also asked whether complaints against the police would be handled impartially by the IPCC, and whether respondents could expect that any complaints they might make would be handled fairly.

As in previous years, the results were correctively weighted to represent adults aged 15+ in England and Wales. We have highlighted in the text differences statistically significant at the 95% level of confidence. For the sake of clarity, we have generally restricted ourselves to highlighting differences between 2009 figures and other years, rather than, for example, between 2004 and 2007. Percentages are those for total sample, unless mentioned otherwise in the tables.

<sup>4</sup> In 2004 and 2007 an additional boost of several hundred ethnic minority respondents was included which was not repeated in 2008 and 2009.

# Main Findings

## 1 Contact with and complaining about the police

We began the interview proper by asking about recent contact with the police: what proportion of people had had recent contact with the police, and how satisfactory had it been.

In Table 1 we see a very even level of contact with the police across the four studies (27%-28%), while confidence in that contact appears to be inching its way higher, year on year. The differences are so small that the 2009 figure is only significantly different from the 2004 figure, but it seems a reasonable inference that we have a pattern of gradual improvement.

*Table 1: Percentage who have contact and level of happiness with contact*

<b>If contacted, or been contacted by the police in the last 12 months</b>	<b>2004</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Yes	27	28	28	27

Note: Sample sizes 2004: 4809, 2007: 4569, 2008: 3702, and 2009: 3725

<b>If happy/very happy with their contact</b>	<b>2004</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Happy/very happy	65*	67	70	71*

Note: Sample sizes 2004: 1219, 2007: 1195, 2008: 1016, and 2009: 983

\*= significant differences at the 95% level of confidence

However Table 2 shows that contact with the police remains somewhat lower in ethnic minority communities, especially Asian communities.

*Table 2: Percentage who have had contact by ethnicity*

<b>If contacted, or been contacted by the police in the last 12 months</b>	<b>2004</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Asian	18	13	20	15
Black	22	23	21	23
Other	28	24	27	18
<b>Total ethnic minority</b>	<b>20</b>	<b>18</b>	<b>22</b>	<b>18</b>
White	28	30	29	28

Note: Sample sizes 2004: 4809, 2007: 4569, 2008: 3702, and 2009: 3725

The data suggests that satisfaction levels among ethnic minority respondents lag a few percentage points behind their White colleagues (see Table 3). This difference was only large enough to be statistically significant at the 95% level in the 2007 data.

Figures for Asian respondents tended to be closest to those of White respondents (both were 71% in 2009), but tended to fluctuate (thus both 2004 and 2009 figures were 71%). Levels among Black and Other groups, with their smaller base sizes, had larger fluctuations.

Thus, we cannot say that the data for ethnic minorities form an obvious pattern. For White respondents, on the other hand, it seems that there is a very gradual year on year improvement (for the 2009 data, only the difference between it and the lowest figure is statistically significant).

Table 3: Percentage of level of happiness with contact, by ethnicity

% happy/very happy with contact	2004	2007	2008	2009
Asian	71	59*	74*	71
Black	55	43*	64*	51
Other	50	52	54	69
<b>Total ethnic minority</b>	<b>61</b>	<b>51*</b>	<b>67</b>	<b>61*</b>
White	65*	68	70	71*

Note: Sample sizes 2004: 1219, 2007: 1195, 2008: 1016, and 2009: 983

\*= significant differences at the 95% level of confidence

Table 4 shows that originally, satisfaction levels for 15-34 year olds were lower than for other age groups, with 65+ year olds being most content with police contact. It looks as though the gap for 15-24 year olds has narrowed, while 25-34 year olds have caught up with the age groups above them.

Table 4: Percentage of level of happiness with contact, by age

% happy/very happy with contact	2004	2007	2008	2009
15-24	51*	57	66*	64
25-34	59*	67	69	72*
35-44	68	63	68	72
45-54	67	70	74	72
55-64	72	72	67	70
65+	80	77	77	76

Note: Sample sizes 2004: 1219, 2007: 1195, 2008: 1016, and 2009: 983

\*= significant differences at the 95% level of confidence

We turned to the likelihood of making a complaint, if one had due cause (see Table 5). The proportion likely to complain remained at a similar level in 2009 overall and by ethnic groupings. Thus, fewer ethnic minorities than White respondents would make a complaint (50% versus 61%).

**Table 5: Percentage who would complain if really unhappy about how a police officer had behaved towards them, OR handled a matter in which they were involved, by ethnicity**

<b>% definitely/probably would complain</b>	<b>2008</b>	<b>2009</b>
Asian	51	47
Black	54	52
Other	54	57
<b>Total ethnic minorities</b>	<b>52*</b>	<b>50*</b>
White	60*	61*
<b>Total sample</b>	<b>60</b>	<b>59</b>

Note: Sample sizes 2008: 3702, and 2009: 3725

In 2008 and 2009 the scale begins 'I definitely would not complain' compared to beginning with 'I definitely would complain' which was used in 2004 and 2007 so this table only shows the most recent years.

\*= significant differences at the 95% level of confidence between White and ethnic minority

## 2 Disincentives to making a complaint

We asked about whether respondents thought they would not be taken seriously if they complained. This question was last asked in 2007; the 2008 survey asked a similar question but the wording was different and is therefore not directly comparable. The figures presented in Table 6 suggest that there has been a deterioration in this position since then, while people have been more inclined to take up entrenched positions (positive and negative: more *agree strongly* and *disagree strongly*).

**Table 6: Percentage who think they would not be taken seriously if they made a complaint**

	2007	2009
Strongly agree	6	11
Agree	23	26
Neither nor	25	23
Disagree	37	22
Strongly disagree	7	17
<b>Total negative view</b>	<b>30*</b>	<b>38*</b>
<b>Total positive view</b>	<b>44*</b>	<b>38*</b>

Note: Sample size in 2007: 4569, and 2009: 3725

\*= significant differences between 2007 and 2009 figures at the 95% level of confidence

This increased scepticism about being taken seriously has occurred across all ethnic groups (see Table 7).

**Table 7: Percentage who think that they would not be taken seriously if they made a complaint, by ethnicity**

% definitely/probably would complain	2007	2009
Asian	35*	46*
Black	37*	48*
Other	30	42
<b>Total ethnic minorities</b>	<b>36*</b>	<b>46*</b>
White	29*	37*

Note: Sample size in 2007: 4569, and 2009: 3725

\*= significant differences between 2007 and 2009 figures at the 95% level of confidence

The disincentive questions presented in Table 8 were chosen as a result of experimenting with the question wording of last year's survey. The general levels of these disincentives were around the same level as in 2008. This means that the most common disincentives to making a complaint are scepticism that something would be done and the linked idea of not being taken seriously.

Table 8: Attitudes towards complaining (disincentives), 2008-2009 comparisons

	% agreeing 2008	% agreeing 2009
Very/quite unlikely that something would be done as a result of complaint	45	47
I don't think/definitely don't know how to make a complaint	38	37
Not very/not at all worried it would take up to much of my time to complain	25	26
I'd be very/fairly worried about police harassment or other consequences	18	20

Note: Sample sizes: 2008: 1892, and 2009: 3725

We still see some telling differences between White and ethnic minority respondents: White respondents remain more sceptical about whether anything would be done as a result of their complaint. Whereas ethnic minority respondents were clearly more fearful of not being taken seriously, that complaining would take up an awful lot of their time, and that possible police harassment might follow it.

Table 9: Attitudes towards complaining (disincentives), by ethnicity

	Total White		Total ethnic minority	
	% agreeing 2008	% agreeing 2009	% agreeing 2008	% agreeing 2009
Nothing would be done as a result of complaint	46 <sup>^</sup>	48 <sup>^</sup>	34 <sup>^</sup>	39 <sup>^</sup>
Do not know how to make a complaint	38	36	37	42
Will not be taken seriously (2007 and 2009)	29 <sup>*^</sup>	36 <sup>*^</sup>	37 <sup>*^</sup>	46 <sup>*^</sup>
Will take up too much of my time	22 <sup>^</sup>	23 <sup>^</sup>	45 <sup>^</sup>	48 <sup>^</sup>
Fears of police harassment or other consequences	15 <sup>^</sup>	17 <sup>^</sup>	37 <sup>^</sup>	40 <sup>^</sup>

Note: Sample sizes: 2007: 4569, 2008: 1810 and 2892, and 2009: 3725

\*= significant differences at the 95% level of confidence between 2008 and 2009

<sup>^</sup>= significant differences at the 95% level of confidence between the relevant white and ethnic minority subgroups

We thought it also useful to show these results by level of awareness about the IPCC. We therefore compared those who had heard of the IPCC and thought it independent with those who had heard of it and thought it part of the police, and those unaware of the IPCC<sup>5</sup>.

Table 10 shows those who thought the IPCC independent of the police were rather less likely than those who thought it part of the police to be troubled by any of the disincentives. This was especially true for those concerning not being taken seriously and suffering any subsequent harassment as a result of complaining.

Those people not aware of the IPCC were less confident about how to go about complaining and were also more troubled by the other main disincentives (apart from scepticism about nothing being done as a result of a complaint - widespread across all sections of the populace).

5 The IPCC is independent of the police and therefore that would be 'correct' perception.

These figures remind us once again how important it is that everyone knows about the IPCC, and in particular, that it is worth investing resources to make people aware (and to remind those that have forgotten) of the IPCC’s independence.

Table 10: Attitudes towards complaining and views of the IPCC

% admitting a disincentive	Thought IPCC was part of police	Thought IPCC was independent	Not heard of IPCC
Nothing would be done as a result of complaint	51*	44*	48
Not know how to make a complaint	37*	29*	48*
Not taken seriously	43*	31*	46*
Take up too much of my time	29*	20*	34*
Police harassment or other consequences	25*	12*	29*

\*= significant differences at the 95% level of confidence

### 3 Awareness of the IPCC

As in past surveys, we asked respondents if they had heard of the IPCC. The findings presented in Table 11 suggest that there is a very slight increase in awareness year on year. The increase is so gradual that against 2009 only the differences between 2009 and 2004 and 2007 are large enough to be significant at the 95% level of confidence.

Table 11: Whether heard of IPCC

	2004 %	2007 %	2008 %	2009 %
Yes	62*	64*	66	67*
No	38	36	34	33
Don't know	^	^	^	^

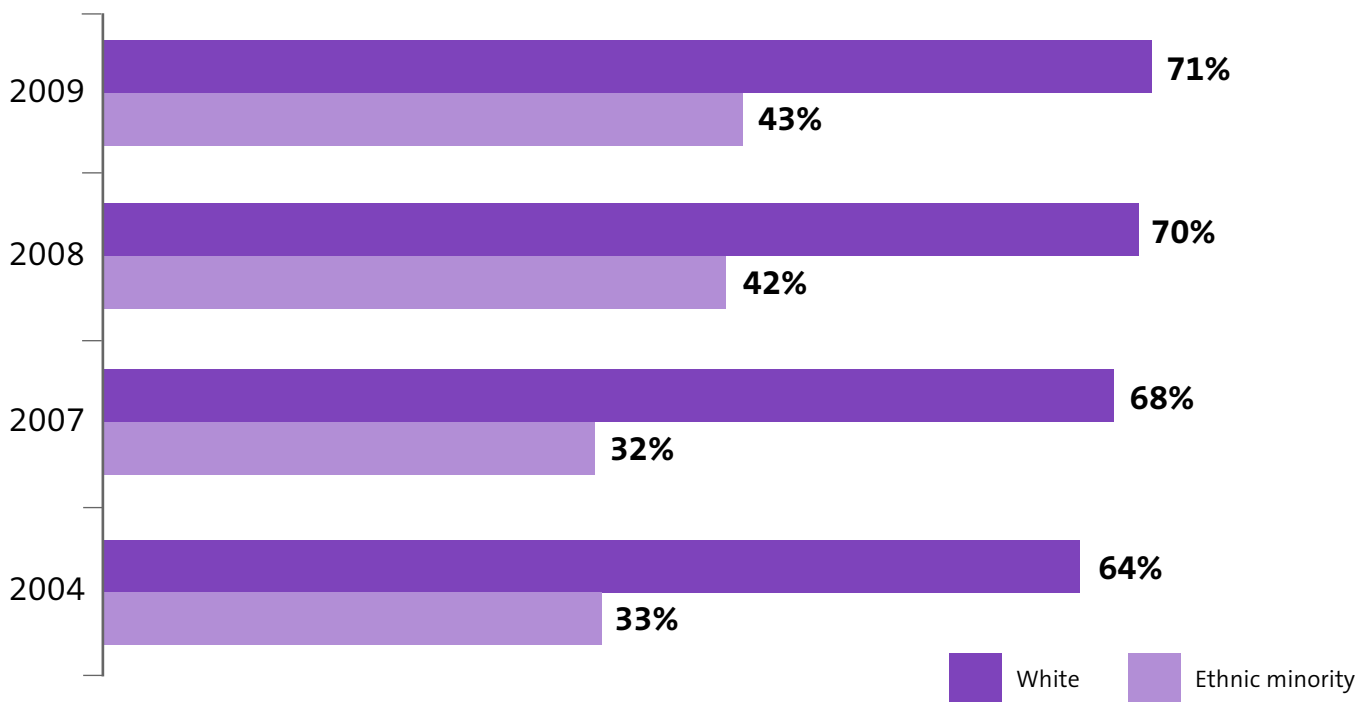
Note: Sample sizes 2004: 4809, 2007: 4569, 2008: 3702, and 2009: 3725

^=less than 0.5%

\*= significant differences at the 95% level of confidence

We can see from Figure 1 that awareness has continued to increase among both White and ethnic minority respondents. However, the level of awareness is still much lower among ethnic minorities than among white people.

Figure 1: Awareness of IPCC over time





Looking at all the subgroups we see that the ongoing pattern is one of substantially weaker awareness among ethnic minorities and 15-34s (especially among Asian and 15-24 year old respondents) with slightly lower awareness also among women and lower socio-economic groups. These results continue into 2009 with little change.

Table 12: Percentage – who had heard of IPCC by key subgroups

If heard of IPCC	2004	2007	2008	2009
<b>Gender</b>				
Male	65	68	71	71
Female	59	59	61	63
<b>Socio-economic groups</b>				
AB	74	75	80	79
C1	63*	69	69	69*
C2	61	64	61	65
D	51	50	49	52
E	45	44	54	53
<b>Standard Region</b>				
London	45	44*	57*	53
South east	70	69	70	71
South west	69	70	81	74
Wales	62	65	62	65
East Anglia	69	71	63	71
East Mids	70	70	67	73
West Mids	54	65	69	67
North West,	58	64	59	64
Yorks/Humber	62	63	65	66
North	63	66	64	71
<b>Age</b>				
15-24	21*	28	26	29*
25-34	55	49*	58*	53
35-44	70	71	72	74
45-54	79	79	79	82
55-64	82	82	84	86
65+	64*	69*	75	77*
<b>Ethnicity</b>				
Asian	27	24*	34	35*
Black	36	42*	55*	49
Other	43	38	50	57*
White	64*	68	70	71*
<b>Total ethnic minority</b>	<b>33</b>	<b>32*</b>	<b>42*</b>	<b>43*</b>

Note: Sample sizes 2004: 4809, 2007: 4569, 2008: 3702, and 2009: 3725

\*= significant differences at the 95% level of confidence

We can see them demonstrated in another way via Penalty-Reward Analysis (also called MCA or Multiple Classification Analysis). Similar to Key Driver Analysis (Multiple Regression), this seeks to assess which of a number of factors have most influence on a particular answer, in this case the level of awareness about the IPCC. It produces a series of coefficients, between 0.0 and 1.0, that show relative level of influence. In this case we sought to see which of gender, age group, ethnicity, socio-economic group or region had the strongest influence on the level of awareness about the IPCC.

Table 13: Penalty-Reward Analysis of awareness of the IPCC

	2007	2008	2009
$R^2$	0.23	0.24	0.23
Age group	<b>0.33</b>	<b>0.38</b>	<b>0.38</b>
Socio-economic group	0.19	0.19	0.15
Ethnicity	0.18	0.14	0.15
Gender	0.11	0.12	0.11
Standard region	0.06	0.04	0.05

Table 13 shows that that the 2009 results were very similar to those for 2007 and 2008.

Hence, the greatest influence on awareness of the IPCC is age group (coefficient of 0.38) followed by socio-economic group and ethnicity. Both gender and standard region were rather less impactful areas as far as awareness is concerned. We suspected the latter from the raw figures we had seen before, but this analysis also shows the relative impact of each answer within each subgroup. Hence, we can look at the effects of being 25-54 years old, or living in London, for example. This is presented in Figure 2.

If we look at the analysis line-by-line, we see a ‘Penalty’ (simply meaning a negative difference) of -14% for socio-economic group E, and a Reward (positive difference) of 7% for socio-economic group AB. What these figures mean is that if everyone was to become a member of socio-economic group E then the awareness would drop by 14% to 53%. In the same way, if everyone was to become a member of socio-economic groups AB then the awareness of the IPCC would go up 7% to 74%. This chart lends itself to being represented visually; we simply have to look at the sizes of the different shaded bars to find out which groups are dragging down or pulling up awareness.

The largest single Penalty is associated with being 15-24 years old (-35%; if everyone was 15-24 years old and we kept everything else steady then awareness would go down to 32%). We can see why age group was such an important factor. Being 25-34 years old was also associated with lower levels of awareness, while those who were over 35 years old generally had above average awareness.

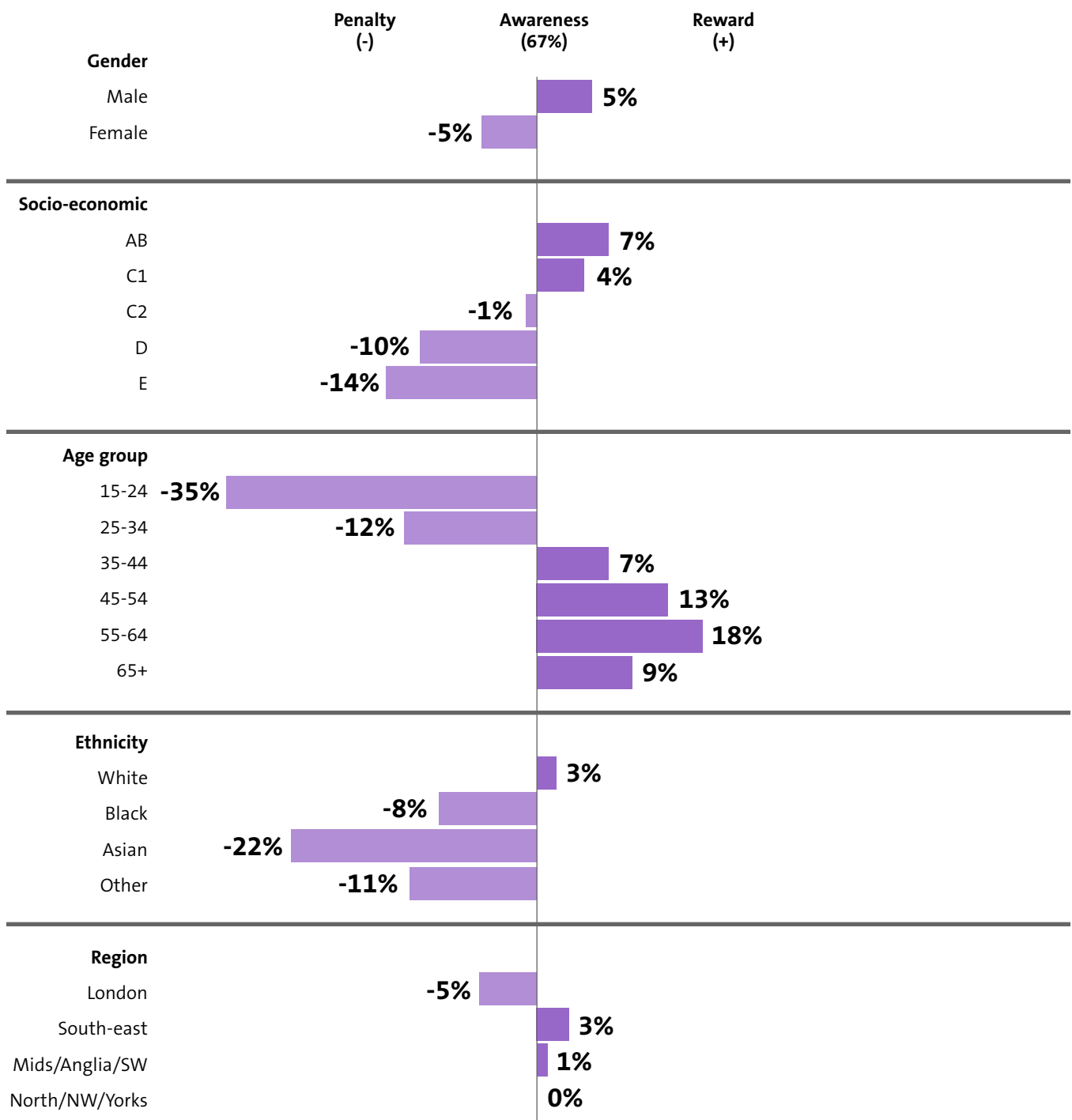
We also see large differences for socio-economic groups D and E, so the high overall effect for socio-economic group as a factor derived from these low awareness levels.

In terms of ethnicity it is clear that low awareness among Asian respondents is the key factor driving the score for the ethnicity factor, while there is very little contribution from region when we take other factors into consideration.

In summary:

- Age group is the most important subgroup because of the very low awareness among 15-24 year olds (and to an extent 25-34 year olds).
- Socio-economic group is a key factor because groups D and E drag down the overall awareness level.
- Ethnicity is important because of the low awareness in ethnic minority communities (especially among Asian respondents).
- Differences among gender and region were small in contrast with the above factors.

Figure 2: Penalty – Reward Analysis on awareness of IPCC 2009



We asked the sample where they had gained their awareness of the IPCC (see Table 14). The great majority of respondents assumed they had first heard of it from TV, followed by newspapers, word of mouth and radio. A few heard of it directly from the police. TV was less likely to be the source among some of the low awareness groups, such as 15-24s and ethnic minorities (35% and 38% respectively – and compensated to a small degree by more word of mouth awareness: 22% and 15% respectively). In order to increase awareness among the latter groups, it would be wise to look for more targeted media.

Table 14: **Where respondents had heard of the IPCC**

<b>% aware of IPCC</b>	<b>2009 %</b>
On TV	53
In newspapers	16
By word of mouth	10
On the radio	7
Through police/at police station	5
IPCC website	1

Note: Sample size in 2000: 2409; other answers 1% or less

## 4 If the IPCC is thought to be part of the police

We asked people if they thought that the IPCC was part of the police or not. We suspected that those thinking the IPCC was independent of the police would be highest among socio-economic groups AB and C1 and White respondents, and lower among ethnic minorities (especially in the Black community) and socio-economic groups D and E as before.

Table 15 shows that only a minority (26%) who had heard of the IPCC thought it part of the police, and the figures are almost identical to those found in previous years.

Table 15: Whether believe IPCC is part of police

% if thought IPCC part of police	2004	2007	2008	2009
Part of police	30*	26*	27	26*
Not part of police	64	69	68	69
Don't know	6	5	5	5

Tables 15a and b show that Black respondents and socio-economic group E are those most likely to think the IPCC part of the police. It looks as though there have been some improvements for socio-economic groups D and C2 and for Asian respondents. However, it is especially disappointing that the proportion of Black respondents thinking the IPCC part of the police is no lower than it was in 2004<sup>6</sup>.

Table 15a

% If thought IPCC part of police by ethnicity	2004	2007	2008	2009
Asian	49	32	34	30
Black	42	38	37	47
Other	35	37	27	33
White	29	25	26	25

Note: Sample size in 2004: 2631, 2007: 2544, 2008: 2371, and 2009: 2409

\*= significant differences at the 95% level of confidence

Table 15b

% If thought IPCC part of police by socio-economic group	2004	2007	2008	2009
AB	26	22	20	20
C1	25	21	27	25
C2	34	29	27	31
D	37	36	36	32
E	35	37	36	35

Note: Sample size in 2004: 2631, 2007: 2544, 2008: 2371, and 2009: 2409

\*= significant differences at the 95% level of confidence

6 Bearing in mind the small sample sizes e.g. there were 74 black respondents in 2009 aware of the IPCC

## 5 Confidence in the IPCC

We asked people generally whether the IPCC would deal with complaints against the police impartially, and then personalised it by asking respondents if they made a complaint whether they thought would it be treated fairly.

Table 16 shows that two-thirds of our sample felt that complaints against the IPCC would be dealt with impartially, but as in previous years, most were only ‘fairly’ confident (51%) rather than ‘very’ confident (16%)<sup>7</sup>. Ethnic minority groups (17% not very/not at all confident, just 56% confident) had somewhat lower confidence than the White section of the population (10% not very/not at all confident, 69% confident), as we might have surmised from the other evidence.

**Table 16: Confidence that IPCC would handle complaints about the police impartially**

<b>% confidence in impartiality</b>	<b>2004</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Very confident	15	14	14	16
Fairly confident	50	53	51	51
Neither confident nor unconfident	22	22	22	20
Not very confident	9	8	9	9
Not at all confident	2	2	2	2
Don't know	2	1	2	1
<b>Total very/fairly confident</b>	<b>65</b>	<b>67</b>	<b>65</b>	<b>67</b>

<b>% very/fairly confident by ethnicity</b>	<b>2004</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Asian	57	59	54	50
Black	50	56	55	66
Other	50	54	44	56
<b>Total ethnic minority</b>	<b>53</b>	<b>57</b>	<b>53</b>	<b>56</b>
White	66	68	67	69

Note: Sample size in 2004: 2631, 2007: 2544, 2008: 2371, and 2009: 2409

\*= significant differences at the 95% level of confidence

Table 17 shows that 86% of those aware of the IPCC expected to be treated fairly. This is close to the value seen in previous years.

Expectations were again lower among ethnic minorities and those who thought the IPCC was part of the police. The margin of difference was widest of all between ethnic minorities thinking the IPCC part of the police, of whom only 62% expected fair treatment and White respondents who thought the IPCC independent of the police, of whom 91% expected to be treated fairly.

<sup>7</sup> It is important to look at very and fairly confident separately because the ultimate aim must be for everyone to instantly respond, with no hesitation, that they were “very confident” about the IPCC’s impartiality, rather than hesitantly answer “fairly confident”. In other situations, e.g. how happy about the way one has been treated when making a complaint it’s sufficient to look at the combined happy/very happy figure.

Table 17: Percentage who believed they would be treated fairly by the IPCC if they complained

	2004	2007	2008	2009
Yes	86	88	88	86
No	8	8	8	8
Don't know	6	4	4	5
<b>% yes by ethnicity</b>	<b>2004</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Asian	77	74	82	77
Black	64	64	75	64
Other	80	82	66	72
<b>Total ethnic minority</b>	<b>72</b>	<b>71</b>	<b>77</b>	<b>72</b>
White	87	89	89	88

Note: Sample size in 2004: 2631, 2007: 2544, 2008: 2371, and 2009: 2409

## 6 Complaining

We gave people a list of possible answers and asked 'Imagine you did want to make a complaint about the police, which ONE of the following would you be most likely to contact?' By far the majority answer was going direct to the police force concerned (see Table 18). This was followed by the Citizens Advice Bureau and the IPCC itself, with smaller numbers opting for solicitors or community organisations.

Table 18: Percentage of where would go to make complaint against the police

	2007 %	2009 %
The police force concerned/local police station	61	47
Consumer Advice Bureau/law centre	19	19
IPCC (in 2007: 'an independent complaints body')	9	15
A solicitor	8	9
Local council	N/A	5
A community organisation or Race Equality Council	1	1

Note: Sample size in 2007: 4569, and 2009: 3725; other answers 1% or less

It is worth comparing the answers in 2007 and 2009, although the 2007 question had a slightly different list of prompts which did not include local council or specify that the IPCC was the independent body referred to. The data would suggest, however, that the number thinking about the IPCC when needing to make a complaint about the police has gone up a fraction and it is likely that this correlates with some of the decline in opting for 'go to police station'.

Table 19 shows that fewer ethnic minorities (especially in 2009: 24%) would go directly to the police compared to previous years. Instead they preferred alternative options such as solicitors or local authorities. It does look as though ethnic minorities are even less enthusiastic about complaining at a police station in 2009 than in the past.

It was interesting, however, that going to the IPCC in 2009 was about the same in both White and ethnic minority communities, but higher among those who believed the IPCC was independent of the police (23% versus 14% for those thinking it was part of the police).

Table 19: Where would go to make complaint, by ethnicity

	Total White		Total ethnic minority	
	% agreeing 2007	% agreeing 2009	% agreeing 2007	% agreeing 2009
The police force concerned/local police station	63	50*	49	24*
Consumer Advice Bureau/law centre	18	19	22	17
IPCC (in 2007: 'an independent complaints body')	9	16	9	15
A solicitor	7	8	10	17
Local council	NA	3	NA	18

Note: Sample size in 2007: 4569, and 2009: 3725

\*= significant differences at the 95% level of confidence



How would they prefer to make a complaint about the police? Table 20 shows that most people’s preferred method was to complain in person. This was about twice as popular as writing a letter or using the telephone. Few were attracted by the idea of an online form. At one end of the socio-economic spectrum groups D (59%) and E (55%) were much more likely to go in person to complain, but 30% of group AB would take the old fashioned letter writing approach.

Table 20: Percentage of how respondents would prefer to make a complaint

	2009
Face to face	45
Letter	22
Telephone	19
Email	8
Online form	5
Don’t know	1

Note: Sample size in 2007: 4569, and 2009: 3725; other answers 1% or less

For many of the ‘who’ answers the obvious method was simply to go along to the relevant office or station and speak directly to someone (see Table 21). There was unlikely to be a conveniently local IPCC office, and so the unpopular online form became more of an option here.

Table 21: Percentage of how respondents would prefer to make a complaint by who they would complain to (main answers)

	Police force	CAB/ lawyer	IPCC	Solicitor	Local council
<b>Unweighted N</b>	<b>1732</b>	<b>714</b>	<b>575</b>	<b>330</b>	<b>194</b>
Face to face	50	49	<b>24*</b>	57	38
Letter	21	26	26	21	18
Telephone	20	15	25	13	23
Email	6	7	13	5	16
Online form	4	5	<b>12</b>	3	5

Note: Sample size in 2009: 3725

\*= significant differences at the 95% level of confidence

We asked the sample which media they normally used for national and regional news (see Table 22). Taking first national news, TV was still most people’s first choice either alone or combined with newspapers, but both of these now have an older bias, and are most dominant among the over 55 year olds. Radio (slightly higher among the 35-64 year olds) is in third place, but has been overtaken by internet websites among 15-34 year olds. Teletext/red button was the choice of 10%, peaking among 35-64 year olds. Small numbers referred to friends, social/networking websites or magazines. For regional news we see the same themes repeated, although some of the newer media have not yet created as strong a presence here.

We sought to look at differences in awareness by which news sources were used. An average of 71% of those who use traditional news media (TV, newspaper, radio and teletext) were aware of the IPCC, versus an average of 53% for those whose news came from non-traditional sources (friends/family, social networking sites and magazines).

On the other hand, when we added these variables into the Penalty-Reward Analysis used earlier on IPCC awareness, we found that any Penalties and Rewards on IPCC awareness created by these news sources were dwarfed by those from age group, ethnicity and other demographics.

Table 22: Percentages of source of media normally used for news

	National news	Regional news
TV	78	68
Newspapers	44	43
Radio	31	25
Internet websites	23	10
TV Teletext/red button	10	4
Friend/family	6	8
Social/networking websites like Facebook	4	2
Magazines	4	2
Colleagues	2	2

Thus, the battle to increase awareness shifts back to demography and the media consumption of key subgroups. We have therefore highlighted the news sources used for two of the key low awareness subgroups for the IPCC: 15-24 year olds and ethnic minorities (see Table 23).

Among **15-24 year olds** TV was still the favourite, with newspapers just retaining second place over internet website. A quarter turned to radio, but friends/family and social/networking sites were both enhanced at 11% each.

Among **ethnic minorities** the top two were the same, with internet website (fractionally above the figure for Whites, i.e. 26% to 22%) also third. Radio was much reduced (18% compared to 33% for the White populace).

Table 23: Percentages of media normally used for national news by key IPCC awareness subgroups

	15-24 age group N = 521	Ethnic minorities N = 552
TV	67	74
Newspapers	39	39
Radio	24	<b>18*</b>
Internet websites	<b>36</b>	<b>26</b>
TV Teletext/red button	8	7
Friend/family	<b>11</b>	9
Social/networking websites like Facebook	<b>11</b>	4
Magazines	6	5
Colleagues	2	2

Note: Sample size in 2007: 4569, and 2009: 3725; other answers 1% or less

\*= significant differences at the 95% level of confidence

This would suggest that work on increasing the presence of the IPCC in news websites or social/networking websites<sup>8</sup>, might pay dividends in increasing awareness of the IPCC and belief in its independence.

8 The IPCC News Twitter page is constantly updated with new reports, but will not have an active role in enhancing the notion of independence.

# Discussion

When we look at the key figures for all English and Welsh citizens they are broadly similar to those in 2008. Awareness of the IPCC seems to be continuing its very gradual upwards progress, while figures for confidence in the impartiality of the IPCC, the likelihood of it treating claims fairly and satisfaction with contact with the police are all at similar levels.

There did appear to be a slightly increased number of people thinking that they would not be taken seriously if they complained to the IPCC, but this may turn out to be nothing more than a blip.<sup>9</sup>

These all-respondents figures conceal a familiar recurrent problem. Ethnic minorities are a *very* long way behind their White counterparts in many areas of trust, as are 15-24 year olds in terms of awareness.

In 2008 there was a glimmer of hope that the gap between White and ethnic minorities was narrowing. The following figures represent the *differences* between ethnic minority and White percentages for a number of the key questions (given as White percentage minus percentage for ethnic minority; all differences significant at the 95% level).

- higher White confidence in impartiality: White respondents 13% higher in 2004, 11% in 2007, 14% in 2008, and 13% higher in 2009
- higher White belief in being treated fairly: 15%, 18%, 12%, and 16% higher
- higher White awareness of the IPCC: 31%, 36%, 28%, and 28% higher
- fewer White respondents erroneously thinking the IPCC part of the police: -14%, -11%, -7%, and -11% (minus signs indicating ethnic minorities higher)
- lower fear among White people of police harassment following a complaint (2008 and 2009 only): -20%, and -23% higher
- lower fear among White people of a complaint taking up too much of my time (2008 and 2009 only): -23%, and -25%

The point is that the differences are large, and when looked at as a sequence of four surveys, there is no consistent trend. In other words, the gap in trust between White and ethnic minority respondents is not getting any smaller. In addition there was a huge difference in the proportions of White (50%) and ethnic minorities (24%) in terms of opting to go to the police as their first point of contact in making a complaint. All subgroups would prefer to complain in person. For White respondents this would generally be at a police station, but it was more likely to mean a Consumer Advice Bureau, solicitor or local council office for ethnic minorities. Online forms were the least popular method: those likely to complain to the

<sup>9</sup> Comparison of the figures was between 2009 and 2007 not 2008 and there may have been a fractionally different presentation of the question.

IPCC were however slightly more tolerant of it as there were unlikely to be convenient IPCC local offices.

Given that large gaps still remain between ethnic minorities and White respondents in terms of their awareness and trust in the complaints system, it should be an important priority for the IPCC to carry out work to try and address this. All individuals should feel confident in using the complaints system. However, we are also aware that previous research has shown that confidence in the police complaints system is strongly linked to confidence in the police (Wake et al, 2007<sup>10</sup>). It therefore remains to be seen whether it is possible for the IPCC to completely close the gap in the figures.

For most people news would be expected to come from the TV, followed some considerable distance behind by newspapers and radio, with the popularity of internet websites nearly up to the level of radio. It should also be noted that people often exaggerate the importance of TV, so use of other media may still have successful results even although people might still insist that they got their awareness from TV.

For 15-24 year olds we suggest exploring new ways of reaching them as they have slightly different media consumption patterns. Thus, they might be accessed more successfully via more creative use of online media; already one can find Facebook campaigns on behalf of unsuccessful claimants which may be having some adverse effect on the image of the IPCC, e.g. casting doubt on its independence from police or government, and it would be wise to counter this.

<sup>10</sup> Wake et al, 2007, op cit

# Appendix A: the questionnaire

## IPCC Public Confidence Survey 2009 – FINAL QUESTIONNAIRE

**INTERVIEWER: PLEASE SHOW SCREEN UNLESS  
OTHERWISE INSTRUCTED**

Q1 Have you contacted, or been contacted by, the police in the last 12 months? For example to report a crime or having been stopped by the police.

- Yes
- No
- Don't know
- Refused

**IF Q1 = Yes  
THEN ASK: Q2**

Q2 Thinking of the most recent contact you've had with the police in the last 12 months, how happy were you with the way the police treated you during this contact?

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy
- Don't know

**End of Filter**

Q3 If you were really unhappy about how a police officer behaved towards you, OR handled a matter in which you were involved, how likely would you be to complain?

- I definitely would not complain
- I probably would not complain
- I might or might not complain
- I probably would complain
- I definitely would complain
- Don't know

Q4 Now thinking about HOW you would make a complaint about the police, which of the following best describes you?

- I definitely know how to make a complaint about the police
- I think I know how to make a complaint about the police
- I don't think I know how to make a complaint about the police
- I definitely do not know how to make a complaint about the police
- Don't Know

Q5 If you were thinking of making a complaint, how worried would you be that it would take up too much of your time?

- Very worried
- Fairly worried
- Not very worried
- Not worried at all
- Don't Know

Q6 How likely do you think it is that something would be done as a result of you making a complaint?

Very likely that something would be done  
Quite likely that something would be done  
Quite unlikely that something would be done  
Very unlikely that something would be done  
Don't Know

Q7 How much do you agree or disagree with the following statement...

If I were to make a complaint, I would not be taken seriously

Strongly agree  
Slightly agree  
Neither agree nor disagree  
Slightly disagree  
Strongly disagree  
Don't Know

Q8 How worried would you be about police harassment or other consequences if you complained?

Very worried  
Fairly worried  
Not very worried  
Not worried at all  
Don't know

Q9 Have you heard of the Independent Police Complaints Commission?

Yes  
No  
Don't know

**IF Q9 = Yes  
THEN ASK: Q10, Q11, Q12, Q13**

Q10 How did you first hear about the Independent Police Complaints Commission?

PLEASE PUT " " AROUND OTHER RESPONSES

In a newspaper  
On the television  
On the radio  
By word of mouth  
Through the police/at a police station  
The Citizens Advice Bureau/Lawyer  
The IPCC's website  
Other websites including blogs, social networking  
Don't Know  
Other

Other specify...

Q11 Do you think that the Independent Police Complaints Commission is part of the police?

Yes  
No  
Don't know

Q12 How confident are you that the Independent Police Complaints Commission deals with complaints against the police in an impartial way?

Very confident  
Fairly confident  
Neither confident nor unconfident  
Not very confident  
Not at all confident  
Don't know

Q13 If you were to make a complaint against a police officer to the Independent Police Complaints Commission, do you think you would be treated fairly?

Yes  
No  
Don't know

**End of Filter**

Q14 Imagine you did want to make a complaint about the police, which ONE of the following would you be most likely to contact?

PLEASE PUT " " AROUND OTHER RESPONSES

The police force concerned  
The Citizens Advice Bureau or law centre  
IPCC (Independent Police Complaints Commission)  
A solicitor  
A community organisation or Race Equality Council  
Local council  
Don't Know  
Other

Other specify...

Q15 And how would you would you prefer to make your complaint?

Completing an online form  
By email  
By letter  
Face-to-face  
By telephone  
Don't Know  
None of these

Q16 Which of these do you normally use for national news - that is news affecting the whole of the UK?

PLEASE PUT " " AROUND OTHER RESPONSES

TV news  
TV-Teletext/red button  
Radio  
Internet website  
Social networking website/email (e.g. Facebook, MSN, Twitter)  
Newspapers  
Magazines  
Friends/Family  
Colleagues  
Don't Know  
None of these  
Other

Other specify...

Q17 Which of these do you normally use for regional/local news - that is news affecting your region?

PLEASE PUT " " AROUND OTHER RESPONSES

TV news  
TV-Teletext/red button  
Radio  
Internet website  
Social networking website/email (e.g. Facebook, MSN, Twitter)  
Newspapers  
Magazines  
Friends/Family  
Colleagues  
Don't Know  
None of these  
Other



## Appendix B: details of sample

A number of questions were commissioned by the Independent Police Complaints Commission (IPCC) for inclusion in the British Market Research Bureau's (BMRB) omnibus survey. BMRB's 'OMNIBUS Face-to-Face' survey is a weekly survey providing 2000 in-home interviews with a nationally representative sample of adults aged 15 and over across Great Britain. The survey uses a Computer Assisted Personal Interviewing (CAPI) system. This means that a laptop computer was used for showing respondents the questionnaire and recording their answers.

CAPI offers advantages in terms of data quality; the sequence of questions asked by the interviewer is controlled by the computer programme, thereby virtually eliminating interviewer error. The computer will check the logic of a respondent's answers so that, if an invalid response is given, it will tell the interviewer and he or she can seek clarification immediately. This removes the need for data editing at the analysis stage, when it is not always possible to resolve inconsistencies.

### The sample

BMRB interviewed a representative sample of 3725 Adults 15+ throughout England and Wales. Fieldwork was conducted between 5 - 18 November 2009.

In terms of how the subgroups were classified, BMRB uses the socio-economic group classification system used generally in market research in the UK. The socio-economic group of a respondent is based on the occupation or former occupation of the chief income earner in the household.

To enable the data to be analysed by ethnicity BMRB combined the ethnic groups into larger groups:

- White is defined as: White, Irish, any other White background
- Black is defined as: White and Black Caribbean, White and Black African, Caribbean, African, any other Black background
- Asian is defined as: Indian, Pakistani, Bangladeshi, any other Asian background
- Other is defined as: Chinese, any other ethnic background

Socio-economic groups are classed as follows:

- A - Higher managerial / administrative / professional
- B - Intermediate managerial / administrative / professional
- C1 - Supervisory or clerical and junior managerial / administrative / professional
- C2 - Skilled manual workers
- D - Semi- and unskilled manual workers
- E - Dependent on benefits; e.g., state pensioners, unemployed (no private income)

BMRB uses the original glossary based on ESOMAR Glossary of Market Research - written by and used by kind permission of Raymond Hastings, LEGO UK Ltd.

### Sample design and fieldwork

Each week, BMRB Face-to-Face Omnibus interviews a nationally representative sample of 2000 adults aged 15 years or over across Great Britain. All interviews are conducted in-home. A client's questionnaire is incorporated in sufficient versions of the Omnibus questionnaire for each week to generate the sample size required.

BMRB Face-to-Face Omnibus uses a Random location sampling technique. This is a single stage sample design, taking as its universe Sample Units, a bespoke amalgamation of Output Areas (OAs – the basic building block used for output from the

2001 Census) in Great Britain. Sample Units have an average size of 300 households. OAs are grouped into Sample Units by CACI within ward and taking account of their ACORN characteristics. Within each sampling point, quota controls are set in terms of the following groups:

- Men - Working full time versus not
- Women - Working full time or part time versus not
- Age - 15-34
- 35-54
- 55+

Men and full time workers are normally interviewed in the evenings, while non-working women can be interviewed during the afternoons. After completing an interview, the interviewer leaves two houses before attempting the next interview.

Our random location sampling differs from conventional quota sampling in that the choice of location is taken from the hands of the interviewer. Instead of being given an area to work in, interviewers are provided with street lists with specific addresses. The use of ACORN strata ensures that all area types are correctly represented, making social class quotas unnecessary. The quota controls used are designed to correct for the variation in 'likelihood of being at home' between the different groups.

### Interviewer validation

Interviews are carried out in-home, using a Computer Assisted Personal Interviewing (CAPI) system. Interviews are conducted by an average of 235 fully trained and briefed interviewers. A minimum of 10% of respondents are contacted again by phone or letter on all surveys to check classification and key questions.

For CAPI surveys our electronic communications give us receipt of questionnaires at head office the morning after interviewing takes place. As well as giving us instant knowledge about numbers of questionnaires completed, we can also examine the data in terms of interview length, contact time and quota achieved, giving us tight control of the surveys and interviewer performance.

### Statistical confidence limits

Statistical confidence in the data is calculated in terms of a standard error which would relate to a survey result if it had been derived from a strict random sample, together with a design effect which relates statistical accuracy to the survey methods used.

### Design factor

The design factor varies, even within one survey, according to the statistic being considered. Therefore, only an estimate for general use can be given here. For face-to-face surveys, the size of the design factor depends on the degree of clustering in the sample. This in turn depends on the unweighted size of the sample or subgroup, and the number of weeks over which data were collected:

### Unweighted sample size

	250	500	750	1,000	1,500	2,000	3,000	4,000	5,000	6,000
Weeks										
1	1.0	1.0	1.1	1.1	1.2	1.3				
2	1.0	1.0	1.0	1.1	1.1	1.1	1.2	1.3		
3	1.0	1.0	1.0	1.0	1.0	1.1	1.1	1.2	1.2	1.3

Subgroups of all adults in a geographic region are an exception to this pattern; in this case the design factor is the same as for the total sample.

### Standard error

Once the design effect has been obtained from Design Factor<sup>2</sup>, it may be used to calculate the effective sample size:

Effective sample size = actual sample size

Design effect

The standard error for a percentage p is then calculated as:

$$\sqrt{p \times (100-p)}$$

Effective sample size

The 95% confidence interval for a percentage is ±2 times the standard error.

To test whether the difference between two percentages p and q, based on effective sample sizes of m and n, is significant, calculate:

$$\pm 2 \sqrt{\frac{p \times (100-p)}{m} + \frac{q \times (100-q)}{n}}$$

The actual difference observed should only be considered significant with 95% confidence if it exceeds the result of this formula.

### Weighting procedures

The data is weighted to ensure that demographic profiles match those for all adults in Great Britain aged 15 or over. A rim weighting technique is used in which target profiles are set for five separate demographic variables. The computer system then allocates a weight to each individual such that the overall composition of the sample is balanced in terms of the targets set.

The actual weights applied thus vary slightly between surveys; precise figures for specific cases are available from BMRB if required.

### Target weights applied:

<b>Sex 1:</b>	%
Men	48.68
Women without children	32.62
Women with children	18.70

<b>Sex 2:</b>	
Men working full time	25.48
Men not working full time	23.20
Women working at all	24.11
Women not working at all	27.21

<b>Age within sex</b>	Men	Women
	%	%
15 - 24	8.27	7.83
25 - 34	7.78	7.84
35 - 44	9.14	9.30
45 - 54	7.94	8.04
55 - 64	7.05	7.33
65+	8.49	10.99

<b>Social grade within sex</b>	Men	Women
	%	%
AB	13.97	12.79
C1	13.31	15.85
C2	10.99	9.56
D	7.34	8.09
E	3.07	5.03

<b>Standard region</b>	%
North West	11.79
North	5.75
Yorks/Humber	9.49
East Midlands	8.07
East Anglia	4.33
South East	21.35
Greater London	14.12
South West	9.63
Wales	5.53
West Midlands	9.94

(Source of profile data: BMRB Target Group Index, 2009 and NRS, 2009)

Table B1: Breakdown of sample by demographic groups 2007, 2008 and 2009

Main and boost samples combined in 2007, total sample in 2008, 2009	Unweighted samples			Weighted samples		
	2007 4569 %	2008 3702 %	2009 3725 %	2007 4593 %	2008 3694 %	2009 3725 %
<b>Sex</b>						
Male	46	48	47	48	49	49
Female	54	52	53	52	51	51
<b>Age</b>						
15-24	15	14	14	15	16	16
25-34	19	16	16	15	15	16
35-44	20	19	17	18	19	18
45-54	15	16	16	16	16	16
55-64	12	13	14	14	15	14
65+	18	22	23	22	19	19
<b>Ethnicity</b>						
Asian	16	12	8	7	8	8
Black	10	9	4	4	3	3
White	70	75	85	89	87	86
Other	4	3	2	2	2	2
<b>Socio-economic groups</b>						
AB	15	18	17	21	27	27
C1	29	28	27	35	29	29
C2	22	22	21	15	20	21
D	16	16	16	19	16	15
E	18	17	19	9	8	8
<b>Standard region</b>						
London	25	18	18	14	14	14
South East	19	23	22	21	21	21
South West	8	8	9	10	10	10
Wales	4	5	4	6	6	6
East Anglia	3	4	4	4	4	4
East Mids	6	7	7	8	8	8
West Mids	8	8	10	10	10	10
Yorks/Humber	9	11	10	10	9	9
North West	11	12	11	12	12	12
North	7	6	5	6	6	6

# Appendix C: additional tables

**Table C1: Percentage of respondents who had contacted, or been contacted by, the police in the previous 12 months**

	2007	2008	2009	Unweighted N (2009)
<b>Sex</b>				
Male	30	29	28	1740
Female	27	27	25	1985
<b>Socio-economic groups</b>				
AB	30	31	26	628
C1	28	28	27	995
C2	28	26	28	789
D	28	25	25	592
E	27	30	27	721
<b>Age</b>				
15-24	34	32	30	521
25-34	32	33*	27*	610
35-54	34	31	32	625
45-54	30	25	33	601
55-64	22	27	20	507
65+	20	18	19	861
<b>Ethnicity</b>				
Asian	13*	20*	15	303
Black	23	21	24	157
Other	24	27	18	92
White	30	29	28	3153
<b>Standard region</b>				
London	21	22	21	681
South East	31	28	29	816
South West	29	28	26	339
Wales	25	33	25	146
East Anglia	30	30	35	141
East Mids	36	31	26	257
West Mids	28	27	24	362
Yorks/Humber	27	32	31	374
North West	27	28	27	409
North	27	28	27	200
<b>Total sample</b>	<b>28</b>	<b>28</b>	<b>27</b>	<b>3725</b>

\*= significant differences at the 95% level of confidence

Table C2: Percentage of respondents who were happy or very happy with their contact with the police

	2007	2008	2009	Unweighted N (2009)
<b>Sex</b>				
Male	63	67	68	471
Female	71	73	74	512
<b>Socio-economic groups</b>				
AB	70	78	75	161
C1	69	72	70	267
C2	63	63*	73*	217
D	62	64	67	146
E	64	64	63	192
<b>Age</b>				
15-24	57	66	64	152
25-34	67	69	72	165
35-54	63	68	72	200
45-54	70	74	72	198
55-64	72	67	70	111
65+	77	77	76	157
<b>Ethnicity</b>				
Asian	59	74	71	43
Black	43	64	51	34
Other	52	54	69	15
White	68	70	71	886
<b>Standard region</b>				
London	59	73	67	144
South East	70	70	72	233
South West	64	75	73	92
Wales	65	49*	82*	39
East Anglia	71	86	73	47
East Mids	67	63	68	65
West Mids	68	78	67	90
Yorks/Humber	73	70	62	110
North West	65	61	75	111
North	62	77	79	52
<b>Total sample</b>	<b>67</b>	<b>70</b>	<b>71</b>	<b>983</b>

\*= significant differences at the 95% level of confidence

Table C3: Percentage of respondents stating that they would definitely or probably complain

	2008	2009	Unweighted N (2009)
<b>Sex</b>			
Male	60	57	1740
Female	60	57	1740
<b>Socio-economic groups</b>			
AB	65	64	628
C1	61	62	995
C2	58	55	789
D	52	54	592
E	60	54	721
<b>Standard region</b>			
London	57	54	681
South East	61	62	816
South West	68	61	339
Wales	58	58	146
East Anglia	63	59	141
East Mids	55	64	257
West Mids	59	65	362
Yorks/Humber	60	55	374
North West	57	57	409
North	64	55	200
<b>Ethnicity</b>			
Asian	51	47	303
Black	54	52	157
Other	54	57	92
White	61	61	3153
<b>Age</b>			
15-24	52	51	521
25-34	58	58	610
35-54	63	61	625
45-54	59	61	601
55-64	67	62	507
65+	61	62	861
<b>Previous contact with police</b>			
Yes	60	59	983
No	60	59	2742
<b>Satisfaction with previous police contact</b>			
Happy/very happy	65	63	685
Neither happy nor unhappy	47	57	111
Unhappy/very unhappy	52	46	186
<b>Total sample</b>	<b>60</b>	<b>59</b>	<b>3725</b>

NB: 2007 data not comparable

**Table C4: Percentage who thought they would not be taken seriously if they made a complaint**

	2007	2009
Strongly agree	6	11
Agree	23	26
Neither nor	25	23
Disagree	37	22
Strongly disagree	7	17
<b>Total negative view</b>	<b>30*</b>	<b>38*</b>
<b>Total positive view</b>	<b>44*</b>	<b>38*</b>

Note: Sample size in 2007: 4569, and 2009: 3725

NB: wording last used in 2007, the 2008 question is not comparable

\*= significant differences between 2007 and 2009 figures at the 95% level of confidence

**Table C5: Attitudes towards complaining – percentage admitting a disincentive, 2008-2009 comparisons**

	2007	2009
Very/quite unlikely that something would be done as a result of complaint	45	47
I don't think/definitely don't know how to make a complaint	38	37
Not very/not at all worried it would take up to much of my time to complain	25	26
I'd be very/fairly worried about police harassment or other consequences	18	20

Note: Sample sizes: 2008: 1892, and 2009: 3725

\*= significant differences at the 95% level of confidence



**Table C6: Attitudes towards complaining – percentage admitting a disincentive by ethnicity**

	Total White		Total ethnic minority	
	% agreeing 2008	% agreeing 2009	% agreeing 2008	% agreeing 2009
Nothing would be done as a result of complaint	<b>46<sup>^</sup></b>	<b>48<sup>^</sup></b>	34 <sup>^</sup>	39 <sup>^</sup>
Not know how to make a complaint	38	36	37	42
Not taken seriously (2007 and 2009)	29 <sup>*^</sup>	36 <sup>*^</sup>	<b>37<sup>*^</sup></b>	<b>46<sup>*^</sup></b>
Take up too much of my time	22 <sup>^</sup>	23 <sup>^</sup>	<b>45<sup>^</sup></b>	<b>48<sup>^</sup></b>
Police harassment or other consequences	15 <sup>^</sup>	17 <sup>^</sup>	<b>37<sup>^</sup></b>	<b>40<sup>^</sup></b>

Note: Sample sizes: 2008: 1810 and 2892, and 2009: 3725

\*= significant differences at the 95% level of confidence between 2008 and 2009;

<sup>^</sup>= significant differences at the 95% level of confidence between the relevant white and ethnic minority subgroups

Table C7: Percentage who had heard of IPCC by key subgroups

	2007 N = 4569	2008 N = 3702	2009 N = 3725
<b>Sex</b>			
Male	68	71	71
Female	59	61	63
<b>Socio-economic groups</b>			
AB	75	80	79
C1	69	69	69
C2	64	61	65
D	50	49	52
E	44	54	53
<b>Standard region</b>			
London	44*	57*	53
South-East	69	70	71
South-West	70	81	74
Wales	65	62	65
E Anglia	71	63	71
E Mids	70	67	73
W Mids	65	69	67
North-West, Yorks/Humber	64	59	64
North	63	65	66
North	66	64	71
<b>Age</b>			
15-24	28	26	29
25-34	49*	58*	53
35-44	71	72	74
45-54	79	79	82
55-64	82	84	86
65+	69	75	77
<b>Ethnicity</b>			
Asian	24*	34*	35*
Black	42*	55*	49
White	68	70	71
Other	38	50	57
<b>If contact with police in last 12 months</b>			
Yes	68	71	71
No	62	64	65
<b>Total</b>	<b>64</b>	<b>66</b>	<b>67</b>

\* = significant differences at the 95% level of confidence

Table C8: Penalty-Reward Analysis on awareness of the IPCC

	Adjusted deviations on awareness of 67% in 2009
<b>Sex</b>	
Male	5%
Female	-5%
<b>Socio-economic groups</b>	
AB	7%
C1	4%
C2	-1%
D	<b>-10%</b>
E	<b>-14%</b>
<b>Age</b>	
15-24	<b>-35%</b>
25-34	<b>-12%</b>
35-44	7%
45-54	13%
55-64	18%
65+	12%
<b>Ethnicity</b>	
Asian	<b>-22%</b>
Black	<b>-8%</b>
Other	<b>-11%</b>
White	3%
<b>Standard region</b>	
London	-5%
South East	3%
South West/Wales/W & E Mids	1%
Yorks/NW/North	0%
<b>Betas</b>	
Sex	0.11
Socio-Economic Groups	0.15
Age	0.38
Standard Region	0.05
Ethnicity	0.15
<b>Overall R2 = 0.23</b>	

Table C9: Percentage of where respondents had heard of IPCC by key subgroups

	Total	15-24 age group	Ethnic minorities
On TV	53	35	40
In newspapers	16	15	18
By word of mouth	10	22	15
On the radio	7	6	8
Through police/at police station	5	8	6
University/college/school	1	8	1
IPCC website	1	1	2
CAB/lawyer	1	1	3

Note: Sample size in 2000: 2409; other answers 1% or less

Table C10: Percentage who thought the IPCC thought was part of the police

	2007 N = 2544	2008 N = 2371	2009 N = 2409
<b>Sex</b>			
Male	24	27	25
Female	27	27	27
<b>Socio-economic group</b>			
AB	22	20	20
C1	21	27	25
C2	29	27	31
D	36	36	32
E	37	36	35
<b>Standard region</b>			
London	32	29	30
South-East	23	27	28
South-West	21	19	21
Wales	22	32	24
E Anglia	29	28	23
E Mids	28	23	21
W Mids	31	26	26
North-West, Yorks/Humber	26	26	32
North	23	32	26
	28	24	27
<b>Age</b>			
15-24	31	30	27
25-34	28	24	24
35-44	27	26	26
45-54	22	25	24
55-64	21	22	27
65+	29	32	29
<b>Ethnicity</b>			
Asian	32	34	30
Black	38	37	47
Other	37	27	33
White	25	26	25
<b>If contact with police in last 12 months</b>			
Yes	26	22	25
No	25	28	27
<b>Satisfaction with contact</b>			
Happy/very happy	30	19	21
Neither happy nor unhappy	19	25	25
Unhappy/very unhappy	24*	37*	36
<b>Total</b>	<b>26</b>	<b>27</b>	<b>26</b>

\* = significant differences at the 95% level of confidence

**Table C11: Percentage of where respondents would go to make a complaint against the police**

	Total sample 2007	Total sample 2009	15-24 year olds 2009	Ethnic minorities 2009
The police force concerned/local police station	61	47*	41	<b>24*</b>
Consumer Advice Bureau/law centre	19	19	16	17
IPCC (in 2007: 'an independent complaints body')	9	15	12	15
A solicitor	8	9*	<b>12</b>	<b>17*</b>
Local council	N/A	5*	<b>11</b>	<b>18*</b>
A community organisation or Race Equality Council	1	1	1	<b>4</b>

Note: Sample size in 2007: 4569, and 2009: 3725; other answers 1% or less

\*= significant differences at the 95% level of confidence

Table C12: Percentage who were confident that the IPCC would deal with complaints impartially

	2007 N = 2544	2008 N = 2371	2009 N = 2409
<b>Sex</b>			
Male	68	64*	69*
Female	65	66	65
<b>Socio-economic group</b>			
AB	70	69	71
C1	66	68	68
C2	67	64	67
D	66	58	61
E	61	55	62
<b>Standard region</b>			
London	61	61	60
South-East	71	66	67
South-West	68	73	69
Wales	64	65	74
E Anglia	66	58	64
E Mids	66	65	67
W Mids	65	65	70
North-West, Yorks/Humber	64	64	68
North	71	63	69
	66	72	66
<b>Age</b>			
15-24	71	60	69
25-34	65	62	64
35-44	65	69	71
45-54	72	66	69
55-64	67	67	65
65+	63	64	66
<b>Ethnicity</b>			
Asian	59	54	50
Black	56	55	66
White	68	67	69
Other	54	44	56
<b>If contact with police in last 12 months</b>			
Yes	66	64	65
No	67	66	68
<b>Satisfaction with contact</b>			
Happy/very happy	72	71	73
Neither happy nor unhappy	59	50	50
Unhappy/very unhappy	49	39	42
<b>If IPCC thought to be part of police or not</b>			
Part of police	55	52	55
Independent	73	72	74
<b>Total</b>	<b>67</b>	<b>65</b>	<b>67</b>

= significant differences at the 95% level of confidence

Table C13: Percentage who believed they would be treated fairly by the IPCC if they complained

	2007 N = 2544	2008 N = 2371	2009 N = 2409
<b>Sex</b>			
Male	88	87	86
Female	88	90	86
<b>Socio-economic group</b>			
AB	90	90	89
C1	90	90	87
C2	86	87	87
D	85	87	81
E	78	77	75
<b>Standard region</b>			
London	77	83	84
South-East	89	88	87
South-West	90	90	90
Wales	84	84	94
E Anglia	92	87	81
E Mids	88	92	90
W Mids	88	90	88
North-West, Yorks/Humber	90	88	83
North	89	93	83
<b>Age</b>			
15-24	87	87	89
25-34	87	87	89
35-44	89	89	86
45-54	89	88	89
55-64	87	87	82
65+	88	89	85
<b>Ethnicity</b>			
Asian	74	82	77
Black	64	75	64
White	82	66	72
Other	89	89	88
<b>If contact with police in last 12 months</b>			
Yes	86	86	85
No	89	89	87
<b>Satisfaction with contact</b>			
Happy/very happy	91	91	90
Neither happy nor unhappy	83	87	75
Unhappy/very unhappy	70	63	63
<b>If IPCC thought to be part of police or not</b>			
Part of police	79	81	76
Independent	92	92	91
<b>Total</b>	<b>88</b>	<b>88</b>	<b>86</b>

= significant differences at the 95% level of confidence



Table C14: Percentage of media respondents normally use for news

	National news	Regional news	National news by age group		
	Total 2009	Total 2009	15-34	35-54	55+
TV	78	68	70*	78	86*
Newspapers	44	43	40	41	51*
Radio	31	25	24	34*	26
Internet websites	23	10	34*	26	9*
TV Teletext/red button	10	4	9	12	9
Friend/family	6	8	9	6	3*
Social/networking websites like Facebook	4	2	7	4	1*
Magazines	4	2	5	4	3
Colleagues	2	2	2	3	1

Note: Sample size in 2007: 4569, and 2009: 3725; other answers 1% or less

\*= significant differences at the 95% level of confidence

**Independent Police  
Complaints Commission**

90 High Holborn  
London  
WC1V 6BH

[www.ipcc.gov.uk](http://www.ipcc.gov.uk)

Tel: 08453 002 002

Email: [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

May 2010

Reference POL/28

Published by the Independent Police  
Complaints Commission (IPCC).

© Independent Police Complaints  
Commission (IPCC) 2009.

ISBN 978-0-09556387-8-7