

Confidence in the police complaints system:

a survey of the general population in 2008

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Summary

Background

The Independent Police Complaints Commission (IPCC) came into existence in April 2004. A few months later it carried out its first survey of the adult population to measure confidence in the complaints system, and to create some baseline figures of the general public's awareness of it and propensity to use it.

A subsequent study¹ was carried out in 2007 to track changes and this was followed by the current study, which was carried out a year later.

Headline figures

In 2007 the headline figures were very close to those seen in 2004, whereas in 2008 there is evidence of progress in some areas. The evidence seems to show that those in contact with the police were slightly happier about the experience – especially people from ethnic minority backgrounds (51% in 2007 going up to 67% in 2008), who also reported greater awareness of the IPCC (32% to 42%). They were also slightly more likely (71% to 77%) to feel that any complaint they made would be treated fairly. In each of these cases the results for ethnic minority respondents were still behind those of white respondents, but the gaps appeared to be narrowing.

Just over a quarter of respondents (28%, the same as in 2007) had been in contact with police in the last 12 months. As in previous surveys, this was more common among white than ethnic minority respondents (29% to 22%). The gap looks to have

narrowed from the 30% and 18% respectively seen in 2007.

Over two-thirds of those who had been in contact with police (70% compared to 67% in 2007 and 65% in 2004) were happy or very happy with the experience. The 2007 to 2008 difference was not significant at the 95% level, but the difference between 2004 and 2008 was.

Complaining and disincentives

When it came to readiness to complain and any disincentives that prevent complaining, we examined alternative ways to ask the questions in 2008 in order to see if we could improve the identification of latent barriers.

We changed the question about readiness to complain by emphasising the negative side, which involved beginning our scale with: '*I would definitely not complain*' rather than: '*I would definitely complain*', to minimise any acquiescence bias².

This resulted in those who said they were likely to complain dropping from 74% to 60%. We are sure that almost all of this reduction is due to the switching round of the scale. What this means is that two in five people have been identified as having some doubts in the matter and this is a useful benchmark for the future.

Disincentives were an area we particularly concentrated on in this latest survey. We split the

1 The report released in 2004 is available at www.ipcc.gov.uk/confidence_survey.pdf and the report released in 2007 at www.ipcc.gov.uk/second_confidence_survey.pdf

2 Interaction between interviewer and interviewee can produce an impression of the 'right' answer to a question. The interviewee may then select this response, despite the possibility that it may not be their true answer. This is sometimes called 'acquiescence bias'. In this case the obvious answer is to say one felt free to complain. Asking the question in a different way makes it possible to see if there was any underlying inhibition about complaining.

sample and half were asked the questions in the same way as in earlier surveys (although two of the scales were reversed), with the other half being exposed to more customised questions. where either strict neutrality (*'How likely do you think it is that something would be done as a result of you making a complaint?, with the scale from very likely to very unlikely*) was used, or the disincentive side (*'If you were to make a complaint, how seriously do you think it would be taken?'*, with the scale from *not at all seriously to very seriously*) was uppermost.

Essentially, the new wordings were successful at teasing out latent disincentives. This was especially true when we look at the difference between white and ethnic minority respondents. White respondents reported that the biggest disincentive to making a complaint was fear that nothing would be done as a result of it (46%), followed by not knowing how to make a complaint (38%), and fear that it would not be taken seriously (33%).

In contrast, the largest disincentive for ethnic minority respondents was that making a complaint would take up too much of their time (45%). This was followed by anxiety about police harassment (37% – 20% when the original wording was used, so the new wording has been very useful in teasing out this worry), with 37% for not knowing how to make a complaint and 34% fearful that nothing would be done following a complaint.

The only one of the six themes not covered above involved worrying about making trouble for the police by complaining: this tended to be near the bottom of most people's concerns, regardless of whether we used new or old wording.

Almost all of the new wordings are therefore recommended for the future (see Appendix D).

Awareness and independence of the IPCC

Awareness of the IPCC rose from 62% in 2004 to 64% in 2007 to 66% in 2008. This provides another indication of gradual improvement, but only the difference between the 62% and the 65% was significantly different at the 95% level. The biggest improvements in this area seem to be among ethnic minorities (32% to 42%) and in London (44% to 57%) – both of these changes being significant at the 95% level.

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: the great majority (68%) thought they were independent with only 27% thinking it part of the police, rising to 36% and 33% respectively among socio-economic groups D and E and ethnic minority respondents.

Impartiality and fairness

A key area is public confidence in the IPCC. In 2008, 65% said they were fairly/very confident that complaints against the police would be handled impartially (similar to 67% in 2007). However, only 14% were very confident against 51% fairly confident, so much work remains to be done to improve confidence.

Respondents were asked if they thought the IPCC would treat a complaint against the police fairly. As in our previous research, a very high proportion, 88%, said yes. For white respondents the figure was 89% in each case, but there was a very slight improvement among ethnic minority respondents – from 71% to 77%³.

The main finding in connection with **ethnic minority** respondents was a narrowing of the gap between the responses they gave and the responses given by white respondents. In 2008,

³ Going down to one place of decimals, the total sample figure went from 88.0% in 2007 to 88.2% to 2008, and all of this change came from ethnic minority respondents.

Asian respondents were as likely to have been in contact with the police as other ethnic minority groups, while Asian and Black respondents were almost as happy with their experience of contact with the police as white respondents. Awareness of the IPCC was still lower within ethnic minority communities (especially for Asian respondents), but progress had also been made here. In the same way, 77% of ethnic minority respondents were confident of the fairness of the IPCC, (only 12% behind the figure for white respondents), but little progress had been made in terms of respondents' feelings on the IPCC's impartiality (53% ethnic minority, versus 67% for white respondents). The new question wordings disclosed that the most powerful disincentives to making a complaint for ethnic minority respondents were that it would take up too much of their time, while there was some risk of police harassment and some suspicion that nothing would be done as a result (although white respondents were even more cynical here).

High proportions of ethnic minority respondents live in **London**, so we saw these ethnic minority themes echoed in the London figures, with levels of IPCC awareness increasing (44% to 57%) and experience of contact with the police improving (59% to 73%).

Final comments

In summary, the results of the 2008 survey appear to show some subtle improvements. It is pleasing that these improvements have been observed more strongly in areas of traditional weakness for the IPCC as far as its public perception is concerned – such as ethnic minority respondents and those in London. However, much more remains to be done.

By experimenting with different wordings we have been able to show that there are a number of latent disincentives to complaining. These include people not being absolutely confident of how to make a complaint, feeling that complaining would

take up a lot of time, and that nothing would be done following the complaint. People need further reassurance on these matters.

The Summary is followed by the Background, then the Main findings and discussion. The 2008 questionnaire is included at Appendix A, with more detailed tables, including fuller demographic breakdowns, at Appendix C.

Background

Characterised as one of the ‘three pillars of police accountability’, the police complaints system must necessarily be independent, impartial and transparent, yet 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 and 2008, using the same methodology. This involved interviewing a representative sample of close to 4,000 adults aged 15 and over in England and Wales⁴. Fieldwork was carried out between 6 to 19 November 2008.

The survey began by asking respondents if they had contacted, or been contacted by the police in the past 12 months. Those who had had contact were asked how happy they were with it. The sample was 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 that it was part of the police. They were questioned whether it would handle complaints against the police impartially, and about whether respondents could expect that any complaints they might make would be handled fairly. The 2008 questionnaire was broadly similar to the first two studies, but the sample was

divided so that alternative methods of asking about disincentives could be exploited.

As in previous years, the results in 2008 were correctively weighted to represent adults aged 15 and over in England and Wales. Although there was no ethnic boost in the 2008 sample, the results are still comparable with those presented in 2007 and 2004. Where differences between 2004, 2007 and 2008 data have been highlighted in the text, we have noted whether they were statistically significant at the 95% level of confidence or not. Percentages are those for the total sample, unless mentioned otherwise in the tables.

4 In 2004 and 2007 an additional boost of several hundred ethnic minority respondents was included, which was not repeated in 2008.

Main Findings

1 Contact with and complaining about the police

We began the interview proper by asking about recent contact with the police.

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

If contacted, or been contacted by the police in the last 12 months	2004	2007	2008
Yes	27	28	28

Note: sample size 2004: 4,809, 2007: 4,569 and 2008: 3,702

If happy/very happy with their contact	2004	2007	2008
Happy/very happy	65*	67	70*

Note: sample size 2004: 1,219, 2007: 1,195 and 2008: 1,016

The levels of contacts with the police in 2008, and the degree of satisfaction with these contacts, were very similar to the figures seen in 2004 and 2007. There may be a very gradual trend of increasing satisfaction (for example, 2004 to 2008), but year-on-year differences are not quite statistically significant at the 95% level of confidence.

Table 2: Percentage who have had contact by ethnicity

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

Note: sample size 2004: 4,809, 2007: 4,569 and 2008: 3,702

*= significant differences at the 95% level of confidence

As in 2004 and 2007, ethnic minority groups report less contact with the police than white respondents, although the margin between them is lower than in 2007 (especially among Asian respondents).

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

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

Note: sample size 2004: 2007: 1,197 and 2008: 1,016

*= significant differences at the 95% level of confidence

Looking now at satisfaction levels by ethnicity, it looks as though this has improved among ethnic minority groups, especially Asian and Black respondents. We may also be seeing very gradual year-on-year improvements among white respondents, but only the difference between 2004 and 2008 is large enough to be significant at the 95% level.

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

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

Note: sample size 2004: 1,219, 2007: 1,195 and 2008: 1,016

*= significant differences at the 95% level of confidence

It looks as though satisfaction levels for people aged 15-24 have continued to improve from 2004 onwards (the difference between 2004 and 2008 is significant at the 95% level, but that between 2007 and 2008 is not quite significant at this level).

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

% Definitely/probably would complain	2004	2007	2008
Asian	75*	66*	51
Black	76	70*	54
Other	77	65	54
Total ethnic minorities	75	70	52
White	76	75	60
Total sample	75	74	60

Note: sample size 2004: 4,809, 2007: 4,569 and 2008: 3,702

*= significant differences between 2004 and 2007 figures at the 95% level of confidence

[†]Reversed presentation of question, beginning scale 'I definitely would not complain' rather than 'I definitely would complain' means that significance testing for 2008 against 2007 and 2004 is not feasible.

In 2008 we wanted to test whether any bias arose from asking the question and beginning the scale with the positive ('I would definitely complain'), so this time we reversed the scale order, beginning with: 'I would definitely not complain'. The proportion saying that they would complain dropped from 74% to 60%. Bearing in mind the similar results in 2007 and 2008 for questions about levels of contact and satisfaction with it using identical questioning, we would attribute almost all of this change to the way in which the question was presented. It is interesting that the difference between 2007 and 2008 results is around 15% for almost all subgroups (for example, 15% Asian, 16% Black, 15% White) so it has affected responses across the board almost equally⁵.

Table 6: Different presentations of likelihood of complaining question

	2007: Starting with Definitely would complain %	2008: Starting with Definitely would not complain %
Would definitely complain	42	33
Would probably complain	32	27
Neither likely nor unlikely	10	15
Would probably not complain	13	15
Would definitely not complain	3	9
Would definitely/probably complain	74	60

Note: sample size 2004: 4,809, 2007: 4,569 and 2008: 3,702

The biggest difference between the two sets of results relates to 'would definitely complain' response. Undoubtedly having this at the top has encouraged rather more people to give this answer – in 2008, more people answered neither/nor or the two negative answers.

In considering which question wording provides the most useful information, it is probably easier to look at the value of the information. The objective is for the general public to feel completely free to complain. Using the new wording revealed that 40% of people were not completely confident of making a complaint, so this is probably the more useful figure and sets a benchmark against which improvements can be measured.

⁵ It is worth noting that while particular social grades and educational levels may lean towards acquiescence bias more than others, it is by no means restricted to these variables alone – all respondents have potential to acquiesce, so the questionnaire should be built with this in mind.

2 Disincentives to making a complaint

In an attempt to establish whether there were any hidden sources of bias in the way we asked the six 'disincentive' attitude statements towards complaining, we divided the sample in 2008. We asked half the sample the questions using the same wording as in 2004 and 2007, but reversing the polarity for 'I don't know how to make a complaint' and 'I don't think I'd be taken seriously if I made a complaint'. We tried new ways of asking these disincentive questions with the other half of the sample.

Table 7: Attitudes towards complaining (Disincentives) for 2004, 2007 and 2008

	% agreeing 2004	% agreeing 2007	% agreeing nearest equivalent in 2008
I don't think complaining would make a difference	35	37	34
It would take up too much of my time to complain	23	22	20
I'd be worried about police harassment or other consequences	18	19	14
I don't want to make trouble for the police by complaining	17	19	16
I don't know how to make a complaint (NB wording reversed in 2008, hence answer is for those disagreeing to I do know how to make one)	28*	32*	40
I don't think I'd be taken seriously if I made a complaint (NB wording reversed in 2008, hence answer is for those disagreeing to I'd be taken seriously)	30	30	14

Note: sample size 2004: 4,809, 2007: 4,569 and 2008: 3,702

*= significant differences between 2004 and 2007 figures at the 95% level of confidence

In 2008, where we asked the questions in the same way as in 2004 and 2007, the results were very close – with worrying about police harassment and making trouble for the police being the least common disincentives.

For not complaining because one doesn't know how to, we changed the way the question was asked in 2008; this time, posing the statement in the positive vein ('I do know how to make a complaint about the police') and asked how much respondents agreed or disagreed with it. The results were 40% disagreeing, i.e. saying that they did not know how to make a complaint. It is likely that this approach is a more empathetic way of asking the question and that slightly more people felt able to admit ignorance when asked in this way.

The results were different as far as being taken seriously was concerned. Previously, the question was phrased: 'I don't think I'd be taken seriously if I made a complaint' and this resulted in 30% of respondents agreeing. In 2008, we phrased the question: 'If I were to make a complaint, it would be taken seriously' – only 14% disagreed. Of these two presentations the negative phrasing resulted in answers that were more consistent with other answers. In other words, around 30%-40% of people reporting doubts and reservations about the complaint-making process. We also have a third presentation of this idea to consider, amid the other alternative wordings at Q5-10.

6 The 2008 wording also differs by using 'it' instead of 'I' – "If I were to make a complaint, it would be taken seriously". We believe the effect of this change has been dwarfed by the reversal of the wording and it may be worth repeating the use of 'it' next year.

Table 8: Different presentation of ‘being taken seriously’ question

2007 Question wording		2008 Question wording format 1		2008 Question wording format 2	
Agree/disagree to ‘I would not be taken seriously’	%	Agree/disagree to ‘It would be taken seriously’	%	‘How seriously would it be taken?’	%
Strongly agree	6	Strongly disagree	4	Not at all seriously	5
Agree	23	Disagree	11	Not very seriously	27
Neither nor	25	Neither nor	23	<i>No Midpoint</i>	–
Disagree	37	Agree	49	Fairly seriously	50
Strongly disagree	7	Strongly agree	13	Very seriously	14
Total negative view	30	Total negative view	14	Total negative view	32
Total positive view	44	Total positive view	62	Total positive view	64

Total 4,569 respondents

Total 1,810 respondents

Total 1,892 respondents

Looking at the three presentations of the idea, we can see that the positive presentation in 2008 (it would be taken seriously) tends to produce more agreement, especially the milder ‘agree’. When the presentation was made in the negative, as in 2007, this produced more neither/nor and disagree answers. The negative presentation of this idea could be more useful because it brings out more hidden doubts.

The alternative presentation of this idea in 2008 involves a degree of seriousness scale, rather than agreeing/disagreeing to a statement. The new scale also has just four points to it, without a neutral midpoint. Comparing the total negative view (those not taking it seriously), 32% for this wording with the 30% for the negative presentation in 2007, we see that they are pretty similar, but that the total positive view total is 64%, against 44% for the negative presentation. In other words, the four-point seriousness scale tends to absorb the neutral answers into the positive total – something that may not be so useful for us. We would therefore recommend reverting to the 2007 wording for this particular question.

For the other ideas we have simplified our coverage, reporting just the key negative/doubtful figure from each one.

Table 9: Attitudes towards complaining – alternative wordings

% admitting a disincentive	Original presentation of wording 2008	Alternative presentation of wording 2008
	Very/quite unlikely that something would be done as a result of complaint	34
I don't/definitely don't know how to make a complaint	40	38
If I made a complaint, it would be taken not very/not at all seriously	14	33
Not very/not at all worried it would take up to much of my time to complain	20	25
I'd be very/fairly worried about police harassment or other consequences	14	18
I would worry that I would just be making trouble for the police by complaining (total agreeing)	16	20

Note: sample sizes: split sample testing of different wording to get to the unbiased answer. Sample consisted of 1,810 respondents who received the original presentation of the questions and 1,892 respondents who received the alternative presentation of the questions.

We tried alternative presentations of the ideas to see if our original wordings were producing an acquiescence bias - by which we mean encouraging respondents to give 'right' answers rather than true answers. For most of the areas there was only a few per cent between the relevant figures, but we can point to somewhat higher proportions (45% and 33%) thinking that nothing would be done as a result of the complaint, and that the complaint would not be taken very seriously⁷.

We also note some telling differences between white and ethnic minority respondents:

Table 10: Attitudes towards complaining – alternative wordings and ethnicity

% admitting a disincentive	Total white respondents 2008		Total ethnic minority 2008	
	Original	Alternative	Original	Alternative
Nothing would be done as a result of complaint	34	46	30	34
Not know how to make a complaint	40	38	35	37
Not taken seriously	13	33	21	29
Take up too much of my time	18	22	33	45
Police harassment or other consequences	13	15	20	37
Making trouble for the police by complaining	16	20	19	19

Note: sample split into 1,810 respondents for original questions and 1,892 respondents for the alternative presentations

When using the alternative wording, white respondents emerged as more sceptical than ethnic minority respondents that something would be done, and the associated idea of not being taken seriously, on the other hand, ethnic minority respondents were more worried about complaining taking up too much of their time and about possible police harassment. These differences add colour and texture to the survey findings.

⁷ The figure of 33% in the alternative wording is very similar to the 30% obtained using the original 2004 and 2007 wording.

It does appear that the alternative wordings (with the possible exception of the seriousness question, where the 2007 presentation may be marginally better) have been more successful at bringing latent disincentives to the fore in almost all cases.

It is also useful to show these results according to level of awareness about the IPCC: heard of and thought independent (which is true), heard of and thought part of the police (which is false), and those unaware of the IPCC.

Table 11: Attitudes towards complaining – alternative wordings and IPCC

% admitting a disincentive	Thought IPCC part of police original vs alternative	Thought IPCC independent original vs alternative	Not heard of IPCC original vs alternative
Nothing would be done as a result of complaint	38* vs 48*	27*vs 41*	40* vs 49*
Not know how to make a complaint	37 vs 32	35 vs 28	48 vs 54
Not taken seriously	19* vs 39*	8* vs 28*	20* vs 37*
Take up too much of my time	18 vs 25	15 vs 20	28 vs 30
Police harassment or other consequences	17 vs 18	10 vs 13	18 vs 23
Making trouble for the police by complaining	18 vs 25	13 vs 17	20 vs 22

*= significant differences at the 95% level of confidence

We would expect people who were not aware at all of the IPCC to be more ignorant about how to go about complaining and to be more troubled by the main disincentives. This is indeed what we find, whatever the presentation of the idea: around half of those not aware of the IPCC did not know how to make a complaint, while around three in ten thought it would be very time-consuming. They were very sceptical that nothing would be done and up to three in eight of them were worried that their complaint would not be taken seriously.

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, especially about nothing being done as a result of it and the complaint not being taken seriously. This certainly reinforces the message that it is still worth investing resources to make people aware (and to remind those that have forgotten) of the IPCC’s independence.

The new alternative wordings are again shown to be more sensitive to underlying reservations/disincentives.

3 Awareness of the IPCC

As before, we asked respondents if they had heard of the Independent Police Complaints Commission.

Table 12: Whether heard of IPCC

Breakdown on total sample	2004 %	2007 %	2008 %
Yes	62*	64	66*
No	38	36	34
Don't know	^	^	^

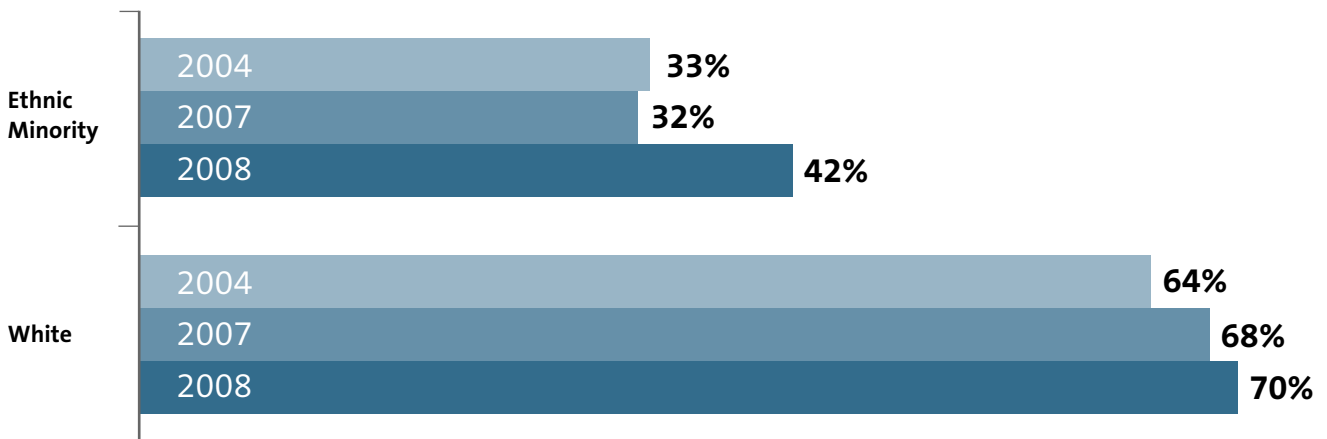
Note: sample size 2004: 4,809, 2007: 4,569 and 2008: 3,702

* = significant differences at 95% level of confidence

^ = less than 0.5%

From Table 12 it looks as though there is a very slight increase in awareness year on year, but only the difference between 2004 and 2008 is large enough to be significant at the 95% level of confidence. We can see that the trend for increased awareness among ethnic minority respondents has continued (see Figure 1).

Figure 1: Awareness of IPCC over time



Looking at all the subgroups we see the following:

Table 13: Percentage who had heard of IPCC by key subgroups

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

Note: sample size in 2004: 4,809, sample size in 2007: 4,569

* = significant differences at 95% level of confidence

Awareness among men and higher socio-economic groups continued to be higher than their counterparts, but awareness in London, the weakest area, was noticeably up, as was awareness among Black and Asian communities⁸. Although awareness among people aged 25-34 and 65 and over also rose,

⁸ The two things are of course linked: there is a high proportion of ethnic minority respondents in the London area.

that among people aged 15-24 remained the lowest among any of the subgroups, with just 26% having heard of the IPCC.

We can see this in another way via Penalty-Reward Analysis or (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 14: Penalty-Reward Analysis of awareness of the IPCC

	2007	2008
R ²	0.23	0.24
Age group	0.33	0.38
Socio-economic group	0.19	0.19
Ethnicity	0.18	0.14
Gender	0.11	0.12
Standard region	0.06	0.04

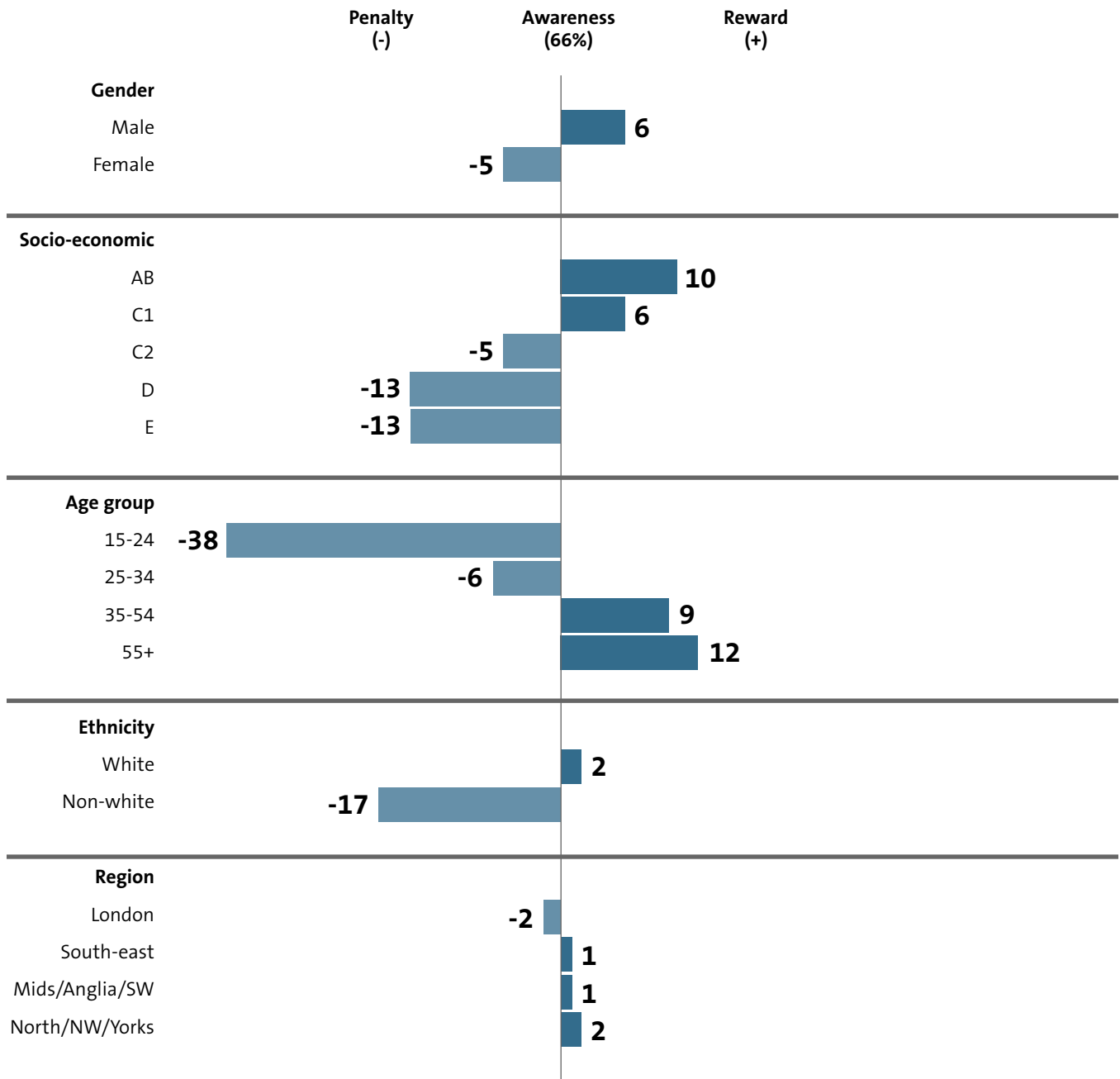
We see that the results were very similar for 2007 and 2008. Hence the greatest influence on awareness of the IPCC is age group (coefficient of 0.38), followed by socio-economic group and ethnicity. Both gender and standard region were rather less impactful areas as far as awareness is concerned. We 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 aged 25-54, or living London, for example. This is presented in Figure 2 below.

Looking at the analysis line by line, one sees a ‘Penalty’ (simply meaning a negative difference) of -13% for socio-economic group E, and a Reward (positive difference) of 10% for socio-economic group AB. What these figures mean is that if everyone was to become socio-economic group Es then the awareness would drop by 13% to 53%. In the same way, if everyone was to become socio-economic group ABs then awareness of the IPCC would go up 10% to 76%. This chart lends itself to being represented visually; we simply have to look at the sizes of the green or red bars to find out which groups are dragging down or pulling up awareness.

The largest single Penalty is associated with being aged 15-24 (-38%; if everyone was 15-24 and we kept everything else steady then awareness would go down to 28%). We can see why age group was such an important factor. Being aged 25-34 was also associated with lower levels of awareness, while those who were over 35 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.

We have simplified the analysis by ethnicity to white and ethnic minority. The difference for ethnic minorities at -17% has shrunk just a little when compared to the 2007 figure (-22%). This is because there have been improvements in awareness among ethnic minorities, so the contrast between them is not so large. It is the same for London (-6% to -2% in 2008). The net effect is to emphasise the poor awareness among people aged 15-24 (-33% to -38% in 2008).

Figure 2: Penalty – Reward Analysis on awareness of IPCC, 2008



We can use this analysis to look across factors and solve problems – like whether there is more effect on awareness from being an ethnic minority or living in London (where a larger proportion of ethnic minorities live).

In summary: age group is the most important subgroup because of the very low awareness among people aged 15-24 (and, to some extent, people aged 25-34). Socio-economic group is a key factor because Es and Ds lower the overall awareness level. Ethnicity is important because of the low levels of awareness of the IPCC in ethnic minority communities (especially among Asian communities), but there has been some improvement in this area over the last year. Gender showed some differences, but small in contrast with the factors noted above. Region produced very few differences, whether Penalties or Rewards. Any differences here can be seen to derive from other factors.

4 If the IPCC is thought to be part of the police⁹

We asked people if they thought that the IPCC was part of the police or not.

Table 15: Whether believe IPCC is part of police

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

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

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

Note: sample size 2004: 2,631, 2007: 2,544 and 2008: 2,371

*= significant differences at the 95% level of confidence

As before, only a minority who had heard of the IPCC thought it was part of the police, and the figures are almost identical to those reported in 2007. Mistakenly thinking that the IPCC was part of the police was highest among socio-economic groups D and E, and among people from Black and Asian communities, as we saw before.

⁹ This question was only asked of respondents who had heard of the IPCC.

5 Confidence in the IPCC¹⁰

We asked people first generally whether the IPCC would deal with complaints against the police impartially. We went on to personalise this by asking respondents whether they felt that if they made a complaint would it be treated fairly.

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

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

% Very/fairly confident by ethnicity	2004	2007	2008
Asian	57	59	54
Black	50	56	55
Other	50	54	44
Total ethnic minority	53	57	53
White	66	68	67

Note: sample size 2004: 2,631, 2,544: 2007 and 2008: 2,371

The majority of people felt that complaints against the IPCC would be dealt impartially, but as in 2007, it must be said that most were only 'fairly' confident (51%) rather than 'very' confident (14%)¹¹. As before, respondents from ethnic minority groups had somewhat lower confidence than white respondents.

¹⁰ This question was only asked of respondents who had heard of the IPCC.

¹¹ It is important to look at 'very' and 'fairly confident' responses separately here 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'. For other responses – for example, level of satisfaction with the way one has been treated when making a complaint – it is 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
Yes	86	88	88
No	8	8	8
Don't know	6	4	4
% yes by ethnicity	2004	2007	2008
Asian	77	74	82
Black	64	64	75
Other	80	82	66
White	87	89	89
% answers for all ethnic minorities	2004	2007	2008
Total ethnic minority – yes	72	71*	77*
Total ethnic minority – no	17	21	16
Total ethnic minority – don't know	11	8	6

Note: sample size 2004: 2,631, 2007: 2,544 and 2008: 2,371

* = significant differences at 95% level of confidence

Some 88% expected to be treated fairly, identical to the responses in 2007. Expectations were again lower among people from ethnic minority communities and among those who thought the IPCC part of the police. The margin of difference was widest of all between ethnic minorities respondents thinking the IPCC part of the police (only 73% expecting fair treatment) and white respondents who thought the IPCC independent of the police (of whom 93% expected to be treated fairly).

However, some improvement can be seen in the answers given by Asian (74% to 82%) and Black (64% to 75%) respondents – both of these changes being significant at the 95% level.

When we looked at the combination of the two questions (fair and impartial), the results were very similar to those in 2007 – 68% of white respondents said impartial *and* fair (66% in 2007), as did 52% of ethnic minority respondents (49% in 2007).

Discussion

Just a year has gone by since the last study so we perhaps ought not to expect much difference in the key measures, but it does seem that respondents' satisfaction with their experience of police contact and awareness of the IPCC have both gone up, especially among ethnic minority respondents. Indeed, there is a sense that respondents from ethnic minority communities are beginning to catch up their white counterparts in these two areas. Nonetheless, ethnic minorities are still a very long way behind their white counterparts in terms of being aware of the IPCC, and their responses still lag behind in the key area of confidence in the IPCC's impartiality.

We would recommend that the IPCC focus on improving awareness of itself as an independent organisation among ethnic minorities, while stressing its independence from the police in all communications. These moves should enhance its impartiality. It will also be useful to keep emphasising that, given just cause, it is worth making complaints: actions will follow on as a result of them, it is not time wasted and there should be no unpleasant consequences for the complainant.

The new question wordings used in 2008 revealed previously under-emphasised disincentives to making a complaint – such as white respondents being sceptical that anything would follow the complaint and ethnic minority respondents being especially worried about the time it could take, plus the danger of police harassment. These findings need to be taken into account when rewording the survey questions in the future (see Appendix D for further information).

Appendix A: the questionnaire

IPCC Public Confidence Survey 2008 – 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

Sample 1

I am now going to read out some statements that people have said regarding making complaints about the police. Please tell me how strongly you agree or disagree with each one, using the following scale: Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree. So firstly ...

Q4 IF NECESSARY SAY: How much do you agree or disagree with this statement?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

This question is repeated for the following loop values:

- I know how to make a complaint about the police
- It would take up too much of my time to complain
- I don't want to make trouble for the police by complaining
- I don't think complaining would make a difference

- If I were to make a complaint, it would be taken seriously
- I'd be worried about police harassment or other consequences if I complained

End of Filter

SAMPLE 2

Q5 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

Q6 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

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

I would worry that I was just making trouble for the police by complaining. Do you....

- Strongly disagree
- Slightly disagree
- Neither agree nor disagree
- Slightly agree
- Strongly agree
- Don't know

Q8 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

Q9 If you were to make a complaint, how seriously do you think it would be taken?

- Not at all seriously
- Not very seriously
- Fairly seriously
- Very seriously
- Don't know

Q10 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

End of Filter

Q11 Have you heard of the Independent Police Complaints Commission?

- Yes
- No
- Don't know

**IF Q11 = Yes
THEN ASK: Q12, Q13 and Q14**

Q12 Do you think that the Independent Police Complaints Commission is part of the police?

Yes

No

Don't know

Q13 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

Q14 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

Appendix B: details of sample

The Independent Police Complaints Commission (IPCC) commissioned a number of questions for inclusion in the British Market Research Bureau (BMRB)'s omnibus survey. BMRB's 'OMNIBUS Face-to-Face' survey is a weekly survey providing 2,000 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 to show respondents the questionnaire and record their answers.

CAPI offers advantages in terms of data quality; the sequence of questions asked by the interviewer is controlled by the computer program, 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 3,702 adults aged 15 and over throughout England and Wales. Fieldwork was conducted between 6 and 19 November 2008.

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 as follows:

- 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 – for example, 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 2,000 adults aged 15 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 (OA's – 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.

The random location sampling used in this survey 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 CAPI system. Interviews are conducted by an average of 235 fully trained and briefed interviewers. A minimum of 10% of respondents are re-contacted by phone or letter on all surveys to check classification and key questions.

For CAPI surveys, electronic communications notify receipt of questionnaires at BMRB's head office the morning after interviewing takes place. As well as giving instant knowledge about the numbers of questionnaires completed, this allows examination of the data in terms of interview length, contact time and quota achieved, providing 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, and so 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 Factor2, 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 eight 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:

Sex 1:	%
Men	48.55
Women without children	32.65
Women with children	18.80

Sex 2:	
Men working full-time	25.63
Men not working full-time	22.92
Women working at all	24.08
Women not working at all	27.37

Age within sex	Men	Women
	%	%
15 - 24	8.16	7.77
25 - 34	7.77	7.81
35 - 44	9.19	9.37
45 - 54	7.85	8.02
55 - 64	7.10	7.37
65+	8.49	11.10

Social grade within sex	Men	Women
	%	%
AB	13.51	12.49
C1	13.44	15.91
C2	11.04	9.44
D	7.55	8.48
E	3.01	5.13

Standard region	%
Scotland	8.68
North west	10.79
North	5.24
Yorks/Humber	8.65
East Midlands	7.37
East Anglia	3.95
South east	19.52
Greater London	12.84
South west	8.80
Wales	5.08
West Midlands	9.08

(Source of profile data: BMRB Target Group Index, 2007 and NRS, 2007)

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

Main and boost samples combined in 2007, total sample in 2008 ¹²	Unweighted samples		Weighted samples	
	2007 4,569 %	2008 3,703 %	2007 4,593 %	2008 3,694 %
Sex				
Male	46	48	48	49
Female	54	52	52	51
Age				
15-24	15	14	15	16
25-34	19	16	15	15
35-44	20	19	18	19
45-54	15	16	16	16
55-64	12	13	14	15
65+	18	22	22	19
Ethnicity				
Asian	16	12	7	8
Black	10	9	4	3
Other	4	3	2	2
White	70	75	89	87
Socio-economic groups				
AB	15	18	21	27
C1	29	28	35	29
C2	22	22	15	20
D	16	16	19	16
E	18	17	9	8
Standard region				
London	25	18	14	14
South east	19	23	21	21
South west	8	8	10	10
Wales	4	5	6	6
East Anglia	3	4	4	4
East Midlands	6	7	8	8
West Midlands	8	8	10	10
Yorks/Humber	9	11	10	9
North west	11	12	12	12
North	7	6	6	6

12 For the 2004 and 2007 data, the main and boost samples were combined and then weighted back to representative samples of England and Wales. In 2008, the main (only) sample was weighted to representativeness, so the figures are comparable.

Appendix C: additional tables

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

	2007	2008	Unweighted N (2008)
Sex			
Male	30	29	1,800
Female	27	27	1,894
Socio-economic groups			
AB	30	31	984
C1	28	28	1,078
C2	28	26	743
D	28	25	590
E	27	30	297
Age			
15-24	34	32	587
25-34	32	33	571
35-54	34	31	689
45-54	30	25	592
55-64	22	27	536
65+	20	18	718
Ethnicity			
Asian	13*	20*	317
Black	23	21	140
Other	24	27	64
White	30	29	3,224
Standard region			
London	21	22	660
South east	31	28	833
South west	29	28	280
Wales	25	33	177
East Anglia	30	30	130
East Midlands	36	31	266
West Midlands	28	27	305
Yorks/Humber	27	32	403
North west	27	28	426
North	27	28	222
Total sample	28	28	3,694

* = 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	Unweighted N (2008)
Sex			
Male	63	67	491
Female	71	73	525
Socio-economic groups			
AB	70	78	194
C1	69	72	289
C2	63	63	207
D	62	64	142
E	64	64	184
Age			
15-24	57	66	168
25-34	67	69	190
35-54	63	68	215
45-54	70	74	173
55-64	72	67	124
65+	77	77	146
Ethnicity			
Asian	59*	74	57
Black	43*	64	28
Other	52	54	18
White	68	70*	910
Standard region			
London	59	73	141
South east	70	70	226
South west	64	75	78
Wales	65	49	59
East Anglia	71	86	40
East Midlands	67	63	84
West Midlands	68	78	84
Yorks/Humber	73	70	126
North west	65	61	114
North	62	77	66
Total sample	67	70	1016

*= significant differences at the 95% level of confidence

Table C3: Percentage of respondents stating that they would definitely or probably complain¹³

	2007	2008	Unweighted N (2008)
Sex			
Male	74	60	1,800
Female	74	60	1,894
Socio-economic groups			
AB	77	65	984
C1	75	61	1,078
C2	74	58	743
D	71	52	590
E	68	60	297
Standard region			
London	68	57	660
South east	74	61	833
South west	78	68	280
Wales	79	58	177
East Anglia	74	63	130
East Midlands	77	55	266
West Midlands	75	59	305
Yorks/Humber	74	60	403
North west	74	57	426
North	69	64	222
Ethnicity			
Asian	66	51	317
Black	70	54	140
Other	65	54	64
White	75	61	3,224
Age			
15-24	66	52	587
25-34	70	58	571
35-54	75	63	689
45-54	79	59	592
55-64	78	67	536
65+	74	61	718
Previous contact with police			
Yes	71	60	1,016
No	75	60	2,686
Satisfaction with previous police contact			
Happy/very happy	75	65	696
Neither happy nor unhappy	63	47	120
Unhappy/very unhappy	59	52	199
Total sample	74	60¹⁴	3,694

¹³ Reversed scale beginning with definitely not complain

¹⁴ These differences are, of course, large enough to be significant at the 95% level, but we are not comparing like with like.

Table C4: Different presentations of ‘being taken seriously’ question

2007 Question wording		2008 Question wording format 1		2008 Question wording format 2	
Agree/disagree to ‘I would not be taken seriously’	%	Agree/disagree to ‘It would be taken seriously’	%	‘How seriously would it be taken?’	%
Strongly agree	6	Strongly disagree	4	Not at all seriously	5
Agree	23	Disagree	11	Not very seriously	27
Neither nor	25	Neither nor	23	<i>No Midpoint</i>	–
Disagree	37	Agree	49	Fairly seriously	50
Strongly disagree	7	Strongly agree	13	Very seriously	14
Total negative view	30	Total negative view	14	Total negative view	32
Total positive view	44	Total positive view	62	Total positive view	64

Total 4,569 respondents

Total 1,810 respondents

Total 1,892 respondents

Table C5: Attitudes towards complaining (including alternative wordings)

% admitting a disincentive	Total white respondents 2008		Total ethnic minority 2008	
	Original	Alternative	Original	Alternative
Nothing would be done as a result of complaint	34	46	30	34
Not know how to make a complaint	40	38	35	37
Not taken seriously	13	33	21	29
Take up too much of my time	18	22	33	45
Police harassment or other consequences	13	15	20	37
Making trouble for the police by complaining	16	20	19	19

Note: sample split into 1,810 respondents for original questions and 1,892 respondents for the alternative presentation

Table C6: Attitudes towards complaining (Disincentives – alternative wordings)

% admitting a disincentive	Original presentation of wording 2008	Alternative presentation of wording 2008
Very/quite unlikely that something would be done as a result of complaint	34	45
I don’t/definitely don’t know how to make a complaint	40	38
If I made a complaint, it would be taken not very/not at all seriously	14	33
Not very/not at all worried it would take up to much of my time to complain	20	25
I’d be very/fairly worried about police harassment or other consequences	14	18
I would worry that I would just be making trouble for the police by complaining (total agreeing)	16	20

Note: sample sizes: split sample testing at different wording to get to the unbiased answer. Sample consisted of 1,810 respondents who received the original presentation of the questions and 1,892 respondents who received the alternative presentation of the questions.

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

	2007 N = 4,569	2008 N = 3,702
Sex		
Male	68	71
Female	59	61
Socio-economic groups		
AB	75	80
C1	69	69
C2	64	61
D	50	49
E	44	54
Standard region		
London	44*	57*
South east	69	70
South west	70	81
Wales	65	62
East Anglia	71	63
East Midlands	70	67
West Midlands	65	69
North west	64	59
Yorks/Humber	63	65
North	66	64
Age		
15-24	28	26
25-34	49*	58*
35-44	71	72
45-54	79	79
55-64	82	84
65+	69	75
Ethnicity		
Asian	24*	34*
Black	42*	55*
Other	38	50
White	68	70
If contact with police in last 12 months		
Yes	68	71
No	62	64
Total	64	66

*= significant differences at the 95% level of confidence

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

	Adjusted deviations on awareness of 66% in 2008
Sex	
Male	6%
Female	-5%
Socio-economic groups	
AB	10%
C1	6%
C2	-5%
D	-13%
E	-13%
Age	
15-24	-38%
25-34	-6%
35-54	7%
45-54	12%
55-64	16%
65+	8%
Ethnicity	
Ethnic minority	-17%
White	2%
Standard region	
London	-2%
South east	1%
South west/Wales/West & East Midlands	1%
Yorks/north west/north	2%
Betas	
Sex	0.12
Socio-economic groups	0.19
Age	0.38
Standard region	0.04
Ethnicity	0.14
Overall R2 = 0.24	

Table C9: Percentage who thought IPCC were part of the police

	2007 N = 2,544	2008 N = 2,371
Sex		
Male	24	27
Female	27	27
Socio-economic groups		
AB	22	20
C1	21	27
C2	29	27
D	36	36
E	37	36
Standard region		
London	32	29
South east	23	27
South west	21	19
Wales	22	32
East Anglia	29	28
East Midlands	28	23
West Midlands	31	26
North west, Yorks/Humber	26	26
North	23	32
	28	24
Age		
15-24	31	30
25-34	28	24
35-44	27	26
45-54	22	25
55-64	21	22
65+	29	32
Ethnicity		
Asian	32	34
Black	38	27
Other	37	27
White	25	26
If contact with police in last 12 months		
Yes	26	22
No	25	28
Satisfaction with contact		
Happy/very happy	30	19
Neither happy nor unhappy	19	25
Unhappy/very unhappy	24*	37*
Total	26	27

*= significant differences at the 95% level of confidence

Table C10: Percentage who were very/fairly confident that IPCC would deal with complaints impartially

	2007 N = 2,544	2008 N = 2,371
Sex		
Male	68*	64*
Female	65	66
Socio-economic groups		
AB	70	69
C1	66	68
C2	67	64
D	66(>)	58(>)
E	61(>)	55(>)
Standard region		
London	61	61
South east	71	66
South west	68	73
Wales	64	65
East Anglia	66	58
East Midlands	66	65
West Midlands	65	65
North west	64	64
Yorks/Humber	71	63
North	66	72
Age		
15-24	71	60
25-34	65	62
35-44	65	69
45-54	72	66
55-64	67	67
65+	63	64
Ethnicity		
Asian	59	54
Black	56	55
Other	54	44
White	68	67
If contact with police in last 12 months		
Yes	66	64
No	67	66
Satisfaction with contact		
Happy/very happy	72	71
Neither happy nor unhappy	59	50
Unhappy/very unhappy	49	39
If IPCC thought to be part of police or not		
Part of police	55	52
Independent	73	72
Total	67	65

* = significant differences at the 95% level of confidence

> = significantly different as DE together

Table C11: Percentage who believed they would be treated fairly by the IPCC if they complained

	2007 N = 2,544	2008 N = 2,371
Sex		
Male	88	87
Female	88	90
Socio-economic groups		
AB	90	90
C1	90	90
C2	86	7
D	85	87
E	78	77
Standard region		
London	77	83
South east	89	88
South west	90	90
Wales	84	84
East Anglia	92	87
East Midlands	88	92
West Midlands	88	90
North west	91	88
Yorks/Humber	90	88
North	89	93
Age		
15-24	87	87
25-34	87	87
35-44	89	89
45-54	89	88
55-64	87	87
65+	88	89
Ethnicity		
Asian	74(<)	82(<)
Black	64(<)	75(<)
Other	82	66
White	89	89
If contact with police in last 12 months		
Yes	86	86
No	89	89
Satisfaction with contact		
Happy/very happy	91	91
Neither happy nor unhappy	83	87
Unhappy/very unhappy	70	63
If IPCC thought to be part of police or not		
Part of police	79	81
Independent	92	92
Total	88	88

> = significantly different as Asian and Black together

Appendix D: suggested wordings for future surveys

Theme	Wording and comments
Likelihood of complaining	Use the new presentation of the likelihood scale with 'I definitely would not complain' at the top and 'I definitely would complain' at the bottom, as this did seem to bring out doubts that were concealed by the old presentation.
If know how to complain	Use the new presentation in Q4 ('I know how to make a complaint about the police') as this seemed to be less leading than the negative presentation. Alternative wording at Q5 is only marginally less useful and could still be chosen.
How seriously would it be taken	The 2007 wording 'I don't think I'd be taken seriously if I made a complaint' on the agree strongly to disagree strongly scale, brought out doubts better than the first 2008 wording (would be taken seriously) and seems the best choice for the future. It may be worth running a test in parallel with it, using the 2007 wording modified to use 'it', eg 'If I made a complaint, I don't think it would be taken seriously'.
Would something do done as a result?	Use the alternative wording (Q8) as this brought out the scepticism in the white community better. This began 'Very likely that something would be done' and ended 'Very unlikely that something would be done'.
Would it take a lot of time?	Use the alternative wording (Q6) as this revealed fears in the ethnic minority community. This began 'Very worried' and ended 'Not worried at all'.
Worry about possible harassment by the police	Use the alternative wording (Q10) as this also revealed concerns in the ethnic minority community. This began 'Very worried' and ended 'Not worried at all'.
Worry about creating trouble for the police	Neither presentation of the question revealed any major concerns in this area. We suggest that this question is dropped.

**Independent Police
Complaints Commission**

90 High Holborn
London
WC1V 6BH

www.ipcc.gov.uk

Tel: 08453 002 002

Email: enquiries@ipcc.gsi.gov.uk

June 2009

Reference POL/22

Published by the Independent Police
Complaints Commission (IPCC).

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Commission (IPCC) 2009.

ISBN 978-0-9556387-4-9