

APPENDIX 4

To accompany statement by IPCC Deputy Chair,
Deborah Glass



Confidence in the police complaints system:

a survey of the general population in 2011

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Summary

Background

The Independent Police Complaints Commission (henceforward the 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. Subsequent studies in 2007, 2008, and November 2009¹ were carried out to track changes. The fieldwork for this report occurred in January 2011, so this report is the fifth in the series.

Headline figures

Note: When we highlight differences between 2011 figures and those of other years these differences are significantly different at the 95% level of confidence unless specifically mentioned otherwise.

The general pattern is as it has been in previous years, but there are some subtle differences. Thus, as before, relatively few adults over 15 years old contacted, or were contacted by the police in the last year. This time the figure was one in five rather than the just over one in four seen in the last few years. The decrease in contact appeared to be shared among all sectors of the community, but was most pronounced in London (contact down from 21% to 11%) and among Black respondents (9%, more of whom are to be found in the London region).

Those who had been in contact were generally happy with that contact: this had gone up slightly from 71% to 76%. The increase was particularly strong among older respondents (55-64 year olds: 70% to 83%, over 65 year olds: 76% to 90%). Ethnic minorities' happiness with the contact lagged behind as it has done in all the studies, but the margin was a little larger this year (64% for ethnic minorities to 77% for their White counterparts).

Complaining and disincentives

Firstly, the number of people prepared to complain if they had good reason rose significantly: from 59% to 68%. This occurred across all sections of the population, but notably among ethnic minorities, who are now close to the figure for White respondents (67% versus 69%).

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 and 2011 questionnaires.

¹ The 2004, 2007, 2008 and 2009 reports can be found at http://www.ipcc.gov.uk/Pages/public_confidence.aspx

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As before, there was a different pattern by ethnicity. For White respondents the largest concerns were that nothing would be done about their complaints (42% agreeing), while 37% were not sure how to go about complaining and 35% feared not being taken seriously. Their least important concerns were of police harassment or of the complaint taking up too much of their time.

For ethnic minorities, on the other hand, all of these issues were a real possibility. Their top worries were not knowing how to complain (45%) and not being taken seriously (43%), but close behind them, with 40% of respondents agreeing, were fears about police harassment and of the complaint taking up too much of their time. Thinking that nothing would be done was the least of the five worries for them, but still had 34% agreeing to it.

The situation was no worse in 2011 and remains a key area for IPCC consideration.

Awareness and independence of the IPCC

Awareness of the IPCC had been 62% in 2004 and had risen very gradually to 67% in 2009. This year it fell back down to 64%. This may in part have been due to the lower level of contact with the police reported by respondents (74% among contacted people, 61% among the non-contacted), but also because awareness of the IPCC among ethnic minority communities had gone back down to the level (31%) seen in the 2004 and 2007 studies.

Age continues to be the biggest influence on IPCC awareness: worst being 15-24 year olds at 27%, followed by the 25-34 year olds at 47%, with the highest awareness reported by those over 45 years old (78%). By socio-economic group, awareness peaked among higher socio-economic groups AB (78%) and was at its lowest among lower socio-economic groups D and E (both 49%). Awareness was low among all ethnic minority groups and as more minority respondents live in the London area, awareness for London was somewhat lower than in other regions (35%).

As we said last year, the margin of difference between those who have low levels of IPCC awareness and their counterparts show no particular signs of decreasing.

As before, most respondents (52%) said they owed their awareness of the IPCC to television, well ahead of the 16% for newspapers and 11% for word of mouth.

This year, we asked questions designed to tease out how much respondents knew about the IPCC's roles. We prompted six possible roles and asked how responsible people thought the IPCC was for each one. The sample were most united on agreeing that the IPCC helped the police to learn from complaints in order to improve in the future (87%, correct) and handled appeals from those unhappy with the way the police handled their complaints (85%, correct).

They were least sure about whether the IPCC handled all complaints (69%, incorrect) or just the most serious ones (72%, correct). Taking complaints directly from the public (74%, correct) and deciding whether officers should be prosecuted or not (75%, incorrect) were just above these two.

Because of the low margin between top and bottom answers (69% and 87%) it seemed that the sample did not have a great deal of depth to their awareness: they knew roughly what the IPCC did, but could not

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place precise limits on its remit.

We asked respondents whether the IPCC was part of the police or not (they are independent of the police). After gradual reductions in the numbers still thinking the IPCC was part of the police in recent studies, the proportion rose back up to the 2004 level at 31%. This was mainly due to an increase among the White community (25% to 30%).

Most likely to think the IPCC is part of the police were the lower socio-economic groups D and E (43%), while ethnic minorities were also a little more likely to think this than White respondents (37% to 30%).

Impartiality and fairness

Increasing public confidence is a core responsibility of the IPCC. In 2011 69% of respondents were fairly/very confident that complaints against the police would be handled impartially (fractionally above the 65%-67% seen in recent years). Heartening was the rise in very confident from 16% in 2009 (and 14% in each of 2007 and 2008) to 19% in 2011. This rise would seem to be mainly due to an increase among ethnic minority respondents (56% to 66% - and now only 3% behind White respondents).

Respondents were asked if they thought that the IPCC would treat a complaint against the police fairly. As before a very high proportion, 85%, said yes (close to the 86% for 2009). It was still higher for White respondents at 87%, versus 68% among ethnic minority people, so there had been no narrowing of the gap in this measure.

Means of complaining and media consumption

Forty-eight per cent of respondents said that 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 Citizens Advice Bureau and 12% to the IPCC. On the other hand, ethnic minorities were almost equally drawn to going to the police directly (26%) and going to a Citizens Advice Bureau (25%), with relatively more thinking of approaching solicitors (16%) and local councils (10%), and with 13% favouring the IPCC.

In general, respondents reported that they would prefer to make a complaint face to face (46% - double the numbers for phone or letter). Relatively few chose email (10%), while the online form was particularly unpopular (2%). There was a similar pattern for all subgroups.

We asked people about which media they used for national and regional news. National news gave the sharper picture: 87% (compared to 78% in 2009) got their national news from TV, versus 34% (down from 44% in 2009) from newspapers and 25% radio, with 17% from internet websites. All groups put TV first, but among subgroups, newspapers were strongest second choices among the over 55 year olds, while websites were nearly up to the level of newspapers among the 15-34 year olds. Last year it had seemed that websites were increasing in importance, but mentions of all websites had fallen back from 23% among all respondents to 17% this year. However, 'news' may not be the right concept to bring out the full importance of social/networking websites in the lives of 15-24 year olds and 25-34 year olds. Consideration therefore should be given to asking about this in a different way in future surveys.

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Ethnic minorities Ethnic minority groups report that they feel more disincentives to complaining, notably fear of being harassed afterwards and of complaints taking a lot of their time, but they are especially inhibited by not being certain how to complain and the fear that they won't be taken seriously if they do complain. This combines with the very low (and decreased since 2009) level of awareness of the IPCC, low levels of belief that it is independent, and a lower expectation of fair treatment than White respondents. The results suggest that more needs to be done to improve matters. However, there appeared to have been some improvement in levels of confidence in being treated impartially and willingness to complain (now only a few per cent behind the White community).

15-24 year olds Levels of awareness of the IPCC among 15-24 year olds remains *much* lower than among other age groups. Things have remained stable in 2011. Efforts should continue to change this, with work being carried out to reach them in other ways, reflecting this group's use of social/networking sites and other online media.

Final comments

There were fewer but happier contacts with the police and an increase in willingness to complain. Levels of confidence in the impartiality of the IPCC and expectations of being treated fairly by them remained about the same, despite a few more people thinking that the IPCC was part of the police and the level of awareness of the IPCC being down slightly. Gaps remained wide between the most and least informed parts of society about complaining and the IPCC itself: ethnic minorities and 15-24 year olds being at the bottom in many areas.

We are aware that the IPCC continues to try and engage with the lower awareness groups and improve awareness and perceptions. However, this does not yet seem to have had the desired impact of narrowing the gaps between the least and most informed groups: 15-24 year olds still know very little about the IPCC while ethnic minorities still report many more disincentives to complaining about the police. The IPCC needs to consider how best to use its limited resources to attempt to address these areas.

This Summary is followed by the Background to the survey, then the Main Findings and Discussion. The 2011 questionnaire is included in Appendix A. Details of the sample in Appendix B and more detailed tables, including fuller demographic breakdowns, in 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, they commissioned BMRB Face to Face Omnibus to conduct studies in 2004, 2007, 2008, 2009 and 2011² using the same methodology, interviewing a representative sample of almost 4,000 adults aged 15+, in England and Wales³. For the 2011 study, fieldwork was postponed from the November of previous years to the 21 to 30 January 2011.

The survey began by asking respondents if they had contacted, or been contacted by the police in the past 12 months. People who reported that they had 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 questioned about whether they felt that the IPCC would handle complaints against the police impartially, and whether they expected that any complaints they might make would be handled fairly.

This year, respondents were also asked which areas of work they thought the IPCC was responsible for.

As in previous years, the results were correctively weighted to represent adults aged 15+ in England and Wales. Unless specifically stated otherwise, differences in the text are statistically significant at the 95% level of confidence. For the sake of clarity, we have generally restricted ourselves to highlighting differences between 2011 figures and other years, rather than, for example, between 2004 and 2007. Percentages are those for total sample, unless mentioned otherwise in the tables.

² The combined BMRB/TNS Omnibus in 2011

³ In 2004 and 2007 an additional boost of several hundred ethnic minority respondents was included, which was not repeated subsequently.

Main findings

1 Contact with and complaining about the police

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

This year slightly fewer people had been in touch with the police (20% versus 27%) and their experiences had been slightly better (71% to 76% happy/very happy).

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

If contacted, or been contacted by the police in the last 12 months	2007	2008	2009	2011
Yes	28	28	27*	20*

If happy/very happy with their contact	2007	2008	2009	2011
Happy/very happy	67	70	71*	76*

Note: Sample sizes 2004: 4,809, 2007: 4,569, 2008: 3,702, 2009: 3,725 and 3,710 in 2011

Note: Sample sizes 2004: 1,219, 2007: 1,195, 2008: 1,016, 2009: 983 and 725 in 2011

*= significant differences at the 95% level of confidence

Contact with the police continued to be lower among ethnic minority respondents, but contact in both sections of the community had declined by about the same amount. There are signs of a bigger decline among Black respondents, but the sample size means we ought to be cautious.

Table 2: Percentage who have had contact by ethnicity

If contacted, or been contacted by the police in the last 12 months	2007	2008	2009	2011
Asian	13	20	15	13
Black	23	21	23*	9*
Other	24	27	18	15
Total ethnic minority	18	22	18*	12*
White	30	29	28*	21*

Note: Sample sizes 2004: 4,809, 2007: 4,569, 2008: 3,702, 2009: 3,725 and 3,710 in 2011

*= significant differences at the 95% level of confidence

The responses seem to show that satisfaction levels among ethnic minority respondents still lag behind White respondents, with a 13% difference between the two in 2011.

Figures for Asian respondents tended to be closest to those of White respondents, while levels among Black and Other groups, with their smaller base sizes, had larger fluctuations.

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

% happy/very happy with contact	2007	2008	2009	2011
Asian	59	74	71	69
Black	43	64	51	59
Other	52	54	69	36
Total ethnic minority	51	67	61	64
White	68	70	71*	77*

Note: Sample sizes 2004: 1,219, 2007: 1,195, 2008: 1,016, 2009: 983 and 725 in 2011

*= significant differences at the 95% level of confidence

As in previous years, satisfaction levels for 15-24 year olds were lower than for other age groups, and it seemed to be the over-55 year olds whose satisfaction had risen most over the last year.

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

% happy/very happy	2007	2008	2009	2011
15-24	57	66	64	66
25-34	67	69	72	73
35-44	63	68	72	71
45-54	70	74	72	73
55-64	72	67	70*	83*
65+	77	77	76*	90*

Note: Sample sizes 204: 1,219, 2007: 1,195, 2008: 1,016, 2009: 983 and 725 in 2011

*= significant differences at the 95% level of confidence

We turned to likelihood of making a complaint about the police, if people felt they had due cause. The proportion likely to complain rose in 2011 from 59% to 68%. This was particularly marked among ethnic minority respondents, who were now almost as likely as their White counterparts to make a complaint (67% versus 69%).

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

% definitely/probably would complain	2008	2009	2011
Asian	51	47*	62*
Black	54	52	68
Other	54	57	63
Total ethnic minority	52	50*	67*
White	60	61*	69*
Total sample	60	59*	68*

Note: Sample sizes 2004: 4,809, 2007: 4,569, 2008: 3,702, 2009: 3,725 and 3,710 in 2011

[†]In 2008 onwards 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 2009 and 2011

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2 Disincentives to making a complaint

We wanted to gain as accurate a view as possible of the various disincentives to complaining, thus we experimented with different wording during 2007 and 2008, eventually settling on what we felt were the best versions in 2009. We repeated the 2009 wording in 2011. The balance of opinion remained about the same with regards to whether or not people felt that their complaints would be taken seriously. This means if we include the 'neutral' responses, that 64% are not confident that their actions will be taken seriously.

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

	2009	2011
Strongly agree	11	11
Agree	26	25
Neither agree nor disagree	23	23
Disagree	22	22
Strongly disagree	17	18
Total agreeing	38	36
Total disagreeing	38	40

Note: Sample sizes; 2009: 3,725 and 3,710 in 2011

*= significant differences between 2009 and 2011 figures at the 95% level of confidence

As in previous years, ethnic minority respondents felt more anxious about this than White respondents, and the margin of difference between them remained about the same.

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

	2009	2011
Asian	46	42
Black	48	48
Other	42	40
Total ethnic minority	46	43
White	37	35

Note: Sample sizes; 2009: 3,725 and 3,710 in 2011.

*= significant differences at the 95% level of confidence

The wording for the following two questions was also agreed in 2009. We note that apart from a slight reduction in the numbers thinking that nothing would be done, disincentive levels were close to those seen last year. The two highest responses were for 'unlikely that something would be done' and 'don't know how to make a complaint', both of which were on a par with not being taken seriously.

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Table 8: Attitudes towards complaining (disincentives), 2009-2011 comparisons

	% agreeing 2009	% agreeing 2011
Very/quite unlikely that something would be done as a result of complaint	47*	41*
I don't think/definitely don't know how to make a complaint	37	38
Not very/not at all worried it would take up too much of my time to complain	26	27
I'd be very/fairly worried about police harassment or other consequences	20	20

Note: Sample sizes; 2009: 3,725 and 3,710 in 2011.

*= significant differences at the 95% level of confidence

The most striking differences are between White and ethnic minority respondents: White respondents were more sceptical about whether anything would be done as a result of their complaint, but had no fears of harassment or worries about the complaint taking up too much of their time. Ethnic minority respondents, on the other hand, were less certain about how to make a complaint, while substantial minorities of them feared not being taken seriously, that the complaint might take up too much of their time, and that it may lead to possible police harassment.

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

	Total White		Total ethnic minority	
	% agreeing 2009	% agreeing 2011	% agreeing 2009	% agreeing 2011
Nothing would be done as a result of complaint	48*^	42*^	39*^	34*^
Do not know how to make a complaint	36	37^	42	45^
Will not be taken seriously	36^	35^	46^	43^
Will take up too much of my time	23^	24^	48^	40^
Fears of police harassment or other consequences	17^	17^	40^	40^

Note: Sample sizes; 2009: 3,725 and 3,710 in 2011

*= significant differences at the 95% level of confidence between 2009 and 2011

^= significant differences at the 95% level of confidence between the relevant White and ethnic minority subgroups

3 Awareness of the IPCC

As before, we asked respondents if they had heard of the IPCC.

It appears there has been a small decrease in overall awareness from 67% in 2009 to 64% in 2011.

Table 10: Whether heard of IPCC[^]

	2004 %	2007 %	2008 %	2009 %	2011 %
Yes	62	64	66	67*	64*
No	38	36	34	33*	36*

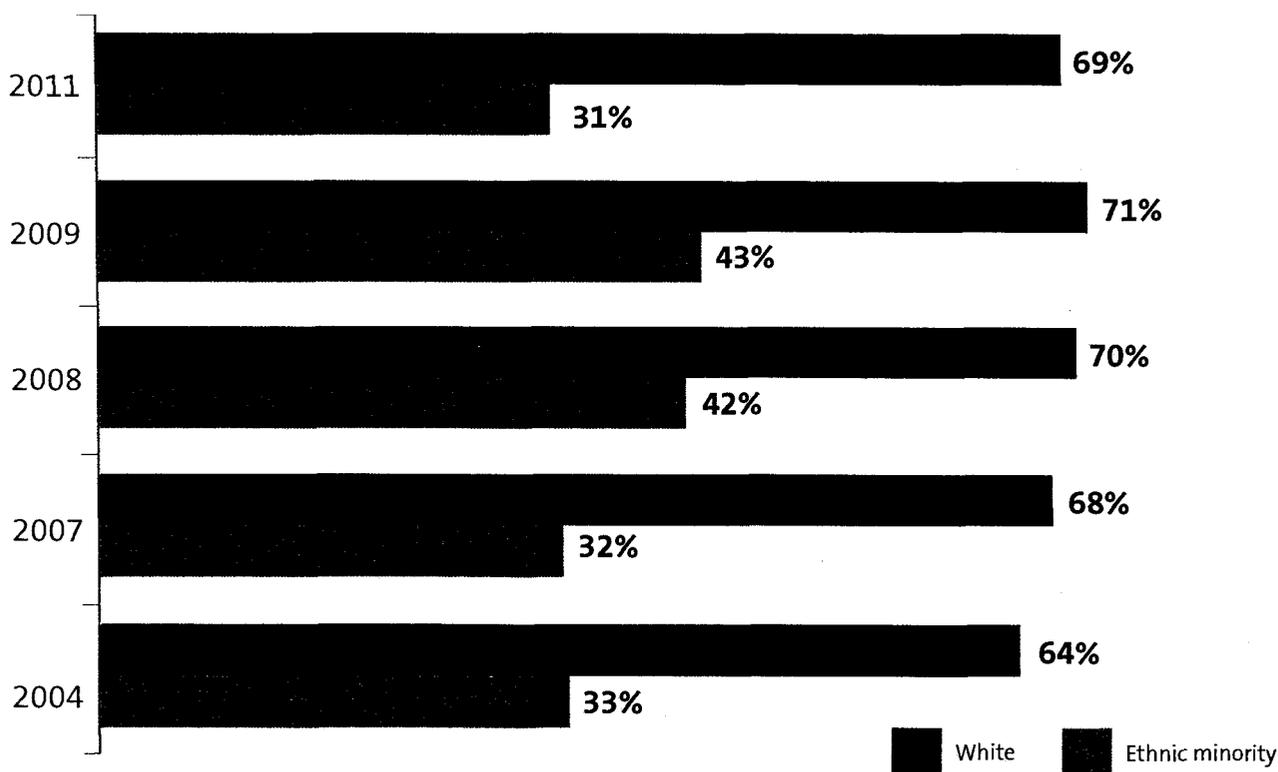
Note: Sample sizes: 2004: 4,809, 2007: 4,569, 2008: 3,702, 2009: 3,725 and 3,710 in 2011.

[^]=less than 0.5% each year responded 'don't know'.

*= significant differences at the 95% level of confidence

We can see from Figure 1 below that awareness among ethnic minorities seems to have dropped back to the level seen in 2004 and 2007. This means that the margin of difference between ethnic minorities and White respondents is now at its widest level:

Figure 1: Awareness of IPCC over time



Looking at the data over time, we note patterns of very low awareness among 15-24 year olds with 25-34 year olds also below average and awareness tending to peak in 45-64 year old age range. Higher socio-economic groups (AB) are traditionally the most aware and lower socio-economic groups (DE) the least, while awareness levels among men tend to be a few per cent higher than women. Within ethnic groups,

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Asian respondents reported lower levels of awareness than Black people, while by region, awareness levels in London (with its higher ethnic minority population) are somewhat lower than the other standard regions.

In 2011 all of these patterns continued with awareness levels in London even more markedly lower than other regions and 25-34 year olds slipping further behind.

Table 11: Percentage – who had heard of IPCC by key subgroups

	2004	2007	2008	2009	2011
Gender					
Male	65	68	71	71	68
Female	59	59	61	63	60
Socio-economic group					
AB	74	75	80	79	78
C1	63	69	69	69	66
C2	61	64	61	65	58
D	51	50	49	52	49
E	45	44	54	53	49
Standard region					
London	45	44	57	53*	35*
South-East	70	69	70	71	68
South-West	69	70	81	74	75
Wales	62	65	62	65	69
East Anglia	69	71	63	71	80
East Midlands	70	70	67	73	67
West Midlands	54	65	69	67	60
North-West	58	64	59	64	67
Yorkshire/Humberside	62	63	65	66	67
North-East	63	66	64	71	72
Age group					
15-24	21	28	26	29	27
25-34	55	49	58	53*	47*
35-44	70	71	72	74	71
45-54	79	79	79	82	77
55-64	82	82	84	86	84
65+	64	69	75	77	73
Ethnicity					
Asian	27	24	34	35	28
Black	36	42	55	49	36
Other	43	38	50	57	37
White	64	68	70	71	69
Total ethnic minority	33	32	42	43*	31*

Note: Sample sizes: 2004: 4,809, 2007: 4,569, 2008: 3,702, 2009: 3,725 and 3,710 in 2011.

*= significant differences at the 95% level of confidence

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Another way to demonstrate these differences is via Penalty-Reward Analysis (also called MCA or Multiple Classification Analysis). Similar to Key Driver Analysis (Multiple Regression), this approach 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 12: Penalty-Reward Analysis of awareness of the IPCC

	2007	2008	2009	2011
R^2^{\wedge}	0.23	0.24	0.23	0.25
Age group	0.33	0.38	0.38	0.34
Socio-economic group	0.19	0.19	0.15	0.17
Ethnicity	0.18	0.14	0.15	0.14
Gender	0.11	0.12	0.11	0.10
Standard region	0.06	0.04	0.05	0.12

$^{\wedge} R^2$ is the proportion of the dependent (the awareness of the IPCC) explained by the independent variables e.g. age group, gender.

The pattern is similar over the years. The greatest influence on awareness of the IPCC is age group (coefficient of 0.34) followed by socio-economic group and ethnicity. Both gender and standard region had generally less impact. 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 London, for example. This is presented in Figure 2 overleaf.

If one looks at the analysis in Figure 2 line by line, one sees a 'Penalty' (simply meaning a negative difference) of 14% for socio-economic group E, and a Reward (positive difference) of 9% 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 50%. In the same way, if everyone was to become a member of socio-economic groups AB then awareness of the IPCC would go up 9% to 73%. 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.

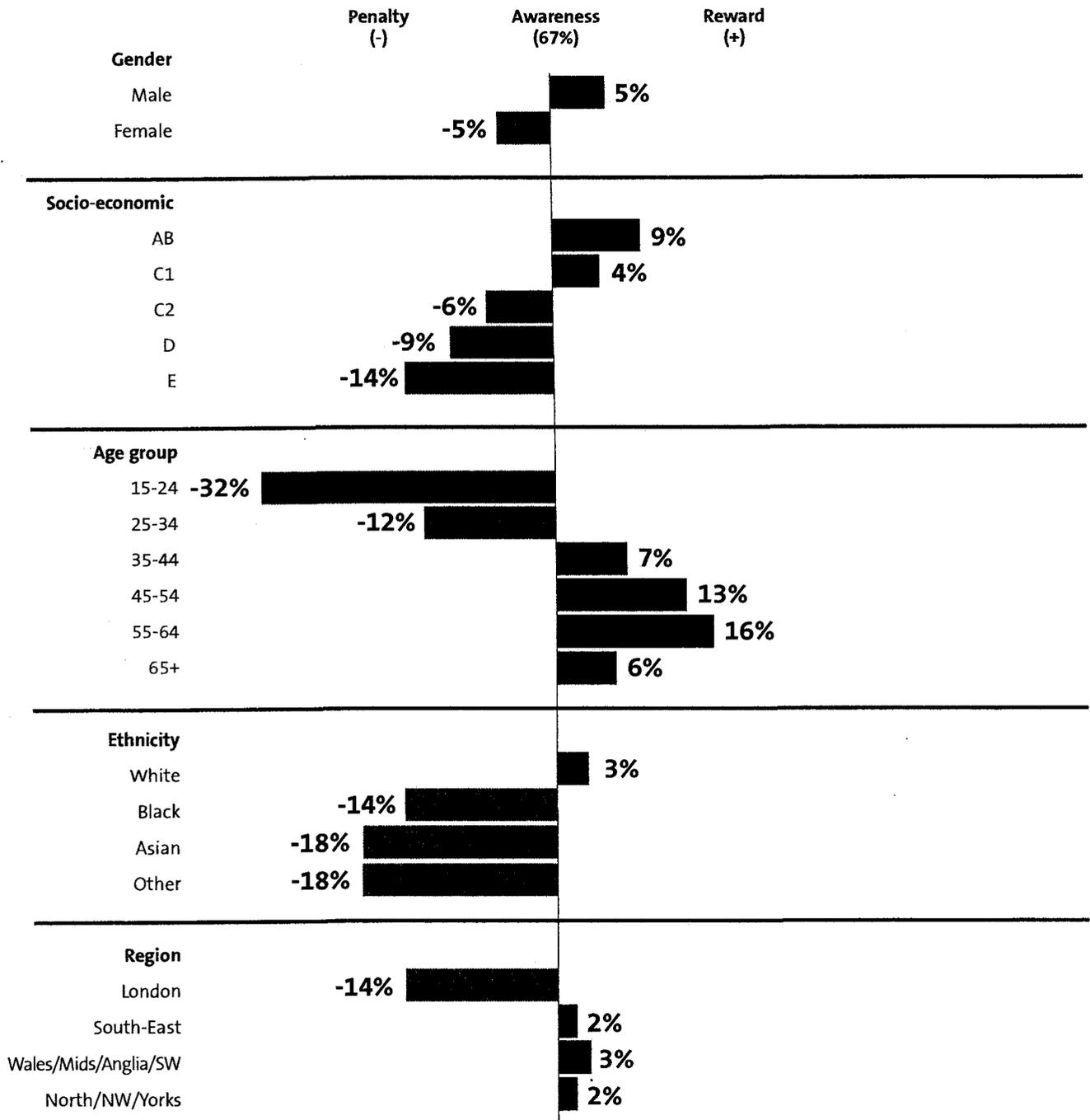
The largest single Penalty is associated with being 15-24 years old (-32%; if everyone was 15-24 years old and we kept everything else steady then awareness would go down by 32%). We can see why age group was such an important factor. Being 25-34 years old was also associated with lower levels of awareness (-12%), while those who were 45-54 and 55-64 years old had notably positive deviations (+13% and +16%).

We also see large differences for socio-economic groups AB, 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, all three ethnic minority groups had substantial negative deviations (between -14% and -18%), while region's impact derives from the -14% for London respondents.

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Figure 2: Penalty-Reward Analysis on awareness of IPCC 2011



So in summary, the Penalty-Reward Analysis showed that:

- Age group is the most important subgroup because of the very low awareness among 15-24 year olds (and to an extent the 25-34 year olds) and the bulge for 45-54 year olds.
- Socio-economic group is a key factor because groups D and E drag awareness down and ABs pull it up.

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- Ethnicity is particularly important because of the low awareness in ethnic minority communities.
- Differences among gender and region (with the exception of London) were small in contrast with the other factors.

We also asked the sample how they had gained their awareness of the IPCC.

As in 2009, the great majority of respondents assumed they had first heard of it from TV, followed by newspapers, word of mouth and radio, with a few hearing of it directly from the police.

Table 13: Where respondents had heard of the IPCC

% aware of IPCC	2009	2011
On television	53	52
In newspapers	16	16
By word of mouth	10	11
On the radio	7	5
Through police/at police station	5	4
IPCC website	1	^
Through work	1	2

Note: Sample sizes: 2009: 2,409 and 2,307 in 2011; other answers 1% or less

^ = less than 0.5%

Respondents were also provided with a list of complaint-related functions and asked which areas they thought the IPCC was responsible for. In each case, a substantial majority thought that the IPCC was at least possibly responsible for the function, whether correct or incorrect. In fact, there was not a huge difference in the responses between top and bottom function, suggesting that respondents knew roughly what the IPCC did, but not precisely.⁴

They were most confident that the IPCC helped the police to learn to improve, and that the IPCC handled appeals where complainants had been unhappy about how the police had handled their complaint (both true). They seemed least sure about whether the IPCC handled all complaints or just the most serious complaints (the latter is true).

Ethnic minority respondents were fractionally more likely to think that the IPCC was responsible for the bottom three and 15-24 year olds were especially convinced that the IPCC handled appeals, but in general there were remarkably few demographic differences.

⁴ The first lines of the IPCC website say: "The IPCC's job is to make sure that complaints against the police are dealt with effectively. It sets standards for the way the police handle complaints and, when something has gone wrong, it helps the police learn lessons and improve the way it works."

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Table 14: Areas IPCC thought to be responsible for

	Definitely/ possibly responsible	Definitely/ possibly not	Difference
Helping the police to learn from complaints to improve things in the future (true)	87	8	+79%
Handling appeals for people who are unhappy with the way the police have dealt with their complaints (true)	85	9	+76%
Deciding whether officers should be prosecuted for criminal actions (untrue)	75	19	+56%
Taking complaints directly from members of the public about the police (true)	74	19	+55%
Investigating only the most serious complaints about the police (true)	72	22	+50%
Investigating all complaints about the police no matter how minor (untrue)	69	26	+43%

Note: Sample size in 2011: 2,307

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4 Whether the IPCC is thought to be part of the police

We asked people if they thought that the IPCC was part of the police.

As before, only a minority (31%) who had heard of the IPCC thought that it was part of the police, slightly up on the figures for recent years.

Table 15: Whether the IPCC is thought to be of the police

% If thought IPCC part of police	2004	2007	2008	2009	2011
Part of police (incorrect)	30	26	27	26*	31*
Not part of police (correct)	64	69	68	69*	65*
Don't know	6	5	5	5	5

Note: Sample sizes: 2004: 2,631, 2007: 2,544, 2008: 2,371, 2009: 2,409 and 2,307 in 2011.

*= significant differences at the 95% level of confidence

Black and Asian respondents and people from lower socio-economic groups (D and E) are those most likely to think that the IPCC is part of the police. It seems as though there have been no significant improvements in these subgroups in 2011.

% If thought IPCC part of police by ethnicity	2004	2007	2008	2009	2011
Asian	49	32	34	30	38
Black	42	38	37	47	43
Other	35	37	27	33	17
White	29	25	26	25*	30*

Note: Sample sizes: 2004: 2,631, 2007: 2,544, 2008: 2,371, 2009: 2,409 and 2,307 in 2011.

*= significant differences at the 95% level of confidence

% If thought IPCC part of police by socio-economic group	2004	2007	2008	2009	2011
AB	26	22	20	20	23
C1	25	21	27	25	28
C2	34	29	27	31	36
D	37	36	36	32*	44*
E	35	37	36	35	41

Note: Sample sizes: 2004: 2,631, 2007: 2,544, 2008: 2,371, 2009: 2,409 and 2,307 in 2011.

*= significant differences at the 95% level of confidence

Confidence in the police complaints system Main findings

5 Confidence in the IPCC

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

Some 69% of our sample felt that complaints against the IPCC would be dealt with impartially, but, as in previous years, most were only 'fairly' confident (50%) rather than 'very' confident (19%)⁵. Confidence among ethnic minority groups had improved in the last year (56% confident/very confident to 66% - due to an even bigger rise among Asian respondents), to a similar level to that reported by White respondents.

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

% Confident in impartiality	2004	2007	2008	2009	2011
Very confident	15	14	14	16	19
Fairly confident	50	53	51	51	50
Neither confident nor unconfident	22	22	22	20	19
Not very confident	9	8	9	9	7
Not at all confident	2	2	2	2	3
Don't know	2	1	2	1	3
Total very/fairly confident	65	67	65	67	69

% Very/fairly confident by ethnicity	2004	2007	2008	2009	2011
Asian	57	59	54	50*	70*
Black	50	56	55	66	57
Other	50	54	44	56	68
Total ethnic minority	53	57	53	56*	66*
White	66	68	67	69	69

Note: Sample sizes: 2004: 2,631, 2007: 2,544, 2008: 2,371, 2009: 2,409 and 2,307 in 2011.

*= significant differences at the 95% level of confidence

Some 85% of respondents expected to be treated fairly, close to the value seen in previous years. Expectations were again lower among ethnic minorities, with Black respondents less likely to believe they would be treated fairly than Asian respondents each year.

⁵ It is important to look at the responses for 'very' and 'fairly' confident separately here because the ultimate aim must be for everyone to respond instantly, with no hesitation, that they were 'very confident' about the IPCC's impartiality, rather than hesitantly answer 'fairly confident'. In other situations – for example responses about how happy someone was with the way they were treated when making a complaint – it is sufficient to look at the combined happy/very happy figure.

Confidence in the police complaints system Main findings

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

	2004	2007	2008	2009	2011
Yes	86	88	88	86	85
No	8	8	8	8	11
Don't know	6	4	4	5	4

Note: Sample sizes: 2004: 2,631, 2007: 2,544, 2008: 2,371, 2009: 2,409 and 2,307 in 2011.

*= significant differences at the 95% level of confidence

% Yes by ethnicity	2004	2007	2008	2009	2011
Asian	77	74	82	77	72
Black	64	64	75	64	67
Other	80	82	66	72	56
Total ethnic minority	72	71	77	72	68*
White	87	89	89	88	87*

Note: Sample sizes: 2004: 2,631, 2007: 2,544, 2008: 2,371, 2009: 2,409 and 2,307 in 2011.

*= significant differences at the 95% level of confidence

Confidence in the police complaints system Main findings

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?'

The breakdown of answers was very similar to that seen in 2009, with almost half saying that they would go direct to the police force concerned. 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

	2009 %	2011 %
The police force concerned/local police station	47	48
Consumer Advice Bureau/law centre	19	19
IPCC	15	12
A solicitor	9	10
Local council	5	4
A community organisation or Race Equality Council	1	1

Note: Sample sizes: 2009: 3,725 and 3,710 in 2011; other answers 1% or less

Among White respondents there was a slight decline among those going to the IPCC, but otherwise the pattern mirrored previous years.

Among ethnic minority respondents, on the other hand, was a greater reluctance to go to the police directly (although a little bit higher than in 2009), with more emphasis on either a Citizens Advice Bureau (up slightly), a solicitor or the local council. Figures differed little from those in 2009 for the numbers thinking of going directly to the IPCC.

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

	Total White		Total ethnic minority	
	% agreeing 2009	% agreeing 2011	% agreeing 2009	% agreeing 2011
The police force concerned/local police station	50	52	24*	30*
Citizens Advice Bureau/law centre	19	18	17*	25*
IPCC	16*	12*	15	13
A solicitor	8	8	17	16
Local council	3	3	18	10

Note: Sample size in 2009: 3,725, and 3,710 in 2011

*= significant differences at the 95% level of confidence

Confidence in the police complaints system Main findings

Respondents were asked how they would prefer to make a complaint about the police. As in 2009, most people's preference was to complain in person: about twice as popular as writing a letter or using the telephone. Very few were attracted to the idea of an online form. This was almost equally true for all subgroups.

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

	2009	2011
Face to face	45	46
Letter	22	19
Telephone	19	23
Email	8	10
Online form	5	2
Don't know	1	2

Note: Sample sizes: 2009: 3,725 and 3,710 in 2011; other answers 1% or less

We asked the sample which media they normally used for national and regional news. Taking first national news, TV was even more dominant than in 2009, followed by newspapers and radio, with websites making no progress on 2009 figures. Teletext / Red Button had declined markedly from 10% to 2%. There were differences by demographic subgroups: websites (including social/networking) are almost up to the same level as newspapers (26% versus 27%) among 15-34 year olds, while TV is at its highest among the over 55 year olds (92%), where newspapers are also most common (44%).

For regional news we see the same themes repeated, with fewer websites.

Table 21: Percentages of source of media normally used for news

	2009 National	2011 National	2009 Regional	2011 Regional
Television	78*	87*	68*	79*
Newspapers	44*	34*	43*	33*
Radio	31*	25*	25*	20*
Internet websites	23*	17*	10	10
TV Teletext/red button	10*	2*	4	2
Friend/family	6	5	8	6
Social/networking websites like Facebook	4	3	2	2
Magazines	4	3	2	2
Colleagues	2	2	2	2

Note: Sample size in 2009: 3,725, and 3,710 in 2011.
 *= significant differences at the 95% level of confidence

Looking at two of the key subgroups, we can see that although TV is clearly the top source, websites are rated above radio in both cases and are at a level close to newspapers.

We drew attention last year to the growth among social/networking websites (and friend/family: both 11%) among the 15-24 year olds, but 2011 figures have not maintained this level.

Confidence in the police complaints system Main findings

Table 22: Percentages of media normally used for national news by key IPCC awareness subgroups

	15-24 age group N = 522	Ethnic minorities N = 481
Television	82	84
Newspapers	25	28
Radio	15	13
Internet websites	23	20
Friend/family	7	5
Social/networking websites like Facebook	6	3

Note: Sample size in 2009: 3,725, and 3,710 in 2011; other answers 1% or less;

*= significant differences at the 95% level of confidence

It can also be argued that the results outlined above do not provide an effective way of gauging the importance of social/networking websites, and that they are just as powerful as ever in the lives of younger respondents. It is still likely that increasing the presence of the IPCC in news websites and social/networking websites⁶ might be a relatively inexpensive way of increasing awareness of the IPCC and belief in its independence within these key groups.

⁶ 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

It has been a mixed year, but the main messages remain unaltered:

- Confidence in the IPCC's impartiality and perception of its likely fairness are both positive and steady overall, but with ethnic minorities almost up to the same levels as White respondents in terms of confidence, while still lagging behind for fairness.
- Levels of awareness of the IPCC and an understanding that the IPCC is separate from the police were slightly lower this year. Awareness had particularly declined for ethnic minorities, whereas the increase in those thinking that the IPCC is part of the police was more strongly related to increases among White people from lower socio-economic groups (D and E).
- Increases were observed in willingness to complain (all subgroups) and in happiness with contact with the police (particularly among older White respondents).
- Disincentives to complaining remain at similarly high levels to previous years. They are felt much more strongly by ethnic minorities – it is worrying that 40% of ethnic minority respondents reported that they feared police harassment (compared with 17% of White respondents), and that 43% (versus 35%) feared not being taken seriously.
- We should also point out that the number of people reporting that they do not know how to complain remain high (it is the highest disincentive for ethnic minorities and the second highest for White respondents): more work needs to be done here to allay fears and enable understanding.

We drew attention last year to the big differences in 'national news' media consumption between subgroups, suggesting that some hard-to-reach subgroups like the 15-24 year olds (and the 25-34 year olds) were big users of social/networking and other websites and could be reached through them. This year, the responses relating to these websites seemed to have fallen back a little and yet other studies would suggest that social/networking sites are still at peak usage. Thus it may be the phrase 'national news' that is at fault. We could better gauge the use of such websites if we ask directly about them rather than through a filter like news.⁷

The IPCC is currently developing more You Tube videos (like the British Sign Language ones that already exist) to explain how to make a complaint to a wider audience. Such videos should also seek to explain what the IPCC does, emphasising its independence and that the police do take complaints seriously. One could cross-link these with the website and its own Facebook page (which is currently under development) and include them in all publicity materials.

7 The IPCC runs a Twitter page with regular updates; and has a presence on You Tube on 'How to make a complaint' – but only in British Sign Language; adding similar videos for hearing respondents (and drawing attention to them more effectively) might go a long way to making the complaint process less intimidating. Other videos could be made to communicate the role and independence of the IPCC.

Confidence in the police complaints system Discussion

The IPCC is also currently reviewing their 'online form' which at present does not appear to be a popular option among respondents⁸. Only 2% chose it this year as their method of making a complaint. On the one hand this may be a reflection of the natural desire for a complainant to have human to human contact (someone to listen) rather than filling out an impersonal form. However, it may also be due to the formatting of the current online form, which could be seen by some to be slightly forbidding. The disclaimers accompanying the form may be necessary, but could be perceived as off putting to some potential complainants.

⁸ The IPCC is currently redesigning their online complaint forms with the intention of making them more accessible and user friendly.

Appendix A: the questionnaire

IPCC Public Confidence Survey 2011 – QUESTIONNAIRE

(Fieldwork 21-30 Jan 2011)

**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

Confidence in the police complaints system Appendix A: the questionnaire

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 | 1 |
| Slightly agree | 2 |
| Neither agree nor disagree | 3 |
| Slightly disagree | 4 |
| Strongly disagree | 5 |
| Don't Know | Y |

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 (IPCC)?

- Yes
- No
- Don't know

IF Q9 = Yes

THEN ASK: Q10, Q11, Q12, Q13, Q14

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...

I am now going to show you some statements. Please tell me for each statement whether or not you think that the Independent Police Complaints Commission is responsible for this area of work, using the following scale: definitely responsible, possibly responsible, possibly not responsible, or definitely not responsible. So firstly...

Q11 IF NECESSARY SAY: How much do you think the Independent Police Complaints Commission is responsible for this work?

- Definitely responsible for
- Possibly responsible for
- Possibly not responsible for
- Definitely not responsible for
- Don't Know

This question is repeated for the following loop values:

- Taking complaints directly from members of the public about the police
- Investigating all complaints about the police no matter how minor
- Investigating only the most serious complaints about the police
- Handling appeals from people who are unhappy with the way the police have dealt with their complaint
- Deciding whether officers should be prosecuted for criminal actions
- Helping the police to learn from complaints to improve things in the future

Confidence in the police complaints system Appendix A: the questionnaire

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

Q15 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...

Q16 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

Q17 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...

Q18 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
- Other specify...

Appendix B: details of sample

A number of questions were commissioned by the Independent Police Complaints Commission (IPCC) for inclusion in the combined TNS and BMRB omnibus survey⁹. The BMRB/TNS 'CAPI 'OMNIBUS' survey is a twice weekly survey providing 2,000 in-home interviews with a nationally representative sample of adults aged 16 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

TNS interviewed a representative sample of 3,710 adults aged 16 and over throughout England and Wales. Fieldwork was conducted between 21 and 30 January 2011.

In terms of how the subgroups were classified, TNS 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, TNS combined the ethnic groups into larger groups as follows:

⁹ Since the last study BMRB and TNS have combined their face-to-face CAPI Omnibus services.

- 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)

TNS 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

Twice a week, the TNS Omnibus interviews a nationally representative sample of 2,000 adults aged 16 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.

TNS Omnibus uses a random location sampling technique. A varying number of sampling points are issued depending upon the length of the questionnaire. 2001 Census small area statistics and the Postcode Address File (PAF) were used to

Confidence in the police complaints system Appendix B: details of sample

define sample points. All the sample points in the sampling frame have been divided into two geographically distinct segments each containing, as far as possible, equal populations. The segments comprise aggregations of complete wards. For the Omnibuses alternate A and B halves are worked each wave of fieldwork. Each week different wards are selected in each required half and Census Output Areas selected within those wards. Then, groups of OAs containing a minimum of 125 addresses are sampled in those areas from the PAF.

Assignments are conducted over two days of fieldwork and are carried out on weekdays between 2pm-8pm and at the weekend. Quotas are set by gender/housewife. Within female housewife presence of children and working status is set, within men working status is set to ensure a balanced sample of adults within effective contacted addresses. All interviewers must leave three doors between each successful 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 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 recontacted 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, 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.

Confidence in the police complaints system Appendix B: details of sample

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 England and Wales 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 TNS if required.

Target weights applied:

Sex 1:	%
Men	48.77
Women without children	33.26
Women with children	17.97

Sex 2:	
Men working full time	23.18
Men not working full time	25.59
Women working at all	23.49
Women not working at all	27.74

Age within sex	Men	Women
	%	%
15 - 24	8.05	7.56
25 - 34	7.79	7.96
35 - 44	8.77	8.84
45 - 54	8.18	8.49
55 - 64	6.98	7.25
65+	8.80	11.13

Social grade within sex	Men	Women
	%	%
AB	13.80	13.13
C1	13.26	15.56
C2	11.53	9.76
D	7.04	8.06
E	3.14	4.72

Standard region	%
North-West	11.72
North-East	5.66
Yorkshire/Humberside	9.63
East Midlands	8.21
East Anglia	4.38
South-East	21.45
London	13.85
South-West	9.73
Wales	5.51
West Midlands	9.86

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

Confidence in the police complaints system Appendix B: details of sample

Table B1: Breakdown of sample by demographic groups: 2008-2011

	Unweighted samples			Weighted samples		
	2008 3,702 %	2009 3,725 %	2011 3,710 %	2008 3,694 %	2009 3,725 %	2011 3,710 %
Gender						
Male	48	47	48	49	49	49
Female	52	53	52	51	51	51
Age						
15-24	14	14	14	16	16	16
25-34	16	16	16	15	16	16
35-44	19	17	15	19	18	18
45-54	16	16	14	16	16	17
55-64	13	14	16	15	14	14
65+	22	23	25	19	19	20
Ethnicity						
Asian	12	8	8	8	8	8
Black	9	4	4	3	3	4
White	75	85	87	87	86	86
Other	3	2	1	2	2	1
Socio-economic groups						
AB	18	17	20	27	27	27
C1	28	27	27	29	29	29
C2	22	21	19	20	21	21
D	16	16	16	16	15	15
E	17	19	19	8	8	8
Standard region						
London	18	18	13	14	14	14
South-East	23	22	23	21	21	21
South-West	8	9	9	10	10	10
Wales	5	4	5	6	6	6
East Anglia	4	4	4	4	4	4
East Midlands	7	7	8	8	8	8
West Midlands	8	10	10	10	10	10
Yorkshire/Humberside	11	10	10	9	9	10
North-West	12	11	12	12	12	12
North-East	6	5	6	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

	2008	2009	2011	Unweighted N (2011)
Gender				
Male	29	28*	21*	1,774
Female	27	25*	19*	1,936
Socio-economic groups				
AB	31	26*	20*	724
C1	28	27*	21*	985
C2	26	28*	18*	702
D	25	25*	17*	606
E	30	27*	19*	693
Age				
15-24	32	30*	20*	522
25-34	33*	27*	21*	588
35-54	31	32*	24*	567
45-54	25	33*	20*	533
55-64	27	20	19	575
65+	18	19	17	925
Ethnicity				
Asian	20*	15	13	290
Black	21	24*	9*	140
Other	27	18	15	51
White	29	28*	21*	3,219
Standard region				
London	22	21*	11*	496
South-East	28	29*	20*	834
South-West	28	26	24	347
Wales	33	25	22	199
East Anglia	30	35*	18*	129
East Midlands	31	26	21	299
West Midlands	27	24	23	383
Yorkshire/Humberside	32	31	26	355
North-West	28	27*	18*	458
North-East	28	27	23	210
Total Sample	28	27*	20*	3,710

Total sample sizes for each year: 3,702 in 2008, 3,725 in 2009, 3,710 in 2011

*= significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

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

	2008	2009	2011	Unweighted N (2011)
Gender				
Male	67	68	73	471
Female	73	74	78	512
Socio-economic groups				
AB	78	75	77	161
C1	72	70	76	267
C2	63*	73	78	217
D	64	67	74	146
E	64	63	63	192
Age				
15-24	66	64	66	152
25-34	69	72	73	165
35-54	68	72	71	200
45-54	74	72	73	198
55-64	67	70*	83*	111
65+	77	76*	90*	157
Ethnicity				
Asian	74	71	69	43
Black	64	51	59	34
Other	54	69	36	15
White	70	71*	77*	886
Standard region				
London	73	67	66	144
South-East	70	72	74	233
South-West	75	73	84	92
Wales	49	82	74	39
East Anglia	86	73	85	47
East Midlands	63	68	79	65
West Midlands	78	67	67	90
Yorkshire/Humberside	70	62*	82*	110
North-West	61	75	75	111
North-East	77	79	71	52
Total sample	70	71*	76*	725

Total sample sizes for each year: 1,016 in 2008, 983 in 2009, 725 in 2011

* = significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

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

	2008	2009	2011	Unweighted N (2011)
Gender				
Male	60	57*	68*	1,774
Female	60	61*	68*	1,936
Socio-economic groups				
AB	65	64*	73*	724
C1	61	62*	69*	985
C2	58	55*	68*	702
D	52	54*	62*	606
E	60	54*	61*	693
Standard region				
London	57	54*	65*	496
South-East	61	62*	72*	834
South-West	68	61*	70*	347
Wales	58	58	65	199
East Anglia	63	59	66	129
East Midlands	55	64	70	299
West Midlands	59	65	64	383
Yorkshire/Humberside	60	55*	68*	355
North-West	57	57*	65*	458
North-East	64	55*	74*	210
Ethnicity				
Asian	51	47*	62*	290
Black	54	52*	68*	140
Other	54	57	63	51
White	61	61*	69*	3,219
Age				
15-24	52	51*	58*	522
25-34	58	58*	69*	588
35-54	63	61*	69*	567
45-54	59	61*	70*	533
55-64	67	62*	73*	575
65+	61	62*	69*	925
Previous contact with police				
Yes	60	59*	68*	725
No	60	59*	68*	2,982
Satisfaction with previous police contact				
Happy/very happy	65	63*	72*	543
Neither happy nor unhappy	47	57	64	71
Unhappy/very unhappy	52	46	53*	111
Total sample	60	59*	68*	3,710

Total sample sizes for each year: 3,702 in 2008, 3,725 in 2009, 3,710 in 2011

* = significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

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

	2008	2009	2011
Strongly agree	6	11	11
Agree	23	26	25
Neither agree nor disagree	25	23	23
Disagree	37	22	22
Strongly disagree	7	17	18
Total agreeing	30	38	40
Total disagreeing	44	38	36

Total sample sizes for each year: 2007: 4,569, 2009: 3,725, 2011: 3,710

*= significant differences at the 95% level of confidence

Table C5: Attitudes towards complaining – percentage reporting a disincentive, 2008-2011 comparisons

	2008	2009	2011
Very/quite unlikely that something would be done as a result of complaint	45	47*	41*
I don't think/definitely don't know how to make a complaint	38	37	38
Very/fairly worried it would take up too much of my time to complain	25	26	27
I'd be very/fairly worried about police harassment or other consequences	18	20	20

Note: Sample sizes: 2008: 1,892, 2009: 3,725, 2011: 3,710

*= significant differences at the 95% level of confidence

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

	Total White		Total ethnic minority	
	% agreeing 2009	% agreeing 2011	% agreeing 2009	% agreeing 2011
Unlikely that something would be done as a result of complaint	48*^	42*^	39^	34^
Don't know how to make a complaint	36	37	42	45
Not taken seriously	36^	35^	46^	43^
Take up too much of my time	23^	24^	48*^	40*^
Worried about police harassment or other consequences	17^	17^	40^	40^

Note: Sample sizes: 3,725 in 2009, 3,710 in 2011

*= significant differences at the 95% level of confidence between 2009 and 2010;

^= significant differences at the 95% level confidence between the white and ethnic minority subgroups

Confidence in the police complaints system Appendix C: additional tables

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

	2008	2009	2011
Gender			
Male	71	71	68
Female	61	63	60
Socio-economic groups			
AB	80	79	78
C1	69	69	66
C2	61	65	58
D	49	52	49
E	54	53	49
Standard region			
London	57	53*	35*
South-East	70	71	68
South-West	81	74	75
Wales	62	65	69
East Anglia	63	71	80
East Midlands	67	73	67
West Midlands	69	67	60
North-West	59	64	67
Yorkshire/Humberside	65	66	67
North-East	64	71	72
Age			
15-24	26	29	27
25-34	58	53*	47*
35-44	72	74	71
45-54	79	82	77
55-64	84	86	84
65+	75	77	73
Ethnicity			
Asian	34	35	28
Black	55	49	36
White	70	71	69
Other	50	57	37
If contact with police in last 12 months			
Yes	71	71	74
No	64	65	61
Total	66	67*	64*

Total sample sizes for each year: 3,702 in 2008, 3,725 in 2009, 3,710 in 2011

* = significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

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

	Adjusted deviations on awareness of 64% in 2011 ¹⁰
Gender	
Male	5%
Female	-5%
Socio-economic groups	
AB	9%
C1	4%
C2	-1%
D	-9%
E	-14%
Age	
15-24	-32%
25-34	-12%
35-44	7%
45-54	13%
55-64	16%
65+	6%
Ethnicity	
Asian	-18%
Black	-14%
Other	-18%
White	3%
Standard region	
London	-15%
South-East	2%
South-West/Wales/West & East Midlands	3%
Yorkshire/Humberside/North-West/North-East	2%
Betas (multiple regression coefficients)	
Sex	0.10
Socio-economic groups	0.17
Age	0.34
Standard region	0.12
Ethnicity	0.14
Overall R² = 0.25	

10 These represent the Penalties (negative scores) or Rewards (positive scores) on the awareness of the IPCC as a result of each answer. Thus if everyone became AB socio-economic group, awareness would rise by 12% from 64% to 76%, if everyone became 25-34 years, then the awareness would fall by 12% to 52%.

Confidence in the police complaints system Appendix C: additional tables

Table C9: Percentage of where respondents had heard of IPCC by key subgroups 2011

	Total 2011	15-24 year olds	Ethnic minorities
On television	52	42	42
In newspapers	15	10	21
By word of mouth	11	16	12
On the radio	5	5	4
Through police/at police station	4	8	5
University/college/school	1	9	3
IPCC website	1	3	3
Citizens Advice Bureau/lawyer	1	1	1

Note: Sample size in 2011: 2,307; other answers 1% or less

Table C10: Percentage of areas IPCC thought to be responsible for 2011

	Definitely/ possibly responsible	Definitely/ possibly not	Difference
Helping the police to learn from complaints to improve things in the future	87	8	+79%
Handling appeals for people who are unhappy with the way the police have dealt with their complaints	85	9	+76%
Deciding whether officers should be prosecuted for criminal actions	75	19	+56%
Taking complaints directly from members of the public about the police	74	19	+55%
Investigating only the most serious complaints about the police	72	22	+50%
Investigating all complaints about the police no matter how minor	69	26	+43%

Note: Sample size in 2011: 2,307; other answers 1% or less

Confidence in the police complaints system Appendix C: additional tables

Table C11: Percentage who thought the IPCC thought was part of the police

	2008	2009	2011
Gender			
Male	27	25	29*
Female	27	27	33*
Socio-economic group			
AB	20	20	23
C1	27	25	28
C2	27	31	36
D	36	32*	44*
E	36	35	41
Standard region			
London	29	30	33
South-East	27	28	28
South-West	19	21	27
Wales	32	24*	37*
East Anglia	28	23	36
East Midlands	23	21	29
West Midlands	26	26	34
North-West	26	32	31
Yorkshire/Humberside	32	26	34
North-East	24	27	28
Age			
15-24	30	27	34
25-34	24	24	28
35-44	26	26	30
45-54	25	24	27
55-64	22	27	29
65+	32	29*	36*
Ethnicity			
Asian	34	30	38
Black	37	47	43
Other	27	33	17
White	26	25*	30*
If contact with police in last 12 months			
Yes	22	25	28
No	28	27*	31*
Satisfaction with contact			
Happy/very happy	19	21	28
Neither happy nor unhappy	25	25	20
Unhappy/very unhappy	37*	36	36
Total	27	26*	31*

Total sample sizes for each year: 2,371 in 2008, 2,409 in 2009, 2,307 in 2011

* = significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

Table C12: Percentage of where respondents would go to make a complaint against the police 2011

	Total sample	15-24 year olds	Ethnic minorities
The police force concerned/local police station	48	37	26*
Consumer Advice Bureau/law centre	19	19	25*
IPCC	12	12	13
A solicitor	10	13	16
Local council	4	9	10
A community organisation or Race Equality Council	1	1	2

Note: Sample sizes: 3,710 (total), 481 (ethnic minorities) and 522 (15-24 year olds); other answers 1% or less

*= significant differences at the 95% level of confidence, ethnic minority versus White

Confidence in the police complaints system Appendix C: additional tables

Table C13: Percentage who were confident that the IPCC would deal with complaints impartially

	2008	2009	2011
Gender			
Male	64*	69*	70
Female	66	65	68
Socio-economic group			
AB	69	71	72
C1	68	68	72
C2	64	67	66
D	58	61	62
E	55	62	58
Standard region			
London	61	60	63
South-East	66	67	73
South-West	73	69	68
Wales	65	74	63
East Anglia	58	64	70
East Midlands	65	67	68
West Midlands	65	70	77
North-West	64	68	65
Yorkshire/Humberside	63	69	70
North-East	72	66	68
Age			
15-24	60	69	66
25-34	62	64	71
35-44	69	71	70
45-54	66	69	69
55-64	67	65	68
65+	64	66	68
Ethnicity			
Asian	54	50*	70*
Black	55	66	57
White	67	69	69
Other	44	56	68
If contact with police in last 12 months			
Yes	64	65	69
No	66	68	69
Satisfaction with contact			
Happy/very happy	71	73	75
Neither happy nor unhappy	50	50*	69*
Unhappy/very unhappy	39	42	34
If IPCC thought to be part of police or not			
Part of police	52	55	57
Independent	72	74	76
Total	65	67	69

Total sample sizes for each year: 2,371 in 2008, 2,409 in 2009, 2,307 in 2011

* = significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

Table C14: Percentage who believed they would be treated fairly by the IPCC if they complained

	2008	2009	2011
Gender			
Male	87	86	85
Female	90	86	86
Socio-economic group			
AB	90	89	89
C1	90	87	87
C2	87	87	82
D	87	81	80
E	77	75	79
Standard region			
London	83	84*	67*
South-East	88	87	89
South-West	90	90	87
Wales	84	94	80
East Anglia	87	81	89
East Midlands	92	90	89
West Midlands	90	88	86
North-West	88	82	84
Yorkshire/Humberside	88	83	88
North-East	93	83	87
Age			
15-24	87	89	82
25-34	87	89	84
35-44	89	86	85
45-54	88	89	87
55-64	87	82	88
65+	89	85	84
Ethnicity			
Asian	82	77	72
Black	75	64	67
White	89	88	87
Other	66	72	56
If contact with police in last 12 months			
Yes	86	85	87
No	89	87	85
Satisfaction with contact			
Happy/very happy	91	90	91
Neither happy nor unhappy	87	75	87
Unhappy/very unhappy	63	63	63
If IPCC thought to be part of police or not			
Part of police	81	76	80
Independent	92	91	89
Total	88	86	85

Total sample sizes for each year: 2,371 in 2008, 2,409 in 2009, 2,307 in 2011

* = significant differences at the 95% level of confidence

Confidence in the police complaints system Appendix C: additional tables

Table C15: Percentage of media respondents normally use for news 2011

	National news total	Regional news total	National news by age group		
			15-34	35-54	55+
Television	87	79	81	88	92
Newspapers	34	33	27	30	44
Radio	25	20	16	30	27
Internet websites	17	10	26	19	7
TV Teletext/red button	2	2	2	2	2
Friend/family	5	6	7	5	3
Social/networking websites like Facebook	3	2	5	2	^
Magazines	3	2	3	3	2
Colleagues	2	2	3	2	^

Note: Sample size: 3,710 in 2011; other answers 1% or less

* = significant differences at the 95% level of confidence

^ = under 0.5%

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