Ipsos MORI
Social Research Institute

July 2017

Public Views of Policing in England and Wales 2016/17

Research report for Her Majesty's Inspectorate of Constabulary (HMIC)

FINAL VERSION

Contents

1 Summary

Ipsos MORI was commissioned by Her Majesty's Inspectorate of Constabulary (HMIC) to undertake a large-scale online survey of the public to assess current perceptions of policing. It follows a similar survey in 2015 and the methodology has been kept consistent to ensure valid comparisons over time. A sample of 16,865 people aged 16+ across England and Wales took part in the survey between July and August 2016. The findings have informed HMIC's PEEL Assessments.

The survey provides insights into current perceptions of crime, safety and local police, along with public interactions with the police. Issues explored for the first time in 2016 include priorities for the police, perceived responsibilities of the police and other agencies with regards the safety of vulnerable people, and online crime and anti-social behaviour (ASB).

Safety and security in the local area

- Around one in four respondents feel crime/ASB is a big problem locally and feel unsafe to walk alone at night. Those living in the most deprived neighbourhoods are over twice as likely to feel unsafe than those living in the most affluent areas, and almost four times as likely to say that crime/ASB is a big problem locally.

- Most people have not perceived any variation in levels of local crime and anti-social behaviour in the previous year (70%). Of those who do perceive a change, however, almost three times as many believe it is now more of a problem than feel it has improved (17% vs. 6%).

Image and reputation of local policing

- Just over half are satisfied overall with local policing, three times more than are dissatisfied (unchanged from 2015). Engagement with the police affects satisfaction with the service; those who feel informed about their local police more likely overall to be satisfied with local policing, as are those living in the most affluent neighbourhoods.

- Two thirds perceive no change overall in local policing over the past year. Of those who perceive a change, four times more feel that the service has got worse than has improved (similar to perceived changes in other public services tested in the survey).

- Whilst 83% of respondents feel it is important to have a regular uniformed police presence in the local area, only 18% feel they have such a presence locally. Fewer people report having seen a uniformed police presence on foot or in a vehicle than did in the previous 2015 survey (19% say they have seen on foot, down from 26%; 42% in a vehicle, down from 48%).

- Most who express a view would speak highly about their local police, around twice as many as would be critical. However, as in the 2015 survey, the majority have mixed views or no views about their local police.

- Most participants associate policing with positive attributes and agree that they treat people fairly and with respect, with relatively small proportions expressing negativity. Again though, there are many who do not have any views about their local police and some minority groups are more likely to associate the police with negative attributes.

Priorities and responsibilities of local policing

- Two thirds identified 'responding in person to emergencies' and 'tackling crime of all types' as key priorities for the police's time and resources nationally, followed by 'countering terrorism and extremism' and 'a local on foot uniformed presence'.

- Priority crime/anti-social behaviour types were 'violent crime/crime against the person', 'rape and other sexual offences', and 'terrorism/extremism'. Comparatively few prioritised commercial crime, online abuse and/or fraud.

- The majority consider the police to have the greatest responsibility (above other service providers) for the ongoing safety of victims of domestic abuse, victims of stalking and harassment, and missing people. In contrast, for some other vulnerable people, only very small proportions identify the police as the organisation with most responsibility. It should be noted that for many of these audiences the police form part of a wider group of organisations with responsibility, which may be reflected in the smaller proportions identifying the police (e.g. local authorities would have responsibility for the homeless and people with learning difficulties).

Engagement with local policing

- Three quarters of respondents are interested in what their local police are doing, though most say that they personally have done nothing to find out anything about local police activity.

- Fewer than three in ten feel well informed about what the police are doing in their local area, slightly down on 2015. Overall, one in twenty respondents recall being asked for their views and most have had no personal interaction with their local police.

- The findings throughout the research consistently show that people who feel better informed about their local police and who have had more interaction with them are significantly more likely to express positive opinions across different aspects of policing.

Contact with the police

- Just over a quarter (27%) cited some form of contact with their local police within the past year, slightly down from the 2015 survey (31%). Likelihood of citing contact is higher among particular groups, notably those living in more deprived areas, people from Black Asian and Minority Ethnic (BAME) backgrounds and younger respondents. Still, the majority of those within all of these groups did not indicate any direct contact with the police.

- Overall satisfaction with the service received from the police was consistent with the 2015 survey (almost two thirds satisfied), though there is some slight reduction in satisfaction with specifics around the way in which the staff dealt with the contact and the way in which they were kept informed.

- Regarding potential future contact, people are generally far more likely to say they would report incidents to the police by phone than via online or face-to-face channels. For crimes/incidents against the person it is 999 that is most likely, for property-related incidents there is a balance between 999 and 101, while for online incidents, anti-social behaviour and updates on previous incidents then 101 is the most likely.

2 Interpretation and structure

Interpretation and presentation of findings

Because of the survey methodology, the findings refer to 'respondents' rather than to the 'public at large', although they are indicative of the wider public's views.

To assist readers who wish to refer to source data, textual references to data are generally supported by adjacent charts, which include the question number. The charts contain raw base sizes for individual sub-groups of the overall population within the adjacent bars. Where there is no following chart, the text refers to the relevant question number when discussing the data.

Results are based on all respondents unless otherwise specified. An asterisk (*) indicates a figure smaller than 0.5% but greater than zero. Where percentages do not sum to 100, this is due to computer rounding or multiple responses.

The following acronyms are used within the report:

- The Index of Multiple Deprivation (IMD) is the Government 's measure of deprivation covering crime, along with income, employment, health, employment, education skills and training, barriers to housing and services, and the living environment. For the analysis in this report, all areas were divided into five quartiles. References in the text to the 'most deprived' or 'least affluent' areas refer to the bottom 20% of areas according to the IMD, while references in the text to the 'most affluent' areas refer to the top 20% of areas according to the IMD.
- BAME (black, Asian and minority ethnic).
- LGBT (lesbian, gay, bi-sexual and trans-gender).
- ASB (anti-social behaviour).
- PCSO (police community support officer).
- UPP (Uniformed Police Presence) – used in charts.

Throughout the report, reference is made to sub-groups where findings are 'significantly' different to the overall total (see note on confidence intervals in appendix B). Throughout, the following variables have been used to determine the sub-groups. Most of these have been obtained from survey responses, with the local area characteristics (the Index of Multiple Deprivation and rurality) derived from respondents' postcodes and matched to Office of National Statistics data sets:

Demographics	Local area characteristics	Survey questions
Age Gender Ethnicity Household income Tenure Children in household (yes/no) Work status Qualifications Disability Sexual orientation	Index of Multiple Deprivation Urban, suburban or rural	Level of interest in policing Satisfaction with and advocacy towards local policing Contact and interaction with policing Confidence in accessing local policing Perceptions of change in levels of policing Perceptions of local uniformed presence

Report structure

The report is structured around key themes covered within the survey, as follows:

Chapter 3: Safety and security in the local area	This chapter sets the scene for the findings which follow by reflecting on how safe respondents feel in their local area and perceptions of crime and anti-social behaviour locally.
Chapter 4: Image and reputation of local policing	The chapter considers respondents' satisfaction with local policing, their advocacy (or otherwise) of the service, and emotional responses to local policing. Public sentiment around police visibility can be strong and have a significant bearing on broader attitudes to policing and local safety.
Chapter 5: Priorities and responsibilities of local policing	Clear patterns emerge when the public prioritise police activities and crime types. These will reflect various factors, including perceptions of the role of policing, which will link to understanding of current activities, including the responsibility that police have for the safety of vulnerable people.
Chapter 6: Engagement with local policing	Interest in, and interaction with, local police, including the extent to which respondents are interested in the service and talk about it.
Chapter 7: Contact with the police	Respondents' contact with the police in the past 12 months, including types and levels of contact, expectations and ratings of experiences, and the ways in which they would contact the service in the event of different needs.

Acknowledgements

Ipsos MORI would like to thank Peter Langmead-Jones, Jacquie Hayes and colleagues at HMIC for their help and support on this study. We are grateful to all 16,865 members of the public across England and Wales who took part in the survey.

3 Safety and Security in the Local Area

Key findings

- **Around one in four respondents feel crime/ASB is a big problem locally and feel unsafe to walk alone at night. Those living in the most deprived neighbourhoods are over twice as likely to feel unsafe than those living in the most affluent areas, and almost four times as likely to say that crime/ASB is a big problem locally.**

- **Feelings of safety were associated with being satisfied with local police; being an advocate for local police; feeling confident that the police could be contacted when needed; and feeling informed about local police.**

- **More men compared with women (82% compared with 68%) said they felt safe.**

- **Most people have not perceived any variation in levels of local crime and anti-social behaviour in the previous year (70%). Of those who do perceive a change, however, almost three times as many feel it is now more of a problem than feel it has improved (17% vs. 6%).**

- **Most who express a view think their local police are effective. However, almost half are unable to give an opinion on their effectiveness, either at an overall level or on various aspects such as tackling anti-social behaviour, responding to the public, or preventing/investigating offences.**

Local perceptions of safety

Three quarters of respondents feel safe walking alone after dark in their local area (75%), while a quarter feel either 'a bit unsafe' or 'very unsafe' (25%) (figure 3.1). There is a marked distinction between those who live in the most affluent areas (where 85% feel safe) and the least affluent areas (where only 61% feel safe). This partly reflects the urban nature of some deprived areas – rural and suburban residents feel more safe than urban residents overall (88% and 85% feel safe, compared with 72% in urban areas).

Attitudes to, and experiences of, the police also relate to perceptions of safety. Those who are satisfied with their local police are much more likely to feel safe than those who are dissatisfied (82% vs. 53%) – with similar patterns for those who are advocates of the police (82% of whom feel safe) or who are confident that they could access the police when they need to either in an emergency (79%) or non-emergency (82%). Those who feel informed about their local police are also more likely to feel safe than those who do not (82% vs. 71% This highlights the continuing importance of police communications and local reassurance strategies.). There is also a marked variation by gender; 82% of men feel safe compared with 68% of women.

Figure 3.1 – Safety: those who feel safe

Q4. How safe do you feel walking alone in your area after dark? Note: if you never go out alone at night, how safe would you feel?
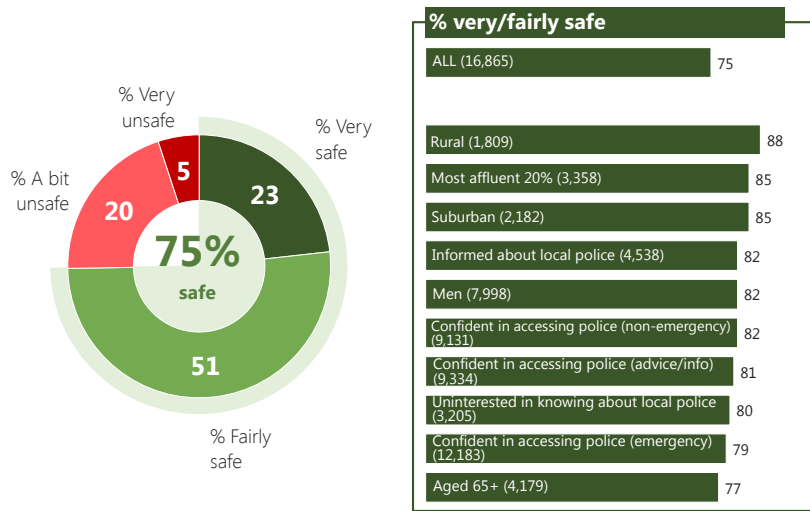
% Very unsafe **5**

% Very safe **23**

% A bit unsafe **20**

75% safe

% Fairly safe **51**

% very/fairly safe

ALL (16,865)	75
Rural (1,809)	88
Most affluent 20% (3,358)	85
Suburban (2,182)	85
Informed about local police (4,538)	82
Men (7,998)	82
Confident in accessing police (non-emergency) (9,131)	82
Confident in accessing police (advice/info) (9,334)	81
Uninterested in knowing about local police (3,205)	80
Confident in accessing police (emergency) (12,183)	79
Aged 65+ (4,179)	77

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Local perceptions of crime and Anti-Social Behaviour

Most do not think crime and anti-social behaviour is a big problem in their area (61%), with around one in ten thinking it is no problem at all (11%) – and most perceive little change over the previous 12 months. A quarter of residents, on the other hand, believe that local crime and anti-social behaviour *is* a big problem (26%), unchanged since the 2015 survey. Only 3%, however, feel it is a 'very big' problem (figure 3.2).

Those living in the most deprived areas are far more likely to perceive crime and anti-social behaviour to be a problem in their area (44%, compared with 12% of those in the most affluent areas), again reflecting the importance of such areas for police communications and crime prevention strategies.

Figure 3.2 – Crime and anti-social behaviour as a problem in local areas

Q5. How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area?

% A very big problem   % Don't know
% Not a problem at all

32 **11**

% Quite a big problem **22**

26% very/quite a big problem

61

% Not much of a problem

% big problem

ALL	26
Most deprived areas (3,374)	44
Urban areas (12,874)	33
16-24s (964)	28

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Responses to Question 6 showed that most people have not perceived any variation in levels of local crime and anti-social behaviour in the previous year (70%). Of those who do perceive a change, however, almost three times as many feel it is now more of a problem than feel it has improved (17% vs. 6%).

Dealing with the issues that matter to local people

Overall, around four in ten respondents (39%, compared with 41% in 2015) feel that their local police are dealing with the issues that matter, compared with 18% who disagree (right hand chart in figure 3.3). Respondents are more evenly divided on whether the police take local people's views into account in allocating their resources – 29% feel they do this, compared with 25% who do not. Each of these issues relate closely to how positively people feel about their local police and how safe they feel; those who have been asked for their views by the police and/or feel informed, are more likely to feel positive and safe.

Figure 3.3 – Police tackling of crime and anti-social behaviour issues in local areas

Q13. Do you agree or disagree that the police take local people's views into account when deciding how they will use police resources in the area where you live?

Q12. Do you agree or disagree that the police are dealing with the crime and anti-social behaviour issues that matter to you in the area where you live?

% Don't know — 17
% Strongly agree — 5
% Tend to agree — 24
% Strongly disagree — 6
% Tend to disagree — 19
29% agree
% Neither/nor — 30

% Don't know — 12
% Strongly disagree — 4
% Strongly agree — 5
% Tend to agree — 34
% Tend to disagree — 14
39% agree
% Neither/nor — 31

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI
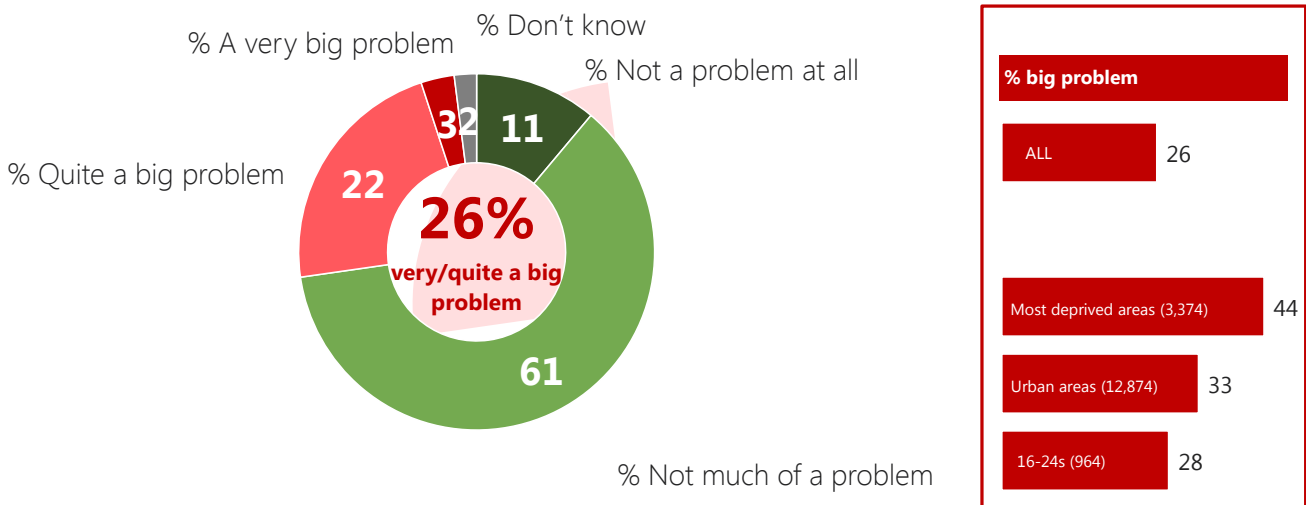
A third of respondents (or more) were felt unable to rate local police effectiveness across a range of roles listed in figure 3.4, which links with high proportions of respondents unable to express an opinion around the police taking people into account when allocating resources and dealing with anti-social behaviour. This potentially reflects challenges some people have in answering questions around police performance, especially where they have little contact with them. The role on which respondents find it easiest to express a view is 'Tackling anti-social behaviour' but still 31% are unable to say one way or the other. However, slightly more believe that the local police are effective at fulfilling each of these, with one exception ('preventing offending', where there is a slight negative balance). Only a small proportion of respondents believe that the police are *very* effective at fulfilling any of the roles.

Figure 3.4 – Police effectiveness across various roles

Q15a. In the past 12 months how effective, if at all, do you think the police in your local area have been at each of the following?

■ % Not at all effective ■ % Not very effective ■ % Fairly effective ■ % Very effective

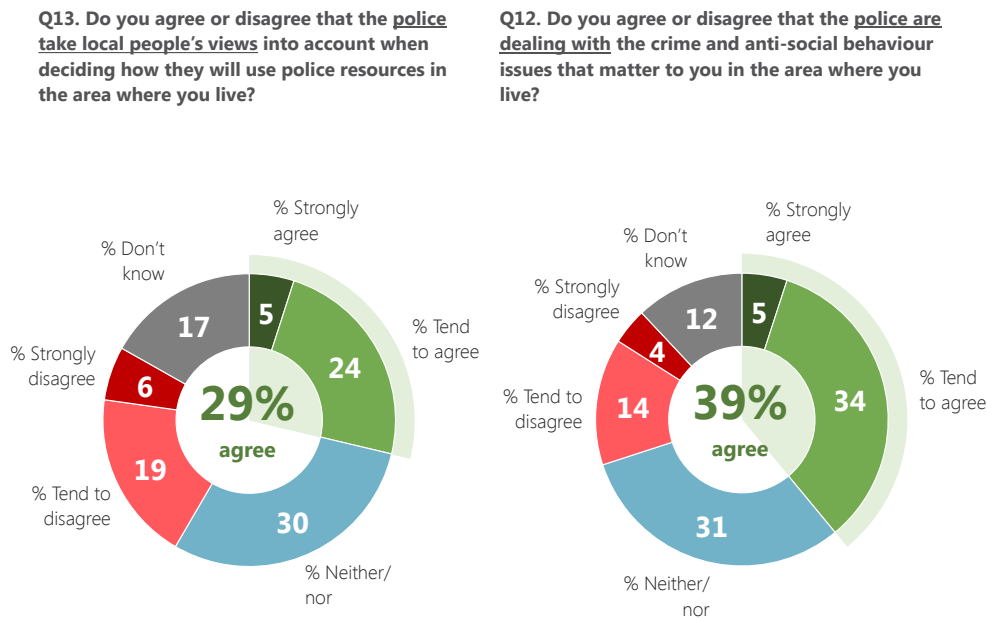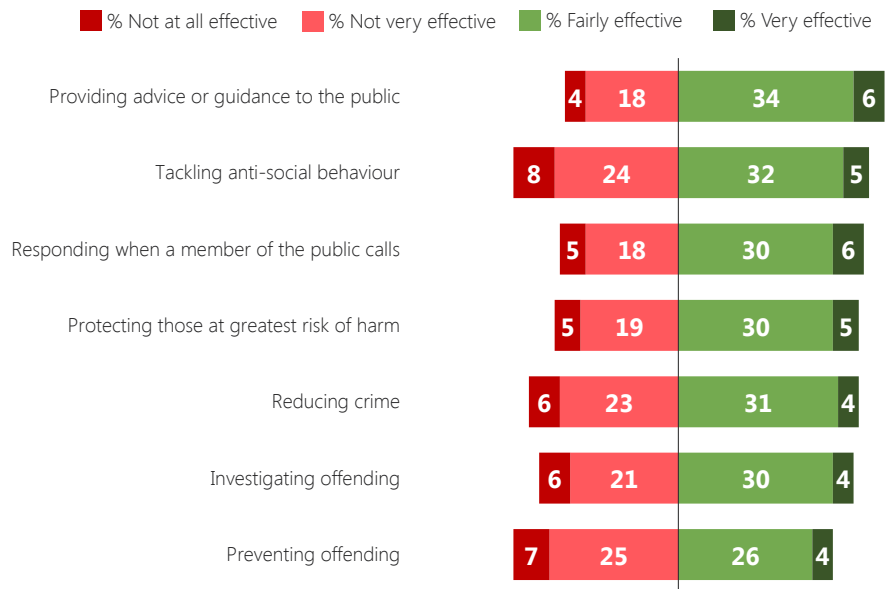| Role	Not at all effective	Not very effective	Fairly effective	Very effective
Providing advice or guidance to the public	4	18	34	6
Tackling anti-social behaviour	8	24	32	5
Responding when a member of the public calls	5	18	30	6
Protecting those at greatest risk of harm	5	19	30	5
Reducing crime	6	23	31	4
Investigating offending	6	21	30	4
Preventing offending	7	25	26	4

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

4 Image and Reputation of Local Policing

Key findings

- **Just over half are satisfied overall with local policing, three times more than are dissatisfied (unchanged from 2015). Sense of engagement with the police affects satisfaction with the service; those who feel informed about their local police are more likely overall to be satisfied with local policing, as are those living in the most affluent neighbourhoods.**

- **Two thirds perceive no change overall in local policing over the past year. Of those who perceive a change, four times more feel that the service has got worse than has improved (similar to perceived changes in other public services tested in the survey).**

- **Most who express a view would speak highly about their local police, around twice as many as would be critical. However, as in the 2015 survey, the majority have *mixed* views or *no* views about their local police.**

- **Most people associate policing with positive attributes and agree that they treat people fairly and with respect, with relatively small proportions expressing negativity. Again though, there are many who do not have any views about their local police and some minority audiences are more likely to associate the police with negative attributes.**

- **Whilst 83% of respondents feel it is important to have a regular uniformed police presence in the local area, only 18% feel they have such a presence. Fewer people report having seen a uniformed police presence on foot or in a vehicle compared to the previous 2015 survey.**

Satisfaction with local policing

Considerably more respondents are satisfied than dissatisfied with local policing. Just over half are satisfied with local policing, three times more than are dissatisfied (52% vs. 17%) (figure 4.1) – both unchanged from 2015.

Respondents' sense of engagement with the police affects their satisfaction with the service (figure 4.1). Those who perceive an increase in the uniformed police presence over the past 12 months, and those who feel informed about their local police, are more likely overall to be satisfied with local policing (82% and 74% respectively).

Those living in the most affluent neighbourhoods are more likely than average to express satisfaction with policing and other services. This is in line with other Ipsos MORI research which typically finds that certain demographic groups tend to think more positively about public services generally – and perceptions of the local police are no exception to this.

Figure 4.1 – Satisfaction with local policing: those satisfied

Q2a. How satisfied or dissatisfied are you with the following in your local area? Local policing
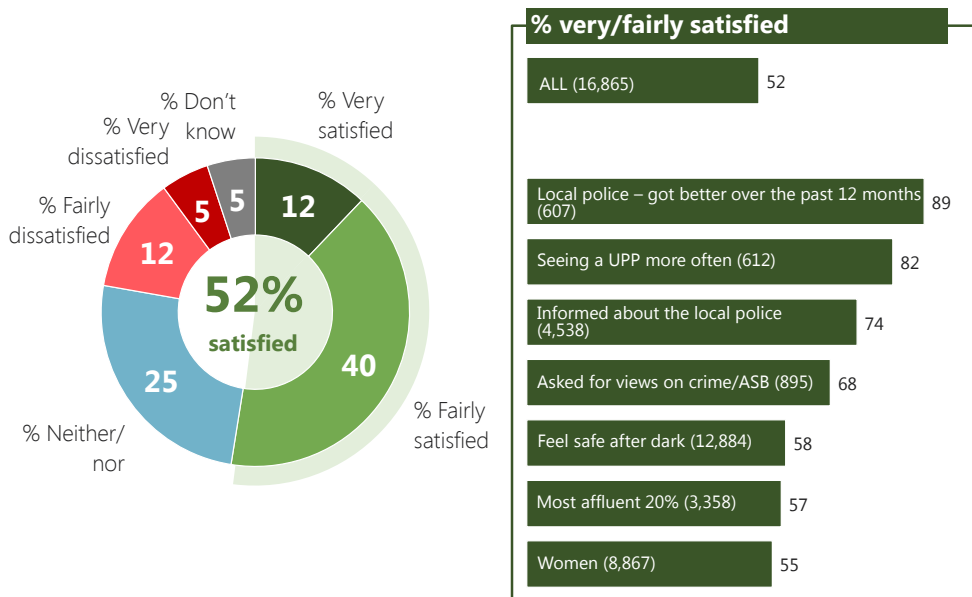
Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Chiming with findings outlined in chapter 3 on local policing, those who feel there is a reduced police presence, or feel unsafe, are more likely to be dissatisfied with the local police (figure 4.2). One in six respondents are dissatisfied overall with their local police (17%), but those who feel unsafe, who feel there has been a reduction in uniformed police presence, and/or have had contact with the police as a victim/witness are more likely to be dissatisfied (32%, 28% and 26% respectively).

Figure 4.2 – Satisfaction with local policing: those dissatisfied

Q2a. How satisfied or dissatisfied are you with the following in your local area? Local policing

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Police visibility

Police visibility is cited as important by the majority of respondents and is shown throughout this report to relate strongly to broader perceptions of policing and public safety. Over four in five respondents (83%) think that it is 'very' or 'fairly' important to have a regular uniformed police presence in their local area. This contrasts with the 24% overall who are satisfied with levels of presence in their area.

Figure 4.3 – Importance and satisfaction with uniformed police presence

Q30. How important, if at all, do you think it is to have a regular uniformed police presence in the area where you live?

Q26. How satisfied or dissatisfied are you with the level of the uniformed police presence in the area where you live?
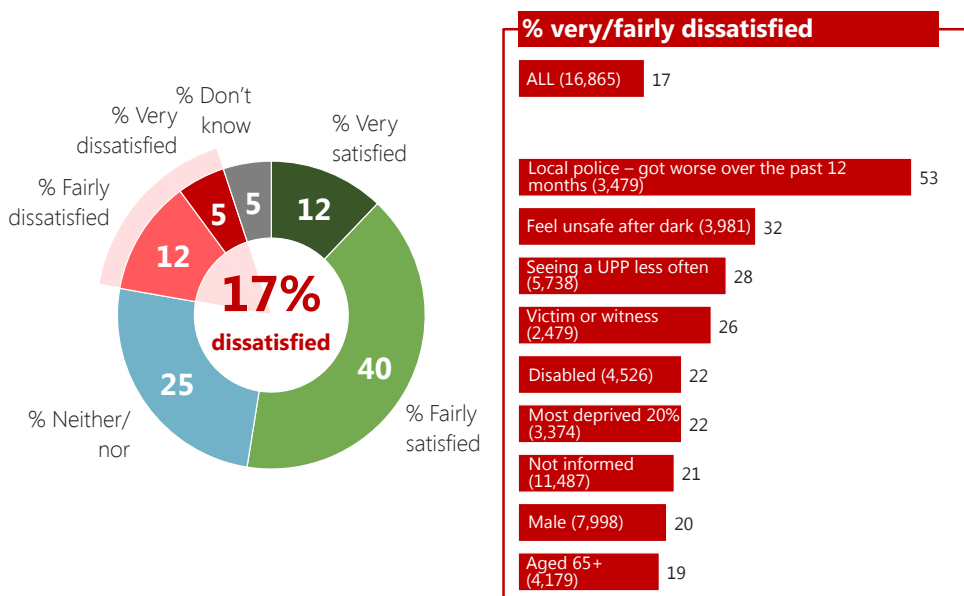

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Indeed, when asked directly whether they feel there is a regular uniformed police presence in their area, 18% feel there is, compared to 72% who feel there is no such presence. Younger people are more likely than older residents to feel there is a regular uniformed presence (23% of 16-24 year olds, compared with 14% of those aged 65+).

There are marked differences in experiences of seeing local uniformed police presence in a vehicle or on foot (figure 6.5): while 42% of respondents have seen a uniformed police presence in a vehicle at least once a month, this falls to 19% on foot. There has been a reduction in the proportion of people saying they have seen a uniformed police presence on foot or in a vehicle at least once a month since the last survey (19% say they have seen on foot, down from 26%; 42% in a vehicle, down from 48%).

Perceived changes in local policing

Most respondents perceive no change in their local policing over the previous 12 months (61%) (figure 4.4). This a slightly lower percentage than those who perceived no change when asked in 2015 (65%). As with all other public services explored in this survey (with the exception of local fire and rescue), more people perceived them to have got worse than to have improved over the past year. Four times more respondents feel that the service provided by the local police has got worse than got better over the last 12 months (20% vs. 5%).

Again, engagement is important in shaping views; seeing the police on the streets, being asked about crime or anti-social behaviour, or more generally feeling informed, can all have a positive impact on broader attitudes towards policing. For example, those who perceive an improved police visibility on the streets are far more likely to feel that their local policing service has improved over the same period (29% of this group, compared to 5% overall).

Figure 4.4 – Change in local policing: those who feel that local policing has got better

Q3a. Over the past 12 months do you think the service provided by each of the following in your local area has got better or worse or stayed about the same? Local policing

% got better

ALL (16,865)	5
See UPP more often (612)	29
Asked views-crime/ASB (895)	17
Feel informed about local police (4,538)	11
Aged 25-34 (965)	7
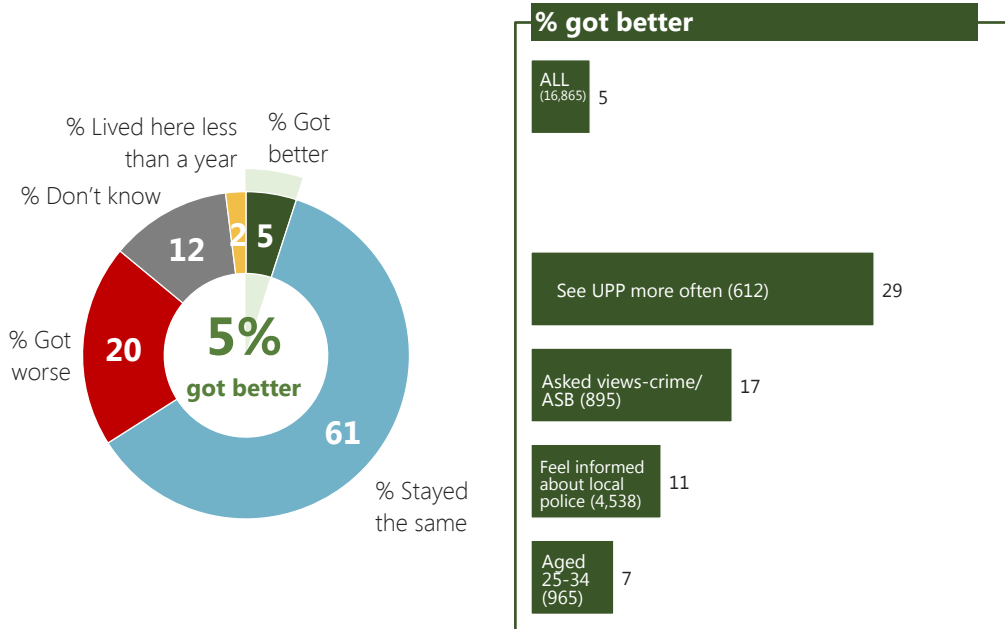
Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

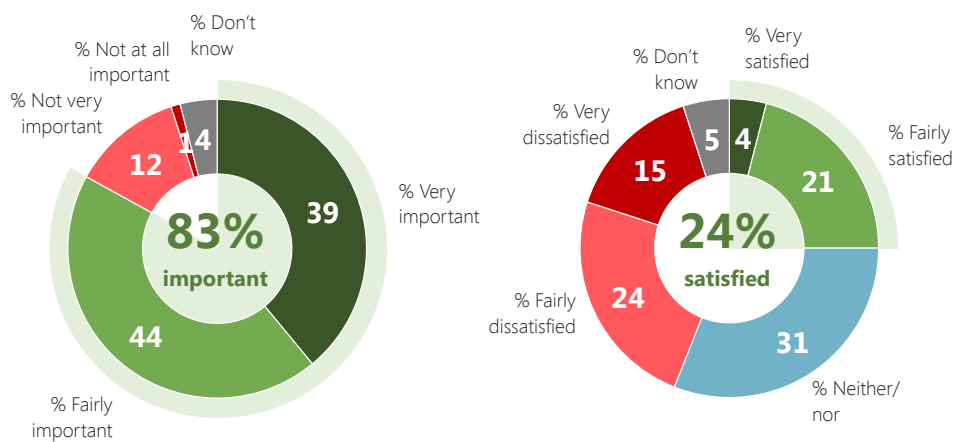When asked directly whether the uniformed police presence has gone up, down or stayed around the same, 33% felt that it had gone down (particularly perceived by older or disabled respondents) while only 5% felt that it had gone up in the past 12 months.

Figure 4.5 – Frequency of seeing a uniformed police presence

Q28. Over the past 12 months how often, if at all, have you seen a uniformed police presence in each of the following locations/situations?

■ % At least once a week   ■ % At least once a month   ■ % At least every 3 months
■ % Once or twice   ■ % Not seen in past year   ■ % Not applicable
■ % Don't know

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Views of some key features of policing

Many respondents perceive no change in a range of key features of their local policing over the past 12 months, but more think those features have deteriorated than improved. Respondents were asked how they felt that seven specific features of policing had changed in the past year (figure 4.6). In each case, more than half of respondents feel there has either been no change or they are unable to express a view.

But the balance of opinion among those expressing a view is negative on all factors: more (usually a lot more) respondents perceive things to have got worse than better. The visibility of uniformed police presence (35%) and of on-foot uniformed police presence (37%) are the aspects where the balance of opinion is most negative. In both cases, around six times more respondents say they have got worse than better.

As with the other features, respondents who have had some contact with the police are significantly better able to form a judgement on each issue. Those respondents who are dissatisfied with the local police overall are more likely to feel that each of these features have got worse, while those who are satisfied are more likely to have perceived either an improvement or (more likely) to have not noticed any change.

Figure 4.6 – Perceptions of changes within local policing over the past 12 months

Q3a. Over the past 12 months do you think the service provided by each of the following in your local area has got better or worse or stayed about the same? Local policing

■ % Got worse　　■ % Got better

| Local policing | 20 | 5 |

Q14. Over the past 12 months do you think each of the following aspects of policing in in your local area has improved, got worse or stayed about the same?
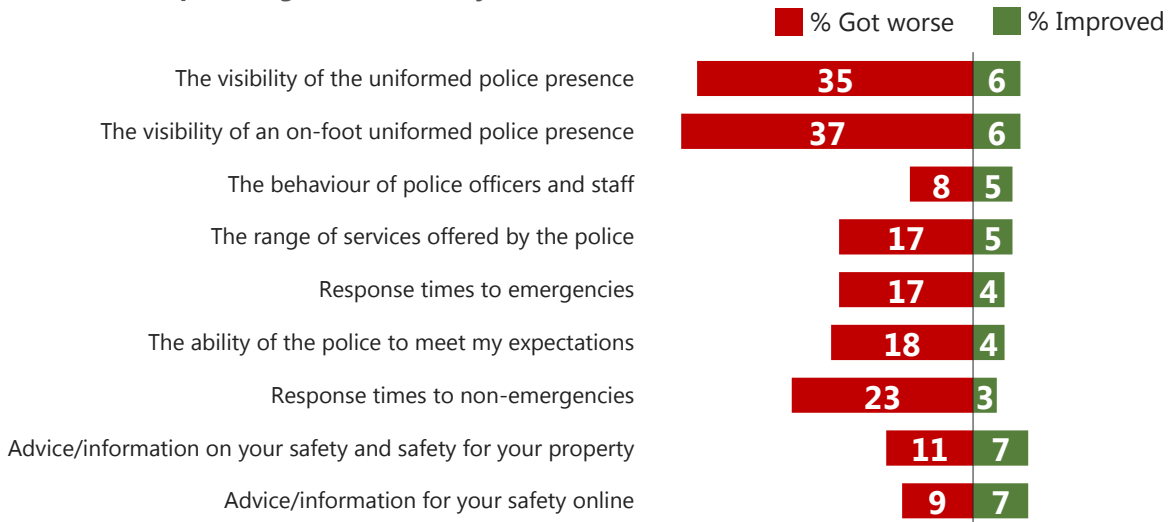
■ % Got worse　　■ % Improved

The visibility of the uniformed police presence	35	6
The visibility of an on-foot uniformed police presence	37	6
The behaviour of police officers and staff	8	5
The range of services offered by the police	17	5
Response times to emergencies	17	4
The ability of the police to meet my expectations	18	4
Response times to non-emergencies	23	3
Advice/information on your safety and safety for your property	11	7
Advice/information for your safety online	9	7

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)　　　Source: Ipsos MORI

Advocacy of local police

Most of those who express a view speak highly of their local police. Overall, one in three people would **speak highly** of the police in their local area to others (35%, compared with 32% in 2015), twice as many as would **be critical** (15%, similar to

the 2015 figure). Almost a third (31%) are **neutral**, while a further fifth (20%) had **mixed views** about their local police. One in four (25%) say they have **no views** about their local police.

Figure 4.7 – Advocacy towards the police in local area – those who speak highly

Q10. Thinking now about the police in your local area, which of these phrases best describes the way you would speak about them to other people?
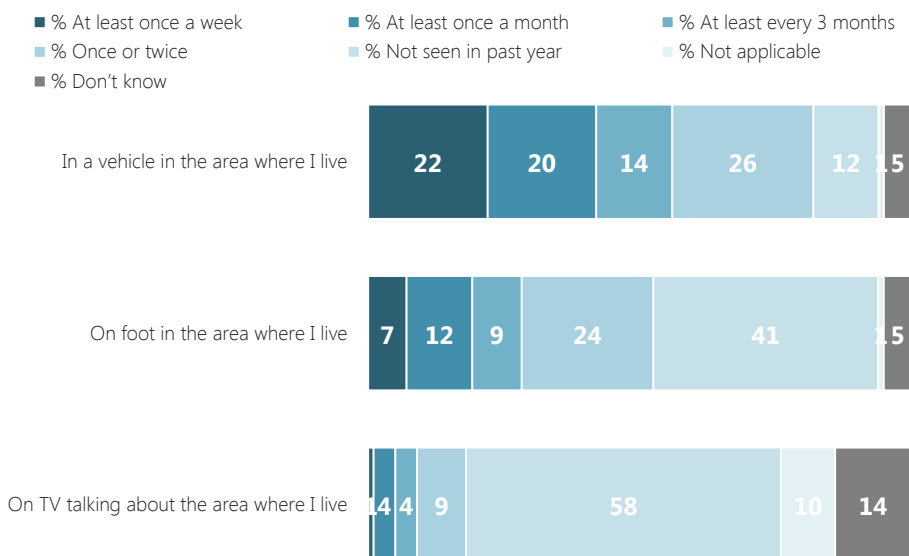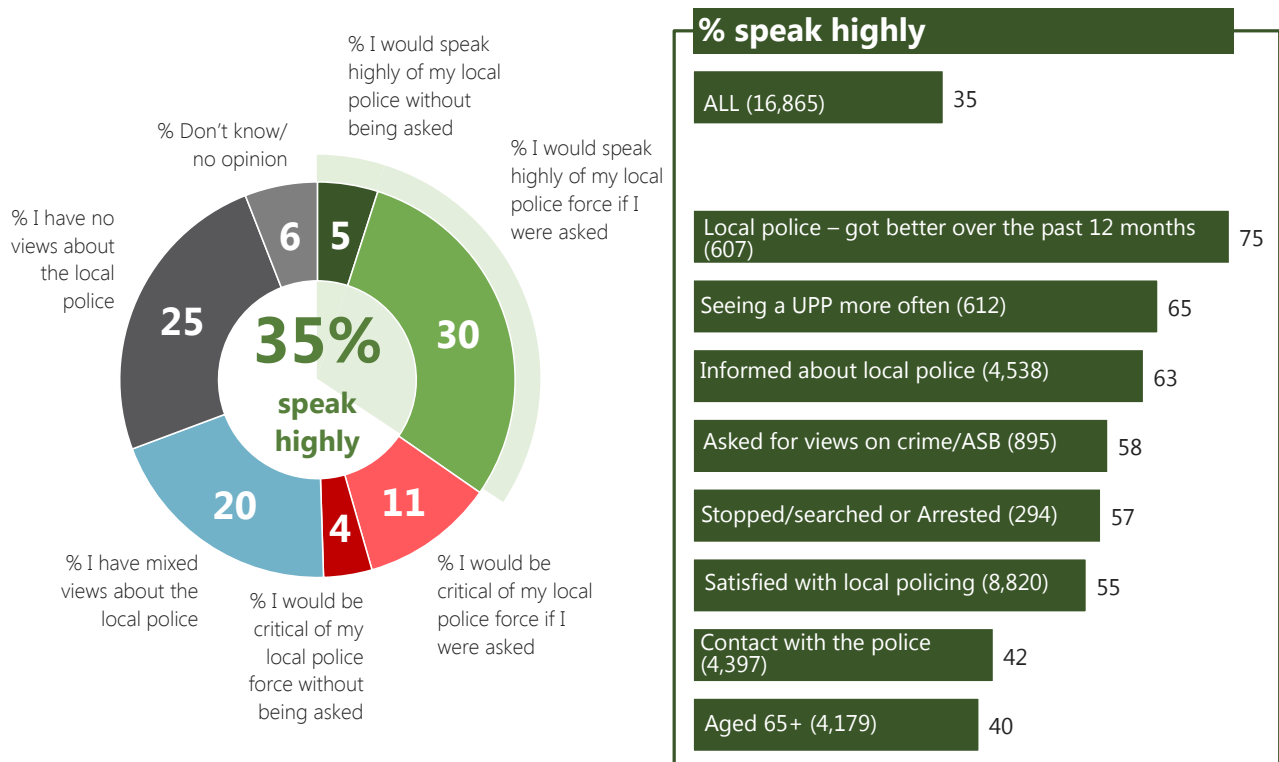

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Those who interact more frequently with local police officers and/or PCSOs are more likely to speak highly of them. Indeed, as found in 2015, those who have weekly contact are much likely to speak highly of their local police than those who have had no interaction in the past year 73% vs. 30%). Those who feel informed and have been asked for their views are significantly more positive towards the police, as are those who feel there has been an increase in uniformed police presence over the past year.

Although those from BAME backgrounds (the total number of BAME respondents was 649) are more likely to say that local policing has got better over the past 12 months (10% compared with 5% nationally), they are also more likely to speak critically overall (21% compared with 15% nationally).

Image of local policing

Respondents' image of their local police has been tested in this survey by asking responses to ten 'image statements', or key attributes, such as whether they feel that the police act with integrity or treat people with respect. Three of the statements were agreed as being the case 'all' or 'most' of the time by at least half of respondents: that the police have their support (61%, same as in 2015), that the police have their respect (56%, again unchanged from 2015) and that the local police act with integrity (50%, similar to 2015). At least 43% of respondents agreed that five other statements were the case "all" or "most" of the time: that the police treat all people with respect' (49%), that the police use their powers

appropriately (48%), that the police treat everyone fairly (46%), that the police respond appropriately to calls for help (44%) and that they take people's concerns seriously (43%).

As figure 4.8 illustrates, however, on three other attributes, perceptions are more nuanced, and in one case – apologising when they get things wrong – a similar proportion feel that the local police do this 'hardly ever' or 'never' (21%) as 'all' or 'most' of the time (20%). Overall, views on these attributes were similar in 2015 and 2016.

Figure 4.8 – Image of local policing across factors

Q45. Thinking about the police in the area where you live, how often would you say that they...?

	% All of the time	% Most of the time	% Some of the time
	% Hardly ever	% Never	% Don't know

							All/most of the time
Have your support	25	36	18	4	3	15	**61%**
Have your respect	21	36	20	6	3	15	**56%**
Treat all people with respect	14	35	20	5	2	24	**49%**
Act with integrity	14	37	19	4	2	25	**50%**
Use their powers appropriately	12	36	19	5	2	27	**48%**
Treat everyone fairly	12	34	21	5	2	26	**46%**
Respond appropriately to calls for help and assistance	12	32	21	5	2	28	**44%**
Take people's concerns seriously	12	32	24	6	2	24	**43%**
Have a good reputation amongst local people	10	31	23	8	3	26	**41%**
Use public views to set or inform priorities	6	19	21	10	4	40	**25%**
Apologise when they get things wrong	6	14	16	13	8	43	**20%**

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Over half of respondents agree that police in their local area **treat people with respect** all or most of the time (49%, compared with 54% in 2015), with 7% disagreeing. As found in 2015, those who have had contact with the police in the past year as a victim or witness are more likely to agree (63% vs. 55% of those who have not had such contact), though this group are still more likely that average to be dissatisfied with the service overall.

When presented with a list of 14 words to describe their image of local police (nine positive and five negative), the majority of respondents identify positive associations, with small minorities selecting negative words. The most frequently selected word from the list was 'approachable', followed by 'helpful'.

Those who have had contact with the police in the past 12 months are less likely to say "don't know" or "none of these" and are typically more likely to select all words – both positive and negative. Those who have been arrested or stopped and searched[1] were less likely than average to describe the police as approachable, helpful or competent and more likely than average to describe them as intimidating, prejudiced, rude and lazy (figure 4.9).

BAME and LGBT respondents are less likely than others to select most positive words and more likely to select the four negative words, including 'prejudiced'.

Figure 4.9 – Words to describe how local police are viewed

Q46. And which of these words would you use to describe how you view the police in this area?

	Overall	Victim or witness of crime	Arrested or stopped and searched	Other forms of contact
Approachable	36%	40%	22%	45%
Helpful	30%	32%	21%	37%
Competent	27%	25%	16%	31%
Trustworthy	26%	25%	17%	31%
Fair	24%	26%	24%	29%
Respectful	23%	26%	19%	30%
Responsive	21%	24%	19%	28%
Understanding	17%	23%	12%	25%
Caring	12%	15%	21%	18%
Lazy	6%	13%	24%	10%
Intimidating	4%	7%	13%	6%
Rude	4%	8%	19%	5%
Prejudiced	3%	7%	15%	6%
Dishonest	2%	6%	9%	4%
None of these	12%	9%	2%	8%
Don't know	18%	7%	4%	7%

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI
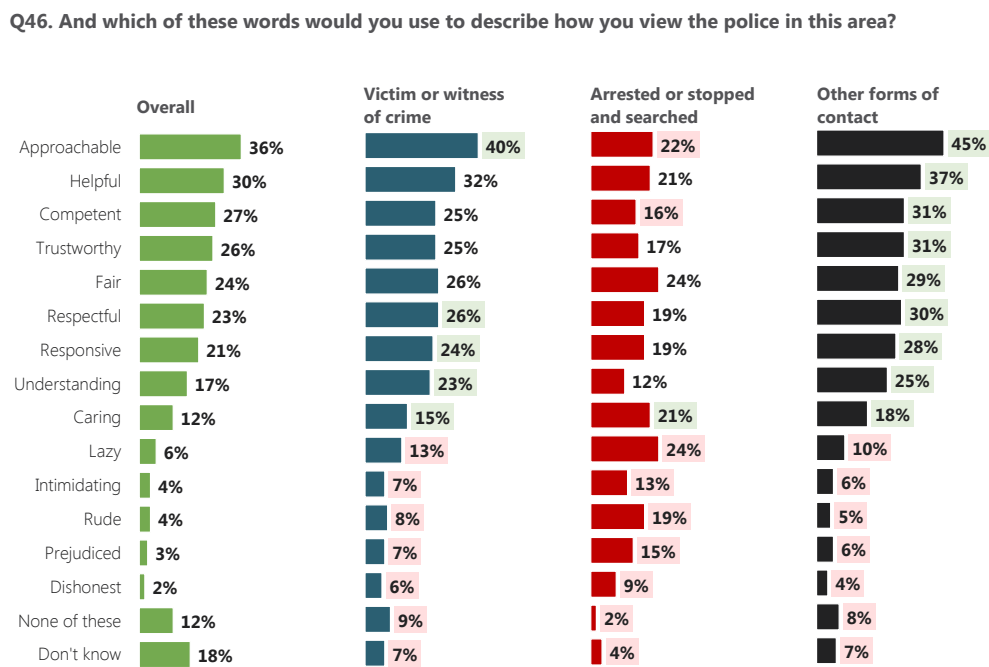
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[1] Please note that the base size for those who were arrested or stopped and searched was relatively small (294)

5 Priorities and Responsibilities of Policing

Key findings

- **Two thirds identified 'responding in person to emergencies' and 'tackling crime of all types' as key priorities for the police's *time and resources nationally* followed by 'countering terrorism and extremism' and 'a local on foot uniformed presence'.**

- **Priority crime/anti-social behaviour types were 'violent crime/crime against the person', 'rape and other sexual offences', and 'terrorism/extremism'. Comparatively few prioritised commercial crime, online abuse and/or fraud.**

- **The majority consider the police to have the greatest responsibility (above other service providers) for the ongoing safety of victims of domestic abuse, victims of stalking and harassment, and missing people. In contrast, for some other vulnerable groups, only very small proportions identify the police as the organisation with most responsibility.**

Prioritising police time and resources nationally

Responding in person to emergencies is the single most-important national police service priority for respondents, from a list of ten possibilities, identified by more than a third (38%) (figure 5.1). It is also in the top three priorities of almost two thirds of respondents (64%) and is a particularly important priority for those aged 55+ and or those living in rural areas (both 72%). The second single-most important priority is to tackle 'crime of all types', identified by a quarter of respondents as their top priority (25%), and included in the top three priorities of 62%.

The issues which are least prioritised by respondents are for the police to be responding in person to non-emergencies, asking the public about their views and 'providing information'. This does not mean that the public considers these things to be unimportant, but that they are not a priority when compared with emergencies and other more time-critical issues.

Figure 5.1 Prioritising types of crime and ASB nationally

Q49a. Police across England and Wales need to prioritise the services they provide, in terms of the time and resources committed. Which three of the following do you think is the most important for the police to prioritise?
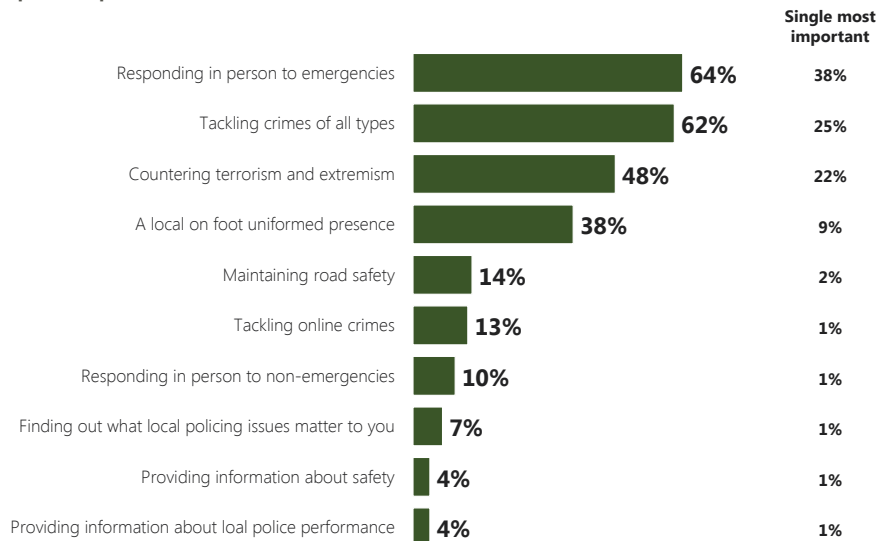
		Single most important
Responding in person to emergencies	**64%**	38%
Tackling crimes of all types	**62%**	25%
Countering terrorism and extremism	**48%**	22%
A local on foot uniformed presence	**38%**	9%
Maintaining road safety	**14%**	2%
Tackling online crimes	**13%**	1%
Responding in person to non-emergencies	**10%**	1%
Finding out what local policing issues matter to you	**7%**	1%
Providing information about safety	**4%**	1%
Providing information about loal police performance	**4%**	1%

Base: All valid respondents interviewed in England and Wales (16,865); all those who selected at least one policing priority (15,160) : Fieldwork dates: 11 July - 5 August 2016 (online)

Source: Ipsos MORI

The crime or anti-social behaviour most likely to be prioritised by respondents, from a list of 13 types of crime or ASB, is terrorism/extremism, identified by around a third of respondents as the single top priority (31%) – particularly by people aged 65+ (38%). It is third in the list of respondents' top three priorities, the top two concerning violent crime against the person (57%) or rape or other sexual offences (47%). Violent crime is prioritised particularly by people aged 65+ (66% - the top crime type given by this group), while rape and sexual offences are identified particularly by women (51% - the second highest crime type).

Figure 5.2 – Priorities in terms of types of crime and ASB for the police nationally

Q49c. Which three of the following types of crime/anti-social behaviour do you think police across England and Wales should prioritise?

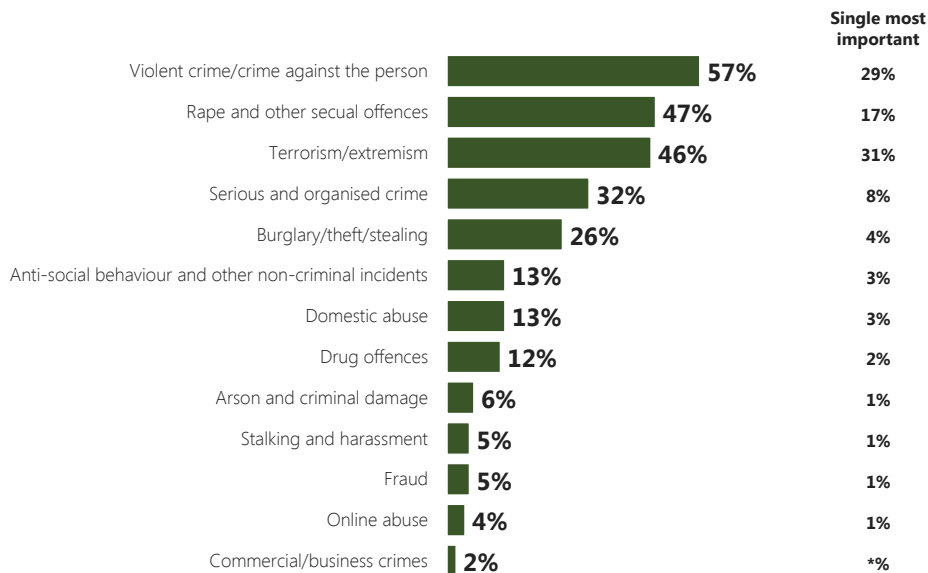|		Single most important
Violent crime/crime against the person	57%	29%
Rape and other secual offences	47%	17%
Terrorism/extremism	46%	31%
Serious and organised crime	32%	8%
Burglary/theft/stealing	26%	4%
Anti-social behaviour and other non-criminal incidents	13%	3%
Domestic abuse	13%	3%
Drug offences	12%	2%
Arson and criminal damage	6%	1%
Stalking and harassment	5%	1%
Fraud	5%	1%
Online abuse	4%	1%
Commercial/business crimes	2%	*%

Base: All valid respondents interviewed in England and Wales (16,865); all those who selected at least one anti-social behaviour priority (15,366) : Fieldwork dates: 11 July - 5 August 2016 (online)

Source: Ipsos MORI

Responsibility for the safety of vulnerable people

Respondents do not consider the police to have the primary responsibility for ensuring the safety of most of the 12 types of vulnerable people they were asked about (figure 5.3). Offered a range of seven services to choose from, noted at the foot of figure 5.3, respondents identified three services where they consider the local police as having more responsibility than other public services: for the victims of stalking and harassment (the police identified as the agency most responsible by 69%), missing people (60%) and victims of domestic abuse/violence (45%).

The column on the right-hand side of figure 5.3 indicates the service which is identified as *primarily* responsible by most respondents. In some cases, the proportion of residents identifying this service is quite low, indicating a range of services perceived as having primary responsibility; for example, in the case of people with learning difficulties, the most-identified service is the local authority, but health services and schools are identified by almost as many. Indeed, for most types of vulnerable people, a significant number of respondents (between 10% and 15%) are unable to name any service which they felt had primary responsibility.

Figure 5.3 – Responsibility for the safety of vulnerable people

Q50. Which, if any, of the following organisations do you think currently has the greatest responsibility for ensuring the ongoing safety of vulnerable individuals within the following groups of people?

% identifying police

Organisation most identified as having greatest responsibility

Group	% identifying police	Organisation most identified
Victims of stalking and harassment	69%	Local police
Missing people	60%	Local police
Victims of domestic abuse/violence	45%	Local police
Victims of human trafficking and/or modern slavery	21%	A national crime enforcement agency (53%)
Black, Asian and other ethnic minority groups	16%	Local authority/council services (22%)
Lesbian, gay, bisexual and transgender (LGBT) communities	14%	Voluntary organisations or charities (27%)
Refugees and/or asylum seekers	6%	A national crime enforcement agency (35%)
Homeless people	5%	Local authority/council services (61%)
People with drug or alcohol dependencies	5%	Drug and alcohol services (51%)
Children/young people in care	3%	Local authority/council services (57%)
People with learning difficulties	2%	Local authority/council services (27%)
People with mental health problems	2%	Health services (72%)

Respondents were invited to select from the following organisations: local police; a national crime enforcement agency; health services; local authority/council services; drug and alcohol services; voluntary organisations or charities; and schools/education services

Base: All valid respondents interviewed in England and Wales (16,865); all those who selected at least one anti-social behaviour priority (15,366) : Fieldwork dates: 11 July - 5 August 2016 (online)
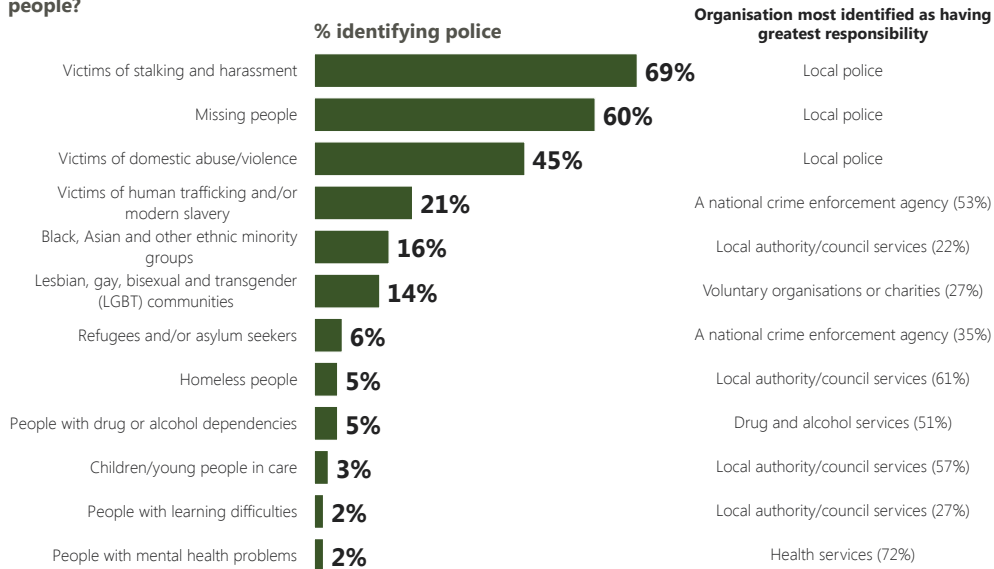
Source: Ipsos MORI

6 Engagement with Local Policing
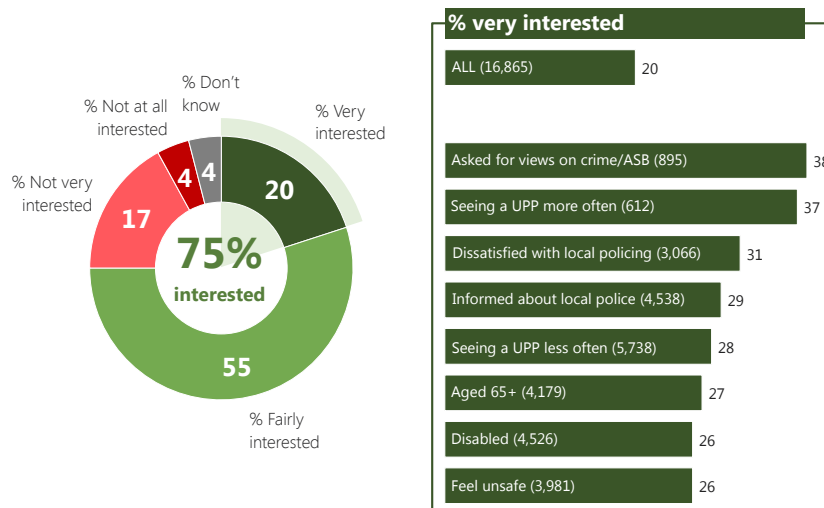
Key findings

- **Three quarters of respondents are interested in what their local police are doing, though most say that they personally have done nothing to find out about local police activity.**

- **Fewer than three in ten feel well informed about what the police are doing in their local area, slightly down on 2015. Overall, one in twenty respondents recall being asked for their views and most have had no personal interaction with their local police.**

- **The findings throughout the research consistently show that people who feel better informed about their local police and who have had more interaction with them are significantly more likely to express positive opinions across different aspects of policing.**

Interest in local policing

Three quarters of respondents say they are interested in knowing about what the police are doing in their local area (75%; similar to 2015), with one in five noting they are *very* interested (20%) (figure 6.1). Those with stronger views towards policing (both negative and positive), and those who perceive changes in services over the past year, are perhaps unsurprisingly more likely to be 'very interested' in knowing what police are doing.

Figure 6.1 – Interest in knowing what local police are doing – those 'very' interested

Q22a. How interested, if at all, are you in knowing what the police are doing in your local area?

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

However, although people might say they are interested in knowing about local policing, two thirds of respondents say that they personally have done nothing over the past year to find out what their local police are doing (65%). Indeed, 60% of those who said they were interested in knowing about their local police say they have done none of the things in figure 6.2 in the past 12 months to find out about their local police.

Figure 6.2 – Steps personally taken to find out about what the police in their local area are doing

Q25. In the past 12 months, which of the following, if any, **have you personally done** to find out about the police or to give your views?

Top selected sources above 3% at overall

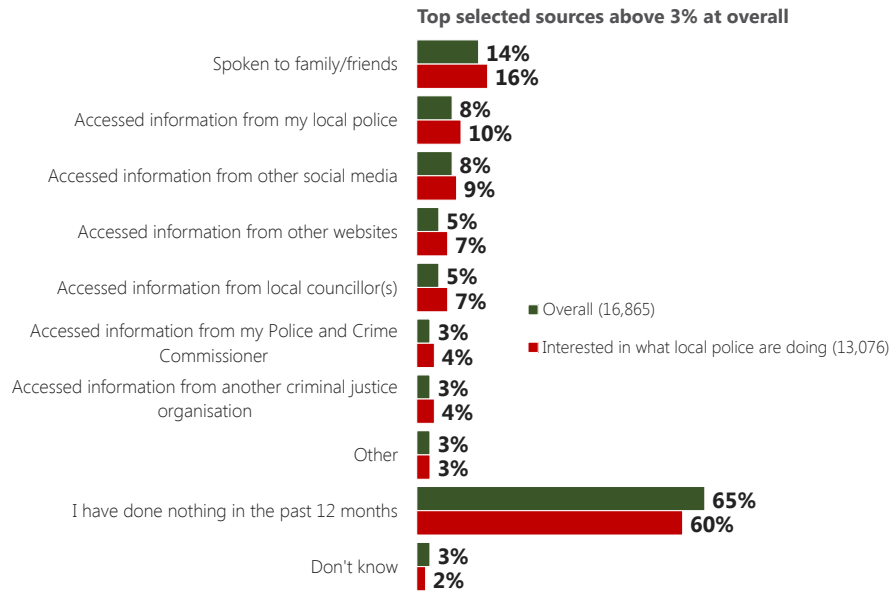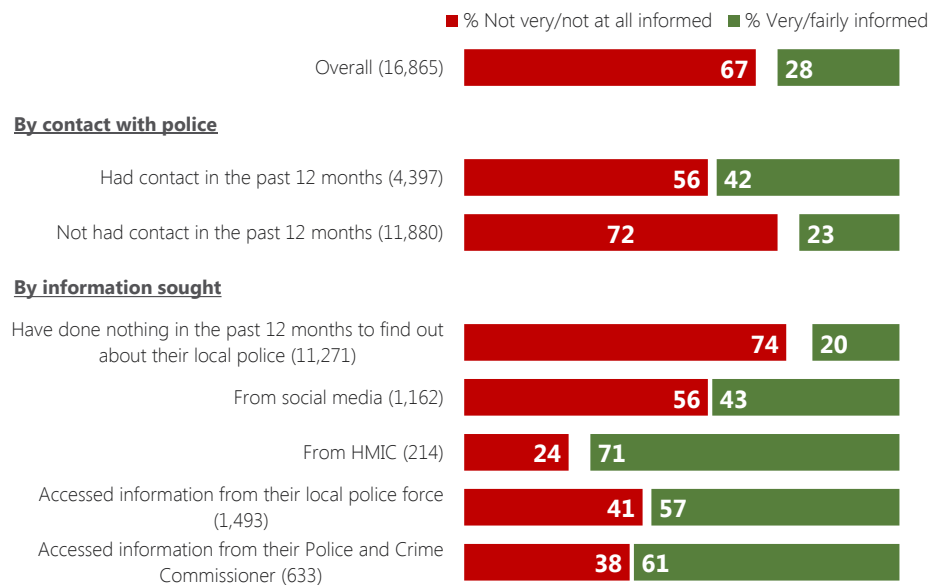|	Overall (16,865)	Interested in what local police are doing (13,076)
Spoken to family/friends	14%	16%
Accessed information from my local police	8%	10%
Accessed information from other social media	8%	9%
Accessed information from other websites	5%	7%
Accessed information from local councillor(s)	5%	7%
Accessed information from my Police and Crime Commissioner	3%	4%
Accessed information from another criminal justice organisation	3%	4%
Other	3%	3%
I have done nothing in the past 12 months	65%	60%
Don't know	3%	2%

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

How informed people feel about local policing

Fewer than three in ten feel well informed about what the police are doing in their local area (28%, compared with 31% in 2015). Two in three feel not very or not at all informed (67%). A third of those who are interested in knowing about their local police force say they feel informed (33%). As figure 6.3 illustrates, those who have had contact with the police or taken some steps to find out something about them, are more likely to feel informed.

Figure 6.3 – How well informed people feel by contact and engagement

Q21. Overall, how well informed do you feel about what the police in your local area are doing?

	% Not very/not at all informed	% Very/fairly informed
Overall (16,865)	67	28
By contact with police		
Had contact in the past 12 months (4,397)	56	42
Not had contact in the past 12 months (11,880)	72	23
By information sought		
Have done nothing in the past 12 months to find out about their local police (11,271)	74	20
From social media (1,162)	56	43
From HMIC (214)	24	71
Accessed information from their local police force (1,493)	41	57
Accessed information from their Police and Crime Commissioner (633)	38	61

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

The previous 2015 research highlighted the strong correlation between how well informed people feel about the police and their satisfaction with policing; this link is reinforced in this most recent research. Those who feel better informed are significantly more likely to say they are satisfied with local policing overall, to be advocates towards the police, and to feel safer in the local area.

Few respondents recall being **asked for their views** on the local crime and anti-social behaviour issues that matter to them in the past year – just one in twenty (5%), higher if they have been arrested (38%) or have been stopped and searched (45%). In contrast, 91% say they have not been asked for their views. Again, this may have an impact on how people feel about their local police. Those who have been asked for their views are more likely to be satisfied with, and much more likely to be advocates of their local policing.
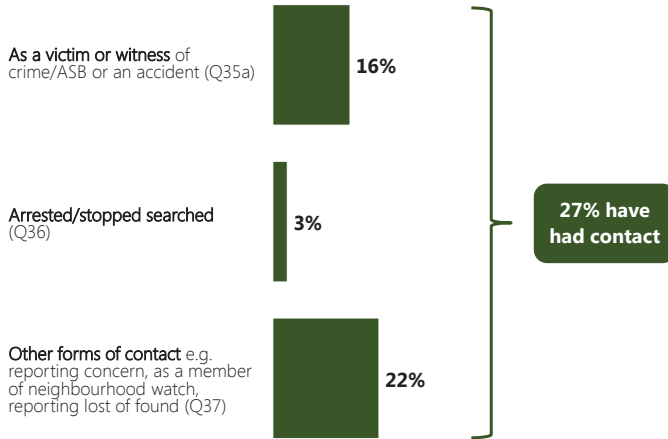
7 Contact with the Police

Key findings

- Just over a quarter (27%) cited some form of contact with their local police within the past year, slightly down from the 2015 survey (31%). Likelihood of citing contact is higher among particular groups, notably those living in more deprived areas, people from BAME backgrounds and younger respondents. Still, the majority of those within all of these groups did not indicate any direct contact with the police.

- Overall satisfaction with the service received from the police is consistent with the 2015 survey (almost two thirds satisfied), though there is some slight reduction in satisfaction with specifics around the way in which the staff dealt with the contact and the way in which they were kept informed.

- Regarding potential future contact, people are generally far more likely to say they would report incidents to the police by phone than via online or face-to-face channels. For crimes/incidents against the person it is 999 that is most likely, for property-related incidents there is a balance between 999 and 101, while for online incidents, anti-social behaviour and updates on previous incidents then 101 is the most likely.

Frequency and types of contact

A quarter of respondents cite having had contact with their local police in the previous 12 months (27%, compared to 31% in 2015) (figure 7.1). Almost half of these respondents indicate a single contact (45%) thought one in ten of them have had contact more than five times (10%). Around in in six have had contact with the police as a victim or witness to crime/ASB (16%, in line with the 17% in 2015), 3% have been arrested or stopped and searched (as in 2015) and one in five have been in contact for another reason (22%, slightly lower than the 26% in 2015). There is considerable overlap between these categories: one in seven of those who have had contact as a victim or witness have also been arrested, or stopped and searched (13%) – four times the overall proportion of 3%.

Figure 7.1 – Main reasons for contact with the local police

Q35a, Q36, Q37. Have you had any contact or interaction with your local police force for any of the following reasons in the past 12 months?

As a victim or witness of crime/ASB or an accident (Q35a)   **16%**

Arrested/stopped searched (Q36)   **3%**

27% have had contact

Other forms of contact e.g. reporting concern, as a member of neighbourhood watch, reporting lost of found (Q37)   **22%**

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

There is an over-representation among those who have had contact with the police amongst BAME, LGBT and younger respondents, and those who have a disability or live in the most deprived neighbourhoods – just as was found in the 2015 survey.

Type of contact	Overall (16,865)	BAME (649)	LGBT (732)
Contact as victim/witness	16%	27%	26%
Arrested/ stopped and searched	3%	9%	8%
Other type of contact	22%	28%	29%

Satisfaction with contact with local police

Most respondents are satisfied with their last interaction with their local police. Over three in five respondents who have had contact with their local police in the past year are satisfied overall with the service they received (61%, similar to 2015) (figure 7.2).

Figure 7.2 – Satisfaction with interaction with the police

Q40. Thinking back to the occasion(s) over the past 12 months when you had contact with your local police, <u>overall</u> how satisfied or dissatisfied were you with the service or services you received from the police?

Q41. And how satisfied were you with….?

<u>Overall contact</u>

<u>Aspects of service</u>

Base: All valid respondents interviewed in England and Wales who have had contact with the police in the last 12 months (4,397) : Fieldwork dates: 11 July - 5 August 2016 (online)

Source: Ipsos MORI

Satisfaction with five particular aspects of contact with the police vary (figure 7.2). Between half and two thirds are satisfied with 'the way officers or staff dealt with the interaction', 'the outcome', and 'how seriously they were taken'. But while, in the case of each aspect, more are satisfied than dissatisfied, there has been a slight decline in satisfaction across some aspects from the 2015 survey;

- the way officers/staff dealt with the contact, from 65% in 2015 to 61%;
- the way respondents were kept informed, from 49% to 43%.

The pattern of satisfaction with these aspects of the interaction is therefore mixed, but a consistent finding is that women are more likely to be satisfied than men, and that BAME respondents are less satisfied with all aspects tested apart from 'the thoroughness of the investigation'. Respondents who have interacted with the police as victims or witnesses are slightly less likely to be satisfied with their contact overall (58%, compared with the average of 61%), while those who have been arrested or stopped and searched are rather more likely to be satisfied (67% and 76% respectively). Some caution should be applied to this, however, because of small sample sizes in some cases.

Most respondents' **expectations of their contact with the police** were met or even exceeded. Around half of those who have interacted with the police feel that they had been fully or partly told what to expect in terms of likely actions, timings etc. on the last occasion they had contact (53%, similar to 2015), compared with a quarter who did not find that to be the case (24%) (figure 7.3). Four in five of those respondents felt that what they were told would happen actually did happen (79%, unchanged from 2015); just 10% felt that this did not happen in their case.

Fig 7.3 – Contact with the police – managing expectations

Q42. And thinking back to the most recent occasion in the past 12 months when you had first contact with your local police force, were you told what to expect in terms of likely actions, timings, etc?

■ % Yes - fully   ■ % Yes - partly   ■ % No   ■ % Don't know/can't remember/not applicable

23	30	24	24

Q43. And thinking about what you were told would happen, to what extent did it happen?

■ % Fully   ■ % Partly   ■ % Not at all   ■ % Don't know/can't remember/not applicable

43	36	10	11

Base: All valid respondents interviewed in England and Wales who have had contact with their local police force in the last 12 months (4,397) and were told what to expect in terms of likely actions and timings (2,204):
Fieldwork dates: 11 July - 5 August 2016 (online)

Source: Ipsos MORI

Contact channels

Given eleven hypothetical situations in which residents may contact the police (figure 7.4), the telephone is the main channel for all contacts which involve reporting crime or anti-social behaviour. Over eight in ten respondents say they would use the phone for reporting a crime or incident perpetrated against their person or their property, or that of someone else.

For crimes or incidents perpetrated against them or someone else, or their own property, 999 is the number most say they would use. Meanwhile 28% say that they would call 999 to ask for information on a previous incident, although 43% say that they would call 111. For reporting concerns or suspicious behaviour, or anti-social behaviour, 111 is the most likely number, while for following something up or asking for information, another number would be used.

Online contact is cited by only very few for major incidents, but at least one in six respondents say they would contact the police online on matters relating to online crime, or which do not relate to new crime.

Figure 7.4 – Channels used for contacting the police

Q34. In the following situations, would you be most likely to…?

- % Dial 999
- % Dial 101
- % Call the police on another number
- % Contact the police online
- % Contact the police in person
- % Other
- % Do nothing
- % Don't know

Situation	Dial 999	Dial 101	Call another number	Online	In person	Other	Do nothing	Don't know
Reporting a crime or incident which was perpetrated against you in person	50	27	9	2	6			5
Reporting a crime or incident which was perpetrated someone else in person	43	29	10	3	5	1	3	8
Reporting a crime or incident which was perpetrated against your property	41	35	10	3	5		1	5
Reporting a crime or incident which was perpetrated against someone else's property	33	38	11	4	4		3	7
Asking for information on a previously reported incident	28	43	11	4	4		3	6
Reporting anti-social behaviour	20	46	13	5	4	10	4	7
Reporting a crime or incident which was perpetrated against you online	9	34	14	15	8	1	5	15
Reporting a crime or incident which was perpetrated against someone else online	8	32	13	14	5	1	9	17
Providing information	4	33	21	15	11	1	4	11
Asking the police for some other information	3	24	25	19	11	1	4	13

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Perceived accessibility of local police
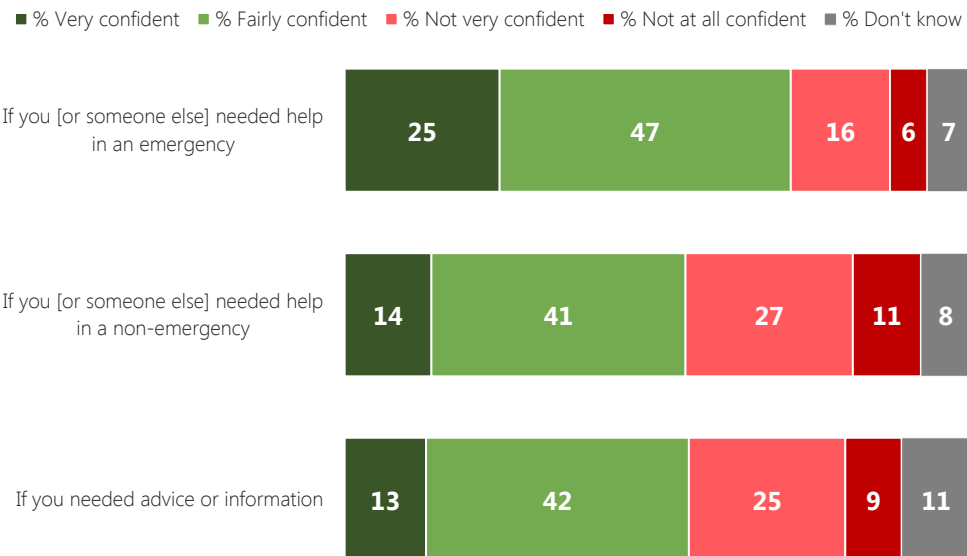
Confidence in accessing the police varies by situation. In an emergency, almost three quarters are confident they could easily speak to or access police services (72%, similar to 2015) (figure 7.5). This falls to 55% for both non-emergencies and/or advice or information (58% and 55% respectively in 2015).

Those who feel informed about what the local police are doing in their local area are significantly more confident that they could speak to, or access, police services if they needed to – for example 86% who feel informed are confident that they could easily access police service in the event of an emergency compared to 67% of those who do not feel informed – which is perhaps a stronger driver than geographic or demographic variables. And, perhaps borne of personal experience, those who have been in contact with the police as a victim or witness in the past 12 months are more likely to feel confident (for example 58% say that they would know how to access police service for non-emergencies vs. 54% who do not feel confident). BAME respondents, on the other hand, were less likely to feel confident in terms of accessing the police for emergency services (62% vs. 72% of White respondents).

Figure 7.5 – Confidence in accessing police services in local areas

Q31. How confident are you, if at all, that you could easily speak to or access police services in your local area in the following situations?

■ % Very confident   ■ % Fairly confident   ■ % Not very confident   ■ % Not at all confident   ■ % Don't know

Situation	Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
If you [or someone else] needed help in an emergency	25	47	16	6	7
If you [or someone else] needed help in a non-emergency	14	41	27	11	8
If you needed advice or information	13	42	25	9	11

Base: All valid respondents interviewed in England and Wales (16,865) : Fieldwork dates: 11 July - 5 August 2016 (online)   Source: Ipsos MORI

Appendix A: Interviews by Police Force Area

Force area	Achieved interviews		Achieved interviews
Avon and Somerset Constabulary	403	Lincolnshire Police	404
Bedfordshire Police	400	Merseyside Police	404
Cambridgeshire Constabulary	403	Metropolitan Police Service	429
Cheshire Constabulary	402	Norfolk Constabulary	402
Cleveland Police	401	North Wales Police	400
Cumbria Constabulary	401	North Yorkshire Police	400
Derbyshire Constabulary	400	Northamptonshire Police	405
Devon and Cornwall Police	402	Northumbria Police	404
Dorset Police	401	Nottinghamshire Police	404
Durham Constabulary	403	South Wales Police	402
Dyfed-Powys Police	331	South Yorkshire Police	402
Essex Police	401	Staffordshire Police	400
Gloucestershire Constabulary	401	Suffolk Constabulary	401
Greater Manchester Police	404	Surrey Police	403
Gwent Police	402	Sussex Police	403
Hampshire Constabulary	402	Thames Valley Police	405
Hertfordshire Constabulary	403	Warwickshire Police	405
Humberside Police	404	West Mercia Police	403
Kent Police	404	West Midlands Police	407
Lancashire Constabulary	403	West Yorkshire Police	407
Leicestershire Constabulary	401	Wiltshire Police	403

Source: 16,865 online interviews with members of the general public in England and Wales 11 July - 5 August 2016

Appendix B: Methodology

Background

This survey was undertaken in July-August 2016 by Ipsos MORI on behalf of Her Majesty's Inspectorate of Constabulary (HMIC), covering the public's views and experiences of local policing. It follows a similar survey undertaken a year earlier, although in 2016 some further issues were explored.

The survey of 16,865 members of the public was conducted online through the Ipsos MORI Online Panel between 11 July and 5 August 2016. A sample of this large size enables the public's perceptions to be compared with the 2015 survey and indicate where perceptions have, or have not, changed. It also identifies how perceptions differ markedly across the population in line with respondents' socio-demographic background or local geography. Those living in more deprived areas, for example, have some very different experiences and perceptions to those in more affluent areas.

The report also outlines the responses of discrete sub-groups of the overall respondent sample. The number of respondents for each of the key sub-groups identified in the report are outlined below.

	Sub-group	Base size
Gender	Male	7,988
	Female	8,867
Age	16-24	965
	25-34	1,988
	35-44	2,660
	45-54	3,727
	55-64	3,346
	65+	4,179
Ethnicity	White	16,101
	Black, Asian and minority ethnic (BAME)	649
Area	Rural	1,809
	Suburban	2,182
	Urban	12,874
Long standing disability or illness	Has a long standing disability or illness	4,526
Sexuality	Heterosexual	15,610
	Lesbian, Gay, Bisexual or Transgender (LGBT)	732
Satisfaction with local police	Satisfied	8,820
	Dissatisfied	3,066
Perception of safety in local area after dark	Safe	12,884
	Unsafe	3,981
Informed about local policing	Informed	4,538
	Uninformed	11,232
Had contact with local police force over last 12 months	Yes	4,397
	Yes – victim/witness of crime/ASB incident	2,479
	Yes - arrested	175
	Yes – stopped and searched	119
	No	11,880
Seeing uniformed presence in local area vs. 12 months ago	More often	612
	Less often	5,738
	About the same	8,531

Relative deprivation level of neighbourhood	Most affluent 20% areas	3,374
	Least affluent 20% areas	3,358

The opportunity was also taken in this survey to ask additional questions, notably concerning the public's priorities for the police, views of online crime and anti-social behaviour, and where people perceive responsibilities lie for supporting vulnerable people.

The findings from the surveys have informed HMIC's PEEL assessments for 2015/16 and 2016/17: PEEL is HMIC's annual assessment of each of the 43 police forces in England and Wales, which considers the effectiveness, efficiency and legitimacy of policy, practice and performance.

Data collection details

The Ipsos MORI Online Panel comprises a pre-recruited group of individuals or multiple individuals within households who have agreed to take part in online market and social research surveys. The Ipsos MORI Online Panel is made up of around 300,000 individuals which has been built using multi-source recruitment, including standard approaches such as banners, website and text ads, and search engine marketing as well as targeted recruitment to ensure the inclusion of individuals from hard to reach groups. The panel is structured to reflect the general profile of the population in respect of key indicators such as gender, age, and region among others and invitation to participate in particular studies can be sent out to a representative subsample of the panel.

The purpose of this survey, and the methodology which has been adopted for it, is quite different from the purpose and methodology of the Crime Survey of England and Wales (CSEW). This survey for HMIC is concerned with providing timely insight across a range of pertinent measures of local policing to inform HMIC review teams, using a fit-for-purpose methodology covering a large number of people from an online panel. The Crime Survey of England and Wales, on the other hand, is a representative face-to-face survey of the public, using random probability sampling, asking about experiences of crime alongside perception measures. The two surveys' very different purposes and methodologies mean that their findings should not be directly compared, though they can each inform the understanding of the other.

For all Ipsos MORI Online Panel studies, panellists are rewarded with points for every questionnaire they complete, depending on questionnaire length and complexity. Points can be redeemed for a range of vouchers on the dedicated panellists' website.

Respondents to this survey were recruited using an email invitation including a link to the online questionnaire. The survey invitations were designed to achieve robust numbers of interviews in each police force area. Final numbers of responses per force area were between 331 to 429 (detailed in Appendix A). Findings throughout this report are based on all participants who were asked to complete each the relevant survey question. Results have been weighted within force area to the local age, gender and work status profile of the area. At the overall survey level, an additional weight has been applied to the total to reflect the population breakdown by force area.[2]

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[2] The profile of respondents within each police force area has been weighted to the known population profile using ONS Census Mid-Year Estimates.