

Policing Anti-Social Behaviour - the Public Perspective: Wave 2

**Research study for HMIC
FINAL REPORT**

[27 April
2012]

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Summary

Summary

Research background

This is the second wave of research into attitudes towards anti-social behaviour and the police's response, commissioned by Her Majesty's Inspectorate of Constabulary to complement its inspection of how forces are tackling the problem¹. It sets out the perceptions of people who contacted the police to report anti-social behaviour – their understanding of 'anti-social behaviour', its impact on their lives, their perceptions of how the police and other agencies deal with it, and how they may react to similar occurrences in the future. Interviews were conducted by telephone in February-March 2012 with a random selection of 9,311 people in England and Wales who called the police to report an incident of anti-social behaviour in September 2011² ('callers' in this report). Findings are compared with those from wave one of the research which was undertaken in May-June 2010 with people who reported anti-social behaviour to the police in September 2009.

Callers are generally satisfied with how the police deal with anti-social behaviour

Two new questions were asked in wave 2 to assess general attitudes to police handling of anti-social behaviour and satisfaction overall with the way that the police dealt with the particular anti-social behaviour incident.

- Callers are more likely to say that they are satisfied (55%) than dissatisfied (32%) with the way that anti-social behaviour is dealt with by the police in their area.
- Thinking of their experience of reporting ASB to the police specifically, the majority of callers were satisfied with the way the police dealt with the particular anti-social behaviour that they rang about (63%)³.

There is a strong relationship between satisfaction with the way that the police dealt with the anti-social behaviour incident and overall attitudes towards the police. For instance, 89% of those who are satisfied with the way the police dealt with the anti-social behaviour they called about think that the police do a good job, compared with only 43% of those who are not satisfied with the way the incident was dealt with.

Attitudes towards police and police response to anti-social behaviour have improved across some measures

There have been improvements in general opinions towards the police in the local area in wave 2 compared with wave 1: most callers' general perception is that the police do a 'good job' in their local area (74% compared with 69% in 2010). This data from *callers* echoes

¹ The inspection report is available from www.hmic.gov.uk

² In some forces, the high number of reports of ASB each month meant that the number of calls in September was high – therefore only calls from a subset of days within September 2011 were included. In two forces – Dyfed Powys and City of London, in order to create a sample with enough leads to achieve the required number of interviews calls from additional months were also included.

³ Questions not asked in 2010

British Crime Survey data that the *wider general public* is also increasingly thinking that the police are doing a good or excellent job⁴.

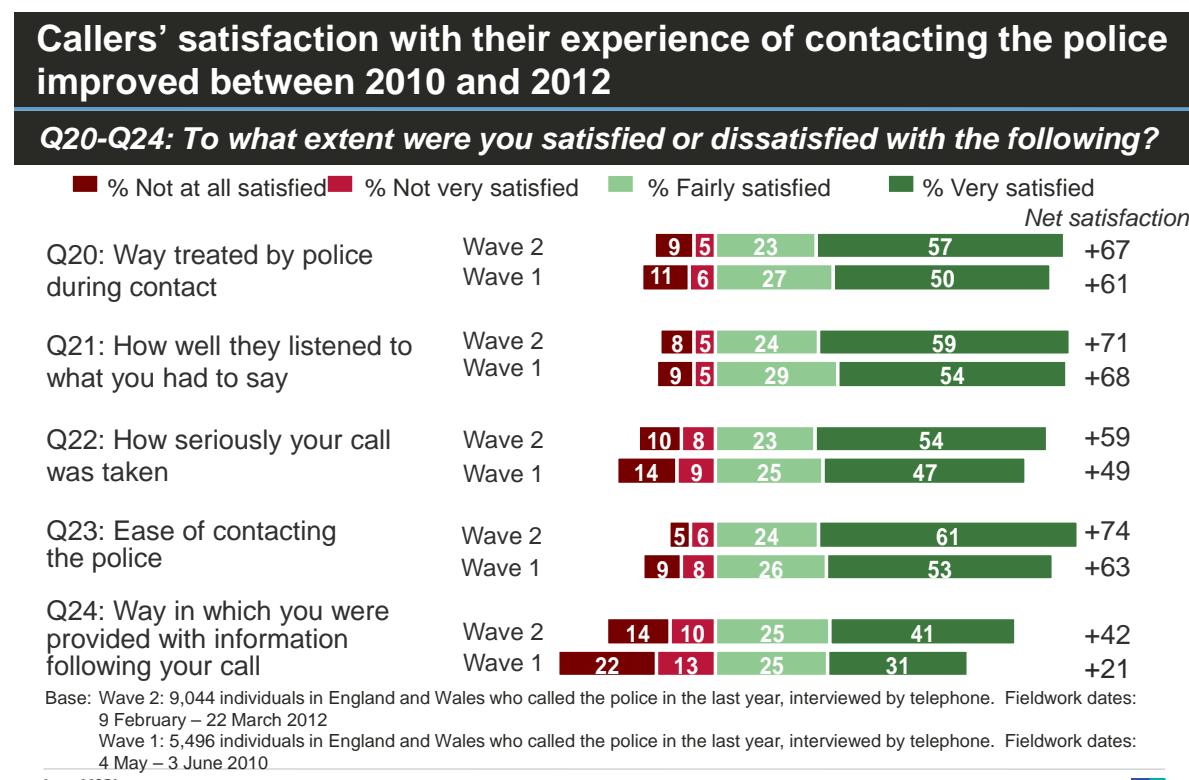
There has been an increase in satisfaction across a range of measures that focus on aspects of caller experience. The most notable improvements are:

- Satisfaction with the ease of getting hold of the police has increased from 80% to 85%;
- The proportion satisfied with how seriously their call was taken has increased from 72% to 77%; and
- Satisfaction with the way information was provided by the police following the call increased from 56% to 66%.

In wave 2, there has also been a slight increase in:

- Caller satisfaction with how they were treated by the police or staff during the course of their contact with them (this has increased slightly from 78% in wave 1 to 80%);
- Satisfaction with how well the police listened to what the callers had to say (from 82% in wave 1 to 84%).

Figure 1



⁴ 'Crime in England 2010-11: Findings from the British Crime Survey and Police Recorded Crime', Home Office (second edition), July 2011. Home Office website: <http://www.homeoffice.gov.uk/publications/science-research-statistics/research-statistics/crime-research/hosb1011/hosb1011?view=Binary>

The quality of the caller experience has strong associations with overall perceptions of the police and with callers' beliefs in the ability of public services to tackle anti-social behaviour. Of those who are satisfied with how they were treated by the police, 82% feel the police do a good job overall; in contrast, of those *dissatisfied* with how they were treated by the police, less than a third (31%) feel the police are doing a good job overall. Similarly, those who felt the police listened to what they had to say, that they could contact the police easily, that they were taken seriously, and that they were subsequently kept informed, are all more likely to feel the police do a good job overall and agree that they are satisfied with the way that they deal with local anti-social behaviour issues generally.

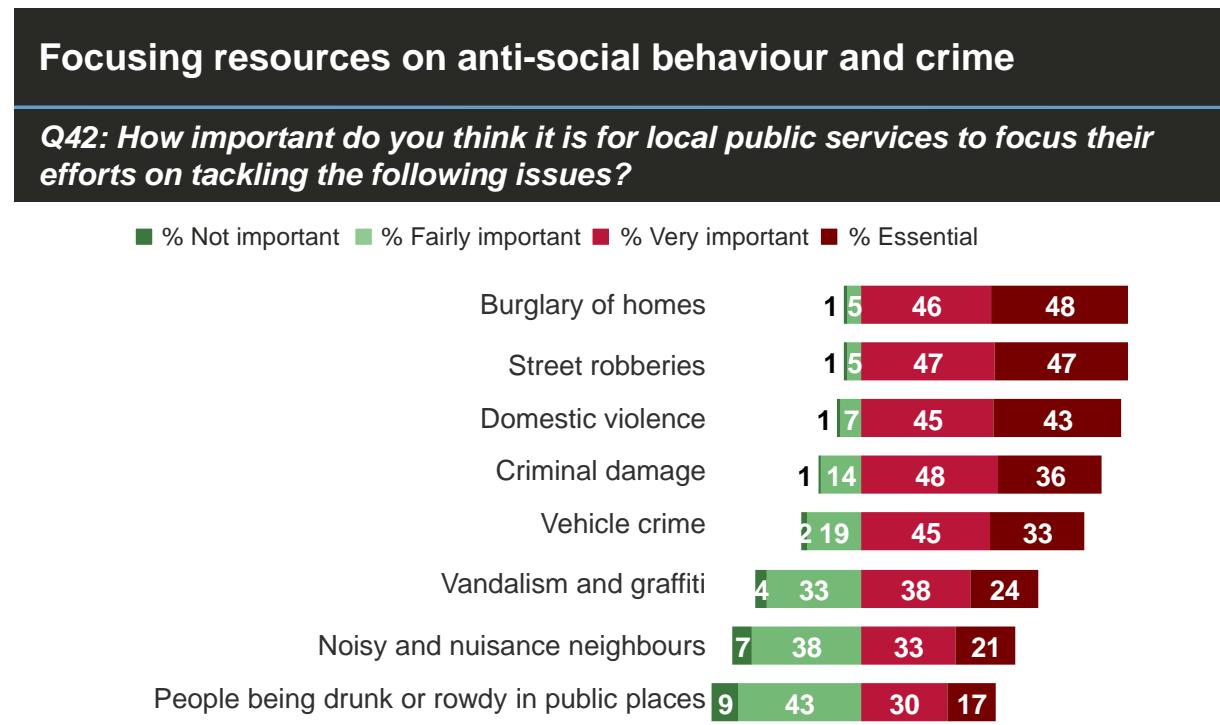
Anti-social behaviour affects lives

When identifying how much callers' everyday quality of life is affected by anti-social behaviour on a scale of one (meaning there is no effect) to ten (meaning total effect), callers' mean figure is 4.81; a similar figure as in 2010 (4.83). Anti-social behaviour affects the daily routine of a third of callers (34%, compared with 36% in 2010). For example, these callers reported taking steps such as avoiding certain areas (47%) or not going out at night (45%).

Our 2010 qualitative research ⁵found that people do not necessarily distinguish between 'crime' and 'anti-social behaviour'. Instead, a sliding scale of importance is attached to incidents, which reflects the specifics of the situation and people's own experience of anti-social behaviour. This 'sliding scale' is illustrated in the priority that callers place on different activities. In all cases, the proportions of callers who feel resources are 'essential' is within one percentage point of 2010 (see figure 2):

⁵ In wave 1, qualitative research was conducted to supplement the quantitative survey. For the qualitative research, ten discussion groups were held with a cross-section of the public in five locations across England in March 2010. The qualitative research findings are contained in the wave 1 report which can be found here: <http://www.hmic.gov.uk/media/policing-anti-social-behaviour-the-public-perspective-20100923.pdf>

Figure 2



Base: 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011.
Fieldwork dates: 9 February – 22 March 2012

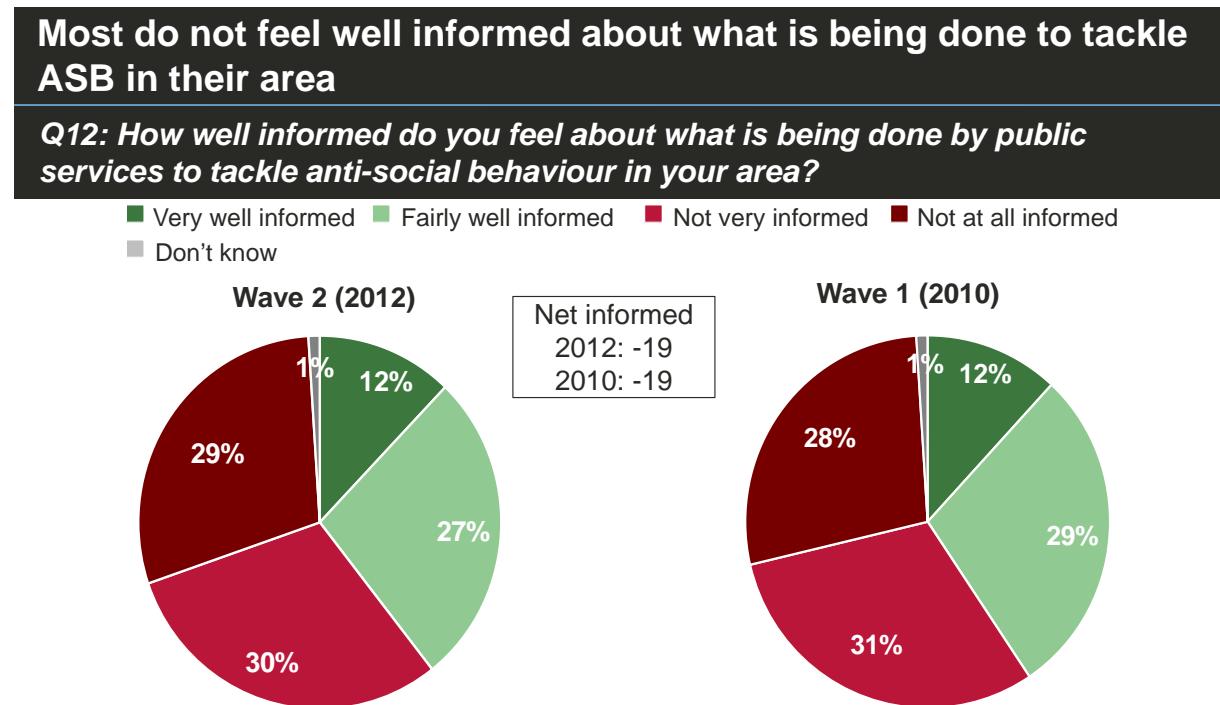
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There remains a communications challenge for the police

As highlighted above, satisfaction with the information provision following a call to the police has increased (from 56% in wave 1 to 66% in wave 2). However as figure 3 shows, there has been no change since 2010 in how well informed callers feel about *what is being done by local public services to tackle anti-social behaviour in their area* more generally: The majority, 59%, do not feel well informed, compared with 40% who do feel well informed.

Figure 3



Base: Wave 2: All who say that the police took action as a result of their call (4,428). Fieldwork dates: 9 February – 22 March 2012
Base: Wave 1: All who say that the police took action as a result of their call (2,129). Fieldwork dates: 4 May – 3 June 2010

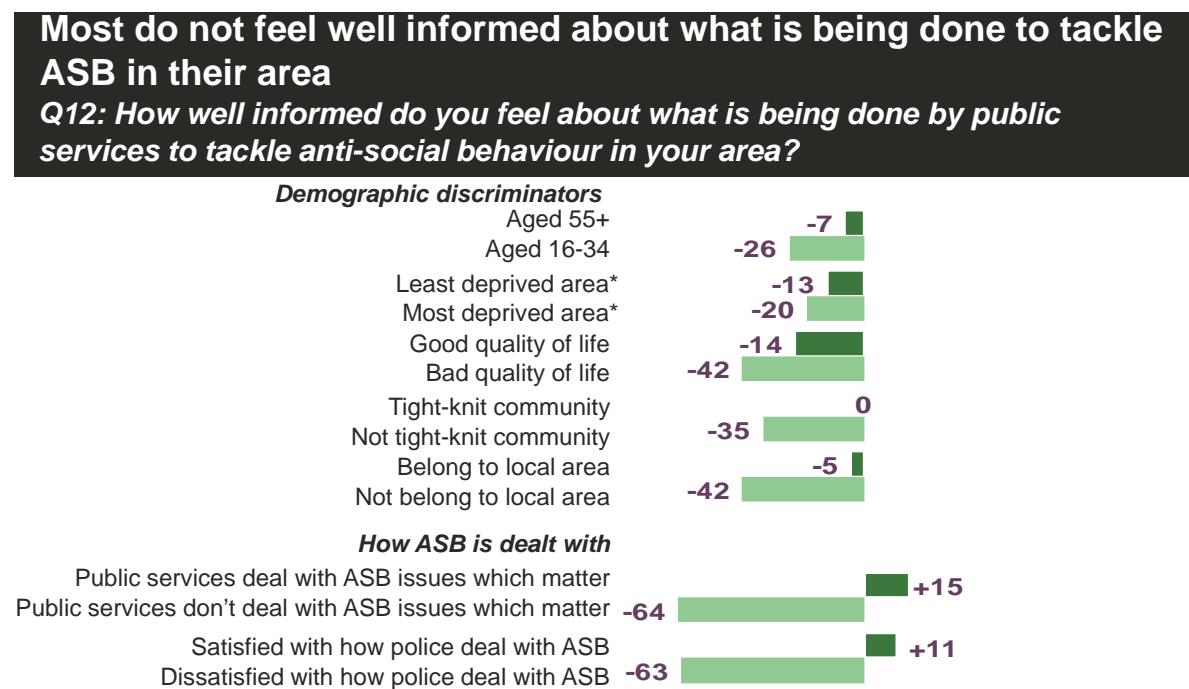
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Communications are not reaching certain demographic groups, for example younger people or callers from more deprived areas, as much as others. How informed callers feel also reflects very much how they feel more generally about their quality of life and the community within which they live. Those who think negatively about these issues are much more likely to feel poorly informed about what is being done locally to tackle anti-social behaviour.

Callers who feel the police do a bad job, who do not think that public services are dealing with anti-social behaviours which matter, or who are dissatisfied with how the police are dealing with anti-social behaviour locally, are also all likely to feel poorly informed about what is being done to tackle anti-social behaviour. Although this does not in itself identify which is cause and which is effect, it is clear that communication of what is being done remains an important challenge for the police. These differences in attitudes according to demographic groups are highlighted in Figure 4.

Figure 4⁶



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Callers think of a wide range of behaviours in relation to 'anti-social behaviour'

The top five, unprompted, behaviours that are associated with anti-social behaviour (ASB) remain as in 2010, however the order of mentions within these has changed. In wave 2, youths/teenagers/groups/gangs loitering was the most frequently mentioned type of anti-social behaviour. This was followed by street drinking and drunkenness, vandalism and graffiti, noise and loud music and rowdy and inconsiderate behaviour.

The perceived causes of anti-social behaviour reflect these cited behaviours: the top five causes, each mentioned by between 16% and 28%, are alcohol, not enough to do, poor parenting, drugs and boredom.

The British Crime Survey⁷ has shown a decline in the proportion of the *general public* who perceive a high level of anti-social behaviour.⁸ Similarly, in the research reported here, in 2012 there has been an improvement in the proportion reporting ASB as a problem in their local area compared to 2010; the proportion of respondents who feel anti-social behaviour is a big problem in their area (whilst still the majority) has declined from 63% to 59%.

⁶ The bars in the chart show the 'net informed' figure. This is the percentage saying they are very/fairly informed minus those who say that they are not very/not at all informed.

⁷ British Crime Survey, op cit

⁸ According to the 2010/11 British Crime Survey, 13.7% of adults in England and Wales perceived a high level of ASB in their local area compared to 14.4% in the 2009/10 survey and 16.4% in the 2007/08 survey.

As was the case in 2010, in 2012 almost half (48%) of callers feel that the level of anti-social behaviour is much the same as a year ago. Just over quarter (29%) believe that it has gone up and a fifth feel it has gone down (20%) – very similar to 2010 findings.

The police continue to be seen as being critical for dealing with anti-social behaviour

The police are regarded as having the main responsibility for dealing with anti-social behaviour, mentioned by 88% of callers (90% in 2010). The local council, mentioned by 32% of callers (a decrease from 36% in 2010), was the only other agency mentioned by more than 5 per cent of callers. Some responsibility was placed on parents, the community and people themselves, though only by small minorities.

Opinions towards how well public services are dealing with anti-social behaviour are mixed. Most are confident in the ability of local public services to do something about anti-social behaviour (58%, a small increase compared with 56% in 2010). Most also think that the police and other public agencies are together dealing with the anti-social behaviour issues that matter (53%, as in 2010). However, there are still around a third of callers (31%) who disagree with that proposition. Indeed, the proportion of callers who think that local public services have got better at tackling anti-social behaviour locally has declined from 23% in 2010 to 19% in 2012.

Reporting anti-social behaviour is not a ‘must-do’ for everybody

The majority of callers (88%) would report a similar incident of anti-social behaviour in the future and would definitely or probably encourage others to make similar reports (90%) – both in similar proportions to 2010. The findings highlight a link between experience of reporting an incident to the police and likelihood of reporting a similar incident in the future. For instance, callers who are satisfied with the way that the police dealt with the ASB incident on that occasion are more likely to say they would report a similar incident in the future. In addition, the treatment that callers feel they received from the police when they called about anti-social behaviour relates directly to the decision as to whether to report anti-social behaviour in the future. Callers who are satisfied with their treatment by the police are more likely to report a new case of anti-social behaviour than if they are dissatisfied with their treatment.

The link between previous experience of reporting an incident and likelihood of reporting an incident in the future is evident in reasons given by those who say they would be *unlikely* to report a similar incident again. As in 2010, the three main reasons cited for not reporting a similar incident in the future related to the experience expected from the police: a lack of support from the police (31%), a perception that they would spend too much time and hassle waiting for an unsatisfactory outcome (27%), and a view that the police ‘do not care’ (22%). The next most cited reasons were that there would be no point because offenders would be treated leniently (18%), or that the caller would take things into their own hands (12%).

There is considerable variation in how callers would respond to different types of behaviour. Qualitative research undertaken alongside the wave one survey in 2010 found that this reflected the degree to which their own quality of life would be affected, and this is confirmed in the 2012 research:

- High proportions would definitely or probably report incidents of vandalism and damage to property (91%), harassment (89%), drug using or dealing (88%), intimidation (84%) and abandoned cars (81%).
- But less than half would report teenagers hanging around streets (42%) or rubbish and litter lying around (46%).

Four broad issues impact on perceptions

Four factors behind the data point to marked differences between how things are perceived. This may reflect realities or they may reflect perceptions, though to the callers themselves, their perceptions are their realities. These factors will inter-relate to some extent.

Key demographic issues: This report points to demographic discriminators in callers' experiences and perceptions across a wide range of issues, borne perhaps of callers' direct experiences. Recurrently, we report that more young people, those in the less affluent DE social grades, and black and ethnic minority callers, perceive themselves disadvantaged compared with callers in general.

Callers' sense of place: Those who feel they have a poor quality of life, who do not feel that they belong to the local community, or who do not think that they live in a close-knit community, frequently feel disadvantaged and disconnected from the work of the police and other public agencies.

Experiences of the police: Callers' perceptions of their own contact with the police has wide-ranging implications. Those who are dissatisfied with how their call was dealt with are significantly more likely to feel the police do a poor job overall, do not deal with the things which matter locally, and have got worse at tackling anti-social behaviour. In addition, these dissatisfied callers are also far less likely to consider reporting similar incidents in the future or recommending others to do the same.

Type of anti-social behaviour: Callers in this survey wave were asked to place the anti-social behaviour they called about into one of three categories:

- 'Personal', an incident that they considered to be deliberately targeted at them personally, their family, or a particular group of which they were part (identified by 39% of callers);
- 'Nuisance', an incident that affected the local community in general rather than targeted at individuals (44%); or
- 'Environment', an incident that had more of an impact on the local environment than on local people (10%).

Satisfaction with police response and handling is generally lowest in connection with 'personal' anti-social behaviour and highest in connection with anti-social behaviour which had more of an impact on the local environment than on local people. For instance, overall satisfaction with the way that the anti-social behaviour incident was dealt with and satisfaction with the action taken by the police is higher for callers who feel that the issue they reported was environment-related compared with those who say that the anti-social behaviour was 'personal'.

Hostility and prejudice accounts for at least one in eight anti-social incidents

One in eight of the incidents reported to the police were perceived to be motivated by hostility or prejudice towards somebody's race, religion, disability, gender identity or sexual orientation (12%). Of these, race was most frequently cited, identified as being related to 5% of all calls to the police, and to 25% of all calls made by black and ethnic minority respondents.

Perceptions that the police take action have improved

Half of those who called the police to report anti-social behaviour say that the police took action as a result of the call (49%), compared with a third who say that as far as they know, no action was taken (36%). This is a significant improvement since 2010, when 39% said that action was taken and the same proportion said no action was taken. Callers are less likely to say that the police took action if they feel more 'detached' from the community or have poorer perceptions of the police and public services generally.

Callers' experiences when contacting the police relate strongly to whether it was perceived that action had been taken by the police in response to the call. Where the police took action, nine in ten (92%) felt they were listened to, compared with 72% among those where no police action was taken, and nine in ten (90%) were satisfied with how the police handled their call, compared with 71% where the police took no action.

Most callers (84%) who perceive that action was taken following their call are satisfied with the action taken. The proportion of callers who say they are very satisfied with the action taken by the police is higher in 2012 than in 2010 (61%, compared with 55%). Respondents who called the police to report anti-social behaviour on just one occasion in the past year are more likely than repeat callers to be satisfied with the action taken by police: 89% compared with 83%.

Introduction and methodology

Introduction and methodology

Aims and objectives

Her Majesty's Inspectorate of Constabulary (HMIC) commissioned Ipsos MORI to conduct a second wave of research to obtain evidence of public attitudes towards anti-social behaviour and police response. Ipsos MORI conducted a survey of members of the general public who had contacted their local police force to report anti-social behaviour (ASB). The survey measures callers' perceptions and attitudes around the following issues:

- satisfaction with contact with the police when reporting anti-social behaviour
- the extent of anti-social behaviour in the local area and perceptions of the causes
- what people understand by the term 'anti-social behaviour'
- who they feel ought to be responsible for dealing with ASB in the local area
- likelihood of reporting particular incidents/behaviour and willingness to do so in the future.

This is the second wave of the research; the first wave was conducted with 5,699 members of the public who had called the police to report anti-social behaviour during September 2009. These interviews were conducted between 4th May and 3rd June 2010. This report includes comparisons between the survey waves where applicable.

Research methodology

Telephone interviews were conducted with 9,311 members of the public between 9th February and 22nd March 2012.

The interviews were conducted by Ipsos MORI's telephone centre, using computer assisted telephone interviewing (CATI). All 43 police forces across England and Wales were invited by HMIC to submit a sample of callers who had reported anti-social behaviour. In the majority of cases the sample was drawn from calls made in September 2011.⁹ In two forces, sample sizes from a single month alone would not have proved sufficient to achieve the required number of interviews. Therefore in these forces sample was provided from callers during a number of months: City of London provided a sample from December 2010-September 2011 and Dyfed Powys provided a sample of callers from September to November 2011.

Definitions of anti-social behaviour calls were set out by HMIC, covering the following broad categories:

- Personal
- Nuisance
- Environment

⁹ Some forces (where large amount of sample was available for the month of September) provided a sample from a subset of dates within September rather than all of September.

This represents a simplified version of the 14 categories of ASB in use at the time of the wave 1 survey¹⁰.

Collation of samples

Ipsos MORI conducted a thorough sample cleaning process in order to remove those individuals who reported incidents that did not fall into the anti-social behaviour categories specified by HMIC and the forces¹¹. Ipsos MORI also removed the following cases (where they had not already been excluded by the force and where they were identifiable in the sample):

- Hoax calls / malicious communications;
- Reports where the caller was under 16 years of age;
- Reports where the incident involved a family member;
- Reports where the caller was a 'professional witness', for example an off-duty police officer or CCTV operator.

Cases which lacked addresses or telephone numbers, meaning there were insufficient details to make contact with the lead, were also removed. A de-duplication process was also conducted, to account for cases where an individual had contacted the force on more than one occasion during the period of time from which the sample was selected.

The fieldwork process

Each individual was assigned a unique ID number and anonymised in datasets for use in the mailing of opt-out letters and telephone interviews. This protected the anonymity of the caller. Ipsos MORI wrote to eligible individuals to invite them to participate. This letter offered them the opportunity to opt out by either returning a free-post opt out slip or by calling the project helpline and leaving their details.

The letters were mailed out in several batches, with fieldwork staggered accordingly, to allow fieldwork to be carried out within the specified timescale. In addition, a batch of reserve sample was sent out during fieldwork for those forces where more sample was required to meet targets. A copy of the opt-out letter can be found in Appendix B. A total of 27,470 opt-out letters were mailed out¹² and 1,145 individuals responded to say that they did not wish to take part (an opt-out rate of 4%).

A target of 200 achieved interviews was set for each police force, except for the four metropolitan forces of Greater Manchester, London Metropolitan, West Midlands and West Yorkshire, for which the target was 400 interviews per force. Targets were met in all areas

¹⁰ This reflects changes in force classification of ASB with a move towards identifying vulnerability and experience of victim(s). See <http://www.homeoffice.gov.uk/publications/science-research-statistics/research-statistics/crime-research/count-nsir11?view=Binary>

¹¹ In some forces, ASB was not categorised into the three codes personal, nuisance and environment, but only records covering the force's classification of ASB were included. For instance, some forces used a wider range of ASB codes in line with the longer list of 14 used previously.

¹² Opt out letters were not sent in all instances. In some forces, the records had address of incident rather than address of reporter and so calls were made without an opt-out letter and respondents could decline to participate at the start of the call.

except for City of London, where 104 interviews were achieved (as the comparatively low numbers of ASB reports in the area meant that far less sample could be provided).

The questionnaire comprised of 62 questions, some of which were asked first to screen eligibility for the survey and 11 were placed at the end of the survey to collect demographic data about respondents. The questionnaire took an average of 21 minutes to complete. A 'topline' of results showing the aggregate findings from each question in the research has been appended (Appendix A).

The table below summarises the fieldwork outcomes. We also present the survey co-operation rate, which stands at 65%. The co-operation rate is the number of completed interviews as a proportion of the number of contacted eligible respondents¹³. The principles of a random probability approach were followed, although not all leads were exhausted within the specified fieldwork period and interviewing in a force area was stopped once targets had been reached in order to maximise cost-effectiveness.

Breakdown of leads provided			
Final sample status	Total sample called (n)	Total sample called (%)	Valid sample (%)
Completed interview	9,311	32	65
Refused	4,253	14	30
Quit in interview/ broken appointment	784	3	5
Total valid sample	14,348	49	100
Co-operation rate	65%		
Bad number/ no response	12,707	43	
Not available during fieldwork period	2,078	7	
Respondent ineligible/ screened out	212	1	
Other unproductive ¹⁴	89	*	
Total invalid sample	15,086	51	
Total sample used	29,434	100	

Source: Ipsos MORI

Interpretation of data

It should be remembered that only a sample of people who called the police to report anti-social behaviour, and not all those who have reported ASB has been interviewed. As a consequence, all the findings are subject to some 'margin of error', and not all differences

¹³ AAPOR Co-operation Rate 3

¹⁴ Other unproductive leads include those where the respondent was deaf, or where communication difficulties mean the interview could not proceed.

between subgroups are statistically significant. A guide to statistical reliability is appended (Appendix E: Guide to statistical reliability).

The specific margin of error will vary depending on the numbers of people stating specific responses at different questions, though generally the findings at a national level have a margin of error of up to ± 1 percentage point. At a force level the margins of error typically range from 5-10 percentage points depending on the numbers of interviews achieved.

Comparisons across waves and between sub-groups from the telephone survey are only discussed where differences reach statistical significance.¹⁵ A wide range of sub-group differences were considered in the analysis, both from variables derived from initial police samples, and variables derived from respondents' questionnaire answers. A full list of these variables is provided in 'Appendix D: Cross-breaks used for analysis', and are present in the separate volume of computer tables. Note that not *all* sub-group differences which reach statistical significance are discussed in the report for reasons of both space and overlap with other break-downs which are discussed. Rather, the most prominent and relevant trends are presented and commented upon as appropriate to each question.

In tables where percentages do not add up to 100% this is due to multiple answers or to computer rounding. Throughout the tables an asterisk (*) denotes a value greater than zero, but less than 0.5%.

As already highlighted, whilst the sample for most forces in wave 2 was of individuals who had called the police in September 2011, in a minority of forces (City of London and Dyfed Powys), calls in other months were also included to boost sample numbers. However, in the interests of keeping wording concise, base definitions often refer to 'all who called the police in September 2011' – this does also include callers in these additional months.

Acknowledgements

Ipsos MORI would like to thank Nick Budden, Gary Steptoe, Robin Laird and colleagues at HMIC for their input and assistance throughout the research. We would also like to thank all the respondents who participated in the survey.

¹⁵ At the 95% confidence level

Perceptions of local area

Perceptions of local area

Perceptions of the local area have changed very little since 2010

Callers' perceptions of their local area have changed little since 2010. They tend to be relatively long-standing residents of their local areas: four in five callers have lived within a 15 minute walk of their home for at least five years (78%), with only nine per cent having lived locally for less than two years.

Most callers have a strong sense of belonging to their local area

The majority of callers (61%) feel they belong strongly to their local area, with 21% feeling they belong *very* strongly (63% and 23%, respectively, in 2010). This compares with just over a third (37%) who do not feel they belong strongly to their local area. Given methodological differences and question wording, this finding cannot be directly compared with the national 2008 Place¹⁶ and 2010 Citizenship¹⁷ surveys (which used postal and face-to-face methodologies respectively), but in each case it was found that a clear majority of the general public feel they belong to their local neighbourhood. This is relevant for the research reported here because this sense of belonging has been found to be influenced by perceptions of people pulling together to improve the area and the levels of trust in local people.

There has been extensive research on residents' sense of belonging, in particular as part of the debates on local government structure in the 1990s¹⁸ and regional government in the 2000s. That research found that residents' sense of belonging varies according to the type of area; those in more rural areas often have a higher sense of local identity than in urban areas – something which also emerges from this research: 71% of rural callers feel they belong strongly to their local area, compared with 59% of urban callers. Their sense of belonging also relates to perceptions of quality of life: 67% of callers who feel their quality of life is 'good' feel that they strongly belong to their local area, compared with 35% of those whose quality of life is 'bad'.

Cohesiveness of local communities

Callers' perceptions of the cohesiveness of their local communities are more balanced. Overall, 40% of callers consider that their local community is 'close and tight knit', compared with 48% who disagree that this is the case, similar findings to 2010 (42% and 48%, respectively).

¹⁶ Place Survey, a standardised postal survey undertaken by all local authorities in 2008. Findings available on CLG website:

<http://www.communities.gov.uk/publications/corporate/statistics/placesurvey2008>

¹⁷ The 2010-11 Citizenship Survey, run by Ipsos MORI and TNS-BMRB on behalf of CLG, was a household survey covering a representative core sample of 10,000 adults in England and Wales each year, plus an ethnic minority boost sample. Findings available on CLG website:

<http://www.communities.gov.uk/documents/statistics/pdf/1992885.pdf>

¹⁸ 'In Search of Community Identity', Joseph Rowntree/MORI, 1996

More think their area is getting worse than better

On balance, callers are more likely to feel their area has got worse than better over the past year: a third say their local area has got worse (37%) compared with one in six (16%) who say it has improved. This is a similar pattern to that found in 2010 for callers (35% and 19%, respectively). By way of context, the 2010-11 Citizenship Survey found that 16% of the wider general public thought their area had got better compared with 18% who thought it had got worse, a much less stark difference to that found in our research of callers to the police about anti-social behaviour. The Citizenship Survey found a downward trend in the number of people thinking their area has got worse, from 27 per cent in 2007-08¹⁹.

Quality of life

Notwithstanding these findings, callers generally rate their quality of life as 'good' (80%), with around two in five (37%) rating their quality of life as *very good* (this is in keeping with wave 1). Perceptions of quality of life relate to a range of demographic factors:

One in ten callers feels that they have a 'bad' quality of life (11%). These are more likely to:

- Be in the less affluent DE social grades (18%) than the more affluent AB social grades (4%);
- Have a disability (21%, compared with 6% who do not have a disability); and
- Live in one of the most deprived areas in England or Wales (16% and 18% respectively, compared with callers in least deprived areas, 5% and 11% respectively).

In addition, callers' quality of life relates to their sense of place. Callers with a 'bad' quality of life are more likely:

- Not to feel that they belong to their local community (18%, compared with 6% of callers who *do* feel part of their community); and
- Not to feel part of a close-knit community (15%, compared with 7% of callers who *do* feel part of a close-knit community).

¹⁹ The Citizenship survey is of the general public while the research in this report is of people who called the police to report anti-social behaviour. Also the Citizenship survey used a face-to-face methodology and a two-year reference period, compared to the one-year reference period in the research reported here.

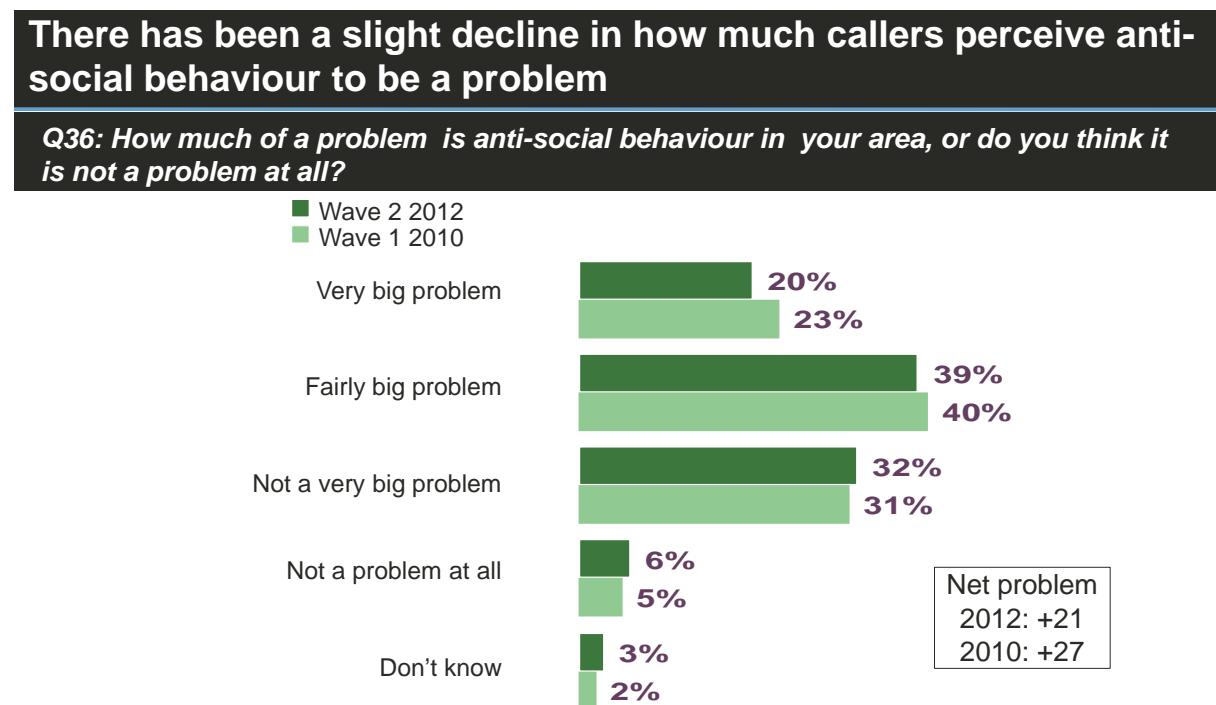
Overall perceptions of anti-social behaviour in the local area

Overall perceptions of anti-social behaviour in the local area

Anti-social behaviour in the local area: the context

Most callers (59%) think that anti-social behaviour is a problem in their area; 20% think it is a 'very big problem', while just six per cent consider it to be no problem at all. This represents an improvement since 2010 when 63% considered it to be a problem. Figure 5 compares responses on this measure between wave 2 and wave 1.

Figure 5



In keeping with this, The 2010-11 British Crime Survey²⁰ showed a decline in the proportion of the *general public* with a high level of perceived anti-social behaviour (from 17% to 14%) compared with 2008-09.

²⁰ British Crime Survey, op cit. The British Crime Survey has included questions for a number of years on perceptions of a range of behaviours which may impinge on the quality of people's lives, including questions about how much of a problem different types of anti-social behaviours are in the local area. Since 2001-02 seven of these questions have been used to create an overall index to provide a measure of those with a high level of perceived anti-social behaviour. For six of the seven strands that make up the composite measure, there was a fall in the proportion of people perceiving them to be a problem in their local area compared with 2008-09; the exception being noisy neighbours.

The British Crime Survey found considerable differences across demographic and socio-economic groups in perceptions of anti-social behaviour, particularly within area-based characteristics. Not surprisingly, perceptions vary according to the level of deprivation in an area. For example, 28% of people living in the most deprived areas perceived high levels of anti-social behaviour in their local area compared with six per cent of people in the least deprived areas. Perceptions of anti-social behaviour also varied with age and experience of crime. Adults aged 16 to 24 years were more likely to perceive high levels of anti-social behaviour (21%) than older age groups. Those aged 75 years and over were least likely to perceive high levels of anti-social behaviour (3%).²¹

We do not find such stark distinctions among callers who have reported anti-social behaviour to the police for this survey. Nevertheless, there is a pattern which points in the same general direction. Even using broader age categories, which may dilute the impact, more callers aged 16-34 perceive anti-social behaviour as a 'very big' problem than people aged 55 years and over (22% vs. 18%); black and ethnic minority respondents more than white respondents (30% vs. 19%); social housing tenants more than owner-occupiers (27% vs. 17%); people with a disability more than those without a disability (26% vs. 17%); and those in the less-affluent social grades DE more than those in AB (24% vs 14%).

Callers' perceived levels of anti-social behaviour are also related to attitudes to their local area:

- Community cohesion; of those feeling their community is tight knit, half (50%) feel that anti-social behaviour is a problem, while among those who do not feel their community is tight knit, seven in ten (69%) see anti-social behaviour as a problem.
- Callers' sense of belonging; those who feel they belong to their local area are significantly less likely to see anti-social behaviour as a problem locally (54%, compared with 68% who do not feel they belong to the area).

More think anti-social behaviour is increasing than think it is declining

Around half (48%) of callers say they have seen no change in levels of anti-social behaviour in their local area (similar to 47% in 2010). Amongst those who feel there has been a change in the amount of anti-social behaviour, a higher proportion of respondents feel that anti-social behaviour has increased (29%) rather than declined (20%), again very close to the situation in 2010 (29% and 22%, respectively). To some extent, this mirrors perceptions of how the local area as a whole is perceived to have changed over the last year, with around half (47%) seeing no change, 37% feeling things have got worse, and 16% feeling things have got better.

As most feel that it is the police who are responsible for dealing with anti-social behaviour, it is perhaps not surprising to find a strong relationship between overall ratings of the police and perceived changes in levels of anti-social behaviour. Among those who feel the police are doing a 'good job', there is a balance between those who feel anti-social behaviour has increased or decreased (24% in each case). Those who feel the police are doing a 'poor job' however, are considerably more likely to feel that anti-social behaviour has increased than has decreased (47% vs. 8%).

²¹ Many of these demographic and socio-economic characteristics will be closely associated so caution is needed in the interpretation of the effect of these different characteristics when viewed in isolation. However, a clear picture emerges about the impact anti-social behaviour has on different types of people.

What is understood by 'anti-social behaviour'?

A similar understanding of the term 'anti-social behaviour' emerges from the 2012 research as in 2010. The two most commonly mentioned forms of anti-social behaviour are youths loitering in groups or gangs on the streets, mentioned by 34% (29% in 2010) and drunken behaviour and under-age drinking, mentioned by 27% (30% in 2010). The fact that these two issues appear to have switched around as the two most identified issues may not be significant as they may appear to be interchangeable to some extent.

Vandalism and graffiti, mentioned by 27% (25% in 2010), rowdy or inconsiderate behaviour (20% in 2012, 23% in 2010), and noise and loud music (24% in 2012, 21% in 2010), are the next most commonly mentioned concerns. One change does emerge clearly over the last two years, however: the proportion of callers identifying verbal abuse or abusive behaviour, which may be less susceptible than some other categories to semantic interpretation, increased from 11% in 2010 to 19% in 2012. Total responses to this question in both waves are outlined in Table 1 below.

Table 1

Q11: What types of anti-social behaviour have you been thinking about when answering the last few questions? (Top ten mentions in 2012)			
	Wave 2 %	Wave 1 %	Change +/-
<i>Base: Individuals in England and Wales recorded as having called the police to report anti-social behaviour in Sept 2009 and Sept 2011</i>	(9,311)	(5,699)	
Youths/teenagers/groups/gangs loitering on the streets	34	29	+5
Vandalism/graffiti	27	25	+2
Street drinking/drunken behaviour/under-age drinking/youths drinking	27	30	-3
Noise/loud music	24	21	+3
Rowdy or inconsiderate behaviour	20	23	-3
Verbal abuse/abusive behaviour	19	11	+8
Assault/violence/ fighting	15	10	+5
Intimidation/threats/harassment	14	11	+3
Using/dealing drugs	13	13	0
Throwing stones/glass/cans/eggs/objects	11	9	+2

Source: Ipsos MORI

In 2010 it was found that the types of anti-social behaviour cited varied to some extent with callers' perceptions of their own quality of life. This is also the case in 2012.

Callers with a 'good' quality of life are more likely to cite youths loitering in the streets: this was mentioned by 35% of callers with a good quality of life, compared with 27% of callers whose quality of life is 'bad';

Callers with a 'bad' quality of life are more likely to cite the following as the types of behaviour they had in mind when considering anti-social behaviour:

- **intimidation**: callers with a bad quality of life are twice as likely to cite this as a problem as those with a good standard of living (23% and 12%, respectively);
- **abusive behaviour**: mentioned by 31% compared with 17% of those with a good standard of living;
- **nuisance neighbours**: mentioned by 12% and 6%, respectively;
- **use of and dealing in drugs**: mentioned by 19% and 13%, respectively; and
- **violence and fighting**: mentioned by 21% and 14%, respectively.

A similar pattern emerged when looking at levels of deprivation, as defined by the Index of Multiple Deprivation²², which is not surprising given the strong links between levels of local deprivation and perceptions of quality of life. Those living in more deprived areas unsurprisingly identify more of these issues than those in less deprived areas. The following differences look at levels of deprivation in England specifically²³

- **verbal and abusive behaviour** (identified by 22% in the most deprived areas, compared with 15% in least deprived areas);
- **violence** (16% and 11%, respectively);
- **drugs** (17% and 8%, respectively);
- **intimidation** (15% and 12%, respectively);
- **throwing stones etc** (13% and 10%, respectively); and
- **nuisance neighbours** (8% and 5%, respectively).

But this is not always the case. Callers in the least deprived areas are proportionately more likely to cite the following as behaviours they had in mind when answering questions about anti-social behaviour:

- **vandalism and graffiti** (identified by 31% in the least deprived areas compared with 26% in most deprived areas); and
- **littering** (10% and 7% respectively);

Perceived causes of anti-social behaviour

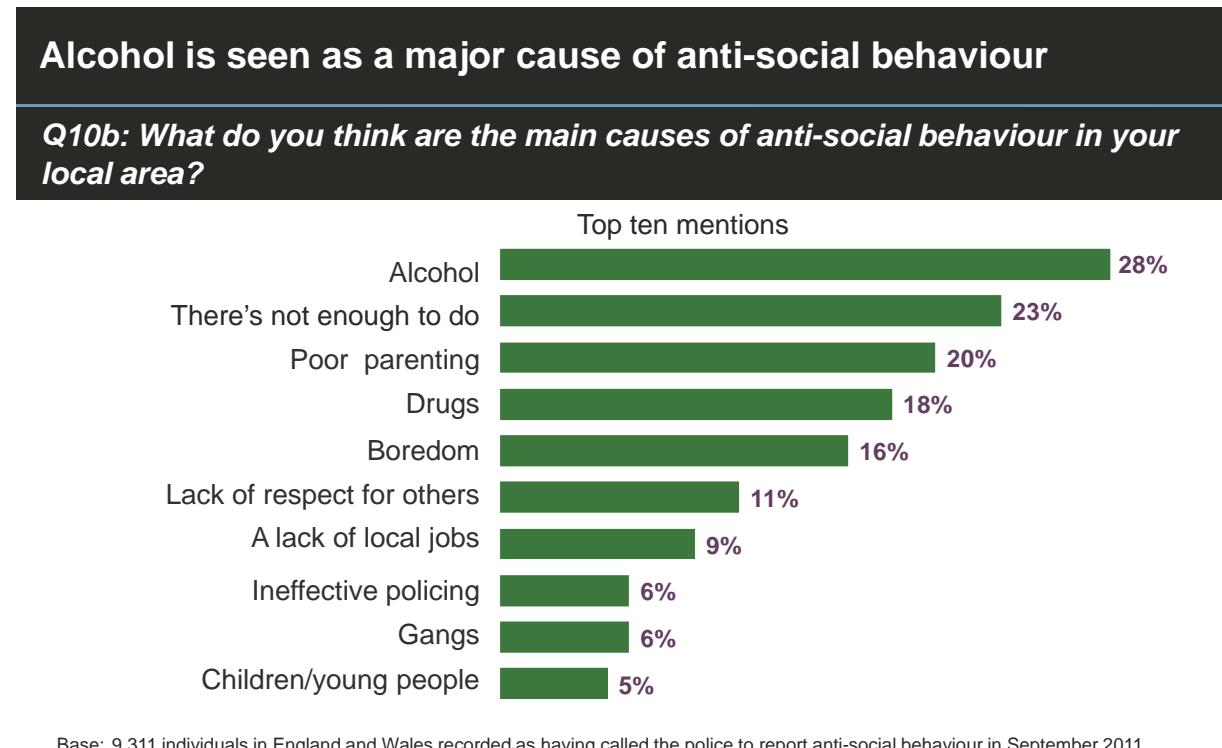
Perceived causes of anti-social behaviour reflect callers' understanding of what the expression means. Alcohol is the most cited cause (28% say this), just as drinking-related behaviour is one of the most frequently mentioned top-of-mind types of anti-social behaviour. Similarly, 'not enough to do' is the second most-cited cause of anti-social behaviour (23%),

²² The Index of Multiple Deprivation (IMD) is made up of seven separate Domain Indices at Lower Super Output Area (LSOA) level. The seven domains are indicators relating to income, employment, health and disability, education skills and training, barriers to housing and services, living environment, and crime, and these are then combined into a single deprivation score for each LSOA in England and Wales.

²³ Output areas in England and Wales which are used in IMD calculations are different and therefore IMD in England and Wales is presented separately.

just as 'youths loitering on the streets' is one of the most-cited top-of-mind types of anti-social behaviour. The following chart shows all responses.

Figure 6



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The impact of anti-social behaviour on everyday life

Effect of anti-social behaviour on everyday quality of life

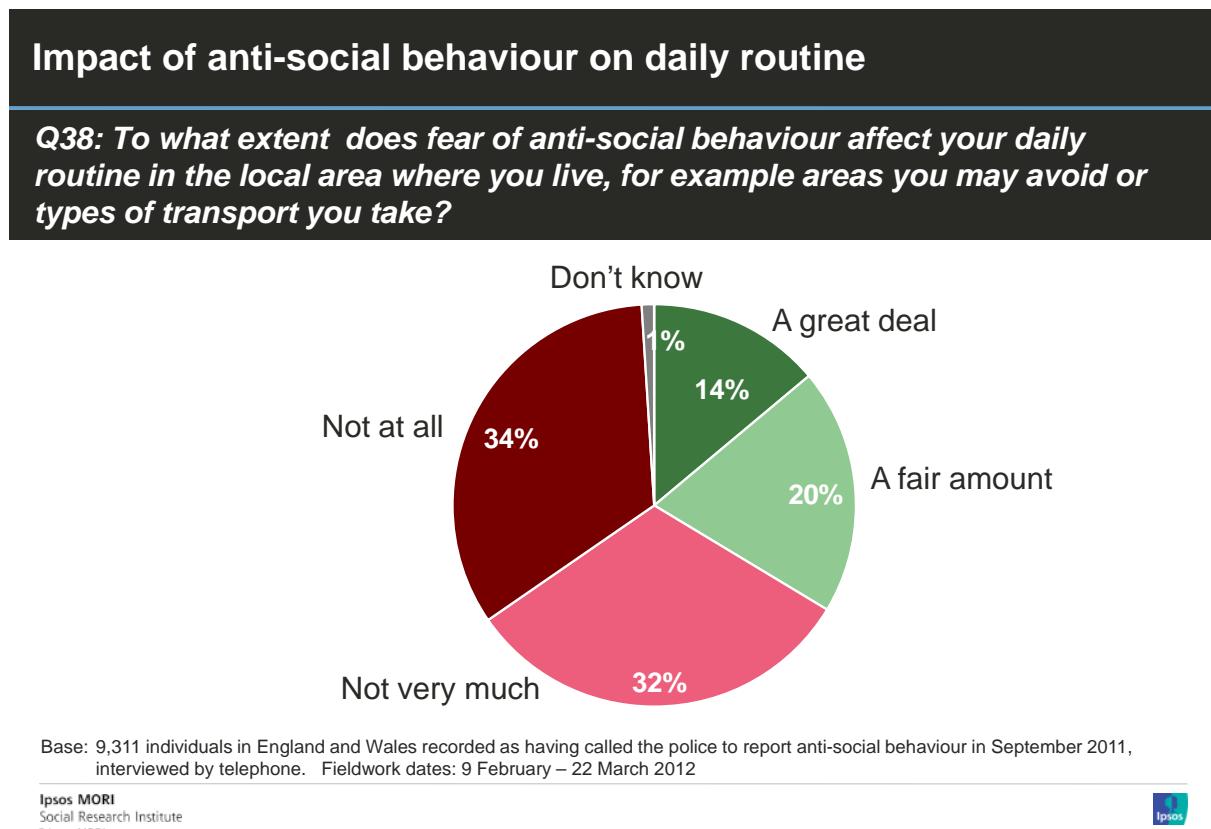
Respondents rated, on a scale of one (no effect) to ten (total effect), how much of an impact anti-social behaviour has on their everyday quality of life. We have defined scale points one to three as 'little effect' and points eight to ten as 'a large effect'. The mean effect of 4.81 is almost exactly the same as in 2010 (4.83).

One in five callers (22%) say that anti-social behaviour has a 'large effect' on their everyday quality of life, unchanged since 2010. This compares with two in five (40%) who say it has little effect (a two percentage point increase from 38% in 2010). Among those who rate their quality of life overall as 'bad', three in five (58%) feel that anti-social behaviour has 'a large effect' on their quality of life; this compares with just one in six (16%) among those who rate their quality of life as 'good'.

Effect of anti-social behaviour on daily routine

Most callers (65%) do not feel their routine is affected much or at all by anti-social behaviour. However, 14% say their routine is affected a *great deal*, and a further 20% say their routine is affected a *fair amount* (this is in line with 15% and 21%, respectively in 2010).

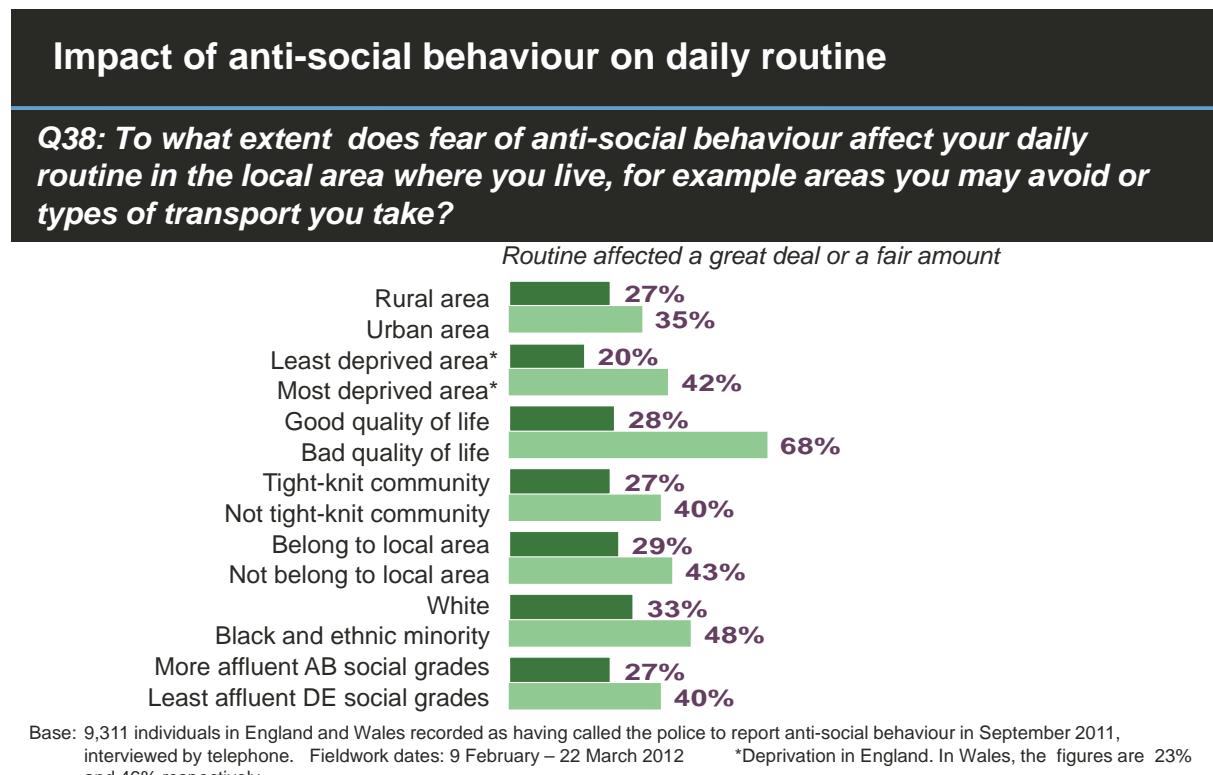
Figure 7



As shown in Figure 8, the degree to which a caller's routine is affected varies according to certain demographic factors and attitudes to local area.

In keeping with the finding that those who consider their quality of life to be bad being more likely to consider ASB to have a large effect on their everyday life, there is a relationship between callers' quality of life and the degree to which their routine is affected by anti-social behaviour; those with a 'bad' quality of life being well over twice as likely to say that their daily routine is affected.

Figure 8



How callers' routine is affected by anti-social behaviour

The most common ways in which callers alter their routine is by avoiding certain areas or streets (49% of those who say their routine is affected), and by avoiding staying out late (45%). Being more vigilant and avoiding groups of youths are also common ways in which individuals alter their routine. As shown in Table 2, there are some particular issues for certain groups:

- Women are more likely to avoid staying out at night;
- Younger people are more likely to avoid public transport;
- Younger people, and those with less of a feeling of belonging to their local area, or who do not feel part of a close-knit community, are more likely to avoid certain streets.

Table 2

Base: All those saying fear of anti-social behaviour affects their routine 'a great deal' or 'a fair amount' (3,172 in 2012 and 2,045 in 2010)	Total	Total	Age (2012)		Gender (2012)	
	2012 %	2010 %	16-34 %	55+ %	Male %	Female %
	47	48	52	38	46	48
Avoid certain areas/streets	47	48	52	38	46	48
Avoid walking/going or staying out at night	45	41	47	47	39	49
Take precautions/more aware/more vigilant	35	30	35	35	36	35
Avoid groups/gangs of youths/school children	25	27	26	24	24	25
Noise affects sleep/health/work	18	16	17	18	17	18
Worry about carrying cash/valuables/using cash machines	11	8	13	11	11	12
Do not use public transport	10	8	13	8	9	11

Source: Ipsos MORI

Table 3

Base: All those saying fear of anti-social behaviour affects their routine 'a great deal' or 'a fair amount' (3,172 in 2012 and 2,045 in 2010)	Total	Total	Ethnicity (2012)		Deprivation England ²⁵ (2012)	
	2012 %	2010 %	White %	BME %	Most %	Least %
	47	48	47	48	49	47
Avoid certain areas/streets	47	48	47	48	49	47
Avoid walking/going or staying out at night	45	41	46	40	47	40
Take precautions/more aware/more vigilant	35	30	35	37	37	29
Avoid groups/gangs of youths/children	25	27	25	28	27	19
Noise affects sleep/health/work	18	16	18	18	20	12
Worry about carrying cash/valuables/using cash machines	11	8	11	15	14	8
Do not use public transport	10	8	10	11	10	11

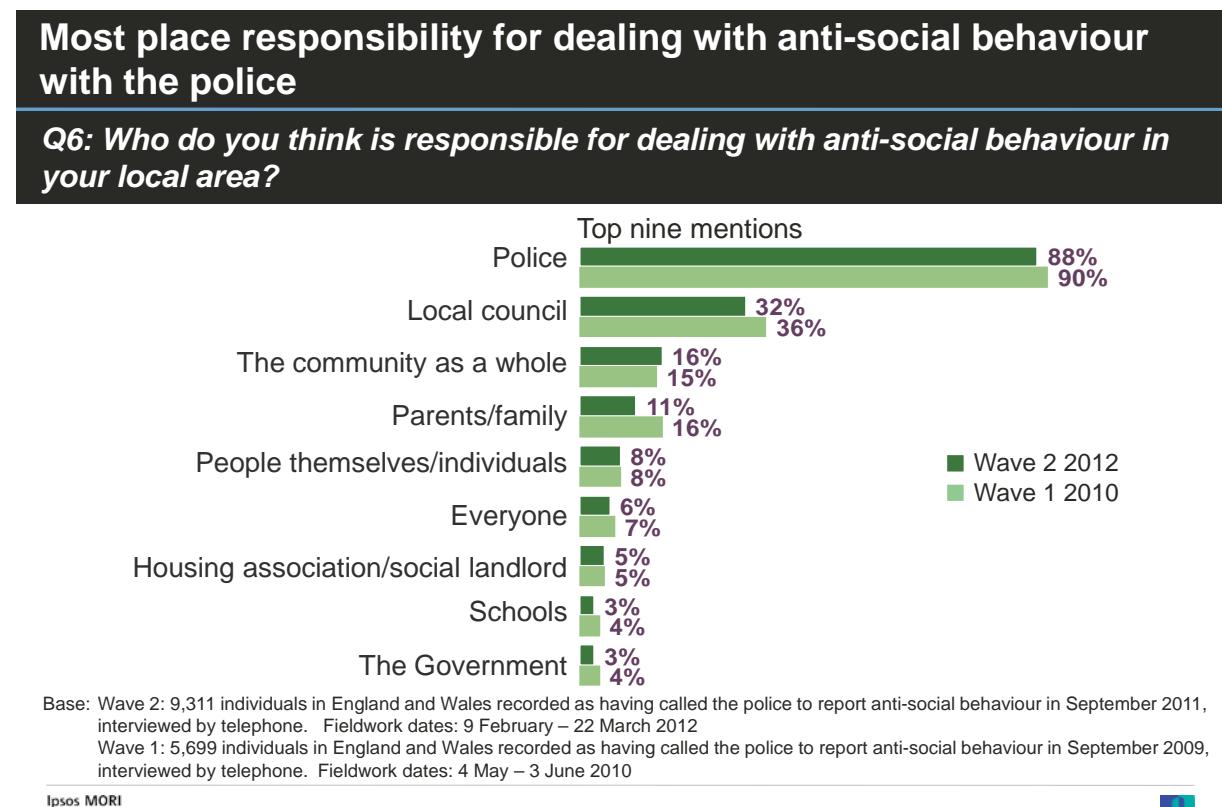
Source: Ipsos MORI

²⁴ The borders and shading in the tables highlight significant differences between sub groups²⁵ Generally these patterns are not so pronounced in Wales.

Tackling anti-social behaviour

The police are clearly regarded as having the primary responsibility for dealing with anti-social behaviour (identified by 88% of callers), while a third identify the local council (32%) as being responsible. As shown in Figure 9 below, the proportions mentioning the police and the local council are lower than in 2010. As noted in the wave one report, while we might expect respondents in these surveys to be more likely to mention the police given their prior contact with the police regarding anti-social behaviour, the findings do mirror previous Ipsos MORI research which shows the public tends to associate crime and anti-social behaviour issues very strongly with the police, more than other agencies²⁶. Callers place more responsibility in the hands of parents, families, the community as a whole, and individuals than in other public services such as housing associations, schools, or the Government. However, there has been a significant fall in the proportion citing parents/family since 2010.

Figure 9



Callers in the more affluent social grades AB are more likely to cite the community as a whole as having responsibility for anti-social behaviour in callers' local areas (22%, compared with 12% of those in the less affluent DE grades), as are black and ethnic minority respondents (20%, compared with 15% white).

²⁶ For example, research by Ipsos MORI in September 2008 showed 85% of the public spontaneously cite 'the police' when asked who they think is responsible for dealing with crime or anti-social behaviour in their local area, with the council the next most cited, by 24%.

Overall perceptions of the police

More callers think the police do a good job

There has been an improvement in caller perceptions of whether the police in the local area do a 'good job'. In wave 2 three-quarters (74%) feel that the police do a good job overall, up from 69% in 2010, compared to a fifth (22%) who feel they do a poor job.

These findings are in keeping with other studies. Among the *general public as a whole*, the 2010-11 British Crime Survey²⁷ found that 59% thought that their local police were doing a good or excellent job, an increase from 56% in 2009-10. Longer-term trends in the British Crime Survey show that between 2005-06 and 2010-11 there was an eight percentage point increase in the proportion of the general public who think that the police are doing a good or excellent job and a nine percentage point increase in their overall confidence in local police.

As shown in Table 4, there is a strong relationship between such perceptions of the police and callers' sense of quality of life and of belonging to their local area, with a significantly higher proportion of callers who feel they have a good quality of life and/or have a sense of belonging to their local area feeling that the police in their area do a good job.

Table 4²⁸

Q7: Taking everything into account, would you say the police in your area do a good job or a poor job?						
Base: Base: All 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011 (5,699 in 2010)	Total	Total	Quality of life (2012)		Sense of belonging (2012)	
	2012 %	2010 %	Good %	Bad %	Yes %	No %
Very good	29	25	31	19	33	22
Fairly good	44	44	47	30	46	43
Fairly poor	13	16	11	20	11	17
Very poor	9	11	7	26	7	13
GOOD	74	69	78	49	79	65
POOR	22	27	18	46	18	30
NET GOOD	+51	+42	+60	+2	+61	+35

Source: Ipsos MORI

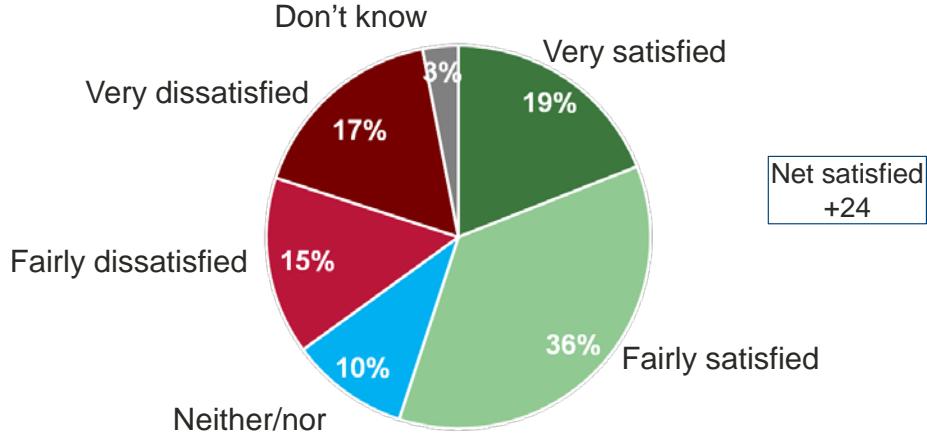
Most callers are satisfied with how anti-social behaviour is dealt with locally

Overall, most callers are satisfied with how anti-social behaviour is dealt with by the police in their local area: 55%, compared with 32% who are dissatisfied (see Figure 10).

²⁷ British Crime Survey, op cit

²⁸ All differences in responses between waves (2012 total and 2010 total) and within the sub-groups (quality of life and sense of belonging) in this table are statistically significant.

Figure 10



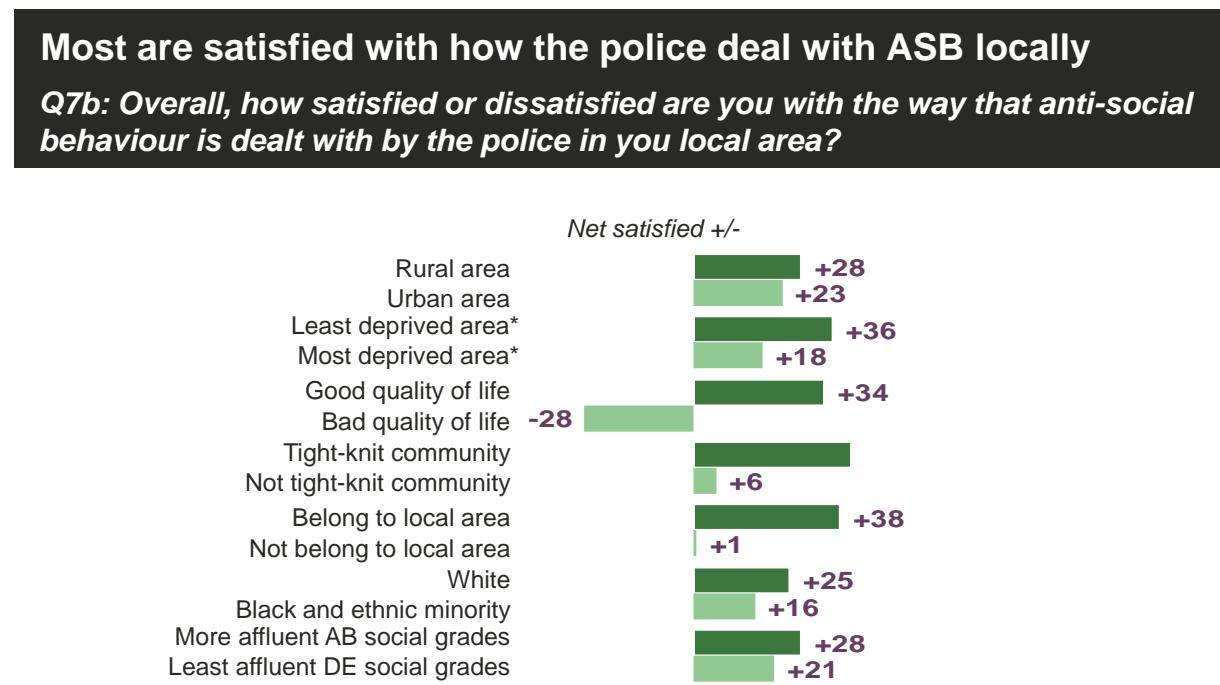
Base: 7,984 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011, interviewed by telephone. Fieldwork dates: 9 February – 22 March 2012

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Satisfaction follows the general pattern found in this report. As Figure 11 shows, satisfaction is much higher in the least deprived areas; among callers who are more affluent; who have a better quality of life and sense of community; and/or are white.

Figure 11



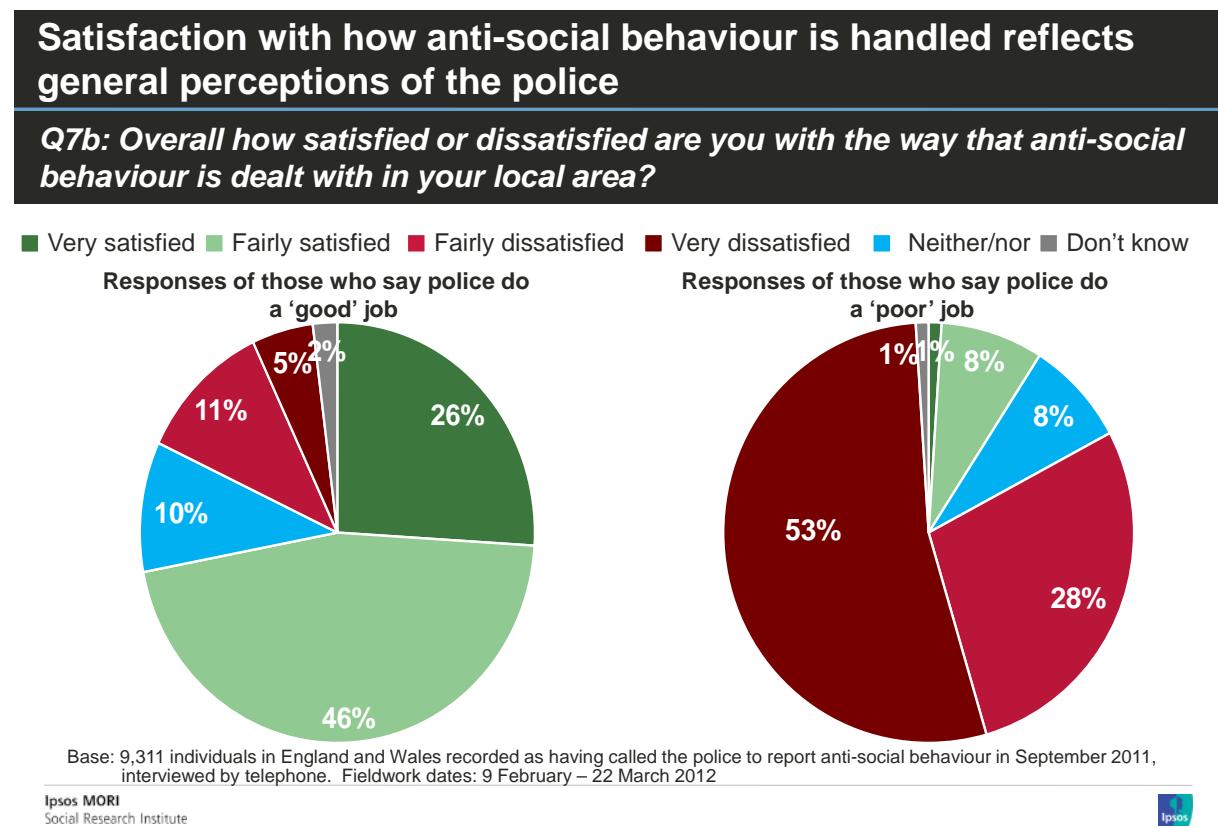
Base: 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011, interviewed by telephone. Fieldwork dates: 9 February – 22 March 2012. *Deprivation in England. In Wales, the figures are +43 and +12 respectively.

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There is also a strong relationship between how callers feel the police are handling anti-social behaviour and how they feel about the police more generally. Of callers who think that the police generally do a good job, only 16% are dissatisfied with the way they handle anti-social behaviour locally, whereas just 9% of callers who feel the police do a 'poor' job are satisfied with how they handle anti-social behaviour. Figure 12 shows this contrast.

Figure 12



Anti-social behaviour and local public services

Dealing with anti-social issues which matter

Just over half of callers agree that the police, local council and other public services are dealing with the anti-social behaviour issues that matter locally (53%). This is unchanged from 2010, while there has been a slight reduction in the proportion who disagree, from 33% to 31%. Assessments of quality of life are again an important discriminator: 58% of those with a good quality of life feel that local public services are delivering in this respect, compared with 29% of those with a poor quality of life.

By way of context, *among the wider general public*, the 2010-11 British Crime Survey²⁹ shows that 52% agreed that the police and local council were dealing with anti-social behaviour and crime issues that matter in the local area (51% in 2009-10).

Most think that the public services are much the same at dealing with anti-social behaviour as a year ago

Respondents are more likely to believe that local public services have got better at dealing with anti-social behaviour over the past year (19%) than have got worse (14%). However, the proportion saying that public services have got better has fallen from 23% in 2010. Most callers, however, have not seen any change (61%). Again, this view is strongly tied to perceptions of police performance overall, and to how respondents feel they were treated by

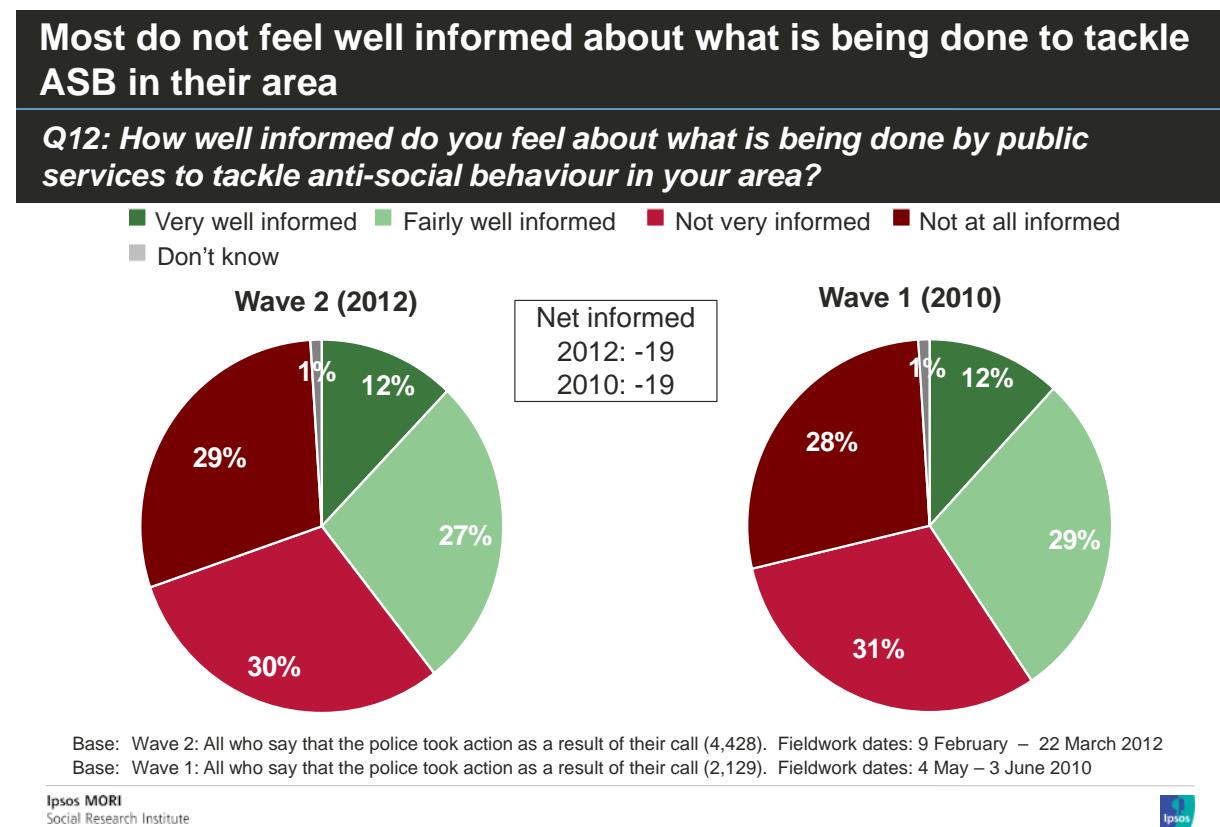
²⁹ British Crime Survey, op cit

the police. Of those feeling the police do a 'good job', 24% think that public services are better than a year ago at dealing with anti-social behaviour, compared with only four per cent of those who think the police are doing a 'poor job'.

Most callers do not feel well-informed about public service action

There has been no change since 2010 in how well informed callers feel about what is being done by local public services to tackle anti-social behaviour in their area: 40% feel well informed, compared with 59% who do not. The following chart shows responses overall across the two waves of the research.

Figure 13



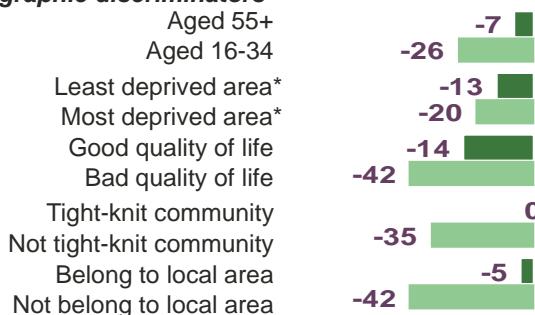
Callers' perceptions reflect very much how they feel more generally about their quality of life and the community within which they live. Those who think negatively about these issues are much more likely to feel poorly informed about what is being done locally to tackle anti-social behaviour. Similarly those who feel the police do a bad job, who do not think that public services are dealing with anti-social behaviour issues that matter, and who are dissatisfied with how the police are dealing with anti-social behaviour locally are all likely to feel poorly informed about what is being done to tackle anti-social behaviour. Although this does not in itself identify which is cause and which is effect, it is clear that communication of what is being done remains an important challenge. Figure 14 outlines these demographic breakdowns.

Figure 14

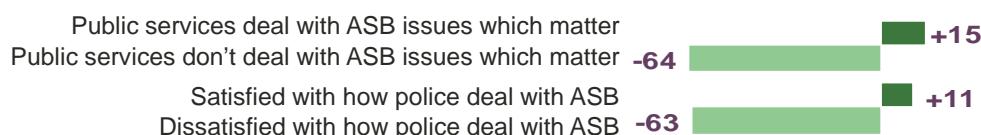
Most do not feel well informed about what is being done to tackle ASB in their area

Q12: How well informed do you feel about what is being done by public services to tackle anti-social behaviour in your area?

Demographic discriminators



How ASB is dealt with



Base: 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011, interviewed by telephone. Fieldwork dates: 9 February – 22 March 2012 *Deprivation in England. In Wales, the figures are -19 and -30 respectively.

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Importance attached to
different types of anti-social
behaviour

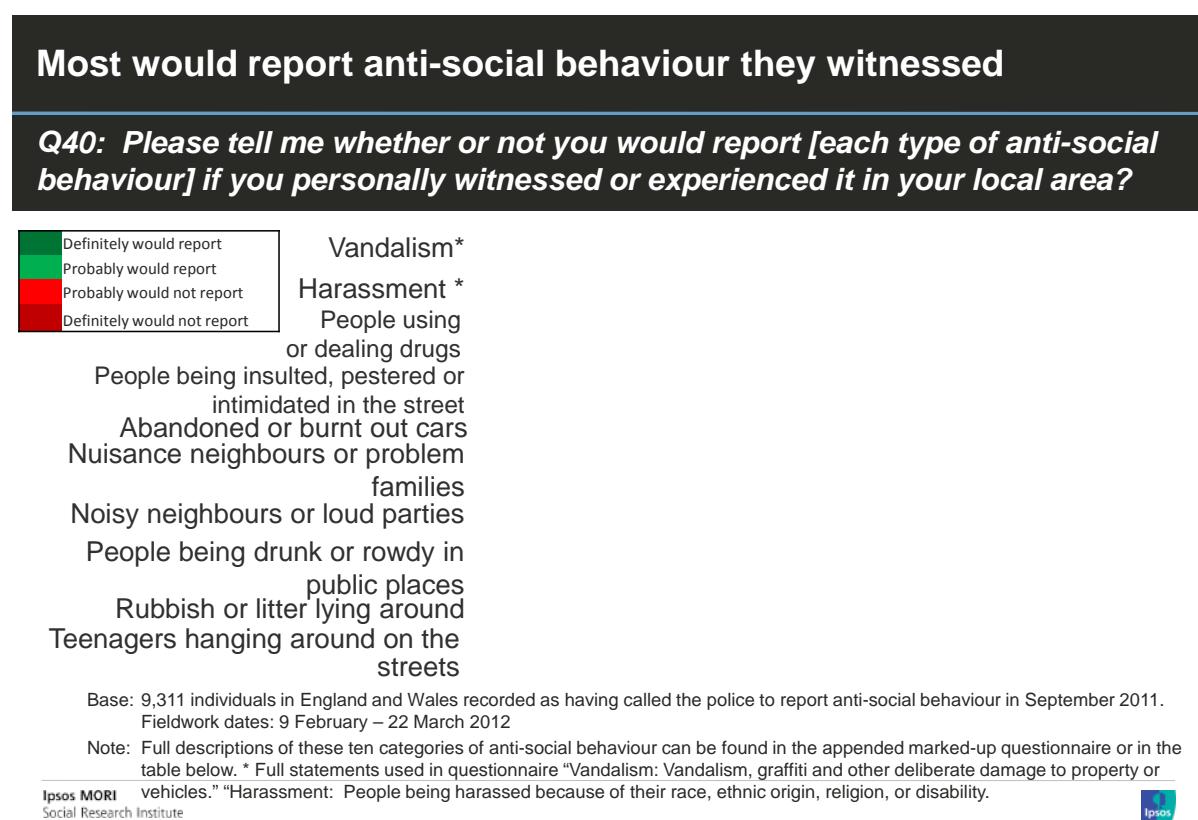
Importance attached to different types of anti-social behaviour

Likelihood of reporting different types of ASB

Respondents were asked how likely they would be to report different types of anti-social behaviour if they experienced or witnessed it. In nine out of the ten types of anti-social behaviour included in the survey, the likelihood of reporting it was in line with wave 1 (these were all within one percentage point of wave 1 findings). In the remaining case, which was noisy neighbours or loud parties, the likelihood increased slightly (by two percentage points³⁰, from 63% to 65% in 2012).

As was found in 2010, vandalism, graffiti, and other deliberate damage to property or vehicles is the type of anti-social behaviour most likely to be reported, with nine in ten (91%) saying they would report it, including 72% who say they *definitely would* report it. Similar proportions say they would report harassment due to discrimination (89%) and people using or dealing drugs (88%). At the other end of the scale, fewer than half say they would *definitely* or *probably* report rubbish and litter lying around (46%) or teenagers hanging around the streets (42%).

Figure 15



³⁰ This was the one form of anti-social behaviour which the British Crime Survey 2010-11 shows that members of the general public feel is becoming more of a problem.

There is an important attitudinal discriminator for this finding. The treatment which callers feel that they received from the police when they called about anti-social behaviour appears to have an impact on the decision as to whether to report anti-social behaviour in the future. In the case of all ten types of behaviour, people who were satisfied with their treatment by the police were more likely to report a new case of anti-social behaviour than if they were dissatisfied with their treatment. In some cases there was at least nine percentage points difference: vandalism and graffiti (93% vs. 84%), harassment (91% vs. 82%), drugs (89% vs. 80%), abandoned vehicles (83% vs. 72%), and drunkenness (59% vs. 49%).

There are demographic discriminators, borne perhaps of callers' direct experiences. In wave one, we reported that those with children in their household were slightly less likely to report some forms of anti-social behaviour, perhaps reflecting differing tolerance levels. This remains the case with reporting litter or rubbish lying around, which would be reported by 41% of those with children, compared with 49% of those without children in their household. But a clearer picture emerges from other demographic characteristics:

- Older people (aged 55+) are more likely than younger age groups to report eight of the ten types of behaviour which we tested; in just one case, harassment, would they be less likely.
- Black and ethnic minority people and those in less affluent social grades DE would be less likely than average to report vandalism and drug-related anti-social behaviour, but more likely than average to report noisy neighbours, drunkenness, litter and teenagers hanging around.

Table 5 outlines these significant demographic differences.

Table 5

Q40: Please tell me whether or not you would report [each type of anti-social behaviour] if you personally witnessed or experienced it in your local area?					
Base: All those saying fear of anti-social behaviour affects their routine 'a great deal' or 'a fair amount' (2,754 in 2012 and 2,045 in 2010)	Total	Total	Age 55+	Ethnicity BME	Social grade DE
	2012 %	2010 %			
Percentage 'would report'					
Vandalism, graffiti, damage to property and vehicles	91	92	94	89	90
Harassment because of race, ethnic origin, religion or disability	89	90	86	90	88
Using or dealing in drugs	88	89	89	84	86
People being insulted, pestered or intimidated in the street	84	83	83	83	84
Abandoned or burnt out cars	81	82	86	79	81
Nuisance neighbours or problem families	80	81	82	77	81
Noisy neighbours or loud parties	65	63	68	68	68
Being drunk or rowdy in public places	57	58	61	62	61
Rubbish or litter lying around	46	46	59	57	52
Teenagers hanging around on the streets	42	44	49	50	49

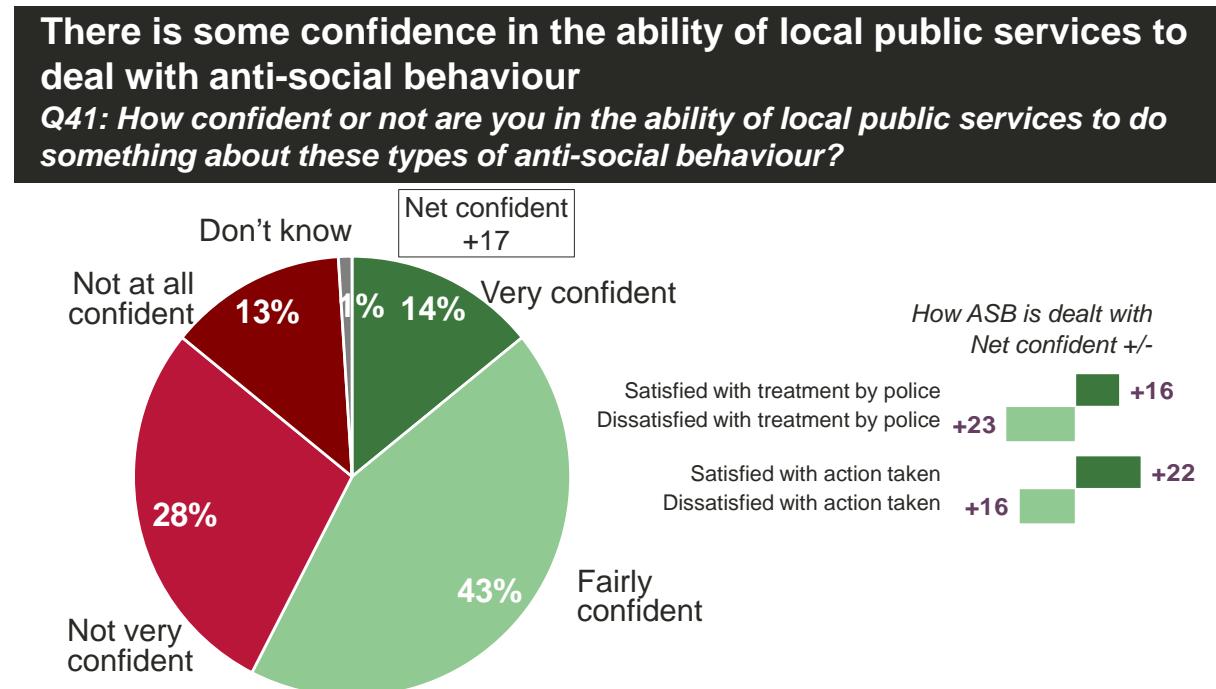
Source: Ipsos MORI

Perceived ability of public services to deal with different types of anti-social behaviour

Most callers are confident in the ability of public services to do something about the types of anti-social behaviour discussed in the previous section (58%, compared with 56% in 2010), although just 14% say they are *very* confident (as in 2010). This broadly reflects their view that the police, local council and other public services are dealing with the anti-social behaviour issues that matter locally (53% agree that this is the case).

Confidence in local public services to deal with these types of anti-social behaviour relates to callers' own experiences of the police. Those who are satisfied with how they were treated by the police when they called to report anti-social behaviour are considerably more likely to place confidence in local public services' ability to address these issues, than those who are dissatisfied with how they were treated (64% and 27%, respectively). Similarly, where the police were felt to have taken action as a result of calls, confidence is higher: over two thirds (69%) of those who felt the police took action place confidence in the ability of local public services to address these forms of anti-social behaviour, compared with 45% among those where the police did not take action. Similar relationships exist with other perceptions of the police more generally: that they do a good or bad job generally; and satisfaction with the way anti-social behaviour is dealt with locally.

Figure 16



Base: 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011, interviewed by telephone. Fieldwork dates: 9 February – 22 March 2012

Views also vary by demographic discriminators. Younger respondents aged 16-34 are significantly more likely than older respondents aged 55 or over to have confidence in the ability of local public services to do something about these types of anti-social behaviour

(61% vs. 55%). Net confidence among those who live in the least deprived areas of England is higher than in the most deprived areas (22% vs. 16%) with the same true for Wales (38% vs. 9%). Confidence is also related to views around quality of life and feelings of community and belonging to one's local area, for example:

- Six in ten (62%) of those who rate their quality of life as good say they have confidence in local public services to do something about these types of anti-social behaviour, compared with around one in three (36%) of those who rate their quality of life as bad;
- Seven in ten (68%) of those who agree that their local area is a tight-knit community have confidence compared with half (49%) of those who disagree; and,
- Two thirds (65%) of those who feel they belong to their local area have confidence compared with half (46%) who do not feel they belong to their local area.

Importance attached to anti-social behaviour: allocating resources

In order to gauge the importance that callers place on anti-social behaviour, we asked them to rate how important it is that local public services focus their efforts on tackling a number of issues related to crime and anti-social behaviour. These were:

- Three activities generally classified as 'anti-social behaviour' (vandalism and graffiti, noisy neighbours, and people being drunk and rowdy in public places); and
- Five types of 'crime' (burglary, robbery, domestic violence, criminal damage, and vehicle crime).

In wave 2, callers are most likely to feel it is important to direct efforts at burglary (94% saying *very important* or *essential*), robbery (94%), and domestic violence (90%). This is followed by crimes where the level of physical threat is less pronounced, or absent: criminal damage (84%) and vehicle crime (79%).

While the three types of anti-social behaviour (vandalism and graffiti, people being drunk and rowdy, and noisy neighbours) are not prioritised quite so highly as crime, there is still a clear call for public services to direct their efforts at tackling these issues. Almost two thirds (63%) feel it is either *very important* or *essential* that resources are directed at tackling vandalism and graffiti; just over half (54%) with respect to noisy and nuisance neighbours; and just under half (47%) with respect to people being drunk or rowdy in public places. Only very small minorities do not feel it is important to focus efforts on tackling anti-social behaviour issues (9% or fewer) – again little has changed since 2010 although there is slightly less priority placed on people being drunk in public places, 9% regarding this as unimportant compared with 7% in 2010.

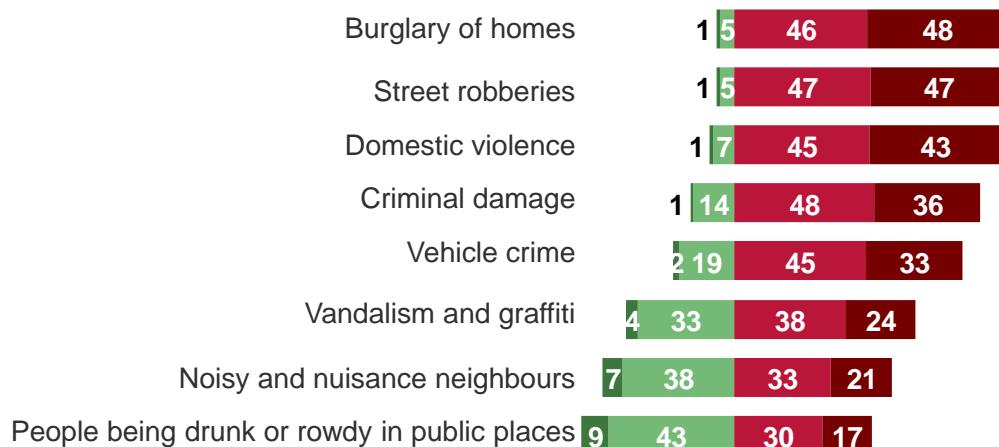
Since 2010, the public sector, including the police, has been subject to budget constraints and there has been much public debate about the challenges consequently facing the police and the issues they should prioritise. However, this research shows that callers' views on the priority which should be given to dealing with various kinds of anti-social behaviour have changed little over the last two years.

Figure 17

Focusing resources on anti-social behaviour and crime

Q42: How important do you think it is for local public services to focus their efforts on tackling the following issues?

■ % Fairly important ■ % Not important ■ % Very important ■ % Essential



Base: 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011.
Fieldwork dates: 9 February – 22 March 2012

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Across all three types of anti-social behaviour (vandalism and graffiti, people being drunk and rowdy and noisy neighbours), callers are more likely to feel it important that local public services direct their efforts at tackling anti-social behaviour the more they feel that it affects them personally.

- Among those who feel anti-social behaviour is a problem in their local area, 51% feel it is *very important* or *essential* that efforts are directed at tackling drunk and rowdy behaviour, compared with 41% of those who feel anti-social behaviour is not a problem in their area.
- The respective proportions for noisy neighbours are 57% (among those who feel anti-social behaviour is a problem) and 48% (among those who don't).
- The proportion for vandalism and graffiti is 65% (among those who feel anti-social behaviour is a problem) and 59% (among those who do not).

Similarly, those who report anti-social behaviour more frequently are more likely to consider it important that local services focus on tackling these issues. High repeat callers (those calling on six or more occasions within the past year) are more likely to say that it is *essential* that local public services focus their efforts on the three anti-social behaviour categories of vandalism and graffiti, noisy and nuisance neighbours and people being drunk or rowdy in public places. Thus, even when asked directly alongside some serious crimes, the large majority of respondents continue to cite the importance of focusing efforts to tackle anti-social behaviour.

Generally speaking, callers prioritise action against non-ASB crime regardless of demographics. There are exceptions to this, however:

- Older people (aged 55+) are more likely than younger people (aged 16-34) to prioritise action against criminal damage (90%, compared with 76%).
- Certain groups are also more likely to prioritise action against vehicle crime: older people aged 55+ (81%, compared with 76% of people aged 16-34); black and ethnic minority residents (85%, compared with 78% of white people); and the less affluent social grades (80% of DEs compared with 75% of ABs).
- Older people, black and ethnic minority people, and the less affluent social grades DE also place more priority on tackling each of the three broad types of anti-social behaviour tested. Table 6 outlines these significant demographic differences.³¹

Table 6

Q42: Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues:

Base: All 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011 (5,699 in 2010)

	2012 Total	Age		Ethnicity		Social grade	
		16-34	55+	White	BME	AB	DE
<i>'Essential' or 'very important'</i>							
Vandalism and graffiti	62	51	71	62	70	60	66
Noisy and nuisance neighbours	54	43	61	53	60	47	60
People being drunk or rowdy in public places	47	41	54	46	57	42	52

Source: Ipsos MORI

³¹ All sub-group differences in this table are statistically significant.

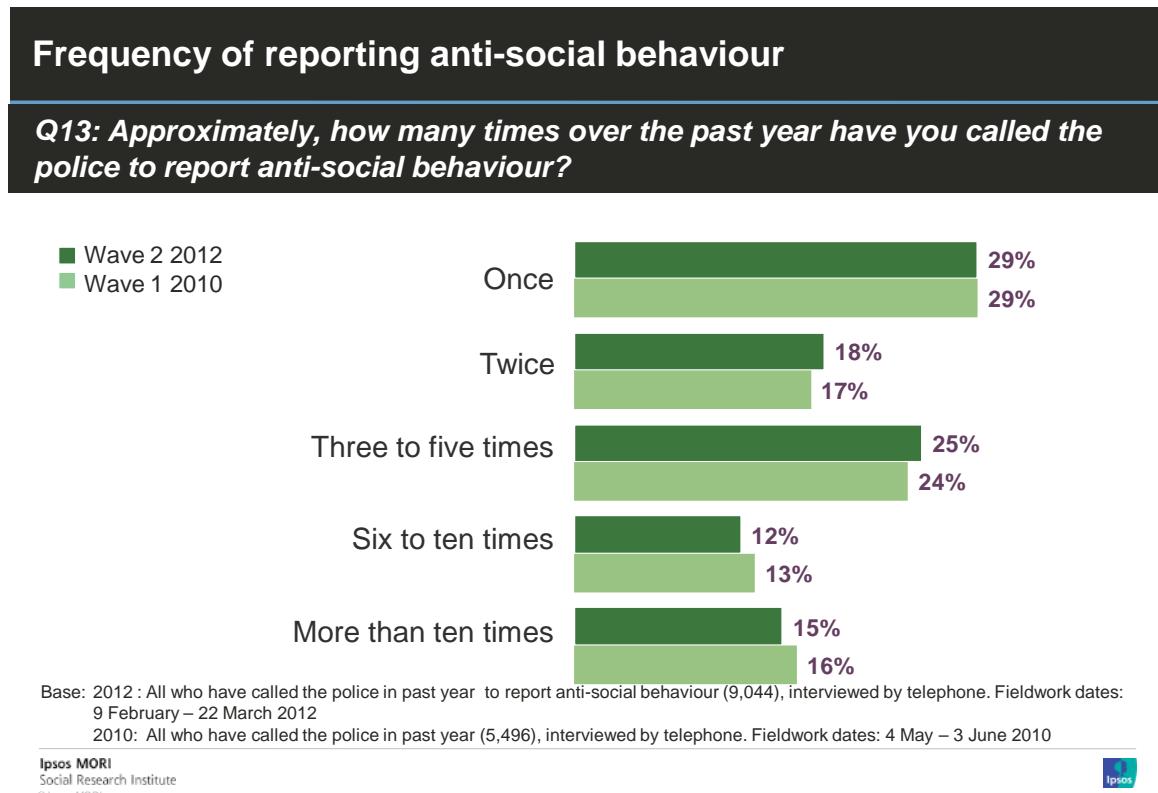
Details of previous calls

Details of Previous Calls

Frequency of calls made by callers in the past year

The number of calls made by callers has changed little from 2010. Two thirds of callers (68%) have rung the police to report anti-social behaviour more than once over the past year. A quarter (26%) have called the police to report anti-social behaviour more than five times, and one in seven (15%) have called more than ten times as is shown in Figure 18.

Figure 18



This should be seen in the context of the nature of the repeat calls. Two thirds of callers (65%) say that, in general, their calls were made in relation to the same or related problems.

The data indicates a relationship between frequency of calls and four broad issues:

- Callers' experience of the police and public services in terms of how they have previously reacted;
- Their personal sense of place and quality of life;
- Deprivation levels; and,
- Disability.

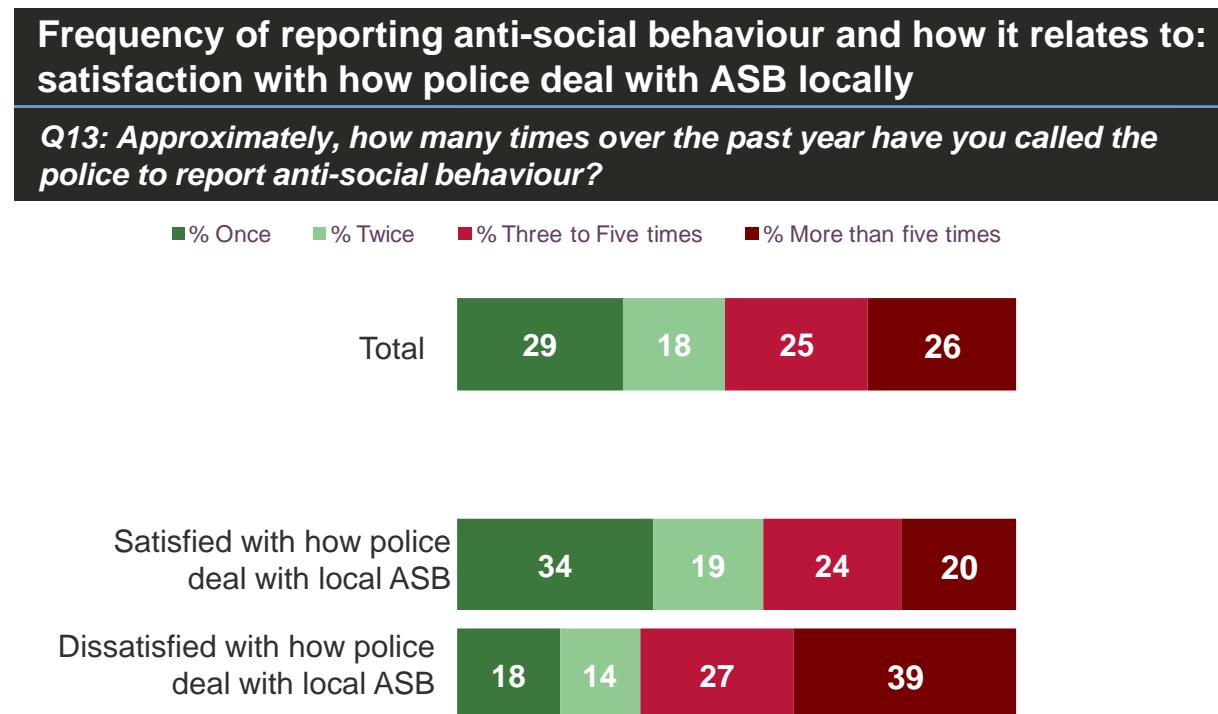
Details of these differences are outlined over the next few pages. .

Experience of police and public services

There is a clear relationship between the number of calls and callers' experience of the police and local public services, which has changed little since 2010:

- Of those who felt their call in September 2011 made no difference, 30% have called the police more than five times over the past year, compared to 24% among those who felt their call did make a difference.
- Of those who *do not* feel local public services are dealing with the anti-social behaviour issues that matter, 38% have called the police more than five times over the past year, compared with 21% among those who feel that public services *are* dealing with the issues that matter.
- Of those who feel the police are doing a 'poor job', 39% have called more than five times, compared with 23% among those who think the police are doing a 'good job'.
- Of those who are dissatisfied with the way they have been treated by the police, 39% have called more than five times, compared with 24% who are satisfied.
- Two in five (39%) of those who are dissatisfied with the way the police deal with anti-social behaviour in the local area made five or more calls, compared with 20% who are satisfied.

Figure 19



Base: All who have called the police in past year to report anti-social behaviour (9,044), interviewed by telephone. Fieldwork dates: 9 February – 22 March 2012

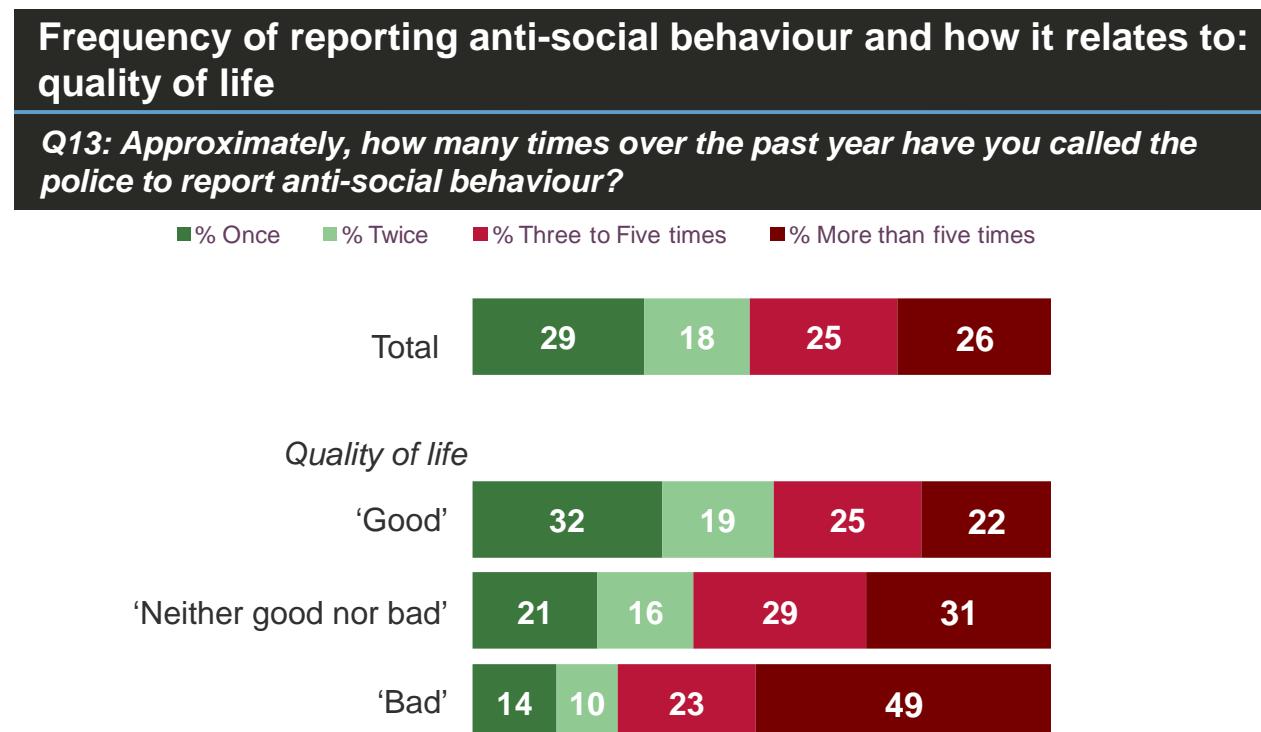
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Personal sense of place and quality of life

Callers' overall quality of life is a key discriminator in how frequently calls are made. Among those who rate their quality of life as 'good', just under a quarter made five or more calls over the past year (22%), compared with a half of those with a 'bad' quality of life (49%). By the same token, other attitudes to local area also related to the number of calls, though not to such a marked extent: people who do not feel part of a close knit community (29% vs. 23%) or do not feel a sense of belonging (30% vs. 24%) are more likely to have made more than five calls.

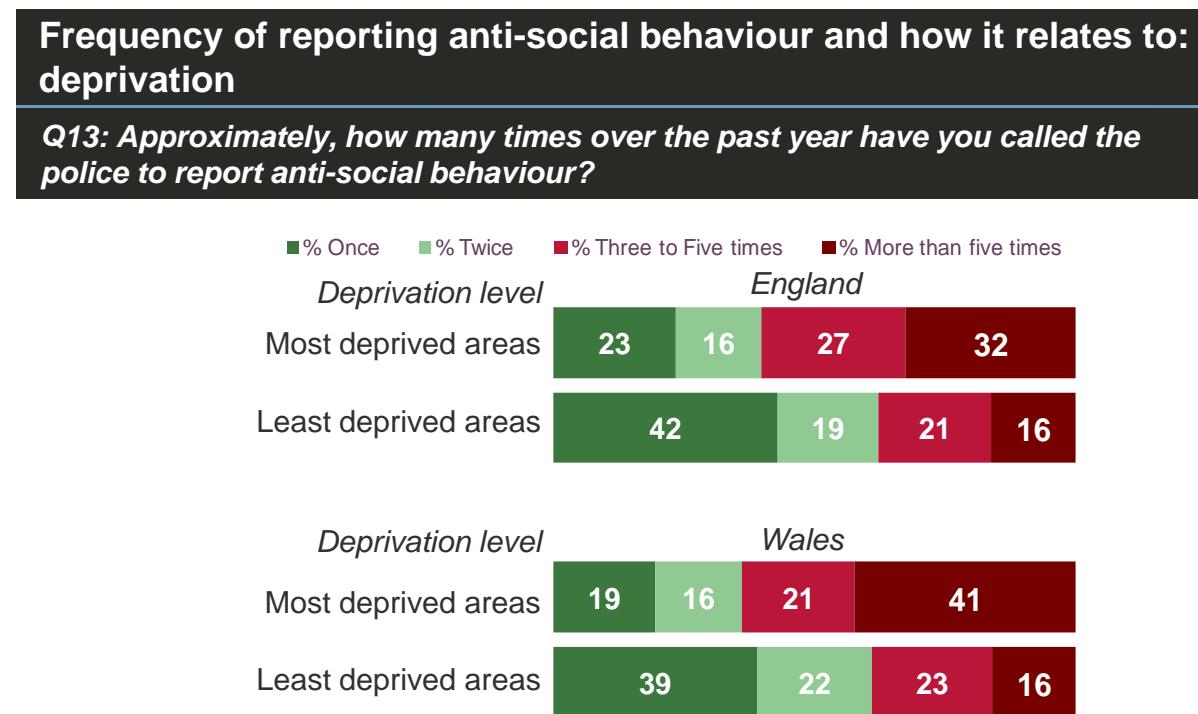
Figure 20



Deprivation

The extent of repeat calls also varies by levels of deprivation: as is shown in the following chart, of those living in the least deprived areas just one in six (16%) have called the police more than five times in the past year, whereas among those living in the most deprived areas this proportion doubles to 32% in England, and increases further to 41% in Wales.

Figure 21



Base: All who have called the police in past year to report anti-social behaviour (9,044), interviewed by telephone. Fieldwork dates: 9 February – 22 March 2012

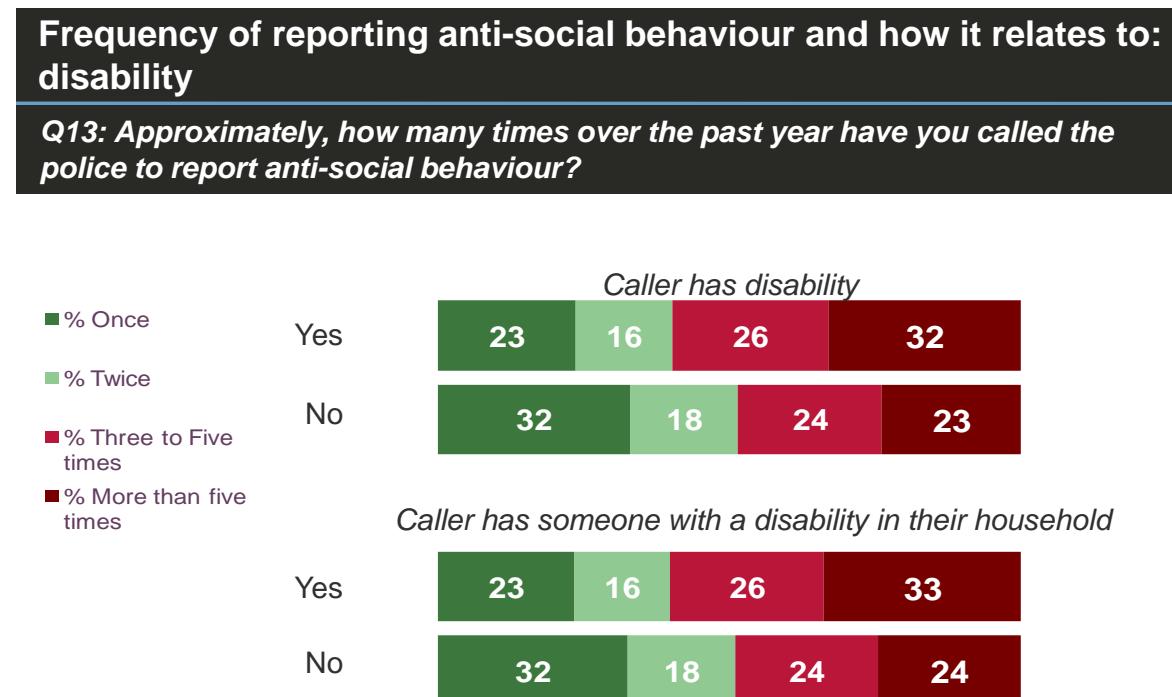
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Disability

Repeat callers are also more likely to have an illness or disability. As shown in Figure 22, a third (32%) of callers who had a disability or illness called more than five times, compared with 23% or those without a disability. A similar pattern applies to callers who have others in their household with a disability.

Figure 22



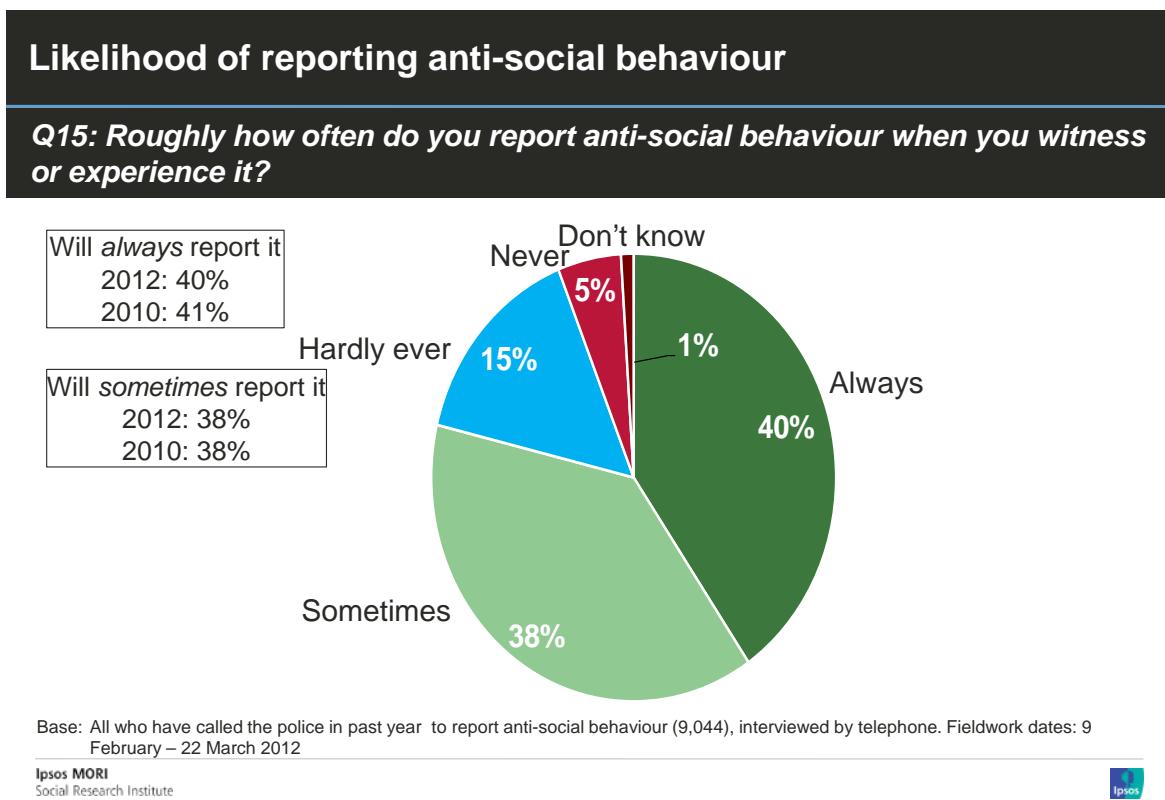
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Likelihood of reporting anti-social behaviour

Across both waves, two in five respondents say they *always* report anti-social behaviour when they witness or experience it (40% in 2012 and 41% in 2010), with a similar proportion (38%, as in 2010) saying they *sometimes* report it, see Figure 23.

Figure 23



The majority of callers say they have called the police to report anti-social behaviour within the last six months (73%, compared with 56% in 2010), including one in five (19%) who say they have reported anti-social behaviour within the last month. The apparent increase since 2010 may perhaps be explained by the timings of the two surveys. In 2010, the survey was conducted in May-June, which was eight or nine months after the respondents' call was made to the police in September 2009. In 2012, the survey was conducted in February-March 2012, just five or six months after the call in September 2011.

The caller experience

The caller experience

Background to the call

Recall of reporting anti social behaviour to the police

The large majority of respondents, i.e. those recorded by the police as having made a call to the police to report ASB, remember having called the police to report an incident in the past year (94%). When answering questions about the 'caller experience', as described in this section, those who remembered the call they made in September 2011³² were asked to keep this call in mind, while those who did not specifically remember this call were asked to think about the most recent call they made to the police to report anti-social behaviour.

Categorising anti-social behaviour

In our wave 1 research, it was possible to draw down from police records the subject of respondents' calls about anti-social behaviour as the type of anti-social behaviour reported was classified by forces into 14 categories³³. Since then, classification processes have changed and most forces now use three broad categories of ASB; personal, nuisance and environment. Within the sample, incidents fell into these categories in the following proportions:³⁴

- Personal: 25% of calls
- Nuisance: 57% of calls
- Environment: 8% of calls

To mirror this process and to cross-reference callers' perceptions with police categorisation, respondents were asked within the questionnaire to place their call into one of three categories of anti-social behaviour, as follows:

- 'An incident that you considered to be deliberately targeted at you personally, your family or a particular group you were part of' (called in this report 'Personal');
- 'An incident that affected the local community in general rather than targeted at individuals' (called in this report 'Nuisance'); or
- 'An incident which had more of an impact on the local environment than on local people' (called in this report 'Environment').

As highlighted in Table 7 below, respondents were most likely to categorise the anti-social behaviour that their call related to as nuisance (44%), followed by personal (39%). As some forces are not included in the force classification analysis due to not providing incident categorisation in this standardised way, comparisons between the respondent classification and official police classification of the incident should only be considered indicative. Looking

³² Or in September-November for Dyfed Powys or since December 2010 for City of London

³³ Abandoned Vehicles; Animal Problems; Begging/vagrancy; Inappropriate use/sale/possession of fireworks; Noise; Prostitution related activity; Littering/drugs paraphernalia; Nuisance neighbours; Rowdy or inconsiderate behaviour; Street drinking; Trespass; Vehicle nuisance/ inappropriate vehicle use; Teenagers/ kids in street; Vandalism/ graffiti

³⁴ A minority of forces did not provide these three categories with their record of callers and so are not included in this analysis

across the two classifications indicates that callers' self-categorisation of incidents followed the same pattern as forces' categorisation (e.g. 'nuisance' was most commonly mentioned, followed by 'personal', then 'environment'), although respondents were far more likely to categorise an incident as 'nuisance'. When presented for analysis throughout this report, categorisations of ASB are generally those defined by respondents themselves.

Table 7

Q18b: Which of these three descriptions best describes the incident of anti-social behaviour you reported?	
<i>Base: All who called the police in the last year (9,044)</i>	%
Personal: An incident that you considered to be deliberately targeted at you personally, your family or a particular group you were part of	39
Nuisance: An incident that affected the local community in general rather than targeted at individuals	44
Environment: An incident which had more of an impact on the local environment than on local people	10

Source: Ipsos MORI

Those who could not remember making their call to the police about anti-social behaviour in September 2011 were asked about the subject of their most-recent call. As shown in Table 8, the largest category of calls (14%) related to rowdy or inconsiderate behaviour, which in wave one, when it was possible to draw the data for all respondents from police records, was similarly the subject of the majority of calls.

Table 8

Q18: Can you tell me the type of anti-social behaviour your most recent call was about? (Top seven mentions)	
<i>Base: All who could not remember making a call about anti-social behaviour in September 2011 (1,596)</i>	%
Rowdy or inconsiderate behaviour	14
Teenagers/ kids in street	10
Vehicle nuisance/ inappropriate vehicle use	10
Nuisance neighbours	8
Vandalism/ graffiti	8
Noise	8
Street drinking	7

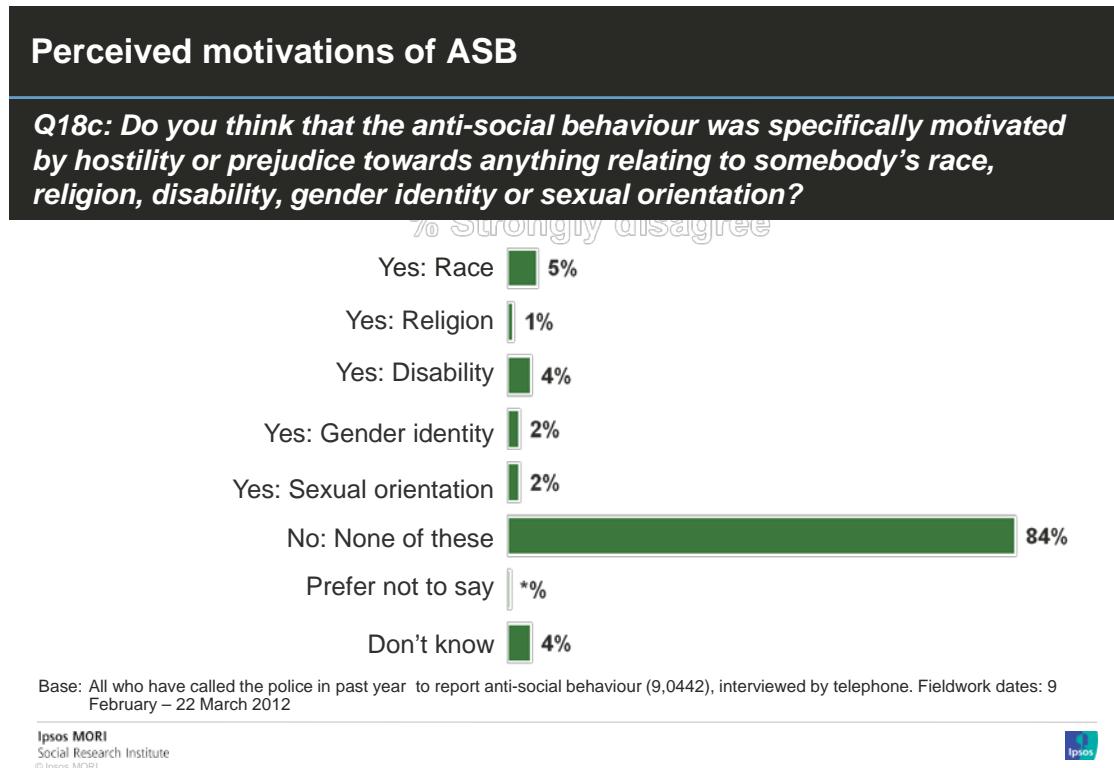
Source: Ipsos MORI

Hostility and prejudice accounts for one in eight anti-social behaviour incidents

Overall, one in eight (12%) of the incidents reported to the police were perceived to be motivated by hostility or prejudice towards somebody's race, religion, disability, gender identity or sexual orientation. As shown in Figure 24, race was most significant, identified as being related to 5% of all calls to the police, and 25% of all calls made by black and ethnic minority (BME) callers. Around one in ten (nine per cent) callers with a disability felt that their

incident related to disability (compared with two per cent of those without a disability). There were also differences by social grade: 16% of the less affluent DE callers related their incidents to one of the five factors compared with eight per cent of AB respondents.

Figure 24

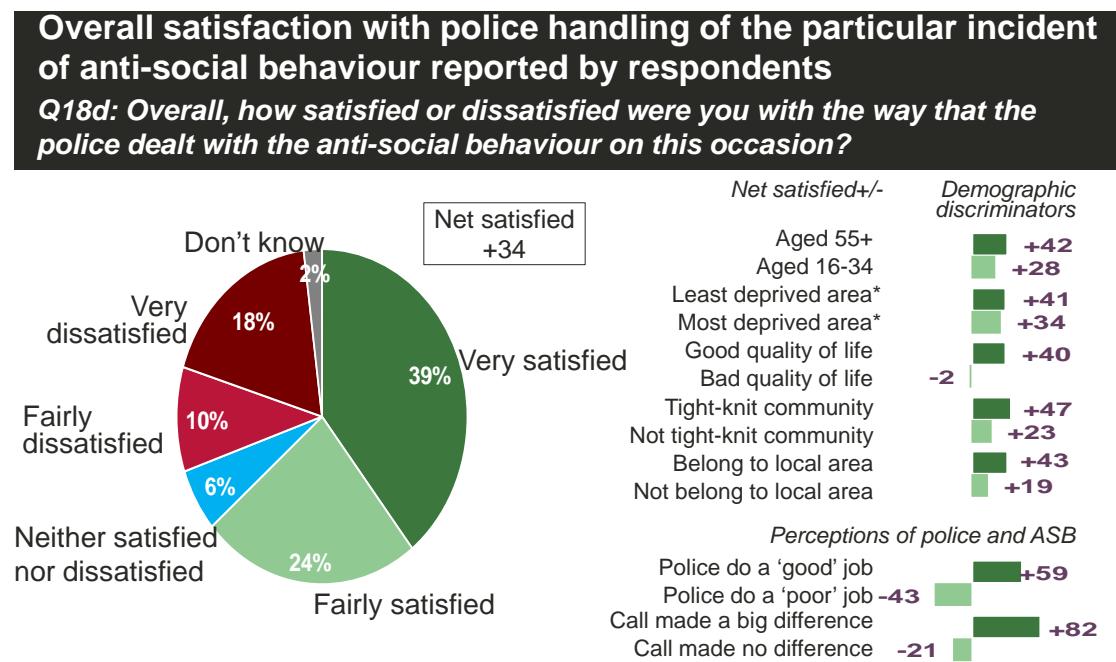


Satisfaction with overall call-handling and call outcomes

In this section we first discuss the 2012 findings before moving on to comparisons with findings from the first wave of the research.

In order to gauge overall satisfaction with contact with the police, respondents who said that they contacted the police in September 2011 to report anti-social behaviour were asked how they felt about the way that the police dealt with the incident on that occasion, including all aspects of contact with the police relating to the incident. As Figure 25 shows, just under two thirds of callers (63%) were satisfied with way the police dealt with the anti-social behaviour on the occasion in question³⁵.

Figure 25



Results show some significant differences in satisfaction with the way that the ASB was dealt with according to the type of ASB incident. Respondents who thought the call that they made related to an environmental issue were most satisfied with the way that police handled the incident (67% satisfied), followed by those who considered the issue they reported to be 'nuisance' ASB (63%), and those who reported personal ASB least satisfied (61%). Similarly, if analysed by ASB incident category as officially recorded by the force, net satisfaction with the way that the incident was handled is highest for environment issues (36% net satisfied), followed by nuisance (34%). Again, satisfaction with overall police handling of the incident is lowest amongst respondents where the ASB was considered personal.

Satisfaction tends to be higher for those aged 55+ and for those in the least deprived areas. Those with a 'good' quality of life were more likely to be satisfied with how the police dealt with the anti-social behaviour (66%, compared with 45% of those with a 'bad' quality of life)

³⁵ It should be noted that this question was asked for the first time in wave 2 and therefore there is no comparable data for wave 1.

and there were similar findings for those who felt part of a close-knit community (70% compared with 57% of those who did not feel part of a close knit community) and those with a sense of belonging to where they live (68%, compared with 55% of those who do not have that sense of belonging).

The findings relate closely to other attitudes towards the police and public services, as illustrated in the following table:

Table 9

Q18d: Overall, how satisfied or dissatisfied were you with the way the police dealt with the anti-social behaviour on this occasion?		
<i>Base: All who called the police in the last year (9,044)</i>		
	Satisfied %	Dissatisfied %
All	63	29
<i>Police and public service variables</i>		
Perception of the police as doing a 'poor job'	24	67
Dissatisfied with the way ASB is dealt with by the police locally	31	59
Dissatisfied with treatment by the police	8	87
Dissatisfied with how public services deal with ASB issues that matter	35	54
Felt no action was taken by police	40	51

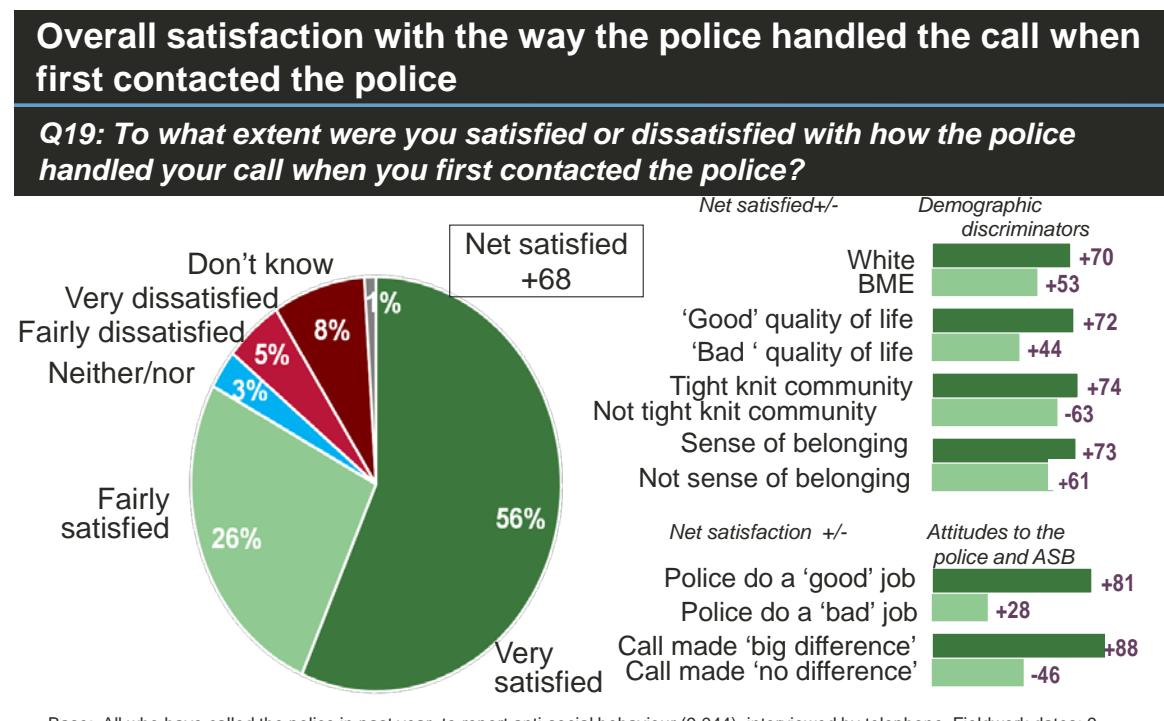
Source: Ipsos MORI

How police dealt with the call at the initial contact

Four fifths of callers (82%) were satisfied with how the police handled their call (this focussed on the way that the call was handled by the person who first answered it rather than any follow-up action by the police)³⁶. As shown in Figure 26, black and ethnic minority callers were less satisfied than white callers. Perceptions of the way that the call was handled at the initial point of contact relate to general attitudes to the police and to whether or not the caller felt their report to the police had made a difference.

³⁶ This is not comparable to the question about call handling in wave 1 as in wave 2 it was specified that respondents should answer in relation to the person who handled their call, not any follow up action. This was not specified in wave 1.

Figure 26



Satisfaction with the caller experience has improved since 2010

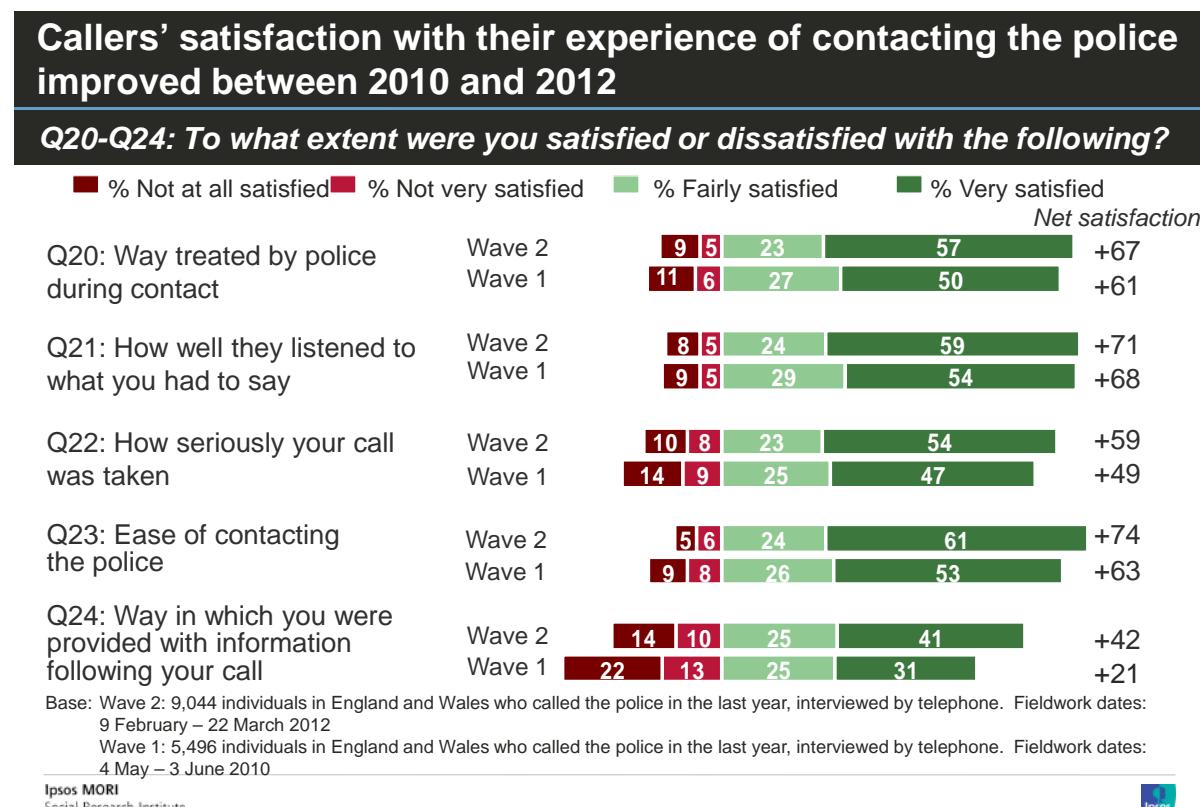
Looking at certain aspects of the caller's experience (set out in Figure 27), there is a generally positive picture in terms of access and perceived treatment by the police. A large majority of callers are satisfied with the ease with which they were able to contact the police (85% satisfied, including 61% who are *very satisfied*) and with how well the police listened to what they had to say (84% satisfied, including 59% who are *very satisfied*). Similarly high proportions were satisfied with the way they were treated by police and/or staff during the course of their contact with them (80% satisfied, including 57% who are *very satisfied*). The majority of callers are also satisfied that their call was taken seriously (77%).

Callers are less likely to be satisfied with feedback from the police following their call; two thirds (66%) are satisfied with the way in which they were provided with information from the police following their call, compared with a quarter (24%) who are dissatisfied, including over one in seven (14%) who are *very dissatisfied*³⁷.

As shown in Figure 27, across a range of measures examined in both waves of the research, there has been an improvement in callers' satisfaction with their experience compared with wave 1. This improvement is more evident when looking at those who are '*very satisfied*', where there was an increase of between five and ten percentage points across the various measures of caller satisfaction between 2010 and 2012.

³⁷ As with all the findings around the caller experience, it is important to bear in mind the role of caller expectations in framing levels of satisfaction; this is not covered in the present research.

Figure 27



There were some differences with these elements of caller experience amongst demographic sub-groups:

- Dissatisfaction with how well the police listened to what the caller had to say was higher among younger people aged 16-34 than older people aged 55+ (14% vs. 11%), among black and ethnic minority respondents than white (15% vs. 12%), and among those in the less affluent DE social grades than AB (14% vs. 10%).
- Dissatisfaction with how seriously callers felt their call had been taken was also higher among people aged 16-34 than 55+ (21% vs. 16%) and among black and ethnic minority callers compared with white callers (24% vs. 17%).

There are clear distinctions between the satisfaction levels across a range of measures according to the three classifications of anti-social behaviour ('personal', 'nuisance' and 'environment' – as classified by callers themselves): as shown in Table 10, satisfaction is generally lowest in connection with 'personal' anti-social behaviour and highest in connection with anti-social behaviour which had more of an impact on the local environment than on individuals.

Table 10

Q20-24: To what extent were you satisfied or dissatisfied with the following? ³⁸				
Base: All who called the police in the last year (9,044)	Net satisfaction +/-			
	Overall	'Personal' ASB	'Nuisance' ASB	'Environment' ASB
Q20: Treatment by police and/or staff during course of contact	+67	+58	+72	+78
Q21: How well they listened to what you had to say	+71	+63	+77	+81
Q22: How seriously the call was taken	+59	+51	+63	+69
Q23: Ease of getting into contact with the police	+74	+72	+76	+76
Q24: Provided with information by the police following call	+42	+41	+40	+47

Source: Ipsos MORI

There is a strong relationship between caller experience and wider perceptions of police and local services

The quality of the caller experience has strong associations with overall perceptions of the police and with callers' beliefs in the ability of public services to tackle anti-social behaviour. Those who were satisfied with the way that the police dealt with the ASB incident are significantly more likely to agree that the police in their area do a good job (89% vs. 43%) and that they are satisfied with the way police deal with ASB in the local area generally (73% vs. 22%).

Those who felt the police listened to what they had to say, that they could contact the police easily, that they were taken seriously, and that they were subsequently kept informed, are all more likely to feel the police do a good job overall and agree that they deal with local anti-social behaviour issues. In other words, if someone is left satisfied following a call to the police then they are significantly more likely to be an advocate of the police more widely. This pattern is shown in Table 11.

The quality of the caller experience also relates strongly to whether action was felt to have been taken by the police in response to the call. For instance, where the police took action, nine in ten (92%) felt they were listened to, compared with 72% among those where no police action was taken. Where the police took action, nine in ten (90%) were satisfied with how the police handled their call, compared with 71% where the police took no action.

³⁸ Responses to Q19, concerned with callers' satisfaction with how their call was handled, has been excluded from this comparative table as the questions asked in 2010 and 2012 are not comparable. In 2012 a new question, Q18d, was inserted in the questionnaire to obtain overall satisfaction. In 2010, Q19 read simply: 'To what extent were you satisfied or dissatisfied with how the police handled your call?' In 2012, the question wording here was changed to emphasise that respondents should think about the way the call was handled by the person who initially took the call only.

Table 11

Callers' experiences relate to their wider perceptions of the police							
Base: All who have called the police in the past year (9,044)		Net satisfaction +/-					
Total	Action taken by police?	Perception of police		Police/public services dealing with issues		Agree	Disagree
		Yes	No	Good	Poor		
Q18d: Overall, how the police dealt with the anti-social behaviour on this occasion	+34	+69	-12	+59	-43	+67	-19
Q20: Way treated by police/staff during contact	+67	+85	+42	+84	+13	+86	+35
Q21: How well they listened to what you had to say	+71	+87	+49	+86	+26	+88	+43
Q22: How seriously your call was taken	+59	+82	+26	+77	+1	+82	+20
Q23: Ease of contacting the police	+74	+82	+66	+82	+50	+84	+59
Q24: Way in which you were provided with information following your call	+42	+71	+12	+62	-20	+68	0

Source: Ipsos MORI

The extent to which local public services are thought to be dealing with anti-social behaviour issues that matter is also associated with callers' satisfaction with how they were treated by the police. Of callers who are satisfied with the way they were treated, the majority (60%) feel that local public services are dealing with anti-social behaviour; of those dissatisfied with the way they were treated, only one in five (21%) feel that this is the case.

Similarly, 22% of callers who are satisfied with their treatment by the police think that public services are better than a year ago at dealing with anti-social behaviour compared with eight per cent of those who are dissatisfied with their treatment by the police.

Consequences of the call

Consequences of the call

Perceptions that the police take action have improved

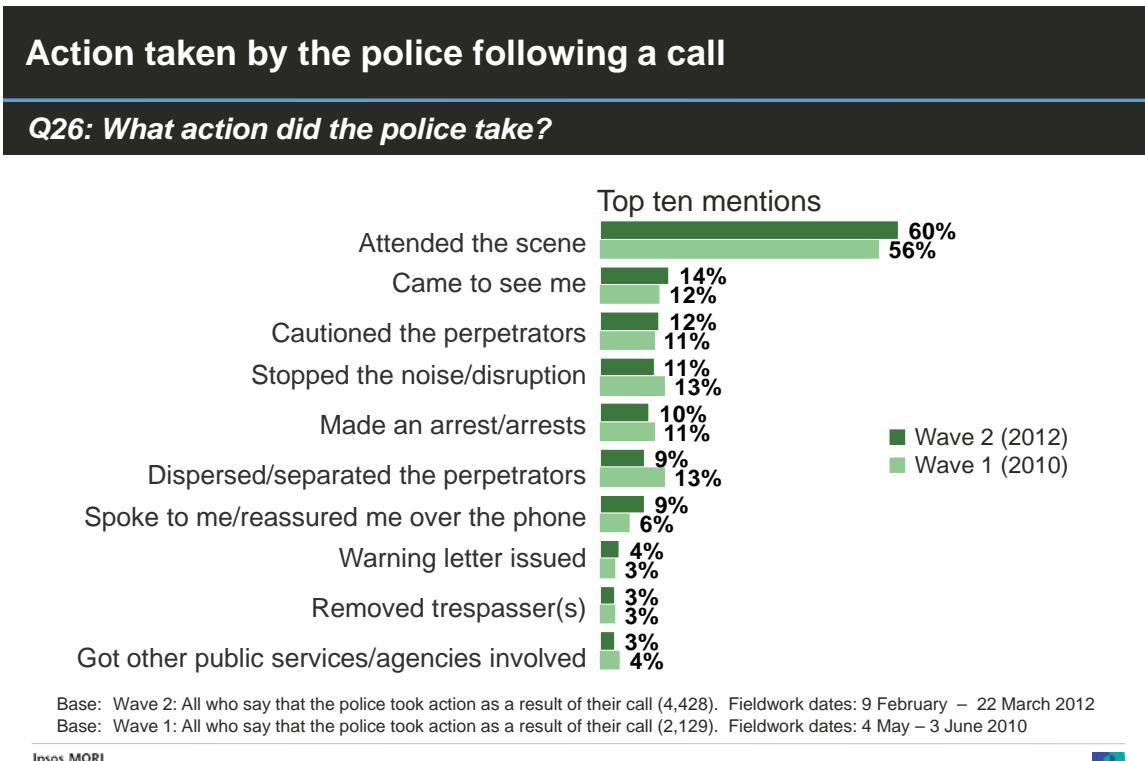
Half of those who called the police to report anti-social behaviour in the last year say that the police took action as a result of the call (49%), compared with a third who say that as far as they know no action was taken (36%). This is a significant improvement over 2010, when 39% said that action was taken and the same proportion said no action was taken.

Callers' perceptions that no action was taken relate less to their demographics than to how they feel about their place in the wider community and their wider perceptions of the police. Callers are less likely to say that the police took action was taken if they are more 'detached' from the community, for example if:

- Callers have a 'bad' quality of life (42%), are not in a close-knit community (47%) and do not have a sense of belonging to their local area (44%); or
- Callers have poorer perceptions of the police and public services generally, for example if they perceive the police as doing a 'poor job' (28%) and feel that the police and public services are not dealing with anti-social behaviour issues that matter (33%).

Of those who say the police took action, this most often took the form of police attending the scene (60%), an increase of four percentage points from 2010. The next most common police responses were to visit the person reporting the incident (14%, compared with 12% in 2010), caution the perpetrators (12%, compared with 11% in 2010), make an arrest (10%, compared with 11% in 2010) or stop the noise or disruption (11%, compared with 13% in 2010). Figure 28 shows all mentions three per cent or above from both waves.

Figure 28



There are differences in the perceived police response when looking at the type of anti-social behaviour to which the call related, using the three categories discussed earlier³⁹. For instance, police were more likely to attend the scene of calls⁴⁰ relating to an incident that affected the local community in general rather than targeted at individuals ('Nuisance' ASB). They were more likely to come and see the caller, caution the perpetrator, and/or make an arrest related to an incident targeted at individuals ('Personal' ASB), rather than the wider community or environment.

³⁹ In this instance, the force classification is used

⁴⁰ As classified by callers rather than police force data

Table 12

Q25: As far as you know did the police take action? Q26: What action did the police take?				
<i>Base: All who say the police took action as a result of their call (3,777)</i>	2012	2012	2012	2012
	%	%	%	%
	Overall	'Personal' ASB	'Nuisance' ASB	'Environ- ment' ASB
Q25: The police took action on the call	49	50	49	50
Q26: Police attended the scene	60	52	67	64
Q26: Police came to see the caller	14	21	10	9*
Q26: Cautioned the perpetrators	12	19	8	9*
Q26: Stopped the noise or disruption	11	6	14	11*
Q26: Made an arrest	10	13	8	7*

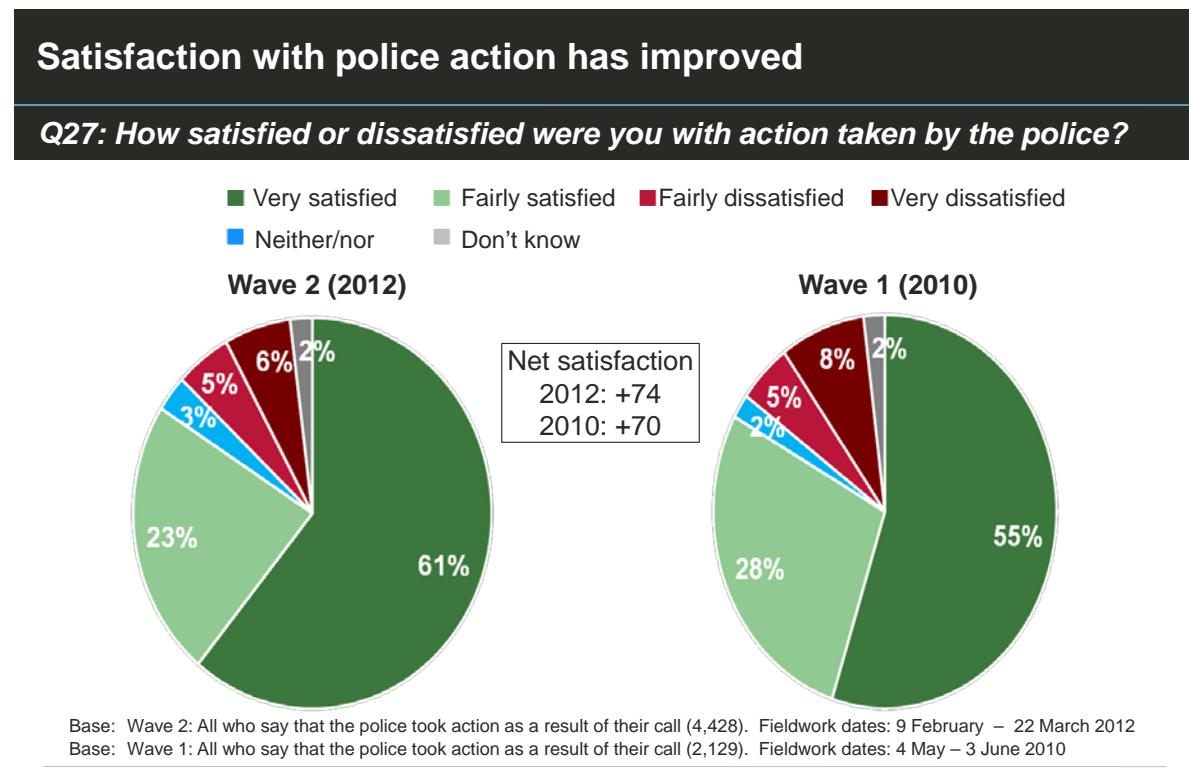
* small base

Source: Ipsos MORI

Satisfaction with police action has improved

A large majority of those who noted that their call led to police taking action are satisfied with the action (84% satisfied, including 61% who were *very satisfied*). The proportion saying that they are *very satisfied* has increased from 55% in 2010. Figure 29 shows results from both waves, and shows that net satisfaction with action taken has increased to +74 in wave 2 compared to +70 in wave 1.

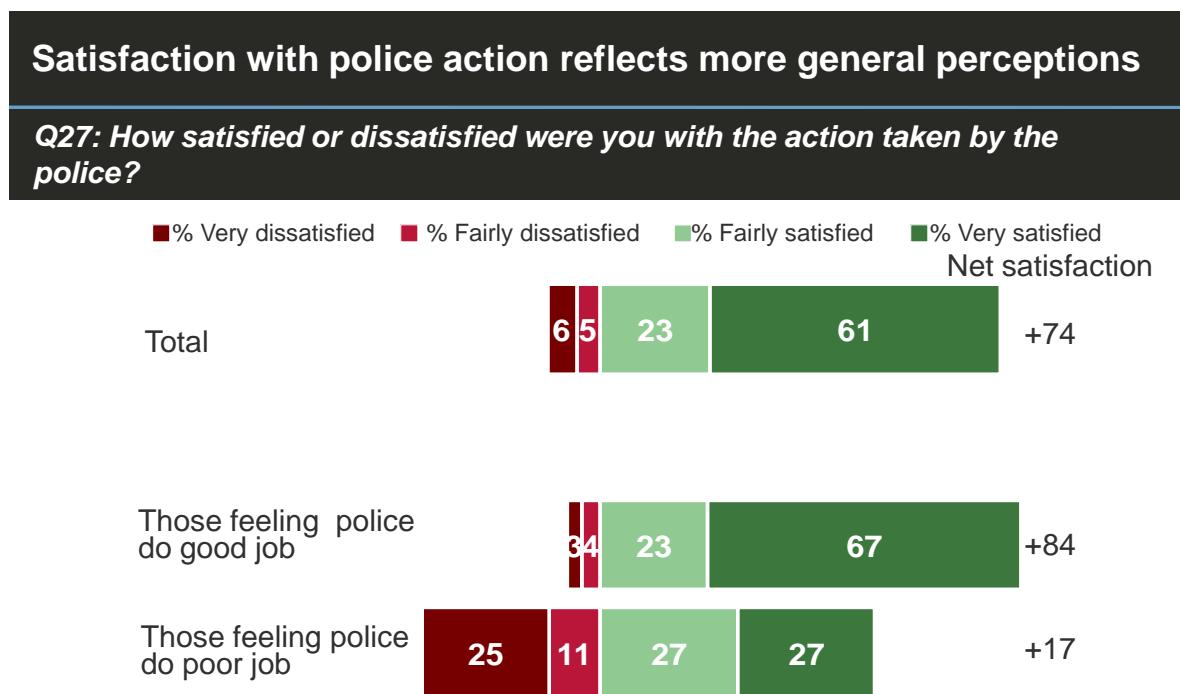
Figure 29



Callers who feel the police do a poor job overall are significantly more likely to be *dissatisfied* with the action police took (36%) than those who feel they do a good job (six per cent). This stark contrast is shown in Figure 30.

Possibly related to this, respondents who called the police to report anti-social behaviour on just one occasion in the past year are more likely than repeat callers to be satisfied with the action taken by police: 89%, compared with 83%.

Figure 30



For most callers, the police were the only agency who took action as a result of their call, with 71% saying no other local public services were involved, and one in six (15%) saying other services were involved. For the most part these were the local council (9%) or housing association (2%), with no other agency being specified by more than one per cent.

As shown in Table 13 below, those who called about an issue which they considered to be nuisance or environment related ASB are most satisfied with how both the police and other agencies dealt with anti-social behaviour.

Table 13

Q27: How satisfied or dissatisfied were you with action of the police?				
Q29: How satisfied or dissatisfied were you with action taken by [other] services?				
Base:	2012 Net satisfied	2012 Net satisfied	2012 Net satisfied	2012 Net satisfied
Q27: All who say the police took action as a result of the call (4,428)	Overall	'Personal' ASB	'Nuisance' ASB	'Environment' ASB
Q27: Police	+74	+68	+77	+79
Q29: Other services	+55	+48	+61	+63

Source: Ipsos MORI

Impact of the call

Over half of callers (55%) feel that their call made a difference to the anti-social behaviour problem they called about, compared with 54% in 2010. A third of callers in wave 2 (33%) felt it made a *big* difference, compared with 31% in 2010. In contrast, over a third felt their call made no difference whatsoever (37%, compared with 39% in 2010).

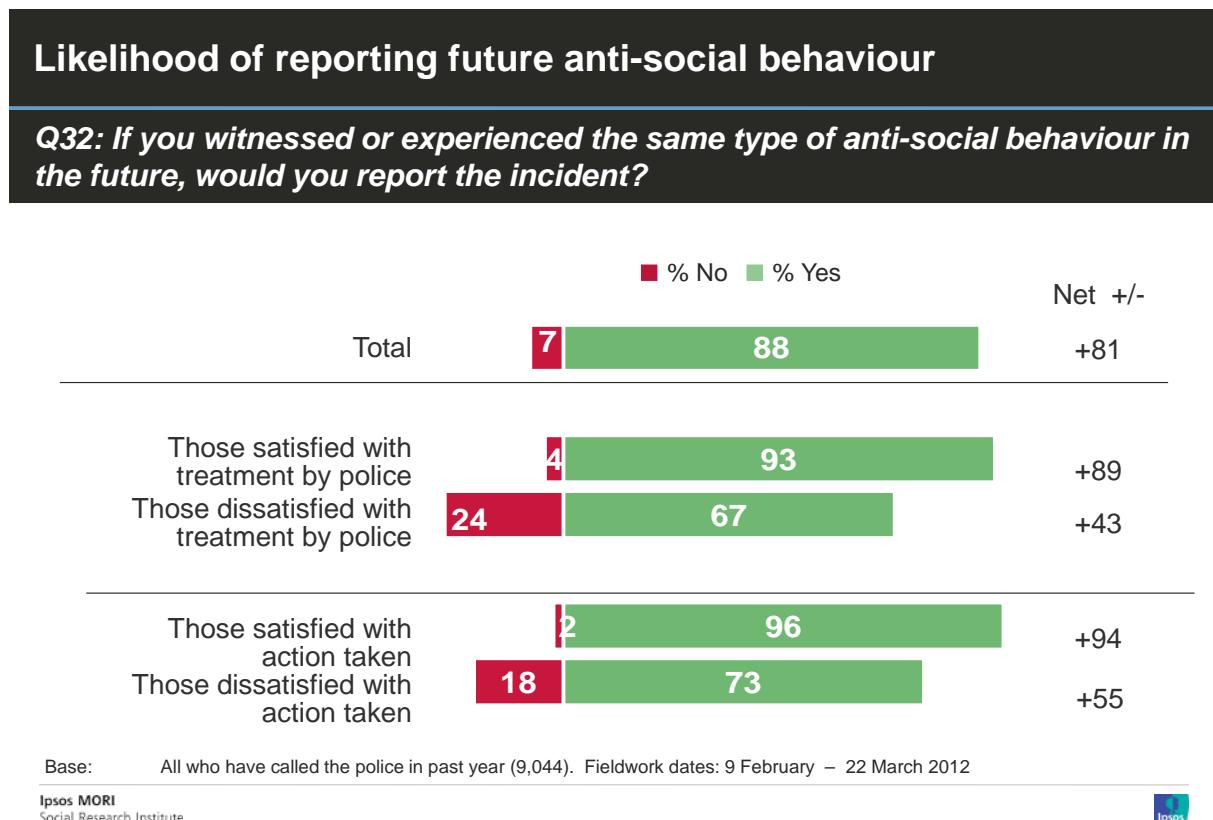
Again those who report having a poor quality of life, or feel that they do not have a sense of community or belonging, are more likely to feel the call made *no difference*. There is little difference between the views of those reporting different categories of anti-social behaviour, but those perceiving that anti-social behaviour is a problem in their area are less likely to feel that their call made a difference (51%, compared with 63% who feel it is not a problem).

The impact of previous calls makes a real difference to the likelihood of making similar reports in the future. Almost all callers who feel their call made a big difference say they would report a similar incident again (97%), compared with 77% of those who feel it made no difference.

Reporting anti-social behaviour in the future and encouraging others

When asked if they would personally report a similar incident of anti-social behaviour in the future, again the large majority (88%) say they would do so, with only 7% saying they would not (a further four per cent say it would depend on the circumstances at the time). The results again show the influence that experiences during previous calls can have. As Figure 31 shows, those who were satisfied with their treatment by police and those who say the police took action as a result of their call are all more likely to report similar incidents in the future.

Figure 31



A large majority of callers (90%) say they would probably or definitely encourage other people to report anti-social behaviour, with 80% saying they *definitely* would. Those who feel that the level of anti-social behaviour in their area is a big problem are less likely to say they would encourage others to report similar issues in the future (88% vs. 93% of those who say it is not a problem). There is a relationship between the perceived impact of previous calls and the likelihood of recommending a similar approach to others; 98% of those who feel their call made a big difference would encourage others to make similar reports, compared with 79% of those who felt their call made no difference.

Callers' likelihood of encouraging others to report anti-social behaviour again relates to how they feel about their quality of life and sense of community: 92% of those with a good quality of life would encourage others to make similar reports of anti-social behaviour, compared with 78% of those with a bad quality of life. As shown in Table 14, callers are most likely to encourage others to report an incident if they considered their own report to be concerned with the local community in general (nuisance ASB), or had more of an impact on the local environment than on local people, than if it was targeted at individuals.

Table 14⁴¹

Q31: Would you encourage others to make similar reports of anti-social behaviour?				
<i>Base: All who called the police in the last year (9,044)</i>	% Overall	% 'Personal' ASB	% 'Nuisance' ASB	% 'Environment' ASB
Yes	90	87	92	94
No	9	12	6	5

Source: Ipsos MORI

As in 2010, the three main reasons cited for not reporting a similar incident in future related to the experience expected from the police: a perceived lack of support from the police (31%), a perception that they would spend too much time and hassle waiting for an unsatisfactory outcome (27%), and a view that the police 'do not care' (22%). The next most cited reasons were that there would be no point because offenders would be treated leniently (18%), or that the caller would take things into their own hands (12%).

⁴¹ Sub-groups that are significantly lower than other sub-groups are highlighted in grey.

Intimidation as a result of reporting anti-social behaviour

Intimidation as a result of reporting anti-social behaviour

Fear of intimidation

One in six callers (17%) say that fear of intimidation or repercussions has stopped them from reporting anti-social behaviour in the past. This proportion is higher among women than men (22% and 12% respectively), and among those with a disability than those without (22% and 15%). Community cohesion and local characteristics are also correlated factors. Those feeling their community is not tight-knit are more likely to have held off making a report (20%) than those who feel they do live in a tight knit community (14%); and those who feel they do not belong to their local area are more likely to have been put off making a report than those who do feel a sense of belonging (22% vs. 15% respectively). Callers reporting a 'personal' form of anti-social behaviour were also more likely to have been stopped from reporting anti-social behaviour in the past.

Table 15

Q34: Has fear of intimidation or repercussions ever stopped you from reporting anti-social behaviour in the past?				
Base: All 7,984 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011	% Overall	% 'Personal' ASB	% 'Nuisance' ASB	% 'Environment' ASB
Yes	17	22	15	12
No	82	78	84	87

Source: Ipsos MORI

Experience of intimidation

Just under a third of callers (31%) have experienced intimidation or repercussions as a result of anti-social behaviour, similar to findings in 2010 (32%). Again this was related to three sets of factors: demographics, how callers feel about the area in which they live, and the type of anti-social behaviour they reported.

In terms of demographics, those who are more likely to have experienced intimidation include:

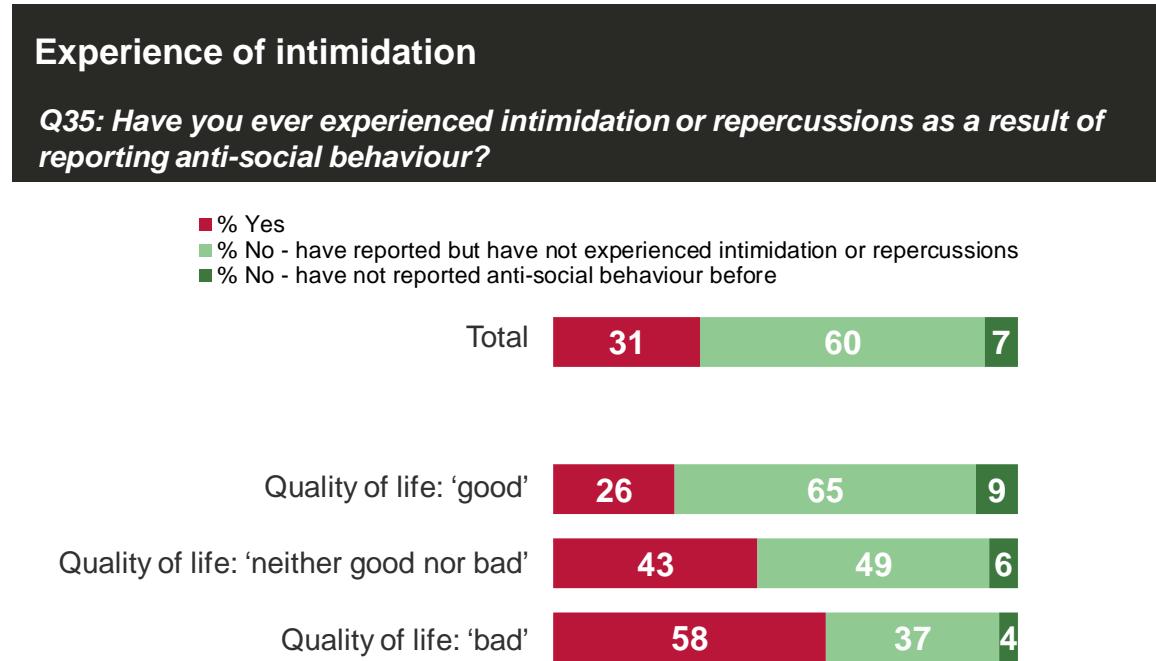
- Those who have a disability (41%, compared with 26% of those without a disability); and,
- Those in the less affluent DE social grades (37%, compared with 26% in social grades AB).

Experience of intimidation is closely linked to quality of life, as Figure 32 shows:

- Among those whose quality of life is 'bad', over a half (57%) have experienced intimidation in some form, compared with 26% of those with a 'good' quality of life.

- Similarly those without a strong sense of belonging to their local area are more likely to have experienced intimidation (36%, compared with 28% of those who do have sense of belonging).
- Callers from the most deprived areas are more likely than those from the least deprived areas to have experienced intimidation (35% vs. 24% in England, and 39% vs. 34% in Wales).

Figure 32



Base: 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011.
 Fieldwork dates: 9 February – 22 March 2012

Ipsos MORI
 Social Research Institute
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Callers who reported 'personal' anti-social behaviour, which was felt to be targeted at individuals, are more likely to have experienced intimidation or repercussions than those who reported an incident concerned with the local community in general, or one which had more of an impact on the local environment than on local people. This is shown in Table 16:

Table 16

Q35: Have you ever experienced intimidation or repercussions as a result of reporting anti-social behaviour?				
<i>Base: All 9,311 individuals in England and Wales recorded as having called the police to report anti-social behaviour in September 2011</i>	% Overall	% 'Personal' ASB	% 'Nuisance' ASB	% 'Environment' ASB
Yes	31	43	25	21
No, have reported anti-social behaviour but have not experienced intimidation or repercussions	60	49	68	71
No, have not reported anti-social behaviour before	8	7	6	7

Source: Ipsos MORI

Appendices

Appendix A: topline findings

HMIC police response to anti-social behaviour survey

Ipsos MORI

Findings are from research conducted on behalf of HMIC.

Wave 1 was conducted between 4 May and 3 June 2010. Telephone interviews were conducted with a random selection of 5699 people across England and Wales who, according to local police records, had contacted the police to report anti-social behaviour during September 2009.

Wave 2 was conducted between 7 February and 22 March 2012. Telephone interviews were conducted with a random selection of 9311 people across England and Wales who, according to local police records, had contacted the police to report anti-social behaviour during September 2011 (or since December 2010 in the case of one City of London and September or November 2011 in the case of Dyfed Powys).

Figures are unweighted. An asterisk denotes a value of less than one half of one percent, but not zero.

Where data is missing for wave 1 it is because questions were asked for the first time in wave 2. Where data is missing from wave 2 it means that questions were only asked in wave 1. In instances where there is a number in brackets in the question wording it refers to a note specific to this question. Notes on the data can be found at the end of the document.

		Wave 1	Wave 2
	Base : All	5699	9311
S1. Can I just confirm, are you 16 or over?			
Yes	100%	100%	
No	-	-	
	Base : All	5699	9311
S2. Can I check, do you work for the police?			
Yes	-		
No	100%	100%	
	Base : All	5699	9311
S3. Can I confirm, have you called the police to report an incident within the last year?(1)			
Yes	91%	94%	
No	7%	6%	
Don't know	2%	1%	
	Base : Those who don't remember calling the police to report an incident within the last year	523	599
S4. Our records indicate that you called ... (police force/constabulary) about an anti social behaviour incident (2) in September last year.(3) Do you remember making this call?			
Yes	61%	55%	
No	33%	40%	
Don't know	6%	4%	
	Base : All	5699	9311
Q.1. To start, can you tell me how many years you have lived in your local area?			
Less than twelve months	3%	4%	

	12 months but less than 2 years 2 years but less than 3 years 3 years but less than 5 years 5 years but less than 10 years 10 years but less than 20 years 20 years or longer Don't know LESS THAN 2 YEARS 2 TO LESS THAN 5 YEARS 5 TO LESS THAN 10 YEARS 10 YEARS OR MORE	3% 5% 9% 17% 22% 41% * 6% 14% 17% 63%	5% 5% 9% 17% 21% 39% * 9% 14% 17% 61%
		Base : All	5699 9311
Q.2.	If we were to define your “quality of life” as how you feel overall about your life, including your standard of living, your surroundings, friendships and how you feel day-to-day, how good or bad would you rate your quality of life?		
	Very good Fairly good Neither good nor bad Fairly bad Very bad Don't know GOOD BAD NET GOOD	38% 43% 9% 6% 4% 1% 81% 10% 71%	37% 43% 8% 6% 5% 1% 80% 11% 69%
		Base : All	5699 9311
Q.3.	On the whole, do you think that over the past year your local area has got better or worse to live in, or haven't things changed much?		
	Much better Slightly better Has not changed much Slightly worse Much worse Don't know BETTER WORSE NET BETTER	6% 12% 46% 17% 17% 1% 19% 35% -16%	6% 10% 47% 19% 18% 1% 16% 37% -21%
		Base : All	5699 9311
Q.4.	Do you agree or disagree that your local area is a close, tight knit community?		
	Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know AGREE DISAGREE NET AGREE	17% 25% 7% 27% 21% 3% 42% 48% -6%	16% 25% 9% 26% 22% 3% 40% 48% -8%
		Base : All	5699 9311
Q.5.	How strongly do you feel you belong to your local area?		
	Very strongly Fairly strongly Not very strongly Not at all strongly Don't know	23% 40% 22% 14% 1%	21% 40% 21% 16% 2%

	STRONGLY NOT STRONGLY NET STRONGLY	63% 36% 27%	61% 37% 24%
		Base : All	5699
Q.6.	Who do you think is responsible for dealing with anti-social behaviour in your local area? (4)		9311
	Police	90%	88%
	Local council	36%	32%
	The community as a whole	15%	16%
	Parents/ family	16%	11%
	People themselves/ individuals responsible	8%	8%
	Everyone	7%	6%
	Housing association/ social landlord	5%	5%
	The Government	4%	3%
	Schools	4%	3%
	Local shops/ businesses	1%	*
	Pubs/ clubs	1%	*
	PCSOs/Community Support Officers	4%	-
	Neighbourhood watch	2%	-
	Wardens/Community wardens	1%	-
	Politicians/MP's	1%	-
	Social Services/Social workers	*	-
	Nobody	*	-
	Anti-social Behavioural Team	*	-
	Environmental Health	*	-
	Youth centres/Youth service	*	-
	Courts/Magistrates	*	-
	Community groups	*	-
	Church members	*	-
	Neighbours	*	-
	Residents Association	*	-
	Safer Neighbourhood Team	*	-
	Doctors/hospitals	*	-
	Rangers	*	-
	Community leaders	*	-
	Security staff	*	-
	Charities	*	-
	Other	1%	10%
	Don't know	3%	3%
	No answer	*	-
		Base : All	5699
Q.7.	Taking everything into account, would you say the police in your area do a good job or a poor job?		9311
	Very good	25%	29%
	Fairly good	44%	44%
	Fairly poor	16%	13%
	Very poor	11%	9%
	Don't know	4%	4%
	GOOD	69%	74%
	POOR	27%	22%
	NET GOOD	42%	51%
		Base	-
Q.7b. (New Q w2)	Overall, how satisfied or dissatisfied are you with the way that anti-social behaviour is dealt with by the police in your local area? (5)		9311
	Very satisfied	-	19%

	Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know SATISFIED DISSATISFIED NET SATISFIED	- - - - - - - - -	36% 10% 15% 16% 3% 55% 32% 24%
Q.8.	It is the responsibility of the police, local council and other public services working in partnership to deal with anti-social behaviour in your local area. How much would you agree or disagree that they are dealing with the anti-social behaviour issues that matter in this area?	Base : All	5699 9311
	Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know AGREE DISAGREE NET AGREE	17% 36% 10% 15% 18% 3% 53% 33% 20%	19% 34% 12% 14% 17% 4% 53% 31% 22%
Q.9.	Thinking back over the past 12 months, would you say there is now more anti-social behaviour in your local area, less anti-social behaviour, or about the same amount than there was a year ago?	Base : All	5699 9311
	More anti-social behaviour Less anti-social behaviour About the same amount Don't know NET MORE ASB	29% 22% 47% 2% 8%	29% 20% 48% 2% 9%
Q.10.	And would you say that local public services have got better or worse at tackling anti-social behaviour in your area in the last 12 months, or have they not changed?	Base : All	5699 9311
	Better Stayed the same Worse Don't know NET BETTER	23% 59% 12% 6% 11%	19% 61% 14% 6% 5%
Q.10b. (New Q w2)	What do you think are the main causes of anti-social behaviour in your local area?(6)	Base	- 9311
	Alcohol There's not enough to do Poor parenting Drugs Boredom Lack of respect for others A lack of local jobs Ineffective policing Gangs Poverty/lack of money	- - - - - - - - - -	28% 23% 20% 18% 16% 11% 9% 6% 6% 5%

Children/ youths/ teenagers/ young people	-	5%
Poor discipline at school	-	4%
Lack of community spirit	-	2%
Breakdown of society/broken society	-	2%
Changing population in area/ different ethnic groups/ cultural differences/ immigration	-	1%
Lack of punishment/ lack of deterrents/ too lenient towards offenders	-	1%
Social housing/ hostels/ Housing Association/ private landlords/ not vetting tenants	-	1%
Nuisance neighbours/ problem families	-	1%
Poor education/ failing schools	-	1%
Students/ visitors/ tourists/ people coming in from outside the area	-	1%
Council/ authorities too lax/ don't want to deal with problems	-	1%
Individuals/ personal circumstances	-	1%
Prejudices/ racism/ other discrimination	-	1%
Ignorance/ arrogance/ poor attitude	-	1%
Lack of facilities/ services	-	1%
Lack of ambition/ motivation/ apathy/ don't want to work/ improve themselves	-	1%
Lack of responsibility	-	*
Lack of discipline/ self discipline	-	*
Local pubs/ clubs/ takeaways	-	*
Jealousy/ greed	-	*
Economy/ cut backs	-	*
Empty properties/ spaces/ alleys/ car parks/ parks	-	*
Media/ TV/ internet influences	-	*
Gypsies/ travellers	-	*
Dog barking/ fouling/ no control of dogs	-	*
Licensing laws/ drinking hours/ clubs/ pubs/ shops/ open too late	-	*
Mental health/ mental health problems	-	*
Broken homes/ one parent families/ young mothers	-	*
Peer pressure	-	*
Homeless people/ beggars	-	*
Lack of support/ understanding	-	*
Parking problems/ restrictions/ illegal parking	-	*
Overcrowding	-	*
Underage drinking/ shop keepers selling alcohol to children	-	*
Government policies	-	*
Location/ secluded location/ unsafe area	-	*
Poor street lighting/ street cameras not working	-	*
Domestic issues/ family rows/ disputes/ disagreements	-	*
Too much money/ excessive benefits	-	*
Prostitution	-	*
Inequality/ class divide	-	*
Lack of self respect/ self esteem/ pride	-	*
Lack of communication	-	*
Poor public transport	-	*
Lack of integration	-	*
None, no ASB in local area	-	1%
Other	-	4%
Don't know	-	6%
No answer	-	*

Base : All 5699 9311

Q.11.	What types of anti-social behaviour have you been thinking about when answering the last few questions? (7)		
	Youths/teenagers/groups/ gangs loitering on the streets/ public spaces/ public transport	29%	34%
	Street drinking/drunken behaviour/under age drinking/youths drinking in public spaces/ public transport	30%	27%
	Vandalism/graffiti	25%	27%
	Noise/loud music	21%	24%
	Rowdy or inconsiderate behaviour	23%	20%
	Verbal abuse/abusive behaviour	11%	19%
	Assault/violence/ fighting	10%	15%
	Intimidation/threats/ harassment	11%	14%
	Using/dealing drugs	13%	13%
	Throwing stones/glass/ cans/eggs/objects	9%	11%
	Theft/burglary/break-ins	9%	10%
	Littering	7%	9%
	Youths/teenagers (unspecified)	9%	9%
	Bad language/swearing	7%	7%
	Nuisance neighbours	10%	7%
	Vehicle damage	8%	7%
	Vehicle nuisance/ speeding/revving/boy racers	5%	7%
	Motor cycle/cycle nuisance/speeding/riding on pavements	8%	6%
	Arson/setting fires/ fireworks	3%	1%
	Dog fouling	1%	1%
	Urinating/spitting	2%	1%
	Trespassing	3%	1%
	Lack of respect	3%	1%
	Racial abuse/racism	1%	1%
	Begging/vagrancy/ Problems with homeless people	1%	*
	Out of control dogs/ barking dogs	2%	*
	Parking	2%	*
	Committing sexual acts	1%	*
	Criminal damage	4%	*
	Kids/ kids playing in street/ knocking on doors	-	*
	Youths kicking/throwing balls/playing football	4%	*
	Carrying knives/weapons	1%	*
	Cruelty to animals	1%	*
	Lack of parental control	1%	*
	Domestic issues/ family disputes	-	*
	Bullying	1%	*
	Stabbings/shootings/ murders	1%	*
	Smoking	1%	*
	Prejudices/ homophobia/ discrimination/ intolerance	-	*
	Prostitution	1%	*
	Lack of care/ consideration/ disrespect	-	*
	Stalkers/ being watched/ followed	-	*
	Fly tipping	1%	*
	Poor/ inefficient policing	-	*
	Aggressive behaviour	1%	*
	Noise/ violence associated with pubs/ bars/ nightclubs	-	*
	Skateboarding/ skateboarding on pavements	-	*
	Riots/ protests/ anti- government protests	-	*
	Mental health issues	-	*
	Breaking glass/smashing bottles	2%	*
	Mugging	1%	*
	Problems with gypsies	*	*
	Abandoned vehicles	*	*
	Motor cyclists without helmets	*	-

	Other Nothing/ none Don't know No answer	2% 1% 1% 1%	1% * 2% *
		Base : All	5699
Q.12.	How well informed do you feel about what is being done by local public services to tackle anti-social behaviour in your area? Would you say you feel ...?		9311
	Very well informed Fairly well informed Not very informed Not at all informed Don't know INFORMED NOT INFORMED NET INFORMED	12% 29% 31% 28% 1% 40% 59% -19%	12% 27% 30% 29% 1% 40% 59% -19%
		Base : All who have called the police in past year	5496
Q.13.	Approximately, how many times over the past year have you called the police to report anti-social behaviour? Please think about all incidents that you have reported. (8)		9044
	Once Twice 3 times 4 times 5 times 6 times 7 times 8 times 9 times 10 times More than 10 times Don't know ONCE OR TWICE THREE TO FIVE TIMES MORE THAN FIVE TIMES	29% 17% 12% 7% 4% 5% 2% 2% 1% 3% 16% 3% 46% 24% 28%	29% 18% 12% 8% 5% 5% 1% 2% * 3% 15% 2% 47% 25% 26%
		Base : All who have called the police more than once in the past year	3743
Q.14.	And in general, have these calls been to report the same anti-social behaviour problem or related problems, or have they been to report separate problems?		6178
	The same or related problems Separate problems Don't know	66% 34% *	65% 35% *
		Base : All who have called the police in past year	5496
Q.15.	And roughly how often do you report anti-social behaviour when you witness or experience it?		9044
	Always Sometimes Hardly ever Never Don't know	41% 38% 15% 4% 1%	40% 38% 15% 5% 1%
		Base : All who have called the police in past year	5496
Q.16.	When did you last call the police to report anti-social behaviour?		9044
	In the last week Over one week up to 1 month ago Over 1 month up to 3 months ago Over 3 months up to 6 months ago	7% 12% 17% 20%	6% 11% 18% 38%

	Refused	-	-
	None of these	-	4%
	<i>Base : All who have called the police in past year</i>		-
			9044
Q.18c (New Q w2)	Do you think the anti-social behaviour was specifically motivated by hostility or prejudice towards anything relating to somebody's race, religion, disability, gender identity or sexual orientation? (12)		
	Race	-	5%
	Religion	-	1%
	Disability	-	4%
	Gender identity	-	2%
	Sexual orientation	-	2%
	YES	-	12%
	No none of these	-	84%
	Don't know	-	4%
	Prefer not to say	-	*
	<i>Base : All who have called the police in past year</i>		-
			9044
Q.18d (New Q w2)	Thinking back to the last time you made a call/call you made in September 2011 to the police to report anti-social behaviour, overall, how satisfied or dissatisfied were you with the way that the police dealt with the anti-social behaviour on this occasion? (13)		
	Very Satisfied	-	39%
	Fairly satisfied	-	24%
	Neither satisfied nor dissatisfied	-	6%
	Fairly dissatisfied	-	10%
	Very dissatisfied	-	18%
	Don't know	-	2%
	SATISFIED	-	63%
	DISSATISFIED	-	29%
	NET SATISFIED	-	34%
	<i>Base : All who have called the police in past year</i>		-
			9044
Q.19. (wave 2 only)	To what extent were you satisfied or dissatisfied with how the police handled your call? By this we mean the way that the call was handled by those who answered your call when you first contacted the police, rather than any possible follow-up action. (14)		
	Very satisfied	-	56%
	Fairly satisfied	-	26%
	Neither satisfied nor dissatisfied	-	3%
	Fairly dissatisfied	-	5%
	Very dissatisfied	-	8%
	Don't know	-	1%
	SATISFIED	-	82%
	DISSATISFIED	-	14%
	NET SATISFIED	-	68%
	<i>Base : All who have called the police in past year</i>		5496
			-
Q19. (wave 1 only)	To what extent were you satisfied or dissatisfied with how the police handled your call?		
	Very satisfied	37%	-
	Fairly satisfied	28%	-
	Neither satisfied nor dissatisfied	5%	-
	Fairly dissatisfied	10%	-
	Very dissatisfied	18%	-
	Don't know	1%	-

	SATISFIED DISSATISFIED NET SATISFIED	65% 28% 37%	- - -
Q.20.	Thinking of your contact with the police, overall, to what extent were you satisfied or dissatisfied with the way you were treated by police officers and/ or staff during the course of your contact with them?	<i>Base : All who have called the police in past year</i>	5496 9044
	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know SATISFIED DISSATISFIED NET SATISFIED	50% 27% 4% 6% 11% 1% 78% 17% 61%	57% 23% 4% 5% 9% 2% 80% 14% 67%
Q.21.	To what extent were you satisfied or dissatisfied with the following aspects of how you were treated by the police? How well they listened to what you had to say.	<i>Base : All who have called the police in past year</i>	5496 9044
	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know SATISFIED DISSATISFIED NET SATISFIED	54% 29% 3% 5% 9% 1% 82% 14% 68%	59% 24% 3% 5% 8% 1% 84% 12% 71%
Q.22.	To what extent were you satisfied or dissatisfied with the following aspects of how you were treated by the police? How seriously your call was taken.	<i>Base : All who have called the police in past year</i>	5496 9044
	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know SATISFIED DISSATISFIED NET SATISFIED	47% 25% 3% 9% 14% 1% 72% 23% 49%	54% 23% 4% 8% 10% 2% 77% 18% 59%
Q.23.	I'm now going to ask a few questions about getting hold of the Police. Overall, to what extent were you satisfied with the ease with which you were able to contact the police?	<i>Base : All who have called the police in past year</i>	5496 9044
	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know SATISFIED DISSATISFIED NET SATISFIED	53% 26% 3% 8% 9% 1% 80% 17% 63%	61% 24% 3% 6% 5% 1% 85% 11% 74%

(W1 only - Q26)	Base : All who have called the police in past year To what extent were you satisfied or dissatisfied with how quickly the police responded to your initial contact? (15)	5496	-
	Very satisfied	39%	-
	Fairly satisfied	26%	-
	Neither satisfied nor dissatisfied	3%	-
	Fairly dissatisfied	10%	-
	Very dissatisfied	19%	-
	Don't know	3%	-
	SATISFIED	65%	-
	DISSATISFIED	29%	-
	NET SATISFIED	36%	-
Q.24 (W2); Q.25 (W1)	Base : All who have called the police in past year To what extent were you satisfied or dissatisfied with the way in which you were provided with information from the police following your call? (15)	5496	9044
	Very satisfied	31%	41%
	Fairly satisfied	25%	25%
	Neither satisfied nor dissatisfied	6%	6%
	Fairly dissatisfied	13%	10%
	Very dissatisfied	22%	14%
	Don't know	3%	3%
	SATISFIED	56%	66%
	DISSATISFIED	35%	24%
	NET SATISFIED	21%	42%
(W1 only - Q26)	Base : All who have called the police in past year Did the police tell you that they would be taking action or not be taking action as a result of your call? (16)	5496	-
	Said would definitely take action	30%	-
	Said would probably take action	11%	-
	Said would probably not take action	5%	-
	Said would definitely not take action	10%	-
	Didn't say one way or the other	36%	-
	Don't know/ can't remember	8%	-
	WOULD TAKE ACTION	41%	-
	WOULD NOT TAKE ACTION	15%	-
	NET WOULD TAKE ACTION	26%	-
Q.25 (W2); Q.27 (W1)	Base : All who have called the police in past year As far as you know, did the police take any action?	5496	9044
	Yes	39%	49%
	No	39%	36%
	Don't know	22%	15%
Q.26 (W2); Q.28 (W1)	Base : All who say that the police took action as a result of their call What action did the police take?	2129	4428
	Attended the scene	56%	60%
	Came to see me	12%	14%
	Cautioned the perpetrators	11%	12%

	Stopped the noise/ disruption	13%	11%
	Made an arrest/ arrests	11%	10%
	Spoke to me/ reassured me over the phone	6%	9%
	Dispersed/ separated the perpetrators	13%	9%
	Warning letter issued	3%	4%
	Spoke to the offenders	3%	4%
	Removed trespasser(s)	3%	3%
	Got other public services/ agencies involved	4%	3%
	Sent me further information	2%	3%
	Patrolled the area/ increased police patrols	2%	2%
	Issued a verbal warning	1%	1%
	Spoke to the parents	2%	1%
	Investigated/ made enquiries/ solved the problem	-	1%
	Took them to court/ charged them	1%	1%
	Confiscated items (e.g. drugs/ alcohol/ fireworks)	2%	1%
	Anti-Social Behaviour Order (ASBO) put in place	2%	1%
	On the spot fine/ fixed penalty notice Issued	1%	1%
	Police were too busy/ not interested/ didn't solve the problem/ negative police responses	-	1%
	Parenting order/ contract put in place	*	1%
	Carried out a search	*	*
	Took statements	1%	*
	Issued restraining order/ injunction	-	*
	Spoke to neighbours	1%	*
	Evicted the offenders/ issued eviction notice	*	*
	Monitored the situation/ returned	*	*
	Acceptable Behaviour Contract (ABC) put in place	*	*
	Removed the vehicle	1%	*
	Made offender apologise	*	*
	Attended a meeting/ mediation/ community meeting	-	*
	Contacted/ visited the school	-	*
	Sent PCSO/ Community Police Officer	-	*
	Checked police records/ computer/cctv	*	*
	Installed security cameras/CCTV	1%	*
	Spoke to other people involved	*	*
	Closure notice issued	-	*
	Put up posters/gave out leaflets/stickers	*	*
	Took forensic evidence/ finger prints	-	*
	Contacted the owner	1%	*
	Issued an antiharassment order	*	*
	Made to clean up/ clear the mess/ cleaned the graffiti	-	*
	Police raid	*	*
	Made offender pay for damages	*	*
	Other	2%	1%
	None/nothing/no answer	*	*
	Don't know	5%	4%
Base : All who say that the police took action as a result of their call		2129	4428
Q.27 (W2); Q.29 (W1)	How satisfied or dissatisfied were you with the action taken by the police?		
	Very satisfied	55%	61%
	Fairly satisfied	28%	23%
	Neither satisfied nor dissatisfied	2%	3%
	Fairly dissatisfied	5%	5%
	Very dissatisfied	8%	6%
	Don't know	2%	2%

	Made a big difference Made a little difference Made no difference Don't know/ can't say MADE A DIFFERENCE	31% 23% 39% 7% 54%	33% 23% 37% 7% 55%
	<i>Base : All who have called the police in past year</i>		5496 9044
Q.31 (W2); Q.33 (W1)	Would you encourage others to make similar reports of anti-social behaviour?		
	Yes, definitely Yes, probably Probably not Definitely not Don't know/ can't say YES NO NET YES	80% 10% 3% 6% 2% 89% 9% 80%	80% 10% 4% 5% 1% 90% 9% 81%
	<i>Base : All who have called the police in past year</i>		5496 9044
Q.32 (W2); Q.34 (W1)	If you witnessed or experienced the same type of anti-social behaviour in the future, would you report the incident?		
	Yes No It depends Don't know NET YES	87% 7% 6% * 80%	88% 7% 4% 1% 81%
	<i>Base : All who say they would not report the incident if they witnessed or experienced the same type of anti-social behaviour in the future, or that it depends</i>		702 1008
Q.33 (W2); Q.35 (W1)	Why would/ might you not report it again in the future?		
	Lack of support from the Police Too much hassle and time waiting for an unsatisfactory outcome Police don't care No point - offenders would be let off (leniency) I would deal with it myself/ Take matters into my own hands Fear of intimidation/ repercussions Depends on the circumstances Depends on the seriousness/ nature of the incident Lack of faith in the justice system Slow process/ takes too long I was made to feel like the criminal/ guilty one I was not kept informed/ Lack of communication Too stressful/ Traumatic Only if it involved a friend or family member Just wouldn't want to get involved/ None of my business Police could not deal with this problem Only if it involved me personally Crime was not serious enough Previous experience (17) Other None	32% 28% 21% 12% 9% 8% 10% 9% 6% 5% 2% 4% 3% 1% 2% 1% * 1% 12% 3% * 31% 27% 22% 18% 12% 9% 9% 8% 6% 4% 3% 2% 2% 1% 1% * 1% * - 3% *	

	Don't know	1%	1%
	Base : All who have called the police in past year	5496	-
(W1 only - Q36)	What, if anything, could the police have done to improve the service you received on this occasion? (18)		
	Quicker response time	14%	-
	More feedback/informed of the outcome/updated	12%	-
	Taken action/dealt with the issue	10%	-
	More police on the beat/ more patrol cars/police presence/night patrols	8%	-
	Turning up/attending the scene	6%	-
	Better/more communication/ information	6%	-
	Spoken to me/interviewed me/made face-to-face contact	3%	-
	Taken complaint/issue more seriously	3%	-
	More helpful/ understanding/ supportive/sympathetic	2%	-
	Monitored the situation/ checked up/returned/ stayed longer	2%	-
	Made an arrest	2%	-
	Spoken to the offenders	2%	-
	Easier to contact police/direct number/ less use of call centres/free phone	2%	-
	Been harsher/more forceful	1%	-
	Listened more	1%	-
	Work better with council/schools/other bodies	1%	-
	Improved call centres/ customer service/better/ knowledgeable/local call centres	1%	-
	Given a caution/warning	1%	-
	Spoken to offenders parents	1%	-
	Obtained a conviction/ charged them/taken them to court	1%	-
	More local police/not so far from area/have local police station	1%	-
	More staff/recruit more police officers (nsf)	1%	-
	Enforced the law/do their job properly	1%	-
	Give police/PCSOs more powers	1%	-
	Installed security cameras/cctv	1%	-
	Removed them from the scene	1%	-
	They should be more polite/not rude/shouting	1%	-
	More funding/resources	1%	-
	More PCSOs on the beat	1%	-
	Removed the item/vehicle	1%	-
	Treat people with more respect	1%	-
	Given them an ASBO/on the spot fine	*	-
	They need to work with community/youth centres/ communicate with young people	*	-
	Made to feel safer/ personal safety	*	-
	Less PCSO's/police officer should have been sent	*	-
	Attend in plain clothes/ unmarked cars/no sirens	*	-
	Better training	*	-
	Have less paperwork/ bureaucracy/red tape	*	-
	Information given should have been confidential	*	-
	Spoken to witnesses	*	-
	Been more proactive	*	-
	Taken statements	*	-
	Evict the person/family	*	-
	Police station to be opened 24 hours	*	-
	Made to pay for damages	*	-
	Checked all the evidence/cctv	*	-
	Arranged for fencing/ gates/more lighting to be installed	*	-
	Other	2%	-
	Nothing/ no answer	30%	-
	Don't know	11%	-
	Base : All	5699	9311

Q.34 (W2); Q.37 (W1)	Has fear of intimidation or repercussions ever stopped you from reporting anti-social behaviour in the past?		
	Yes No Don't know NET YES	19% 81% 1% -62%	17% 82% 1% -65%
Q.35 (W2); Q.38 (W1)	Have you ever experienced intimidation or repercussions as a result of reporting anti-social behaviour?	Base : All 5699	9311
	Yes No - have reported antisocial behaviour but have not experienced intimidation or repercussions No - have not reported anti-social behaviour before Don't know NO	32% 59% 8% 1% 67%	31% 60% 8% 1% 68%
Q.36 (W2) Q.39 (W1)	How much of a problem do you think anti-social behaviour is in your area, or do you not think it is a problem at all? Would you say it is a ...?	Base : All 5699	9311
	Very big problem Fairly big problem Not a very big problem Not a problem at all Don't know PROBLEM NOT PROBLEM NET PROBLEM	23% 40% 31% 5% 2% 63% 36% 27%	20% 39% 32% 6% 3% 59% 38% 21%
Q.37 (W2); Q.40 (W1)	On a scale from 1 to 10, where 1 is no effect and 10 is total effect, how much does anti-social behaviour affect your everyday quality of life?	Base : All 5699	9311
	1 - no effect 2 3 4 5 6 7 8 9 10 - total effect Don't know MEAN STD ERR LARGE EFFECT (8-10) LITTLE EFFECT (1-3) NET EFFECT	16% 11% 11% 10% 13% 8% 8% 9% 4% 9% 1% 4.83 0.04 22% 38% -16%	18% 10% 11% 8% 13% 7% 9% 9% 3% 10% 1% 4.81 0.03 22% 40% -17%
		Base : All 5699	9311

	Worry about verbal abuse Afraid of dogs/nuisance dogs Littering/dog fouling Worry about drunks/under age drinking Police do not do anything Worry about robberies/ theft/muggings Other Not specified Don't know	*	*
		*	*
		*	*
		*	*
		*	*
		*	*
		*	*
		1%	2%
		1%	1%
		4%	3%
	Base : All	5699	9311
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...noisy neighbours or loud parties		
	Definitely would report	37%	39%
	Probably would report	26%	25%
	Probably would not report	26%	24%
	Definitely would not report	8%	8%
	Don't know	2%	3%
	WOULD REPORT	63%	65%
	WOULD NOT REPORT	35%	33%
	NET WOULD REPORT	28%	32%
	Base : All	5699	9311
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...teenagers hanging around on the streets		
	Definitely would report	23%	22%
	Probably would report	21%	20%
	Probably would not report	37%	38%
	Definitely would not report	16%	16%
	Don't know	2%	3%
	WOULD REPORT	44%	42%
	WOULD NOT REPORT	53%	55%
	NET WOULD REPORT	-9%	-12%
	Base : All	5699	9311
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...rubbish or litter lying around		
	Definitely would report	25%	25%
	Probably would report	21%	21%
	Probably would not report	34%	34%
	Definitely would not report	19%	18%
	Don't know	1%	2%
	WOULD REPORT	46%	46%
	WOULD NOT REPORT	53%	52%
	NET WOULD REPORT	-7%	-7%
	Base : All	5699	9311
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...vandalism, graffiti and other deliberate damage to property or vehicles		
	Definitely would report	73%	72%

	Probably would report Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	19% 5% 2% 1% 92% 7% 86%	19% 5% 3% 1% 91% 8% 83%
		Base : All	5699
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...people being harassed because of their race, ethnic origin, religion, or disability (Wave 1 wording: people being harassed because of their skin colour, ethnic origin, religion, handicap or disability)		9311
	Definitely would report Probably would report Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	70% 20% 6% 3% 2% 90% 9% 81%	69% 21% 6% 3% 2% 89% 9% 80%
		Base : All	5699
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...people using or dealing drugs		9311
	Definitely would report Probably would report Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	76% 12% 7% 3% 1% 89% 10% 79%	75% 13% 7% 4% 2% 88% 11% 77%
		Base : All	5699
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...people being drunk or rowdy in public places		9311
	Definitely would report Probably would report Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	30% 28% 32% 9% 2% 58% 40% 18%	30% 27% 31% 9% 3% 57% 40% 17%
		Base : All	5699
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...abandoned or burnt out cars		9311
	Definitely would report Probably would report	62% 20%	62% 19%

	Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	12% 5% 1% 82% 17% 66%	12% 6% 2% 81% 17% 64%
	Base : All		5699 9311
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...people being insulted, pestered or intimidated in the street		
	Definitely would report Probably would report Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	54% 29% 12% 3% 2% 83% 15% 69%	56% 28% 11% 4% 2% 84% 14% 70%
	Base : All		5699 9311
Q.40 (W2); Q.43 (W1)	I am going to read out some different types of anti-social behaviour. For each one, please can you tell me whether or not you would report it if you personally witnessed or experienced it in your local area...nuisance neighbours or problem families		
	Definitely would report Probably would report Probably would not report Definitely would not report Don't know WOULD REPORT WOULD NOT REPORT NET WOULD REPORT	49% 31% 12% 4% 3% 81% 16% 65%	49% 31% 13% 4% 3% 80% 17% 63%
	Base : All		5699 9311
Q.41 (W2); Q.44 (W1)	How confident or not are you in the ability of local public services to do something about these types of anti-social behaviour?		
	Very confident Fairly confident Not very confident Not at all confident Don't know CONFIDENT NOT CONFIDENT NET CONFIDENT	14% 42% 29% 14% 1% 56% 43% 13%	14% 43% 28% 13% 1% 58% 41% 17%
	Base : All		5699 9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...Vehicle Crime		
	Essential Very important Fairly important Not important	33% 46% 19% 1%	33% 46% 19% 2%

	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>Street robberies</i>		
	Essential	48%	47%
	Very important	46%	47%
	Fairly important	5%	5%
	Not important	1%	1%
	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>Domestic Violence</i>		
	Essential	45%	45%
	Very important	44%	45%
	Fairly important	8%	7%
	Not important	1%	1%
	Don't know	1%	1%
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>Burglary of homes</i>		
	Essential	49%	48%
	Very important	46%	46%
	Fairly important	4%	5%
	Not important	*	1%
	Don't know	1%	*
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>Criminal Damage</i>		
	Essential	35%	36%
	Very important	49%	48%
	Fairly important	15%	15%
	Not important	*	1%
	Don't know	*	*
	Base : All	5699	9311
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>Noisy and nuisance neighbours</i>		

	Essential Very important Fairly important Not important Don't know	20% 34% 39% 6% 1%	21% 33% 38% 7% 1%
		Base : All	5699
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>People being drunk or rowdy in public places</i>		9311
	Essential Very important Fairly important Not important Don't know	17% 30% 45% 7% 1%	17% 30% 43% 9% 1%
		Base : All	5699
Q.42 (W2); Q.45 (W1)	Local public services need to decide how best to use their resources. With this in mind, and thinking about the impact that anti-social behaviour and crime has on you and others in your local area, how important do you think it is for local public services to focus their efforts on tackling the following issues?...<i>Vandalism and graffiti</i>		9311
	Essential Very important Fairly important Not important Don't know	24% 40% 33% 2% 1%	24% 38% 33% 4% 1%
		Base : All	5699
D1. Gender.			9311
	Male Female Trans-gender Prefer not to answer	46% 54% * -	46% 54% * -
		Base : All	5699
D2. Could you please tell me your age?			9311
	16-24 25-34 35-44 45-54 55-59 60-64 65+ Refused	6% 15% 26% 23% 8% 9% 13% *	7% 15% 23% 23% 9% 9% 14% *
		Base : All	5699
D3. Working Status			9311
	Working - Full time (30+ hrs) Working - Part-time (9-29 hrs) Unemployed Not working - retired Not working - looking after house/ children Not working - invalid/ disabled Student Other	44% 14% 7% 17% 7% 7% 2% 1%	42% 14% 9% 18% 7% 7% 2% 1%

		Base : All	5699	9311
D4.	Social grade			
	A	4%	5%	
	B	16%	16%	
	C1	26%	22%	
	C2	17%	16%	
	D	13%	13%	
	E	22%	25%	
	Refused	2%	3%	
		Base : All	5699	9311
D5	To which ethnic group do you consider you belong?			
	WHITE - British	87%	86%	
	WHITE - Irish	1%	1%	
	WHITE - Any other white background	3%	5%	
	MIXED - White and Black Caribbean	*	*	
	MIXED - White and Black African	*	*	
	MIXED - White and Asian	*	*	
	MIXED - Any other mixed background	1%	1%	
	ASIAN OR ASIAN BRITISH Indian	2%	2%	
	ASIAN OR ASIAN BRITISH Pakistani	1%	1%	
	ASIAN OR ASIAN BRITISH Bangladeshi	1%	*	
	ASIAN OR ASIAN BRITISH Any other Asian background	1%	1%	
	BLACK OR BLACK BRITISH Caribbean	1%	1%	
	BLACK OR BLACK BRITISH African	1%	1%	
	BLACK OR BLACK BRITISH Any other black background	*	*	
	CHINESE OR OTHER ETHNIC GROUP - Chinese	*	*	
	CHINESE OR OTHER ETHNIC GROUP - Any other background	*	*	
	Refused	1%	1%	
	WHITE	92%	91%	
	BME	8%	7%	
		Base : All	-	9311
D5b. (New Q W2)	In terms of your sexual orientation, can you tell me which of these best describes you? (19)			
	I am gay	-	2%	
	I am heterosexual	-	89%	
	I am bisexual	-	1%	
	Prefer not to say	-	1%	
	Other	-	6%	
	Don't know	-	1%	
		Base : All	5699	9311
D6.	Do you personally have any long-standing illness, disability or infirmity?			
	Yes	29%	33%	
	No	71%	67%	
	Don't know	*	1%	
		Base : All	-	9311
D6b. (New Q W2)	Does anyone else in your household have any long-standing illness, disability or infirmity? (20)			
	Yes	-	21%	
	No	-	79%	
	Don't know	-	1%	
		Base : All	5699	9311
D7.	Which of the following applies to the home you are living in?			
	I own/ am buying my home	57%	52%	

	I have bought/ am buying my home from the Council I am renting my home from the Council I am renting my home from a Housing Association I am renting my home from a private landlord Other Don't know	3% 16% 10% 12% 3% 1%	2% 16% 11% 14% 3% 1%
		Base : All	5699
D8.	How many children aged fifteen or under are there in your household?		9311
	None	64%	64%
	1	16%	16%
	2	14%	13%
	3	4%	5%
	4	1%	2%
	5	*	*
	6	*	*
	7	*	*
	8	*	*
	9+	-	*
	Refused	*	1%

Notes on the data

1. Wave 2 wording for City of London 'since December 2010' instead of 'within the last year'
2. In wave one anti-social behaviour closing categories describing the incident were supplied on the sample, therefore the question wording in wave 1 was "about (insert Anti-Social Behaviour Incident)". The incident categories in wave 1 were: Abandoned Vehicles; Animal Problems; Begging/vagrancy; Inappropriate use/sale/possession of fireworks; Noise; Prostitution related activity; Litter; Rowdy or inconsiderate behaviour; Street drinking; Trespass; Vehicle nuisance/ inappropriate vehicle use; Other. This information was not supplied in the samples in wave 2, therefore a more general wording was used.
3. Wave 1 'September 2009'. Wave 2 wording for City of London 'since December 2010'. Wave 2 Dyfed Powys 'in September or November 2011'
4. This question was not coded in Wave 2.
5. New question for Wave 2. Not asked in Wave 1.
6. New question for Wave 2. Not asked in Wave 1.
7. This was an open ended question in wave 1 but was changed to a pre-code question in wave 2.
8. The prompt "Please think about all incidents that you have reported in the past year" was not included in Wave 1.
9. Wave 1 'September 2009'. Wave 2 wording for City of London 'since December 2010'. Wave 2 Dyfed Powys 'in September or November 2011'.
10. Wave 1 the 'ASB closing category' was used, in wave 2 this wording was changed to read ASB incident more generally.
11. New question for Wave 2. Not asked in Wave 1.
12. New question for Wave 2. Not asked in Wave 1.
13. New question for Wave 2. Not asked in Wave 1.
14. In wave 1 this question was asked generally about the handling of the call (see Q19 wave 1 only). In wave 2, it was clarified that respondents should think about the initial contact with the person answering the call, rather than other aspects of the handling of the call, such as follow up action. Therefore these two questions are not comparable across waves.
15. This question was not asked in Wave 2.
16. This question was not asked in Wave 2.
17. In Wave 2 interviewers were instructed to probe the respondent for the reason if they say 'previous experience'. It was not used as a code.
18. This question was not asked in Wave 2.
19. New question for Wave 2. Not asked in Wave 1.
20. New question for Wave 2. Not asked in Wave 1.

Appendix B: Opt out letter



Ipsos MORI



Inspecting policing
in the public interest

Private and Confidential

[Title] [Name] [Surname]

[Address 1]

[Address 2]

[Address 3]

[Address 4]

[Address 5]

[Postcode]

[ipsosmoriid]

REF NO:

January 2012

Dear [title] [Name] [Surname]

Can you spare 15 minutes to help improve your local police service?

We are writing to ask you to take part in research about police response to anti-social behaviour. Hearing your views is the best way to improve the service the police provide to those who report anti-social behaviour. Her Majesty's Inspectorate of Constabulary (HMIC), the independent body which assesses police performance, has asked Ipsos MORI, an independent research agency, to carry out this research.

We understand that you have called the police to report anti-social behaviour within the last twelve months. Your views are very important to us, no matter how minor the issue. The survey will ask about how the police handled your call. We will not ask any questions about the incident itself. On average, the survey will take 15 minutes to complete.

To take part, you do not need to do anything. One of Ipsos MORI's interviewers will call you over the coming weeks to arrange a convenient time to conduct the interview by telephone. **If you do not wish to take part**, or if you think your telephone number has changed since you gave it to the police, please complete and return the contact form overleaf within the next two weeks.

All of your answers to the survey will be completely confidential – neither Her Majesty's Inspectorate of Constabulary nor your local police force will know who has taken part. Your details will be used only for the purposes of this research and will not be shared with any other organisation.

There is more information about the survey overleaf. If you have any questions, please contact Ipsos MORI on 08082385463 leaving your name, reference number (from the top right hand side of this letter) and telephone number.

Thank you very much for your time.

Yours sincerely

Fay Nunney, Crime and Justice Research Team Gary Steptoe, Programme Office Manager
Ipsos MORI Social Research Institute HM Inspectorate of Constabulary

Some questions & answers

Do I have to take part? No – taking part is completely voluntary. However, even if the incident you reported was minor, or if the contact you had with the police was brief, we hope you will take part as we are interested in the whole range of people's experiences.

I don't remember reporting anti-social behaviour, why have you contacted me? In some instances people's contact with the police will have been very limited; perhaps your call was brief, or was made some time ago. Everyone we write to has been listed by the police as having called to report anti-social behaviour.

How did we get your name and address? Her Majesty's Inspectorate of Constabulary has asked your local police force to help us contact individuals who have contacted the police to report anti-social behaviour. Your name was randomly selected from local police records, and passed to Ipsos MORI in confidence. Ipsos MORI will keep your contact details confidential and, once the survey has been completed, will destroy them. Your details are stored securely and will not be passed on to any other research organisations or used for any other surveys.

I think I've already taken part – do you want to speak to me again? Some local police forces conduct their own surveys and it is possible you have responded to one of these. However, this is different. It is the only national survey which examines the experiences of those who call the police to report anti-social behaviour, and we would like to hear your views regardless of your participation in any other surveys. Similar research was carried out by Ipsos MORI for HMIC in 2010 but it is important that we know how things may have changed since then.

• **Contact Form (HMIC 10-031564-01)**

I am willing to take part but I think my telephone number has changed since I gave my details to the police.

My telephone number is: _____

Area code + number (e.g. 0207 347 3025) or mobile number

I do not wish to take part in the survey, please remove my details from your records.

Name: _____

Signature: _____

Reason (optional): _____

You may return this form in the pre-paid envelope enclosed – there is no need to attach a stamp. If you are happy to take part, and your telephone number has not changed since you gave it to the police, you do not need to return this form or take any action.

Appendix C: Guide to statistical reliability

It should be remembered at all times that a sample, and not the entire population of people who call the police to report anti-social behaviour, has taken part in the survey. In consequence, all results are subject to sampling tolerances, which means that not all differences are significant.

We cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the 'true' values), however, we can predict the variation between the sample results and the 'true' values. This is based on knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the '95% confidence interval':

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
400 interviews	3	5	5
1,000 interviews	2	3	3
2,000 interviews	1	2	2
9,311 interviews	1	1	1

For example, with a sample size of 9,311 where 30% give a particular answer, the chances are 19 in 20 that the 'true' value (which would have been obtained if the whole population had been interviewed) will fall within the range of ±1 percentage points from the sample result.

When results are compared between separate groups within a sample or across two waves of the research, different results may be obtained. The difference may be 'real', or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is 'statistically significant', we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume '95% confidence interval', the differences between the results of two separate groups or across the two waves must be greater than the values given in the table overleaf:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	7	13	14
100 and 200	7	11	12
200 and 200	7	10	11
250 and 400	5	7	8
100 and 400	6	9	10
200 and 400	5	8	9
500 and 500	4	6	6
1,000 and 1,000	3	4	4
5,699 and 9,311	1	2	2

Throughout the report, comparisons between sub-groups or between survey waves are only discussed where differences reach statistical significance. A wide range of sub-group differences were considered in the analysis, both from variables derived from the initial police samples, and variables derived from respondents' answers to the questionnaire. A full list of these variables is provided in 'Appendix D: Cross-breaks used for analysis', and are present in the computer tables. Note that not *all* sub-group differences which reach statistical significance are discussed in the report for reasons of both space and overlap with other break-downs which are discussed. Rather, the most prominent and relevant trends for each question are presented and commented upon.

Appendix D: Cross-breaks used for analysis

The following table details the cross-breaks by which the data were interrogated in writing the quantitative sections of the report.

Gender	Male
	Female
Age	16-34
	35-54
	55+
Ethnicity	White
	Mixed
	BME
Working Status	Working full / part time
	Not working
	Unemployed (seeking work)
Tenure	Own/Buying
	Rent (overall)
	Rent from Council/Housing Association
	Rent from private landlord
	Other
Disability – self	Yes
	No
Disability – others in household	Yes
	No
Social Grade	AB
	C1C2
	DE
Time lived in local area	Less than 2 years
	2 to less than 5 years
	5 to less than 10 years
	10 years or more
Children living in household	Yes
	No

Rurality (from sample postcode)	Urban
	Rural
Level of deprivation: England (IMD deprivation measure from sample postcode)	Highest
	Mid-High
	Mid-Low
	Lowest
Level of deprivation: Wales (IMD deprivation measure from sample postcode)	Highest
	Mid-High
	Mid-Low
	Lowest
Quality of life	Good
	Neither
	Bad
Tight knit community	Agree
	Neither
	Disagree
Sense of belonging	Yes
	No
Perception of police	Good job
	Poor job
Public services dealing with ASB issues that matter	Agree
	Neither
	Disagree
Reported ASB over past year	Once
	More than once
Satisfaction with the way ASB is dealt with by the police in local area	Satisfied
	Neither
	Dissatisfied
Main causes of ASB in local area	None – no ASB

	Boredom
	There's not enough to do
	Alcohol
	Drugs
	Lack of respect for others
	Poor parenting
	Poor discipline at school
	Poverty/Lack of money
	Ineffective policing
	A lack of local jobs
	Gangs
	Lack of community spirit
	Breakdown of/broken society
	Other
Remember September 2011 call to police	Yes
	No
Respondent classification of ASB	Personal
	Community as a whole affected
	Environment
Level of ASB in local area	Problem
	Not a problem
Satisfaction with treatment by police	Satisfied
	Neither
	Dissatisfied
ASB category from sample	Environmental
	Personal
	Nuisance
Overall satisfaction with the way the police dealt with ASB on occasion of call and action taken	Satisfied
	Neither
	Dissatisfied
Police action taken	Yes

	No
Difference call made	Big
	Little
	None