

INDEPENDENT OFFICE FOR POLICE CONDUCT (IOPC)

IOPC Public Perceptions Tracker Summary Report, Waves 6.1 – 6.3

MAY 2023

.YONDER

Methodology & research objectives

Tracking the public's perceptions towards the Independent Office for Police Conduct (IOPC)

- + Yonder (formerly Populus) has conducted regular online surveys among adults in England and Wales since 2017. These are nationally representative with sample sizes of approximately 1,800–3,000 depending on the wave.
- + The most recent wave was conducted between 27 March and 3 April 2023 (Wave 6.3). Some slides display aggregated data across Waves 6.1 (June 2022), 6.2 (November 2022) and 6.3 (March/April 2023).
- + The total number of respondents in Wave 6.3 was 4,154 and the number of Black and Asian respondents was boosted to 122 and 313 respectively.
- + The results are also available to view in the IOPC/Yonder dashboard.
- + The research objective for this project is to track and explore public perceptions relating to the IOPC and the police complaints system, against the backdrop of news stories and events.

Executive summary (1/2)

Heightened attention of police failings and a trend towards distrust has spurred stronger negativity

Opinions about the IOPC are directly influenced by this broader context. 61% of the public feel negatively towards the Government, 42% feel negatively about the Metropolitan Police, and negativity towards the police reaches its highest level since January 2020 (27%).

News stories about police failings, misconduct and criminality coupled with the damning Casey Review have triggered confidence in the police to deal fairly with complaints to fall to its lowest point since testing began (32%) in 2017.

Awareness of the IOPC has increased but confidence remains low

The proportion of the public that have heard of the IOPC has increased from just over half (52%) in November 2022 to two thirds (66%) in April 2023. Despite increased awareness, 74% don't know enough about the IOPC to say anything about what it does, demonstrating that depth of knowledge remains low.

Two thirds of the public (64%) think the IOPC is either completely or somewhat independent of the police, however among those who think it is not independent there are concerns about the proportion of the IOPC's staff that are ex-police officers.

Further, the proportion that are not confident that the IOPC does a good job is at its highest level since testing began (34%), suggesting that increased awareness has not translated into increased confidence. The inverse relationship can be attributed to a lack of knowledge about what the IOPC does and the impact it has, and the presence of ex-officers among its staff.

Executive summary (2/2)

Still room for improvement around action after violence against women and girls (VAWG) reports

The majority of the public (78%) would report VAWG and would complain (78%) if they were unhappy with the response. A slightly lower proportion of the public (71%) would report VAWG if the offender was a police officer, but a higher proportion would make a complaint (88%). A perception that complaining wouldn't lead to any change is the main barrier to complaining.

Exposure to use of force incidents triggers a more negative opinion of the police

Exposure to police use of force is mainly driven by traditional media outlets such as TV and news websites. Social media is also a key outlet for young people and ethnic minorities. Experiencing or witnessing police use of force often leads to a more negative opinion of the police. The majority think the police use force in a fair and proportionate way, however young people and ethnic minorities are more likely to think the police don't use force in a fair and proportionate way.

Black people are often more negative about the police

Black people are more likely to feel negatively towards the police (34% vs 26% overall), but less likely to feel negatively towards the government (47% vs 61% overall). This shows that negativity towards the police among Black people is not solely driven by negativity in the Government more generally; it suggests there is a specific issue with confidence and positivity in the police among Black people.

Findings in context

A decrease in confidence towards the IOPC, and an increase in negative sentiment towards the police are likely linked to high profile cases of police misconduct that have been in the media over the past 2 years.

When asked what news stories they have seen or heard about the police, the public have noticed more stories relating to police officer crimes than previous waves of research. Police officers being involved in committing offences such as sexual assault have been noticed more this year, compared to previous research. Misconduct and discrimination were also widely noticed, specifically police sharing inappropriate messages and racism and misogyny within the police.

In the most recent wave of research, the Baroness Casey Review into the internal culture of the Metropolitan Police was noticed by the public. General failings of the Met were also commented on.

This suggests that the increase in negativity towards the police could be linked to increased awareness among the public of police crimes and failings specifically within the Metropolitan police.

The current media environment around policing is likely to have contributed towards negative sentiment towards the police

2021

This collage features several newspaper front pages from 2021. The top left shows the Daily Mail with a headline about a £20,000 cruise competition. Below it is a large headline 'ROTTEN TO THE CORE' with sub-headlines about a 'Met branded 'institutionally corrupt'' and 'Gressida Dick fights for job after blocking key evidence from inquiry'. To the right is a page from The Times with a headline 'Police insist women safe as remains discovered'. Below that is another Daily Mail page with a headline 'ARMED COP HELD ON SARAH MURDER'. At the bottom right is a page from The Times with a headline 'Human remains found in dramatic address to nation'.

2022

This collage features newspaper front pages from 2022. The top left is a page from The Guardian with a headline 'Racism cited as factor in police strip search of girl, 15, at London school'. Below it is a page from The Mirror with a headline 'OFFICERS KEEP JOBS DESPITE THEIR SICK MESSAGES'. To the right is a page from the Daily Mail with a headline 'OUTRAGE AT POLICE OVER No10 PROBE SHAMBLES'. Below that is a page from The Times with a headline 'COPS LET OFF HOOK'. At the bottom left is a page from The Times with a headline 'Crash drama at Silverstone'. At the bottom right is a page from the Daily Mail with a headline 'Bad behaviour rife on WhatsApp, say lawyers' and 'Just nine police lose jobs over vile content'.

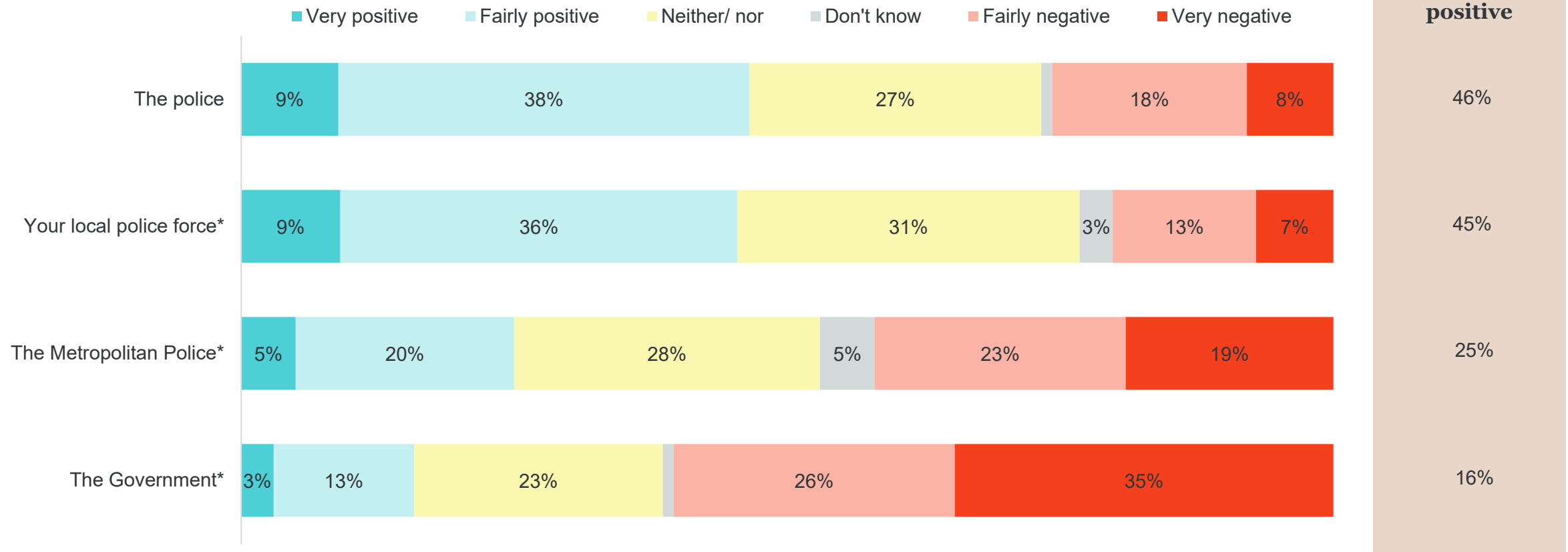
2023

This collage features newspaper front pages from 2023. The top left is a page from The Guardian with a headline 'Met officer admits to brutal campaign of rape and terror'. Below it is a page from The Times with a headline 'Sunak holds Belfast talks to sell his Brexit deal'. To the right is a page from The Guardian with a headline 'Clamour for inquiry into officers who allowed rapist to stay in Met'. Below that is a page from The Times with a headline 'Braverman questions Bulley police'. At the bottom right is a page from The Guardian with a headline 'Thunberg detained at coal protest in Germany'.

Attitudes towards police

The public feel more positive towards the police and their local police force than the Met and the Government

Q. How positive or negative do you feel towards each of the following?

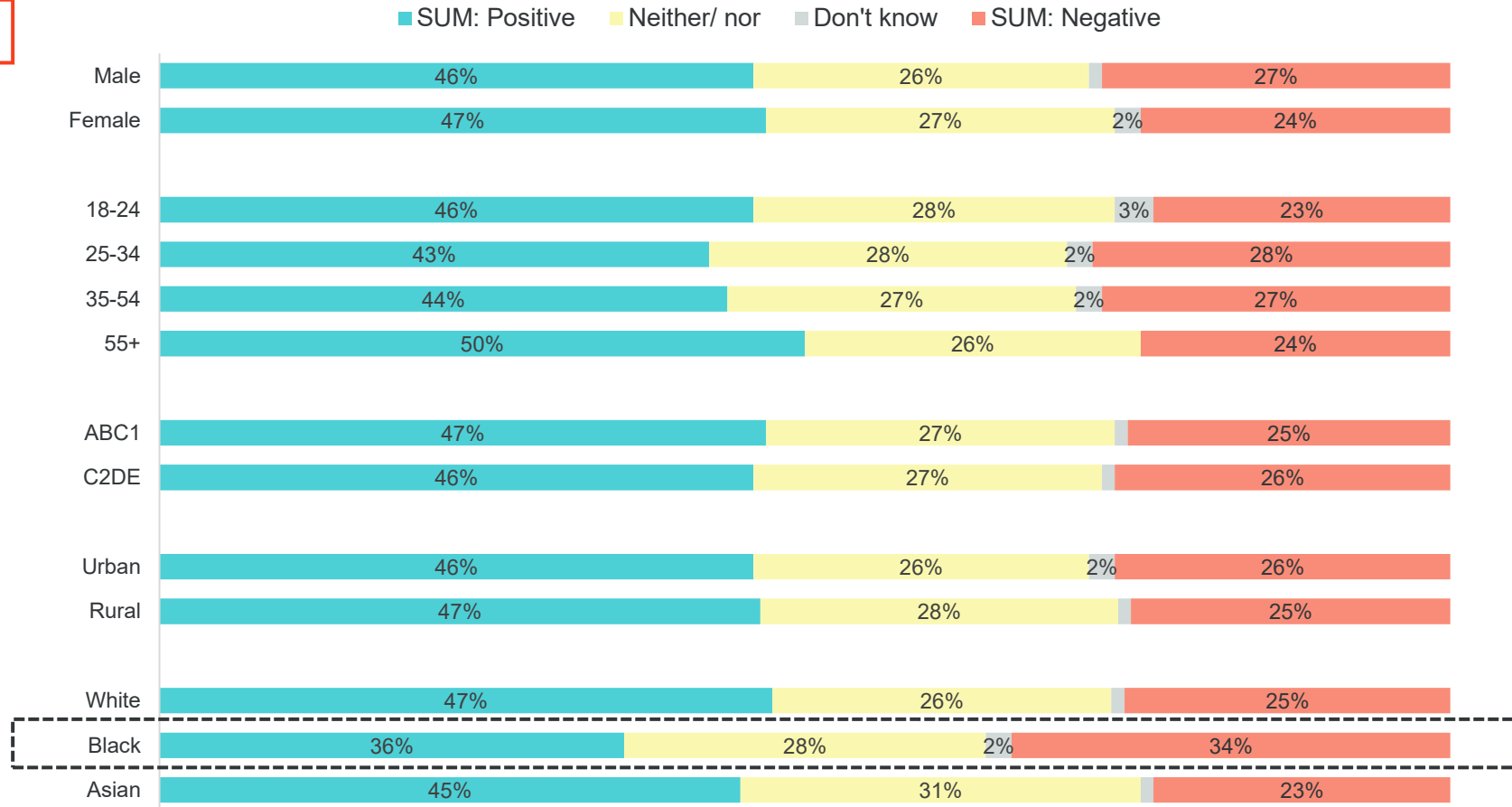


8 | Base: Total (Police) n=8,029, (Local police, Met police, Government) n=6,175*not asked in wave 6.1
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Feelings towards the police are broadly consistent across demographic groups, but Black members of the public are less positive

Q. How positive or negative do you feel towards each of the following?

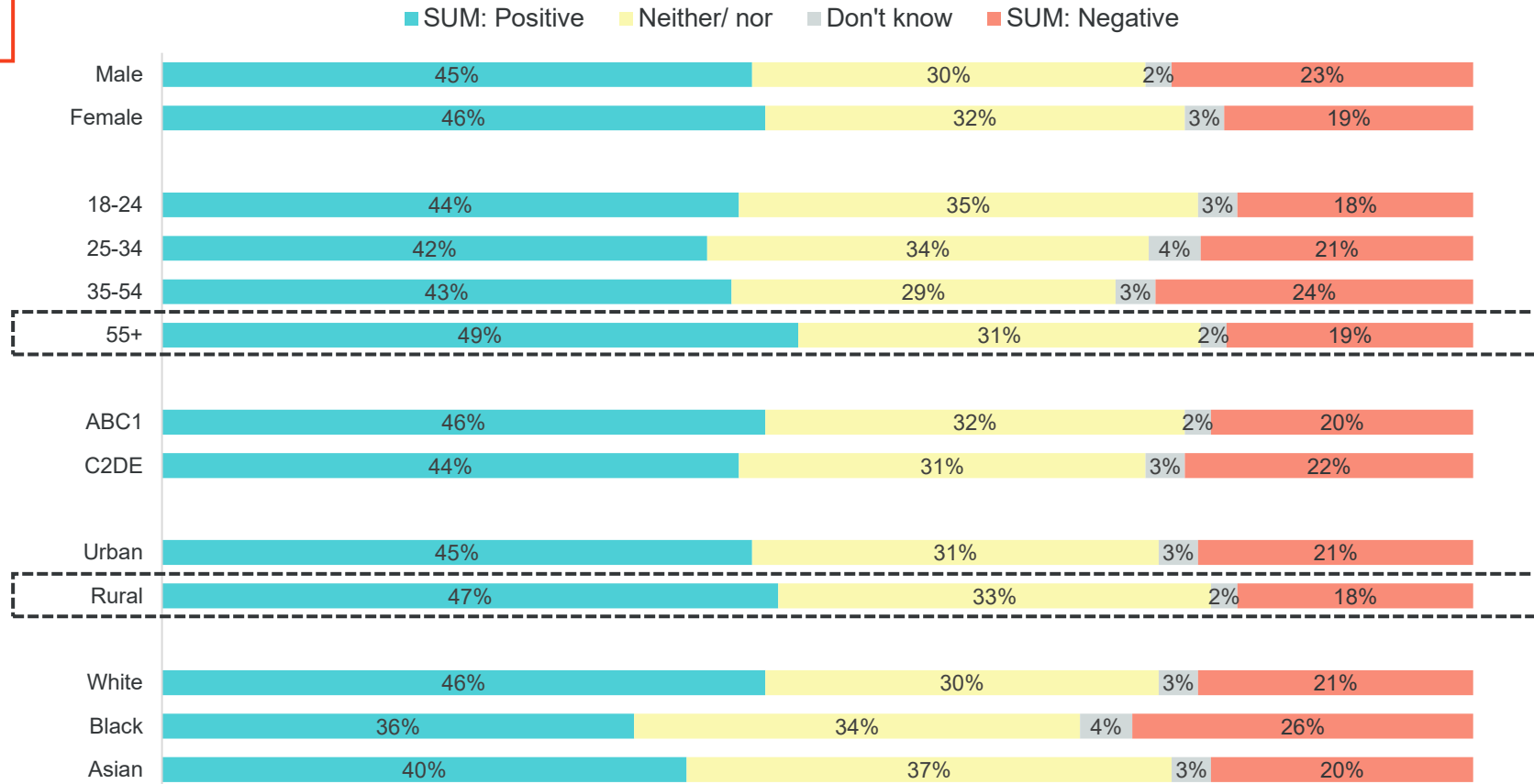
The police



Older people and rural residents are the most favourable towards local police but around a third across all demographic groups are neutral

Q. How positive or negative do you feel towards each of the following?

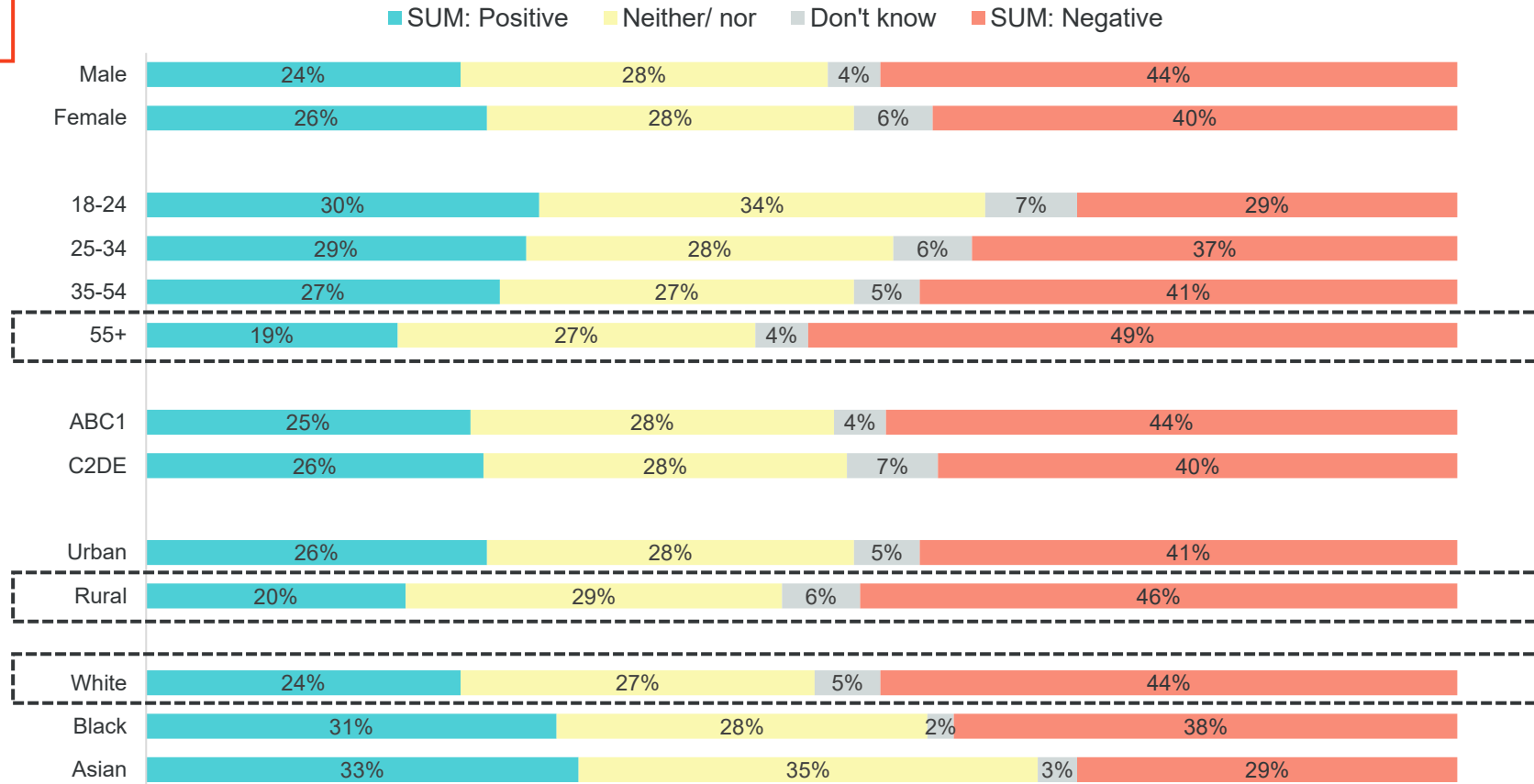
Local police



When it comes to the Met, older people, rural residents, and white people are more likely to feel negative

Q. How positive or negative do you feel towards each of the following?

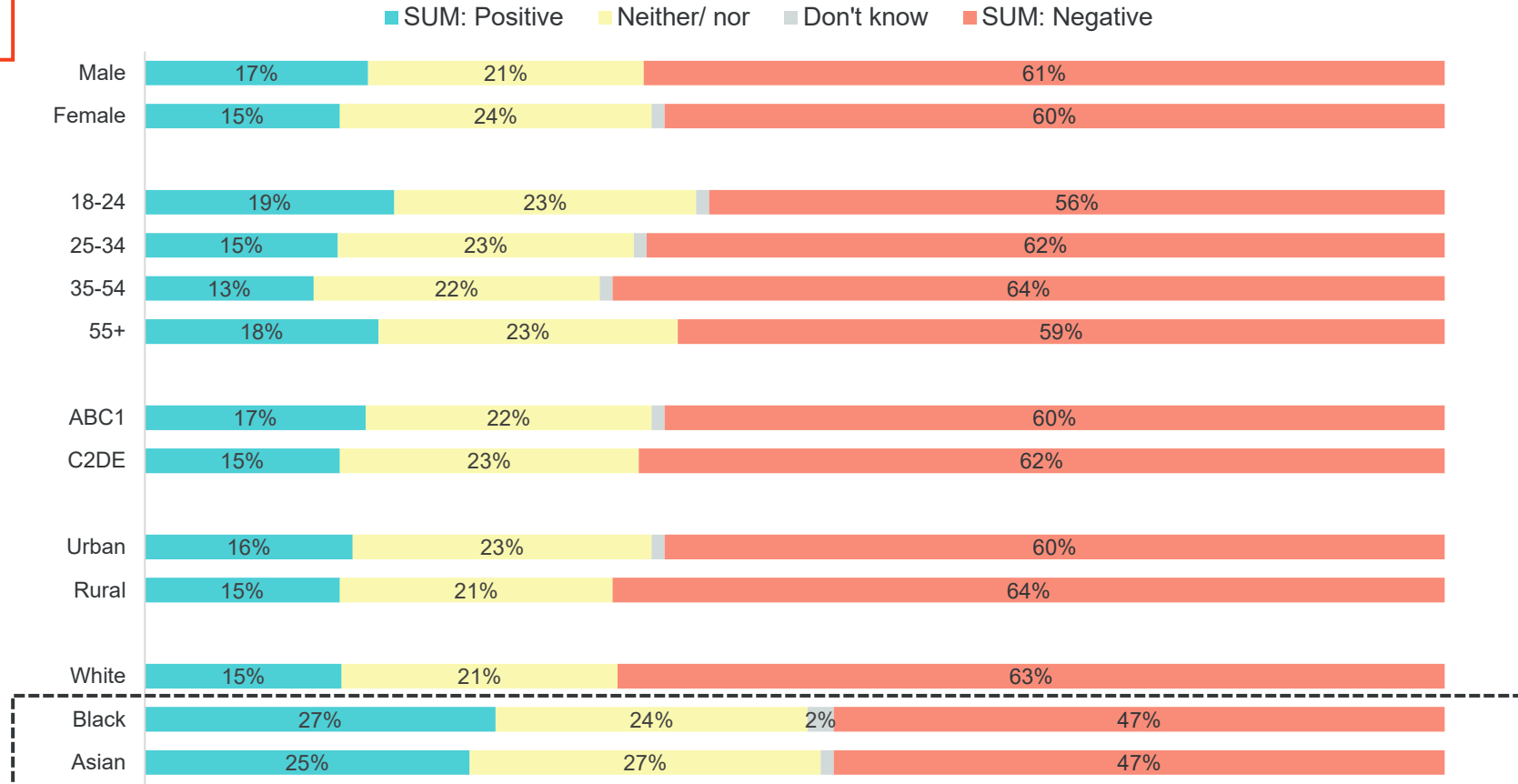
The Met



A strong majority are negative towards the Government across all demographic groups except Black and Asian

Q. How positive or negative do you feel towards each of the following?

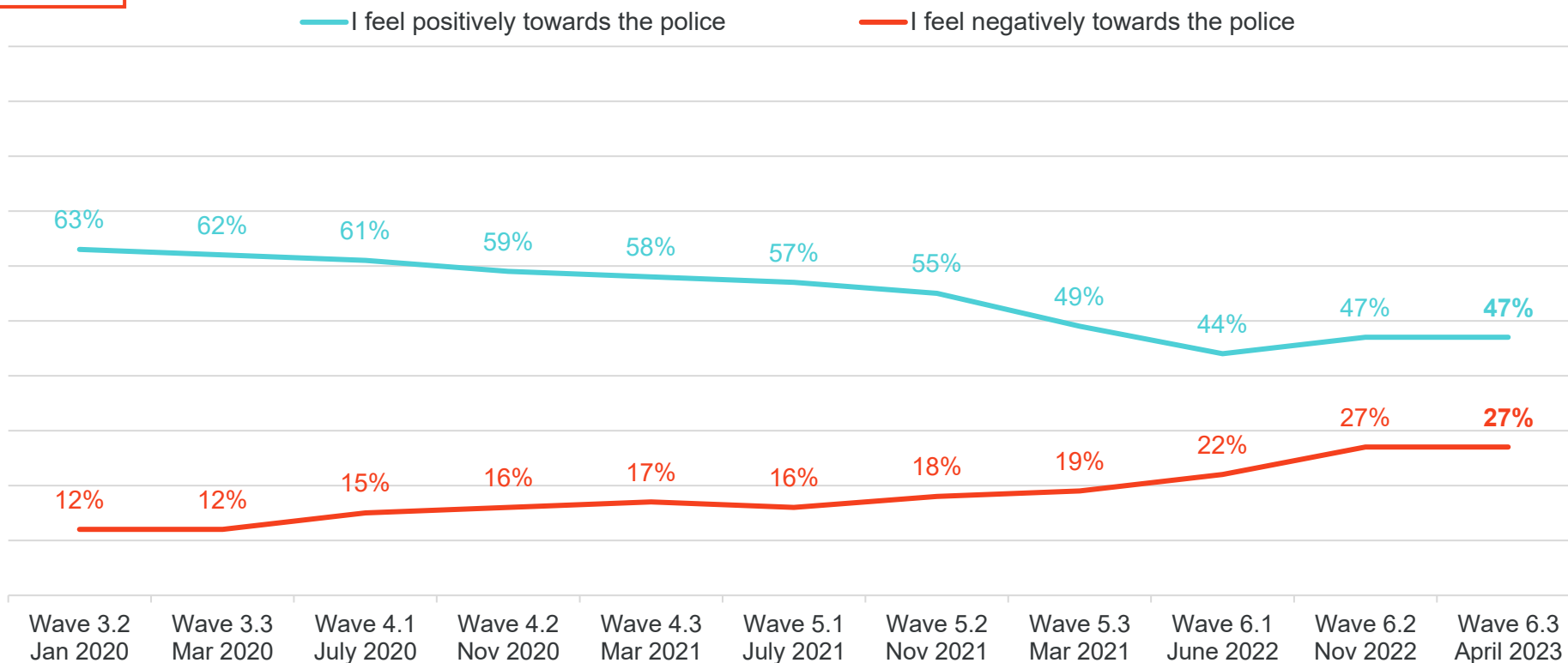
The Government



Negativity in the police remains at its highest level since January 2020

Q. How positive or negative do you feel towards each of the following?

The police



Base: All Waves approx. n=1,800 – 3,000, Wave 6.3 n=4,154. No data available pre-Jan 2020
 IOPC - Yonder Public Perception Tracker Wave 6 Summary Report 2023

A perceived failure of the police to tackle crime is the driving reason for negativity towards the police

Q. Why do you feel negative towards the police/your local police force?

Wave 6.1 – June 2022

Failure to tackle crime / lack of presence	45%
Focus on the “wrong crimes”	14%
Don’t do enough	12%
Incompetent	9%
Not working for/protecting the people	8%
Never see the police	6%
Difficult to reach/unreliable	5%
Don’t convict or solve crimes	4%
Don’t care or take matters seriously	3%
Systemic issues	40%
Corruption	13%
Racism	11%
General discrimination	6%
Sexism/misogyny	5%
Too “woke”	4%

Wave 6.2 – Nov 2022

Failure to tackle crime / lack of presence	56%
Never see the police	18%
Incompetent	15%
Don’t do enough	13%
Don’t convict or solve crimes	10%
Don’t care or take matters seriously	8%
Focus on the “wrong crimes”	7%
Not working for/protecting the people	5%
Difficult to reach/unreliable	5%
Specific incidents	34%
Seen negative media coverage	10%
Negative personal experience	8%
General misconduct	4%
Sarah Everard	4%
Inappropriate WhatsApp messages	3%

Base: Those who provided an answer to the question, You said you feel negative towards the police/your local police force. Why do you feel negative towards the police/your local police force? Base: Wave 6.1 n=411, Wave 6.2 n=612. This question was open-ended, responses were coded into themes.

Systemic issues within policing and specific incidents of police misconduct also contribute towards negative sentiment

Q. Why do you feel negative towards the police/your local police force?

Wave 6.1 – June 2022

Specific incidents	30%
General misconduct	10%
Negative personal experience	9%
The Metropolitan Police	5%
Sarah Everard	4%
Police officers committing crimes	3%
Police response to protests	2%
Personal attributes	19%
Lack of trust	7%
Abuse of power	6%
Police violence	4%
Recruitment issues/poor training	2%
General negative view	9%
Don't know	1%

Wave 6.2 – Nov 2022

Systemic issues	32%
Racism	11%
Corruption	8%
Sexism/misogyny	6%
Lack of internal accountability	3%
Not enough funding	3%
Too “woke”	3%
Personal attributes	18%
Lack of trust	7%
Recruitment issues/poor training	5%
Police violence	4%
Abuse of power	3%
General negative view	6%
Don't know	2%

Base: Those who provided an answer to the question, You said you feel negative towards the police/your local police force. Why do you feel negative towards the police/your local police force? Base: Wave 6.1 n=411, Wave 6.2 n=612. This question was open-ended, responses were coded into themes.

The public cites general inaction from police forces and specific incidents that have showcased institutional flaws

Q. Why do you feel negative towards the police/your local police force?

Wave 6.1 – June 2022

“ ”

“They **don’t respond to crimes that ordinary people suffer from**: burglary, violence, fraud, car theft. They only respond to allegations of hate crime.”

“They **don’t investigate a lot of crimes**. They’re more bothered about policing social media.”

“They are **institutionally racist, misogynistic and homophobic**. Very few police officers go to jail or are disciplined appropriately.”

“After the **Sarah Everard incident**, I feel that the police is **not so trustworthy or reliable**.”

“ ”

Wave 6.2 – Nov 2022

“ ”

“Crime is happening all the time, **but you see no evidence of it getting better** and there are **no police around on the streets**.”

“I feel that **they don’t bother responding to crime at all**. Burglaries and car thefts are rarely investigated. Drug dealing is rife and it’s rare to see the police nowadays.”

“**All the stories in the news really put them in a bad light**, there is so much racism, bullying and general poor behaviour by people we are supposed to trust to help us.”

“There is **too much misogyny and racism** in the police force and too many officers are not suitable.”

“ ”

Base: Those who provided an answer to the question, You said you feel negative towards the police/your local police force. Why do you feel negative towards the police/your local police force? Base: Wave 6.1 n=411, Wave 6.2 n=612. This question was open-ended, responses were coded into themes.

Baroness Casey's review into the Met dominated unprompted news story recall in wave 6.3, Sarah Everard's murder remains top of mind

Q. What news stories involving the police have you noticed recently, if at all? Please name any and all stories you can think of.

Wave 6.1



Wave 6.3



Wave 6.2

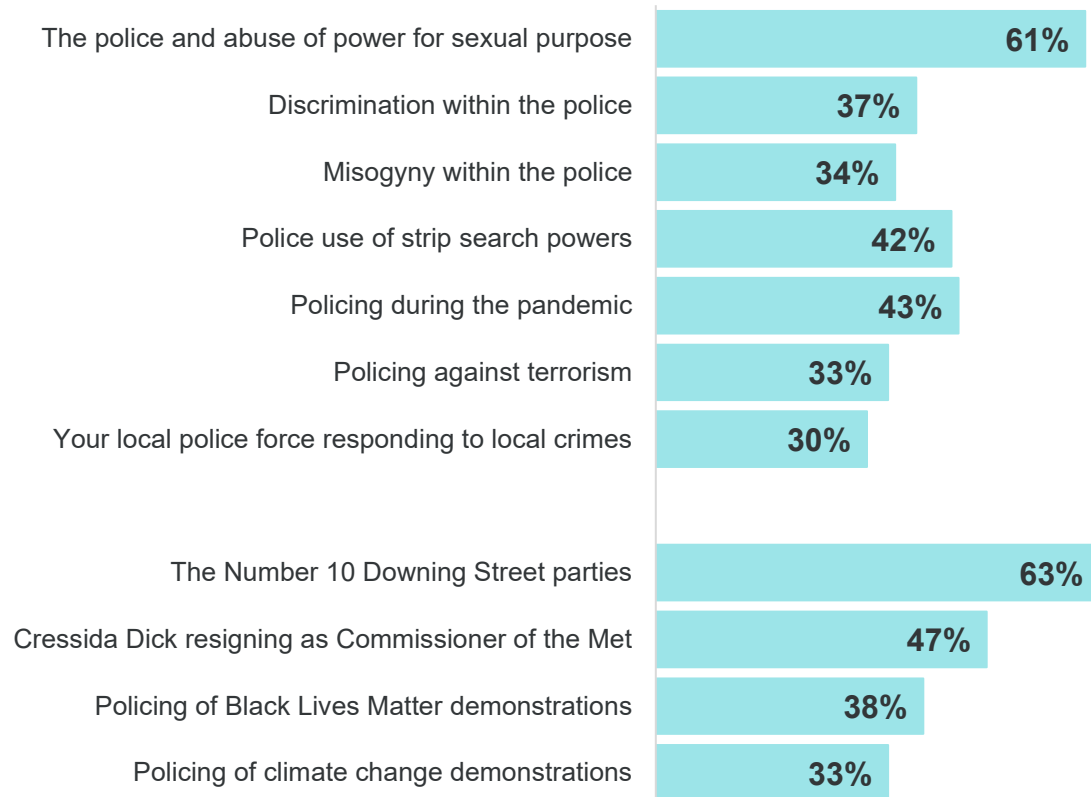


Base: Those who have noticed any news stories: Wave 6.1 n=1,480, Wave 6.2 n=1,340, Wave 6.3 n=2,619. This question was open-ended, responses were coded into themes. Note for word cloud: the size of the word relates to the number of mentions of the word.

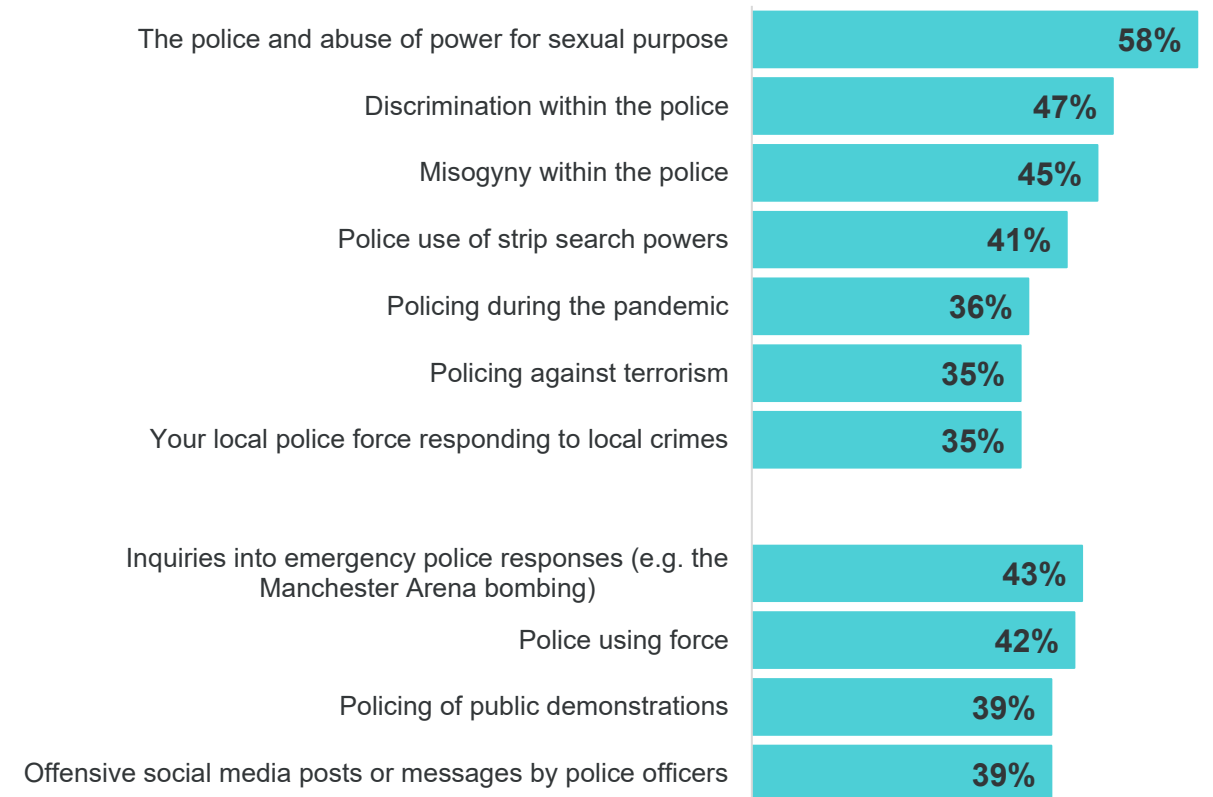
Police abuse of power for sexual purposes is consistently the most followed news story surrounding the police

Q. How closely have you followed any of the following news stories surrounding the police, if at all?

Wave 5.3



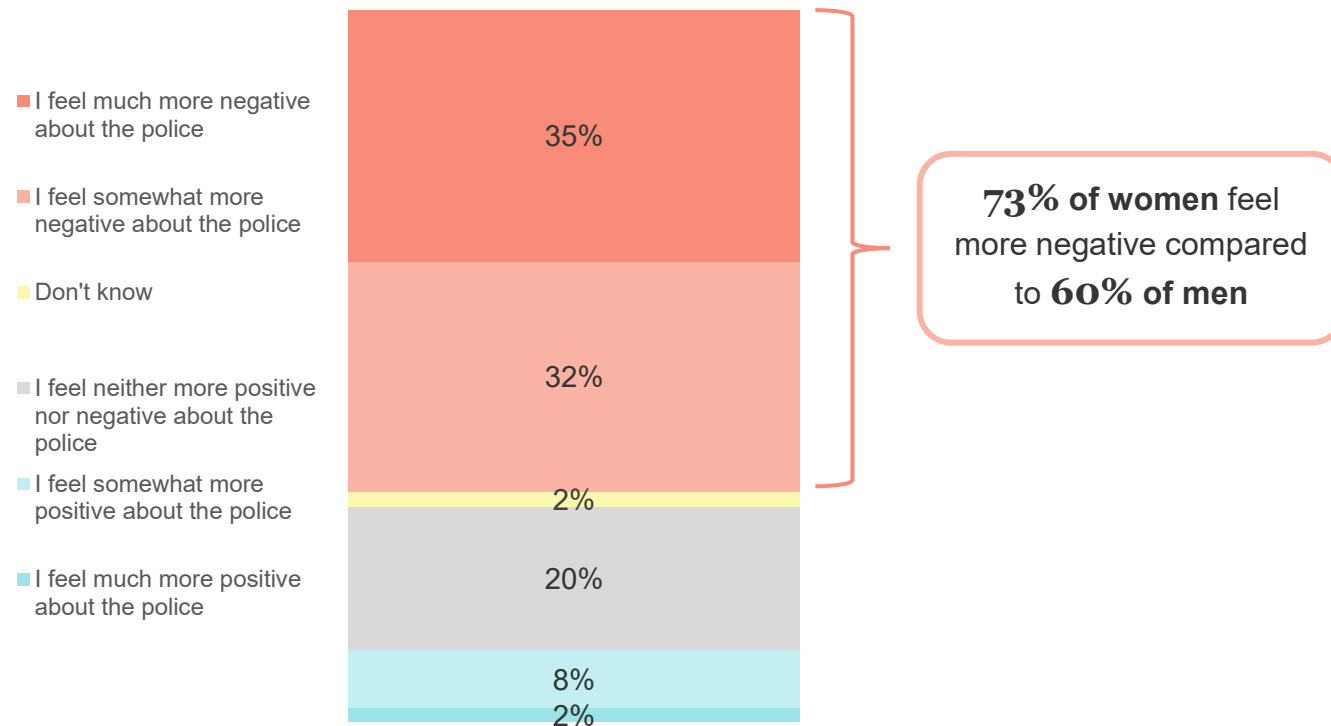
Wave 6.3



Base: Wave 5.3 n=2,366, Wave 6.3 n=4,154

News stories about abuse of power for sexual purposes and offensive social media usage make people feel more negative about the police

Q. You said you have followed news stories about the police and abuse of power for sexual purpose or offensive social media posts or messages by police officers. How, if at all, have these news stories impacted how you feel about the police? (Wave 6.1 open-ended question, wave 6.2 scale question).



“ ”

“As a female these stories have impacted me severely and completely eroded any trust I had in the police force.”

“Disgusted, we were raised to believe that the police are there to protect us but it's in fact the opposite. Now not only do minorities not trust the police, but women cannot trust the police.”

“ ”

Base: All who said very or fairly closely for news stories about the police and abuse of power for sexual purpose Wave 6.2 n=755, Wave 6.1 n=1,038

There is a clear consensus on the steps the police could take to improve confidence across the country

Q. What one thing would do most to improve your confidence in policing in this country?

Implementing and upholding stronger policing standards

Enhanced vetting processes and reviewing current officers

Increased transparency

More police visible in communities

“Have a **national set of rules** that all police follow to ensure everyone is treated equally by the police.”

“Speed up **review of all police officers** and suspend all who have multiple complaints against them. **Investigate all the suspended officers** and prosecute all found guilty. Set up national standards and have those driven down through the ranks from highest to lowest.”

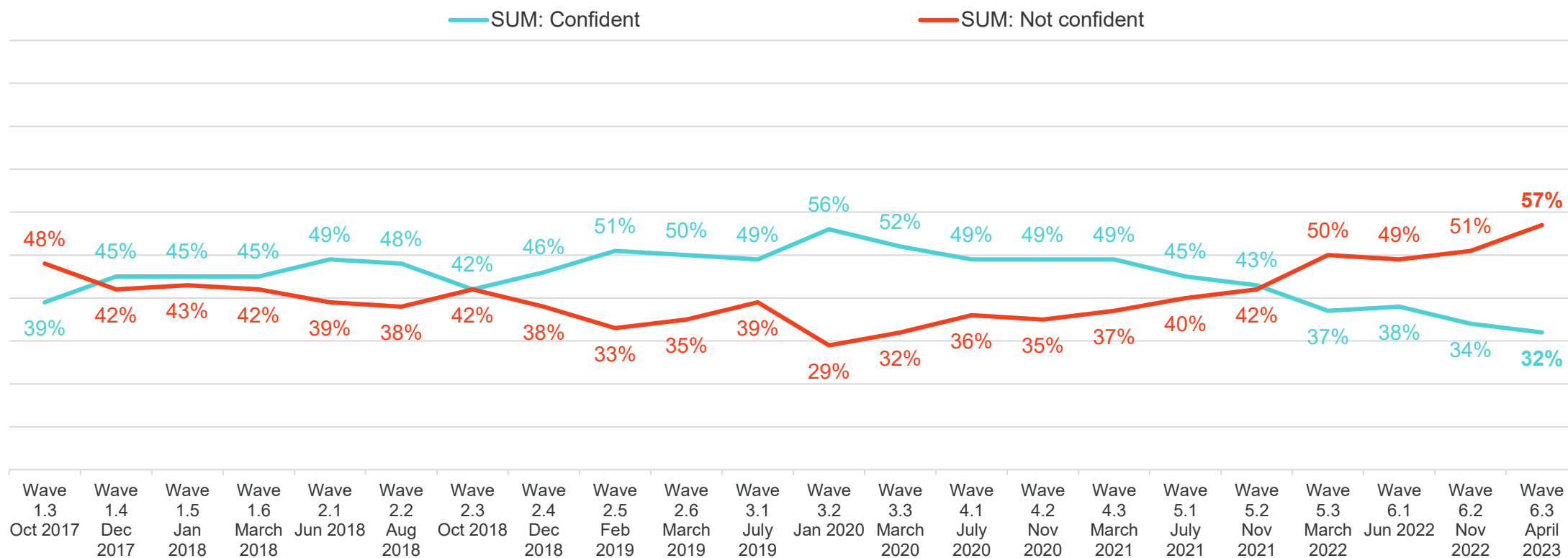
“The police **admitting their failings and implementing real change**, rather than just saying 'we didn't see this coming' when there was obviously a ton of evidence to the contrary. The attitude to sweep stuff under the carpet is institutional and needs to change.”

“Get **bobbies back on the beat**, to be able to converse with them face to face. To show a presence in the local community would give people a lot more confidence in the police force.”

Police complaints

Confidence in the police to deal fairly with complaints is at its lowest point since testing began

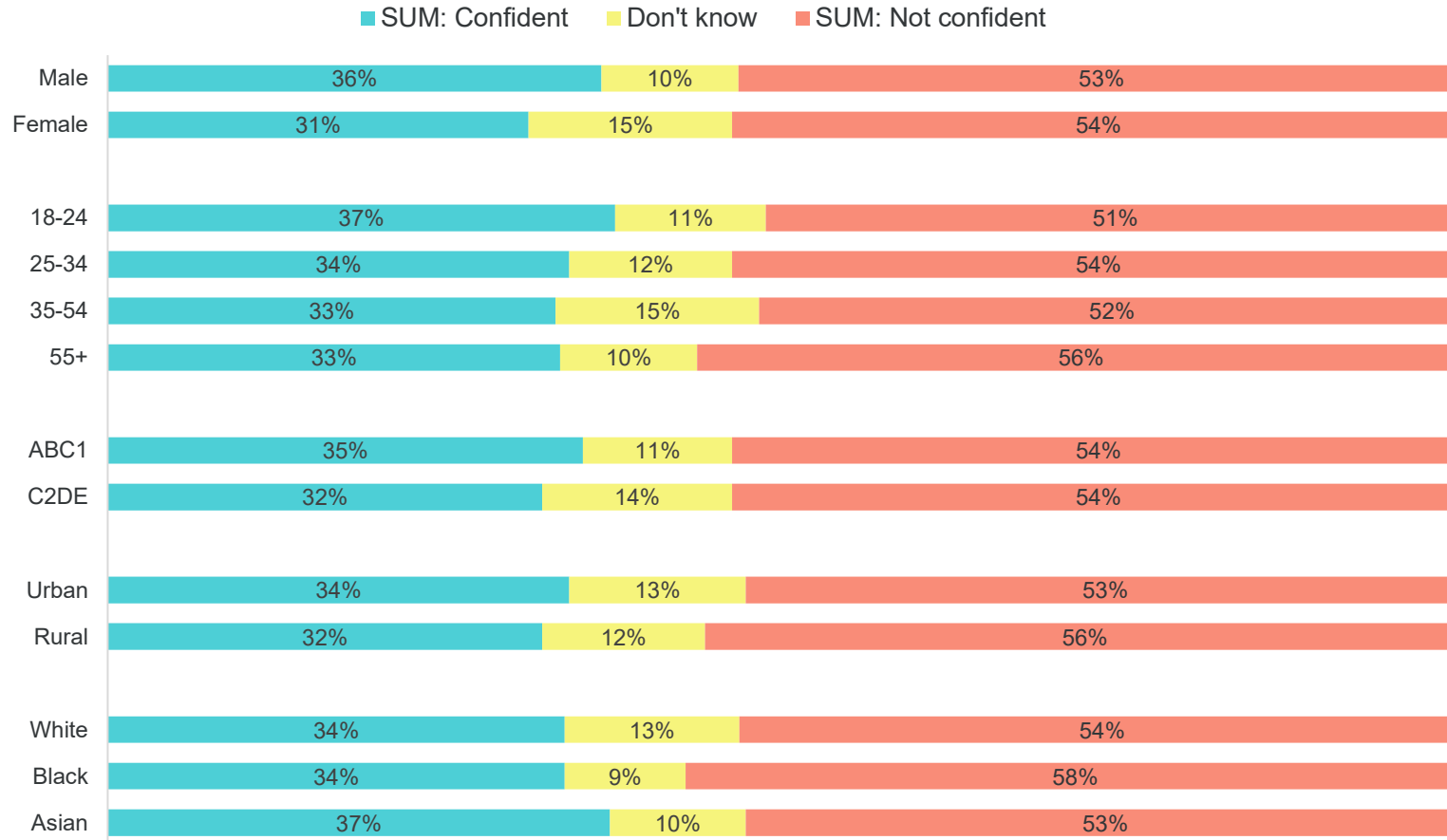
Q. How confident, if at all, are you that the police deal fairly with complaints made against the police?



Base: All Waves approx. n=1,800 – 3,000, Wave 6.3 n=4,154. No data available pre-Oct 2017
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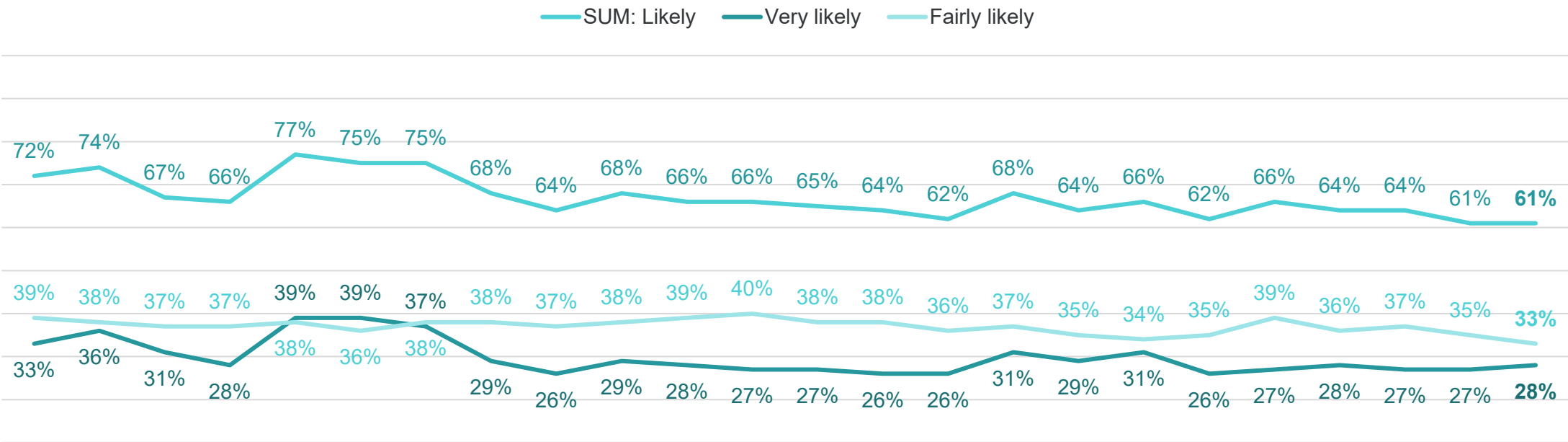
A majority across all demographic groups are not confident in the fairness of the complaints process

Q. How confident, if at all, are you that the police deal fairly with complaints made against the police?



Likelihood to complain remains consistent at 6 in 10

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

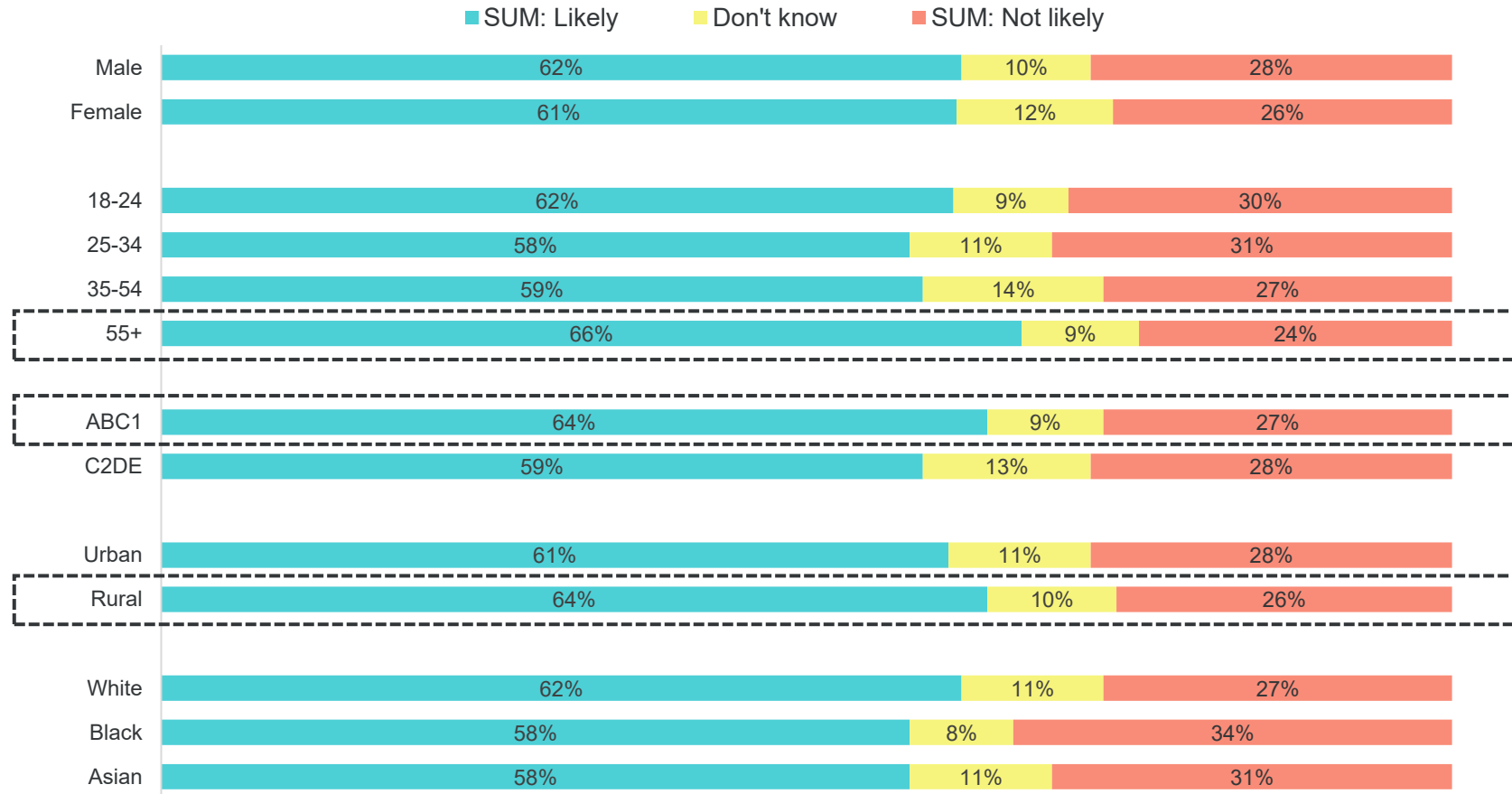


Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	Wave	
1.1	1.2	1.3	1.4	1.5	1.6	2.1	2.2	2.3	2.4	2.5	2.6	3.1	3.2	3.3	4.1	4.2	4.3	5.1	5.2	5.3	6.1	6.2	6.3
June 2017	Aug 2017	Oct 2017	Dec 2017	Jan 2018	March 2018	Jun 2018	Aug 2018	Oct 2018	Dec 2018	Feb 2019	March 2019	July 2019	Jan 2020	March 2020	July 2020	Nov 2020	March 2021	July 2021	Nov 2021	March 2022	Jun 2022	Nov 2022	April 2023

Base: All Waves approx. n=1,800 – 3,000, Wave 6.3 n=4,154.
 IOPC - Yonder Public Perception Tracker Wave 6 Summary Report 2023

Likelihood to complain is fairly consistent across demographics, though older people, ABC1s, and those from rural communities are more likely

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

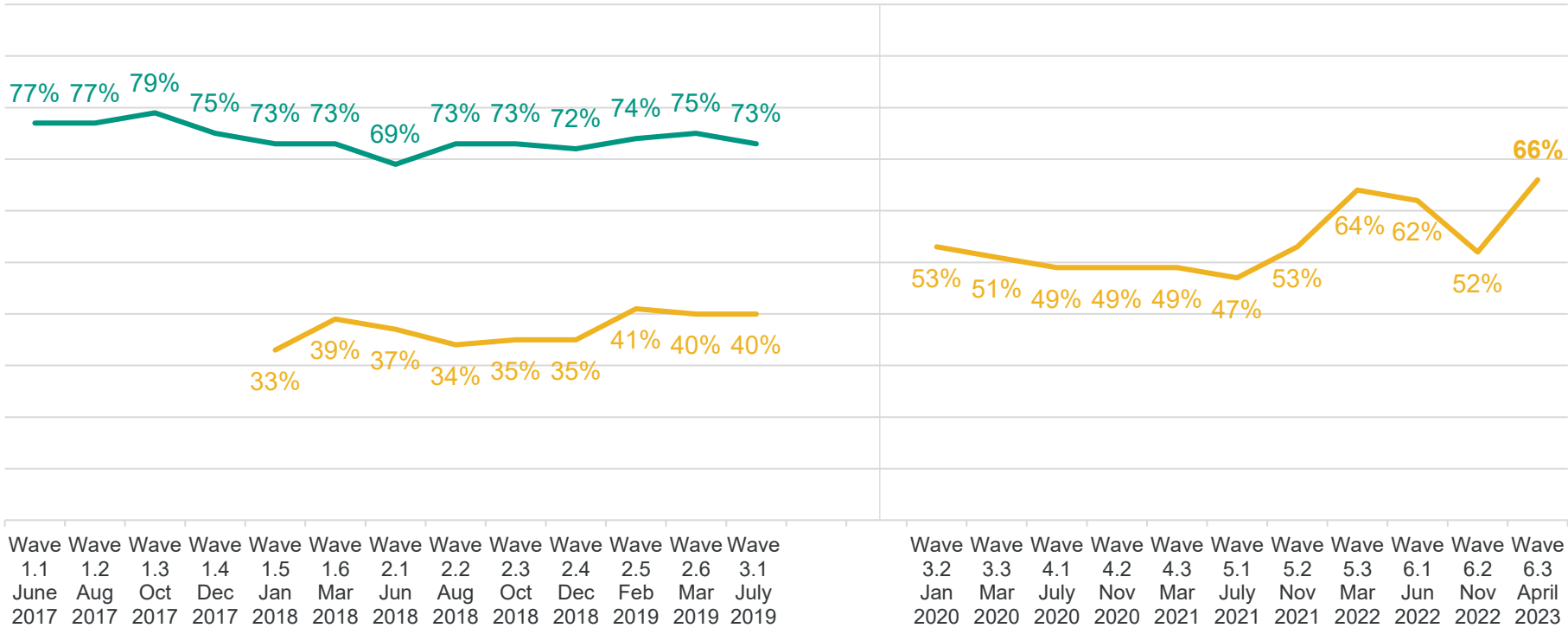


IOPC

Awareness of the IOPC increased significantly since November 2022, the highest point since becoming the IOPC

Q. Have you heard of the Independent Police Complaints Commission (IPCC) before today? [% saying 'yes']

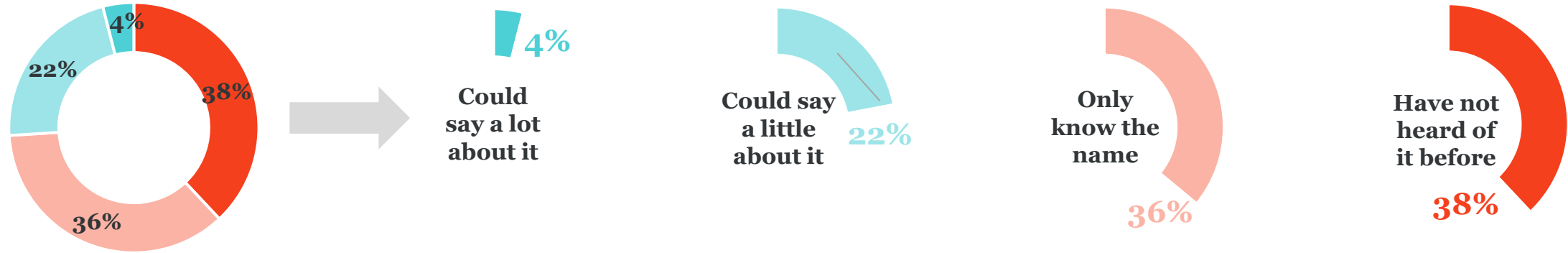
Q. Have you heard of the Independent Office for Police Conduct (IOPC) before today? [% saying 'yes']



Base: All Waves approx. n=1,800 – 3,000, Wave 6.3 n=4,154.

Despite increased awareness, the majority still don't know enough about the IOPC to say anything about what it does

Q. Have you heard of the Independent Police Complaints Commission (IPCC) before today? [% saying 'yes']
 Q. Have you heard of the Independent Office for Police Conduct (IOPC) before today? [% saying 'yes']



Around 7 in 10 don't know enough about the IOPC to say anything about what it does

When asked what respondents had seen about the IOPC, police misconduct investigations and investigations into the Met were most mentioned

Q. What can you remember seeing or hearing about the IOPC recently, if anything at all?

6% of respondents had noticed investigations into the Met

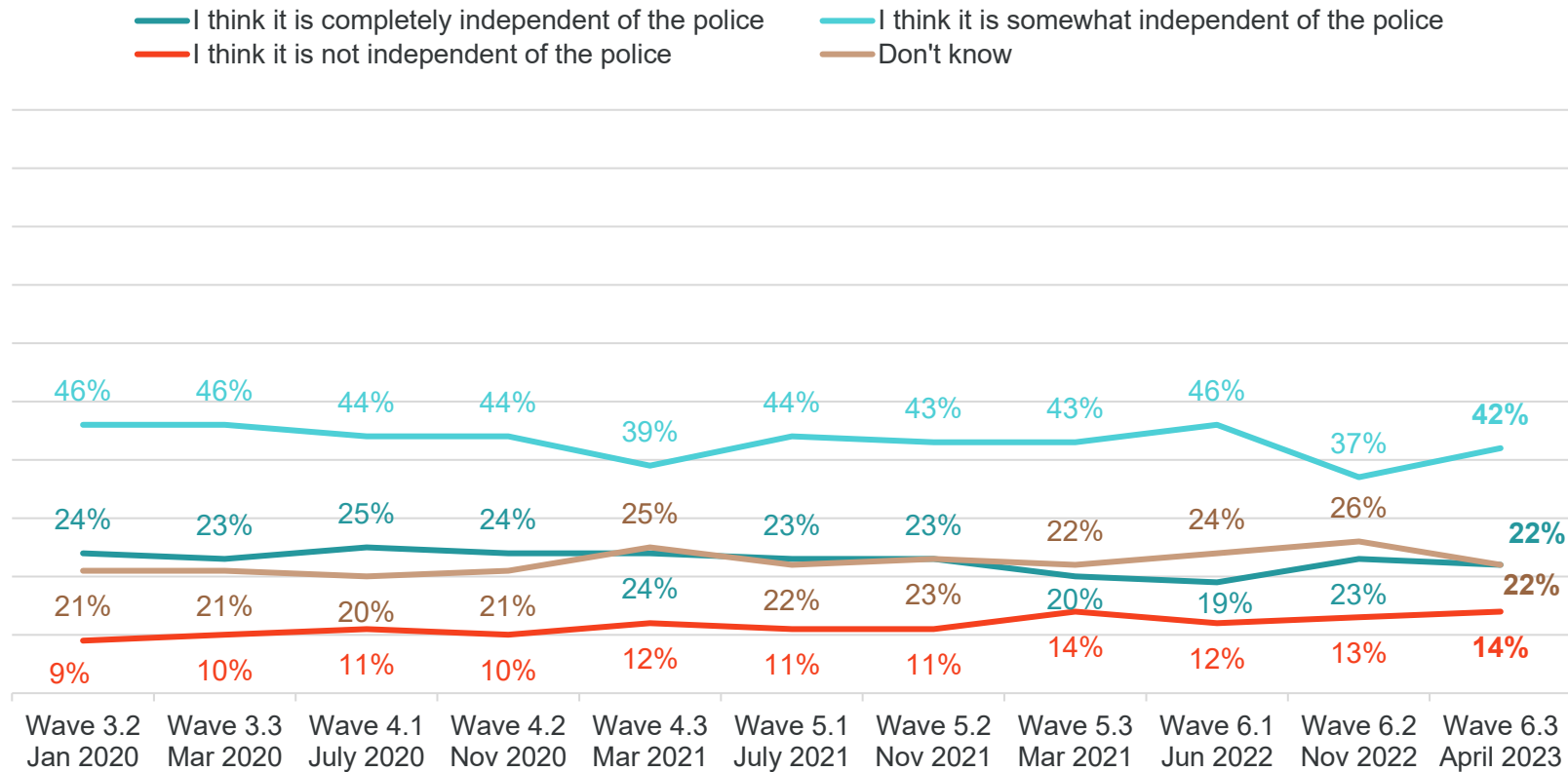


7% of the public had noticed the IOPC in relation to police misconduct investigations

Base: Those who have heard of the IOPC. Wave 6.2 n=76. This question was open-ended, responses were coded into themes. Note for word cloud: the size of the word relates to the number of mentions of the word.

The proportion of the public who think the IOPC is independent from the police has remained mostly consistent in recent years

Q. The IOPC (Independent Office for Police Conduct) is the body that oversees complaints made about the police in England and Wales. It investigates all of the most serious incidents involving the police. It uses learning from its work to influence changes in policing. Based on what you know, do you think that the IOPC is independent of the police?



Base: All Waves approx. n=1,800 – 3,000, Wave 6.3 n=4,154. No data available pre-Jan 2020
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Those that do not think the IOPC is independent focus on the policing background of staff and perceived inaction around complaints

Q. [Asked to those who say 'I think the IOPC is not independent of the police' or 'somewhat independent'] Why do you think the IOPC is not fully independent of the police?

Perception that IOPC staff are mostly ex-officers

Close collaboration means hesitancy to undermine the police

Unsatisfactory outcomes & repeat offences

“ ”

*“The IOPC is a government appointed body which has a **significant number of staff who are either former police officers or had connections with police through the Department of Justice.**”*

*“The police aren't angels, and they seem to have old boys club mentality. **I'm sure if any IOPC staff are ex-police, they will make excuses for whatever the complaint was about.**”*

*“They rely on the honesty of other police officers and experience tells us that police tend to **close ranks to protect their own.**”*

*“It is hard for such a body to be fully independent from the police given that they would have to work with them closely. They must be wary of how they end up representing the police to the public and media. The IOPC need to be able to get along well enough with the police so they would **end up being somewhat integrated with the police and their culture/views to do their own job.**”*

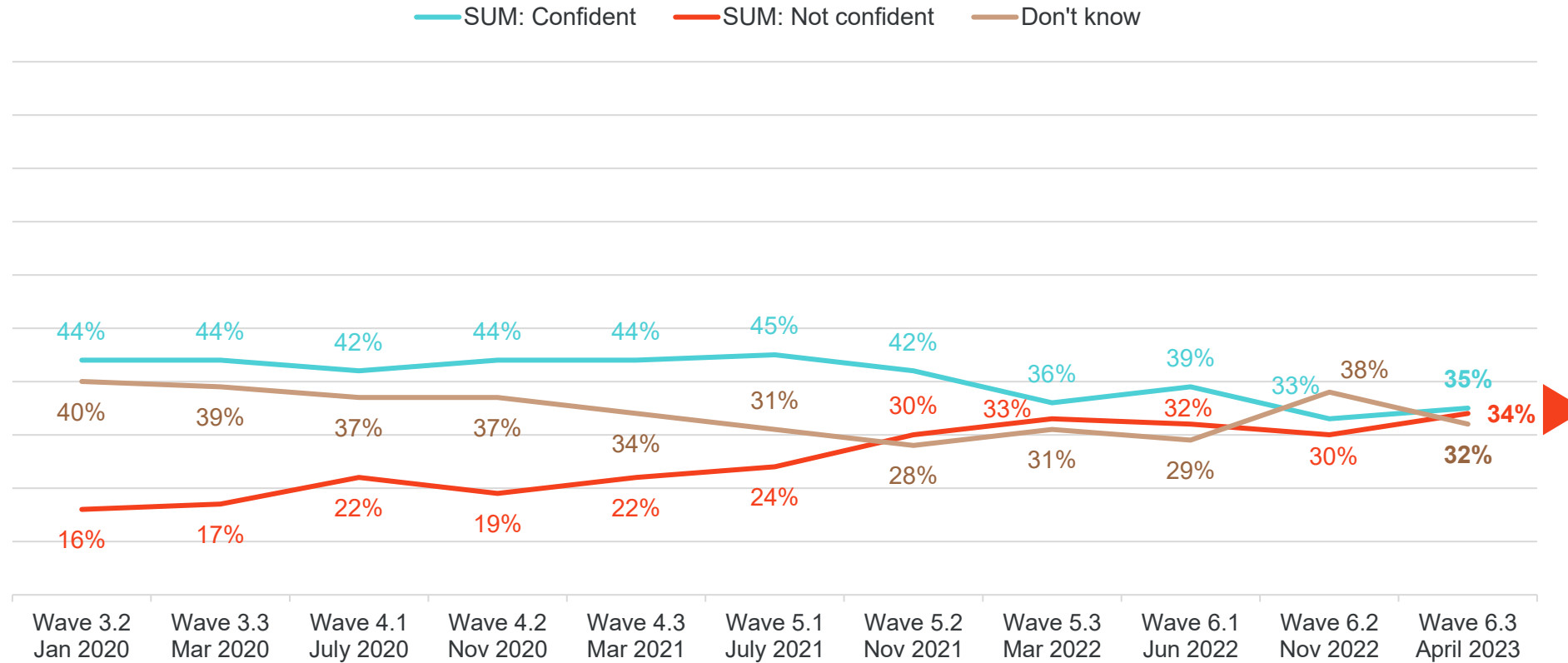
*“It appears to have no teeth. A 'promise' to do better next time or bring in new guidelines seems to be enough to satisfy them - **even if nothing actually happens.**”*

*“They have **failed multiple times to stop offending police officers, even when presented with strong evidence. It all gets swept under the carpet until it hits the media.**”*

“ ”

The proportion of the public that are not confident that the IOPC does a good job is at highest since testing began

Q. How confident, if at all, are you that the IOPC does a good job? [NET: Confident]

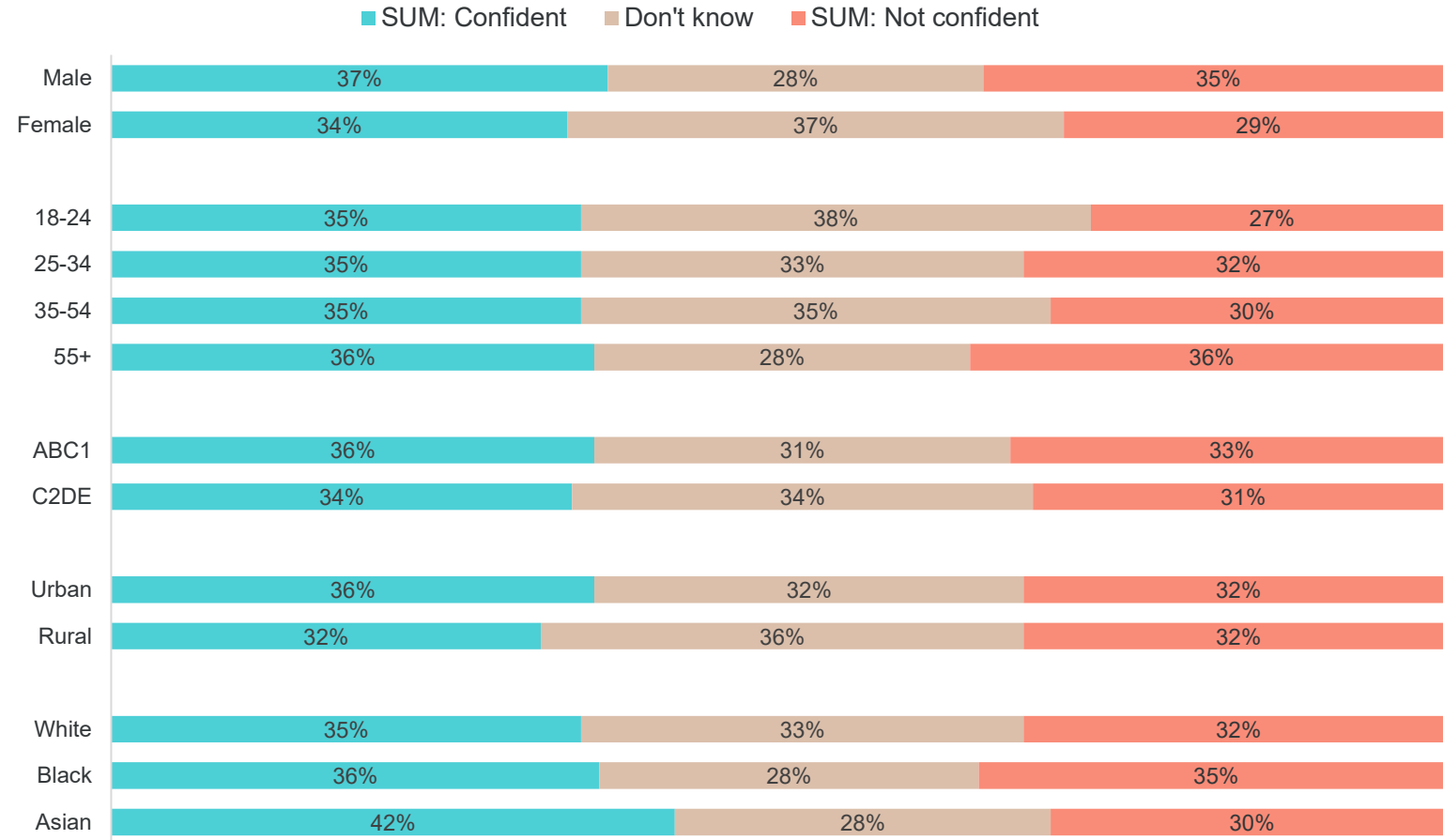


Not having confidence in the IOPC has been steadily rising since January 2020. This is likely linked to two reasons:

- 1) The public have a lack of substantial knowledge about what the IOPC does
- 2) The current context of policing, with the public noticing news stories about police failings, misconduct and criminality, reflects negatively on the IOPC

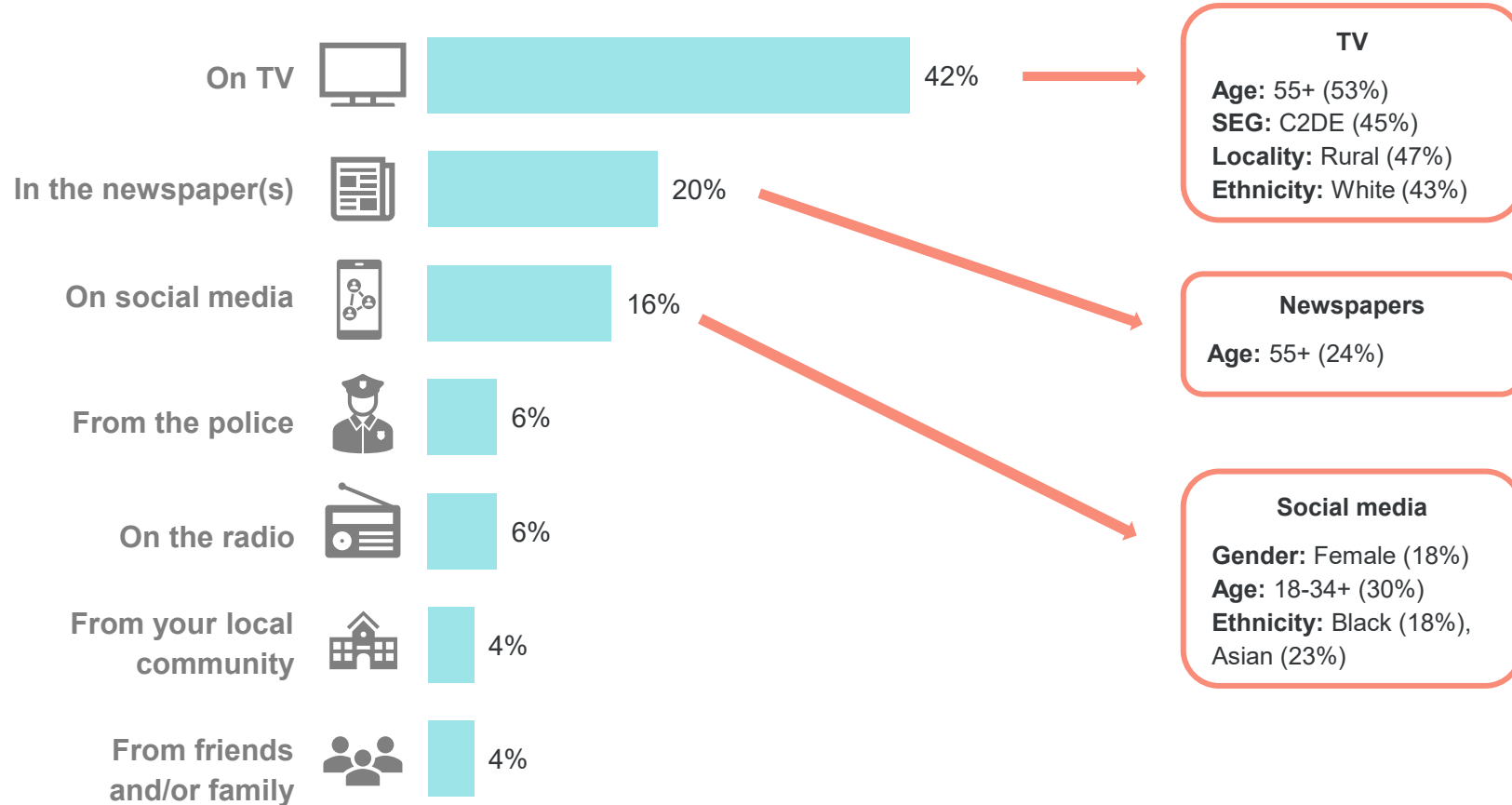
Confidence that the IOPC does a good job is mostly consistent across different demographic groups

Q. How confident, if at all, are you that the IOPC does a good job?



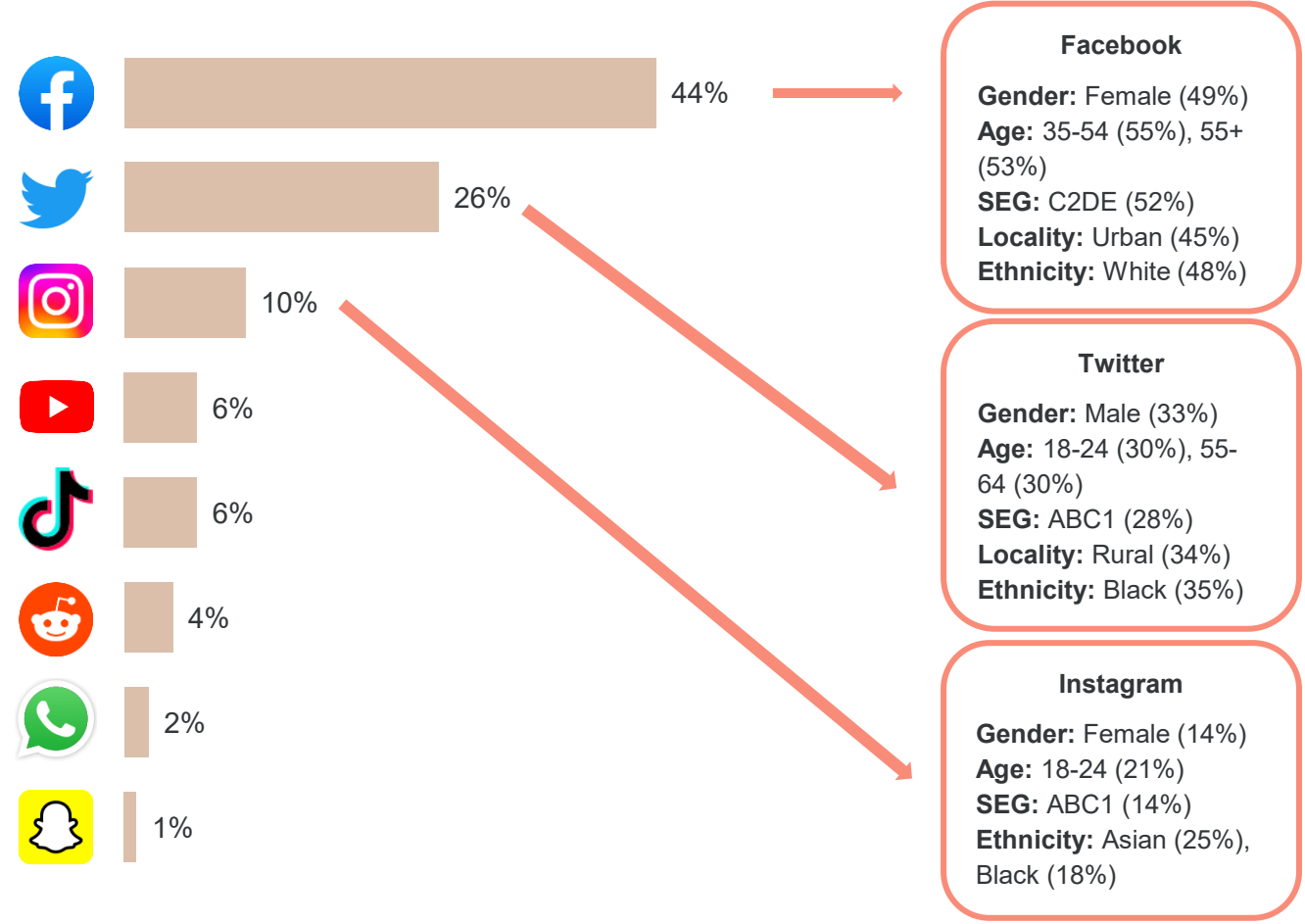
Most people still receive police news from traditional sources like TV and newspapers, but young people often receive it from social media

Q. Where do you think that you personally would be most likely to see or hear information or news stories about police conduct or the IOPC?



Of the social media platforms, Facebook is where the public think they would be most likely to hear about the IOPC

Q. You said you would be most likely to see further information about the IOPC on social media. Which social media platform would you most likely see or hear this on?

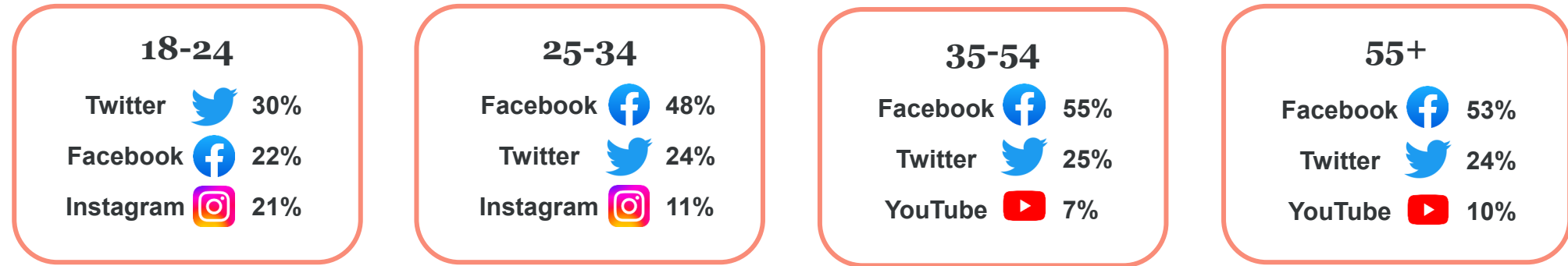


35 | Base: All who would find information / news stories about the police on social media Waves 6.1 and 6.2 combined n=617
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Young people are more likely to see information about the IOPC on Twitter than other age groups

Q. You said you would be most likely to see further information about the IOPC on social media. Which social media platform would you most likely see or hear this on?

Top sources per age bracket

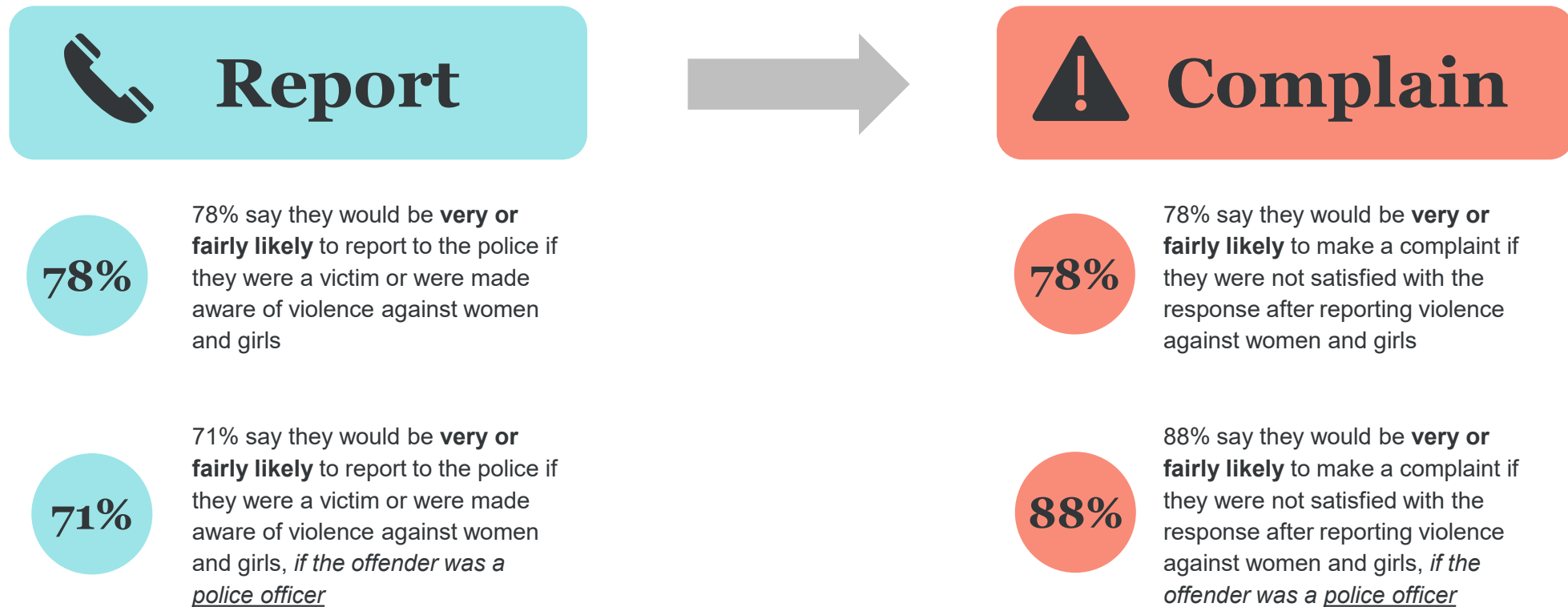


Base: All who would find information / news stories about the police on social media Waves 6.1 and 6.2 combined 18-24 n=186, 25-34 n=158, 35-54 n=189*, 55+ n=84* Ages grouped due to small base sizes

Violence against women and girls

The vast majority would report violence against women and girls, and also make a complaint if not satisfied with the initial response

Q. If you were a victim yourself OR were made aware of violence against women and girls (eg. stalking, harassment, abuse, assault), [where the offender was a police officer], how likely would you be to report it to the police? Q. You said you would be likely to report violence against women and girls to the police if you were a victim yourself or made aware of incidents of it [where the offender was a police officer]. If you weren't satisfied with the response after reporting this, how likely would you be to make a complaint?



Base: Wave 6.1 and 6.2 likely to report n=3,875, likely to complain n=3,006, likely to report if officer n=3,875, likely to complain if officer n=2,694

Women’s likelihood to report VAWG drops significantly if the offender is a police officer

Q. If you were a victim yourself OR were made aware of violence against women and girls (eg. stalking, harassment, abuse, assault), [where the offender was a police officer], how likely would you be to report it to the police?



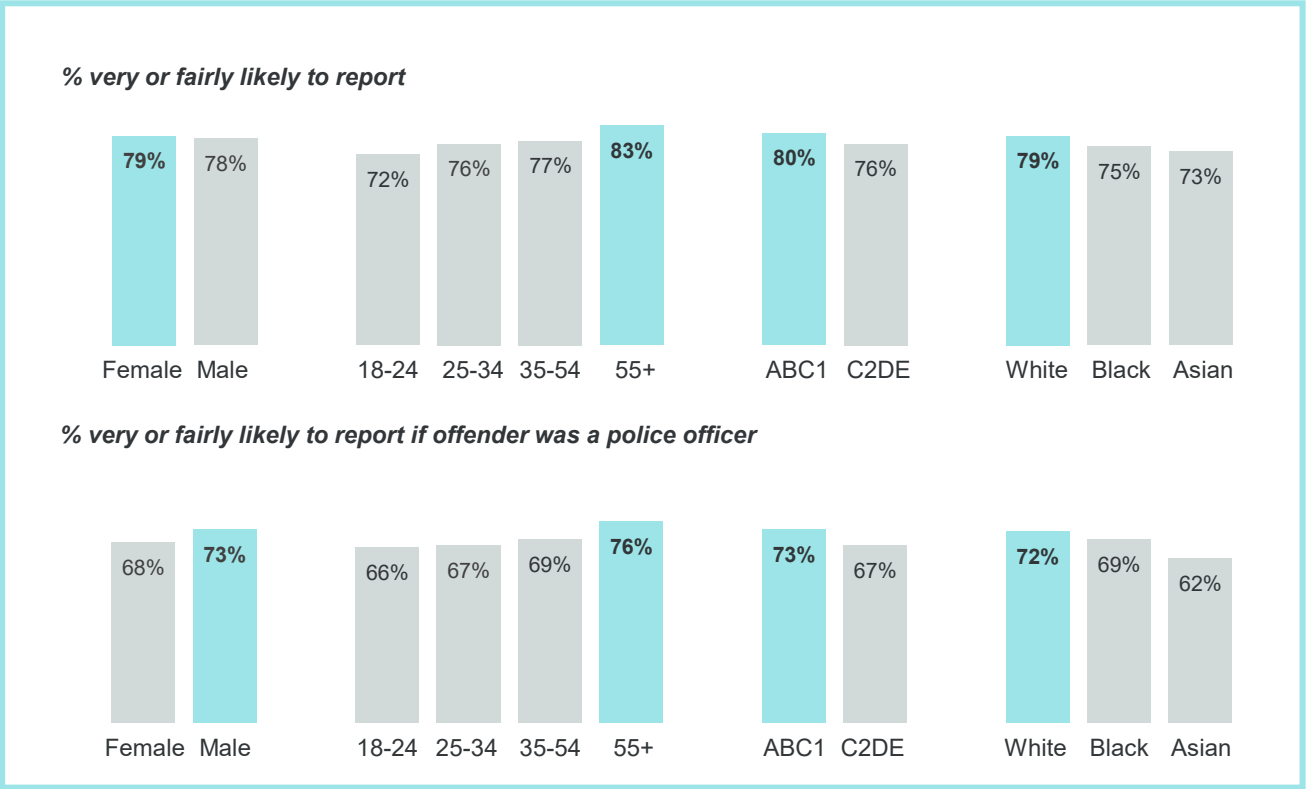
Report

78%

78% say they would be **very or fairly likely** to report to the police if they were a victim or were made aware of violence against women and girls

71%

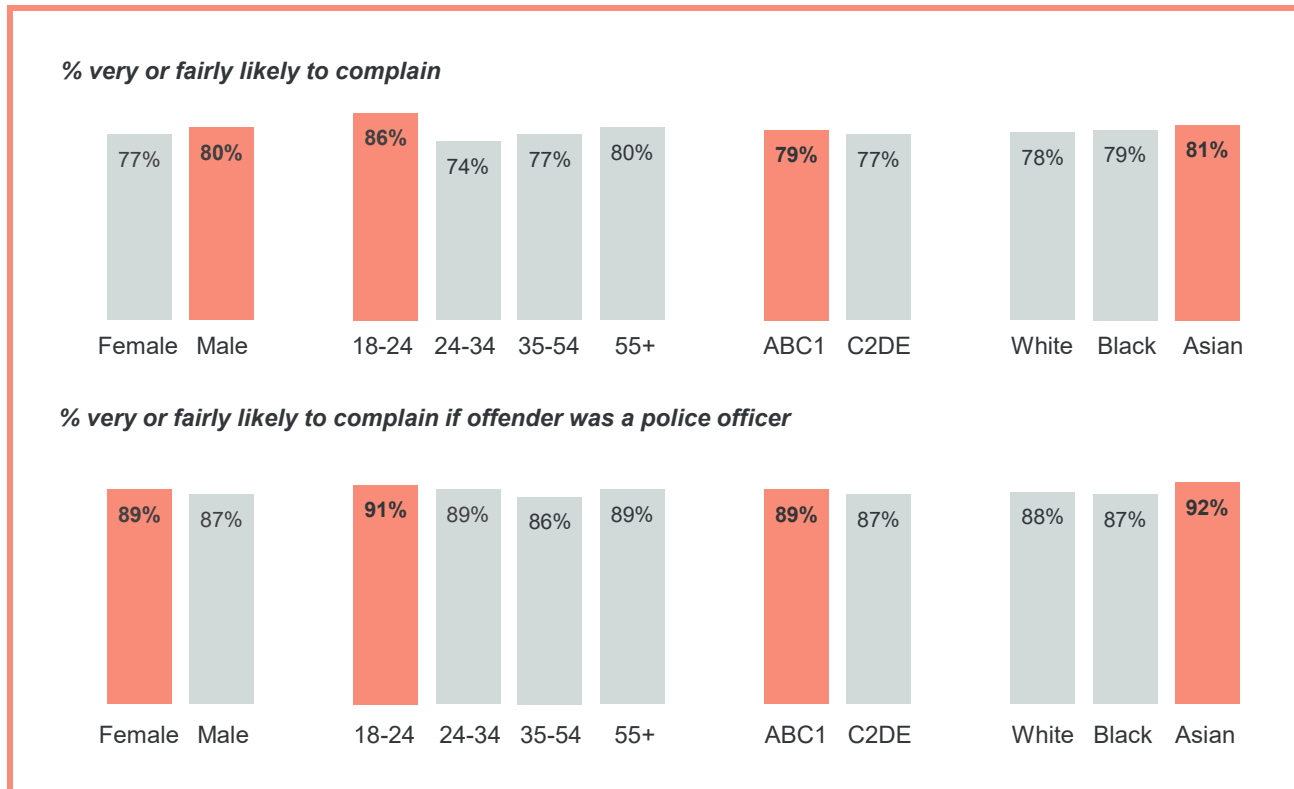
71% say they would be **very or fairly likely** to report to the police if they were a victim or were made aware of violence against women and girls, *if the offender was a police officer*



Base: Wave 6.1 and 6.2 likely to report n=3,875, Male n=1,897, Female n=1,968, 18-34 n=1,049, 35-54 n=1,283, 55+ n=1,543, ABC1 n=2,177, C2DE n=1,698, White n=3,156, Black n=157, Asian n=329

Younger and Asian people are more likely to complain where the offender is a police officer

Q. You said you would be likely to report violence against women and girls to the police if you were a victim yourself or made aware of incidents of it [where the offender was a police officer]. If you weren't satisfied with the response after reporting this, how likely would you be to make a complaint?



Complain

78%

78% say they would be **very or fairly likely** to make a complaint if they were not satisfied with the response after reporting violence against women and girls

88%

88% say they would be **very or fairly likely** to make a complaint if they were not satisfied with the response after reporting violence against women and girls, *if the offender was a police officer*

Base: Wave 6.1 and 6.2 likely to complain n=3,006, Male n=1,468, Female n=1,531, 18-34 n=766, 35-54 n=977, 55+ n=1,263, ABC1 n=1,731, C2DE n=1,275, White n=2,486, Black n=117, Asian n=232

The perception that complaining would not lead to any change is the main barrier to making a complaint

Q. You said you would not be likely to make a complaint if you weren't satisfied with the response after reporting violence against women and girls. Why would you not be likely to complain?

Complaining wouldn't change anything

Too much hassle / don't have the time or energy to complain

Don't know how to complain

Wouldn't be taken seriously

“There is no point. If they don't deal with it first time, they certainly won't deal with it as it is a complaint against them.”

“I have too much going on, I wouldn't have the energy to pursue a complaint.”

“I don't know how or where to complain to, and I don't feel it would be taken seriously if I did.”

*“I wouldn't feel at all confident that my complaint would be taken seriously. I wouldn't want to put myself through **further distress** by having to fight to be listened to. I believe these kinds of **complaints are often overlooked or diminished** and prosecution rates of violence against women are low.”*

*“Because if they didn't do their job and help out the first time, **why would it be any different the second time.**”*

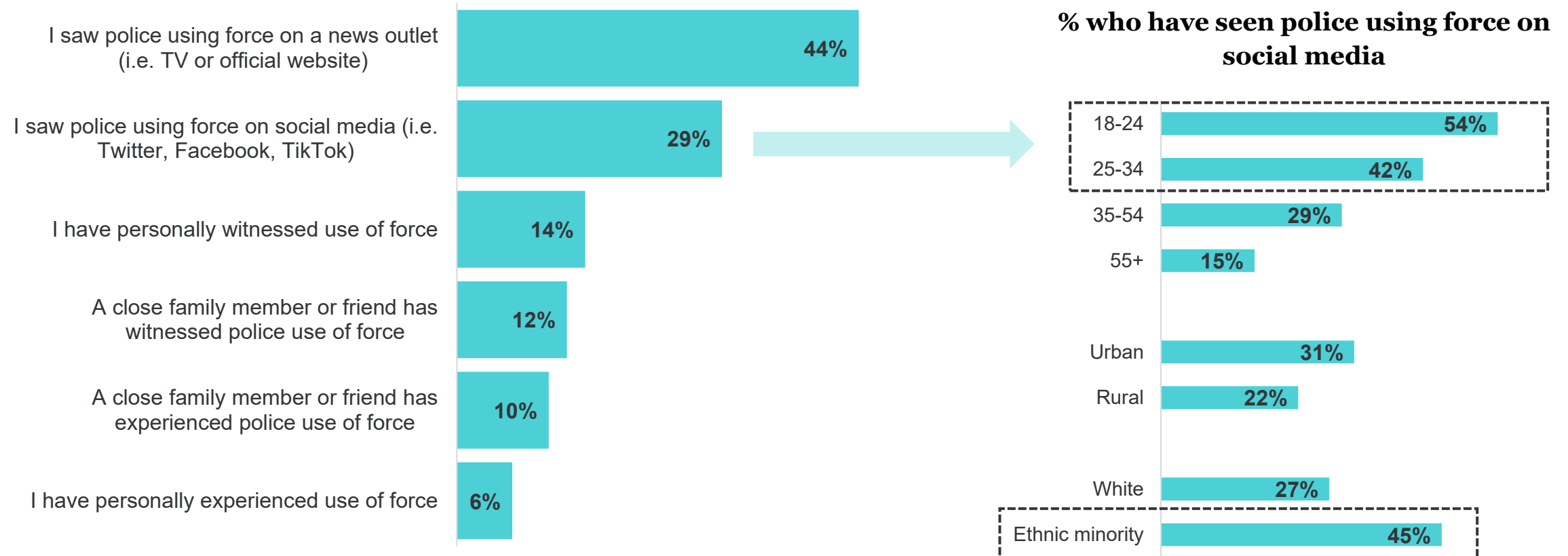
*“**Time and hassle** involved in making and investigating complaints.”*

*“Because **I would not know how to make a complaint**, and I would not be confident that it would be followed up.”*

Use of force

Traditional media is driving exposure to police use of force incidents overall, but social media is central for reaching young people

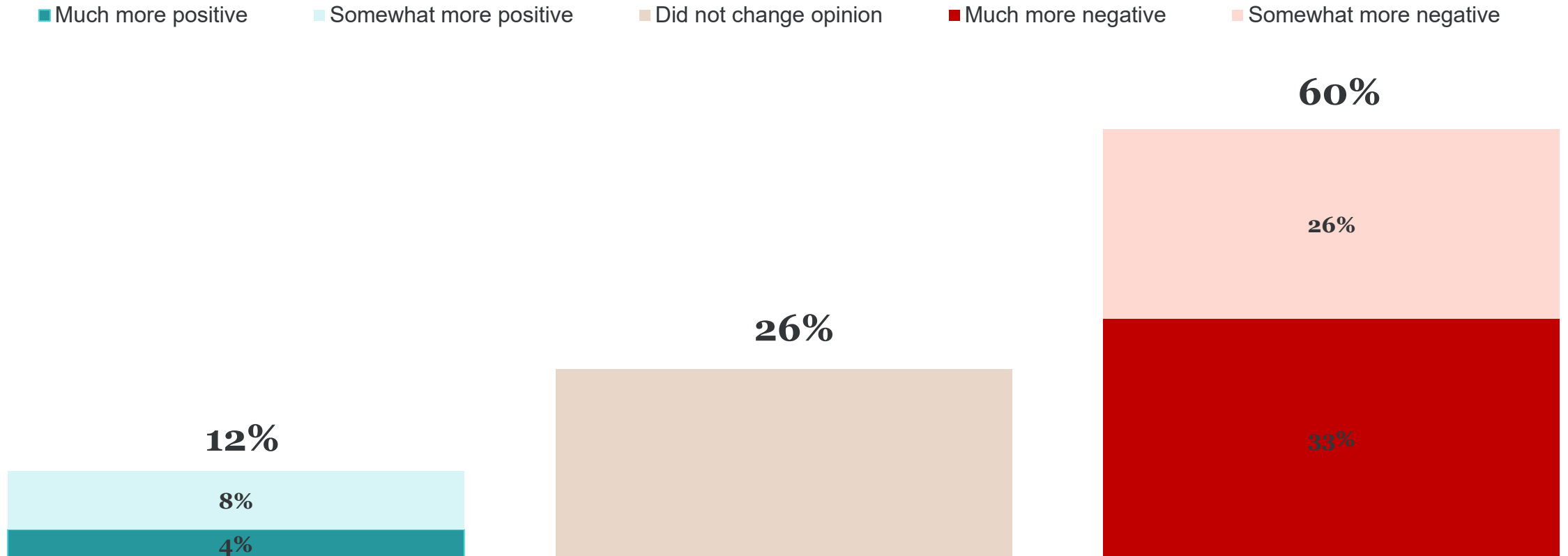
Q. Have you or a close family member or friend ever personally witnessed and/or experienced the police using force against you or a member of the public?



Base: Total wave 6.2 and 6.3 n=6175

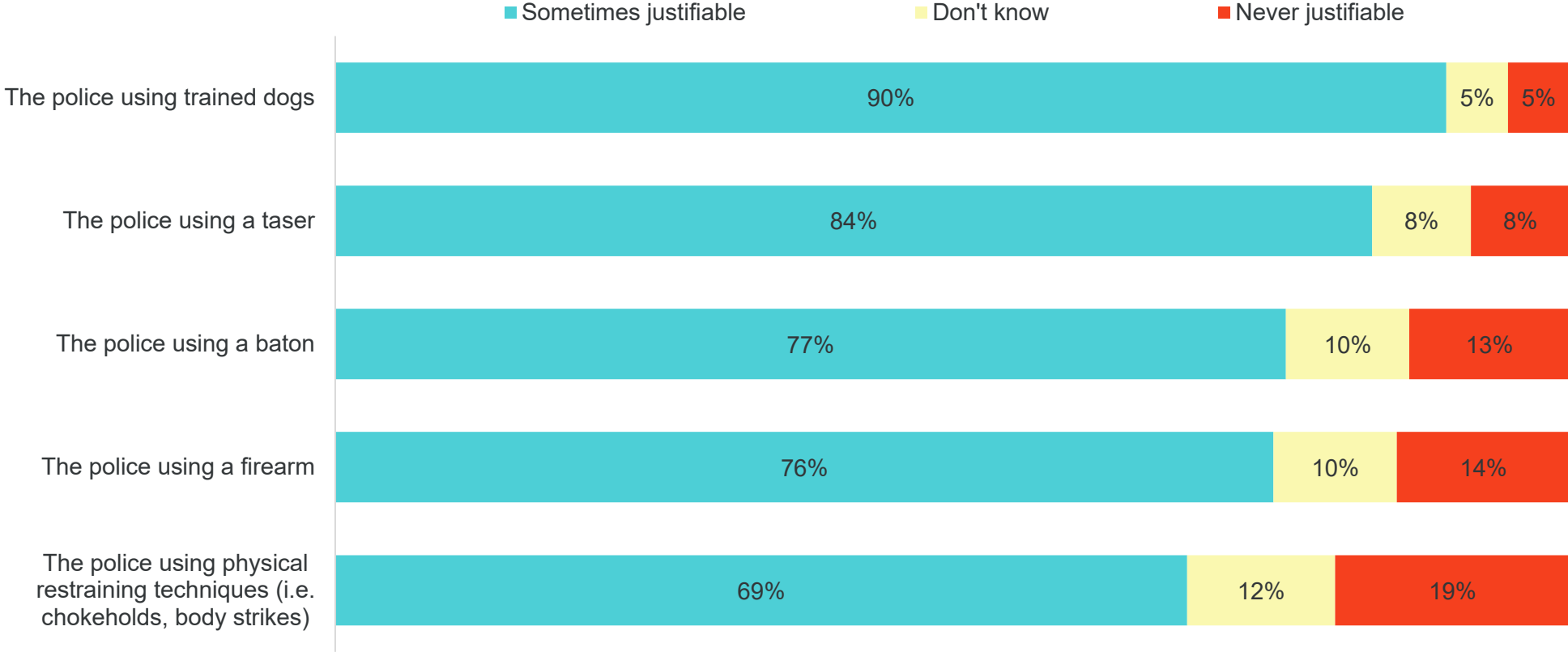
Experiencing or witnessing police use of force leads to a more negative opinion of the police for the majority

Q. How, if at all, did witnessing and/or experiencing police use of force impact your opinion of the police?



Police use of physical techniques and firearms are the most contentious uses of force

Q. For each of the following, please say whether, in your personal opinion, you think it is sometimes justifiable or never justifiable.



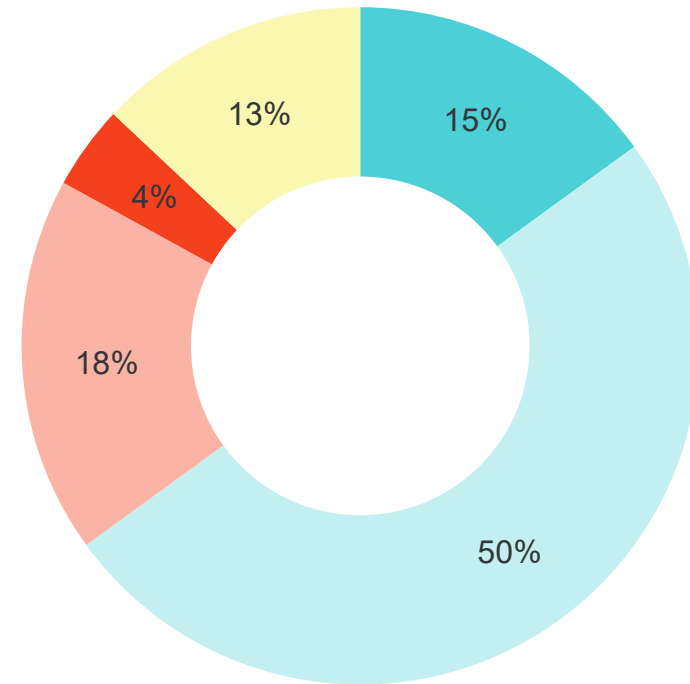
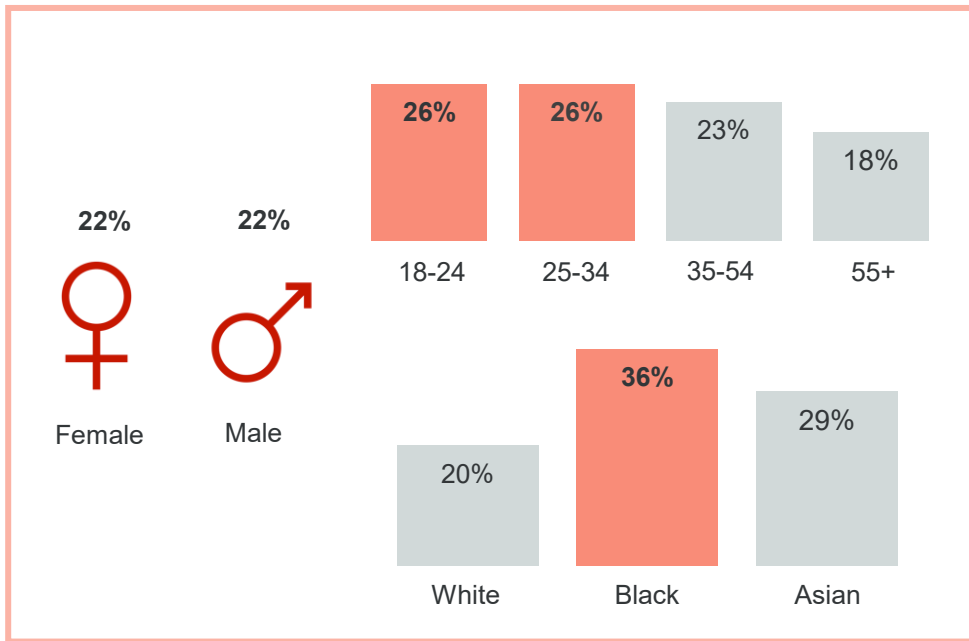
Base: Total wave 6.2 and 6.3 n=6,175
IOPC - Yonder Public Perception Tracker Wave 6 Summary Report 2023

A majority think the police use force in a fair & proportionate way, but ethnic minorities are more likely to disagree

Q. To what extent, if at all, do you think that the police in the United Kingdom use force in a fair and proportionate way when dealing with incidents involving members of the public?

Very much so To some extent Not very much Not at all Don't know

% that think not very much or not at all



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