

Ipsos MORI's policing research experience encompasses a wide range of issues, including:

- neighbourhood policing
- force restructuring
- drivers of satisfaction with the police
- public confidence in the Criminal Justice System
- victims' and witnesses' experiences of the criminal justice system
- anti-social behaviour and respect.

Below we have outlined details of some of our projects and have provided a link to the findings where they are publicly available.

**Edinburgh Fear of Crime Survey (2005-2007).** In 2005, Ipsos MORI conducted the first annual Edinburgh fear of crime survey on behalf of the Edinburgh Community Safety Partnership. The study aims to examine perceived current levels of crime and fear of crime across Edinburgh, highlighting emerging priorities and areas of success. The survey will be conducted on an annual basis, providing a baseline for fear of crime in the city.

To read the annual reports from the surveys, please follow this link to our website –

<http://www.ipsos-mori.com/scotland/crime.shtml>

**Anti-social Behaviour in Edinburgh (2006-2008).** The City of Edinburgh Council is working with Partners to tackle anti-social behaviour across the city, with specific activities targeting certain areas. The success of this work will be monitored over time through the collection of administrative statistics, and by assessing the views and experiences of the public. Ipsos MORI Scotland was commissioned to undertake annual face-to-face research across the city, with booster samples in particular neighbourhoods, to gather management information and monitor key indicators for submission to the Scottish Government. The programme of research is expected to run for three years.

**2003 Scottish Crime Survey.** The Scottish Crime Survey has been the main measure of Scottish households' and adults' experiences of crime since it was established in 1993. It provides an alternative to police-recorded crime statistics and gives a measure of households' and individuals' experience of crime and victimisation based on the experience of a sample of households. Ipsos MORI worked with TNS System Three to conduct the 2003 sweep of the Scottish Crime Survey (SCS). This involved 5,000 interviews at a random sample of Scottish households.

<http://www.scotland.gov.uk/Publications/2004/12/20379/48078>

**2004 Scottish Crime and Victimization Survey.** The 2003 SCS was the last of the series of face-to-face surveys of victimisation surveys in Scotland. Following a review of the SCS, the survey was transferred to collect data by telephone interview. As part of this transfer Ipsos MORI and TNS System Three undertook a parallel face-to-face survey repeating the 2003 sweep. The analysis of the data from both surveys was undertaken by Ipsos MORI, providing the Scottish Executive with an assessment of the impact of the change to telephone surveying. Following this analysis, the Executive reverted to face-to-face interviewing for 2006.

<http://www.scotland.gov.uk/Resource/Doc/162891/0044297.pdf>

**The impact of PCSOs on public perceptions in the Royal Borough of Kensington and Chelsea (2005).** Ipsos MORI conducted a study on PCSOs which comprised of focus groups and depth interviews with local residents, young people, police, PCSOs, local councillors and council officers. The research focused on the impact of PCSOs on public perceptions of safety; awareness and experience of PCSOs; and attitudes towards PCSOs' current working arrangements.

**Independent Police Complaints Commission (2005-2006).** The IPCC (Independent Police Complaints Commission) commissioned Ipsos MORI to conduct qualitative research with people across England and Wales. The project was designed to complement a quantitative survey about levels of confidence in the IPCC. In particular the IPCC was interested in finding out more about the views and experiences of people the quantitative survey identified as less likely to approach the IPCC and make a complaint against a police officer (including people from BME backgrounds, travellers, LGB groups, younger people, those from C2DE social grades, as well as those whose first language was not English and who had poor English skills). The research has helped the IPCC to shape its communication strategies and identify where efforts should be focused to improve confidence in, and awareness of the complaints system. The research reports are available for download here –

[http://www.ipcc.gov.uk/index/resources/research/public\\_confidence.htm](http://www.ipcc.gov.uk/index/resources/research/public_confidence.htm)

**Bedfordshire Police Authority "Good Job" Survey (2005).** A quantitative and qualitative study to analyse what the Bedfordshire public think a "good job" by the police is, and to look at which priorities the force should be focusing on to improve this rating. The research was conducted in two strands, first being led by a qualitative exploration of residents' perceptions of policing and their preferred priorities, from which a questionnaire was developed to explore a representative sample of residents' views on the main issues that were raised via the consultation.

## **RECENT RESEARCH EXPERIENCE**

Below we outline some other examples of recent and current research undertaken by Ipsos MORI. In most cases the research findings are not yet in the public domain, but we would be pleased to provide more details where possible.

**Neighbourhood policing survey for HMIC, 2007.** Her Majesty's Inspectorate of Constabulary (HMIC) commissioned Ipsos MORI to conduct a nationwide survey to find out what people think of neighbourhood policing issues in their local area. The research focused on respondents' awareness of local police teams and perceptions of opportunities to become involved in helping the police to tackle problems in their local area.

**Budget consultation for Avon & Somerset Police, 2007.** Avon & Somerset Police commissioned us to carry out quantitative and qualitative research among residents to find out about levels of satisfaction among users and non-users of local policing services. The focus of the research was on how the media has influenced their perceptions; their understanding of the implications behind levels of police funding; and the perceived importance of local policing priorities.

**Neighbourhood Policing online survey of senior officers for the Home Office.** In order to monitor the implementation of neighbourhood policing at Force and Basic Command Unit (BCU) level up until 2008, the Citizen Focused Policing Research Unit within the Home Office commissioned Ipsos MORI to conduct a longitudinal survey of all police forces and

BCUs in England and Wales. The survey was conducted online with ACPO lead officers for neighbourhood policing and BCU commanders. Information collected in the survey included the nature of the policing approach adopted, progress with implementation and other changes, level of compliance with the draft practice advice as well as key organisational 'facts'. The first two stages of the research achieved response rates of over 90%.

**Cognitive Question Testing Scotland's Census Ethnicity Classification.** As part of the preparations for the 2011 Census, the Scottish Executive has commissioned Ipsos MORI to conduct cognitive question testing of proposed questions on ethnic classification. The overall aim of the research is to provide evidence on how the different test questions are interpreted by respondents, whether the questions elicit the required information or ethnicity and to indicate how response patterns differ between the 2001 Census and revised questions. 88 cognitive interviews are currently being conducted with black and minority ethnic respondents across Scotland.

## **OUR LATEST THINKING**

Ipsos MORI researchers are frequently involved in publishing our thoughts on a range of issues. Some of our most important publications are included below:

### **British Views on Respect**

<http://www.ipsos-mori.com/polls/2005/respect.shtml>

Ipsos MORI's research preceded the launch of the government's Respect Action Plan which sets out a range of measures to tackle anti-social behaviour and build a culture of respect in society.

### **Public Concern About ASB And Support For ASBOs**

<http://www.ipsos-mori.com/polls/2005/asbo.shtml>

This survey provides a gauge of public opinion towards the use of anti-social behaviour orders (ASBOs).

### **Public Confidence In The Criminal Justice System**

<http://www.ipsos-mori.com/publications/bp/public-confidence-in-cjs.pdf>

The public's attitudes and perceptions of the system and its constituent agencies were measured to identify key factors relating to levels of confidence and satisfaction.

### **Experiences of the Criminal Justice System**

<http://www.ipsos-mori.com/polls/2003/pdf/auditcommission.pdf>

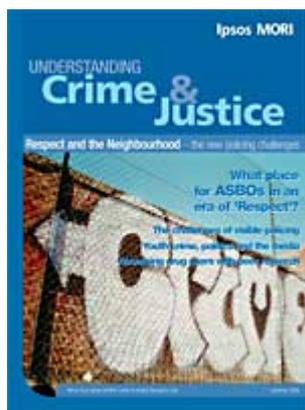
Ipsos MORI explore victims' and witnesses' experiences of crime and the criminal justice system for the Audit Commission.

### **Contacting the Police**

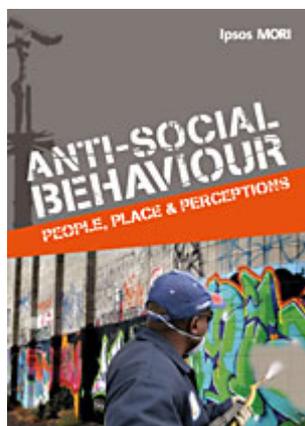
<http://www.ipsos-mori.com/publications/aea/contacting-the-police.pdf>

Customer Satisfaction Survey for the Office of Public Service Reform.

To read our latest Crime & Justice newsletter please follow this link to our website - <http://www.ipsos-mori.com/publications/newsletters/crimejustice.pdf>



### **Anti-social Behaviour and Respect: People, Place and Perceptions**



This report is the first to map how anti-social behaviour is perceived at a local level across all parts of England and how these views are changing over time. Tailored analysis enables us to identify where perceptions are not as we might expect; in some areas perceptions of anti-social behaviour are better than we would predict, in others they are worse.

To request a copy of the report, please get in touch.

#### **Ipsos MORI contacts**

Vickie Chamberlain  
[vickie.chamberlain@ipsos-mori.com](mailto:vickie.chamberlain@ipsos-mori.com)

Amy Homes  
[amy.homes@ipsos-mori.com](mailto:amy.homes@ipsos-mori.com)

Tel: 0131 220 5699  
[www.ipsos-mori.com/scotland](http://www.ipsos-mori.com/scotland)