



Home Office

Policing and the criminal justice system – public confidence and perceptions: findings from the 2003/04 British Crime Survey

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Home Office Online Report 31/05

The views expressed in this report are those of the authors, not necessarily those of the Home Office (nor do they reflect Government policy).

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Introduction

The figures in this report are based on the 2003/04 British Crime Survey (BCS). The BCS is a face-to-face continuous survey of approximately 40,000 adults in private household in England and Wales. The first results from the 2003/04 survey were published in *Crime in England and Wales 2003/2004* (Dodd et al., eds. 2004). For further information on the 2003/04 BCS, including terminology, please refer to this volume.

The report presents the findings from the 2003/04 British Crime Survey on public confidence and perceptions of policing and the wider criminal justice system. The report looks at:

- levels and recent trends for confidence in the CJS, and also ratings of criminal justice agencies
- who is confident in the CJS and perceived priorities of the system, as well as respondent's views on sentencing
- contacts with and views of the police, and assessment of police performance
- for crimes the police came to know about, information provided by victims about the service they received from the police

This report is divided into two sections, with a **summary** at the start of each.

The British Crime Survey

The BCS is a nationally representative, household victimisation survey that has been conducted since 1982. The main purpose of the survey is to measure the extent and nature of criminal victimisation against adults, aged 16 or over, living in private households in England and Wales.

The 2003/04 BCS reports on 37,931 interviews conducted between April 2003 and March 2004 and refers to incidents experienced by respondents in the 12 months prior to their interview. BMRB Social Research carried out the fieldwork for the 2003/04 BCS. Interviews were conducted face to face by trained interviewers. The response rate was 74 per cent.

Further information on the British Crime Survey and access to recent publications can be found at <http://www.homeoffice.gov.uk/rds/bcs1.html>

1 Confidence and perceptions of the criminal justice system

Jonathan Allen, Jorgen Lovbakke and May El Komy

1.1 SUMMARY

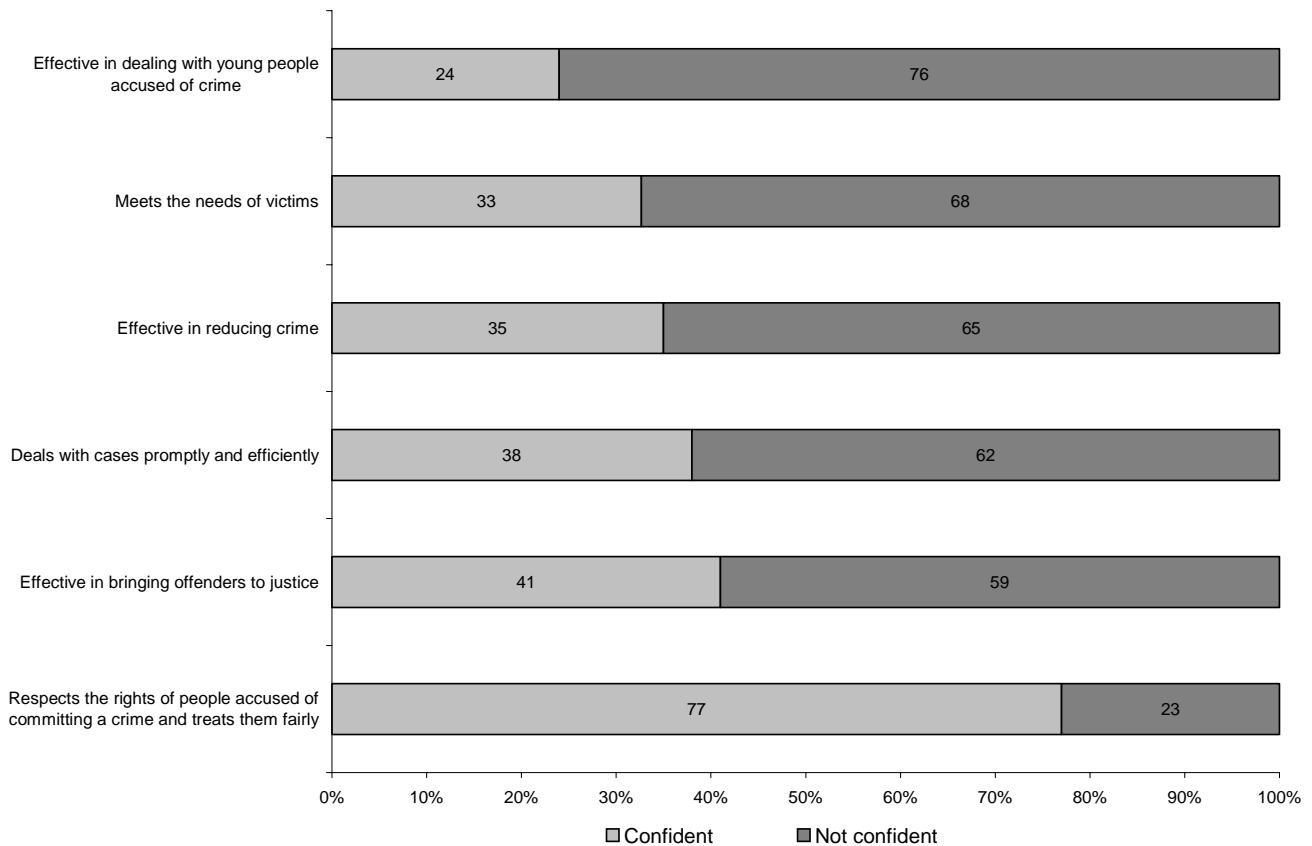
- Three-quarters of people in 2003/04 were very or fairly confident that the criminal justice system (CJS) respects the rights of people accused of committing a crime and treats them fairly. In respect of the other measures, less than half of people were confident.
 - Confidence in the criminal justice system was slightly higher in 2003/04 than it had been the previous year.
 - In 2003/04 people from all ethnic groups were more likely to be confident that the CJS meets the needs of victims than in 2002/03.
 - As with previous years of the British Crime Survey (BCS), for the majority of measures confidence in the criminal justice system was highest amongst the younger age groups.
 - Ratings of the criminal justice system agencies were higher in 2003/04 than in the previous year in respect of all the agencies with the exception of the police. Ratings of the police in general remained the same as in 2002/03.
 - The most highly rated criminal justice agency was the police. This is in line with all previous years' data from the BCS.
 - For all ethnic groups, there were statistically significant increases in proportions saying that the Crown Prosecution Service and the Youth Courts were doing a good or excellent job compared to 2002/03.
 - Half of all respondents felt that bringing offenders to justice should be the highest priority for the criminal justice system.
 - Three-quarters of all respondents felt that court sentences were too lenient.
-

1.2 LEVELS OF CONFIDENCE

In the 2003/04 BCS there were six questions assessing confidence in the CJS¹. The questions were asked of all respondents, and provide an indicator of the levels of confidence in the CJS amongst the general public (Figure 1.1).

- Whilst 77 per cent of adults were very or fairly confident that the CJS respects the rights of those accused of a crime, only 41 per cent were confident that the CJS is effective in bringing those who have committed a crime to justice, and 33 per cent were confident that the CJS meets the needs of victims.
- Confidence that the CJS deals with cases promptly and efficiently, and is effective in reducing crime were at 38 per cent and 35 per cent respectively for 2003/04.
- Confidence was lowest in relation to the effectiveness of the CJS in dealing with young offenders, only one in four people expressed a level of confidence in this function of the CJS (24%).

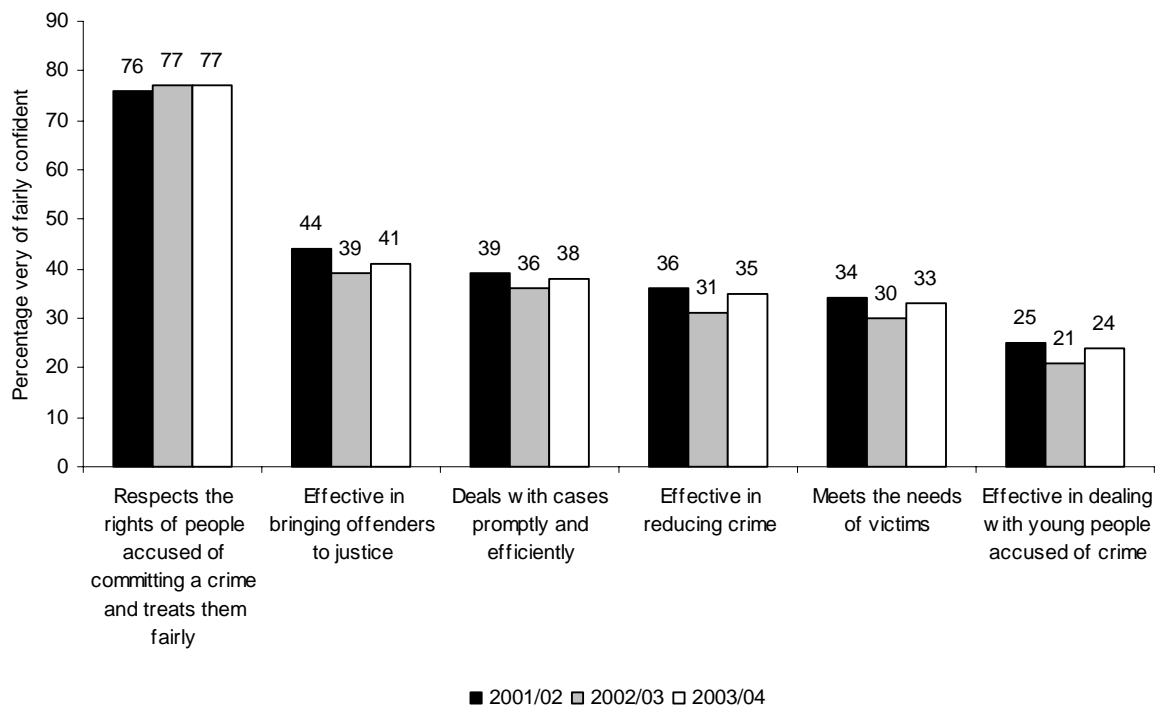
Figure 1.1 Confidence in the criminal justice system, 2003/04



¹ A seventh question about confidence that the CJS treats witnesses well was introduced halfway through the year but is not reported on in this volume.

- Following a decrease in confidence in all aspects of the CJS between 2001/02 and 2002/03, the levels of confidence found in the 2003/04 BCS showed a statistically significant increase, (except for respecting the rights of those accused of crime) and were near the levels found in 2001/02 (Figure 1.2).
- Results from the 2002/03 BCS showed that in general, those who had contact with the CJS at some point were less likely to express confidence in the system (see Pepper, S., Lovbakke, J. and Upson, A. 2004).

Figure 1.2 Change in confidence levels, 2001/02 to 2003/04



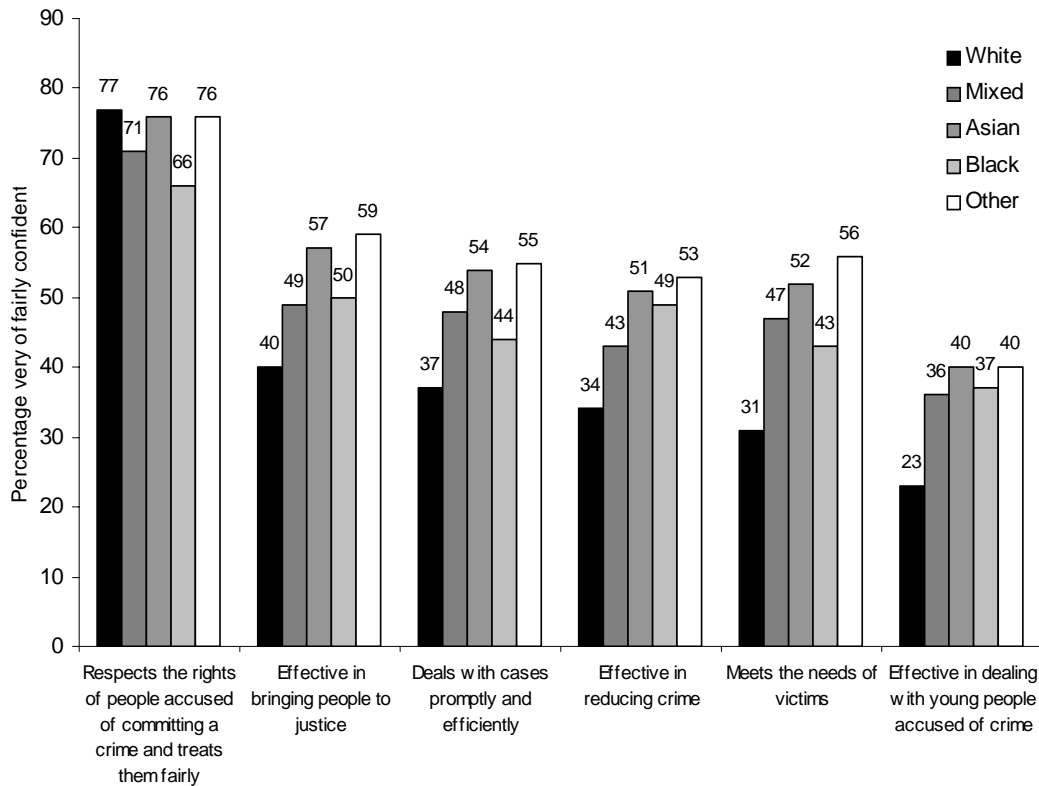
1.3 WHO IS CONFIDENT?

- The findings of the 2003/04 BCS repeat the findings of previous years that confidence in the CJS is higher among younger people for all questions except confidence that the CJS respects those accused of crime, where there is little difference between age groups (Table 1.01).
- Confidence in all CJS functions tended to be higher among women than men, again with the exception of the question on respecting those accused of crime, where men were more confident. (Table 1.01).

Minority ethnic communities ²

- As in 2002/03, for all aspects of the criminal justice system except confidence that the system respected the rights of the accused and treated them fairly, a higher proportion of people from minority ethnic groups than White people expressed confidence (Figure 1.3).
- The proportion confident that the CJS respects the rights of people accused of committing a crime and treats them fairly remained stable since 2002/03 for all ethnic groups.
- People from all ethnic groups were more confident in 2003/04 that the CJS meets the needs of victims than in 2002/03.
- There were also significant increases since 2002/03 in the proportions confident that the CJS is effective in bringing people to justice and also in reducing crime, for all but the Mixed ethnic group.

Figure 1.3 Confidence in the criminal justice system by minority ethnic group, 2003/04



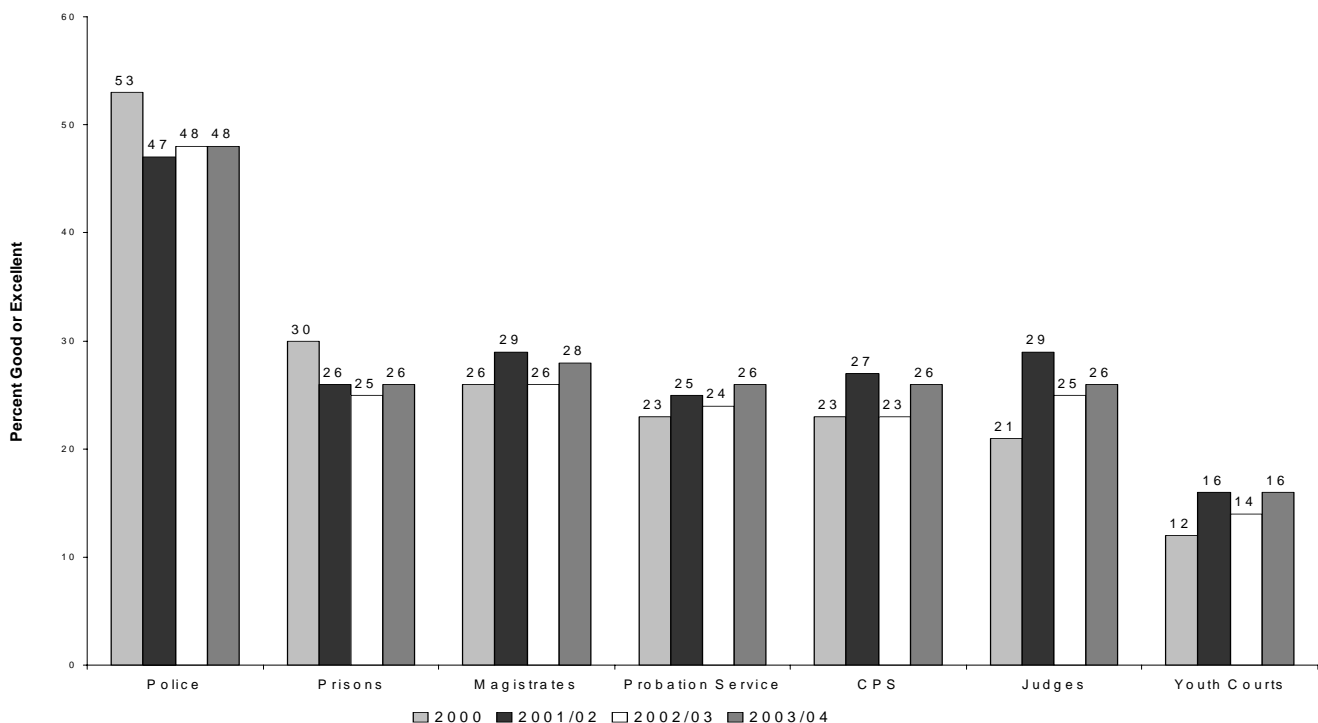
² See Sharp (2005) for more information on ethnic minorities experiences of the CJS.

1.4 RATINGS OF CRIMINAL JUSTICE AGENCIES

As well as asking about general confidence in the CJS, the BCS asks about confidence in particular criminal justice agencies. Confidence in the individual criminal justice agencies has seen similar changes to overall confidence in the CJS (Figure 1.4).

- The most highly rated agency remains the police, with 48 per cent saying that the police in general are doing an excellent or good job, and 47 per cent saying the police are doing a good job locally in 2003/04. (Policing issues are described in more detail later in the publication.)
- Confidence in the other agencies saw minor increases compared to 2002/03, but remain relatively low at around one in four (with good/excellent rating): for prisons (26%), probation (26%), judges (26%), magistrates (28%), and the CPS (26%). As is the case for general confidence in the CJS, youth justice received the lowest ratings, with only one in six (16%) saying that youth courts are doing a good or excellent job. The majority of members of the public have had no contact with these agencies (unlike the police) however, and therefore their confidence in and knowledge of their work is not generally based on personal experience.
- As in 2002/03, in general Asian people were the most likely to rate the criminal justice agencies as doing an excellent or good job.
- For all ethnic groups, there were statistically significant increases in proportions saying that the Crown Prosecution Service and the Youth Courts were doing a good or excellent job compared to 2002/03.

Figure 1.4 Ratings of criminal justice agencies, 2000 to 2003/04



1.5 PRIORITIES OF THE CRIMINAL JUSTICE SYSTEM

BCS respondents were asked to select from a prompted list the function which they believed should be the highest priority for the CJS³.

- Half of all respondents felt that bringing people who commit crime to justice should be the highest priority for the criminal justice system. The second most frequently selected priority was reducing crime followed by dealing promptly and efficiently with cases (Table 1A).
- These priorities were consistent for both men and women and across age groups. However, among 16-24 year olds the proportion rating bringing offenders to justice as the top priority was lower than for other age groups, while the proportion putting reducing crime as the top priority was higher (Table 1A).

Table 1A Respondents highest priority for the CJS

	<i>Percentages</i>						2003/04 BCS	
	Bringing offenders to justice	Meeting victims' needs	Respecting rights of accused	Dealing promptly and efficiently with cases	Reducing crime	Dealing with young people accused of crime	Reducing worry about crime	
16-24	45	5	4	12	29	3	2	
25-44	52	4	2	10	27	4	1	
45-64	51	5	1	14	23	3	2	
65-74	49	6	2	19	19	4	2	
75+	50	8	3	16	17	4	2	
Total	50	5	2	13	24	3	2	

1. Don't know and 'other' non-defined categories excluded from analysis.

³ The list included: bringing people who commit crime to justice; meeting the needs of victims of crime; respecting the rights of people accused of committing a crime and treating them fairly; dealing with cases promptly and efficiently; reducing crime; dealing with young people accused of crime; and reducing worry about crime.

1.6 VIEWS ON SENTENCING

There is evidence from previous years of the BCS which suggests that people who are better informed about crime and the criminal justice system tend to rate the system more highly (Mattinson and Mirrlees-Black, 2000 and Mirrlees-Black, 2001). Further research has shown that giving people access to accurate information about crime and the criminal justice system can improve confidence in at least some aspects of the criminal justice system (Chapman *et al*, 2002; Salisbury (2004).

Respondents were asked a set of questions to find out about their knowledge and attitudes to sentencing practices.

- When asked '*out of every 100 men aged 21 and over who are convicted of house burglary, how many do you think are sent to prison?*', the average estimate was 38.
- When asked '*out of 100 men aged 21 and over who are convicted of rape, how many do you think are sent to prison?*', the average estimate was 56.

Sentencing statistics from 2003 show that of men aged 21 and over sentenced for burglary of a dwelling, **58** per cent were sentenced to immediate custody (compared to the estimate of 38). The corresponding figure for men aged 21 and over sentenced for rape is **97** per cent (compared to the estimate of 56) (RDS NOMS, 2005). The BCS responses therefore show that people underestimate sentencing practice to a certain extent.

- Given this underestimate, it is not surprising that 75 per cent of all respondents felt that sentences were too lenient and only 22 per cent thought that sentences were about right.
- The youngest age group were more confident, with less than two-thirds saying that sentences were too lenient and 34 per cent saying that sentences passed down by the courts were 'about right' (Table 1B).

Table 1B **Belief in severity of sentencing practices by age group**

<i>Percentages</i>	2003/04 BCS		
	Too tough	Too lenient	About right
Male	2	76	22
Female	2	74	23
16-24	4	62	34
25-44	2	76	22
45-64	2	78	20
65-74	2	80	18
75 +	1	77	22
All	2	75	22

1. Don't knows excluded.

A further question asked respondents if they thought sentences given out by the court were appropriate. One in three (34%) said they were – more than the 22 per cent who thought sentences were about right but still a minority.

It appears therefore that there is still a need to inform the public about the relative severity of current sentencing practices in order to improve perceptions.

2 Policing and the public

Hannah Roy

2.1 SUMMARY

- Forty-seven per cent of people in 2003/04 felt that the police in their local area did an excellent or good job.¹ This compares to 48 per cent of people that felt the police in general were doing an excellent or good job.
- Women were more likely to rate the local police and police in general as doing an excellent or good job than men (49% and 45% respectively for local police, 50% and 45% respectively for police generally).
- As found in previous years, in general, people believed that the rest of society viewed the police less favourably than they do. Eighty per cent of respondents said that they personally viewed the police with respect or great respect; only 32 per cent said that the police were viewed with respect by society. A third (34%) believed that society viewed the police with disrespect but only three per cent of respondents stated that they themselves viewed the police with disrespect.
- Over two-fifths of adults had some kind of contact with the police in the previous year (43%).
- Ten per cent of adults reported having been stopped by the police whilst in a vehicle and three per cent had been stopped whilst on foot. Young men aged from 16 to 24 were particularly likely to have been stopped by the police.
- More than half of all adult victims reported that they were satisfied with the police response (58%), but a substantial minority was not. Victims who had face-to-face contact with the police were more likely to be satisfied with the way the police handled the matter than those who did not.
- Victims felt they had been kept well informed by the police in 30 per cent of all incidents the police came to know about.
- Respondents rated responding to emergency calls and detecting and arresting offenders as the most important aspects of police work. Burglary, drug dealing and sex crimes are the three types of crime that respondents were most likely to say should be police priorities.

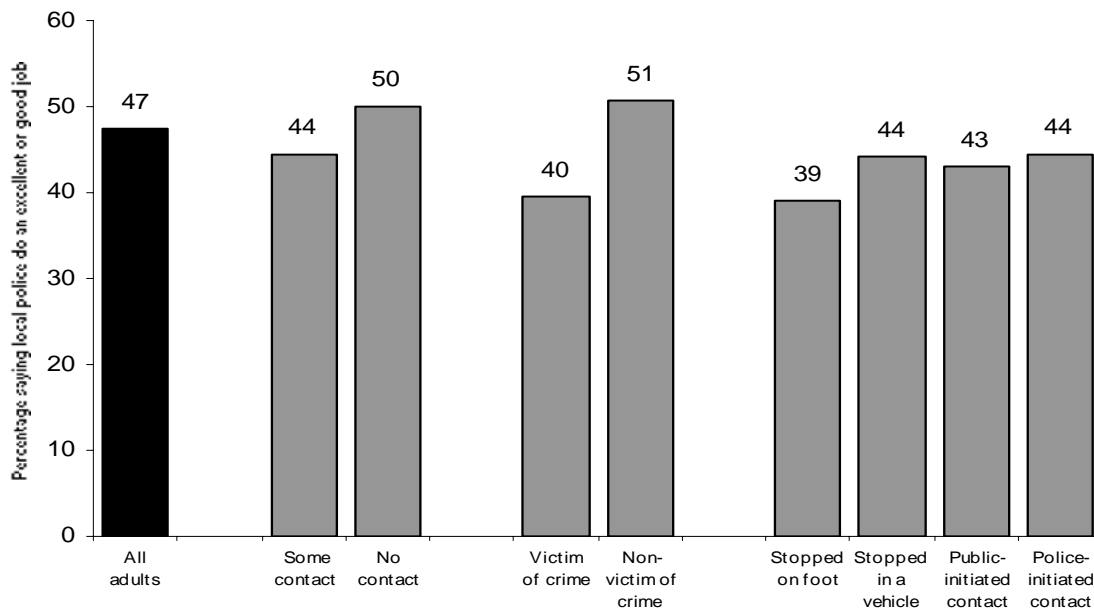
The 2003/04 British Crime Survey, as in previous years, asks respondents about their contacts with the police, their assessment of police performance and also asks questions about their views of the police. Victims of crimes the police came to know about are asked about the service they received from the police.

2.2 RATING OF THE POLICE

- Forty-seven per cent of people in 2003/04 felt that the police in their local area did an excellent or good job.¹ This compares to 48 per cent of people that felt the police in general were doing an excellent or good job. Attitudes towards the local police varied across different social groups and geographical regions (Table 2.01).
- Women were more likely to rate the local police and police in general as doing an excellent or good job than men (49% and 45% respectively for local police, 50% and 45% respectively for police generally).
- Respondents living in rural areas were more likely to hold favourable views about the local police. People living in council areas, inner-city areas or social rented sector accommodation had the lowest levels of confidence in their local police.
- Those in professional or managerial, skilled non-manual and skilled manual groups, and those in the private rented sector were most likely to say that their local police did an excellent or good job.
- Respondents with a low income had a more favourable view of the police in general, whereas rating of the local police varies very little by household income.
- Attitudes towards the local police are negatively related to personal experiences of the police. The local police were more likely to be rated as doing an excellent or good job by people who had no contact with them over the previous year (50%) than by those who had been in contact with them over this period (44%). Among people who were stopped on foot, ratings of the local police were particularly low at 39 per cent. 44 per cent of those that had been stopped whilst in a car said that the local police did an excellent or good job (Figure 2.1).
- People who had been a victim of crime in the last 12 months were less likely to rate their local police as doing an excellent or good job than non-victims (40% compared with 51%).

¹ The British Crime Survey's questions about attitudes towards the **local** police changed in the 2003/04 sweep, therefore the results are not comparable with the previous year's results. For trend data on this question please see *Crime in England and Wales 2002/03: Supplementary Volume 2: Crime, Disorder and the Criminal Justice System – public attitudes and perceptions, Chapter 2*.

Figure 2.1 Rating of the local police by type of contact



2.3 EFFECTIVENESS OF THE LOCAL POLICE

Respondents were asked how effective they thought the local police were in their involvement in day-to-day activities (Table 2.02).

- Respondents were most likely to say that the local police were effective in keeping order on the streets (63%) and least likely to say that the local police were effective in preventing crime (49%). However these differences are not great. Fifty-seven per cent thought the local police were effective in working in the community and 55 per cent that they were effective in both solving crimes and dealing with problems that really concern people.

2.4 VIEWS ABOUT THE POLICE

As well as asking respondents about their personal views of the police, the BCS also asks people how they believe the police are viewed by society today (Table 2.03).

- As found in previous years, in general people believed that the rest of society viewed the police less favourably than they do. Eighty per cent of respondents said that they personally viewed the police with respect or great respect; only 32 per cent said that the police were viewed with respect by society. A third (34%) believed that society viewed the police with disrespect but only three per cent of respondents themselves stated that they viewed the police with disrespect.

- Seventy per cent of respondents said they would feel supportive if a family member or close friend was interested in joining the police and 13 per cent would feel enthusiastic.² Although one third (33%) of people said that they would feel concerned about their safety, only five per cent said they would disapprove.

2.5 PUBLIC CONTACT WITH THE POLICE

- Forty-three per cent of adults had at least one type of contact with the police in the previous year, similar to the proportion in the 2002/03 BCS (44%), (Table 2.04).
- Just over a fifth (22%) of all adults had some form of police-initiated contact. This most commonly involved being stopped in a vehicle, being asked information about a crime, dealing with ringing alarms or having missing property returned.
- Of those respondents who had some form of police-initiated contact, 79 per cent were very or fairly satisfied with the way the police handled the matter.
- Thirty-one per cent of respondents had initiated some form of contact with the police. The public were most likely to contact the police to report: a crime; a suspicious person or circumstance; an accident or emergency.
- Of those respondents who had initiated some form of contact with the police 68 per cent were very or fairly satisfied with the way the police handled the matter.
- Where the police came to know about incidents involving a victim, 58 per cent of victims were very or fairly satisfied with the way the police handled the matter (Table 2.16).
- Levels of contact with the police have remained similar across most types of contact in comparison with the 2002/03 interviews.
- Among people who used the Internet³, 54 per cent said they would use it to report a crime or to provide or request information if the service was available.

Being stopped by the police

- Ten per cent of adults reported having been stopped by the police whilst in a vehicle and three per cent had been stopped whilst on foot. Men were more likely to be stopped than women: 13 per cent compared to seven per cent in a vehicle, and five per cent compared to one per cent on foot. Young men aged from 16 to 24 were particularly likely to be stopped by the police; 24 per cent were stopped in a vehicle and 21 per cent were stopped on foot (Table 2.05).

² Respondents were asked to choose from a list which words or phrases best matched how they would feel if a member of their family or a close friend was interested in joining the police. More than one answer was allowed.

³ 46 per cent of respondents reported personally using the Internet to send either emails or access Internet websites either at home or outside the home, including work (*Wilson (ed.) 2005*).

- Respondents from a Mixed, Asian or Black ethnic background were more likely than those in other ethnic groups to be stopped in a vehicle by the police (16%, 13% and 13% respectively). This compares to ten percent of Whites and nine per cent of Chinese and other ethnic groups.⁴
- Minority ethnic respondents were more likely to be stopped by the police both in a vehicle and on foot. Of those respondents who were stopped, members of minority ethnic groups were more likely to be searched. For all respondents, those stopped on foot were more likely to be searched (Table 2.06).
- Respondents were most commonly stopped in a vehicle for a routine check (e.g. checking a tax disc) and on foot for some matter other than an offence (Table 2.07 and 2.08).
- When asked how they felt when they were last stopped by the police respondents were most likely to say that they didn't mind and least likely to say that they felt guilty. When looking at ethnicity, minority ethnic people were significantly more likely to say that they felt upset than White respondents (13% compared to 9%). (Table 2.09).
- The most common outcome of being stopped in a vehicle or on foot was just being asked questions (Table 2.10 and Table 2.11). When looking at the ethnicity of those stopped on foot, White respondents were significantly more likely to be arrested than minority ethnic respondents (4% compared to less than 1%).

Respondents were asked a series of questions about how satisfied they were with the way the police dealt with them when they were stopped (Table 2.12).

- Respondents who were stopped but not searched, were more likely to say than respondents that were stopped and searched, that the police were interested, polite and treated them fairly; overall they felt more satisfied with the way they handled the matter. They were also most likely to say that the incident did not change their views of the police. However, looking at respondents who were stopped and searched, satisfaction with the police decreased in all areas. They were significantly more likely to say that the incident led them to view the police less favourably.

2.6 VICTIMS' CONTACT WITH THE POLICE

The departments, agencies and services that make up the CJS have a Public Service Agreement target to improve confidence in the CJS. This includes increasing victim satisfaction with the CJS as measured by the BCS.

⁴ For further research into factors related to stop and search see Sharp (2005). This research found that a range of underlying characteristics other than ethnicity were associated with a higher likelihood of arrest.

The BCS consistently shows that many victims of crime do not report the incident to the police, usually because the incident was considered too trivial. The 2003/04 BCS interviews estimate that less than half (40%) of all BCS crimes were reported to, or came to the attention of the police (Dodd, Nicholas, Povey, Walker 2004). In instances where the crime did come to police attention, victims were asked a series of questions relating to the type of contact they had with the police and how well they felt the police dealt with the matter.

Reporting

- For all crimes that respondents reported, they were asked how they contacted the police. The most common method of contact was a phone call to the police station (62%), while the least common was approaching an officer in the street (2%) (Table 2.13).
- Respondents were then asked why they reported the crime to the police. The most likely reason was because the respondent believed all crimes should be reported (45%). The second most common reason was in hope that the offender would be punished (36%). The next most common reason was because the crime was serious/major/upsetting (22%). (Table 2.14).
- If the respondent did not report the crime to the police they were asked why not.⁵ The three most common reasons were that it was too trivial to report (38%), the police could have done nothing (20%) and the police would not have been interested (17%). (Table 2.15).
- Men were more likely than women to think that the police would not have been interested (19% compared to 14%).
- Respondents in fair or bad health (31% and 29% respectively) were least likely to think that that a crime was too trivial to report. This compares to 40 per cent of those in good health.
- Respondents living in rural areas were less likely to think that the police would not have been interested (11%), than those living in urban and inner-city areas (17% and 24% respectively). They were also more likely to think that the incident was too trivial to report (49%) than those living in urban and inner-city areas (37% and 31% respectively).

Overall satisfaction

- Victims were very or fairly satisfied with the way the police handled the matter in 58 per cent of incidents that the police came to know about (Table 2.16).
- Among people who had been a victim of crime, women aged 65 or over and men aged 75 or over were more likely than younger men and women to be satisfied with the way the police handled the matter.

⁵ For a full breakdown on reasons for not reporting see Table 3.03 in Crime in England and Wales 2003/04 .

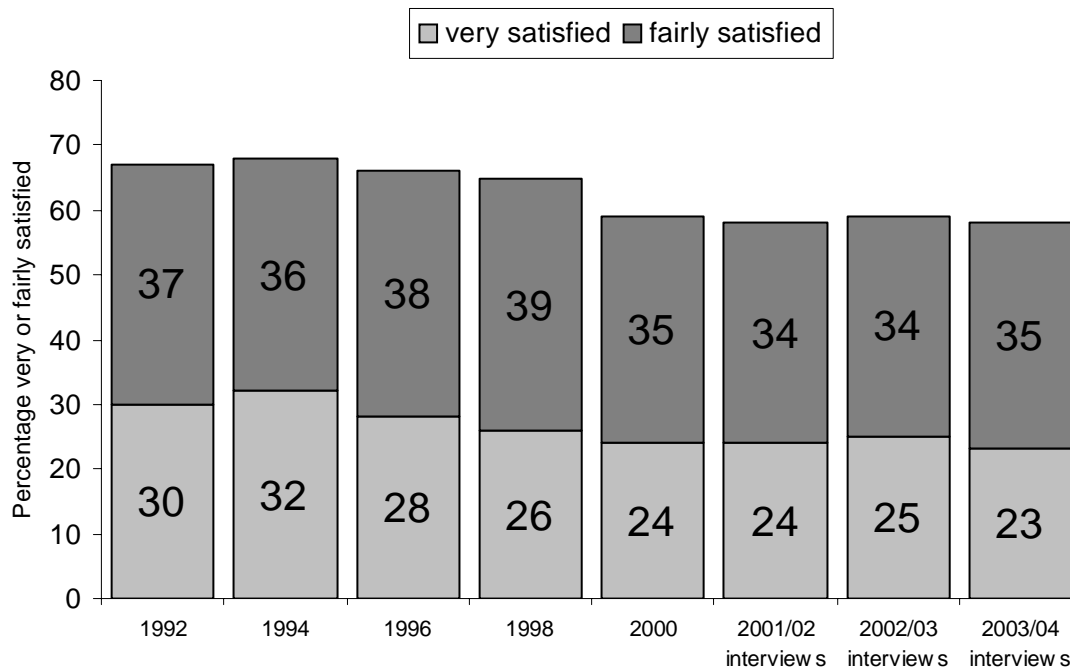
- Victim satisfaction with the police varied by area type. For incidents where victims lived in non-council areas they were more likely to be satisfied with the way the police handled the matter than victims living in council areas.
- When looking at specific offences, for incidents of burglary and theft from the person, victims were more likely to say that they were very or fairly satisfied with the way the police dealt with their case than victims of all vehicle thefts and vandalism.
- Victim satisfaction with the way the police dealt with the matter can be influenced by the outcome of an investigation. The groups most likely to be satisfied with the way the police dealt with their case were those who knew the offender had been charged or those who had some property recovered (Table 2.16).
- In 71 per cent of incidents where charges were brought against an offender, victims were very or fairly satisfied with police handling of the case compared with 54 per cent of incidents where the victim said that the police knew who the offender was, but no charges were brought.
- In 68 per cent of cases where recovered property was returned, victims reported satisfaction with police performance.

Aspects of police performance

In addition to overall satisfaction with the way the police dealt with an incident, victims were asked about various aspects of police performance (Table 2.17).

- Victims did not have to wait or only waited a reasonable amount of time in 69 per cent of cases brought to police attention. Victims of vandalism were most likely to have waited longer for police assistance (62%).
- Sixty-three per cent of victims felt that the police had shown enough interest and 57 per cent of victims' felt the police had put enough effort into dealing with the matter.
- Victims felt they had been kept well informed by the police in only 30 per cent of all incidents. Those who had been victims of burglary or violence were most likely to say they had been kept well informed (39% and 36% of incidents respectively).
- Comparison of these figures with 2002/03 showed decreases in all areas of victim perceptions of police performance, except 'showed enough interest'. The proportion of incidents in which victims felt the wait was reasonable decreased from 73 per cent to 69 per cent, that in which victims felt the police had made enough effort decreased from 60 per cent to 57 per cent and that in which victims felt they had been kept well informed by the police decreased from 34 per cent to 30 per cent. These three decreases were statistically significant.
- Overall, victims' satisfaction with the way the police dealt with the matter decreased between 1994 and 2000 but has remained stable since then (Figure 2.2).

Figure 2.2 Trend in victim satisfaction with police response



Notes:

1. Excludes 'don't knows' and 'too early to say' responses.
2. Based on incidents that the police came to know about.

Face-to-face contact with the police

- In 66 per cent of cases that the police came to know about, victims had face-to-face contact with the police.
- Victims of burglary, wounding, mugging and common assault were more likely to have face-to-face contact with the police (86% of incidents of burglary, 90% of incidents of wounding, 86% of incidents of mugging and 82% of common assault).⁶
- Victims who had face-to-face contact with the police were more likely to be satisfied with the way the police handled the matter (61% of incidents) than those who did not have face-to-face contact (52% of incidents).

⁶ Results for violence should be treated with caution due to the relatively small numbers of incidents.

2.7 EXPLAINING VICTIMS SATISFACTION WITH THE POLICE

Many factors related to victim satisfaction may be inter-related. Multi-variate analysis⁷ based on victims of acquisitive crime shows that when a range of socio-demographic, attitudinal and lifestyle characteristics are looked at together, the factors most predictive of victim satisfaction with the way the police handled the matter **for victims of acquisitive crimes** were:

Being aged 75 and over

Whether offender was charged

Having at least some of the property recovered

It should be noted that these factors explained only a small proportion of the variance, indicating that there are other factors that have a significant impact that are not covered in this quantitative social survey.⁸

2.8 WITNESS SATISFACTION

The BCS asks respondents questions regarding their experience of witnessing crime. The most commonly witnessed crimes were dangerous driving, anti-social behaviour and threatening or violent behaviour. Of these incidents that the police came to know about, 57 per cent were satisfied with the way the police handled the matter (Table 2.18).

2.9 ANNOYANCE WITH THE POLICE

- Just under a fifth (19%) of adults interviewed could recall being really annoyed with a police officer during the previous five years.⁹ This is consistent with figures for 2002/03 and 2001/02 (both 19%).
- Reasons for being annoyed with a police officer varied. The main reasons for annoyance were either that their manner was unfriendly, rude, arrogant or over-casual (47%), or that they behaved in an unreasonable or unfair way (33%). Thirty-one per cent said the police did not do enough or did nothing (Table 2.19).

⁷ Logistic regression

⁸ The factors were sex, age, income, tenure type, social class, area type identifier, council area identifier, region, educational attainment, self-classified health status, ethnicity, whether offender was charged and whether property was recovered.

⁹ Respondents were asked if they had been really annoyed about the way a police officer behaved towards them or someone they knew, or about the way the police handled a matter in which they were involved.

- Racist language or behaviour was given as the reason for being really annoyed by less than one per cent of respondents.¹⁰
- Respondents from a mixed ethnic background were most likely to have been really annoyed with police behaviour in the previous five years (30%). (Table 2.20).

Complaints against the police

- Of those people who were really annoyed with the police, 14 per cent made or tried to make a complaint (2% of all those interviewed).
- Among those who had not made or tried to make a complaint, the main reason was that the respondent saw no benefit in doing so (67%). One per cent of respondents said they did not make a complaint because they could not understand the complaints procedure and five per cent said they did not know who to complain to (Table 2.21).
- For those who did make a complaint or tried to, only around a fifth were very or fairly satisfied with the way in which it was handled by the police.

2.10 PUBLIC VIEWS ON WHAT WOULD MAKE THEM FEEL MORE SAFE

- Over four-fifths (82%) of respondents felt that seeing more police officers on foot patrol would make them feel safer. Three-quarters (73%) felt that having a community officer would make them feel safer (Table 2.23).
- When asked about the different sorts of things the police could do in the local area that would make people feel safest, respondents were most likely to say increasing the number of officers on foot patrol would make them feel safest. Dealing with racial harassment or attacks was least likely to make them feel safest (Table 2.24).
- When asked which would be the most effective organisation for the local police to work with to reduce crime, respondents thought schools would be the most effective. This was followed by youth groups and then neighbourhood watch groups (Table 2.25).

¹⁰ The base numbers for minority ethnic respondents who were really annoyed with police behaviour due to racist language used were too small for reliable analysis of the breakdown of ethnicity.

Table 1.01 Confidence in the criminal justice system, by personal and household characteristics, 2003/04

Percentages	2003/04 BCS					
	Respects the rights of and treats fairly people accused of committing a crime	Effective in bringing people to justice	Effective in reducing crime	Deals with cases promptly and efficiently	Meets the needs of victims	Effective in dealing with young people accused of crime
<i>% very or fairly confident</i>						
Men	78	39	33	36	30	22
16-24	76	54	49	47	51	38
25-44	77	42	35	39	33	22
45-64	79	33	26	30	22	16
65-74	78	29	26	28	18	15
75 or older	78	36	31	30	23	19
Women	76	43	37	40	35	26
16-24	69	54	52	50	50	40
25-44	77	47	39	43	40	27
45-64	77	38	31	35	28	21
65-74	78	37	32	33	25	19
75 or older	78	38	36	38	29	23
Health						
Good	77	43	36	39	34	25
Fair	75	34	32	34	26	21
Bad	75	30	28	31	24	18
Disability/long-term illness						
Limiting disability or illness	76	33	31	32	25	19
Non-limiting disability or illness	77	36	30	32	24	20
No disability or illness	77	44	37	39	35	25
Household income						
Less than £10,000	76	42	39	42	34	27
£10,000 less than £15,000	76	39	36	38	30	23
£15,000 less than £20,000	77	39	34	38	31	22
£20,000 less than £30,000	78	40	33	37	31	23
£30,000 or more	79	42	33	36	32	22
Tenure						
Owner occupiers	78	39	33	36	30	22
Social renters	73	42	39	42	36	27
Private renters	75	52	45	44	44	31
Social class						
Professional	81	42	34	33	32	19
Managerial	78	40	31	34	29	19
Skilled - non-manual	77	40	35	37	32	24
Skilled - manual	76	37	35	37	29	23
Semi-skilled	76	43	37	42	35	27
Unskilled	75	43	38	42	36	27
ALL ADULTS	77	41	35	38	32	24

1. Excludes don't knows.

Table 1.02 Confidence in the criminal justice system and satisfaction with the police, by type of area 2003/04

Percentages	2003/04 BCS					
	Respects the rights of and treats fairly people accused of committing a crime	Effective in bringing people to justice	Effective in reducing crime	Deals with cases promptly and efficiently	Meets the needs of victims	Effective in dealing with young people accused of crime
<i>% very or fairly confident</i>						
Area type						
Inner-city	72	42	40	42	37	26
Urban	77	41	35	38	33	24
Rural	79	41	34	35	30	23
Council area	74	39	35	39	34	25
Non-council area	78	42	35	37	32	24
Region						
North East	77	40	38	40	31	23
North West	76	39	33	36	30	23
Yorkshire & Humberside	77	37	31	36	30	21
East Midlands	76	41	33	38	32	23
West Midlands	77	40	35	38	31	23
East	78	43	35	38	32	25
London	74	43	39	40	38	26
South East	78	43	36	38	34	25
South West	78	43	35	38	33	25
Wales	79	40	35	37	32	22
ALL ADULTS	77	41	35	38	32	24

1. Excludes don't knows.

Table 1.03 Criminal justice agencies doing a good or excellent job, by minority ethnic group 2003/04

Percentages	2003/04 BCS						
	Police	Prisons	Magistrates	Probation	CPS	Judges	Youth Court
White	47	25	27	25	25	25	15
Mixed	43	24	34	33	34	35	24
Asian	43	35	45	36	42	44	31
Black	48	29	34	34	36	34	27
Other	59	36	46	39	43	46	31
All adults	48	26	28	26	26	26	16

1. Excludes don't knows.

Table 2.01 Public confidence in the police

Percentage saying police do an excellent/good job					2003/04 BCS				
	Local	Unweighted base	General	Unweighted base		Local	Unweighted base	General	Unweighted base
Men	45	15691	45	16881	Tenure				
16-24	48	1359	45	1466	Owners	47	25040	47	26957
25-44	48	5241	47	5702	Social rented sector	45	6426	49	6958
45-64	41	5401	42	5771	Private rented sector	55	3204	52	3486
65-74	42	2091	43	2241	Area type				
75+	50	1599	50	1701	Inner-city	43	3109	48	3351
Women	49	19171	50	20718	Urban	47	22960	48	24777
16-24	49	1577	48	1720	Rural	50	8793	47	9471
25-44	50	6585	50	7148	Government Office Region				
45-64	46	6063	48	6503	North East	50	2273	53	2395
65-74	51	2513	54	2702	North West	44	4412	46	4815
75+	55	2433	57	2645	Yorkshire & Humberside	43	3161	46	3376
Health					East Midlands	44	3452	45	3654
Very good or good	49	26137	49	28240	West Midlands	45	3502	46	3726
Fair	41	6378	44	6856	East of England	49	4293	48	4659
Very bad or bad	41	2223	44	2375	London	49	3035	49	3399
Disability/illness					South East	51	4285	49	4596
Limiting disability/illness	48	25112	48	27118	South West	50	3694	50	4006
Non-limiting disability/illness	48	2762	46	2971	Wales	48	2755	48	2973
No disability/illness	44	6857	46	7375	Household income				
Household income					Less than £5,000	50	2572	53	2785
Less than £5,000	50	2572	53	2785	£5,000 less than £9,999	49	4573	52	4903
£5,000 less than £9,999	49	4573	52	4903	£10,000 less than £19,999	46	6484	48	6941
£10,000 less than £19,999	46	6484	48	6941	£20,000 less than £29,999	46	4960	46	5331
£20,000 less than £29,999	46	4960	46	5331	£30,000 or more	49	8837	46	9526
£30,000 or more	49	8837	46	9526	Social class				
Ethnic groups					Professional & managerial	49	11070	46	11949
White	47	32857	47	35406	Skilled non-manual	48	7481	48	8096
Mixed	45	358	43	388	Skilled manual	44	6088	45	6549
Asian	54	2263	51	2527	Semi-skilled	47	4960	50	5328
Black	50	1678	48	1826	Unskilled	43	2218	49	2386
Chinese or other	58	768	59	846	All adults	47	34862	48	37599

Table 2.02 Effectiveness of the local police

Percentage saying local police were very/fairly effective	2003/04 BCS
Keeping order on the streets	63
Working in the community	57
Solving crimes	55
Dealing with the problems that really concern you	55
Preventing crime	49
<i>Unweighted base</i>	<i>4371</i>

Table 2.03 People's views about the police and how they think society views the police

Percentages		2003/04 BCS	
Own views		Society's views	
Great respect	13	Great respect	1
Respect	67	Respect	31
Neither	17	Neither	34
Disrespect	2	Disrespect	29
Great disrespect	1	Great disrespect	5
<i>Unweighted base</i>	<i>296</i>	<i>Unweighted base</i>	<i>267</i>

Table 2.04 Contacts with the police in 12 months prior to interview

Percentages	BCS	
	2002/03	2003/04
Any police-initiated contact	23	22
Stopped while in a vehicle (as driver or passenger)	10	10
Returning missing property; dealing with ringing alarms; asking information about a crime or	10	9
Required to show documents, or give a statement	2	2
To investigate a disturbance, traffic accident or offence; search a home; make an arrest; or	2	3
Stopped and questioned whilst on foot	3	3
Any public-initiated contact	31	31
To report a crime	15	15
To report a suspicious person/circumstance; a disturbance or nuisance or other problem	11	9
To report an accident or emergency, missing person/property; or give information	9	9
To ask for advice or information (including directions)	3	3
For a social chat	2	1
Any contact with the police	44	43
<i>Unweighted base</i>	<i>8951</i>	<i>9334</i>

1. The unweighted base for different types of contact may vary slightly.

2. Unweighted base relates to 2003/04 figures. Unweighted base figures for 2002/03 will be similar.

3. The figures in this table are based on people rather than incidents.

Table 2.05 Proportion of adults stopped by the police

Percentages				2003/04 BCS			
	Stopped in a vehicle	Stopped on foot	Unweighted base		Stopped in a vehicle	Stopped on foot	Unweighted base
Men	13	5	4263	Tenure			
16-24	24	21	374	Owners	10	2	6694
25-44	15	3	1440	Social rented sector	9	3	1730
45-64	10	1	1448	Private rented sector	12	5	880
65-74	3	<1	586				
75+	3	0	418	Area type			
				Inner-city	11	4	842
Women	7	1	5066	Urban	10	3	6140
16-24	16	3	397	Rural	9	2	2349
25-44	9	1	1767				
45-64	5	1	1558	Council areas	11	4	1763
65-74	3	<1	673	Non-council areas	10	3	7566
75+	1	<1	670				
				Government Office Region			
Health				North East	11	4	589
Very good or good	11	3	6986	North West	10	3	1220
Fair	8	2	1769	Yorkshire & Humberside	10	2	826
Very bad or bad	4	1	567	East Midlands	10	2	910
				West Midlands	8	2	908
Disability/illness				East of England	10	3	1171
Limiting disability/illness	11	3	6697	London	8	4	871
Non-limiting disability/illness	6	2	770	South East	11	3	1133
No disability/illness	7	2	1851	South West	11	2	965
				Wales	12	2	738
Household income							
Less than £5,000	5	2	677	London	8	4	871
£5000 less than £9,999	8	2	1223	Elsewhere	10	3	8460
£10,000 less than £19,999	8	2	1772				
£20,000 less than £29,999	10	2	1322	Social class			
£30,000 or more	12	2	2303	Professional and managerial	10	2	3020
				Skilled non-manual	8	1	1966
Ethnic groups				Skilled manual	13	4	1616
White	10	3	8762	Semi-skilled	10	5	1342
Mixed	16	6	196	Unskilled	8	3	586
Asian	13	3	1445				
Black	13	5	1033	All adults	10	3	9331
Chinese or other	9	3	431				

1. 'Stopped in a vehicle' includes being approached or stopped in a car or on a motorcycle.

Table 2.06 Proportion of stops that resulted in a search, by ethnicity

	Percentages		Percentages		Percentages		2003/04 BCS	
	Stopped in a vehicle	Stopped Unweighted base	Resulted in search	Searched vehicle Unweighted base	Stopped on foot	Stopped Unweighted base	Resulted in search	Searched foot Unweighted base
White	10	8762	8	740	3	8761	26	166
Non-White	12	3105	17	341	4	3106	35	95

1. 'Stopped in a vehicle' includes being approached or stopped in a car or on a motorcycle.

2. Results for searched on foot should be treated with caution due to the small base sample.

Table 2.07 Reasons for being stopped in a vehicle by the police

Percentages	2003/04 BCS	
	White	Non-white
Routine check (e.g. tax discs)	28	23
Speeding	19	14
Some vehicle defect (e.g. faulty brake lights)	12	10
Other motoring/traffic offence	12	14
Some other driver related behaviour	8	10
Some matter other than offence	6	6
To check car ownership	6	6
Suspected drink driving	5	4
Some other (non motoring) offence	2	7
Matched suspect description for a crime	1	0
Case of mistaken identity	1	2
Parking offence	<1	1
Police received information about offence	<1	<1
In vicinity of crime	<1	1
<i>Unweighted base</i>	681	311

1. 'Stopped in a vehicle' includes being approached or stopped in a car or on a motorcycle.

Table 2.08 Reasons for being stopped on foot by the police

Percentages	2003/04 BCS	
	White	Non-white
Some matter other than offence	43	41
To ask whether respondent had witnessed anything	22	27
Police had received information about an offence	14	8
Respondent seen in vicinity of crime	9	7
Case of mistaken identity	8	11
Matched suspect description for crime	5	6
<i>Unweighted base</i>	132	77

1. Results for Non-whites should be treated with caution due to the small base sample.

Table 2.09 Emotional reaction to being stopped

Percentages	2003/04 BCS	
	White	Non-white
Didn't mind/no feelings	49	40
Angry	18	21
Embarrassed	17	19
Worried	11	15
Upset	9	13
Grateful	8	9
Guilty	4	5
<i>Unweighted base</i>	877	409

1. Base includes those that could not remember their emotional reaction.

Table 2.10 Outcome of being stopped in a vehicle by the police

Percentages	2003/04 BCS	
	White	Non-white
Just asked questions	43	43
Told to take documents to the police station	18	17
On the spot warning	13	11
Issued a fixed penalty notice	10	7
Gave driving advice	10	15
Carried out a breath test	9	7
Other	7	4
Gave warning about vehicle fault	6	6
Gave advice on vehicle maintenance	3	3
Issued a Vehicle Defaect Rectification Notice	2	1
Said they would issue a summons	1	2
Made an arrest	1	3
Gave a copy of form stating reasons for search	1	3
Said they might issue a summons	1	<1
<i>Unweighted base</i>	740	338

1. 'Stopped in a vehicle' includes being approached or stopped in a car or on a motorcycle.

Table 2.11 Outcome being stopped on foot by the police

Percentages	2003/04 BCS	
	White	Non-white
Just asked questions	72	72
Took name and address	30	27
None of these	5	11
On the spot warning	4	1
Made an arrest	4	<1
Gave a copy of form stating reasons for search	4	8
Said they might issue a summons	<1	2
Said they would issue a summons	0	0
<i>Unweighted base</i>	<i>166</i>	<i>95</i>

1. Results for Non-whites should be treated with caution due to the small base sample.

Table 2.12 Satisfaction by respondents that were stopped & searched

Percentages	2003/04 BCS	
	Stopped in a vehicle or on foot	Stopped & searched
How much interest did the police show in what you said		
as much as you thought they should	81	54
less than you thought they should	19	46
How polite were they in dealing with you		
very/fairly polite	88	61
fairly/very impolite	12	39
How fairly did they treat you		
Very/quite fairly	87	69
Quite/very unfairly	13	31
Overall how satisfied were you		
Very/fairly satisfied	82	53
A bit/very dissatisfied	18	47
Did this incident change your view of the police		
More favourably	10	4
Less favourably	10	34
Did not change views	80	62
<i>Unweighted base</i>	<i>861</i>	<i>92</i>

1. 'Stopped' figures do not include those that were searched.
2. 'Stopped in a vehicle' includes being approached or stopped in a car or on a motorcycle.
3. The figures in this table are based on people rather than incidents.
4. Results for stopped and searched should be treated with caution due to the small base sample.

Table 2.13 How the police were contacted

Percentages	2003/04 BCS
Phone call to the local police station	62
999 call	21
Phone call made using a mobile	19
Called in at the police station	11
Other	4
Approached an officer in the street	2
<i>Unweighted base</i>	<i>5072</i>

1. Calls made using a mobile was only asked of mobile phone owners (Base = 4174).

Table 2.14 Reasons for reporting

Percentages	2003/04 BCS
All crimes should be reported/right thing to do/duty/automatic	46
In hope offenders would be punished	36
Serious/major/upsetting crime	23
For purposes of insurance claim	19
In hope of avoiding repitition of crime to oneself	19
In hope property would be recovered	17
In hope of avoiding repitition of crime to someone else	15
Third person reported crime	5
To satisfy other authorities	4
Needed assistance (to get home)	3
Other	2
Police were on the spot	1
<i>Unweighted base</i>	<i>5205</i>

Table 2.15 Reasons for not reporting

Percentages	2003/04 BCS			
	Police could have done nothing	Police would not have been interested	Too trivial to report	<i>Unweighted base</i>
Sex				
Men	20	19	37	1137
Women	21	14	38	1168
Health				
Very good or good	20	15	40	1765
Fair	23	24	31	403
Very bad or bad	27	26	29	120
Social class				
Professional and managerial	24	13	39	838
Skilled non-manual	18	15	45	440
Skilled manual	20	26	35	387
Semi-skilled	17	19	31	332
Unskilled	22	13	32	104
Tenure				
Owners	20	16	39	1542
Social rented sector	20	21	35	431
Private rented sector	23	15	33	308
Area type				
Inner-city	23	24	31	241
Urban	20	17	37	1654
Rural	18	11	49	410
Highest Qualification				
None	22	18	38	483
O level or GCSE	22	21	31	522
Apprenticeship or A/AS level	13	18	44	464
Degree or Diploma	23	12	38	720
Other	26	21	39	92
All adults	20	17	38	2328

1. These are the 3 most common reasons for not reporting from the following possibilities: all crimes should be reported; serious crime; in hope property would be recovered; in hope offenders would be caught; insurance claim; to satisfy other authorities; to avoid repetition of crime to oneself; to avoid repetition to others; needed assistance (getting home); third person reported; police on the spot.

Table 2.16 Victims' satisfaction with the way the police dealt with the matter

Percentages very or fairly satisfied	Unweighted base		2003/04 BCS	
				Unweighted base
Men	58	2263	Tenure	
16-24	58	306	Owners	60 3267
25-44	57	963	Social rented sector	53 1071
45-64	58	775	Private rented sector	57 586
65-74	56	139	Area type	
75+	74	80	Inner-city	53 547
Women	59	2737	Urban	58 3476
16-24	56	394	Rural	61 977
25-44	57	1245	Council areas	53 1113
45-64	58	792	Non-council areas	60 3886
65-74	72	180	Government Office Region	
75+	71	126	North East	58 311
Disability/illness			North West	61 685
Limiting disability/illness	59	3698	Yorkshire & Humberside	53 570
Non limiting disability/illness	54	317	East Midlands	57 501
No disability/illness	56	920	West Midlands	50 510
Household income			East of England	55 572
Less than £5,000	63	340	London	61 493
£5000 less than £9,999	52	562	South East	62 593
£10,000 less than £19,999	58	875	South West	61 452
£20,000 less than £29,999	59	738	Wales	62 313
£30,000 or more	62	1483	London	61 493
Ethnic group			Elsewhere	58 4507
White	59	4690	Social class	
Mixed	65	88	Professional and managerial	60 1622
Asian	48	412	Skilled non-manual	60 1003
Black	51	243	Skilled manual	52 872
Chinese or other	53	106	Semi-skilled	59 711
Health			Unskilled	58 279
Very good or good	59	3774	Highest qualification	
Fair	55	841	None	56 1283
Very bad or bad	53	319	O level or GCSE	59 1134
Investigation outcome			Apprenticeship or A/AS	58 876
Offender was charged	71	484	Degree or diploma	60 1434
Police knew offender but offender was not charged	54	393	Other	52 204
Police did not know who offender was	57	2919	All adults	58 5000
Some property recovered	68	442		
No property recovered	57	2388		

1. The figures in this table are based on incidents rather than victims. For example in 58% of incidents, victims were satisfied with the way the police dealt with the matter.

2. The BCS asks the victim if the police found out or knew who the offender was. Those who answered yes are also asked if the police charged or cautioned someone for committing the offence. The figure for 'offender was charged' is based on those incidents where the victim said yes. The figure for 'police knew offender but offender was not charged' is based on those incidents where the victim answered no to this question. Incidents where the respondent answered that no charges had been brought yet, were excluded from the analysis. The figure for 'police didn't know who offender was' is based on those who answered no to the question about whether the police found out or knew who the offender was.

Table 2.17 Assessment of police performance, by offence type

Percentages											BCS
	No or reasonable length of wait		Showed enough interest		Showed enough effort		Kept very or fairly well informed		Very or fairly satisfied overall		Unweighted base
	2002/03	2003/04	2002/03	2003/04	2002/03	2003/04	2002/03	2003/04	2002/03	2003/04	
Burglary	78	75	72	74	66	64	41	39	64	65	743
Attempts	77	72	75	74	70	64	32	31	68	69	205
Attempts and no loss	80	75	72	76	67	66	41	37	66	69	303
With entry	78	76	71	74	64	64	44	42	62	63	538
With loss	76	75	72	72	66	63	41	40	62	62	440
All vehicle thefts	68	68	60	57	56	52	30	29	56	53	1398
Theft of vehicle	77	74	67	60	65	54	48	43	62	52	319
Theft from vehicle	65	67	56	56	52	50	25	24	53	52	810
Attempts of and from	65	65	66	57	58	52	22	27	57	58	269
Vandalism	63	62	56	55	51	49	31	26	50	52	904
Vehicle vandalism	62	65	58	56	53	48	27	26	51	54	454
Other vandalism	63	59	53	55	49	51	35	25	50	51	450
Bicycle theft	80	73	66	63	59	58	28	22	62	60	252
Other household theft	69	61	63	60	57	54	30	23	56	57	563
Theft from the person	76	77	71	65	65	62	26	24	64	67	183
All BCS violence	80	72	71	68	65	65	40	36	63	60	658
Acquaintance	79	66	64	65	58	60	39	35	53	54	297
Stranger	84	77	75	73	73	73	46	38	71	68	222
Mugging	77	77	75	69	61	65	47	38	59	62	130
All BCS crime	73	69	65	63	60	57	34	30	59	58	5001

1. The figures in this table are based on incidents rather than victims. For example in 58% of incidents, victims were satisfied with the way the police dealt with the matter.

2. Based on incidents the police came to know about.

3. Results for mugging should be treated with caution due to the relatively small number of incidents. Figures for the domestic violence breakdown are not available due to insufficient sample size.

4. The unweighted base for each aspect of police performance may vary slightly.

5. Unweighted base relates to 2003/04 figures. Unweighted base figures for 2002/03 will be similar.

Table 2.18 Witnessed crimes

Percentages	2003/04 BCS
Dangerous driving	72
Anti-social behaviour or disorder	45
Threatening or violent behaviour	35
Shoplifting	16
Vandalising property or vehicle	15
None of these	10
Stealing a/from a vehicle	5
Breaking/attempting breaking into a property	4
Someone being robbed or mugged	3
<i>Unweighted base</i>	<i>12469</i>

Table 2.19 Reasons for annoyance with police behaviour

Percentages	2003/04 BCS
Unfriendly/rude/arrogant/over casual	47
Behaved unreasonably	33
Did not do enough or did nothing	31
Slow to arrive	16
Used undue force	13
Did the wrong thing / incompetent	10
Did not keep person informed	6
Did not catch offender/s	6
Behaved illegally	6
Other	3
Used racist language	0
<i>Unweighted base</i>	<i>92</i>

1. Based on respondents who had been really annoyed with police behaviour in the past 5 years.
2. Results should be treated with caution due to the relatively small base number.

Table 2.20 Annoyance with police behaviour, by ethnic group

Percentages	2003/04 BCS	
		<i>Unweighted base</i>
White	19	8758
Mixed	30	195
Asian	18	1444
Black	20	1029
Chinese or Other	9	431
All Adults	18	11857

1. Based on respondents who had been really annoyed with police behaviour in the past 5 years.

Table 2.21 Reasons for not complaining to the police

Percentages	2003/04 BCS
No benefit	67
Not the appropriate person	16
Unsure of consequences	5
Did not know who to complain to	5
Worried about police response	5
Too long after incident	2
Could not understand complaints procedure	1
<i>Unweighted base</i>	<i>1364</i>

1. Based on respondents who had been really annoyed with police behaviour in the past 5 years.

Table 2.22 Reasons for not complaining to the police, by ethnicity

Percentages	2003/04 BCS	
	White	Non-white
No benefit	67	63
Not the appropriate person	16	14
Unsure of consequences	5	6
Did not know who to complain to	5	7
Worried about police response	4	4
Too long after incident	1	4
Could not understand complaints procedure	1	3
<i>Unweighted base</i>	<i>1275</i>	<i>489</i>

1. Based on respondents who had been really annoyed with police behaviour in the past 5 years.

Table 2.23 Public views on what would make them feel safer

Percentages feeling 'a lot' or 'a little' more safe	2003/04 BCS
Seeing more police officers on foot patrol	82
Having a community police officer	73
Having more CCTV cameras	63
Seeing more police officers in patrol cars	59
Having better street lighting	56
Having uniformed foot patrols other the police	53
Having an active neighbourhood watch	52
Receiving more information on police activity and crime prevention initiatives	51
<i>Unweighted base</i>	<i>4425</i>

Table 2.24 Public views on what would make them feel safest in their local area

Percentages	2003/04 BCS
Increasing officers on foot	62
Responding rapidly to emergency calls	45
Keeping a close watch on locally known offenders	32
Increasing officers in patrol cars	28
Working with schools and young people	25
Making more use of CCTV	24
Working with the community	17
Dealing with fights/drunken behaviour	11
Solving specific crimes	9
Offering advice on personal & home security	7
Providing support to victims of crime	7
Providing feedback on reported crime	7
Dealing with racial harassment	2
<i>Unweighted base</i>	<i>4343</i>

Table 2.25 The most effective organisations for the local police to work with to reduce crime

Percentages	2003/04 BCS		
	First most effective	Second most effective	Third most effective
Schools	34	16	11
Youth groups	25	24	10
Neighbourhood Watch groups	16	15	13
Residents/tenants associations	8	11	15
The local council	5	9	12
Crime reduction groups	4	7	9
Probation service	3	4	7
Community leaders/elders	2	4	7
Other community groups	1	3	7
Local companies/businesses	1	2	4
Local religious groups	<1	1	2
Health authorities	<1	1	1
Other	1	<1	1
None of these groups	1	1	2
<i>Unweighted base</i>	<i>4276</i>	<i>4181</i>	<i>4044</i>

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