



Inspecting policing
in the public interest

Response to Riots Survey

September 2011

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Response to Riots Survey **September 2011**



Sample & research methodology

- **ICM interviewed a nationally representative sample of 1,000 adults living in England and Wales on the ICM telephone (CATI) omnibus.**
- **Booster sample: In addition, a further 1,000 interviews CATI interviews were carried with residents of areas affected by the riots (West Midlands, West Yorkshire, Manchester, Nottingham, Croydon, Haringey)**
- **Telephone interviews were conducted between 16th & 18th September 2011.**
- **To ensure it is nationally representative, quotas are set for the telephone omnibus by gender, age and region. The data has been weighted by a number of variables, including these, to match the profile of the adult (18+) population of England & Wales.**
- **The booster sample in the riot-affected areas is unweighted.**

Executive summary



Executive summary (i)



Perceptions of police overall

- Two thirds (66%) rate the job of the police in their local area as ‘excellent’ or ‘good’. Only one in ten (9%) think it’s ‘poor’. In areas that were most heavily affected by the riots, people tend to be slightly more critical (15% give a ‘poor’ rating in Haringey and 14% in Croydon)
- On a national level three in five (60%) think the police are doing an ‘excellent’/‘good’ job and one in ten (10%) rate it as ‘poor’

Personal experience of riots

- Three in five (61%) didn’t experience the rioting personally and don’t have friends or family who did. In the heavily affected areas this number is lower, as expected (43% in Croydon and 45% in Haringey)
- Despite two in five (43%) mentioning incidents happening in their area (with gatherings of youths being the most common) people overall didn’t suffer direct consequences: 84% claim that they didn’t feel intimidated or incur damages / injuries
- However, more than half (54%) were worried during the rioting period

Executive summary (ii)



Police response to riots

- Over four out of five (83%) credit the police with helping to bring the riots to a close, although three in five (60%) think that the police could have restored order more quickly, a number which goes up in the most affected areas (72% in Haringey and 68% in Croydon)
- Overall, there is a perception that initially there were too few police at the riot scenes (63%). By the end of the riots, however, and following their increased presence, 68% thought that the number of police on duty was about right
- People tend to be in favour of the police using more substantial measures to deal with the rioting and disorder, including the use of force in self-defence, kettling, dogs, horses and water canons. In fact, almost half (49%) believe that too little force was used to deal with the events

Information provision

- Only one in six (17%) claim that they were provided with information by the police (this is higher in younger age groups). Of those who received information, the vast majority found it reassuring (87%)

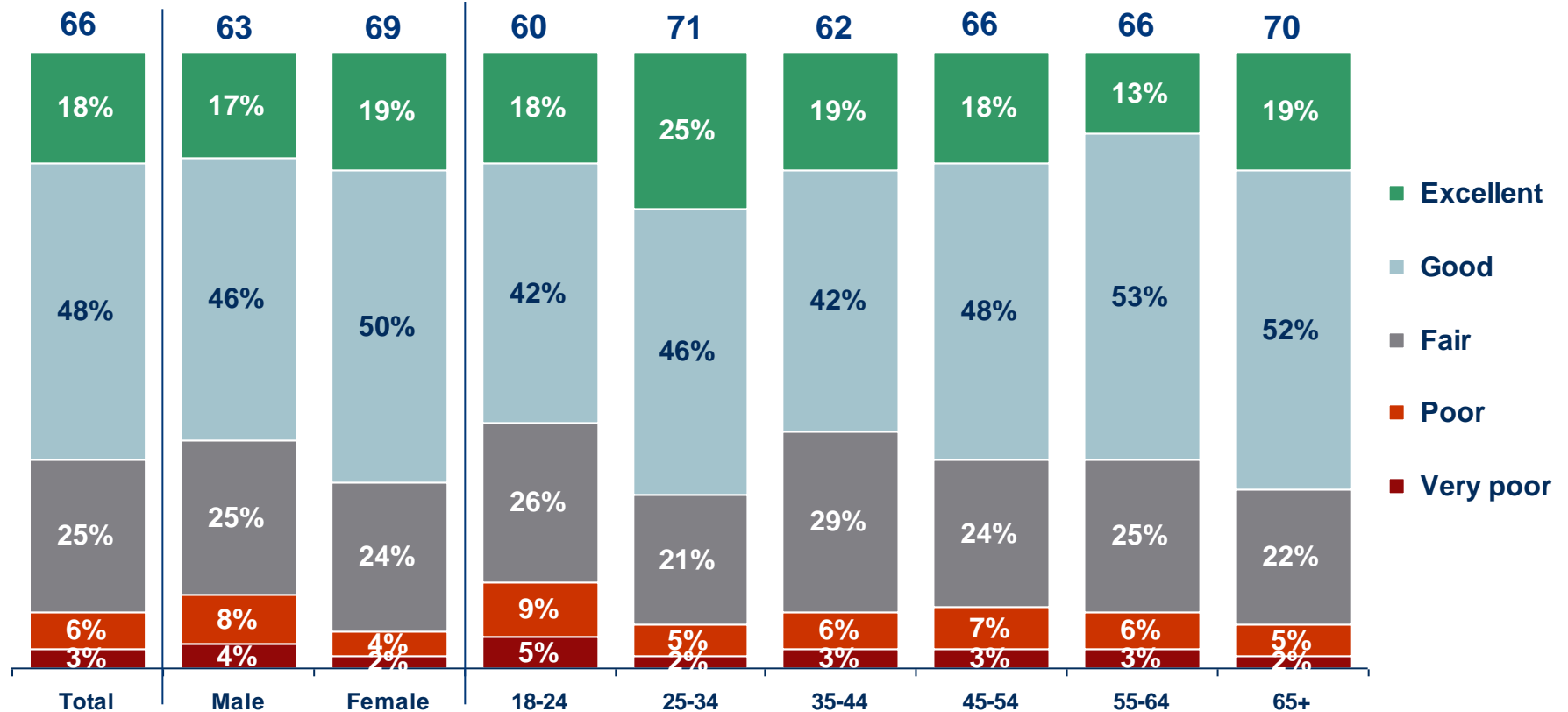
Perceptions of police overall



How good a job police in your area are doing

Two thirds think that the police in their area are doing an excellent/good job, with a further one in four rating it as 'fair'. Only one in ten consider it to be 'poor'

Net: Excellent/
Good (%)



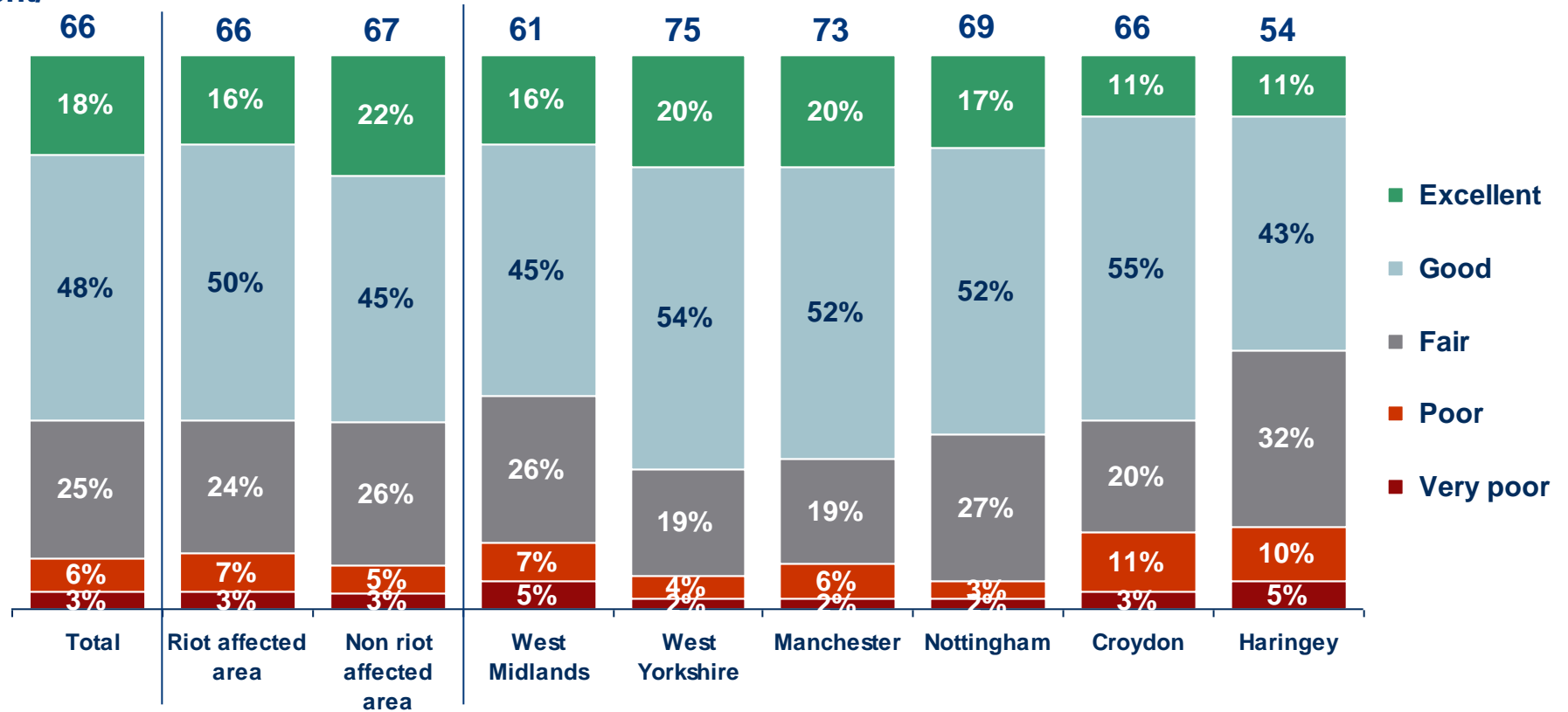
Q1. Taking everything into account, how good a job do you think the police in your area are doing?

Base: All respondents (2,005); Male (881); Female (1,124); 18-24 (179); 25-34 (265); 35-44 (355); 45-54 (389); 55-64 (358); 65+ (459)

How good a job police in your area are doing

Perhaps influenced by the recent events, residents in Croydon and Haringey (i.e. areas that were hit harder) are more likely to rate the job of the police as 'poor' than those in unaffected areas

Net: Excellent/
Good (%)



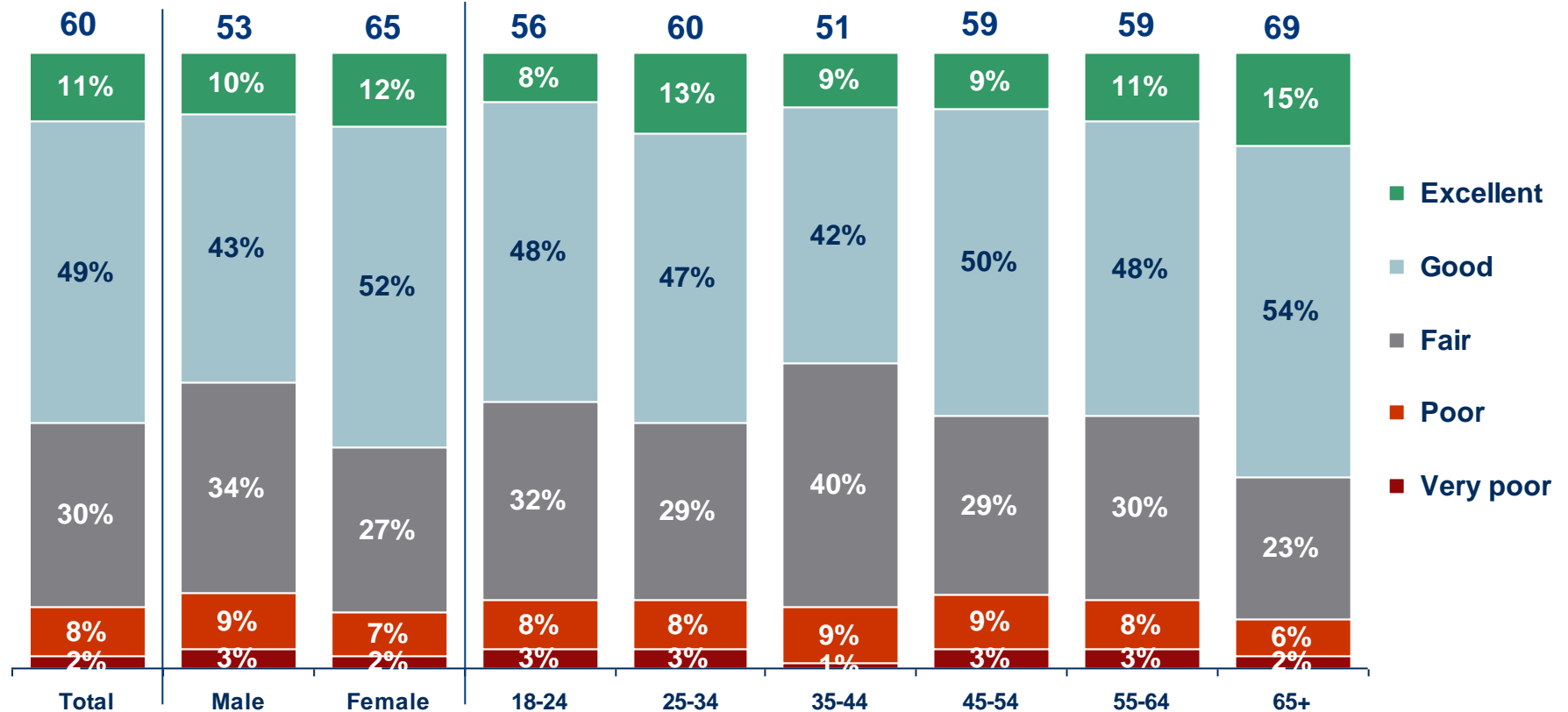
Q1. Taking everything into account, how good a job do you think the police in your area are doing?
Base: All respondents (2,005); Riot affected area (1,070), Non riot affected area (935); West Midlands (189); West Yorkshire (167); Manchester (190); Nottingham (181); Croydon (174); Haringey (168)



How good a job police are doing nationally

Three out of five believe that the police are doing an excellent/good job nationally. Similarly to the local level, just one in ten would rate it as 'poor'

Net: Excellent/
Good (%)

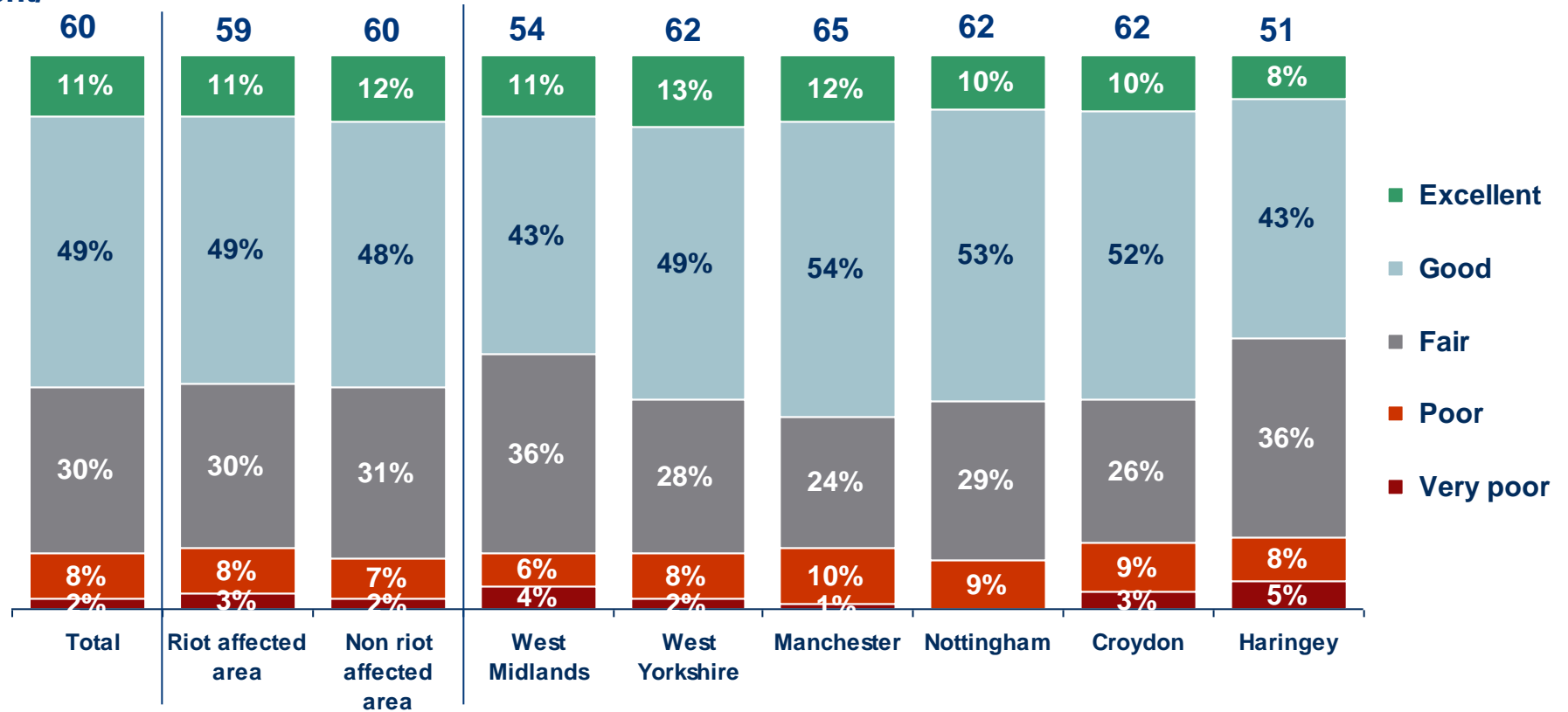


Q2. Again taking everything into account, how good a job do you think the police service as a whole (that is, nationally) are doing ? **Base:** All respondents (2,005); Male (881); Female (1,124); 18-24 (179); 25-34 (265); 35-44 (355); 45-54 (389); 55-64 (358); 65+ (459)

How good a job police are doing nationally

Those located in Haringey are most likely to give the police a low rating on a national level

Net: Excellent/
Good (%)



Q2. Again taking everything into account, how good a job do you think the police service as a whole (that is, nationally) are doing ? **Base:** All respondents (2,005); Riot affected area (1,070), Non riot affected area (935); West Midlands (189); West Yorkshire (167); Manchester (190); Nottingham (181); Croydon (174); Haringey (168)

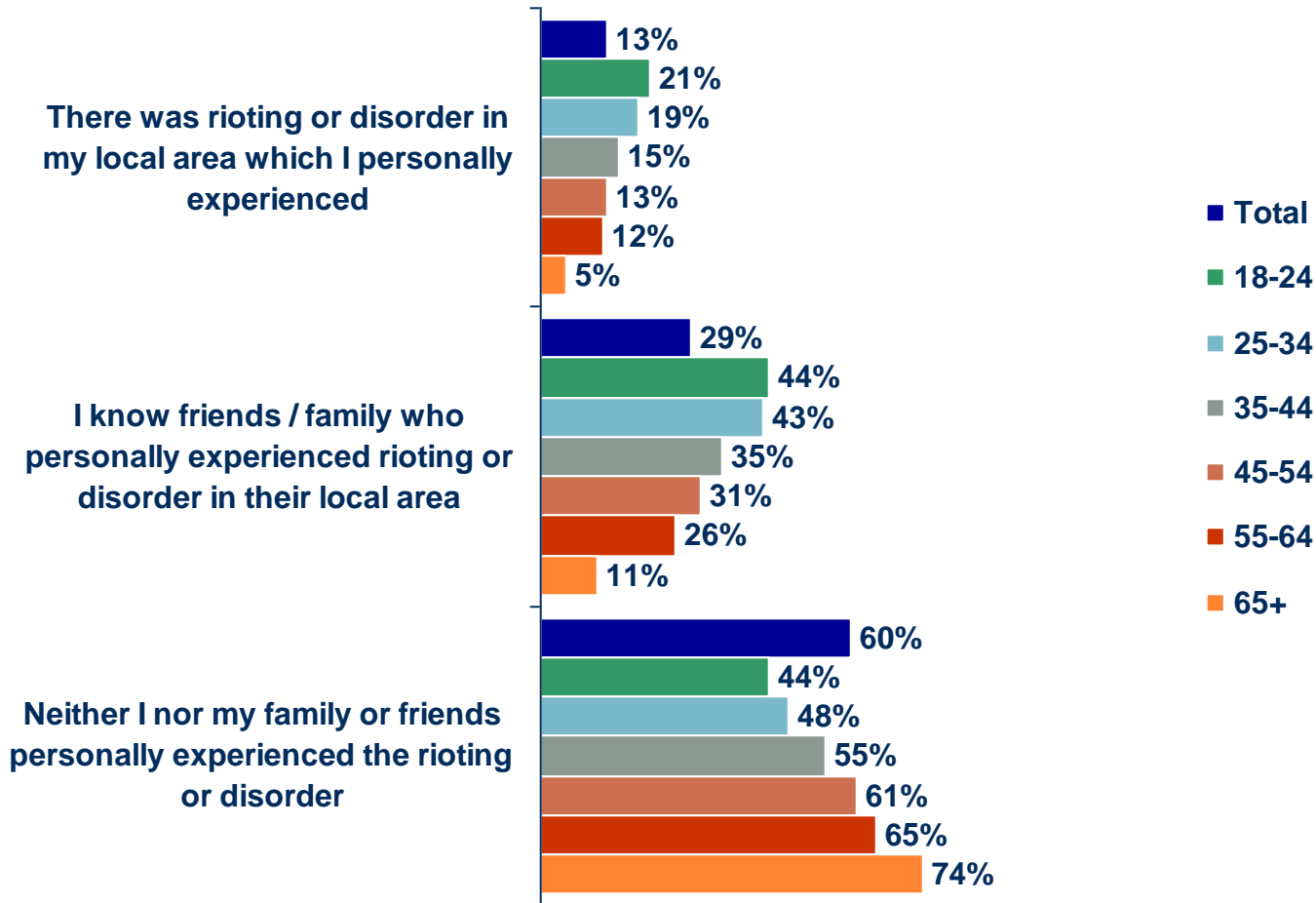




Personal experience of riots

Personal experience of rioting or disorder

Three out of five didn't personally experience the rioting or disorder and don't have family or friends that did either. Younger respondents are more likely to say that they had a personal experience

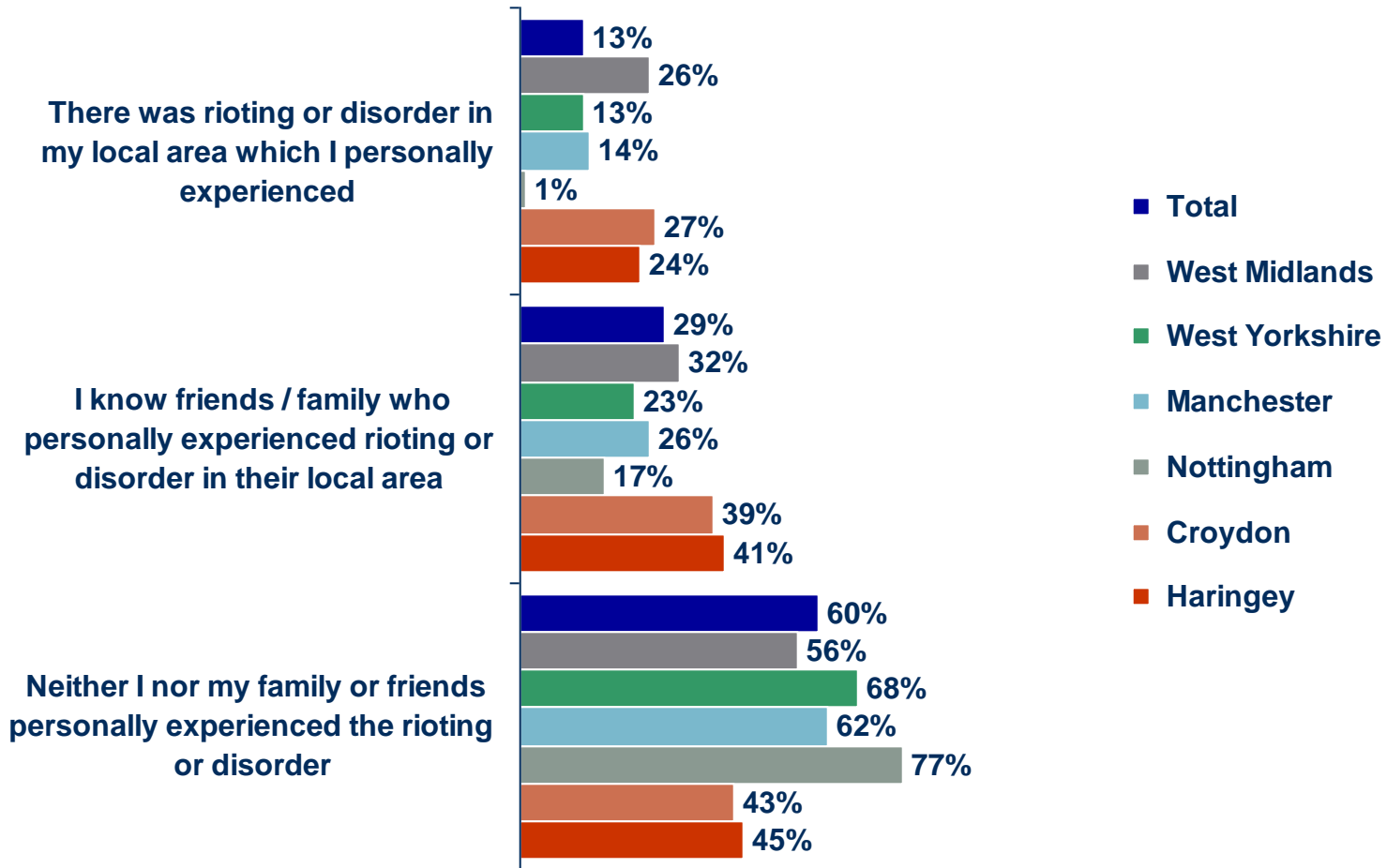


Q4. Which, if any, of the following applies to you?

Base: All in England & Wales / riot areas (1,918); 18-24 (169); 25-34 (252); 35-44 (335); 45-54 (369); 55-64 (350); 65+ (443)

Personal experience of rioting or disorder

Around a quarter of those located in the West Midlands, Croydon and Haringey had personal experience of the rioting and disorder

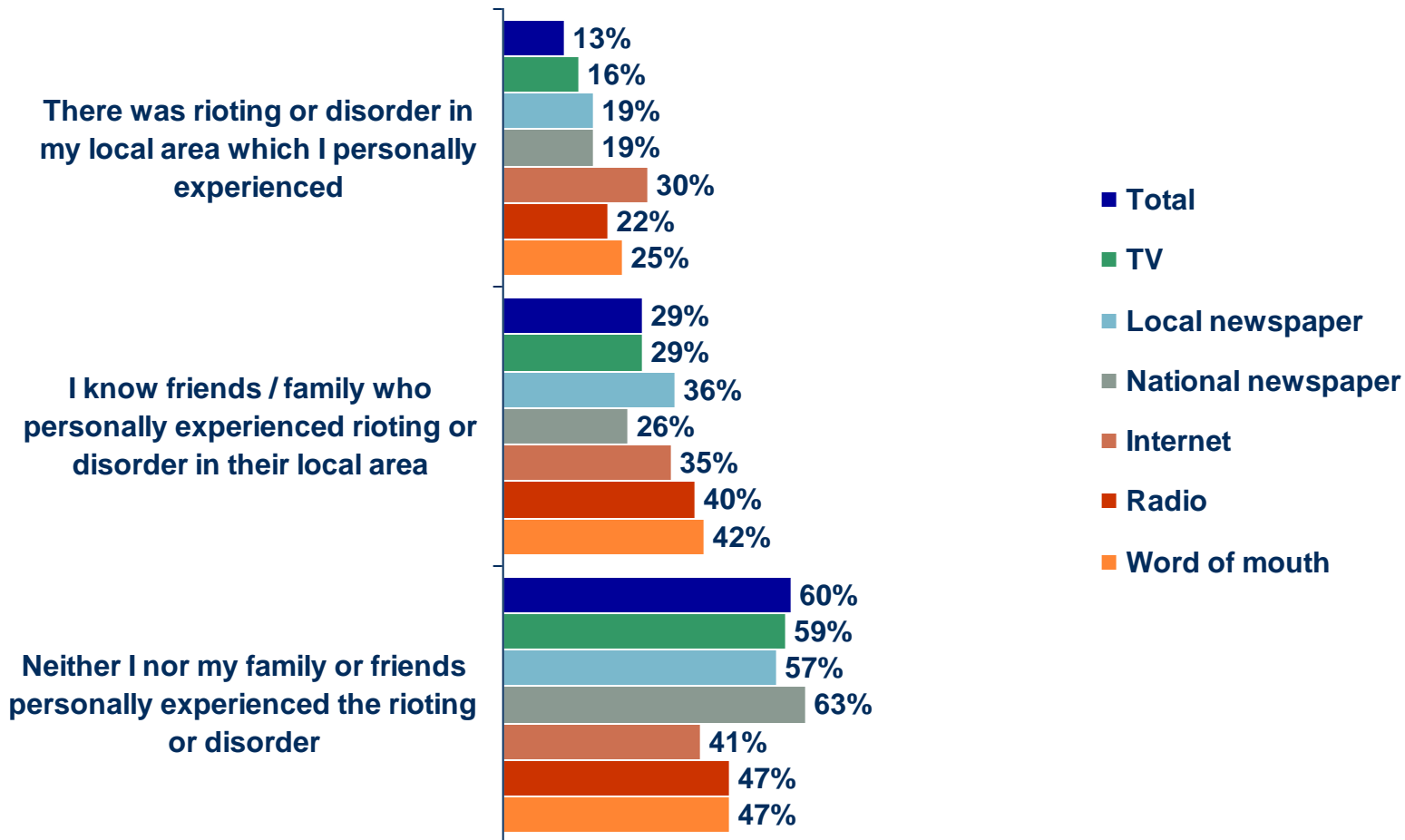


Q4. Which, if any, of the following applies to you?

Base: All in England & Wales / riot areas (1,918); West Midlands (189); West Yorkshire (167); Manchester (190); Nottingham (181); Croydon (174); Haringey (168)

Personal experience of rioting or disorder

Those who got their information from TV or a national newspaper are less likely to have personally experienced the rioting than those who used the internet. This is possibly because those with a personal experience went online to actively seek information

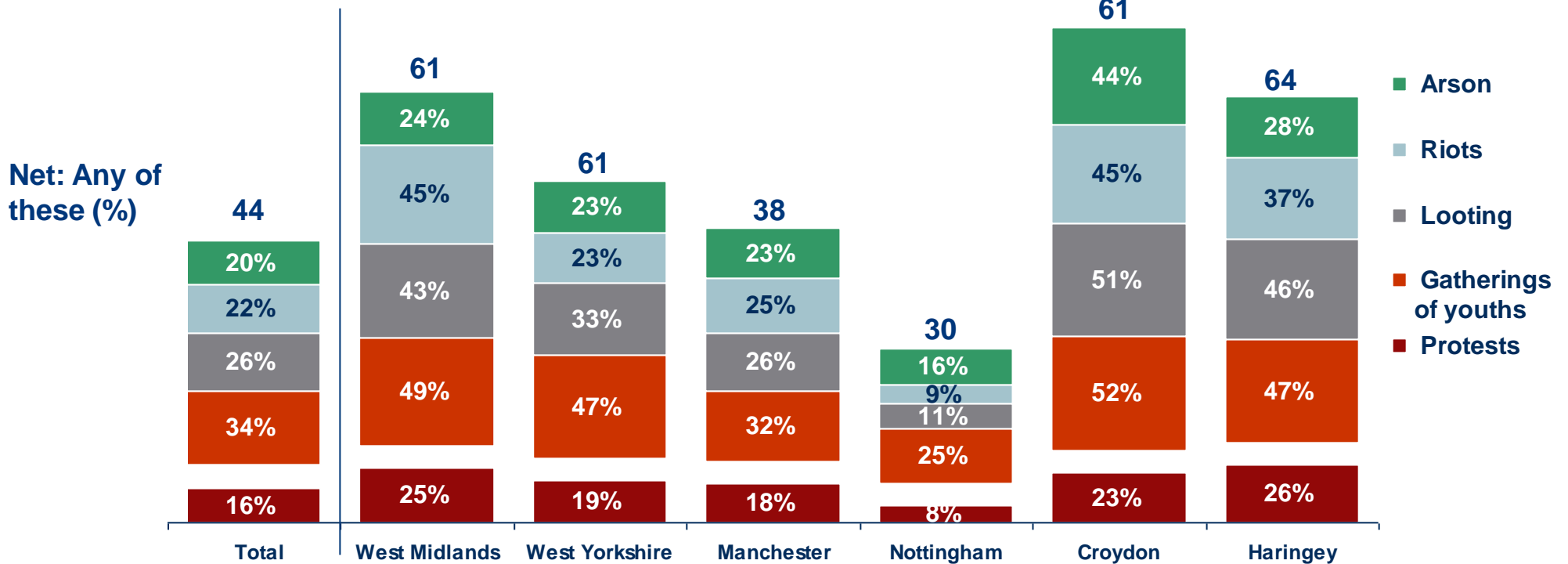


Q4. Which, if any, of the following applies to you?

Base: All in England & Wales / riot areas (1,918); TV (191); Local newspaper (78); National newspaper (64); Internet (64); Radio (62); Word of mouth (60)

What happened in your area

Croydon was the most badly hit area with approximately half the respondents there identifying gatherings of youths, looting and arson having taken place in their area

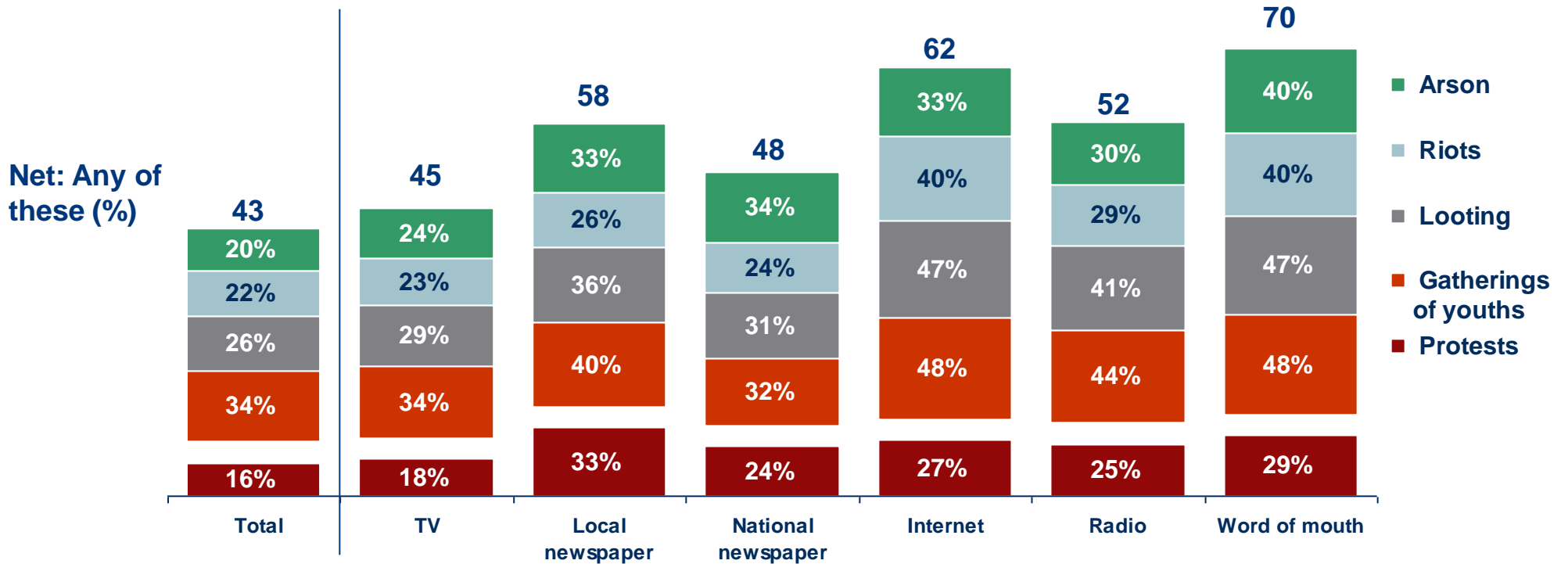


Q5. Which, if any, of the following happened in your area?

Base: All in England & Wales / riot areas (1,918); West Midlands (189); West Yorkshire (167); Manchester (190); Nottingham (181); Croydon (174); Haringey (168)

What happened in your area

Those who got their information from the internet or through word-of-mouth are most likely to have experienced incidents in their area. Again, there might be correlation between the active nature of these two sources of information and incidents happening

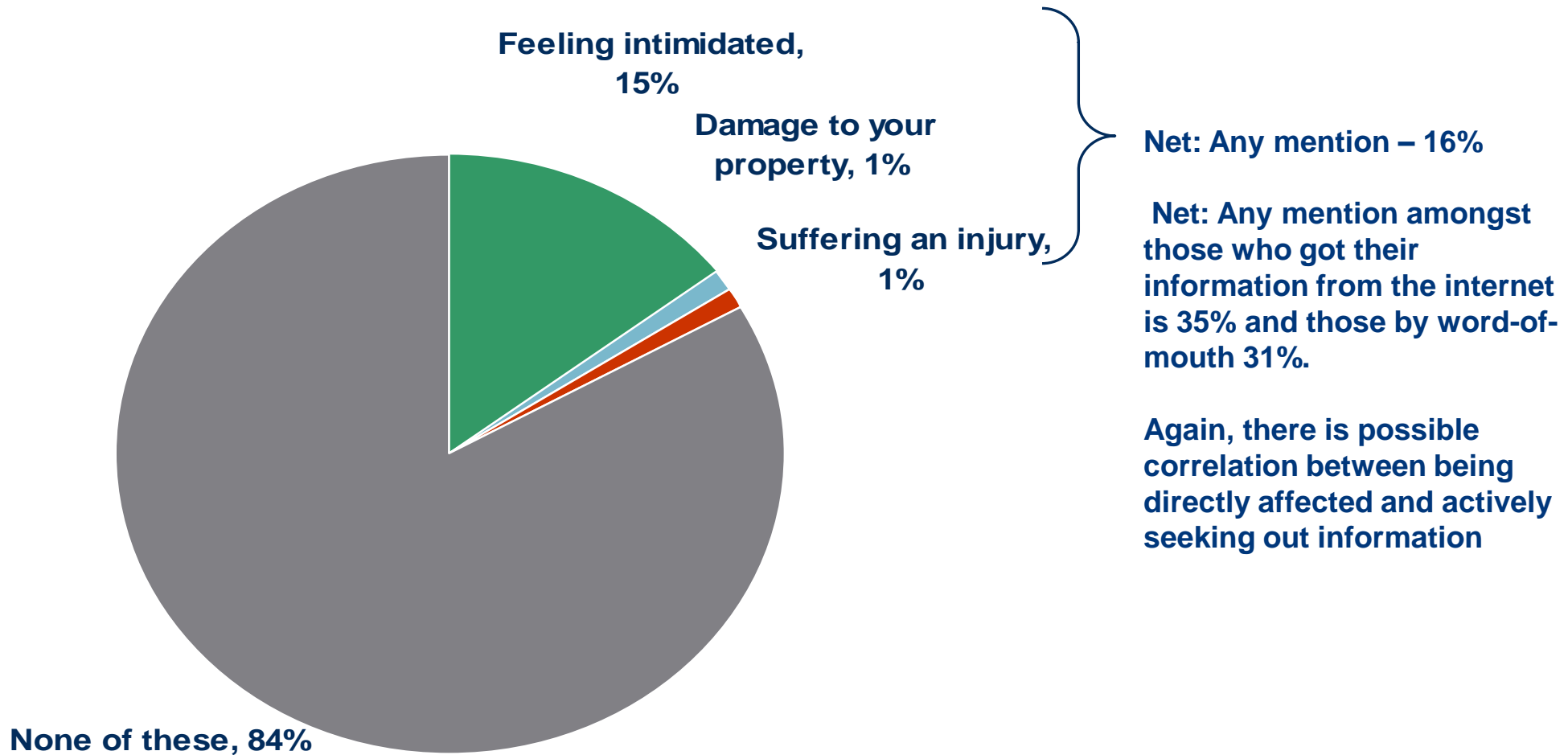


Q5. Which, if any, of the following happened in your area?

Base: All in England & Wales / riot areas (1,918); TV (191); Local newspaper (78); National newspaper (64); Internet (64); Radio (62); Word of mouth (60)

What was experienced as a result of the riots

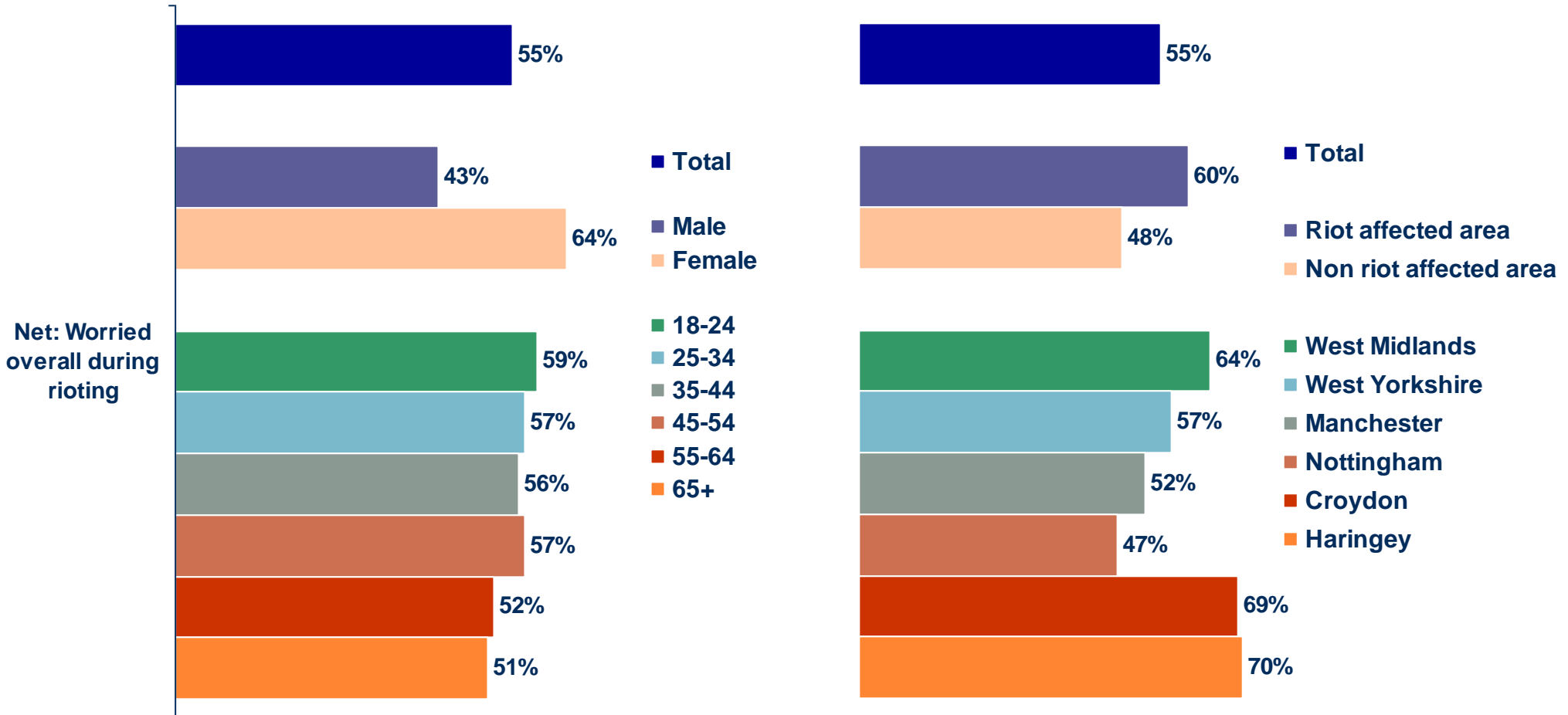
The vast majority of people interviewed didn't experience any direct consequences as a result of the riots



Q6. Which, if any, of the following did you experience as a result of the riots?
Base: All in England & Wales / riot areas (1,918)

Worried overall during rioting

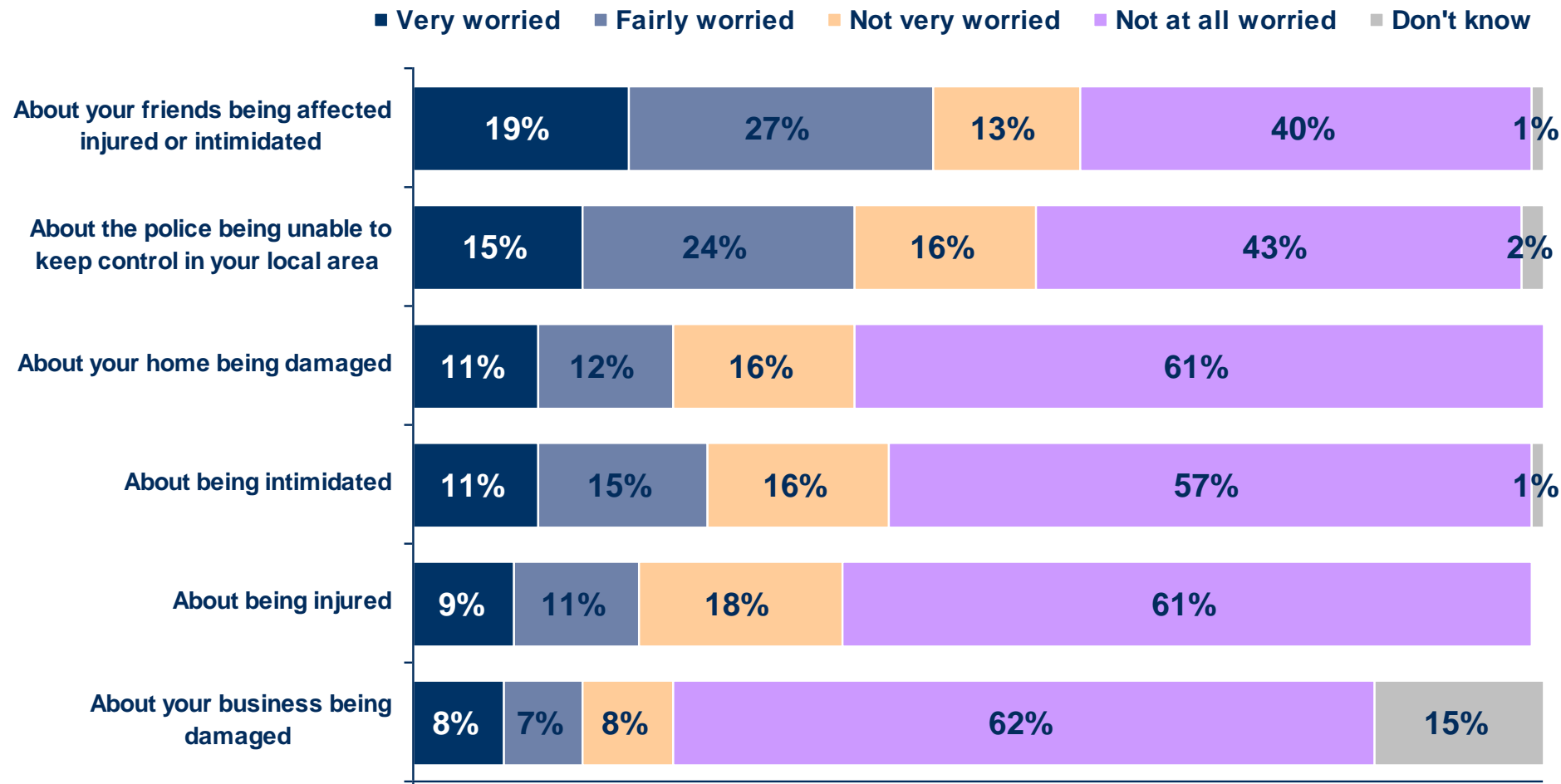
Over half were worried to some extent during the riots. Understandably, this is significantly higher in affected areas, particularly Haringey, Croydon and the West Midlands



Q7. During the period of rioting and disorder, how worried, if at all, were you...?
 Base: All in England and Wales / riot areas (1,918)

What were worried about during the period of rioting

Most were worried about people they are close to being affected by the riots. Two in five were worried that the police might not be able to keep control in their local area



Q7. During the period of rioting and disorder, how worried, if at all, were you ...?

Base: All in England and Wales / riot areas (1,918)

Police response to riots

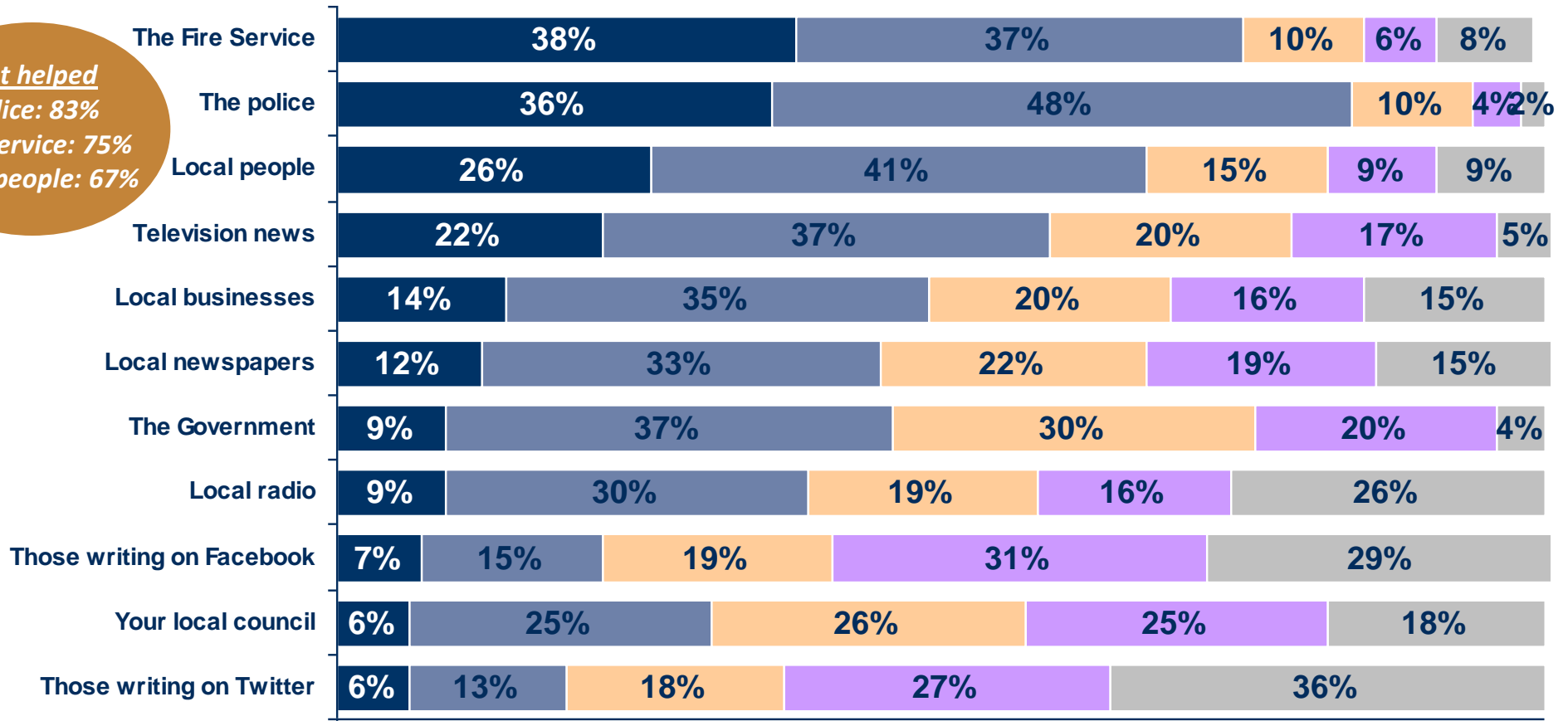
POLICE DO NOT CROSS

What helped bring the riots to a close

Over four out of five credit the police with helping to bring the riots to a close. The role of the Fire Service as well as local people is also recognised

Net helped
Police: 83%
Fire Service: 75%
Local people: 67%

■ A great deal ■ A fair amount ■ Not very much ■ Not at all ■ Don't know



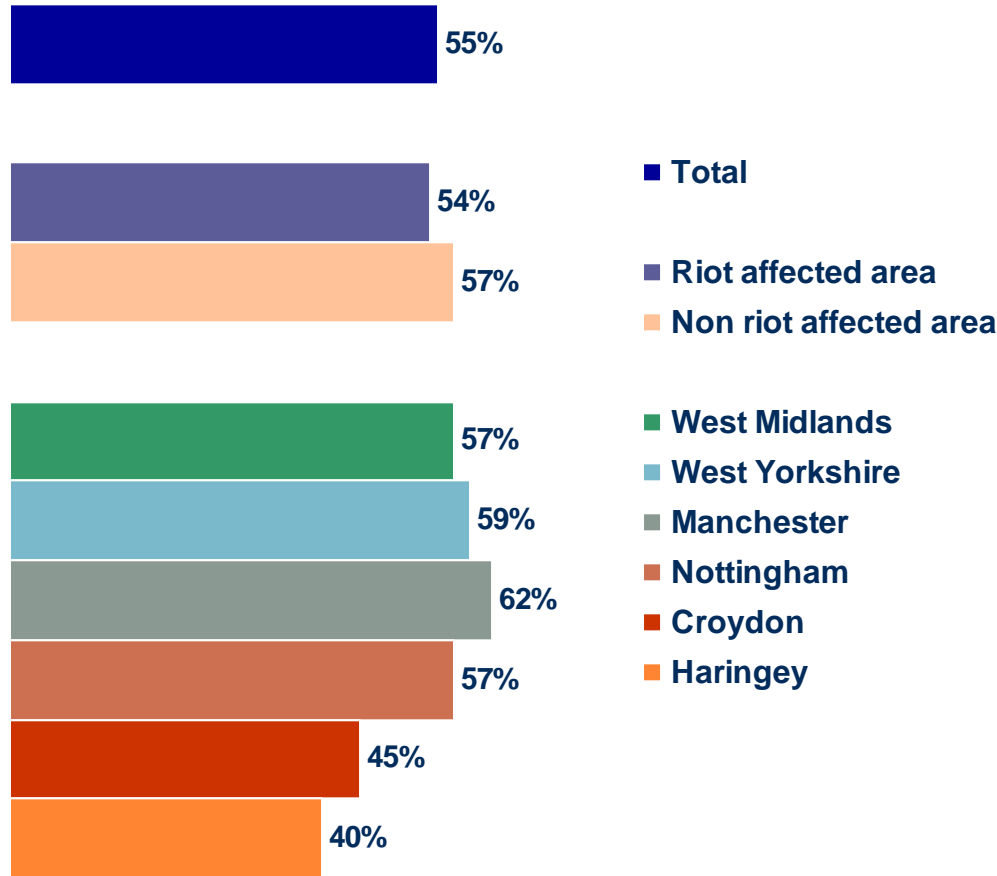
Q3. To what extent, if at all, do you think that each of the following helped to bring the riots and disorder to a close? **Base:** All in England and Wales / riot areas (1,918)



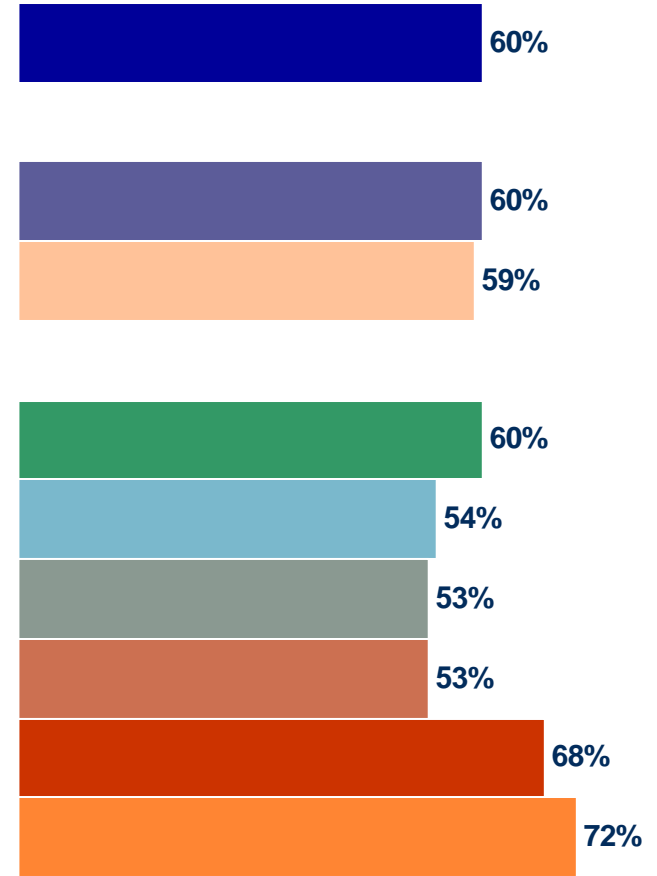
Police response time / restoring order

People in affected areas (particularly Haringey and Croydon) were less satisfied with the police response time and are more likely to believe that the police could have restored order more quickly

The police response time was about right



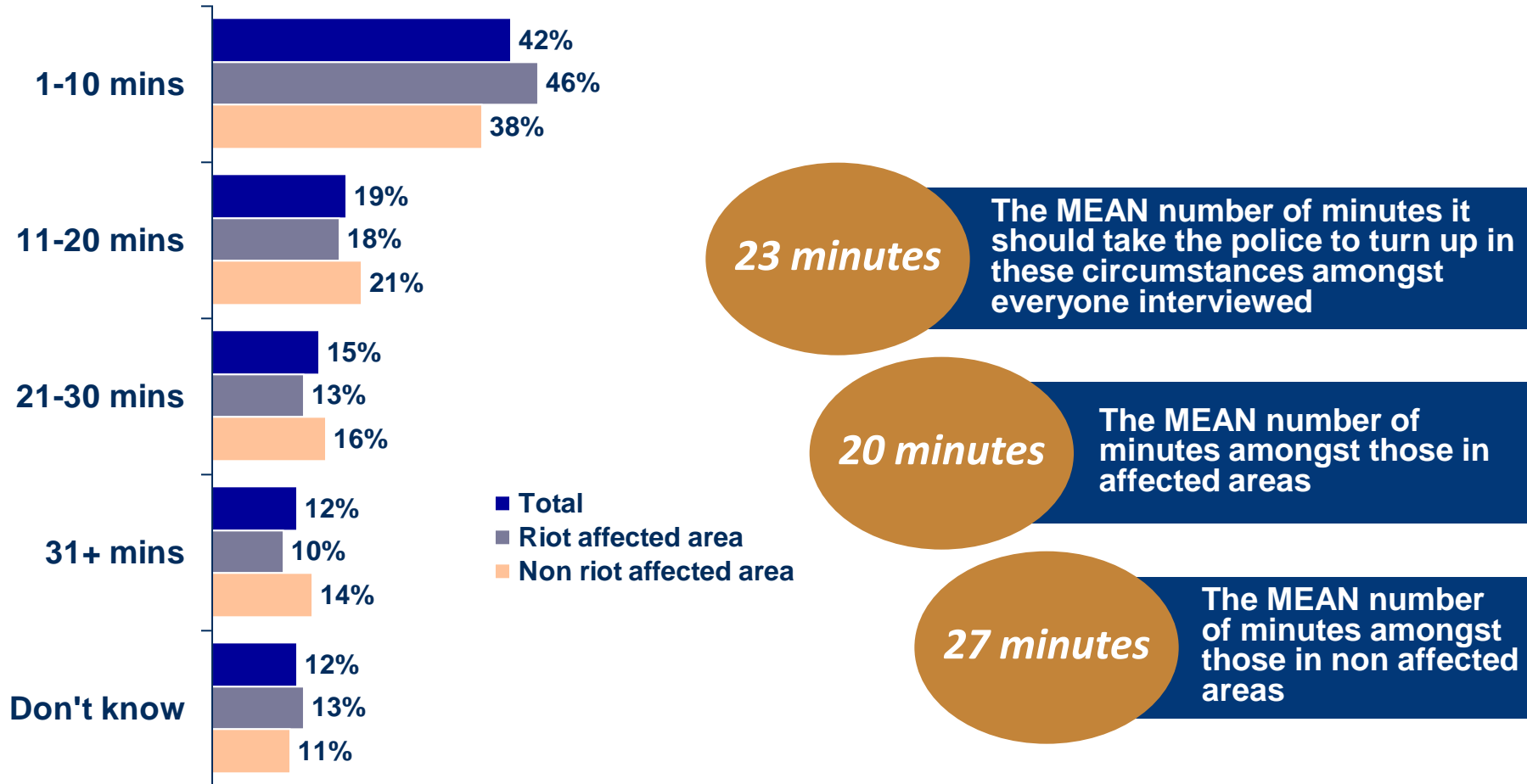
The police could have restored order more quickly



Q8. till thinking about the disorder and rioting that took place at the beginning of August, do you think that...?
Base: All in England and Wales / riot areas (1,918); West Midlands (189); West Yorkshire (167); Manchester (190); Nottingham (181); Croydon (174); Haringey (168)

Maximum time it should take police to turn up

One average people expect the police to arrive with 23 minutes in these circumstances. Almost half of those living in affected areas, however, would like to see a response time of up to 10 minutes



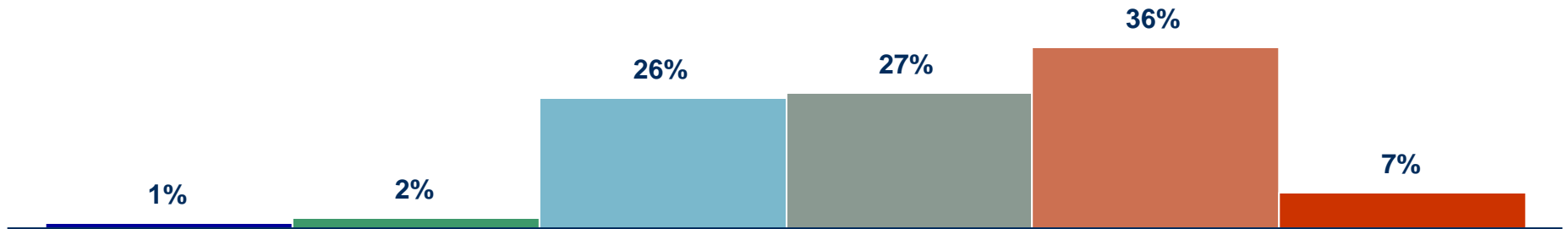
Q9. What, in your view, is the maximum time it should take for the police to turn up in these circumstances from the moment the first trouble begins? **Base:** All in England and Wales / riot areas (1,918)

Views on number of police on duty during riots

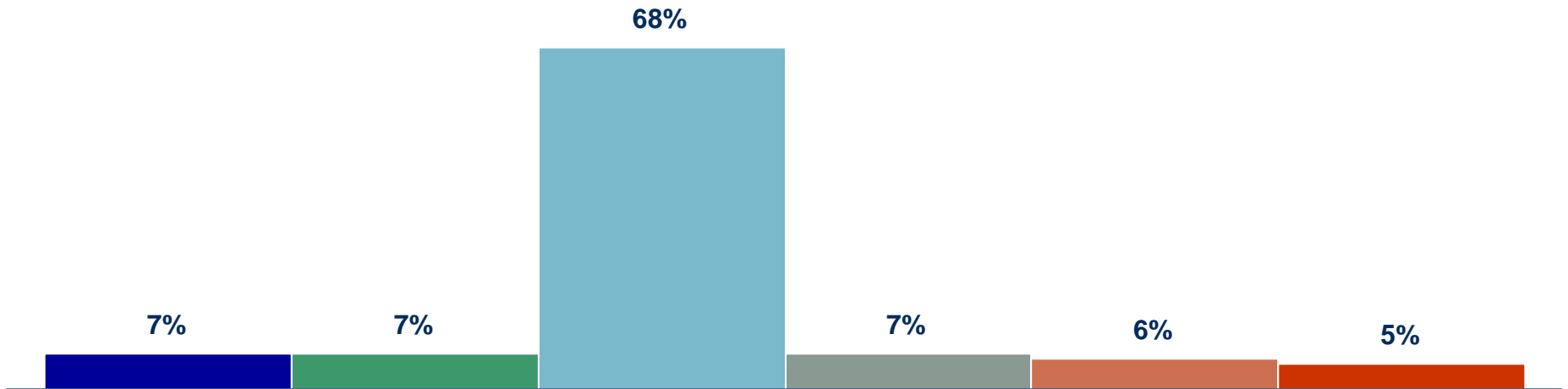
Two thirds thought that there were too few police during the initial period of the riots. Once the number was increased by the end of the rioting period, the majority agreed that this was sufficient

Number of police on duty during the initial period of rioting and disorder

■ Far too many ■ Slightly too many ■ About the right number ■ Slightly too few ■ Far too few ■ Don't know



Number of police on duty during the end of the period of rioting and disorder



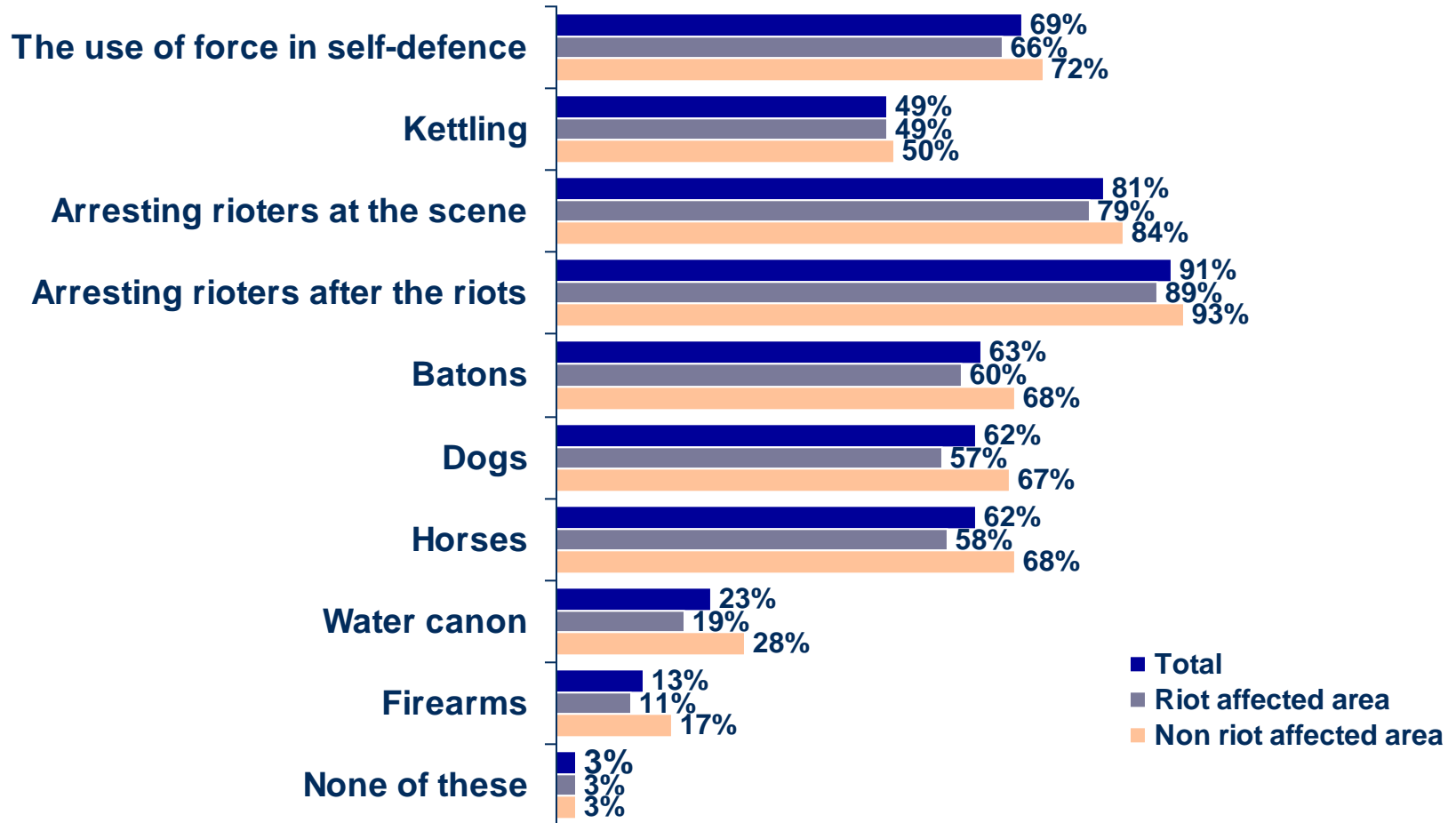
Q10. What is your view on the number of police on duty during the INITIAL period of rioting and disorder?

Q11. And what is your view on the number of police on duty by the END OF the period of rioting and disorder?

Base: All in England & Wales / riot areas (1,918)

Methods the police used to deal with rioting

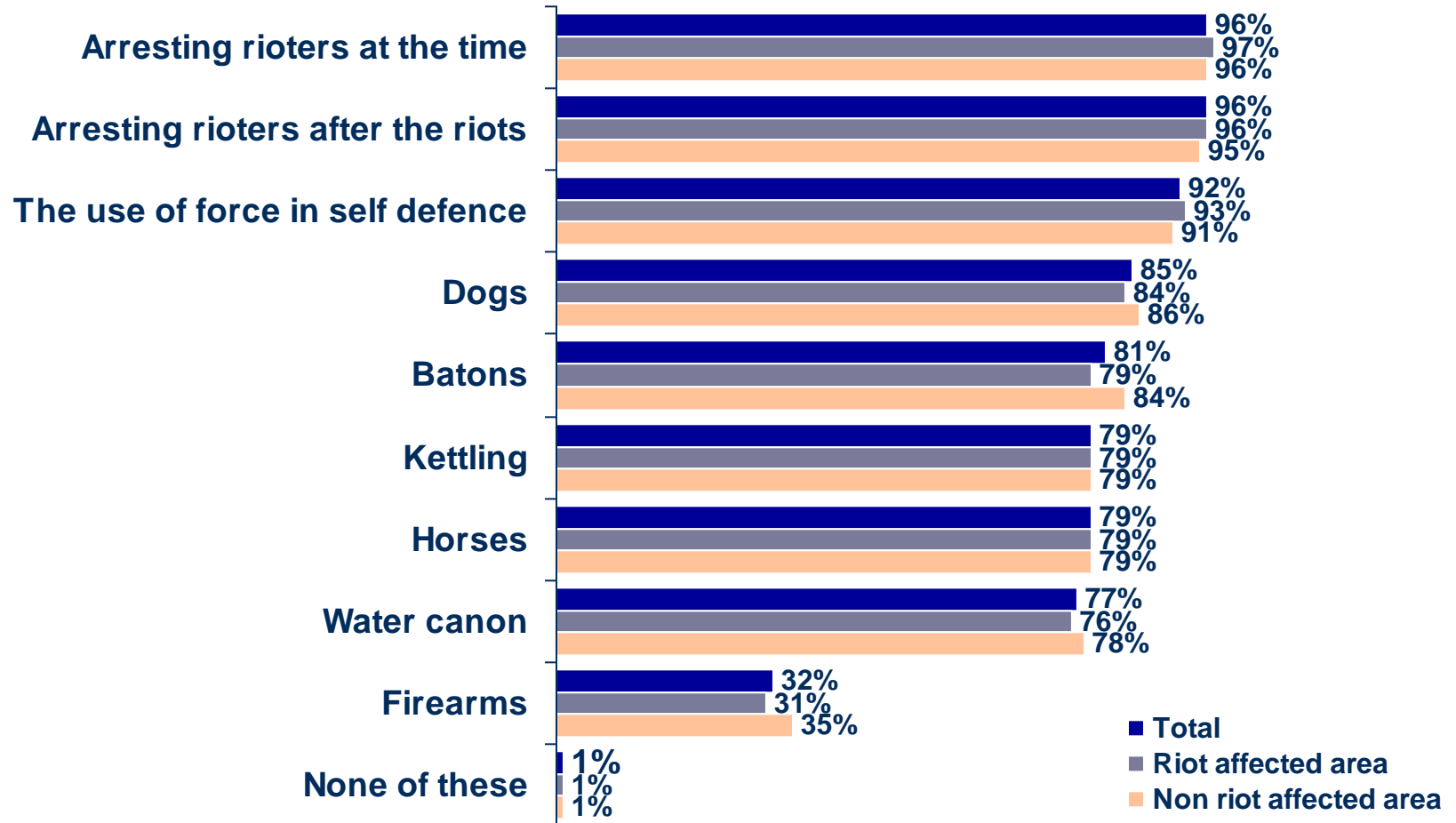
The vast majority believe that the police arrested rioters both at the scene and after the riots. A surprisingly large number (one in four) thought that water canons were used



Q12. From what you know or have heard, which, if any, of the following methods did the police use to deal with the rioting and disorder? **Base:** All in England and Wales / riot areas (1,918)

Methods the police should have used to deal with rioting

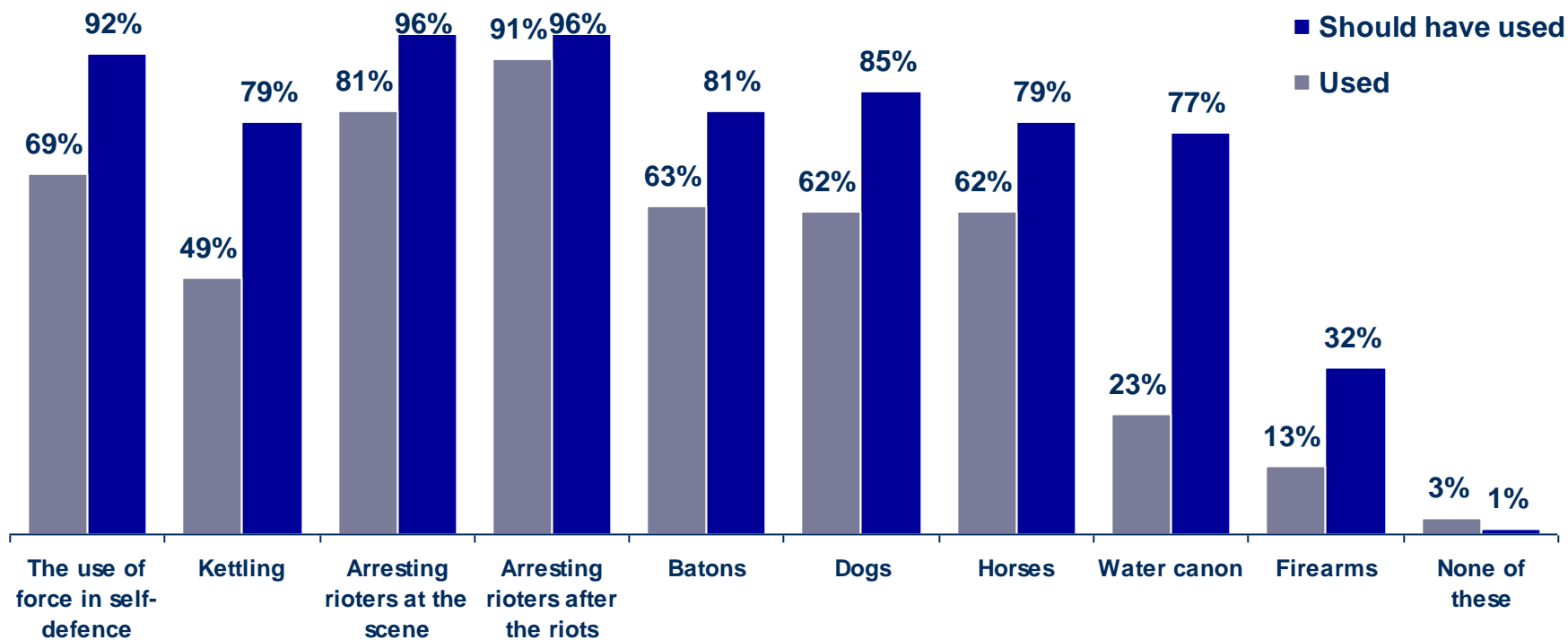
People felt very strongly about measures that should have been taken to deal with rioting. Almost all methods were strongly supported, apart from the use of firearms



Q13. Which, if any, of the following methods should the police have used to deal with the rioting and disorder?
Base: All in England and Wales / riot areas (1,918)

Methods the police used vs what they should have used

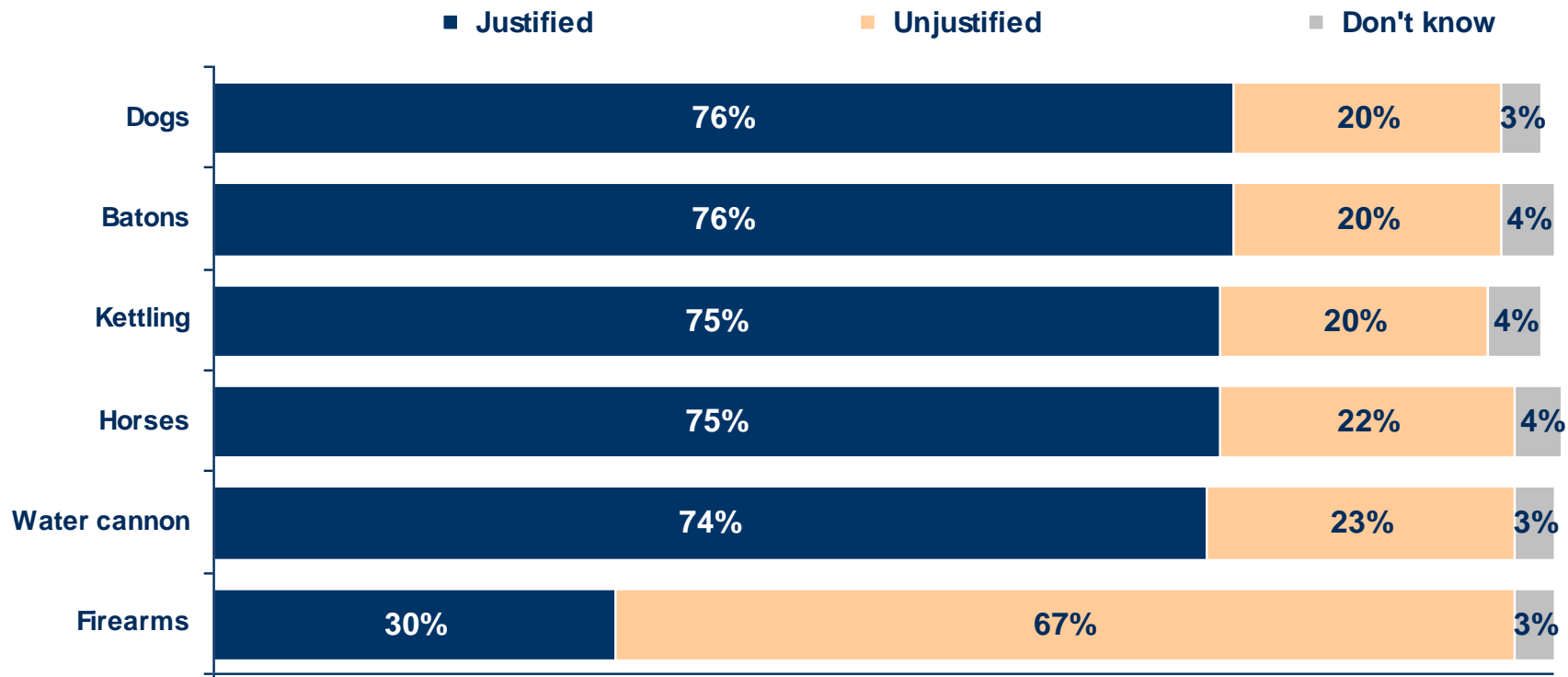
Most people are in support of more severe methods than what they thought were used to deal with the rioting. In the case of water canons, more than three times as many people think that they should have been used



Q12. From what you know or have heard, which, if any, of the following methods did the police use to deal with the rioting and disorder? **Q13.** Which, if any, of the following methods should the police have used to deal with the rioting and disorder? **Base:** All in England and Wales / riot areas (1,918)

How justified each method is

Three in four think that the use of dogs, batons, kettling, horses and water cannons would be justified. A lot fewer people (one in three) think there is justification for the use of firearms

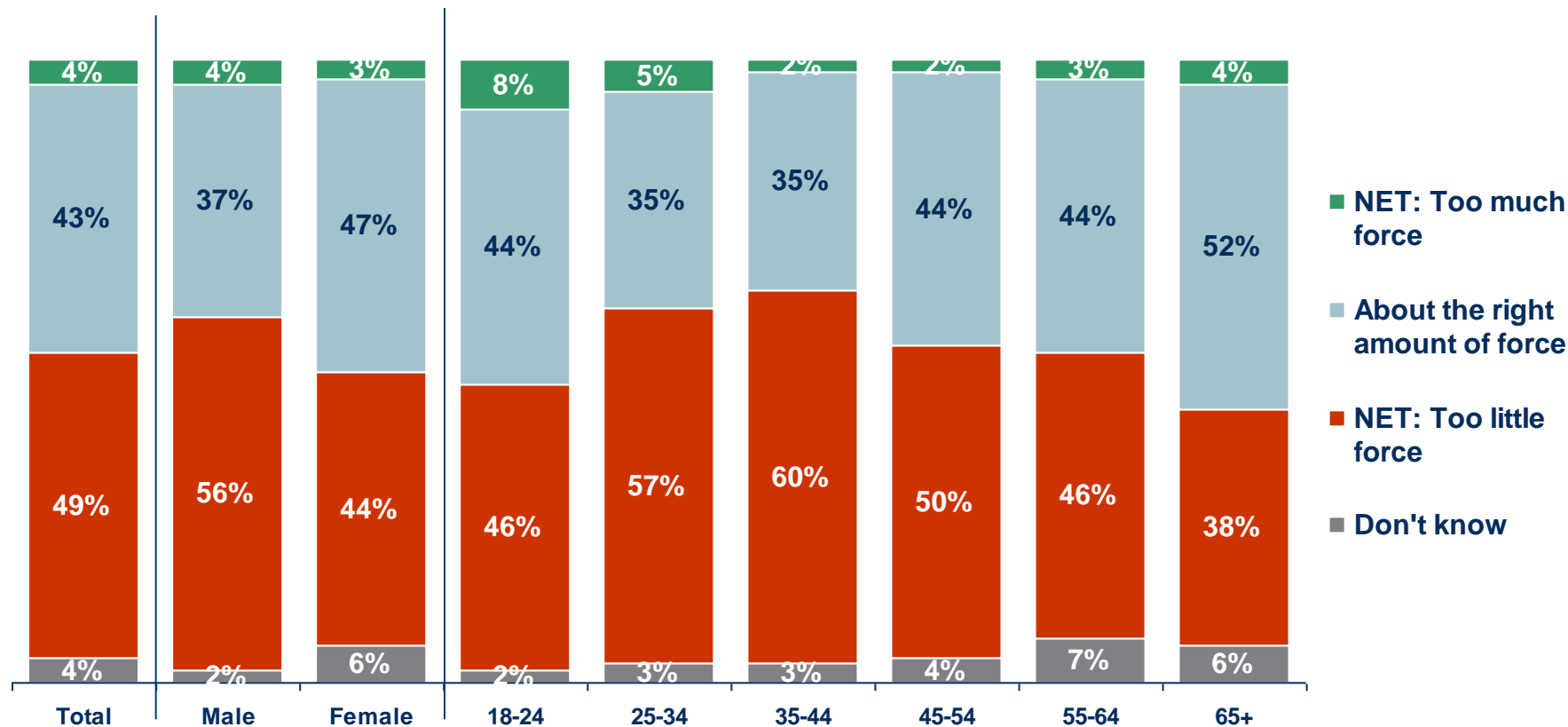


Q14. Do you think the use of ... during riots is justified or unjustified if there is a risk of innocent members of the public being injured by its use?

Base: All in England and Wales / riot areas (1,918)

Amount of force used by the police

About half of all respondents thought that the police used too little force in dealing with the riots. Only a very small number thought that too much force was used, although this is higher amongst the youngest age groups

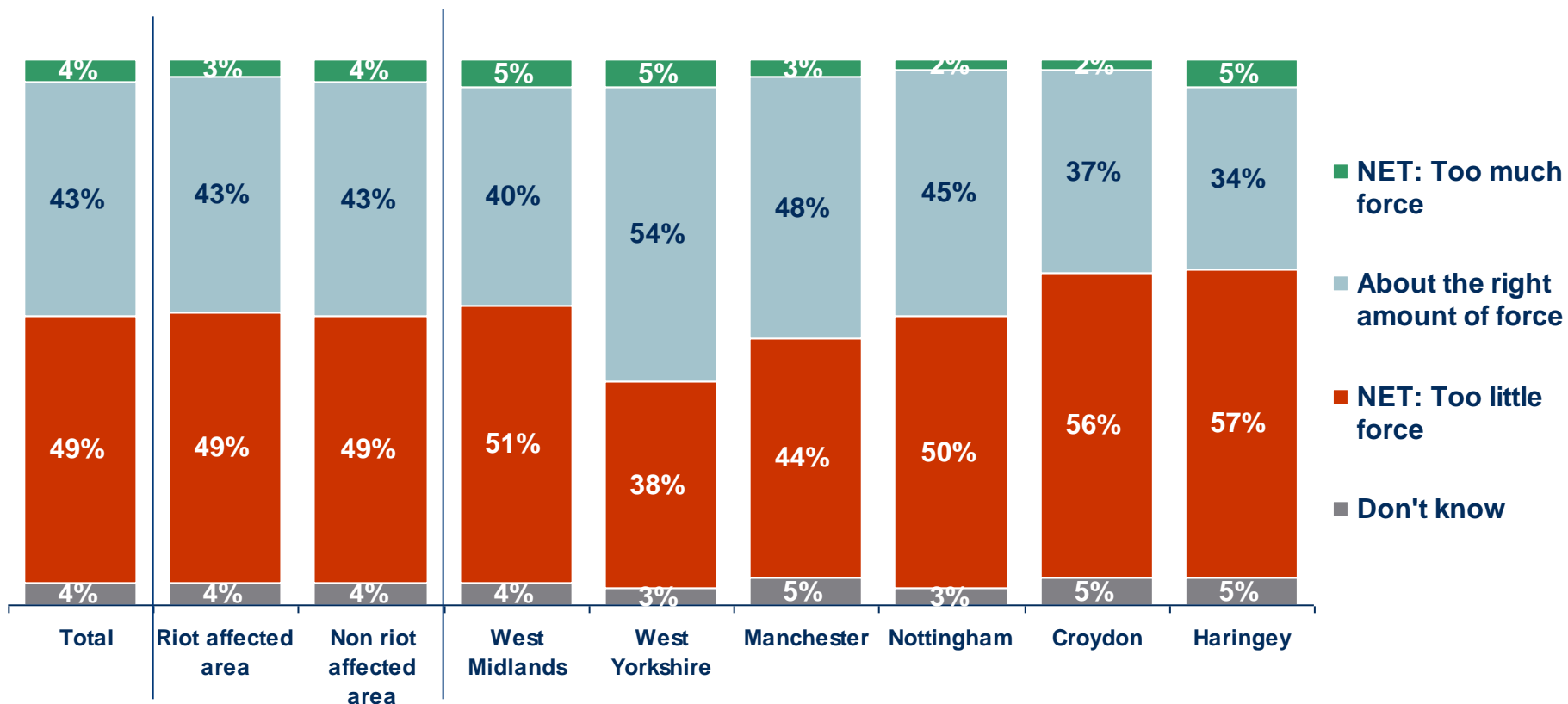


Q15. Overall, in dealing with the riots and disorder, do you think the police used?

Base: All in England & Wales / riot areas (1,918); 18-24 (169); 25-34 (252); 35-44 (335); 45-54 (369); 55-64 (350); 65+ (443)

Amount of force used by the police

Those living in Haringey and Croydon are more likely to think that too little force was used by the police in dealing with the riots



Q15. Overall, in dealing with the riots and disorder, do you think the police used?

Base: All in England & Wales / riot areas (1,918); West Midlands (189); West Yorkshire (167); Manchester (190); Nottingham (181); Croydon (174); Haringey (168)



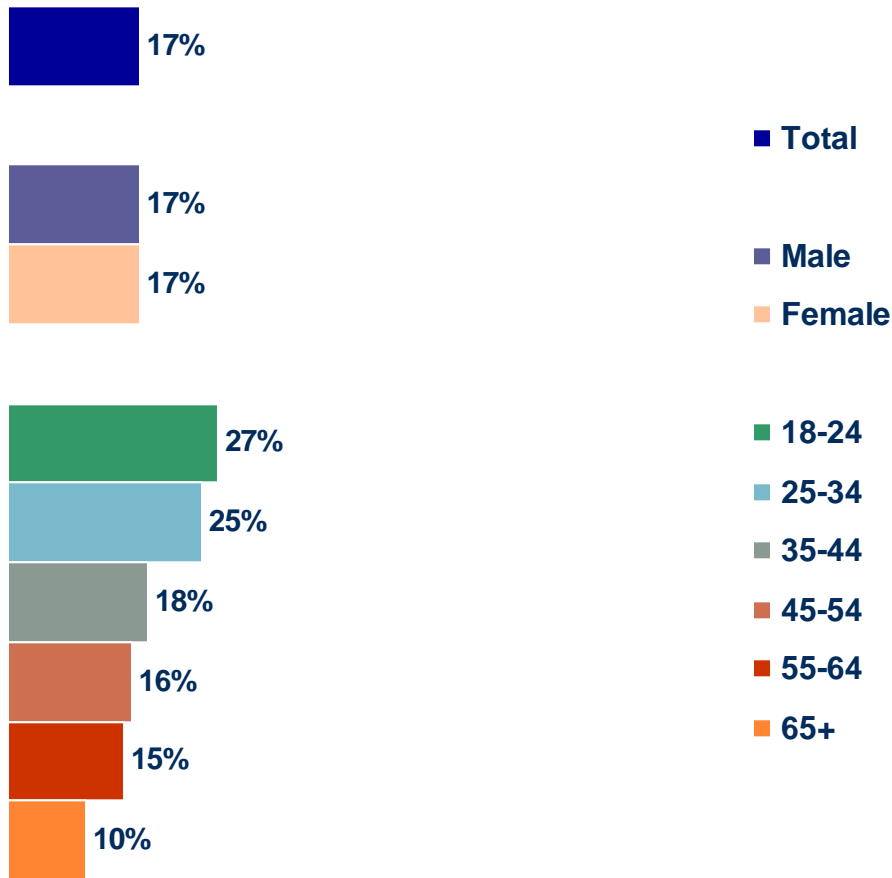
Information provision



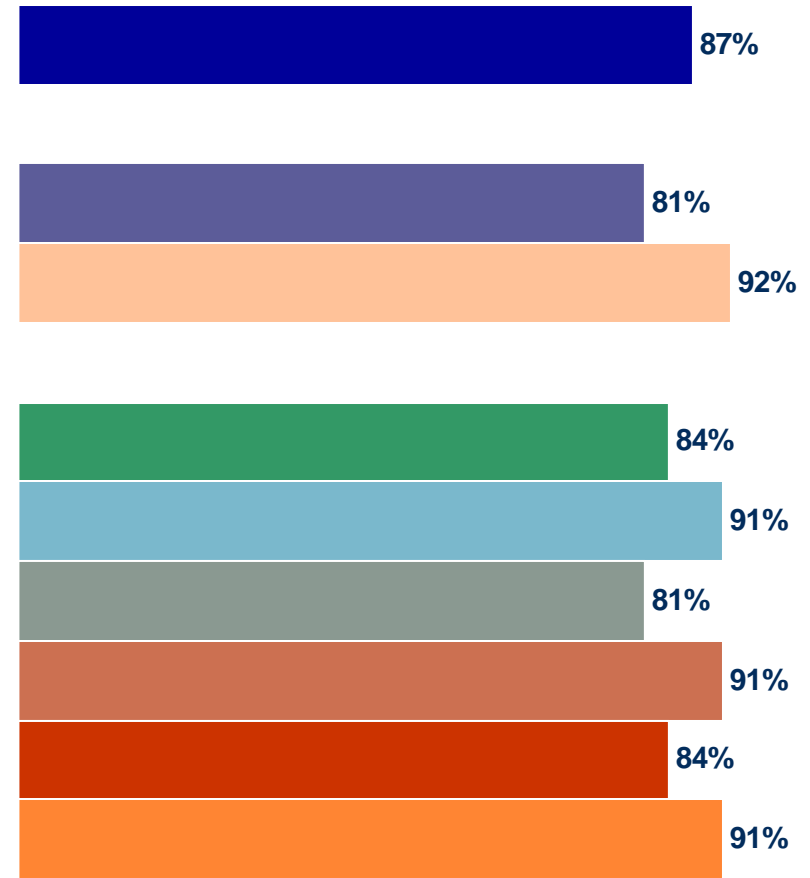
Was information provided? How reassuring was it?

Only one in six claim that they were provided with information by the police (this is higher in younger age groups). From those who received information, the vast majority found it reassuring. Interestingly, there is no difference when it comes to finding information reassuring depending on where the information was acquired (e.g. TV, newspapers, internet, etc)

Police provided information about what was going on



Information provided was reassuring

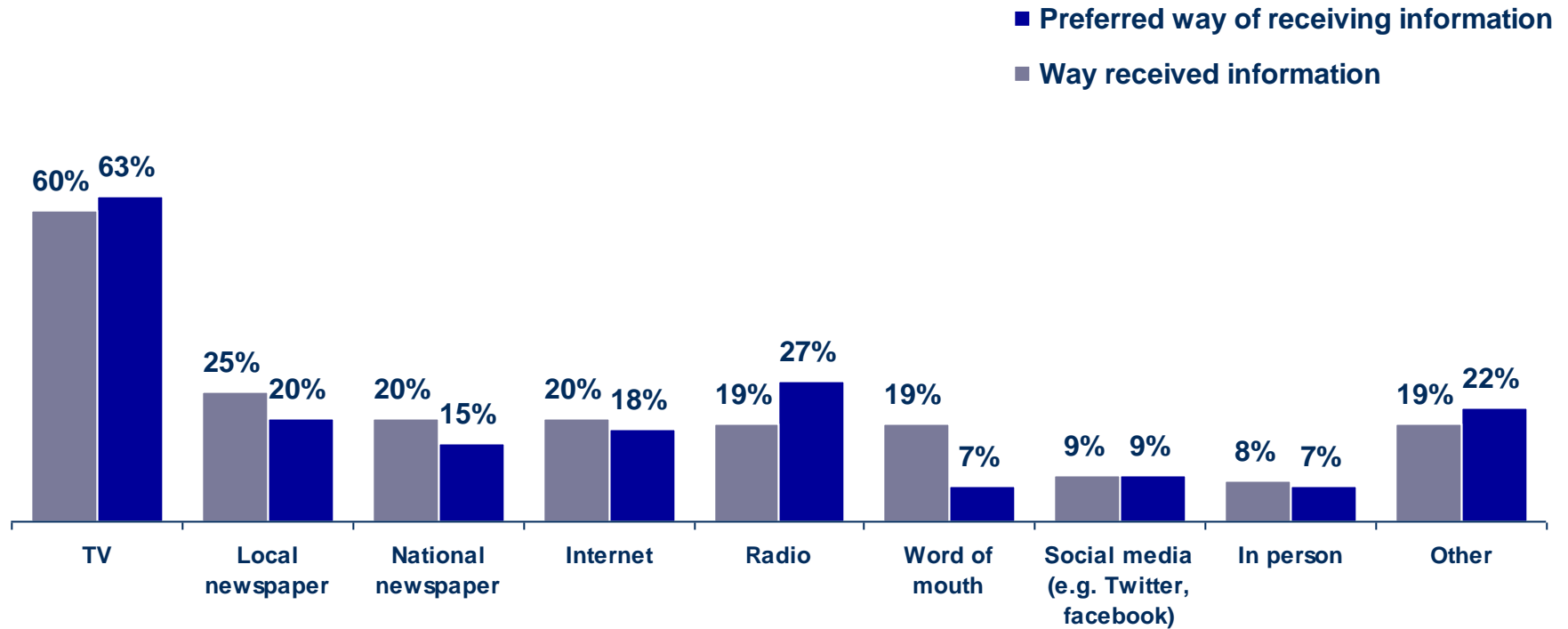


Q16. Did the police provide you with information about what was going on? **Q19.** How reassuring, if at all, did you find the information from the police?

Base: All in England and Wales / riot areas (1,918); All receiving information from police (318)

Sources of information

TV is both people's main source and preferred source of information from the police about the riots



Q17. Where did you get this information from? **Q18.** And what is your preferred way of receiving this kind of information from the police?

Base: All receiving information from the police (318)



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