

Research Report 2/2002

Public Awareness of the  
Northern Ireland Police Complaints System 2002

Impartial

Independent

Investigation



police  
ombudsman  
FOR NORTHERN IRELAND

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## Foreword

This is the third Public Awareness Report to be published since the establishment of my Office on 06 November 2000.

The purpose of the research which led to this Report was, as on the two previous occasions, to examine the community's perceptions of the office and of the way in which we carry out our functions. The research was conducted independently of the office by the Northern Ireland Statistics and Research Agency.

This Report contains much that is encouraging for the office. We are pleased to see that the percentage of those who are aware of the new system for making complaints against the police has risen from 65% to 86%. We are also pleased to see that 86% of those surveyed believed that our office is independent. Among the new questions that we asked was the question " Do you believe that you would be treated fairly if you made a complaint to the Police Ombudsman?" 83% of Catholics and 75% of Protestants answered "Yes" to this question. For my staff who have worked very hard to establish the new police complaints system this is very pleasing, but we are not complacent.

The Report also identifies areas where we need to concentrate our efforts, and we have used the results of this Survey in formulating our Annual Business Plan for 2002-2003, and our Corporate Plan for 2002-2005.

My Office will continue to monitor these issues and to publish the results of research.

Mrs Nuala O'Loan

Police Ombudsman for Northern Ireland





## 1.0 Introduction

The Police Ombudsman's office was set up by the Police (Northern Ireland) Act 1998 in order to provide an impartial and independent system for investigating complaints against the police in Northern Ireland.

Prior to the Office of the Police Ombudsman for Northern Ireland being established, complaints against the police from the public were investigated by the police themselves, although the investigation of certain types of complaint was supervised by the Independent Commission for Police Complaints (ICPC), which was set up in February 1988. The ICPC could not, however, undertake independent investigations of police complaints. The ICPC ceased to exist when the Police Ombudsman's office opened on 6th November 2000.

The Police Ombudsman's office is committed to carrying out research and consultation in order to improve the quality and effectiveness of the police complaints system. It is also committed to both informing the public about the Ombudsman's powers of independent investigation, and gaining the public's confidence in the police complaints system and processes. As part of a comprehensive programme of research, the Police Ombudsman's office carried out its first survey of public awareness of the police complaints system in October 2000. A key element of the programme is to use the information obtained to target outreach activities towards groups within the community among whom awareness levels are lowest. In order to monitor progress on the effectiveness of such outreach activities, a second survey was carried out in March 2001. Following on from this, the Police Ombudsman's office commissioned a third survey of public awareness of the police complaints system.

This report presents the findings from the third survey. The data were collected through a module in the Northern Ireland Statistics & Research Agency's (NISRA) Omnibus Survey. The fieldwork took place from late January to early March 2002

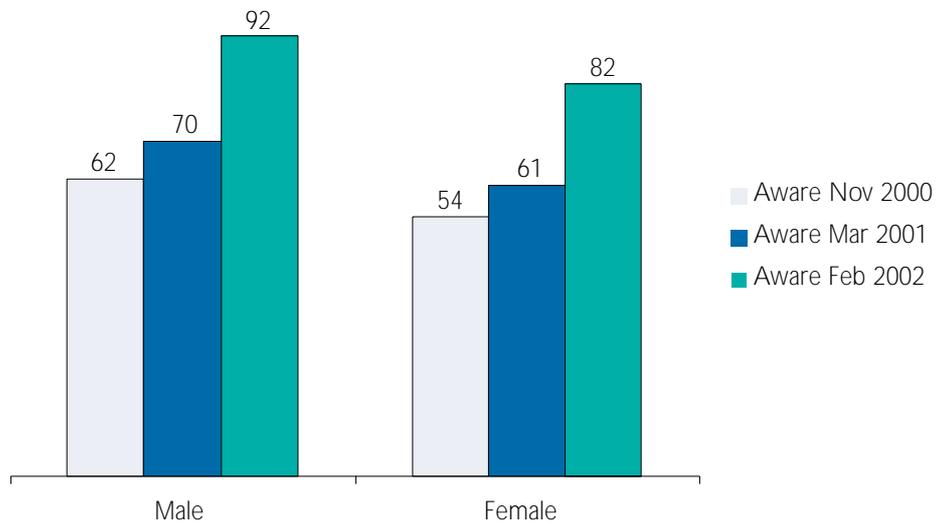
### The research provides information on:

- Public awareness of the Police Ombudsman
- Source of knowledge of the Police Ombudsman
- Awareness of the independence of the Police Ombudsman
- To whom respondents would make a complaint
- Respondents' perceptions of the impartiality of investigation of complaints by the Ombudsman
- Public perceptions of fairness and equality of treatment of public and police by the Ombudsman
- Respondents' thoughts on whether the work of the Police Ombudsman will improve policing in Northern Ireland



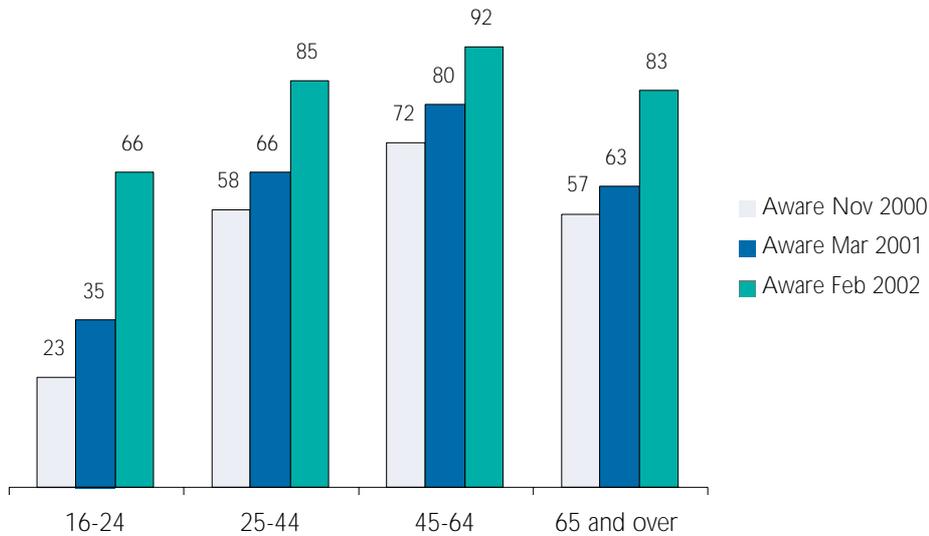
## 2.0 Public Awareness of the Police Ombudsman

- 2.1 Public awareness of the Police Ombudsman has increased by 21%. Eighty-six percent had heard of her, compared to 65% in March 2001.
- 2.2 More males (92%) than females (82%) had heard of the Police Ombudsman. This compares to 70% for males and 61% for females in March 2001, and 62% for males and 54% for females in November 2000 (see Figure 1).



**Figure 1 Heard of the Police Ombudsman by Gender (November 2000, March 2001 and February 2002)**

- 2.3 Protestants were slightly more likely than Catholics to have heard of the Police Ombudsman (88% and 86% respectively). The figures for March 2001 were Protestants 67% and Catholics 63% (Appendix Table A1).
- 2.4 Figure 2 shows the proportion of respondents in the November 2000, March 2001 and February 2002 surveys, analysed by age group that stated that they were aware of the Police Ombudsman. As can be seen, the largest increase in awareness of the Police Ombudsman was among respondents aged between 16 and 24 years (from 23% to 35% to 66%).



**Figure 2 Heard of the Police Ombudsman by Age ( November 2000, March 2001 and February 2002)**

2.5 Awareness of the Police Ombudsman increased across all income groups. Awareness levels were highest among the groupings whose gross annual household income exceeded £15000 (Appendix Table A2).

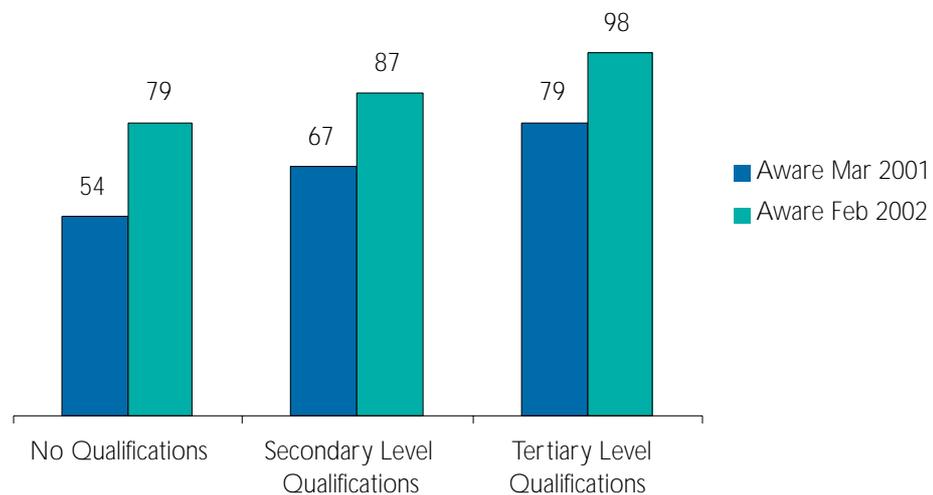
2.6 From Table 1 it can be seen that almost all respondents who had occupations classed as Professional and Managerial or Technical were aware of the Police Ombudsman (100% and 95% respectively). In contrast to the previous survey, where only 54% of semi-skilled and 43% of unskilled manual occupations were aware of the Police Ombudsman, the current survey showed that these occupational classifications' awareness of the Police Ombudsman had risen greatly to 79% and 85% respectively.



**Table 1 Heard of the Police Ombudsman by Occupation**

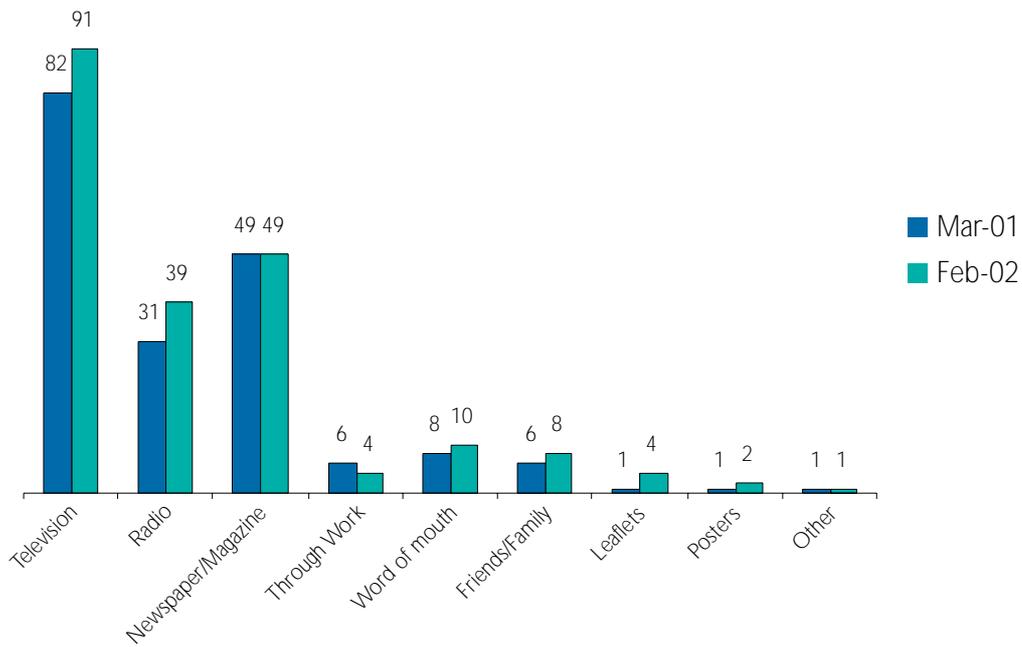
	Professional	Managerial & Technical	Skilled Non-Manual	Skilled Manual	Partly Skilled	Unskilled Manual
Yes	100%	95%	87%	88%	79%	85%
No	-	5%	13%	12%	21%	15%
Total	100%	100%	100%	100%	100%	100%

- 2.7 More respondents who were employed (91%) had heard of the Police Ombudsman than those who were economically inactive (82%). The figures for March 2001 were 63% and 52% respectively (Appendix Table A3).
- 2.8 Figure 3 shows that a higher proportion of those with tertiary level educational qualifications (98%) had heard of the Police Ombudsman than those with secondary level qualifications (87%) or no qualifications at all (79%). Increased levels of awareness were apparent across all three groups over the previous year, particularly among the group with no qualifications.



**Figure 3 Heard of the Police Ombudsman by Educational Qualifications (March 2001 and February 2002)**

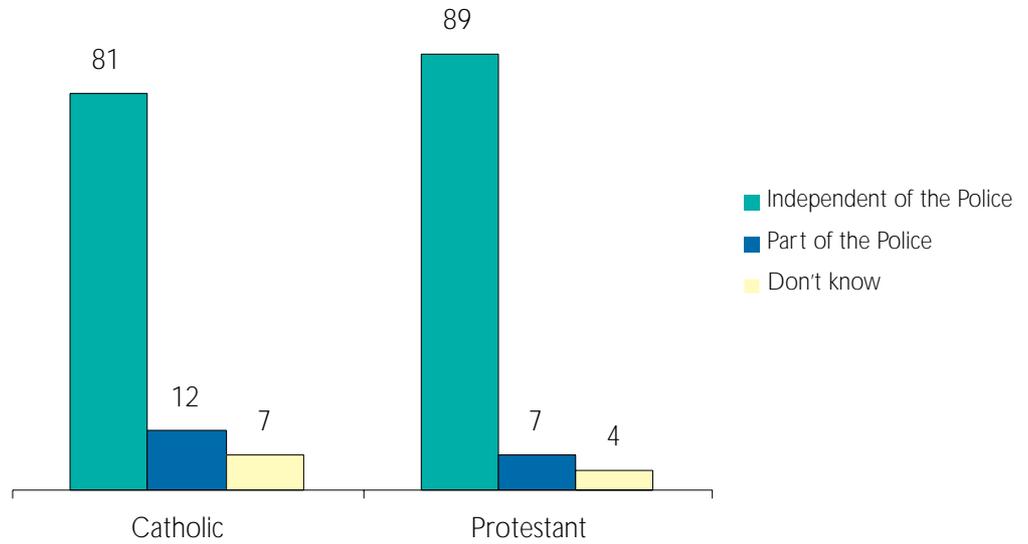
- 2.9 More respondents who lived in owner-occupied accommodation (90%) had heard of the Police Ombudsman than those who lived in rented accommodation (76%) (Appendix Table A4). The figures for March 2001 were 72% and 47% respectively.
- 2.10 The three main sources of respondents' information about the Police Ombudsman were television (91%), newspapers or magazines (49%) and radio (39%) (see Figure 4).



**Figure 4** Source of Knowledge of the Police Ombudsman (March 2001 and February 2002)

### 3.0 Awareness of the Independence of the Police Ombudsman

- 3.1 The majority of respondents who were aware of the Ombudsman (86%) thought that she was independent of the police, 8% thought she was part of the police, and 6% did not know either way. In the survey conducted in March 2001, the figures were 83%, 10%, and 7% respectively.
- 3.2 In Figure 5 it can be seen that Protestants (89%) were more likely than Catholics (81%) to know that the Police Ombudsman was independent of the police. The figures for the previous survey were 85% for Protestants and 78% for Catholics.



**Figure 5** Aware of the independence of the Police Ombudsman by Religion

- 3.3 Males (88%) were slightly more likely to think that the Police Ombudsman is independent of the police than females (84%) (Appendix Table A5). The awareness levels across males and females for the March 2001 survey were 83% for males and 82% for females.
- 3.4 Respondents aged between 25 and 44 years were most likely (90%), and those aged between 16 and 24 years least likely (71%) to think that the Police Ombudsman was independent of the police (see Table 2). These results are similar to those of the March 2001 study.

Table 2      Aware of the Independence of the Police Ombudsman by Age

	16-24	25-44	45-64	65 and over
Part of the Police	18%	8%	7%	6%
Independent of the Police	71%	90%	89%	82%
Don't Know	11%	3%	4%	12%
Total	100%	100%	100%	100%



## 4.0 Making Complaints Against the Police

- 4.1 As can be seen from Table 3, respondents were most likely to say they would make a complaint at their local police station (49%). Since the survey of March 2001, the most noticeable change in the responses to this question is that the Police Ombudsman has become the second most likely body to which the respondents would make a complaint (11%). In the March 2001 survey this figure was 4%.
- 4.2 Slightly more males (50%) than females (48%) would make a complaint at their local police station; and more females than males would go to a solicitor (10% and 5% respectively). Thirteen percent of males and 9% of females would approach the Police Ombudsman to make a complaint against the police.

Table 3 Where Respondents would go to make a complaint

	Male	Female	Overall
	%	%	%
Local Police Station	50	48	49
The Independent Commission For Police Complaints	3	4	3
A Solicitor	10	5	7
The Chief Constable of the PSNI	1	1	1
Your MP/MLA	2	3	3
A local politician e.g. councillor	4	4	4
The Citizens Advice Bureau	2	3	3
The Police Ombudsman	13	9	11
Policing Board	1	1	1
Local Community Police Liaison Committee	0	0	0
Wouldn't know how to complain	2	4	3
Wouldn't know where to go	9	13	11
Other	2	2	2
Refusal	0	0	0
Don't Know	2	3	2

4.3 More Protestant (54%) than Catholic (39%) respondents would make a complaint at their local police station (see Table 4). Conversely, more of the latter (13%) than the former (4%) would go to a solicitor. The most noteworthy change in the respondents' views since March 2001 was that now, 12% of Catholics and 11% of Protestants would take their complaints against the police to the Office of the Police Ombudsman. The previous figures were 6% and 3% respectively.

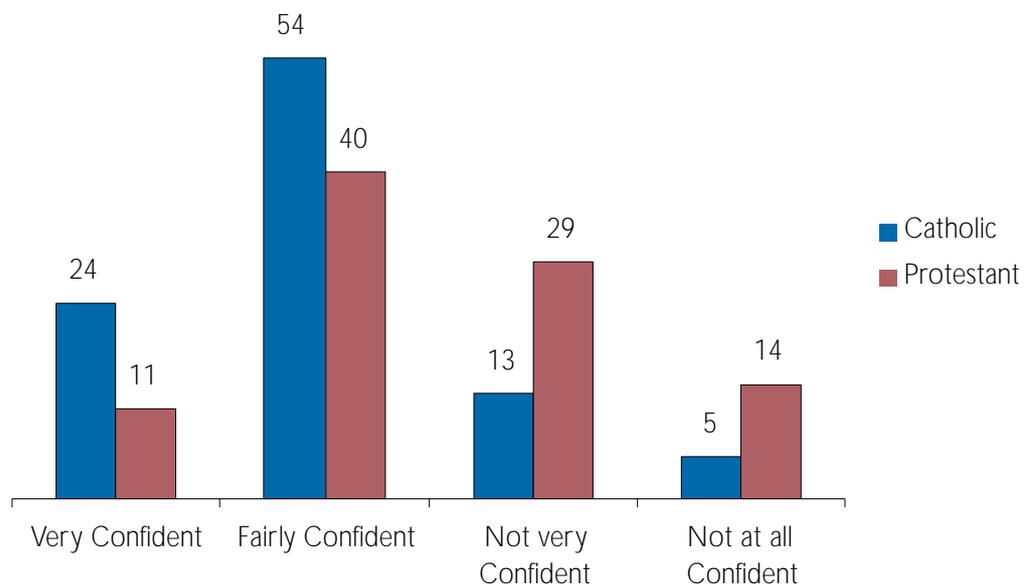
Table 4 Where Respondents would go to make a complaint by Religion

	Catholic	Protestant
	%	%
Local Police Station	39	54
The Independent Commission For Police Complaints	1	4
A Solicitor	13	4
The Chief Constable of the PSNI	1	1
Your MP/MLA	3	3
A local politician e.g. councillor	6	3
The Citizens Advice Bureau	4	2
The Police Ombudsman	12	11
Policing Board	0	1
Local Community Police Liaison Committee	0	0
Wouldn't know how to complain	2	2
Wouldn't know where to go	12	11
Other	2	2
Refusal	0	0
Don't Know	3	2



## 5.0 Impartiality of Investigation

5.1 Overall 78% of Catholics and just over half (51%) of Protestants were either very confident or fairly confident about the impartial nature of the Police Ombudsman when investigating complaints against the police. As can be seen from Figure 6, Catholics were most likely to feel very confident or fairly confident regarding the impartiality of the Police Ombudsman (24% and 54% respectively). Conversely, Protestants were most likely of the two groups to feel not very confident (29%) or not confident at all (14%) in the impartiality of investigations of complaints by the Police Ombudsman.



**Figure 6 Levels of Confidence in the impartial nature of the Police Ombudsman's investigations of complaints against the Police by Religion**

- 5.2 Respondents aged 65 and over were least likely of all the age groups to be fairly confident (41%) or very confident (14%) in the impartiality of the investigations of the Police Ombudsman. Those aged between 25 and 44 years were most likely to be fairly confident (48%) or very confident (16%) in the Police Ombudsman's impartiality (Appendix Table A15).
- 5.3 More respondents who had tertiary level educational qualifications (21%) than those with secondary level qualifications (12%) or no qualifications (16%) felt very confident that the Police Ombudsman investigates complaints against the police in an impartial way. More of those respondents with secondary level qualifications (23%), and no qualifications (25%) were not very confident in the impartiality of the Police Ombudsman's investigations, than those with tertiary level qualifications (17%) (Appendix Table A17).

## 6.0 Fairness of Treatment of Complainants by the Police Ombudsman

- 6.1 Respondents were asked whether they thought that they would be treated fairly if they were to make a complaint against a police officer to the Police Ombudsman. As can be seen from Table 7, 78% of respondents said that they thought they would be treated fairly; 12% considered that they wouldn't meet with fair treatment.
- 6.2 Catholic respondents were slightly more likely than Protestants to think that they would be treated fairly when making a complaint (83% and 75% respectively).

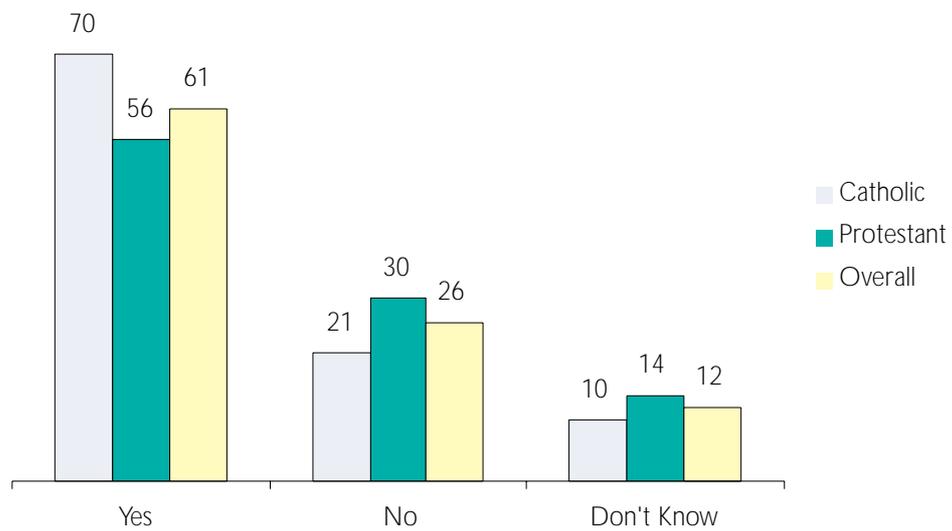
Table 7 Fairness of Treatment of Complainants by the Police Ombudsman

	Catholic	Protestant	Total
Yes	83%	75%	78%
No	9%	14%	12%
Don't Know	8%	10%	9%
Total	100%	100%	100%



## 7.0 Parity of Treatment of Police and Public

7.1 Respondents were asked whether they thought the person making the complaint and the police officer being complained about would be treated equally by the Police Ombudsman when investigating a complaint against the police. As shown in Figure 7, overall, 61% of respondents thought that both the complainant and the police officer would receive equal treatment. Just over a quarter of respondents thought that there was not equality of treatment.



**Figure 7 Equal Treatment of both the Police and the Public by the Police Ombudsman**

- 7.2 Seventy percent of Catholic respondents compared to 56% of Protestant respondents thought that both the complainant and the police officer being complained about would receive equal treatment (Appendix Table A22).
- 7.3 Respondents who said that they thought there was not equal treatment were asked whether they thought that the Police Ombudsman treats the person making the complaint or the police officer being complained about better. In Table 8, it can be seen that 74% of Catholic respondents who considered that there was not equal treatment thought that the police officer being complained about would receive better treatment, while 21% thought that the person making the complaint would be treated better. In comparison, 34% of Protestant respondents considered that the police officer being complained about would receive better treatment, whereas 60% thought that the person making the complaint would be treated better.

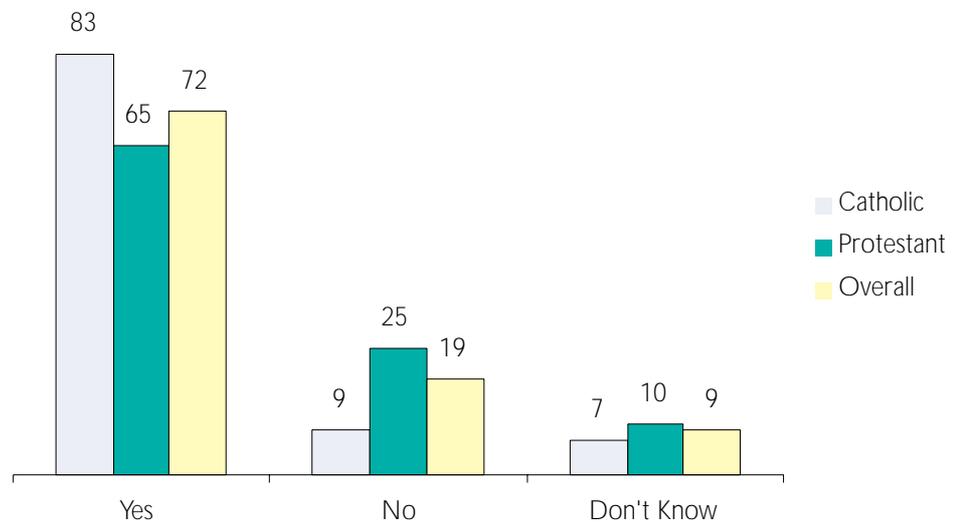
**Table 8** Where Respondents thought the Complainant or Police Officer would not receive equal treatment by the Police Ombudsman by Religion

	Catholic	Protestant	Total
Treats the person making the complaint better	21%	60%	49%
Treats the police officer being complained about better	74%	34%	46%
Don't Know	6%	6%	6%
Total	100%	100%	100%



## 8.0 Helping ensure that the Police do a good job

- 8.1 Respondents were asked if they thought that the Police Ombudsman for Northern Ireland would help ensure that the police do a good job. As can be seen from Figure 8, overall, 72% of respondents thought that the Police Ombudsman would help ensure that the police did a good job. Nineteen percent said that it would not do so, and 9% said that they did not know either way.
- 8.2 Eighty-three percent of Catholic respondents, and 65% of Protestant respondents thought that the Police Ombudsman would help ensure that the police did a good job. A quarter of Protestant respondents did not think that the Ombudsman would help ensure good police work, and 9% of Catholics thought similarly.



**Figure 8 Respondents' views on whether the Police Ombudsman will help the Police do a good job, overall, and by Religion**

## 9.0 Profile of respondents

### 9.1 Gender

Just over half of all respondents were female (56%), with 44% male respondents. The gender breakdown for all females and males over the age of sixteen in the general population in Northern Ireland is 52% and 48%, respectively.

### 9.2 Religion

Fifty-seven percent of respondents described themselves as Protestant and 35% as Catholic. One percent said they were of another category of religion, and 7% either refused to state their religion or said they had no religion.

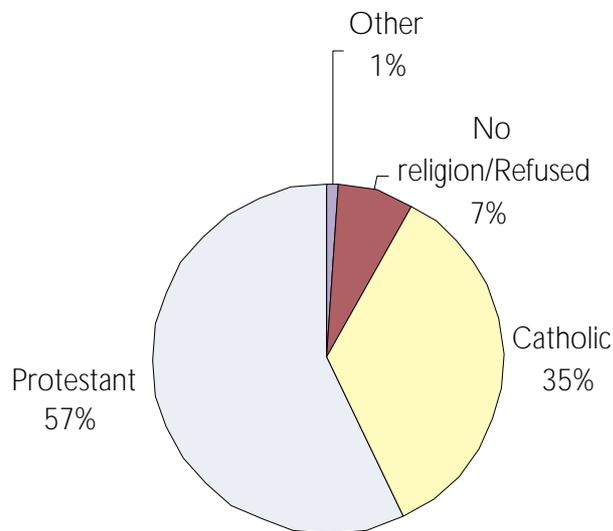
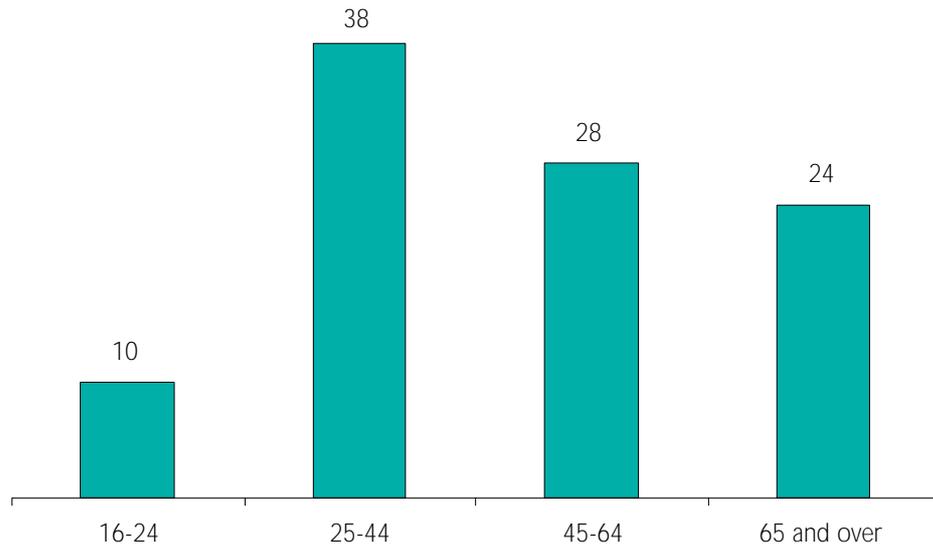


Figure 9 Religion of Respondents

### 9.3 Age

Figure 10 shows that the largest proportion of respondents (38%) were aged between 25 and 44 years. The smallest proportion (10%) was aged between 16 and 24 years.



**Figure 10 Age of Respondents**

### 9.4 Gross Annual Household Income

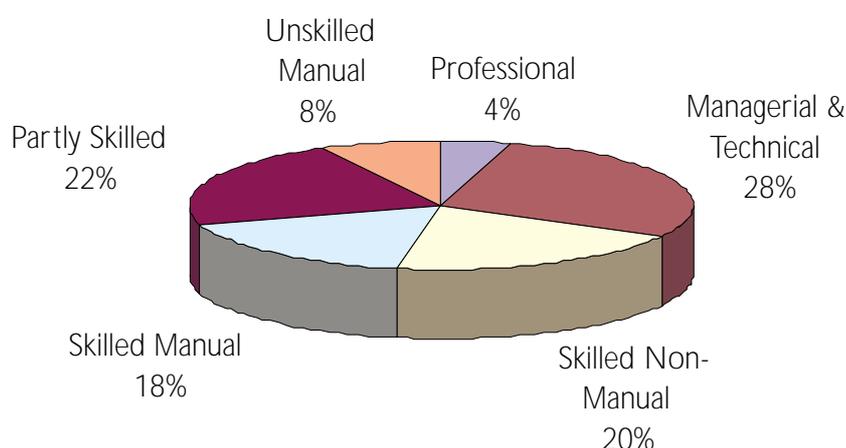
One third of respondents (33%) said their gross annual household income was £9999 or less. A further 15% said their household income was between £10000 and £14999, and 17% that their income was between £15000 and £24999. Thirty-five percent of respondents had a gross annual household income of £25000 or more.

### 9.5 Employment Status

Almost a half of all respondents (49%) said they had worked in the week before the survey took place, 1% were away from work in that week, 4% were looking for work or waiting to take up a job, 2% were not looking for work or were sick, and 44% were economically inactive.

## 9.6 Occupation

Respondents were categorised into groups based on their present or most recent job. Figure 11 shows that one fifth of respondents were currently employed or had been employed previously in skilled non-manual occupations; similar figures were forthcoming for skilled manual (18%), and partly skilled occupations (22%). Most respondents were categorised as having or having had managerial and technical occupations (28%), whereas only 4% were classified as professional. Eight percent of respondents worked in unskilled manual occupations.



**Figure 11 Present or most recent occupation**

## 9.7 Educational Qualifications

Twenty-two percent of respondents had tertiary level qualifications, 37% had secondary level qualifications, and the remaining 41% had no educational qualifications.

## 9.8 Tenure

Seventy-two percent of the dwellings selected for the survey were owned by the people who occupied them. A further 26% were rented (17% from the Northern Ireland Housing Executive, 7% from private landlords, and 2% from housing associations). A further 2% were living in their accommodation rent-free.

## 10.0 Survey Methodology

### 10.1 The Sample

A sample of 2200 addresses was drawn from the Valuation and Lands Agency list of addresses. People living in institutions (though not in private households in such institutions) were excluded. The complete list of private addresses was stratified into three regions - Belfast, East Northern Ireland and West Northern Ireland, and a random sample was drawn from each stratum.

The Valuation and Land Agency's list provides a good sampling frame of addresses. However, it does not contain any information about the number of people living at an address. At each address, therefore, the interviewer was asked to identify the number of households living at the address and, where necessary, select one household using a standardised selection procedure. The interviewer then listed all members of the household who were aged 16 and over. From this listing of eligible adults, one was selected for participation in the survey.

### 10.2 Fieldwork

The fieldwork for the survey was carried out from 28th January to 1st February 2002.

### 10.3 Response Rate

Tables 9 and 10 below, show the response rate for the survey.

Table 9 Target Sample

Total Interviews Issued	Non-eligible	Total eligible sample
2102	217	1885

Table 10 Response Rate

	Number	%
Achieved	1142	61
Refused	359	19
Non-contact	300	16
Other	84	4

### 10.4 Weighting

Selecting only one individual for interview at each sampled address means that the probability of selection for the survey is inversely related to the size of the household. In other words, individuals living in large households have a lower

chance of being included in the sample than those who reside in small households.

To compensate for this, the data were weighted before analyses were carried out. The weighting process adjusted the results attempting to mirror those that would have been achieved if the sample had been drawn as a random sample rather than from addresses per se. In this sample, 32% of households consisted of one adult, while 48% of households comprised two adults. Twelve percent contained three adults, and 8% consisted of four or more. Table 11 below shows how the weighting was carried out, and Table 12, the effect of weighting on the responses to the question "How confident are you that the Police Ombudsman for Northern Ireland investigates complaints against the police in an impartial way?"

**Table 11 Weighting of Sample**

Number of adults - 16 & over	Number	Household size by number	Relative Scaled weight
1	369	369	0.502640
2	544	1088	1.005281
3	136	408	1.507922
4	68	272	2.010563
5	18	90	2.513204
6	6	36	3.015845
9	1	9	4.523767

**Table 12 Effect of Weighting**

	Unweighted %	Weighted %
Very confident	15.2	15.9
Fairly confident	45.5	44.9
Not very confident	22.7	22.6
Not at all confident	10.7	10.4
Refusal	0.1	0.1
Don't know	5.8	6.2

## 10.5 Sampling Error

No sample is likely to reflect precisely the characteristics of the population from which it is drawn, because of both sampling and non-sampling errors. An estimate of the amount of error due to the sampling process can however be calculated. For a simple random sample design, in which every member of the population has an equal and independent chance of inclusion in the sample, the sampling error of any percentage (P) can be calculated by the formula:

$$s.e. (p) = \sqrt{\frac{p(100-p)}{n}}$$

where n is the number of respondents on which the percentage is based. The sample for the NI Omnibus Survey is drawn as a random sample, and thus this formula can be used to calculate the sampling error of any percentage estimate from the survey. A Confidence Interval for the population percentage can then be calculated by the formula:

$$95 \text{ percent Confidence Interval} = p \pm 1.96 * s.e.(p)$$

If 100 similar, independent samples were chosen from the same population, 95 of them would be expected to yield an estimate for the percentage p within this Confidence Interval.

In other words, the proportion of respondents who gave a certain answer was only an estimate of the proportion of the entire population who would have given that answer, i.e. there was a margin of error, plus or minus the sampling error. The size of the error varies with the size of the percentage and the sample size. Table 13 gives example margins of error for those respondents who thought that they would not be treated fairly by the Police Ombudsman if they were to make a complaint against the police (n=129); for those respondents who were aware of the Police Ombudsman for Northern Ireland (n=984); and for all respondents in this survey (n=1142).

Table 13 Sample Error

		Percentage									
		5	10	15	20	25	30	35	40	45	
		or	or	or	or	or	or	or	or	or	50
		95	90	85	80	75	70	65	60	55	
Sample Size	Sample Error +/- %										
Respondents who thought they would not be treated fairly by the Ombudsman	129	3.7	5.1	6.2	6.9	7.4	7.9	8.2	8.4	8.6	8.6
Respondents who were aware of the Ombudsman	984	1.4	1.9	2.2	2.5	2.7	2.9	3.0	3.1	3.1	3.1
All Respondents	1142	1.3	1.7	2.0	2.3	2.5	2.7	2.8	2.8	2.9	2.9

The absence of design effects in the survey, means that standard statistical tests of significance (which assume random sampling) can be applied directly to the data.

## Appendix Tables

Table A1 Aware of the Police Ombudsman by Religion

	Catholic	Protestant	Total
Yes	86%	88%	87%
No	14%	12%	13%
Total	100%	100%	100%

Table A2 Aware of the Police Ombudsman by Gross Annual Household Income

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
Yes	79%	84%	93%	91%
No	21%	16%	7%	9%
Total	100%	100%	100%	100%

Table A3 Aware of the Independence of the Police Ombudsman by Age

	16-24	25-44	45-64	65 & over
Yes	79%	84%	93%	91%
No	21%	16%	7%	9%
Total	100%	100%	100%	100%

Table A4 Aware of the Police Ombudsman by Housing Tenure

	Owner - occupied	Rented	Total
Yes	90%	76%	86%
No	10%	24%	14%
Total	100%	100%	100%

Table A5 Awareness of the Independence of the Police Ombudsman by Gender

	Male	Female	Total
Part of the Police	8%	10%	9%
Independent of the Police	88%	84%	86%
Don't Know	4%	7%	5%
Total	100%	100%	100%

**Table A6 Awareness of the Independence of the Police Ombudsman by Gross Annual Household income**

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
Part of Police	10%	10%	6%	6%
Independent of the Police	79%	87%	90%	90%
Don't Know	11%	3%	4%	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A7 Awareness of the Independence of the Police Ombudsman by occupation**

	Professional	Managerial & Technical	Skilled Non - Manual	Skilled Manual	Partly Skilled	Unskilled Manual
Part of the Police	2%	4%	8%	10%	10%	15%
Independent of the Police	96%	92%	87%	86%	79%	78%
Don't Know	2%	4%	5%	4%	11%	7%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A8 Awareness of the Independence of the Police Ombudsman by Employment Status**

	Employed	Economically Inactive	Total
Part of the Police	6%	10%	8%
Independent of the Police	91%	81%	87%
Don't Know	3%	9%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A9 Awareness of the Independence of the Police Ombudsman by Educational Qualifications**

	Tertiary Level Qualifications	Secondary Level Qualifications	No Qualifications	Total
Part of Police	5%	9%	8%	8%
Independent of the Police	92%	87%	82%	86%
Don't Know	2%	4%	10%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A10** Aware of the Independence of the Police Ombudsman by Housing Tenure

	Owner - occupied	Rented	Total
Part of the Police	6%	12%	8%
Independent of the Police	89%	79%	86%
Don't Know	5%	9%	6%
Total	100%	100%	100%

**Table A11** Where Respondents would go to make a complaint by Gross Annual Household Income

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
	%	%	%	%
Local Police Station	50	43	51	49
The Independent Commission For Police Complaints	2	2	2	5
A Solicitor	7	7	7	8
The Chief Constable of the PSNI	0	1	3	1
Your MP/MLA	3	7	1	1
A local politician e.g. councillor	4	5	4	2
The Citizens Advice Bureau	2	4	4	3
The Police Ombudsman	9	13	12	11
Policing Board	0	0	1	1
Local Community Police Liaison Committee	0	0	0	0
Wouldn't know how to complain	3	4	3	2
Wouldn't know where to go	13	11	10	11
Other	3	1	2	2
Refusal	0	0	0	0
Don't Know	2	2	2	3



**Table A12** Where Respondents would go to make a complaint by Employment Status

	Employed	Economically Inactive	Total
	%	%	%
Local Police Station	47	50	49
The Independent Commission For Police Complaints	4	2	3
A Solicitor	8	6	7
The Chief Constable of the PSNI	1	1	1
Your MP/MLA	2	3	3
A local politician e.g. councillor	4	4	4
The Citizens Advice Bureau	3	2	3
The Police Ombudsman	13	10	11
Policing Board	1	0	1
Local Community Police Liaison Committee	0	0	0
Wouldn't know how to complain	2	3	3
Wouldn't know where to go	11	11	11
Other	2	3	2
Refusal	0	0	0
Don't Know	1	4	3

**Table A13 Where Respondents would go to make a complaint by Housing Tenure**

	Owner - occupied	Rented	Total
	%	%	%
Local Police Station	51	46	49
The Independent Commission For Police Complaints	4	2	3
A Solicitor	6	10	7
The Chief Constable of the PSNI	1	0	1
Your MP/MLA	3	2	3
A local politician e.g. councillor	3	6	4
The Citizens Advice Bureau	3	3	3
The Police Ombudsman	11	10	11
Policing Board	1	0	1
Local Community Police Liaison Committee	0	0	0
Wouldn't know how to complain	3	3	3
Wouldn't know where to go	10	15	11
Other	1	4	2
Refusal	0	0	0
Don't Know	2	3	2

**Table A14 Levels of Confidence in the impartial nature of the Police Ombudsman's investigations of complaints against the Police by Gender**

	16-24	25-44	45-64	65 and over
Very confident	10%	16%	18%	14%
Fairly confident	53%	48%	42%	41%
Not very confident	26%	21%	23%	23%
Not at all confident	4%	8%	13%	13%
Don't Know	7%	6%	4%	9%
Total	100%	100%	100%	100%

**Table A15 Levels of Confidence in the impartial nature of the Police Ombudsman's investigations of complaints against the Police by Age**

	Male	Female	Total
Very confident	16%	16%	16%
Fairly confident	43%	47%	45%
Not very confident	25%	20%	23%
Not at all confident	11%	9%	10%
Don't Know	5%	8%	6%
Total	100%	100%	100%

**Table A16** Levels of Confidence in the impartial nature of the Police Ombudsman's investigations of complaints against the Police by Gross Annual Household Income

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
Very confident	17%	12%	14%	18%
Fairly confident	47%	46%	50%	41%
Not very confident	23%	25%	22%	22%
Not at all confident	7%	14%	9%	13%
Don't Know	7%	4%	6%	7%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A17** Levels of Confidence in the impartial nature of the Police Ombudsman's investigations of complaints against the Police by Educational Qualifications

	Tertiary Level Qualifications	Secondary Level Qualifications	No Qualifications	Total
Very confident	21%	12%	16%	16%
Fairly confident	46%	47%	42%	45%
Not very confident	17%	23%	25%	23%
Not at all confident	12%	11%	9%	10%
Don't Know	5%	7%	7%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A18** Fairness of Treatment of Complainants by the Police Ombudsman by Age

	16-24	25-44	45-64	65 and over
Yes	77%	77%	84%	72%
No	14%	14%	8%	15%
Don't Know	10%	9%	8%	13%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



Table A19 Fairness of Treatment of Complainants by the Police Ombudsman by Gross Annual Household Income

	Tertiary Level Qualifications	Secondary Level Qualifications	No Qualifications	Total
Yes	76%	75%	84%	78%
No	13%	17%	8%	12%
Don't Know	11%	8%	8%	10%
Total	100%	100%	100%	100%

Table A20 Fairness of Treatment of Complainants by the Police Ombudsman by Educational Qualifications

	Tertiary Level Qualifications	Secondary Level Qualifications	No Qualifications	Total
Yes	85%	78%	72%	78%
No	10%	11%	15%	13%
Don't Know	4%	11%	12%	10%
Total	100%	100%	100%	100%

Table A21 Fairness of Treatment of Complainants by the Police Ombudsman by Employment Status

	Employed	Economically Inactive	Total
Yes	81%	74%	78%
No	10%	15%	12%
Don't Know	9%	11%	10%
Total	100%	100%	100%

Table A22 Parity of Treatment of Public and Police by the Police Ombudsman by Religion

	Catholic	Protestant	Total
Yes	70%	56%	61%
No	21%	30%	26%
Don't Know	10%	14%	12%
Total	100%	100%	100%

**Table A23 Parity of Treatment of Public and Police by the Police Ombudsman by Gender**

	Male	Female	Total
Yes	59%	61%	60%
No	28%	25%	27%
Don't Know	13%	13%	13%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A24 Where Respondents thought the Complainant or Police Officer would not receive equal treatment by the Police Ombudsman by Gender**

	Male	Female	Total
Treats the person making the complaint better	56%	42%	49%
Treats the police officer being complaint about better	39%	50%	45%
Don't Know	5%	8%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A25 Parity of Treatment of Public and Police by the Police Ombudsman by Age**

	16-24	25-44	45-64	65 and over
Yes	51%	61%	67%	54%
No	37%	31%	22%	22%
Don't Know	12%	8%	11%	23%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A26 Where Respondents thought the Complainant or Police Officer would not receive equal treatment by the Police Ombudsman by Age**

	16-24	25-44	45-64	65 and over
Treats the person making the complaint better	26%	40%	64%	63%
Treats the police officer being complaint about better	74%	55%	30%	25%
Don't Know	0%	5%	6%	12%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**Table A27 Parity of Treatment of Public and Police by the Police Ombudsman by Gross Annual Household Income**

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
Yes	65%	57%	64%	61%
No	21%	30%	24%	31%
Don't Know	14%	13%	12%	7%
Total	100%	100%	100%	100%

**Table A28 Where Respondents thought the Complainant or Police Officer would not receive equal treatment by the Police Ombudsman by Gross Annual Household Income**

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
Treats the person making the complaint better	33%	48%	37%	70%
Treats the police officer being complaint about better	59%	50%	53%	26%
Don't Know	8%	2%	9%	3%
Total	100%	100%	100%	100%

**Table A29 Parity of Treatment of Public and Police by the Police Ombudsman by Educational Qualifications**

	Tertiary Level Qualifications	Secondary Level Qualifications	No Qualifications	Total
Yes	67%	56%	60%	60%
No	25%	30%	24%	27%
Don't Know	8%	13%	15%	13%
Total	100%	100%	100%	100%

**Table A30** Where Respondents thought the Complainant or Police Officer would not receive equal treatment by the Police Ombudsman by Educational Qualifications

	Tertiary Level Qualifications	Secondary Level Qualification	No Qualifications	Total
Treats the person making the complaint better	62%	47%	44%	49%
Treats the police officer being complaint about better	32%	50%	47%	45%
Don't Know	7%	4%	9%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A31** Parity of Treatment of Public and Police by the Police Ombudsman by Occupation

	Professional	Managerial & Technical	Skilled Non - Manual	Skilled Manual	Partly Skilled	Unskilled Manual
Yes	54%	66%	57%	58%	63%	60%
No	30%	23%	32%	30%	21%	31%
Don't Know	16%	11%	11%	13%	17%	9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A32** Parity of Treatment of Public and Police by the Police Ombudsman by Housing Tenure

	Owner - occupied	Rented	Total
Yes	61%	58%	60%
No	26%	28%	27%
Don't Know	13%	13%	13%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



Table A33 Where Respondents thought the Complainant or Police Officer would not receive equal treatment by the Police Ombudsman by Housing Tenure

	Owner - occupied	Rented	Total
Treats the person making the complaint better	58%	26%	49%
Treats the police officer being complaint about better	36%	68%	45%
Don't Know	6%	6%	6%
Total	100%	100%	100%

Table A34 Respondents' views on whether the Police Ombudsman will help the Police do a good job by Gender

	Male	Female	Total
Yes	69%	73%	71%
No	23%	16%	19%
Don't Know	8%	11%	9%
Total	100%	100%	100%

Table A35 Respondents' views on whether the Police Ombudsman will help the Police do a good job by Age

	16-24	25-44	45-64	65 and over
Yes	73%	75%	71%	65%
No	16%	17%	19%	23%
Don't Know	11%	8%	10%	11%
Total	100%	100%	100%	100%

**Table A36 Respondents' views on whether the Police Ombudsman will help the Police do a good job by Gross Annual Household Income**

	£9999 or less	£10000 to £14999	£15000 to £24999	£25000 or more
Yes	78%	65%	77%	70%
No	14%	25%	13%	23%
Don't Know	8%	10%	10%	6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A37 Respondents' views on whether the Police Ombudsman will help the Police do a good job by Educational Qualification**

	Tertiary Level Qualifications	Secondary Level Qualifications	No Qualifications	Total
Yes	77%	68%	71%	71%
No	17%	21%	18%	19%
Don't Know	6%	11%	11%	9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table A38 Respondents' views on whether the Police Ombudsman will help the Police do a good job by Occupation**

	Professional	Managerial & Technical	Skilled Non - Manual	Skilled Manual	Partly Skilled	Unskilled Manual
Yes	66%	74%	67%	74%	72%	72%
No	24%	18%	22%	18%	15%	21%
Don't Know	10%	8%	11%	8%	13%	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>





Additional copies of this and other publications are available from:

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Other publications currently available:

- Public Awareness of the Northern Ireland Police Complaints System (1) (Nov. 2000)
- Public Awareness of the Northern Ireland Police Complaints System (1) (March 2001)
- The Police Ombudsman for Northern Ireland: Early Days (October 2001)
- A Statement by the Police Ombudsman for Northern Ireland on her investigation of matters relating to the Omagh bombing on 15 August 1998 (December 2001)
- Research Report 1/2002 Baton Rounds Report (May 2002)

These publications and other information about the work of the Police Ombudsman for Northern Ireland are also available on the Internet at:

<http://www.policeombudsman.org>