

**LEADERS  
UNLOCKED**

# **IOPC Youth Panel**

## **National Survey Report**

**April 2024**

**IOPC** Independent  
Office for  
Police Conduct

# Introduction

*This report has been co-produced by members of the Independent Office for Police Conduct (IOPC) Youth Panel across England and Wales. The report shines a light on young people's trust in policing and police complaints in 2023, and shares young people's recommendations for improving trust.*

The IOPC Youth Panel is made up of 35 young people aged 16-25 from diverse communities across England and Wales. The Panel is dedicated to identifying solutions to increase young people's trust and confidence in policing and the police complaints system.

A key part of the Panel's role is to engage with other young people across England and Wales, as a means of listening to their views and raising awareness of the complaints system. The Panel does this by delivering youth-led engagement sessions at the community level, as well as conducting an annual survey.

In 2023, we carried out our **second national youth survey** to examine young people's views of policing and police complaints across England and Wales. The survey reached **2,014 young people aged 13-25** across England and Wales, giving us a bigger sample than our first national survey in 2022.<sup>1</sup>

The survey aimed to:

- Examine young people's **views and experiences of policing**
- Look at current **trust levels** among young people across England and Wales, and whether trust has increased or decreased over the last year
- Explore **young people's views of police complaints** and what influences these views
- Involve young people in **developing solutions** for both policing and police complaints

The process of developing the survey was **youth-led** at every stage. Members of the Youth Panel co-designed the survey, analysed the survey data, and decided the key findings and recommendations in this report. The process was facilitated by social enterprise Leaders Unlocked. Leaders Unlocked exists to allow young people to have a stronger voice on the issues that affect them. For more information, please see [www.leaders-unlocked.org](http://www.leaders-unlocked.org)

<sup>1</sup>IOPC Youth Panel national survey, October 2022:  
<https://www.policeconduct.gov.uk/publications/iopc-youth-panel-national-survey-october-2022>



# About this report

This report is based on our survey responses gathered from **2,014 young people aged 13–25** across England and Wales. It features both quantitative and qualitative data, incorporating both statistics and quotes from young people. The final part of the report outlines the key recommendations the Youth Panel have identified for policing and police complaints.

This report is intended to act as an authentic record of what young people have told us through the survey and the solutions they have put forward. We also hope that it will provide direction and impetus for further action on the part of the IOPC, police forces, and related agencies.

# What we did

## Designing the research:

We held a design session with IOPC Youth Panel members to develop the survey's questions. As a result, we developed an online survey with 27 questions, including a mix of quantitative and qualitative questions. The survey was designed to build on last year's national survey, retaining many of the same questions for comparative purposes, as well as adding a small number of new questions. Please see Appendix 1 for a copy of the survey questions.

## Conducting the survey:

The survey was launched on 28th September and was open for 10 weeks until 12th December 2023. Over this time period, the survey generated 2,014 responses from young people aged between 13 and 25 years of age.

The survey was promoted using a variety of local, regional and national channels. We had invaluable help and support from a wide range of partners both within and outside the policing sector, who helped to distribute the survey through their social media channels and their networks of local youth and community organisations. Youth Panel members themselves played a leading role in the dissemination within their own communities.

## Developing our findings and solutions:

In December and January, we held a series of analysis sessions with Panel members to discuss the survey's results and decide the key findings and solutions. We worked together to identify the key findings from the research and to agree the most important recommendations to put forward in this report.

# Who we reached

We received **2,014** survey responses from young people across England and Wales.

The young people who responded were **13–25 years of age** and came from a diverse range of backgrounds, communities and experiences.

This sample incorporated a wide range of voices including:

**42%** were from Black, Asian or Ethnic Minority communities

**33.5%** identified as LGBTQ+

**23.9%** identified as having disabilities or additional needs

**8.3%** had lived experience of the criminal justice system

**7.7%** had lived experience of the care system

We achieved a wide geographical coverage across different regions of England and Wales. The highest numbers of responses came from London (531), Greater Manchester (192), Merseyside (152) and West Midlands (148). For a breakdown of response numbers by police force please see Appendix 2.

To ensure we reached a fair sample, we took a proactive approach to reach out to young people with a diverse range of backgrounds and experiences. We promoted the survey through partners in the education, community and youth sectors across the country. We also had valuable support from police forces and Police & Crime Commissioners to target those with more experience of the policing and justice systems, such as service users of Youth Offending Teams and those who volunteer with the police.

# Acknowledgements

We are grateful for the support of all the partners who have helped us to promote the survey within their networks and regions. We would like to thank the following organisations and groups who lent their support:

- Derbyshire Police
- Hampshire & Isle of Wight Youth Commission
- North Yorkshire Police, Fire and Crime Commissioner
- Nottinghamshire Police and Crime Commissioner
- Police and Crime Commissioner for Cheshire
- Devon & Cornwall Police
- Yourpolice.uk

A special thanks goes to all the IOPC Youth Panel members who have been instrumental in co-producing the survey and this report.



## SECTION 1: VIEWS OF THE POLICE

66%

said they trust the police in their area, either a fair amount or a great deal.

69%

said they think the police in their area treat young people fairly.

37%

said their trust had decreased over the last year, either a lot or a bit. Only 11% said their trust had increased over the last year.

### Over the last year, trust in the police has continued to decline among young people.

37% of young people said their trust in the police had decreased over the last year, whilst only 11% said their trust had increased over this time. 66% of young people said they trust the police in their area, either a fair amount or a great deal. This has gone down by 4% compared to last year's survey. Overall, the survey results show that the gradual decline in trust levels is a continuing trend among young people, and not enough is being done to reverse it.

### Events in the media have damaged trust. Emerging news stories have added to the damage done by older stories.

The survey shows that trust has been damaged by high-profile events in the media again this year. The murder of Sarah Everard continues to have a big impact, and was frequently mentioned in this year's responses. Other stories and cases that were highlighted by young people include: **Chris Kaba, Child Q<sup>2</sup>, David Carrick, the Baroness Casey report,** and the policing of protests. The volume of new and emerging negative stories has created a strong sense among young people that policing is not changing and reforming as it should.



**David Carrick pleading guilty to 24 rape charges - demonstrates that not much has changed in rooting out "bad apples" from the police force following major cases like Wayne Couzens."**

**"Sarah Everard! How am I supposed to know whether a police officer is real or fake. I mean a real police [officer] killed and raped her anyone would fall for that!!"**

<sup>2</sup><https://www.policeconduct.gov.uk/news/topc-calls-review-police-strip-search-powers-following-child-q-investigation>

## The 'ripple effect' of social media is really shaping young people's perceptions.

The widespread use of social media as a means of accessing news is having a clear 'ripple effect' in spreading negative perceptions about the police. Negative stories are shared on a mass scale and quickly go viral. Video content is a key element of this, being shared on platforms like Tik Tok and Youtube. For some young people, viewing these stories compounds the existing negative perceptions they have formed based on their own experiences of the police. For others, such stories fill a vacuum when they have not had any experience of their own with the police.

**Young people are the first generation with this level of inter-connectivity online across the country and across class barriers, and I believe our negative view of the police comes from our ability to share stories on mass, live stream injustices, and keep track on misconduct the force has been able to hide in the past. Massive reform is needed."**

**"Many events, both on social media and personal experiences have made me dislike the police."**

## Young people are very concerned about the policing of protests. Many want to protest, but feel their rights are under threat.

Many young people talked about the policing of protests as being a key issue that is currently affecting their trust in the police. Respondents mentioned the policing of **Gaza and environmental protests**, as well as the vigil for Sarah Everard, as being heavy-handed and forceful. They talked about the threats they perceive to freedom of speech, such as the right to carry flags. Some talked about policing enforcing a repressive agenda from government.

**Why are youth being arrested for carrying a flag, it's not a crime it's not illegal and they are being told to take it down."**

**"I am also acutely aware that the police force as an institution goes against my principles as an organisation using force to, well, enforce the government's rule and unjust laws surrounding repression of peaceful protests."**

## Young women don't trust the police to keep them safe from sexual assault and harassment, including from officers.

The Sarah Everard case has cast a shadow over policing in young people's minds, especially for young women. This has been amplified by other cases of predatory officers in the media, such as David Carrick, as well as young women's personal experiences. Young women have told us they don't believe they will be safe and protected by male officers. Many said they would not trust the police to respond effectively if they were a victim of sexual assault or harassment. Some stated that they would not report this type of crime to the police at all. Our survey underscores that there is a crisis of trust when it comes to Violence Against Women and Girls.

**As a woman I don't think I'd be safe or protected by a male police officer due to recent and past news."**

**"I would go to the police with some things, like if I was the victim of a violent crime or a crime by a stranger, but I would not trust the police to deal with sexual offences appropriately, as the precedent for this is poor. "**

**"I think if I was a victim of a crime that wasn't sexual assault then I'd report it to the police but I wouldn't have faith in their ability or willingness to help me because of bigotry and prejudice caused by my gender, race and religion."**

**62%**

**said young people's voices are not being heard by their local police force (either not much or not at all)**

**69%**

**said they would be quite likely or very likely to go to the police if they were a victim of crime**

## Young people from racialised communities and LGBTQ+ communities don't feel protected.

Many young people from these communities told us they lack faith in the police to protect them. This mistrust has been formed from personal experiences with the police, as well as stories in the media, leading to a deep mistrust. Young LGBTQ+ people told us that the police didn't take reports of hate crime seriously, and that they felt they would not be understood or believed by the police because of their identity. Young people from racialised communities told us that they are profiled and unfairly targeted by the police, as well as being subjected to excessive force by officers.

**“I reported a hate crime once and I didn't feel they took it seriously at all, probably because I'm trans. They didn't investigate and it was all a huge waste of time. It was very stressful for me.”**

**“I feel I get profiled a lot more because I'm a young black boy even though I don't do anything wrong.”**

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## Many young people still don't feel their voices are being heard by police forces. There is a need to spread good practice.

Our survey found that **62%** of young people feel that their voices are not being heard by their local police forces. This has improved slightly from last year's results of 65%, but there is still a long way to go. There are examples of good practice in different parts of England and Wales, such as Youth Commissions, scrutiny panels, Youth Independent Advisory Groups and elected Youth Commissioners. However, these examples are not yet widespread enough. Too many young people still feel that the police don't wish to hear their voices and views. Worse still, they feel their views will be dismissed on the basis of their age, as well as other protected characteristics such as gender and disability.

**“I just don't think our views matter and I think our voice should be heard more loudly because we are the next generation.”**

**“Young voices are not heard very much and if you were to say something, nobody would do anything about it.”**

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## Many young people took the time to share positive experiences with the police. Involvement in police volunteering builds trust.

Many young people chose to share their own positive experiences with the police through the survey. They took the time to describe positive interactions and encounters, both in their communities and in their schools. Young people also told us about the benefits of taking part in police cadets and other forms of police volunteering, which have helped them to gain another perspective on policing and to build trust. We found that **6%** of survey respondents had experiences of police volunteering and **35%** had experience of police engagement in their schools.

**“I think because I do police cadets I have much more trust in the police and would know how hard they have to work and understand everything.”**

**“If I wasn't in the Youth Commission, I wouldn't have any good experience with police.”**

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## SECTION 2: VIEWS OF THE COMPLAINTS SYSTEM

Most young people would go to a family member

**67%** or a friend

**42%**

for support if they had a bad experience with the police.

**27%**

said they know how to make a complaint about the police.

**20%**

said they had heard of the IOPC

### Most young people would go to family or friends if they had a bad experience with the police.

The survey found that most young people would go to a family member (**67%**) or a friend (**42%**) if they had a bad experience with the police. The results show that informal routes for support are the most trusted avenues by young people, when compared with others such as the police, the IOPC and education. This indicates that efforts need to be made to ensure that families, peers and communities are equipped with the information they need about the police complaints system.

**“If something bad were to happen I would most likely tell my parents and they’d help me if necessary.”**

### Schools and public bodies aren’t widely seen as trustworthy places to get support with bad experiences with the police.

We found that young people were much less likely to go to teachers (**15%**), youth workers (**6%**), the police (**13%**) or the IOPC (**11%**) if they had a bad experience with the police. This could be because young people don’t trust these routes as people and places to confide in, and it could also be because they don’t think these routes would be able to help them in practice. There is a need for further work to examine and promote wider routes for support. Much more could be done to push for education institutions to be seen as sources of support, as well as the IOPC.

## Young people are becoming more aware that they can complain.

We found that young people are becoming more aware that they can complain. **27%** of young people said they know how to make a complaint about the police. This is a slight improvement on last year's survey, in which **26%** said they would know where to get information about how to make a complaint. **20%** of respondents had heard of the IOPC, which was a new question this year and so cannot be compared. Even though overall awareness figures remain low, that they are gradually increasing is a good sign. Efforts to increase awareness need to be re-doubled in future years.

**62%**

said they would be willing to make a complaint, if they had a bad experience with the police (either fairly or very willing)

**20%**

of young people think their complaint would make a difference (either a bit or a lot)

## Young people are more willing to make a complaint about the police than they were last year.

The survey found that young people are now **more willing** to make a complaint about the police. **64%** of young people said they would be willing to make a complaint if they had a bad experience with the police. This is **10%** higher than last year. This shows that young people increasingly believe in the importance of making complaints, and they want to trust the system.



**I would make a complaint because it is better to at least try and get your voice heard than sit in silence. My views are: if you have a complaint, don't sit in silence let your voice be heard."**

**"I would make a complaint as to me it seems to be the right choice, hopefully resulting in some action being taken. I'm unsure on how big of a change it will make, if at all as I don't really hear about my local police force."**

## Most young people still don't think their complaints would make a difference.

We found that only **20%** of young people felt that their complaint would make a difference. There is a lack of faith that complaints will lead to the changes and reforms that are most needed. As a result of media coverage, young people are increasingly aware that cases of misconduct are being looked at, but they are not as aware of the outcomes.



**I'm not sure how much the police as an organisation learn from people raising concerns or complaints as there has been high profile incidents in which the police have not listened to previously raised concerns."**

**"I believe that the incidence with the individual officer would be resolved but the systematic change would be minimal."**

Several young people also shared **negative past experiences** of making police complaint which had led to no significant action.



**I think complaints don't have that much of a difference as my auntie made a complaint to the police when my dad was tasered for no reason and nothing happened."**

**I've complained before about a bad police [officer] in my area. He's still harassing us. its hopeless."**

**"I submitted a complaint regarding the nonchalant nature of the officers, the response I received essentially indicated that it's not a thing that something can be done about."**



## **Young people feel they won't be listened to by the police, specifically because they are young and children.**

A key barrier to making a complaint is the perception among young people that they won't be listened to or believed because of their age. Children told us that they don't feel comfortable to complain, based on not being believed or taken seriously as a child. This is amplified for those from under-privileged backgrounds. This means that misconduct against children is more likely to go unreported and unchallenged, and this is something that needs to be responded to by the system.

**“ I don't think I'd be taken seriously or believed, when it is my 17 year old voice against a professional.”**

**“Your typical council estate kid doesn't win an argument with a police officer.”**

## **Some said they would feel scared to complain, due to potential repercussions. Snitching culture extends to police complaints.**

Some young people told us that they would be afraid to complain about misconduct. These young people thought that there could be repercussions if they reported misconduct, and it might make the situation worse for them. Some also told us that complaining is essentially 'snitching' and for that reason they wouldn't do it. It's important that such fears and misconceptions are addressing through communications and campaigns moving forward.

**“ Feels like if you complain and it's not anonymous, they would be less willing to help you in the future.”**

**“How do you complain about a service that is meant to protect you. If i complain, will I then become a target for them?”**

**“The stigma around it and the belief that talking to the police or making a complaint is 'social suicide'”**

## **Many young people talked about the support that they would want to complain.**

We heard from young people who felt they would need support in order to make a complaint. This shows that support and encouragement is needed, rather than just information.





## SECTION 3: KEY RECOMMENDATIONS FOR POLICE FORCES

This section presents the key recommendations that the IOPC Youth Panel have identified to increase young people's trust in policing. These recommendations are for police forces, government and policing bodies to take account of. They are based on the ideas gathered from young people through the survey, and informed by the wider engagement work that has been done by the Youth Panel.

### **1. All police forces should involve young people in their decision-making through co-production.**

There is a need to spread good practice in youth engagement. All police forces should take a co-production approach to involve young people in their decision-making. This means that young people should be involved with all stages of the decision-making process. Some of the mechanisms for co-production include Youth Commissions, Scrutiny Panels, Youth IAGs and elected Youth Commissioners. All areas should have at least some, if not all, of these initiatives in place.

### **2. Police forces should do more proactive community engagement, including with young people.**

As we highlighted in our 2022 report, there is a real value to 'everyday' positive interactions with the police. We continue to call for the police engaging with young people in communities through public events and engagement activities. Such initiatives need to be more widespread, and they need to involve young people as well as the older sections of the community. Police forces should work with young people in their area to design and deliver engagement events at community level to build better relationships with neighbourhood officers and get to know who they are beyond the uniform. Young people's ideas for initiatives include 'coffee with the cops'.

### **3. Schools' officers should be accessible in all schools as a way to build positive relationships with the police.**

We have seen over the last 2 years of our survey that many young people benefit from having a nominated officer in their school. All schools should have nominated police officers and young people should know who their allocated officer is and to be able to build a meaningful relationship with them. The role of schools' officers should be strictly focused on positive engagement and education, and they should never take a punitive role. As we specified in last year's report, police engagement in schools should be educational, non-punitive and fully informed by what young people themselves want from the engagement.

#### **4. Police forces should promote more positive news stories and improve engagement on their social media accounts**

There is a need to spread positive news about policing and police reform, in order to combat prevailing negative perceptions. This does not mean brushing negative stories under the carpet, but presenting an authentic picture of the positive efforts being made to improve accountability and trust. More specifically, all forces should be sharing what they are doing to build trust, the outcomes from local complaints and how they are learning and improving. Communications should put a particular spotlight on efforts to tackle discrimination and misogyny, as these are key concerns of the younger generation.

#### **5. Police forces should take more public ownership of mistakes and show how they are improving**

It is vital that police forces and police leaders take more public ownership of mistakes and misconduct, and let the public know what is being done to reform policing. Young people will not be able to trust policing unless they feel that failures are being acknowledged and addressed with far-reaching enough reforms. A culture of staying silent in the public eye is damaging trust and this needs to be changed.

#### **6. The use of body cameras should be mandatory in force policy.**

The use of body cameras should be mandatory in police force policy, as a key means of improving trust and accountability. The inconsistent use of body cameras is currently detrimental to trust and confidence. More investment needs to be made so there are adequate resources available for all officers to use body cameras. We think this would be helpful for both officers and young people, particularly given the prevalence of citizen footage of police encounters, which does not always allow for a balanced view.

#### **7. There should be further work on hiring processes for new officers with a focus on addressing bias, discrimination and violence.**

Young people want to have much greater confidence that new officers joining the police service will bring the right values, mindsets and behaviours to the role. With this in mind, young people want to know that the vetting processes for new officers are appropriately stringent and are consistent across police forces. Young people want vetting to be clearly focused on identifying and rooting out negative biases, misogyny, discriminatory and violent tendencies. Policing bodies should actively involve young people the recruitment of new officers, by giving them an opportunity to scrutinize the vetting processes and sit on recruitment panels.

#### **8. All officers should receive training in trauma-informed approaches and de-escalation skills.**

In our last report we highlighted the importance of the police understanding and responding more effectively to trauma – including the trauma that can be caused by the police. This year we are calling for all police officers to receive mandatory trauma training. This would help officers to communicate and engage with young people effectively, and would improve interactions such as stop and search. In particular, officers should learn about de-escalation through communication and engagement.

#### **9. The right to complain should be included in the police caution statement.**

We have previously called for the right to complain to be enshrined in mandatory practice. We are continuing to call for this change. We recommend that the right to complain should be included in the statement used by police officers when giving a caution, making an arrest, conducting a stop and search, and/or detaining someone in police custody.



## SECTION 4: KEY RECOMMENDATIONS FOR THE POLICE COMPLAINTS SYSTEM

This section presents the key recommendations that the IOPC Youth Panel have identified to increase young people's confidence in police complaints. These recommendations are for the IOPC, Professional Standards departments, and government to take account of. They are based on the ideas gathered from young people through the survey, and informed by the wider engagement work that has been done by the Youth Panel.

### **1. All cases involving children, young people or vulnerable adults should be referred to the IOPC.**

There should be an expansion of the IOPC's remit to investigate all misconduct cases relating to children and vulnerable adults. Under the current complaints system, the most serious offences get referred to IOPC, and we believe this scope should be expanded to all cases concerning children and vulnerable adults. This change could be introduced by amending what classifies as 'serious and sensitive'. It could be started in the first instance through voluntary referrals.

### **2. An advocacy service should be put in place to provide tailored support to people making complaints.**

In our 2022 report we stated that trusted organisations should be able to help young people to complain. We recommend that an advocacy service should be established to provide tailored support for individuals during and after the complaints process. The service could help people through the process of complaining. It could also provide help to access mental health support, signposting to support charities, and giving out physical information.

Trusted adults of children and young people, such as teachers and youth workers, could be trained to support people making complaints. We are aware that the IOPC has started to deliver sessions to frontline professionals on the police complaints system and advise them on how best to advocate on behalf of their service users when a complaint is made and would hope to see this extended in the future.

### **3. Investigations should be more victim-led. A victim impact statement should be considered as a key part of all investigations.**

The complaints process should prioritise the impact of misconduct on the victim, instead of the severity of the misconduct. The IOPC and Professional Standards departments should gather and review victim impact statements when investigating cases and making recommendations. This process should consider the long-term impacts for victims, as well as the shorter-term impacts.

### **4. The police complaints process should be streamlined to make it more accessible to children and young people.**

We have previously called for a complaints system that recognizes young people's distinct needs. There is a need to streamline the complaints process and make it more accessible to children and young people. The process of making a complaint should be quick and easy for young people, with an accessible form that can be accessed via a range of youth-friendly media. There should be different ways to complain which would meet a range of needs e.g., by text, social media, smartphone app, and telephone.

### **5. There should be a group complaints system for trusted organisations at the community level.**

There should be a group complaints system for trusted organisations at the community level, such as schools and youth organisations. This system would operate similarly to the existing 'super-complaints' system, but at community level, with organisations being able to submit complaints on behalf of a group of children or young people. This would enable individual young people to remain anonymous as they would not have to be named as a designated complainer, which would make them feel more comfortable to complain. There also needs to be accessible, trustworthy spaces to complain at community level.

### **6. More publication of positive stories including visible outcomes and systematic reform**

In our previous reports we have called for more visible consequences for misconduct, as a means of building confidence that complaints can lead to meaningful outcomes. This continues to be a change we are calling for. Both the IOPC and Professional Standards need to focus on promoting stories with outcomes, using a 'you said we did' format as a user-friendly way to tell the story.

### **7. Better engagement within all sectors of education on the complaints system and the IOPC**

The IOPC needs to have more extensive engagement with all sectors of education, from primary schools up to university. The IOPC should create a resource pack to send to schools, colleges, and students' unions, with information about the complaints system to be shared via posters, tutorials, handouts etc. The Youth Panel would want to be involved in the creation of this resource pack, to ensure it meets the needs of young people in different communities.

# Conclusion

We are enormously grateful to all of young people across England and Wales who took the time to share their experiences and views of policing and police complaints. We also extend thanks to the dedicated young leaders from the IOPC Youth Panel who have driven the project forward, and to all the partners who supported and promoted this piece of work.

Over the coming months, we will work to ensure that these findings and recommendations are acted upon as widely as possible. We will share local findings in the areas where we have generated a significant volume of responses. At the national level, we will work with the IOPC, National Police Chiefs Council and other bodies to champion the recommendations across the policing sector. We are excited to continue working with system leaders, policy-makers and other professionals to act upon what young people have told us.



# Appendix 1: Breakdown of Responses By Region

Police force	Number of responses
Avon and Somerset	13
Bedfordshire	33
Cambridgeshire	5
Cheshire	74
Cleveland	59
Cumbria	2
Derbyshire	27
Devon and Cornwall	69
Dorset	20
Durham	11
Dyfed-Powys	11
Essex	81
Gloucestershire	7
Greater Manchester	192
Gwent	4
Hampshire	10
Hertfordshire	22
Humberside	6
Kent	4
Lancashire	17
Leicestershire	16
Lincolnshire	4
Merseyside	153
London	531
Norfolk	16
North Wales	44
North Yorkshire	44
Northamptonshire	6
Northumbria	76
Nottinghamshire	91
South Wales	30
South Yorkshire	16
Staffordshire	7
Suffolk	4
Surrey	16
Sussex	14
Thames Valley	8
Warwickshire	14
West Mercia	53
West Midlands	148
West Yorkshire	26
Wiltshire	30

# Appendix 2: Survey questions

This survey is a part of a youth-led project to influence policing across England and Wales. It has been designed by young people from the Independent Office for Police Conduct (IOPC) Youth Panel.

Your views as a young person are really important to us and will be used to create recommendations for change. We will publish the results of the survey later in 2023.

The survey is completely anonymous and you will not be asked for your name, contact information or any information that will reveal your identity. It is managed by Leaders Unlocked

The survey will take approximately 6-8 minutes to complete, depending on how much you have to say.

## Section 1: About you

1. What is your age? (Drop down from 13 – 25 years) \*required
2. Which policing region do you live in? (Drop down list of policing regions in England and Wales) \*required
3. What is the first part of your postcode? \*optional
4. What is your current occupation? (Select the option that best represents your main occupation)
  - School
  - Alternative education
  - College/ 6th Form
  - University
  - Full-time work
  - Part-time work
  - Volunteering
  - Unemployed but looking for work
  - Caring/parental responsibilities
  - Self-employed
  - Not in work/education due to long-term illness or disability
  - Other (please specify)

## Section 2: Your views of the police

5. How much do you trust the police in your area?
  - A great deal
  - A fair amount
  - Not at all
  - Not much

6. To what extent do you think the police in your area treat young people fairly?
  - A great deal
  - A fair amount
  - Not at all
  - Not much
7. How likely would you be to go to the police if you were victim of a crime?
  - Very likely
  - Quite likely
  - Not very likely
  - Not at all likely
8. How much do you feel young people's voices are being heard by your local police force?
  - A great deal
  - A fair amount
  - Not at all
  - Not much
9. Over the last year, would you say your trust in the police has increased, decreased, or stayed about the same?
  - Increased a lot
  - Increased a bit
  - Stayed about the same
  - Decreased a bit
  - Decreased a lot
10. Please use this box to tell us a bit more about your perceptions of the police. Tip: we'd like to know the reasons why you feel the way you do, and what influences your perceptions of the police. (Open field)



11. Have any events over the last 12 months influenced your perceptions of the police? (Open field)

## Section 3: Your views of police complaints

12. If you had a bad experience with the police, who would you go to for support? (Tick all that apply)

- Friend
- Family member
- Teacher
- Youth worker
- Independent Office for Police Conduct (IOPC)
- Police
- Social worker
- I wouldn't go to anyone
- Not sure
- Other (please specify)

13. Do you know how to make a complaint about the police?

- Yes
- No
- Unsure

14. Have you heard of the IOPC (Independent Office for Police Conduct)?

- Yes
- No
- Unsure

15. If you had a bad experience with the police, how willing would you be to make a complaint?

- Very willing
- Fairly willing
- Not very willing
- Not at all willing

16. How much of a difference do you think your complaint would make, if at all?

- A lot
- A fair amount
- Not much
- Not at all

17. Please use this box to tell us a bit more about your views on police complaints. Tip: we'd like to know a bit more about why you would/would not make a complaint, and what influences your views. (Open field)

## Section 4: Your solutions

18. What qualities do you think are needed in a good police service? (Open field)

19. What could the police do to gain (or to maintain) your trust? (Open field)

20. What is one top issue you think the police should be focusing on this year? (Open field)

21. What could be done to help young people to make complaints about the police? (Open field)

## Section 5: Your experiences

22. What experiences have you ever had with police? (Tick all that apply)

- Reporting a crime
- Giving a statement
- Engaging with police in school
- Volunteering with police
- Arrest
- Stop and search
- Stop and account (being stopped and asked questions)
- No experiences
- Other

23. How many experiences have you had with the police in the last 12 months?

- None
- 1
- 2-3
- 4-6
- 6-10
- More than 10

24. How would you describe your interactions with police in the last 12 months, if you've had any? (Open field)

## Section 6: Diversity

25. We'd like to find out how experiences might be different for different groups. (Please tick any that you feel apply to you)

- Disabilities or additional needs
- Currently or previously in receipt of Free School Meals
- LGBTQ+
- Personal experience of mental health issues
- Experience of homelessness or no fixed address
- Experience of the care system
- Being a young carer
- Experience of the criminal justice system
- Prefer not to say

26. Which of the following best describes your ethnicity?

27. What is your gender?

- Male
- Female
- Gender fluid
- Non-binary
- Prefer not to say
- Other (please self-describe)

### Further information

For information about how to make a complaint, please see <https://www.policeconduct.gov.uk/research-and-learning/our-youth-panel/police-complaints-quick-guide-young-people>