**Performance and Resources Scrutiny Programme 2018/19**

**Report to: the Office of the Police, Fire and Crime Commissioner for Essex**

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| **Title of Report:** | **Annual Comparison - Public Perceptions and Experiences of Policing and Criminal Justice in Essex** |
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| **Chief Officer** | **Dr Victoria Harrington** |
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| **Author on behalf of Chief Officer:** | **Claire Heath** |
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1. **Purpose of Report**

To present the insight gained from the results from the independent survey to find out more about public perceptions and experiences of policing and criminal justice in Essex.

1. **Recommendations**

This report is for the Board to note the results, the annual comparisons and the direction of travel (trend line) for each of the areas tested.

1. **Executive Summary**

The executive summary is shown in the slides attached and the results are presented in five main sections (appendix one):

* Overall views
* Visibility and presence
* Perceptions of crime and anti-social behaviour
* Public engagement
* Victims of Crime

The Survey has now been undertaken for two years giving the first opportunity to present annual comparisons. Additional information has been provided in appendix two to show District and demographic annual trends.

District level key insights for 12 months ending March 2019 are included in appendix three.

Comparisons are made with the results from both the Crime Survey for England and Wales (CSEW) and the BMG research report[[1]](#footnote-1), commissioned by HMICFRS, on Public Views of Policing in England and Wales 2018.

The first point of comparison is CSEW as it uses the most robust methodology for comparison. The MSG average is also shown for comparison.

**EP continues to perform significantly better on confidence in local policing than the results from the CSEW which asks the same question.**

Around 7 out of 10 (67%) thought police in their local area in Essex were doing a good or excellent job versus half (48%) of Essex respondents in the CSEW (CSEW MSG average 60%).

Other than this and taking account of the confidence interval[[2]](#footnote-2), the results from our own survey and those from CSEW are broadly similar.

Key Insights

* Results for the 12 months year ending March 19 compared to year ending March 18 show a high degree of stability across most measures.
* Understanding of community issues **increased significantly** from 2017/18 (54%) to 2018/19 (59%) and the level is increasing.
* However, the results show a decrease in confidence in local police using their Stop and Search powers fairly and respectfully (75% agree year ending 2018/19, compared to 83% year ending 2017/18).
* Over a third think crime and ASB has become more of a problem in the last 12 months and the level is increasing.
  + 2018/19 results (39%) show a significant increase compared to 2017/18 (36%).
* Less than half (40%) of Essex residents are satisfied with the level of local policing and satisfaction levels are decreasing and lower than the national average of 61%.[[3]](#footnote-3)
* Essex residents continue to place significantly higher levels of importance in having a regular uniformed police presence than that found in other Forces (63% very important compared to the latest national average of 47%).
* Public perception is worse for 2018/19 compared to 2017/18 for the extent to which the public agree or disagree that Essex Police and the organisations they work are:
  + Protecting children and vulnerable people
  + Supporting victims and witnesses
  + Tacking serious organised crime
  + Bringing offenders to justice
  + Dealing with ASB
  + Policing the roads
  + Preventing crime

The only exception for the police and crime plan priorities[[4]](#footnote-4) is for responding to emergencies which is stable. The results and year end comparisons are shown in slide 14.

* There has been a significant increase in the number of victims reporting they have been a victim of Robbery, Violent Crime, ASB and Domestic Abuse[[5]](#footnote-5) in 2008/19 compared to 2017/18. (Slide 39).

1. **Introduction/Background**

The 2018/19 annual results provide responses from 7,700 Essex residents over 16 years of age.

The results are included in the Force performance framework including the ‘Balanced Score Card Process’ to track changes in public perception levels and relative performance.

**5.0 Current Work and Performance**

The Public Engagement paper presented to the Performance and Resource Scrutiny Meeting on 30 April 2019 provided a full update on the current work and performance in relation to the Essex Police Public Engagement Strategy and the development of new District Engagement Plans using insight from the survey.

District Engagement Plans

District Engagement Plans are updated each quarter to ensure the feedback from the public is captured and incorporated into the future activity of Community Policing Teams (CPTs). These plans have been enhanced in the last quarter to provide an increased focus on visibility and telling the public what is changing as a result of their feedback.

The District level annual trends are being used to tailor local engagement and share good practice.

Victims of Crime

During this period, work has commenced to analyse the insight from victims of crime and appendix one includes additional information (slides 37- 42) about victims of crime and whether they reported their crime / ASB to the police.

* Just over 1 in 10 residents (13%) have been a victim of crime(s)/ASB in the last two years which is similar to the CSEW results for Essex Police.
  + Those aged 35 - 54 and those with a disability are the most likely to have been a victim.
* The overwhelming majority of victims (83%) reported the crime /ASB to the police.
  + Victims with a disability and males are the least likely to report the crime/ASD to the police.
  + No significant differences between the reporting rates for BME / White victims of crime.
  + Reporting rates vary by crime type (self-defined). More than 9 out of 10 victims of domestic abuse said they reported their incident/crime to Essex Police suggesting a high level of confidence. This compares to around 6 out of 10 saying they reported incidents relating to youth related /ASB. (Appendix One slides 42).

The results are presented and discussed in detail at Chief Officer Group Meetings and reviewed at a number of Force performance meetings including:

* Chief Constable’s monthly Senior Leadership Team meeting
* Force Synergy Meetings
* Diversity and Inclusion Board
* DCC led Victim Focus and Confidence Board & Engagement Star Chamber meetings
* ACC led Local Policing and Crime Board
* ACC led Use of Force Board

The results are shared by ACC Prophet at the Safer Essex Forum and by the District Commanders with their CPTs and their local partners.

**6.0 Implications (Issues)**

EP continues to perform significantly better on confidence in local policing than the results from the CSEW which asks the same question.

For the 12 months ending March 2019, 67% of respondents think the police in their area are doing a good or excellent job.

This remains significantly above the MSG average for the CSEW (59%).

There are two main issues:

1. Decrease in confidence in the police using their Stop and Search powers fairly and respectfully (75% of respondents were confident in year ending March 2019 compared to 83% year ending March 2018). This reduction was similar for both White and BME respondents.

1. Nearly four in ten (39%) think crime and ASB has become more of a problem in the last 12 months and the level is increasing.
   * There was a significant increase in 2018/19 (compared to 2017/18 (39% versus 36%).

**6.1 Links to Police and Crime Plan Priorities**

The survey results help to inform progress against the objective in the Police and Crime Plan to better understand the views, experiences and needs of Essex residents including victims of crime, on the Police and wider criminal justice service. The insight is shown in appendix one, slide 14 and slide 35.

The annual comparison shows that the 2018/19 results for the priorities requested by the PFCC to be included in the survey are significantly worse than the previous year, with the exception of responding to emergencies which is stable.

**6.2 Demand**

There are no direct links to the PA Consulting Demand Analysis Report.

**6.3 Risks/Mitigation**

There is a risk recorded on the Essex Police Strategic Risk Register relating to public confidence which is informed by the results of this survey, the insight gained and the subsequent activity. This risk is discussed at the quarterly Risk Star Chamber meeting chaired by the Deputy Chief Constable and is reviewed formally each month as part of the risk management process.

**6.4 Equality and/or Human Rights Implications**

None

**6.5 Health and Safety Implications**

None

**7.0 Consultation/Engagement**

Engagement took place with members of SMSR and the Director of Strategic Change, Dr Victoria Harrington in relation to the insight gained from the survey results.

**8.0 Actions for Improvement**

A meeting, chaired by ACC Prophet, and attended by the Local Police Area (LPA) Commanders, the Head of Communications and the Head of Continuous Improvement took place at the end of May 2019. The meeting discussed the possible reasons for the variation in the District level annual comparisons and reviewed the District Engagement Plans to ensure they are updated to enhance what is working well and strengthen activity in the areas outlined in appendix three.

The Force will review ways to encourage male victims and those with a disability to report crime through the DCC led Victim Focus Board. More work will take place to review the range in reporting rates for the different crime types presented in this set of results.

**9.0 Future Work/Development**

The survey script has been amended from Q1 2019/20 to include more information in relation to stop and search and insight about the benefits of Body Worn Video:

Stop and Search

* Additional Question - Have you been stopped and searched in the past by Essex Police?(Yes / No / Don’t know/Not Sure)
* Amended Question - Please say how much you agree or disagree with the following statement: I am confident that the police use their stop and search power fairly and respectfully **in my local area.**

Body Worn Video

* Are you aware that Police Officers in your area use body worn video cameras? (Yes / No / Don’t know/Not Sure)
* If yes, how were you made aware? (Free Text)
* To what extent do you agree or disagree that the use of Body Worn Video Cameras by Essex Police Officers makes you feel safer. (Net Agee / Disagree / Don’t Know/Not sure).

Additional analysis is also taking place to summarise the responses from victims of crime, including their experience with Essex Police and satisfaction with accessibility of support services. This insight will be presented in a separate report and will show annual comparisons.

1. Published 10 January 2019 [↑](#footnote-ref-1)
2. CSEW - 95% within a range of +/- 5.6%

   SMSR - 95% within a range of +/- 1.1% at force level & +/- 4.2% at district level [↑](#footnote-ref-2)
3. Taken from the BMG Report on Public Views of Policing in England and Wales 2018 – surveys undertaken June – July 2018. [↑](#footnote-ref-3)
4. requested by the PFCC to be included in the survey [↑](#footnote-ref-4)
5. The small number of respondents reporting they were a victim of DA should be borne in mind when interpreting percentage increases. [↑](#footnote-ref-5)