

Public Views and Experience of Policing and Criminal Justice in Essex

Q1 2019/20 Survey Results Presentation

Date: 28/08/2019

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Unit: Strategic Change Directorate



Section One

Executive Summary



Executive Summary – Q1 Comparison 2019/20 to 2018/19:

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

Around two thirds (66%) thought police in their local area in Essex were doing a good or excellent job versus half (47%) of Essex respondents in the CSEW (CSEW MSG average of 57%). SLIDE 6

- However, results for the 12 months year ending Jun 19 compared to year ending Jun 18 show that confidence in the local police has decreased significantly (66% Jun 19 vs 69% Jun 18). **SLIDE 6 & 7**
 - Eight out of 14 Districts experienced significant decreases (Brentwood, Castle Point, Epping Forest, Harlow, Rochford, Southend, Tendring and Thurrock).
 - Results have also significantly decreased for how well local police are dealing with Crime & ASB issues (46% Year ending Jun 19 vs 49% year ending Jun 18). **SLIDE 10 & 11**
 - Five of the same Districts above experienced significant decreases (Brentwood, Castle Point, Epping Forest, Rochford and Southend Districts experiencing significant decreases).
- Positively, understanding of community issues **increased** significantly for year ending Jun 2019 (58%) to year ending Jun 18 (56%), with the results broadly stable for the last three quarters. **SLIDE 8 & 9**
 - Colchester, Maldon and Thurrock Districts have experienced significant **increases**.

- Over a third think crime and ASB has become **more** of a problem in the last 12 months with the Year ending Jun 19 results (37%) showing a significant increase from year ending June 18 (35%) – **SLIDE 29 & 30**
 - Brentwood, Epping Forest, Harlow, Rochford and Southend Districts have all experienced significant increases in the amount of people who think crime and ASB has become **more** of a problem
- The results show a significant decrease in confidence in the police using their stop and search power fairly and respectfully (72% year ending Jun 19 vs 82% year ending Jun 18) and the level is **decreasing quarter on quarter**. **SLIDE 19 /20**
- Agreement that EP would treat you fairly if you made a complaint has decreased significantly (75% year ending Jun 19 vs 80% year ending Jun 18). **SLIDE 12 &13**
- Confidence in receiving a good service from EP is also significantly decreasing (69% year ending Jun 19 vs 73% year ending Jun 18). **SLIDE 17 & 18**
- Just over a third (38%) were satisfied with the level of local policing (lower than the national average of 61%) and significantly lower than the 12 months ending Jun 18 (42%). **Slide 23 & 24**
 - Brentwood, Epping Forest, Maldon, Southend and Tendring District all had significant decreases in satisfaction with the level of local policing
 - These results will not yet take into account the introduction of the new Town Centre Teams. An additional question has been added to measure public awareness of the new teams.
- Over half (56%) were aware that the Police Officers use BWV and over three quarters (78%) agree these cameras make them feel safer.* **SLIDE 21**



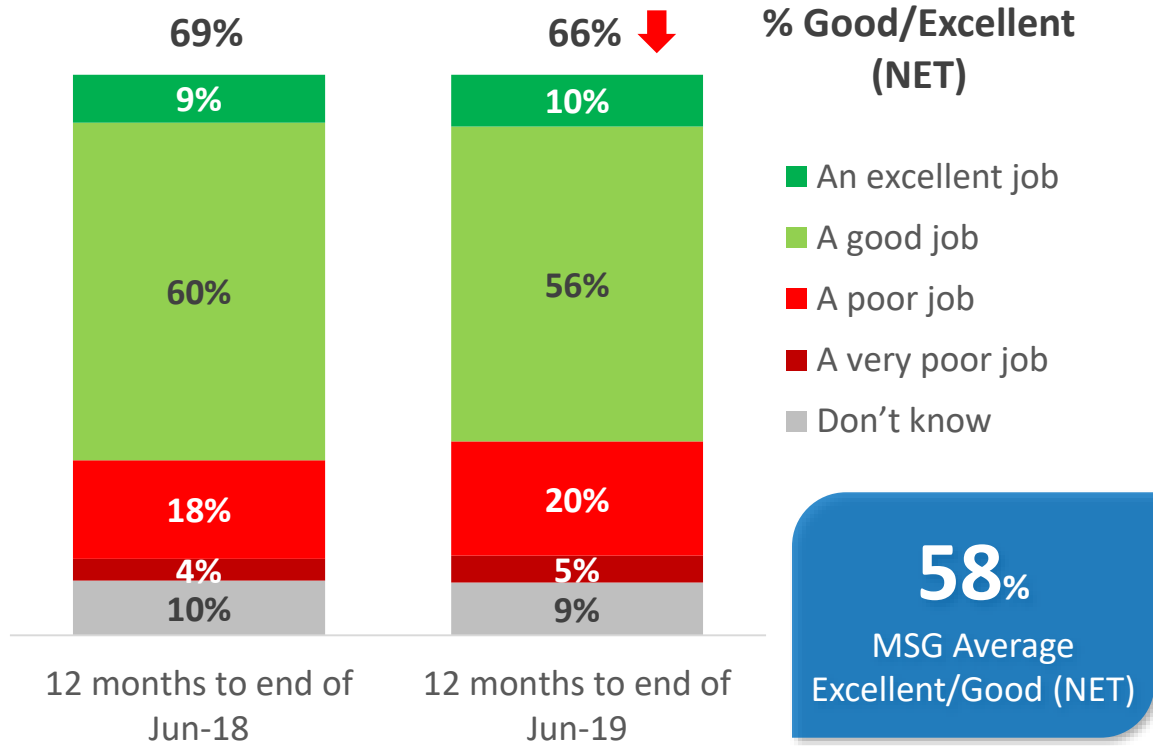
Section Two

Overall Views

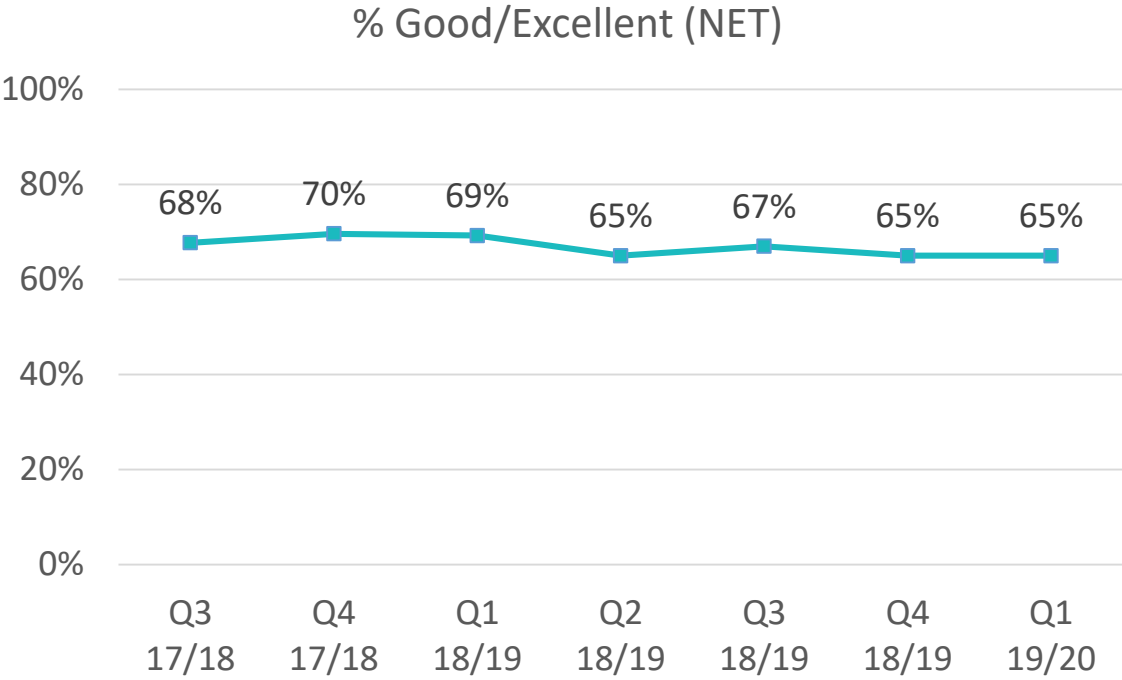


Two-thirds think the police in their area are doing a good or excellent job

Annual Trend



Quarterly Trend

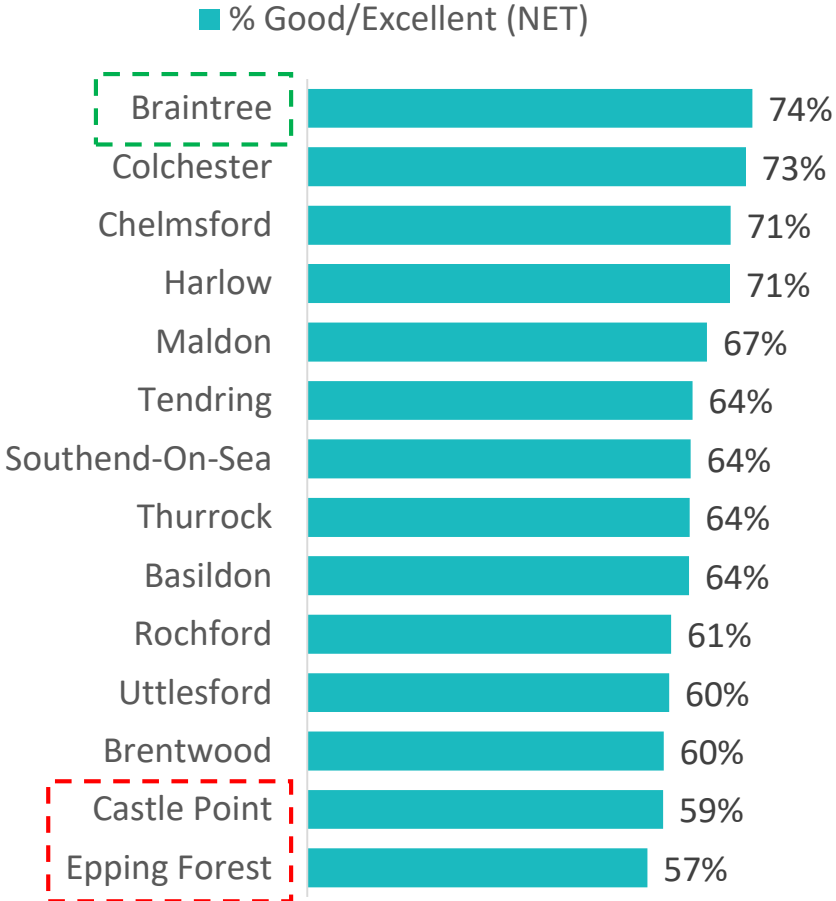


↓ significantly lower than Q1 18/19

NET refers to the combined score for the two most positive answer options (Excellent/Good). Significance testing at 95% confidence level.

Around three quarters of under 35s think their local police are doing a good or excellent job

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



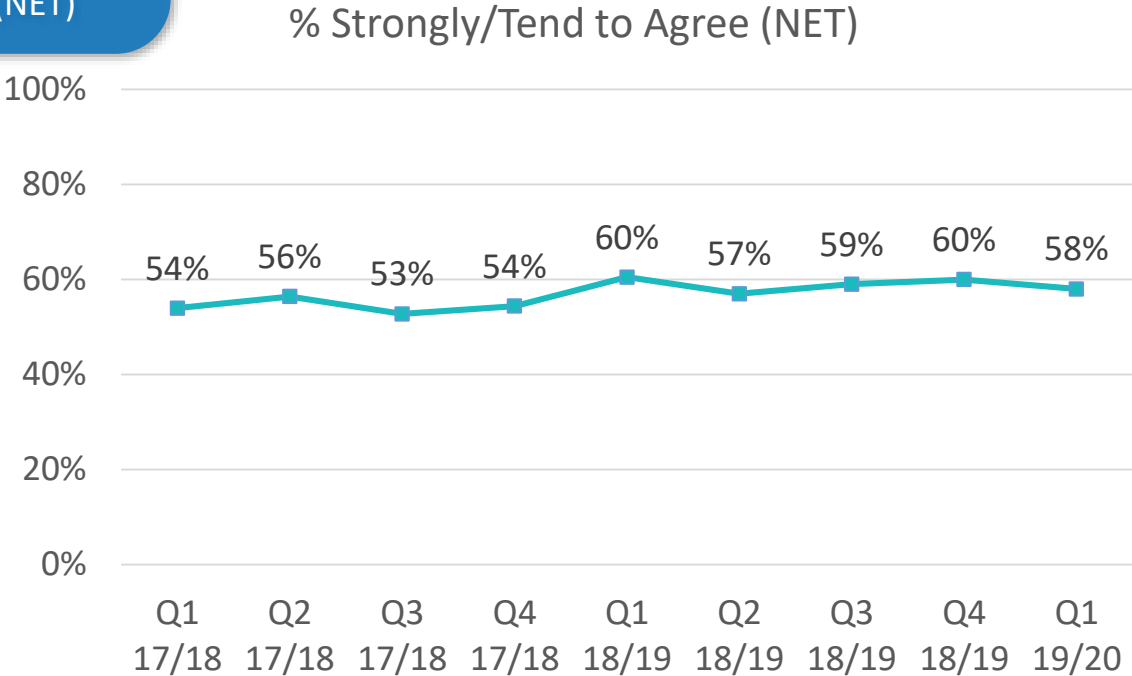
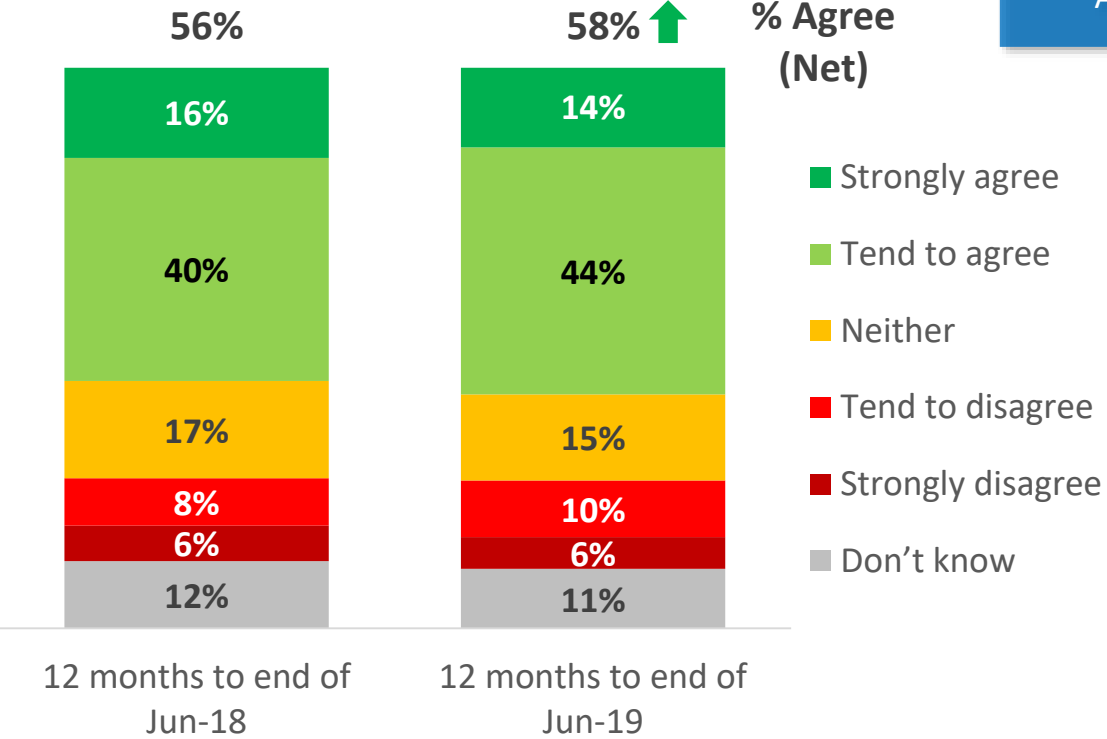
- Three quarters of Braintree residents (74%) think the police in their area are doing a good or excellent job, compared to less than 6 out of 10 in Castle Point (59%) and Epping Forest (57%)
- Less than 6 out of 10 recent victims of crime (57%) think the police in their area are doing a good or excellent job

Agreement that EP understands community issues increased significantly

Annual Trend

68%
MSG Average Agree (NET)

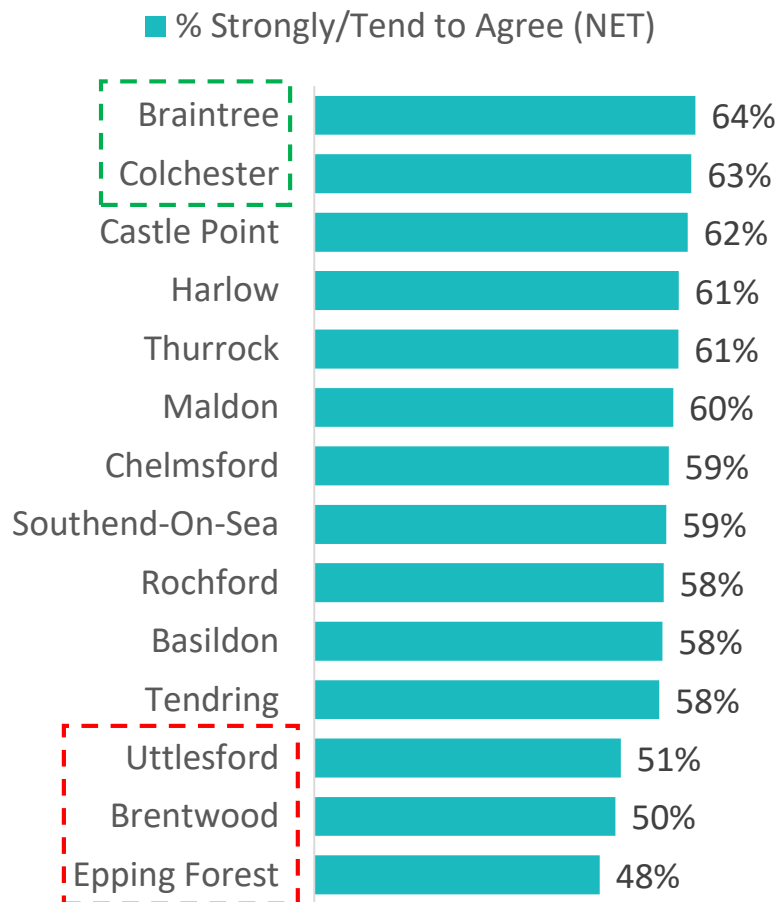
Quarterly Trend



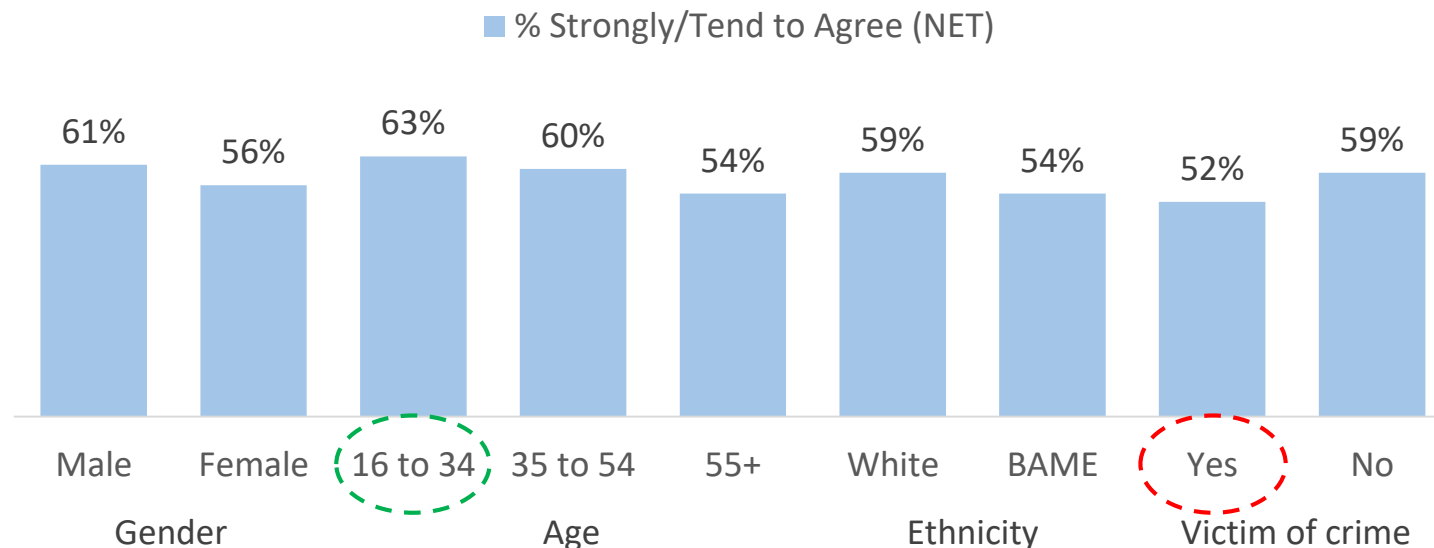
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Over 55s, BAME residents and crime victims remain the least likely to agree EP understand community issues

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



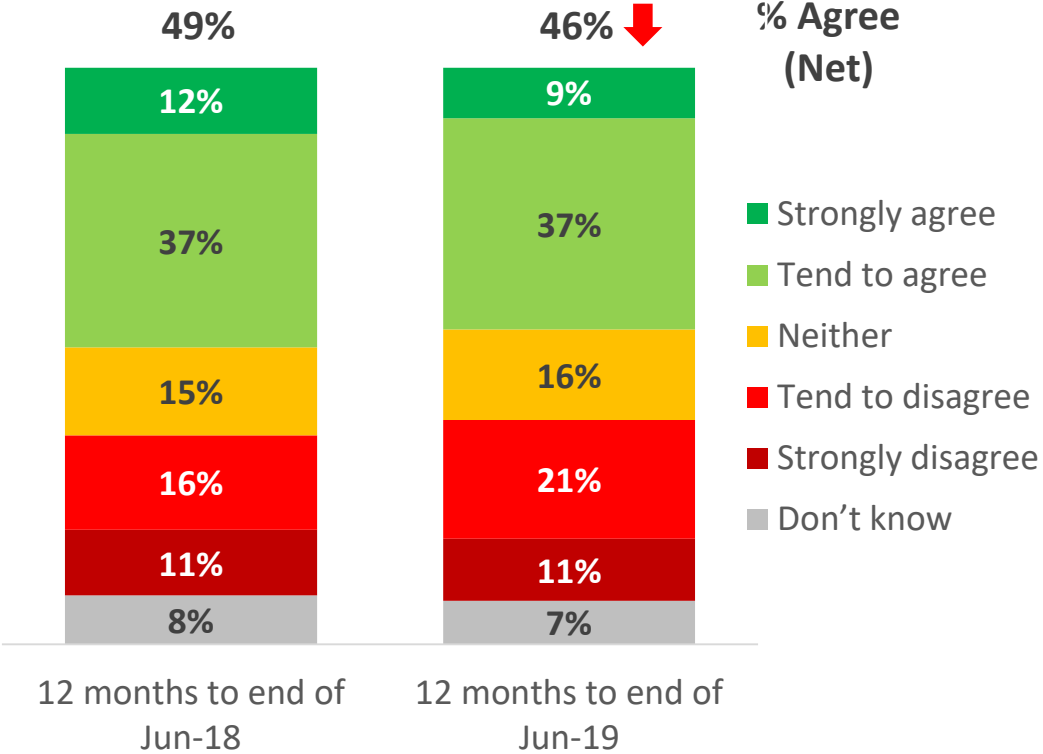
- Those aged 16-34 remain the most likely to agree EP understand issues affecting their community (63%)
- Almost two-thirds of residents living in Braintree (64%) and Colchester (63%) agree EP understand issues affecting their community, compared to only around half in Uttlesford (51%), Brentwood (50%) and Epping Forest (48%)

Around half agree EP are dealing with crime and ASB in their area

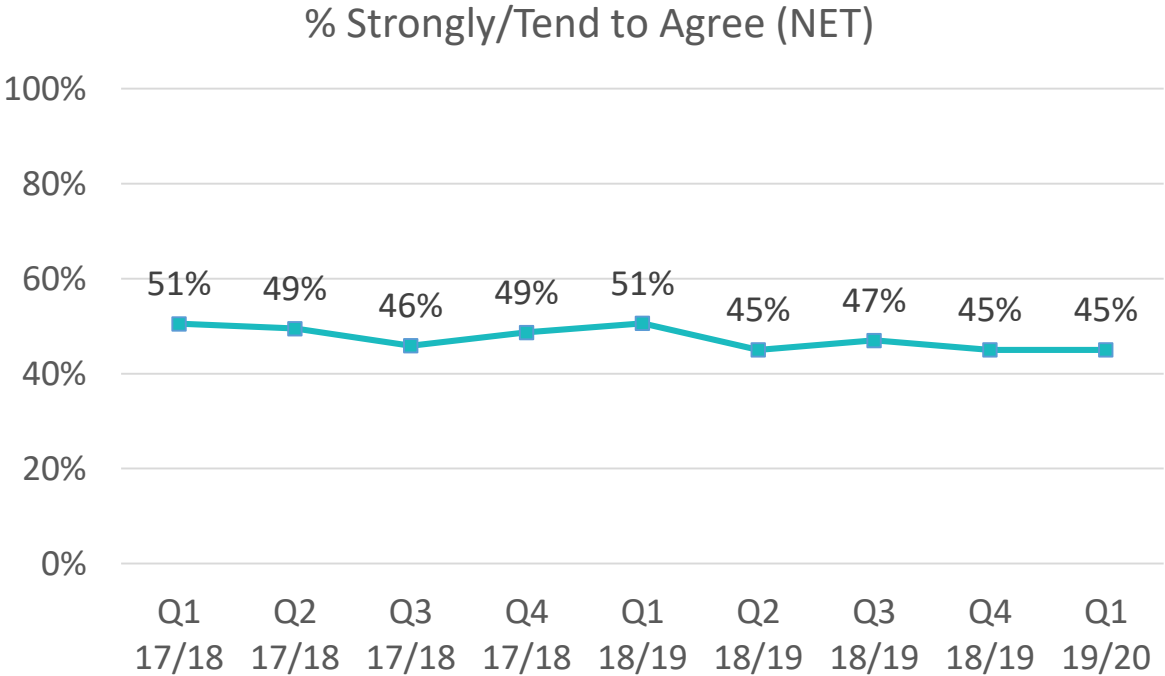
55%
MSG Average Agree (NET)

42%
National Average Agree (NET)

Annual Trend Rolling 12 months



Quarterly Trend

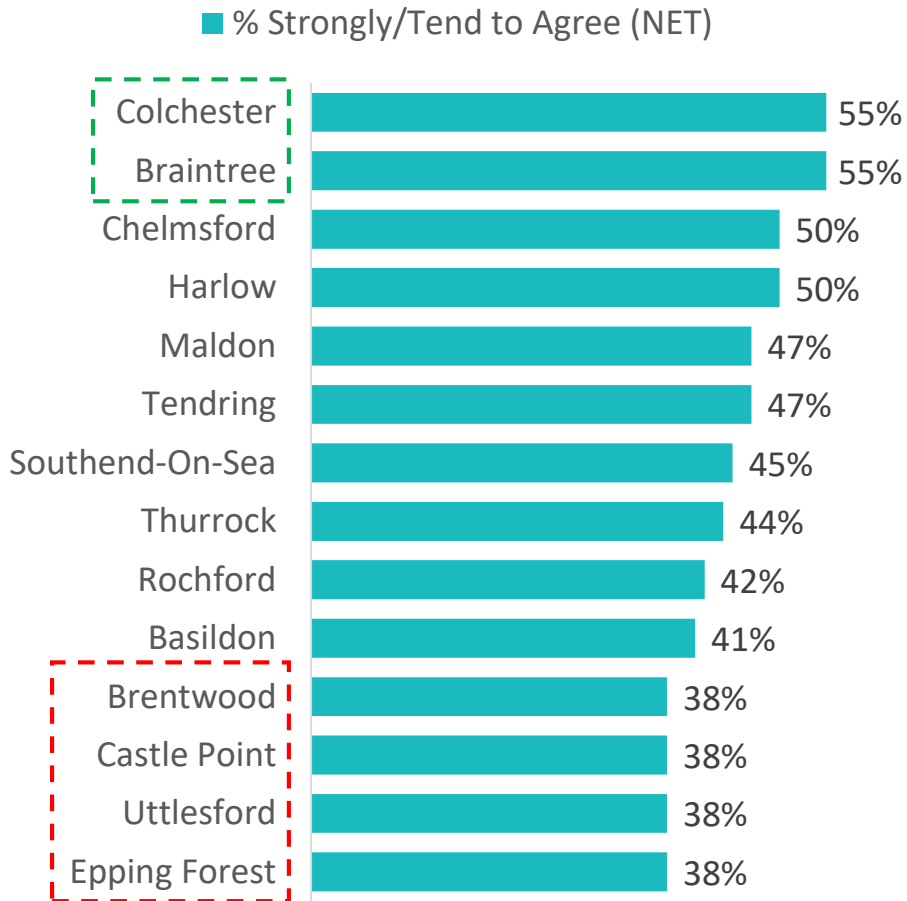


↓ significantly lower than Q1 18/19

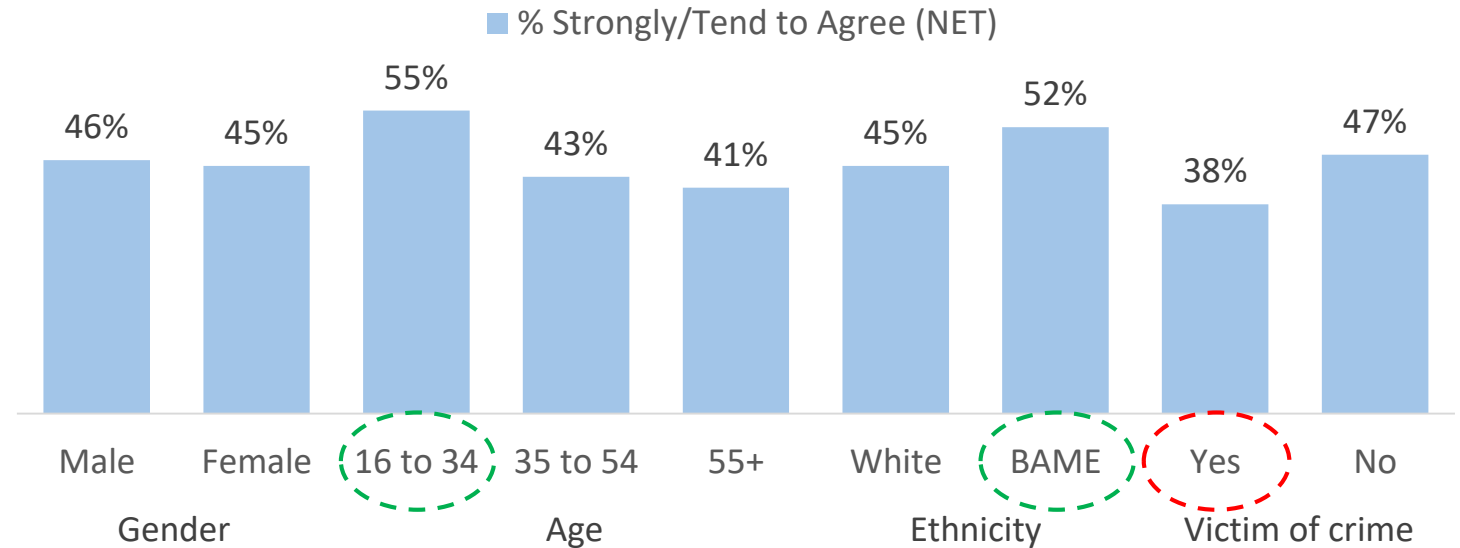
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Less than 4 out of 10 recent victims of crime agree EP are dealing with crime and ASB in their area

District Comparisons (last 12 months)



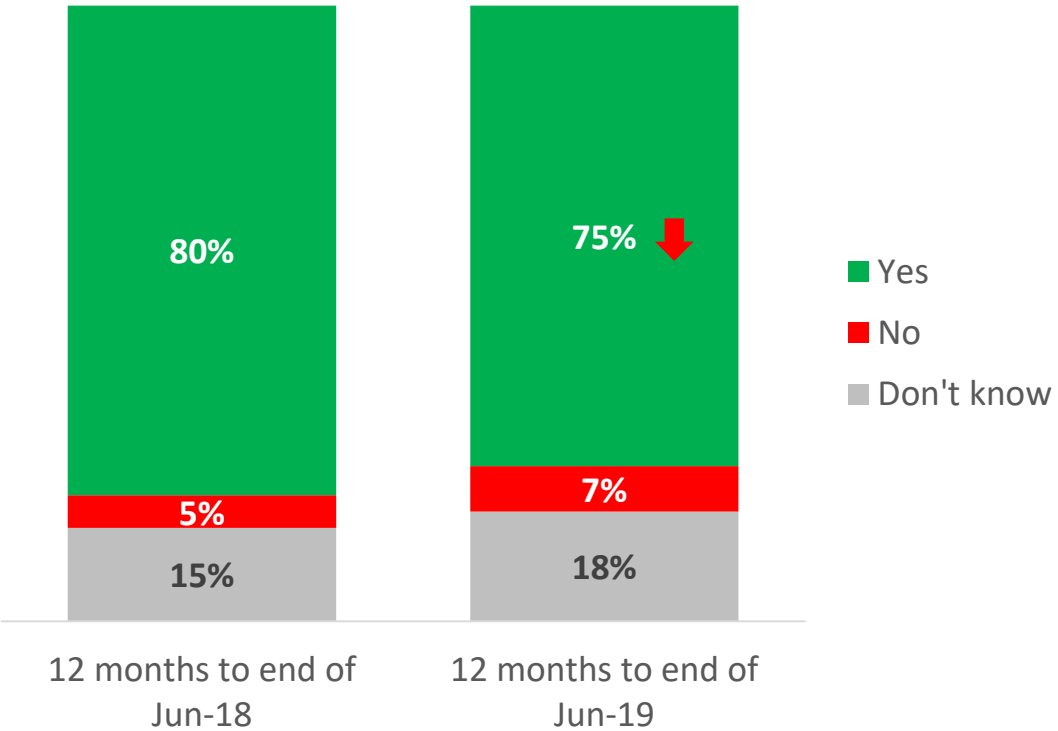
Demographic Analysis (last 12 months)



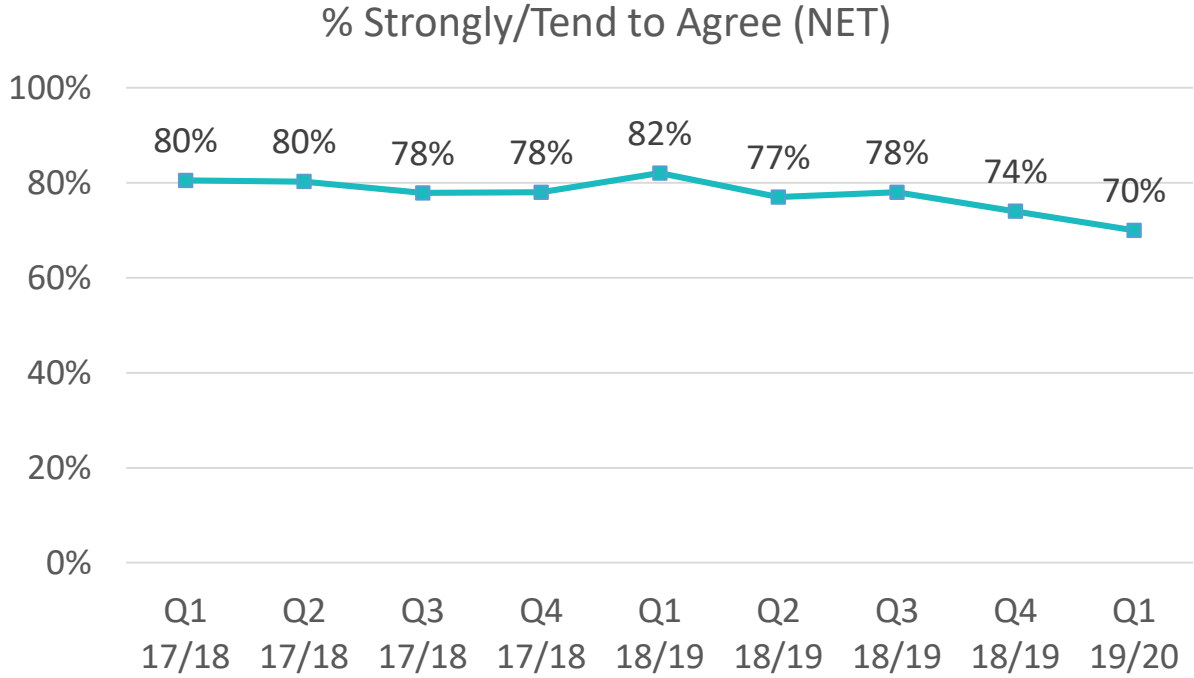
- Under 35s (55%) and BAME residents (52%) are the most likely to agree EP are dealing with crime and ASB in their area
- Over half of those living in Colchester and Braintree (55%) agree EP are dealing with crime and ASB, compared with less than 4 out of 10 in Brentwood, Castle Point, Uttlesford and Epping Forest (38%)

Agreement that EP would treat you fairly if you made a complaint has decreased significantly

Annual Trend



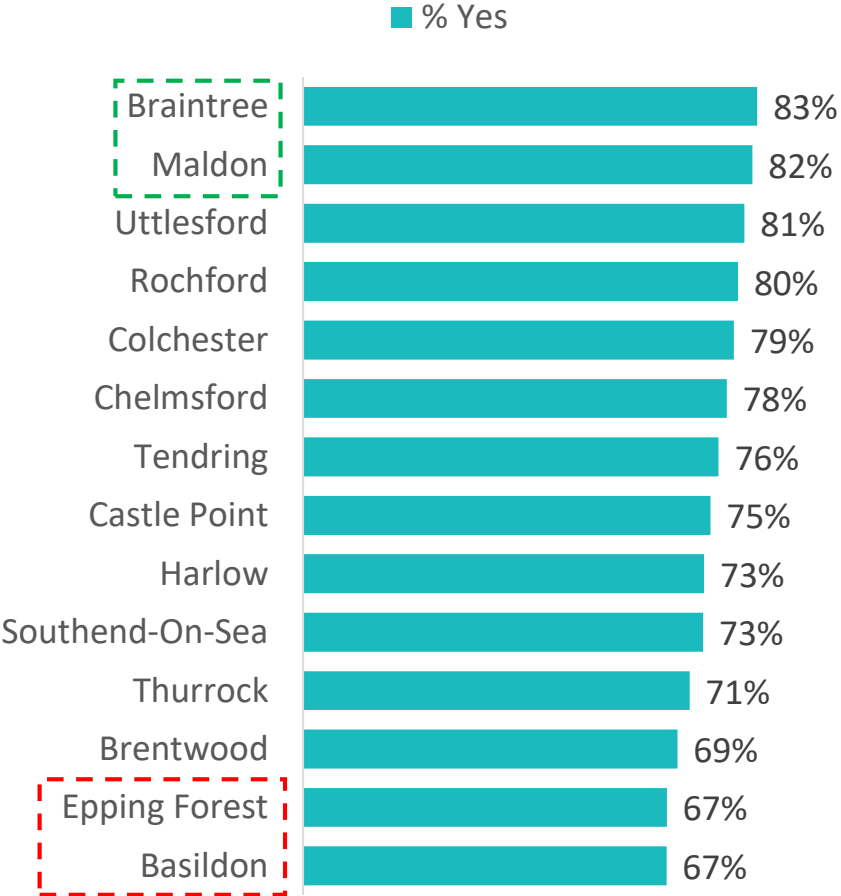
Quarterly Trend



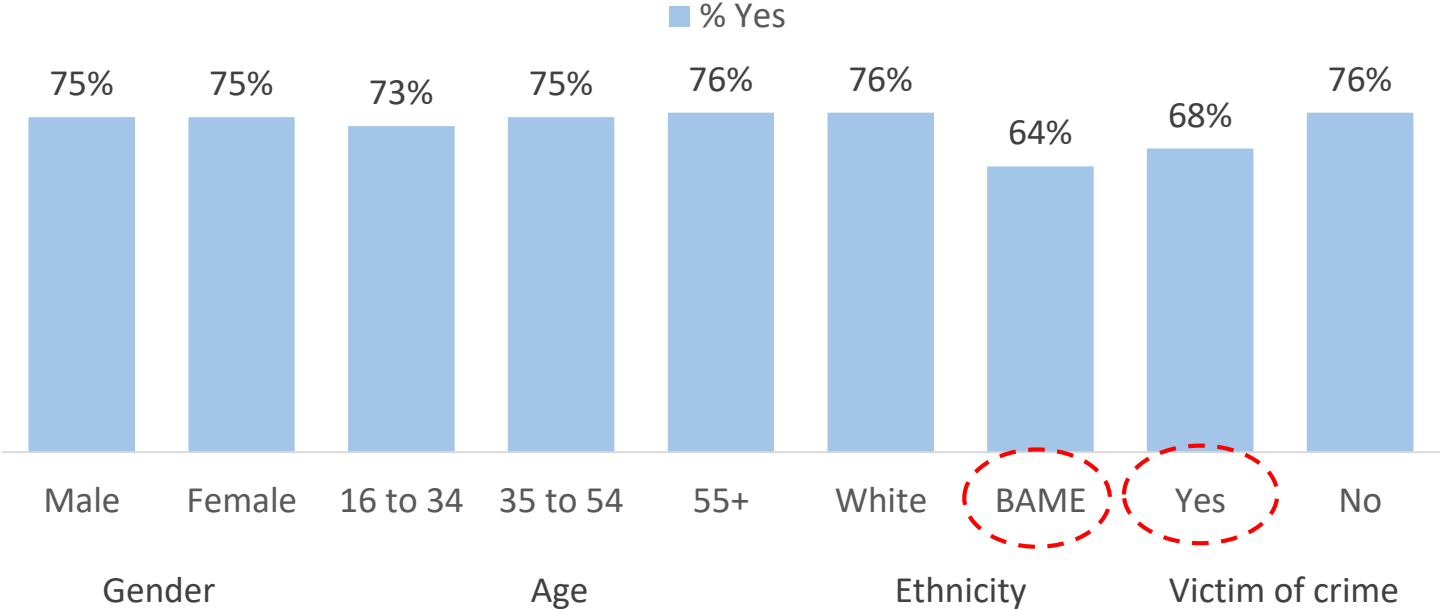
↓ significantly lower than all previous Quarters

BAME residents & victims of crime are the least likely to think they would be treated fairly if they made a complaint

District Comparisons (last 12 months)



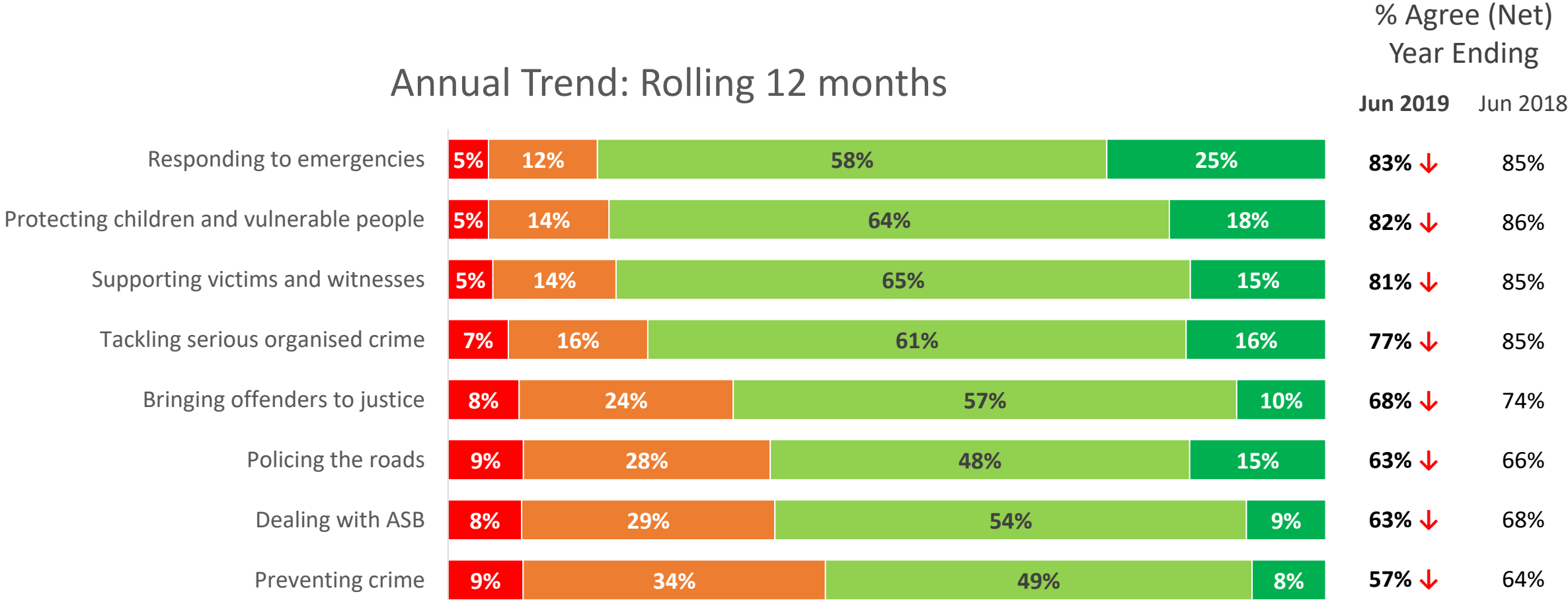
Demographic Analysis (last 12 months)



- There are significant differences in agreement between Districts – 83% of those living in Braintree think they would be treated fairly compared with 67% of those in Basildon and Epping Forest

Over 8 out of 10 agree EP respond to emergencies, although less than 6 out of 10 agree they are preventing crime

Annual Trend: Rolling 12 months



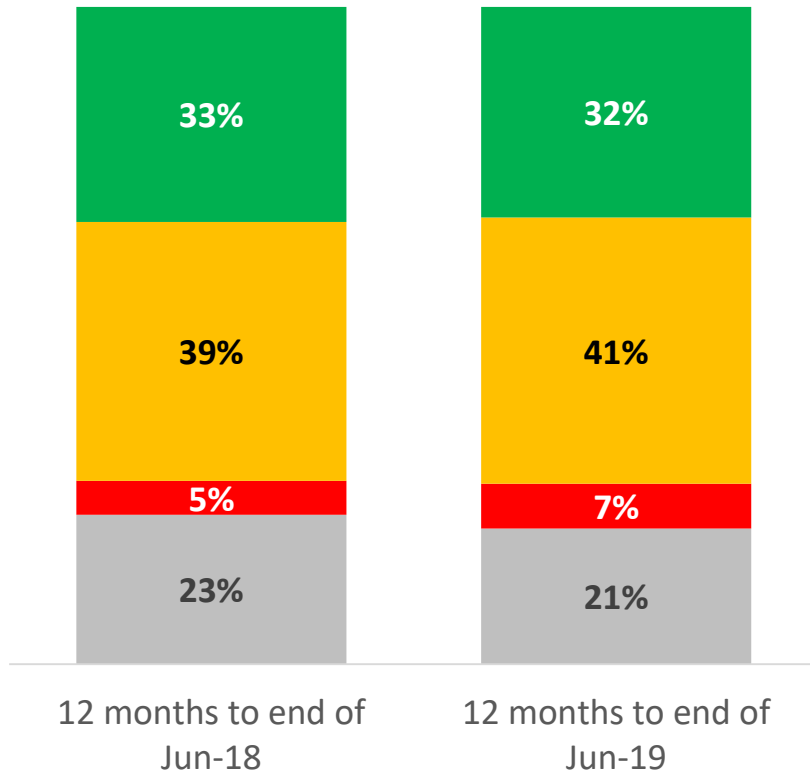
■ Strongly disagree
 ■ Disagree
 ■ Agree
 ■ Strongly agree
 ↑ significant increase
 ↔ no change
 ↓ significant decrease

More would speak highly of local police than be critical of them

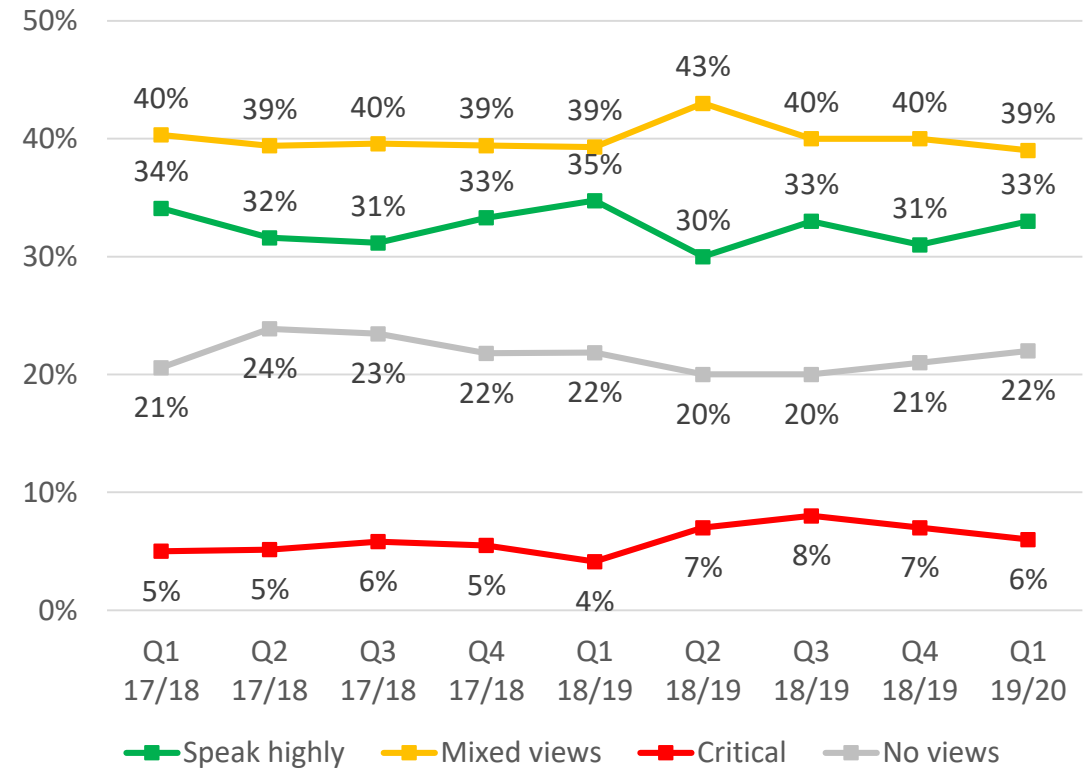
Annual Trend

40%
National Average
Speak highly

- Speak highly
- Mixed views
- Critical
- No views

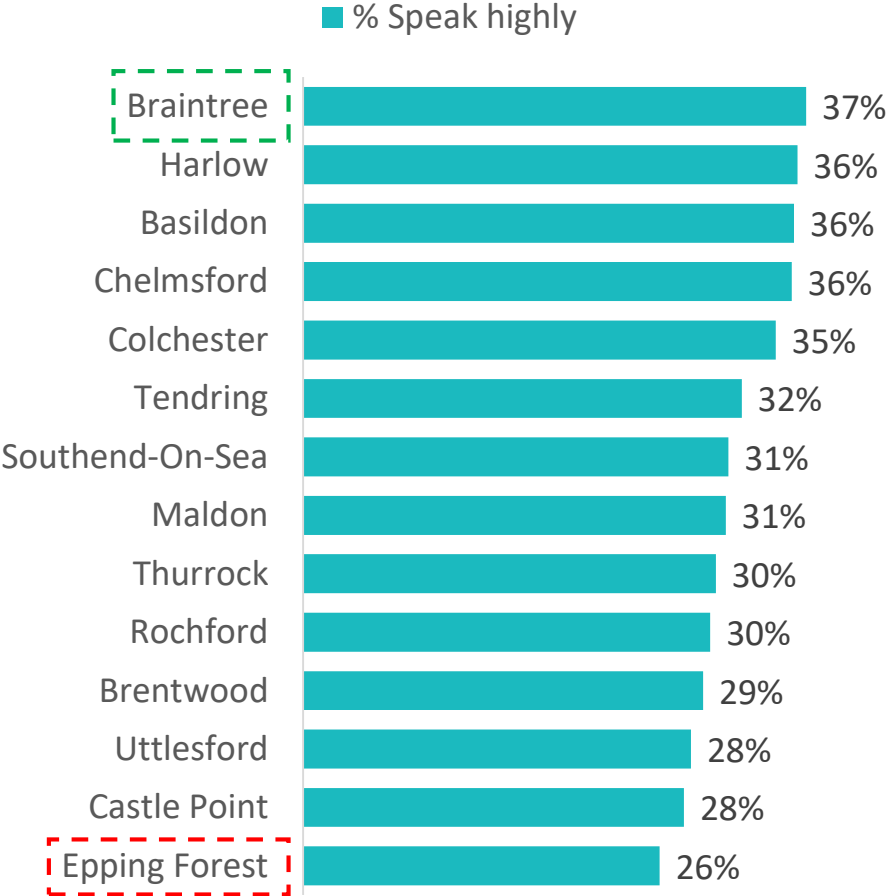


Quarterly Trend

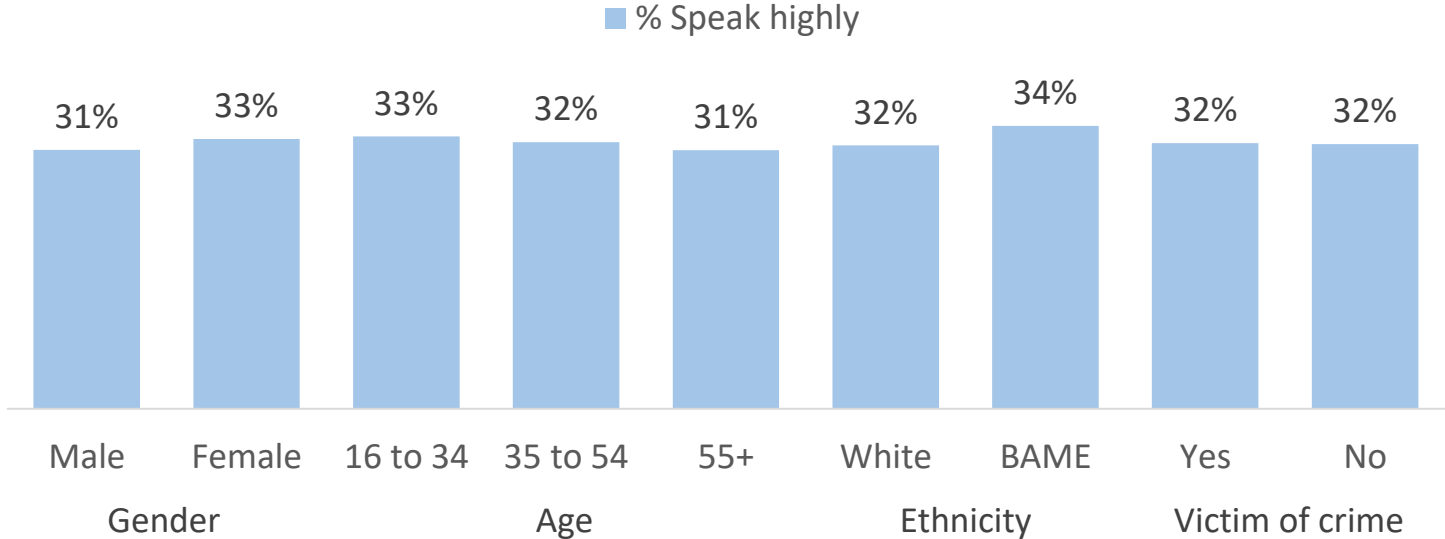


Only around a quarter of residents in Epping Forest would speak highly of police in their local area

District Comparisons (last 12 months)



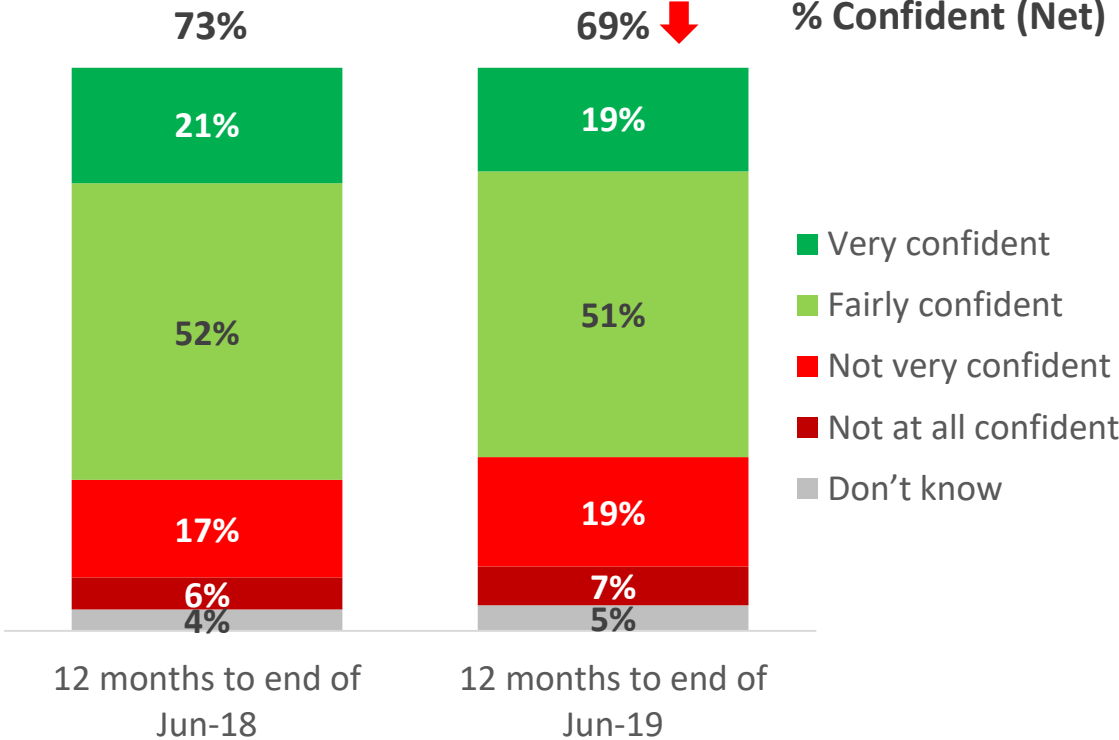
Demographic Analysis (last 12 months)



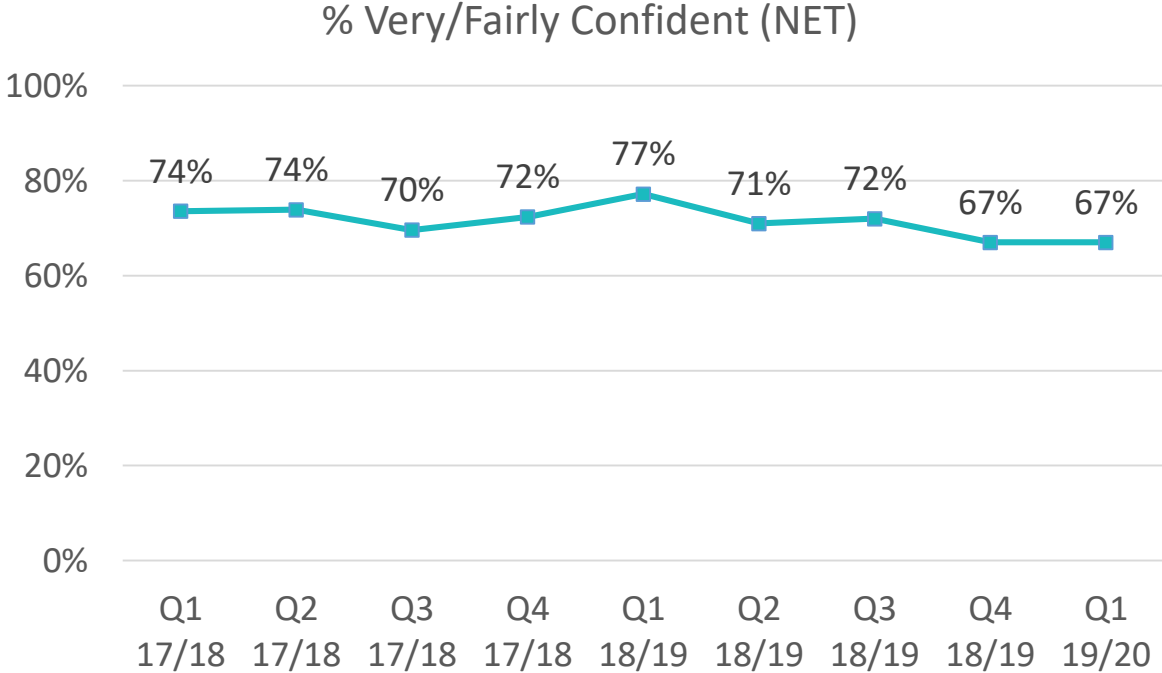
- Under 35s and BAME residents are the most likely to speak highly of their local police

Around 7 out of 10 are confident of receiving a good service from EP if they were to report a crime

Annual Trend



Quarterly Trend

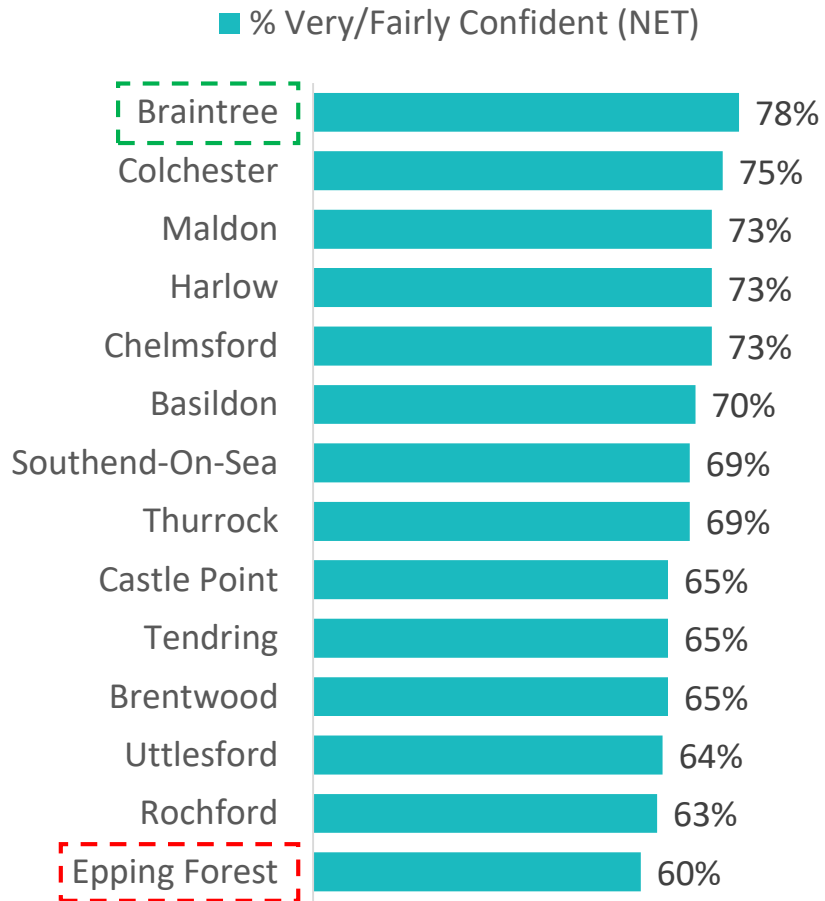


↓ significantly lower Q4 17/18 – Q4 18/19

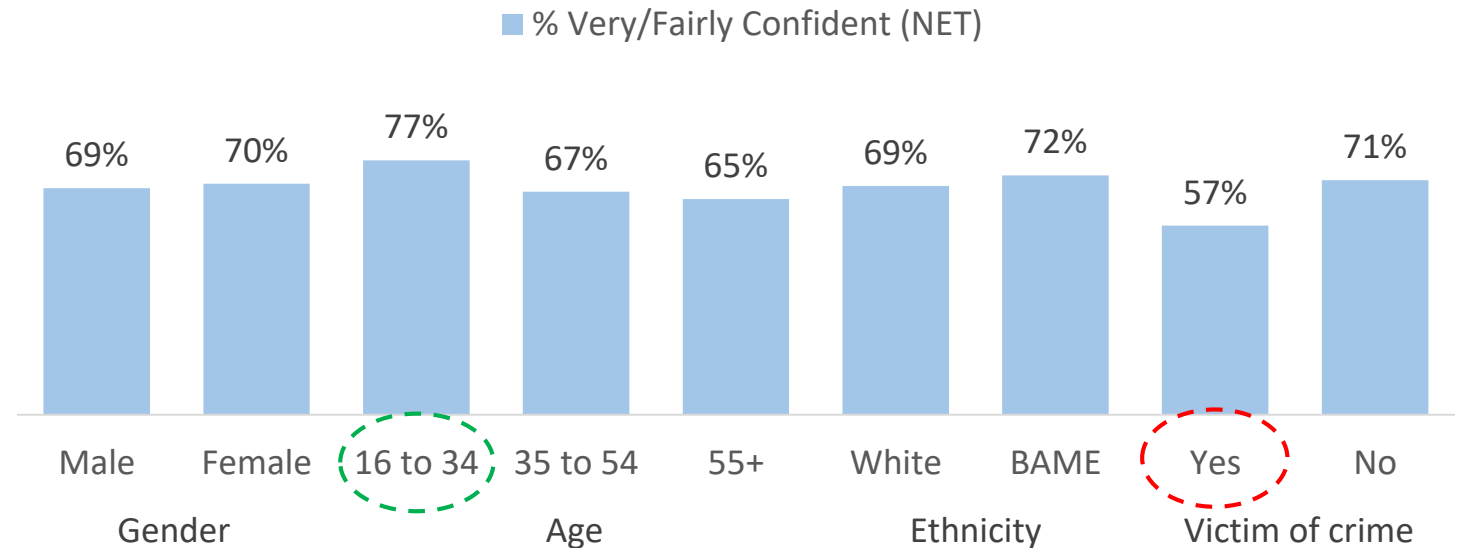
NET refers to the combined score for the two most positive answer options (Very/Fairly Confident). Significance testing at 95% confidence level.

Victims of crime are the least likely to feel confident about receiving a good service from EP if they were to report a crime

District Comparisons (last 12 months)



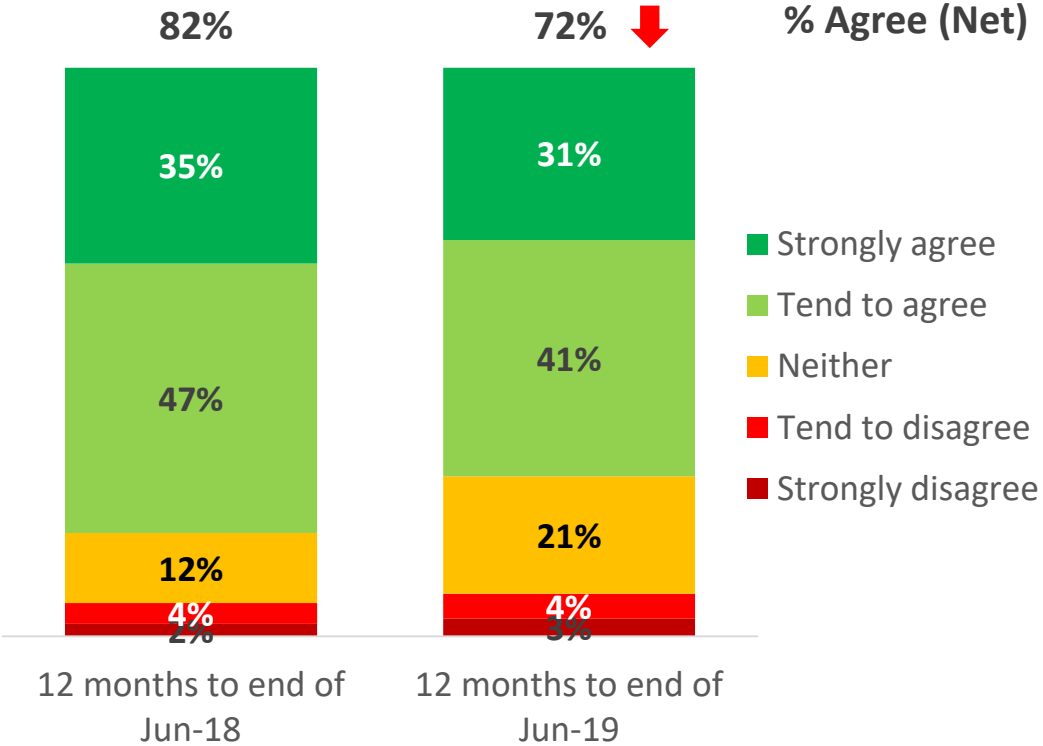
Demographic Analysis (last 12 months)



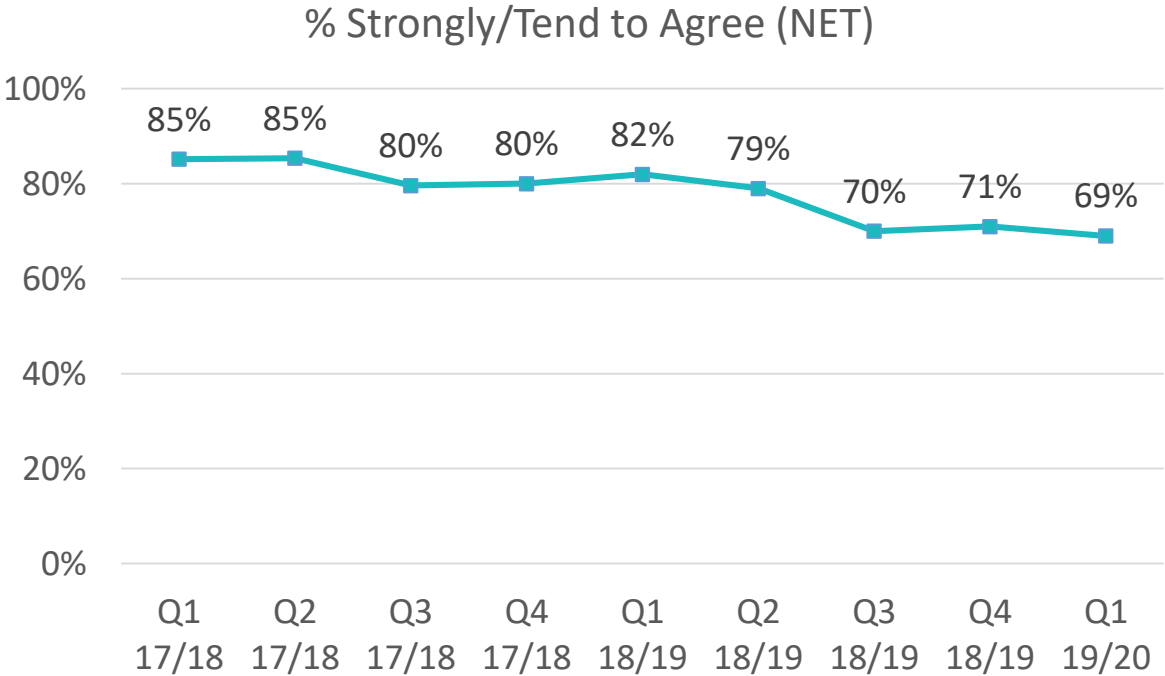
- Under 35s (77%) are the most likely to feel confident about receiving a good service from EP if they were to report a crime
- There are significant differences in confidence between Districts – over three-quarters of those living in Braintree (78%) would feel confident compared with just 6 out of 10 in Epping Forest (60%)

Agreement that EP use their stop and search power fairly and respectfully has decreased significantly

Annual Trend



Quarterly Trend

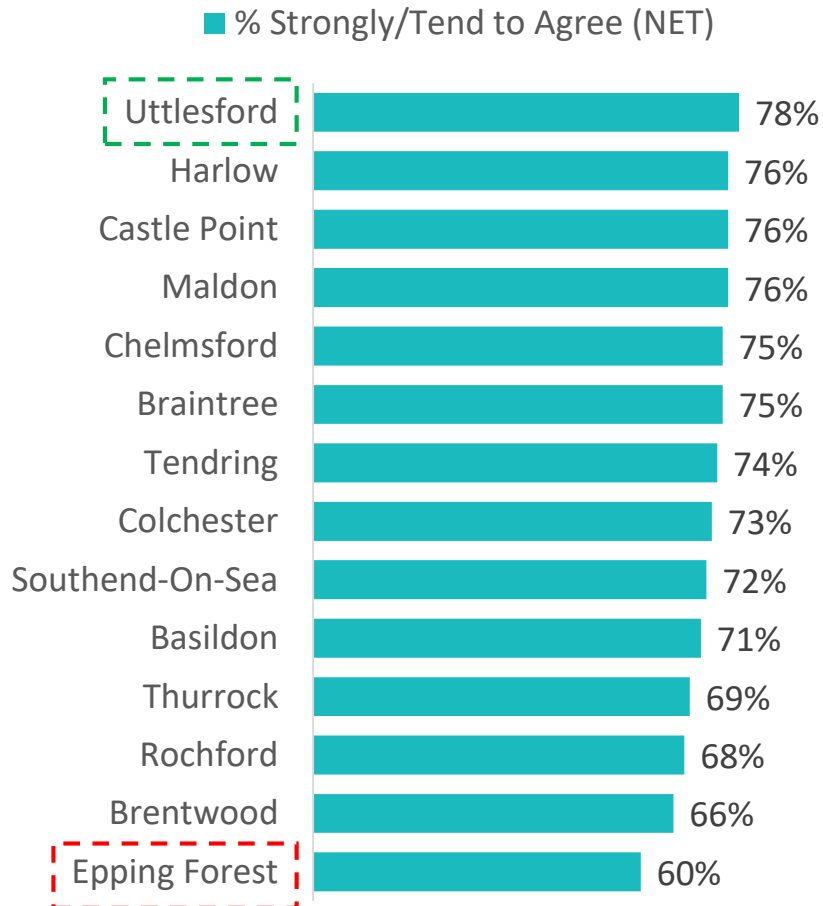


↓ significantly lower than Q1 17/18 – Q2 18/19

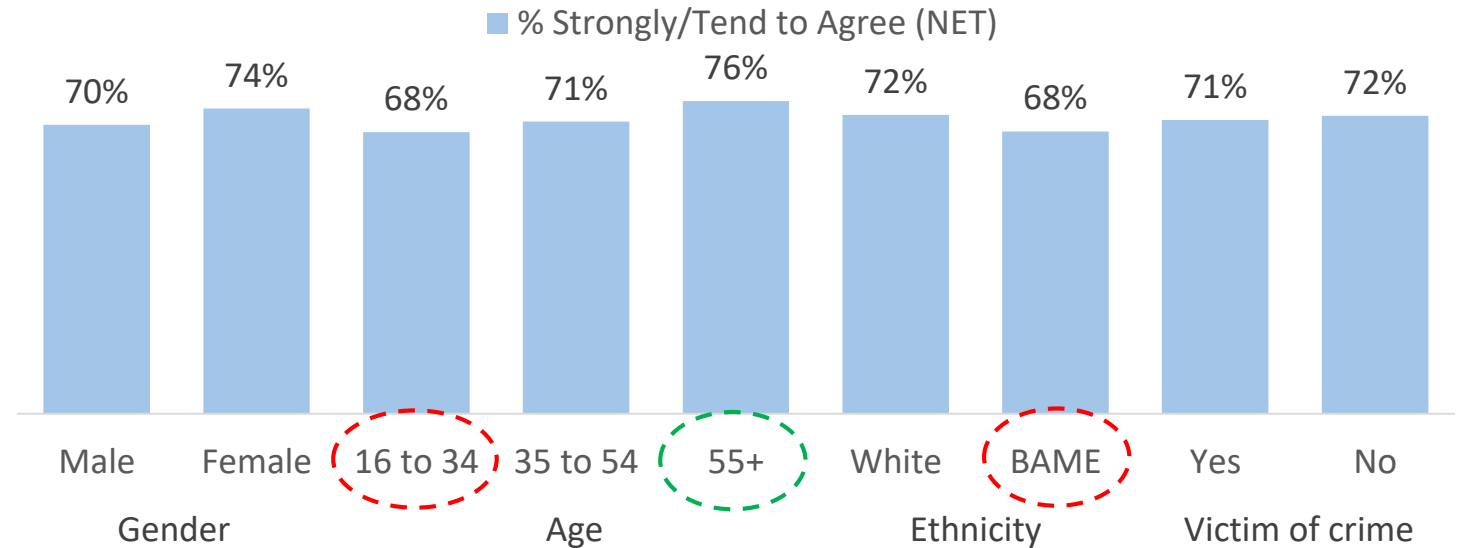
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Under 35s and BAME residents remain the least likely to agree the police use their stop and search powers fairly & respectfully

District Comparisons (last 12 months)

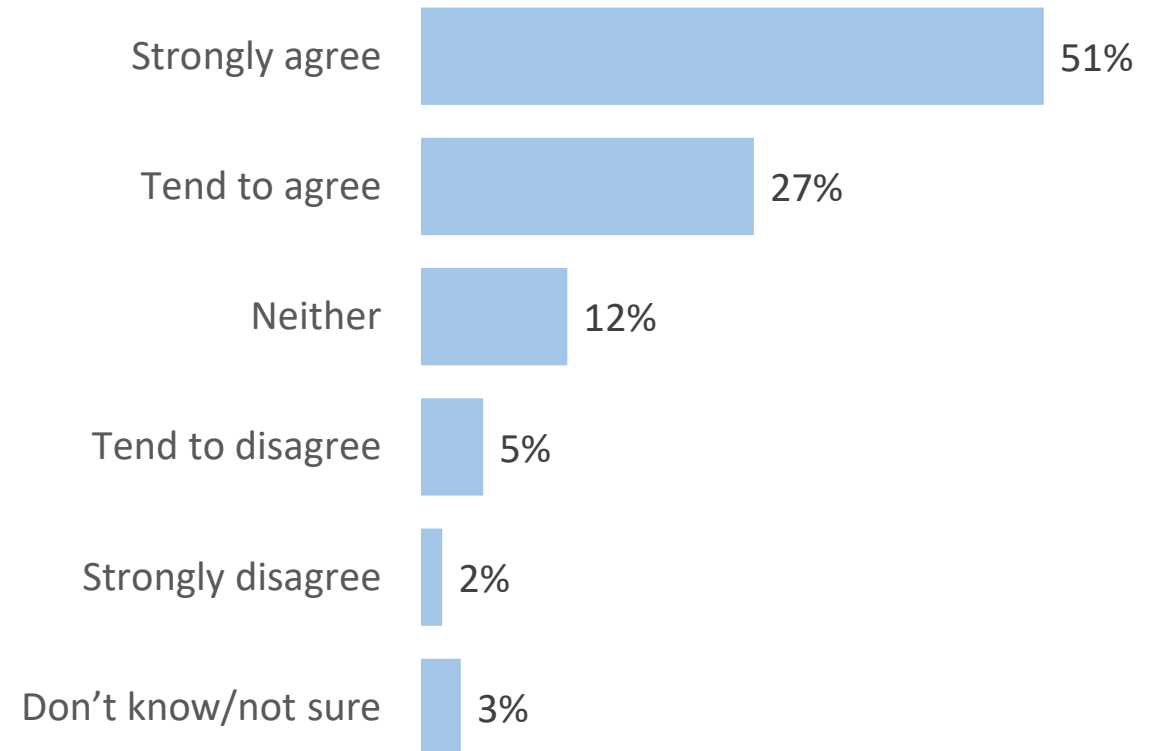
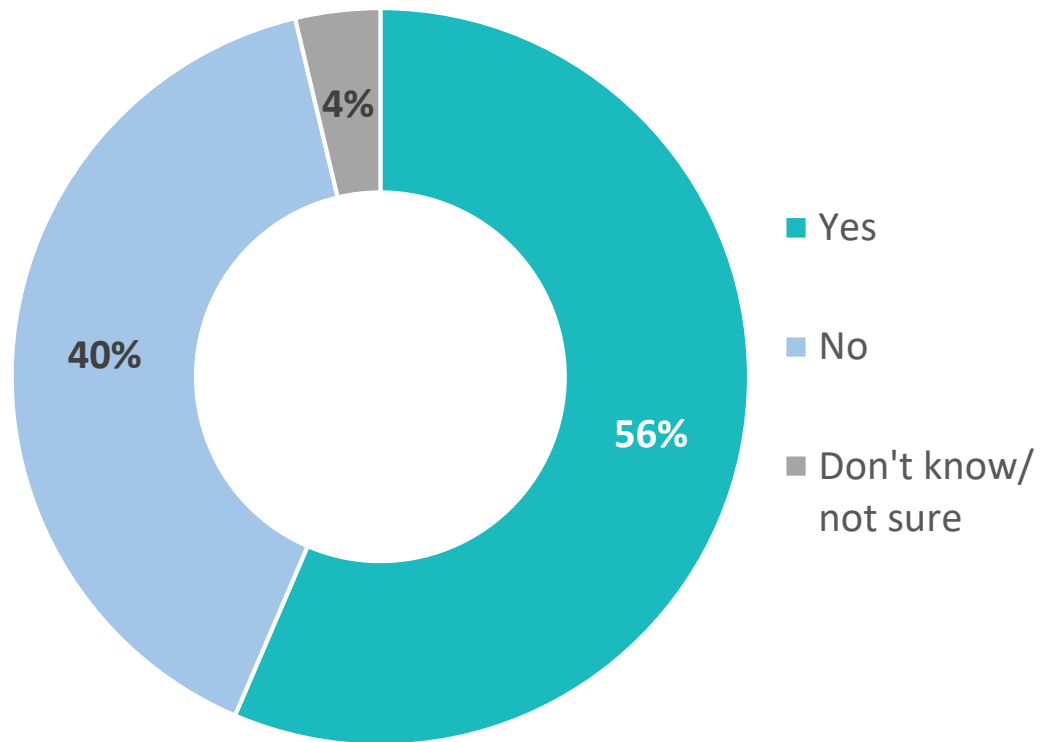


Demographic Analysis (last 12 months)



- Over 55s are the most likely to agree the police use their stop and search power fairly & respectfully (76%)
- Residents in Epping Forest (60%) are the least likely to agree

Over half are aware that Police Officers use Body Worn Video Cameras – over three-quarters agree these cameras make them feel safer





Section Three

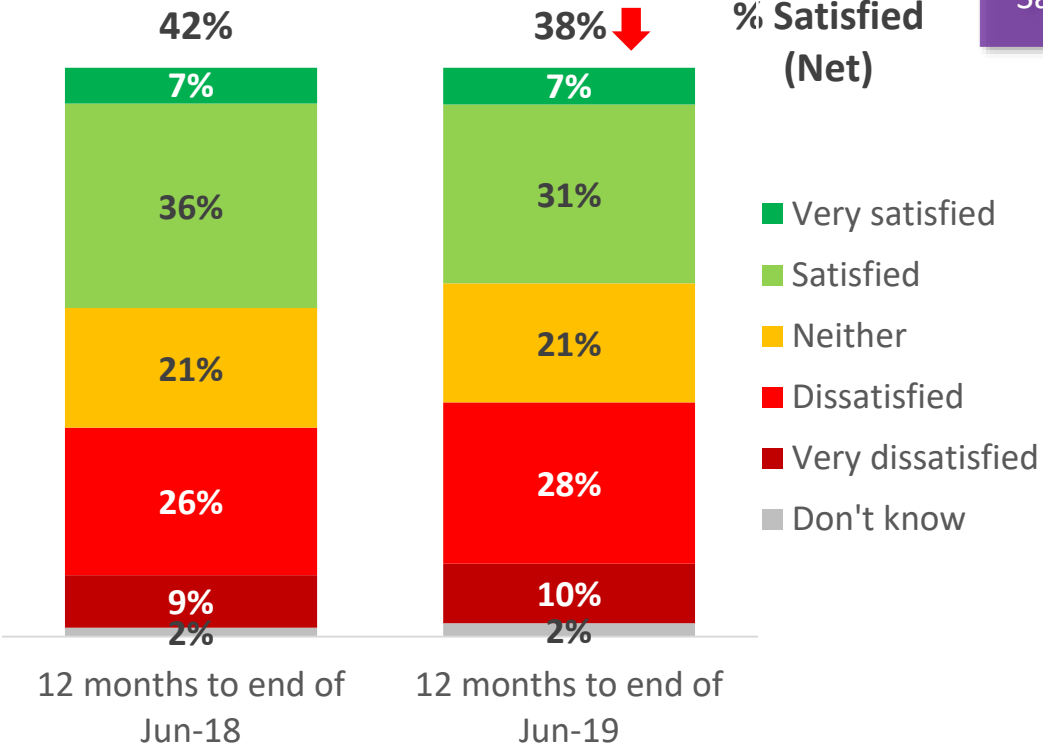
Visibility & Presence



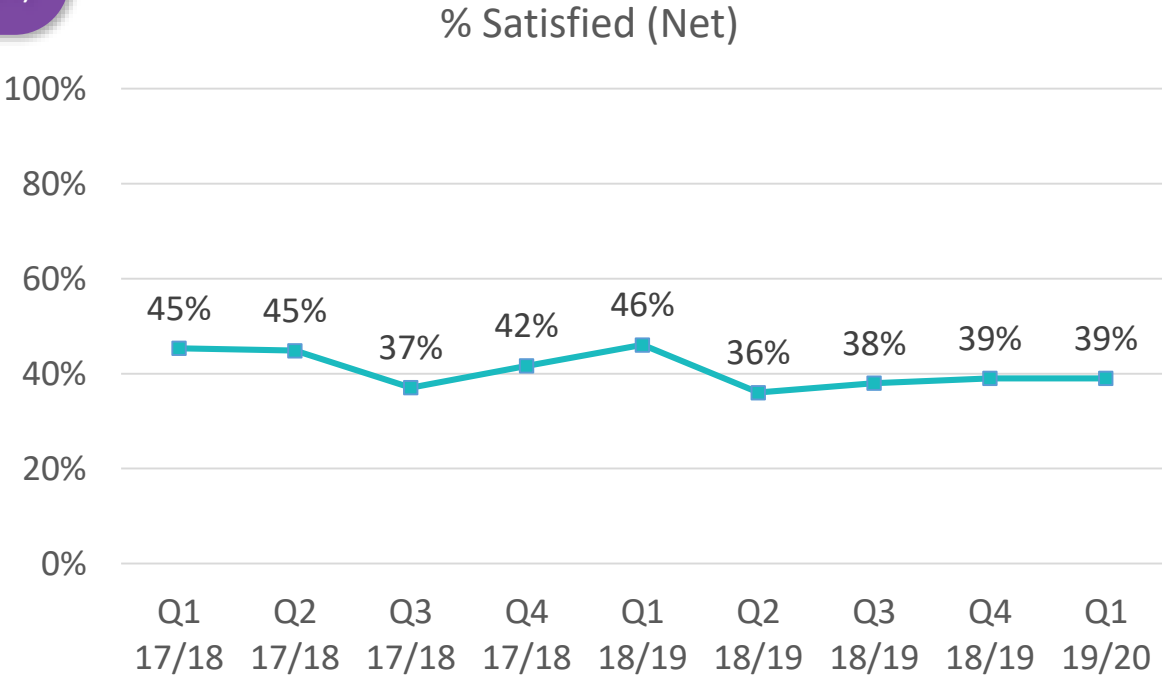
Around 4 out of 10 are satisfied with the level of local policing

Annual Trend
Rolling 12 months

61%
National Average
Satisfied (NET)



Quarterly Trend

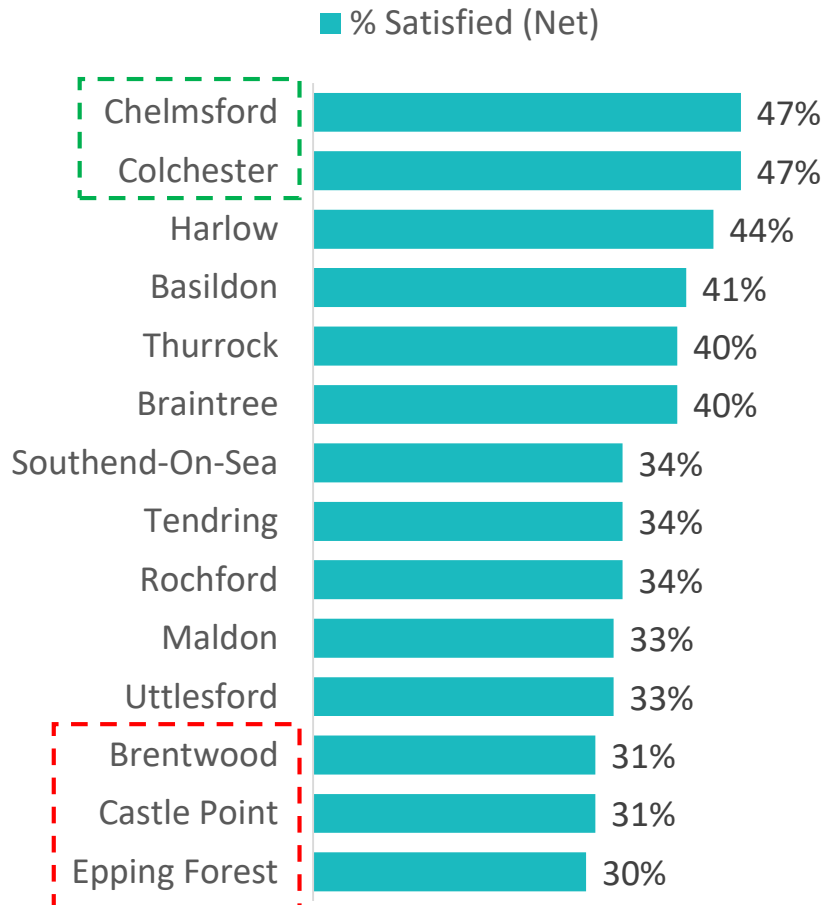


↓ significantly lower than Q1 18/19

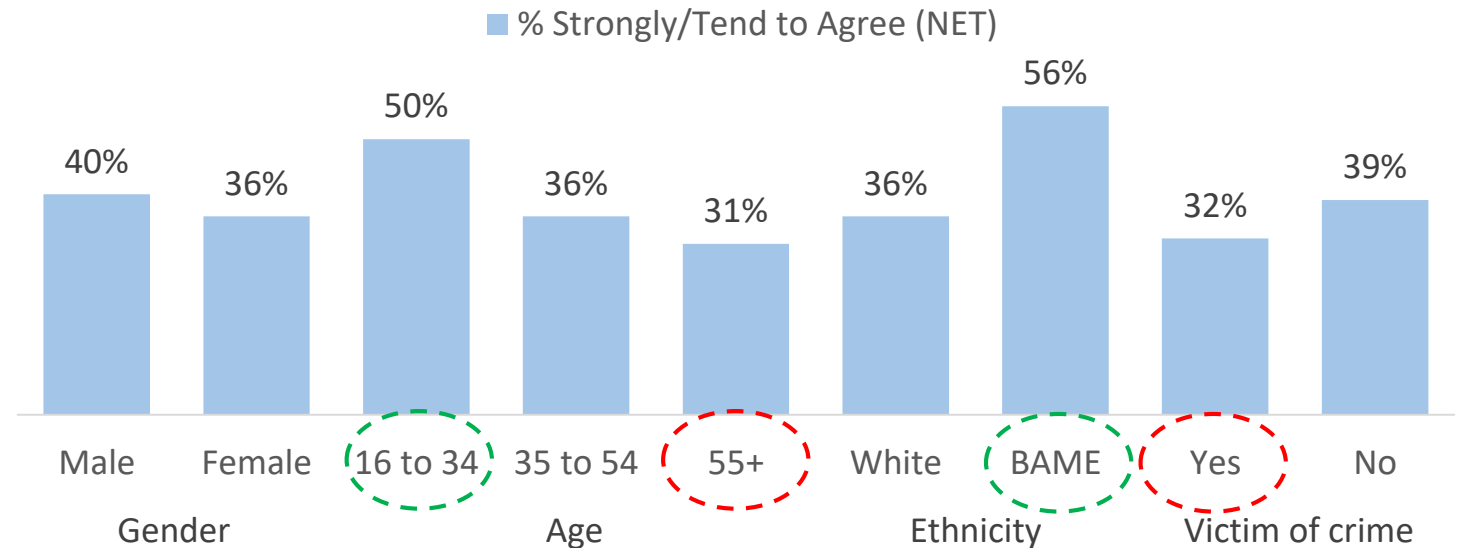
NET refers to the combined score for the two most positive answer options (Very Satisfied/ Satisfied). Significance testing at 95% confidence level.

Under 35s & BAME residents are the most likely to be satisfied with the level of policing in their local area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)

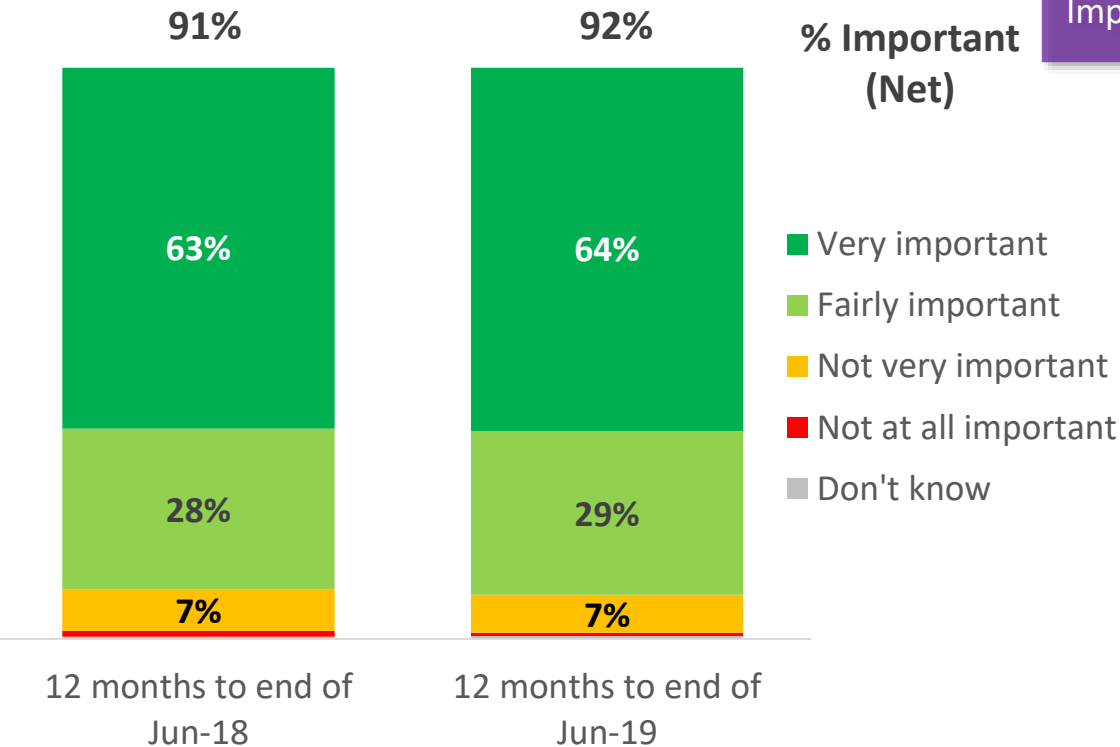


- Less than a third of victims of crime (32%) and residents aged 55+ (31%) are satisfied with the level of policing in their local area
- There are significant differences in satisfaction between Districts – almost half of those living in Chelmsford (47%) and Colchester (47%) are satisfied compared with less than a third in Brentwood (31%), Castle Point (31%) and Epping Forest (30%)

NET refers to the combined score for the two most positive answer options (Very Satisfied/Satisfied)

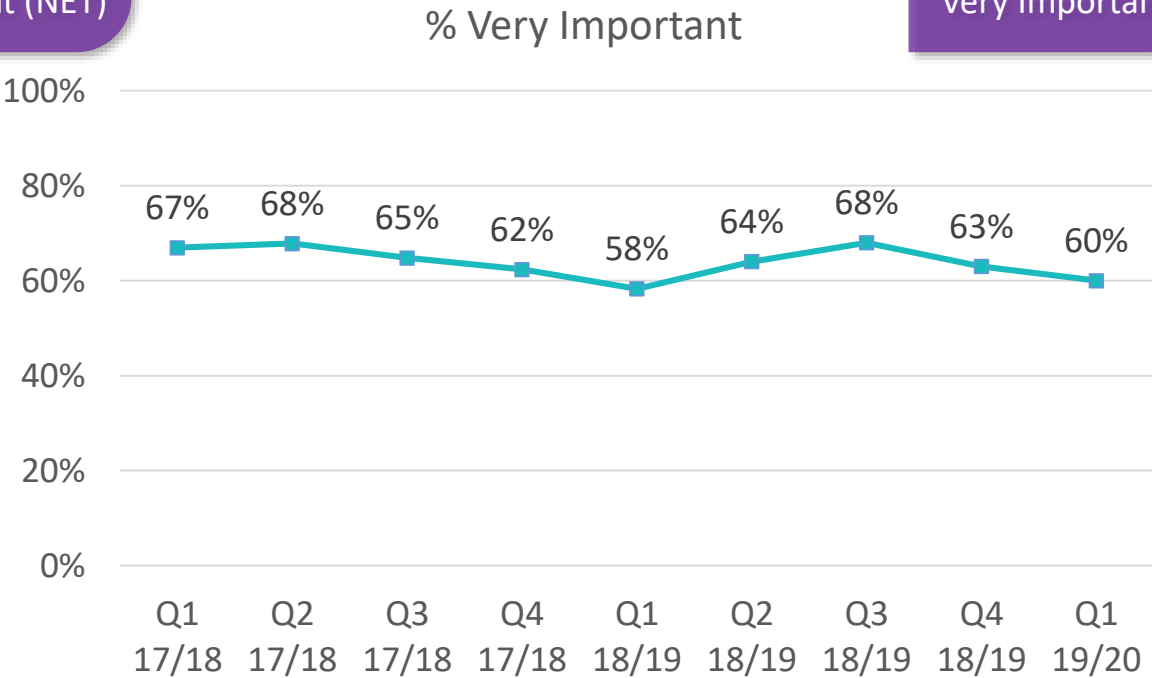
A regular uniformed police presence remains important for the majority of Essex residents

Annual Trend



78%
National Average Important (NET)

Quarterly Trend

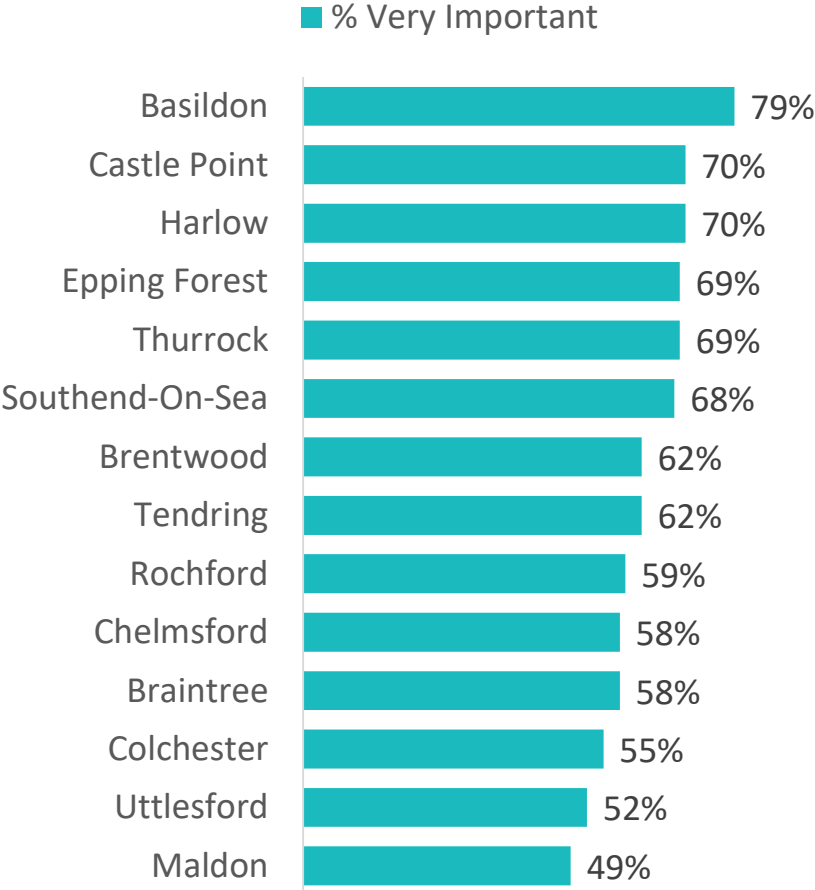


47%
National Average Very Important

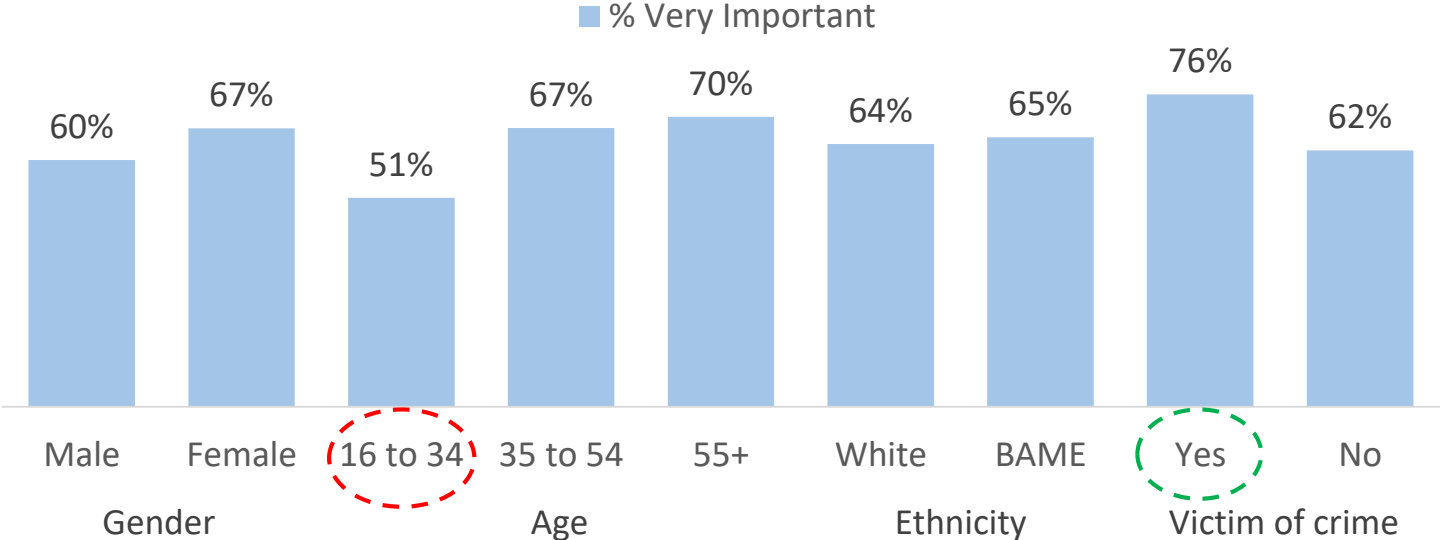
NET refers to the combined score for the two most positive answer options (Very/Fairly Important). Significance testing at 95% confidence level.

Three quarters of recent victims of crime continue to think a regular uniformed police presence is very important

District Comparisons (last 12 months)



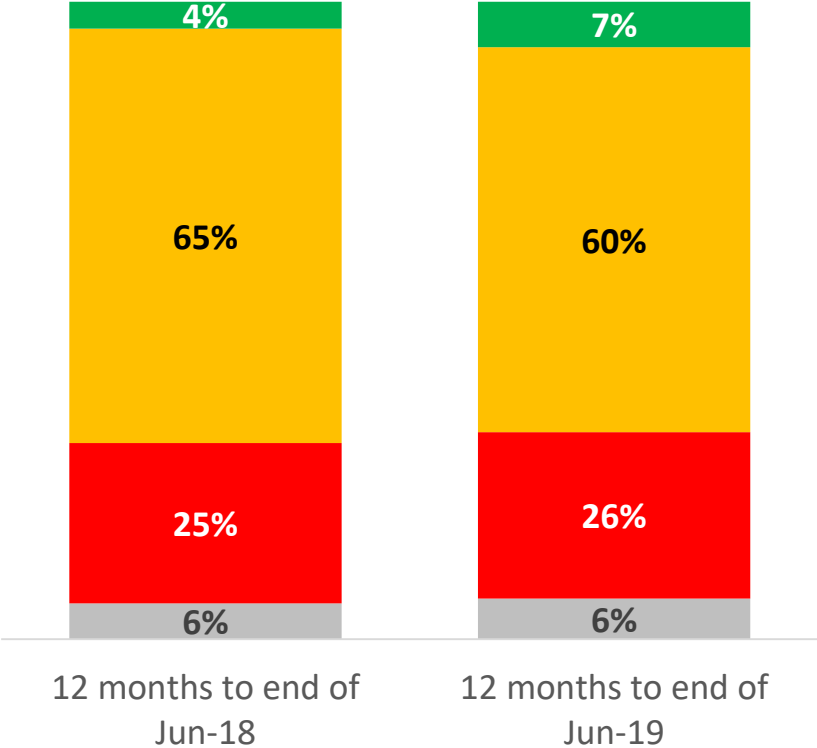
Demographic Analysis (last 12 months)



- Under 35s are the least likely to think a regular uniformed police presence is very important (51%)
- Eight out of 10 residents living in Basildon (79%) think a regular uniformed police presence is very important, compared with less than half in Maldon (49%)

A quarter continue to feel there has been a decrease in the level of policing in the last 12 months

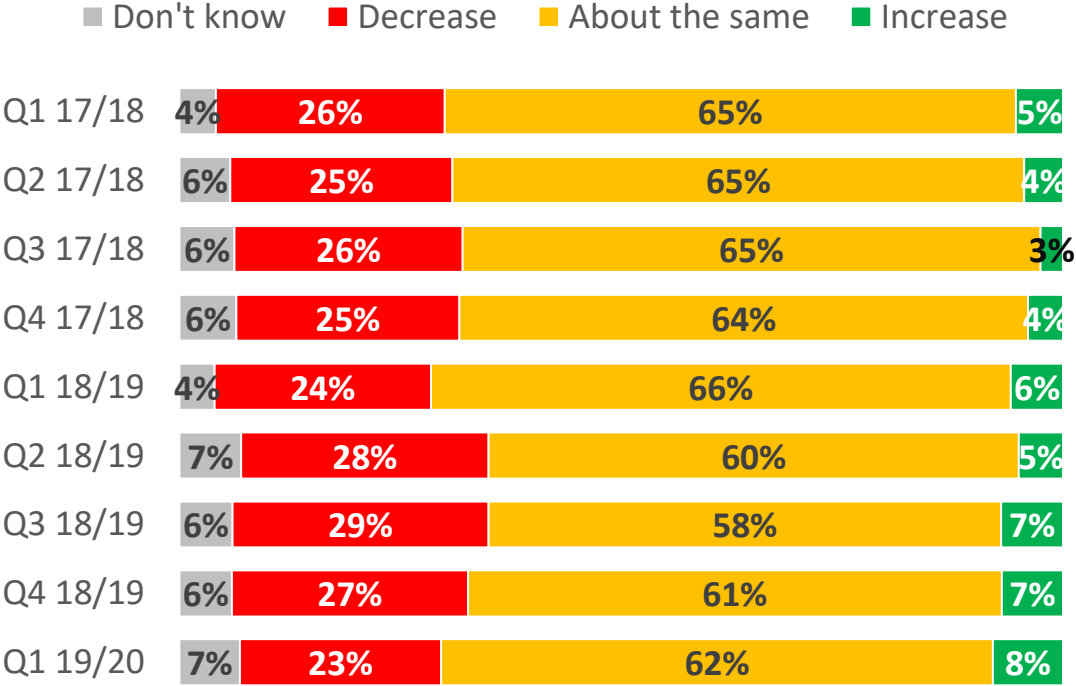
Annual Trend



22%
National Average
Service provided by local
police has got worse

- Increase
- About the same
- Decrease
- Don't know

Quarterly Trend





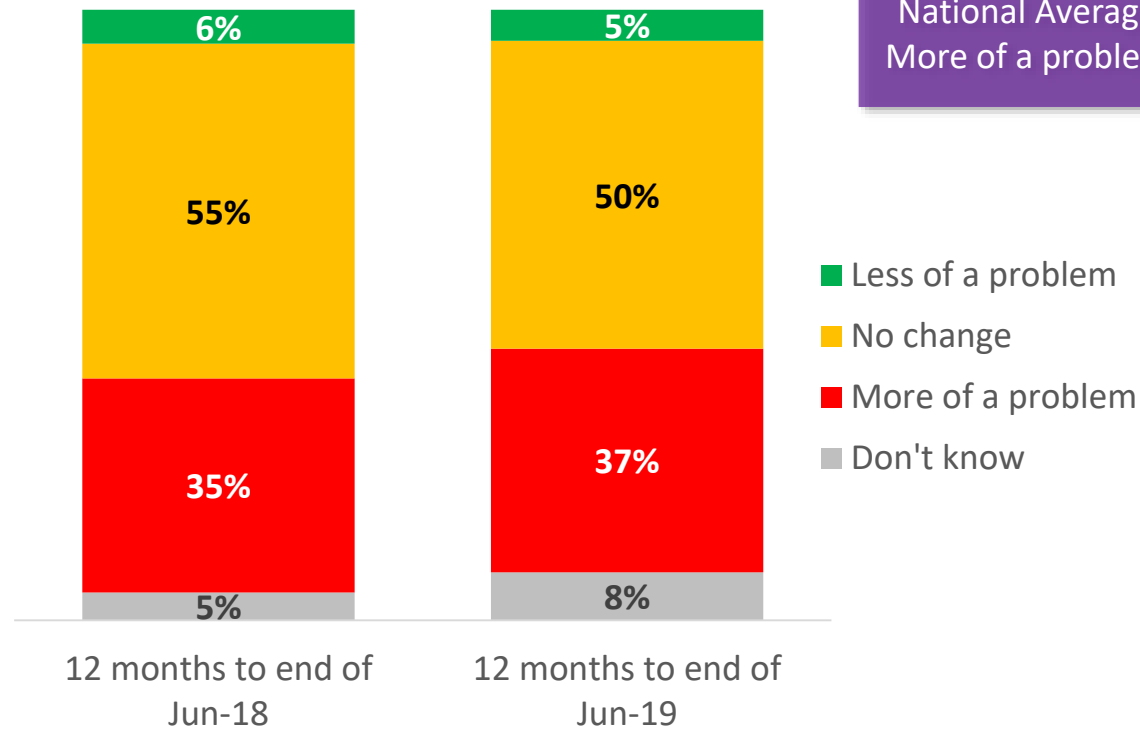
Section Four

Crime & ASB Perceptions



Those who think crime & ASB have become more of a problem decreased significantly in Q1 2019/20

Annual Trend

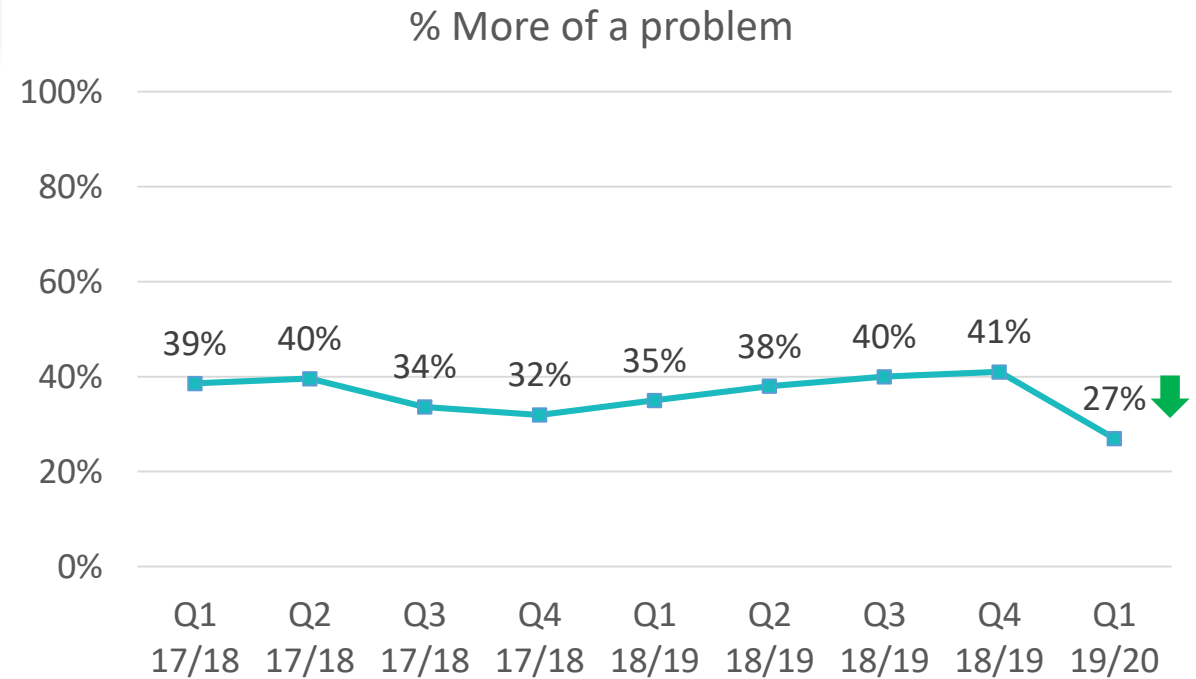


26%
National Average
More of a problem

- Less of a problem
- No change
- More of a problem
- Don't know

Significance testing at 95% confidence level

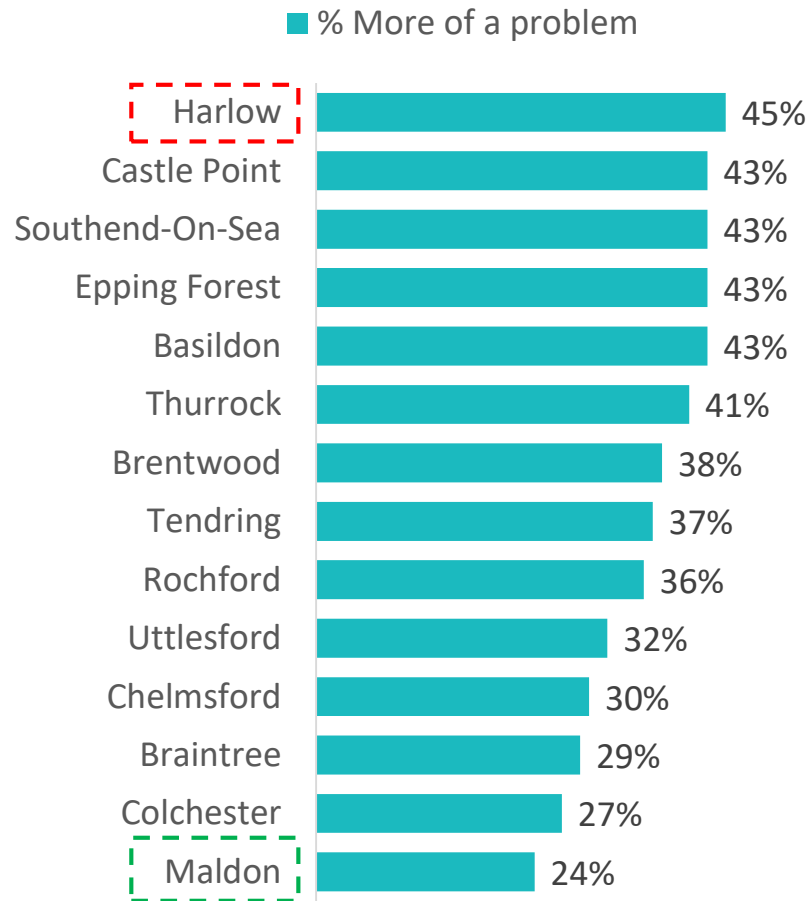
Quarterly Trend



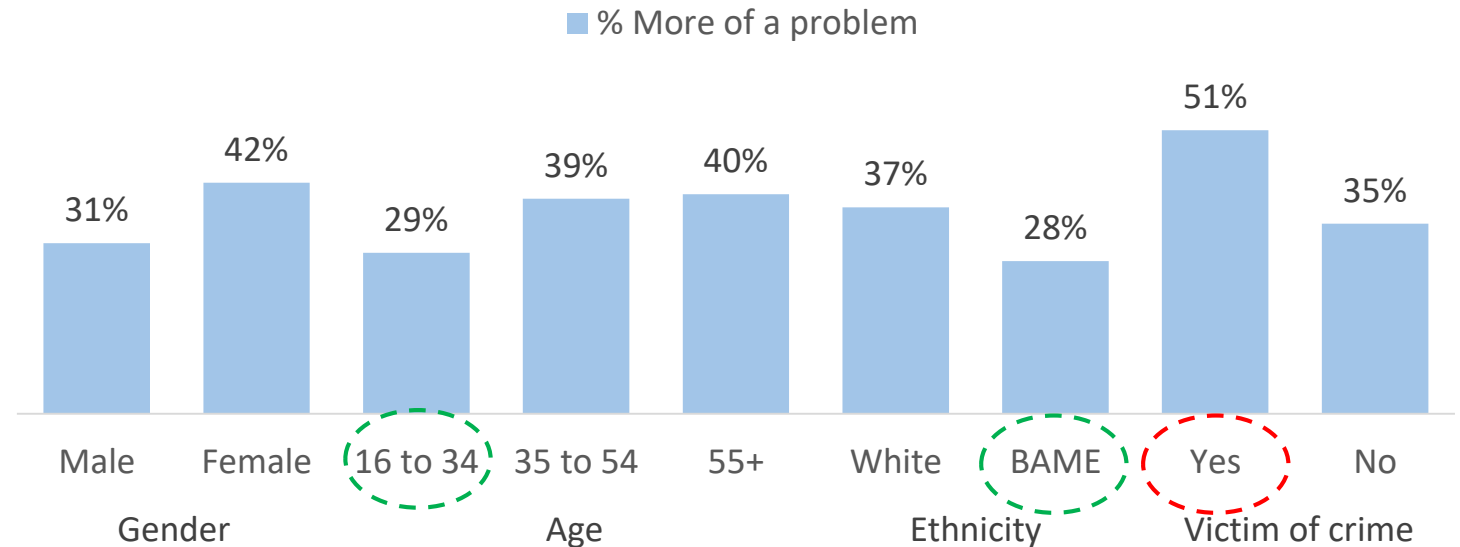
↓ significantly better than all previous Quarters

Around half of victims of crime think crime and ASB has become more of a problem in the last 12 months

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Under 35s (29%) and BAME residents (28%) are the least likely to think crime and ASB has become more of a problem
- Almost half of those living in Harlow (45%) think crime and ASB has become more of a problem compared with less than a quarter in Maldon (24%)



Section Five

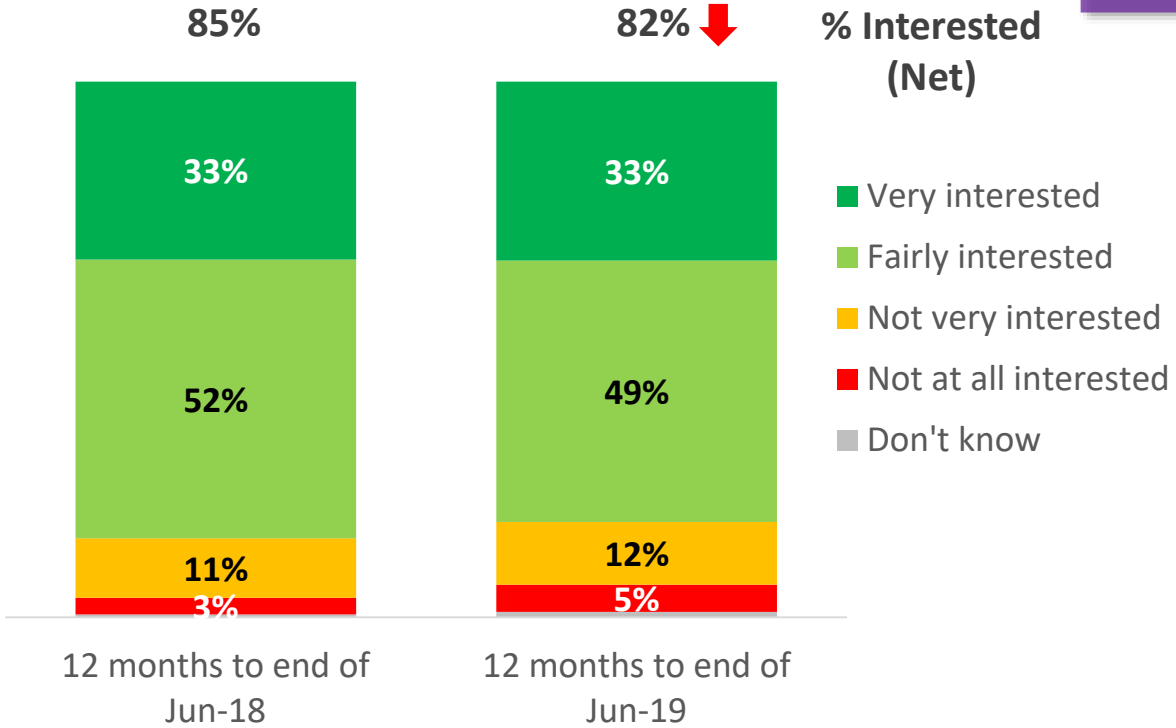
Police Engagement



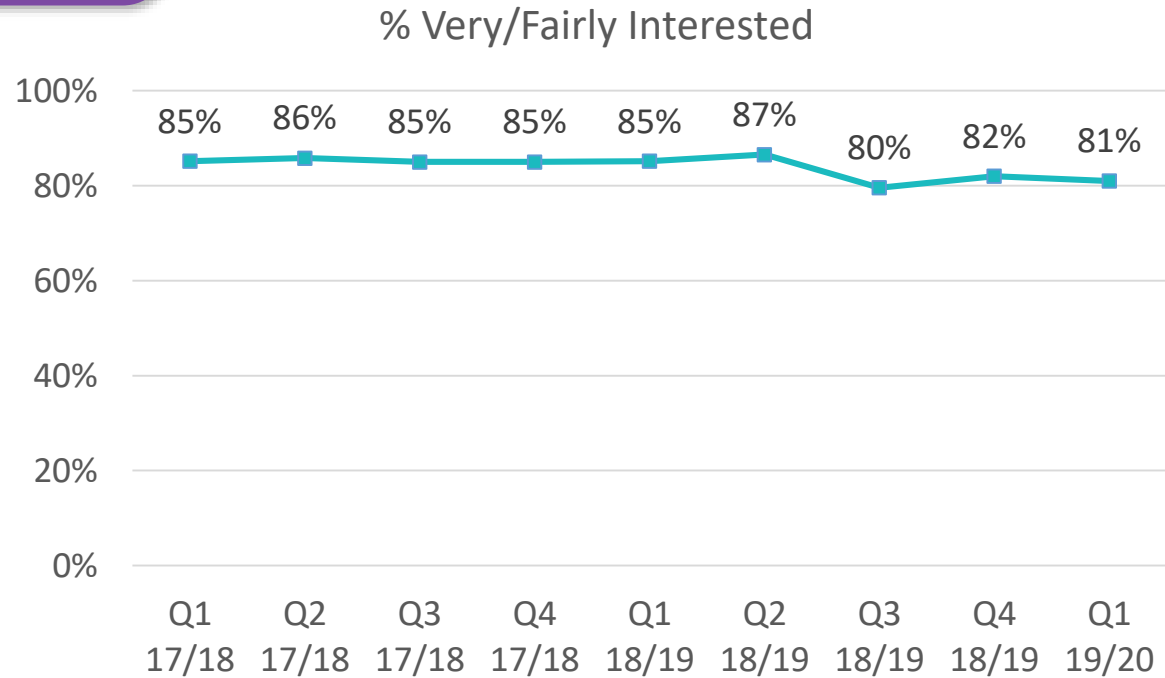
Around 8 out of 10 are interested in knowing what the police are doing in their local area

81%
National Average

Annual Trend



Quarterly Trend

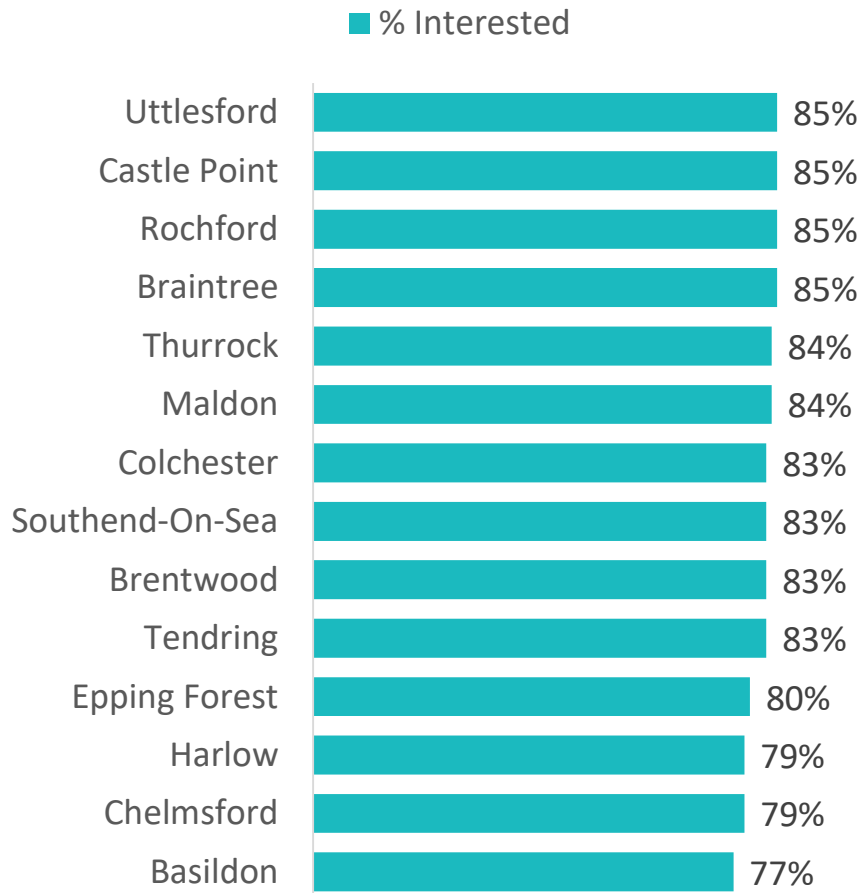


↓ significantly lower than Q1 17/18 – Q2 18/19

Significance testing at 95% confidence level

Under 35s and BAME residents are the least likely to be interested about knowing what the police are doing

District Comparisons (last 12 months)



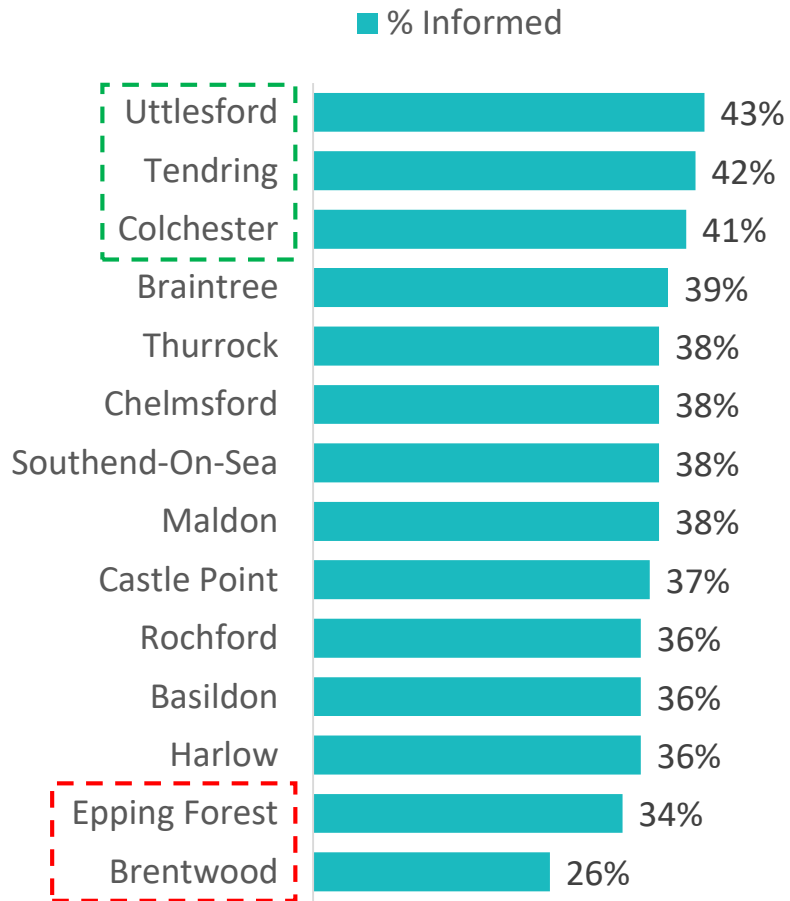
Demographic Analysis (last 12 months)



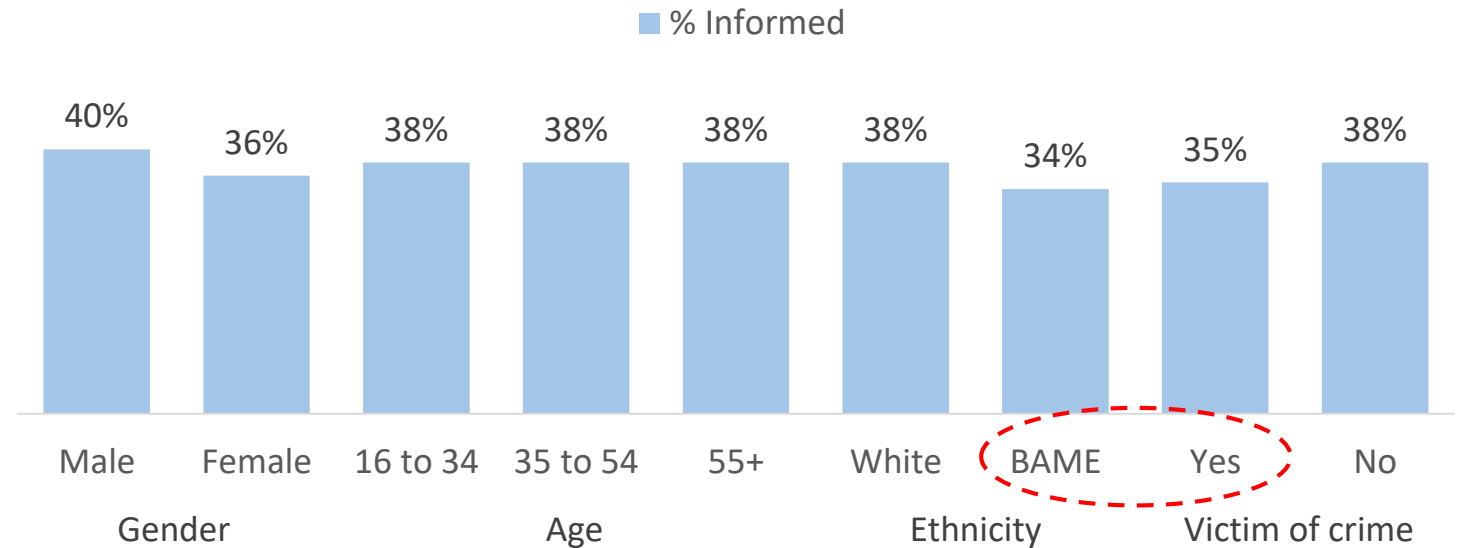
- Around 8 out of 10 residents across all Districts are interested in knowing what the police are doing in their local area

Only a third of victims of crime and BAME residents feel informed about what the police are doing in their area

District Comparisons (last 12 months)



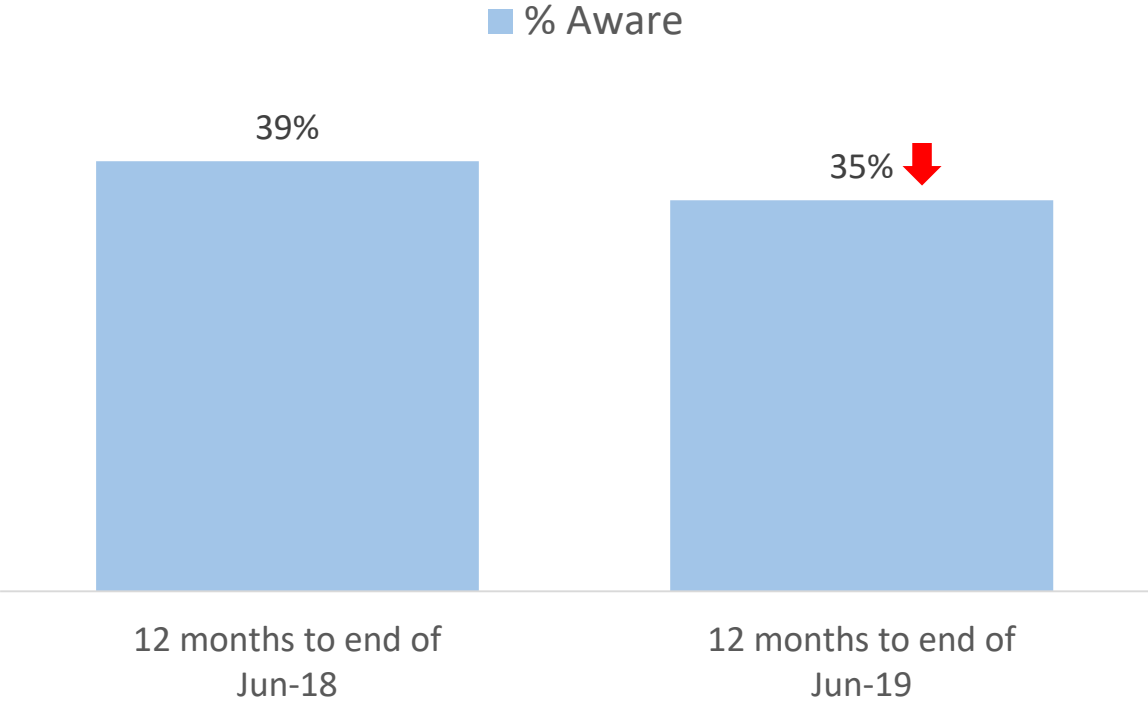
Demographic Analysis (last 12 months)



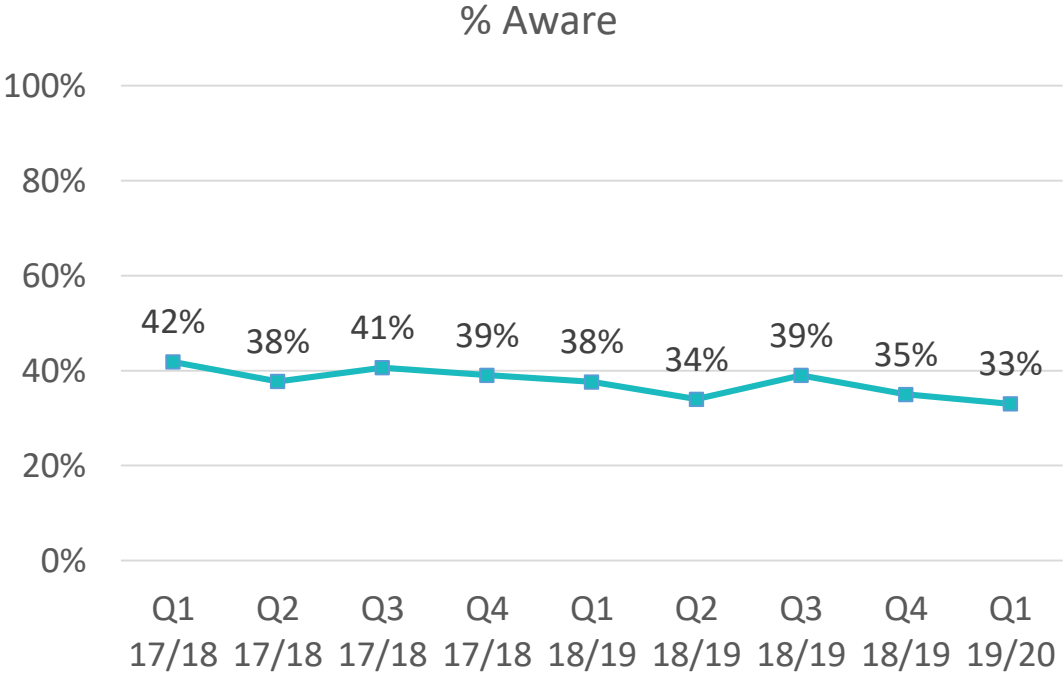
- Over 4 out of 10 of those living in Uttlesford (43%), Tendring (42%) and Colchester (41%) feel informed about what police are doing in their area compared with just a quarter in Brentwood (26%)

Around a third are aware of the role of the Essex Police & Crime Commissioner

Annual Trend
Rolling 12 months



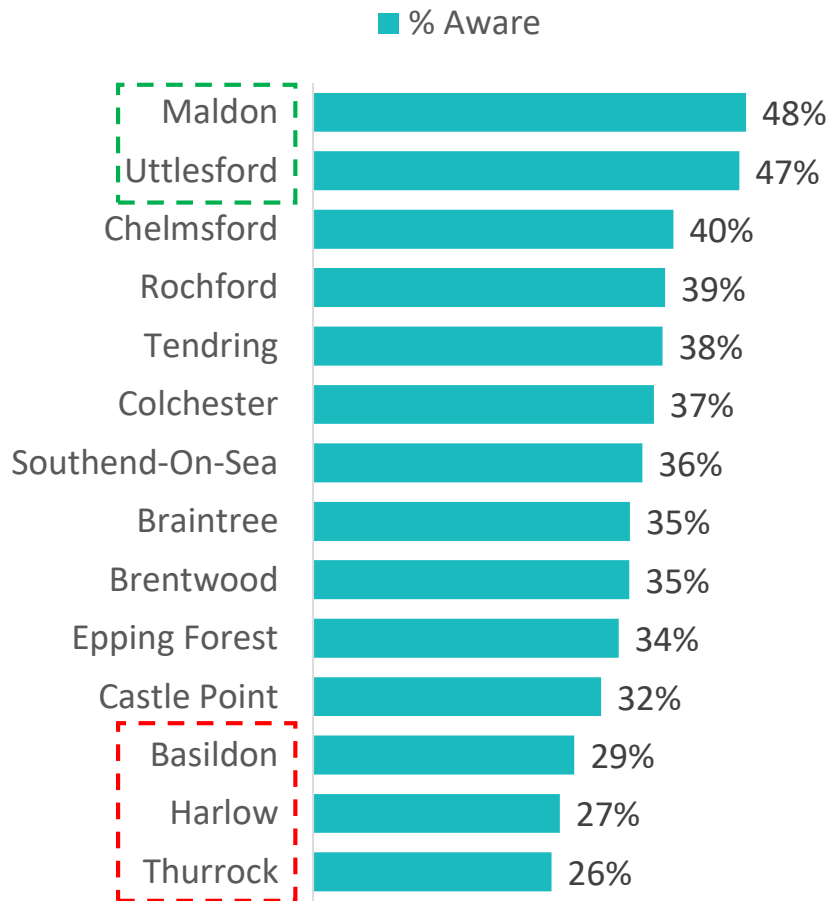
Quarterly Trend



↓ significantly lower than Q1 18/19

Over 55s remain the most likely to be aware of the role of the Essex Police & Crime Commissioner

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Less than 3 out of 10 under 35s (25%) and BAME residents (28%) are aware of the role of the Essex Police & Crime Commissioner
- Almost half of those living in Maldon (48%) and Uttlesford (47%) are aware compared to less than 3 out of 10 in Basildon (29%), Harlow (27%) and Thurrock (26%)

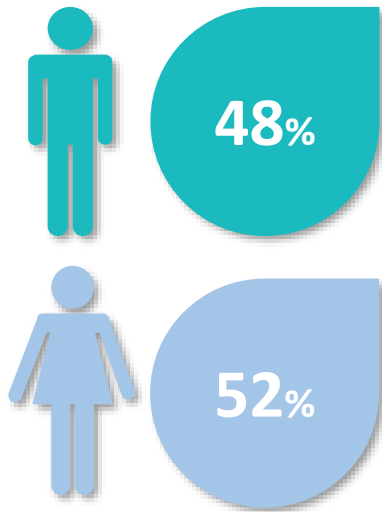


Appendices

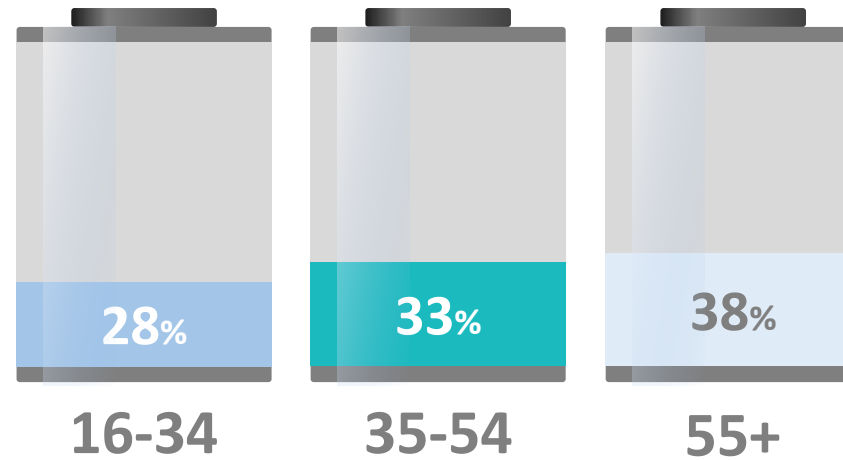


Respondent Breakdown July 2018 – June 2019

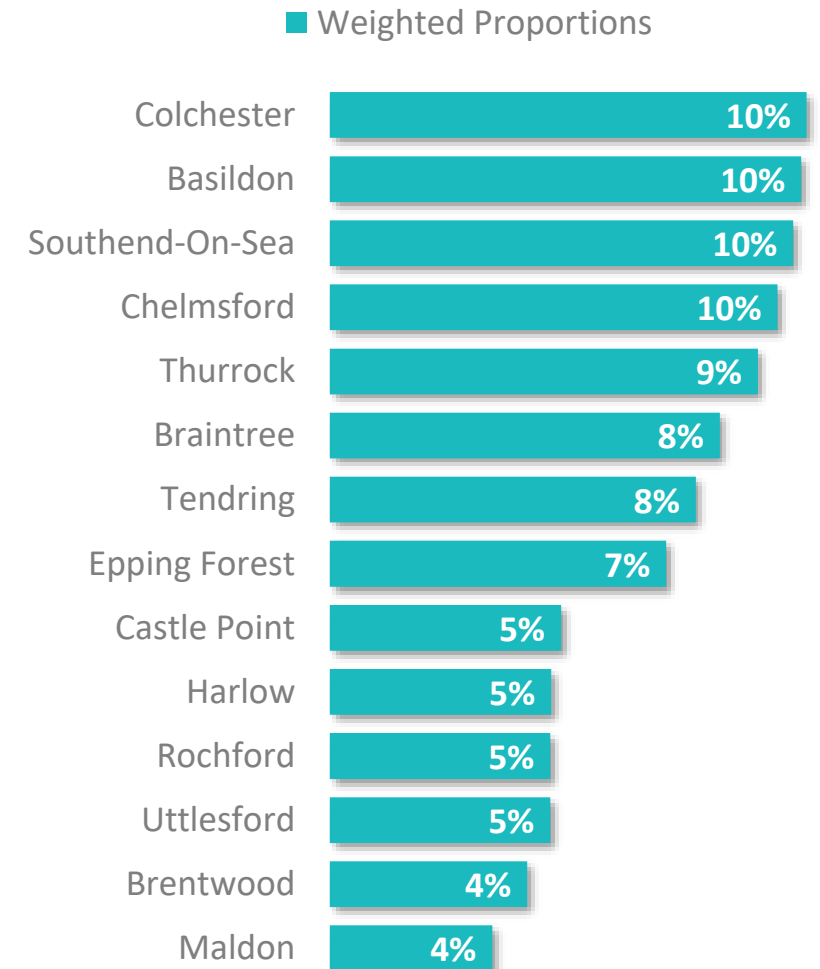
Gender



Age



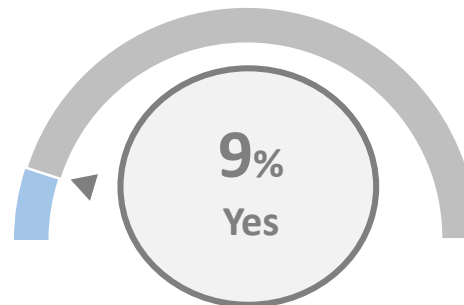
District



Ethnic Group



Disability



Introduction & Methodology

- This report details the ninth quarter of results for the Essex Police Public Perceptions Survey
- Since the survey began 17,356 Essex residents have been interviewed – approx. 1,250 in each of the 14 Districts
- Fieldwork is now split between interviews taking place over the phone and face to face. This methodology helps engage young people. In Q1 19/20 70% of interviews took place face-to-face and 30% over the phone
- Results have been weighted to accurately represent the population size and demographics of each District
- The report presents the results at an annual and quarterly level to compare the performance of Essex Police and highlight significant changes in public perceptions over time
- District and demographic analysis combines the sample from the four quarters over the last 12 months to add greater confidence to the results
- The results are also benchmarked against the National (BMG) and CSEW MSG average where possible
- Future reports will continue to track changes in public perception levels and identify high performing areas and those with need for improvement