

Public Views and Experience of Policing and Criminal Justice in Essex

Q3 2019/20 Survey Results Presentation

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Unit: Strategic Change Directorate

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Section One

Executive Summary



Executive Summary: Quarter 3 (Q3) 2019/20 results

- In Q3, 2019/20, 65% of respondents said the police in their local area do an excellent or good job (main confidence question). This is broadly stable compared to Q2 (64%) (page 8).
 - Victims are far less likely to agree which is particularly important as these are people that have recently had contact with Essex Police (page 9).
 - Those who say the police do an excellent job has increased quarter on quarter from 11% to 13% in Q3.
- Confidence in receiving a good service remains broadly stable compared to Q2 at 67% (page 24).
 - Victims are least likely by some margin (53% versus 67%) to believe they would receive a good service
 - 18% of victims are 'not confident at all' that they would receive a good service compared to 6% who were not victims.
- Perceptions of fairness (legitimacy) are a key factor in how confident people feel about the police. Performance remains stable, with Q2 and Q3 2019/20 showing that 7 in 10 residents feel they would be treated fairly if they made a complaint (page 17).
 - Victims, younger people and BAME respondents are all less likely to feel that they would be treated fairly by the police if they made a complaint (page 18).

Executive Summary: Quarter 3, 2019/20 results

- Nearly two thirds (64%) agree that the Police understand community issues – a significant increase from 56% in Q2 (page 11).
 - Victims and BAME respondents remain less likely to agree that the police understand community issues
- Nearly half (47%) feel that the police are dealing with crime and ASB in their area, no change from Q2 (page 14).
 - There has been an increase in those who ‘strongly agree’ comparing the rolling 12 months (12% versus 9%) (page 14).
- 41% of respondents were satisfied with the level of local policing with a stable annual trend (page 33).
 - Victims and people aged 55+ remain the least likely by some margin to feel satisfied with the level of local policing; only about a third do (page 34).
- Awareness of the use of BWV has increased (64% in Q3) as has the proportion of people saying that their use makes them feel safer (page 30).
- Awareness of Town Centre Teams has also increased from 24% in Q2 to 27% in Q3 (page 31).

Executive Summary: concluding points

This quarter's findings show confidence and satisfaction remaining relatively low in comparison to levels in 2017/18 and 2018/19, however, levels either remain stable or increase slightly in Q3 compared to Q2.

There has been an increase in those who are the most confident, but a reduction in overall confidence which is the largest numerical group. This pattern is seen for a number of measures.

Essex Police's understanding of the issues that affect communities is at its highest level this quarter compared to any other quarter and the annual trend is an improving one. This shows the EP is listening well to the issues that matter most to local communities.

The PAU has recently carried out a substantial statistical analysis of all SMSR survey data; the purpose of the analysis is to identify the key drivers of confidence, using the good or excellent job question as the basis for the analysis. The next page summarises the main findings from the analysis.

Summary of Main Findings: PAU factor analysis

- Focusing our media output into action and outcome focussed messages appears to drive confidence. These messages need to inform and reassure people that we are here for them and are maintaining order and safety where they live and work.
- Our visibility should be linked to action and outcome , seeing police officers is important but so is the context (town centres, events, problem areas).
- Customer service is key, particularly managing expectations and keeping our promises, we must provide a consistently good service across the Force.
- Focus on victims – they feel less confident and satisfied and require greatest reassurance. They are our ultimate endorsement...and by the same token our most damaging critic if we get things wrong.
- Focus on our messages on actions and outcomes, display empathy and provide reassurance, keep our promise and be clear about what we are promising.
- Taking pride in our work and that of our colleagues/being strong advocates.



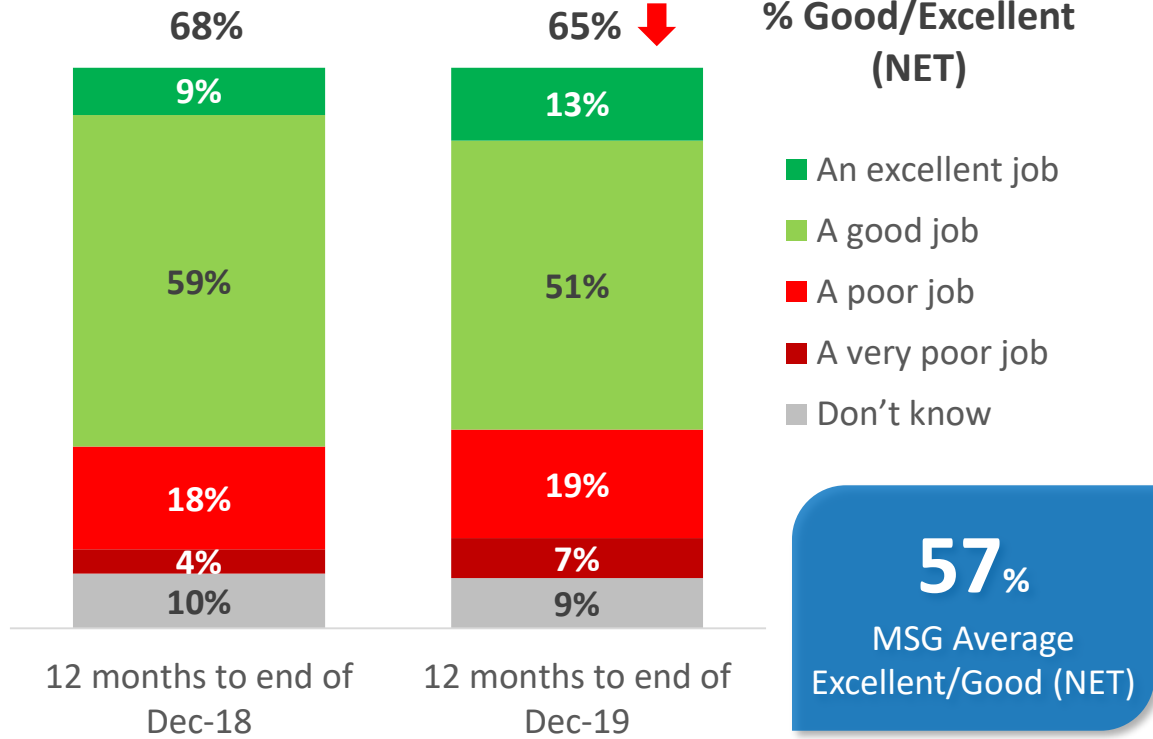
Section Two

Overall Views

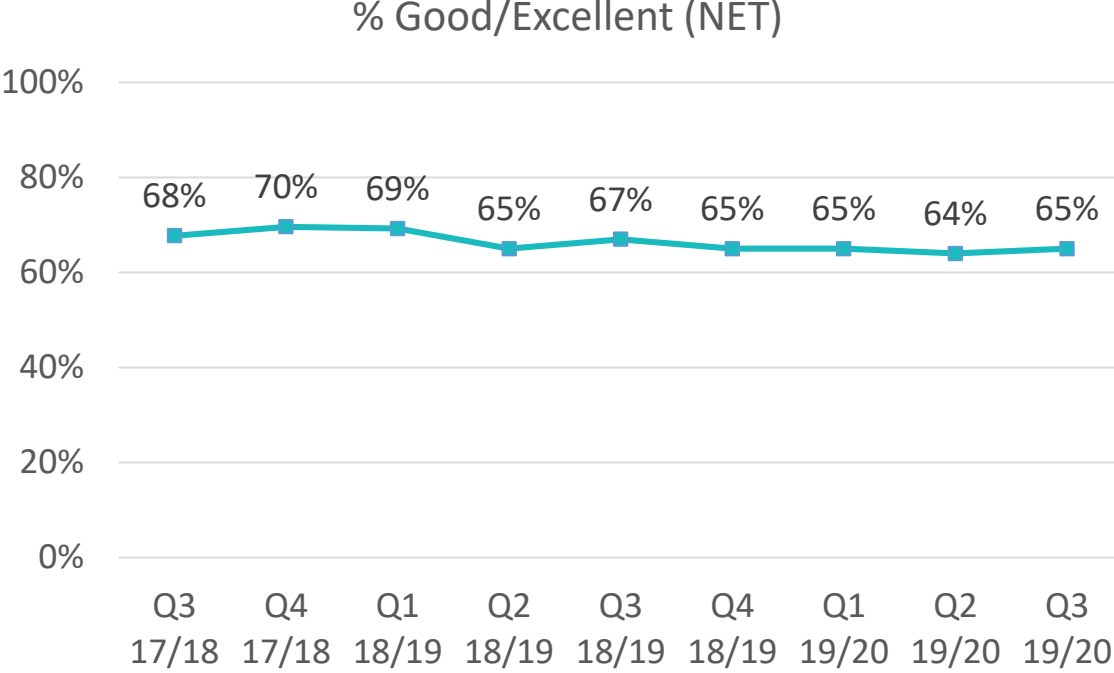


Two-thirds think the police in their area are doing a good or excellent job

Annual Trend



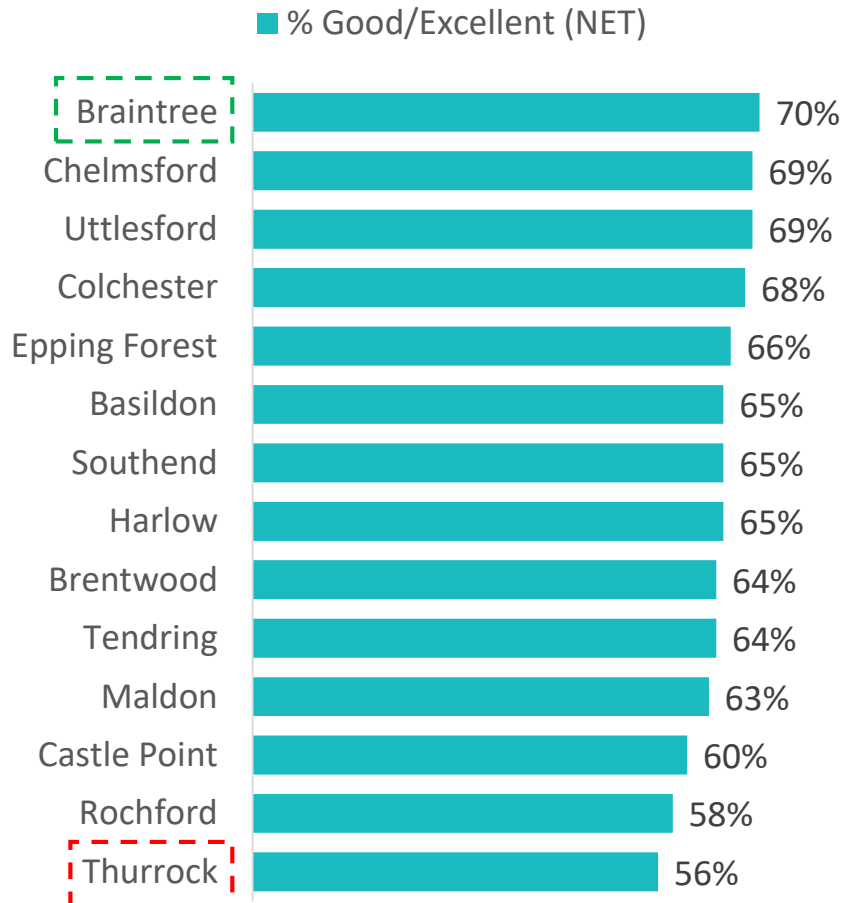
Quarterly Trend



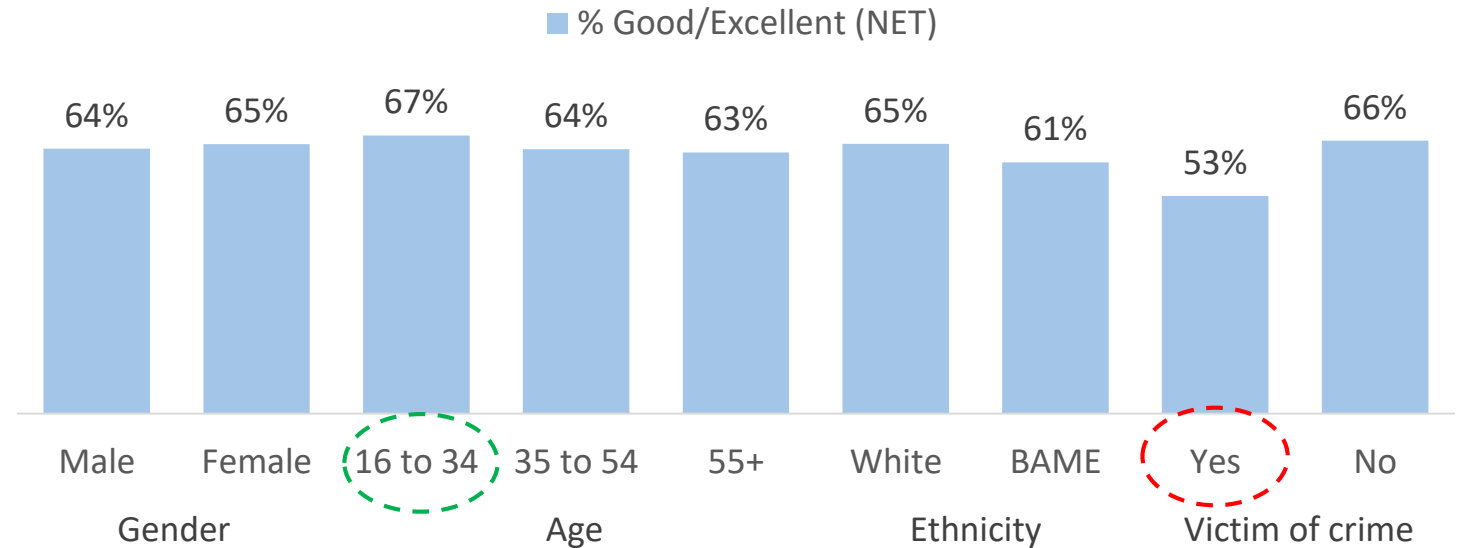
NET refers to the combined score for the two most positive answer options (Excellent/Good). Significance testing at 95% confidence level.

Seven out of 10 under 35s think their local police are doing a good or excellent job

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Only around half of recent victims of crime (53%) think the police in their area are doing a good or excellent job
- Seven out of 10 Braintree residents (70%) think the police in their area are doing a good or excellent job, compared to less than 6 out of 10 in Rochford (58%) and Thurrock (56%)

Demographic Trends

% think local police are doing a good or excellent job

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Braintree	71%	70%	-1%
Chelmsford	71%	69%	-2%
Uttlesford	58%	69%	11% ↑
Colchester	76%	68%	-8% ↓
Epping Forest	60%	66%	6%
Basildon	63%	65%	2%
Southend-On-Sea	66%	65%	-1%
Harlow	75%	65%	-10% ↓
Brentwood	64%	64%	0%
Tendring	71%	64%	-7% ↓
Maldon	68%	63%	-5%
Castle Point	60%	60%	0%
Rochford	71%	58%	-13% ↓
Thurrock	68%	56%	-12% ↓

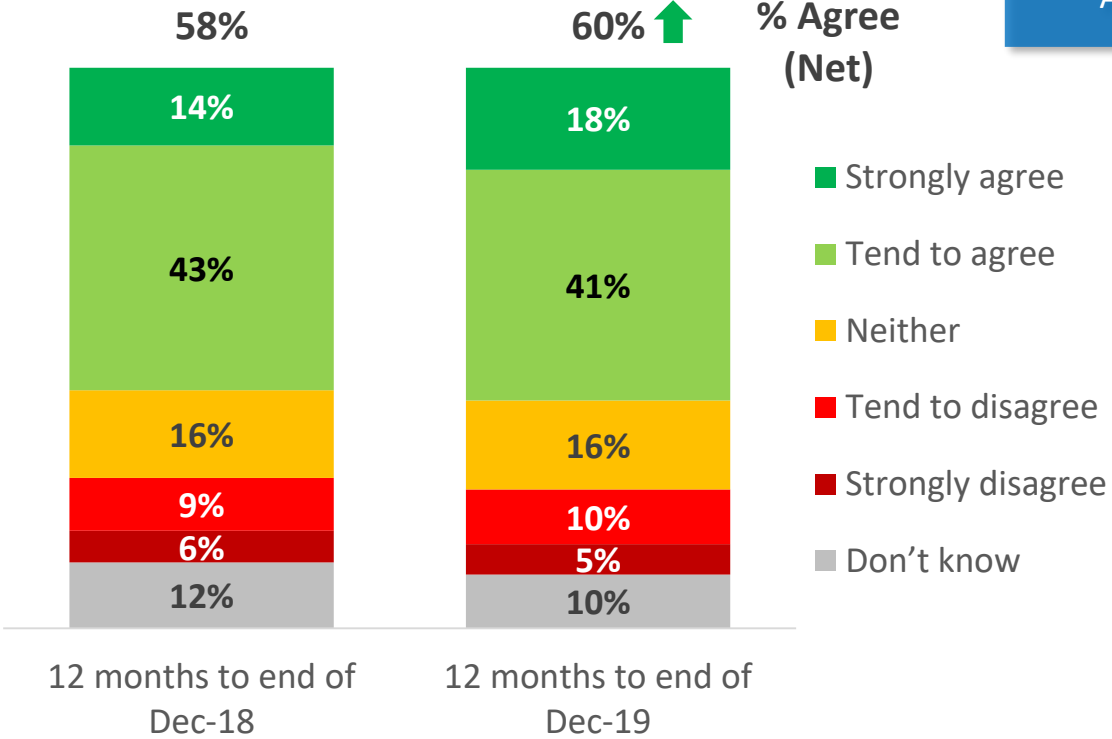
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	70%	64%	-6% ↓
Female	66%	65%	-1%
Under 35	77%	67%	-10% ↓
35-54	65%	64%	-1%
55+	64%	63%	-1%
White	67%	65%	-2%
BAME	73%	61%	-12% ↓
Victim of crime	55%	53%	-2%
Non victim	70%	66%	-4% ↓

↑ significant increase ↓ significant decrease

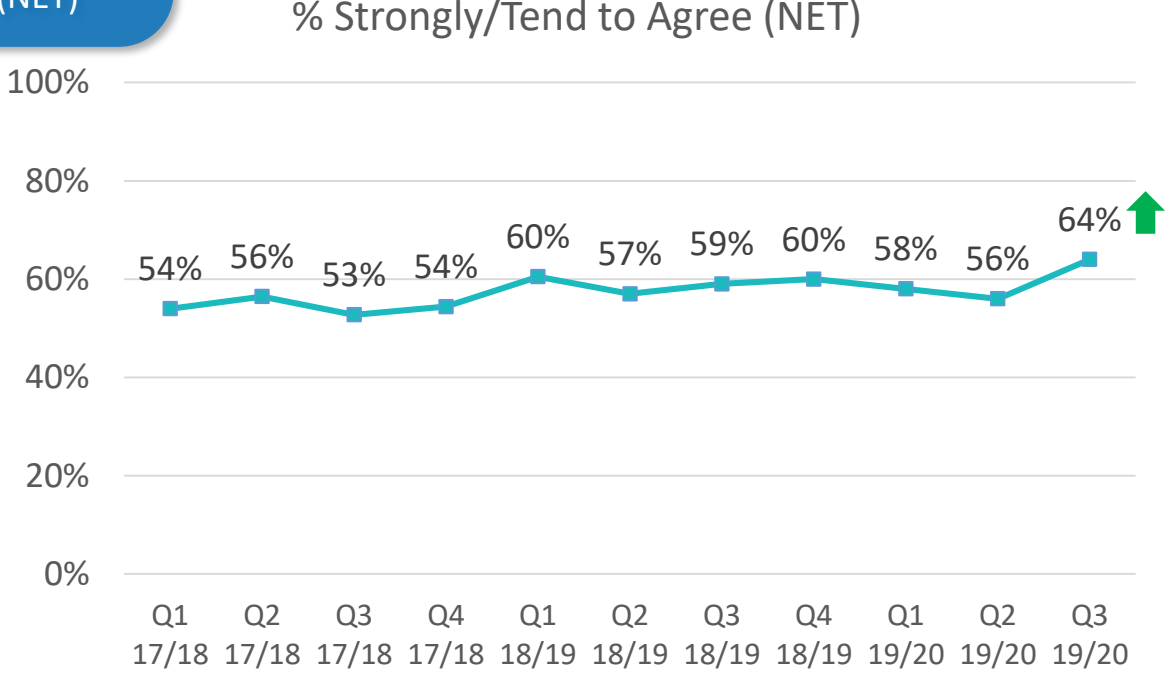
Around 6 out of 10 agree EP understand issues that affect their community

68%
MSG Average Agree (NET)

Annual Trend



Quarterly Trend

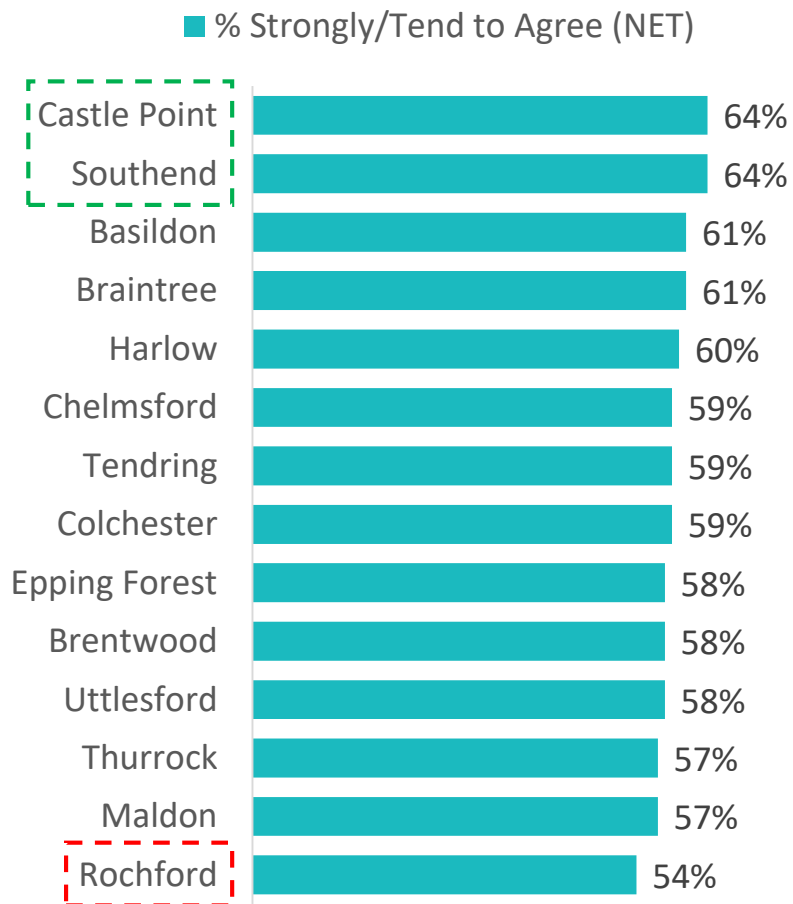


↑ significantly higher than all previous Quarters

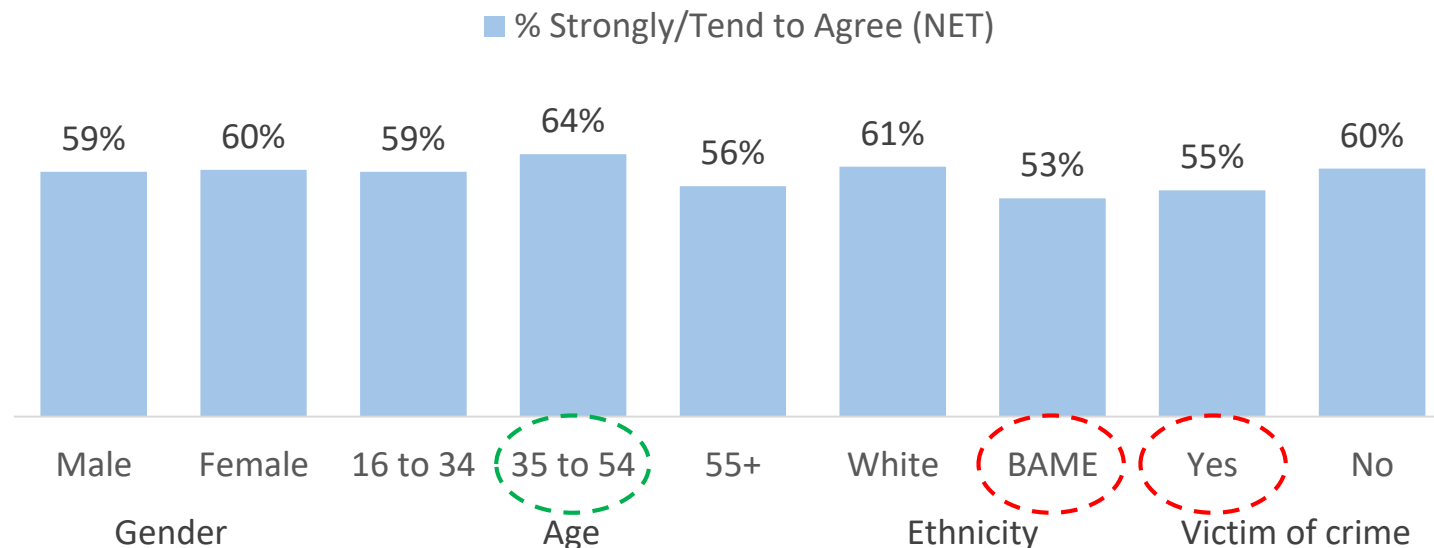
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

BAME residents and victims of crime remain the least likely to agree EP understand community issues

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Those aged 35-54 are the most likely to agree EP understand issues affecting their community (64%)
- Over 6 out of 10 residents living in Castle Point (64%) and Southend (64%) agree EP understand issues affecting their community, compared to 54 in Rochford

Demographic Trends

% agree EP understand issues affecting their community

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Castle Point	58%	64%	6%
Southend-On-Sea	57%	64%	7% ↑
Basildon	55%	61%	6%
Braintree	62%	61%	-1%
Harlow	60%	60%	0%
Chelmsford	59%	59%	0%
Tendring	62%	59%	-3%
Colchester	62%	59%	-3%
Epping Forest	50%	58%	8% ↑
Brentwood	53%	58%	5%
Uttlesford	49%	58%	9% ↑
Thurrock	58%	57%	-1%
Maldon	58%	57%	-1%
Rochford	60%	54%	-6%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	60%	59%	-1%
Female	56%	60%	4% ↑
Under 35	65%	59%	-6% ↓
35-54	58%	64%	6% ↑
55+	52%	56%	4%
White	58%	61%	3%
BAME	54%	53%	-1%
Victim of crime	50%	55%	5% ↑
Non victim	59%	60%	1%

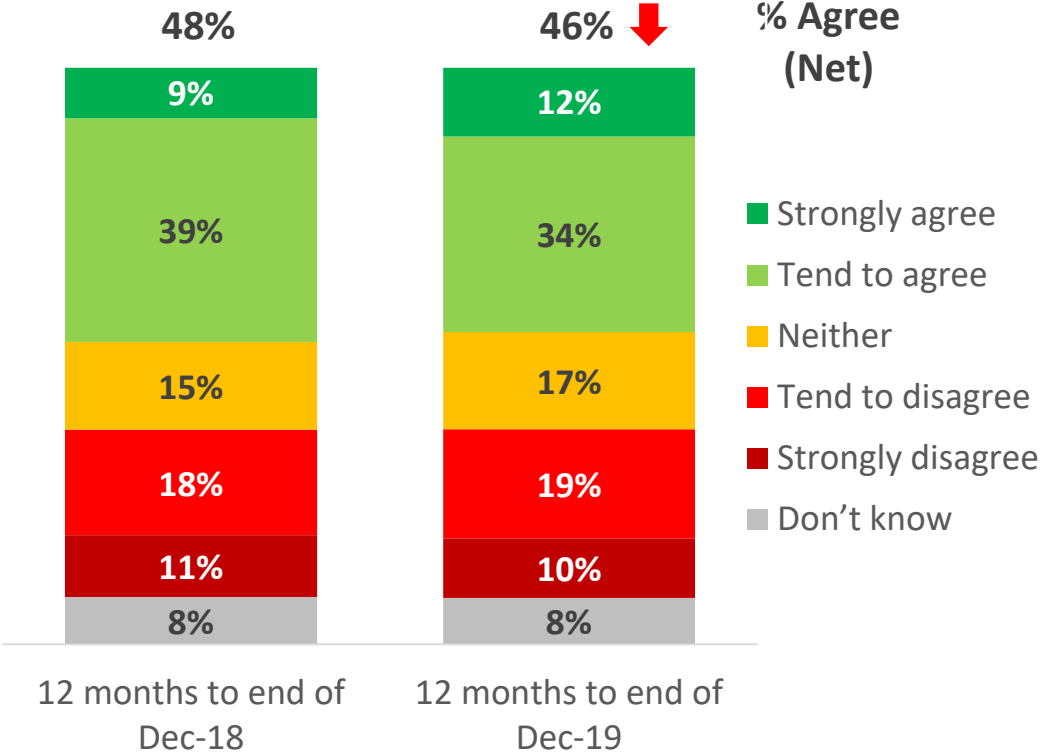
↑ significant increase ↓ significant decrease

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

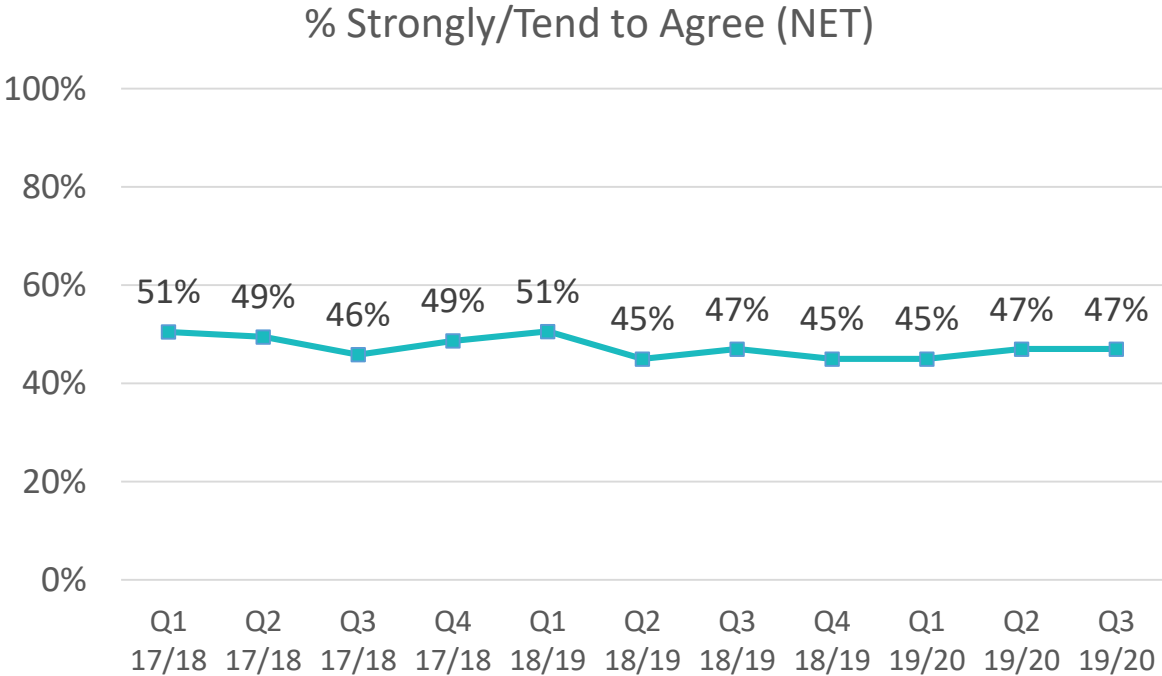
53%
MSG Average Agree (NET)

42%
National Average Agree (NET)

Annual Trend Rolling 12 months



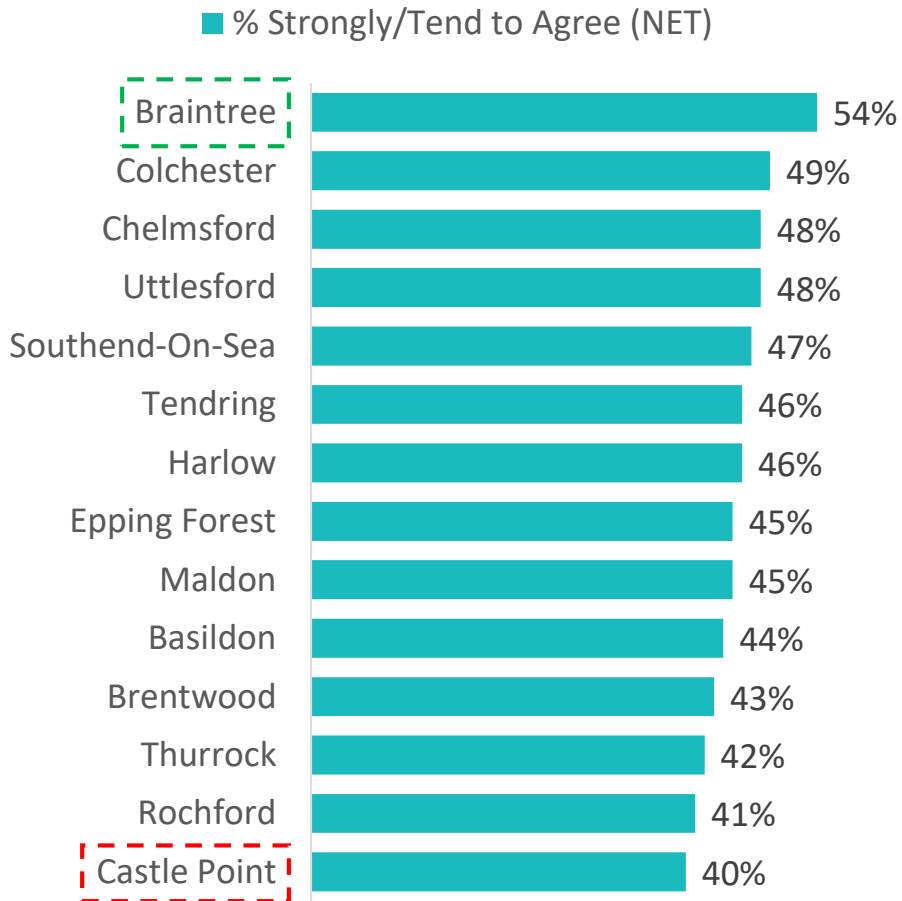
Quarterly Trend



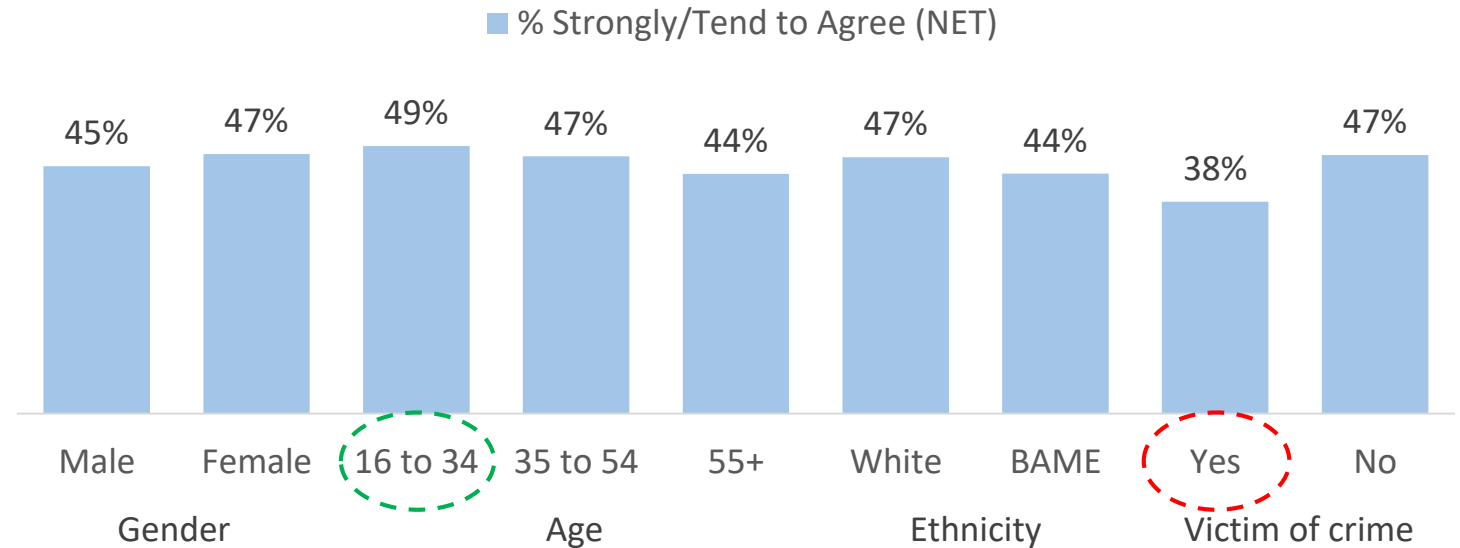
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

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 (49%) remain the most likely to agree EP are dealing with crime and ASB in their area
- Over half of those living in Braintree (54%) agree EP are dealing with crime and ASB, compared to 4 out of 10 in Castle Point (40%)

Demographic Trends

% agree EP are dealing with crime and ASB in their area

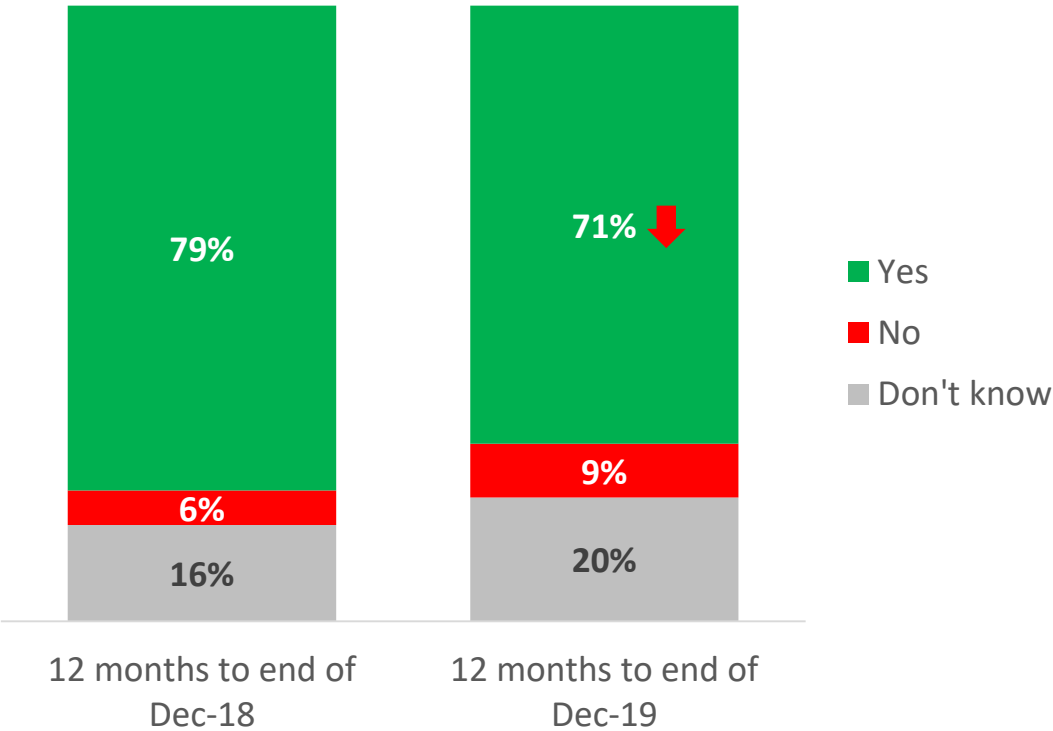
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Braintree	51%	54%	3%
Colchester	58%	49%	-9% ↓
Chelmsford	51%	48%	-3%
Uttlesford	36%	48%	12% ↑
Southend-On-Sea	49%	47%	-2%
Tendring	53%	46%	-7% ↓
Harlow	52%	46%	-6%
Epping Forest	43%	45%	2%
Maldon	49%	45%	-4%
Basildon	44%	44%	0%
Brentwood	42%	43%	1%
Thurrock	43%	42%	-1%
Rochford	50%	41%	-9% ↓
Castle Point	39%	40%	1%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	50%	45%	-5% ↓
Female	46%	47%	1%
Under 35	59%	49%	-10% ↓
35-54	44%	47%	3%
55+	42%	44%	2%
White	47%	47%	0%
BAME	55%	44%	-11% ↓
Victim of crime	37%	38%	1%
Non victim	49%	47%	-2%

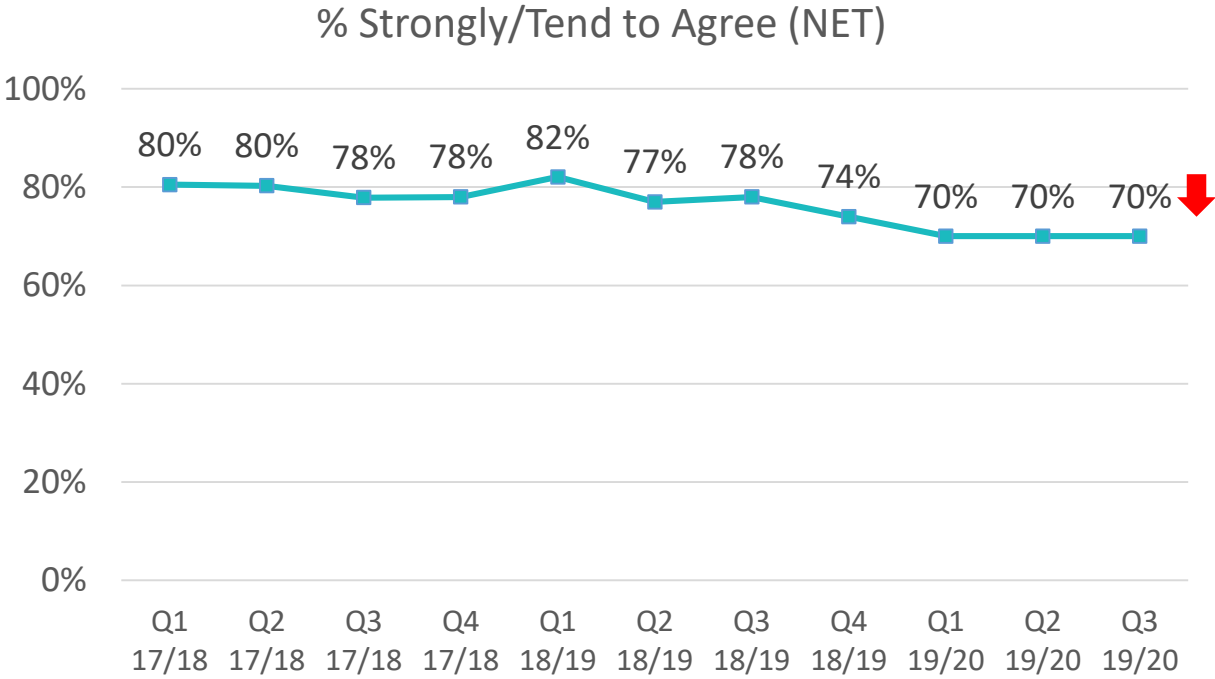
↑ significant increase ↓ significant decrease

Around 7 out of 10 think they would be treated fairly if they made a complaint about EP

Annual Trend



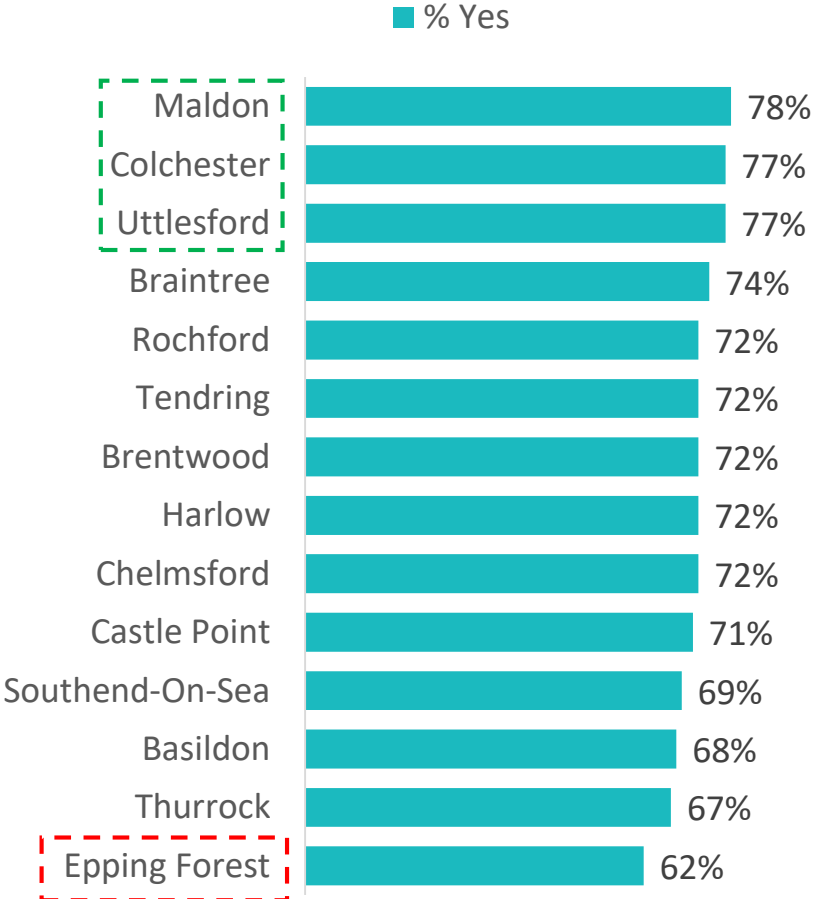
Quarterly Trend



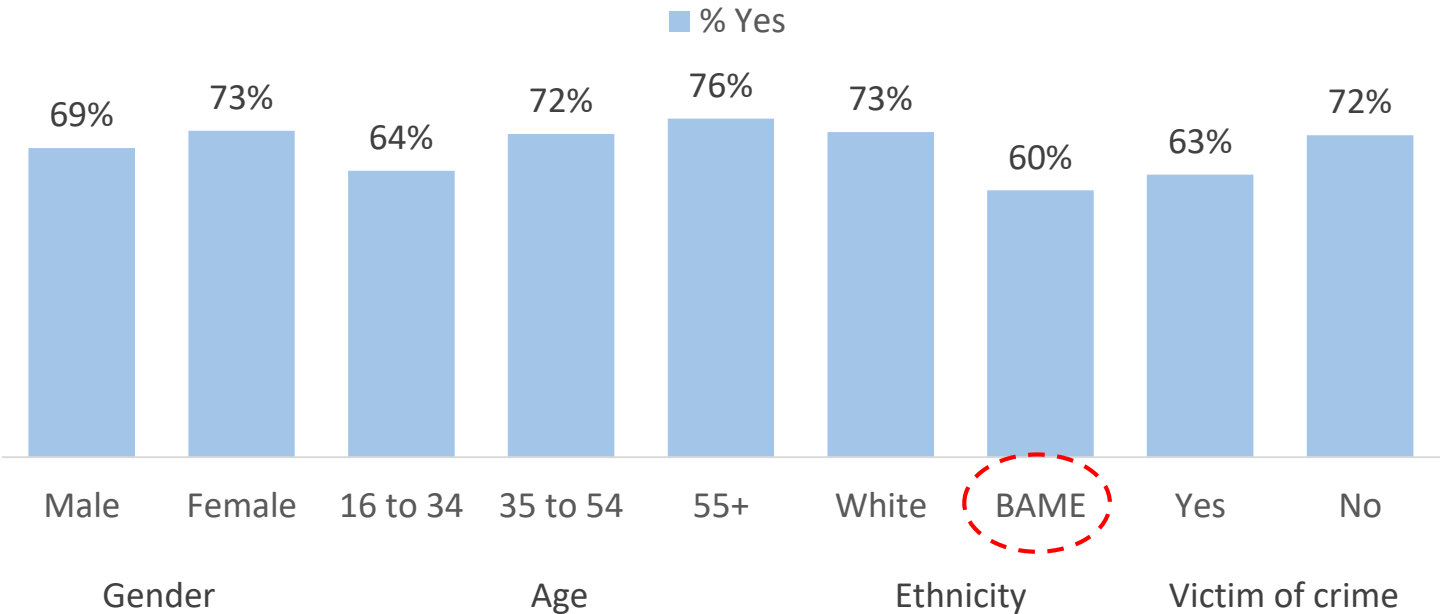
↓ significantly lower than Q1 17/18 – Q4 18/19

Only 6 out of 10 BAME residents think they would be treated fairly if they were to make a complaint

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- There are significant differences in agreement between Districts – over three-quarters of those living in Maldon (78%), Colchester (77%) and Uttlesford (77%) think they would be treated fairly compared with 62% of those in Epping Forest

Demographic Trends

% who think they would be treated fairly if they made a complaint about EP

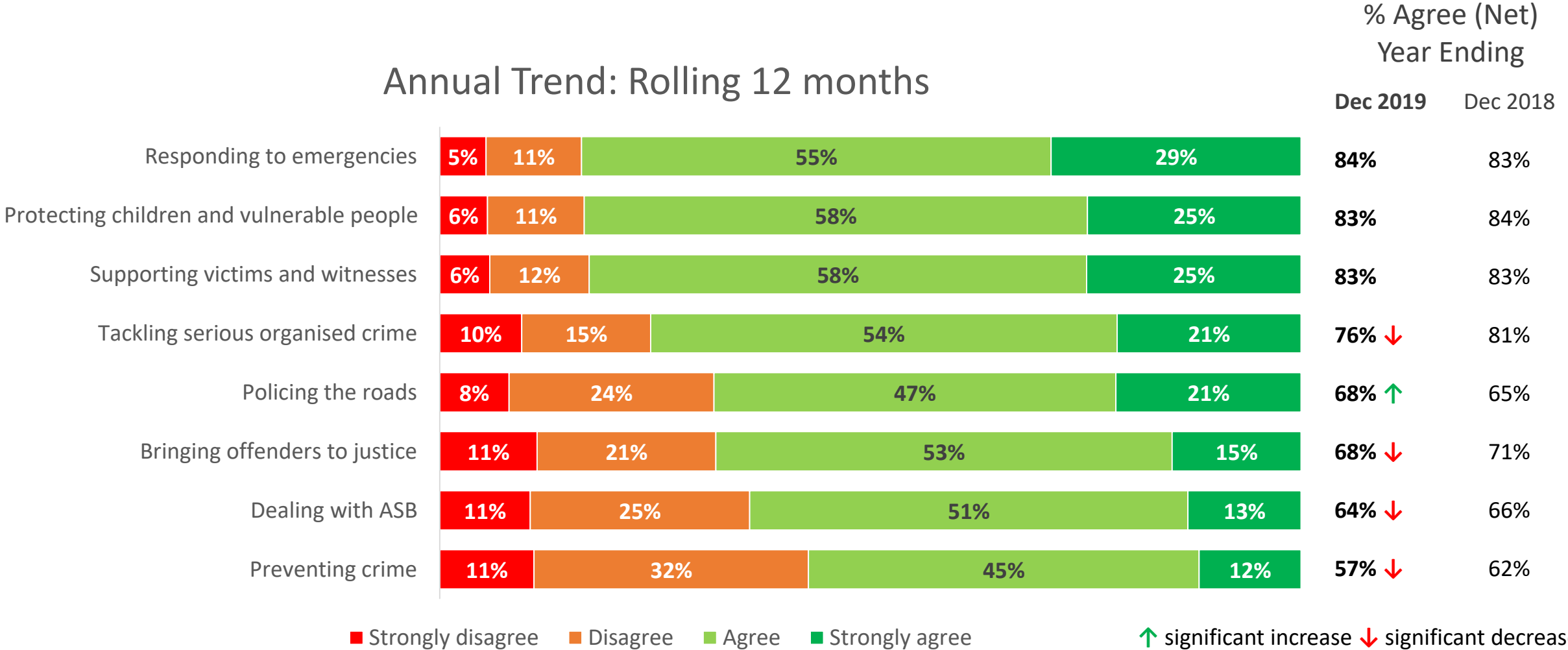
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Maldon	84%	78%	-6%
Colchester	81%	77%	-4%
Uttlesford	81%	77%	-4%
Braintree	85%	74%	-11% ↓
Rochford	81%	72%	-9% ↓
Tendring	83%	72%	-11% ↓
Brentwood	74%	72%	-2%
Harlow	80%	72%	-8% ↓
Chelmsford	78%	72%	-6% ↓
Castle Point	78%	71%	-7% ↓
Southend-On-Sea	76%	69%	-7% ↓
Basildon	70%	68%	-2%
Thurrock	77%	67%	-10% ↓
Epping Forest	79%	62%	-17% ↓

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	80%	69%	-11% ↓
Female	78%	73%	-5% ↓
Under 35	78%	64%	-14% ↓
35-54	79%	72%	-7% ↓
55+	79%	76%	-3% ↓
White	80%	73%	-7% ↓
BAME	70%	60%	-10% ↓
Victim of crime	70%	63%	-7% ↓
Non victim	80%	72%	-8% ↓

↑ significant increase ↓ significant decrease

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

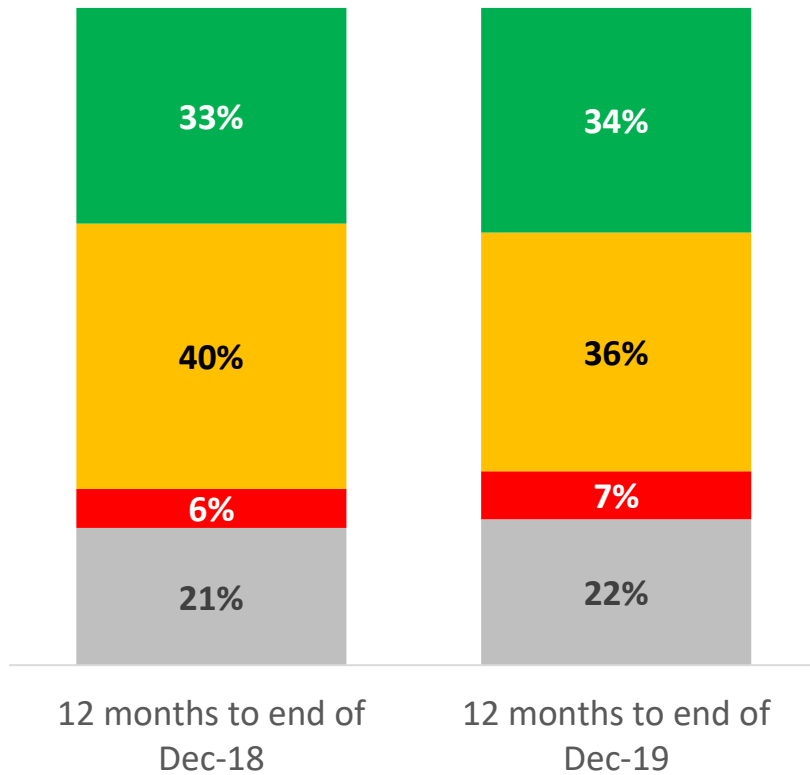


More would speak highly of local police than be critical of them

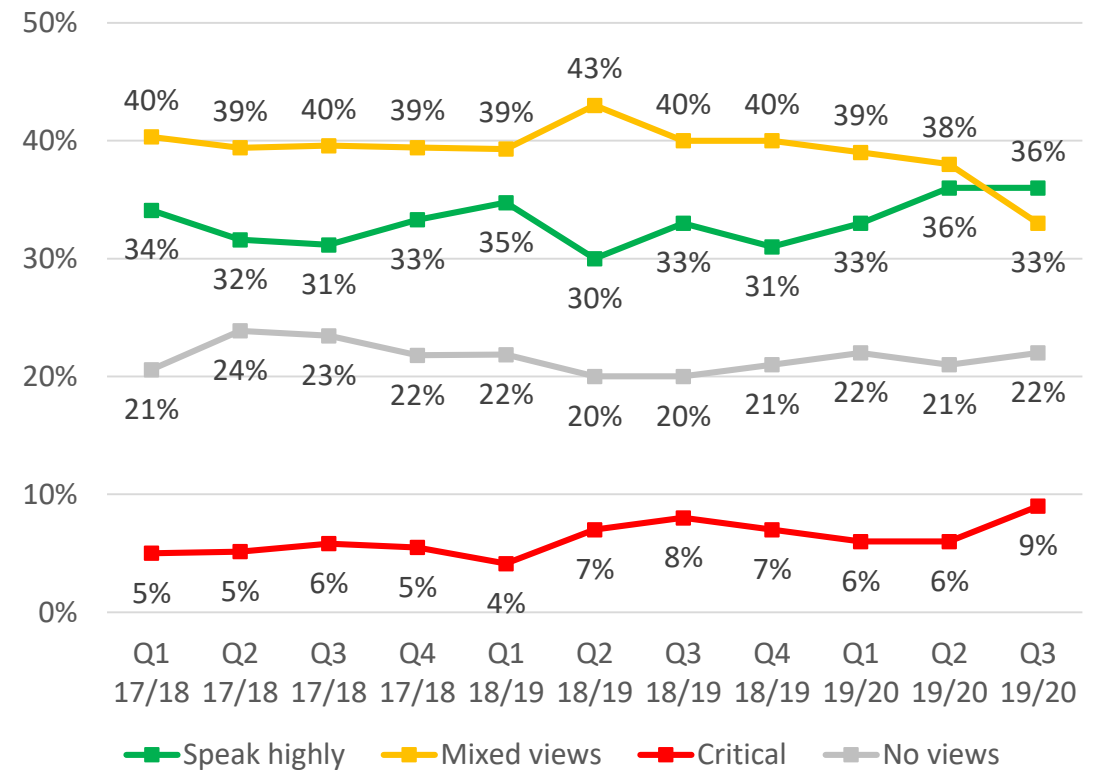
Annual Trend

40%
National Average
Speak highly

- Speak highly
- Mixed views
- Critical
- No views



Quarterly Trend

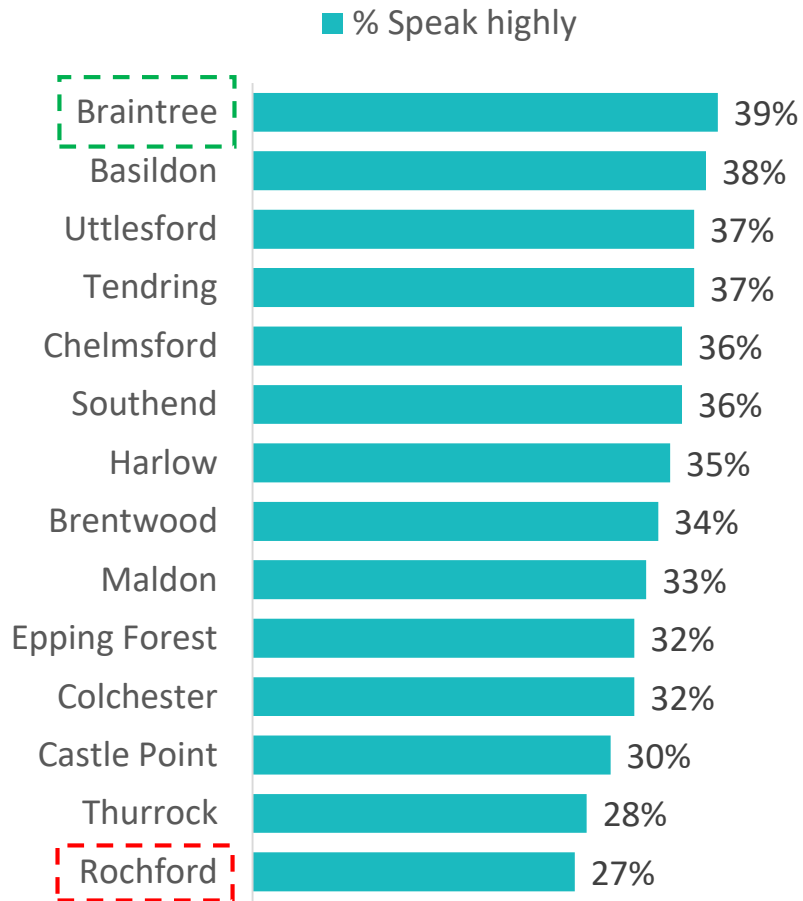


Q9 Thinking about the police in your local area, which of these phrases best describes the way you would speak about them to other people?

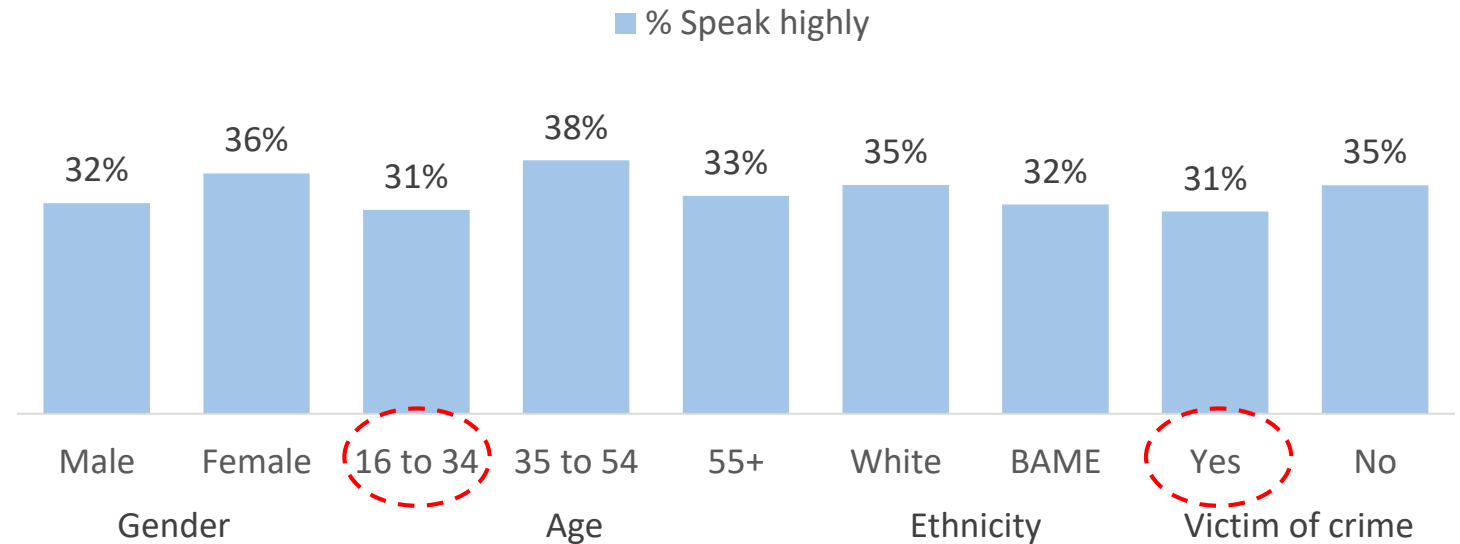
National average taken from BMG Report on Public Views of Policing in England and Wales 2018

Less than a third of under 35s and victims of crime would speak highly of police in their local area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Those aged 35-54 are the most likely to speak highly of police in their local area
- There are significant differences in agreement between Districts – 39% of those living in Braintree would speak highly of local police compared with 27% of those in Rochford

Demographic Trends

% speak highly of their local police

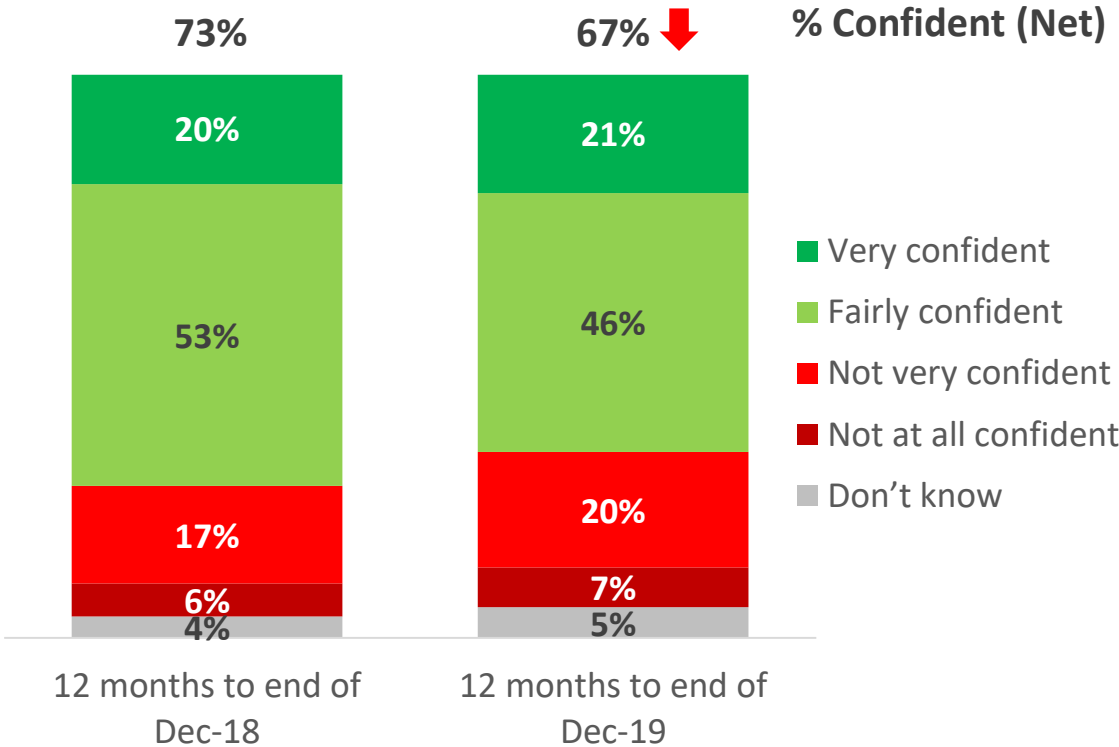
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Braintree	34%	39%	5%
Basildon	36%	38%	2%
Uttlesford	24%	37%	13% ↑
Tendring	34%	37%	3%
Chelmsford	35%	36%	1%
Southend-On-Sea	31%	36%	5%
Harlow	36%	35%	-1%
Brentwood	29%	34%	5%
Maldon	32%	33%	1%
Epping Forest	34%	32%	-2%
Colchester	36%	32%	-4%
Castle Point	27%	30%	3%
Thurrock	29%	28%	-1%
Rochford	35%	27%	-8% ↓

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	33%	32%	-1%
Female	33%	36%	3% ↑
Under 35	36%	31%	-5% ↓
35-54	32%	38%	6% ↑
55+	31%	33%	2%
White	32%	35%	3%
BAME	37%	32%	-5% ↓
Victim of crime	32%	31%	-1%
Non victim	33%	35%	2%

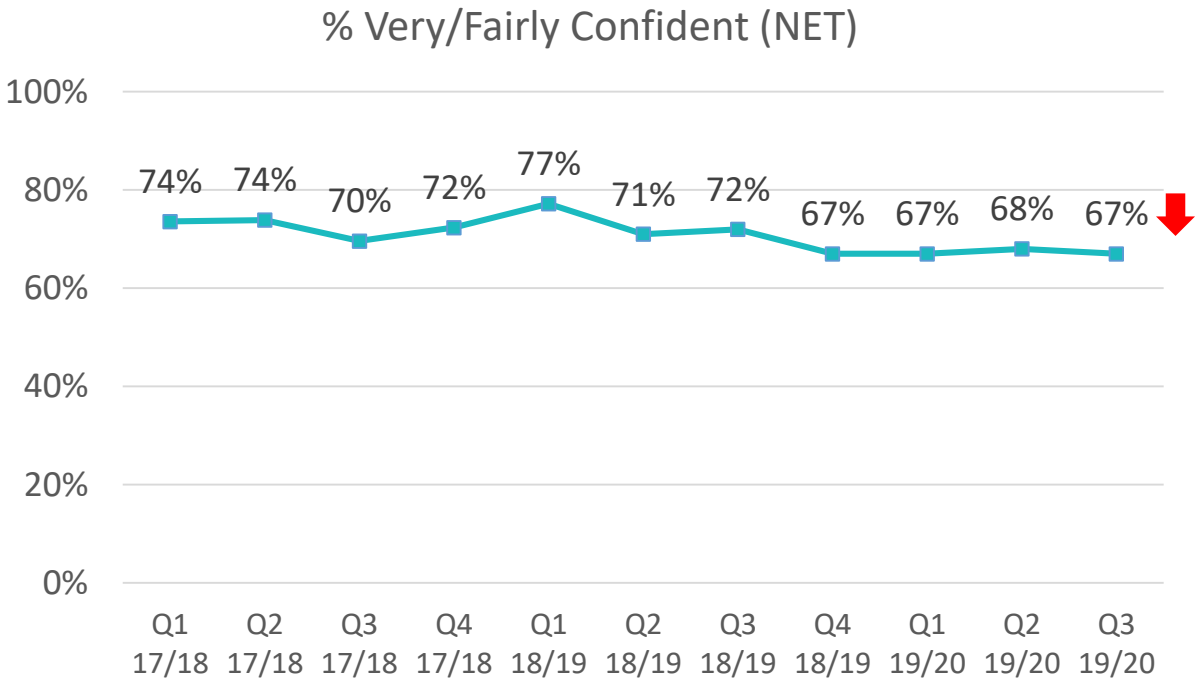
↑ significant increase ↓ significant decrease

Two-thirds are confident of receiving a good service from EP if they were to report a crime

Annual Trend



Quarterly Trend

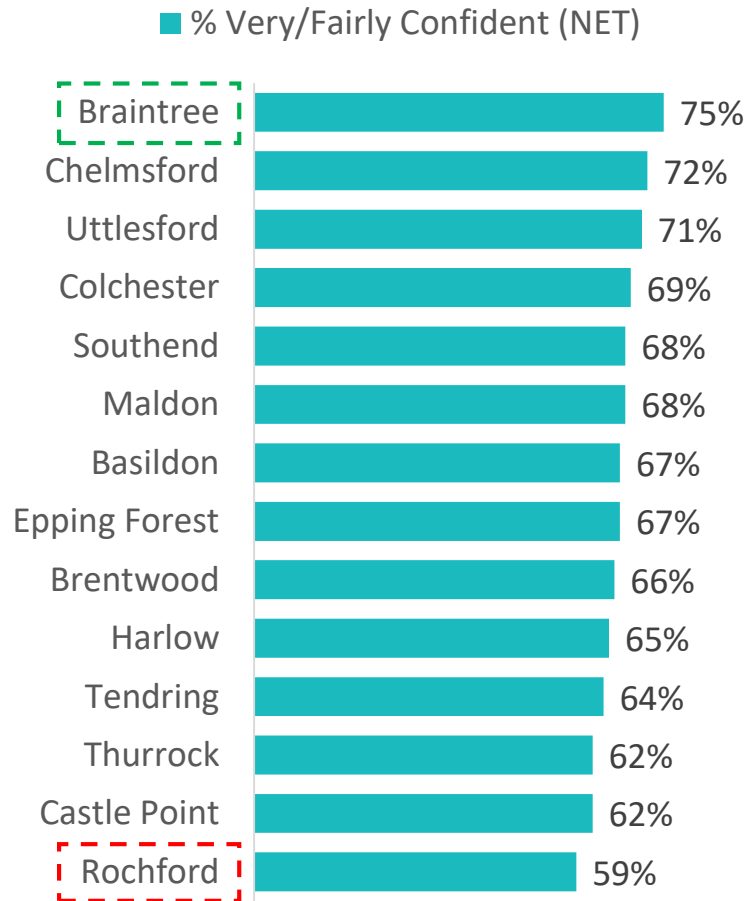


↓ significantly lower than Q3 18/19

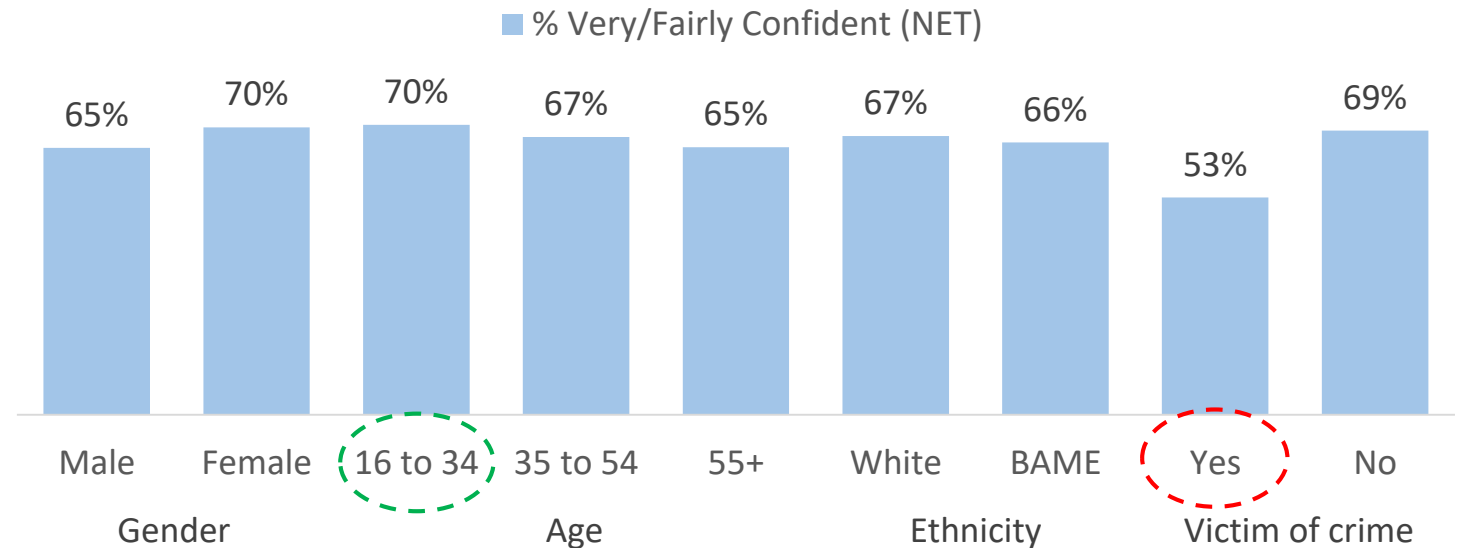
NET refers to the combined score for the two most positive answer options (Very/Fairly Confident). Significance testing at 95% confidence level.

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 (70%) remain 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 – three-quarters of those living in Braintree (75%) would feel confident compared with around 6 out of 10 in Rochford (59%)

Demographic Trends

% very/fairly confident of receiving a good service if they were to report a crime

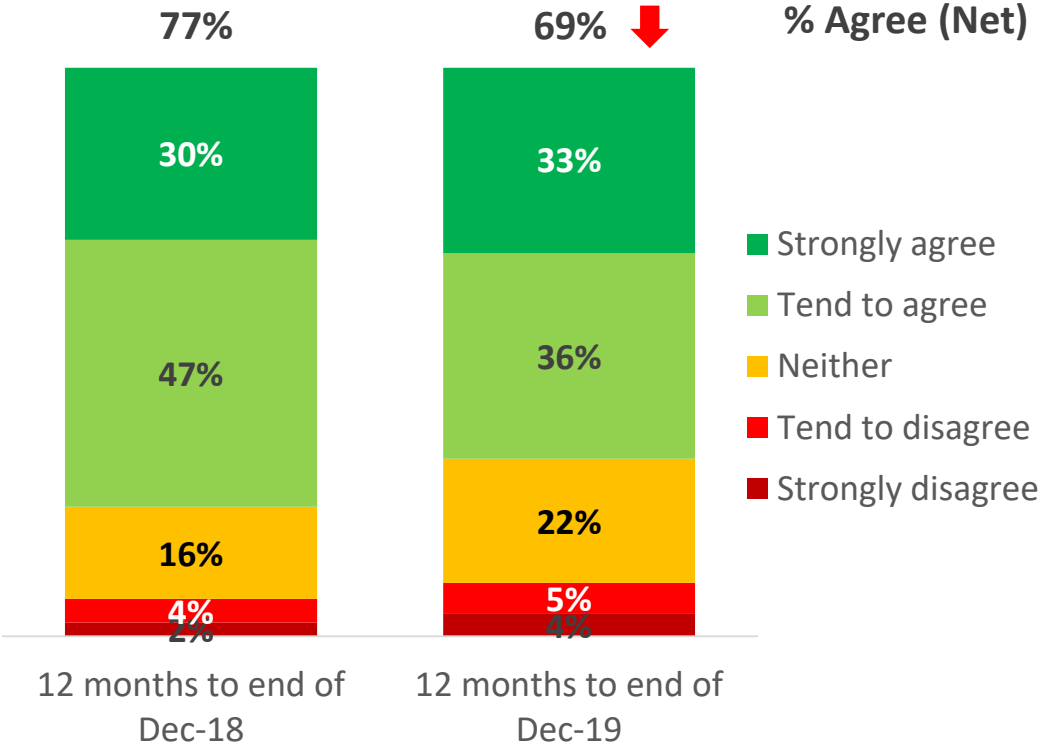
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Braintree	79%	75%	-4%
Chelmsford	75%	72%	-3%
Uttlesford	61%	71%	10% ↑
Colchester	76%	69%	-7% ↓
Southend-On-Sea	70%	68%	-2%
Maldon	75%	68%	-7% ↓
Basildon	73%	67%	-6% ↓
Epping Forest	69%	67%	-2%
Brentwood	71%	66%	-5%
Harlow	79%	65%	-14% ↓
Tendring	73%	64%	-9% ↓
Thurrock	74%	62%	-12% ↓
Castle Point	69%	62%	-7% ↓
Rochford	75%	59%	-16% ↓

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	73%	65%	-8% ↓
Female	74%	70%	-4% ↓
Under 35	82%	70%	-12% ↓
35-54	71%	67%	-4% ↓
55+	68%	65%	-3% ↓
White	73%	67%	-6% ↓
BAME	78%	66%	-12% ↓
Victim of crime	58%	53%	-5% ↓
Non victim	75%	69%	-6% ↓

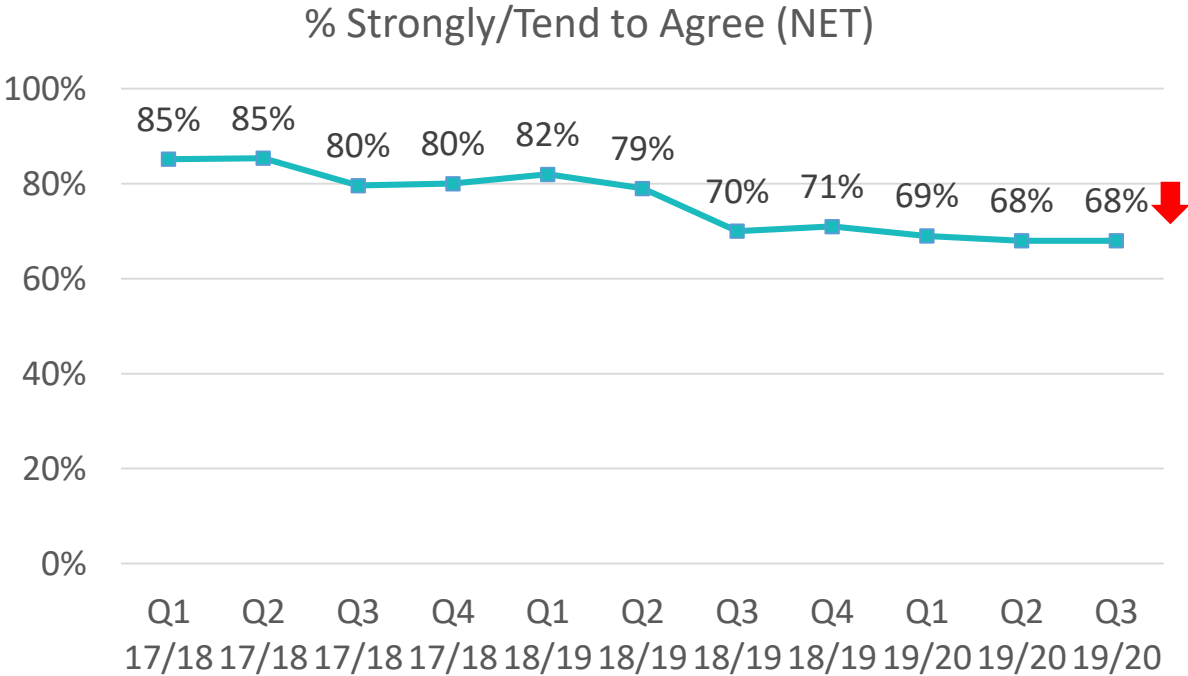
↑ significant increase ↓ significant decrease

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

Annual Trend



Quarterly Trend

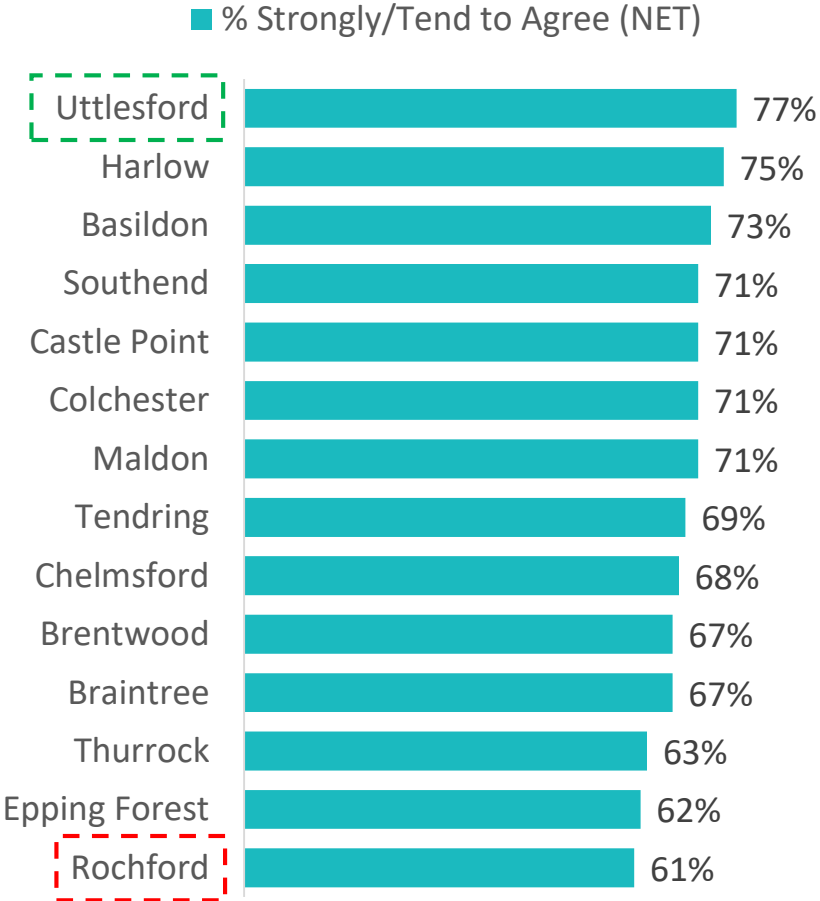


↓ significantly lower than Q1 17/18 – Q2 18/19

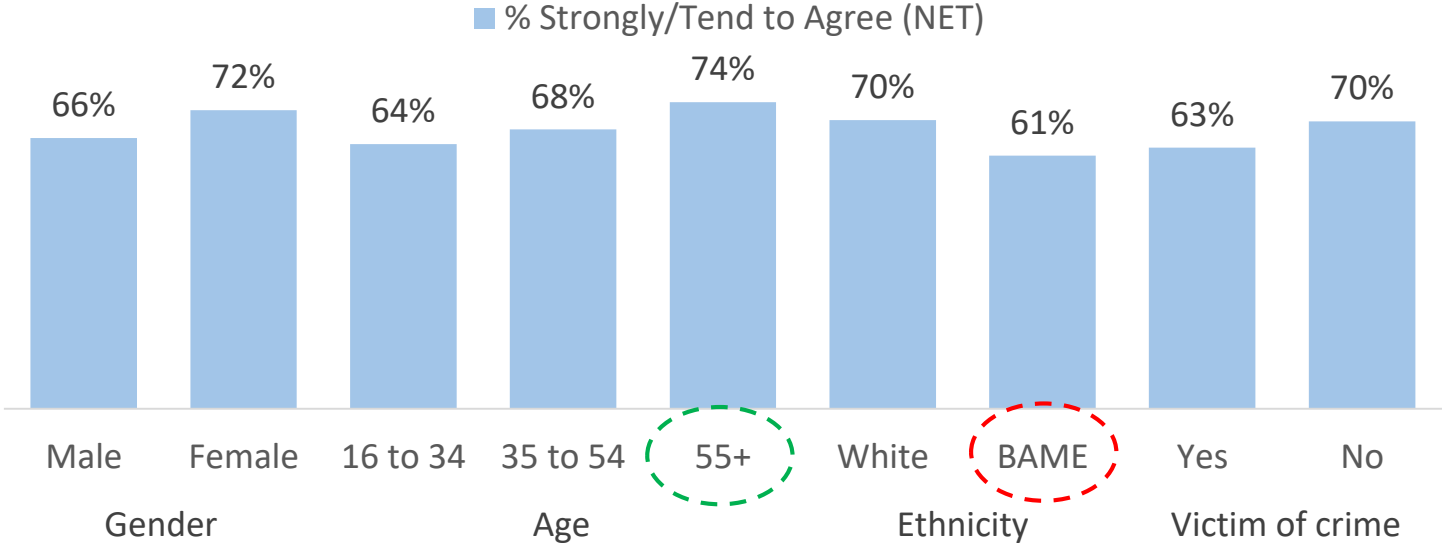
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

BAME residents are 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 (74%)
- Residents in Rochford (61%) are the least likely to agree

Demographic Trends

% agree they have confidence in stop and search

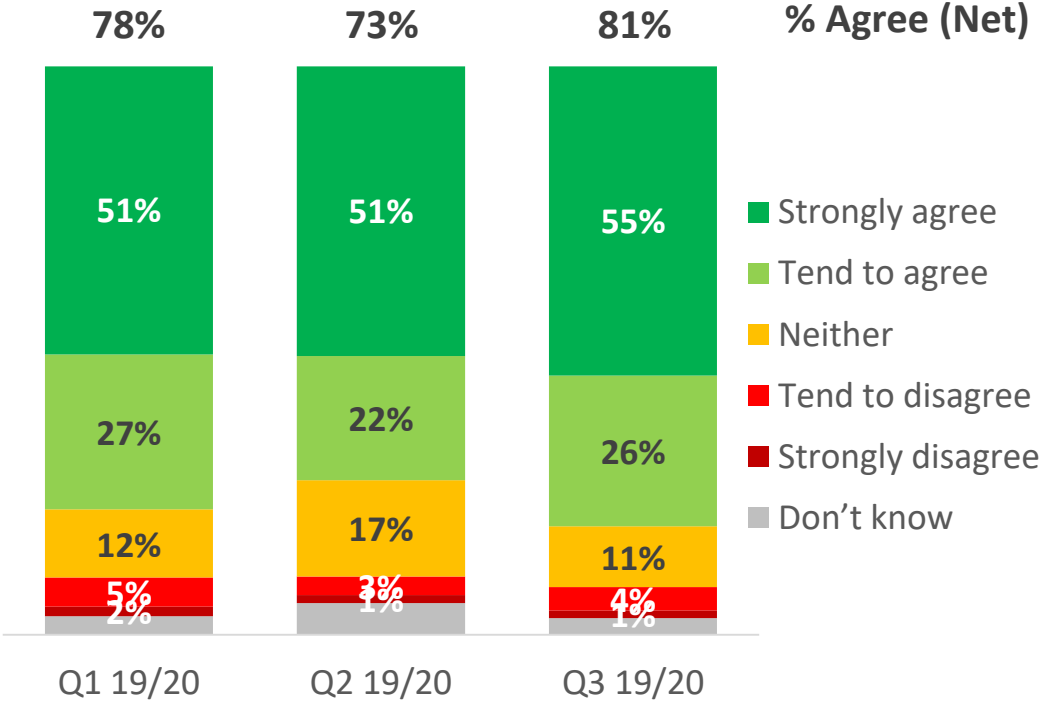
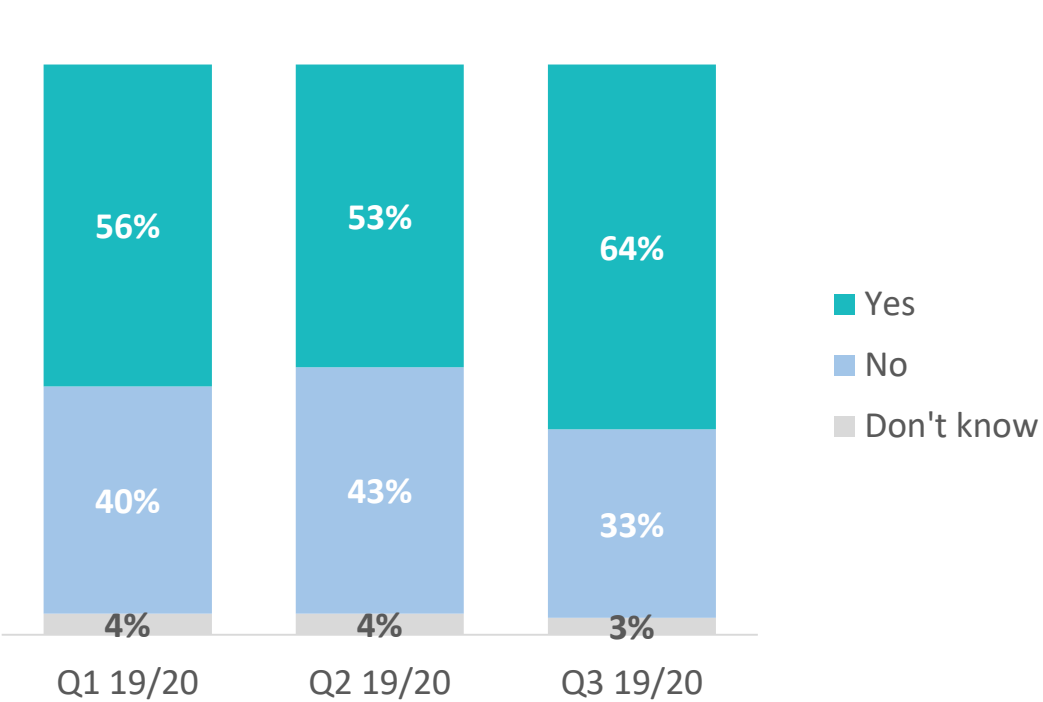
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
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Harlow	77%	75%	-2%
Basildon	70%	73%	3%
Southend-On-Sea	79%	71%	-8% ↓
Castle Point	79%	71%	-8% ↓
Colchester	78%	71%	-7% ↓
Maldon	82%	71%	-11% ↓
Tendring	84%	69%	-15% ↓
Chelmsford	78%	68%	-10% ↓
Brentwood	71%	67%	-4%
Braintree	82%	67%	-15% ↓
Thurrock	74%	63%	-11% ↓
Epping Forest	73%	62%	-11% ↓
Rochford	80%	61%	-19% ↓

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	77%	66%	-11% ↓
Female	78%	72%	-6% ↓
Under 35	73%	64%	-9% ↓
35-54	75%	68%	-7% ↓
55+	82%	74%	-8% ↓
White	78%	70%	-8% ↓
BAME	67%	61%	-6% ↓
Victim of crime	74%	63%	-11% ↓
Non victim	78%	70%	-8% ↓

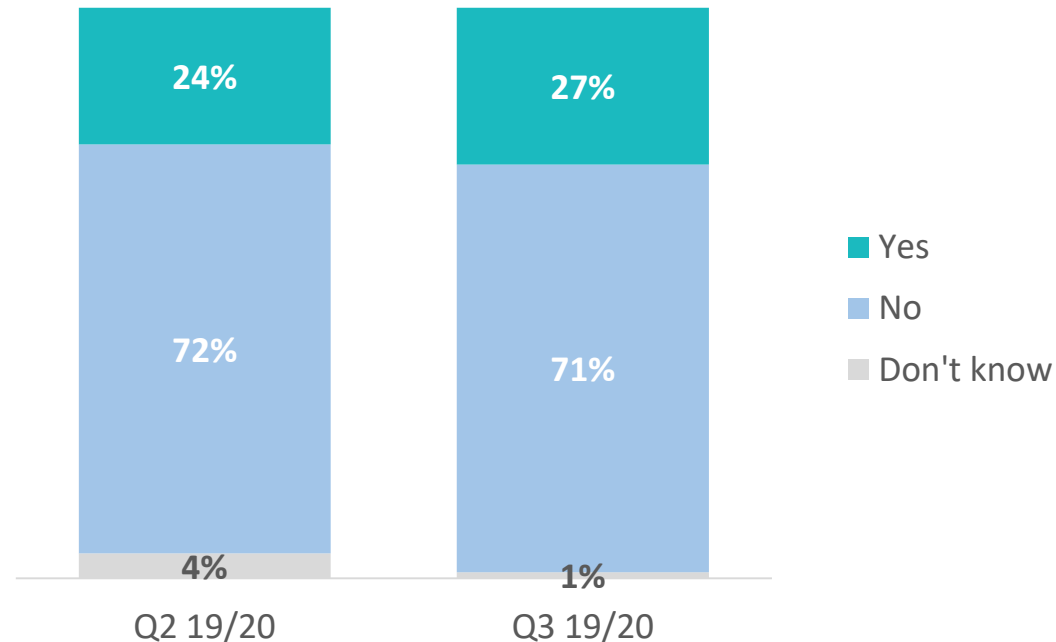
↑ significant increase ↓ significant decrease

Almost two-thirds are aware that Police Officers use Body Worn Video Cameras – 8 out of 10 agree these cameras make them feel safer

Awareness of Body Worn Video Cameras



Around a quarter of Essex residents are aware of Town Centre Teams



- This is the second wave respondents have been asked if they are aware of Town Centre Teams
- Future waves will build on this analysis and examine significant differences between Districts and Demographic groups



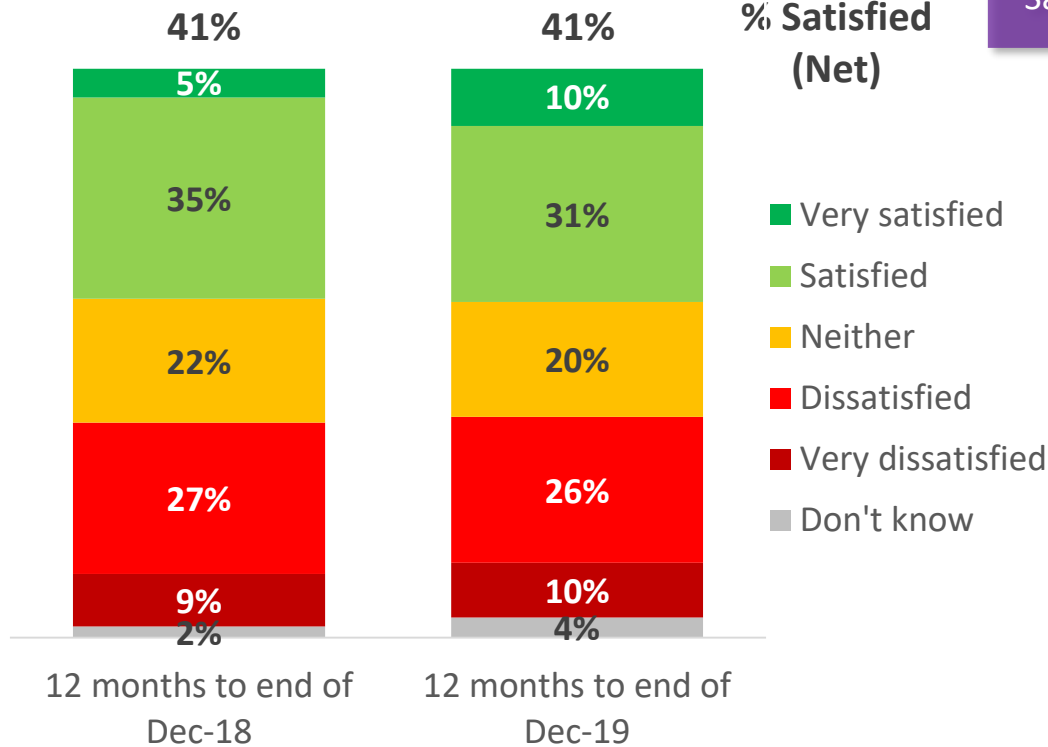
Section Three

Visibility & Presence



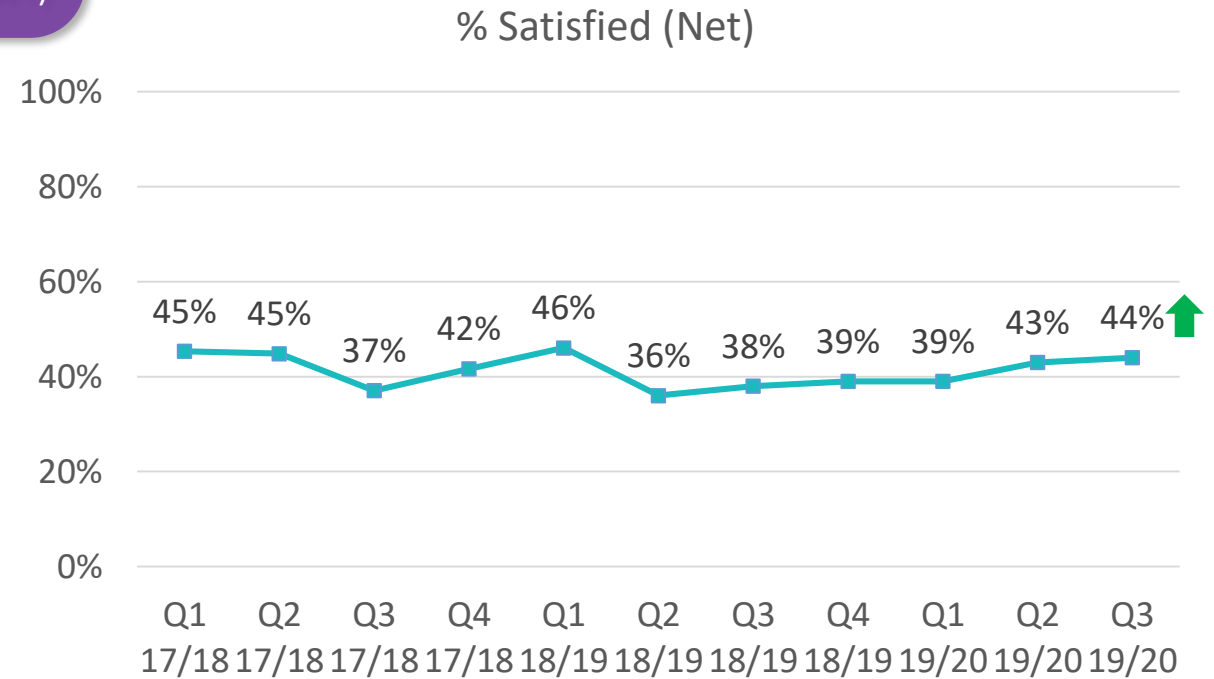
Four out of 10 remain satisfied with the level of local policing

Annual Trend
Rolling 12 months



61%
National Average Satisfied (NET)

Quarterly Trend

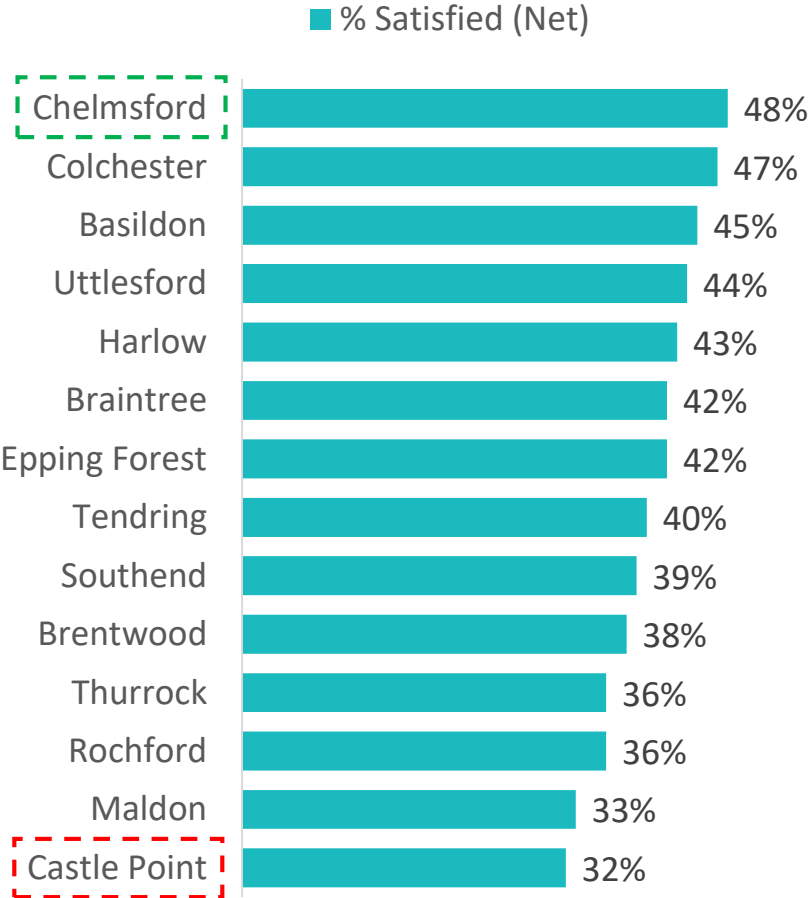


↑ significantly higher than Q2 18/19 – Q1 19/20

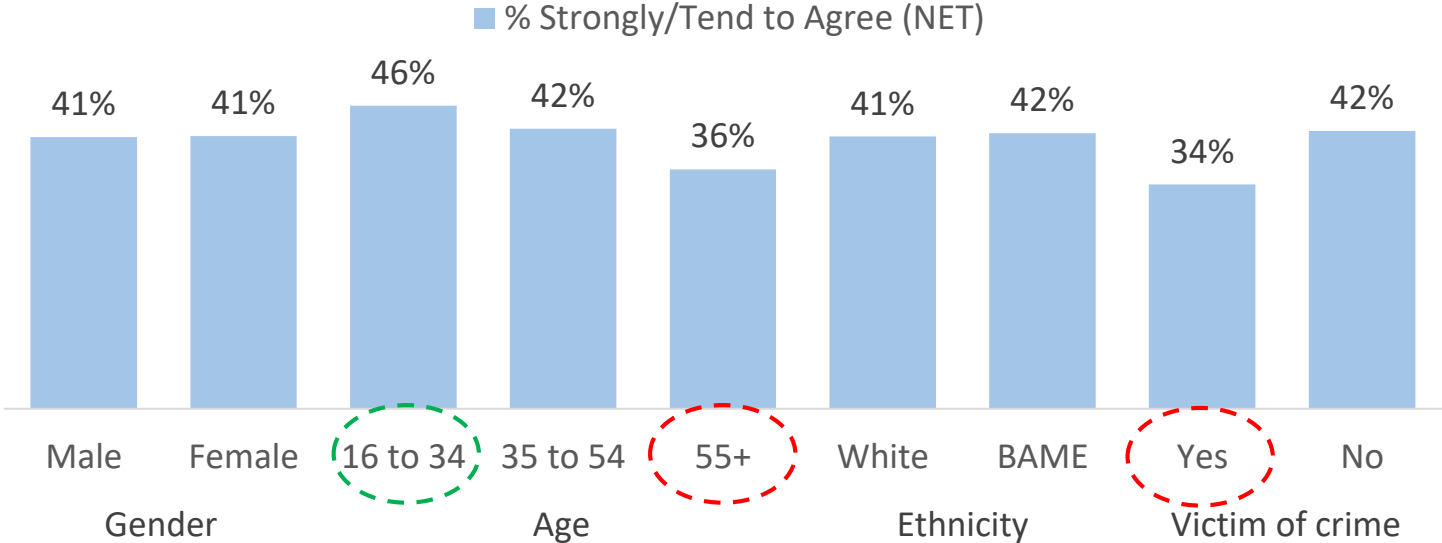
NET refers to the combined score for the two most positive answer options (Very Satisfied/ Satisfied). Significance testing at 95% confidence level.

Victims of crime & over 55s are the least likely to be satisfied with the level of policing in their local area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Under 35s are the most likely to be satisfied with the level of policing in their local area (46%)
- There are significant differences in satisfaction between Districts – almost half of those living in Chelmsford (48%) are satisfied compared with less than a third in Castle Point (32%)

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

Demographic Trends

% satisfied with the level of local policing

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Chelmsford	46%	48%	2%
Colchester	50%	47%	-3%
Basildon	40%	45%	5%
Uttlesford	28%	44%	16% ↑
Harlow	45%	43%	-2%
Braintree	42%	42%	0%
Epping Forest	32%	42%	10% ↑
Tendring	40%	40%	0%
Southend-On-Sea	41%	39%	-2%
Brentwood	35%	38%	3%
Thurrock	43%	36%	-7% ↓
Rochford	42%	36%	-6%
Maldon	40%	33%	-7% ↓
Castle Point	31%	32%	1%

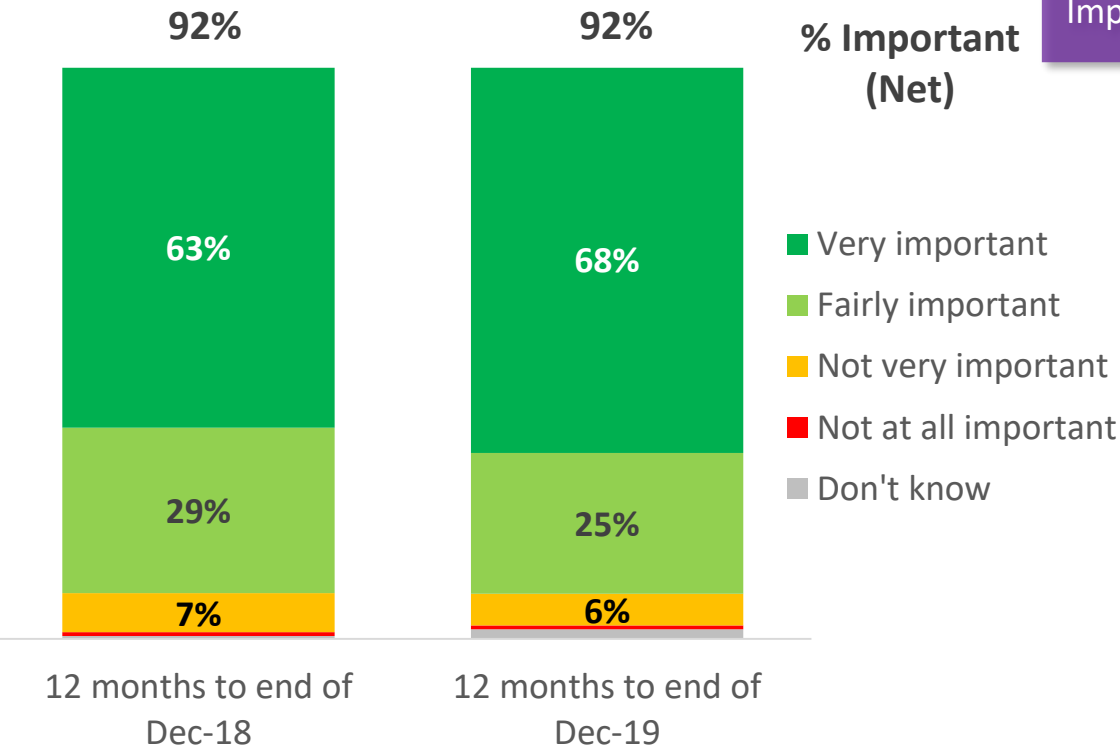
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	43%	41%	-2%
Female	38%	41%	3% ↑
Under 35	55%	46%	-9% ↓
35-54	37%	42%	5% ↑
55+	34%	36%	2% ↑
White	39%	41%	2%
BAME	59%	42%	-17% ↓
Victim of crime	31%	34%	3%
Non victim	42%	42%	0%

↑ significant increase ↓ significant decrease

Q1 How satisfied are you with the level of policing in your local area? By 'local area' we mean the area within about 15 minutes walking distance of your home.

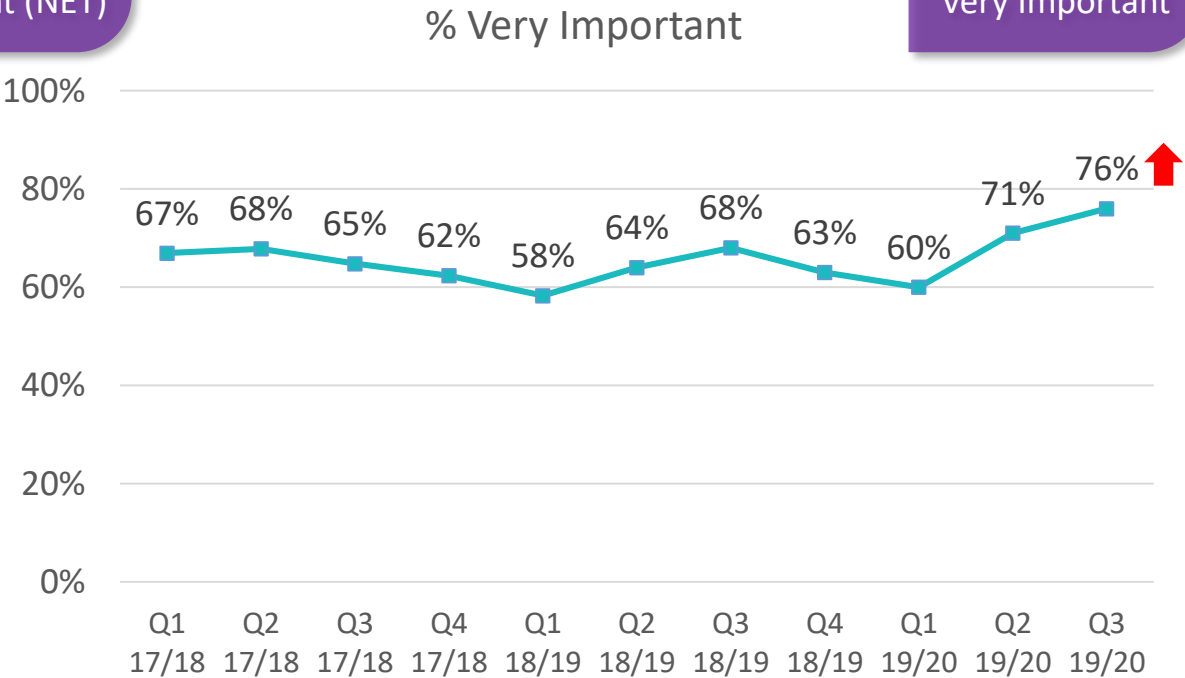
A regular uniformed police presence remains important for the majority of Essex residents

Annual Trend



78%
National Average Important (NET)

Quarterly Trend



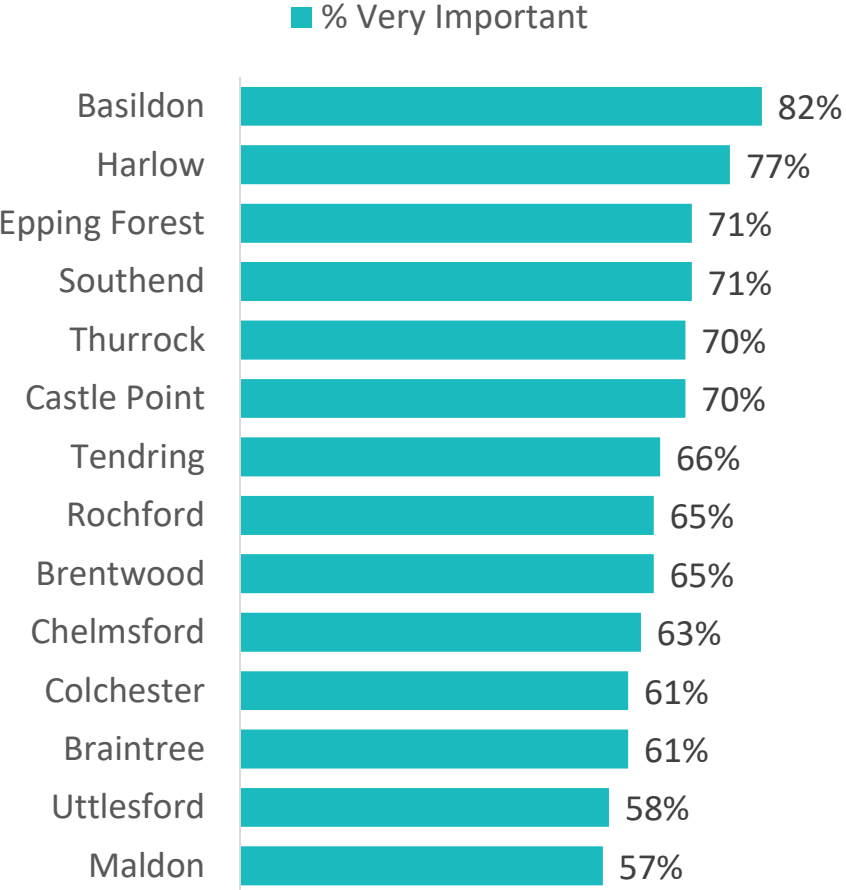
47%
National Average Very Important

↑ significantly higher than all previous Quarters

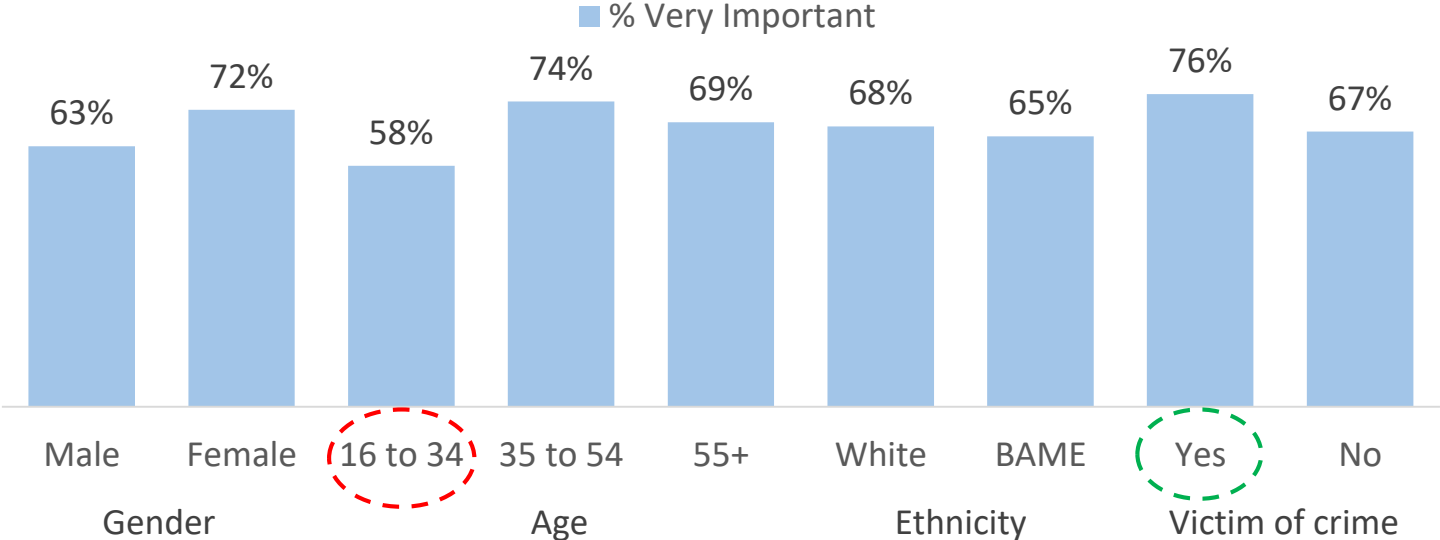
NET refers to the combined score for the two most positive answer options (Very/Fairly Important). Significance testing at 95% confidence level.

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 (58%)
- Eight out of 10 residents living in Basildon (82%) think a regular uniformed police presence is very important, compared with 57% in Maldon

Demographic Trends

% think a regular uniformed police presence is very important

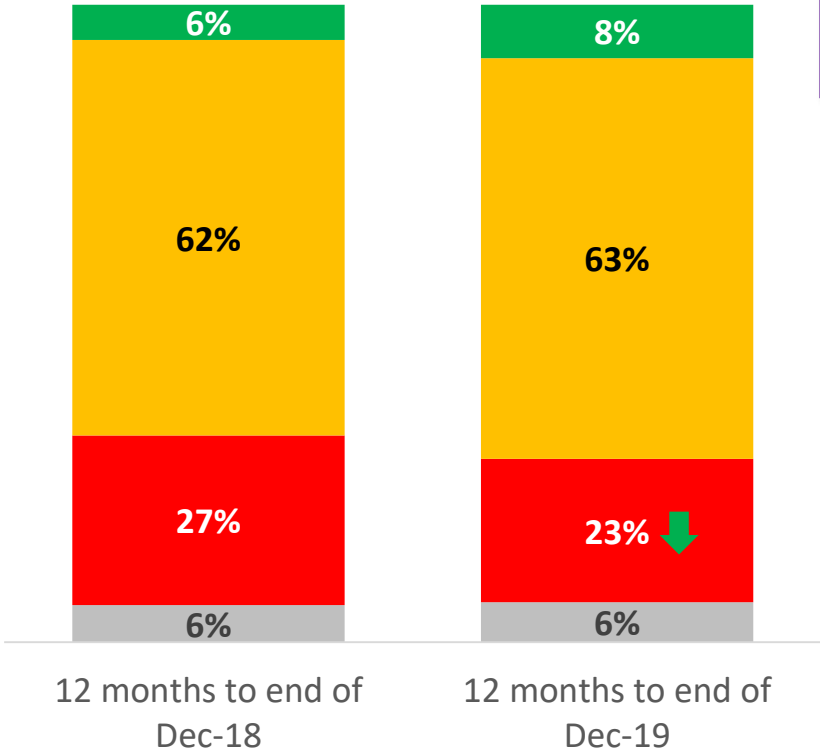
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Basildon	72%	82%	10% ↑
Harlow	67%	77%	10% ↑
Epping Forest	70%	71%	1%
Southend-On-Sea	67%	71%	4%
Thurrock	71%	70%	-1%
Castle Point	75%	70%	-5%
Tendring	62%	66%	4%
Rochford	57%	65%	8% ↑
Brentwood	64%	65%	1%
Chelmsford	54%	63%	9% ↑
Colchester	54%	61%	7% ↑
Braintree	60%	61%	1%
Uttlesford	55%	58%	3%
Maldon	53%	57%	4%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	60%	63%	3% ↑
Female	66%	72%	6% ↑
Under 35	50%	58%	8% ↑
35-54	67%	74%	7% ↑
55+	70%	69%	-1%
White	64%	68%	4% ↑
BAME	59%	65%	6% ↑
Victim of crime	77%	76%	-1%
Non victim	61%	67%	6% ↑

↑ significant increase ↓ significant decrease

There has been a significant improvement in perceptions of policing levels over the last year

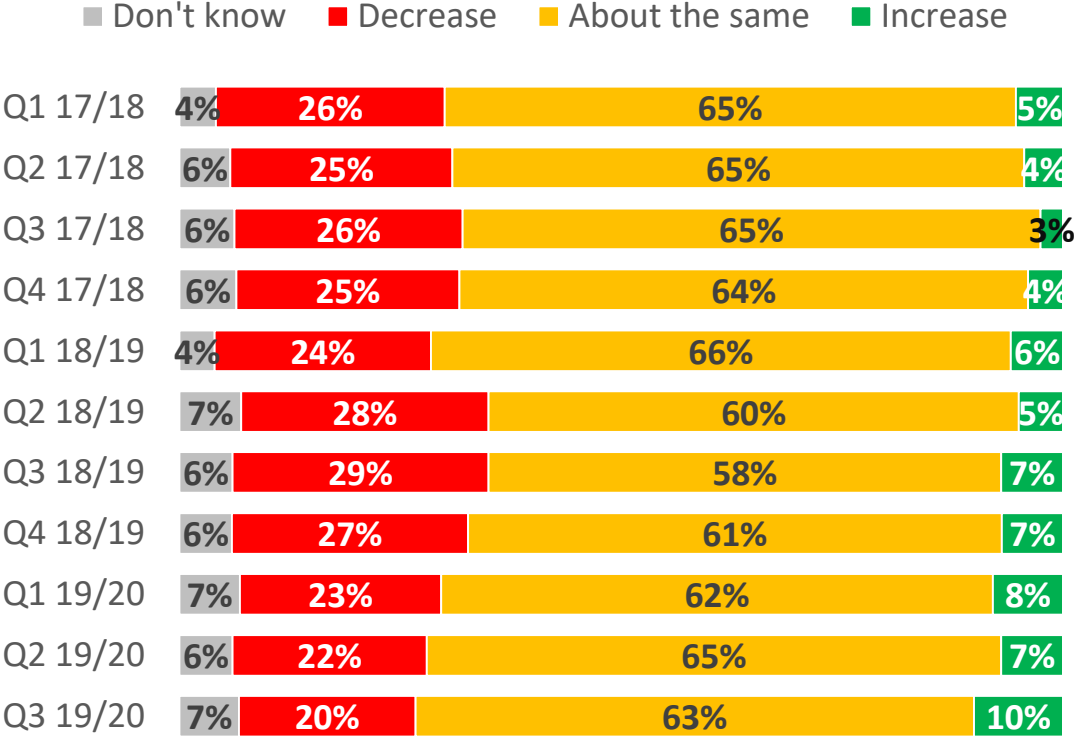
Annual Trend



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

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

Quarterly Trend



Demographic Trends

% who think there has been a decrease in the level of policing

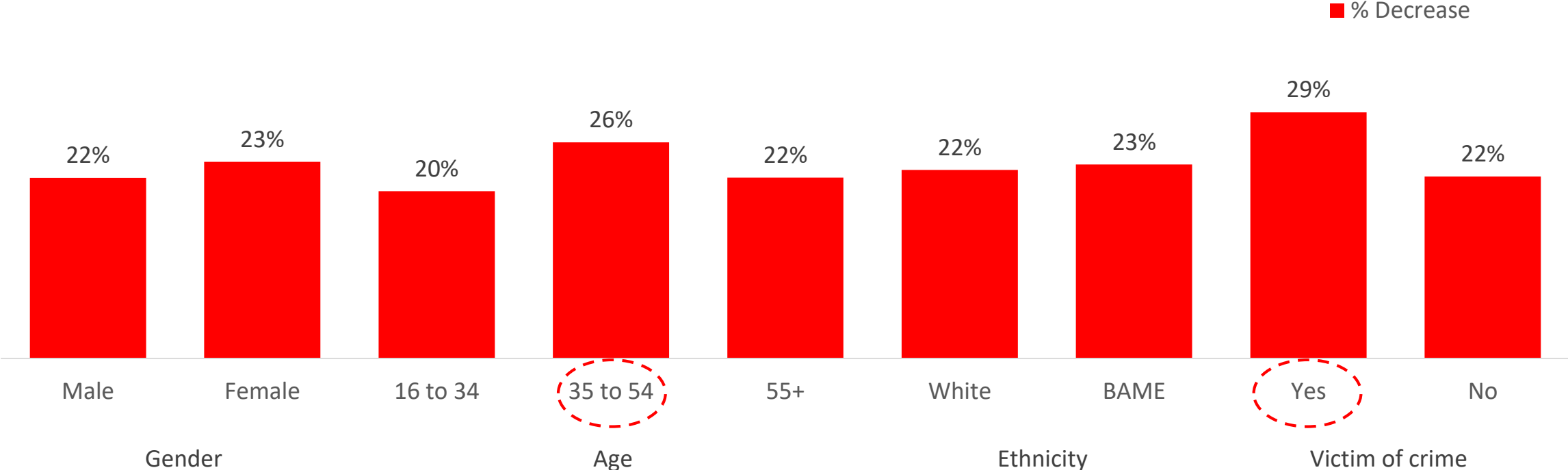
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Castle Point	31%	33%	2%
Epping Forest	32%	29%	-3%
Rochford	27%	26%	-1%
Basildon	31%	25%	-6% ↓
Braintree	25%	24%	-1%
Harlow	22%	22%	0%
Maldon	26%	22%	-4%
Brentwood	28%	22%	-6% ↓
Southend-On-Sea	25%	21%	-4%
Chelmsford	20%	20%	0%
Tendring	27%	20%	-7% ↓
Thurrock	28%	20%	-8% ↓
Uttlesford	35%	19%	-16% ↓
Colchester	22%	18%	-4%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	25%	22%	-3% ↓
Female	28%	23%	-5% ↓
Under 35	20%	20%	0%
35-54	32%	26%	-6% ↓
55+	27%	22%	-5% ↓
White	27%	22%	-5% ↓
BAME	20%	23%	3%
Victim of crime	33%	29%	-4%
Non victim	26%	22%	-4% ↓

↑ significant increase ↓ significant decrease

Three out of 10 recent victims of crime think there has been a decrease in the level of policing in the last 12m

Demographic Analysis (last 12 months)





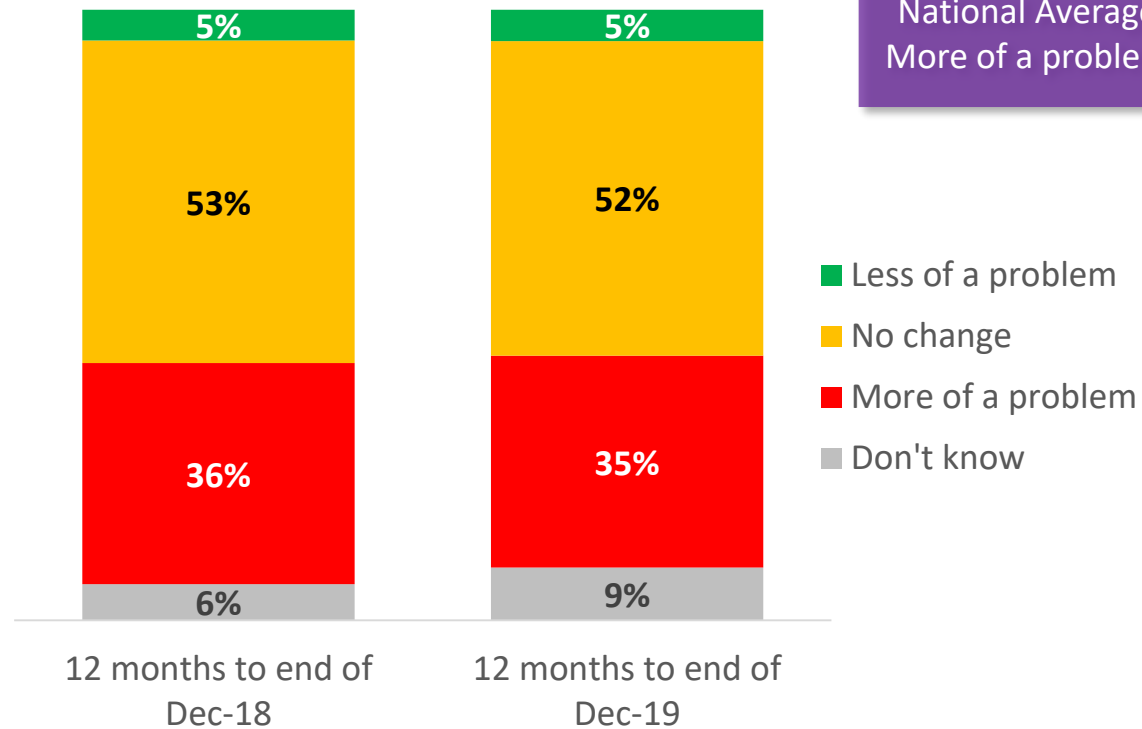
Section Four

Crime & ASB Perceptions



Over a third continue to think crime & ASB has become more of a problem in the last 12 months

Annual Trend

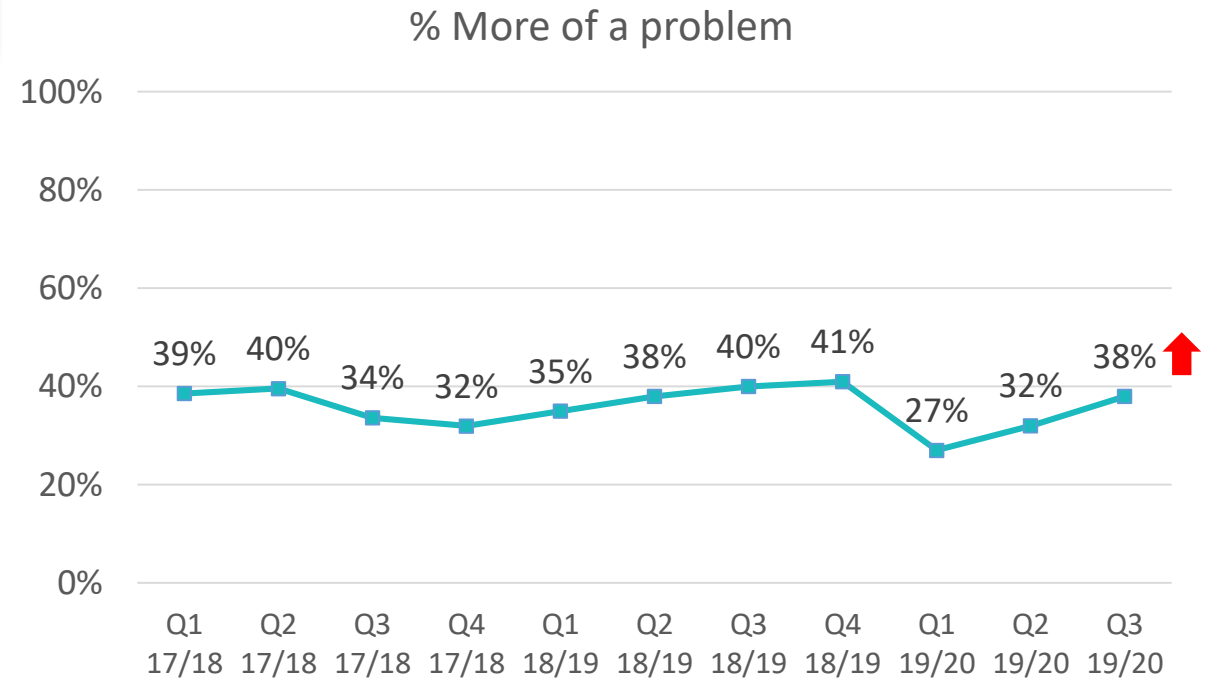


26%
National Average
More of a problem

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

Significance testing at 95% confidence level

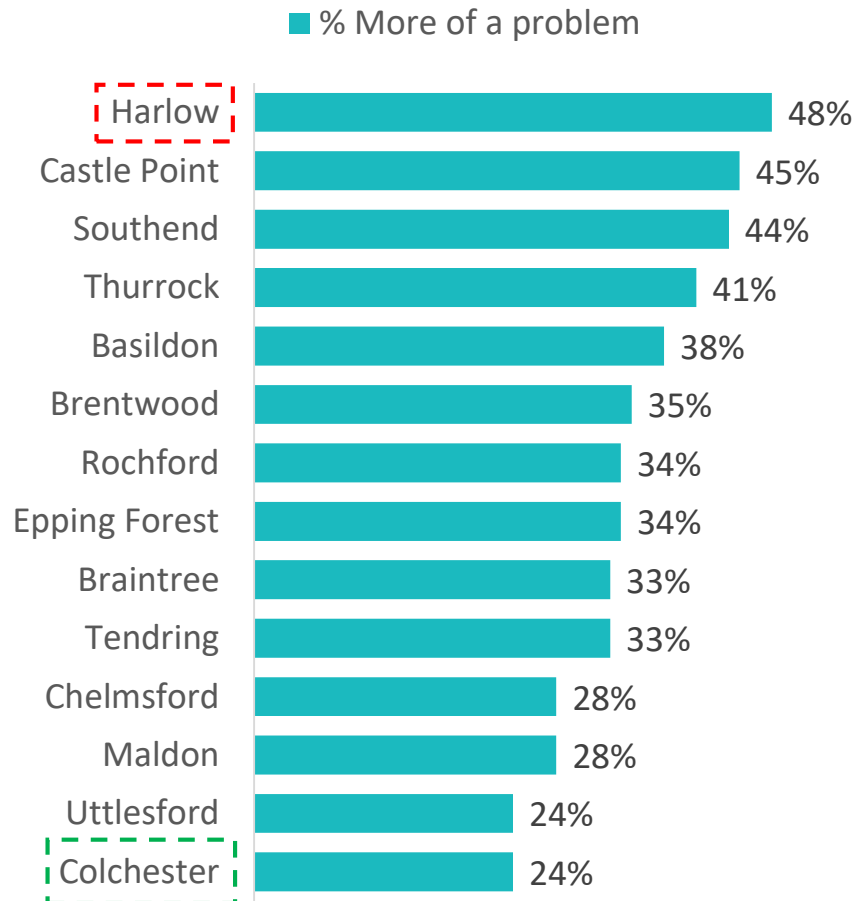
Quarterly Trend



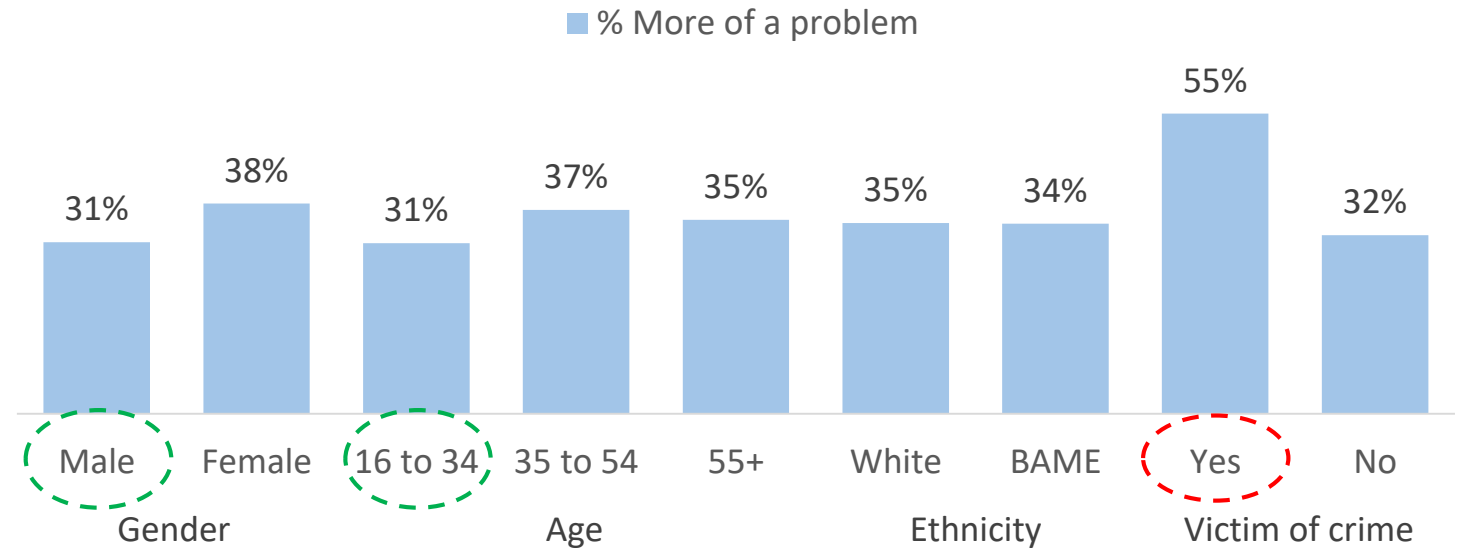
↑ significantly higher than Q1-2 19/20

Over 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 (31%) and Males (31%) are the least likely to think crime and ASB has become more of a problem
- Almost half of those living in Harlow (48%) think crime and ASB has become more of a problem compared with less than a quarter in Colchester (24%)

Demographic Trends

% who think crime and ASB has become more of a problem in the last 12 months

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Harlow	32%	48%	16% ↑
Castle Point	41%	45%	4%
Southend-On-Sea	39%	44%	5%
Thurrock	43%	41%	-2%
Basildon	40%	38%	-2%
Brentwood	35%	35%	0%
Rochford	35%	34%	-1%
Epping Forest	42%	34%	-8% ↓
Braintree	34%	33%	-1%
Tendring	37%	33%	-4%
Chelmsford	34%	28%	-6% ↓
Maldon	25%	28%	3%
Uttlesford	39%	24%	-15% ↓
Colchester	26%	24%	-2%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	31%	31%	0%
Female	41%	38%	-3% ↓
Under 35	24%	31%	7% ↑
35-54	41%	37%	-4% ↓
55+	41%	35%	-6% ↓
White	37%	35%	-2% ↓
BAME	26%	34%	8% ↑
Victim of crime	52%	55%	3%
Non victim	34%	32%	-2%

↑ significant increase ↓ significant decrease

Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed?



Section Five

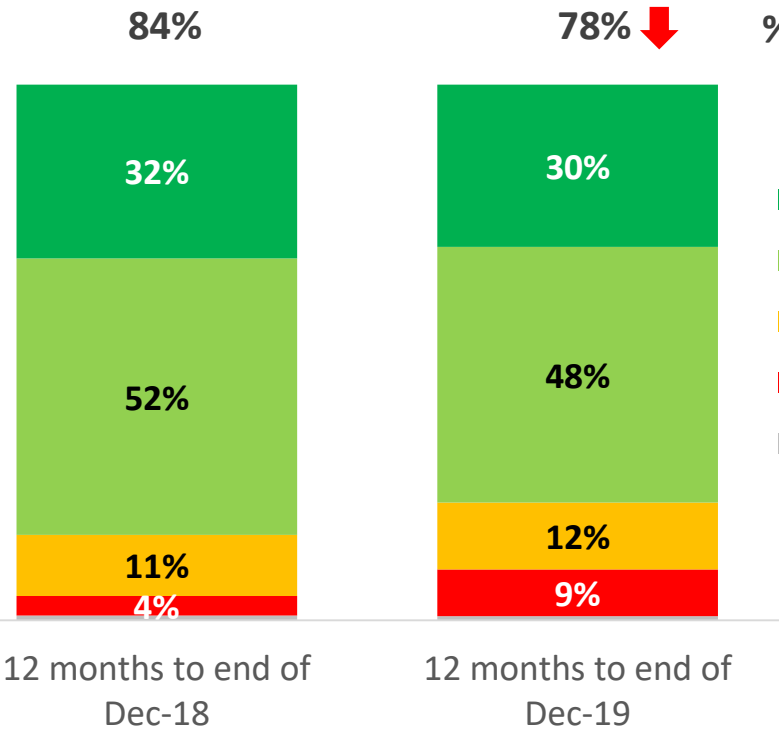
Police Engagement



Around three quarters are interested in knowing what the police are doing in their local area

81%
National Average

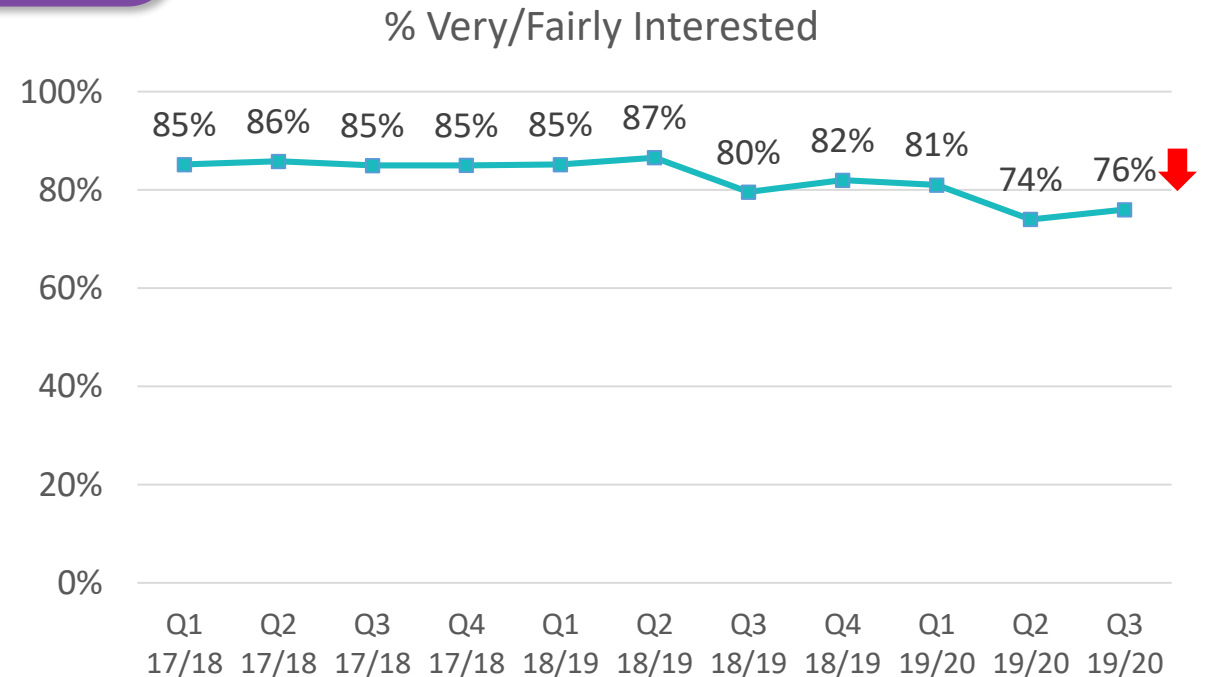
Annual Trend



% Interested (Net)

- Very interested
- Fairly interested
- Not very interested
- Not at all interested
- Don't know

Quarterly Trend

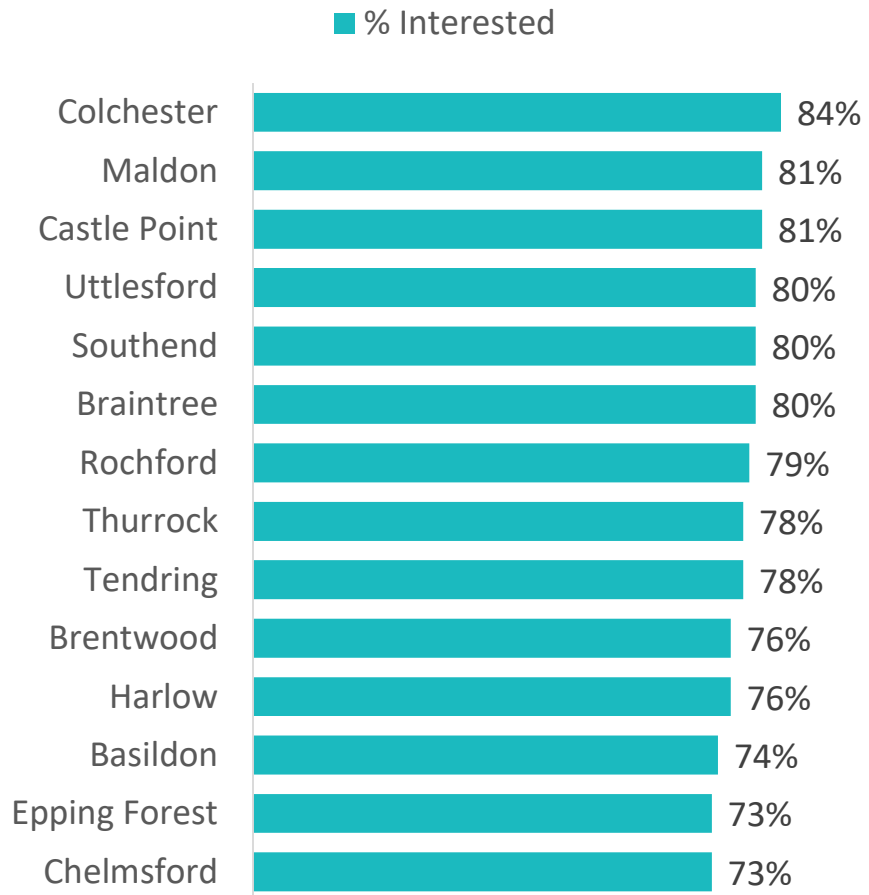


↓ significantly lower than Q1 17/18 – Q1 19/20

Significance testing at 95% confidence level

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

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- There are significant differences in interest between Districts – 84% of Colchester residents are interested in knowing what the police are doing, compared to 73% in Epping Forest and Chelmsford

Demographic Trends

% who are very/fairly interested in knowing what the police are doing in their local area

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Colchester	83%	84%	1%
Maldon	86%	81%	-5%
Castle Point	85%	81%	-4%
Uttlesford	86%	80%	-6% ↓
Southend-On-Sea	84%	80%	-4%
Braintree	83%	80%	-3%
Rochford	86%	79%	-7% ↓
Thurrock	85%	78%	-7% ↓
Tendring	87%	78%	-9% ↓
Brentwood	87%	76%	-11% ↓
Harlow	82%	76%	-6% ↓
Basildon	79%	74%	-5%
Epping Forest	86%	73%	-13% ↓
Chelmsford	83%	73%	-10% ↓

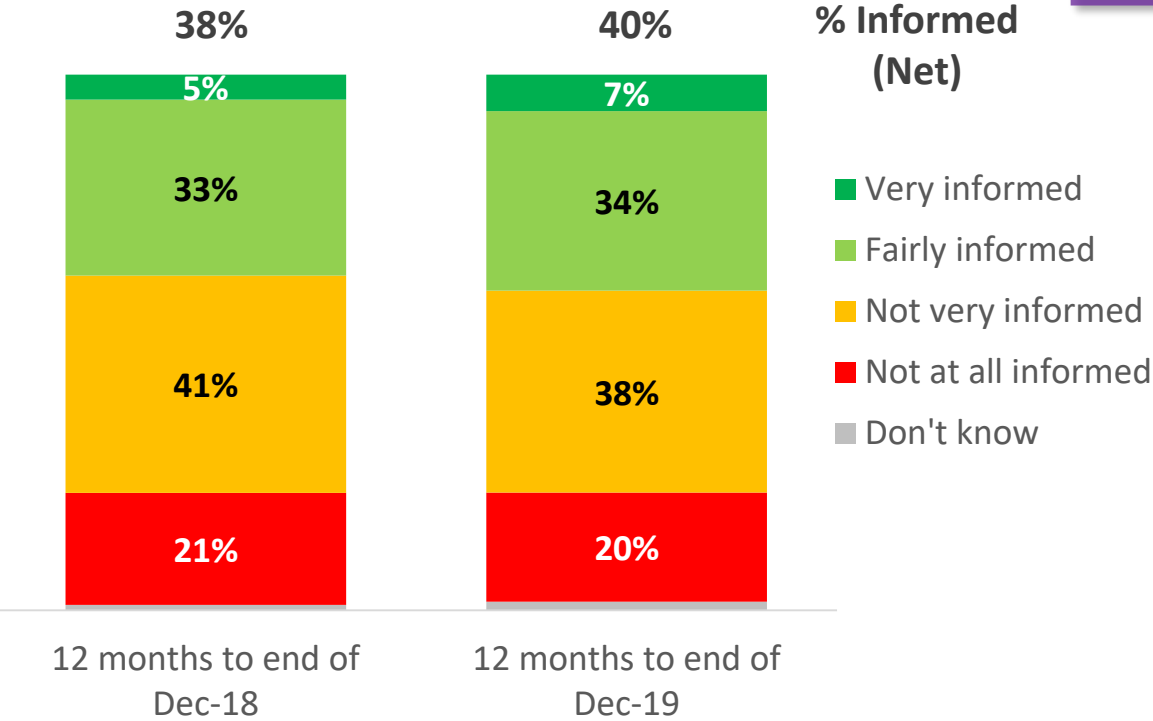
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	83%	77%	-6% ↓
Female	85%	79%	-6% ↓
Under 35	78%	69%	-9% ↓
35-54	87%	80%	-7% ↓
55+	86%	84%	-2%
White	85%	80%	-5% ↓
BAME	78%	65%	-13% ↓
Victim of crime	87%	83%	-4%
Non victim	84%	77%	-7% ↓

↑ significant increase ↓ significant decrease

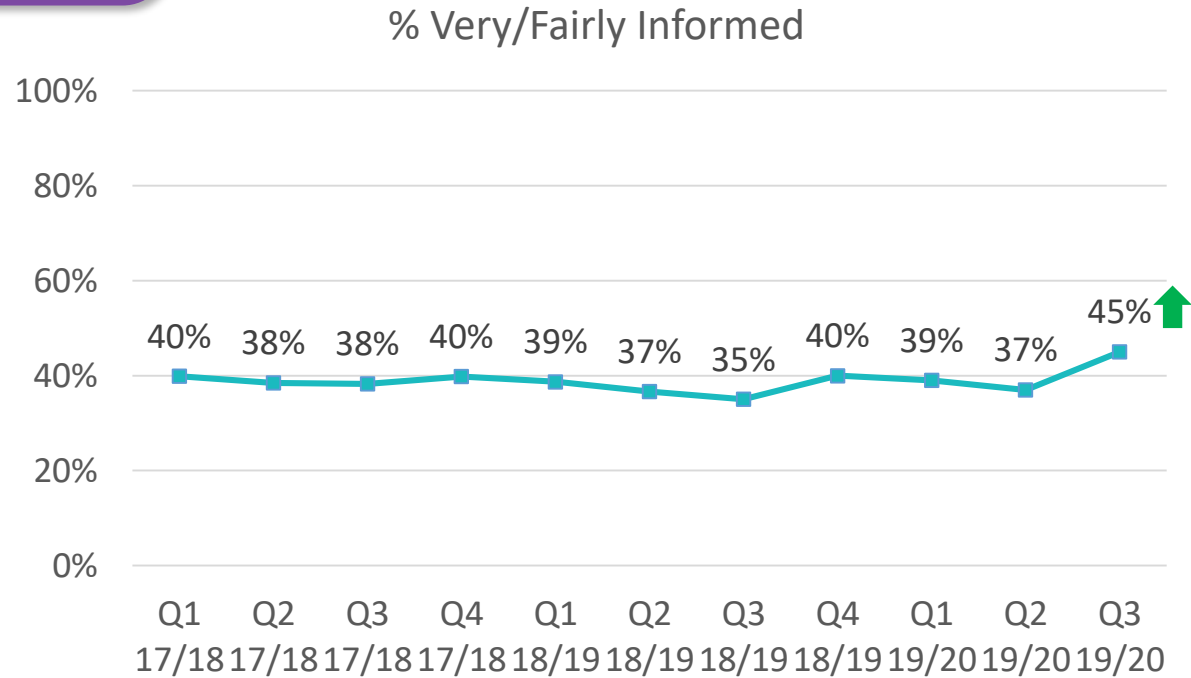
Around 4 out of 10 feel informed about what the police are doing in their local area

37%
National Average

Annual Trend



Quarterly Trend



↑ significantly higher than all previous Quarters

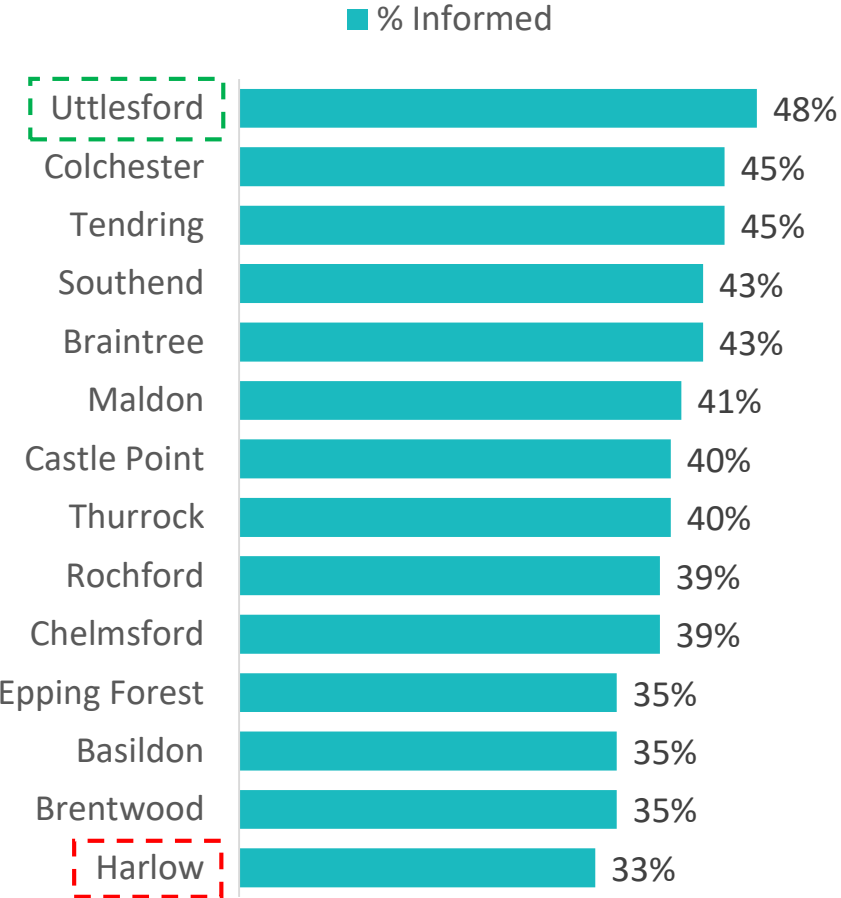
Significance testing at 95% confidence level

Q21 Overall, how well informed do you feel about what the police in your local area are doing?

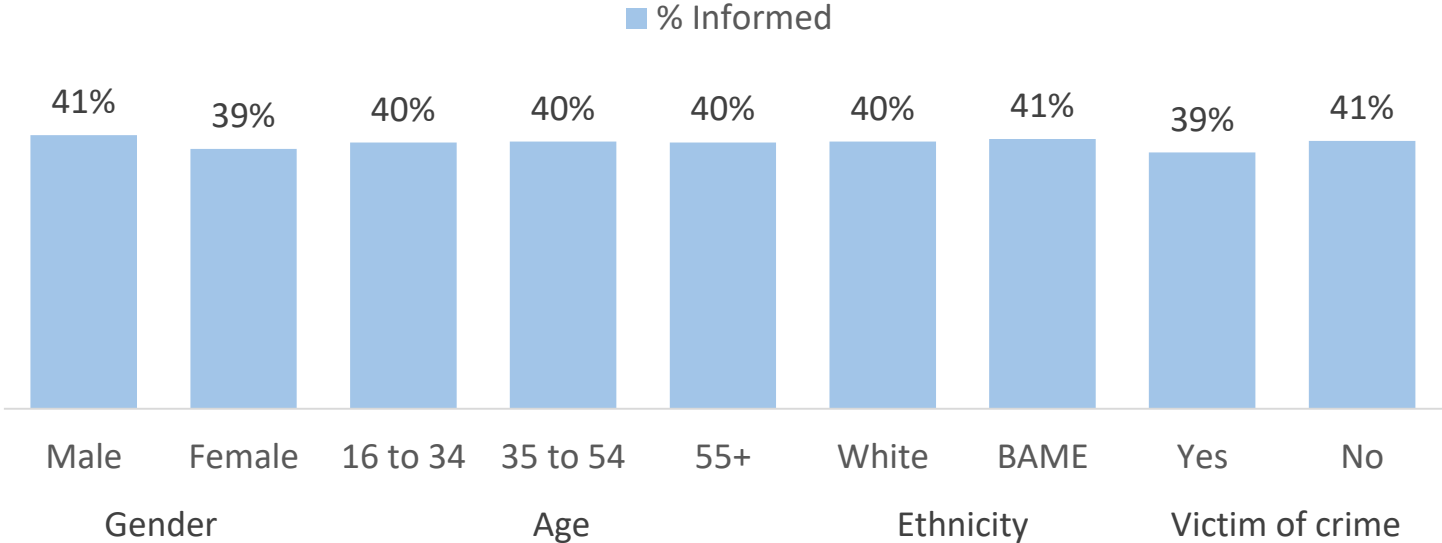
National average taken from BMG Report on Public Views of Policing in England and Wales 2018

Almost half of Uttlesford residents feel well informed

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Feeling well informed about what the police are doing is similar across all demographic groups
- Only a third of residents in Harlow (33%) feel well informed

Demographic Trends

% who are feel informed about what the police in their local area are doing

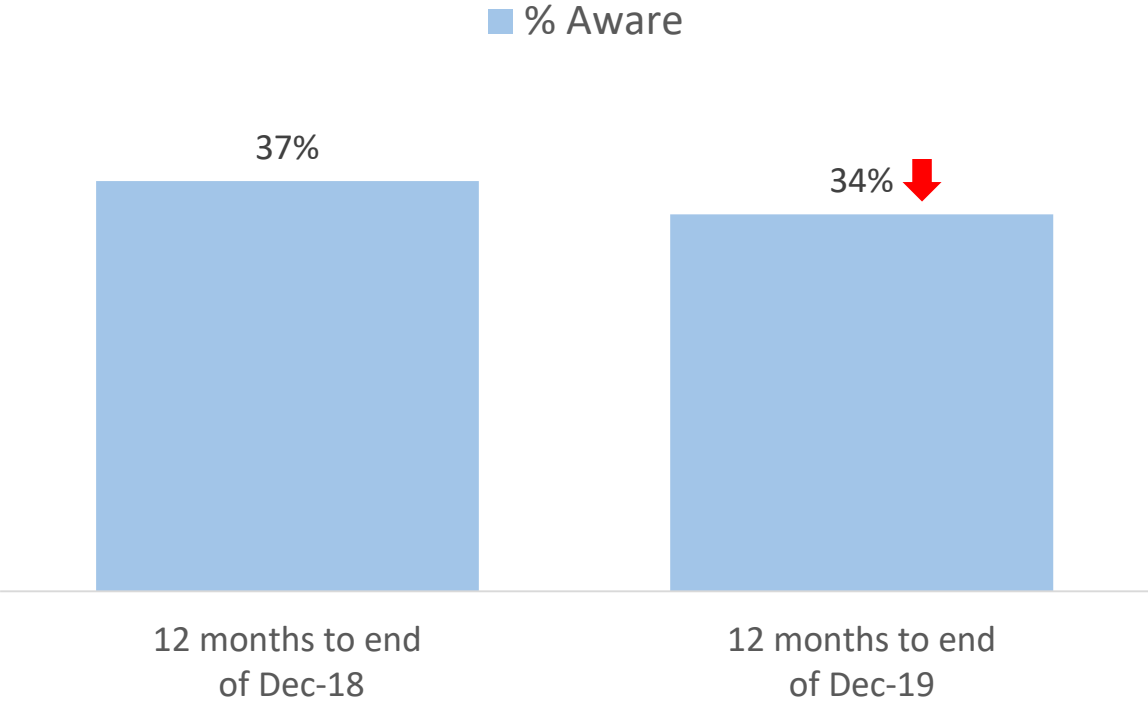
	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Uttlesford	38%	48%	10% ↑
Colchester	42%	45%	3%
Tendring	44%	45%	1%
Southend-On-Sea	36%	43%	7% ↑
Braintree	36%	43%	7% ↑
Maldon	37%	41%	4%
Castle Point	36%	40%	4%
Thurrock	37%	40%	3%
Rochford	40%	39%	-1%
Chelmsford	39%	39%	0%
Epping Forest	32%	35%	3%
Basildon	36%	35%	-1%
Brentwood	30%	35%	5%
Harlow	39%	33%	-6%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	39%	41%	2%
Female	36%	39%	3% ↑
Under 35	39%	40%	1%
35-54	36%	40%	4% ↑
55+	38%	40%	2%
White	38%	40%	2%
BAME	33%	41%	8% ↑
Victim of crime	34%	39%	5% ↑
Non victim	38%	41%	3%

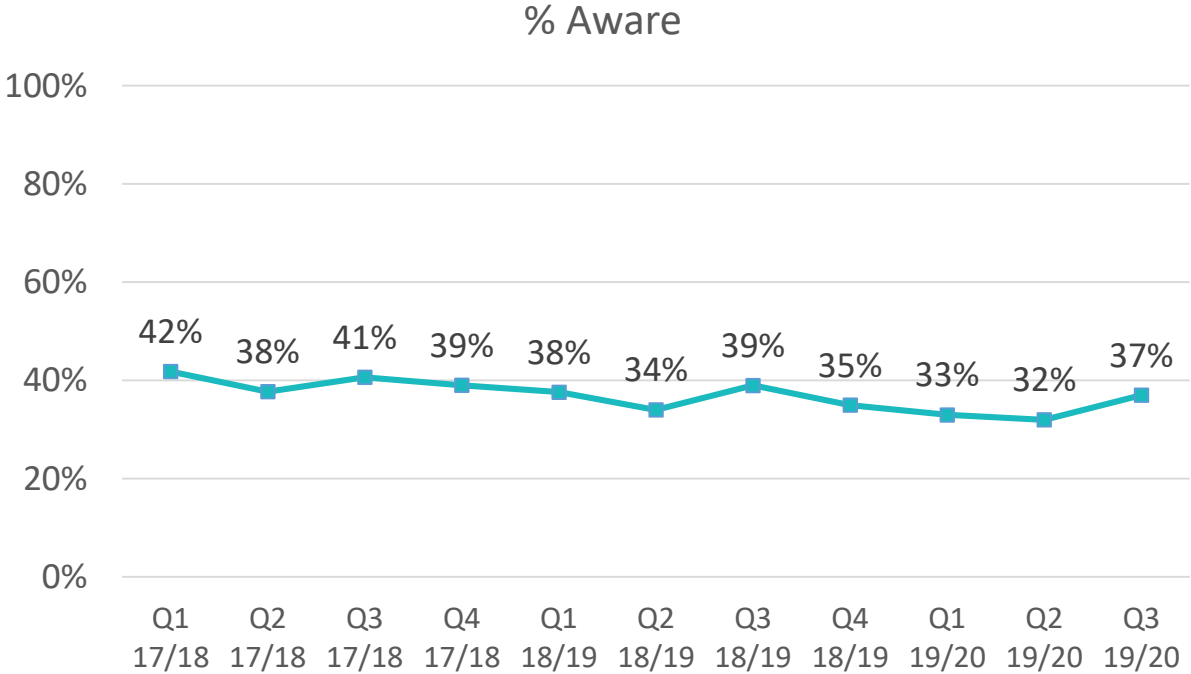
↑ significant increase ↓ significant decrease

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

Annual Trend

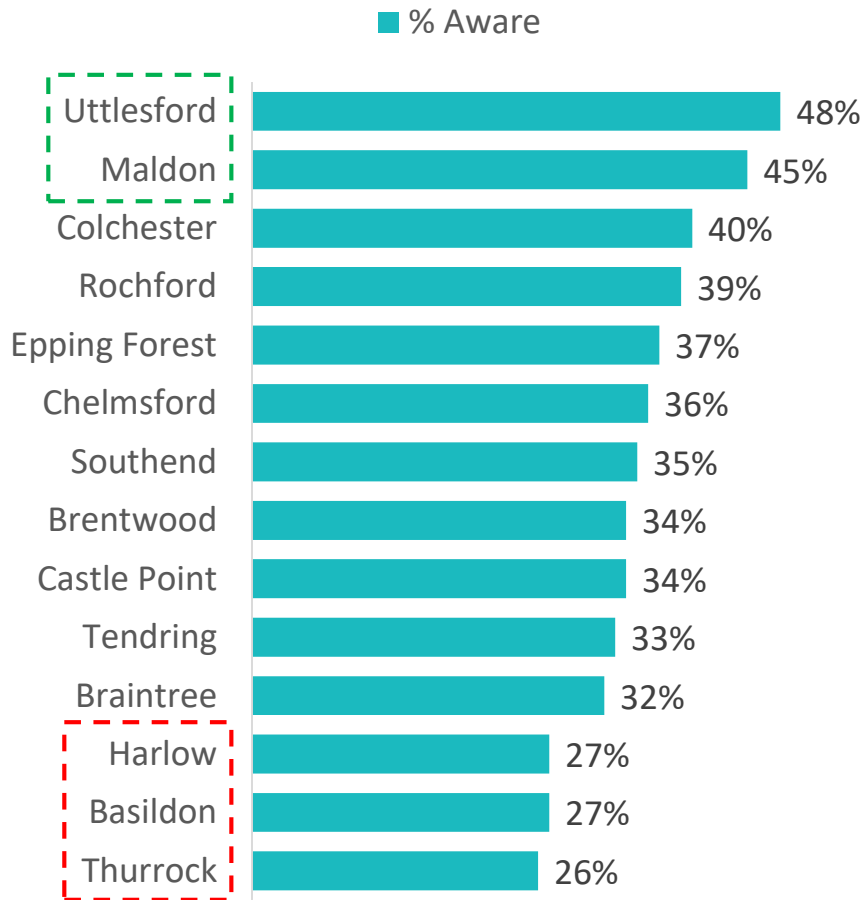


Quarterly Trend



Victims of crime are 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)



- Only around a quarter of under 35s (25%) and BAME residents (27%) are aware of the role of the Essex Police & Crime Commissioner
- Almost half of those living in Uttlesford (48%) and Maldon (45%) are aware compared to less than 3 out of 10 in Harlow (27%), Basildon (27%) and Thurrock (26%)

Demographic Trends

% aware of the role of the Essex Police & Crime Commissioner

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Uttlesford	47%	48%	1%
Maldon	47%	45%	-2%
Colchester	39%	40%	1%
Rochford	38%	39%	1%
Epping Forest	34%	37%	3%
Chelmsford	44%	36%	-8% ↓
Southend-On-Sea	40%	35%	-5%
Brentwood	36%	34%	-2%
Castle Point	31%	34%	3%
Tendring	42%	33%	-9% ↓
Braintree	38%	32%	-6% ↓
Harlow	32%	27%	-5%
Basildon	31%	27%	-4%
Thurrock	29%	26%	-3%

	Annual Trend		
	Jan – Dec 18	Jan – Dec 19	% change
Male	41%	38%	-3% ↓
Female	34%	31%	-3% ↓
Under 35	27%	25%	-2%
35-54	39%	35%	-4% ↓
55+	44%	42%	-2%
White	38%	35%	-3% ↓
BAME	28%	27%	-1%
Victim of crime	40%	44%	4%
Non victim	37%	33%	-4% ↓

↑ significant increase ↓ significant decrease



SMSR

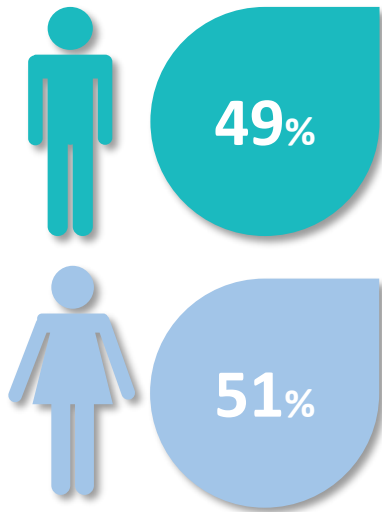
RESEARCH

Appendices

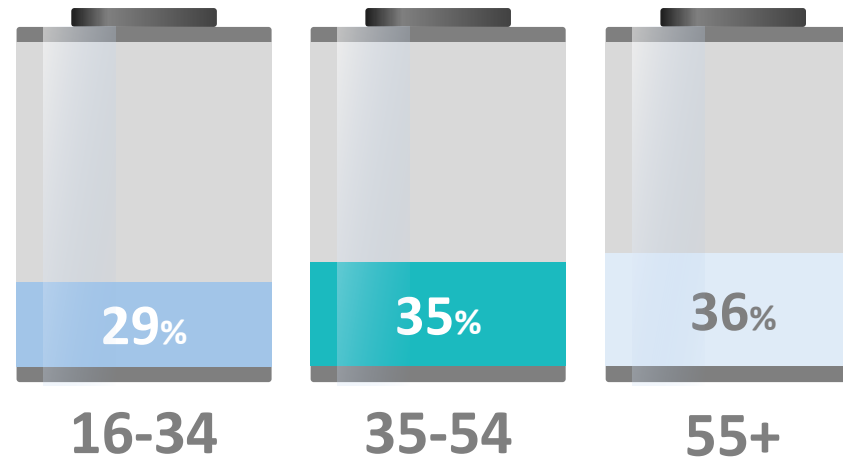


Respondent Breakdown January – December 2019

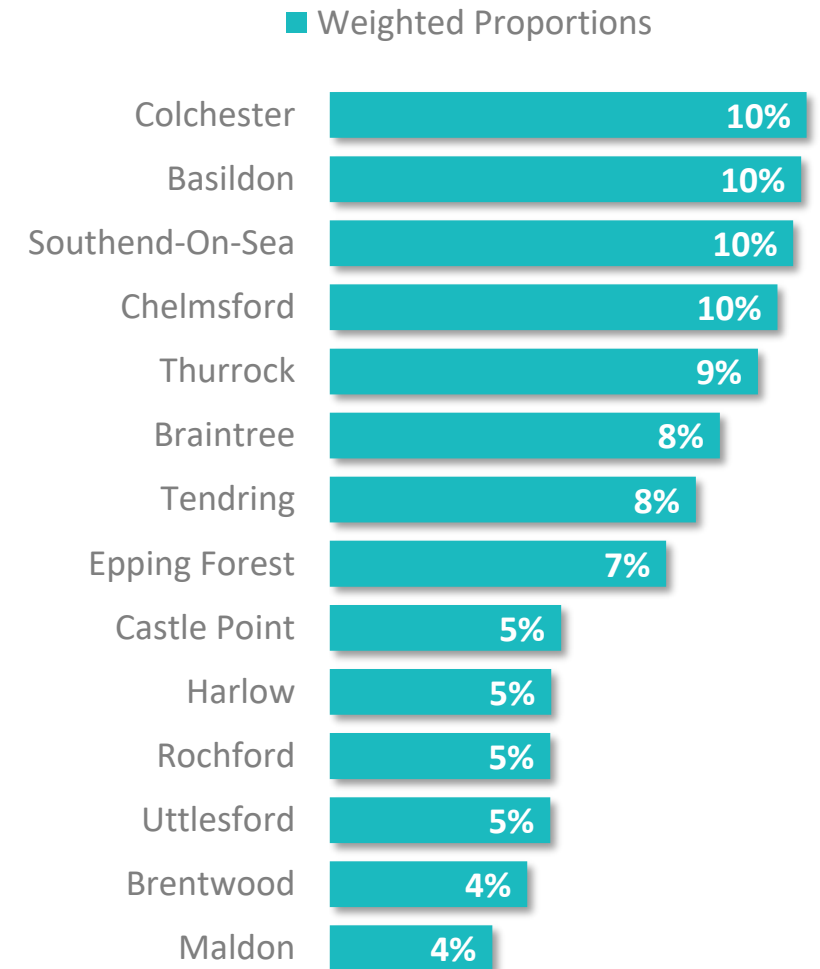
Gender



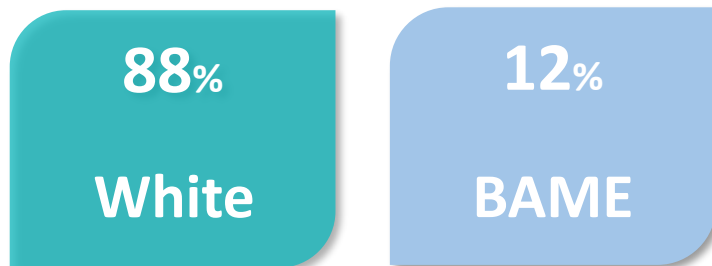
Age



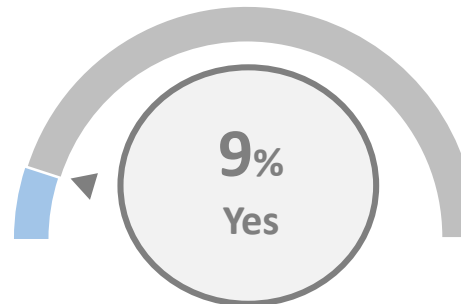
District



Ethnic Group



Disability



Introduction & Methodology

- This report details the eleventh quarter of results for the Essex Police Public Perceptions Survey
- Since the survey began 21,206 Essex residents have been interviewed – approx. 1,514 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 Q3 19/20 50% of interviews took place face-to-face and 50% 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