



# Public Views and Experience of Policing and Criminal Justice in Essex

Q4 2019/20 Survey Results Presentation v2.3





# Section One

## Executive Summary



# Executive Summary: Quarter 4 (Q4) 2019/20 results

- In Q4, 2019/20, 69% of respondents said the police in their local area do an excellent or good job (main confidence question). This is a significant increase from Q3 (65%) (page 9).
  - Victims are far less likely to agree that police are doing a good or excellent job. This is particularly important as these are people that have recently had contact with Essex Police (page 10).
  - Those who say the police do an excellent job is stable at 18% in Q3 and Q4.
- Confidence in receiving a good service increased significantly to 71% in Q4 (Q3, 67%) (page 25).
  - Victims are least likely by some margin (52% versus 70% of non-victims) to believe they would receive a good service.
- Perceptions of fairness (legitimacy) are a key factor in how confident people feel about the police. Performance remains stable, with Q3 and Q4 2019/20 showing that about 7 in 10 residents feel they would be treated fairly if they made a complaint (page 18).
  - 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 19).
- Two thirds (66%) agree that the police understand community issues – a slight increase from 64% in Q3 (page 12). This is the highest level of agreement seen since the survey began (quarterly and annually) and is being driven by a higher percentage of people who strongly agree.
  - Victims and BAME respondents remain less likely to agree that the police understand community issues.

# Executive Summary: Quarter 4, 2019/20 results

- Over half (52%) feel that the police are dealing with crime and ASB in their area. This is a significant improvement compared to previous performance (47% in Q3) (page 15).
  - There has been an increase in those who 'strongly agree' comparing the rolling 12 months (14% this year versus 9% last year) (page 15).
- 50% of respondents were satisfied with the level of local policing (47% in Q3) (page 33). This is the highest level of satisfaction recorded since the survey began and a significant increase against previous performance.
  - Victims and BAME remain the least likely by some margin to feel satisfied with the level of local policing (page 34).
- 7 out of 10 residents (70%) feel that the police use their powers of Stop and Search fairly, an increase from 68% in Q3 (page 28).
  - Despite this quarterly improvement, annual figures show a significant fall in those who agree that EP use their Stop and Search Powers fairly.
- After a significant increase in the previous quarter, the proportion of people who feel informed about what the police are doing has remained broadly stable in Q4 (46%). This is the highest level recorded in the quarterly survey to date (page 50).
- Notably, the importance of a regular uniformed presence dropped significantly from 76% Q3 (very important) to 64% Q4 (very important) (page 36).
- Results also show a significant increase against previous performance for those who would speak highly of their local police (page 22)

# Executive Summary: concluding points

Findings show confidence in local policing has increased significantly this quarter. Increases have also been seen across a number of key measures, some of which correlate with the recent PAU analysis.

Satisfaction with the level of local policing – along with the percentage of people agreeing that Essex Police are dealing with Crime and ASB in their area – is the highest since the survey began. This is very important given that the recent PAU analysis showed that visibility is important alongside evidence of our actions and outcomes.

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 that EP is listening and taking action against the issues that matter most to local communities. Again, the recent PAU analysis showed that media and actions focused on outcomes that tackle and display an understanding of local/pertinent issues, is important to increasing confidence and satisfaction.

Demographic analysis continues to show that across most measures, BAME respondents and victims of crime continue to report lower levels of confidence and satisfaction. This indicates that there is still work to do in this space and the four key drivers of confidence are extremely important here (see page 6). Further analysis of these will be available once the PAU have Q4 raw data from SMSR.

# 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 and being strong advocates.



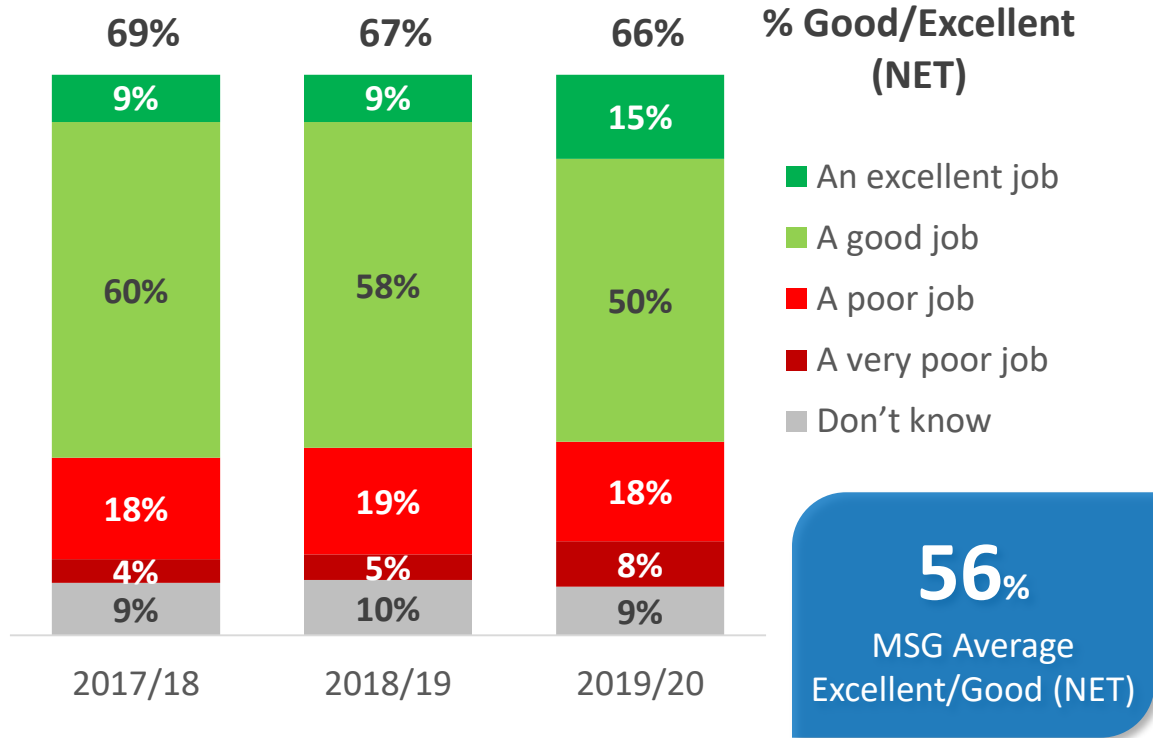
# Section Two

## Overall Views

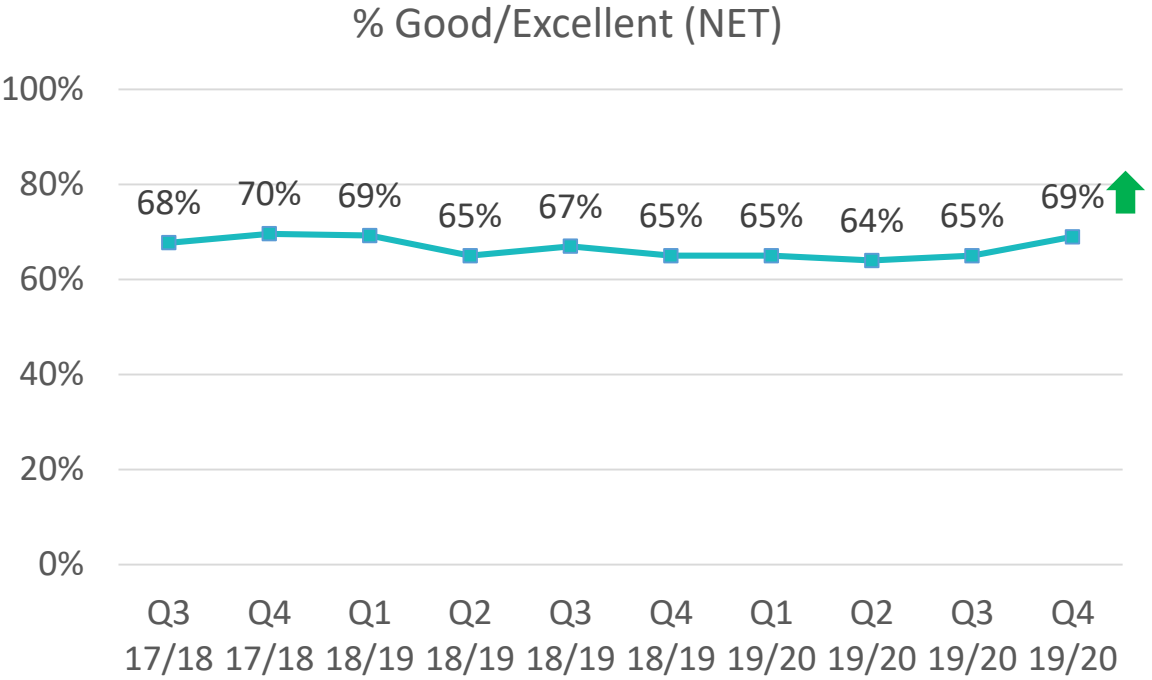


# Around two-thirds think the police in their area are doing a good or excellent job

Annual Trend



Quarterly Trend



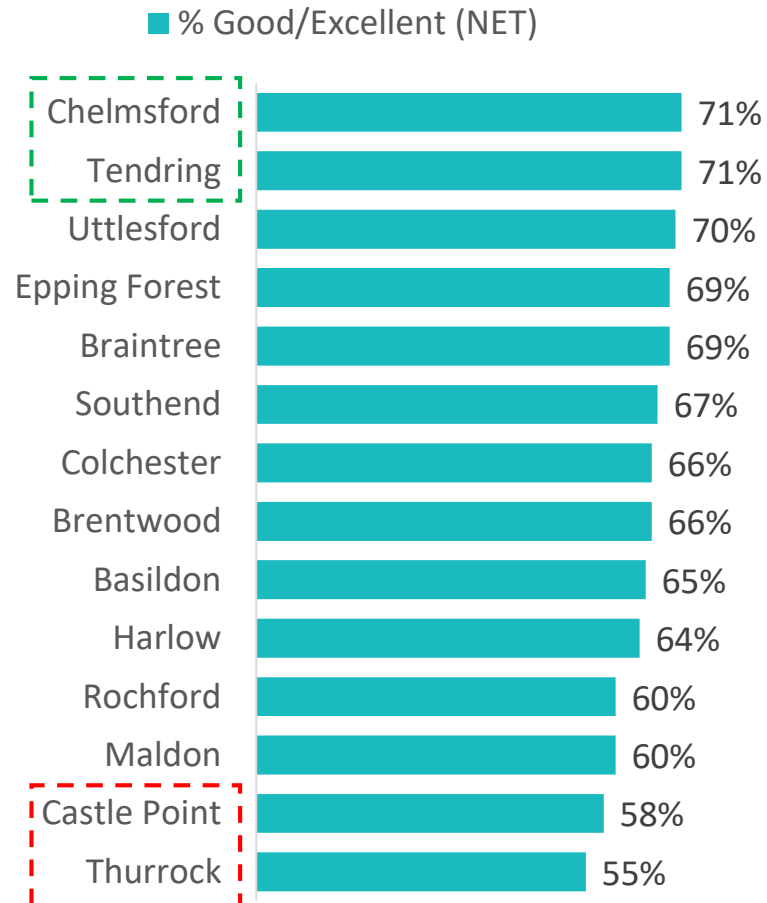
↑ significantly higher than Q4 18/19 – Q3 19/20

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

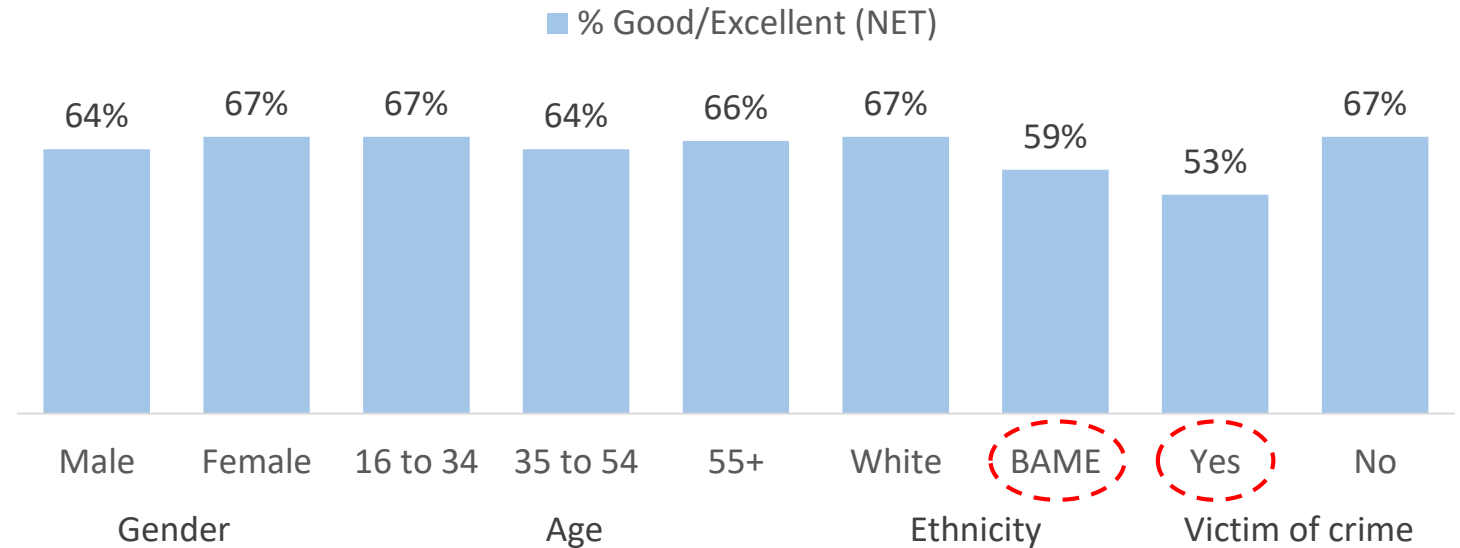


# Less than 6 out of 10 BAME residents think their local police are doing a good or excellent job

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Over 7 out of 10 Chelmsford and Tendring residents (71%) think the police in their area are doing a good or excellent job, compared to less than 6 out of 10 in Castle Point (58%) and Thurrock (55%)
- Only around half of recent victims of crime (53%) think the police in their area are doing a good or excellent job

# Demographic Trends

% think local police are doing a good or excellent job

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Chelmsford	74%	70%	71%	+1%
Tendring	71%	65%	71%	+6% ↑
Uttlesford	52%	62%	70%	+8% ↑
Epping Forest	66%	58%	69%	+11% ↑
Braintree	68%	73%	69%	-4%
Southend	71%	64%	67%	+3%
Colchester	73%	75%	66%	-9% ↓
Brentwood	69%	60%	66%	+6%
Basildon	64%	64%	65%	+1%
Harlow	74%	73%	64%	-9% ↓
Rochford	72%	65%	60%	-5%
Maldon	69%	66%	60%	-6% ↓
Castle Point	66%	59%	58%	-1%
Thurrock	67%	68%	55%	-13% ↓

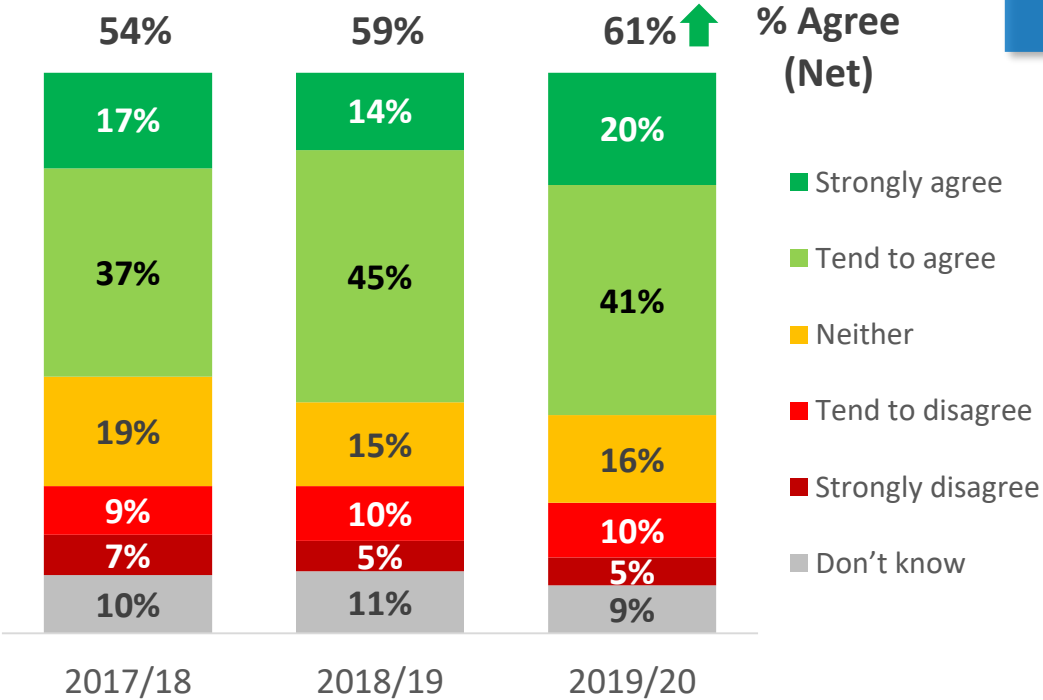
	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	71%	68%	64%	-4% ↓
Female	67%	65%	67%	+2%
Under 35	78%	75%	67%	-8% ↓
35-54	67%	64%	64%	0%
55+	66%	63%	66%	+3% ↑
White	69%	66%	67%	+1%
BAME	76%	73%	59%	-14% ↓
Victim of crime	54%	56%	53%	-3% ↓
Non victim	71%	68%	67%	-1% ↓

↑ significant increase ↓ significant decrease

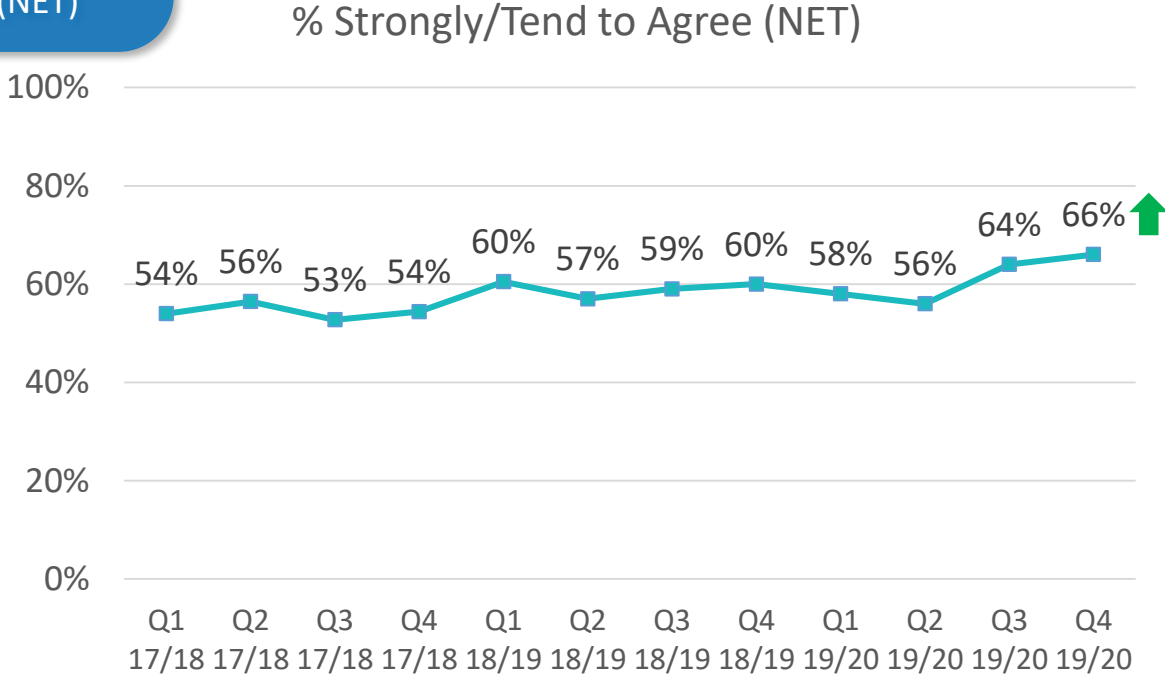
# Agreement that EP understands community issues continues to increase at a significant rate

**67%**  
MSG Average Agree (NET)

Annual Trend



Quarterly Trend

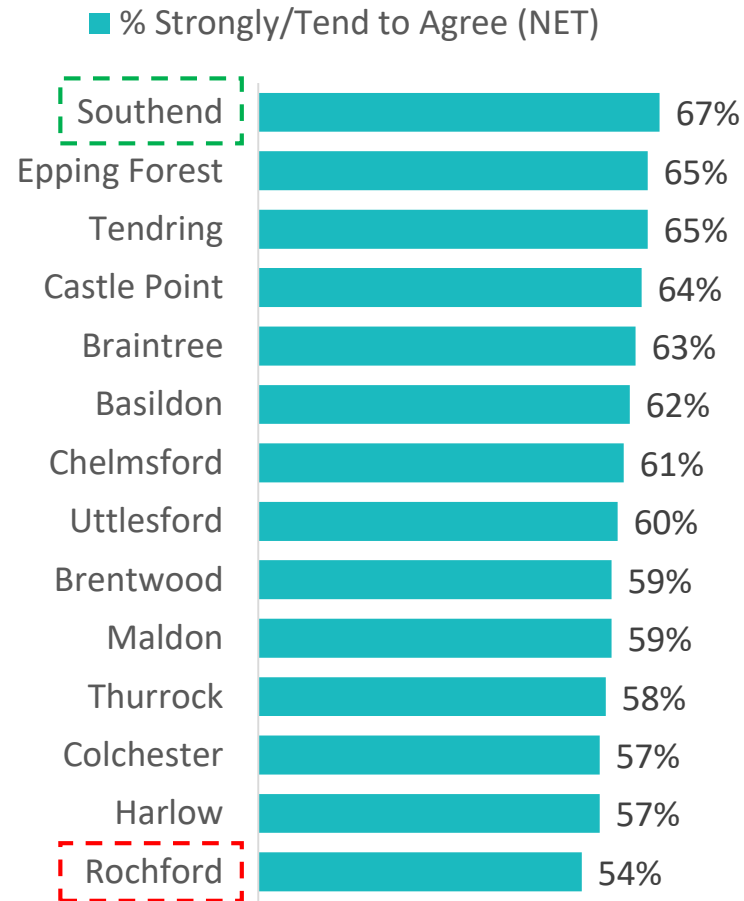


↑ sig. higher than Q1 17/18 – Q3 19/20

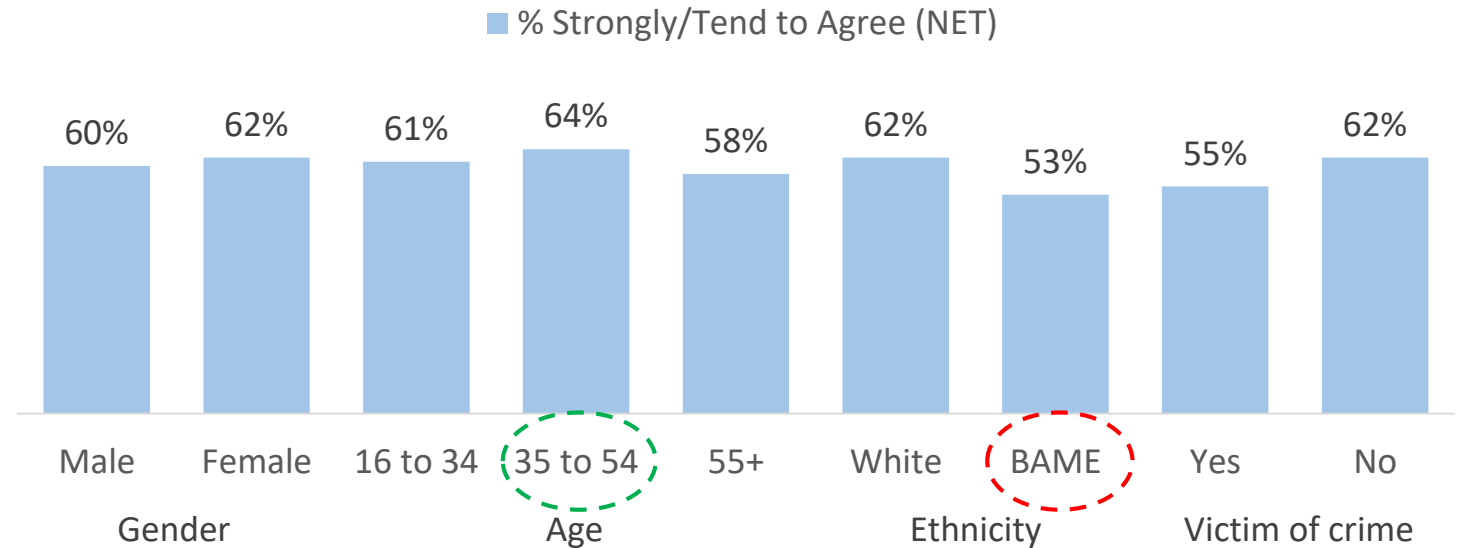
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

# Only around half of BAME residents agree EP understand issues affecting their community

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%)
- Two-thirds of residents living in Southend agree EP understand issues affecting their community (67%) compared to around half in Rochford (54%)

# Demographic Trends

% agree EP understand issues affecting their community

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Southend	57%	59%	67%	+8% ↑
Epping Forest	48%	49%	65%	+16% ↑
Tendring	64%	57%	65%	+8% ↑
Castle Point	57%	61%	64%	+3%
Braintree	56%	63%	63%	0%
Basildon	55%	57%	62%	+5%
Chelmsford	53%	61%	61%	0%
Uttlesford	46%	50%	60%	+10% ↑
Brentwood	57%	51%	59%	+8% ↑
Maldon	53%	58%	59%	+1%
Thurrock	51%	62%	58%	-4%
Colchester	53%	65%	57%	-8% ↓
Harlow	59%	62%	57%	-5%
Rochford	53%	62%	54%	-8% ↓

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	55%	62%	60%	-2%
Female	54%	57%	62%	+5% ↑
Under 35	61%	64%	61%	-3% ↓
35-54	53%	59%	64%	+5% ↑
55+	52%	54%	58%	+4% ↑
White	54%	60%	62%	+2%
BAME	59%	55%	53%	-2%
Victim of crime	49%	53%	55%	+2%
Non victim	55%	60%	62%	+2%

↑ significant increase ↓ significant decrease

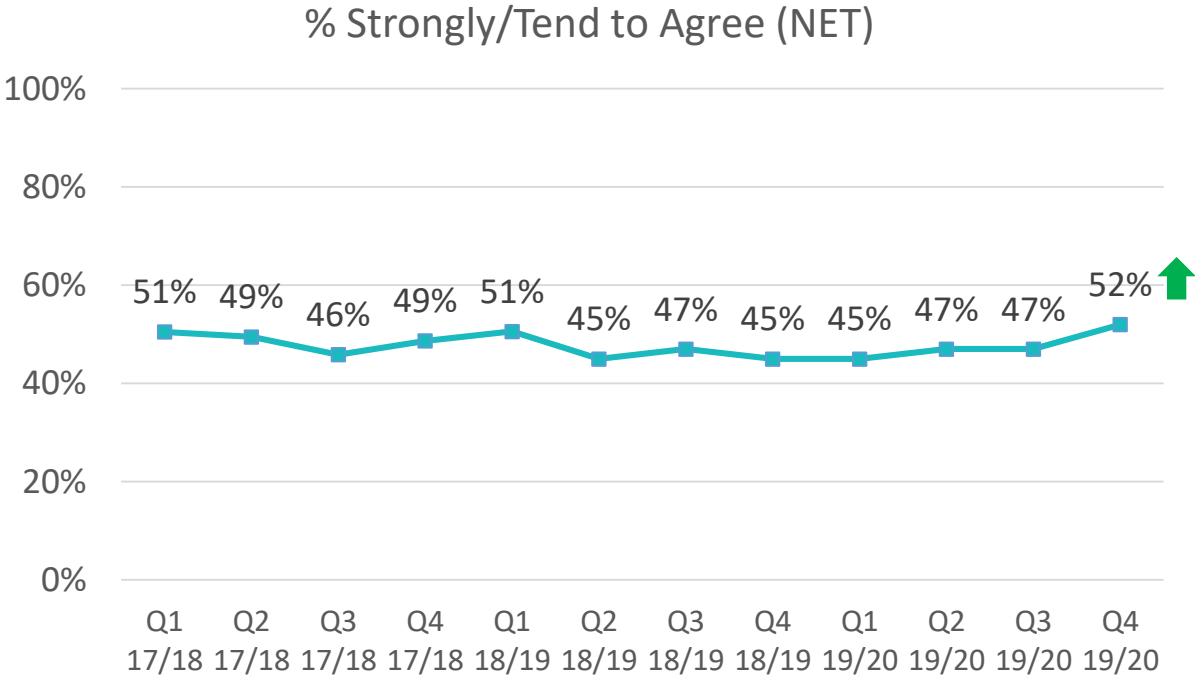
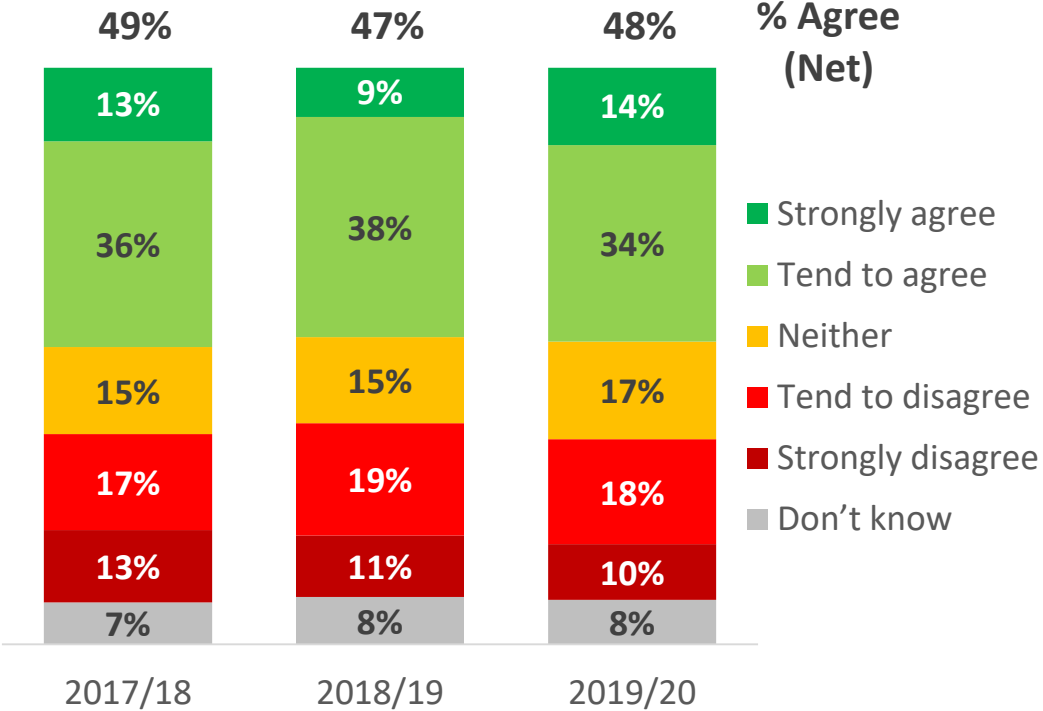
# Around half agree EP are dealing with crime and ASB in their area

**53%**  
MSG Average Agree (NET)

**42%**  
National Average Agree (NET)

Annual Trend  
Rolling 12 months

Quarterly Trend

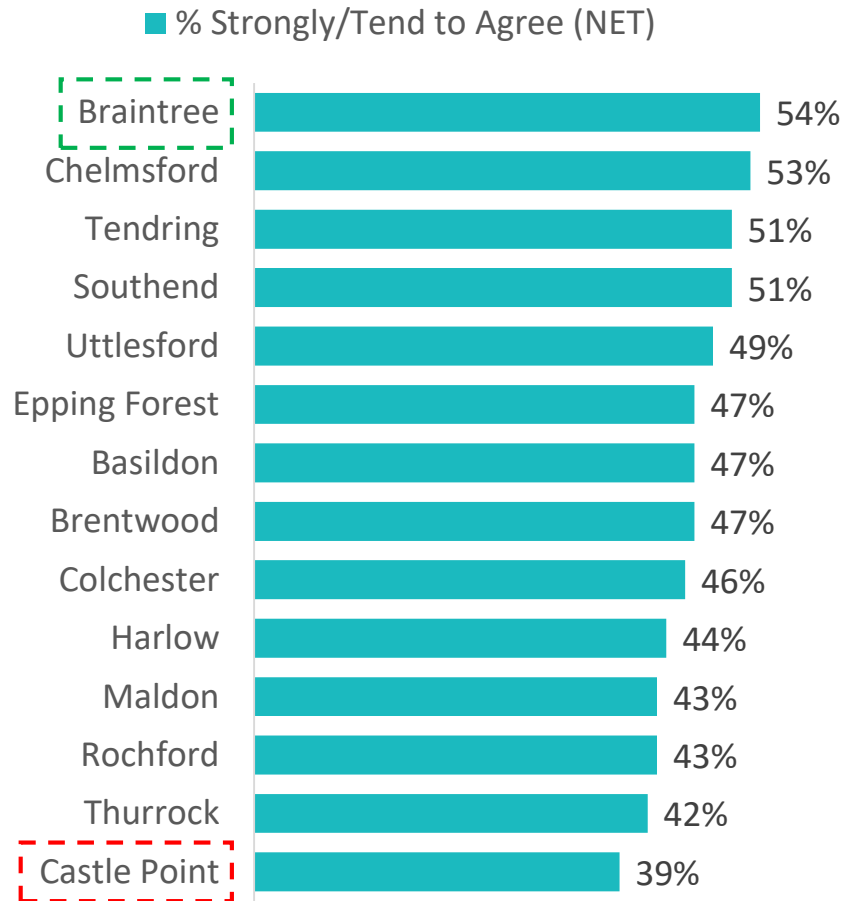


↑ sig. higher than Q2 18/19 onwards

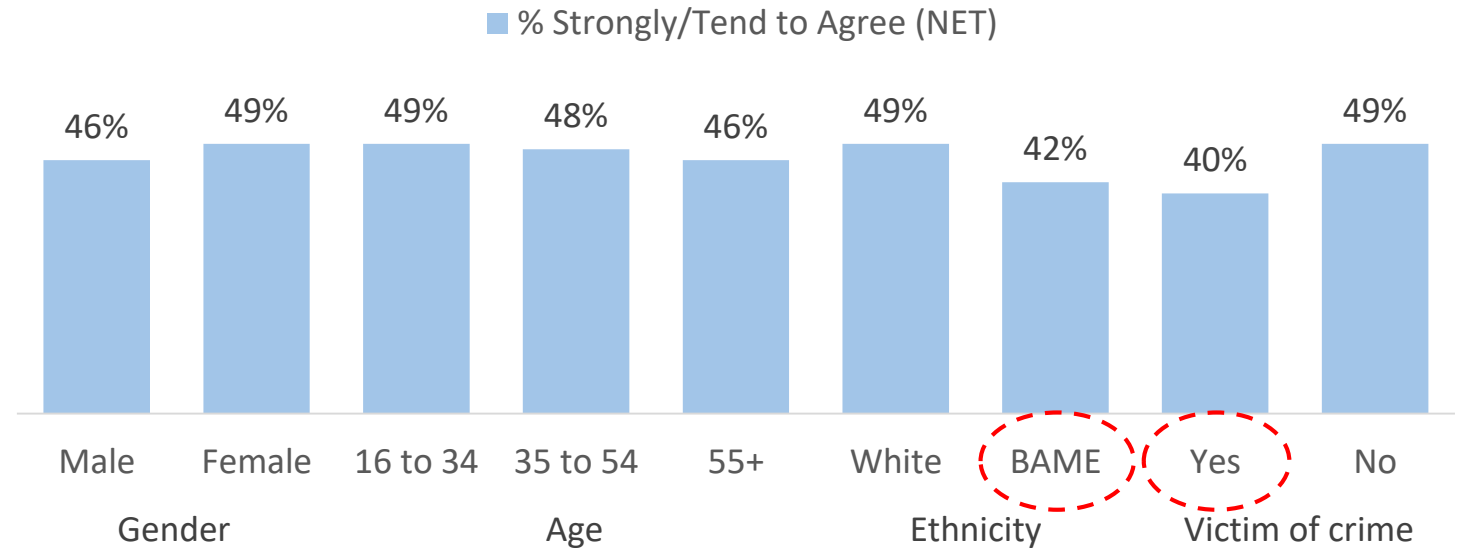
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

# Four 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)



- The proportion of BAME residents who agree EP are dealing with crime and ASB decreased significantly over the last 12m, from 55% to 42%
- There are significant differences in agreement between Districts – 54% of those living in Braintree agree compared with 39% in Castle Point

# Demographic Trends

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

	Annual Trend			
	2017/18	2018/19	2019/20	YonY change
Braintree	48%	53%	54%	+1%
Chelmsford	52%	52%	53%	+1%
Tendring	51%	49%	51%	+2%
Southend	54%	47%	51%	+4%
Uttlesford	39%	39%	49%	+10% ↑
Epping Forest	44%	39%	47%	+8% ↑
Basildon	48%	42%	47%	+5% ↑
Brentwood	48%	39%	47%	+8% ↑
Colchester	50%	58%	46%	-12% ↓
Harlow	56%	51%	44%	-7% ↓
Maldon	46%	47%	43%	-4%
Rochford	47%	46%	43%	-3%
Thurrock	45%	45%	42%	-3%
Castle Point	45%	38%	39%	+1%

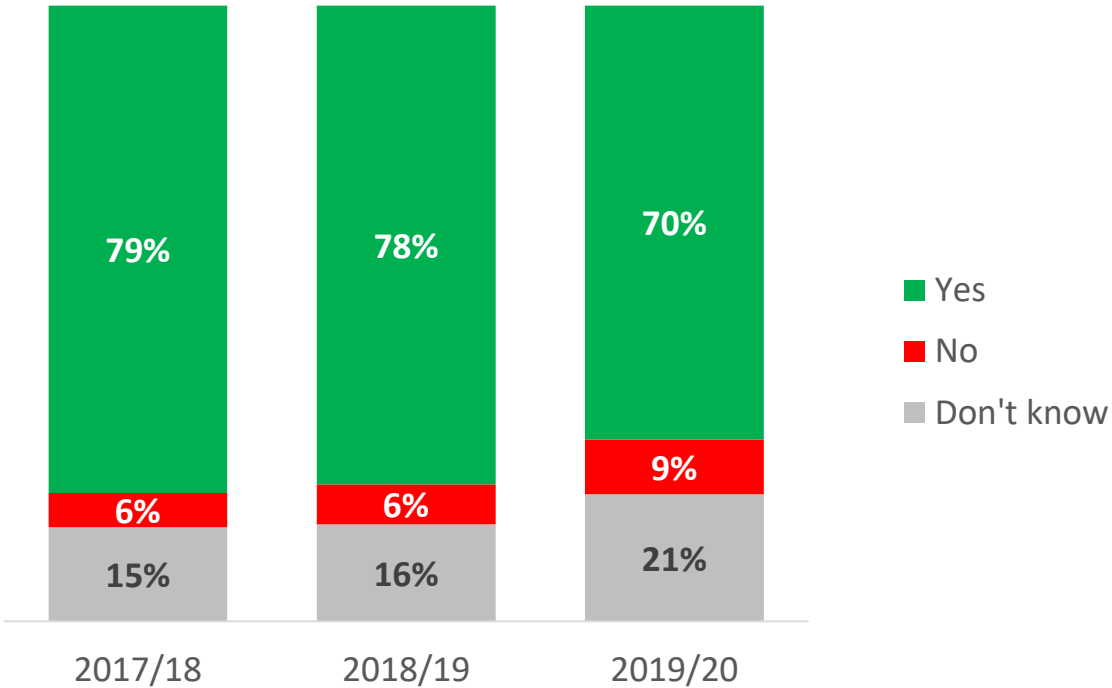
	Annual Trend			
	2017/18	2018/19	2019/20	YonY change
Male	50%	48%	46%	-2%
Female	48%	46%	49%	+3% ↑
Under 35	60%	57%	49%	-8% ↓
35-54	43%	43%	48%	+5% ↑
55+	46%	42%	46%	+4% ↑
White	48%	46%	49%	+3% ↑
BAME	58%	55%	42%	-13% ↓
Victim of crime	37%	38%	40%	+2%
Non victim	51%	48%	49%	+1%

↑ significant increase ↓ significant decrease

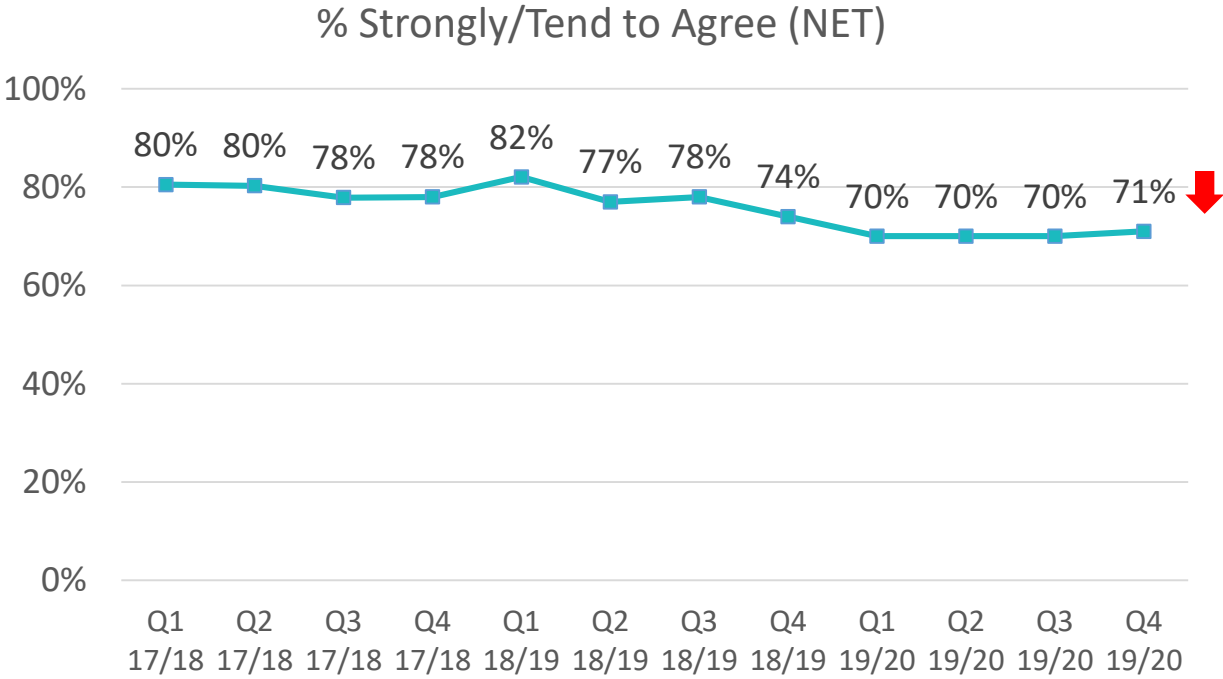


# Seven out of 10 think they would be treated fairly if they made a complaint about EP

Annual Trend



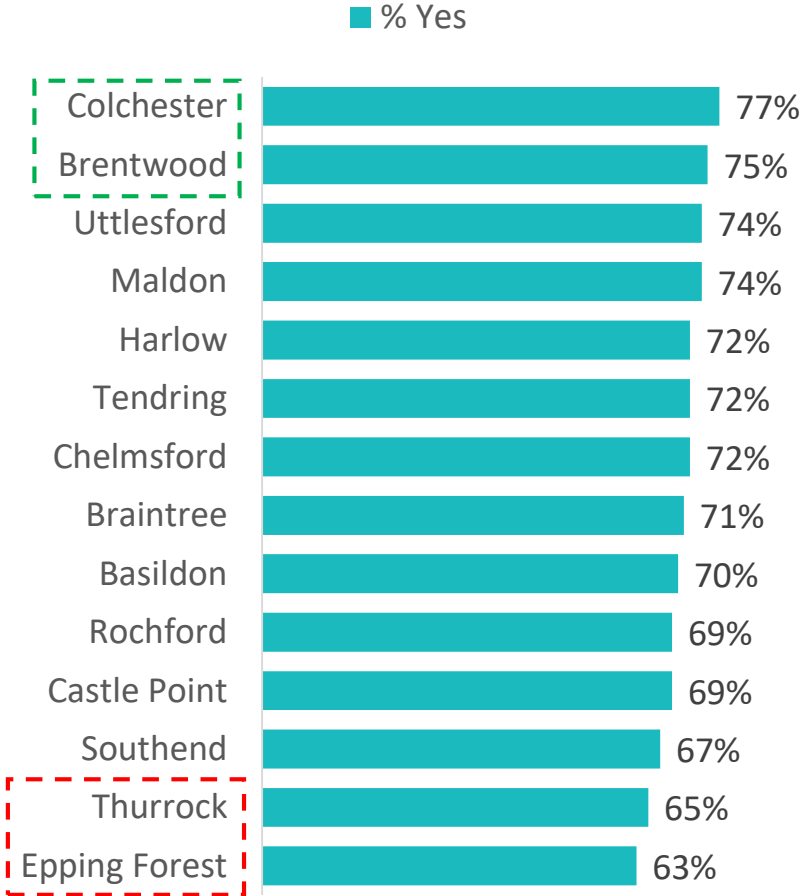
Quarterly Trend



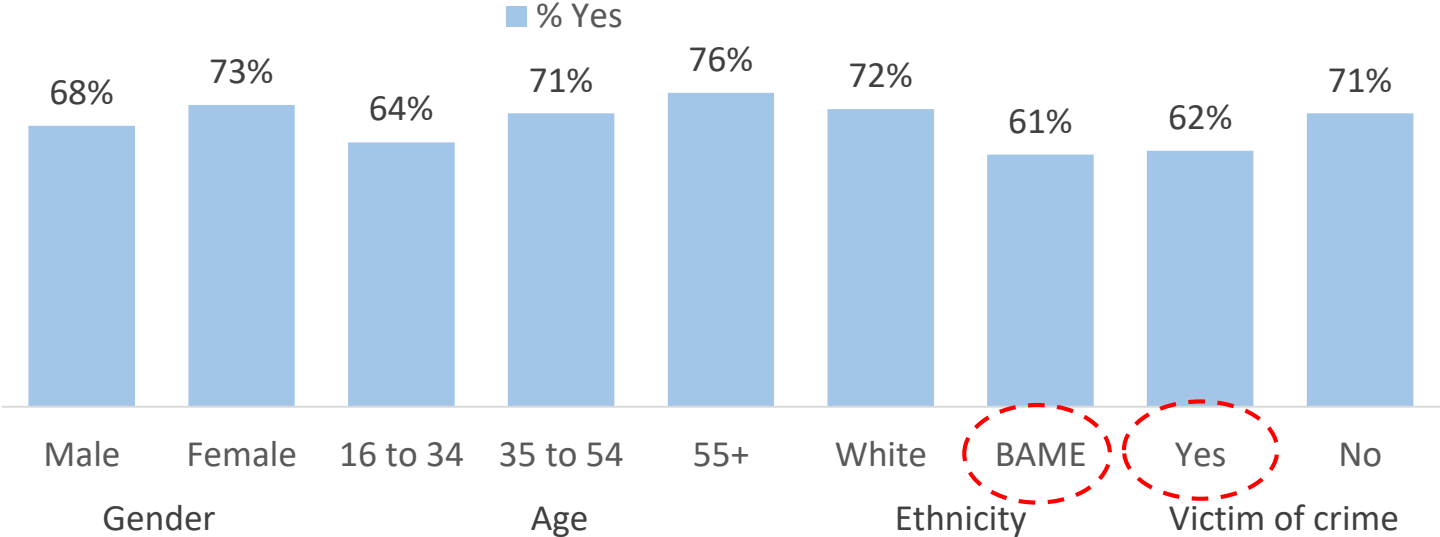
↓ significantly lower than Q1 17/18 – Q3 18/19

# 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)



- Over three-quarters of over 55s (76%) think they would be treated fairly if they made a complaint
- Around three-quarters of those living in Colchester (77%) and Brentwood (75%) think they would be treated fairly compared to less than two-thirds in Thurrock (65%) and Epping Forest (63%)

# Demographic Trends

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

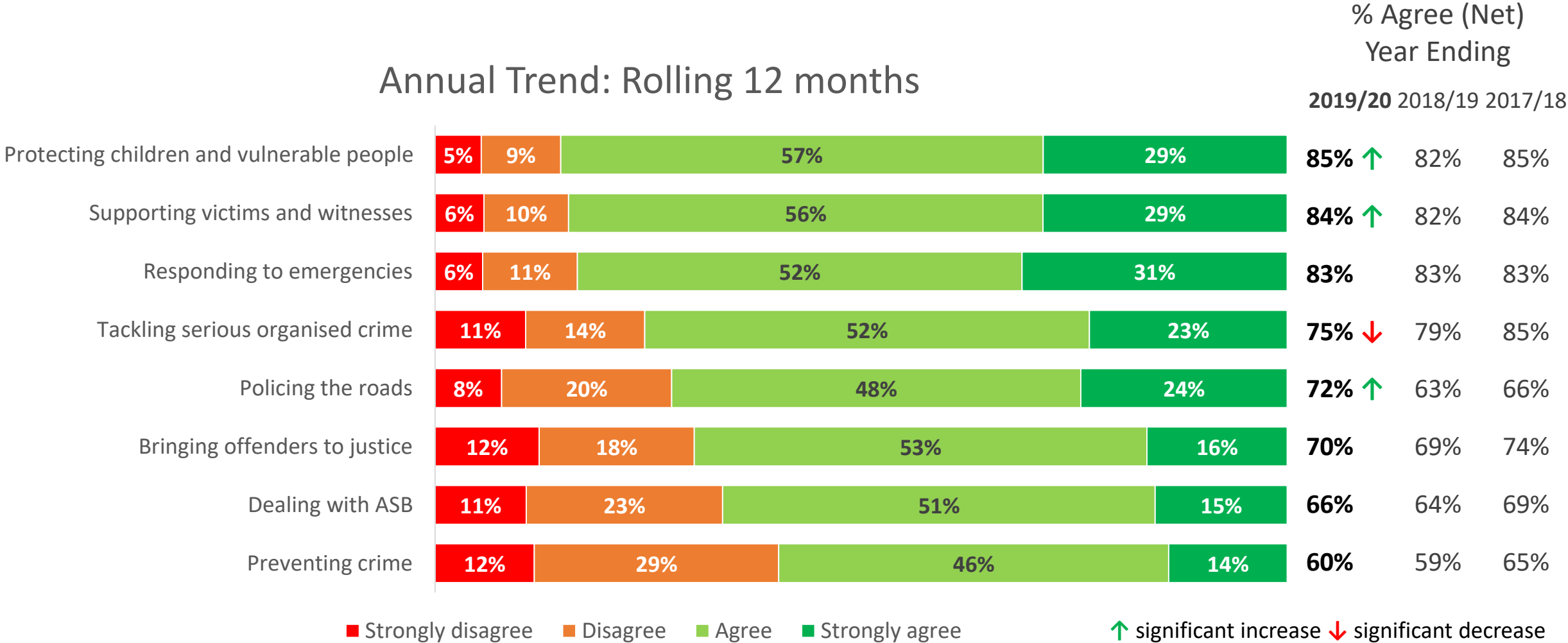
	Annual Trend			
	2017/18	2018/19	2019/20	% change
Colchester	83%	82%	77%	-5%
Brentwood	79%	72%	75%	+3%
Uttlesford	83%	82%	74%	-8% ↓
Maldon	82%	84%	74%	-10% ↓
Harlow	76%	77%	72%	-5%
Tendring	81%	82%	72%	-10% ↓
Chelmsford	73%	79%	72%	-7% ↓
Braintree	80%	84%	71%	-13% ↓
Basildon	78%	69%	70%	+1%
Rochford	80%	82%	69%	-13% ↓
Castle Point	81%	77%	69%	-8% ↓
Southend	79%	75%	67%	-8% ↓
Thurrock	77%	76%	65%	-11% ↓
Epping Forest	79%	73%	63%	-10% ↓

	Annual Trend			
	2017/18	2018/19	2019/20	% change
Male	79%	78%	68%	-10% ↓
Female	79%	78%	73%	-5% ↓
Under 35	82%	77%	64%	-13% ↓
35-54	79%	77%	71%	-6% ↓
55+	78%	79%	76%	-3% ↓
White	80%	79%	72%	-7% ↓
BAME	70%	69%	61%	-8% ↓
Victim of crime	73%	70%	62%	-8% ↓
Non victim	80%	79%	71%	-8% ↓

↑ significant increase ↓ significant decrease

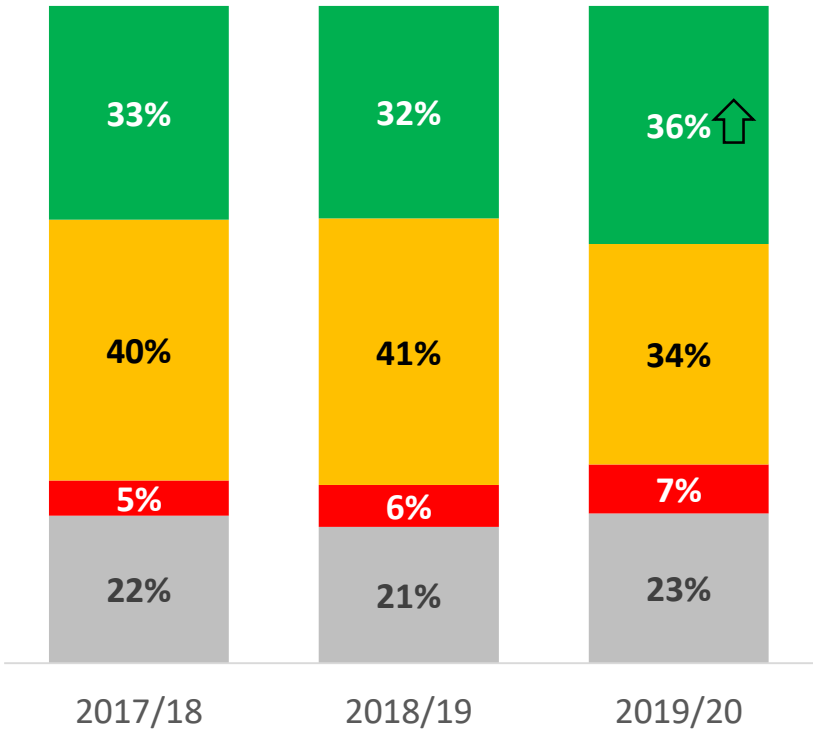
# Over 8 out of 10 agree EP protect children, support victims and respond to emergencies

## Annual Trend: Rolling 12 months



# Speak highly of local police increased significantly in the last 12 months

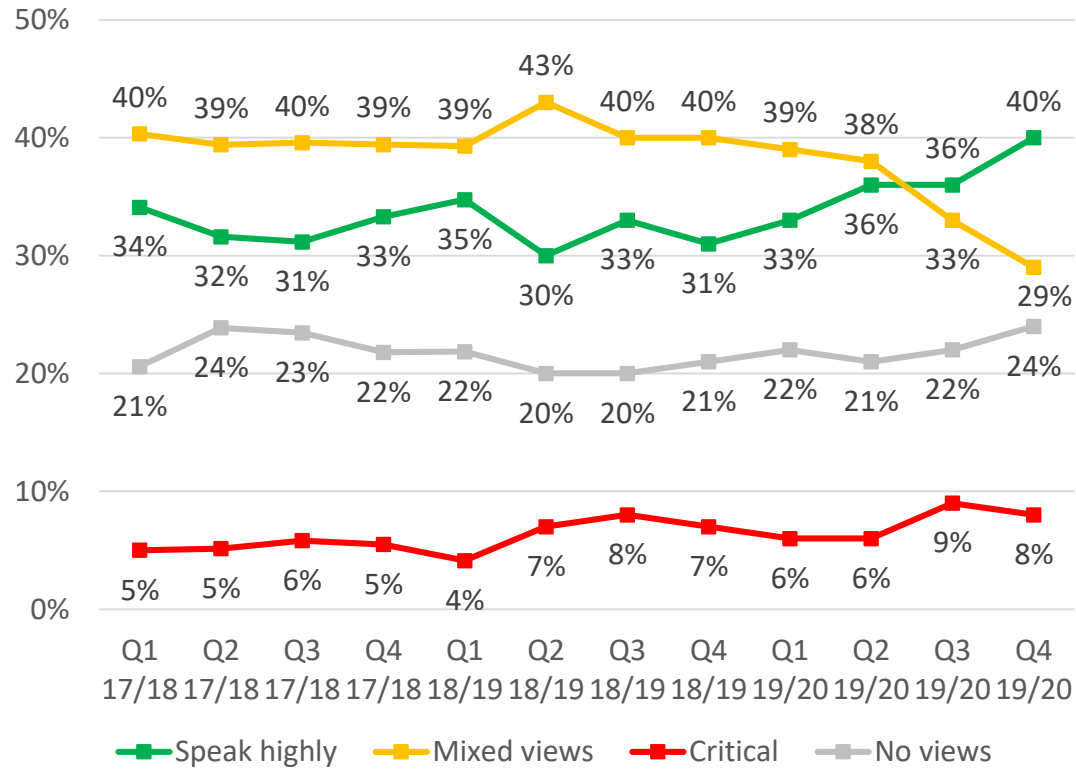
Annual Trend



**40%**  
National Average  
Speak highly

- Speak highly
- Mixed views
- Critical
- No views

Quarterly Trend

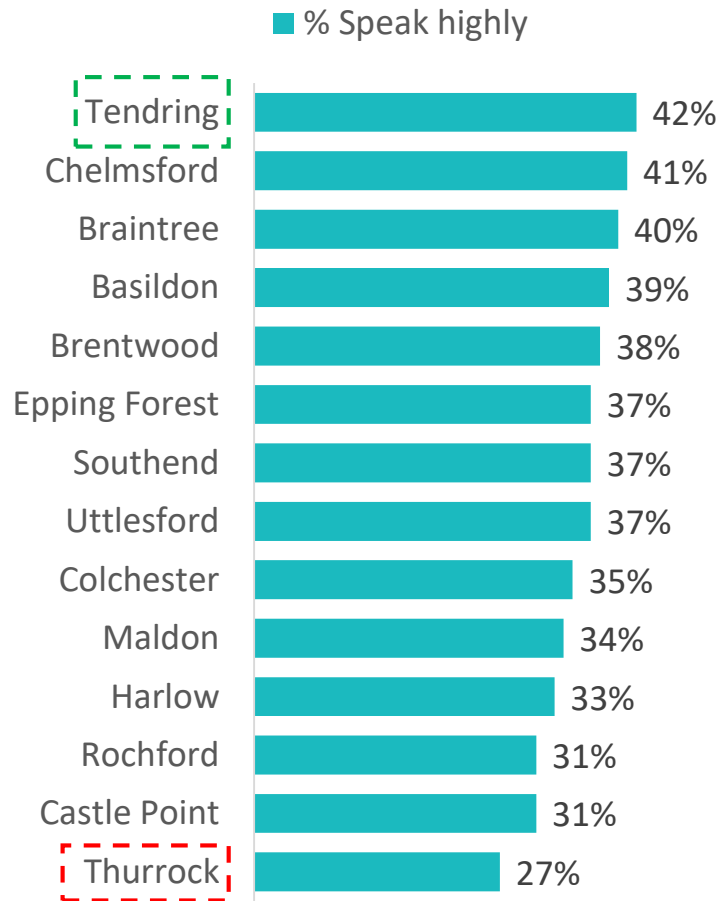


Q9 Thinking about the police in your local area, which of these phrases best describes the way you would speak about them to other people?

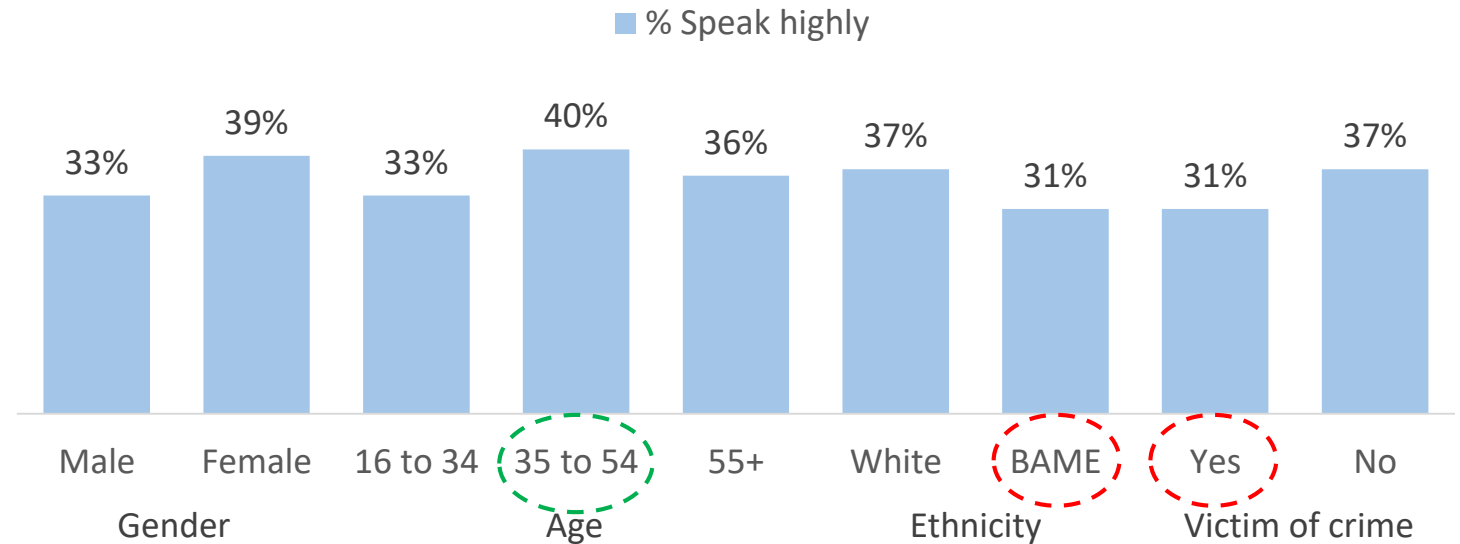
National average taken from BMG Report on Public Views of Policing in England and Wales 2018

# Less than a third of BAME residents would speak highly of their local police

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Those aged 35-54 are the most likely to speak highly of their local police
- There are significant differences between Districts – 42% of those living in Tendring would speak highly of their local police compared to 27% in Thurrock

# Demographic Trends

## % speak highly of their local police

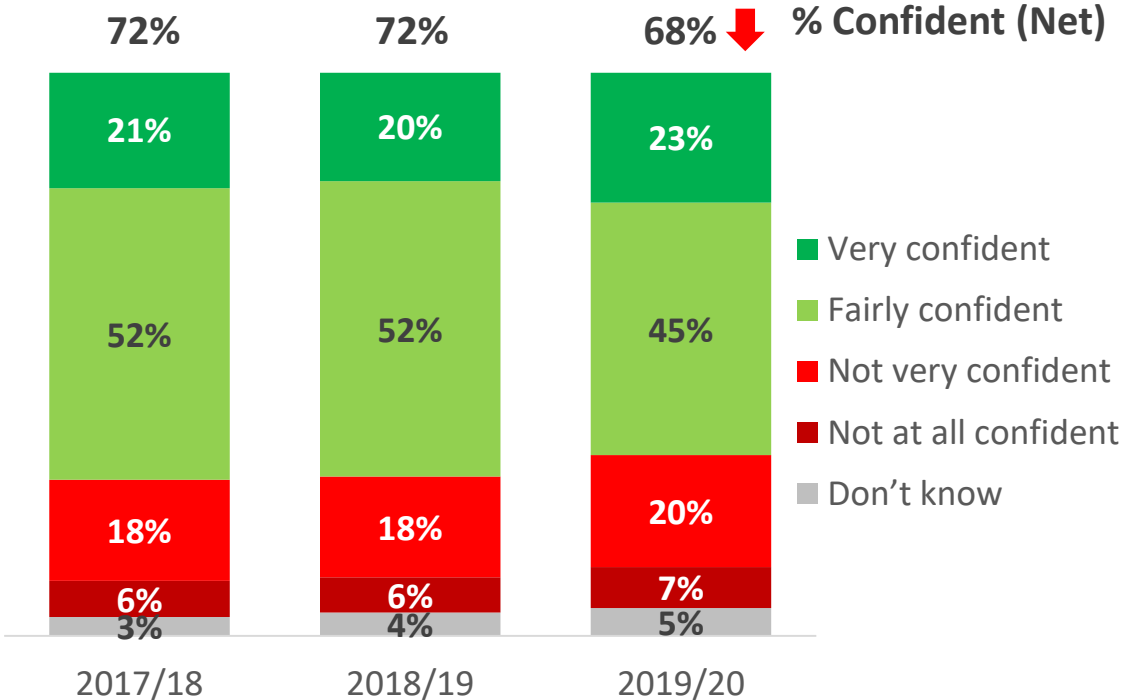
	Annual Trend			
	2017/18	2018/19	2019/20	YonY change
Tendring	34%	31%	42%	+11% ↑
Chelmsford	34%	35%	41%	+6% ↑
Braintree	32%	36%	40%	+4%
Basildon	32%	36%	39%	+3%
Brentwood	30%	28%	38%	+10% ↑
Epping Forest	33%	28%	37%	+9% ↑
Southend	35%	31%	37%	+6% ↑
Uttlesford	27%	29%	37%	+8% ↑
Colchester	32%	36%	35%	-1%
Maldon	31%	30%	34%	+4%
Harlow	38%	37%	33%	-4%
Rochford	35%	32%	31%	-1%
Castle Point	33%	26%	31%	+5%
Thurrock	28%	30%	27%	-3%

	Annual Trend			
	2017/18	2018/19	2019/20	% change
Male	34%	32%	33%	+1%
Female	31%	32%	39%	+7% ↑
Under 35	35%	35%	33%	-2%
35-54	32%	31%	40%	+9% ↑
55+	31%	31%	36%	+5% ↑
White	32%	32%	37%	+5% ↑
BAME	37%	36%	31%	-5% ↓
Victim of crime	28%	33%	31%	-2%
Non victim	33%	32%	37%	+5% ↑

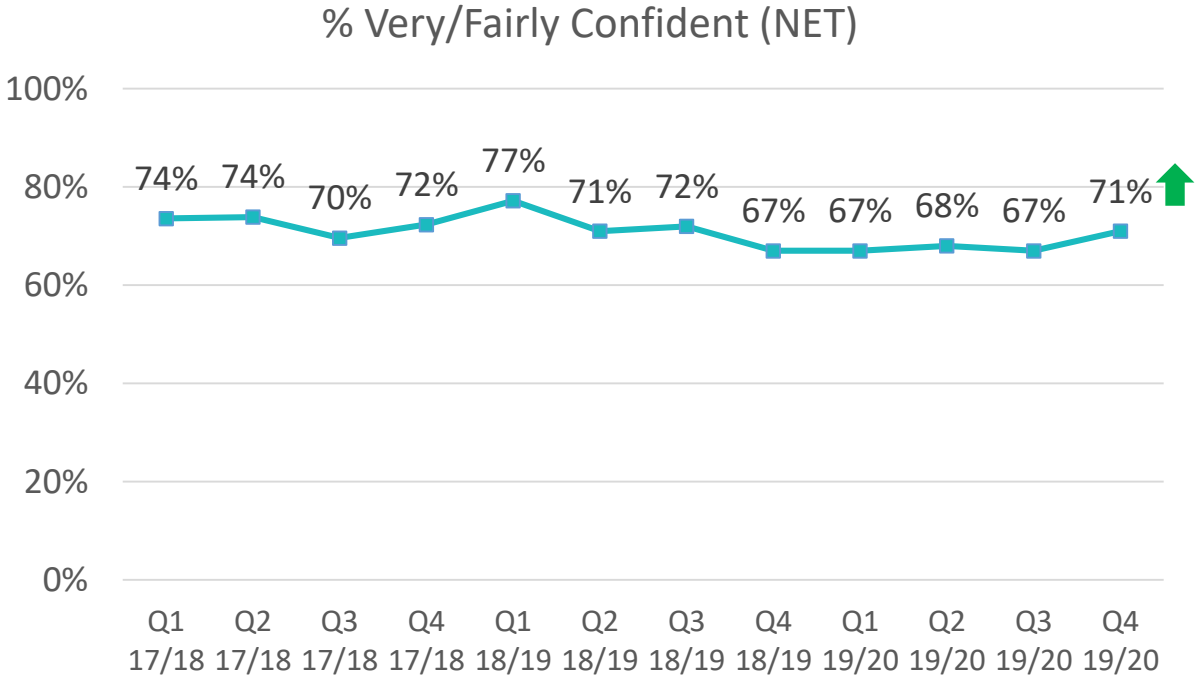
↑ significant increase ↓ significant decrease

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

Annual Trend



Quarterly Trend



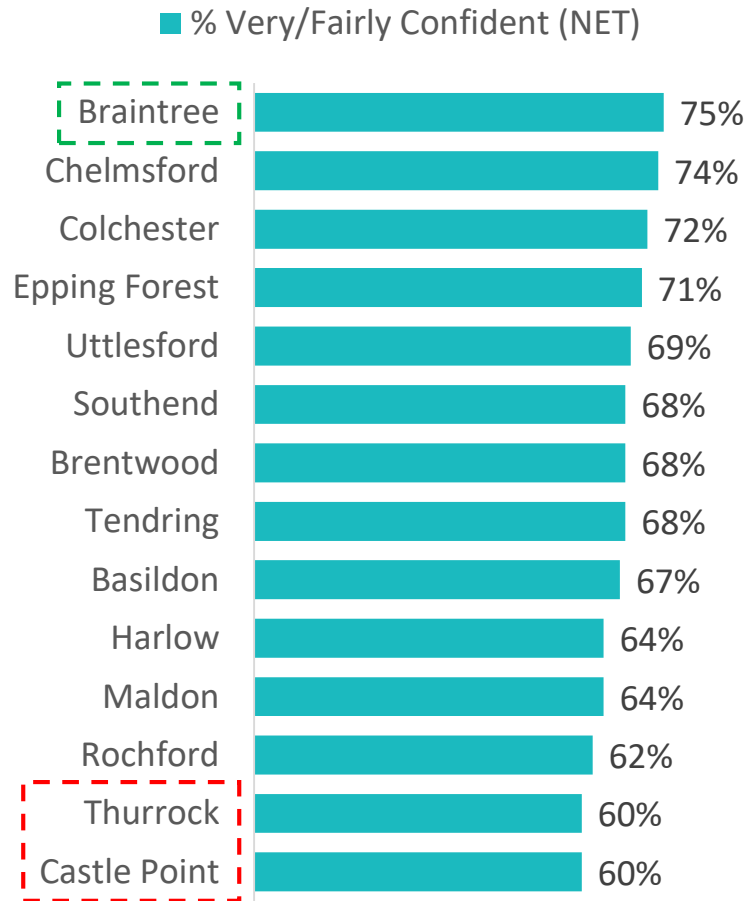
NET refers to the combined score for the two most positive answer options (Very/Fairly Confident). Significance testing at 95% confidence level.

↑ significantly higher than Q4 18/19 onwards

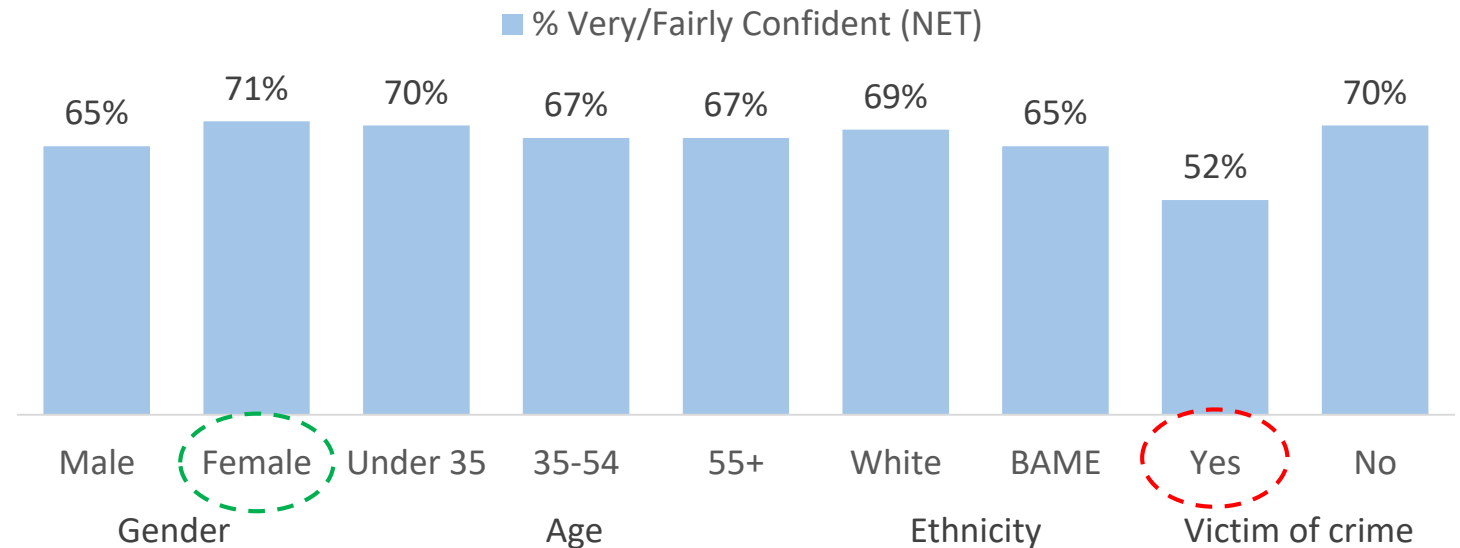


# Victims of crime are the least likely to feel confident about receiving a good service from EP if they were to report a crime

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- There are significant differences in confidence between Districts – three-quarters of those living in Braintree (75%) would feel confident compared with 6 out of 10 in in Thurrock (60%) and Castle Point (60%)

# Demographic Trends

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

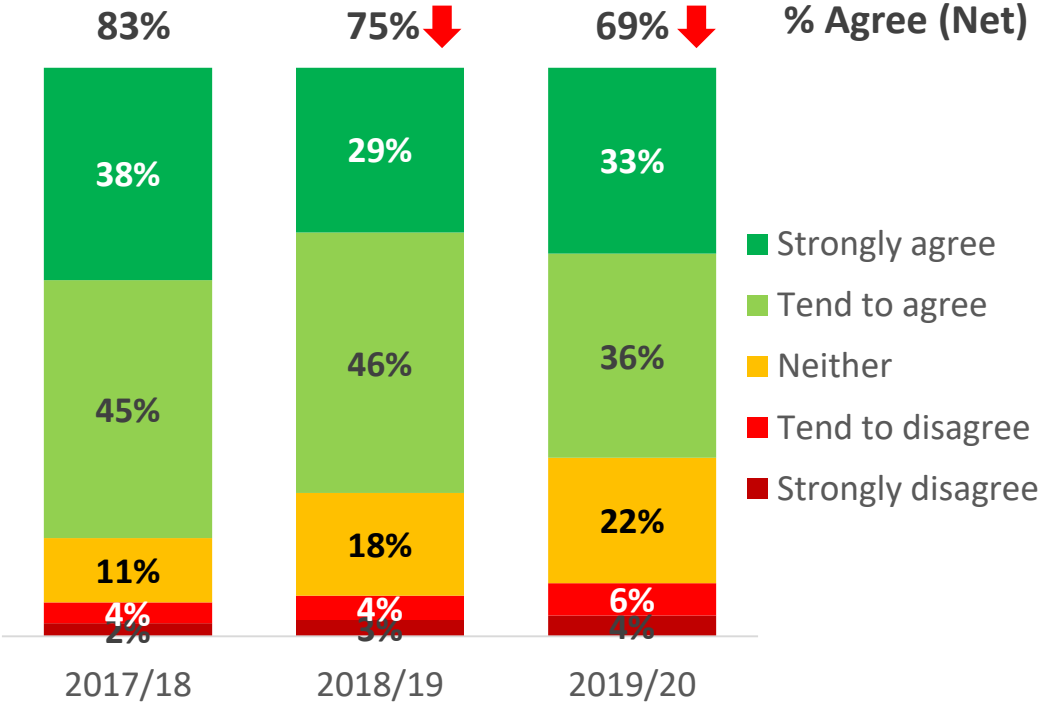
	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Braintree	73%	80%	75%	-5%
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Epping Forest	69%	65%	71%	+6% ↑
Uttlesford	70%	64%	69%	+5%
Southend	76%	70%	68%	-2%
Brentwood	72%	68%	68%	0%
Tendring	76%	67%	68%	+1%
Basildon	72%	71%	67%	-4%
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	Annual Trend			
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35-54	70%	69%	67%	-2%
55+	69%	67%	67%	0%
White	72%	72%	69%	-3% ↓
BAME	80%	77%	65%	-12% ↓
Victim of crime	59%	58%	52%	-6% ↓
Non victim	75%	74%	70%	-4% ↓

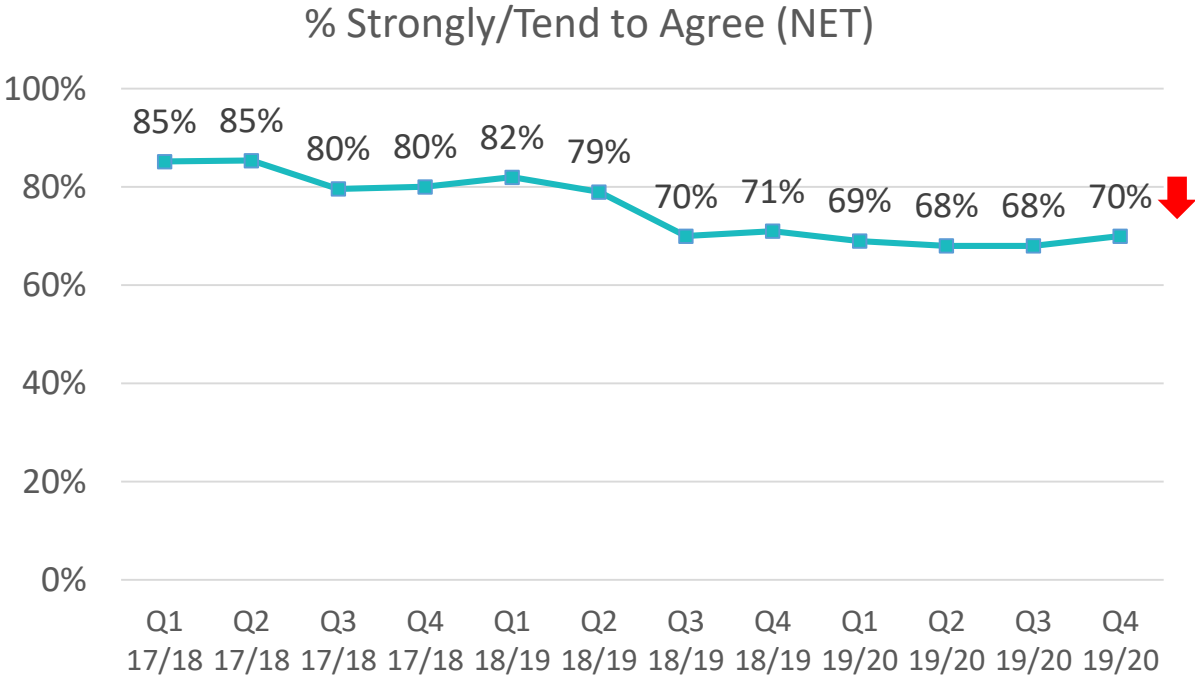
↑ significant increase ↓ significant decrease

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

Annual Trend



Quarterly Trend

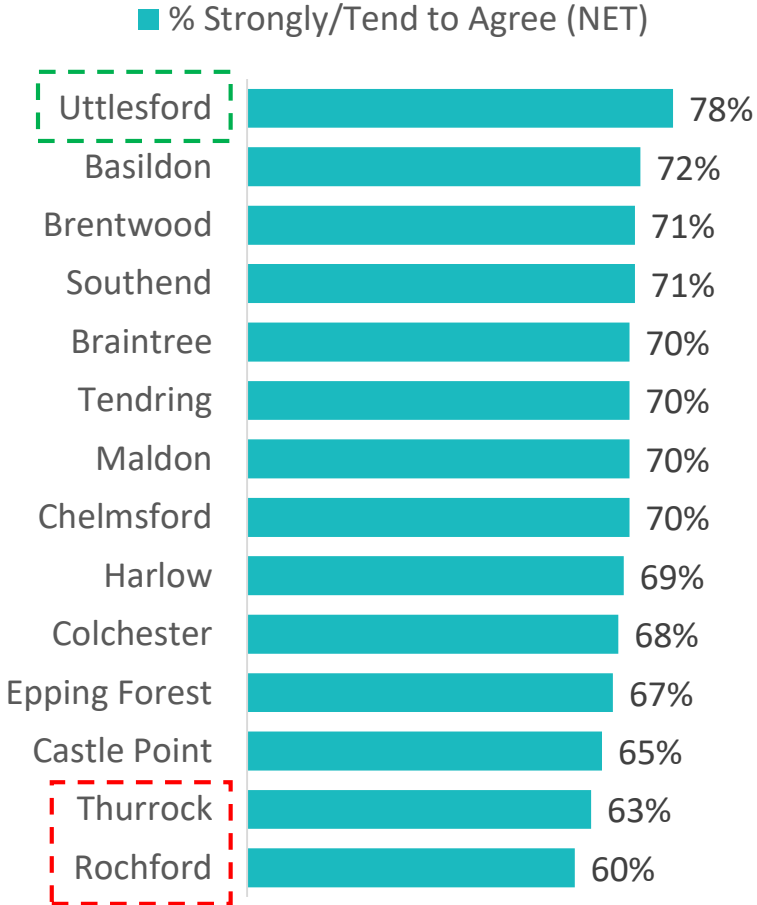


↓ significantly lower than Q1 17/18 – Q2 18/19

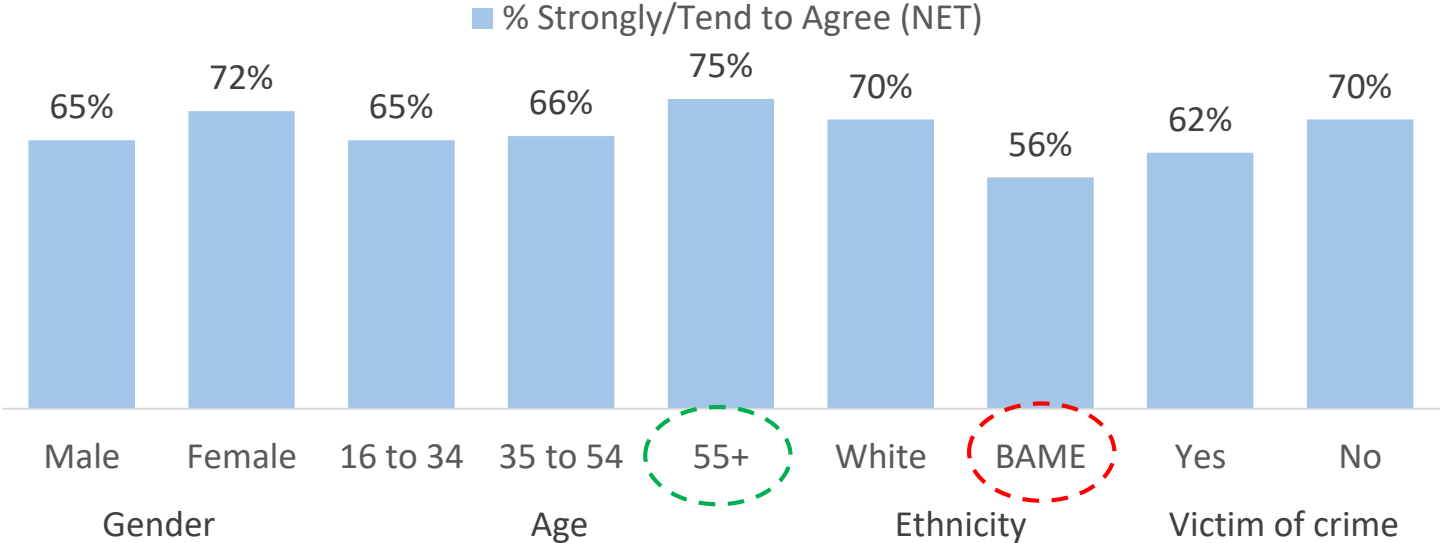
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

# BAME residents remain the least likely to agree the police use their stop and search power 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 (75%)
- Residents in Thurrock (63%) and Rochford (60%) are the least likely to agree

# Demographic Trends

% agree they have confidence in local policing

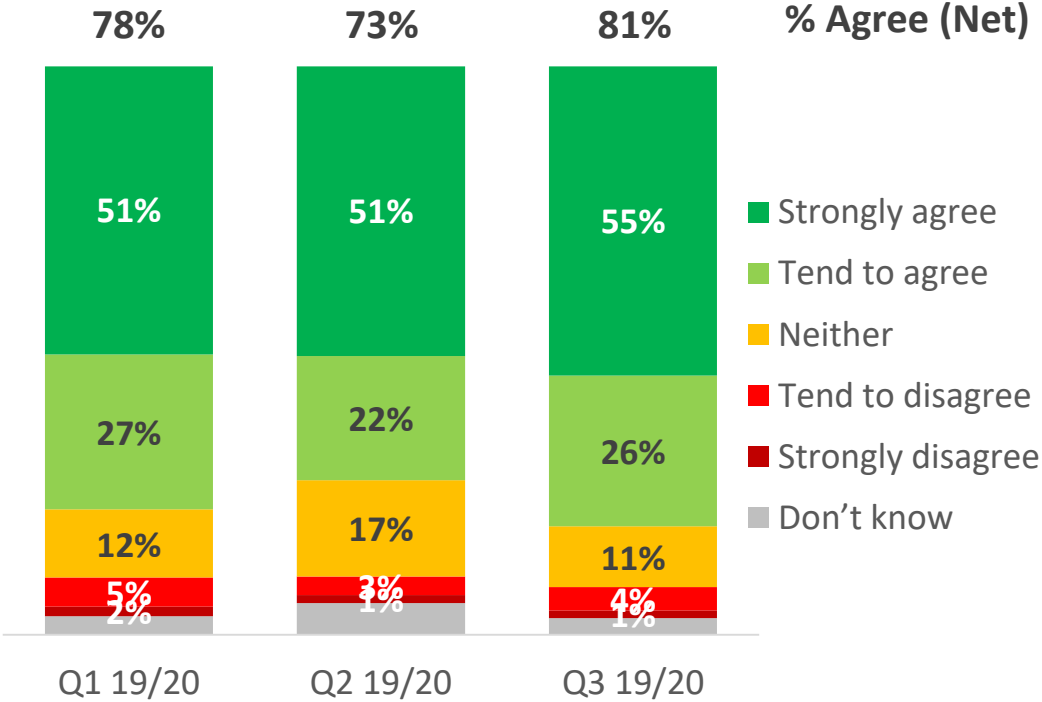
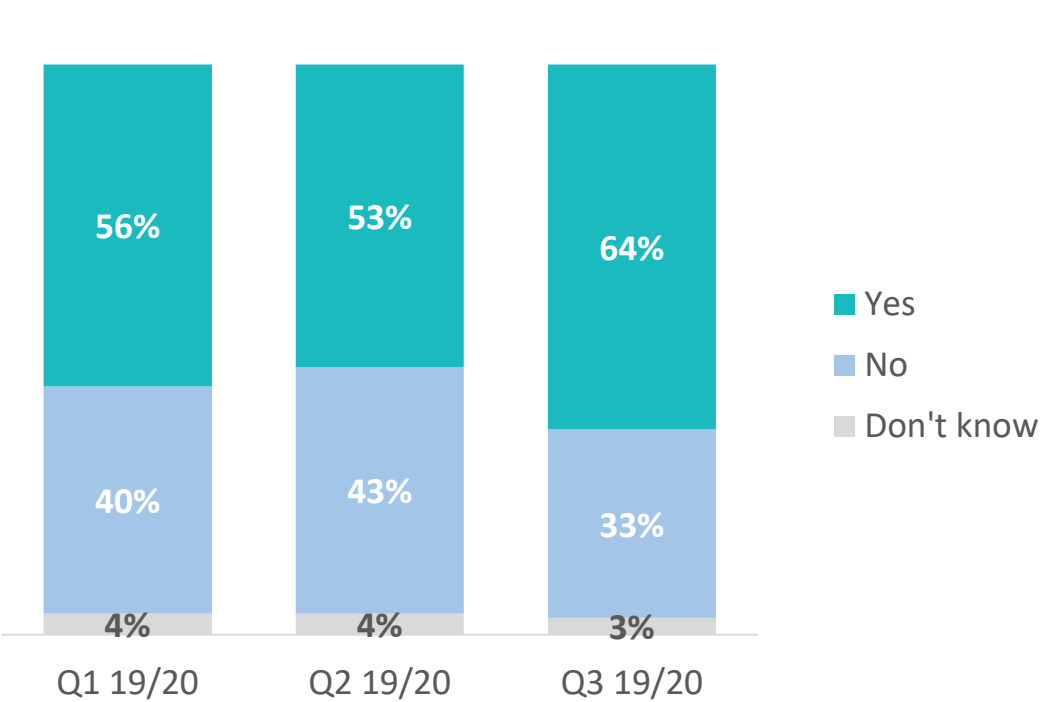
	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Uttlesford	77%	79%	78%	-1%
Basildon	81%	70%	72%	+2%
Brentwood	83%	68%	71%	+3%
Southend	84%	76%	71%	-5%
Braintree	82%	78%	70%	-8% ↓
Tendring	85%	80%	70%	-10% ↓
Maldon	83%	78%	70%	-8% ↓
Chelmsford	84%	78%	70%	-8% ↓
Harlow	81%	78%	69%	-9% ↓
Colchester	85%	76%	68%	-8% ↓
Epping Forest	84%	65%	67%	+2%
Castle Point	85%	80%	65%	-15% ↓
Thurrock	81%	71%	63%	-8% ↓
Rochford	82%	76%	60%	-16% ↓

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	84%	74%	65%	-9% ↓
Female	82%	76%	72%	-4%
Under 35	83%	71%	65%	-6% ↓
35-54	80%	74%	66%	-8% ↓
55+	85%	78%	75%	-3% ↓
White	83%	75%	70%	-5% ↓
BAME	72%	69%	56%	-13% ↓
Victim of crime	77%	72%	62%	-10% ↓
Non victim	84%	75%	70%	-5% ↓

↑ 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





# Section Three

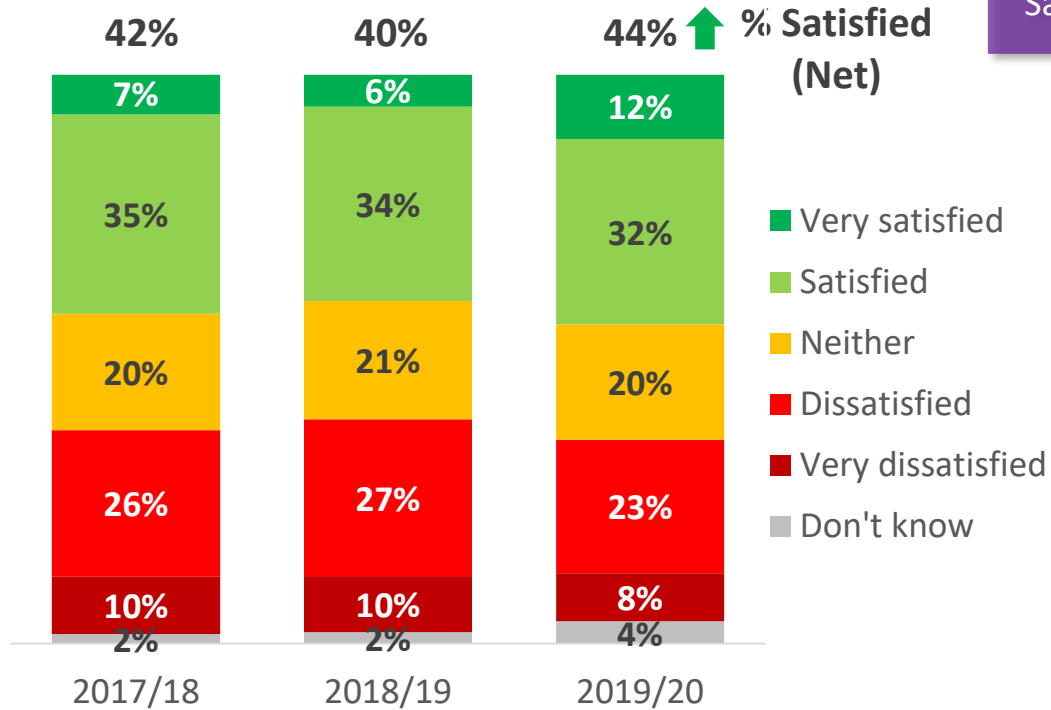
## Visibility & Presence



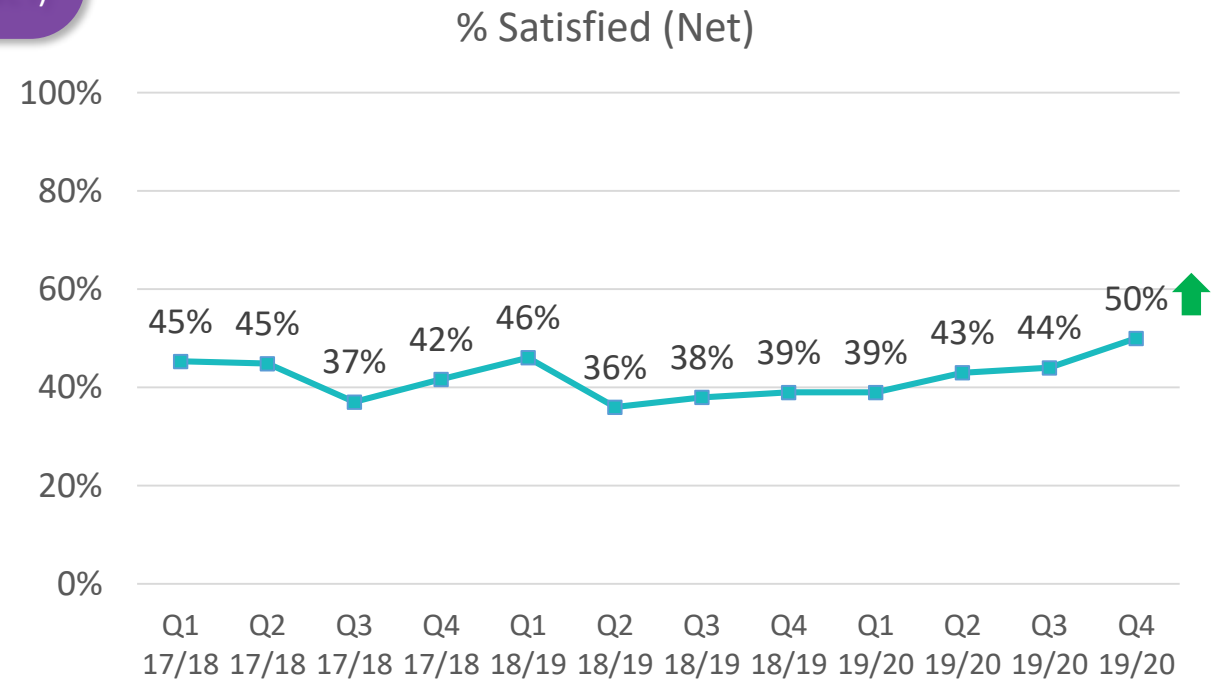
# Satisfaction with the level of local policing increased significantly

Annual Trend  
Rolling 12 months

**61%**  
National Average  
Satisfied (NET)



Quarterly Trend



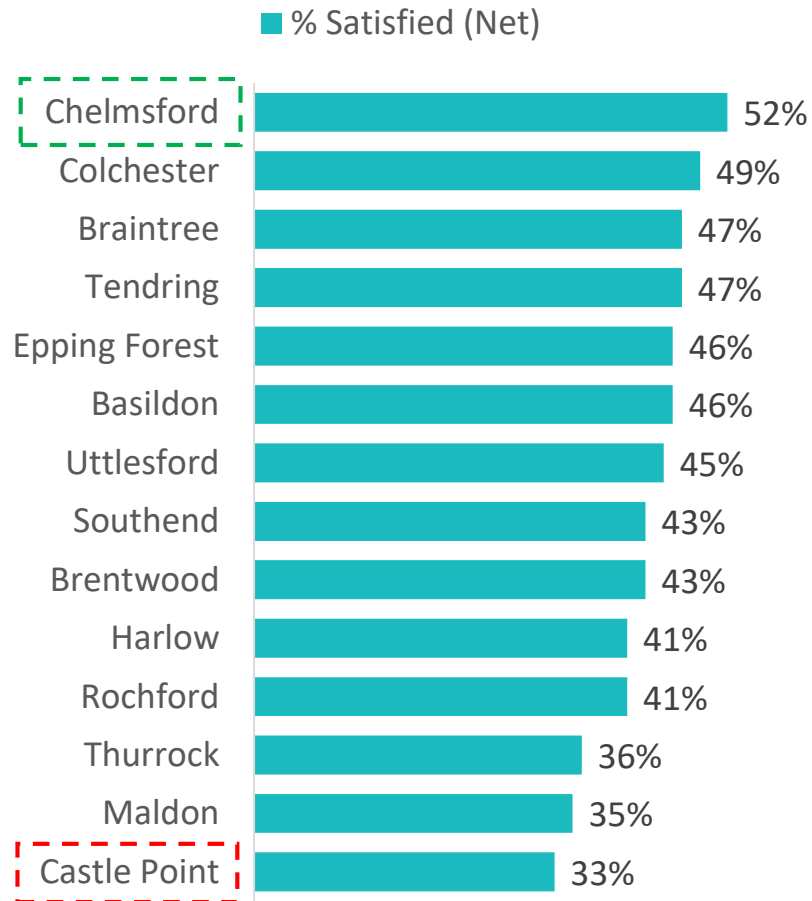
↑ significantly higher than Q2 18/19 onward

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

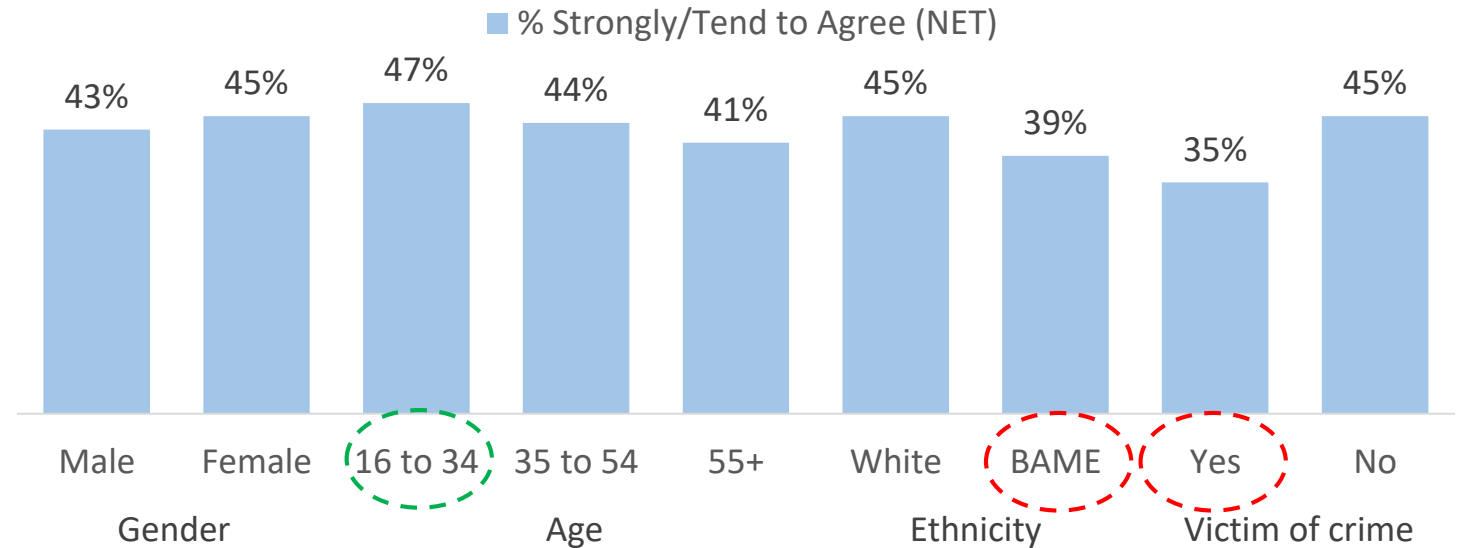


# Under 35s are the most likely to be satisfied with the level of policing in their local area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Less than 4 out of 10 BAME residents (39%) and victims of crime (35%) are satisfied with the level of policing in their local area
- There are significant differences in satisfaction between Districts – over half of those living in Chelmsford (52%) are satisfied compared with just 33% in Castle Point

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			
	2017/18	2018/19	2019/20	YoY change
Chelmsford	49%	47%	52%	+5%
Colchester	43%	51%	49%	-2%
Braintree	42%	41%	47%	+6%
Tendring	41%	35%	47%	+12% ↑
Epping Forest	37%	31%	46%	+15% ↑
Basildon	39%	39%	46%	+7% ↑
Uttlesford	36%	33%	45%	+12% ↑
Southend	53%	37%	43%	+6% ↑
Brentwood	43%	34%	43%	+9% ↑
Harlow	49%	44%	41%	-3%
Rochford	40%	39%	41%	2%
Thurrock	35%	46%	36%	-10% ↓
Maldon	41%	38%	35%	-3%
Castle Point	37%	31%	33%	2%

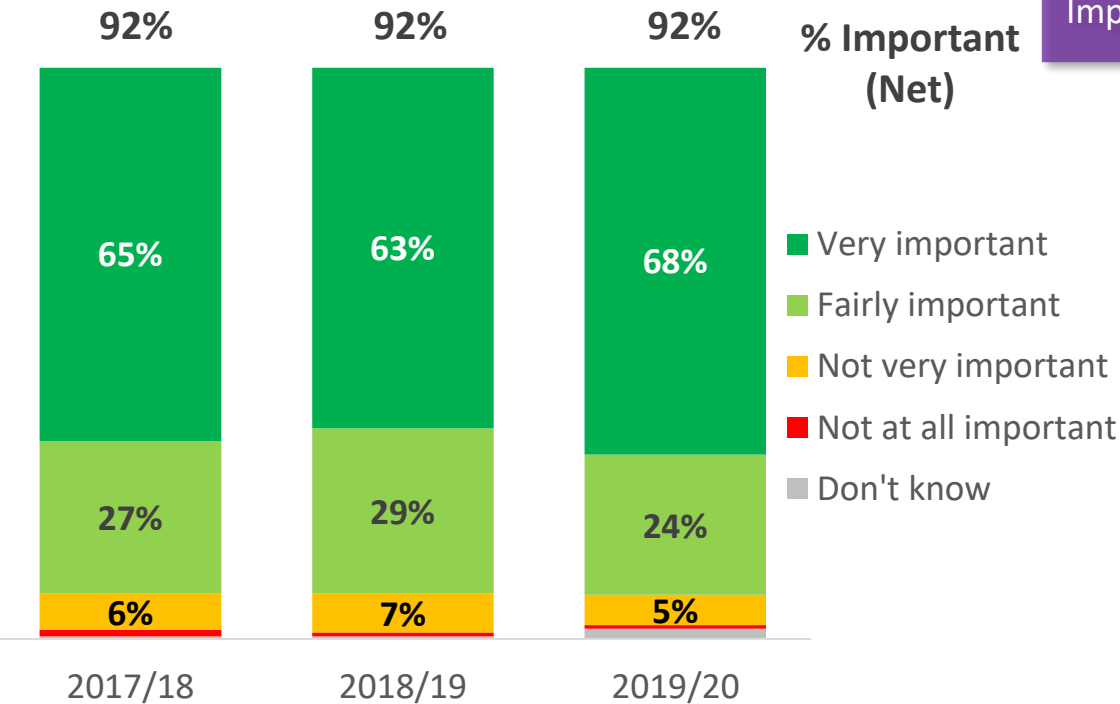
	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	45%	43%	43%	0%
Female	39%	37%	45%	+8% ↑
Under 35	57%	53%	47%	-6% ↓
35-54	37%	37%	44%	+7% ↑
55+	38%	32%	41%	+9% ↑
White	42%	38%	45%	+7% ↑
BAME	53%	60%	39%	-21% ↓
Victim of crime	31%	33%	35%	+2%
Non victim	44%	41%	45%	+4% ↑

↑ 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.

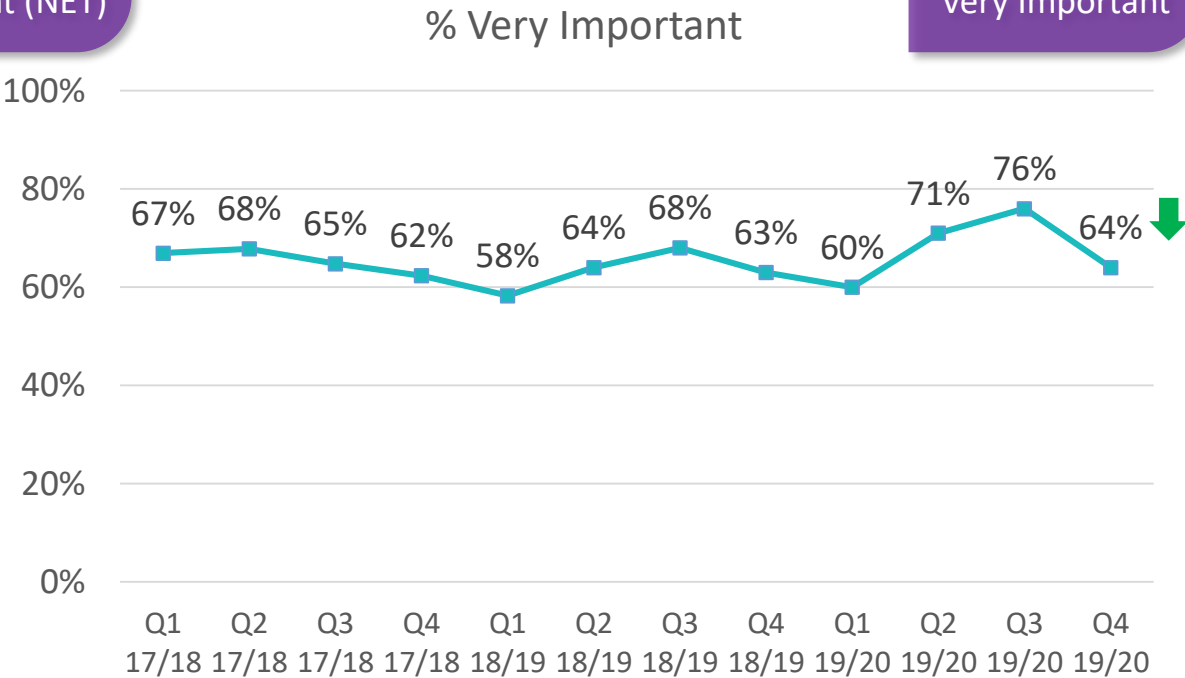
# A regular uniformed police presence remains important for the majority of Essex residents

## Annual Trend



**78%**  
National Average Important (NET)

## Quarterly Trend



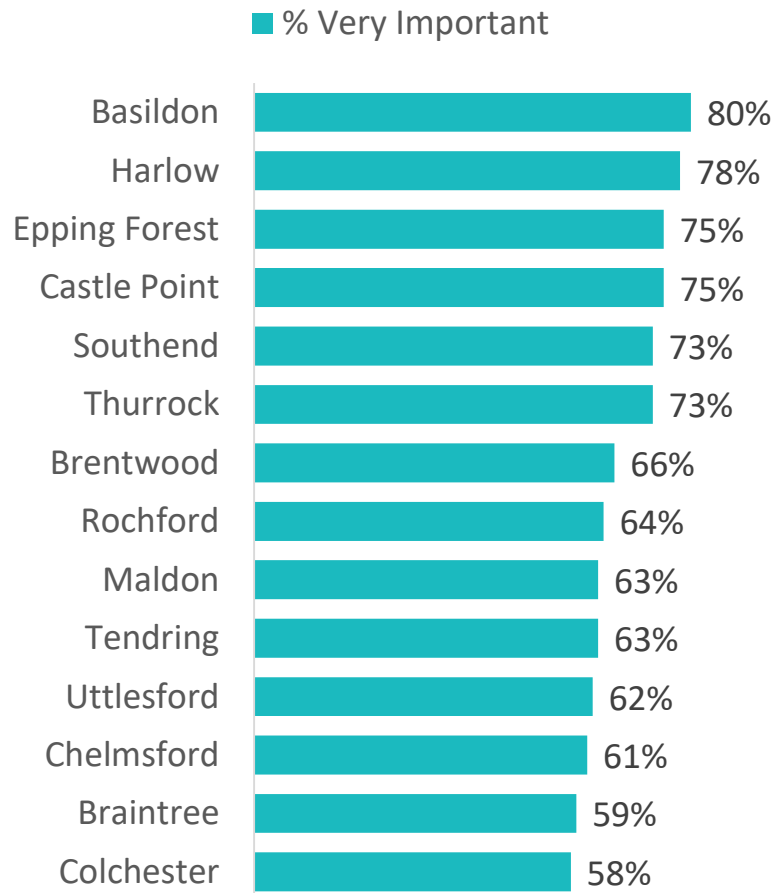
**47%**  
National Average Very Important

↓ significantly lower than Q2 & Q3 19/20

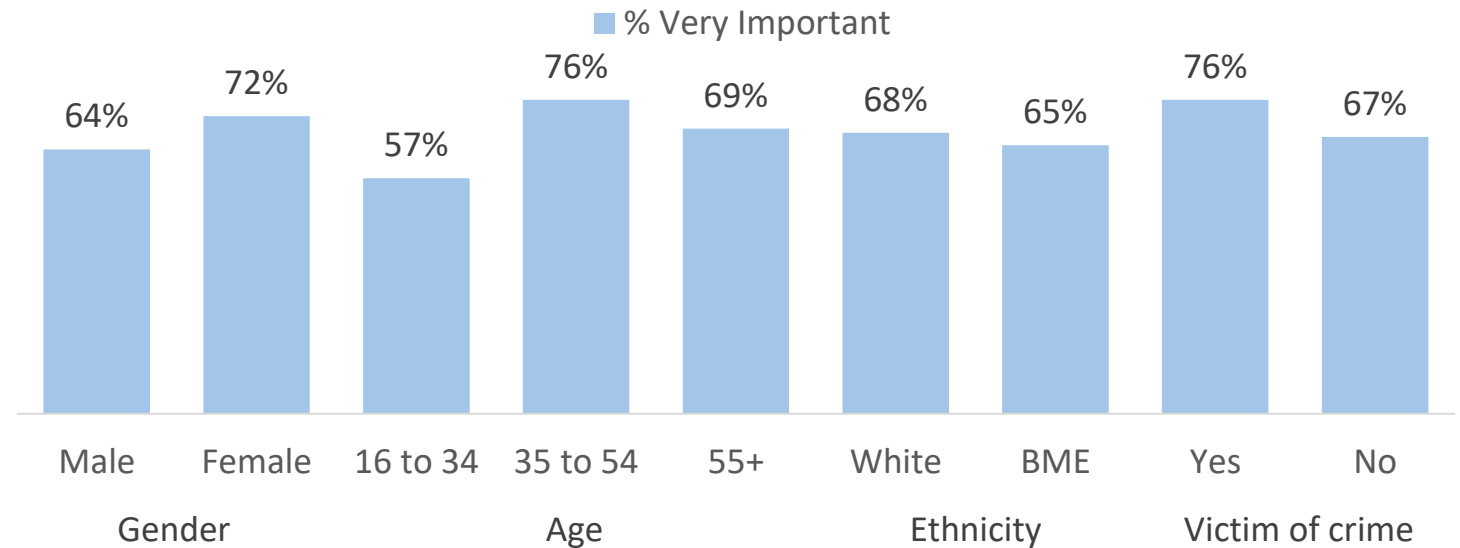
NET refers to the combined score for the two most positive answer options (Very/Fairly Important). Significance testing at 95% confidence level.

# Under 35s are the least likely to think a regular uniformed police presence is very important

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Three-quarters (76%) of those aged 35-54 and victims of crime think a regular uniformed police presence is very important
- Eight out of 10 residents living in Basildon (80%) think a regular uniformed police presence is very important, compared with 58% in Colchester

# Demographic Trends

% think a regular uniformed police presence is very important

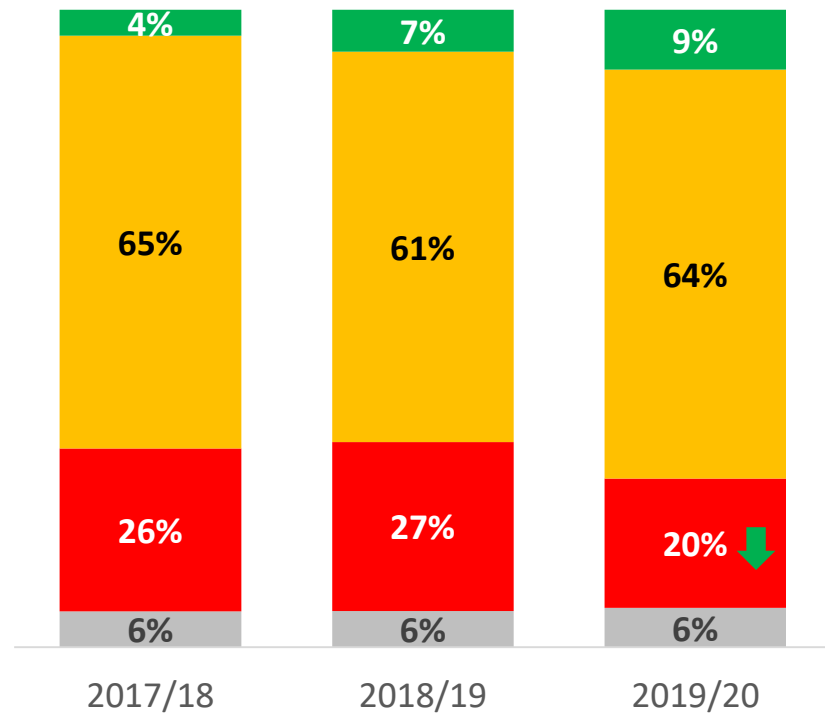
	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Basildon	71%	76%	80%	+4%
Harlow	70%	68%	78%	+10% ↑
Epping Forest	69%	69%	75%	+6% ↑
Castle Point	73%	74%	75%	+1%
Southend	62%	70%	73%	+3%
Thurrock	77%	68%	73%	+5%
Brentwood	70%	62%	66%	+4%
Rochford	65%	61%	64%	+3%
Maldon	60%	50%	63%	+13% ↑
Tendring	68%	65%	63%	-2%
Uttlesford	55%	52%	62%	+10% ↑
Chelmsford	56%	54%	61%	+7% ↑
Braintree	65%	55%	59%	+4%
Colchester	59%	54%	58%	+4%

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	60%	62%	64%	+2%
Female	68%	66%	72%	+6% ↑
Under 35	54%	51%	57%	+6% ↑
35-54	69%	67%	76%	+9% ↑
55+	70%	69%	69%	0%
White	66%	64%	68%	+4% ↑
BAME	61%	59%	65%	+6% ↑
Victim of crime	76%	75%	76%	+1%
Non victim	64%	61%	67%	+6% ↑

↑ significant increase ↓ significant decrease

# Perceptions of the level of local policing have improved significantly in the past 12 months

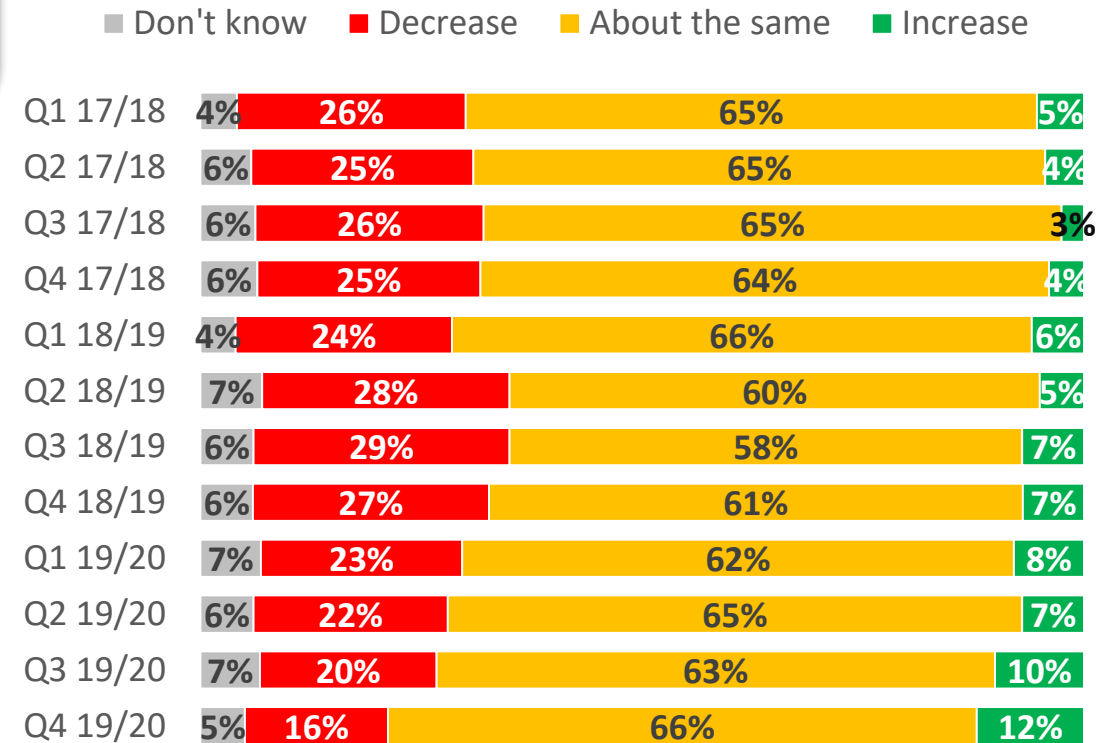
## Annual Trend



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

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

## Quarterly Trend



# Demographic Trends

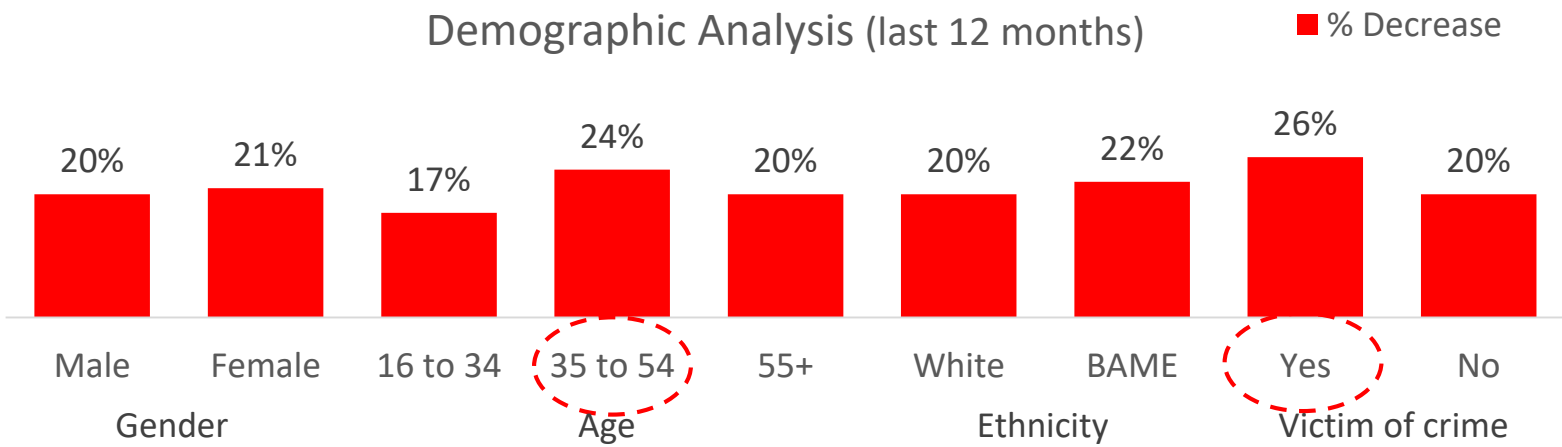
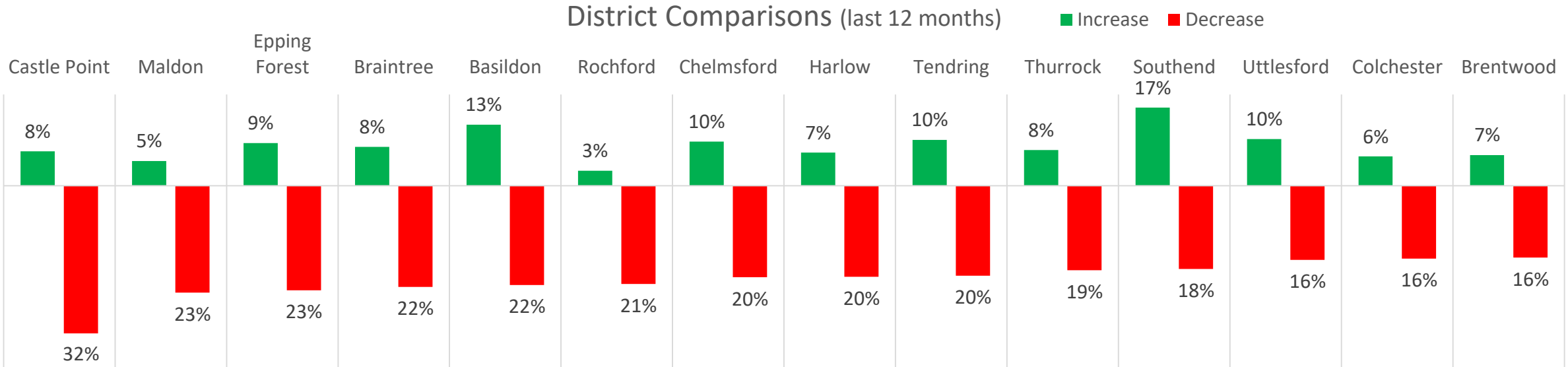
% who think there has been a decrease in the level of policing

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Basildon	30%	30%	22%	-8% ↓
Braintree	31%	25%	22%	-3%
Brentwood	28%	31%	16%	-15% ↓
Castle Point	30%	33%	32%	-1%
Chelmsford	17%	20%	20%	0%
Colchester	24%	20%	16%	-4%
Epping Forest	29%	33%	23%	-10% ↓
Harlow	19%	26%	20%	-6% ↓
Maldon	29%	25%	23%	-2%
Rochford	23%	31%	21%	-10% ↓
Southend	18%	27%	18%	-9% ↓
Tendring	26%	26%	20%	-6% ↓
Thurrock	28%	24%	19%	-5%
Uttlesford	31%	32%	16%	-16% ↓

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	25%	25%	20%	-5% ↓
Female	26%	28%	21%	-7% ↓
Under 35	21%	21%	17%	-4% ↓
35-54	30%	32%	24%	-8% ↓
55+	25%	26%	20%	-6% ↓
White	26%	27%	20%	-7% ↓
BAME	21%	20%	22%	+2%
Victim of crime	32%	32%	26%	-6% ↓
Non victim	24%	26%	20%	-6% ↓

↑ significant increase ↓ significant decrease

# A quarter of recent victims of crime think there has been a decrease in the level of policing in the last 12 months



- Residents in Castle Point (32%) and Maldon (23%) are the most likely to think there has been a decrease in the level of policing in the last 12 months





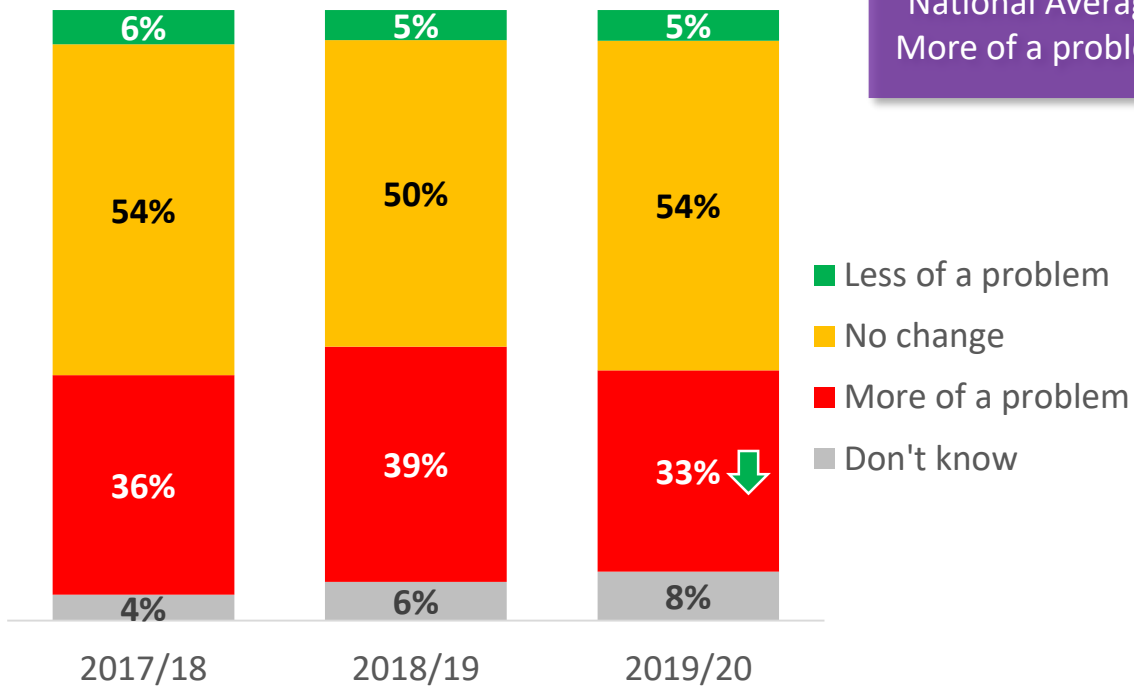
# Section Four

## Crime & ASB Perceptions



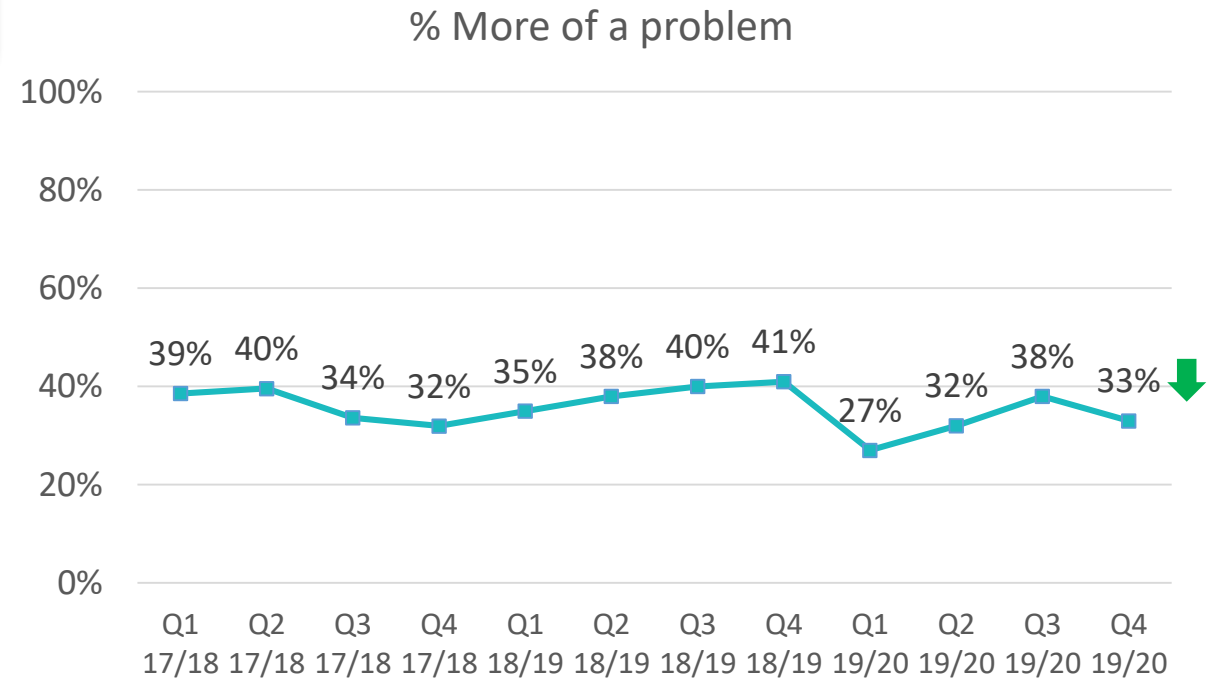
# Essex residents who think crime and ASB has become more of a problem decreased significantly

## Annual Trend



Significance testing at 95% confidence level

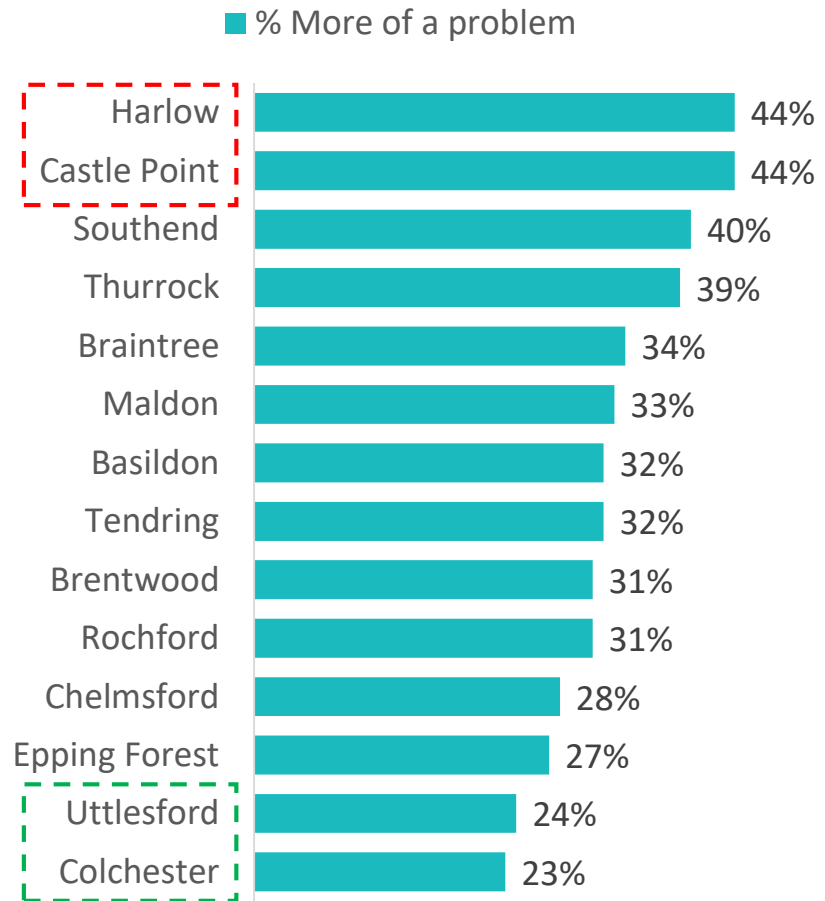
## Quarterly Trend



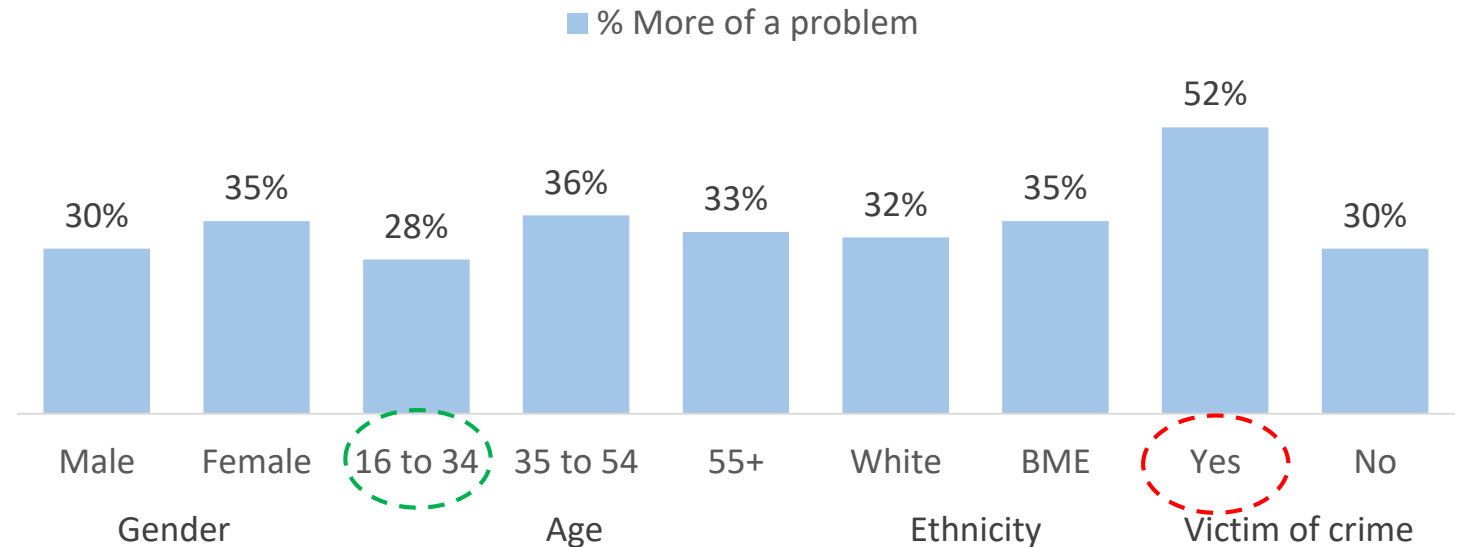
↓ significantly lower than previous Quarter

# 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 (28%) are the least likely to think crime and ASB has become more of a problem
- Almost half of those living in Harlow and Castle Point (44%) think crime and ASB has become more of a problem compared with less than a quarter in Uttlesford (24%) and Colchester (23%)

# Demographic Trends

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

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Harlow	34%	40%	44%	+4%
Castle Point	42%	45%	44%	-1%
Southend	31%	45%	40%	-5%
Thurrock	44%	45%	39%	-6% ↓
Braintree	35%	31%	34%	+3%
Maldon	29%	26%	33%	+7% ↑
Basildon	39%	46%	32%	-14% ↓
Tendring	42%	39%	32%	-7% ↓
Brentwood	35%	38%	31%	-7% ↓
Rochford	33%	38%	31%	-7% ↓
Chelmsford	36%	33%	28%	-5%
Epping Forest	37%	45%	27%	-18% ↓
Uttlesford	35%	35%	24%	-11% ↓
Colchester	29%	28%	23%	-5%

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	32%	32%	30%	-2%
Female	39%	44%	35%	-9% ↓
Under 35	24%	30%	28%	-2%
35-54	42%	43%	36%	-7% ↓
55+	38%	41%	33%	-8% ↓
White	36%	40%	32%	-8% ↓
BAME	27%	27%	35%	+8% ↑
Victim of crime	52%	52%	52%	0%
Non victim	33%	37%	30%	-7% ↓

↑ 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

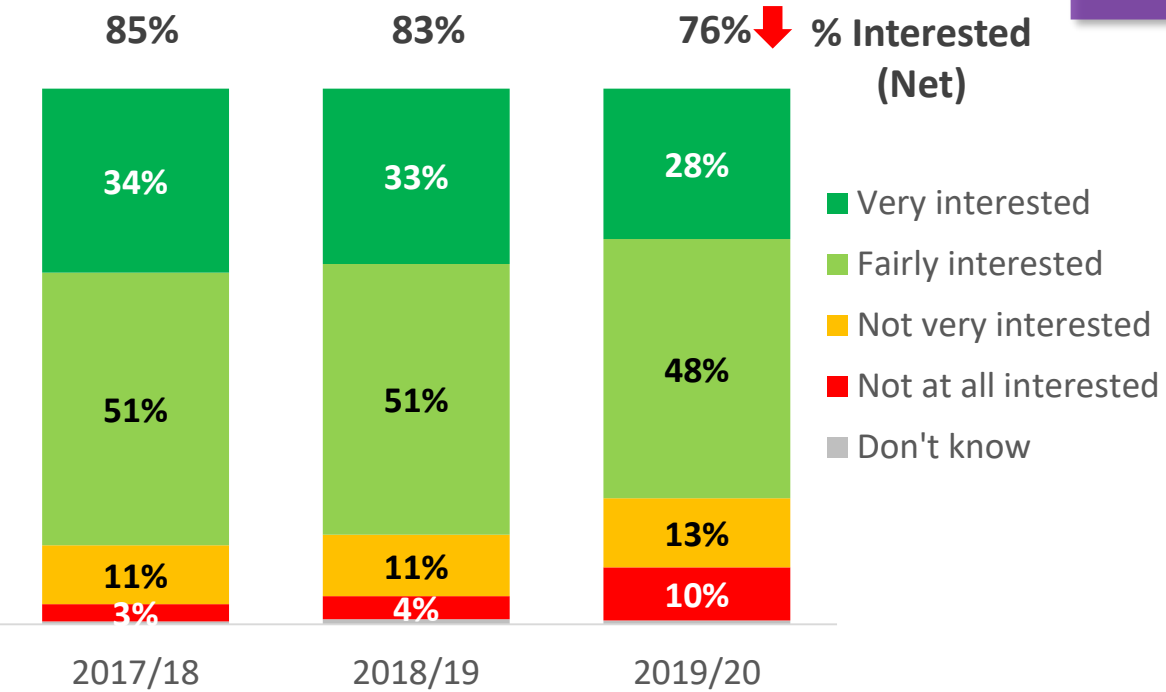
## Police Engagement



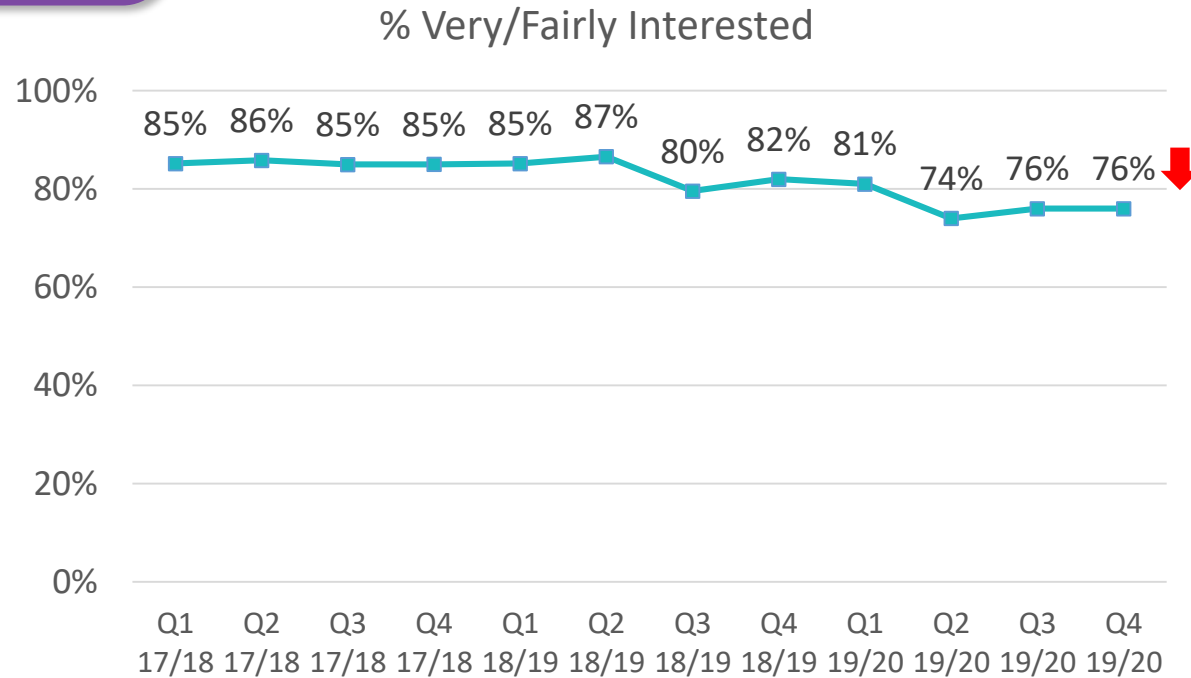
# Three-quarters are interested in knowing what the police are doing in their local area

**81%**  
National Average

## Annual Trend



## Quarterly Trend

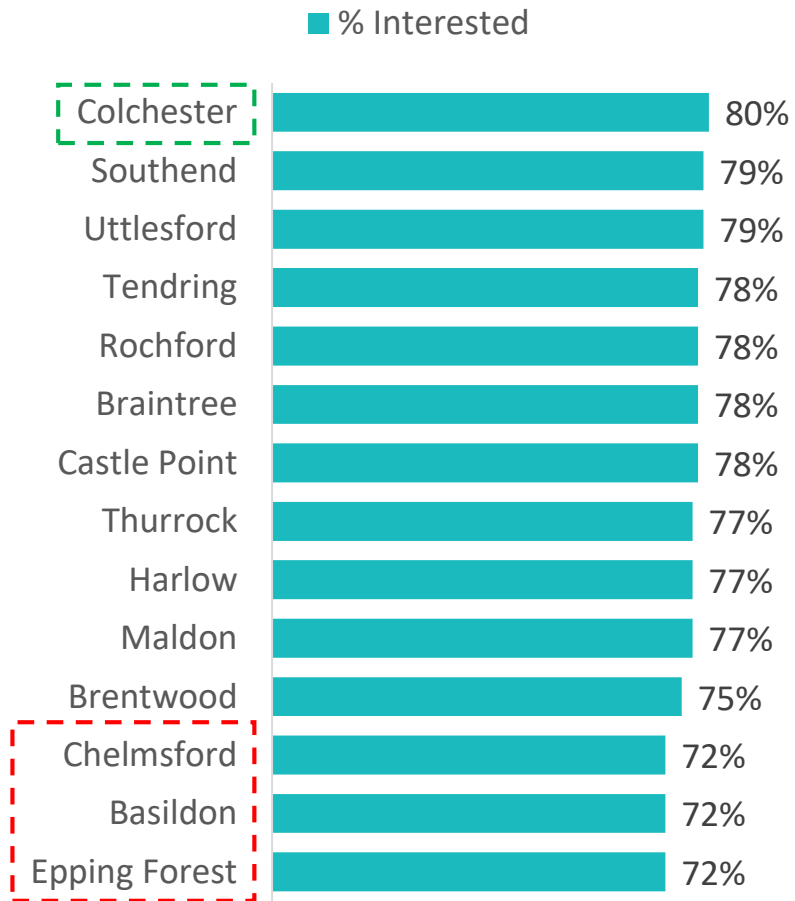


↓ significantly lower than Q1 17/18 – Q1 19/20

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 three-quarters of residents across all Districts are interested in knowing what the police are doing in their local area

# Demographic Trends

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

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Colchester	85%	83%	80%	-3%
Southend	84%	82%	79%	-3%
Uttlesford	87%	85%	79%	-6% ↓
Tendring	87%	84%	78%	-6% ↓
Rochford	86%	85%	78%	-7% ↓
Braintree	83%	84%	78%	-6% ↓
Castle Point	87%	85%	78%	-7% ↓
Thurrock	85%	85%	77%	-8% ↓
Harlow	84%	80%	77%	-3%
Maldon	86%	86%	77%	-9% ↓
Brentwood	88%	83%	75%	-8% ↓
Chelmsford	83%	83%	72%	-11% ↓
Basildon	84%	80%	72%	-8% ↓
Epping Forest	87%	84%	72%	-12% ↓

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	83%	82%	76%	-6% ↓
Female	87%	84%	77%	-7% ↓
Under 35	79%	77%	69%	-8% ↓
35-54	87%	86%	78%	-8% ↓
55+	88%	86%	81%	-5% ↓
White	86%	84%	78%	-6% ↓
BAME	79%	75%	67%	-8% ↓
Victim of crime	89%	85%	82%	-3%
Non victim	85%	83%	76%	-7% ↓

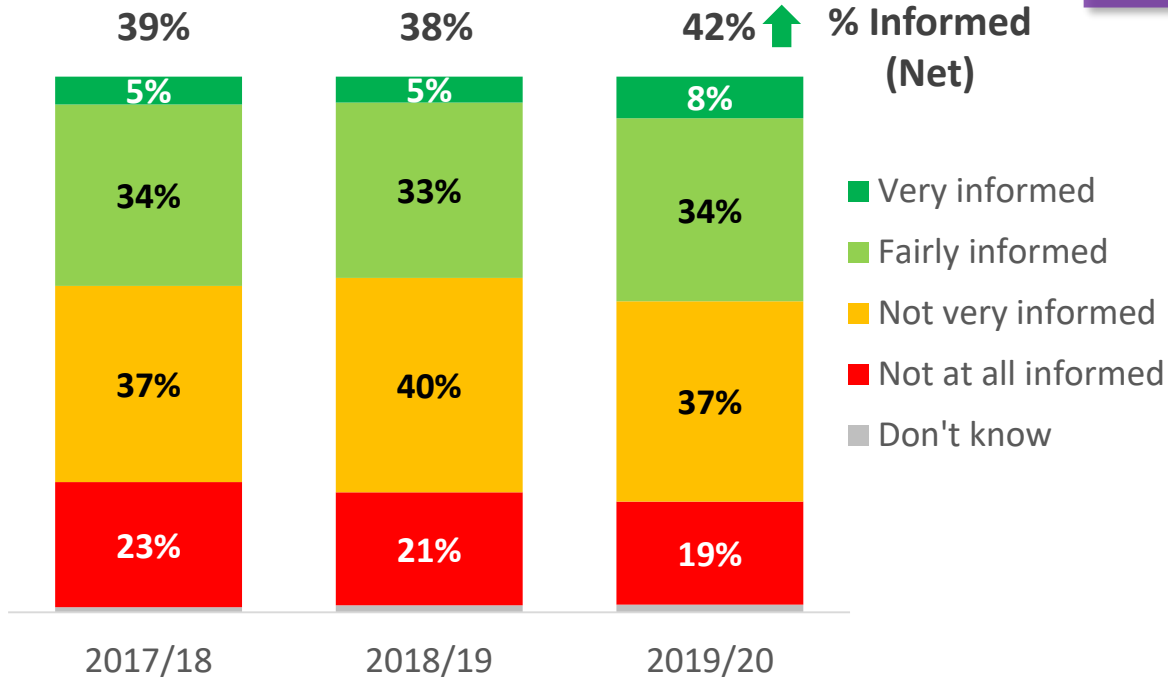
↑ significant increase ↓ significant decrease



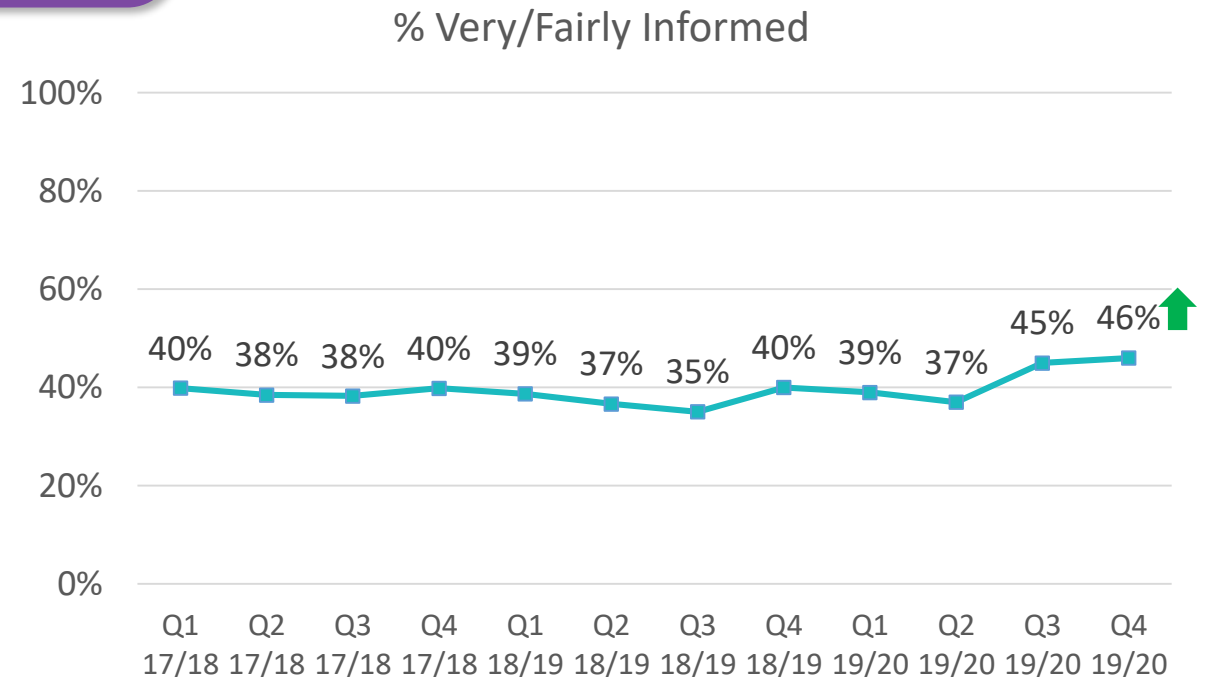
# Feeling well informed about what the police area doing increased significantly

## Annual Trend

**37%**  
National Average



## Quarterly Trend



↑ significantly higher than Q1 17/18 – Q3 19/20

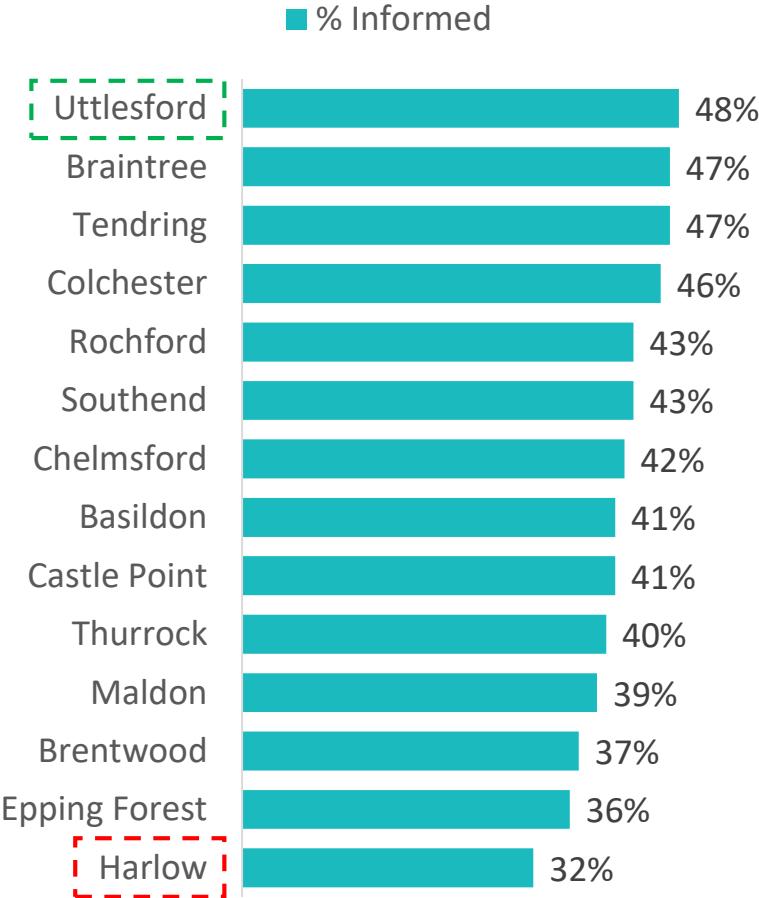
Significance testing at 95% confidence level

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

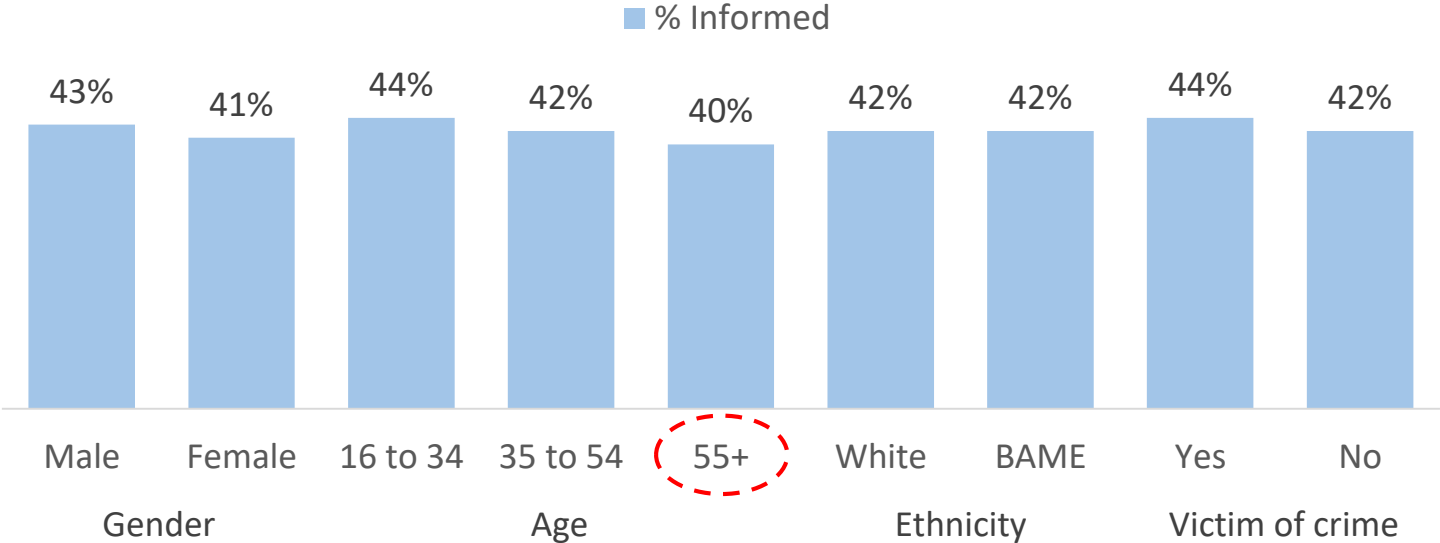
National average taken from BMG Report on Public Views of Policing in England and Wales 2018

# Those aged 55+ are the least likely to feel well informed about what the police are doing in their area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Almost half of those living in Uttlesford (48%) feel well informed about what police are doing in their area compared with less than a third in Harlow (32%)

# Demographic Trends

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

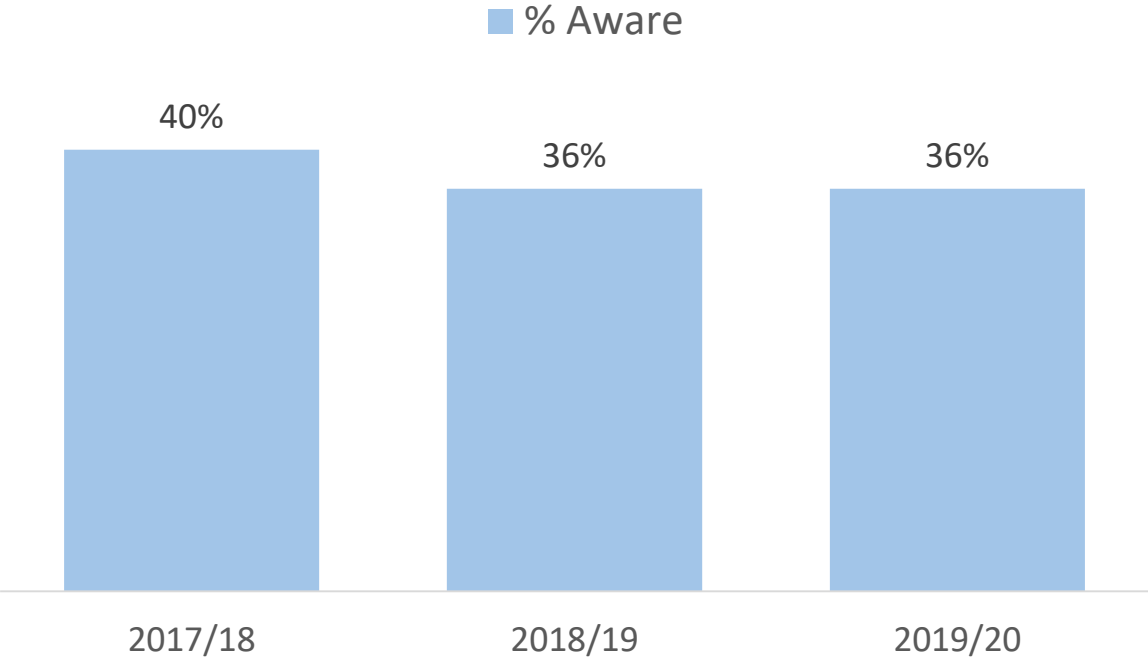
	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Uttlesford	37%	41%	48%	+7% ↑
Braintree	42%	36%	47%	+11% ↑
Tendring	45%	42%	47%	+5%
Colchester	41%	42%	46%	+4%
Rochford	38%	38%	43%	+5%
Southend	40%	38%	43%	+5%
Chelmsford	37%	39%	42%	+3%
Basildon	39%	33%	41%	+8% ↑
Castle Point	43%	39%	41%	+2%
Thurrock	36%	38%	40%	+2%
Maldon	38%	38%	39%	+1%
Brentwood	35%	29%	37%	+8% ↑
Epping Forest	34%	31%	36%	+5%
Harlow	41%	38%	32%	-6% ↓

	Annual Trend			
	2017/18	2018/19	2019/20	YoY change
Male	41%	40%	43%	+3% ↑
Female	38%	36%	41%	+5% ↑
Under 35	40%	37%	44%	+7% ↑
35-54	36%	37%	42%	+5% ↑
55+	41%	38%	40%	+2%
White	39%	38%	42%	+4% ↑
BAME	40%	34%	42%	+8% ↑
Victim of crime	33%	34%	44%	+10% ↑
Non victim	40%	38%	42%	+4% ↑

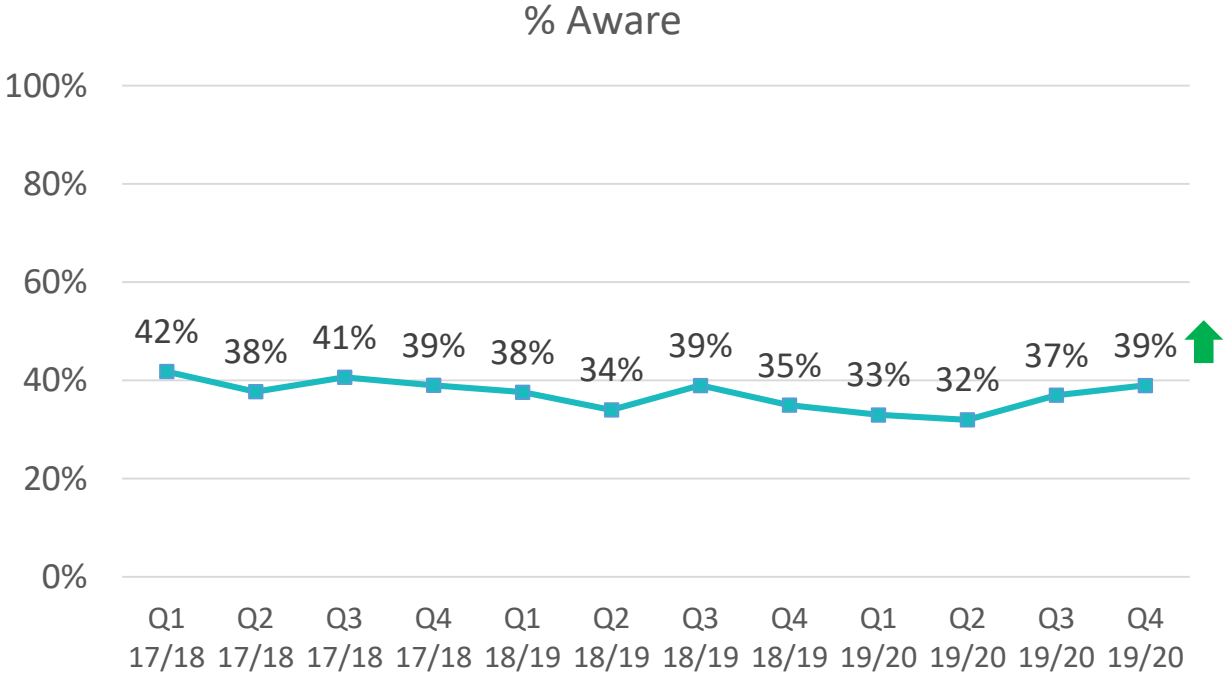
↑ significant increase ↓ significant decrease

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

Annual Trend  
Rolling 12 months



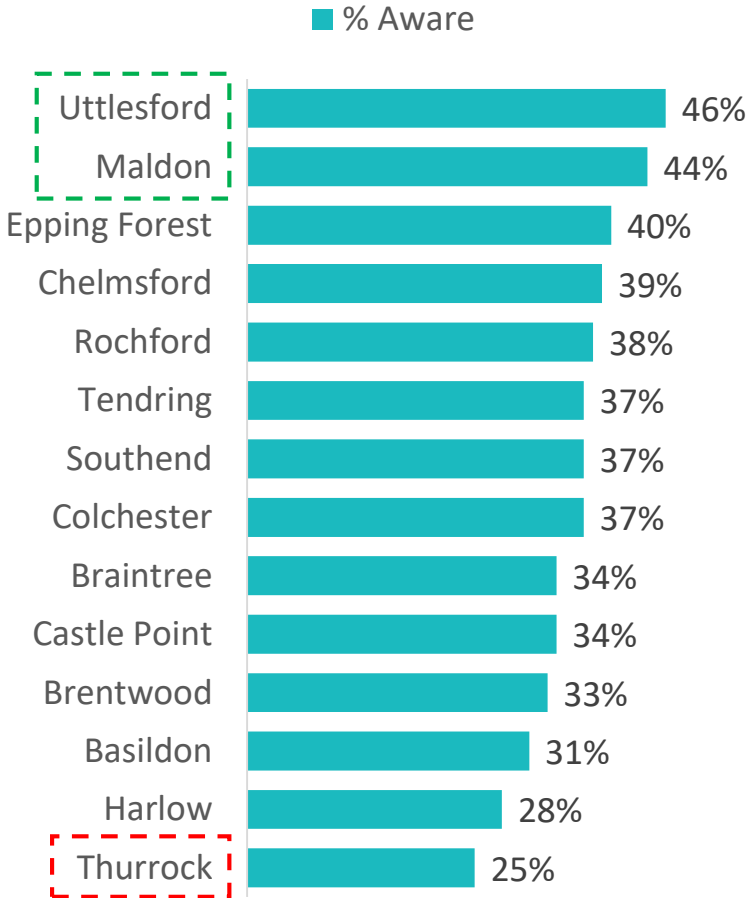
Quarterly Trend



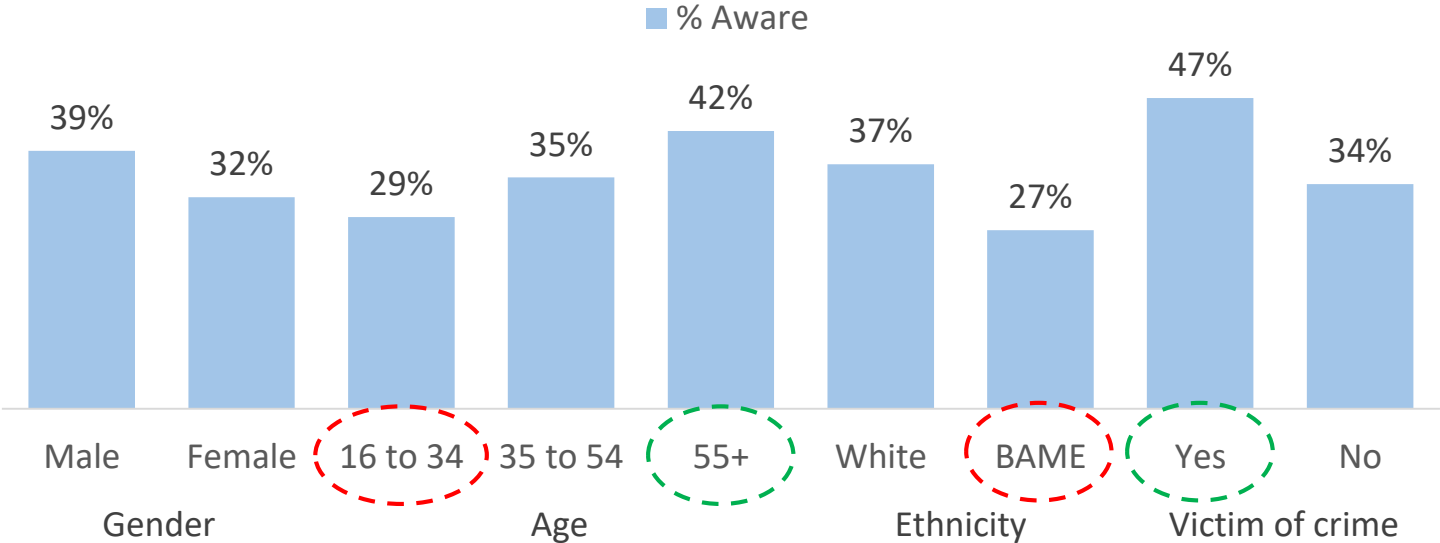
↑ significantly higher than Q4 18/19 – Q2 19/20

# Victims of crime and over 55s 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)



- Less than 3 out of 10 under 35s (29%) and BAME residents (27%) are aware of the role of the Essex Police & Crime Commissioner
- Almost half of those living in Uttlesford (46%) and Maldon (44%) are aware compared to a quarter (25%) in Thurrock

# Demographic Trends

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

	Annual Trend			
	2017/18	2018/19	2019/20	YonY change
Uttlesford	45%	48%	46%	-2%
Maldon	46%	48%	44%	-4%
Epping Forest	27%	33%	40%	+7% ↑
Chelmsford	45%	41%	39%	-2%
Rochford	42%	37%	38%	+1%
Tendring	45%	39%	37%	-2%
Southend	45%	39%	37%	-2%
Colchester	48%	38%	37%	-1%
Braintree	42%	37%	34%	-3%
Castle Point	40%	32%	34%	+2%
Brentwood	34%	35%	33%	-2%
Basildon	33%	29%	31%	+2%
Harlow	33%	31%	28%	-3%
Thurrock	29%	29%	25%	-4%

	Annual Trend			
	2017/18	2018/19	2019/20	YonY change
Male	44%	40%	39%	-1%
Female	36%	33%	32%	-1%
Under 35	32%	26%	29%	+3%
35-54	39%	37%	35%	-2%
55+	45%	44%	42%	-2%
White	40%	37%	37%	0%
BAME	35%	28%	27%	-1%
Victim of crime	43%	40%	47%	+7%
Non victim	39%	36%	34%	-2%

↑ significant increase ↓ significant decrease



# SMSR

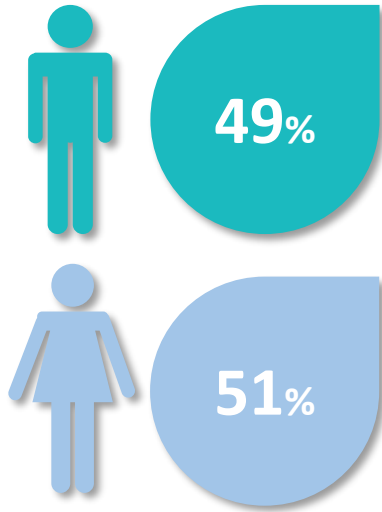
RESEARCH

## Appendices

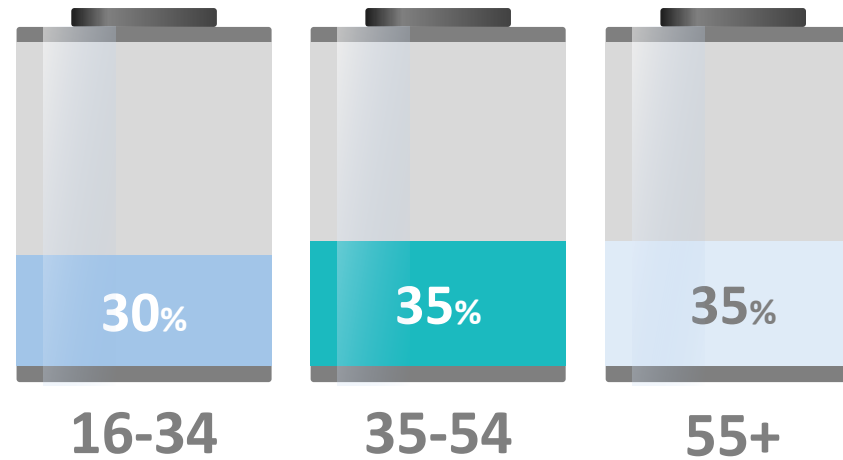


# Respondent Breakdown Apr 2019 – Mar 2020

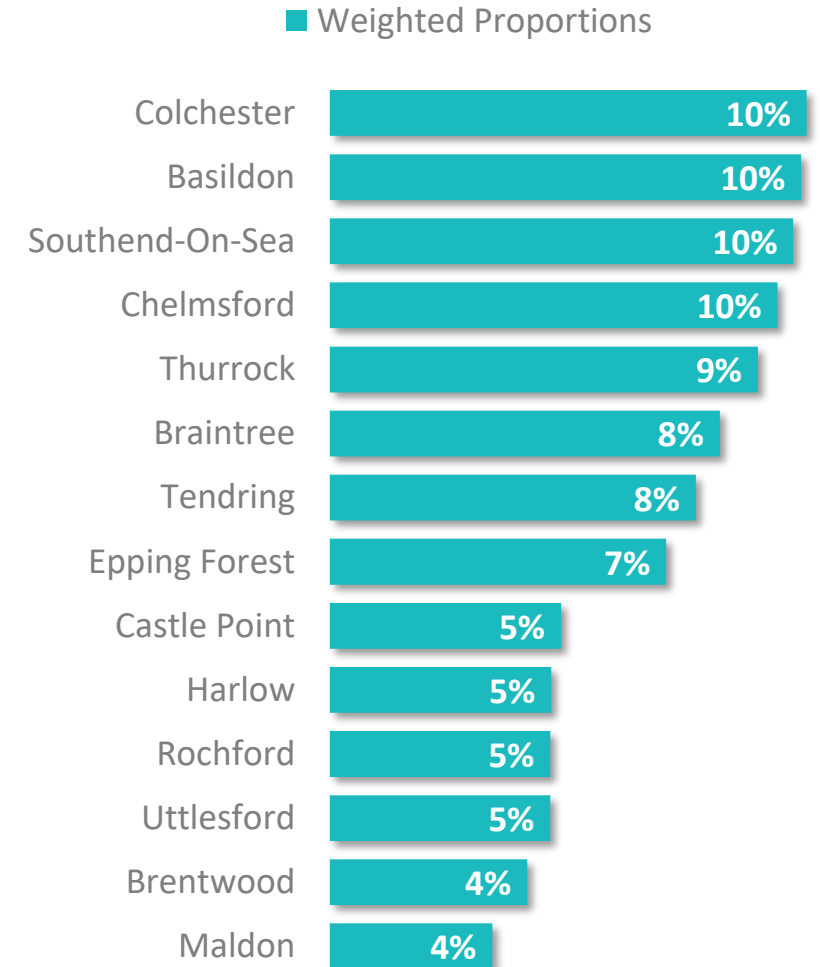
## Gender



## Age



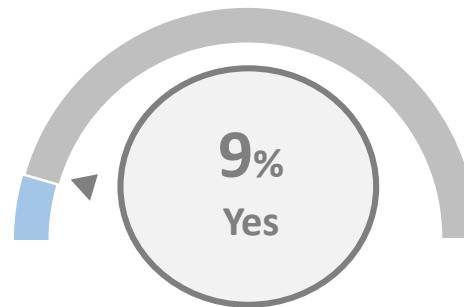
## District



## Ethnic Group



## Disability





# Introduction & Methodology

- This report details the eighth quarter of results for the Essex Police Public Perceptions Survey
- Since the survey began 23,138 Essex residents have been interviewed – approx. 1,652 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 Q4 19/20 56% of interviews took place over the phone and 44% face-to-face
- 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