

Performance and Resources Scrutiny Programme 2020**Report to: the Office of the Police, Fire and Crime Commissioner for Essex**

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Covid-19
Confidence question

Interim findings: Covid-19 Confidence Questions

Strategic Change Directorate

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Aim and Purpose

The aim of this paper is to quantify, interpret and report the results of Covid-19 related questions being asked as part of the SMSR confidence survey. There are eight questions which can be quantified and five that produce qualitative answers.

The purpose of this analysis is to monitor public perception on how Essex Police is responding to the circumstances created by the pandemic. These results are representative of the population of Essex.

Executive Summary

In the first seven weeks of the survey, 1267 people have answered the Covid-19 questions. These surveys were conducted between 28/04/2020 and 11/06/2020. The data collected so far is generally representative of the population of Essex.

Overall, just under three quarters (73.9%) of those surveyed have confidence in the approach the force is taking in policing during the pandemic. This is a decrease of 2.0% points compared to week five. The level of confidence was highest in week two at just over 80% and has risen from 66.2% in week six back to 72.8% in week seven.

Just over three quarters of the public (77.0%) fully support the approach Essex Police is taking to policing the current situation. An increase of 1.8% points compared to week five. Of those surveyed in week seven, 82.2% full supported the approach taken, the highest level of weekly support. Of those who do not support the approach, more think we should be taking a tougher stance: 11.0% versus 1.7% who say EP is going too far. That said, the proportion who feel Essex Police is not being tough enough continues to fall from a high of 17.8% in week three to a new low of 5.0% of those surveyed in week seven.

Overall, nearly two-thirds (64.1%) are satisfied with the communication about EP's approach, a decrease of 0.2% points compared to week 5. Overall, 21.5% have seen information about this for their local area. The 25.6% of people to have seen local information in week seven is the second highest proportion recorded so far. The 71.7% of people who stated in week seven they were satisfied or very satisfied with the communication is the highest weekly result. Those who have seen local information are more likely to be very satisfied, indicating the positive impact this communication is having.

As small number (22) have been either stopped by Essex Police or contacted us about a Covid-19 issue (19). Across all contacts, most are satisfied with the attitude and manner of the member of staff with whom they had contact. Of those who had reported an issue, slightly less than half were satisfied with the outcome.

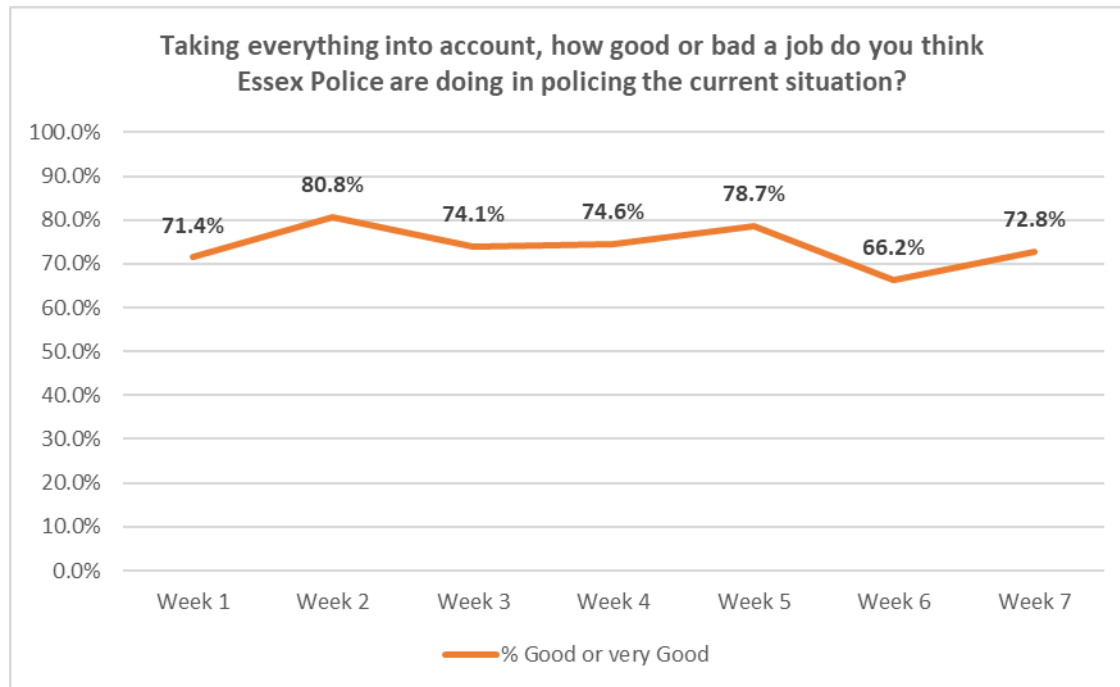
Analysis

Overall

Taking everything into account, how good or bad a job do you think Essex Police are doing in policing the current situation?

Of the 1267 people surveyed, 73.9% (+/- 2.4%) believe Essex Police are doing a good or very good job. Only 3.9% (+/- 1.1%) believed Essex Police were doing a fairly bad or very bad job.

The weekly results show consistently high levels of approval of the job Essex Police are doing in the current situation.

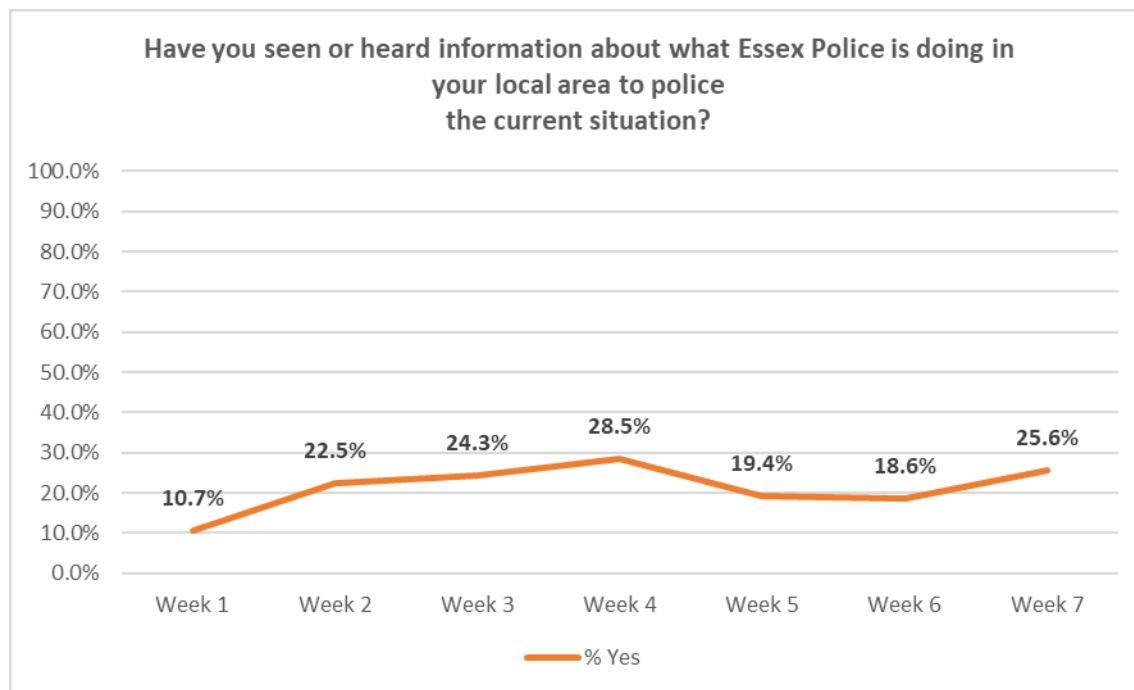


Communication

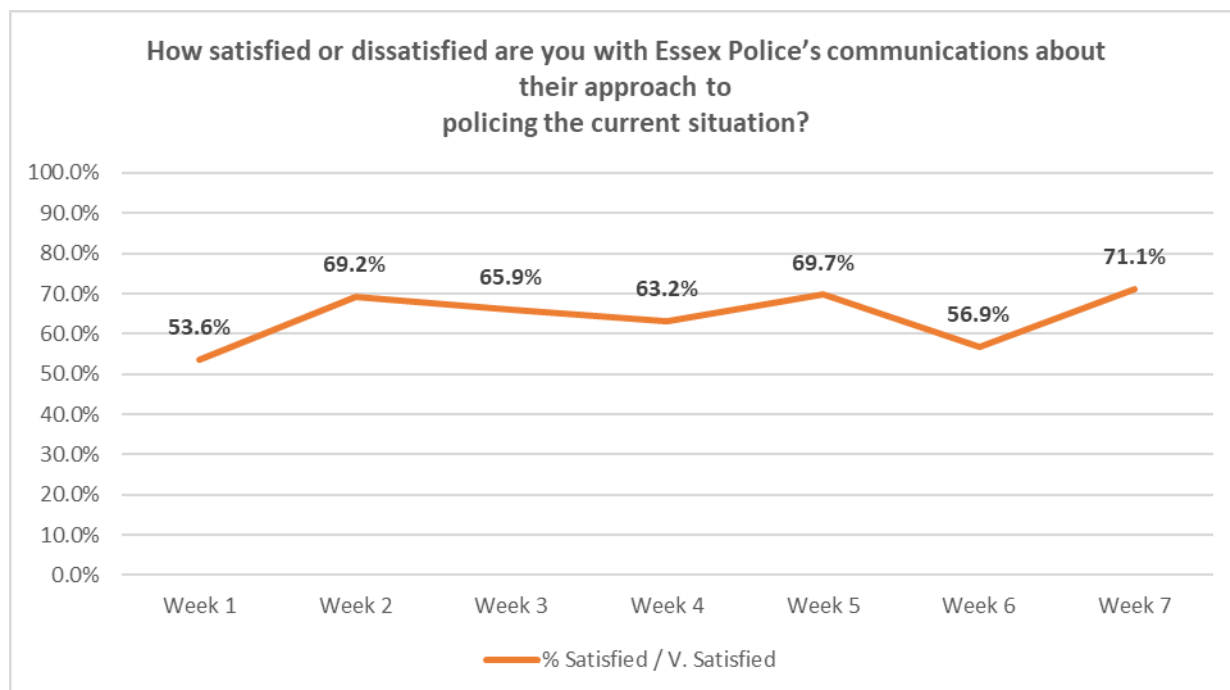
How satisfied or dissatisfied are you with Essex Police’s communications about their approach to policing the current situation?

Have you seen or heard information about what Essex Police is doing in your local area to police the current situation?

The survey shows that 64.1% (+/- 2.6%) are satisfied or very satisfied with Essex Police’s communication about their approach to policing the current situation. Only 21.5% have seen or heard information about what Essex Police is doing in their local area. Week seven saw a large increase over the previous week, 25.6% versus 18.6%, the second highest weekly survey proportion.



The proportion satisfied or very satisfied with the communication reached a new high of 71.1% in week seven. Levels increased significantly from 53.6% in Week 1 to 69.2% in Week 2. Subsequently week six saw the second lowest proportion with 56.9% as a result of an increase in people saying they either “don’t know” or being neither satisfied nor dissatisfied with our communication.



Whilst the proportion who have seen information about their local area has been increasing, there is a mismatch between the proportion of respondents that approve of Essex Police’s communication policy and those who say they have seen information regarding their local area. It is likely that general support for Essex Police and public services in the current situation is reflected in the positive response to this question even though many have not actually seen any communications.

There is a strong correlation between those that are most satisfied with the communication policy and those who have also seen local information. This indicates the positive impact the communication has had.

| Satisfied? | Seen Communication? | | Total | % |
|-------------------|---------------------|-----|-------|-------|
| | Yes | No | | |
| Very satisfied | 138 | 200 | 338 | 40.8% |
| Satisfied | 80 | 394 | 474 | 16.9% |
| Neither | 37 | 230 | 267 | 13.9% |
| Dissatisfied | 4 | 59 | 63 | 6.3% |
| Very dissatisfied | 0 | 9 | 9 | 0.0% |
| Don't know | 14 | 102 | 116 | 12.1% |

The survey provides an opportunity for those who are not satisfied with EP’s communication to provide a reason. This is a small sample so should be treated with caution, but there are three main themes:

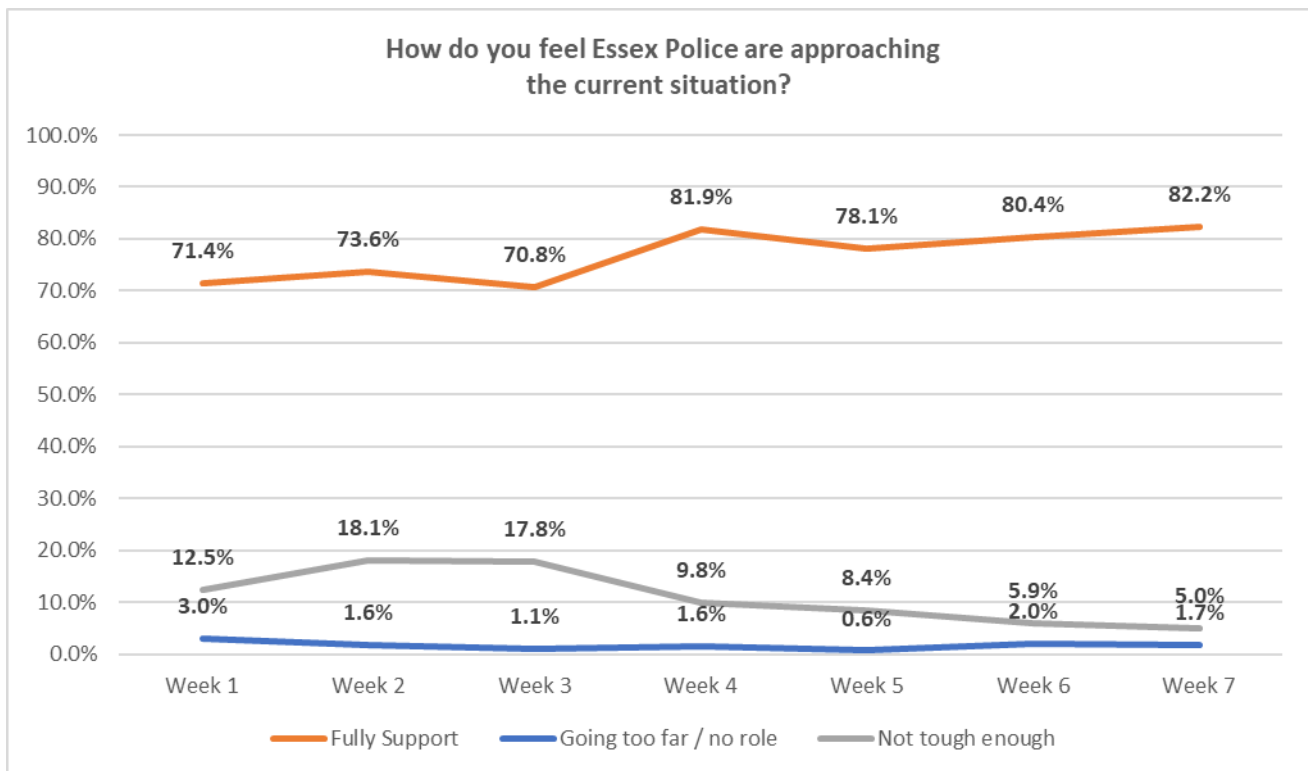
- They have not seen any information and therefore they are dissatisfied

- Expectations of how they should receive information i.e. those who do not have access to social media or local newspapers and prefer information delivered to their door.
- The Police not being tough enough on those perceived to have breached social distancing in their local area.

Approach

Public support for the approach Essex Police has been taking to policing the current situation has increased to 77.0% (+/- 2.3%). Of those that do not support the approach, 11.0% feel that Essex Police should take tougher action to ensure public compliance. Only 1.7% believe Essex Police’s approach to be going too far.

In week seven, 82.2% of those surveyed stating they fully support the approach Essex Police are taking. This is the highest level of weekly support recorded so far. The proportion of those who feel Essex Police should be taking a tougher approach continues to fall, just 5.0% of those surveyed in week seven stated this view, compared to 18.1% in week 2. The lowest weekly total recorded to date.



Only 22 respondents have been stopped or questioned by the police and of those who had, 18 still fully support the approach of the police. Two believe the approach should be tougher and the others were split between too heavy handed and not knowing.

Only 19 of those surveyed had contacted the police regarding issues relating to policing the current situation. Just over 40% were satisfied or very satisfied with the outcome of that contact.

Of the small number who were dissatisfied, they either felt their social distancing report was not resolved or they were unhappy with how they were treated.