



Public Views and Experience of Policing and Criminal Justice in Essex

Q1 2020/21 Survey Results Presentation

Version 1.7





Section One

Executive Summary



Executive Summary: Quarter 1 (Q1) 2020/21 results

- In Q1, 2020/21, 81% of respondents said the police in their local area do an excellent or good job (main confidence question). This is a significant increase from Q4 (69%) and the highest quarterly result since the survey began (page 16).
 - BAME respondents continue to be far less likely to agree that police are doing a good or excellent job. This disparity between White and BAME may indicate a fundamental differences in BAME people's experiences and perception of the police. Despite significant effort being targeted to close this difference, the gap is widening (page 17). The BLM movement has started a national debate on the role of the police and the justice system in perpetuating differences between White and BAME people. Changes Essex Police make in response to this debate may be crucial in reducing the disparity.
 - Victims are far less likely to agree that police are doing a good or excellent job. This is important as victims have had first hand experience of the police, and depending on the job we do; they can either be our greatest critic or our greatest advocate (page 17).
- Confidence in receiving a good service increased significantly to 81% in Q1 (Q4, 71%) (page 29).
 - Victims are least likely by some margin (56% versus 73% of non-victims) to believe they would receive a good service.
 - Females are statistically more likely than males to feel they would receive a good service (75% versus 67%) (page 30).

Executive Summary: Quarter 1, 2020/21 results

- Perceptions of fairness (legitimacy) are a key factor in how confident people feel about the police. Performance remains stable, showing that about seven in ten residents feel they would be treated fairly if they made a complaint (page 25).
 - 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 26). EP data shows that younger people are more likely to be arrested, stop and searched and be victims/suspects in crimes.
- Four in five people (80%) agree that the police understand community issues – a significant increase compared to all previous quarters (page 19).
 - Victims and BAME respondents remain less likely to agree that the police understand community issues (page 20).
 - Females are more likely than males to feel that the police understand community issues (69% versus 64%).
- Over six out of ten (61%) feel that the police are dealing with crime and ASB in their area. This a significant increase compared to all previous quarters (page 22).
 - There has been an increase in those who ‘strongly agree’ comparing the rolling 12 months (16% this year versus 9% last year).
 - Victims and BAME respondents are less likely to agree that EP are dealing with crime and ASB in their area (page 23).
 - The PAU analysis identified police dealing with crime and ASB as a key driver of confidence. The fact that victims have already been effected by crime, means our interactions with them are crucial to ensure they feel confident that Essex Police are focused on dealing with crime and ASB.

Executive Summary: Quarter 1, 2020/21 results

- Only 20% of Essex residents think crime and ASB has become more of a problem (which links to the previous question). This is the lowest level recorded and is significantly lower than all previous quarters (page 41). EP has seen a decrease in crime this quarter, with the news reporting this. This reporting may have helped inform people who do not normally see the crime statistics.
- More than seven out of ten residents (77%) feel that the police use their powers of Stop and Search fairly, a significant increase from 70% in Q4 (page 32).
 - Despite this quarterly improvement, annual figures show a significant fall in those who agree that EP use their Stop and Search Powers fairly.
 - BAME respondents are less likely to agree that the police use their Stop and Search power fairly and respectfully. Whilst people over 55 think the power is used fairly and respectfully (page 33). BAME individuals have a greater number of Stops per 1000 population than White individuals, which may influence their perception of Stop and Search powers being disproportionate.
- Notably, the importance of a regular uniformed presence dropped significantly from a high of 76% Q3 2019/20 (very important) to 59% Q1 2020/21 (very important) (page 38).
- Over half the people surveyed (53%) feel informed about what the police are doing. This is the highest level recorded in the quarterly survey to date (page 48).

Executive Summary: concluding points

This quarter's survey has produced significant increases in confidence and satisfaction across a range of key measures. The results for many questions are at their highest level since the survey began. This includes the main confidence question - police are doing a good/excellent job. The public also believe we are dealing with crime/ASB in their area, which means fewer people think that crime/ASB is becoming more of a problem. People feel informed about local policing, which means our message that we understand community issues is getting across. People are also more likely to believe they would receive a good service if they reported a crime.

The survey now includes questions about Essex's response to COVID-19 (Pages 12 – 14). Survey answers demonstrate a strong public support for Essex Police, with 73.3% of people agreeing we are doing a good job and 78.5% of people fully supporting the approach.

This quarter's survey coincides with the measures implemented in response to the Covid-19 pandemic. There has been broad national and local support for public services including the Police during the pandemic, which may have affected the results. However, the SMSR COVID results indicate that the public believe we are dealing with the situation well and are satisfied with our approach, these are both key drivers of overall confidence.

Executive Summary: concluding points

Demographic analysis continues to show that across most measures, BAME respondents and victims of crime continue to report lower levels of confidence and satisfaction. To show the disparity between White and BAME respondents, a new section has been added that highlights this (see page 53).

The four key drivers of confidence are extremely important here (see page 8) as they are the areas identified as being key to improving people's views of Essex police and increasing confidence.

Key Drivers of Confidence

Receiving a good service

If you were to report a crime or incident in the future, how confident are you that you would receive a good service from Essex Police?

Dealing with ASB, Crime and Serious and Organised Crime

To what extent do you agree that Essex Police and the organisations they work with are tackling Crime and ASB that matter in your area?

Keeping people informed

How satisfied, dissatisfied were you with being kept informed of progress by Essex Police?

Being satisfied with your most recent experience with Essex Police – consistently good service is vital.

Taking your most recent experience into account, how are you satisfied, dissatisfied with the service supplied by Essex Police?

Summary of Main Findings: PAU analysis of key factors

- 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 Seven COVID-19 Related Complaints

COVID-19 Related Complaints

Thematic analysis of the latest COVID-19 related complaint data highlighted several themes.

Police not wearing facemasks and/or not keeping socially distanced accounted for 46% (31) of all complaints. Only 13% (9) were related to Neighbour disputes, where the complainant felt the police did take appropriate action. This may have been addressed if the complainants were aware of our 4 E approach - Engage, Explain, Encourage and Enforce.

The second largest category ‘Other’, covers a range of themes that are not directly COVID-19 driven, but where COVID19 is mentioned. They range from people complaining about arrest versus voluntary interview (Code G of PACE) to policing priorities during COVID-19 lockdown i.e. the perceived use of speed guns on empty carriageways.

Covid Related Complaints	Police						Grand Total
	PPE/Distance	Other*	Neighbour	Travel	Enforcement	Public group	
Apr	10	7	5	2		1	25
May	9	7	2	2	1		21
Jun	12	4	2	1	1	1	21
Grand Total	31	18	9	5	2	2	67
% of total	46%	27%	13%	7%	3%	3%	100%

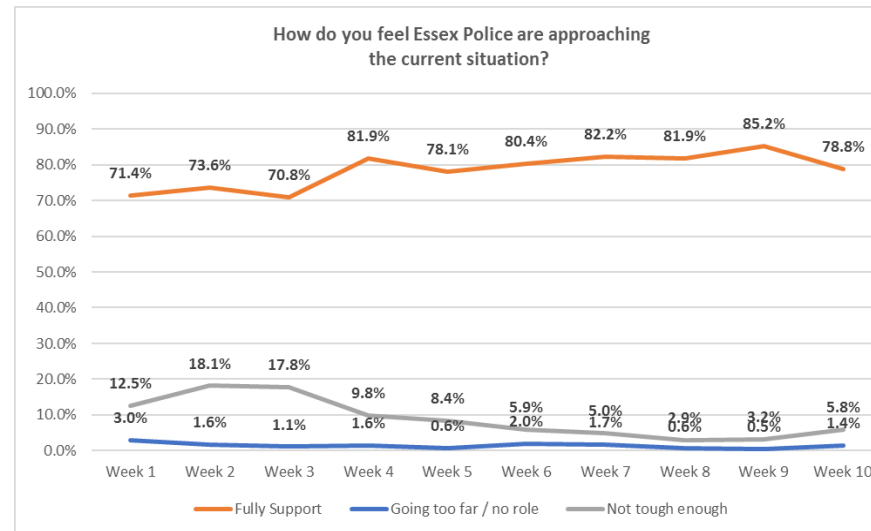
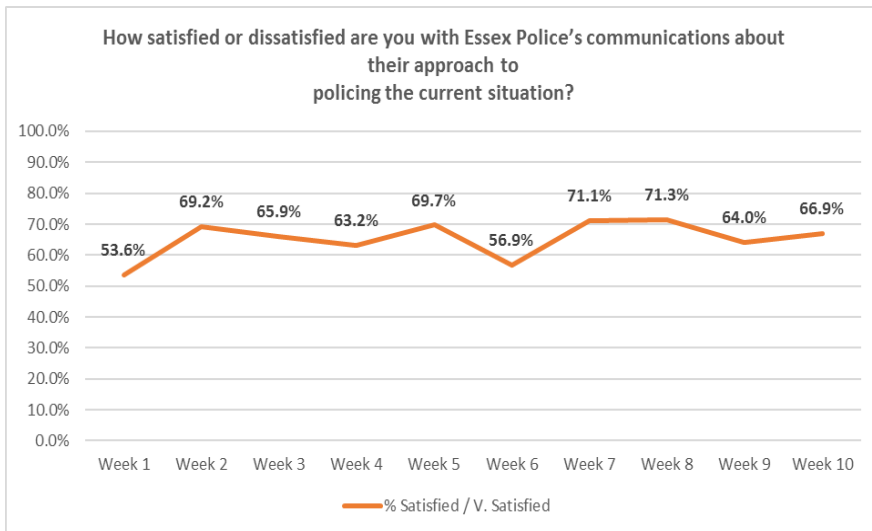
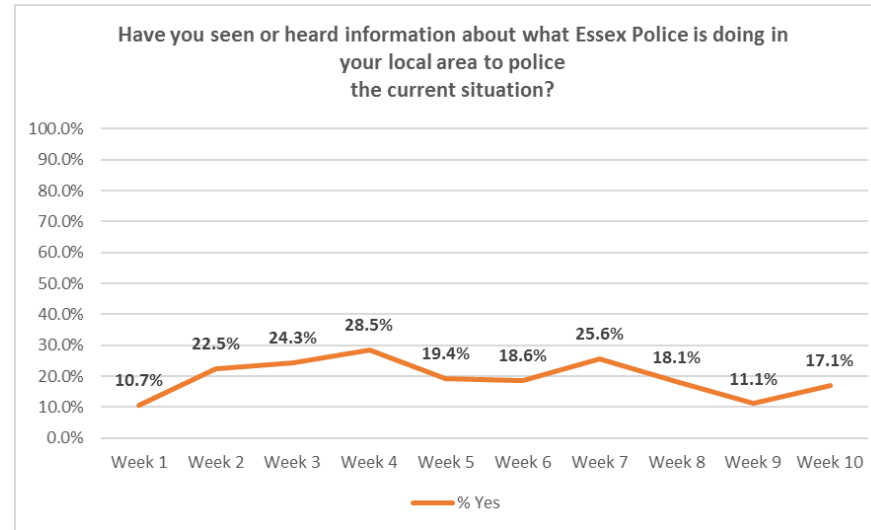
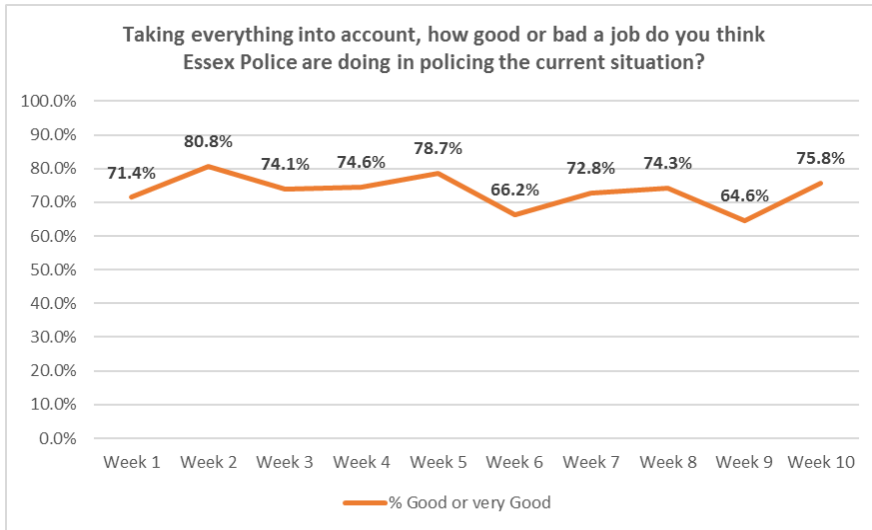
*This theme does not directly relate to COVID. It includes police incivility, the legitimacy of arrest/interviews, policing priorities, policing bias etc.

Section Eight COVID-19 Survey

COVID-19 Survey: Executive Summary

- Overall, just under three quarters (73.3%) of those surveyed have confidence in the approach the force is taking in policing during the pandemic.
- Just over three quarters of the public (78.5%) fully support the approach Essex police is taking to policing the current situation. Of those who do not support the approach, more think we should be taking a tougher stance: 8.8% versus 1.4% who say Essex police 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% to 5.8%
- Overall, nearly two-thirds (65.2%) are satisfied with the communication about Essex's approach. Overall, 19.5% have seen information about this for their local area. Those who have seen local information are more likely to be very satisfied, indicating the positive impact this communication is having.
- A small number (37) have been either stopped by Essex police or contacted us about a Covid-19 issue (30). Across all contacts, 70.5% (43) 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.

COVID-19 Survey: Results





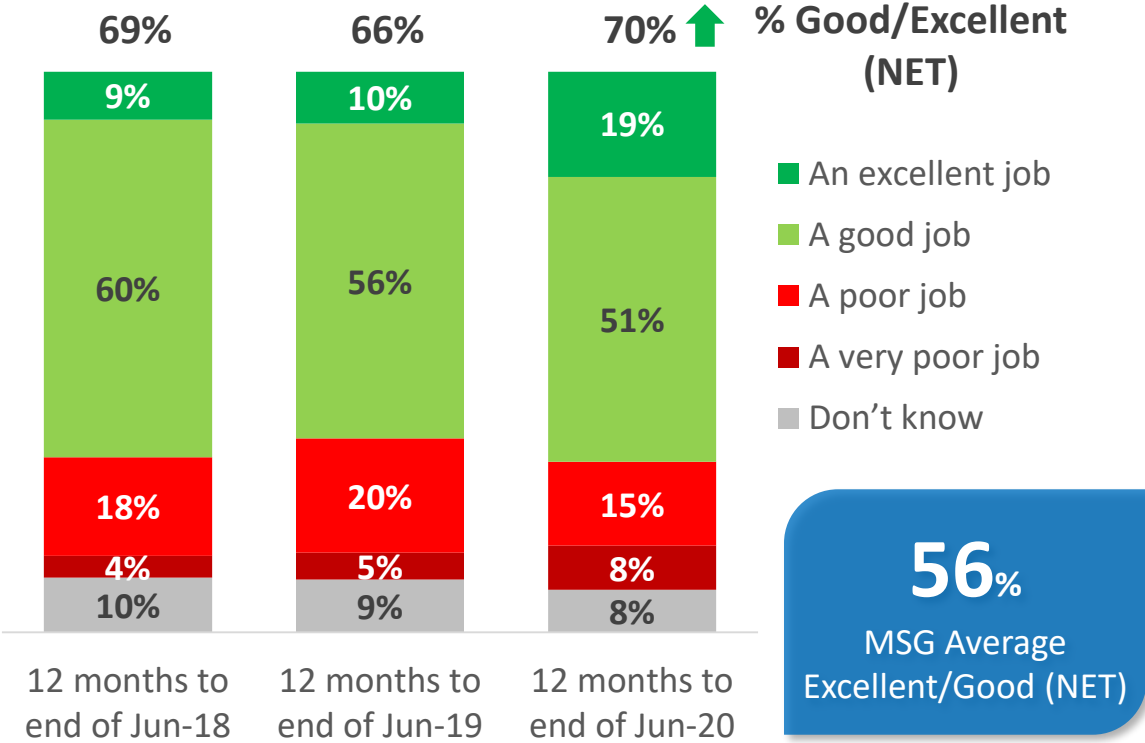
Section Two

Overall Views

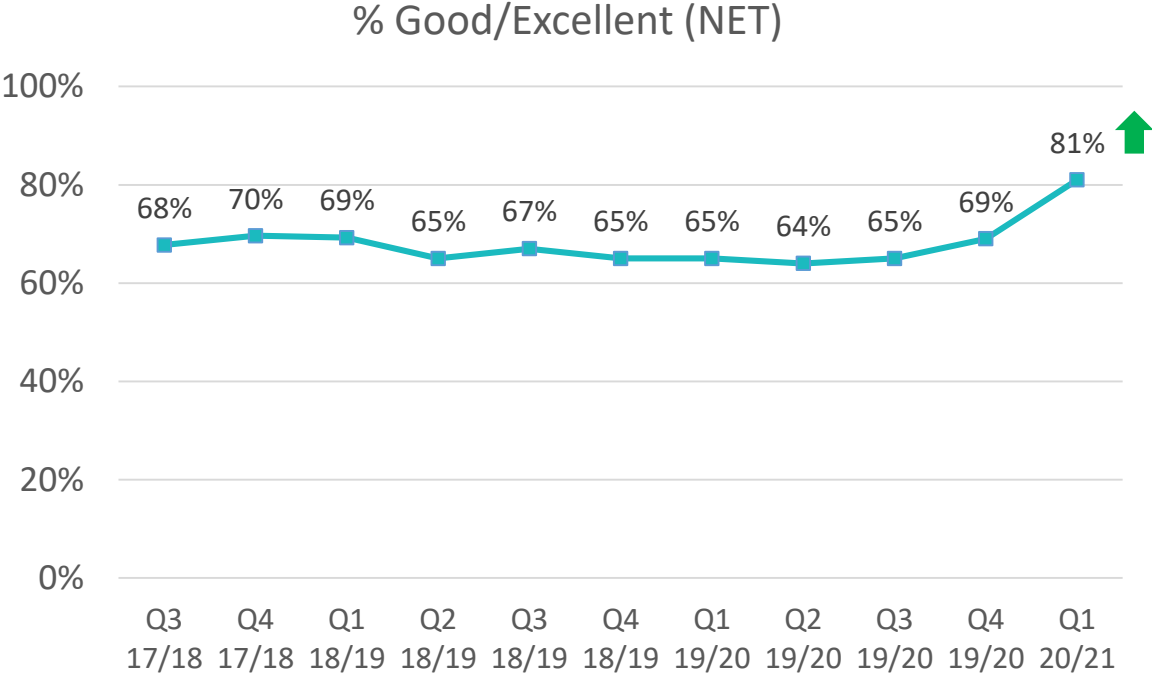


Seven out of 10 think the police in their area are doing a good or excellent job

Annual Trend



Quarterly Trend

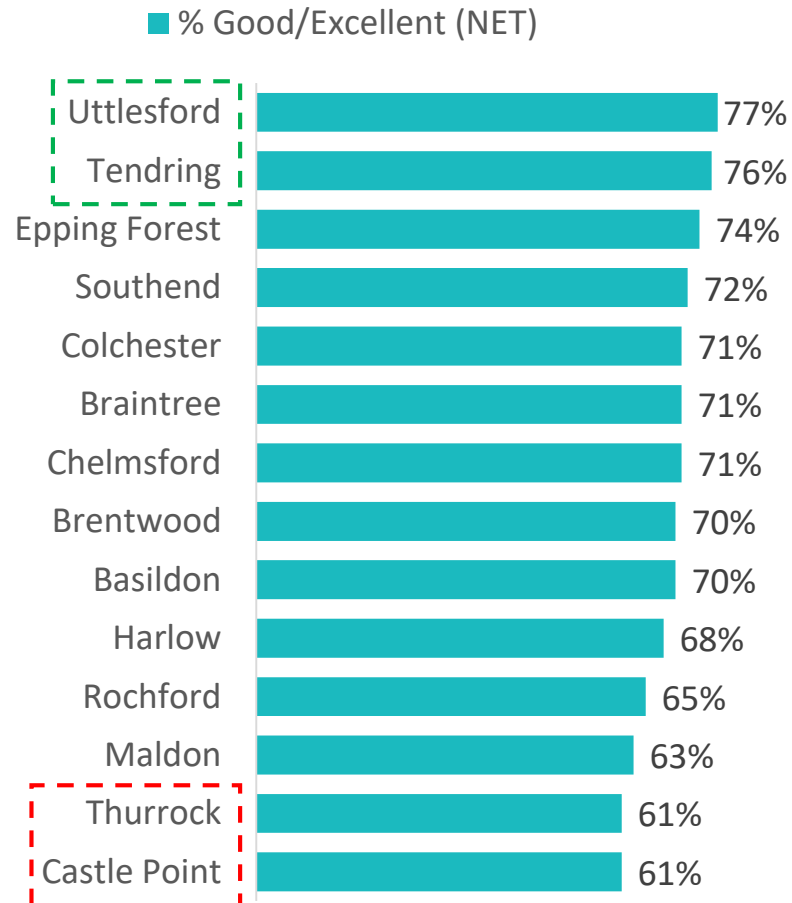


↑ significantly higher than all previous Quarters

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 victims of crime think their local police are doing a good or excellent job

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Over three-quarters of residents living in Uttlesford (77%) and Tendring (76%) think the police in their area are doing a good or excellent job, compared with around 6 out of 10 in Thurrock (61%) and Castle Point (61%)

Demographic Trends

% think local police are doing a good or excellent job

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Uttlesford	58%	60%	77%	+17% ↑
Tendring	70%	64%	76%	+12% ↑
Epping Forest	67%	57%	74%	+17% ↑
Southend	70%	64%	72%	+8% ↑
Colchester	72%	73%	71%	-2%
Braintree	68%	74%	71%	-3%
Chelmsford	73%	71%	71%	0%
Brentwood	67%	60%	70%	+10% ↑
Basildon	62%	64%	70%	+6% ↑
Harlow	76%	71%	68%	-3%
Rochford	75%	61%	65%	+4%
Maldon	68%	67%	63%	-4%
Thurrock	69%	64%	61%	-3%
Castle Point	66%	59%	61%	+2%

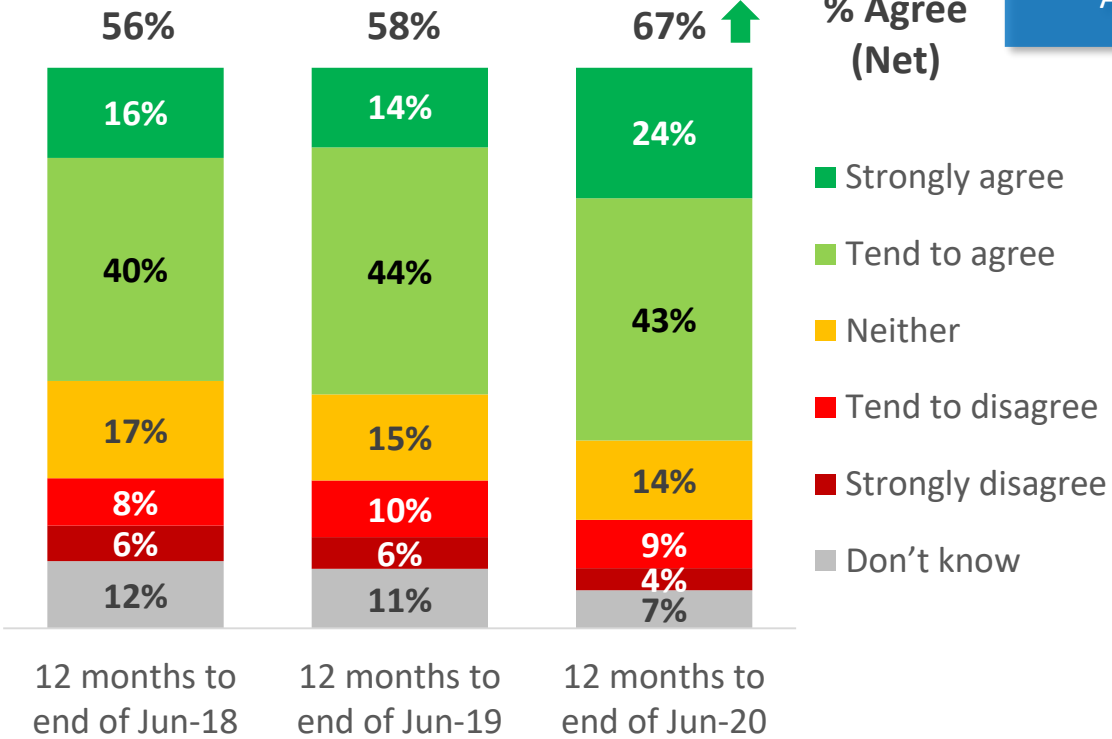
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	72%	67%	67%	0%
Female	66%	65%	72%	+7% ↑
Under 35	79%	74%	69%	-5% ↓
35-54	66%	64%	68%	+4% ↑
55+	65%	61%	72%	+11% ↑
White	68%	65%	71%	+6% ↑
BAME	78%	68%	62%	-6% ↓
Victim of crime	53%	57%	57%	0%
Non victim	71%	67%	71%	+4% ↑

↑ significant increase ↓ significant decrease

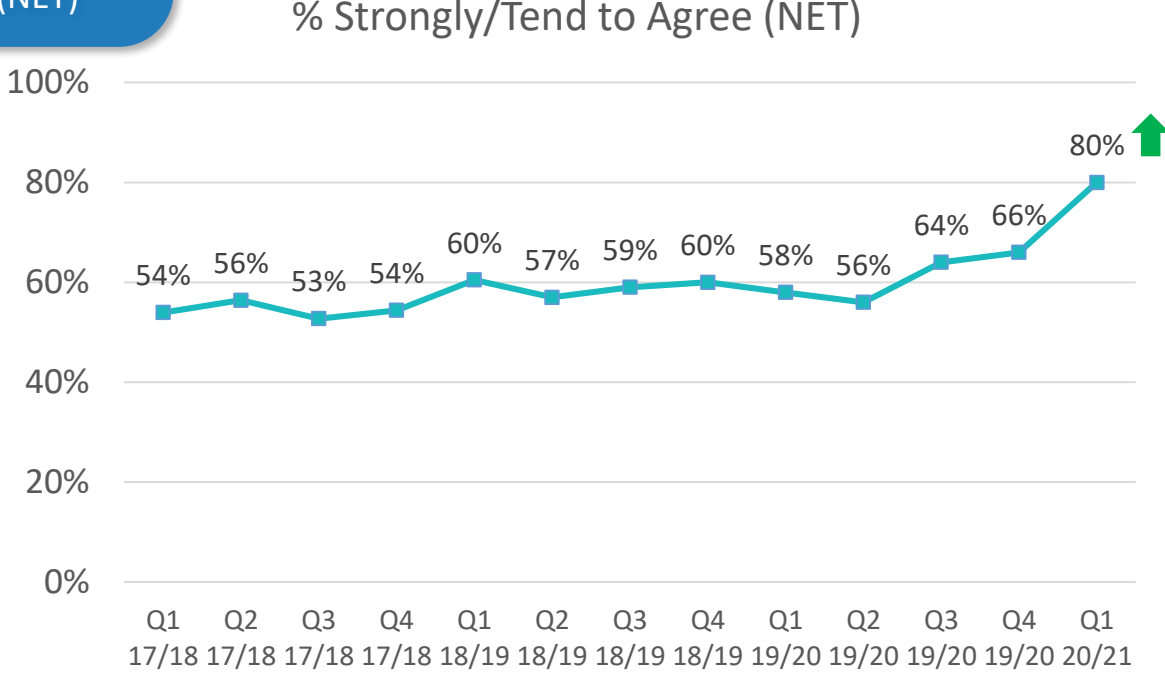
Agreement that EP understands community issues continues to increase at a significant rate

67%
MSG Average Agree (NET)

Annual Trend



Quarterly Trend

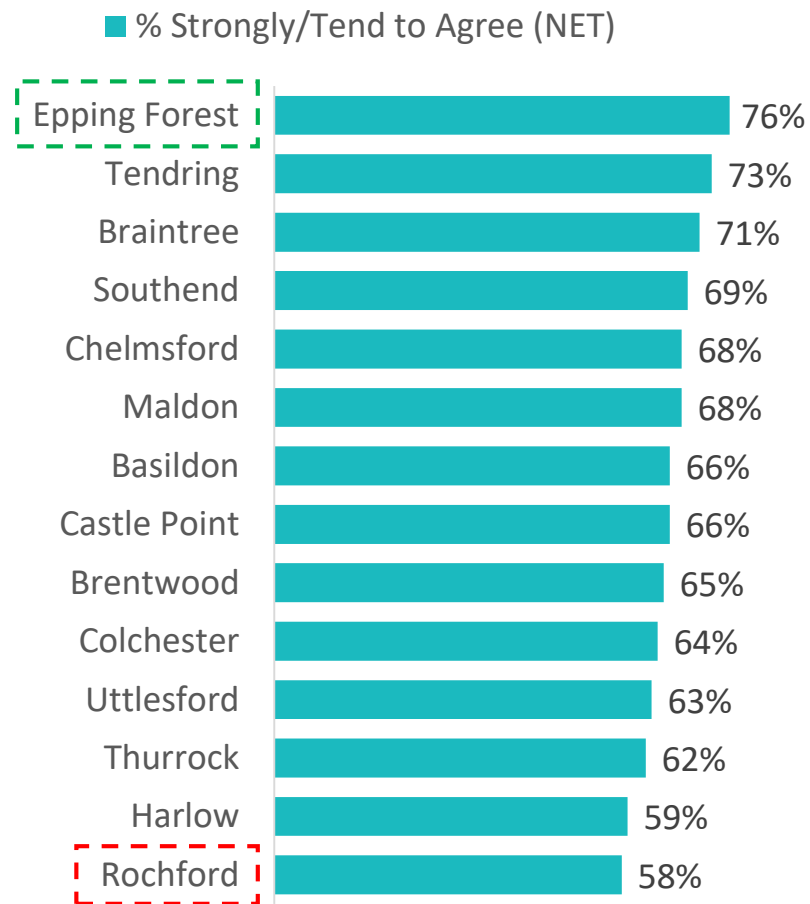


↑ significantly higher than all previous Quarters

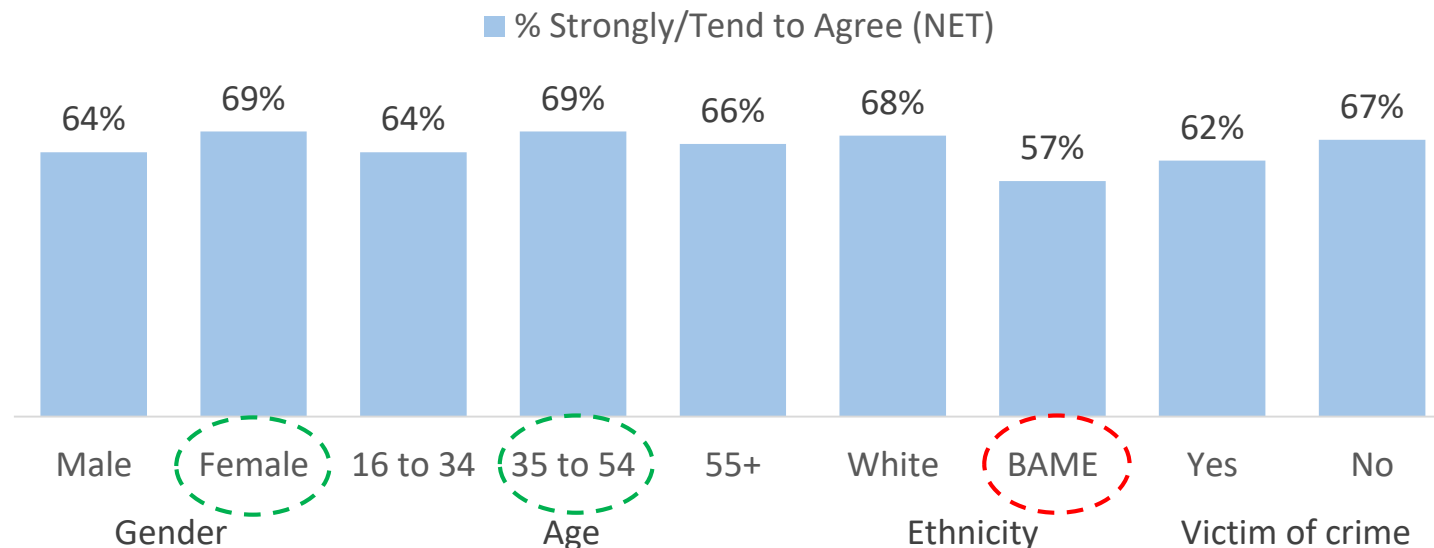
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Less than 6 out of 10 BAME residents agree EP understand issues affecting their community

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Females and those aged 35-54 are the most likely to agree EP understand issues affecting their community (69%)
- Three-quarters of residents living in Epping Forest agree EP understand issues affecting their community (76%) compared to 58% in Rochford

Demographic Trends

% agree EP understand issues affecting their community

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Epping Forest	49%	48%	76%	+28% ↑
Tendring	63%	58%	73%	+15% ↑
Braintree	60%	64%	71%	+7% ↑
Southend	59%	59%	69%	+10% ↑
Chelmsford	55%	59%	68%	+9% ↑
Maldon	52%	60%	68%	+8% ↑
Basildon	54%	58%	66%	+8% ↑
Castle Point	59%	62%	66%	+4%
Brentwood	55%	50%	65%	+15% ↑
Colchester	56%	63%	64%	+1%
Uttlesford	48%	51%	63%	+12% ↑
Thurrock	54%	61%	62%	+1%
Harlow	62%	61%	59%	-2%
Rochford	56%	58%	58%	0%

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	58%	61%	64%	+3%
Female	54%	56%	69%	+13% ↑
Under 35	64%	63%	64%	+1%
35-54	56%	60%	69%	+9% ↑
55+	52%	54%	66%	+12% ↑
White	56%	59%	68%	+9% ↑
BAME	59%	54%	57%	+3%
Victim of crime	52%	52%	62%	+10% ↑
Non victim	57%	59%	67%	+8% ↑

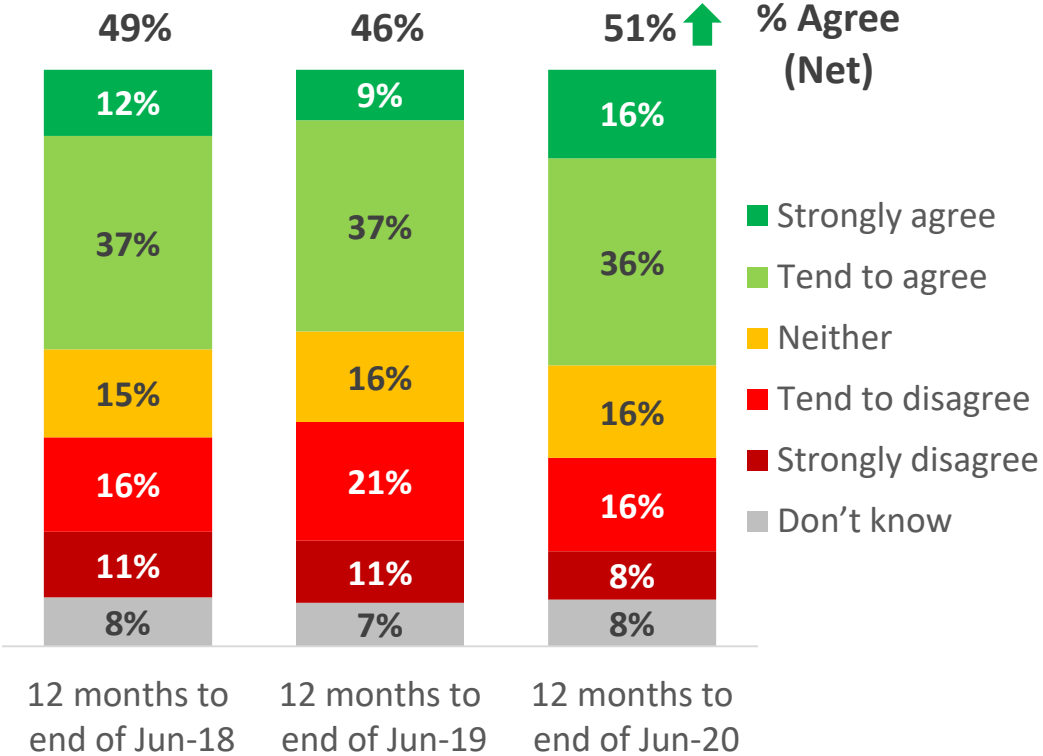
↑ significant increase ↓ significant decrease

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

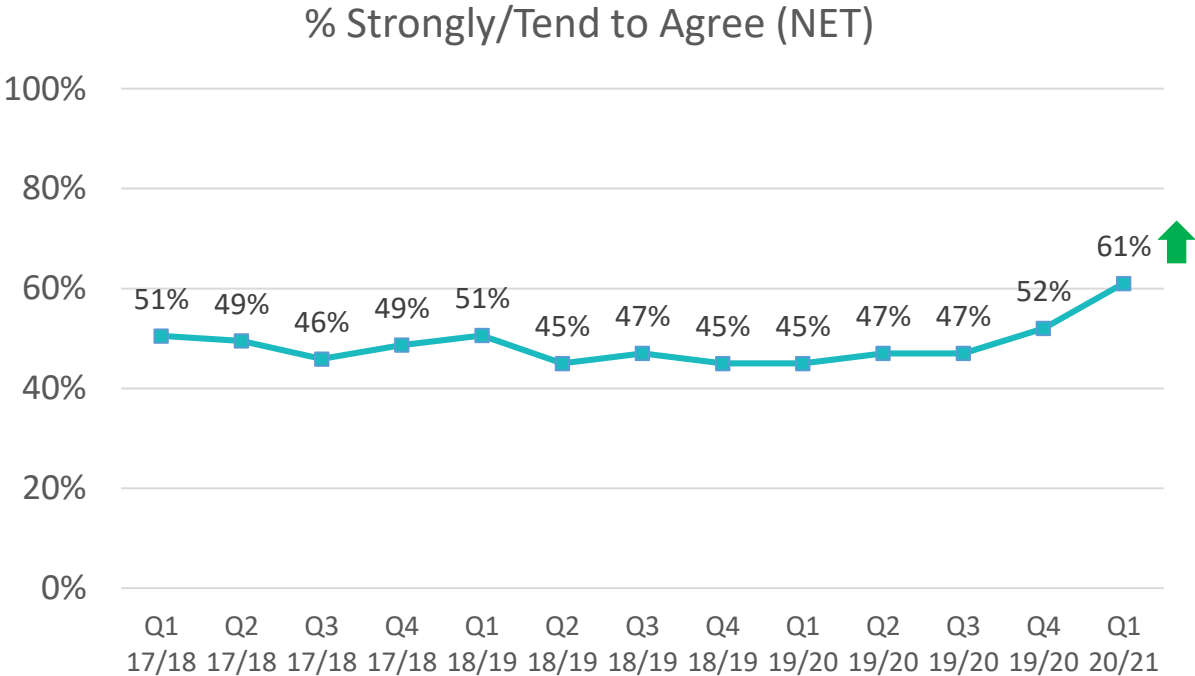
53%
MSG Average Agree (NET)

42%
National Average Agree (NET)

Annual Trend Rolling 12 months



Quarterly Trend

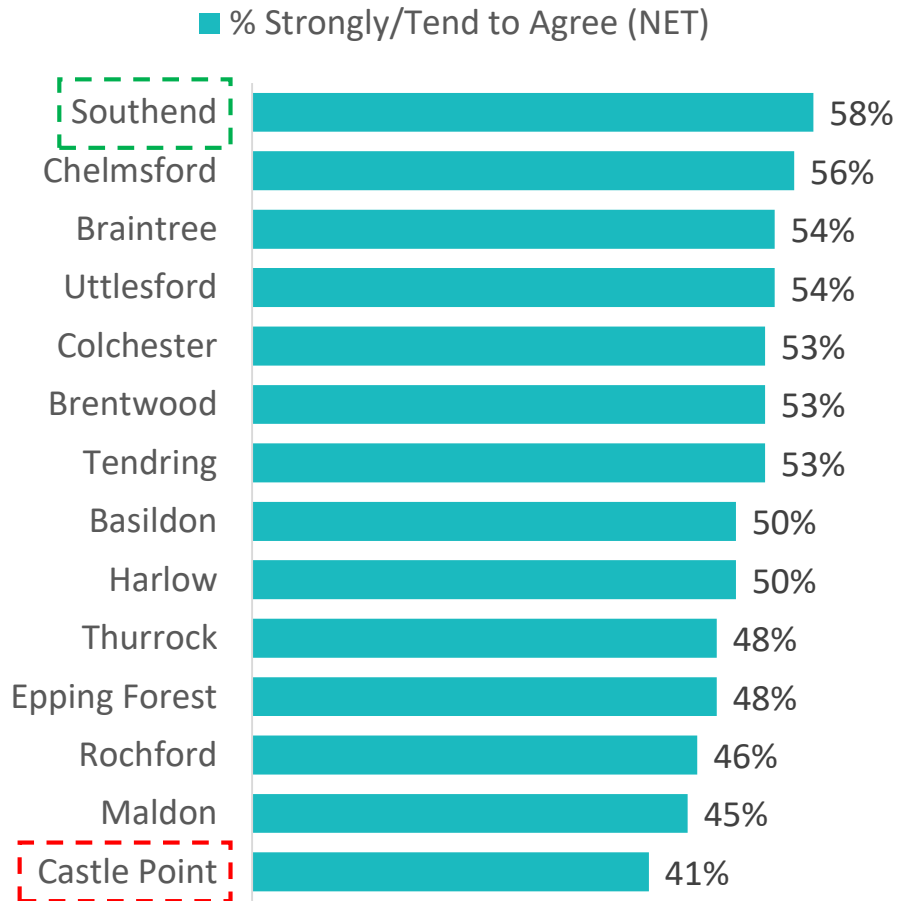


↑ significantly higher than all previous Quarters

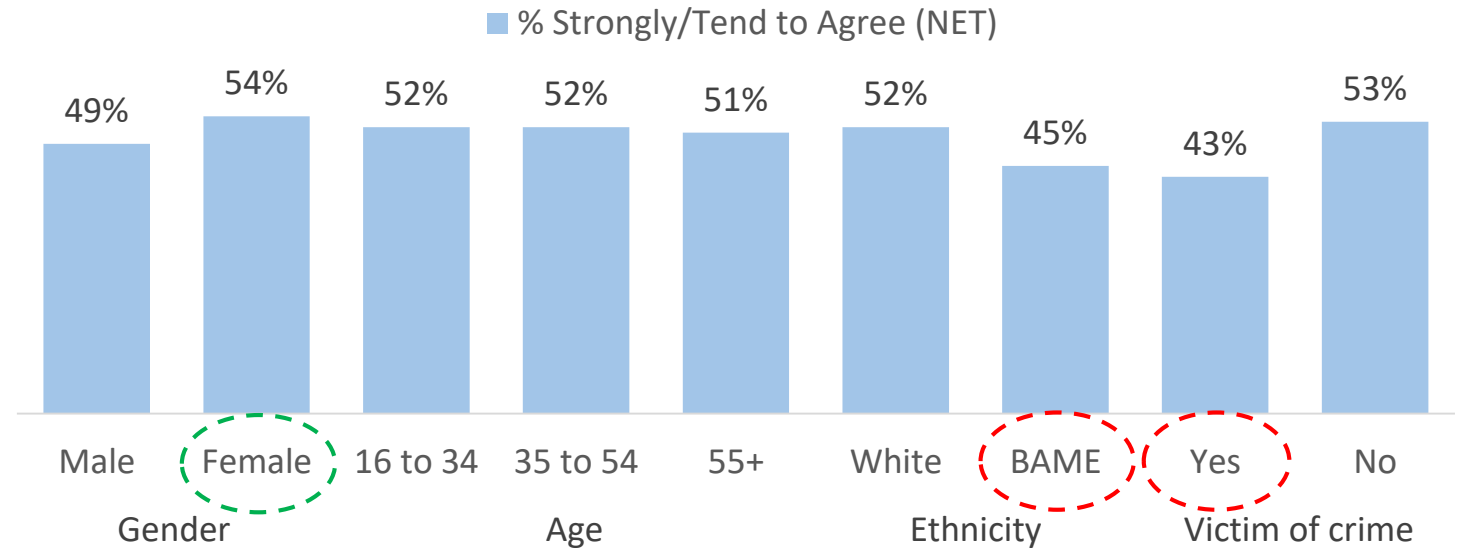
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Less than half of victims of crime & BAME residents agree EP are dealing with crime and ASB in their area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- There are significant differences in agreement between Districts – almost 6 out of 10 of those living in Southend agree (58%) compared with 41% in Castle Point

Demographic Trends

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

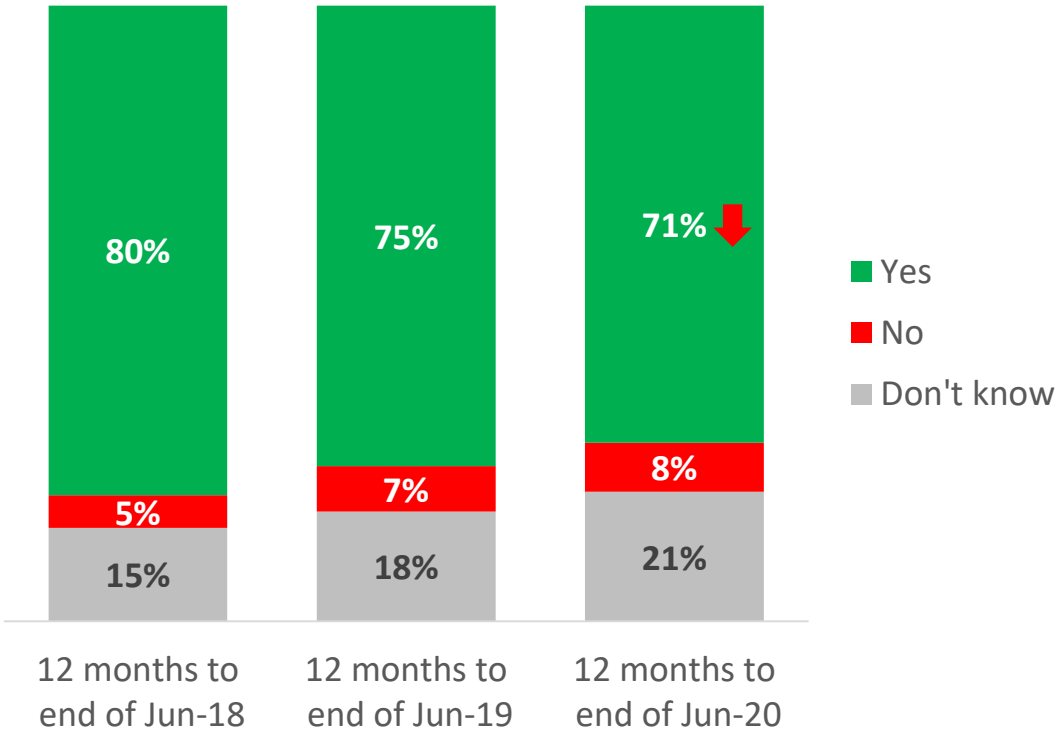
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Southend	52%	45%	58%	+13% ↑
Chelmsford	52%	50%	56%	+6% ↑
Braintree	50%	55%	54%	-1%
Uttlesford	39%	38%	54%	+16% ↑
Colchester	53%	55%	53%	-2%
Brentwood	45%	38%	53%	+15% ↑
Tendring	52%	47%	53%	+6% ↑
Basildon	46%	41%	50%	+9% ↑
Harlow	55%	50%	50%	0%
Thurrock	44%	44%	48%	+4%
Epping Forest	44%	38%	48%	+10% ↑
Rochford	51%	42%	46%	+4%
Maldon	47%	47%	45%	-2%
Castle Point	45%	38%	41%	+3%

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	50%	46%	49%	+3%
Female	47%	45%	54%	+9% ↑
Under 35	60%	55%	52%	-3%
35-54	44%	43%	52%	+9% ↑
55+	45%	41%	51%	+10% ↑
White	48%	45%	52%	+7% ↑
BAME	57%	52%	45%	-7% ↓
Victim of crime	37%	38%	43%	+5%
Non victim	50%	47%	53%	+6% ↑

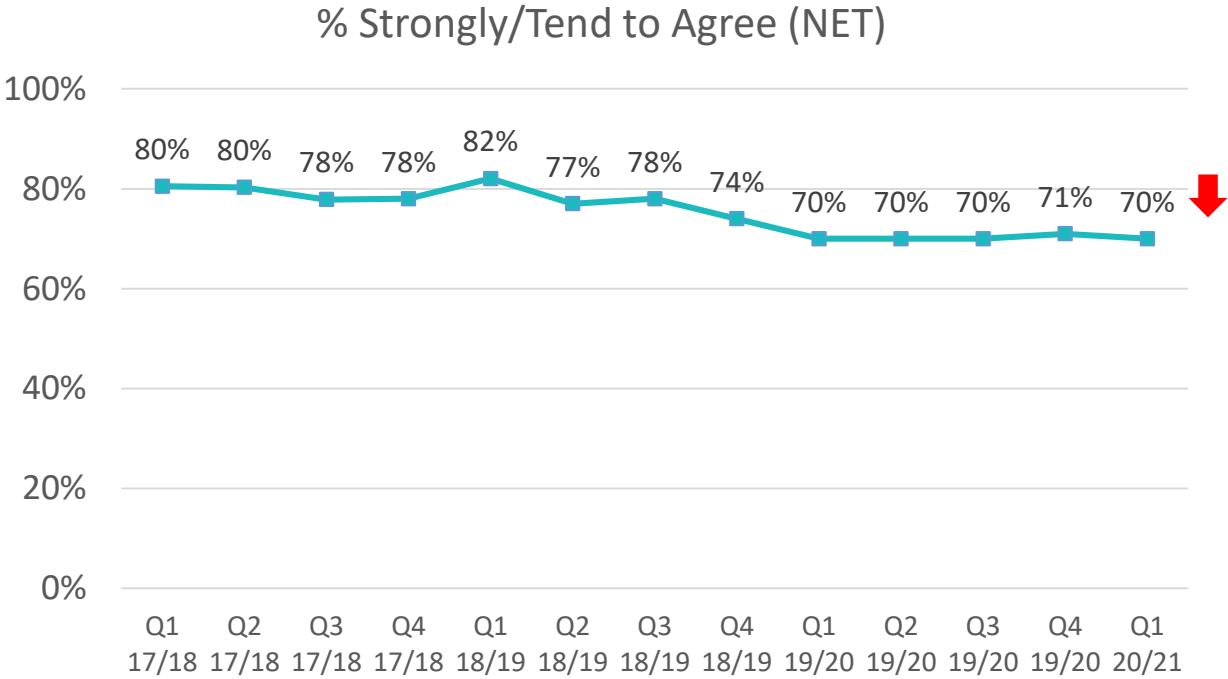
↑ significant increase ↓ significant decrease

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

Annual Trend



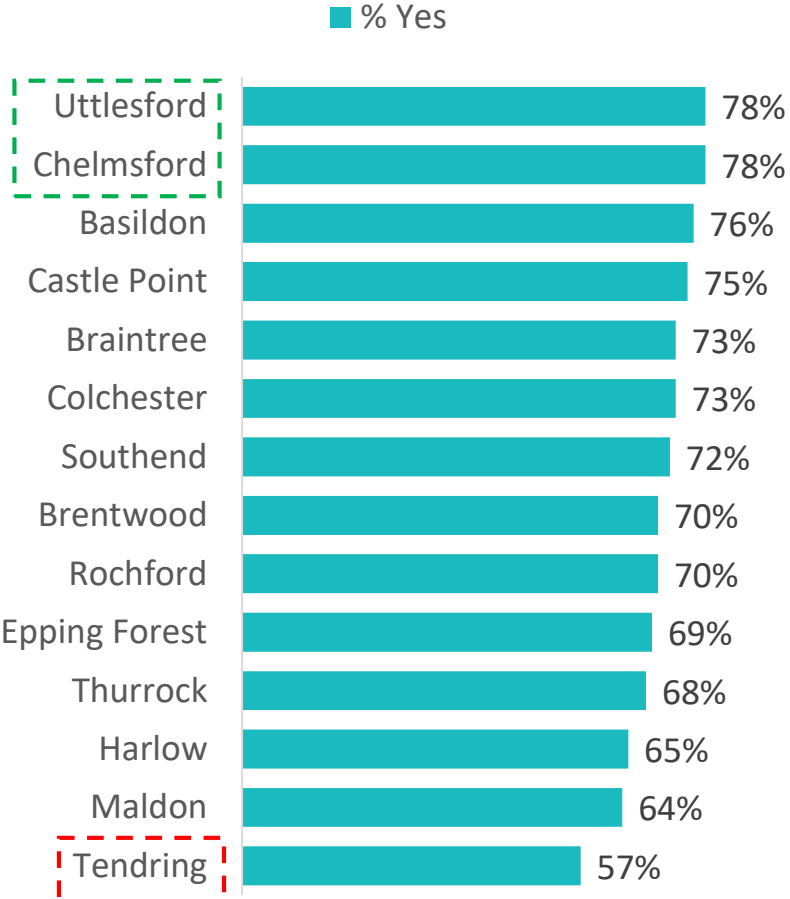
Quarterly Trend



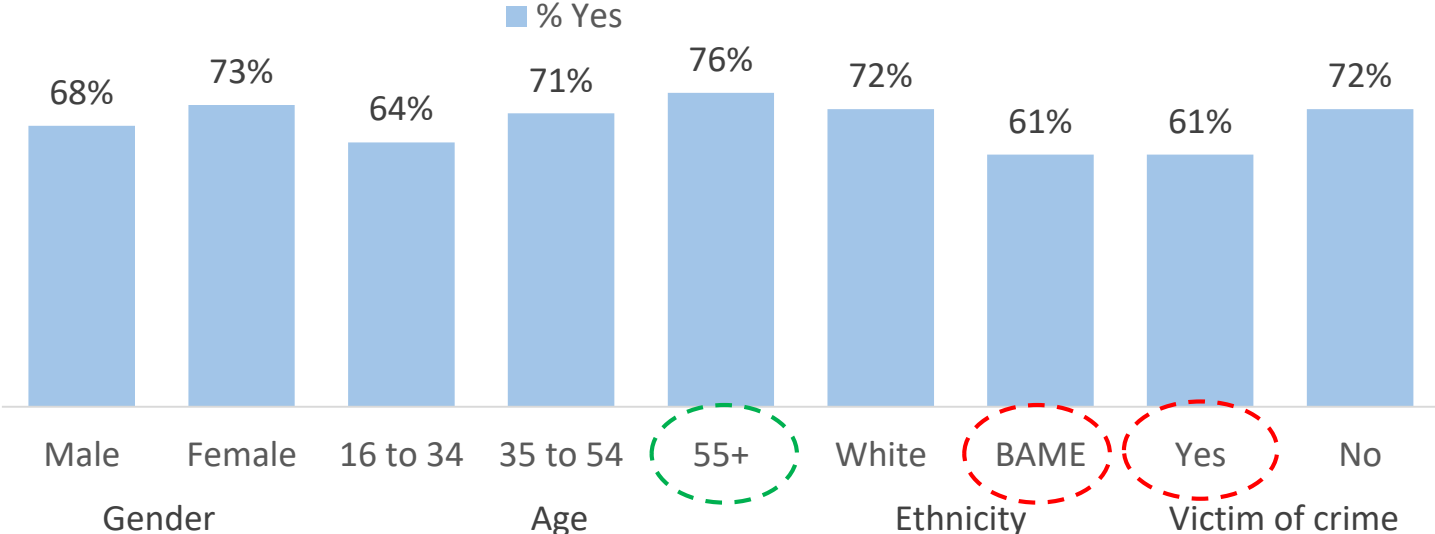
↓ significantly lower than Q1 17/18 – Q3 18/19

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
- Over three-quarters of those living in Uttlesford (78%), Chelmsford (78%) and Basildon (76%) think they would be treated fairly compared to less than 6 out of 10 in Tendring (57%)

Demographic Trends

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

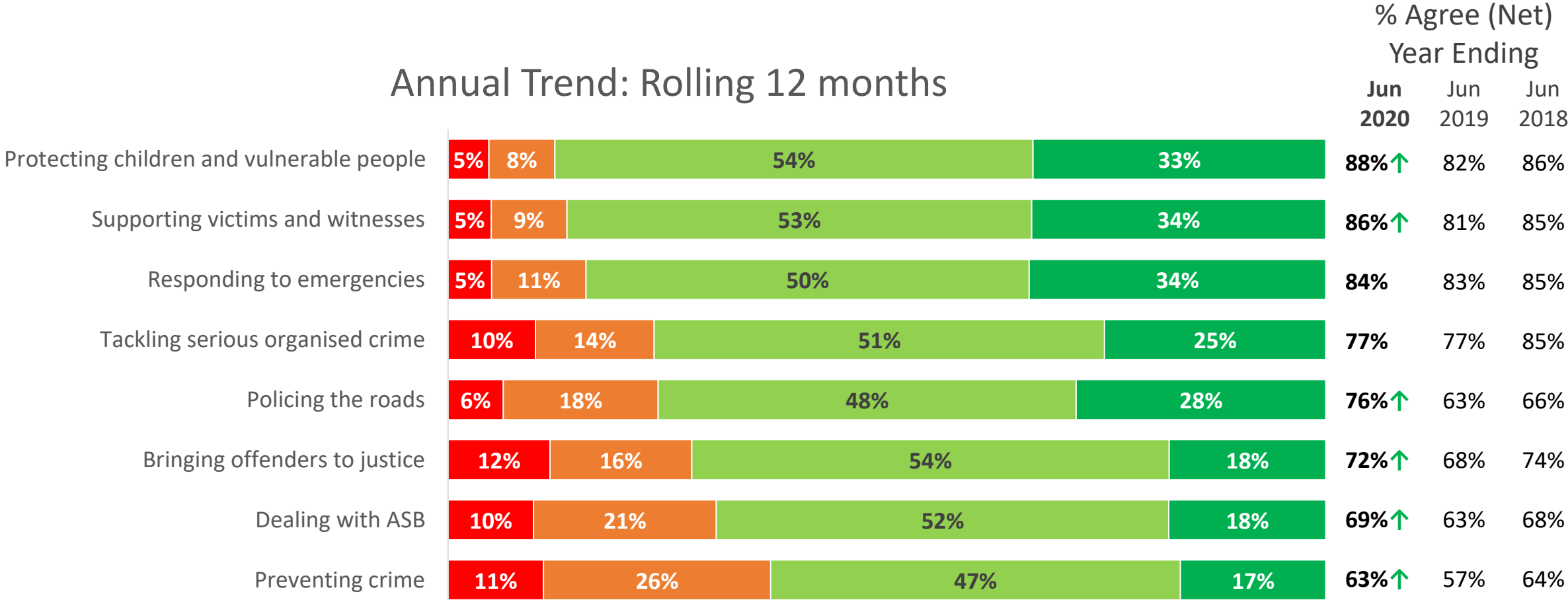
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Uttlesford	82%	81%	78%	-3%
Chelmsford	74%	78%	78%	0%
Basildon	75%	67%	76%	+9% ↑
Castle Point	81%	75%	75%	0%
Braintree	81%	83%	73%	-10% ↓
Colchester	82%	79%	73%	-6% ↓
Southend	80%	73%	72%	-1%
Brentwood	78%	69%	70%	+1%
Rochford	81%	80%	70%	-10% ↓
Epping Forest	81%	67%	69%	+2%
Thurrock	78%	71%	68%	-3%
Harlow	80%	73%	65%	-8% ↓
Maldon	84%	82%	64%	-18% ↓
Tendring	82%	76%	57%	-19% ↓

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	80%	75%	68%	-7% ↓
Female	79%	75%	73%	-2%
Under 35	81%	73%	64%	-9% ↓
35-54	79%	75%	71%	-4% ↓
55+	79%	76%	76%	0%
White	80%	76%	72%	-4% ↓
BAME	72%	64%	61%	-3%
Victim of crime	72%	68%	61%	-7% ↓
Non victim	81%	76%	72%	-4% ↓

↑ significant increase ↓ significant decrease

Perceptions of Essex Police and the organisations they work with increased significantly in the last 12 months

Annual Trend: Rolling 12 months

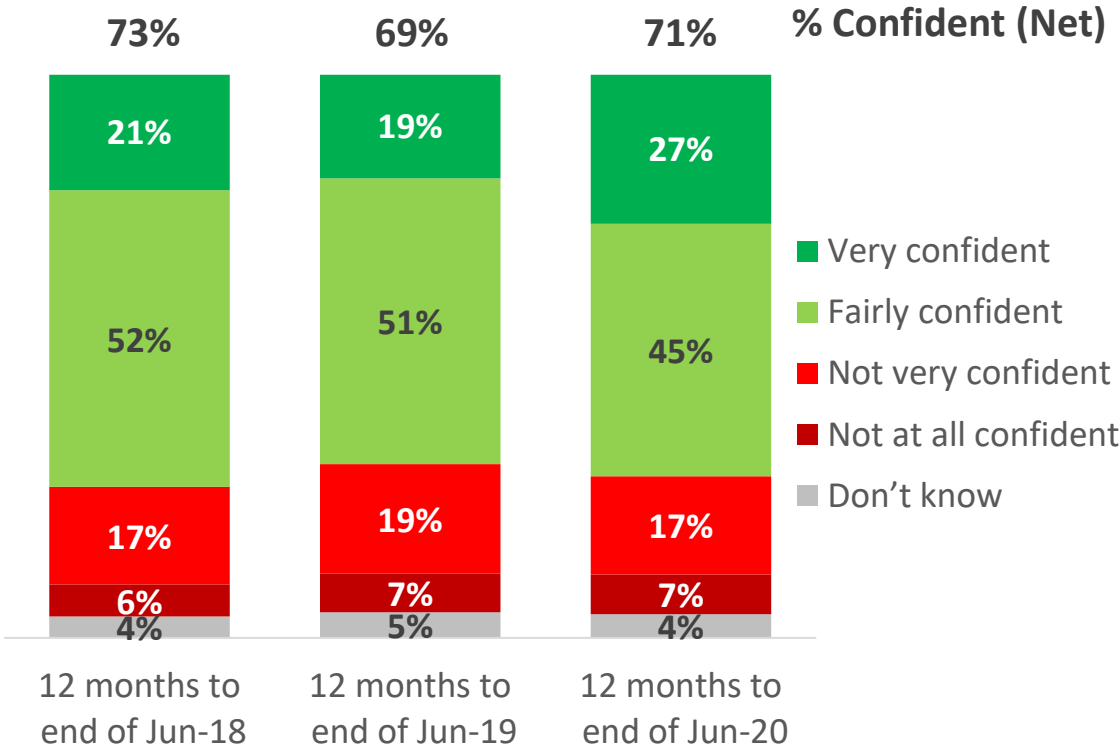


■ Strongly disagree
 ■ Disagree
 ■ Agree
 ■ Strongly agree

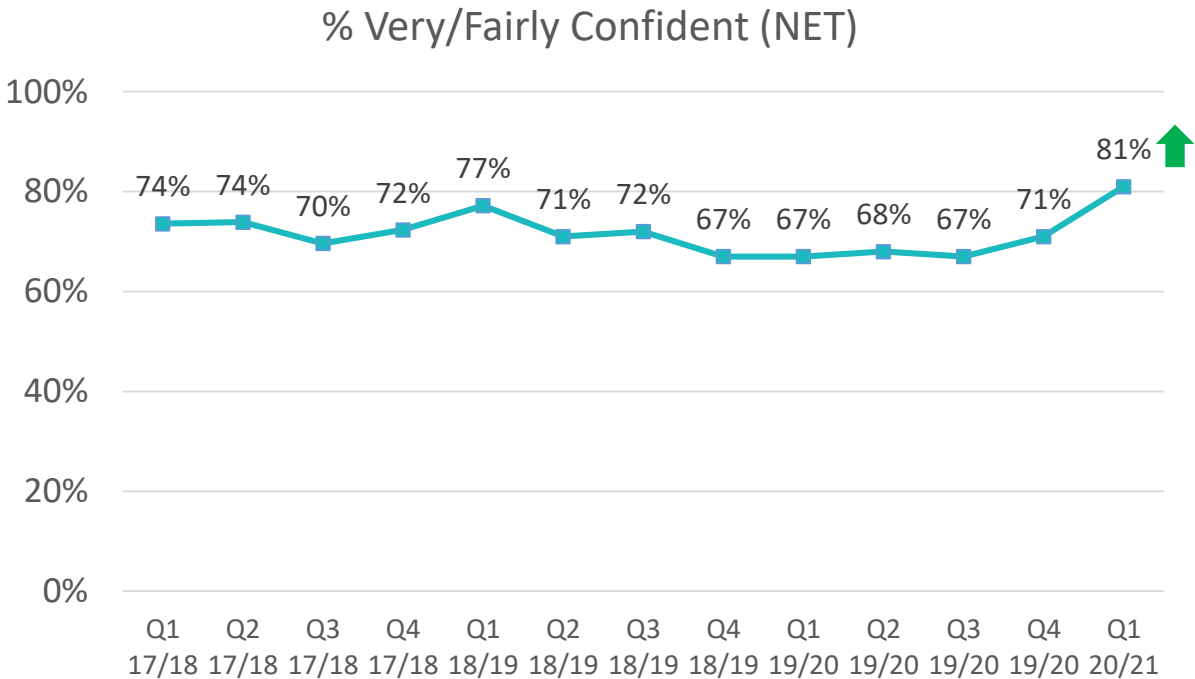
↑ significant increase
 ↓ significant decrease

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

Annual Trend



Quarterly Trend

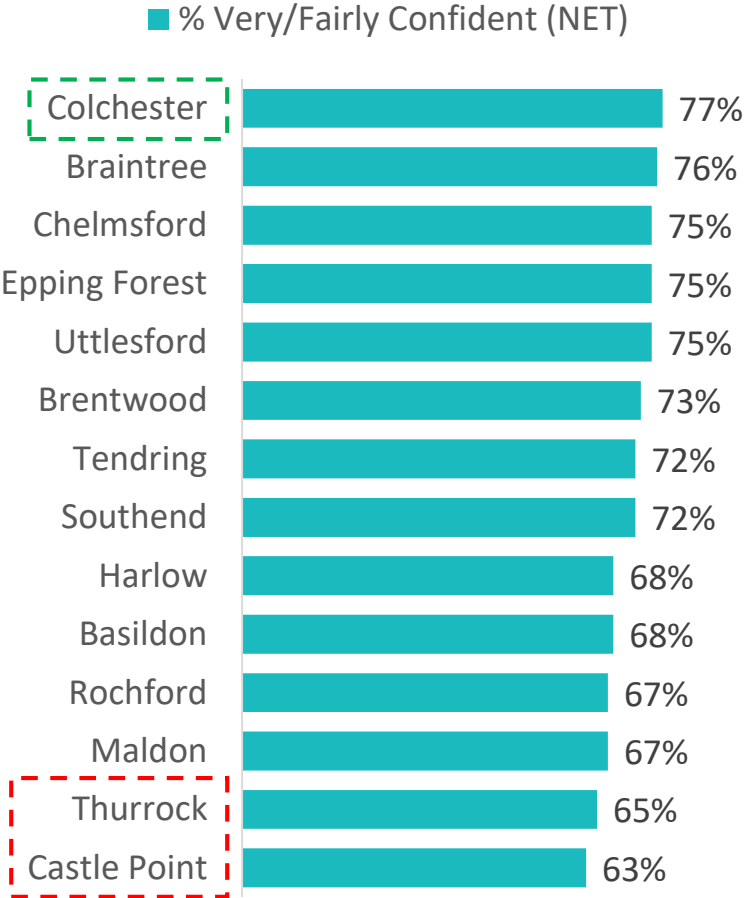


↑ significantly higher than Q4 18/19 onwards

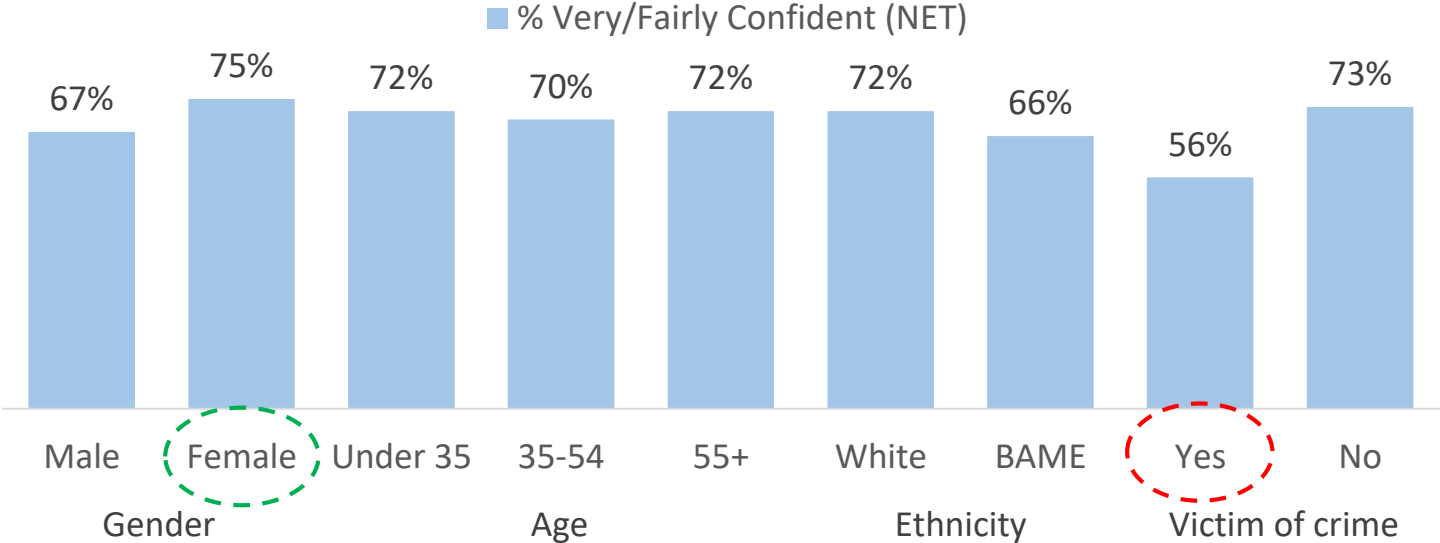
NET refers to the combined score for the two most positive answer options (Very/Fairly Confident). Significance testing at 95% confidence level.

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)



- There are significant differences in confidence between Districts – over three-quarters of those living in Colchester (77%) and Braintree (76%) would feel confident compared with less than two-thirds in Thurrock (65%) and Castle Point (63%)

Demographic Trends

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

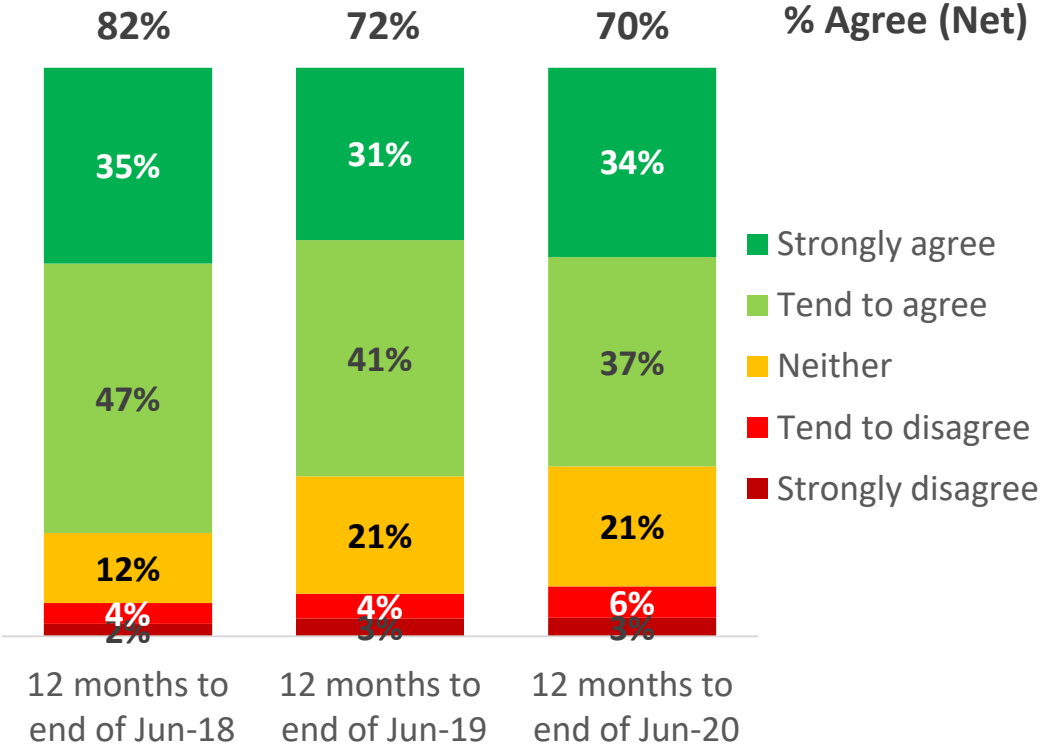
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Colchester	75%	75%	77%	+2%
Braintree	76%	78%	76%	-2%
Chelmsford	75%	73%	75%	+2%
Epping Forest	72%	60%	75%	+15% ↑
Uttlesford	68%	64%	75%	+11% ↑
Brentwood	71%	65%	73%	+8% ↑
Tendring	75%	65%	72%	+7% ↑
Southend	73%	69%	72%	+3%
Harlow	80%	73%	68%	-5%
Basildon	72%	70%	68%	-2%
Rochford	74%	63%	67%	+4%
Maldon	68%	73%	67%	-6%
Thurrock	71%	69%	65%	-4%
Castle Point	70%	65%	63%	-2%

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	72%	69%	67%	-2%
Female	74%	70%	75%	+5% ↑
Under 35	83%	77%	72%	-5% ↓
35-54	72%	67%	70%	+3% ↑
55+	68%	65%	72%	+7% ↑
White	73%	69%	72%	+3% ↑
BAME	82%	72%	66%	-6% ↓
Victim of crime	59%	57%	56%	-1%
Non victim	75%	71%	73%	+2%

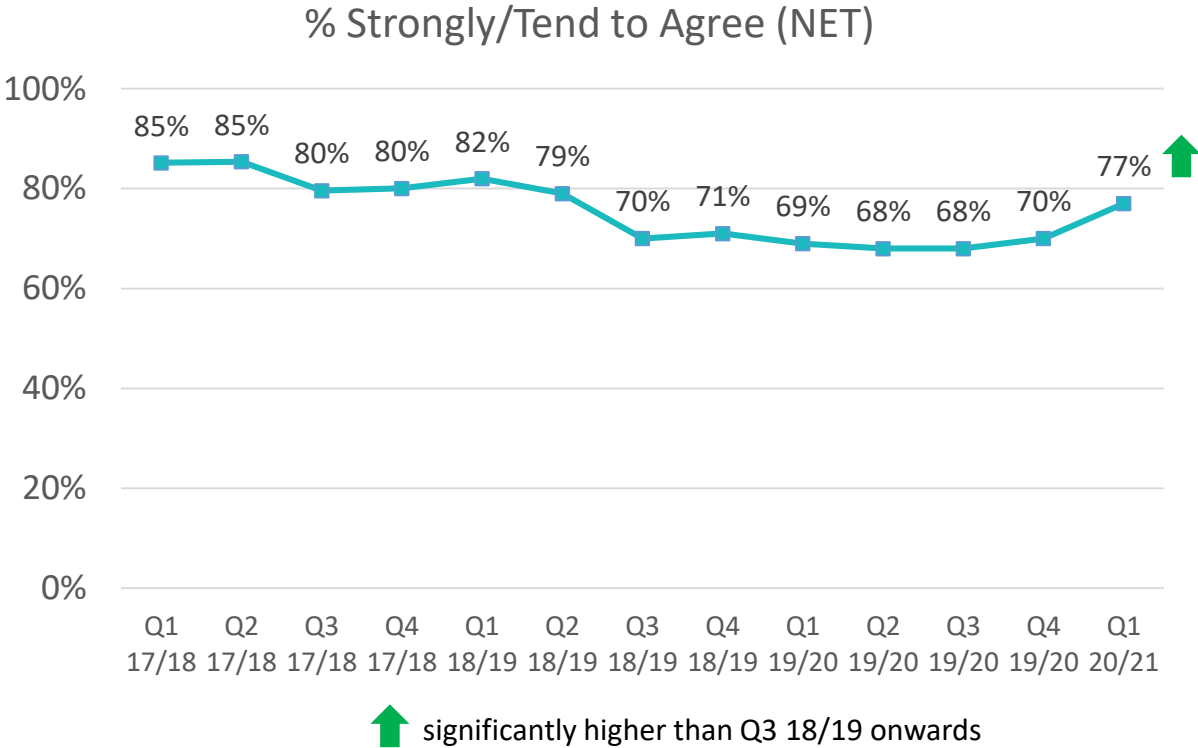
↑ significant increase ↓ significant decrease

Seven out of 10 are confident that the police use their stop and search power fairly and respectfully

Annual Trend



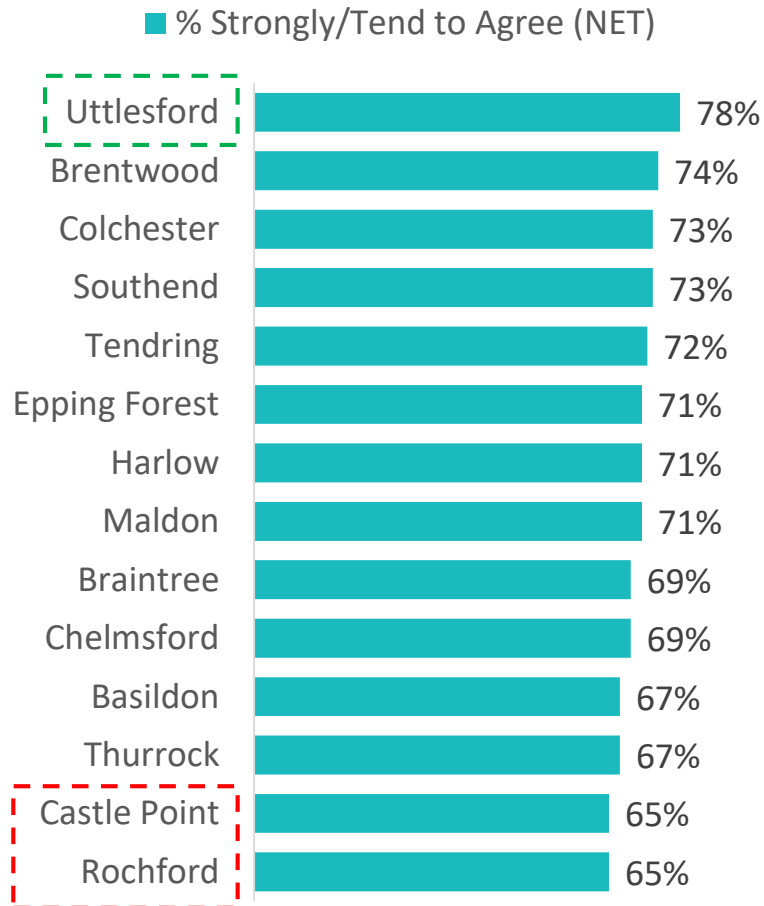
Quarterly Trend



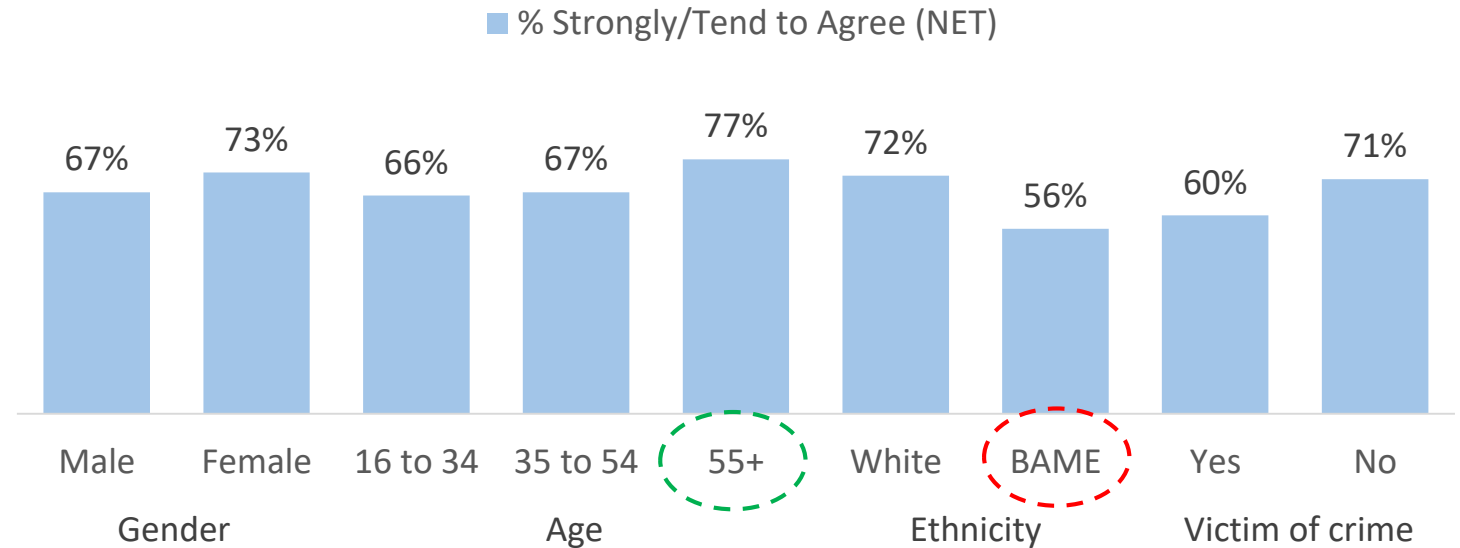
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

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 (77%)
- Residents in Castle Point (65%) and Rochford (65%) are the least likely to agree

Demographic Trends

% agree they have confidence in local policing

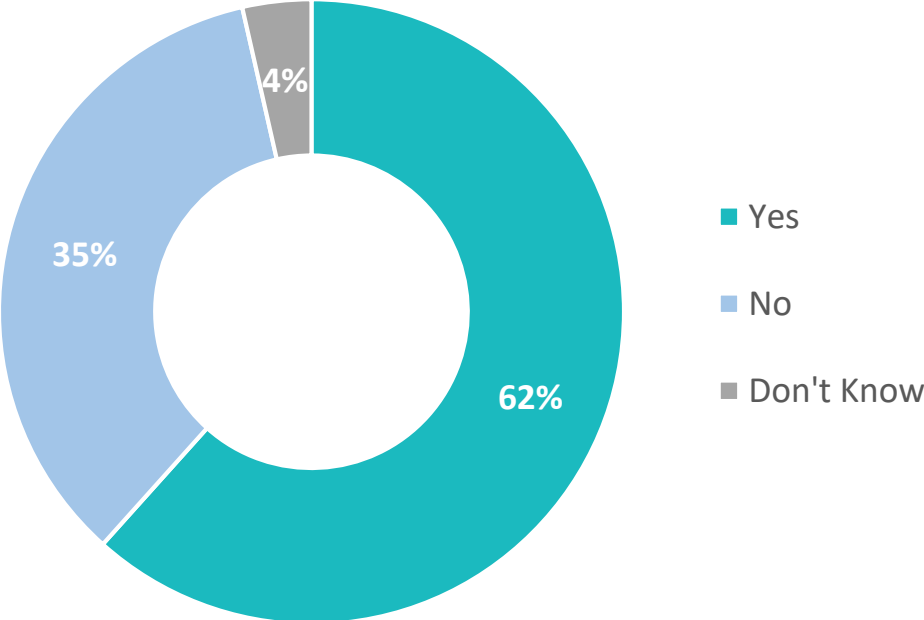
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Uttlesford	78%	78%	78%	0%
Brentwood	81%	66%	74%	+8% ↑
Colchester	83%	73%	73%	0%
Southend	85%	72%	73%	+1%
Tendring	85%	74%	72%	-2%
Epping Forest	86%	60%	71%	+11% ↑
Harlow	80%	76%	71%	-5%
Maldon	81%	76%	71%	-5%
Braintree	84%	75%	69%	-6% ↓
Chelmsford	83%	75%	69%	-6% ↓
Basildon	77%	71%	67%	-4%
Thurrock	78%	69%	67%	-2%
Castle Point	84%	76%	65%	-11% ↓
Rochford	83%	68%	65%	-3%

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	82%	70%	67%	-3% ↓
Female	81%	74%	73%	-1%
Under 35	82%	68%	66%	-2%
35-54	80%	71%	67%	-4% ↓
55+	84%	76%	77%	+1%
White	83%	72%	72%	0%
BAME	72%	68%	56%	-12% ↓
Victim of crime	75%	71%	60%	-9% ↓
Non victim	83%	72%	71%	-1%

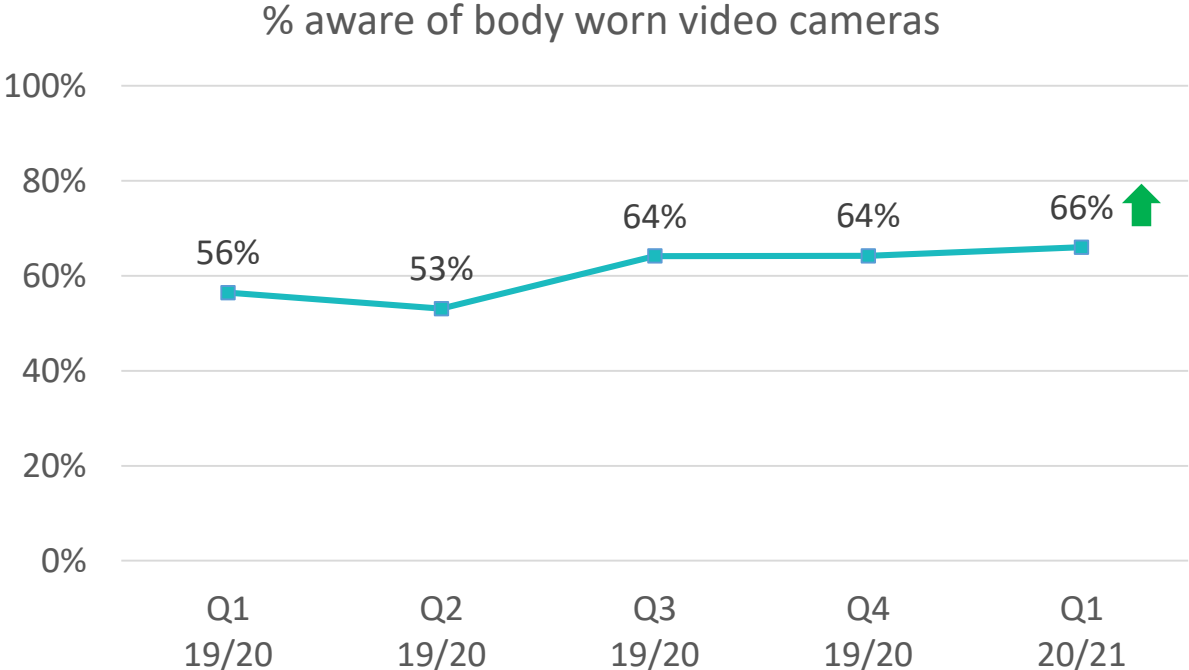
↑ significant increase ↓ significant decrease

Over 6 out of 10 are aware Police Officers use body worn video cameras

Jul 19 - Jun 20



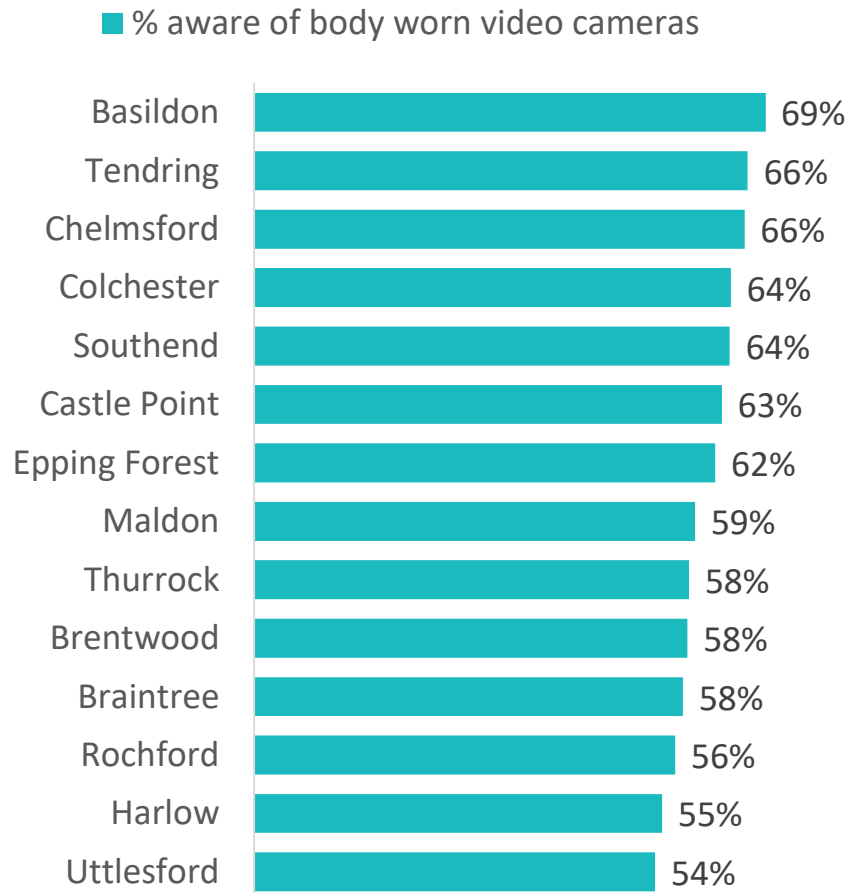
Quarterly Trend



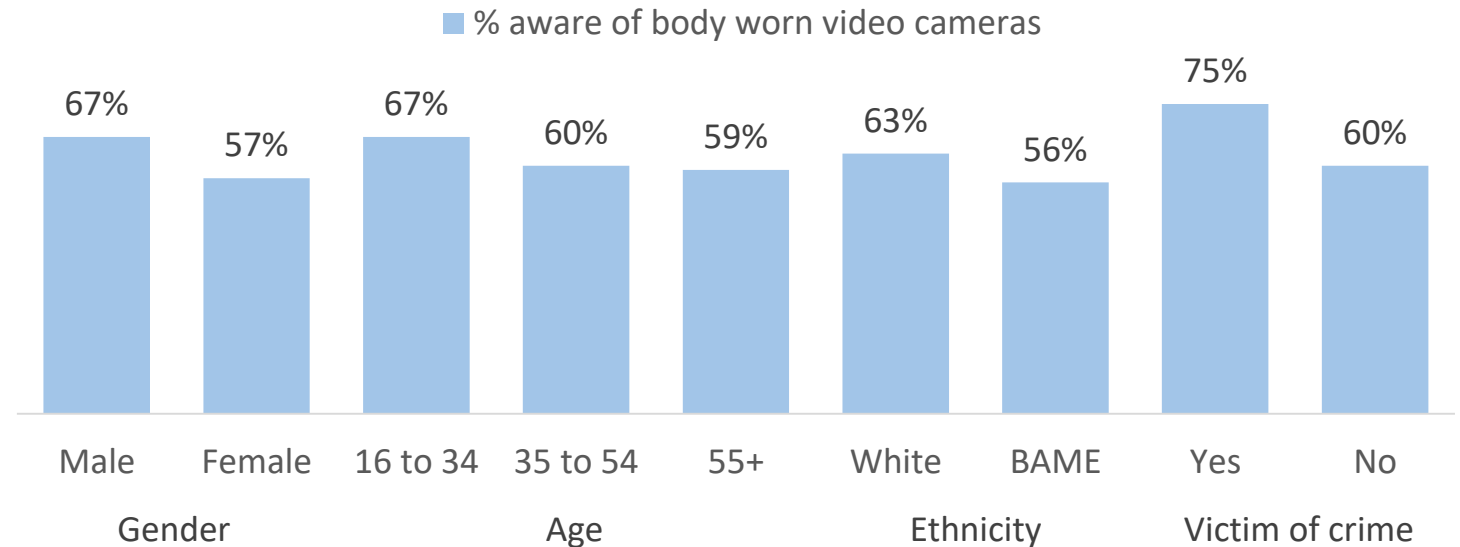
↑ significantly higher than Q1 & Q2 2019/20

Over half are aware of body worn video cameras across all Districts and demographic groups

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Three-quarters of victims of crime (75%) are aware that Police Officers in their area use body worn video cameras
- There are significant differences between Districts – over two-thirds of those living in Basildon (69%) are aware, compared with half in Uttlesford (54%)



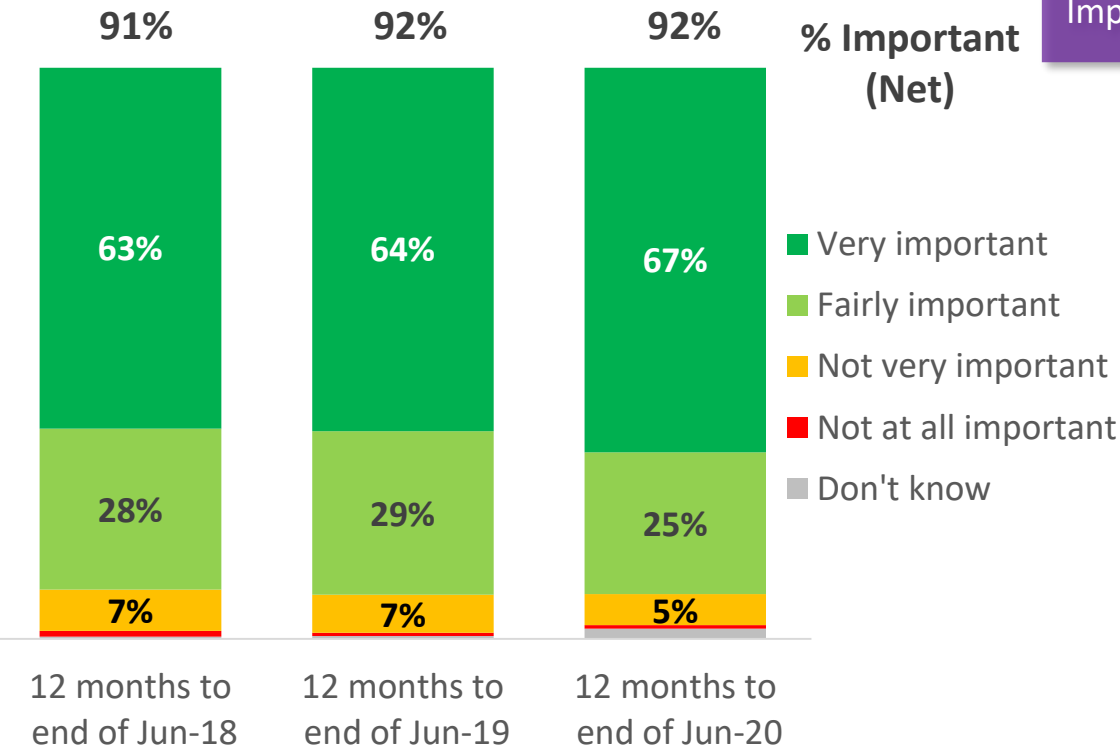
Section Three

Visibility & Crime/ASB Perceptions



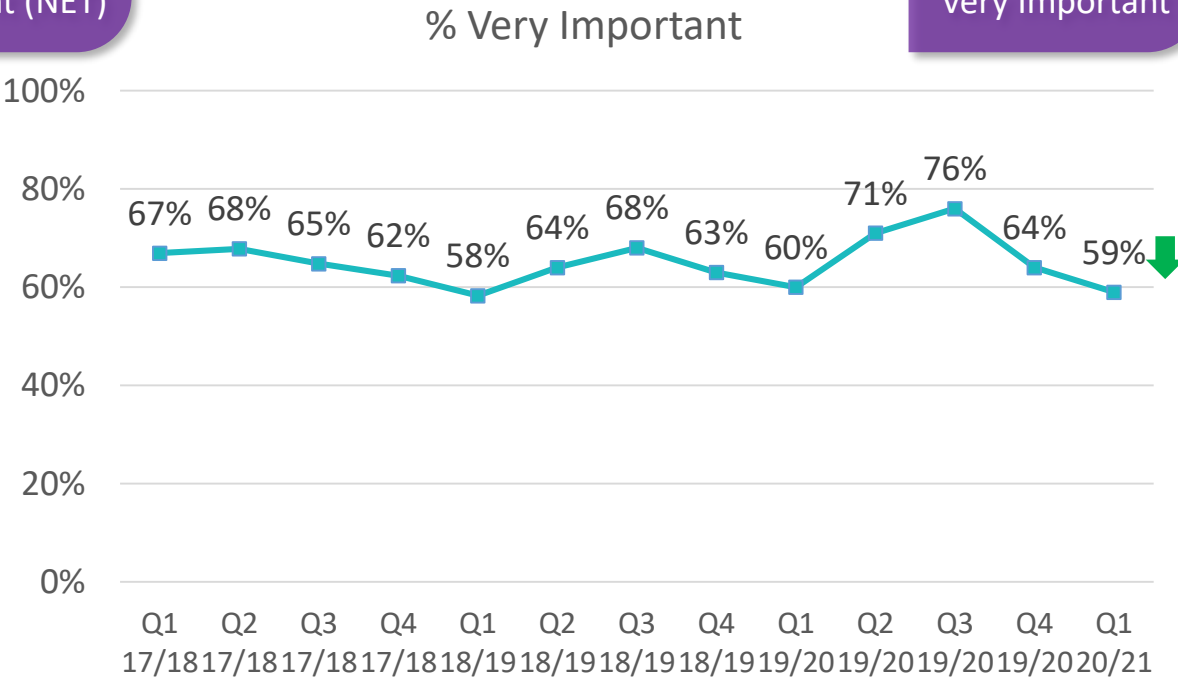
A regular uniformed police presence remains important for the majority of Essex residents

Annual Trend



78%
National Average Important (NET)

Quarterly Trend



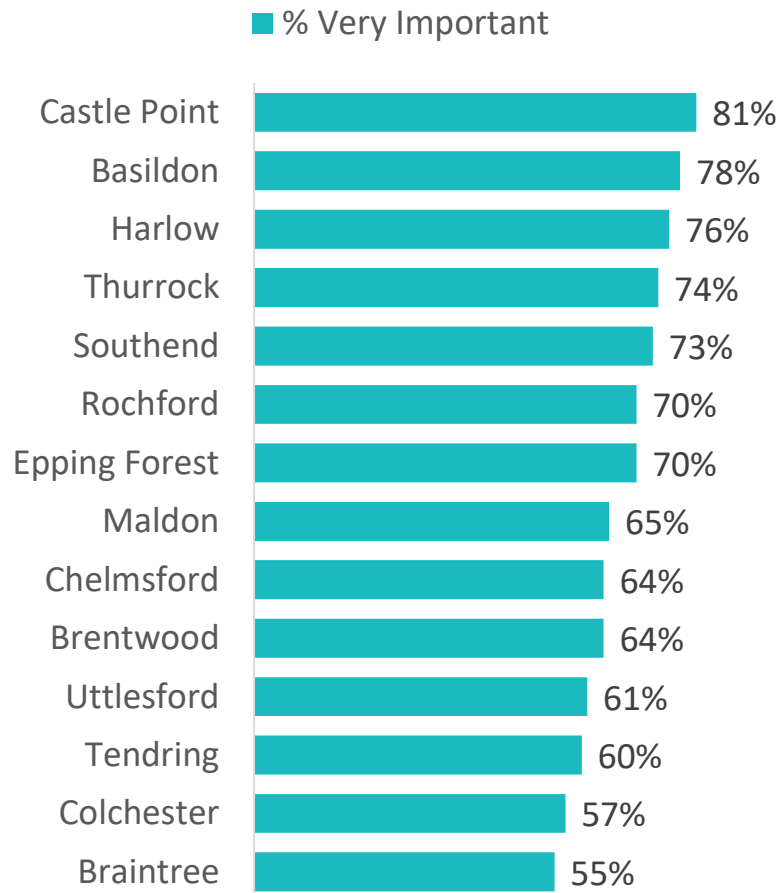
47%
National Average Very Important

↓ significantly lower than Q2 & Q3 19/20

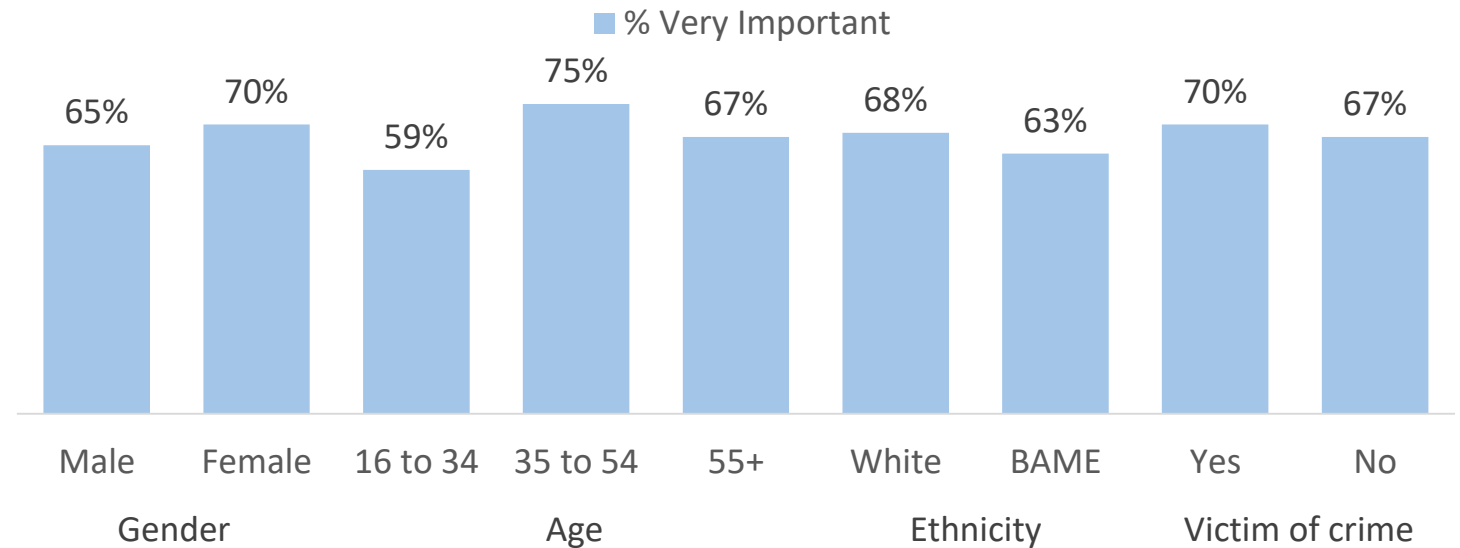
NET refers to the combined score for the two most positive answer options (Very/Fairly Important). Significance testing at 95% confidence level.

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 (75%) 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 Castle Point (81%) think a regular uniformed police presence is very important, compared with 55% in Braintree

Demographic Trends

% think a regular uniformed police presence is very important

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Castle Point	72%	70%	81%	+11% ↑
Basildon	67%	79%	78%	-1%
Harlow	70%	70%	76%	+6%
Thurrock	72%	69%	74%	+5%
Southend	63%	68%	73%	+5%
Rochford	58%	59%	70%	+11% ↑
Epping Forest	68%	69%	70%	+1%
Maldon	56%	49%	65%	+16% ↑
Chelmsford	56%	58%	64%	+6% ↑
Brentwood	68%	62%	64%	+2%
Uttlesford	53%	52%	61%	+9% ↑
Tendring	65%	62%	60%	-2%
Colchester	57%	55%	57%	+2%
Braintree	62%	58%	55%	-3%

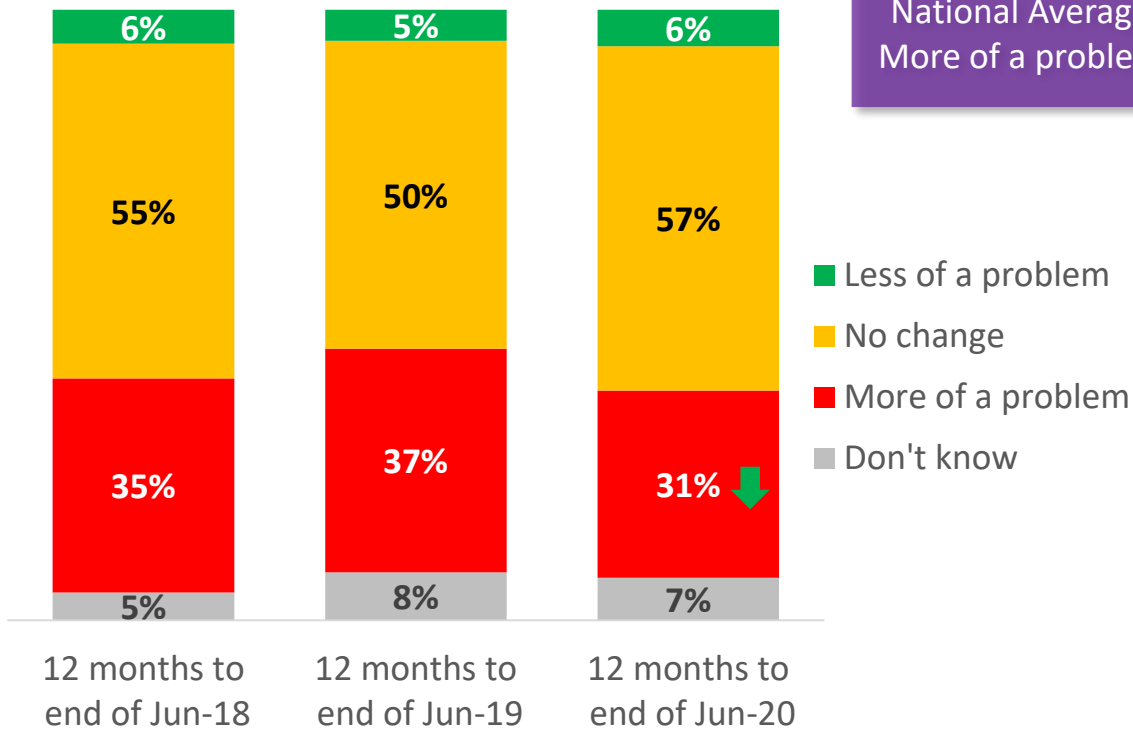
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	60%	60%	65%	+5% ↑
Female	67%	67%	70%	+3% ↑
Under 35	52%	51%	59%	+8% ↑
35-54	66%	67%	75%	+8% ↑
55+	68%	70%	67%	-3% ↓
White	64%	64%	68%	+4% ↑
BAME	57%	65%	63%	-2%
Victim of crime	77%	76%	70%	-6% ↓
Non victim	61%	62%	67%	+5% ↑

↑ significant increase ↓ significant decrease

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

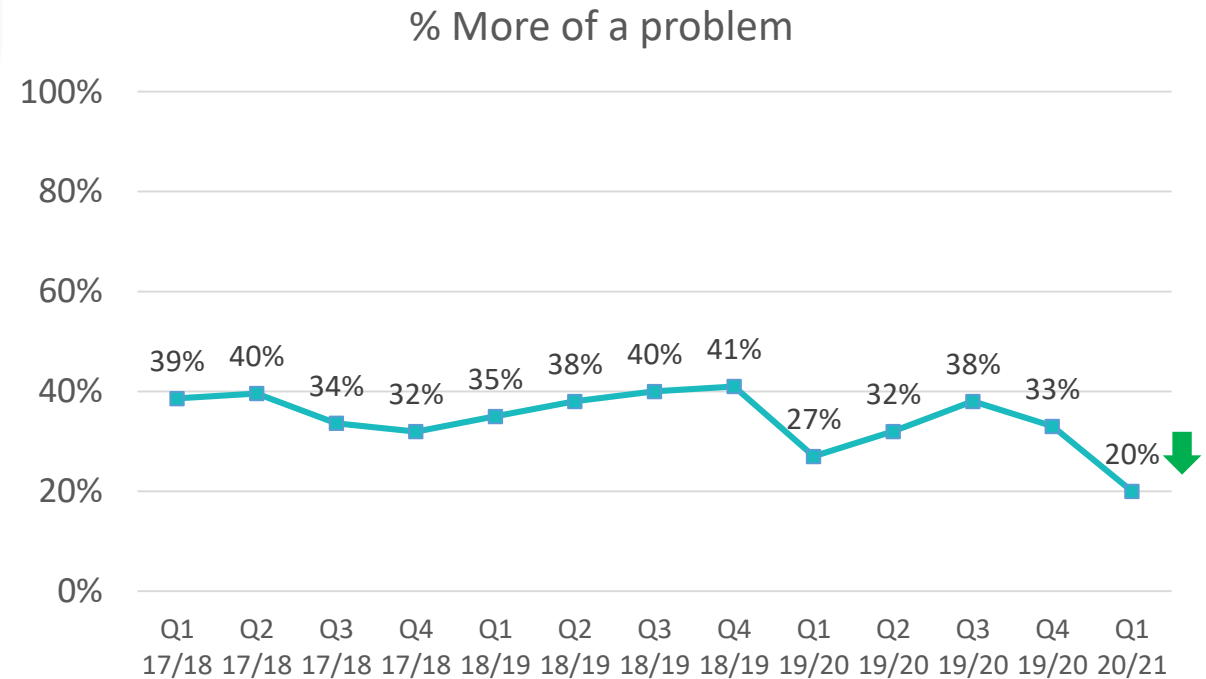
Annual Trend

26%
National Average
More of a problem



Significance testing at 95% confidence level

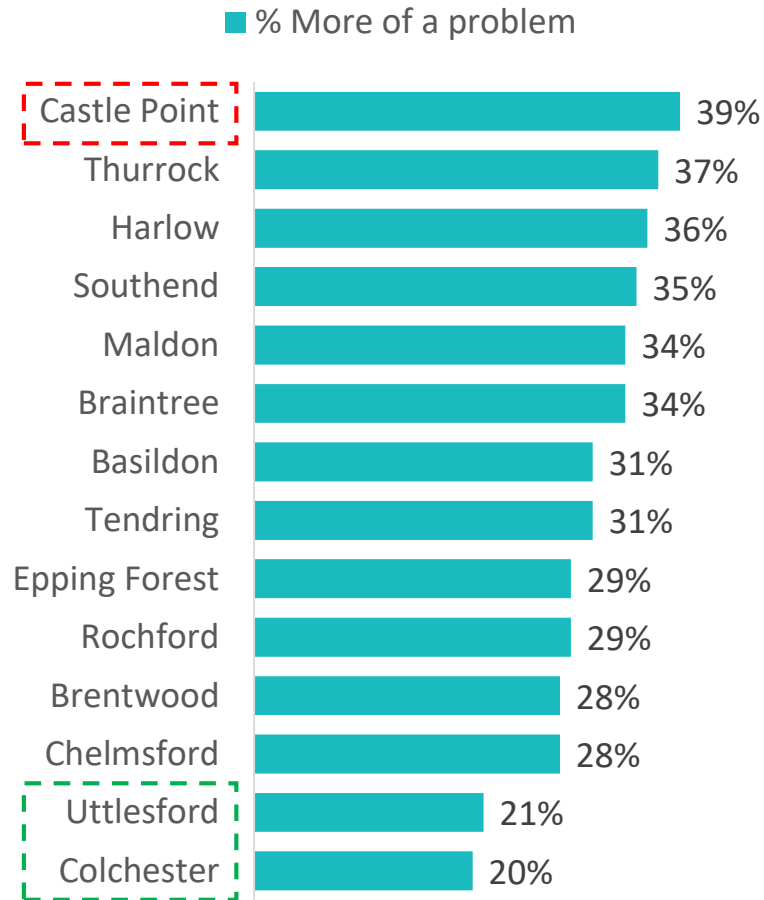
Quarterly Trend



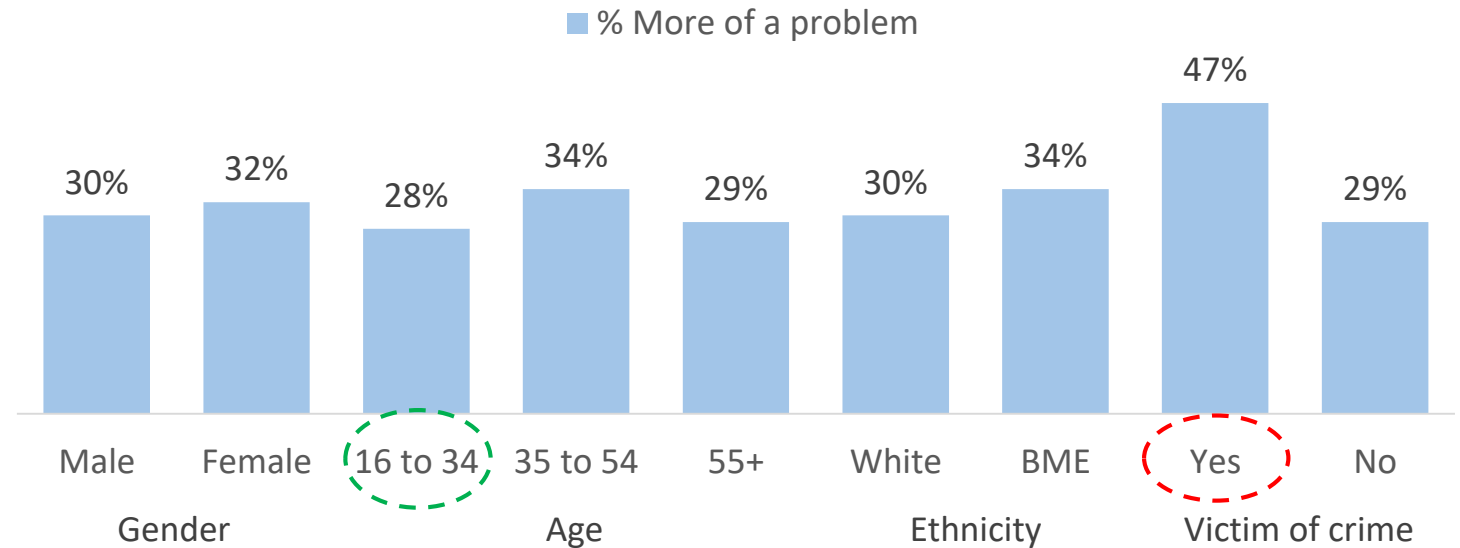
↓ significantly lower than all previous Quarters

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

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Under 35s (28%) are the least likely to think crime and ASB has become more of a problem
- Four out of 10 of those living in Castle Point (39%) think crime and ASB has become more of a problem compared with a fifth in Uttlesford (21%) and Colchester (20%)

Demographic Trends

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

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Castle Point	41%	43%	39%	-4%
Thurrock	42%	41%	37%	-4%
Harlow	32%	45%	36%	-9% ↓
Southend	37%	43%	35%	-8% ↓
Maldon	27%	24%	34%	+10% ↑
Braintree	34%	29%	34%	+5%
Basildon	38%	43%	31%	-12% ↓
Tendring	38%	37%	31%	-6%
Epping Forest	37%	43%	29%	-14% ↓
Rochford	30%	36%	29%	-7% ↓
Brentwood	32%	38%	28%	-10% ↓
Chelmsford	33%	30%	28%	-2%
Uttlesford	37%	32%	21%	-11% ↓
Colchester	28%	27%	20%	-7% ↓

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	30%	31%	30%	-1%
Female	39%	42%	32%	-10% ↓
Under 35	23%	29%	28%	-1%
35-54	41%	39%	34%	-5% ↓
55+	38%	40%	29%	-11% ↓
White	36%	37%	30%	-7% ↓
BAME	24%	28%	34%	+6% ↑
Victim of crime	51%	51%	47%	-4% ↓
Non victim	33%	35%	29%	-6% ↓

↑ 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 Four

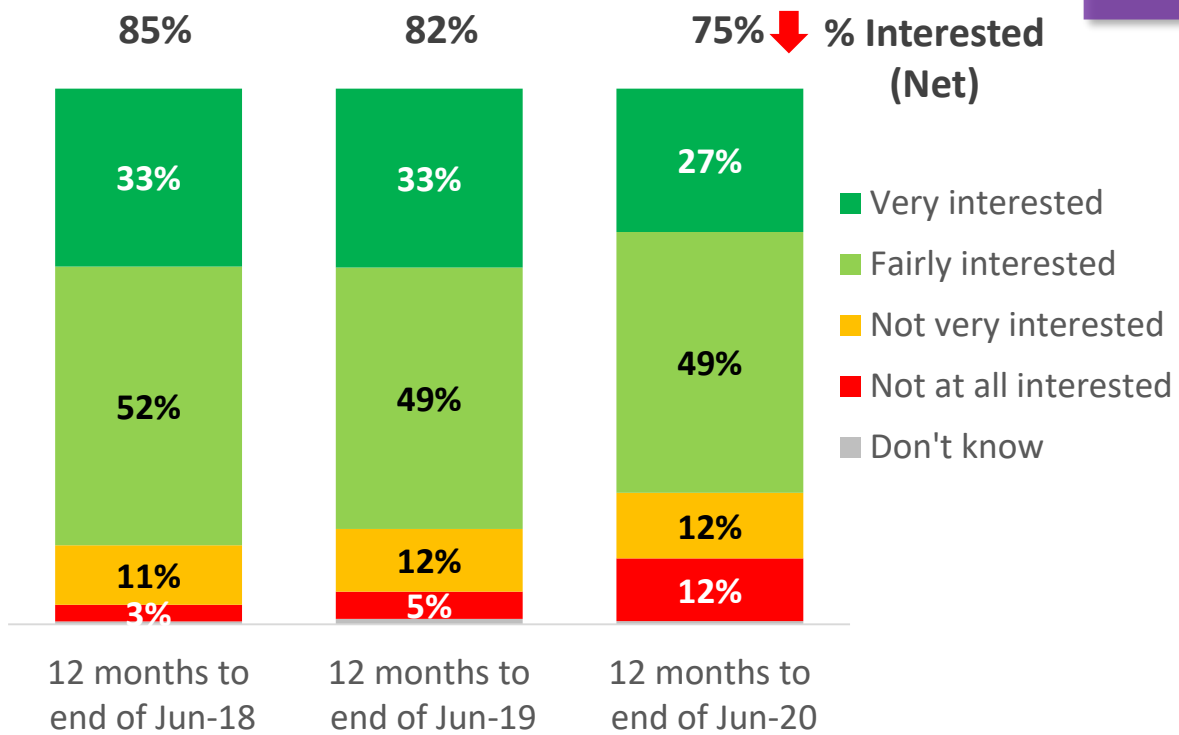
Police Engagement



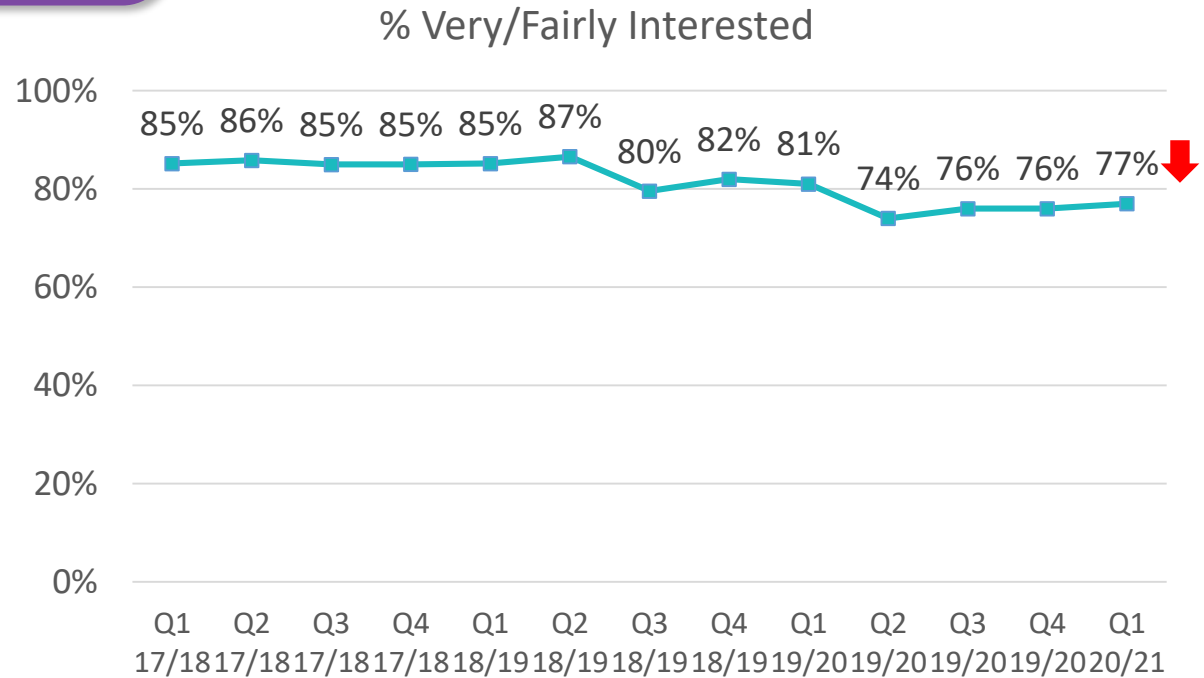
Three-quarters are interested in knowing what the police are doing in their local area

81%
National Average

Annual Trend



Quarterly Trend

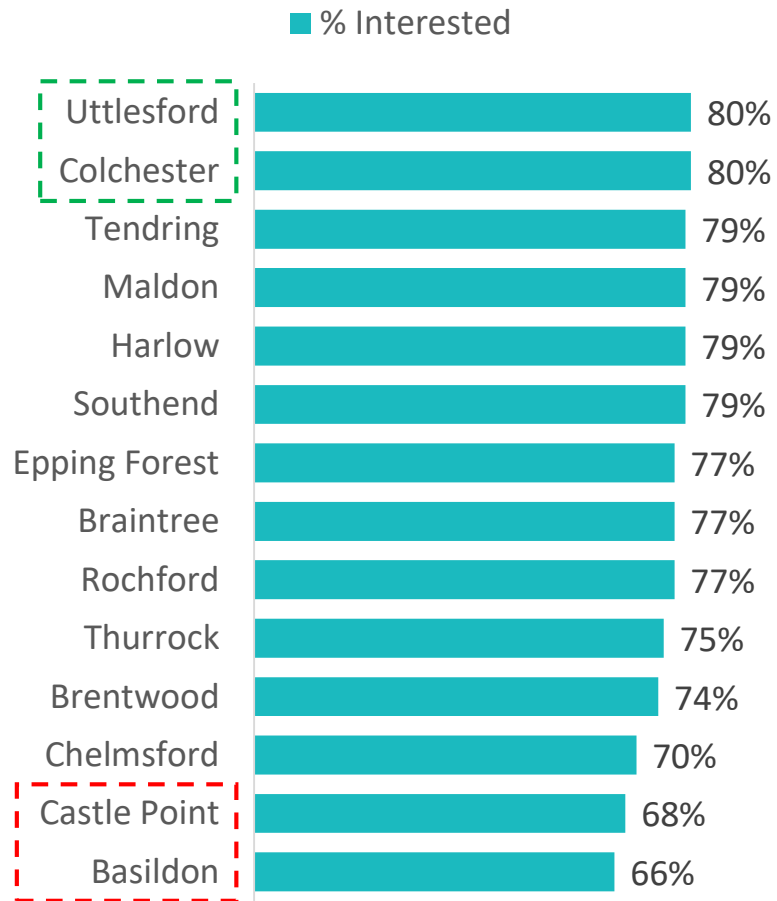


↓ significantly lower than Q1 17/18 – Q1 19/20

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)



- Those aged 55+ are the most likely group to be interested about knowing what the police are doing in their local area (79%)
- There are significant differences between Districts – 8 out of 10 residents living in Uttlesford (80%) and Colchester (80%) are interested compared to less than 7 out of 10 of those living in Castle Point (68%) and Basildon (66%)

Demographic Trends

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

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Uttlesford	86%	85%	80%	-5%
Colchester	85%	83%	80%	-3%
Tendring	87%	83%	79%	-4%
Maldon	87%	84%	79%	-5%
Harlow	84%	79%	79%	0%
Southend	86%	83%	79%	-4%
Epping Forest	87%	80%	77%	-3%
Braintree	84%	85%	77%	-8% ↓
Rochford	87%	85%	77%	-8% ↓
Thurrock	85%	84%	75%	-9% ↓
Brentwood	88%	83%	74%	-9% ↓
Chelmsford	83%	79%	70%	-9% ↓
Castle Point	87%	85%	68%	-17% ↓
Basildon	83%	77%	66%	-11% ↓

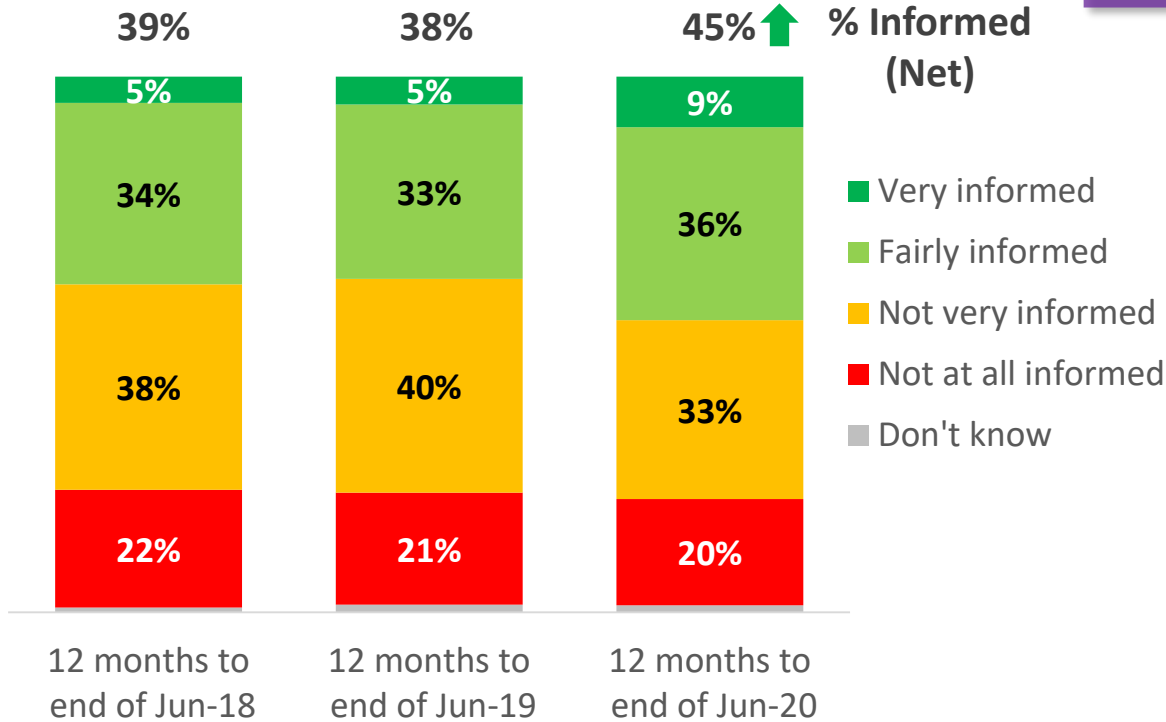
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	84%	81%	74%	-7% ↓
Female	87%	83%	77%	-6% ↓
Under 35	79%	76%	70%	-6% ↓
35-54	88%	85%	77%	-8% ↓
55+	88%	85%	79%	-6% ↓
White	86%	83%	77%	-6% ↓
BAME	78%	72%	66%	-6% ↓
Victim of crime	88%	85%	78%	-7% ↓
Non victim	85%	82%	75%	-7% ↓

↑ significant increase ↓ significant decrease

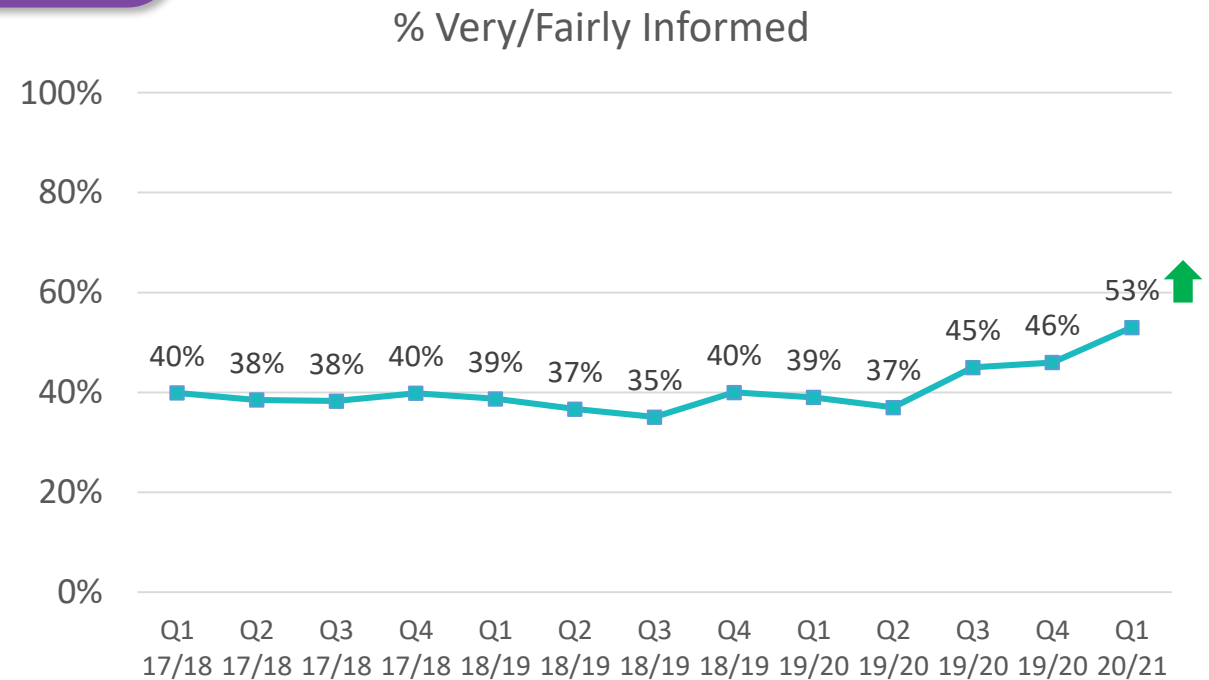
Feeling well informed about what the police are doing continued to increase significantly

37%
National Average

Annual Trend



Quarterly Trend



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

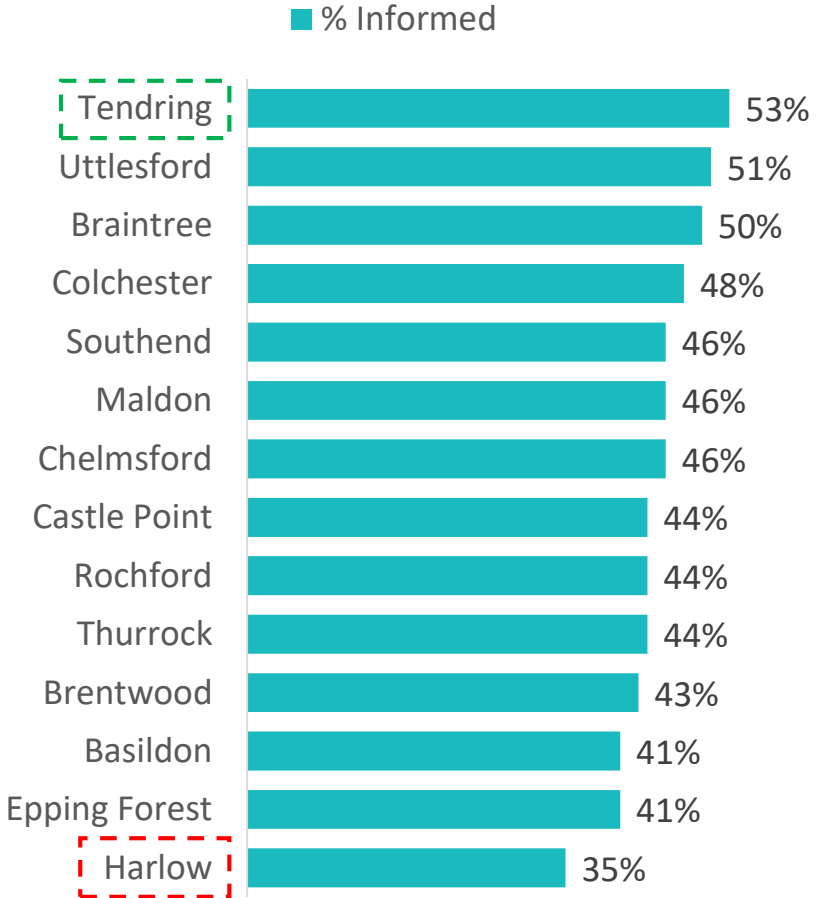
Significance testing at 95% confidence level

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)



- Over half of those living in Tendring (53%) and Uttlesford (51%) feel well informed about what police are doing in their area compared with around a third in Harlow (35%)

Demographic Trends

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

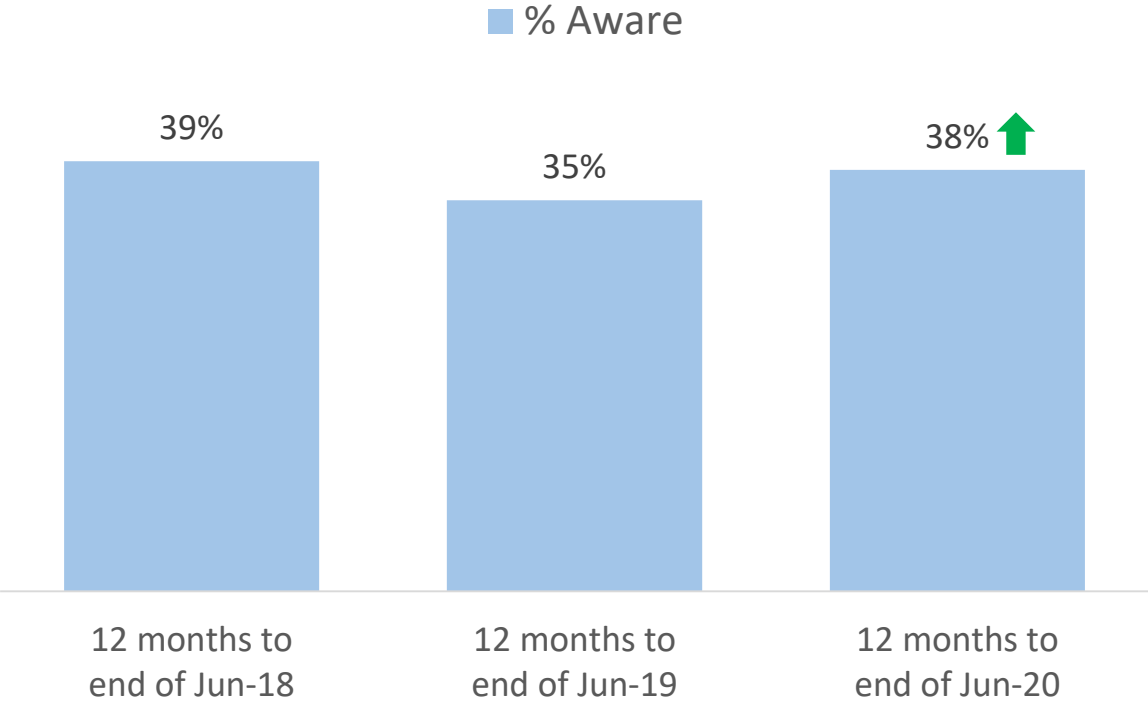
	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Tendring	46%	42%	53%	+11% ↑
Uttlesford	36%	43%	51%	+8% ↑
Braintree	40%	39%	50%	+11% ↑
Colchester	41%	41%	48%	+7% ↑
Southend	40%	38%	46%	+8% ↑
Maldon	38%	38%	46%	+8% ↑
Chelmsford	38%	38%	46%	+8% ↑
Castle Point	43%	37%	44%	+7% ↑
Rochford	40%	36%	44%	+8% ↑
Thurrock	36%	38%	44%	+6%
Brentwood	33%	26%	43%	+17% ↑
Basildon	37%	36%	41%	+5%
Epping Forest	33%	34%	41%	+7% ↑
Harlow	40%	36%	35%	-1%

	Annual Trend			
	Jul 17 - Jun 18	Jul 18 - Jun 19	Jul 19 - Jun 20	YoY change
Male	40%	40%	45%	+5% ↑
Female	37%	36%	46%	+10% ↑
Under 35	39%	38%	48%	+10% ↑
35-54	36%	38%	47%	+9% ↑
55+	41%	38%	42%	+4% ↑
White	39%	38%	46%	+8% ↑
BAME	39%	34%	43%	+9% ↑
Victim of crime	33%	35%	49%	+14% ↑
Non victim	40%	38%	45%	+7% ↑

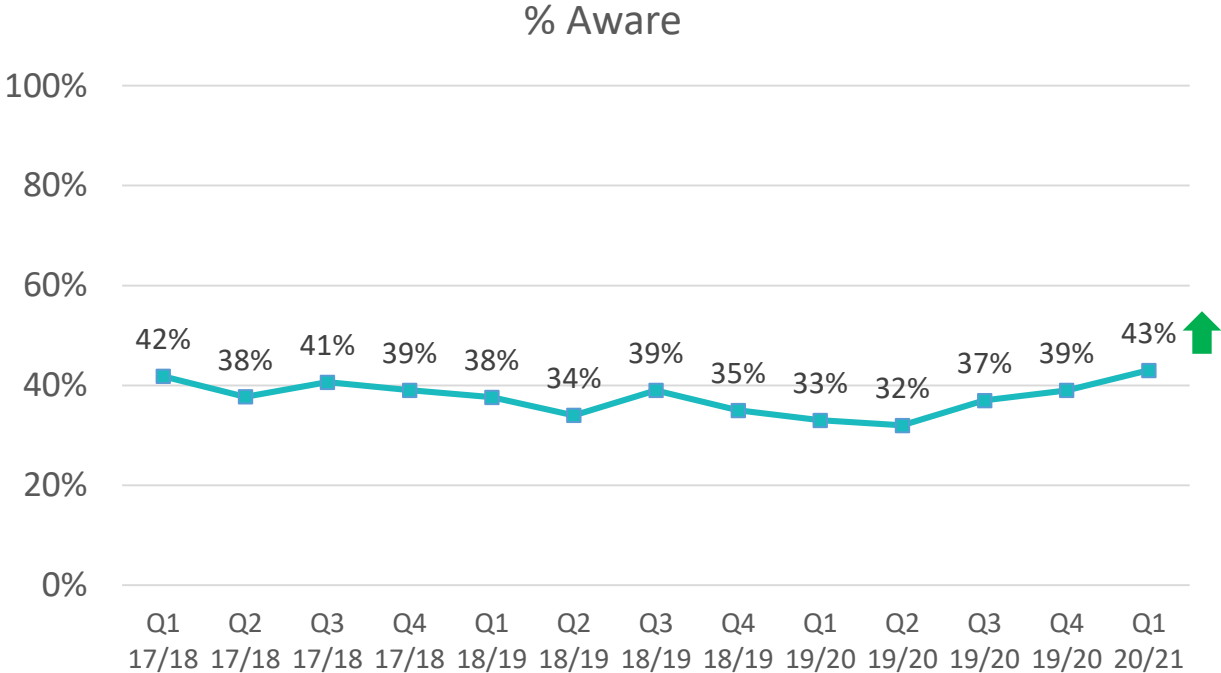
↑ significant increase ↓ significant decrease

Almost 4 out of 10 are aware of the role of the Essex Police & Crime Commissioner

Annual Trend
Rolling 12 months



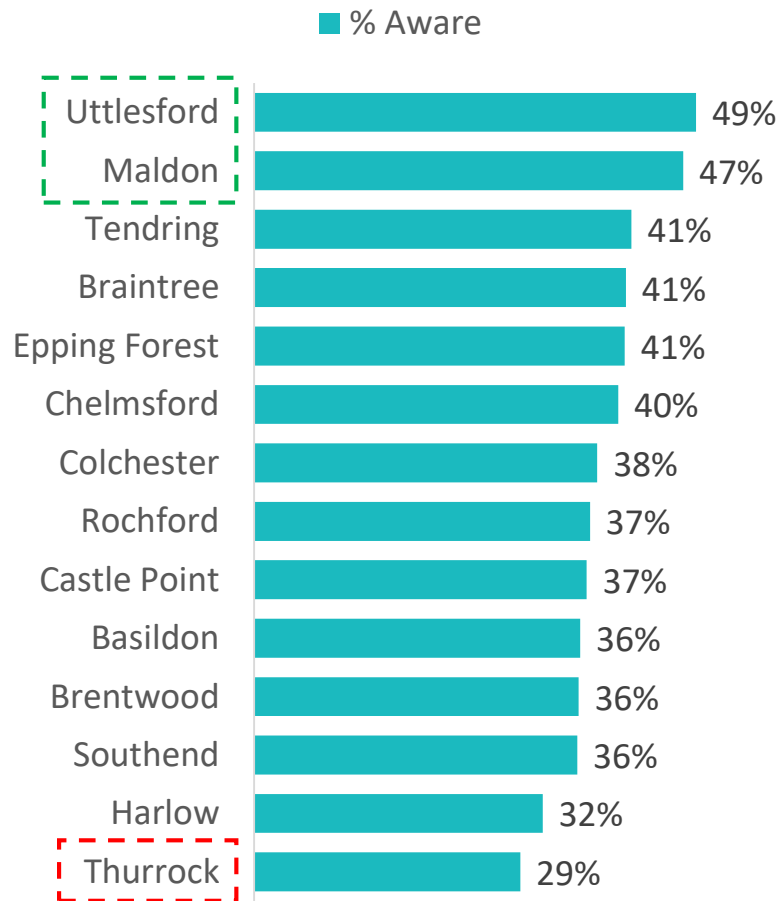
Quarterly Trend



↑ significantly higher than Q2-Q4 19/20

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)



- Less than 3 out of 10 BAME residents (28%) are aware of the role of the Essex Police & Crime Commissioner
- Almost half of those living in Uttlesford (49%) and Maldon (47%) are aware compared to a quarter (29%) in Thurrock



Section Five

White versus BAME Responses

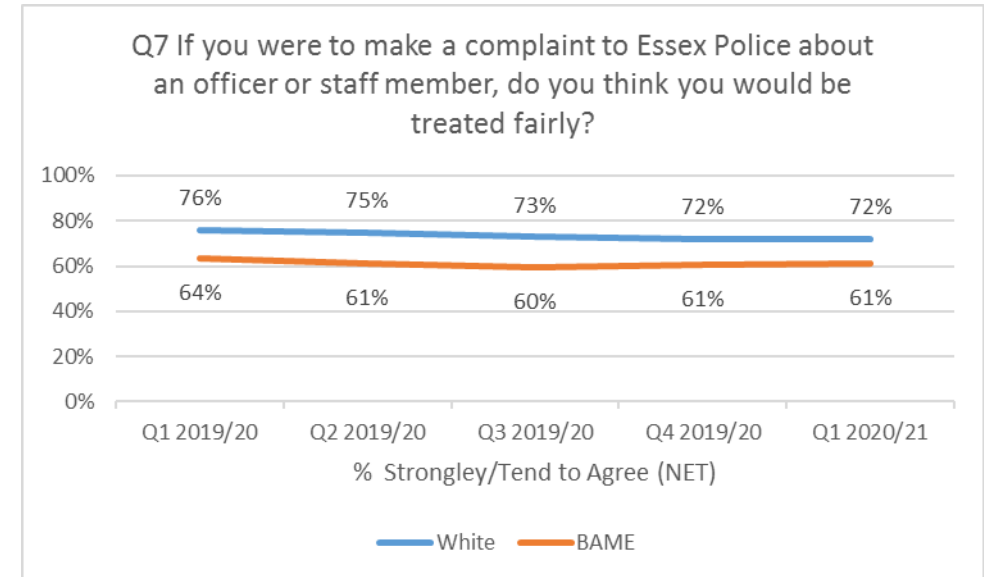
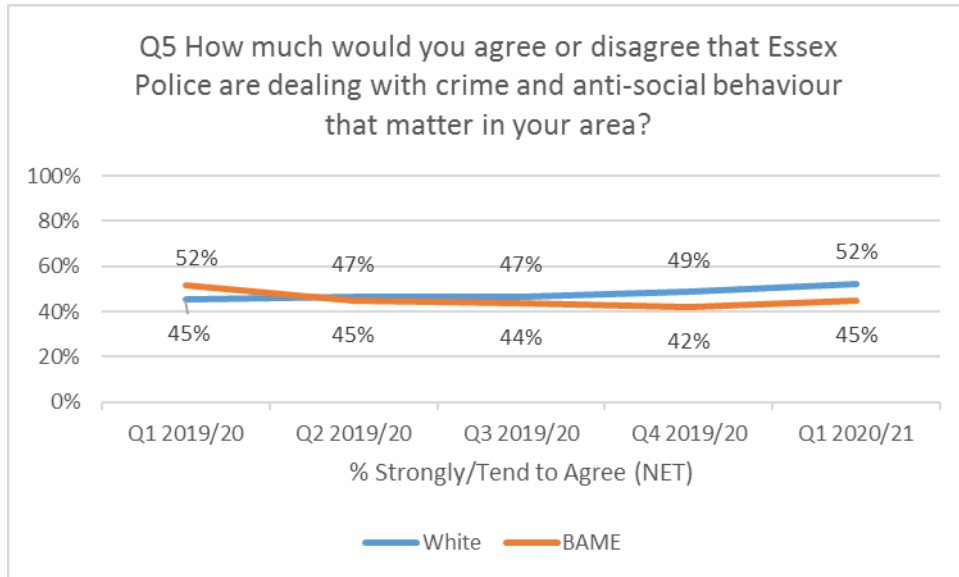
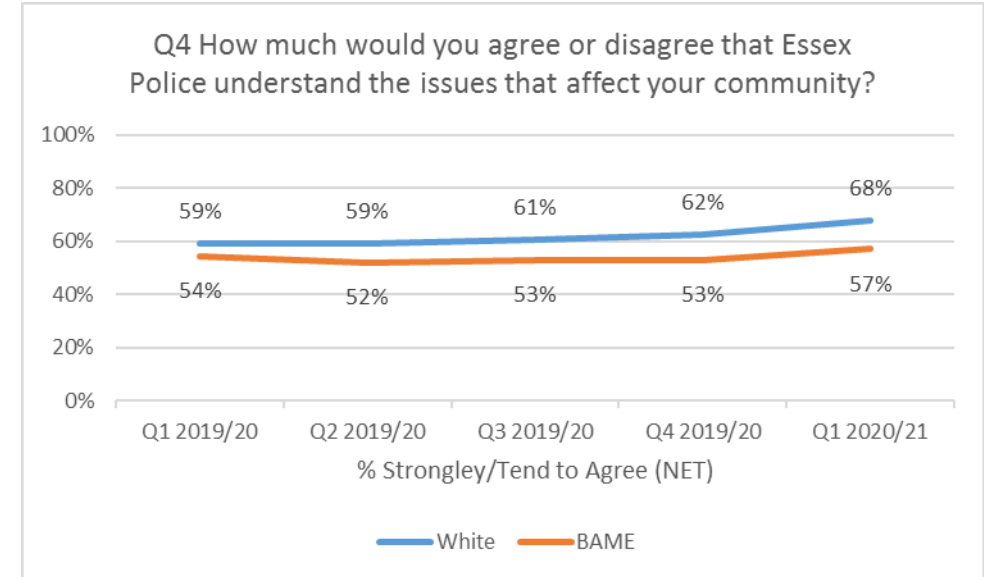
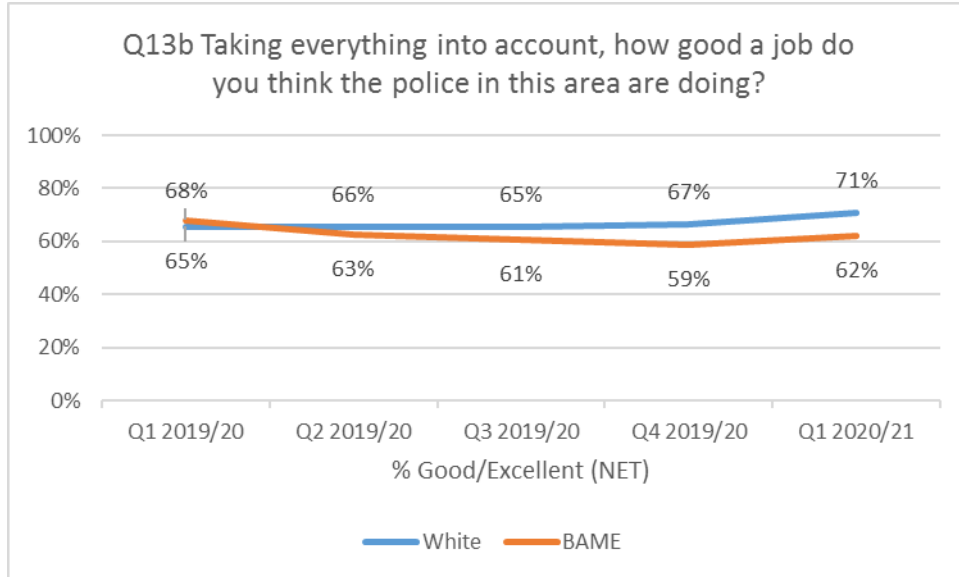


Summary: White versus BAME Responses Rolling 12m Quarters

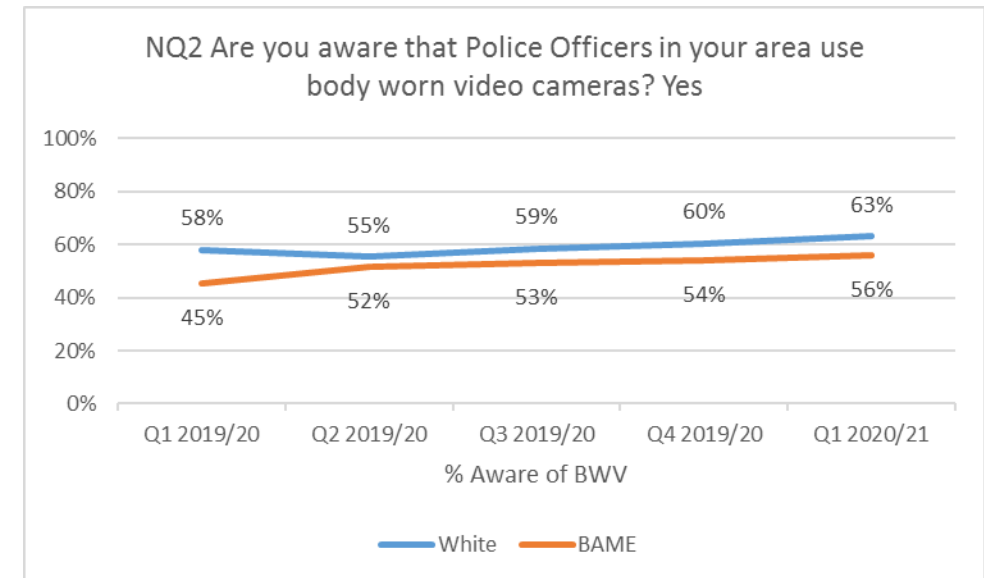
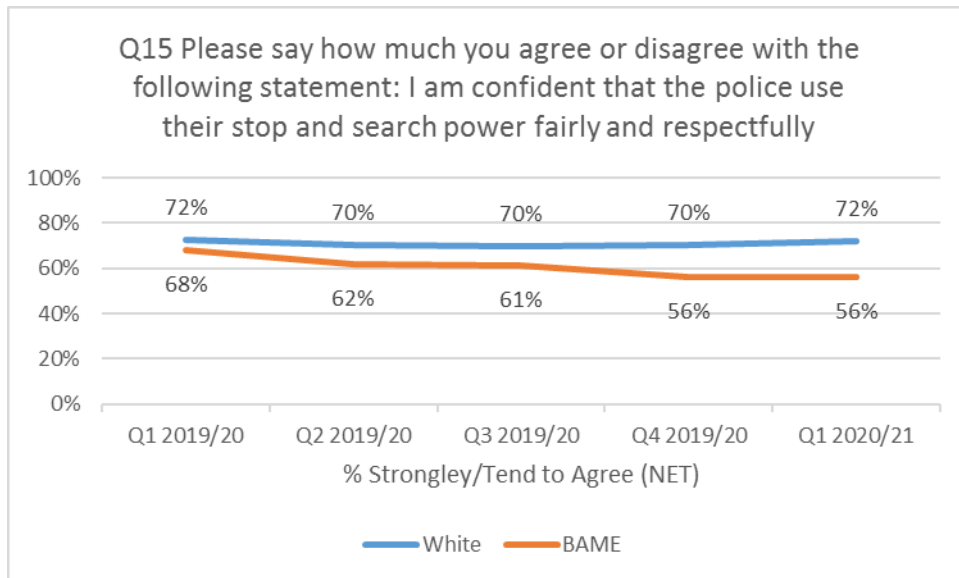
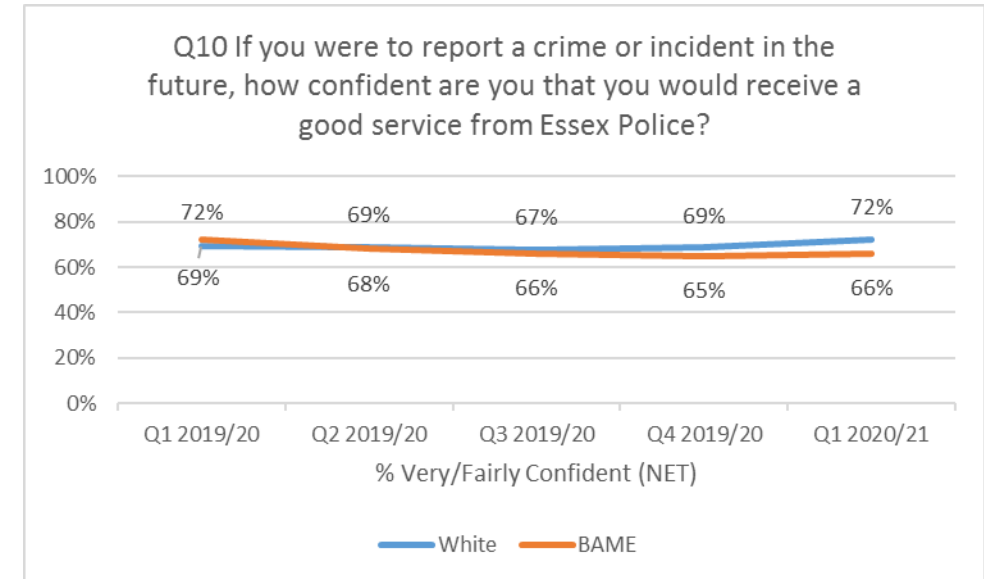
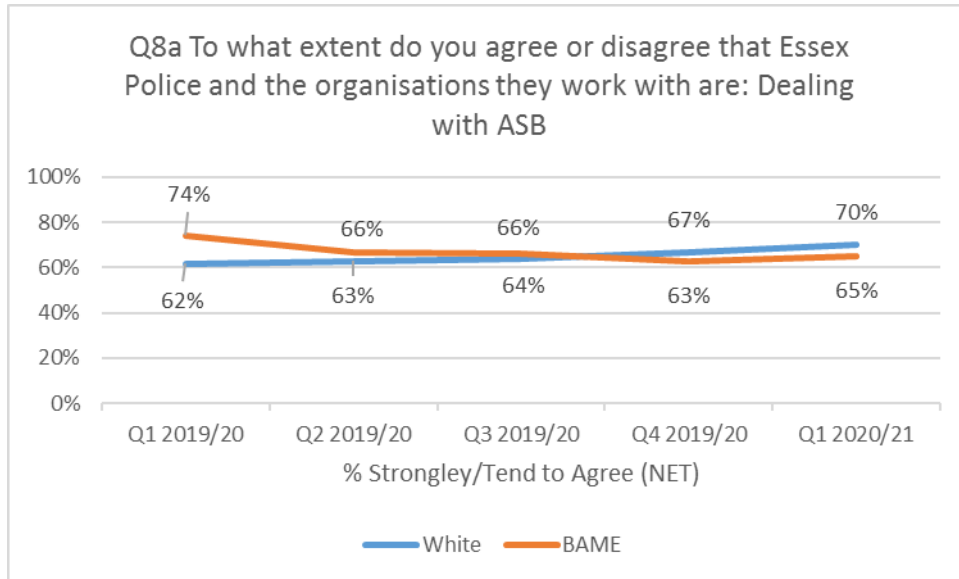
BAME people continue to have a less positive view of Essex police compared to White people. This difference is increasing in nearly all areas surveyed.

- Overall confidence in the police continues to show a difference between White and BAME. The gap is increasing and has now widened to 9% points.
- The perceived fairness of the use of Stop & Search shows the largest difference of any question, a 16% point difference between White and BAME.
- There is also an 11% point gap in agreement about whether Essex Police understand the issues affecting communities, White (68%) and BAME (57%).
- Seven further questions show an increase in the difference between White and BAME responses:
 - The police are dealing with crime and ASB (7% pt.); awareness of Body Worn Video (7% pt.); confidence in the local police (6% pt.); the police and agencies are dealing with ASB (5% pt.); Importance of uniformed presence (5% pt.); Crime and ASB is becoming more of a problem (4% pt.); being informed of what the police are doing (3% pt.).
- Two questions are showing an decrease in the difference between White and BAME responses. Being treated fairly if you made a complaint (11% pt. from a maximum of 14% pt. diff.) and being well informed about local policing (11% pt. from a maximum of 14% pt. diff.)
- 34% of BAME respondents believe that crime and ASB is becoming more of a problem in their area, compared to 30% of White respondents.
 - The proportion of BAME people who think the police and agencies are dealing with ASB has decreased (from 74% to 65%), compared to White which has increased (from 62% to 70%).

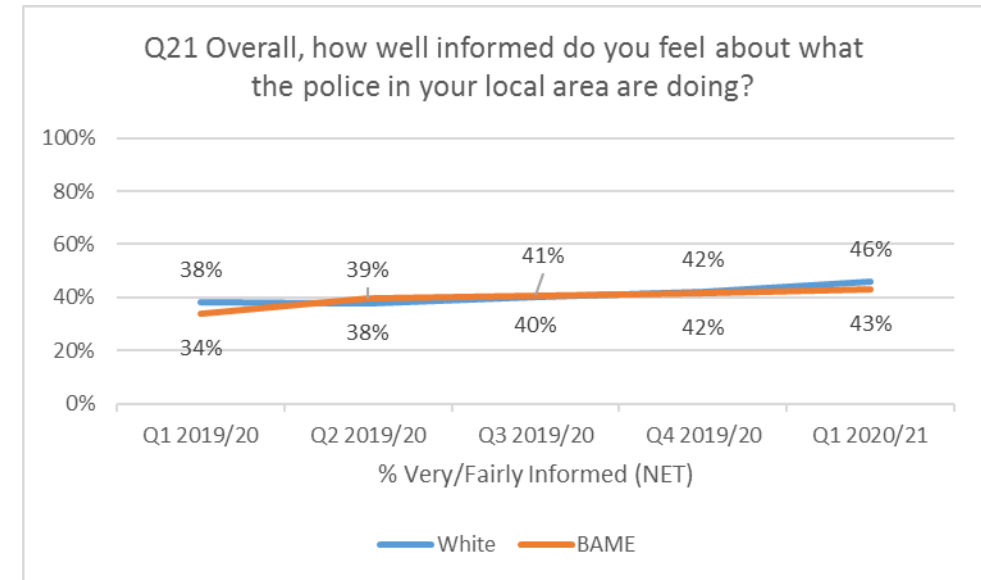
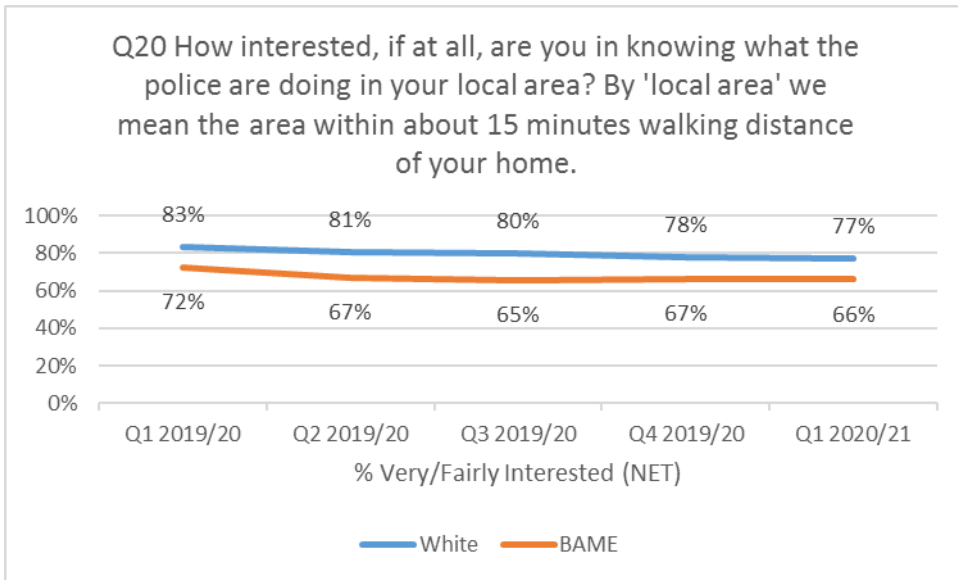
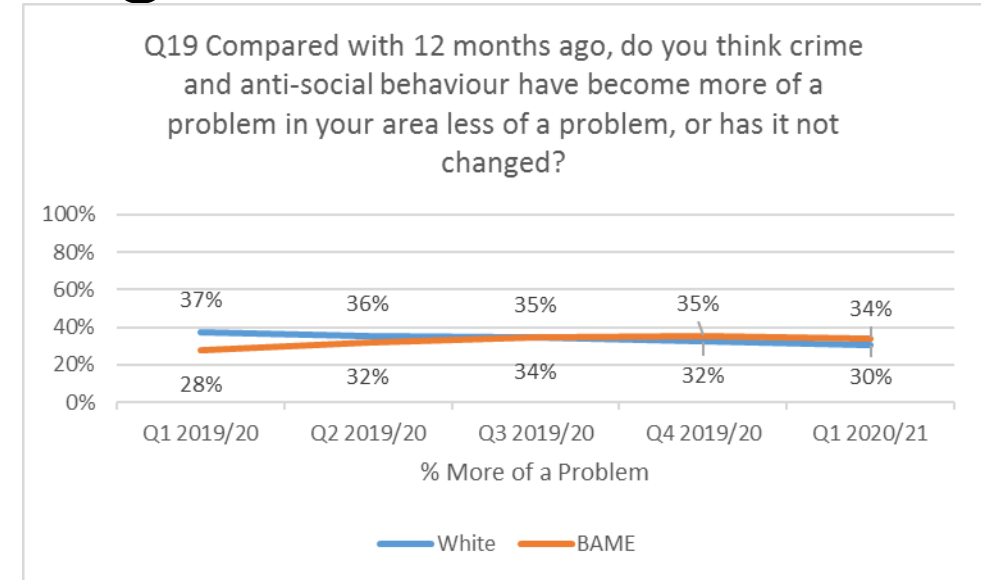
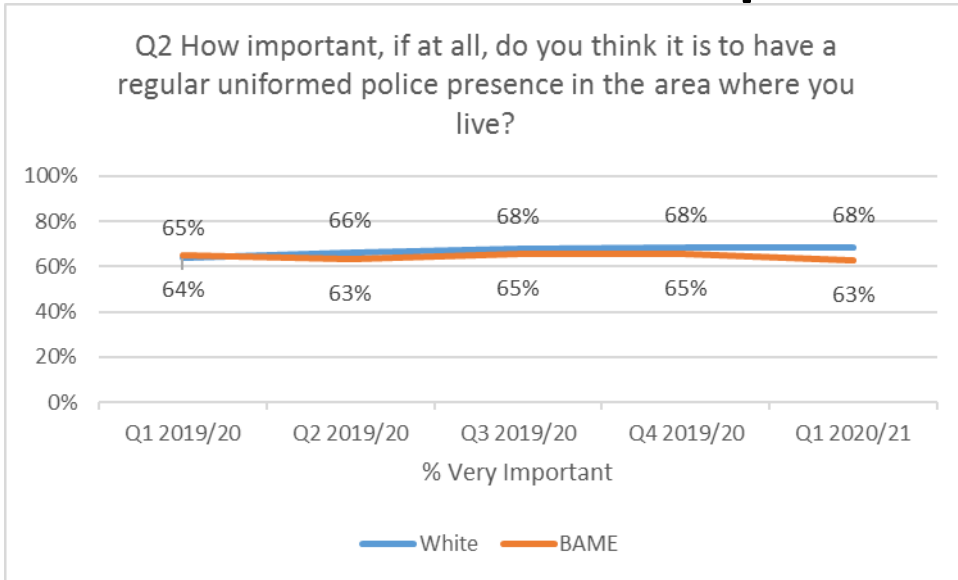
White versus BAME Responses Rolling 12m Quarters



White versus BAME Responses Rolling 12m Quarters



White versus BAME Responses Rolling 12m Quarters





Section Six Appendices

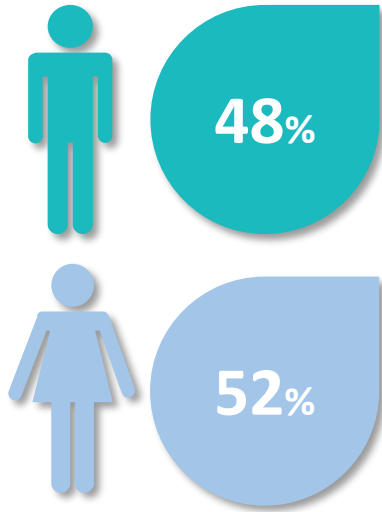


Introduction & Methodology

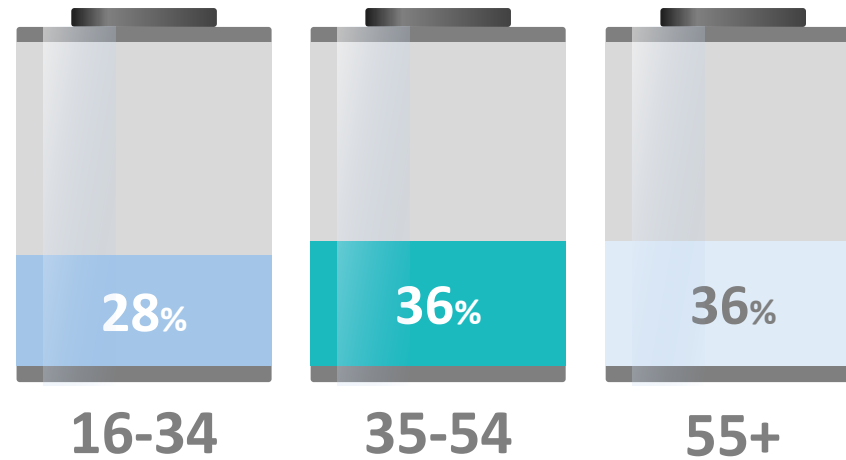
- This report details the 13th quarter of results for the Essex Police Public Perceptions Survey
- Since the survey began approx. 25,000 Essex residents have been interviewed – approx. 1,800 in each of the 14 Districts
- Fieldwork has previously been split between interviews taking place over the phone and face to face. Due to the Coronavirus COVID-19 outbreak all interviews in Q1 20/21 took place 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

Respondent Breakdown Jul 2019 - Jun 2020

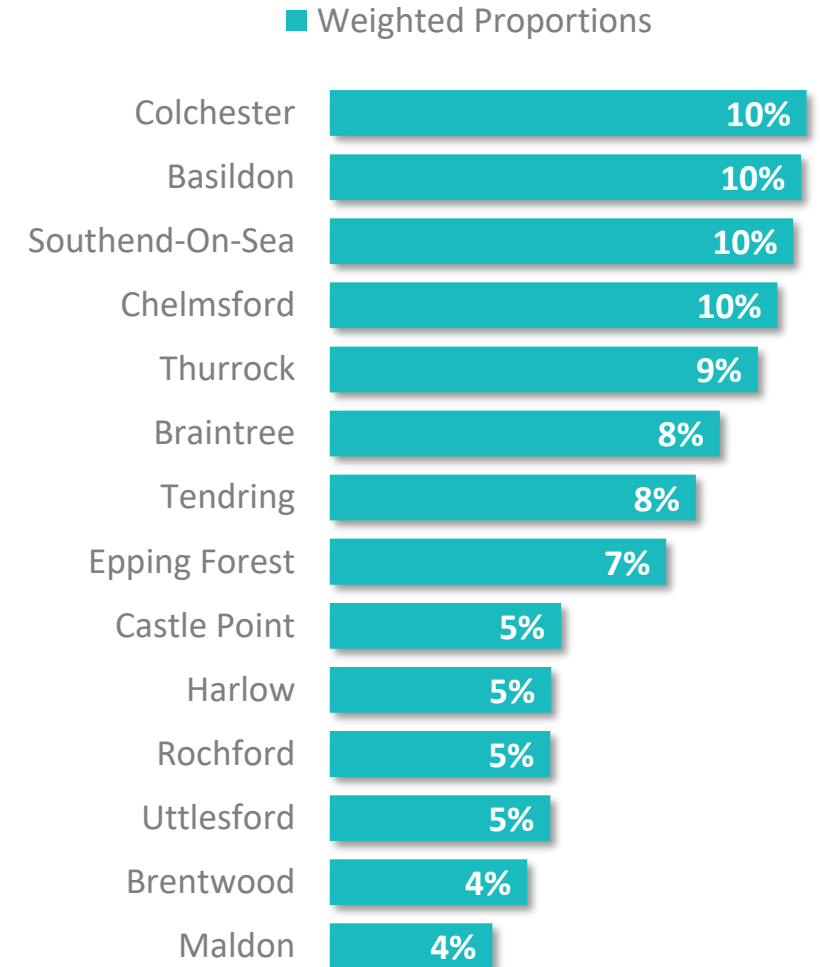
Gender



Age



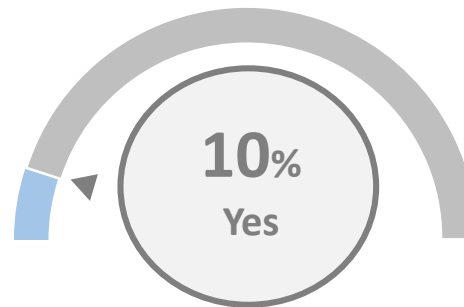
District



Ethnic Group



Disability



Background

- Essex Police (EP) & the OPCC seek to better understand the views, experiences and needs of Essex residents, including victims of crime, on the Police and wider criminal justice service
- EP commissioned SMSR, a third party research agency, to conduct surveys over the phone and face-to-face with Essex residents and victims of crime
- The questionnaire includes key questions taken from the Crime Survey for England and Wales (CSEW) and the BMG Report on Public Perceptions of Policing in England and Wales 2018
- Over the last 12 months (Jul 19 – Jun 20) SMSR has interviewed 7,700 residents – 550 across each of the 14 EP Districts
- Results have been weighted to accurately represent the population size and demographics of each District
- Individual District reports also accompany quarterly reports
- Comparisons are made with the results from both CSEW and BMG. The first point of comparison is CSEW as it uses the most robust methodology for comparison. BMG comparisons are made where there is no comparable question with CSEW