



Public Views and Experience of Policing and Criminal Justice in Essex

Q3 2020/21 Survey Results Presentation v1.9



Executive Summary: Quarter 3 (Q3) 2020/21

The main confidence question - police are doing a good/excellent job has seen the second highest results recorded to date with 80% agreeing. Confidence in the local police also saw the second highest quarter on record, rising significantly (from 73% in Q2 to 79% in Q3). The perception that the police are dealing with Crime and ASB in their area also rose significantly (from 50% in Q2 to 55% in Q3); and people reporting Crime and ASB as more of a problem fell significantly (21% in Q3, from 26% in Q2), the second lowest quarter on record.

Victims of crime and ASB continue to report lower levels of Confidence and Satisfaction than non-Victims across a range of measures: Victims continue to report lower confidence than non-Victims (59% versus 77%); Victims' perception that EP is dealing with crime is lower for Victims than non-Victims (45% versus 56%); Victims' perception of Crime and ASB being more of a problem is higher than non-Victims (40% versus 23%), and Victims continue to have lower levels of trust compared to non-Victims (70% versus 82%).

93% of people now think that if they were to make a complaint against Essex Police they would be treated fairly. This is a significant increase over Q2 (88%) and the highest on record. 74% of BAME people trust our complaints system compared to 81% of White people.

The survey continues to show that across most measures, BAME respondents and Victims of crime continue to report lower levels of confidence and satisfaction. The gap for BAME and non-BAME people has narrowed; whilst the Victims versus non-Victims gap remains the same.

Key Findings: Quarter 3, 2020/21 results

A general improvement in performance is seen from Q3 2019 in relation to the main confidence question, findings across several key measures and those from the COVID survey indicate that the substantial work to improve confidence pre pandemic and the approach taken by Essex police during the pandemic has contributed to the results.

- Overall, 80% of people feel the police in their local area do a good or excellent job (the main confidence question) with Q3 seeing the second highest result since the survey began.

Crime has seen a general downward trend since 2019, which may have influenced people's improved perceptions of crime and ASB.

- Overall, 55% of people believe the police are dealing with Crime and ASB in their area (a key confidence driver), which has seen a significant increase from 50% in Q2.
- The perception that Crime and ASB are more of a problem has fallen significantly to 21% from 26% in Q2.

Having visible, local police is important for people but there appears to be a seasonal trend.

- Having a regular uniformed presence has increased significantly in Q3 to 66% (from 62% in Q2). This uplift in Q3 is seen in previous years and may indicate people find a police presence more reassuring during the winter months.
- Confidence in the local police saw a significant increase to 79% (from Q2 73%), this positive trend started pre-COVID, from a low of 63% in Q3 2019/20.
- Understanding Community issues has fallen significantly to 63% from 76% in Q2. The % that strongly agree has fallen to 18% (from 28% in Q2) with the % neither agreeing nor disagreeing rising to 19% in Q3 (from 13% in Q2).

Key Findings: Quarter 3, 2020/21 results

Overall, 81% of people reported feeling confident that they would receive a good service in the future, a significant increase on Q2 at 74%. Non-Victims continue to be more confident than Victims of this (79% versus 59%).

Police legitimacy in both how the force uses its powers and the ability to scrutinise ourselves is important in gaining and maintaining the trust of the people we serve.

- Overall, 93% of people now think that if they were to make a complaint against Essex police they would be treated fairly. This is a significant increase over Q2 (88%) and the highest on record.
 - 74% of BAME respondents (an increase from 68% in Q2) trust our complaints system compared to 81% of White people.
- Overall, 81% of people think we use our Stop and Search powers fairly and respectfully, a significant increase over Q2 at 74%.
 - Only 65% of BAME respondents said this (an improvement on the previous quarter's 59%) compared to 77% of White people.
 - Fewer Victims than non-Victims (65% compared to 77%) believe this to be the case which may suggest Victims believe more Stop and Searches should be carried out, as they feel this could reduce certain crime types.

Key Findings: Quarter 3, 2020/21 results: COVID Survey

There have now been three quarters since restrictions in movement were first implemented due to COVID. During this time, there have been a series of changing local and national restrictions and the police have been called upon to enforce new rules. During this period Essex Police has followed the 4E approach (Engage, Explain, Encourage and finally Enforce), which has had strong public support.

The increase in support for the EP's approach corresponds with rising infection rates in Essex and nationally, along with subsequent toughening of the restrictions. The Police's continued role in engaging with the public and enforcing the rules where necessary will continue to impact on the survey results. The COVID Satisfaction Survey shows that for the most recent weeks the public is showing even greater support with 70% of people having confidence in the approach the force is taking.

The survey found people are feeling informed about what Essex Police is doing during the pandemic with over two thirds of those surveyed satisfied with the level of communication they have had about the force's approach. Information may come from a range of sources including regional and national media rather than relying purely on local communication.

Independent COVID-19 Survey:

- More than 4,800 people in Essex have been surveyed since the start of the pandemic providing a representative sample of views.
- Overall, just over 70% (70.5%) of those surveyed have confidence in the approach the force is taking in policing during the pandemic. Only about 1 in 20 respondents think Essex Police are doing a bad job.
- Three quarters of the public (77.9%) 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: 6.4% versus 1.6% who say Essex Police is going too far.
- Overall, two-thirds (66.6%) are satisfied with the communication about Essex's approach with 10.1% also saying that they have seen information about this for their local area.

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 66% (26) of all complaints (this is the same as the previous quarter).

The second largest category 'Other', covers a range of themes that are not directly COVID-19 driven, but where COVID-19 is mentioned. They range from people complaining about search of houses to complaints about officer incivility.

Months	Police PPE/Distance	Other	Enforcement	Neighbour	Grand Total
Oct	8	5			13
Nov	7	1	2	1	11
Dec	11	4	2	1	18
Grand Total	26	10	4	2	42
% of Total	62%	24%	10%	5%	100%

*This theme does not directly relate to COVID. It includes police incivility, the legitimacy of searches, custody related complaints, police interview, policing bias etc.