

Public Views and Experience of Policing and Criminal Justice in Essex

Q4 2020/21 Survey Results Presentation v1.9

Executive Summary: Quarter 4 (Q4) 2020/21 Highlights

The Survey has now recorded one year of high Confidence and Satisfaction results, this year 79% believe Essex Police do a good or excellent job which is a significant increase compared to 66% in the previous year. Confidence has remained high in Essex during the 12 months to March 2021, with many questions seeing their highest results this year. This is despite the challenges posed by the global pandemic, which posed new challenges for Policing and saw significant fluctuations in the types and volumes of crime and incidents reported to Essex Police. Quarter four has continued to show that Confidence and Satisfaction in Essex Police remains high.

Throughout the year there has been continued support in how Essex police have handled the pandemic. 80.1% of people **fully support the approach** Essex police has taken to the pandemic, with 71.4% of people having **Confidence in the handling of the pandemic**. This support has, in part, influenced the main survey results along with the work undertaken pre-pandemic to increase Confidence and Satisfaction.

81% of people in Essex continue to report **high levels of Confidence in the police**. Also 67% of people agree we understand community issues, and 77% of people believing their complaint would be treated seriously. These measures are important as they relate to police legitimacy.

The gap between White and Other than White responses have narrowed so they are now statistically the same in five areas; although a further five areas are still reporting a difference between the two groups (see slide 4).

Victims are less likely to report Confidence and Satisfaction in the police compared to people who have not been a victim of crime. Whilst victims results are improving at the same rate as the overall sample generally, this rate of change is not closing the gap across a number of key areas (see slide 5).

Key Findings: Quarter 4 (Q4) 2020/21

In Q4, 81% of respondents think EP are doing a good/excellent job, this is the joint highest (previously Q1 20/21) result since the survey began. There has been a general upward trend since Q2 2019/20, with the last three out of four quarters 80% or above.

The questions below show continuing good results in Q4.

- 67% of people agree that **we understand the issues that affect their community**, which is a significant increase on 63% in Q3. 71% of White people and 73% of Other than White people responded positively. This shows that we are succeeding in seeking the views of the different communities in Essex.
- Over half (55%) agree **EP are dealing with crime and ASB**, the same as Q3 (joint second highest result). With only 23% of people thinking that **crime and ASB has become more of a problem**, the third lowest (best) quarterly result. This coincides with the decrease in recorded crime seen in Essex.
- 66% of people think it is **very important to have a uniformed presence** (the same as Q3). Previously there seemed to be a seasonal aspect where some people found a police presence more reassuring during the winter months, but the expected downturn in Q4 was not seen this year. Having a uniformed presence may have reassured people the restrictions imposed to keep them safe during the pandemic, were being enforced.

The questions below have fallen compared to Q3, but are still higher than pre-COVID results.

- 77% of people reported that they think their **complaint would be treated seriously**. This is a significant decrease on Q3 (93%), but is still higher than the levels seen pre-COVID.
- 77% of people thought that **they would receive a good service** from EP, which is significantly lower than 81% in Q3.

Key Findings: Quarter 4 (Q4) 2020/21

- 77% of respondents felt we used our **powers of Stop and Search fairly**. This was a significant reduction compared to 81% in Q3 but is still higher than pre-COVID levels.
- 43% of people felt **informed about what the police** are doing in their local area. This is a significant decrease on 56% in Q3, and the lowest result since Q2 2019/20. Due to the pandemic people may have obtained information from national media and Government sources, rather than from official EP media.

Significant progress has been made to narrow the gap between White and Other than White results and there is **no statistical difference** between the two groups for five areas:

- EP are doing a good/excellent job (White 79% and Other than White 78%),
- EP understands community issues (White 71% and Other than White 73%),
- EP are dealing with crime and ASB (White 55% and Other than White 57%),
- Confident in receiving a good service (White 78% and Other than White 80%),
- Confidence in the police (White 77% and Other than White 80%),

Although the **gap between White and Other than White groups** remains in five areas:

- Being treated fairly if they made a complaint (White 83% and Other than White 74%), the yearly gap has remained stable between the groups.
- Stop and Search used fairly (White 78% and Other than White 71%), the yearly gap fluctuates between the groups.
- A uniform presence is important (White 64% and Other than White 59%), the yearly gap has remained stable between the groups.
- Thinking crime and ASB is more of a problem (White 23% and Other than White 17%), the yearly gap is decreasing overall, with White people reporting the greatest reduction.
- Being informed about the police (White 53% and Other than White 45%), the gap is increasing overall with White people reporting the greatest increase.

Key Findings: Quarter 4 (Q4) 2020/21

The results continue to be lower for victims than for non-victims.

- 65% of victims, compared to 81% of non-victims, think **EP are doing a good/excellent job**. They also have **less confidence in receiving a good service** from the police (59% compared to 80% for non-victims). Although the victims' rate is improving, its not enough to close the gap with non-victims.
- 38% of victims (20% for non-victims) think **crime and ASB have become more of a problem**. They are also less likely to think EP are dealing with Crime and ASB locally (45% compared to 57%). Although the victims' rate is improving, its not enough to close the gap with non-victims.
- 72% of victims of crime believe they would be **treated fairly if they made a complaint**, this compares to 84% of non-victims. Victims also feel that they would **be less likely to receive a good service** (59% compared to 81% for non-victims). Although the victims' rate is improving, its not enough to close the gap with non-victims.

For the last 12 months Essex Police has helped keep Essex safe during the pandemic. During this period EP has followed the 4E approach (Engage, Explain, Encourage and finally Enforce) to enforcing the COVID guidelines; this has had strong public support.

The Police's continued role in engaging with the public and enforcing the rules where necessary will continue to influence the survey results. The COVID Satisfaction Survey shows that the public is showing even greater support with 71.4% of people having **confidence in the approach** the force is taking, and 80.1% **fully supporting our approach** to policing the pandemic.

Victims of Crime are significantly less likely to think **the police are doing a good/excellent job** 60.9% against 71.4% Overall. They are also less likely to **fully support the policing approach** 74.2% versus Overall 80.1%. The main quarterly survey reports lower levels of confidence from victims in Essex Police, it is likely that this is reflected in victims view of how Essex Police are approaching the pandemic. Any poor experience with Essex Police as a victim will impact on their view of how EP approach any other matters.

Independent COVID-19 Survey

- More than 7,800 people in Essex have been surveyed since the start of the pandemic providing a representative sample of views.
- Overall, just over 70% (71.4%) 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**.
- Over four in five members of the public (80.1%) **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** 6.2% versus 1.6% who say Essex Police is **going too far**.
- Overall, two-thirds (66.4%) are **satisfied with the communication** about Essex's approach with 10.5% also saying that they have **seen information** about this for their local area.
- 60.9% of victims of crime, compared to 71.4% Overall, think the **police are doing a good/excellent** job. Also 74.2% of victims, compared to 80.1% Overall, **fully support our policing approach** to the pandemic.
- **Not being tough enough** is the only response that saw a significant difference between Other than White respondents compared to Overall (3.5% compared to 6.2%).

COVID-19 Related Complaints

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

There has been a 57% (24 fewer) reduction in the number of complaints from 42 in Q3 to 18 in Q4.

Police not wearing facemasks and/or not keeping socially distanced accounted for 67% (12) of all complaints (this is the same as the percentage 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 i.e. dissatisfaction with the actions of the officer.

Complaints	Enforcement	Other	Police PPE/Distance	Grand Total
January	1	2	2	5
February	1	0	6	7
March	0	2	4	6
Grand Total	2	4	12	18
% of Total	11.1%	22.2%	66.7%	100.0%