



Public Views and Experience of Policing and Criminal Justice in Essex

Q2 2021/22 Survey Results Presentation v1.7



Executive Summary: 12 Months to September 2021 & Quarter 2 21/22 (Q2)

In the 12 months to September 2021 overall confidence and satisfaction with Essex Police remains high, 81% believe EP do a good or excellent job. This is the highest level recorded since the survey began and represents a significant increase compared to 72% for the same period last year. This pattern is seen across most of Essex, with 12 of the 14 districts seeing a significant increase in confidence compared to the same period last year. Whilst the yearly figures remain high, the period from July to September (Q2 2021/22) shows a significant decline in confidence and satisfaction compared to the previous three months (Q1 2021/22). In Q2, 79% of respondents think Essex Police (EP) are doing a good or excellent job, a significant decrease of 4% points from the 83% in Q1.

Comparable survey data from other Forces suggests that the increase in confidence seen in Essex over the past 18 months may be a longer-term improvement rather than a short-term increase as a result of the circumstances created by the Covid-19 pandemic. Confidence is 10% points higher in Essex compared to Q4 19/20, the last set of results largely unaffected by the pandemic. Other Forces have seen more mixed results with a small overall decrease in two of the comparable Forces for the same time frame.

Quarter 2 for 2021/22 shows that there is a growing perception that crime is becoming more of a problem. The number of residents that believe crime and ASB has become more of a problem compared with 12 months ago has increased significantly from 20% in Q1 to 27% in Q2. These results are not unexpected as it was in this quarter that COVID restrictions have been lifted and recorded crime levels began to rise towards pre-pandemic levels for many crime types. There has also been a significant 15% increase in the proportion of respondents who feel a uniformed police presence is very important, this is the joint highest result since the survey began. These results may have been influenced by the Sarah Everard case, which concluded in June, and saw intense media focus on policing in general, but in particular on public safety for women and girls.

There continues to be a significant disparity between victim and non-victim levels of confidence in Essex Police. In the last 12 months, 63% of victims compared to 83% of non-victims reported they think EP are doing a good/excellent job.

There is no difference in White and Ethnic minority respondents' views for many questions, including the main confidence question (81% and 82% respectively). Where significant differences do exist, these tend to relate to perceptions of fairness for example in the use of stop search powers and treatment of complaints.

Overall, confidence in EP is the same for Males and Females but there are significant differences by gender in questions relating to safety and to a lesser extent service and awareness. Females feel less safe than males after dark in their area (60% vs 26% felt unsafe and 43% overall) and feel that a regular uniformed police presence is more important (90% vs 86% for males). However, females are more confident in receiving a good service from EP (80% vs 76%), feel better informed (47% v 44%) and are more interested in what EP is doing in their local area (72% v 76%)

Key Findings: Quarter 2 (Q2) 2021/22

In the three months from July to September, 79% of respondents think **EP are doing a good/excellent job**. This is significantly lower than the previous quarter Q1 2021/22 (83%) and is the lowest result since Q2 last year (75% Q2 2020/21). However, compared to Q3 2017/18 (the first quarter the survey ran) where only 65% thought EP were doing a good job, the results for this question are still high. Lower results were seen in several key questions in Q2 2021/22.

The questions below have seen a decline in Q2 2021/22 compared to Q1 2021/22:

- A 10% point decrease in those who agree **EP is dealing with crime and ASB**, down to 52% from 62% last quarter. More than a quarter (27%) said they thought that **crime and ASB is more of a problem**, a significant increase on last quarter (20%) and the highest quarterly result in the last 12 months.
- Just under three quarters (74%) reported that they think they would be **treated fairly if they made a complaint**. This is a significant decrease on last quarter at 84%.
- Three quarters thought that **they would receive a good service** from EP if they were to report a crime, significantly lower than 80% in Q1.
- The secondary confidence question relating to local policing shows that 74% of respondents have **confidence in the police in their local area** which is a significant decrease on 80% last quarter.
- Three quarters of respondents were confident **Stop and Search was being used fairly** and respectfully. This is significantly lower than last quarter (83%).
- 53% of people surveyed agreed that **we understand the issues that affect their community**. This is a significant decrease since last quarter (65%).

The questions below show an increase in Q2 2021/22 compared to Q1 2021/22:

- 76% of people think it is **very important to have a uniformed presence**. This is a significant increase from 61% in Q1 and the joint highest result since the survey began in Q3 2017/18 (Q3 2019/20 also reported 76%).
- 42% of respondents felt **informed about what the police are doing in their local area**. This is an increase from 40% in Q1.

Key Findings: Quarter 2 (Q2) 2021/22

White and Ethnic Minority (excluding White minorities) respondents

When comparing this quarter to last, there is a significant difference between Ethnic minority and White respondents for four questions, including two new areas. There is no significant difference on the main confidence question and in responses to most other questions.

- **Confidence in receiving a good service** (White 76% and Ethnic Minorities 64% in Q2) both groups have significantly declined compared to last quarter (White 80% and Ethnic Minorities 79% in Q1). There was no significant difference between the two groups last quarter, this quarter the gap is significant with a 12% point difference.
- **Being treated fairly if made a complaint** (White 75% and Ethnic Minorities 51% in Q2). The proportion of White respondents who agreed has decreased by 9% points compared to last quarter (84% in Q1) and the proportion of Ethnic Minority respondents who agreed decreased by 16% points (67% in Q1). The gap between the two groups widened from 17% points in Q1 to 25% points in Q2 - a significant and increasing gap between the two groups.
- **Stop and Search used fairly and respectfully** (White 76% and Ethnic Minorities 63% in Q2). The proportion of White respondents decreased by 8% points compared to last quarter (84% in Q1) and the proportion of Ethnic Minorities decreased by 9% points (72% in Q1), resulting in a widening of the gap from 11% points in Q1 to 13% points in Q2.
- **The secondary confidence question relating to police in my area, shows a significant difference** (White 75% and Ethnic Minorities 64% in Q2); both groups have significantly declined vs last quarter, the proportion of White respondents reporting having confidence in the police in their area decreased by 5% points (80% in Q1) and for Ethnic Minorities this decreased by 19% points (83% in Q1). There is now a significant gap of 11% points between the groups.

There is **no statistical difference** between the two groups for six areas in Q2:

- **EP are doing a good/excellent job** (White 80% and Ethnic Minorities 74%), **EP understands community issues** (White 54% and Ethnic Minorities 52%), **EP are dealing with crime and ASB** (White 52% and Ethnic Minorities 50%), **Crime and ASB is more of a problem** (White 28% and Ethnic Minorities 22%), **Being informed about police in the area** (White 43% and Ethnic Minorities 41%).
- **A uniform presence is very important** (White 76% and Ethnic Minorities 72%). The proportion of both Ethnic Minority and White respondents increased significantly compared to Q1 (White 62% and Ethnic Minorities 53%).

Key Findings: Quarter 2 (Q2) 2021/22

Victims v. Non-Victims in Q2 2021/22 compared to Q1 2021/22.

Victims continue to report lower levels of confidence and satisfaction than non-victims across most questions. For most areas where there has been a decrease in victim confidence and satisfaction compared to last quarter, there has been a corresponding decrease for non-victims.

The below areas have seen an increase in victims' perceptions:

- 62% of victims think **EP are doing a good/excellent job**, this is an increase of 6% points compared to Q1 2021/22 (56% in Q1). 81% of non-victims think EP are doing a good/excellent job this is a significant decrease of 4% points compared to Q1 2021/22 (85% in Q1). There is still a significant gap between victim and non-victim rates but this gap has reduced from 29% points in Q1 to 20% points in Q2.
- 80% of victims and 75% of non-victims think it is very important to have a **regular uniformed police presence** in their area. For Victims this has increased by 5% points since the last quarter (75% in Q1) and for non-victims a much larger 15% point increase (60% in Q1). There is a significant difference between how safe victims and non-victims feel after dark in their area, 51% of victims and 42% of non-victims **feel unsafe after dark** in their area.

When asked about their experience with Essex Police as a victim of crime, the proportion of victims who were satisfied with the service they received and the progress of their case has decreased compared to last quarter.

- Four in 10 victims were satisfied with how well they were kept informed of progress for their case this quarter compared to 47% last quarter. The results have gradually been declining each quarter from 50% in Q3 2020/21.
- 42% of victims were satisfied with the overall service they received from Essex Police, this is down from 54% last quarter and is the lowest quarterly result in the last 12 months.
- 24% of victims said they needed support to deal with the immediate impact of the crime they had experienced. However, only 19% of victims said they had received any support. Last quarter 27% of victims said they needed support and 18% said they received it.

Key Findings: Quarter 2 (Q2) 2021/22

Victims v. Non-Victims in Q2 2021/22 compared to Q1 2021/22.

The below areas have seen a decline in victim confidence/satisfaction compared to the previous quarter:

- Victims have **less confidence in receiving a good service** from the police (53% compared to 77% for non-victims). For both victims and non-victims rates have declined since the last quarter (56% victims and 82% non-victims in Q1), the gap between the two groups remains the same as Q1 at 24% points.
- 51% of victims, compared to 77% of non-victims have **confidence in the police in their area**. The confidence rate for both victims and non-victims have declined significantly compared to Q1 results (63% of victims compared to 81% of non-victims) increasing the gap between the two groups from 18% points in Q1 to 26% points in Q2.
- 41% of victims and 26% of non-victims think **crime and ASB have become more of a problem**. Compared to last quarter this is an increase of 1% point for victims and 8% point increase for non-victims (42% v 18% in Q1), the gap between the two groups has narrowed to 15% points from 24% points in Q1. Victims are also less likely to think **EP are dealing with crime and ASB locally** (41% of victims compared to 53% of non-victims). Both the victim and non-victims rates decreased significantly compared to last quarter (46% and 63% Q1 2021/22).
- 64% of victims of crime believe they would be **treated fairly if they made a complaint** compared to 75% of non-victims. Both the victim and non-victim rates have declined since the last quarter (67% and 85% in Q1) with the gap between the two groups decreasing from 19% points in Q1 to 12% points in Q2.
- 33% of victims and 43% of non-victims feel they are well informed **on what local police are doing** (39% vs 40% in Q1).

Key Findings: Quarter 2 (Q2) 2021/22

Gender Female vs Male

Females have more confidence in the police compared to males and are more confident in receiving a good service from EP. However, females feel less safe than males after dark in their area and feel a regular uniformed police presence is more important compared to males.

There is a significant difference between Male and Female groups in the below areas:

- There is a significant difference when asked if they **feel safe walking alone in their area after dark**. 60% of females felt unsafe vs 26% of males. This is the first time this question has been included in the survey and therefore there is no comparative data.
- 70% of females feel a **regular uniformed police presence is very important** compared to 64% of males. Both female and male results increased compared to last quarter (68% female 59% male Q1 2021/22).
- 25% of females vs 20% of males feel that **crime and ASB has become more of a problem** in the last 12 months. Male respondent results increased by 1% points vs last quarter and female remained the same (25% female and 19% male Q1 2021/22).
- 63% of females feel **EP understands community issues** compared to 61% of males. Both male and female results have declined since last quarter (69% female and 66% male Q1 2021/22).
- 80% of females feel **confident in receiving a good service** compared to 76% of males, there is no change on last quarter's results.
- 79% of females have **confidence in the police in the area** vs 76% of male respondents. The result for male respondents has increased by 1% compared to last quarter. Females respondents result has remained the same.
- 47% of females feel **well informed about police in the area** vs 44% of male respondents. Both groups have decreased since last quarter's results (51% female and 46% male in Q1).

There is no statistical difference between the two groups for the below areas in Q2:

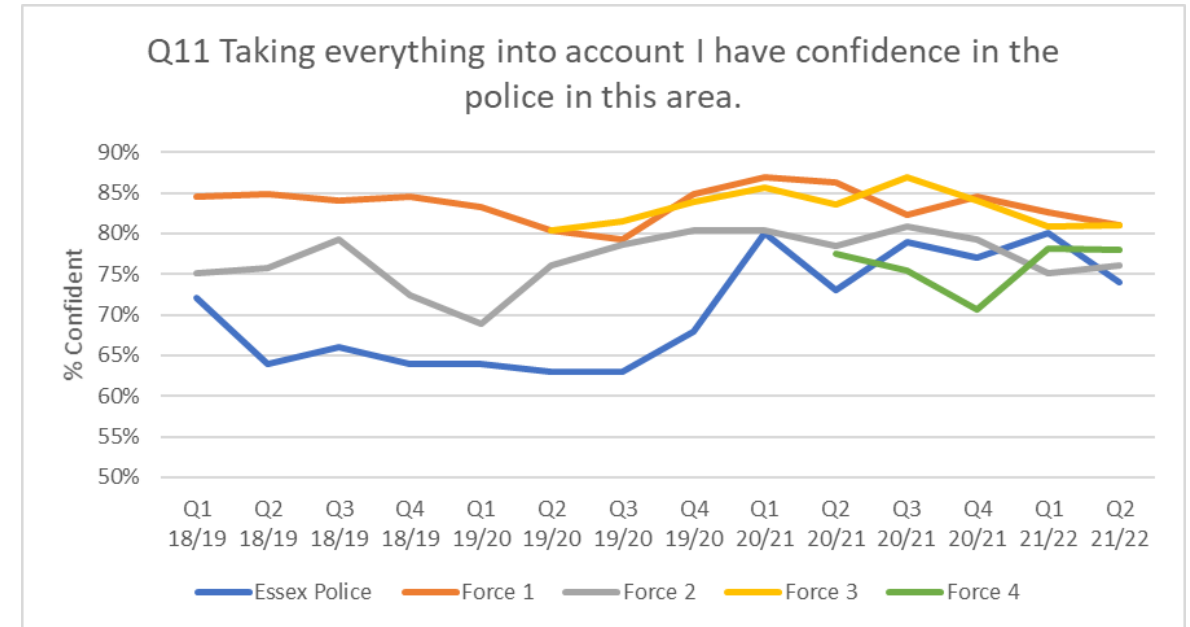
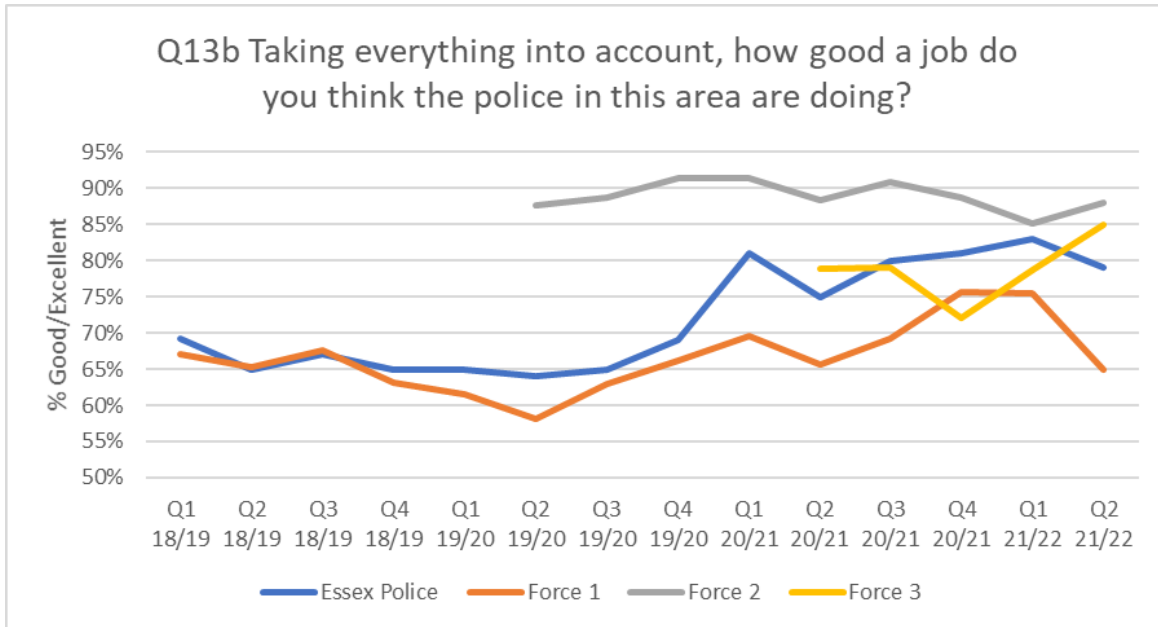
- **EP are doing a good/excellent job** (82% female and 80% male)
- **EP are dealing with crime and ASB** (56% female and 56% Male).
- **Being treated fairly if they made a complaint** (Female 83% and Male 81%). In Q1 there was a statistical difference between the two groups (87% female and male 83%) however both groups results have decreased since last quarter and now there is no statistical difference.
- **Stop and Search used fairly and respectfully** (Female 79% and Male 79%). In Q1 there was a statistical difference between the two groups (80% female and male 78%) however both groups results have decreased since last quarter and closed the gap.

Force Comparative Figures

SMSR also conduct surveys for several other forces with comparable questions in some areas that can be used to compare trends. Confidence in Essex Police is 10% points higher than in Q4 19/20 - the last three months which were largely unaffected by the Covid-19 pandemic. When the same comparison is made for other Forces, confidence has fallen slightly in two of the three Forces.

In Q1 20/21, there was a significant increase in confidence in EP which coincides with the beginning of the COVID-19 pandemic and increased public support for the police and handling of the crisis. Although there were increases in other forces, EP saw the biggest improvement in the main confidence questions at that time. Most forces, including Essex, saw a decline in confidence in Q2 20/21 as the effects of the pandemic and restrictions continued. However, since then Essex has retained higher levels of confidence whereas the picture in other is more mixed with two forces below pre-pandemic levels.

Whilst confidence in Essex is lower than in two other Forces asking comparable questions, each are starting from different confidence base levels and do not demonstrate the same level of improvements seen in Essex. This suggests that the increases in confidence in Essex may be a longer term trend rather than a short term increase as a result of the circumstances created by the Covid-19 pandemic.



COVID-19 Satisfaction

In this quarter a final question was asked about how well the Covid-19 pandemic has been policed. 70% of those surveyed believe that Essex Police were doing an Excellent/Good job during the pandemic. This has not significantly changed since the end of the last quarter.

- There was no statistically significant difference between male and female respondents (69% and 71% respectively).
- A higher proportion of younger people thought Essex Police handled it less well (Under 35: 8%, 35-54: 5%, 55+ 2%).
- Ethnic Minority respondents (excluding White Minorities) and White respondents had similar levels of confidence in Essex Police doing an Excellent/Good job policing the pandemic. The difference is not statistically significant (65% v. 71% respectively).
- Victims of crime were significantly less likely to think EP had done an excellent/good job policing the pandemic (56% v. 72%).
- The district with the lowest proportion of respondents thinking EP had done an Excellent/Good job was Brentwood (59%) and the highest were Rochford and Uttlesford (both with 81%).