

**Police Fire and Crime Commissioner for Essex
Essex Police Strategic Board**

Title of Report / Agenda Item	The Contribution of Essex Police to Achieving Improvements against the Key National Priorities for Policing
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Author on behalf of Chief Officer	Pippa Brent-Isherwood
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Date Approved by Essex Police Finance Department	N/A

1. Recommendations

That the Strategic Board:

- 1) Adopts the proxy measures set out in section 3 where it is not currently possible to report against the national crime and policing measures, pending publication of a national data set.
- 2) Approves, or amends as necessary, this report for publication as the Police, Fire and Crime Commissioner's initial statement of the contribution of Essex Police to achieving improvements against the key national priorities for policing, as required by the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021.
- 3) Agrees that, going forwards, quarterly updates to this report will be approved for publication via the Performance and Resources Board.

2. Executive Summary

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 came into effect in May 2021 and requires the Police, Fire and Crime Commissioner to publish a statement on the contribution of Essex Police to achieving improvements against the key national priorities for policing, as communicated to them by the Secretary of State, along with an explanation as to which of the national priorities are assessed to be applicable, and which not applicable, in the context of the Essex Police area and the reasons for that assessment. Commissioners are required to publish this information to assist the public in holding them to account.

This report discharges these requirements and demonstrates that performance is either stable or improving against all the national policing priorities and measures except knife-enabled crime committed against under 25-year-olds and robbery.

3. Background

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 came into effect in May 2021 and requires the Police, Fire and Crime Commissioner to publish a statement on the contribution of Essex Police to achieving improvements against the key national priorities for policing, as communicated to them by the Secretary of State, along with an explanation as to which of the national priorities are assessed to be applicable, and which not applicable, in the context of the Essex Police area and the reasons for that assessment. The Order requires that the initial statement is to be published at the same time as the Police and Crime Plan and is to be reviewed quarterly thereafter, following the publication of quarterly crime statistics, and also within one month of the publication of an annual report by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) on the effectiveness, efficiency and legitimacy of the force. The statement is to be published "in a prominent place" on the Commissioner's website so as to make it as easy as possible for the public to access this information.

The key national policing priorities are as follows:

- Reduce murder and other homicides

- Reduce serious violence
- Disrupt drugs supply and county lines
- Reduce neighbourhood crime
- Improve satisfaction among victims (with a particular focus on victims of domestic abuse)
- Tackle cyber crime

In support of these priorities, the following suite of National Crime and Policing Measures was notified to Police and Crime Commissioners by the Minister of State for Crime and Policing in March 2021:

National Policing Priority	National Crime and Policing Measure(s)
Reduce murder and other homicides	Homicides
Reduce serious violence	Hospital admissions of under 25s for assault with a sharp object Offences involving discharge of a firearm
Disrupt drugs supply and county lines	Drug related homicides Police referrals into drug treatment
Reduce neighbourhood crime	Burglary Robbery Theft of a vehicle Theft from a vehicle Theft from a person
Improve satisfaction among victims (with a particular focus on victims of domestic abuse)	Satisfaction with the police among victims of domestic abuse Victim satisfaction with police
Tackle cyber crime	Confidence in the law enforcement response to cyber crime Percentage of businesses experiencing a cyber breach or attack

The Government expects to see significant improvements against these measures within three years of their publication (i.e. over the four years from the baseline of June 2019). For this reason, the publication guidance accompanying the Order recommends that, as part of their statement, Commissioners publish a summary of planned action to drive the force's performance against the specified measures.

In order to fulfil the statutory duties set out in the Order, all Police and Crime Commissioners are currently awaiting the publication of the above national data set. Whilst some of this data is already available to Commissioners, some is not. Where national data is not yet available, it is proposed that the following proxy measures are adopted in the interim to enable the Commissioner to publish a statement of the force's contribution to achieving improvements against the relevant national policing priority:

National Policing Priority	National Crime and Policing Measure	Proposed Proxy Measure
Reduce serious violence	Hospital admissions of under 25s for assault with a sharp object	Knife enabled crime committed against under 25s
Improve satisfaction among victims (with a particular focus on victims of domestic abuse)	Satisfaction with the police among victims of domestic abuse Victim satisfaction with police	ADR 444 domestic abuse victim survey results ¹ Responses to questions 37 and 40 of the SMSR survey
Tackle cyber crime	Confidence in the law enforcement response to cyber crime Percentage of businesses experiencing a cyber breach or attack	Responses to a new question in the SMSR survey ("How good a job do you think Essex Police is doing at tackling cyber crime?") ² Number of businesses experiencing a cyber breach or attack

The only measure for which there is currently no national data available or suitable proxy measure is police referrals into drug treatment. Scoping work is currently being conducted by Essex Police's Performance Analysis Unit as to whether Essex County Council holds (and can share) aggregated proxy data.

4. Options and analysis

Some Police and Crime Commissioners have taken the view that they are not able to comply with the requirements set out in the Order until such time as the full national data set is published. The Police, Fire and Crime Commissioner has chosen not to take this approach, given that the national policing priorities align with the Police and Crime Plan for Essex, that data is already available against some of the prescribed national measures, and that suitable proxy data is available in respect of the others to enable a robust assessment of the force's contribution to achieving improvements against the key national priorities for policing, as set out below. The data in this report reflects performance to the end of Quarter 2 (September 2021).

Performance in Essex against the national policing priorities can be summarised as follows:

¹ Please note that Essex Police paused the ADR 444 (DA victim survey) work during the COVID pandemic as did many other forces. The last report was released in April 2020 with data collection resuming in May 2021 following the easing of Government COVID restrictions.

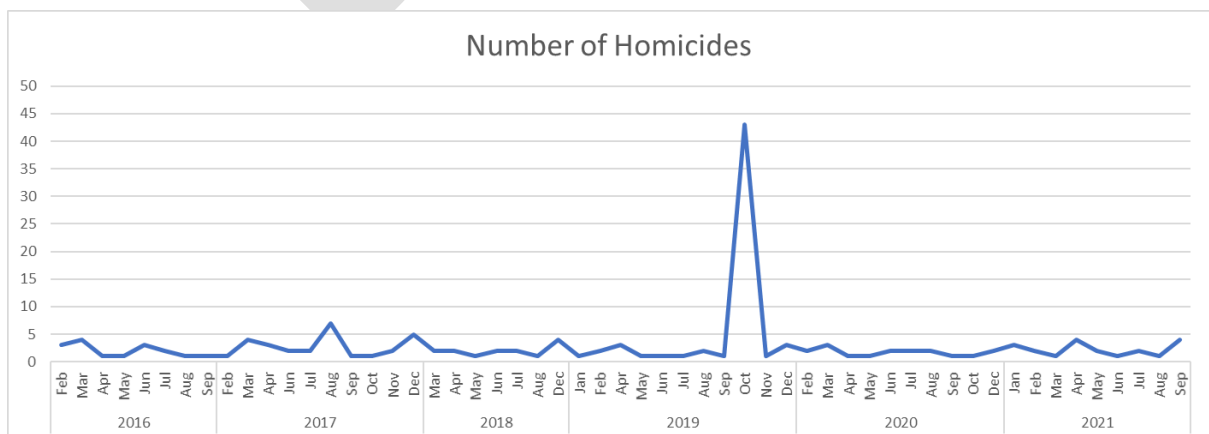
² As this is a new question to be added to the SMSR public confidence survey, the first reporting data (albeit with no trend or comparison measure) will be available from October 2021.

Priority area	National metrics	Essex Police measure	Current position
Reduce murder and other homicide	Homicides	Number of homicides	Stable trend and fewer offences
Reduce serious violence	Hospital admissions of u25s for assault with a sharp object	Knife-enabled crime committed against u25s (proxy measure)	Increasing trend and more offences
	Offences involving discharge of a firearm	Offences involving discharge of a firearm	Decreasing trend and fewer offences
Disrupt drugs supply and county lines	Drug-related homicides	Drug-related homicides	Decreasing trend and fewer offences
	Police referrals into drug treatment	No data; no proxy measures	Data not yet available
Reduce neighbourhood crime	Burglary, robbery, theft of and from a vehicle, theft from a person	Robbery, Theft and Burglary Offences	<p>Burglary – Decreasing trend and fewer offences</p> <p>Robbery – Increasing long-term trend but fewer offences in the most recent two years</p> <p>Theft from a Person – Decreasing trend and fewer offences</p> <p>Theft of / from a Vehicle – Decreasing trend and fewer offences</p>
Improve satisfaction among victims, with a particular focus on	Satisfaction with the police among victims of domestic abuse	ADR 444 DA victim survey results	Domestic abuse victims' overall experience – stable trend (83%)

Priority area	National metrics	Essex Police measure	Current position
victims of domestic abuse			<i>completely, very, fairly satisfied)</i>
	Victim satisfaction with the police	SMSR survey (Qs 37 and 40)	Q40 (victim's most recent experience) – stable trend Q37 (victim satisfied with updates) – stable trend
Tackle cyber crime	Confidence in the law enforcement response to cyber crime	SMSR survey (a new question from Q2 2021/22)	Where known, 54% of respondents think Essex Police is doing a good / excellent job. No comparison measure available.
	Percentage of businesses experiencing a cyber breach or attack	Number of businesses experiencing a cyber breach or attack (proxy measure)	Stable trend

Reduce murder and other homicides

The graph below shows the number of homicides committed in Essex between January 2016 and September 2021.

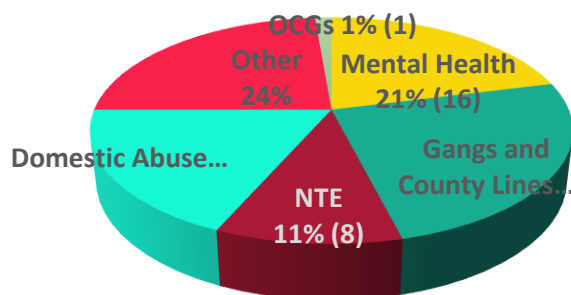


Over the last 12 months, we have seen a stable trend. There were 38 fewer offences committed in the year to September 2021 than during the previous year, however it should be noted that the data to September 2020 includes offences relating to Operation Melrose (the investigation into the incident in which 39 Vietnamese individuals tragically lost their lives in a lorry container discovered in Grays).

Essex is currently fifth in its Most Similar Group (MSG³) of forces for offences per 1,000 population and performs slightly above the MSG average for this measure, although it should be noted that the relatively small numbers involved make the rank positioning of this indicator highly sensitive to frequent change.

A detailed Homicide Prevention Profile produced in October 2020 has provided an analytical assessment of both homicide and 'near miss' events. The Profile identifies 61 recommendations across a range of areas including intelligence, analysis, and the common factors associated with homicide. Forty-six recommendations have been achieved and implemented.

The analysis highlighted the direct correlation between population size and homicide rates, with Essex being on the national trendline and identified five factors associated with homicides: domestic abuse; gangs and county lines; mental health; the night-time economy; and Organised Crime Groups. While there is a complex picture of overlapping factors, homicide prevention activity for each of the five is tracked through the Homicide Prevention Board chaired by DCC Prophet.



The focus in relation to domestic abuse is early identification of indicators that may lead to escalating violence, a problem-solving approach to the highest risk, and a review of stalking. In respect of gangs and county lines, young males subject to multiple RUI (Released Under Investigation) for drugs offences, implementation of the Prevent, Protect, Prepare Team (PPPT) and the introduction of the Knife Crime Project (Fearless Futures) to provide support to those who wish to access it, are all examples of prevention activity being taken forward.

Where mental ill health is identified as a factor, identifying signs of escalation for individuals who have multiple mental health related interactions with partners and intervention opportunities for licensed firearm holders with declining mental health are areas of focus with

³ MSG: Avon & Somerset, Derbyshire, Essex, Hampshire, Hertfordshire, Leicestershire, Staffordshire and Sussex. MSG data is as of 31 August 2021.

activity centres and use of high-quality data to inform emerging threats key to preventing homicides related to the night-time economy. Identifying and targeting OCGs involved in the supply of drugs to county lines and the violence they subsequently cause remains a priority.

Essex Police has been subject to additional scrutiny concerning homicide prevention following visits made by the Crime and Policing Minister since November 2020 to the six forces with the highest homicide rates nationally (Essex having the sixth highest rate at that time). During the Minister’s visit on 18 July 2021, the Home Office complimented Essex on its consistent performance on solving homicides, with on average only 20% of Essex offences on the Home Office Homicide Index remaining unsolved (persons not charged).

The Force attended the latest homicide summit on 2 December 2021 at which best practice was shared. The Chief Constable will be holding a follow up meeting in January 2022 with key parties concerned with homicide prevention and reducing serious violence to share best practice more widely and identify any activity that can be implemented in Essex.

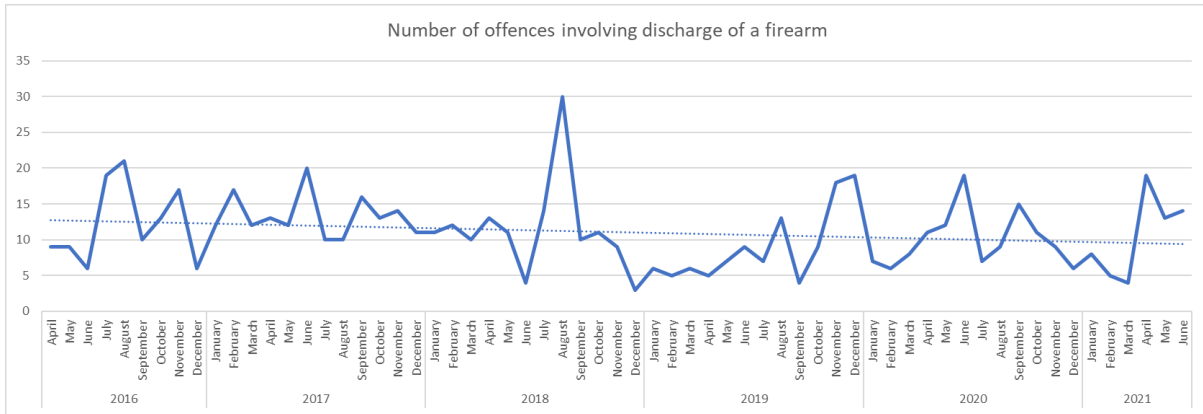
Reduce serious violence

There has been an increasing trend for knife-enabled crime committed against under 25-year-olds in the last 24 months. However, this increase has been driven predominantly by improvements to Crime Data Accuracy (CDA), namely the introduction of a mandatory question to check if there was a knife involved in the offence before the crime record can be created. This check was introduced in June 2020 and resulted in a spike in knife crime, as shown by the graph below:



However, there were 36 fewer offences committed in the 12 months to September 2021 than in the same period the previous year (333 compared with 369).

The graph below shows the number of offences involving the discharge of a firearm from April 2016 to June 2021:



These offences are showing a long-term decreasing trend, with 13 fewer offences in the 12 months to June 2021 than in the prior 12 months prior (120 compared with 133). This equates to an average of 10 offences per month in the 12 months to June 2021 compared with 11 per month in the previous year. The types of offences committed over that 12-month period are summarised below:

Offence	Number of Offences
CRIMINAL DAMAGE	60
VIOLENCE WITH INJURY	28
VIOLENCE WITHOUT INJURY	26
HOMICIDE	3
RAPE	1
MISC CRIMES AGAINST SOCIETY	1
PUBLIC ORDER OFFENCES	1
Grand Total	120

Over half of those offences involved a ball bearing gun, as shown below:

Weapon	Number of Offences
Ball bearing gun	63
Supposed -type unknown	23
Handgun - unknown	9
Rifle	5
Not known	5
Pepper spray	5
Stun-gun	3
Imitation handgun	2
Shotgun (sawn off)	2
Handgun - converted air pistol	1
CS gas	1
Soft air weapon	1
Grand Total	120

There continue to be a raft of operations across the force to prevent and reduce serious violence.

Operation Grip is the force’s ‘place’ strategy to reduce community violence in hotspot areas of the county. It involves weekly, detailed analytical work identifying the locations where the most harm is caused and policing those locations in a variety of ways, including through multi-agency engagement and activity in the harm hotspots. This approach has Home Office approval and went live on 28 June 2021.

The Violence and Vulnerability Unit working with Community Safety Partnerships also operate ‘place based’ interventions that suit particular locations where serious violence occurs.

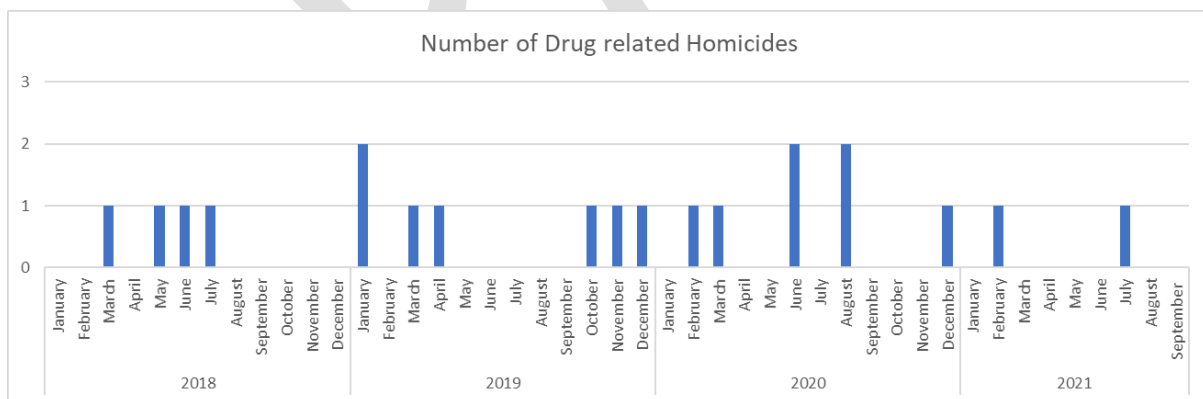
Multiple risk assessment tools are utilised by Essex Police to identify those who may be most at risk of serious violence and target resources. One such example is the Knife Crime Project (Fearless Futures) which, based on analysis of multiple risk factors, provides interventions through Violence and Vulnerability funding such as housing, drug and alcohol support as well as mentoring for those who wish to access it.

Operation Nightshade is one of the most recent force wide initiatives which is co-ordinating and directing policing activity to reduce high harm in Essex. This involves focused visibility and action ensuring high quality service to victims and reassurance to the public. Areas of focus include:

- Actively tackling drug driven violence, domestic abuse, serious sexual violence, night-time economy disorder and the impact of criminal gangs.
- Tackling violence that impacts on women and girls and others who are victimised because of who they are.
- Maximising Essex Police’s visibility within local communities to prevent high harm offences and reassure the public.
- Working with partners and community safety partnerships to act and deal with violence.
- Doing what is needed to ethically and lawfully reduce violence and bring those responsible to justice.

Disrupt drugs supply and county lines

The methodology used for identifying homicide investigations as drug related is subjective and based on the circumstances presented. The figures below include investigations where the victim or the suspect are involved in drug use, possession or selling:



There is an improving trend in drug-related homicides, with six fewer offences in the 12 months to September 2021 than in the year prior, representing an average of 0.3 offences per month to September 2021 compared with 0.8 to September 2020.

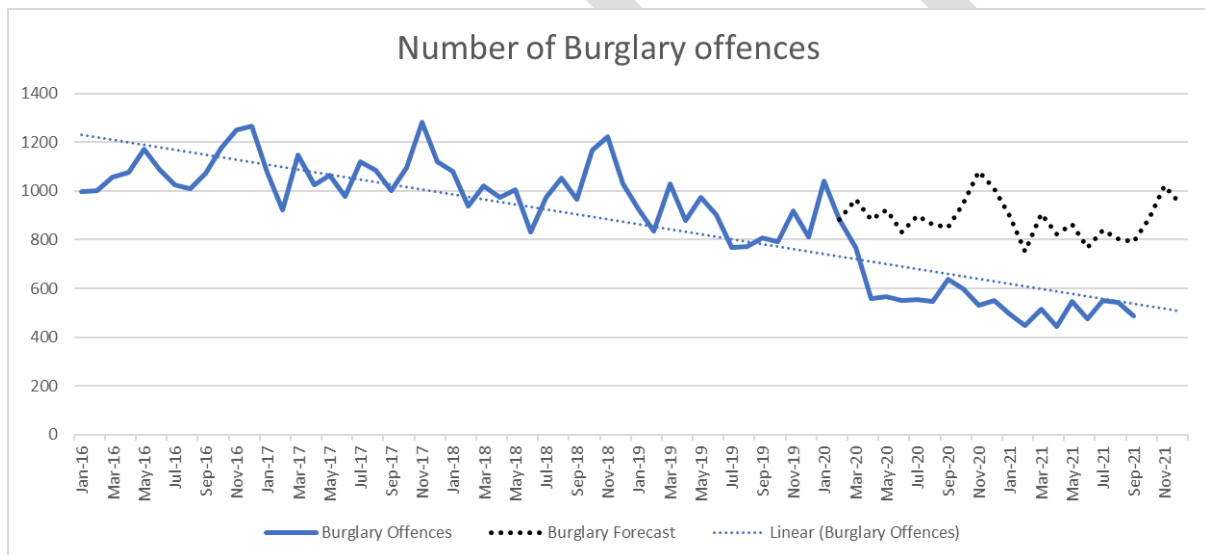
Essex Police is continuing to develop its approach to tackling drugs and the association with gangs. The force works closely with several key partners, principally through the Essex Violence and Vulnerability Unit, to address these issues across the county, focusing on violence and vulnerability issues, to prevent such offences where possible and to divert those who might otherwise become involved in them.

Operation Hampshire aims to inform our tasking process to ensure we are targeting those who pose the greatest threat of serious violence through gangs and county lines. Criminal Gangs Analysts use a scoring system known as the Hampshire Matrix which inputs 42 fields of data to risk assess and score gangs and county lines. This system is used across the eastern region, allowing us to understand our regional footing in terms of threat, harm and risk. It also identifies high risk gang nominals and potential victims of exploitation, which are all flagged and then tasked against through our Serious Violence Teams.

Operation Sunshade is a joint operation which involves targeting resourcing on key dates and times to tackle and reverse the trend of serious violence posed by county drug lines and organised criminal gangs, along with alcohol-fuelled violence. There was an increase in police engagement with the community throughout the summer months due to this operation.

Reduce neighbourhood crime

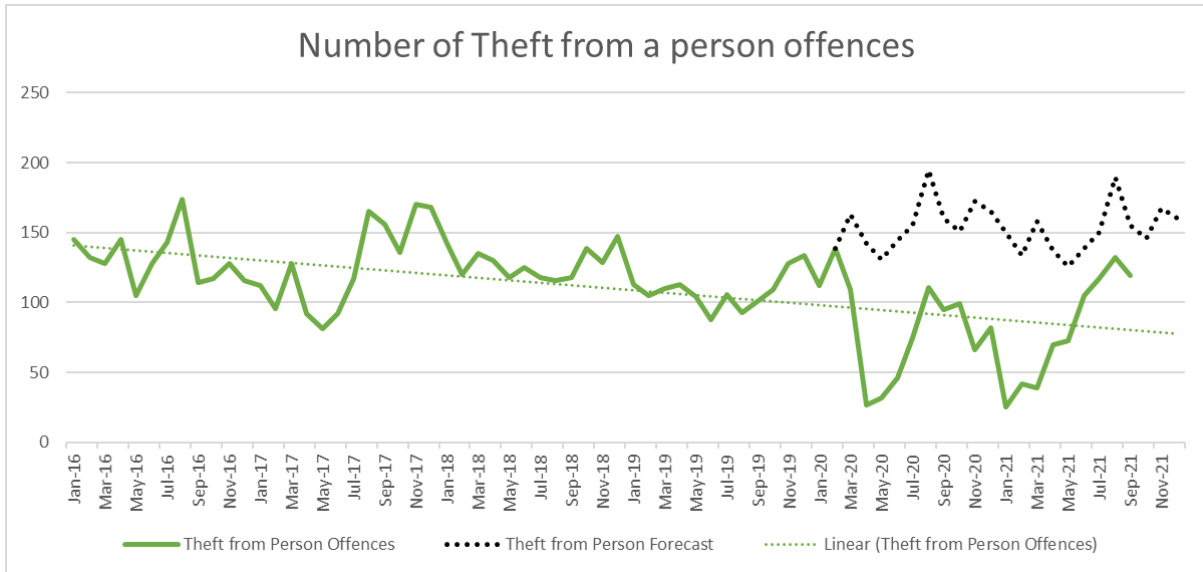
Burglary, theft from a person and theft of or from a vehicle are all showing improving long-term trends, with fewer offences. There were 2,442 (28%) fewer burglary offences committed in the 12 months to September 2021 compared with the year to September 2020, and 5,147 (45%) fewer compared with the year to September 2019.



However, it should be noted that there were 38% fewer offences committed in the period March 2020 to September 2021 compared to projected crime levels had the COVID pandemic not occurred:

Projected crime levels had COVID not occurred	
Number of offences	March 2020-Sept 2021
Forecast	16689
Actual	10364
# diff	-6325
% diff	-38%

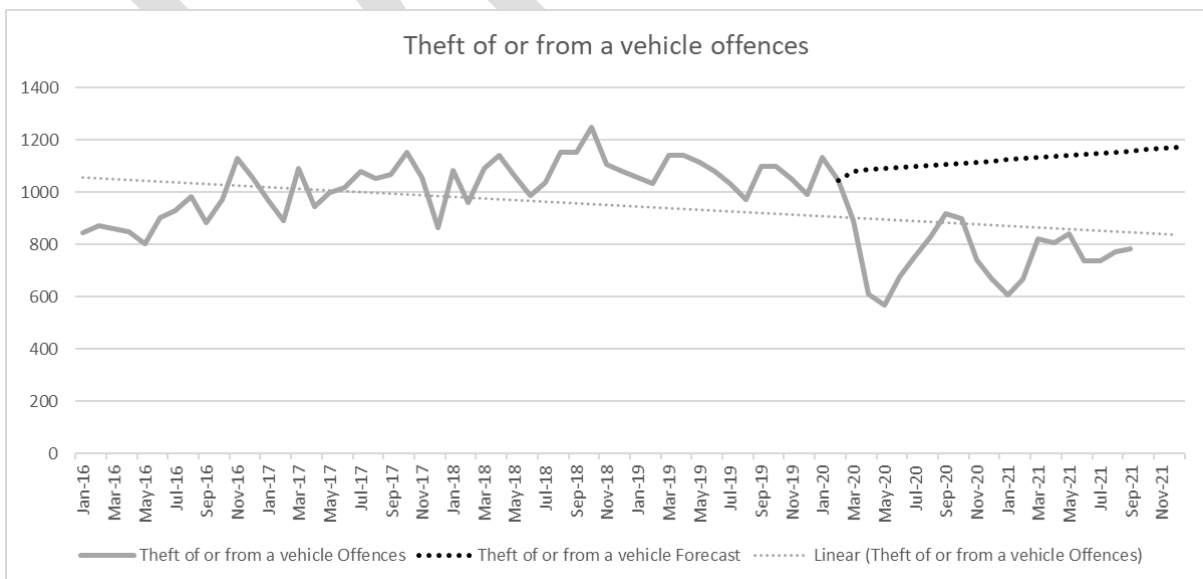
There were 148 (13%) fewer Theft from a Person offences committed in the 12 months to September 2021 compared with the year to September 2020 and 374 (28%) fewer offences compared with the year to September 2019.



However, it should be noted that there were 50% fewer offences committed in the period from March 2020 to September 2021 compared to projected crime levels had the COVID pandemic not occurred:

Projected crime levels had COVID not occurred	
Number of offences	March 2020- Sept 2021
Forecast	2918
Actual	1464
# diff	-1454
% diff	-50%

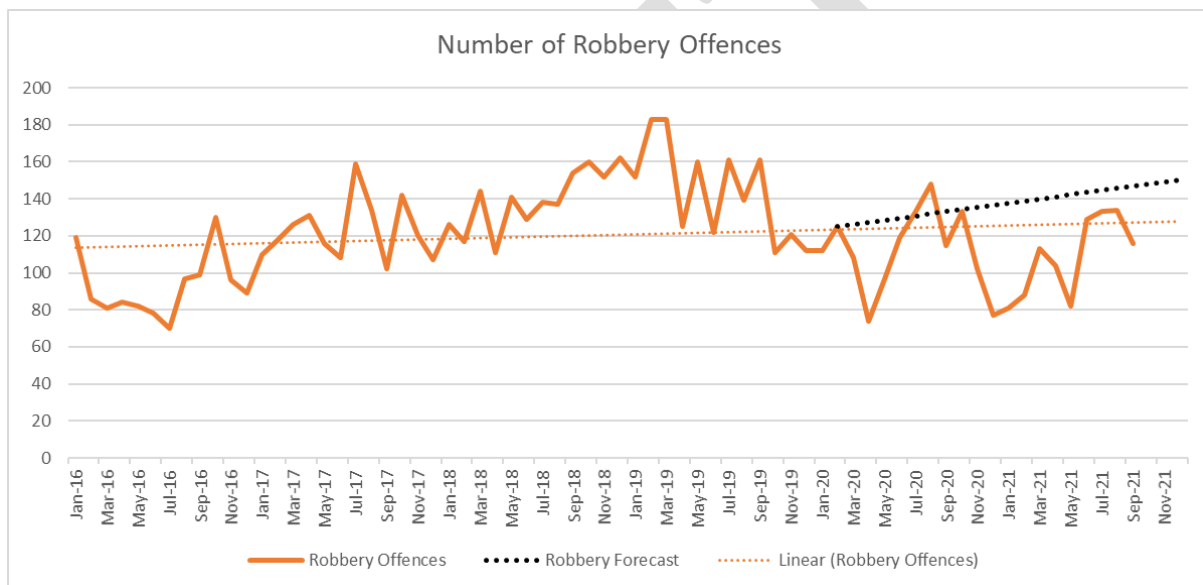
There were 1,469 (14%) fewer Thefts of (and from) a Vehicle in the 12 months to September 2021 compared with the year to September 2020 and 4,053 (31%) fewer offences compared with the year to September 2019.



However, it should be noted that there were 33% fewer offences committed in the period from March 2020 to September 2021 compared to projected crime levels had the COVID pandemic not occurred:

Projected crime levels had COVID not occurred	
Number of offences	March 2020- Sept 2021
Forecast	21267
Actual	14317
# diff	-6950
% diff	-33%

Robbery has been showing a long-term increasing trend since the beginning of 2017. However, there were 75 (5%) fewer Robbery offences committed in the 12 months to September 2021 compared with the year to September 2020 and 537 (29%) fewer than in the year to September 2019.



However, it should be noted that there were 20% fewer offences committed in the period March 2020 to September 2021 compared to projected crime levels had COVID not occurred:

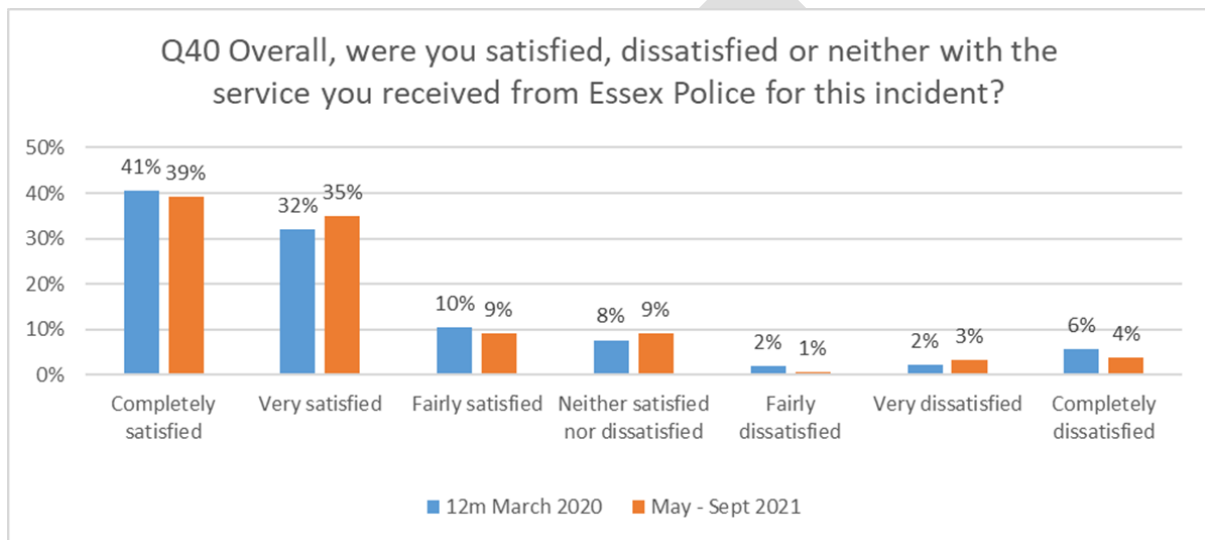
Projected crime levels had COVID not occurred	
Number of offences	March 2020- Sept 2021
Forecast	2594
Actual	2086
# diff	-508
% diff	-20%

Essex performs above the average for its Most Similar Group (MSG) and the national average for crimes per 1,000 population in respect of robbery and theft of or from a vehicle. The county performs below the national average but above the MSG average in relation to Burglary and Theft from the Person. The data below is for the 12 months to July 2021:

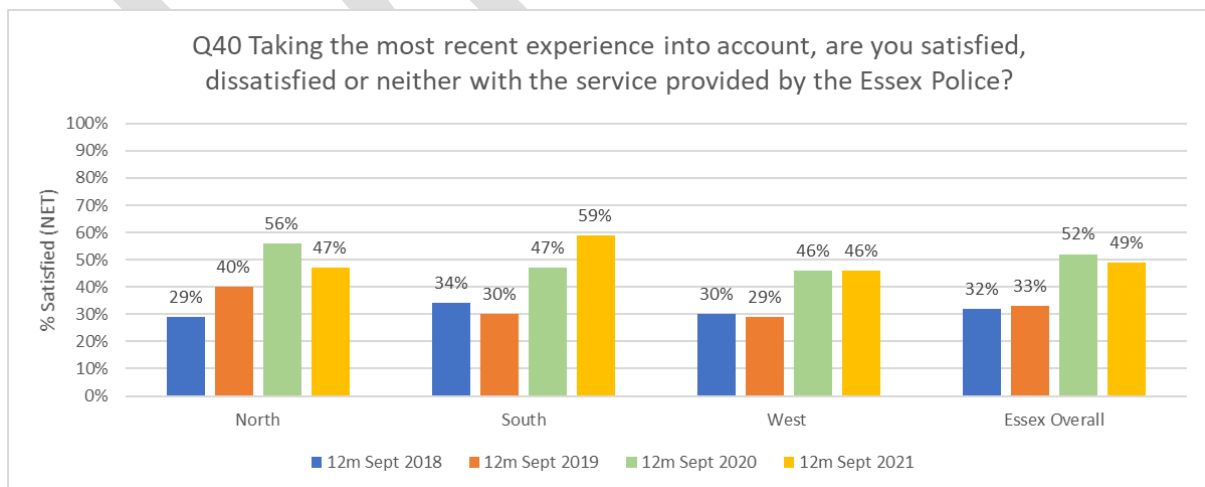
Offence per 1,000 population	ESSEX	MSG Avg	Difference	NATIONAL Avg	Difference
Robbery	0.71	0.63	0.08	0.64	0.06
- Robbery of business property	0.05	0.06	-0.01	0.08	-0.02
- Robbery of Personal Property	0.65	0.57	0.09	0.60	0.05
Burglary	7.41	7.18	0.23	8.42	-1.01
- Burglary Residential	6.51	6.18	0.33	7.08	-0.57
- Burglary Business & Community	0.90	1.00	-0.10	1.09	-0.19
Theft of and from a vehicle	5.04	4.05	0.99	3.68	1.35
- Theft from a Vehicle	3.04	2.75	0.29	2.51	0.52
- Theft of a Vehicle	2.00	1.30	0.69	1.24	0.75
Theft from the Person	0.48	0.45	0.03	0.50	-0.02
TOTAL	13.63	12.31	1.32	13.25	0.38

Improve satisfaction among victims

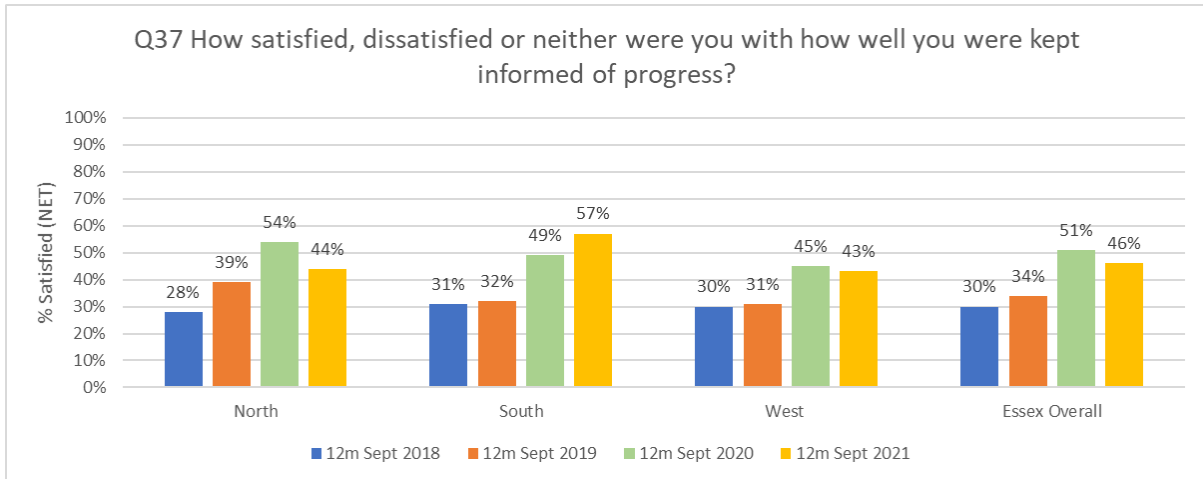
Domestic abuse victims' overall experience is showing a stable trend, at 83% satisfaction.



Overall, victim satisfaction is stable with changes in the last 12 months compared to the same period the previous year not statistically significant. Overall, 49% of victims were satisfied with the service they received for the 12 months to September 2021.



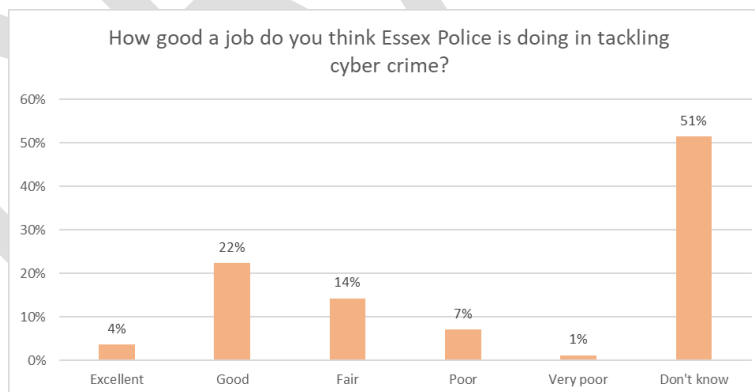
The percentage of victims satisfied with updates they received is also stable with no statistically significant change in the last 12 months. Overall, 46% of those surveyed were satisfied with how they were kept informed of progress.



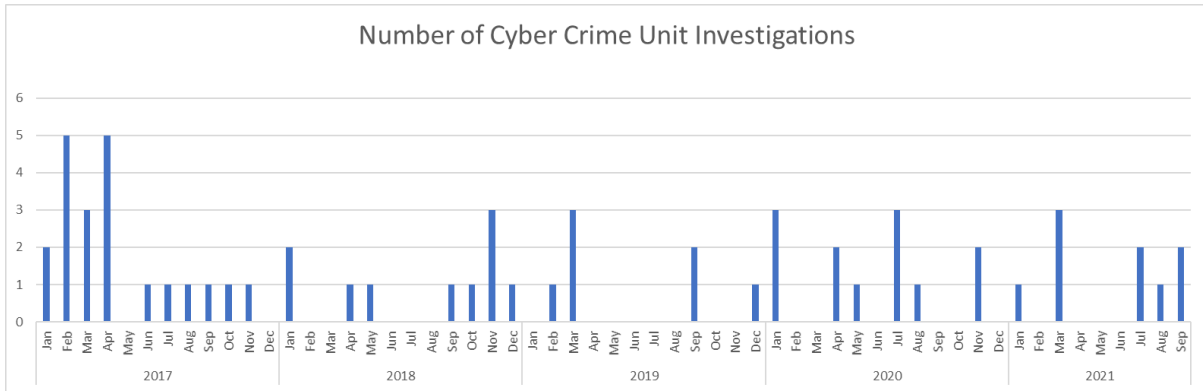
The Victim and Witness Action Group chaired by ACC Baldwin is specifically focusing on increasing victim satisfaction through a number of initiatives. These include raising awareness of Victims' rights within the Victim's Code to tailor services effectively, putting victims first in all that we do and using victim feedback to improve services including working with commissioned support services to set up a second Victims' Feedback Panel.

Tackle cyber crime

In Quarter 2, 51% of 1,917 respondents reported that they did not know how good a job Essex Police is doing in tackling cyber-crime. Of those who did have a view, 54% reported that Essex Police is doing a good or excellent job. However, 17% thought that Essex Police is doing a poor or very poor job in this area.



The number of businesses experiencing a cyber breach or attack is showing a broadly stable trend, with 12 in the year to September 2021 compared with 11 in the year to September 2020.



Essex Police has a dedicated Cyber Crime Unit (CCU) devoted to investigating and protecting local communities from cyber crime. The CCU investigates all reports of cyber-dependant crime and consists of specialist trained Detectives and Investigating officers. In addition, Essex and Kent Serious Crime Directorate (SCD) has an established Prevent and Protect Team (P&P) with dedicated officers in both fraud and cyber crime.

5. Risks and Mitigations

It is widely recognised that setting targets in policing can negatively skew officer behaviour. Aspirational targets may cause dysfunctional behaviour when changes in rank are misinterpreted as declines in performance and result in unnecessary changes of focus and allocation of resources. For this reason, the Government has purposely not set numerical targets against the national policing and crime measures, but instead set out the direction of travel it expects to see in these priority areas.

6. Links to the Police and Crime Plan

The priorities in the Police and Crime Plan align with the national policing priorities as follows:

National Policing Priority	Police and Crime Plan Priority
Reduce murder and other homicides	Reducing drug driven violence Protecting vulnerable people and breaking the cycle of domestic abuse
Reduce serious violence	Reducing drug driven violence
Disrupt drugs supply and county lines	Reducing drug driven violence
Reduce neighbourhood crime	Protecting rural and isolated areas
Improve satisfaction among victims (with a particular focus on victims of domestic abuse)	Protecting vulnerable people and breaking the cycle of domestic abuse Reducing violence against women and girls Improving support for victims of crime
Tackle cyber crime	Preventing business crime, fraud and cyber crime

In addition, the Police and Crime Plan priority to make further investment in crime prevention aligns with all the national policing priorities. For this reason, all the national policing priorities are assessed to be applicable in the context of the Essex Police area.

7. Financial Implications

There are no financial implications arising specifically from this report. Improvements against the key national priorities for policing are expected to be achieved within existing resources.

8. Legal Implications

Sections 11(1) and (2) of the Police Reform and Social Responsibility Act 2011 require the Police, Fire and Crime Commissioner to publish any information specified by the Secretary of State by Order. As set out in section 3 above, the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 came into effect in May 2021 and requires the Commissioner to publish a statement on the contribution of Essex Police to achieving improvements against the key national priorities for policing, as communicated to them by the Secretary of State, along with an explanation as to which of the national priorities are assessed to be applicable, and which not applicable, in the context of the Essex Police area and the reasons for that assessment. The Order states that the initial statement is to be published at the same time as the Police and Crime Plan and is to be reviewed quarterly thereafter, following the publication of quarterly crime statistics, and also within one month of the publication of an annual report by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) on the effectiveness, efficiency and legitimacy of the force.

Updated Home Office guidance on complying with the Order was published on 1 June 2021. This report accords with that guidance.

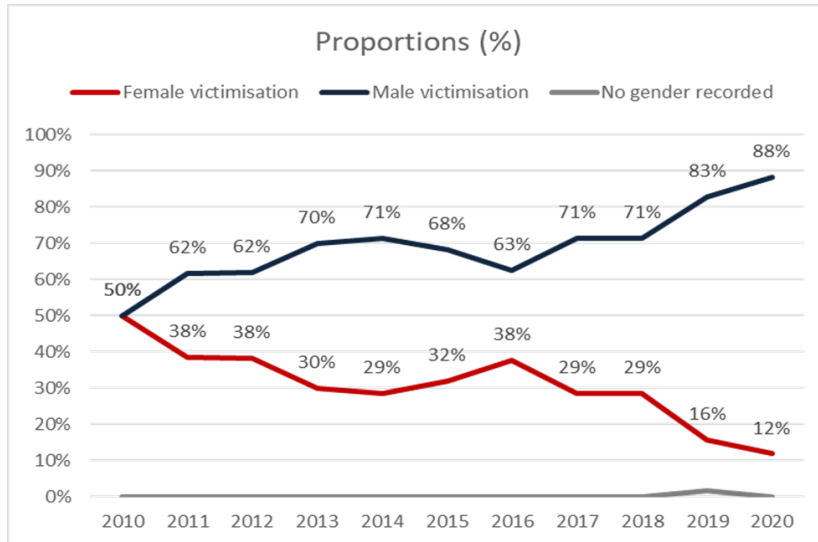
9. Staffing Implications

There are no currently identified staffing issues.

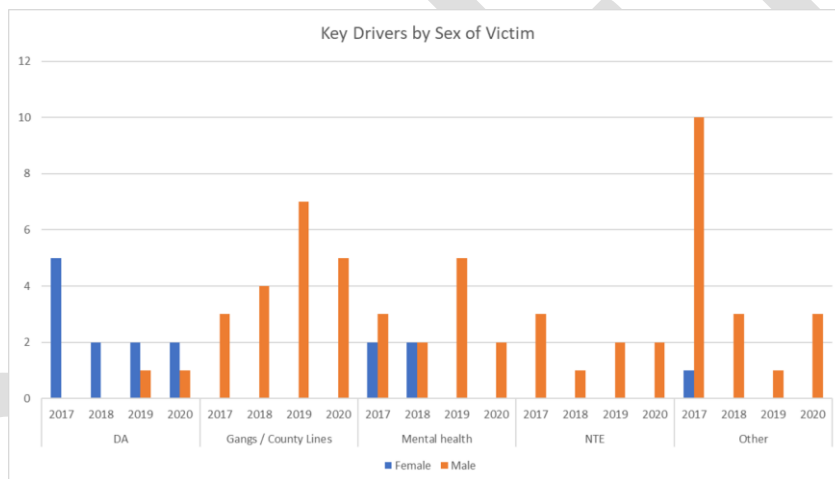
10. Equality and Diversity Implications

Homicide

Recent analysis has reviewed both gender and ethnicity in Essex homicides to try to ascertain the reasons behind any potential trends. The graph below shows the proportion of male and female homicide victims since 2010.



Since 2016 there has been a shift towards a much higher proportion of male victims. To understand why this might have occurred, gender data has been compared against the known key driver areas since 2017, with the following results:

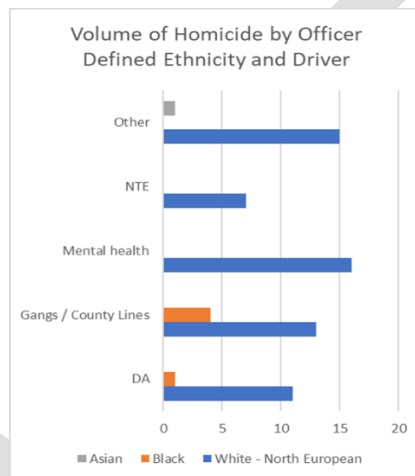


This graph shows a declining picture of female domestic abuse victims, compared with an increase in male gangs and county lines victims as a proportion since 2017. This would suggest that this shift could be at least partially attributed to Essex Police's relentless focus on DA since 2015/16 and its introduction of specialist DA teams.

Analysis of ethnicity of homicide victims in Essex indicated a higher rate per 1,000 population of black victims than white-North European victims. However, it must be noted that numbers of black victims are incredibly low. One less black victim would halve the rates for each of the last three years. Comparatively, the rate of change for white victims is far less easily affected. In 2020, for example, there were 10 white victims, with an additional 15 victims being required to change the rate from 0.01 to 0.02.

Ethnicity: Rates per 1000 population				
Year	White - North European	Black	Asian	Middle Eastern
2015	0.01	0.09	0.00	0.00
2016	0.01	0.09	0.02	0.00
2017	0.02	0.00	0.02	0.00
2018	0.01	0.06	0.00	0.00
2019	0.01	0.06	0.00	0.00
2020	0.01	0.06	0.00	0.00

Comparing key homicide drivers against ethnicity shows that the majority of black victims are in the gangs and county lines driver area, but this still only equates to four victims over the 3 ½ year reporting period.



Victim Satisfaction

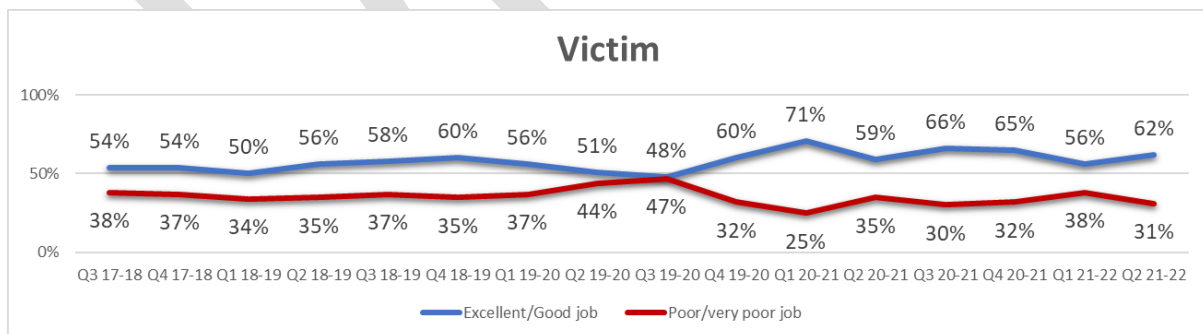
The proportion of SMSR public confidence survey respondents who report that, taking everything into account, Essex Police is doing a good or excellent job in their local area is showing an improving trajectory across all policing districts and demographics, and the gap between white and ethnic minority respondents (except white minority respondents) has narrowed.

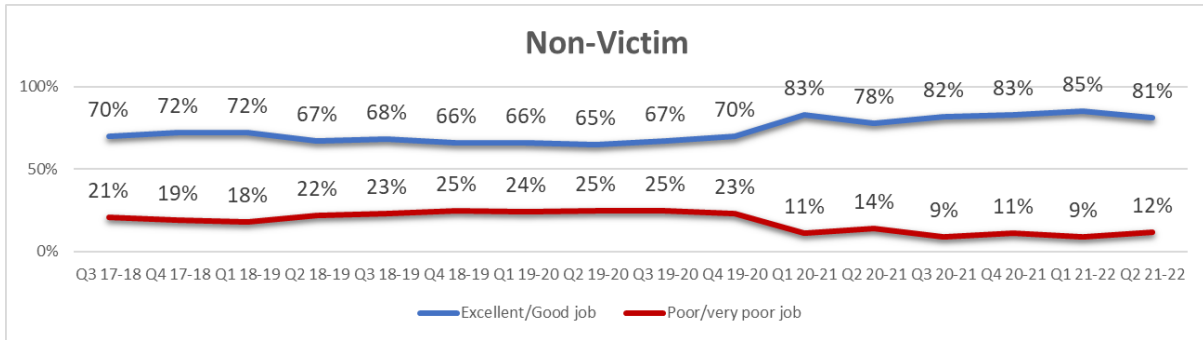
	Annual Trend				
	Oct 17-Sep 18	Oct 18-Sep 19	Oct 19-Sep 20	Oct 20-Sep 21	YonY change
Rochford	73%	60%	69%	87%	+18% ↑
Harlow	74%	68%	75%	87%	+12% ↑
Uttlesford	57%	65%	77%	84%	+7% ↑
Braintree	68%	73%	76%	83%	+7% ↑
Maldon	67%	66%	66%	83%	+17% ↑
Tendring	69%	66%	78%	82%	+4%
Southend	69%	64%	76%	82%	+6% ↑
Brentwood	65%	64%	69%	82%	+13% ↑
Chelmsford	72%	68%	74%	81%	+7% ↑

Colchester	74%	69%	74%	81%	+7% ↑
Thurrock	68%	60%	66%	78%	+12% ↑
Basildon	63%	64%	71%	77%	+6% ↑
Epping Forest	64%	61%	73%	77%	+4%
Castle Point	64%	59%	63%	75%	+12% ↑

	Annual Trend				
	Oct 17-Sep 18	Oct 18-Sep 19	Oct 19-Sep 20	Oct 20-Sep 21	YoY change
Male	70%	65%	70%	80%	+10% ↑
Female	66%	65%	74%	82%	+8% ↑
Under 35	78%	70%	72%	85%	+13% ↑
35-54	65%	63%	71%	79%	+8% ↑
55+	64%	63%	74%	80%	+6% ↑
White	68%	66%	73%	81%	+8% ↑
Other than White	76%	63%	67%	82%	+15% ↑
Victim of crime	54%	55%	60%	63%	+3%
Non victim	70%	66%	74%	83%	+9% ↑

However, there is a gap of 18 percentage points between victims and non-victims, with an average of 61% of victims feeling that Essex Police is doing a good or excellent job compared to 79% of non-victims over a two-year period. 34% of victims think that Essex Police is doing a poor or very poor job compared to 14% of non-victims.





To explore the reasons behind the differences between victims and non-victims, two focus groups were held with victims during Quarter 1 to identify the key drivers for confidence and satisfaction. The participants were chosen based on their overall level of satisfaction with their experience as a victim of crime. These focus groups highlighted the importance of communication (contact and response) with victims, particularly in explaining the investigation process and ensuring updates occur. Positive face-to-face interactions with officers and staff improved satisfaction levels. All victims who received a visit from an officer gave positive feedback, stating they had been understanding, helpful and polite. Unsurprisingly, positive feedback was received from victims who had regular follow-ups. Conversely, over-promising and under-delivering on response times and follow-ups resulted in dissatisfaction. Most participants had an expectation that response times would be faster, with some waiting hours for an officer to attend and not being told why there was a delay. In some instances, the victim was told they would receive a follow-up but did not, which led to frustration. Online reporting was also less satisfactory, with victims lacking the opportunity to ask questions and some victims receiving no response at all. The investigation phase was also found to be a key driver of overall satisfaction, with dissatisfaction being expressed with the non-utilisation of evidence the victims expected to be considered, examples being Ring doorbell footage and CCTV. A lack of explanation as to why these areas were not investigated compounded such dissatisfaction.

11. Police Operational Implications

The National Crime and Policing Measures were developed by the Home Office in consultation with the Association of Police and Crime Commissioners (APCC), the National Police Chiefs Council (NPCC), the College of Policing and Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), as well as through discussion at the National Policing Board (NPB) and Crime and Policing Performance Board (CPPB).

12. Governance Boards

The data presented in this report was approved at the Force Performance Board on 25 November 2021 and by the Essex Police Chief Officer Group on 1 December 2021.

At a national level, the data is to be monitored on a quarterly basis by the Crime and Policing Performance Board (CPPB).

13. Future Plans (long-term strategic direction)

As set out in section 4 above.

In addition, the provision of a consistent data set across the country will, in due course, facilitate effective benchmarking of performance against other force areas.

14. List of background papers and appendices

- Public Views and Experience of Policing and Criminal Justice in Essex (Q1 2021/22 Survey Results Presentation v2.5)
- Update on Homicide Prevention (13th July 2021)
- Police and Crime Plan 2016 – 2021 – Quarterly Update including MSG aspiration document (Quarter 2 – 2021/22)
- National Crime and Policing Measures – Performance to September 2021

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