



Public Views and Experience of Policing and Criminal Justice in Essex

Q3 2021/22 Survey Results Presentation v1.4



Executive Summary: 12 Months to December 2021 & Quarter 3 2021/22 (Q3)

In the 12 months to December 2021, overall confidence and satisfaction with Essex Police remains high, 80% of respondents believe EP do a good or excellent job. Whilst the yearly figures remain high and the most recent quarter is stable when compared to Q2, the two latter quarters are below what was experienced in the first half of the 12m period. The falls experienced could be due to less focus nationally on the police contributions to dealing with the pandemic. If this level of confidence remains, EP will continue to be significantly higher than pre-2020 and pandemic levels of confidence, despite crime volumes having returned to the volumes experienced across the same period.

There is a growing perception that crime is becoming more of a problem. This quarter, the number of respondents who think crime and ASB has become more of a problem compared to 12 months ago has significantly increased from 27% to 33%. In addition to this, 91% of respondents feel it is important to have a regular, uniformed police presence in Q3. This is the highest quarterly figure since pre-Covid (Q1 2020/21). There have been significant falls across many questions.

There were no significant differences between Ethnic minorities (excluding White minorities) and White respondents for most questions, including the main confidence question (Ethnic minorities: 76% vs White: 80%). The two questions where there was a significant difference relate to areas where people have direct contact with the police in situations with historic perceptions of unfairness (fairness in stop and search and if they were to make a complaint to Essex Police). However, there is no longer a significant difference between the two groups when asked if they believe they would be treated fairly if they were to report a crime or incident in the future (Ethnic minorities: 73% vs White: 76%).

Victims continue to have a lower level of confidence than non-victims. A new question included in the survey this quarter found that nearly half of all victims surveyed (49%) said they had not been informed of the outcome of the crime they reported. Victims are also less likely to think the Essex Police representative they encountered was professional compared to non-victims that had direct contact with Essex Police (Victims: 62% vs Non-victims: 83%).

Females continue to have higher confidence in Essex Police, however, are still less likely to feel safe after dark and see a higher importance for there to be a regular police presence when compared to males.

Force comparison figures were not available at the point of writing and were therefore not able to be included within this report.

Key Findings: Quarter 3 (Q3) 2021/22

In Q3, 77% of respondents think **EP are doing a good/excellent job**. This is not a significant change from last quarter but is the lowest result since Q2 2020/21. The two most recent quarters are both significantly lower than the first two quarters in the past 12 months (Q4: 81%, Q1: 83%, Q2: 79%, Q3: 77%). However, the results for this question are still high when compared to Q3 2019/20, when only 65% thought EP were doing a good job.

There were some movements across a number of questions in Q3. 33% of respondents felt as though **Crime and ASB are now more of a problem** when compared to 12 months ago (+5%-points from Q2). This public perception is in line with the reality as crime levels have returned to what was experienced pre-pandemic, although a higher level of confidence remains. Respondents also felt **more informed about what police are doing in their local area** (Q3: 48% vs Q2: 42%).

There were significant declines in areas of perceived fairness and service delivery, when compared to Q2 2021/22:

- **Believe police use their stop and search power fairly.** -9% points. 67% of respondents were confident that police use their stop and search powers fairly and respectfully compared to 75% in Q2.
- **Being treated fairly if they were to make a complaint.** -4% points. In Q3 there were 70% of respondents who felt they would be treated fairly if they were to make a complaint to EP about a police officer/staff member compared to 74% in Q2.
- **Believe they would receive a good service if they were to report an incident to EP in the future.** -3% points. Q3 saw 72% of respondents confident they would receive a good service from EP compared to 75% in Q2.

There were significant decreases in five areas of perceived police action:

- **Believe EP are protecting children and vulnerable people.** -8% points. 79% of respondents thought that EP are protecting children and vulnerable people compared to 87% in Q2.
- **Supporting victims and witnesses.** -5% points. 77% of people thought that EP are supporting victims and witnesses in Q3 compared to 82% in Q2. This percentage was at 90% in Q1 2021/22.
- **Tackling serious organised crime:** -4% points. 79% of respondents believe that EP are tackling serious organised crime from 83% in Q2.
- **Tackling cyber crime.** -4% points. This is a new question that began being asked in Q2 this year (2021/22). 49% of respondent felt that EP are tackling cyber crime compared to 53% in Q2.
- **Bringing offenders to justice.** -3% points. 72% of respondents felt that EP are bringing offenders to justice which is down from 75% in Q2.

Key Findings: Quarter 3 (Q3) 2021/22

White and Ethnic Minority (excluding White minorities) respondents

There is no significant difference between respondents from an Ethnic Minority background (excluding White minorities) and White respondents in thinking Essex Police are doing a good/excellent job in Q3. The two questions where there was a significant difference relate to areas where people have direct contact with the police in situations with historic perceptions of unfairness:

- **Being treated fairly if made a complaint:** (Ethnic minorities: 56%, White: 71%). This is a 15%-point gap, which is a smaller gap than last quarter due to a 4%-point increase in Ethnic minorities agreeing and a 4%-point decrease in White respondents agreeing (Q2: Ethnic Minorities: 52%, White: 75%, Gap: 23%).
- **Police use their stop and search power fairly and respectfully:** (Ethnic minorities: 48%, White: 68%). This is a 20% gap which is the same as last quarter with an 8%-point decrease experienced for both Ethnic minorities (Q2: 56%) and White respondents (Q2: 76%).

There is no longer a statistical difference between White respondents and Ethnic Minorities (exlc. White minorities) in the following area:

- **Confident they would receive a good service if they were to report a crime to EP in the future:** (Ethnic Minorities: 70%, White: 72%). This is due to a 5%-point increase in confidence for respondents from an Ethnic Minority background (Excluding White minorities) from Q2 (Ethnic Minorities: 65%, White: 76%). The gap between the two groups has decreased and there is now no longer a significant difference. There is also no difference when looking at the past 12 months.

Key Findings: Quarter 3 (Q3) 2021/22

Victims v. Non-Victims in Q3 2021/22 compared to Q2 2021/22

60% of victims think **EP are doing a good/excellent job** in Q3, this is stable when compared to the last quarter, however there continues to be a significant difference between victims and non-victims (79%). Only one in four of victims surveyed were satisfied with **how well they were kept informed of progress**. These results have been gradually declining since Q3 2020/21 when it was at 50%. Nearly half of victims (47%) said they had not been informed of the outcome of the crime they had reported.

Breakdown by gender and LPA:

- In the 12m to Q3, female victims were more likely to think that EP are doing a good/excellent job (Female 66% vs Male: 56%).
- Over the same period, the South LPA have the highest level of victim's believing EP are doing a good/excellent job (63%) followed by North (62%) and West had the lowest (58%).

There was a significant change for victims in two areas (compared to Q2):

- **Crime and ASB now more of a problem compared to 12m ago:** (Victims Q3: 53% vs Q2: 41%). An increase of 12% points. This is also significantly higher than the 30% of non-victims who perceive crime and ASB to now be more of a problem.
- **Confidence that EP use their stop and search powers fairly and respectfully:** (Victims Q3: 59% vs Q2: 67%). A decrease has been experienced for both victims and non-victims and there continues to be a significant difference between the two (Non-Victims Q3: 68%).

New questions asked in this most recent quarter found that:

- 47% of victims surveyed answered that they had been **informed of the outcome of the crime they reported**, meaning that half of victims did not (49%) and 4% were unsure.
- Victims are less likely to think **the Essex Police representative they came into contact with was professional** compared to non-victims that had direct contact with Essex Police (62% of victims thought they were professional vs 83% of non-victims).

All other measures are stable with no significant change from last quarter. There continues to be a significant difference between victims and non-victims in the following areas:

- Victims are less likely to **believe EP are dealing with Crime and ASB in their area**. (Victims: 38% vs Non-Victims: 53%).
- Victims were less confident they would **receive a good service in the future**: (Victims: 51% vs Non-Victims: 74%).
- **Believe they would be treated fairly if they made a complaint to EP**: (Victims: 57% vs Non-Victims: 72%).
- A higher proportion of victims **feel unsafe walking alone after dark** (Victims Unsafe: 58% vs Non-Victims: 38%).

Key Findings: Quarter 3 (Q3) 2021/22

Gender Female vs Male (12m to end of Q3 2021/22)

Females have higher confidence in Essex Police than males and were more likely to believe EP are dealing with important issues including ASB, tackling serious organised crime and bringing offenders to justice. However, females were also more likely to feel unsafe after dark and believe a uniformed police presence to be important when compared to males.

Fewer males answered that they needed support after being victim of a crime (16% vs 32% of females), however had lower satisfaction in the victim support services they had received meaning that, although males are less likely to ask for help and support, they do expect a higher level of service than what they receive.

- Male victims were less satisfied with **how well informed they were kept of progress** (Females: 47% vs Males: 39% satisfied).
- 73% of male respondents think they **would receive a good service if reported a crime/incident in future** compared to 78% of Females. Both have slightly decreased since the end of last quarter (12m to Q2 2021/22 Females: 80% vs Males: 76%).
- Of those respondents who said **something had happened either directly/indirectly to influence their opinion** of EP, Males were more likely to have a **worse opinion** afterwards. (Females: 58% vs Males: 72%).

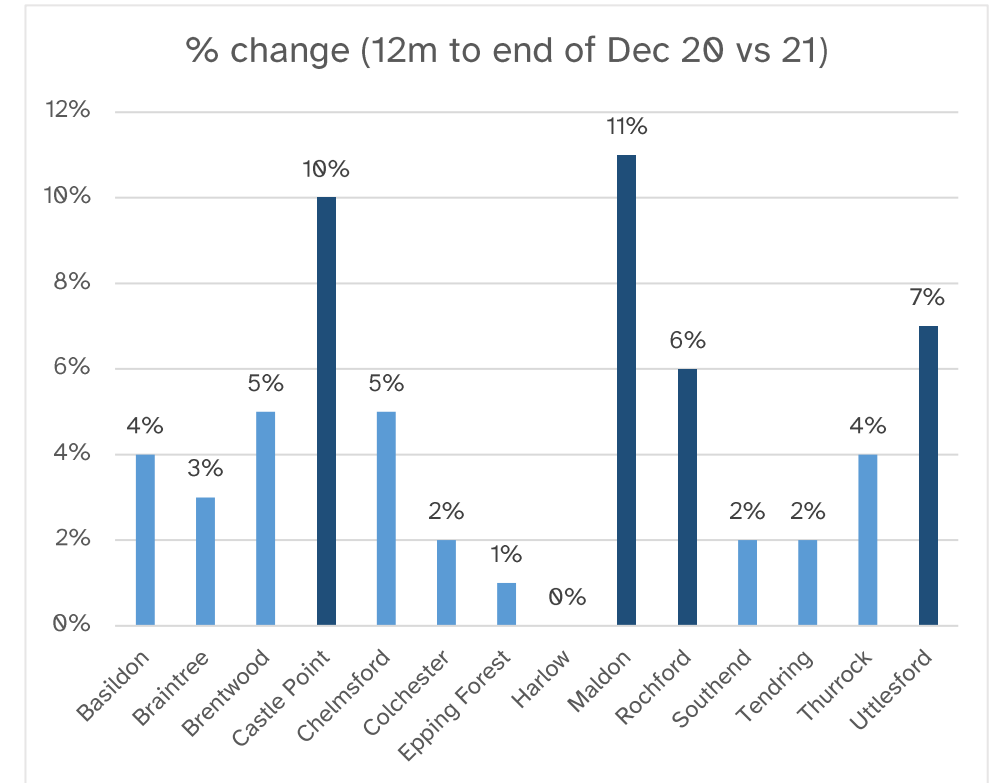
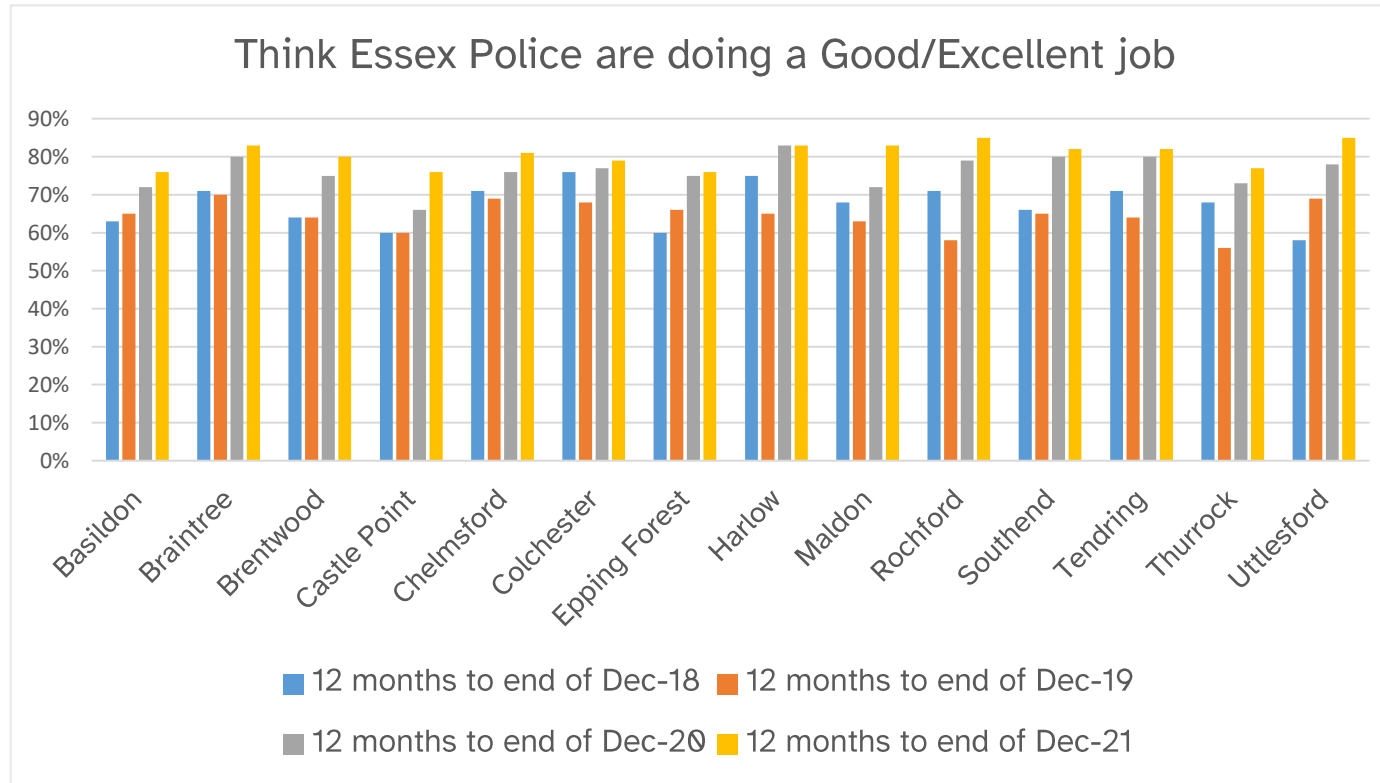
Although females have a higher perception of crime happening, feel less safe when walking alone at night and more female respondents believe a uniformed police presence is important, they have a higher confidence in EP in dealing with the issues:

- **Believe crime and ASB are now more of a problem, compared to 12m ago.** (Females: 29% vs Males: 22%). This has slightly increased from the end of last quarter for both groups (12m to Q2 2021/22 Females: 25% vs Males: 20%).
- Females are more likely to feel **unsafe walking alone in their area after dark** (Females: 57% vs Males: 25%). The result for females is down by 3% points when compared to the last result (Q2 2021/22 Females: 60% vs Males: 26%). This question has only been asked for the last two quarters (Q2 & Q3 2021/22).
- **Regular uniformed police presence very/fairly important.** (Females: 90% vs Males: 87%). This is in line with what was experienced at the end of last quarter (12m to Q2 2021/22 Females: 90% vs Males: 86%).
- **Believe EP are doing a good/excellent job.** (Females: 81% vs Males: 79%). This has decreased by 1% point for both groups since the end of last quarter (12m to Q2 2021/22 Females: 82% vs Males: 80%).
- Females are more likely to believe **EP are dealing with ASB** than their male counterparts (Females: 71% vs Males: 67%) as well as **tackling serious organised crime** (Females: 86% vs Males: 82%) and **bringing offenders to justice** (Females 77% vs Males: 74%).

Key Findings: Quarter 3 (Q3) 2021/22

District Breakdown 12m to Dec 2021

There were significant increases in confidence in Castle Point (+10% points), Maldon (+11% points), Rochford (+6% points) and Uttlesford (+7% points) when compared to the 12m to December 2020. All other districts were stable.



Note: Significant changes are in dark blue on the % change bar graph.