



Public Views and Experience of Policing and Criminal Justice in Essex

Q4 2021/22 Survey Results Presentation v1.4



Executive Summary: 12 Months to March 2022 & Quarter 4 2021/22 (Q4)

In the 12 months to March 2022, overall confidence and satisfaction with Essex Police remains high, 79% of respondents believe Essex Police do a good or excellent job, this shows no change when compared to the previous 12 months. The most recent quarter is stable compared to the previous quarter and there has been no change in respondents who believe Essex Police do a good/excellent job (77% in both quarters). This quarter, there was a significant increase in the number of respondents who believe Essex Police are solving crime (67% vs 60% in Q3), this is the highest quarterly result in 12 months. This quarter's results suggest that confidence may be stabilising following the fluctuations experienced throughout the pandemic. Confidence in Essex Police remains significantly higher than pre-pandemic levels (66% in the 12M to March 2020).

Perceptions of fairness are declining across the county

There is a significant declining trend in the number of respondents who think Essex Police use their stop and search powers fairly and respectfully. In the 12 months to March 2022, 70% of respondents thought Essex Police used their powers fairly and respectfully, this is a significant decline from 78% in the 12 months to March 2021. This pattern is seen across most of the county and 9 out of 14 districts have seen a significant decline in the last 12 months. The most recent quarter has seen the lowest results since the survey began and is significantly lower than all other quarters the survey has run. Only 5% of all respondents in the last 12 months have been stopped and searched by Essex Police, suggesting that the decline is a change in perception rather than a reflection of true instances. Respondents who have been stopped in the past have similar agreement on fairness to those not stopped but are also more likely to disagree that EP use their powers fairly. Of those stopped, 79% had a view on whether the powers were used fairly compared to just 43% of those not stopped, the rest said that they either did not know or neither agreed or disagreed. The declining trend could be linked to the increased media focus around stop and search activity in recent months as a similar fall has been seen in at least one other Force. Additionally, there has been a significant decline in the last 12 months in the number of respondents who think their complaint would be treated fairly if reported to Essex Police, suggesting there is a decline in the perception of police fairness overall.

Greater parity in views of different ethnic groups

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% believe Essex Police do a good/excellent job). The two questions where there was a significant difference (Essex Police understanding issues that affect the community and Essex Police dealing with crime and ASB in the area), respondents from an Ethnic Minority background answered more positively than White respondents. There is no longer a statistical difference this quarter between the two groups' perceptions of the fairness of Essex Police's use of stop search powers, this is primarily due to a significant decline in the confidence of White respondents. There is also no longer a difference between the two groups' perceptions on whether their complaints would be treated fairly. For both questions, this is the first quarter in 12 months or more where there has been no significant difference. However, while there is no difference in this quarter, a significant difference remains for both questions in the 12 months to March 2022.

Continuing disparity between victims and non-victims

There continues to be a significant disparity between victim and non-victim levels of confidence in Essex Police. Victims continue to report low levels of satisfaction with less than half of victims feeling satisfied with the service they received and how well they were kept informed of progress with their case.

Differences by gender vary

There is no longer a significant difference between females and males in overall confidence that Essex Police are doing a good/excellent job. However, females are significantly more confident that Essex Police are dealing with important issues in the county including ASB, tackling serious crime and bringing offenders to justice when compared to males.

Key Findings: Quarter 4 (Q4) 2021/22

In Q4, 77% of respondents think **Essex Police are doing a good/excellent job**. There is no change from last quarter but is the joint lowest result since Q2 2020/21. However, when compared to the last pre-pandemic quarter, Q4 2019/20, the results for this question are still high (69% in Q4 2019/20).

There were significant declines in two areas:

- **Essex Police using their stop and search power fairly and respectfully.** There is a 7% point decrease when compared to last quarter (Q4: 60% vs Q3: 67%) and this is the lowest quarterly result since the survey began. There has been a significant declining trend for this question each quarter since Q1 2021/22 (Q1: 83%; Q2: 75%, Q3: 67%, Q4: 60%) and a total decline of 23% points in the last 12 months. There has also been a declining trend in the number of respondents who felt they would be **treated fairly if they were to make a complaint** to Essex Police about a police officer/staff member. Although there was not a significant change this quarter compared to the last quarter, volumes have significantly declined from 84% in Q1 2021/22 to 69% in the most recent quarter. This suggests there may be a declining trend in overall perception of police fairness.
- Of concern, is that when respondents are asked how much they agree or disagree with the following statement: **“Taking everything into account I have confidence in the police in this area”**, results have been declining significantly. 67% said they had confidence in the police which is a significant decline compared to 71% in Q3 (-4% points). There has been a significant decline each quarter for the last three quarters from 80% in Q1 2021/22.

There were significant increases in three areas of perceived police action:

- **Believe Essex Police are preventing crime.** +7% points. 67% of respondents thought that Essex Police are preventing crime in Q4 compared to 60% in Q3. This is the highest quarterly result in the last 12 months.
- **Policing the roads.** +5% points. 68% of respondents believe that Essex Police are policing the roads compared to 63% in Q3. Although there is a significant increase this quarter, when comparing the last 12 months to the previous 12 months there has been a significant decline (64% 12 months to March 2022 vs 73% 12 months to March 2021).
- **Dealing with ASB.** +4% points. 69% of respondents thought that Essex Police are dealing with ASB compared to 66% in Q3.

There were no significant changes in any other questions in the last quarter suggesting that confidence may be stabilising in many areas following the fluctuating confidence levels across the covid pandemic.

Key Findings: Quarter 4 (Q4) 2021/22

White and Ethnic Minority (excluding White minorities) respondents in Q4 2021/22 compared to Q3 2021/22

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 Q4. This has not changed in the last 12 months. The areas where there are statistical differences this quarter, respondents from an Ethnic Minority background have answered more positively compared to White respondents.

There is **no longer a statistical difference this quarter** between White and Ethnic Minority respondents in the following areas of perceived fairness:

- **Police use their stop and search power fairly and respectfully:** (Ethnic minorities: 64%, White: 60%). This is due to a significant decrease of 8% points in confidence of White respondents and an increase of 12% points in the confidence of Ethnic Minorities (Q3 2021/22 Ethnic minorities: 52%, White: 68%). This is the first quarter since Q4 2020/21 that there has not been a significant difference between the two groups. However, a significant difference remains over the last 12 months (12 months to March 2022 Ethnic Minorities: 62% vs White: 71%).
- **Being treated fairly if they made a complaint:** (Ethnic minorities: 63%, White: 70%). This is due to a 3% point increase in confidence for respondents from an Ethnic Minority background from Q3 (Q3 Ethnic minorities: 60%, White: 71%). This is the first quarter since Q3 2020/21 that there has not been a significant difference between the groups. However, there remains a significant difference over the last 12 months (12 months to March 2022 Ethnic Minorities: 60% vs White: 75%).

There is a significant difference between the two groups in the below areas. In both instances, respondents from an Ethnic Minority background have higher confidence levels than White respondents.

- **Believe that Essex Police understand issues that affect their community:** (Ethnic minorities: 66%, White: 54%). This is a 12% point gap where there was no gap last quarter. This is due to an increase of 10% in the confidence in Ethnic minorities and a 2% decrease in the confidence of White respondents. This is the first quarter in the last 24 months where there has been a significant difference between the two groups and the gap has been driven by Ethnic Minorities believing Essex Police understand issues affecting their community far more than White respondents.
- **Essex Police are dealing with Crime and ASB in their area:** (Ethnic Minorities: 61%, White: 50%). This is a 12% point gap where there was no gap last quarter. This is due to an 11% point increase increase in Ethnic Minorities agreeing that EP are dealing with crime and ASB and a 2% decrease in White respondents agreeing (Q3 Ethnic Minorities 50%, White: 52%).

Key Findings: Quarter 4 (Q4) 2021/22

Victims and Non-Victims in Q4 2021/22 compared to Q3 2021/22

63% of victims think Essex Police are doing a good/excellent job in Q4, this is stable when compared to the last quarter, however there continues to be a significant difference between victims and non-victims (79%). Victim satisfaction with the service they received has not changed significantly since last quarter and just under half of victims were satisfied with their overall experience (47%).

A new question, first introduced last quarter, asked respondents if Essex Police could improve one thing what would it be. 43% of victims said it should be more visible officers, 12% said dealing with crime and 8% said to be kept regularly informed.

This quarter there is a significant difference between victims and non-victims in two additional areas where there was no difference between the two groups last quarter:

- **Confidence that Essex Police use their stop and search powers fairly and respectfully:** Victims 49% vs Non-Victims 62% (Victims Q3: 59% vs Non-Victims Q3: 68%) There is now a 13% point gap between victims and non-victims.
- **Essex Police understand community issues:** Victims 47% vs Non-Victims 56% (Victims Q3: 50% vs Non-Victims Q3: 57%) There is now a 10% point gap between victims and non-victims.

There continues to be a significant difference between victims and non-victims in the following areas:

- Victims are less likely to **believe Essex Police 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: 54% vs Non-Victims: 75%).
- Victims are less likely to **believe they would be treated fairly if they made a complaint to Essex Police** (Victims: 59% vs Non-Victims: 70%).
- Victims are more likely to feel **Crime and ASB is now more of a problem compared to 12m ago** (Victims: 47% vs Non-Victims: 28%).
- 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 (Victims: 75% vs Non-Victims: 87%).

Victims experience with the service they have received has not changed significantly since last quarter:

- 47% of victims were satisfied with the overall **service they received from Essex Police** (45% in Q3).
- 45% of victims were satisfied with how well they were **kept informed of progress** (40% in Q3).
- 48% of victims surveyed answered that they had been **informed of the outcome of the crime** they reported (47% in Q3).

Key Findings: Quarter 4 (Q4) 2021/22

Gender: Female compared to Male respondents (12m to end of Q4 2021/22)

There is no significant difference between males and females in thinking Essex Police are doing a good/excellent job in 12m to end of Q4 (Females: 80% vs Males: 78%), in the 12M to end of Q3 there was a significant difference between the two groups. Although there is no difference in overall confidence in Essex Police, females remain more confident in Essex Police dealing with important issues in the county including ASB, talking serious crime and bringing offenders to justice.

There is a significant difference between males and females in their perception of crime and police action:

- Females are more likely to **believe crime and ASB are more of a problem, compared to 12m ago**. (Females: 30% vs Males: 25%).
- Females are more likely to believe **Essex Police are dealing with ASB** than their male counterparts (Females: 71% vs Males: 66%) as well as **tackling serious organised crime** (Females: 84% vs Males: 80%) and **bringing offenders to justice** (Females 76% vs Males: 72%).

There is a significant difference between males and females in how safe they feel within their area:

- Females are more likely to feel **unsafe walking alone in their area after dark** (Females: 57% vs Males: 23%). The result for males is down by 2% points when compared to the last quarterly result (Q3 Females: 57% vs Males: 25%).
- Females are more likely to feel a **regular uniformed police presence is very/fairly important**. (Females: 91% vs Males: 89%). There has been no significant change compared to Q3.

There is a significant difference between levels of service males and females would expect from Essex Police and their satisfaction with the service they have received:

- Male victims were significantly less satisfied with **the service they received as a victim of crime** (Females: 52% vs Males: 41% satisfied). There has been no change in this result since last quarter.
- 72% of male respondents think they **would receive a good service if they reported a crime/incident in future** compared to 77% of females. Both have slightly decreased since the end of last quarter (Q3 Females: 78% vs Males: 73%).

There is no significant difference between males and females in their confidence that Essex Police use their stop and search powers fairly and respectfully (Females: 69% and Males 71%).

Key Findings: Quarter 4 (Q4) 2021/22

District Breakdown 12M to March 2022

With the exception of Harlow, there was no significant change in confidence in the 12M to March 2022 compared to 12M to March 2021.

Confidence in Essex Police is significantly higher post-pandemic in nearly every district (13 out of 14 have seen a significant increase compared to 12M to March 2020).

Proportion of respondents who think Essex Police do a good/excellent job.

District	12M March 2019	12M March 2020	12M March 2021	12M March 2022	% change vs 12M 2021	% change vs 12M 2020
Basildon	64%	65%	77%	74%	-3%	9%↑
Braintree	73%	69%	82%	81%	-1%	12%↑
Brentwood	60%	66%	78%	79%	1%	13%↑
Castle Point	59%	58%	73%	75%	2%	17%↑
Chelmsford	70%	71%	76%	79%	3%	8%↑
Colchester	75%	66%	81%	78%	-3%	12%↑
Epping Forest	58%	69%	77%	75%	-2%	6%
Harlow	73%	64%	89%	79%	-10%↓	15%↑
Maldon	66%	60%	79%	82%	3%	22%↑
Rochford	65%	60%	86%	84%	-2%	24%↑
Southend	64%	67%	82%	82%	0%	15%↑
Tendring	65%	71%	80%	81%	1%	10%↑
Thurrock	68%	55%	74%	78%	4%	23%↑
Uttlesford	62%	70%	82%	84%	2%	14%↑

- There was a significant decrease in confidence in Harlow (-10% points) in the last 12 months compared to the 12 months to March 2021. All other districts saw no significant change.
- Confidence in Essex Police is significantly higher post-pandemic in nearly every district. Compared to the 12 months to March 2020 every district, with the exception of Epping Forest, has seen a significant increase in the number of respondents who think Essex Police are doing a good/excellent job. Rochford has experienced the highest increase of 24% points followed by Thurrock which has increased by 23% points.

Note: ↑ ↓ indicates a significant change