



Public Views and Experience of Policing and Criminal Justice in Essex

Q1 2022/23 Survey Results Presentation v1.5



Executive Summary: 12 Months to June 2022 & Quarter 1 2022/23 (Q1)

In the 12 months to June 2022, overall confidence and satisfaction with Essex Police remains high, 78% of respondents believe Essex Police do a good or excellent job, this is a small significant decrease compared to 12 months to June 2021 (80%). The most recent quarter is stable compared to the previous quarter (Q1 22/23: 78%, Q4 21/22: 77%). Confidence in Essex Police remains significantly higher than pre-pandemic levels (66% in the 12M to March 2020).

Improvements in the Perceptions of Stop and Search fairness

There is a significant increase in the number of respondents who think Essex Police use their stop and search powers fairly and respectfully compared to the previous quarter (69% in Q1 v 60% in Q4). Last quarter saw the lowest quarterly result since the survey began and the increase this quarter brings EP back in line with Q3 2021/22 results. However, there remains a significant declining trend over the last 12 months: 12 months to June 2022, 67% v 79% in the 12 months to June 2021. Comparisons with two other forces who ask the same question show that in Q4 2021/22 Essex Police dropped below the average by 12% points whereas before this point EP had been in line or above the average of these other Forces. When respondents were asked why they did not agree that Police were using their stop and search powers fairly or respectfully, a third said they thought searches were conducted based on stereotypical bias or appearance and two thirds of those mentioned racial bias. 19% of respondents commented that they didn't think Essex Police were conducting enough stop searches. There are two main negative perceptions on stop search, one relating to fairness and one perceived underuse of the powers the Police can use in relation to crime prevention.

Perceptions of Crime and ASB are improving

There was a significant increase in the number of respondents who believe Essex Police are dealing with Crime and ASB. In Q1, 55% of respondents thought Essex Police are dealing with Crime and ASB compared with 51% in Q4. This is a significant increase of 4% points and this quarter's results are significantly higher than all quarters in the last 12 months. There was also a significant decline in the number of respondents who think crime and ASB has become more of a problem in the last 12 months when compared to the last two quarters (Q1 2022/23: 25%, Q4 2021/22: 30%, Q3 2021/22: 33%). Although there is an improving trend for both these areas, the 12 month trend for both questions are significantly lower than the previous 12 months.

Disparity in views of different ethnic groups in overall confidence

In the 12 months to June 2022, there is a 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 (Ethnic Minorities: 74%, White: 78%). In Q1, there is a significant difference of 10% points between both groups which is 8% points higher than last quarter where there was a 2%-point gap. This is due to a decline in the confidence of Ethnic Minority respondents and an increase in the confidence of White respondents. This quarter, there is a significant difference of 11% points between the two groups when asked if they thought Crime and ASB had become more or less of a problem in the last 12 months. The number of Ethnic Minority respondents who thought Crime and ASB had become more of a problem declined significantly by 10% points which has primarily driven the gap. White respondents who thought Crime and ASB had become more of a problem also significantly declined by 5% points compared to last quarter.

Continuing but reducing 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 were more likely to think that Essex Police were doing a good/excellent job if they had been told the outcome of their investigation and less likely to think they were doing a good/excellent job if they were dissatisfied with the updates they received or thought the Essex Police representative they encountered was unprofessional.

Differences by gender vary

There is no difference in overall confidence in Essex Police. However, females remain more confident in Essex Police dealing with ASB, tackling serious crime and bringing offenders to justice.

Key Findings: Quarter 1 (Q1) 2022/23

In Q1, 78% of respondents think **Essex Police are doing a good/excellent job**. This is not a significant change from last quarter (77%). When compared to the last pre-pandemic quarter, Q4 2019/20, the results for this question are still significantly higher (69% in Q4 2019/20).

There were significant improvements in the below areas:

- **Essex Police using their stop and search power fairly and respectfully.** There is a 9% point increase when compared to last quarter (Q1: 69% vs Q4: 60%) which was the lowest result for this question since the survey began. This is the first quarterly increase since Q1 2021-22. There has also been a significant quarterly increase 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 (73% Q1 vs 69% Q1). There is a strong correlation between the two questions and when the results increase for one question it is highly likely the other question will increase suggesting that the changes may be reflective of overall perception of police fairness.
- The proportion of residents who feel **unsafe walking alone after dark** has significantly reduced compared to last quarter (Q1: 34% vs Q4: 40%) and is the lowest result since the question was first introduced in Q2 2021-22. This could be linked lighter evenings in the late Spring and Summer months but the question has not been asked for a long enough period to be able to identify seasonality in the responses.
- There was a significant increase of 4% points in those who agree **Essex Police are dealing with crime and ASB** (55% in Q1 up from 51% last quarter). This quarter's result is significantly higher than all quarters in the last 12 months. Only 25% of respondents said they thought **crime and ASB is more of a problem** in the last 12 months, this is significantly lower than 30% last quarter (Q4) and 33% in Q3.

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

- **Tackling serious organised crime.** + 5% points. 83% of respondents believe that EP are tackling serious organised crime from 78% in Q4.
- **Dealing with drug crime.** + 5% points. 65% of respondents believe that EP are dealing with drug crime in Q1 vs 61% in Q4.
- **Supporting victims and witnesses.** + 3% points. 79% of respondents believe that EP are supporting victims and witnesses in Q1 compared to 76% in Q4.

There was a significant decline in the below area of perceived police action:

- **Policing the roads.** -4% points. 64% of respondents believe that EP are policing the roads compared to 68% in Q4.

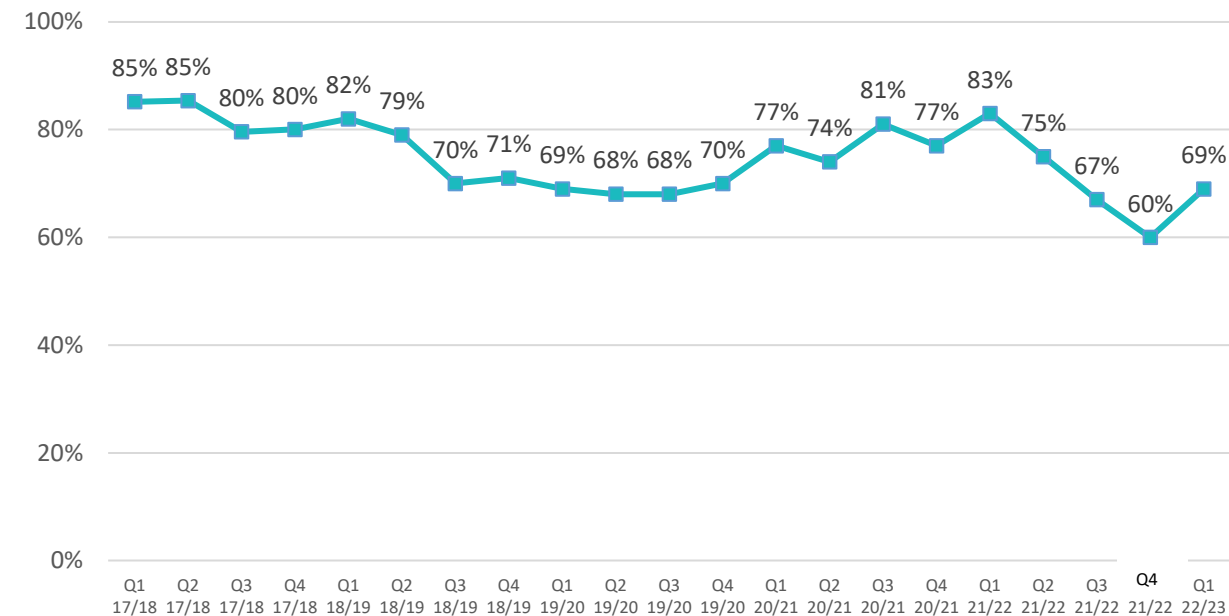
There were no significant changes in any other questions in the last quarter suggesting that confidence may be stabilising in many areas

Key Findings: Quarter 1 (Q1) 2022/23

Stop and Search Q4 2021/22 verbatim

Q4 2021/22, 60% of respondents felt confident that Essex Police were using their powers fairly and respectfully, this was the lowest result since the survey began. In the last 12 months to June 2022, confidence that Essex Police use their stop and search powers fairly and respectfully has significantly declined by 12% points.

% Strongly/Tend to Agree (NET)



In Q4 2021/22 there were 151 respondents who said they either strongly disagree or tend to disagree that Essex Police use their powers fairly and respectfully. Of those;

- 50 respondents (33%) commented they thought there was a stereotypical bias towards those who were searched or that searches were conducted based on appearance. Two thirds of these respondents also mentioned a racial bias.
- 29 respondents (19%) thought stop and search was not used enough or they had not seen it in their area before.
- 8 respondents (5%) believed that they had been stopped and search for no reason in the past.
- 2 respondents (1%) based their opinion on what they had heard on the news.

*“Statistically being a white female they are less likely to stop me but my mixed race friends get stopped all the time” **Strongly disagree***

*“I have not witnessed or heard of any stop and search cases and if police used their power more effectively it could help narrow down things such as drug crime.” **Strongly disagree***

Key Findings: Quarter 1 (Q1) 2022/23

White and Ethnic Minority (excluding White minorities) respondents in Q1 2022/23 compared to Q4 2021/22

In Q1 there is a significant gap of 10% points between respondents from an Ethnic Minority background (excluding White minorities) and White respondents in thinking Essex Police are doing a good/excellent job (Ethnic Minorities: 70%, White: 79%). This is the first quarter since Q2 2020-21 where there has been a significant difference. There is now also a significant difference in the last 12 months (12M to June 2022 - Ethnic Minorities: 74%, White: 78%).

There is now significant difference between the two groups in the below areas where there previously was not in Q4:

- **Crime and ASB is more of a problem in the last 12 months:** (Ethnic minorities: 15%, White: 26%). This is due to a significant decline of 10% points for respondents from an Ethnic Minority background and a significant decline of 5% points for respondents from a White background compared to Q4 (Q4 Ethnic minorities: 26%, White: 31%). This is the first quarter since Q4 2020/21 that there has been a significant difference between the groups.
- **Police use their stop and search power fairly and respectfully:** (Ethnic minorities: 58%, White: 71%). This is a 12% point gap where there was no gap last quarter. This is due to a significant increase of 10% in White respondents confidence.
- **Being treated fairly if they made a complaint:** (Ethnic minorities: 64%, White: 73%). This is a 9% point gap where there was no gap last quarter. This is due to a significant increase of 4% points in confidence of White respondents. There was no significant change in Ethnic Minority respondents confidence.
- **It is very important to have a uniformed police presence in their area:** (Ethnic Minorities: 57%, White: 70%). This is a 13% point gap where there was no significant gap last quarter. This is due to a significant increase of 4% in White respondents and a significant decrease of 13% in Ethnic Minority respondents believing it is very important to have a uniformed police presence in their area.

There continues to be a significant difference between the two groups in the below areas:

- **Belief that Essex Police understand issues that affect their community:** (Ethnic minorities: 67%, White: 54%). This is the second 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: 69%, White: 54%).

Key Findings: Quarter 1 (Q1) 2022/23

Victims and Non-Victims in Q1 2022/23 compared to Q4 2021/22

66% of victims think Essex Police are doing a good/excellent job in Q1, this is stable when compared to the last quarter, but there continues to be a significant difference between victims and non-victims (80%). However, the gap has narrowed slightly over the last 12 months from 21% points (Q1 2021/22) to 17% points (Q1 2022/23). Victim satisfaction with the service they received has not changed significantly since last quarter and over half of victims were satisfied with their overall experience (56%).

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

- Victims are less likely to **believe Essex Police understand community issues:** (Victims: 45% vs Non-victims: 56%).
- Victims are less likely to **believe Essex Police are dealing with Crime and ASB in their area** (Victims: 46% vs Non-Victims: 56%).
- Victims are less confident they would **receive a good service in the future** (Victims: 53% vs Non-Victims: 75%).
- Victims are less likely to **believe they would be treated fairly if they made a complaint to Essex Police** (Victims: 63% vs Non-Victims: 74%).
- Victims are less likely to feel **confident that Essex Police use their stop and search powers fairly and respectfully:** Victims 53% vs Non-Victims 71%.
- Victims are more likely to feel **Crime and ASB is now more of a problem compared to 12 months ago** (Victims: 48% vs Non-Victims: 23%).

There is now no significant difference between victims and non-victims in the following area:

- **The Essex Police representative they came into contact with was professional,** 84% of victims vs 88% of non-victims that had direct contact with the police. There was a significant difference between the two groups last quarter (Q4 Victims: 75% vs Non-Victims: 87%).

Victims experience of the service received has not changed significantly since last quarter:

- 56% of victims were satisfied with the overall **service they received from Essex Police** (47% in Q4). Although there was no significant difference compared to last quarter, this is a significant increase when compared to Q2 and Q3 2021/22 (43% in Q2; 45% in Q3).
- 53% of victims were satisfied with how well they were **kept informed of progress** (45% in Q4). Although there was no significant difference compared to last quarter, this is a significant increase when compared to Q2 and Q3 2021/22 (40% in both quarters).
- 53% of victims surveyed answered that they had been **informed of the outcome of the crime** they reported (48% in Q4).

Key Findings: Quarter 1 (Q1) 2022/23

Victim Satisfaction 12 months to June 2022

Victims were more likely to think that Essex Police were doing a good/excellent job if they had been told the outcome of their investigation. Victims were less likely to think Essex Police were doing a good/excellent job if they were dissatisfied with the updates they received, they thought the Essex Police representative they came into contact with was unprofessional. If there was something that recently happened to change their opinion, it was more likely to have resulted in a worse opinion of Essex Police than a better one. It is likely this is the experience of the service provided by Essex Police.

Outcome

- Half of all victims were told the outcome of their investigation (53%). Those respondents who were told the outcome of their investigation were significantly more likely to think that EP were doing a good/excellent job.

Updates

- 53% of victims were satisfied with how well they were kept informed of progress. Those respondents who were satisfied with the service they had received were more likely to think Essex Police were doing a good/excellent job.

Service

- 84% of victims thought the Essex Police representative they came into contact with was professional. Those respondents who thought the police representative they came into contact with was professional were more likely to think EP were doing a good/excellent job.

Experience

- 49% of victims said that something had happened recently to influence their opinion of Essex Police and 74% of those said they now had a worse opinion of Essex Police. Victims who reported to have a worse opinion of Essex Police after something had happened to influence them were significantly less likely to think EP were doing a good/excellent job. It is likely that this influencing factor for most was the experience of being a victim of crime and service provided by Essex Police.

Support

- 31% of victims said they felt they needed support to deal with the immediate impact of the crime and 22% received support. Whether a victim received support or not did not impact their overall confidence in Essex Police.

Improvements to Essex Police

- When victims were asked if Essex Police could improve one thing, they responded favourably towards an increase in police action such as more visible officers, solving crime and solving ASB. Fewer victims responded that they would improve services such as being regularly kept informed, officer professionalism and telephone answer times.
- Over half of victims who thought Essex Police were doing a good/excellent job said they thought Essex Police could improve by having more visible officers.

If Essex Police Could Improve One Thing...	Taking everything into account, how good a job do you think the police in this area are doing?			Grand Total
	Good/Excellent	Poor/Very Poor	Don't Know	
More visible officers	56%	38%	46%	49%
Dealing with crime	10%	15%	12%	12%
Dealing with ASB	8%	8%	4%	8%
Solving my/more crimes	6%	10%	8%	8%
Being regularly kept informed	8%	6%	4%	7%
Officer Professionalism	3%	11%	15%	6%
Shorter telephone answer wait times	5%	4%	4%	4%
More support	3%	6%	8%	4%
Keeping appointments	2%	1%	0%	1%
Grand Total	100%	100%	100%	100%

Key Findings: Quarter 1 (Q1) 2022/23

Gender: Female compared to Male respondents (12m to end of Q1 2022/23)

There is no significant difference between males and females on whether Essex Police are doing a good/excellent job in 12m to end of Q1 (Females: 79% vs Males: 77%). Although there is no difference in overall confidence, 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, police action and service:

- Females are more likely to **believe crime and ASB are more of a problem, compared to 12m ago**. (Females: 31% vs Males: 27%).
- Females are more likely to believe **Essex Police are dealing with ASB** than their male counterparts (Females: 70% vs Males: 66%) as well as **tackling serious organised crime** (Females: 82% vs Males: 79%) and **bringing offenders to justice** (Females 74% vs Males: 70%).
- Females are more likely to believe they **would receive a good service if they reported a crime/incident in future** (Females: 75% vs Males: 70%). Both have slightly decreased since the end of last quarter (Q4 Females: 77% vs Males: 72%).

There continues to be 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: 54% vs Males: 22%). The result for females is down by 3% points when compared to the last quarterly result and males is down by 1% point (Q4 Females: 57% vs Males: 23%).
- Females are more likely to feel a **regular uniformed police presence is very/fairly important**. (Females: 93% vs Males: 89%). There has been no significant change compared to Q4.

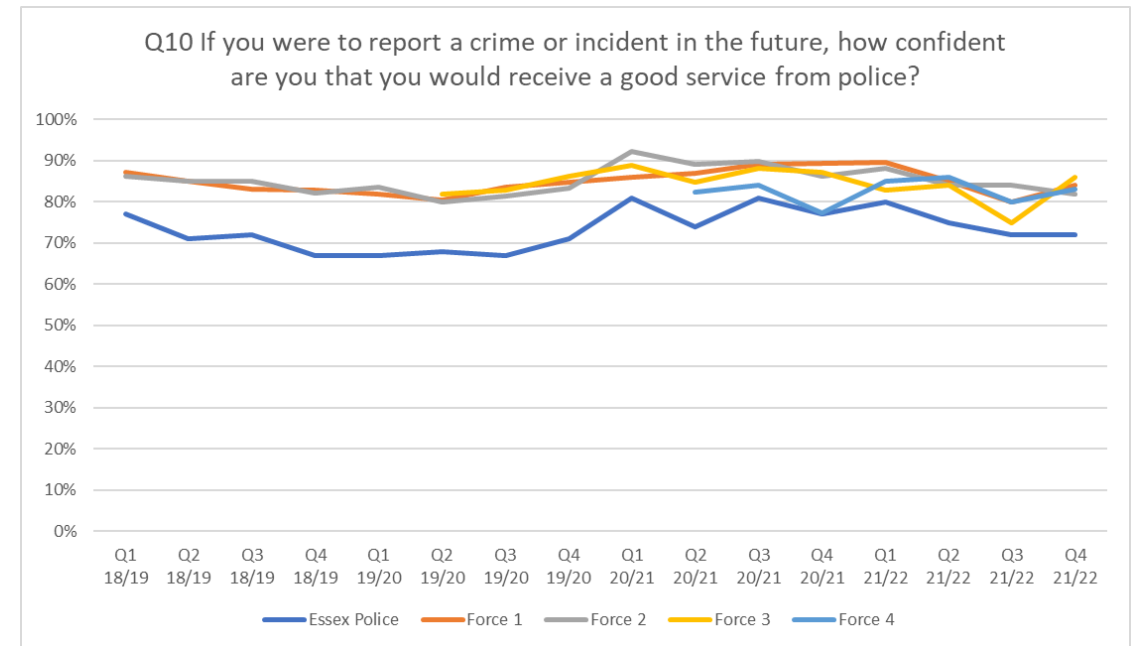
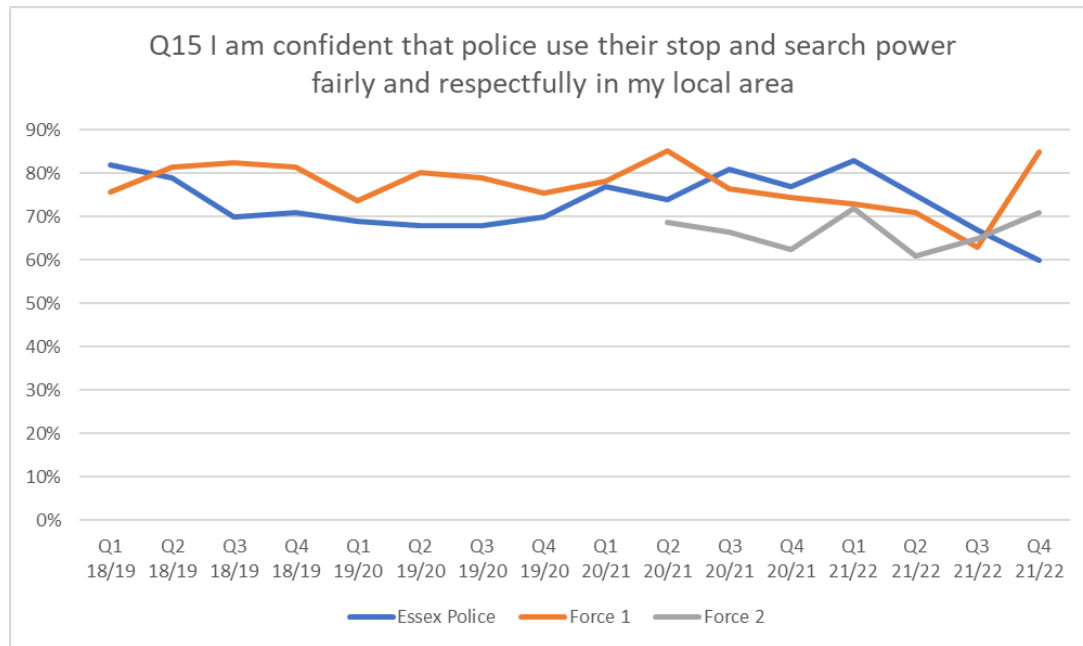
There is no longer a significant difference between males and females satisfaction with the service they received as a victim of crime (Females: 51% vs Males: 44%), there was a significant difference between the two groups last quarter (Females: 52% vs Males: 41% satisfied).

There is not a significant difference between males and females in their confidence that Essex Police use their stop and search powers fairly and respectfully (Females: 66% and Males 68%) or their confidence in being treated fairly if they made a complaint (Females: 72% vs Males: 71%).

Force Comparative Figures

SMSR also conduct surveys for several other forces with comparable questions in some areas that can be used to compare trends. In the last 12 months, confidence in Essex Police has remained stable with no significant changes. In comparison to other forces, Essex Police are slightly higher than the average (Essex Police: 77%, Average for all 3 Forces: 76%).

In Q4 2021/22 there was a significant decline in the number of respondents who felt confident that Essex Police use their stop and search powers fairly and respectfully. This has been a declining trend for Essex in the last 12 months. Since Q3 2020/21 Essex police had been in line or above the average for all 3 other forces however in Q4 2021/22 Essex Police declined to below the total average of all three forces by 12% points. Similarly, Essex Police have seen a significant declining trend in respondents who feel confident in receiving a good service when reporting a crime in the future. In comparison to other Forces, Essex Police has been continually trending lower than all four forces and in Q4 2021/22 Essex Police were 9% points below the average of all forces (Essex Police: 72%, Average for all 5 forces: 81%).



* Note: Both questions have significantly increased for EP this quarter (Q1).