



Police, Fire and Crime Commissioner Public Views and Experience of Policing and Criminal Justice in Essex Q3 2022/23 Survey Results Presentation v1.2



Executive Summary: 12 Months to December 2022 & Quarter 3 2022/23

In the 12 months ending December 2022, overall confidence and satisfaction remained high, with 75% of respondents believing Essex Police do a good or excellent job. Confidence remains 10% points higher than pre-pandemic levels (65% in the 12M to December 2019). **There has been a significant decrease compared to 12 months ending December 2021 (80%),** the point at which confidence levels were close to the peak levels reached during the Covid-19 pandemic. The most recent three months were stable compared to the previous quarter (Q3 22/23: 72%, Q2 22/23: 73%).

The available evidence from national data shows that deteriorating levels of confidence are not confined to Essex. Other forces that ask a similar question have also seen the proportion of people who think the police are doing a good or excellent job fall in the last three quarters, but stabilise in most recent data. Similar patterns are also noted in publicly available trackers of confidence. These polls, published by independent polling firm YouGov, show that [public confidence in Policing has fallen consistently](#) over the last two years and that people are less confident the police are [dealing with crime](#). These results have stabilised recently after the period of deterioration, similar to trends being experienced across the country. It is of note that whilst data to December 2022 show small reductions, the most recent data (to 9th January 2023) show a slight improvement in both areas.

Compared to the same period last year, perceptions of Essex Police have deteriorated significantly in a number of areas. One area of particular concern remains whether Essex Police are **dealing with crime and ASB**. This saw a 6% fall in respondents that agreed Essex Police were dealing with Crime and ASB in their area (55% in the 12 months to December 2021, compared to 49% this year). There was also a slight quarterly deterioration (45% in Q2, 44% in Q3).

Perceptions of fairness saw a significant decline compared to last year.

Opinions that Essex Police use their Stop and Search powers fairly and respectfully fell by 15% compared to the 12 months to December 2021 (75% vs 60% this year). **The most recent quarter saw the lowest figure since the survey began (54%), 1% lower than Q2.**

Belief that respondents would be treated fairly if they made a complaint about an officer or staff member also deteriorated substantially on results last year (76% vs 67%).

In comparison to last quarter, most areas remain stable. Perception of crime, service and dealing with crime are stable on Q2 results.

There is no longer a significant disparity in confidence comparing Ethnic Minority and White respondents. In most areas the results for Ethnic Minority respondents were stable or improved on results last year. In comparison, the changes for White respondents saw mostly deteriorations, particularly confidence in the police dealing with crime and ASB, fair use of Stop and Search powers and treatment of complaints.

Victim confidence is stable compared to last year (61%), whilst for Non-Victims confidence fell significantly (77% vs 82% last year). In the 12 months ending Q3 there continues to be a significant difference between Victims and Non-Victims on whether Essex Police do an excellent/good job. Victim satisfaction with the service they received has improved slightly since last quarter, but the proportion of victims satisfied with their overall experience is still below half (46%).

A modified question was introduced this quarter: *'If Essex Police could improve one thing with the service it provides for victims of crime, what would it be?'*

14% of respondents to this question said that Essex Police could improve visibility of general crime prevention. 12% said Essex Police could improve by solving more crime.

Key Findings: Quarter 3 (Q3) 2022/23

In the 12M ending December 2022, 75% of respondents thought that Essex Police were doing a good/excellent job, compared to 80% in the 12M ending December 2021. When compared to the last pre-pandemic quarter, Q3 2019/20, the results for this question are still significantly higher (65%, 12M ending December 2019). In Q3, 72% of respondents think Essex Police are doing a good/excellent job, which is stable with 72% the previous quarter.

Whilst most measures saw year on year decreases, they are largely stable compared to the previous quarter. The exception being those relating to stop search and fairness of complaints which continue to fall.

Perceptions of fairness

- **Confidence that the Police use their stop and search powers respectfully** saw a substantial deterioration compared to the 12 months to December 2021, dropping by 15% to 60% this year (compared to 75% last year). A smaller but still significant deterioration is also seen in the quarterly data (-4%).
- 67% of respondents believe they **would be treated fairly if they made a complaint about an officer or staff member**. This is a 9% decrease from 76% in the 12 months to December 2021. Quarterly this deterioration is much smaller (63% Q3 vs 64% Q2).

General perceptions of crime, policing and service.

- **Confidence in receiving good service in the future if they reported a crime** deteriorate by 7% in the 12 months to December 2022 to 69% compared to the previous year. By contrast, this same area saw a slight quarterly improvement (67% Q3 vs 65% Q2).

There were significant **annual decreases** in the below areas:

- **Confidence that EP are dealing with crime and ASB** saw a 6% fall to 49% in the 12 months to December 2021, compared to 55% the previous year. There was also a slight quarterly deterioration (45% in Q2, 44% in Q3).
- **Confidence in local policing** dropped by 10% to 66% this year. The quarterly level is stable at 63%.

There were significant **quarterly decreases** in the below areas:

- **Tackling cyber crime.** -5% points. 45% of respondents believe that EP are tackling cyber crime, compared to 50% in Q2.

There were a significant **quarterly increases** in the below area of perceived police action:

- **Bringing offenders to justice.** +5% points. 71% in quarter 4, compared to 66% last quarter. This equates to an annual decrease of 4% since the 12 months to December 2021.
- **Dealing with drug crime.** +4% points. 62% in Q3 vs 58% in Q2. This is stable on last year (61% in the 12 months to December 2021).

Visibility and communities

- **Perception that EP understand the issues in the community** saw an annual decrease of 7%, from 60% last year to 53% this year but is stable, quarter on quarter.

Key Findings: Quarter 3 (Q3) 2022/23

White and Ethnic Minority (excluding White minorities) respondents in Q3 2022/23 compared to Q2 2022/23
In the 12 months to December 2022 79% of Ethnic Minority respondents believe Essex Police are going a good job, compared to 75% of White respondents, this is due to both an increase in Ethnic Minority respondents answering Good or Excellent, and a decrease in White respondents answering the same (shown in chart below).

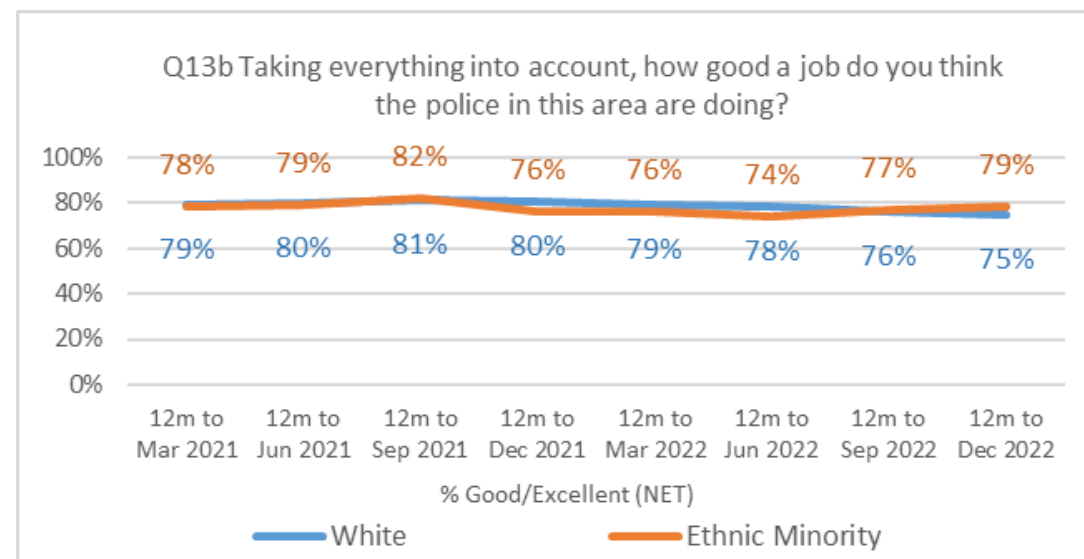
Ethnic Minority respondents had significantly higher levels of confidence than White respondents (72% versus 66% respectively) this is the second quarter where this disparity is seen. **Across many questions in Q3, Ethnic Minority respondents have significantly more positive perceptions of Essex Police than White respondents.**

There is no longer a significant difference between the two groups where there previously was in Q2 for:

- **Police use their stop and search power fairly and respectfully:** 60% compared to 61% of White respondents. The previously seen significant difference between the two groups in this area can be seen as far back as Q4 2017/18.

In the 12 months to December 2022, the perception of Ethnic Minority respondents is significantly better in the following areas:

- **Crime and ASB is more of a problem in the last 12 months:**
 - 22% compared to a 30% of White respondents.
- **Essex Police understand issues that affect their community:**
 - 62% compared to 52% of White respondents.
- **Essex Police are dealing with Crime and ASB in their area:**
 - 60% compared to 47% of White respondents).
- **Essex Police would provide a good service if a crime is reported:**
 - 74% compared to 69% of White respondents.
- **Essex Police are preventing crime:**
 - 77% compared to 64% of White respondents.
- **Policing the roads:**
 - 78% compared to 66% of White respondents.



Key Findings: Quarter 3 (Q3) 2022/23

In the 12 months ending Q3 there continues to be a significant difference between Victims and Non-Victims on whether Essex Police do an excellent/good job (Victims: 61%, Non-Victims 77%). Victim and Non-Victim confidence in police in their area has remained stable when compared to the Q2 results. Victim satisfaction with the service they received has improved slightly since last quarter, but the proportion of victims satisfied with their overall experience is still below half (46%).

There continues to be a significant difference between victims and non-victims in the 12 months to December 2022 in the following areas:

- Victims are less likely to **believe Essex Police understand community issues**: Victims: 47% vs Non-victims: 54% an improvement compared to the last quarter (Victims: 44% vs Non-Victims: 52%)
- Victims are less likely to **believe Essex Police are dealing with Crime and ASB in their area** (Victims: 40% vs Non-Victims: 50%).
- Victims are less confident they would **receive a good service in the future** (Victims: 52% vs Non-Victims: 72%). Both groups have improved compared to last quarter (Victims: 50% vs Non-Victims: 68%).
- Victims are less likely to **believe they would be treated fairly if they made a complaint to Essex Police** (Victims: 58% vs Non-Victims: 68%). This is stable for Victims but a slight improvement for Non-Victims compared to last quarter (Victims: 58% vs Non-Victims: 65%).
- Victims are less likely to feel **confident that Essex Police use their stop and search powers fairly and respectfully**: (Victims: 48% vs Non-Victims: 62%). Victim confidence has improved, and Non-Victim confidence is stable compared to last quarter (Victims: 45% vs Non-Victims: 62%)
- 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: 26%).

Victims' experience of the service received has **increased** since last quarter:

- 46% of victims were satisfied with the overall **service they received from Essex Police**, a slight improvement from last quarter (44% in Q2) and in line with Q3 2021/22 (47%).
- 44% of victims were satisfied with how well they were **kept informed of progress**, a significant increase on the previous quarter (39% in Q2) and in line with Q3 2021/22 (43%).
- 45% of victims surveyed answered that they had been **informed of the outcome of the crime** they reported, which is a significant improvement on the previous quarter (38% in Q2), and stable with 47% in 2021.
- 75% of victims and 85% of non-victims who had direct contact with the police thought that **the Essex Police representative they came into contact with was professional**. This is a small improvement compared to last quarter (Q2 Victims: 74% vs Non-Victims: 82%), and a significant improvement on Q3 2021 (Victims: 55% vs Non-Victims: 77%).

Key Findings: Quarter 3 (Q3) 2022/23

- From Q3 2022/23 a modified question was introduced which focuses on how Essex Police can improve the quality of service they provide. The intention is that this should provide greater clarity on areas for improvement compared to the previous question which tended to identify more general policing concerns rather than service improvement. The results listed below should be treated with caution as they are based on 1 quarter's data, more robust insight will emerge as SMSR gather more data.

Of those that answered, what answer did they give to: 'Q13b Taking everything into account, how good a job do you think the police in this area are doing?'

- The most common response was that Essex Police could improve visibility of general crime prevention, of the 14% of respondents that gave this answer, 57% of them already believe EP are doing a good or excellent job.
- 104 respondents to question NQB2 answered Poor or Very Poor in response to Q13b.
 - Of these, 16.3% answered that EP could improve victim experience by solving more crimes.
 - 15.4% believe better visibility of general crime prevention would improve the service received by victims.

NQB2 If Essex Police could improve one thing with the service it provides for victims of crime, what would it be?	Total NQB2	Don't know	Good/Excellent	Poor/Very Poor
Seen to be doing general crime prevention	14%	0%	57%	43%
Solving more crimes	12%	3%	47%	50%
Doing what we said we would	11%	3%	57%	40%
Investigating more crimes	10%	4%	50%	46%
Other	8%	9%	55%	36%
Shorter telephone answer times	7%	5%	68%	26%
Regularly updating victims and doing it when expected	6%	18%	59%	24%
Providing victim support options	5%	0%	60%	40%
Providing a named contact or department for the crime	5%	0%	64%	36%
Seeing victims in person after reporting crime	5%	15%	62%	23%
Alternative ways to report crime	4%	9%	82%	9%
Telling victims what to expect as part of the investigation process	3%	0%	78%	22%
Allowing victims to track the progress of the crime themselves e.g online	3%	0%	67%	33%
Improving officer and staff professionalism	2%	0%	50%	50%
Agreeing when victims will receive updates	1%	0%	25%	75%
Informing victims of the final outcome of the investigation	1%	0%	33%	67%
Offering crime prevention advice	1%	0%	67%	33%
Grand Total	100%	4%	58%	38%

Key Findings: Quarter 3 (Q3) 2022/23

Gender: Female compared to Male respondents (12m to end of Q3 2022/23)

There is a slight difference between males and females on whether they believe Essex Police are doing a good/excellent job in 12m to end of Q3 (Females: 76% vs Males: 74%), both have deteriorated compared to the 12M to the end of December 2021 (Females: 81%, Males: 79%).

This is also a slight deterioration on the 12M to Q2 2022 (Females: 78%, Males: 75%). Females remain more confident in Essex Police dealing with important issues in the county including ASB, tackling 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: 32% vs Males: 27%).
- Females are more likely to believe **Essex Police are dealing with ASB** than their male counterparts (Females: 69% vs Males: 64%) as well as **tackling serious organised crime** (Females: 79% vs Males: 76%), **bringing offenders to justice** (Females 71% vs Males: 66%) and **dealing with drug crime** (Females: 62% vs Males: 58%).
- Females are more likely to believe they **would receive a good service if they reported a crime/incident in future** (Females: 72% vs Males: 66%). Both have slightly decreased since the end of last quarter (Q1 Females: 73% vs Males: 68%), a further deterioration from the quarter before.
- Females are significantly more likely to feel that they would be **treated fairly if they made a complaint** (Females: 69% vs Males: 65%).

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: 24%). This is stable compared to the last quarterly result.
- Females are more likely to feel a **regular uniformed police presence is very/fairly important**. (Females: 93% vs Males: 91%).

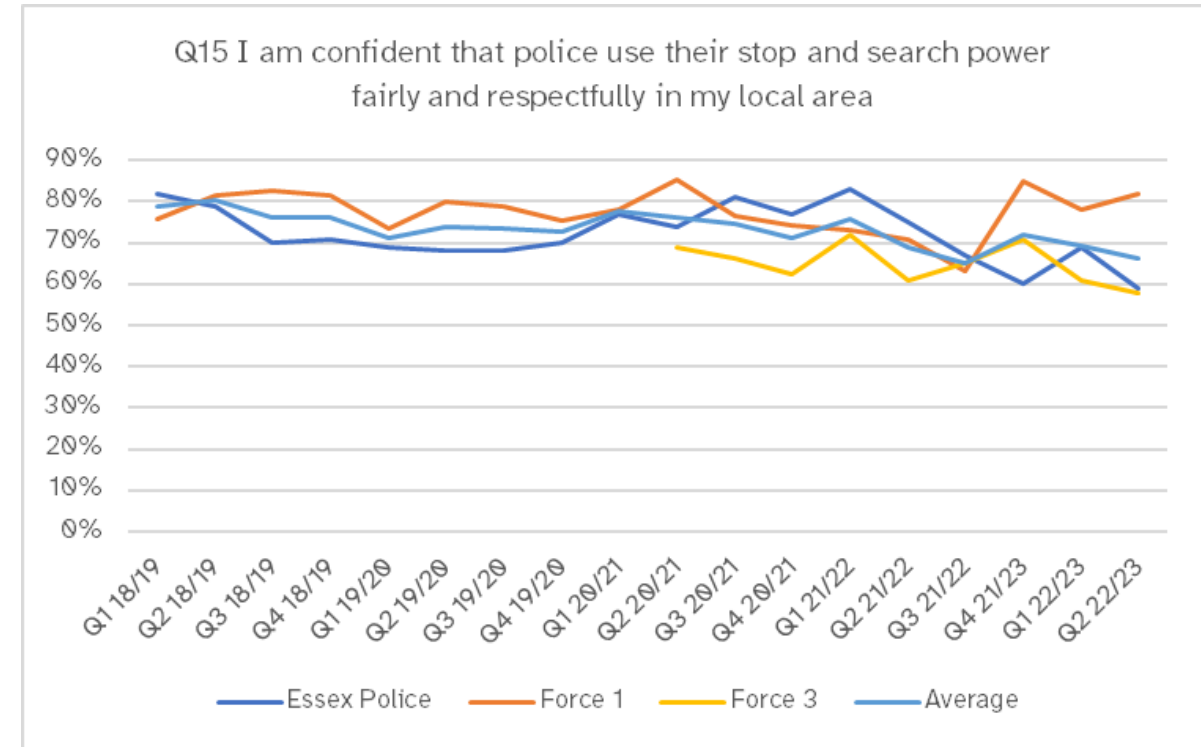
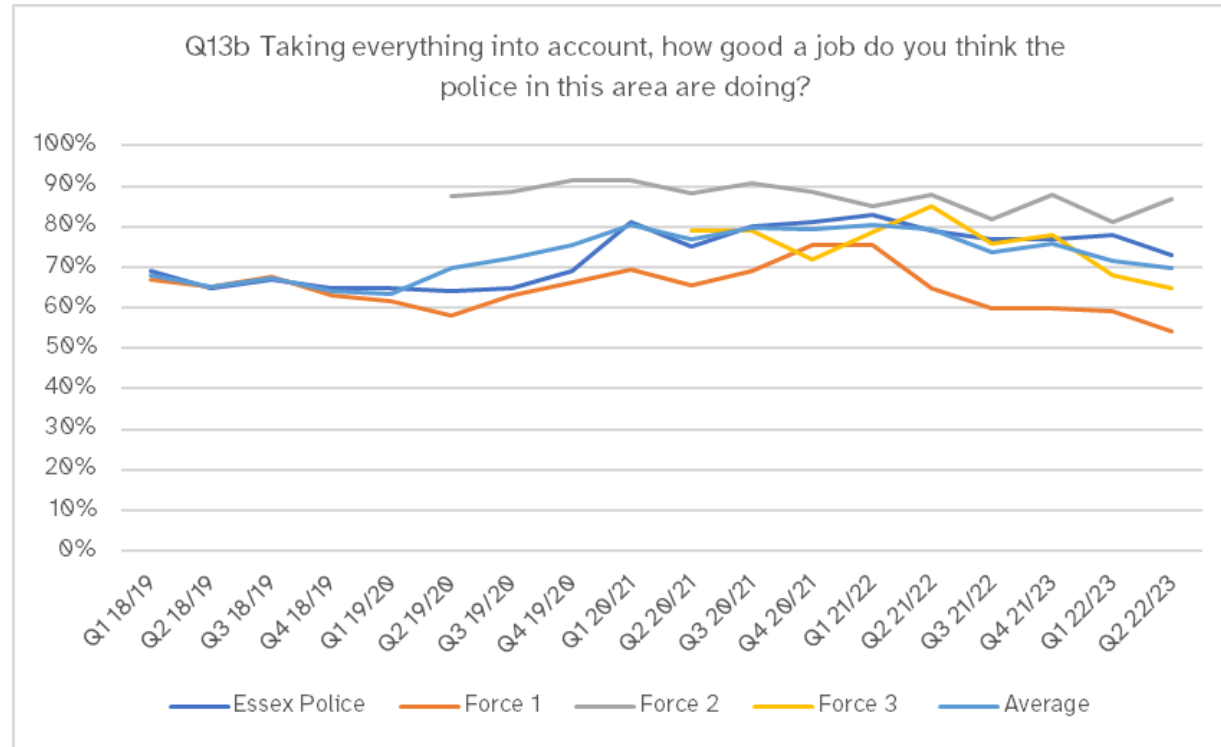
There is not a significant difference between males and females satisfaction with the service they received as a victim of crime (Females: 47% vs Males: 46%). While there has been a small improvement in this area for Male victims since last quarter, the satisfaction of Female victims has deteriorated (Females: 50% vs Males: 46% Q2).

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: 60% and Males 61%). Deterioration is seen in both genders in this area since the 12M ending Q2 (Females: 63% and Males 64%).

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 12 months ending Q2, confidence in Essex Police has deteriorated by 5% since Q1. Across all forces there appears to have been a slight decrease over the last 12 months. In Q2 Essex Police are slightly higher than the average (Essex Police: 73%, Average for all 4 Forces: 70%).

In Q122022/23 there was a significant decrease in the number of respondents who felt confident that Essex Police use their stop and search powers fairly and respectfully. Across the forces there has been an average fall of 3% from Q1 to Q2.



* Note: Both questions have significantly declined for EP this quarter (Q2).