



# Police, Fire and Crime Commissioner Public Views and Experience of Policing and Criminal Justice in Essex Q4 2022/23 Survey Results Presentation v1.3



# Executive Summary: 12 Months to March 2023 & Quarter 4 2022/23

**In the 12 months ending March 2023, overall confidence and satisfaction remains high, with 74% of respondents believing Essex Police do a good or excellent job. Confidence remains 9% points higher than pre-pandemic levels (65% in the 12M to December 2019). There has been a significant decrease compared to 12 months ending March 2022 (79%),** the point at which confidence levels were close to the peak levels reached during the Covid-19 pandemic (2020/21 Q1 81%). It is worth noting that those who think Essex Police are doing a poor or very poor job are significantly more likely to mention (lack of ) police visibility, (lack of accessibility/responsiveness or personal experience, whereas those who think Essex Police are doing a good/excellent job are significantly more likely to base this on their general perception. Quarter on quarter confidence is stable it has slowly fallen over the past 12 months (2022/23 Q1 78%, Q2 73%, Q3 72%, Q4 71%).

The available evidence from national data shows 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. It is of note that overall confidence and satisfaction that Essex Police are doing a good job is 16% points higher at 58% for Q4 compared to 47% reported on YouGov (latest data 6<sup>th</sup> March 2023 [Are the police doing a good job? \(yougov.co.uk\)](#))

Compared to the same period last year, perceptions of Essex Police have deteriorated significantly in several areas. One area of particular concern remains whether Essex Police are **dealing with crime and ASB**. This saw a 7%pt fall in respondents that agreed Essex Police were dealing with Crime and ASB in their area (54% in the 12 months to March 2022, compared to 47% this year). Perception of crime, service and dealing with crime are stable on Q3 results. It is of note that those who disagree EP are dealing with crime and ASB in their area are significantly more likely to mention the level of crime/ASB in their area or (lack of) police visibility. Whereas those who agree are significantly more likely to mention police responsiveness to a crime or ASB.

## **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 10% compared to the 12 months to March 2022 (70% vs 60% this year). There was a quarterly increase (54% in Q3 to 58% in Q4). However, the disparity between White and Ethnic Minority respondents reduced to 1% point in the 12 months to March 2023 compared to 9% pts. in the 12 months to March 2022. 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 (74% vs 67%). The disparity between White and Ethnic Minority respondents reduced to 5% points in the 12 months to March 2023 compared to 15% pts. in same period in the previous year.

In the 12 months to March 2023 Ethnic Minority respondents are stable when compared to the same period in the previous year, this is also the case when comparing Q4 to Q3. In comparison, the changes for White respondents saw mostly deteriorations, particularly confidence understanding issues that affect the community, in dealing with crime and ASB, fair use of Stop and Search powers and treatment of complaints. However, when comparing Q4 to Q3, White respondents show a significant increase when asked about treatment of complaints.

In the 12 months to March 2023 Victim and Non-Victim confidence is stable compared to the same period last year (Victims 61% for Q3 and Q4, Non-Victims Q3 77% and Q4 76%). **Victim confidence increased by 5% points** in Q4 compared to Q3, Non-Victims confidence decreased by 2% points. Victim satisfaction with the service they received has remained stable when compared to the same period last year (12m to Q4 2022/23 48% vs 12m to Q4 2021/22 47%) but the proportion of victims satisfied with their overall

# Key Findings: Quarter 4 (Q4) 2022/23

In the 12M ending March 2023, 74% of respondents thought that Essex Police were doing a good/excellent job, compared to 79% in the 12M ending March 2022. 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 Q4, 71% 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 significant decreases, they are largely stable compared to the previous quarter. The exceptions being those relating to **police presence**, which saw a decrease of 2%pts. There was a significant increase of 6%pts in respondents believing they **would be treated fairly if they made a complaint about an officer or staff member**.

## Perceptions of fairness

- **Confidence that the Police use their stop and search powers respectfully** saw a substantial deterioration compared to the 12 months to March 2022, dropping by 10% points to 60% this year (compared to 70% last year). However, there is an increase in the quarterly data of 4% points to 58%.
- 67% of respondents believe they **would be treated fairly if they made a complaint about an officer or staff member**. This is a 7% decrease from 74% in the 12 months to March 2022. However, quarterly there is a significant increase (69% Q4 vs 63% Q3).

## General perceptions of crime, policing and service.

- **Confidence in receiving good service in the future if they reported a crime** significantly deteriorated by 8% in the 12 months to March 2022 to 67% compared to the previous year. This same area remained stable in Q4 (64%) when compared to Q3 (67%).
- There was a 7% decrease in **Confidence that EP are dealing with crime and ASB** in the 12 months to March 2023 (47%) compared to 54% the previous year. There was a slight quarterly increase (45% in Q4 vs 44% in Q3).
- **Confidence in local policing** dropped by 8% points to 65% this year. The quarterly level also decreased slightly to 61%.
- **Dealing with ASB** decreased to 65% (-3% points) in the 12 months to March 2023 compared to 68% the previous year. There was also a quarterly decrease (61% Q4 vs 65% Q3).

It is worth noting that those who think Essex Police are doing a poor or very poor job are significantly more likely to mention (lack of ) police visibility, (lack of accessibility/responsiveness or personal experience, whereas those who think Essex Police are doing a good/excellent job are significantly more likely to base this on their general perception. Similarly, those who disagree that Essex Police are dealing with crime and ASB in their area are significantly more likely to mention the level of crime/ASB in their area or (lack of) police visibility, whereas those who agree are significantly more likely to mention police responsiveness to a crime or ASB.

## Visibility and communities

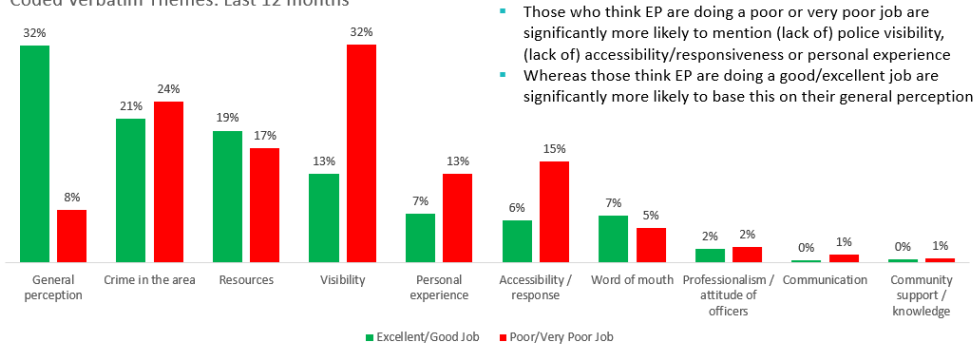
- **Perception that EP understand the issues in the community** saw a significant annual decrease of 5% points, from 57% last year to 52% this year and a quarterly decrease (50% Q4 vs 52% Q3). 91% of the public continue to believe a uniformed presence is important, this figure has been stable for the past five years and at its highest level for three years.

# Key Findings: Quarter 4 (Q4) 2022/23 (Continued)

- There were significant **annual decreases** in the below areas:
- There was a 6% decrease in **Responding to Emergencies** in the 12 months to March 2023 (79%) compared to the same period last year (85%). The quarterly level also decreased (77% Q4 vs 79% Q3).
- **Tackling serious organised crime** decreased by 6% points from 82% last year to 76% this year. The quarterly level also decreased slightly to 73%.
- **Supporting victims and witnesses** dropped by 6% points to 75% this year. The quarterly level decreased to 71%.
- **Bringing offenders to justice** dropped by 7% points to 67% this year. The quarterly level decreased to 63%.
- There was a 5% decrease in **Protecting children and vulnerable people** in the 12 months the March 2023 (79%) compared to the same period last year (84%). The quarterly level also decreased (76% Q4 vs 80% Q3).

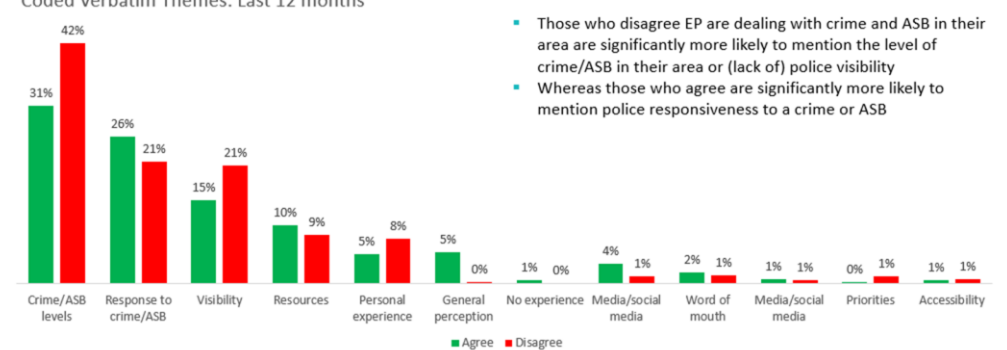
## Reasons for agreeing/disagreeing EP are doing a good or excellent job in their area

Coded Verbatim Themes: Last 12 months



## Reasons for agreeing/disagreeing EP are dealing with crime and ASB in their area

Coded Verbatim Themes: Last 12 months

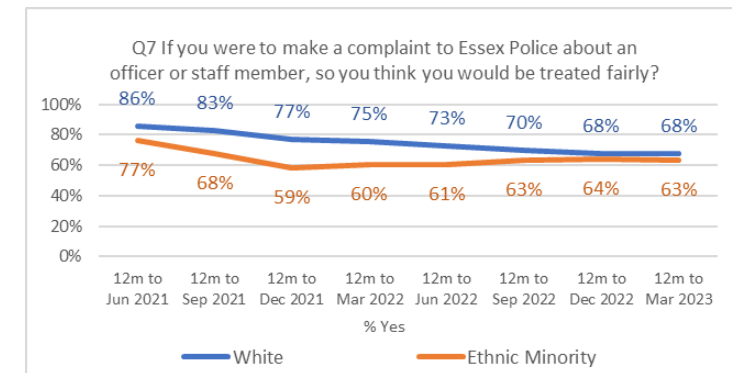
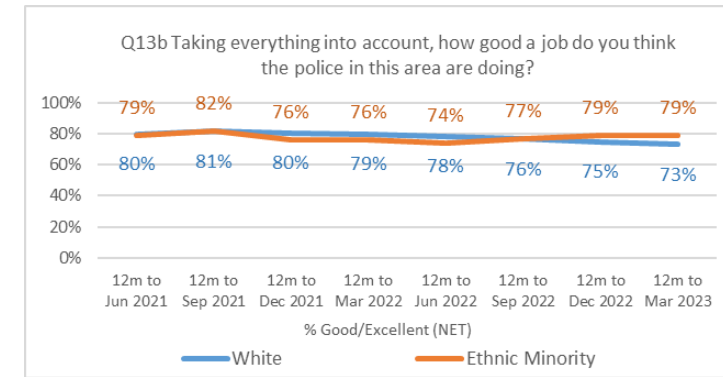


# Key Findings: Quarter 4 (Q4) 2022/23

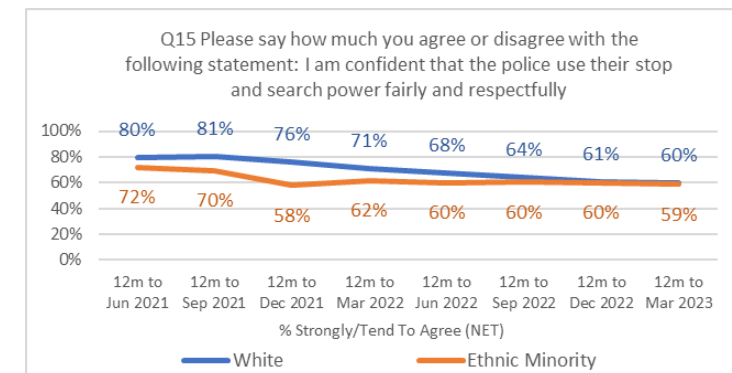
White and Ethnic Minority (excluding White minorities) respondents in Q4 2022/23 compared to Q3 2022/23

**In the 12 months to March 2023 79% of Ethnic Minority respondents believe Essex Police are doing a good job, compared to 73% 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.

Most questions remained stable for victims and non-victims over the previous 12 months. However, there was a significant increase the confidence of non-victims when asked if they would be treated fairly if they were to make a complaint about an officer or staff member in Q4 compared to Q3 (Q4 70% vs Q3 64%).



Belief that respondents would be treated **fairly if they made a complaint about an officer or staff member** deteriorated substantially on results last year (74% vs 67%). However, the disparity between White and Ethnic Minority respondents reduced to 5% points in the 12 months to March 2023 compared to 15% pts. in the 12 months to March 2022.

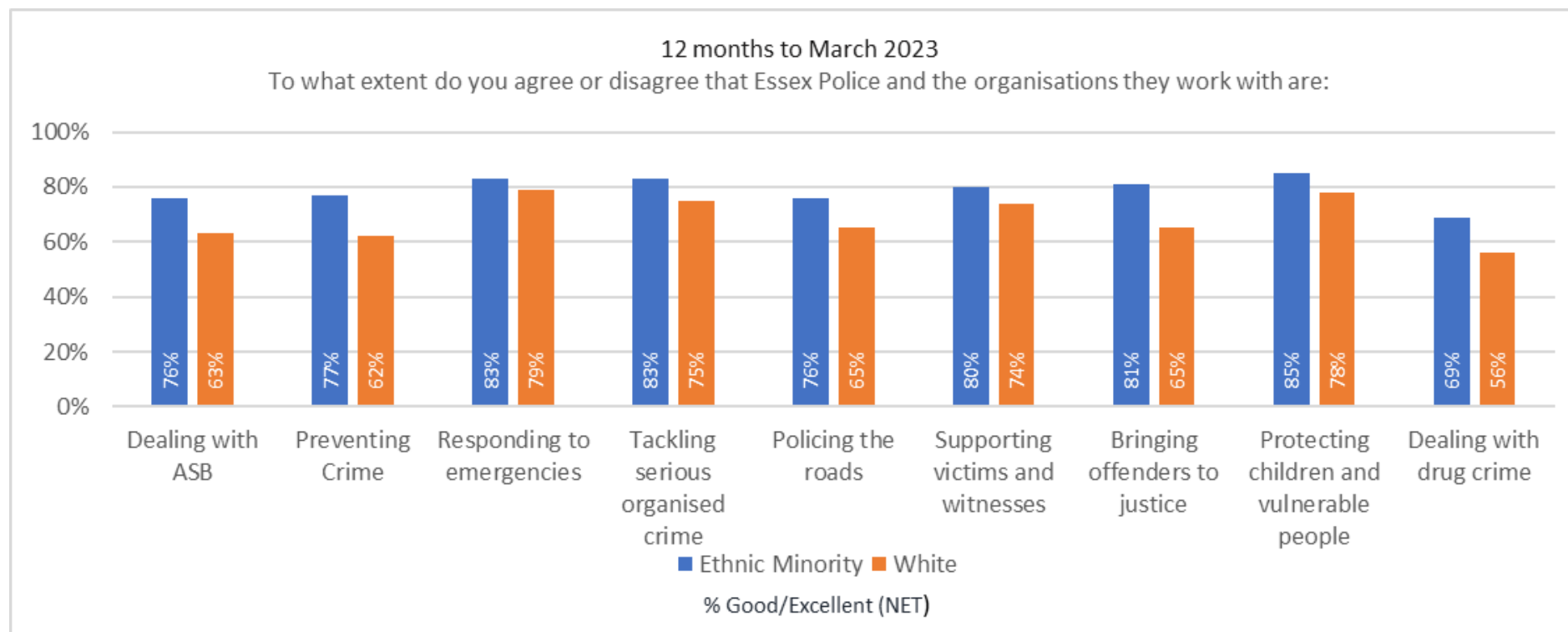


Opinions that Essex Police use their **Stop and Search powers fairly and respectfully** fell by 10% pts. compared to the 12 months to March 2022 (70% vs 60% this year). There is an increase in the quarterly data of 4% points to 58%. The disparity between White and Ethnic Minority respondents reduced to 1% point in the 12 months to March 2023 compared to 9% pts. in the same period in the previous year.

# Key Findings: Quarter 4 (Q4) 2022/23

White and Ethnic Minority (excluding White minorities) respondents in Q4 2022/23 compared to Q3 2022/23

- **In Q4 Ethnic Minority respondents had significantly higher levels of confidence than White respondents** (80% versus 70% respectively) this is the third quarter where this disparity is seen.
- Across many questions in Q4, Ethnic Minority respondents have significantly more positive perceptions of Essex Police than White respondents.
- There continues to be a significant difference between Ethnic Minority and White respondents in the 12 months to March 2023 in the following areas:
- Ethnic Minority respondents are significantly more confident in Essex Police when dealing with important issues in the county:



# Key Findings: Quarter 4 (Q4) 2022/23

**In the 12 months ending Q4 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 76%).** Q4 shows a small increase in victim confidence in police in their area when compared to the Q3 results (51% vs. 45%), non-victim confidence decreased slightly over the same period (63% vs 66%)

Victim satisfaction with the service they received over the past 12 months has remained stable since last quarter, and the proportion of victims satisfied with their overall experience remains stable at below half (48%).

**There continues to be a significant difference between victims and non-victims in the 12 months to March 2023 in the following areas:**

## **General perception**

- Victims are less likely to **have confidence in local policing** (Victims: 48% vs Non-Victims: 67%). Both groups have remained stable compared to last quarter (Victims: 51% vs Non-Victims: 63%).
- Victims are more likely to feel **unsafe walking alone in their area after dark** (Victims: 51% vs Non-victims: 39%). Both groups have remained stable compared to last quarter (Victims: 53% vs Non-Victims: 40%).

## **Perceptions of fairness**

- Victims are less confident that they would be **treated fairly if they were to make a complaint to Essex Police about an officer or staff member** (Victims: 60% vs Non-Victims: 68%). Victim confidence has remained stable and Non-Victim confidence has increased compared to last quarter (Victims: 63% vs Non-Victims: 70%).
- Victims are less confident that **police use their stop and search power fairly** (Victims: 49% vs Non-Victims: 62%). This is stable for both groups compared to last quarter (Victims: 50% vs Non-Victims: 59%).

## **General perceptions of crime and policing**

- Victims are less likely to **believe Essex Police are dealing with Crime and ASB in their area** (Victims: 40% vs Non-Victims: 48%). This is stable for both groups compared to last quarter (Victims: 39% vs Non-Victims: 46%).
- 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: 27%). This is stable for both groups compared to last quarter (Victims: 51% vs Non-Victims: 26%).
- Victims are less confident that Essex Police are **tackling cyber crime** (Victims: 37% vs Non-Victims 51%). This is stable for both groups compared to last quarter (Victims: 37% vs Non-Victims: 46%).

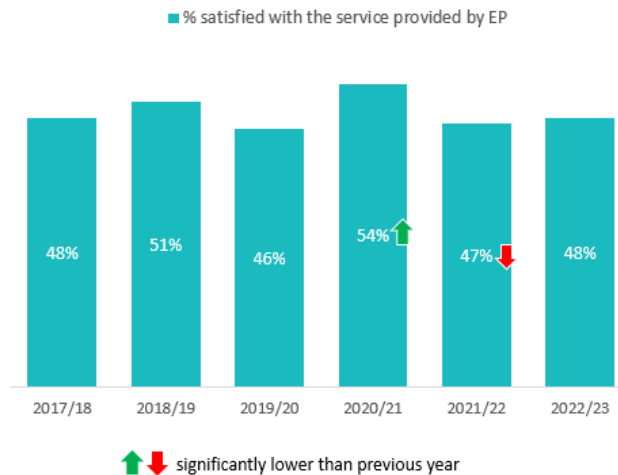
# Key Findings: Quarter 4 (Q4) 2022/23

## Perceptions of service

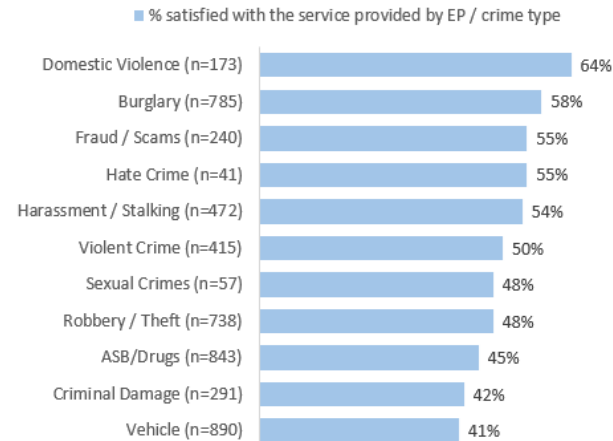
There was a significant **annual increase** in the below area:

- **How well you were kept informed of progress** saw an increase of 2% points to 45% in the 12 months to March 2023. There was also a quarterly increase (Q4 50% vs Q3 40%).
- Victims are less confident they would **receive a good service in the future** (Victims: 52% vs Non-Victims: 70%). This is stable for both groups compared to last quarter (Victims: 54% vs Non-Victims: 66%).
- **Less than half of victims are satisfied with the service provided by Essex Police, although this varies by crime type**
- The overall level of satisfaction has remained stable over the past six years (48%), but this is a slight improvement on 2019/20 (46%).
- Domestic Violence shows the highest level of confidence (64%) over the last 12 months, compared to vehicle crime as the lowest (41%).

### Annual Trend



### Last 12 Months





# Key Findings: Quarter 4 (Q4) 2022/23

- There continues to be a significant difference between victims and non-victims in the 12 months to March 2023 in the following areas: (continued)
- Victims are significantly less confident in Essex Police when dealing with important issues in the county:



- Victims' experience of the service received has significantly decreased since the last quarter:
- Victims are less confident in Essex Police when dealing with **supporting victims and witnesses** (Victims: 61% vs Non-victims 73%)
- Victims have less confidence in Essex Police when dealing **with protecting children and vulnerable people** (Victims: 77% vs Non-Victims: 67%).

# Key Findings: Quarter 4 (Q4) 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 (NQB2). 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 Q4 data only, more robust insight will emerge as SMSR gather more data.
- Over 10% of respondents would like to see the police **solving more crimes** and **be seen doing general crime prevention** and 9% want the police to **investigate more crimes**. Of these respondents just over half think the police are doing a good job, with just under half saying that the police are doing a poor job. The remaining questions see bigger disparities between good and poor perception.

**Of those who 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 **solve more crimes**. Of the 15% of respondents who gave this answer 55% of them already believe EP are doing a good or excellent job. 42% believe EP are doing a poor or very poor job.
- The third most common response was that Essex Police should be **seen to be doing general crime prevention**. Of the 12% of respondents that gave this answer, 57% of them already believe EP are doing a good or excellent job. 40% believe EP are doing a poor or very poor job.

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
Solving more crimes	15%	3%	55%	42%
Other	13%	3%	57%	41%
Seen to be doing general crime prevention	12%	3%	57%	40%
Investigating more crimes	9%	4%	57%	40%
Doing what we said we would	9%	6%	44%	50%
Seeing victims in person after reporting crime	7%	5%	63%	33%
Regularly updating victims and doing it when expected	6%	9%	61%	30%
Shorter telephone answer times	5%	4%	75%	21%
Providing victim support options	4%	0%	61%	39%
Telling victims what to expect as part of the investigation process	4%	0%	68%	32%
Allowing victims to track the progress of the crime themselves e.g online	4%	0%	90%	10%
Alternative ways to report crime	3%	6%	78%	17%
Providing a named contact or department for the crime	3%	0%	67%	33%
Offering crime prevention advice	2%	0%	80%	20%
Improving officer and staff professionalism	2%	11%	56%	33%
Informing victims of the final outcome of the investigation	2%	0%	56%	44%
Agreeing when victims will receive updates	1%	0%	20%	80%
<b>Grand Total</b>	<b>100%</b>	<b>4%</b>	<b>60%</b>	<b>37%</b>

# Key Findings: Quarter 4 (Q4) 2022/23

- **Seen to be doing general crime prevention, Solving more crime, Doing what we said we would** and **Investigating more crimes** were in the top five responses in both quarters.

<b>NQB2 If Essex Police could improve one thing with the service it provides for victims of crime, what would it be?</b>	<b>2022/23 Q3</b>	<b>2022/23 Q4</b>
Seen to be doing general crime prevention	14%	12%
Solving more crimes	12%	15%
Doing what we said we would	11%	9%
Investigating more crimes	10%	9%
Other	8%	13%
Shorter telephone answer times	7%	5%
Regularly updating victims and doing it when expected	6%	6%
Seeing victims in person after reporting crime	5%	7%
Providing victim support options	5%	4%
Providing a named contact or department for the crime	5%	3%
Alternative ways to report crime	4%	3%
Telling victims what to expect as part of the investigation process	3%	4%
Allowing victims to track the progress of the crime themselves e.g online	3%	4%
Improving officer and staff professionalism	2%	2%
Offering crime prevention advice	1%	2%
Informing victims of the final outcome of the investigation	1%	2%
Agreeing when victims will receive updates	1%	1%

# Key Findings: Quarter 4 (Q4) 2022/23

Gender: Female compared to Male respondents (12m to end of Q4 2022/23)

**There is a significant difference between males and females on whether they believe Essex Police are doing a good/excellent job in 12m to end of Q4 (Females: 75% vs Males: 71%), both have deteriorated compared to the 12M to the end of March 2022 (Females: 80%, Males: 78%).** This is also a slight deterioration on the 12M to Q3 2022 (Females: 76%, Males: 74%).

- There is a significant difference between males and females in their perception of crime, police action and service:
- Females are more likely to believe **Essex Police are dealing with ASB** than their male counterparts (Females: 67% vs Males: 62%) as well as **tackling serious organised crime** (Females: 78% vs Males: 74%).
- Females are more likely to believe they **would receive a good service if they reported a crime/incident in future** (Females: 70% vs Males: 64%). Both have slightly decreased since the end of last quarter (Females: 72% vs Males: 66%).
- Females are more likely to **have confidence in local policing** (Female: 67% vs Male: 62%). Confidence has decreased for both genders compared to Q3 2023 (Female: 68% vs Male: 64%).
  
- 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: 26%). This is stable compared to the last quarterly result (Females: 54% vs Males: 24%).
- Females are more likely to feel a **regular uniformed police presence is very/fairly important**. (Females: 92% vs Males: 90%).

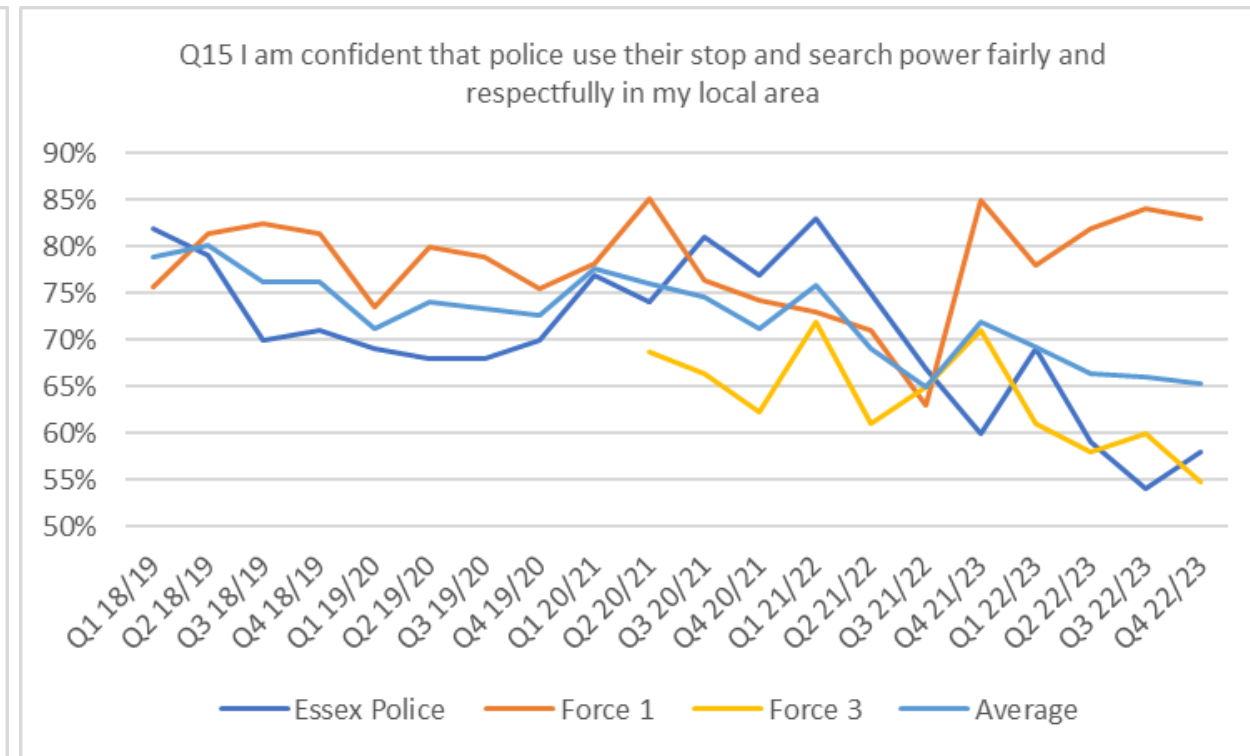
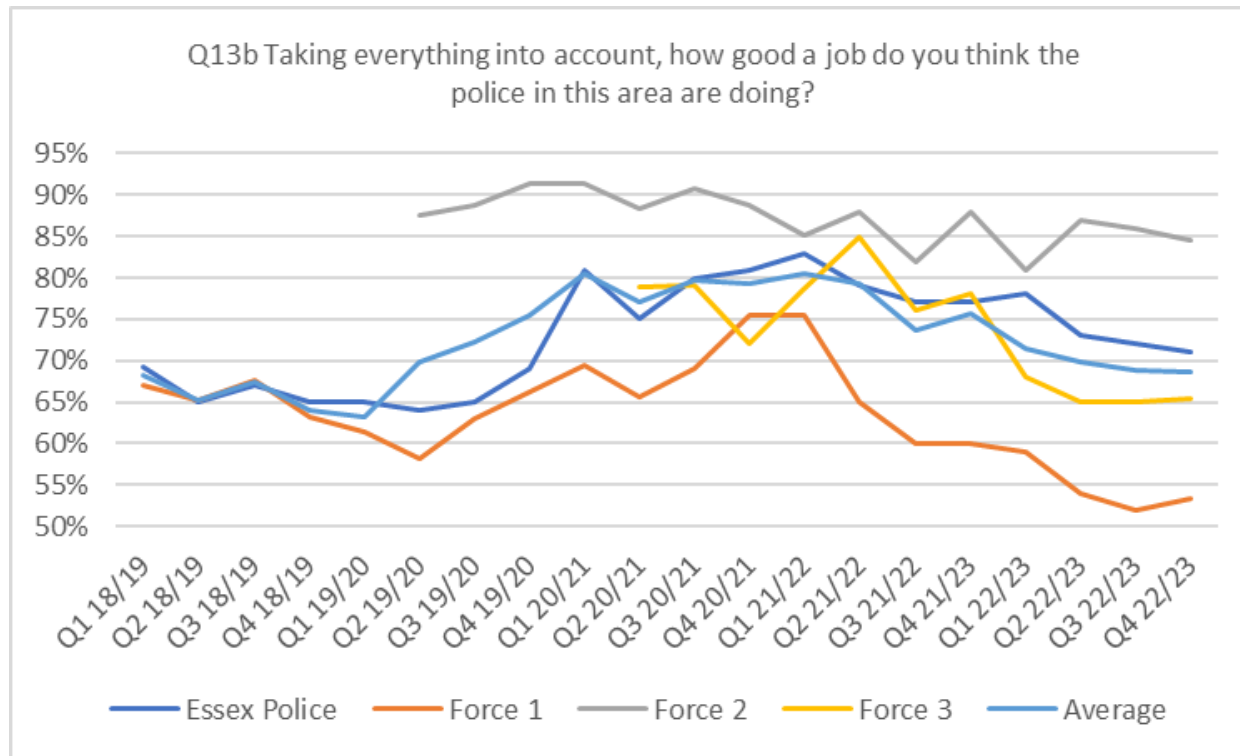
There is not a significant difference between males and females satisfaction with the service they received as a victim of crime (Females: 48% vs Males: 47%). There has been a small improvement in this area for all victims since the 12M ending Q3 (Females: 47% vs Males: 46%).

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 59%). Female confidence remained stable at 60% in this area since the 12M ending Q3 while Male confidence decreased by 2% points (61% Q3).

# 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 Q4, confidence in Essex Police has deteriorated by 5% points compared to the same period last year. Across all forces there appears to have been a slight decrease over the last 12 months. In Q4 Essex Police are slightly higher than the average (Essex Police: 71%, Average for all 4 Forces: 69%).

In Q4 2022/23 there was a decrease in the number of respondents who felt confident that Essex Police use their stop and search powers fairly and respectfully (Q4 58% vs Q3 54%). Across the forces there has been an average fall of 1% from Q3 to Q4 (65% vs 66%). One Force is a significant outlier for this measure compared to the others surveyed.



Note: Both questions have significantly declined for EP in the 12 months to March 2023 compared to the same period last year.