



Police, Fire and Crime Commissioner Public Views and Experience of Policing and Criminal Justice in Essex Q1 2023/24 Survey Results Presentation v3.1



Executive Summary

In the 12 month to June 2023, **72% of people believe Essex Police do a good or excellent job. This is a statistically significant decrease compared to the same period in 2022 (78%)**, although these results are **still significantly higher than the pre-COVID period (12m to December 2019)** when they were 65%. Confidence has remained stable quarter on quarter over the last year, with individual quarterly results of 73%, 72%, 71% and 74% in the most recent results. Over the last two years, it is highly likely that high profile media reporting of incidents, such as the murder of Sarah Everard, will have had a significant impact on the public perception of police at a national level. The release of Baroness Casey's review into the standards of behaviour and internal culture of the Metropolitan Police Service in March 2023 was directly before the most recent survey was conducted, although the stable quarterly results indicate there was no direct impact on confidence. **Essex Police should continue to demonstrate how seriously it takes matters relating to trust and fairness to reassure the public and demonstrate how it can be distinct from the national situation.**

The Crime Survey for England and Wales (CSEW) reported on perceptions of policing for the first time in three years in their report covering the 12 months to March 2023 but at a national level only. The **CSEW results also demonstrated a decline in national public confidence in policing**, with only 51% of respondents (in all areas of England and Wales) rating the police as good or excellent* – this is the lowest reported since 2006/07. Whilst Essex confidence remains higher than 2019, the pattern of the results nationally reflects the decrease in public confidence reported in the Essex SMSR results over the same period. This indicates that local perceptions are influenced by wider issues and media reporting at a national level. This view is further supported by evidence from **three other police forces who also have SMSR perceptions surveys; each Force shows a similar pattern with a drop in confidence over the last few years** followed by small increase in the most recent result.

Underlying questions in the SMSR survey demonstrate a similar pattern to the overall confidence question. Over the last year, **people believe crime is up, how well Essex Police deal with that is worse and the Force's response to these issues also worse**. Confidence in receiving a good service from Essex Police has reduced in the last year (66% - down from 73%), but has remained stable over the last four quarters (65%, 67%, 64% and 69%). The same trend is seen with regards to how many respondents agree that Essex Police are dealing with crime and ASB, with a reduction from 52% to 45% from the 12 months to Q1 2022/23 compared to the 12 months to Q1 2023/24, but stability over the last four quarters (45%, 44%, 45%, 47%). The same pattern is also true with regards to perceptions of whether Essex Police understand issues that affect the community (a reduction from 55% for the 12 months to Q1 2022/23, to 52% in Q1 2023/24, but no significant change over the last four quarters). Respondents who disagree that Essex Police are dealing with crime and ASB in their area have mainly based their opinion on the levels of crime and ASB and a lack of visibility of police.

The SMSR survey results show that **a uniformed presence continues to be of the utmost importance to public confidence**, with 91% of respondents seeing this as important. Of note, Castle Point residents placed even more emphasis on this (98%). **The level of importance placed on a uniformed presence also increased with each age group, rising from 88% for under 35s, to 93% for over 55s**. Castle Point has a higher proportion of older residents than most areas in Essex, which may go some way towards explaining this. The Crime Survey for England and Wales showed that only 14% of respondents reported seeing a Police Officer on foot patrol at least once a week (the lowest on record/ since 2006/07). This indicates that high visibility policing has decreased across England and Wales, yet the public place great emphasis on this as a method of reassurance, hence public confidence is negatively affected.

**Note: The CSEW includes the option of fair alongside good or excellent so is not directly comparable as a % figure to the SMSR results*

Executive Summary - continued

These contributing factors and patterns at Force level also play out at local level. Castle Point district reported significantly lower confidence than any other Essex district in the SMSR survey. In Q1 2023/24 residents of Castle Point were the most likely to feel that crime and ASB have increased in their area (44% felt it has increased, compared to 32% at Force level), and the least likely to feel that police are dealing with this (32% compared to 47% at Force level). However, this view is not reflected in the statistics, which show that ASB reduced significantly in the 12 months to June 2023, as did overall crime. Robbery, burglary and vehicle crime all increased in this period though, and could be considered more 'visible' offences, so potentially impacted this view. Messaging and action relating directly to crime prevention; understanding and responding to local concerns; investigating and solving crime; and visible policing should be a focus at Force and District level.

Victims are less likely to have confidence in Essex Police than non-victims. In the 12 months to Q1 2023/24, 60% of victims felt that Essex Police were doing a good or excellent job, compared to 75% of non-victims - this has remained stable across the last four quarters. Only 57% of victims felt that Essex Police and partner organisations were supporting victims and witnesses (which is the lowest across the last four quarters and a 9% decline from last quarter). In the 12 months to Q1 2023/24, 43% of victims were satisfied with how well they were kept informed of progress. Despite a spike in Q4 2022/23 - when this increased to 50% - in Q1 2023/24 it reduced back to 42%, which is similar to previous quarters. Of note, less than half of victims were informed of the outcome of the crime they reported (43%) in the 12 months to Q1 2023/24.

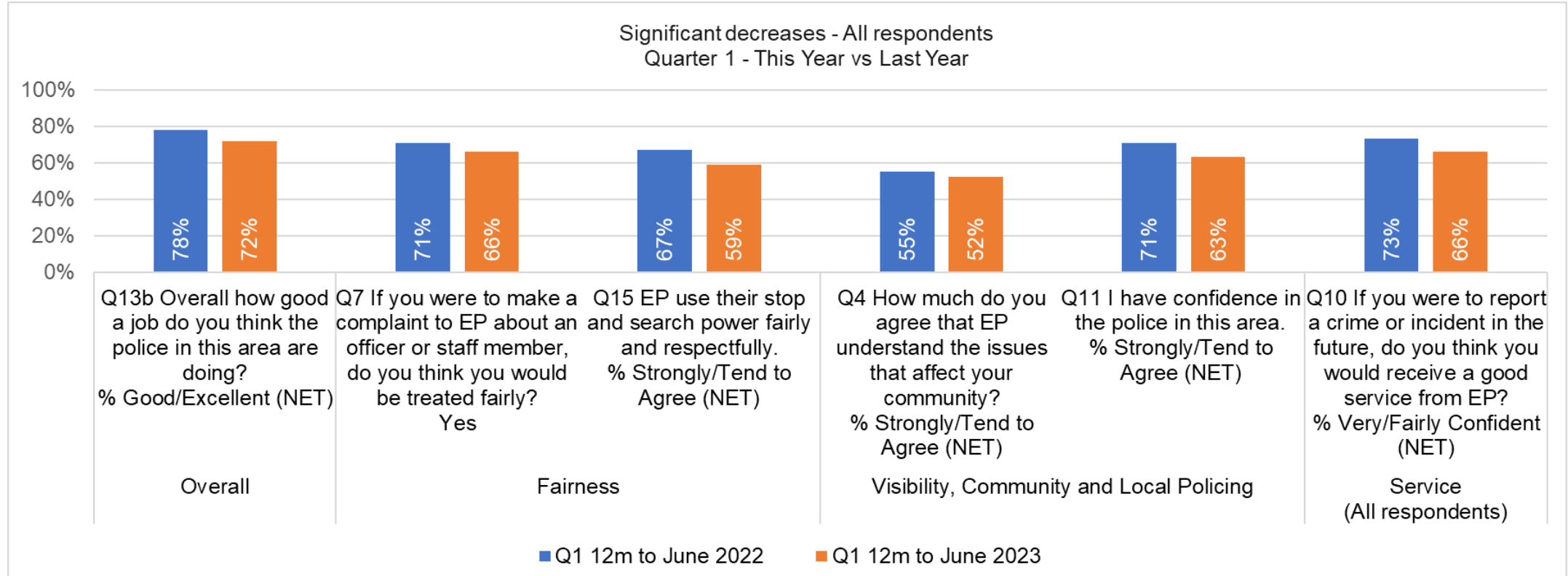
In Q1 2023/24, less than half of victims felt confident they would receive a good service from Essex Police if they were to report a crime or incident in the future. However, levels of satisfaction varied based on the type of crime they had been a victim of – Domestic violence victims were the most satisfied (65%) and vehicle crime victims were the least satisfied (41%). In general, **victims of lower harm offences were less satisfied** - although of note, only 47% of victims of sexual offences were satisfied with Essex Police. In order to improve confidence, victims would most like to see improvements in visibility of policing, 'solving more crimes' and 'doing what we said we would'.

Overall, **ethnic minorities reported a higher level of confidence than white respondents.** However, when asked if they felt they would be treated fairly if they were to make a complaint about an officer or staff member, 67% of white respondents felt they would be treated fairly, compared to 63% of non-white respondents. This does not correlate with any other responses with regards to the perception of Essex Police, which otherwise were more positive than white respondents. Whilst non-white respondents have always demonstrated lower levels of confidence in this area, white respondents have now decreased their confidence levels and narrowed the gap. The findings of the Casey Review may have influenced these results, as it was highly publicised that cases of police misconduct have previously not been dealt with robustly.

Key Findings: Quarter 1 (Q1) 2023/24

For all responses there were significant annual decreases in the following areas of confidence: Overall, Fairness, Visibility, Community and Local Policing, Service (All respondents) and Crime and Policing. There were no significant decreases for Service questions answered by Victims only.

The below chart shows those questions with only a significant change year on year, all others remain stable



Key Findings: Quarter 1 (Q1) 2023/24 (Continued)

Overall

- In the 12m ending June 2023, 72% of respondents thought that Essex Police (EP) were doing a good/excellent job compared to 78% in the 12m ending June 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 Q1 2023/24, 74% of respondents think Essex Police are doing a good/excellent job, which is stable compared to 71% in the previous quarter.

Perceptions of fairness

- 66% of respondents believe they **would be treated fairly if they made a complaint about an officer or staff member**. This is a 5% pt. decrease from 71% in the 12 months to June 2022. Quarterly remains stable (69% for Q1 and Q4).
- **Confidence that the Police use their stop and search powers respectfully** saw a significant decrease compared to the 12 months to June 2022, dropping by 8% pts. to 59% this year (compared to 67% last year). However, whilst Q1 is stable vs Q4, there is an increase in the quarterly data of 5% points to 63%.

Visibility and communities

- **Perception that EP understand the issues in the community** saw a significant annual decrease of 3% pts., from 55% last year to 52% this year. There is 4% pt. increase in Q1 (54%) but this remains stable compared to Q4 (50%).
- **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.**
- 63% agree **they have confidence in the police in this area** in the 12 months to June 2023, a significant decrease of 8% pts. compared to last year (71%).

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.

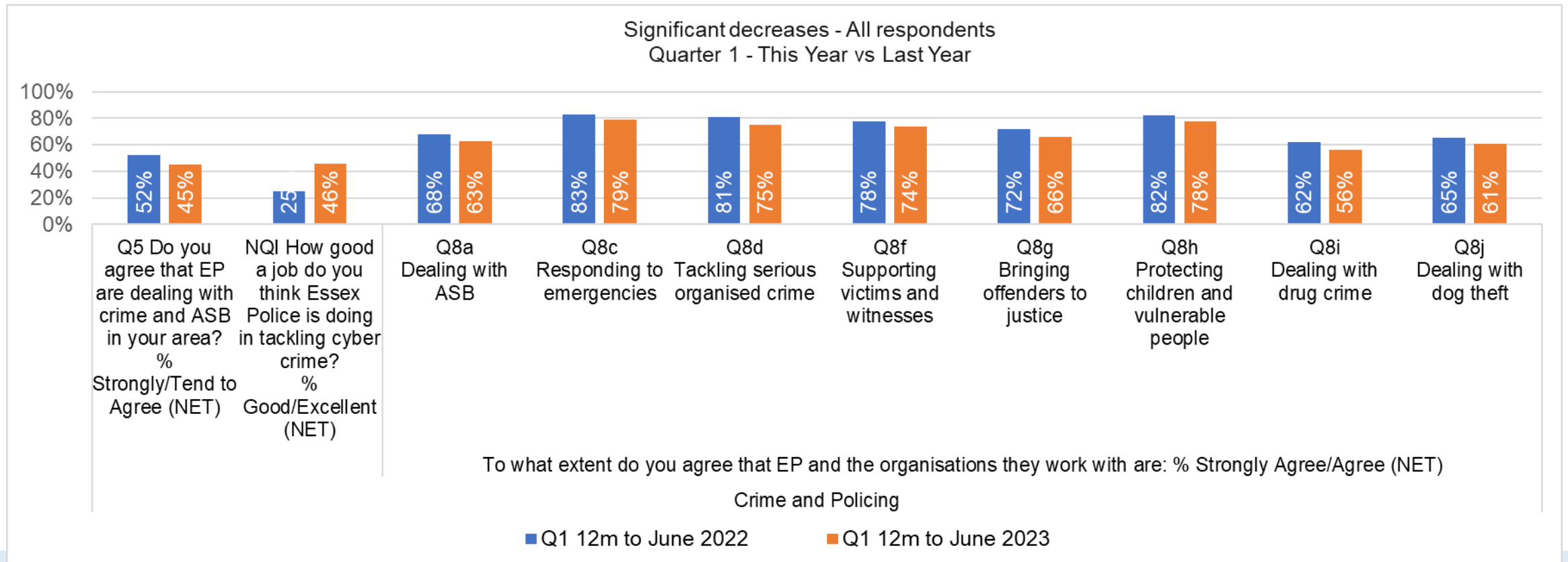
General perceptions of service.

- **Confidence in receiving good service in the future if they reported a crime** significantly deteriorated by 7% in the 12 months to June 2023 to 66% compared to the previous year. This remained stable in Q1 (69%) when compared to Q4 (64%).

Key Findings: Quarter 1 (Q1) 2023/24 (Continued)

General perceptions of Crime and Policing

- There was a significant **annual increase** when respondents were asked if they agree that Essex Police are doing a good job in tackling cyber crime (46% in the 12 months to June 2023 vs 25% in the same period last year). Q1 was stable when compared to Q4 (46% vs 44%).
- There was a significant **annual decrease** when respondents were asked if they agree that Essex Police are dealing with crime and ASB in their area (45% vs 52%). Q1 was stable when compared to Q4 (47% vs 45%).
- When asked to what extent respondents agree that EP are dealing with specific issues eight of the ten questions show significant annual decreases. The same questions are stable when compared to Q4 but all show slight % pt. increases in Q1.
- Tackling serious organised crime showed a significant increase in Q1 (78% when compared to Q4 (73%).



Key Findings: Quarter 1 (Q1) 2023/24 (Continued)

- In the 12m ending June 2023 72% of respondents thought that Essex Police were doing a good/excellent job compared to 78% in the 12m ending June 2022.
 - 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 person experience.
 - Whereas those who think Essex police are doing good/excellent job are significant more likely to base this on their general perception.
- In the same period 45% of respondents thought that Essex Police were dealing with crime and ASB in their area compared to 52% in the previous year.
 - Those who disagree 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 base this on their general perceptions.

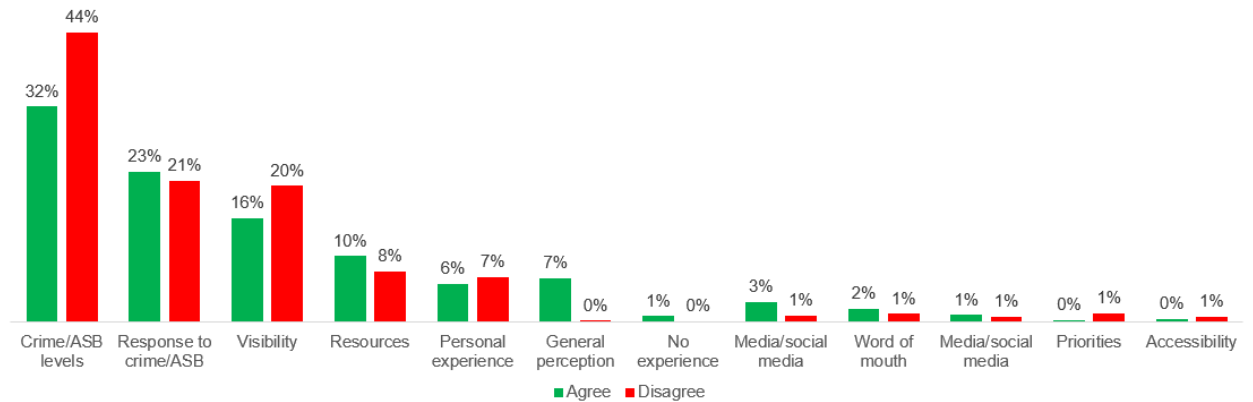
Reasons for agreeing/disagreeing EP are doing a good or excellent job in their area

Last 12 months



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

Last 12 months



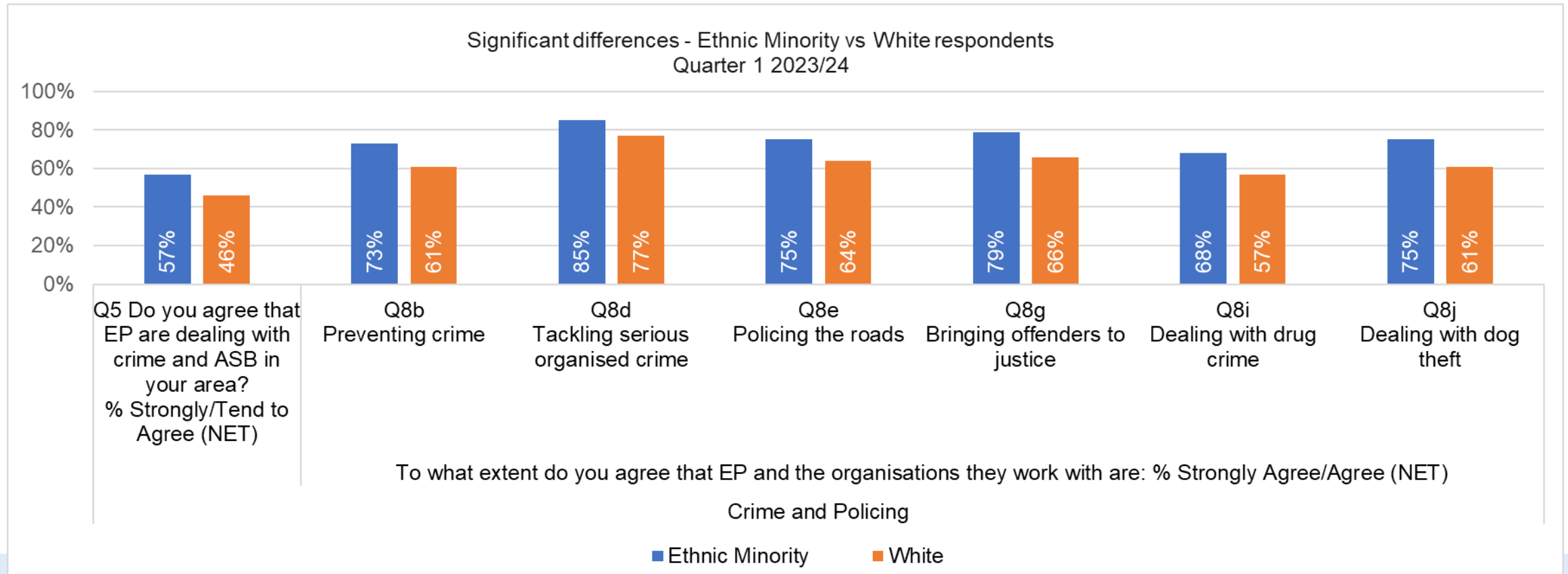
Key Findings: Quarter 1 (Q1) 2023/24

White and Ethnic Minority (excluding White minorities) respondents in Q1 2023/24.

In most areas, confidence amongst Ethnic Minority respondents is higher than when compared to White respondents.

- There were **no significant quarterly differences in Q1** between Ethnic Minority and White respondents in the following areas of confidence: Overall, Fairness, Visibility, Community and Local Policing, Service (All respondents) and Service (Victims only).
- This compares to significantly higher levels of confidence for Ethnic Minority respondents in Q4 for: Q13b Overall confidence, Q11 EP understand issues in your community and Q10 Receiving good service if you were to report a crime or incident in the future.
- Overall Ethnic Minority confidence (79%) is significantly higher in the 12 months to June 2023 compared to White confidence (71%) for the same period.

There are significant quarterly differences in Q1 2023/24 when comparing Ethnic Minority respondents to White respondents for seven of the 13 Crime and Policing questions asked.



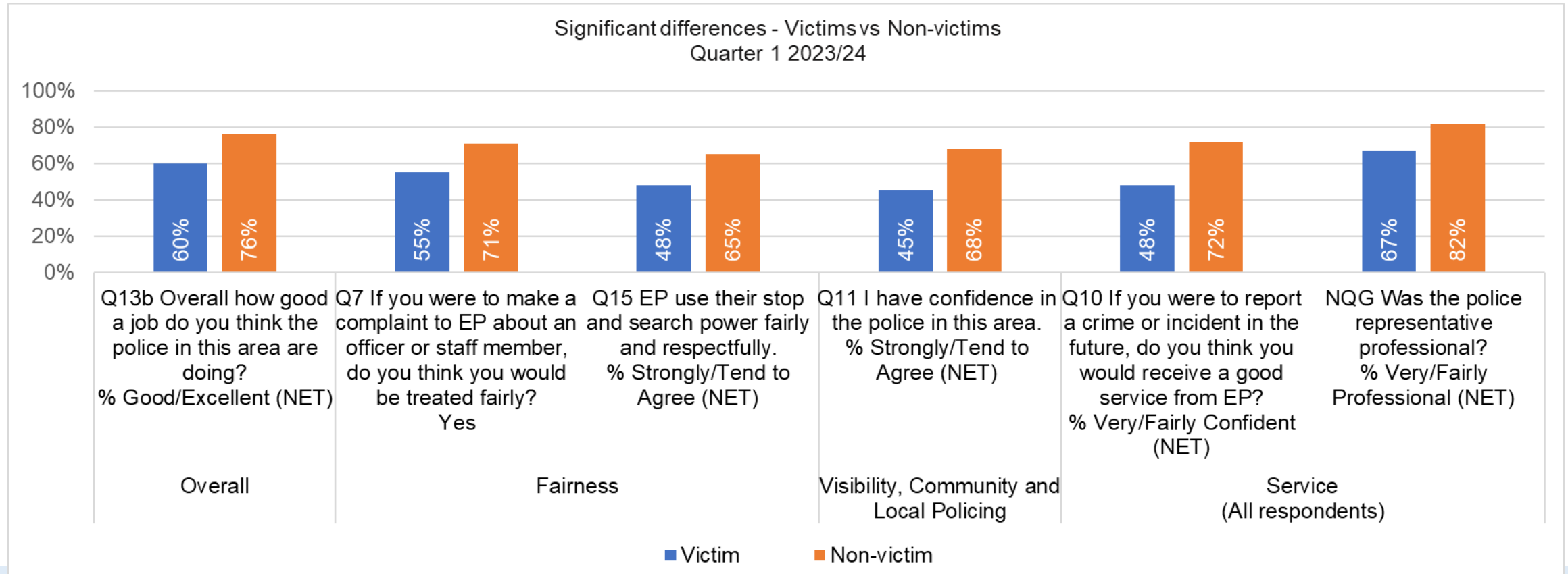
Key Findings: Quarter 1 (Q1) 2023/24

Victim and Non-victim respondents in Q1 2023/24.

There is a **significant annual difference of 15% pts. in overall confidence between victims (60%) and non-victims (75%) in the 12 months to June 2023** compared to the same period last year. This is a decrease of 5% pts. compared to the same period last year, (20% pts: victims 62% vs Non-victims 82%) but an increase of 2% compared to the 12 months to December 2019 (13% pts: victims 53% vs non-victims 66%).

In Q1 Victims' confidence is significantly lower than Non-victims' in the following areas: Overall, Fairness, Visibility, Community and Local Policing, Service (All respondents) and Crime and Policing.

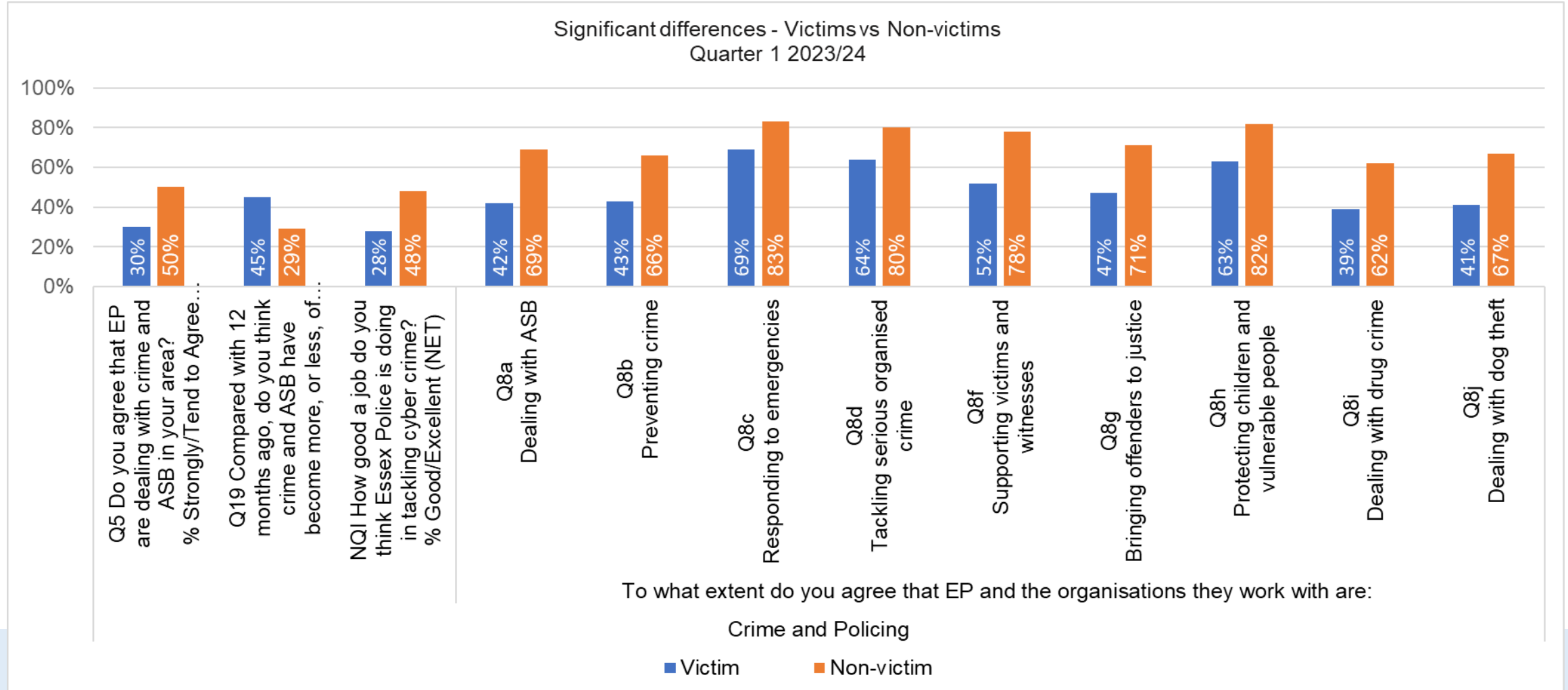
- Q4 reported no significant differences for Question 7 and Question 15 (Fairness).



Key Findings: Quarter 1 (Q1) 2023/24

Victim and Non-victim respondents in Q1 2023/24.

- There are **significant quarterly differences** in perceptions of Crime and Policing for Q1 2023/24 when comparing victims to non-victims. This pattern can be seen across all crime types.
- There are also **significant annual differences** in the 12 months to June 2023 compared to the 12 months to June 2022 (Q5 37% vs 47%, Q19 48% vs 29%, and NQI 34% vs 49%).

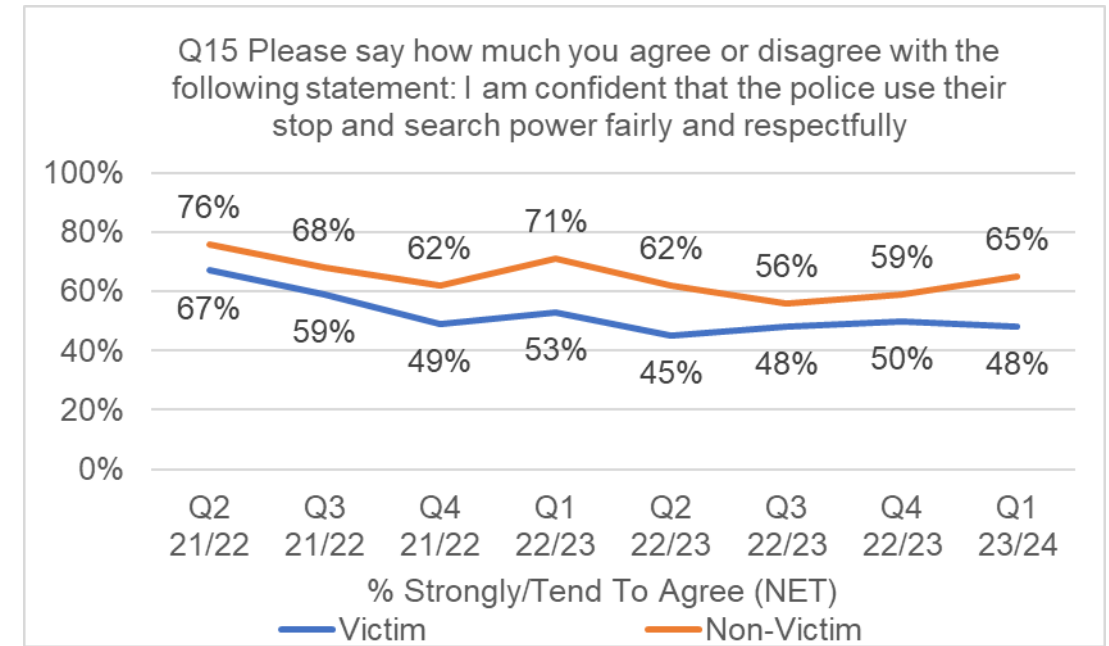
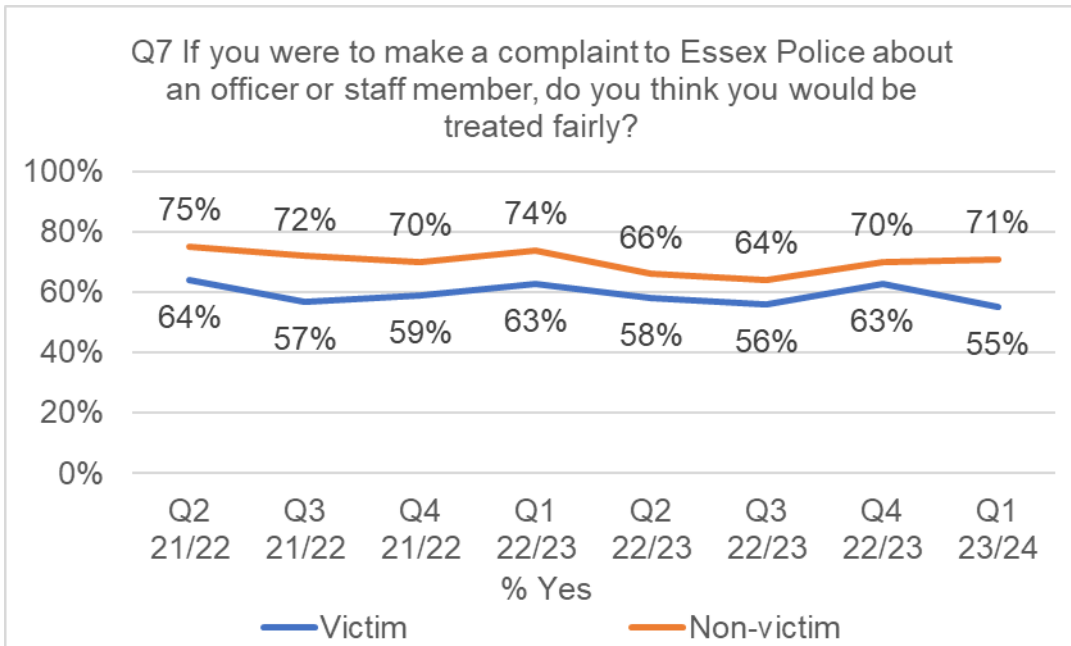


Key Findings: Quarter 1 (Q1) 2023/24

Victim and Non-victim respondents in Q1 2023/24 (Continued)

Fairness disparity

- **Victims' confidence that they would be treated fairly if they were to make a complaint about an officer or staff member is significantly lower (16% pts.) than that of Non-victims' (55% vs 71%).** This is the lowest level of confidence in the past two years and the biggest disparity over the same period.
 - Victim confidence for the 12 months to June 2023 is also 3% pts. lower than the 12 months to December 2019 (55% vs 58%).
- **When asked whether they are confident that the police use their stop and search power fairly and respectfully Victims' confidence is also significantly lower (17% pts.) than that of Non-victims (48% vs 65%).** This is 5% pts. lower than the same quarter last year and the second lowest level of confidence in the past two years.
 - However, when comparing the 12 months to June 2023 with the 12 months to December 2019, victims' level of confidence remains stable at 48% for both periods.



Key Findings: Quarter 1 (Q1) 2023/24

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 Q1 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**. Of these respondents just over half think the police are doing a good or excellent job, with just under half saying that the police are doing a poor or very poor job.
- 9% of respondents want the police to **do what they said they would**. Of these respondents just over half think the police are doing a poor or very poor job, with just under half saying that the police are doing a good or excellent job. **It is the only response where a higher percentage of respondents think the police are doing a Poor/Very Poor job compared to a Good/Excellent job.**

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?

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	13%	4%	55%	41%
Seen to be doing general crime prevention	10%	2%	60%	38%
Doing what we said we would	9%	4%	39%	56%
Investigating more crimes	8%	3%	56%	41%
Regularly updating victims and doing it when expected	8%	10%	52%	38%
Seeing victims in person after reporting crime	7%	4%	63%	33%
Shorter telephone answer times	5%	5%	76%	19%
Telling victims what to expect as part of the investigation process	4%	0%	74%	26%
Providing victim support options	4%	0%	61%	39%
Allowing victims to track the progress of the crime themselves e.g online	3%	0%	91%	9%
Informing victims of the final outcome of the investigation	3%	0%	57%	43%
Offering crime prevention advice	2%	5%	80%	15%
Improving officer and staff professionalism	2%	11%	44%	44%
Providing a named contact or department for the crime	2%	0%	71%	29%
Offering crime prevention advice	1%	0%	83%	17%
Agreeing when victims will receive updates	1%	0%	50%	50%
Other	18%	3%	61%	36%
Grand Total	100%	3%	60%	37%

Key Findings: Quarter 1 (Q1) 2023/24

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

- The most common response in Q1 was that Essex Police should **solve more crimes**. Of the 13% of respondents who gave this answer 55% of them already believe EP are doing a good or excellent job. 41% believe EP are doing a poor or very poor job.

- The second most common response was that Essex Police should be **seen to be doing general crime prevention**. Of the 10% of respondents that gave this answer, 60% of them already believe EP are doing a good or excellent job. 38% 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?	2022/23		2023/24
	Q3	Q4	Q1
Seen to be doing general crime prevention	14%	12%	10%
Solving more crimes	12%	15%	13%
Doing what we said we would	11%	9%	9%
Investigating more crimes	10%	9%	8%
Shorter telephone answer times	7%	5%	5%
Regularly updating victims and doing it when expected	6%	6%	8%
Seeing victims in person after reporting crime	5%	7%	7%
Providing victim support options	5%	4%	4%
Providing a named contact or department for the crime	5%	3%	2%
Alternative ways to report crime	4%	3%	2%
Telling victims what to expect as part of the investigation process	3%	4%	4%
Allowing victims to track the progress of the crime themselves e.g online	3%	4%	3%
Improving officer and staff professionalism	2%	2%	2%
Offering crime prevention advice	1%	2%	1%
Informing victims of the final outcome of the investigation	1%	2%	3%
Agreeing when victims will receive updates	1%	1%	1%
Other	8%	13%	18%

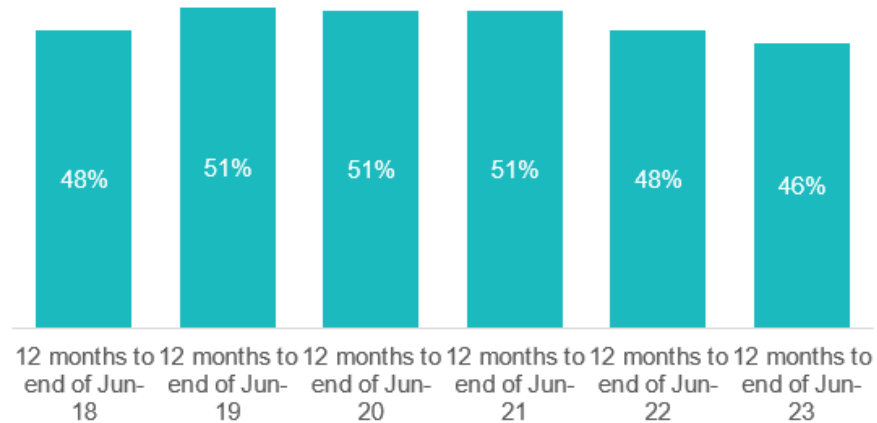
Key Findings: Quarter 1 (Q1) 2023/24

Perceptions of service (victim only respondents) remained stable for both annual and quarterly comparisons.

- **Less than half of victims are satisfied with the service provided by Essex Police, although this varies by crime type**
- **In general higher volume, lower harm crime types which impact more people had lower satisfaction.** Sexual offences being the outlier although based on a small sample size.
- The overall level of satisfaction has remained stable over the past six years but is at the lowest level in this period (46%).
- Domestic Violence shows the highest level of satisfaction (65%) over the last 12 months.
- Vehicle crime is the highest reported of all of the crime types but has the lowest level of satisfaction (41%).
- Victims are significantly less confident they would **receive a good service in the future** (Victims: 48% vs Non-Victims: 72%). This is stable for both groups compared to last quarter (Victims: 54% vs Non-Victims: 66%).

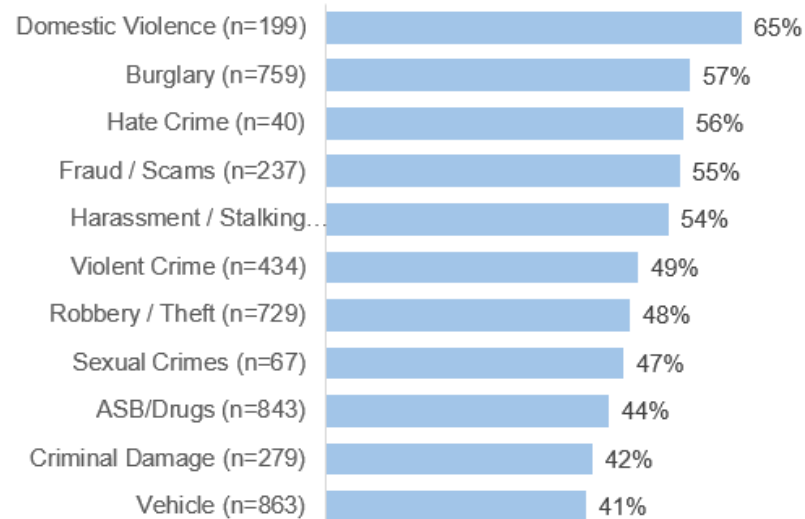
Annual Trend

■ % satisfied with the service provided by EP



Last 12 Months

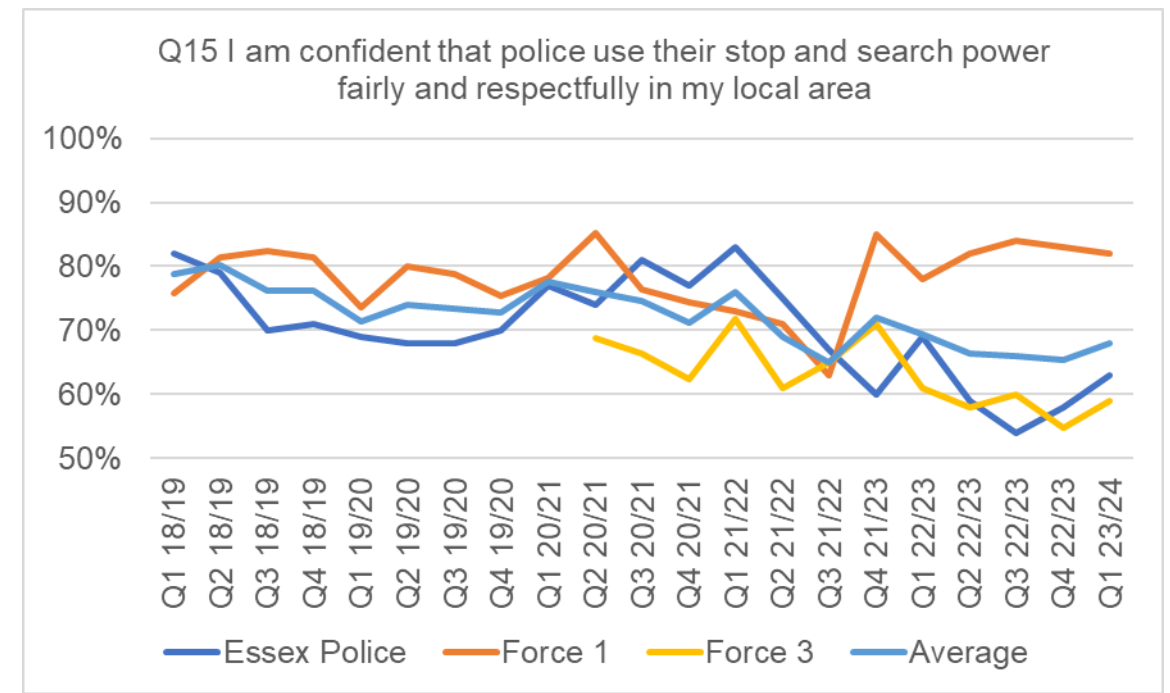
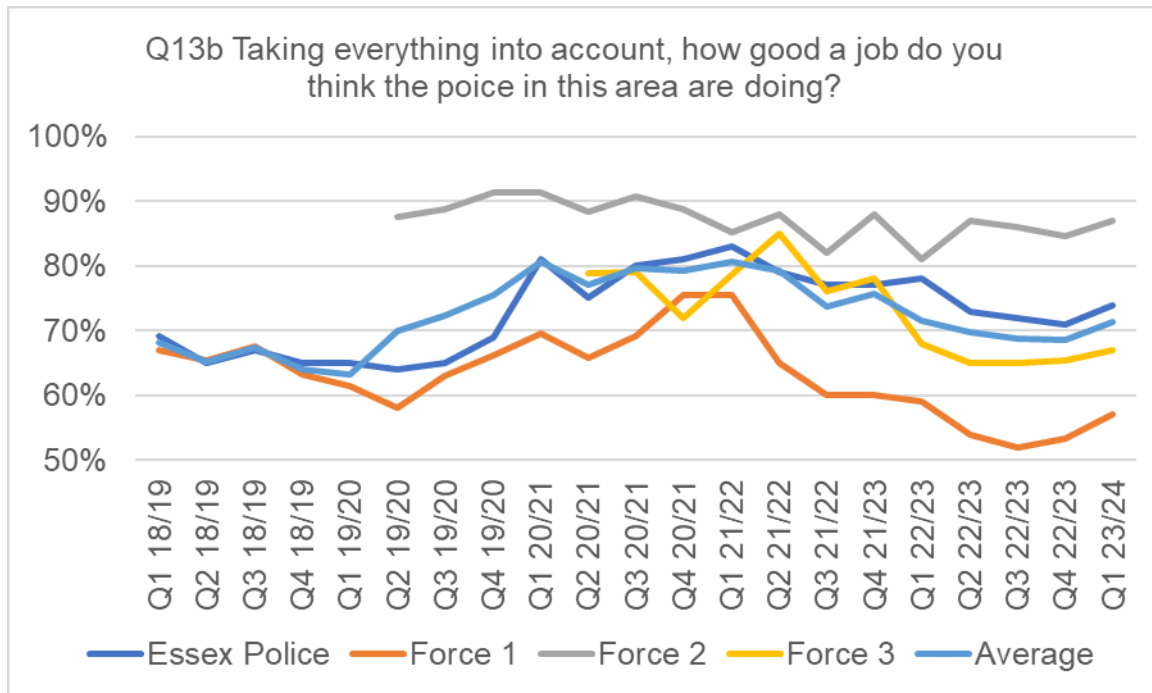
■ % satisfied with the service provided by EP / crime type



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 Q1, overall confidence in Essex Police has deteriorated by 4% points compared to the same period last year, (the average was a decrease of 1% pt.). This is the largest % point drop of all compared forces (Forces 1 and 3 dropped by 2 and 1%pts. respectively, Force 2 increased by 6% pts.).
- In Q1 Essex Police were slightly higher than the average (Essex Police: 74%, Average for all 4 Forces: 71%).
- In Q1 2023/24 there was an increase in the number of respondents who felt confident that Essex Police use their stop and search powers fairly and respectfully (Q1 63% vs Q4 58%). Across the forces there has been an average rise of 3% from Q4 to Q1 (65% vs 68%). 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 June 2023 compared to the same period last year.

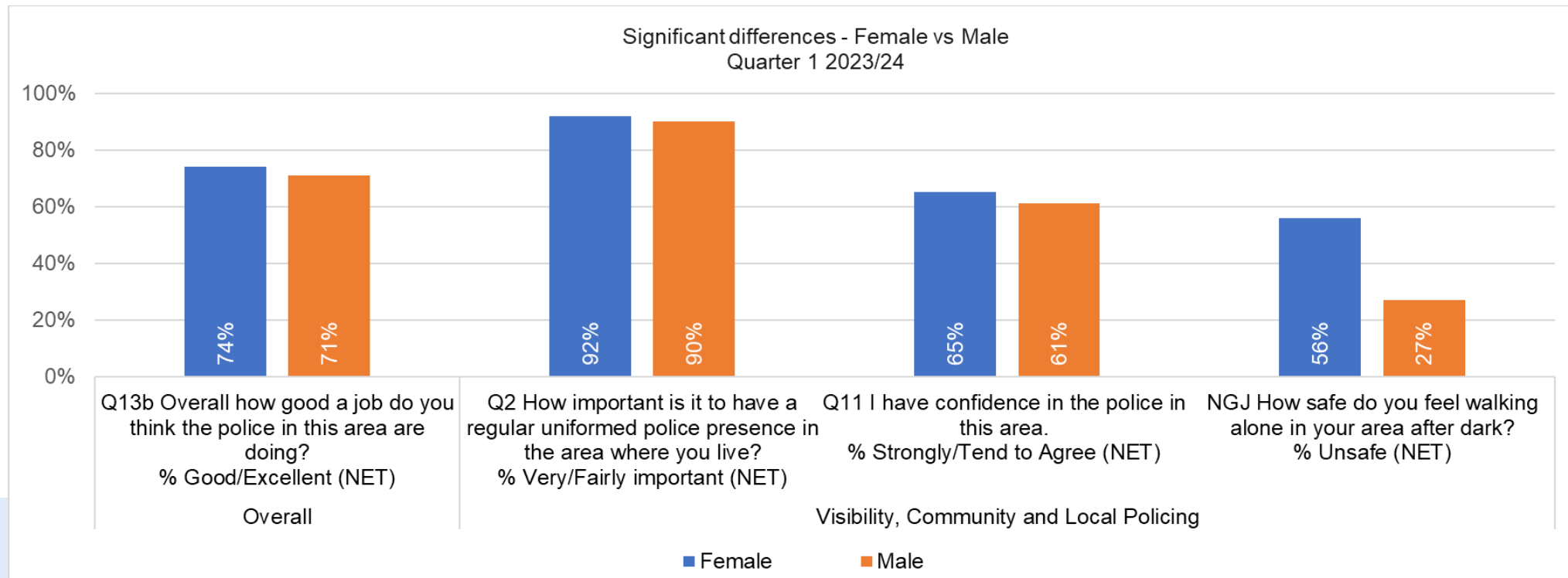
Key Findings: Quarter 1 (Q1) 2023/24

Gender: Female compared to Male respondents (12m to end of Q1 2023/24 vs 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 the 12 months to end of Q1 (Females: 74% vs Males: 71%) but the disparity has decreased very slightly to 3% pts. compared to 4% pts. in the 12 months to end of Q4 (Females: 75% vs Males: 71%). Male and female respondents confidence decreased significantly compared to the 12M to the end of June 2022 (Females: 79%, Males: 77%).

There is a significant difference between males and females in their perception of Visibility, Community and Local Policing:

- In the 12 months to June 2023 Females are more likely to think it's important to have a regular uniformed police presence in the area where they live (Females: 92% vs Males: 90%) and are **twice as likely** to feel **unsafe walking alone in their area after dark** compared to males (Females: 56% vs Males 27%).
- **This is also the case in the 12 months to June 2022** (regular uniformed police presence Females: 92% vs Males 90% and feel unsafe walking alone Females: 54% vs Males 26%).
- Females are more likely to **have confidence in local policing** (Female: 65% vs Male: 61%). Confidence has remained stable for both genders compared to Q4 2023 (Female: 67% vs Male: 62%).



Key Findings: Quarter 1 (Q1) 2023/24

District comparison 12 months to end of Q1 2023/24

Overall confidence significantly decreased in four districts in the 12 months to June 2023 compared to the same time in the 12 months to June 2022. (Urban: Colchester (71% vs 79%) and Castle Point (56% vs 74%) and Rural: Braintree (72% vs 80%) and Tendring (70% vs 79%).

Public confidence in Essex may be affected by the demographics of an area.

Uttlesford has the highest confidence in local policing and residents are most likely to feel that Essex Police are doing a good or excellent job (79%), this is 7%pts. higher than the Force overall level of confidence (72%).

- Uttlesford has the lowest percentage of households with dimensions of deprivation (42.0%).
- Uttlesford is one of the highest economically active areas (64.6% are economically active).
- Uttlesford has the lowest rate for long-term unemployment/ never worked (4.5%).

Castle Point have the lowest confidence in local policing and are least likely to feel that EP are doing a good/ excellent job (56%), this is 16% pts. lower than the Force overall level of confidence.

- Castle point has the third highest percentage of households with dimensions of deprivation in Essex (56.2% have one or more dimensions of deprivation).
- Castle Point is one of the lowest economically active areas (57.7% are economically active).
- 7.7% of those aged over 16 have never worked or are long-term unemployed.
- Castle Point also has one of the highest percentages of the population aged over 65 (25.2%).

There may also be a correlation regarding Castle Point's low level of confidence vs the high level of respondents who said it was important to have uniformed police presence in the area (98%), this is the highest of all districts for this question. In contrast Uttlesford showed a response of 86% for the same question, which is second lowest (Colchester 85%).

Compared with 12 months ago 44% of Castle Point respondents think that **crime and ASB have become more of a problem**, this is the highest percentage of all the districts, Castle Point also reported the lowest level of confidence (32%) when asked if they **agreed that Essex Police are dealing with crime and ASB.**

Key Findings: Quarter 1 (Q1) 2023/24

District comparison 12 months to end of Q1 2023/24 (Continued)

Over a third of respondents think that **crime and ASB have become more of a problem compared with 12 months ago** in three out of four districts in **West LPA**. All four districts reported comparatively low levels of satisfaction when asked if they think that **Essex Police are dealing with crime and ASB** (38% lowest vs 45% highest).

South LPA satisfaction levels are similar to West LPA when asked if **crime and ASB are more of a problem**, however Castle Point respondents reported the lowest level of satisfaction of all districts when asked if they think the **police are dealing with crime and ASB**, compared to Rochford, Southend and Basildon who reported the three highest levels of satisfaction in the force for the same question (54%, 53% and 49% respectively).

North LPA victims (with the exception of Uttlesford) reported the lowest level of **service satisfaction** compared to those in South and West LPAs. Only a third of victims in Brentwood responded that they were satisfied with the **service received on their most recent experience** with Essex Police, and **how well they were informed of progress** (33% for both questions).

- In contrast respondents in North LPA have overall higher levels of confidence, compared to South and West LPA, that **Essex Police are dealing with crime and ASB**, and **agree that they are working with external organisations when dealing with all crime types**.

Key Findings: Quarter 1 (Q1) 2023/24

District comparison (12m to end of Q1 2023/24)
Overall ranking

District Ranking 12 months to Q1 2023/24 vs 12 months to Q1 2022/23																
		NORTH LPA						SOUTH LPA				WEST LPA				
		URBAN		RURAL				URBAN				URBAN				
Category	Question	Chelmsford	Colchester	Braintree	Maldon	Tendring	Uttlesford	Basildon	Castle Point	Rochford	Southend	Brentwood	Epping Forest	Harlow	Thurrock	
Overall	Q13b Taking everything into account, how good a job do you think the police in this area are doing? % Good/Excellent (NET)	78%	71%	72%	75%	70%	79%	73%	56%	79%	76%	70%	67%	74%	70%	
Fairness	Q7 If you were to make a complaint to Essex Police about an officer or staff member, do you think you would be treated fairly? Yes	70%	47%	69%	72%	41%	74%	71%	65%	78%	69%	70%	75%	71%	72%	
	Q15 Please say how much you agree or disagree with the following statement: I am confident that the police use their stop and search power fairly and respectfully. % Strongly/Tend to Agree (NET)	51%	64%	44%	55%	60%	60%	65%	55%	75%	68%	47%	57%	65%	64%	
Visibility, Community and Local Policing	Q2 How important, if at all, do you think it is to have a regular uniformed police presence in the area where you live? % Very/Fairly important (NET)	92%	85%	94%	91%	86%	86%	95%	98%	91%	90%	94%	94%	91%	92%	
	Q4 How much would you agree or disagree that Essex Police understand the issues that affect your community? % Strongly/Tend to Agree (NET)	50%	46%	51%	55%	44%	53%	55%	44%	60%	61%	48%	47%	59%	53%	
	Q11 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in the police in this area. % Strongly/Tend to Agree (NET)	67%	65%	61%	64%	58%	72%	64%	49%	71%	66%	62%	56%	63%	60%	
	NGJ How safe do you feel walking alone in your area after dark? % Unsafe (NET)	35%	46%	41%	25%	50%	23%	51%	56%	33%	50%	35%	33%	47%	47%	
Service All respondents	Q10 If you were to report a crime or incident in the future, how confident are you that you would receive a good service from Essex Police? % Very/Fairly Confident (NET)	70%	65%	65%	66%	60%	75%	70%	52%	71%	66%	66%	64%	70%	69%	
	Q21 Overall, how well informed do you feel about what the police in your local area are doing? % Very/Fairly Informed (NET)	47%	46%	46%	44%	46%	46%	45%	36%	35%	39%	41%	35%	46%	44%	
	NQG Was the police representative professional i.e. courteous, well presented, listened and communicated well. % Very/Fairly Professional 1-2 (NET)	76%	69%	76%	76%	72%	85%	80%	70%	85%	88%	75%	76%	73%	82%	
Service Victims only	Q37 How satisfied, dissatisfied or neither were you with how well you were kept informed of progress? % Satisfied (NET)	44%	40%	33%	48%	37%	61%	45%	41%	51%	38%	45%	45%	43%	45%	
	Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police? % Satisfied (NET)	47%	40%	33%	41%	41%	68%	45%	43%	57%	44%	49%	51%	49%	47%	
	NQH Were you informed of the outcome of the crime reported? Yes	45%	36%	42%	36%	39%	63%	44%	29%	47%	41%	51%	42%	44%	45%	
Key		Best	Worst													

Key Findings: Quarter 4 (Q1) 2023/24

District comparison (12m to end of Q1 2023/24)
Overall ranking

District Ranking 12 months to Q1 2023/24 vs 12 months to Q1 2022/23															
		NORTH LPA						SOUTH LPA				WEST LPA			
		URBAN		RURAL				URBAN				URBAN			
Category	Question	Chelmsford	Colchester	Braintree	Maldon	Tendring	Uttlesford	Basilston	Castle Point	Rochford	Southend	Brentwood	Epping Forest	Harlow	Thurrock
Crime and Policing	Q5 How much would you agree or disagree that Essex Police are dealing with crime and anti-social behaviour that matter in your area? % Strongly/Tend to Agree (NET)	47%	46%	43%	47%	43%	44%	49%	32%	54%	53%	44%	38%	45%	43%
	Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed? More of a problem	35%	16%	35%	32%	17%	26%	34%	44%	28%	36%	43%	40%	38%	32%
	NQI How good a job do you think Essex Police is doing in tackling cyber crime? % Good/Excellent (NET)	48%	53%	49%	47%	43%	53%	42%	45%	39%	44%	42%	36%	46%	53%
	To what extent do you agree or disagree that Essex Police and the organisations they work with are: % Strongly Agree/Agree (NET)														
	Q8a Dealing with ASB	63%	69%	58%	63%	67%	71%	62%	46%	67%	70%	56%	59%	70%	62%
	Q8b Preventing crime	62%	69%	55%	56%	66%	67%	64%	48%	68%	67%	54%	57%	68%	65%
	Q8c Responding to emergencies	82%	77%	78%	76%	77%	84%	81%	68%	84%	83%	78%	74%	77%	77%
	Q8d Tackling serious organised crime	75%	74%	73%	73%	73%	82%	79%	57%	84%	78%	71%	74%	82%	79%
	Q8e Policing the roads	71%	75%	65%	63%	69%	69%	69%	50%	63%	67%	60%	57%	69%	67%
	Q8f Supporting victims and witnesses	74%	72%	70%	69%	71%	82%	76%	66%	81%	77%	71%	76%	79%	76%
	Q8g Bringing offenders to justice	61%	65%	59%	63%	63%	68%	70%	55%	74%	72%	61%	66%	73%	70%
	Q8h Protecting children and vulnerable people	78%	74%	73%	78%	78%	86%	79%	67%	85%	80%	76%	79%	83%	78%
	Q8i Dealing with drug crime	55%	54%	52%	55%	51%	65%	58%	43%	64%	62%	50%	51%	62%	62%
Q8j Dealing with dog theft	61%	68%	61%	63%	65%	65%	63%	49%	58%	58%	59%	49%	60%	63%	

Key Best Worst

Key Findings: Quarter 1 (Q1) 2023/24

District comparison 12m to end of Q1 2023/24

Significant Increases / Decreases 12 months to Q1 2023/24 vs 12 months to Q1 2022/23

		NORTH LPA						SOUTH LPA				WEST LPA			
		URBAN		RURAL				URBAN				URBAN			
Category	Question	Chelmsford	Colchester	Braintree	Maldon	Tendring	Uttlesford	Basildon	Castle Point	Rochford	Southend	Brentwood	Epping Forest	Harlow	Thurrock
Crime and Policing	Q5 How much would you agree or disagree that Essex Police are dealing with crime and anti-social behaviour that matter in your area? % Strongly/Tend to Agree (NET)	-	Decrease	-	-	Decrease	-	Decrease	Decrease	-	-	-	-	-	-
	Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed? More of a problem	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	NQ1 How good a job do you think Essex Police is doing in tackling cyber crime? % Good/Excellent (NET)	Increase	Increase	Increase	-	-	Increase	-	-	-	Increase	-	-	Increase	Increase
	To what extent do you agree or disagree that Essex Police and the organisations they work with are: % Strongly Agree/Agree (NET)														
	Q8a Dealing with ASB	Decrease	-	Decrease	-	-	-	Decrease	Decrease	-	-	-	-	-	-
	Q8b Preventing crime	-	-	Decrease	-	-	-	-	Decrease	-	-	-	-	-	-
	Q8c Responding to emergencies	-	Decrease	Decrease	-	Decrease	-	-	Decrease	-	-	-	-	-	-
	Q8d Tackling serious organised crime	-	Decrease	Decrease	-	-	-	-	Decrease	-	-	-	-	-	-
	Q8e Policing the roads	-	-	-	-	-	-	-	Decrease	-	-	-	-	-	Increase
	Q8f Supporting victims and witnesses	-	-	Decrease	-	Decrease	-	-	Decrease	-	-	-	-	-	-
	Q8g Bringing offenders to justice	-	Decrease	Decrease	-	-	-	-	-	-	-	-	-	-	-
	Q8h Protecting children and vulnerable people	-	Decrease	Decrease	-	-	-	-	Decrease	-	-	-	-	-	-
	Q8i Dealing with drug crime	-	-	Decrease	-	-	-	Decrease	Decrease	-	-	-	-	-	-
Q8j Dealing with dog theft	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Key Findings: Quarter 1 (Q1) 2023/24

District comparison 12m to end of Q1 2023/24

Significant Increases / Decreases 12 months to Q1 2023/24 vs 12 months to Q1 2022/23															
		NORTH LPA						SOUTH LPA				WEST LPA			
		URBAN		RURAL				URBAN				URBAN			
Category	Question	Chelmsford	Colchester	Braintree	Malton	Tendring	Uttlesford	Basildon	Castle Point	Rochford	Southend	Brentwood	Epping Forest	Harlow	Thurrock
Overall	Q13b Taking everything into account, how good a job do you think the police in this area are doing? % Good/Excellent (NET)	-	Decrease	Decrease	-	Decrease	-	-	Decrease	-	-	-	-	-	-
Fairness	Q7 If you were to make a complaint to Essex Police about an officer or staff member, do you think you would be treated fairly? Yes	-	Decrease	-	-	Decrease	-	-	-	-	-	-	-	-	-
	Q15 Please say how much you agree or disagree with the following statement: I am confident that the police use their stop and search power fairly and respectfully. % Strongly/Tend to Agree	Decrease	-	Decrease	-	Decrease	-	Decrease	Decrease	-	-	-	-	-	-
Visibility, Community and Local Policing	Q2 How important, if at all, do you think it is to have a regular uniformed police presence in the area where you live? % Very/Fairly important (NET)	-	Decrease	Increase	-	Decrease	-	-	-	-	Decrease	-	-	-	-
	Q4 How much would you agree or disagree that Essex Police understand the issues that affect your community? % Strongly/Tend to Agree (NET)	-	Decrease	-	-	-	-	Decrease	-	-	-	-	-	-	-
	Q11 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in the police in this area. % Strongly/Tend to Agree (NET)	-	-	Decrease	-	Decrease	-	-	Decrease	-	Decrease	-	-	-	Decrease
	NGJ How safe do you feel walking alone in your area after dark? % Unsafe (NET)	-	-	-	-	Increase	-	-	-	-	-	-	-	-	-
Service All respondents	Q10 If you were to report a crime or incident in the future, how confident are you that you would receive a good service from Essex Police? % Very/Fairly Confident (NET)	-	Decrease	Decrease	-	Decrease	-	-	Decrease	-	Decrease	-	-	-	-
	Q21 Overall, how well informed do you feel about what the police in your local area are doing? % Very/Fairly Informed (NET)	-	Decrease	-	-	-	-	-	-	-	-	-	-	-	-
	NQG Was the police representative professional i.e. courteous, well presented, listened and communicated well. % Very/Fairly Professional 1-2 (NET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service Victims only	Q37 How satisfied, dissatisfied or neither were you with how well you were kept informed of progress? % Satisfied (NET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police? % Satisfied (NET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	NQH Were you informed of the outcome of the crime reported? Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Full questions

Category	Question	Response
Overall	Q13b Taking everything into account, how good a job do you think the police in this area are doing?	% Good/Excellent (NET)
Fairness	Q7 If you were to make a complaint to Essex Police about an officer or staff member, do you think you would be treated fairly?	Yes
	Q15 Please say how much you agree or disagree with the following statement: I am confident that the police use their stop and search power fairly and respectfully.	% Strongly/Tend to Agree (NET)
Visibility, Community and Local Policing	Q2 How important, if at all, do you think it is to have a regular uniformed police presence in the area where you live?	% Very/Fairly important (NET)
	Q4 How much would you agree or disagree that Essex Police understand the issues that affect your community?	% Strongly/Tend to Agree (NET)
	Q11 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in the police in this area.	% Strongly/Tend to Agree (NET)
	NGJ How safe do you feel walking alone in your area after dark?	% Unsafe (NET)
Service All respondents	Q10 If you were to report a crime or incident in the future, how confident are you that you would receive a good service from Essex Police?	% Very/Fairly Confident (NET)
	Q21 Overall, how well informed do you feel about what the police in your local area are doing?	% Very/Fairly Informed (NET)
	NQG Was the police representative professional i.e. courteous, well presented, listened and communicated well.	% Very/Fairly Professional (NET)
Service Victims only	Q37 How satisfied, dissatisfied or neither were you with how well you were kept informed of progress?	% Satisfied (NET)
	Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police?	% Satisfied (NET)
	NQH Were you informed of the outcome of the crime reported?	Yes

Full questions (Continued)

Category	Question		Response
Crime and Policing	Q5	How much would you agree or disagree that Essex Police are dealing with crime and anti-social behaviour that matter in your area?	% Strongly/Tend to Agree (NET)
	Q19	Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed?	More of a problem
	NQI	How good a job do you think Essex Police is doing in tackling cyber crime?	% Good/Excellent (NET)
	To what extent do you agree or disagree that Essex Police and the organisations they work with are:		
	Q8a	Dealing with ASB	% Strongly Agree/Agree (NET)
	Q8b	Preventing crime	
	Q8c	Responding to emergencies	
	Q8d	Tackling serious organised crime	
	Q8e	Policing the roads	
	Q8f	Supporting victims and witnesses	
	Q8g	Bringing offenders to justice	
	Q8h	Protecting children and vulnerable people	
Q8i	Dealing with drug crime		
Q8j	Dealing with dog theft		