



# Public Views and Experience of Policing and Criminal Justice in Essex

## Q2 2023/24 Survey Results Presentation v1.2.3



# Executive Summary

**Q2 2023/24 was the strongest of the last four quarters in several key areas**, including how good a job the police are doing, confidence in receiving a good service, dealing with crime and ASB, and respectful use of stop and search powers, as well as overall confidence in Essex Police. **Although annual comparisons show a significant decrease in confidence** (12 months to Q2 this year, compared to 12 months to Q2 last year), for almost all questions where an annual decrease was shown, **improvements were seen in Q2**. For example, whilst 64% of respondents agreed they had overall confidence in Essex Police over the last 12 months, this increased to 68% in Q2.

A similar pattern was seen with other questions. In the last quarter, **77% of respondents felt the police were doing a good job**; performance was at 73% over the last 12 months (compared to 76% last year). There was also an improvement in the **percentage of respondents who felt they would receive a good service from Essex Police (71%)** when there was a 3% decrease in the last 12 months compared to the same 12 months the previous year (a 3% decrease to 68%). Similarly, **Q2 saw an improvement in the percentage of respondents who felt EP are dealing with crime and disorder in their area**; although still below the 51% seen in the 12 months to Q2 last year (46% in the 12 months to Q2 this year), the last quarter saw this increase to 49%, which is similarly the highest experienced in the last four quarters.

There was **no significant change in perceptions of how much of a problem crime and ASB are in Essex** (32% felt it is more of a problem now, compared with 30% the previous year) and **the impact of a uniformed presence remains consistently high**, with 91% of respondents placing importance on this (the same percentage as the previous year). Of note, those who think that EP are doing a poor job, were significantly more likely to mention a lack of police visibility, accessibility, and responsiveness. Similarly, those who felt that EP were not dealing with crime and ASB in their area, also cited a lack of police visibility. This feedback has remained consistent over the last year, with respondents regularly reporting that visibility is a key issue.

SMSR also conduct surveys for several other Police Forces, and an overall increase in confidence was seen in Q2 for most of these too, which may indicate a more generalised improvement in attitudes to policing. However, reports in the national media during (and just before) the Q2 period have included several positive news stories about Essex Police. This included praise for anti-corruption and vetting processes, securing additional funds for 'safer streets,' and a seizure of firearms and cannabis worth £3 million\*. This may have helped to somewhat counteract some of the negative reporting around policing in general – especially high-profile cases involving the Met Police – and contributed to the improvements seen in Q2.

For several questions, there remains a significant difference between ethnic minority and white responses. **Whilst overall confidence in policing is higher amongst ethnic minorities** (72% of ethnic minorities agreed they had confidence in local police, compared with 63% of white respondents), **confidence around making a complaint against police was significantly lower for ethnic minorities**.

<https://www.bbc.co.uk/news/uk-england-essex-65934093> refers to anti-corruption and vetting process.

<https://www.bbc.co.uk/news/uk-england-essex-66033846> refers to funding for 'safer streets'.

<https://www.bbc.co.uk/news/uk-england-essex-66119504> refers to firearms and cannabis seizure.

# Executive Summary - continued

In the 12 months to the end of Q2, **64% of ethnic minority respondents felt they would be treated fairly if they made a complaint against police, compared with 69% of white respondents.** Although Q2 saw an improvement (67% ethnic minorities, 74% white), there remains a gap between white respondents and ethnic minorities. This may be partly influenced by events in the media, such as the reporting of Met officers being dismissed for gross misconduct following a stop and search of athlete Bianca Williams and Ricardo Dos Santos. Although the dismissal came after the current survey results, the story was widely reported prior to this, with some emphasis placed on the length of time it took for the case to reach a conclusion following the initial complaint in 2020.

The Crime Survey for England and Wales showed that white respondents were more likely to believe that police would treat them fairly than black/mixed race respondents, but Asian respondents had higher confidence levels in this area. The SMSR survey does not break down ethnic minorities to more specific backgrounds, but it is worth considering that this is potentially a national trend, and further work may be needed to increase confidence amongst black respondents in Essex.

**A significantly lower percentage of white respondents felt safe walking alone after dark (56% felt safe), compared to ethnic minority respondents (68% felt safe).** Residents from **Basildon, Castle Point and Tendring felt the least safe walking alone after dark**, but it is unclear as to why there is a difference between white and ethnic minority respondents. However, an interactive map at [Have Your Say Today - - Commonplace](#) provides some public feedback as to why people feel unsafe in specific areas, and how they feel these areas could be improved. Further promotion of this site alongside the [Streetsafe Reporting](#) may lead to an increase in public responses and provide a good basis for local action.

The interactive map is aimed at **females, who are more than twice as likely to feel unsafe walking alone after dark compared to males** (55% of females feel unsafe, compared to 26% of males), so it is a useful resource to identify areas of concern amongst females. In general, **female confidence in local policing has declined** when the 12 months to Q2 this year, are compared to the same period last year (a decrease from 70% to 66%), so further work to make these perceived hotspots safer, may have a positive impact on female opinions.

**Victim confidence in Essex Police was significantly lower than non-victims**, both in Q2 and annually. Although 70% of victims felt that the police representative was professional, **only 44% were satisfied with how well they were kept informed of progress.** Similarly, when asked what could be done to improve the service for victims, one of the top answers was to 'do what we said we would'. This suggests that communication with victims is likely to be a key factor in improving confidence levels.

As previously seen, **higher volume crimes tend to show lower levels of satisfaction.** Victims of offences such as vehicle crime, ASB and criminal damage, are less likely to be satisfied than victims of domestic violence, harassment, and burglary. It's likely this is due to the amount of contact a victim of higher harm offences has with police, compared with victims of lower-level offences. Higher harm offences also tend to have higher solved rates and given that **'solving more crimes' was the most popular answer as to how to improve the service to victims**, it is to be expected that victims of unsolved crimes would report a more negative experience.

# Executive Summary - continued

At district level, **Castle Point saw a significant decline in confidence when the 12 months to Q2 this year are compared to the 12 months to Q2 last year.** This was noted in the last survey results, and **although *annual* comparisons continue to show a decline, there has been some improvement when Q2 is compared to Q1.** For example, In Q2 this year, **54% of Castle Point residents agreed that they had confidence in the local police** – a decrease from 61% the previous year, but **an increase from 49% in Q1.** This suggests that measures put in place locally have started to have some impact.

In Q2, the results from **Braintree residents showed a significant decline**, with 59% of respondents agreeing they have confidence in the local police (an annual decrease of 12%). Despite an overall reduction in crime and ASB in Braintree over the last 12 months, there were also significant decreases in Braintree with the percentage of respondents who felt Essex Police are dealing with crime and ASB, the percentage who felt they would receive a good service if they were to report a crime, and the percentage who think police are doing a good or excellent job. It is worth noting that of those surveyed, 15% in Braintree had been a victim of crime in the last year, which is the highest across all districts (the average being 9%). Given that victims tend to have less confidence in police, this may have had some impact on the survey results.

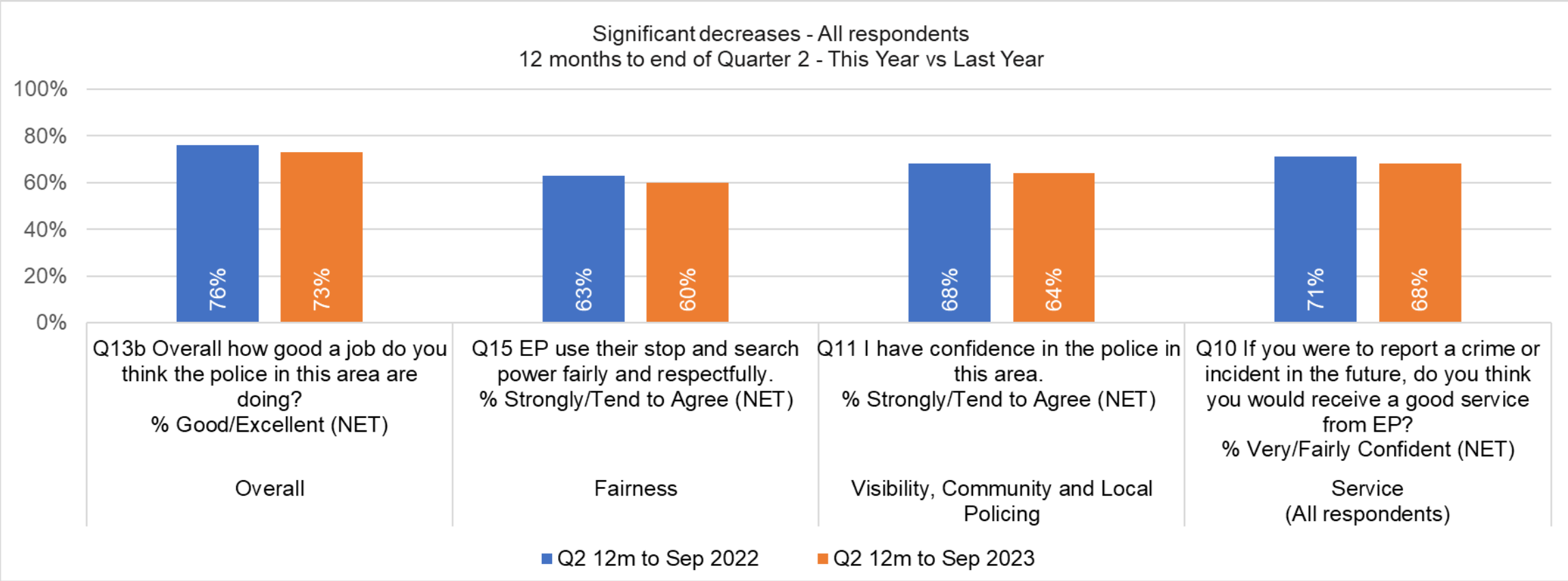
Overall, the survey results are clear that a **regular uniformed police presence, perceptions of crime levels, expectations of receiving a good service, and victim advocacy, are key factors in promoting public confidence.** Most people do not regularly have contact with Essex Police, so their perceptions will be based on general views of Policing and levels of crime; word of mouth from those who have had contact with Essex Police also contributes. Distinguishing Essex from National media stories, promoting visibility and crime prevention, and examples of good service provided, all contribute to that general perception. Those who do have contact with Essex Police **tend to have a lower perception of the Force than they had previously.** Ensuring regular contact, providing crime prevention advice, and doing what we said we would do, can improve that victim perception and encourage advocacy for the Force.

Confidence has stabilised with signs of improvement, despite a substantial negative focus on trust and confidence in Policing at a national level across the last year.

# Key Findings: Quarter 2 (Q2) 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 only shows those questions with a significant change year on year, all others remain stable.



# Key Findings: Quarter 2 (Q2) 2023/24 (Continued)

## Overall

- **In the 12m ending September 2023, 73% of respondents thought that Essex Police (EP) were doing a good/excellent job compared to 76% in the 12m ending September 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 Q2 2023/24, 77% of respondents think Essex Police are doing a good/excellent job,** which is stable compared to 74% in the previous quarter.

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.

## Perceptions of fairness

- **Confidence that the Police use their stop and search powers respectfully** saw a significant decrease compared to the 12 months to September 2022, dropping by 3% pts. to 60% this year. However, whilst Q2 is stable vs Q1, there is a slight increase in the quarterly data of 1% point to 64%.

## Visibility and communities

- 64% agree **they have confidence in the police in this area** in the 12 months to September 2023, a significant decrease of 4% pts. compared to last year (68%). However, whilst Q2 is stable vs Q1, there is an increase in the quarterly data of 3% points to 68%.

## General perceptions of service.

- **Confidence in receiving good service in the future if they reported a crime** significantly deteriorated by 3% in the 12 months to September 2023 to 68% compared to the previous year. This remained stable in Q2 (71%) when compared to Q1 (69%).

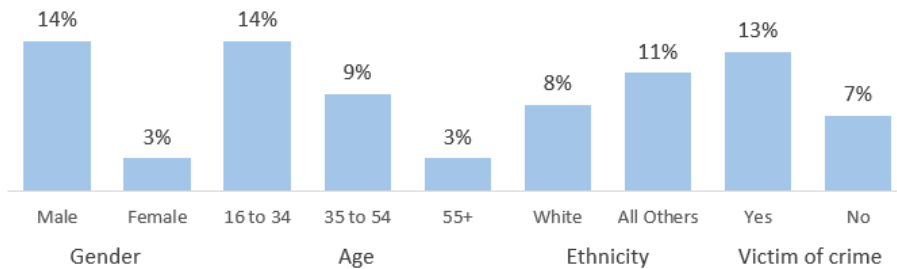
# Key Findings: Quarter 2 (Q2) 2023/24 (Continued)

## Stop and Search

- 8% of Essex residents surveyed has been stopped and searched by Essex Police in the last year.
- Young males and victims of crime are the most likely to have been stopped and searched by Essex Police.
- Southend has the highest incidence of stop and search (13%), compared to 5% in Castle Point and Colchester.

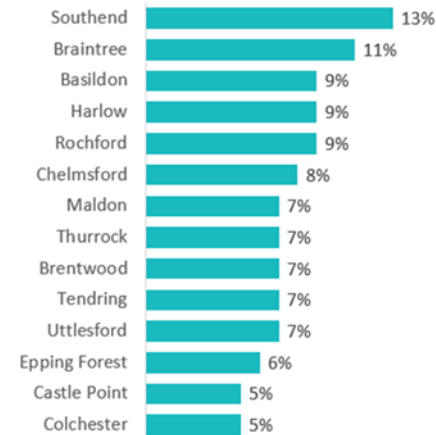
Demographic Analysis (last 12 months)

■ % who have been Stopped & Searched

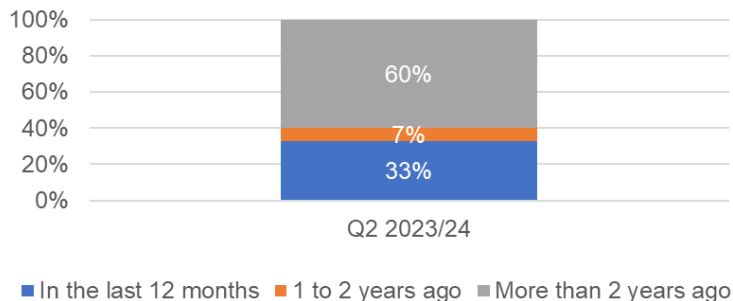


District Comparisons (last 12 months)

■ % who have been Stopped & Searched



NQ1a: If yes, how recently were you stopped by Essex Police?



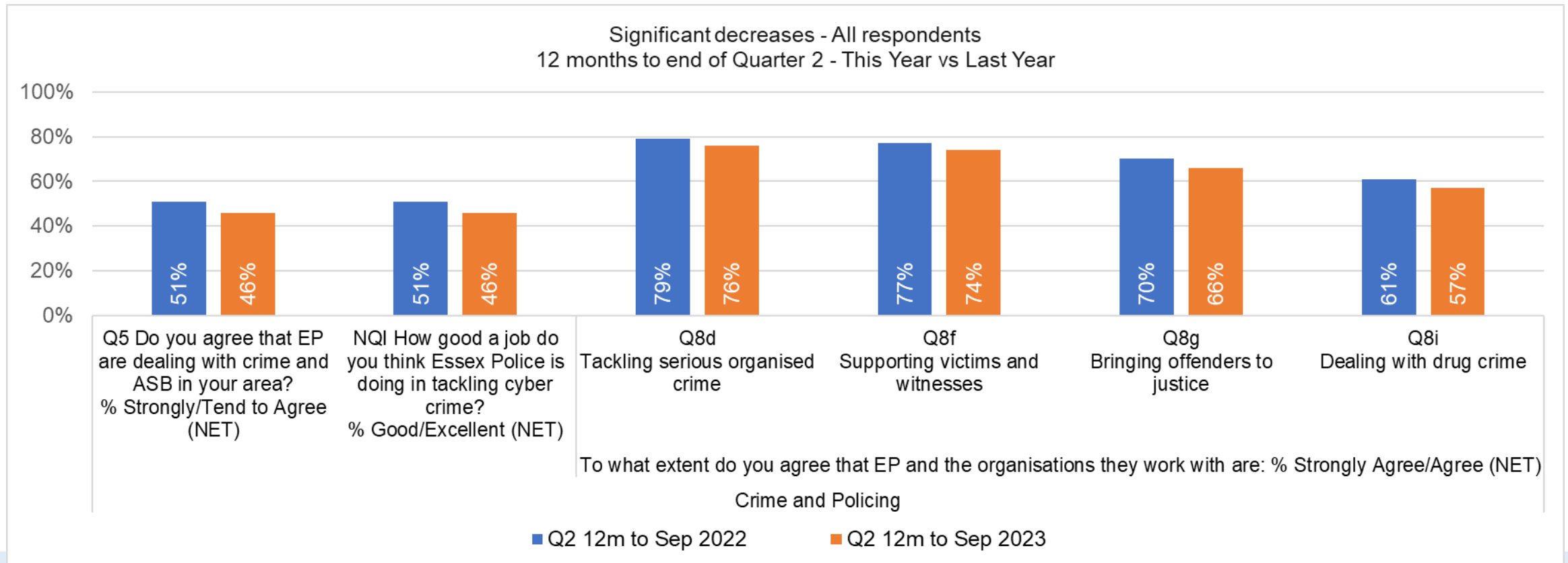
- In Q2 2023/24 an additional question was introduced which focuses on when respondents were stopped and searched (NQ1a). Early indications suggest that one third of respondents were stopped in the last 12 months, with almost two thirds stopped more than two years ago<sup>1</sup>.
- 11% of respondents stopped in the last 12 months were Ethnic Minorities compared to 8% White. This may be an influencer resulting in a slightly lower percentage of Ethnic Minority respondents thinking the police use their stop and search power fairly (57%) compared to White respondents (60%) over the same period.

<sup>1</sup> Results should be treated with caution due to the low sample size and will continue to be tracked over subsequent quarters.

# Key Findings: Quarter 2 (Q2) 2023/24 (Continued)

## General perceptions of Crime and Policing

- 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** (46% in the 12 months to September 2023 vs 51% in the same period last year). Q1 was stable when compared to Q1 (49% vs 47%).
- There was a significant annual decrease when respondents were asked if they agree that Essex Police are **doing a good job in tackling cyber-crime** (46% vs 51%). Q2 was stable when compared to Q1 (47% vs 46%).
- **When asked to what extent respondents agree that EP are dealing with specific issues, four of the ten questions<sup>2</sup> show significant annual decreases.** These questions were stable when compared to Q1.
- The remaining six questions in this category remained stable when compared to Q1, but all showed slight percentage point increases.



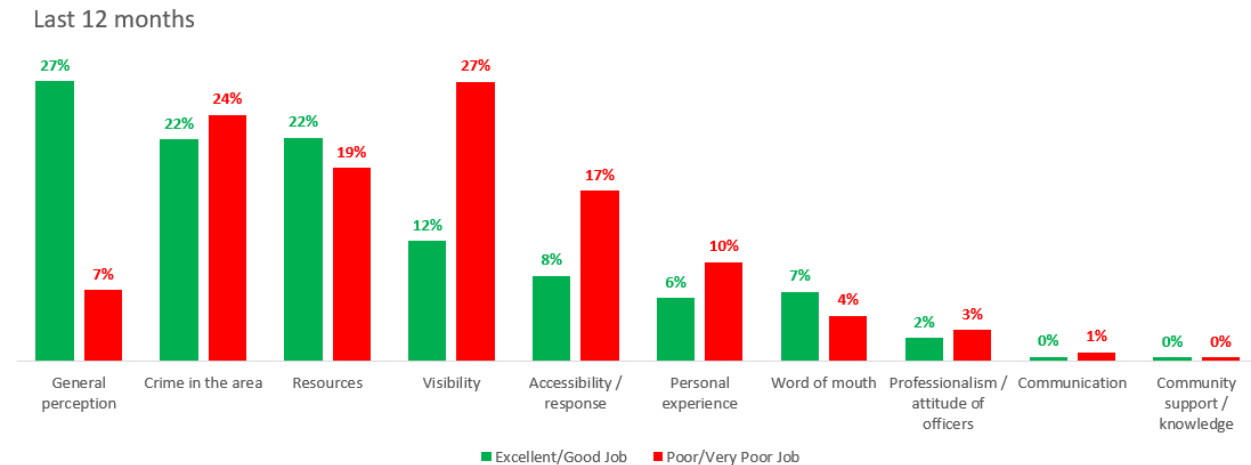
<sup>2</sup> Please see full list of questions on slides 24 and 25



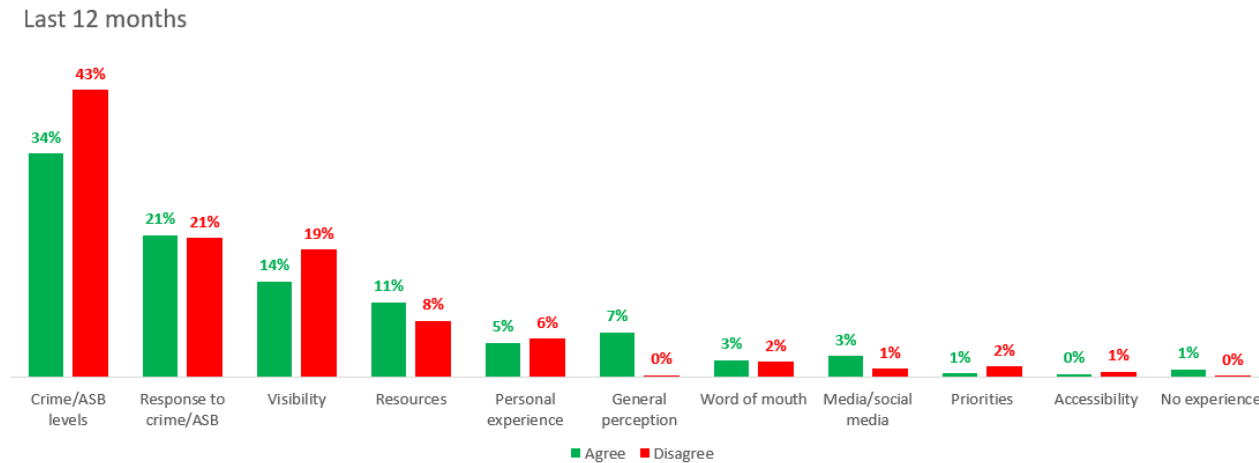
# Key Findings: Quarter 2 (Q2) 2023/24 (Continued)

- In the 12m ending September 2023 73% of respondents thought that Essex Police were doing a good/excellent job compared to 76% in the 12m ending September 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 personal experience.
  - Whereas those who think Essex police are doing a good/excellent job are significant more likely to base this on their general perception.
- In the same period 46% of respondents thought that Essex Police were dealing with crime and ASB in their area compared to 51% 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



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



# Key Findings: Quarter 2 (Q2) 2023/24

White and Ethnic Minority (excluding White minorities) respondents in Q2 2023/24.

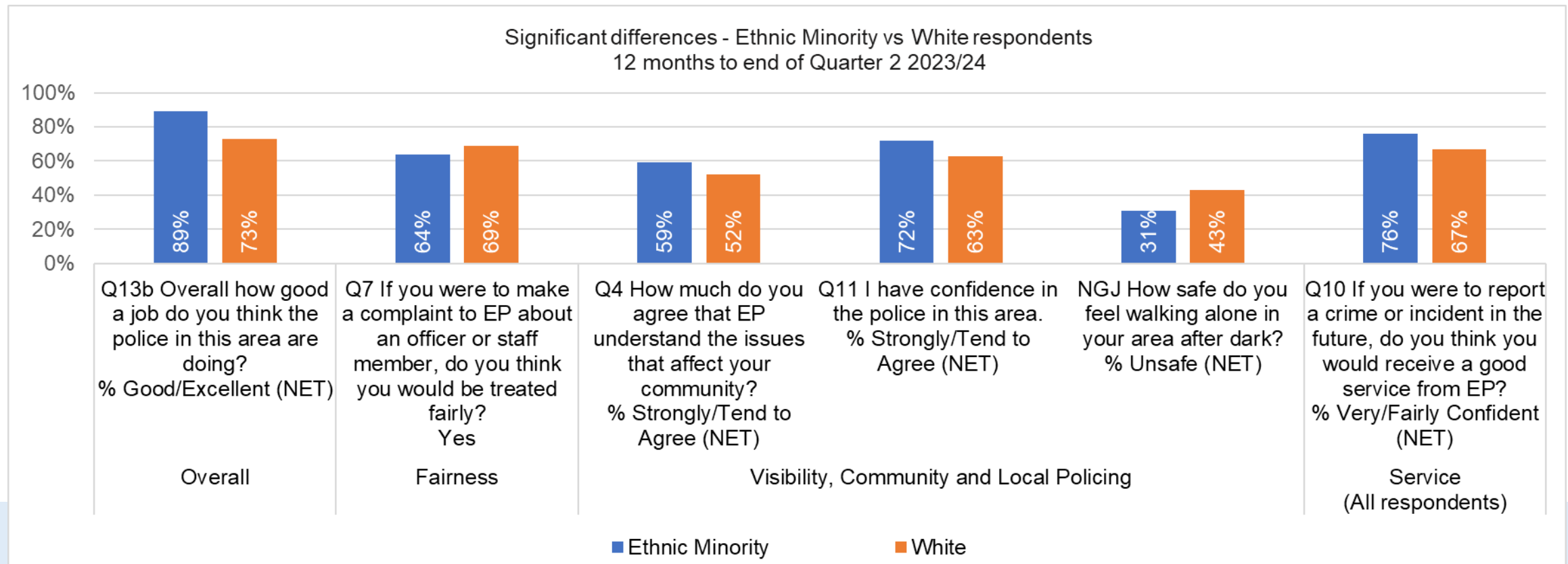
Confidence amongst Ethnic Minority respondents is **significantly higher** than White respondents when compared to the same period last year in the following areas: Overall, Service (All respondents) and Crime and Policing.

- Ethnic Minority confidence is **significantly lower** in the area of Fairness.

## Visibility, Community and Local Policing

- Ethnic Minority confidence is **significantly higher** when asked if they think the police understand the issues affecting their community and whether they have confidence in policing in their area. Their confidence is **significantly lower** when asked how safe they feel walking alone in their area after dark.

- Ethnic Minority confidence is significantly higher in Q2 when compared to Q1 in the following areas: Visibility, Community and Local Policing and Crime and Policing. All other areas are stable in the same period.



# Key Findings: Quarter 2 (Q2) 2023/24 (Continued)

White and Ethnic Minority (excluding White minorities) respondents in Q2 2023/24.

## Overall

- Overall Ethnic Minority confidence (89%) is significantly higher in the 12 months to September 2023 compared to White respondents (73%).
- In Q2 2023/24, 82% of Ethnic Minority respondents think Essex Police are doing a good/excellent job, which is not a significant difference when compared to 77% of White respondents.
- There is a significant increase of 12% points in Ethnic Minority confidence in the 12 months to September 2023 compared to the 12 months to September 2022 (89% vs 77%). In contrast White confidence significantly decreased by 3% points over the same period. All respondents remained stable when compared to Q1.

## Perceptions of fairness

- Ethnic Minority confidence is significantly lower than White confidence when asked if they were to **make a complaint about an officer or staff member, would they be treated fairly** (64% vs 69%). This remained stable in Q2 (67% vs 74%).

## Visibility and communities

- Ethnic Minority confidence that **Essex Police understand the issues that affect their community** is significantly higher than White confidence in the 12 months to September 2023 (59% vs 52%). All respondents remained stable when compared to the same period last year, and all reported a confidence level of 56% in Q2.
- 72% of Ethnic Minority respondents agree they have **confidence in the police in this area** in the 12 months to September 2023, this is significantly higher than White respondents over the same period (63%). Ethnic Minority respondents also show a significantly higher level of confidence in Q2 (77% vs 67%).
- 31% of Ethnic Minority respondents feel **unsafe walking alone in their area after dark** in the 12 months to September 2023; this is significantly lower than White respondents (43%). Ethnic Minority confidence is also significantly lower than White confidence in Q2 (24% vs 41%).

## General perceptions of service.

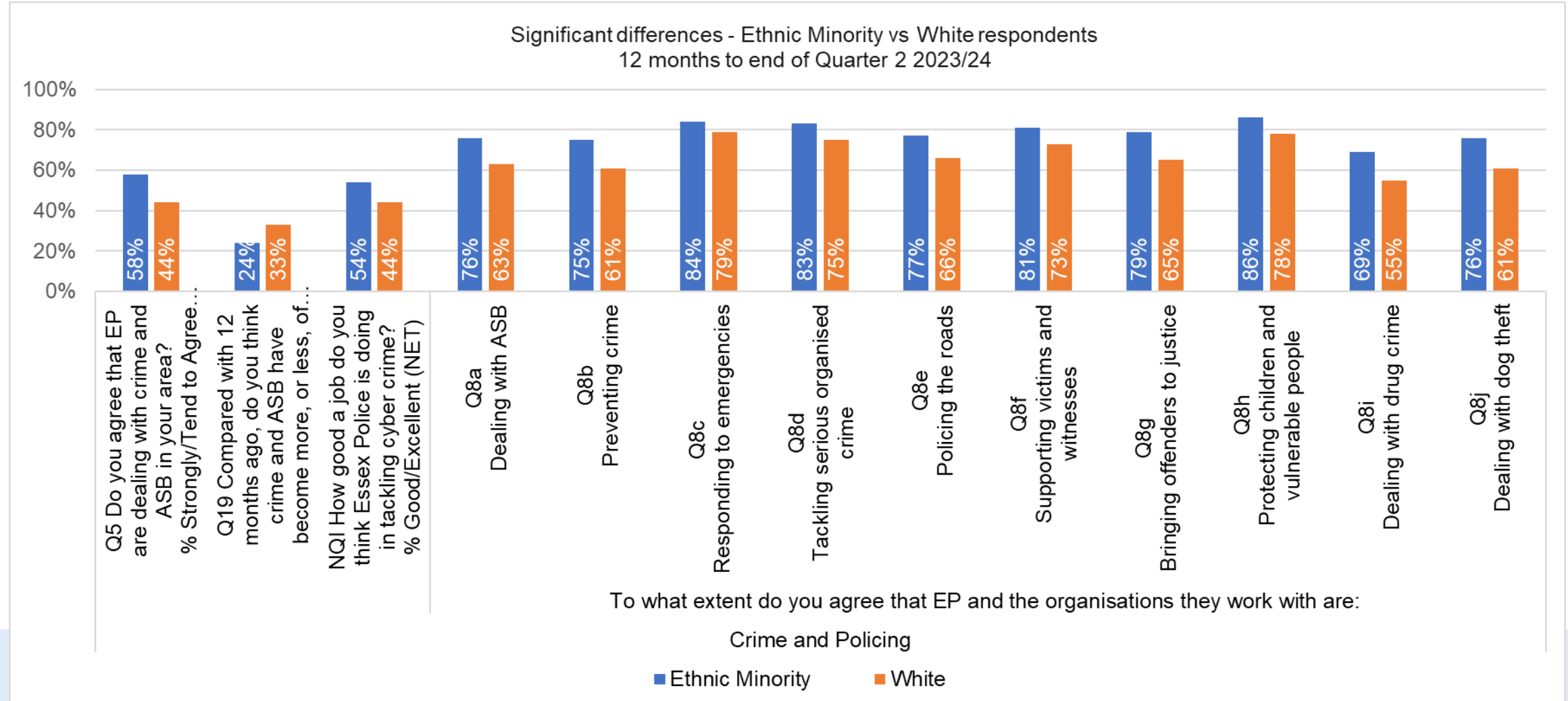
- When asked if they would be **confident in receiving a good service in the future if they reported a crime**, Ethnic Minority respondents' confidence is significantly higher than White respondents in the 12 months to September 2023 (76% vs 67%). It is also 7% points higher than White respondents in Q2, but this is not a significant difference.

# Key Findings: Quarter 2 (Q2) 2023/24

White and Ethnic Minority (excluding White minorities) respondents in Q2 2023/24.

## Crime and Policing

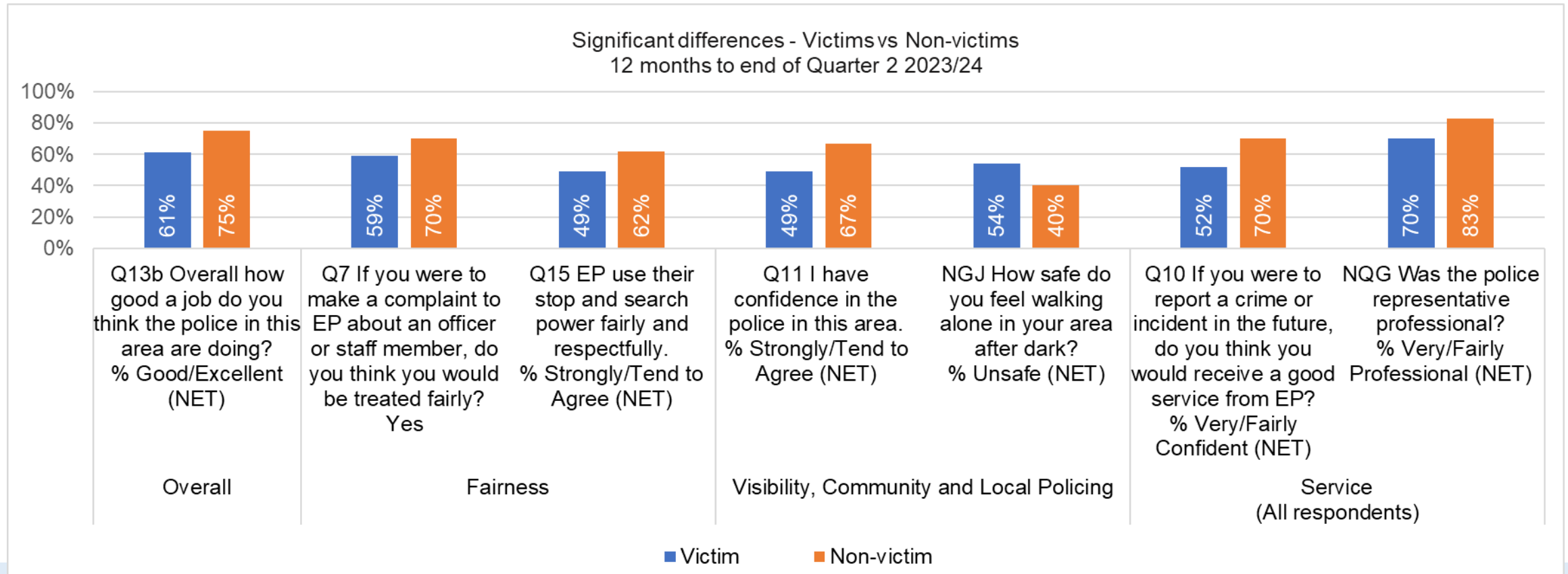
- In all questions in this area Ethnic Minority confidence is more positive in the 12 months to September 2023 compared to White confidence.
- In Q2 2023/24, Ethnic Minority confidence is significantly higher than White confidence when asked if they **agree that Essex Police are dealing with Crime and ASB** in their area, and for nine of the ten questions asking to what extent they **agree that Essex Police are dealing with specific issues**.



# Key Findings: Quarter 2 (Q2) 2023/24

## Victim and Non-victim respondents in Q2 2023/24.

- There are **significant differences in perceptions in all areas for the 12 months to September 2023 when comparing victims to non-victims**. This pattern can be seen across all crime types. There is a significant annual difference of 14% points in overall confidence between victims (61%) and non-victims (75%) in the 12 months to September 2023. This is an increase of 1% point compared to the 12 months to December 2019 (13% pts: victims 53% vs non-victims 66%). There is also a significant difference of 10% points in Q2 (68% vs 78%).
- There are also **significant quarterly differences in all areas when comparing Q2 2023/24 to Q1 2023/24**. This was also the case when comparing Q1 2023/24 to Q4 2022/23.



# Key Findings: Quarter 2 (Q2) 2023/24 (Continued)

## Victim and Non-victim respondents in Q2 2023/24.

### Perceptions of fairness

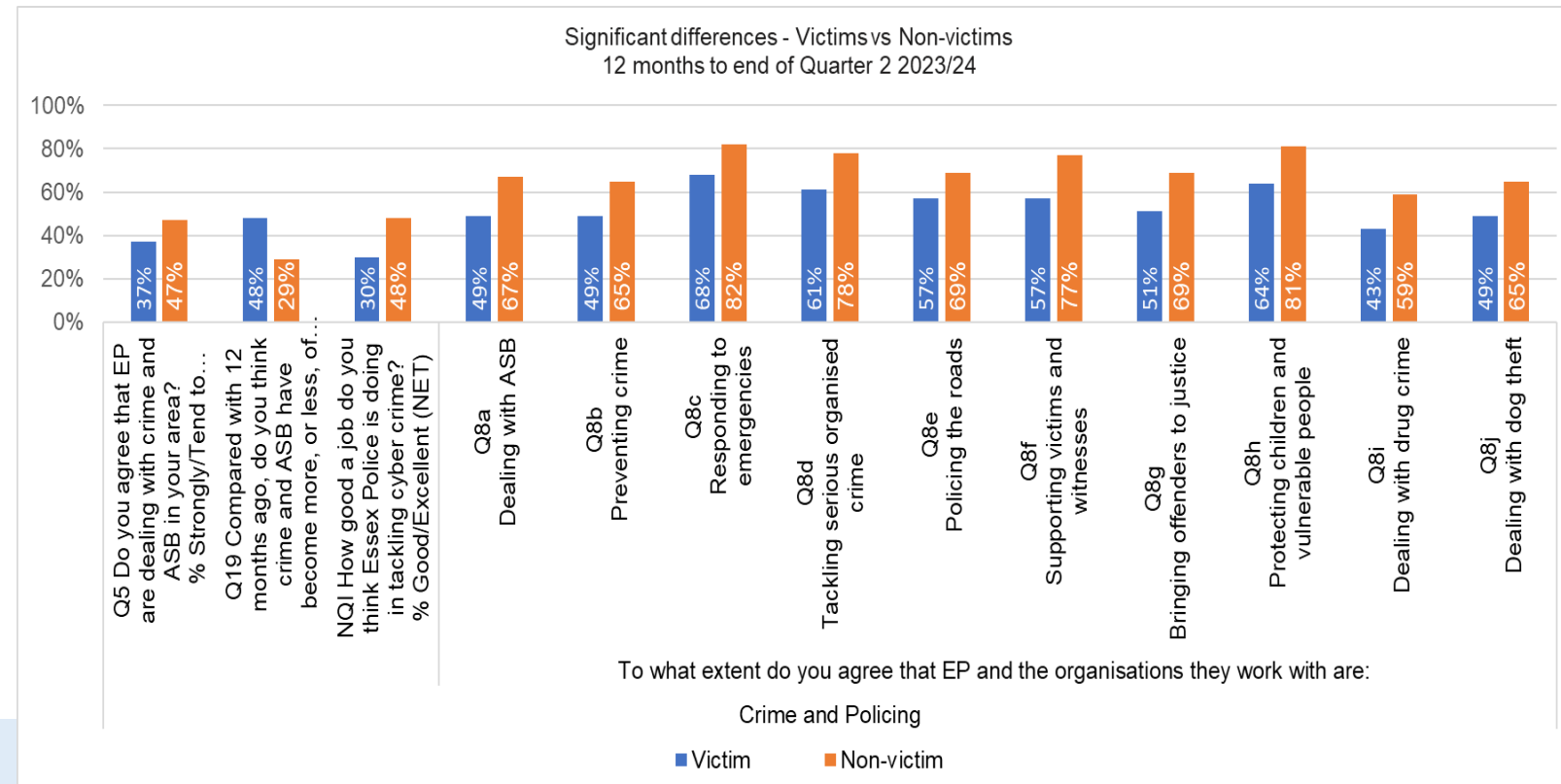
- Victim confidence is significantly lower than Non-victim confidence when asked if they were to **make a complaint about an officer or staff member, they would be treated fairly** (Q7) and whether they think the **police use their stop and search power fairly** (Q15) in the 12 months to September 2023 (Q7: 59% vs 70%, Q15: 49% vs 62%). There are also significant differences in Quarter 2 (Q7: 62% vs 75%, Q15: 50% vs 66%).

### Visibility and communities

- 49% of Victims agree they have **confidence in the police in this area** in the 12 months to September 2023, this is significantly lower than Non-victims over the same period (67%). Victims also show a significantly lower level of confidence in Q2 (55% vs 70%).
- 54% of Victims **feel unsafe walking alone in their area after dark** in the 12 months to September 2023, this is significantly higher compared to Non-victims (40%). Victims also feel significantly less safe in Q2 (54% vs 37%).

### General perceptions of service.

- When asked if they would be **confident in receiving a good service in the future if they reported a crime**, Victims' confidence is significantly lower than Non-victims in the 12 months to September 2023 (52% vs 70%). There is also a significant decrease in Q2 (57% vs 73%).
- Victims' confidence is significantly lower than Non-victims' when asked whether the **police representative was professional** in the 12 months to September 2023 (70% vs 83%). It was also lower in Q2 (72% vs 84%) but this is not a significant difference.
- There are **significant differences in perceptions for all Crime and Policing questions when comparing victims to non-victims in the 12 months to September 2023**. This is also the case when comparing Q2 2023/24 to Q1 2023/24, with the exception of Q5 and Q8j. Victim confidence is less than Non-victim confidence for these questions, but the differences are not significant.

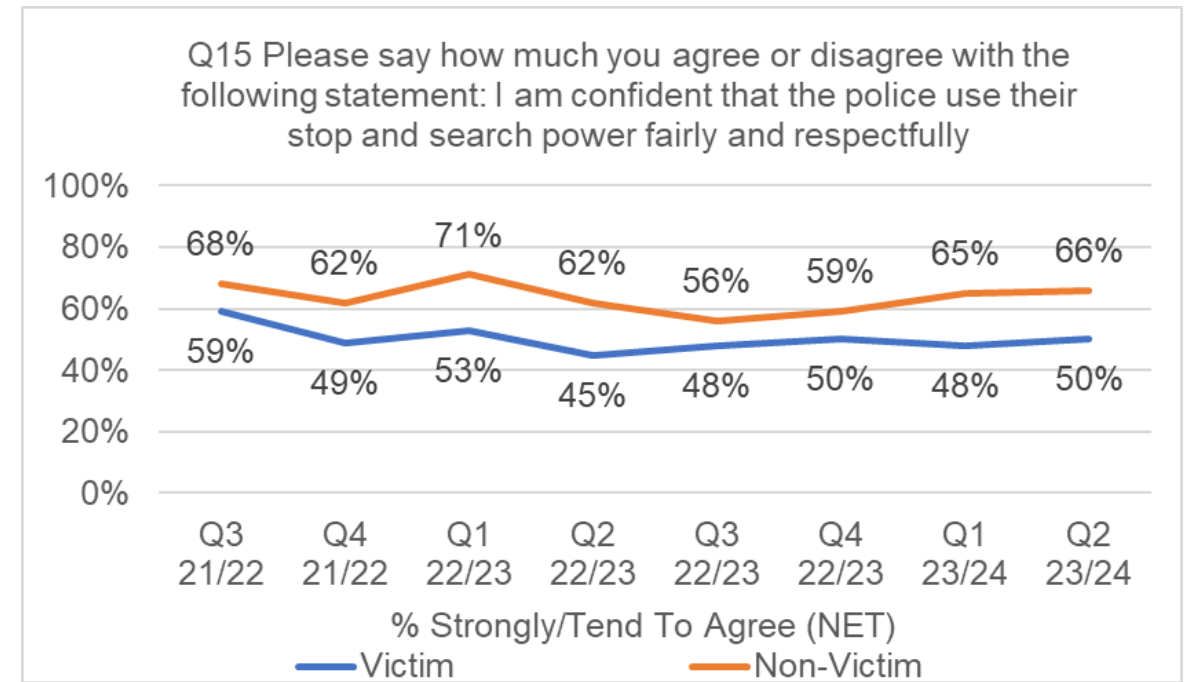
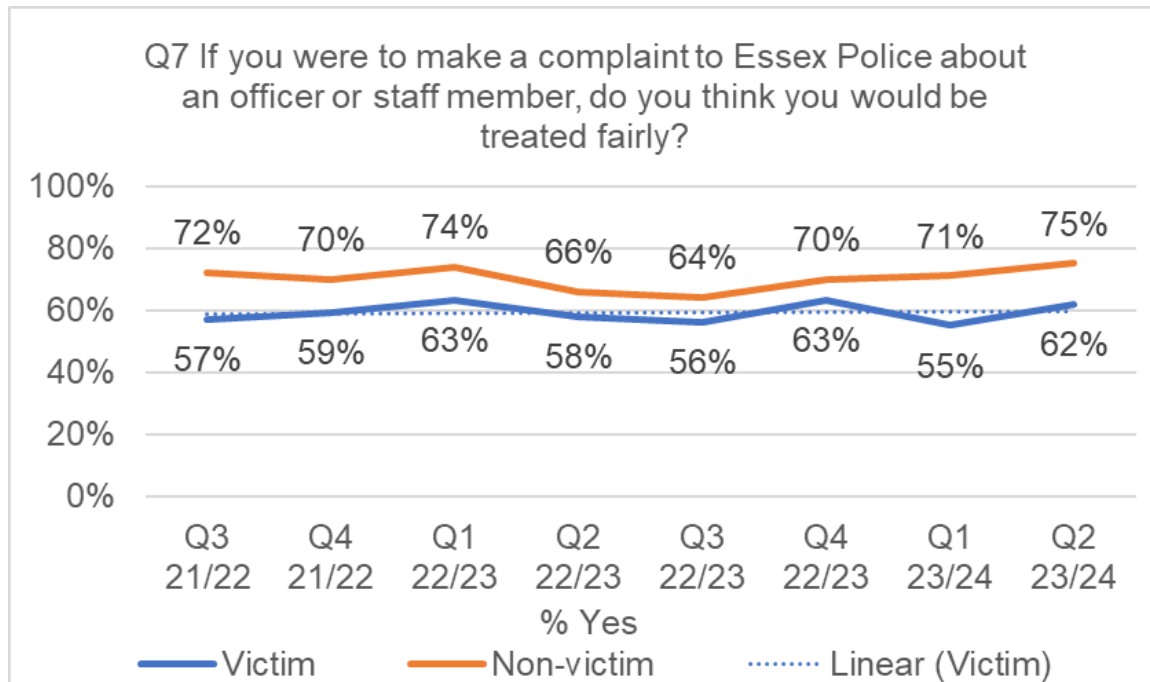


# Key Findings: Quarter 2 (Q2) 2023/24

## Victim and Non-victim respondents in Q2 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 (13% pts.) than that of Non-victims' (62% vs 75%) in Quarter 2.** Victim confidence for the 12 months to September 2023 remained stable when compared to the same period last year (59% for both periods) but is 4% pts. higher than the 12 months to December 2019 (55%).
- When asked whether they are confident that the police use their stop and search power fairly and respectfully, Victims' confidence is also significantly lower (16% pts.) than that of Non-victims (50% vs 66%) in Quarter 2.** This is 5% pts. higher than the same quarter last year and is 2% pts. higher than the 12 months to December 2019 (48%).



# Key Findings: Quarter 2 (Q2) 2023/24

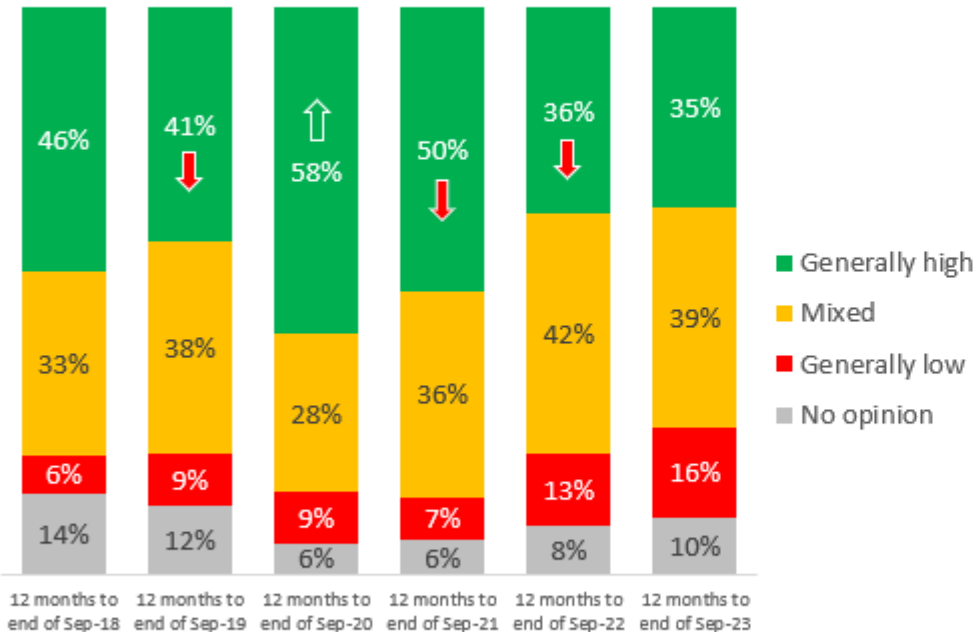
Victim respondents in Q2 2023/24.

## Perceptions of service (victim only respondents)

- **44% of Victims were satisfied with how well they were kept informed of progress.** This is slightly lower than in Q1 (46%) but is not a significant decrease.
- Around a third of victims had a high opinion of Essex Police prior to the incident, after the incident 20% of victims had a better opinion of the police, and 35% had a worse opinion.
- Respondents reporting a higher opinion of the police after recent contact has increased year on year for the past three years. In the 12 months to September 2023 20% of respondents said their opinion is better, this is the highest percentage over the six-year period.

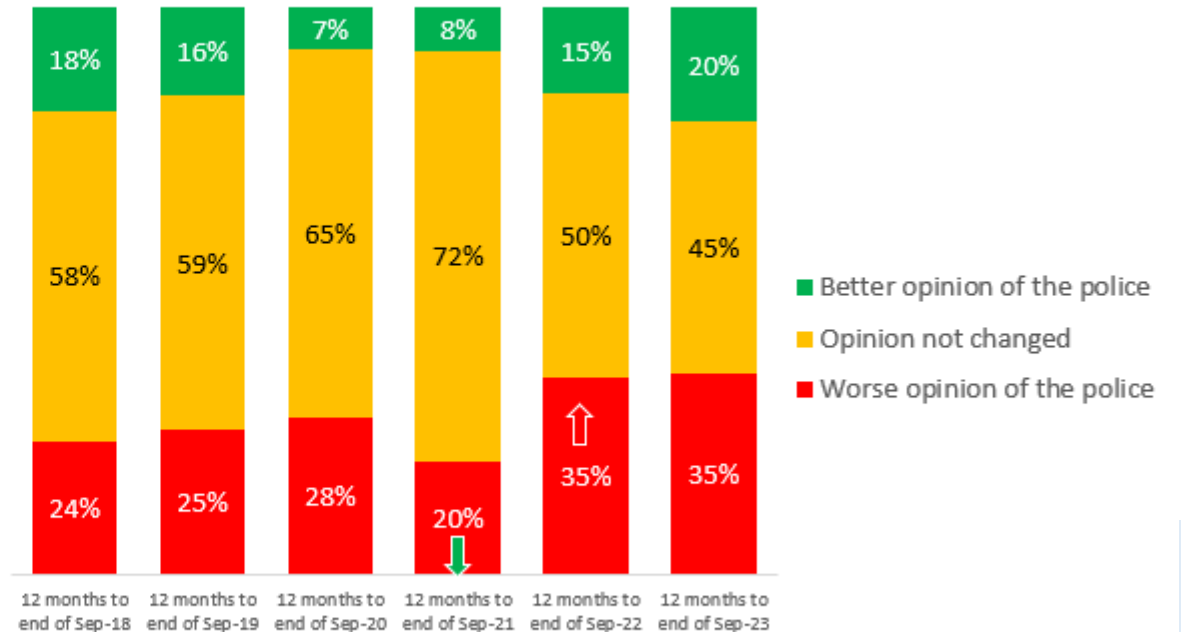
Q38: Prior to this experience was your opinion of Essex Police?

### Annual Trend



Q39: As a result of your recent contact with the police on this occasion, please tell me if:

### Annual Trend





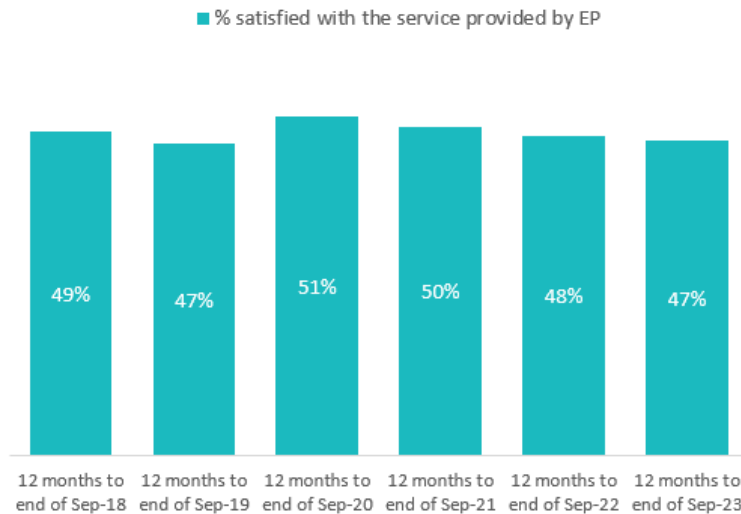
# Key Findings: Quarter 2 (Q2) 2023/24

Victim respondents in Q2 2023/24.

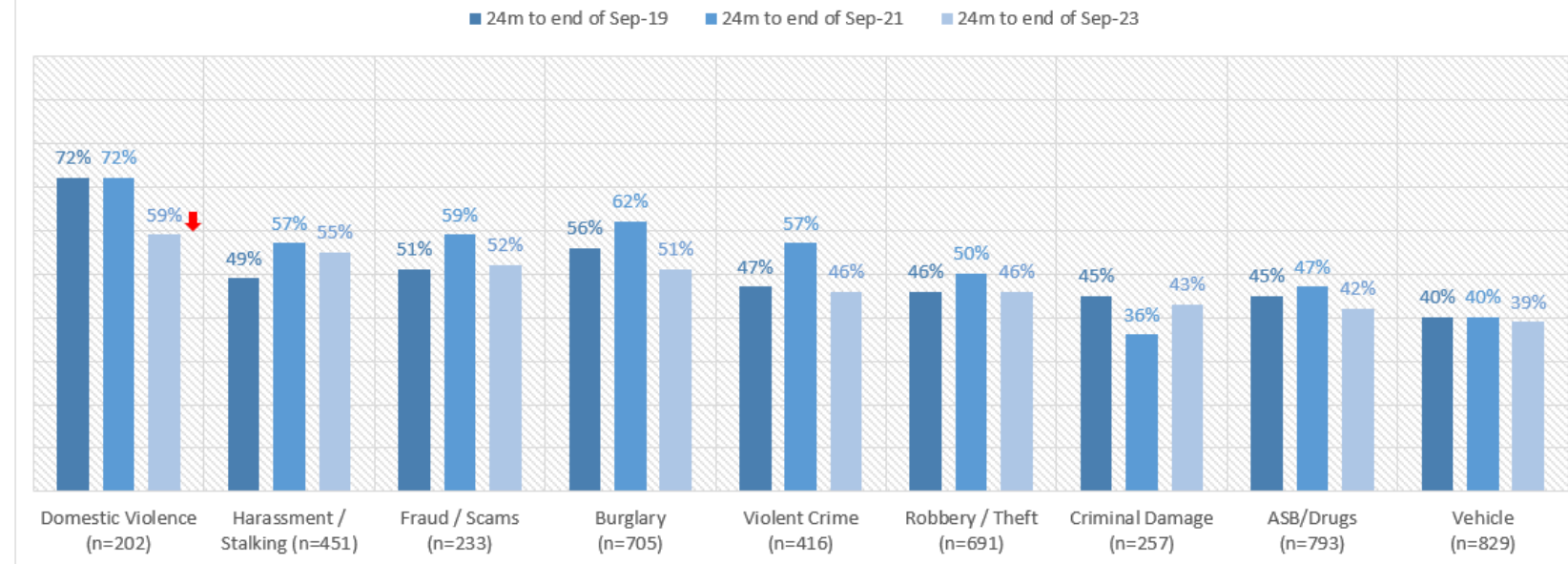
Perceptions of service (victim only respondents) remained stable for both annual and quarterly comparisons.

- **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.**
- The overall level of satisfaction has remained stable over the past six years but is at the lowest level in this period (47%).
- Satisfaction with the service provided to Domestic Violence victims decreased significantly in the latest two-year period. In contrast overall satisfaction remained stable (81% for both periods) for the respondents to the DA Survey. **Initial Response** in the DA Survey remained at 88% for both periods, but satisfaction with **being informed about the progress given** reduced by 5% points (54% vs 59%). This may be a factor in victims' response when asked if they would receive a good service in the future.
- Victims are significantly less confident they would **receive a good service in the future** (Victims: 52% vs Non-Victims: 70%) in the 12 months to September 2023; this is stable when compared to the same period last year (52% for both periods). Victims' confidence is also significantly lower than that of Non-victims when comparing Q2 results only (57% vs 73%).

## Annual Trend



## % satisfied with the service provided by Essex Police (2 year increments)



Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police?

# Key Findings: Quarter 2 (Q2) 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.

- **12% of respondents would like to see the police solving more crimes.**
  - Of these respondents just over half (55%) think the police are doing a good or excellent job, with under half (42%) saying that the police are doing a poor or very poor job.
- **9% of respondents want the police to be seen to be doing general crime prevention.**
  - Of these respondents just under two thirds (61%) think the police are doing a good or excellent job, with just over a third (37%) saying that the police are doing a poor or very poor job.
- **9% of respondents want the police to do what we said we would.**
  - Of these respondents just over half (54%) think the police are doing a poor or very poor 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	12%	3%	55%	42%
Seen to be doing general crime prevention	9%	2%	61%	37%
Doing what we said we would	9%	3%	42%	54%
Investigating more crimes	8%	2%	56%	41%
Regularly updating victims and doing it when expected	7%	8%	54%	38%
Seeing victims in person after reporting crime	6%	3%	63%	33%
Shorter telephone answer times	5%	4%	74%	22%
Telling victims what to expect as part of the investigation process	4%	0%	63%	37%
Providing victim support options	3%	0%	78%	22%
Allowing victims to track the progress of the crime themselves e.g online	3%	3%	88%	9%
Informing victims of the final outcome of the investigation	3%	10%	43%	47%
Offering crime prevention advice	3%	0%	61%	39%
Improving officer and staff professionalism	2%	9%	78%	13%
Providing a named contact or department for the crime	2%	0%	68%	32%
Offering crime prevention advice	2%	0%	88%	12%
Agreeing when victims will receive updates	1%	0%	50%	50%
Other	22%	2%	65%	33%
<b>Grand Total</b>	<b>100%</b>	<b>3%</b>	<b>61%</b>	<b>36%</b>

# Key Findings: Quarter 2 (Q2) 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.

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	Q2
Seen to be doing general crime prevention	14%	12%	10%	9%
Solving more crimes	12%	15%	13%	12%
Doing what we said we would	11%	9%	9%	9%
Investigating more crimes	10%	9%	8%	8%
Shorter telephone answer times	7%	5%	5%	5%
Regularly updating victims and doing it when expected	6%	6%	8%	7%
Seeing victims in person after reporting crime	5%	7%	7%	6%
Providing victim support options	5%	4%	4%	3%
Providing a named contact or department for the crime	5%	3%	2%	2%
Alternative ways to report crime	4%	3%	2%	-
Telling victims what to expect as part of the investigation process	3%	4%	4%	4%
Allowing victims to track the progress of the crime themselves e.g online	3%	4%	3%	3%
Improving officer and staff professionalism	2%	2%	2%	2%
Offering crime prevention advice	1%	2%	1%	3%
Informing victims of the final outcome of the investigation	1%	2%	3%	3%
Agreeing when victims will receive updates	1%	1%	1%	1%
Other	8%	13%	18%	22%

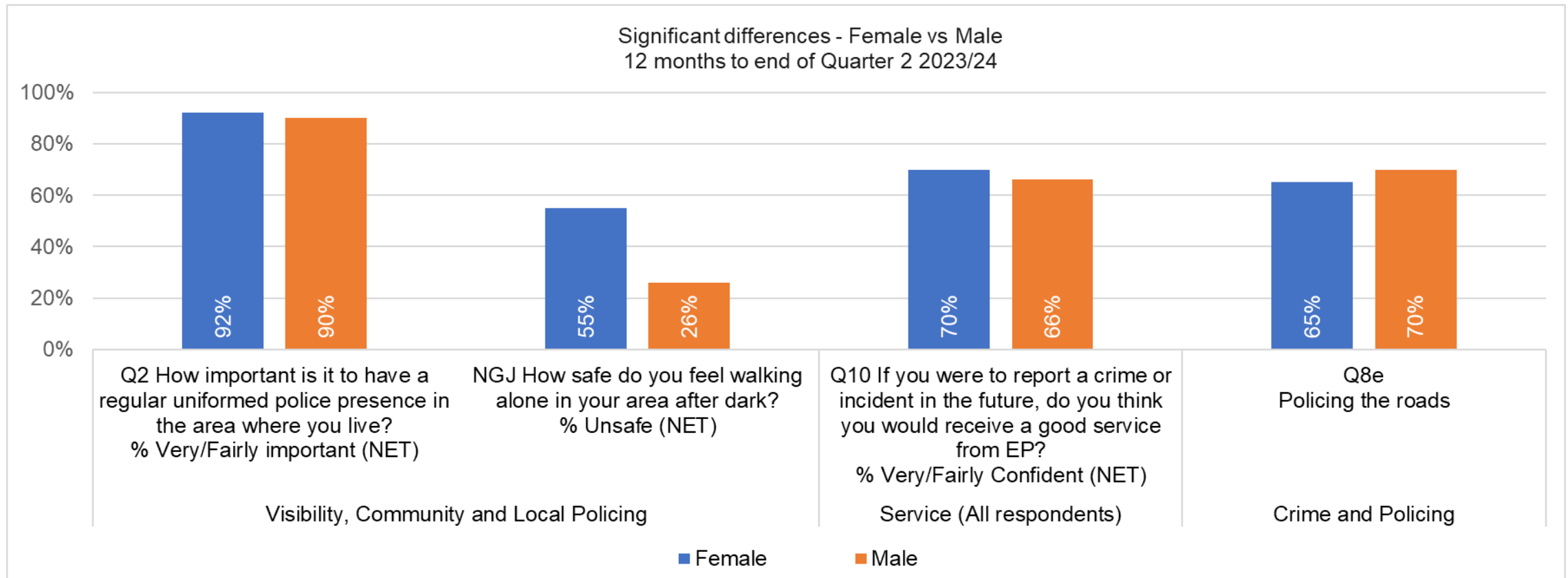
- **22% of respondents (76) responded 'Other'.**
  - Of these respondents nearly half (**41%**) said there should be **more visibility of uniformed officers in the community.**
  - **9%** of respondents said they would like to see a **better/quicker response.**
  - Two respondents (**3%**) said the police need to **deal with corruption.**
  - One respondent said the police should get the facts right before acting and arresting the wrong people. It is not known whether this refers to a domestic abuse incident, but three complainants from the DA Survey said the police treated them as the suspect, resulting in two of them being arrested at the scene.

# Key Findings: Quarter 2 (Q2) 2023/24

Gender: Female and Male respondents

There is no 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 Q2 (Females: 75% vs Males: 72%). The disparity has remained stable (3% points) when compared to the 12 months to the end of September 2022.

- **Male and female respondents' confidence remained stable in the 12 months to September 2023 when compared to the same period last year (Females: 78% vs Males: 75%).**



# Key Findings: Quarter 2 (Q2) 2023/24

Gender: Female and Male respondents

There is a significant difference between males and females in their perception in some areas of **Visibility, Community and Local Policing, Service (All Respondents) and Crime and Policing:**

## Visibility, Community and Local Policing

- In the **12 months to September 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 **more than twice as likely** to feel **unsafe walking alone in their area after dark** compared to males (Females: 55% vs Males 26%).
- In the 12 months to September 2023 66% of females have confidence in the police in their area, this is a significant decrease when compared to the same period last year (70%).

## Service (All Respondents)

- When asked if they would be **confident in receiving a good service in the future if they reported a crime** female confidence is significantly higher than that of males in the 12 months to September 2023 (70% vs 66%), but this is a significant decrease when compared to the same period last year (73%).

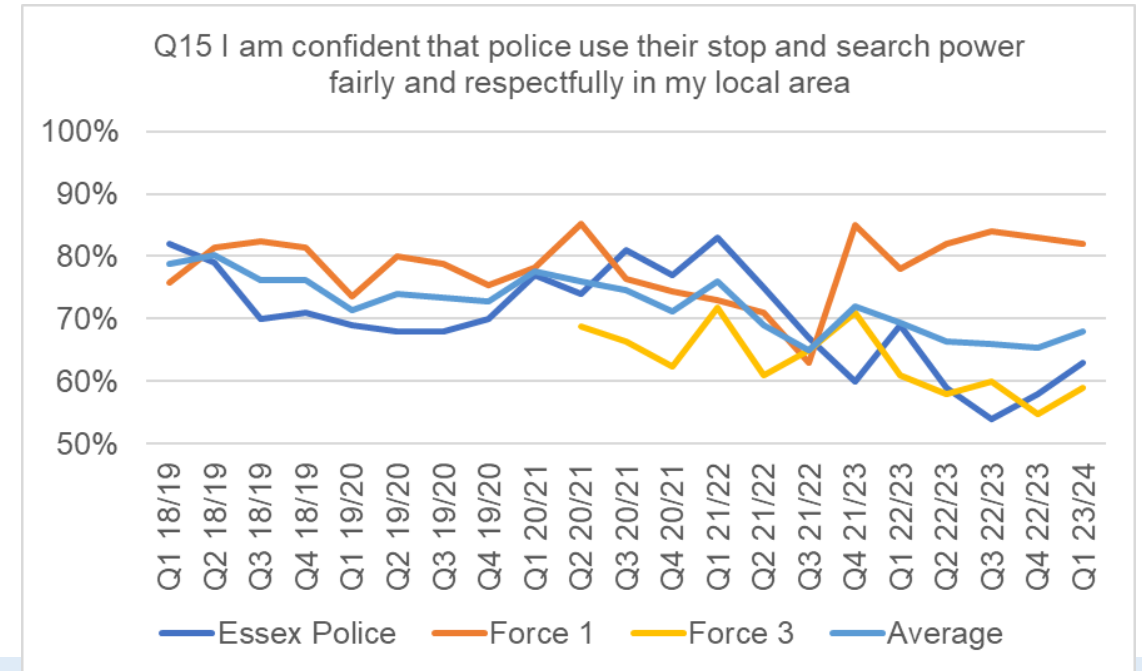
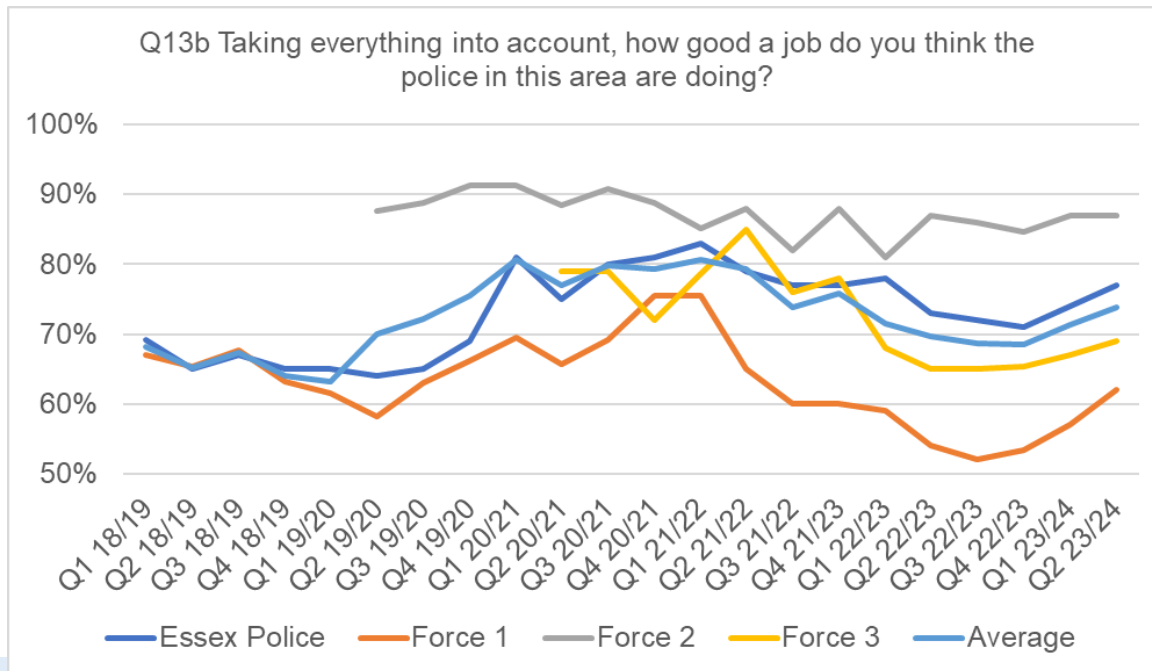
## Crime and Policing

- Female confidence is significantly lower than male confidence when asked if they think Essex Police are **Policing the roads** (65% vs 70%). Female confidence increased by 1% point compared to the same time last year, but this is not a significant increase.
- In the 12 months to September 2023 67% of females think that the **police are Bringing offenders to justice**, this is a significant decrease when compared to the same period last year (72%).
- There is also a significant decrease in female confidence that **police are Dealing with drug crime** over the same period (58% vs 63%).

# 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, overall confidence in Essex Police has increased by 4% points compared to the same period last year. The average was also a 4% point increase.
  - Force 2 remained at the same level of confidence and Force 3 increased by 4% points over this period. Force 1 had the biggest % point increase (8% points) but still remains 15% points lower than Essex.
- Essex is 3% points higher than the average (77% vs 74%).
- In the 12 months ending Q2 there was a 5% point increase in the number of respondents who felt confident that Essex Police use their stop and search powers fairly and respectfully (64% vs 59%). The average across the forces the level of confidence remained at 66% for both periods. Force 1 is a significant outlier for this measure compared to the others surveyed despite a 4% point decrease over the period.
- Essex is 2% points lower than the average (64% vs 66%).



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

# Key Findings: Quarter 2 (Q2) 2023/24

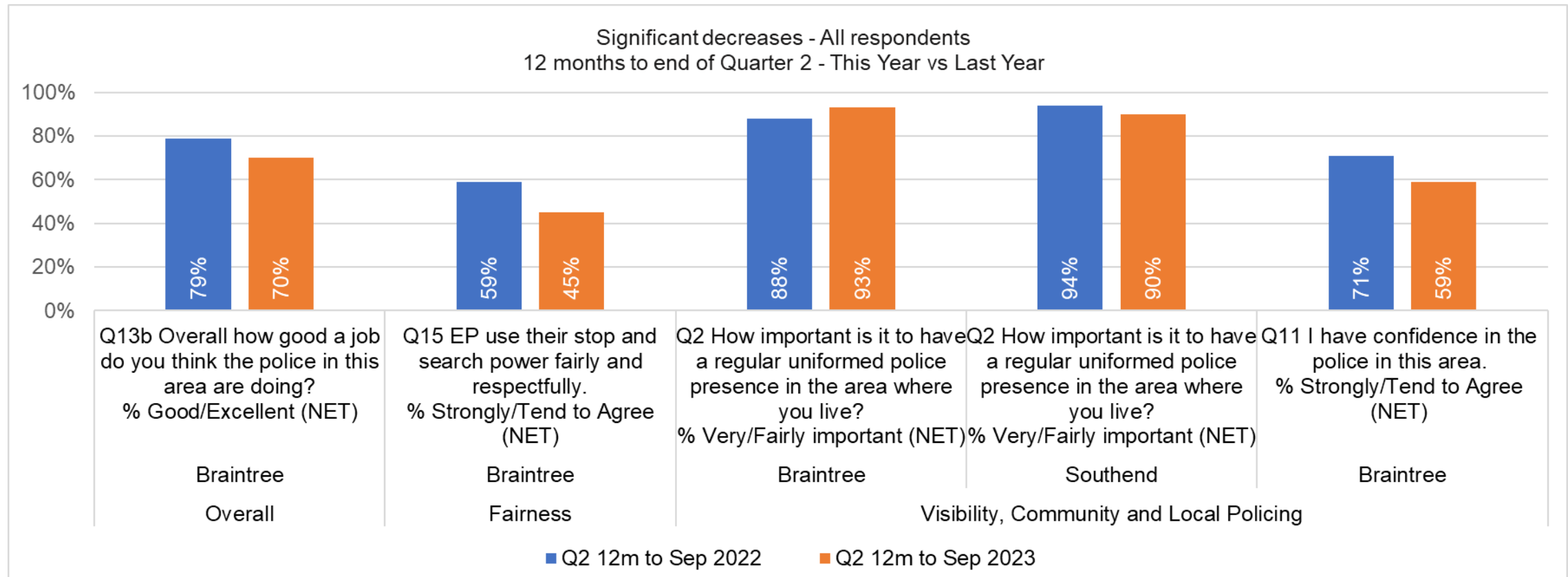
## District comparison 12 months to end of Q2 2023/24 (Continued)

**Overall confidence significantly decreased in one district in the 12 months to September 2023 compared to the 12 months to September 2022.**

- Rural: Braintree (70% vs 79%)

**Public confidence in Essex may be affected by the demographics of an area.** There are correlations between high and low levels of deprivation, and economically active populations and those who have never worked/long-term unemployment.

There are significant differences in the following areas: Fairness, Visibility, Community and Local Policing and Crime and Policing.



# Key Findings: Quarter 2 (Q2) 2023/24

## District comparison 12 months to end of Q2 2023/24 (Continued)

**Braintree reported nine significant differences (eight decreases and one increase) in the 12 months September 2023 compared to the same period last year in the following areas:**

- **Overall:** (70% vs 79%)
- **Fairness: Use stop and search power fairly** (45% vs 59%)
- **Visibility, Community and Local Policing and Crime and Policing: Uniformed police presence in area** (Increase: 93% vs 88%) and **Confidence in police in this area** (51% vs 79%).
- **Crime and Policing: Responding to emergencies** (77% vs 85%), **Tackling serious organised crime** (80% vs 70%), **Supporting victims and witnesses** (67% vs 76%), **Bringing offenders to justice** (58% vs 71%) and **Dealing with drug crime** (50% vs 62%).

**Confidence decreased significantly in Basildon in three areas of Crime and Policing over the same period, Dealing with crime and ASB in their area (50% vs 60%), Dealing with ASB (63% vs 73%) and Dealing with drug crime (61% vs 70%).**

**Chelmsford, Colchester and Castle Point confidence decreased significantly in one area of Crime and Policing in the 12 months to September 2023 compared to the same period last year.**

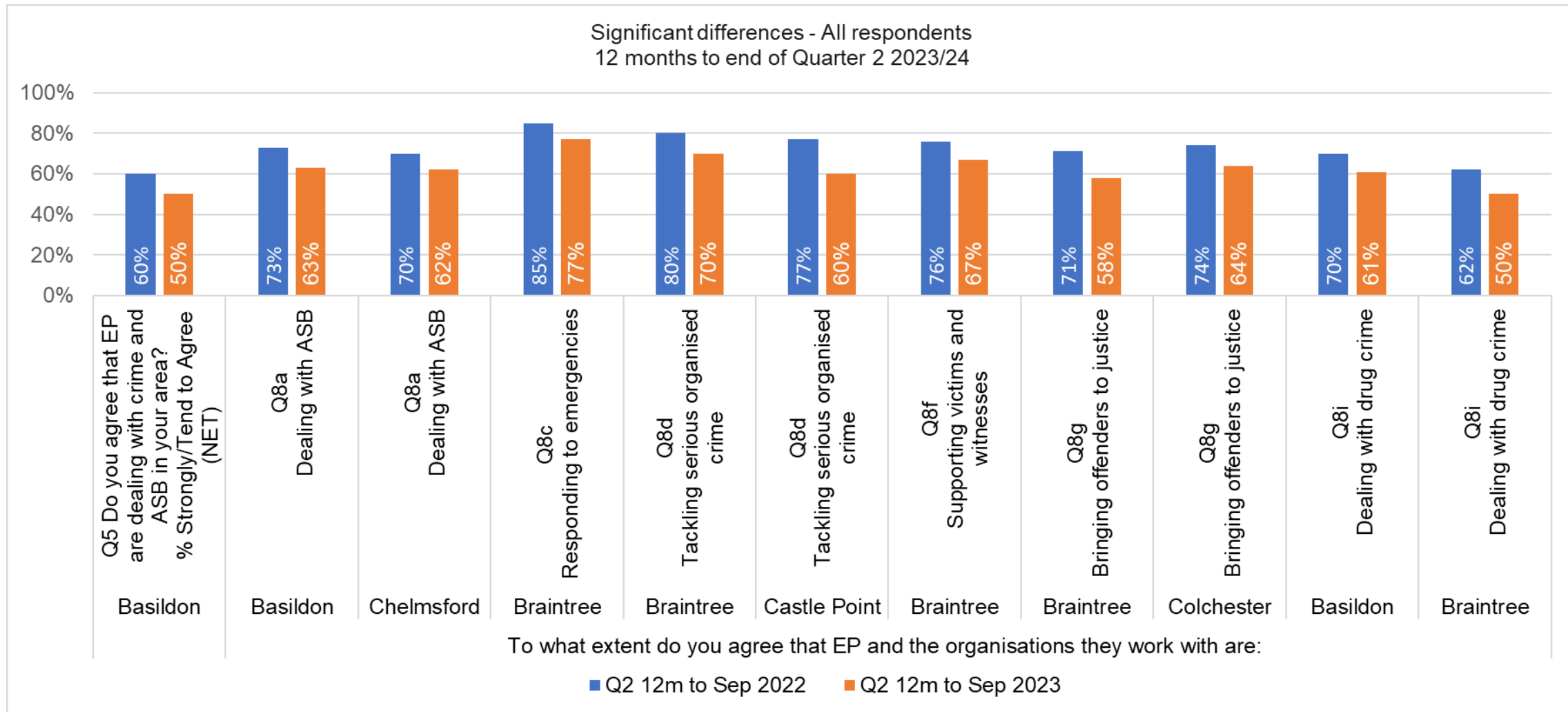
- Chelmsford: **Dealing with ASB** (62% vs 70%).
- Castle Point: **Tackling serious organised crime** (60% vs 77%).
- Colchester: **Bringing offenders to justice** (64% vs 74%).

**Southend confidence decreased significantly in Visibility, Community and Local Policing: Uniformed police presence in area (90% vs 94%).**



# Key Findings: Quarter 2 (Q2) 2023/24

District comparison 12 months to end of Q2 2023/24 (Continued)



# Key Findings: Quarter 2 (Q2) 2023/24

## District comparison 12 months to end of Q2 2023/24

**Uttlesford and Rochford have 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 6% points higher than the Force overall level of confidence (73%).**

- Uttlesford has the lowest percentage of households with dimensions of deprivation (42.0%), Rochford is seventh highest (50.6%).
- Uttlesford is one of the highest economically active areas (64.6% are economically active), Rochford is fourth lowest (60.1%).
- Uttlesford has the lowest rate for never worked / long-term unemployment (4.5%), , Rochford is fourth lowest (6.2%).
- Uttlesford has sixth highest percentage of the population aged over 65 (20.2%). Rochford is fourth highest (23.3%).

**Castle Point have the lowest confidence in local policing and are least likely to feel that EP are doing a good/ excellent job (62%), this is 11% 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 the second lowest economically active area (57.7% are economically active).
- 7.7% of those aged over 16 have never worked or are long-term unemployed.
- Castle Point also has the second highest percentage of the population aged over 65 (25.2%), Rochford fourth (23.3%).
- 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 (96%); this is the highest of all districts for this question. In contrast Uttlesford showed a response of 89% and Rochford 92% for the same question.
- Compared with 12 months ago 45% 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 (34%) when asked if they **agreed Essex Police are dealing with crime and ASB.**

**Tendring** has the highest percentage of households with dimensions of deprivation (61.7%) and never worked / long-term unemployment (10%). It also has the lowest percentage of economically active residents (49.7%), but despite this their overall level of confidence that the police are doing a good/excellent job is 10% points higher than Castle Point (62%) and only 1% point lower (72%) than the Force level of overall confidence (73%).

Rochford confidence has reported the highest level of confidence of all districts in six of the last eight quarters compared to Castle Point which has reported the lowest level of confidence in the same number of quarters over the same period. Both districts are in the same LPA so the same practices being used in Rochford, should be applied in Castle Point, to improve its level of confidence.

# Key Findings: Quarter 2 (Q2) 2023/24

District comparison 12 months to December 2019 and over the past two years

All districts are reporting higher levels of confidence in the 12 months to September 2023 compared to the 12 months to December 2019.

		Q13b Taking everything into account, how good a job do you think the police in this area are doing? % Good/Excellent (NET)													
		NORTH LPA						SOUTH LPA				WEST LPA			
		URBAN		RURAL				URBAN				URBAN			
Year	Quarter	Chelmsford	Colchester	Braintree	Maldon	Tendring	Uttlesford	Basildon	Castle Point	Rochford	Southend	Brentwood	Epping Forest	Harlow	Thurrock
2019/20	Q3	69%	68%	70%	63%	64%	69%	65%	60%	58%	65%	64%	66%	65%	56%
2021/22	Q3	81%	79%	83%	83%	82%	85%	76%	76%	85%	82%	80%	76%	83%	77%
	Q4	79%	78%	81%	82%	81%	84%	74%	75%	84%	82%	79%	75%	79%	78%
2022/23	Q1	78%	79%	80%	79%	79%	82%	74%	74%	84%	81%	74%	72%	77%	77%
	Q2	78%	78%	79%	76%	75%	80%	74%	69%	82%	79%	75%	70%	76%	76%
	Q3	78%	74%	76%	75%	73%	81%	77%	65%	80%	77%	72%	68%	75%	75%
	Q4	80%	72%	74%	73%	71%	79%	75%	60%	79%	76%	70%	66%	75%	74%
2023/24	Q1	78%	71%	72%	75%	70%	79%	73%	56%	79%	76%	70%	67%	74%	70%
	Q2	77%	73%	70%	76%	72%	79%	77%	62%	79%	78%	71%	68%	72%	70%

Key: High  Low

**South LPA: Rochford and Castle Point reported the second and third worst levels of confidence across the Force (58% and 60%) in the 12 months to December 2019.**

- Rochford has reported the highest level of confidence of all districts in six of the last eight periods. There is a significant increase of 21% points compared to the 12 months to December 2019 when they reported the second worst level of confidence (58%). This is the highest % point increase of all districts compared to Q3 2019/20. In the 12 months to September 2023, they are reporting the highest level of confidence of all Districts (79%).
- Castle Point reported a 6% point increase (not significant) in Q2 2023/24 compared to Q1 2023/24 but have reported one of the lowest % point increases when compared to the 12 months to December 2019 (2% points). They are reporting the lowest level of confidence of all Districts in 12 months to September 2023.
- There is a significant difference in the levels of confidence in South LPA in the 12 months to September 2023 with 17% points between the highest and lowest districts (79% vs 62%).

Despite both being in the same District Rochford's confidence increased by 21% points since the 12 months to December 2019 and has consistently reported high levels of confidence over the past two years, but Castle Point's confidence has only increased by 2% points over the same period and has consistently reported low levels of confidence over the same period. Could Castle Point implement the practices used in Rochford to improve the level of confidence currently felt?

# Key Findings: Quarter 2 (Q2) 2023/24

District comparison 12 months to December 2019 and over the past two years (Continued)

**All North LPA districts have consistently reported high levels of confidence in the past two years and were comparatively high across the Force in the 12 months to December 2019.**

- All districts (except Braintree) have higher levels of confidence in Q2 2023/24 compared to that in Q3 2019/20.
- Braintree reported the highest level of confidence of all districts in the 12 months to December 2019, but its confidence level in the 12 months to September 2023 remains at 70% after decreasing every quarter over the last two years.
- In the 12 months to September 2023 confidence levels across North LPA districts are fairly similar, with only 9% points between the highest and lowest (79% vs 70%).

**All of the West LPA districts are reporting higher levels of confidence in the 12 months to September 2023 compared to the 12 months to December 2019.**

- Three of the four West LPA districts (Brentwood, Harlow and Thurrock) report confidence levels of 70% or over for all periods in the past two years. Epping Forest has reported under 70% in the last four quarters.
- Thurrock reported the lowest level of confidence in the 12 months to December 2019 (56%) but has the second highest % point increase of all districts (14% points).
- Confidence levels across West LPA districts are very similar, with only 4% points between the highest and lowest (72% vs 68%).

# Key Findings: Quarter 2 2023/24

District comparison (12m to end of Quarter 2 2023/24)  
Overall ranking

District Ranking 12 months to Q2 2023/24 vs 12 months to Q2 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)	77%	73%	70%	76%	72%	79%	77%	62%	79%	78%	71%	68%	72%	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	68%	55%	67%	73%	52%	76%	73%	70%	77%	73%	68%	74%	70%	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)	50%	65%	45%	58%	64%	58%	68%	59%	74%	70%	48%	58%	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)	91%	86%	93%	91%	88%	89%	93%	96%	92%	90%	94%	95%	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)	51%	47%	48%	59%	46%	55%	58%	45%	62%	64%	47%	48%	59%	52%
	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)	68%	65%	59%	67%	61%	72%	67%	54%	71%	70%	62%	57%	63%	60%
	NGJ How safe do you feel walking alone in your area after dark? % Unsafe (NET)	35%	45%	42%	27%	49%	22%	51%	51%	33%	48%	34%	36%	44%	44%
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%	67%	63%	70%	64%	76%	73%	57%	72%	71%	65%	64%	68%	69%
	Q21 Overall, how well informed do you feel about what the police in your local area are doing? % Very/Fairly Informed (NET)	45%	51%	46%	44%	49%	48%	46%	40%	36%	40%	39%	36%	49%	43%
	NQG Was the police representative professional i.e. courteous, well presented, listened and communicated well. % Very/Fairly Professional 1-2 (NET)	76%	71%	76%	76%	72%	81%	81%	77%	86%	88%	75%	78%	76%	83%
Service Victims only	Q37 How satisfied, dissatisfied or neither were you with how well you were kept informed of progress? % Satisfied (NET)	37%	47%	33%	54%	32%	57%	51%	47%	56%	47%	48%	44%	42%	46%
	Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police? % Satisfied (NET)	37%	47%	36%	48%	38%	57%	50%	49%	58%	51%	49%	51%	47%	49%
	NQH Were you informed of the outcome of the crime reported? Yes	43%	35%	45%	35%	42%	54%	53%	33%	49%	49%	54%	41%	49%	41%

# Key Findings: Quarter 2 2023/24

District comparison (12m to end of Quarter 2 2023/24)  
Overall ranking

District Ranking 12 months to Q2 2023/24 vs 12 months to Q2 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)	48%	47%	42%	48%	45%	45%	50%	34%	53%	57%	43%	37%	47%	42%
	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%	19%	36%	31%	20%	27%	33%	45%	29%	37%	45%	37%	34%	30%
	NQI How good a job do you think Essex Police is doing in tackling cyber crime? % Good/Excellent (NET)	44%	54%	45%	45%	45%	48%	46%	46%	44%	45%	41%	38%	51%	49%
	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	62%	71%	58%	67%	70%	73%	63%	48%	67%	73%	57%	61%	71%	60%
	Q8b Preventing crime	60%	68%	55%	59%	67%	67%	68%	50%	68%	71%	53%	56%	68%	63%
	Q8c Responding to emergencies	82%	79%	77%	77%	80%	86%	82%	73%	84%	85%	78%	75%	79%	76%
	Q8d Tackling serious organised crime	75%	75%	70%	76%	73%	81%	80%	60%	84%	80%	70%	76%	81%	79%
	Q8e Policing the roads	69%	76%	67%	66%	71%	68%	69%	52%	66%	68%	63%	58%	69%	67%
	Q8f Supporting victims and witnesses	71%	70%	67%	72%	71%	79%	79%	69%	80%	78%	70%	78%	78%	76%
	Q8g Bringing offenders to justice	62%	64%	58%	65%	64%	67%	71%	60%	73%	74%	62%	68%	72%	71%
	Q8h Protecting children and vulnerable people	77%	75%	72%	80%	81%	86%	81%	71%	84%	81%	77%	80%	82%	80%
	Q8i Dealing with drug crime	55%	55%	50%	58%	55%	65%	61%	46%	62%	63%	50%	52%	62%	61%
Q8j Dealing with dog theft	61%	68%	61%	67%	66%	70%	63%	55%	56%	64%	59%	55%	61%	66%	

Key Best Worst

# Key Findings: Quarter 2 2023/24

District comparison 12m to end of Quarter 2 2023/24

Significant Increases / Decreases 12 months to Q2 2023/24 vs 12 months to Q2 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)	-	-	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	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	-	-	-	-	-	-	-	-	-	-	-
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)	-	-	Increase	-	-	-	-	-	-	Decrease	-	-	-	-
	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)	-	-	Decrease	-	-	-	-	-	-	-	-	-	-	-
	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 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-

# Key Findings: Quarter 2 2023/24

District comparison 12m to end of Quarter 2 2023/24

Significant Increases / Decreases 12 months to Q2 2023/24 vs 12 months to Q2 2022/23															
		NORTH LPA						SOUTH LPA				WEST LPA			
		URBAN		RURAL				URBAN				URBAN			
Category	Question	Chelmsford	Colchester	Braintree	Maldon	Tending	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	-	-	-	-	-	-	-
	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: % Strongly Agree/Agree (NET)														
	Q8a Dealing with ASB	Decrease	-	-	-	-	-	Decrease	-	-	-	-	-	-	-
	Q8b Preventing crime	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Q8c Responding to emergencies	-	-	Decrease	-	-	-	-	-	-	-	-	-	-	-
	Q8d Tackling serious organised crime	-	-	Decrease	-	-	-	-	Decrease	-	-	-	-	-	-
	Q8e Policing the roads	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Q8f Supporting victims and witnesses	-	-	Decrease	-	-	-	-	-	-	-	-	-	-	-
	Q8g Bringing offenders to justice	-	Decrease	Decrease	-	-	-	-	-	-	-	-	-	-	-
	Q8h Protecting children and vulnerable people	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Q8i Dealing with drug crime	-	-	Decrease	-	-	-	Decrease	-	-	-	-	-	-	-
	Q8j Dealing with dog theft	-	-	-	-	-	-	-	-	-	-	-	-	-	-



# Full questions

Category	Question	Response
<b>Overall</b>	Q13b Taking everything into account, how good a job do you think the police in this area are doing?	% Good/Excellent (NET)
<b>Fairness</b>	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)
<b>Visibility, Community and Local Policing</b>	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)
<b>Service</b> 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)
<b>Service</b> 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		