



Public Views and Experience of Policing and Criminal Justice in Essex

Q4 2023/24 Survey Results Presentation





Section One Introduction, Methodology & Executive Summary

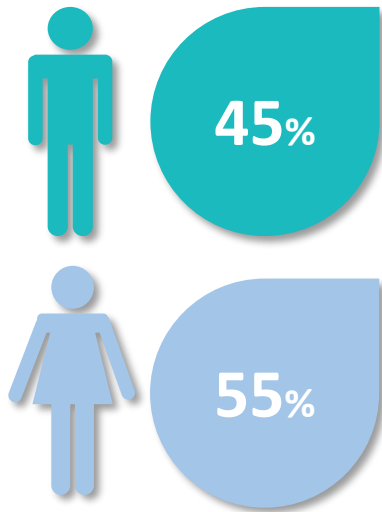


Introduction & Methodology

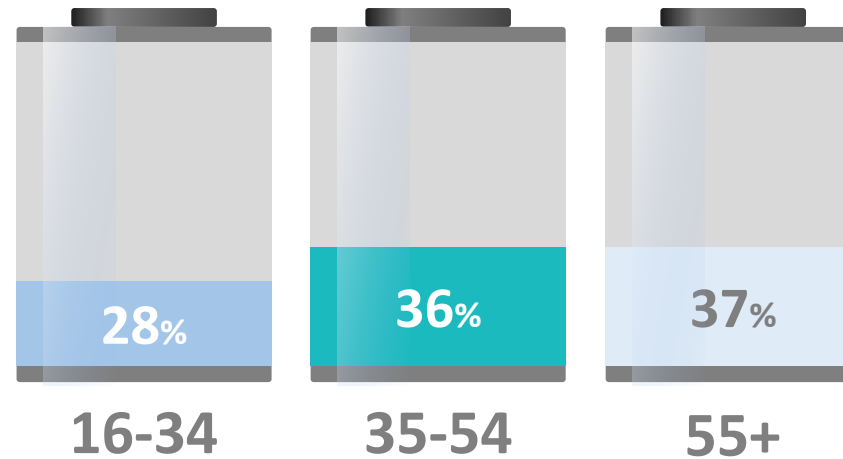
- This report details the 28th quarter of results for the Essex Police Public Perceptions Survey
- Since the survey began approx. 53,900 Essex residents have been interviewed – approx. 3,850 in each of the 14 Districts
- Fieldwork is split between interviews taking place over the phone and face to face. In Q4 23/24 53% of interviews were conducted over the phone, with the remaining 47% face-to-face.
- Results have been weighted to accurately represent the population size and demographics of each District. This has been updated to reflect the 2021 Census.
- The report presents the results at an annual and quarterly level to compare the performance of Essex Police and highlight significant changes in public perceptions over time
- District and demographic analysis combines the sample from the four quarters over the last 12 months to add greater confidence to the results
- Future reports will continue to track changes in public perception levels and identify high performing areas and those with need for improvement

Respondent Breakdown Apr 2022 - Mar 2023

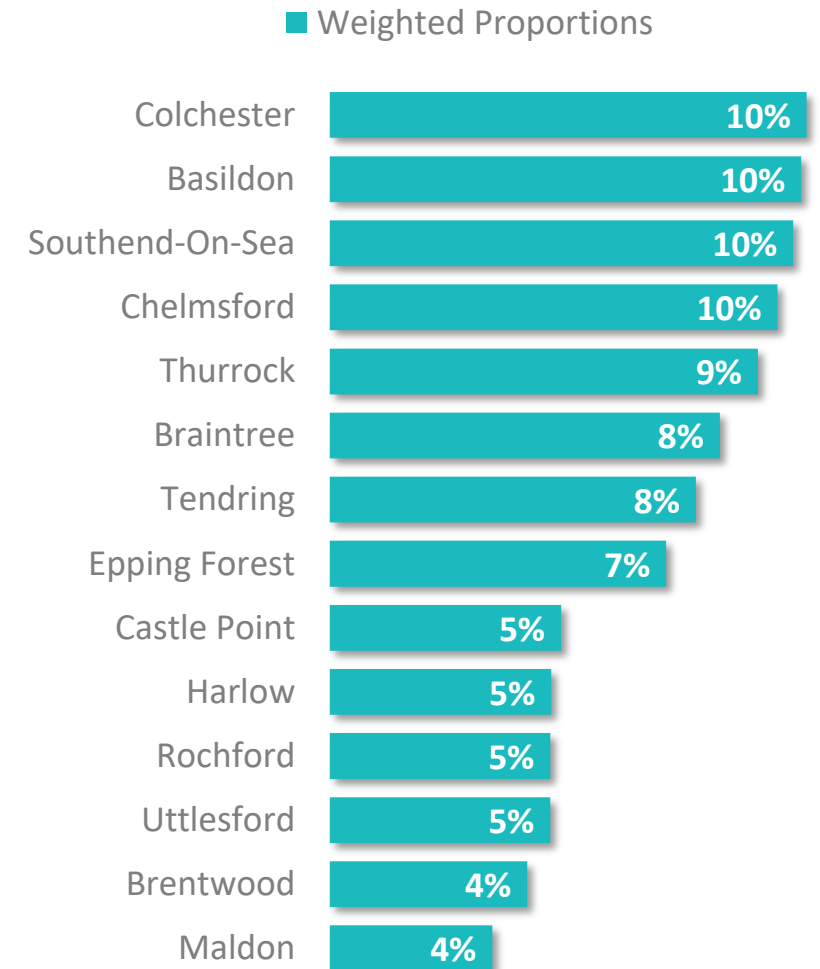
Gender



Age



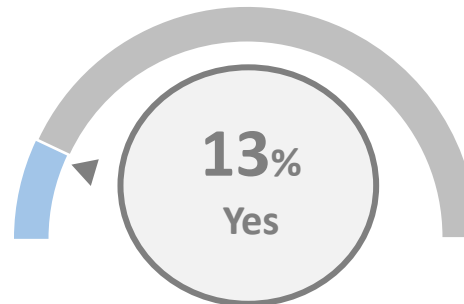
District



Ethnic Group



Disability





Section Two

Overall Views

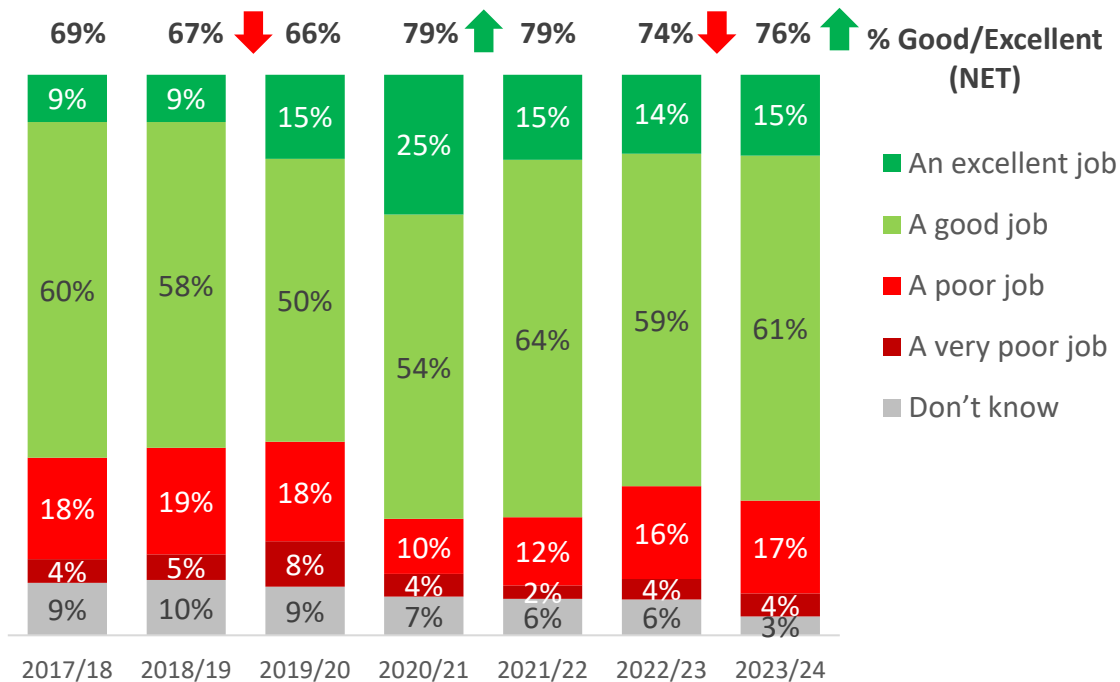


Executive Summary: Overall Views

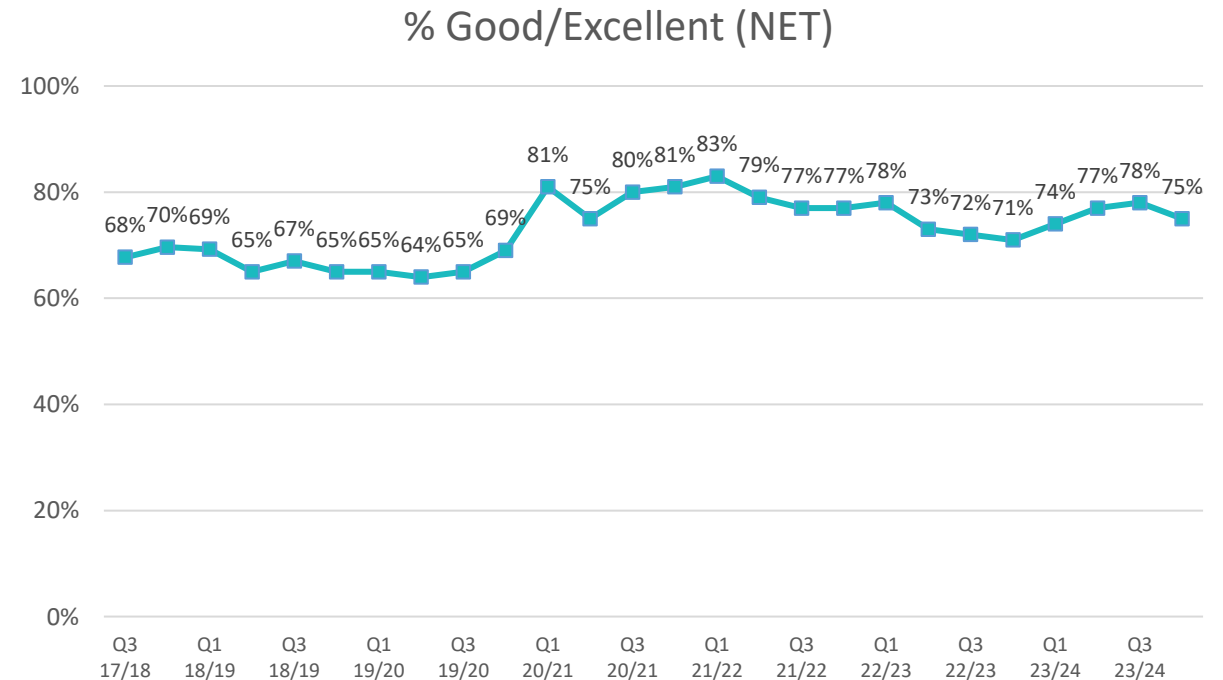
- Three-quarters of Essex residents surveyed (76%) think the police in their area are doing a good or excellent job – up significantly from 74% in the previous year
- Over half (55%) agree EP understand community issues – up significantly from 52% in the previous year
- Half (48%) agree EP are dealing with crime and ASB, significantly lower than two years ago (54%)
- Two-thirds (67%) have confidence in local policing, significantly higher than the previous year (65%)
- Confidence in receiving a good service whilst reporting a crime or incident to EP increased significantly in the last year, from 67% to 71%
- Over six-in-ten (63%) had a worse perception of EP after being influenced by something
- Agreement that EP uses its stop and search power fairly and respectfully increased significantly in the last year from 60% to 64%

Three-quarters think EP are doing a good or excellent job in their area

Annual Trend



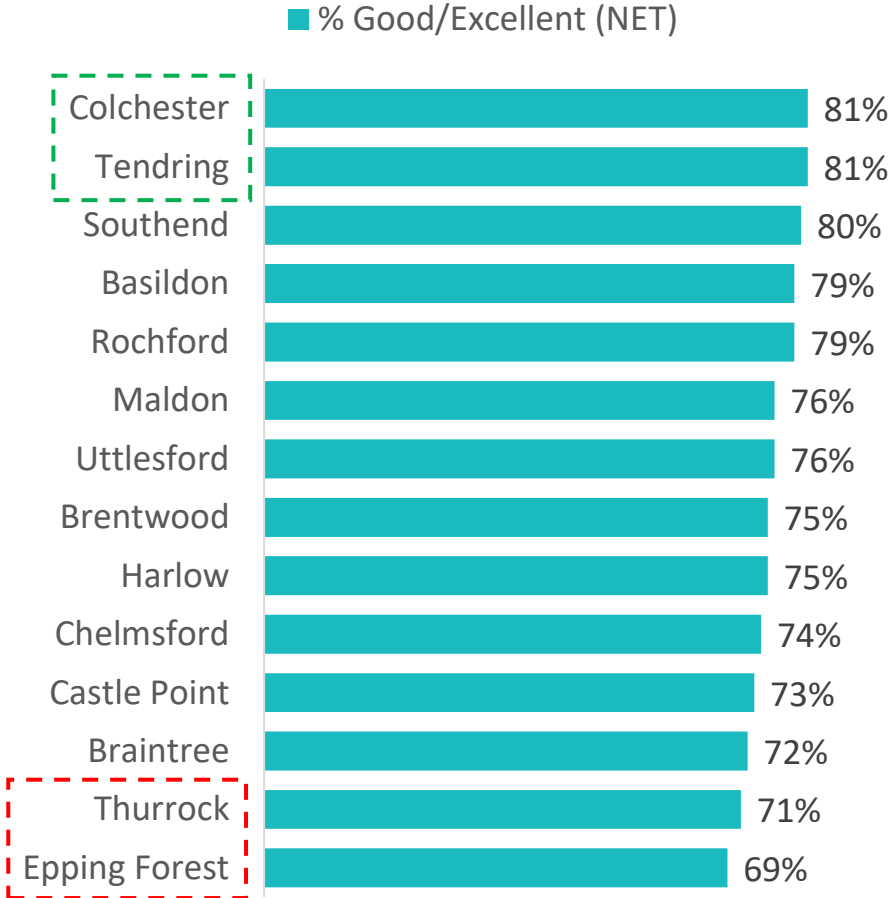
Quarterly Trend



NET refers to the combined score for the two most positive answer options (Excellent/Good). Significance testing at 95% confidence level.

Under 35s and ethnic minorities are the most likely to think EP are doing a good or excellent job

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Victims of crime remain the least likely to think EP are doing a good or excellent job (60%)
- Over 8 out of 10 residents living in Colchester or Tendring (81%) think the police in their area are doing a good or excellent job, compared with 71% in Thurrock and 69% in Epping Forest

Demographic Trends

% think local police are doing a good or excellent job

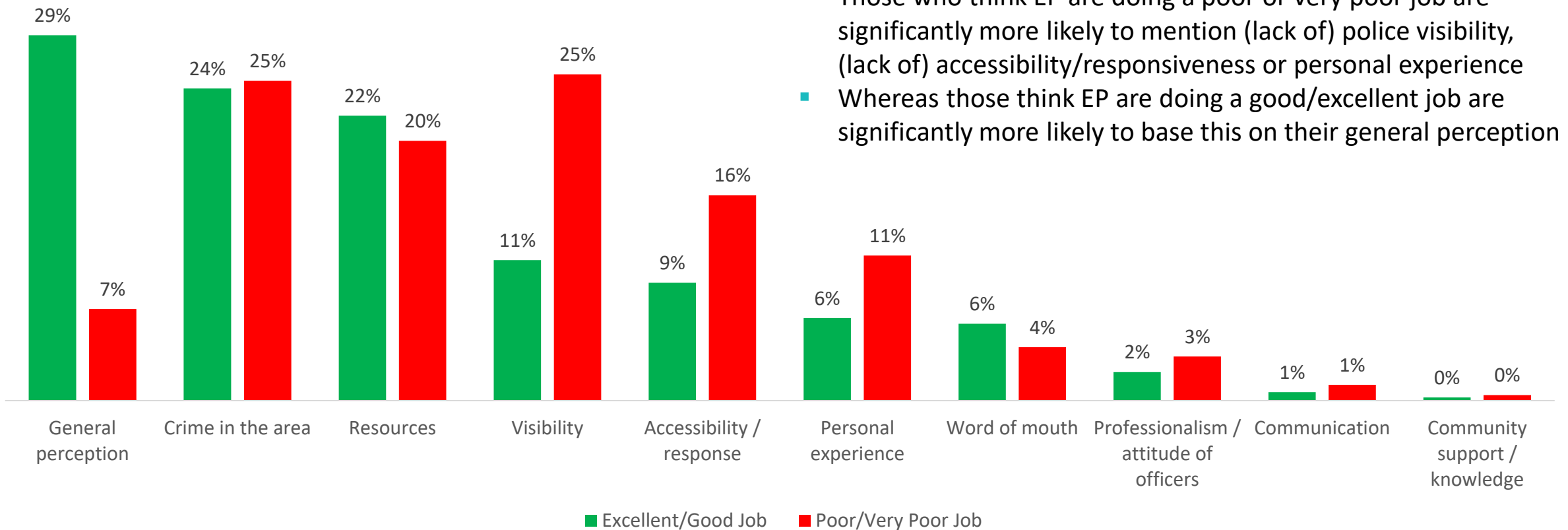
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Colchester	73%	75%	66%	81%	78%	72%	81%	+9% ↑
Tendring	71%	65%	71%	80%	81%	71%	81%	+10% ↑
Southend	71%	64%	67%	82%	82%	76%	80%	+4%
Basildon	64%	64%	65%	77%	74%	75%	79%	+4%
Rochford	72%	65%	60%	86%	84%	79%	79%	0%
Maldon	69%	66%	60%	79%	82%	73%	76%	+3%
Uttlesford	52%	62%	70%	82%	84%	79%	76%	-3%
Brentwood	69%	60%	66%	78%	79%	70%	75%	+5%
Harlow	74%	73%	64%	89%	79%	75%	75%	0%
Chelmsford	74%	70%	71%	76%	79%	80%	74%	-6%
Castle Point	66%	59%	58%	73%	75%	60%	73%	+13% ↑
Braintree	68%	73%	69%	82%	81%	74%	72%	-2%
Thurrock	67%	68%	55%	74%	78%	74%	71%	-3%
Epping Forest	66%	58%	69%	77%	75%	66%	69%	+3%

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	71%	68%	64%	78%	78%	71%	75%	+4% ↑
Female	67%	65%	67%	80%	80%	75%	77%	+2%
Under 35	78%	75%	67%	83%	83%	78%	80%	+2%
35-54	67%	64%	64%	78%	77%	75%	73%	-2%
55+	66%	63%	66%	79%	78%	70%	76%	+6% ↑
White	69%	66%	67%	79%	79%	73%	75%	+2%
Other than White	76%	73%	59%	78%	76%	79%	82%	+3%
Victim of crime	54%	56%	53%	65%	61%	61%	60%	-1%
Non victim	71%	68%	67%	81%	81%	76%	78%	+2%

↑ significant increase ↓ significant decrease

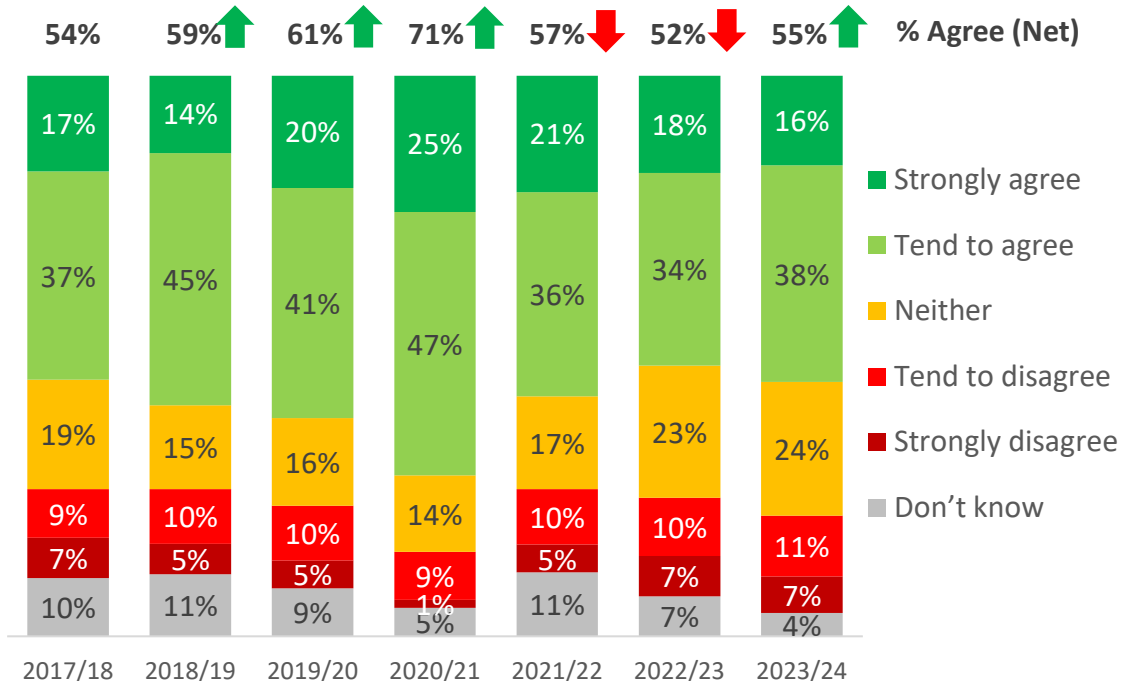
Reasons for agreeing/disagreeing EP are doing a good or excellent job in their area

Coded Verbatim Themes: Last 12 months

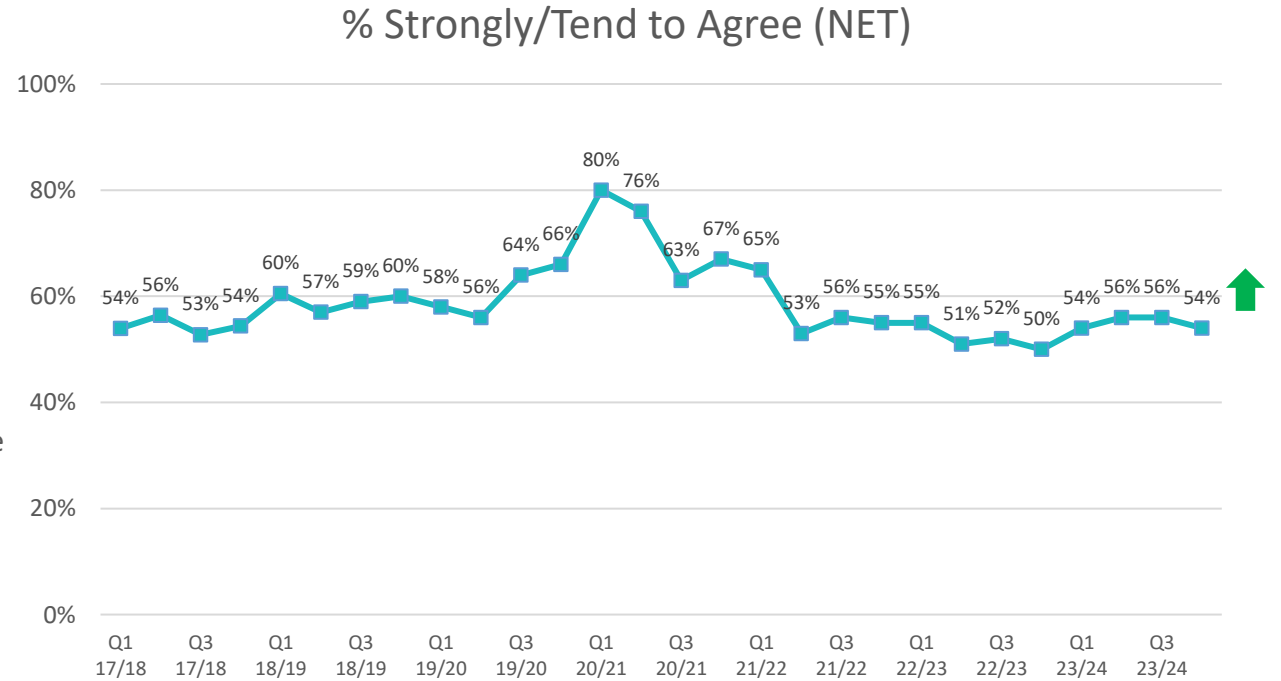


Perceptions of community understanding increased significantly in the last year

Annual Trend



Quarterly Trend

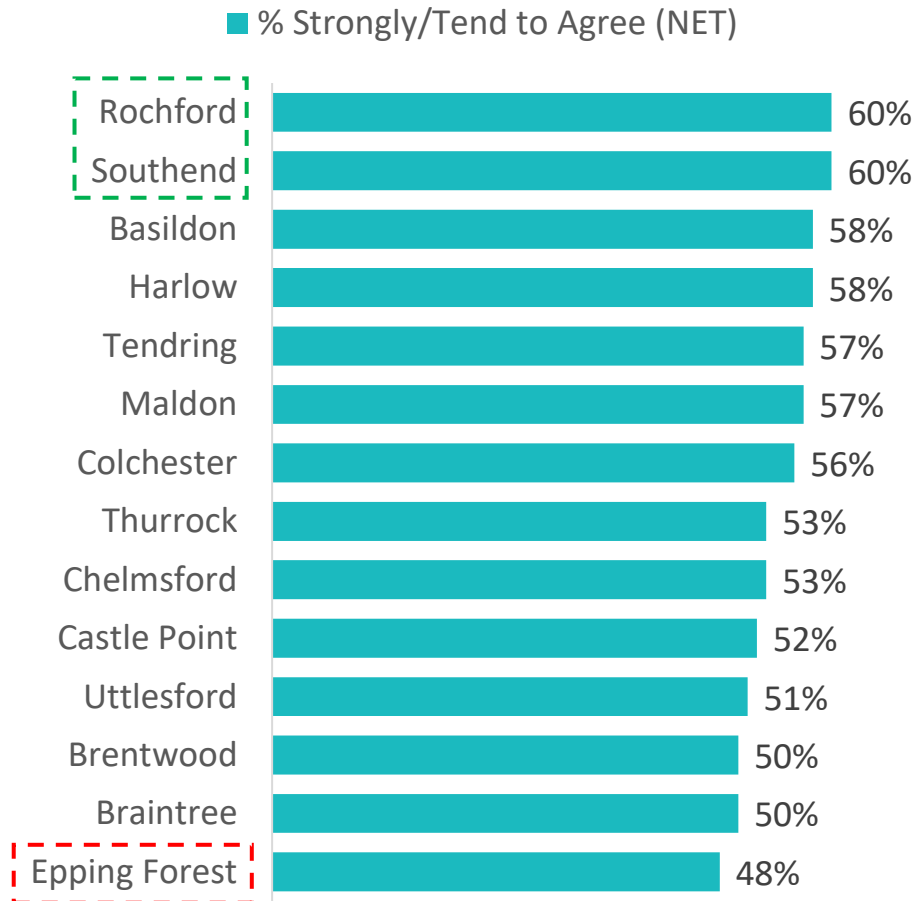


↑ significantly higher than same Quarter last year

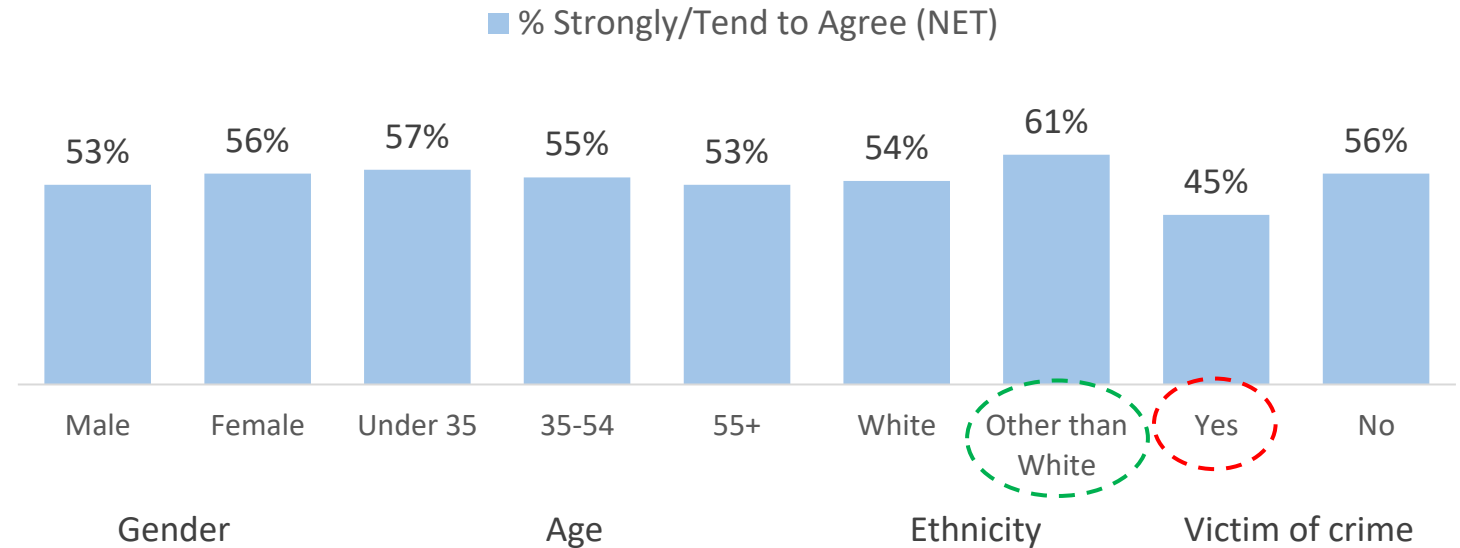
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Ethnic minorities are the most likely to think EP understand issues affecting their community

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Victims of crime (45%) are the least likely to agree EP understand issues affecting their community
- Six in ten residents living in Rochford or Southend (60%) agree EP understand issues affecting their community compared to less than half in Epping Forest (48%)

Demographic Trends

% agree EP understand issues affecting their community

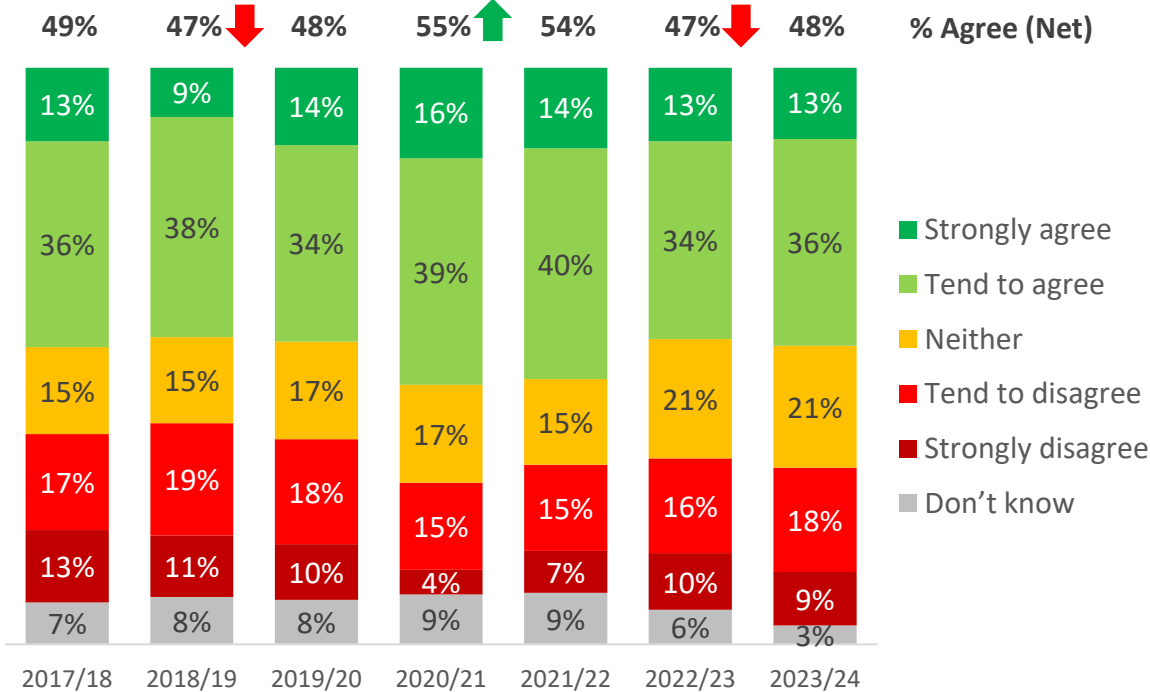
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Rochford	53%	62%	54%	67%	58%	58%	60%	+2%
Southend	57%	59%	67%	63%	64%	58%	60%	+2%
Basildon	55%	57%	62%	72%	61%	63%	58%	-5%
Harlow	59%	62%	57%	73%	57%	58%	58%	0%
Tendring	64%	57%	65%	74%	59%	45%	57%	+12% ↑
Maldon	53%	58%	59%	76%	53%	51%	57%	+6% ↑
Colchester	53%	65%	57%	75%	56%	46%	56%	+10% ↑
Thurrock	51%	62%	58%	71%	55%	50%	53%	+3%
Chelmsford	53%	61%	61%	73%	57%	52%	53%	+1%
Castle Point	57%	61%	64%	69%	64%	47%	52%	+5%
Uttlesford	46%	50%	60%	66%	59%	52%	51%	-1%
Brentwood	57%	51%	59%	65%	48%	47%	50%	+3%
Braintree	56%	63%	63%	78%	58%	51%	50%	-1%
Epping Forest	48%	49%	65%	74%	47%	45%	48%	+3%

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	55%	62%	60%	69%	58%	50%	53%	+3% ↑
Female	54%	57%	62%	73%	57%	54%	56%	+2%
Under 35	61%	64%	61%	72%	62%	57%	57%	0%
35-54	53%	59%	64%	71%	57%	54%	55%	+1%
55+	52%	54%	58%	72%	54%	47%	53%	+6% ↑
White	54%	60%	62%	71%	57%	51%	54%	+3% ↑
Other than White	59%	55%	53%	73%	59%	59%	61%	+2%
Victim of crime	49%	53%	55%	64%	50%	48%	45%	+3%
Non victim	55%	60%	62%	72%	58%	52%	56%	+2%

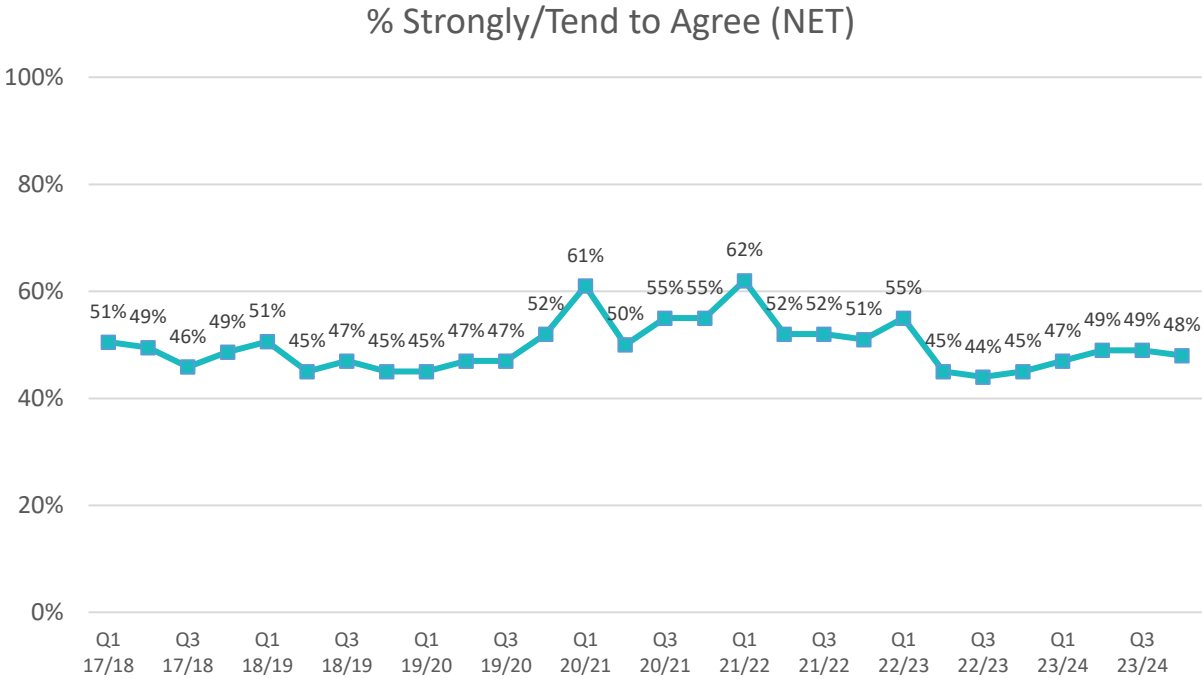
↑ significant increase ↓ significant decrease

Around half agree EP are dealing with crime and ASB in their area

Annual Trend
Rolling 12 months



Quarterly Trend



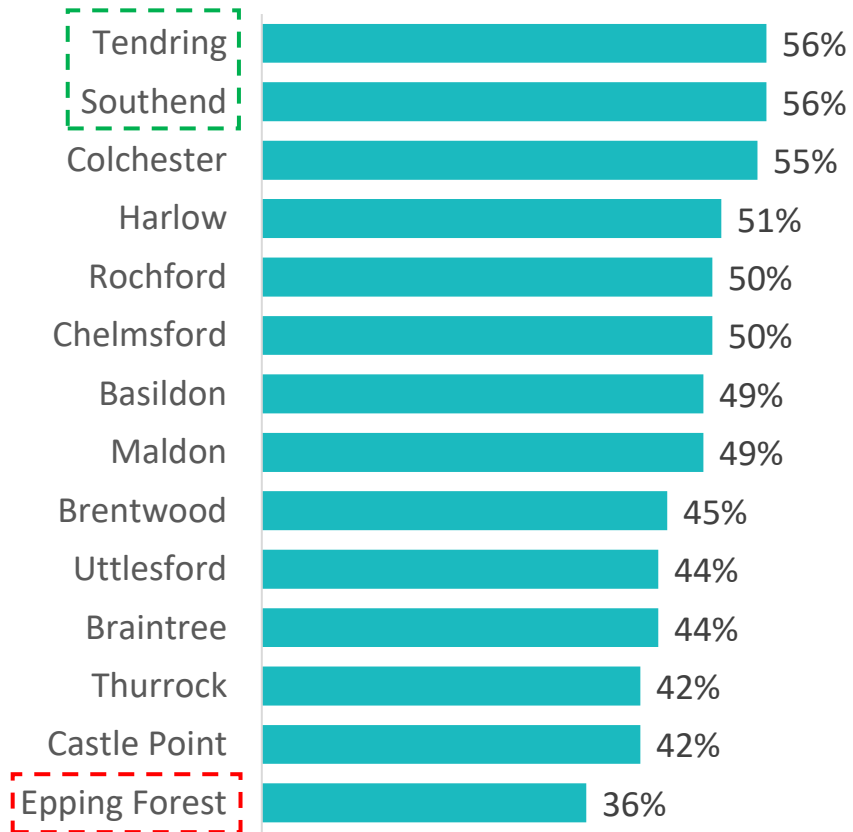
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Q5 How much would you agree or disagree that Essex Police are dealing with crime and anti-social behaviour that matter in your area?

Victims of crime are the least likely to agree EP are dealing with crime and ASB in their area

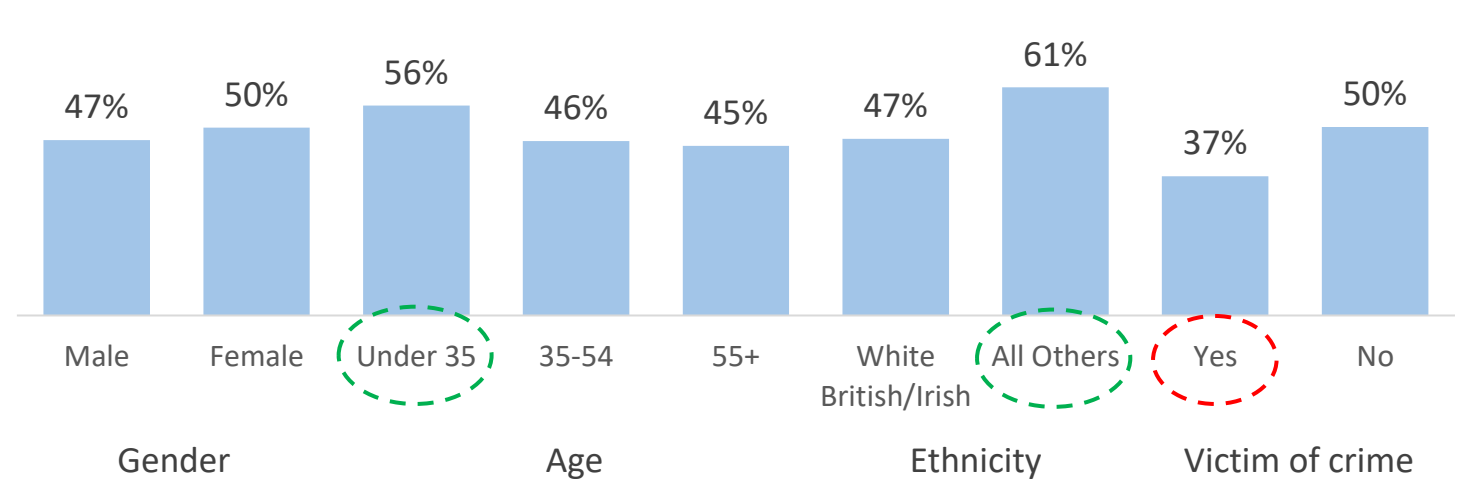
District Comparisons (last 12 months)

■ % Strongly/Tend to Agree (NET)



Demographic Analysis (last 12 months)

■ % Strongly/Tend to Agree (NET)



- Ethnic minorities (61%) and under 35s (56%) and are the most likely to agree EP are dealing with crime and ASB in their area
- There are significant differences in agreement between Districts – 56% of those living in Tendring or Southend agree compared with 36% in Epping Forest

Demographic Trends

% agree EP are dealing with crime and ASB in their area

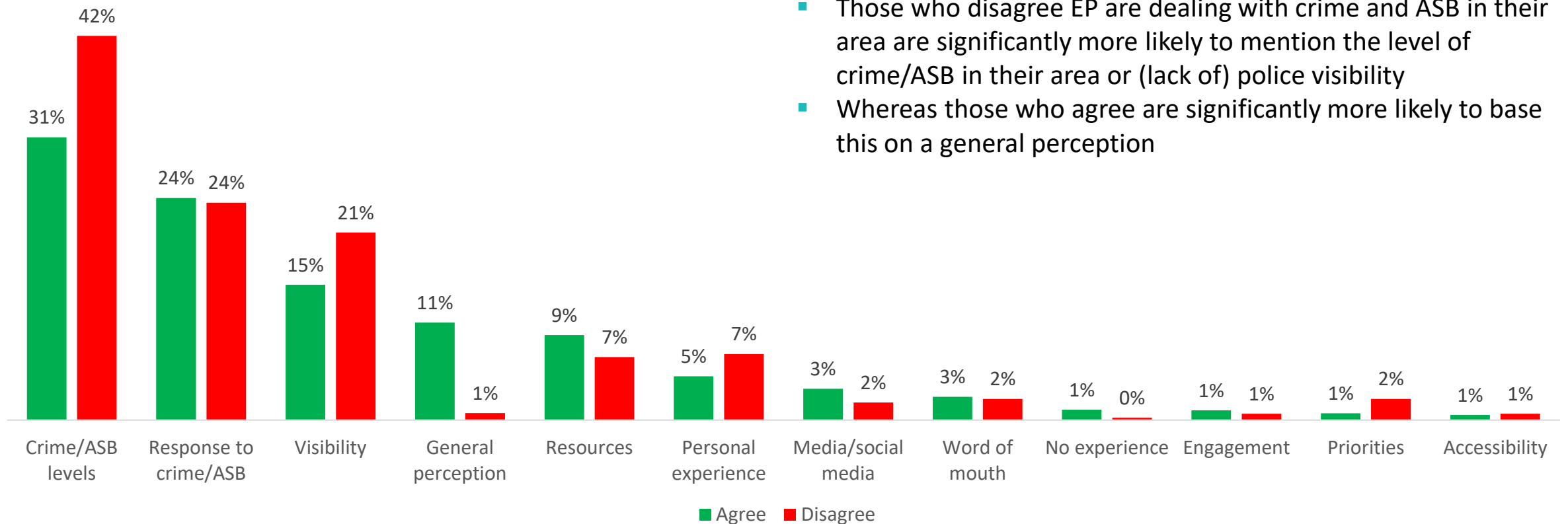
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Tendring	51%	49%	51%	55%	61%	42%	56%	+14% ↑
Southend	54%	47%	51%	57%	60%	54%	56%	+2%
Colchester	50%	58%	46%	56%	56%	47%	55%	+8% ↑
Harlow	56%	51%	44%	61%	54%	47%	51%	+4%
Rochford	47%	46%	43%	56%	53%	54%	50%	-4%
Chelmsford	52%	52%	53%	58%	54%	49%	50%	+1%
Basildon	48%	42%	47%	55%	54%	59%	49%	-10% ↓
Maldon	46%	47%	43%	53%	53%	47%	49%	+2%
Brentwood	48%	39%	47%	54%	53%	43%	45%	+2%
Uttlesford	39%	39%	49%	56%	56%	45%	44%	-1%
Braintree	48%	53%	54%	57%	57%	46%	44%	-2%
Thurrock	45%	45%	42%	53%	50%	45%	42%	-3%
Castle Point	45%	38%	39%	49%	52%	35%	42%	+7% ↑
Epping Forest	44%	39%	47%	48%	42%	37%	36%	-1%

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	50%	48%	46%	55%	54%	45%	47%	+2%
Female	48%	46%	49%	55%	54%	49%	50%	+1%
Under 35	60%	57%	49%	61%	62%	55%	56%	+1%
35-54	43%	43%	48%	54%	53%	48%	46%	-2%
55+	46%	42%	46%	53%	50%	42%	45%	+3% ↑
White	48%	46%	49%	55%	54%	46%	47%	+1%
Other than White	58%	55%	42%	57%	55%	59%	61%	+2%
Victim of crime	37%	38%	40%	45%	40%	40%	37%	-3%
Non victim	51%	48%	49%	57%	56%	48%	50%	+2%

↑ significant increase ↓ significant decrease

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

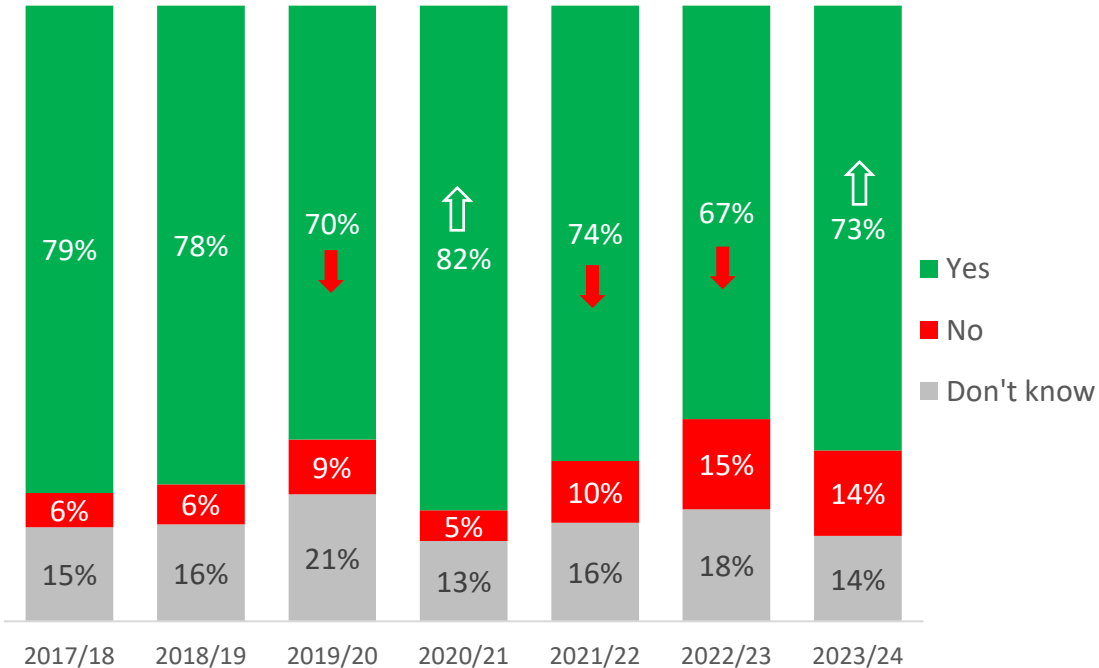
Coded Verbatim Themes: Last 12 months



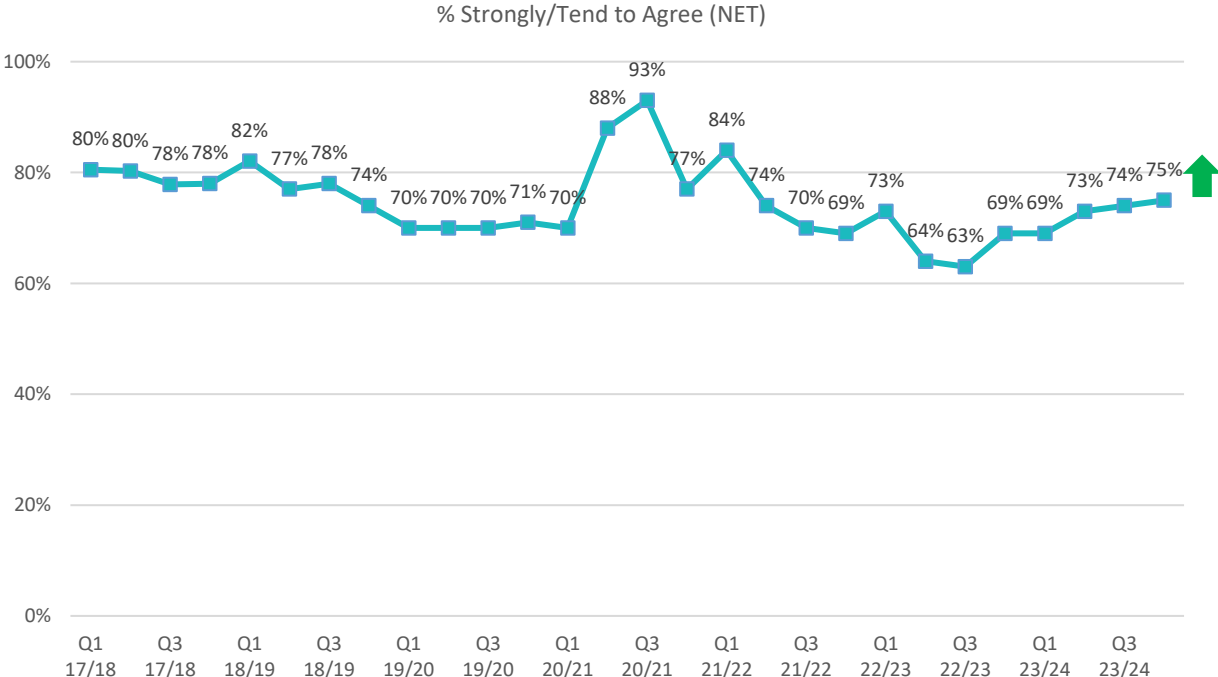
- Those who disagree EP are dealing with crime and ASB in their area are significantly more likely to mention the level of crime/ASB in their area or (lack of) police visibility
- Whereas those who agree are significantly more likely to base this on a general perception

Perceptions of fair treatment when making a complaint to EP increased significantly in the past year

Annual Trend



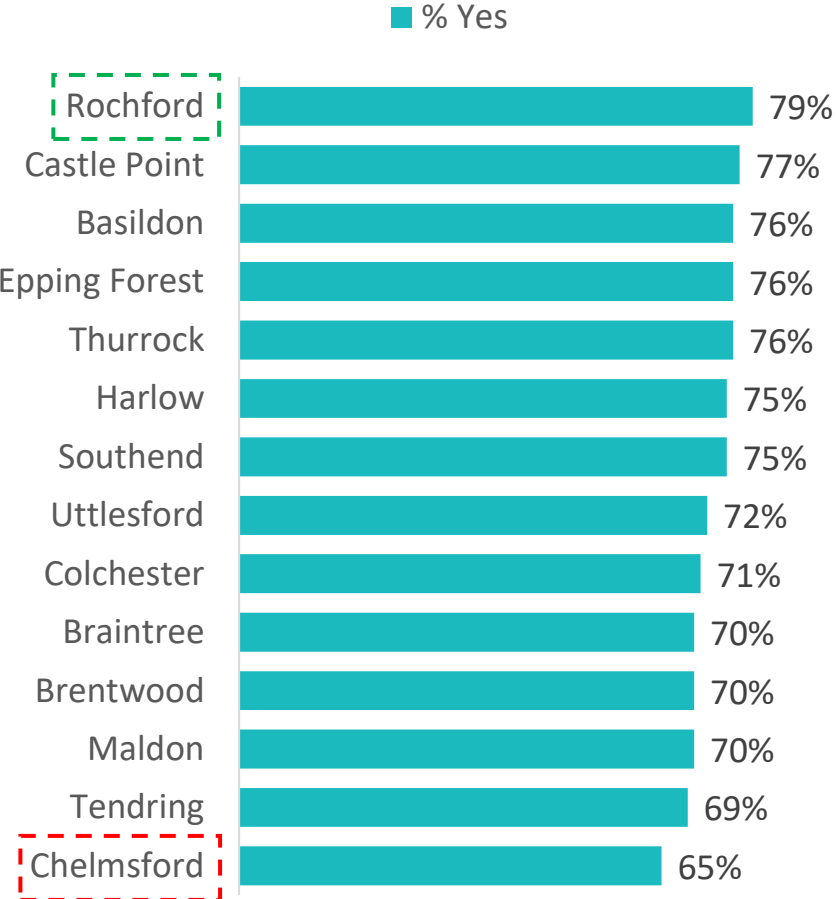
Quarterly Trend



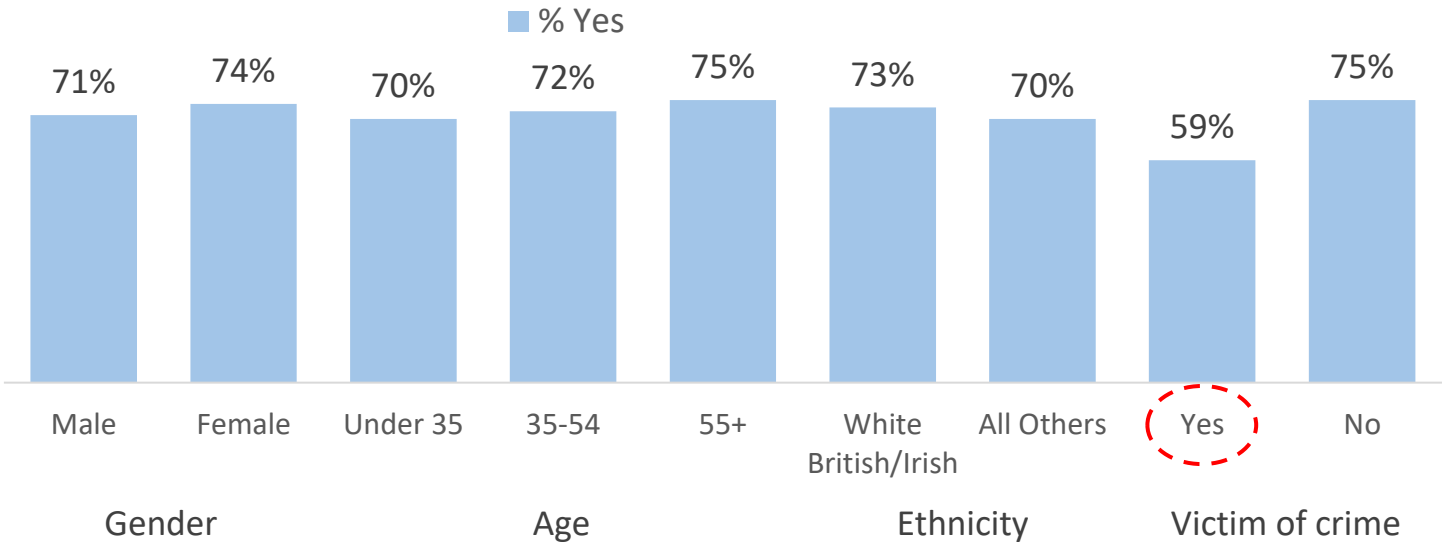
↑ significantly higher than Q2 22/23 – Q1 23/24

Victims of crime are the least likely to think they would be treated fairly if they made a complaint

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Almost 8 in 10 of those living in Rochford (79%) think they would be treated fairly, compared to less than two-thirds in Chelmsford (65%)

Demographic Trends

% who think they would be treated fairly if they made a complaint about EP

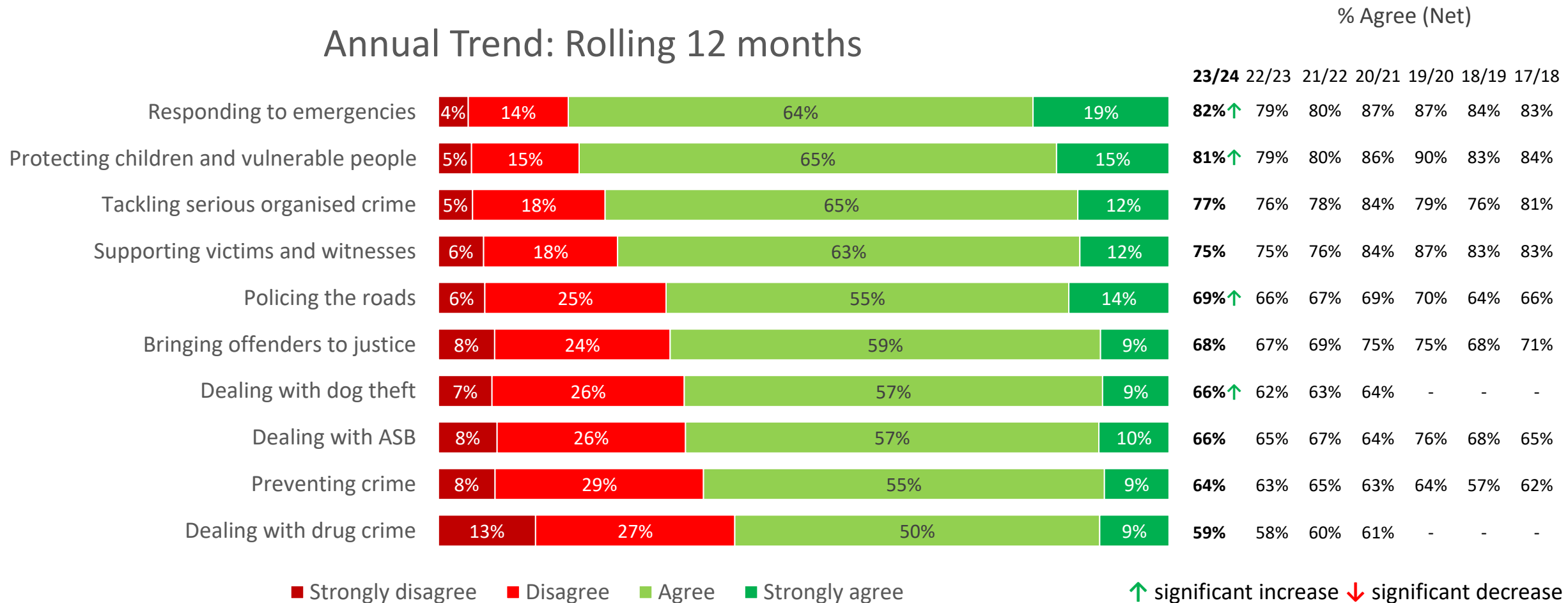
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Rochford	80%	82%	69%	90%	78%	78%	79%	+1%
Castle Point	81%	77%	69%	80%	78%	67%	77%	+10% ↑
Basildon	78%	69%	70%	79%	75%	73%	76%	+3%
Epping Forest	79%	73%	63%	73%	76%	75%	76%	+1%
Thurrock	77%	76%	65%	76%	70%	72%	76%	+4%
Harlow	76%	77%	72%	86%	71%	73%	75%	+2%
Southend	79%	75%	67%	90%	74%	70%	75%	+5%
Uttlesford	83%	82%	74%	90%	80%	75%	72%	-3%
Colchester	83%	82%	77%	81%	63%	45%	71%	+26% ↑
Braintree	80%	84%	71%	79%	72%	69%	70%	+1%
Brentwood	79%	72%	75%	86%	78%	70%	70%	0%
Maldon	82%	84%	74%	79%	80%	74%	70%	-4%
Tendring	81%	82%	72%	81%	78%	42%	69%	+27% ↑
Chelmsford	73%	79%	72%	84%	76%	74%	65%	-9% ↓

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	79%	78%	68%	80%	74%	65%	71%	+6% ↑
Female	79%	78%	73%	84%	74%	69%	74%	+5% ↑
Under 35	82%	77%	64%	81%	71%	65%	70%	+5% ↑
35-54	79%	77%	71%	82%	73%	70%	72%	+2%
55+	78%	79%	76%	83%	77%	67%	75%	+8% ↑
White	80%	79%	72%	83%	75%	68%	73%	+5% ↑
Other than White	70%	69%	61%	74%	60%	63%	70%	+7% ↑
Victim of crime	73%	70%	62%	72%	61%	60%	59%	-1%
Non victim	80%	79%	71%	84%	76%	68%	75%	+7% ↑

↑ significant increase ↓ significant decrease

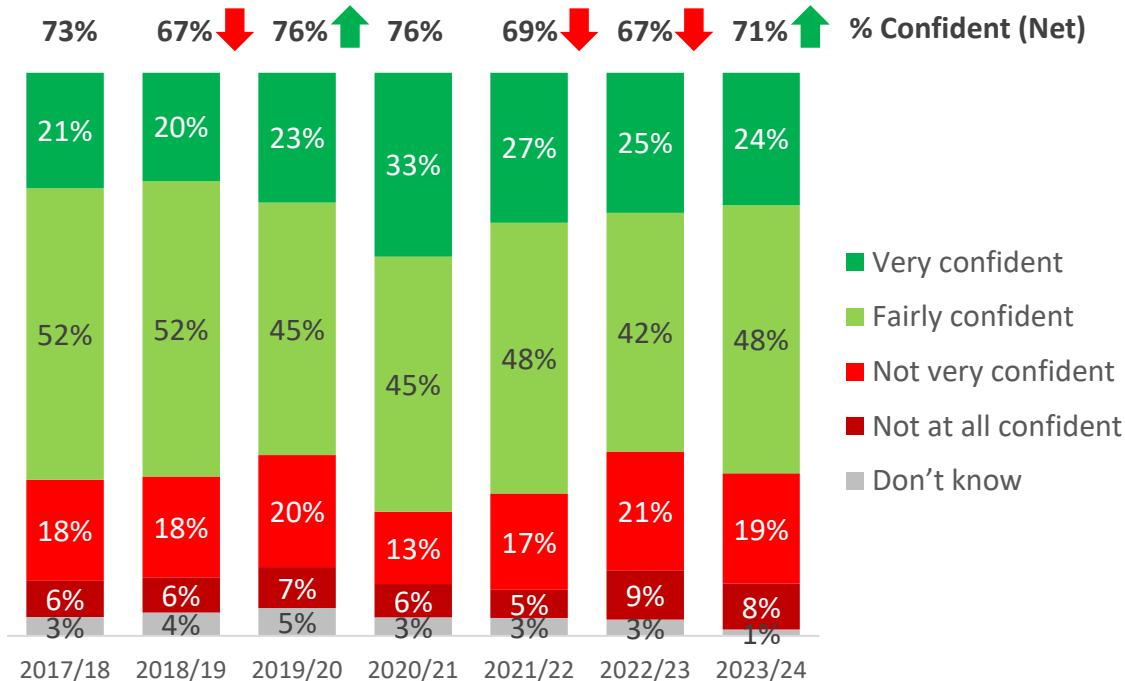
Agreement remains lowest for EP and the organisations they work with preventing crime and dealing with drug crime

Annual Trend: Rolling 12 months

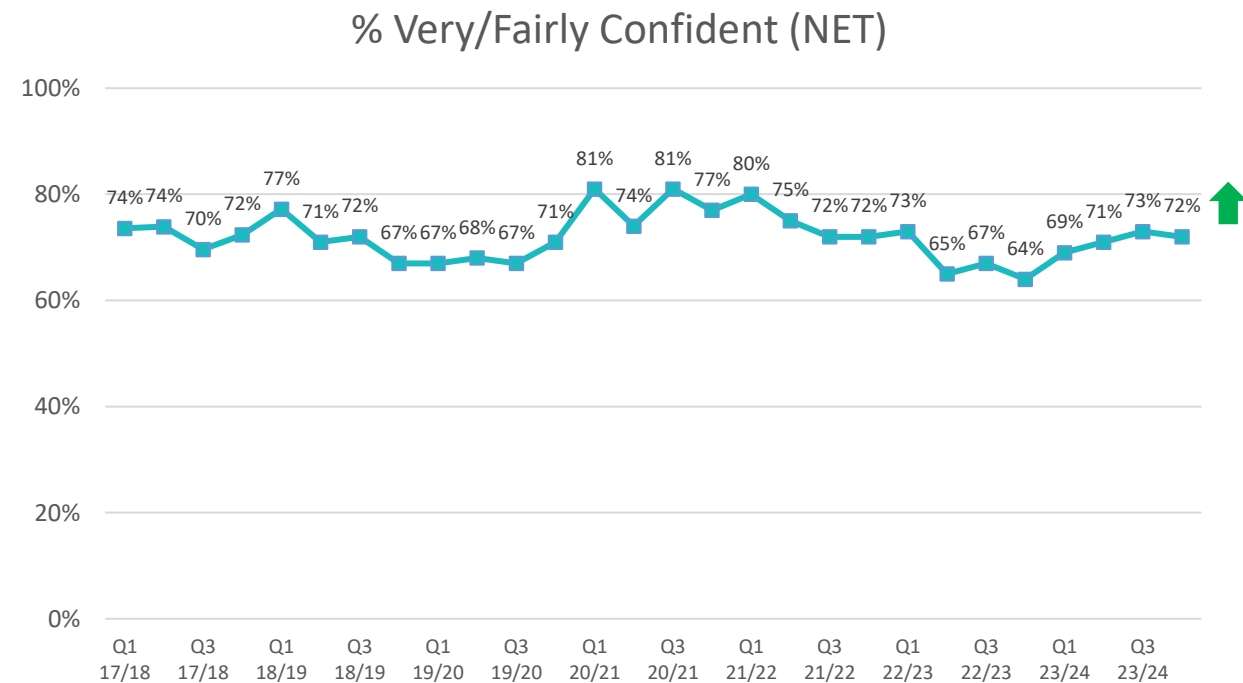


Confidence in receiving a good service whilst reporting a crime or incident to EP increased significantly in the last year

Annual Trend



Quarterly Trend

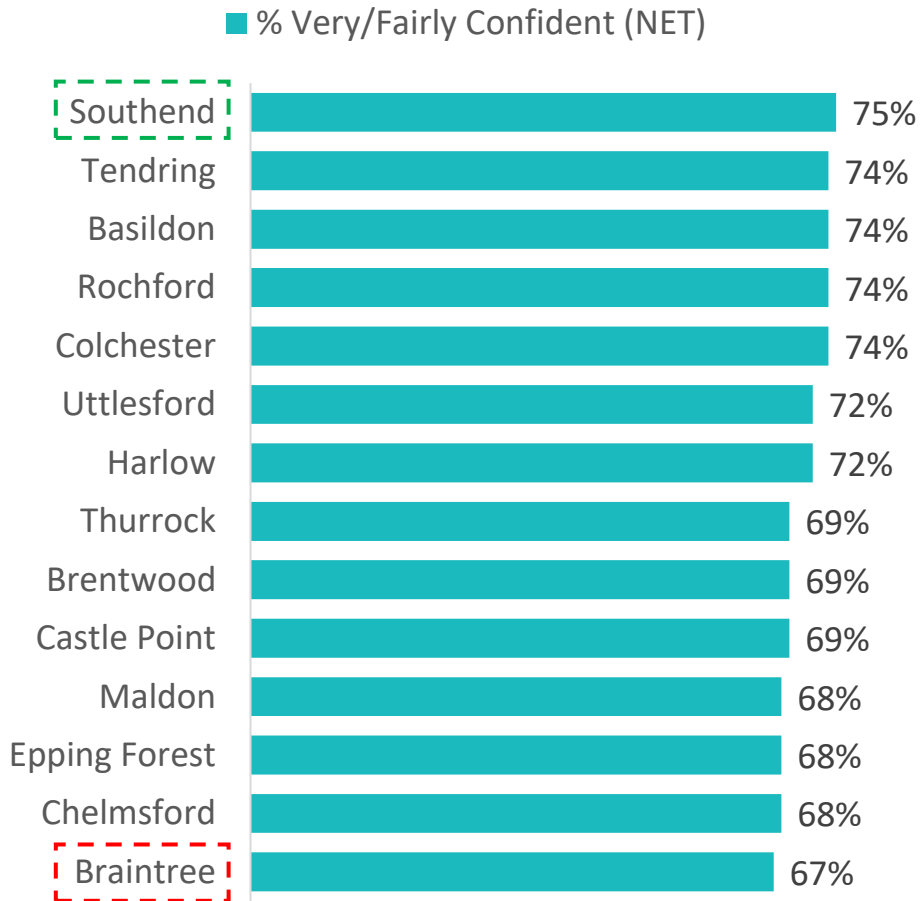


↑ significantly higher than the same Quarter last year

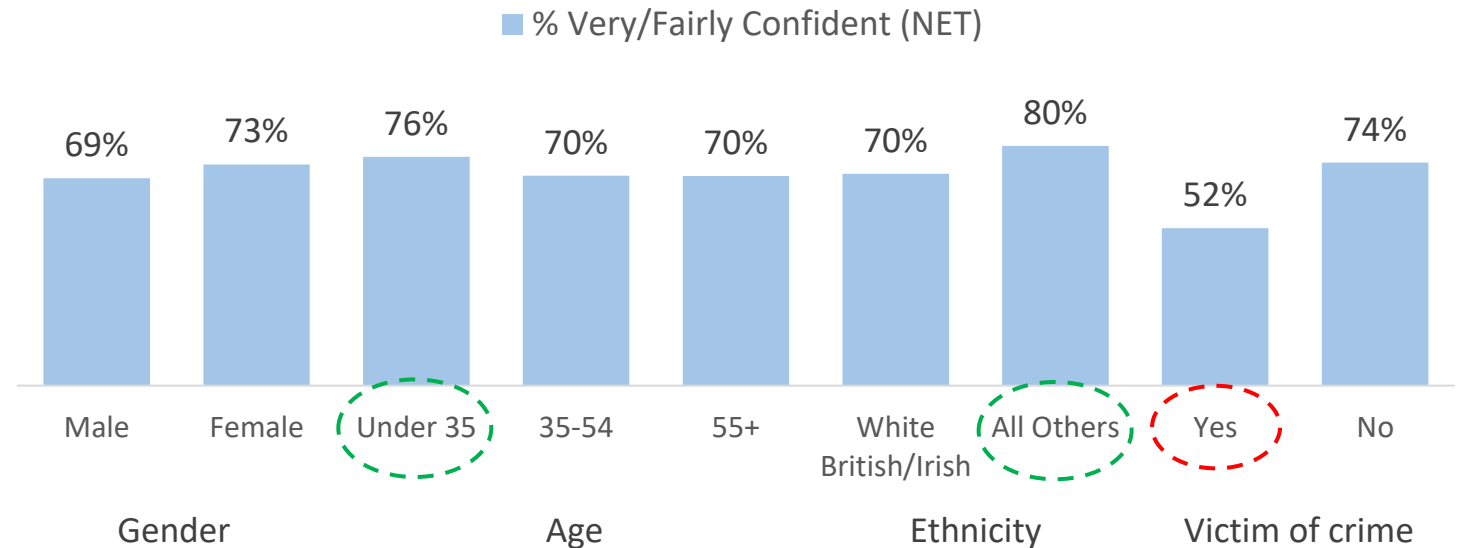
NET refers to the combined score for the two most positive answer options (Very/Fairly Confident). Significance testing at 95% confidence level.

Victims of crime are the least likely to feel confident about receiving a good service from EP if they were to report a crime

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Ethnic minorities (80%) and under 35s (76%) are the most likely to feel confident about receiving a good service from EP if they were to report a crime
- Three-quarters of those living in Southend (75%) would feel confident compared with 67% in Braintree

Demographic Trends

% very/fairly confident of receiving a good service if they were to report a crime

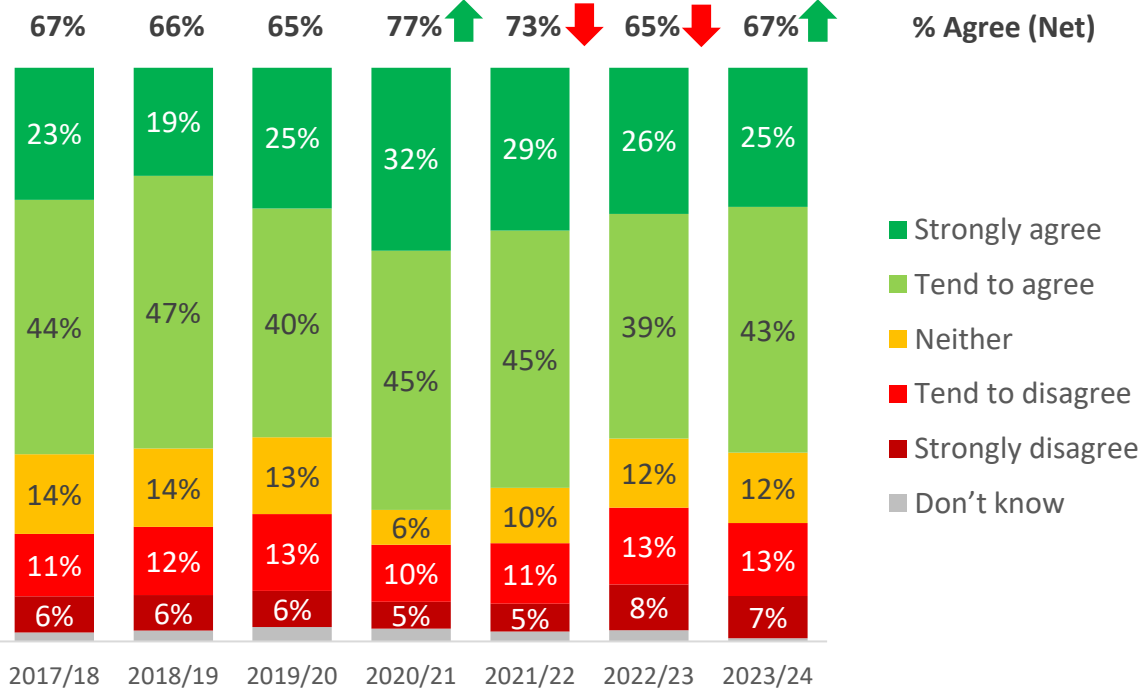
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Southend	76%	70%	68%	80%	78%	67%	75%	+8% ↑
Tendring	76%	67%	68%	74%	75%	59%	74%	+15% ↑
Basildon	72%	71%	67%	74%	73%	74%	74%	0%
Rochford	71%	70%	62%	82%	74%	71%	74%	+3%
Colchester	73%	76%	72%	82%	76%	66%	74%	+8% ↑
Uttlesford	70%	64%	69%	82%	76%	73%	72%	-1%
Harlow	79%	76%	64%	85%	73%	73%	72%	-1%
Thurrock	67%	74%	60%	74%	72%	71%	69%	-2%
Brentwood	72%	68%	68%	81%	71%	66%	69%	+3%
Castle Point	69%	68%	60%	71%	75%	55%	69%	+14% ↑
Maldon	67%	75%	64%	77%	74%	65%	68%	+3%
Epping Forest	69%	65%	71%	76%	72%	62%	68%	+6% ↑
Chelmsford	74%	75%	74%	77%	76%	71%	68%	-3%
Braintree	73%	80%	75%	81%	77%	66%	67%	+1%

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	71%	71%	65%	76%	72%	64%	69%	+5% ↑
Female	74%	72%	71%	79%	77%	70%	73%	+3% ↑
Under 35	82%	81%	70%	83%	79%	73%	76%	+3% ↑
35-54	70%	69%	67%	76%	73%	68%	70%	+2%
55+	69%	67%	67%	78%	74%	64%	70%	+6% ↑
White	72%	72%	69%	78%	75%	67%	70%	+3%
Other than White	80%	77%	65%	80%	73%	74%	80%	+6% ↑
Victim of crime	59%	58%	52%	59%	54%	52%	52%	0%
Non victim	75%	74%	70%	81%	77%	70%	74%	+4% ↑

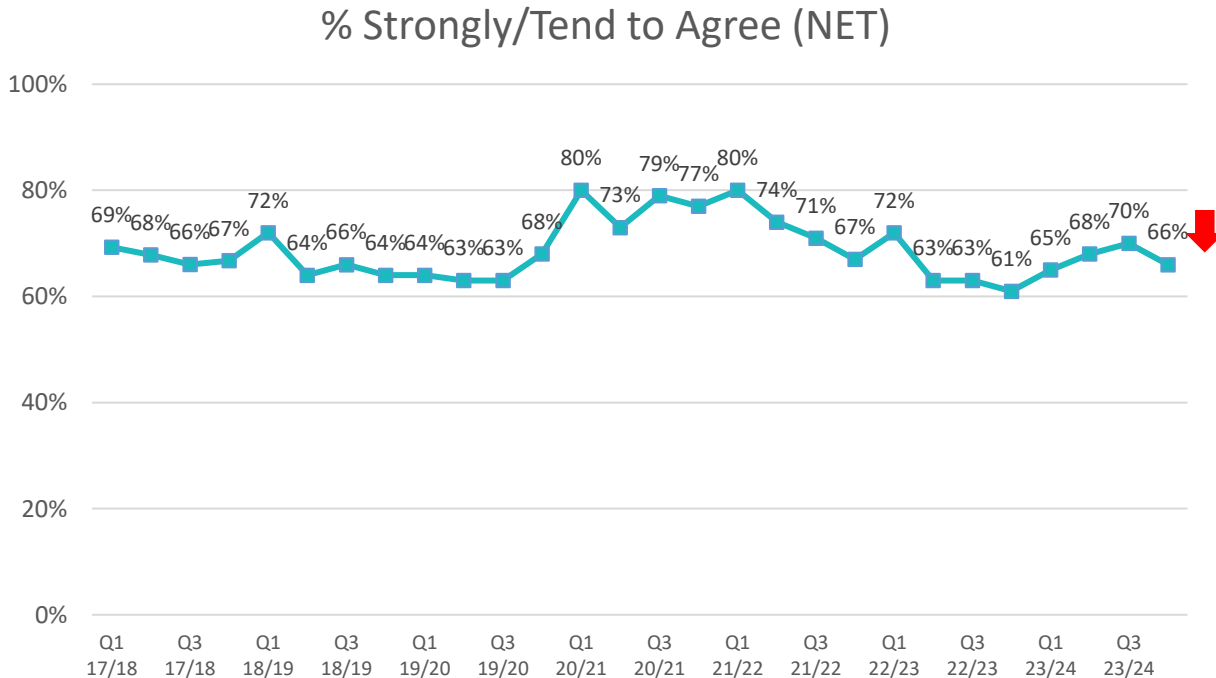
↑ significant increase ↓ significant decrease

Two-thirds have confidence in the police in their area

Annual Trend
Rolling 12 months



Quarterly Trend



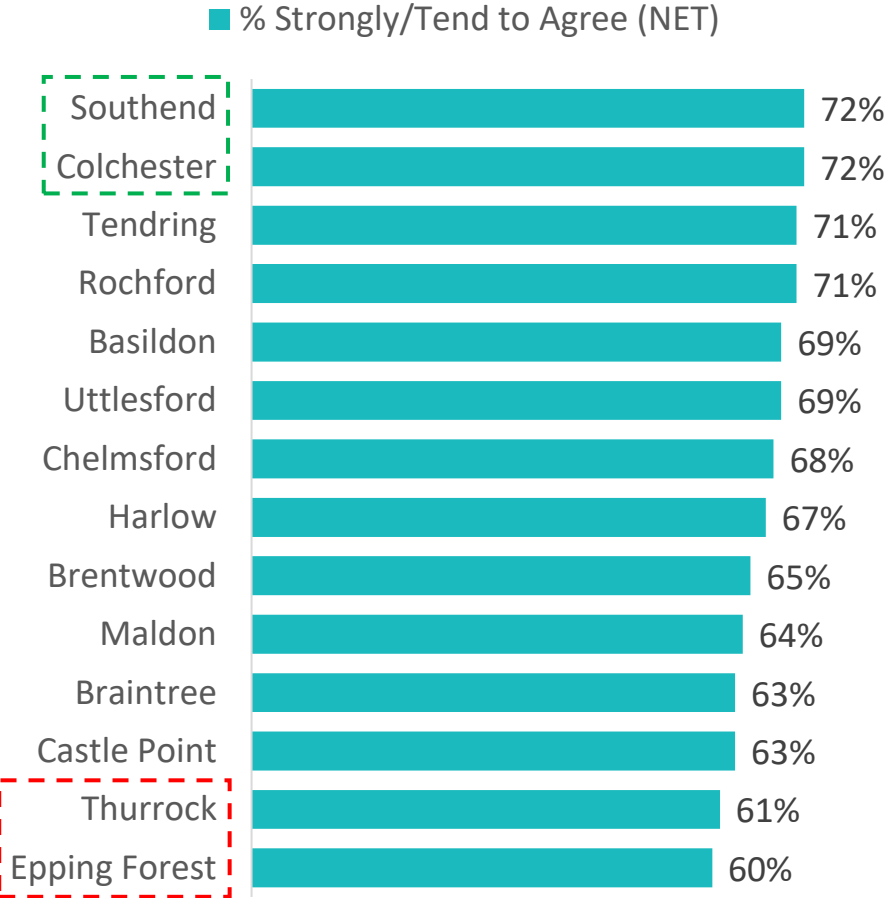
↓ significantly lower than previous Quarter

NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

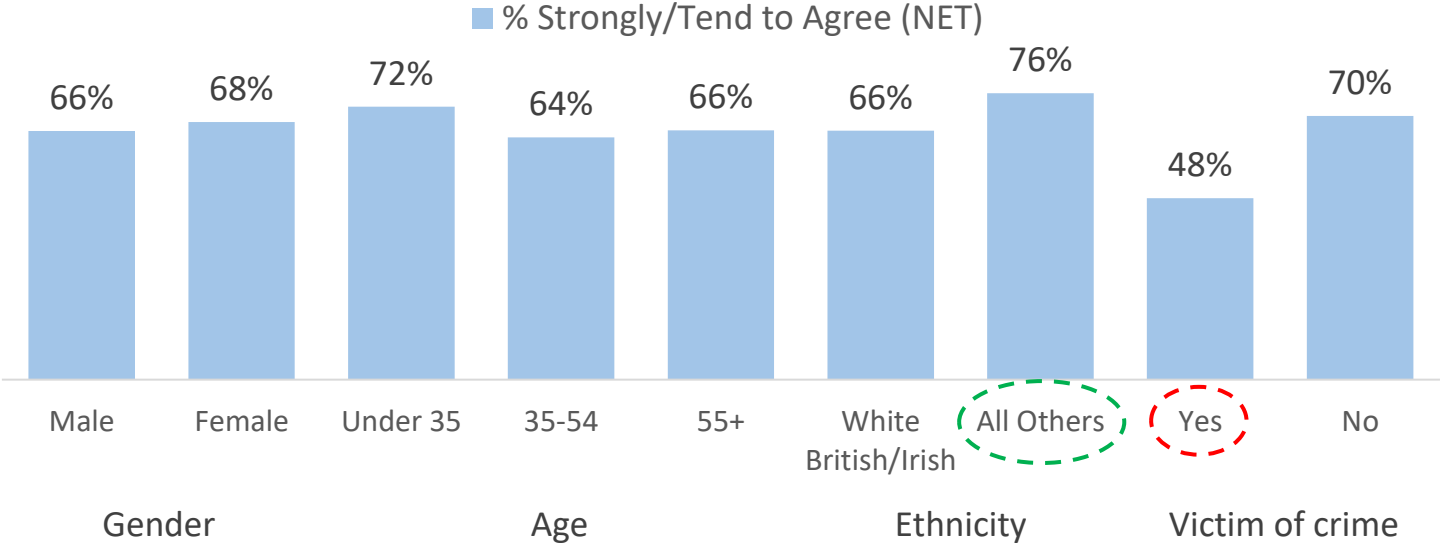
Q11 Please say how much you agree or disagree with the following statement:
Taking everything into account I have confidence in the police in this area

Ethnic minorities are the most likely to have confidence in the police in their area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Victims of crime are the least likely to have confidence in the police in their area (48%)
- Almost three-quarters of residents living in Southend or Colchester (72%) have confidence in the police in their area, compared with 61% in Thurrock and 60% in Epping Forest

Demographic Trends

% agree they have confidence in local policing

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Southend	74%	65%	64%	80%	77%	69%	72%	+3%
Colchester	69%	77%	69%	80%	73%	65%	72%	+7% ↑
Tendring	70%	67%	69%	75%	75%	57%	71%	+14% ↑
Rochford	67%	67%	60%	82%	78%	72%	71%	-1%
Basildon	64%	62%	62%	71%	70%	68%	69%	+1%
Uttlesford	61%	60%	70%	80%	79%	73%	69%	-4%
Chelmsford	69%	71%	70%	77%	73%	69%	68%	-1%
Harlow	74%	70%	62%	82%	76%	66%	67%	+1%
Brentwood	70%	58%	65%	82%	72%	62%	65%	+3%
Maldon	67%	69%	61%	76%	73%	63%	64%	+1%
Braintree	68%	76%	72%	82%	75%	64%	63%	-1%
Castle Point	64%	58%	57%	69%	68%	52%	63%	+11% ↑
Thurrock	60%	65%	52%	72%	71%	65%	61%	-4%
Epping Forest	66%	56%	66%	75%	67%	57%	60%	+3%

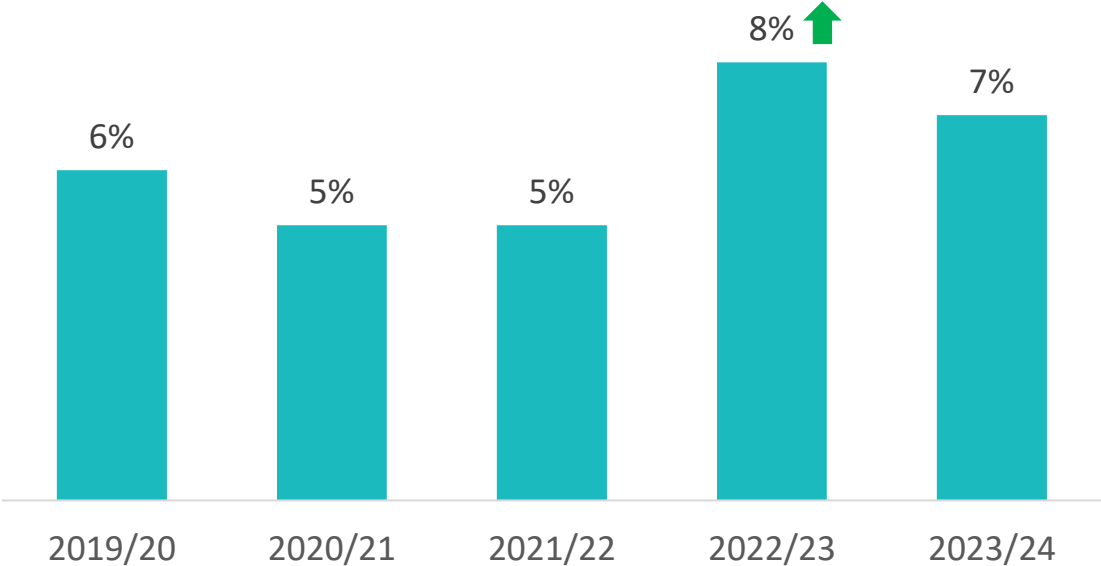
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	68%	69%	63%	75%	73%	62%	66%	+4% ↑
Female	67%	65%	66%	79%	74%	67%	68%	+1%
Under 35	77%	74%	66%	80%	77%	68%	72%	+4% ↑
35-54	63%	62%	63%	75%	71%	65%	64%	-1%
55+	66%	65%	65%	78%	73%	62%	66%	+4% ↑
White	67%	66%	65%	77%	74%	64%	66%	+2%
Other than White	74%	71%	59%	80%	72%	72%	76%	+4%
Victim of crime	52%	55%	52%	59%	54%	48%	48%	0%
Non victim	70%	68%	66%	80%	75%	67%	70%	+3% ↑

↑ significant increase ↓ significant decrease

Around 1 in 14 residents surveyed over the last 12 months claim to have been stopped and searched by Essex Police

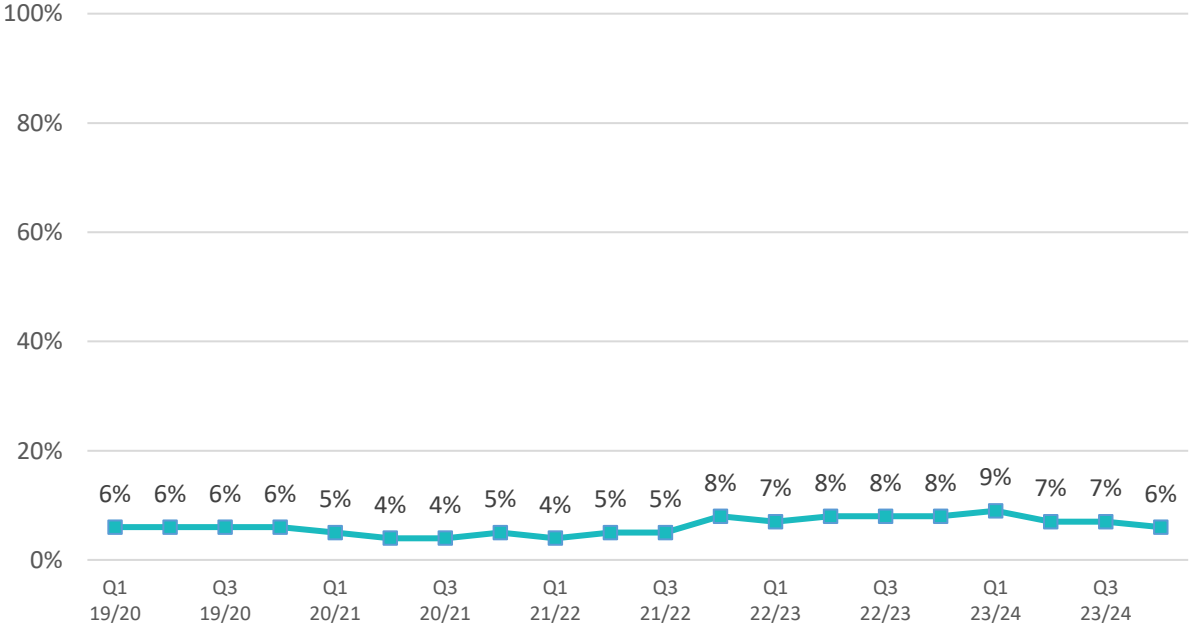
Annual Trend Rolling 12 months

% who have been Stopped & Searched



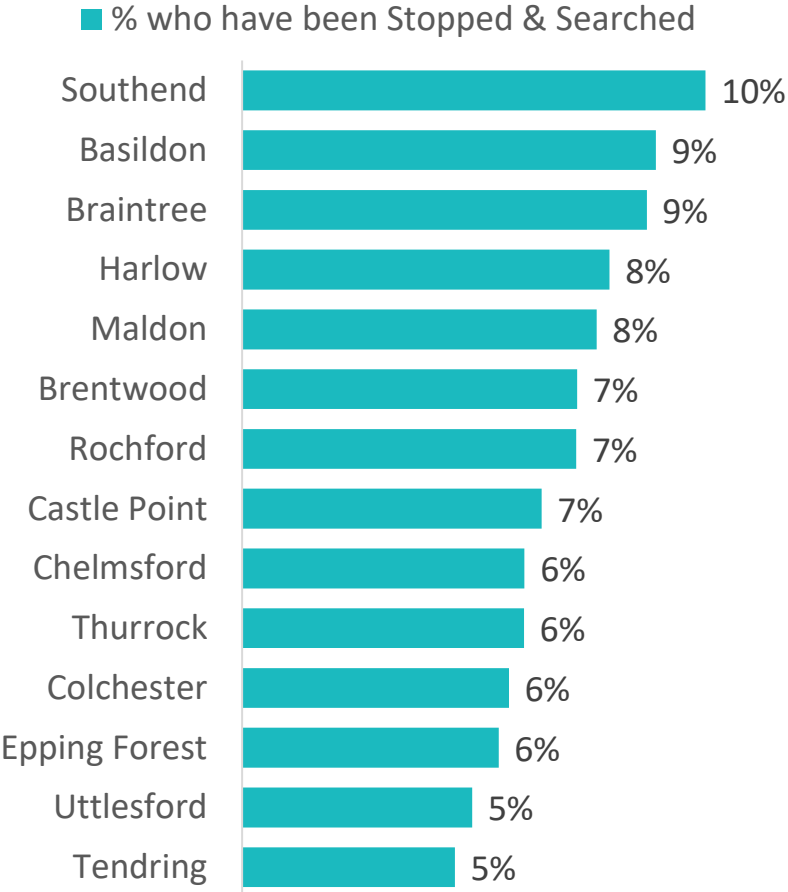
Quarterly Trend

% who have been Stopped & Searched



Young males, victims of crime and ethnic minorities are the most likely to claim they have been stopped and searched by EP in the past

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Southend has the highest incidence of stop and search (10%), compared with just 5% in Uttlesford and Tendring

Demographic Trends

% who have been Stopped and Searched

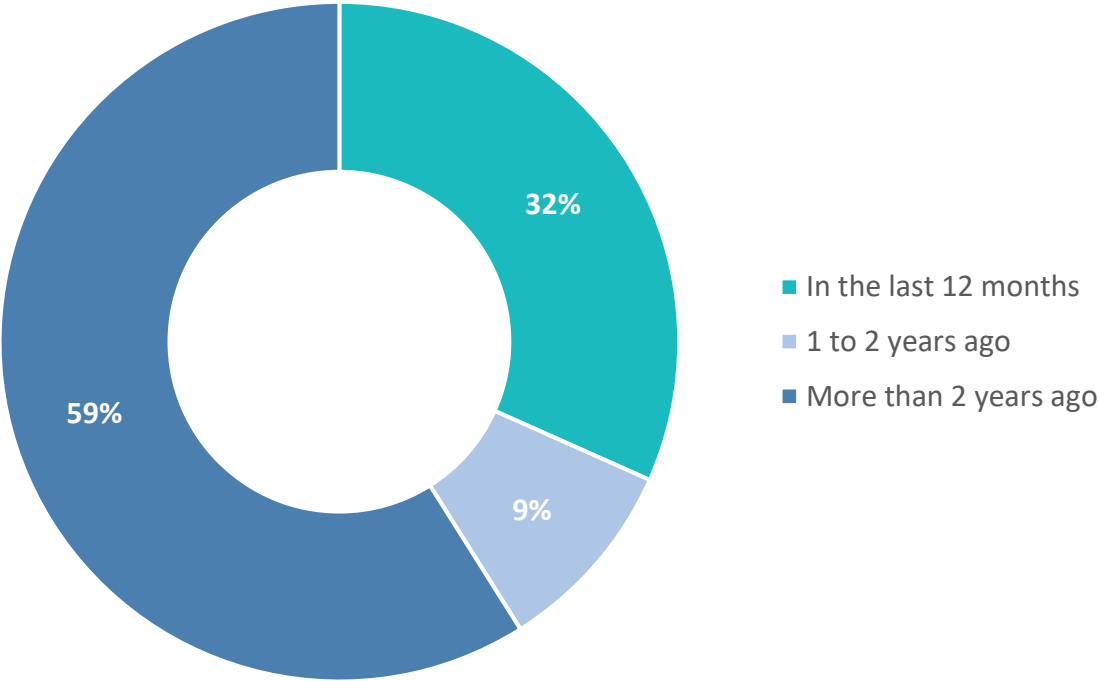
	Annual Trend					
	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Southend	7%	4%	7%	12%	10%	-2%
Basildon	6%	6%	8%	12%	9%	-3%
Braintree	6%	3%	4%	9%	9%	0%
Harlow	6%	4%	6%	8%	8%	0%
Maldon	7%	4%	5%	7%	8%	+1%
Brentwood	3%	5%	5%	5%	7%	+2%
Rochford	5%	3%	5%	7%	7%	0%
Castle Point	6%	6%	5%	4%	7%	+3%
Chelmsford	6%	6%	4%	9%	6%	-3%
Thurrock	6%	7%	7%	7%	6%	-1%
Colchester	8%	6%	4%	6%	6%	0%
Epping Forest	6%	3%	7%	6%	6%	0%
Uttlesford	4%	2%	4%	5%	5%	0%
Tendring	6%	3%	4%	6%	5%	-1%

	Annual Trend					
	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	9%	7%	9%	13%	13%	0%
Female	4%	3%	2%	3%	2%	-1%
Under 35	10%	7%	8%	14%	12%	-2%
35-54	4%	5%	6%	8%	7%	-1%
55+	5%	3%	3%	4%	3%	-1%
White	5%	4%	5%	8%	7%	-1%
Other than White	11%	10%	9%	12%	11%	-1%
Victim of crime	13%	8%	11%	15%	12%	-3%
Non victim	5%	4%	5%	7%	6%	-1%

↑ significant increase ↓ significant decrease

The majority of those who claim to have been stopped and searched by EP say it happened more than two years ago

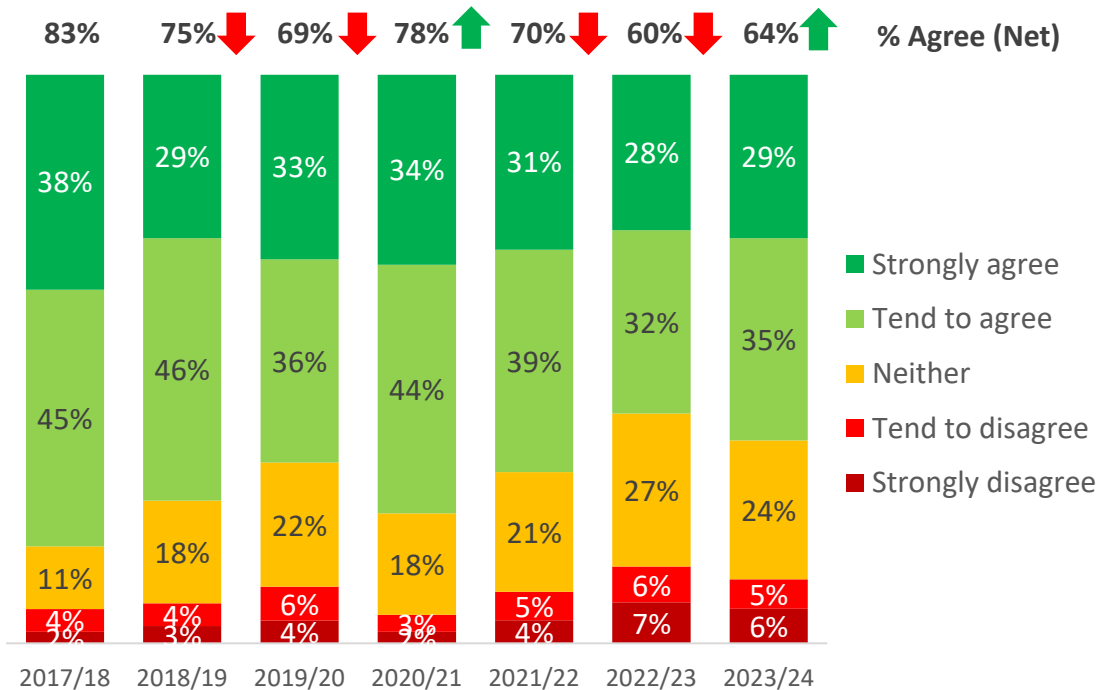
Q2-4 2023/24



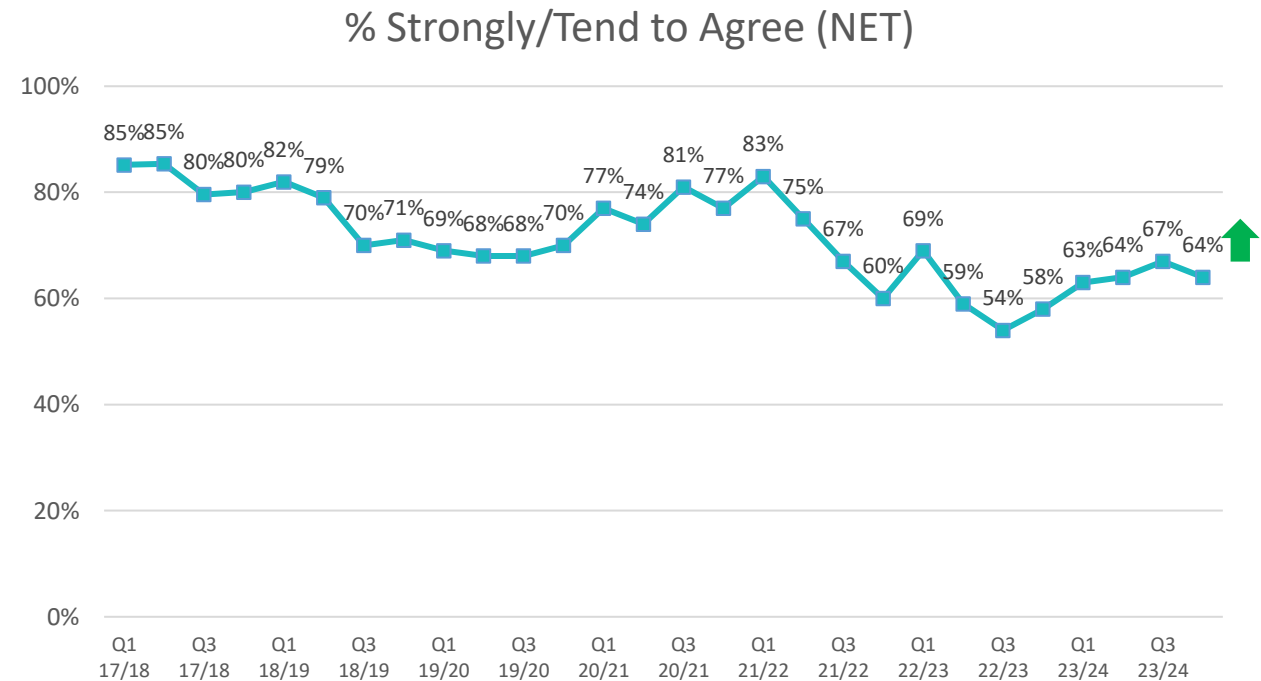
- This question was asked for the first time in Q2 23/24
- Results should be treated with caution due to the low sample size (n=380)
- We will continue to track the results of this question over subsequent quarters
- Early indications suggest around six-in-ten of those who claim to have been stopped and searched by Essex Police say it happened more than two years ago

Confidence in the use of stop and search by EP increased significantly in the last year

Annual Trend



Quarterly Trend



↑ significantly higher than the same Quarter last year

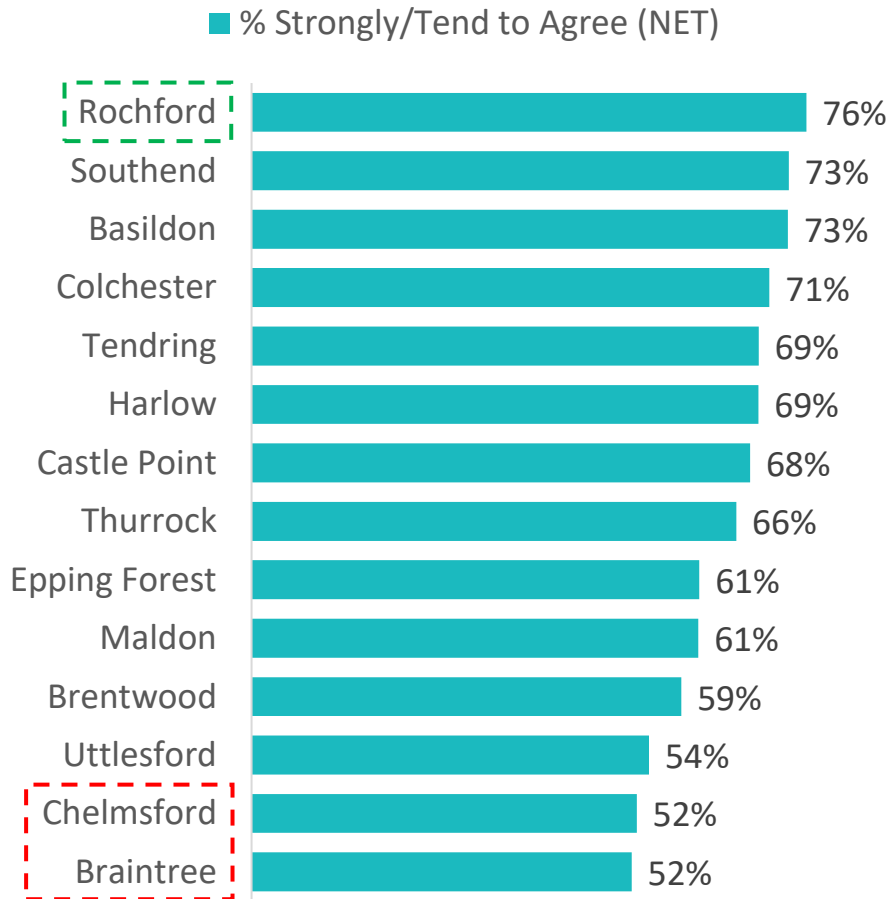
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

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

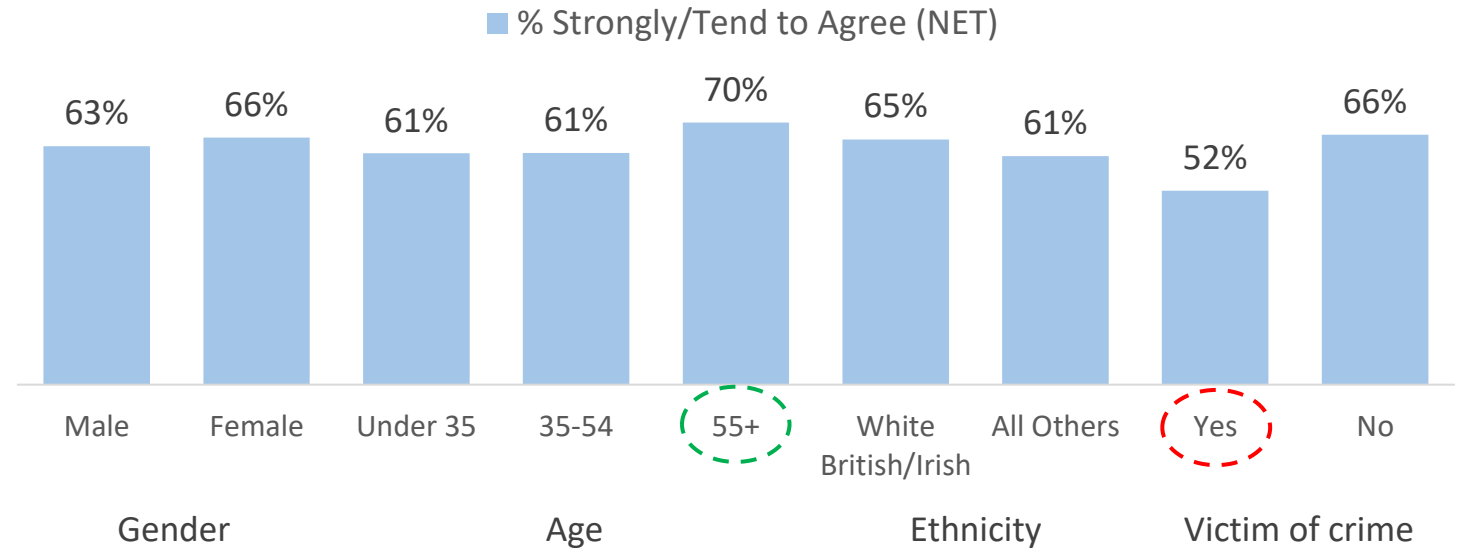
NB: Don't Know excluded from the analysis

Victims of crime are the least likely to agree the police use their stop and search power fairly & respectfully

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Over 55s (70%) are the most likely to agree police use their stop and search power fairly & respectfully
- Three-quarters of Rochford residents agree police use their stop and search power fairly & respectfully (76%), compared with around half in Chelmsford or Braintree (52%)

Demographic Trends

% agree the police use their stop and search power fairly & respectfully

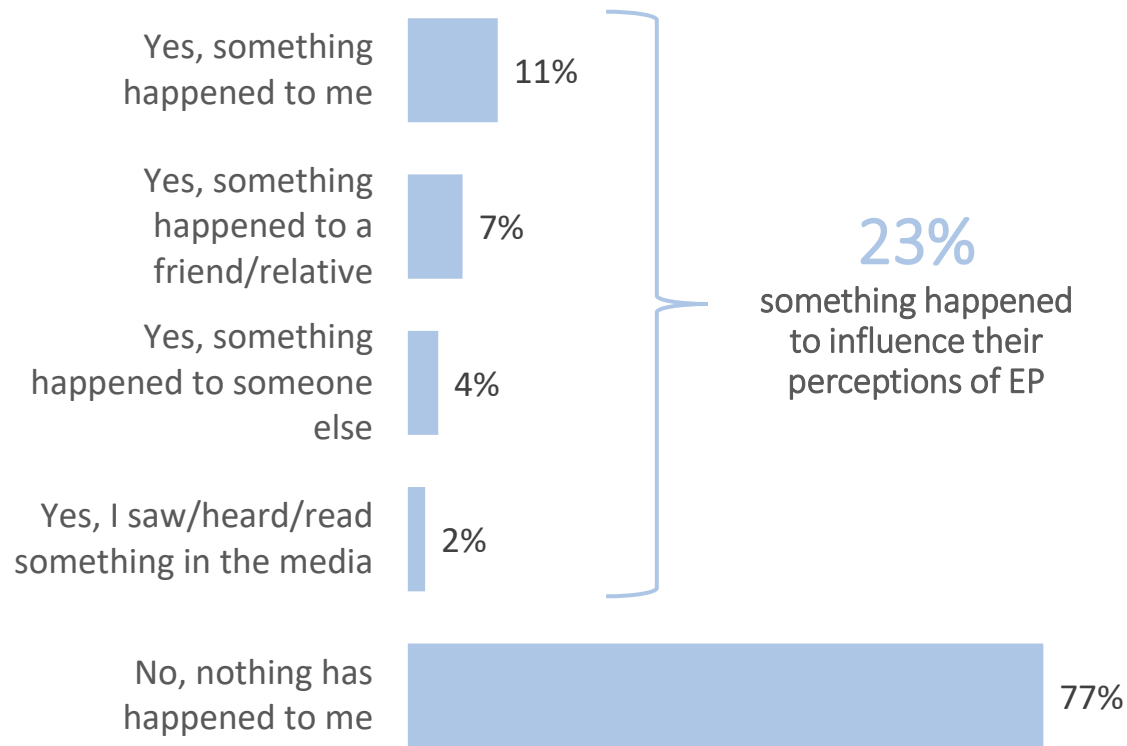
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Rochford	82%	76%	60%	86%	75%	74%	76%	+2%
Southend	84%	76%	71%	84%	73%	69%	73%	+4%
Basildon	81%	70%	72%	69%	77%	67%	73%	+6% ↑
Colchester	85%	76%	68%	75%	61%	61%	71%	+10% ↑
Tendring	85%	80%	70%	84%	79%	62%	69%	+7% ↑
Harlow	81%	78%	69%	68%	74%	65%	69%	+4%
Castle Point	85%	80%	65%	71%	73%	58%	68%	+10% ↑
Thurrock	81%	71%	63%	78%	73%	67%	66%	-1%
Epping Forest	84%	65%	67%	73%	63%	58%	61%	+3%
Maldon	83%	78%	70%	88%	65%	52%	61%	+9% ↑
Brentwood	83%	68%	71%	83%	66%	44%	59%	+15% ↑
Uttlesford	77%	79%	78%	89%	70%	65%	54%	-11% ↓
Chelmsford	84%	78%	70%	78%	65%	55%	52%	-3%
Braintree	82%	78%	70%	81%	73%	45%	52%	+7% ↑

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	84%	74%	65%	76%	71%	59%	63%	+4% ↑
Female	82%	76%	72%	79%	69%	60%	66%	+6% ↑
Under 35	83%	71%	65%	77%	68%	59%	61%	+2%
35-54	80%	74%	66%	77%	71%	58%	61%	+3% ↑
55+	85%	78%	75%	79%	71%	62%	70%	+8% ↑
White	83%	75%	70%	78%	71%	60%	65%	+5% ↑
Other than White	72%	69%	56%	71%	62%	59%	61%	+2%
Victim of crime	77%	72%	62%	66%	60%	55%	52%	-3%
Non victim	84%	75%	70%	80%	71%	61%	66%	+5% ↑

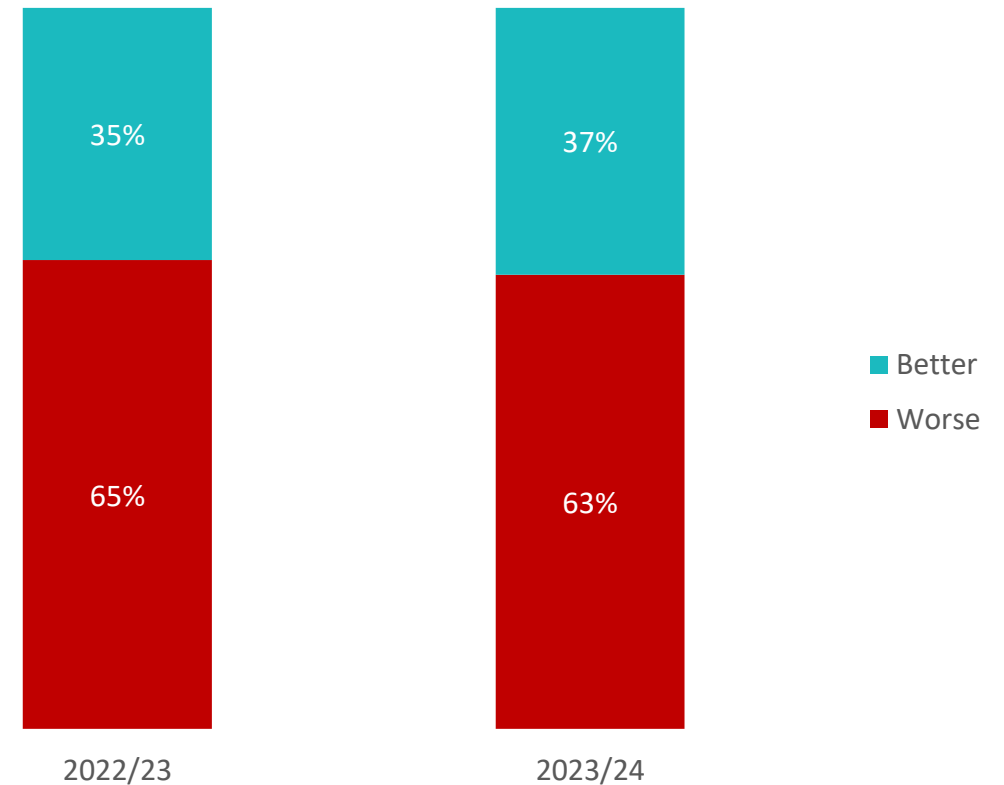
↑ significant increase ↓ significant decrease

Over six-in-ten had a worse perception of EP after being influenced by something

Last 12 months



Annual Trend





Section Three

Visibility & Crime/ASB Perceptions

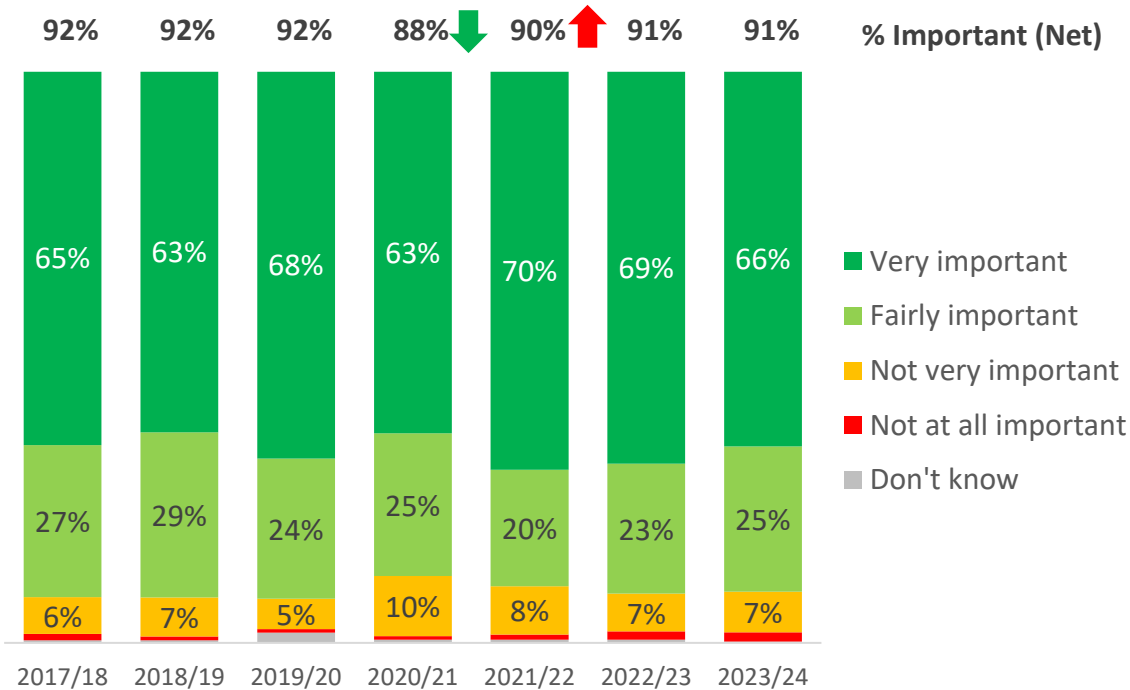


Executive Summary: Crime & ASB

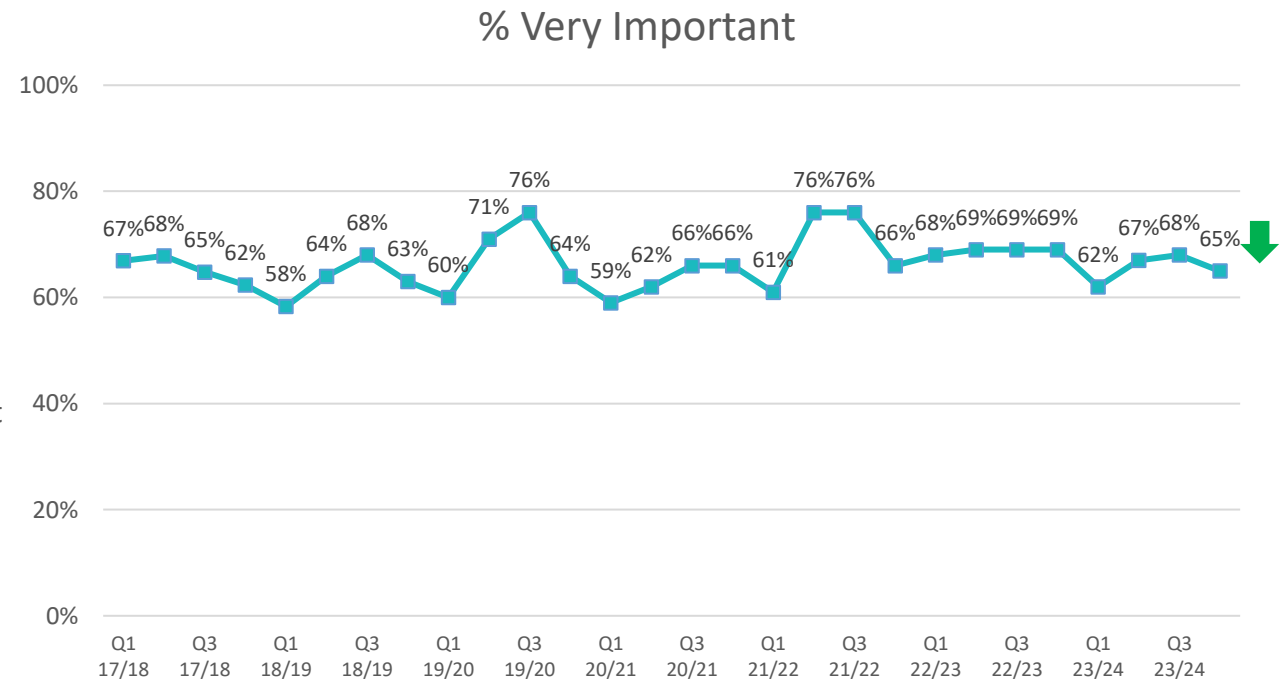
- Around 9 in 10 (91%) continue to think a regular uniformed police presence is important, including two-thirds (66%) who think it is very important
- A third (32%) think crime and ASB has become more of a problem in their area in the last 12 months, up significantly from 30% last year
- Four in ten residents living in Castle Point (41%) think crime and ASB has become more a problem, compared to just 22% in Tendring and Colchester
- Almost 6 out of 10 Essex residents (58%) feel safe walking alone in their area after dark – although this figure drops to just 45% for Females
- Less than half (45%) think EP is doing a good/excellent job tackling cyber crime, down significantly from 49% in the previous year

Nine-in-ten Essex residents think a regular uniformed police presence is important

Annual Trend



Quarterly Trend

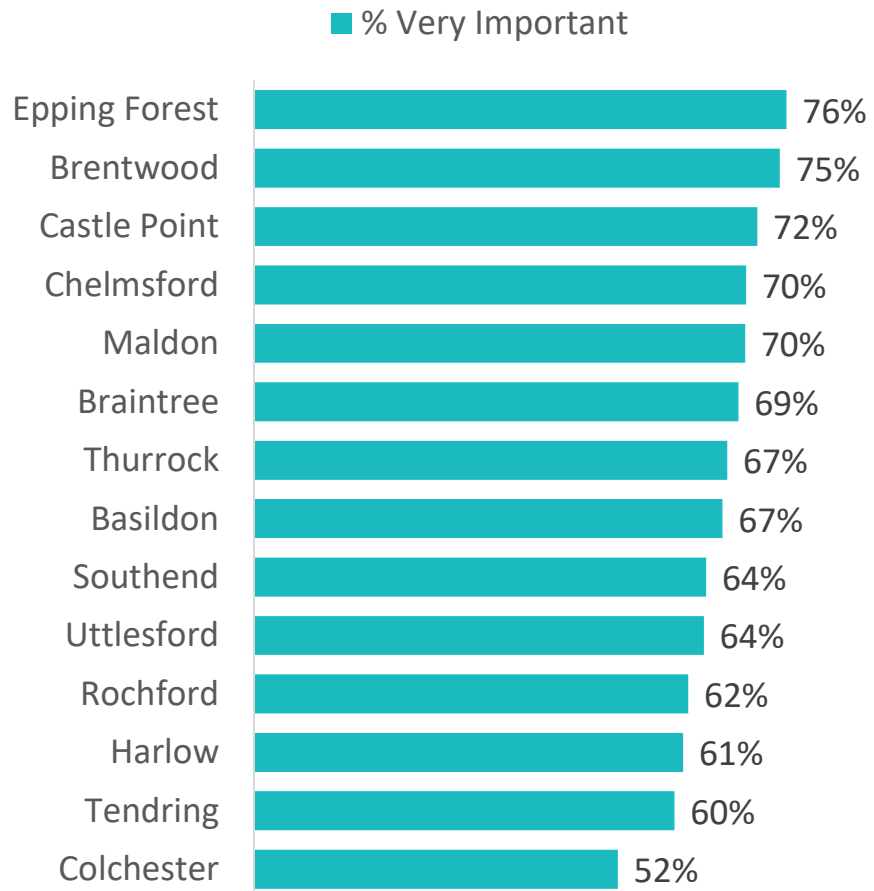


↓ significantly lower than the same Quarter last year

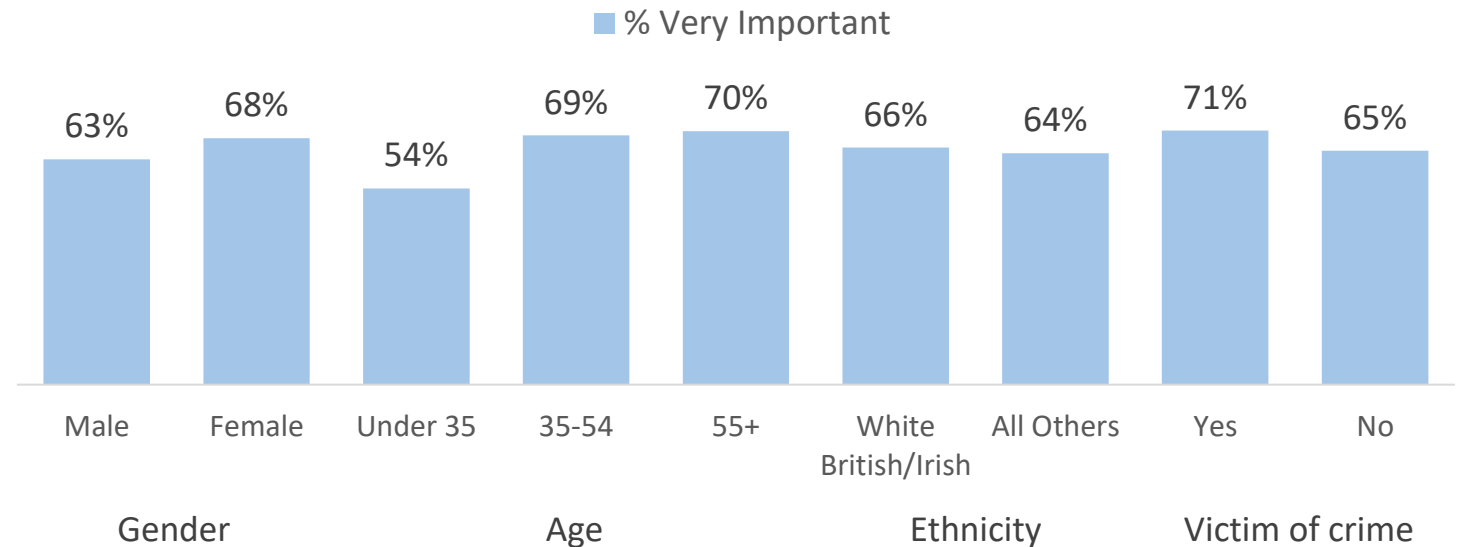
NET refers to the combined score for the two most positive answer options (Very/Fairly Important). Significance testing at 95% confidence level.

Under 35s are the least likely to think a regular uniformed police presence is very important

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Three-quarters of residents living in Epping Forest (76%) and Brentwood (75%) think a regular uniformed police presence is very important, compared to around half in Colchester (52%)

Demographic Trends

% think a regular uniformed police presence is very important

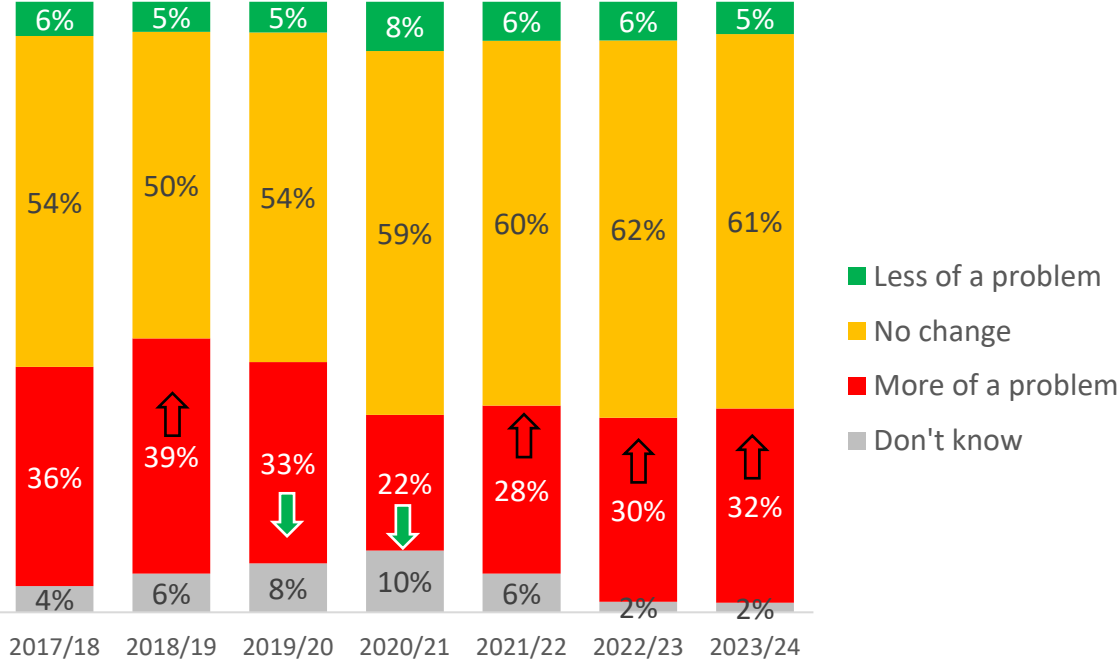
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Epping Forest	69%	69%	75%	56%	75%	67%	76%	+9% ↑
Brentwood	70%	62%	66%	61%	67%	75%	75%	0%
Castle Point	73%	74%	75%	80%	76%	81%	72%	-9% ↓
Chelmsford	56%	54%	61%	68%	62%	71%	70%	-1%
Maldon	60%	50%	63%	53%	72%	71%	70%	-1%
Braintree	65%	55%	59%	50%	65%	80%	69%	-11% ↓
Thurrock	77%	68%	73%	71%	76%	71%	67%	-4%
Basildon	71%	76%	80%	75%	76%	70%	67%	-3%
Southend	62%	70%	73%	63%	71%	77%	64%	-13% ↓
Uttlesford	55%	52%	62%	56%	63%	59%	64%	+5%
Rochford	65%	61%	64%	61%	75%	67%	62%	-5%
Harlow	70%	68%	78%	58%	65%	64%	61%	-3%
Tendring	68%	65%	63%	59%	73%	56%	60%	+4%
Colchester	59%	54%	58%	66%	62%	55%	52%	-3%

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	60%	62%	64%	58%	69%	67%	63%	-4% ↓
Female	68%	66%	72%	68%	70%	71%	68%	-3% ↓
Under 35	54%	51%	57%	54%	61%	57%	54%	-3% ↓
35-54	69%	67%	76%	65%	71%	72%	69%	-3% ↓
55+	70%	69%	69%	67%	75%	74%	70%	-4% ↓
White	66%	64%	68%	64%	70%	69%	66%	-3% ↓
Other than White	61%	59%	65%	59%	66%	64%	64%	0%
Victim of crime	76%	75%	76%	73%	75%	75%	71%	-4%
Non victim	64%	61%	67%	62%	69%	68%	65%	-3%

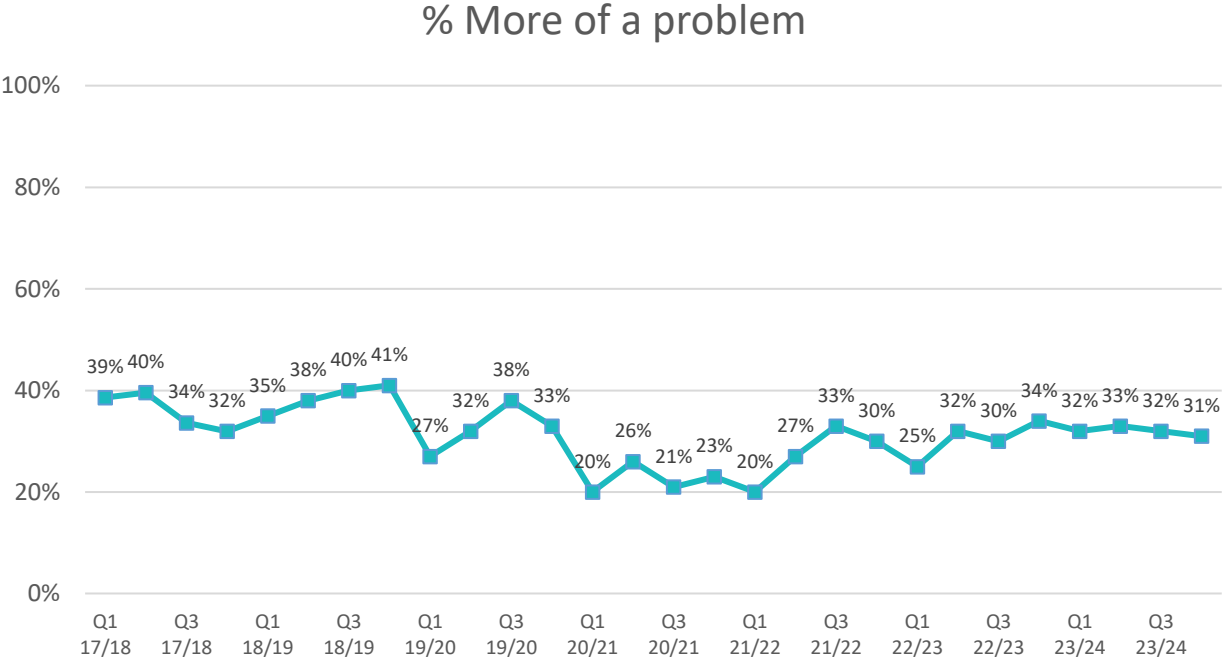
↑ significant increase ↓ significant decrease

A third think crime and ASB has become more of a problem in their area in the last 12 months

Annual Trend



Quarterly Trend

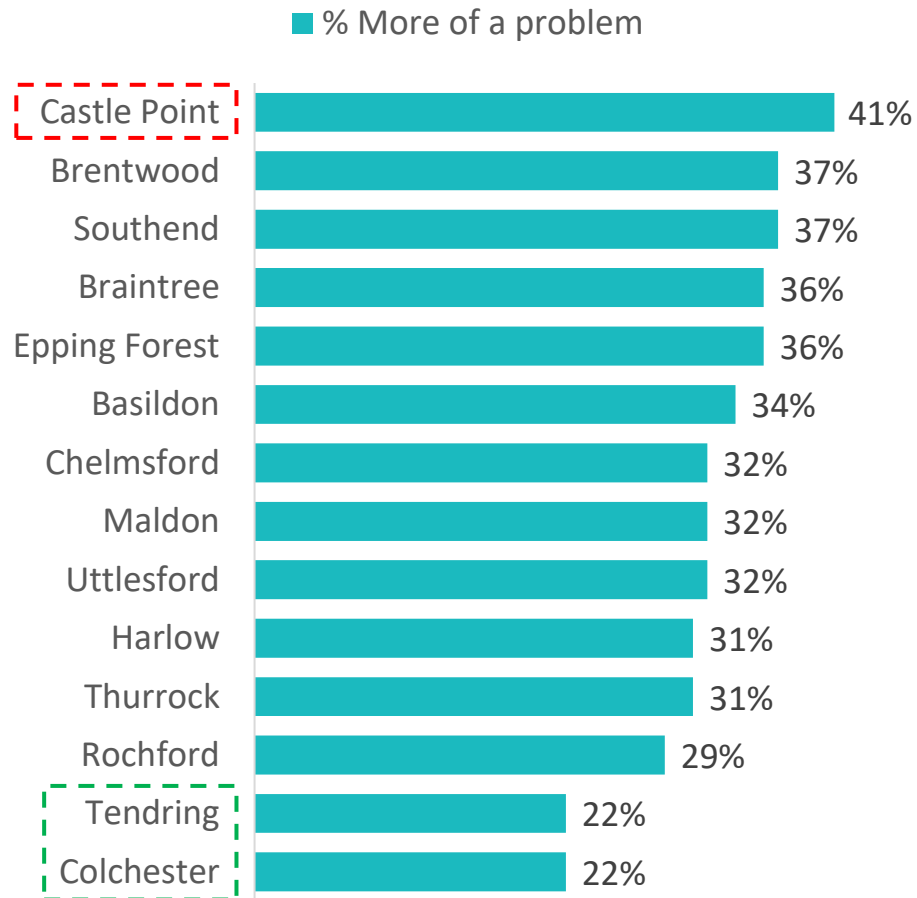


Significance testing at 95% confidence level

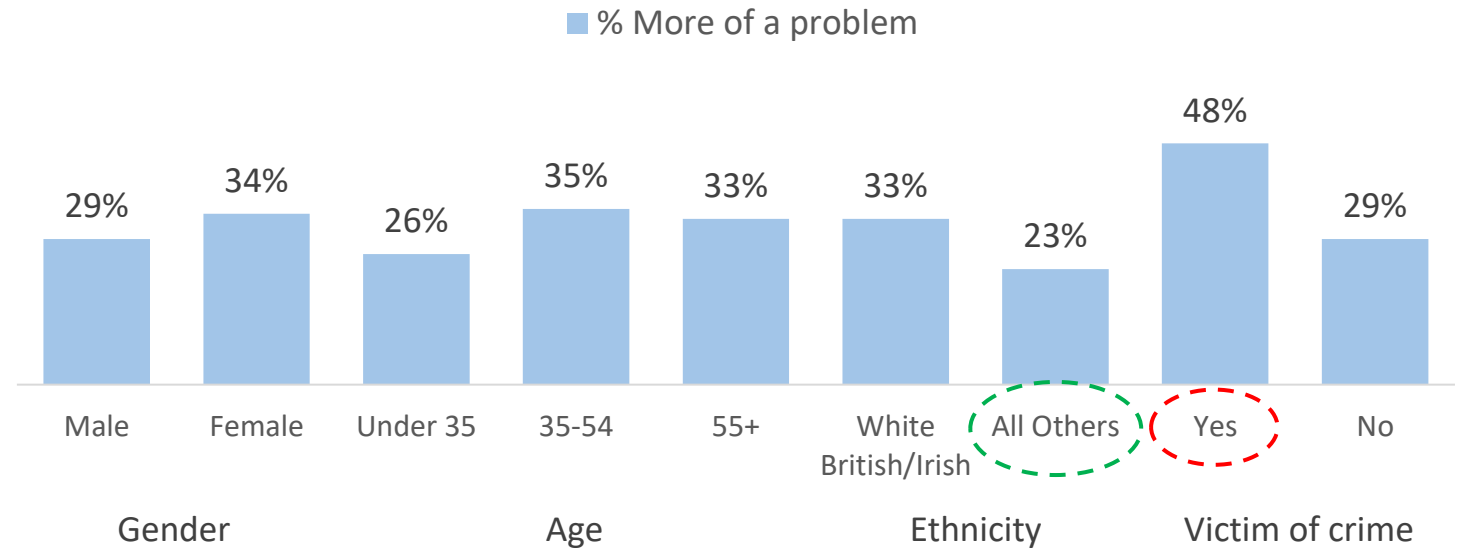
Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed?

Almost half of victims of crime think crime and ASB has become more of a problem in the last 12 months

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Ethnic minorities are the least likely to think crime and ASB has become more of a problem in the last 12 months (23%)
- Four-in-ten residents living in Castle Point (41%) think crime and ASB has become more of a problem in the last 12 months, compared with less than a quarter in Tendring and Colchester (22%)

Demographic Trends

% who think crime and ASB has become more of a problem in the last 12 months

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Castle Point	42%	45%	44%	27%	26%	40%	41%	+1%
Brentwood	35%	38%	31%	22%	32%	41%	37%	-4%
Southend	31%	45%	40%	28%	38%	35%	37%	+2%
Braintree	35%	31%	34%	23%	22%	34%	36%	+2%
Epping Forest	37%	45%	27%	31%	32%	39%	36%	-3%
Basildon	39%	46%	32%	21%	31%	26%	34%	+8% ↑
Chelmsford	36%	33%	28%	19%	25%	31%	32%	+1%
Maldon	29%	26%	33%	22%	24%	34%	32%	-2%
Uttlesford	35%	35%	24%	17%	29%	24%	32%	+8% ↑
Harlow	34%	40%	44%	22%	23%	36%	31%	-5%
Thurrock	44%	45%	39%	22%	33%	33%	31%	-2%
Rochford	33%	38%	31%	20%	29%	30%	29%	-1%
Tendring	42%	39%	32%	26%	24%	17%	22%	+5%
Colchester	29%	28%	23%	15%	16%	16%	22%	+6% ↑

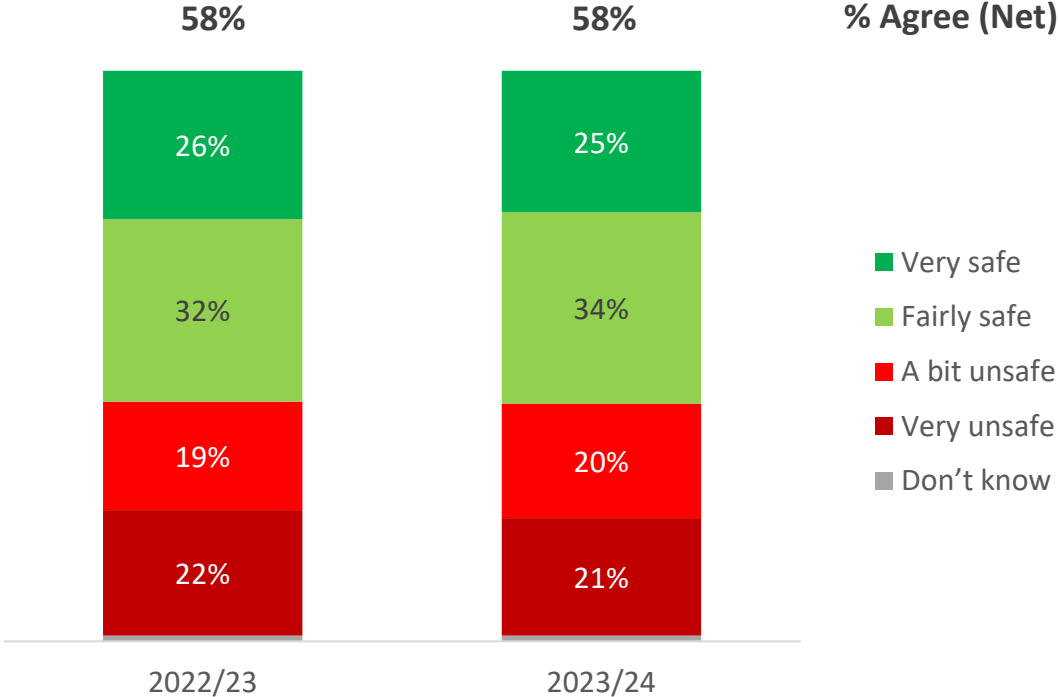
	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	32%	32%	30%	19%	25%	27%	29%	+2%
Female	39%	44%	35%	25%	30%	33%	34%	+1%
Under 35	24%	30%	28%	20%	23%	28%	26%	-2%
35-54	42%	43%	36%	24%	31%	34%	35%	+1%
55+	38%	41%	33%	22%	28%	29%	33%	+4% ↑
White	36%	40%	32%	23%	28%	31%	33%	+2%
Other than White	27%	27%	35%	17%	24%	22%	23%	+1%
Victim of crime	52%	52%	52%	38%	46%	48%	48%	0%
Non victim	33%	37%	30%	20%	25%	27%	29%	+2%

↑ significant increase ↓ significant decrease

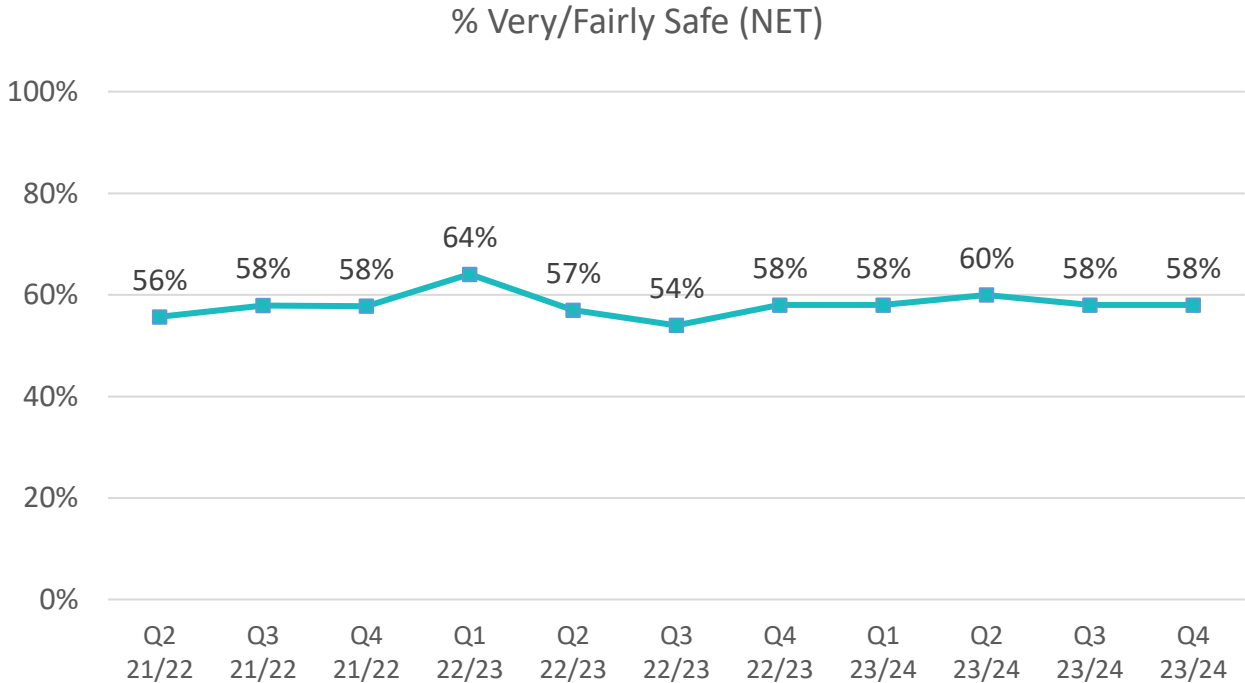
Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed?

Over half of Essex residents feel safe walking alone in their area after dark

Annual Trend

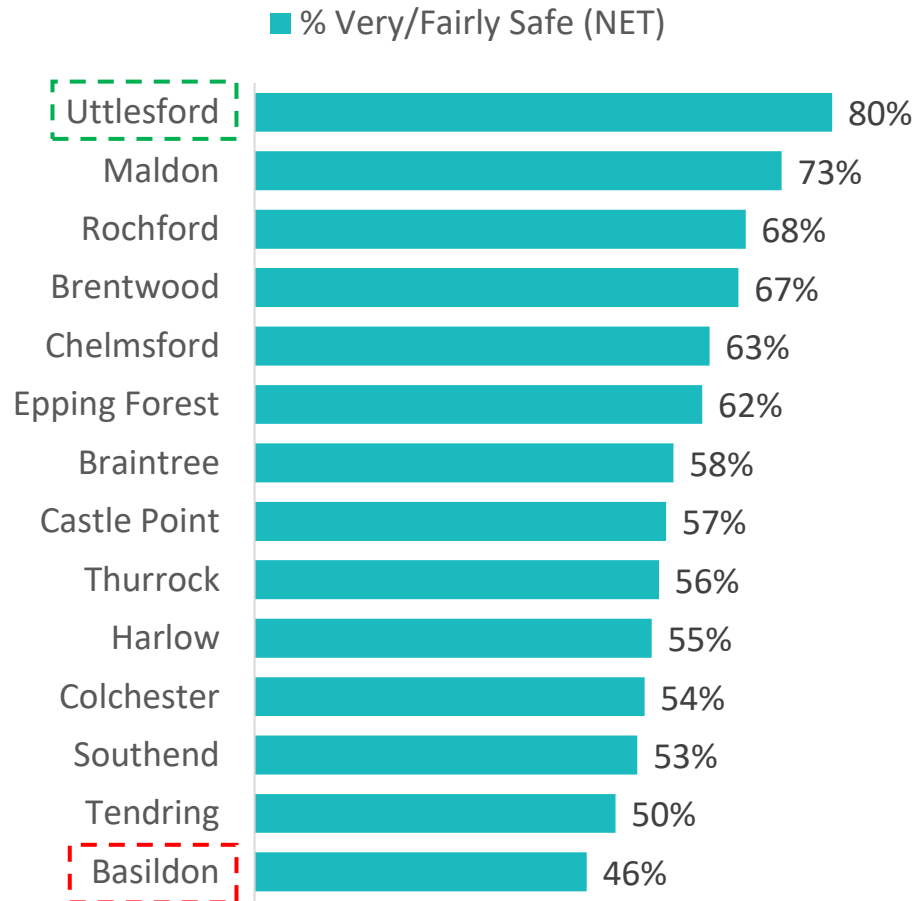


Quarterly Trend

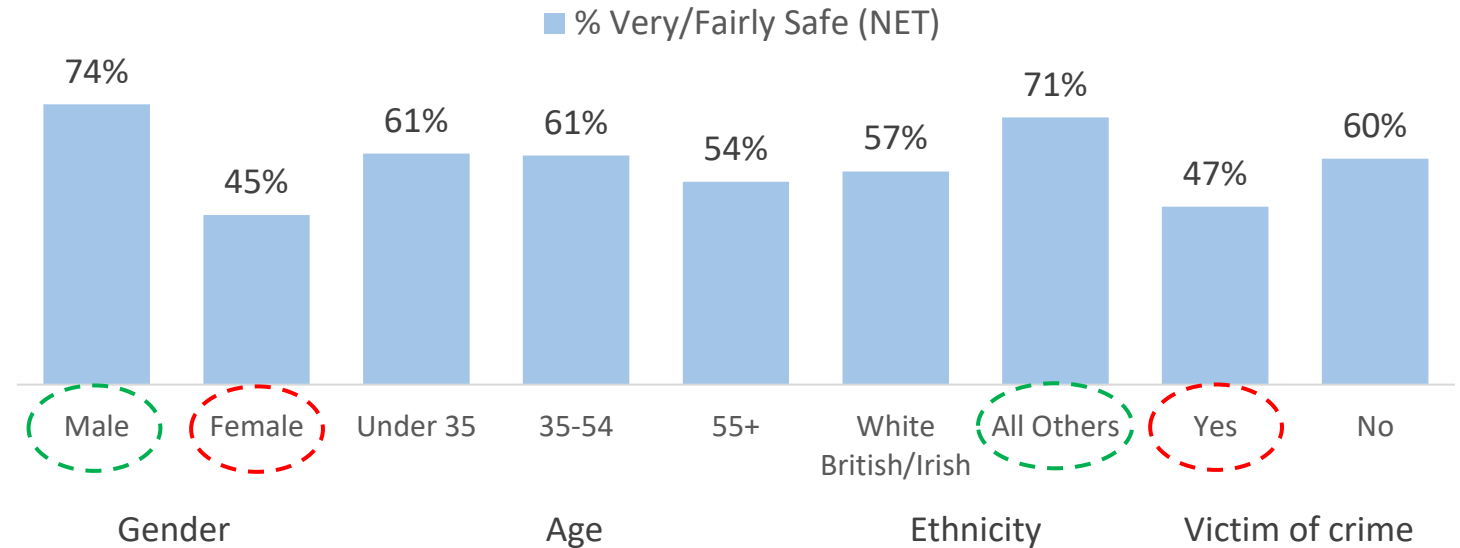


Less than half of females or victims of crime feel safe walking alone in their area after dark

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Males (74%) and ethnic minorities (71%) are the most likely to feel safe walking alone in their area after dark
- Eight-in-ten residents living in Uttlesford (80%) feel safe, compared to less than half in Basildon (46%)

Demographic Trends

% who feel safe walking alone in their area after dark

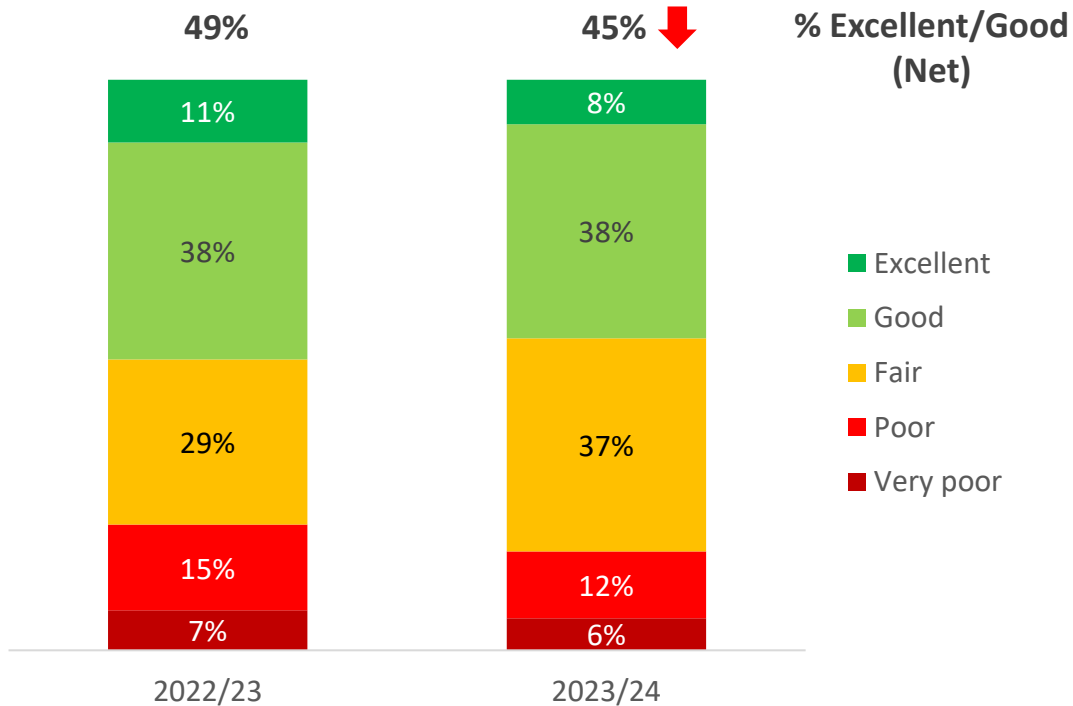
	Annual Trend		
	2022/23	2023/24	% change
Uttlesford	73%	80%	+7% ↑
Maldon	76%	73%	-3%
Rochford	64%	68%	+4%
Brentwood	65%	67%	+2%
Chelmsford	68%	63%	-5%
Epping Forest	68%	62%	-6% ↓
Braintree	60%	58%	-2%
Castle Point	44%	57%	+13% ↑
Thurrock	54%	56%	+2%
Harlow	53%	55%	+2%
Colchester	54%	54%	0%
Southend	49%	53%	+4%
Tendring	48%	50%	+2%
Basildon	52%	46%	-6% ↓

	Annual Trend		
	2022/23	2023/24	% change
Male	73%	74%	+1%
Female	45%	45%	0%
Under 35	61%	61%	0%
35-54	62%	61%	-1%
55+	53%	54%	+1%
White	57%	57%	0%
Other than White	67%	71%	+4%
Victim of crime	49%	47%	-2%
Non victim	60%	60%	0%

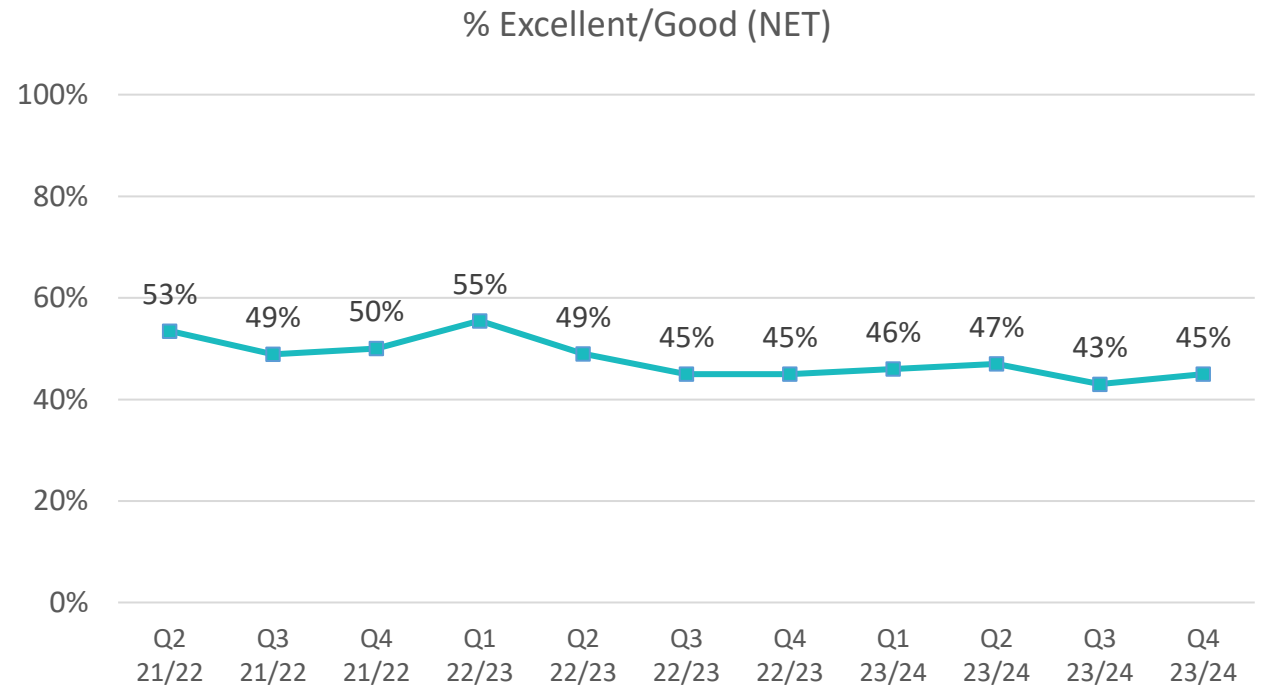
↑ significant increase ↓ significant decrease

Perceptions EP is doing a good/excellent job tackling cyber crime decreased significantly in the last year

Annual Trend

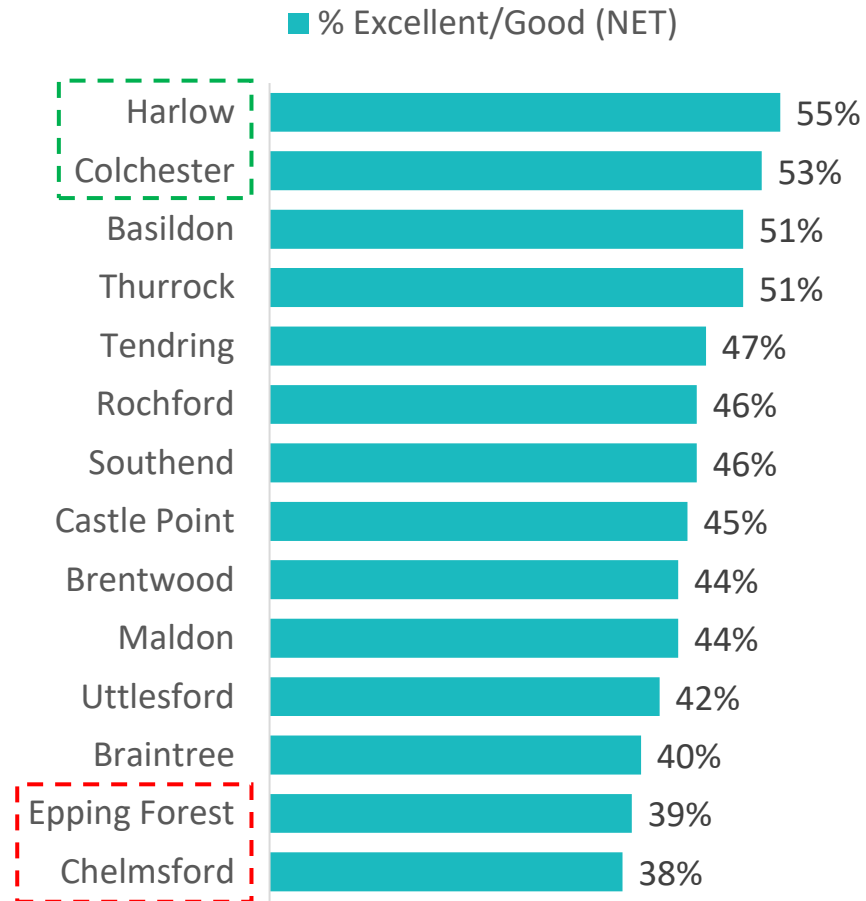


Quarterly Trend

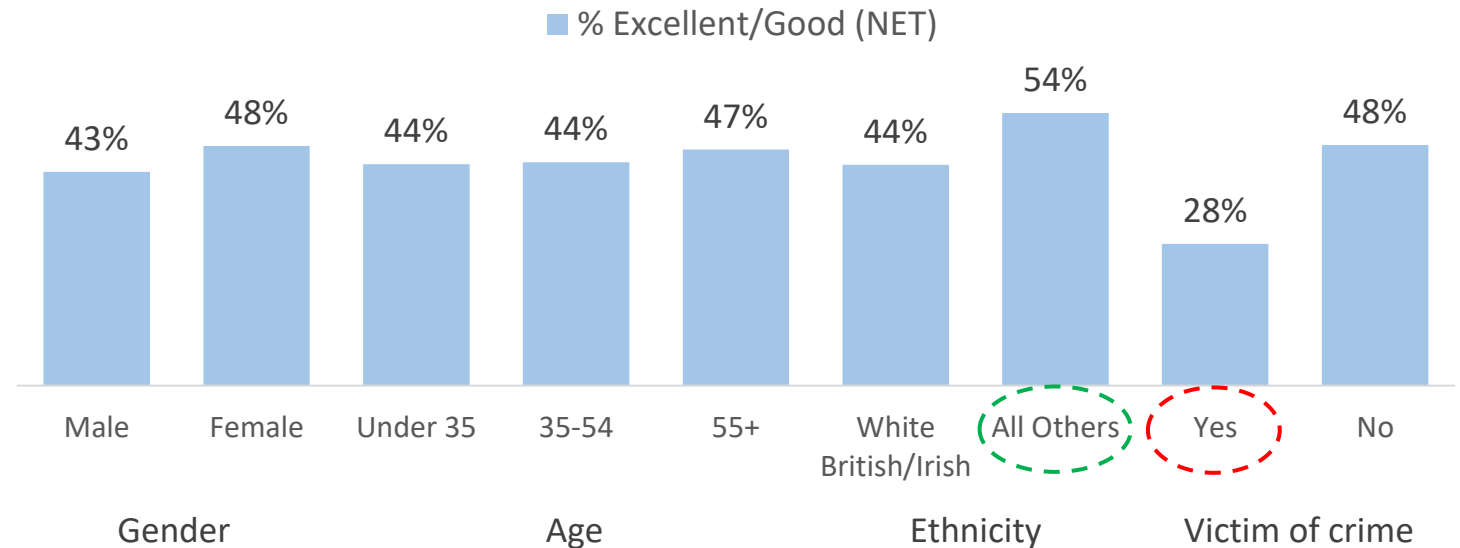


Victims of crime are the least likely to think EP is doing a good job tackling cyber crime

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Over half of residents living in Harlow (55%) and Colchester (53%) think EP is doing a good job tackling cyber crime, compared to 39% in Epping Forest and 38% in Chelmsford

Demographic Trends

% who think EP is doing a good/excellent job tackling cyber crime

	Annual Trend		
	2022/23	2023/24	% change
Harlow	48%	55%	+7% ↑
Colchester	54%	53%	-1%
Basildon	54%	51%	-3%
Thurrock	56%	51%	-5%
Tendring	47%	47%	0%
Rochford	39%	46%	+7% ↑
Southend	45%	46%	+1%
Castle Point	50%	45%	-5%
Brentwood	40%	44%	+4%
Maldon	46%	44%	-2%
Uttlesford	55%	42%	-13% ↓
Braintree	52%	40%	-12% ↓
Epping Forest	42%	39%	-3%
Chelmsford	48%	38%	-10% ↓

	Annual Trend		
	2022/23	2023/24	% change
Male	46%	43%	-3% ↓
Female	51%	48%	-3% ↓
Under 35	52%	44%	-8% ↓
35-54	50%	44%	-6% ↓
55+	45%	47%	+2%
White	47%	44%	-3% ↓
Other than White	59%	54%	-5% ↓
Victim of crime	37%	28%	-9% ↓
Non victim	51%	48%	-3% ↓

↑ significant increase ↓ significant decrease



Section Four

Police Engagement

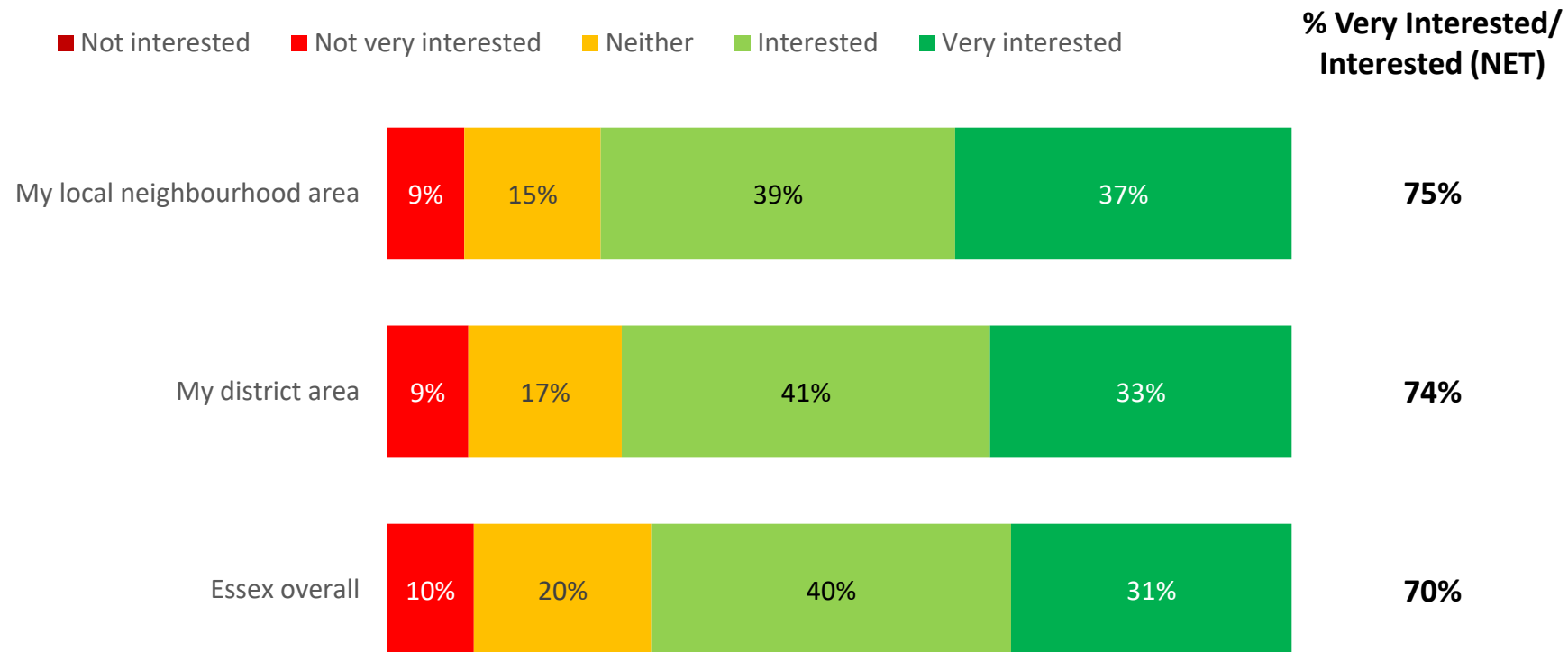


Executive Summary: Police Engagement

- Feeling well informed about what the police are doing in the local area increased significantly in the last year from 43% to 46%
- Around 7 out of 10 are interested in seeing stories showing policing activity, either locally or regionally
- Over 6 in 10 (63%) are aware they can access some of EPs services online, significantly higher than the previous year (58%) – although this drops to 51% for over 55s
- The EP Facebook page is now the most popular way to keep informed about EP, rising significantly from 29% to 37% in the last year (whilst traditional media declined significantly)
- Police stories about tackling gangs/organised crime or police in the community remain the most popular
- Eight out of 10 (79%) of those who had contact with EP felt the police representative was professional
- Almost 6 in 10 (58%) agree there are good opportunities to volunteer for EP, up significantly from 54%

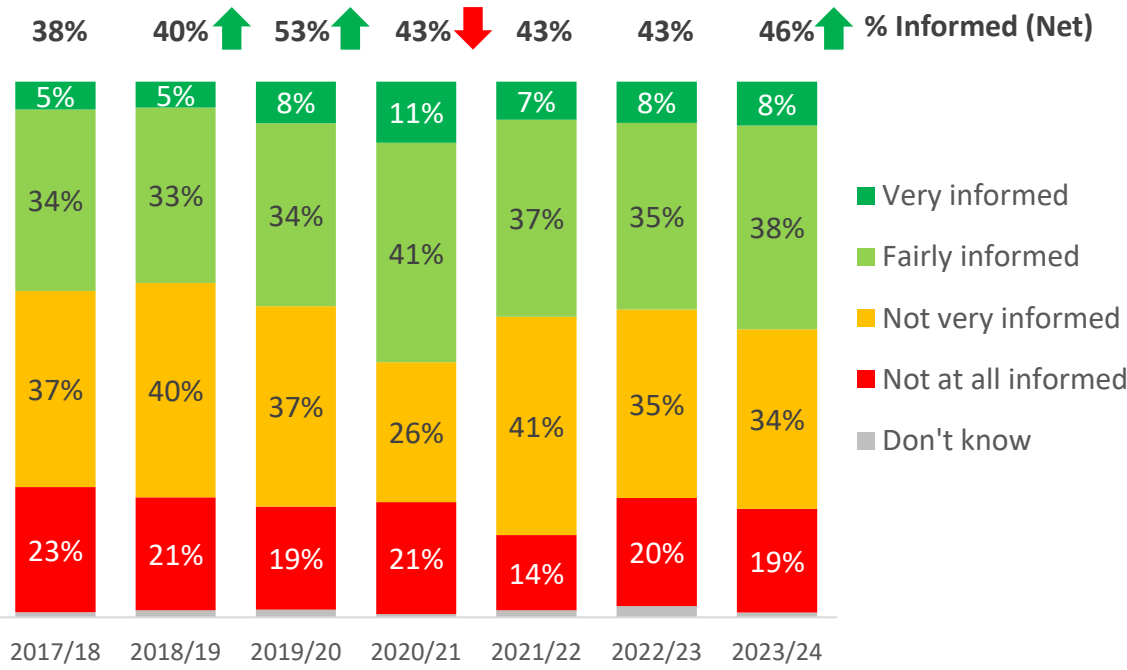
At least 7 out of 10 are interested in seeing stories showing policing activity, either locally or regionally

Last 12 months

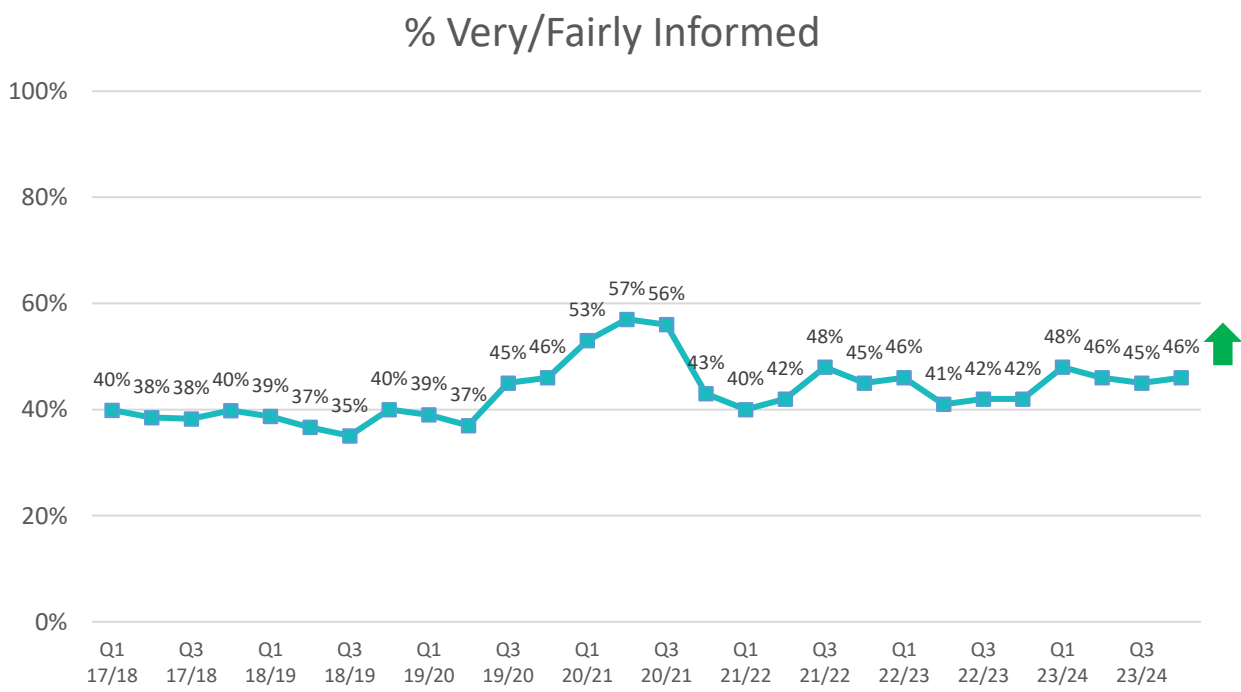


Feeling well informed about what the police are doing in the local area increased significantly in the last year

Annual Trend



Quarterly Trend



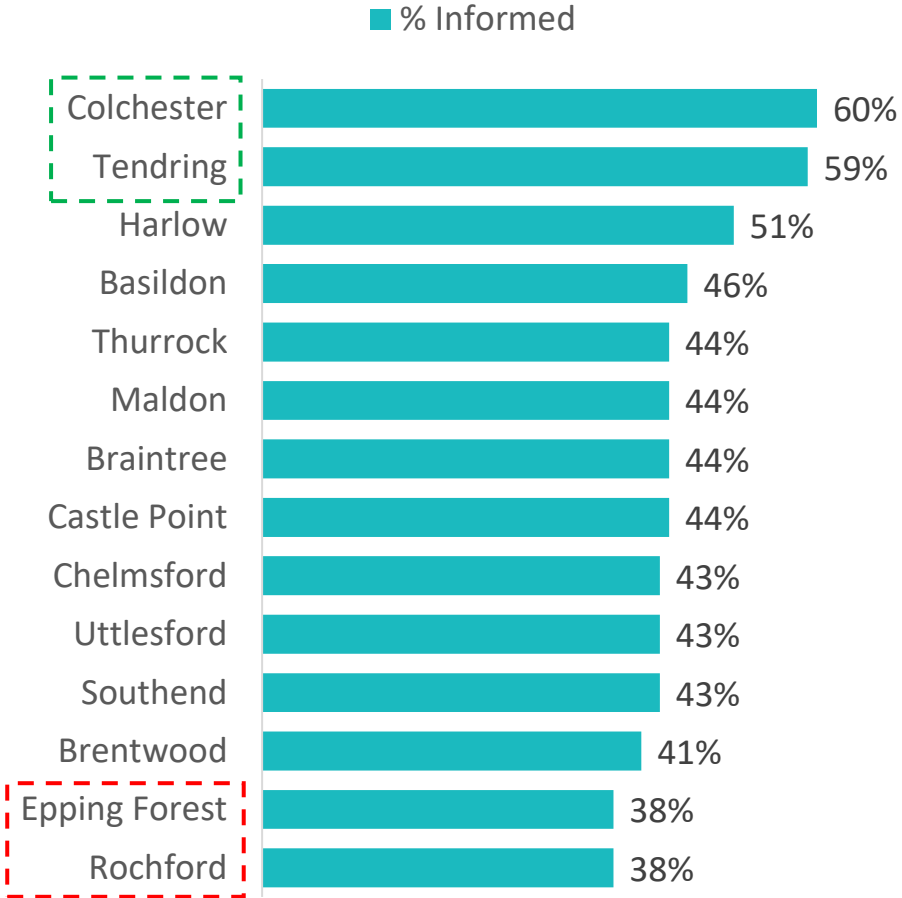
↑ significantly higher than the same Quarter last year

Significance testing at 95% confidence level

Q21 Overall, how well informed do you feel about what the police in your local area are doing?

Victims of crime and those aged 55+ are the least likely to feel well informed about what the police are doing in their area

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Over half of ethnic minorities (54%) and under 35s (52%) feel well informed about what police are doing in their area
- Six-in-ten residents living in Colchester (60%) and Tendring (59%) feel well informed, compared with less than four-in-ten in Epping Forest or Rochford (38%)

Demographic Trends

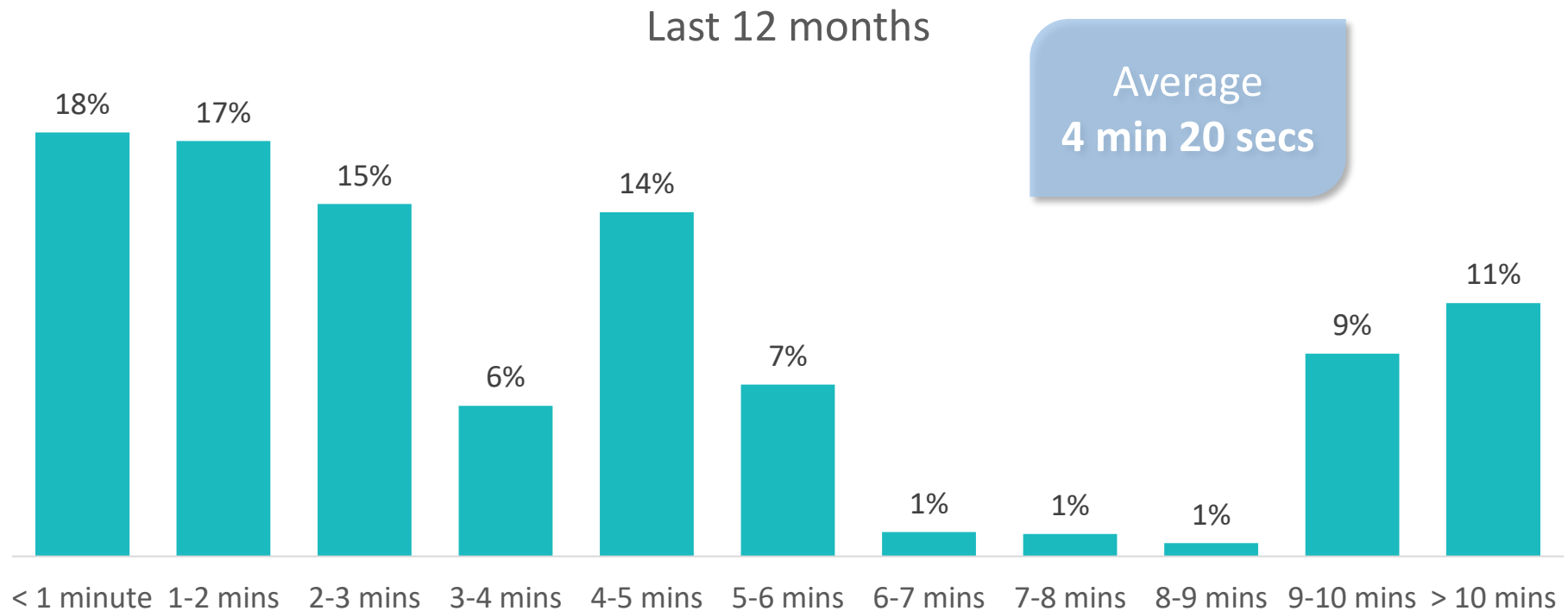
% who are feel informed about what the police in their local area are doing

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Colchester	41%	42%	46%	38%	58%	42%	60%	+18% ↑
Tendring	45%	42%	47%	64%	47%	41%	59%	+18% ↑
Harlow	41%	38%	32%	53%	35%	45%	51%	+6% ↑
Basildon	39%	33%	41%	38%	42%	52%	46%	-6% ↓
Thurrock	36%	38%	40%	35%	40%	41%	44%	+3%
Maldon	38%	38%	39%	68%	45%	46%	44%	-2%
Braintree	42%	36%	47%	66%	52%	47%	44%	-3%
Castle Point	43%	39%	41%	37%	40%	36%	44%	+8% ↑
Chelmsford	37%	39%	42%	49%	43%	45%	43%	-2%
Uttlesford	37%	41%	48%	65%	45%	45%	43%	-2%
Southend	40%	38%	43%	64%	43%	39%	43%	+4%
Brentwood	35%	29%	37%	54%	36%	40%	41%	+1%
Epping Forest	34%	31%	36%	61%	34%	34%	38%	+4%
Rochford	38%	38%	43%	60%	45%	37%	38%	+1%

	Annual Trend (year ending)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	% change
Male	41%	40%	43%	50%	44%	42%	47%	+5% ↑
Female	38%	36%	41%	55%	44%	43%	46%	+3% ↑
Under 35	40%	37%	44%	58%	48%	45%	52%	+7% ↑
35-54	36%	37%	42%	58%	44%	46%	46%	0%
55+	41%	38%	40%	44%	42%	39%	43%	+4% ↑
White	39%	38%	42%	53%	44%	42%	45%	+3% ↑
Other than White	40%	34%	42%	45%	45%	45%	54%	+9% ↑
Victim of crime	33%	34%	44%	55%	38%	38%	42%	+4%
Non victim	40%	38%	42%	52%	45%	43%	47%	+4% ↑

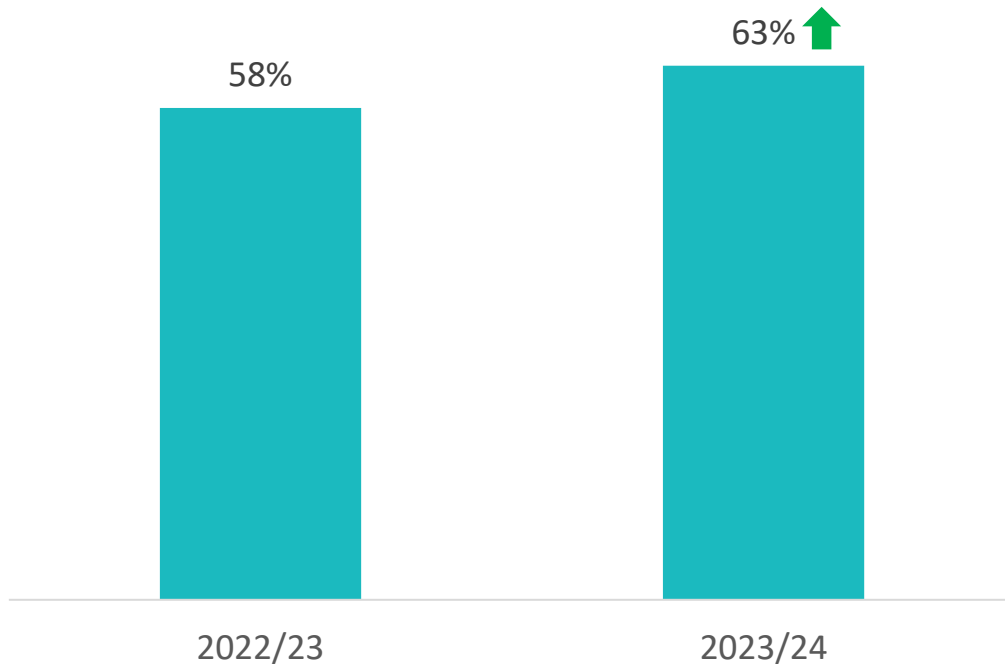
↑ significant increase ↓ significant decrease

There is a wide dispersion in what Essex residents think is an acceptable number of minutes to get through to a call handler when using the 101 non-emergency number

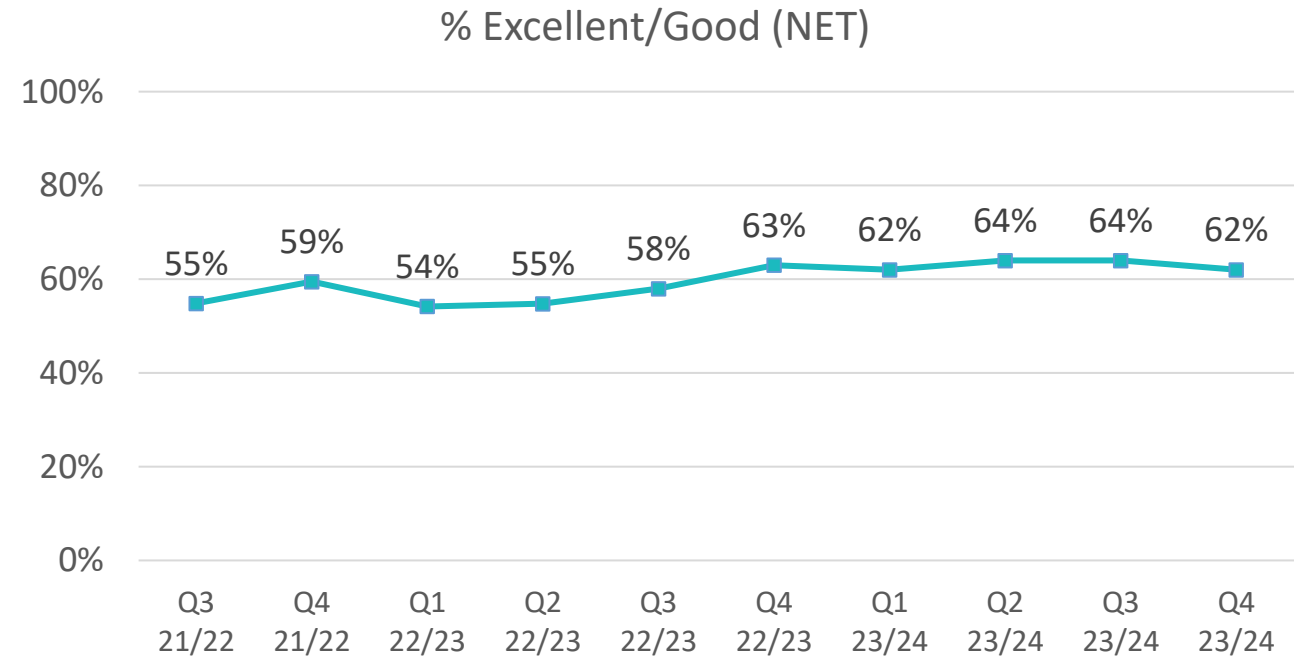


Those aware they can access some of EP's services online increased significantly in the last year

Annual Trend

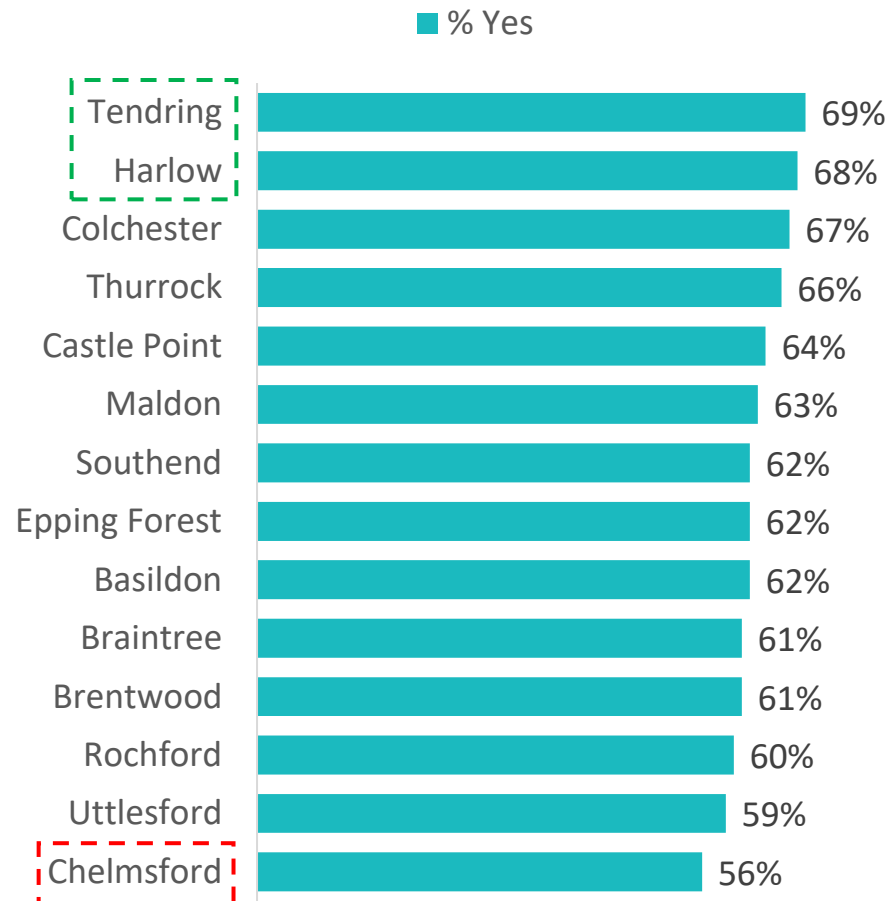


Quarterly Trend

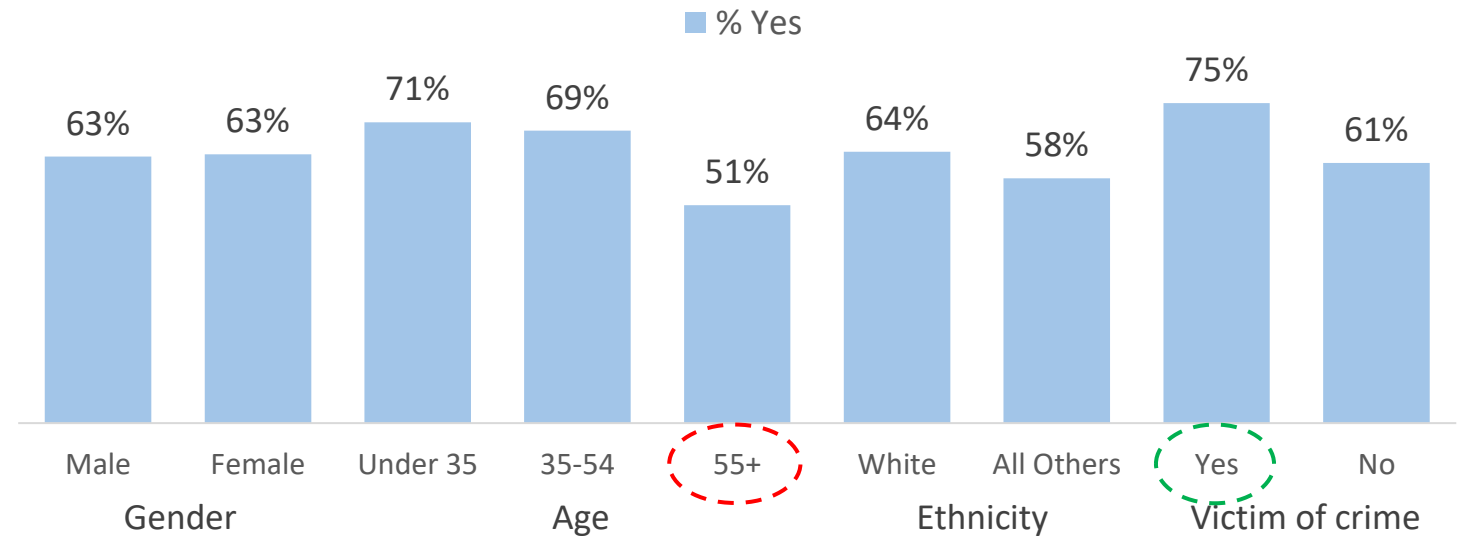


Over 55s are the least likely to be aware they can access some of EP's services online

District Comparisons (last 6 months)



Demographic Analysis (last 6 months)



- Three-quarters of victims of crime (75%) are aware they can access some of EP's services online
- Over two-thirds of residents living in Tendring (69%) and Harlow (68%) are aware they can access some of EP's services online, compared to around half in Chelmsford (56%)

Demographic Trends

% aware they can access some of EP's services online

	Annual Trend		
	2022/23	2023/24	% change
Tendring	44%	69%	+25% ↑
Harlow	61%	68%	+7% ↑
Colchester	44%	67%	+23% ↑
Thurrock	62%	66%	+4%
Castle Point	64%	64%	0%
Maldon	58%	63%	+5%
Southend	57%	62%	+5%
Epping Forest	61%	62%	+1%
Basildon	63%	62%	-1%
Braintree	60%	61%	+1%
Brentwood	59%	61%	+2%
Rochford	56%	60%	+4%
Uttlesford	58%	59%	+1%
Chelmsford	64%	56%	-8% ↓

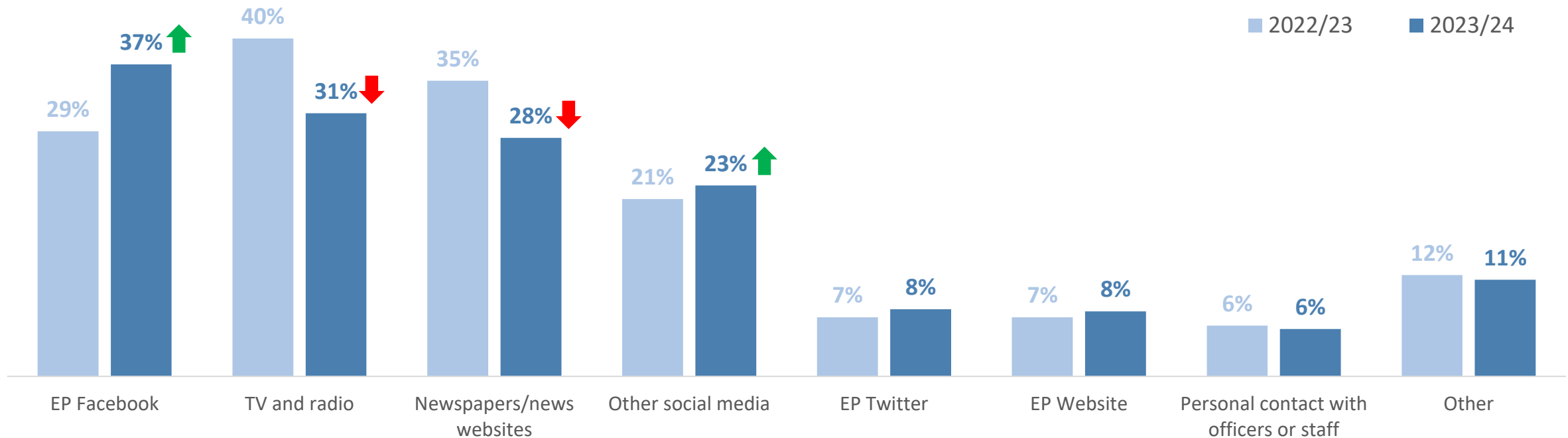
	Annual Trend		
	2022/23	2023/24	% change
Male	57%	63%	+6% ↑
Female	58%	63%	+5% ↑
Under 35	64%	71%	+7% ↑
35-54	65%	69%	+4% ↑
55+	48%	51%	+3% ↑
White	58%	64%	+6% ↑
Other than White	54%	58%	+4%
Victim of crime	72%	75%	+3%
Non victim	55%	61%	+6% ↑

↑ significant increase ↓ significant decrease

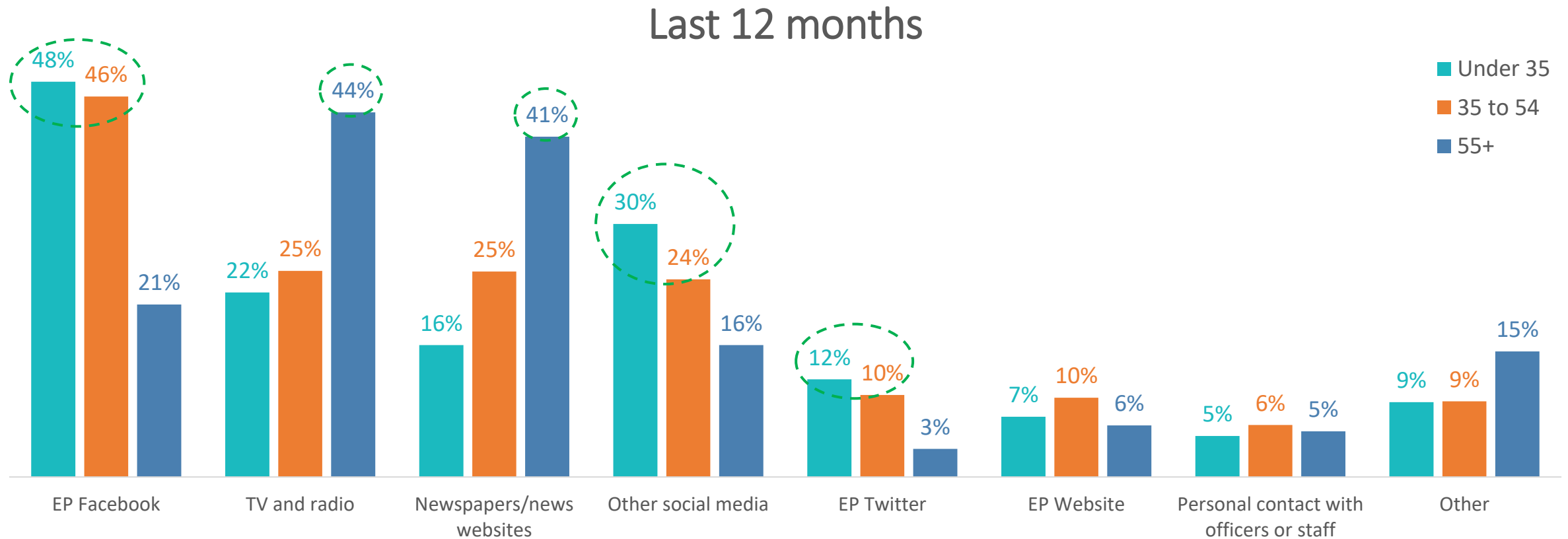
Using traditional media like TV, radio and newspapers to keep informed about what EP are doing declined significantly in the last 12m

- Whereas keeping informed through EP Facebook increased significantly, and is now more popular than TV and radio

Annual Trend



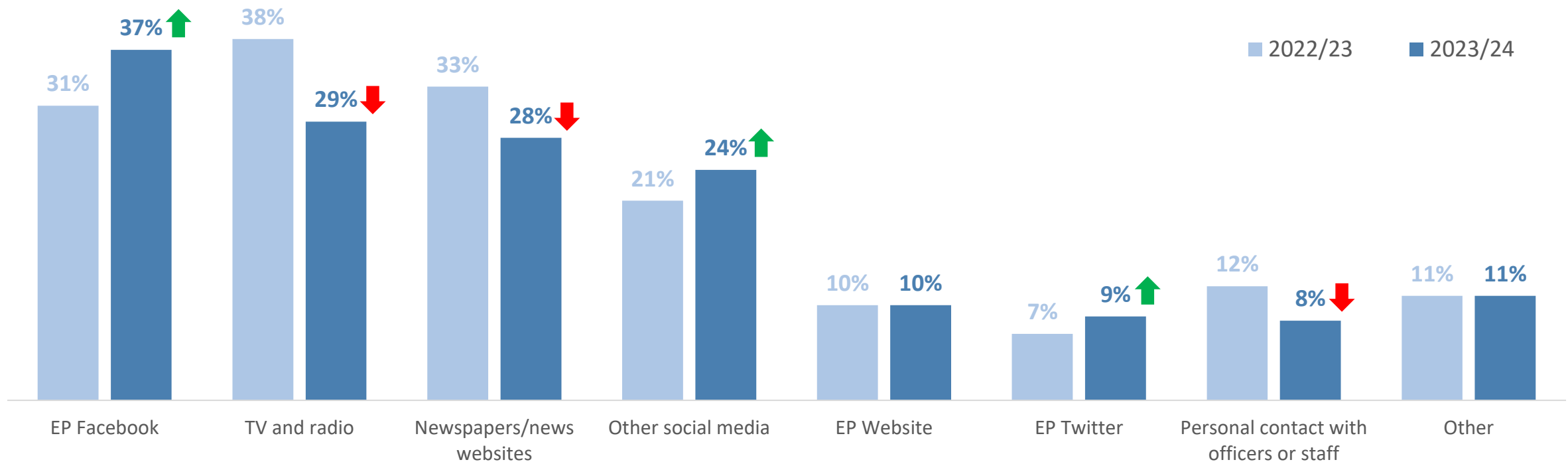
Those aged 55+ are significantly more likely to keep informed about what EP are doing through traditional media, whereas under 55s are significantly more likely to use social media



Essex residents are significantly less inclined to want to be informed about what EP are doing through traditional media than they were a year ago

- As seen previously, they are significantly more likely to want to be informed through the EP Facebook than 12 months ago

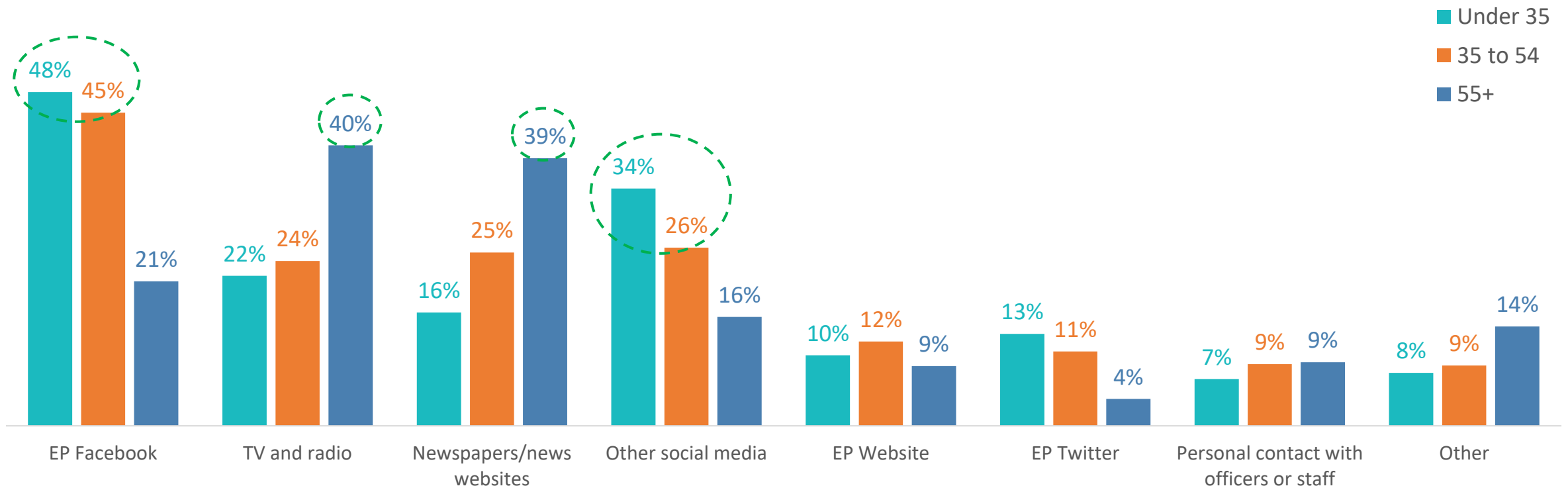
Annual Trend



Almost half of those aged under 55 would like to be informed about what Essex Police are doing through Facebook

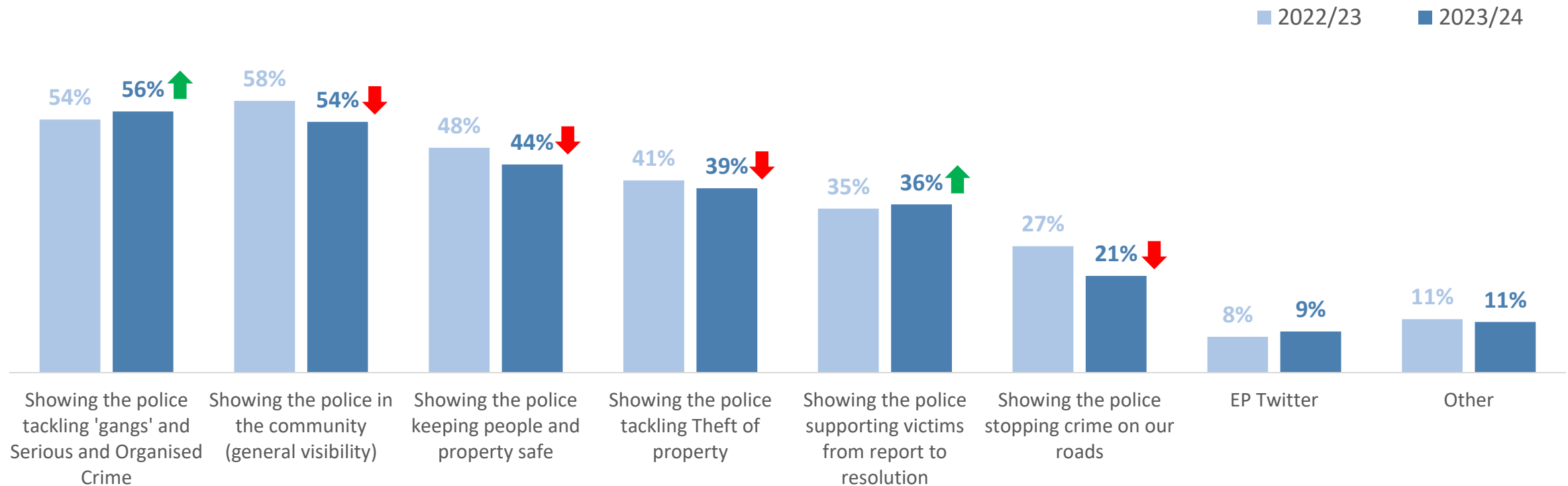
- Whereas four-in-ten over 55s prefer TV/Radio and/or Newspapers

Last 12 months



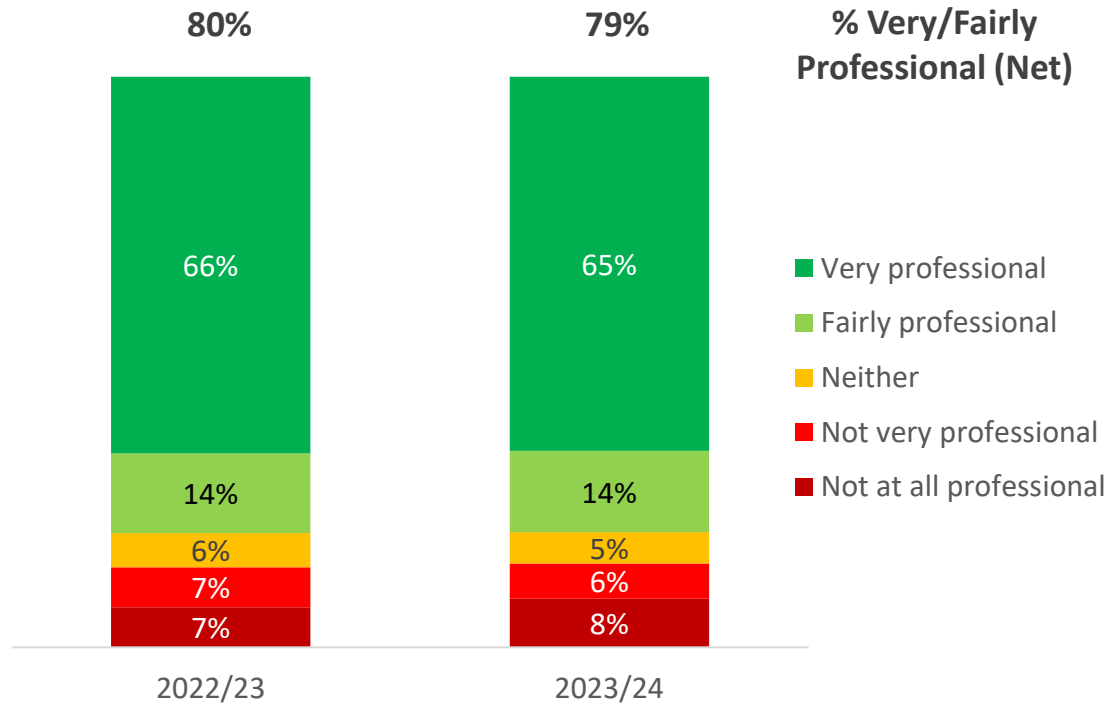
Over half are interested in seeing police stories tackling gangs/organised crime or general visibility in the community

Annual Trend

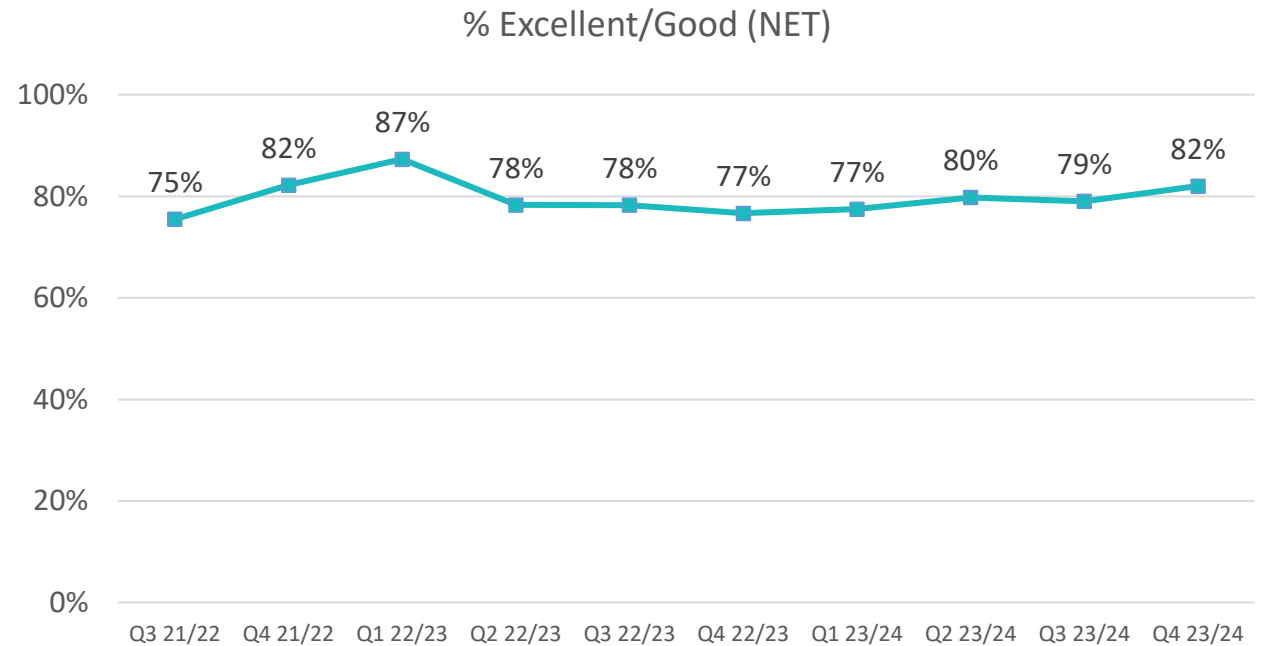


The majority who had contact with EP felt the police representative was professional

Annual Trend

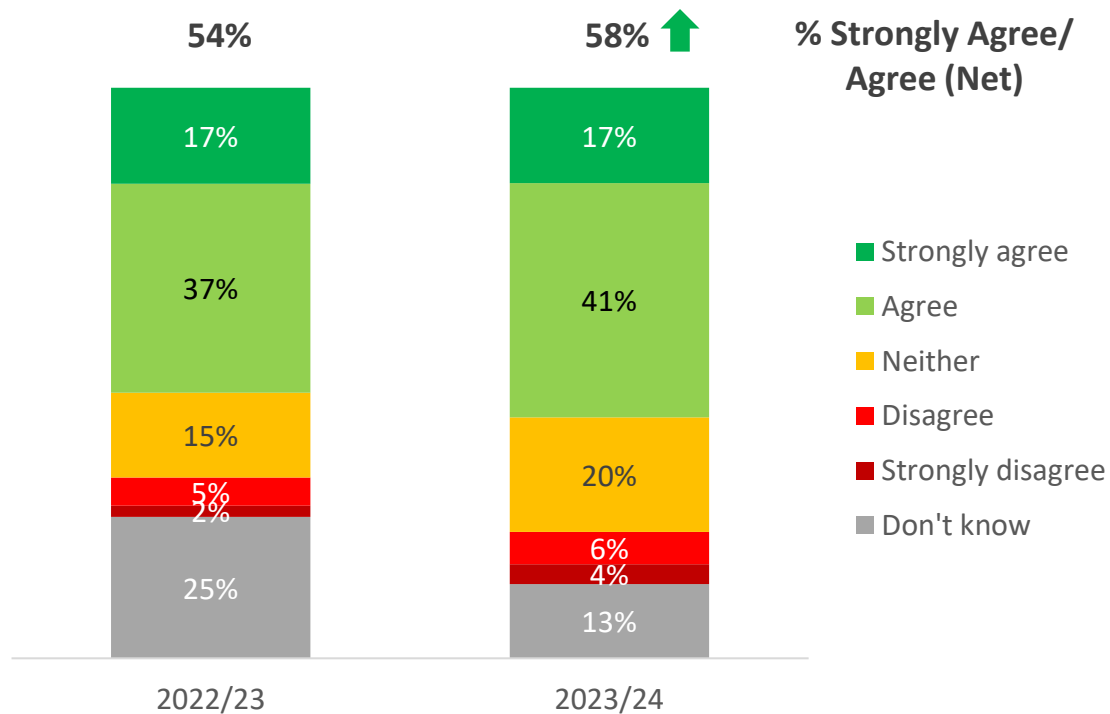


Quarterly Trend

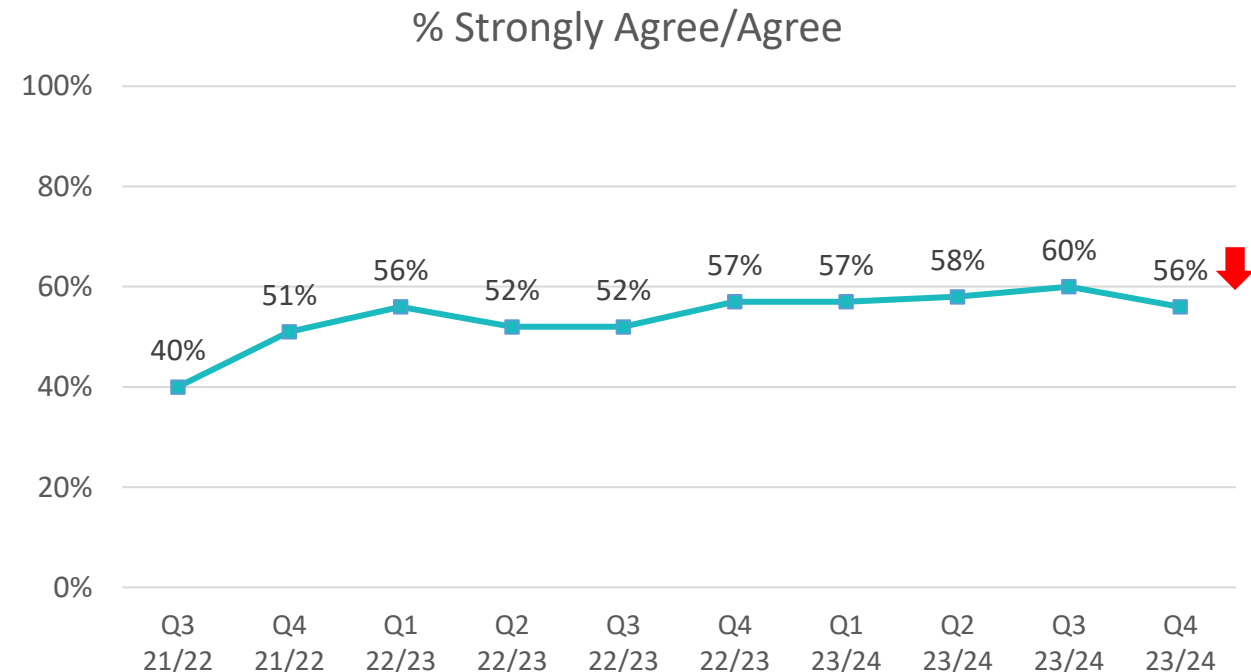


The proportion of Essex residents who agree there are good opportunities to volunteer increased significantly

Annual Trend



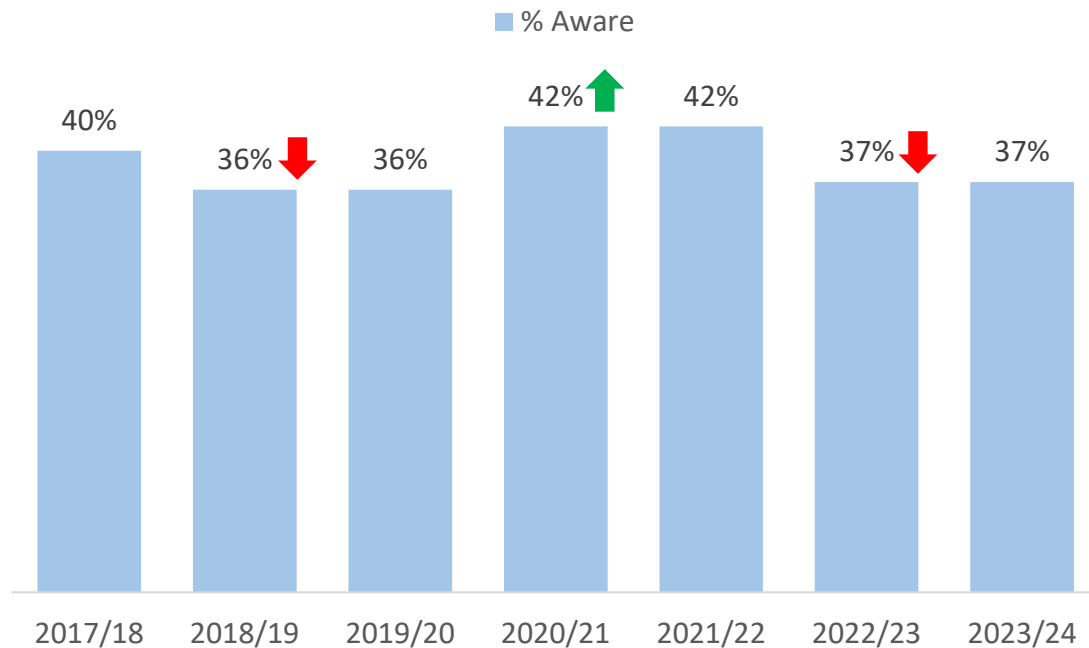
Quarterly Trend



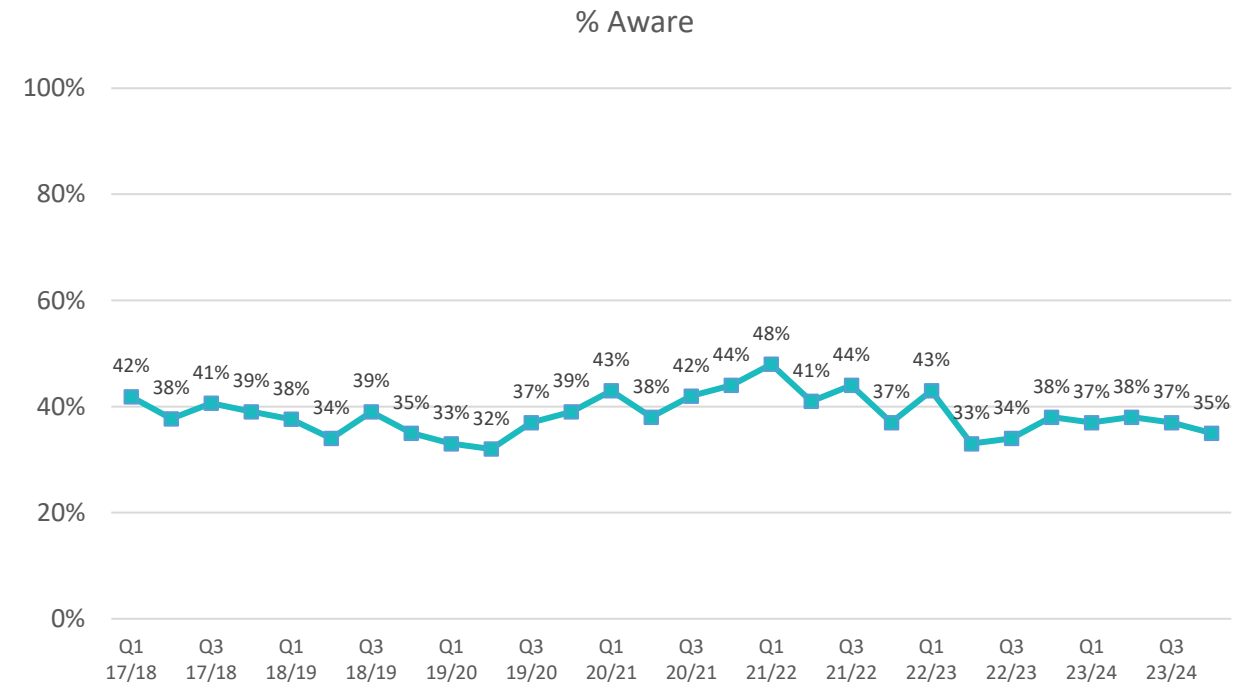
↓ significantly lower than the previous Quarter

Less than four-in-ten are aware of the role of the Essex Police & Crime Commissioner

Annual Trend
Rolling 12 months

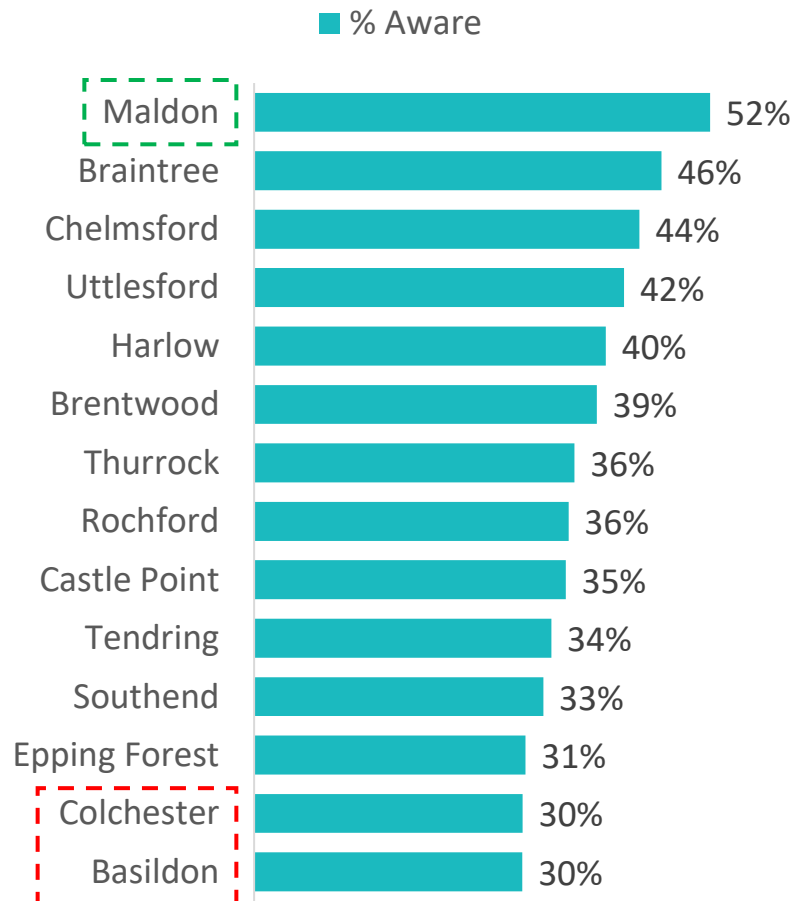


Quarterly Trend

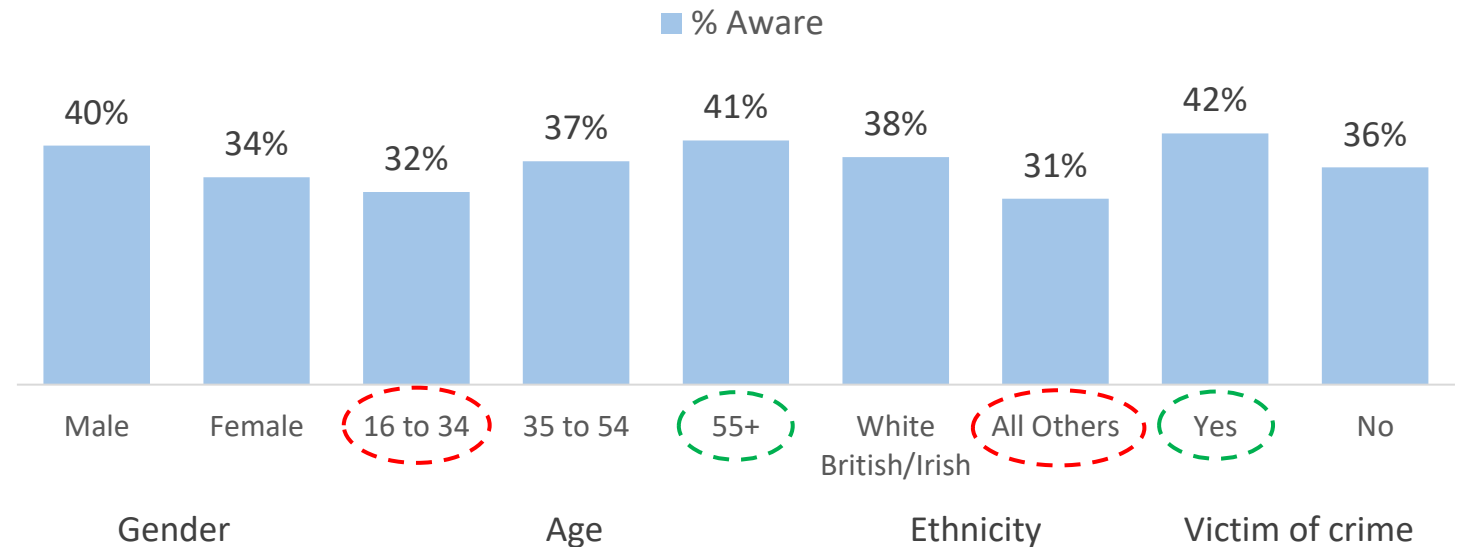


Less than a third of under 35s and ethnic minorities are aware of the role of the EPCC

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Victims of crime and those aged 55+ are the most likely to be aware of the role of the Essex Police & Crime Commissioner
- Over half of those living in Maldon (52%) are aware compared to around less than a third in Colchester and Tendring (30%)



Section Four

Victims of Crime

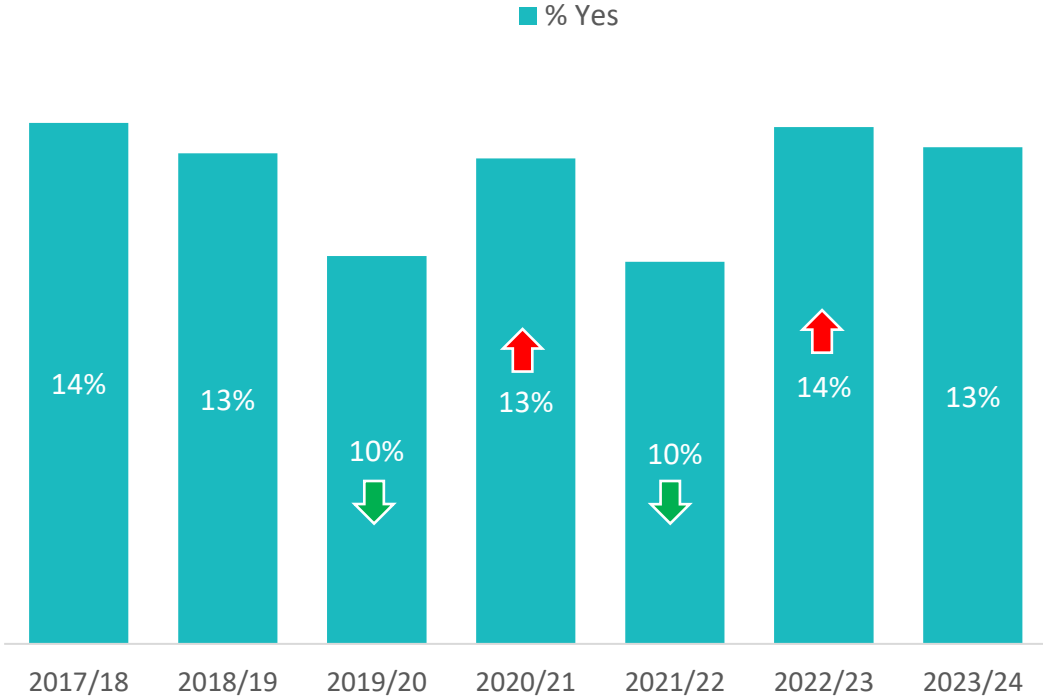


Executive Summary: Victims of Crime

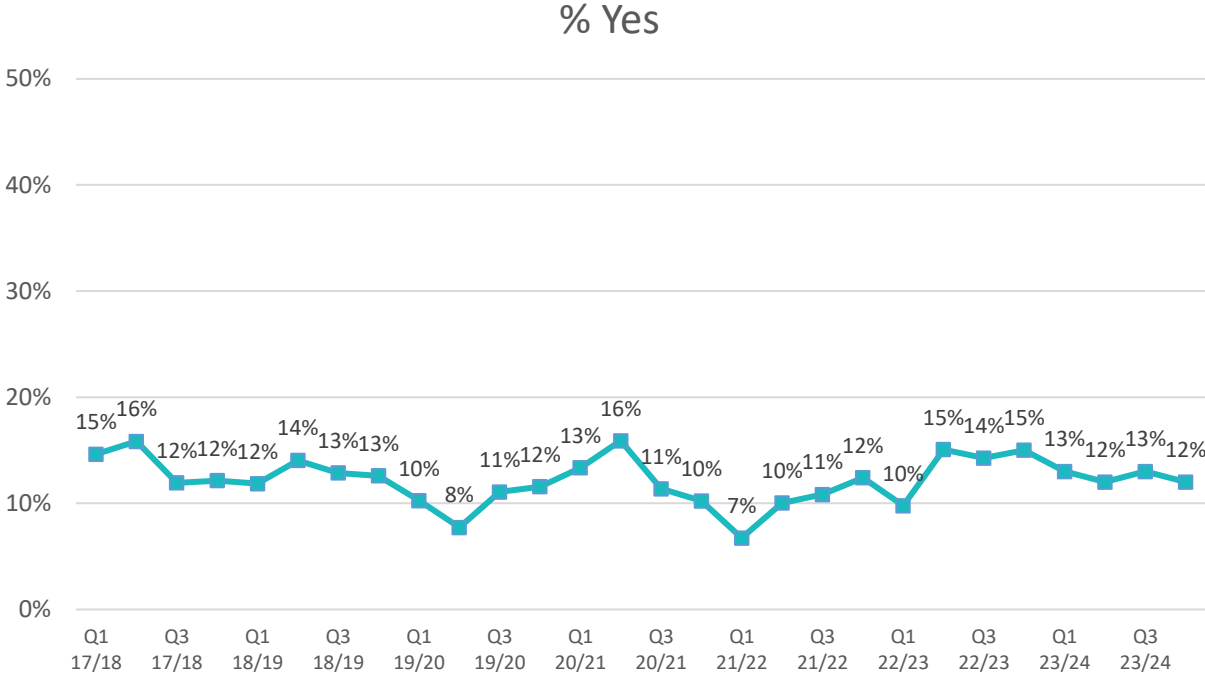
- Around 1 in 8 Essex residents surveyed (13%) has been a victim of crime or ASB in the past 2 years
- Victims surveyed were most likely to have experienced Vehicle Crime (23%) or ASB/Drugs (18%) in 2023/24
- Around 8 in 10 victims reported the incident to EP (81%), falling to 61% for Hate Crime victims
- Almost half of victims (45%) needed support, although only 29% received any support
- Less than half of victims (42%) are satisfied with how well they were kept informed
- A third of victims (33%) had a high opinion of EP prior to the incident, falling to a fifth (20%) after their most recent contact with EP
- Over a third of victims (36%) victims now have a worse opinion of EP after contact
- Less than half of victims are satisfied with the service provided by EP (45%), falling to 39% for victims of Vehicle Crime

Around 1 in 8 Essex residents surveyed has been a victim of crime or ASB in the past 2 years

Annual Trend

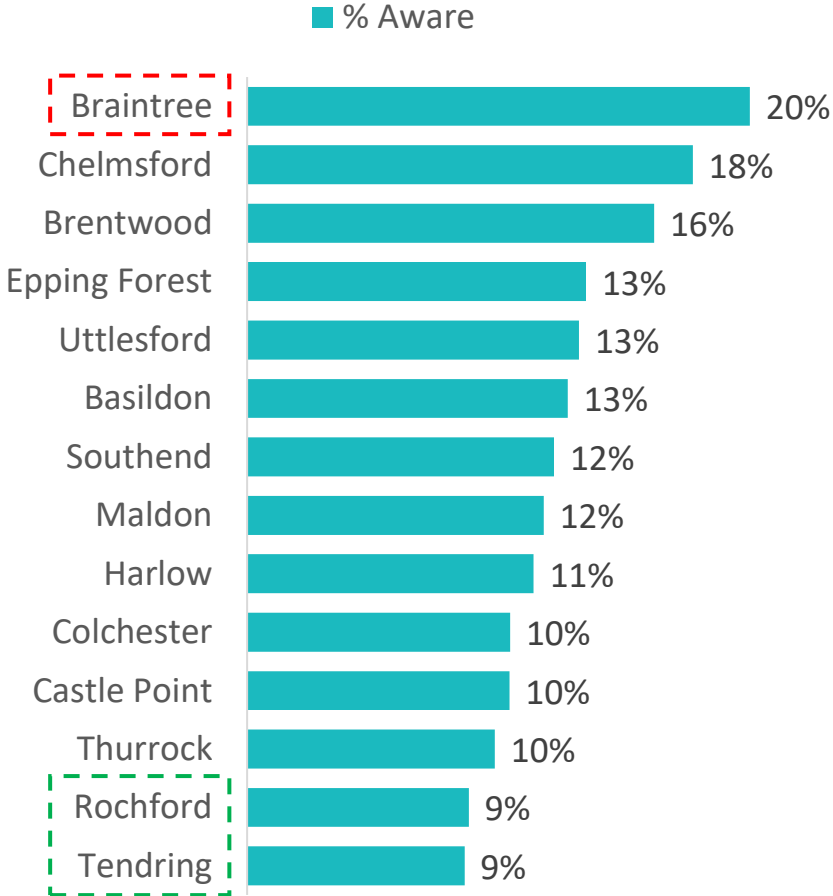


Quarterly Trend



Those with a disability are the most likely to have been a victim of crime in the past two years

District Comparisons (last 12 months)

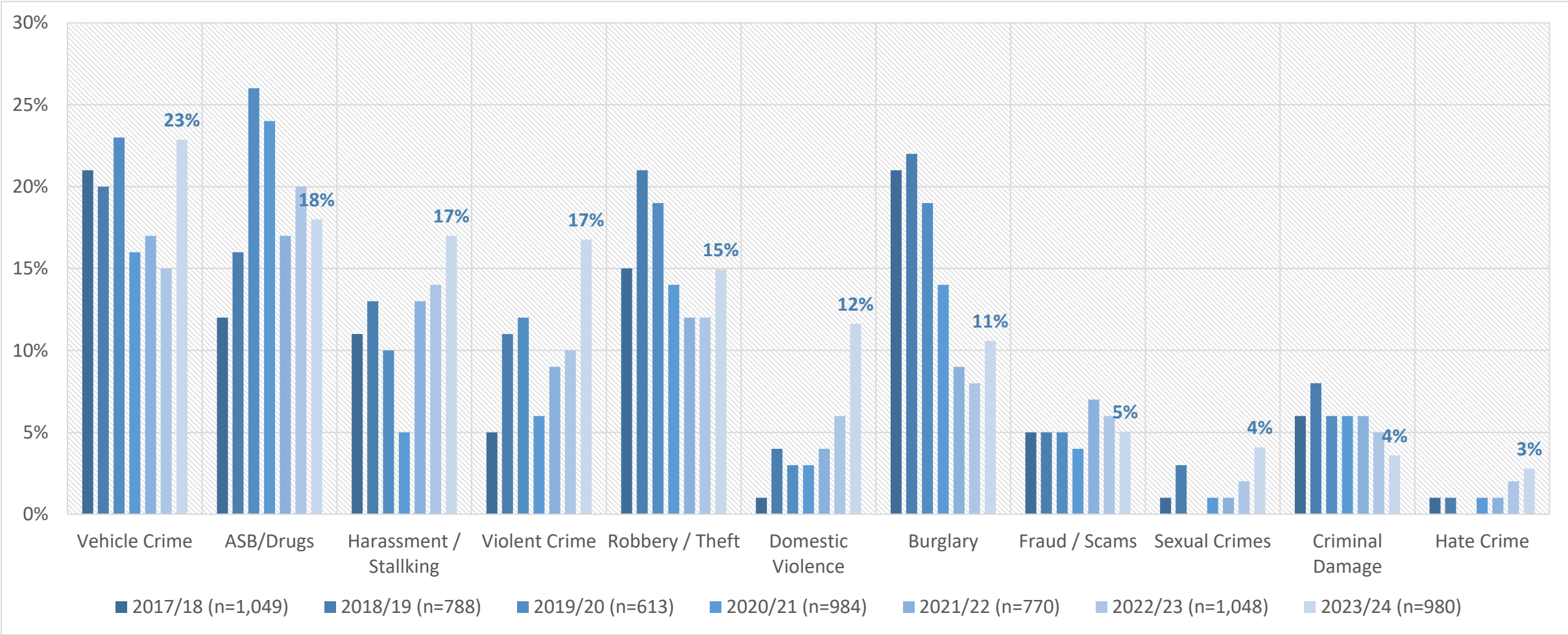


Demographic Analysis (last 12 months)



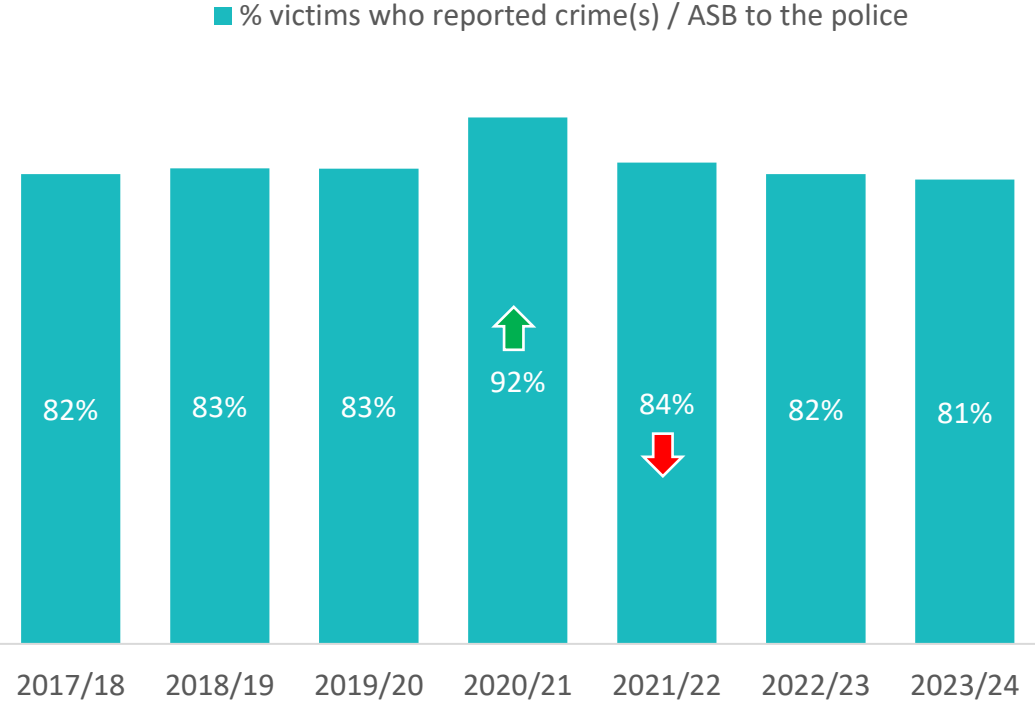
- A fifth residents living in Braintree (20%) have been a victim of crime in the past two years, compared with just 9% in Rochford or Thurrock

Victims are most likely to have experienced Vehicle Crime or ASB/Drugs in 2023/24

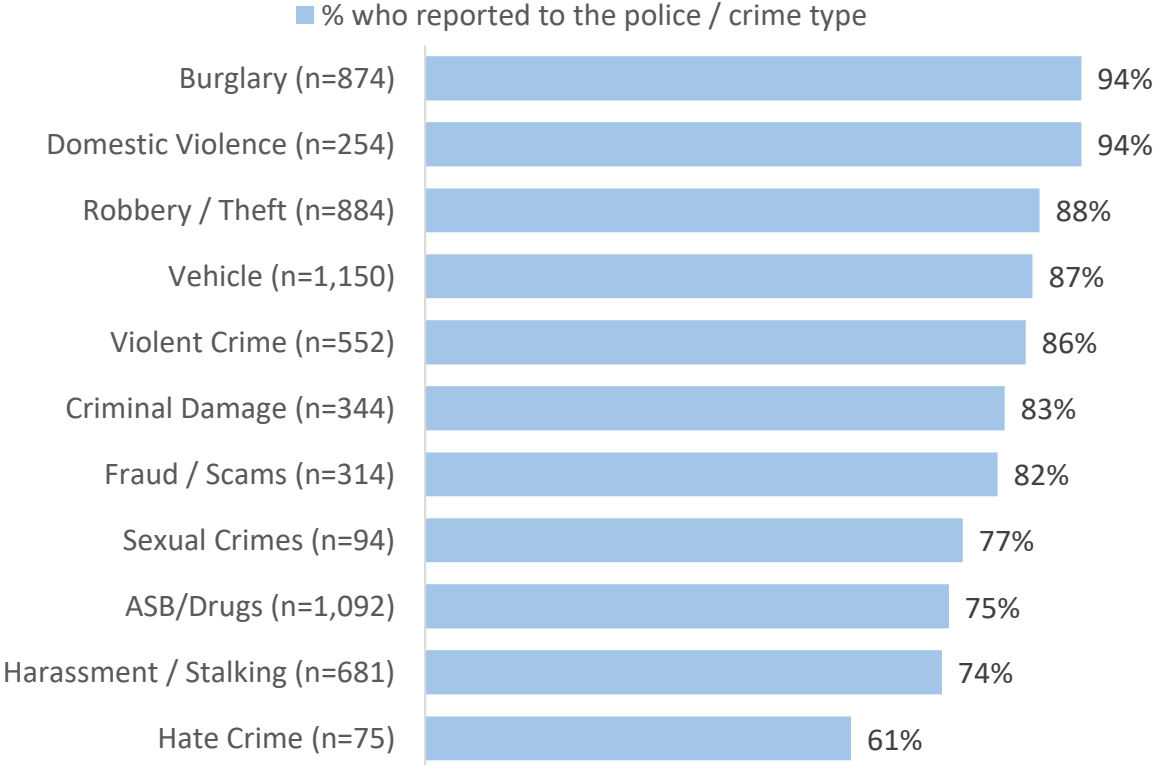


Around 8 in 10 victims reported the incident to EP, although this varies by crime type

Annual Trend

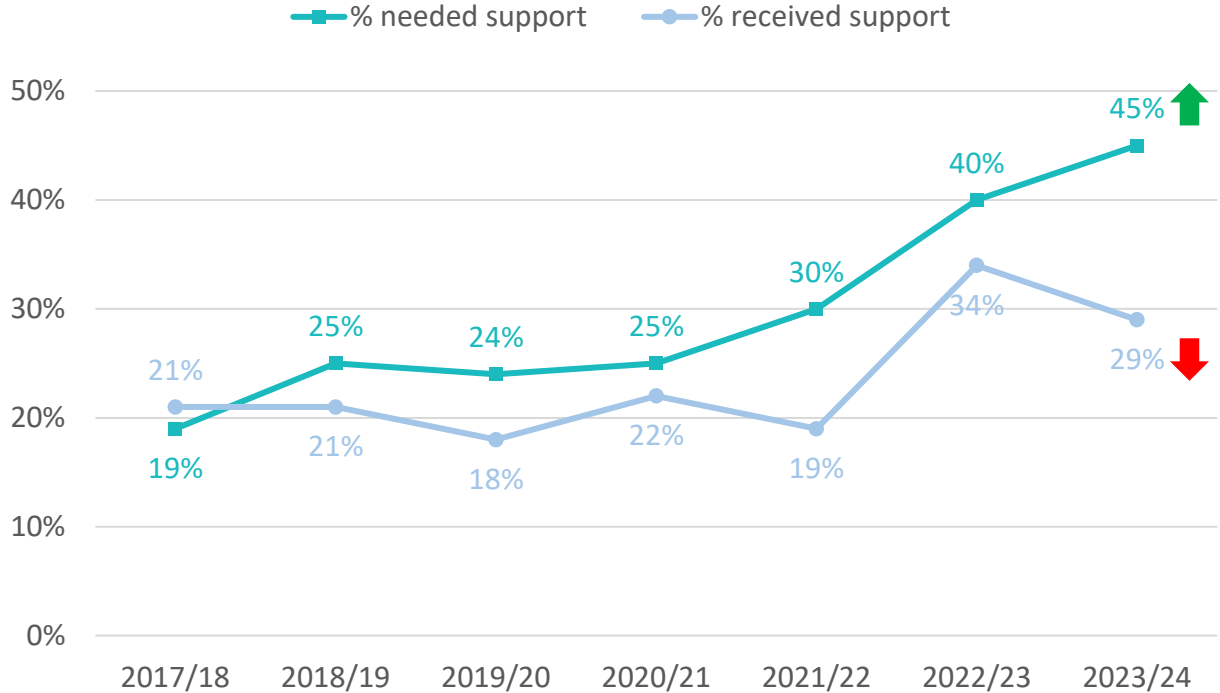


Last 7 Years (2017/18 – 2023/24)

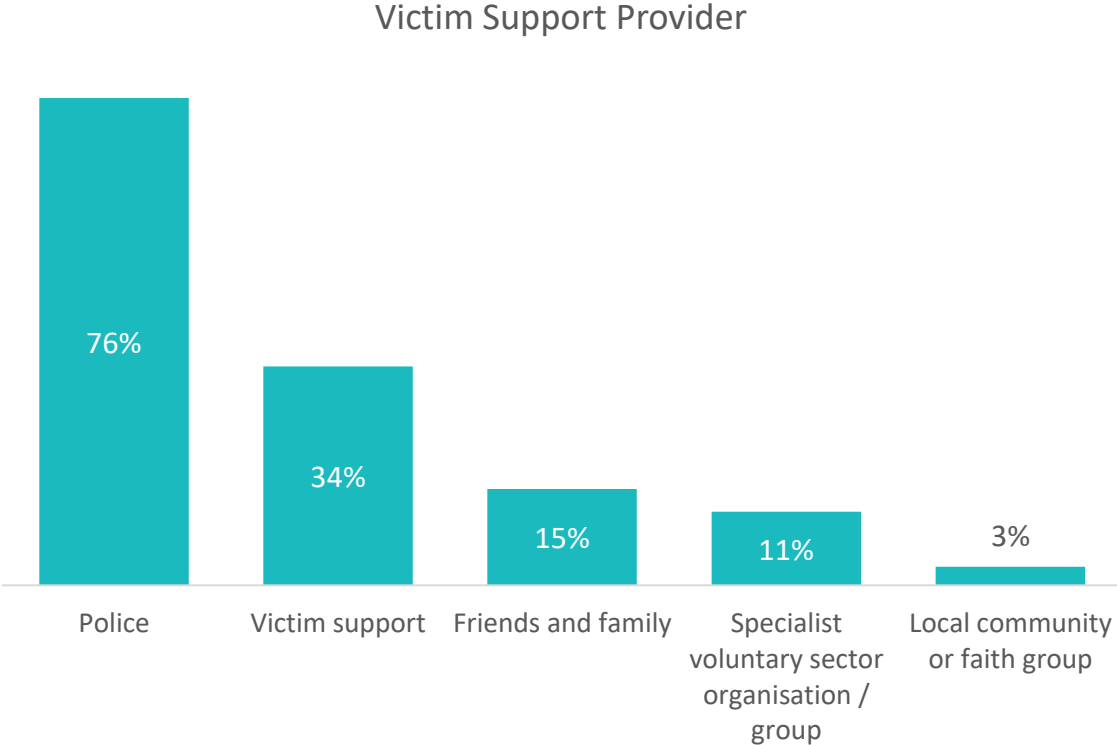


Victims who needed support increased significantly, whilst those who received support decreased significantly

Annual Trend



Last 12 Months



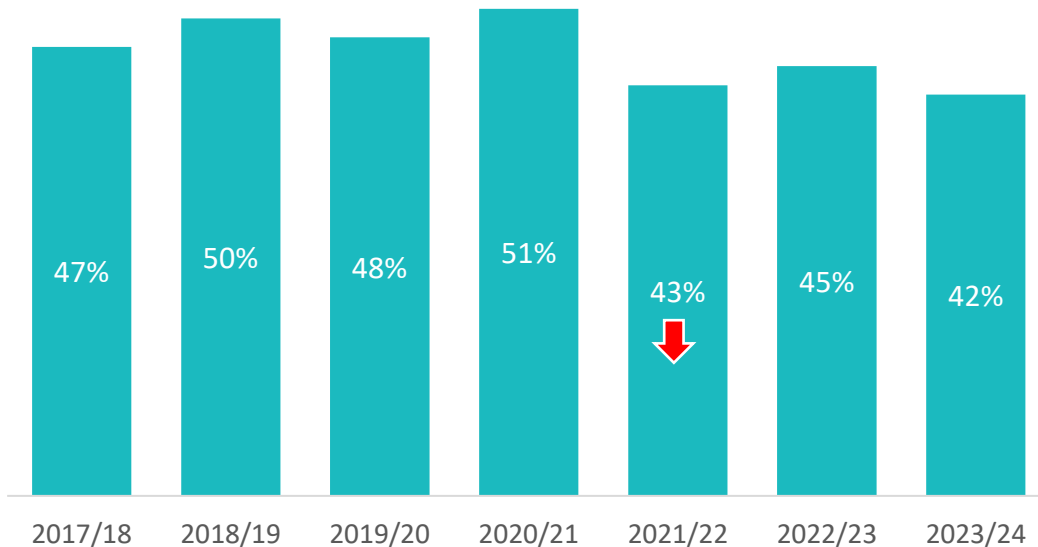
↑ ↓ significantly higher/lower than previous years

Only around 4 in 10 victims are satisfied with how well they were kept informed of progress

- Vehicle Crime victims are the least likely to be satisfied with being kept informed

Annual Trend

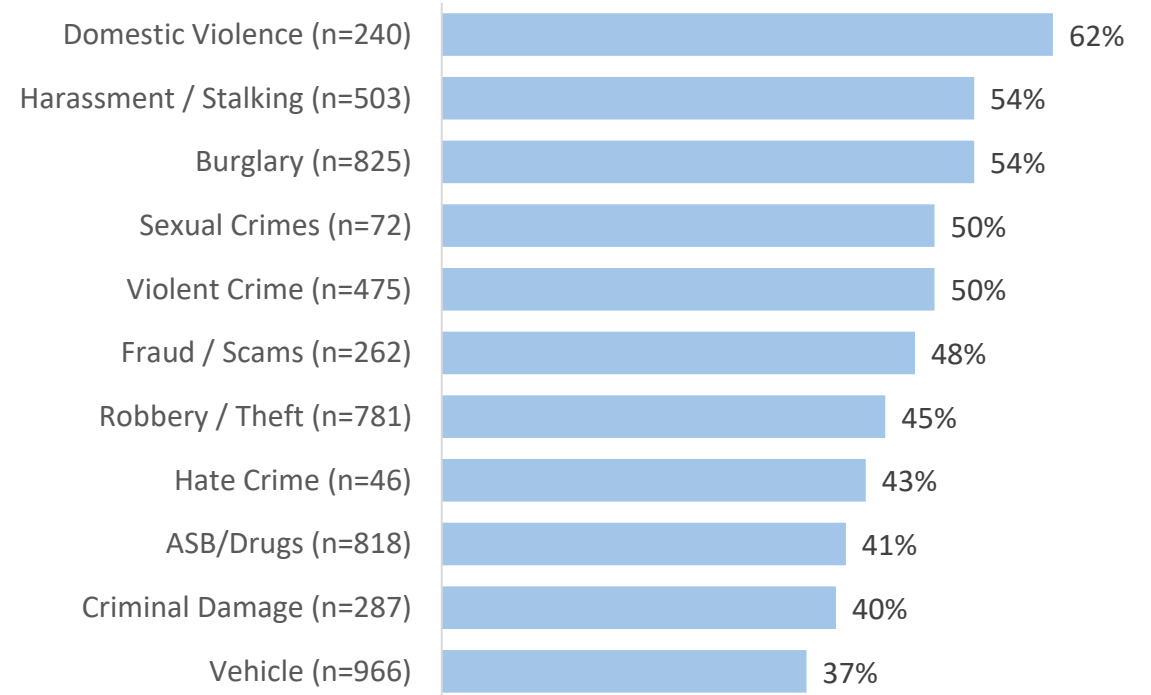
■ % victims who were satisfied with being kept informed



↓ significantly lower than previous year

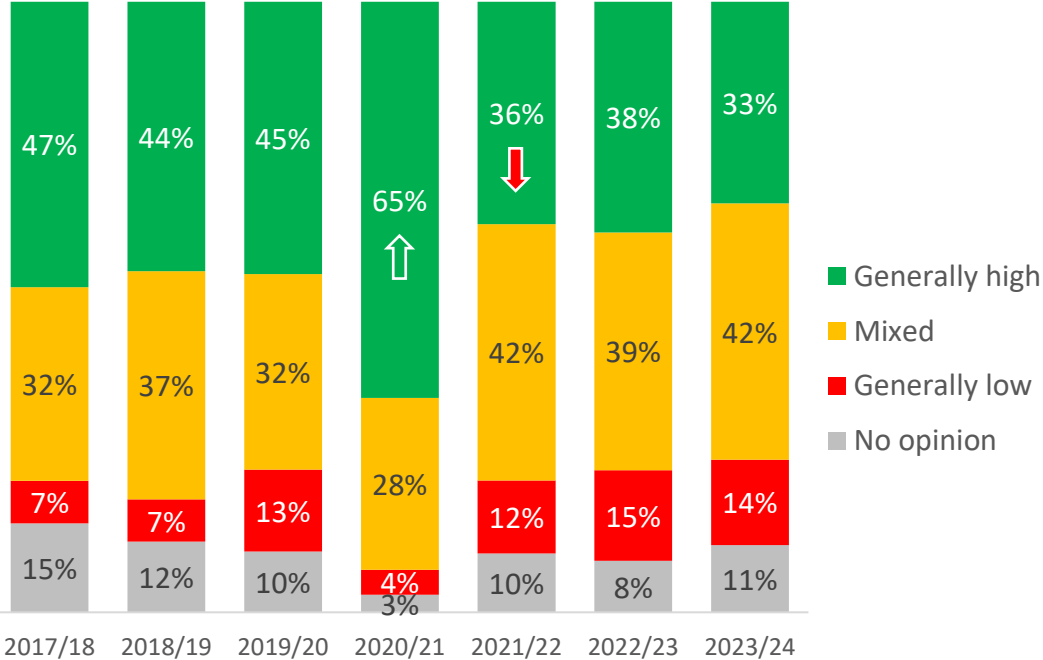
Last 7 Years (2017/18 – 2023/24)

■ % satisfied with being kept informed / crime type



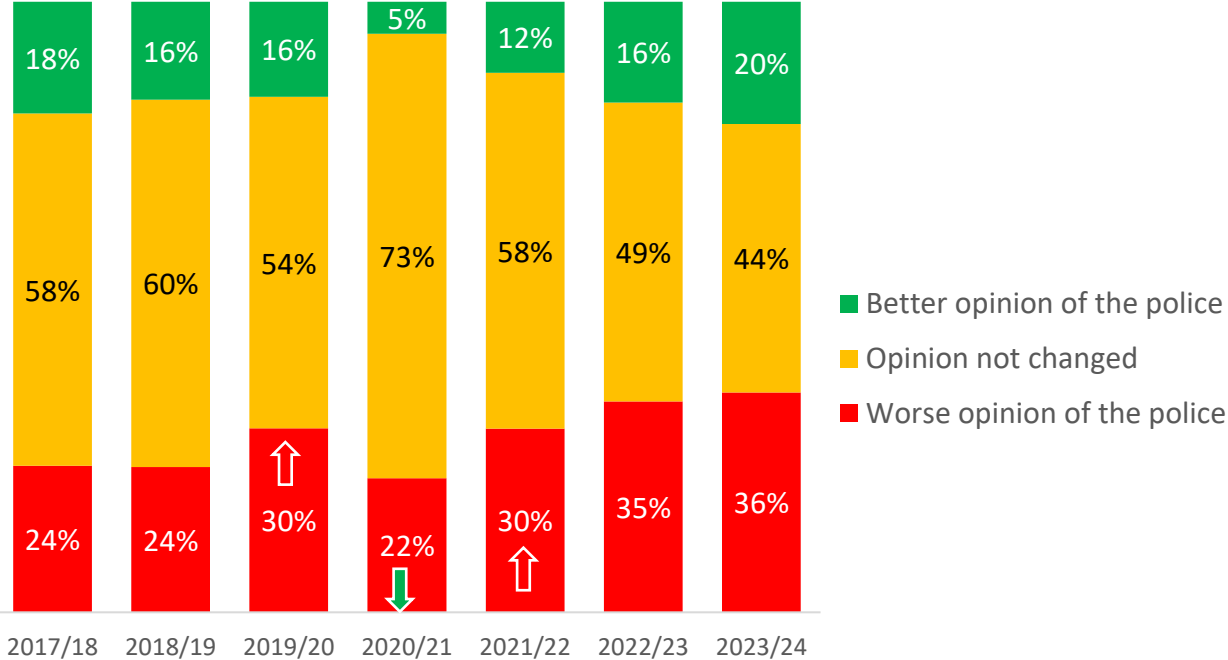
A third of victims had a high opinion of EP prior to the incident, falling to a fifth after their most recent contact

Annual Trend



↑ ↓ significantly higher/lower than previous year

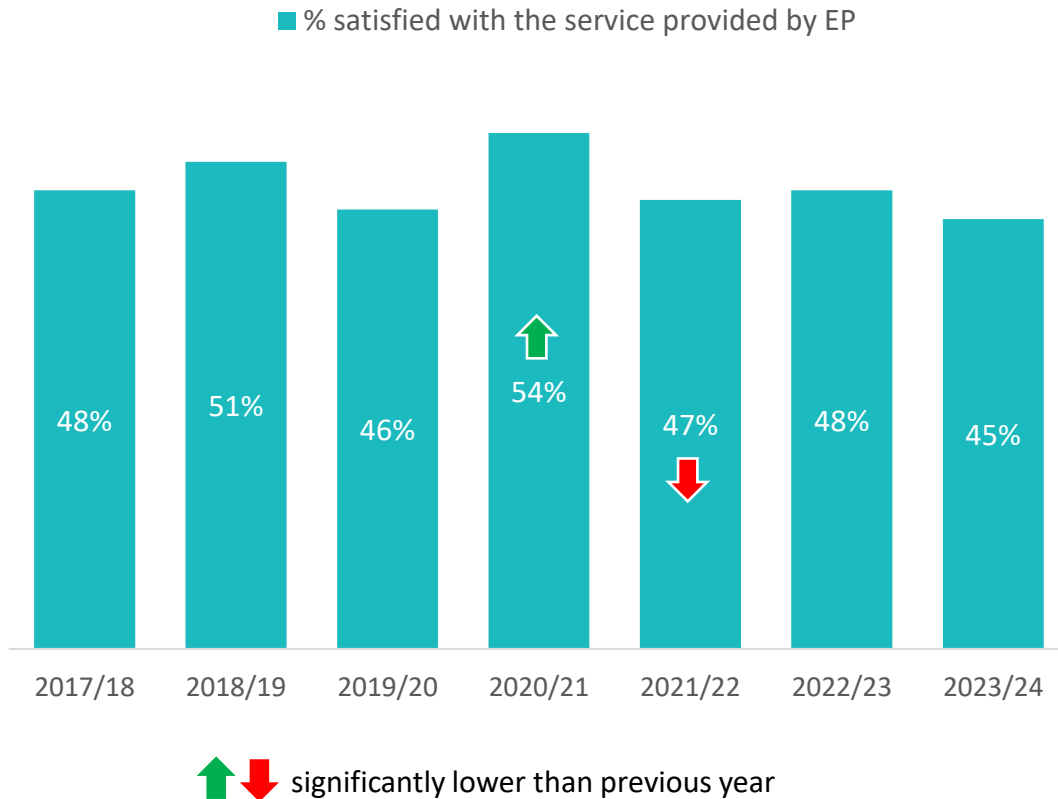
Annual Trend



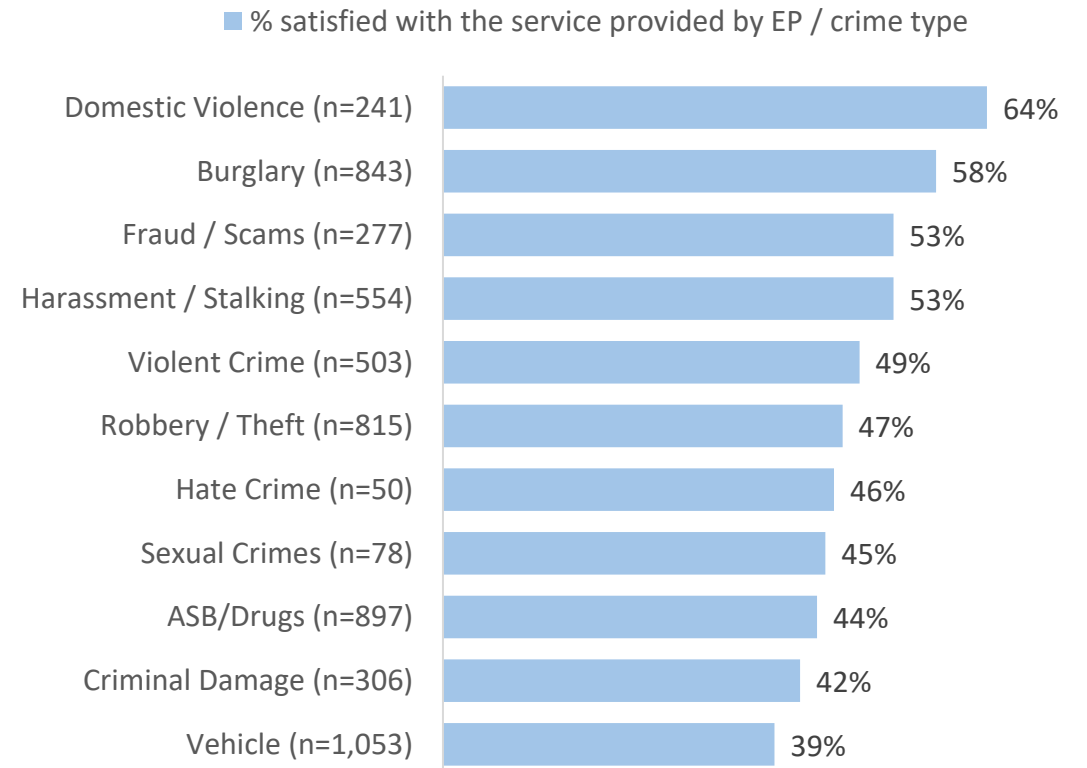
↓ ↑ significantly higher than previous year

Less than half of victims are satisfied with the service provided by EP, although this varies by crime type

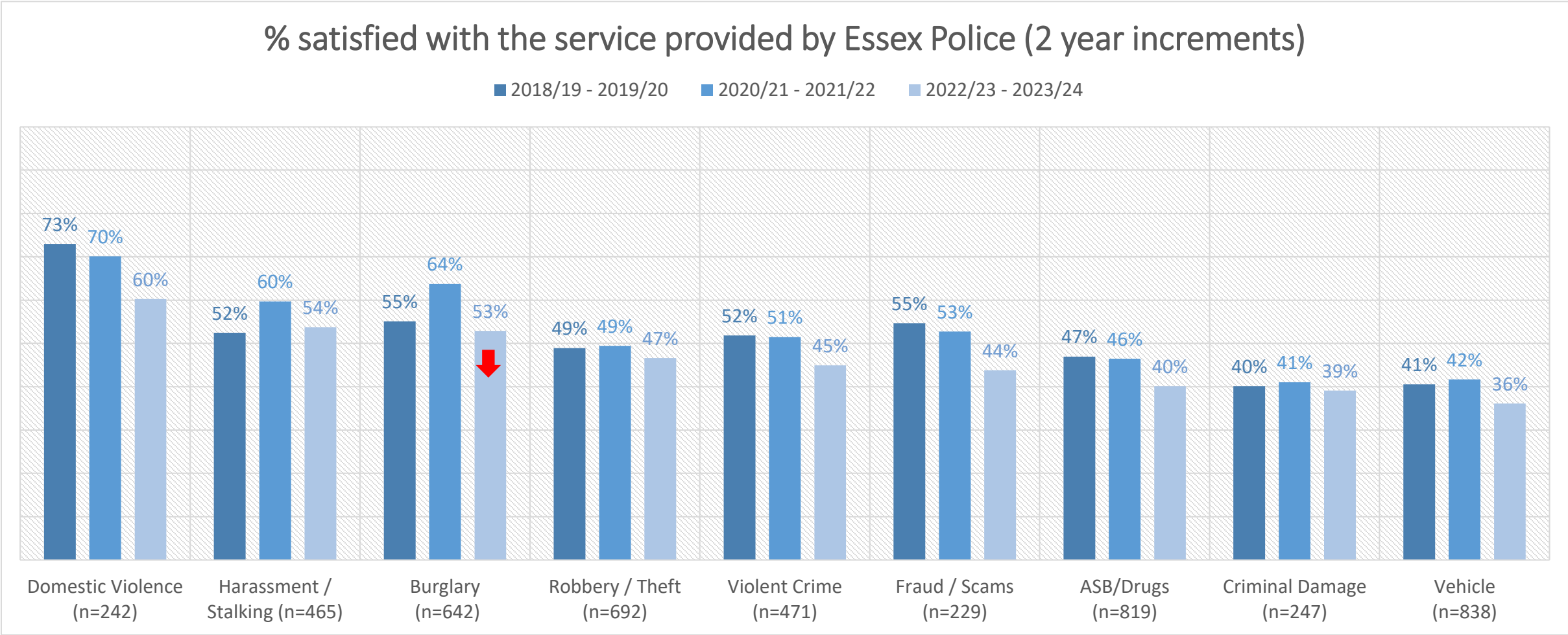
Annual Trend



Last 7 Years (2017/18 – 2023/24)



Satisfaction with the service provided to Burglary victims decreased significantly in the latest two-year period



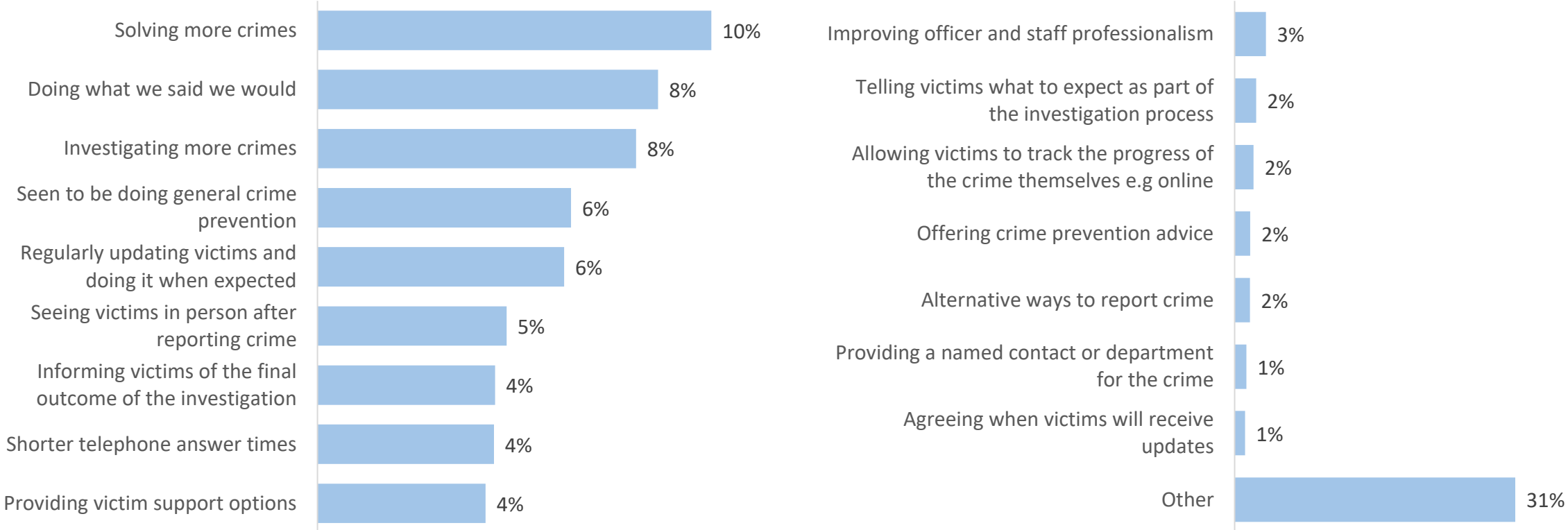
Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police?

↓ significantly lower than previous year

Sexual Crimes & Hate Crimes not included due to small sample size

Victims were most likely to mention solving more crimes, doing what they said they would & investigating more crime as things EP could improve

Last 12 Months





Appendices



Background

- Essex Police (EP) & the OPCC seek to better understand the views, experiences and needs of Essex residents, including victims of crime, on the Police and wider criminal justice service
- EP commissioned SMSR, a third-party research agency, to conduct surveys over the phone and face-to-face with Essex residents and victims of crime
- The questionnaire includes key questions taken from the Crime Survey for England and Wales (CSEW) and the BMG Report on Public Perceptions of Policing in England and Wales 2018
- Over the last 12 months (Apr 23 – Mar 24) SMSR has interviewed 7,700 residents – 550 across each of the 14 EP Districts
- Results have been weighted to accurately represent the population size and demographics of each District
- Individual District reports also accompany quarterly reports

Sampling & Confidence Intervals

District Councils / Unitary Authorities	Total Population		Number of output areas	Annual Sample Size	Weighting	Confidence interval @ 95% confidence level
	#	%				
Basildon	187,600	10%	559	550	1.45	(+/-) 4.2%
Braintree	155,200	8%	444	550	1.20	
Brentwood	77,000	4%	233	550	0.61	
Castle Point	89,600	5%	280	550	0.71	
Chelmsford	181,500	10%	517	550	1.38	
Colchester	192,700	10%	524	550	1.47	
Epping Forest	135,000	7%	416	550	1.03	
Harlow	93,300	5%	266	550	0.68	
Maldon	66,200	4%	201	550	0.50	
Rochford	85,600	5%	261	550	0.68	
Southend-On-Sea	180,700	10%	570	550	1.43	
Tendring	148,100	8%	492	550	1.13	
Thurrock	176,000	9%	468	550	1.32	
Uttlesford	91,300	5%	230	550	0.68	
Total	1,859,800	100%	5,461	7,700		(+/-) 1.1%

Significant Differences

Sample	Unweighted Sample Size	Significant Difference @ 50%	Example of Significant Difference	
			Period #1	Period #2
Annual Overall Sample	7,700	(+/-) 2%	49%	51%
Quarterly Overall Sample	1,925	(+/-) 4%	48%	52%
Annual District Sample	550	(+/-) 6%	47%	53%
Victims of crime	700-1,000	(+/-) 4-6%	47%/48%	52%/53%