



Public Views and Experience of Policing and Criminal Justice in Essex

Q1 2024/25 Survey Results Presentation





Section One Introduction, Methodology & Executive Summary

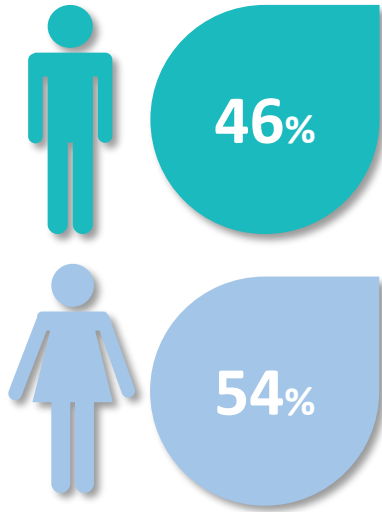


Introduction & Methodology

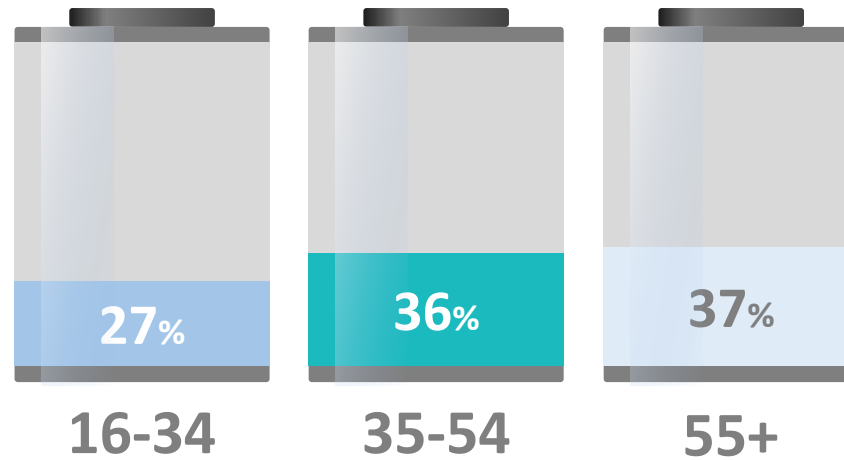
- This report details the 26th quarter of results for the Essex Police Public Perceptions Survey
- Since the survey began approx. 50,000 Essex residents have been interviewed – approx. 3,500 in each of the 14 Districts
- Fieldwork is split between interviews taking place over the phone and face to face. In Q1 24/25 57% of interviews were conducted over the phone, with the remaining 43% 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 Jul 2023 - Jun 2024

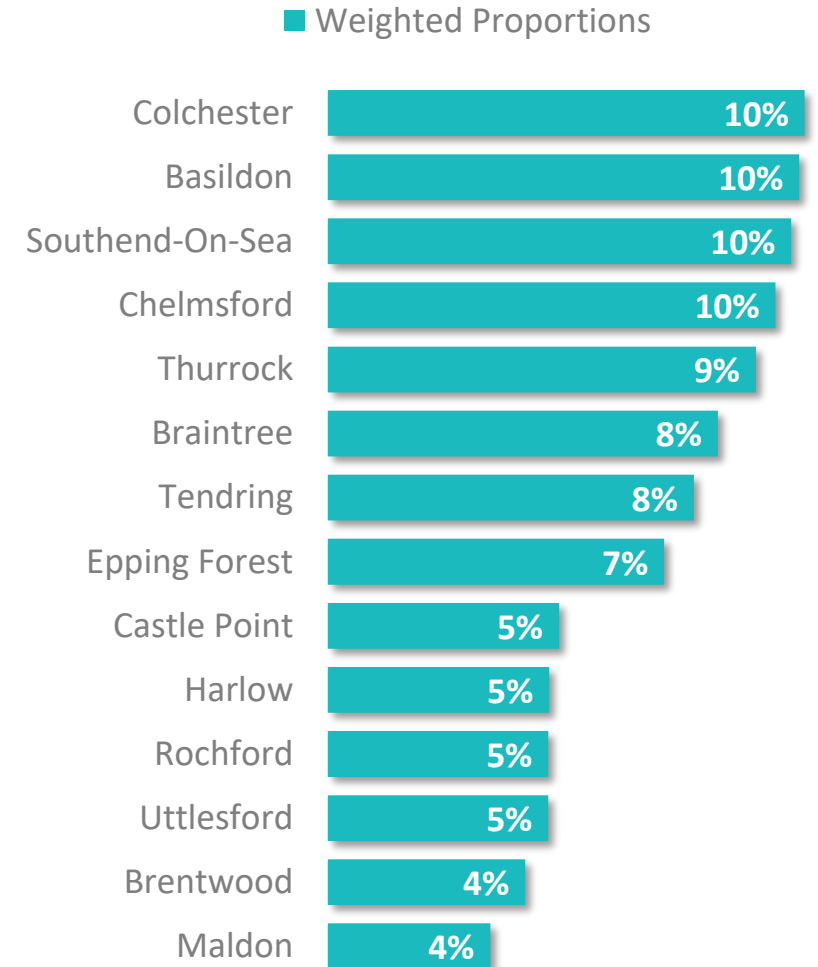
Gender



Age



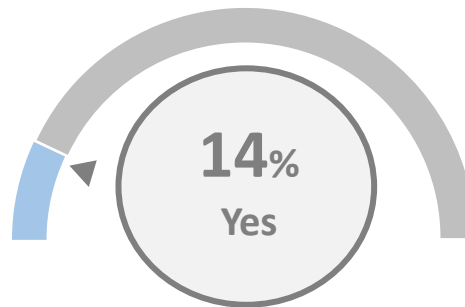
District



Ethnic Group



Disability





Section Two

Overall Views

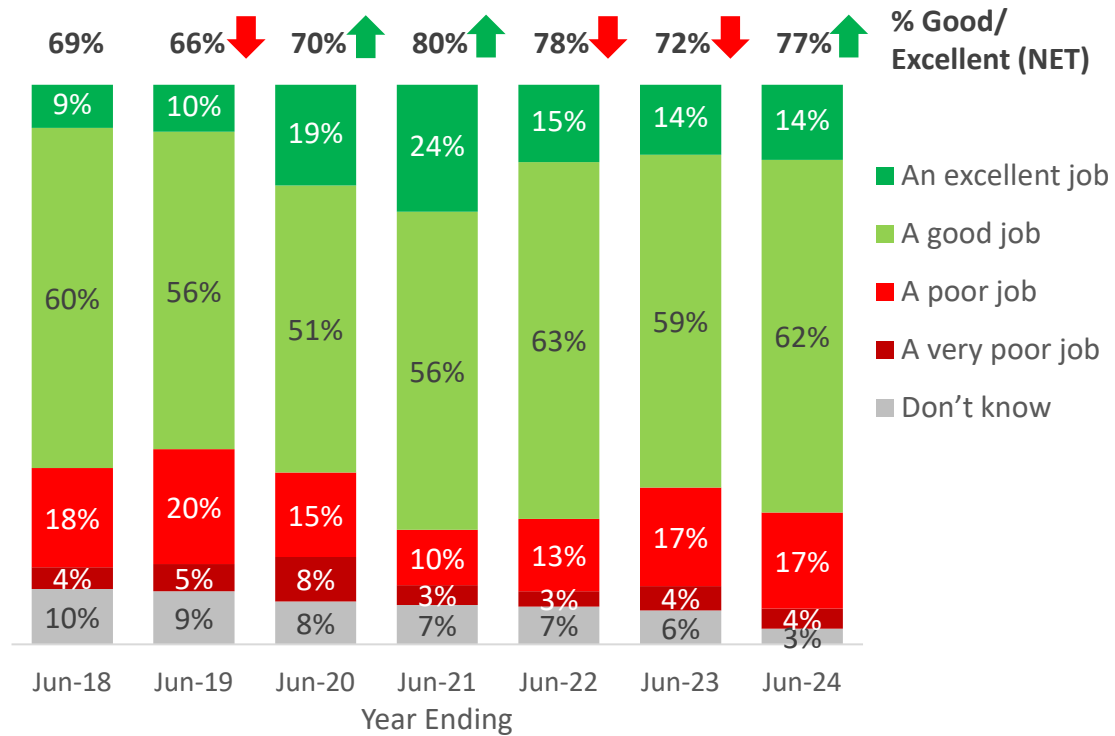


Executive Summary: Overall Views

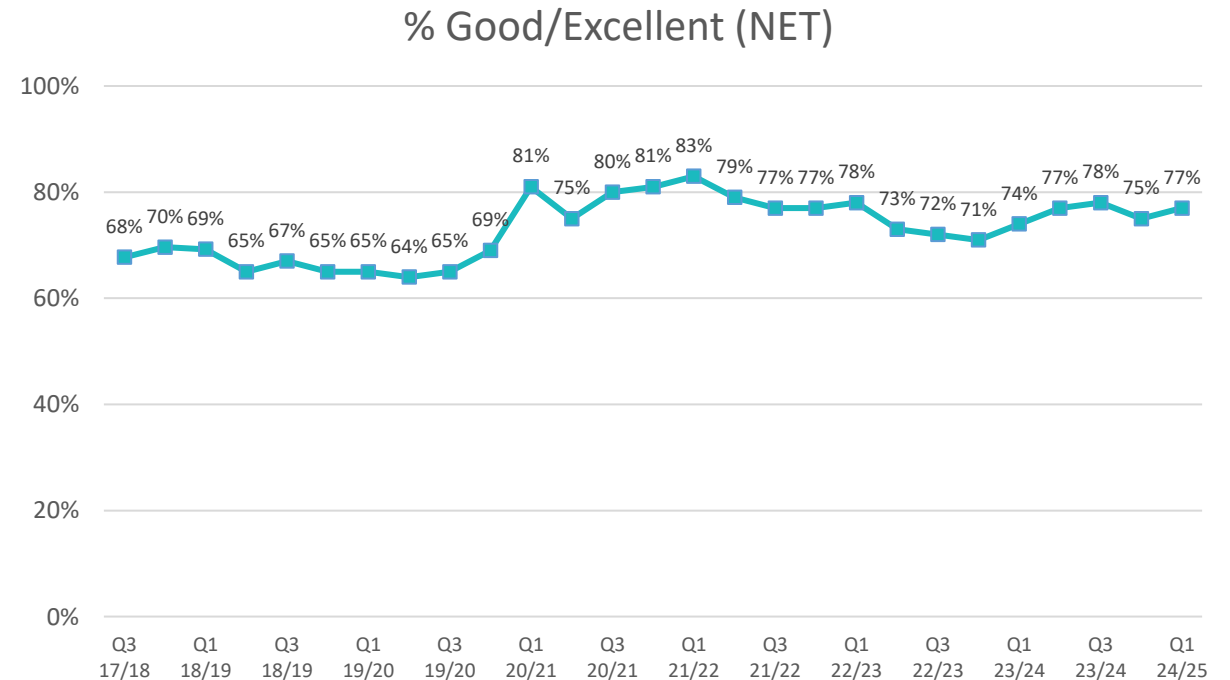
- Over three-quarters of Essex residents surveyed (77%) think the police in their area are doing a good or excellent job – up significantly from 72% in the previous year
- Over half (55%) agree that Essex Police understand the issues that affect their community – up significantly from 52% in the previous year
- Almost half (48%) agree that Essex Police are dealing with crime and anti-social behaviour that matter in their area – up significantly from 45% in the previous year
- Taking everything into account, two-thirds (67%) have confidence in the police in their area – up significantly from 63% in the previous year
- If they were to report a crime or incident in the future, over seven-in-ten (72%) would be confident of receiving a good service from Essex Police – up significantly from 66% in the previous year
- Two-thirds (65%) are confident that the police use their stop and search power fairly and respectfully – up significantly from 59% in the previous year

Perceptions of EP doing a good or excellent job have increased significantly over the last year

Annual Trend



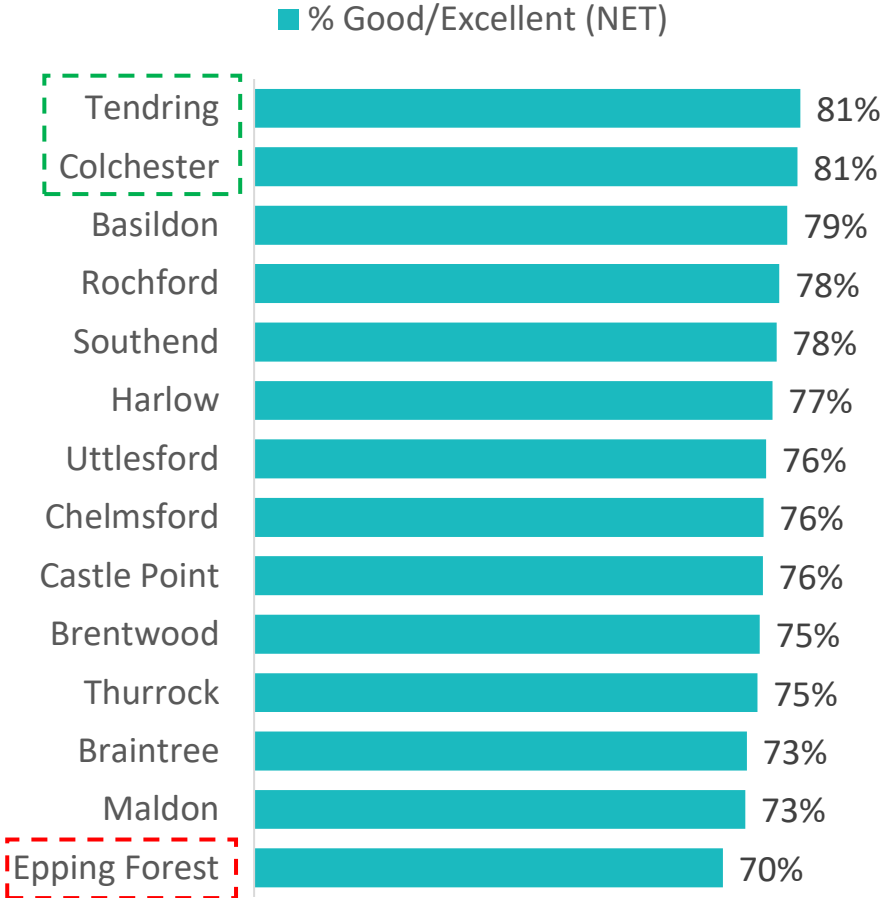
Quarterly Trend



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

Ethnic minorities and under 35s 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 Tendring (81%) or Colchester (81%) think the police in their area are doing a good or excellent job, compared with 70% in Epping Forest

Demographic Trends

% think local police are doing a good or excellent job

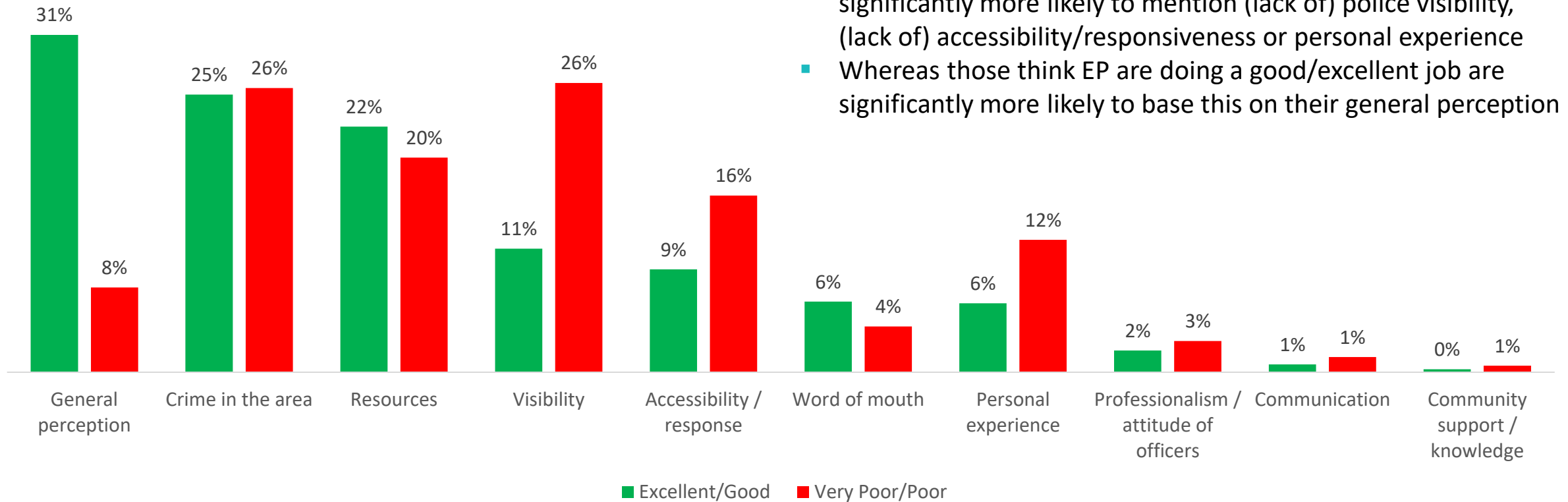
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Tendring	70%	64%	76%	81%	79%	70%	81%	+11% ↑
Colchester	72%	73%	71%	79%	79%	71%	81%	+10% ↑
Basildon	62%	64%	70%	78%	74%	73%	79%	+6% ↑
Rochford	75%	61%	65%	86%	84%	79%	78%	-1%
Southend	70%	64%	72%	82%	81%	76%	78%	+2%
Harlow	76%	71%	68%	88%	77%	74%	77%	+3%
Uttlesford	58%	60%	77%	82%	82%	79%	76%	-3%
Chelmsford	73%	71%	71%	80%	78%	78%	76%	-2%
Castle Point	66%	59%	61%	74%	74%	56%	76%	+20% ↑
Brentwood	67%	60%	70%	80%	74%	70%	75%	+5%
Thurrock	69%	64%	61%	73%	77%	70%	75%	+5%
Braintree	68%	74%	71%	83%	80%	72%	73%	+1%
Maldon	68%	67%	63%	80%	79%	75%	73%	-2%
Epping Forest	67%	57%	74%	76%	72%	67%	70%	+3%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	72%	67%	67%	79%	77%	71%	76%	+5% ↑
Female	66%	65%	72%	81%	79%	74%	77%	+3% ↑
Under 35	79%	74%	69%	85%	81%	77%	80%	+3% ↑
35-54	66%	64%	68%	78%	77%	72%	74%	+2%
55+	65%	61%	72%	79%	77%	69%	77%	+8% ↑
White	68%	65%	71%	80%	78%	71%	76%	+5% ↑
Other than White	78%	68%	62%	79%	74%	79%	85%	+6%
Victim of crime	53%	57%	57%	61%	63%	60%	60%	0%
Non victim	71%	67%	71%	82%	80%	75%	79%	+4% ↑

↑ significant increase ↓ significant decrease

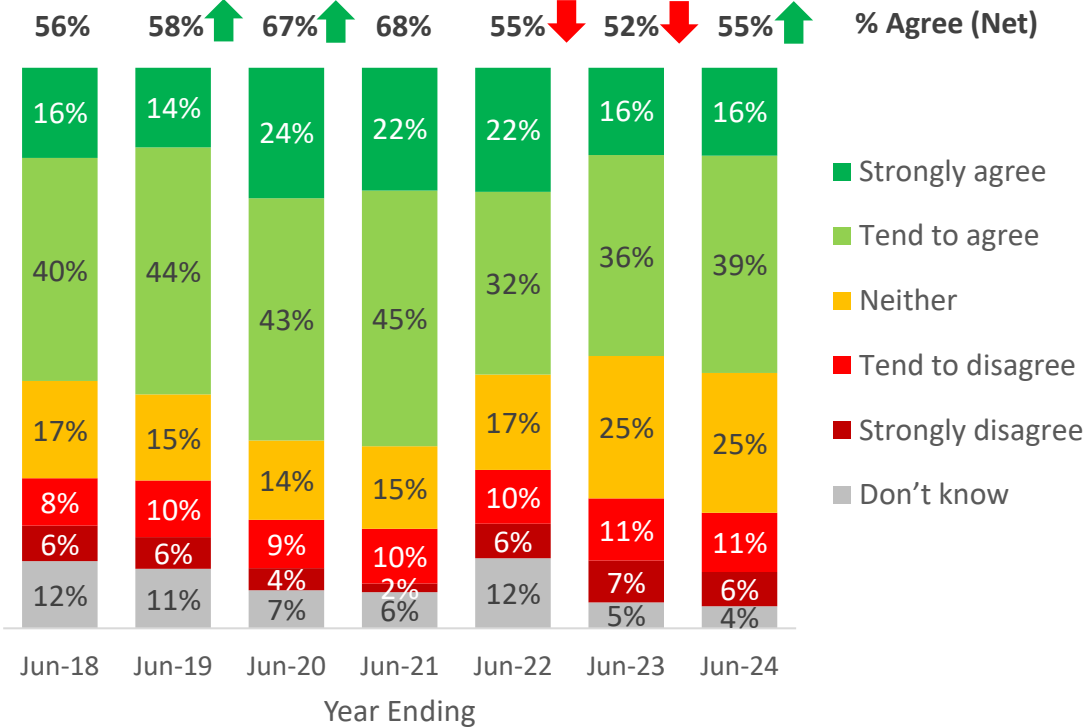
Reasons for agreeing/disagreeing EP are doing a good or excellent job in their area

Coded Verbatim Themes: Last 12 months

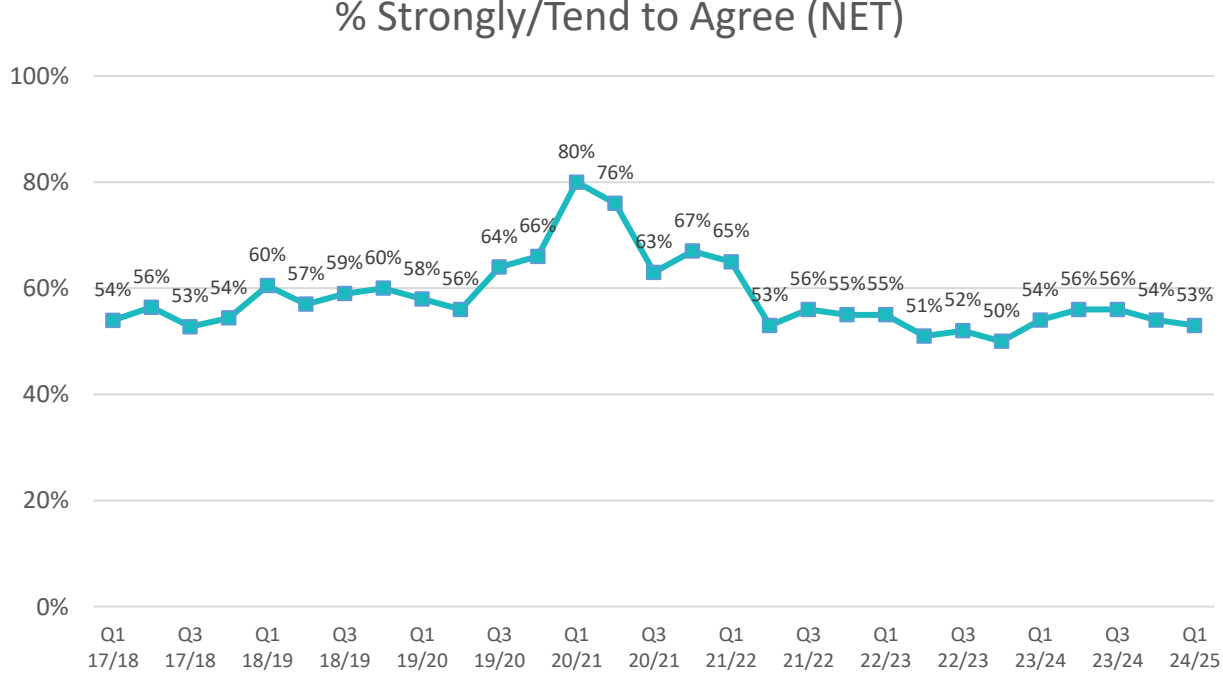


Perceptions of EP community understanding increased significantly over the last year

Annual Trend



Quarterly Trend

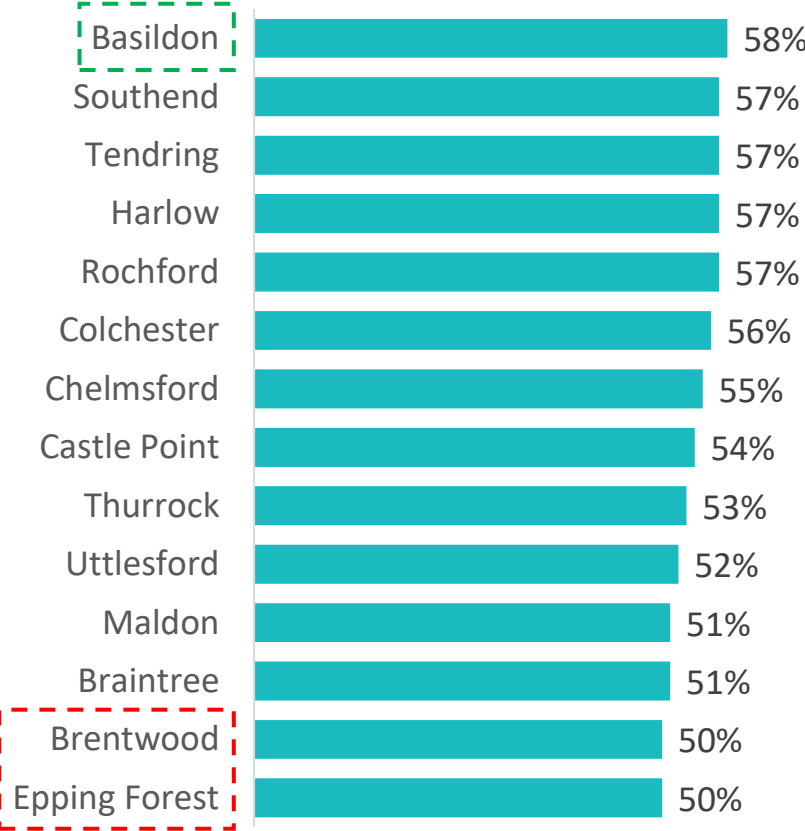


NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

Victims of crime are the least likely to think EP understand issues affecting their community

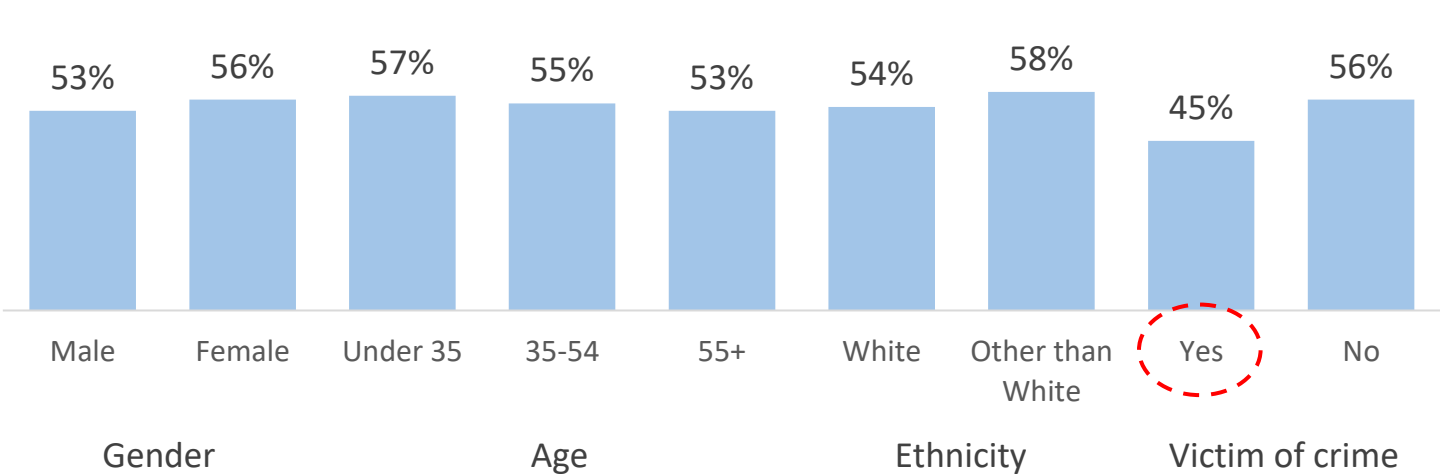
District Comparisons (last 12 months)

■ % Strongly/Tend to Agree (NET)



Demographic Analysis (last 12 months)

■ % Strongly/Tend to Agree (NET)



- Almost 6 in 10 residents living in Basildon (58%) agree EP understand issues affecting their community, compared to half in Brentwood (50%) and Epping Forest (50%)

Demographic Trends

% agree EP understand issues affecting their community

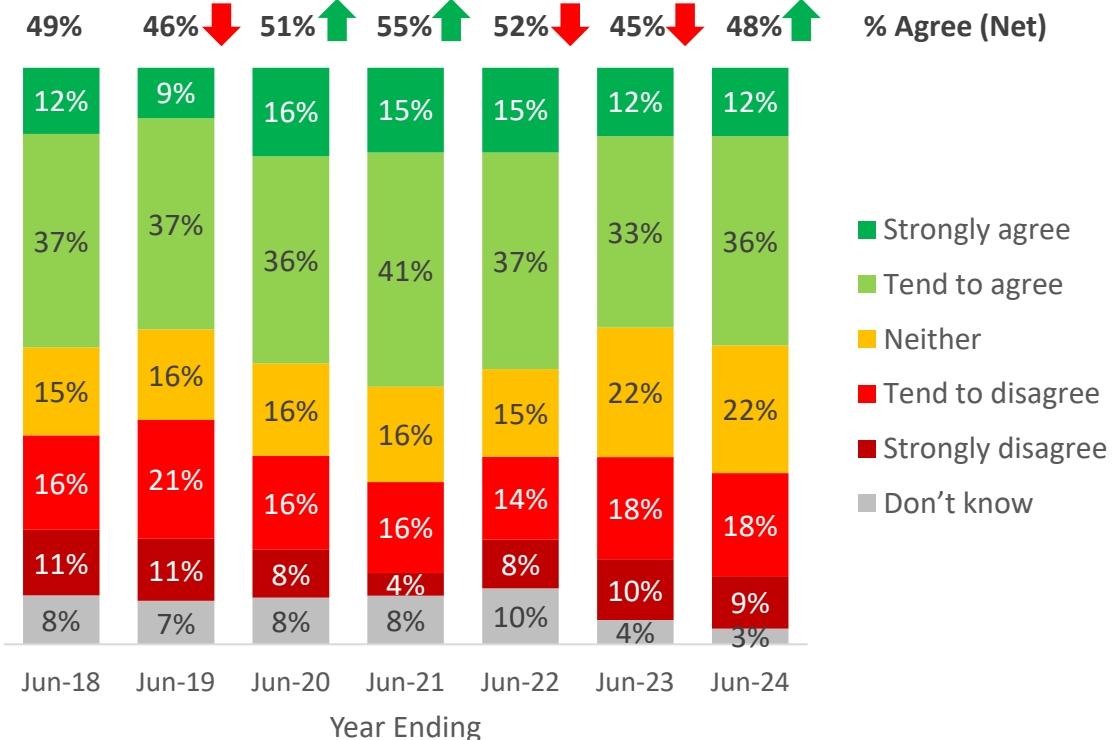
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Basildon	54%	58%	66%	71%	66%	55%	58%	+3%
Southend	59%	59%	69%	64%	59%	61%	57%	-4%
Tendring	63%	58%	73%	70%	54%	44%	57%	+13% ↑
Harlow	62%	61%	59%	73%	54%	59%	57%	-2%
Rochford	56%	58%	58%	66%	56%	60%	57%	-3%
Colchester	56%	63%	64%	67%	56%	46%	56%	+10% ↑
Chelmsford	55%	59%	68%	67%	55%	50%	55%	+5%
Castle Point	59%	62%	66%	69%	58%	44%	54%	+10% ↑
Thurrock	54%	61%	62%	68%	51%	53%	53%	0%
Uttlesford	48%	51%	63%	66%	54%	53%	52%	-1%
Maldon	52%	60%	68%	67%	50%	55%	51%	-4%
Braintree	60%	64%	71%	71%	53%	51%	51%	0%
Brentwood	55%	50%	65%	59%	47%	48%	50%	+2%
Epping Forest	49%	48%	76%	64%	45%	47%	50%	+3%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	58%	61%	64%	66%	55%	50%	53%	+3% ↑
Female	54%	56%	69%	69%	55%	53%	56%	+3% ↑
Under 35	64%	63%	64%	70%	60%	56%	57%	+1%
35-54	56%	60%	69%	67%	56%	53%	55%	+2%
55+	52%	54%	66%	67%	51%	48%	53%	+5% ↑
White	56%	59%	68%	68%	55%	51%	54%	+3% ↑
Other than White	59%	54%	57%	68%	61%	59%	58%	-1%
Victim of crime	52%	52%	62%	60%	48%	48%	45%	-3%
Non victim	57%	59%	67%	69%	56%	52%	56%	+4% ↑

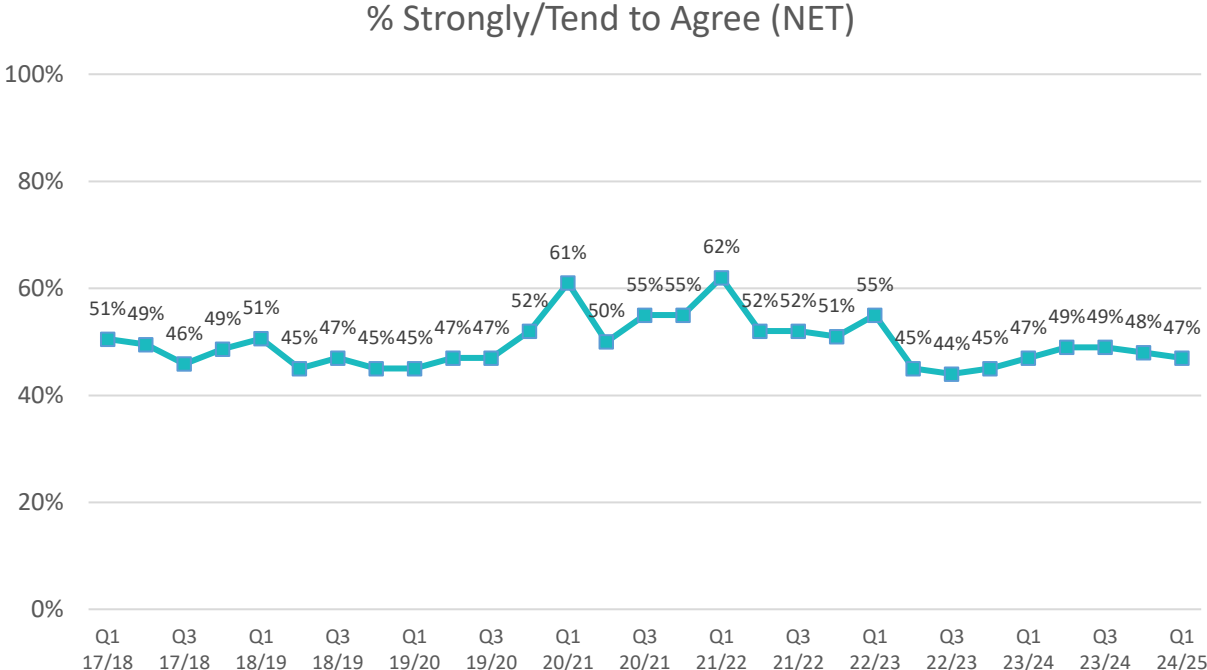
↑ significant increase ↓ significant decrease

Agreement that EP are dealing with crime and ASB increased significantly in the past year

Annual Trend
Rolling 12 months



Quarterly Trend



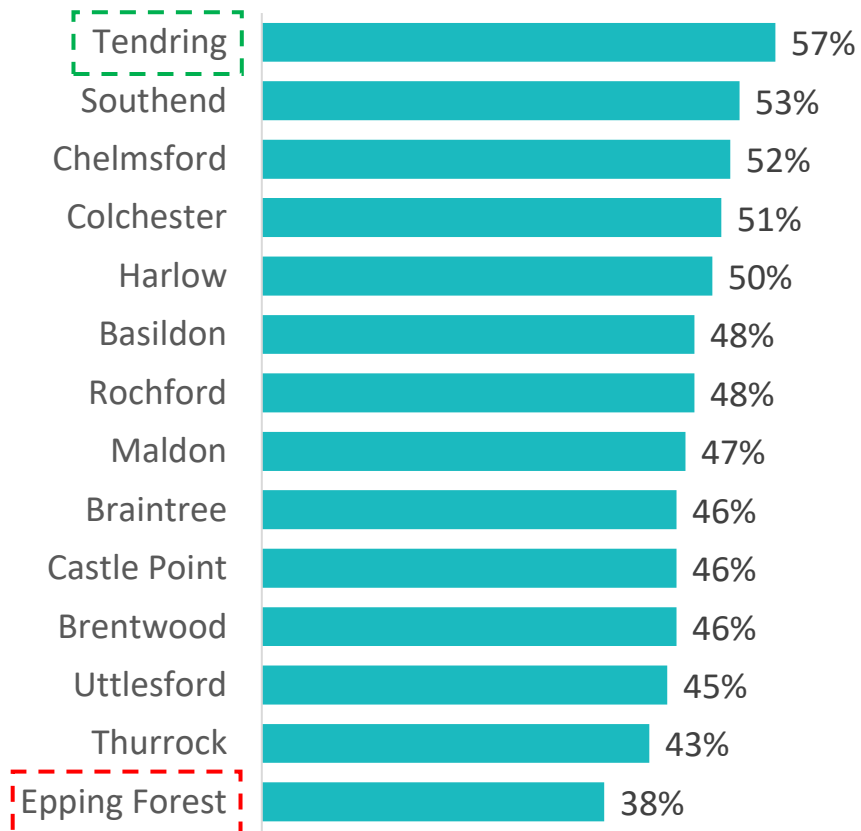
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

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

Ethnic minorities and under 35s are the most likely to agree EP are dealing with crime and ASB in their area

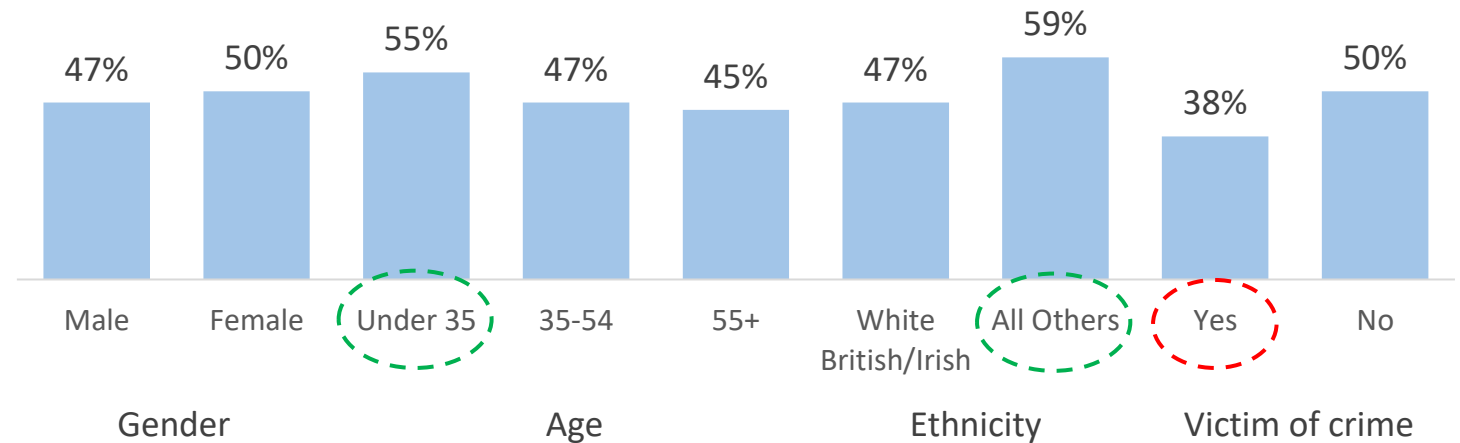
District Comparisons (last 12 months)

■ % Strongly/Tend to Agree (NET)



Demographic Analysis (last 12 months)

■ % Strongly/Tend to Agree (NET)



- Victims of crime are the least likely to agree EP are dealing with crime and ASB in their area (38%)
- There are significant differences in agreement between Districts – almost 6 in 10 of those living in Tendring (57%) agree compared with 38% in Epping Forest

Demographic Trends

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

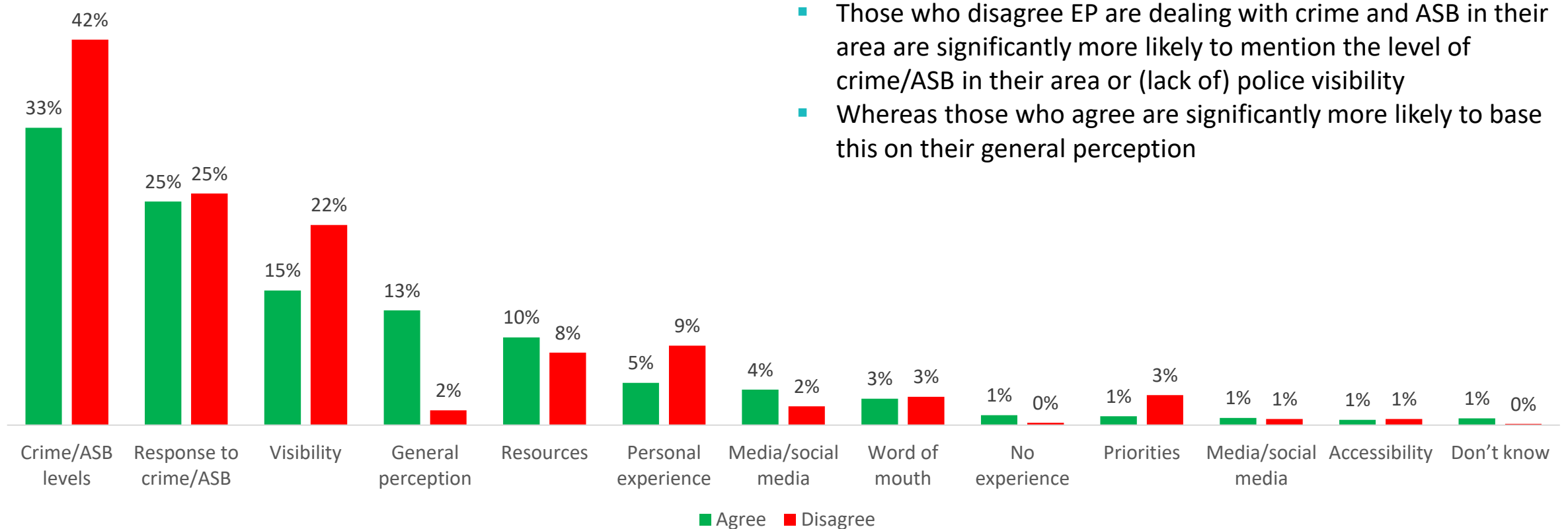
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Tendring	52%	47%	53%	61%	55%	43%	57%	+14% ↑
Southend	52%	45%	58%	56%	59%	53%	53%	0%
Chelmsford	52%	50%	56%	59%	51%	47%	52%	+5%
Colchester	53%	55%	53%	52%	57%	46%	51%	+5%
Harlow	55%	50%	50%	61%	49%	45%	50%	+5%
Basildon	46%	41%	50%	58%	60%	49%	48%	-1%
Rochford	51%	42%	46%	56%	52%	54%	48%	-6% ↓
Maldon	47%	47%	45%	53%	51%	47%	47%	0%
Braintree	50%	55%	54%	58%	54%	43%	46%	+3%
Castle Point	45%	38%	41%	50%	48%	32%	46%	+14% ↑
Brentwood	45%	38%	53%	54%	46%	44%	46%	+2%
Uttlesford	39%	38%	54%	55%	53%	44%	45%	+1%
Thurrock	44%	44%	48%	50%	49%	43%	43%	0%
Epping Forest	44%	38%	48%	51%	37%	38%	38%	0%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	50%	46%	49%	55%	52%	43%	47%	+4% ↑
Female	47%	45%	54%	56%	53%	47%	50%	+3% ↑
Under 35	60%	55%	52%	64%	59%	52%	55%	+3% ↑
35-54	44%	43%	52%	54%	53%	44%	47%	+3% ↑
55+	45%	41%	51%	52%	48%	41%	45%	+4% ↑
White	48%	45%	52%	56%	52%	44%	47%	+3% ↑
Other than White	57%	52%	45%	55%	59%	57%	59%	+2%
Victim of crime	37%	38%	43%	43%	40%	37%	38%	+1%
Non victim	50%	47%	53%	57%	54%	47%	50%	+3% ↑

↑ significant increase ↓ significant decrease

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

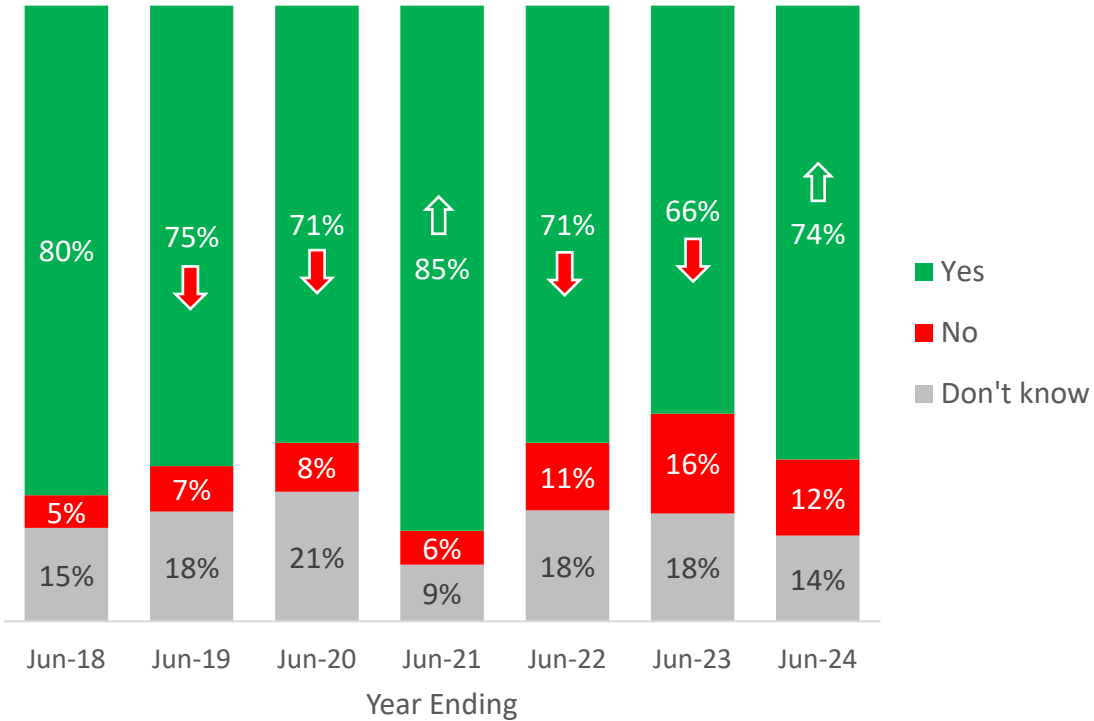
Coded Verbatim Themes: Last 12 months



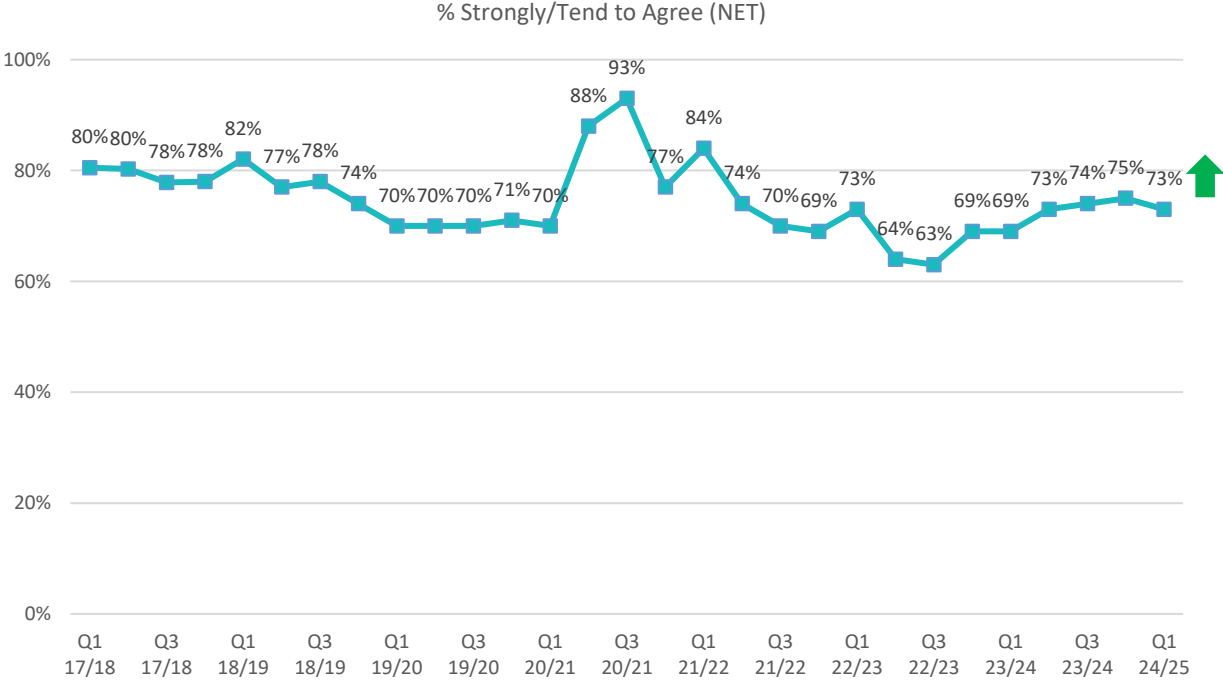
- Those who disagree EP are dealing with crime and ASB in their area are significantly more likely to mention the level of crime/ASB in their area or (lack of) police visibility
- Whereas those who agree are significantly more likely to base this on their general perception

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

Annual Trend



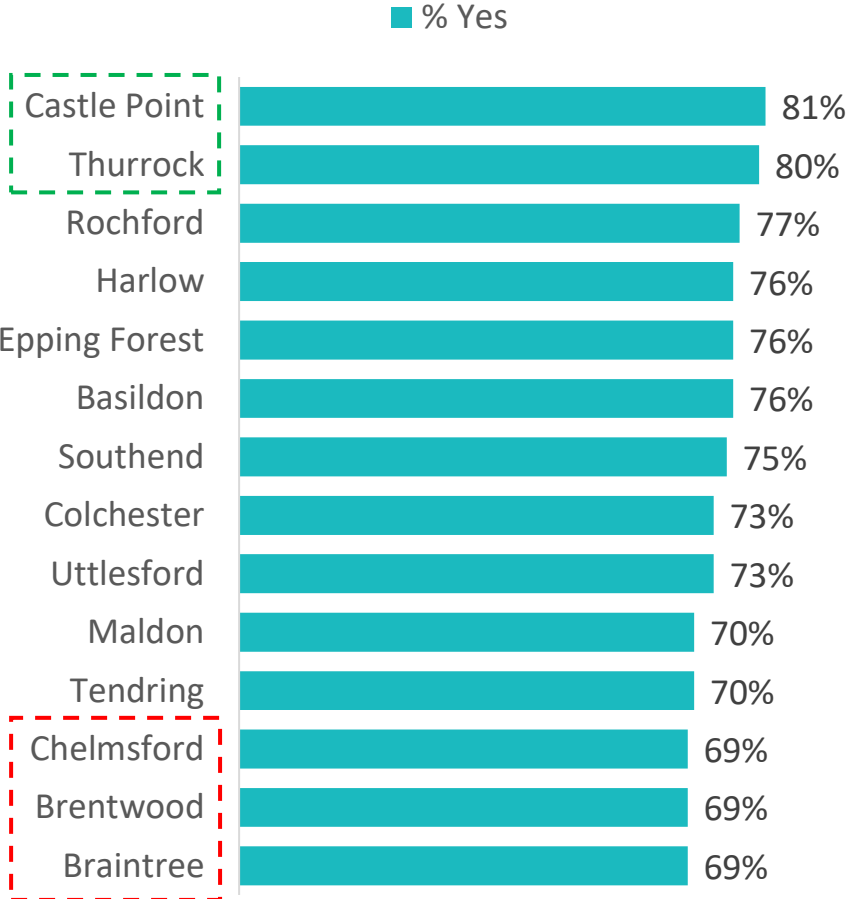
Quarterly Trend



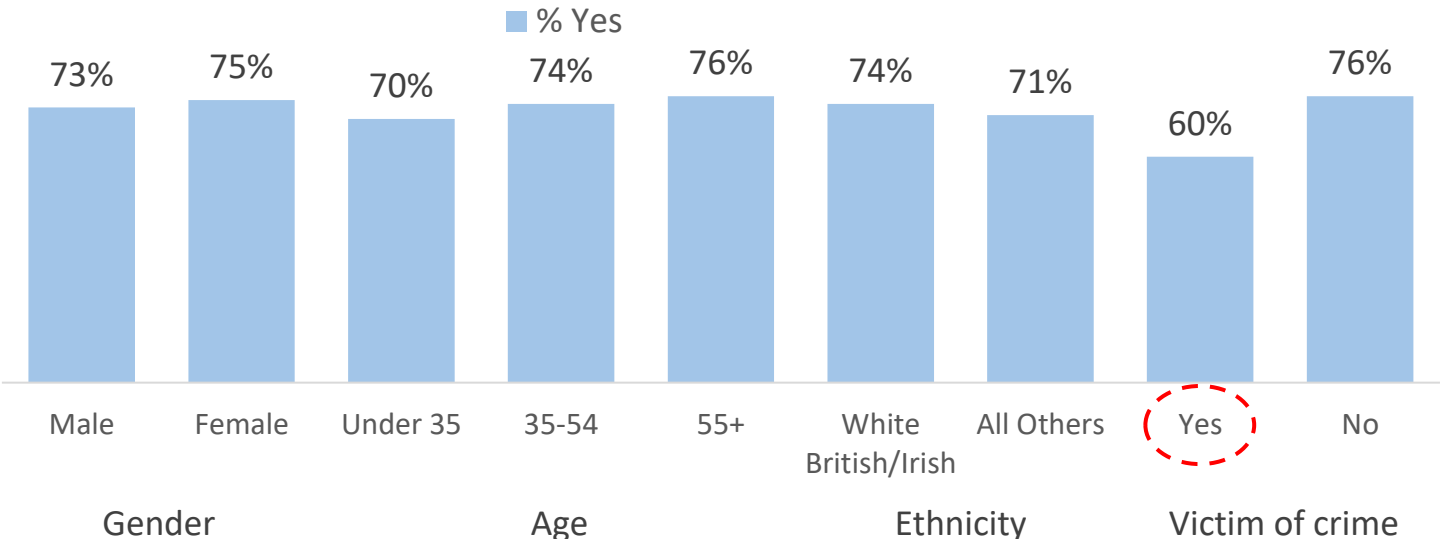
↑ significantly higher than same period last year

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)



- Eight out of 10 of those living in Castle Point (81%) or Thurrock (80%) think they would be treated fairly, compared to two-thirds in Chelmsford (69%), Brentwood (69%) or Braintree (69%)

Demographic Trends

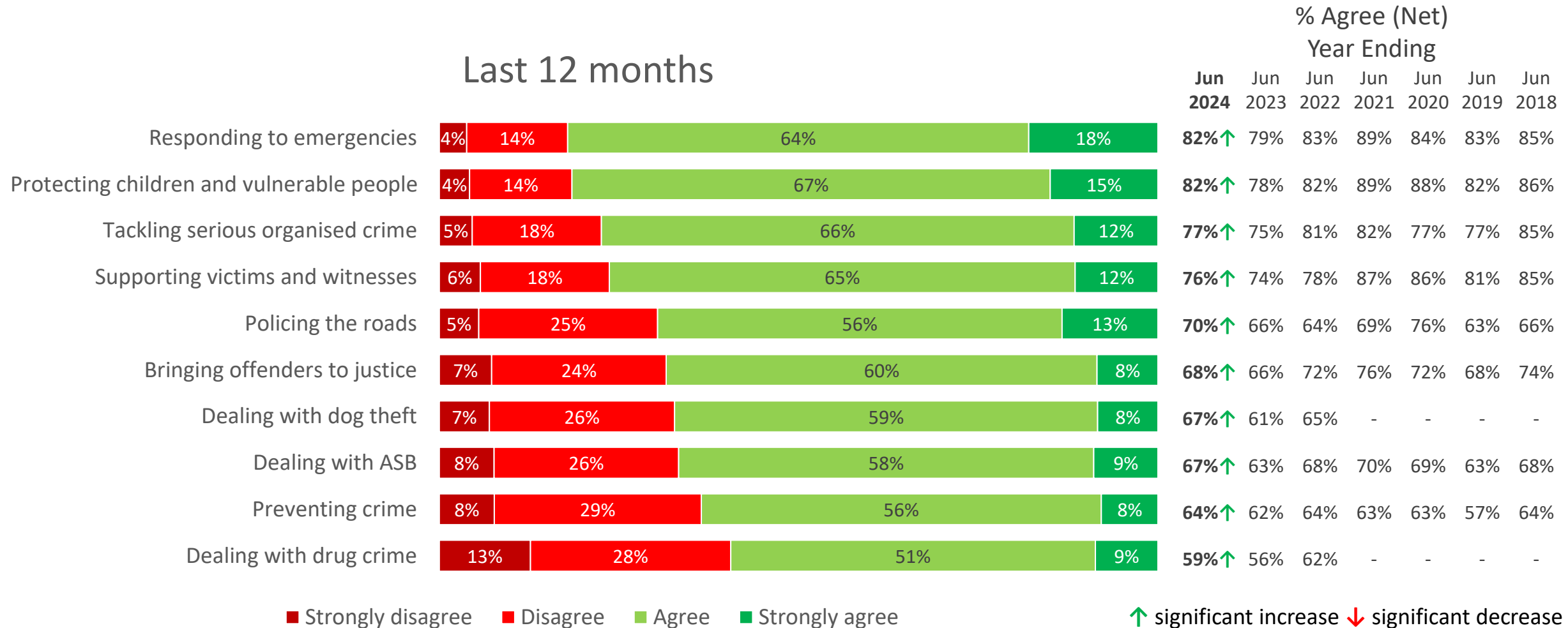
% who think they would be treated fairly if they made a complaint about EP

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Castle Point	81%	75%	75%	82%	74%	65%	81%	+16% ↑
Thurrock	78%	71%	68%	74%	69%	72%	80%	+8% ↑
Rochford	81%	80%	70%	88%	77%	78%	77%	-1%
Harlow	80%	73%	65%	86%	69%	71%	76%	+5%
Epping Forest	81%	67%	69%	84%	75%	75%	76%	+1%
Basildon	75%	67%	76%	83%	73%	71%	76%	+5%
Southend	80%	73%	72%	91%	71%	69%	75%	+6% ↑
Colchester	82%	79%	73%	81%	59%	47%	73%	+26% ↑
Uttlesford	82%	81%	78%	90%	78%	74%	73%	-1%
Maldon	84%	82%	64%	87%	79%	72%	70%	-2%
Tendring	82%	76%	57%	91%	72%	41%	70%	+29% ↑
Chelmsford	74%	78%	78%	87%	72%	70%	69%	-1%
Brentwood	78%	69%	70%	90%	72%	70%	69%	-1%
Braintree	81%	83%	73%	86%	70%	69%	69%	0%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	80%	75%	68%	83%	71%	65%	73%	+8% ↑
Female	79%	75%	73%	87%	72%	68%	75%	+7% ↑
Under 35	81%	73%	64%	85%	68%	64%	70%	+6% ↑
35-54	79%	75%	71%	85%	71%	68%	74%	+6% ↑
55+	79%	76%	76%	86%	74%	66%	76%	+10% ↑
White	80%	76%	72%	86%	72%	67%	74%	+7% ↑
Other than White	72%	64%	61%	77%	61%	63%	71%	+8% ↑
Victim of crime	72%	68%	61%	74%	60%	58%	60%	+2%
Non victim	81%	76%	72%	87%	73%	68%	76%	+8% ↑

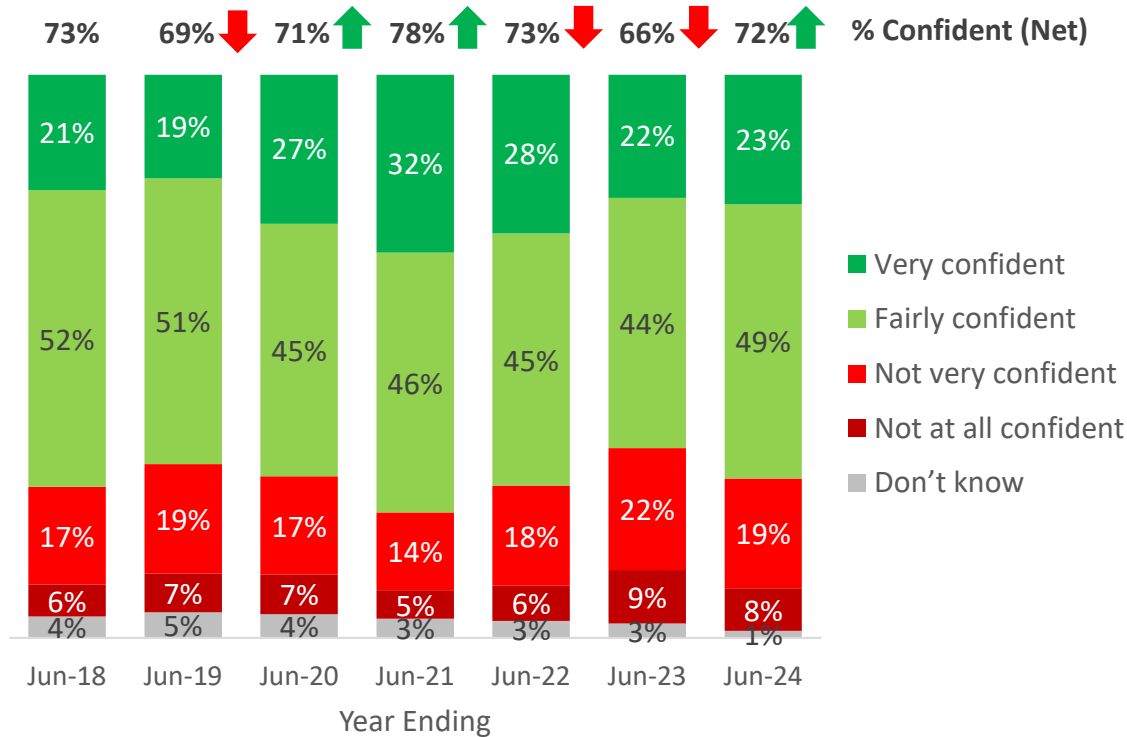
↑ significant increase ↓ significant decrease

Agreement increased significantly across all statements over the last year regarding EP and the organisations they work

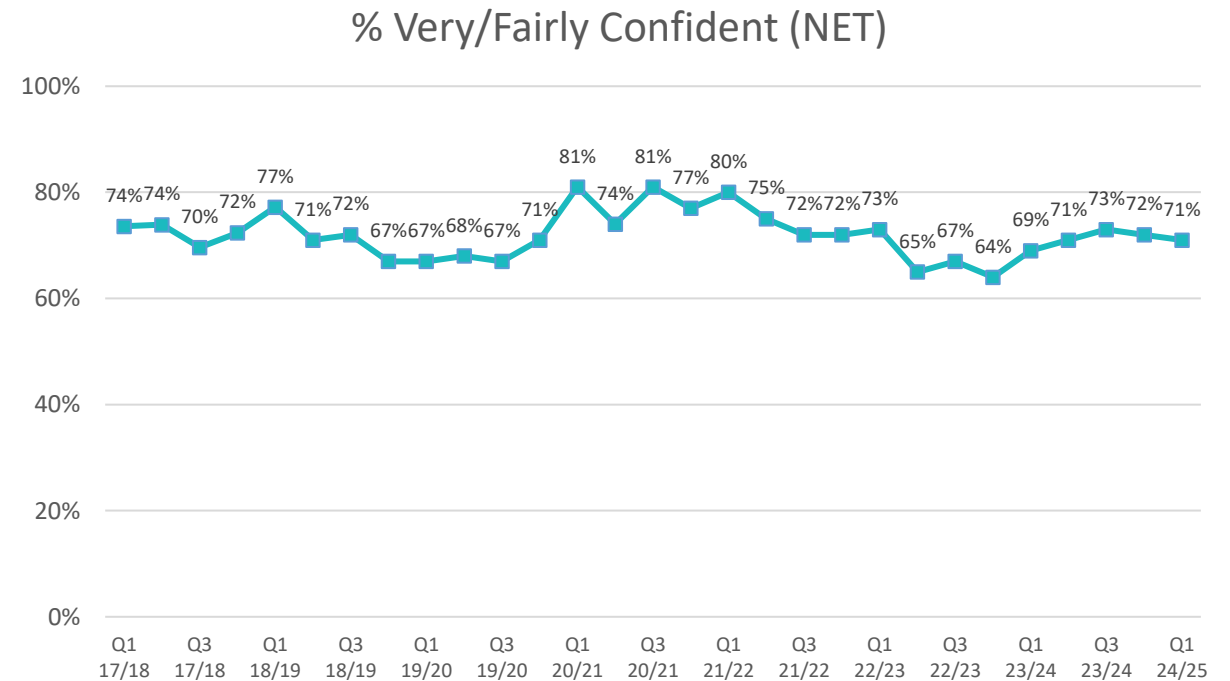


Confidence in receiving a good service from EP increased significantly over the last year

Annual Trend



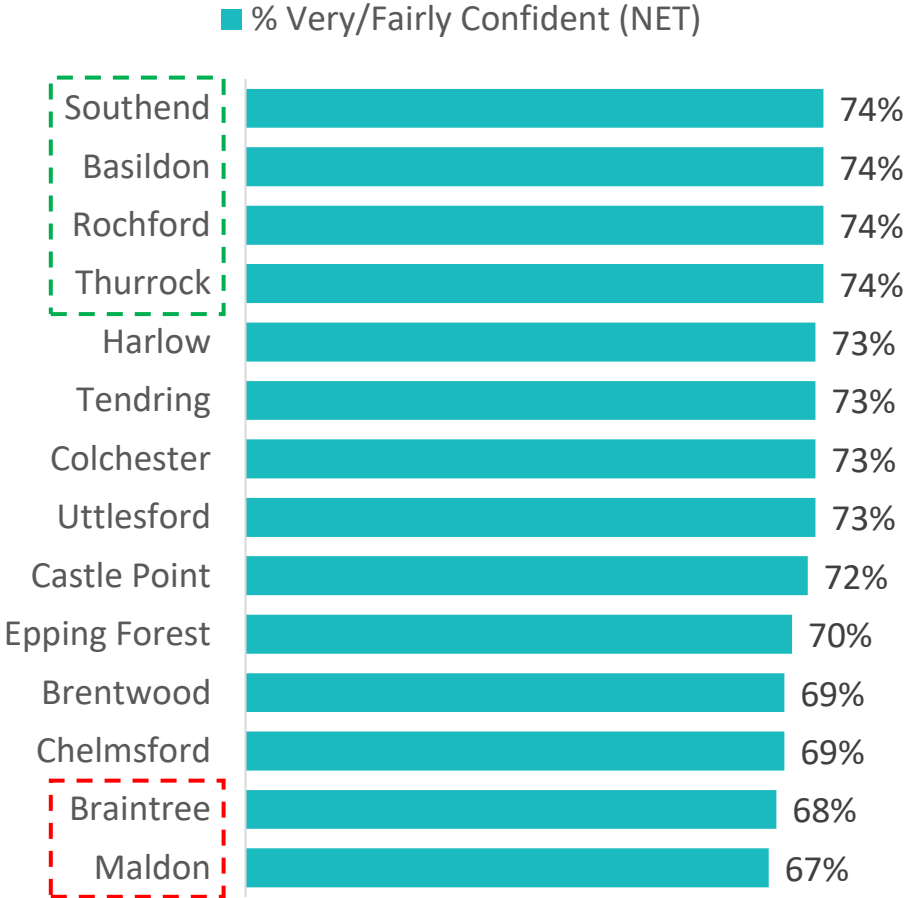
Quarterly Trend



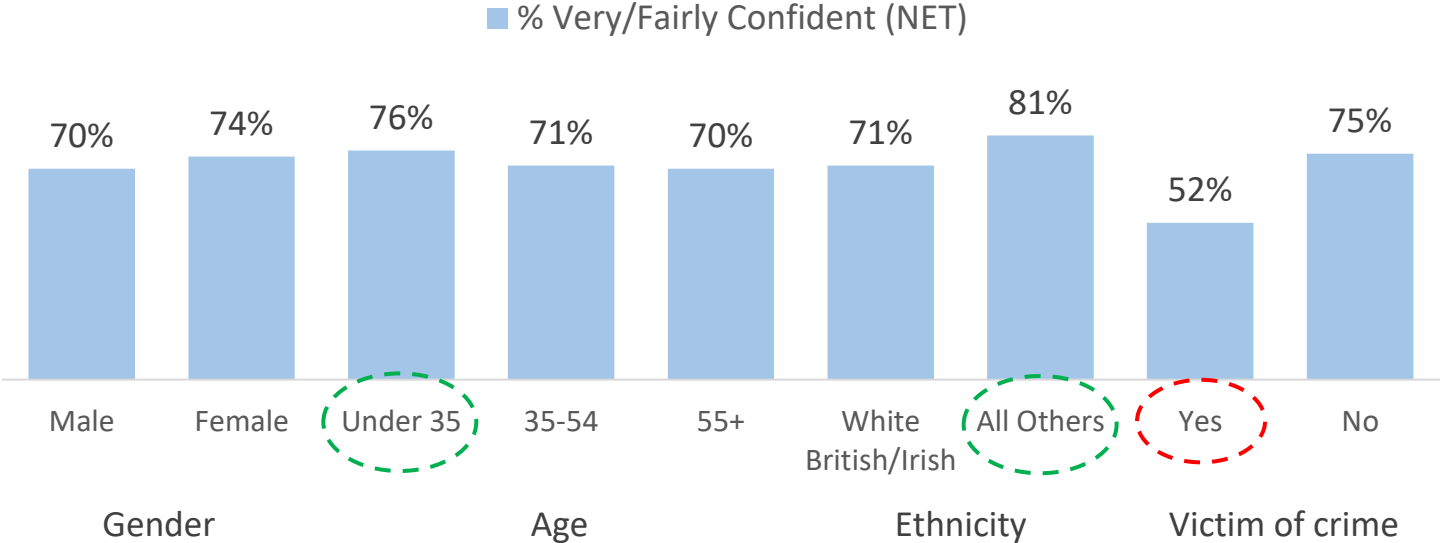
NET refers to the combined score for the two most positive answer options (Very/Fairly Confident). Significance testing at 95% confidence level.

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 (81%) 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
- Almost three-quarters (74%) of those living in Southend, Basildon, Rochford or Thurrock would feel confident compared with two-thirds in Braintree (68%) and Maldon (67%)

Demographic Trends

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

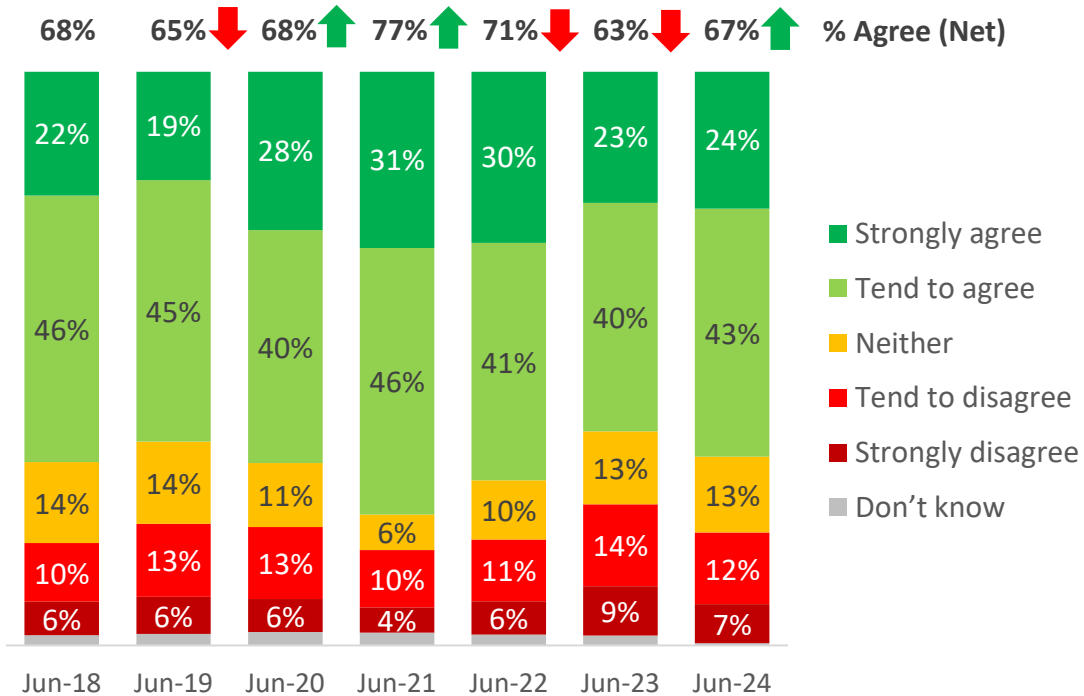
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Southend	73%	69%	72%	80%	76%	66%	74%	+8% ↑
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Rochford	74%	63%	67%	81%	73%	71%	74%	+3%
Thurrock	71%	69%	65%	72%	72%	69%	74%	+5%
Harlow	80%	73%	68%	84%	73%	70%	73%	+3%
Tendring	75%	65%	72%	75%	72%	60%	73%	+13% ↑
Colchester	75%	75%	77%	80%	75%	65%	73%	+8% ↑
Uttlesford	68%	64%	75%	80%	73%	75%	73%	-2%
Castle Point	70%	65%	63%	72%	73%	52%	72%	+20% ↑
Epping Forest	72%	60%	75%	75%	69%	64%	70%	+6% ↑
Brentwood	71%	65%	73%	81%	68%	66%	69%	+3%
Chelmsford	75%	73%	75%	79%	73%	70%	69%	-1%
Braintree	76%	78%	76%	81%	76%	65%	68%	+3%
Maldon	68%	73%	67%	76%	72%	66%	67%	+1%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	72%	69%	67%	76%	70%	64%	70%	+6% ↑
Female	74%	70%	75%	80%	75%	69%	74%	+5% ↑
Under 35	83%	77%	72%	84%	76%	72%	76%	+4% ↑
35-54	72%	67%	70%	76%	71%	66%	71%	+5% ↑
55+	68%	65%	72%	76%	73%	63%	70%	+7% ↑
White	73%	69%	72%	78%	73%	65%	71%	+6% ↑
Other than White	82%	72%	66%	80%	71%	75%	81%	+6% ↑
Victim of crime	59%	57%	56%	57%	53%	51%	52%	+1%
Non victim	75%	71%	73%	80%	75%	69%	75%	+6% ↑

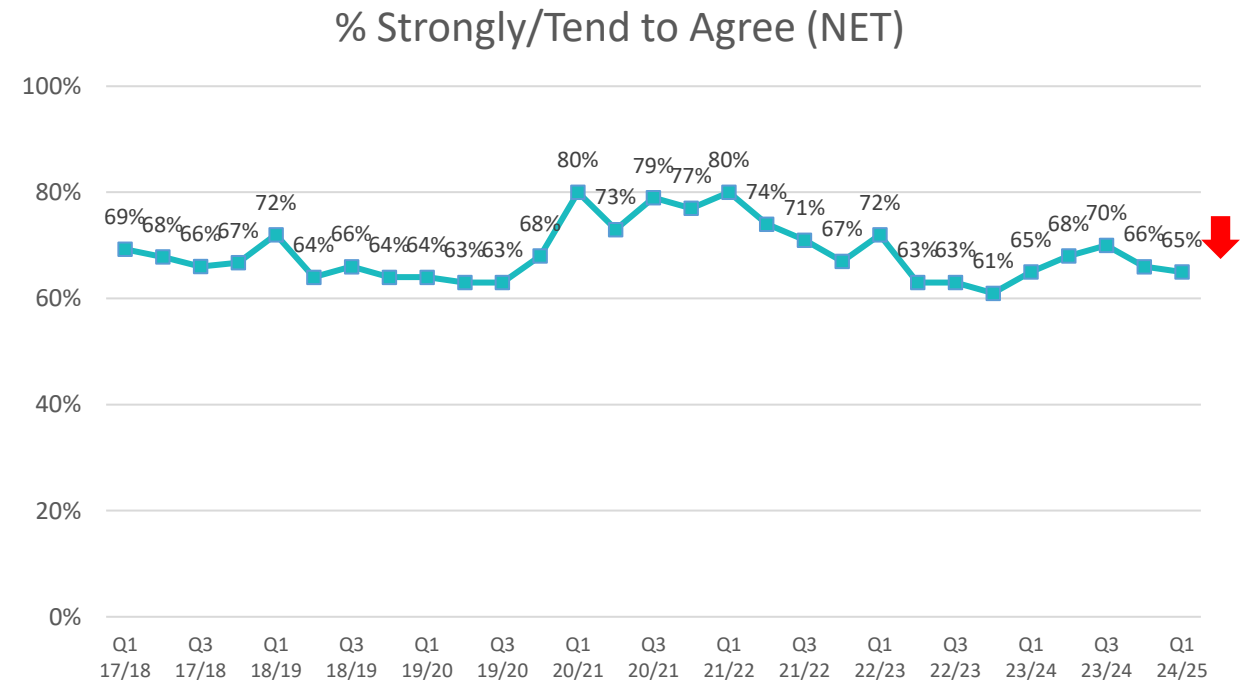
↑ significant increase ↓ significant decrease

Confidence in local policing increased significantly in the last year

Annual Trend Rolling 12 months



Quarterly Trend



↓ significantly lower than Q3 23/24

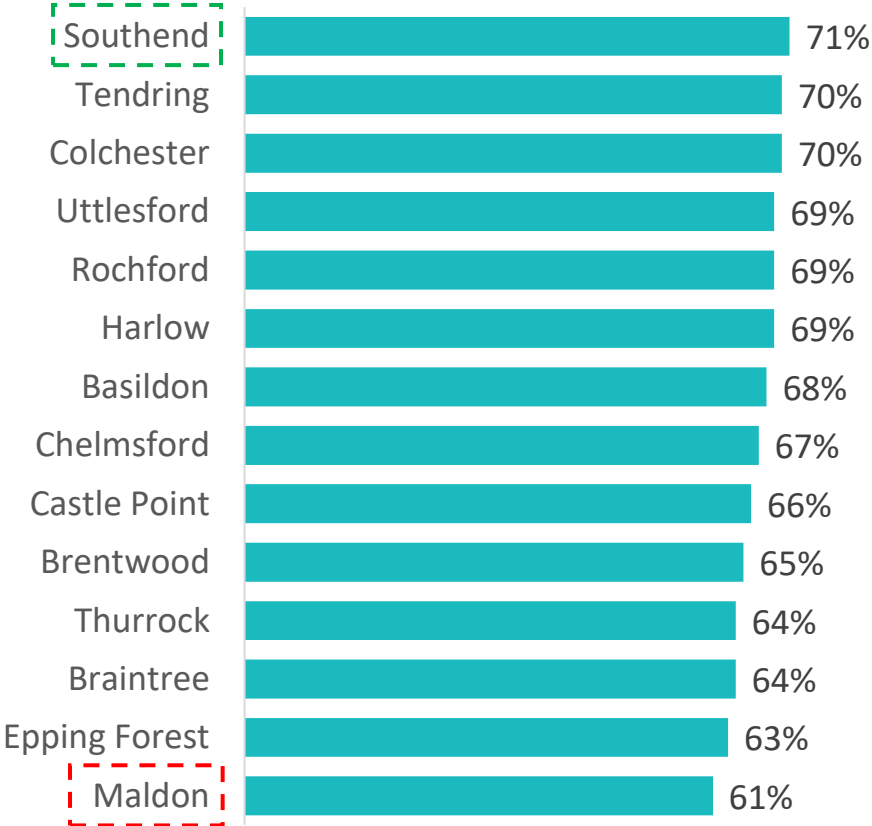
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

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

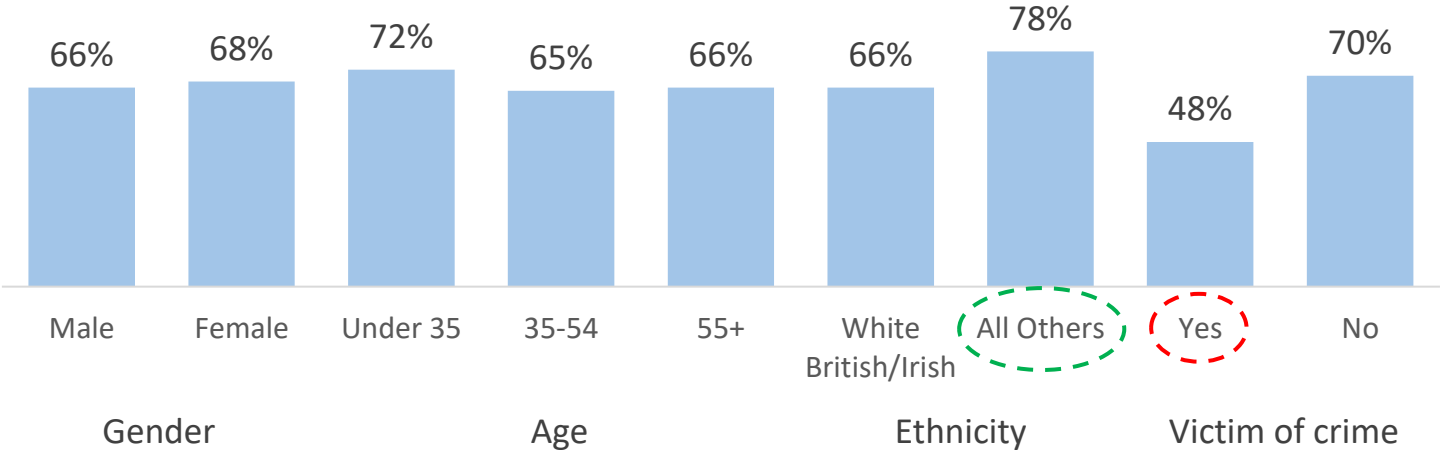
District Comparisons (last 12 months)

■ % Strongly/Tend to Agree (NET)



Demographic Analysis (last 12 months)

■ % Strongly/Tend to Agree (NET)



- Victims of crime are the least likely to have confidence in the police in their area
- Over 7 in 10 residents living in Southend (71%) have confidence in the police in their area, compared with 61% in Maldon

Demographic Trends

% agree they have confidence in local policing

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Southend	73%	63%	69%	80%	76%	66%	71%	+5%
Tendring	70%	66%	73%	76%	72%	58%	70%	+12% ↑
Colchester	71%	75%	73%	79%	71%	65%	70%	+5%
Uttlesford	62%	61%	73%	79%	77%	72%	69%	-3%
Rochford	70%	61%	64%	83%	77%	71%	69%	-2%
Harlow	74%	68%	67%	82%	73%	63%	69%	+6% ↑
Basildon	64%	60%	65%	73%	70%	64%	68%	+4%
Chelmsford	71%	70%	71%	79%	71%	67%	67%	0%
Castle Point	62%	58%	60%	70%	65%	49%	66%	+17% ↑
Brentwood	65%	58%	71%	81%	67%	62%	65%	+3%
Thurrock	64%	60%	58%	68%	72%	60%	64%	+4%
Braintree	69%	76%	74%	82%	74%	61%	64%	+3%
Epping Forest	68%	52%	71%	75%	62%	56%	63%	+7% ↑
Maldon	68%	68%	63%	76%	70%	64%	61%	-3%

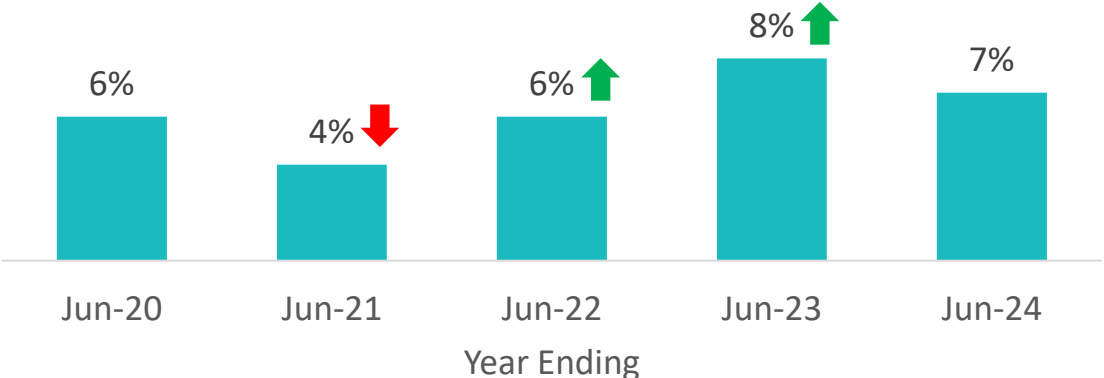
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	70%	66%	65%	75%	71%	61%	66%	+5% ↑
Female	67%	63%	71%	79%	72%	65%	68%	+3% ↑
Under 35	78%	70%	67%	82%	73%	68%	72%	+4% ↑
35-54	64%	62%	67%	75%	70%	62%	65%	+3% ↑
55+	65%	63%	71%	77%	72%	60%	66%	+6% ↑
White	68%	65%	69%	77%	72%	62%	66%	+4% ↑
Other than White	77%	66%	62%	80%	69%	72%	78%	+6% ↑
Victim of crime	53%	54%	56%	58%	52%	47%	48%	+1%
Non victim	70%	66%	70%	80%	74%	66%	70%	+4% ↑

↑ 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

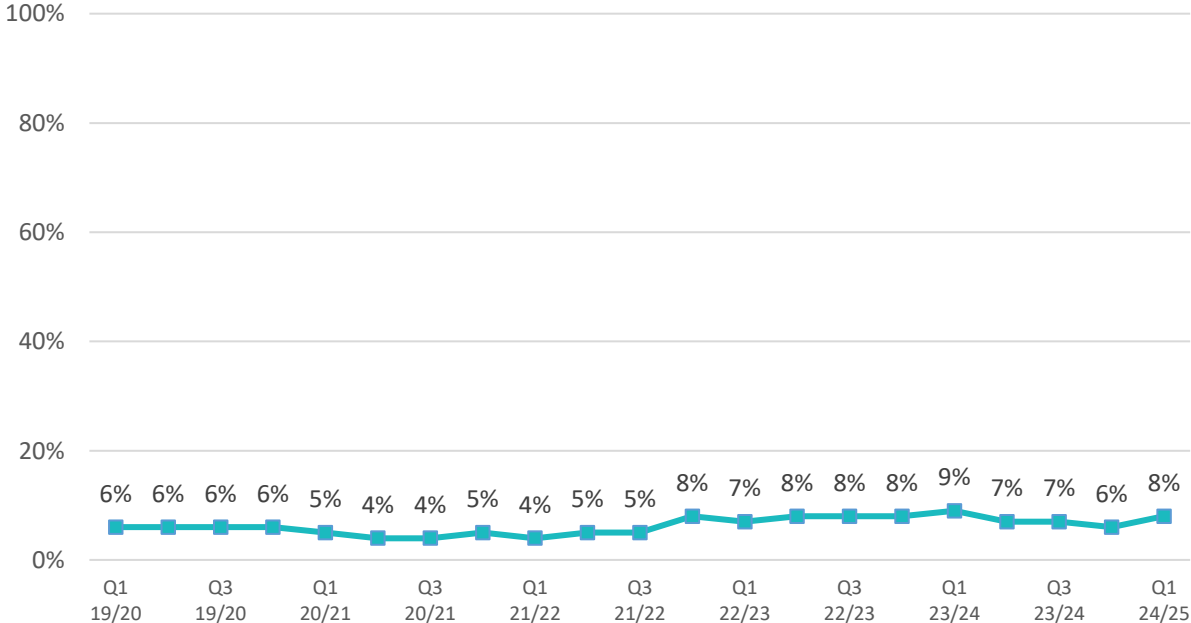
Annual Trend
Rolling 12 months

% who have been Stopped & Searched



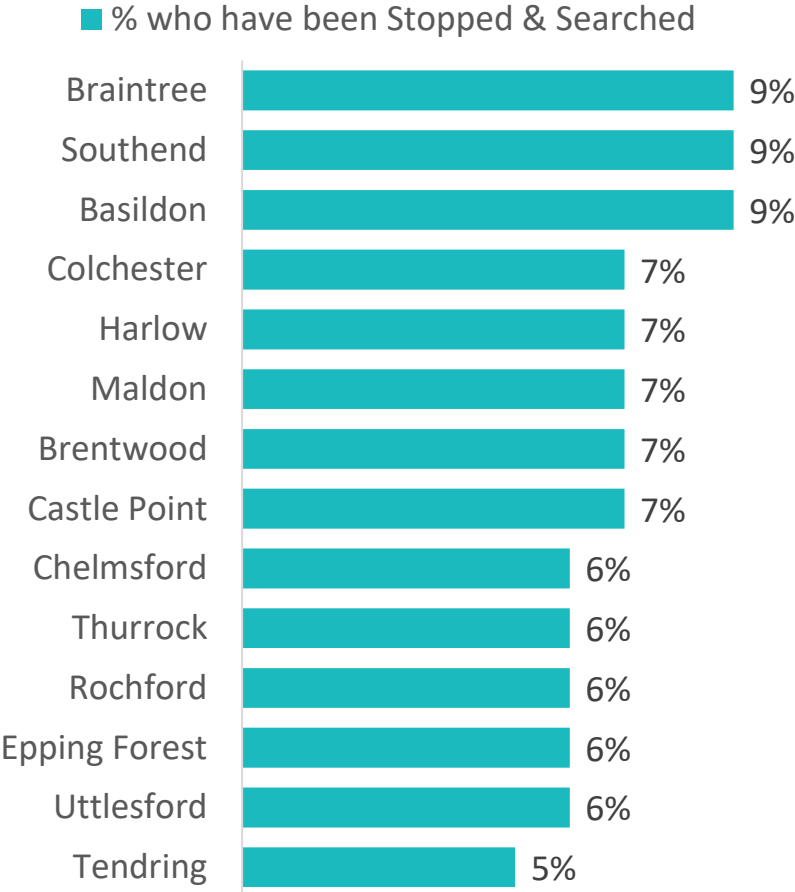
Quarterly Trend

% who have been Stopped & Searched



Young males and victims of crime are the most likely to claim to have been stopped and searched by Essex Police

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Southend has the highest incidence of stop and search (14%), compared with just 4% in Castle Point or Colchester

Demographic Trends

% who have been Stopped and Searched

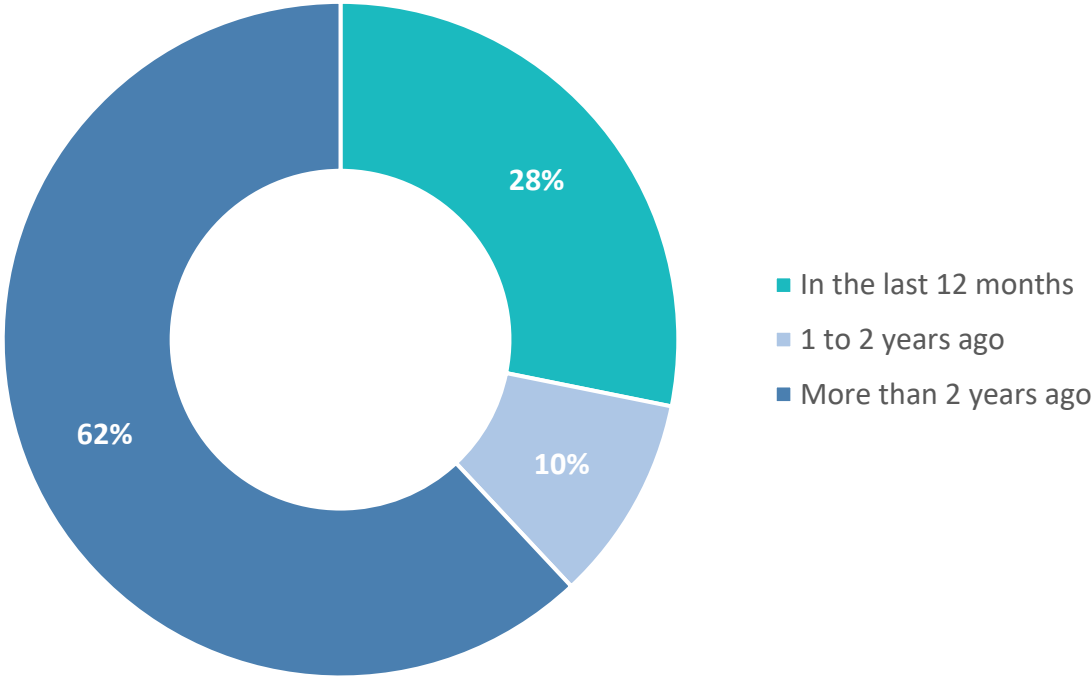
	Annual Trend (year ending)				
	Jun 21	Jun 22	Jun 23	Jun 24	% change
Braintree	3%	4%	11%	9%	-2%
Southend	3%	7%	14%	9%	-5%
Basildon	6%	11%	11%	9%	-2%
Colchester	5%	7%	4%	7%	+3%
Harlow	5%	5%	10%	7%	-3%
Maldon	2%	5%	9%	7%	-2%
Brentwood	5%	6%	6%	7%	+1%
Castle Point	5%	7%	4%	7%	+3%
Chelmsford	5%	6%	8%	6%	-2%
Thurrock	6%	5%	9%	6%	-3%
Rochford	4%	5%	8%	6%	-2%
Epping Forest	3%	8%	6%	6%	0%
Uttlesford	3%	3%	7%	6%	-1%
Tendring	3%	5%	6%	5%	-1%

	Annual Trend (year ending)				
	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	6%	10%	14%	12%	-2%
Female	3%	3%	3%	2%	-1%
Under 35	6%	10%	14%	11%	-3% ↓
35-54	4%	6%	9%	7%	-2%
55+	3%	4%	4%	3%	-1%
White	4%	6%	8%	7%	-1%
Other than White	11%	12%	11%	9%	-2%
Victim of crime	7%	13%	14%	11%	-3%
Non victim	4%	5%	7%	6%	-1%

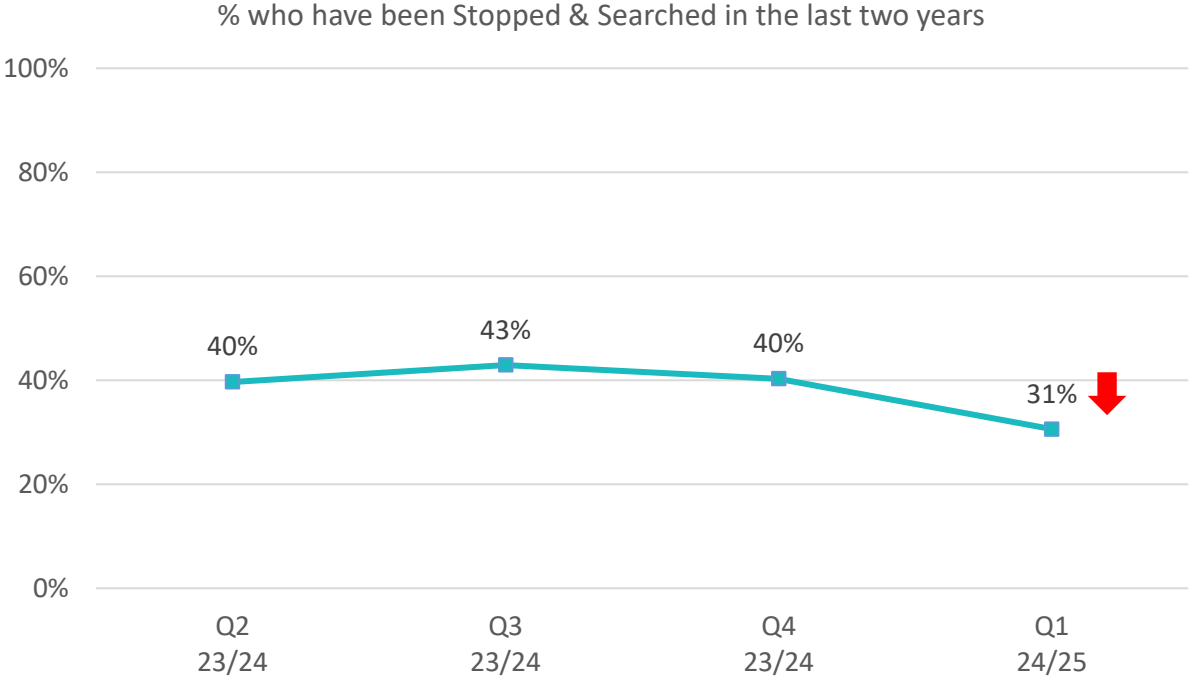
↑ significant increase ↓ significant decrease

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

Last 12 months



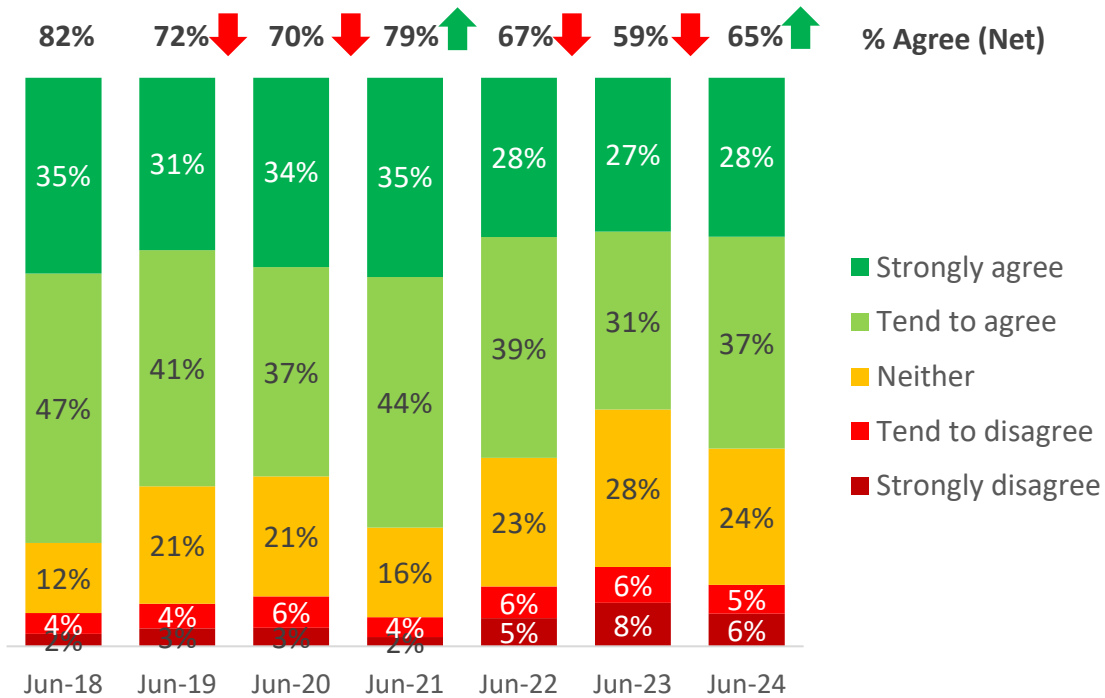
Quarterly Trend



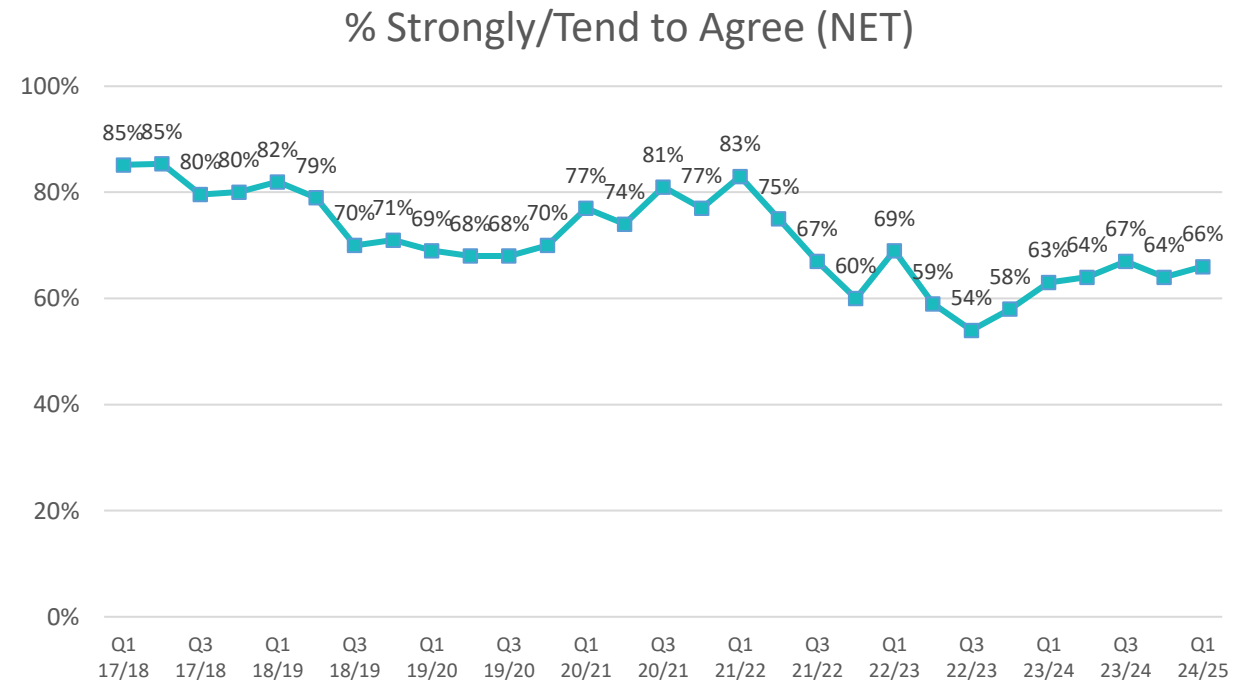
↓ significantly lower than previous Quarter

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

Annual Trend



Quarterly Trend



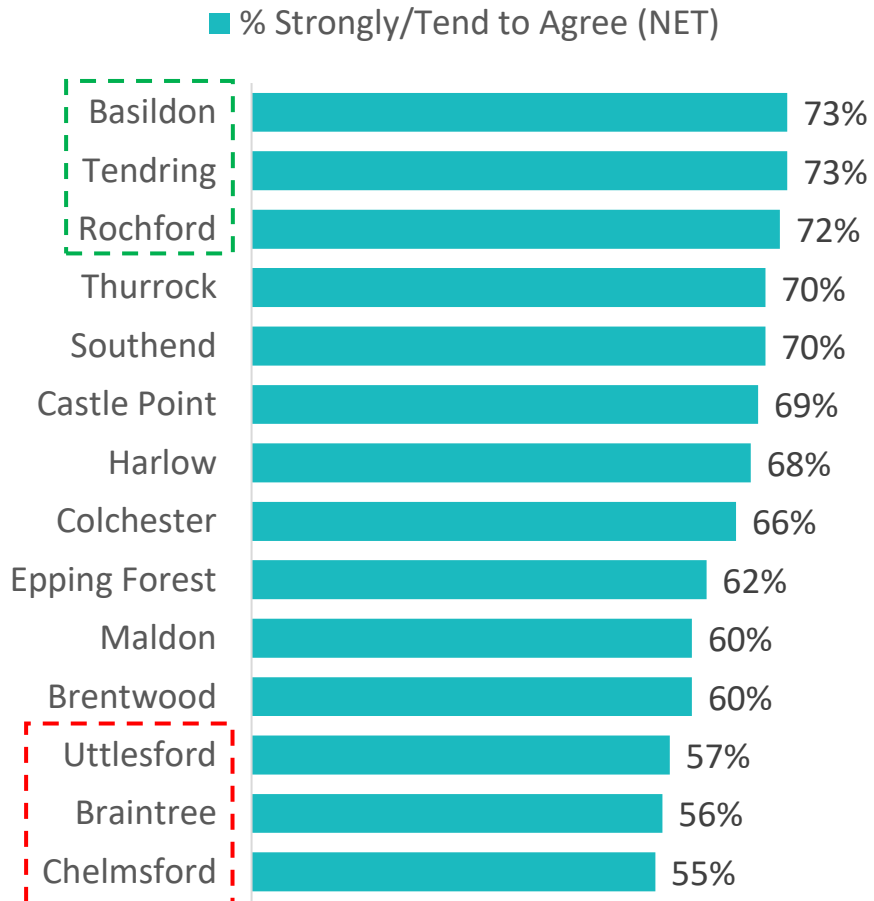
NET refers to the combined score for the two most positive answer options (Strongly/Tend to Agree). Significance testing at 95% confidence level.

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

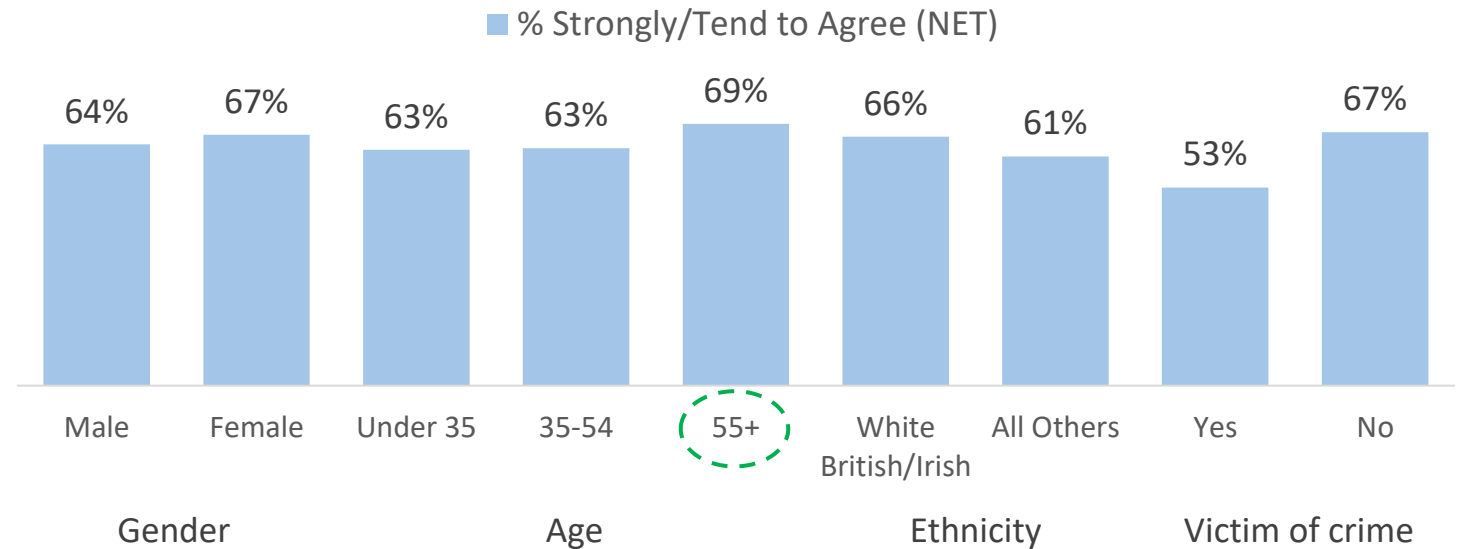
NB: Don't Know excluded from the analysis

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)



- Those aged 55+ are the most likely to agree the police use their stop and search power fairly & respectfully (69%)
- Over 7 in 10 residents living in Basildon (73%), Tendring (73%) or Rochford (72%) agree, compared with less than 6 in 10 in Uttlesford (57%), Braintree (56%) or Chelmsford (55%)

Demographic Trends

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

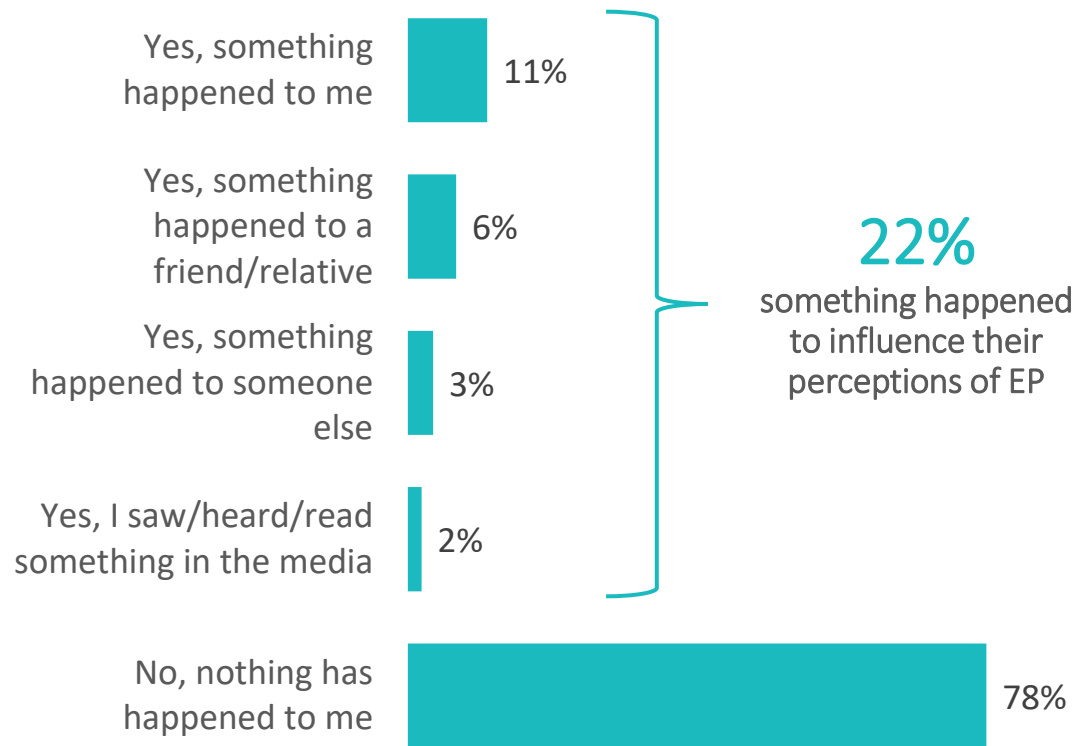
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Basildon	77%	71%	67%	74%	75%	65%	73%	+8% ↑
Tendring	85%	74%	72%	86%	74%	60%	73%	+13% ↑
Rochford	83%	68%	65%	89%	75%	75%	72%	-3%
Thurrock	78%	69%	67%	76%	71%	64%	70%	+6% ↑
Southend	85%	72%	73%	84%	73%	68%	70%	+2%
Castle Point	84%	76%	65%	76%	69%	55%	69%	+14% ↑
Harlow	80%	76%	71%	71%	67%	65%	68%	+3%
Colchester	83%	73%	73%	71%	61%	64%	66%	+2%
Epping Forest	86%	60%	71%	76%	59%	57%	62%	+5%
Maldon	81%	76%	71%	90%	62%	55%	60%	+5%
Brentwood	81%	66%	74%	82%	56%	47%	60%	+13% ↑
Uttlesford	78%	78%	78%	87%	70%	60%	57%	-3%
Braintree	84%	75%	69%	83%	71%	44%	56%	+12% ↑
Chelmsford	83%	75%	69%	83%	62%	51%	55%	+4%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	82%	70%	67%	78%	68%	59%	64%	+5% ↑
Female	81%	74%	73%	80%	66%	59%	67%	+8% ↑
Under 35	82%	68%	66%	80%	64%	57%	63%	+6% ↑
35-54	80%	71%	67%	79%	68%	56%	63%	+7% ↑
55+	84%	76%	77%	79%	69%	62%	69%	+7% ↑
White	83%	72%	72%	80%	68%	59%	66%	+7% ↑
Other than White	72%	68%	56%	72%	60%	58%	61%	+3%
Victim of crime	75%	71%	60%	68%	56%	48%	53%	+5%
Non victim	83%	72%	71%	81%	68%	60%	67%	+7% ↑

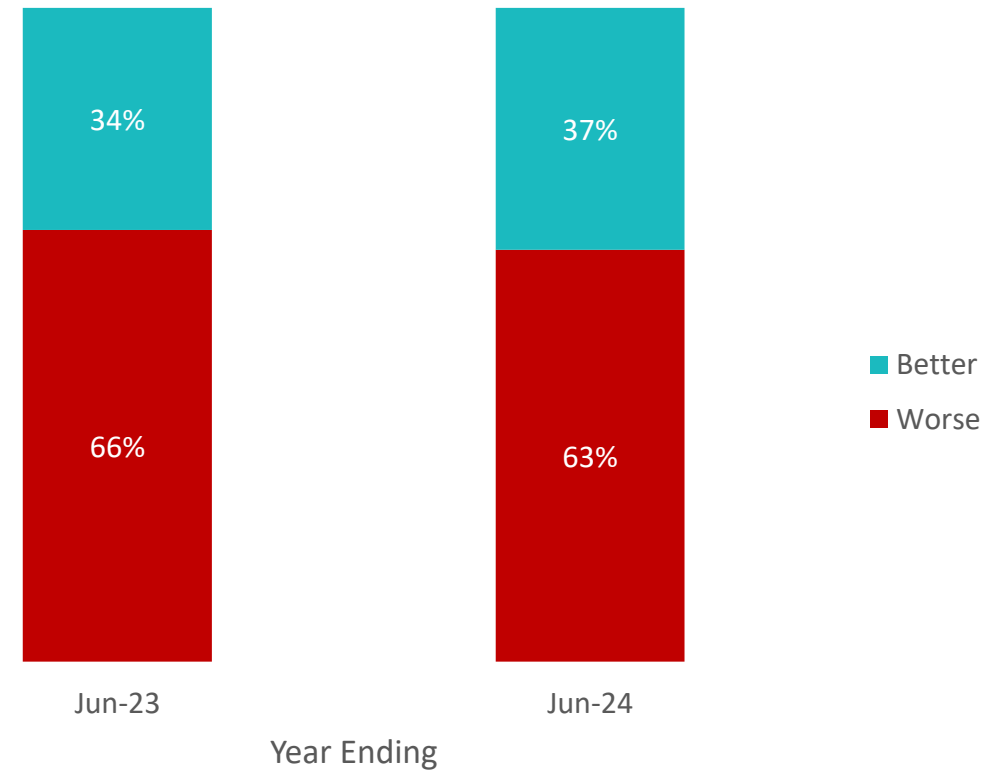
↑ significant increase ↓ significant decrease

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

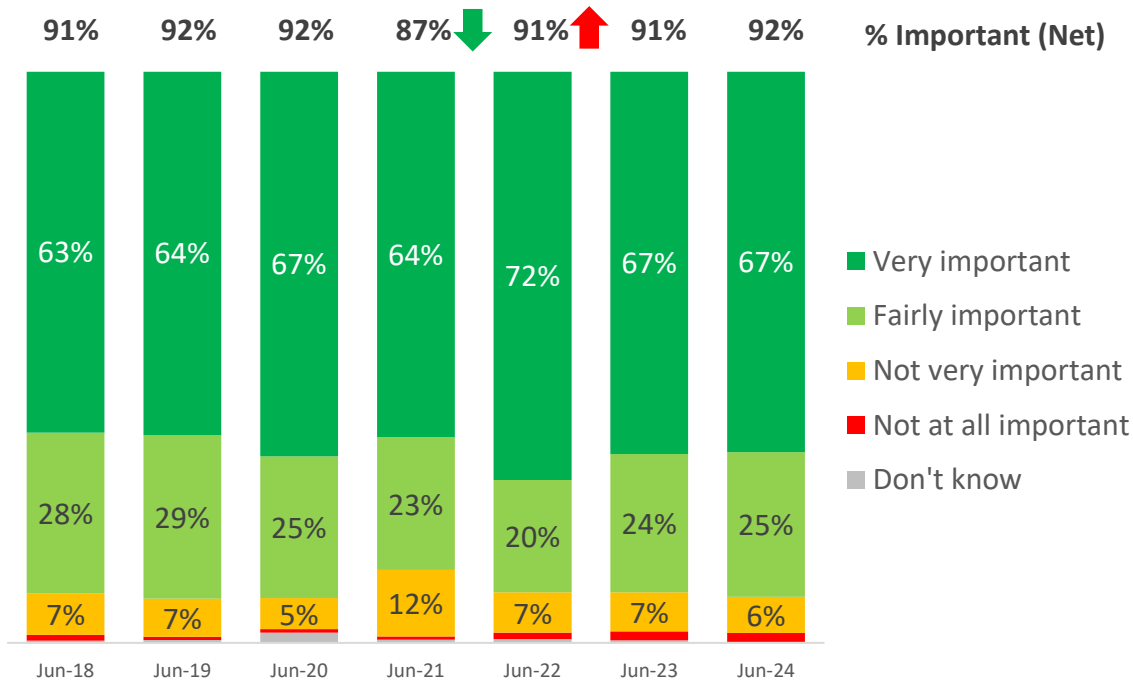


Executive Summary: Crime & ASB

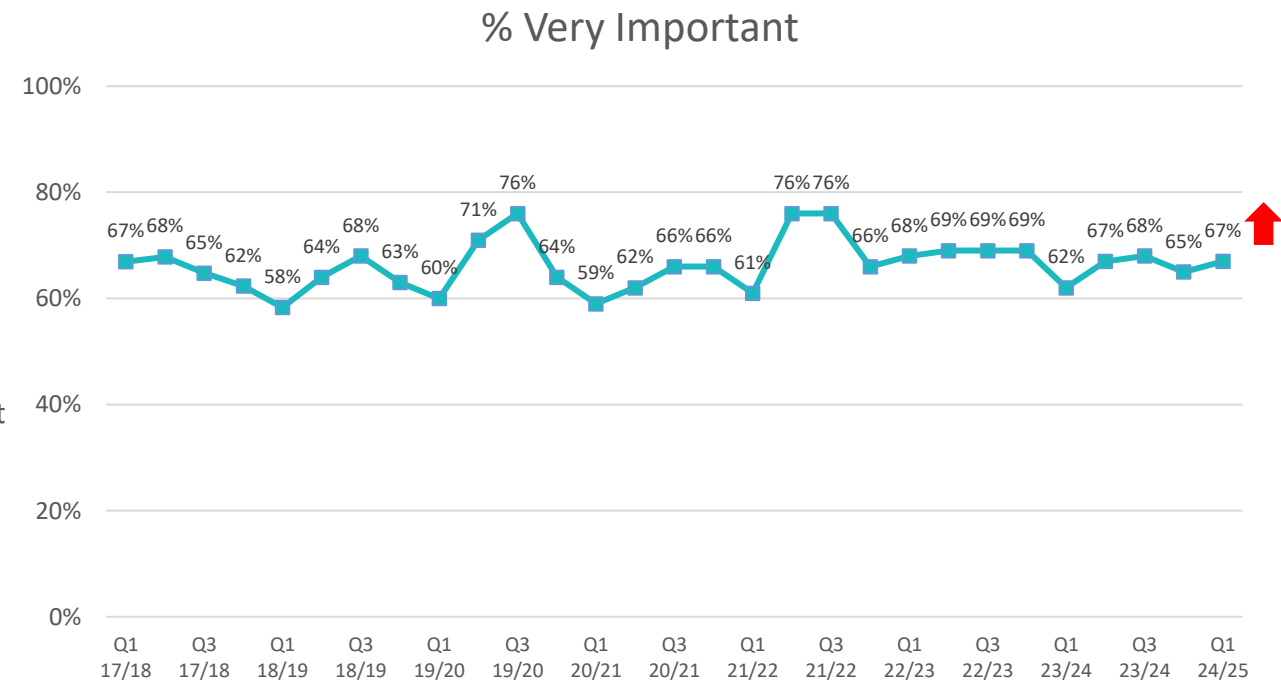
- Over nine-in-ten (92%) think it is important to have a regular uniformed police presence in the area where they live, including two-thirds (67%) who think it is very important
- Almost three-quarters of residents living in Epping Forest (74%) think a regular uniformed police presence is very important, compared to 55% in Colchester
- Compared with 12 months ago, a third (32%) think crime and ASB has become more of a problem
- Almost four-in-ten residents living in Castle Point (37%) or Braintree (37%) think crime and ASB has become more of a problem, compared with less than a quarter in Colchester (23%) and Tendring (21%)
- Almost six-in-ten Essex residents (59%) feel safe walking alone in their area after dark, up significantly from 56% in the previous year – perceptions of safety are significantly lower among Females (46%)
- Less than half (44%) think EP is doing a good/excellent job tackling cyber crime

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

Annual Trend



Quarterly Trend

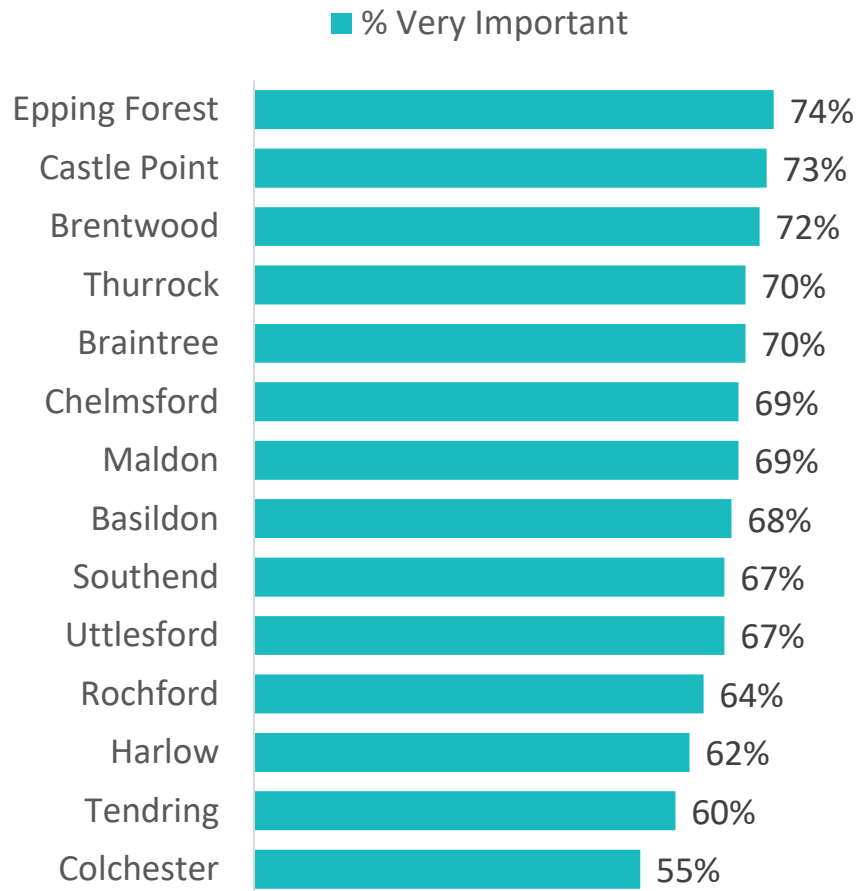


↑ significantly higher than same period last year

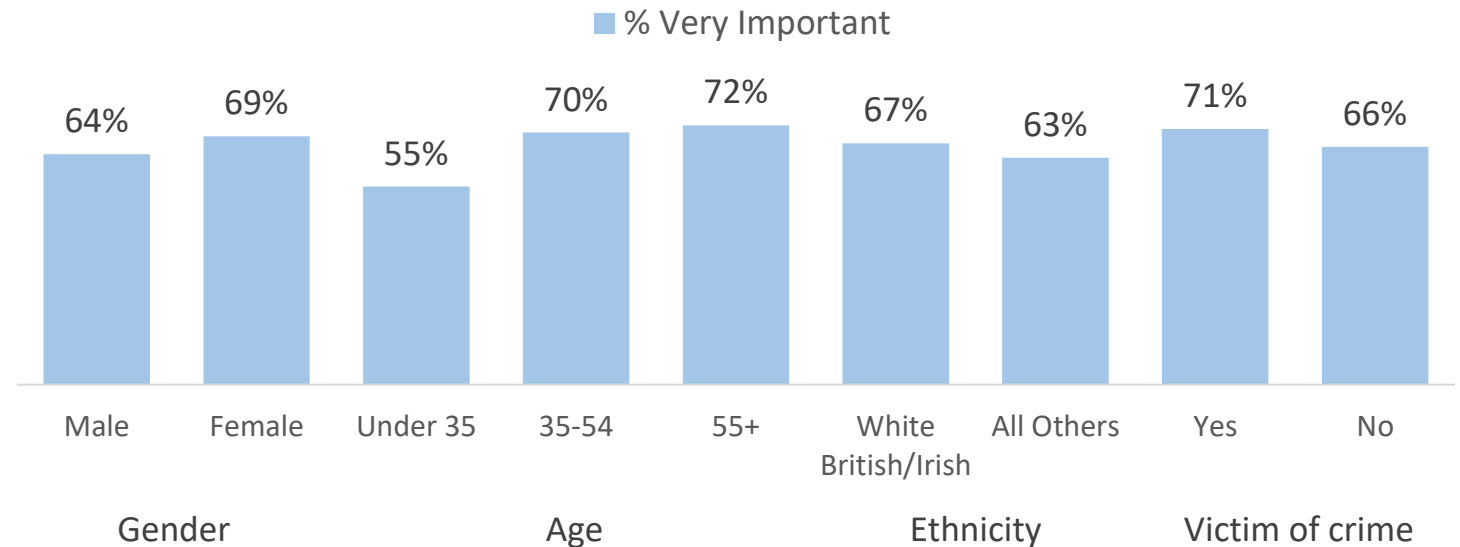
NET refers to the combined score for the two most positive answer options (Very/Fairly Important). Significance testing at 95% confidence level.

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)



- Almost three-quarters of residents living in Epping Forest (74%) think a regular uniformed police presence is very important, compared to 55% in Colchester

Demographic Trends

% think a regular uniformed police presence is very important

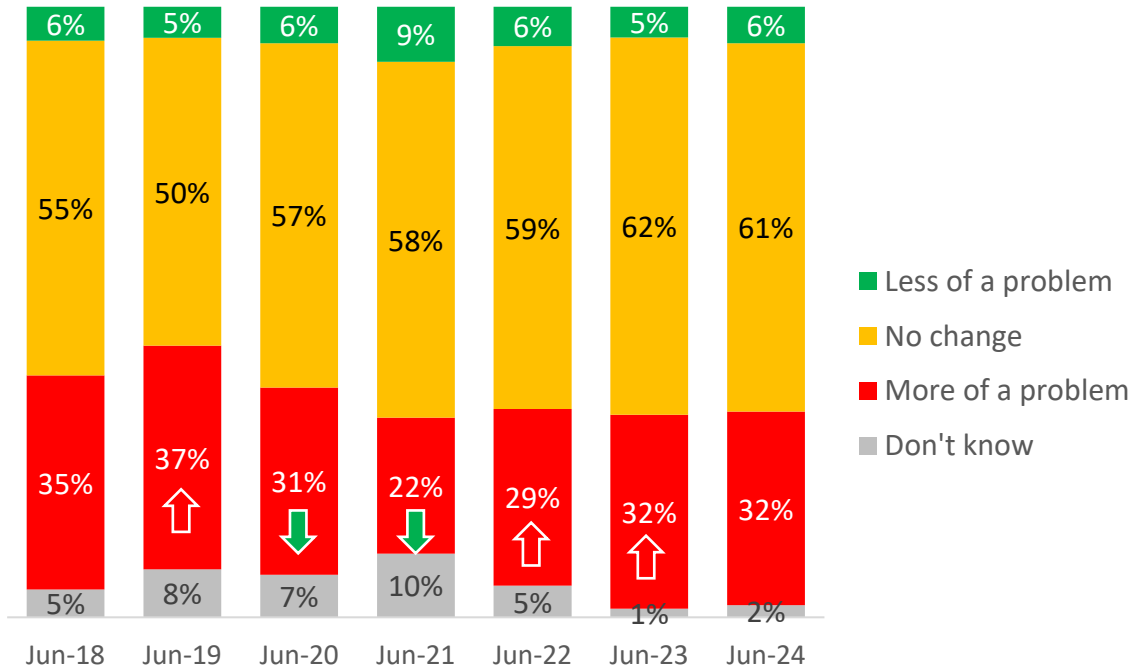
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Epping Forest	68%	69%	70%	67%	70%	71%	74%	+3%
Castle Point	72%	70%	81%	79%	73%	81%	73%	-8% ↓
Brentwood	68%	62%	64%	61%	72%	75%	72%	-3%
Thurrock	72%	69%	74%	71%	81%	66%	70%	+4%
Braintree	62%	58%	55%	55%	69%	76%	70%	-6% ↓
Chelmsford	56%	58%	64%	64%	61%	74%	69%	-5%
Maldon	56%	49%	65%	59%	71%	72%	69%	-3%
Basildon	67%	79%	78%	74%	71%	73%	68%	-5%
Southend	63%	68%	73%	62%	80%	68%	67%	-1%
Uttlesford	53%	52%	61%	55%	71%	53%	67%	+14% ↑
Rochford	58%	59%	70%	62%	80%	61%	64%	+3%
Harlow	70%	70%	76%	51%	69%	66%	62%	-4%
Tendring	65%	62%	60%	65%	69%	57%	60%	+3%
Colchester	57%	55%	57%	63%	67%	51%	55%	+4%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	60%	60%	65%	59%	71%	65%	64%	-1%
Female	67%	67%	70%	68%	73%	69%	69%	0%
Under 35	52%	51%	59%	54%	64%	54%	55%	1%
35-54	66%	67%	75%	65%	74%	70%	70%	0%
55+	68%	70%	67%	69%	75%	73%	72%	-1%
White	64%	64%	68%	64%	72%	67%	67%	0%
Other than White	57%	65%	63%	58%	66%	65%	63%	-2%
Victim of crime	77%	76%	70%	75%	75%	73%	71%	-2%
Non victim	61%	62%	67%	63%	71%	66%	66%	0%

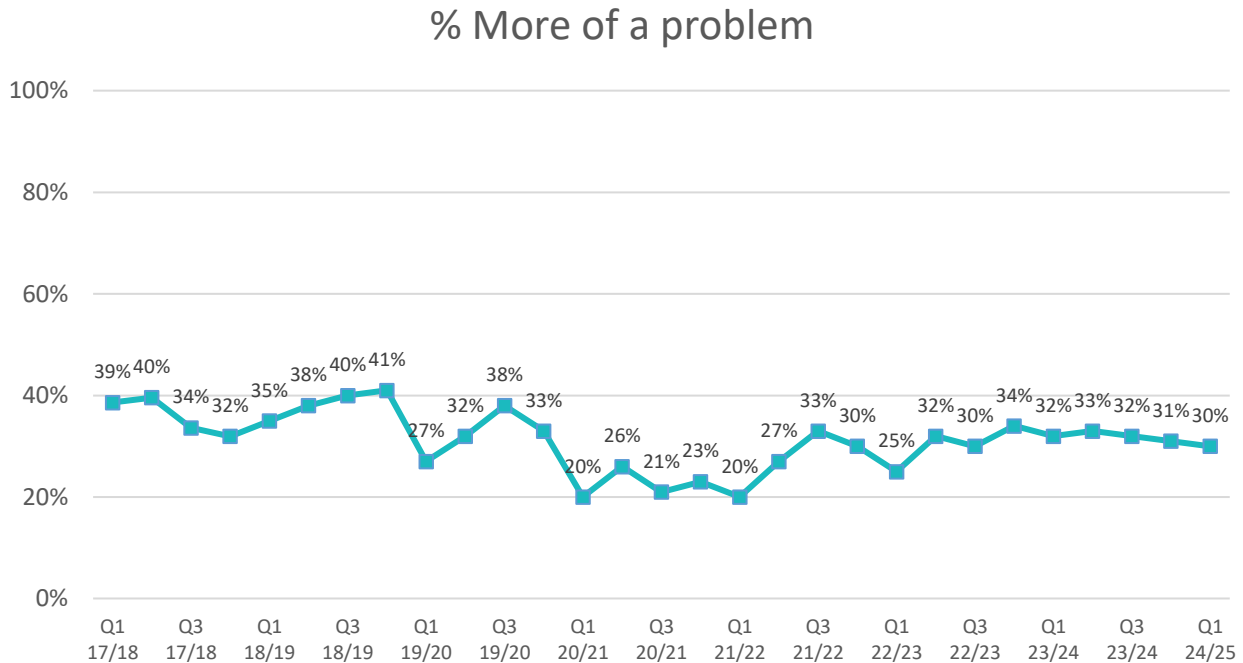
↑ significant increase ↓ significant decrease

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

Annual Trend



Quarterly Trend

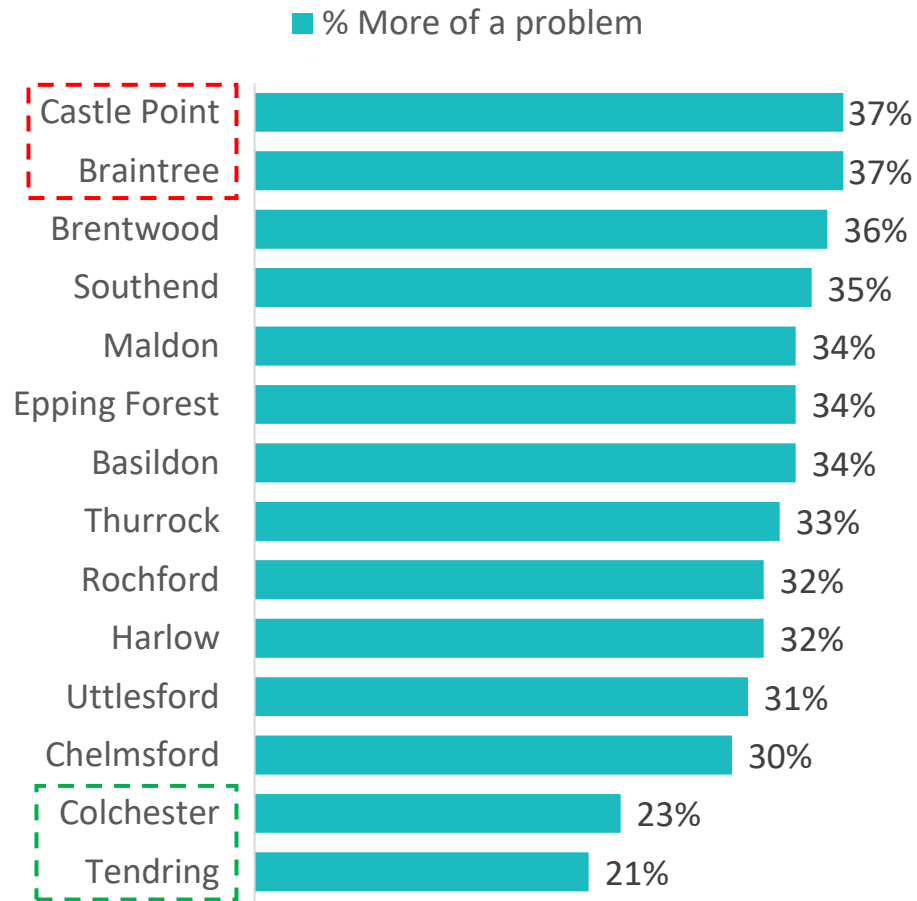


Significance testing at 95% confidence level

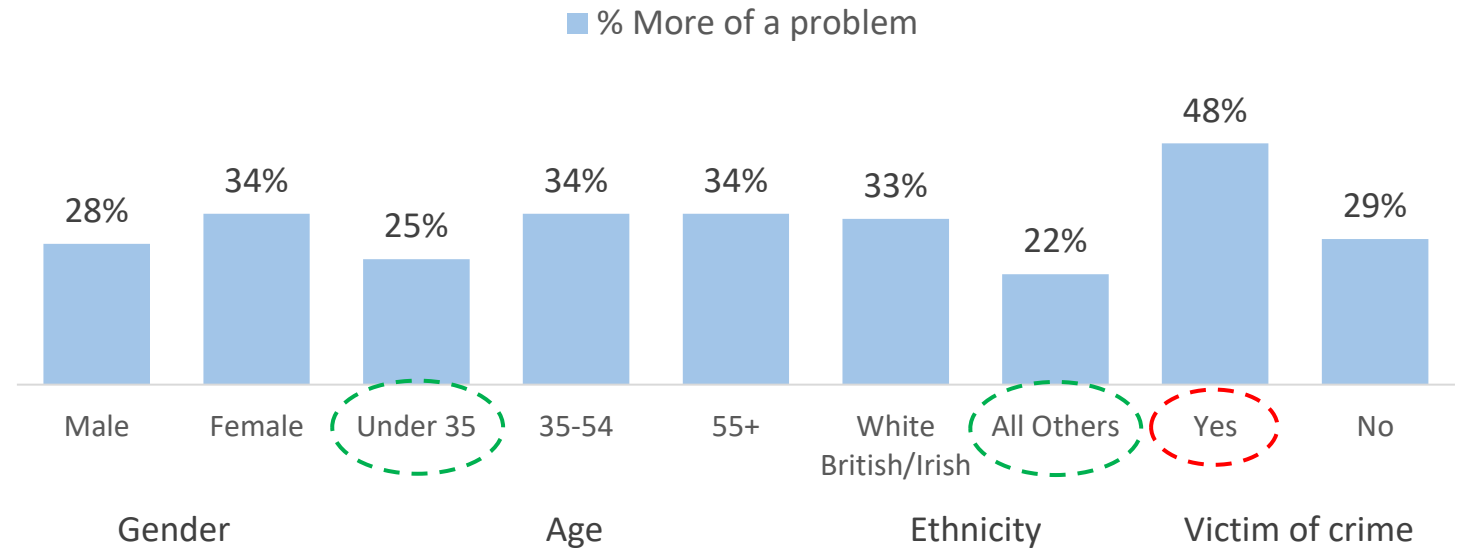
Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed?

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)



- Under 35s (25%) and ethnic minorities (22%) are the least likely to think crime and ASB has become more of a problem in the last 12 months
- Almost 4 out of 10 residents living in Castle Point (37%) or Braintree (37%) think crime and ASB has become more of a problem in the last 12 months, compared with less than a quarter in Colchester (23%) and Tendring (21%)

Demographic Trends

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

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Castle Point	41%	43%	39%	25%	34%	44%	37%	-7% ↓
Braintree	34%	29%	34%	22%	22%	35%	37%	+2%
Brentwood	32%	38%	28%	22%	38%	43%	36%	-7% ↓
Southend	37%	43%	35%	30%	40%	36%	35%	-1%
Maldon	27%	24%	34%	21%	27%	32%	34%	+2%
Epping Forest	37%	43%	29%	28%	34%	40%	34%	-6% ↓
Basildon	38%	43%	31%	19%	27%	34%	34%	0%
Thurrock	42%	41%	37%	27%	32%	32%	33%	+1%
Rochford	30%	36%	29%	25%	28%	28%	32%	+4%
Harlow	32%	45%	36%	22%	25%	38%	32%	-6% ↓
Uttlesford	37%	32%	21%	21%	27%	26%	31%	+5%
Chelmsford	33%	30%	28%	15%	28%	35%	30%	-5%
Colchester	28%	27%	20%	16%	17%	16%	23%	+7% ↑
Tendring	38%	37%	31%	21%	29%	17%	21%	+4%

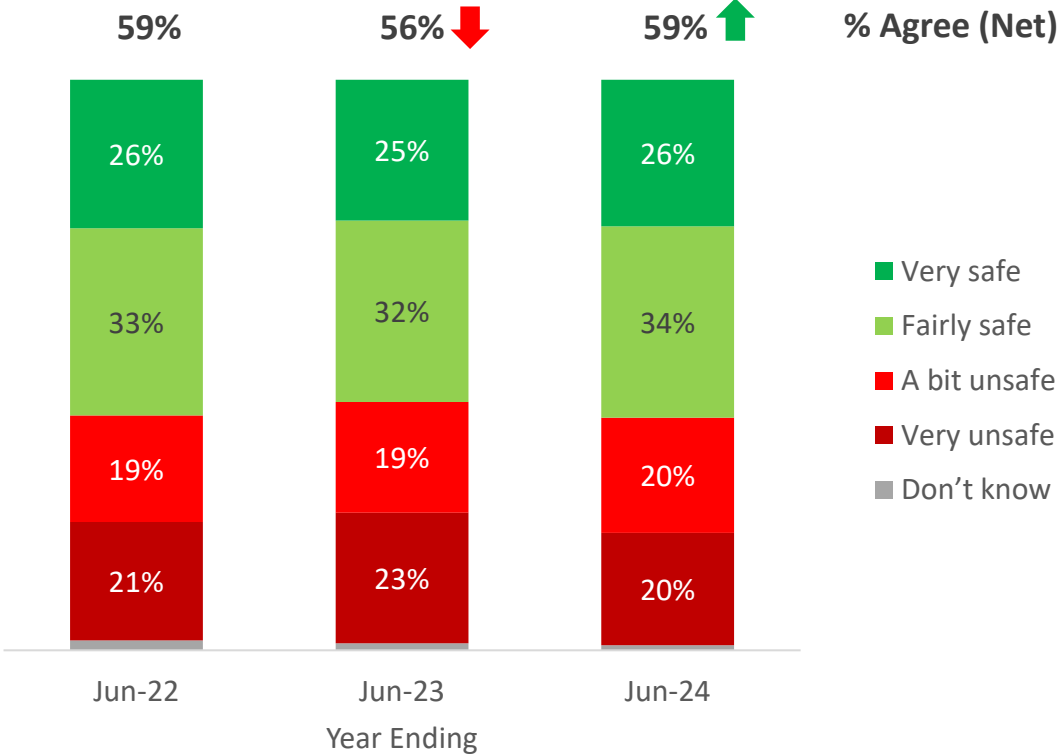
	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	30%	31%	30%	19%	27%	29%	28%	-1%
Female	39%	42%	32%	25%	31%	34%	34%	0%
Under 35	23%	29%	28%	20%	25%	28%	25%	-3% ↓
35-54	41%	39%	34%	25%	32%	35%	34%	-1%
55+	38%	40%	29%	21%	29%	31%	34%	+3% ↑
White	36%	37%	30%	23%	30%	33%	33%	0%
Other than White	24%	28%	34%	18%	22%	25%	22%	-3%
Victim of crime	51%	51%	47%	41%	47%	48%	48%	0%
Non victim	33%	35%	29%	20%	27%	29%	29%	0%

↑ significant increase ↓ significant decrease

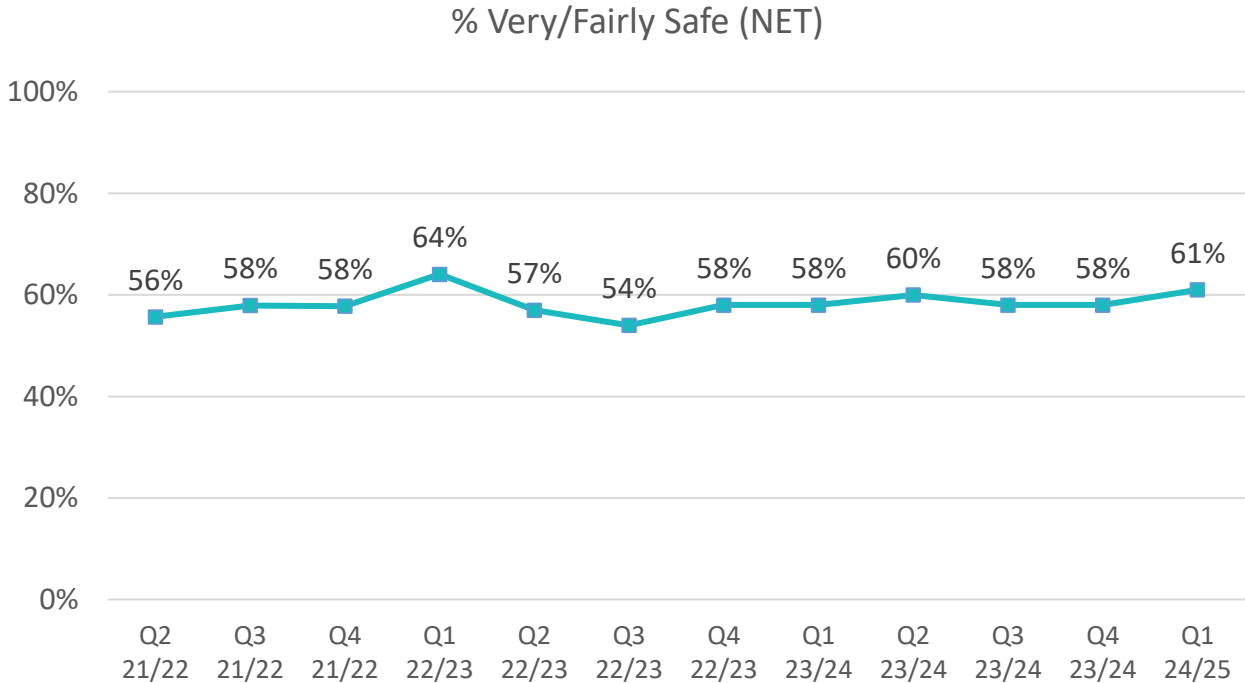
Q19 Compared with 12 months ago, do you think crime and anti-social behaviour have become more of a problem in your area less of a problem, or has it not changed?

Almost six-in-ten Essex residents feel safe walking alone in their area after dark

Annual Trend

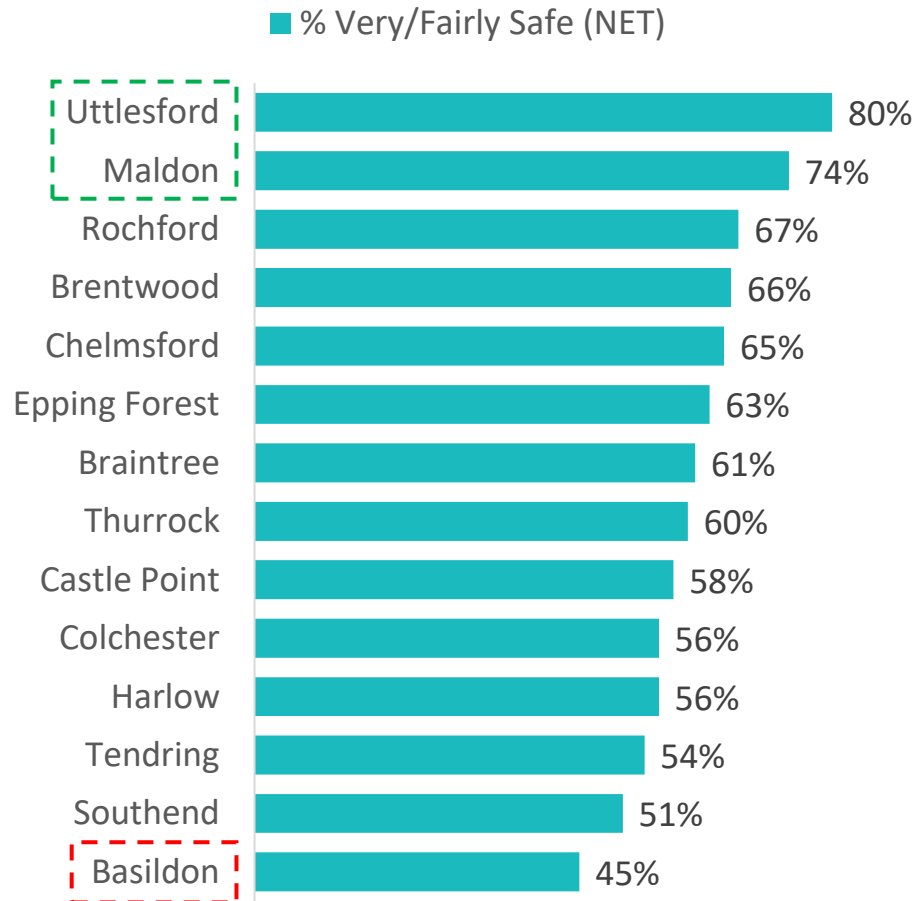


Quarterly Trend

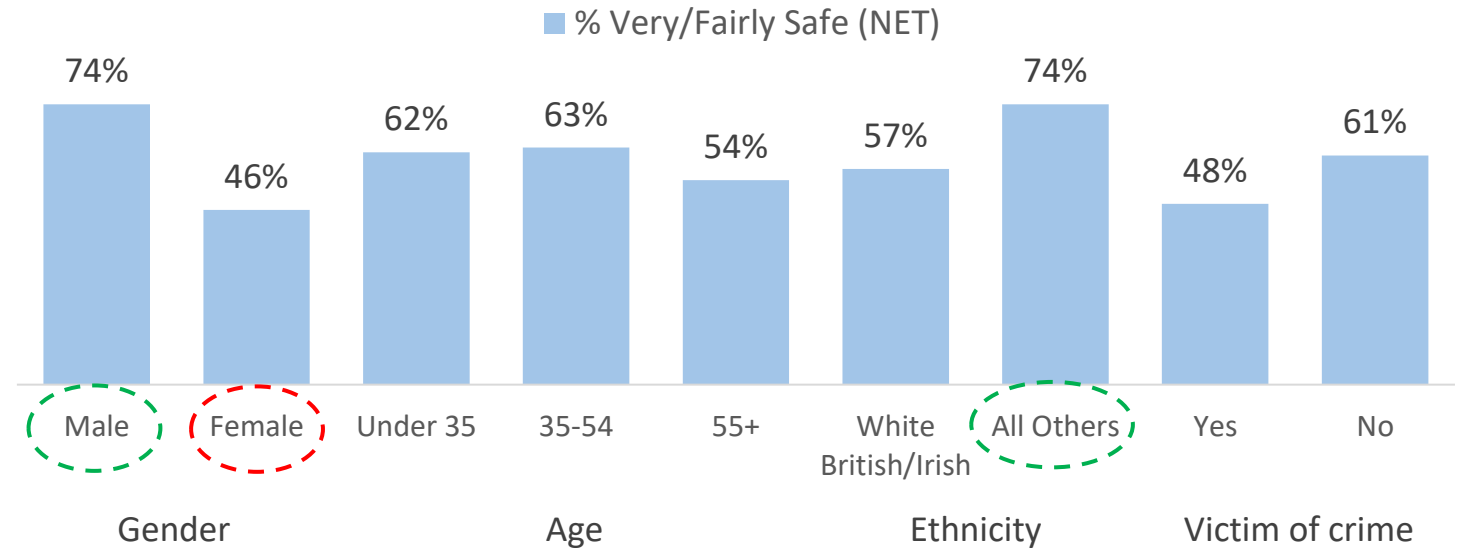


Less than half of females feel safe walking alone in their area after dark

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Males and ethnic minorities are the most likely to feel safe walking alone in their area after dark (74%)
- There are significant differences between Districts – 8 out of 10 residents living in Uttlesford feel safe (80%), compared to less than half in Castle Point (45%)

Demographic Trends

% who feel safe walking alone in their area after dark

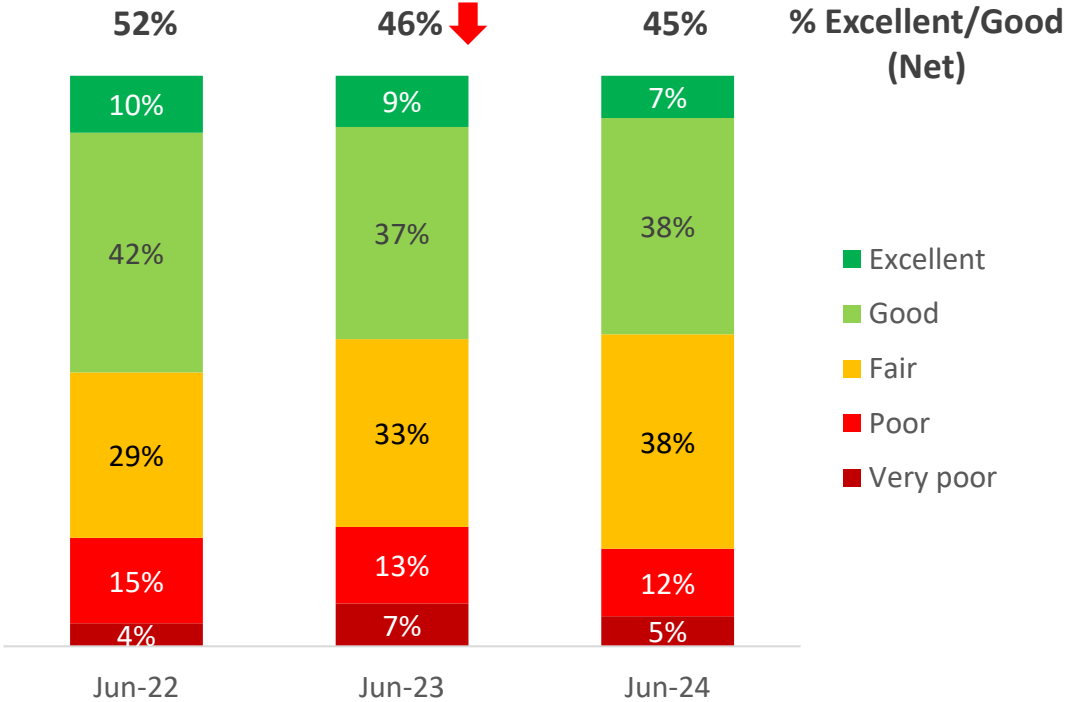
	Annual Trend (year ending)			
	Jun 22	Jun 23	Jun 24	% change
Uttlesford	73%	76%	80%	+4%
Maldon	76%	74%	74%	0%
Rochford	66%	67%	67%	0%
Brentwood	65%	65%	66%	+1%
Chelmsford	64%	65%	65%	0%
Epping Forest	63%	66%	63%	-3%
Braintree	64%	59%	61%	+2%
Thurrock	52%	52%	60%	+8% ↑
Castle Point	53%	44%	58%	+14% ↑
Colchester	56%	51%	56%	+5%
Harlow	52%	52%	56%	+4%
Tendring	60%	46%	54%	+8% ↑
Southend	47%	49%	51%	+2%
Basildon	53%	48%	45%	-3%

	Annual Trend (year ending)			
	Jun 22	Jun 23	Jun 24	% change
Male	76%	72%	74%	+2%
Female	44%	42%	46%	+4% ↑
Under 35	60%	60%	62%	+2%
35-54	63%	59%	63%	+4% ↑
55+	55%	52%	54%	+2%
White	59%	55%	57%	+2%
Other than White	62%	66%	74%	+8% ↑
Victim of crime	50%	47%	48%	+1%
Non victim	60%	58%	61%	+3% ↑

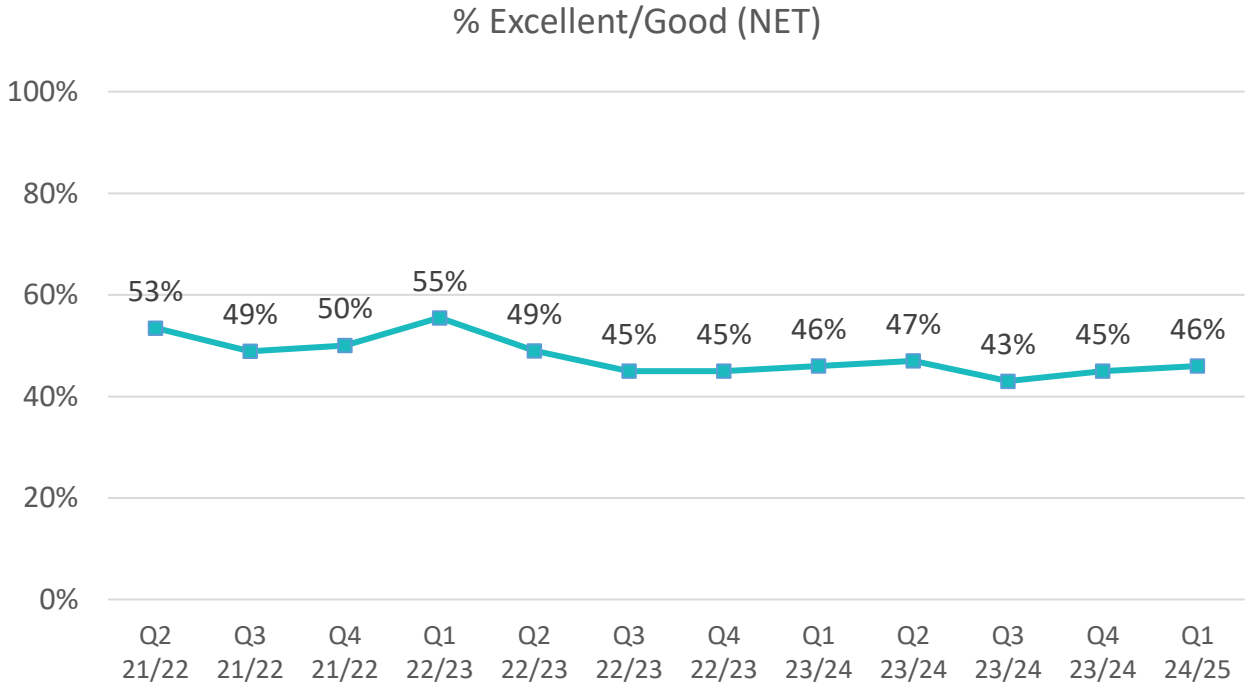
↑ significant increase ↓ significant decrease

Less than half think EP is doing a good/excellent job tackling cyber crime

Annual Trend

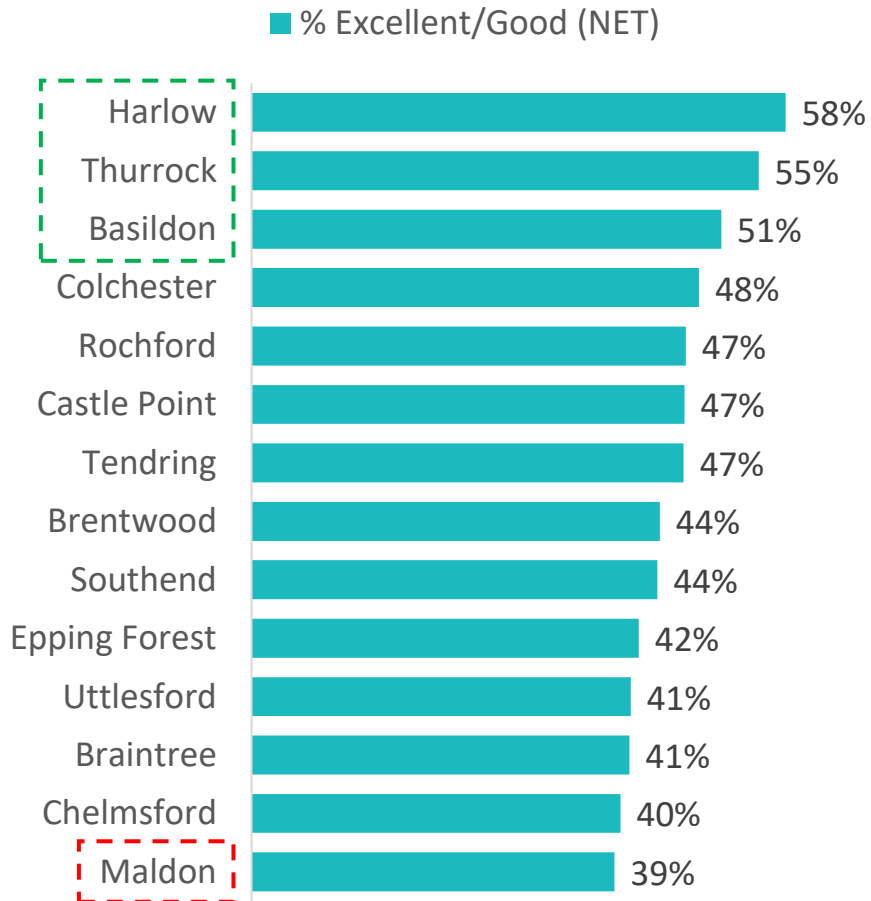


Quarterly Trend

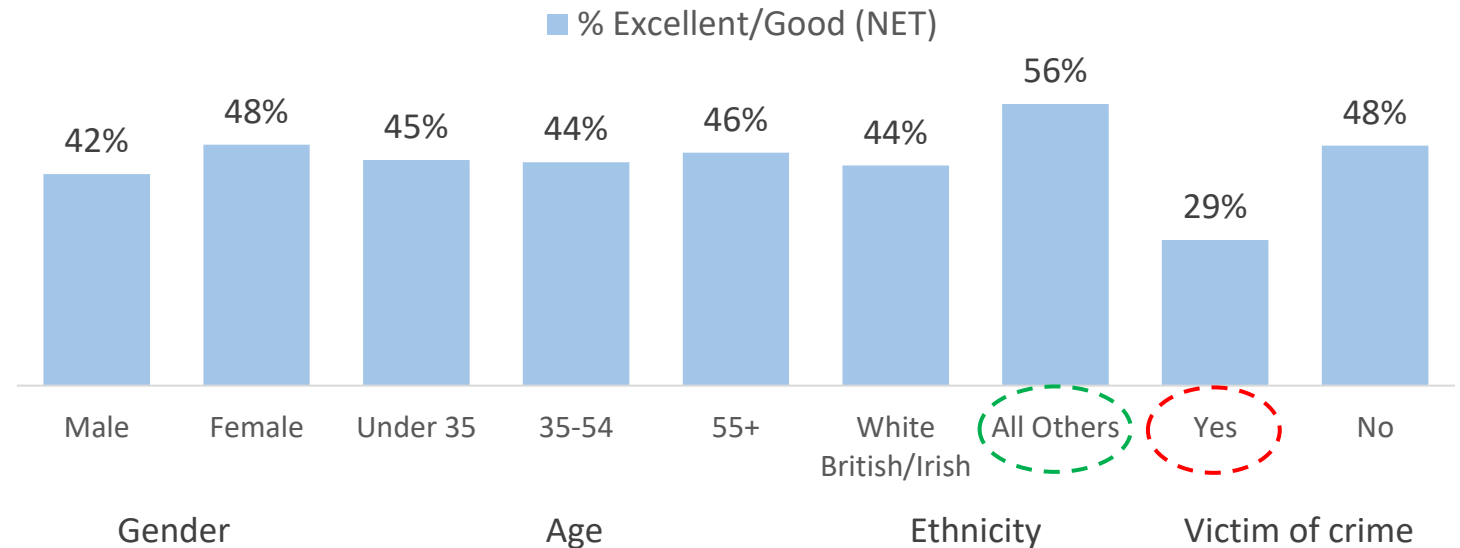


Victims of crime are the least likely to think EP is doing a good job tackling cyber crime

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- There are significant differences between Districts – over half of residents living in Harlow (58%), Thurrock (55%) and Basildon (51%) think EP is doing a good job tackling cyber crime, compared to less than 4 out of 10 in Maldon (39%)

Demographic Trends

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

	Annual Trend (year ending)			
	Jun 22	Jun 23	Jun 24	% change
Harlow	52%	46%	58%	+12% ↑
Thurrock	48%	53%	55%	+2%
Basildon	61%	42%	51%	+9% ↑
Colchester	56%	53%	48%	-5%
Rochford	52%	39%	47%	+8% ↑
Castle Point	60%	45%	47%	+2%
Tendring	51%	43%	47%	+4%
Brentwood	43%	42%	44%	+2%
Southend	48%	44%	44%	0%
Epping Forest	45%	36%	42%	+6% ↑
Uttlesford	50%	53%	41%	-12% ↓
Braintree	58%	49%	41%	-8% ↓
Chelmsford	51%	48%	40%	-8% ↓
Maldon	49%	47%	39%	-8% ↓

	Annual Trend (year ending)			
	Jun 22	Jun 23	Jun 24	% change
Male	50%	45%	42%	-3% ↓
Female	54%	47%	48%	+1%
Under 35	54%	48%	45%	-3% ↓
35-54	52%	46%	44%	-2%
55+	51%	44%	46%	+2%
White	51%	44%	44%	0%
Other than White	57%	56%	56%	0%
Victim of crime	45%	34%	29%	-5%
Non victim	53%	49%	48%	-1%

↑ significant increase ↓ significant decrease



Section Four

Police Engagement

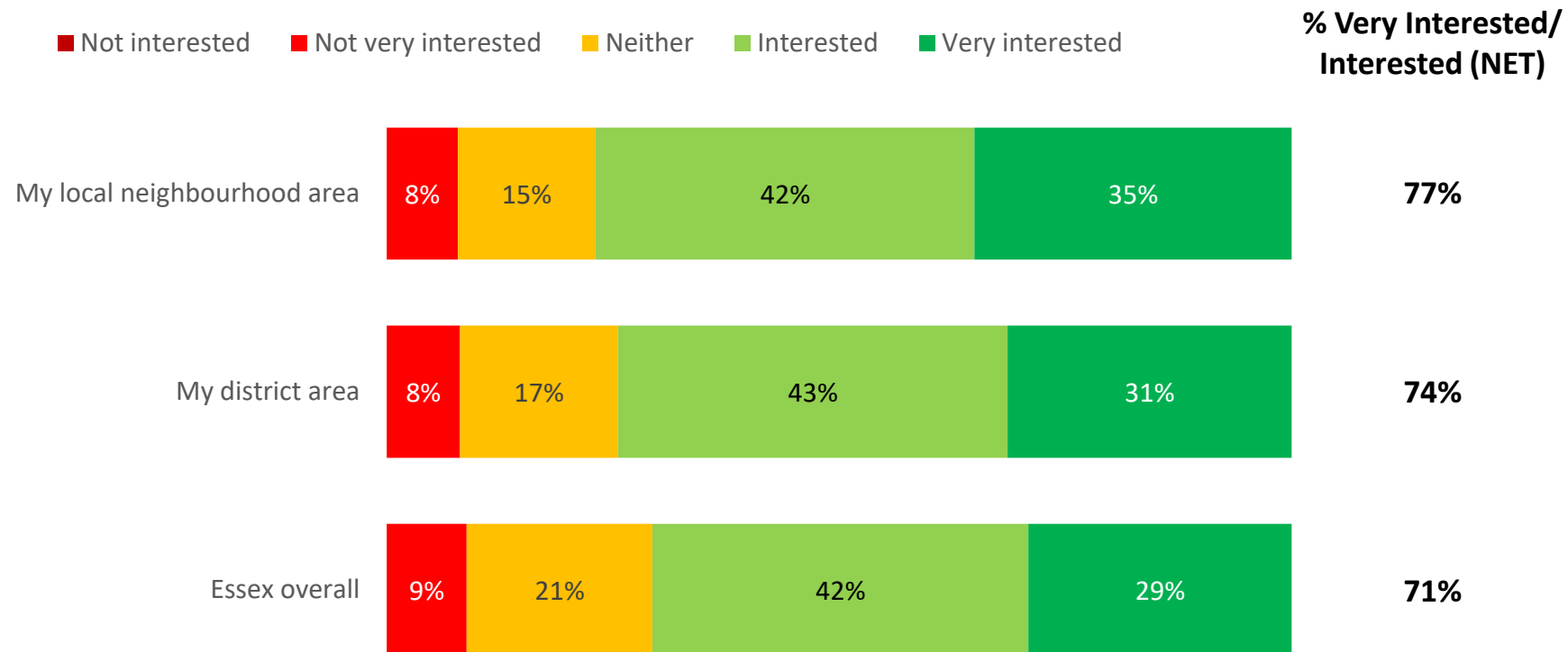


Executive Summary: Police Engagement

- Almost half of Essex residents feel well informed about what the police are doing in their area (46%) - up significantly from 43% in the previous year
- At least seven-in-ten are interested in seeing stories showing policing activity, either locally or regionally
- Over six-in-ten (63%) are aware they can access some of EPs services online - up significantly from 59% in the previous year
- The EP Facebook page is the most popular method to keep informed, increasing significantly to 38% from 31% in the previous year
- Over half are interested in seeing police stories tackling gangs / organised crime (54%) or showing the police in the community (53%)
- The proportion of Essex residents who agree there are good opportunities to volunteer increased significantly to 58% from 54% in the previous year

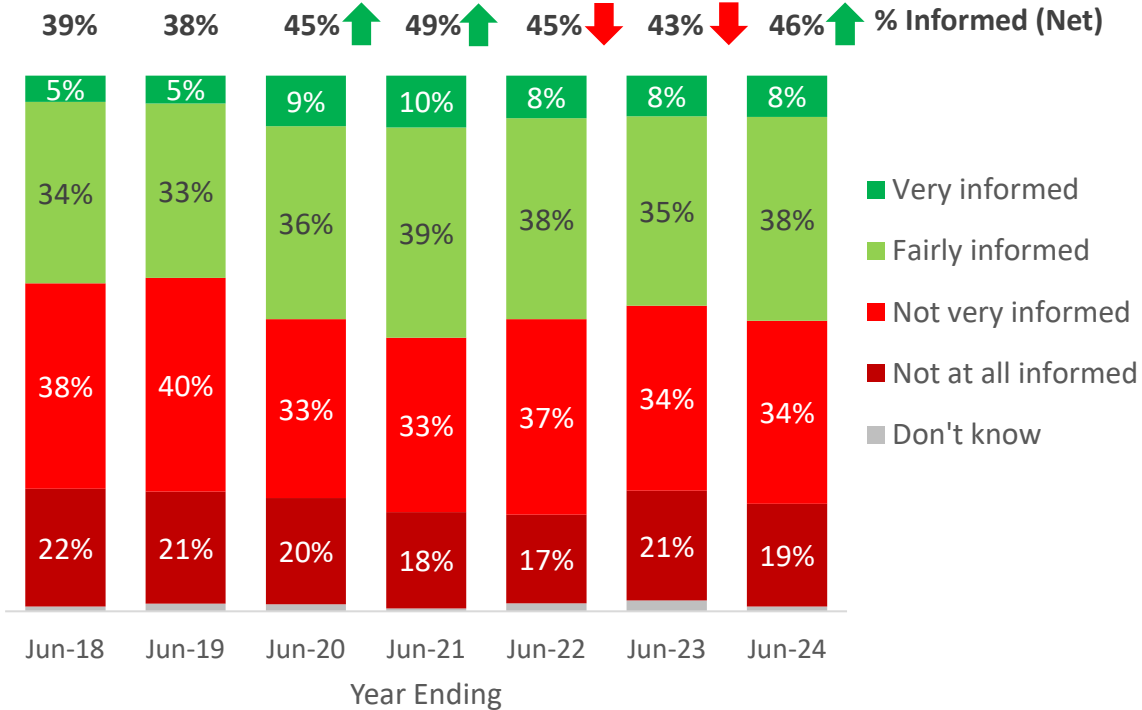
At least 7 out of 10 are interested in seeing stories showing policing activity, either locally or regionally

Last 12 months

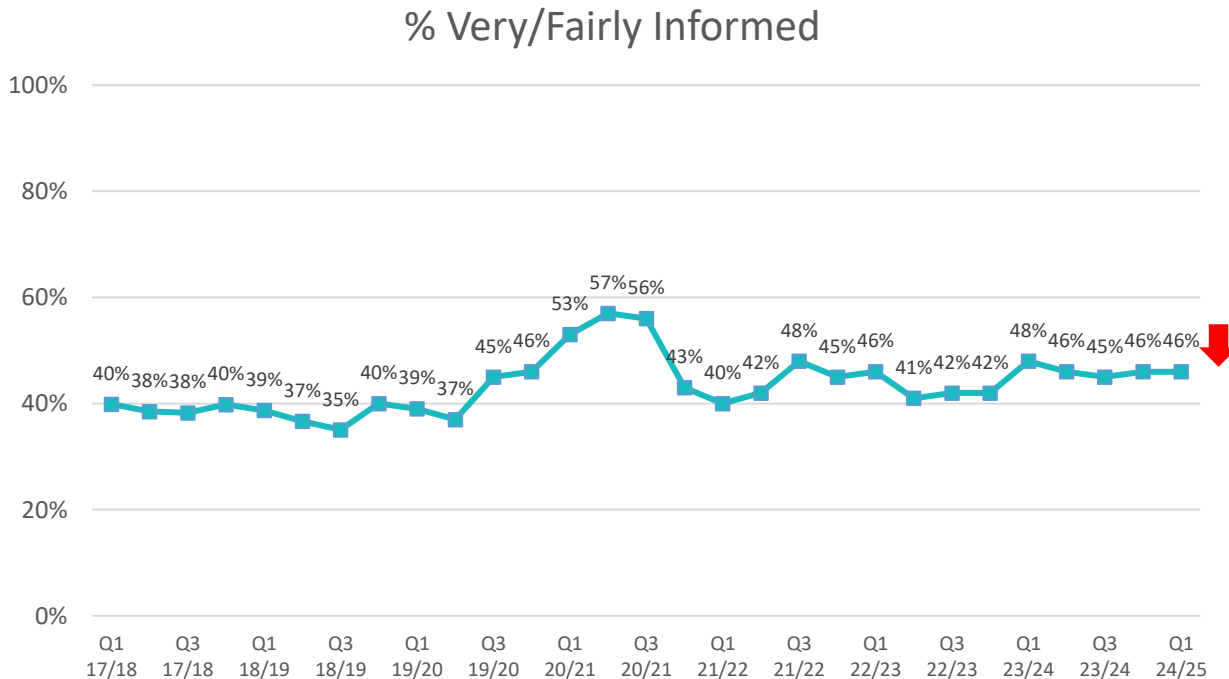


The proportion of residents who feel well informed increased significantly in the last year

Annual Trend



Quarterly Trend



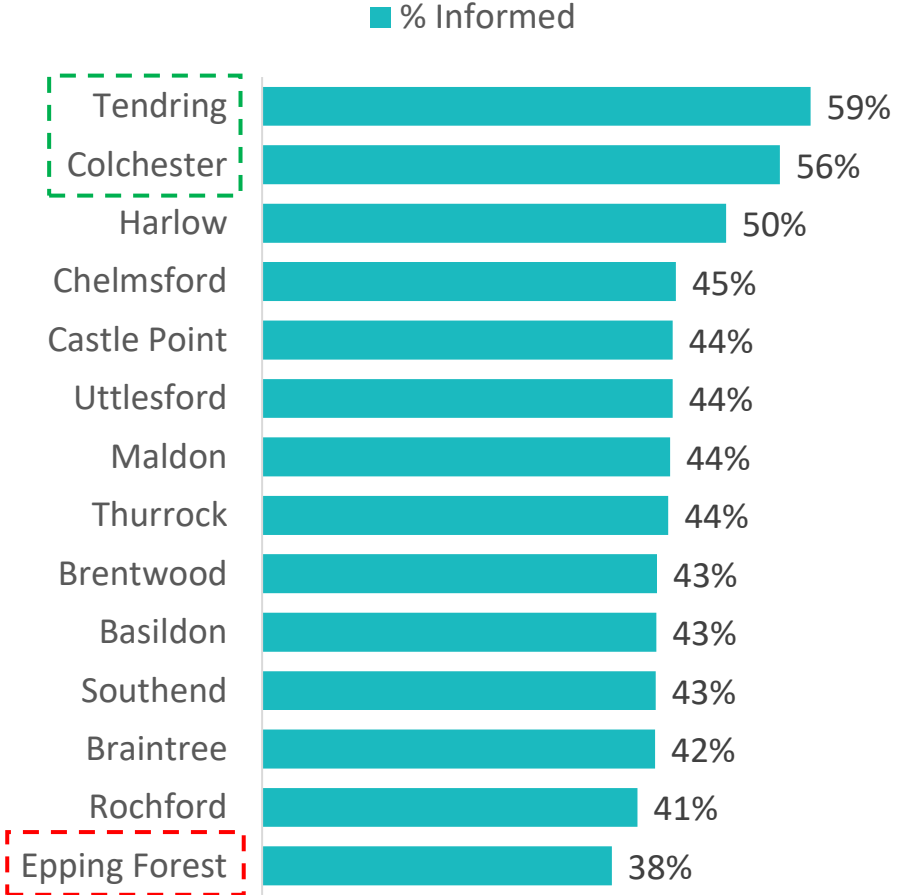
↓ significantly lower than the same period last year

Significance testing at 95% confidence level

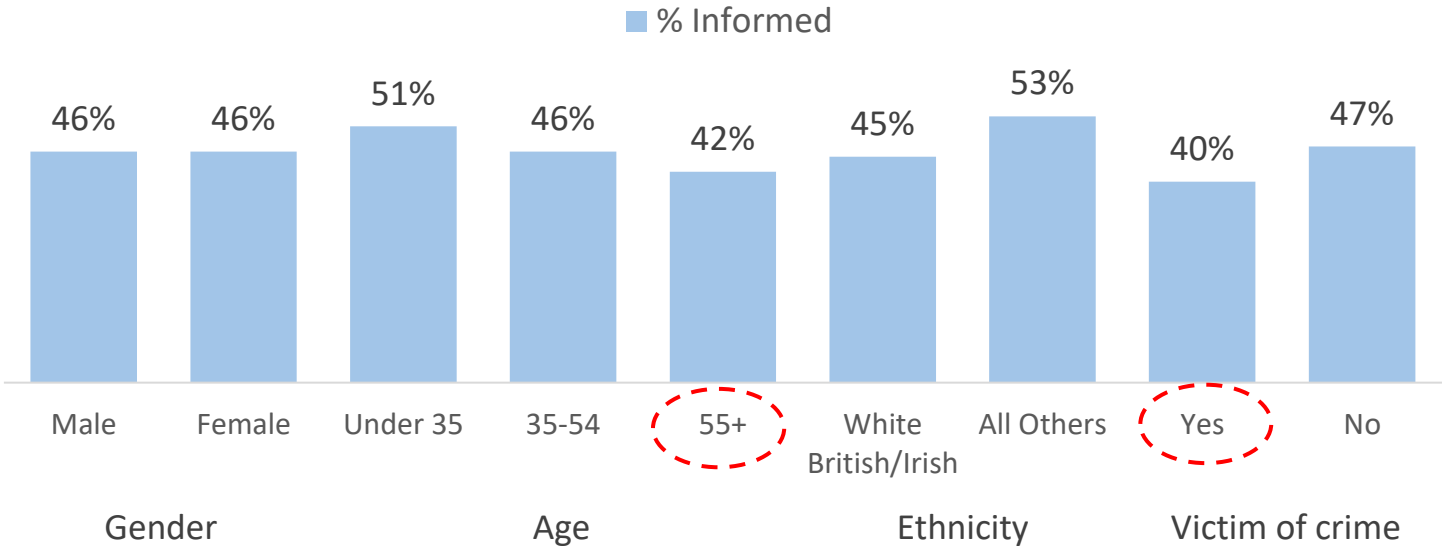
Q21 Overall, how well informed do you feel about what the police in your local area are doing?

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 those living in Tendring (59%) or Colchester (56%) feel well informed about what police are doing in their area, compared with 38% in Epping Forest

Demographic Trends

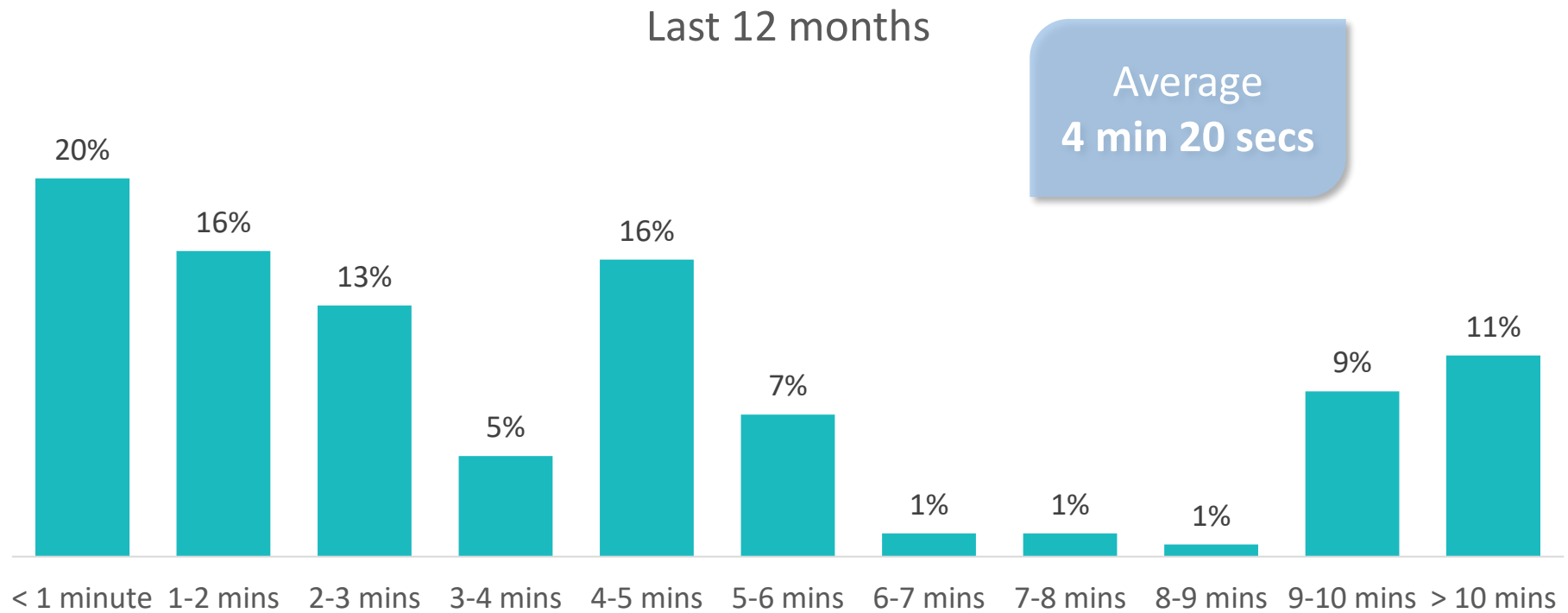
% who are feel informed about what the police in their local area are doing

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Tendring	46%	42%	53%	58%	47%	46%	59%	+13% ↑
Colchester	41%	41%	48%	34%	62%	46%	56%	+10% ↑
Harlow	40%	36%	35%	53%	34%	46%	50%	+4%
Chelmsford	38%	38%	46%	47%	41%	47%	45%	-2%
Castle Point	43%	37%	44%	34%	41%	36%	44%	+8% ↑
Uttlesford	36%	43%	51%	61%	44%	46%	44%	-2%
Maldon	38%	38%	46%	61%	48%	44%	44%	0%
Thurrock	36%	38%	44%	31%	40%	44%	44%	0%
Brentwood	33%	26%	43%	53%	34%	41%	43%	+2%
Basildon	37%	36%	41%	36%	52%	45%	43%	-2%
Southend	40%	38%	46%	61%	44%	39%	43%	+4%
Braintree	40%	39%	50%	61%	53%	46%	42%	-4%
Rochford	40%	36%	44%	61%	44%	35%	41%	+6% ↑
Epping Forest	33%	34%	41%	55%	34%	35%	38%	+3%

	Annual Trend (year ending)							
	Jun 18	Jun 19	Jun 20	Jun 21	Jun 22	Jun 23	Jun 24	% change
Male	40%	40%	45%	46%	46%	43%	46%	+3% ↑
Female	37%	36%	46%	51%	45%	43%	46%	+3% ↑
Under 35	39%	38%	48%	53%	49%	46%	51%	+5% ↑
35-54	36%	38%	47%	54%	47%	45%	46%	+1%
55+	41%	38%	42%	42%	42%	39%	42%	+3% ↑
White	39%	38%	46%	50%	46%	42%	45%	+3% ↑
Other than White	39%	34%	43%	43%	47%	47%	53%	+6% ↑
Victim of crime	33%	35%	49%	52%	38%	39%	40%	+1%
Non victim	40%	38%	45%	49%	46%	44%	47%	+3% ↑

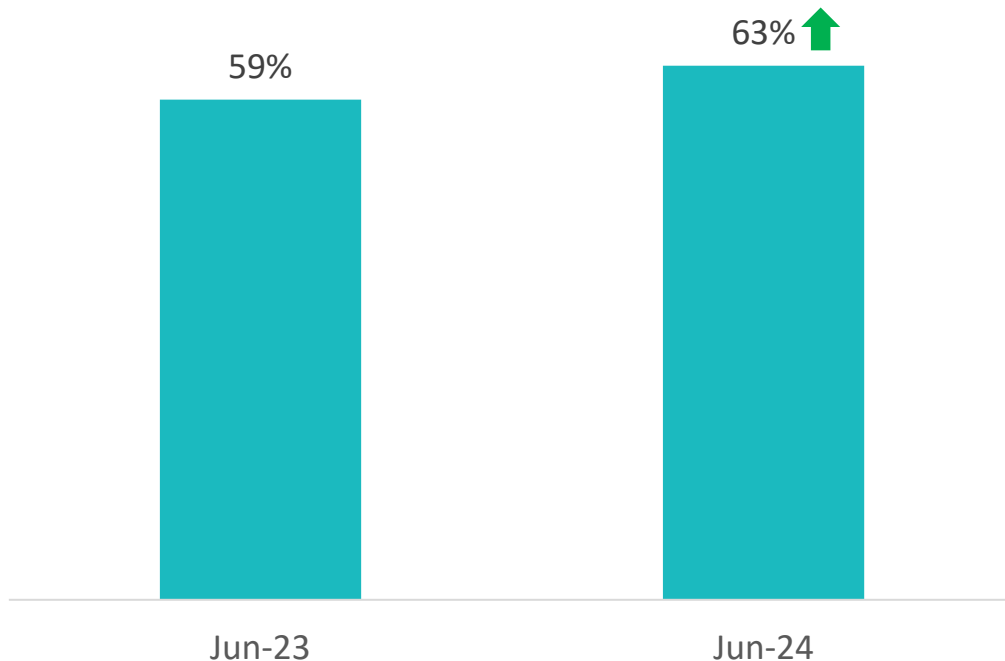
↑ significant increase ↓ significant decrease

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

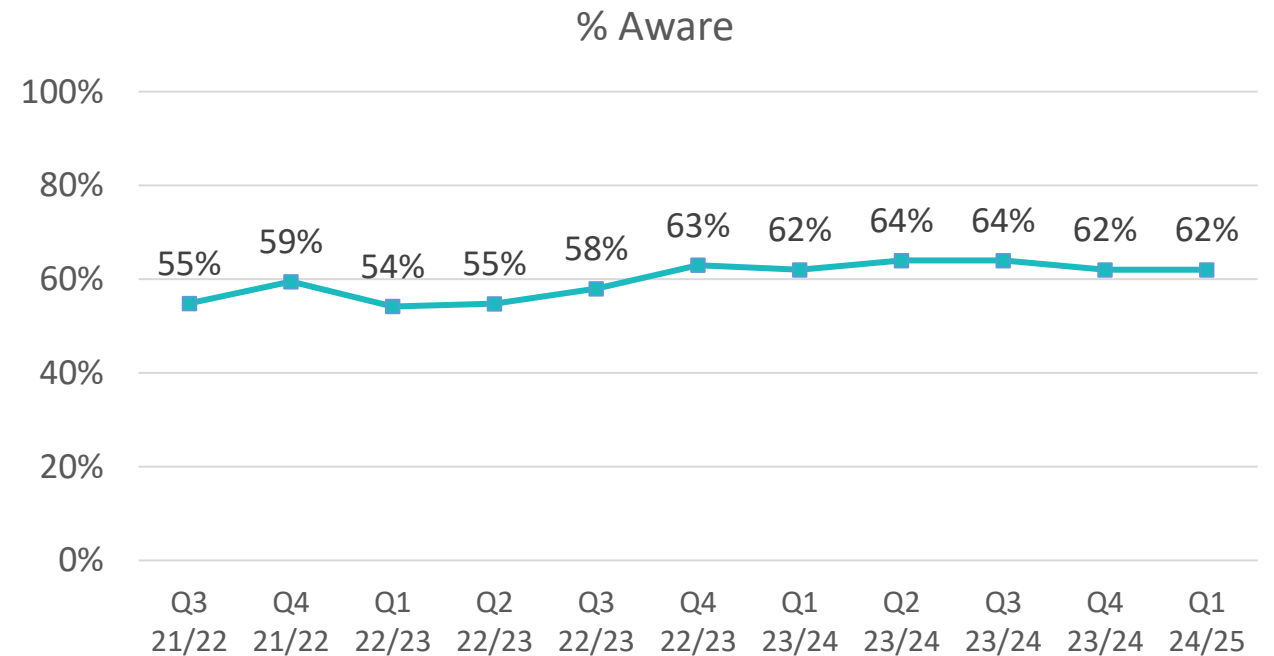


Awareness of accessing EP's services online increased significantly in the last year

Annual Trend

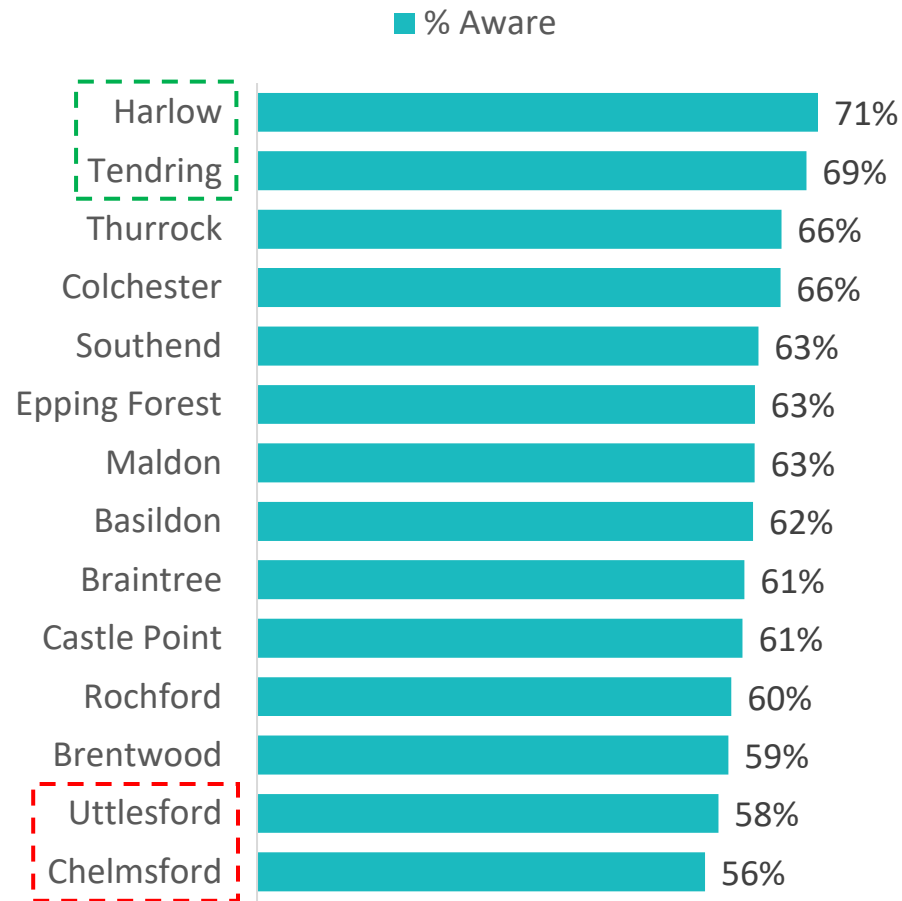


Quarterly Trend

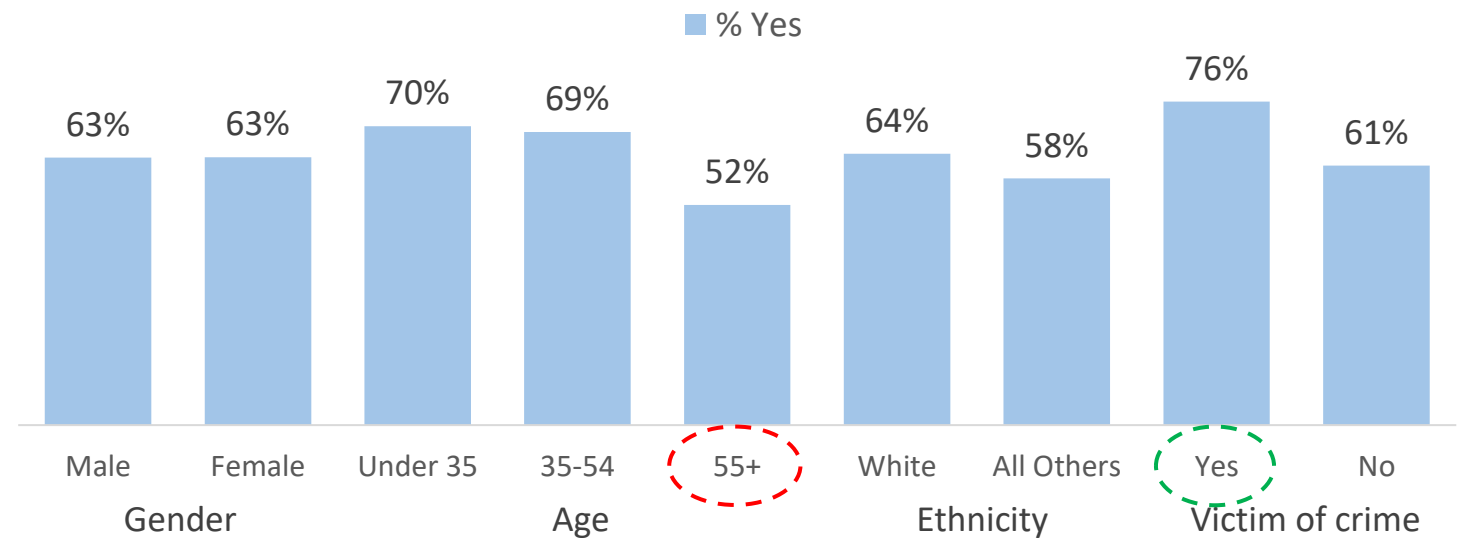


Over 55s are the least likely to be aware they can access some of EP's services online

District Comparisons (last 6 months)



Demographic Analysis (last 6 months)



- Victims of crime are the most likely to be aware they can access some of EPs services online (76%)
- Over two-thirds of those living in Harlow (71%) or Tendring (69%) are aware they can access some of EP's services online, compared to 56% in Chelmsford

Demographic Trends

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

	Annual Trend (year ending)		
	Jun 23	Jun 24	% change
Harlow	60%	71%	+11% ↑
Tendring	49%	69%	+20% ↑
Thurrock	62%	66%	+4%
Colchester	48%	66%	+18% ↑
Southend	59%	63%	+4%
Epping Forest	60%	63%	+3%
Maldon	61%	63%	+2%
Basildon	67%	62%	-5%
Braintree	62%	61%	-1%
Castle Point	66%	61%	-5%
Rochford	59%	60%	+1%
Brentwood	61%	59%	-2%
Uttlesford	61%	58%	-3%
Chelmsford	64%	56%	-8% ↓

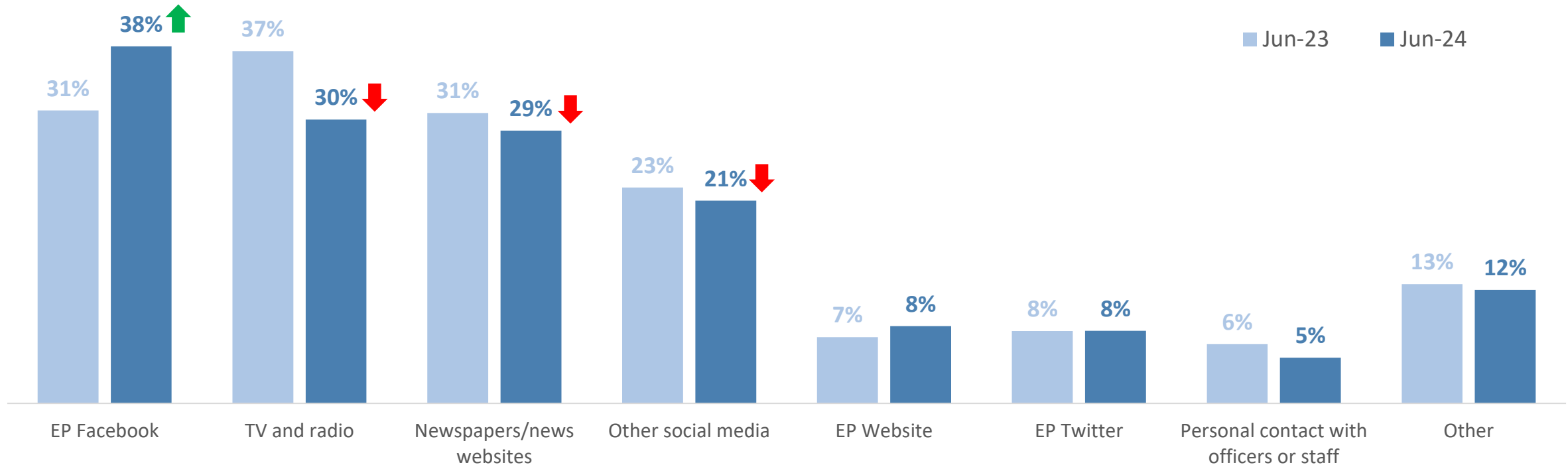
	Annual Trend (year ending)		
	Jun 23	Jun 24	% change
Male	59%	63%	+4% ↑
Female	60%	63%	+3% ↑
Under 35	66%	70%	+4% ↑
35-54	66%	69%	+3% ↑
55+	49%	52%	+3% ↑
White	60%	64%	+4% ↑
Other than White	55%	58%	+3%
Victim of crime	73%	76%	+3%
Non victim	57%	61%	+4% ↑

↑ 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

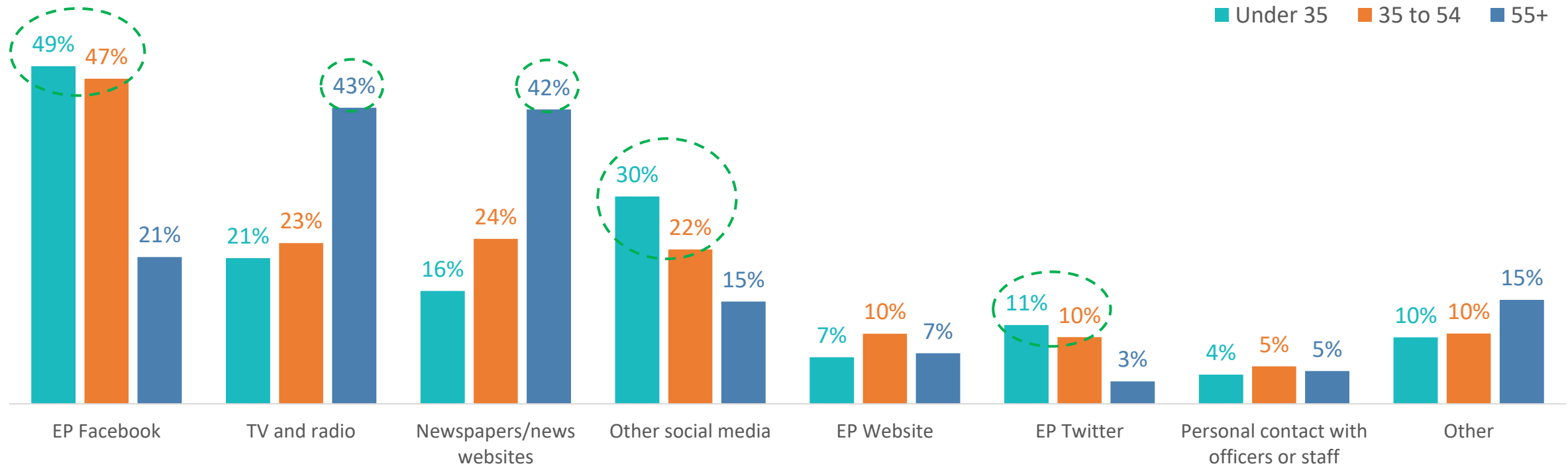
- Whereas keeping informed through EP Facebook increased significantly, and is now more popular than TV and radio

Annual Trend (year ending)



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

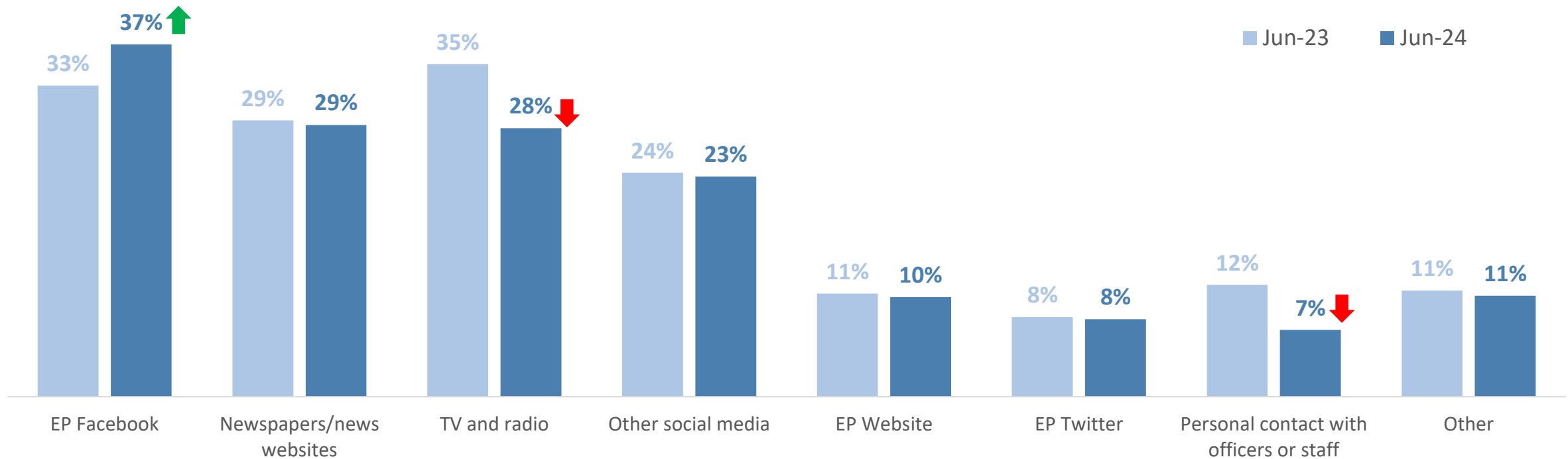
Last 12 months



Essex residents are significantly less inclined to want to be informed about what EP are doing through TV & radio 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

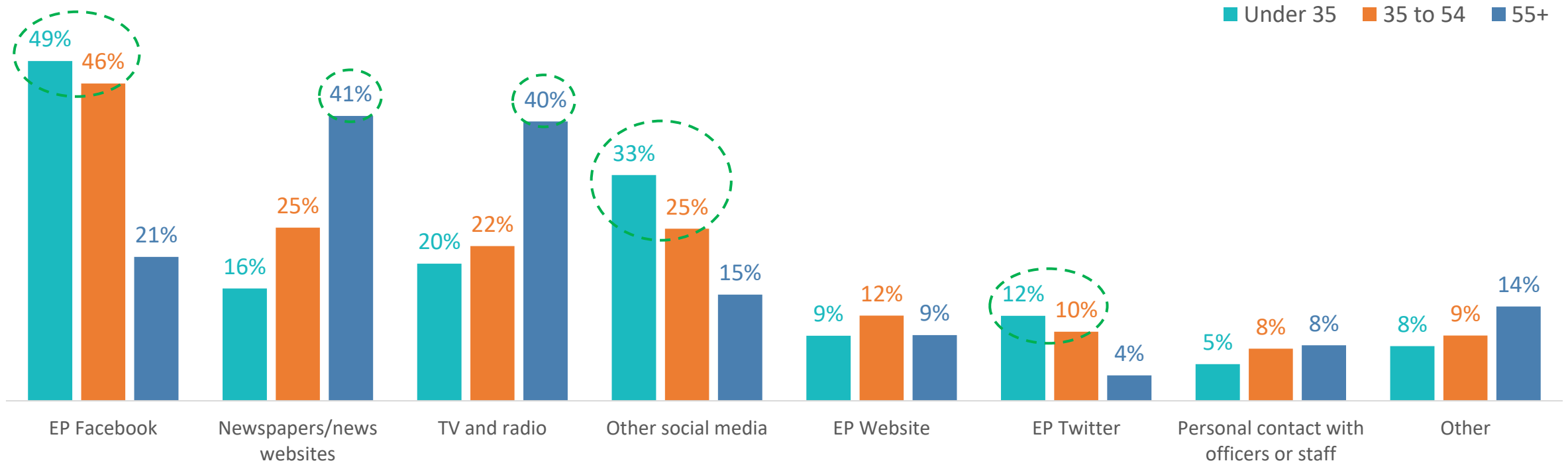
Annual Trend



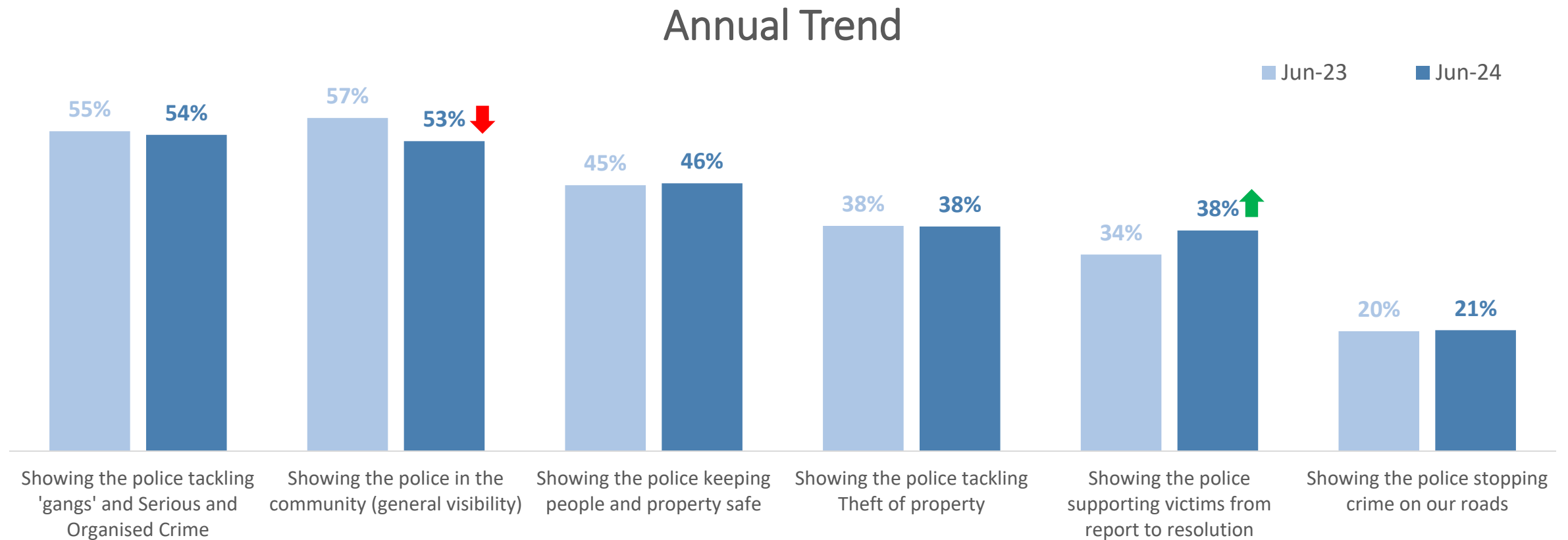
Almost half of those aged under 55 would like to be informed about what Essex Police are doing through Facebook

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

Last 12 months

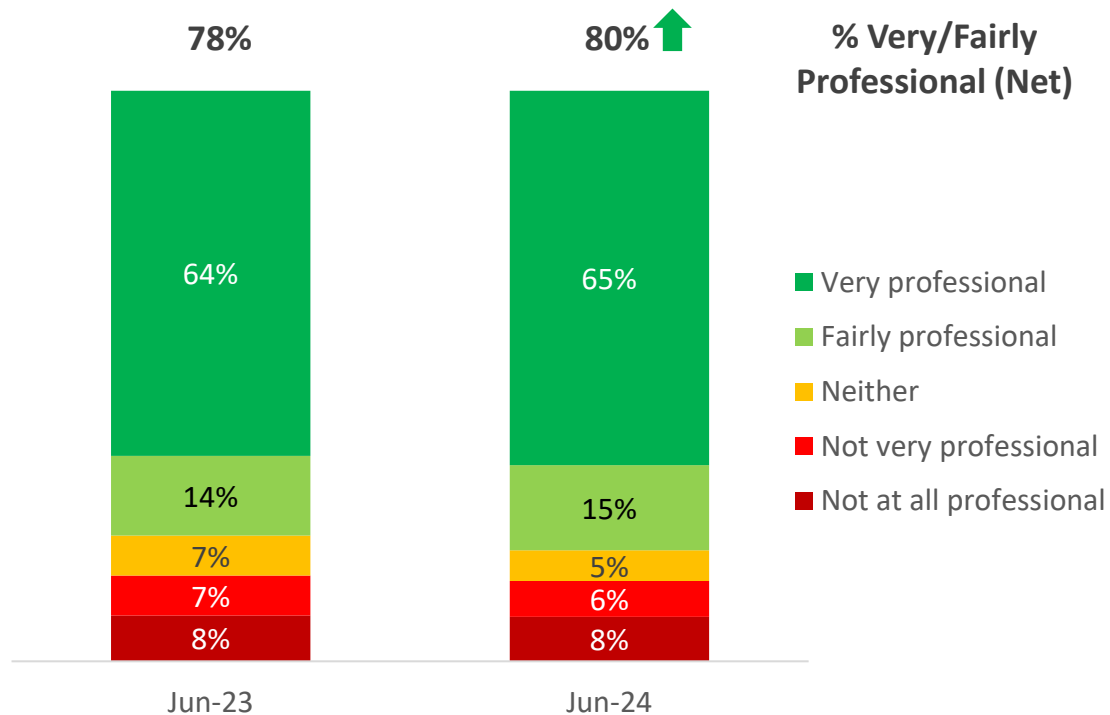


Over half are interested in seeing police stories tackling gangs/organised crime or general visibility in the community

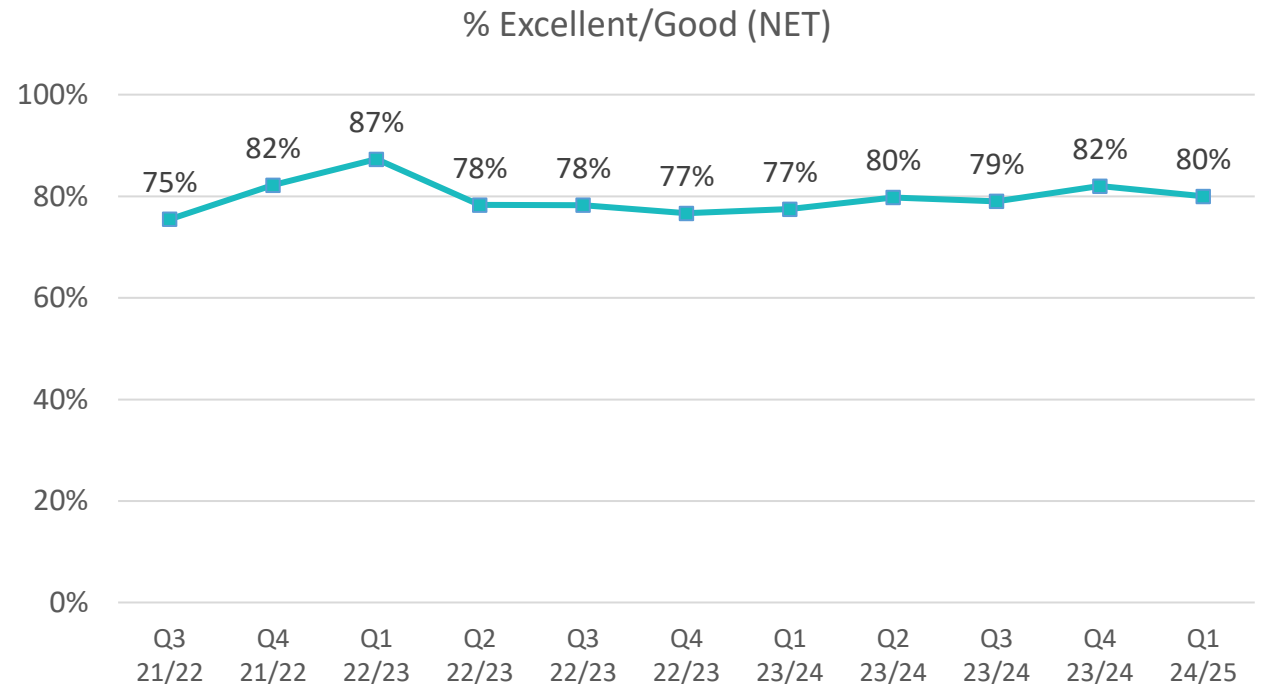


The majority who had contact with EP felt the police representative was professional

Annual Trend

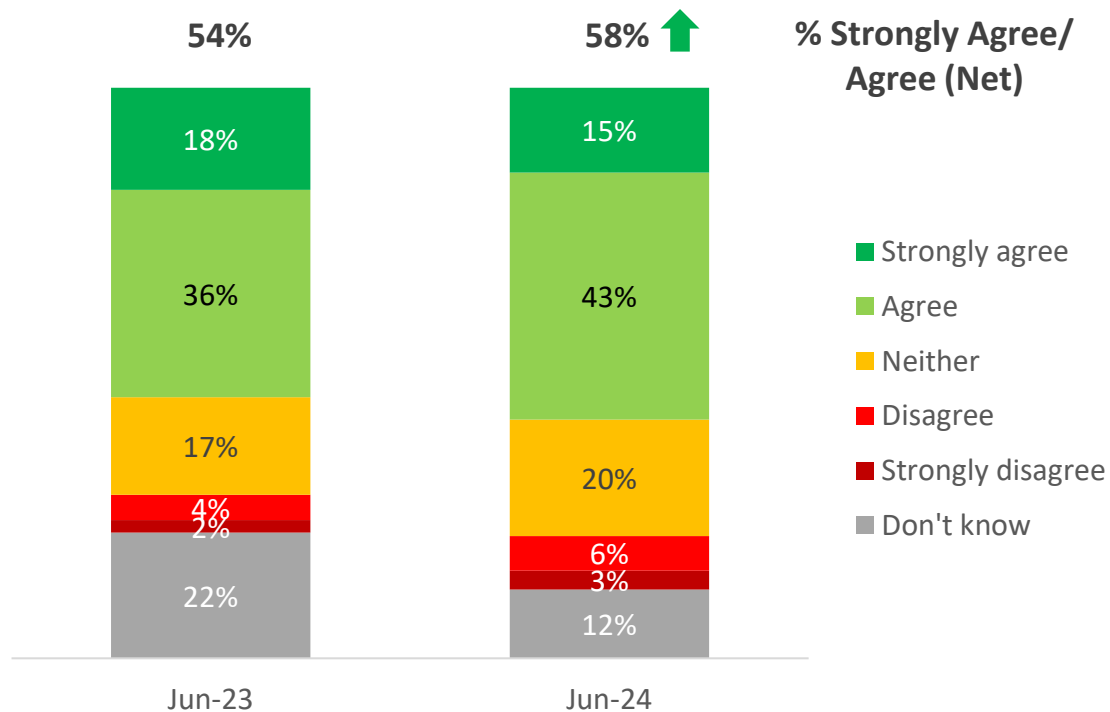


Quarterly Trend

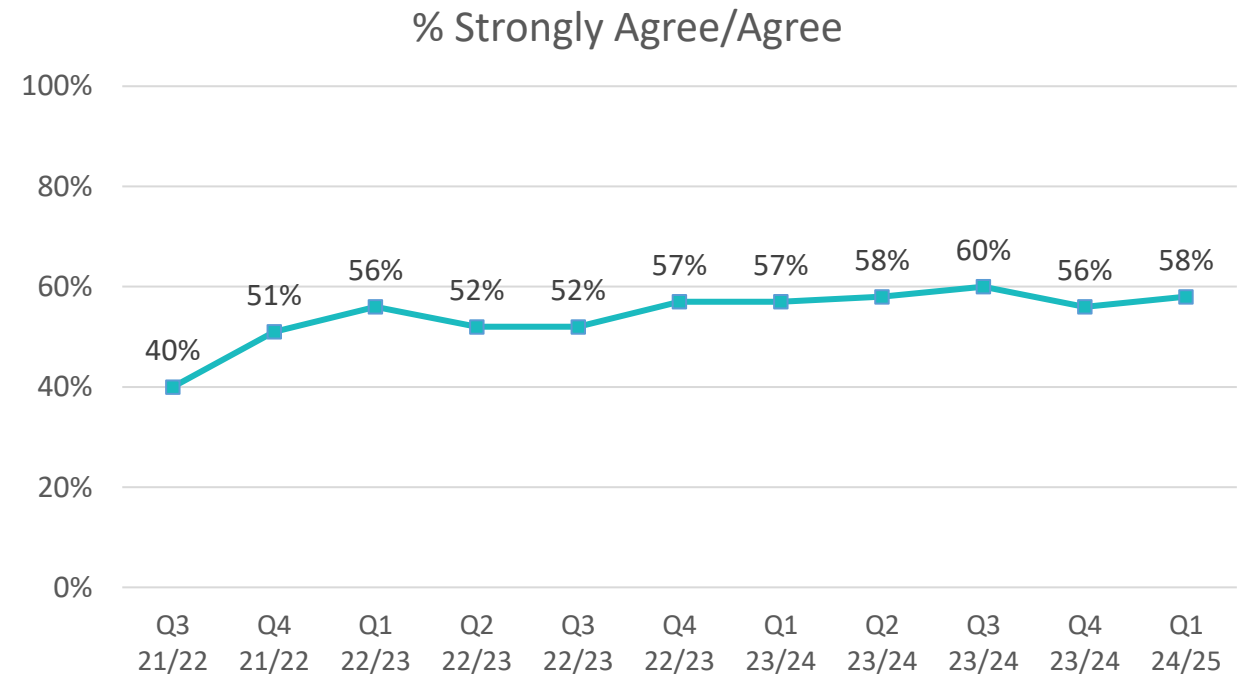


The proportion of Essex residents who agree there are good opportunities to volunteer increased significantly

Annual Trend

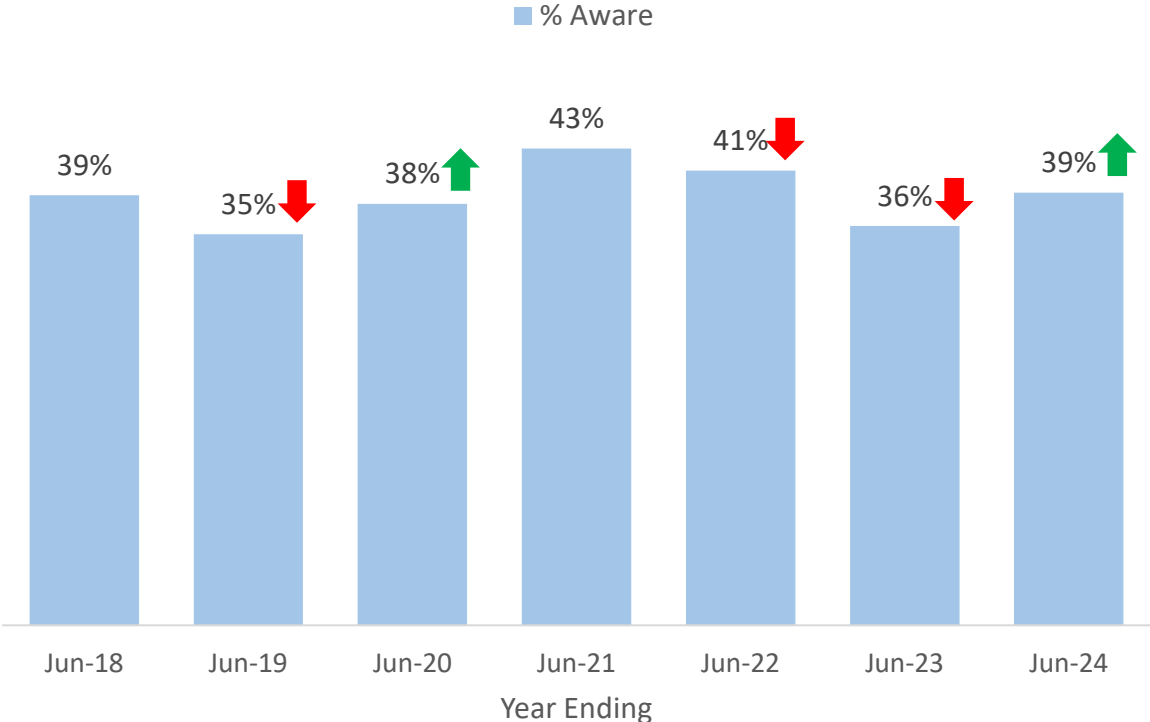


Quarterly Trend

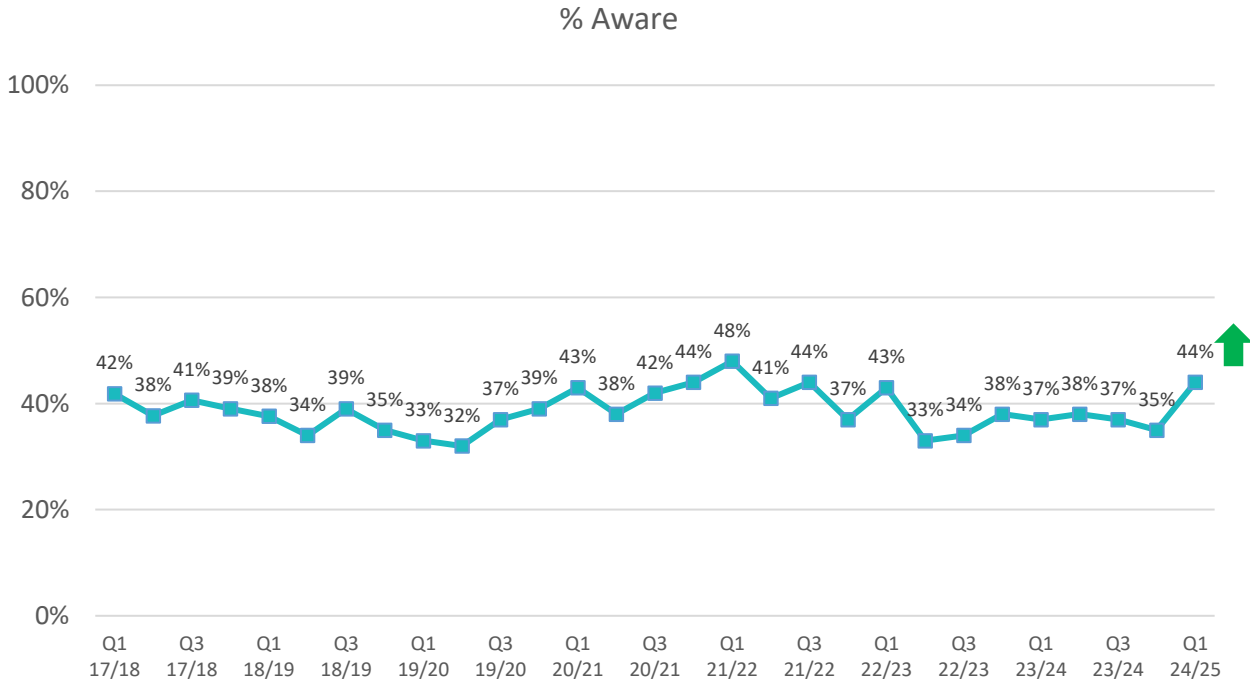


Awareness of the role of the EPCC increased significantly over the last year

Annual Trend



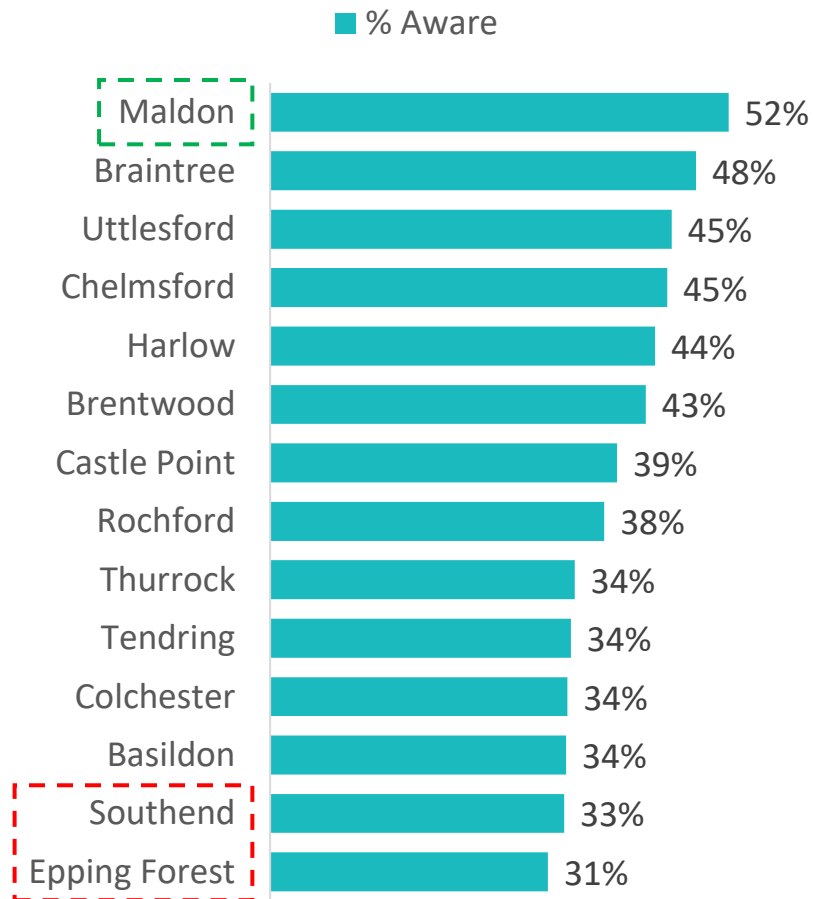
Quarterly Trend



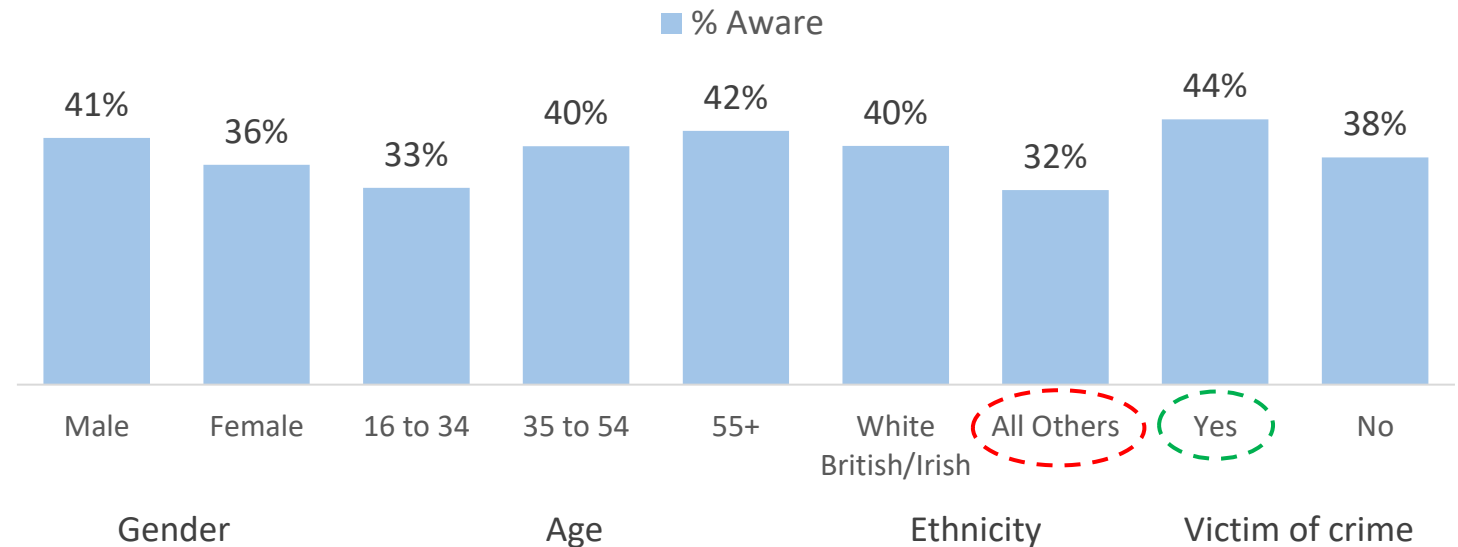
↑ significantly lower than Q2 22/23 onward

Ethnic minorities are the least likely to be aware of the role of the Essex Police & Crime Commissioner

District Comparisons (last 12 months)



Demographic Analysis (last 12 months)



- Victims of crime are the most likely to be aware of the role of the Essex Police & Crime Commissioner (44%)
- Over half of those living in Maldon (52%) are aware, compared to around a third in Southend (33%) and Epping Forest (31%)



Section Four

Victims of Crime

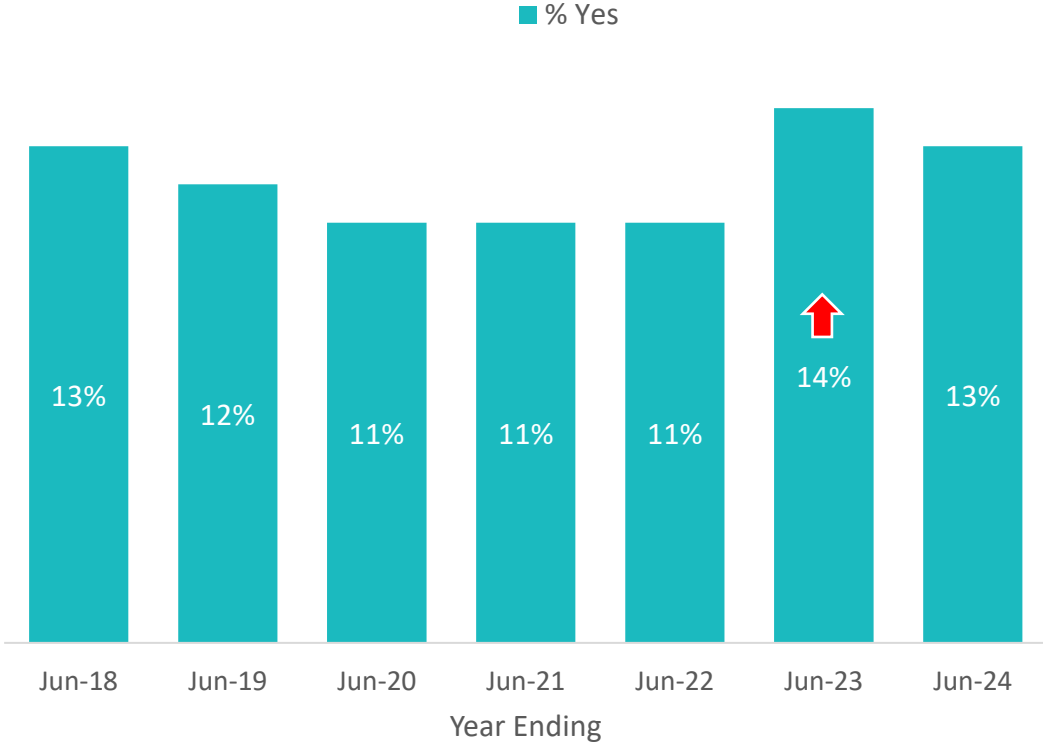


Executive Summary: Victims of Crime

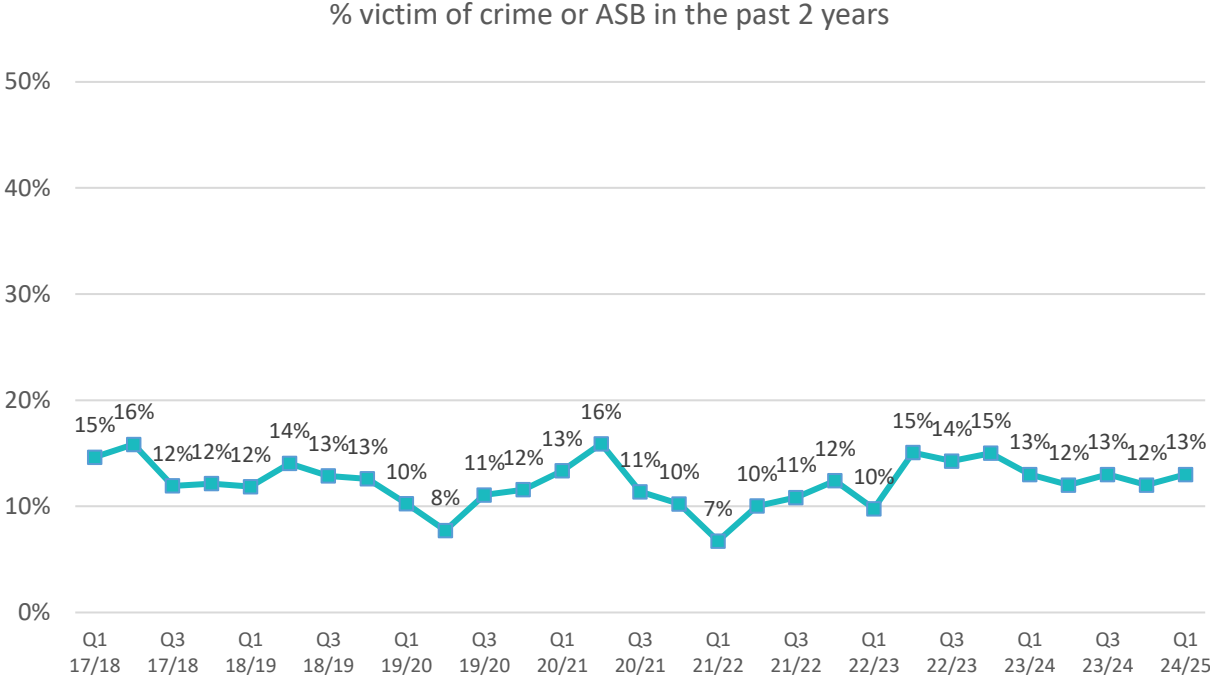
- Around 1 in 8 Essex residents surveyed (13%) has been a victim of crime or ASB in the past 2 years
- Victims are most likely to have experienced Vehicle Crime (24%) or ASB/Drugs (19%)
- Around 8 in 10 victims reported the incident to EP (81%), falling to 61% for Hate Crime victims
- Almost half of victims needed support (46%), although less than a third received it (31%)
- Less than half of victims are satisfied with being kept informed (43%), falling to 36% for victims of Vehicle Crime
- Around a third of victims (33%) had a high opinion of EP prior to the incident, with less than a fifth (18%) having a better opinion of the police after their most recent contact
- Less than half are satisfied with the service provided by EP (45%) – lowest level since tracking began
- Victims of Criminal Damage (41%) and Vehicle Crime (39%) are the least likely to be satisfied

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

Annual Trend

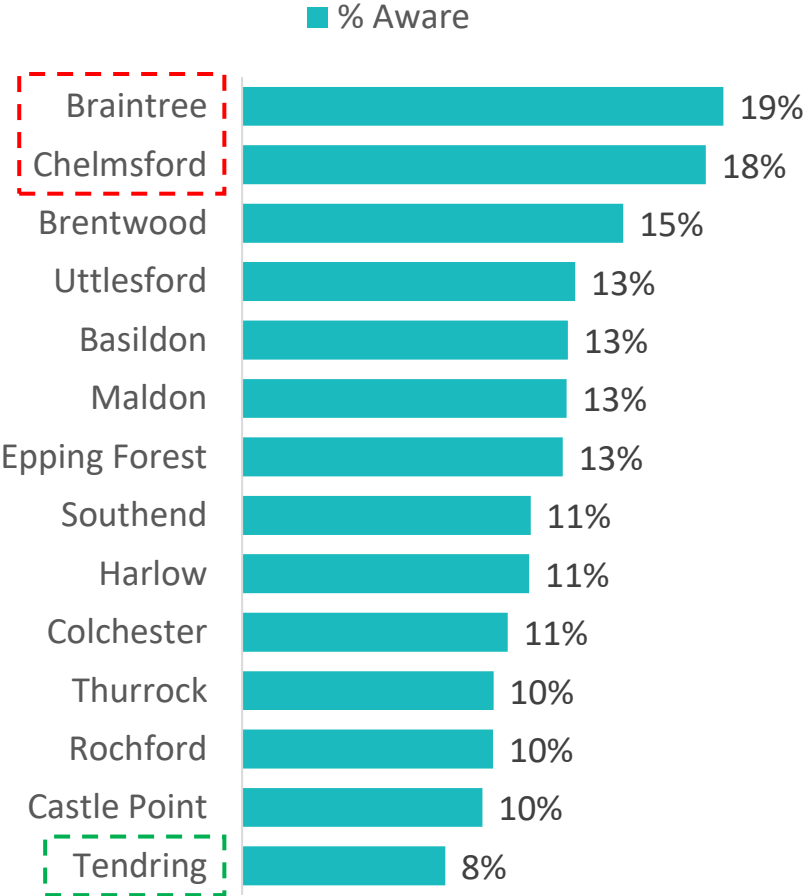


Quarterly Trend



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)

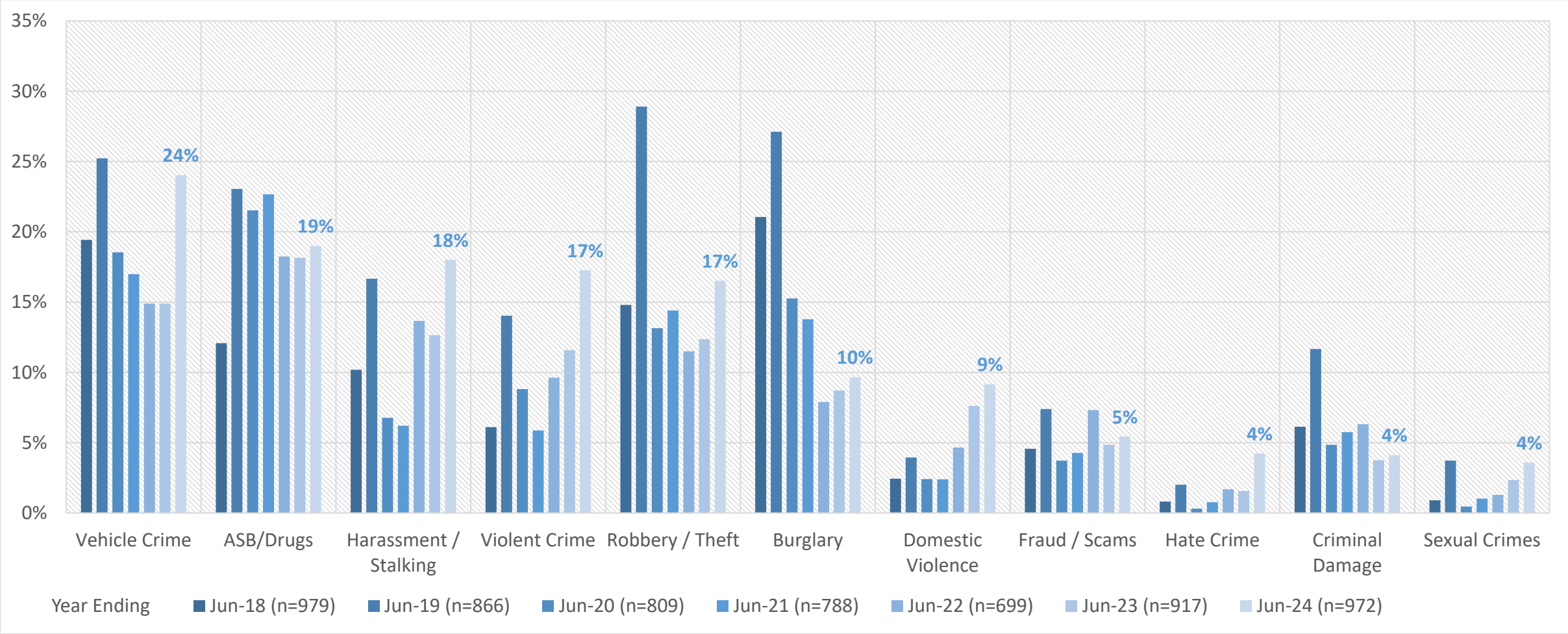


Demographic Analysis (last 12 months)



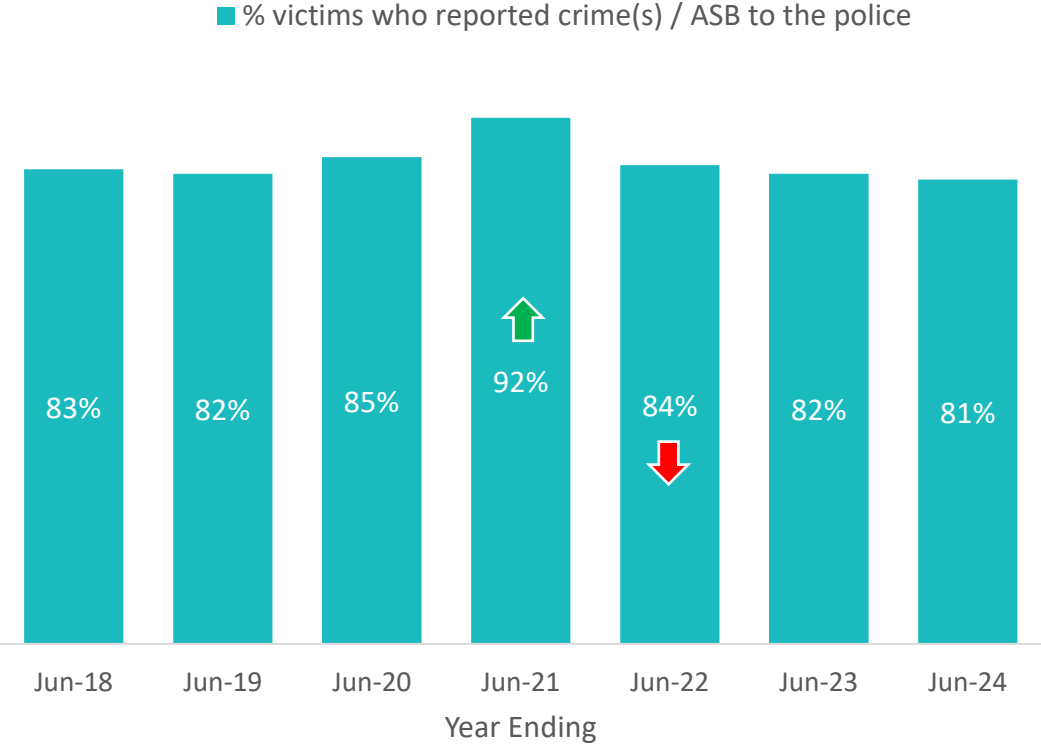
- Around one in five residents living in Braintree (19%) or Chelmsford (18%) have been a victim of crime in the past two years, compared with just 8% in Tendring

Victims who took part in the survey are most likely to have experienced Vehicle Crime or ASB/Drugs

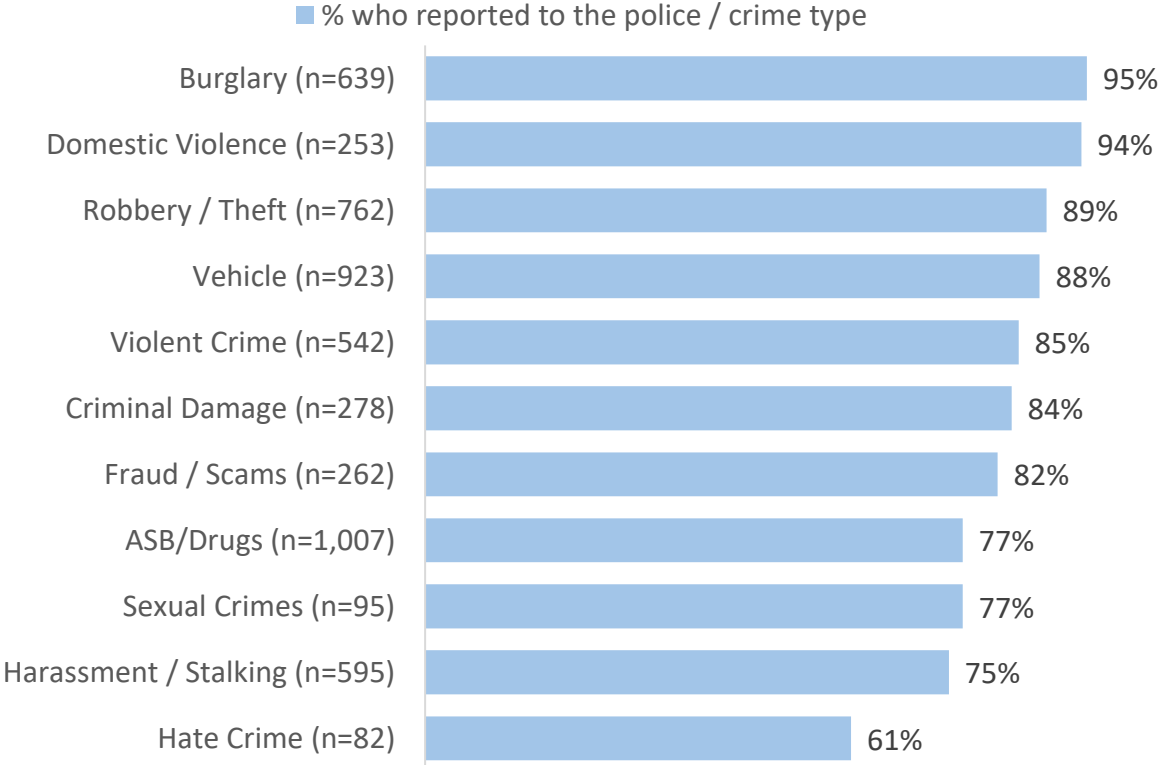


Around 8 in 10 victims reported the incident to EP, although this varies significantly by crime type

Annual Trend

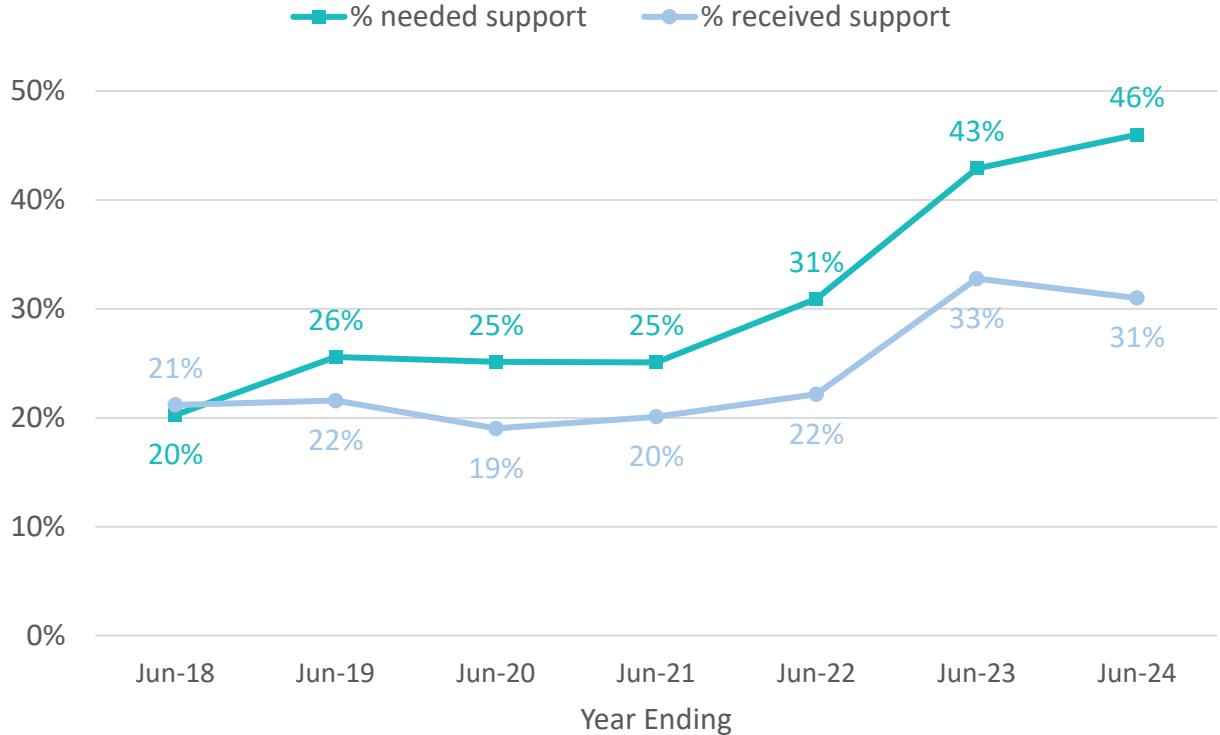


Last 6 Years (Q2 18/19 – Q1 24/25)

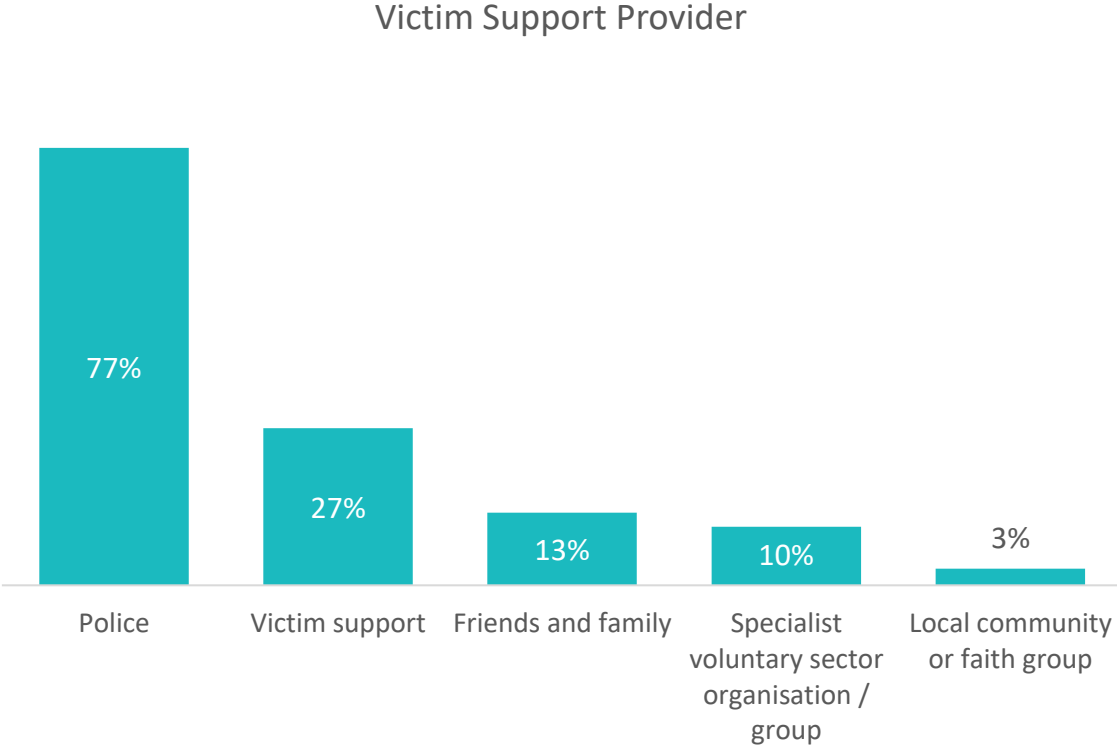


Almost half of victims needed support, although less than a third received it

Annual Trend



Last 12 Months



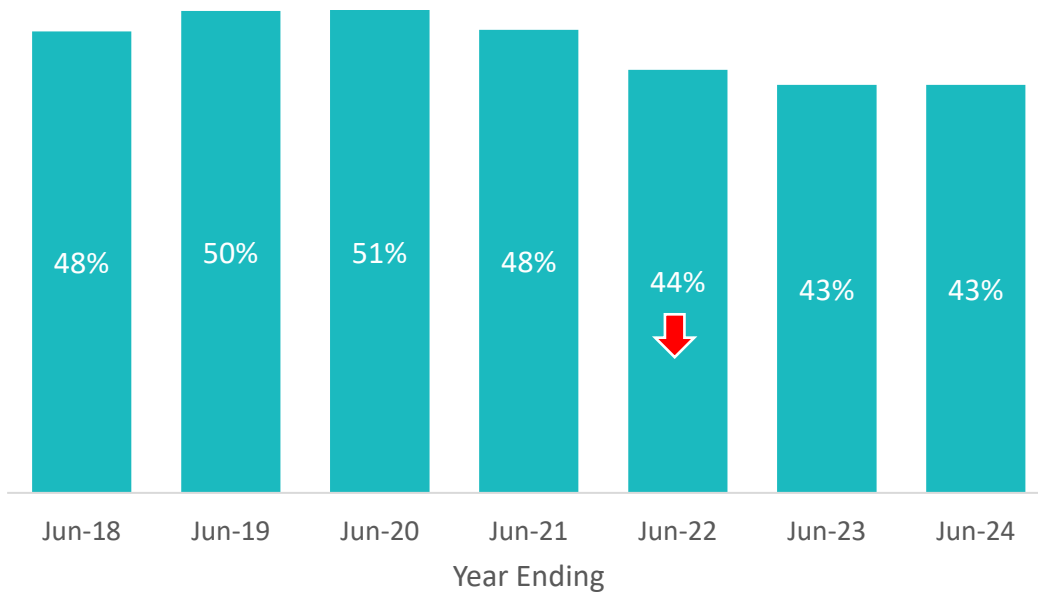
Q32 Did you need support to deal with the immediate impact of the crime(s) / ASB and recover from the experience?
 Q33 Did you receive any support as a victim of crime? Q35 Who provided you with this support? (Base n=829-1,118 per year)

Less than half of victims are satisfied with how well they were kept informed of progress

- Falling to less than four-in-ten for victims of Criminal Damage & Vehicle Crime

Annual Trend

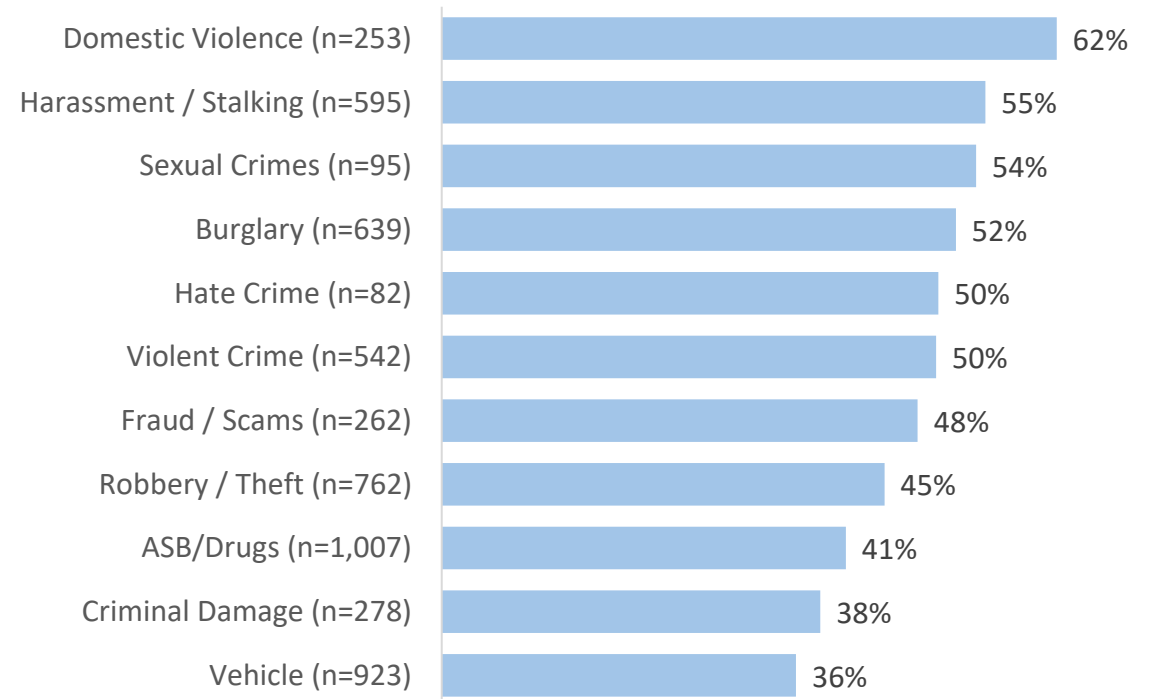
■ % victims who were satisfied with being kept informed



↓ significantly lower than previous year

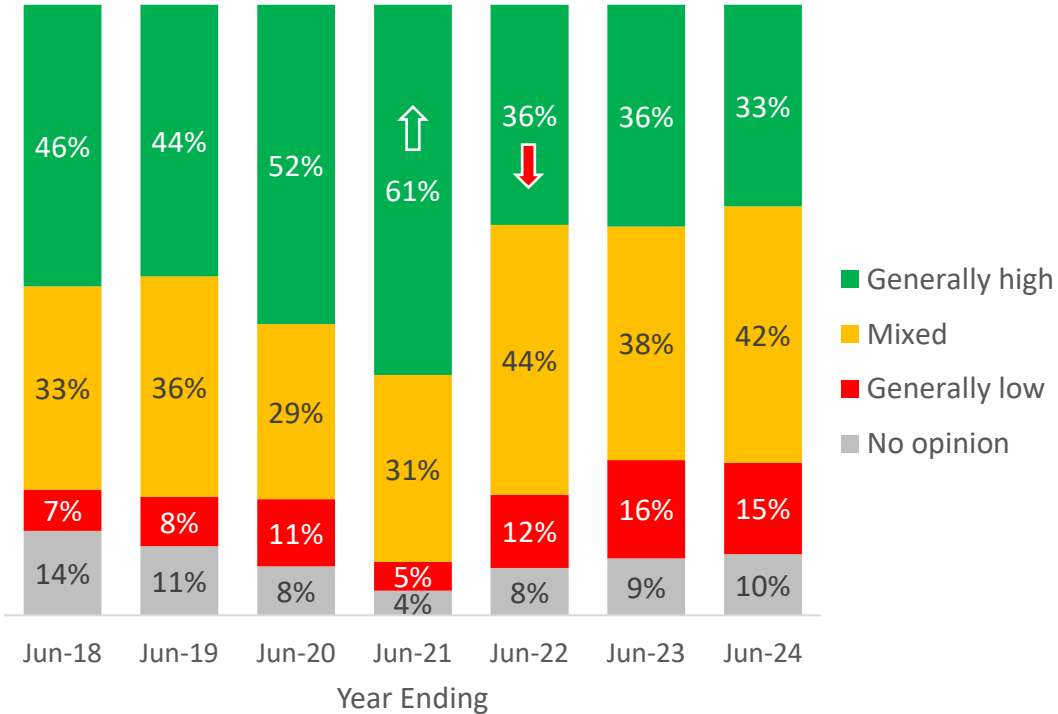
Last 6 Years (Q2 18/19 – Q1 24/25)

■ % satisfied with being kept informed / crime type



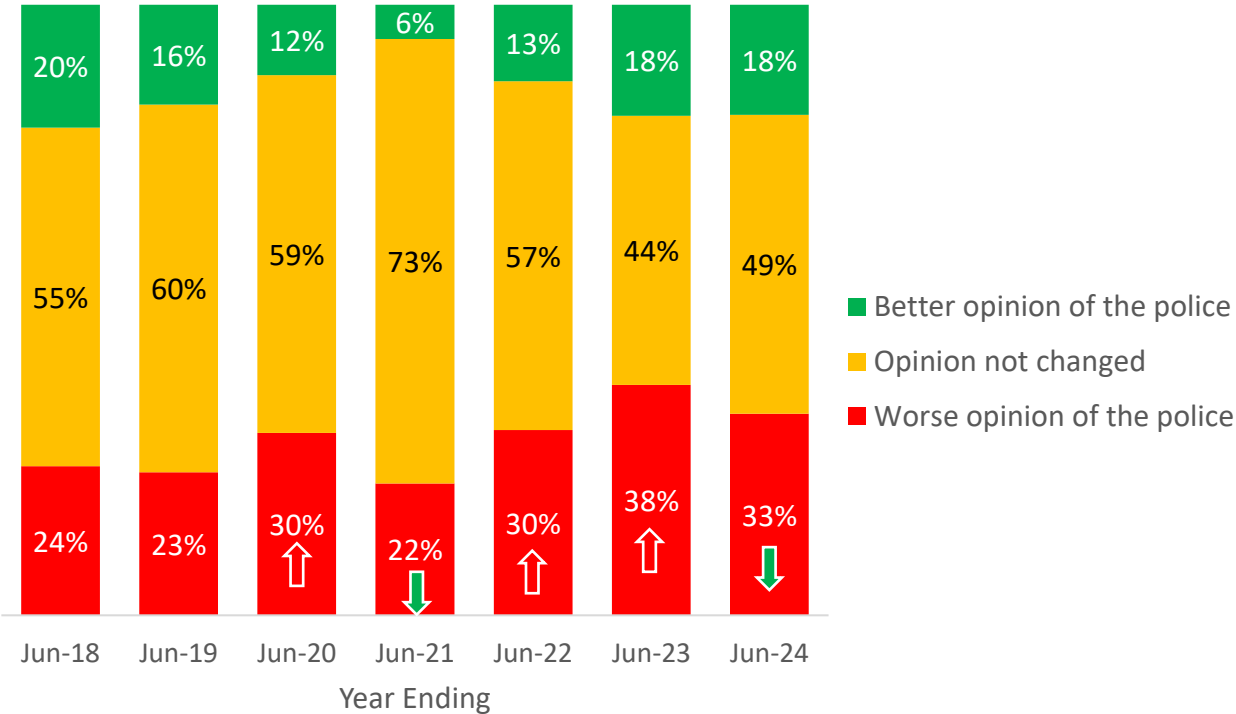
Around a third of victims had a high opinion of EP prior to the incident, with less than a fifth having a better opinion of the police after their most recent contact

Annual Trend



↑ ↓ significantly higher/lower than previous year

Annual Trend



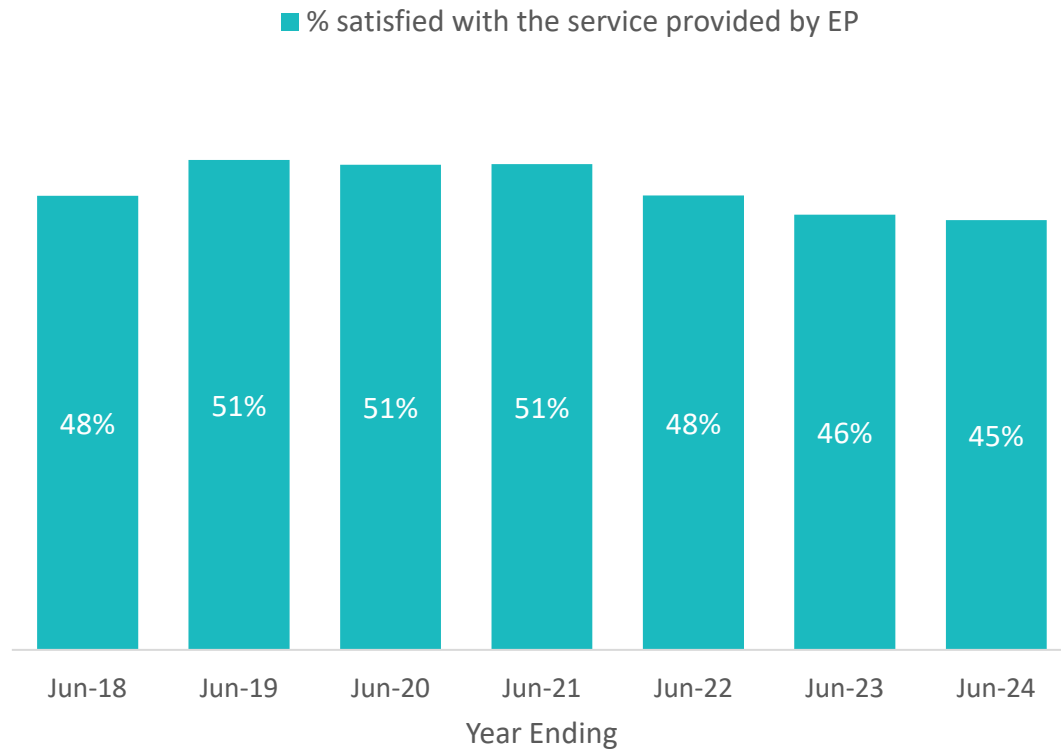
↓ ↑ significantly higher/lower than previous year

Q38 Prior to this experience was your opinion of Essex police?
(Base n=829-1,118 per year)

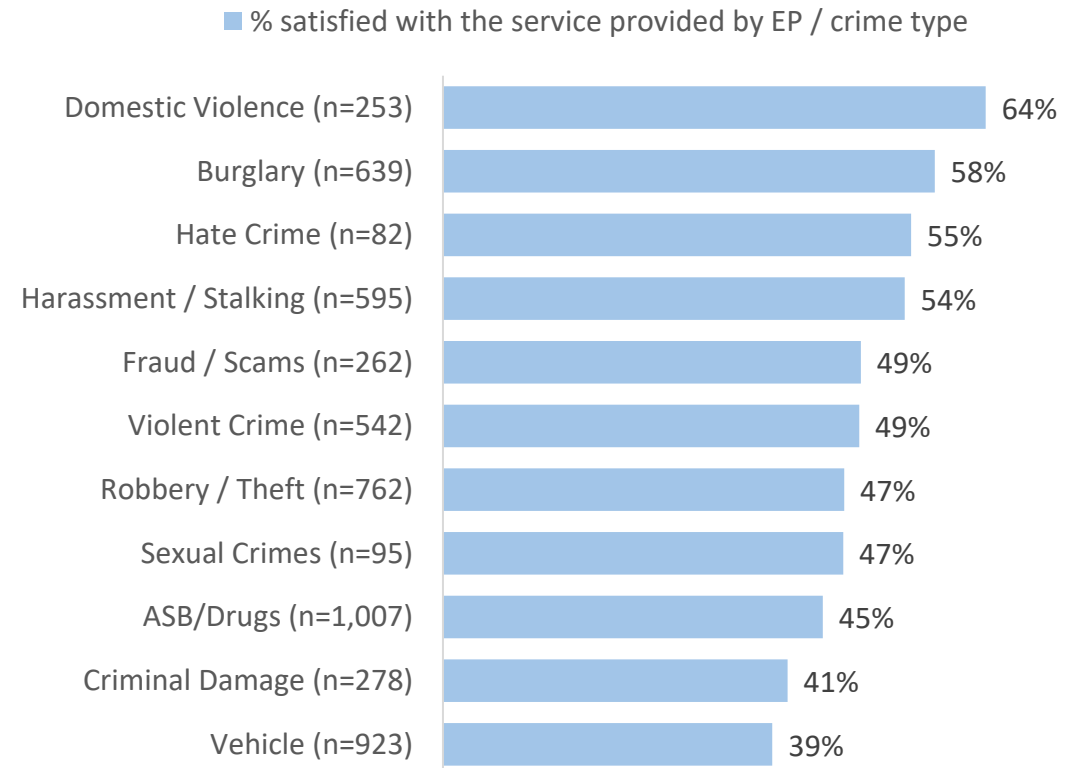
Q39 As a result of your recent contact with the police on this occasion, please tell me if:

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

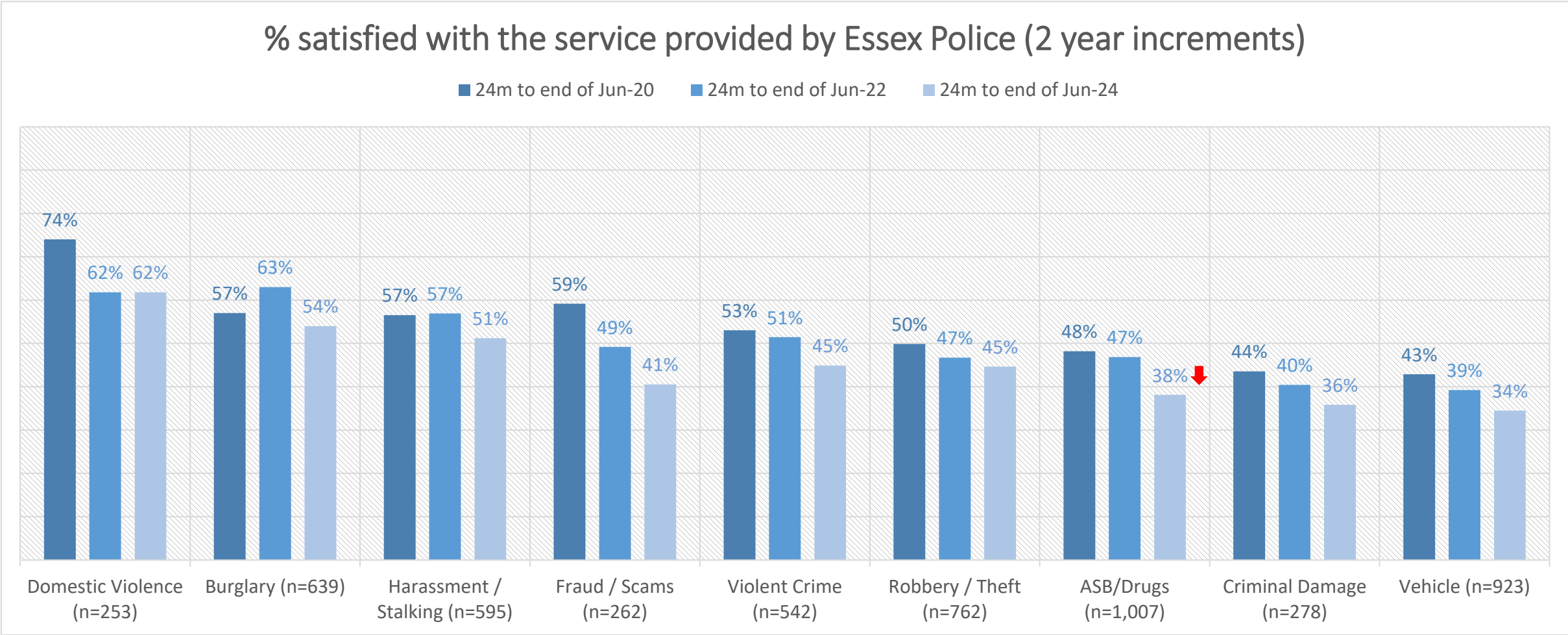
Annual Trend



Last 12 Months



Satisfaction with the service provided to ASB/Drugs victims decreased significantly in the latest two-year period



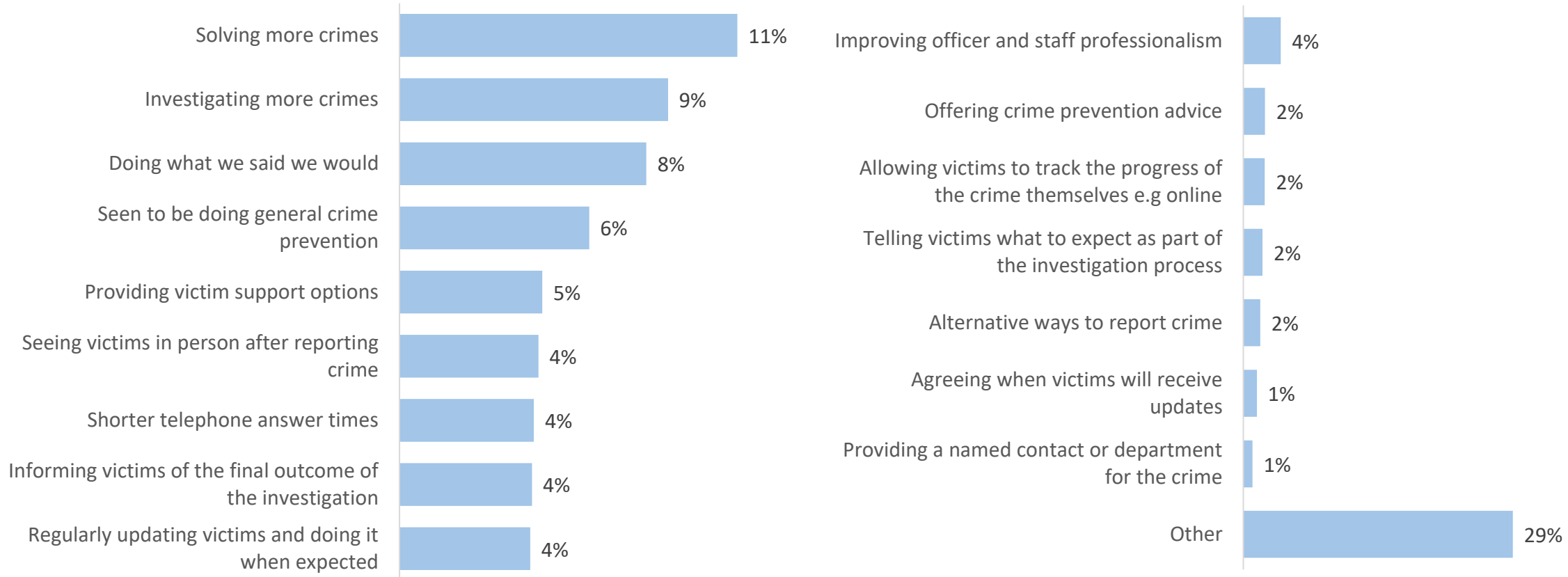
Q40 Taking the most recent experience into account, are you satisfied, dissatisfied or neither with the service provided by the Essex Police?

↓ significantly lower than previous year

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

Victims were most likely to mention solving and investigating more crimes as things EP could improve

Last 12 Months



NQB2 If Essex Police could improve one thing with the service it provides for victims of crime, what would it be? First asked Q1 23/24 (Base: 972)



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 (Jul 23 – Jun 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%