

PFEW Pay and Morale Survey 2017 Surrey Police

Author: Dr Fran Boag-Munroe

Security classification	<input checked="" type="checkbox"/> Not protectively marked	May be published openly / immediately
	<input type="checkbox"/> Protected	Review whether broader publication
	<input type="checkbox"/> Restricted	Not for open publication. Restricted to:
	<input type="checkbox"/> Confidential	

INTRODUCTION

This note provides a summary of responses to the PFEW Pay and Morale Survey received from respondents from Surrey Police in 2017.

Where appropriate, details of average responses for the Police Service as a whole are also presented, as well as a ranking of Surrey Police compared to other forces.

Where rankings are provided, a ranking of 1 represents the force with the highest percentage of respondents expressing a particular attitude or intention, and a ranking of 43 represents the force with the lowest percentage of respondents expressing a particular attitude or intention¹.

RESPONSE RATE AND RESPONDENTS

407 responses were received from Surrey Police, representing a response rate of around 21% (based on March 2017 Home Office figures of officer headcount). The national response rate for the 2017 survey was 25%. Last year's response rate for Surrey Police was 36%. Please bear this in mind when making comparisons with last year's findings.

The findings presented in this report have a margin of error of 5%. This margin of error has been calculated using the number of responses received from officers in Surrey Police compared to the number of officers in the force as a whole. A margin of error of 5% or less is generally considered to be within the normal bounds of academic rigor. If this threshold has not been met, the results from this report must be interpreted more cautiously.

Overall 1.6% of respondents to the survey declined to state which force they belonged to. The responses from these officers have been included within the national data but are excluded from force-level analysis.

70.7% of responses from Surrey Police were received from male officers and 29.3% of responses were from female officers. 70.8% of respondents were Constables, 22.0% were Sergeants and 7.2% were Inspectors or Chief Inspectors.

¹ Rankings have been determined at two decimal places.

PAY AND REMUNERATION

SATISFACTION WITH PAY

89.2% of respondents from Surrey Police told us that they do not feel that they are paid fairly for the stresses and strains of their job.

Across England and Wales, the proportion of respondents who felt that they were not paid fairly for the stresses and strains of their job ranged from 91.9% at the top ranking force to 78.4% at the bottom ranking force. Surrey Police ranks 5 out of 43 forces; there are 38 forces with a smaller proportion of respondents who say that they are not fairly paid for the stresses and strains of their job.

74.5% of respondents from Surrey Police said that they are dissatisfied with their overall remuneration (including basic pay and allowances) and 61.7% said that they are dissatisfied with their pensions.

The proportion of respondents who are dissatisfied with their overall remuneration ranges from 80.3% at the top ranking force to 59.7% at the bottom ranking force. In terms of respondents reporting dissatisfaction with their remuneration, Surrey Police ranks 9 out of 43 forces, meaning that there are 34 forces with a smaller proportion of respondents who are dissatisfied with their remuneration.

Pension dissatisfaction ranges from 71.5% at the top ranking force to 49.2% at the bottom ranking force. Surrey Police ranks 18 out of 43 forces for this indicator; therefore there are 25 forces with a smaller proportion of respondents who are dissatisfied with their pension.

Comparison of these proportions for 2016 and 2017 can be found below.

	2017	2016
Do not feel fairly paid for the stresses and strains their job	89.2%	92.2%
Dissatisfied with total remuneration	74.5%	66.8%
Dissatisfied with pension	61.7%	67.0%

In the Police Service as a whole, 86.5% of respondents said that they were not paid fairly for the stresses and strains of their job; this proportion was 88.6% in 2016. A significantly smaller proportion of respondents said that they were not paid fairly for the stresses and strains of their job this year compared to last year².

The proportion of respondents across the Police Service as a whole who were dissatisfied with their remuneration was 72.0%; this compares to 66.7% in 2016. The difference between the proportion of respondents who were dissatisfied with their overall remuneration in 2017 and 2016 was statistically significant³.

The proportion of respondents across England and Wales who were dissatisfied with their pension in 2017 was 62.6%; this proportion was 66.6% in 2016. A significantly smaller proportion of respondents were dissatisfied with their pension this year compared to last year⁴.

COST OF LIVING

73.8% of respondents from Surrey Police felt that they were worse off financially compared to five years ago.

Nationally, the proportion of respondents who said that they were worse off financially than five years ago ranged from 82.0% in the top ranking force to 57.5% in the bottom ranking force. Compared to the other forces in England and Wales, Surrey Police ranks 9 out of 43; there are therefore 34 forces with a smaller proportion of respondents who feel worse off financially than five years ago.

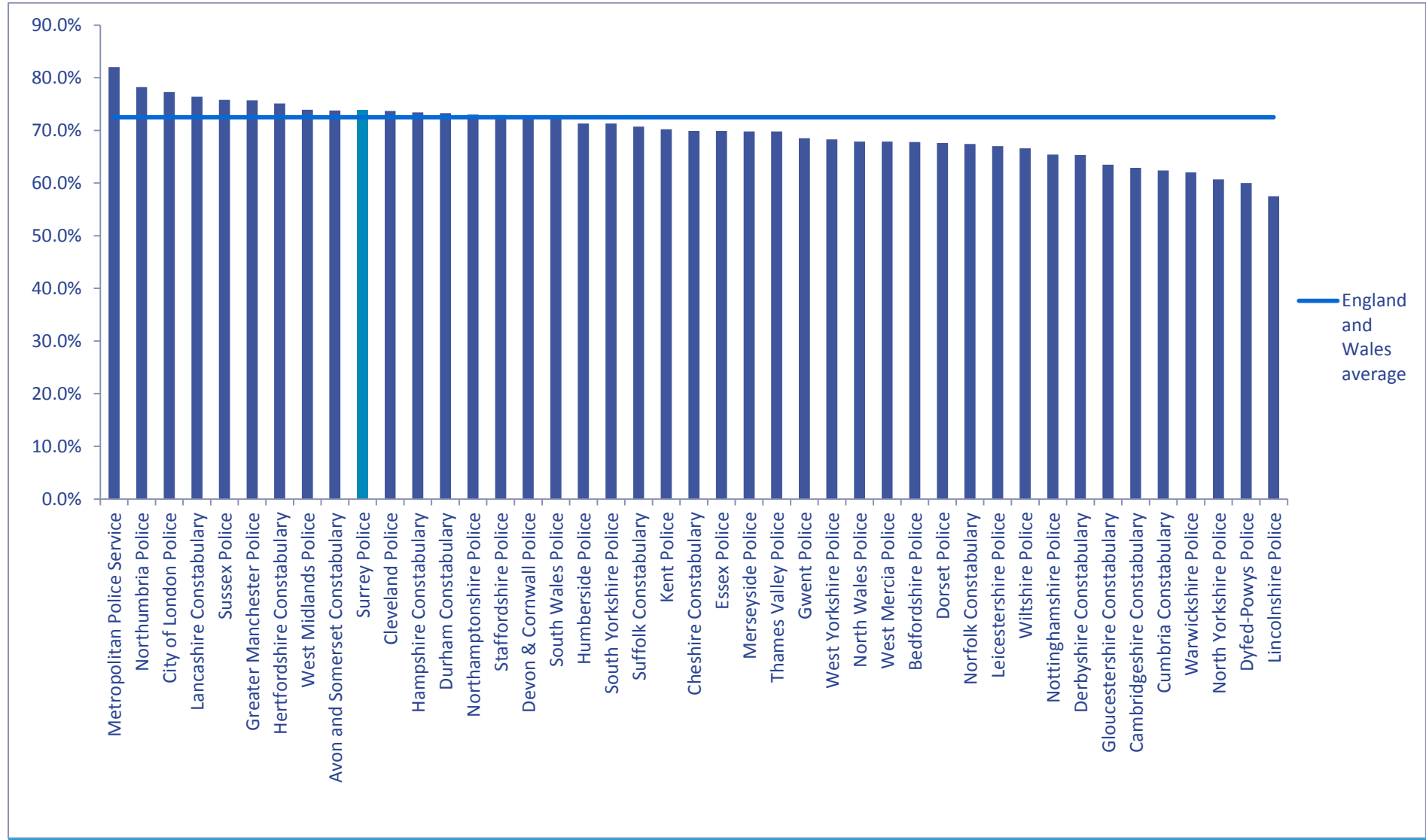
Within the service as a whole, 72.5% of respondents felt financially worse off than they did five years. This was the first time this question was asked in this format; therefore comparison with previous years was not possible.

² Z=-8.53, p < 0.001

³ Z = 15.25, p < 0.001

⁴ Z = -11.17 p < 0.001

Proportion of respondents who felt worse off financially compared to five years ago



MORALE

60.0% of respondents from Surrey Police told us that their morale is currently low.

Nationally, the proportion of respondents reporting low personal morale ranges from 69.1% at the top ranking force to 44.6% at the bottom ranking force. In terms of the proportion of respondents with low morale, Surrey Police ranks 18 out of 43, meaning that, compared to Surrey Police, there are 25 forces with a smaller proportion of respondents reporting low morale.

91.4% of respondents from Surrey Police felt that morale within their force is currently low.

Across England and Wales as a whole, the proportion of respondents reporting low force morale ranges from 98.3% at the top ranking force to 71.5% at the bottom ranking force. In terms of the proportion of respondents reporting low force morale, Surrey Police ranks 16 out of 43 forces, meaning that there are 27 forces with a smaller proportion of respondents who feel that morale within their force is low.

Comparison of 2017 and 2016 figures for morale in Surrey Police are provided in the table below.

	2017	2016
Low personal morale	60.0%	58.8%
Low force morale	91.4%	95.0%

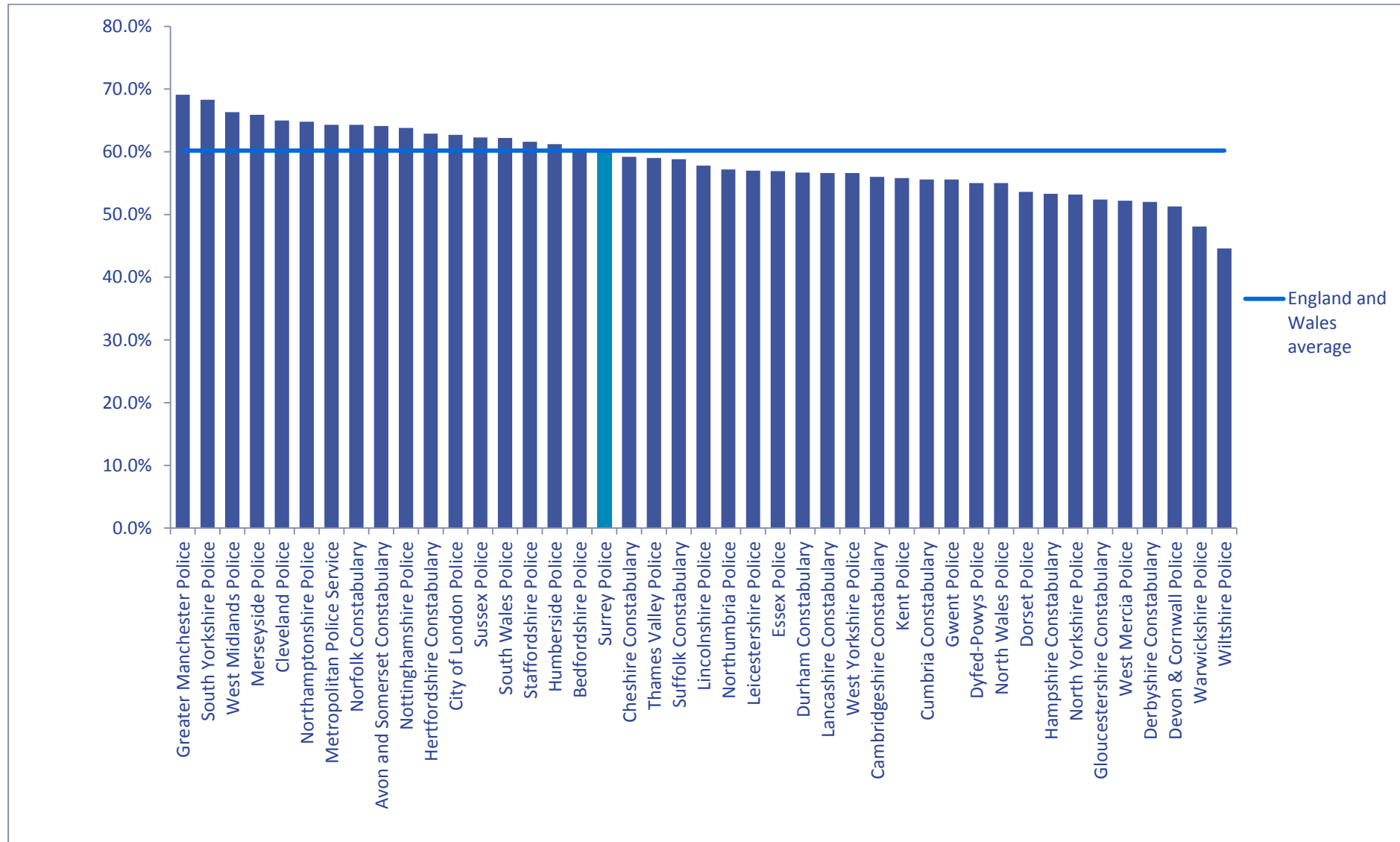
The proportion of respondents in the Police Service as a whole who said that their morale is low was 60.2%, this compares to 55.9% of respondents to the PFEW Pay and Morale survey in 2016; the proportion of respondents reporting low morale in 2017 was significantly larger than in 2016⁵.

The proportion of respondents in the service as a whole who said that morale in their force was low this year was 89.6%; in 2016, this proportion was 89.5%. This difference was not statistically significant⁶.

⁵ Z= 11.59, p < 0.001

⁶ Z= 0.43, p = 0.66

Proportion of respondents reporting low personal morale



REASONS FOR LOW MORALE

The survey asked respondents about the factors that had a positive or negative effect on their morale, the table below shows the proportion of respondents in Surrey Police who said a particular factor has had a negative effect upon their morale compared to the national average.

	Negative effect on morale (Surrey Police)	Negative effect on morale (England and Wales)
Pay and benefits (including pension)	72.5%	72.9%
Day-to-day job role	51.1%	48.1%
Workload and responsibilities	61.9%	61.1%
Work-life balance	70.1%	65.3%
Opportunities for development and promotion	43.2%	52.9%
Health and wellbeing	63.0%	61.5%
How the police as a whole are treated	88.5%	84.9%
Treatment by senior managers	38.7%	48.5%

ATTITUDES TOWARDS THE POLICE

72.5% of respondents from Surrey Police said that they would not recommend joining the police to others.

Nationally, the proportion of respondents who said that they would not recommend joining the police to others ranges from 78.9% in the top ranking force to 57.5% in the bottom ranking force. Compared to the other forces in England and Wales, Surrey Police ranks 11 out of 43; there are therefore 32 forces with a smaller proportion of respondents who say that they would not recommend joining the police to others.

63.1% of respondents from Surrey Police said that they did not feel valued within the police.

The proportion of respondents who did not feel valued ranges from 77.5% in the top ranking force to 47.9% in the bottom ranking force. In terms of the proportion of respondents who did not feel valued within the police, Surrey Police ranks 33 out of 43; there are 10 forces with a smaller proportion of respondents who did not feel valued.

	2017	2016
I would not recommend joining the police to others	72.5%	72.8%
I do not feel valued in the police	63.1%	64.0%

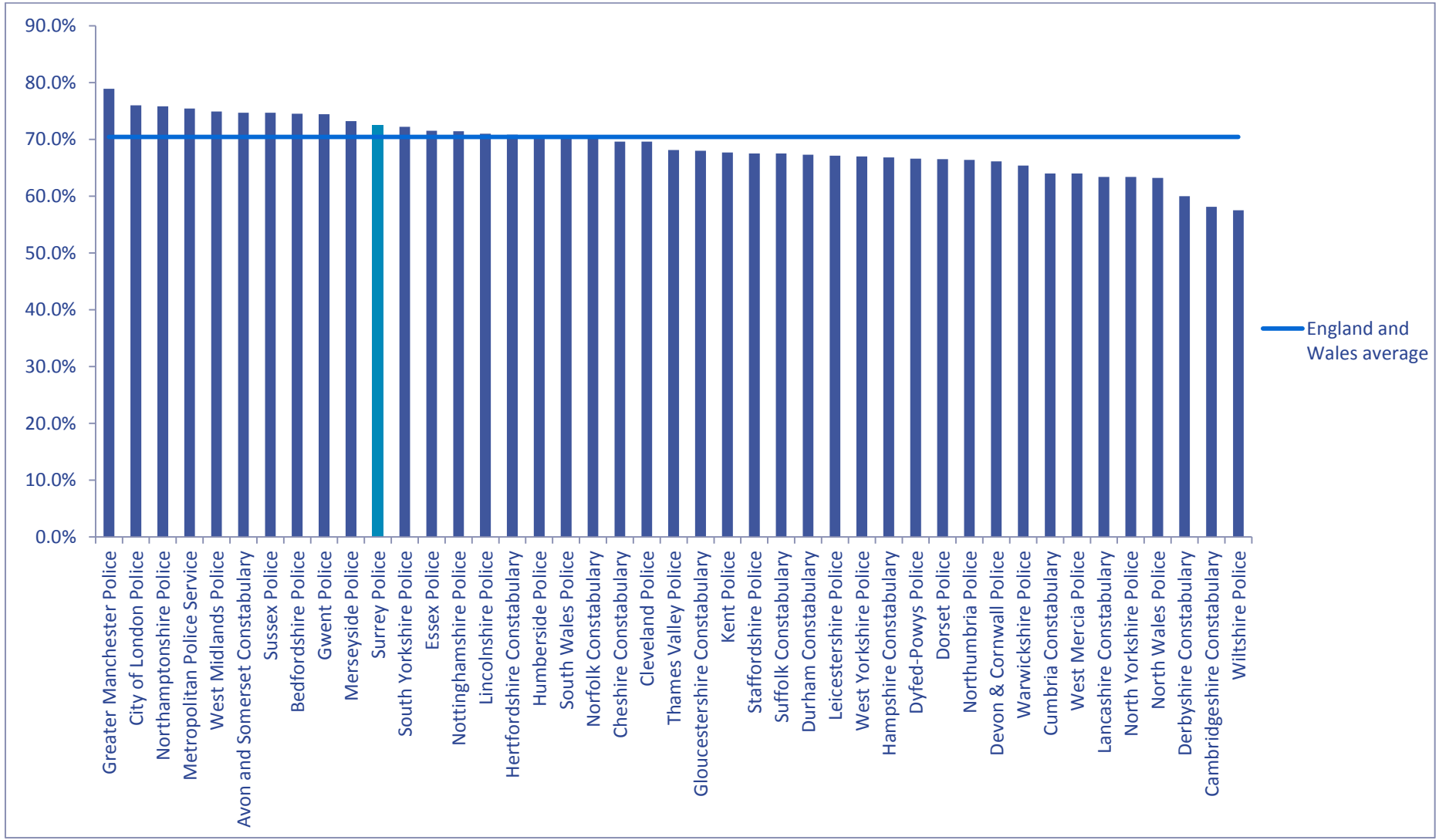
For the service as a whole, the proportion of respondents in 2017 who said that they would not recommend joining the police to others was 70.4%. In 2016, 69.9% of respondents said that they would not recommend joining the police. The difference between 2016 and 2017 was not statistically significant⁷.

Across the Police Service as a whole, 68.0% of respondents said that they did not feel valued; compared to 67.3% of respondents in last year's survey. A significantly larger proportion of respondents did not feel valued this year compared to 2016⁸.

⁷ Z = 1.46, p = 0.14

⁸ Z = 1.99, p = 0.05

Proportion of respondents who would not recommend the police to others



FAIRNESS

47.7% of respondents from Surrey Police agreed that they were treated fairly. 23.3% of respondents from Surrey Police said that they were not treated fairly.

The proportion of respondents who did not feel fairly treated ranged from 39.4% at the top ranking force to 18.3% at the bottom ranking force. Surrey Police ranks 41 out of 43 forces for this indicator; there are 2 forces with a smaller proportion of respondents who do not feel fairly treated.

28.1% of respondents from Surrey Police said that decisions that affected them were usually made in a fair way; whereas 37.7% said that decisions that affected them were not usually made in a fair way.

The proportion of respondents reporting that decisions that affected them were not usual made in a fair way ranged from 59.2% at the top ranking force to 29.7% at the bottom ranking force. Surrey Police ranks 37 out of 43 forces; there are therefore 6 forces where a smaller proportion of respondents said that decisions that affected them were not usual made in a fair way.

38.1% of respondents from Surrey Police told us that overall, the people they worked with were fairly treated; in contrast to 28.8% who said that the people they worked with were not fairly treated.

Across England and Wales, the proportion of respondents who did not feel that the people they worked with were fairly treated ranged from 47.5% at the top ranking force to 25.2% at the bottom ranking force. Surrey Police ranks 39 out of 43 forces; there are 4 forces with a smaller proportion of respondents who felt that the people they worked with were not treated fairly.

Comparison of 2017 and 2016 figures for fairness in Surrey Police are provided below.

	2017	2017	2016	2016
	Disagree	Agree	Disagree	Agree
I am treated fairly	23.3%	47.7%	21.4%	45.3%
Decisions that affect me are usually made in a fair way	37.7%	28.1%	32.5%	31.1%
Overall, the people I work with are treated fairly	28.8%	38.1%	25.8%	39.3%

This year, the proportion of respondents across the Police Service as a whole who felt fairly treated was 36.4%, whereas 31.6% did not feel fairly treated. The proportion of respondents in 2017 who felt fairly treated was significantly lower than in 2016⁹ when 45.4% felt fairly treated. Similarly, the proportion of respondents who did not feel fairly treated was significantly higher this year than last year, when 23.6% of respondents said that they were not treated fairly¹⁰.

Across England and Wales, the proportion of respondents in 2017 who agreed that decisions that affected them were made in a fair way was 24.1%; again this was significantly lower than last year, when 31.5% of respondents agreed that decisions were made in a fair way¹¹. The proportion of respondents in this year's survey who disagreed that decisions were made fairly was also significantly higher than in 2016. Whilst 45.4% of respondents disagreed this year, 36.7% disagreed last year¹².

Nationally, 31.8% of respondents said that the people they worked with were treated fairly, this contrasts with 36.0% of respondents who did not believe that the people they worked with were treated fairly. These proportions in 2016 were 37.3% and 31.1% respectively. Accordingly, the proportion of respondents who believed that the people they worked with were treated fairly was significantly lower this year than last year¹³, and the proportion of respondents who believed that the people they worked with were not treated fairly was significantly higher this year than last year¹⁴.

⁹ Z = -24.32, p < 0.001

¹⁰ Z = 24.03, p < 0.001

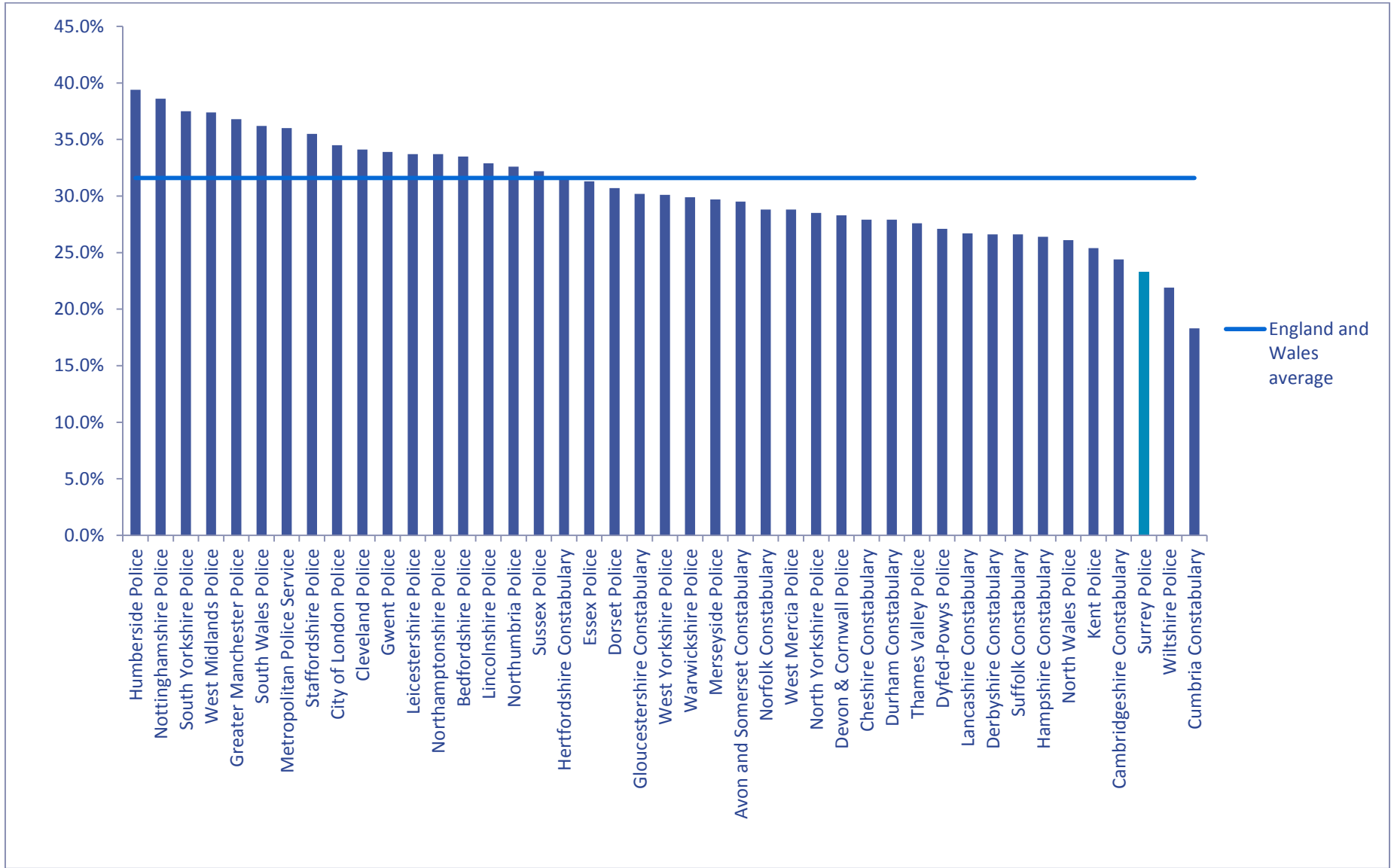
¹¹ Z = -21.85, p < 0.001

¹² Z = 23.63, p < 0.001

¹³ Z = -15.36, p < 0.001

¹⁴ Z = 13.87; p < 0.001

Proportion of respondents who did not feel fairly treated



INTENTION TO LEAVE

19.2% of respondents from Surrey Police told us that they intend to leave the Police Service within two years. A further 21.6% of respondents said that they currently do not know what their intentions are with regards to staying in or leaving the police.

The proportion of respondents who planned to leave the police ranged from 22.0% at the top ranking force to 5.9% at the bottom ranking force. In terms of the proportion of respondents intending to leave, Surrey Police ranks 2 out of 43 forces, meaning that there are 41 forces with a smaller proportion of respondents intending to leave within two years.

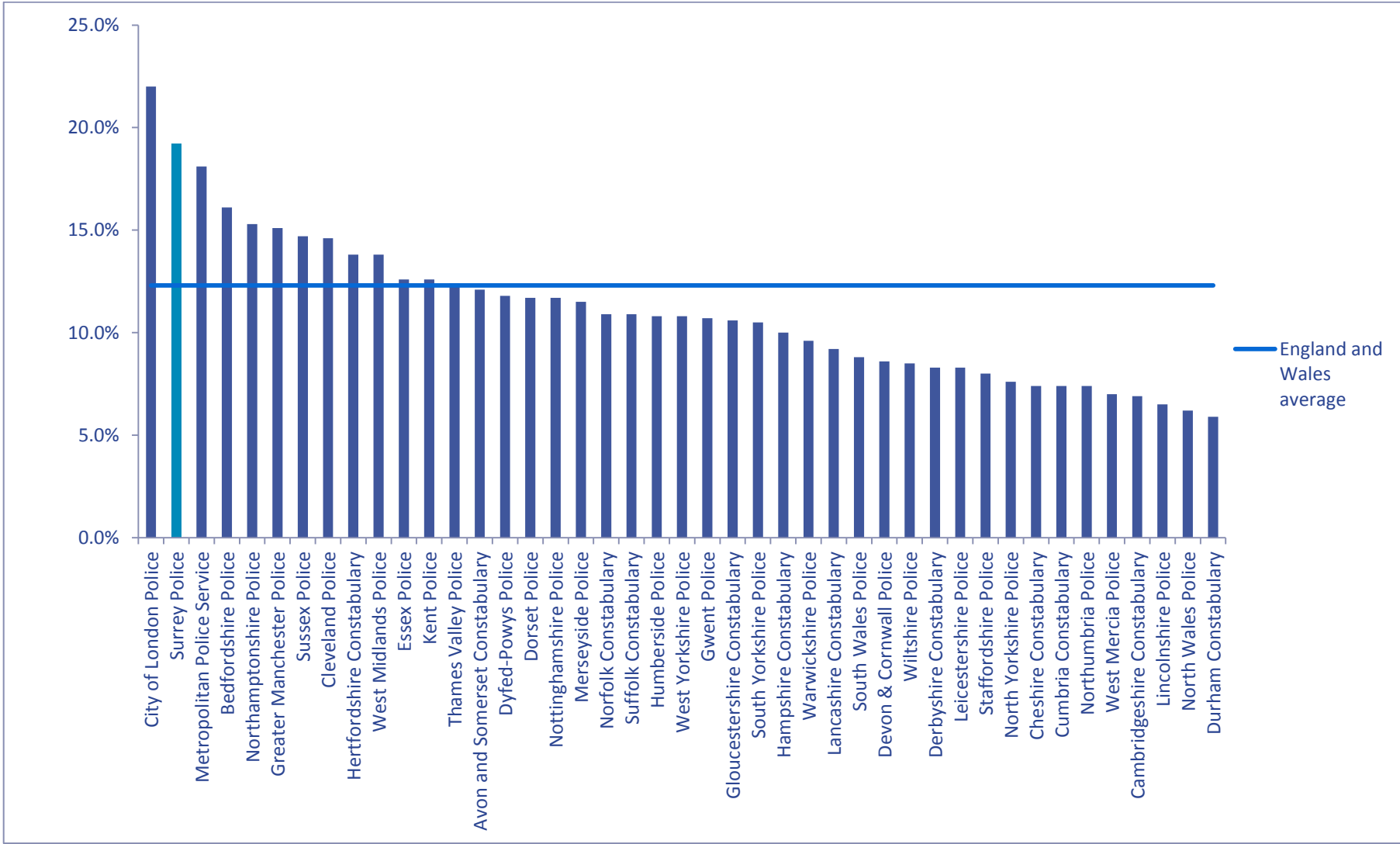
Comparison of 2017 and 2016 figures for intention to leave in Surrey Police are provided in the table below.

	2017	2016
Intend to leave the police within two years	19.2%	16.7%

For the service as a whole, 12.3% of respondents planned to leave the Police Service within two years; in 2016, 11.8% of respondents said that they intended to leave within two years. A significantly larger proportion of respondents intended to leave the Police Service in 2017 compared to 2016¹⁵.

¹⁵ Z = 2.05, p = 0.04

Proportion of respondents intending to leave the police within two years



REASONS FOR INTENDING TO LEAVE THE POLICE SERVICE

Respondents who had said they intended to leave were asked to indicate the reasons behind this intention. The table below shows the proportion of respondents in Surrey Police who said that a particular factor has had a major effect on their intention to leave, compared to the national average.

Please be aware that respondents were able to choose more than one option therefore the figures provide below will not add up to 100%.

Factor	Major effect on intention to leave (Surrey Police)	Major effect on intention to leave (England and Wales)
The impact of your job on your family/personal life	63.9%	61.4%
Your morale	73.6%	78.5%
Your opportunities for development and promotion	30.6%	45.1%
Your pay and benefits	65.3%	62.2%
Better job opportunities outside of the Police	43.1%	49.3%
The impact of the job on your health and wellbeing	77.5%	72.4%
Dissatisfaction with your day-to-day job role	40.8%	44.2%
Your workload and responsibilities	48.6%	47.2%
How the police as a whole are treated	68.1%	69.9%
Your treatment by senior managers	31.9%	41.2%

WORKLOAD

58.9% of respondents from Surrey Police said that their workload has increased over the last twelve months.

The proportion of respondents reporting an increase in workload over the last twelve months ranges from 85.6% at the top ranking force to 53.1% at the bottom ranking force. Surrey Police ranks 40 out of 43 forces for this indicator; there are 3 forces with a smaller proportion of respondents who have experienced a workload increase in the last twelve months.

60.7% of respondents from Surrey Police said that their workload is too high.

The proportion of respondents reporting that their workload is too high ranges from 82.5% at the top ranking force to 47.8% at the bottom ranking force. Surrey Police ranks 28 out of 43 forces; there are therefore 15 forces where the proportion of respondents who feel that their workload is too high was smaller.

Comparison of 2017 and 2016 figures for workload in Surrey Police are provided in the table below.

	2017	2016
Workload has increased in last 12 months	58.9%	70.6%
Workload is too high	60.7%	61.8%

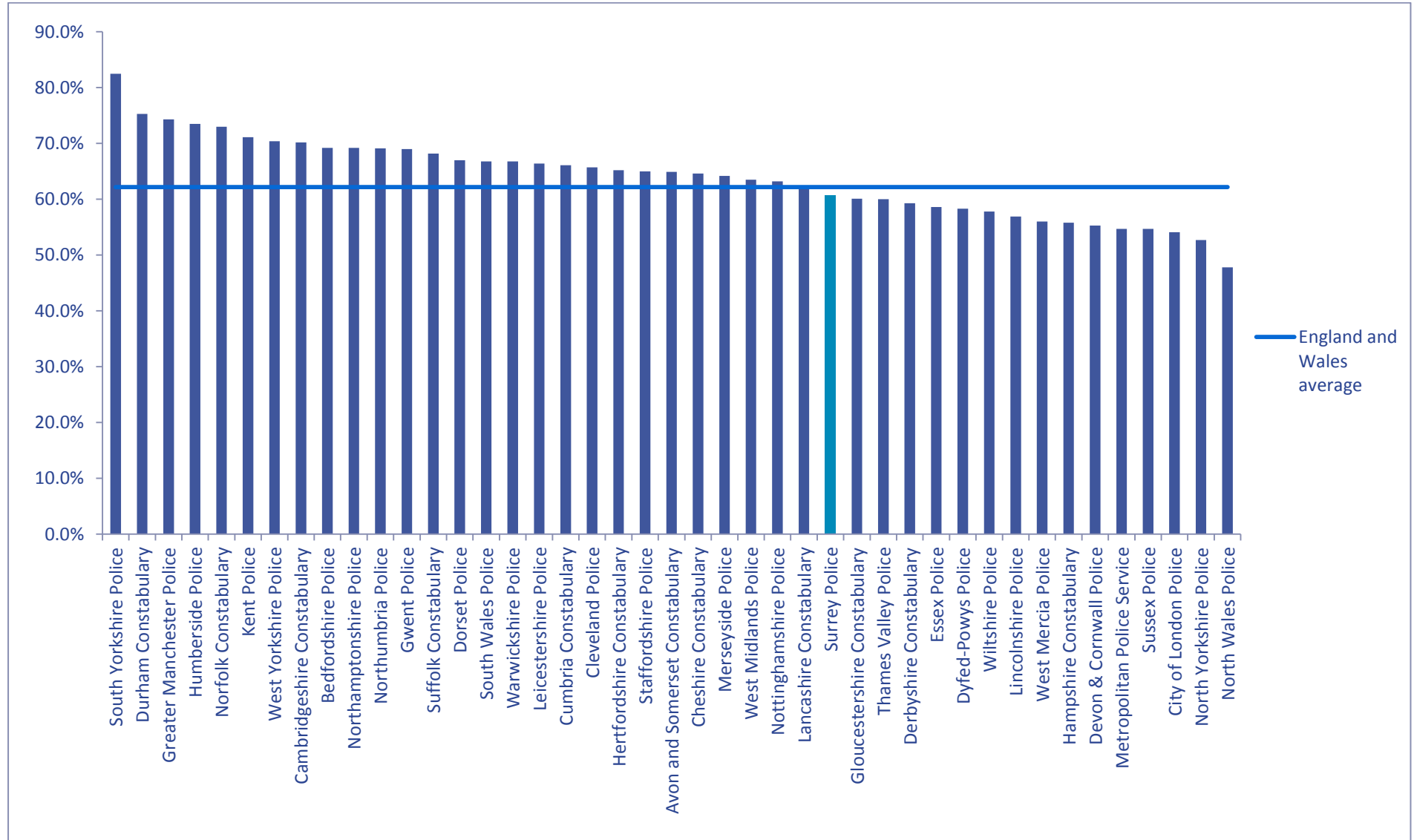
For the service as a whole, 72.2% of respondents said that their workload had increased in the last year; in 2016, 71.2% said that their workload had increased. A significantly larger proportion of respondents experienced an increase in workload in 2017 compared to 2016¹⁶.

The proportion of respondents in the service as a whole who said that their workload was too high was 62.2% this year; this compares with 60.9% in 2016. Again, the proportion of respondents whose workload was too high was significantly higher in 2017 than in 2016¹⁷.

¹⁶ Z = 2.66, p = 0.007

¹⁷ Z = 3.56, p < 0.001

Proportion of respondents reporting too high workload



NOTE FOR JBBS

Additional findings from the 2017 Pay and Morale survey are available on request from the Research and Policy Support department. Additional topics include, but are not limited to:

- Reasons for not applying for promotion
- Satisfaction with training and development, shift patterns and working hours
- Engagement (including pride in the police)
- Perceptions of fair pay (e.g. in relation to the hazards of the job)

The findings of the survey can also be broken down in more detail in terms of different demographic groups, such as rank, role or length of service. However please be aware that we can only go into a certain level of detail with this demographic data in order to preserve respondents' confidentiality.

JBBs wishing to obtain further information in a certain area can contact Dr Fran Boag-Munroe (fran.boagmunroe@polfed.org) to discuss their requirements. The Research and Policy Support Department only has one member of staff responsible for these data requests therefore please bear this in mind in terms of turnaround times and the amount of data you request.

All other interested parties should speak to their local JBB in the first instance.