

# PFEW Pay and Morale Survey 2020 Hertfordshire Constabulary

Author: Nicola Chandler

Police Federation of England and Wales

---

<b>Security classification</b>	<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	

# CONTENTS

EXECUTIVE SUMMARY .....	3
INTRODUCTION.....	5
RESPONSE RATE AND RESPONDENTS .....	5
REPRESENTATIVENESS .....	5
CURRENT EVENTS.....	7
THE COVID-19 CRISIS.....	7
THE 20,000 OFFICER UPLIFT.....	9
PAY AND REMUNERATION.....	10
COST OF LIVING.....	10
SATISFACTION WITH PAY .....	12
MORALE .....	13
REASONS FOR LOW MORALE.....	15
ATTITUDES TOWARDS THE POLICE .....	16
FAIR TREATMENT .....	18
INTENTION TO LEAVE.....	20
REASONS FOR INTENDING TO LEAVE THE POLICE SERVICE.....	22
NOTE FOR BRANCH BOARDS.....	23

# EXECUTIVE SUMMARY

## Respondents and Response Rate

- 333 responses were received from Hertfordshire Constabulary, representing a response rate of around 16% (based on July 2020 Home Office figures of officer headcount).

## COVID-19

- 56% of respondents from Hertfordshire Constabulary said that their force has managed officers well during the COVID-19 crisis.
- 23% of respondents from Hertfordshire Constabulary said that they have not received adequate training on the COVID-19 crisis from their force; 50% said that they have received adequate training on the COVID-19 crisis from their force.
- 62% of respondents from Hertfordshire Constabulary told us that they have had access to adequate PPE when necessary during the COVID-19 crisis; 24% said that they have not had access to adequate PPE when necessary during the COVID-19 crisis.

## 20,000 Uplift

- 32% of respondents from Hertfordshire Constabulary said that their force will be able to recruit the number of officers they have been allocated for the uplift.

## Pay and Remuneration

- 77% of respondents from Hertfordshire Constabulary said that they are dissatisfied with their overall remuneration (including basic pay and allowances).
- 42% of respondents from Hertfordshire Constabulary reported worrying about the state of their personal finances every day or almost every day.
- 67% of respondents from Hertfordshire Constabulary felt that they were worse off financially than they were five years ago.
- 10% of respondents from Hertfordshire Constabulary reported never or almost never having enough money to cover all their essentials.

## Morale

- 56% of respondents from Hertfordshire Constabulary told us that their morale is currently low.
- 74% of respondents from Hertfordshire Constabulary felt that morale within the force is currently low.

- 64% of respondents from Hertfordshire Constabulary said that they would not recommend joining the police to others.
- 16% of respondents from Hertfordshire Constabulary told us that they had an intention to leave the police service either within the next 2 years or as soon as possible.

## INTRODUCTION

The PFEW Pay and Morale Survey obtains federated rank members' views on their pay and conditions, as well as their attitudes to their work and the police service in general. The Pay and Morale survey is one of the largest annual surveys of police officers conducted within England and Wales and has been conducted each year since 2014.

This report provides a summary of responses to the PFEW Pay and Morale Survey received from respondents within Hertfordshire Constabulary in 2020. Where appropriate, details of overall responses for the police service as a whole are also presented<sup>1</sup>.

## RESPONSE RATE AND RESPONDENTS

333 responses were received from Hertfordshire Constabulary, representing a response rate of around 16% (based on July 2020 Home Office figures of officer headcount). The national response rate for the 2020 survey was approximately 20% of all federated rank officers in England and Wales. Last year's response rate for Hertfordshire Constabulary was 9%. Please bear this in mind when making comparisons with last year's findings.

## REPRESENTATIVENESS

In order to calculate whether the sample size is representative, it is necessary to take the population size into account, along with the margin of error and the confidence level. In essence, the margin of error measures the maximum amount by which the results from the sample are expected to differ from those of the actual population and is calculated using the sample size (the number of responses from federated rank officers in Hertfordshire Constabulary), the population size (the total number of federated rank officers in Hertfordshire Constabulary) and the confidence level.

The smaller the margin of error, the more confident we can be that the results are representative of the overall sample. For example: If 60% of respondents answered 'Yes' to one of the survey questions and the margin of error is 5%, we can estimate that 55% - 65% of the whole population would answer the same if asked.

If the margin of error is less than 5%, it can be considered to be within the normal bounds of academic rigour. The margin of error for this report has been calculated, and at a 95% confidence level, this report has a margin of error of 5%.

---

<sup>1</sup> Data were weighted at a national level on the basis of respondents' force to ensure that each force were proportionally represented within the national sample; no weightings were applied at a force level. More information about weightings can be found in the 2020 Technical Annex R076/2020.

Overall in England and Wales, 1102 survey respondents 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.

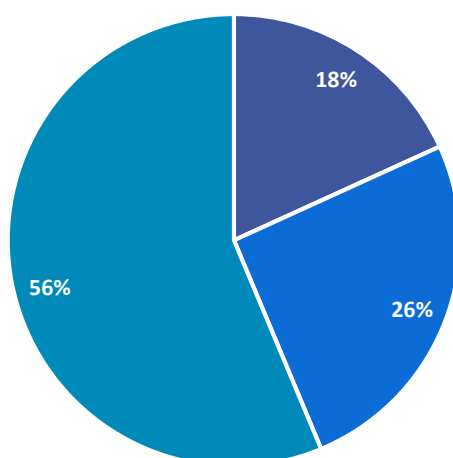
74% of responses from Hertfordshire Constabulary were received from male officers and 27% of responses were from female officers. 67% of respondents were Constables, 23% were Sergeants, 9% were Inspectors and 2% were Chief Inspectors.

# CURRENT EVENTS

## THE COVID-19 CRISIS

Overall, **56%** of respondents from Hertfordshire Constabulary said that their force has managed officers well during the COVID-19 crisis. This is higher than the proportion of respondents in the country as a whole where 49% said that their force has managed officers well during the COVID-19 crisis.

**To what extent do you agree or disagree that your force has managed officers well during the COVID-19 crisis?**



■ Disagree ■ Neither agree how disagree ■ Agree

Nationally, 78% of respondents said that their force had kept them up to date on COVID-19 related guidance. **83% of respondents from Hertfordshire Constabulary said that their force had kept them up to date on COVID-19 related guidance.**

**50% of respondents from Hertfordshire Constabulary told us that they have received adequate training on the COVID-19 crisis from their force.** In the service as a whole, 41% of respondents said that they have received adequate training on the COVID-19 crisis from their force.

	Hertfordshire Constabulary		England and Wales	
	Disagree	Agree	Disagree	Agree
My force has kept me up to date on COVID -19 related guidance	6%	83%	8%	78%
I have received adequate training on the COVID-19 crisis from my force	23%	50%	30%	41%
I have had access to adequate PPE when necessary during the COVID-19 crisis	24%	62%	34%	48%
I have had access to COVID-19 <i>antigen</i> testing via my force	37%	32%	42%	31%
I have had access to COVID-19 <i>antibody</i> testing via my force	57%	13%	62%	14%

In the service as a whole, 48% of respondents said that they have had access to adequate PPE compared to **62% of respondents from Hertfordshire Constabulary told us that they have had access to adequate PPE when necessary during the COVID-19 crisis.**

**32% of respondents from Hertfordshire Constabulary said that they have had access to *antigen*<sup>2</sup> testing via their force.** Nationally, 31% of respondents said that they had access to *antigen* testing via their force.

In the service as a whole, 14% of respondents said that they have had access to *antibody*<sup>3</sup> testing. **In Hertfordshire Constabulary 13% of respondents said that they have had access to *antibody* testing via their force<sup>4</sup>.**

<sup>2</sup> Antigen testing is used to detect whether an individual currently has COVID-19.

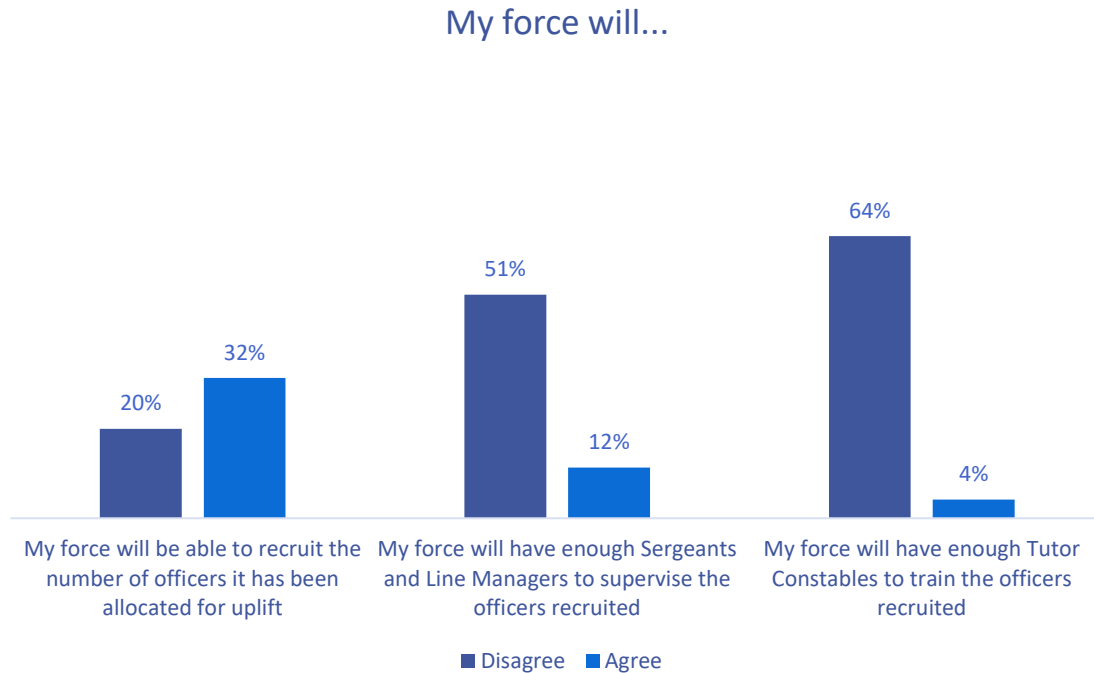
<sup>3</sup> Antibody testing is used to detect whether an individual has previously had COVID-19.

<sup>4</sup> When interpreting these results, it should be noted that only some officers from certain forces were able to access antibody testing due to participation in otherwise unrelated research, such as the Airwave study.



## THE 20,000 OFFICER UPLIFT

**32% of respondents from Hertfordshire Constabulary felt that their force will be able to recruit the number of officers they have been allocated for the uplift.** This is less than the 33% of respondents nationally who felt that their force will be able to recruit the number of officers they have been allocated for the uplift.



**12% of respondents from Hertfordshire Constabulary felt that their force will have enough Sergeants/Line Managers to supervise all of the new officers it recruits.** Overall, 16% of respondents nationally told us that their force will have enough Sergeants/Line Managers to supervise new officers; 45% of respondents felt that their force will not have enough Sergeants/Line Managers to supervise new officers.

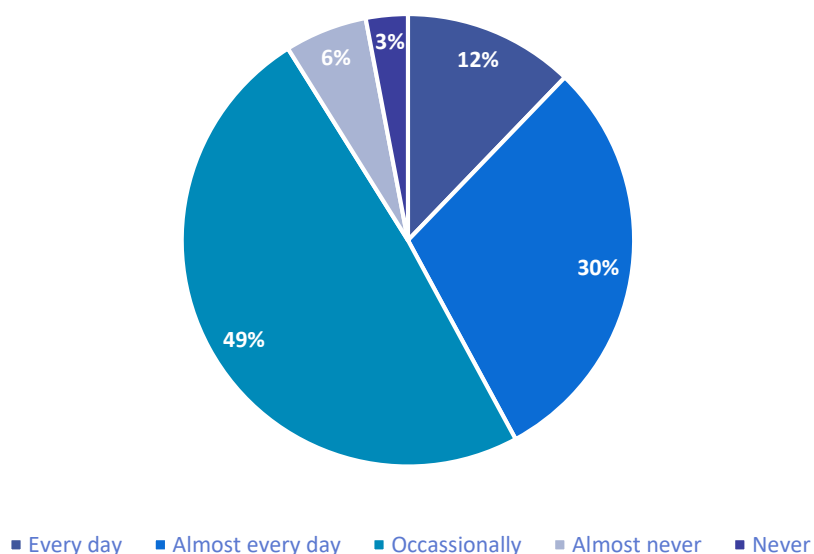
Nationally, 7% of respondents told us that their force will have enough Tutor Constables and 62% of respondents felt that their force will not have enough Tutor Constables to train all the new officers it recruits. **In Hertfordshire Constabulary, 4% of respondents told us that their force will have enough Tutor Constables to train all the new officers it recruits.**

# PAY AND REMUNERATION

## COST OF LIVING

**42% of respondents from Hertfordshire Constabulary reported worrying about the state of their personal finances every day or almost every day.** This is higher than the national figure for England and Wales as a whole, where 37% of respondents reported that they worried about their personal finances every day or almost every day.

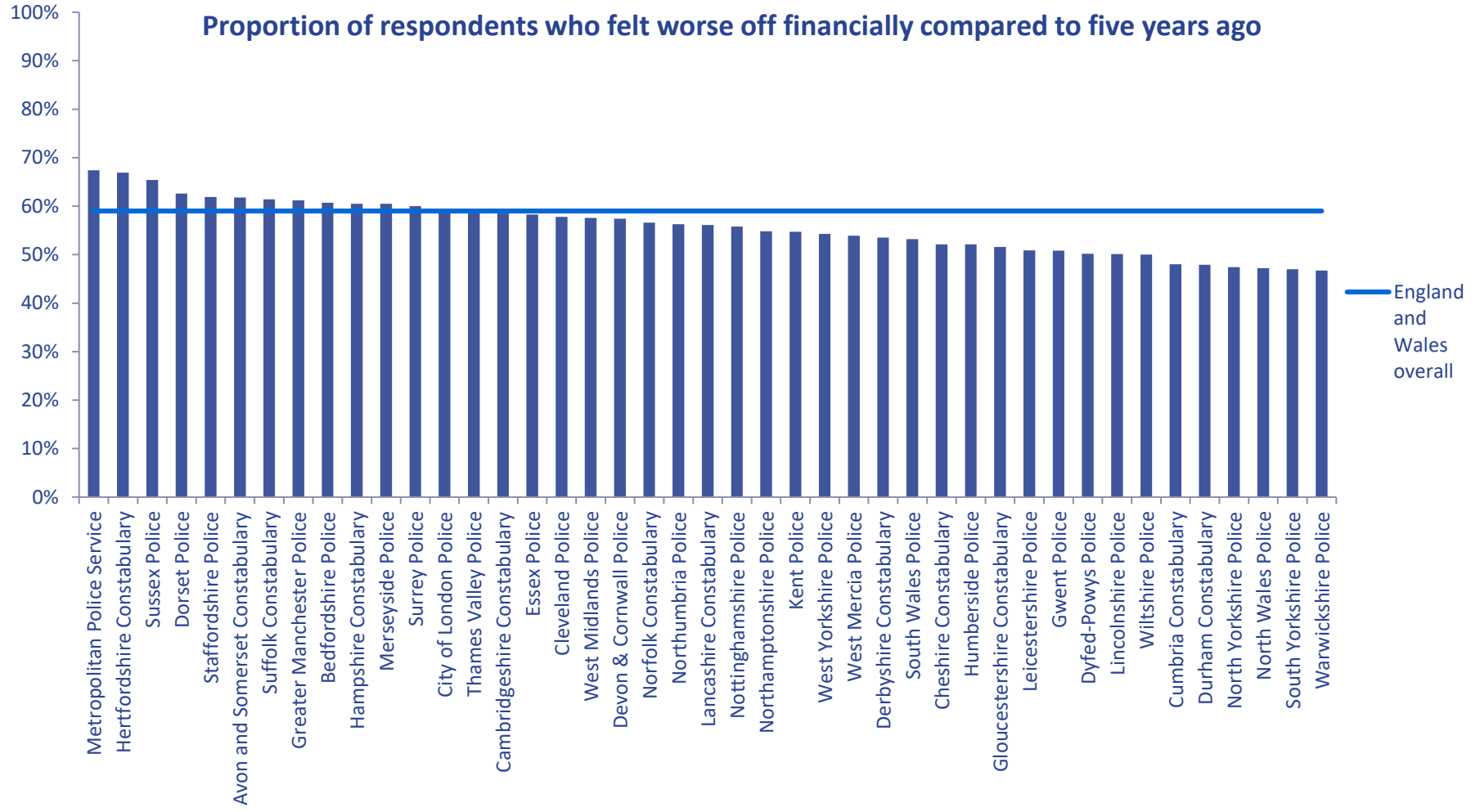
**How often do you find yourself worrying about the state of your personal finances?**



80% of respondents in Hertfordshire Constabulary said had that they had enough money to cover all of their essentials either every month or almost every month. In contrast, **10% reported never or almost never having enough money to cover their monthly essentials.** Nationally, the proportion of respondents who said they never or almost never had enough money to cover their essentials was 7%.

**67% of respondents from Hertfordshire Constabulary felt that they were worse off financially than they were five years ago.** This proportion is higher than the equivalent proportion for England and Wales as a whole, where 59% of respondents said that they were worse off financially than five years ago.

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



## SATISFACTION WITH PAY

**91% of respondents from Hertfordshire Constabulary told us that they do not feel that they are paid fairly for the stresses and strains they have within their job, and 79% said that they are not fairly paid for the hazards they faced within their role.** Nationally, 86% of respondents said that they were not fairly paid for the stresses and strains of their job and 77% said that they were not fairly paid for the hazards they faced.

Comparison of 2020 and 2019 figures for perceptions of fair pay in Hertfordshire Constabulary is provided in the table below.

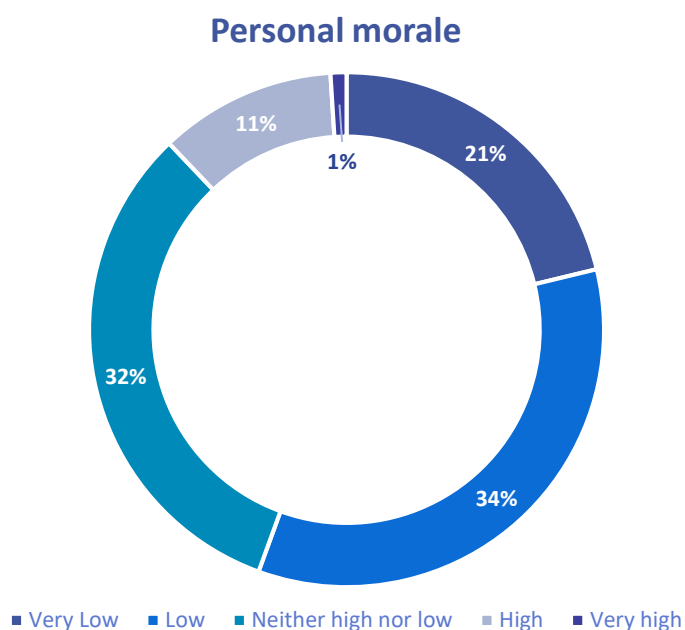
	2020	2019
<b>Do not feel fairly paid for the stresses and strains of their job</b>	<b>91%</b>	<b>91%</b>
<b>Do not feel fairly paid for the hazard faced within their job</b>	<b>79%</b>	<b>73%</b>

77% of respondents from Hertfordshire Constabulary said that they are dissatisfied with their overall remuneration (including basic pay and allowances) and 63% said that they are dissatisfied with their pensions. Comparison of 2020 and 2019 figures for pay and remuneration in Hertfordshire Constabulary is provided in the table below.

	2020	2019
<b>Dissatisfied with total remuneration</b>	<b>77%</b>	<b>77%</b>
<b>Dissatisfied with pension</b>	<b>63%</b>	<b>56%</b>

# MORALE

56%<sup>5</sup> of respondents from Hertfordshire Constabulary told us that their morale is either low or very low. This is greater than the proportion of respondents in England and Wales as a whole who said that their personal morale was either low or very low, which this year was 48%.



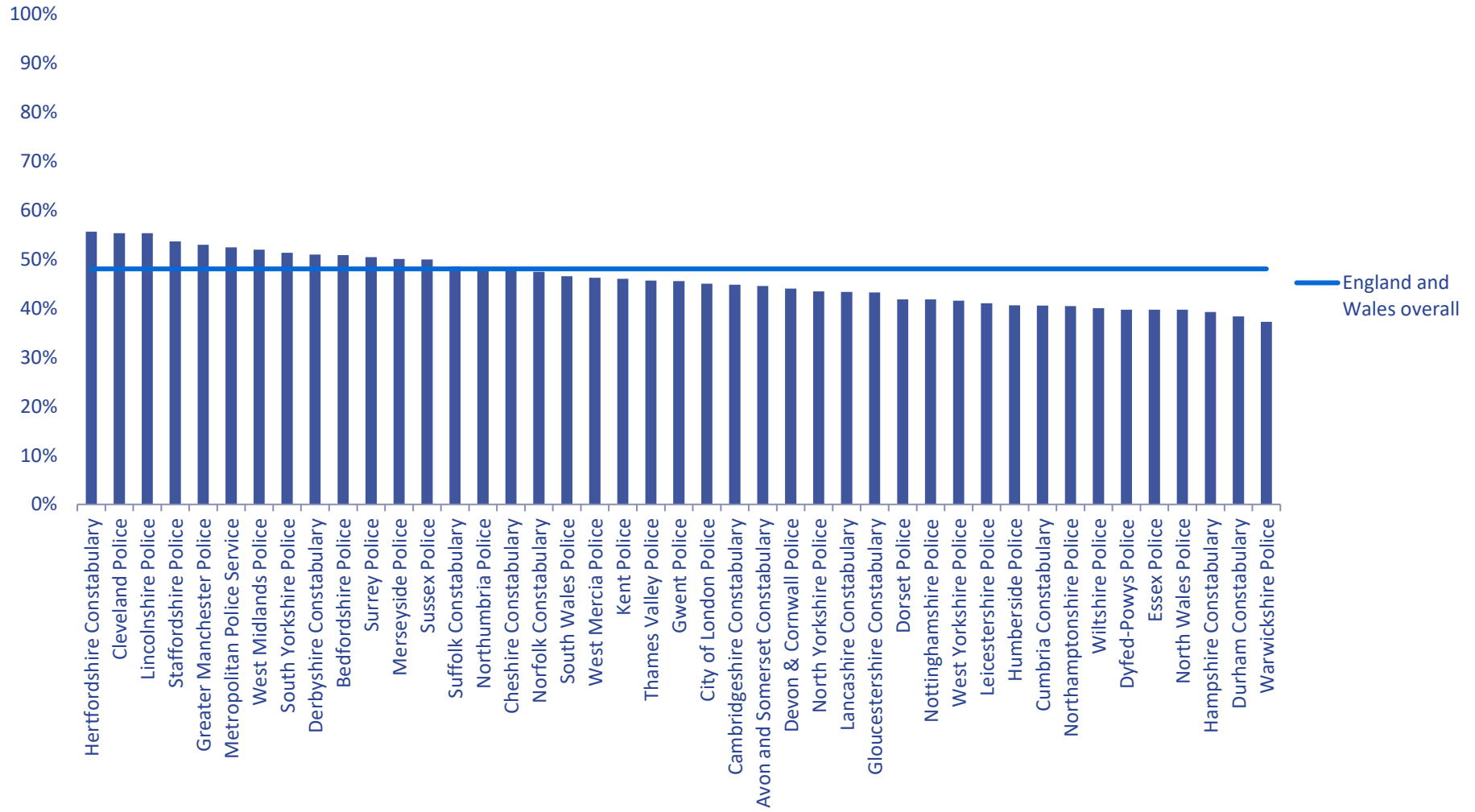
74% of respondents from Hertfordshire Constabulary felt that morale within the force is low or very low. Nationally, 75% of respondents said that morale within their force is low or very low.

Comparison of 2020 and 2019 figures for morale in Hertfordshire Constabulary are provided in the table below.

	2020	2019
Low or very low personal morale	56%	49%
Low or very low force morale	74%	72%

<sup>5</sup> This is an aggregated proportion and may differ slightly from data in the figure below after rounding. For more information on aggregation of data, please see the Pay and Morale 2020 Technical Annex (R076/2020).

## Proportion of respondents reporting low personal morale



## REASONS FOR LOW MORALE

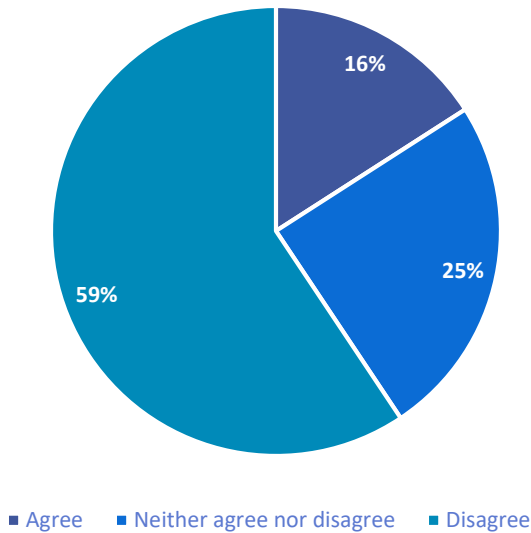
The survey asked respondents about the factors that had a positive or negative impact on their morale, the table below shows the proportion of respondents in Hertfordshire Constabulary who said a particular factor has had a negative impact upon their morale compared to the national figures.

	Negative impact on morale (Hertfordshire Constabulary)	Negative impact on morale (England and Wales)
Pay and benefits (including pension)	81%	73%
Workload and responsibilities	72%	66%
Work-life balance	57%	59%
Health and wellbeing	59%	58%
How the police as a whole are treated	92%	90%
The COVID-19 crisis	69%	65%
Your pension	70%	69%
The 20,000 officer uplift	14%	12%

## ATTITUDES TOWARDS THE POLICE

**59% of respondents from Hertfordshire Constabulary said that they did not feel valued within the police.** This compares to 57% of respondents in England and Wales as a whole.

### I feel valued in the police service



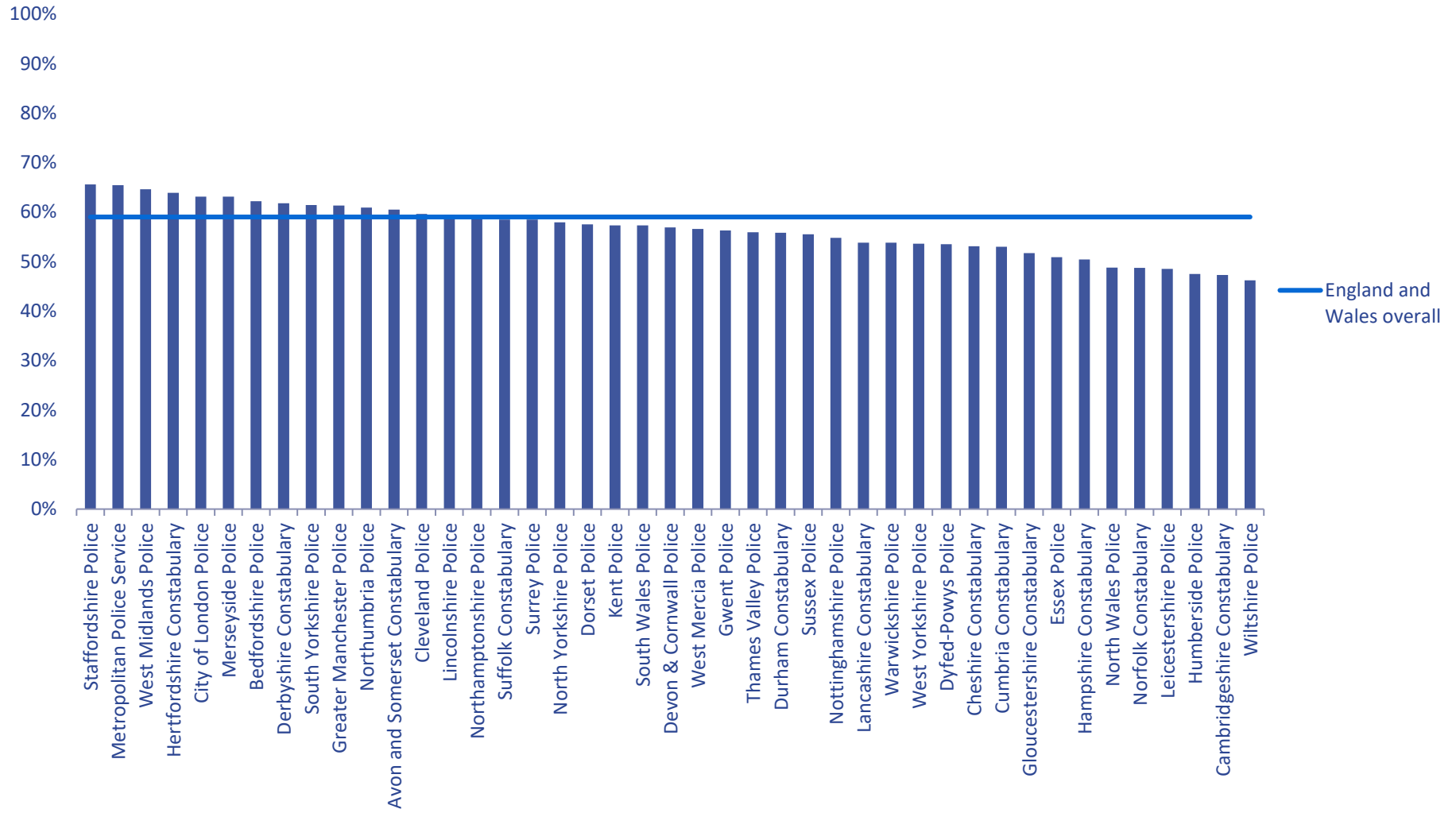
**64% of respondents from Hertfordshire Constabulary said that they would not recommend joining the police to others.** This is higher than the national figure, in England and Wales as a whole 59% of respondents said that they would not recommend joining the police.

Comparison of the 2020 and 2019 figures for attitudes towards the police in Hertfordshire Constabulary are provided in the table below.

	2020	2019
I would not recommend joining the police to others	64%	52%
I do not feel valued in the police	59%	55%



## Proportion of respondents who would not recommend the police to others



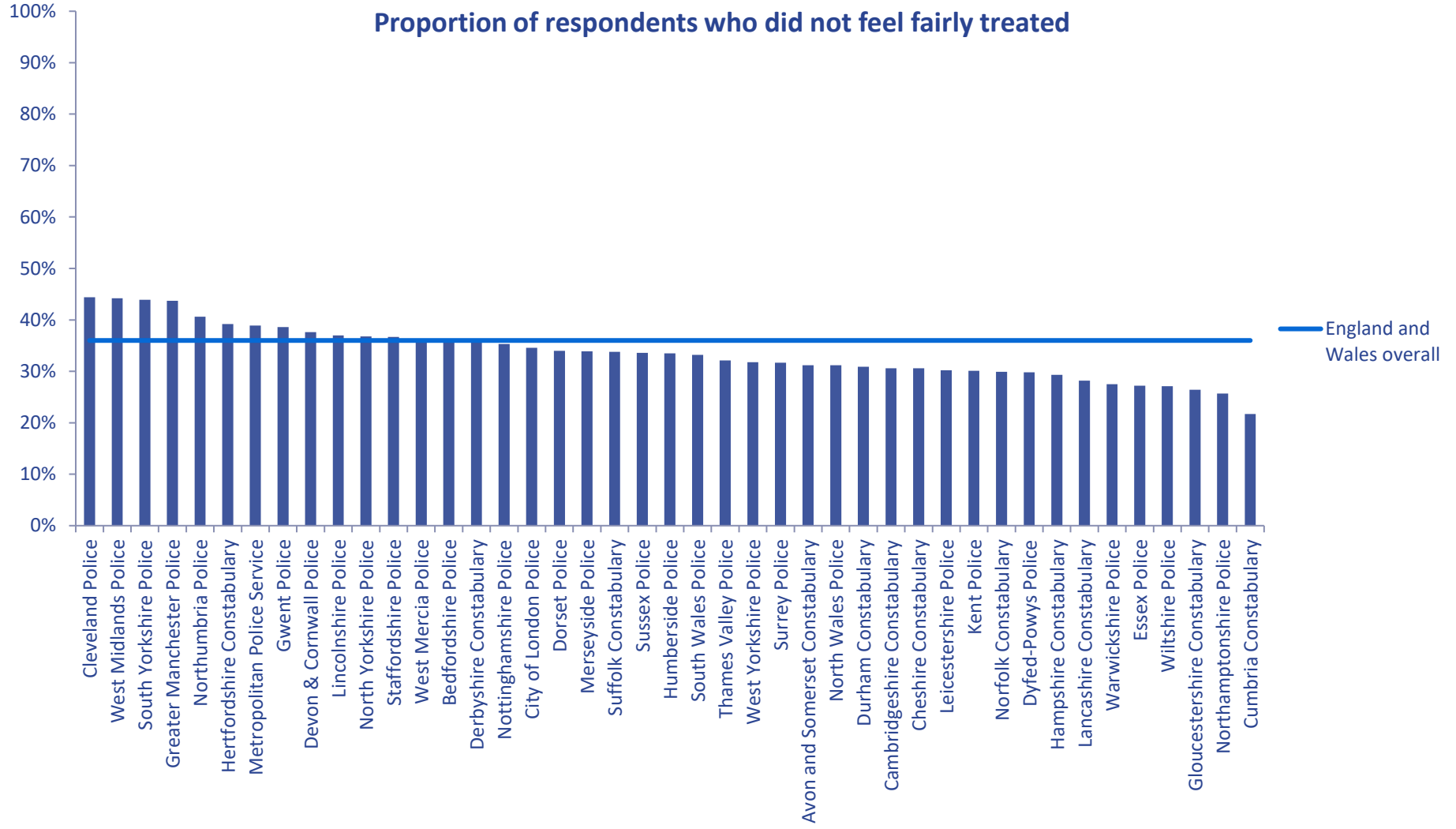
## FAIR TREATMENT

**39% of respondents from Hertfordshire Constabulary said that they are not treated fairly** compared to 32% of respondents from Hertfordshire Constabulary who feel that they are treated fairly. Respondents in Hertfordshire Constabulary were less likely to say that they are treated fairly compared to England and Wales as a whole, where 36% said that they are treated fairly.

Comparison of 2020 and 2019 figures for fairness in Hertfordshire Constabulary are provided below.

	2020		2019	
	Disagree	Agree	Disagree	Agree
I am treated fairly	39%	32%	23%	51%

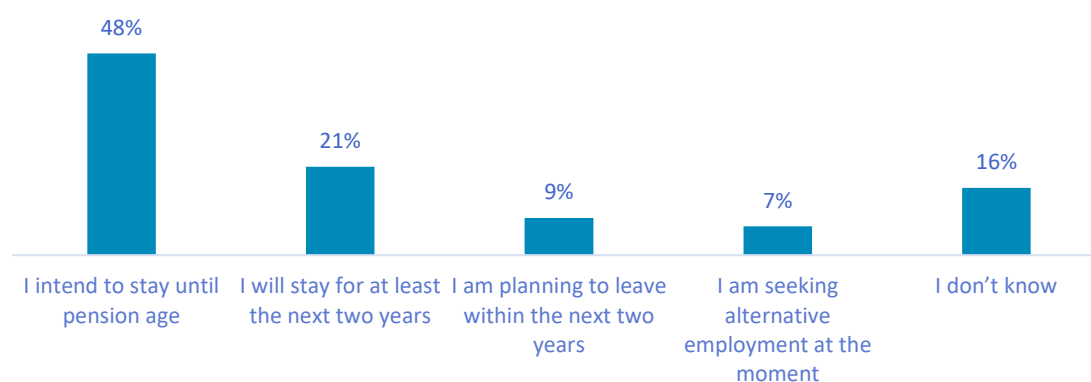
## Proportion of respondents who did not feel fairly treated



## INTENTION TO LEAVE

**16% of respondents from Hertfordshire Constabulary told us that they had an intention to leave the police service either within the next 2 years or as soon as possible.** In comparison, in England and Wales as a whole 10% of respondents said that they intended to leave either as soon as possible or within the next two years.

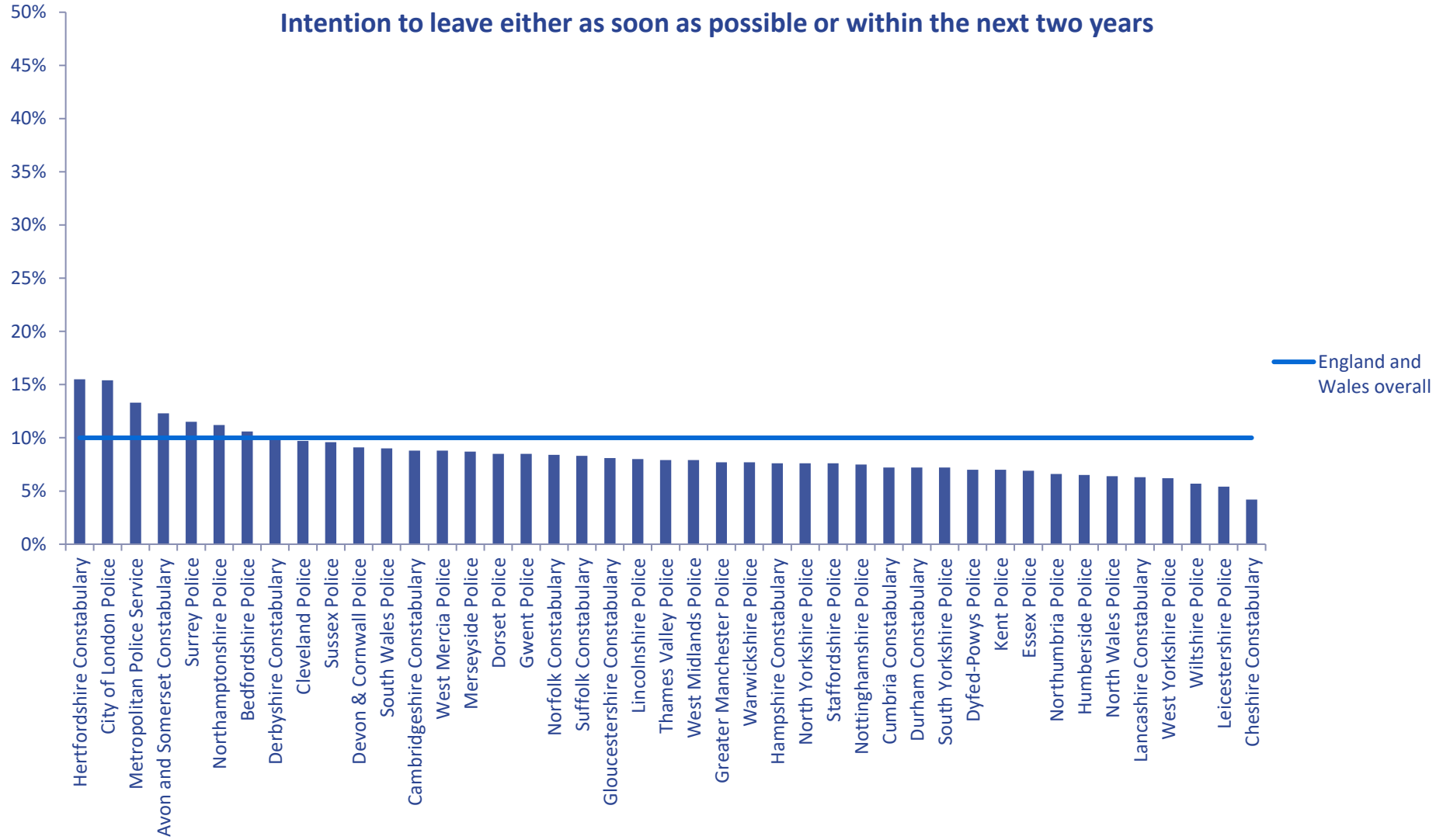
### Intention to stay in or to leave the police service



Comparison of 2020 and 2019 figures for intention to leave within the next 2 years or as soon as possible in Hertfordshire Constabulary are provided in the table below.

	2020	2019
Intention to leave the police service within the next 2 years or as soon as possible	16%	12%

## Intention to leave either as soon as possible or within the next 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 Hertfordshire Constabulary 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 (Hertfordshire Constabulary)	Major effect on intention to leave (England and Wales)
The impact of your job on your family/personal life	61%	53%
Your morale	71%	72%
Your pay and benefits	61%	60%
Better job opportunities outside of the Police	39%	48%
The impact of the job on your health and wellbeing	73%	65%
Your workload and responsibilities	46%	45%
How the police as a whole are treated	73%	70%
The COVID-19 crisis	14%	11%
Your pension	41%	57%

## **NOTE FOR BRANCH BOARDS**

Additional findings from the 2020 Pay and Morale survey are available on request from the Research and Policy department. Additional topics include, but are not limited to:

- Reasons for not applying for promotion
- Satisfaction with training and development
- Engagement (including pride in the police)
- Perceptions of fair pay (e.g. in relation to the hazards or stresses on 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.

Branch Boards wishing to obtain further information in a certain area can contact [ResearchandDataCollection@polfed.org](mailto:ResearchandDataCollection@polfed.org) to discuss their requirements. The Research and Policy 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 Police Federation Branch Board in the first instance.