

Demand Capacity & Welfare Survey 2020 Technical Annex January 2021

Author: Mary Elliott-Davies

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	

Contents

Purpose of the Technical Annex	3
Background to the 2020 Demand, Capacity and Welfare Survey	3
Key topic areas within the 2020 Demand, Capacity and Welfare	3
Uses of the survey data.....	4
Distribution of the survey	4
Respondents and representativeness	4
Demographics	5
Analytical approach	7
Benchmarking	8
Appendix A – Response rate breakdowns	9
Appendix B – Exclusion criteria.....	15

Purpose of the Technical Annex

The Technical Annex is an accompanying report to the 2020 Police Federation of England and Wales' (PFEW) Demand, Capacity and Welfare Survey Headline reports. This report contains information on the methodology of the Demand, Capacity and Welfare Survey including data preparation, analysis and benchmarking.

Background to the 2020 Demand, Capacity and Welfare Survey

The PFEW Demand, Capacity and Welfare Survey obtains federated rank members' views on working within the Police Service, their health and wellbeing, as well as their experiences of demand and capacity. The Demand, Capacity and Welfare Survey is a biennial survey and has been conducted since 2016.

Key topic areas within the 2020 Demand, Capacity and Welfare

The 2020 Demand, Capacity and Welfare Survey focused on the following seven key areas:

Role and working arrangements	Respondents were asked about their wider working arrangements such as overtime, shift length, commuting time, crewing, and overall job satisfaction.
Annual leave, breaks and rest days	Findings include officers' ability to take annual leave, reasons for being unable to take leave, cancellation of rest days, and access to rest breaks.
Staffing levels and workloads	Findings cover officers' overall assessment of their workloads, changes in demand and responsibilities, as well as the amount and pace of their work.
The COVID-19 Crisis	Respondents were asked a range of questions in relation to how the current health crisis has impacted on officers workloads and duties, as well as their concerns over how COVID-19 might impact on them as an individual; including whether or not they believe that they have already contracted the virus.
Officer safety and injuries	Findings cover exposure to extremely distressing events, levels of violent victimisation by the public, access to equipment (such as TASER), and injuries sustained in the line of duty.
Health and wellbeing	Respondents' overall mental health and wellbeing was profiled using a range of questions. Findings cover sleep, fatigue, stress, morale, mental health and overall life satisfaction. Respondents were also asked a range of questions about the mental health and wellbeing support they have access to via their forces, as well as attitudes towards mental health and wellbeing within the police service.
Fairness and equality at work	Respondents were asked questions about how they are treated at work, disciplinary processes, bullying, harassment, and discrimination.

Uses of the survey data

The Demand, Capacity and Welfare Survey provides evidence for ongoing PFEW policy development and regularly contributes to the PFEW's submission to the Police Remuneration Review Body (PRRB). These data provide an insight into officers' views on working within the Police Service, their health and wellbeing, as well as their experiences of demand and capacity. These data also facilitate greater understanding of the impact of recent changes to policing, and allows for comparison between members' current experiences and previous survey findings. Where possible, these findings are also benchmarked against other organisations, such as the Armed Forces, by including standard measures.

Distribution of the survey

The 2020 PFEW Demand, Capacity and Welfare Survey was distributed as an online survey to all PFEW members via PFEW's National Member Database (NMDB). The link to the survey was also distributed to the internal membership via PFEW Branch Boards and at no time was the link placed within the public domain; ensuring that the responses we received were from police officers only. Prior to this process, the data processing for the survey was reviewed and approved by the PFEW Data Officer in line with the General Data Protection Regulations.

Respondents and representativeness

Respondents and overall response rate

This year's survey was open between the 5th of October and the 23rd November 2020. During that time, we had responses from 13,012 officers, which were reduced to 12,471 after data cleansing.¹ As such, the final overall response rate for the 2020 PFEW Demand, Capacity and Welfare Survey was approximately 10% of all federated rank officers in England and Wales.²

Please be aware that the total number of responses varies for each individual survey item as respondents are not always asked, nor provide an answer for, every question in the survey. As such, results are provided as valid percentages³ and rounded to the nearest whole number.⁴ However, the additional details in Appendix A may help to facilitate conceptualisation of the variable size of the sample throughout the survey.

¹ Data were removed where the respondent gave implausible answers: e.g. Length of time in role exceeded length of service etc. For a full list of exclusion criteria please see Appendix B.

² Based on federated officer headcount figures from the Home Office for March 2020. Home Office. (2020). *Police Workforce, England and Wales, 31 March 2020: data tables* [Dataset]. <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2020>

³ Parts per 100 of those that provided an answer to the question.

⁴ Please note, summed percentages for items may not always add to 100% due to rounding.

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 population⁵ and is calculated using the sample size (the number of responses from federated rank officers in England and Wales), the population size (the total number of federated rank officers in England and Wales) and the confidence level.⁶

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.⁷ The margin of error for the 2020 PFEW Demand, Capacity and Welfare Survey headline reports has been calculated using the overall sample size, and at a 95% confidence level the margin of error is less than one percent.⁸

Demographics

This year, 32% of respondents identified as female, 63% identified as male, and 5% indicated that they would prefer not to say or identified in another way. The average age of respondents was 42 years old. The majority of respondents were Constables (71%), 20% of respondents were at the rank of Sergeant, and 9% of responses were from those in the Inspecting ranks. In terms of ethnicity, 6% of respondents described their ethnic background was non-white, 86% indicated their ethnic background was White and 8% selected 'prefer not to say,' or did not provide any data on ethnicity. This is broadly representative of the policing population as a whole and additional detail can be found on the next page in Table 1.

⁵ Unless every single person in the population is surveyed, then the results of any survey are estimates, and will vary to some extent from the actual population value. There are standard ways of ensuring the estimate given is accurate enough to be used (i.e. that it is representative enough). These require the researcher to calculate the margin of error and confidence level and ensure these are within certain limits.

⁶ A 95% confidence level is the generally accepted academic standard and means that you would expect to get the same results 95% of the time.

⁷ The generally accepted academic standards is a 5% (or less) margin of error with a 95% confidence level.

⁸ This means that 95% of the time the results will be within -1% and +1% of the numbers cited.

Table 1. Demographics of Demand, Capacity and Welfare Survey respondents compared to officers in England and Wales as a whole

Demographic Characteristic		Respondents to the 2020 PFEW Demand, Capacity and Welfare Survey	Officers in England and Wales as a whole ⁹
Gender identity	<i>Male</i>	63%	68%
	<i>Female</i>	32%	32%
	Selected ' <i>prefer not to say</i> ' or identified in ' <i>another way</i> '	5%	NA ¹⁰
Rank	<i>Constables</i>	71%	80%
	<i>Sergeants</i>	20%	15%
	<i>Inspector</i>	7%	4%
	<i>Chief Inspector</i>	1%	1%
Ethnicity	<i>White</i>	86%	90%
	<i>Mixed / Multiple ethnic groups</i>	2%	2%
	<i>Asian or Asian British</i>	2%	3%
	<i>Black or Black British</i>	1%	1%
	<i>Other ethnic group</i>	1%	1%
	Selected ' <i>prefer not to say</i> ' or did not provide ethnicity data	8%	3%

⁹ Home Office. (2020). *Police workforce, England and Wales, 31 March 2020: workforce open data tables* [Dataset]. Retrieved from: <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2020>; Home Office. (2020). *Police workforce, England and Wales, 31 March 2020: ethnicity open data tables* [Dataset]. Retrieved from: <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2020>.

¹⁰ Gender is provided only as a binary option within Home Office Police Workforce data.

Analytical approach

Weighting

Survey responses rates across the 43 forces in England and Wales ranged from 3% to 23%. Because of this notable difference between response rates, the data were weighted on the basis of respondents' force.¹¹ This allowed us to correct for any imbalances in the data and to ensure that each force is proportionally represented within the national sample.

This is standard practice in survey reporting, and is used by industry leaders such as Ipsos Mori, and in government survey reporting such as the Armed Forces Continuous Attitude Survey (run by the Ministry of Defence).

Grouping and aggregation of response options

For ease of interpretation, the results to some questions have been aggregated into higher order answers. For example, where respondents are given a five-point scale, such as level of agreement (i.e. Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree), this may be aggregated and reported on as a three-point scale (Agree/Neither agree nor disagree/Disagree) to indicate the *overall* agreement/disagreement rather than the *strength* of agreement/disagreement. This is achieved by aggregating the responses for strongly agree and agree, and similarly for those for reporting strongly disagree and disagree (please see diagram below).



Where data are available and appropriate, comparisons between years may also be presented in the Headline Reports. However, please note that any and all differences have not been tested to assess whether they are statistically significant;¹² as such, these differences are reported for guidance only and must be treated with caution.

¹¹ The weighting for each force was calculated by dividing the number of federated rank officers in the force relative to the federated rank population in England and Wales as a whole, by the number of responses received from officers within the force relative to the sample.

¹² As all the data are derived from samples of the population, rather than the whole population, percentage figures calculated are strictly speaking estimates, rather than exact measures. This means that every figure has a margin of error associated with it. Hence percentage differences between small samples may be due to the sample, rather than to actual differences.

Benchmarking

To provide further context for the findings presented in this report, the results from the PFEW survey may be compared with other large-scale public surveys where available and appropriate, such as: the Armed Forces Continuous Attitude Survey (AFCAS; response rate 38%),¹³ the NHS Staff Survey (response rate 50%),¹⁴ the Civil Service People Survey (response rate 67%),¹⁵ and the Opinions and Lifestyle Survey conducted by the Office for National Statistics.¹⁶ An example of Demand, Capacity and Welfare Survey topics which are comparable with other UK surveys can be found in Table 2.

Table 2. An example of Demand, Capacity and Welfare Survey topics which can be compared with staff surveys from other public section organisations.

Demand, Capacity and Welfare Survey Topic	Can be benchmarked against comparable items in:			
	AFCAS Survey	Civil Service People Survey	NHS Staff Survey	The ONS Opinions and Lifestyle Survey
Overall job satisfaction	X			
Ratings of work demands	X		X	
Overall life satisfaction	X	X		X
Happiness ratings	X	X		X
Anxiety ratings	X	X		X
Fair treatment by the organisation	X	X	X	

¹³ The AFCAS survey uses a disproportionate stratified random sample of approximately 27,000 trained UK Regular Service personnel to ensure representativeness as opposed to inviting the whole service to respond. Responses are also weighted by rank and Service to account for bias caused by disproportionate stratified sampling and differing levels of response.

¹⁴ In order to allow for reasonable comparisons between organisations and to account for trust size when calculating national results, the Staff Survey data are weighted by combining occupational group weighting to allow for fair comparison between organisations of a similar size and trust size weighting to ensure trust results have an impact according to the number of staff working at each trust.

¹⁵ The Civil Service Benchmark scores are the high-level overall results from the Civil Service People Survey. For each measure it comprises the median of all participating organisation's scores for a given year. In 2019 there were 106 participating organisations, so the benchmark score represents the figure for which 53 organisations will score at or above, and 53 organisations will score at or below.

¹⁶ The Opinions and Lifestyle Survey collects information from a random sample of individuals from the general population each month. The sample size for this ongoing research series is 2,010 individuals per month, with an average response rate of 55%. Data is weighted to account for unequal selection probabilities and potential non-response bias to ensure generalisability.

Appendix A – Response rate breakdowns

Response rates

Although the 2020 PFEW Demand, Capacity and Welfare Survey received 12,471 usable survey responses, the total number of responses varies for each individual survey item. This is for several reasons.

Firstly, respondents were not always *asked* every single item in the survey; they were only asked items that *related* to them. For example, only respondents that answered ‘yes’ to the question ‘Does your team/unit have a minimum officer staffing level?’ were asked follow-up questions about how frequently these minimum staffing levels had been met.

Secondly, respondents do not always *answer* every single item in a survey, regardless of whether or not they were actually asked the question. Respondents may choose to not to answer a question for various reasons. For example, they may decline to answer a question if they find it too personal, or they might accidentally miss a question if they are completing the survey in a rush.

Finally, respondents do not always *complete* a survey in its entirety. They may drop-out when they have only partially completed the survey due to technological issues, time pressures, workloads, or any number of similar challenges.

Given the above, we have provided approximate sample sizes for key points throughout the survey in Table 3 and 4. Table 3 provides the approximate number of respondents that completed each of the seven key topic areas of the PFEW 2020 Demand, Capacity and Welfare Survey; whilst Table 4 provides the number of responses to key follow-up questions posed within the survey (i.e. questions that were, or were not posed to respondents depending on their previous answers).

Table 3. *Approximate number of respondents for each of the seven key topic areas of the 2020 Demand, Capacity and Welfare Survey*

Key topic area of the 2020 Demand, Capacity and Welfare Survey	Approximate number of responses	Approximate number of responses (weighted data) ¹⁷
Role and working arrangements	11,504	11,899
Annual leave, breaks and rest days	10,769	11,132

¹⁷ Please note that the number of respondents reported in this column are weighted and are, therefore, a calculated approximation of frequencies rather than an exact reflection of respondents sampled.

Key topic area of the 2020 Demand, Capacity and Welfare Survey	Approximate number of responses	Approximate number of responses (weighted data) ¹⁷
Staffing levels and workloads	10,390	10,741
The COVID-19 Crisis	9,809	10,125
Officer safety and injuries	9,505	9,787
Health and wellbeing	9,390	9,688
Fairness and equality at work	8,761	9,018

Table 4. Number of respondents for key follow-up questions from the 2020 Demand, Capacity and Welfare Survey (i.e. questions that were, or were not posed to respondents depending on their previous answers).

Key follow-up question	Number of Responses	Number of Responses (weighted) ¹⁸
Sergeants impacts of the officer uplift programme		
<i>Q19. On average, how many Constables are you responsible for during a typical shift?</i>	2371	2457
<i>Q20. In light of the uplift programme, do you expect the average number of Constables that you are responsible for during a typical shift to....</i>	2372	2454
<i>Q21. You previously said that you think the average number of Constables that you are responsible for during a typical shift will increase due to the uplift programme. How likely is it that you will have the time and resources to manage this increase?</i>	745	776
<i>Q22. How many Constables do you have direct line management responsibilities for?</i>	2341	2429
<i>Q23. In light of the uplift programme, do you expect the number of Constables that you have direct line management responsibilities for to....</i>	2349	2433

¹⁸ Please note that the number of respondents reported in this column are weighted and are, therefore, a calculated approximation of frequencies rather than an exact reflection of respondents sampled.

Key follow-up question	Number of Responses	Number of Responses (weighted) ¹⁸
Q24. You previously said that you think the number of Constables that you line manage will increase due to the uplift programme. How likely is it that you will have the time and resources to manage this increase?	722	761
Q25. Please use the space below if you would like to tell us about any other impacts that the current uplift will have on Sergeants in particular:	1246 ¹⁹	-
Annual leave		
Q39. You mentioned that you did not request all the annual leave that you were entitled to over the past 12 months. Please select the main reasons for this from the list below (please tick all that apply):	5206*	5573*
Q40. Were you able to take all the annual leave that you did request	5110	5479
Q41. You mentioned that you requested all the annual leave that you were entitled to over the past 12 months. Were you subsequently able to take all the annual leave that you had requested?	5338	5328
Minimum staffing levels and impacts		
Q49. In the last 12 months, how often have these minimum staffing levels been met?	7232	7483
Q50. If minimum staffing levels are not met, what effect does this have on your ability to meet demand?	7083	7319
Q51. Compared to before the COVID-19 crisis, these minimum officer staffing levels have been met:	7224	7476
Contraction of COVID-19		
Q63. How do you think you contracted COVID-19?	2435	2625
Exposed to extremely stressful events or situations		
Q68. You mentioned that you have previously sought help for mental health and wellbeing difficulties associated with, or due to, being exposed to extremely stressful events or situations in the line of duty	2762	2800

¹⁹ Please note, this was an open text question – as such, a weighted value could not be provided.

Key follow-up question	Number of Responses	Number of Responses (weighted) ¹⁸
Injuries²⁰		
Q76. Please provide details for each of these injuries. If you have been injured more than five times as a result of work-related violence in the last year, please give details for the first five violent incidents only:		
• Type of injury	• 1367	• 1373
• Number of days which were needed away from work, or your normal duty to recuperate	• 1297	• 1298
• Were you single-crewed and/or alone when you sustained this injury?	• 1296	• 1295
Q78. Please provide details for each of these injuries. If you have been injured more than five times as a result of work-related accidents in the last year, please give details for the first five accidents only:		
• Type of injury	• 919	• 919
• Number of days which were needed away from work, or your normal duty to recuperate	• 858	• 853
Sickness absence		
Q84. How many of these days were due to stress, depression or anxiety?	4389	4445
Mental health and wellbeing		
Q101. Was your stress, low mood, anxiety, or other difficulties with your mental health and wellbeing caused, or made worse, by work?	7078	7303
Q102. You previously mentioned that your stress, low mood, anxiety, or other difficulties with mental health and wellbeing were caused by, or made worse by work. What were the main reasons for this? (Please tick all that apply)	6378*	6596*
Help seeking		
Q104. This was... <i>(this question indicates the recency with which a respondent had sought help for feelings of stress, low mood, anxiety or any other difficulties with their mental health and wellbeing)</i>	4163	4265
Q105. Did you tell your line manager that you had sought help in regard to your mental health and wellbeing?	4156	4257
Q106. In your experience, how well were you supported by the police service after you discussed your mental health and wellbeing with your line manager?	2915	2981

²⁰ Please note, in Q76 and Q78 respondents were asked to provide additional details for up to five incidents/accidents. The response rates presented above relate to the first incident/accident only.

Key follow-up question	Number of Responses	Number of Responses (weighted) ¹⁸
Q107. Please rate the extent to which you agree or disagree with the following statements: After discussing my mental health and wellbeing with my line manager....		
• <i>I was treated with dignity and respect</i>	• 2916	• 2982
• <i>Our discussion was treated with confidentiality</i>	• 2914	• 2980
• <i>I was treated differently (in a negative way) after I discussed my mental health and wellbeing with my line manager</i>	• 2911	• 2977
• <i>I was treated with empathy</i>	• 2914	• 2981
• <i>I was given enough support</i>	• 2913	• 2979
• <i>I was given the right support</i>	• 2914	• 2980
Q108. You can use the box below to let us know more about your experience of disclosing information about your mental health and wellbeing	1002 ²¹	-
Q109. Why did you decide not to talk to your line manager about seeking help in regard to mental health and wellbeing? (please tick all that apply)	1034*	1067*
Organisational mental health and wellbeing support		
Q113. You mentioned that your force offers some reactive services to support the mental health and wellbeing of its employees. Please indicate the type of support on offer by your force by ticking all that apply...	6843*	6977*
Q115. You mentioned that your force offers some proactive services to support the mental health and wellbeing of its employees. Please indicate the type of support on offer by your force by ticking all that apply...	3982*	4032*
Fairness and equality at work		
Q123. Compared to the disciplinary measures given to other officers who have been accused of similar behaviours, the disciplinary measure(s) that you were subject to were...	2043	2189
Q125. If you believe you have been subject to bullying from other officers or police staff in the last 12 months, please specify on what grounds below: ²²	691 ²³	-
Q126. If you believe you have been subject to discrimination or harassment from other officers or police staff in the last 12 months, please specify on what grounds (please tick all that apply)	1165*	1257*

²¹ Please note, this was an open text question – as such, a weighted value could not be provided.

²² Please note, in total 805 comments were received in relation to this question from officers that had confirmed being subject to either bullying, harassment and/or discrimination from other officers or police staff in the last 12 months. However, only 691 comments were from respondents that had confirmed being subject specifically to bullying. Given the sensitive and the potentially related nature of these behaviours, all comments have been retained and any analysis will be conducted carefully and within the context of the respondent's answer to previous questions relating to bullying, harassment and discrimination.

²³ Please note, this was an open text question – as such, a weighted value could not be provided.

Key follow-up question	Number of Responses	Number of Responses (weighted) ¹⁸
Q127. Did you make a formal written complaint within the last 12 months about this discrimination, harassment and/or bullying?	1639	1755
Q128. How satisfied or dissatisfied were/are you with the following aspects of your complaint:		
• <i>The objectivity and fairness with which my complaint was handled/is being handled</i>	• 183	• 193
• <i>The amount of time taken/it is taking to resolve my complaint</i>	• 182	• 193
• <i>How well I was/am being kept informed about the progress of my complaint</i>	• 180	• 190
• <i>The support provided by my PFEW fed rep</i>	• 182	• 192
• <i>The outcome of my complaint</i>	• 182	• 193
Q129. Why was this? (Tick all that apply) <i>(this question is about a respondent's rationale for not making a formal written complaint about the discrimination, harassment and/or bullying they had experienced)</i>	1455*	1561*

* These figures represent the number of respondents that were *asked* these follow-up questions (rather than the number of individuals that *responded*) as the number of responses could not easily be determined due to the nature of the question. More specifically, these figures related to questions where respondents were asked to tick all the responses to the question that applied. This means that there is no way to accurately tell whether the respondent chose not to answer the question, or whether they answered the question and their answer is simply that none of the responses apply to them.

Appendix B – Exclusion criteria

Cases were excluded from the 2020 Demand, Capacity and Welfare Data set where the respondent:

- a. Did not provide response to the question “Are you a serving police officer,” or provided a negative response.
- b. Indicated that they were younger than 18 when they joined the service.
- c. Indicated that they were younger than 18 when they started their current role.
- d. Indicated that they had been in their current role for longer than they had served in the police service.