

PFEW Pay and Morale Survey 2022 Norfolk Constabulary

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EXECUTIVE SUMMARY

RESPONDENTS AND RESPONSE RATE

- 508 responses were received from Norfolk Constabulary, representing a response rate of around 27% (based on March 2022 Home Office figures of officer headcount)¹.

PAY AND REMUNERATION

- 79% of respondents from Norfolk Constabulary said that they are 'dissatisfied' or 'very dissatisfied' with their overall remuneration (including basic pay and allowances).
- 98% of respondents from Norfolk Constabulary reported that their cost of living had increased in the last month, with an increase in the price of their food shop being the most cited reason (98%).
- 84% of respondents from Norfolk Constabulary felt that they were 'worse off' financially than they were five years ago.
- 16% of respondents from Norfolk Constabulary reported 'never' or 'almost never' having enough money to cover all their essentials.

MORALE

- 54% of respondents from Norfolk Constabulary told us that their morale is currently 'low' or 'very low'.
- 79% of respondents from Norfolk Constabulary felt that morale within the force is currently 'low' or 'very low'.

ENGAGEMENT

- 94% of respondents from Norfolk Constabulary said that they do not feel respected by the government.
- 61% of respondents from Norfolk Constabulary said that they would not recommend joining the police to others.
- 65% of respondents from Norfolk Constabulary said that they did not feel valued within the police.

TRAINING AND DEVELOPMENT

- 40% of respondents from Norfolk Constabulary reported being 'dissatisfied' or 'very dissatisfied' with opportunities for training and 45% reported being 'dissatisfied' or 'very dissatisfied' with the Professional Development Review (PDR) process.

¹ Home Office. (2022). *Police Workforce, England and Wales, 31 March 2022: data tables* [Dataset]. <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2022>

- 77% of respondents from Norfolk Constabulary have had a PDR in the past 12 months.
- 81% of respondents who are line managers from Norfolk Constabulary were able to complete PDRs for all their direct reports.
- 14% of respondents from Norfolk Constabulary have applied for promotion to the next rank up from the one they are currently in this year.

INTENTION TO LEAVE

- 13% of respondents from Norfolk Constabulary told us that they intend to resign from the police service either 'within the next two years' or 'as soon as [they] can'.
- In Norfolk Constabulary the most frequently cited reasons for intending to leave were morale, how the police are treated by the government and your pay (with 100%, 100% and 94% respectively).

WORKLOAD AND WORKING TIME

- 68% of respondents from Norfolk Constabulary said that over the last 12 months, their workload has been 'too high' or 'much too high'.
- 3% of respondents from Norfolk Constabulary said that they have 'never' or 'rarely' been able to take an 11-hour break between shifts in the last 12 months.
- 26% of respondents from Norfolk Constabulary feel 'always' or 'often' pressured into working long hours over the last 12 months.

SAFETY, VIOLENCE AND PHYSICAL INJURIES

- 43% of respondents from Norfolk Constabulary have experienced verbal insults (e.g., swearing, shouting, abuse) at least once per week in the past 12 months.
- 9% of respondents from Norfolk Constabulary have experienced unarmed physical attacks (e.g., struggling to get free, wrestling, hitting, kicking) at least once per week in the past 12 months.
- Only 8% of respondents from Norfolk Constabulary reported having access to double crewing 'at all times' whilst on duty.
- 12% of respondents from Norfolk Constabulary reported that they had suffered one or more injuries that required medical attention as a result of work-related accidents in the last year.
- 20% of respondents from Norfolk Constabulary reported that they had suffered one or more injuries that required medical attention as a result of work-related violence in the last year.

HEALTH AND WELLBEING

- 76% of respondents from Norfolk Constabulary indicated that their overall physical health is 'good' or 'very good'.
- 43% of respondents from Norfolk Constabulary said that they find their job 'very' or 'extremely' stressful.
- 80% of respondents from Norfolk Constabulary indicated that they had experienced feelings of stress, low mood, anxiety, or other difficulties with their health and wellbeing over the last 12 months.

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 every year since 2014.

This year, unlike previous years, the Pay and Morale survey has been combined with the Demand, Capacity, and Welfare survey. The PFEW Demand, Capacity and Welfare Survey is a biennial survey that was launched in 2016 in response to unprecedented budgetary cuts and a 14% fall in officer numbers over the previous seven years². Combining these two surveys into one allows members' views to be collected and presented in a more streamlined manner.

This report provides a summary of responses to the PFEW Pay and Morale Survey received from respondents within Norfolk Constabulary in 2022. Where appropriate, details of overall responses for the police service as a whole are also presented³.

RESPONSE RATE AND RESPONDENTS

508 responses were received from Norfolk Constabulary, representing a response rate of around 27% (based on March 2022 Home Office figures of officer headcount⁴). The national response rate for the 2022 survey was approximately 26% of all federated rank officers in England and Wales. Last year's response rate for Norfolk Constabulary was 21%. Please bear this in mind when making comparisons with last year's findings.

REPRESENTATIVENESS

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 Norfolk Constabulary), the population size (the total number of federated rank officers in Norfolk Constabulary) and the confidence level.

² Home Office. (2022). *Police Workforce, England and Wales, 31 March 2022: data tables* [Dataset]. <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2022>

³ 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 2022 *Technical Annex R106/2022*.

⁴ Home Office. (2022). *Police Workforce, England and Wales, 31 March 2022: data tables* [Dataset]. <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-2022>

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 4%.

Overall, in England and Wales, 998 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.

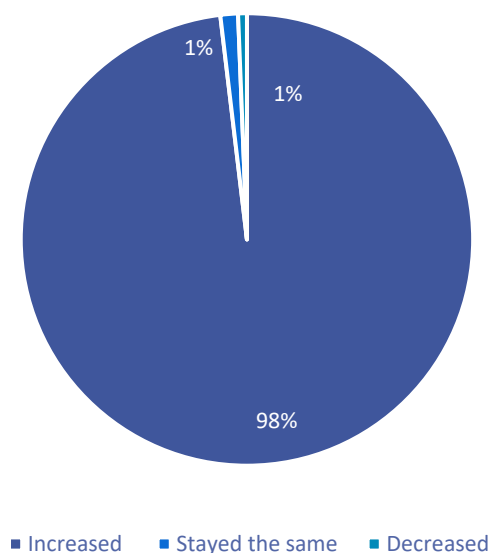
69% of responses from Norfolk Constabulary were received from male officers and 31% of responses were from female officers. 82% of respondents were Constables, 14% were Sergeants, 4% were Inspectors and <1% were Chief Inspectors.

PAY AND REMUNERATION

COST OF LIVING

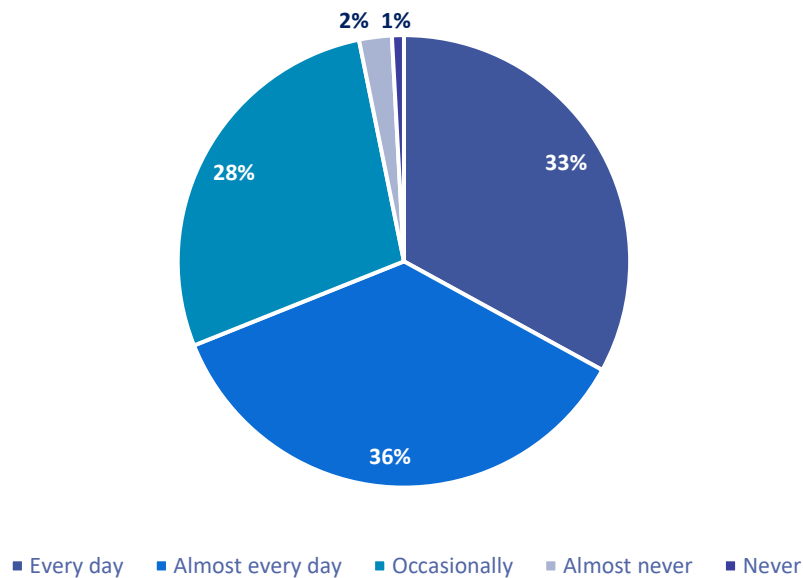
98% of respondents from Norfolk Constabulary reported that their cost of living had increased over the month prior to completing the survey. This finding is consistent amongst all forces across England and Wales with respondents from all forces most likely to say that their cost of living had increased over the month prior to completing the survey; nationally this proportion is 98%.

Figure 1: Over the last month, has your cost of living...



69% of respondents from Norfolk Constabulary reported worrying about the state of their finances 'every day' or 'almost every day'. This is the same as the national figure for England and Wales as a whole, where 69% of respondents reported that they worried about money 'every day' or 'almost every day'.

Figure 2: How often do you find yourself worrying about money?

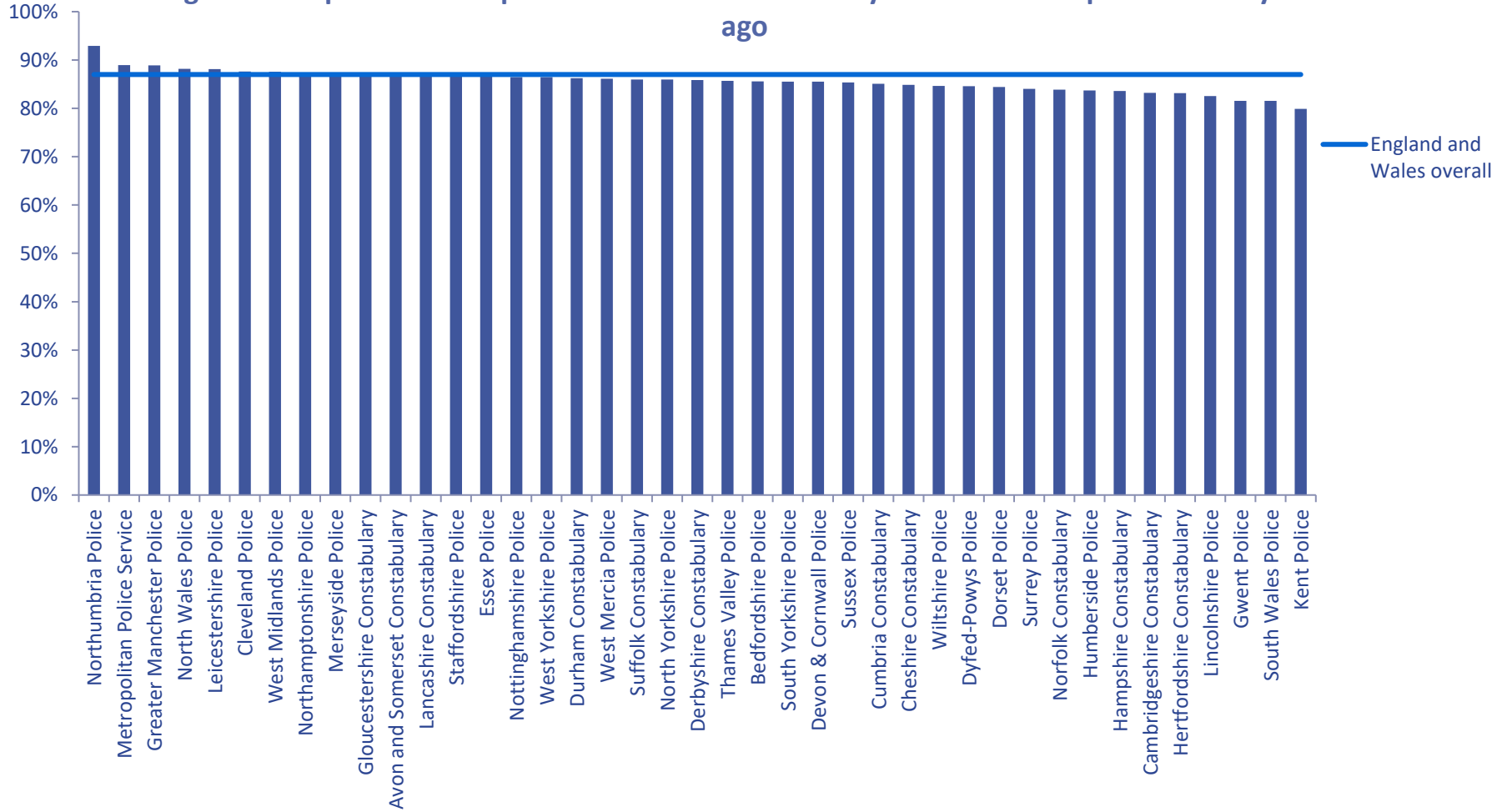


67% of respondents in Norfolk Constabulary said that they had enough money to cover all of their essentials either ‘every month’ or ‘almost every month’. In contrast, **16% reported ‘never’ or ‘almost never’ having enough money to cover their monthly essentials.** Nationally, the proportion of respondents who said they ‘never’ or ‘almost never’ had enough money to cover their essentials was 19%.

84% of respondents from Norfolk Constabulary felt that they were ‘worse off’ financially than they were five years ago. This proportion is the same as the equivalent proportion for England and Wales as a whole, where 87% of respondents said that they were ‘worse off’ financially than five years ago.

Table 1: Cost of living		
	2022	2021
Proportion of respondents who feel financially ‘worse off’ compared to five years ago	84%	72%

Figure 3: Proportion of respondents who feel financially 'worse off' compared to five years ago



*Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure

REASONS FOR COST OF LIVING INCREASE

Respondents indicating that their cost of living had increased over the previous month were asked why this was the case. Respondents were presented with a predesigned list of six potential reasons (please see the table below) and asked to tick all that applied. Results from Norfolk Constabulary can be seen in the left of Table Two below with national comparisons on the right.

Table 2: Reasons for increased cost of living ⁵	<i>Over the last month, for what reasons has your cost of living increased? Please tick all that apply</i>	
	Norfolk Constabulary	England and Wales
My gas or electricity bills have increased	93%	95%
My rent or mortgage costs have increased	34%	39%
The price of my food shop has increased	98%	98%
The price of my fuel has increased	97%	95%
The price of my public transport has increased	7%	15%
Other	11%	11%

⁵ Please note – respondents were able to select more than one option to this question and so proportions will not total 100%

PERCEPTIONS OF FAIR PAY AND SATISFACTION

95% of respondents from Norfolk Constabulary told us that they do not feel that they are paid fairly considering the stresses and strains they have within their job, and 88% said that they are not fairly paid for the hazards they faced within their role. Nationally, 94% of respondents said that they were not fairly paid considering the stresses and strains of their job and 88% said that they were not fairly paid for the hazards they faced.

A comparison of 2022 and 2021 figures for perceptions of fair pay in Norfolk Constabulary is provided in the table below.

Table 3: Satisfaction with pay	2022	2021
I am not fairly paid for the stresses and strains of my job	95%	93%
I am not fairly paid for the hazards faced within my job	88%	86%

79% of respondents from Norfolk Constabulary said that they are ‘dissatisfied’ or ‘very dissatisfied’ with their overall remuneration (including basic pay and allowances) and 61% said that they are ‘dissatisfied’ or ‘very dissatisfied’ with their pensions. A comparison of 2022 and 2021 figures for pay and remuneration in Norfolk Constabulary is provided in the table below.

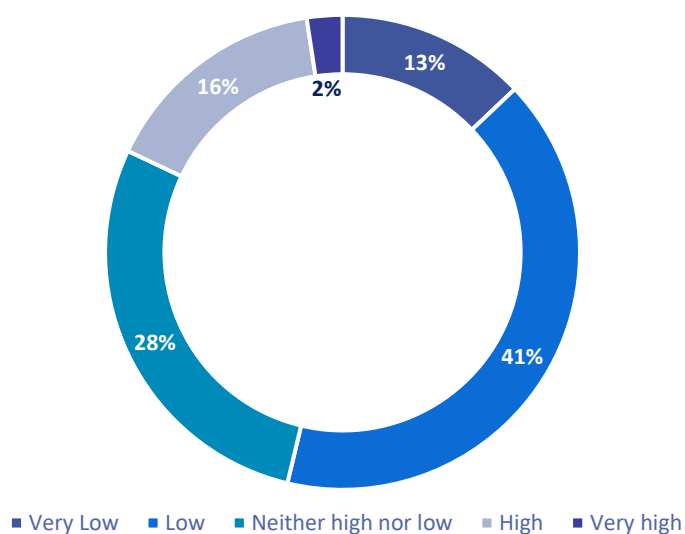
Table 4: Dissatisfaction with pension and remuneration	2022	2021
Proportion of respondents who are ‘dissatisfied’ or ‘very dissatisfied’ with their overall remuneration	79%	79%
Proportion of respondents who are ‘dissatisfied’ or ‘very dissatisfied’ with their pension	61%	68%

MORALE

OVERALL MORALE

54% of respondents from Norfolk Constabulary told us that their own morale is either 'low' or 'very low'. This is on par with 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 56%.

Figure 4: Proportion of respondents saying that their personal morale is...

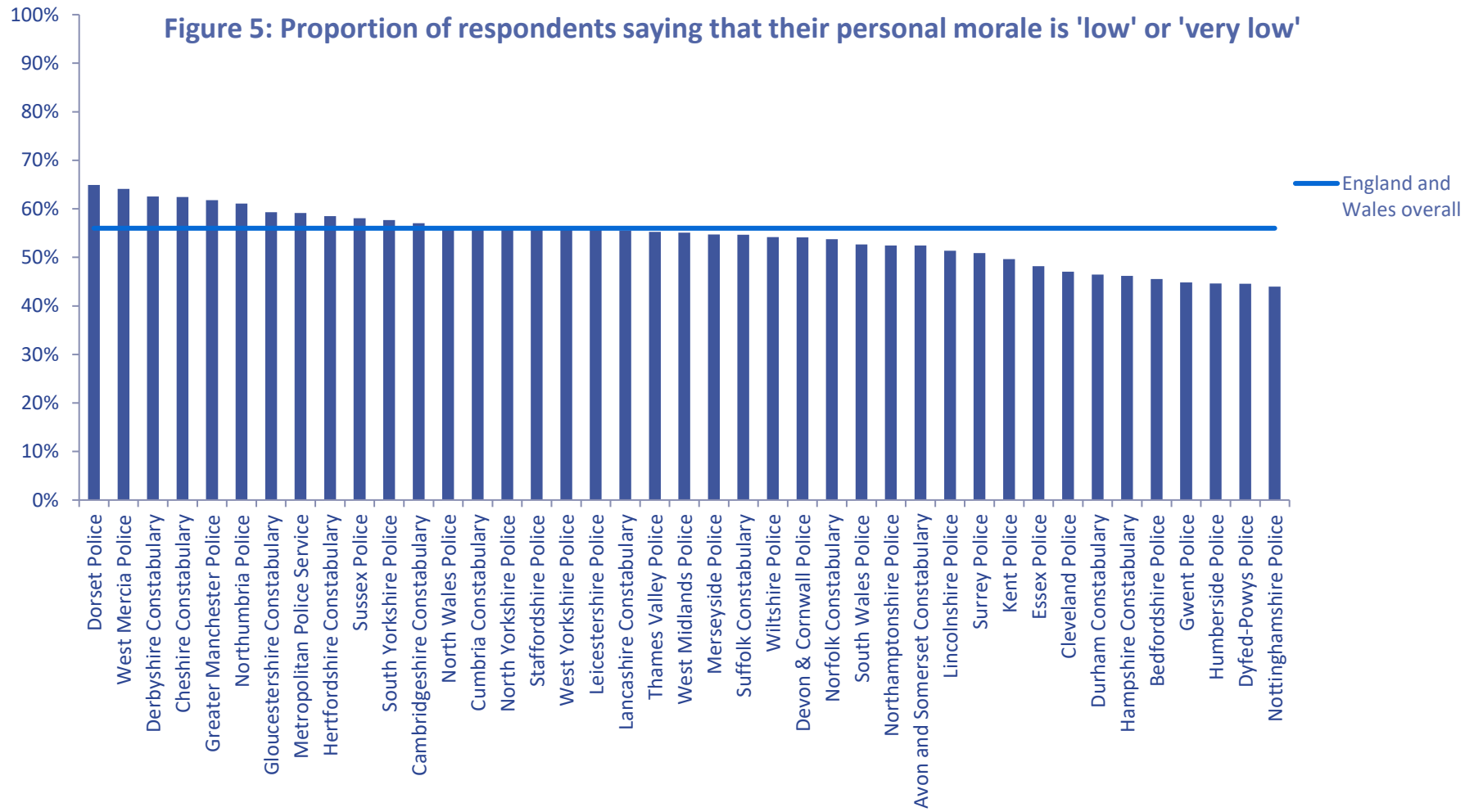


79% of respondents from Norfolk Constabulary felt that morale within the force is 'low' or 'very low'. Nationally, 87% of respondents said that morale within their force is 'low' or 'very low'.

Comparison of 2022 and 2021 figures for morale is provided in the table on the following page.

Table 5: Overall morale		
	2022	2021
Proportion of respondents saying that their personal morale is 'low' or 'very low'	54%	54%
Proportion of respondents saying that morale in their force is 'low' or 'very low'	79%	77%

Figure 5: Proportion of respondents saying that their personal morale is 'low' or 'very low'



*Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure

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 Norfolk Constabulary who said a particular factor has had a negative impact on their morale compared to the national figures.

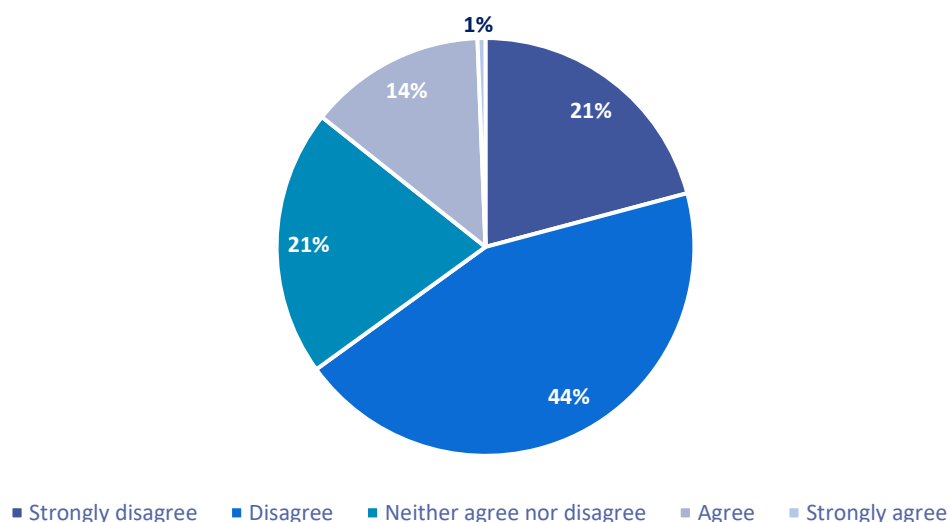
Table 6: Factors negatively impacting morale	Norfolk Constabulary	England and Wales
Pay	86%	87%
Workload and responsibilities	69%	64%
How the police are treated by the government	96%	95%
How the police are treated by the public	81%	81%
Your pension	62%	68%
Opportunities for development and promotion	39%	39%

ENGAGEMENT

ATTITUDES TOWARDS THE POLICE SERVICE

65% of respondents from Norfolk Constabulary said that they did not feel valued within the police. This compares to 67% of respondents in England and Wales as a whole.

Figure 6: I feel valued in the police service

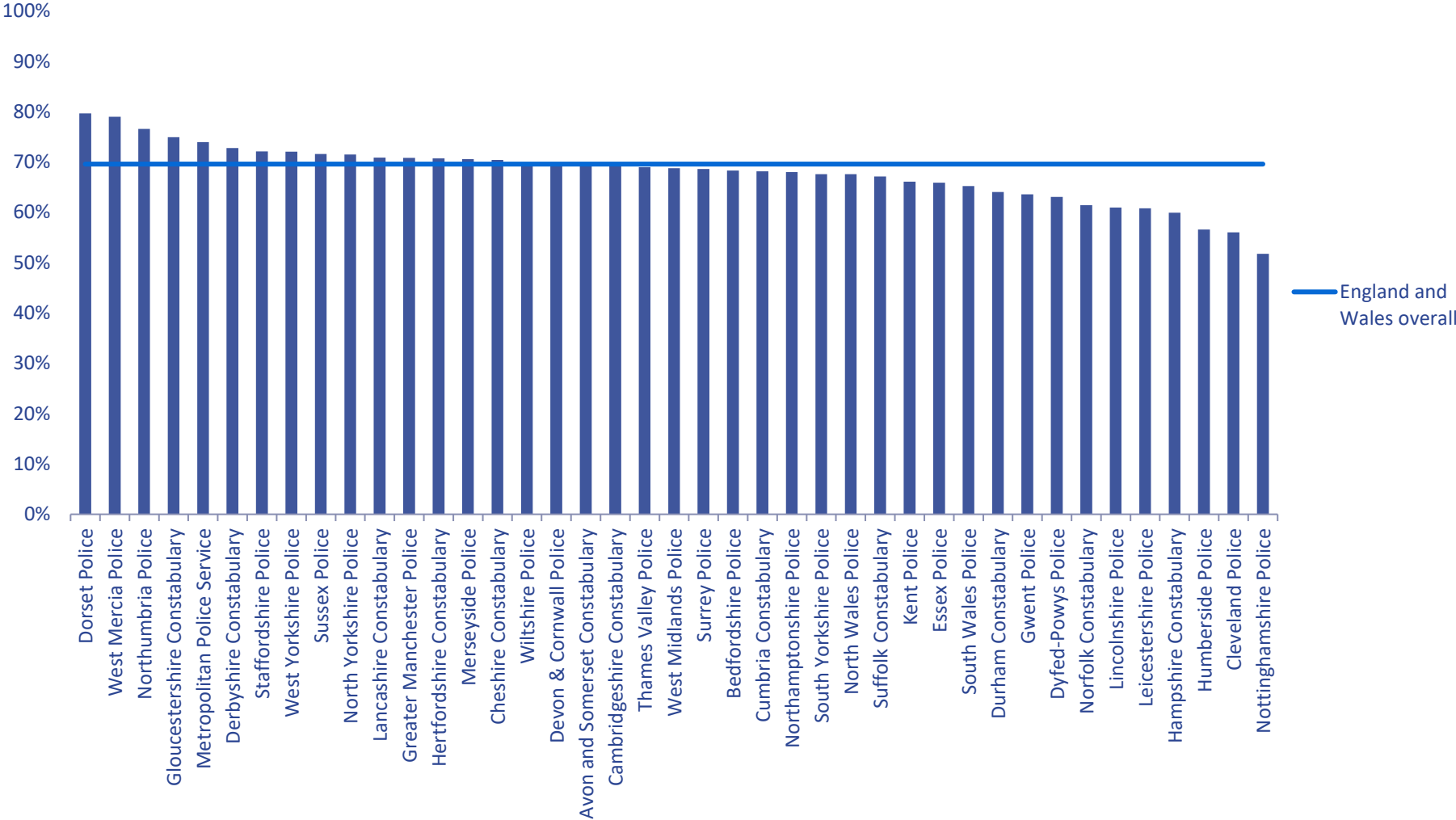


61% of respondents from Norfolk Constabulary said that they would not recommend joining the police to others. This is eight percentage points lower than the national figure. In England and Wales as a whole, 70% of respondents said that they would not recommend joining the police to others.

Comparison of the 2022 and 2021 figures for attitudes towards the police in Norfolk Constabulary are provided in the table on the following page.

Table 7: Attitudes towards working in the police	2022	2021
I would not recommend joining the police to others	61%	61%
I do not feel valued in the police	65%	62%

Figure 7: Proportion of respondents who would not recommend joining the police to others



Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure.

OFFICERS' TREATMENT IN THE POLICE

94% of respondents from Norfolk Constabulary said that they do not feel that the police are respected by the government. This is in line with the proportion from England and Wales overall who said that they do not feel that the police are respected by the government (94%). 1% of respondents from Norfolk Constabulary said that they feel the police are respected by the government.

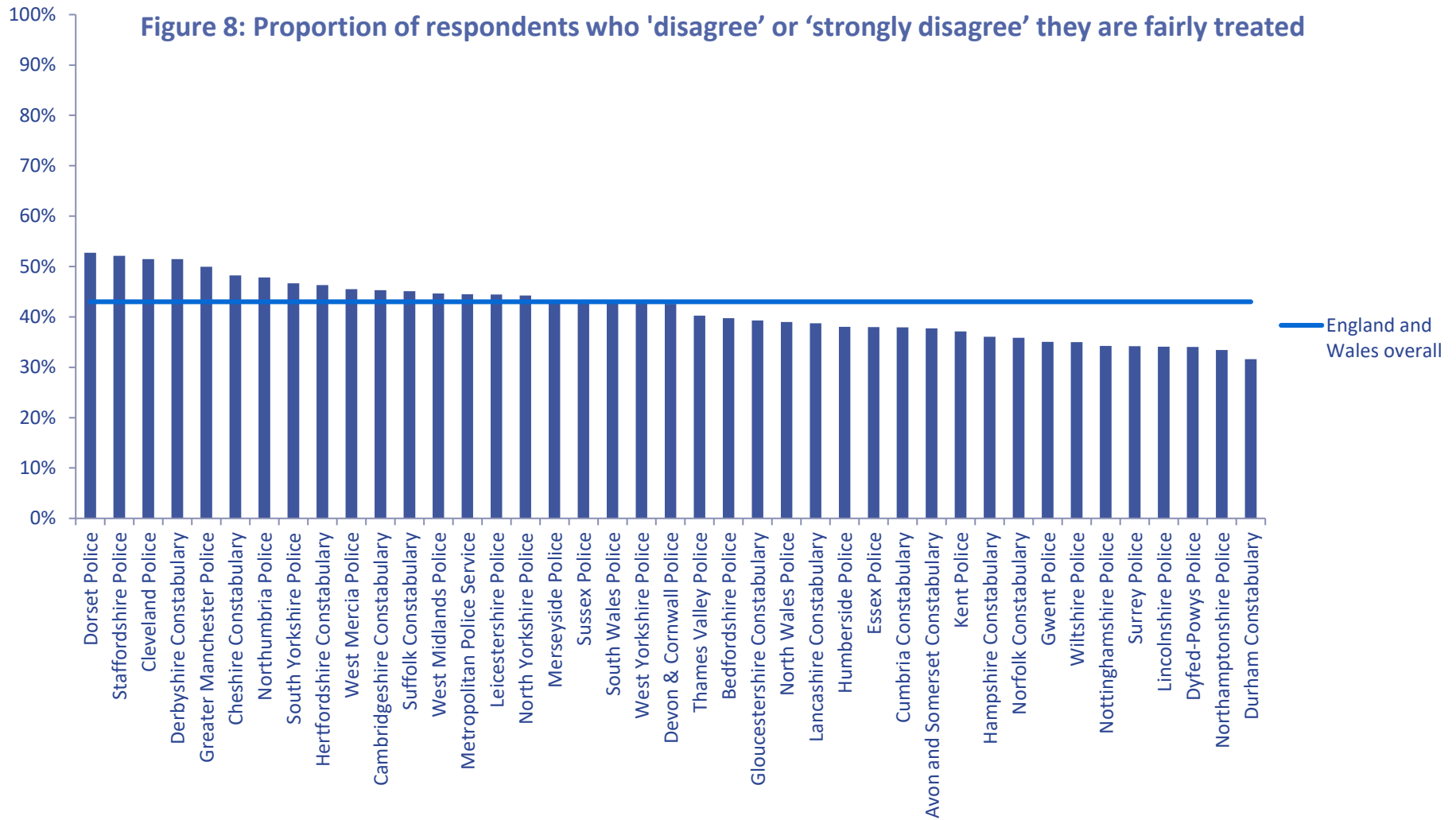
76% of respondents from Norfolk Constabulary said that they do not feel that the police are respected by the public compared to 8% of respondents from Norfolk Constabulary who said that they do feel that the police are respected by the public. Nationally, 79% of respondents said that they do not feel that the police are respected by the public.

36% of respondents from Norfolk Constabulary said that they are not treated fairly compared to 33% of respondents from Norfolk Constabulary who feel that they are treated fairly. Respondents in Norfolk Constabulary were more likely to say that they are treated fairly compared to England and Wales as a whole, where 29% said that they are treated fairly.

Comparison of 2022 and 2021 figures for fairness in Norfolk Constabulary are provided below.

Table 8: Officers' treatment in the Police	2022		2021	
	'Agree' or 'Strongly agree'	'Disagree' or 'Strongly disagree'	'Agree' or 'Strongly agree'	'Disagree' or 'Strongly disagree'
I am respected by the government	1%	94%	<1%	97%
I am respected by the public	8%	76%	8%	75%
I am treated fairly	33%	36%	35%	41%

Figure 8: Proportion of respondents who 'disagree' or 'strongly disagree' they are fairly treated



Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure.

TRAINING AND DEVELOPMENT

SATISFACTION WITH TRAINING AND DEVELOPMENT

27% of respondents from Norfolk Constabulary said that they were ‘dissatisfied’ or ‘very dissatisfied’ with their promotion prospects and 40% said they were ‘dissatisfied’ or ‘very dissatisfied’ with their opportunities for training. This compares to 31% and 40% of respondents in England and Wales as a whole.

40% of respondents from Norfolk Constabulary said that they were ‘dissatisfied’ or ‘very dissatisfied’ with the training they are given. Nationally, 41% of respondents in England and Wales as a whole said that they were ‘dissatisfied’ or ‘very dissatisfied’ with the training they are given.

Table 9: Dissatisfaction with training and development	<i>Proportion of respondents who are ‘dissatisfied’ or ‘very dissatisfied’ with...</i>	
	Norfolk Constabulary	England and Wales
Their promotion prospects	27%	31%
Their opportunities for training	40%	40%
Their opportunities for continuous professional development	38%	37%
The training they are given	40%	41%
Professional Development Review (PDR) process	45%	48%

PROFESSIONAL DEVELOPMENT REVIEWS

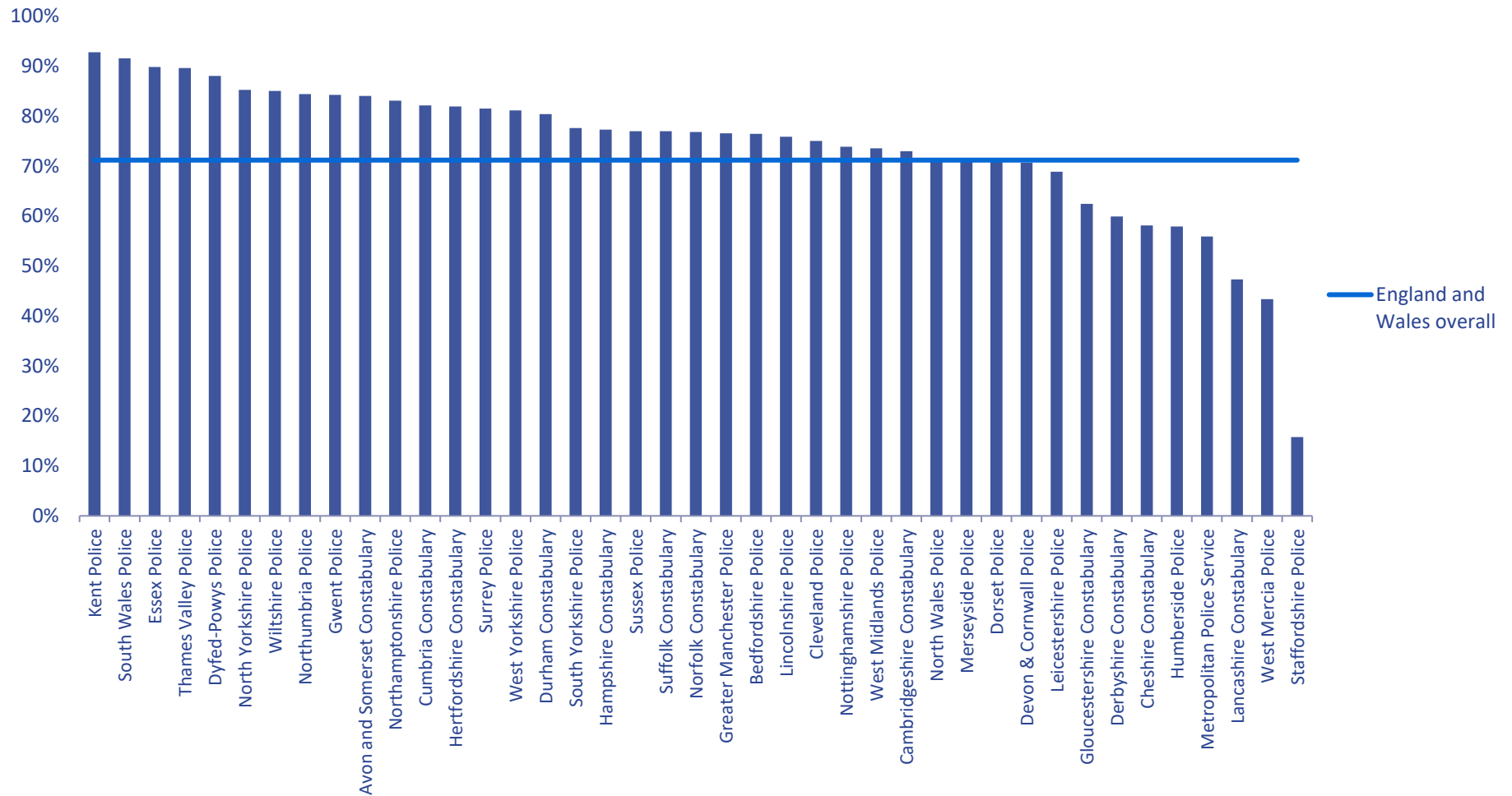
<1% of respondents from Norfolk Constabulary did not believe that their force had a PDR process, compared to 3% on the national level. In addition, 77% of respondents from Norfolk Constabulary said that they had a PDR this year and 81% of respondents who said that they have line management responsibilities have completed PDRs for all their direct reports. Nationally, 71% have had a PDR this year and 68% of line managers have completed PDRs for all their direct reports.

Overall, 10% of respondents from Norfolk Constabulary said that their line manager has made them aware of the Pay Progression Standard (PPS) process and what will be expected of them within this process. This compares to 15% nationally.

Table 10: Professional Development Reviews	<i>Proportion of respondents who said that in the last 12 months they have...</i>	
	Norfolk Constabulary	England and Wales
Had a PDR	77%	71%
Been able to complete a PDR for every officer they line manage ⁶	81%	68%

⁶ Please note: This question was only answered by respondents who indicated that they line manage other police officers

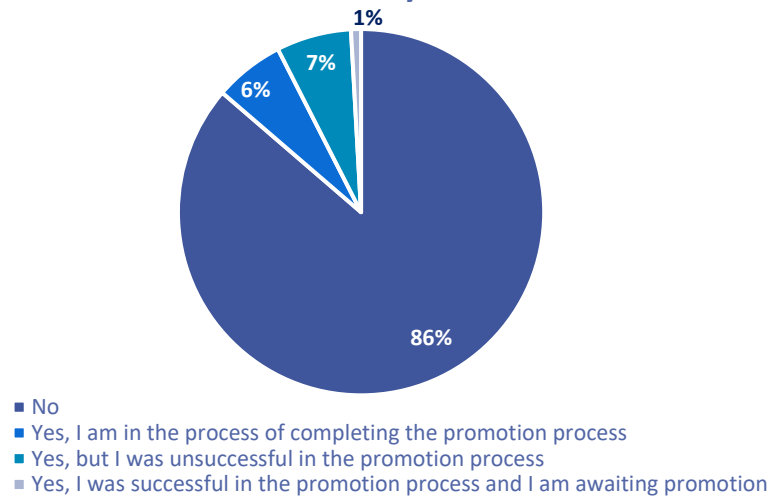
Figure 9: Proportion of respondents saying that they have had a PDR in the last 12 months



Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure.

14% of respondents from Norfolk Constabulary said that they have applied for a promotion to the next rank up from the one they are currently in this year. This is on par with the proportion of respondents in England and Wales overall who said that they have applied for a promotion this year (13%).

Figure 10: I have applied for a promotion to the next rank up in the last year



Of the 17% of respondents who said they have applied for promotion in the past year, just 1% were successful in the promotion process and 7% were unsuccessful in the promotion process; 6% of respondents said that they are in the process of completing the promotion process. Across England and Wales, of the 13% who applied for a promotion, 2% were successful in the promotion process and 5% were unsuccessful in the promotion process; 6% are still in the process of completing the promotion process.

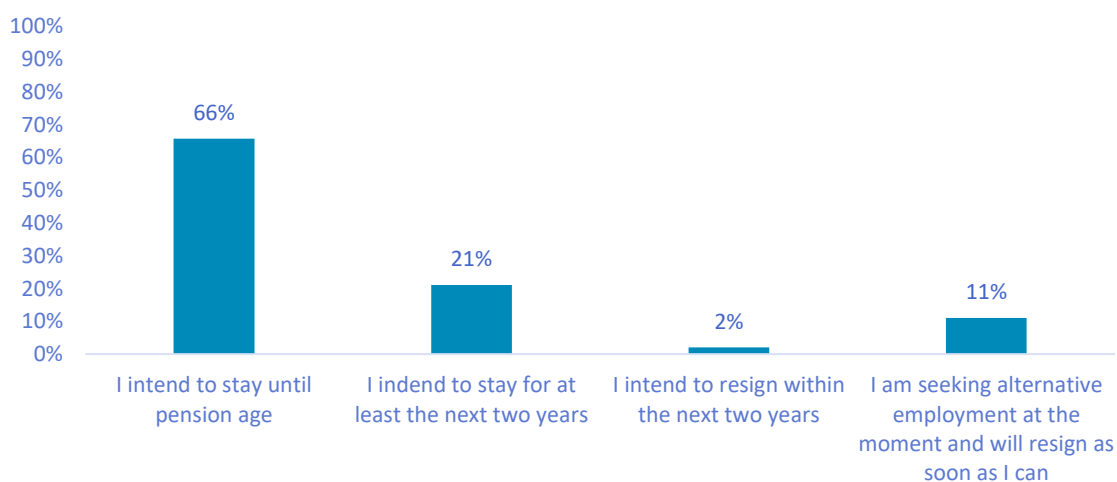
Table 11: Promotions	<i>In the last year, have you applied for promotion to the next rank up from the one you are currently in?</i>	
	2022	2021
Yes, I am in the process of completing the promotion process	6%	5%
Yes, but I was unsuccessful in the promotion process	7%	6%
Yes, I was successful in the promotion process, and I am awaiting a promotion	1%	2%
No	86%	87%

INTENTION TO LEAVE

OVERALL INTENTION TO LEAVE

13% of respondents from Norfolk Constabulary told us that they had an intention to resign from the police service either ‘within the next two years’ or ‘as soon as [they] can’. In comparison, in England and Wales as a whole 18% of respondents said that they intended to resign either ‘as soon as [they] can’ or ‘within the next two years’.

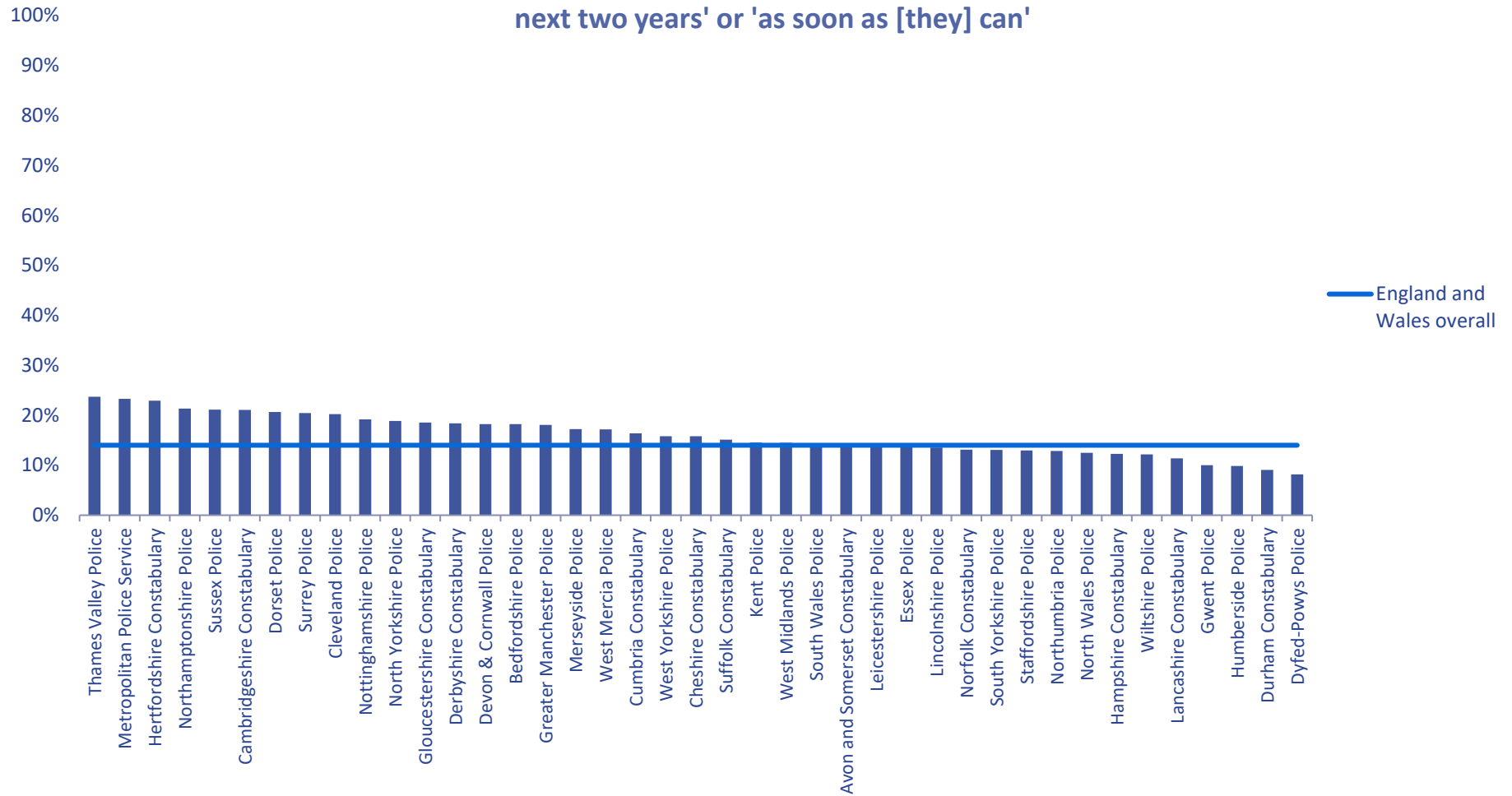
Figure 11: Respondents' intentions with regard to staying in or leaving the police service



Comparison of 2022 and 2021 figures for intention to leave ‘within the next two years’ or ‘as soon as [they] can’ in Norfolk Constabulary are provided in the table below.

Table 12: Intention to leave		
	2022	2021
I intend to resign from the police service within the next two years or am seeking alternative employment at the moment and will resign as soon as I can	13%	11%

Figure 12: Proportion of respondents who intend to resign from the police service 'within the next two years' or 'as soon as [they] can'



Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure.

REASONS FOR INTENDING TO LEAVE THE POLICE SERVICE

Respondents who had said they intend to leave were asked to indicate the reasons behind this decision. The table below shows the proportion of respondents in Norfolk Constabulary who said that a particular factor has had a major effect on their intention to leave. The national average for each factor has been included on the right for comparison.

Table 13: Reasons for intending to leave the police service ⁷	Proportion reporting a major effect on their intention to leave...	
	Norfolk Constabulary	England and Wales
I will have reached retirement	6%	8%
The impact of the job on my family/personal life	68%	56%
My morale	90%	84%
My pay	75%	77%
Better job opportunities outside of the Police	65%	65%
The impact of the job on my physical health and wellbeing	63%	61%
The impact of the job on my mental health and wellbeing	73%	72%
My workload and responsibilities	61%	51%
How the police are treated by the public	45%	52%
How the police are treated by the government	82%	78%
Personal reasons not linked to the Police Service or my role	6%	9%
My pension	28%	45%

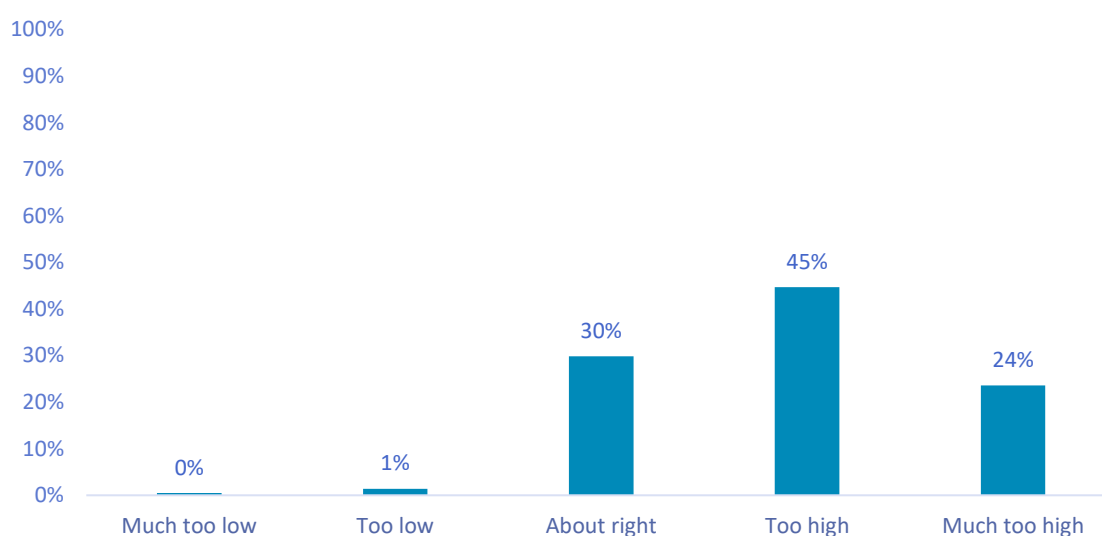
⁷ Please note – respondents were able to select more than one option to this question and so proportions will not total 100%

WORKLOAD AND WORKING TIME

WORKLOAD

When asked about their workload, **68% of respondents from Norfolk Constabulary said that, over the last 12 months, their workload has been ‘too high’ or ‘much too high’**. This proportion is two percentage points higher than the proportion of respondents in England and Wales, where 66% of respondents said that over the last 12 months their workload has been ‘too high’ or ‘much too high’.

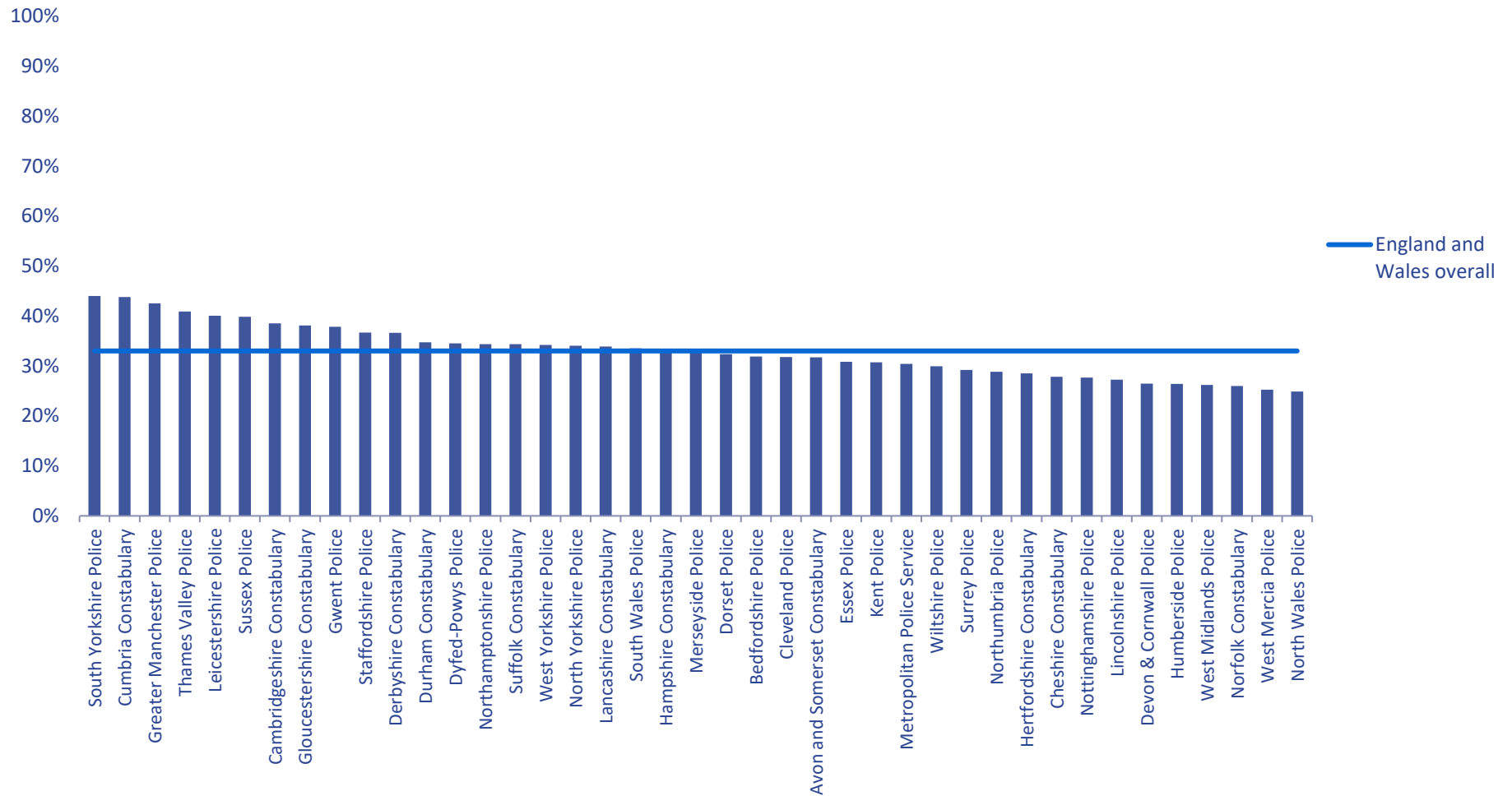
Figure 13: How would you rate your workload over the last 12 months?



WORKING HOURS

26% of respondents from Norfolk Constabulary said that over the last 12 months they have ‘often’ or ‘always’ been pressured to work long hours. This proportion is seven percentage points smaller than the proportion of respondents in England and Wales where 33% of respondents said that they are ‘often’ or ‘always’ pressured to work long hours

Figure 14: Proportion who are 'often' or 'always' pressured to work long hours



Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure.

When asked about their breaks and shift patterns 64% of respondents from Norfolk Constabulary said they were ‘rarely’ or ‘never’ able to take their full rest break entitlement and 3% said they were ‘rarely’ or ‘never’ able to take an 11-hour break between shifts. This compares to 50% and 6% of officers respectively across England and Wales who said they have ‘rarely’ or ‘never’ been able to take their full rest break entitlement or an 11-hour break between shifts over the past 12 months.

In contrast, 52% of respondents from Norfolk Constabulary have said they ‘always’ or ‘often’ worked more than 48 hours per week over the past 12 months. This is five percentage points larger than the proportion of respondents in England and Wales as a whole who said that over the past 12 months they ‘always’ or ‘often’ worked more than 48 hours per week, which this year was 47%.

	<i>In the last 12 months, I have...</i>			
	2022		2021 ⁸	
	% ‘often’ or ‘always’	% ‘never’ or ‘rarely’	% ‘often’ or ‘always’	% ‘never’ or ‘rarely’
Been able to take an 11-hour break in between shifts	85%	3%	90%	2%
Worked more than 48 hours per week	52%	21%	58%	14%

	<i>In the last 12 months, I have...</i>			
	2022		2020 ⁹	
	% ‘often’ or ‘always’	% ‘never’ or ‘rarely’	% ‘often’ or ‘always’	% ‘never’ or ‘rarely’
Been able to take my full rest break entitlement	20%	64%	33%	46%

⁸ Please note: As previously mentioned, the Demand, Capacity and Welfare survey was combined with the Pay and Morale survey this year. These questions were taken from the Pay and Morale survey and so comparisons are made to 2021 when this survey last ran

⁹ Please note: As previously mentioned, the Demand, Capacity and Welfare survey was combined with the Pay and Morale survey this year. This question was taken from the Demand, Capacity and Welfare survey and so comparisons are made to 2020 when this survey last ran

94% of respondents from Norfolk Constabulary said that during a four-week period they worked paid or unpaid overtime. Respondents from Norfolk Constabulary worked on average (median)¹⁰ five hours of paid overtime and five hours of unpaid overtime¹¹. In England and Wales overall, 92% of respondents said that during a four-week period they worked paid or unpaid overtime amounting to an average of 10 hours of paid overtime and five hours of unpaid overtime.

Table 16: Paid and unpaid overtime	Norfolk Constabulary	England and Wales
Average hours paid overtime (median)	5 hours	10 hours
Average hours unpaid overtime (median)	5 hours	5 hours

When asked what the most frequent and second most frequent reason for working overtime was, the most common responses in Norfolk Constabulary were ‘there weren’t enough officers on shift in my team/unit’ (33%) and ‘there was an emergency situation’ (24%). In England and Wales overall, the most common responses were ‘there weren’t enough officers on shift in my team/unit’ (34%) and ‘I wanted to finish my work’ (21%).

The table below shows the percentage of respondents reporting each of these as the main reason for working overtime.

Table 17: Reasons for working overtime	<i>Proportion of respondents reporting the following as their most frequent reason for working overtime over the past 12 months...</i>	
	Norfolk Constabulary	England and Wales
There weren't enough officers on shift in my team/unit	33%	34%

¹⁰ **“Average” can refer to one of three statistics:** The mean is the numeric average calculated by adding all the data points together and dividing by the number of data point points. Examples a) 10+10+10+10+20+30 / 6 = 15 - the mean is 15. b) 10+20+30=60, then 60 / 4 =15. The mode is whatever data point is most often found within the data set Examples a) 10, 10, 10, 10, 20, 30 - the mode is 10. b) 10, 20, 30 – there is no mode.

The median is calculated by setting out the numbers in ascending order, and finding the number that separates the top half, from the bottom half Examples a) 10, 10, 10, 10, 20, 30, the median is 10. b) 10, 20, 30 the median is 20. The median is a more appropriate measure than the mean when there are extreme outliers. It is often used in salary or pay / conditions analysis for that reason.

¹¹ Please note: these findings relate only to respondents who said that they had worked overtime in the past 12 months.

Table 17: Reasons for working overtime

Proportion of respondents reporting the following as their most frequent reason for working overtime over the past 12 months...

	Norfolk Constabulary	England and Wales
There weren't enough officers on shift in another team/unit	10%	14%
There was an emergency situation	24%	17%
I enjoy my work	0%	1%
I wanted to finish my work	20%	21%
I get rewarded for it (e.g., money, recognition)	13%	13%

SAFETY, VIOLENCE AND PHYSICAL INJURIES

VIOLENCE FROM CITIZENS

Verbal and physical violence was assessed by presenting respondents with examples of violence and asking them to indicate the frequency with which they had experienced each in the previous 12 months. This included; verbal insults, verbal threats, spitting assaults, unarmed physical attacks, and attacks with a deadly weapon from members of the public. Findings for Norfolk Constabulary are presented in the Table below, which displays the percentage of those who experience these types of violence once a week or more. The findings are presented beside the figures for 2020 for comparison.

Table 18: Violence from citizens	<i>Proportion of respondents reporting that they have experienced the following at least once a week over the previous 12 months...</i>	
	2022	2020
Verbal insults (e.g., swearing, shouting, abuse)	43%	32%
Verbal threats (e.g. threat of hitting, threat of kicking)	23%	18%
Spitting assaults (i.e., being deliberately spat upon)	1%	0%
Unarmed physical attacks (e.g., struggling to get free, wrestling, hitting, kicking)	9%	8%
Use of a deadly weapon (e.g., stick, bottle, axe, firearm)	0%	0%

ACCESS TO EQUIPMENT (PROTECTION)

Respondents were asked to indicate how regularly they had access to various protective safety measures and equipment. The answer options ranged from 'never' to 'at all times' whilst on duty.

8% of respondents from Norfolk Constabulary said that they have access to double crewing 'at all times' whilst they are on duty. This is compared to 25% of respondents in England and Wales nationally who have access to double crewing 'at all times'. In comparison, most respondents from Norfolk Constabulary have access to body armour (90%) and a baton (89%) 'at all times' whilst they are on duty. This is compared to 90% of respondents in England and Wales nationally who have access to body armour and 90% who have access to a baton 'at all times' when they are on duty.

Table 19: Access to Equipment (Protection)	<i>I have access to the following 'at all times' when on duty...</i>	
	Norfolk Constabulary	England and Wales
Double crewing	8%	25%
Body worn cameras	86%	81%
Incapacitant spray	89%	90%
Baton	89%	91%
Body Armour, including stab vests	90%	90%

Most commonly, 93% of respondents from Norfolk Constabulary said that they would like to have access to body armour, including stab vests and 92% of respondents would like to have access to a baton 'at all times' whilst on duty. This is compared to 91% of respondents in England and Wales nationally who would like to have access to body armour, including stab vests, and 92% who would like to have access to a baton 'at all times' when on duty.

INJURIES

20% of Norfolk Constabulary respondents reported that they had suffered one or more injuries that required medical attention as a result of **work-related violence** in the last year. This is slightly larger than the proportion reporting one or more injuries as a result of **work-related violence** in the national sample (18%) and the same as the proportion reported by Norfolk Constabulary in 2020 (20%).

12% of Norfolk Constabulary respondents reported that they had suffered one or more injuries that required medical attention as a result of **work-related accidents** in the last year. This is in line with the proportion reporting one or more injuries as a result of **work-related accidents** in the national sample (13%) and on par with the proportion reported by Norfolk Constabulary in 2020 (11%).

HEALTH AND WELLBEING

OVERALL PHYSICAL HEALTH

76% of respondents from Norfolk Constabulary told us that their overall physical health was ‘good’ or ‘very good’. In comparison, in England and Wales as a whole, 73% of respondents said that their overall physical health was ‘good’ or ‘very good’.

Comparison of 2022 and 2020 figures for overall health are provided in the table below.

Table 20: Overall physical health	2022	2020
Proportion of respondents reporting that their physical health is ‘good’ or ‘very good’	76%	72%

ABSENCE, PRESENTEEISM, AND LEAVEISM

When asked about absence from work, 69% of respondents from Norfolk Constabulary reported one or more days of sickness absence and 26% of respondents indicated that at least one day of their sickness absence was attributable to stress, depression, or anxiety. Nationally, 59% said they had taken one or more days of sickness, and 29% indicated at least one day of their sickness absence was attributable to stress, depression, or anxiety.

Presenteeism is the act of attending work while ill. Leaveism is a term to describe hidden sickness absence and work undertaken during rest periods. A core dimension of leaveism includes using allocated time off such as annual leave entitlements to take time off when they are in fact unwell. The proportion of respondents from Norfolk Constabulary who reported experiencing presenteeism or using annual leave in this manner are presented in the table below.

Table 21: Absence and Presenteeism		<i>Proportion of respondents reporting the following absence behaviour once or more over the previous 12 months...</i>	
		2022	2020
Presenteeism	Due to physical health	64%	68%
	Due to psychological health	63%	69%
Using annual leave to take time off due to health	Due to physical health	26%	23%
	Due to psychological health	38%	40%

MENTAL HEALTH AND WELLBEING

43% of respondents said that they find their job ‘very’ or ‘extremely’ stressful. When removing those who were ‘very’ or ‘extremely’ stressed outside of work this number remains 43%. This compares to 42% and 41% nationally. A further 80% of respondents indicated that they had experienced feelings of stress, low mood, anxiety or other difficulties with their health and wellbeing over the last 12 months. This compares to 82% nationally.

Table 22: Mental health and wellbeing	2022	2020
Proportion of respondents reporting that they find their job ‘very’ or ‘extremely’ stressful	43%	37%
Proportion of respondents reporting that they have experienced feelings of stress, low mood, anxiety, or other difficulties with my health and wellbeing over the last 12 months	80%	85%

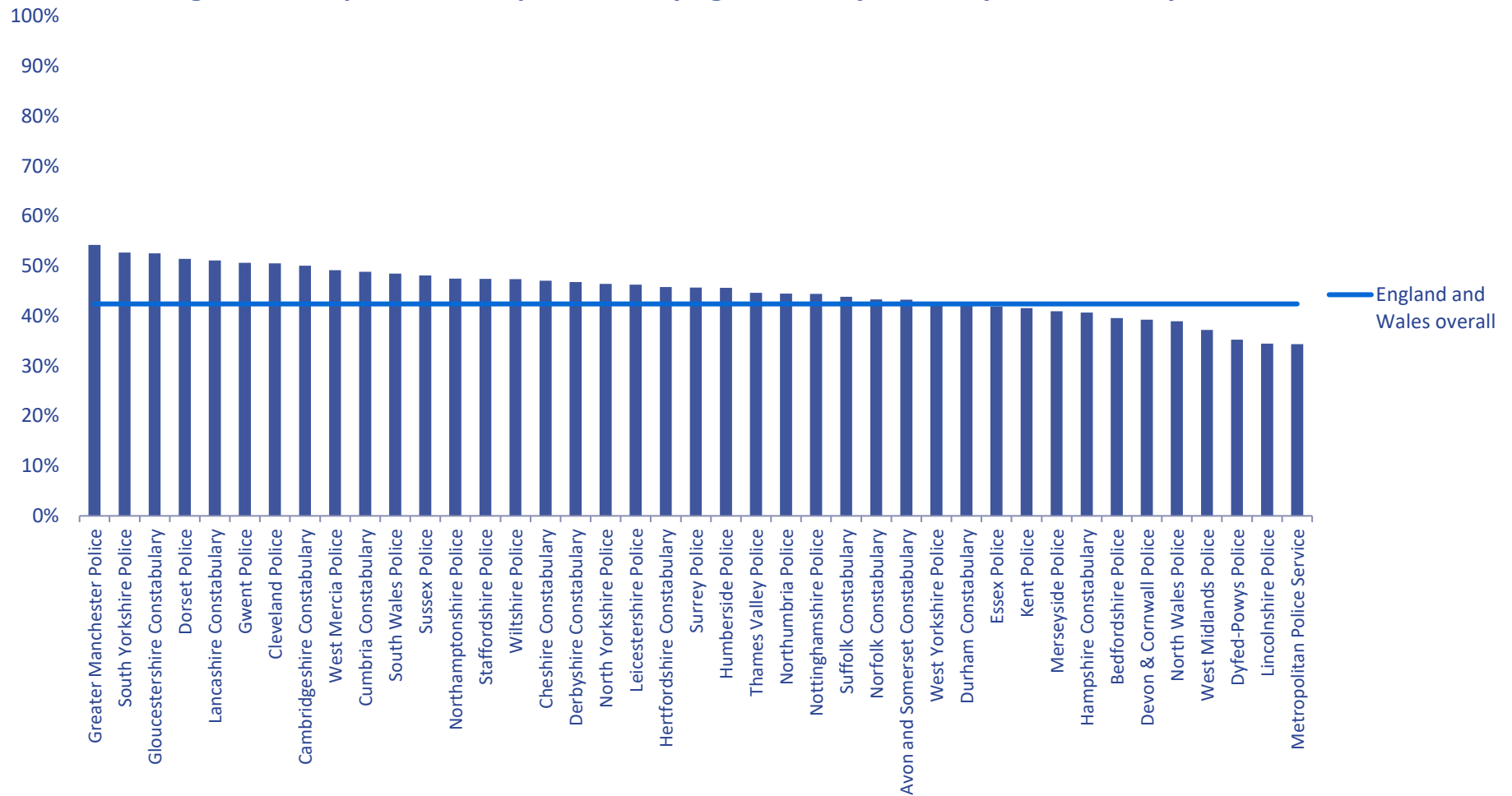
ANXIETY, HAPPINESS, LIFE SATISFACTION AND WORTHWHILENESS

Respondents were asked to rate their overall life satisfaction, their anxiety levels, how happy they were, and how worthwhile they felt the things they do in their lives were. Each of these questions was answered on a scale of 0 to 10, where 0 represented 'not at all' and 10 equated to 'completely.' For example, in regard to anxiety, 0 would represent 'not at all anxious' and 10 equated to 'completely anxious.' Findings are presented below alongside comparator figures from the general population.

Table 23: Measurements of wellbeing	Average scores for the following single-item measurements of wellbeing	
	Norfolk Constabulary	General Public ¹²
Overall, how satisfied are you with your life nowadays?	5.5	7.5
Overall, to what extent do you feel the things you do in your life are worthwhile?	6.4	7.8
Overall, how happy did you feel yesterday?	5.7	7.4
Overall, how anxious did you feel yesterday?	3.9	3.2

¹² Office for National Statistics. (2022). Dataset: Quality of information for quarterly personal well-being estimates [dataset]. Retrieved from: <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/datasets/qualityofinformationforquarterlypersonalwellbeingestimates> The Quarterly Personal Wellbeing Estimates asked the same four questions asked within this survey, on a scale of 0 to 10 (*Overall, how satisfied are you with your life nowadays?*, *Overall, to what extent do you feel the things you do in your life are worthwhile?*, *Overall, how happy did you feel yesterday?*, *Overall, how anxious did you feel yesterday?*) These public figures reflect the last available data from Q1 2022 (January to March).

Figure 15: Proportion of respondents saying that their job is 'very' or 'extremely' stressful



Please note: City of London Police and Warwickshire Police did not receive the minimum number of responses required to receive a force report. As such, these forces have been removed from this figure

MENTAL HEALTH AND WELLBEING SUPPORT SERVICES

Often, mental health services can be grouped into *reactive* and *proactive* services. The primary aim of reactive services is to help those who are already experiencing difficulties with their mental health and wellbeing, while proactive mental health and wellbeing support services aim to help prevent difficulties with mental health and wellbeing from developing. Examples of reactive mental health services include counselling, helpline services and peer support groups, while proactive services might include mindfulness workshops, resilience training, mental health awareness programmes, and access to mental health apps.

When asked whether they were aware of mental health and wellbeing services that their force offers, 72% of respondents reported they were aware of reactive services and 43% reported they were aware of proactive services. At the national level, 75% were aware of reactive and 45% were aware of proactive mental health and wellbeing services offered by their respective force.

Table 24: Awareness of mental health services	<i>Proportion of respondents reporting that they were aware of...</i>	
	Norfolk Constabulary	England and Wales
Reactive services offered by their force to support the mental health and wellbeing of its employees	72%	75%
Proactive services offered by their force to support the mental health and wellbeing of its employees	43%	45%

NOTE FOR BRANCH BOARDS

Additional findings from the 2022 Pay and Morale survey are available on request from the Research and Policy department. Additional topics include, but are not limited to:

- Dog handler and regional allowances
- Contraction of COVID-19 and long COVID
- Organisational attitudes and culture regarding mental health and wellbeing
- Recent changes to the recent changes to the CPS Director's Guidance on Charging (implemented in January 2021) and the impact on officers

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 to discuss their requirements.

All other interested parties should speak to their local Police Federation Branch Board in the first instance.