

Research Report R028/2024

# Pay and Morale Survey 2023 – Norfolk Constabulary April 2024

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## EXECUTIVE SUMMARY

### RESPONDENTS AND RESPONSE RATE

- 385 responses were received from Norfolk Constabulary, representing a response rate of around 20 per cent (based on March 2023 Home Office figures of officer headcount)<sup>1</sup>.

### MORALE

- 60 per cent of respondents from Norfolk Constabulary told us that their morale is currently 'low' or 'very low'.
- 88 per cent of respondents from Norfolk Constabulary felt that morale within the force is currently 'low' or 'very low'.

### INTENTION TO LEAVE

- 18 per cent 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 how the police are treated by the government, the impact of the job on mental health and wellbeing, and morale (with 81 per cent, 77 per cent and 74 per cent respectively).

### PAY AND REMUNERATION

- 75 per cent of respondents from Norfolk Constabulary said that they are 'dissatisfied' or 'very dissatisfied' with their overall remuneration (including basic pay and allowances).
- 91 per cent 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 (86 per cent).
- 83 per cent of respondents from Norfolk Constabulary felt that they were worse off financially than they were five years ago.
- 16 per cent of respondents from Norfolk Constabulary reported 'never' or 'almost never' having enough money to cover all their essentials.

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<sup>1</sup> Home Office. (2023). *Police Workforce, England and Wales, 30 March 2023: data tables* [Dataset]. Available at: <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-20>

## **TRAINING AND DEVELOPMENT**

- 43 per cent of respondents from Norfolk Constabulary reported being 'dissatisfied' or 'very dissatisfied' with opportunities for training and 54 per cent reported being 'dissatisfied' or 'very dissatisfied' with the Professional Development Review (PDR) process.
- 82 per cent of respondents from Norfolk Constabulary have had a PDR in the past 12 months.
- 81 per cent of respondents who are line managers from Norfolk Constabulary were able to complete PDRs for all their direct reports.
- 14 per cent of respondents from Norfolk Constabulary have applied for promotion to the next rank up from the one they are currently in this year.

## **CONDITIONS**

- 65 per cent of respondents from Norfolk Constabulary said that over the last 12 months, their workload has been 'too high' or 'much too high'.
- 4 per cent 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.
- 31 per cent of respondents from Norfolk Constabulary feel 'always' or 'often' pressured into working long hours over the last 12 months.

## **HEALTH, SAFETY AND WELLBEING**

- 72 per cent of respondents from Norfolk Constabulary indicated that their overall physical health is 'good' or 'very good'.
- 45 per cent of respondents from Norfolk Constabulary said that they find their job 'very' or 'extremely' stressful.
- 86 per cent 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.
- 37 per cent of respondents from Norfolk Constabulary have experienced verbal insults (e.g., swearing, shouting, abuse) at least once per week in the past 12 months.
- 11 per cent 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 12 per cent of respondents from Norfolk Constabulary reported having access to double crewing at all times whilst on duty.

- 13 per cent 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.
- 19 per cent 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.

### **MAKING OUR VOICES HEARD**

- 97 per cent of respondents from Norfolk Constabulary said that they do not feel respected by the government.
- 71 per cent of respondents from Norfolk Constabulary said that they would not recommend joining the police to others.
- 71 per cent of respondents from Norfolk Constabulary said that they did not feel valued within the police.

## 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 report provides a summary of responses to the PFEW Pay and Morale Survey received from respondents within Norfolk Constabulary in 2023. Where appropriate, details of overall responses for the police service as a whole are also presented<sup>2</sup>.

## RESPONSE RATE AND RESPONDENTS

The PFEW Pay and Morale Survey 2023 launched on 6th November 2023 and closed on 11th December 2023. During this time, 385 responses were received from Norfolk Constabulary, representing a response rate of around 20 per cent (based on March 2023 Home Office figures of officer headcount<sup>3</sup>). Last year's response rate for Norfolk Constabulary was 27 per cent. 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.

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 per cent of respondents answered 'Yes' to one of the survey questions and the margin of error is 5 per cent, we can estimate that 55 per cent – 65 per cent of the whole population would answer the same if asked.

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<sup>2</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 2024 *Technical Annex R002/2024*.

<sup>3</sup> Home Office. (2023). *Police Workforce, England and Wales, 30 March 2023: data tables* [Dataset]. Available at: <https://www.gov.uk/government/statistics/police-workforce-england-and-wales-31-march-20>

If the margin of error is less than 5 per cent, 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 per cent confidence level, this report has a margin of error of 4 per cent.

Overall, in England and Wales, 76 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.

72 per cent of responses from Norfolk Constabulary were received from male officers and 28 per cent of responses were from female officers. 75 per cent of respondents were Constables, 18 per cent were Sergeants and 7 per cent were Inspecting Ranks.

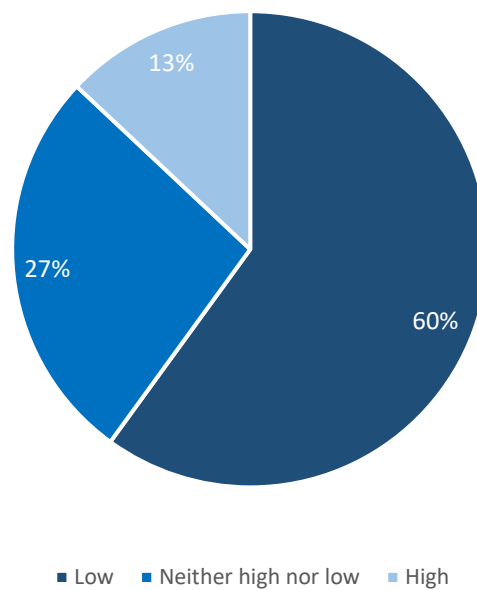


## MORALE

### OVERALL MORALE

**60 per cent of respondents from Norfolk Constabulary told us that their own morale is either 'low' or 'very low'.** This is lower 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 58 per cent.

Figure 1: Proportion of respondents saying that their personal morale is...



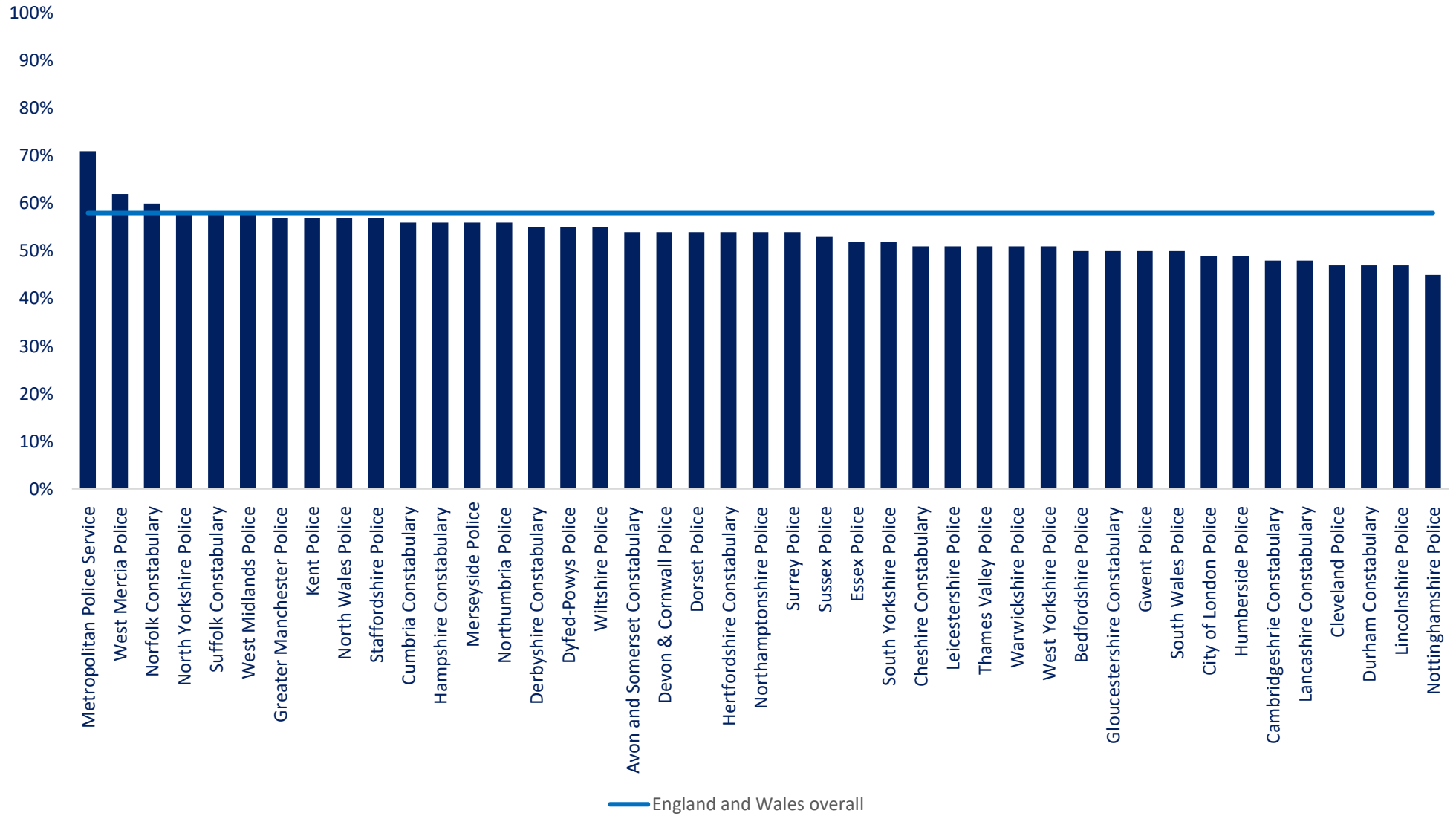
88 per cent of respondents from Norfolk Constabulary felt that morale within the force is 'low' or 'very low'. Nationally, 87 per cent of respondents said that morale within their force is 'low' or 'very low'.

Comparison of 2023 and 2022 figures for morale is provided in the table on the following page.

Table 1: Overall morale

Overall morale	2023	2022
Proportion of respondents saying that their personal morale is 'low' or 'very low'	60%	54%
Proportion of respondents saying that morale in their force is 'low' or 'very low'	88%	79%

Figure 2: Proportion of respondents saying that their personal morale is 'low' or 'very low'



## 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 2: Factors negatively impacting morale

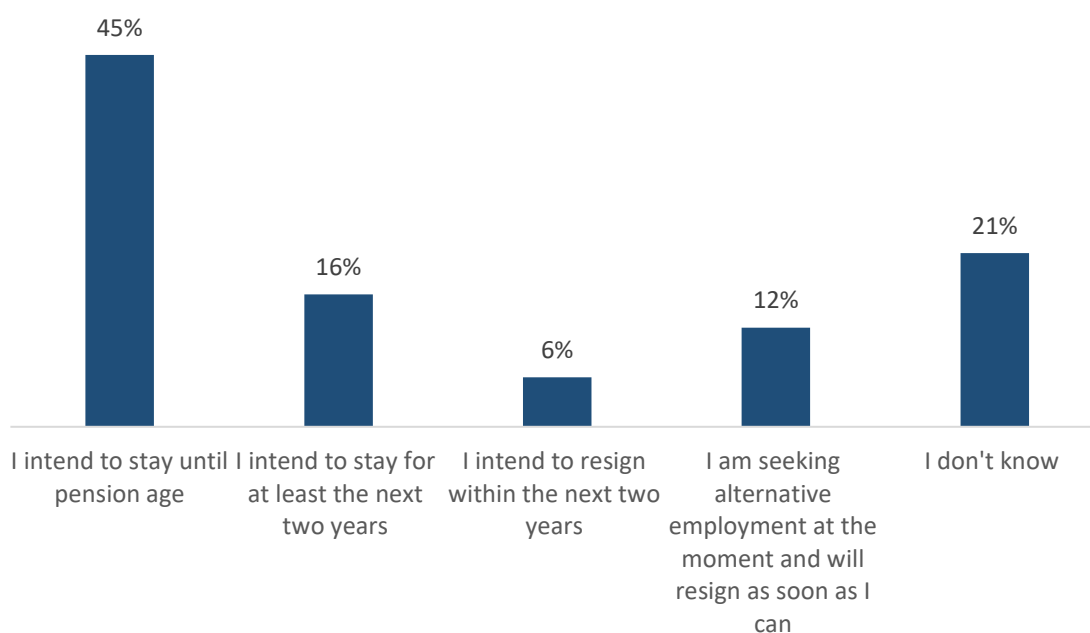
Factors negatively impacting morale	Norfolk Constabulary	England and Wales
Pay and benefits	81%	81%
Workload and responsibilities	73%	66%
How the police are treated by the government	98%	95%
How the police are treated by the public	89%	86%
Your pension	63%	64%
Opportunities for development and promotion	43%	41%
Work life balance	65%	61%

## INTENTION TO LEAVE

### OVERALL INTENTION TO LEAVE

**18 per cent 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 22 per cent of respondents said that they intended to resign either ‘as soon as [they] can’ or ‘within the next two years’.

Figure 3: Respondents’ intentions with regard to staying in or leaving the police service

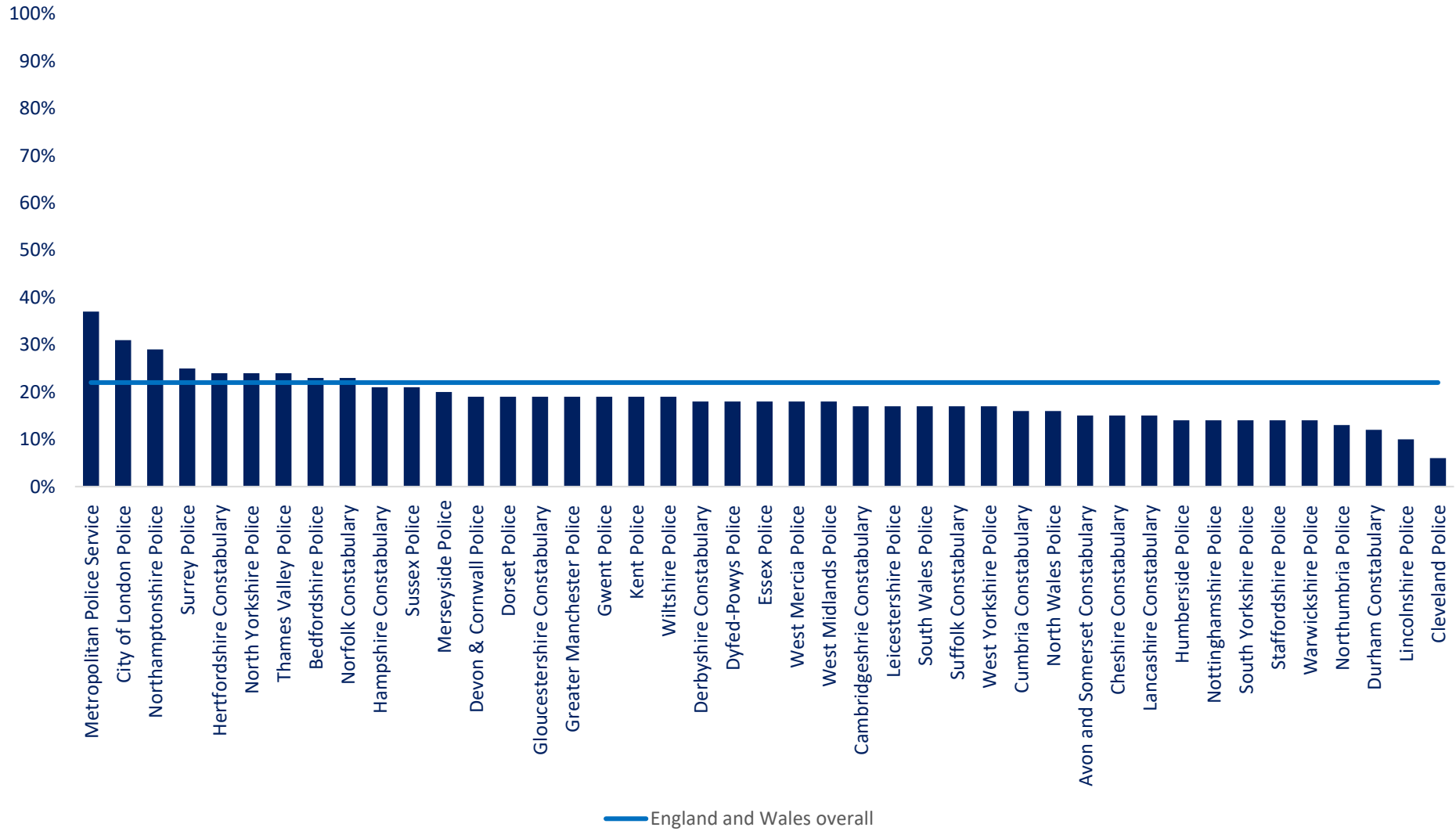


Comparison of 2023 and 2022 figures for intention to leave ‘within the next two years’ or ‘as soon as [they] can’ in Norfolk Constabulary are provided in the table below.

Table 3: Intention to leave

Intention to leave	2023	2022
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	18%	13%

Figure 4: Proportion of respondents who intend to leave the police service



## 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 4: Reasons for intending to leave the police service

Reasons for intending to leave the police service <sup>4</sup>	<i>Proportion reporting a major effect on their intention to leave...</i>	
	Norfolk Constabulary	England and Wales
I will have reached retirement	8%	8%
The impact of the job on my family/personal life	47%	58%
My morale	74%	85%
My pay	69%	70%
Better job opportunities outside of the Police	62%	65%
The impact of the job on my physical health and wellbeing	59%	61%
The impact of the job on my mental health and wellbeing	77%	73%
My workload and responsibilities	52%	51%
How the police are treated by the public	65%	62%
How the police are treated by the government	81%	78%
Personal reasons not linked to the Police Service or my role	12%	9%
My pension	31%	38%

<sup>4</sup> Please note – respondents were able to select more than one option to this question and so proportions will not total 100%

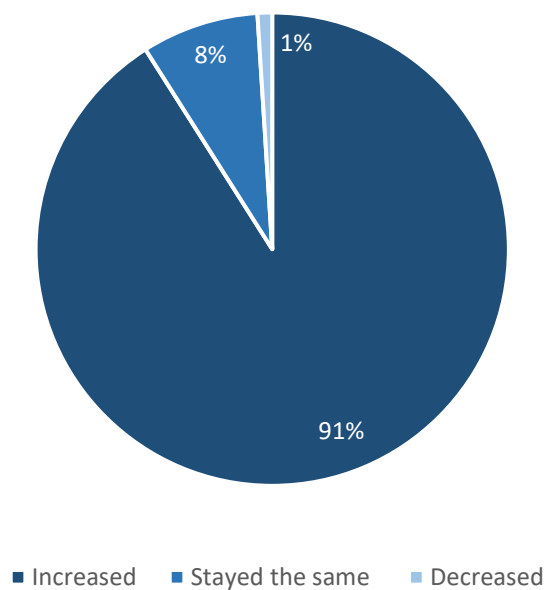


## PAY AND REWARD

### COST OF LIVING

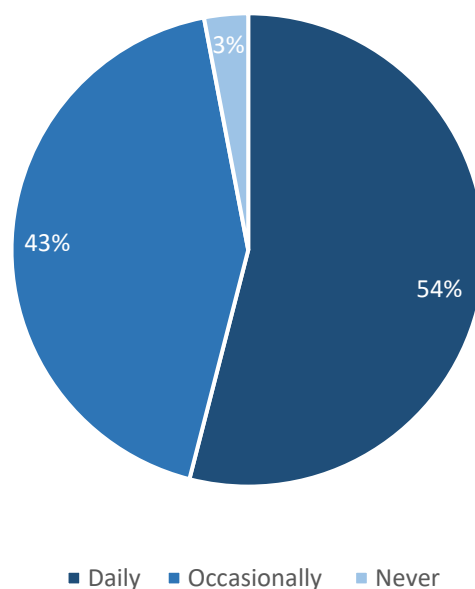
**91 per cent of respondents from Norfolk Constabulary reported that their cost of living had increased over the month prior to completing the survey.** This finding is consistent amongst all forces across England and Wales with respondents from all forces most likely to say that their cost of living had increased over the month prior to completing the survey; nationally this proportion is 91 per cent.

Figure 5: Over the last month, has your cost of living...



**54 per cent of respondents from Norfolk Constabulary reported worrying about the state of their finances 'every day' or 'almost every day'.** This is less than the national figure for England and Wales as a whole, where 58 per cent of respondents reported that they worried about money 'every day' or 'almost every day'.

Figure 6: How often do you find yourself worrying about money?



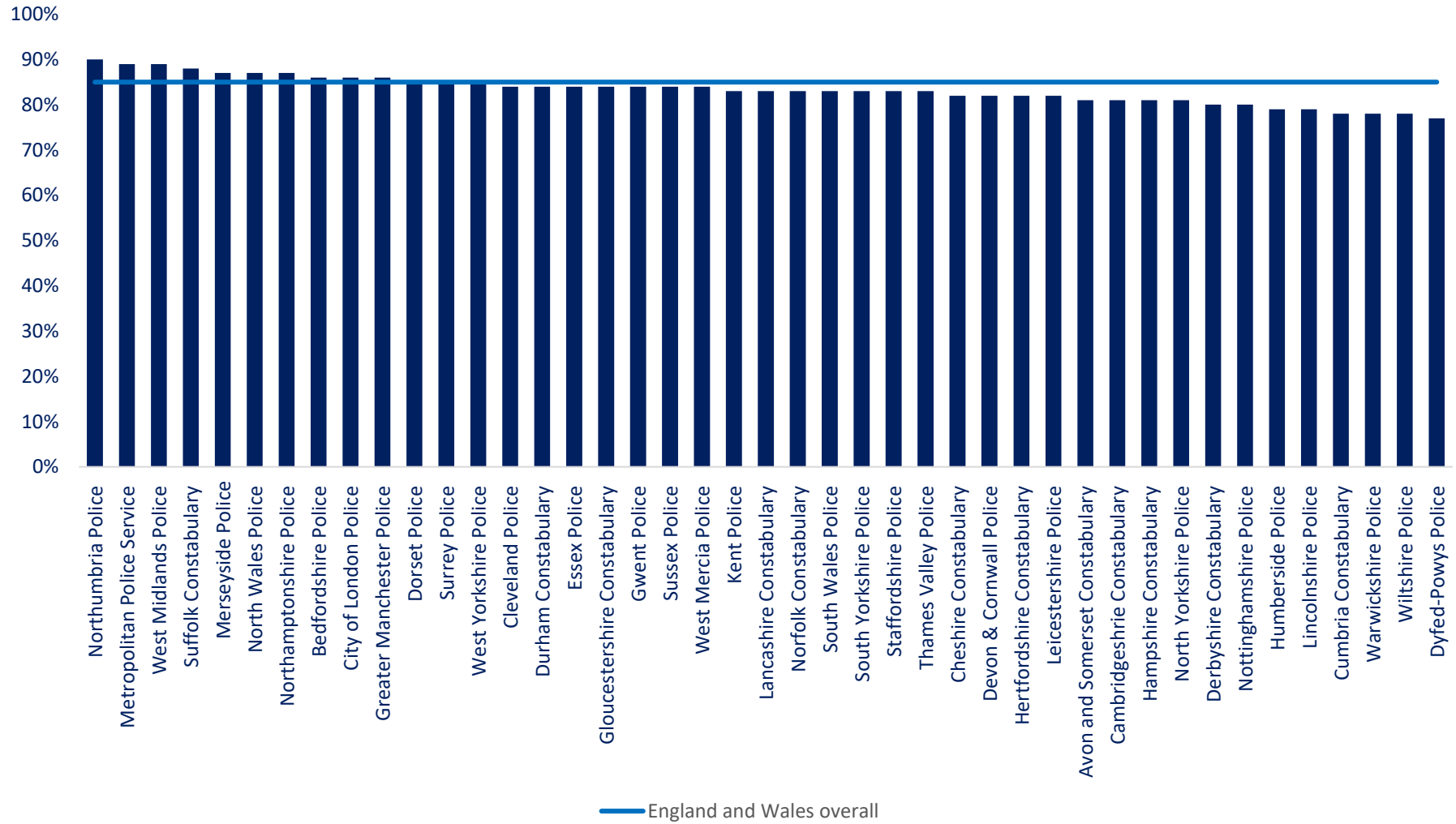
68 per cent of respondents in Norfolk Constabulary said that they had enough money to cover all of their essentials either 'every month' or 'almost every month'. In contrast, **16 per cent reported 'never' or 'almost never' having enough money to cover their monthly essentials.** Nationally, the proportion of respondents who said they 'never' or 'almost never' had enough money to cover their essentials was 18 per cent.

**84 per cent of respondents from felt that they were 'worse off' financially than they were five years ago.** This proportion is similar to the equivalent proportion for England and Wales as a whole, where 85 per cent of respondents said that they were 'worse off' financially than five years ago.

Table 5: Cost of living

Cost of living	2023	2022
Proportion of respondents who feel financially 'worse off' compared to five years ago	84%	84%

Figure 7: Proportion of respondents who feel financially 'worse off' compared to five years ago



## 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 6 below with national comparisons on the right.

Table 6: Reasons for increased cost of living

Reasons for increased cost of living <sup>5</sup>	<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	77%	77%
My rent or mortgage costs have increased	47%	48%
The price of my food shop has increased	86%	85%
The price of my fuel has increased	81%	77%
The price of my public transport has increased	8%	12%
Other	10%	11%

## PERCEPTIONS OF FAIR PAY AND SATISFACTION

93 per cent 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 87 per cent said that they are not fairly paid for the hazards they faced within their role. Nationally, 92 per cent of respondents said that they were not fairly paid considering the

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

stresses and strains of their job and 85 per cent said that they were not fairly paid for the hazards they faced.

A comparison of 2023 and 2022 figures for perceptions of fair pay in Norfolk Constabulary is provided in the table below.

Table 7: Satisfaction with pay

Satisfaction with pay	2023	2022
I am not fairly paid for the stresses and strains of my job	93%	95%
I am not fairly paid for the hazards faced within my job	87%	88%

75 per cent of respondents from Norfolk Constabulary said that they are ‘dissatisfied’ or ‘very dissatisfied’ with their overall remuneration (including basic pay and allowances) and 62 per cent said that they are ‘dissatisfied’ or ‘very dissatisfied’ with their pensions. A comparison of 2023 and 2022 figures for pay and remuneration in Norfolk Constabulary is provided in the table below.

Table 8: Dissatisfaction with pension and remuneration

Dissatisfaction with pension and remuneration	2023	2022
Proportion of respondents who are ‘dissatisfied’ or ‘very dissatisfied’ with their overall remuneration	75%	79%
Proportion of respondents who are ‘dissatisfied’ or ‘very dissatisfied’ with their pension	62%	61%

## SATISFACTION WITH TRAINING AND DEVELOPMENT

38 per cent of respondents from Norfolk Constabulary said that they were ‘dissatisfied’ or ‘very dissatisfied’ with their promotion prospects and 43 per cent said they were ‘dissatisfied’ or ‘very dissatisfied’ with their opportunities for training. This compares to 36 per cent and 40 per cent of respondents in England and Wales as a whole.

46 per cent of respondents from Norfolk Constabulary said that they were ‘dissatisfied’ or ‘very dissatisfied’ with the training they are given. Nationally, 41 per cent 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

Dissatisfaction with training and development	<i>Proportion of respondents who are ‘dissatisfied’ or ‘very dissatisfied’ with...</i>	
	Norfolk Constabulary	England and Wales
<b>Their promotion prospects</b>	38%	36%
<b>Their opportunities for training</b>	43%	40%
<b>Their opportunities for continuous professional development</b>	43%	38%
<b>The training they are given</b>	46%	41%
<b>Professional Development Review (PDR) process</b>	54%	48%

## PROFESSIONAL DEVELOPMENT REVIEWS

82 per cent of respondents from Norfolk Constabulary said that they had a PDR this year and 81 per cent of respondents who said that they have line management responsibilities have completed PDRs for all their direct reports. Nationally, 82 per cent have had a PDR this year and 78 per cent of line managers have completed PDRs for all their direct reports.

Overall, 24 per cent 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 56 per cent nationally.

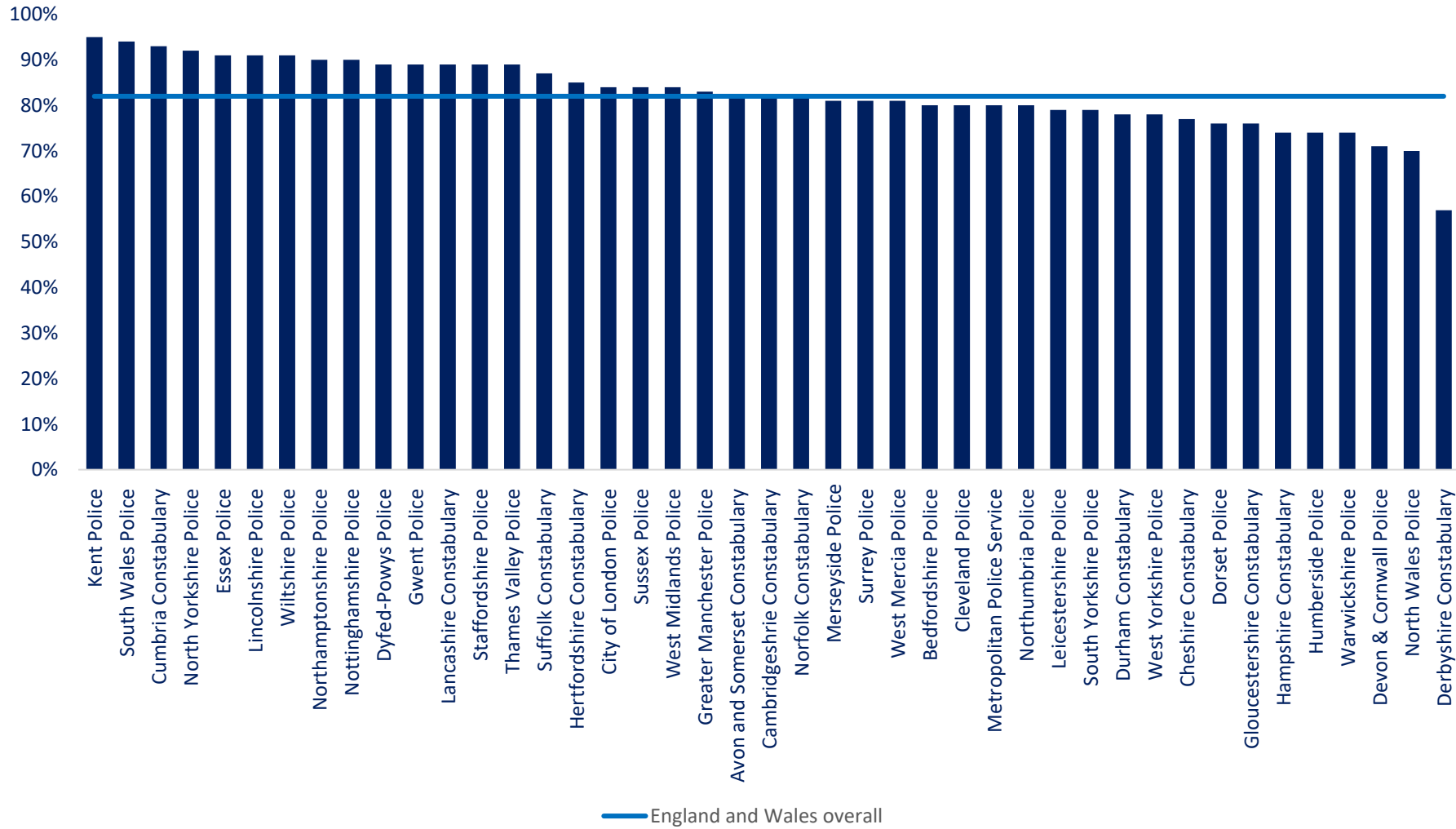
Table 10: Professional Development Reviews

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	82%	82%
Been able to complete a PDR for every officer they line manage <sup>6</sup>	81%	78%

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

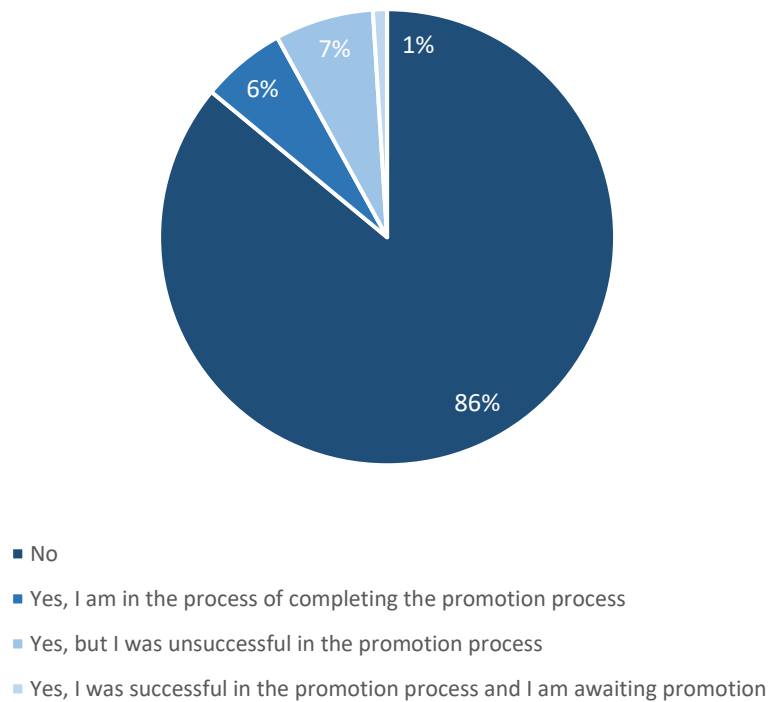


Figure 8: Proportion of respondents saying that they had a PDR in the last 12 months



**14 per cent 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 in line with the proportion of respondents in England and Wales overall who said that they have applied for a promotion this year (15 per cent).

Figure 9: I have applied for a promotion to the next rank up in the last year



**Of the 14 per cent of respondents who said that they have applied for promotion in the last year, just 1 per cent were successful in the promotion process and 7 per cent were unsuccessful in the promotion process; 6 per cent of respondents said that they are in the process of completing the promotion process.** Across England and Wales, of the 15 per cent who applied for a promotion, 2 per cent were successful in the promotion process and 6 per cent were unsuccessful in the promotion process; 7 per cent are still in the process of completing the promotion process.

Table 11: Promotions

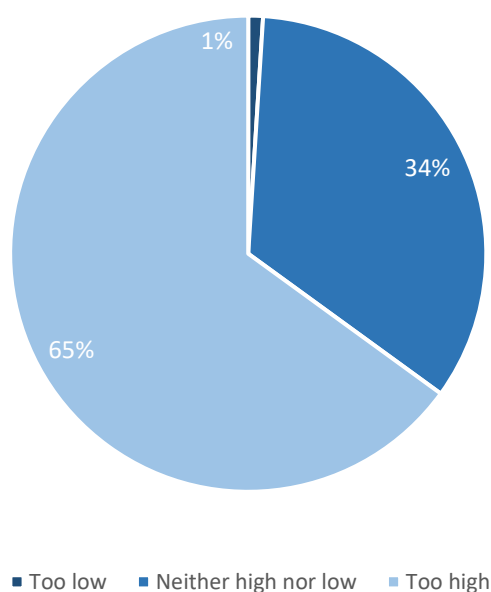
Promotions	<i>In the last year, have you applied for promotion to the next rank up from the one you are currently in?</i>	
	2023	2022
Yes, I am in the process of completing the promotion process	6%	6%
Yes, but I was unsuccessful in the promotion process	7%	7%
Yes, I was successful in the promotion process, and I am awaiting a promotion	1%	1%
No	86%	86%

## CONDITIONS

### WORKLOAD

When asked about their workload, 65 per cent 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 one percentage points greater than the proportion of respondents in England and Wales, where 64 per cent of respondents said that over the last 12 months their workload has been 'too high' or 'much too high'.

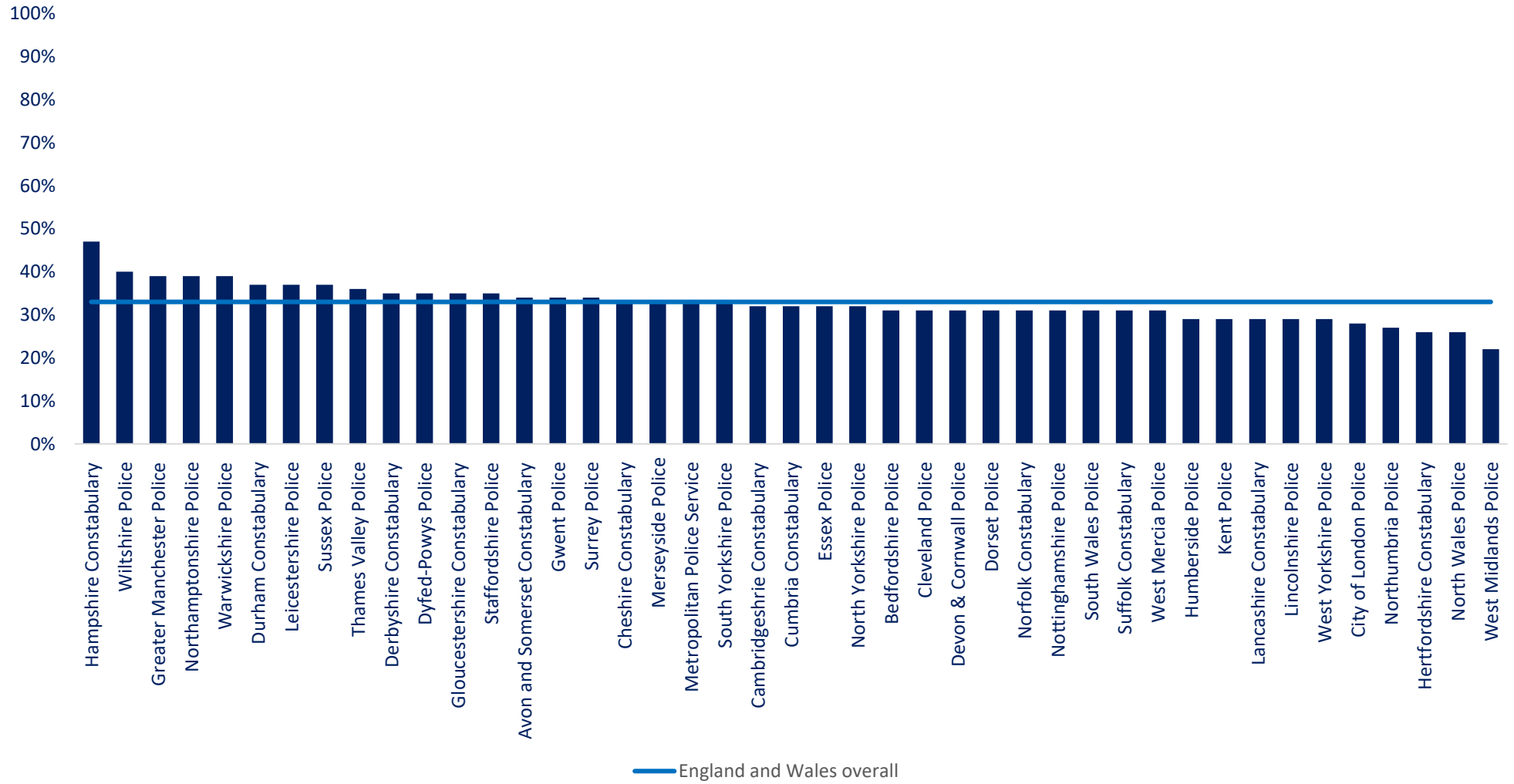
Figure 10: How would you rate your workload over the last 12 months?



### WORKING HOURS

31 per cent 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 less than the proportion of respondents in England and Wales where 33 per cent of respondents said that they are 'often' or 'always' pressured to work long hours.

Figure 11: Proportion who are 'often' or 'always' pressured to work long hours



When asked about their breaks and shift patterns 58 per cent of respondents from Norfolk Constabulary said they were ‘rarely’ or ‘never able’ to take their full rest break entitlement and 4 per cent said they were ‘rarely’ or ‘never’ able to take an 11-hour break between shifts. This compares to 49 per cent and 7 per cent 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, 49 per cent 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 three percentage point greater 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 46 per cent.

Table 12: Working hours

Working hours	<i>In the last 12 months, I have...</i>			
	2023		2022	
	% ‘often’ or ‘always’	% ‘never’ or ‘rarely’	% ‘often’ or ‘always’	% ‘never’ or ‘rarely’
Been able to take an 11-hour break in between shifts	84%	4%	85%	3%
Worked more than 48 hours per week	49%	23%	52%	21%

Table 13: Rest breaks

Rest breaks	<i>In the last 12 months, I have...</i>			
	2023		2022	
	% 'often' or 'always'	% 'never' or 'rarely'	% 'often' or 'always'	% 'never' or 'rarely'
Been able to take my full rest break entitlement	17%	58%	20%	64%

Respondents from Norfolk Constabulary worked on average (median)<sup>7</sup> 5 hours of paid overtime and 5 hours of unpaid overtime<sup>8</sup>. In England and Wales overall, respondents said that they worked paid or unpaid overtime amounting to an average of 9 hours of paid overtime and 5 hours of unpaid overtime.

Table 14: Paid and unpaid overtime

Paid and unpaid overtime	Norfolk Constabulary	England and Wales
Average hours paid overtime (median)	5 hours	9 hours
Average hours unpaid overtime (median)	5 hours	5 hours

<sup>7</sup> **“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.

<sup>8</sup> Please note: these findings relate only to respondents who said that they had worked overtime in the past 12 months.

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’ (44 per cent) and ‘there was an emergency situation’ (38 per cent). In England and Wales overall, the most common responses were ‘there weren’t enough officers on shift in my team/unit’ (44 per cent) and ‘I wanted to finish my work’ (33 per cent).

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

Table 15: Reasons for working overtime

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	44%	44%
There weren't enough officers on shift in another team/unit	35%	29%
There was an emergency situation	38%	32%
I enjoy my work	4%	7%
I wanted to finish my work	32%	33%
I get rewarded for it (e.g., money, recognition)	15%	18%



## HEALTH, SAFETY AND WELLBEING

### OVERALL PHYSICAL HEALTH

**72 per cent 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, 69 per cent of respondents said that their overall physical health was ‘good’ or ‘very good’.

Comparison of 2023 and 2022 figures for overall health are provided in the table below.

Table 16: Overall physical health

Overall physical health	2023	2022
Proportion of respondents reporting that their physical health is ‘good’ or ‘very good’	72%	76%

### ABSENCE, PRESENTEEISM, AND LEAVEISM

When asked about absence from work, 69 per cent of respondents from Norfolk Constabulary reported one or more days of sickness absence and 29 per cent of respondents indicated that at least one day of their sickness absence was attributable to stress, depression, or anxiety. Nationally, 57 per cent said they had taken one or more days of sickness, and 34 per cent 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 17: Absence and presenteeism

Absence and Presenteeism		<i>Proportion of respondents reporting the following absence behaviour once or more over the previous 12 months...</i>	
		2023	2022
Presenteeism	Due to physical health	72%	64%
	Due to psychological health	68%	63%
Using annual leave to take time off due to health	Due to physical health	30%	26%
	Due to psychological health	38%	38%

## MENTAL HEALTH AND WELLBEING

45 per cent of respondents said that they find their job ‘very’ or ‘extremely’ stressful whereas 9 per cent find life outside of work ‘very’ or ‘extremely’ stressful. This compares to 43 per cent and 10 per cent nationally. A further 86 per cent 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 per cent nationally.

Table 18: Mental health and wellbeing

Mental health and wellbeing	2023	2022
Proportion of respondents reporting that they find their job ‘very’ or ‘extremely’ stressful	45%	43%
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	86%	80%

## ANXIETY, HAPPINESS, LIFE SATISFACTION AND WORTHWHILENESS

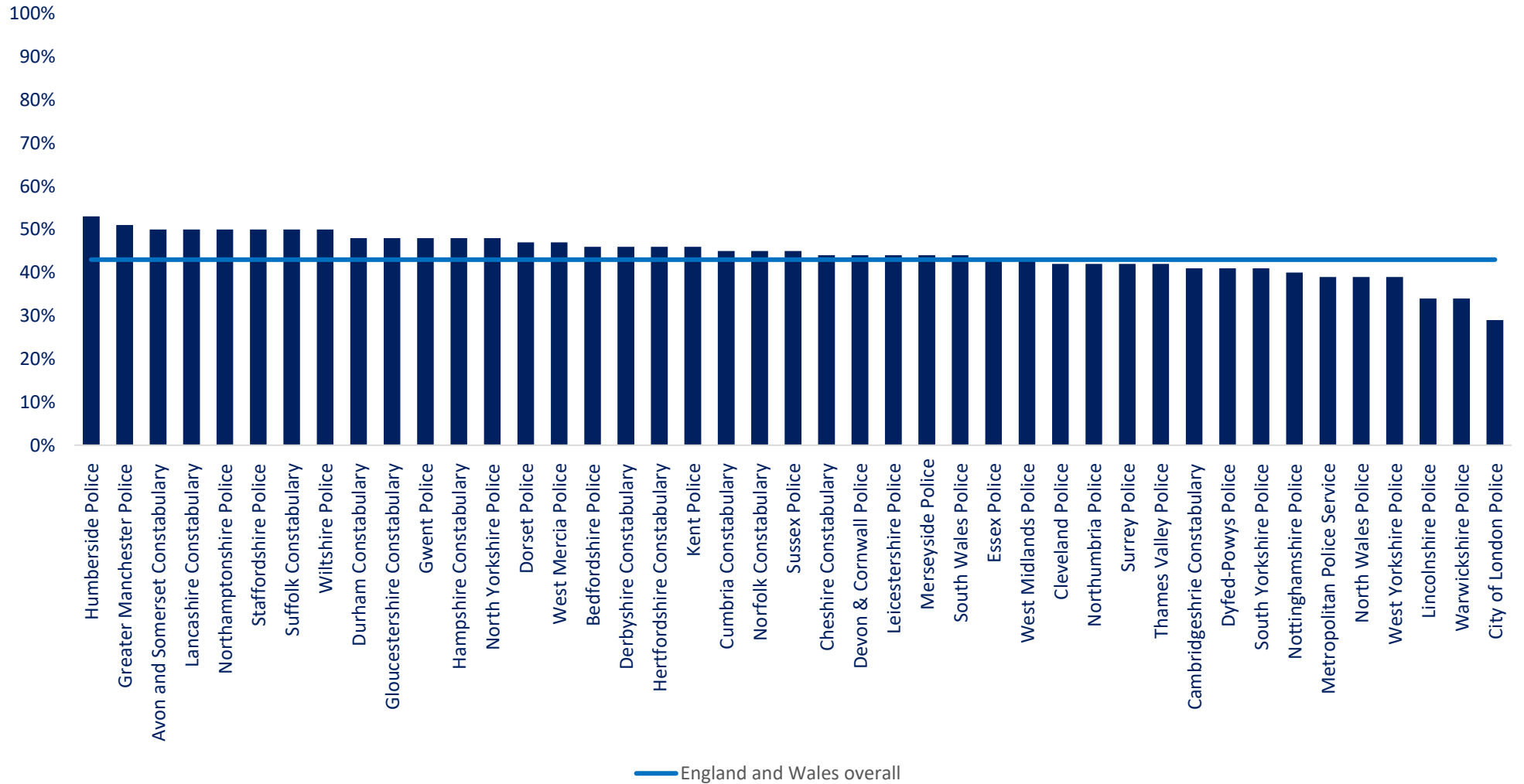
Respondents were asked to rate their overall life satisfaction, their anxiety levels, how happy they were, and how worthwhile they felt the things they do in their lives were. Each of these questions was answered on a scale of 0 to 10, where 0 represented 'not at all' and 10 equated to 'completely.' 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 19: Measurements of wellbeing

Measurements of wellbeing	Average scores for the following single-item measurements of wellbeing	
	Norfolk Constabulary	General Public <sup>9</sup>
Overall, how satisfied are you with your life nowadays?	5.4	7.4
Overall, to what extent do you feel the things you do in your life are worthwhile?	5.9	7.7
Overall, how happy did you feel yesterday?	5.5	7.4
Overall, how anxious did you feel yesterday?	4.5	3.1

<sup>9</sup> Office for National Statistics. (2023). 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 Q3 2023 (July to September).

Figure 12: Proportion of respondents saying that their job is 'very' or 'extremely' stressful



## 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, 69 per cent of respondents reported they were aware of reactive services and 37 per cent reported they were aware of proactive services. At the national level, 77 per cent were aware of reactive and 46 per cent were aware of proactive mental health and wellbeing services offered by their respective force.

Table 20: Awareness of mental health services

Awareness of mental health services	Proportion of respondents reporting that they were aware of...	
	Norfolk Constabulary	England and Wales
Reactive services offered by their force to support the mental health and wellbeing of its employees	69%	77%
Proactive services offered by their force to support the mental health and wellbeing of its employees	37%	46%

## 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 2022 for comparison.

Table 21: Violence from citizens

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>	
	2023	2022
Verbal insults (e.g., swearing, shouting, abuse)	37%	43%
Verbal threats (e.g. threat of hitting, threat of kicking)	24%	23%
Spitting assaults (i.e., being deliberately spat upon)	1%	1%
Unarmed physical attacks (e.g., struggling to get free, wrestling, hitting, kicking)	11%	9%
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.

**12 per cent 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 27 per cent 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 incapacitant spray (90 per cent) and a baton (90 per cent) at all times whilst they are on duty. This is compared to 90 per cent of respondents in England and Wales nationally who have access to

incapacitant spray and 91 per cent who have access to a baton at all times when they are on duty.

Table 22: Access to equipment

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	12%	27%
Body worn cameras	82%	81%
Incapacitant spray	90%	90%
Baton	90%	91%
Body Armour, including stab vests	90%	90%

Most commonly, 93 per cent of respondents from Norfolk Constabulary said that they would like to have access to incapacitant spray and 92 per cent of respondents would like to have access to a baton at all times whilst on duty. This is compared to 92 per cent of respondents in England and Wales nationally who would like to have access to incapacitant spray and 92 per cent who would like to have access to a baton at all times when necessary.

## INJURIES

19 per cent 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 greater than the proportion reporting one or more injuries as a result of **work-related violence** in the national sample (15 per cent) and is less than the proportion reported by Norfolk Constabulary in 2022 (20 per cent).

13 per cent 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 greater than the proportion reporting one or more injuries as a result of **work-related**

**accidents** in the national sample (11 per cent) and greater than the proportion reported by Norfolk Constabulary in 2022 (12 per cent).

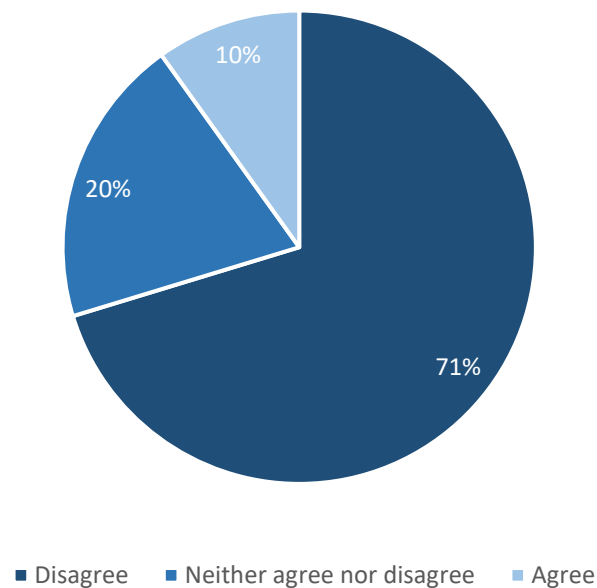


## MAKING OUR VOICES HEARD

### ATTITUDES TOWARDS THE POLICE SERVICE

**71 per cent of respondents from Norfolk Constabulary said that they did not feel valued within the police.** This compares to 71 per cent of respondents in England and Wales as a whole.

Figure 13: I feel valued in the police service<sup>10</sup>



**71 per cent of respondents from Norfolk Constabulary said that they would not recommend joining the police to others.** This is in line with the national figure. In England and Wales as a whole, 73 per cent of respondents said that they would not recommend joining the police to others.

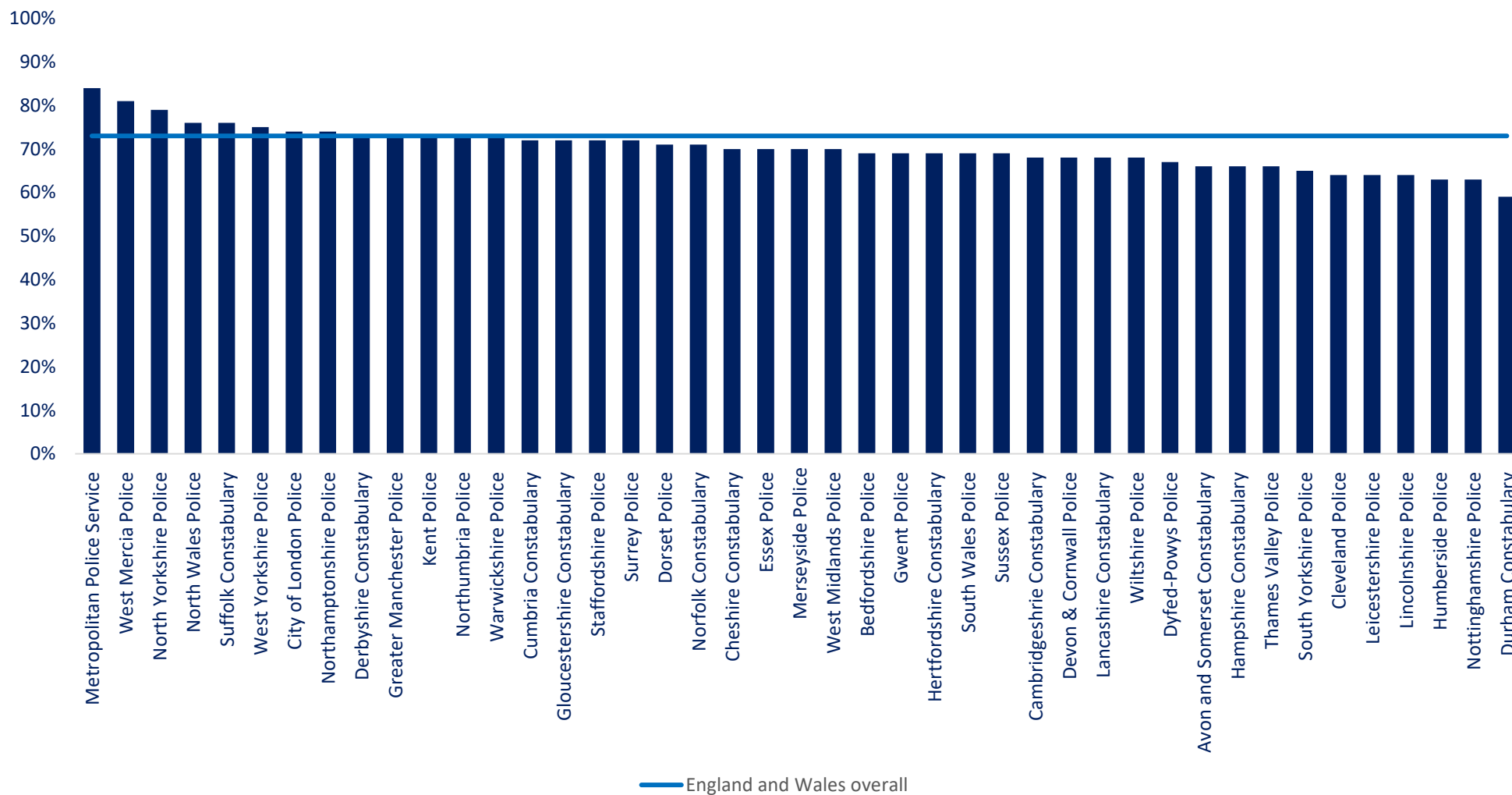
Comparison of the 2023 and 2022 figures for attitudes towards the police in Norfolk Constabulary are provided in the table on the following page.

<sup>10</sup> Please note – due to rounding this pie chart does not total 100%

Table 23: Attitudes towards the police

Attitudes towards working in the police	2023	2022
I would not recommend joining the police to others	71%	61%
I do not feel valued in the police	71%	65%

Figure 14: Proportion of respondents who would not recommend joining the police to others



## OFFICERS' TREATMENT IN THE POLICE

**97 per cent of respondents from Norfolk Constabulary said that they do not feel that the police are respected by the government.** This is greater than the proportion from England and Wales overall who said they do not feel that the police are respected by the government (94 per cent). Less than 1 per cent of respondents from Norfolk Constabulary said that they feel the police are respected by the government.

**83 per cent of respondents from Norfolk Constabulary said that they do not feel that the police are respected by the public** compared to 4 per cent of respondents from Norfolk Constabulary who said that they do feel that the police are respected by the public. Nationally, 85 per cent of respondents said that they do not feel that the police are respected by the public.

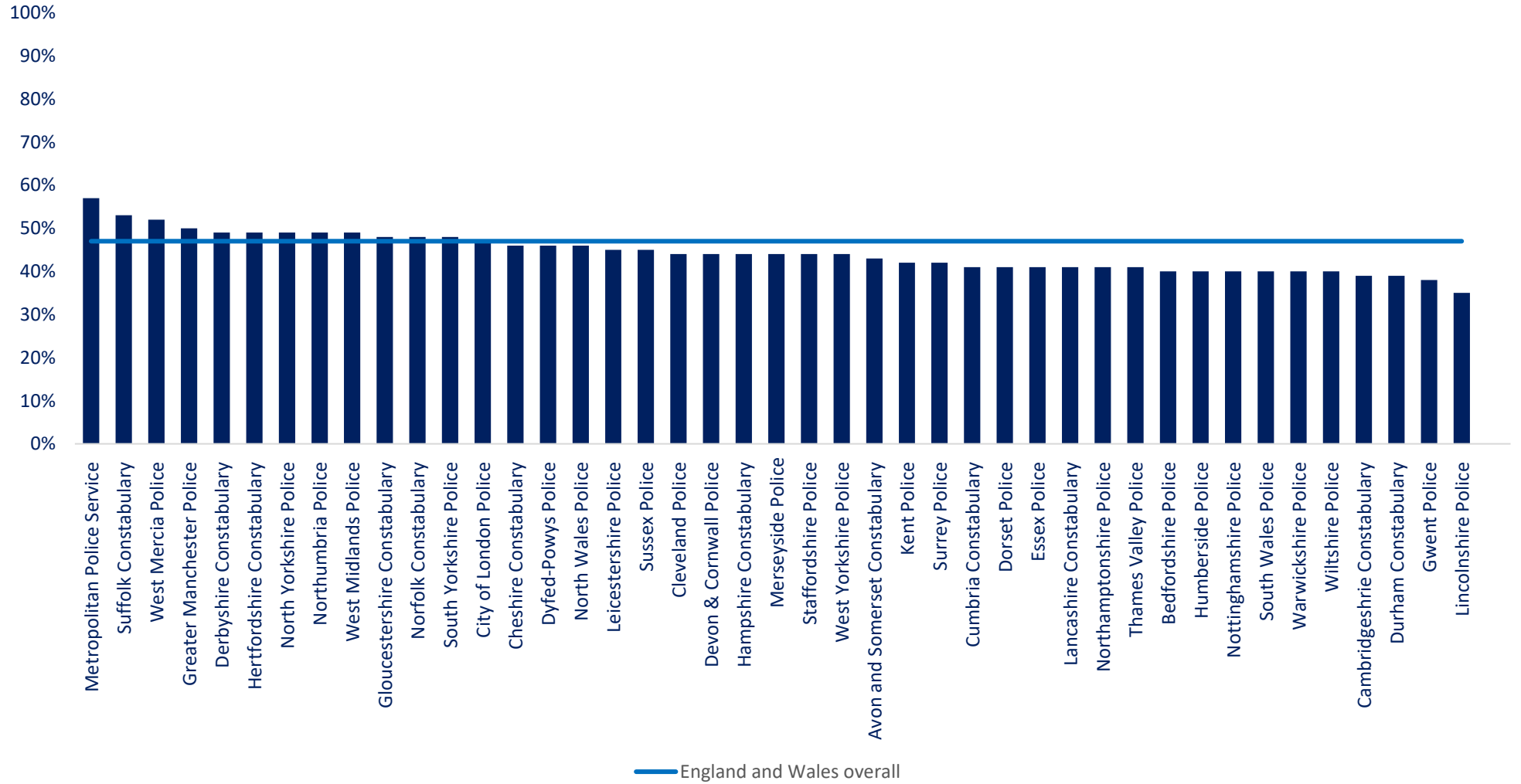
**48 per cent of respondents from Norfolk Constabulary said that they are not treated fairly** compared to 28 per cent of respondents from Norfolk Constabulary who feel that they are treated fairly. Respondents in Norfolk Constabulary were more likely to say that they are treated fairly compared to England and Wales as a whole, where 26 per cent said that they are treated fairly.

Comparison of 2023 and 2022 figures for fairness in Norfolk Constabulary are provided below.

Table 24: Officers' treatment in the police

Officers' treatment in the Police	2023		2022	
	'Agree' or 'Strongly agree'	'Disagree' or 'Strongly disagree'	'Agree' or 'Strongly agree'	'Disagree' or 'Strongly disagree'
I am respected by the government	0%	97%	1%	94%
I am respected by the public	4%	83%	8%	76%
I am treated fairly	28%	48%	33%	36%

Figure 15: Proportion of respondents who 'disagree' or 'strongly disagree' they are fairly treated



## NOTE FOR BRANCH BOARDS

Additional findings from the 2023 Pay and Morale survey are available on request from the Research and Policy department. Additional topics include, but are not limited to:

- Motor vehicle allowance and on-call allowance
- Organisational attitudes and culture regarding mental health and wellbeing

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.

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