



---

WEST MERCIA POLICE AND CRIME COMMISSIONER'S ANNUAL TOWN AND PARISH  
COUNCIL SURVEY 2020

---

Summary Report

November 2020

# Contents

About the Town & Parish Council Survey .....	1
Introduction .....	1
Methodology.....	1
Demographics .....	1
Executive Summary.....	2
Findings .....	3
Local Policing.....	3
Contact and engagement.....	5
Crime and antisocial behaviour .....	7
Local Police Area Findings.....	9
Herefordshire .....	9
Shropshire .....	10
Telford and Wrekin .....	11
North Worcestershire .....	12
South Worcestershire .....	13
Conclusions .....	14
Appendix .....	15

# About the Town & Parish Council Survey

## Introduction

Since 2018 the Police and Crime Commissioner (PCC) has published an annual Town and Parish Council Survey. The survey is designed give Town and Parish Council's from Herefordshire, Shropshire, Telford and Wrekin, North Worcestershire and South Worcestershire, the opportunity to share their views on key areas of local policing such as police visibility, contact and engagement and crime and antisocial behavioural issues. The responses help to inform the priorities of both the PCC and wider west Mercia police force, as well as highlighting what's working well, and where changes need to made in order to consistently deliver an efficient and effective police service.

This year's survey ran from 22<sup>nd</sup> July 2020 until 9<sup>th</sup> October 2020 and contained the same questions as the 2018 and 2019 iterations to enable direct comparisons to be made.

This year, the PCC delayed the survey to ensure councils were in a position to respond and discuss their views at council meetings, many of which were held virtually as a result of Covid-19. In previous years the survey has been open from May-August.

## Methodology

The survey consists of 22 questions, covering three main areas: 'local policing', 'contact and engagement' and 'crime and anti-social behavioural issues'. The survey is predominantly multiple choice but also includes questions on geographic area and Town/Parish Size.

Councils were given the option of completing the survey online or completing an electronic version and returning it via post or email to the PCC's Office. Distribution of these was via direct emails to Town and Parish Councils, as well as the Shropshire Association of Local Councils (SALC), the Worcestershire County Association of Local Councils (CALC) and the Herefordshire Association of Local Councils (HALC) who were all contacted and given details of the survey.

Whilst it was acknowledged that not all 463 town and parish councils are members of their local association this method was deemed the most efficient and effective way of engaging with local communities.

In addition to emails the PCC's Office also promoted the survey on social media and to local media outlets.

A copy of the 2020 survey questionnaire is included in this report in appendix A.

## Demographics

West Mercia is covered by three unitary councils, Herefordshire, Shropshire and Telford and Wrekin and two tier of councils within Worcestershire. In total there are 463 town and parish councils split as follows: 133 in Herefordshire, 180 in Shropshire and Telford & Wrekin and 150 in Worcestershire.

## Executive Summary

In total 128 town and parish councils completed the survey in its entirety, partially complete responses have not been included in this report as it is not possible to conclude respondents were from the West Mercia Police area or if they have gone on to fully complete the survey at a later date.

Despite the uncertainty and changes experienced across communities in 2020 it is worth noting that the number of respondents remained consistent compared to 2019 when 127 completed the survey and significantly more than 2018 when 107 completed surveys were returned.

<b>Policing Area</b>	<b>Number of respondents</b>	<b>Number of respondents as a percentage <sup>1</sup></b>
Herefordshire	31	24%
North Worcestershire	13	10%
Shropshire	47	37%
South Worcestershire	30	24%
Telford & Wrekin	7	6%

*Table 1 Breakdown of respondents by policing area*

Whilst 128 returns equates to 28% of the total number of towns and parish councils it is not possible to conclude that these findings represent the views of all town and parish councils within West Mercia. This report reflects the opinions of those councils who submitted a return.

### Local Policing

- When asked to rate the job police are doing in towns and parishes 83% felt the police were doing an excellent, good or fair job but 55% felt police visibility in their local area was poor or very poor
- Over half of respondents agreed that the police work well with the council to identify and address local crime and disorder with 50% also saying they had confidence in the police to resolve crime and anti-social behaviour issues

### Contact and Engagement

- Most councils contacted local policing teams every 2-6 months about crime or incidents
- Over 50% rated the police response to crime and disorder raised by the council as good or fair
- The majority of councils agreed that it was fairly easy to contact their local policing teams and most agreed it was fairly easy to access relevant information.
- Overwhelmingly 87% said they used email as the preferred method of contacting local police

### Crime and Behavioural issues

- 62% of respondents said that crime and antisocial behaviour was not a very big problem in their area
- Domestic burglary, violent crime, vehicle crime and criminal damage were also all highlighted as not very big problems.
- Road safety was identified as a fairly big or very big problem by 73% of respondents

---

<sup>1</sup> Figures may not add up to 100% due to rounding

It should also be noted that when provided with a free text option to identify issues within their area; drugs, fly tipping and police response to Covid-19 were raised as problems.

## Findings

### Local Policing

The first section of questions focused on local policing teams and the councils overall perception of the local police including visibility and confidence. The PCC also commissions a survey into Public Confidence and Perceptions which comprises of interviews from 3000 people from West Mercia, through the course of a year. Where appropriate data from both surveys will be compared. The results from the public confidence and perception survey provide an individual's view whereas the Town and Parish Council Survey provides the overall view of a whole council and so may not necessarily reflect each individuals personal opinion. Unless stated the results referred to are for quarter one of the 2020/21 public confidence and perception survey.

When asked how good a job police are doing in their area 40% responded with good or excellent. The percentage of respondents indicating the police are doing a good or excellent job has increased year on year for the Town and Parish Council Survey (figure 1). In 2018 26% percent responded with good or excellent which rose to 32% in 2019.

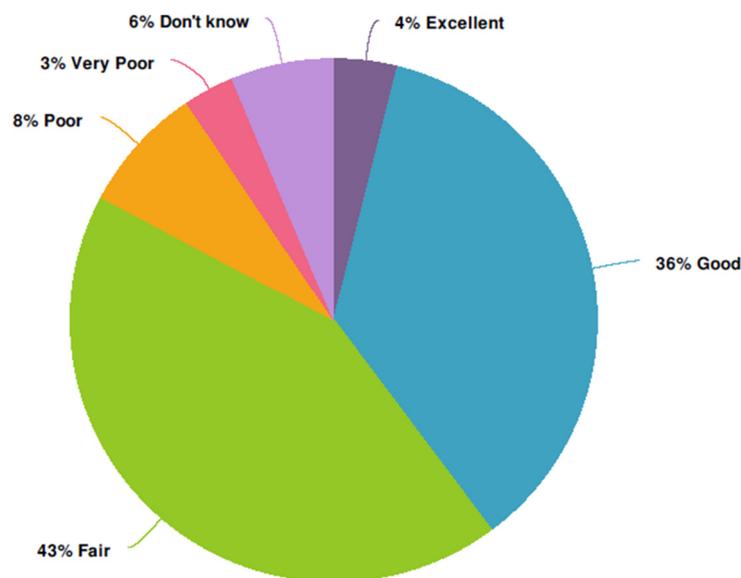


Figure 1 Breakdown of responses when asked; In the Council's opinion, how good a job do you think the police are doing in your area

Comparatively 67% of West Mercia residents who took part in the most recent public confidence and perception study said good or excellent when asked; In general, how good a job do you think West Mercia Police are doing in your local area?

As with previous years, Councils were asked to rate the visibility of police in the Town or Parish. The table below shows the results from 2018 and 2019 (table 2).

	Percentage rated as Good or Excellent	Percentage rated as Poor or very poor
2018	11%	63%
2019	12%	56%

Table 2 Comparative data from 2018 & 2019 when asked; In the Council's opinion, how would you rate the visibility of police in your town or parish?

This year 13% said good or excellent, an increase of 1% from 2019 and 55% said poor or very poor a decrease of 1% from 2019 (figure 2).

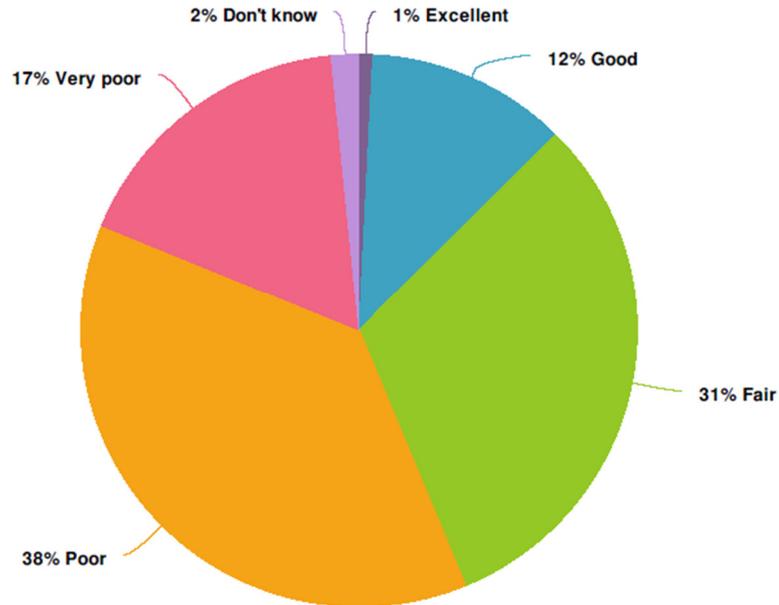


Figure 2 Breakdown of responses when asked; In the Council's opinion, how would you rate the visibility of police in your town or parish?

Although this is only the third edition of the Town and Parish Council Survey, year on year there have been encouraging trends emerging in relation to police visibility. In addition to this, when asked as part of the public confidence and perception survey how often a police officer or PCSO is seen, 31% of respondents said at least weakly, an increase from 26% in 2019 and 25% in 2018 <sup>2</sup> suggesting that police visibility is ever improving.

Partnership working between Councils and local policing teams was also questioned as part of this survey. Councils were asked how far they agreed with the following statements:

- 'The police work well with the Council to identify and address local crime and disorder issues'
- 'The Council has confidence in the police to resolve crime and disorder issues raised within the local community'.

53% either tended to agree or strongly agreed that the police work well with the council to identify and address local crime and disorder issues, a 3% increase from 2019. However the percentage of respondents tending to or strongly disagreeing also increased from 20.1% to 23%. The second statement saw a significant increase in respondents that felt they had confidence in the police to resolve local crime and disorder with just over 50% tending to or strongly agreeing compared to 34% in 2019 and 33% in 2018. This positive trend is also reflected in the percentage that either tended to

<sup>2</sup> Comparisons have been made from Q1 Public confidence and perceptions report for 2018/19, 2019/20 and 2020/21.

disagree or strongly disagreed that they had confidence in the police to resolve crime and disorder. This year's results show 23% of respondents either tended to disagree or strongly disagree that they had confidence compared to 37% last year and 34% in 2018 (figure 3).

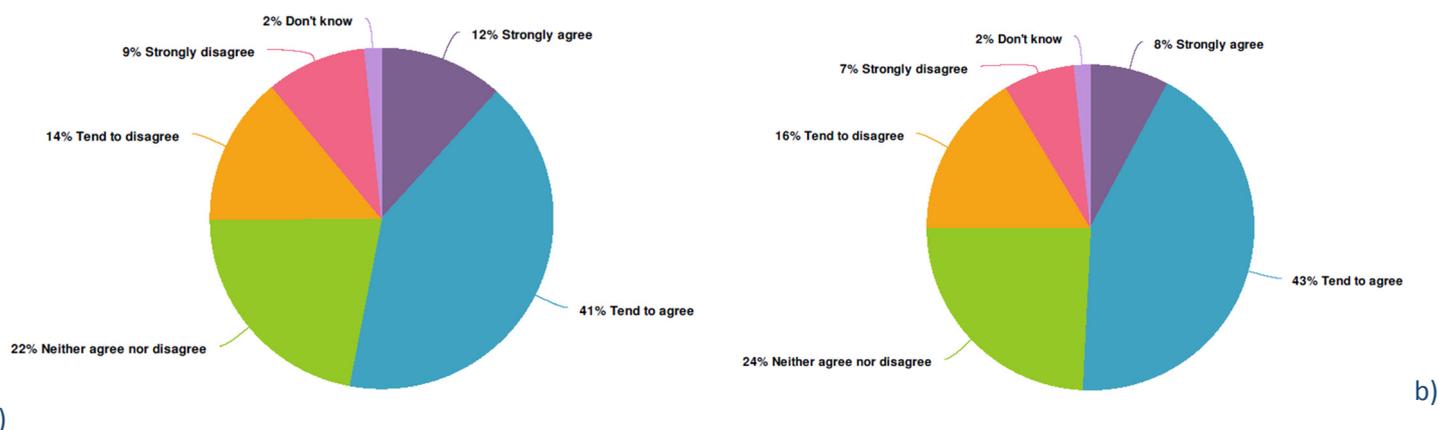


Figure 3 Breakdown of responses when asked a) how far they agree with 'The police work well with the Council to identify and address local crime and disorder issues' and b) 'The Council has confidence in the police to resolve crime and disorder issues raised within the local community'

In line with previous years, most councils contact local police every 2-6 months to raise concerns about crime or incidents, 41% of respondents gave this time frame compared to 30% in 2019 and 36% in 2018. This rise maybe due to Covid-19 related reporting or as a consequence of respondents finding their local policing teams more accessible which will be covered in later sections of this report.

The final question in this section asked councils how they rate the police response to crime and disorder issues or incidents raised by the Council overall. As with previous year's most respondents said fair – 32% - followed by good – 28%. Last year 33% said fair and 25% said good.

### Contact and engagement

The second section of questions looked at how involved the towns and parish councils perceive that their local policing team are with them.

As highlighted in the previous section according to responses councils are finding it easy and convenient to access their local policing team, each year there has been an increase in the percentage finding it either fairly easy or very easy. In addition there has also been a decrease in the percentage of respondents who reported it as fairly or very difficult to access local policing teams (table 3).

	percentage of respondents who answered fairly or very easy	percentage of respondents who answered fairly or very difficult
2018	66%	24%
2019	65%	24%
2020	75%	19%

Table 3 Comparative data for the question: In the Council's opinion, how easy and convenient is it to access your local policing teams? (This may be in any form – face to face, email, telephone etc.)

Following this question, councils were asked how easy and convenient it is to access relevant information for the local community from the police. Similarly there have been positive trends with this question – more respondents are finding it easier and convenient to access relevant information (table 4).

	Percentage of respondents who answered fairly or very easy	Percentage of respondents who answered fairly or very difficult
2019	49%	31%
2020	58%	23%

Table 4 Comparative data for the question: In the Council's opinion, how easy and convenient is it to access relevant information for the local community from the police?

Most Town and Parish councils, 37%, suggested they contacted the police every 2-6 months to discuss local issues, seek information or invite to meetings / community events<sup>3</sup> however 9% also said they never contact police for information, an increase of 4% from 2019. When councils did contact local police for information 46% rated the police response to such requests as excellent or good, an increase from the 41% last year who rated it as excellent or good.

Overwhelmingly email and phone calls were the most popular method of communication with 88% and 64% respectively. It should be noted that contact via social media has increased since the 2018 survey. 7% of respondents now say they use it as a method of communication compared to 3% in 2018. The number of respondents who don't contact the police has almost halved compared to last year - 6% compared to 11% (figure 4). This is similar to the level seen in 2018 with 6% saying they never contacted the police.

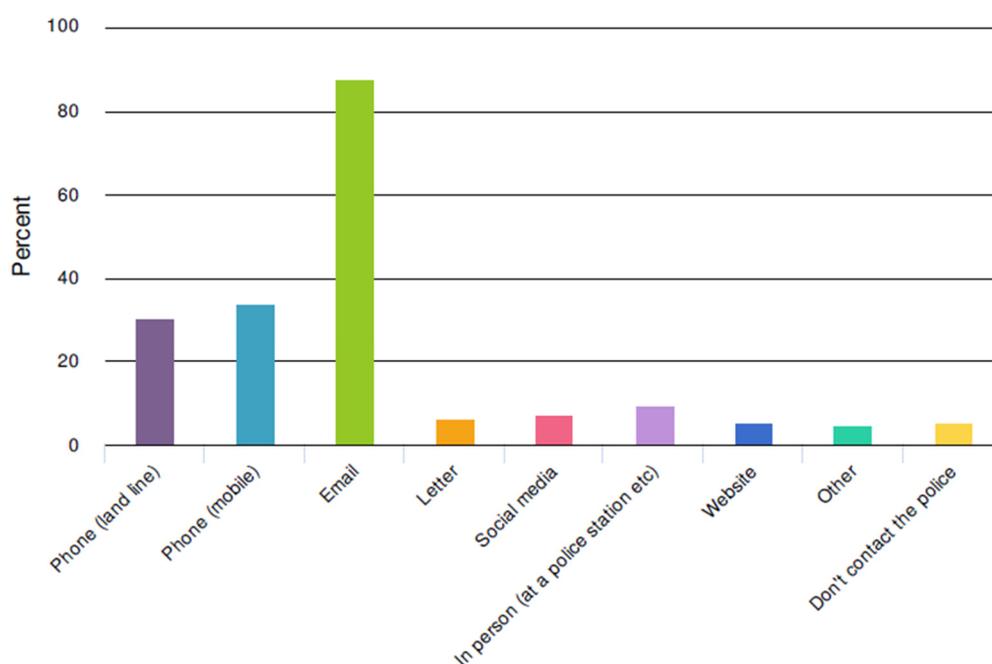


Figure 4 Breakdown of responses when asked: How does the Council contact the police to discuss local issues, seek information or invite to meetings

<sup>3</sup> This does not include reporting of crime

When asked how often the police attend council meetings or other community events most said once a year however responses varied. 21% said police never attended an increase of 2% on last year (figure 5).

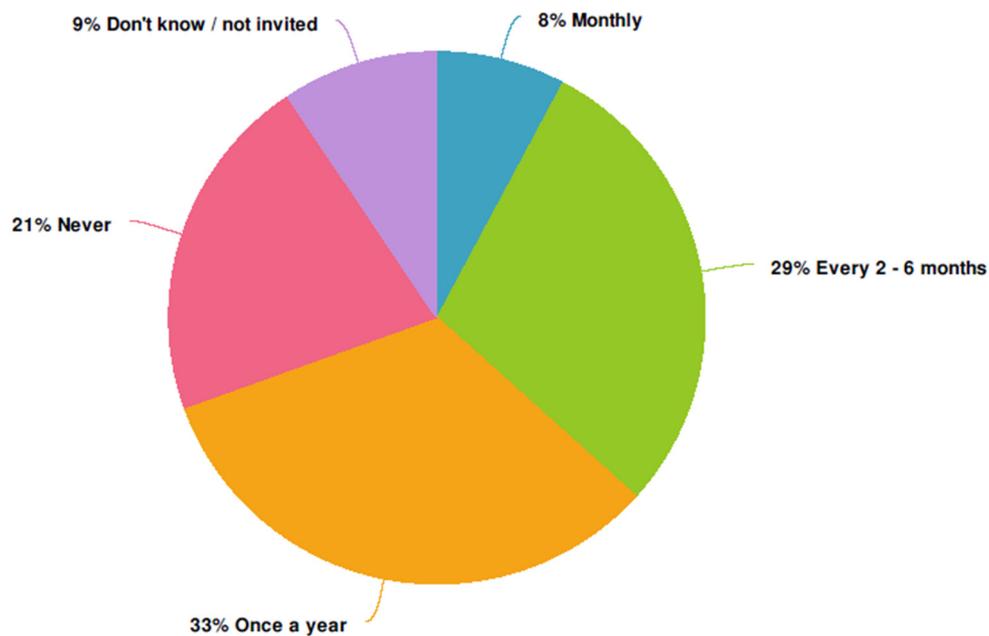


Figure 5 Breakdown of responses when asked: How often do the police attend Council meetings or other community events in your town or parish area?

24% of respondents also indicated the police never proactively contact the council to raise awareness of local issues or to share information, a 2% increase on 2019. 34% said every 2-6 months an increase of 14% compared to last year. This picture is also evident in the public confidence and perception results, over half of the respondents said they found out about crime and policing through the media and 37% said through social media.

In 2018 57% of respondents said members of their local SNT were either very familiar or somewhat familiar, in 2019 this rose to 59% and in 2020 this rose slightly again to 60%. However the percentage of respondents that said they were totally unknown has increased by 1% compared to last year.

### Crime and antisocial behaviour

The final section in the survey related to crime and antisocial behaviour in each local area.

When asked, as part of the public confidence and perception survey over two thirds of these respondents did not think crime and antisocial behaviour (ASB) was a problem in their area. These results are mirrored in the Town and Parish Council Survey - 75% said crime and ASB was not a very big problem or not a problem at all in their area, with 25% saying it was a big or fairly big problem (figure 6). When compared with the results from 2019 there has been an increase in the percentage of respondents that said crime and ASB was not a problem – up 5% - however those that said it was a big or fairly big problem also increased by 0.4%.

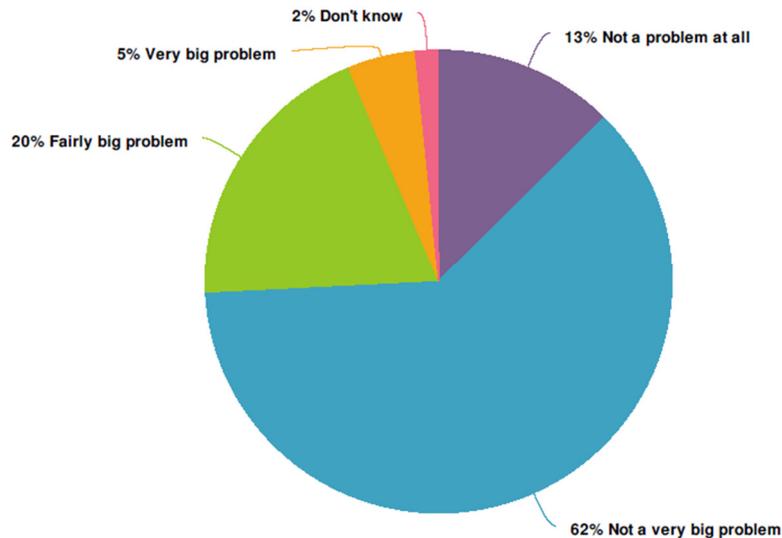


Figure 6 Breakdown of responses when asked: In the Council's opinion, how much of a problem, if at all, would you say that crime and ASB is in your town/parish area?

The final question in this section asked respondents to rate a number of crime types on a scale from not a problem at all to a very big problem (figure 7). This question also provided a free text option for respondents to highlight other crime types that they felt were a problem in their area.<sup>4</sup>

Domestic burglary, violent crime, vehicle crime, criminal damage and crime against businesses, offences of a sexual nature and crimes against people due to their age, race, ethnicity, disability or sexuality (protected characteristics), were, for the third year in a row not highlighted as a problem. Rural crime was split between not a very big problem and fairly big problem and whilst 73% of respondents thought road safety was a problem in their area this has decreased from 77% in 2019.

ASB however increased slightly – 65% of respondents identified it as a fairly big or very big problem compared to 64% last year.

Most respondents didn't know if online crime was a problem in their area.

34 additional comments were added as a free text option for this question.<sup>5</sup> Other issues highlighted were: fly tipping/littering (7), drugs (4), issues relating to Covid-19 (3), lack of police station/police presence (3), parking (2), poaching/wildlife crime (2), theft (including quad bikes and farm machinery) (2), illegal traveller encampments (2), dangerous and antisocial motorbike riding (1), dog fouling (1), domestic violence (1), the time to respond to 999 calls (1). Speeding was identified by 9 respondents as a problem in their area.

<sup>4</sup> This question was not compulsory to complete and so the number of respondents may not match the total that have completed the survey.

<sup>5</sup> Some comments included more than one crime type highlighted as an issue

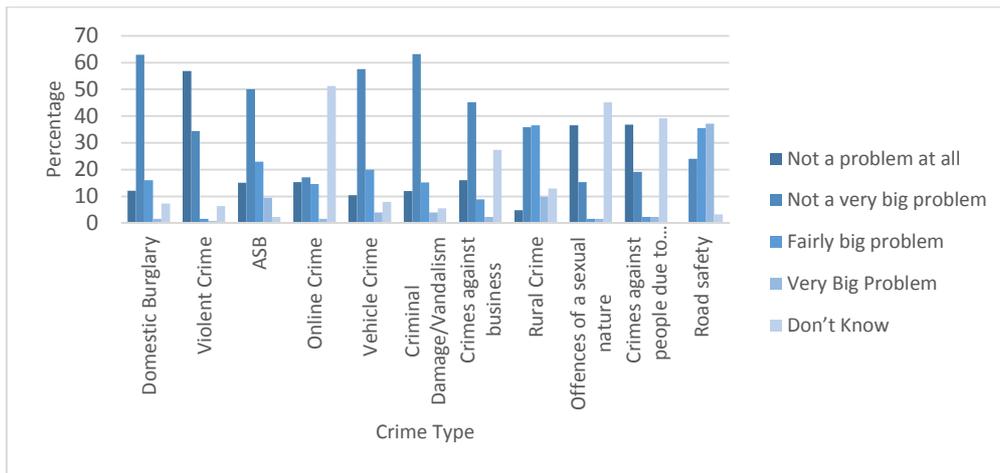


Figure 7 Breakdown of responses when asked to rate crime types

## Local Police Area Findings

### Herefordshire

- 31 councils from Herefordshire completed the survey, down 8 from last year
- 14 of these indicated their population was between 501-1000 residents

#### Local policing

- 74% of respondents felt the police were doing a fair, good or excellent job, a 3% decrease on last year
- 42% rated police visibility as poor. This is a significant increase compared to 2019 when 23% said it was poor
- The same percentage of respondents (32%) either tended to agree or neither agreed nor disagreed that the police work well with the council to address local crime and disorder issues. This is a marked decrease on last year when 41% agreed and 26% neither agreed nor disagreed. Most tended to agree they had confidence in the police to resolve crime and disorder issues however
- Overall 65% of respondents rated the police response to crime and disorder issues raised by the council as fair, good or excellence – a 5% increase on last year

#### Contact and Engagement

- 74% of respondents said it was fairly or very easy to access their local policing teams, an increase of 9% from 2019. 20% said they found it fairly or very difficult a decrease of 2.5% from 2019
- Requests for information or meetings are rated as fair, good or excellent by 71% of councils similar to last year's 70%. 10% rated them as poor or very poor, this is a large decrease from 50% in 2018 and 13% last year
- 42% said they contacted the police once a year to discuss local issues or seek information and 36% said police proactively contact them every 2-6 months. However 26% said the police never contacted them – an increase of 1% on last year

- Overall contact with police was rated as fair good or excellent by 62% of respondents, 2% less than in the previous year
- Reflecting the results seen across West Mercia email was the preferred method of contact for 84% of respondents
- In terms of how well known the members of the local Safer Neighbourhood team are to the council there was nearly a 50/50 split between those that said either very familiar or somewhat familiar (49%) and not well known or totally unknown (46%). This is the same result seen in 2019

### **Crime and Antisocial behaviour issues**

- When asked how big a problem crime and antisocial behaviour was in their area 84% said it was either not a very big problem or not a problem at all. 13% said it was a fairly big or very big problem, the same percentage as last year
- Most crime types including; domestic burglary, violent crime, vehicle crime and offences of a sexual nature were deemed not a problem. Road safety was split equally with 33% of residents saying it was either not a very big problem, a fairly big problem or a very big problem
- Issues relating to Covid-19, fly tipping/littering, lack of local police station and time taken to respond to 999 calls as well as speeding vehicles were all raised as problems for Herefordshire councils

### Shropshire

- 47 councils from Shropshire completed the survey, this was an increase of three from last year
- 18 of these indicated their population was less than 500

### **Local policing**

- More than three quarters said the police are doing a fair, good or excellent job but over half felt police visibility was poor or very poor, this was the same percentage (62%) as 2019, however 39% said they felt the visibility was fair or good – an increase of 3%. No respondents said visibility was excellent
- Most councils tended to agree that the police worked well with them to address local crime and disorder most also agreed they had confidence in the police to resolve such issues
- Most councils said they contacted the local police every 2-6 months to raise concerns about crime or incidents
- Overall 58% rated the police response to crime and disorder as fair, good or excellent, this is 6% less than last year when 64% rated the response as fair good or excellent

### **Contact and Engagement**

- 75% of people said it is easy to and convenient to access their local policing teams compared to 62% who said the same last year
- Improvements were also seen when councils were asked how easy and convenient it is to access relevant information 58% said it was easy compared to 44% last year

- Majority of respondents rated the police response to requests for information as fair good or excellent. However, 32% said the police never proactively contact councils about local issues
- Most councils said that their local Safer Neighbourhood Team were somewhat familiar however 21% said they were not well known and 19% totally unknown

### **Crime and Antisocial behaviour issues**

- According to 77% of councils that responded crime and anti-social behaviour was not a problem an increase of 13% on last year
- Road safety was highlighted as a problem by 34, councils a 3% decrease relative to those that responded last year
- There was a split in those that felt rural crime was a problem; 47% said it wasn't a problem, 45% said it was and 9% didn't know. This is a favourable change compared to last year when 32% highlighted it as not a problem
- Additional issues raised were: drugs, fly tipping, issues related to Covid-19, domestic violence and wildlife crime. Speeding vehicles was specifically raised by four councils

### **Telford and Wrekin <sup>6</sup>**

- 7 councils who completed the survey were from Telford and Wrekin – half the number that completed last year's survey
- The majority of those that completed the survey said their town or parish had over 10,000 residents.

### **Local policing**

- Over four fifths of respondents said the police were doing a fair or good job, 14% said they were doing a very poor job
- However visibility still remains poor in Telford. 70% rated it as either poor or very poor.
- Positively, 57% agreed that the police worked well with the council to identify and address local crime and disorder. 57% also agreed they had confidence in the police to resolve crime and disorder issues
- Overall four out of seven councils said the police response to crime and disorder was fair or good

### **Contact and Engagement**

- Five out of seven respondents said it was easy and convenient to access both local policing teams and relevant information
- The level of contact councils had with the police was rated as good or fair in five responses.
- For Telford respondents there was a greater variety in methods of communication, just under half said they visited their local station in person and two said they had wrote letters

---

<sup>6</sup> Due to the low response rate compared to last year comparisons have not been made with the 2019 results.

- 71% rated the police response to requests for information as fair or good and 57% said police contact them proactively at least every 2-6 months
- Just under three quarters said their local policing team were familiar

### **Crime and Antisocial behaviour issues**

- 57% said crime and anti-social behaviour was a problem
- Vehicle crime, crimes against businesses and criminal damage were all said to not be a problem
- 100% of respondents said road safety was a problem

### North Worcestershire

- 13 councils from North Worcestershire completed the survey – 3 more than last year
- Most respondents said between 1001-5000 residents lived in their area

### **Local policing**

- 85% of respondents rated the job police are doing in their area as good or fair, an increase of 5% from 2019. 15% said poor
- Visibility was rated as good or fair by 69% of respondents with 30 % rating it as poor or very poor. This compares favourably to 2019 when 50% rated it a good or fair and 50% as poor or very poor
- 70% agreed that the police work well with the council to identify and address crime and disorder. 62% also agreed they confidence in the police resolve instances of crime and disorder- a 12% increase on last year- 23% disagreed and 15% neither agreed nor disagreed
- Most councils contact the police every 2-6 month to raise concerns about crime or incidents
- Overall almost four fifths of respondents felt the police response to crime and disorder was fair or good an increase ~10% on last year, however no councils rated the response as excellent like what was seen last year

### **Contact and Engagement**

- The majority of councils said it was easy to access local policing teams and relevant information
- Most respondents said they contact the police every month to discuss local issues and that police attended council meeting or other community events once a year
- 77% rated the police response to requests for information as fair or good or excellent an increase of 7% from last year, the percentage of councils who said police never proactively contact councils has dropped from 30% to 23%
- The level of contact councils had with the police was perceived as fair or good by 69% of respondents, an increase of 9% from last year
- Local Safer Neighbourhood Teams were rated as familiar by 61% however the other 39% said they were not well known or totally unknown. This is similar to last year's results

### **Crime and Antisocial behaviour issues**

- The majority of councils said crime and antisocial behaviour was not a very big problem
- Road safety was also highlighted as a problem for 66% of respondents
- Other issues raised were; fly tipping and parking

## South Worcestershire

- 30 councils from South Worcestershire completed the survey, 9 more than last year
- Only one council said their town or parish size was over 10,000

### Local policing

- No Councils rated the job police are doing as poor or very poor – 50% rated it as good, 47% as fair and 3% didn't know
- Police visibility was rated as fair, good or excellent by 53% of respondents, the remaining 47% said visibility was poor. Last year visibility was rated as poor or very poor by 59%
- 83% rated the police response to crime and disorder as fair, good or excellent. 7% rated it as poor and 10% didn't know
- Over half of the respondents agreed that the police worked well with councils to identify and address crime and disorder. 27% neither agreed nor disagreed and 13% disagreed. 23% also neither agreed nor disagreed they had confidence in the police to resolve instances of crime and disorder, 63% said they were confident 13% were not confident

### Contact and Engagement

- The majority of councils said it was easy to access local policing teams, 20% said they found it difficult. However when asked how easy it was to access relevant information 33% said it was difficult
- The majority of councils said they contacted the police every 2-6 months to discuss local issues and/or seek information
- Over three quarters of respondents rated the police response to requests for information as good fair or excellent, 17% rated it as poor – this compares negatively to last year when 14% said it was poor
- 33% said the police never attend meeting or events, a significant increase on last year when only 14% said police never attended
- 80% rated the level of contact with police as fair or good, a decrease of 2% on last year
- Whilst email was the major way for most council to contact local police 13% also used social media

### Crime and Antisocial behaviour issues

- 67% rated crime and antisocial behaviour as not a big problem the same as last year
- Rural crime (58%) was highlighted as an issue as was road safety (69%)
- Other issues raised were dog fouling, speeding, drugs, poaching, theft of farm machinery and also difficulty contacting police due to location on county borders

## Conclusions

Despite the Covid-19 pandemic disrupting the way many town and parish councils are operating a similar number of responses were received compared to last year, and still significantly more than when the survey was first launched in 2018

Although it cannot be deduced that it is the same councils are completing the survey each time to allow for like for like comparisons and progress to be tracked individually, the results still provide an insight into how local towns and parish councils view their local policing, the contact and engagement from the police and the crime and antisocial behaviour in their local area

There is also clear disparity between local policing areas in the number of councils who respond to the survey

For local policing it has generally reported by the councils that the police are doing a fair or good job, they work well with the councils to identify and address crime and disorder and, in turn councils generally have confidence that the police will resolve such issues

Whilst it is clear that improvements have been made particularly around the ease in accessing local policing teams and relevant information, police visibility still remains a concern for the majority of councils in West Mercia. Despite the issues with visibility most councils reported that their local safer neighbourhood team are familiar within their local area

As seen in previous years speeding was still a consistent issue raised by the councils however crime and anti-social behaviour was still perceived as not being a problem. This year fly tipping has also emerged as a problem for many councils across West Mercia, which could, in part, be linked the closure of refuse disposal sites following the first Covid-19 lockdown

To fully understand the views of councils and obtain a representative sample more responses are required and greater consistency in response rate across policing areas

## Appendix



### TOWN AND PARISH COUNCIL SURVEY 2020

**Please select one answer for each question, unless asked to do otherwise.  
Please ensure only one questionnaire is completed and returned for your  
individual town/ parish council**

#### LOCAL POLICING

1 In the Council's opinion, how good a job do you think the police are doing in your town / parish?

Excellent  Good  Fair  Poor  Very poor  Don't know

2 In the Council's opinion, how would you rate the visibility of police in your town / parish?

Excellent  Good  Fair  Poor  Very poor  Don't know

How much does the Council agree or disagree with the following statements:

3 The police work well with the Council to identify and address local crime and disorder issues

Strongly agree  Tend to agree  Neither agree nor disagree  
 Tend to disagree  Strongly disagree  Don't know

4 The Council has confidence in the police to resolve crime and disorder issues raised within the local community

Strongly agree  Tend to agree  Neither agree nor disagree  
 Tend to disagree  Strongly disagree  Don't know

5. On average, how often does the Council contact the police to raise concerns about crime or incidents?

- Weekly                       Monthly                       Every 2 – 6 months  
 Once a year                       Never                       Don't know

6 Overall, how would you rate the police response to crime and disorder issues or incidents Raised by the Council?

- Excellent     Good     Fair     Poor     Very poor     Don't know / NA

### CONTACT AND ENGAGEMENT

7 In the Council's opinion, how easy and convenient is it to access your local policing teams? (This may be in any form – face to face, email, telephone etc)

- Very easy                       Fairly easy                       Fairly difficult  
 Very difficult                       Don't know / N/A

8 In the Council's opinion, how easy and convenient is it to access relevant information for the local community from the police?

- Very easy                       Fairly easy                       Fairly difficult  
 Very difficult                       Don't know / N/A

9 In the Council's opinion how would you rate the level of contact you have with the police?

- Excellent     Good     Fair     Poor     Very poor     Don't know / NA

10 How does the Council contact the police to discuss local issues, seek information or invite to meetings / community events? (Not including reporting crimes)

*Please tick all that apply*

- Phone (land line)                       Phone (mobile)                       Email  
 Letter                       Social media                       In person (at a police station etc)  
 Website                       Other                       Don't contact the police

11 How often does the Council contact the police to discuss local issues, seek information or invite to meetings / community events etc? (not including reporting crimes)

- Weekly                       Monthly                       Every 2 – 6 months  
 Once a year                       Never                       Don't know

12 How would the Council rate the police response to requests for information / meetings etc?

Excellent    Good    Fair    Poor    Very Poor    Don't know / N/A

13 How often do the police attend Council meetings or other community events in your town or parish area

Weekly                               Monthly                               Every 2 – 6 months  
 Once a year                               Never                               Don't know / not invited

14 How often do the police proactively contact the Council to raise awareness of local issues, share information etc?

Weekly                               Monthly                               Every 2 – 6 months  
 Once a year                               Never                               Don't know

15 Does the Council know the members of the police's local Safer Neighbourhood Team? These teams include Inspectors, Sergeants, PCs and PCSOs.

Very familiar                               Somewhat familiar                               Not well known  
 Totally unknown                               N/A

### **CRIME AND ANTI SOCIAL BEHAVIOUR ISSUES**

16 In the Councils opinion how much of a problem, if at all, would you say that crime and anti-social behaviour is in your town / parish council area?

Not a problem at all                               Not a very big problem                               Fairly big problem  
 Very big problem                               Don't know

17 Which if any of the following issues would the Council say are currently a problem to people in the town / parish area?

**Please tick one box in each row**

	Not a problem at all	Not a very big problem	Fairly big problem	Very big problem	Don't know
Domestic burglary	<input type="checkbox"/>				
Violent crime	<input type="checkbox"/>				
Anti-social behaviour	<input type="checkbox"/>				
Online crime	<input type="checkbox"/>				
Vehicle crime	<input type="checkbox"/>				
Criminal damage / vandalism	<input type="checkbox"/>				
Crimes against businesses	<input type="checkbox"/>				
Rural crime	<input type="checkbox"/>				
Offences of a sexual nature	<input type="checkbox"/>				
Crimes committed against people due to their gender, age, race, ethnicity religion, disability or sexuality	<input type="checkbox"/>				
Road safety	<input type="checkbox"/>				
Other (please specify in the box below)	<input type="checkbox"/>				

Other:

**ABOUT YOUR COUNCIL**

18 What is the name of your council (or councils if it is a combined parish council group)?

19 Please confirm which Borough / District / City / Unitary area your council is in

- |  |                                      |   |
|--|--------------------------------------|---|
| <input type="checkbox"/> Herefordshire | <input type="checkbox"/> Shropshire  | <input type="checkbox"/> Telford & Wrekin |
| <input type="checkbox"/> Redditch      | <input type="checkbox"/> Wyre Forest | <input type="checkbox"/> Worcester City   |
| <input type="checkbox"/> Malvern Hills | <input type="checkbox"/> Wychavon    | <input type="checkbox"/> Bromsgrove       |

20 Approximately how many people live in your town / parish area?

- |  |                                      |                                      |
|--|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Less than 500 | <input type="checkbox"/> 501 - 1000  | <input type="checkbox"/> 1001 - 5000 |
| <input type="checkbox"/> 5001 – 10,000 | <input type="checkbox"/> Over 10,000 |                                      |

21 Please provide an appropriate, current email address the Commissioner or his staff may use to contact the Council when necessary. Your email will be stored in secure web-based systems. It would not be shared more widely with other third parties.

- Yes     No    |    Would you like to receive the PCC's monthly newsletter to this email address?

Thank you for taking the time to complete our survey. The survey results will be available to view online at [www.westmercia-pcc.gov.uk](http://www.westmercia-pcc.gov.uk)

EMAIL RETURNS: If you have chosen to complete a word version of the survey, email your completed survey to: [opcc@westmercia.pnn.police.uk](mailto:opcc@westmercia.pnn.police.uk)

POSTAL RETURNS: If you have chosen to print a copy of this survey to complete and return via Royal Mail (instead of completing online / emailing), post your completed survey to: John Campion, Police and Crime Commissioner, OPCC, West Mercia Police HQ, Worcester, WR3 8SP