



John Campion
Police and Crime Commissioner
West Mercia

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Public Views and Perceptions of Policing in West Mercia

2019/20 Survey Quarter 1 Results Presentation





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Section One

Introduction & Methodology, Summary & Respondent Breakdown



Introduction & Methodology

- West Mercia Police (WMP) & the Police and Crime Commissioner, John Campion, seek to obtain the views of residents, including their confidence in WMP, to inform the PCC's plan priorities and support decision making around the Safer West Mercia agenda
- WMP & the OPCC commissioned SMSR, a third party research agency, to conduct surveys over the phone and face to face with West Mercia residents and victims of crime
- The questionnaire includes key questions taken from the Crime Survey for England and Wales (CSEW) and the 2018 Report on Public Perceptions of Policing in England and Wales (PPPEW)
- Where relevant, comparisons with CSEW AND PPPEW are displayed. Comparisons with CSEW include the average score of forces included in West Mercia Police's most similar group (MSG)**. Where comparisons have been made, results have been consistently analysed in accordance with this external reporting
- Over the 12 month period (Jul 18 – Jun 19) SMSR have interviewed a representative sample of over 3000 residents – 600 across each of the 5 Local Policing Areas (LPA): Hereford; Shropshire; Telford & Wrekin and North & South Worcestershire
- Results have been weighted to accurately represent the population size of each LPA
- The report tracks changes in perception levels, identifies high performing areas and those with need for improvement

Summary – Overall Views

- The majority of residents (85%) agreed that they had confidence in West Mercia Police and more than 8 in every 10 were confident that they would receive a good service from the force (83%).
- Around two-thirds (67%) felt that West Mercia Police were doing a good or excellent job.

Visibility

- Over a quarter (26%) of residents report that they see an officer or PCSO at least once a week with just under half (49%) satisfied with the levels of policing in their local area.
- Two-thirds said that there had been no change in the level of policing; around a fifth (18%) believed there had been a decrease and less than a tenth (7%) thought there had been an increase.
- A quarter said that they had spoken to an officer or PCSO from their local policing team.

Interaction / Access

- More than four-fifth (83%) were confident that they could access the police in an emergency with around two-thirds (66%) confident they could do so in a non-emergency.
- The majority (80%) said they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- Just under half (49%) said that they find out about crime and policing issues from the media, with over a third (38%) finding out through social media. Three-fifths (60%) said they do not feel informed about what West Mercia Police is doing.

Effectiveness

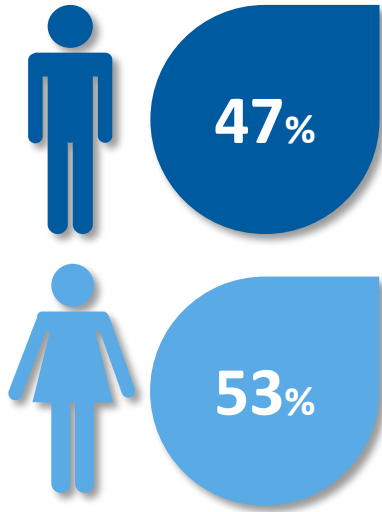
- Over two-thirds (69%) of residents felt that West Mercia Police understand the issues in their community and around a quarter (28%) reported that they thought that crime and ASB was a problem in their area.
- Just over two-thirds (68%) thought that crime and ASB had remained the same compared to 12 months ago with a fifth (19%) reporting an increase. Further to this, 8 in every 10 residents agreed that West Mercia Police are dealing with crime and ASB.

Trust / integrity

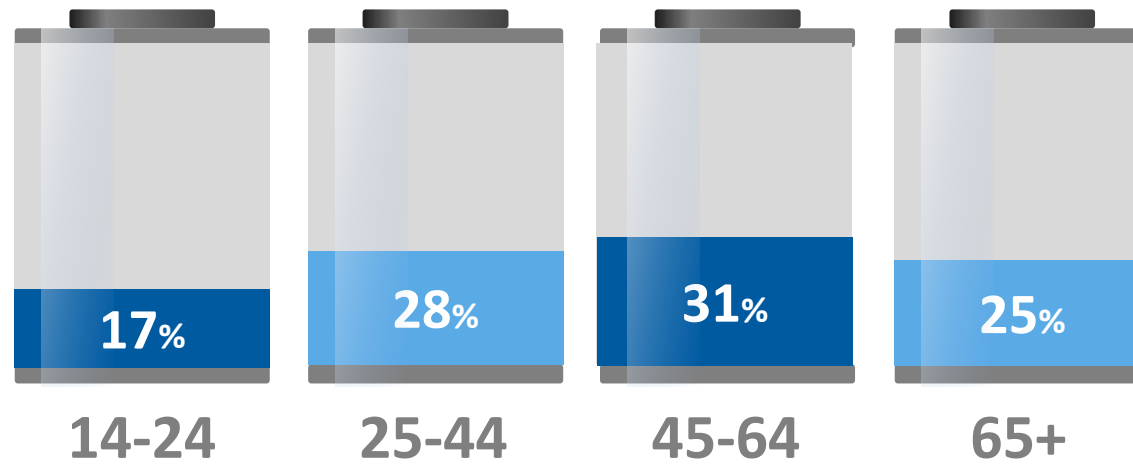
- The vast majority (93%) said that West Mercia Police have their support. Over 8 in every 10 said they trust WMP (87%), believe they treat everyone fairly regardless of who they are (86%) and felt West Mercia Police act with integrity (83%).
- Just over three-fifths (61%) are confident West Mercia Police use their stop and search power fairly and respectfully. Only 4% felt West Mercia Police did not use their stop and search powers fairly and respectfully.

Respondent Breakdown

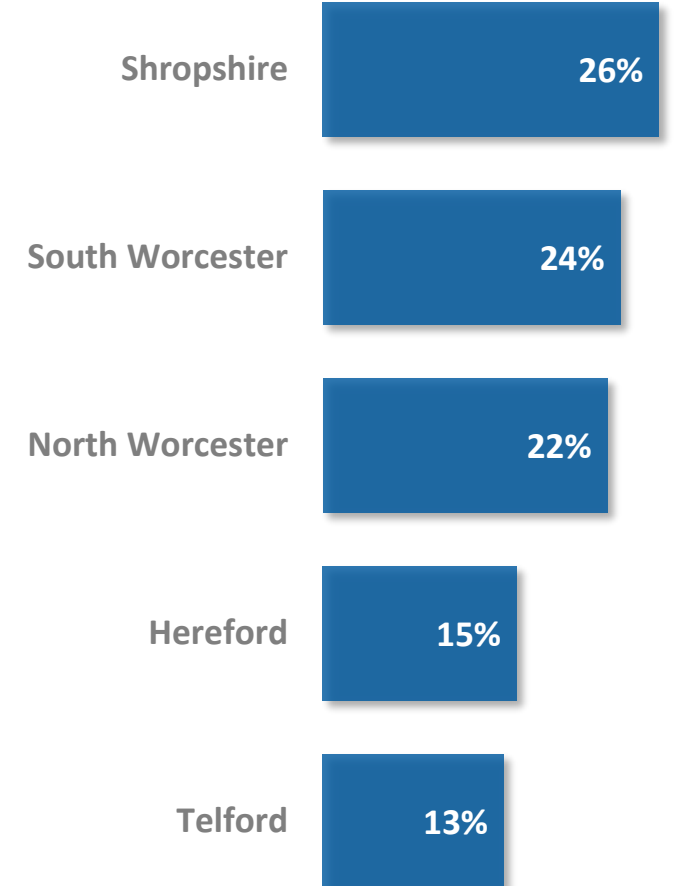
Gender



Age



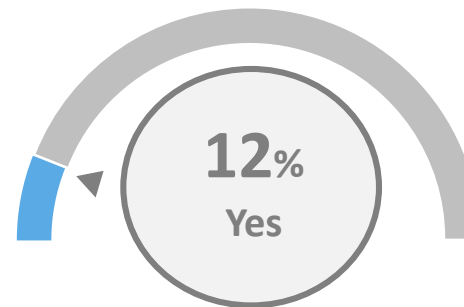
LPA



Ethnic Group



Disability





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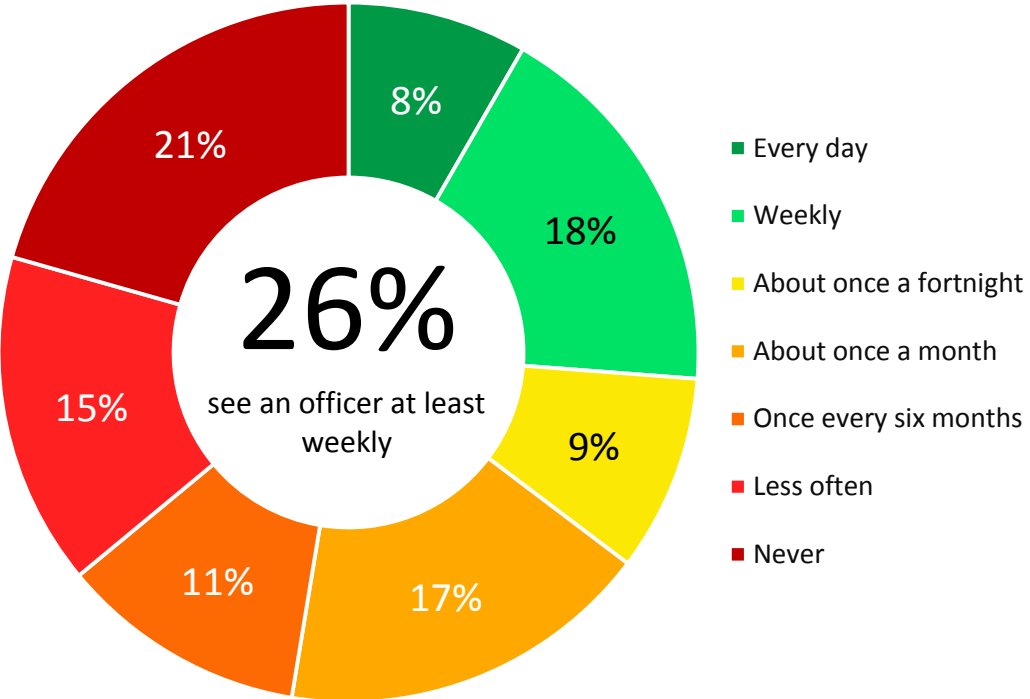


Section Two

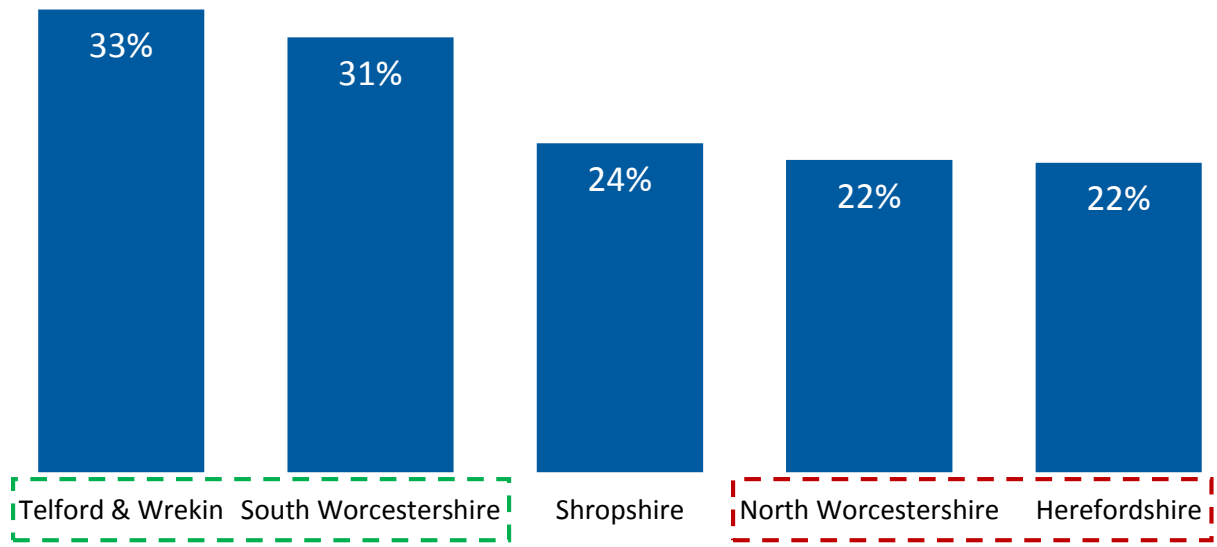
Visibility / Presence



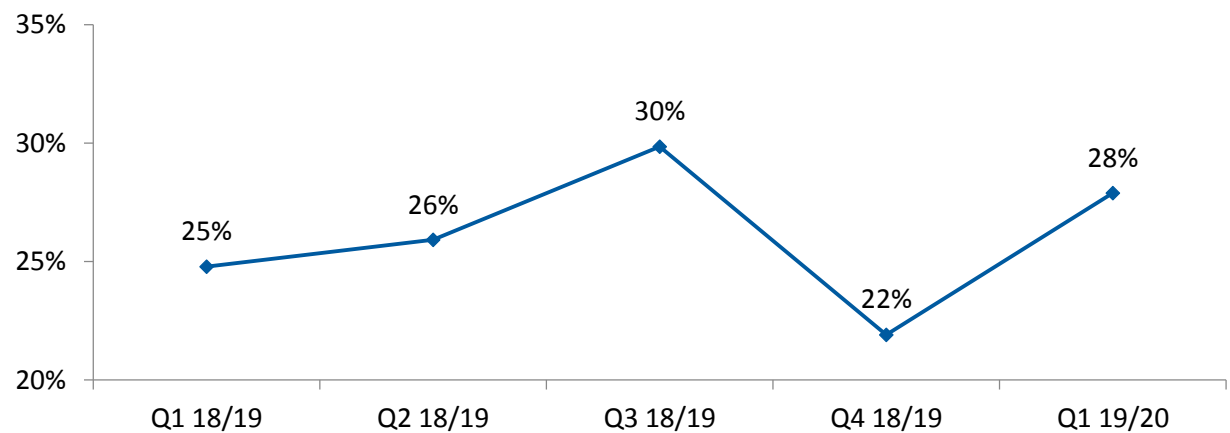
A quarter see an officer or PCSO at least once a week



LPA Comparisons - % seeing a police officer or PCSO at least weekly

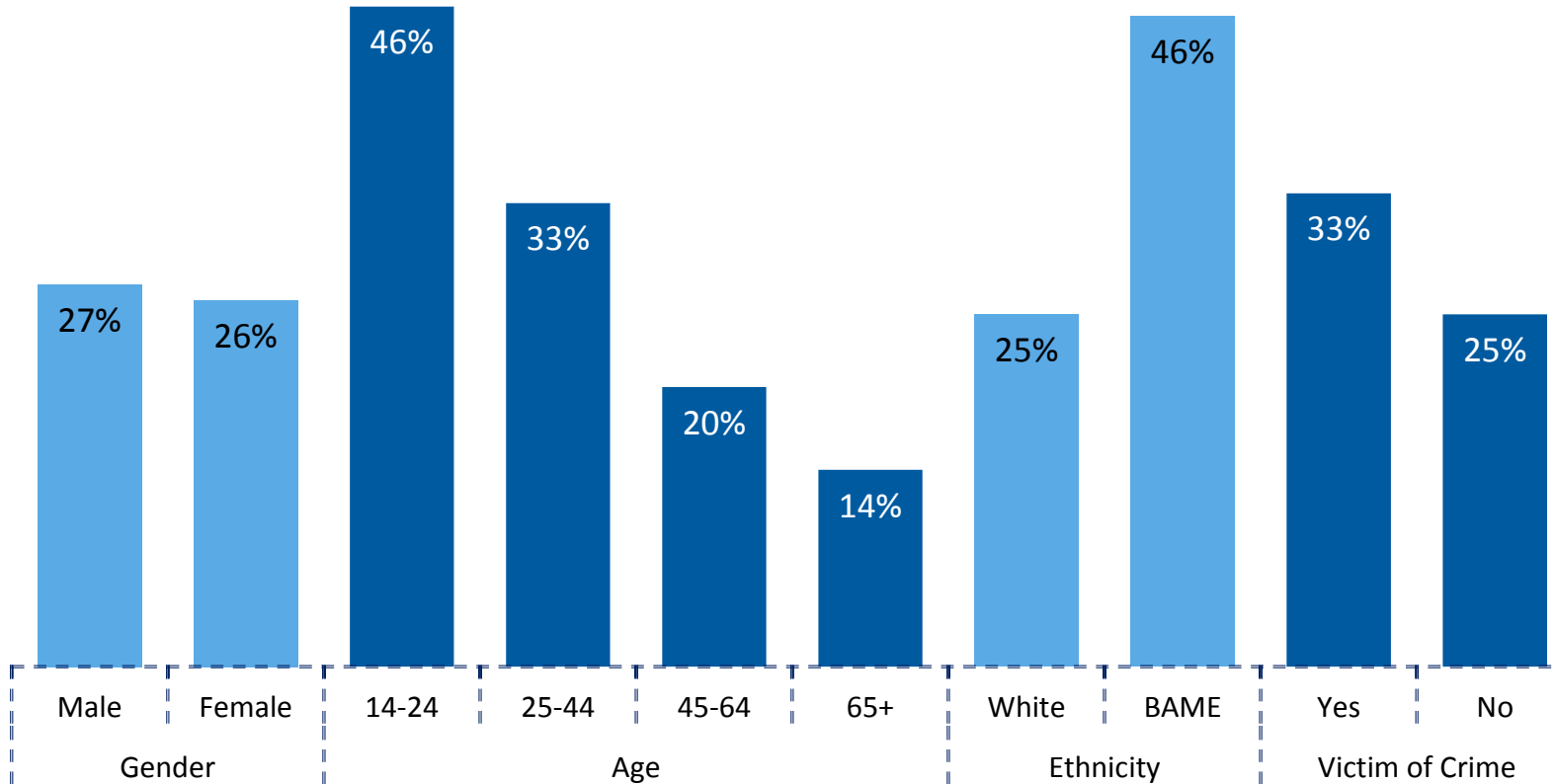


Trend over time - % At least weekly



A quarter see an officer or PCSO at least once a week

Demographic Comparisons - % seeing a police officer or PCSO at least weekly



Key Insights

Visibility 6% higher than previous quarter

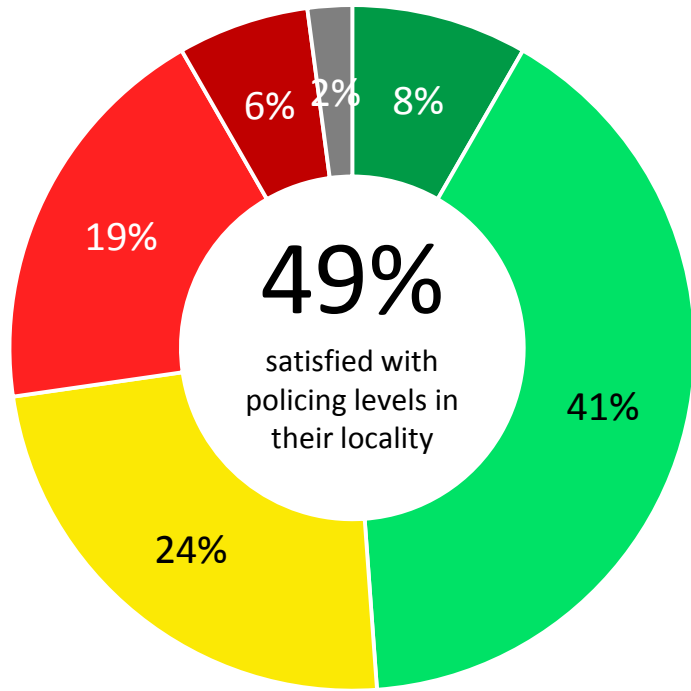
Residents of Telford & Wrekin and South Worcestershire significantly more likely to see an officer or PCSO at least weekly

Strong correlation between age and visibility with younger respondents more likely to see an officer compared to older respondents

BAME respondents nearly twice as likely to see an officer or PCSO at least weekly than white respondents

Victims of crime more likely to see an officer or PCSO weekly compared to those that were not a victim of crime

Just under half are satisfied with the levels of policing in their local area

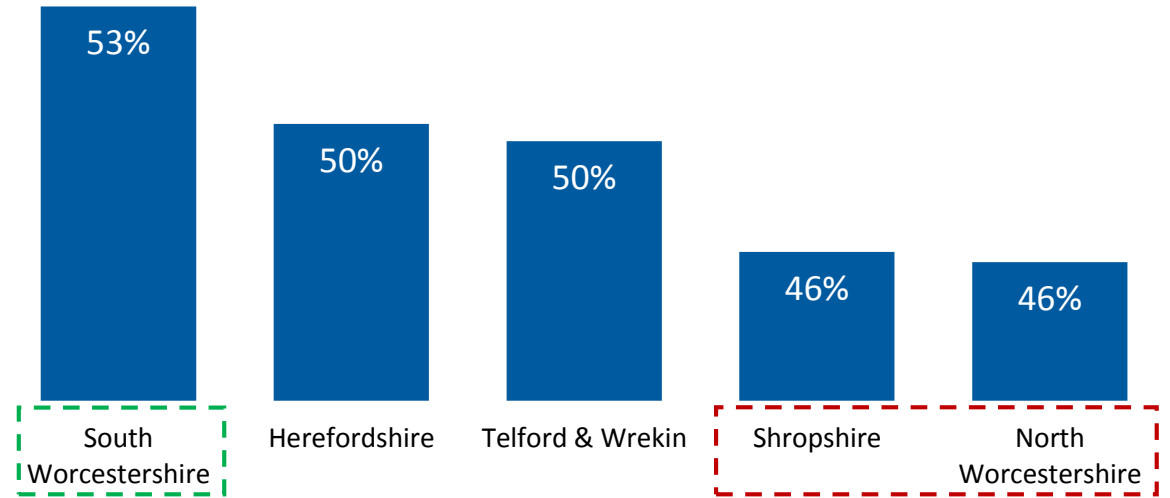


61%
PPPEW – Net Satisfied

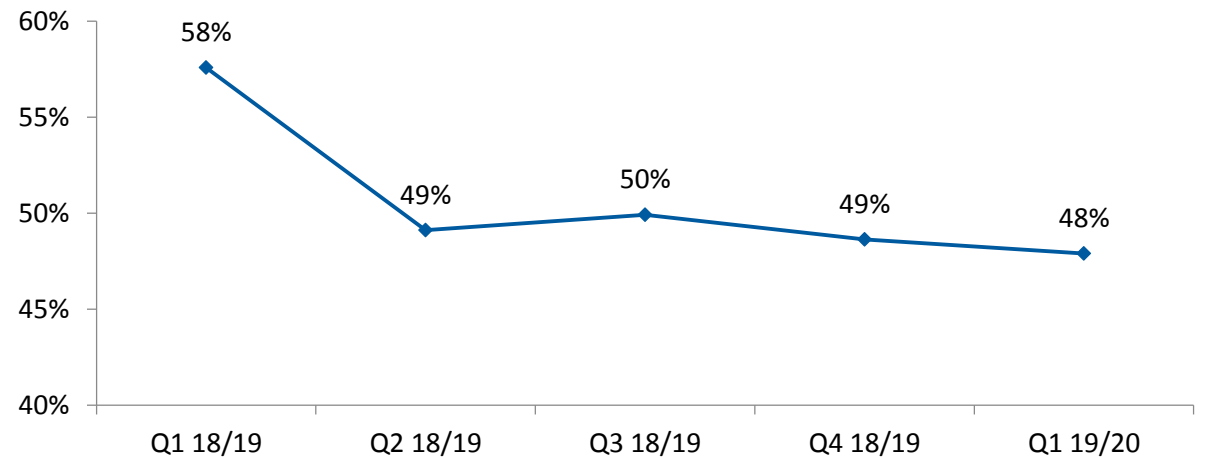
12%

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied

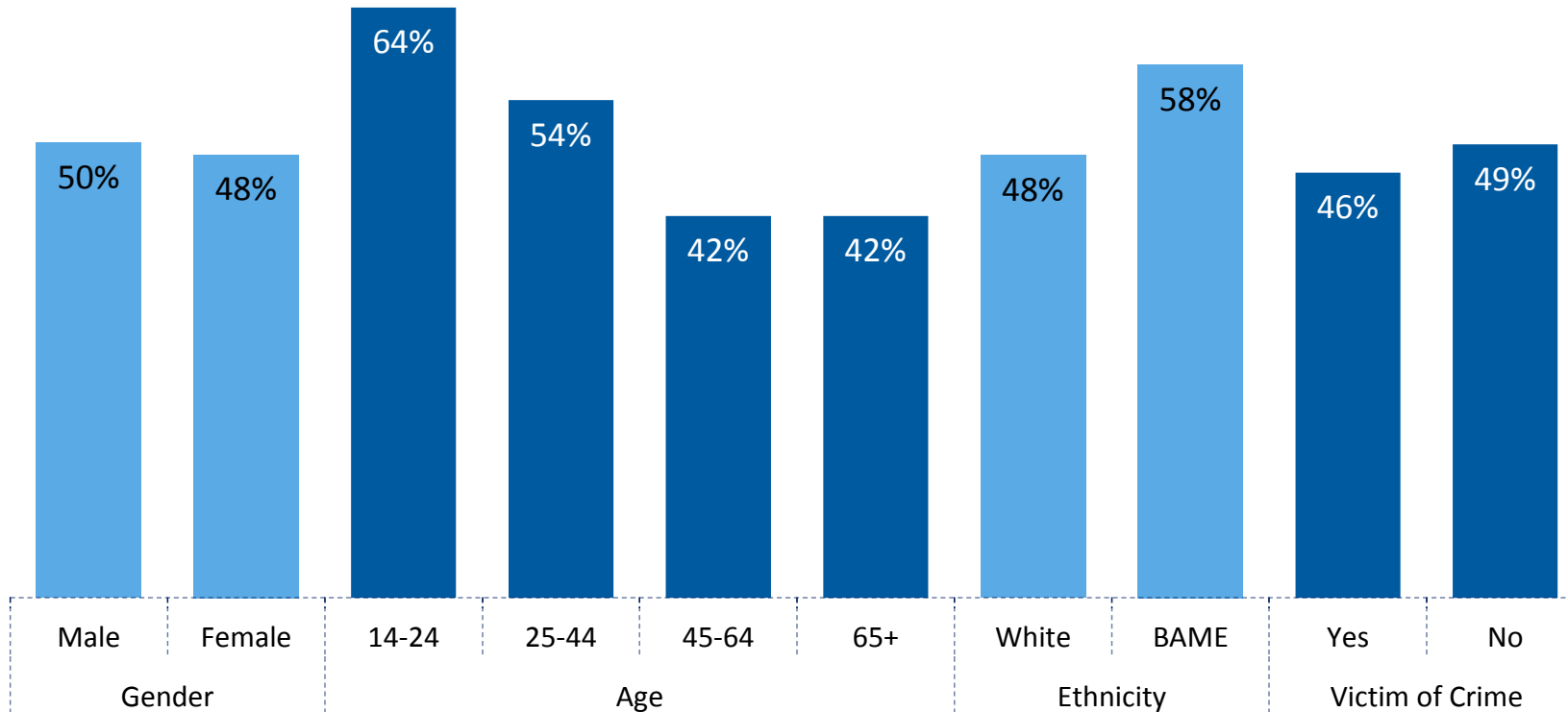


Trend over time - % Satisfied



Just under half are satisfied with the levels of policing in their local area

Demographic Comparisons - % very satisfied / satisfied



Key Insights

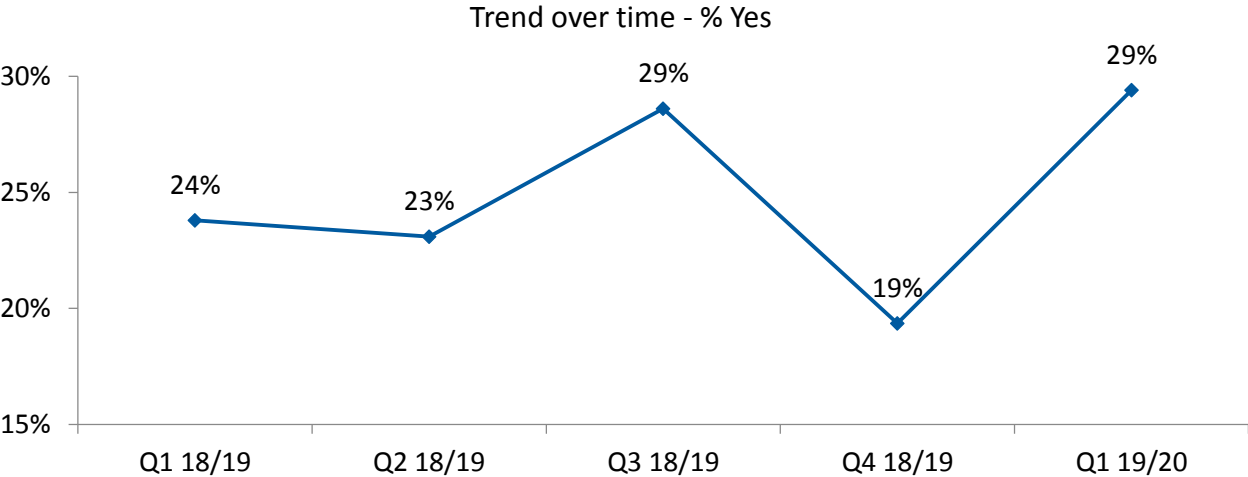
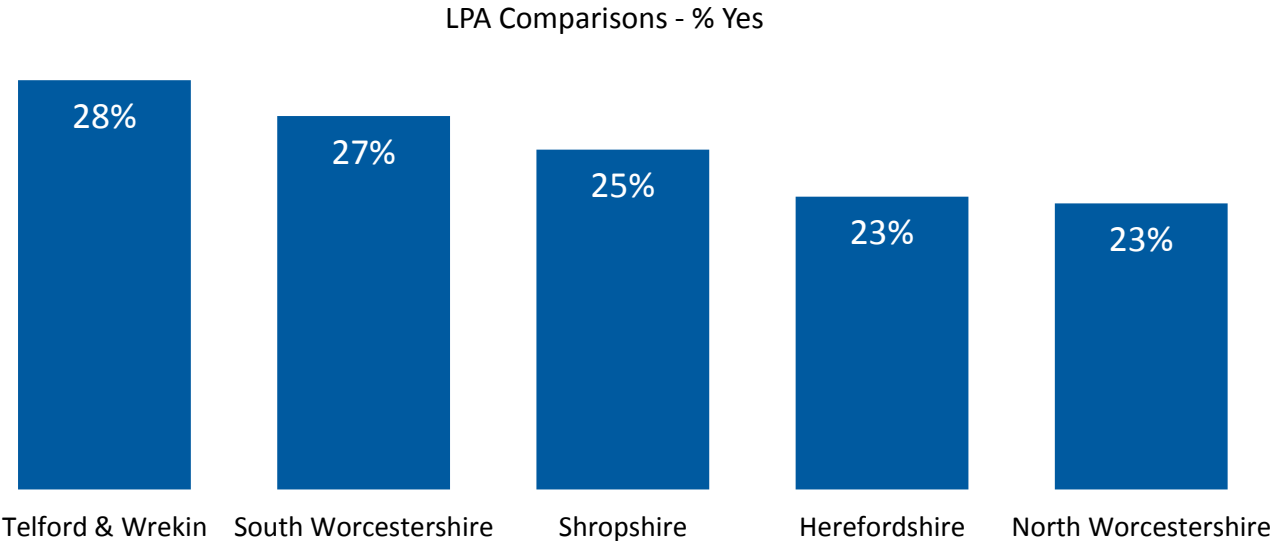
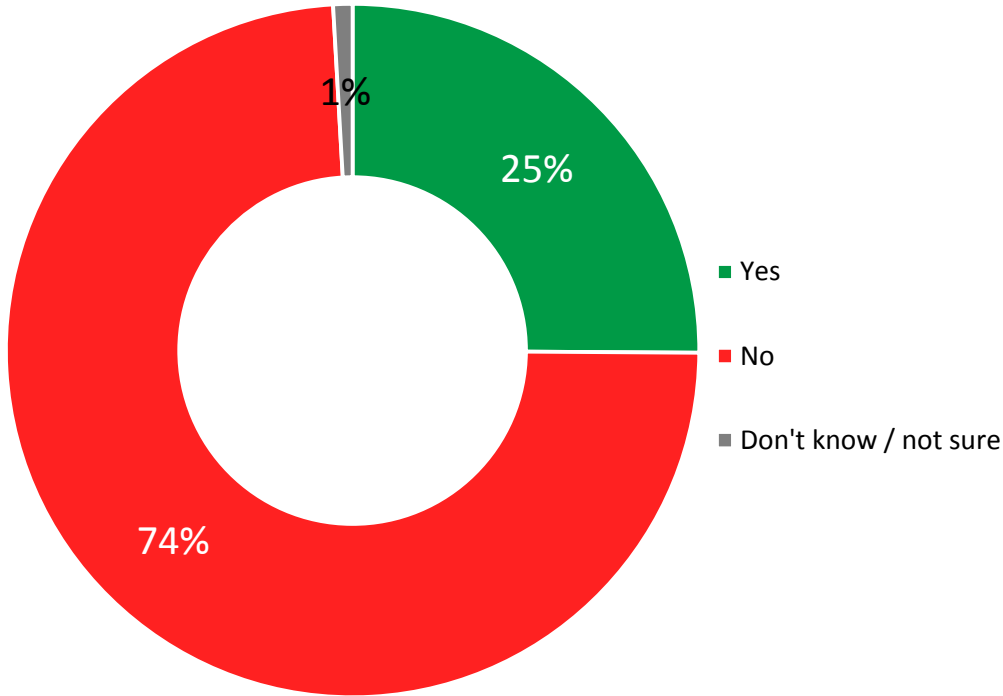
Satisfaction with visibility has been consistent over the last year, tracking at just under 50%

Under 44's and BAME respondents more likely to be satisfied with policing levels in their local area

Those aged 45 and over less likely to be satisfied with policing levels

Residents of Shropshire and North Worcestershire least likely to be satisfied with policing levels – residents of South Worcestershire most likely to be satisfied

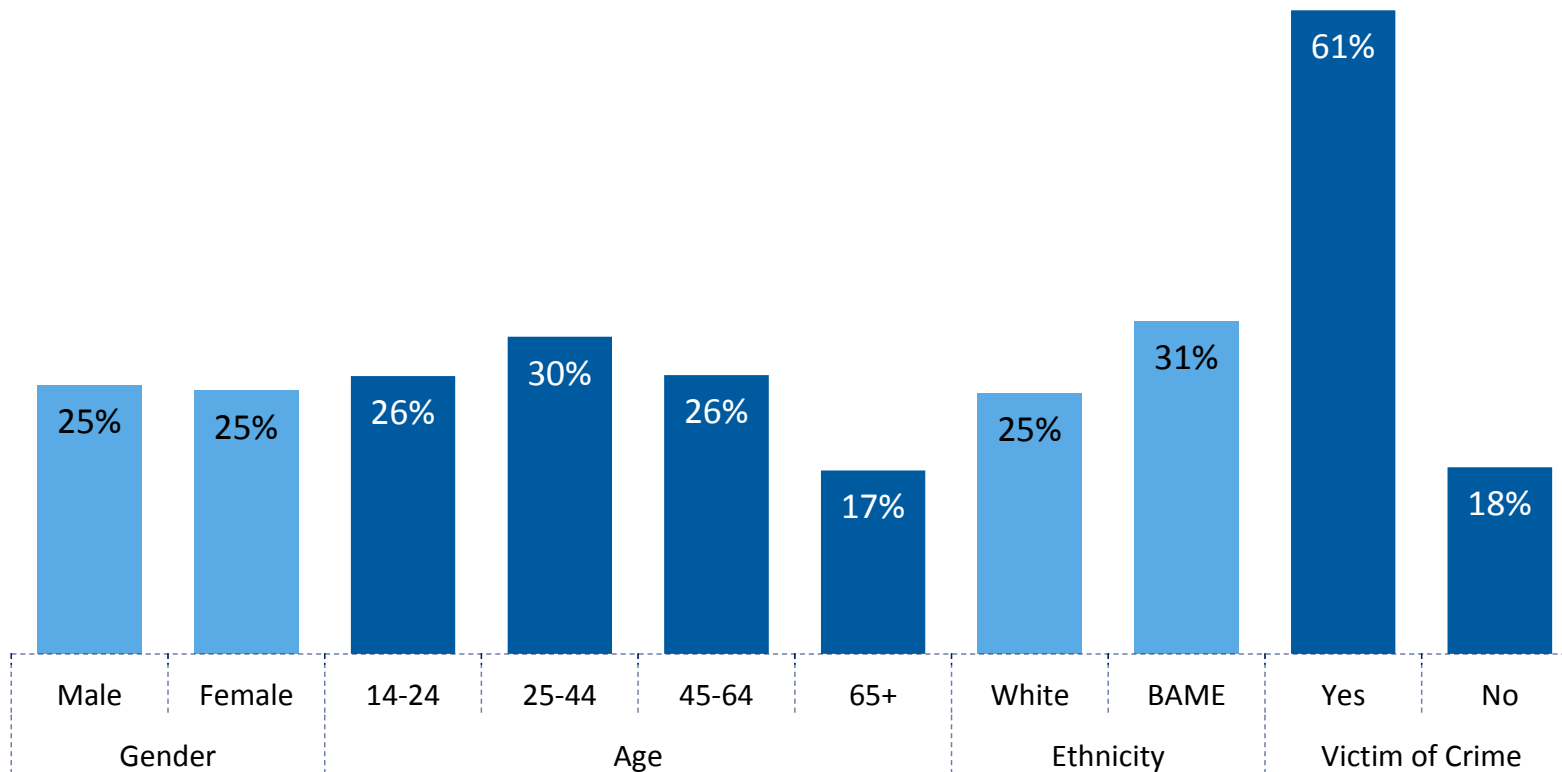
A quarter have spoken to an officer or PCSO from their local policing team



Q3 In the past 12 months, have you spoken to one or more of the police officers or PCSO's who form the local policing team in your area?

A quarter have spoken to an officer or PCSO from their local policing team

Demographics comparisons - % Yes



Key Insights

10% increase in those that have spoken to local policing team compared to previous quarter

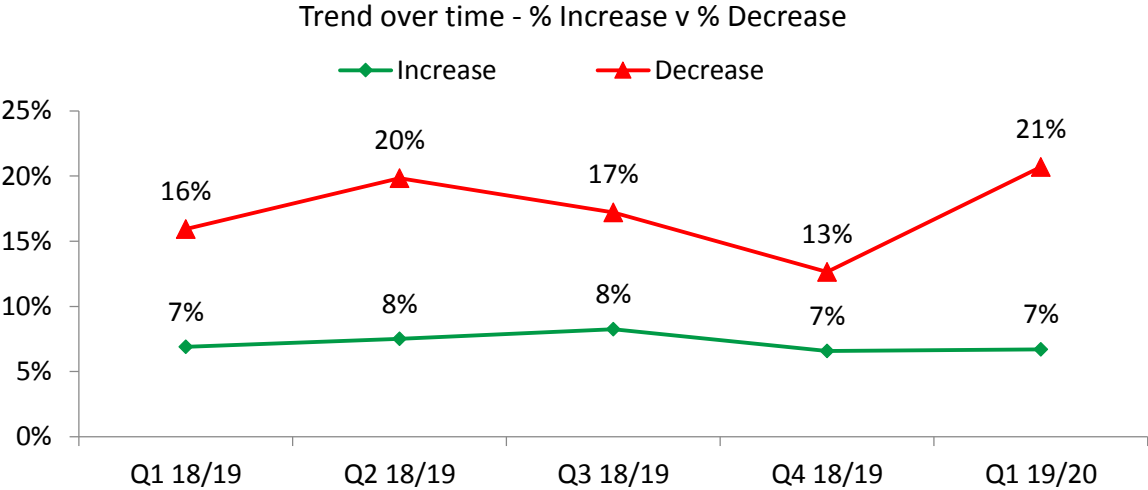
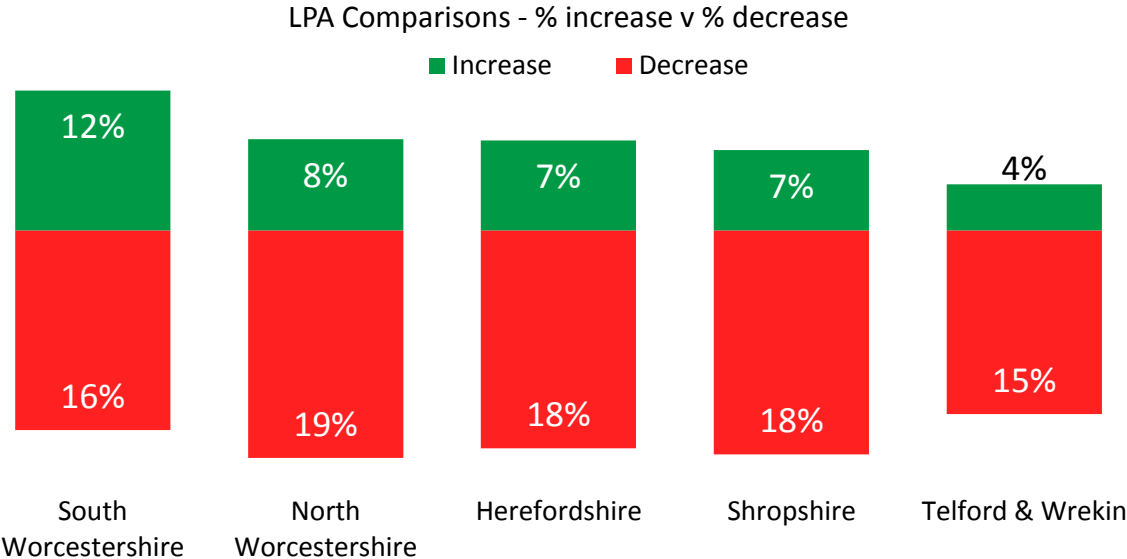
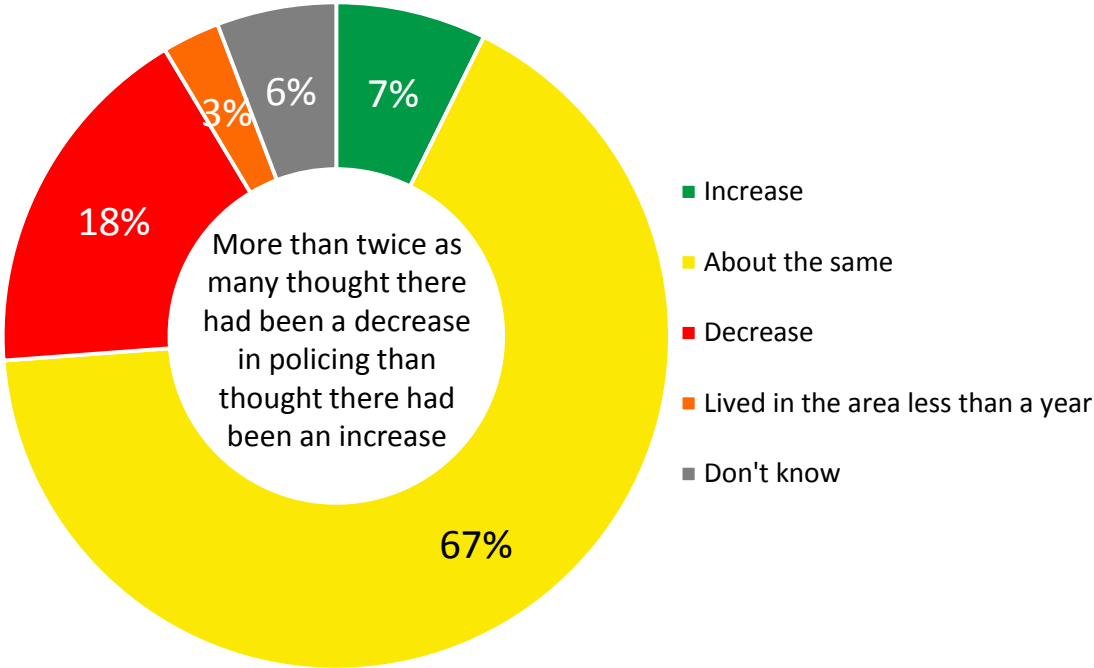
Victims of crime significantly more likely to have spoken to a member of their local policing team

BAME residents more likely to have spoken to an officer or PCSO

Those aged 65+ least likely to have spoken to local policing team, those aged 25-44 most likely to have spoken to local policing team

Residents of Herefordshire and North Worcestershire least likely to have spoken to their local policing team

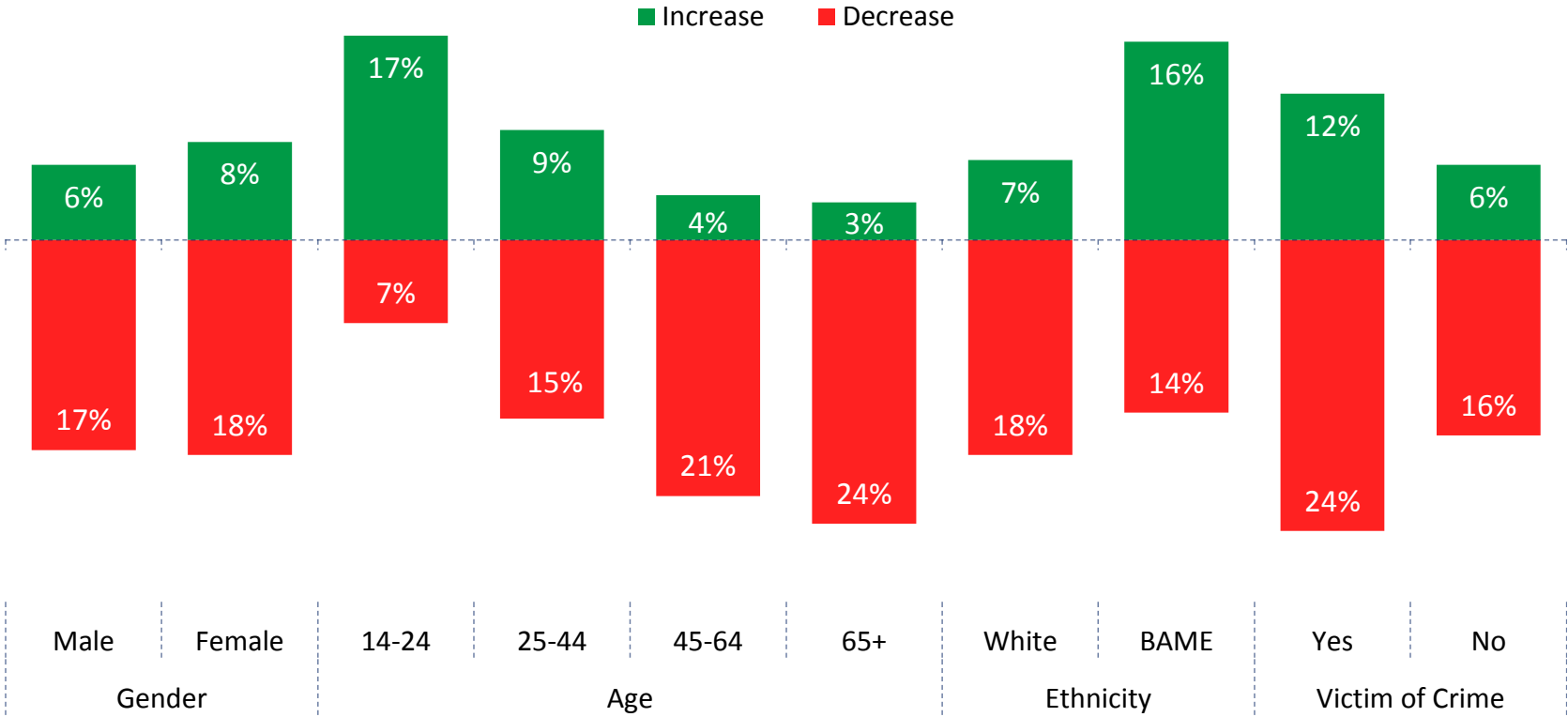
Two-thirds felt there had been no change in the level of policing



Q4 Compared to the last 12 months do you feel there has there been a change in the level of policing in this area?

Two-thirds felt there had been no change in the level of policing

Demographic Comparisons - % increase v % decrease



Key Insights

Those stating a decrease now at highest level; 8% increase from previous quarter

Under 24's and BAME respondents were more likely to notice an increase in levels of policing

Those aged 45+ and victims of crime most likely to notice a decrease in levels of policing

Residents of South Worcestershire most likely to notice an increase in policing; Telford & Wrekin least likely

Residents of North Worcestershire most likely to notice a decrease in policing levels



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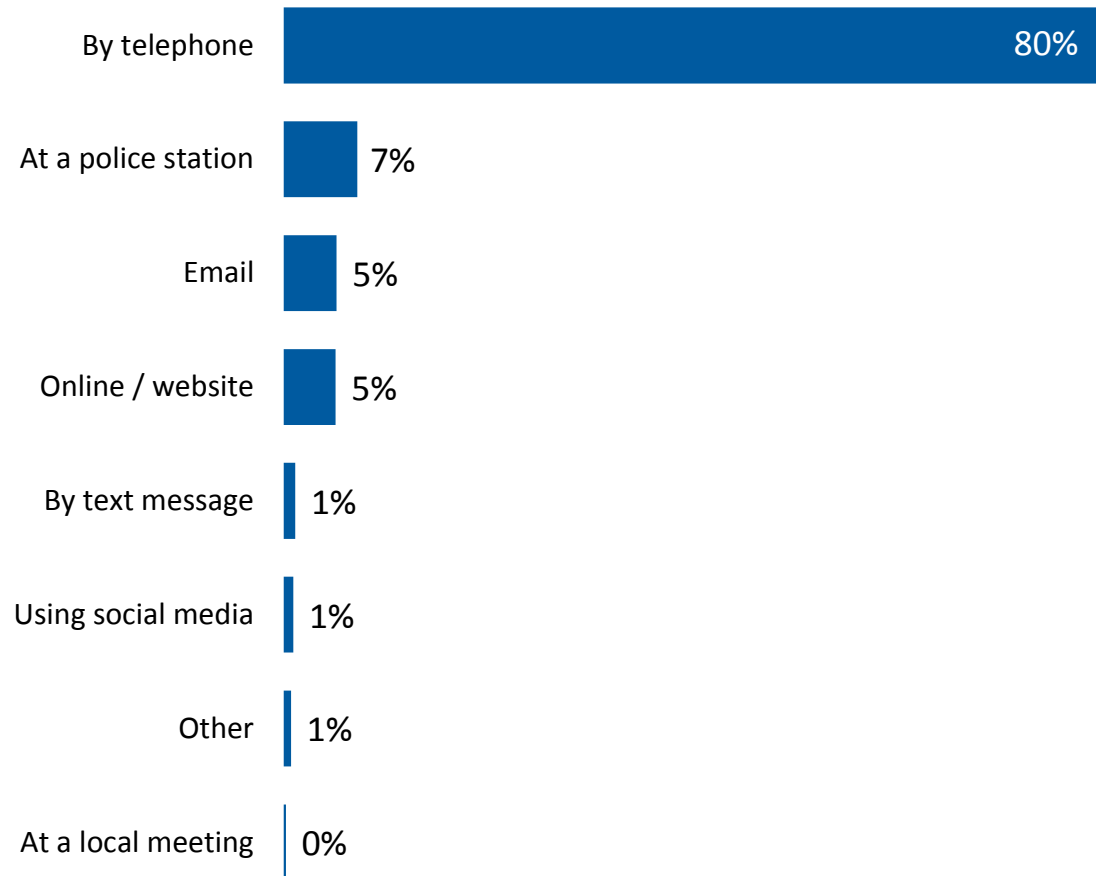


Section Three

Interaction / Access



8 in every 10 said they would prefer to contact the police by telephone for a non-emergency



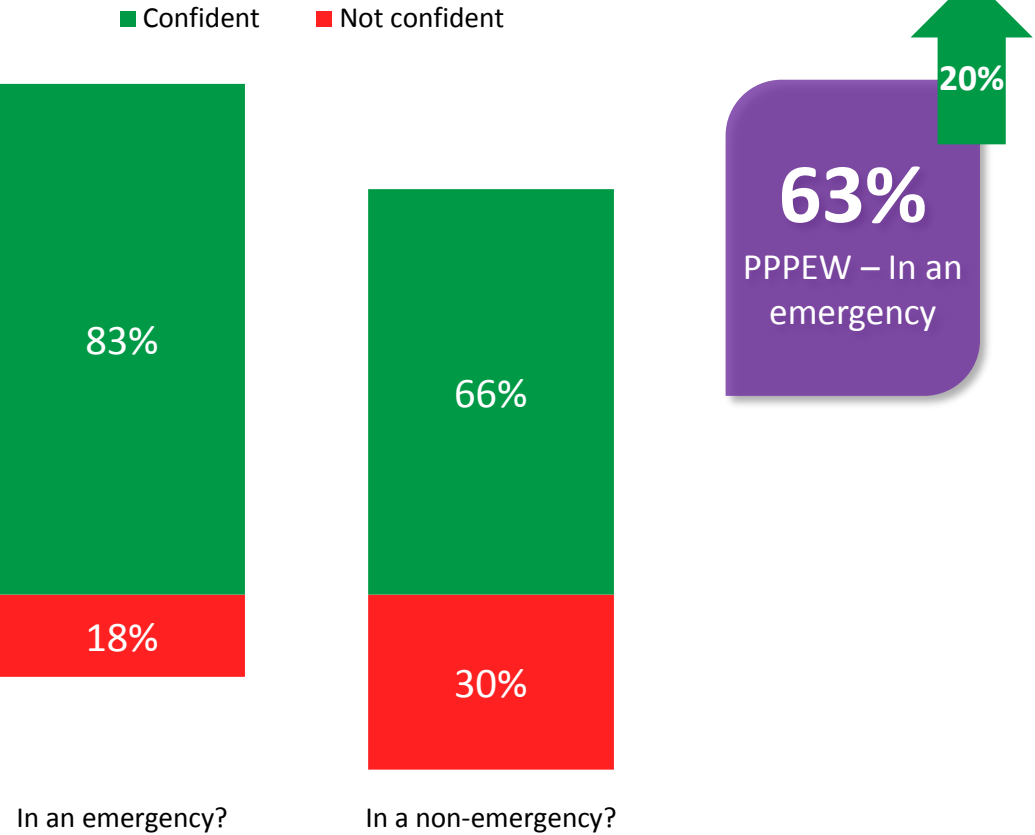
Key Insights

Preference of telephone contact increases with age but by far the most preferred method overall

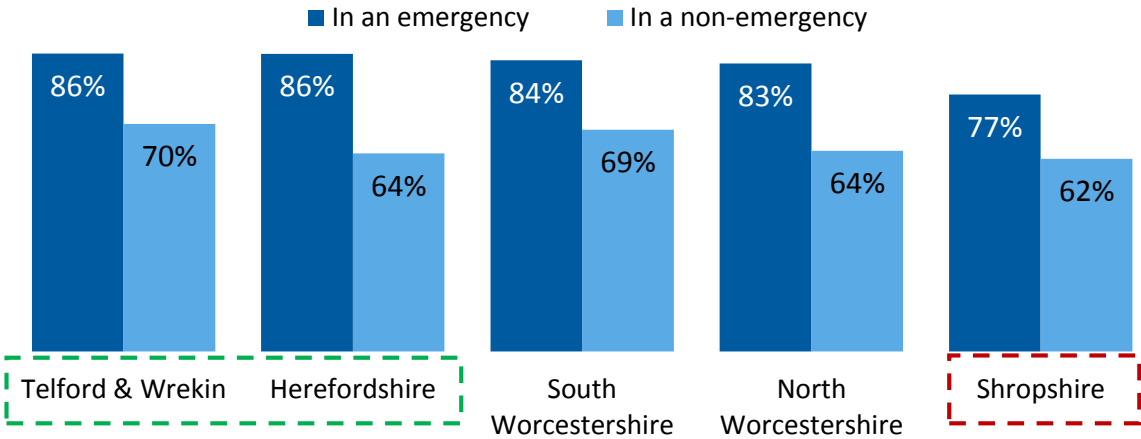
Younger residents (14-44) more likely to prefer electronic contact when compared to those aged 45+

Females more inclined to prefer using telephone to contact the police than males

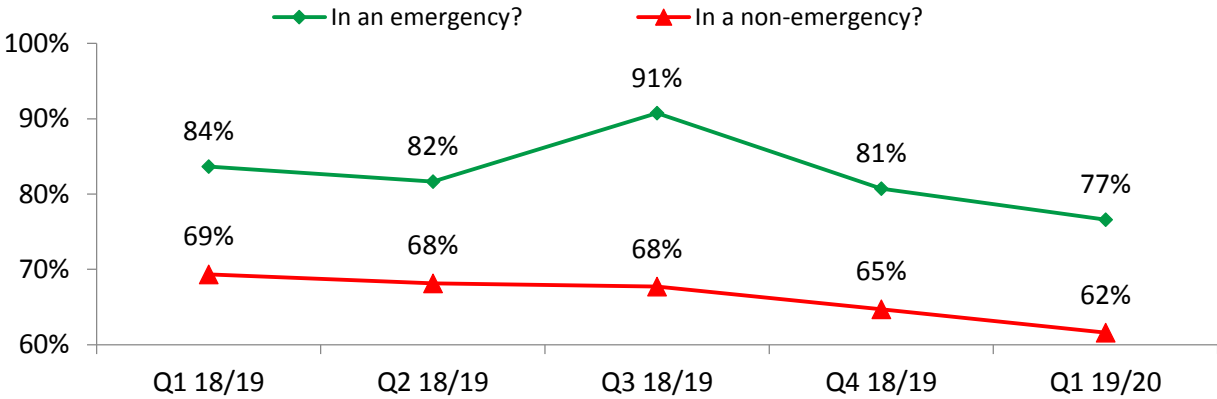
More than four-fifths confident they could access the police in an emergency



LPA Comparisons - % confident they could easily speak to or access police services in your local area...



Trend over time - % Confidence in accessing police services

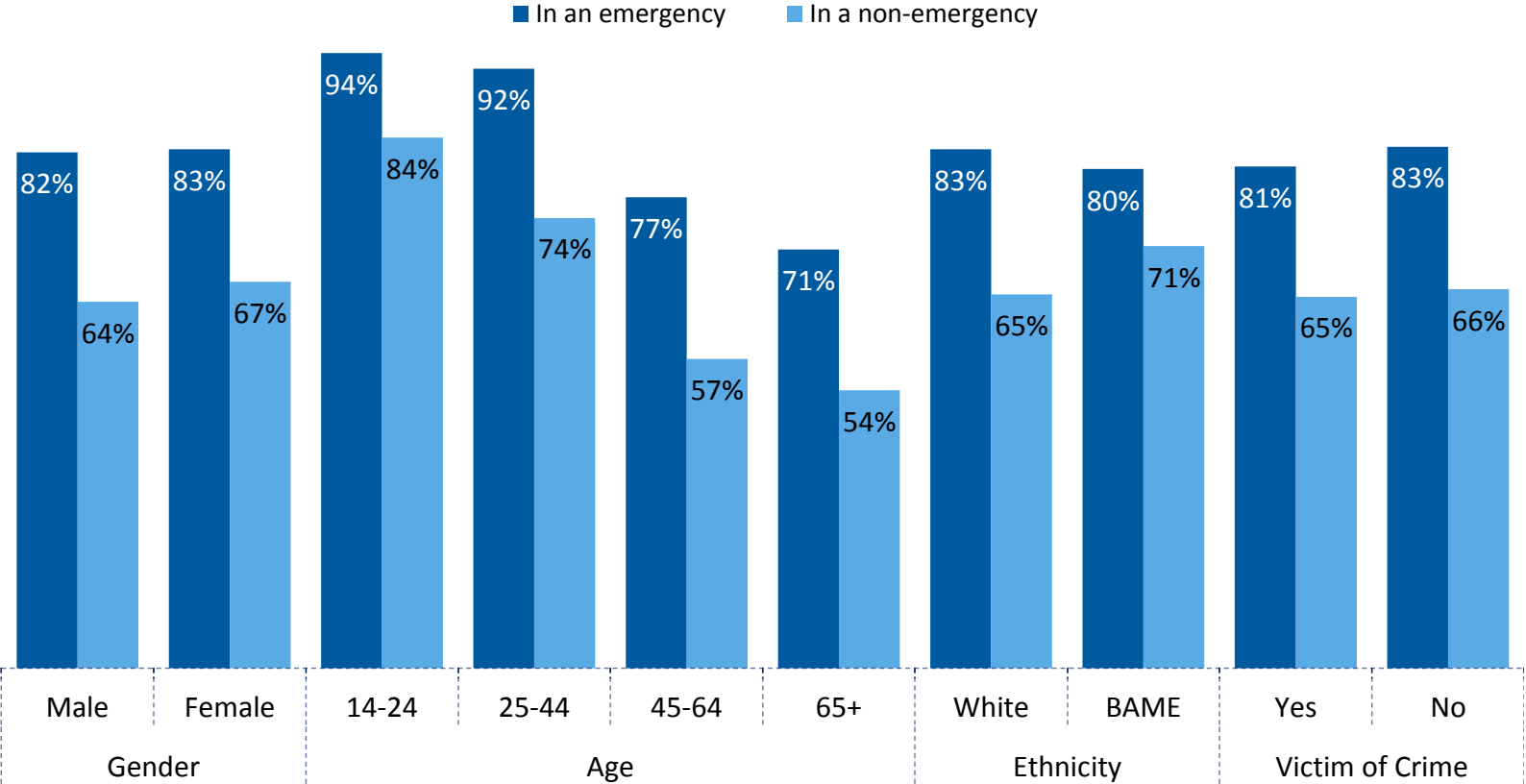


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

PPPEW Question: How confident are you, if at all, that the police in your local area would be easy to access/speak to if you (or someone else) needed help in an emergency

More than four-fifths confident they could access the police in an emergency

Demographic Comparisons - % confident they could easily speak to or access police services in your local area...



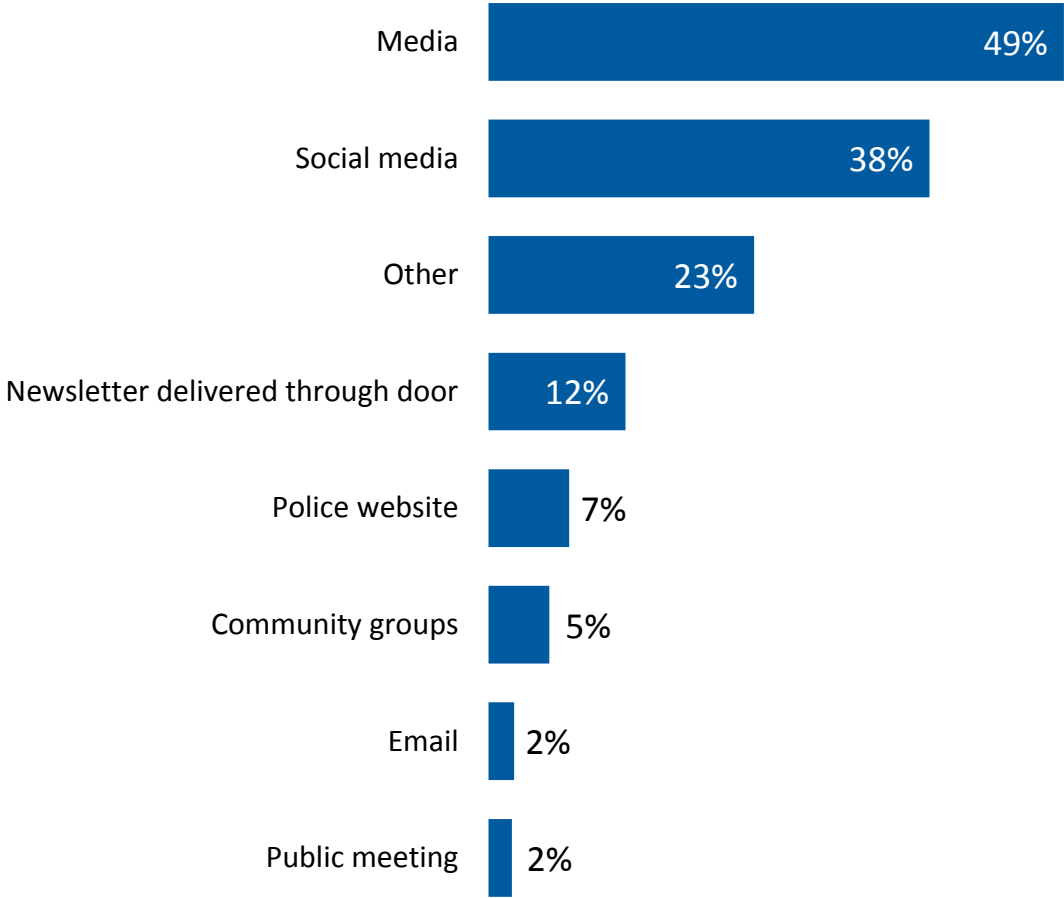
Key Insights

Confidence amongst residents they could access the police in either an emergency or non-emergency now at lowest levels since tracking began

Residents in Shropshire least confident in being able to access the police in either an emergency or non-emergency

Those under 45 significantly more likely to have confidence they can access WMP in an emergency & non-emergency than those aged 45+

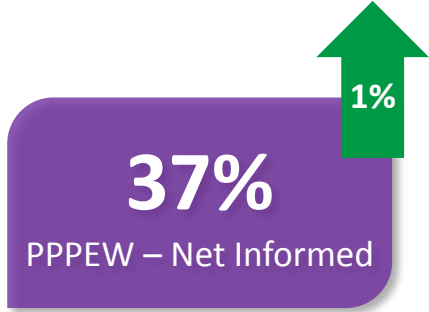
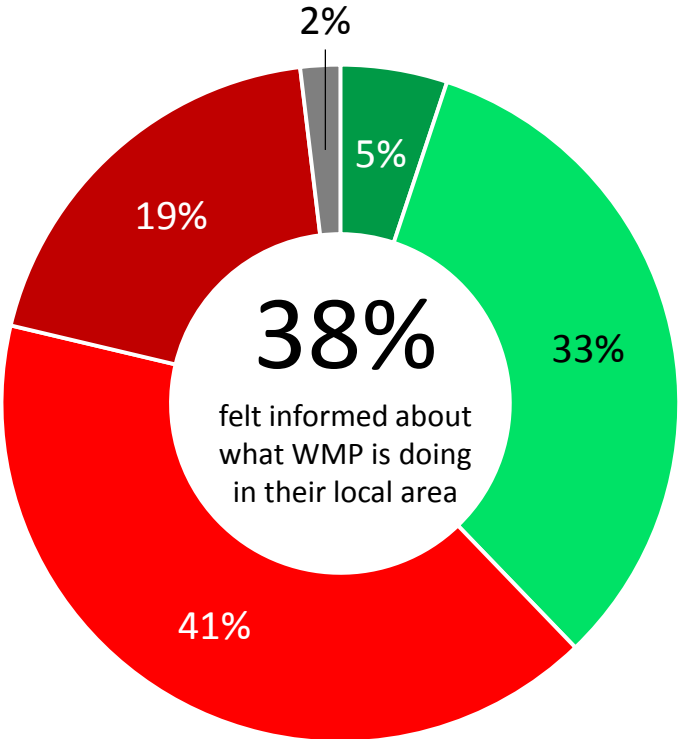
Half said they found out about crime and policing from the media – over a third from social media



Key Insights

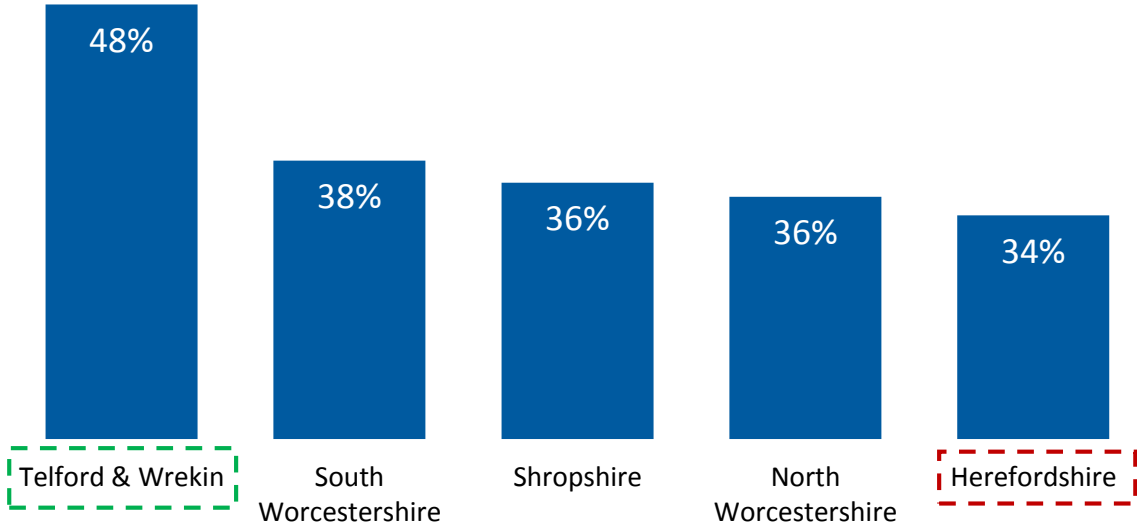
- Males more likely than females to find out about crime and policing from the media
- Those aged 65+ more likely to find out about crime and policing from the media
- Those aged 14-24 most likely to find out about crime and policing via social media channels; the younger the resident, the more likely to extract information from this source
- Females more likely than males to find out about policing through social media
- BAME residents less likely to find out through media than white residents and more likely to access information through community groups and social media compared to white respondents

Three-fifths do not feel informed about what WMP are doing

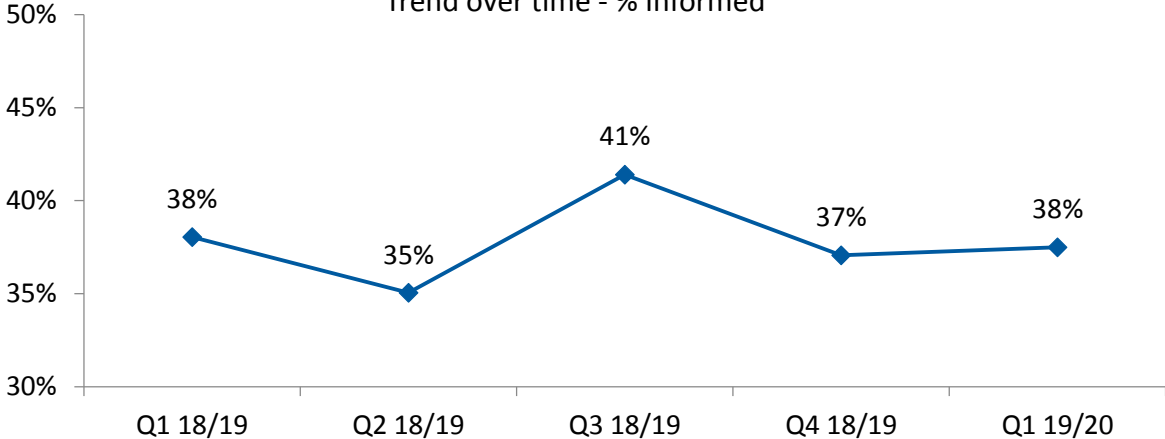


- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

LPA Comparisons - % very / fairly informed

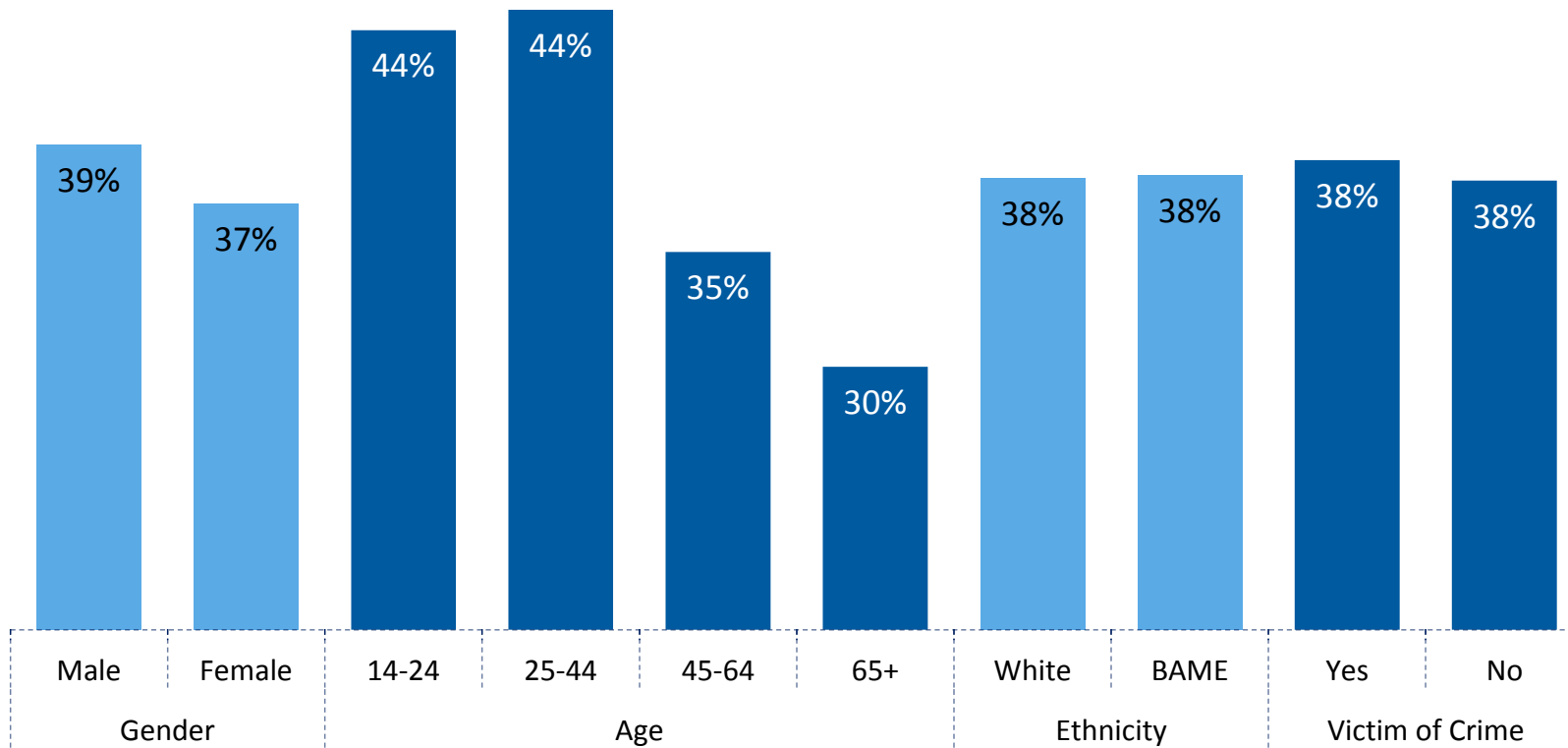


Trend over time - % Informed



Three-fifths do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



Key Insights

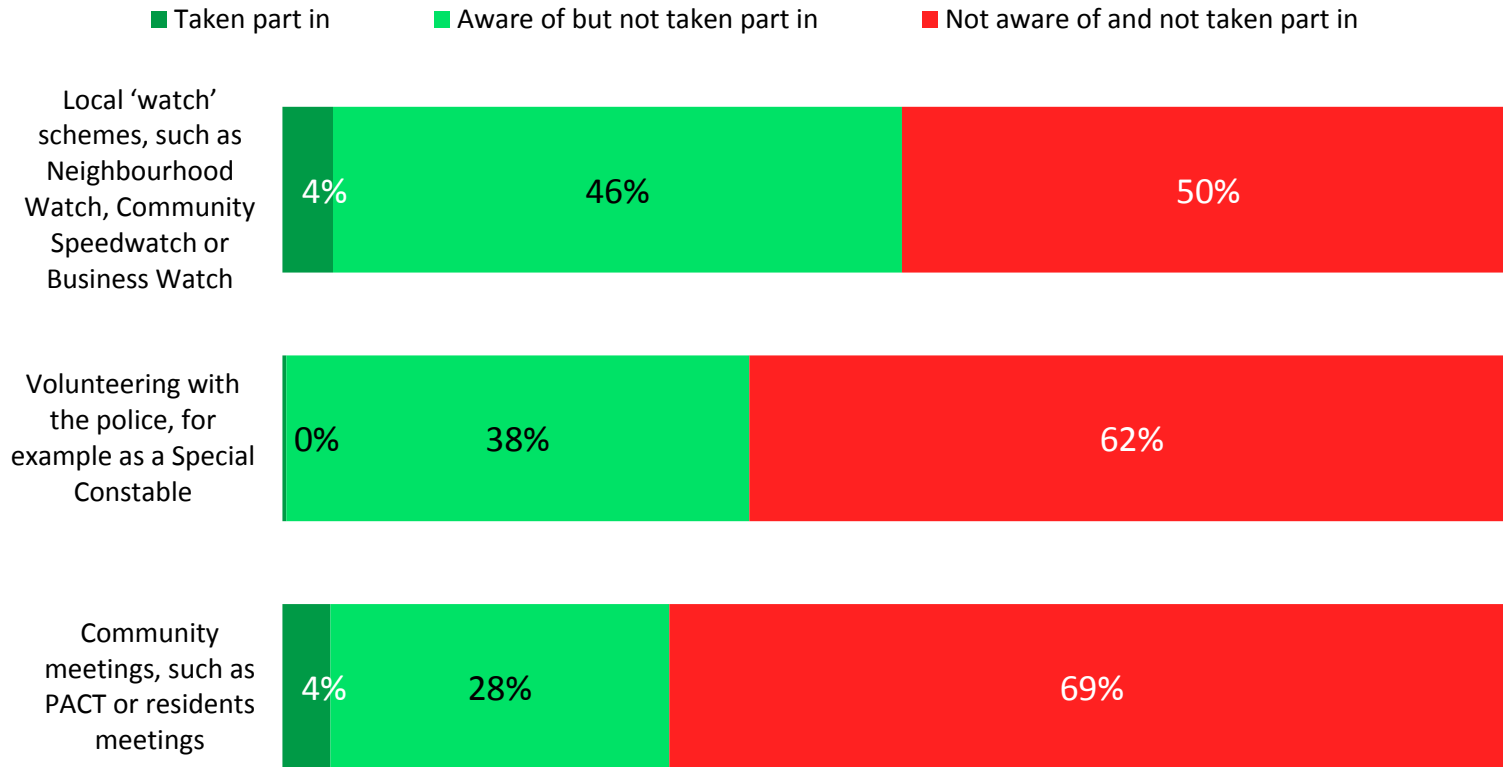
Those aged 45 and over less likely to feel informed about what WMP is doing

Younger respondents (under 44) much more likely to feel informed about what the police are doing

Nearly half of residents from Telford & Wrekin said they felt informed about what the police are doing in their local area

Just over a third in Shropshire and South Worcestershire felt informed

Low levels of participation amongst residents in watch schemes, volunteering and community meetings



Key Insights

Less than half aware of local 'watch' schemes; a small percentage have taken part

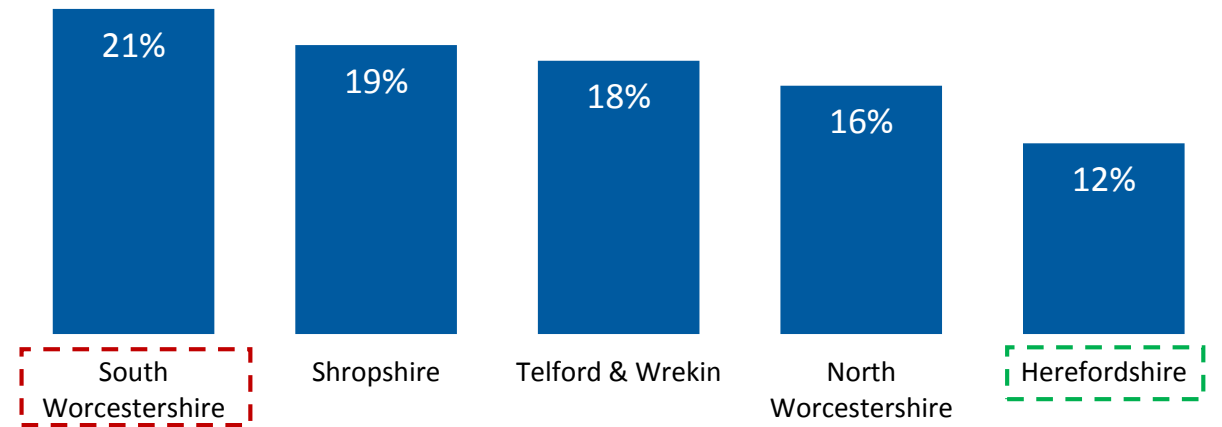
A small number of residents (8) said they had taken part in police volunteering; over a third were aware

Around quarter of residents aware of community meetings; a very small percentage have participated

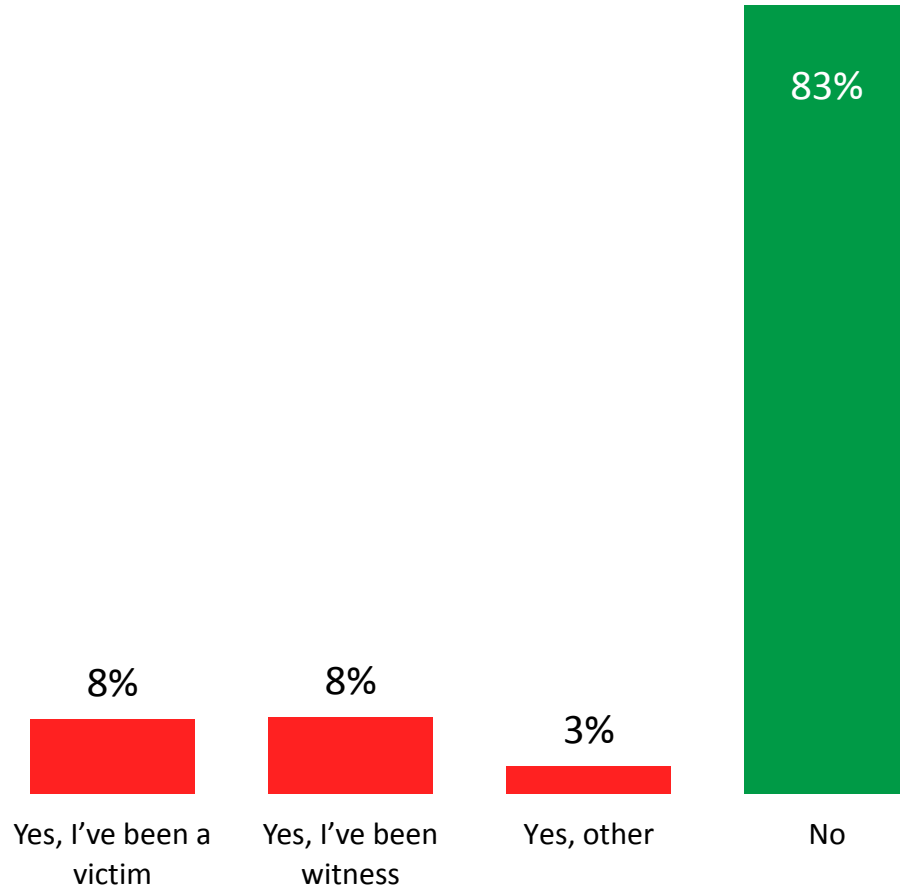
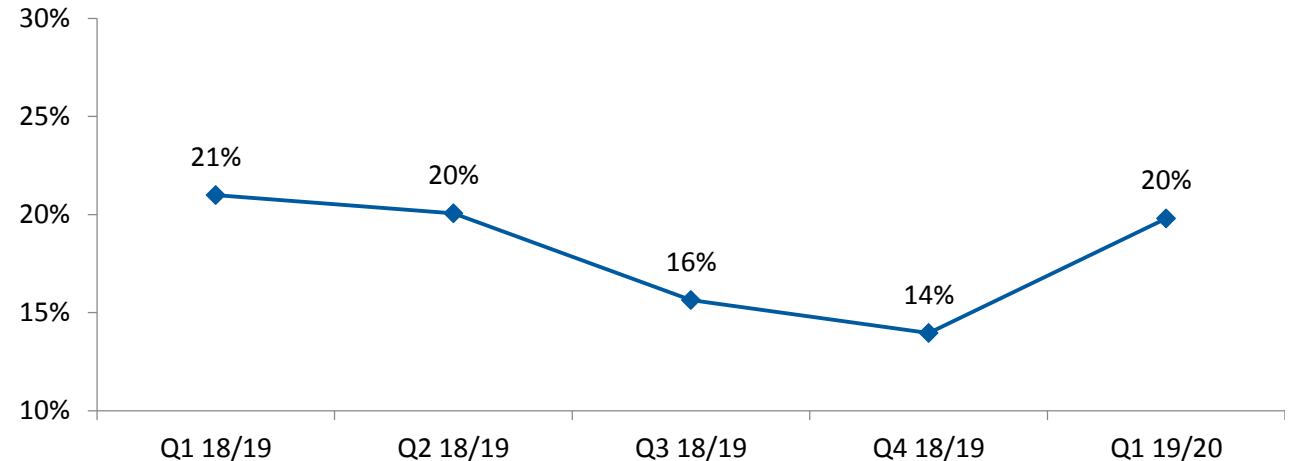
Residents in North Worcestershire more likely to be aware of all three aspects of participation

Less than a fifth have been a victim of, or witness to, a crime

LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other

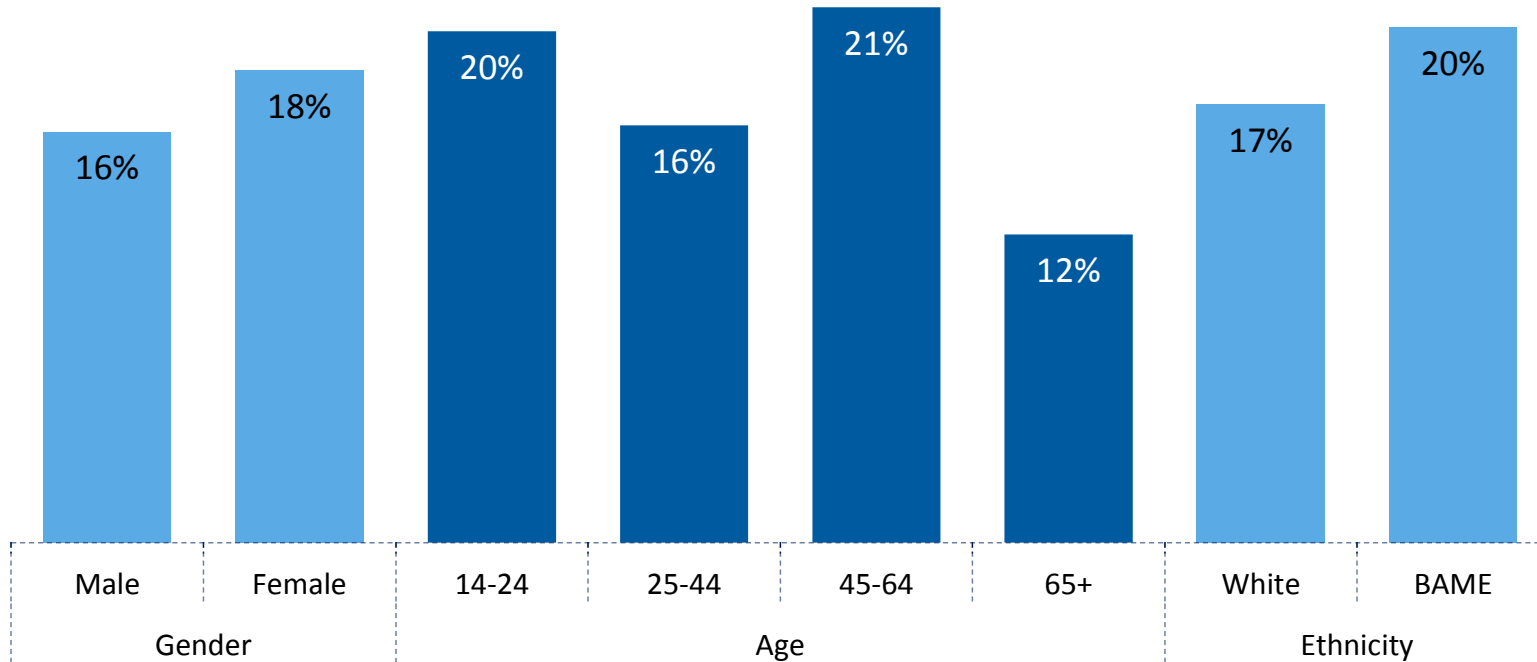


Trend over time - % Yes



Less than a fifth have been a victim of, or witness to, a crime

Demographic Comparisons - % that had been either a victim of a crime, witness to a crime or other



Key Insights

Those 65+ were less likely to have been a victim; witness or other to crime when compared to other age groups

BAME respondents more likely to be a victim, witness or other to crime than White respondents

Residents in South Worcestershire more likely to have encountered crime, with those in Herefordshire least likely

Four-fifths of those that had been a victim of crime said they reported this to the police



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Police and Crime Commissioner
West Mercia

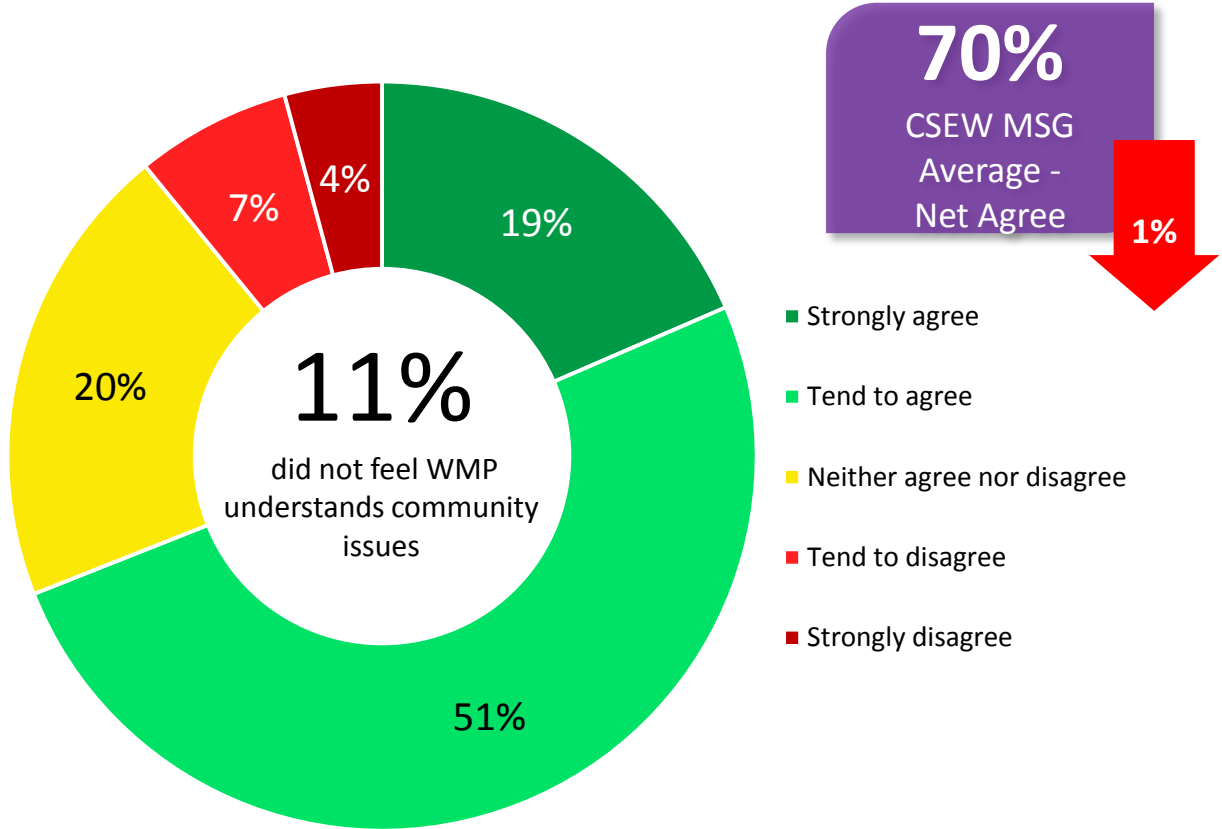
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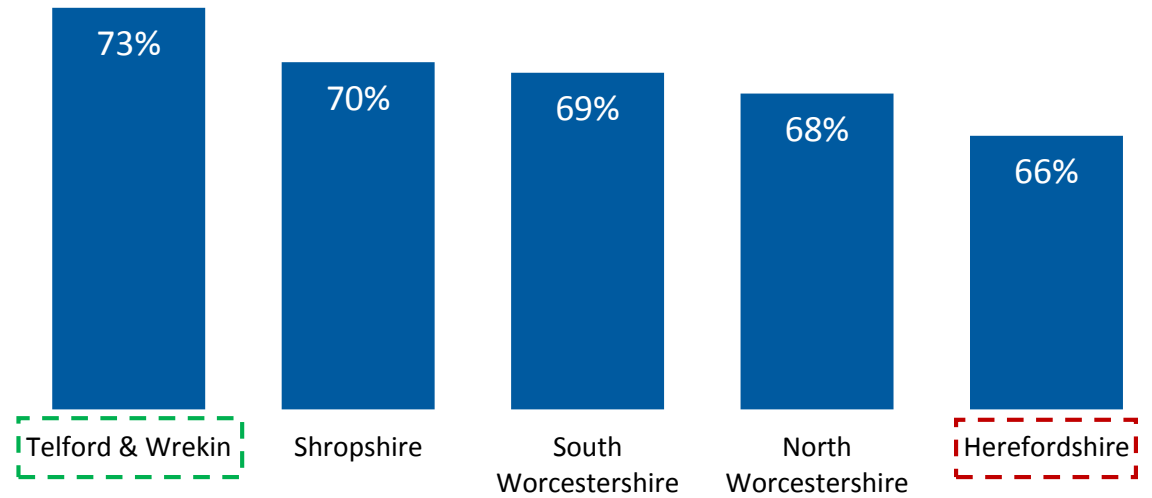
Section Four Effectiveness



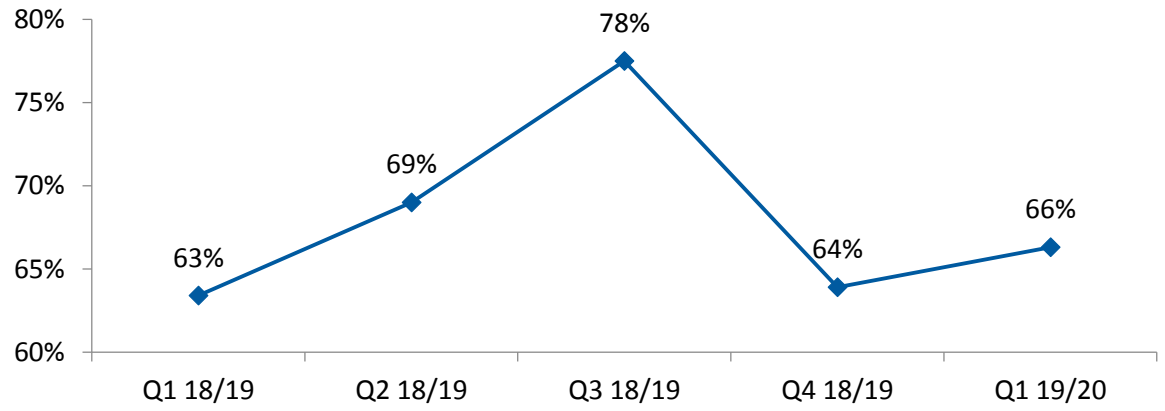
Over two-thirds felt WMP understands issues in their community



LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



Q13 How much would you agree or disagree that West Mercia Police understand the issues that affect your community? *Don't know option has been excluded from calculation to make question comparable to CSEW

CSEW Question: They (the police in this area) understand the issues that affect this community

Over two-thirds felt WMP understands issues in their community



Key Insights

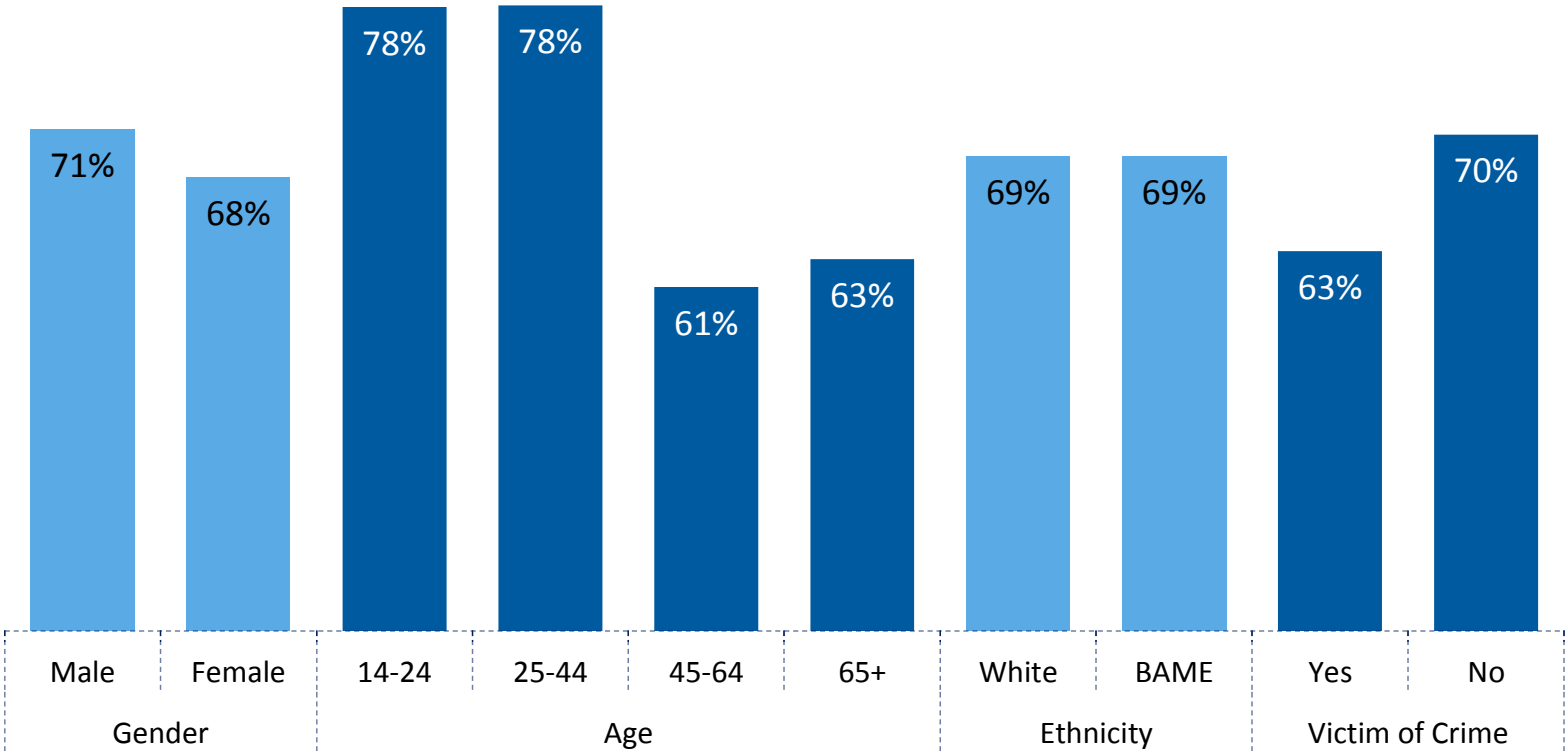
Residents aged 44 and under significantly more likely to agree compared to those aged 45 and over

Victims of crime less likely to agree that WMP understand the issues in their community

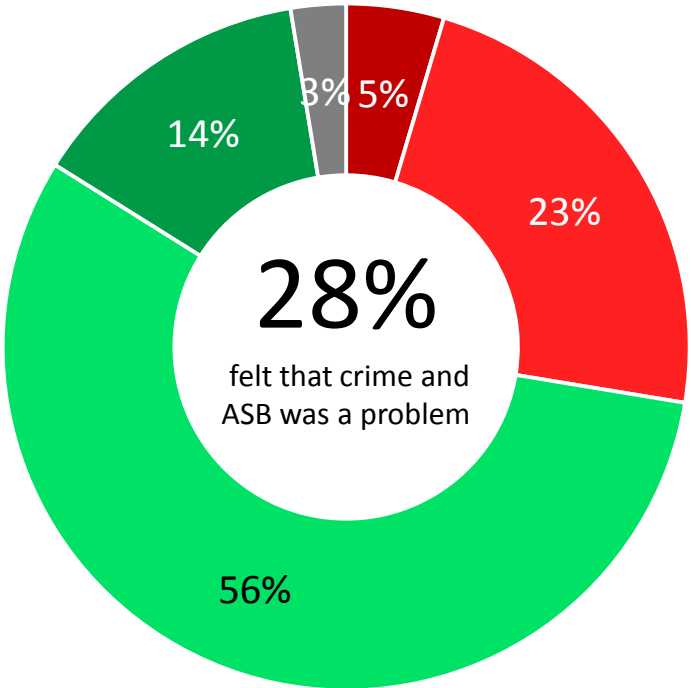
Residents in Herefordshire the least likely to agree the police understands community issues

Residents in Telford & Wrekin were most likely to agree

Demographic Comparisons - % strongly / tend to agree



Two-thirds did not think crime and ASB was a problem in their local area

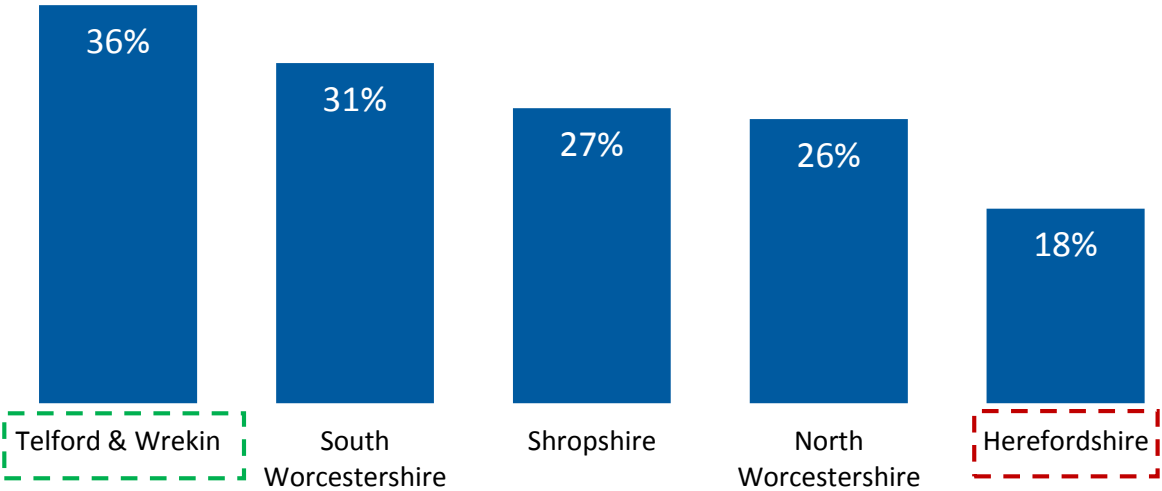


56%
PPPEW -
Not much / Not a
problem

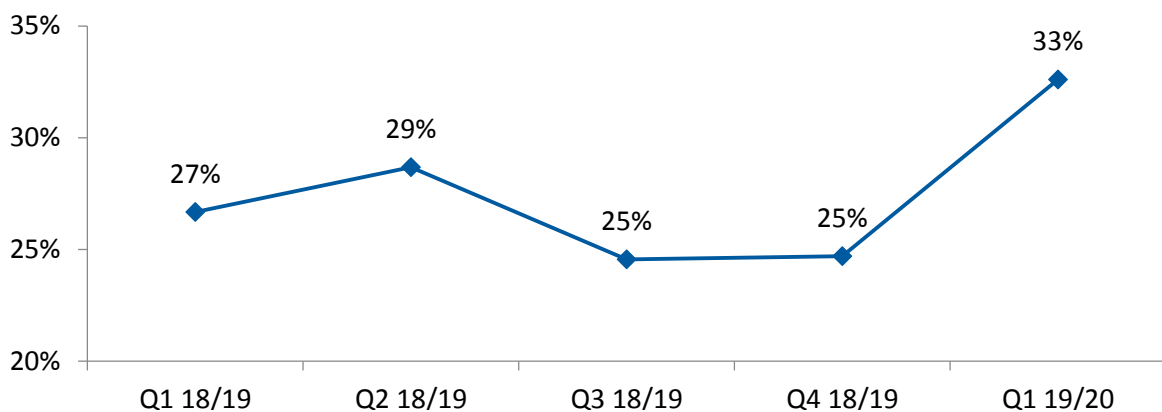
14%

- A very big problem
- Quite a big problem
- Not much of a problem
- Not a problem at all
- Don't know

LPA Comparisons - % very / quite a big problem

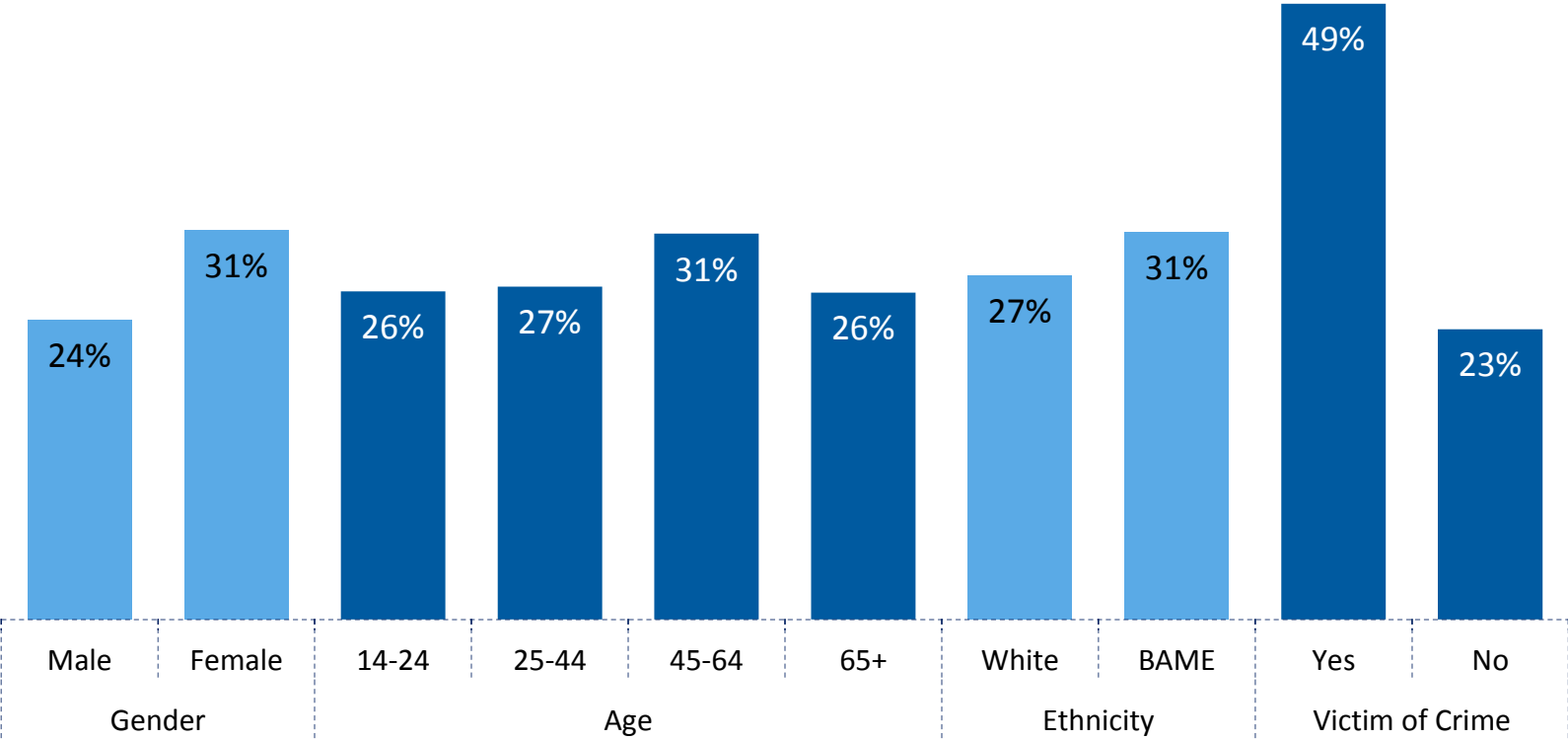


Trend over time - % A very / quite a big problem



Two-thirds did not think crime and ASB was a problem in their local area

Demographic Comparisons - % very / quite a big problem



Key Insights

Percentage of residents who thought crime and ASB a problem in their area now at it's highest level since tracking began

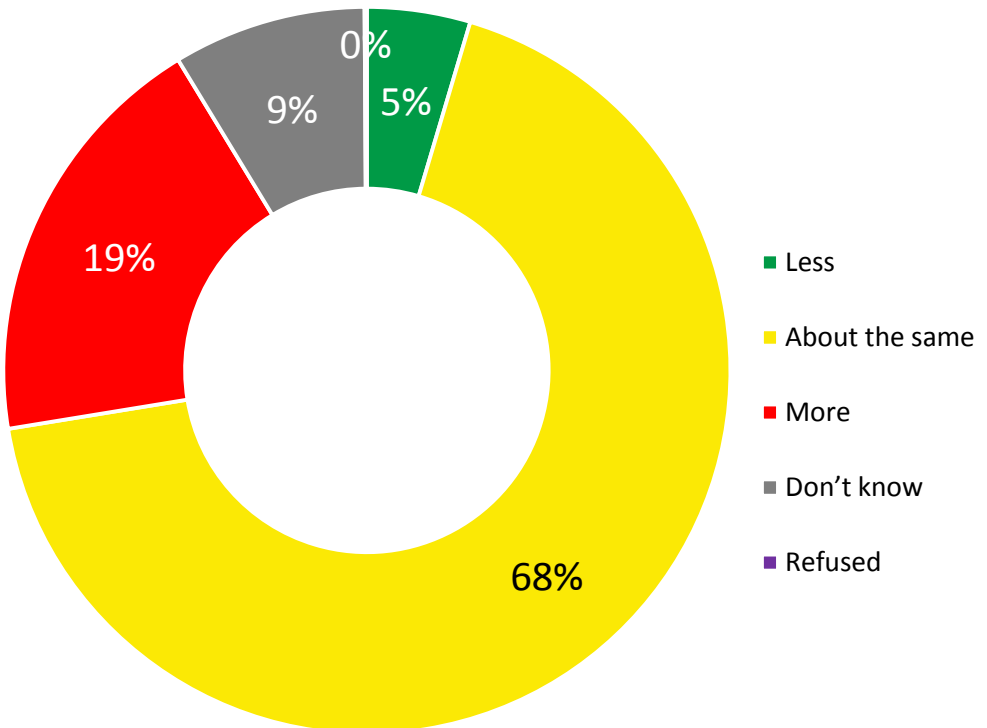
Victims of crime were significantly more likely to have said crime and ASB was a problem

Females and BAME respondents more likely to say crime and ASB a problem than males and White respondents

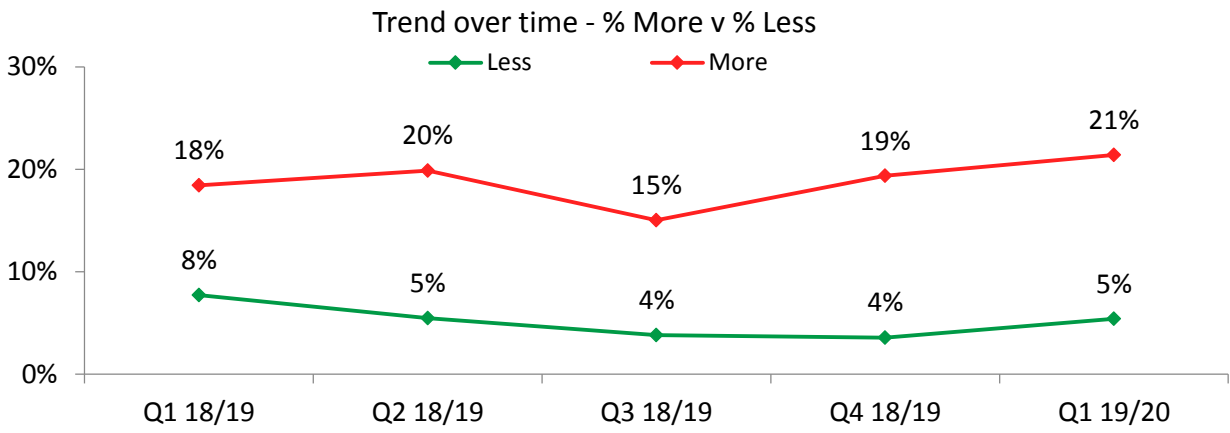
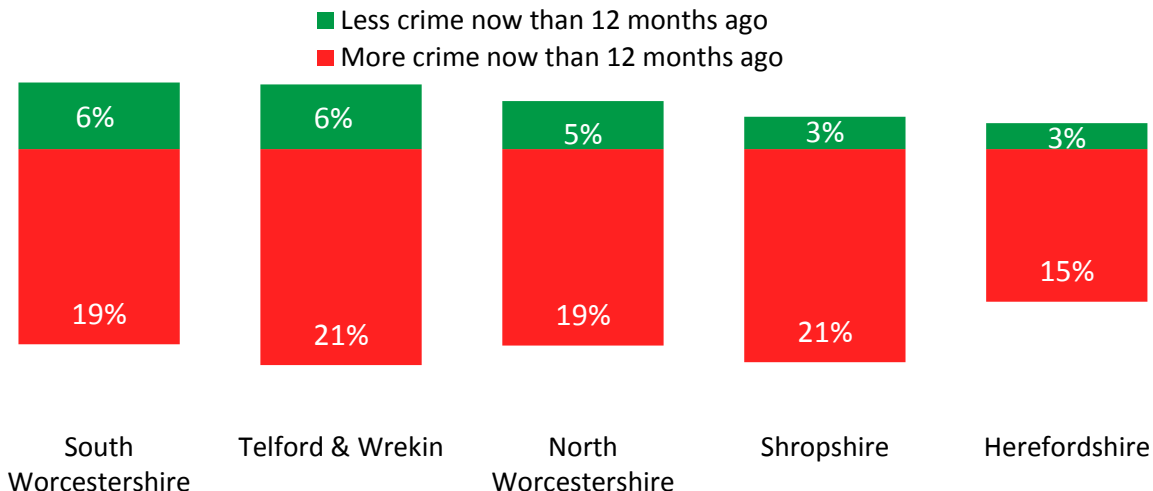
Residents in Herefordshire least likely to say crime and ASB was a problem

Residents in Telford & Wrekin most likely to believe crime and ASB was a problem in their local area

Two-thirds felt crime and ASB levels had remained the same – around a fifth felt there was more



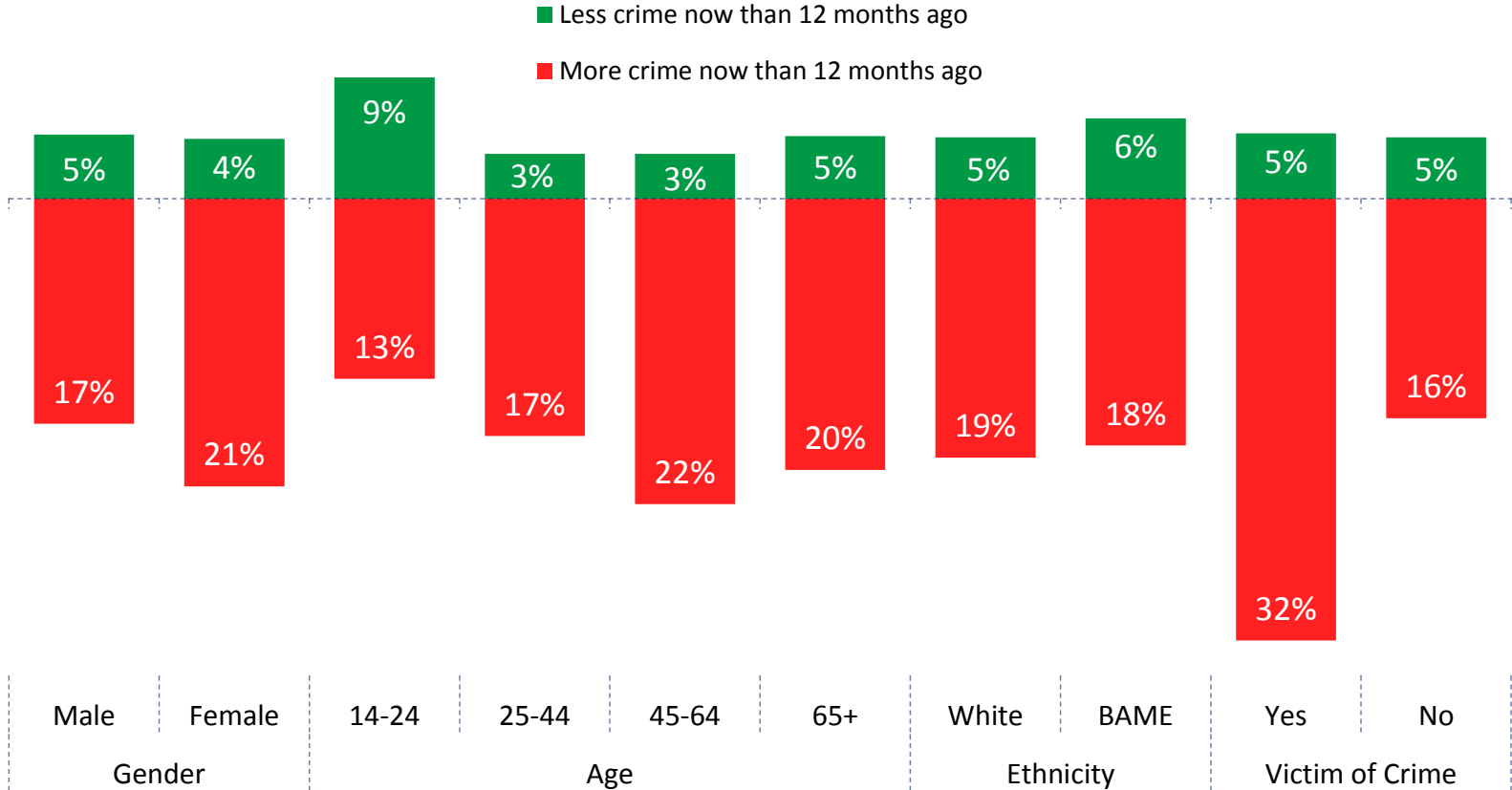
LPA Comparisons - % more crime v % less crime



Q15 Compared to 12 months ago, would you say there is now more crime and ASB in the area you live in, less crime and ASB or about the same?

Two-thirds felt crime and ASB levels had remained the same – around a fifth felt there was more

Demographic Comparisons - % more crime v % less crime



Key Insights

Victims of crime more likely to feel that crime and ASB levels had risen in the last 12 months compared to non-victims

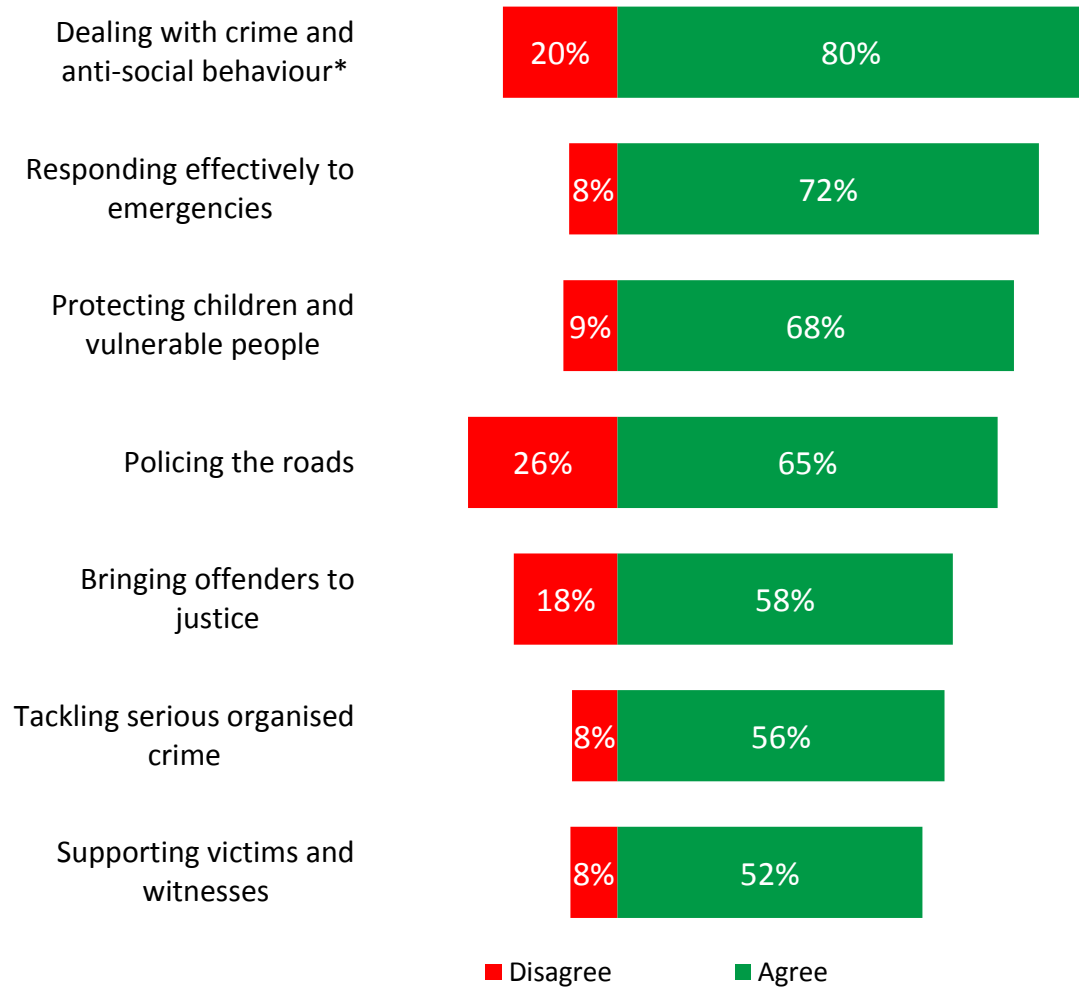
Those aged 14-24 most likely to say there is now less crime and ASB and least likely to say there is more crime and ASB

Females more likely to say crime has increased than males

Residents in Shropshire and Telford & Wrekin more likely to say there is now more crime compared to 12 months ago

Q15 Compared to 12 months ago, would you say there is now more crime and ASB in the area you live in, less crime and ASB or about the same?

8 in every 10 agreed WMP are dealing with crime and ASB



57%
CSEW MSG Average - Dealing with crime and ASB

↑ 24%



Key Insights

Around a fifth disagree that WMP are dealing with crime and ASB and bringing offenders to justice

A quarter disagree that WMP are policing the roads

Agreement towards statements generally declined the older the respondent was

Residents in Telford & Wrekin more agreeable towards these statements

Residents of Shropshire less agreeable towards these statements

Q16 To what extent do you agree or disagree that West Mercia Police are:

*Don't know option has been excluded from calculation to make question comparable to CSEW

CSEW: Do you agree or disagree that the police are dealing with the crime and anti-social behaviour issues that matter to you in the area where you live?



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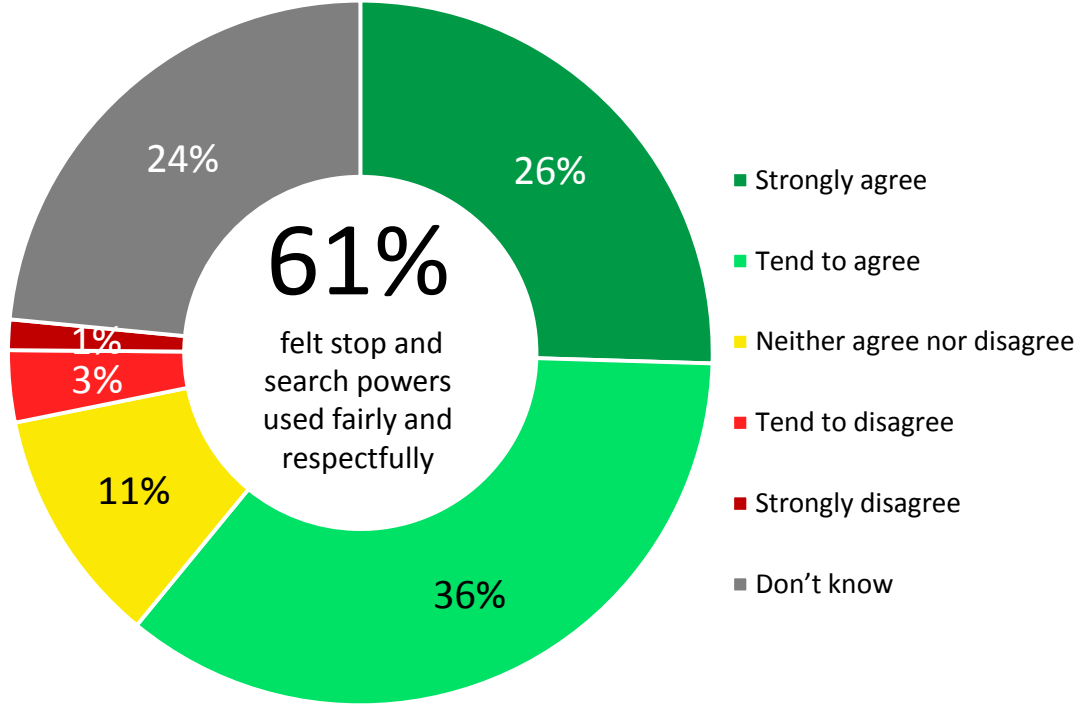


Section Five

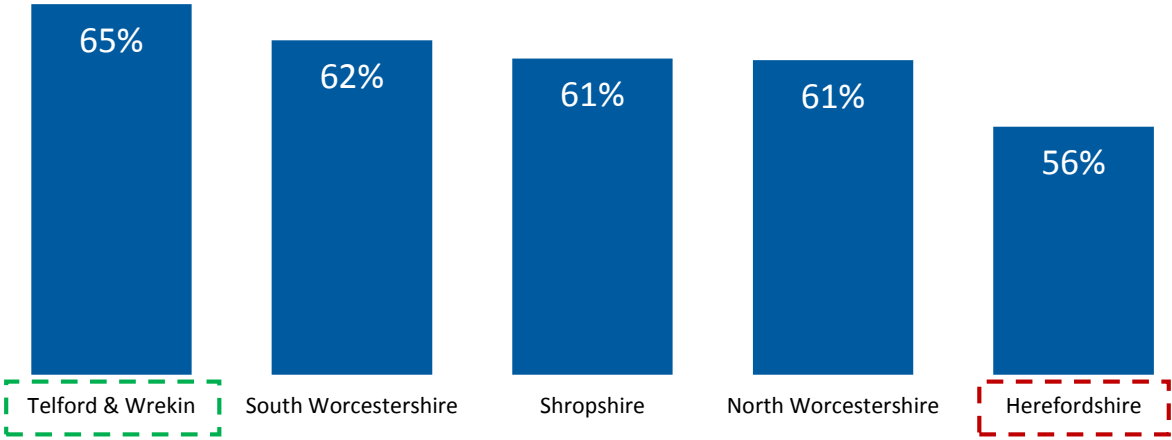
Trust / Integrity



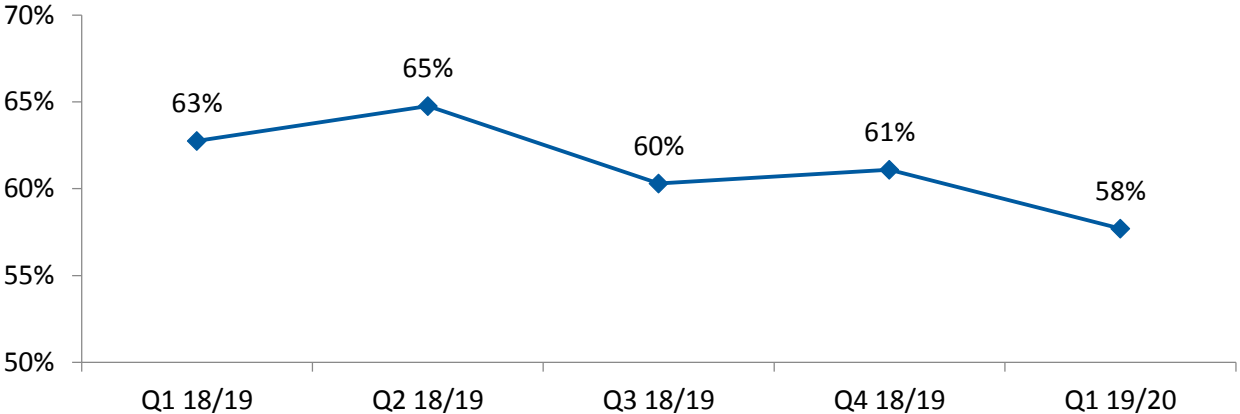
Three-fifths are confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree



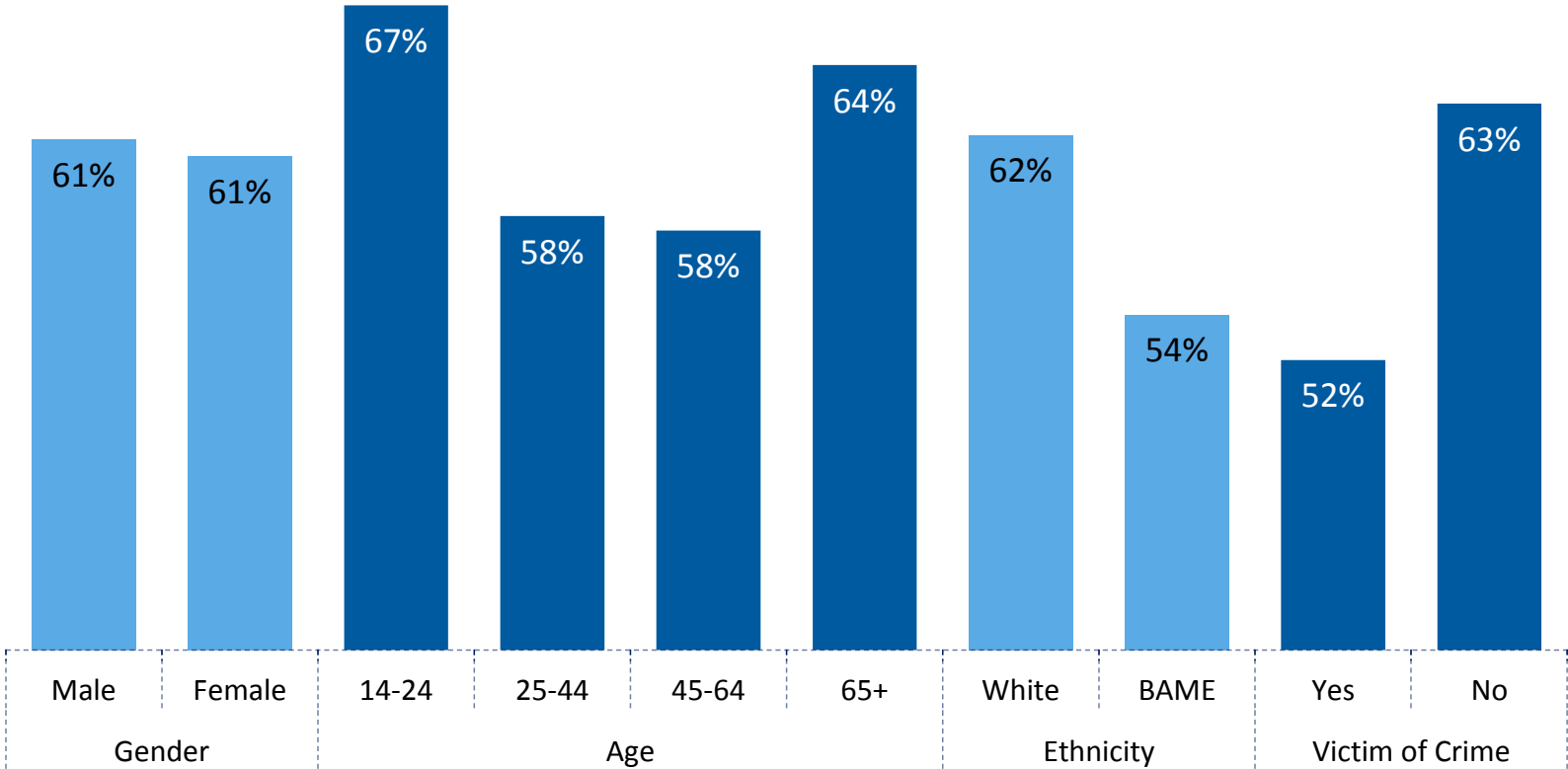
Trend over time - % Agree



Q17 Please say how much you agree or disagree with the following statement: I am confident that West Mercia Police use their stop and search powers fairly and respectfully?

Three-fifths are confident WMP use their stop and search power fairly and respectfully

Demographic Comparisons - % strongly / tend to agree



Key Insights

Those aged 14-24 and 65+ were more likely to feel confident the police use their stop and search power fairly and respectfully

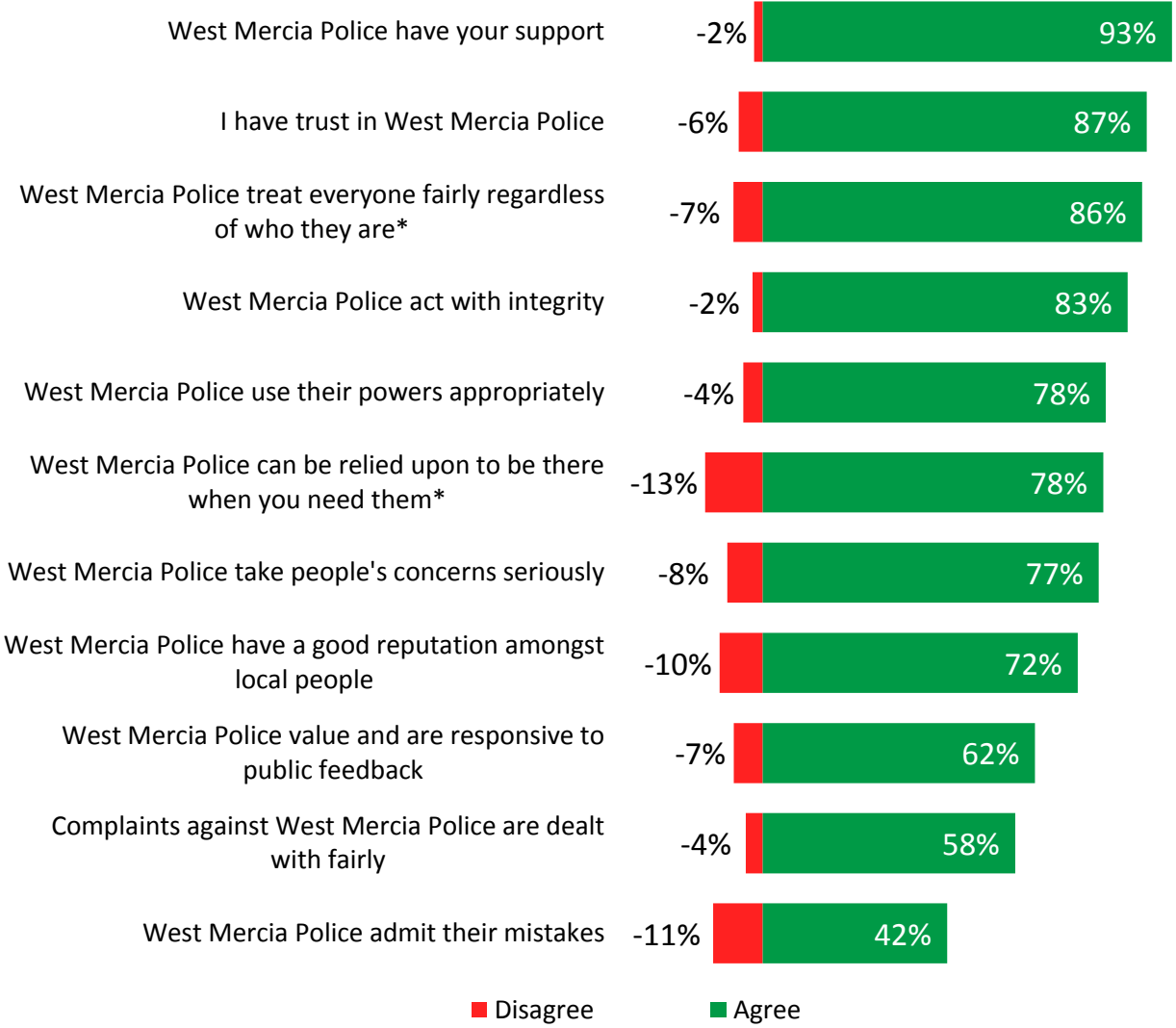
Victims of crime less likely to feel confident WMP use stop and search powers fairly and respectfully

BAME respondents less confident than White respondents WMP use stop and search powers fairly and respectfully

Residents in Herefordshire least likely to feel WMP use stop and search powers fairly and respectfully, those in Telford & Wrekin most likely

Nearly a quarter said they did not know

Over nine-tenths say that WMP have their support



68%
CSEW MSG Average –
Treat everyone fairly

↑ 19%

58%
CSEW MSG Average –
Can be relied on when needed

↑ 20%



Key Insights

Over 9 out of every 10 residents say that WMP have their support

Over 8 in 10 say they trust WMP, believe they treat everyone fairly regardless of who they are and they act with integrity

Over a tenth disagreed WMP can be relied upon to be there when needed and admit their mistakes

Residents of North Worcestershire least likely to agree WMP can be relied upon to be there when needed; those in South Worcestershire most likely to agree

*Don't know option has been excluded from calculation to make question comparable to CSEW



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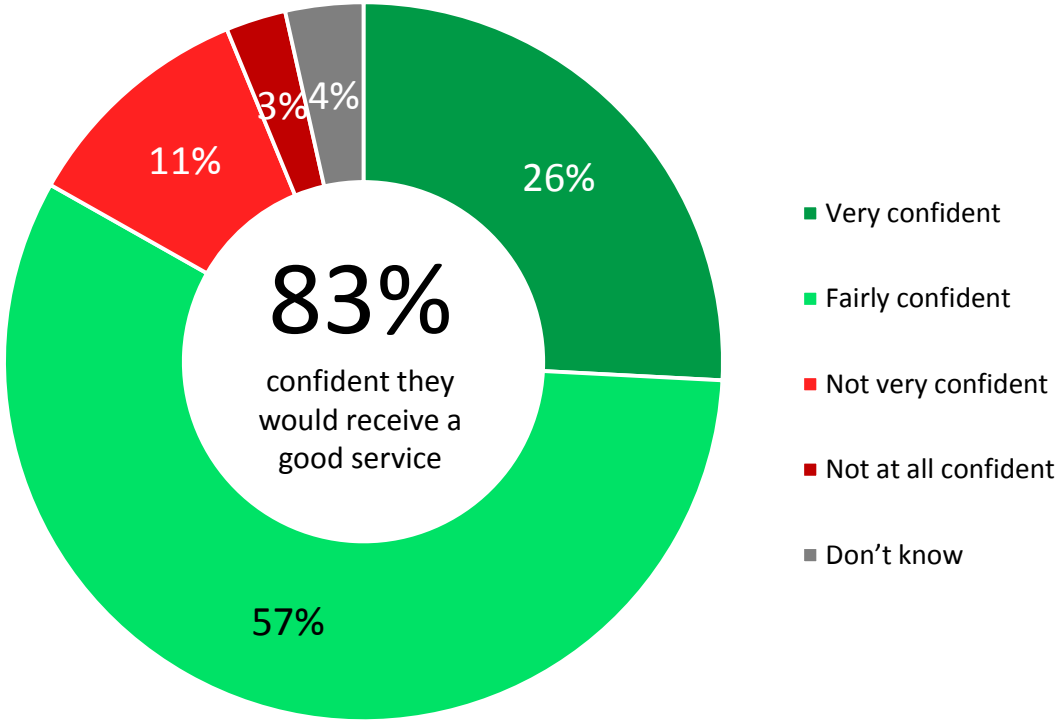


Section Six

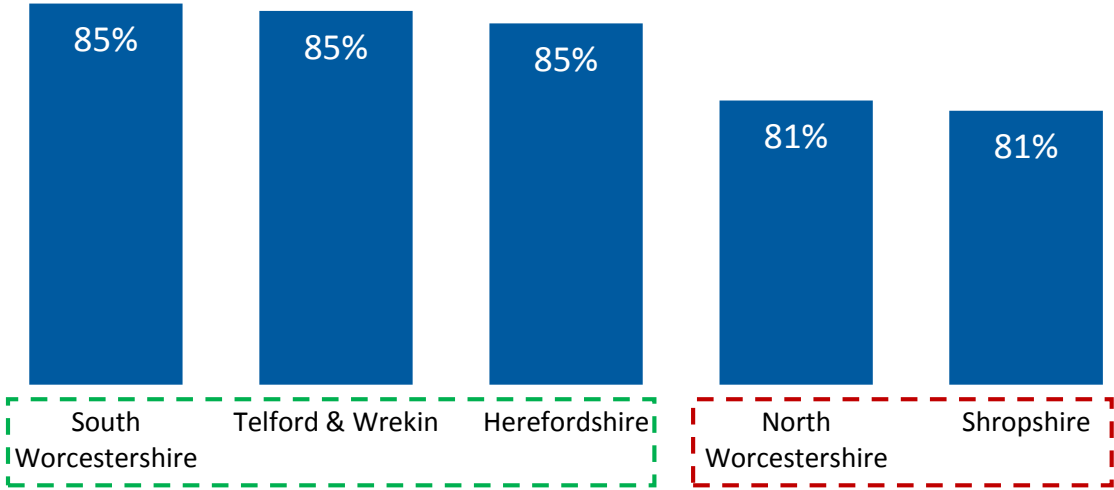
Confidence in West Mercia Police



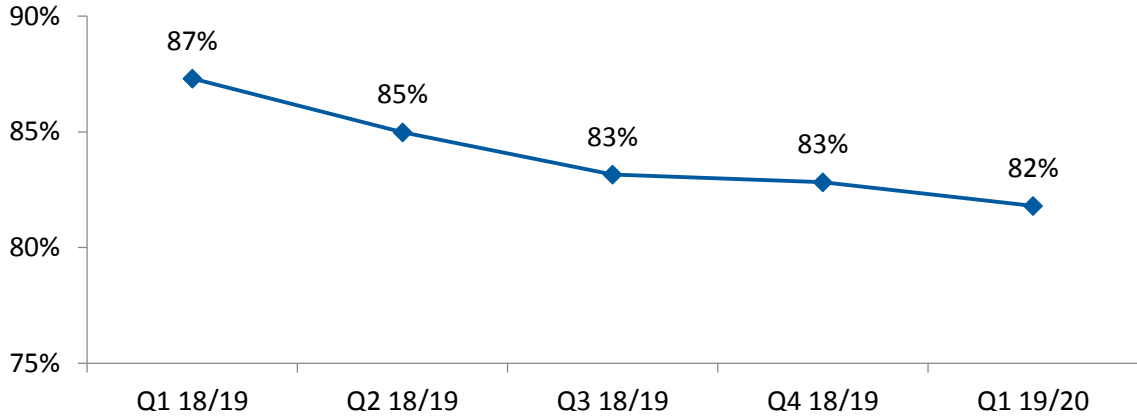
Over 8 out of 10 confident they would receive a good service from WMP



LPA Comparisons - % very / fairly confident



Trend over time - % Confident



Over 8 out of 10 confident they would receive a good service from WMP



Key Insights

Confidence in service delivery continues on a downward trend

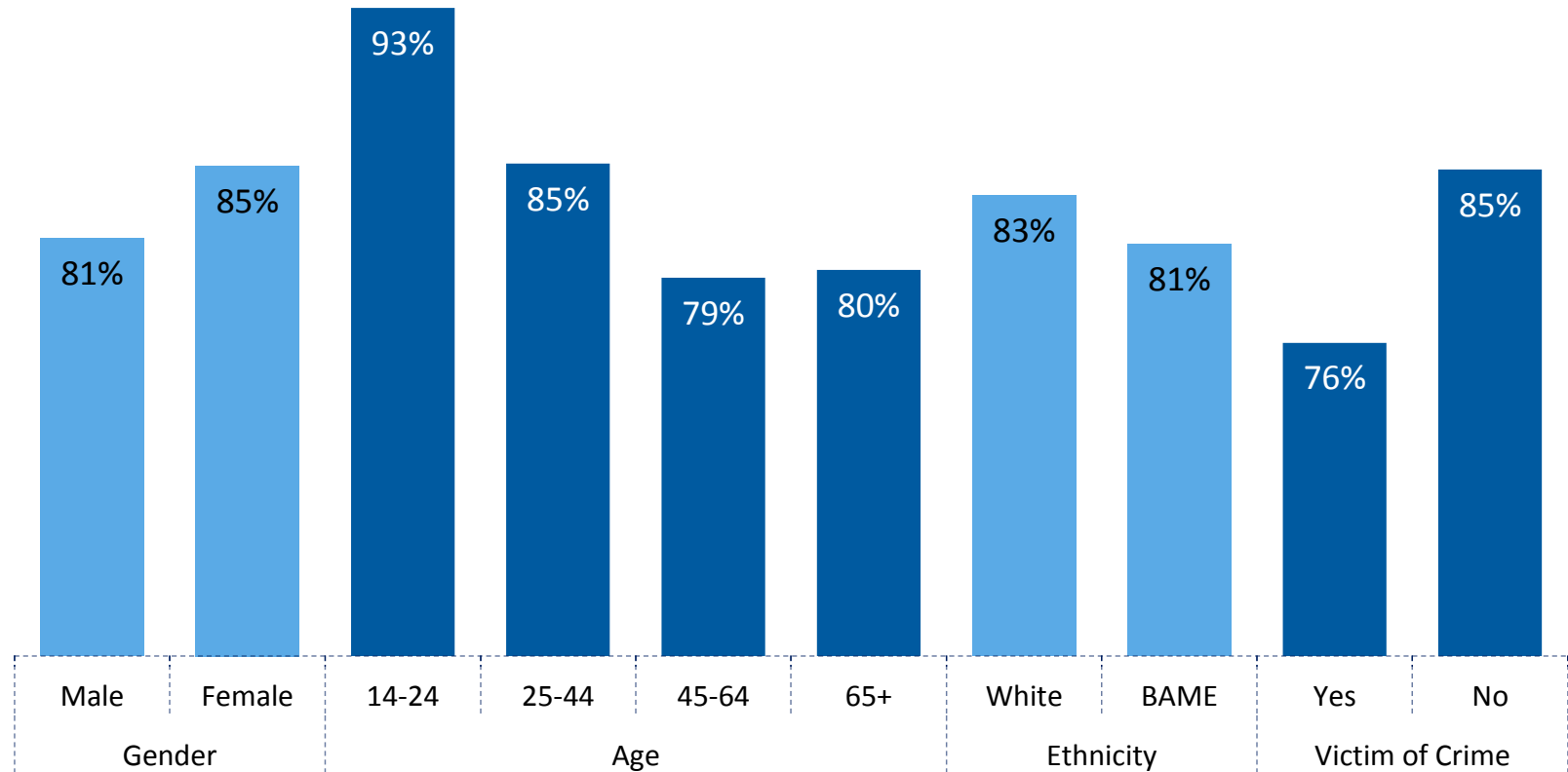
Those aged 14-24 most confident they would receive a good service from WMP; those aged 45 and over least likely to be confident

Victims of crime were less confident in receiving a good service

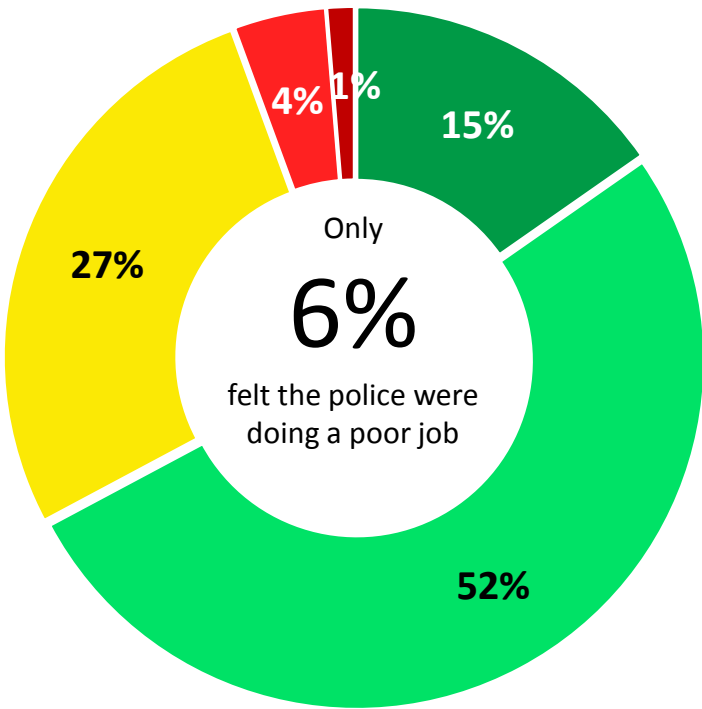
Females more confident than males they would receive a good service from WMP

Confidence lower amongst residents of North Worcestershire and Shropshire

Demographic Comparisons - % very / fairly confident



Two-thirds felt the police were doing either an excellent or a good job

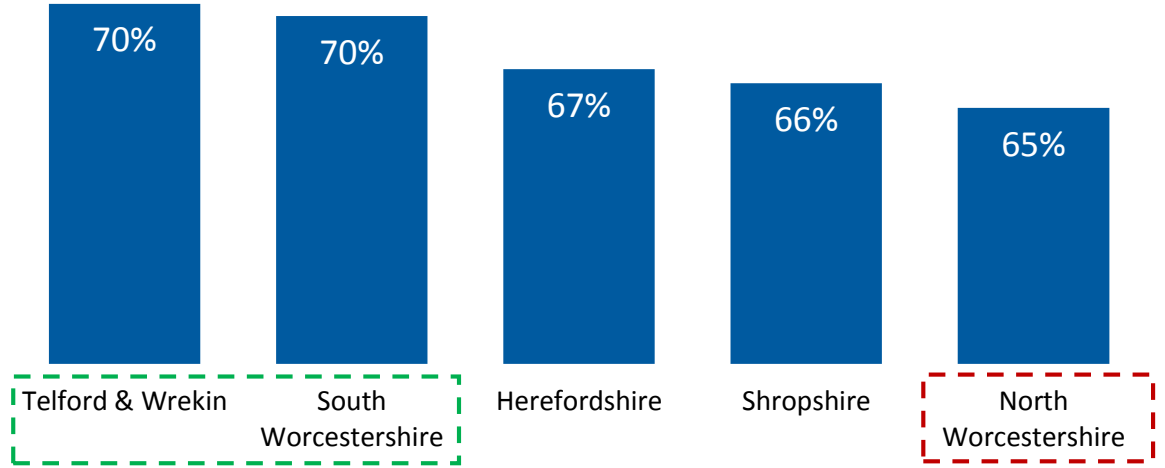


60%
CSEW MSG Average – Excellent / Good job

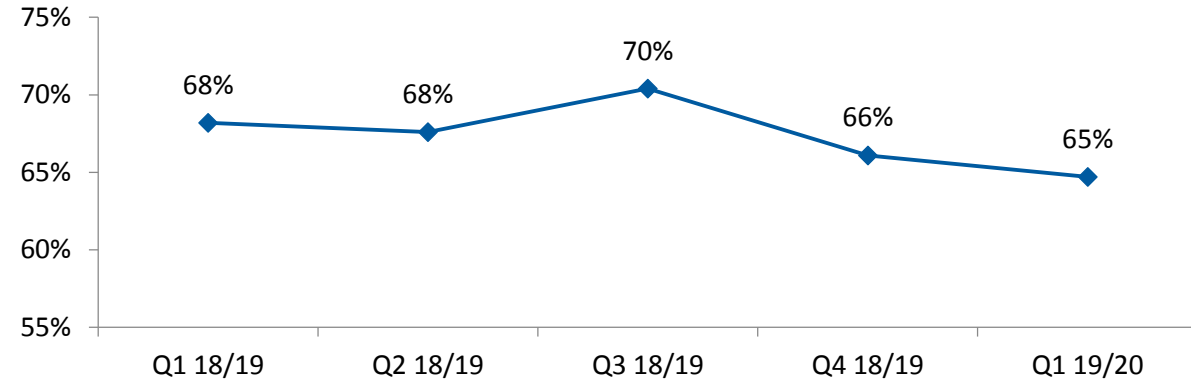


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



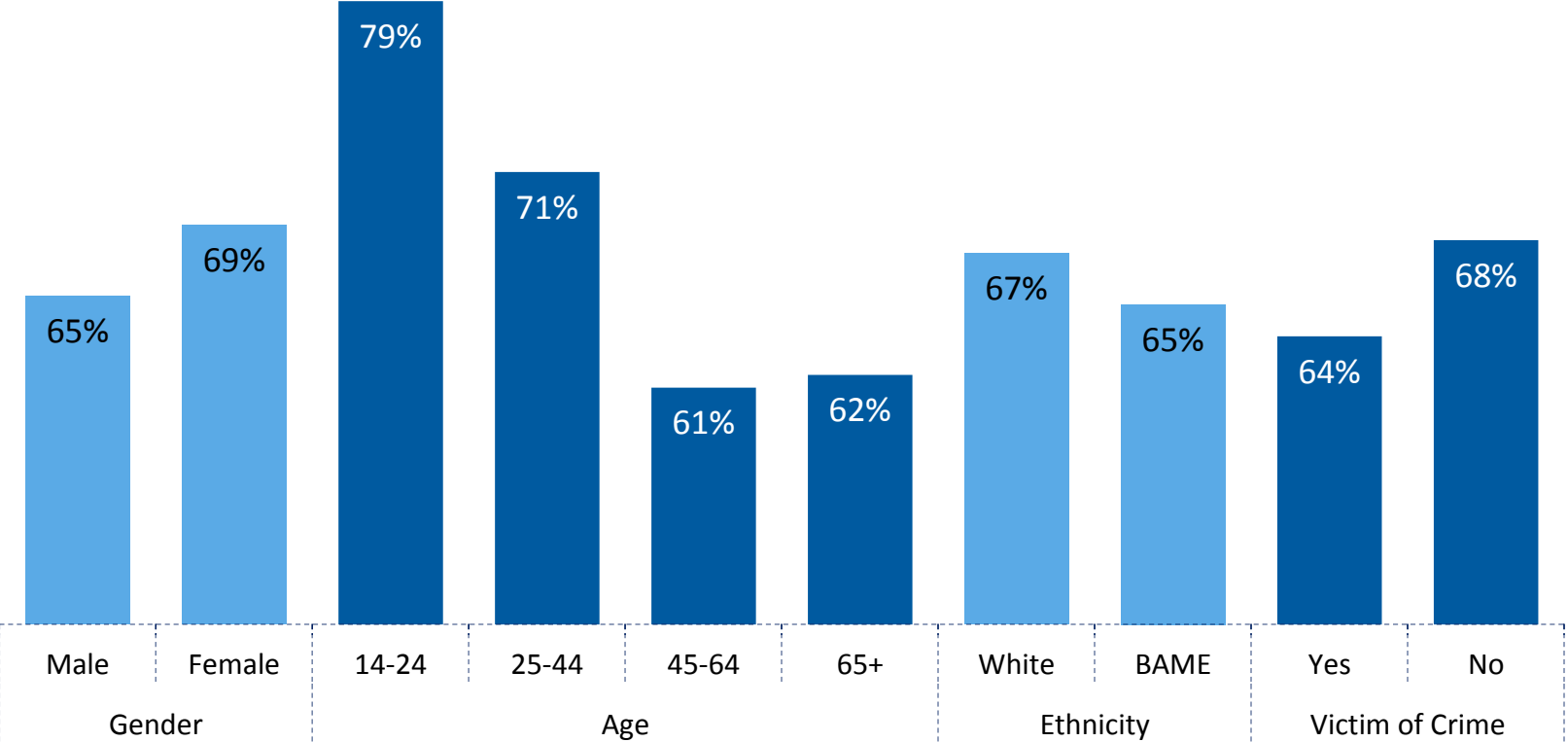
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*Don't know option has been excluded from calculation to make question comparable to CSEW

CSEW Question: Taking everything into account, how good a job do you think the police in this area are doing?

Two-thirds felt the police were doing either an excellent or a good job

Demographic Comparisons - % excellent / good job



Key Insights

Younger respondents (14-24) significantly more likely to feel the police were doing an excellent or good job compared to those aged 45+

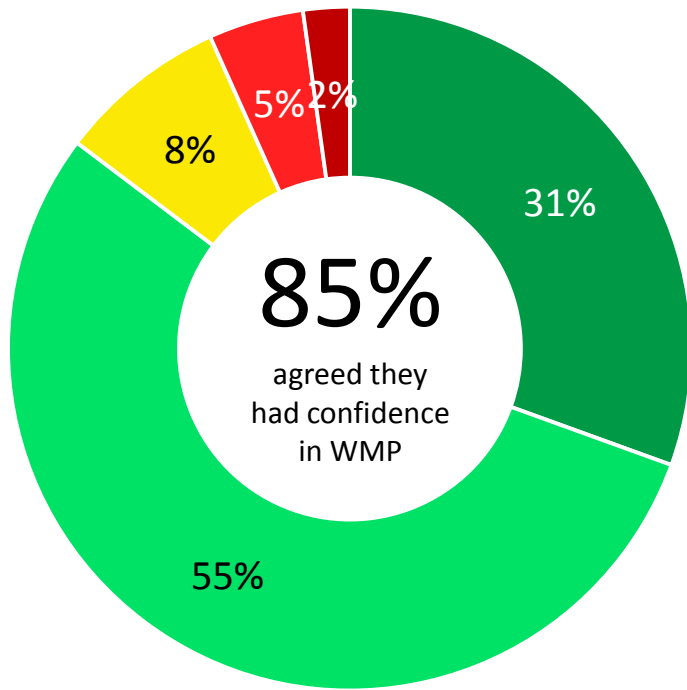
Females more frequently said the police are doing an excellent or good job compared to males

Residents in Telford & Wrekin and South Worcestershire were the most likely to say WMP were doing an excellent or good job, whereas residents in North Worcestershire were the least likely

Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*Don't know option has been excluded from calculation to make question comparable to CSEW

More than 8 out of 10 say they have confidence in WMP

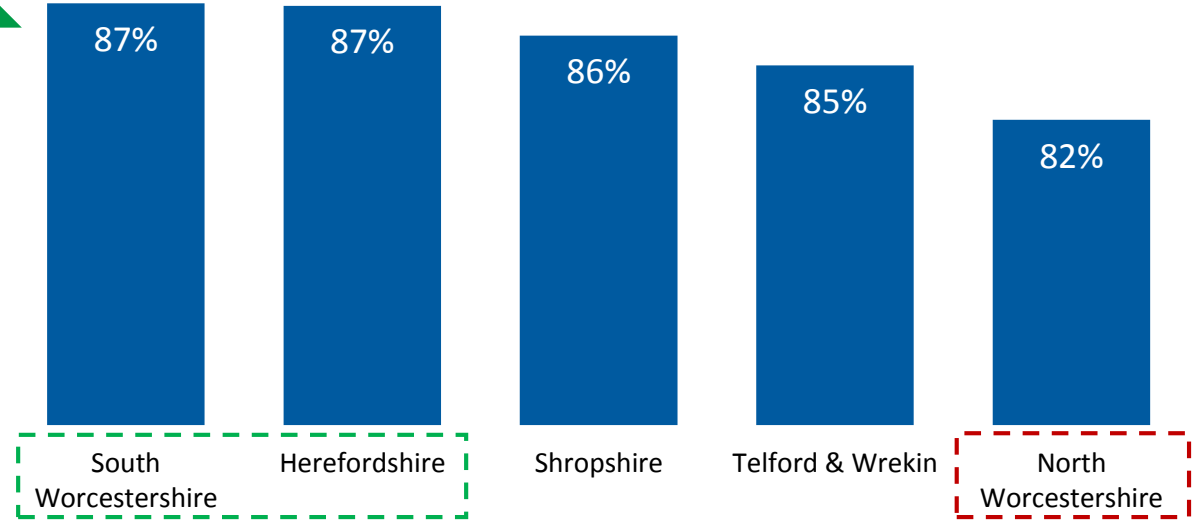


78%
CSEW MSG Average – Net Agree

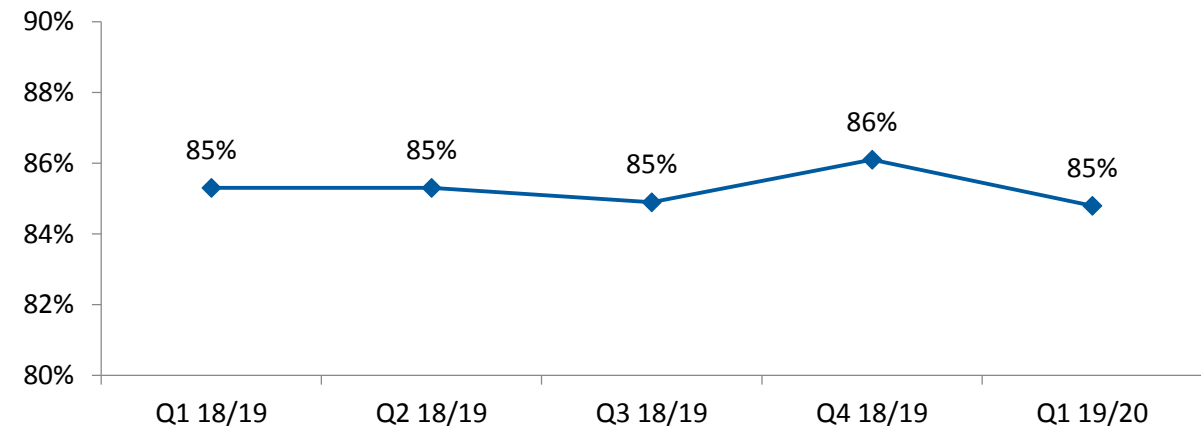
8%

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



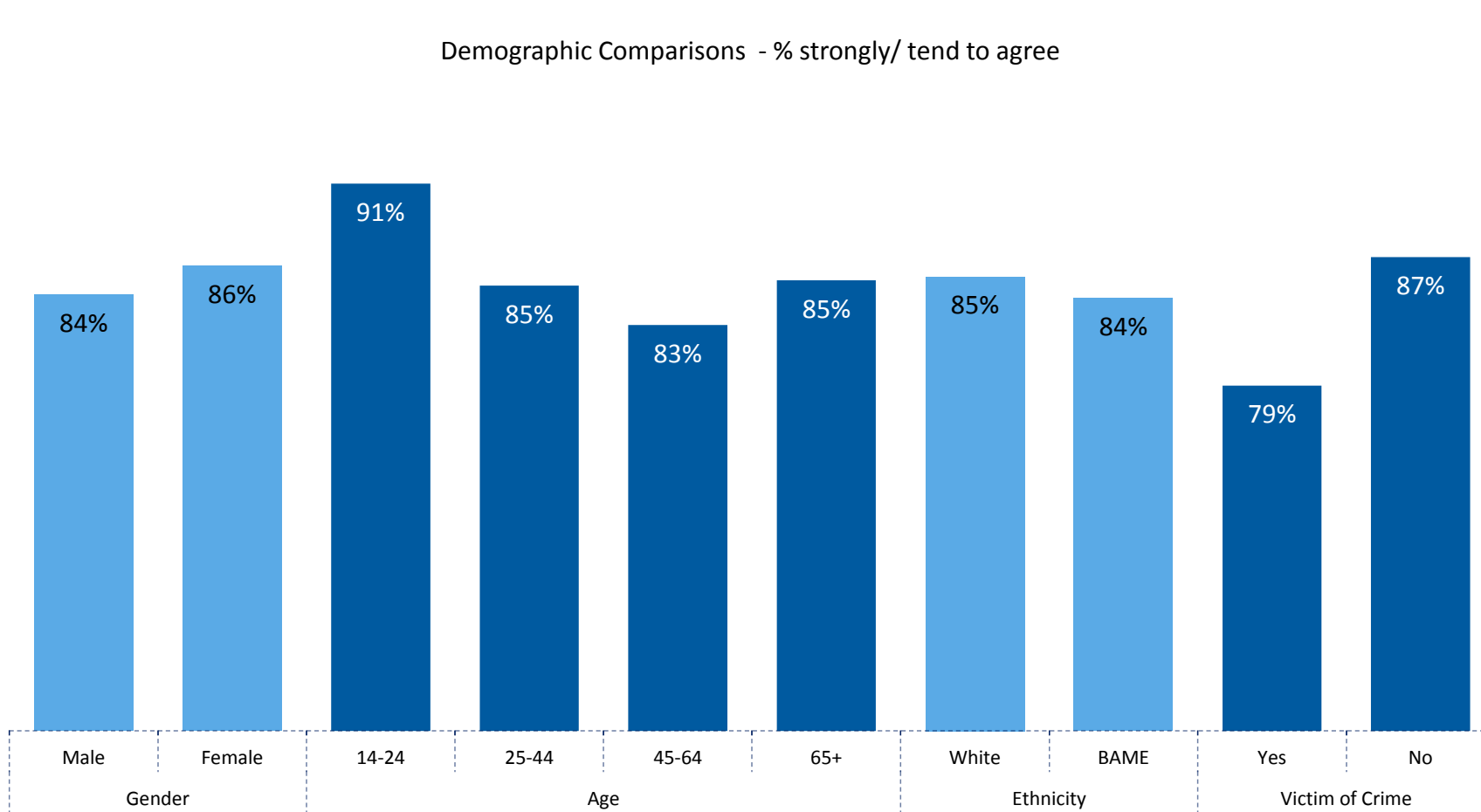
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

CSEW Question: Taking everything into account I have confidence in the police in this area

*Don't know option has been excluded from calculation to make question comparable to CSEW

More than 8 out of 10 say they have confidence in WMP

Demographic Comparisons - % strongly/ tend to agree



Key Insights

Those aged 14-24 most likely to be have confidence in WMP compared to other age groups

Victims of crime least likely be confident in WMP

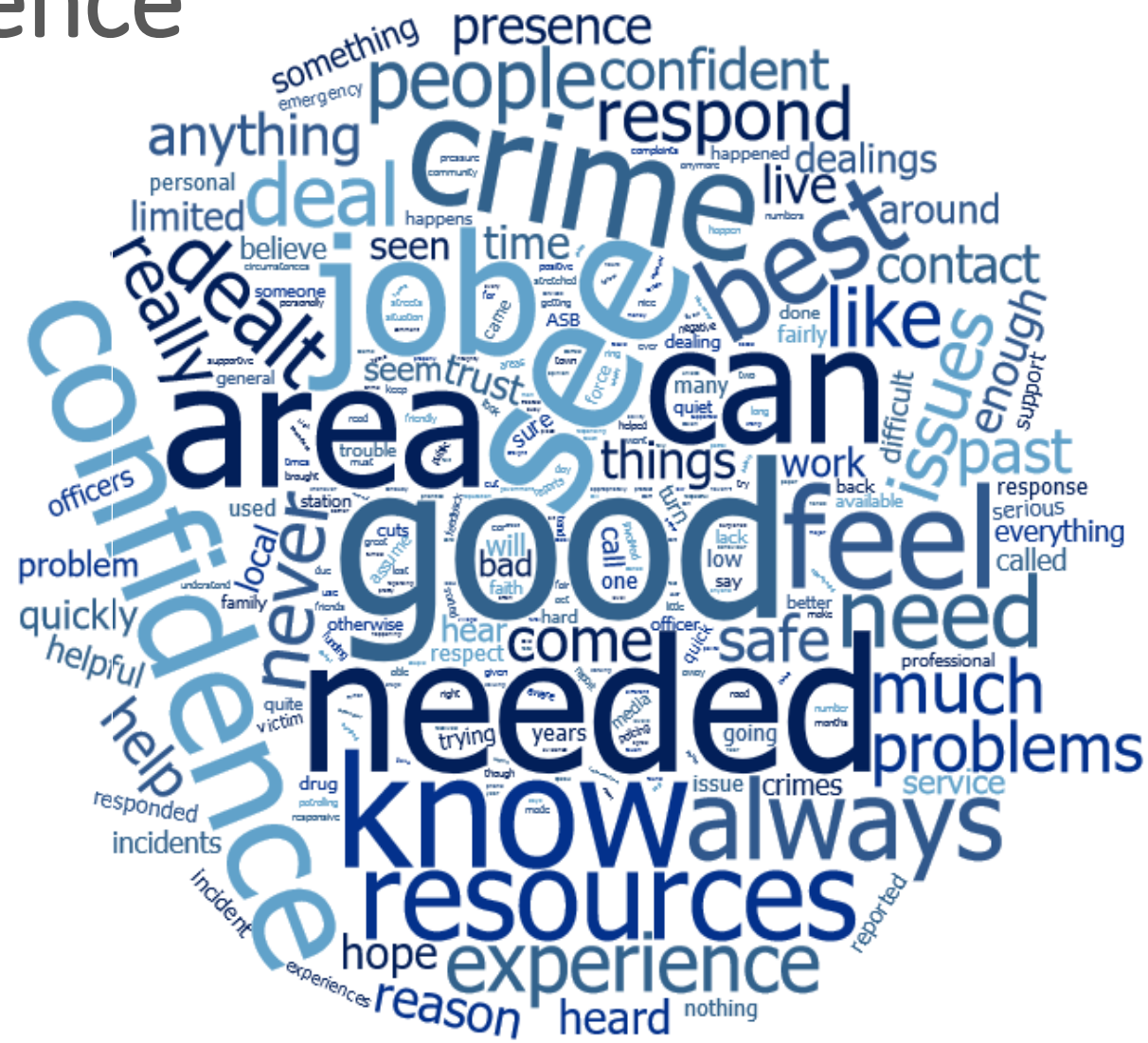
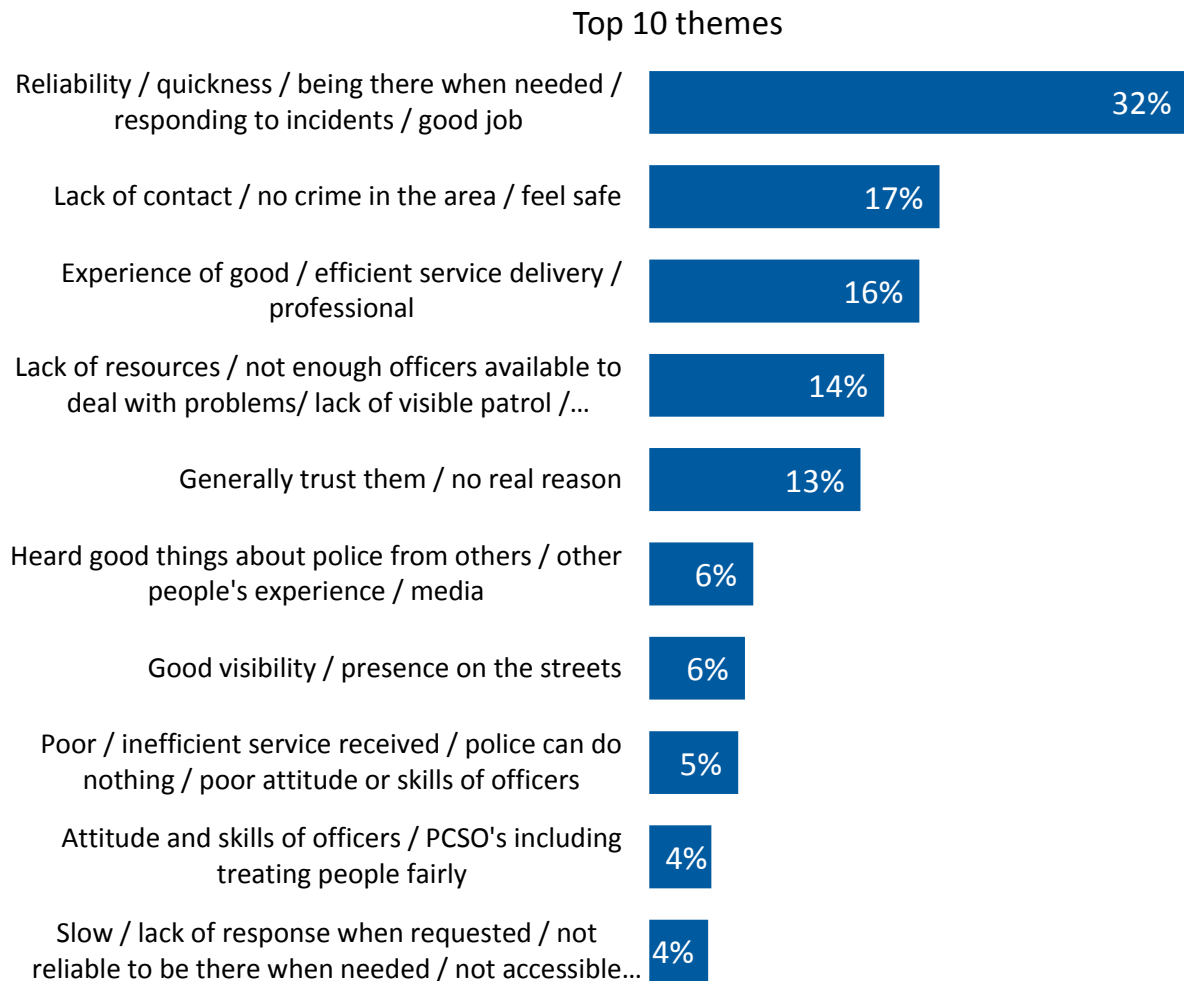
Confidence in WMP stable across each quarter

Residents in North Worcestershire least likely to be confident in WMP; residents in South Worcestershire and Herefordshire most likely to be confident

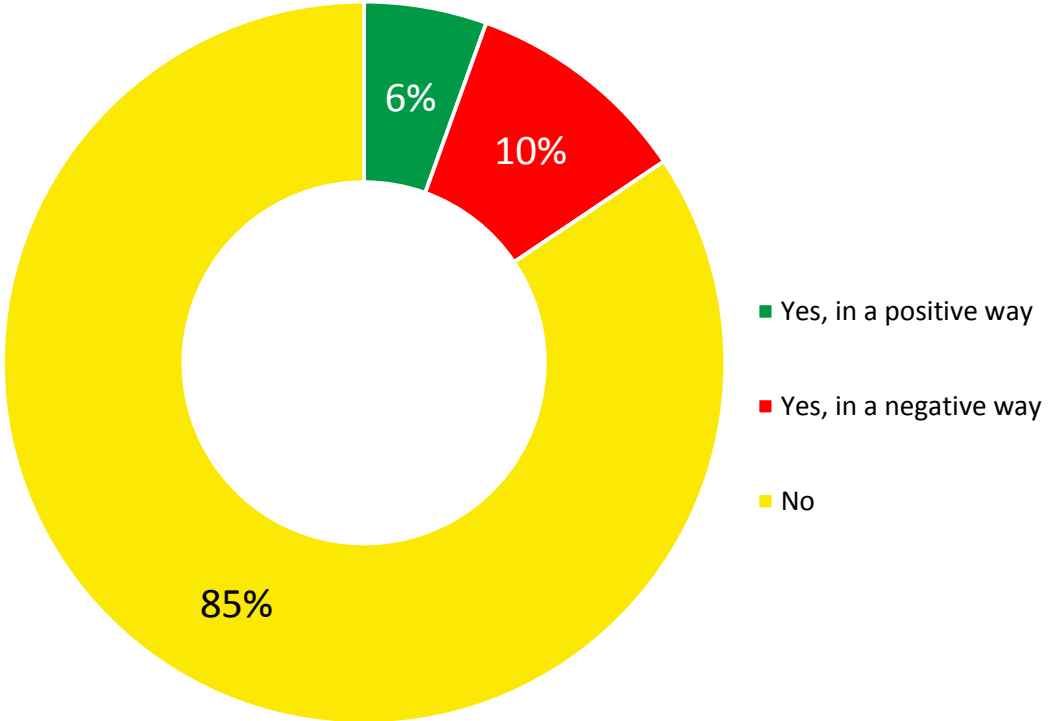
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

*Don't know option has been excluded from calculation to make question comparable to CSEW

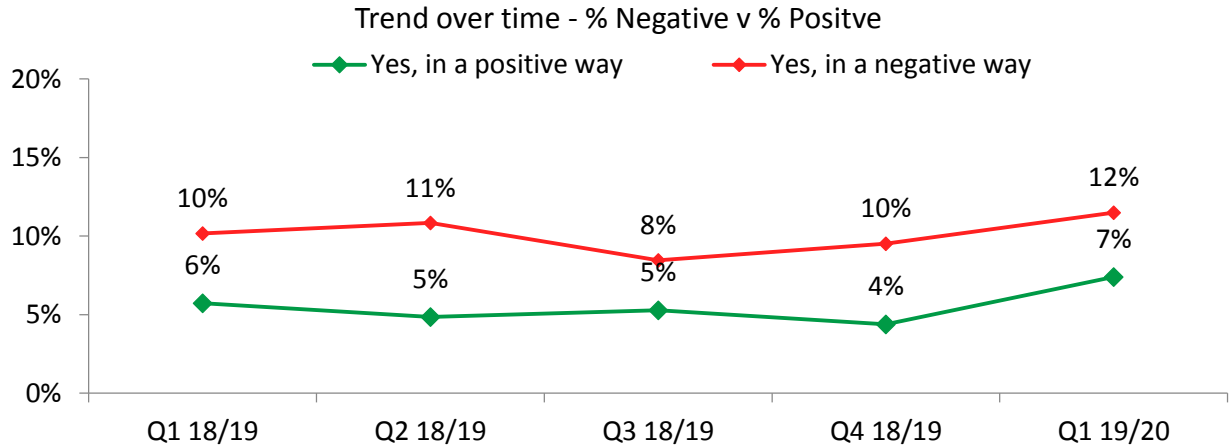
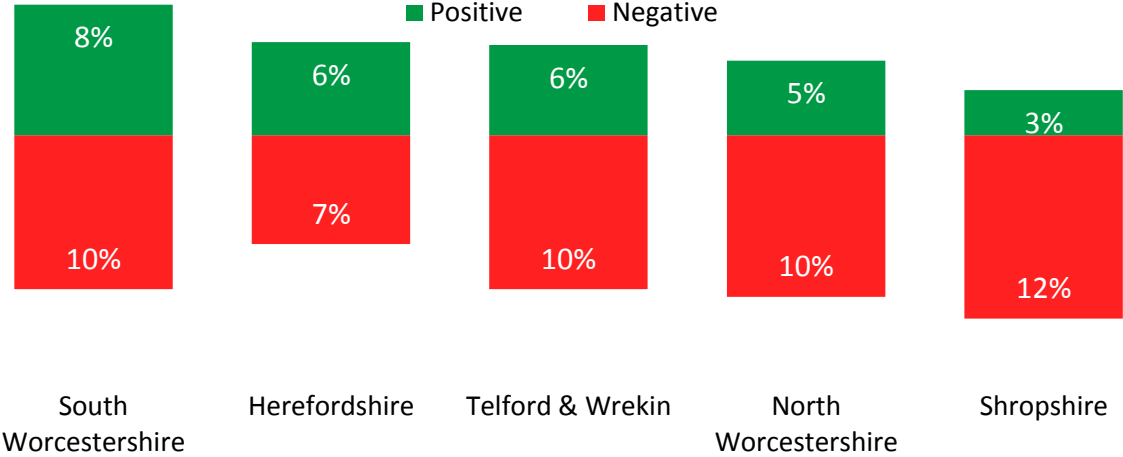
Factors influencing confidence



A tenth have experienced an event that negatively affected their confidence in the police

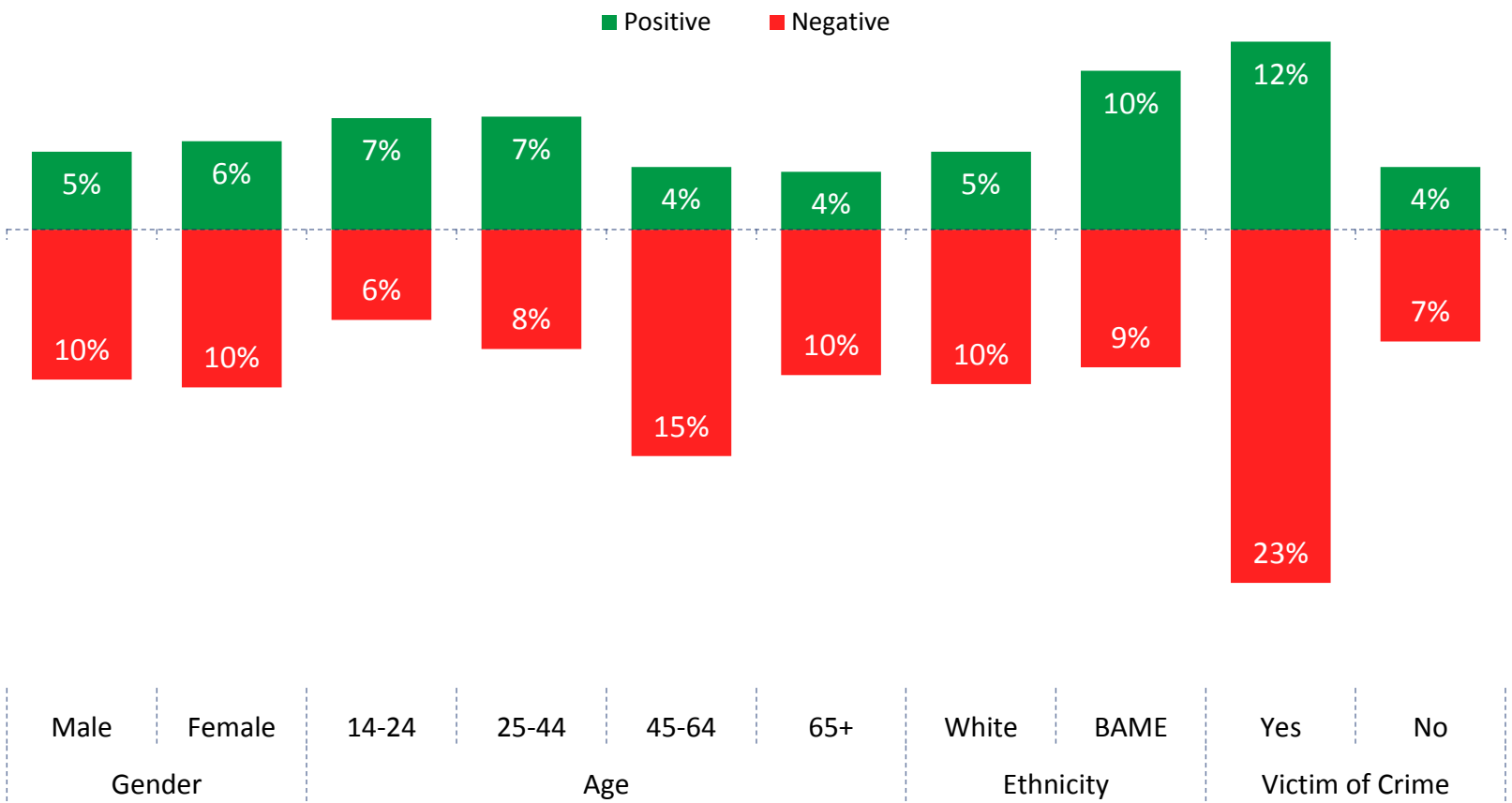


LPA Comparisons - % positive event % negative event



A tenth have experienced an event that negatively affected their confidence in the police

Demographic Comparisons - % positive event v % negative event



Key Insights

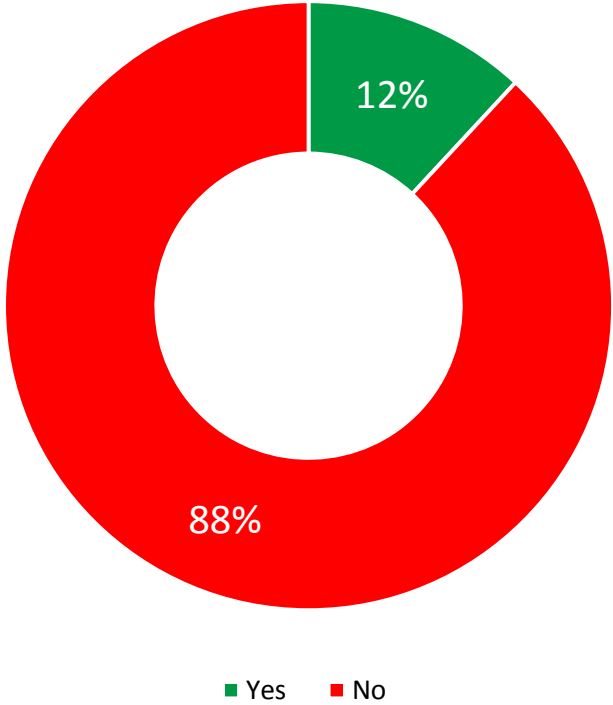
Victims of crime and were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

BAME respondents more likely to have experienced an event that positively affect their confidence compared to white residents

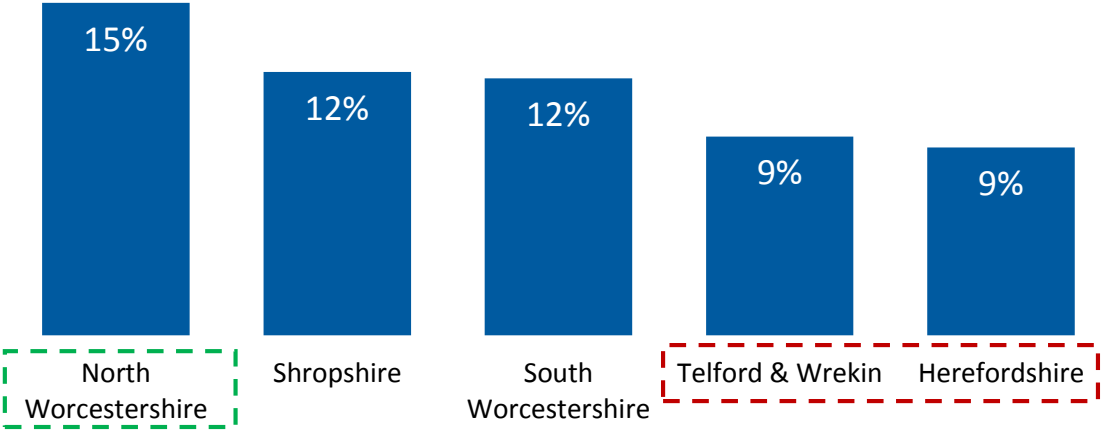
Those aged 45-64 more likely to experience an event that affected them negatively compared to other age groups

Residents in Shropshire were the most likely to have experienced an event that negatively affected their confidence in WMP

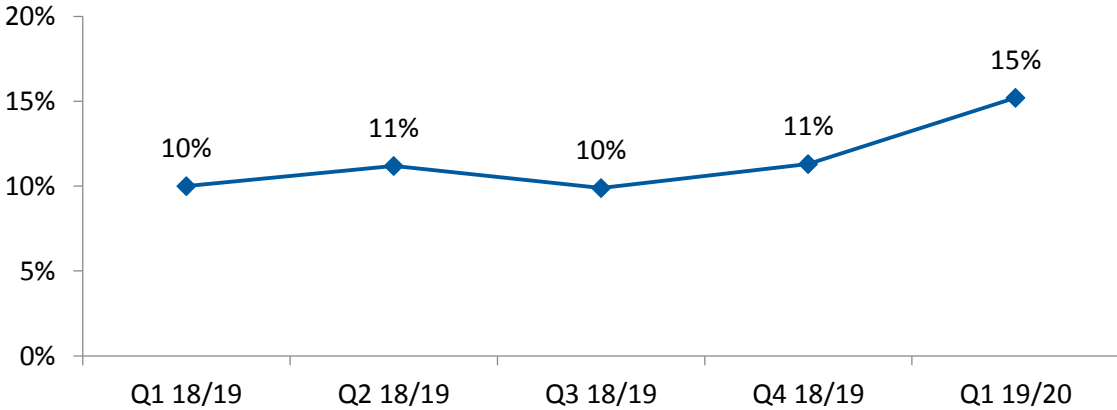
Over a tenth of respondents said they are aware of the Police and Crime Commissioner



LPA Comparisons - % aware of PCC



Trend over time - % Yes



Key Insights

- Higher awareness found in North Worcestershire; least awareness in Telford & Wrekin and Herefordshire
- Awareness has increased from previous quarter
- The older the respondent the more likely they were to be aware of the PCC
- Perceptions surveys typically record awareness of 8-15% based on previous research conducted by SMSR.



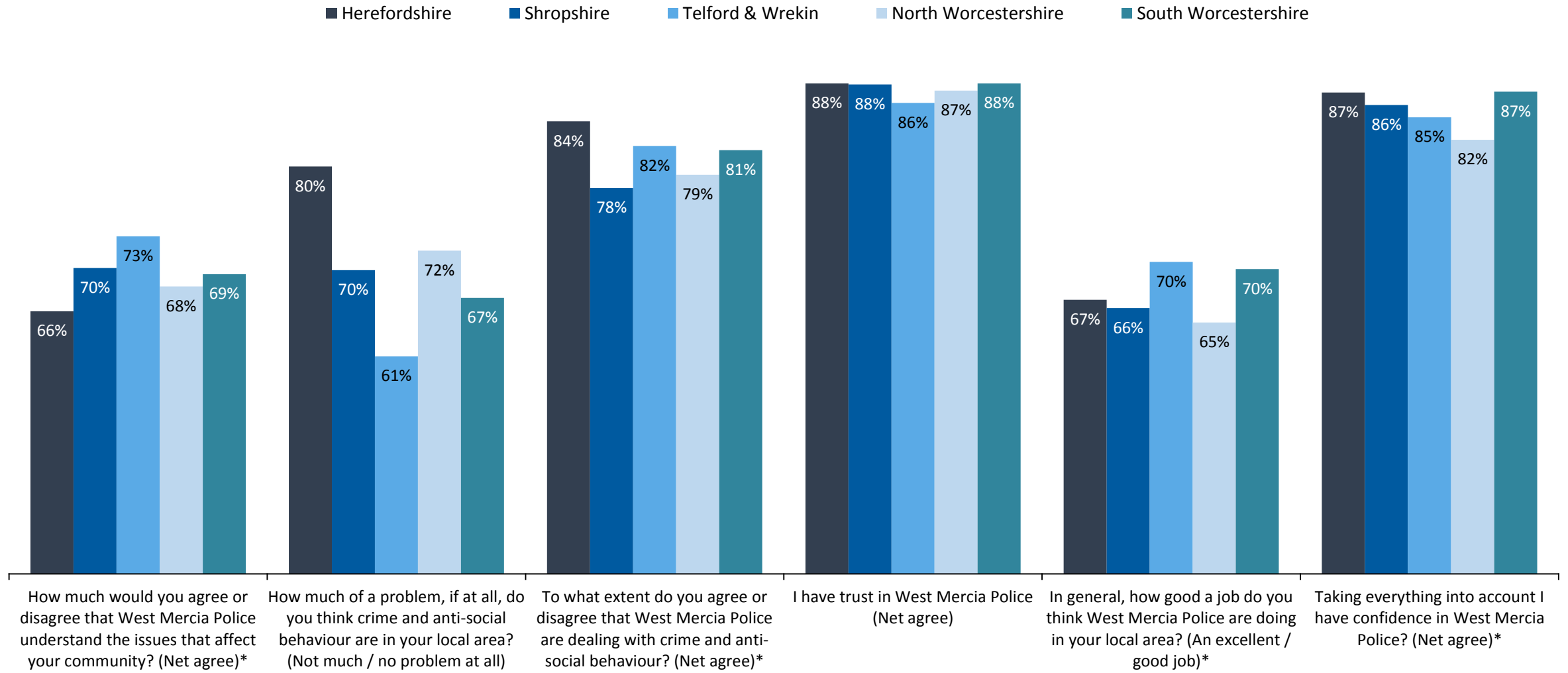
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Section Seven LPA & Victim Comparisons



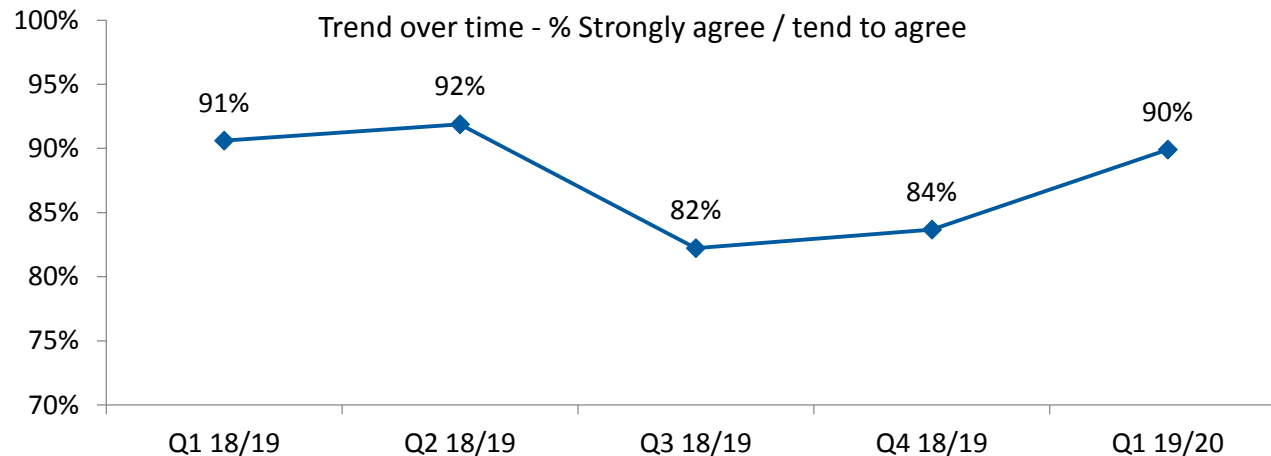
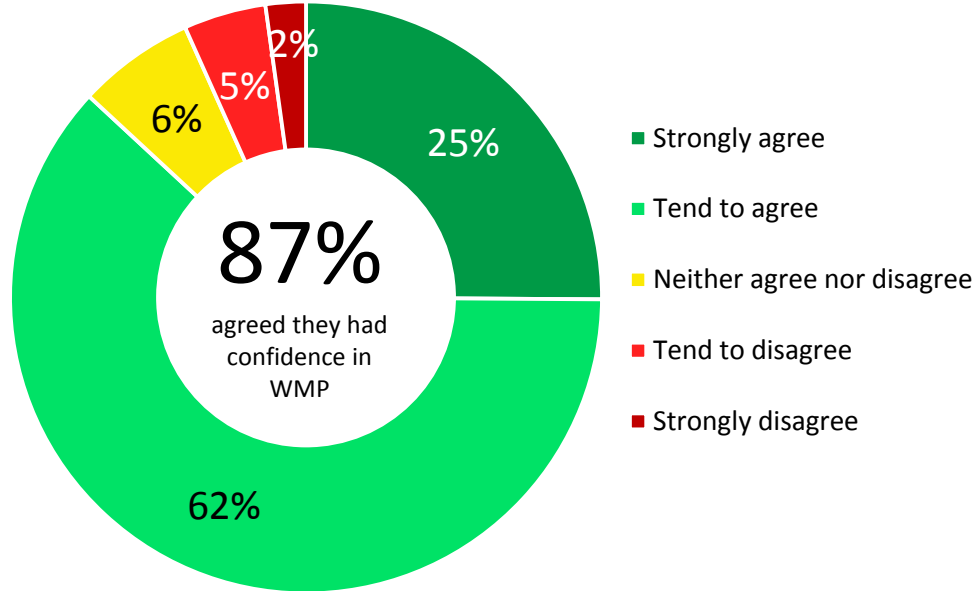
LPA Key Question Overview



*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Herefordshire

Taking everything into account I have confidence in West Mercia Police?



*Don't know option has been excluded from calculation to make question comparable to CSEW



Key Findings Compared With Other NPTs

Least likely to have seen an officer or PCSO at least weekly (22% - joint with North Worcestershire)

Least likely to have spoken to an officer from their local policing team (23% - joint with North Worcestershire)

Most likely to be confident in contacting the police in an emergency (86% - joint with Telford & Wrekin)

Least informed about what WMP are doing (34%)

Least likely to have been a victim of, or witness to, a crime (12%)

Least likely to feel WMP understands the issues in their community (66%)

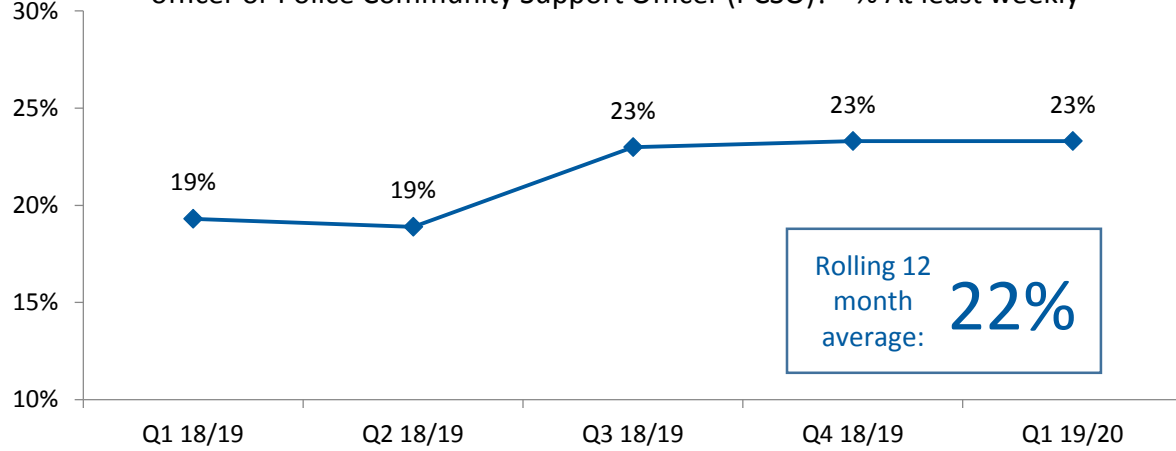
Most confident they would receive a good service from WMP (85% - joint with South Worcestershire and Telford & Wrekin)

Most confidence in WMP (87% - joint with South Worcestershire)

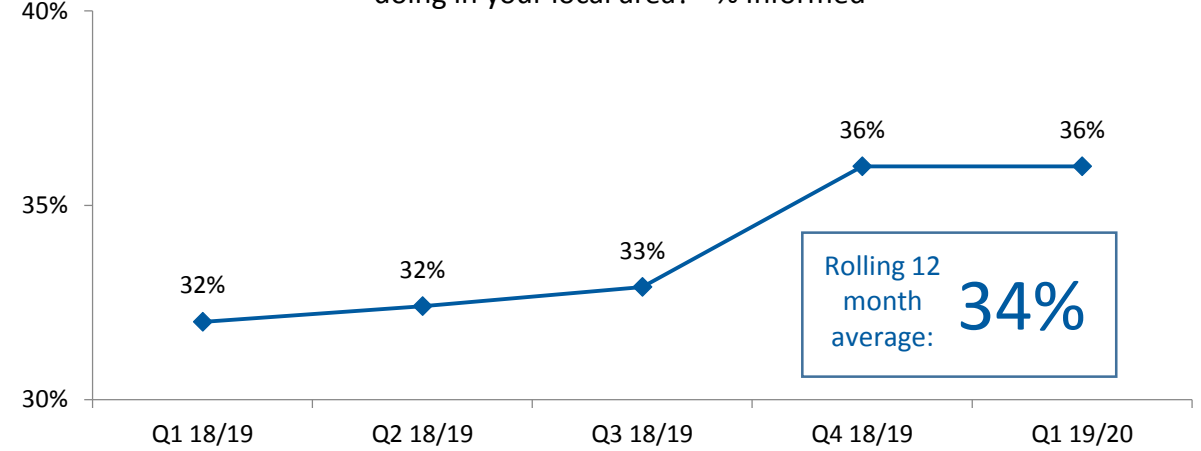
Least aware of the PCC (9% - joint with Telford & Wrekin)

LPA Key Findings - Herefordshire

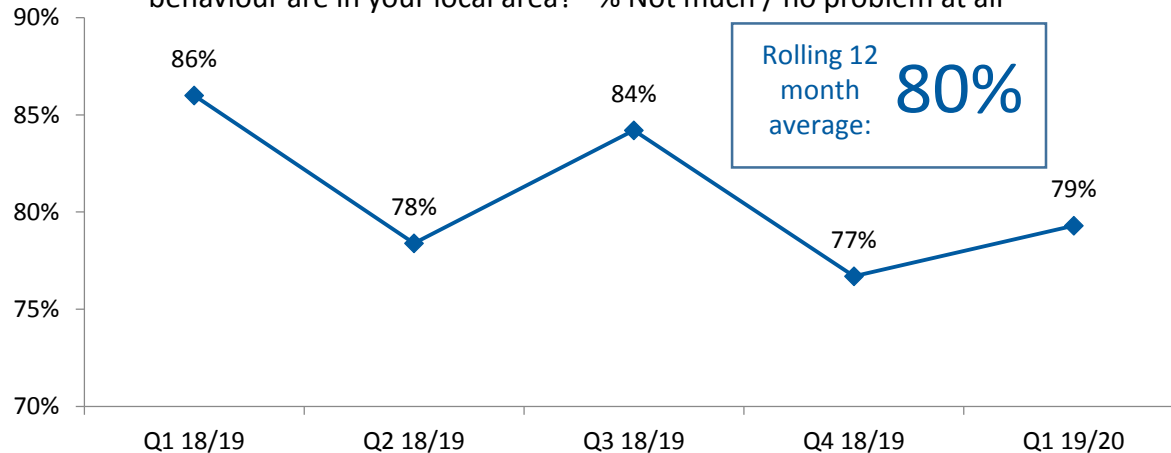
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



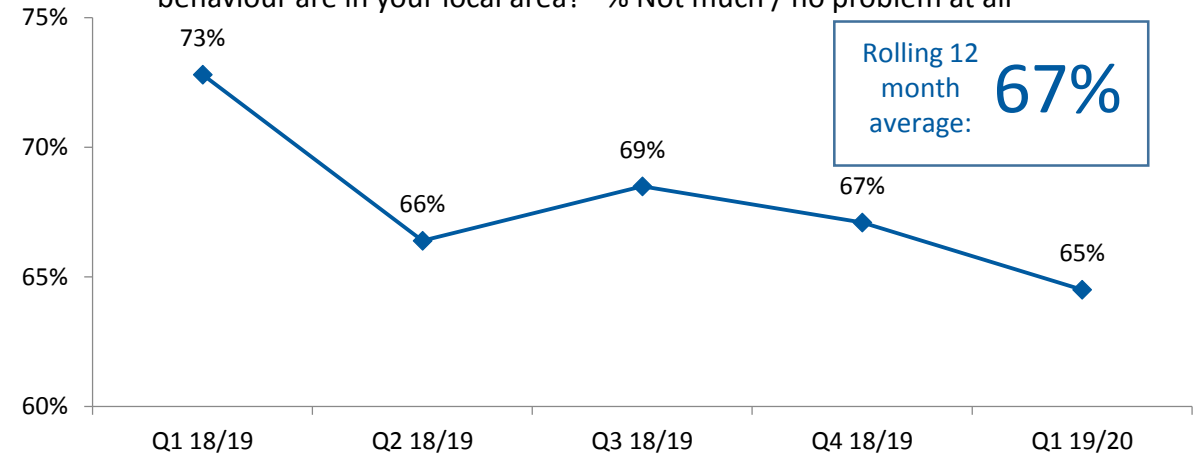
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



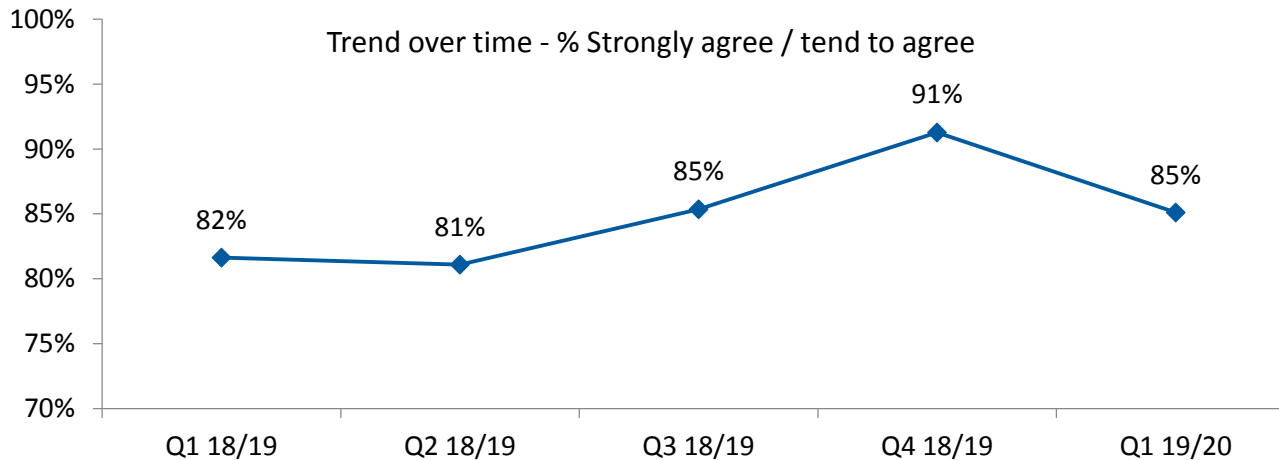
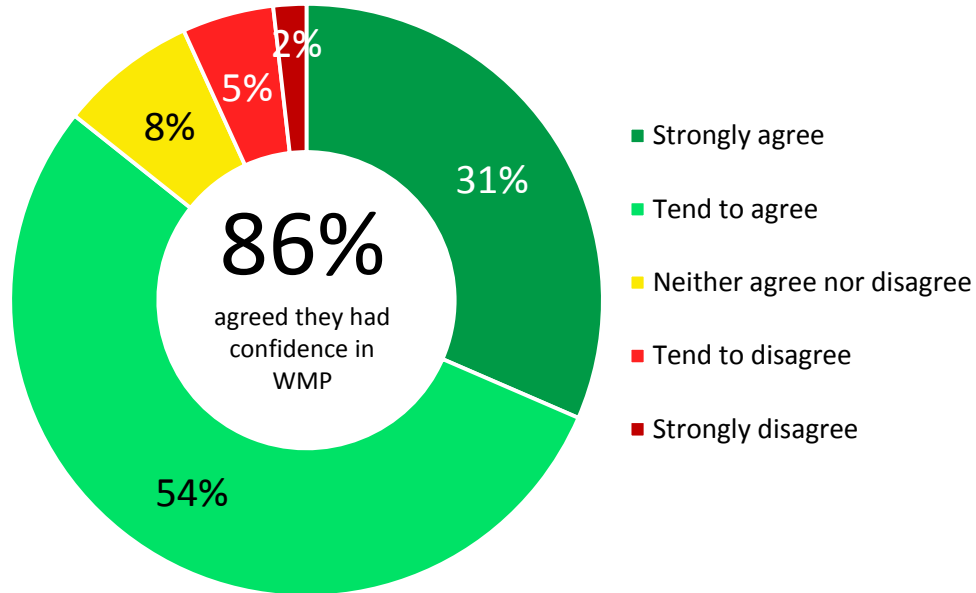
How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Shropshire

Taking everything into account I have confidence in West Mercia Police?



*Don't know option has been excluded from calculation to make question comparable to CSEW



Key Findings Compared With Other NPTs

Least satisfied with the levels of policing in their local area (46% - joint with North Worcestershire)

Least confident they could access the police services in an emergency (77%)

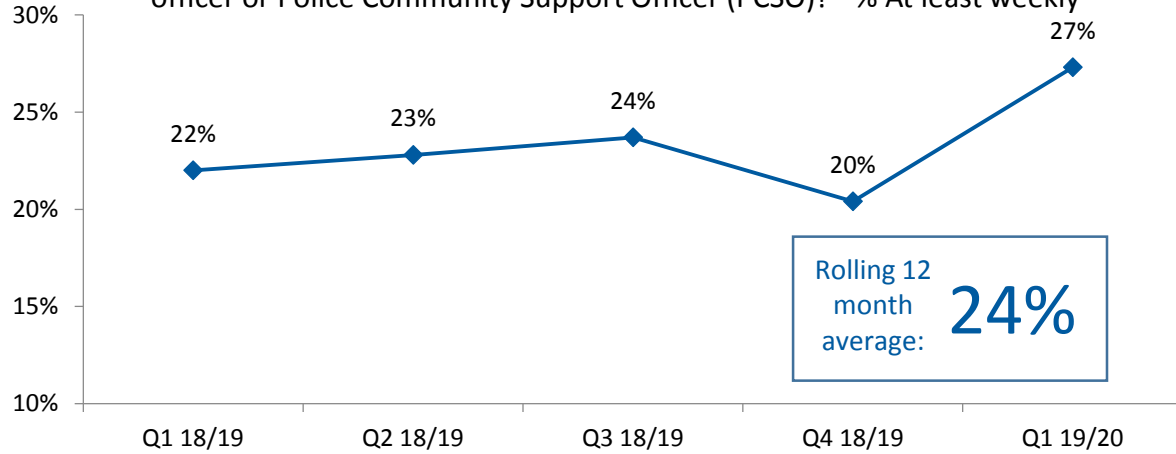
Least confident they could access the police services in a non-emergency (62%)

Most likely to feel there had been an increase in crime over the past 12 months (21% - joint with Telford & Wrekin)

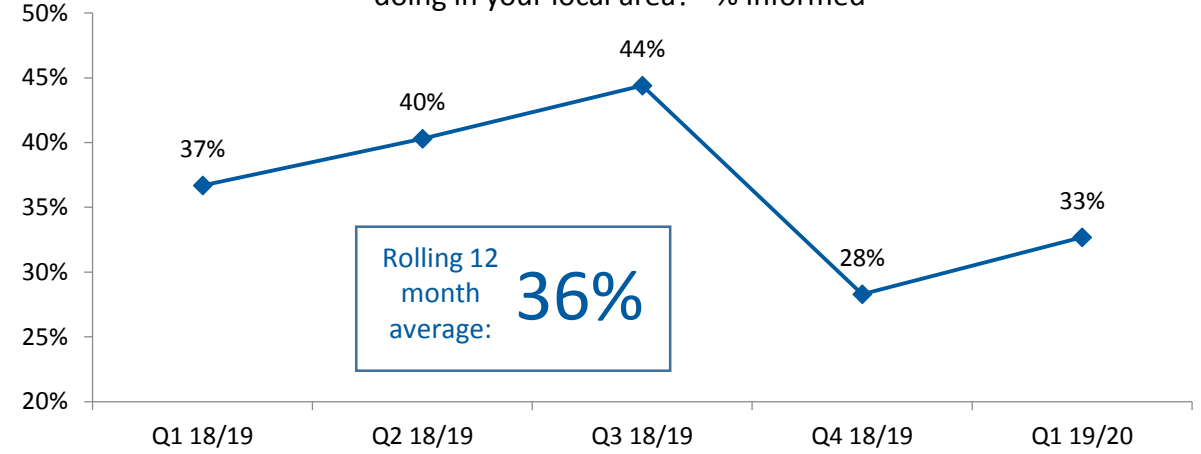
Least confident they would receive a good service from WMP (81% - joint with North Worcestershire)

LPA Key Findings - Shropshire

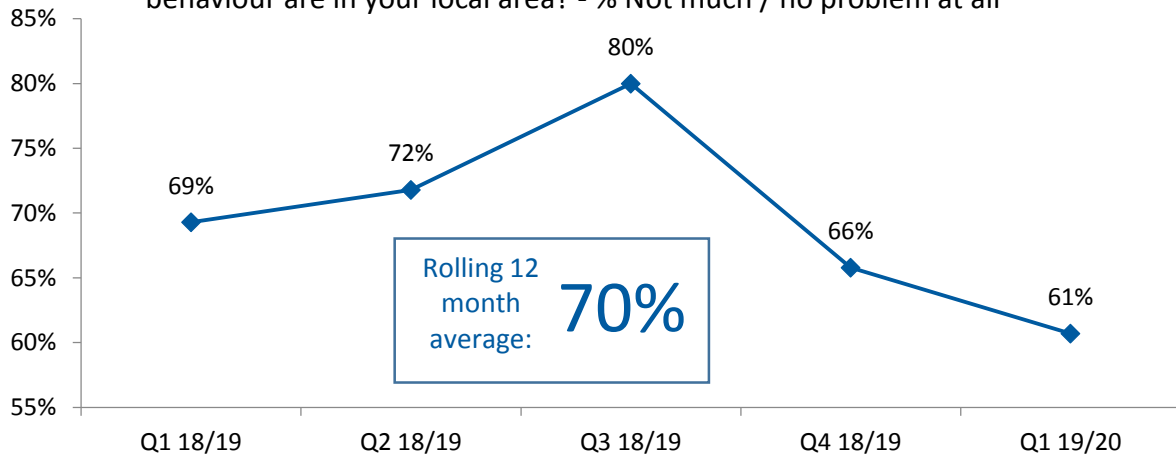
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



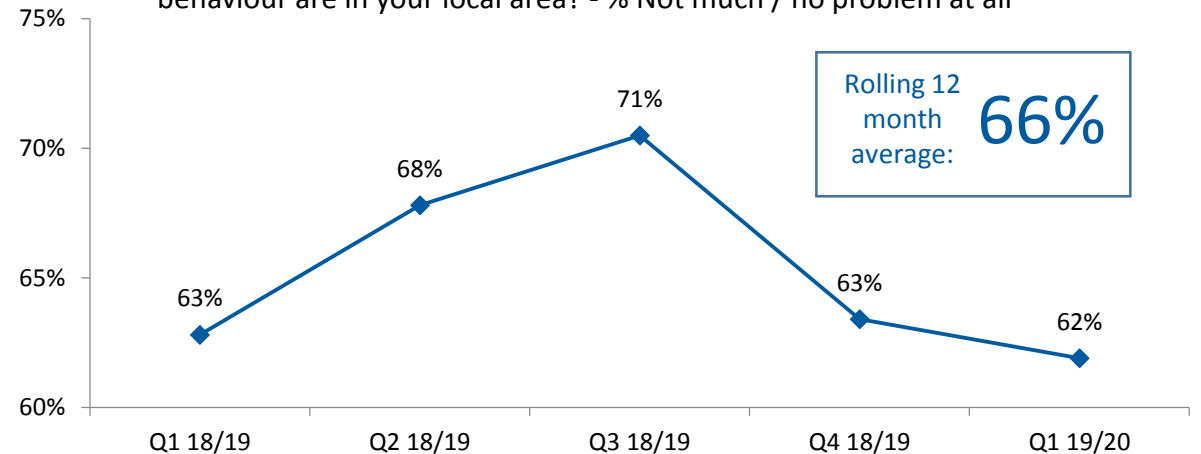
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



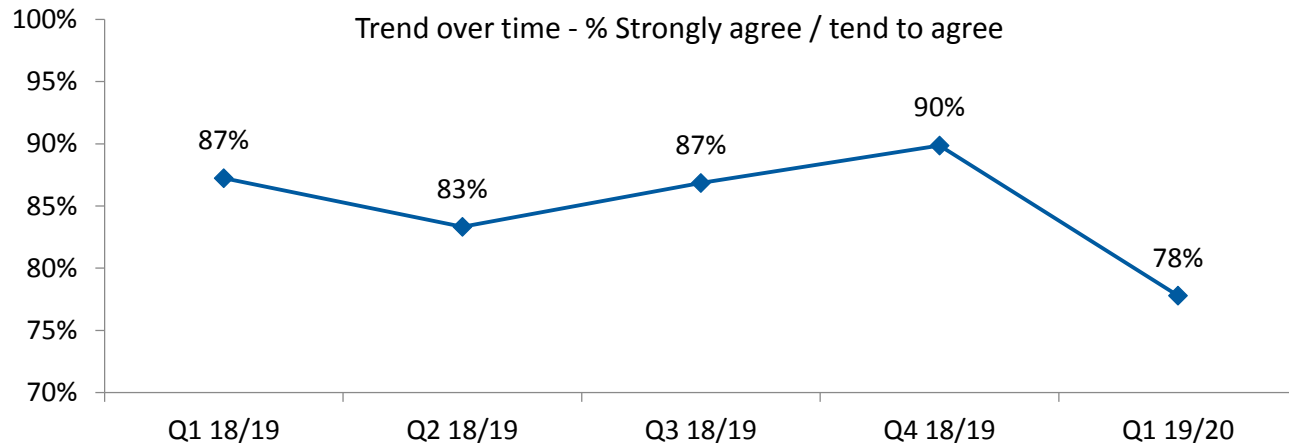
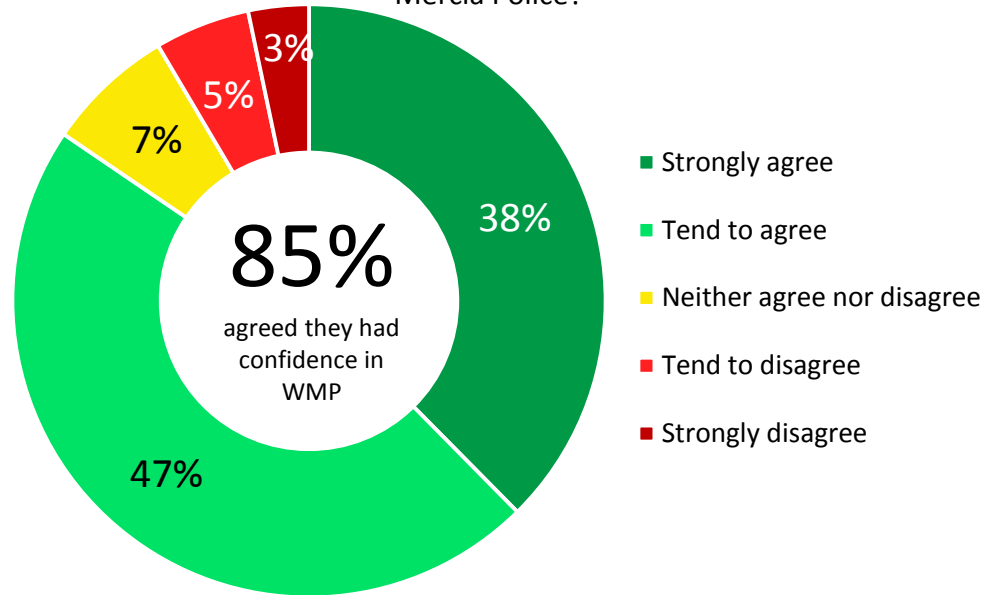
How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Telford & Wrekin

Taking everything into account I have confidence in West Mercia Police?



*Don't know option has been excluded from calculation to make question comparable to CSEW



Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least weekly (33%)

Most likely to have spoken to an officer or PCSO from their local policing team (28%)

Most likely to be confident they would access the police in an emergency (86% - joint with Herefordshire) and in a non-emergency (70%)

Most informed about what WMP are doing (48%)

Most likely to feel WMP understands the issues in their community (73%)

Most likely to feel crime and ASB are a problem in the local area (36%)

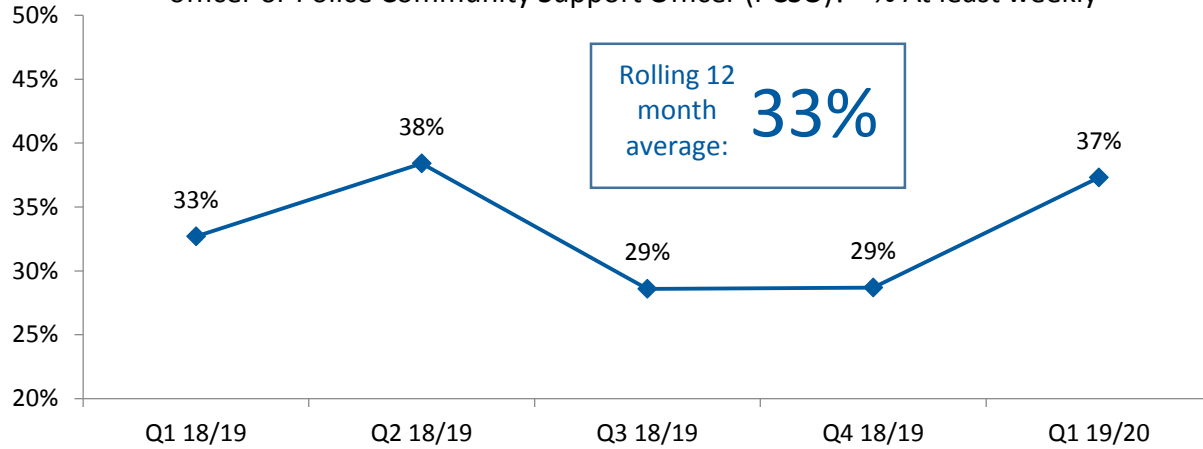
Most confident they'd receive a good service from WMP (85% - joint with South Worcestershire and Herefordshire)

Most likely to feel the police are doing a good or excellent job (70% - joint with South Worcestershire)

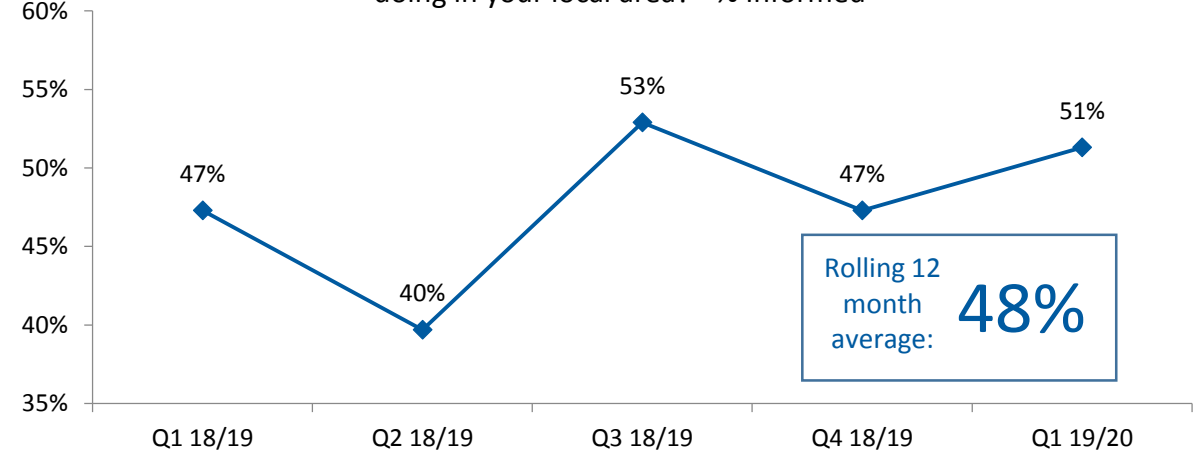
Least awareness of the PCC (9% - joint with Herefordshire)

LPA Key Findings - Telford & Wrekin

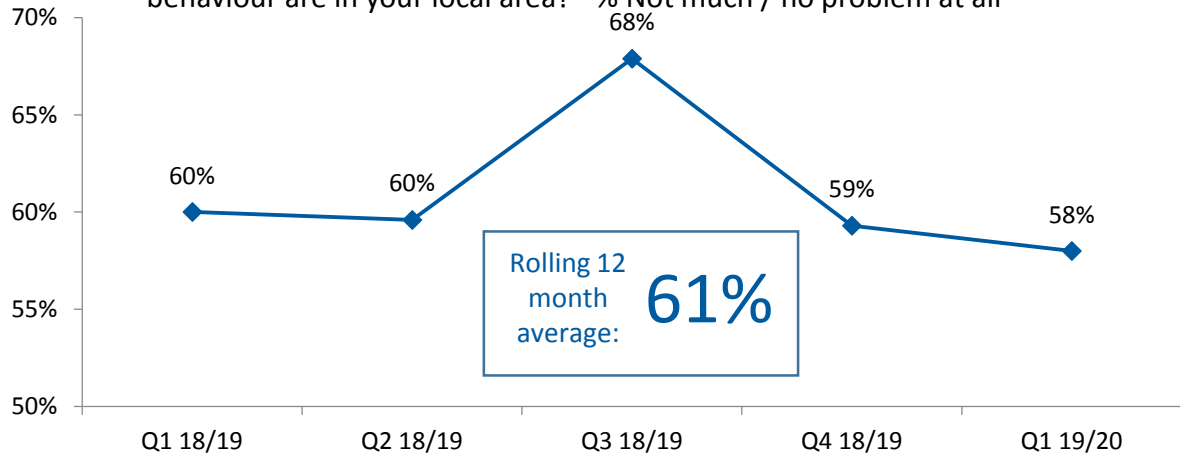
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



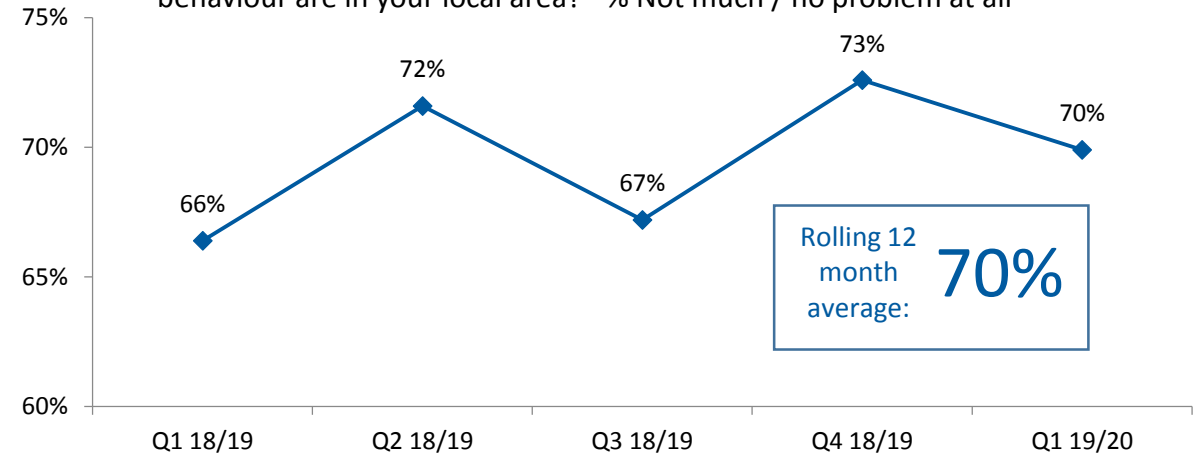
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



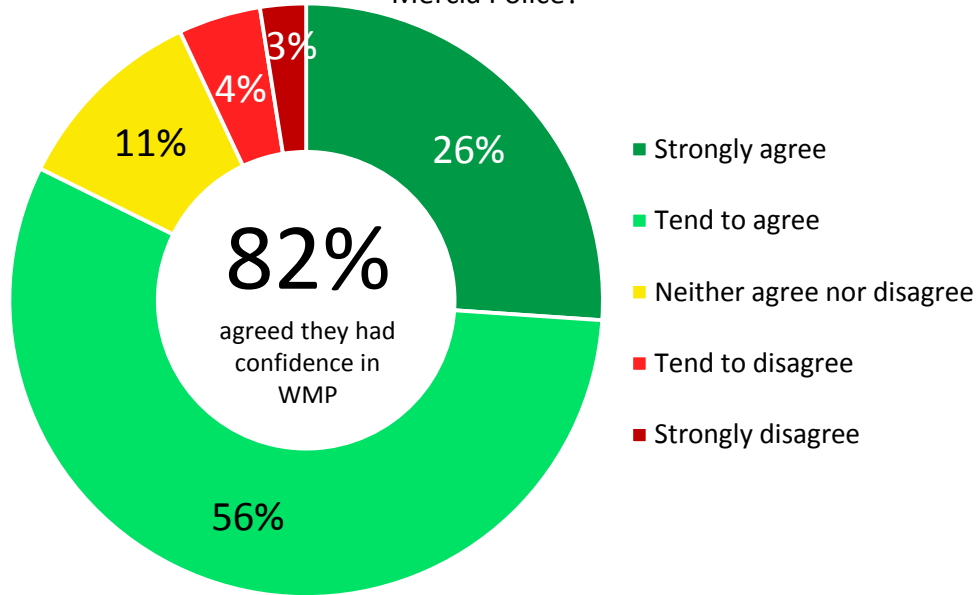
How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



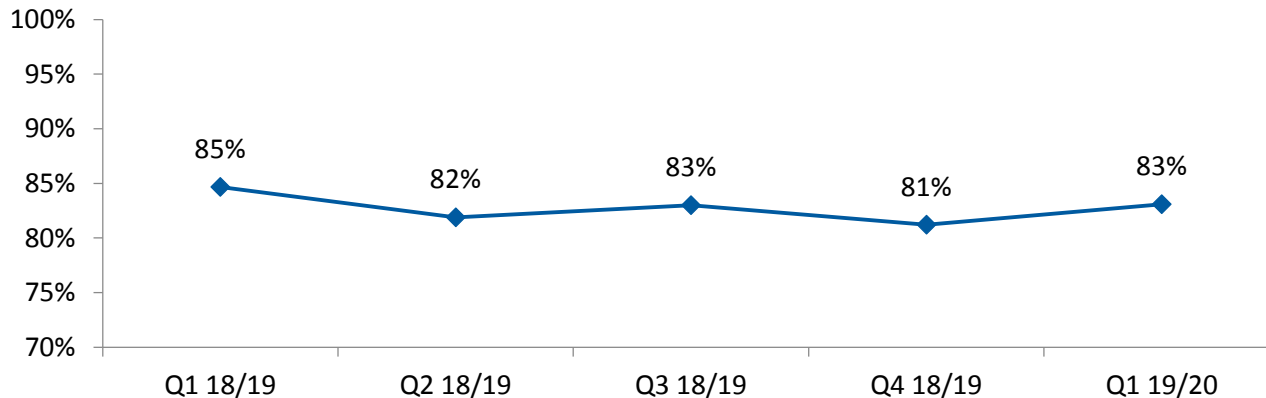
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - North Worcestershire

Taking everything into account I have confidence in West Mercia Police?



Trend over time - % Strongly agree / tend to agree



*Don't know option has been excluded from calculation to make question comparable to CSEW



Key Findings Compared With Other NPTs

Least likely to see an officer or PCSO at least weekly (22% - joint with Herefordshire)

Least satisfied with levels of policing in their local area (46% - joint with Shropshire)

Least likely to have spoken to an officer or PCSO over the past 12 months (23% - joint with Herefordshire)

Most likely to feel there has been a decrease in levels of policing (19%)

Least confident they would receive a good service from WMP (81% - joint with Shropshire)

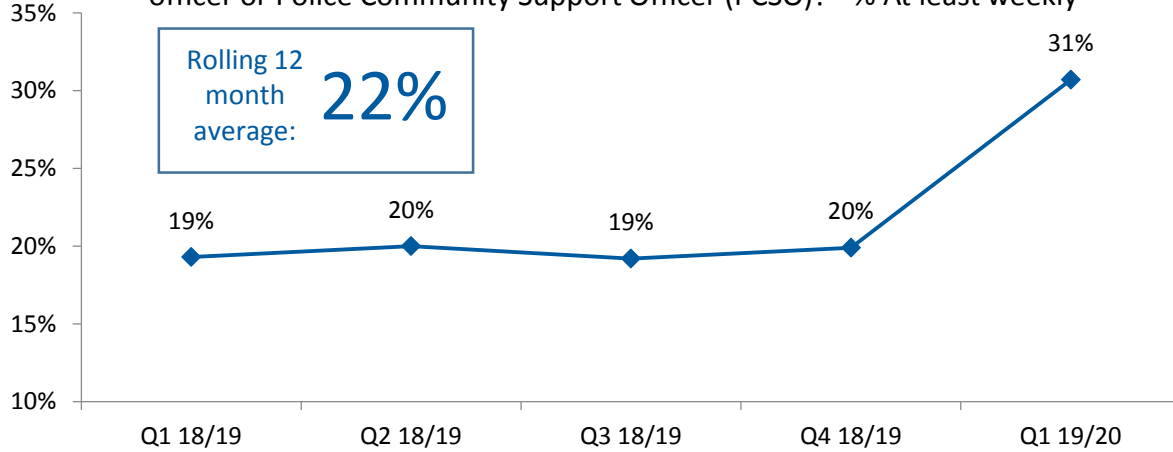
Least likely to feel WMP are doing an excellent or a good job in their local area (65%)

Least confident in WMP (82%)

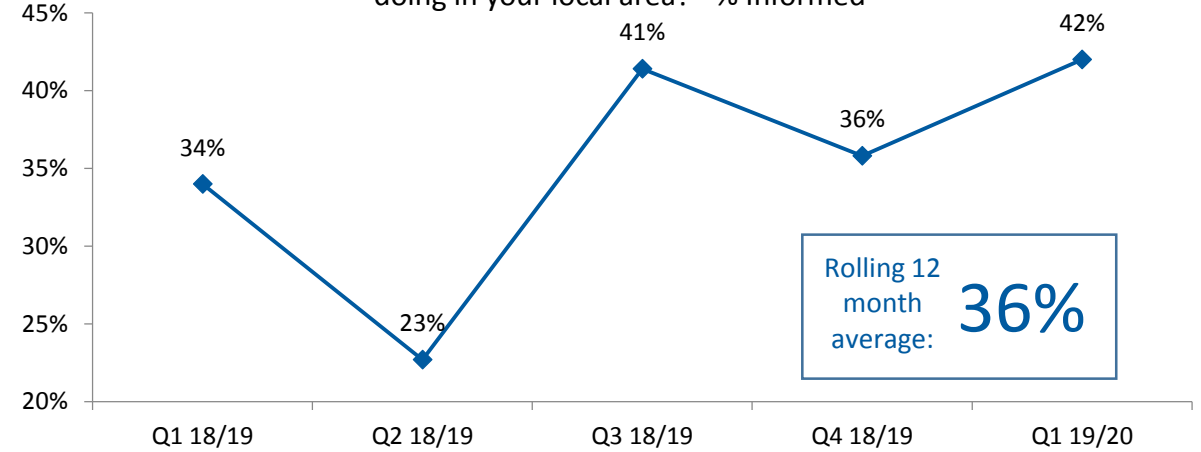
Most aware of who the Police and Crime Commissioner was (15%)

LPA Key Findings - North Worcestershire

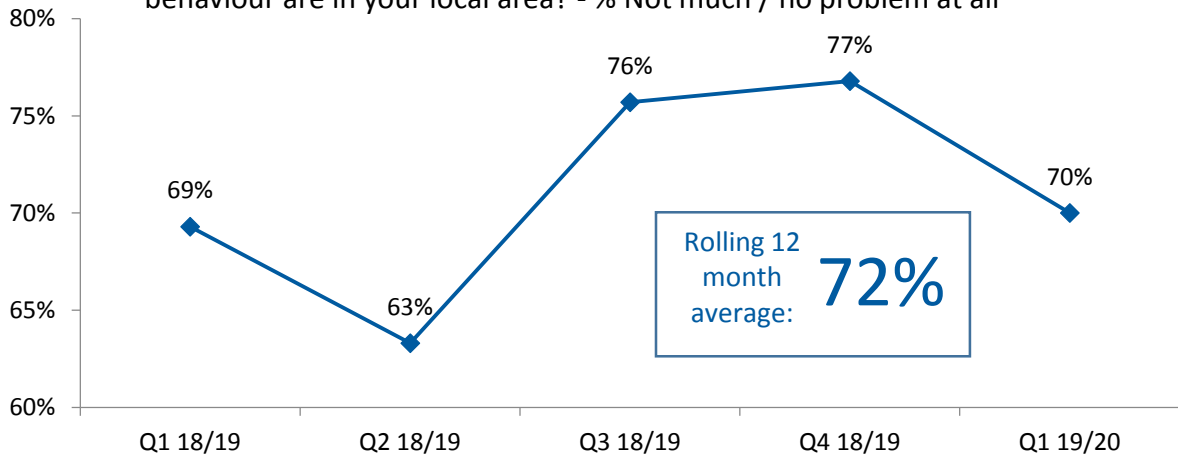
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



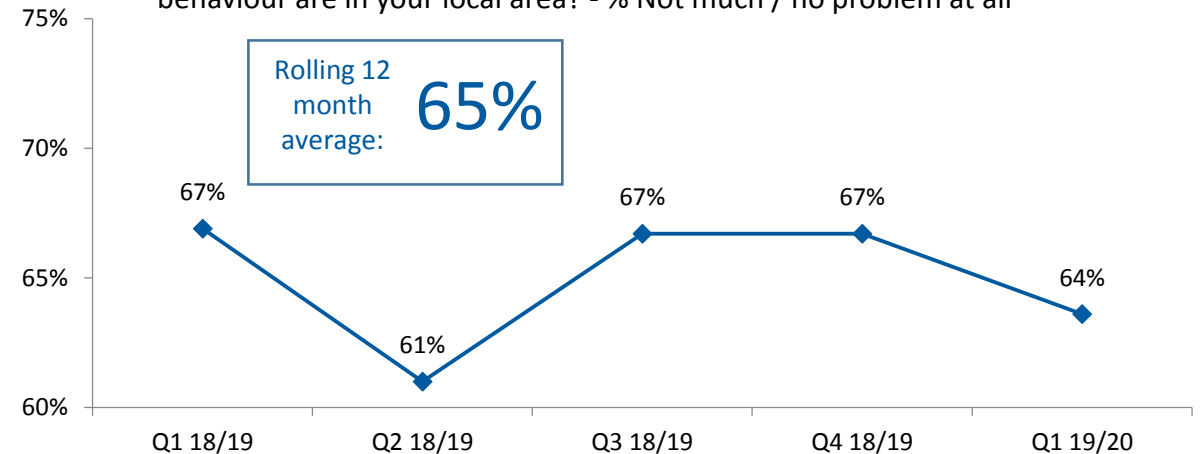
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



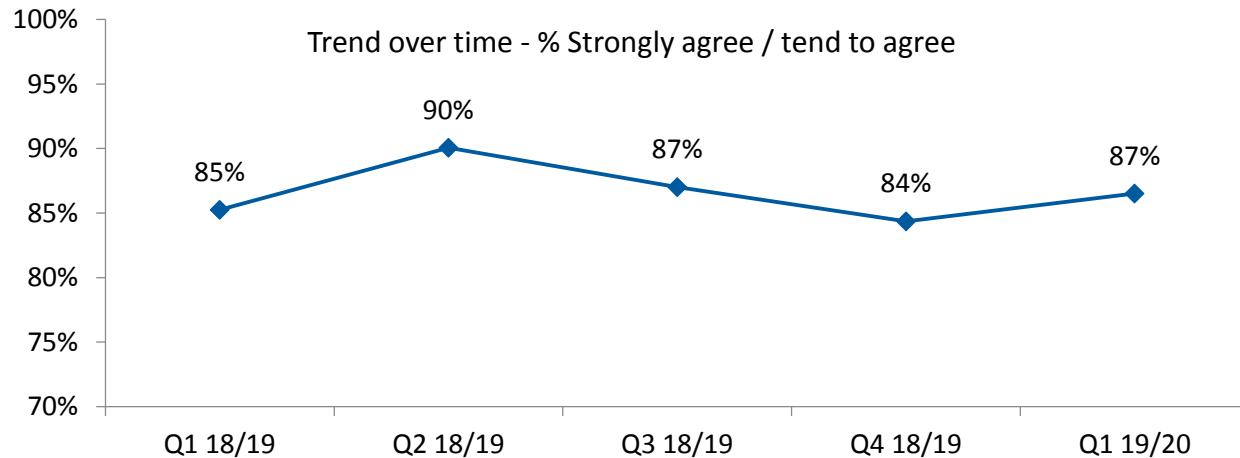
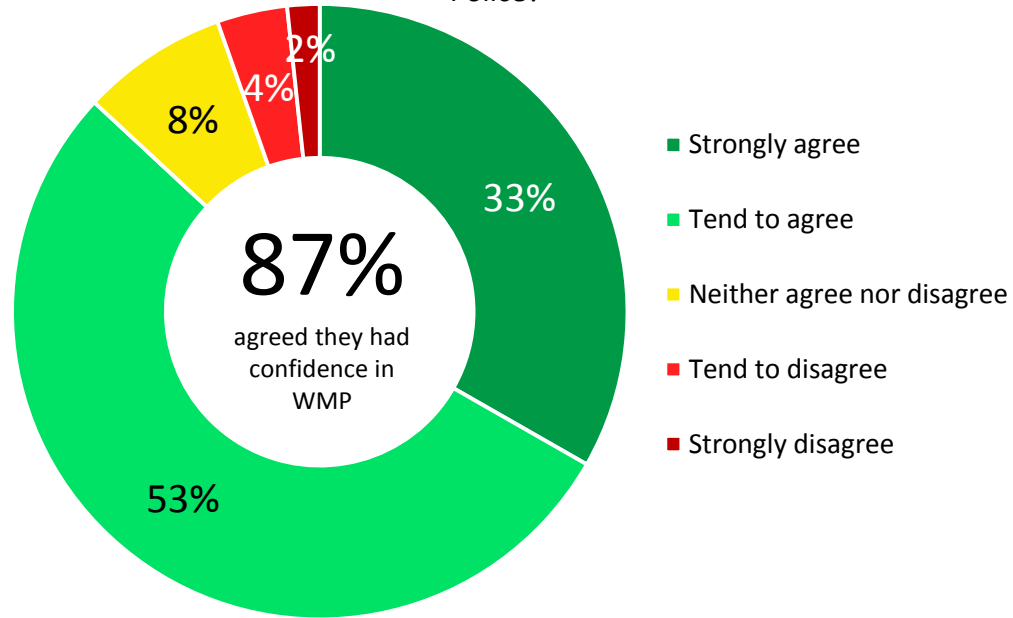
How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - South Worcestershire

Taking everything into account I have confidence in West Mercia Police?



*Don't know option has been excluded from calculation to make question comparable to CSEW



Key Findings Compared With Other NPTs

Most likely to be satisfied with levels of policing in their local area (53%)

Most likely to feel their has been an increase in policing over the past 12 months (12%)

Most likely to have been a victim or a witness to a crime (21%)

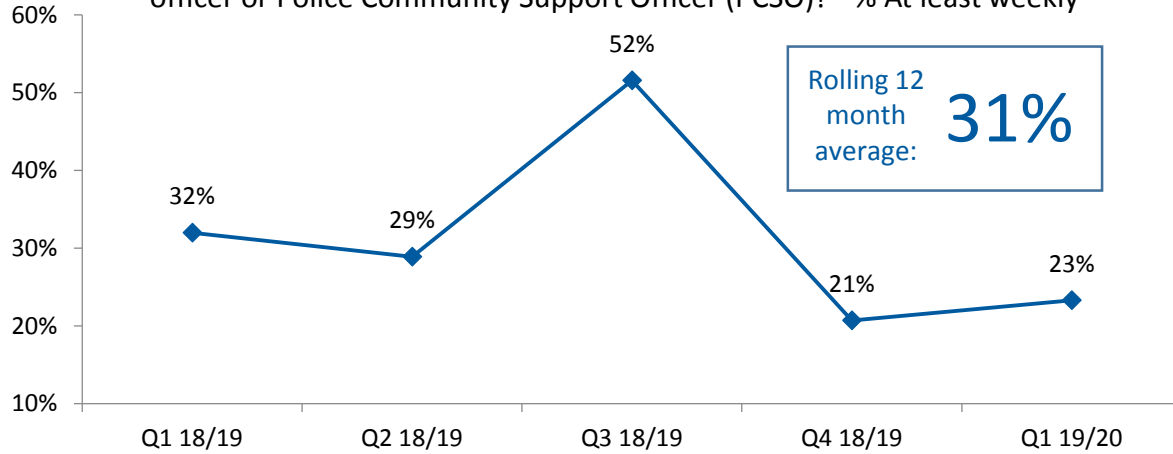
Most confident they would receive a good service from WMP (85% - joint with Telford & Wrekin and Herefordshire)

Most likely to feel WMP are doing an excellent or a good job (70% - joint with Telford & Wrekin)

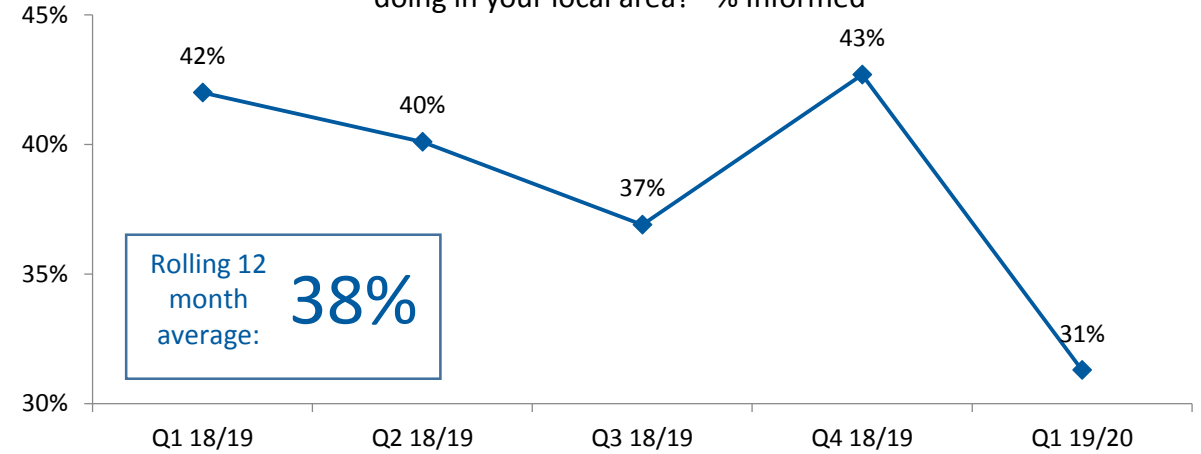
Most likely to have confidence in WMP (87% - joint with Herefordshire)

LPA Key Findings - South Worcestershire

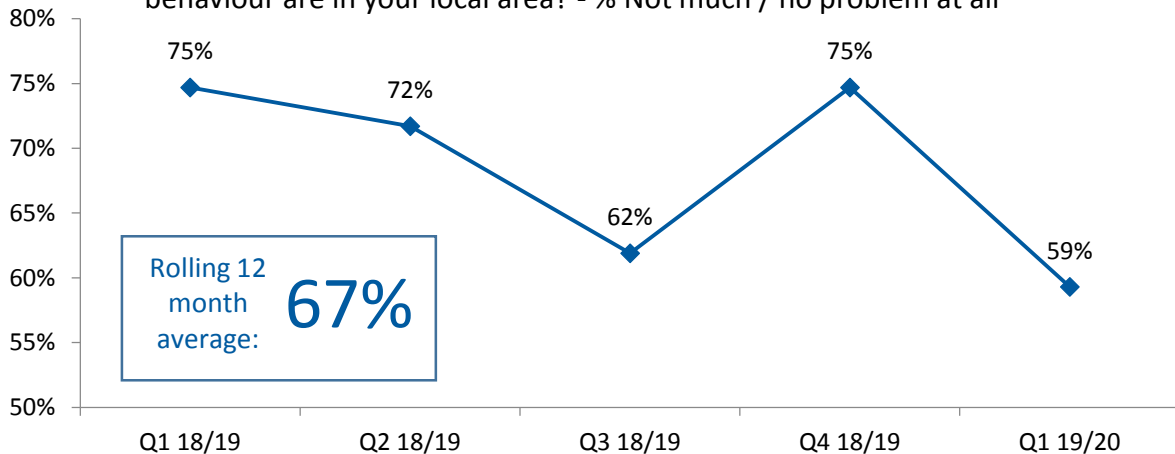
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



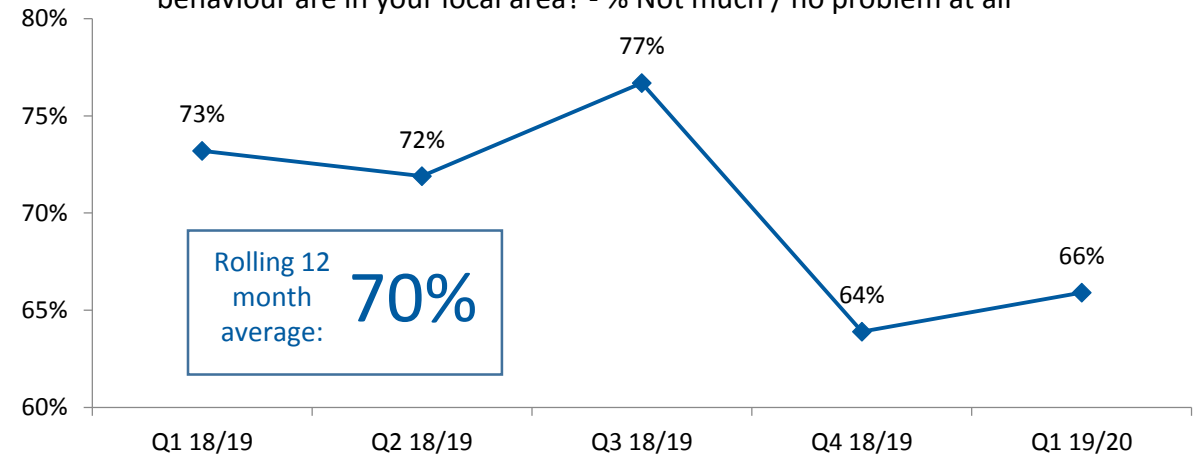
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all

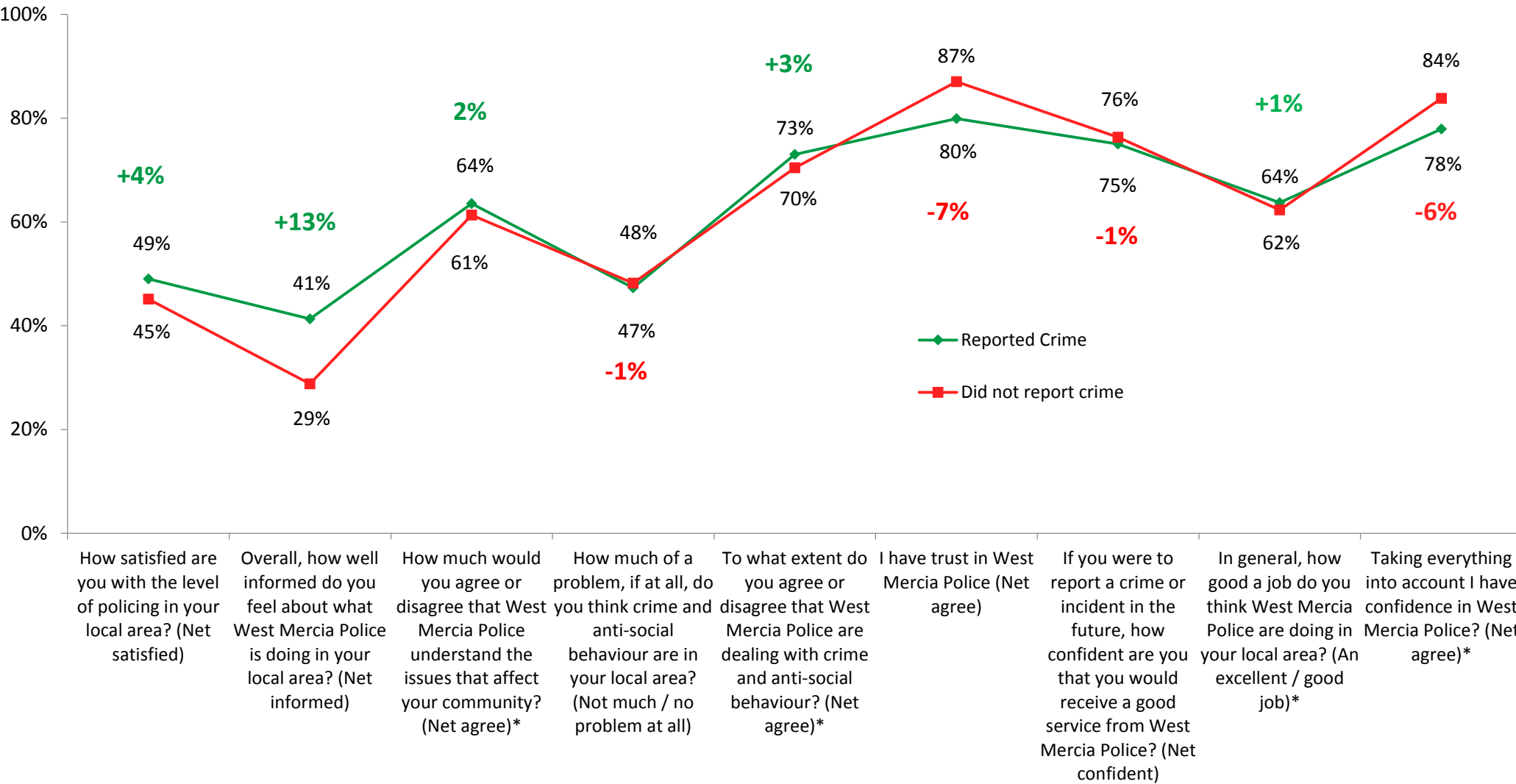


How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area? - % Not much / no problem at all



*Don't know option has been excluded from calculation to make question comparable to CSEW

Victim of Crime Comparisons



Key Insights

Victims of crime who reported the crime more than a tenth more likely to feel informed about what WMP are doing in their local area

*Don't know option has been excluded from calculation to make question comparable to CSEW