



**John Campion**  
**Police and Crime Commissioner**  
**West Mercia**

**SMSR**  
**RESEARCH**



# Public Views and Perceptions of Policing in West Mercia

## 2019/20 Survey Quarter 4 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 (Apr 19 – Mar 20) 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 (83%) 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 (65%) felt that West Mercia Police were doing a good or excellent job.

## Visibility

- Over a quarter (29%) of residents report that they see an officer or PCSO at least once a week with over half (54%) satisfied with the levels of policing in their local area.
- Seven-tenths (70%) said that there had been no change in the level of policing; around a sixth (15%) believed there had been a decrease and less than a tenth (8%) thought there had been an increase.
- Just under a quarter (24%) said that they had spoken to an officer or PCSO from their local policing team.

# Interaction / Access

- Around four-fifth (79%) were confident that they could access the police in an emergency with just under two-thirds (63%) 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 over half (53%) said that they find out about crime and policing issues from the media, with over a third (34%) finding out through social media. Three-fifths (57%) said they do not feel informed about what West Mercia Police is doing.

# Effectiveness

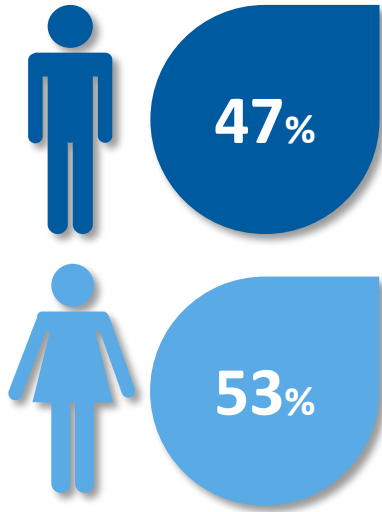
- Over two-thirds (68%) of residents felt that West Mercia Police understand the issues in their community and around three out of every ten (31%) reported that they thought that crime and ASB was a problem in their area.
- Around seven out of every ten (72%) thought that crime and ASB had remained the same compared to 12 months ago with less than a fifth (17%) reporting an increase. Further to this, around 8 in every 10 residents (80%) agreed that West Mercia Police are dealing with crime and ASB.

# Trust / integrity

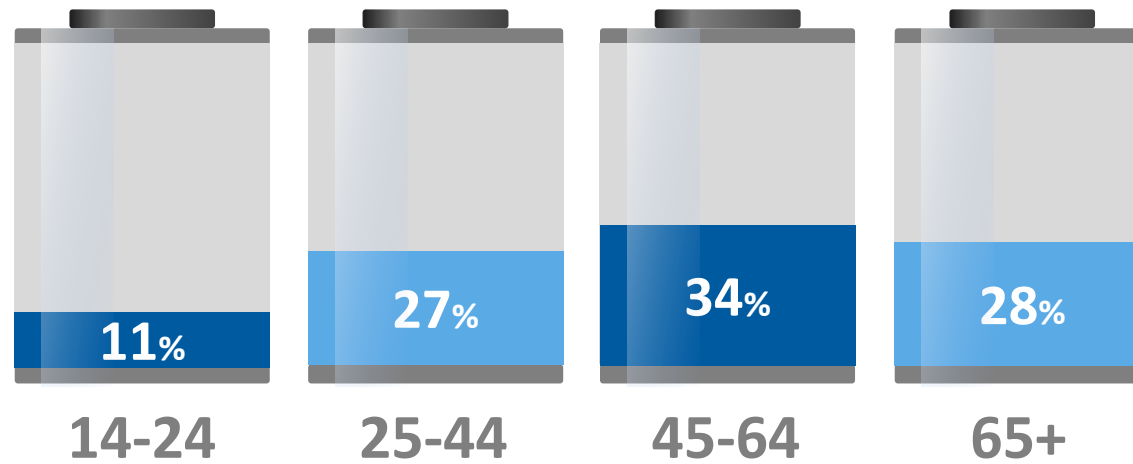
- The vast majority (93%) said that West Mercia Police have their support. Over 8 in every 10 said they trust WMP (87%), believe they treat everyone fairly regardless of who they are (86%) and felt West Mercia Police act with integrity (84%).
- Over three-fifths (63%) are confident West Mercia Police use their stop and search power fairly and respectfully. Only 5% felt West Mercia Police did not use their stop and search powers fairly and respectfully.

# Respondent Breakdown

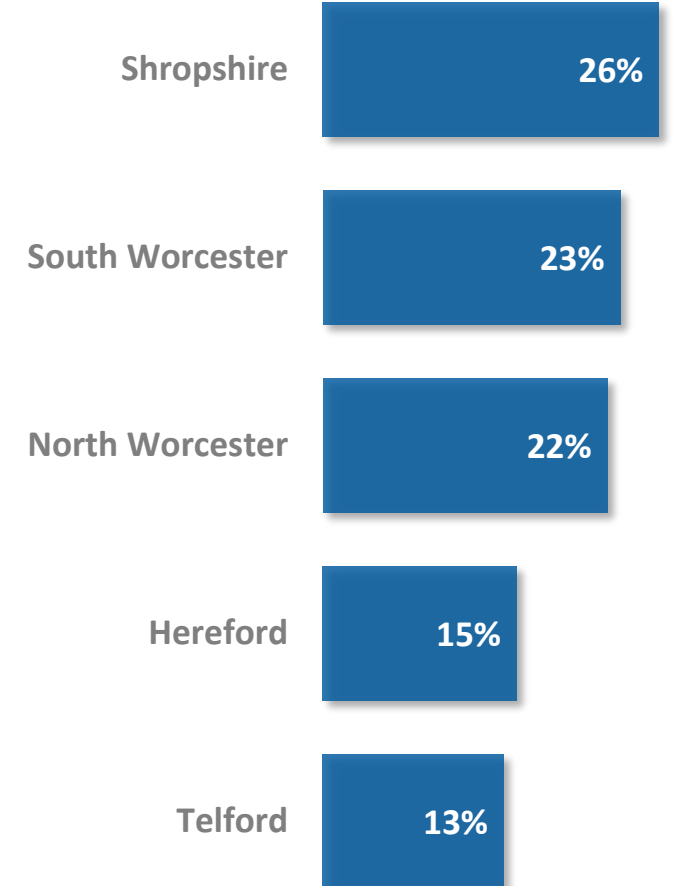
## Gender



## Age



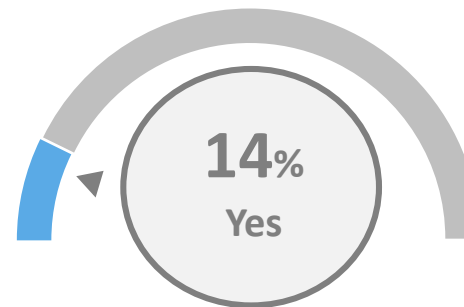
## LPA



## Ethnic Group



## Disability





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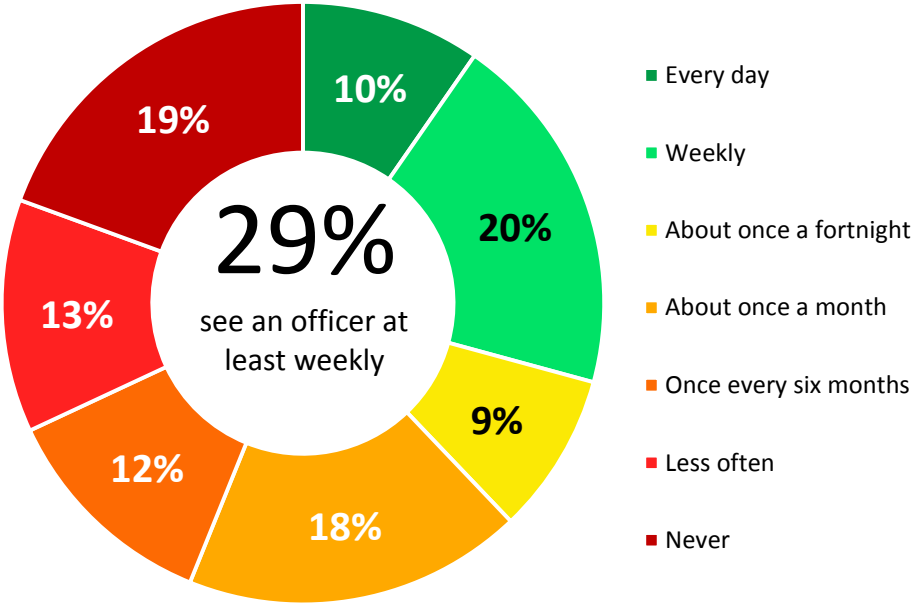
# Section Two

## Visibility / Presence

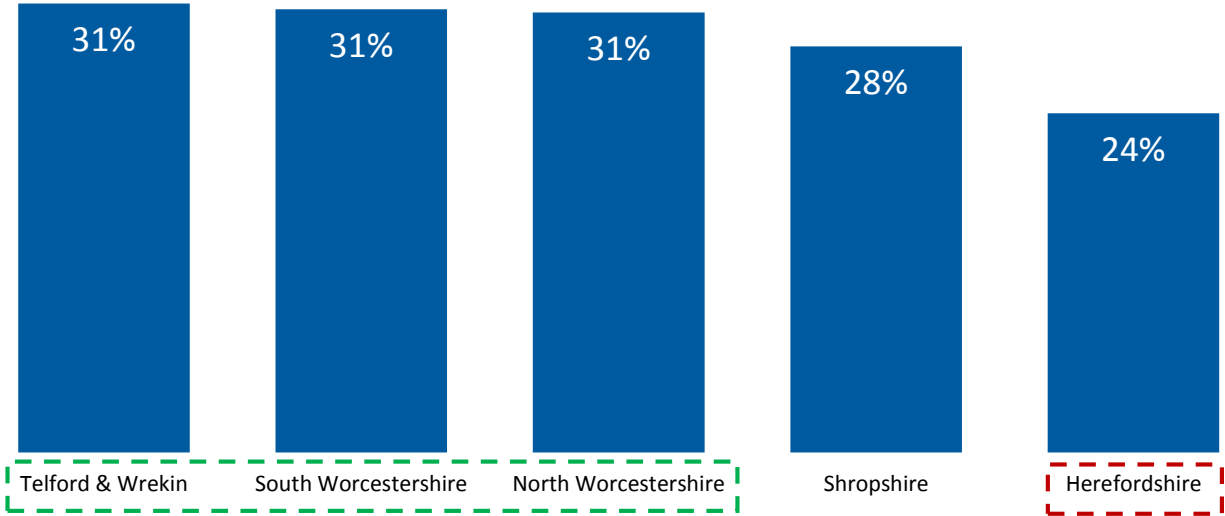




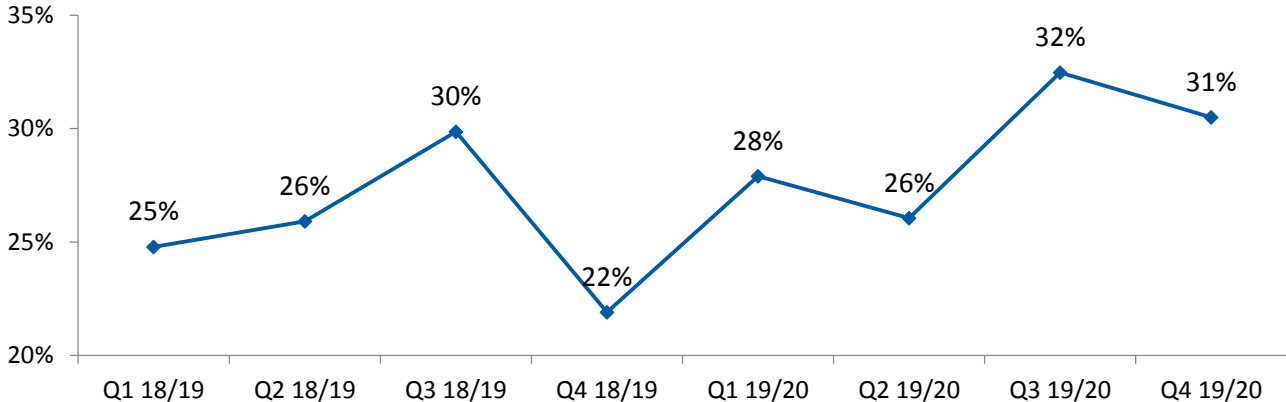
# Three out of every ten see an officer or PCSO at least once a week



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

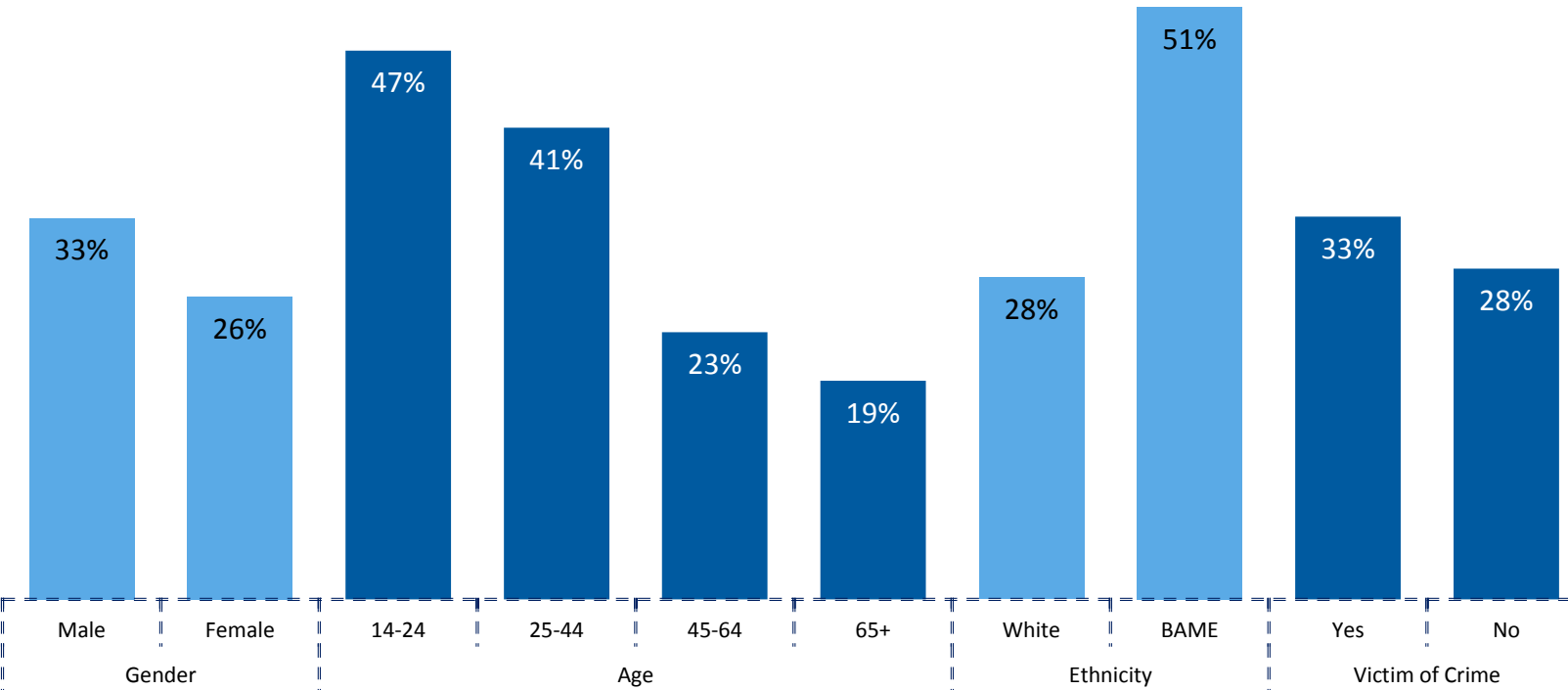


Trend over time - % At least weekly



# Three out of every ten see an officer or PCSO at least once a week

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



## Key Insights

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

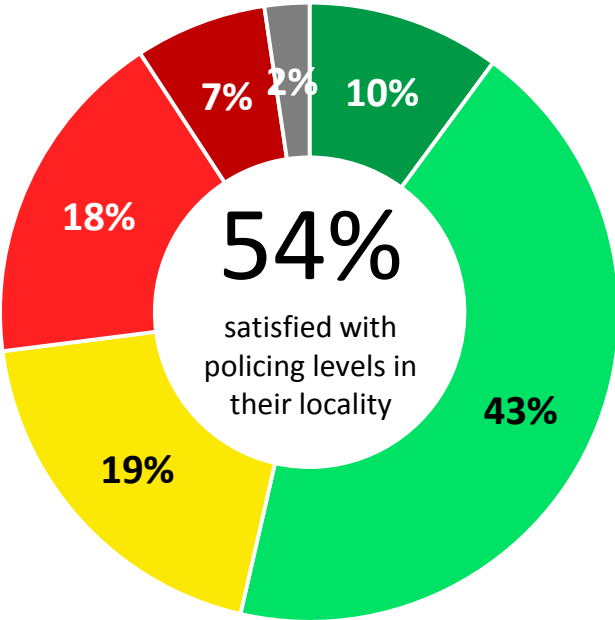
Residents of Herefordshire least likely to see an officer at least weekly

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

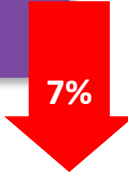
BAME respondents nearly twice as likely to see an officer or PCSO at least weekly than white respondents

Males more likely to see an officer or PCSO weekly compared to females

# Over half are satisfied with the levels of policing in their local area

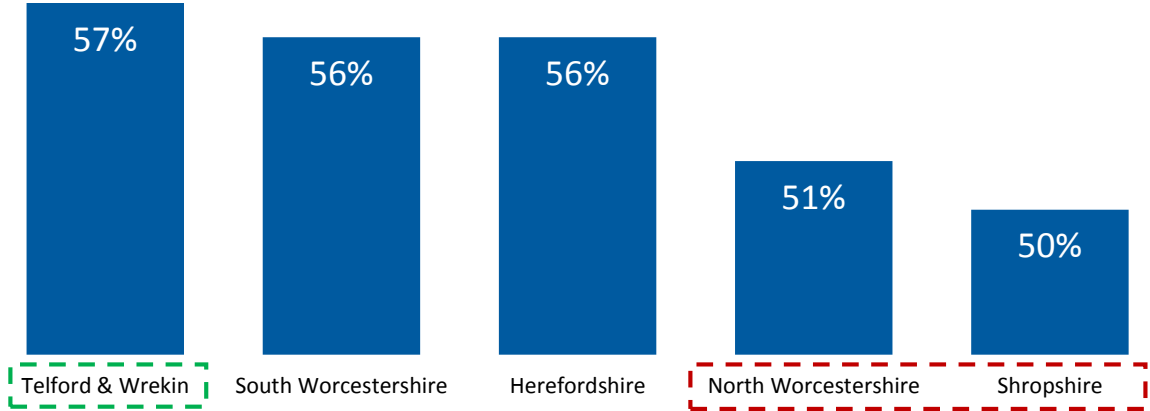


**61%**  
PPPEW – Net Satisfied

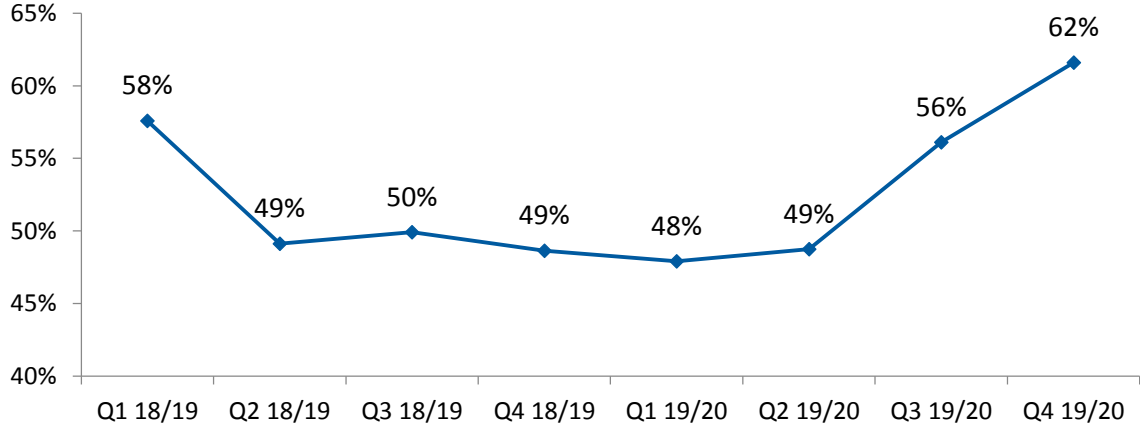


- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied

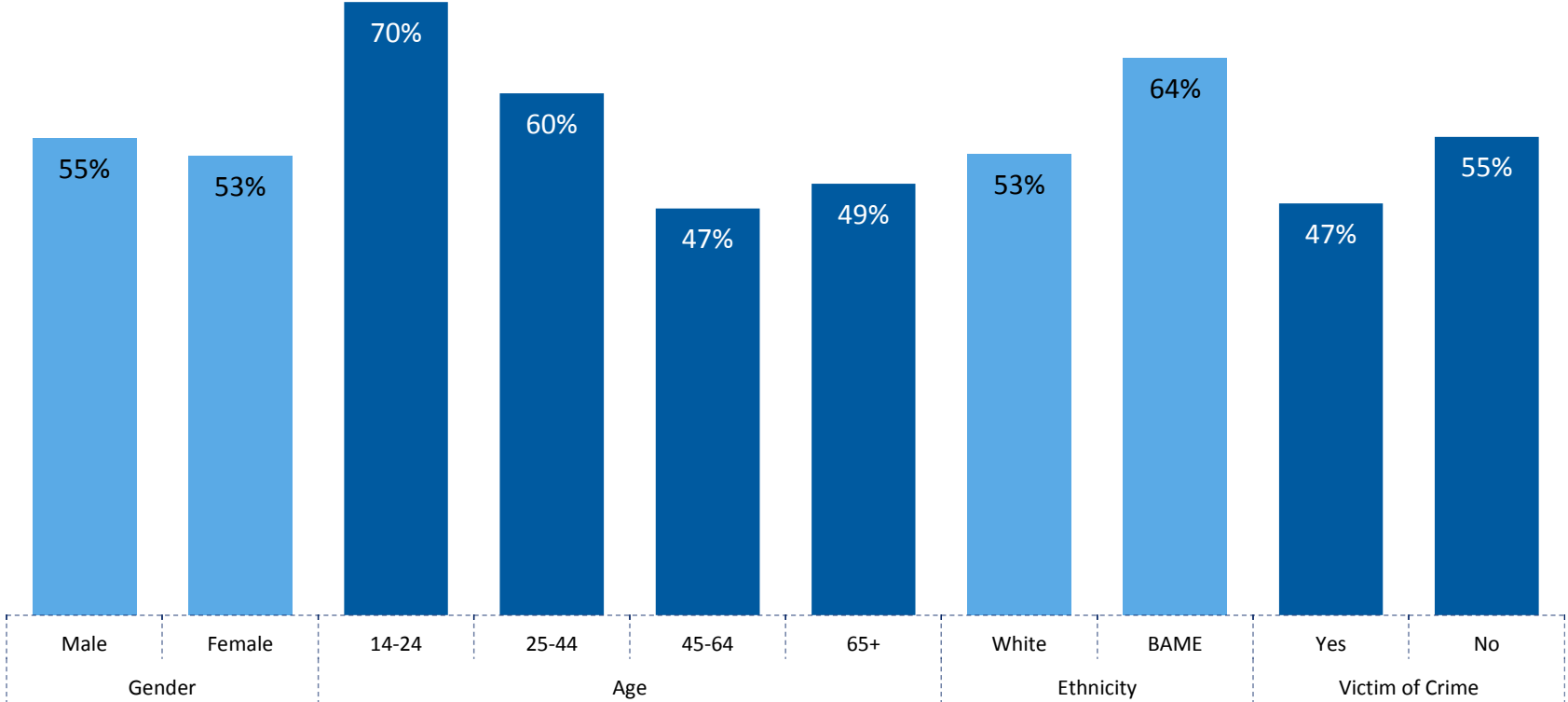


Trend over time - % Satisfied



# Over half are satisfied with the levels of policing in their local area

Demographic Comparisons - % very satisfied / satisfied



### Key Insights

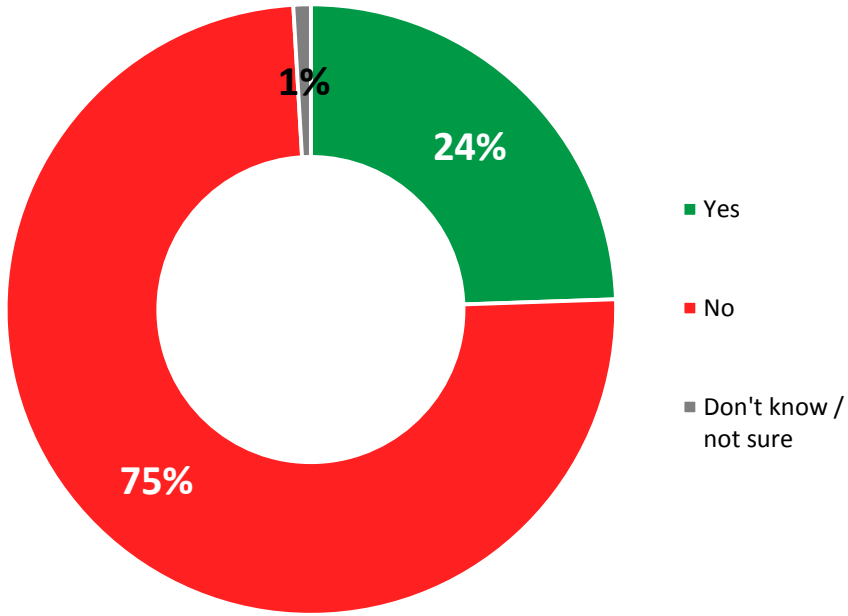
Satisfaction with visibility has increased 6% from the previous quarter and is now at the highest level since tracking began

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

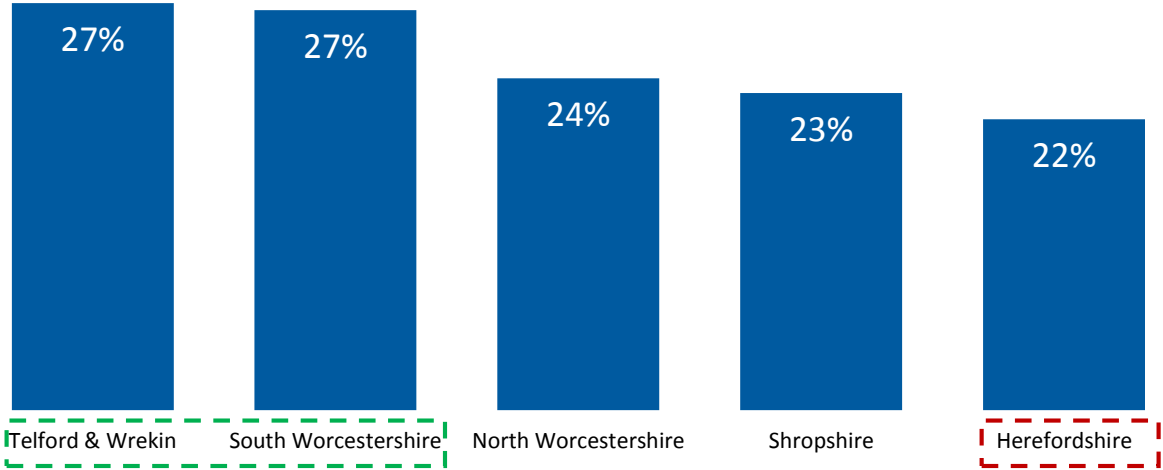
Those aged 45 and over less likely to be satisfied with policing levels

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

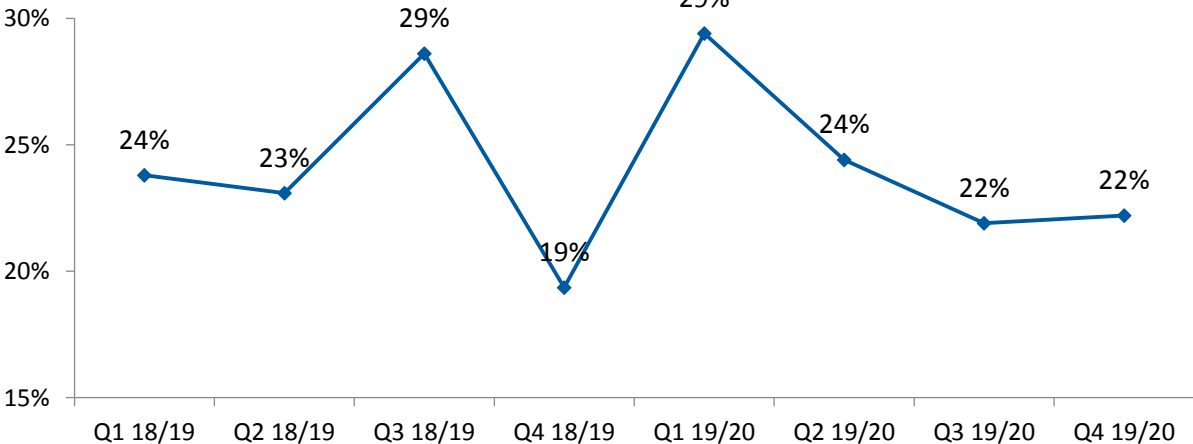
# A quarter have spoken to an officer or PCSO from their local policing team



LPA Comparisons - % Yes



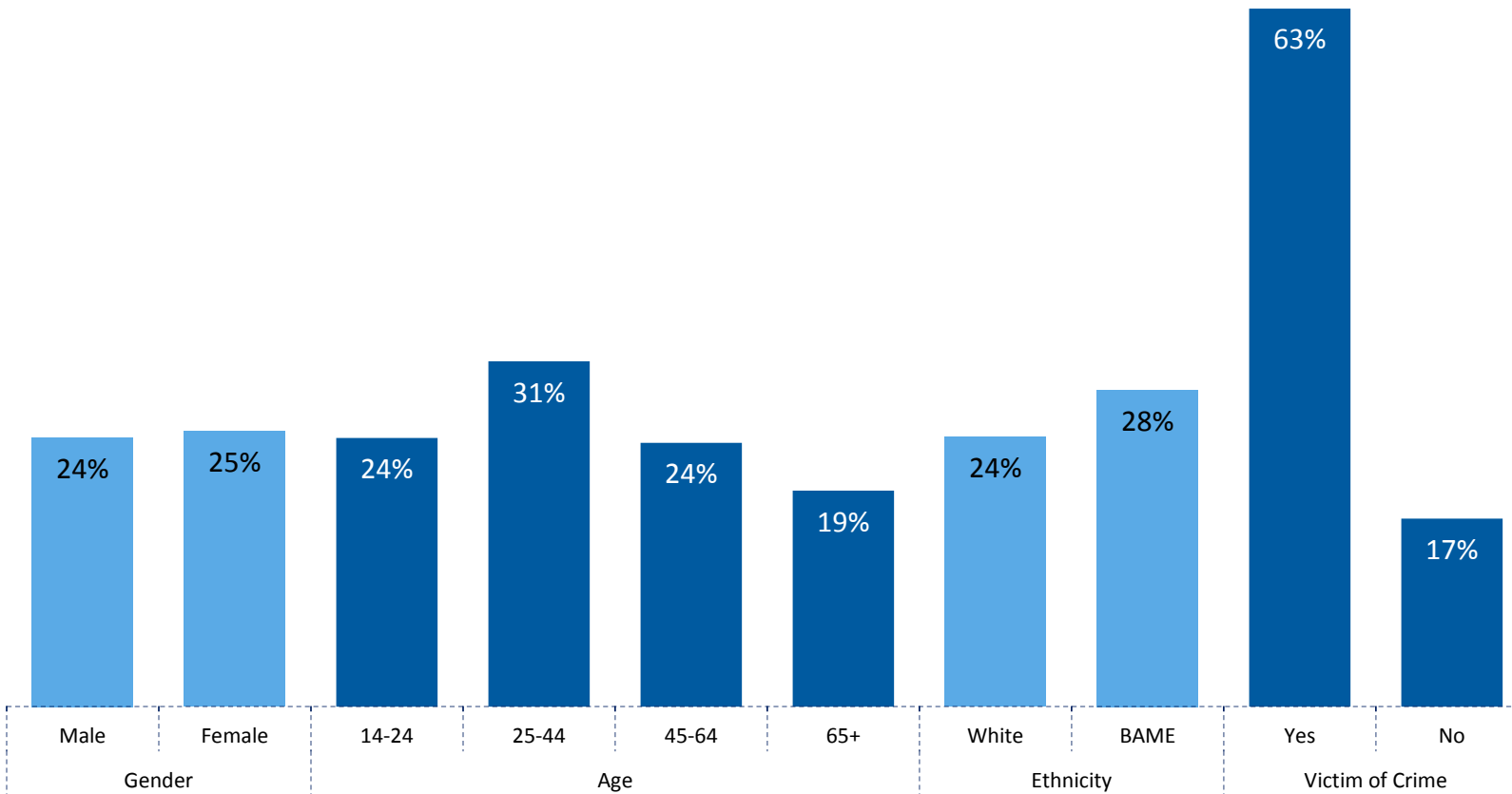
Trend over time - % Yes



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

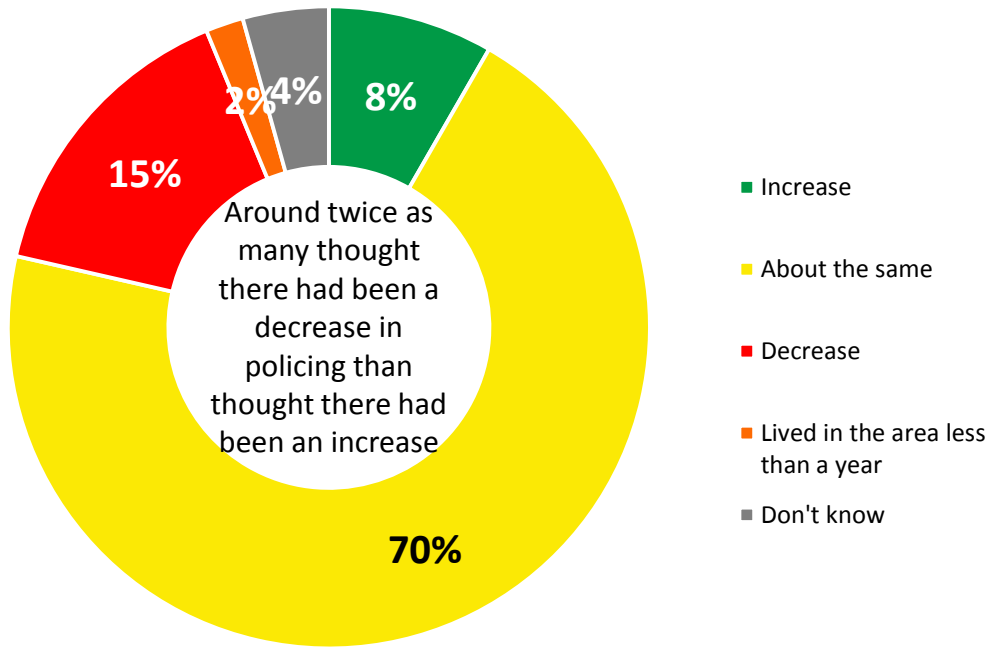
Victims of crime more than three times as likely to have spoken to a member of their local policing team

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 least likely to have spoken to their local policing team; those on Telford & Wrekin and South Worcestershire most likely

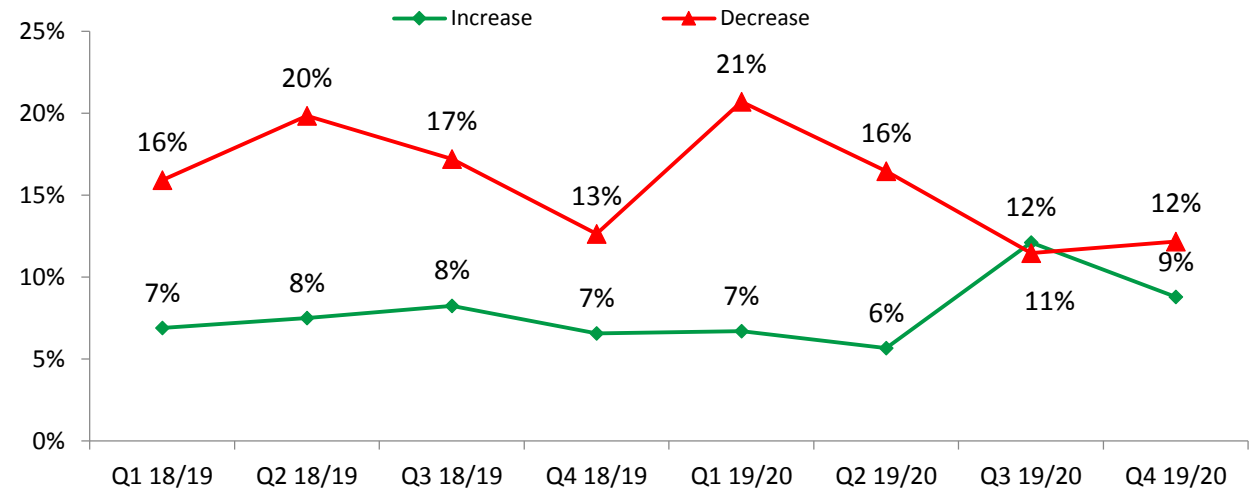
# Seven-tenths felt there had been no change in the level of policing



LPA Comparisons - % increase v % decrease



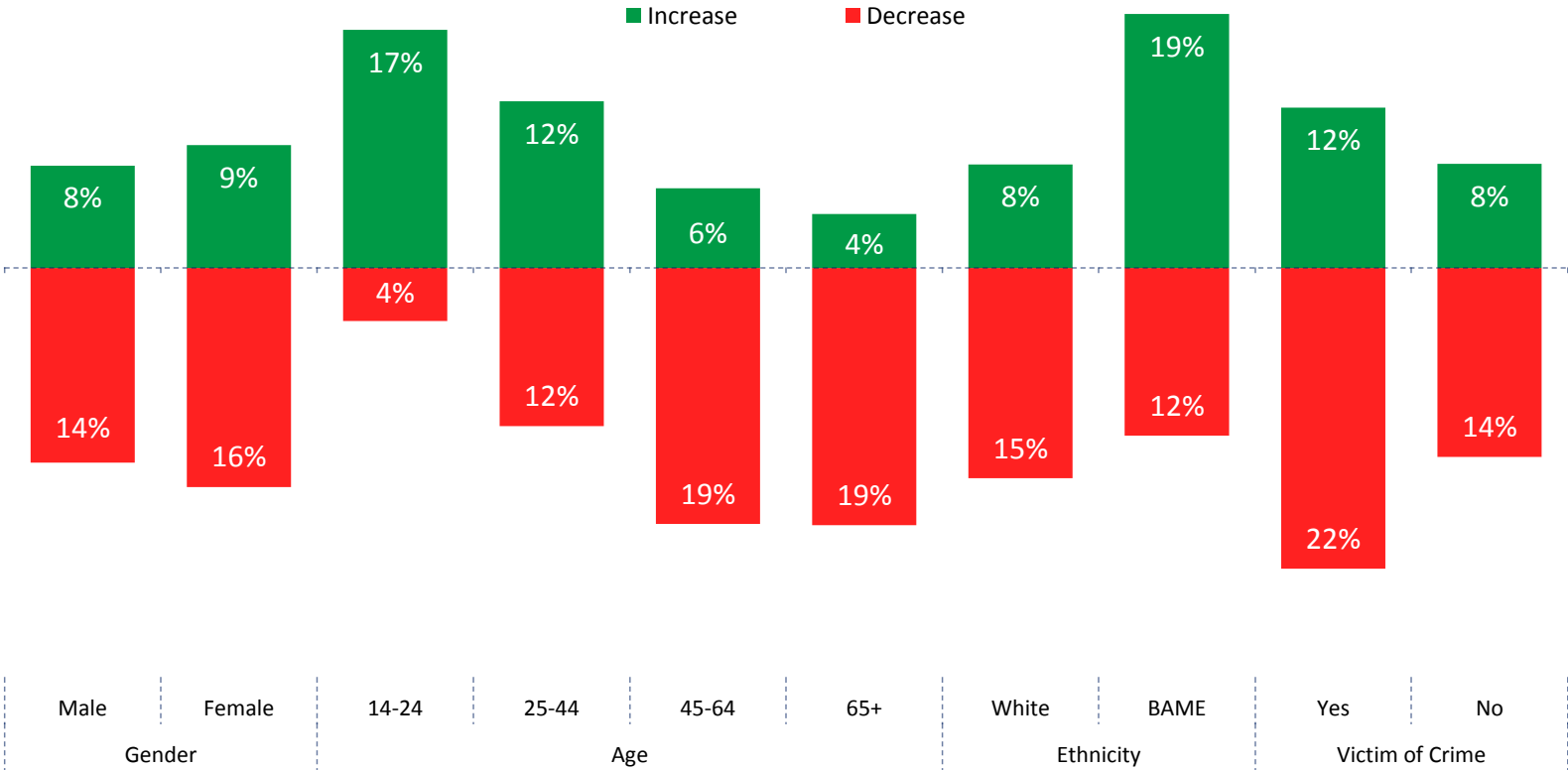
Trend over time - % Increase v % Decrease



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

# Seven-tenths felt there had been no change in the level of policing

Demographic Comparisons - % increase v % decrease



## Key Insights

- Those stating a increase in levels of policing 3% lower than the 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 North Worcestershire and Telford & Wrekin most likely to notice an increase in policing; Herefordshire least likely
- Residents of Shropshire and North Worcestershire most likely to notice a decrease in policing levels





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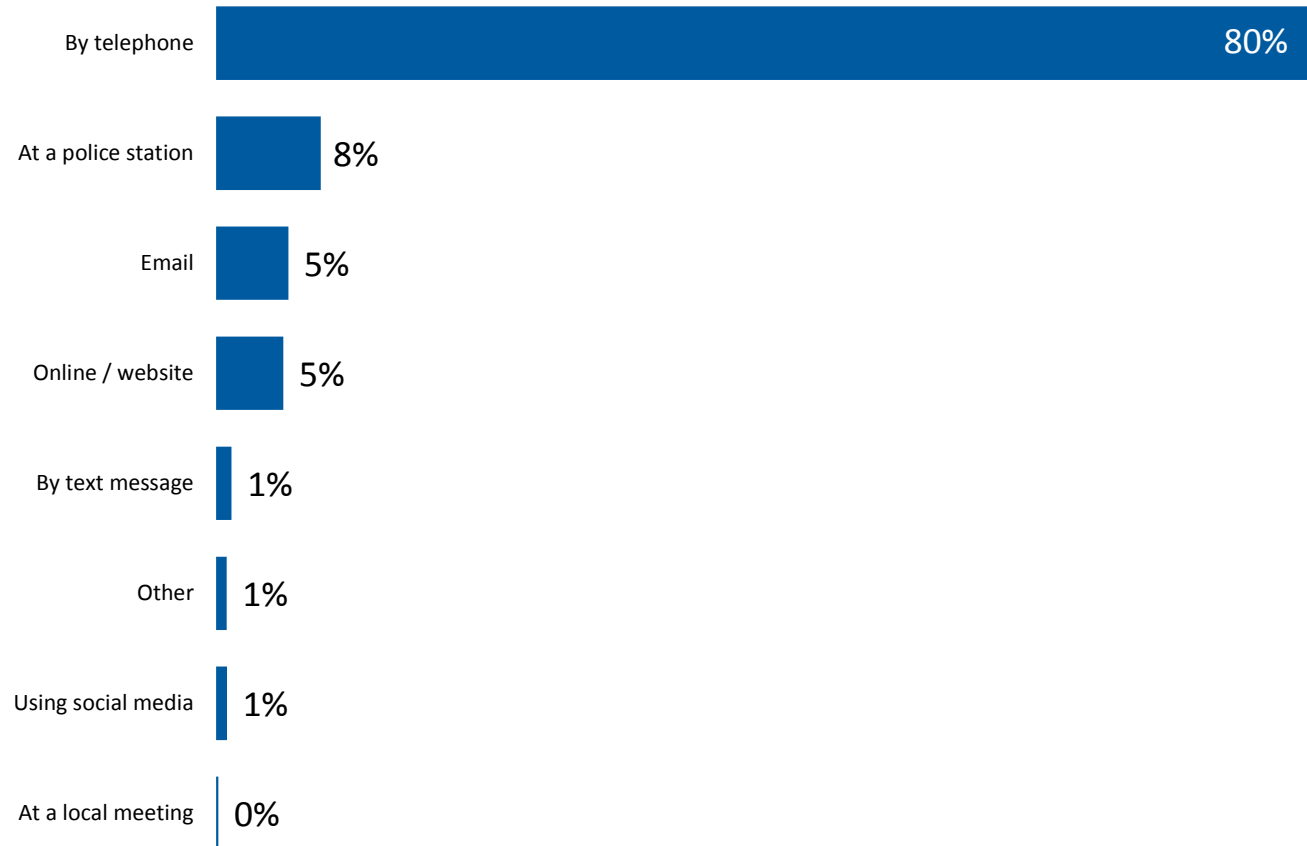


# Section Three

## Interaction / Access



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



## Key Insights

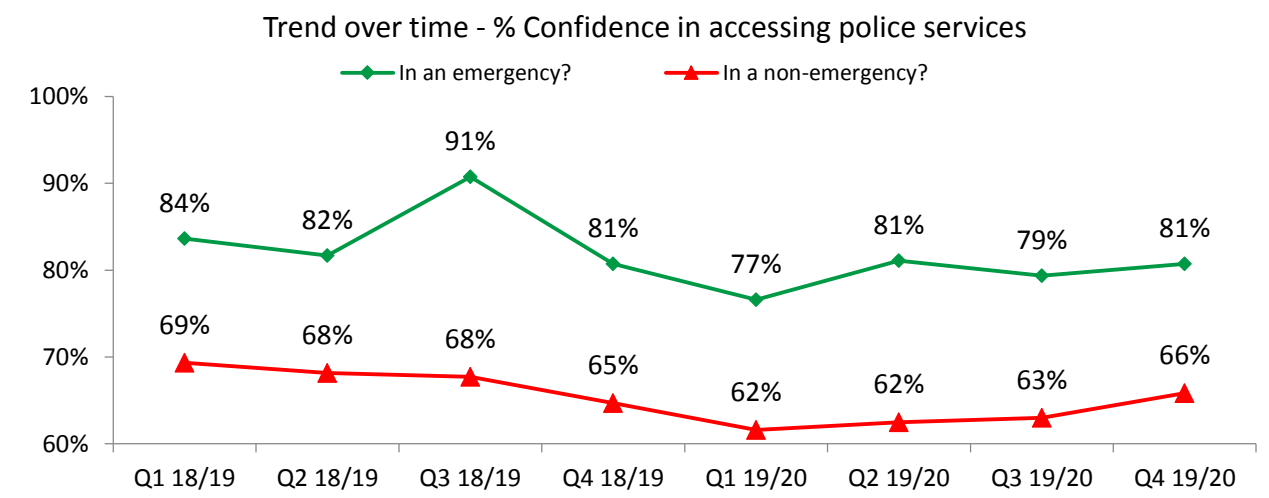
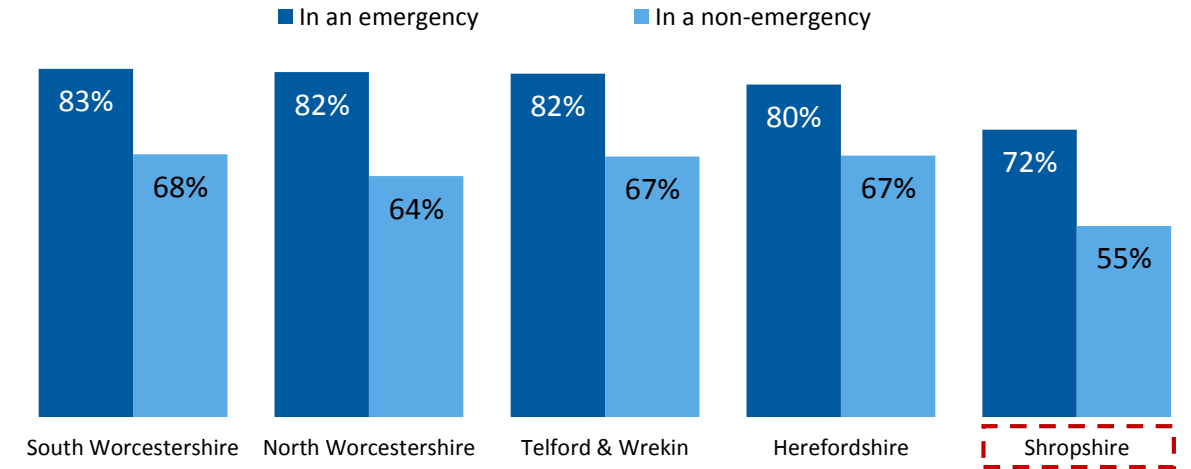
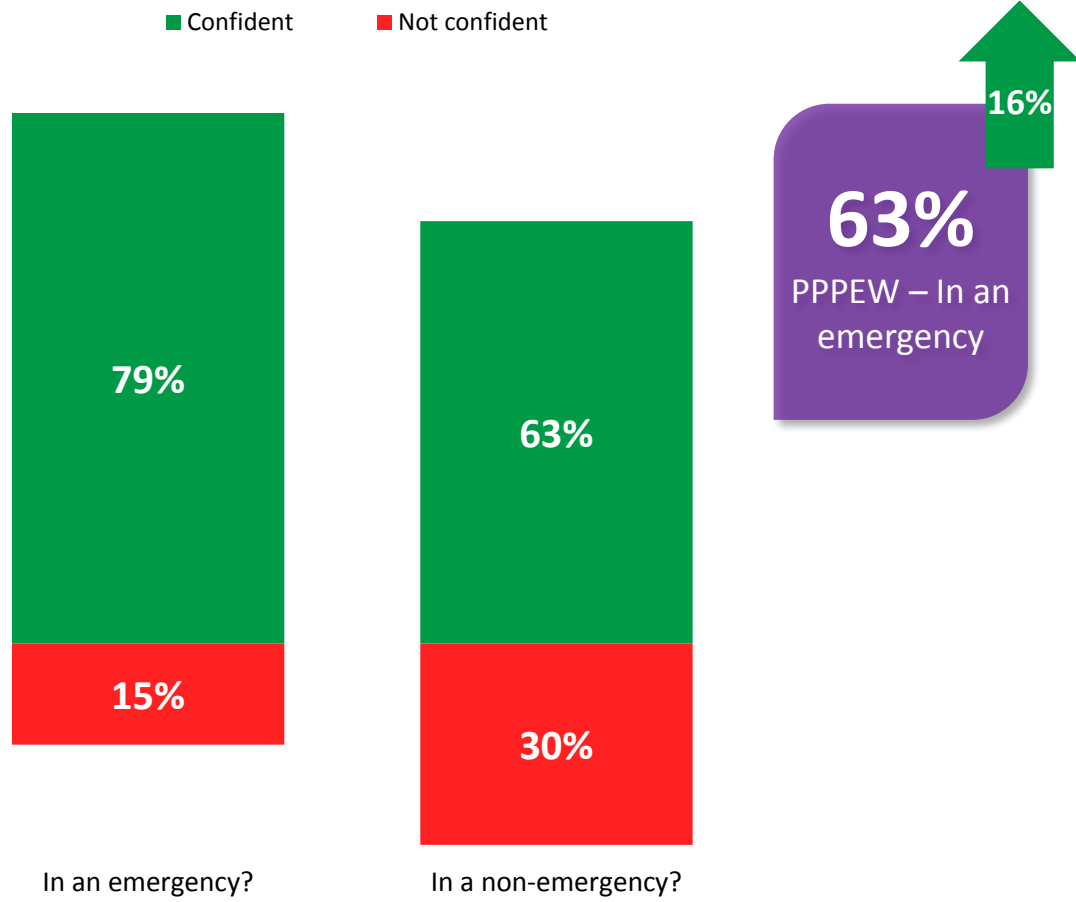
Preference of telephone contact increases with age but by far the most preferred method overall

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

# 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...

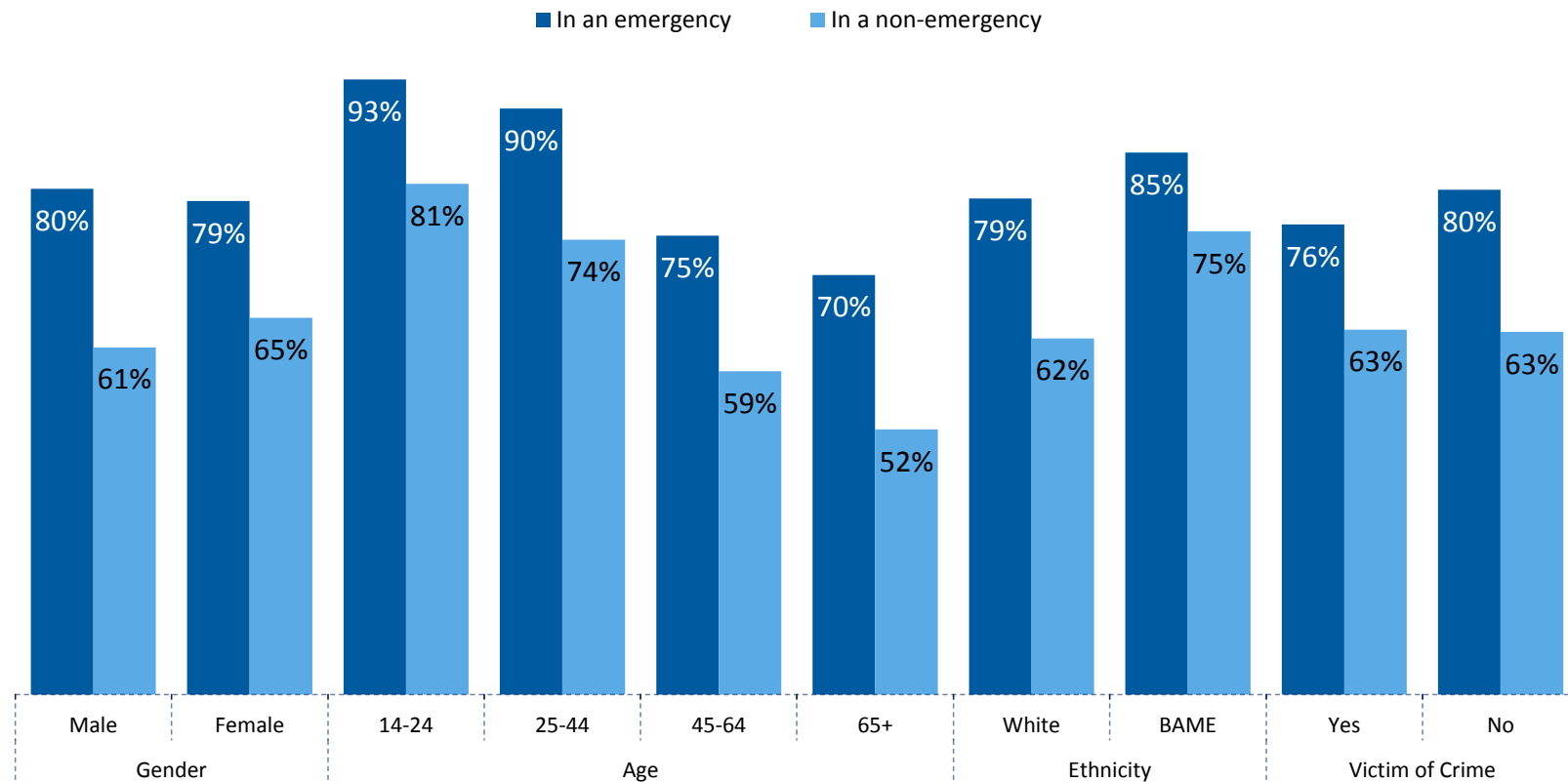


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

# 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...



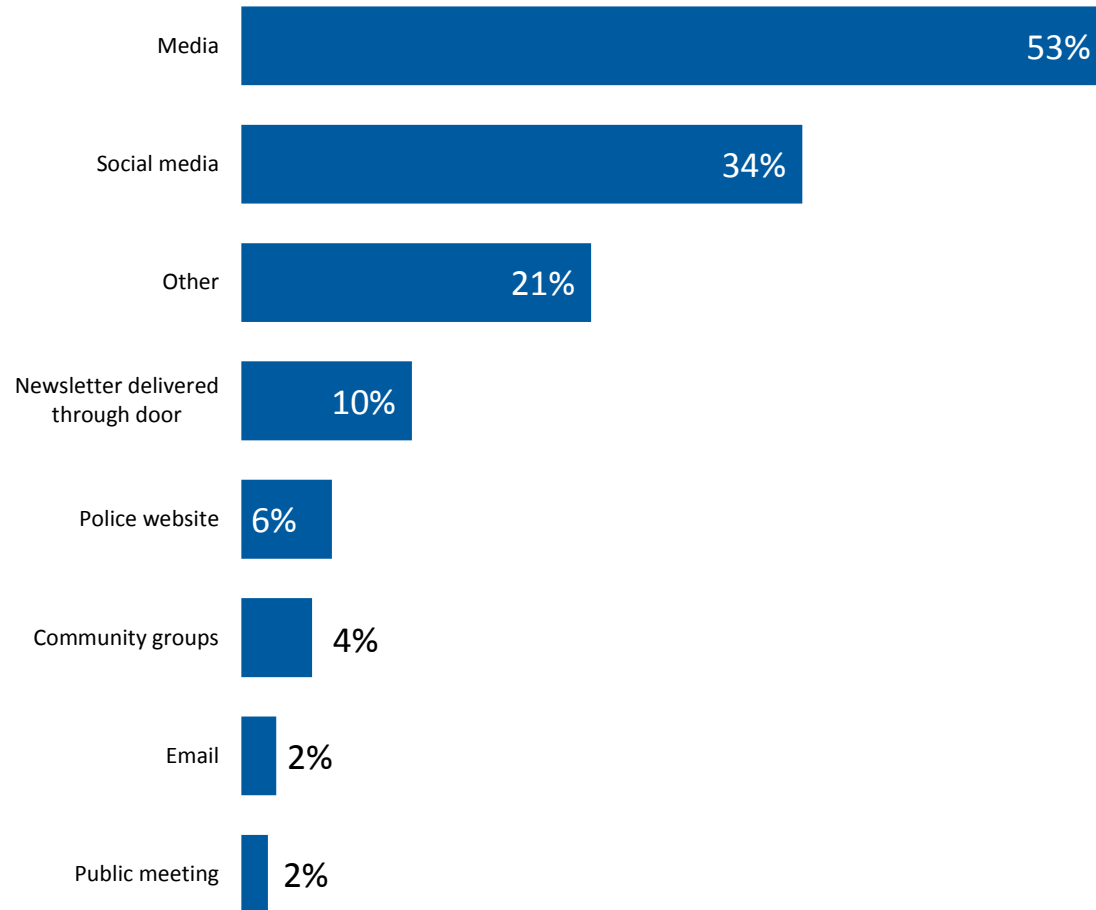
## Key Insights

Confidence amongst residents they could access the police in an emergency has increased by 2% from the previous quarter; for a non-emergency it has increased by 3%

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+

# More than 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

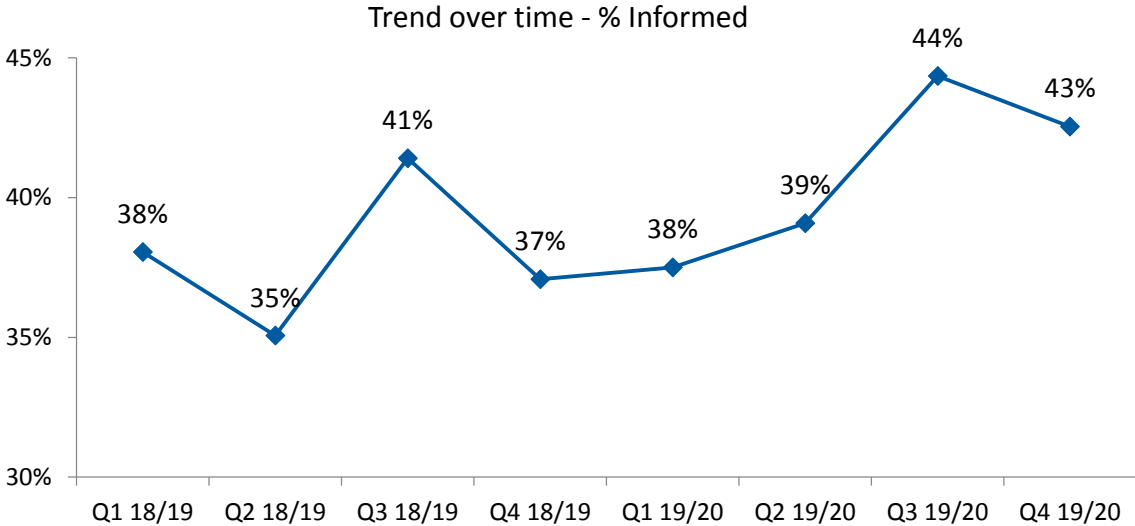
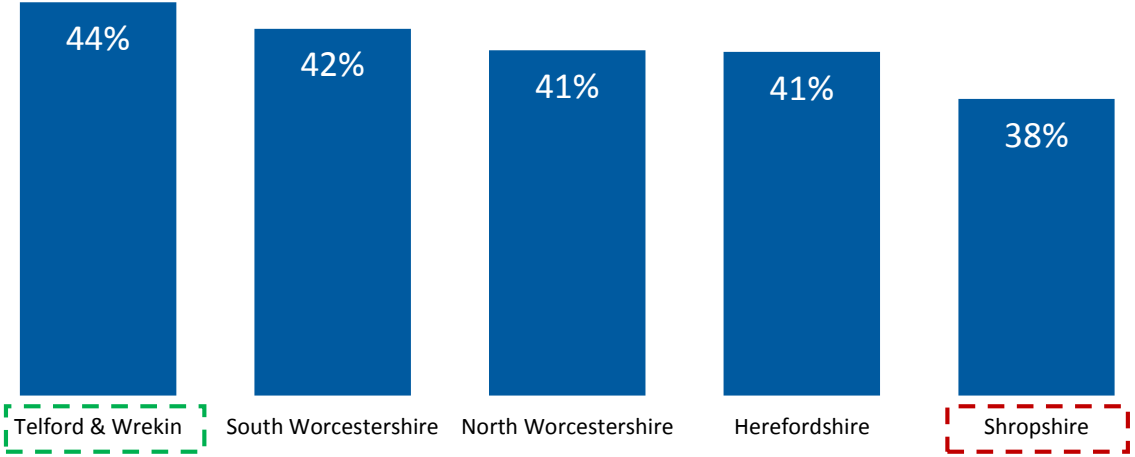
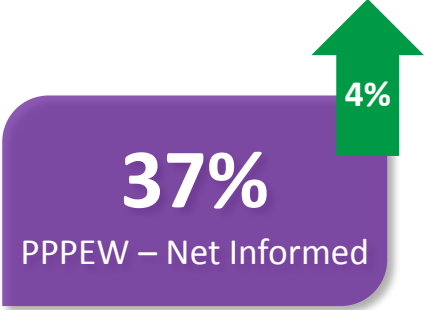
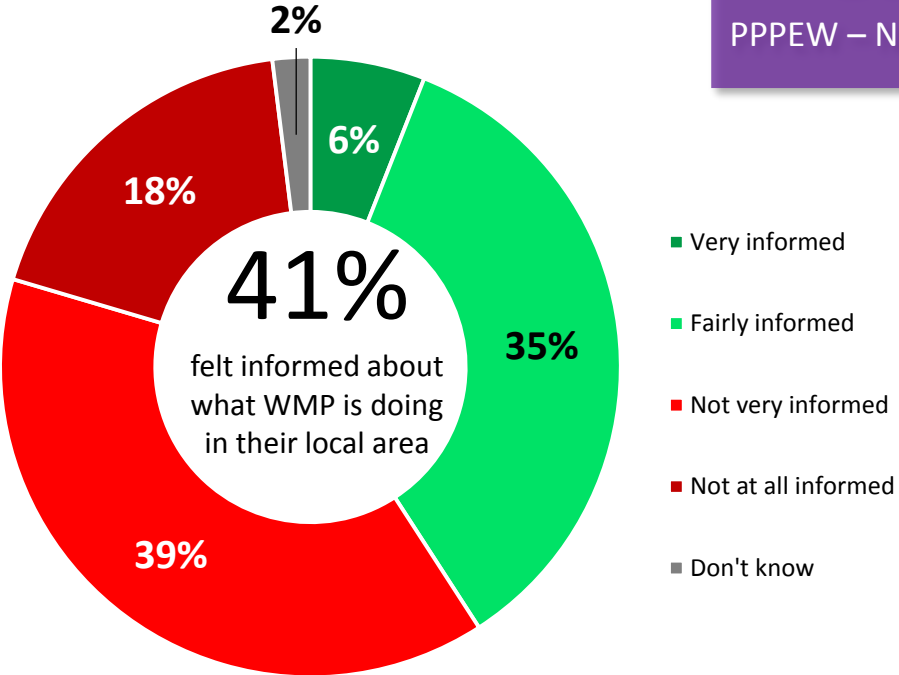
Those aged 65+ more likely to find out about crime and policing from the media

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

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

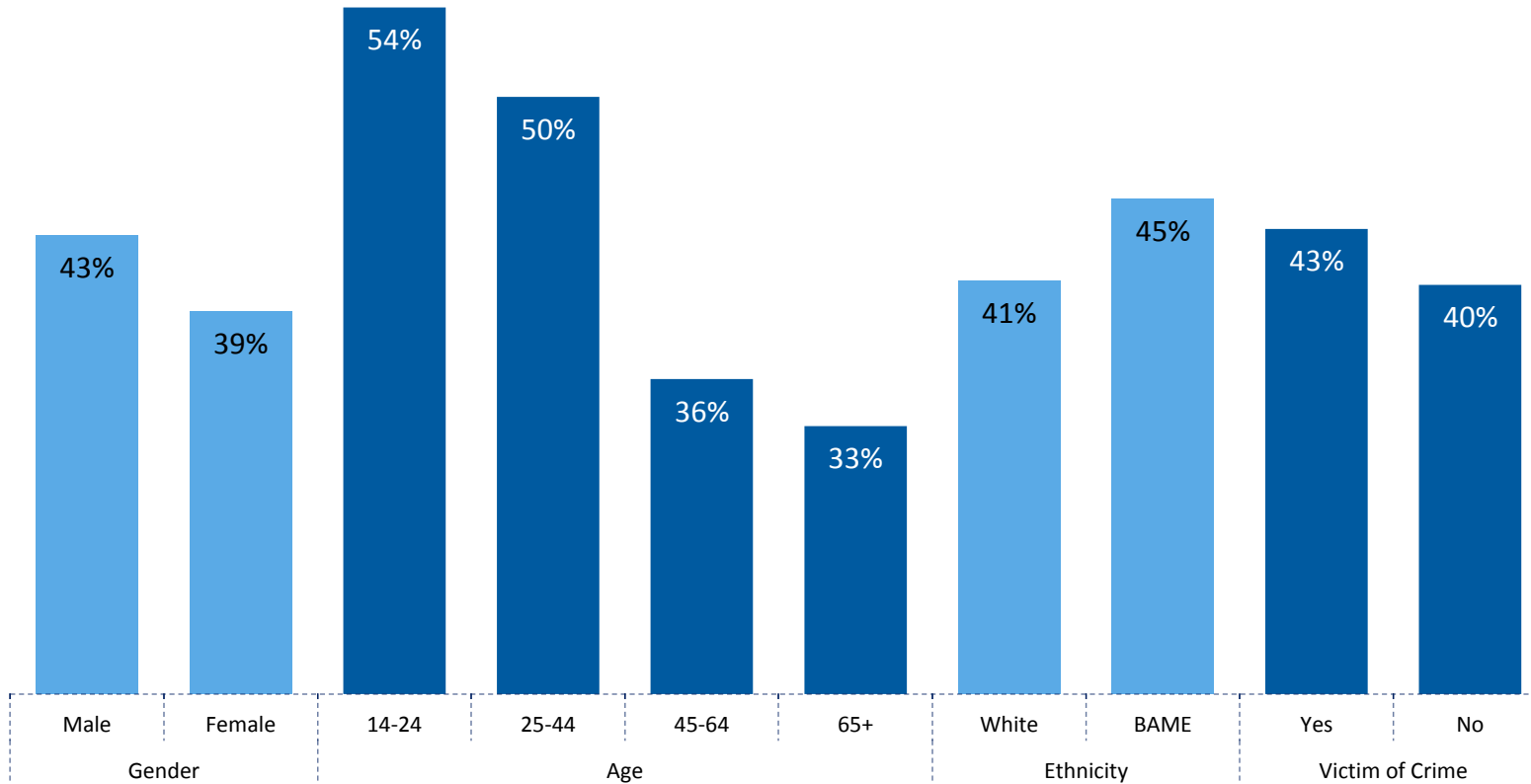
# Three-fifths do not feel informed about what WMP are doing

LPA Comparisons - % very / fairly informed



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

Demographic Comparisons - % very / fairly informed



## Key Insights

2% decrease from previous quarter in those that felt informed

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

Males felt more informed than females

BAME respondents felt more informed than white respondents

Residents from Telford & Wrekin felt most informed about what the police are doing in their local area; those from Shropshire least informed

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

■ Taken part in      ■ Aware of but not taken part in      ■ Not aware of and not taken part in

Local 'watch' schemes, such as Neighbourhood Watch, Community Speedwatch or Business Watch



Volunteering with the police, for example as a Special Constable



Community meetings, such as PACT or residents meetings



## Key Insights

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

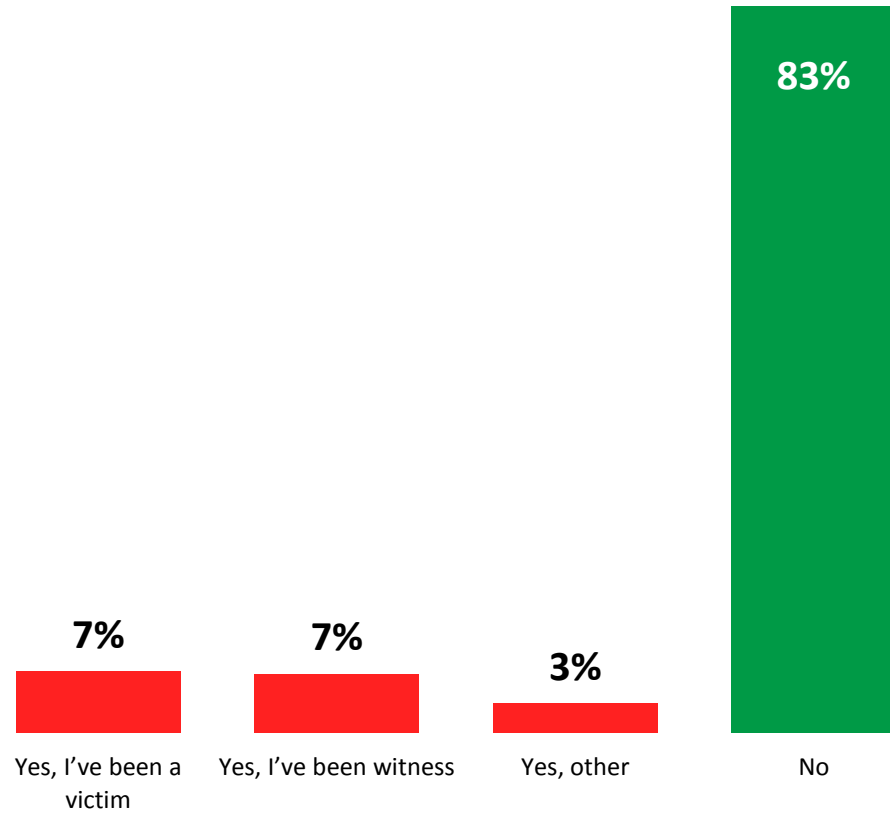
A small number of residents (8) said they had taken part in police volunteering; just under a third were aware

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

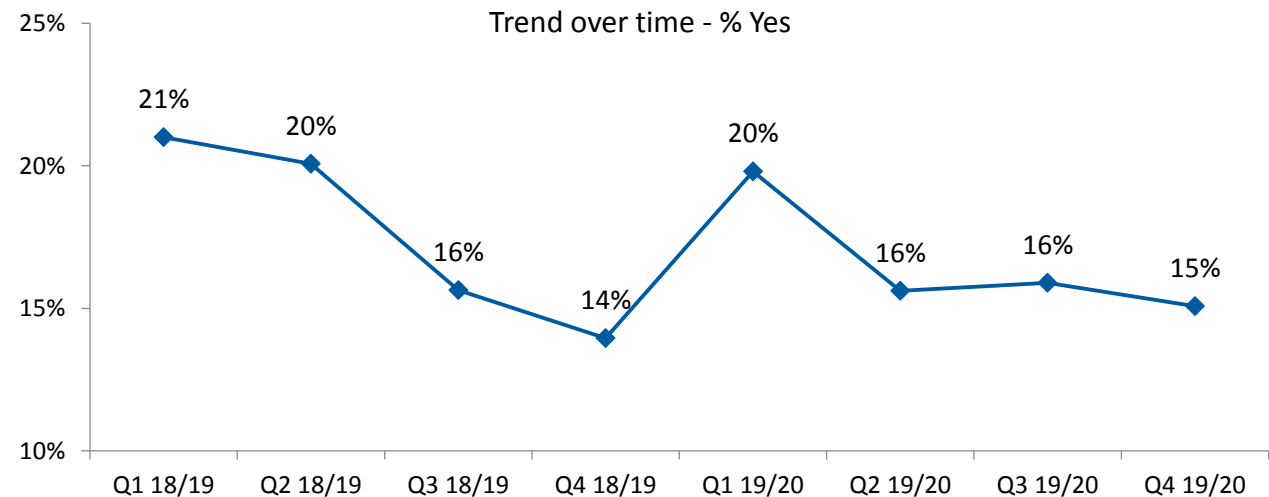
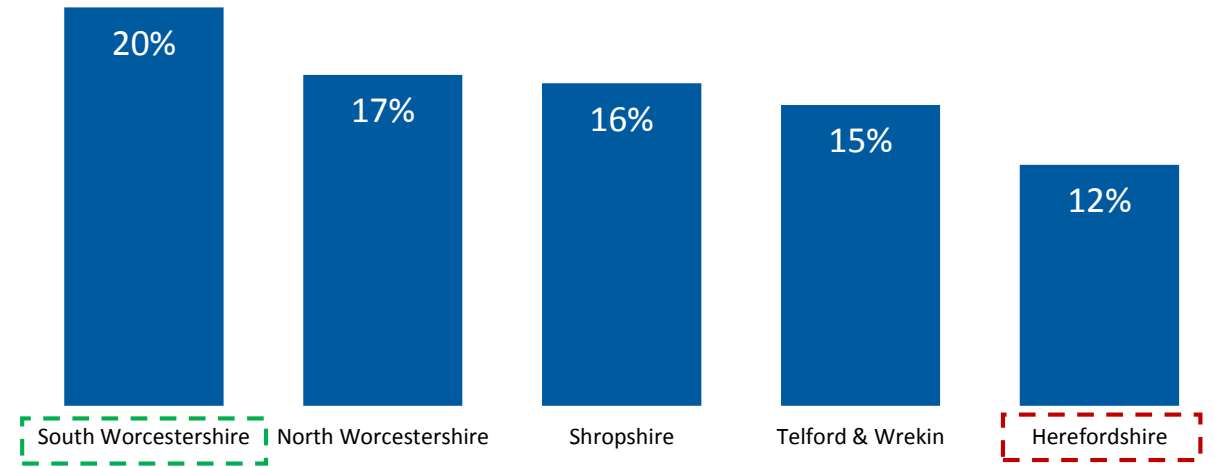
Residents in North Worcestershire and South Worcestershire more likely to be aware of all three aspects of participation



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

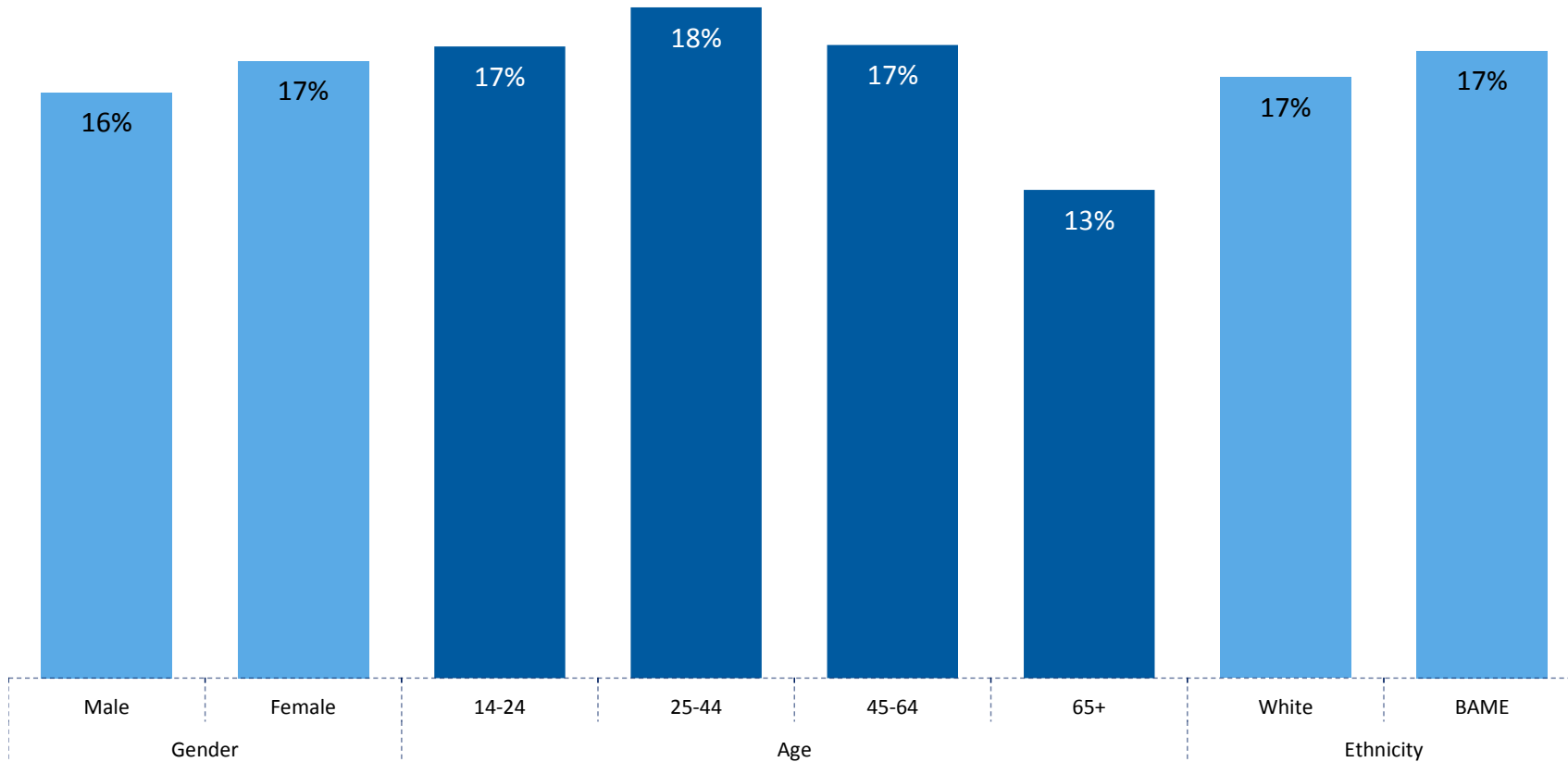


LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other



# 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

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



**John Campion**  
**Police and Crime Commissioner**  
**West Mercia**

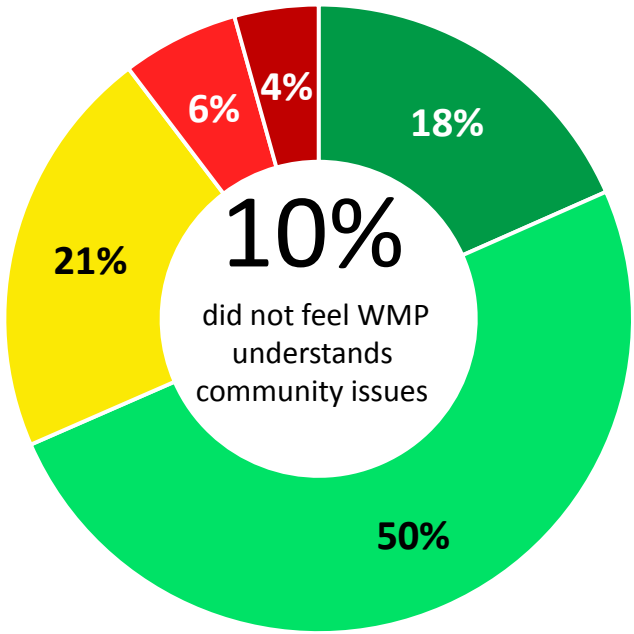
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# Section Four Effectiveness



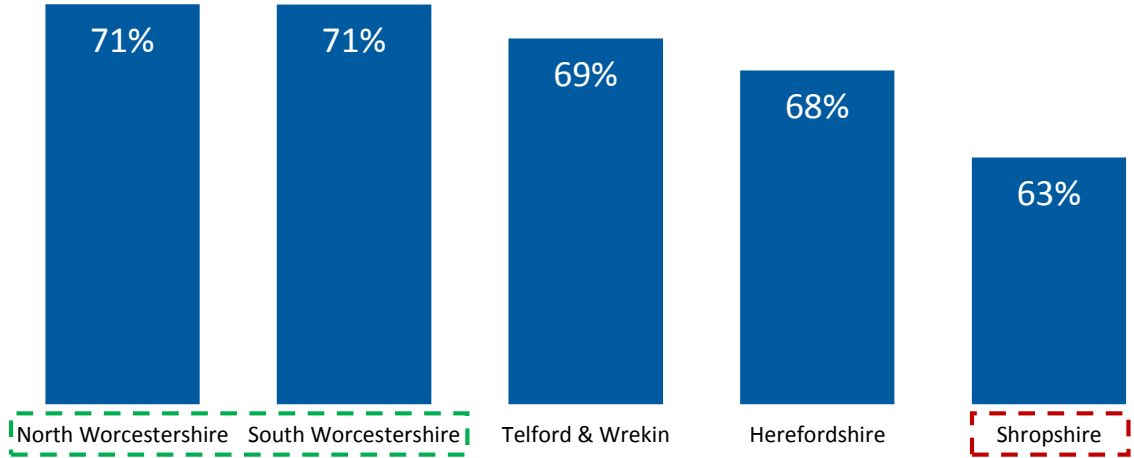
# Over two-thirds felt WMP understands issues in their community



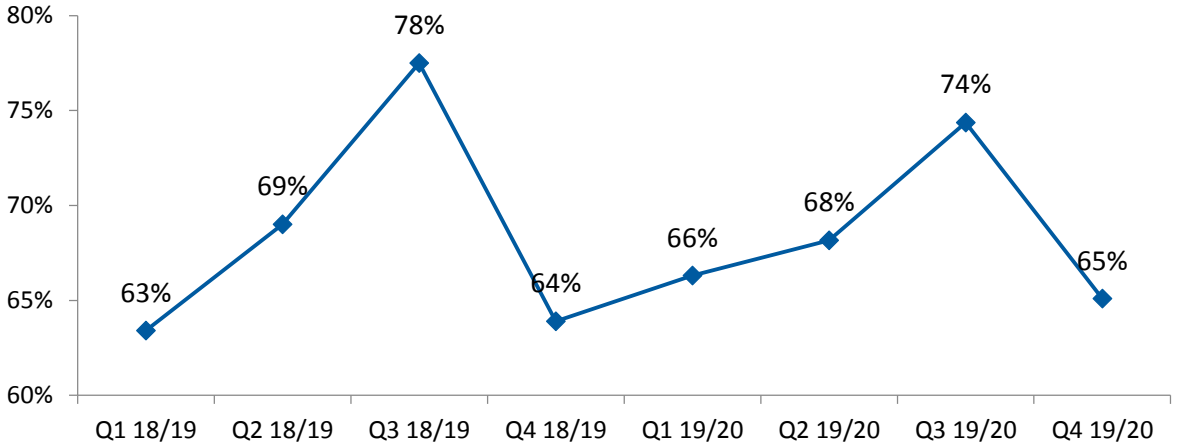
**68%**  
CSEW MSG  
Average -  
Net Agree

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

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

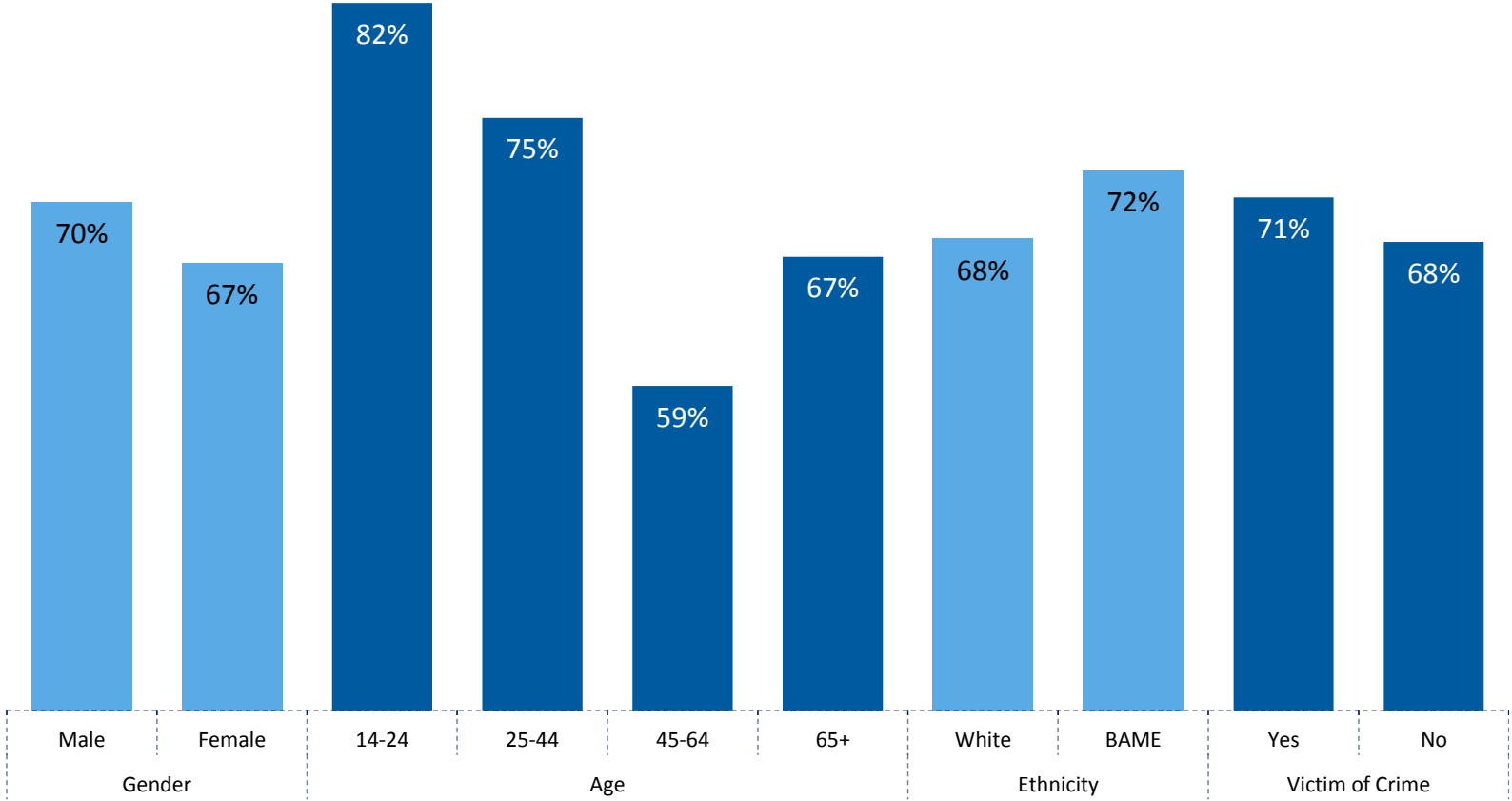
9% decrease from the previous quarter in those that agreed WMP understand issues in their community

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

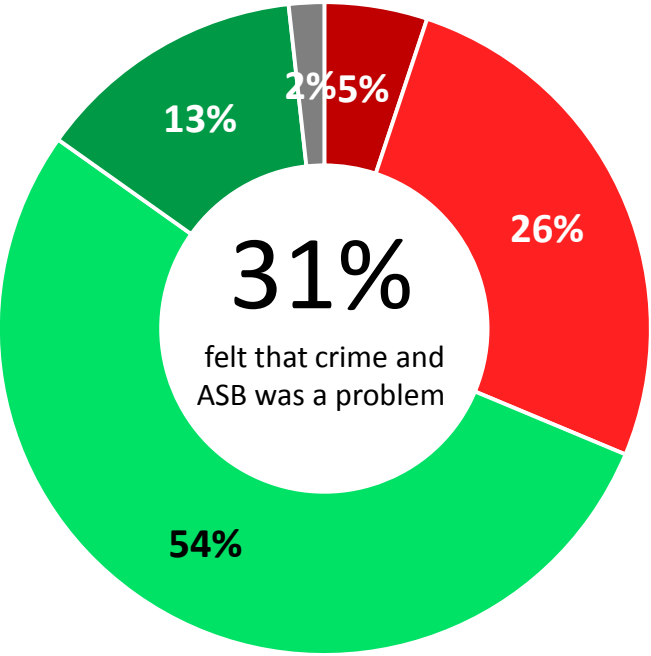
Males and BAME respondents more likely to agree when compared to females and White respondents

Residents in Shropshire the least likely to agree the police understands community issues; those in North Worcestershire and South Worcestershire most likely

Demographic Comparisons - % strongly / tend to agree



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

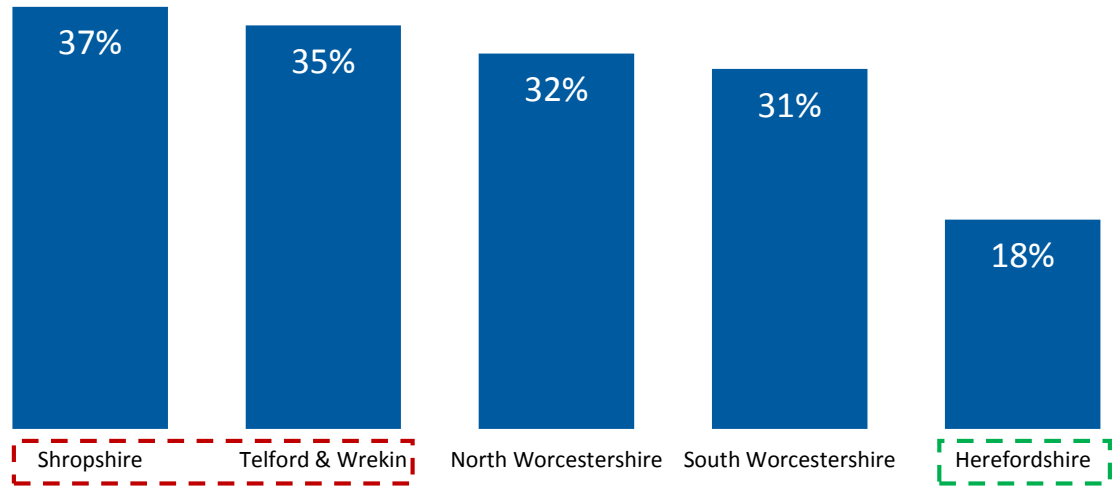


**56%**  
PPPEW -  
Not much / Not a  
problem

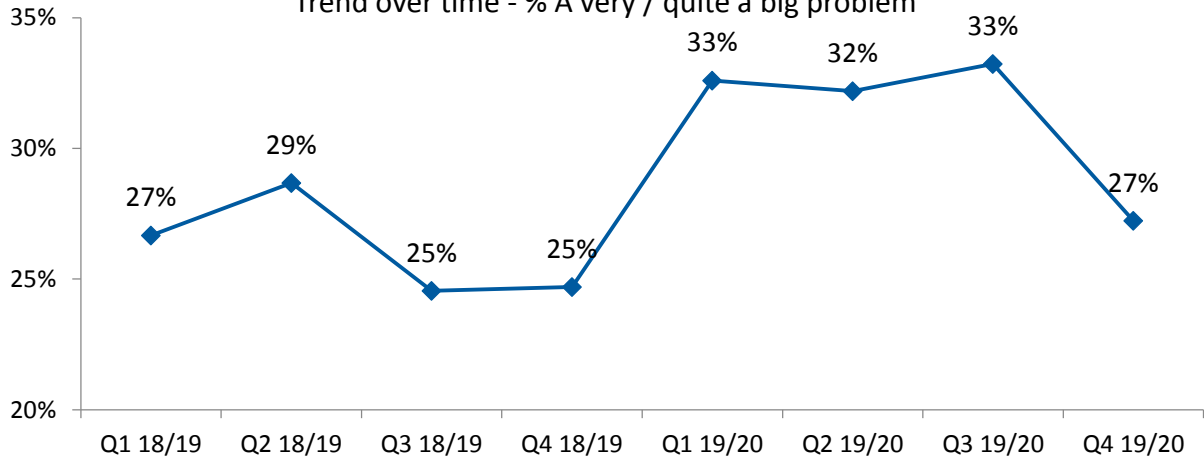
↑ 11%

- 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

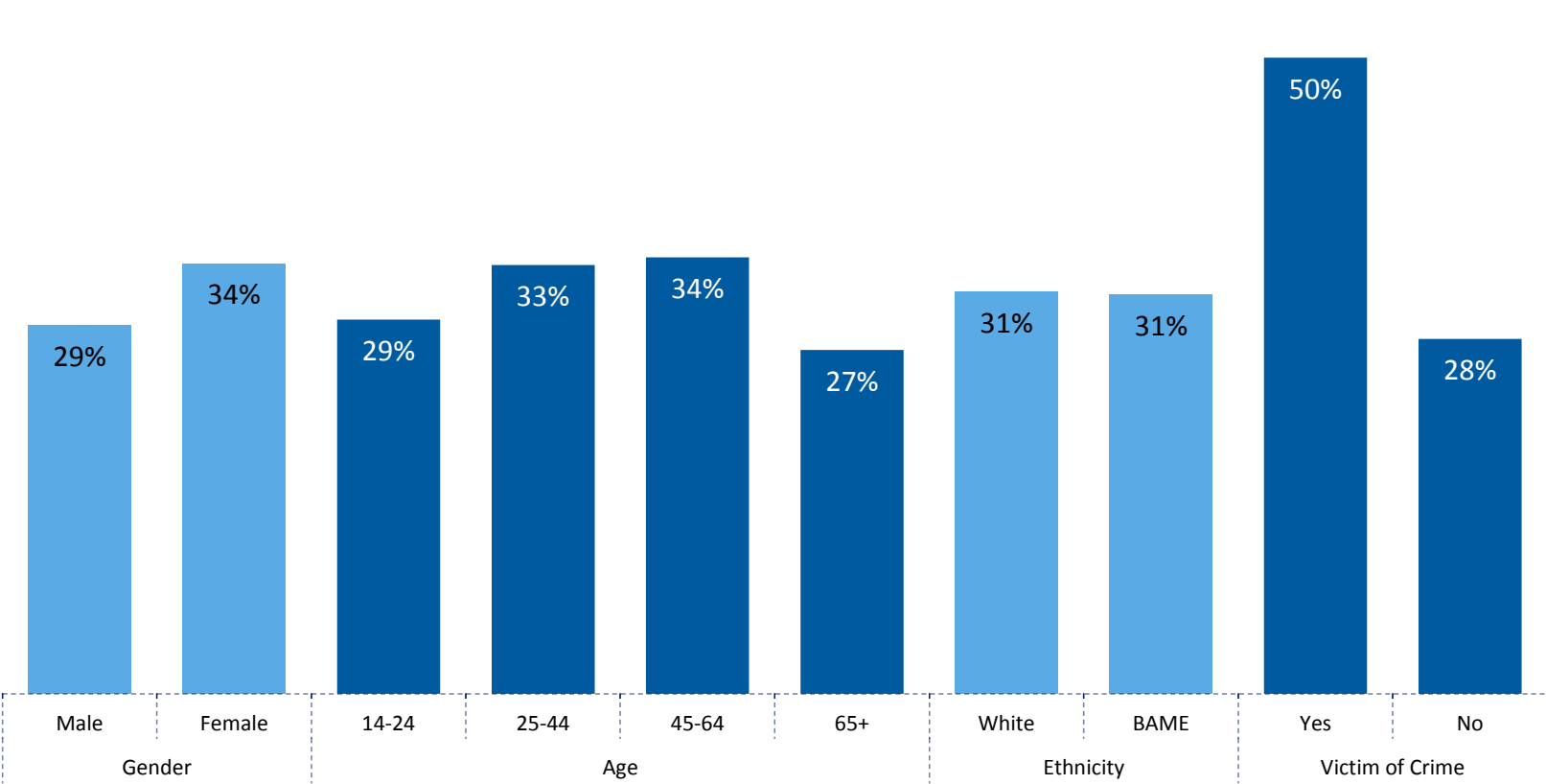


Trend over time - % A very / quite a big problem



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

Demographic Comparisons - % very / quite a big problem



## Key Insights

6% decrease in those who thought crime and ASB a problem in their area

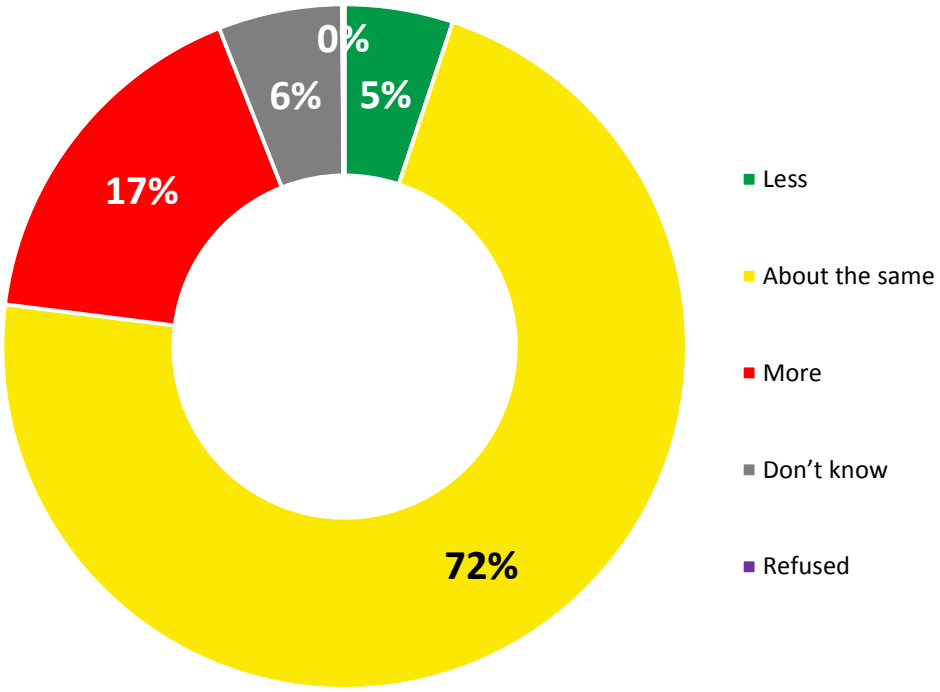
Victims of crime were significantly more likely to have said crime and ASB was a problem

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

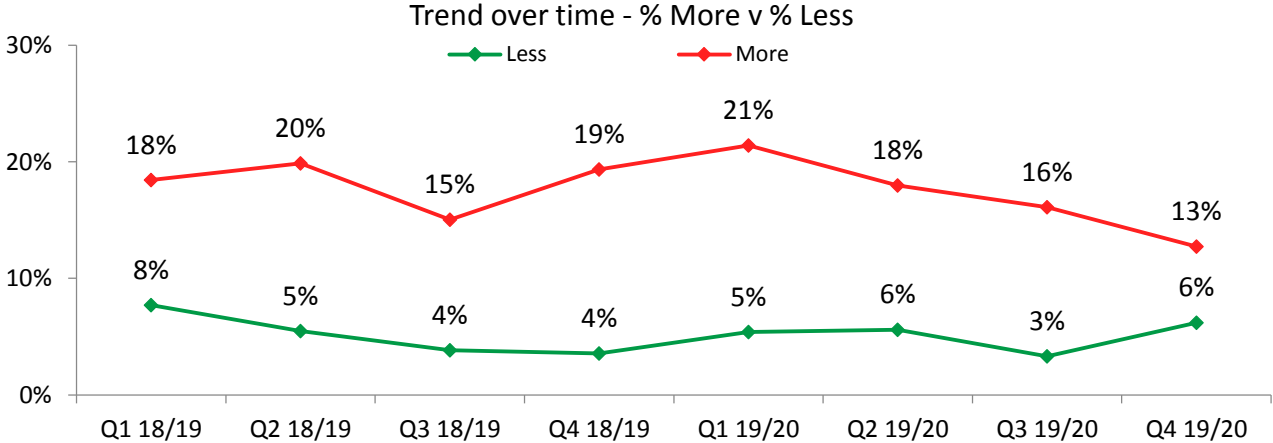
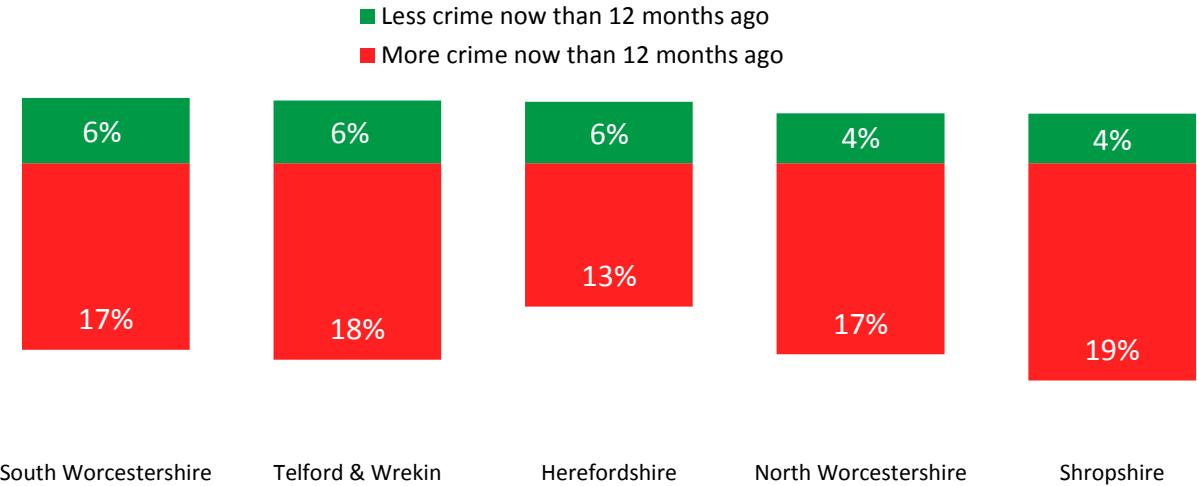
Residents in Herefordshire least likely to say crime and ASB was a problem

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

# Seven-tenths felt crime and ASB levels had remained the same – around a fifth felt there was more



LPA Comparisons - % more crime v % less crime

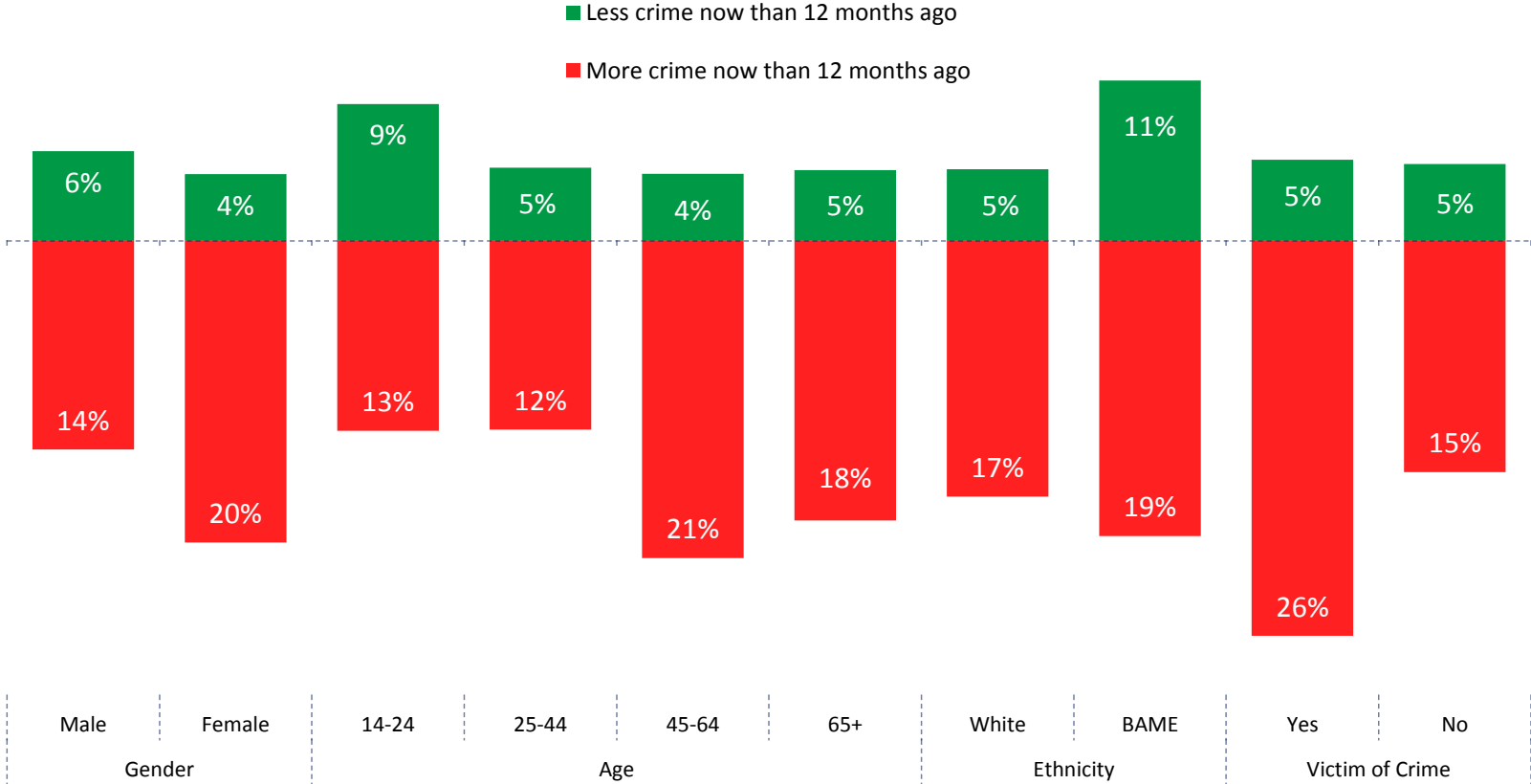


Q15 Compared to 12 months ago, would you say there is now more crime and ASB in the area you live in, less crime and ASB or about the same?



# Seven-tenths 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

3% decrease in those that thought there was more crime and ASB compared to the previous quarter and 3% increase in those that felt there was less crime and ASB

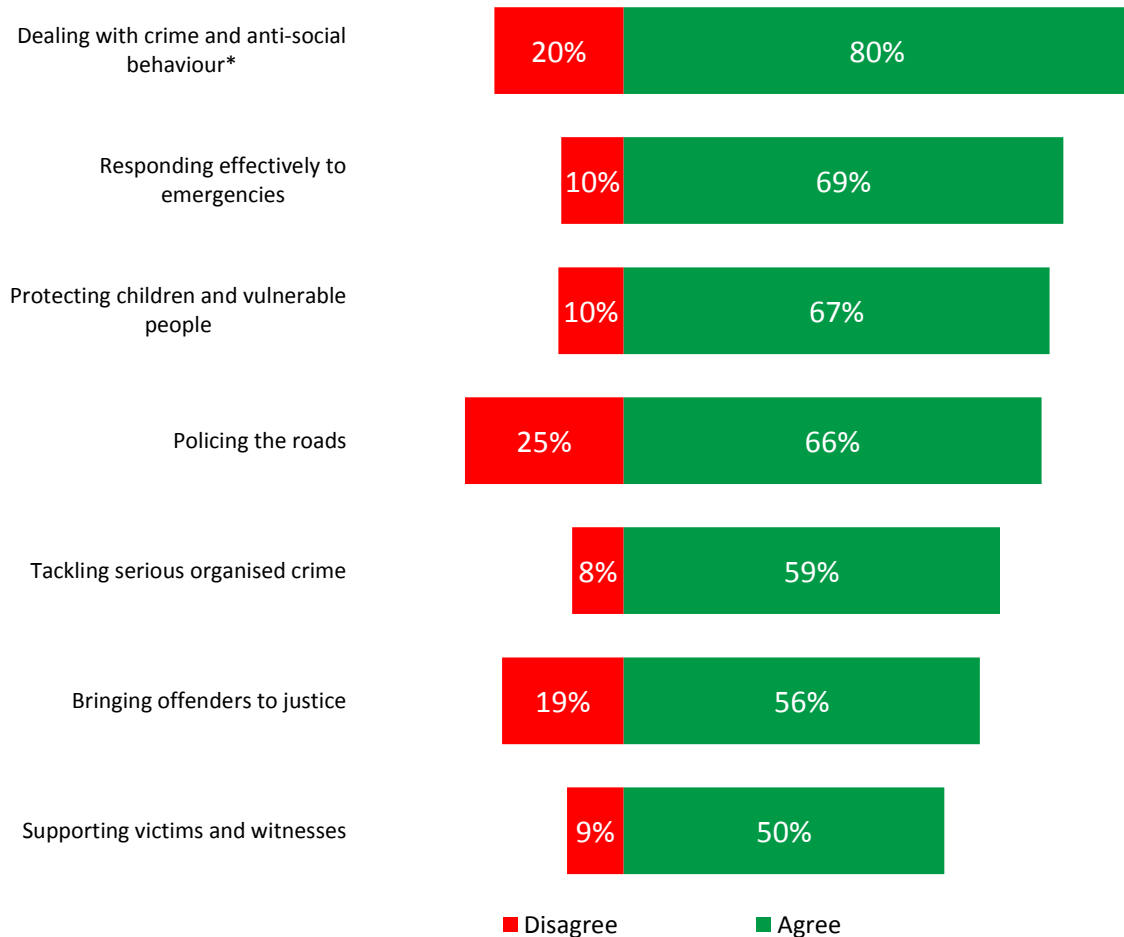
Victims of crime more likely to feel that crime and ASB levels had risen in the last 12 months compared to non-victims

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 more likely to say there is now more crime compared to 12 months ago

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



25% ↑  
**55%**  
 CSEW MSG Average - Dealing with crime and ASB

### Key Insights

- A fifth disagree that WMP are dealing with crime and ASB and bringing offenders to justice
- A quarter disagreed 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 and local council are dealing with the anti-social behaviour and crime issues that matter in this area?



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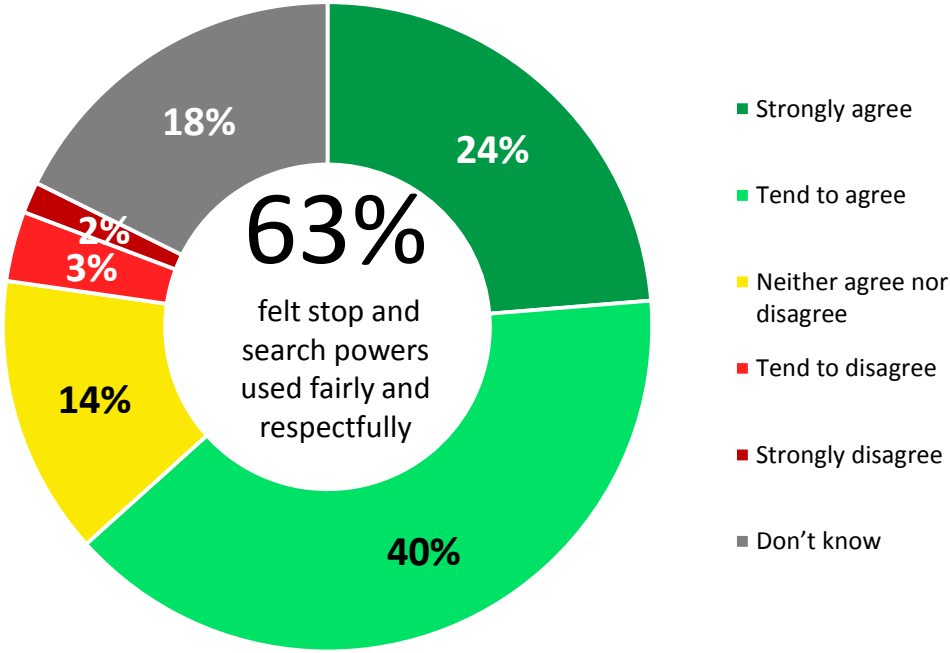


# Section Five

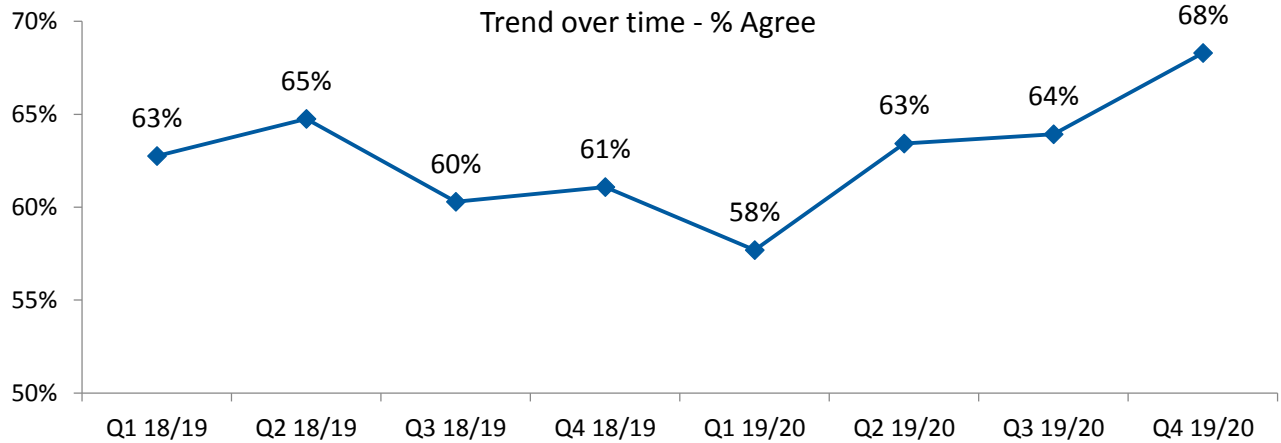
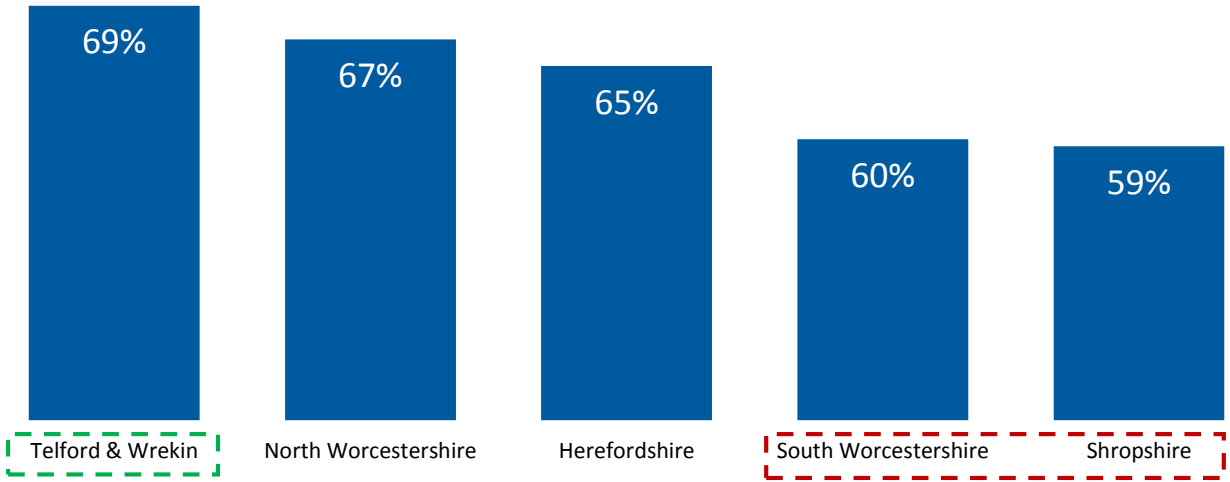
## Trust / Integrity



# Over three-fifths confident WMP use their stop and search power fairly and respectfully



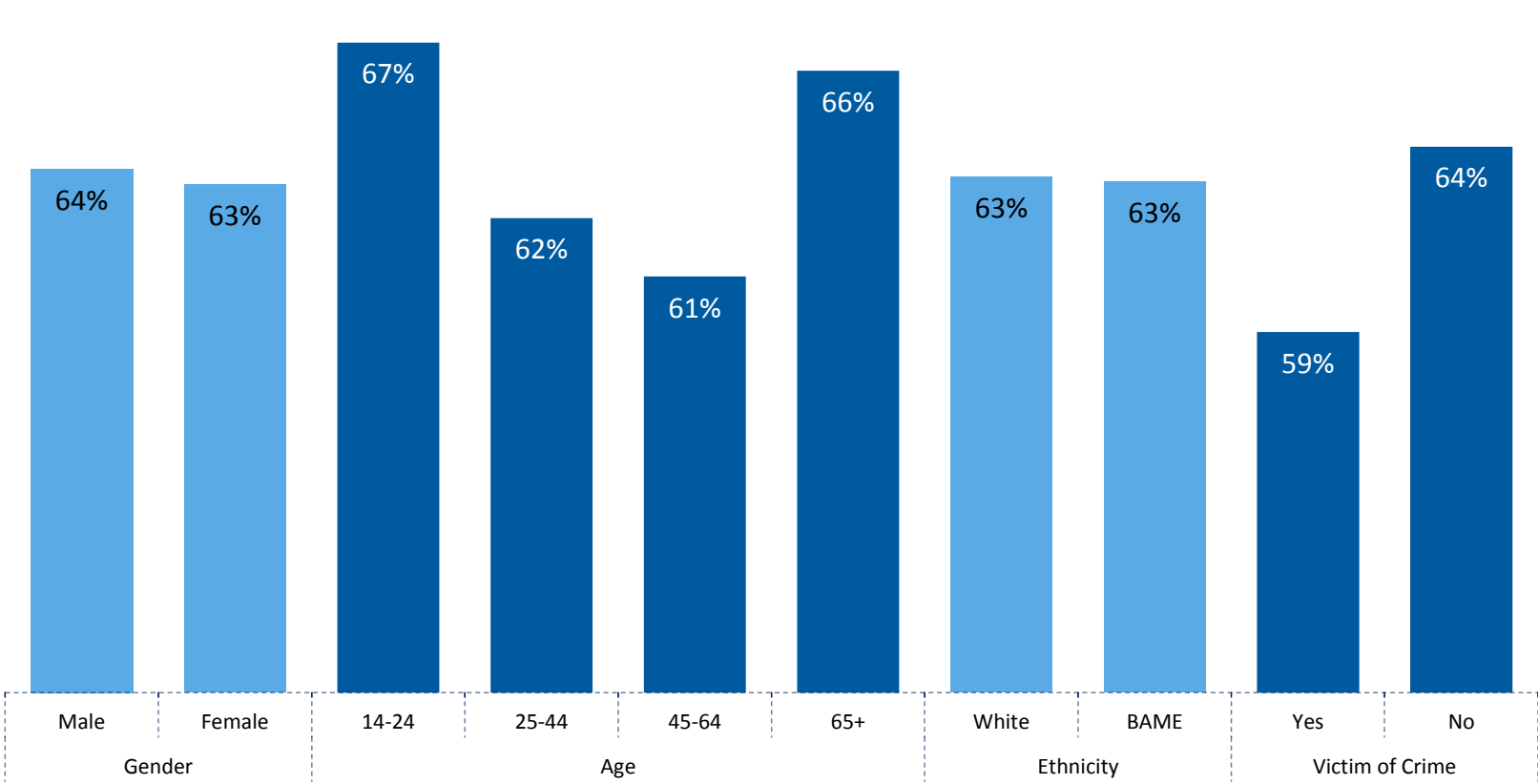
LPA Comparisons - % strongly / tend to agree



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?

# Over three-fifths confident WMP use their stop and search power fairly and respectfully

Demographic Comparisons - % strongly / tend to agree



### Key Insights

4% increase in those that felt the police use stop and search fairly and respectfully - now at highest level since tracking began

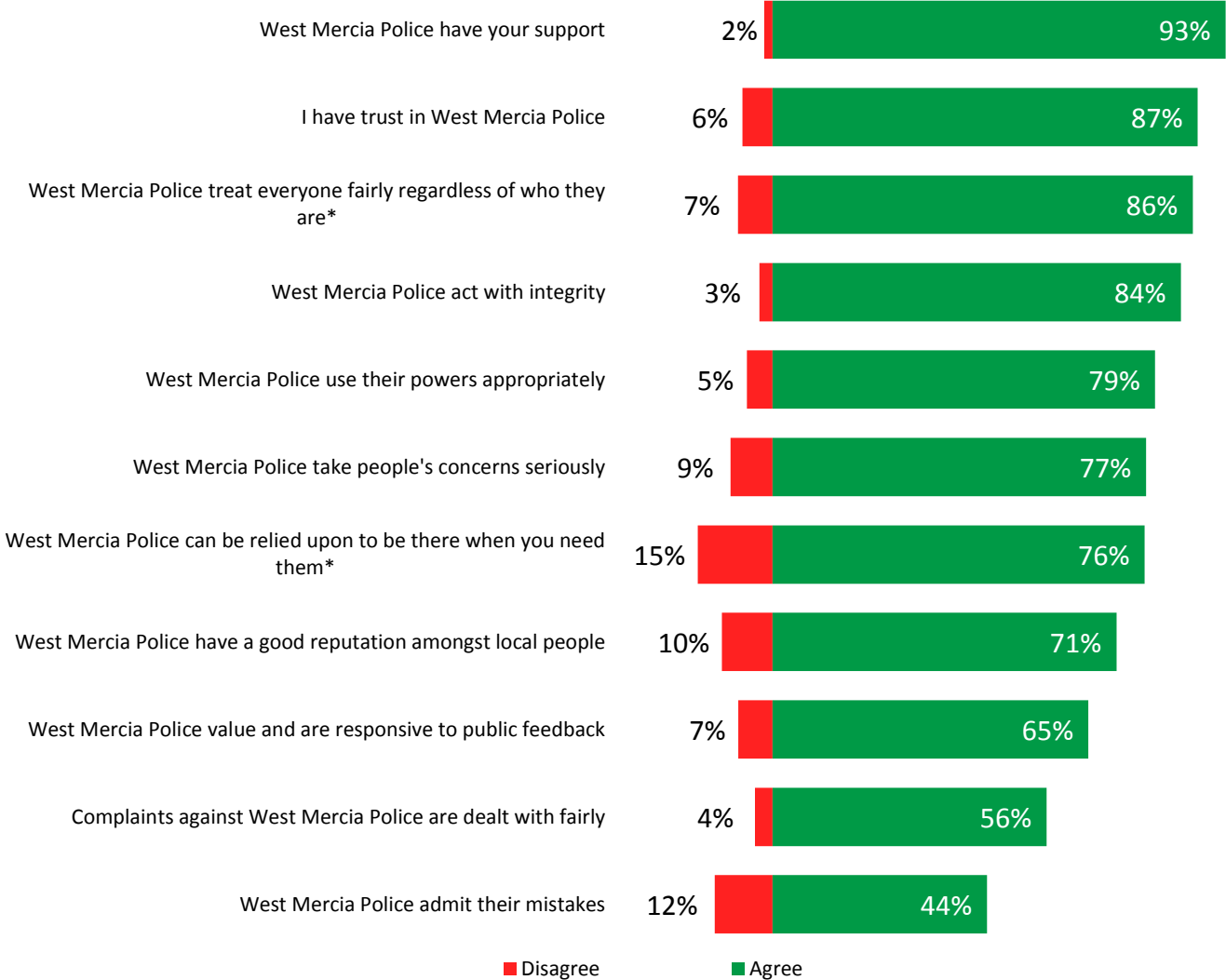
Those aged 14-24 and 65+ were more likely to feel confident the police use their stop and search power fairly and respectfully

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

Residents in Shropshire and South Worcestershire least likely to feel WMP use stop and search powers fairly and respectfully, those in Telford & Wrekin

Around a fifth said they did not know

# Over nine-tenths say that WMP have their support



**69%**

CSEW MSG  
Average –  
Treat  
everyone  
fairly

↑

18%

**57%**

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, admit their mistakes and have a good reputation amongst local people

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

Q18 Thinking about West Mercia Police, to what extent do you agree or disagree that...?

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

CSEW Questions: They (the police in this area) can be relied on to be there when you need them / The police in this area treat everyone fairly regardless of who they are



**SMSR**  
RESEARCH

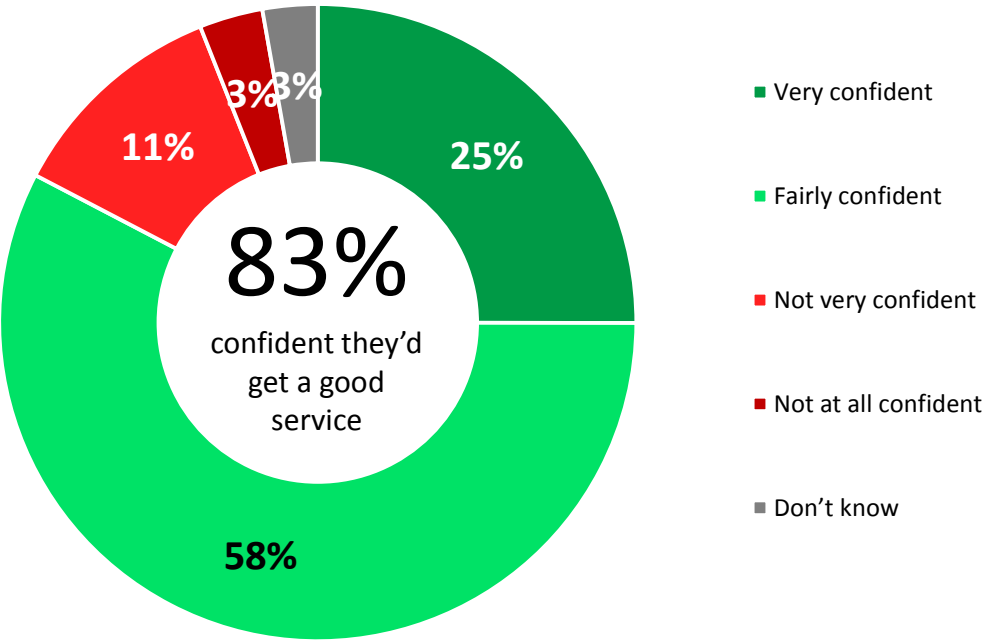


# Section Six

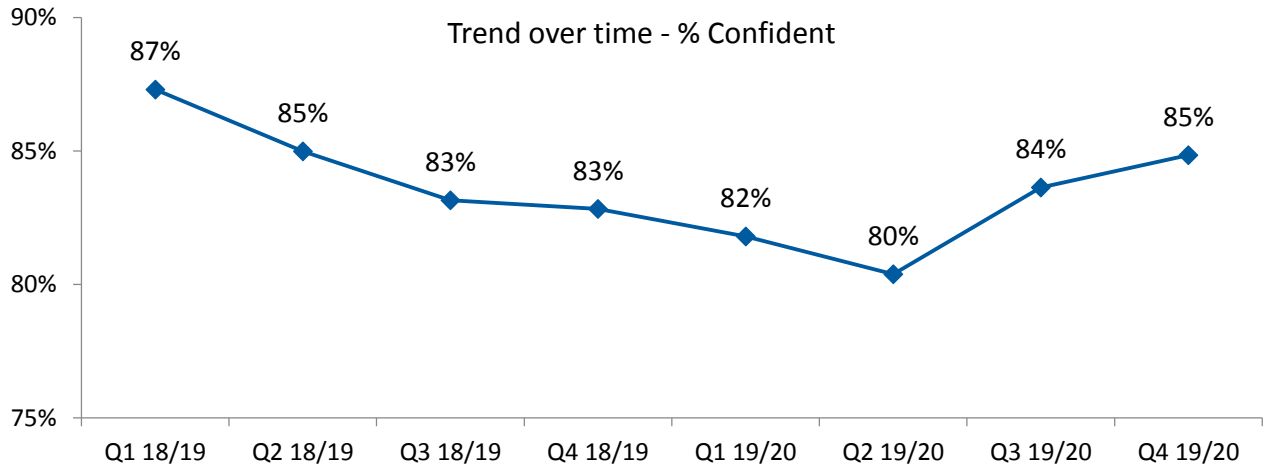
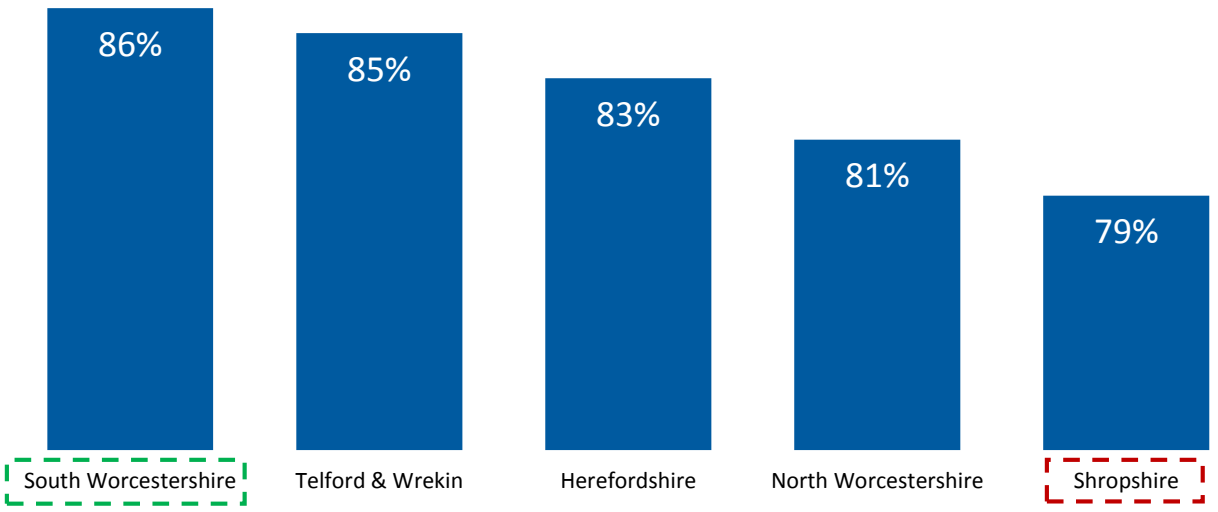
## Confidence in West Mercia Police



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



LPA Comparisons - % very / fairly confident



Q19 If you were to report a crime or incident in the future, how confident are you that you would receive a good service from West Mercia Police?



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

## Key Insights

Confidence in service delivery has increase by 1% since last quarter – the second consecutive increase

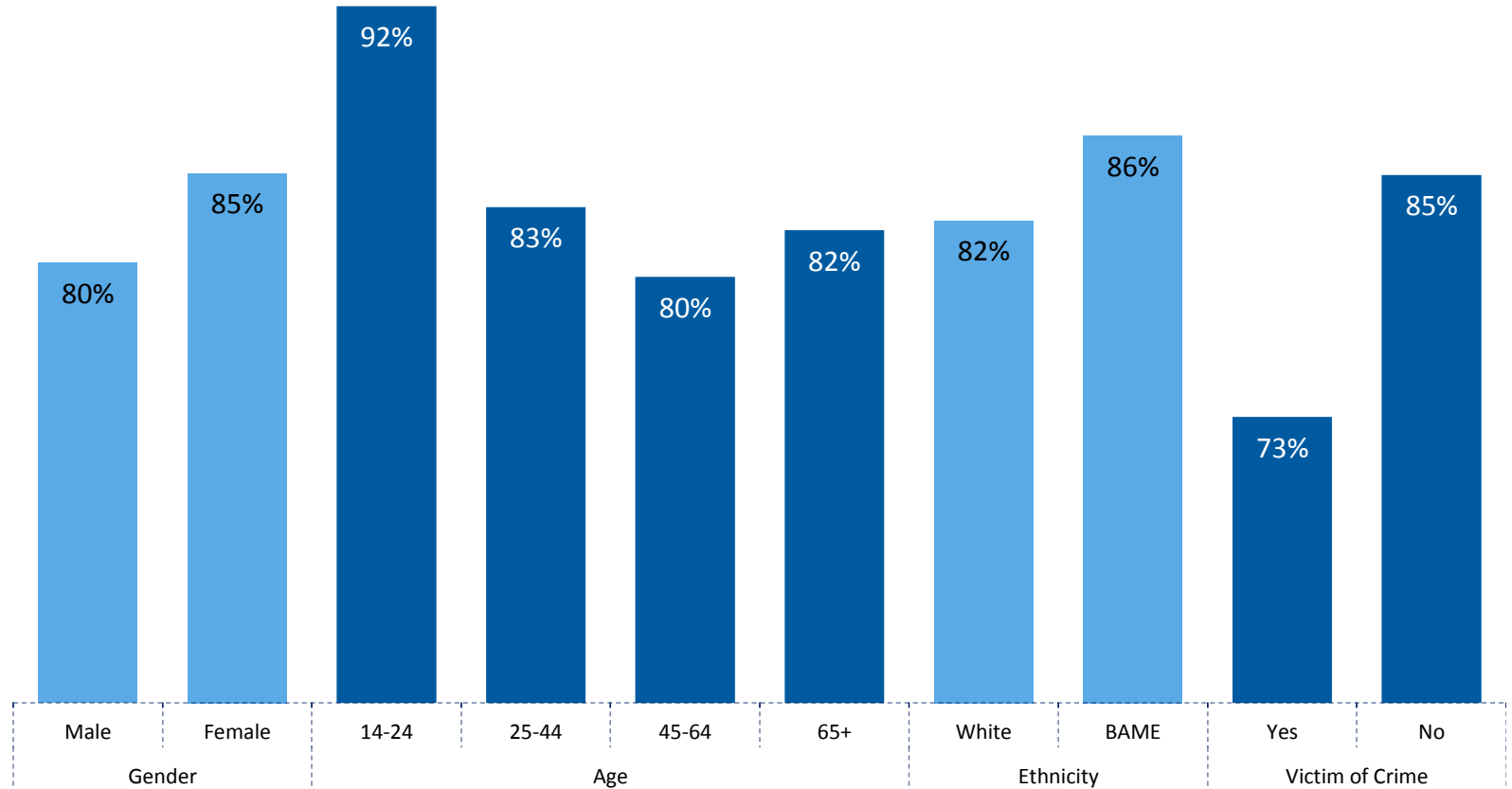
Those aged 14-24 most confident they would receive a good service from WMP; those aged 45-64 least likely to be confident

Victims of crime were less confident in receiving a good service

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

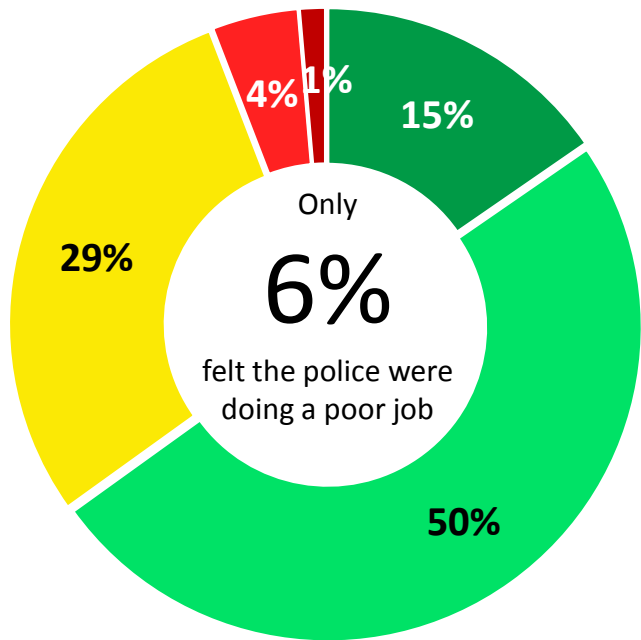
Confidence lowest amongst residents of Shropshire – highest in South Worcestershire

Demographic Comparisons - % very / fairly confident



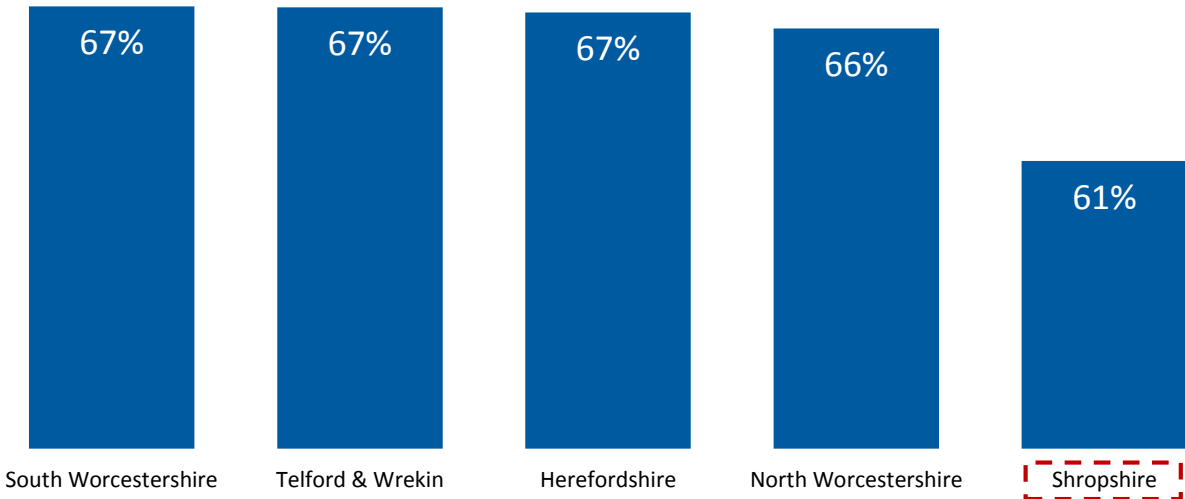
# Two-thirds felt the police were doing either an excellent or a good job

**58%**  
CSEW MSG Average –  
Excellent / Good job

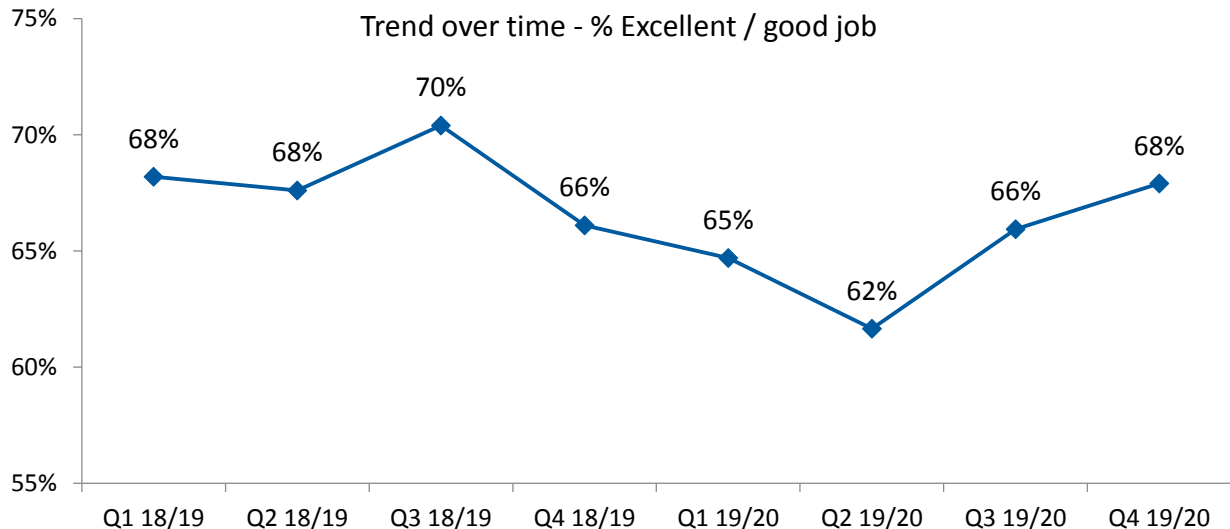


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



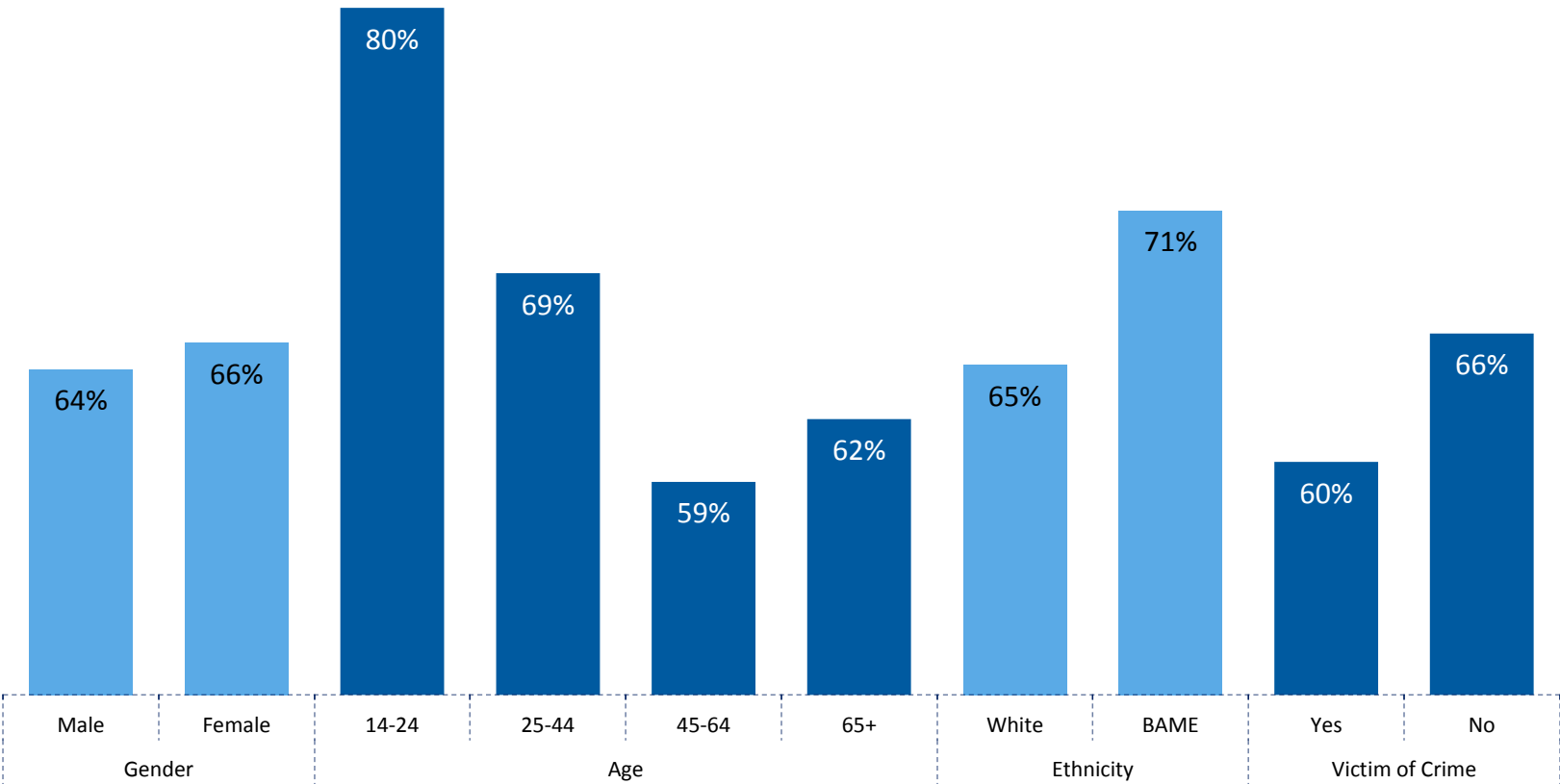
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

\*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

2% increase from the previous quarter in those that felt WMP were doing an excellent or a good job

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

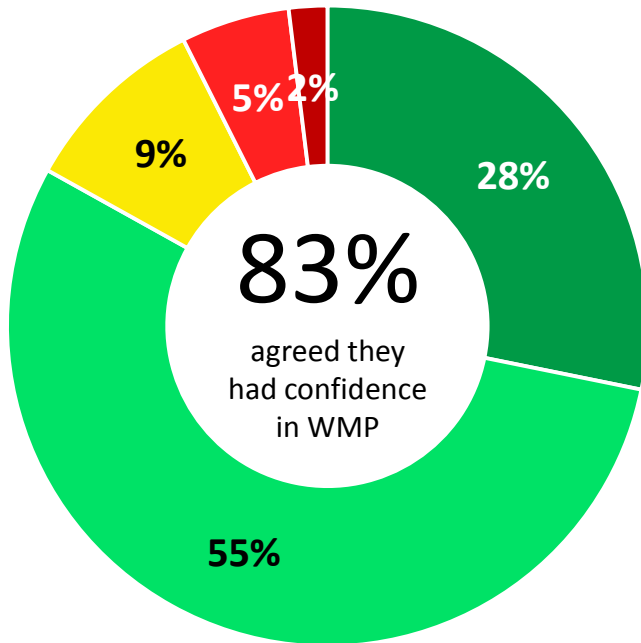
BAME respondents more likely than white respondents to feel the police were doing an excellent or good job

Residents in Shropshire were the least likely to say WMP were doing an excellent or 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

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

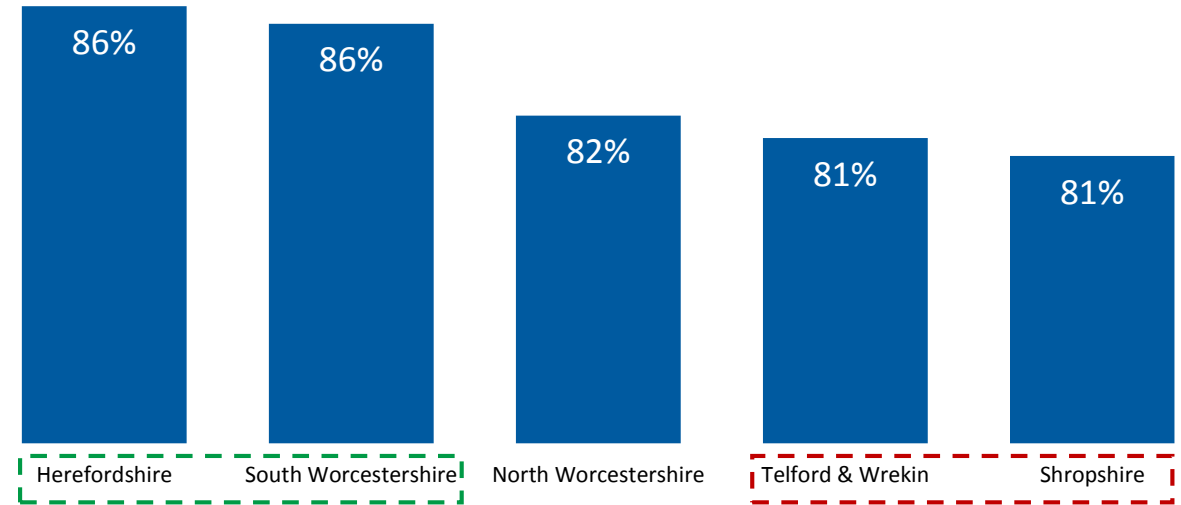


**76%**  
CSEW MSG Average – Net Agree

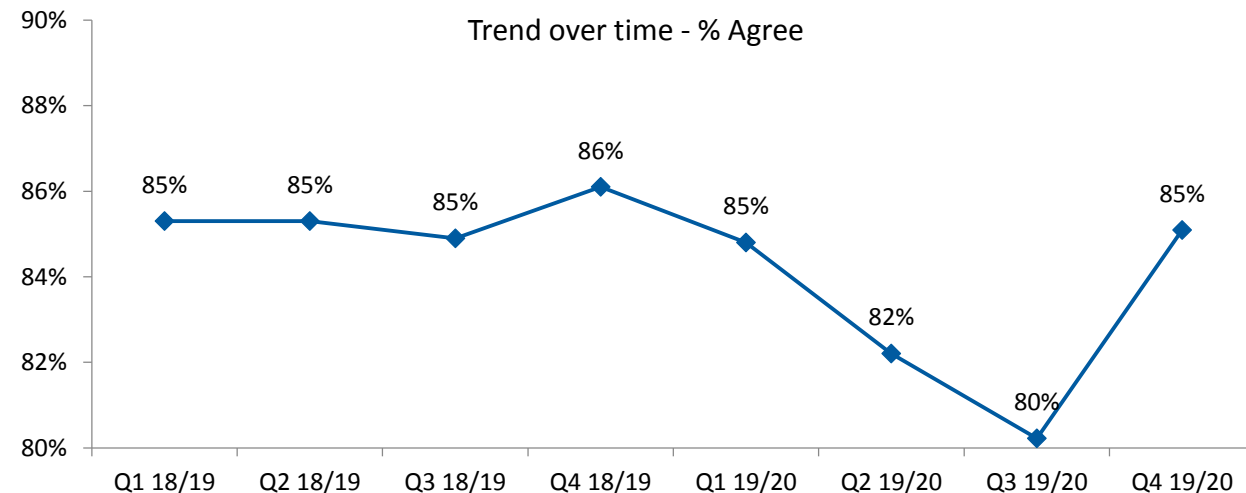
↑ 7%

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

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



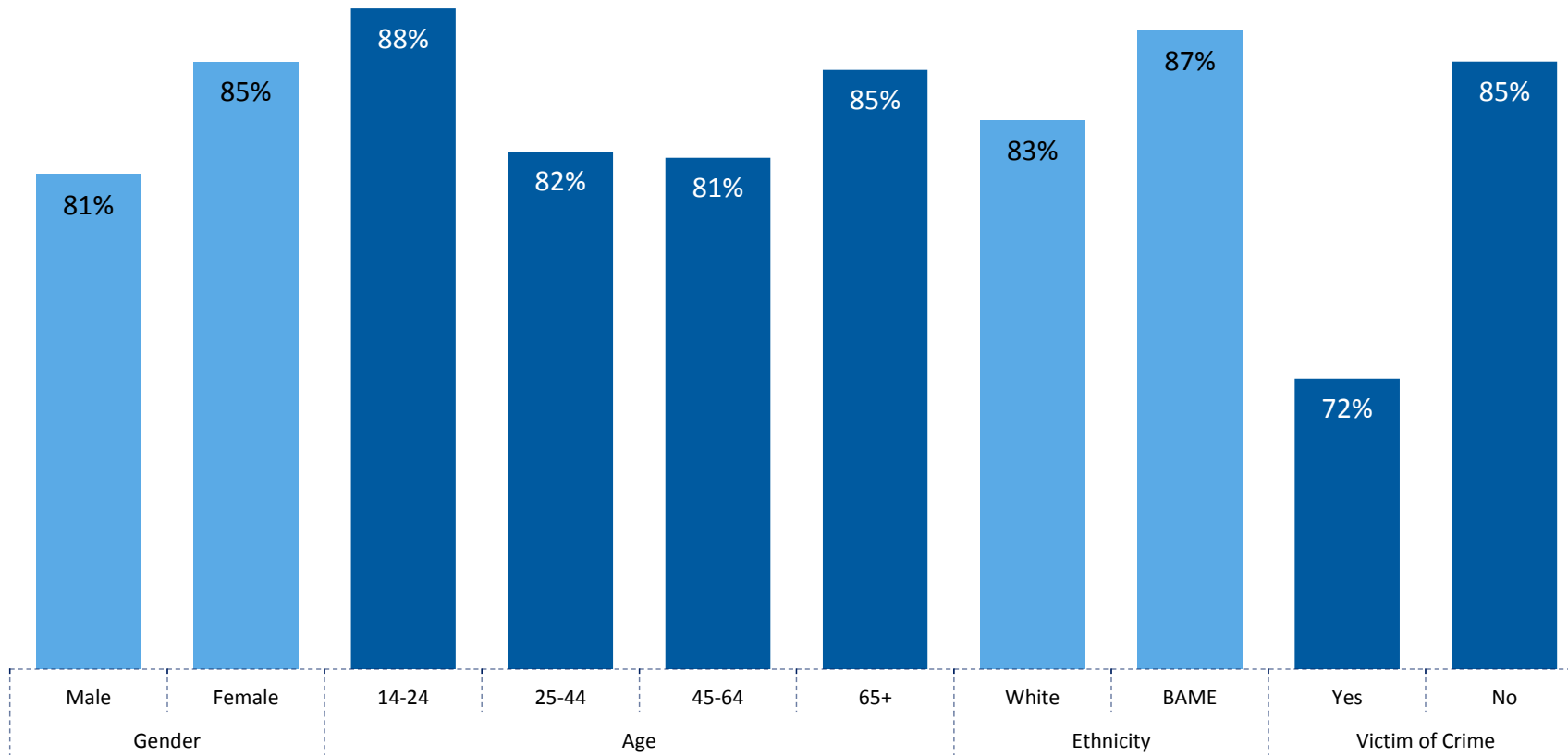
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

# 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 has increased 5% from the previous quarter after decreases in the previous 3 quarters

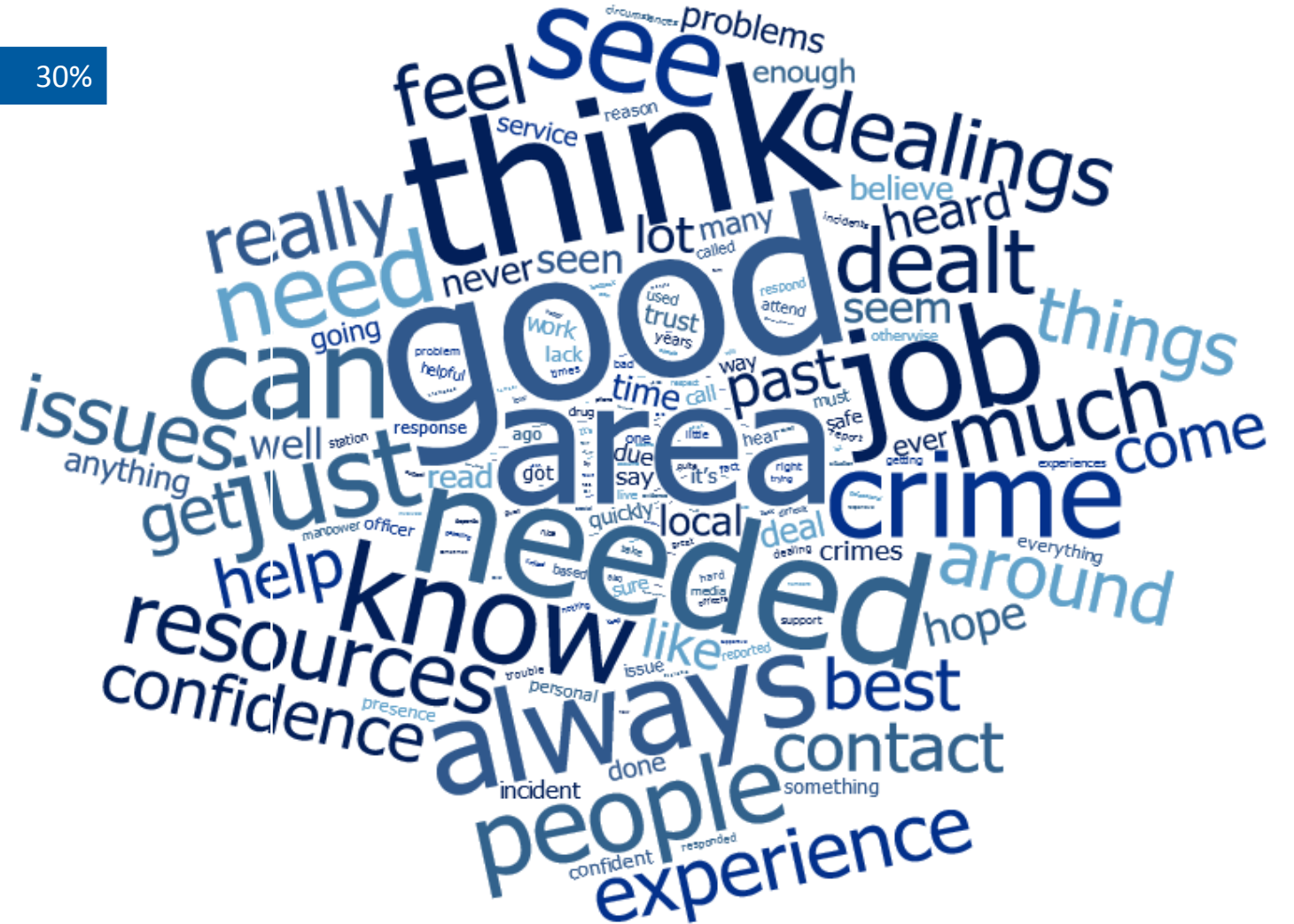
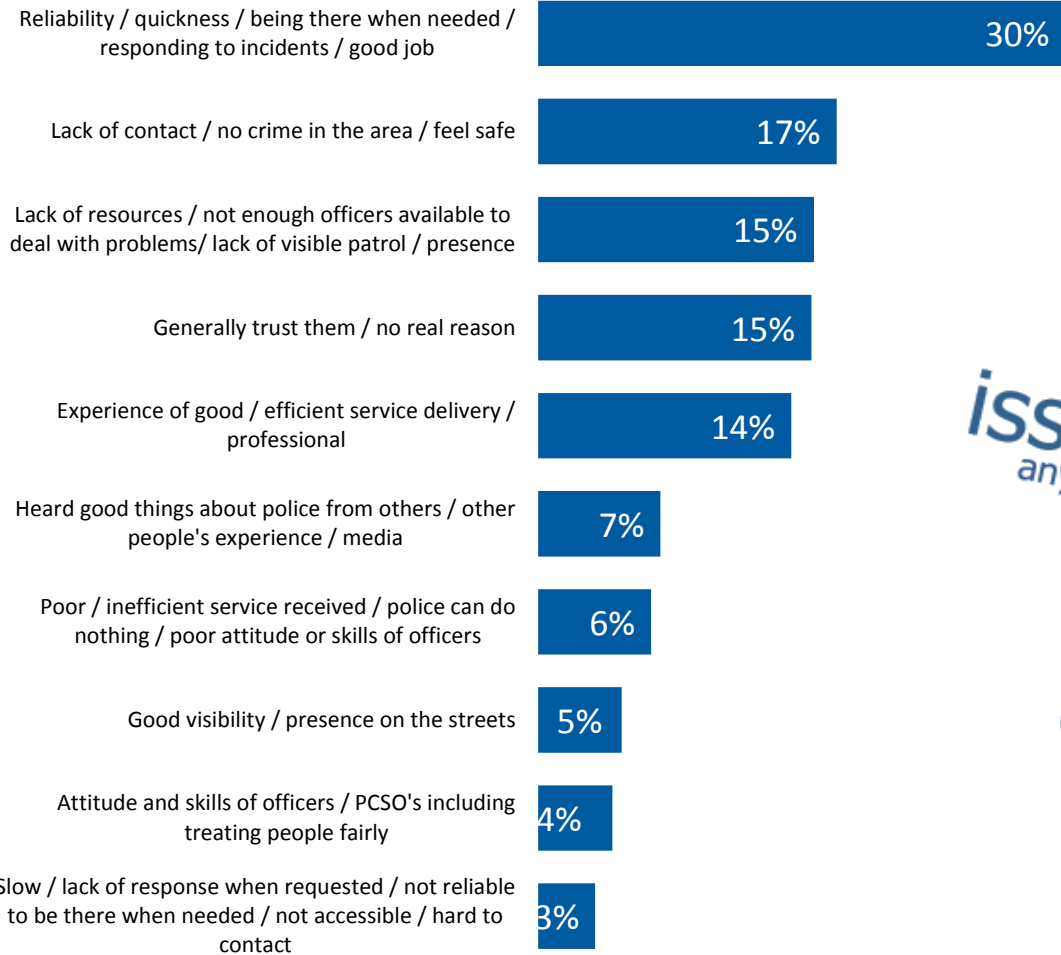
Residents in Shropshire and Telford & Wrekin least likely to be confident in WMP – those in Herefordshire and South Worcestershire most confident

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

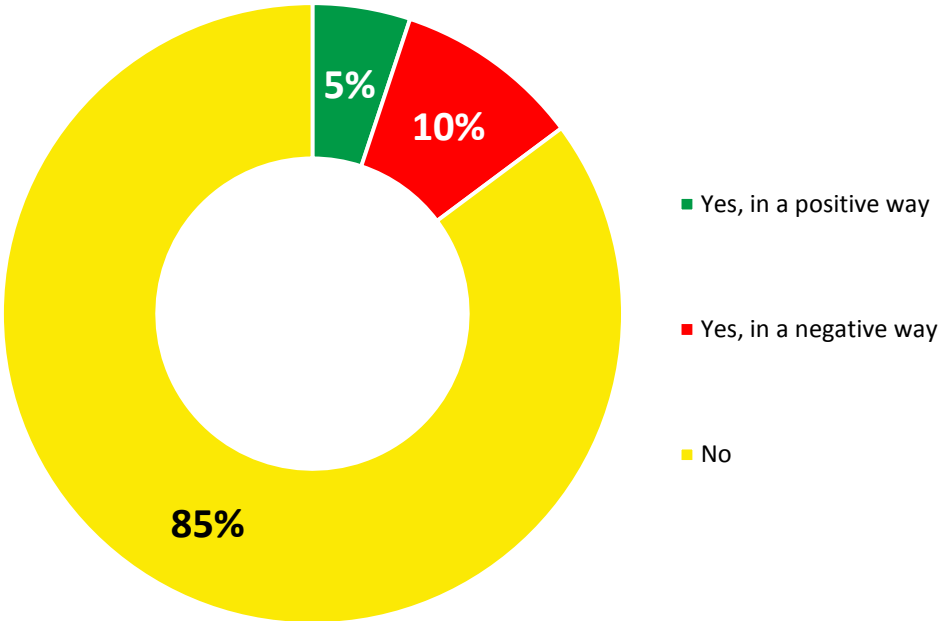
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# Factors influencing confidence

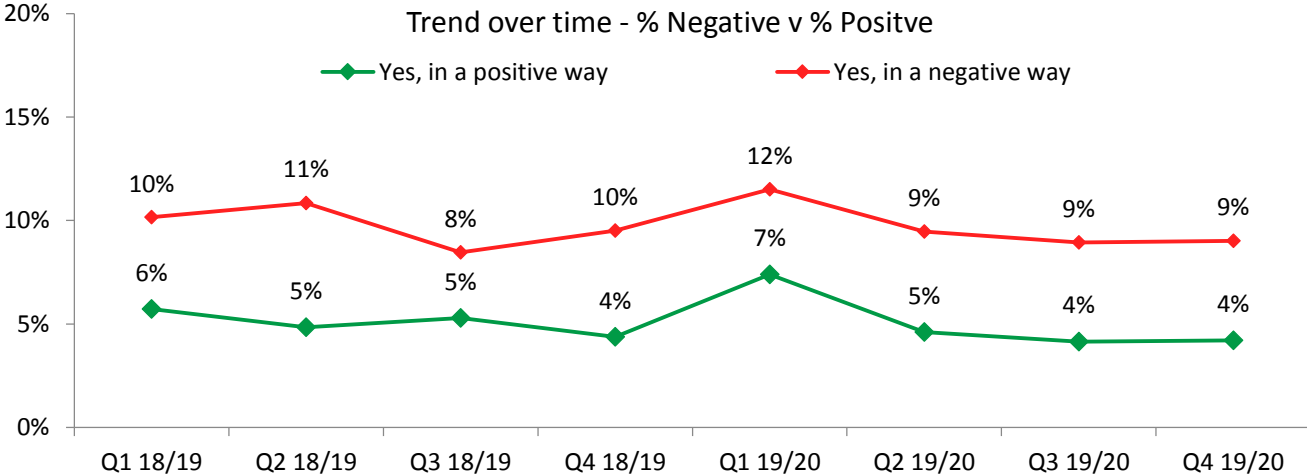
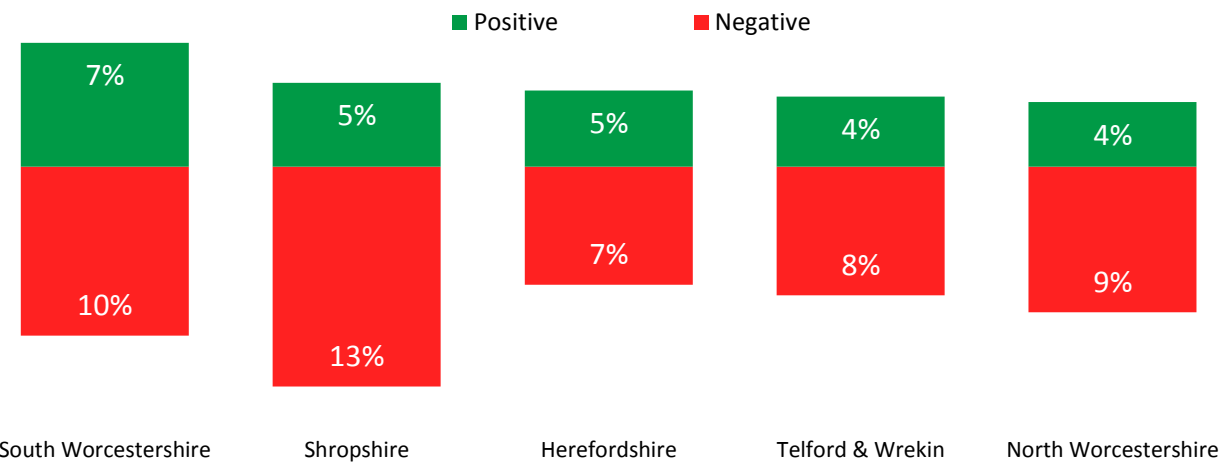
Top 10 answers



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



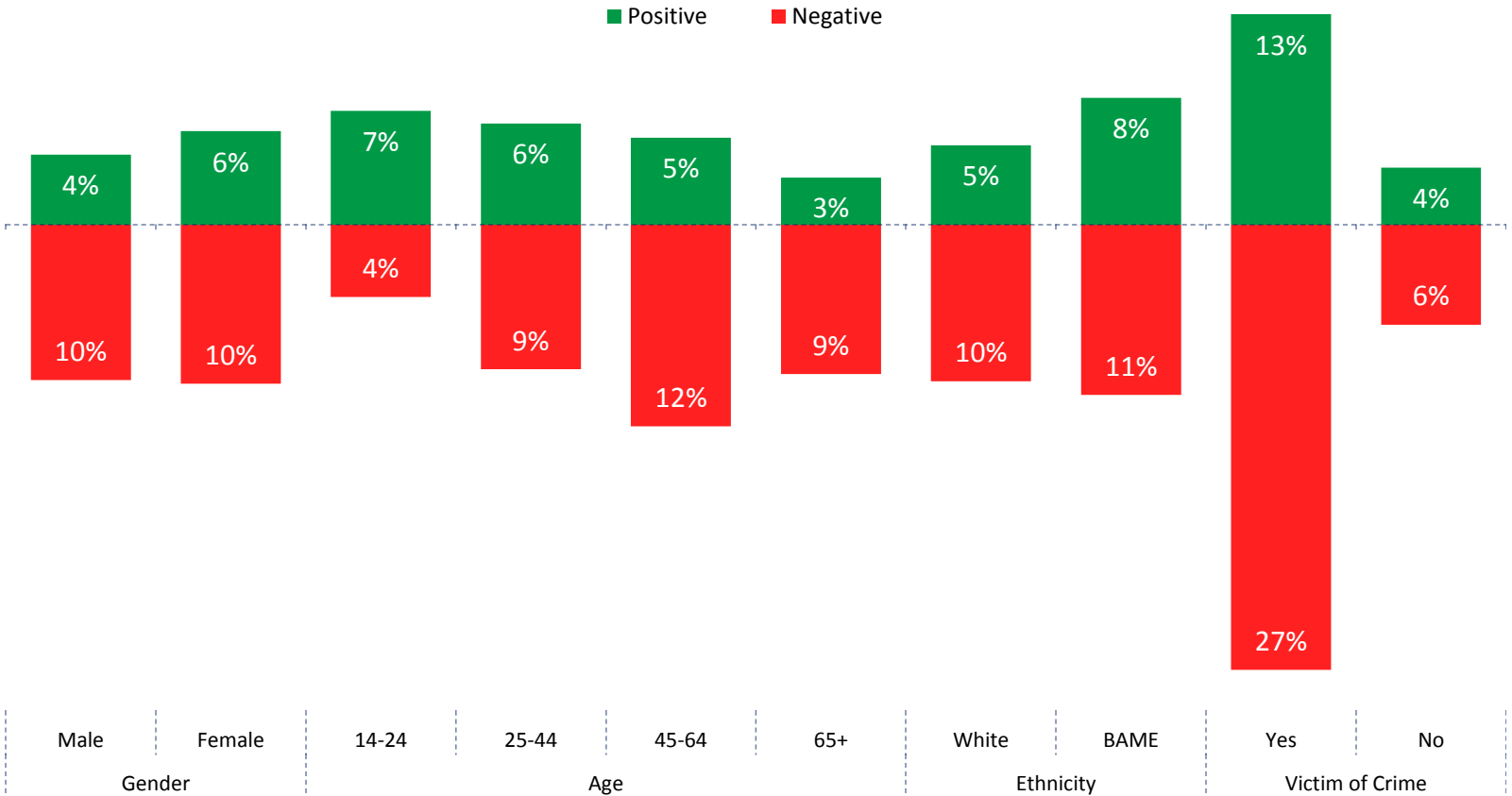
LPA Comparisons - % positive event % negative event



Q23 Has any particular event affected your confidence in the police in the last 12 months?

# 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

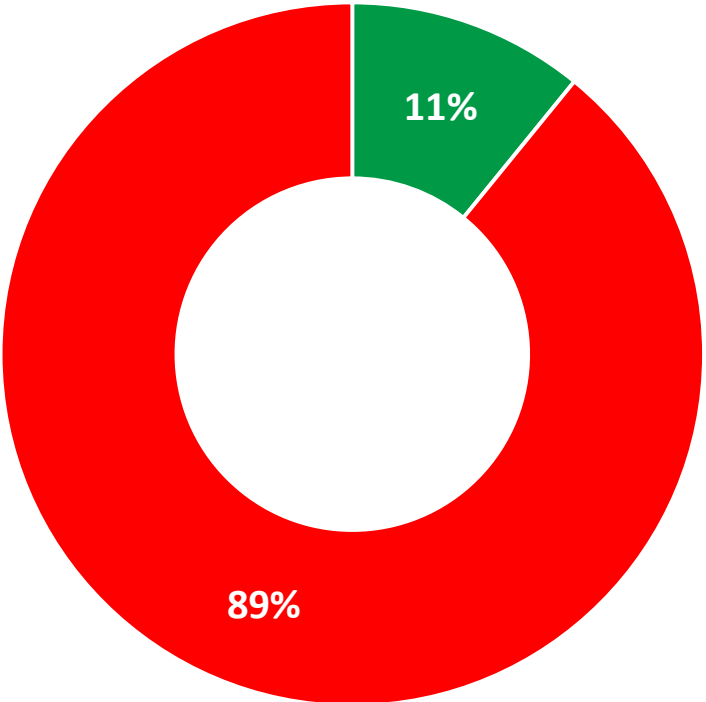
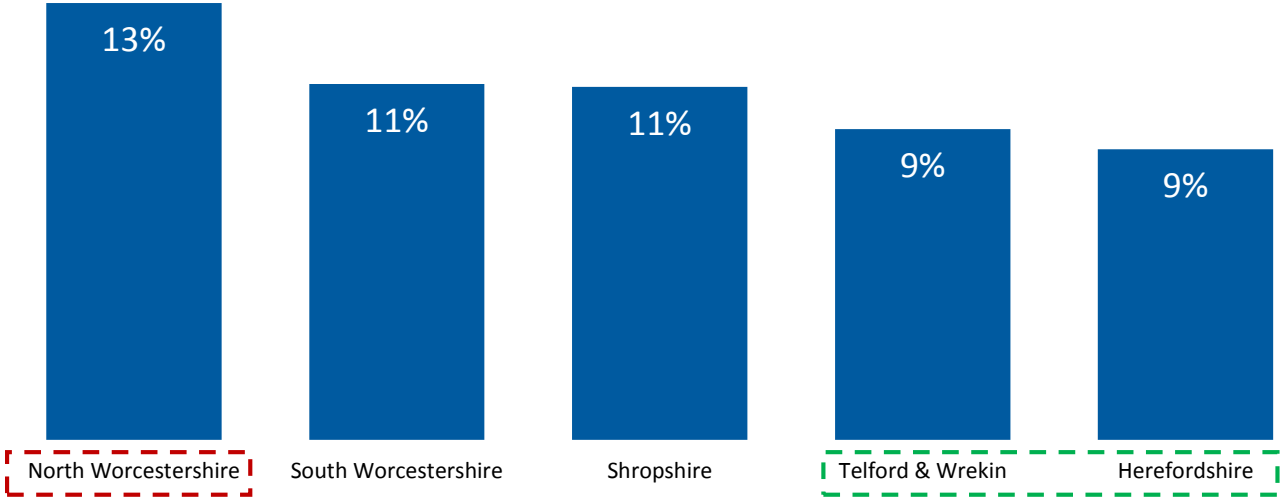
Those aged 45-64 more likely to experience an event that affected them negatively compared to other age groups

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



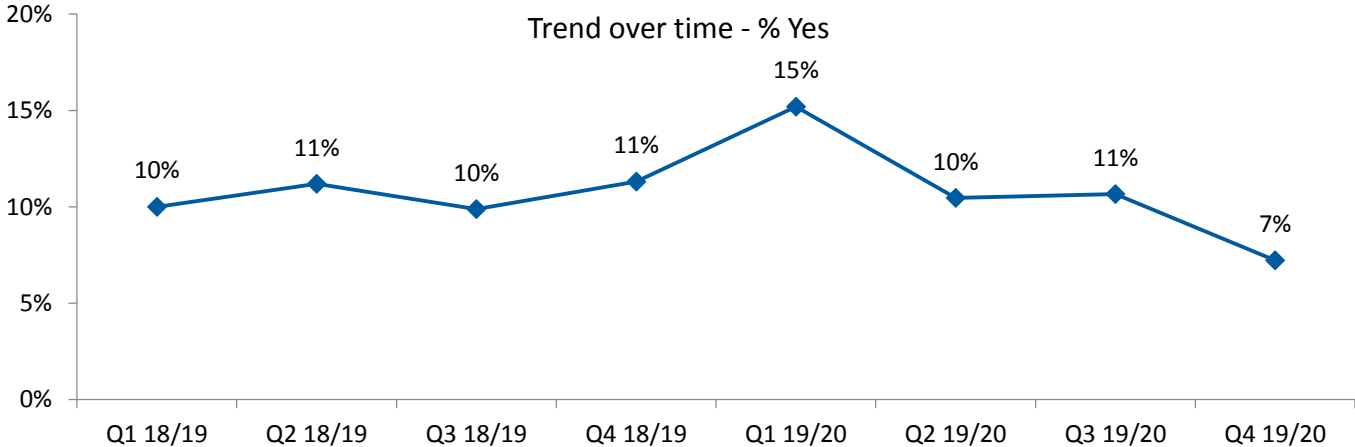
# A tenth of respondents said they are aware of the Police and Crime Commissioner

LPA Comparisons - % aware of PCC



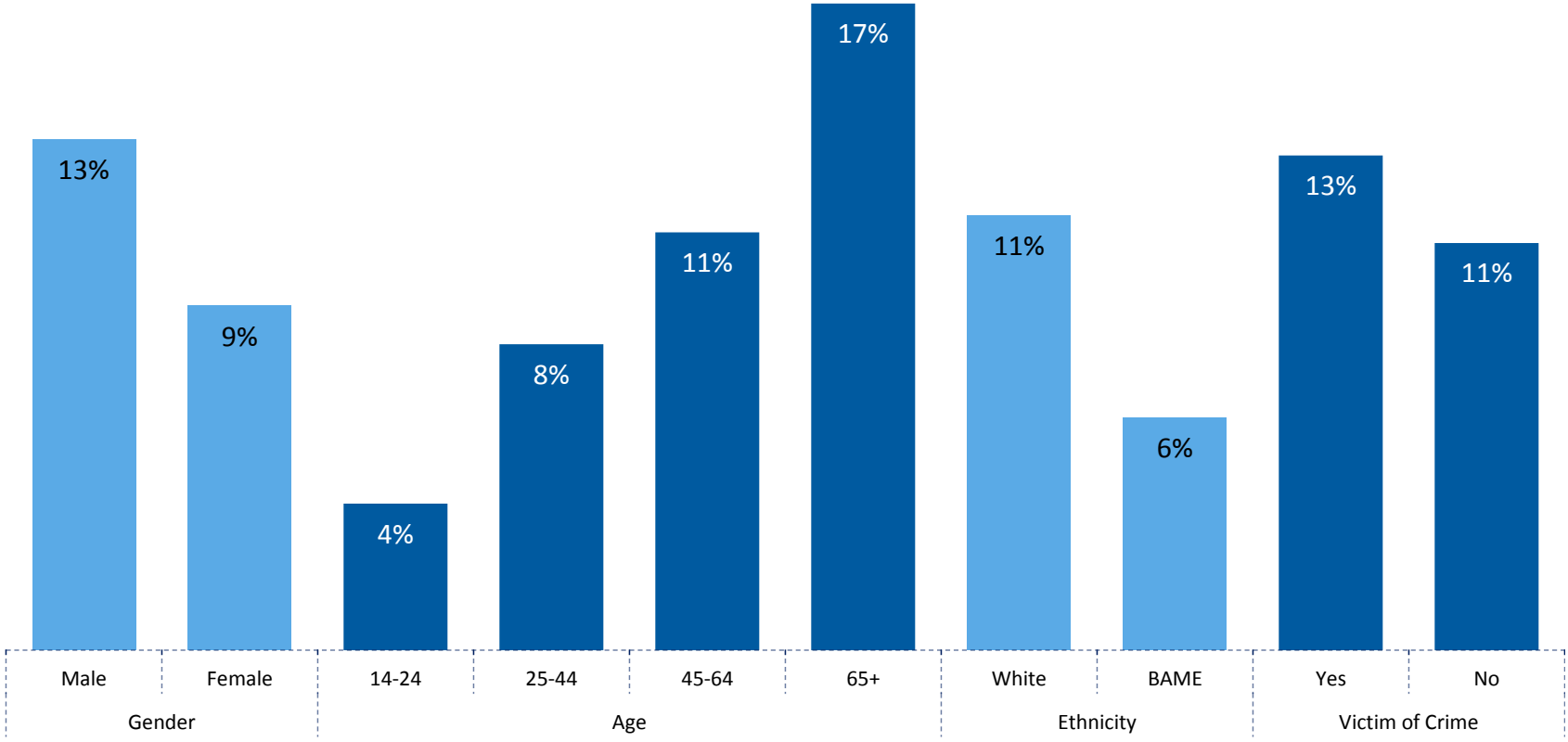
■ Yes  
■ No

Trend over time - % Yes



# A tenth of respondents said they are aware of the Police and Crime Commissioner

Demographic Comparisons - % aware of PCC



### Key Insights

4% decrease in awareness compared to the previous quarter - now at the lowest level since tracking began

Higher awareness found in North Worcestershire; least awareness in Herefordshire and Telford & Wrekin

Males more aware of the PCC compared to females

The older the respondent the more likely they were to be aware of the PCC

BAME respondents less aware of the PCC compared to White respondents

Perceptions surveys typically record awareness of 8-15% based on previous research conducted by SMSR.



**SMSR**  
**RESEARCH**

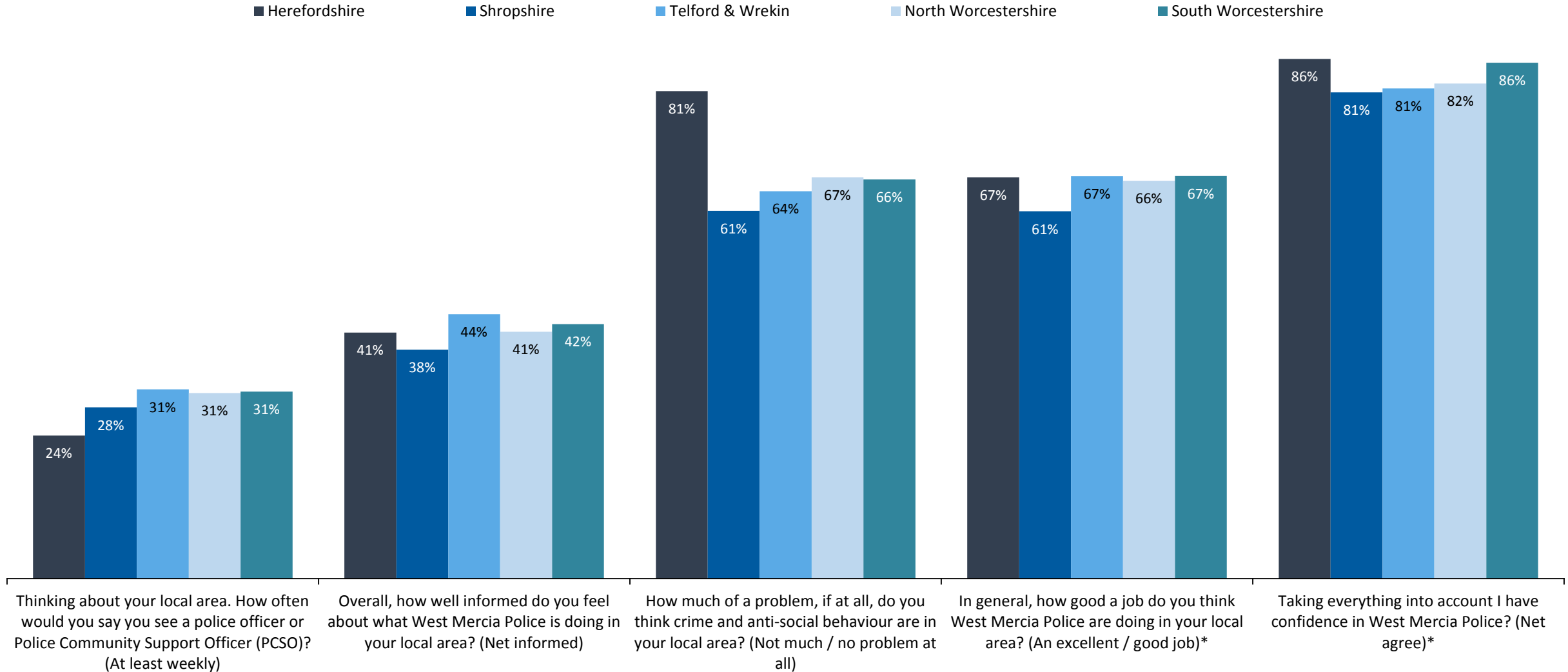


# Section Seven

## LPA & Victim Comparisons



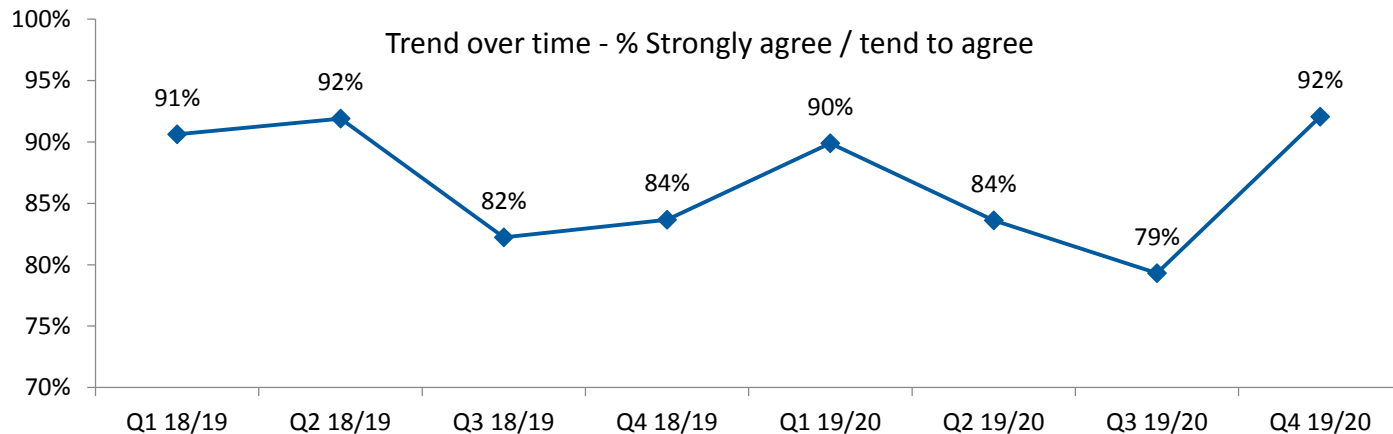
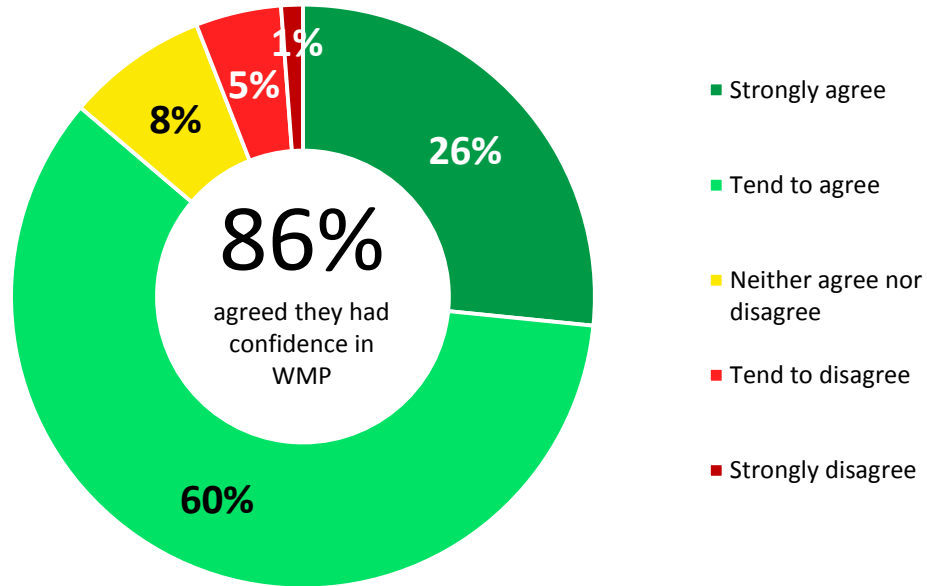
# LPA Key Question Overview



\*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 (24%)

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

**Least** likely to feel crime and ASB was a problem in their area (18%)

**Least** likely have said there is now more crime and ASB in their area (13%)

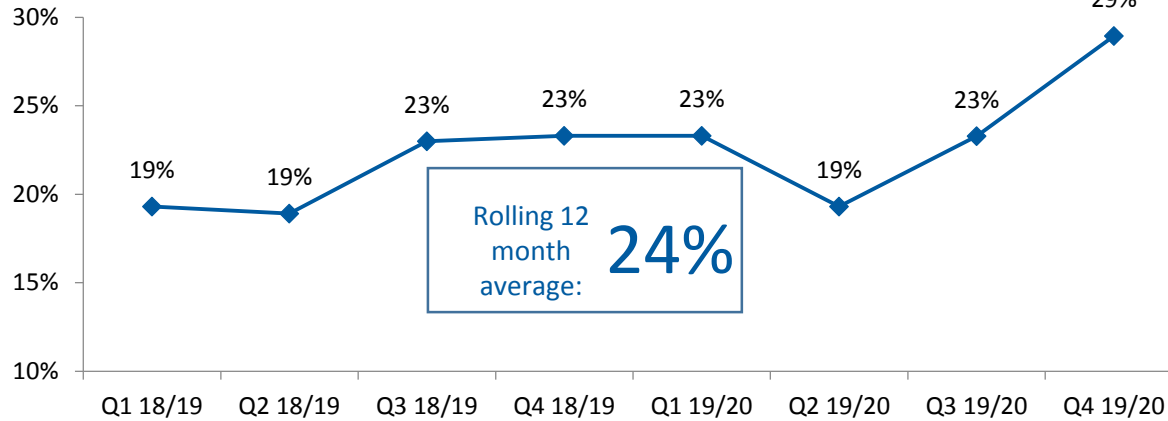
**Most** likely to have said the police were doing either an excellent or good job (67% - joint South Worcestershire and Telford & Wrekin)

**Most** likely to have confidence in WMP (86% - joint with South Worcestershire)

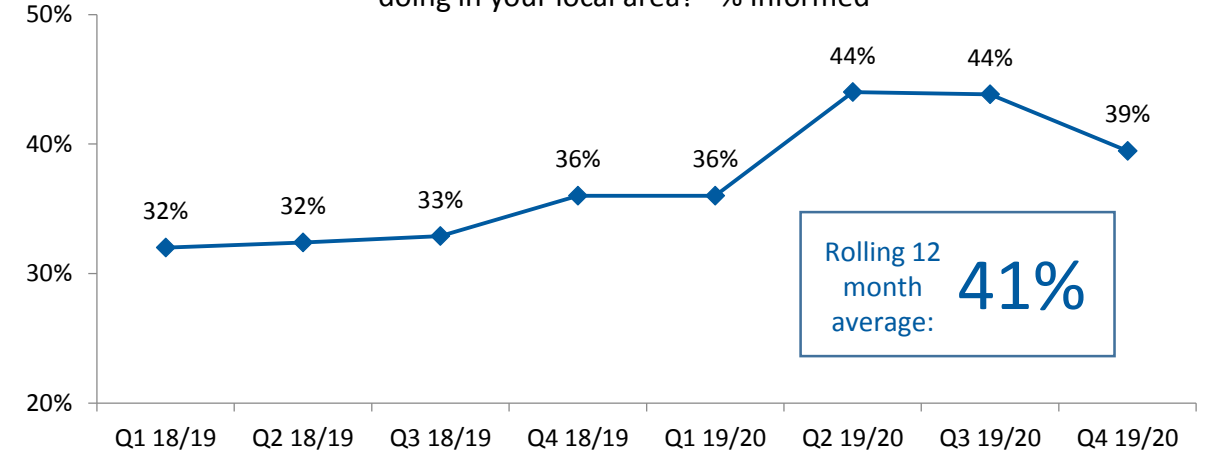
**Least** aware of the PCC (9% - joint with Telford & Wrekin)

# LPA Key Findings - Herefordshire

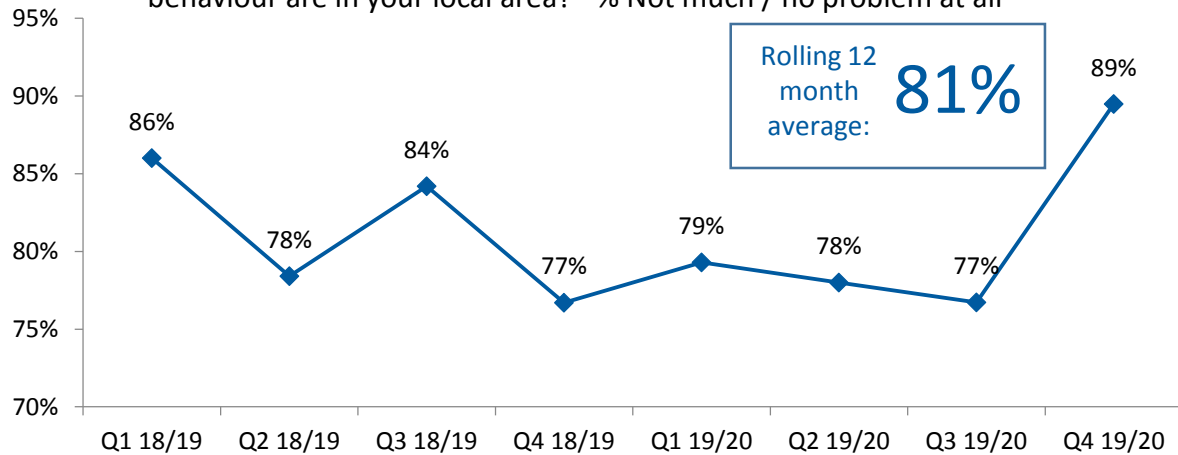
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



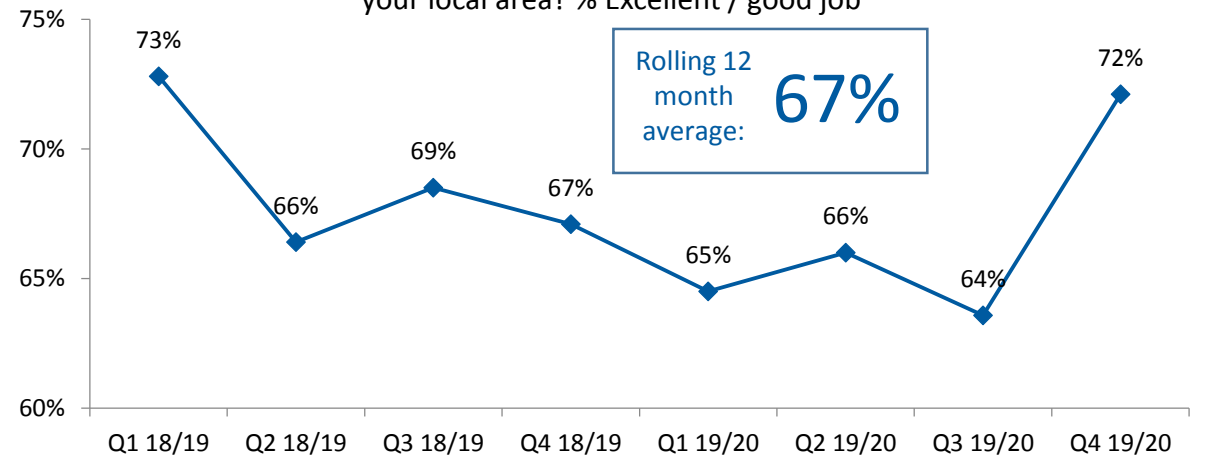
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



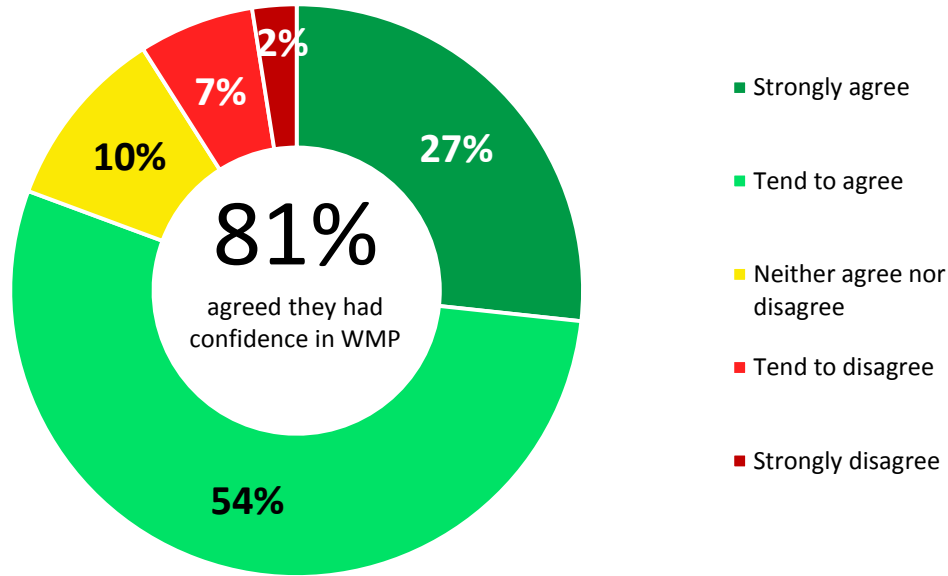
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



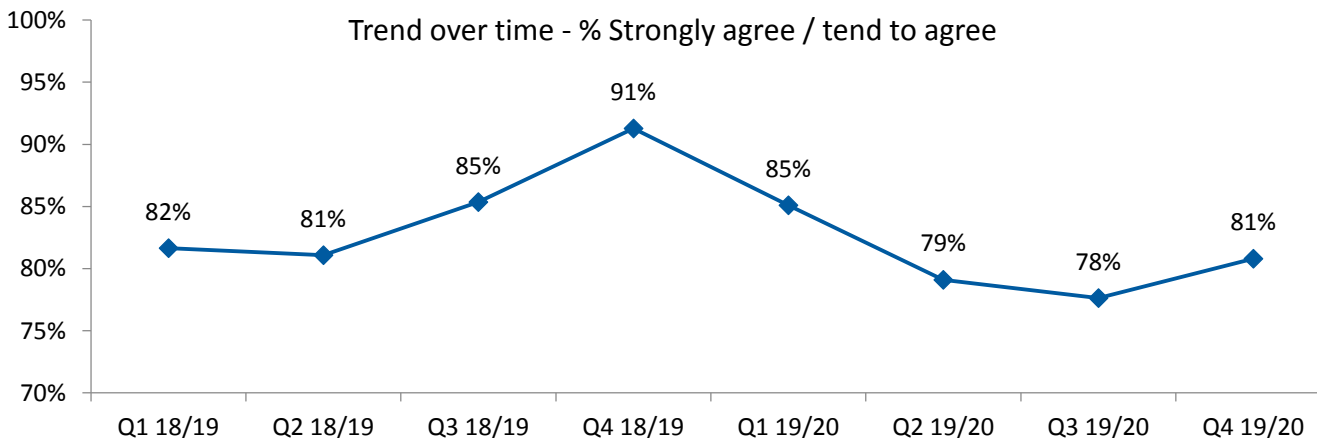
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Shropshire

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



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** satisfied with the levels of policing in their local area (50%)

**Least** confident they could access the police services in an emergency (72%)

**Least** confident they could access the police services in a non-emergency (55%)

**Least** likely to feel informed about what WMP are doing (38%)

**Least** likely to have said WMP understands the issues that affect their community (63%)

**Most** likely to feel crime and ASB was a problem in their area (37%)

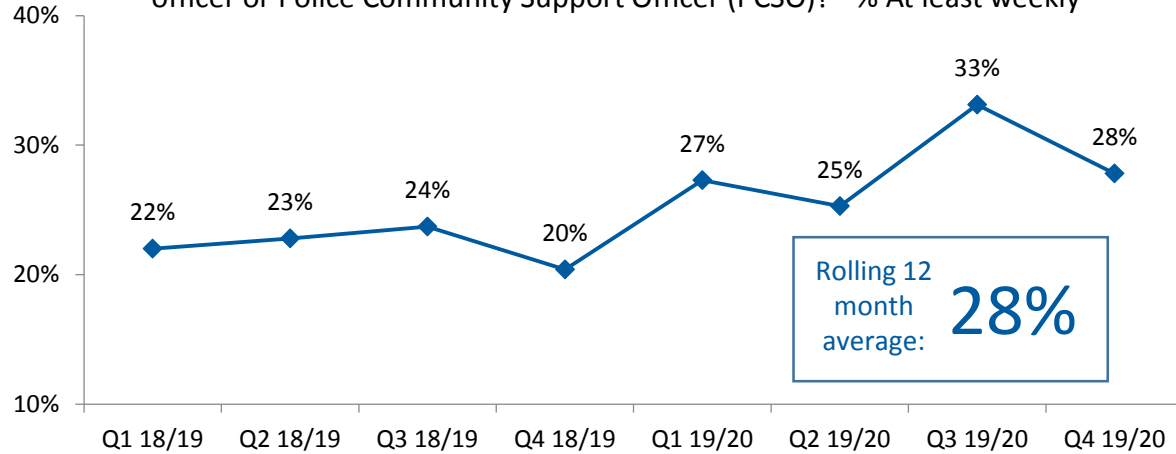
**Least** confident they would receive a good service from WMP (79%)

**Least** likely to have said the police in their area are doing an excellent or a good job (61%)

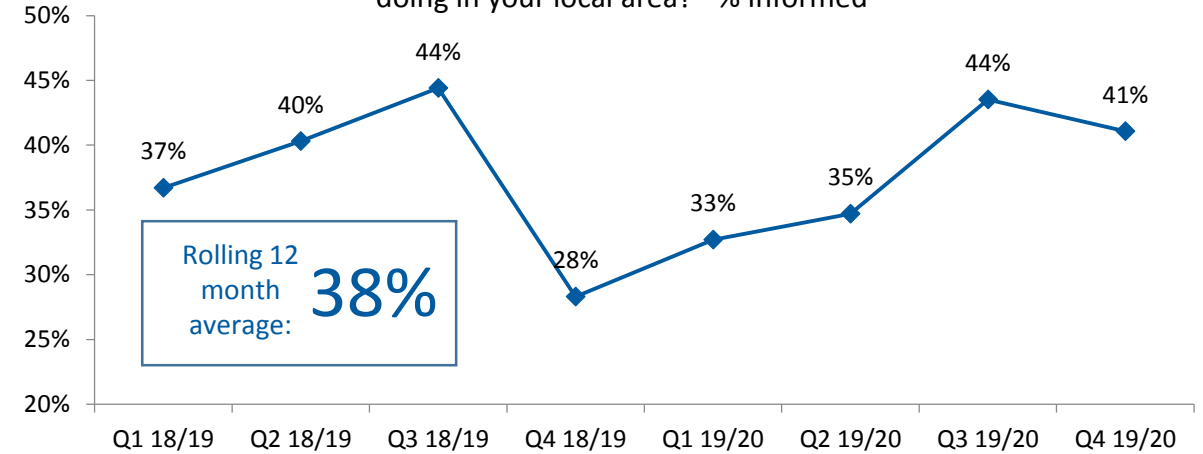
**Least** likely to say they have confidence in WMP (81%)

# LPA Key Findings - Shropshire

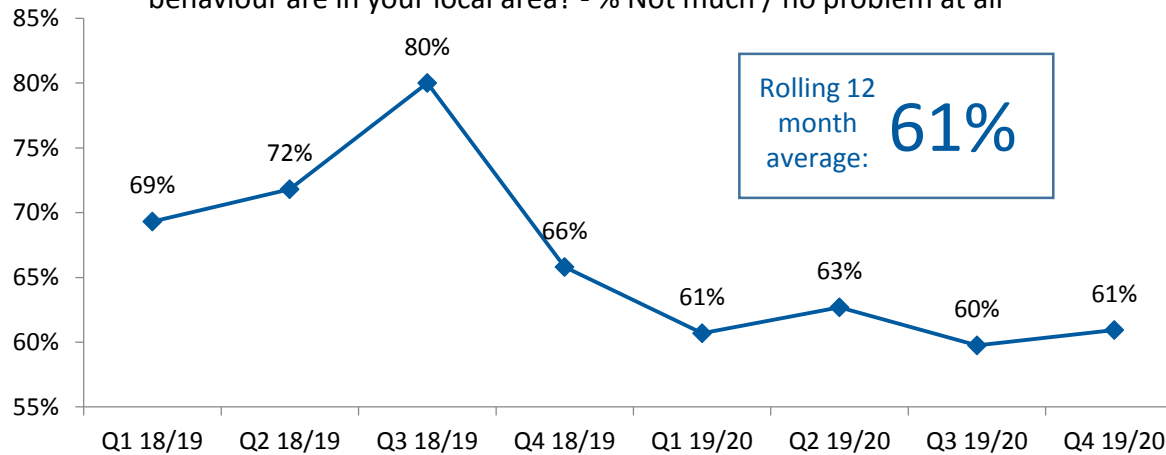
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



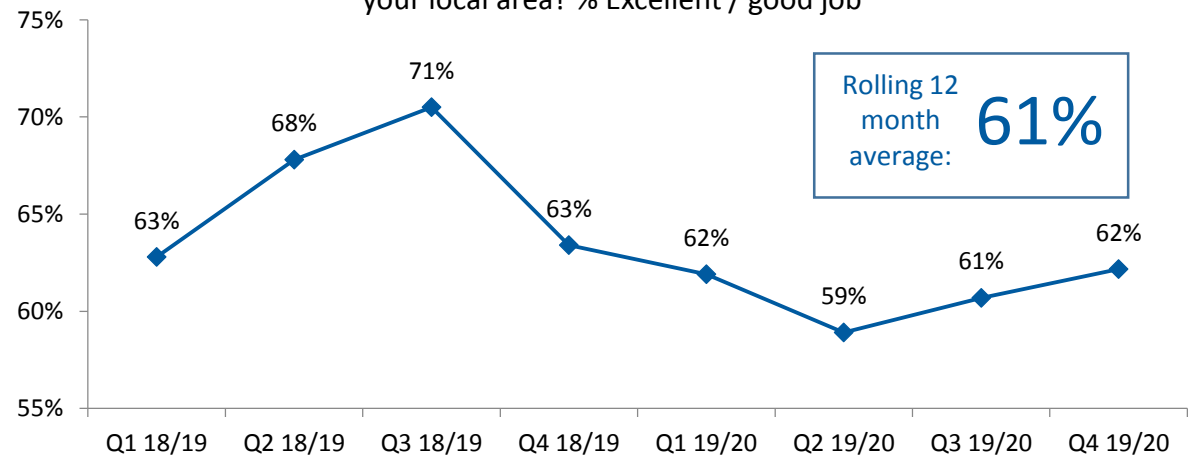
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



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

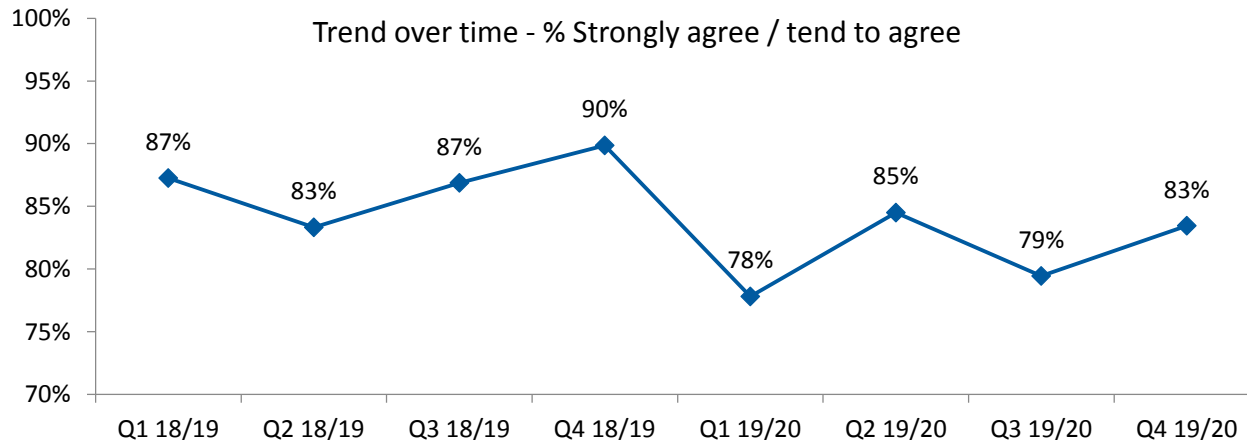
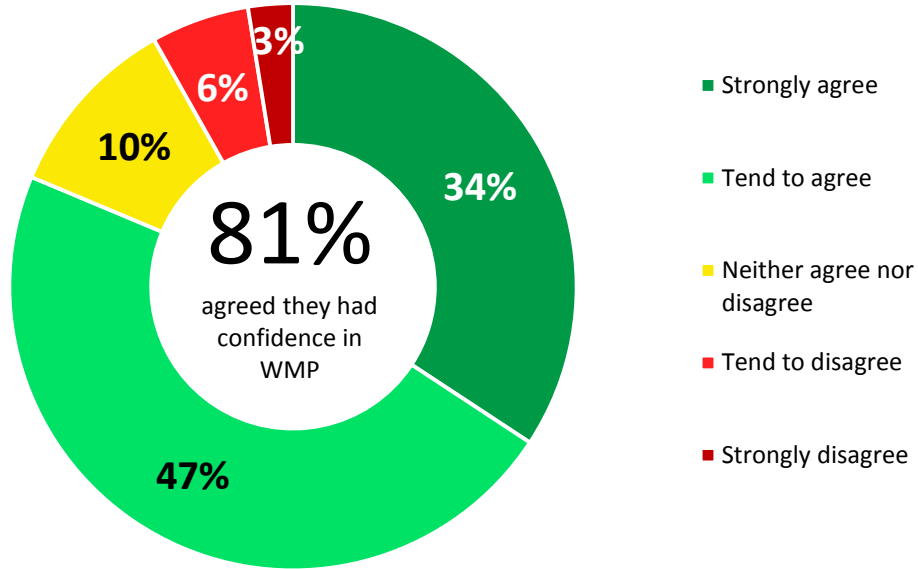


\*Don't know option has been excluded from calculation to make question comparable to CSEW



# LPA Key Findings - Telford & Wrekin

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



## Key Findings Compared With Other NPTs

**Most** likely to see and officer or PCSO at least weekly (31% - joint with South Worcestershire and North Worcestershire)

**Most** satisfied with the level of policing in their local area (57%)

**Most** likely to have spoken to an officer or a PCSO from their local policing team in the past 12 months (27% - joint with South Worcestershire)

**Most** informed about what WMP are doing (44%)

**Most** likely to have said WMP use their stop and search powers fairly and respectfully (69%)

**Most** likely to feel the police are doing a good or excellent job (67% - joint with South Worcestershire and Herefordshire)

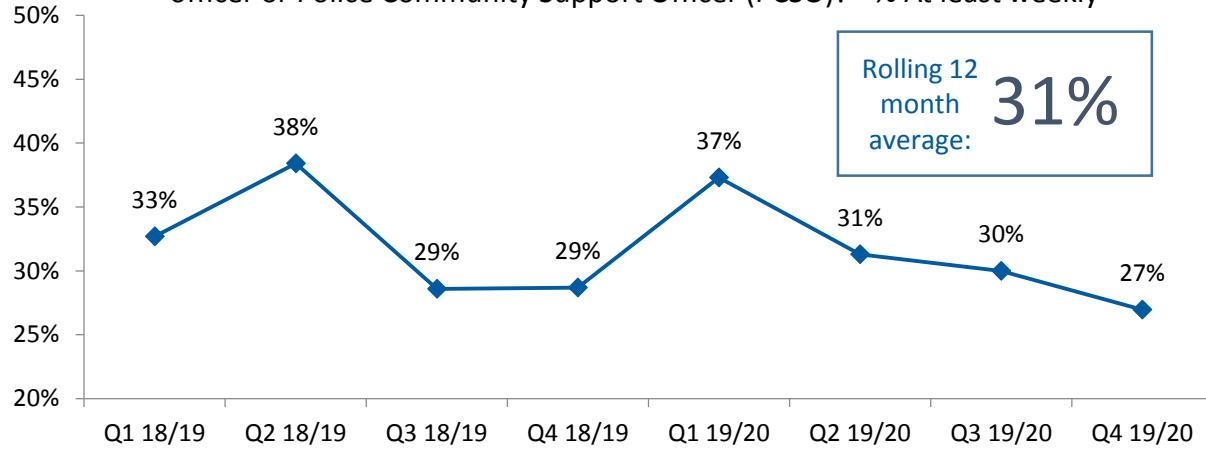
**Least** likely to have confidence in WMP (81% - joint with Shropshire)

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

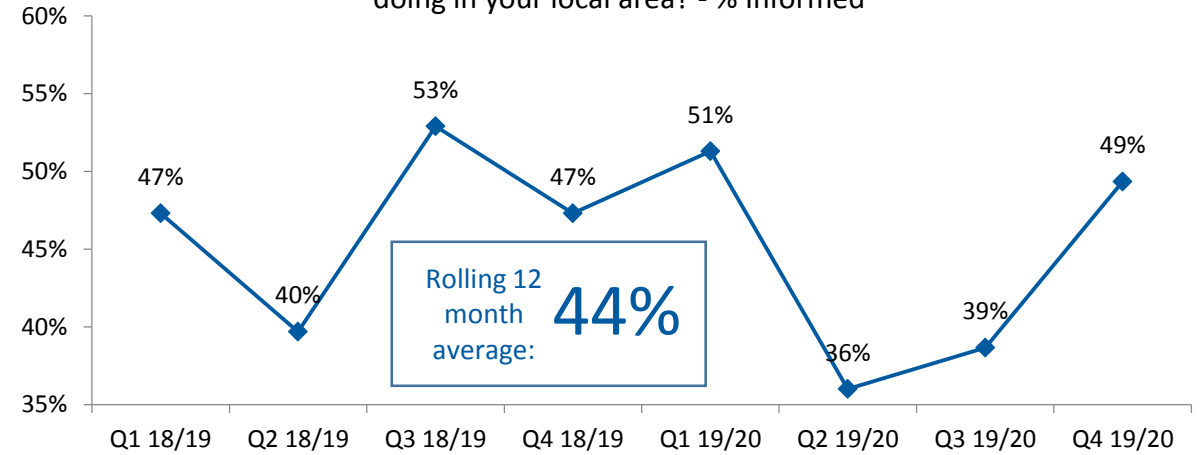
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Telford & Wrekin

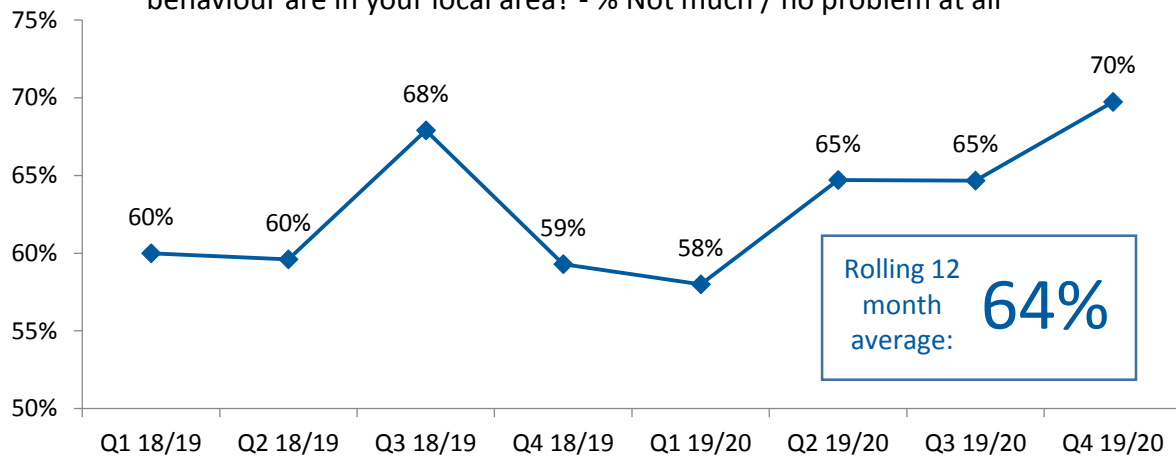
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



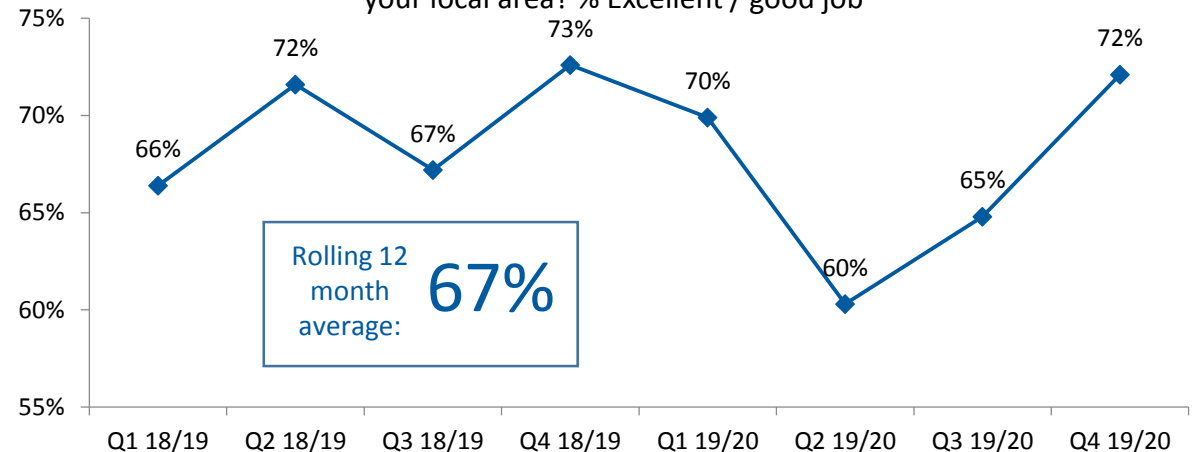
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



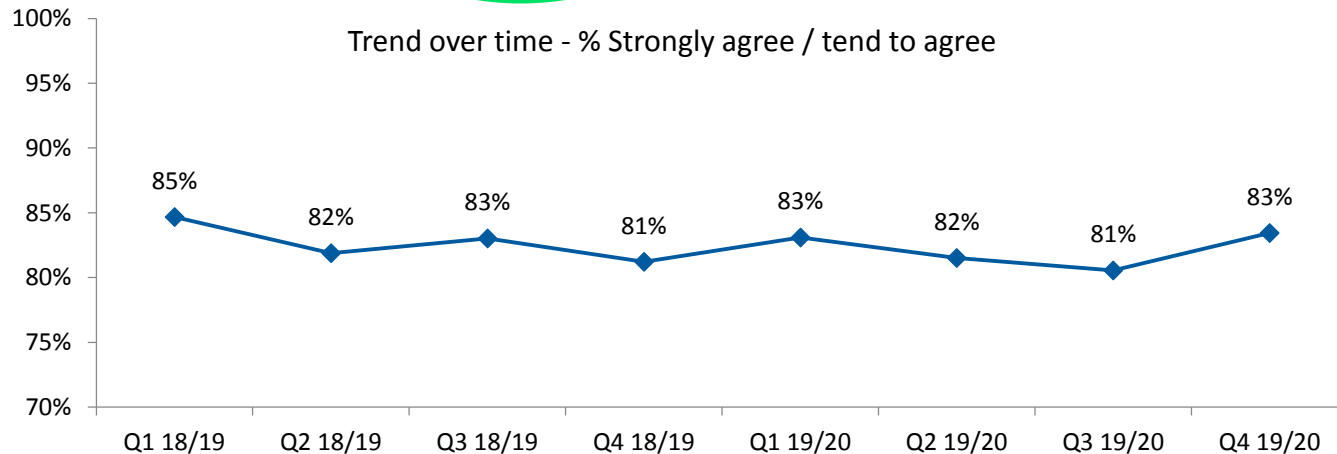
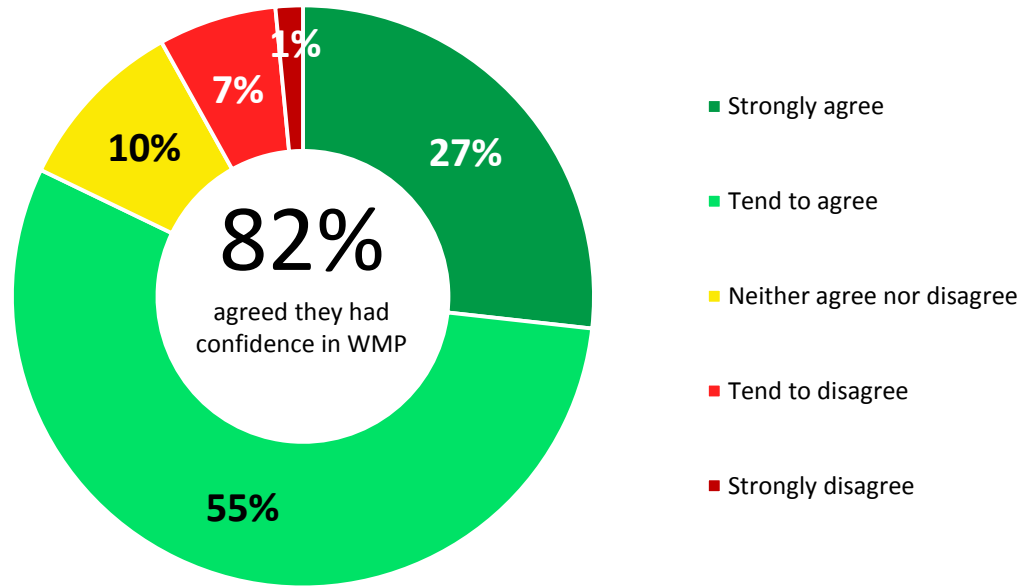
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



\*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?



\*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 (83% - joint with Telford & Wrekin and South Worcestershire)

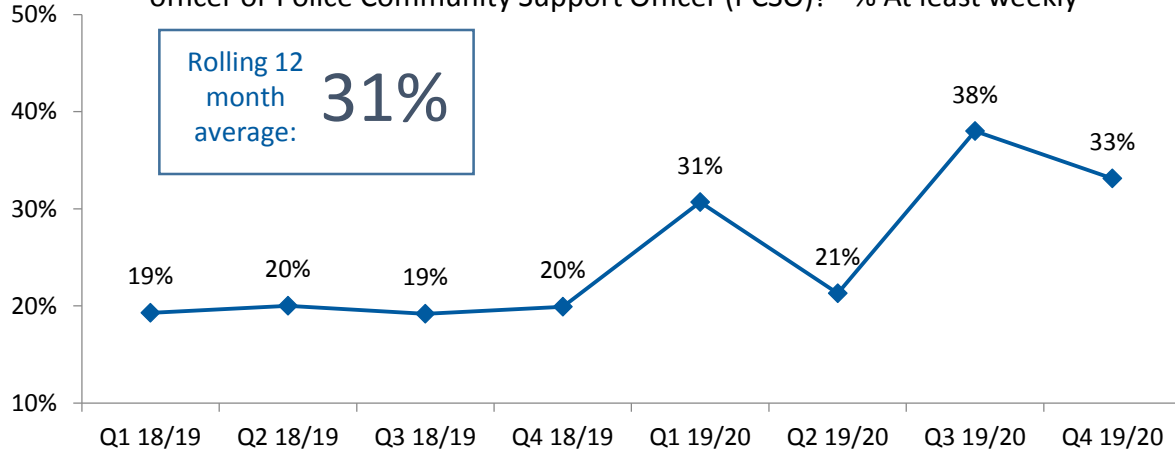
**Most** likely to feel there has been a decrease in levels of policing (18%), but also **most** likely to have said their had been an increase in levels of policing (10% - joint with Telford and Wrekin)

**Most** likely to agree that WMP understands the issues in their area (71% - joint with South Worcestershire)

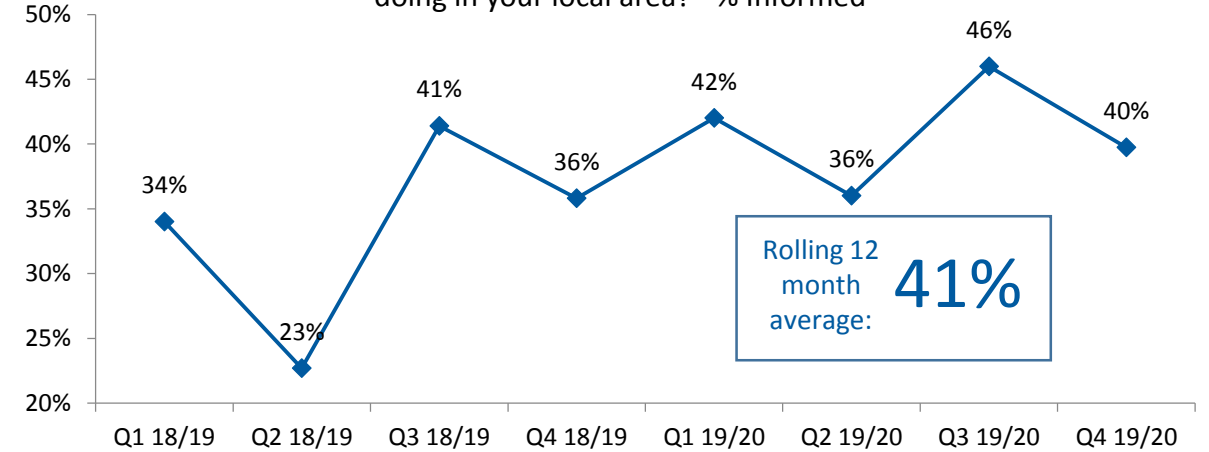
**Most** aware of who the Police and Crime Commissioner was (13%)

# LPA Key Findings - North Worcestershire

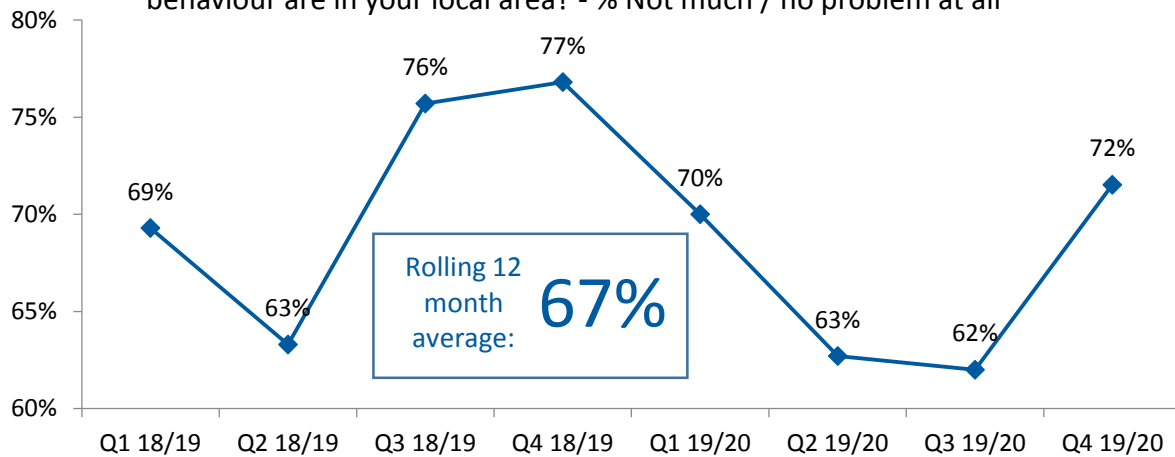
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



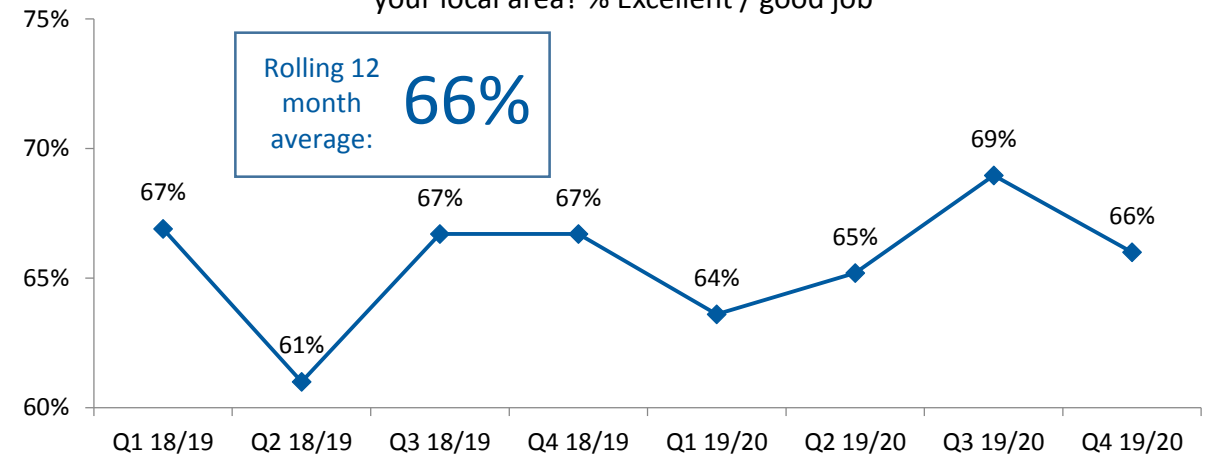
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



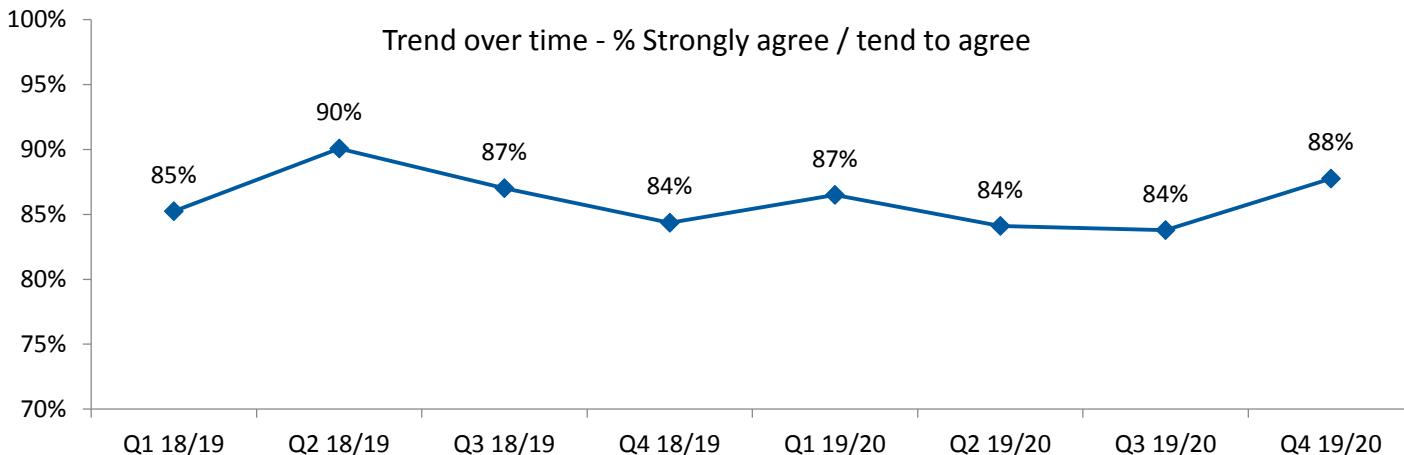
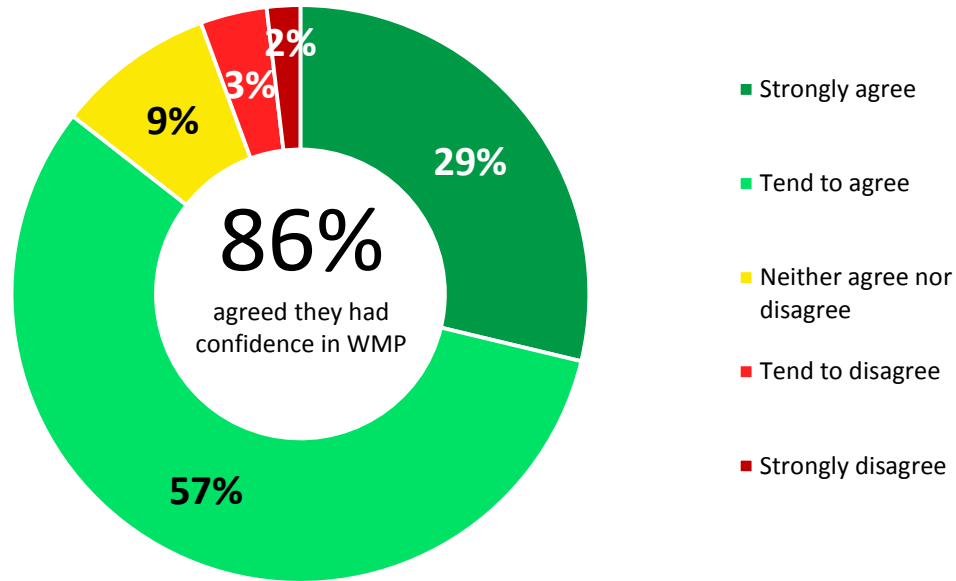
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



\*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 see and officer or PCSO at least weekly (31% - joint with Telford & Wrekin and North Worcestershire)

**Most** confident they could access the police in a both an emergency (83%) and a non-emergency (68%)

**Most** likely to have been a victim or a witness to a crime in the past 12 months (20%)

**Most** likely to feel WMP understands the issues in the their community (71% - joint with North Worcestershire)

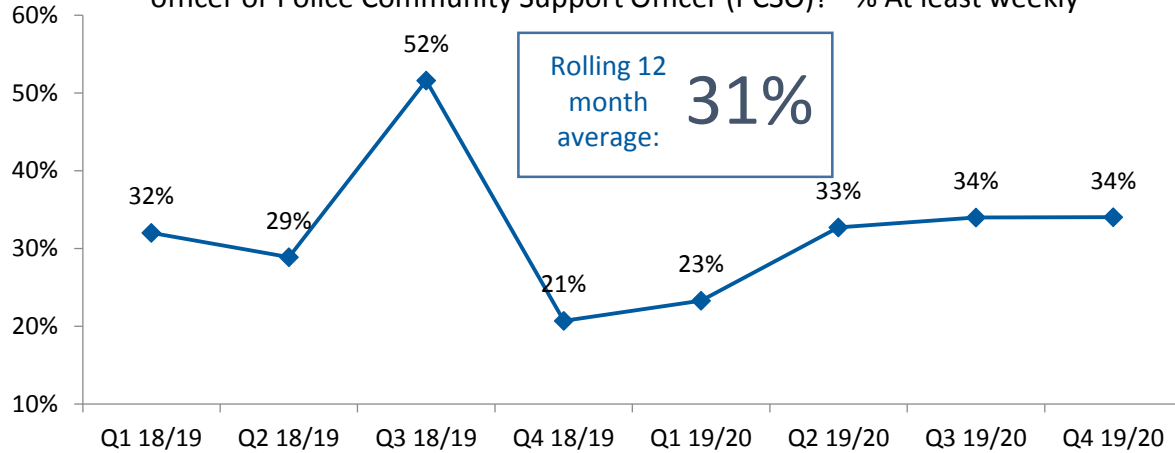
**Most** confident they would receive a good service from WMP if they were to report a crime or incident in the future (86%)

**Most** likely to feel WMP were doing either an excellent or a good job (67% - joint with Telford & Wrekin and Herefordshire)

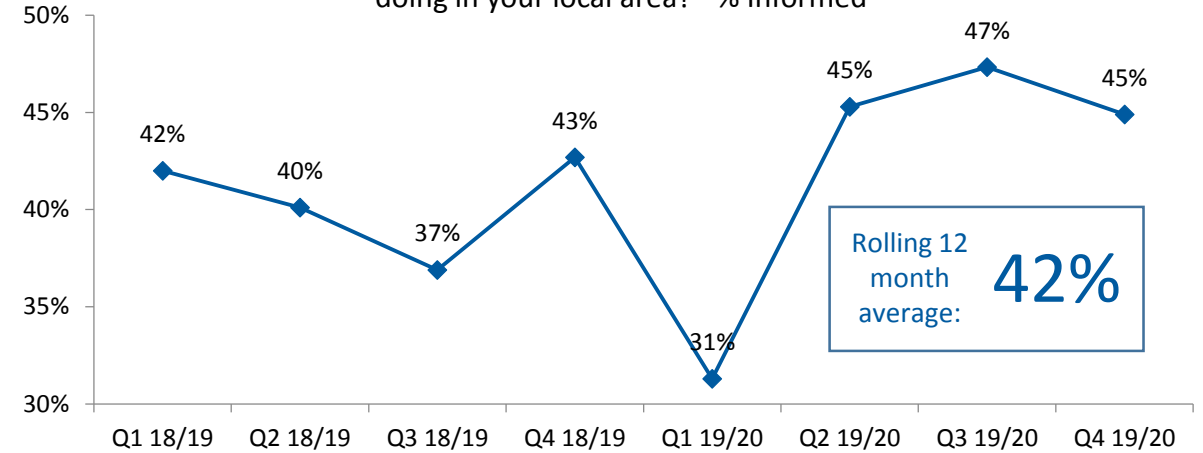
**Most** likely to have confidence in WMP (86% - joint with Herefordshire)

# LPA Key Findings - South Worcestershire

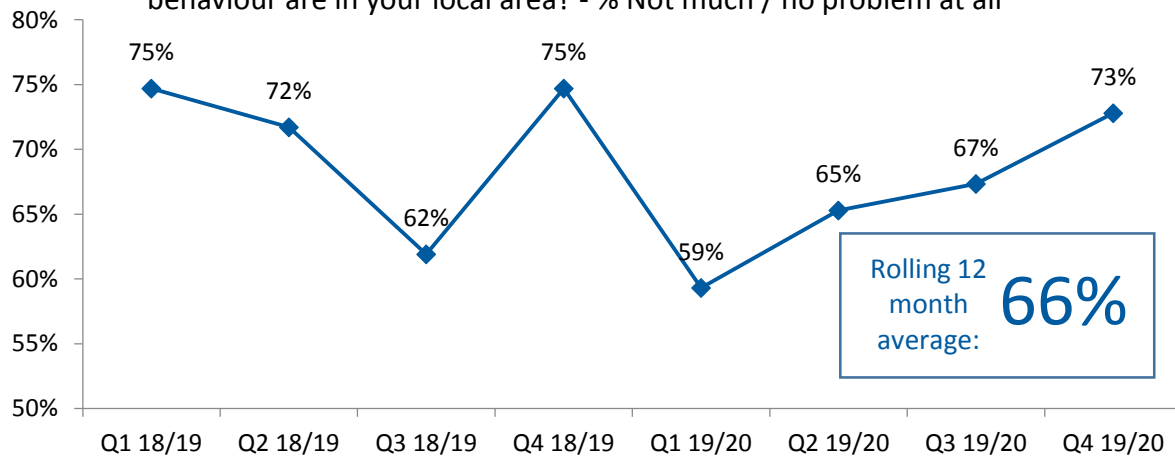
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



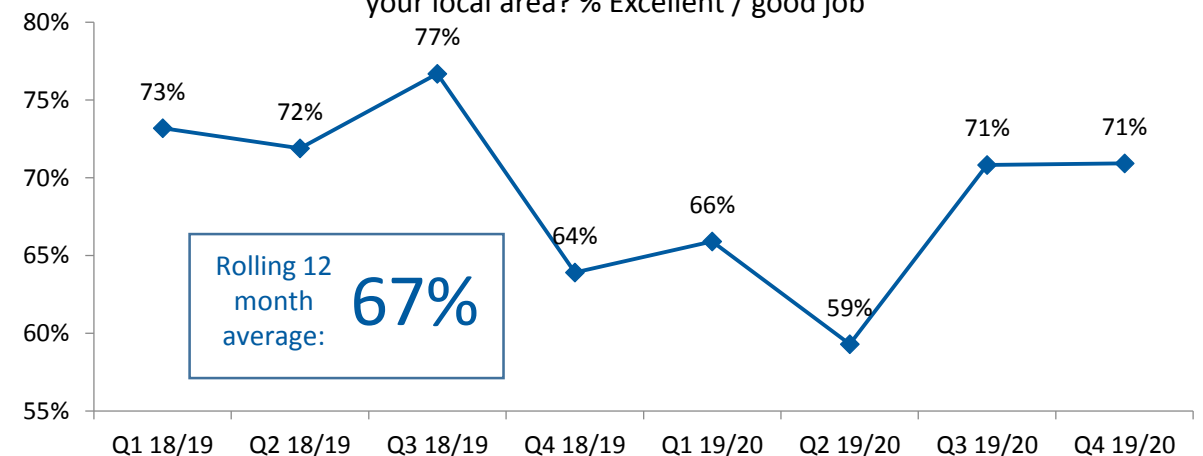
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

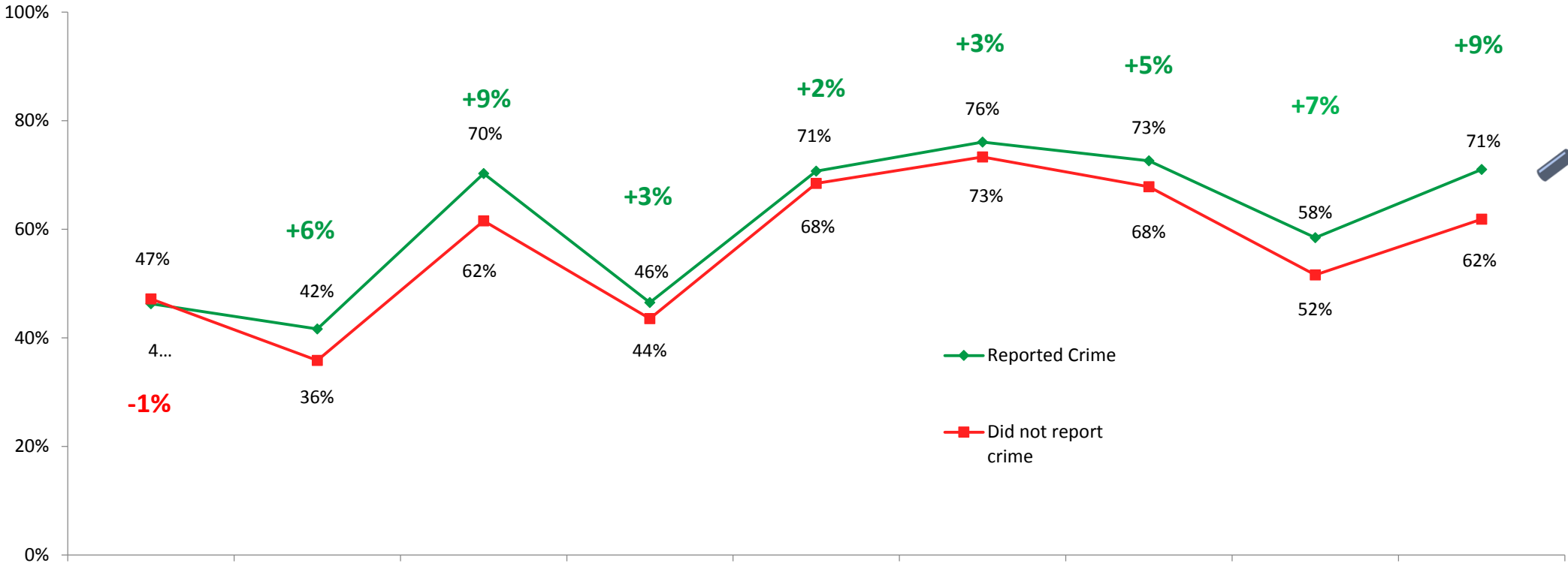


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

# Victim of Crime Comparisons



## Key Insights

Those that reported the crime to the police tended to be more positive than those that did not report the crime to the police

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