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Public Views and Perceptions of Policing in West Mercia

2020/21 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 (July 19 – June 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 (84%) 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 (84%).
- Two-thirds (67%) felt that West Mercia Police were doing a good or excellent job.

Visibility

- Just under a third (31%) of residents report that they see an officer or PCSO at least once a week with over half (58%) satisfied with the levels of policing in their local area.
- Seven-tenths (72%) said that there had been no change in the level of policing; around a tenth (13%) believed there had been a decrease and slightly less (10%) thought there had been an increase.
- Just under a quarter (23%) said that they had spoken to an officer or PCSO from their local policing team.

Interaction / Access

- Over four-fifths (82%) were confident that they could access the police in an emergency with 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 over half (52%) said that they find out about crime and policing issues from the media, with over a third (37%) finding out through social media. Three-fifths (56%) said they do not feel informed about what West Mercia Police is doing.

Effectiveness

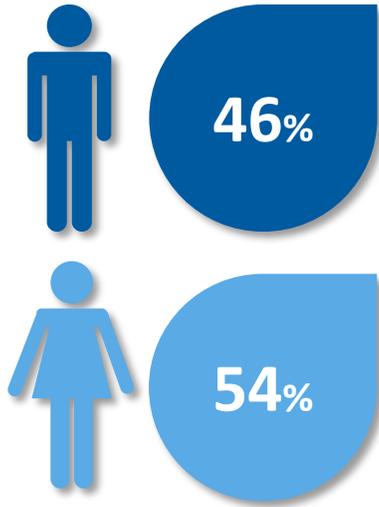
- Seven-tenths (70%) of residents felt that West Mercia Police understand the issues in their community and around three out of every ten (30%) reported that they thought that crime and ASB was a problem in their area.
- Around three-quarters (74%) thought that crime and ASB had remained the same compared to 12 months ago with less than a fifth (15%) reporting an increase. Further to this, around 8 in every 10 residents (81%) agreed that West Mercia Police are dealing with crime and ASB.

Trust / integrity

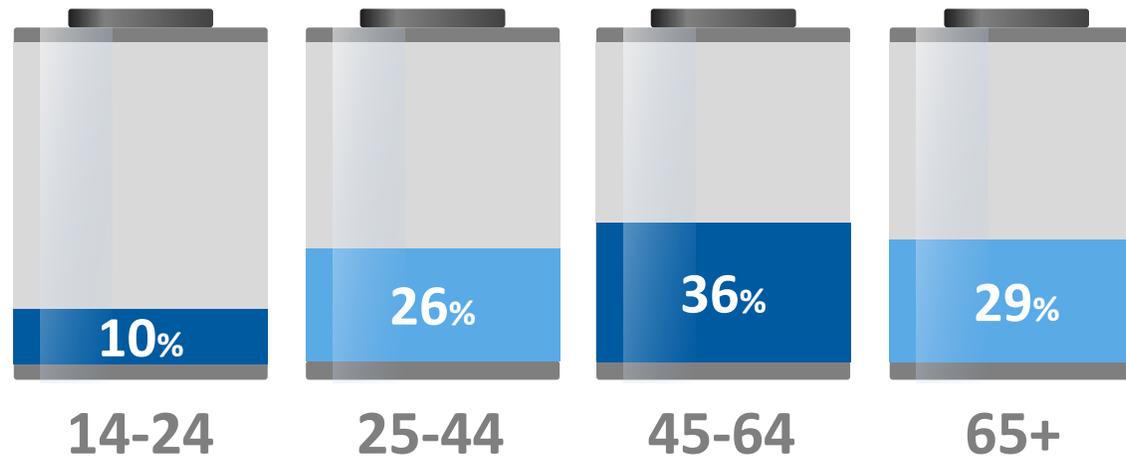
- The vast majority (94%) said that West Mercia Police have their support. Over 8 in every 10 said they trust WMP (89%), believe they treat everyone fairly regardless of who they are (88%), felt West Mercia Police act with integrity (86%) and use their powers appropriately (82%).
- Over three-fifths (66%) 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

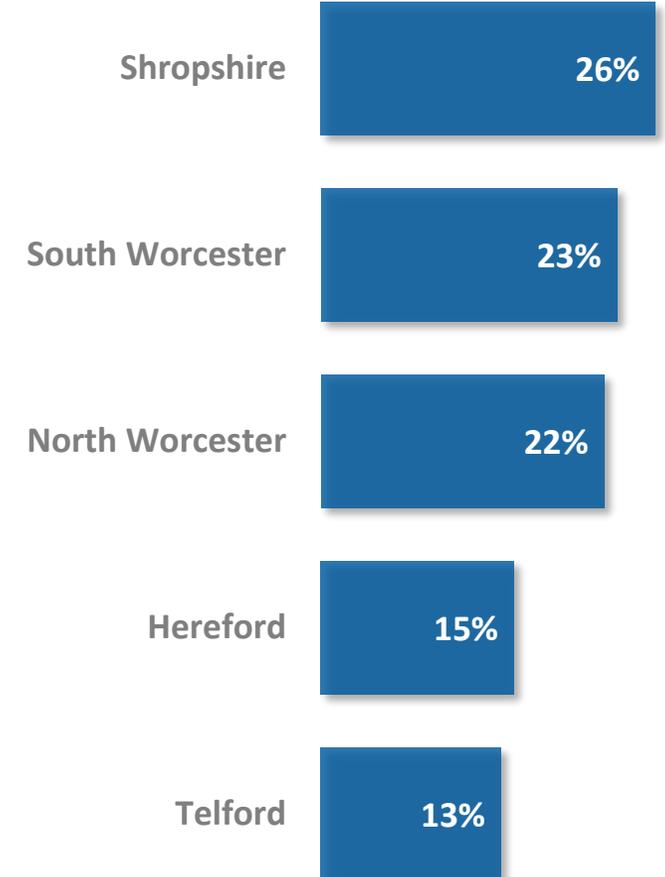
Gender



Age



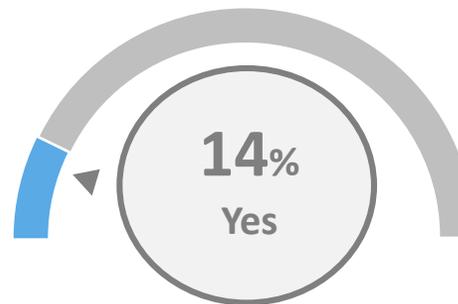
LPA



Ethnic Group



Disability





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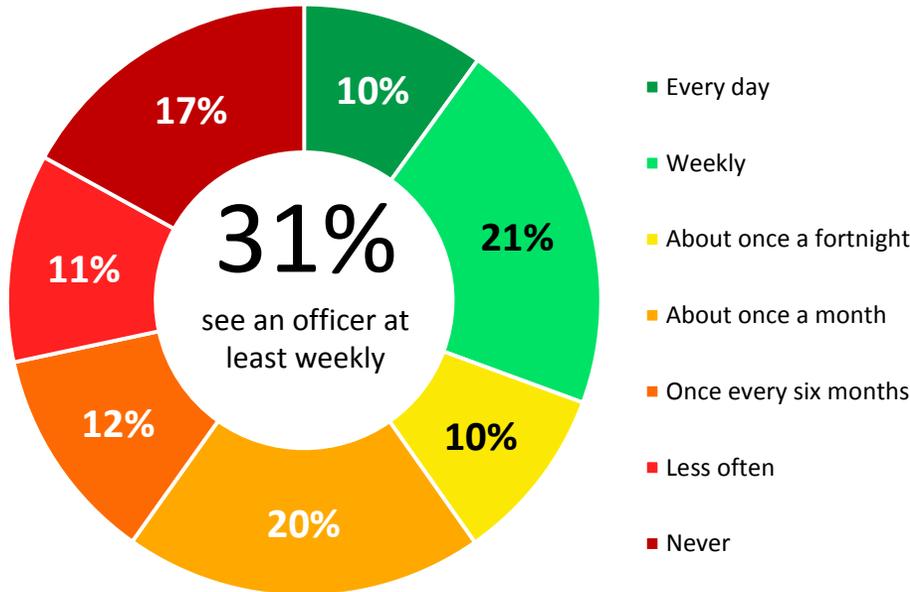
Section Two

Visibility / Presence

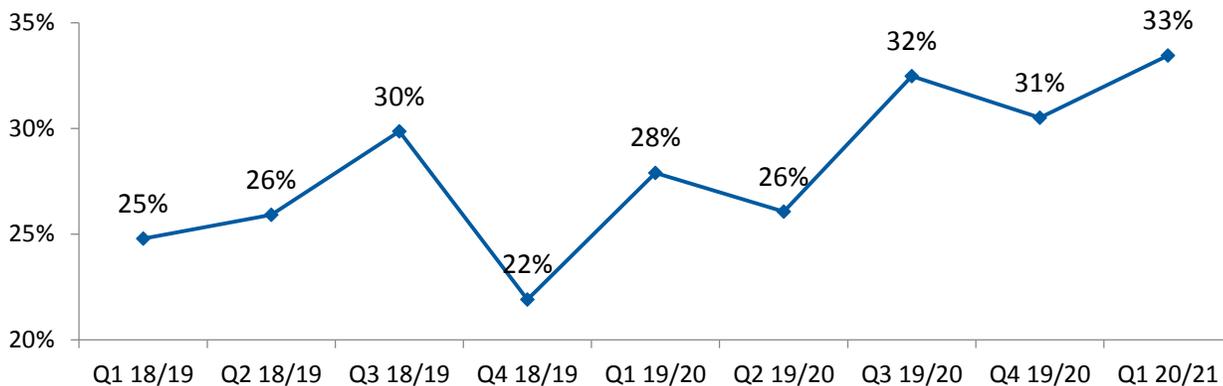


Three out of every ten see an officer or PCSO at least once a week

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



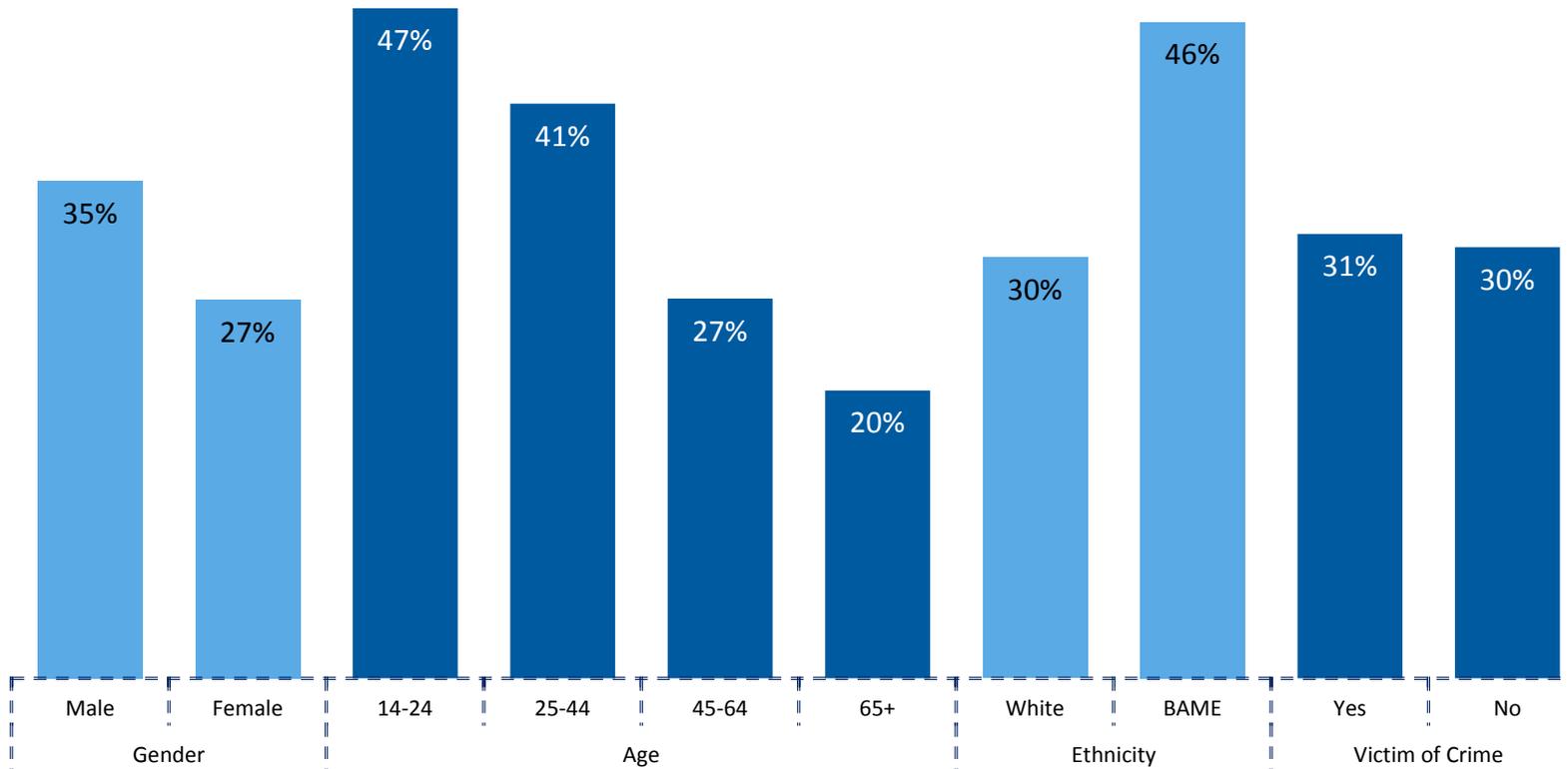
Trend over time - % At least weekly



Q1 Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)?

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

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

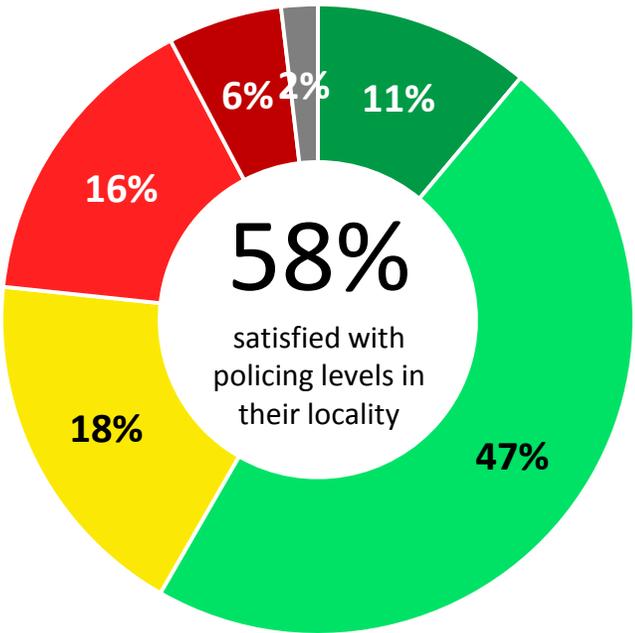
Visibility now at the highest level since tracking began

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

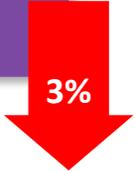
BAME respondents considerably more likely to see an officer or PCSO at least weekly than white respondents

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

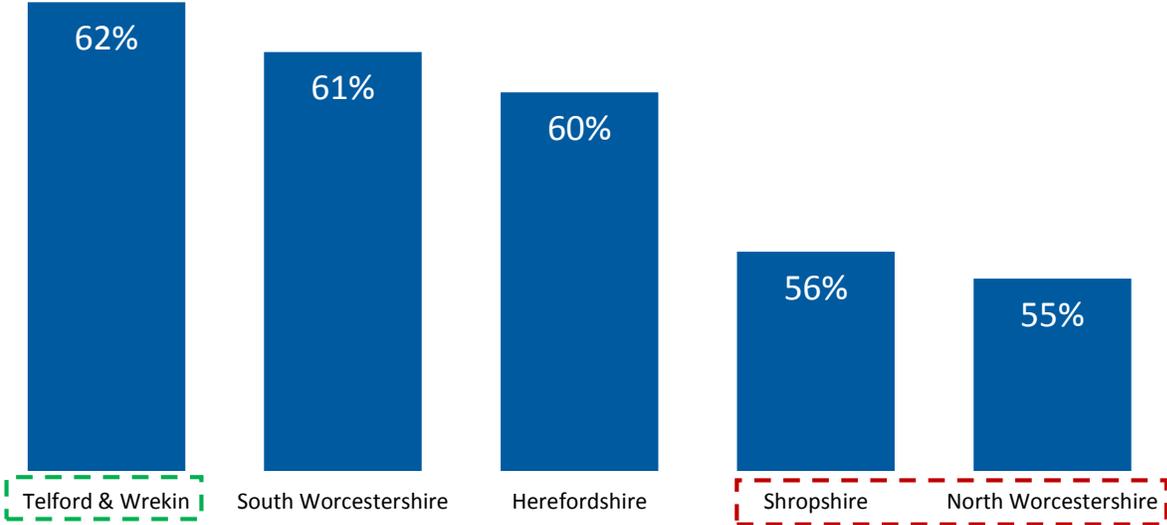


61%
PPPEW – Net Satisfied

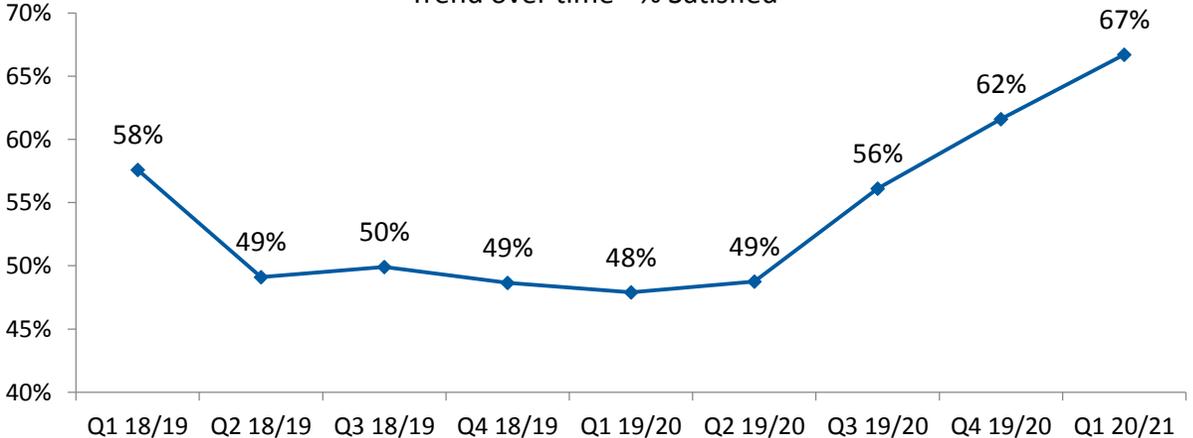


- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied

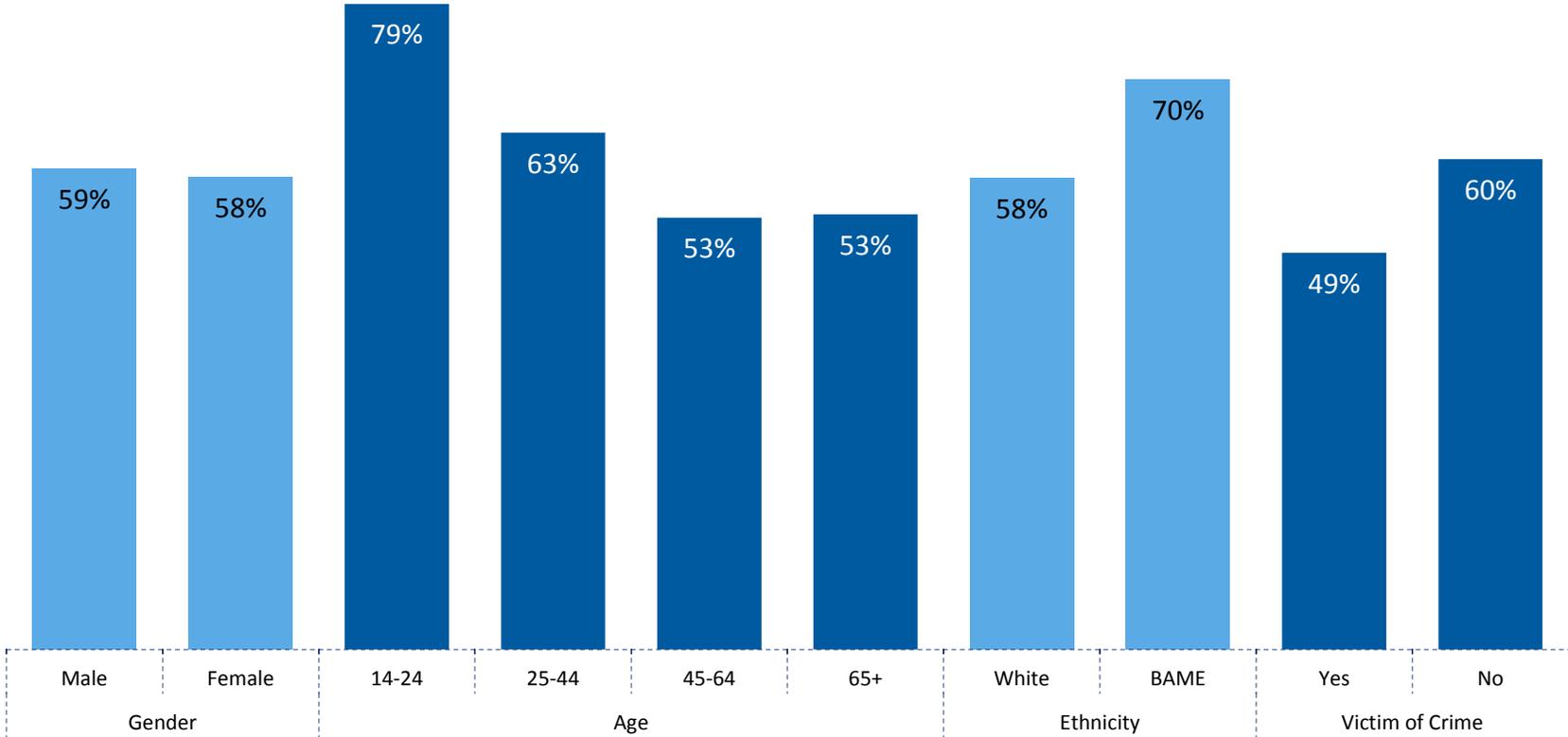


Trend over time - % Satisfied



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

Demographic Comparisons - % very satisfied / satisfied



Key Insights

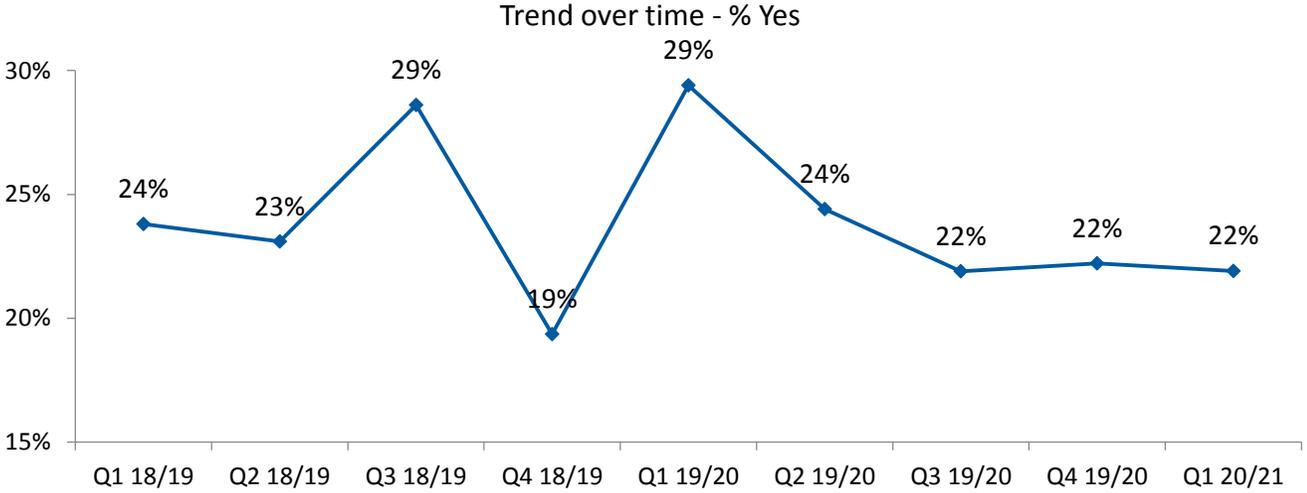
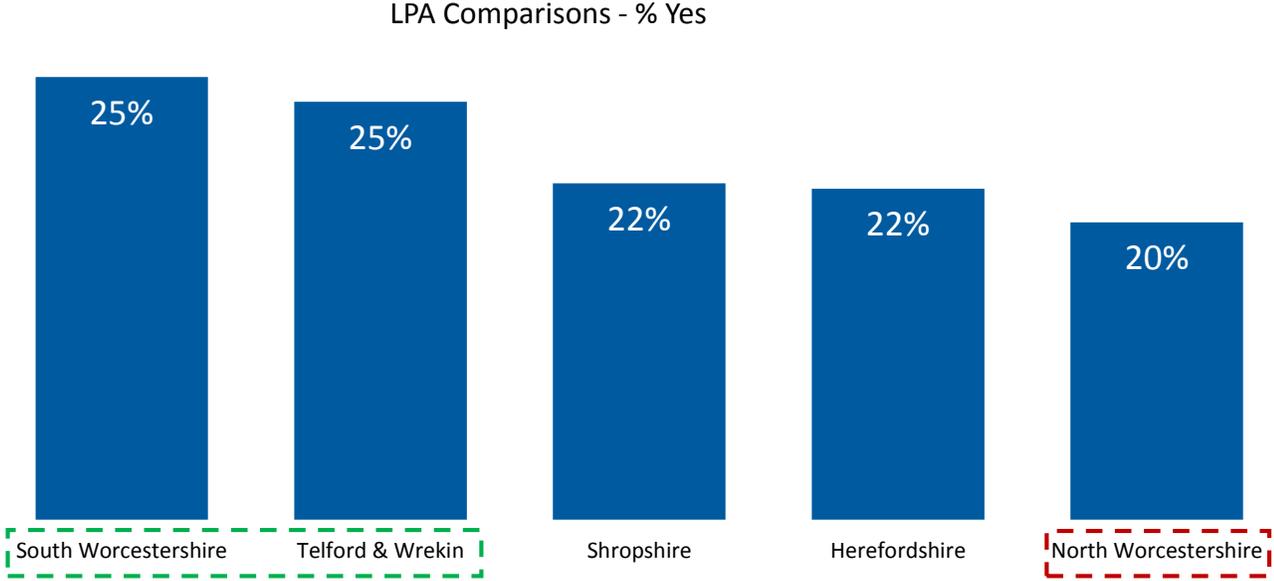
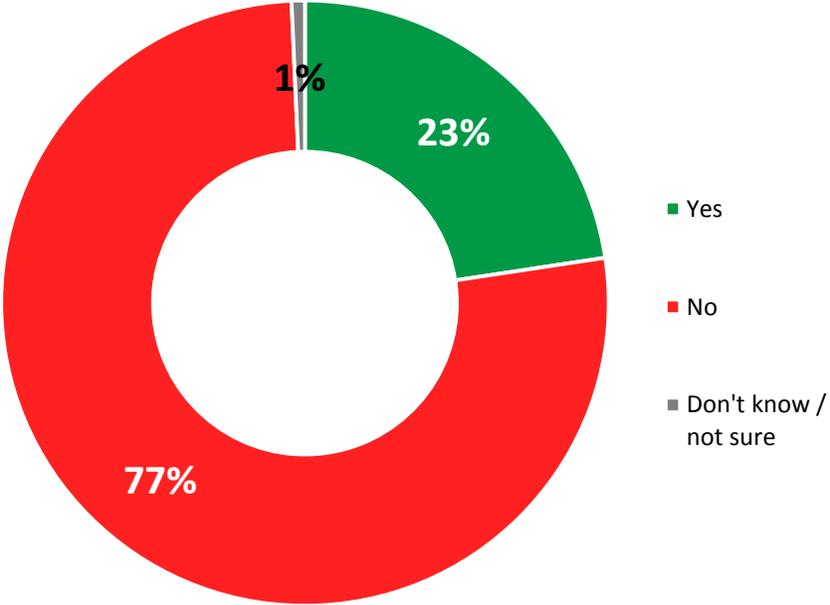
Satisfaction with visibility has increased 5% from the previous quarter and is now at the highest level since tracking began

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

Victims of crime 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

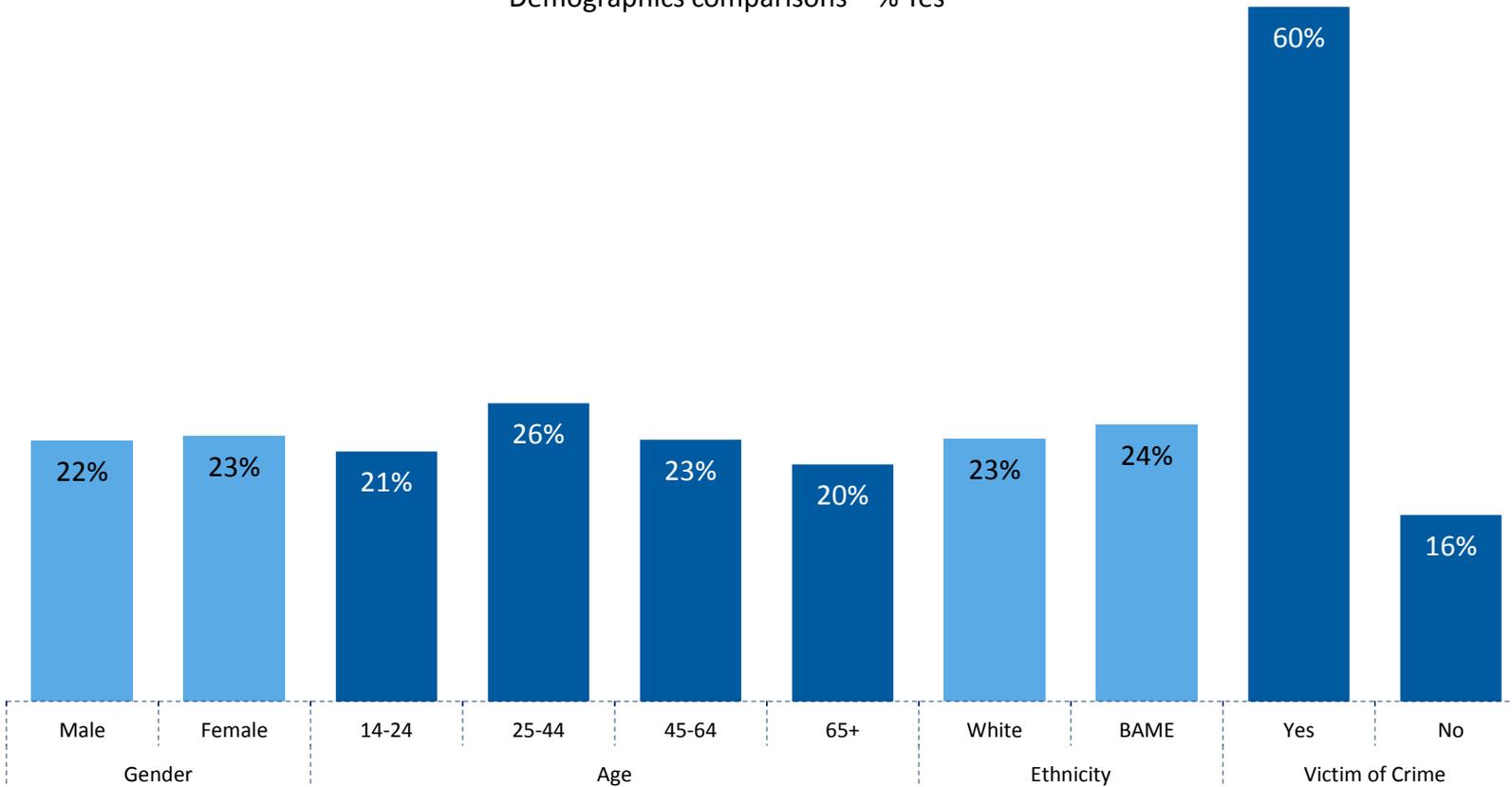
A quarter have spoken to an officer or PCSO from their local policing team



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



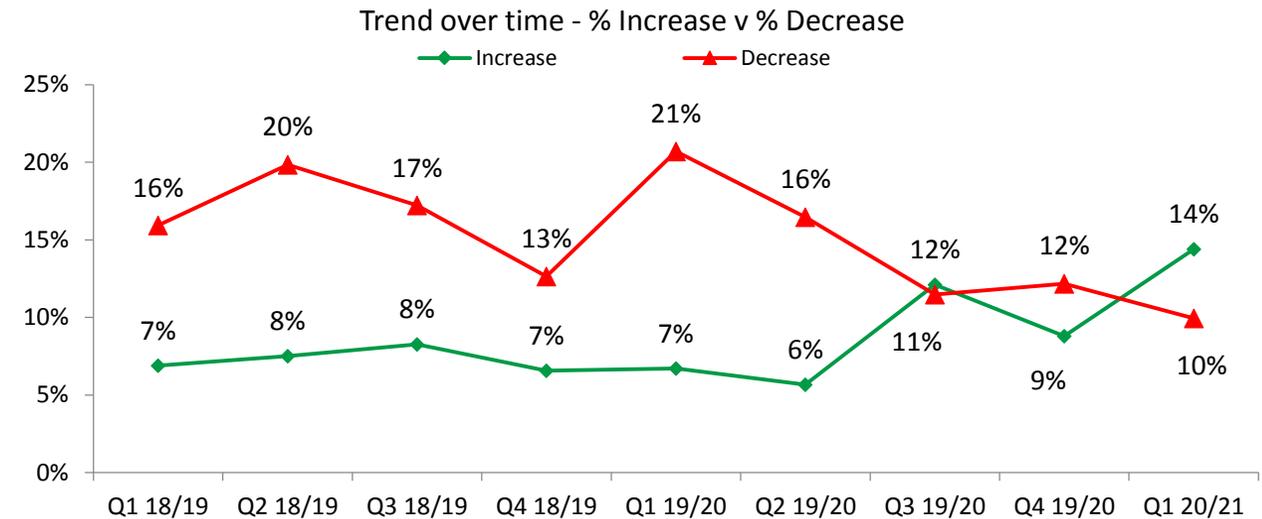
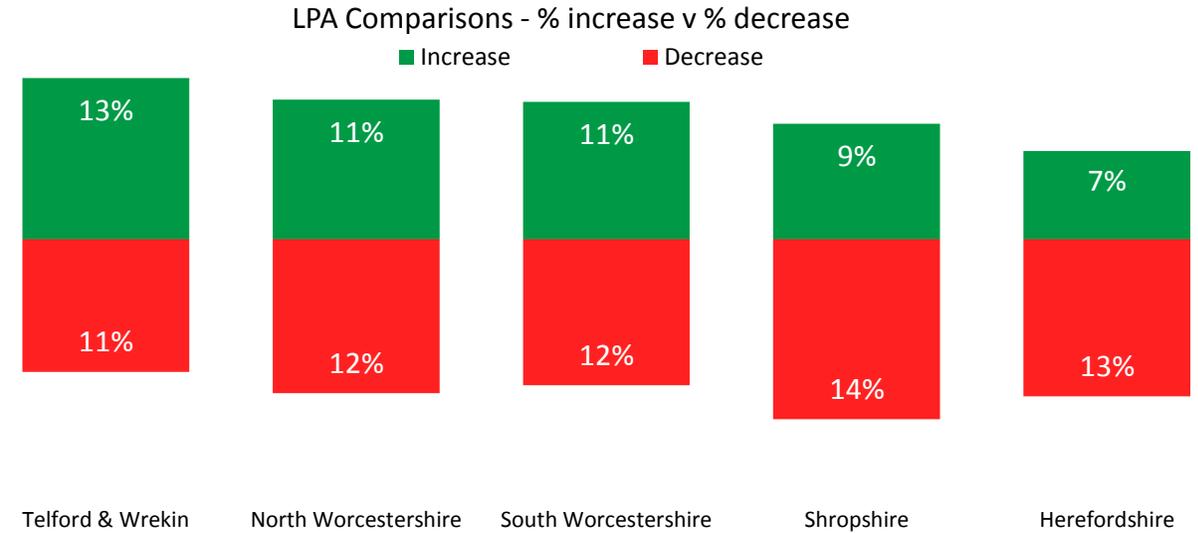
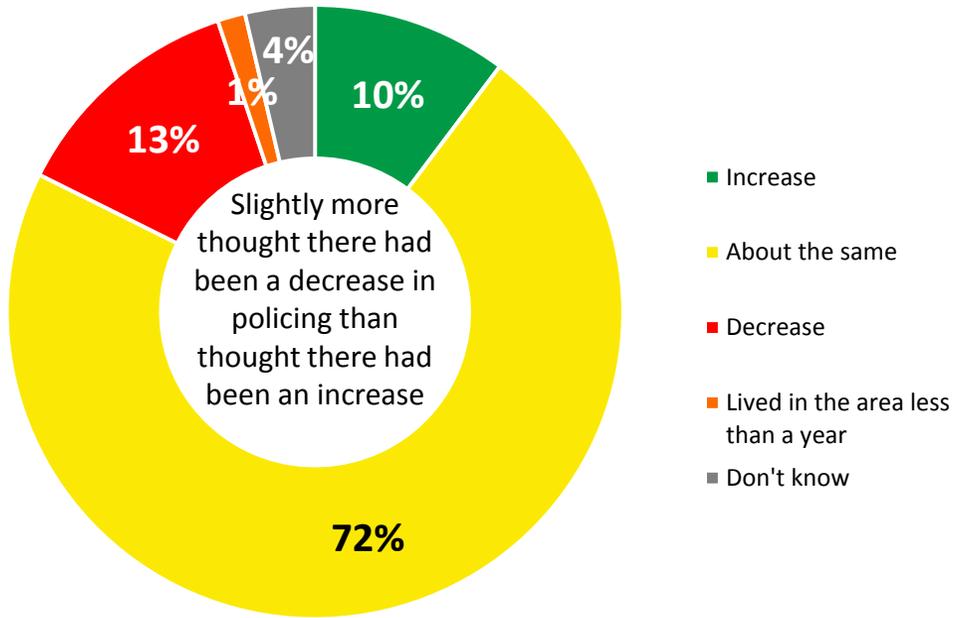
Key Insights

Victims of crime nearly four times as likely to have spoken to a member of their local policing team

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

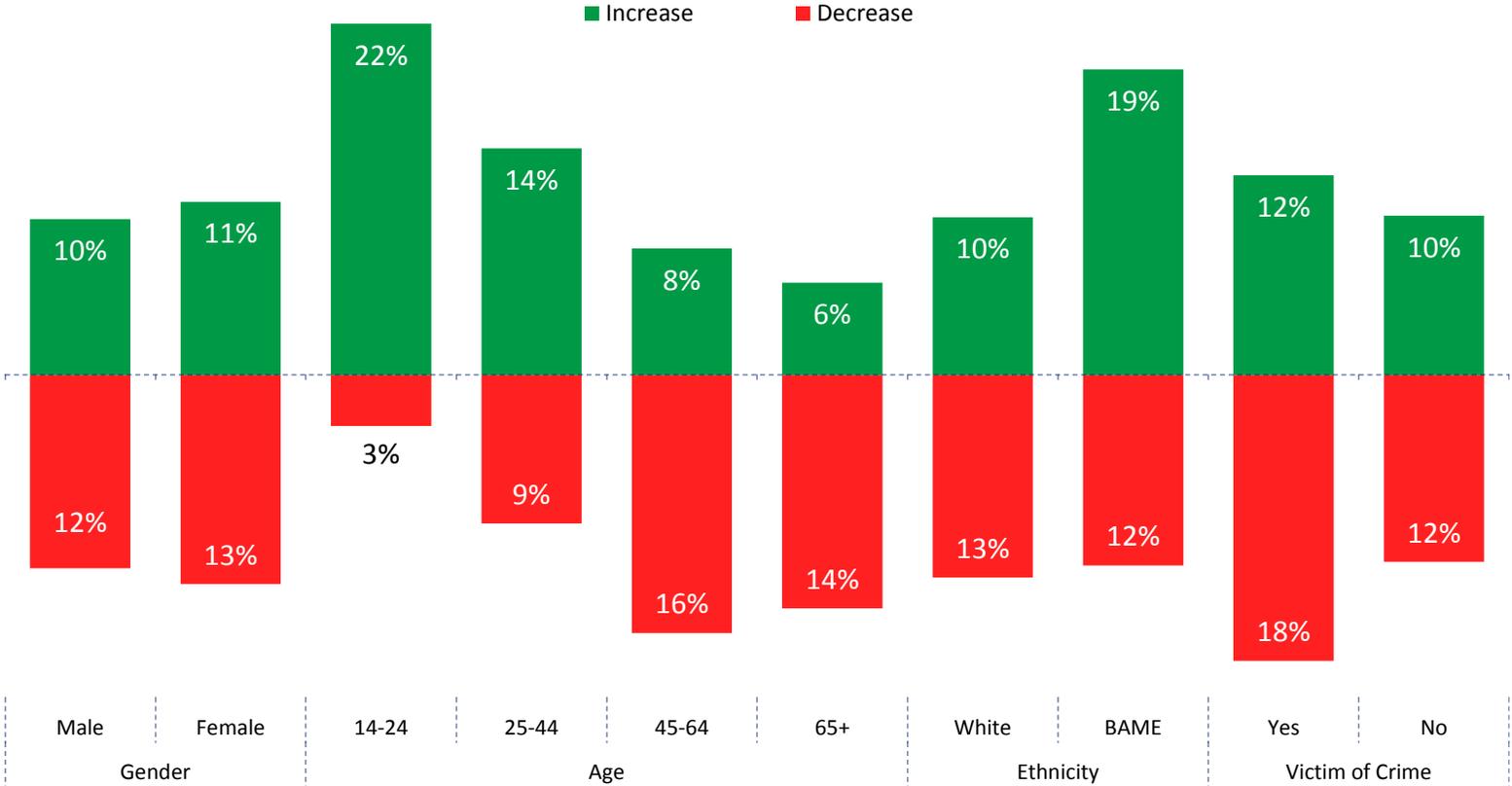
Residents of North Worcestershire least likely to have spoken to their local policing team; those on Telford & Wrekin and South Worcestershire most likely

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



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

Demographic Comparisons - % increase v % decrease



Key Insights

Those stating an increase in levels of policing 5% higher than the previous quarter – now at highest level since tracking began; those stating their had been a decrease now at lowest level

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 Telford & Wrekin most likely to notice an increase in policing; Herefordshire least likely

Residents of Shropshire most likely to notice a decrease in policing levels



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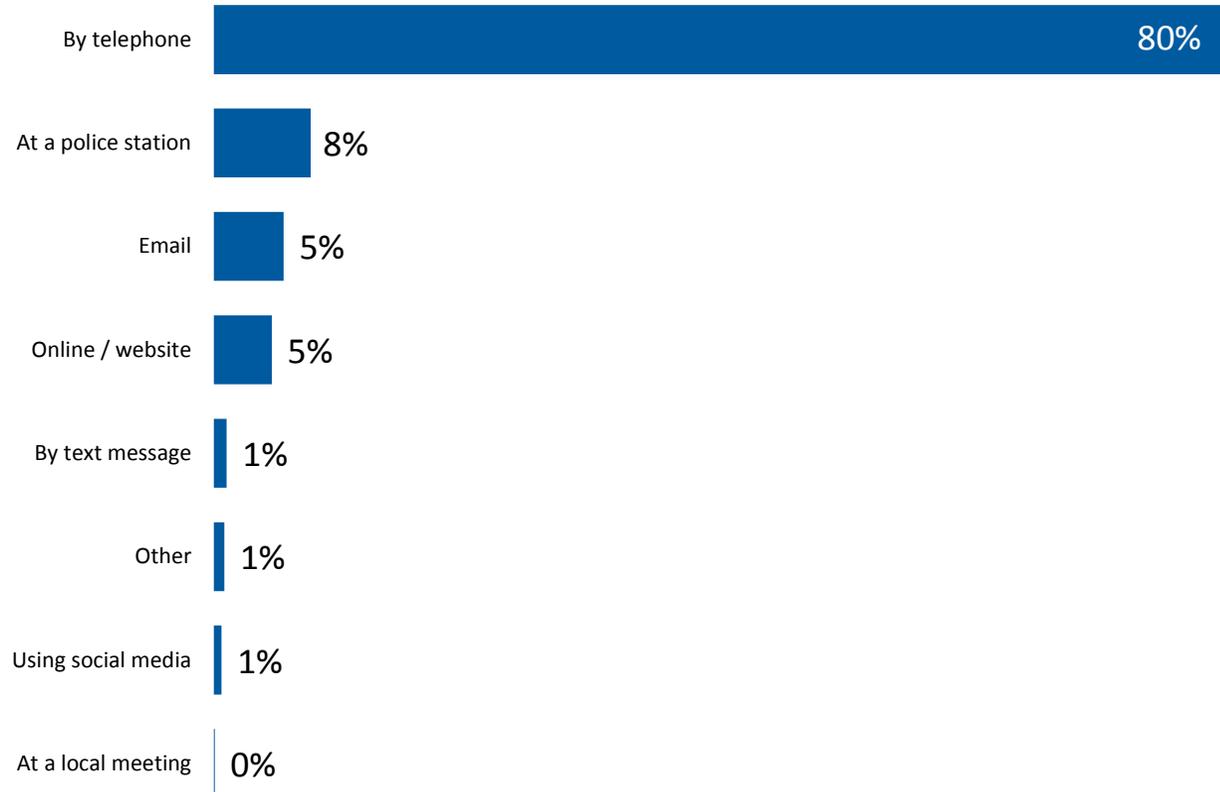


Section Three

Interaction / Access



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



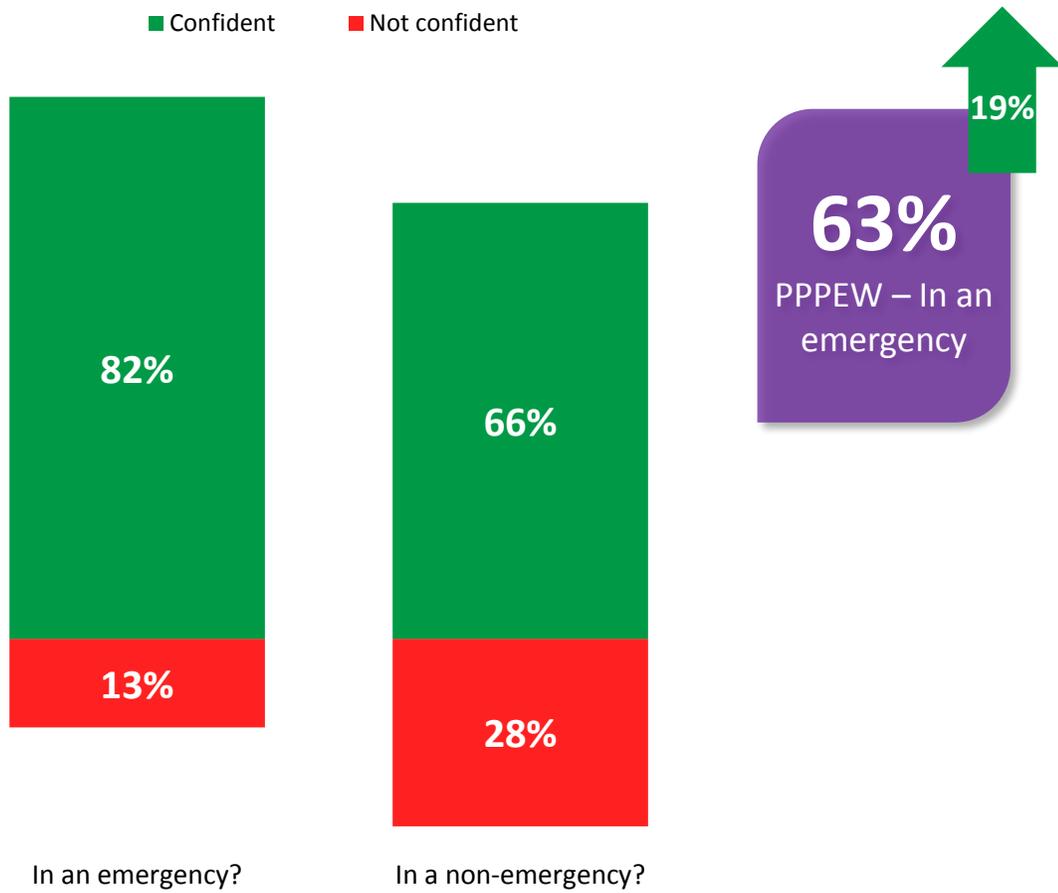
Key Insights

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

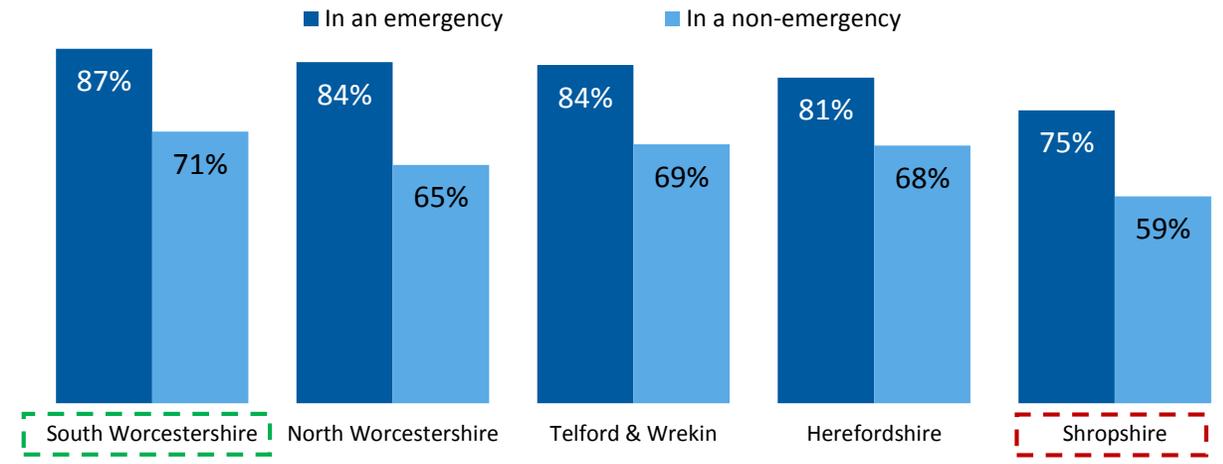
Younger residents (14-44) more likely to prefer electronic contact when compared to those aged 45+

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

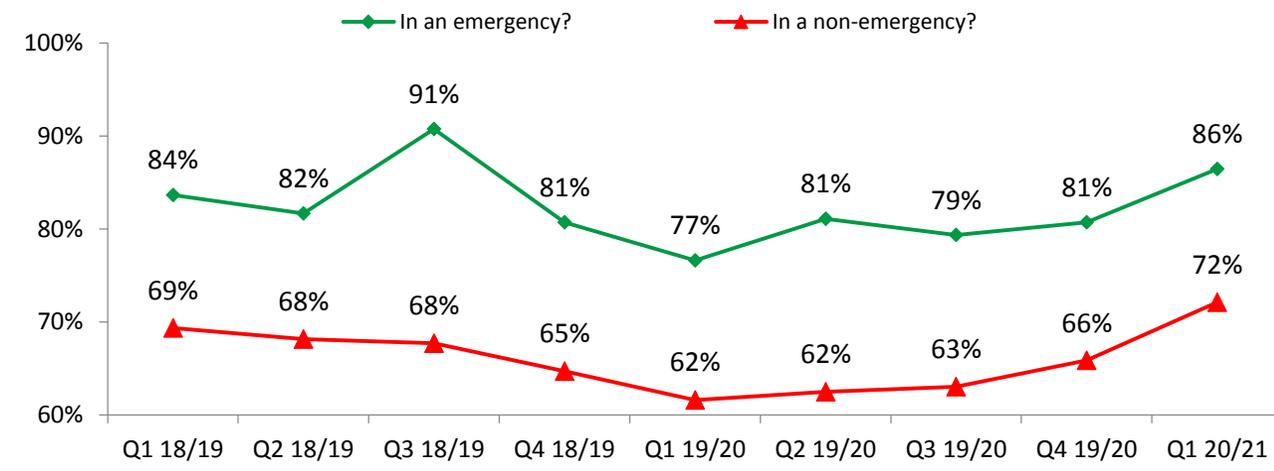
Four-fifths confident they could access the police in an emergency



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



Trend over time - % Confidence in accessing police services

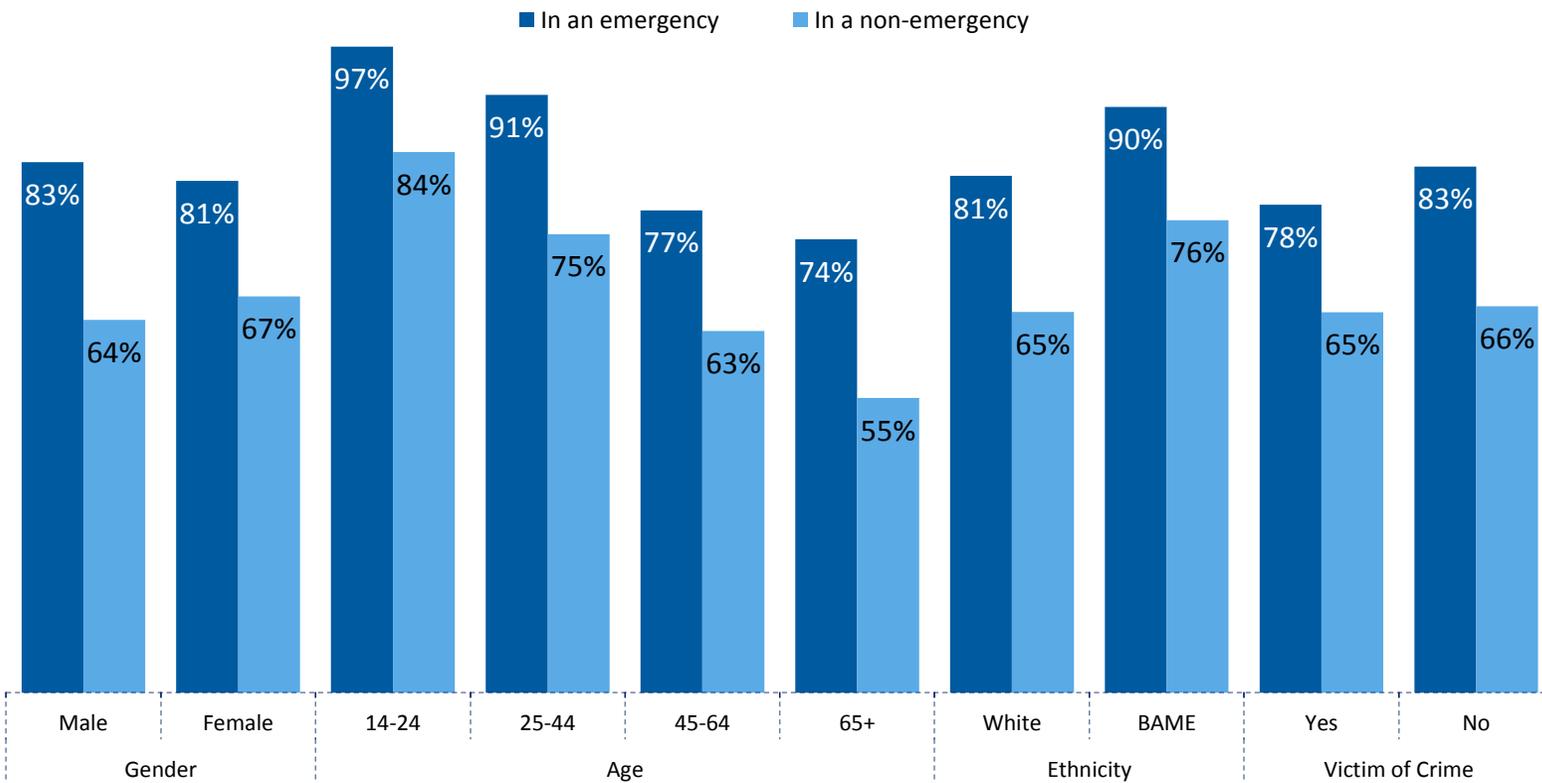


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

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

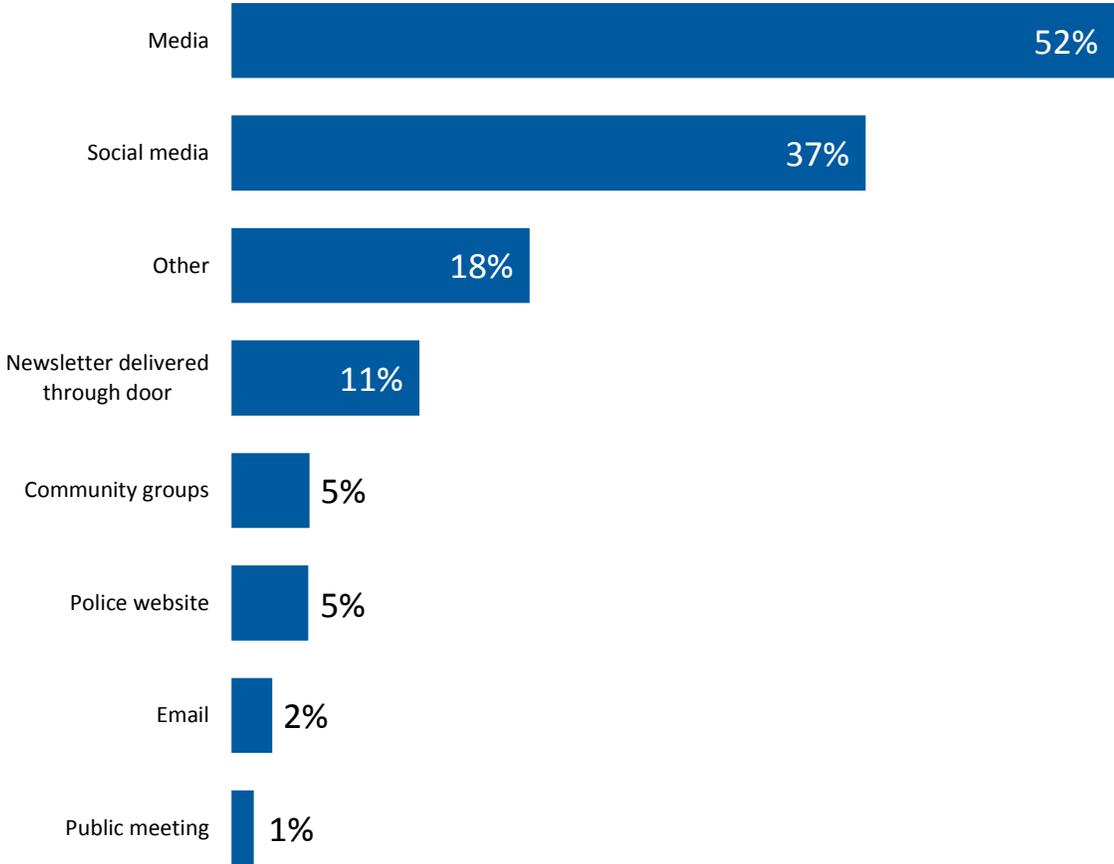
Confidence amongst residents they could access the police in an emergency has increased by 5% from the previous quarter; for a non-emergency it has increased by 6%

Residents in Shropshire least confident in being able to access the police in either an emergency or non-emergency; residents of South Worcestershire most confident in both situations

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

BAME respondents more confident than white respondents in accessing the police in both an emergency and non-emergency

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



Key Insights

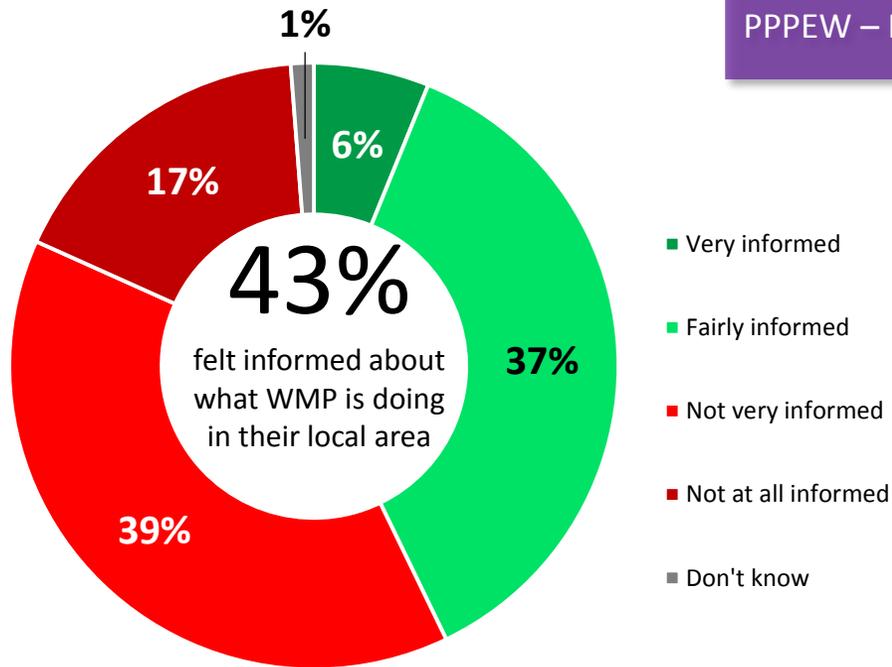
Males more likely than females to find out about crime and policing from the media

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

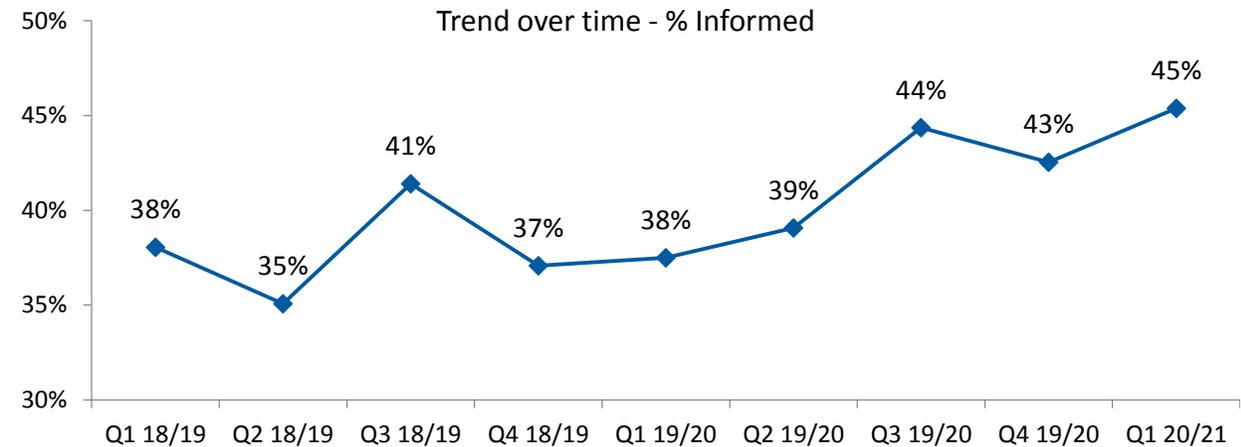
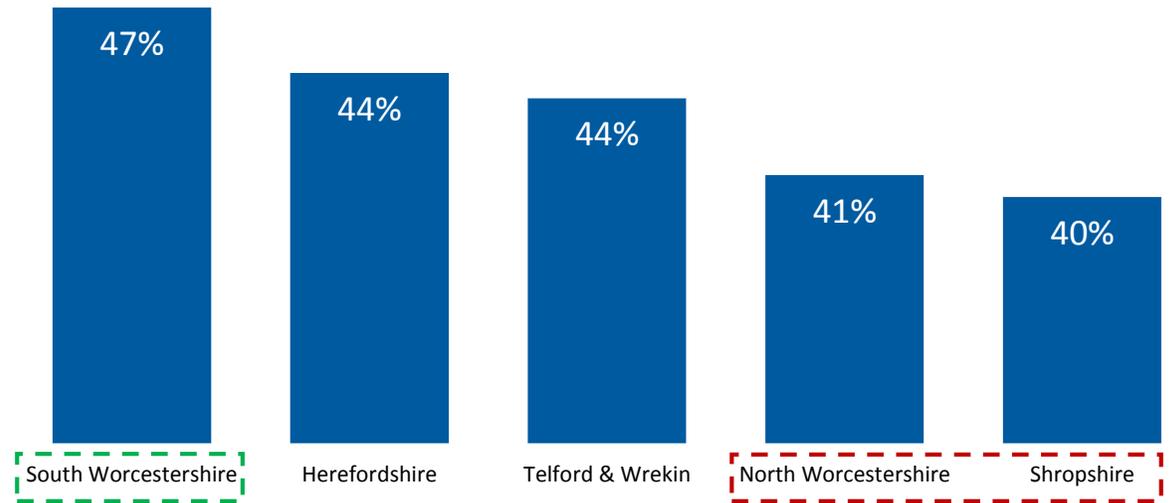
Over half do not feel informed about what WMP are doing



37%
PPPEW – Net Informed

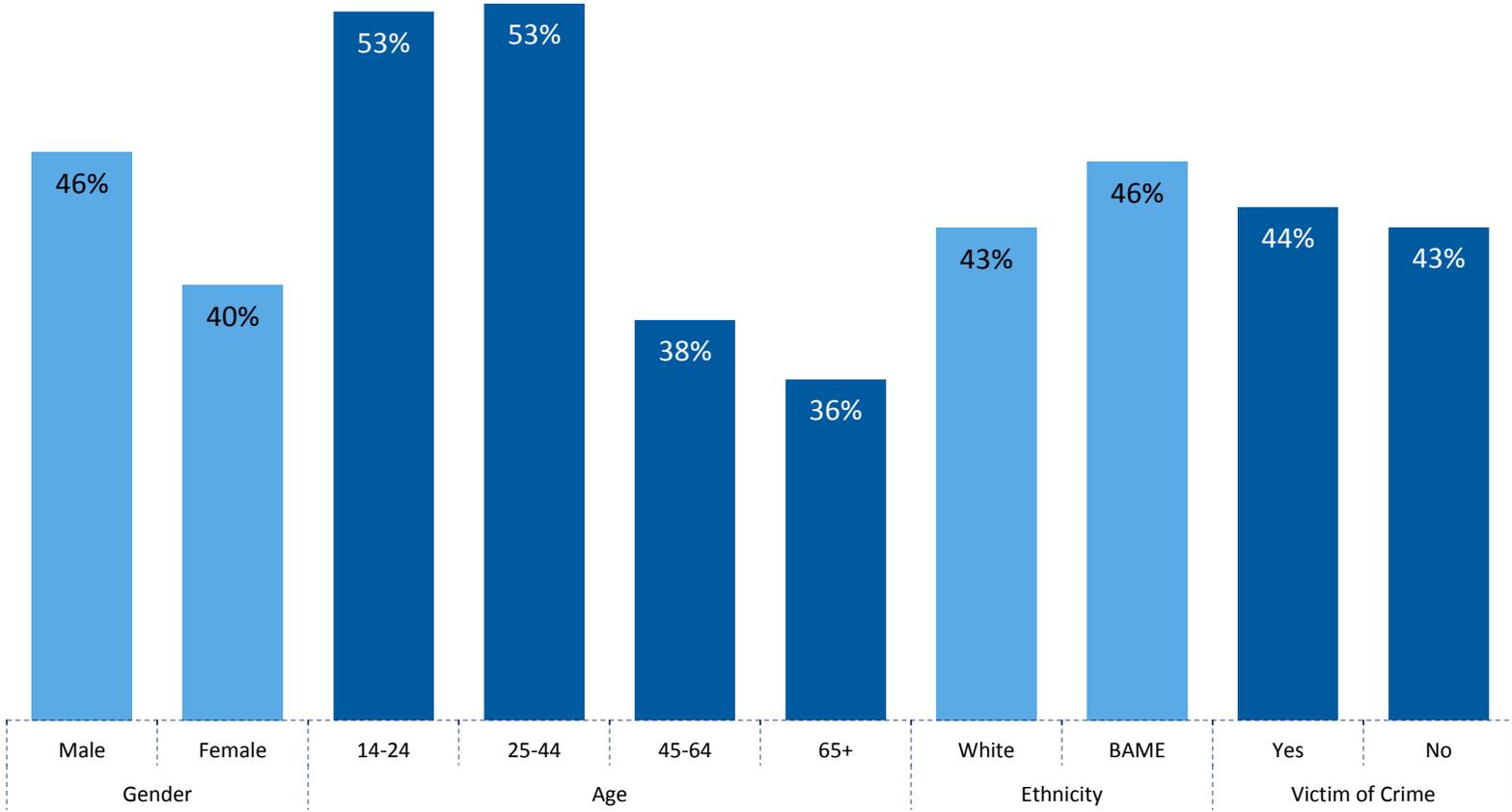


LPA Comparisons - % very / fairly informed



Over half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



Key Insights

2% increase from previous quarter in those that felt informed; now at highest level since tracking began

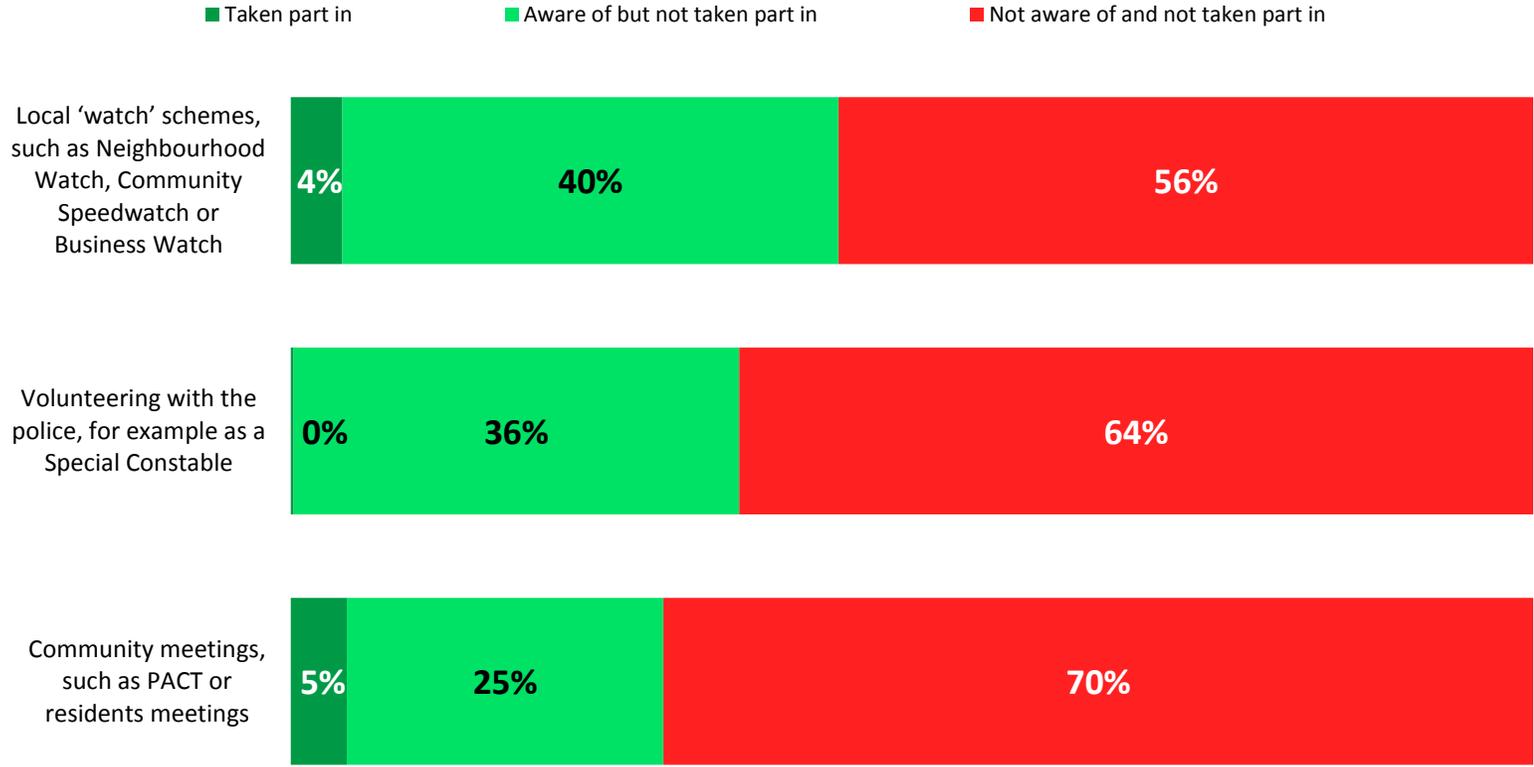
Those aged 45 and over less likely to feel informed about what WMP is doing

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

Males felt more informed than females

Residents from South Worcestershire felt most informed about what the police are doing in their local area; those from Shropshire and North Worcestershire least informed

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



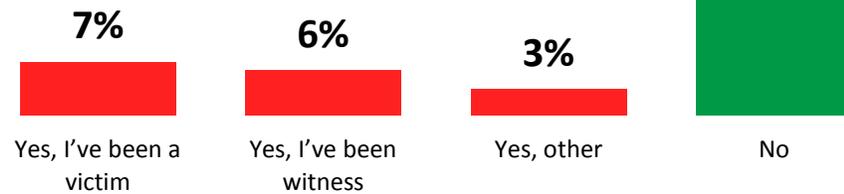
Key Insights

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

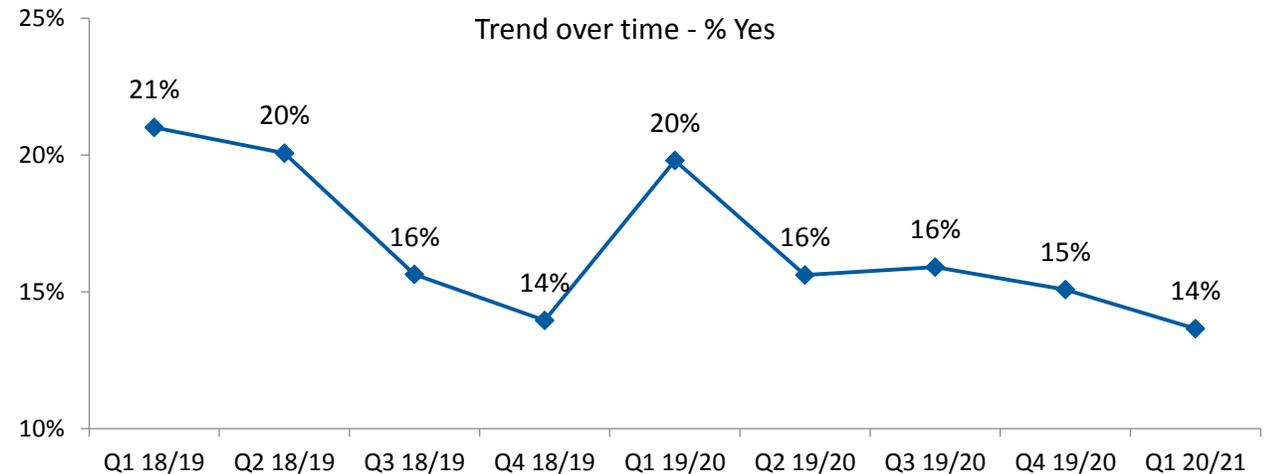
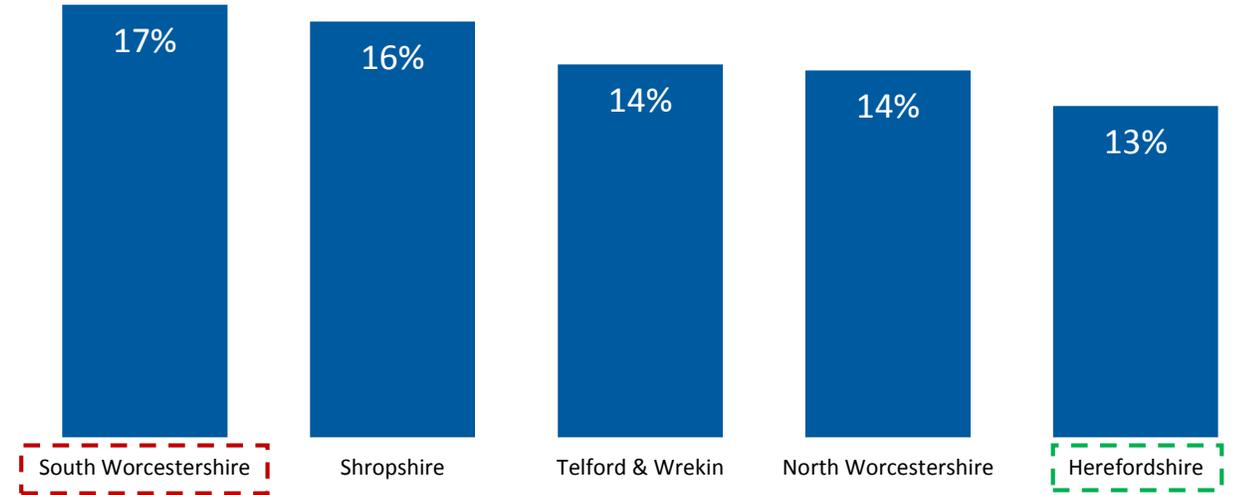
A small number of residents (7) said they had taken part in police volunteering; just under a third were aware

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

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

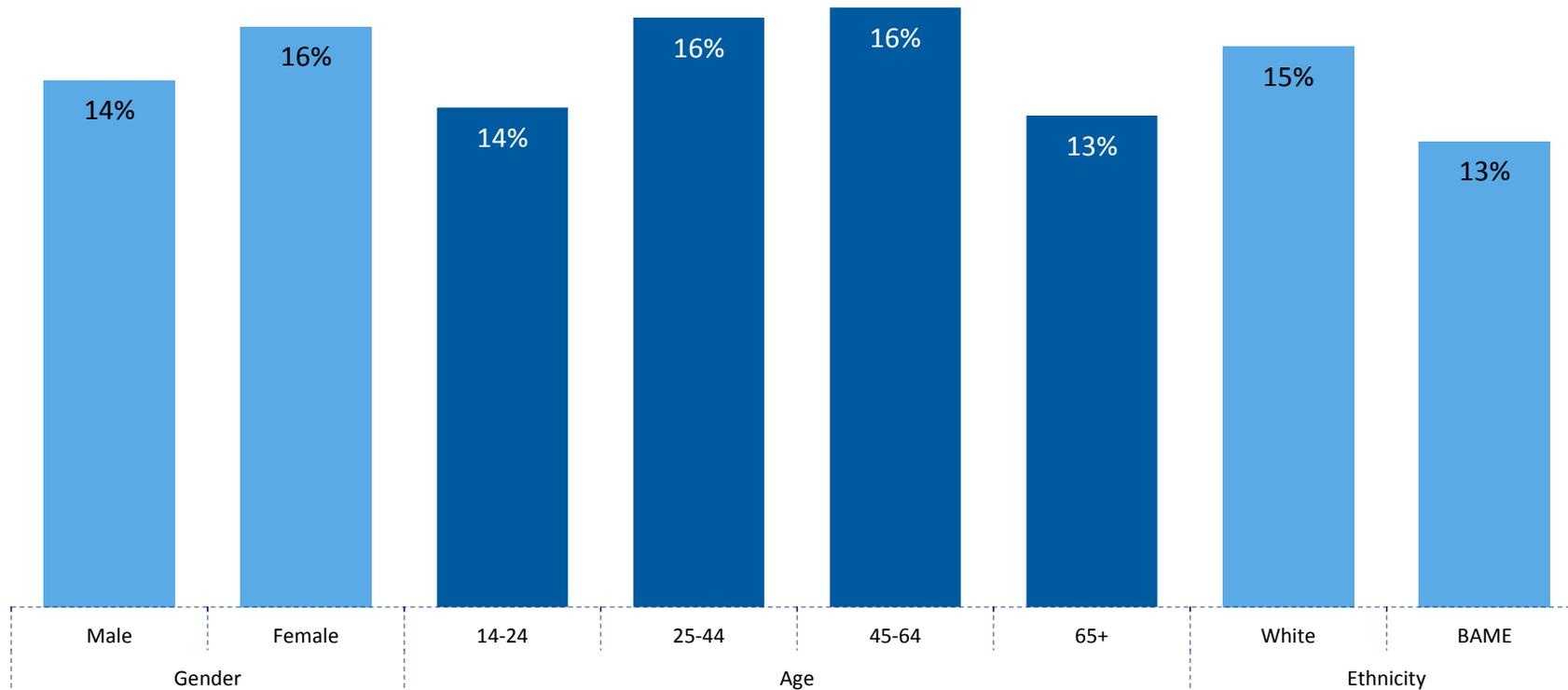


LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other



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

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

85% of those that had been a victim of crime said they reported this to the police



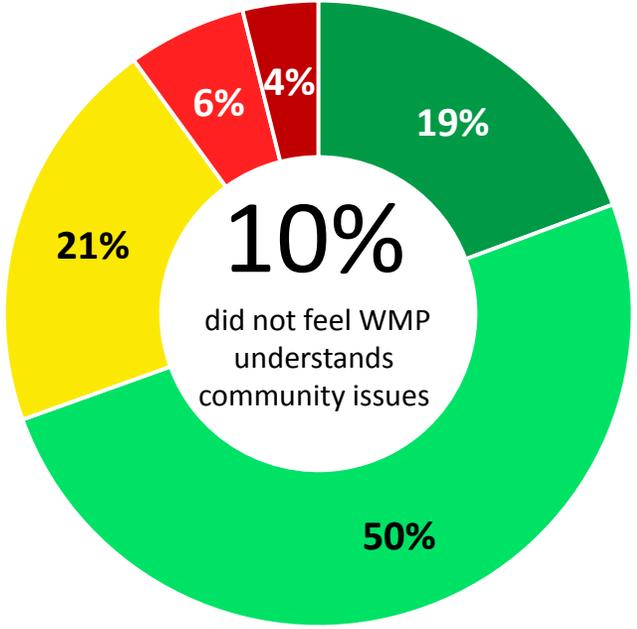
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Section Four Effectiveness



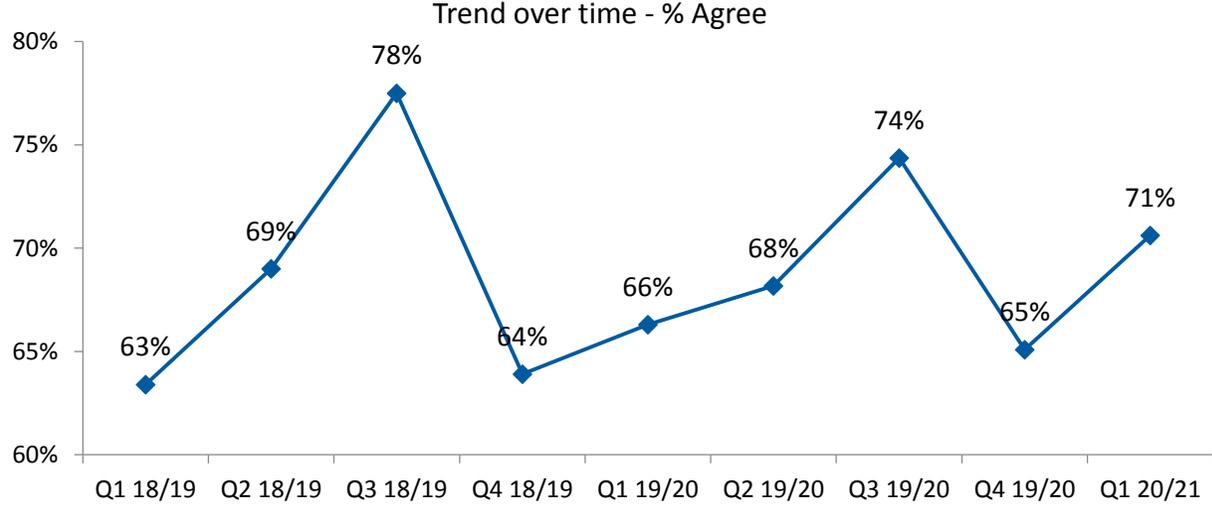
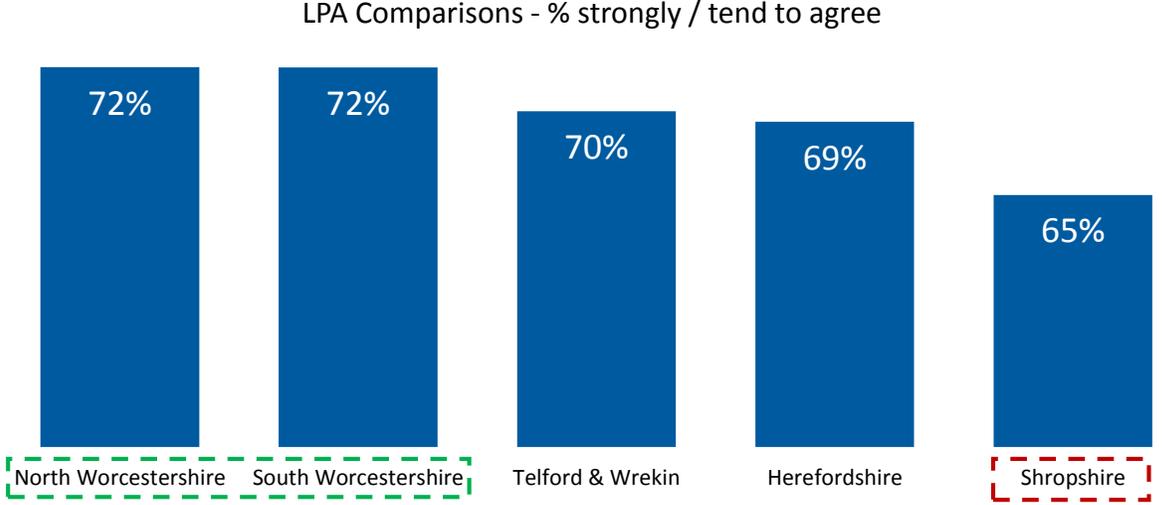
Seven-tenths felt WMP understands issues in their community



67%
CSEW MSG
Average -
Net Agree

↑ 2%

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



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

Seven-tenths felt WMP understands issues in their community



Key Insights

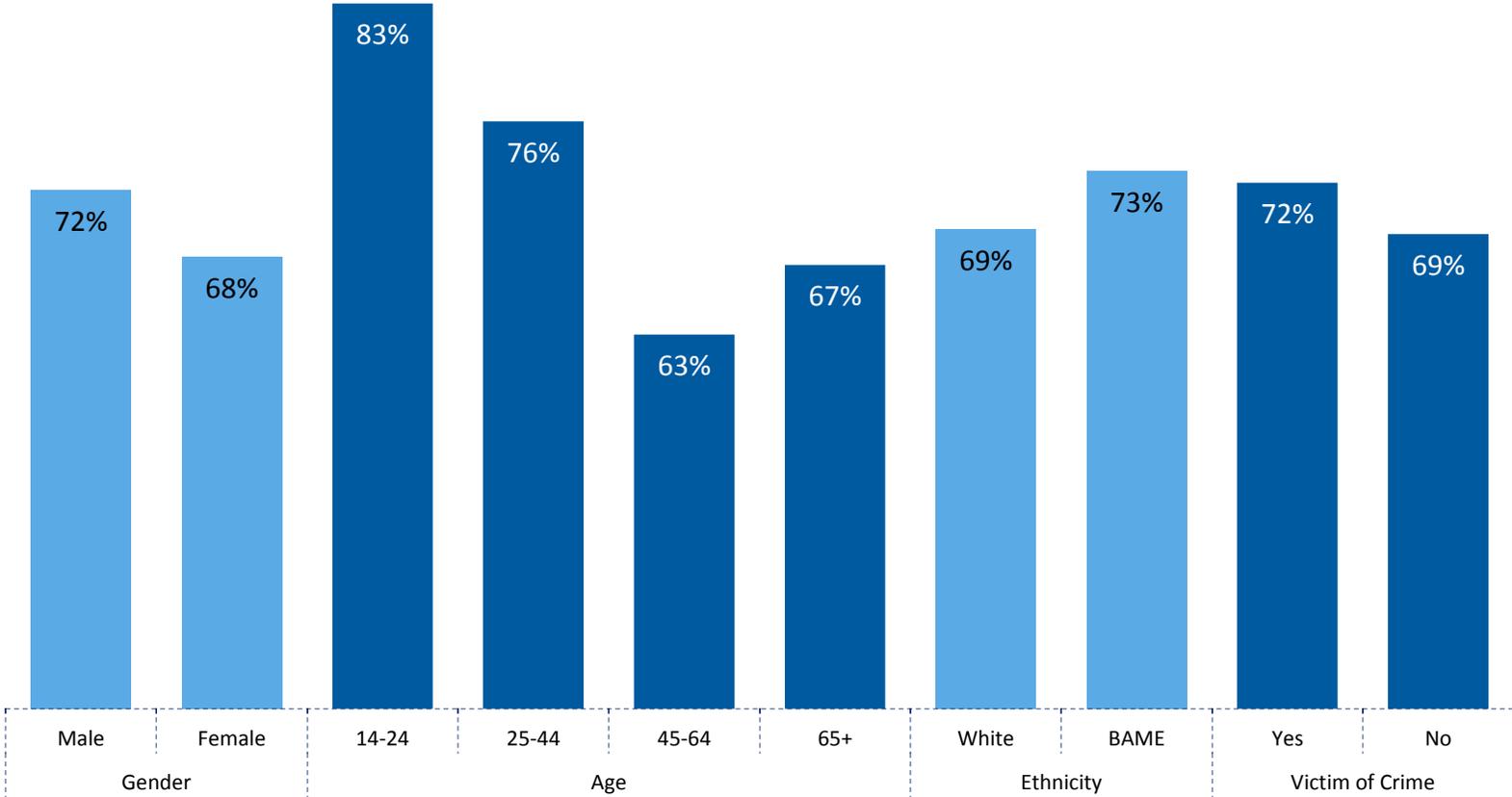
6% increase from the previous quarter in those that agreed WMP understand issues in their community

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

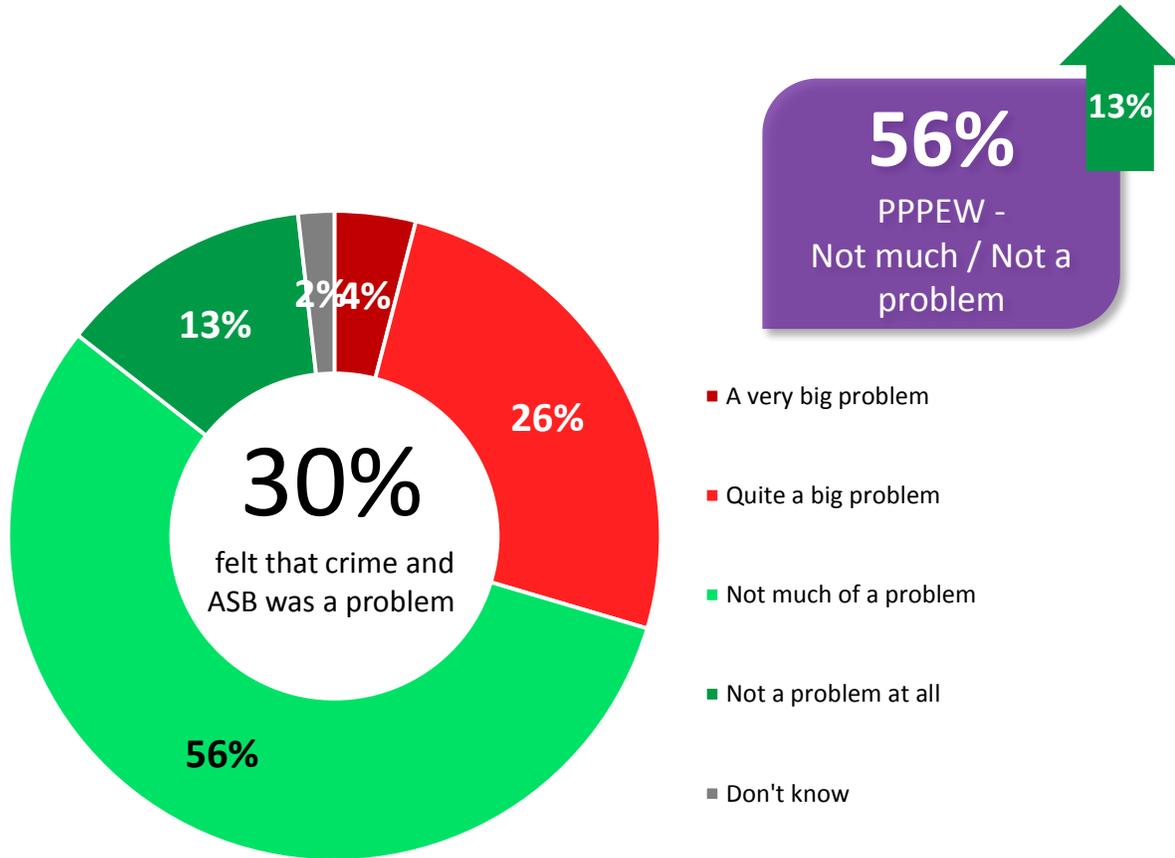
Males and BAME respondents more likely to agree when compared to females and White respondents

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



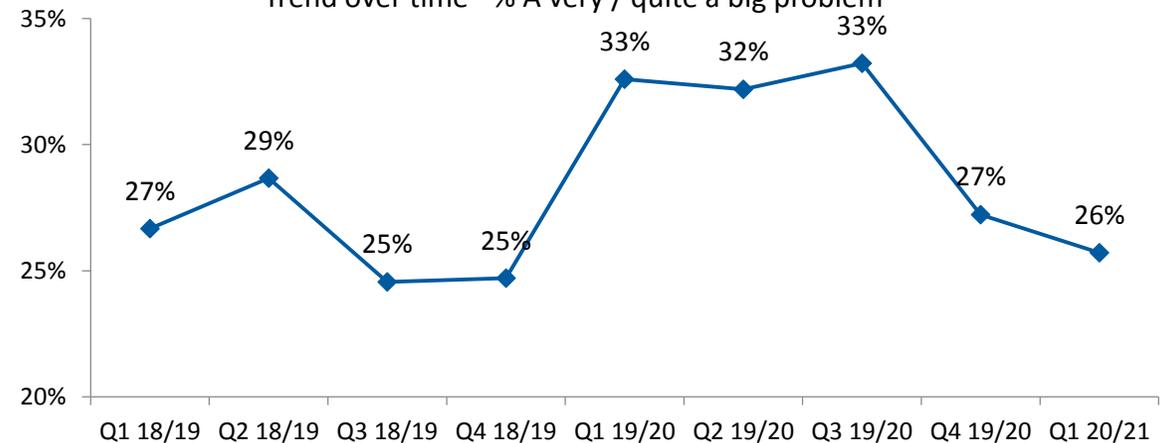
Over two-thirds did not think crime and ASB was a problem in their local area



LPA Comparisons - % very / quite a big problem

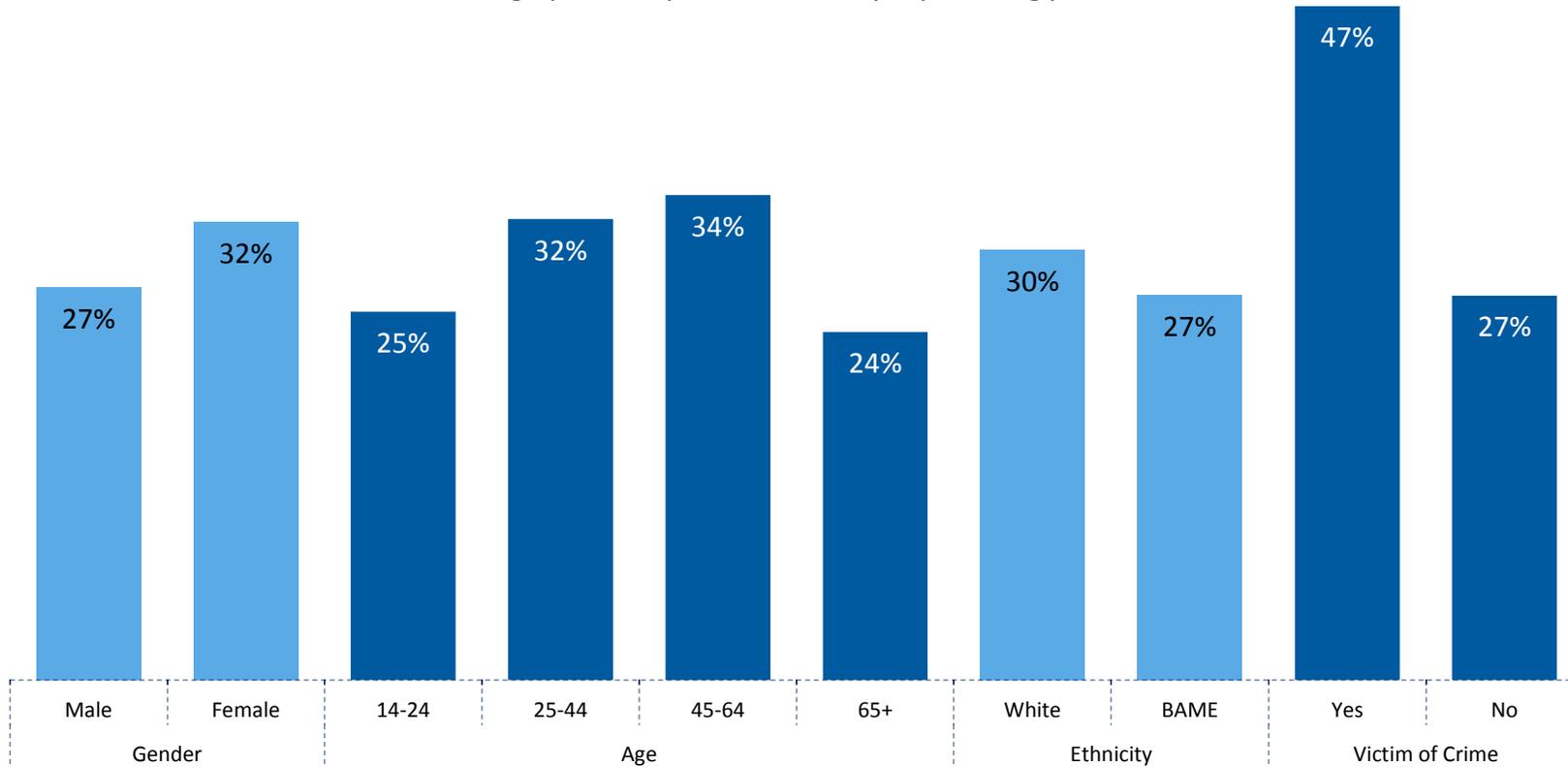


Trend over time - % A very / quite a big problem



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

Demographic Comparisons - % very / quite a big problem



Key Insights

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

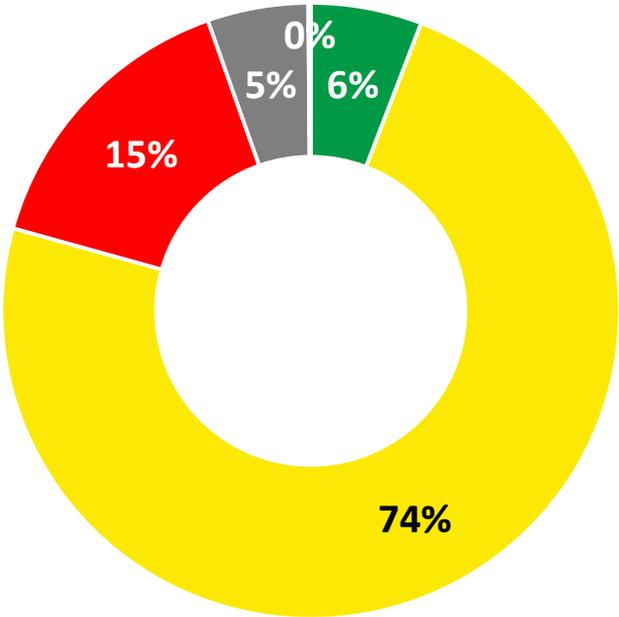
Females more likely to say crime and ASB a problem than males

Those aged 14-24 and 65+ less likely to feel crime and ASB was a problem in their area

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

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

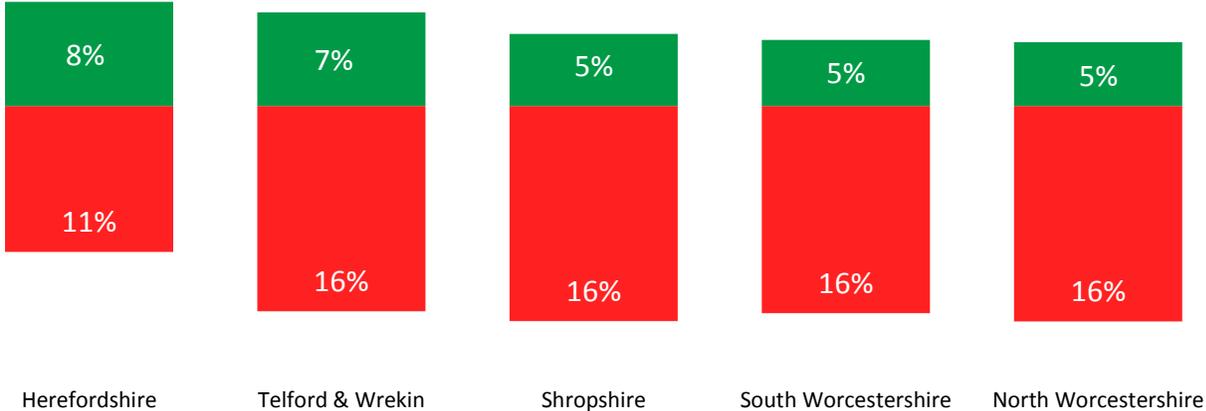
Three-quarters felt crime and ASB levels had remained the same – less than a fifth felt there was more



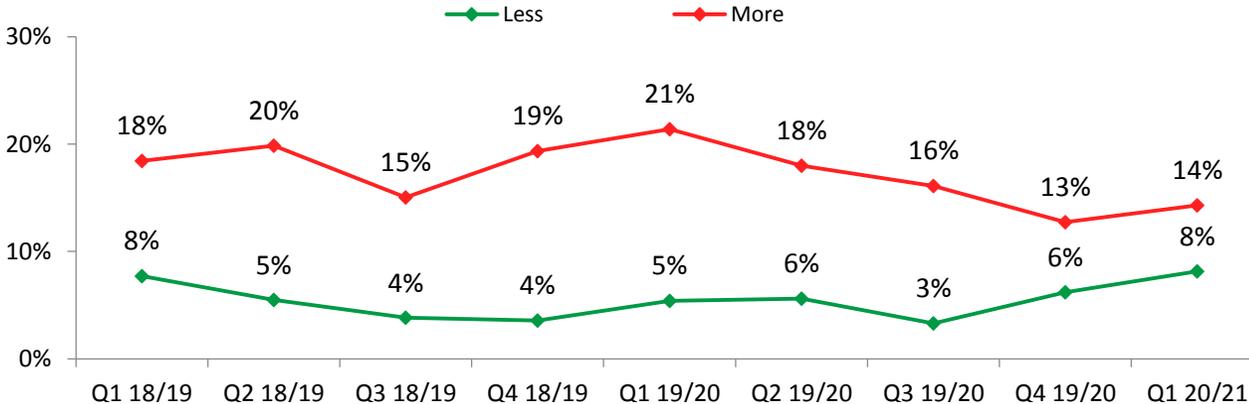
- Less
- About the same
- More
- Don't know
- Refused

LPA Comparisons - % more crime v % less crime

- Less crime now than 12 months ago
- More crime now than 12 months ago



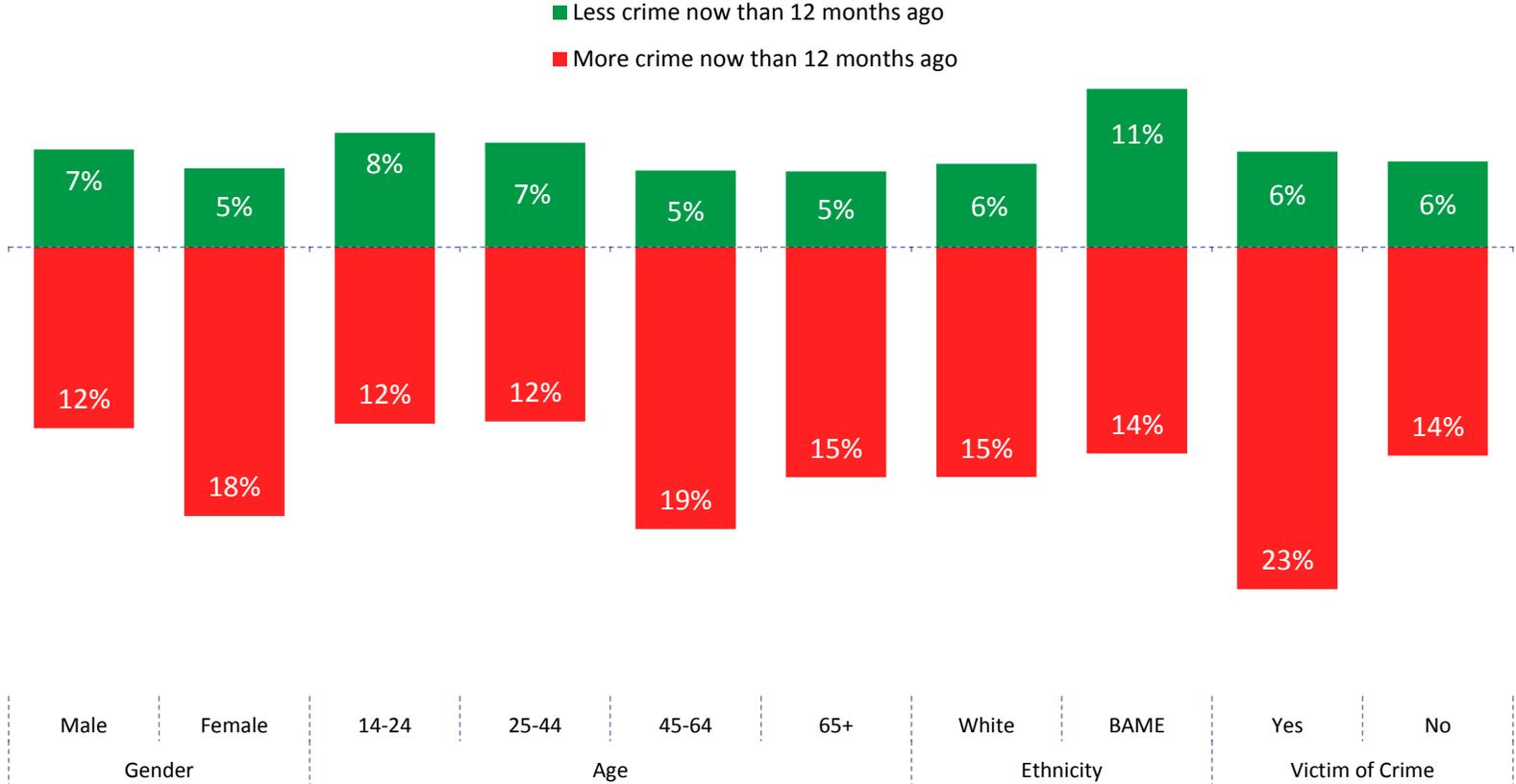
Trend over time - % More v % Less



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?

Three-quarters felt crime and ASB levels had remained the same – less than a fifth felt there was more

Demographic Comparisons - % more crime v % less crime

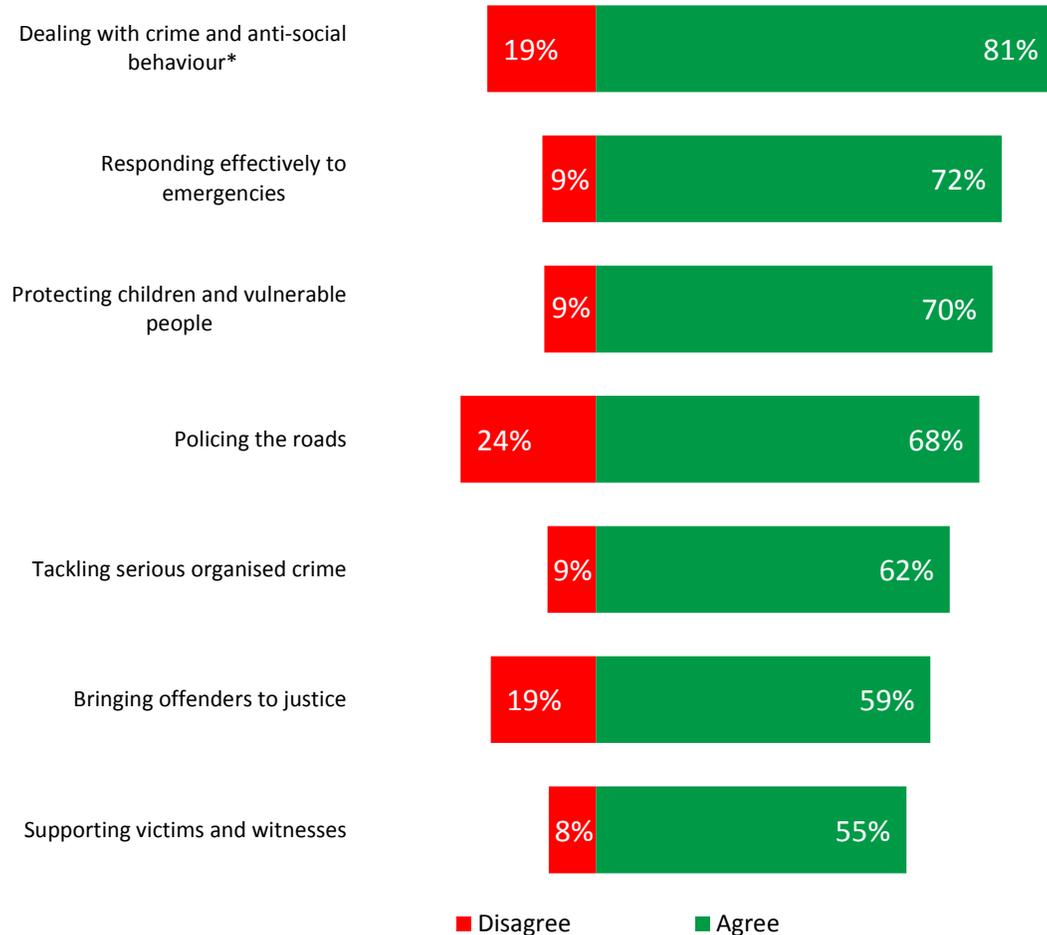


Key Insights

- 2% 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
- BAME respondents most likely to say there is now less crime and ASB
- Females more likely to say crime has increased than males
- Residents in Herefordshire least 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 out of every 10 agreed WMP are dealing with crime and ASB



54%
CSEW MSG
Average -
Dealing with
crime and
ASB

27%



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 all statements declined the older the respondent was

BAME respondents more positive towards all statements compared to white respondents

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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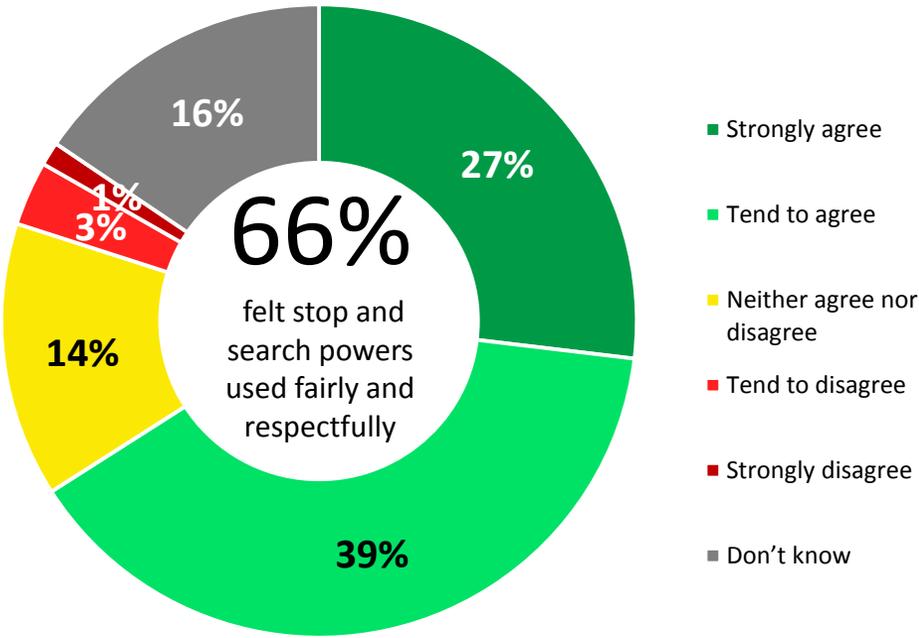


Section Five

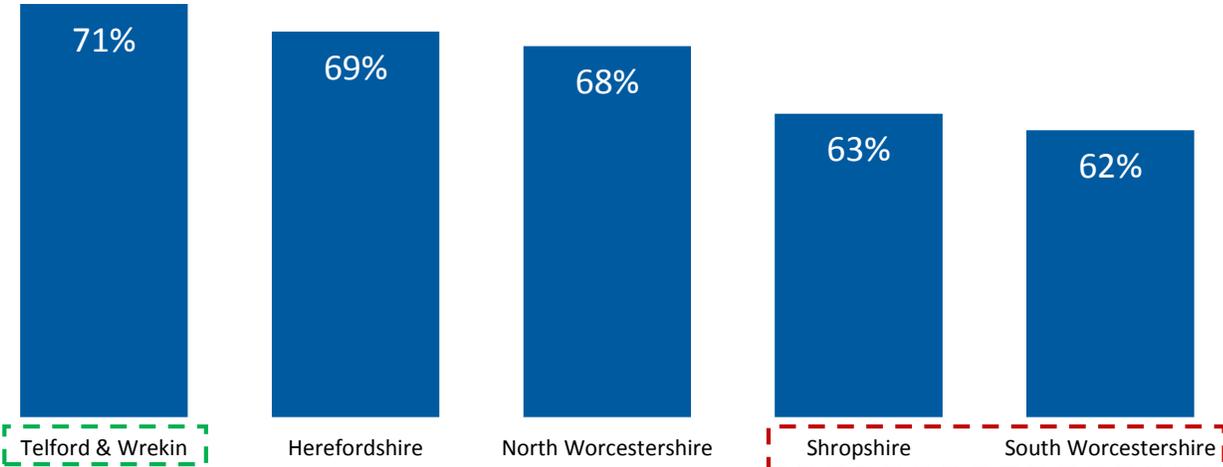
Trust / Integrity



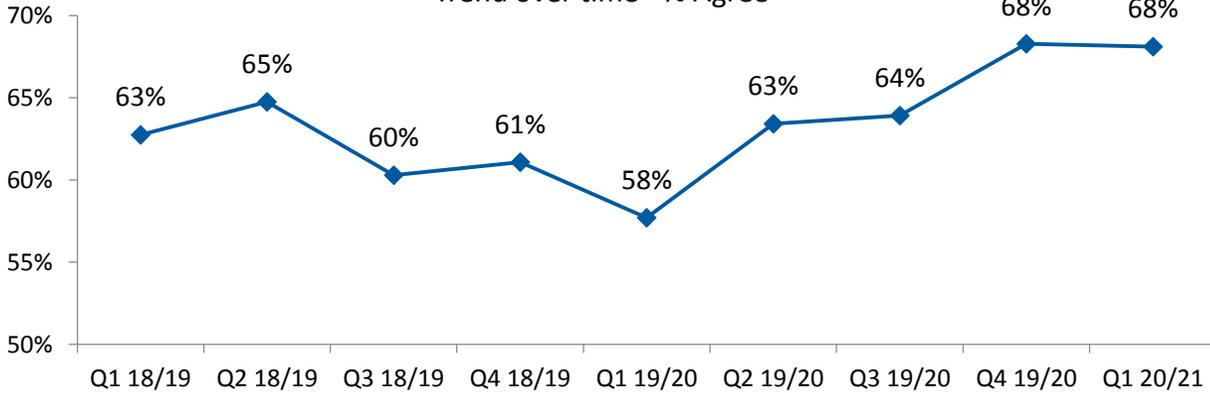
Two-thirds confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree



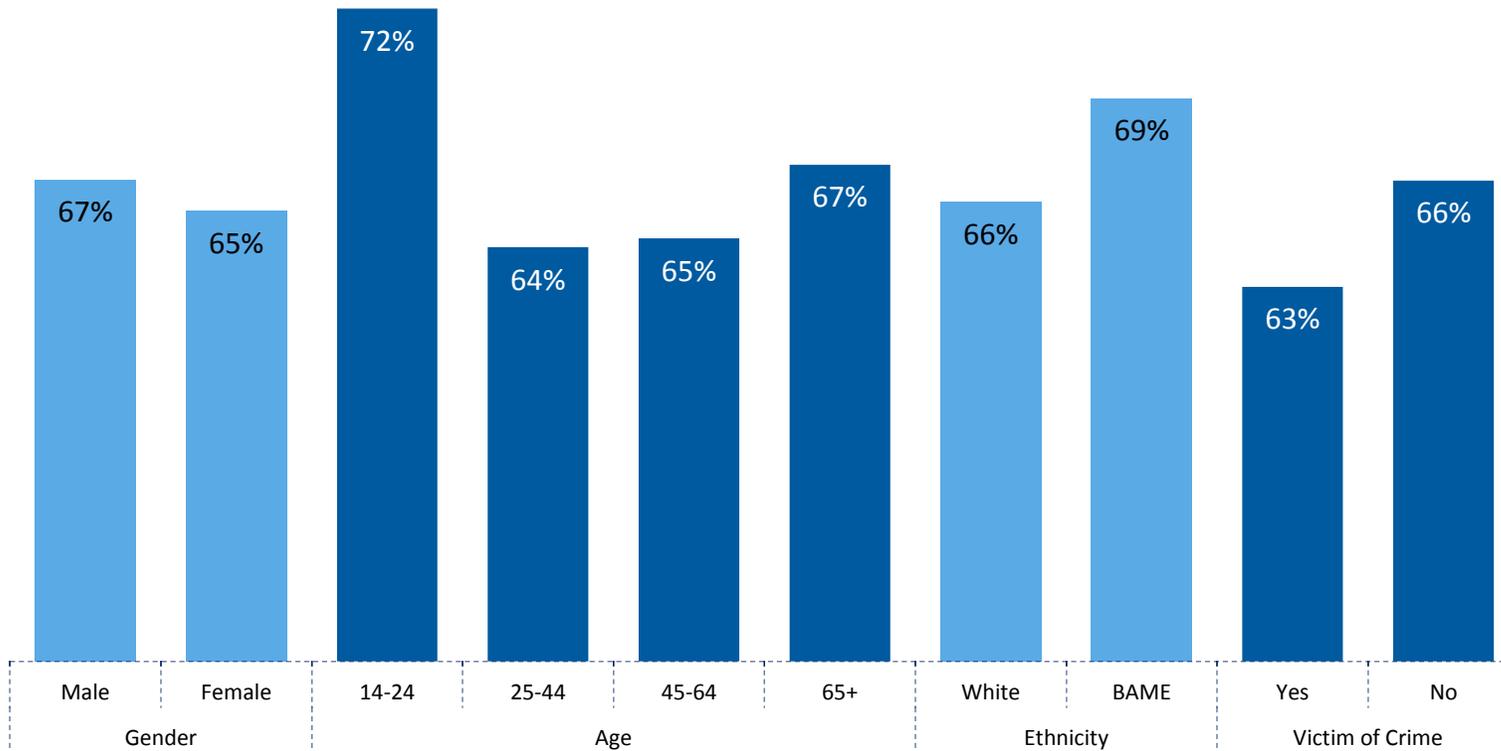
Trend over time - % Agree



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?

Two-thirds confident WMP use their stop and search power fairly and respectfully

Demographic Comparisons - % strongly / tend to agree



Key Insights

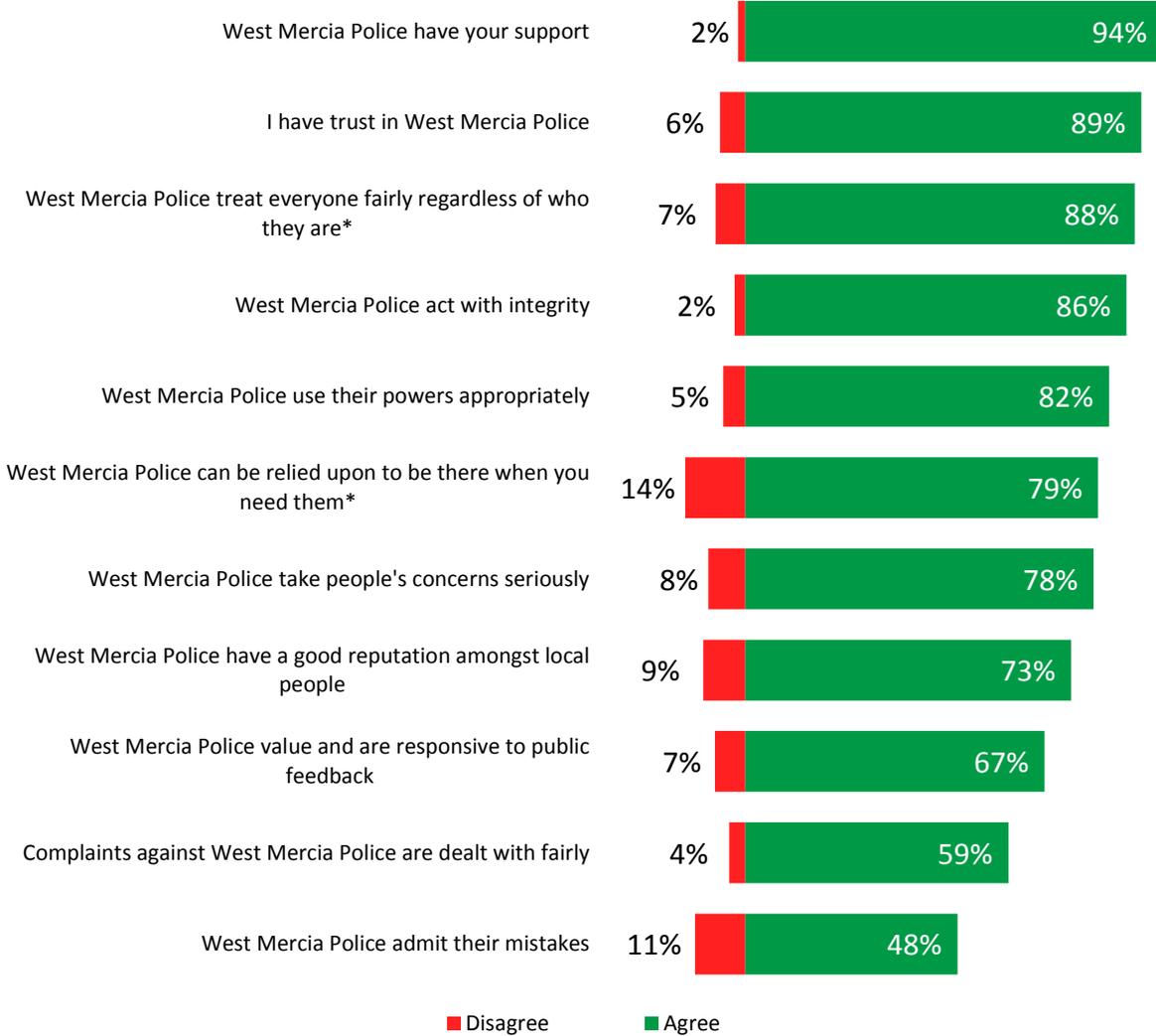
Those aged 14-24 and BAME respondents were more likely to feel confident the police use their stop and search power fairly and respectfully

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 most likely to feel they are used fairly and respectfully

Around a fifth said they did not know

Over nine-tenths say that WMP have their support



69%
CSEW MSG
Average –
Treat
everyone
fairly

↑ 19%

57%
CSEW MSG
Average –
Can be relied
on when
needed

↑ 22%



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, they act with integrity and use their powers appropriately

Around a tenth disagreed WMP can be relied upon to be there when needed, admit their mistakes and have a good reputation amongst local people

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



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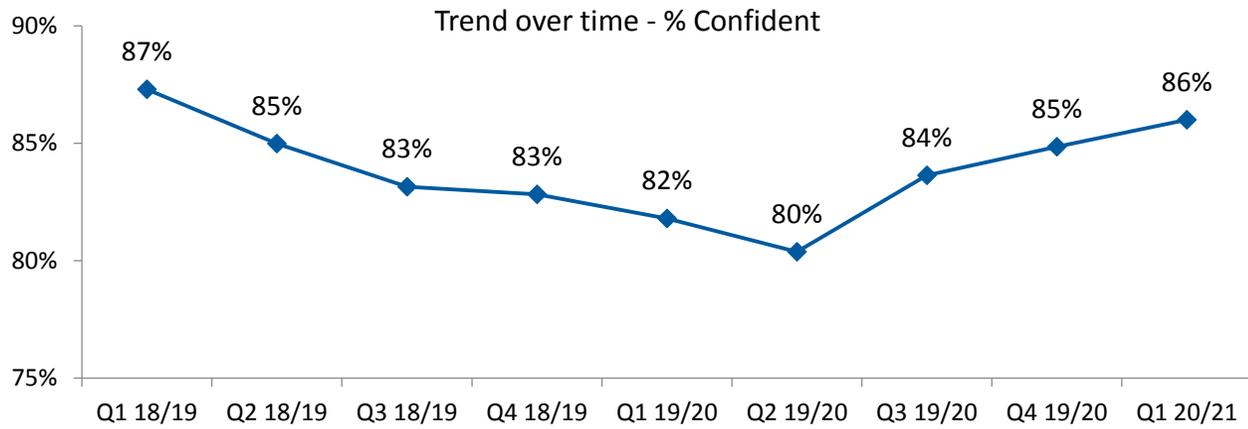
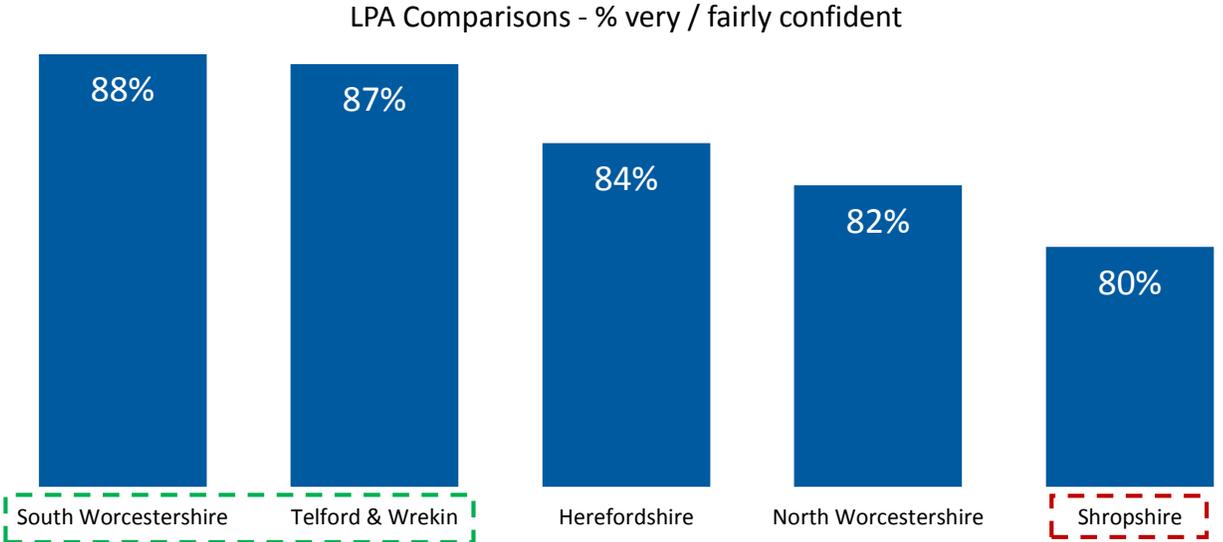
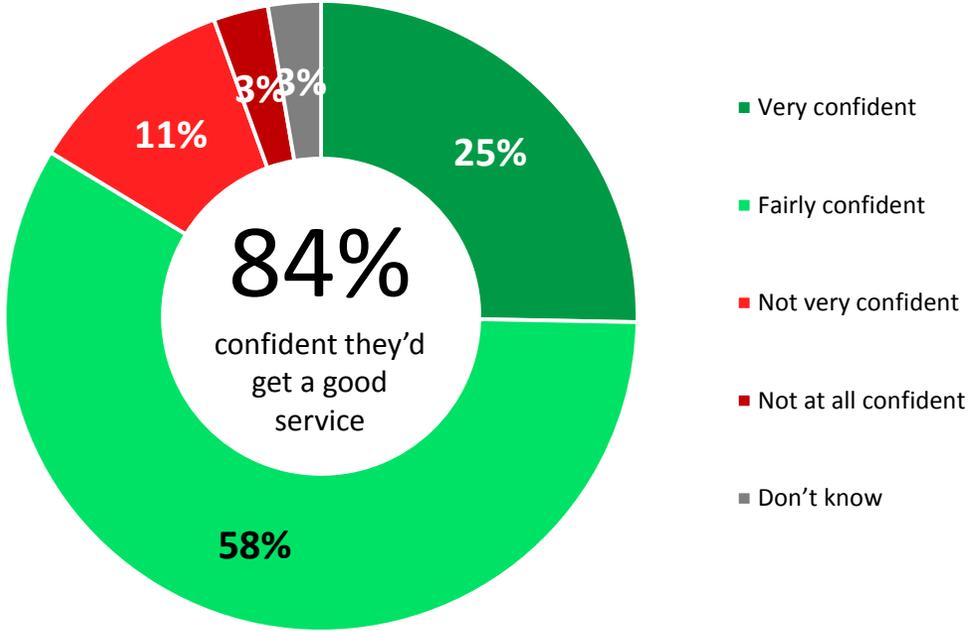


Section Six

Confidence in West Mercia Police



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



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 third consecutive increase

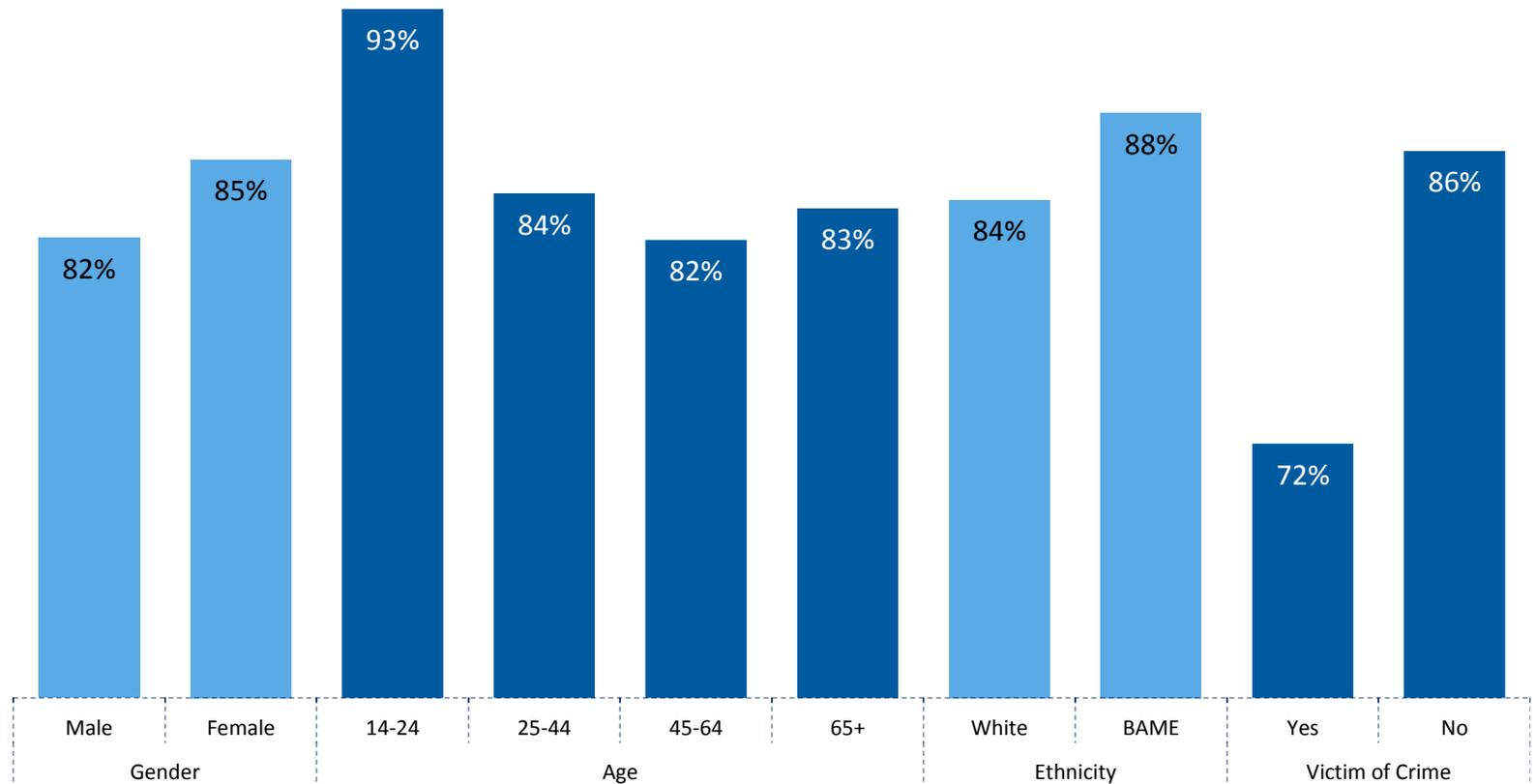
Those aged 14-24 most confident they would receive a good service from WMP; those aged 45-64 least likely to be confident

Victims of crime were less confident in receiving a good service

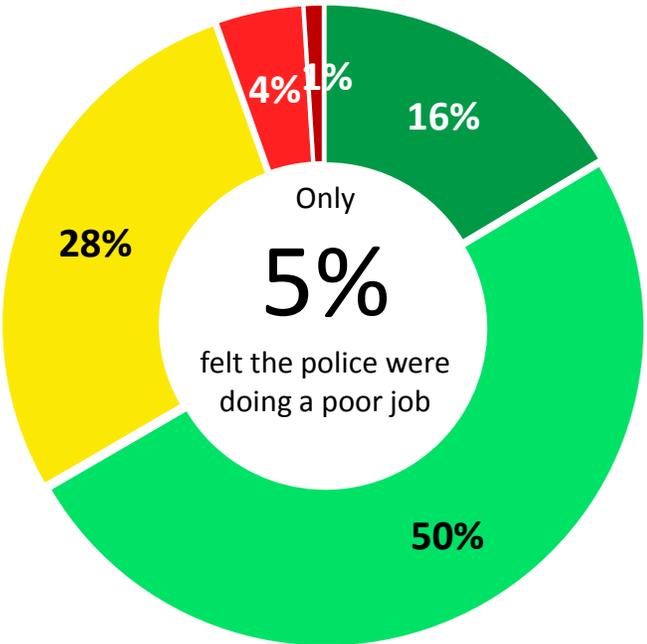
Females more confident than males they would receive a good service from WMP

Confidence lowest amongst residents of Shropshire – highest in South Worcestershire and Telford & Wrekin

Demographic Comparisons - % very / fairly confident



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

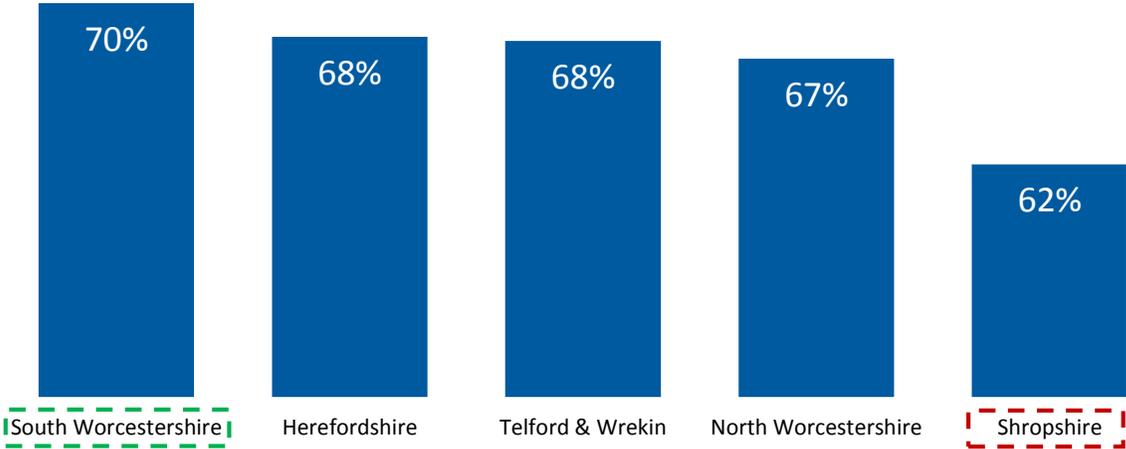


59%
CSEW MSG Average –
Excellent / Good job

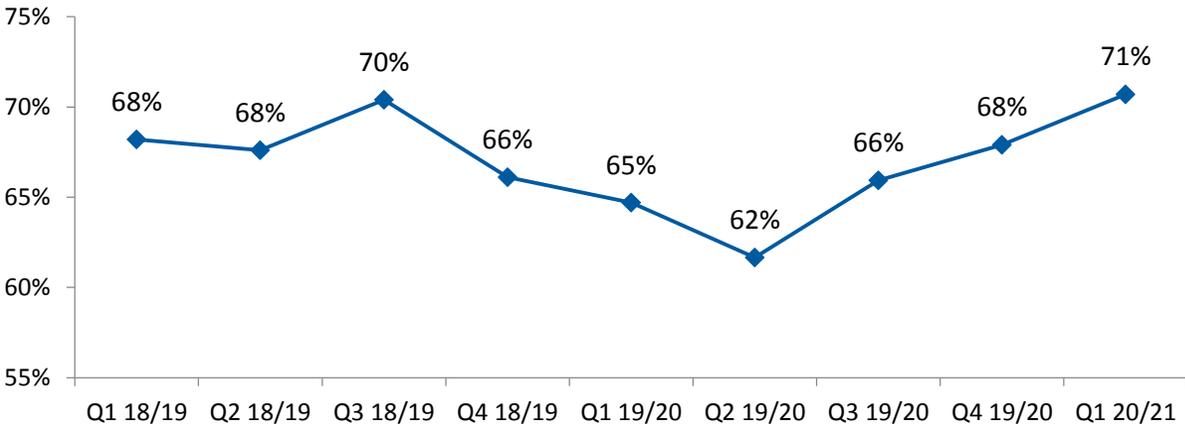
8%

- 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



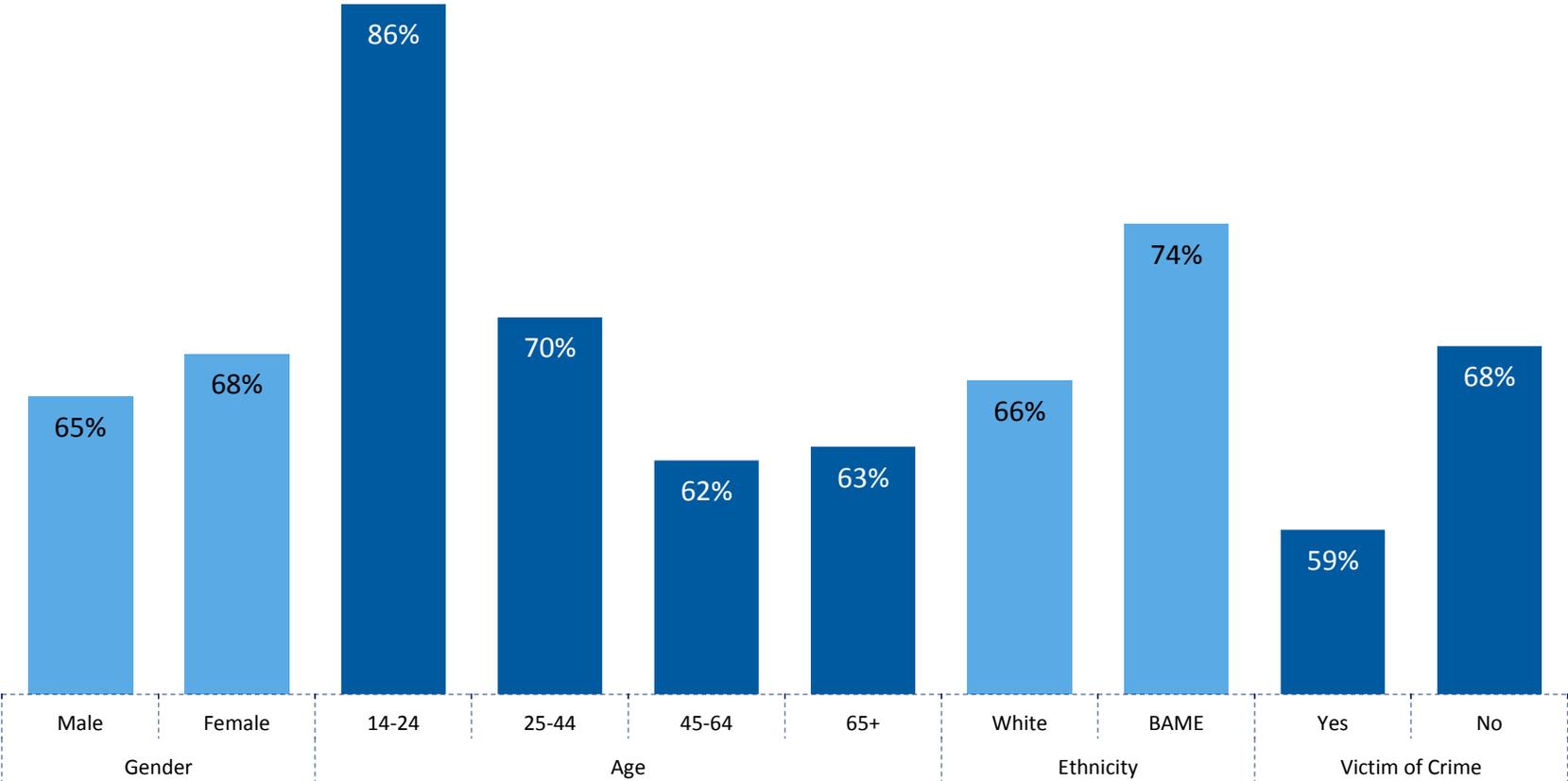
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*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

3% increase from the previous quarter in those that felt WMP were doing an excellent or a good job – now at highest level since tracking began

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

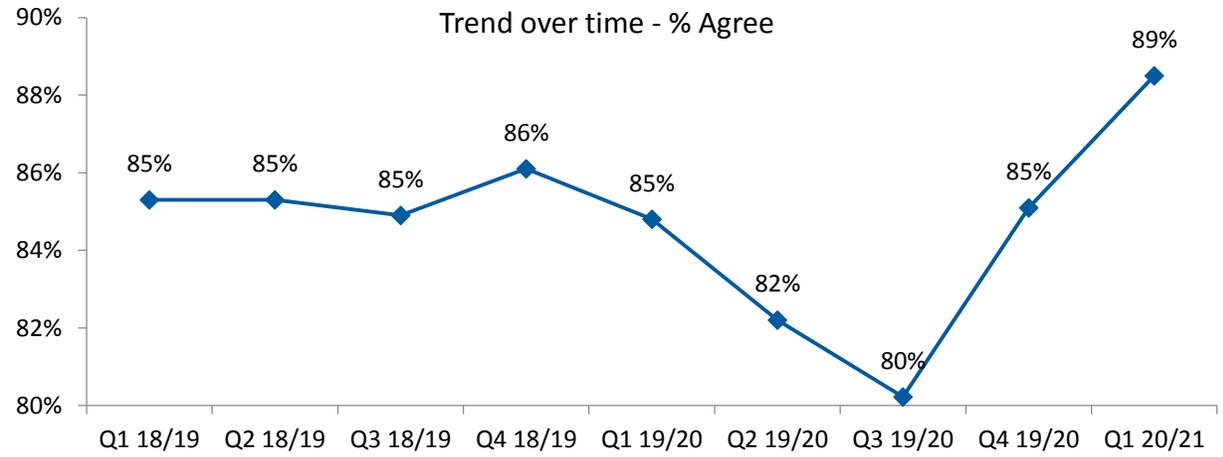
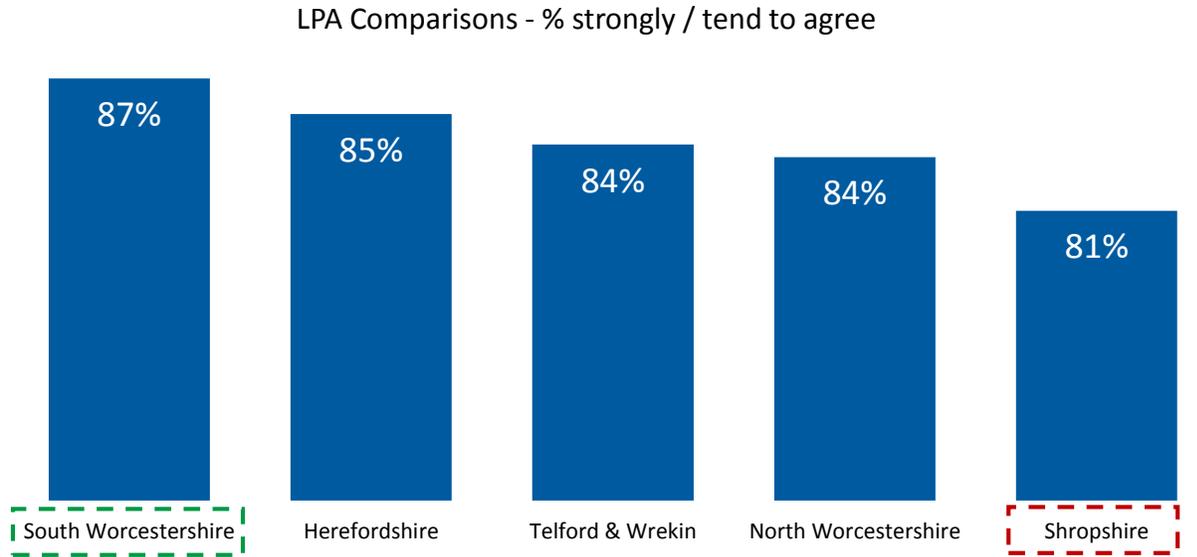
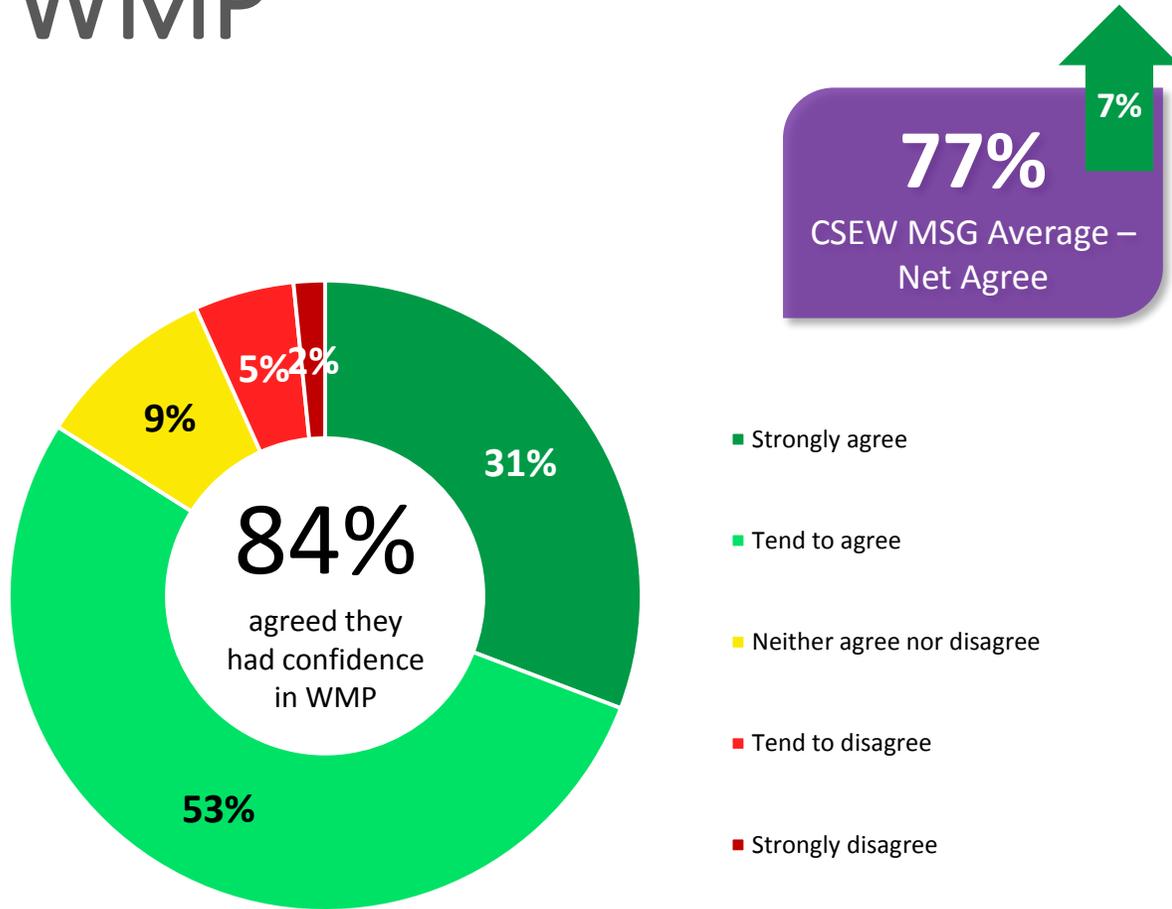
BAME respondents more likely than white respondents to feel the police were doing an excellent or good job

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



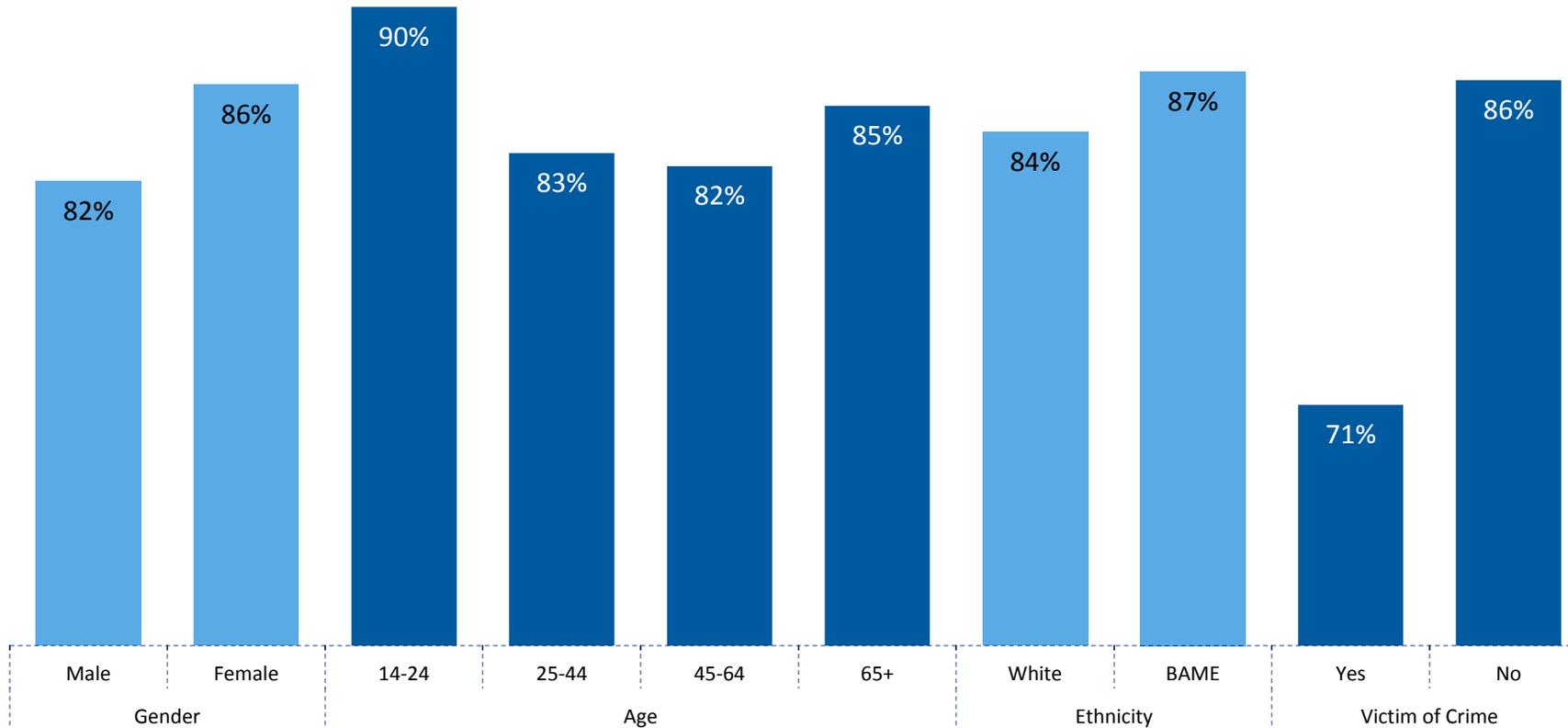
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

Confidence in WMP has increased 4% from the previous quarter – now at the highest level since tracking began despite being at its lowest level only 2 quarters ago

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

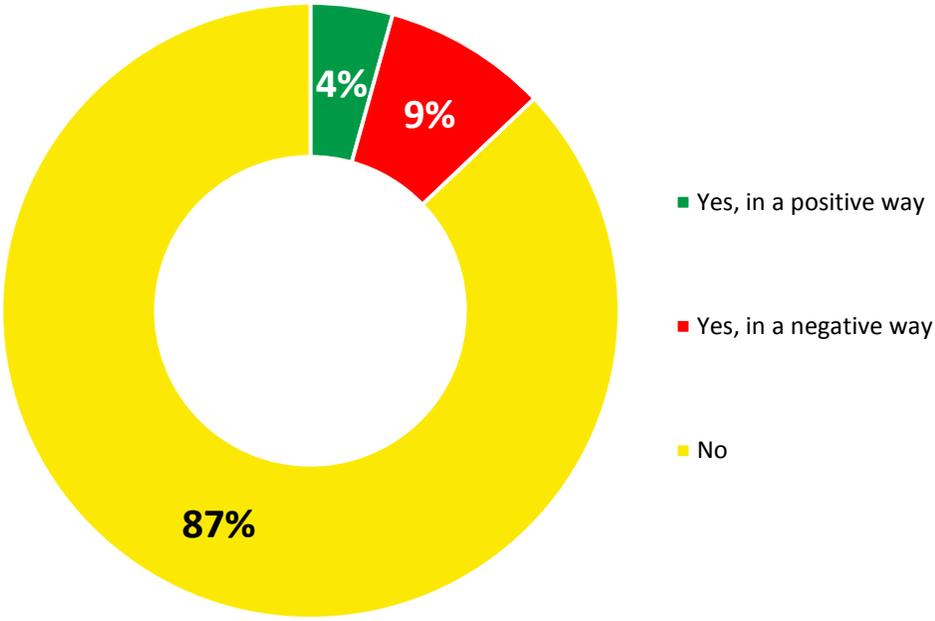
Victims of crime least likely be confident in WMP

Residents in Shropshire least likely to be confident in WMP – those in Herefordshire most confident

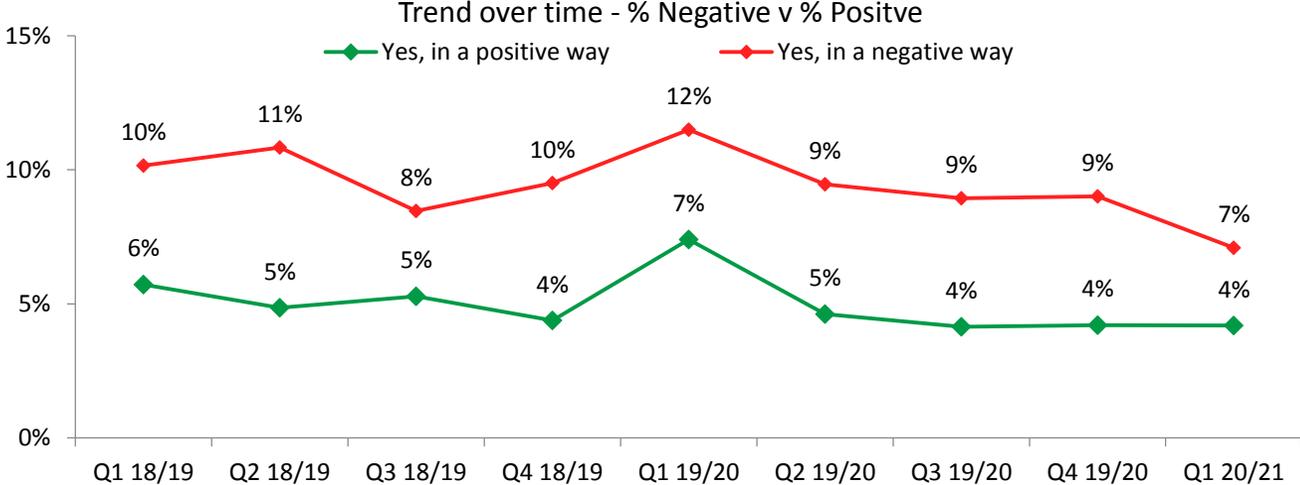
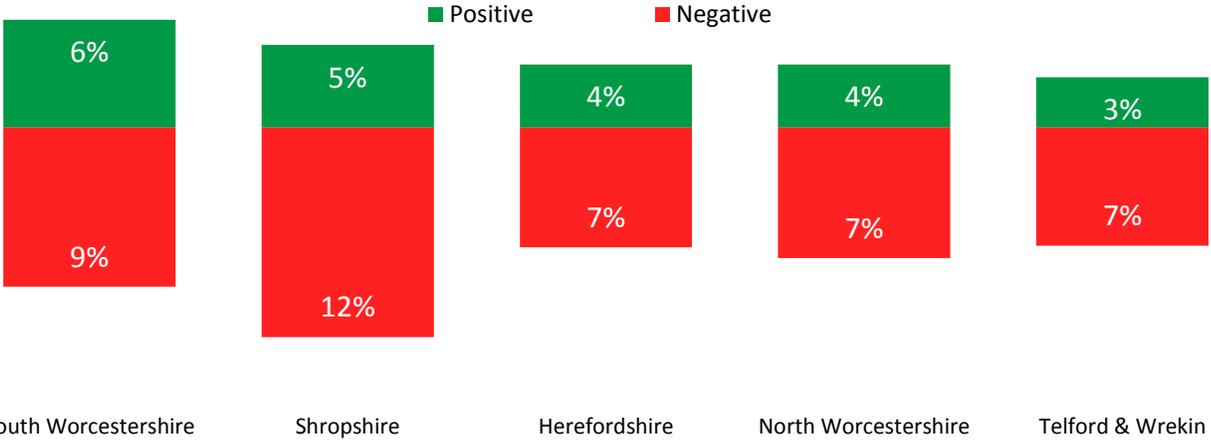
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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



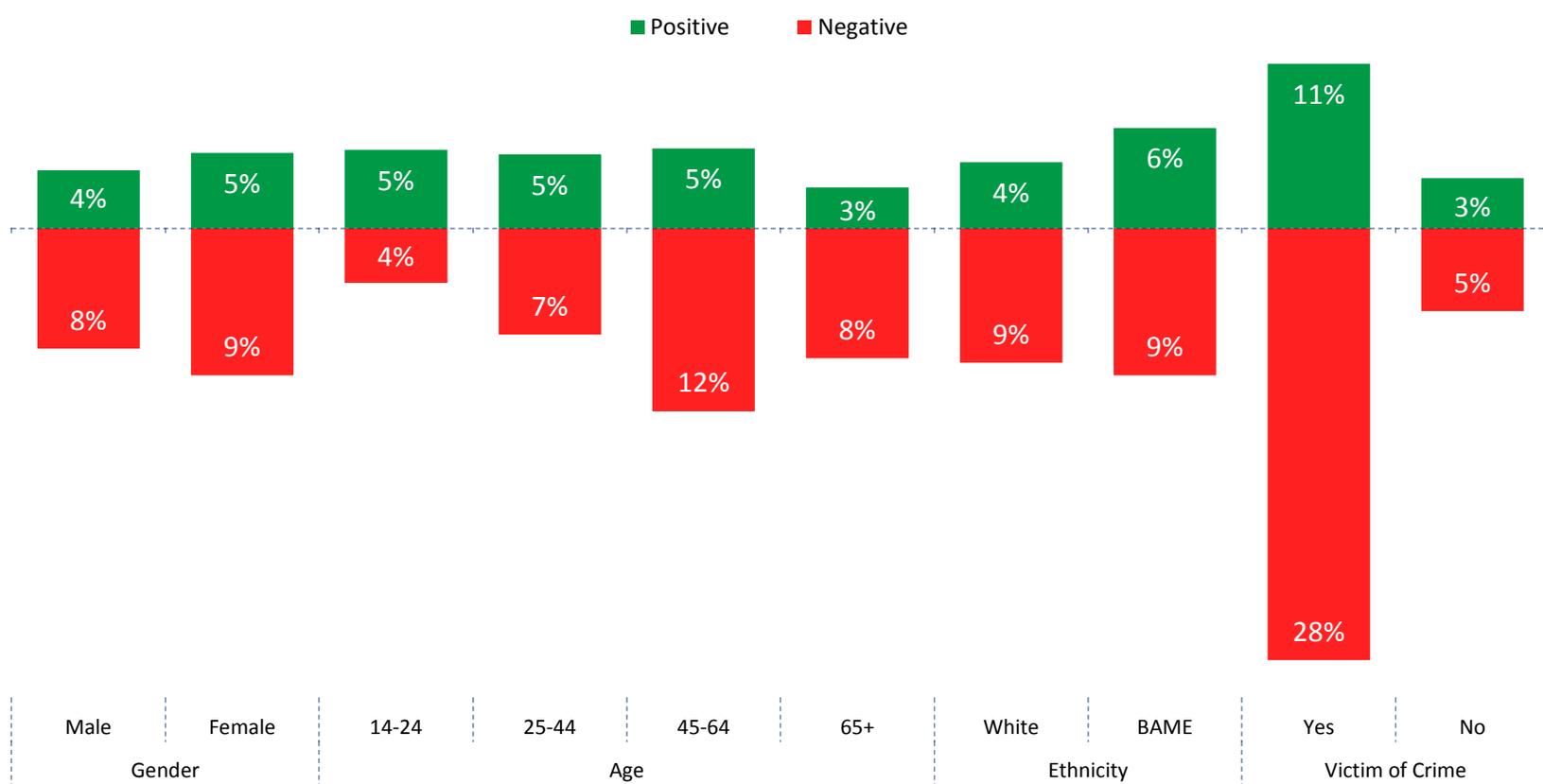
LPA Comparisons - % positive event % negative event



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



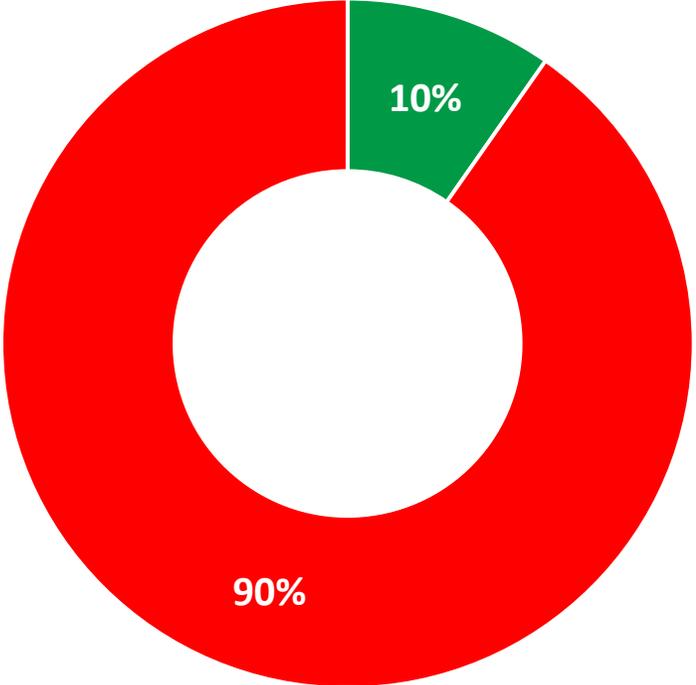
Key Insights

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

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

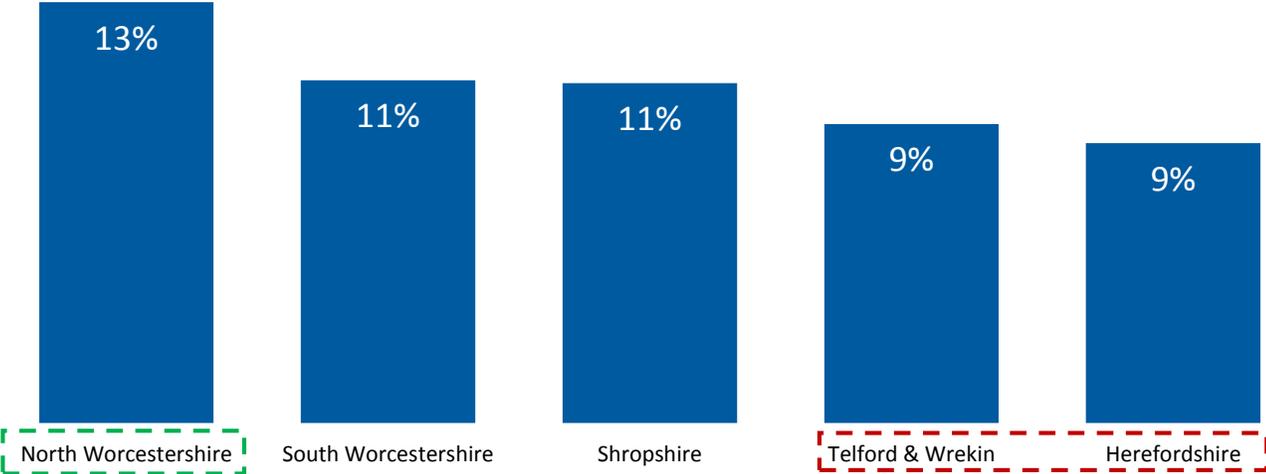
Residents in Shropshire were the most likely to have experienced an event that negatively affected their confidence in WMP

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

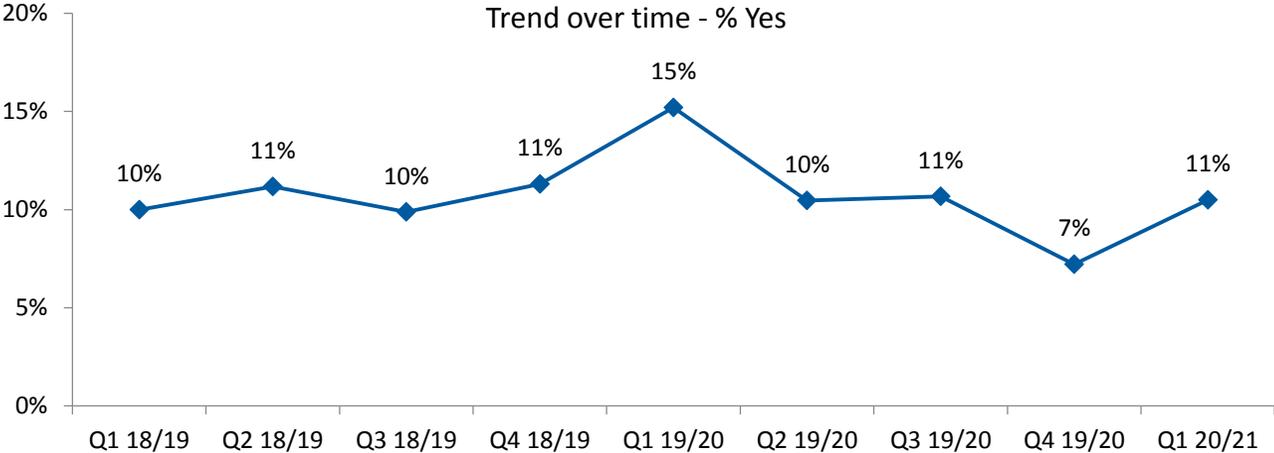


■ Yes
■ No

LPA Comparisons - % aware of PCC

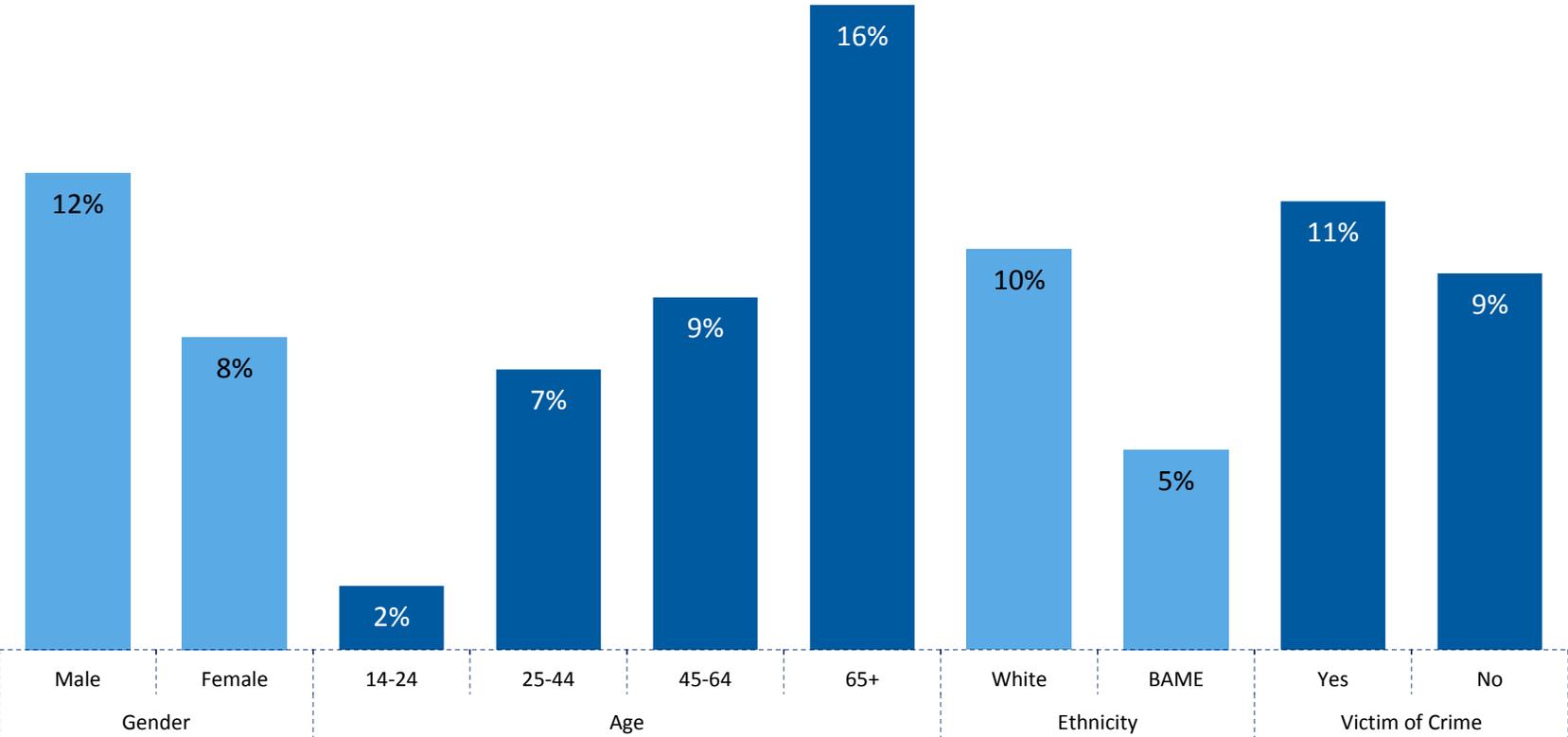


Trend over time - % Yes



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

Demographic Comparisons - % aware of PCC



Key Insights

- 4% increase in awareness compared to the previous quarter
- 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.



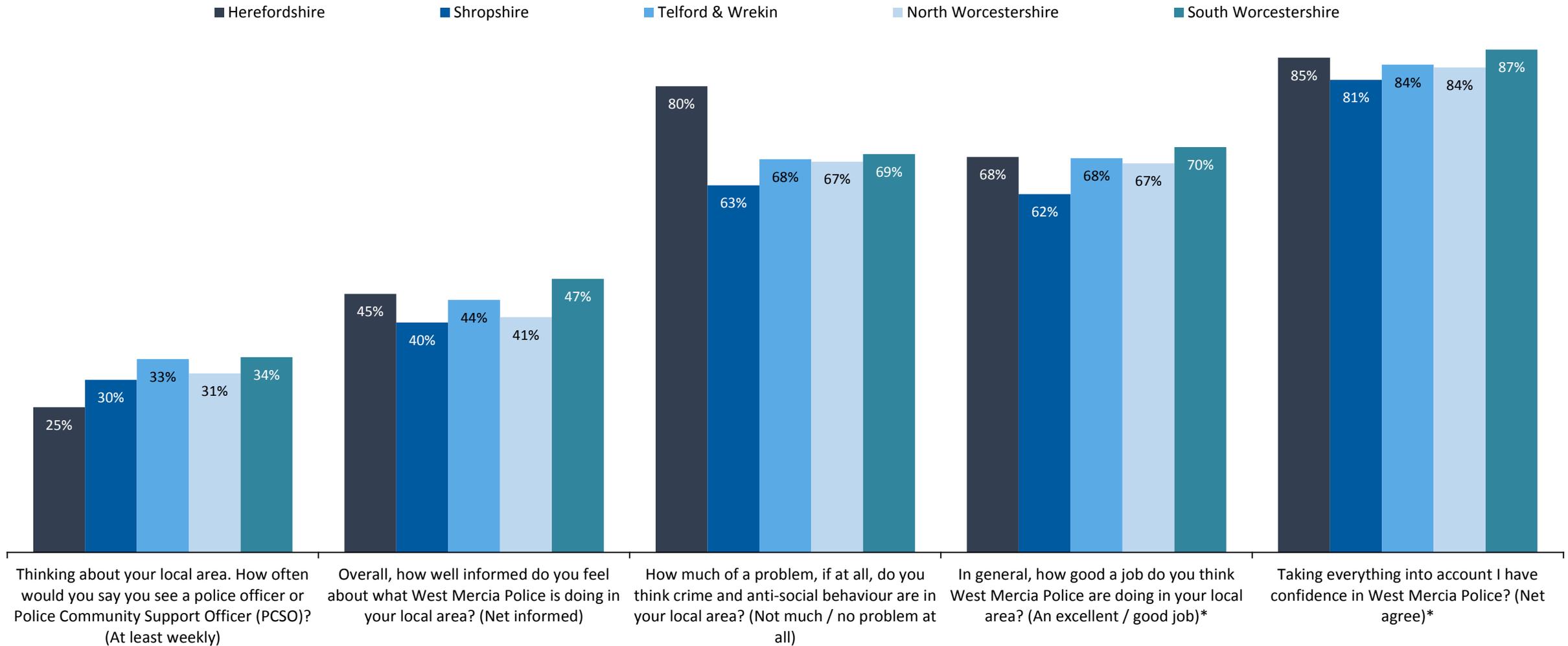
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Section Seven LPA & Victim Comparisons



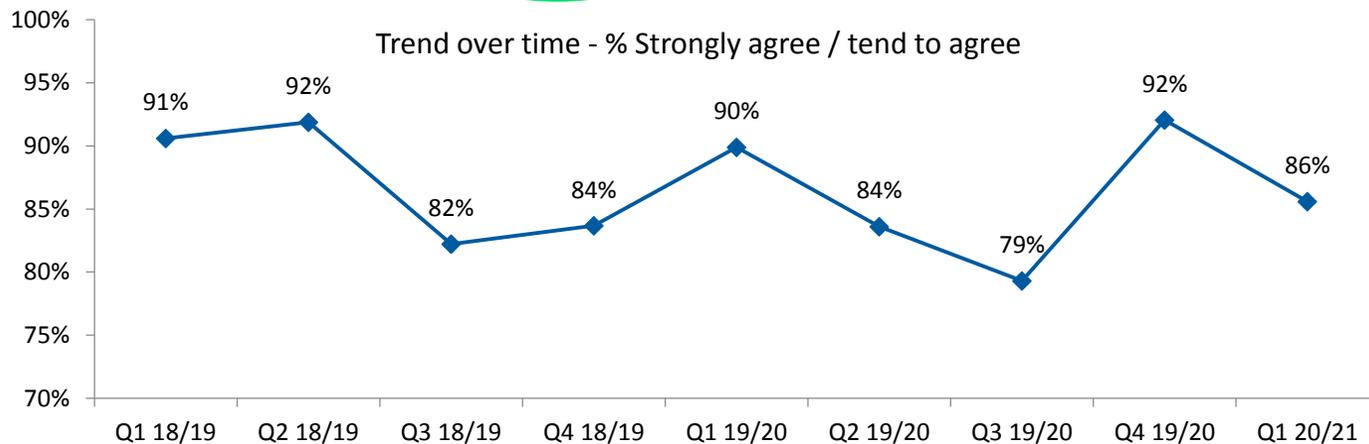
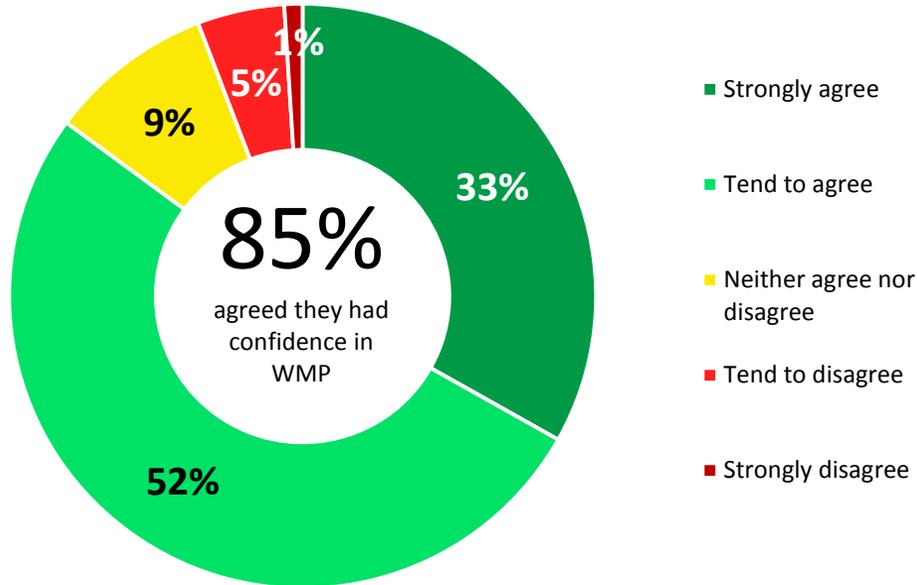
LPA Key Question Overview



*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 (25%)

Least likely to have been a victim of, or witness to, a crime (13%)

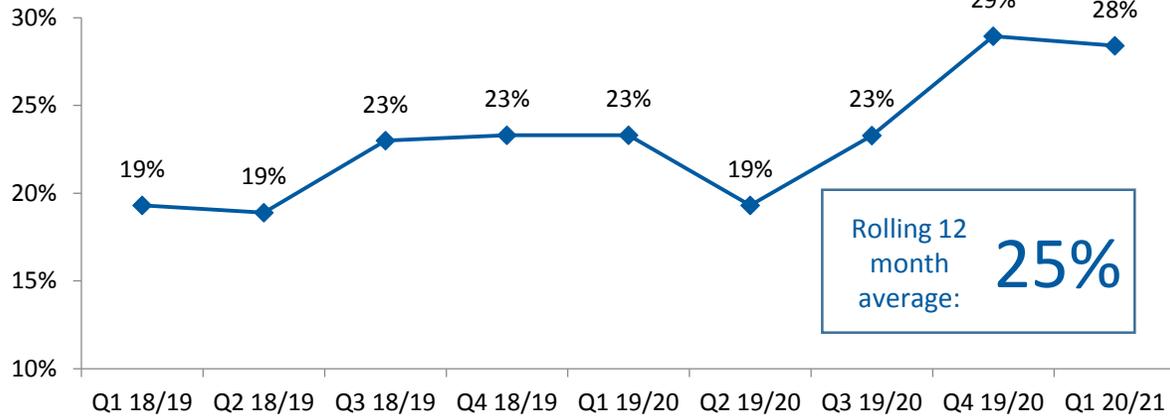
Least likely to feel crime and ASB was a problem in their area (19%)

Least likely have said there is now more crime and ASB in their area (11%)

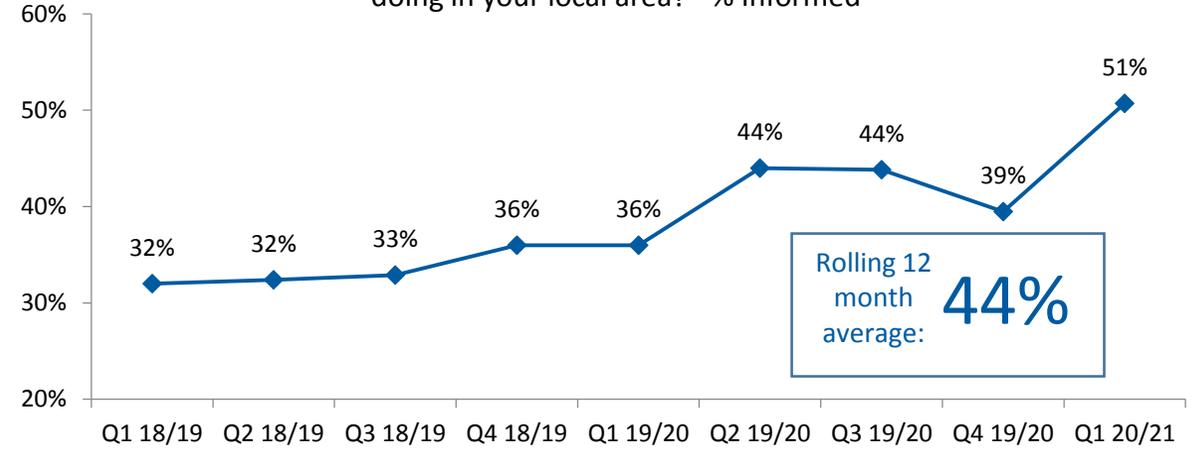
Least aware of the PCC (9% - joint with Telford & Wrekin)

LPA Key Findings - Herefordshire

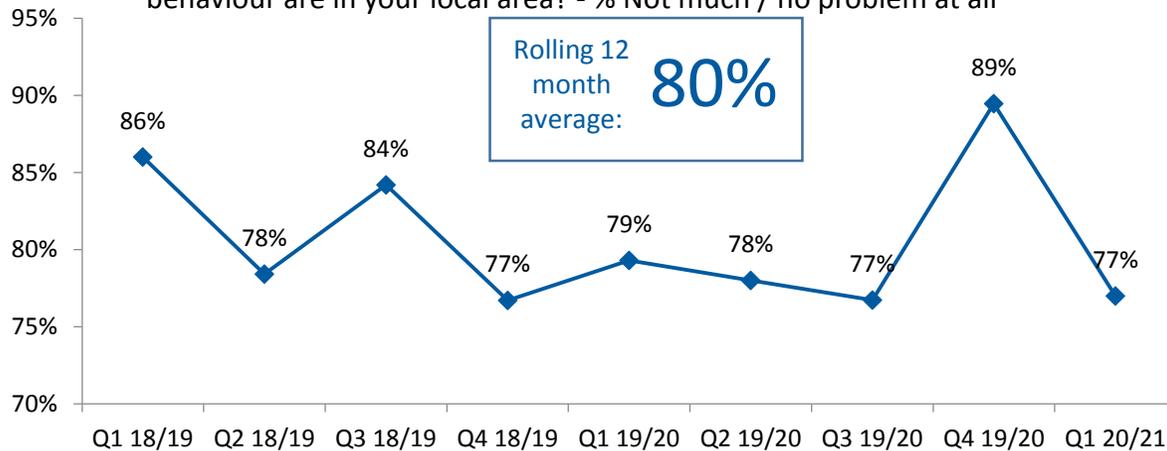
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



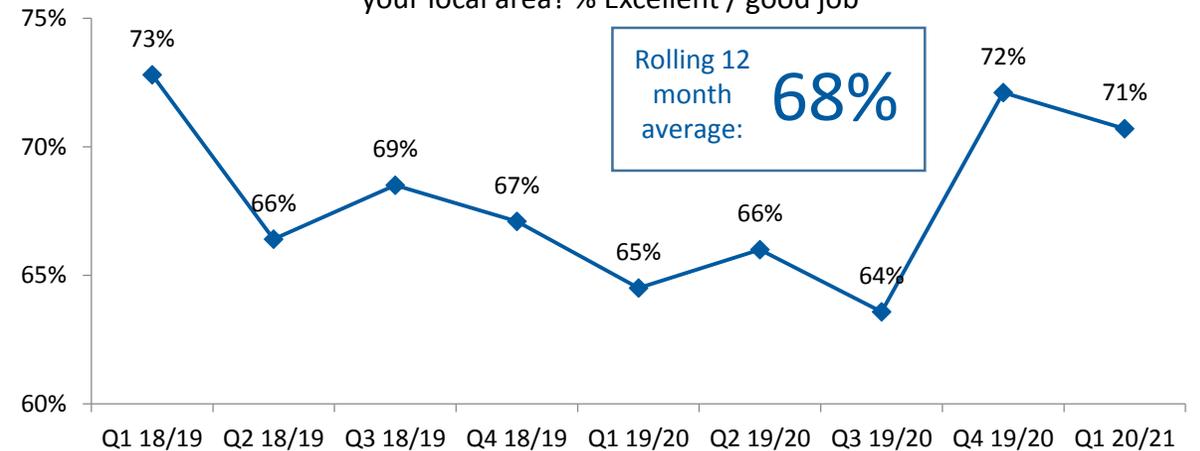
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



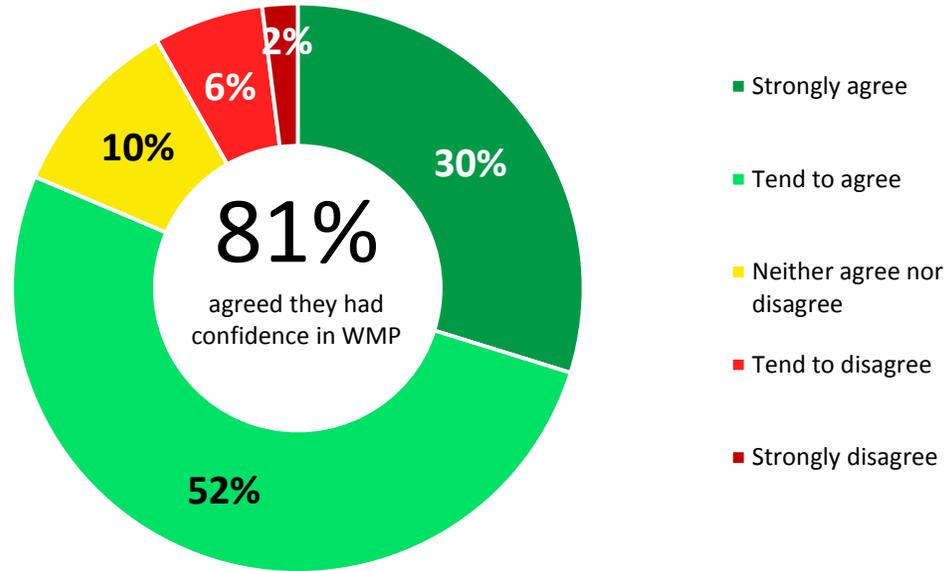
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



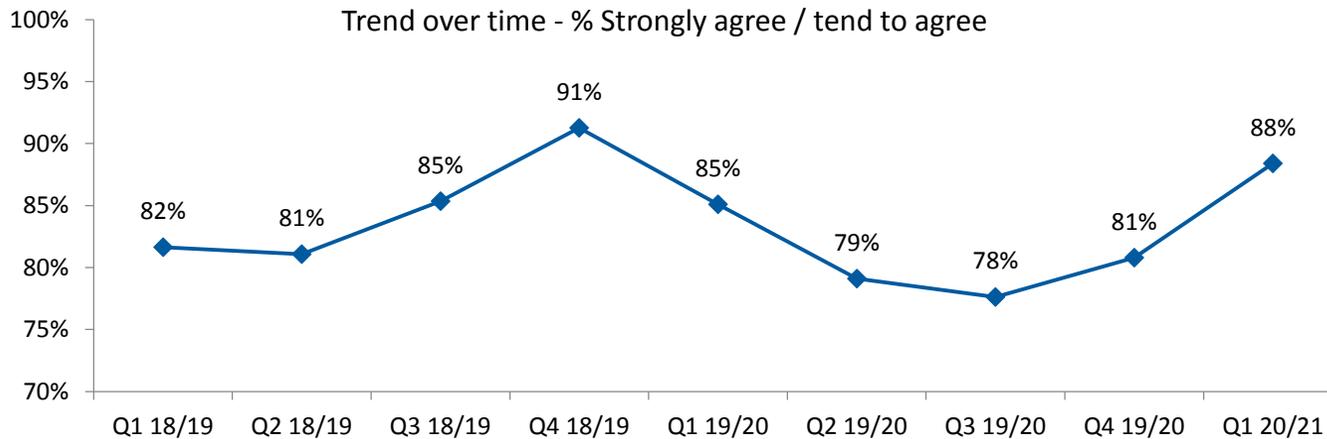
*Don't know option has been excluded from calculation to make question comparable to CSEW

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

Most likely to have felt there had been a decrease in levels of policing (14%)

Least confident they could access the police services in an emergency (75%)

Least confident they could access the police services in a non-emergency (59%)

Least likely to feel informed about what WMP are doing (40%)

Least likely to have said WMP understands the issues that affect their community (65%)

Most likely to feel crime and ASB was a problem in their area (35%)

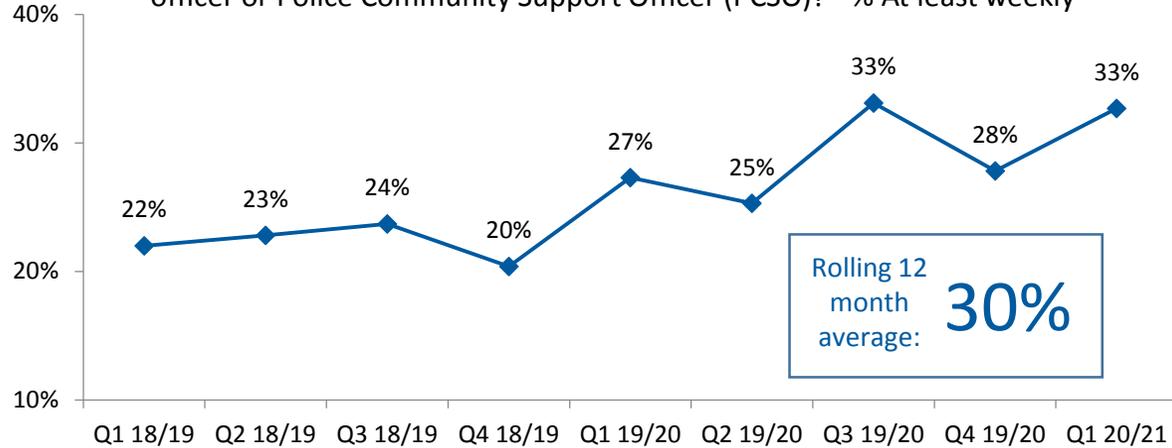
Least confident they would receive a good service from WMP (80%)

Least likely to have said the police in their area are doing an excellent or a good job (62%)

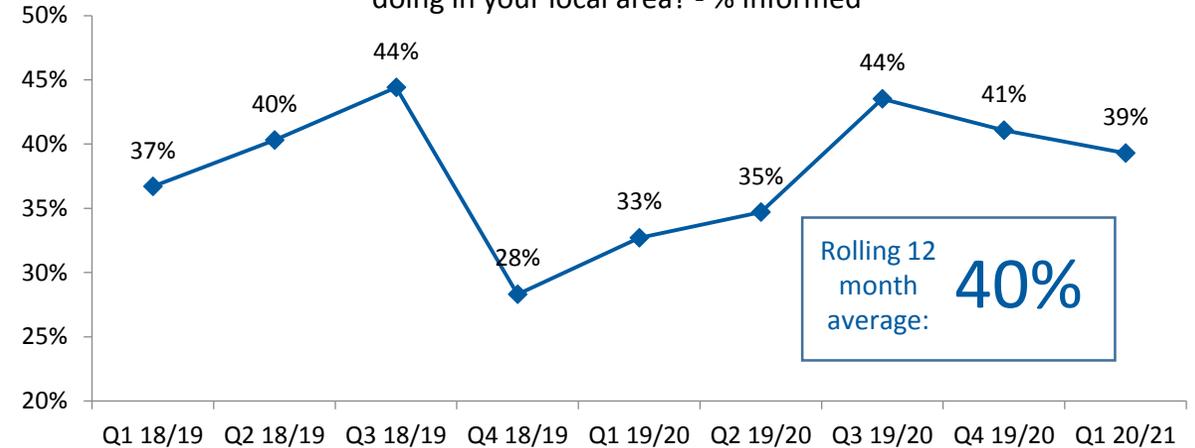
Least likely to say they have confidence in WMP (81%)

LPA Key Findings - Shropshire

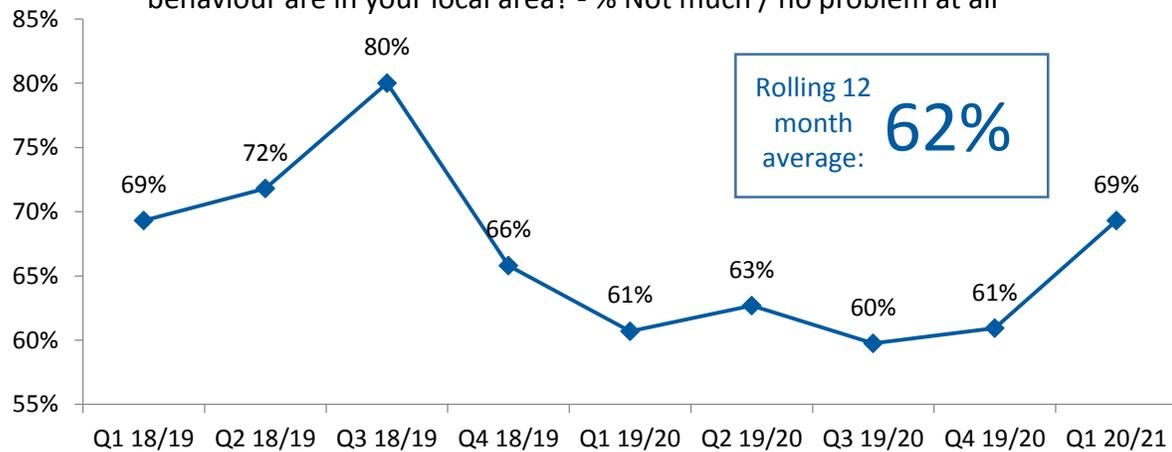
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



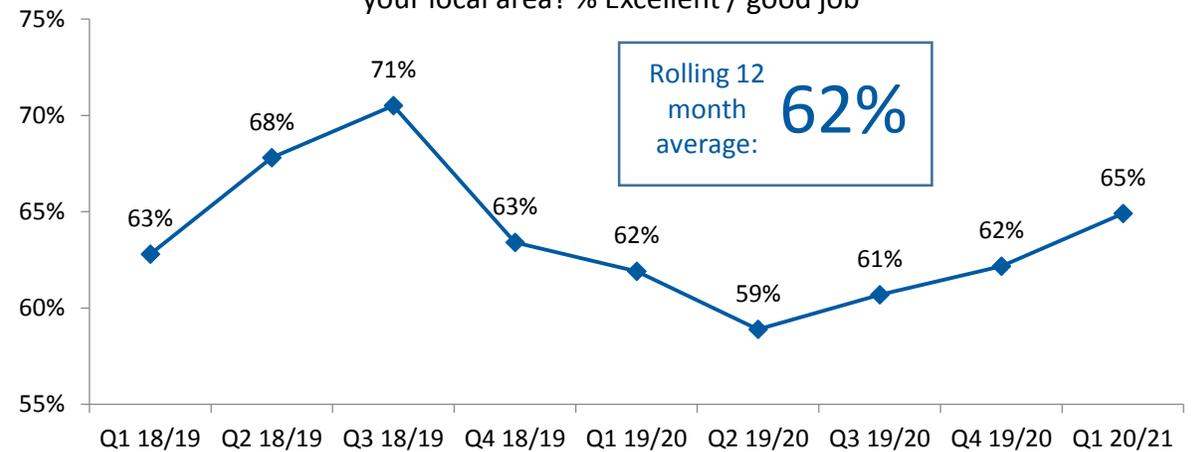
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



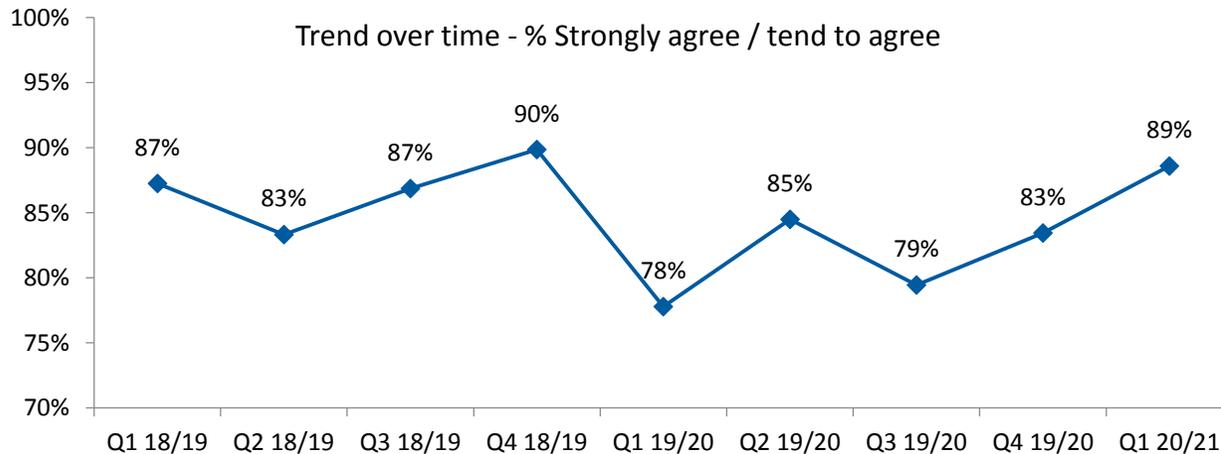
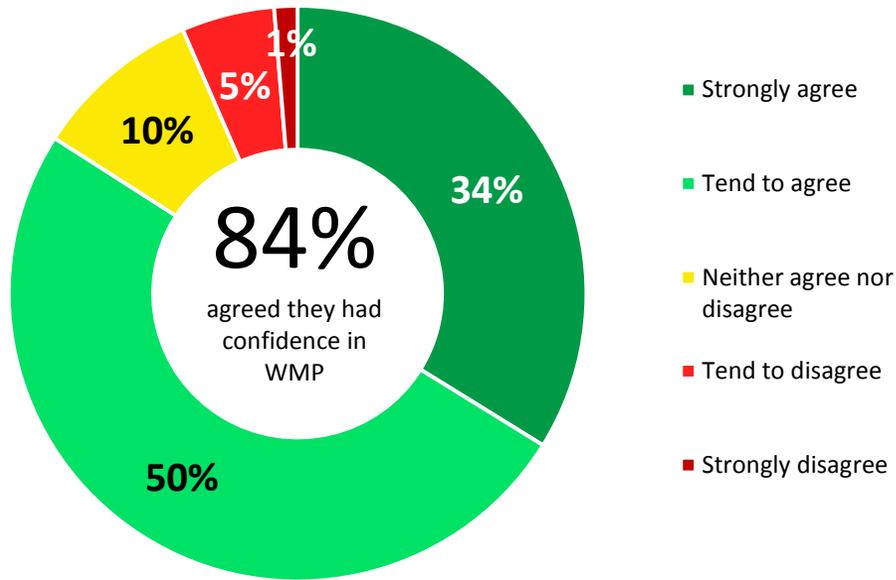
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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?



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



Key Findings Compared With Other NPTs

Most satisfied with the level of policing in their local area (62%)

Most likely to have spoken to an officer or a PCSO from their local policing team in the past 12 months (25% - joint with South Worcestershire)

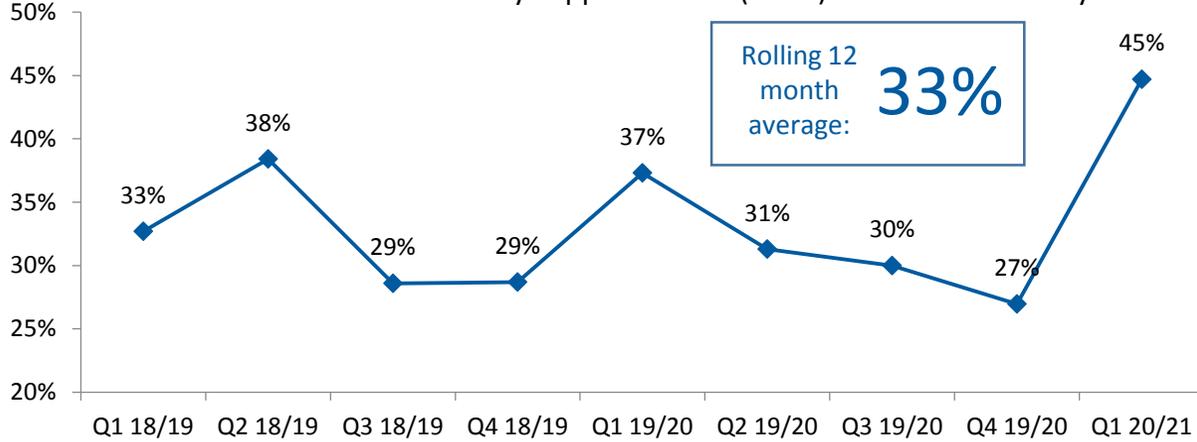
Most likely to feel their had been an increase in levels of policing in their area (13%)

Most likely to have said WMP use their stop and search powers fairly and respectfully (71%)

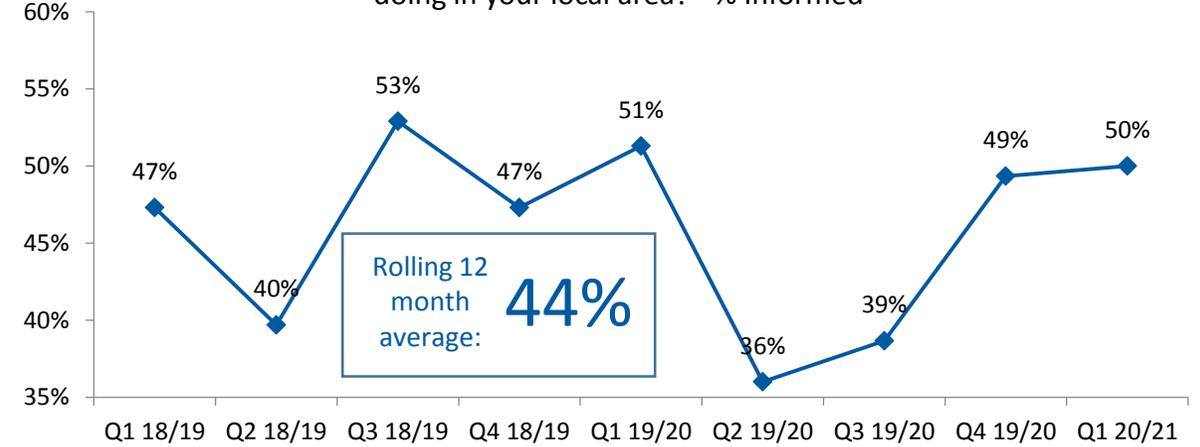
Least aware of the PCC (9% - joint with Herefordshire)

LPA Key Findings - Telford & Wrekin

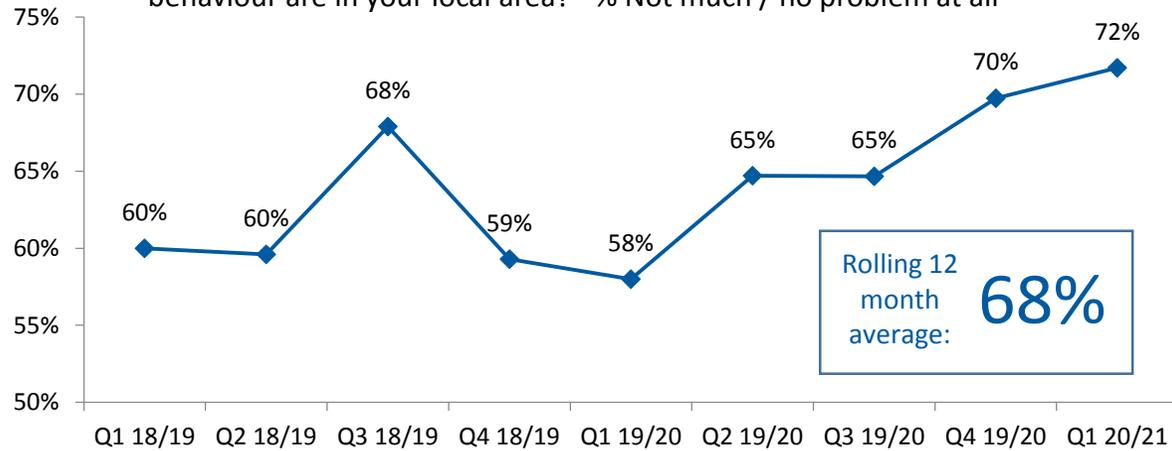
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



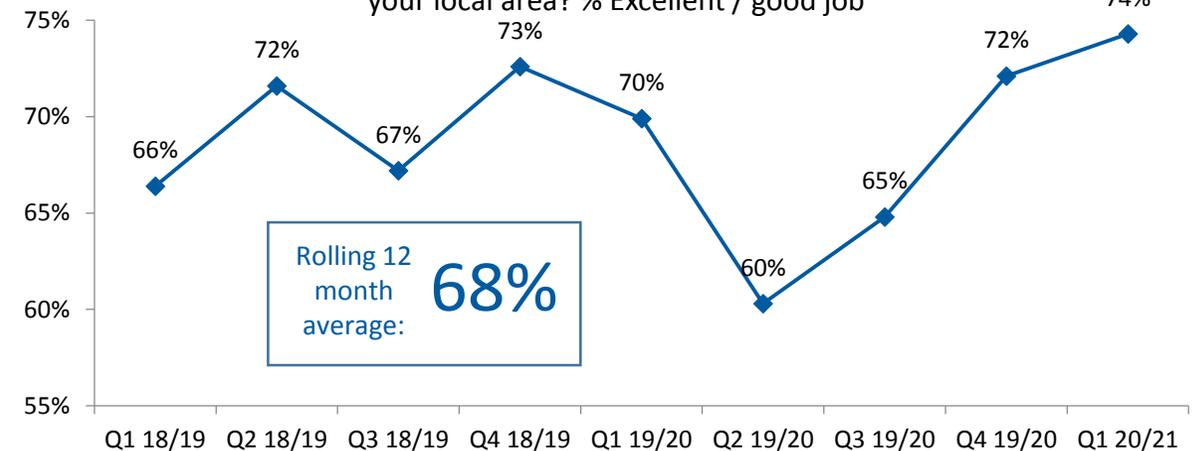
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



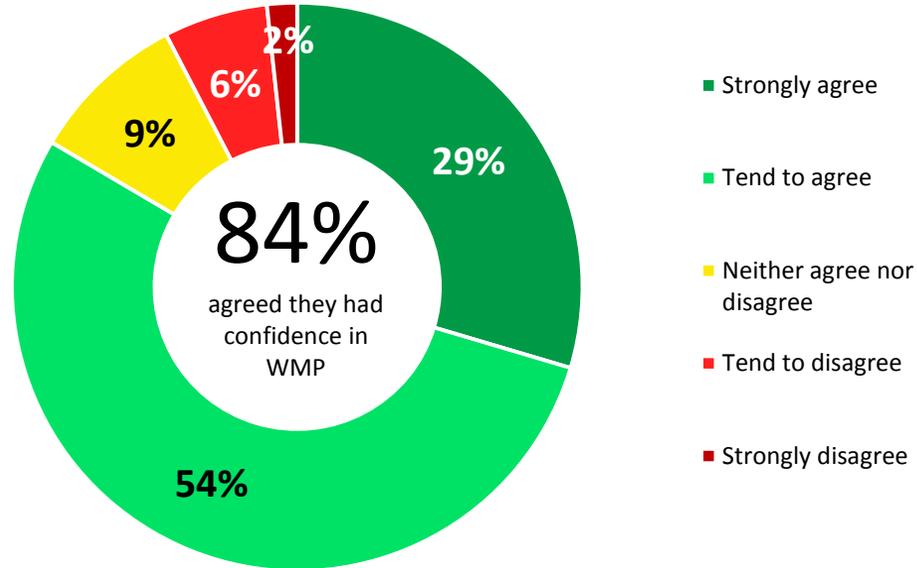
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



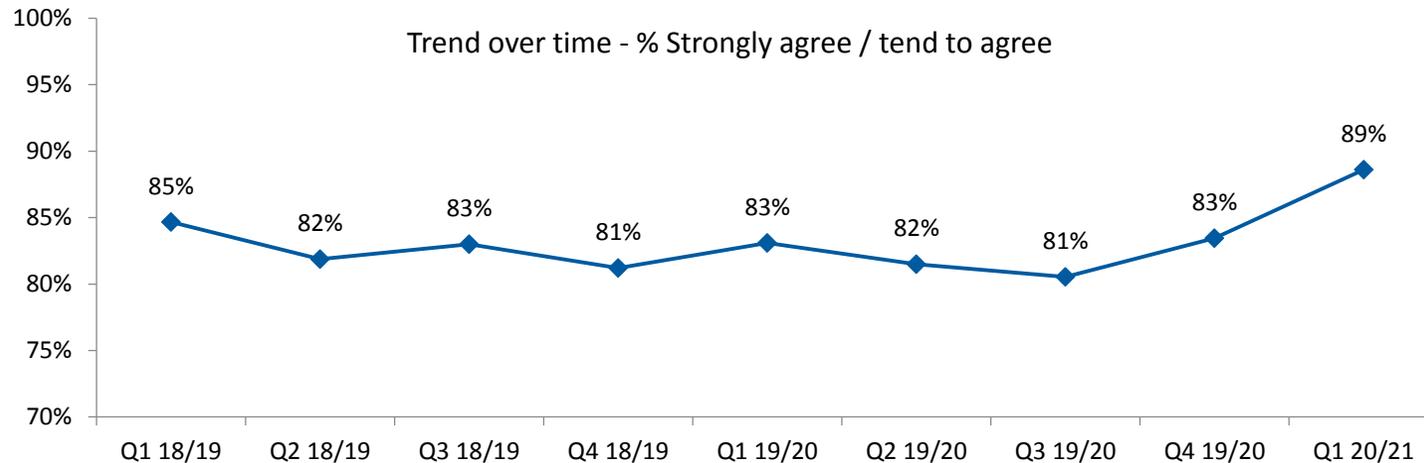
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - North Worcestershire

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



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 levels of policing in their local area (55%)

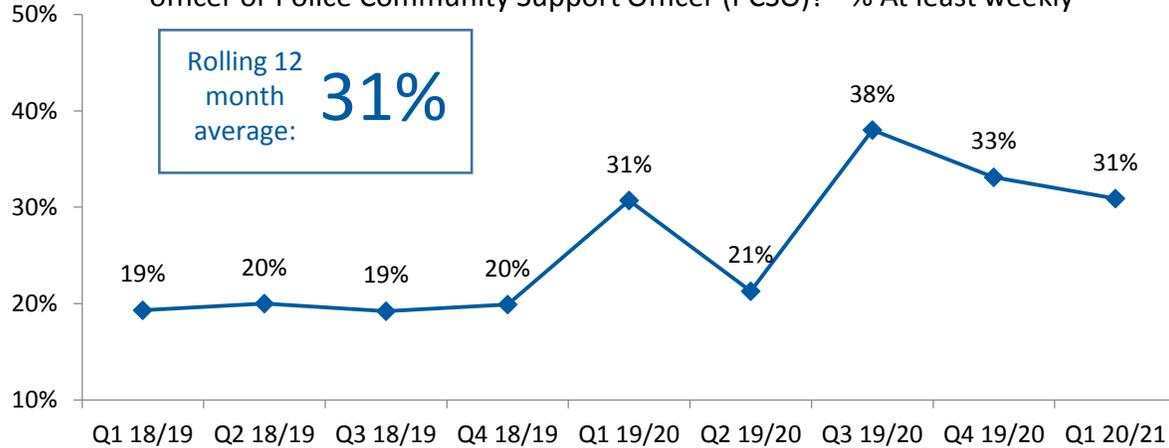
Least likely to have spoken to an officer or PCSO over the past 12 months (20%)

Most likely to agree that WMP understands the issues in their area (72% - joint with South Worcestershire)

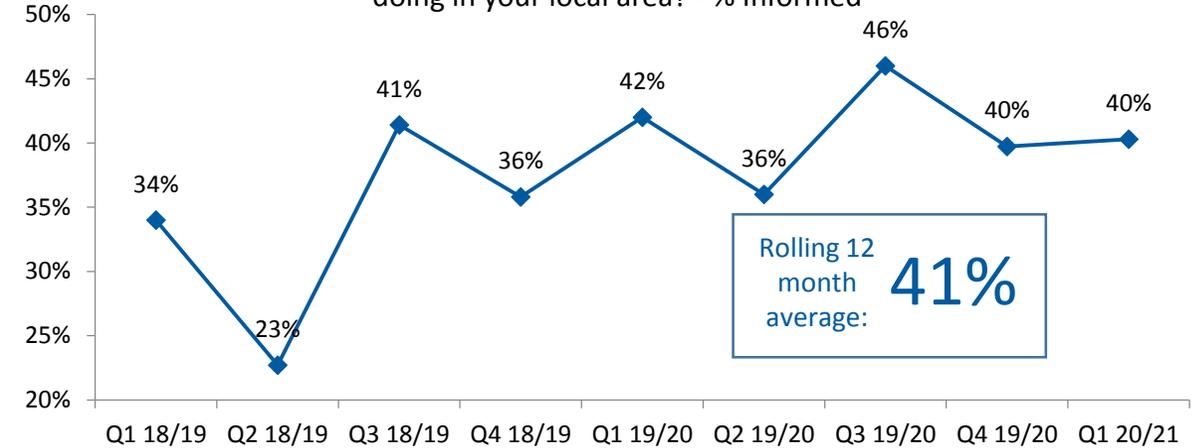
Most aware of who the Police and Crime Commissioner was (13%)

LPA Key Findings - North Worcestershire

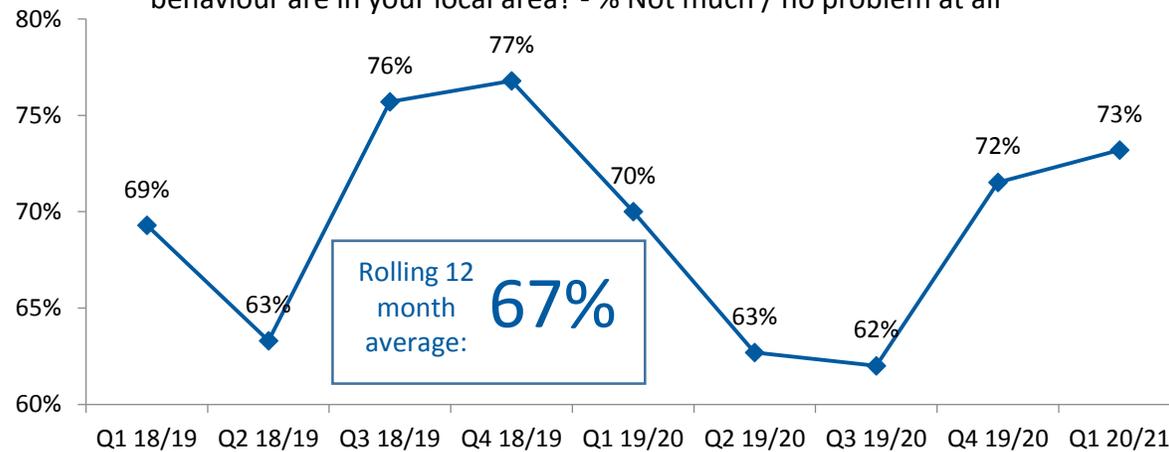
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



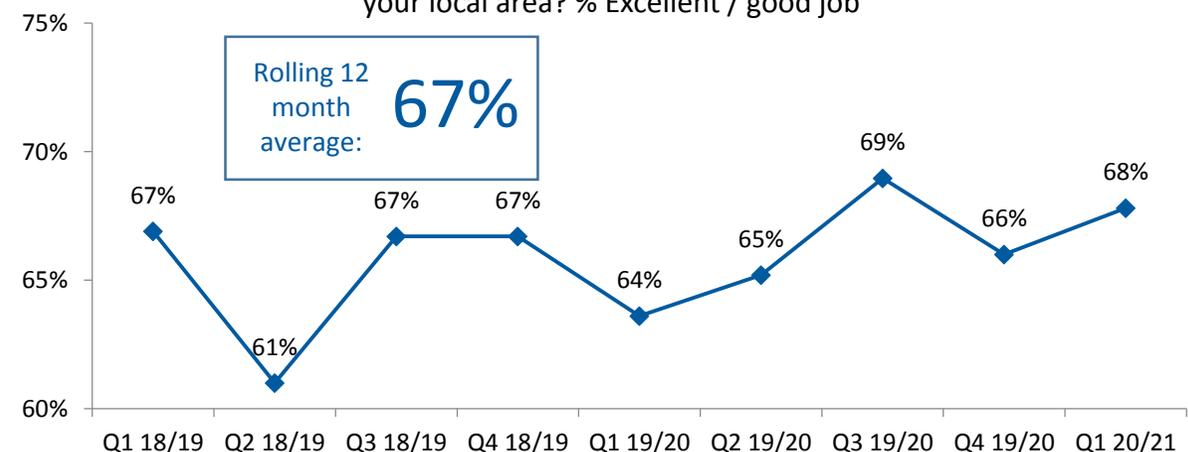
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



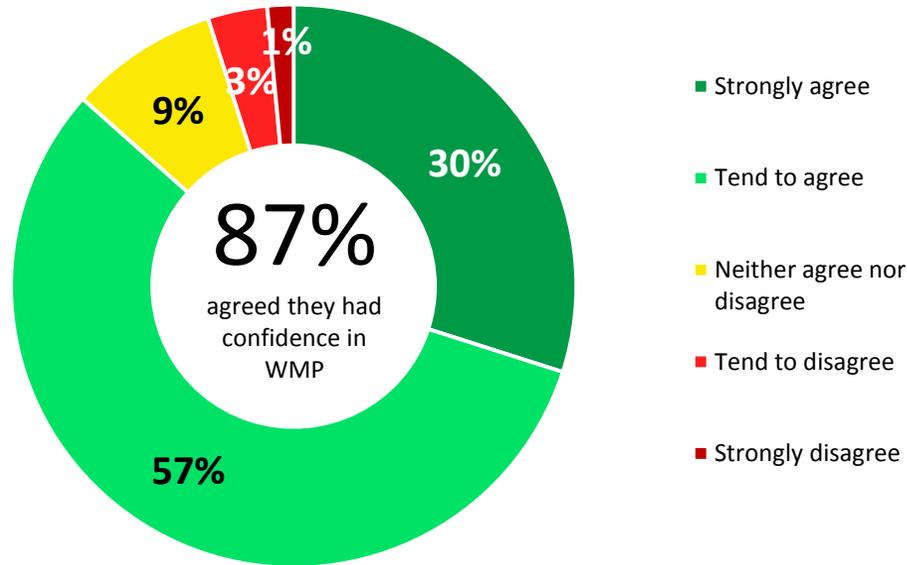
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



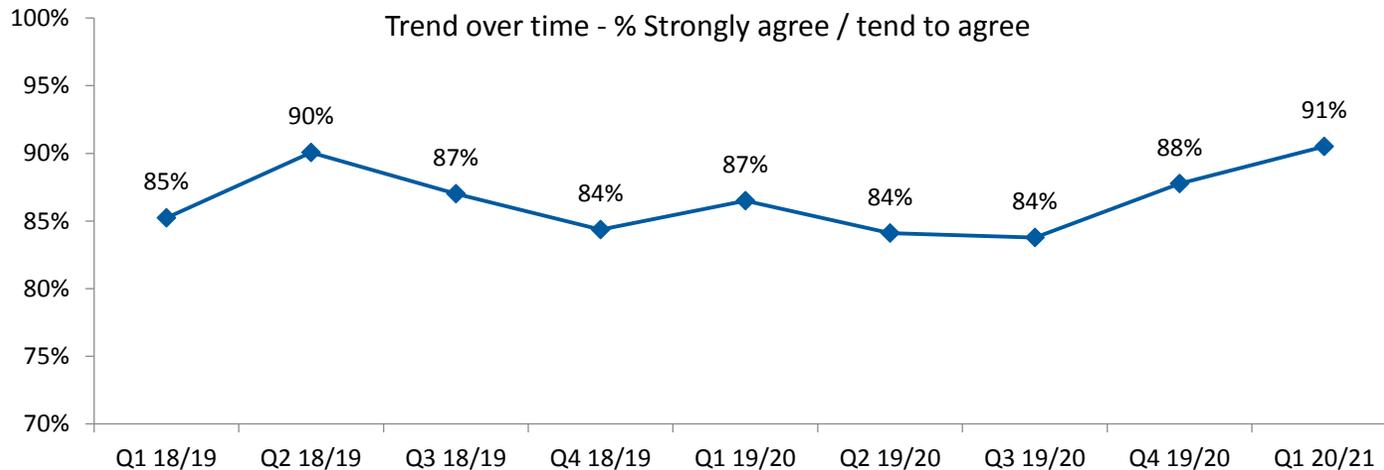
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - South Worcestershire

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



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

Most likely to see an officer or PCSO at least weekly (34% - joint with Telford & Wrekin)

Most confident they could access the police in both an emergency (87%) and a non-emergency (71%)

Most likely to feel informed about WMP are doing (47%)

Most likely to have been a victim or a witness to a crime in the past 12 months (17%)

Most likely to feel WMP understands the issues in their community (72% - joint with North Worcestershire)

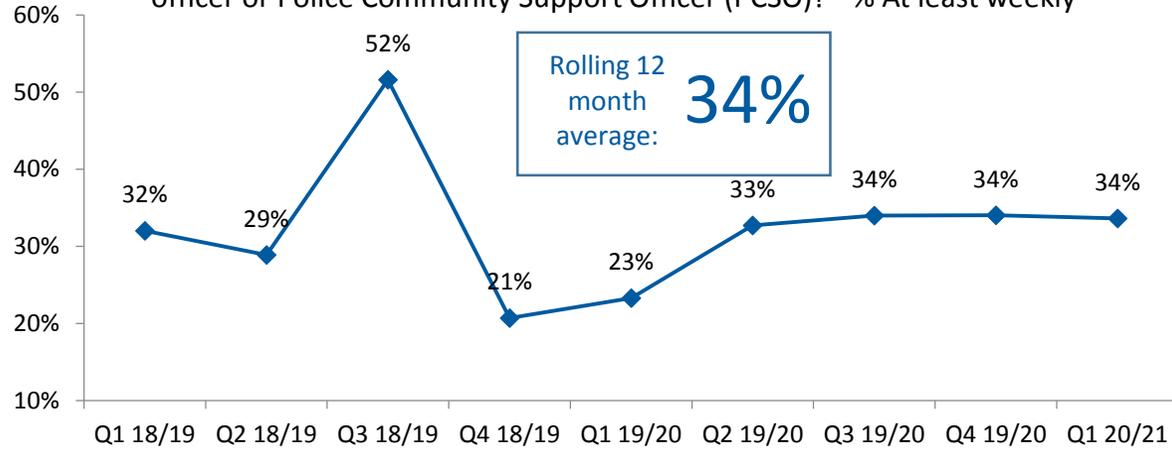
Most confident they would receive a good service from WMP if they were to report a crime or incident in the future (88%)

Most likely to feel WMP were doing either an excellent or a good job (70%)

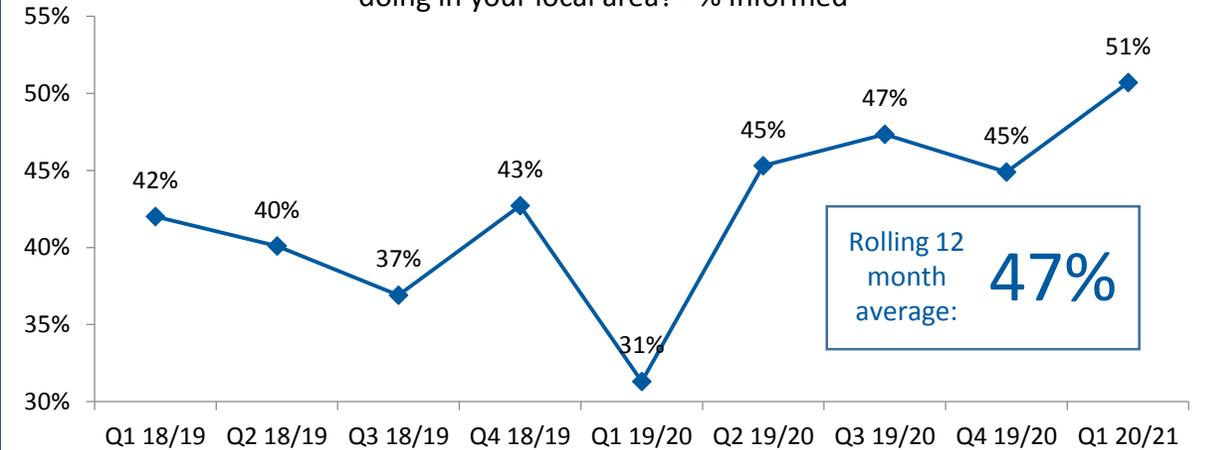
Most likely to have confidence in WMP (87%)

LPA Key Findings - South Worcestershire

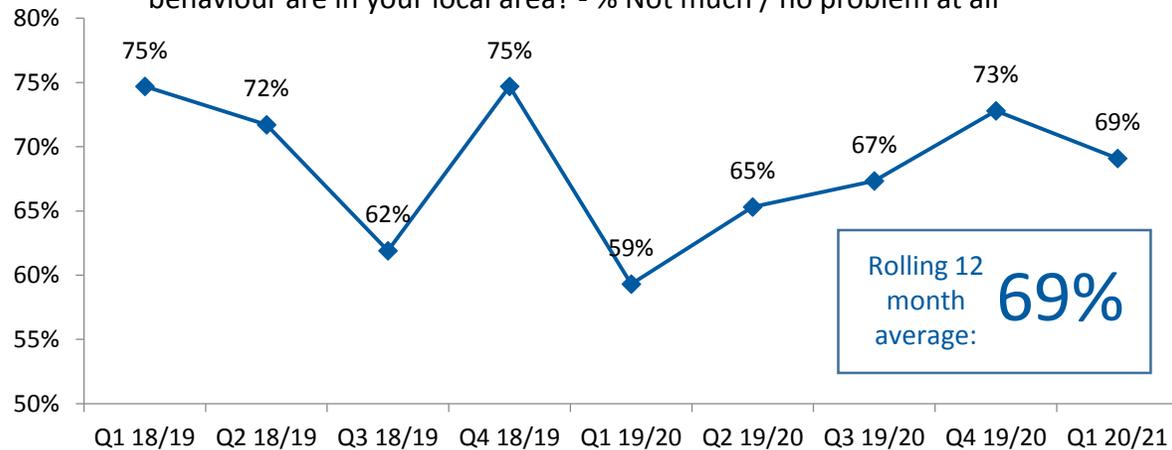
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



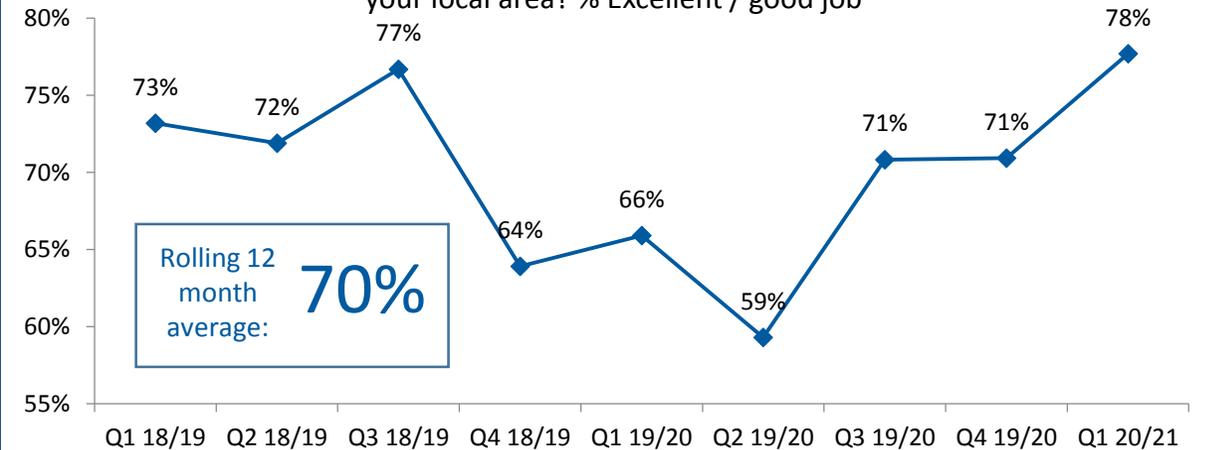
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

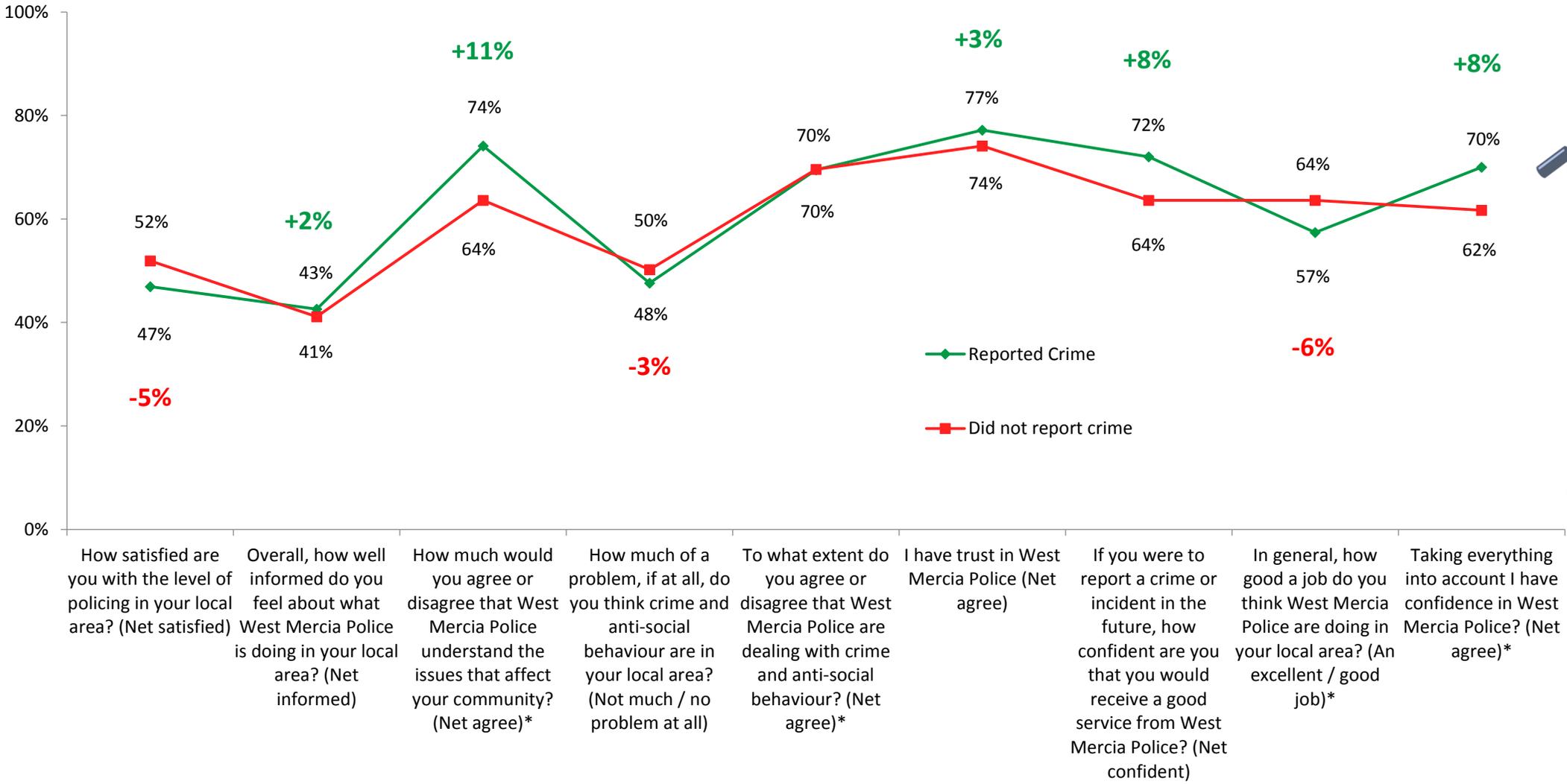


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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 slightly 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