



SMSR
RESEARCH



Public Views and Perceptions of Policing in West Mercia

2020/21 Survey Quarter 2 Results Presentation





SMSR
RESEARCH



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 (October 19 – September 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 (85%) agreed that they had confidence in West Mercia Police with the same proportion confident that they would receive a good service from the force (85%).
- Two-thirds (68%) felt that West Mercia Police were doing a good or excellent job.

Visibility

- Just under a third (32%) of residents report that they see an officer or PCSO at least once a week with around three-fifths (62%) satisfied with the levels of policing in their local area.
- Three-quarters (74%) said that there had been no change in the level of policing; around a tenth (11%) believed there had been an increase and slightly less (10%) thought there had been a decrease.
- Just over a fifth (21%) said that they had spoken to an officer or PCSO from their local policing team.

Interaction / Access

- Over four-fifths (84%) were confident that they could access the police in an emergency with two-thirds (68%) 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 three-fifths (41%) finding out through social media. Just under half (46%) said they felt informed about what West Mercia Police is doing, with slightly more (53%) that stated they did not feel informed.

Effectiveness

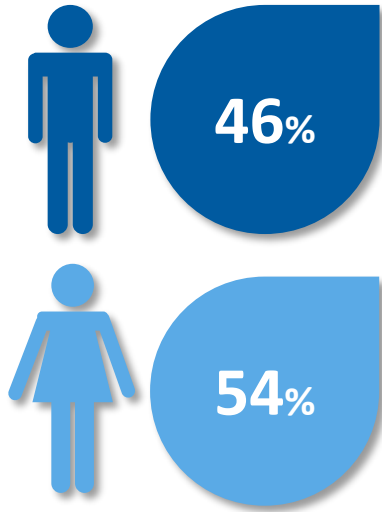
- Seven-tenths (71%) of residents felt that West Mercia Police understand the issues in their community and around a quarter (26%) reported that they thought that crime and ASB was a problem in their area.
- Around three-quarters (76%) thought that crime and ASB had remained the same compared to 12 months ago with less than a fifth (14%) reporting an increase. Further to this, around 8 in every 10 residents (82%) agreed that West Mercia Police are dealing with crime and ASB.

Trust / integrity

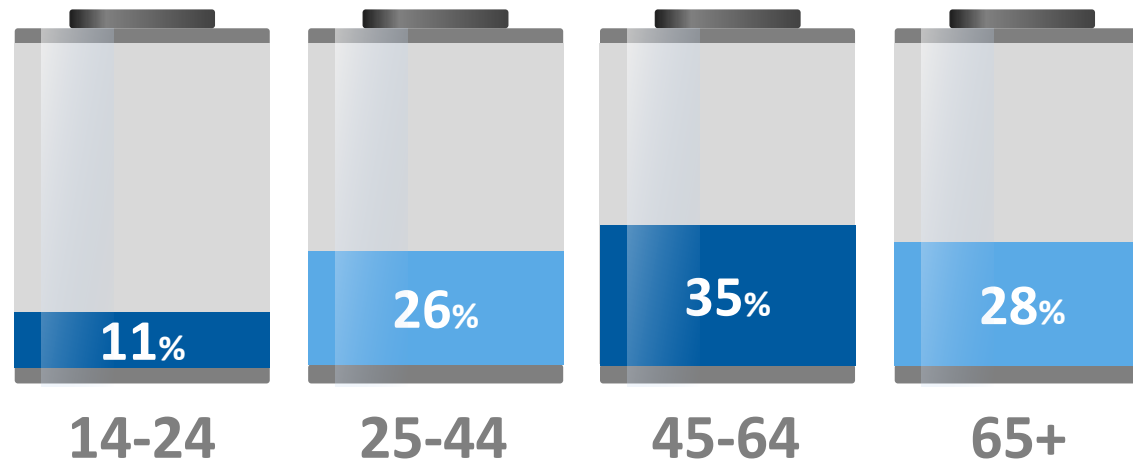
- The vast majority (95%) said that West Mercia Police have their support with nine-tenths (90%) that said they trust WMP. Over 8 in every 10 said they believe they treat everyone fairly regardless of who they are (89%), felt West Mercia Police act with integrity (86%) and use their powers appropriately (84%).
- 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

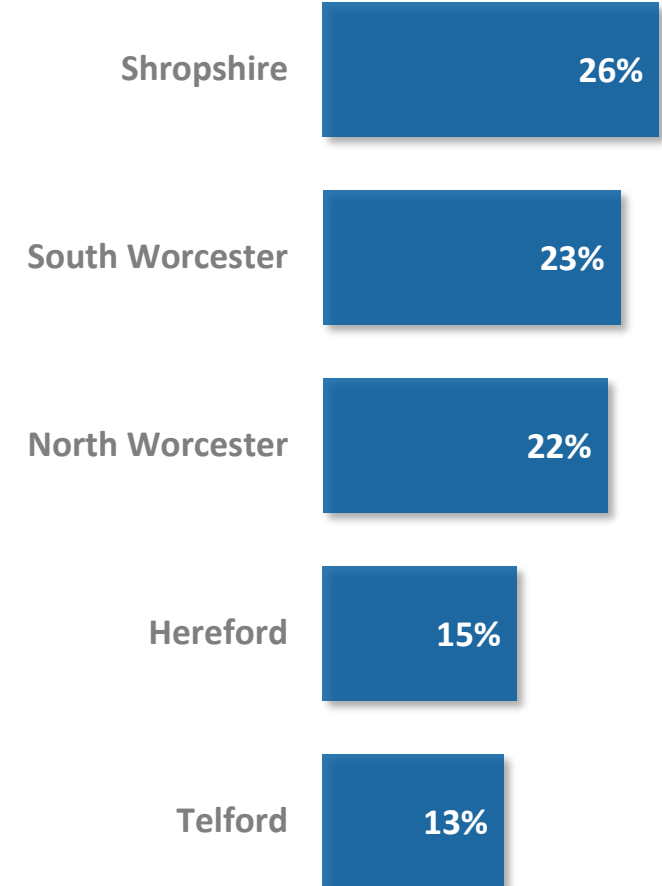
Gender



Age



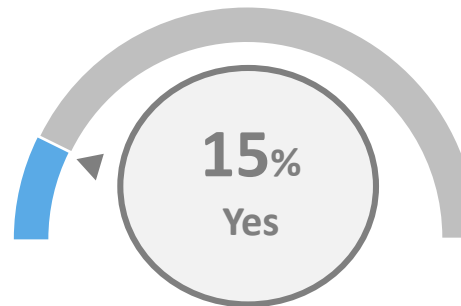
LPA



Ethnic Group



Disability





SMSR
RESEARCH

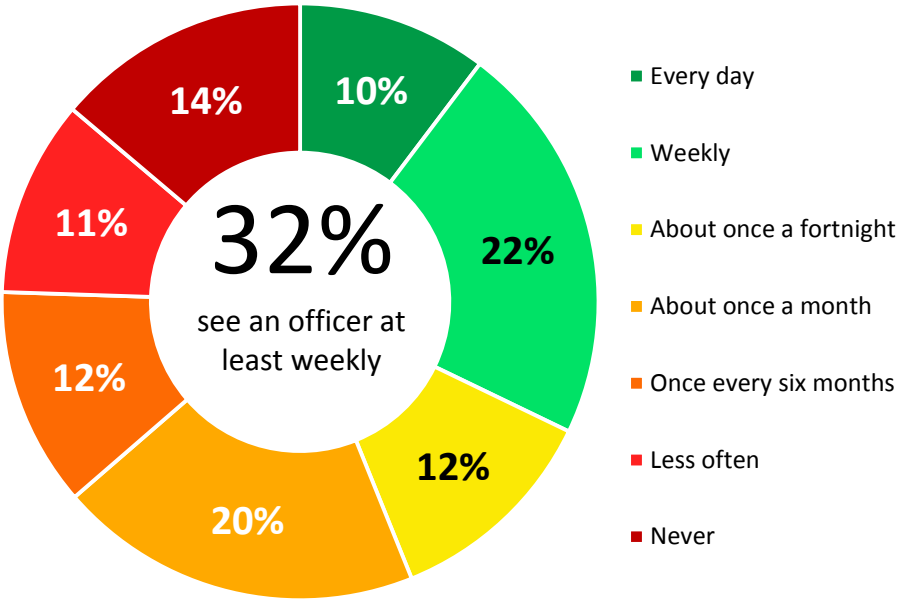


Section Two

Visibility / Presence



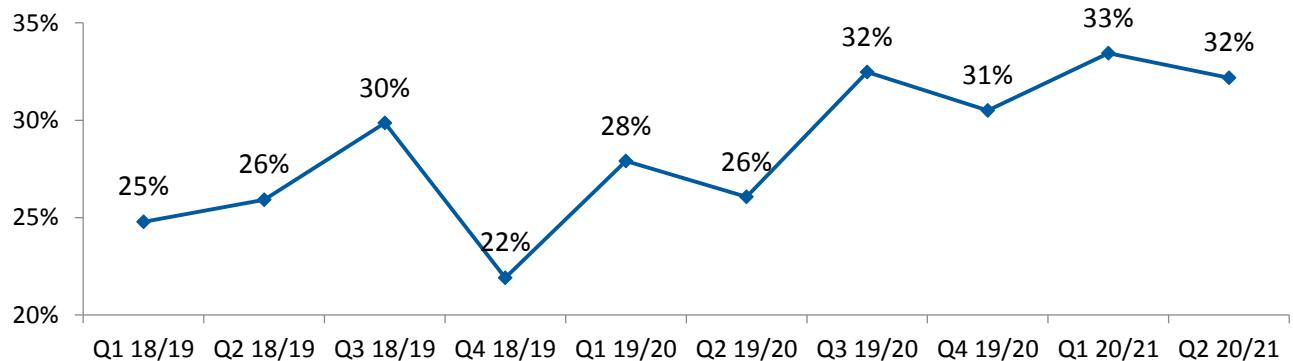
Three out of every ten see an officer or PCSO at least once a week



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



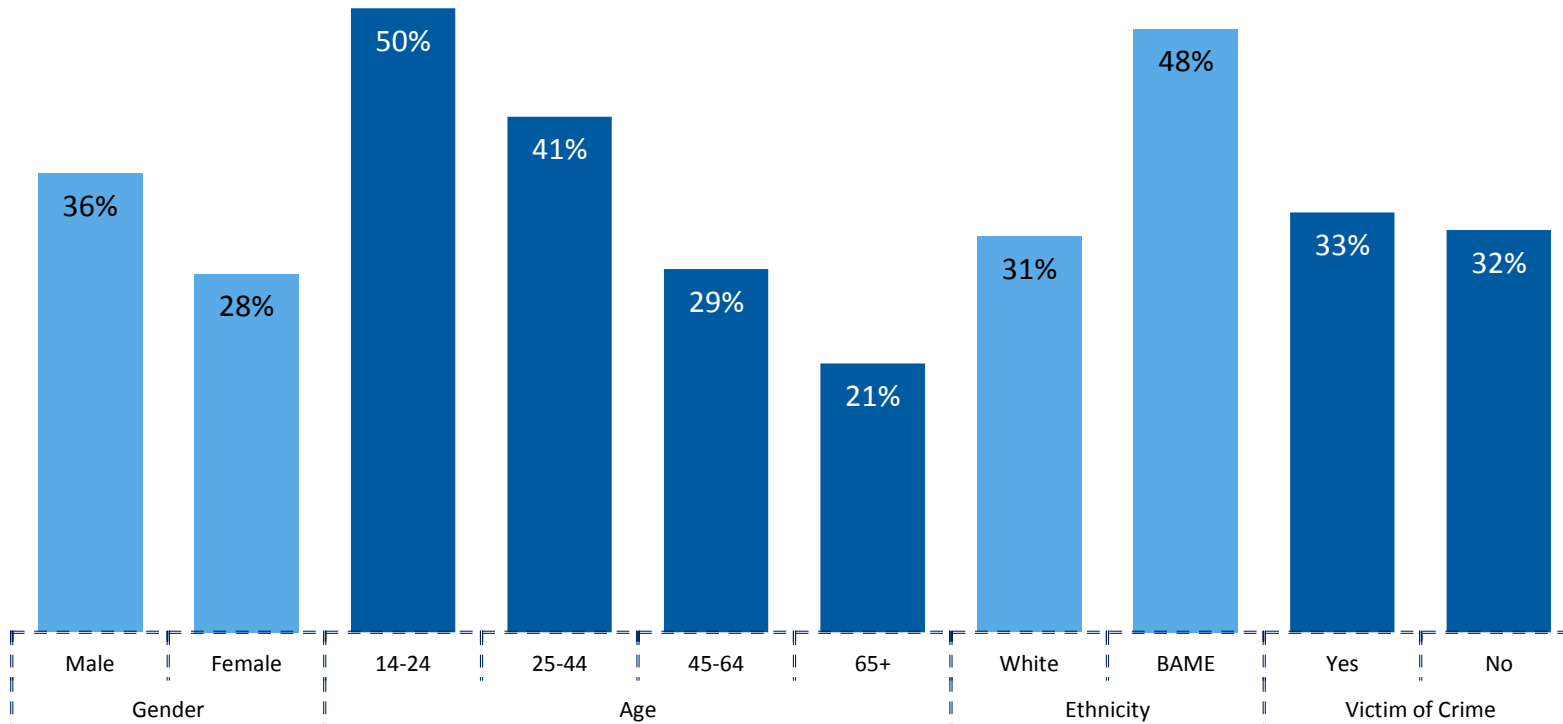
Trend over time - % At least weekly



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

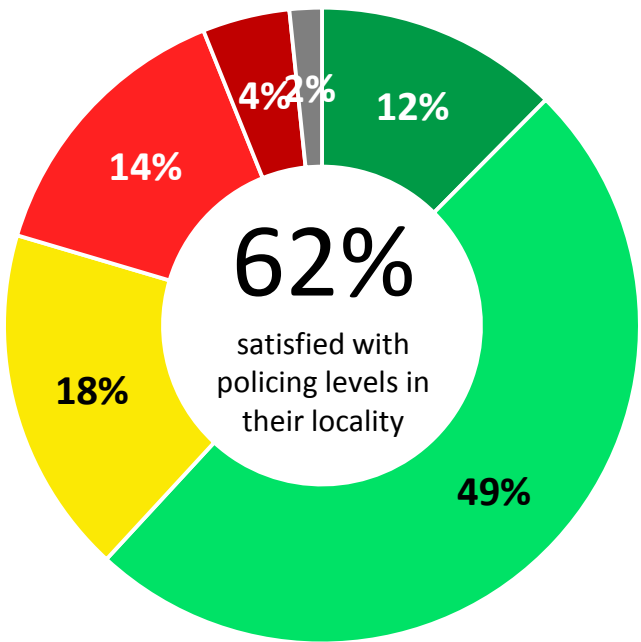
Residents of Herefordshire and Shropshire least likely to see an officer at least weekly

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

BAME respondents 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

Three-fifths are satisfied with the levels of policing in their local area

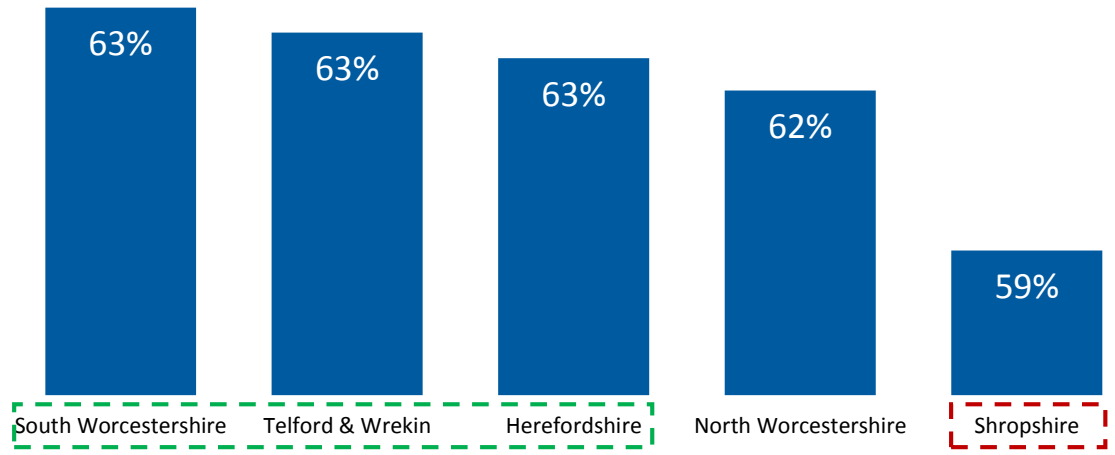


61%
PPPEW – Net Satisfied

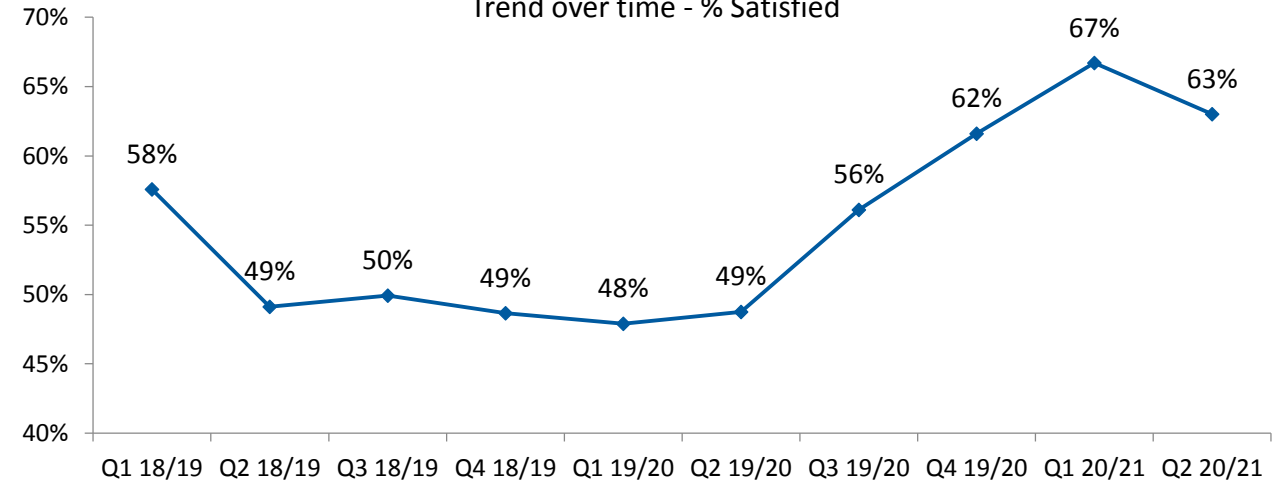
↑ 1%

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

LPA Comparisons - % very satisfied / satisfied



Trend over time - % Satisfied

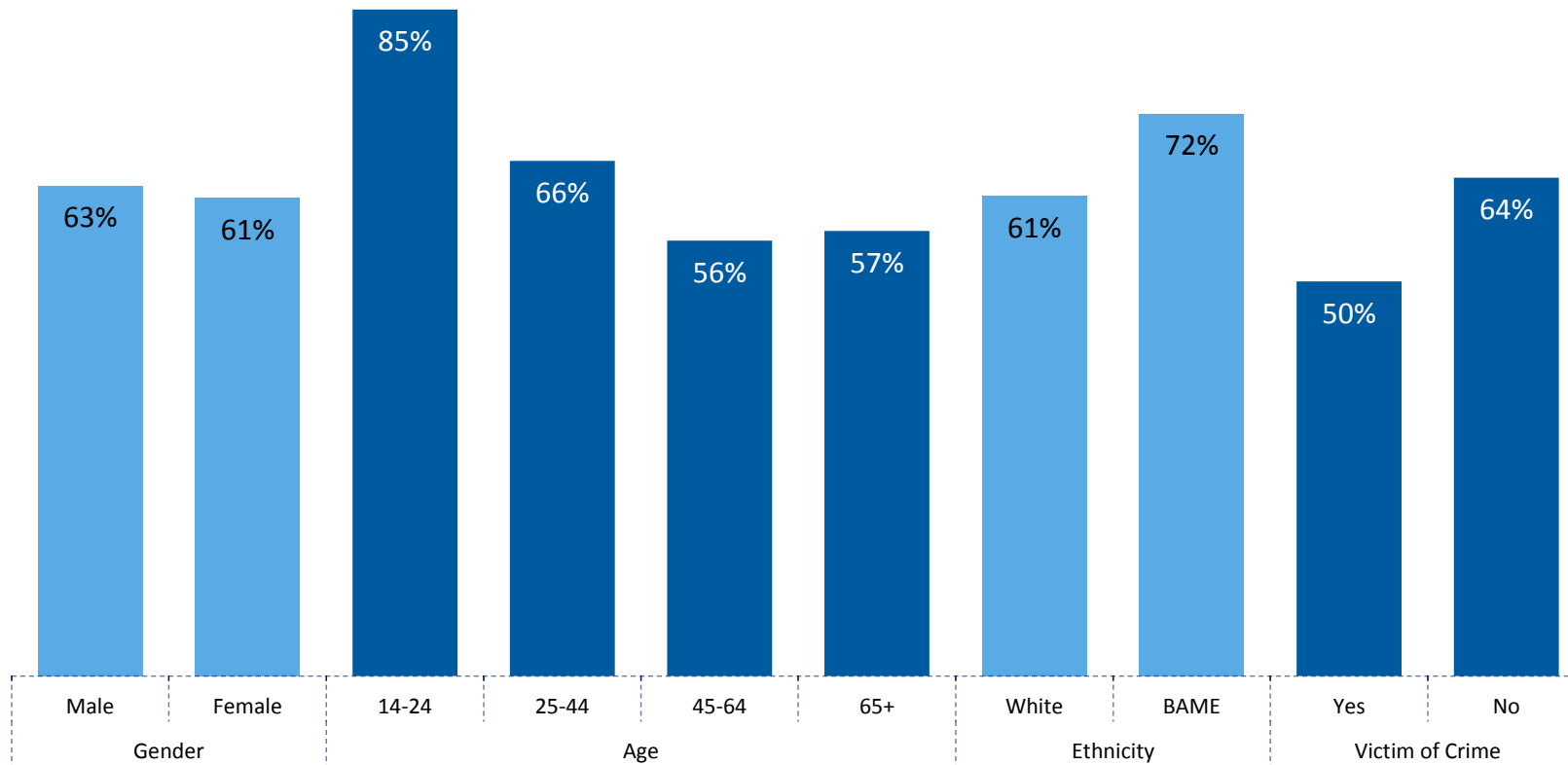


Q2 How satisfied are you with the level of policing in your local area?

PPPEW Question: How satisfied or dissatisfied are you with your local police force?

Three-fifths are satisfied with the levels of policing in their local area

Demographic Comparisons - % very satisfied / satisfied



Key Insights

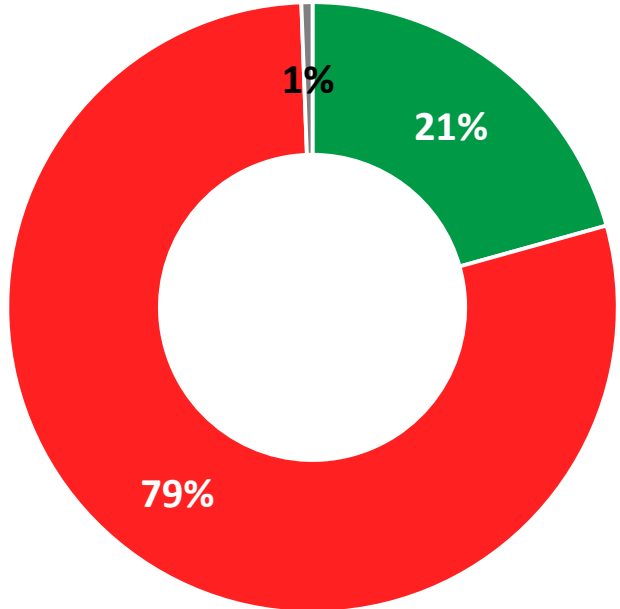
Satisfaction with visibility has decreased 4% from the previous quarter

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

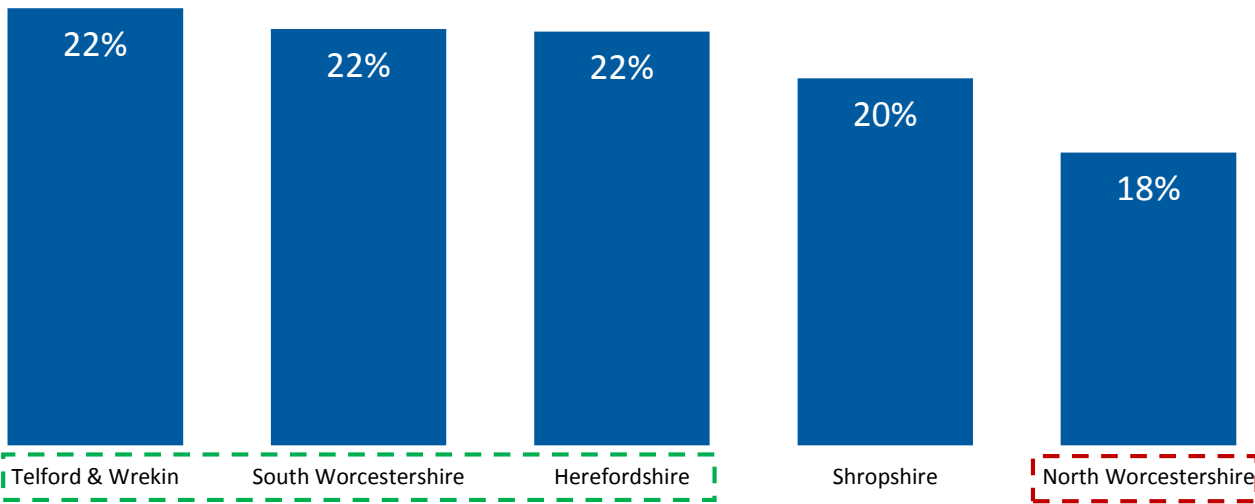
Residents of Shropshire least likely to be satisfied with policing levels

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

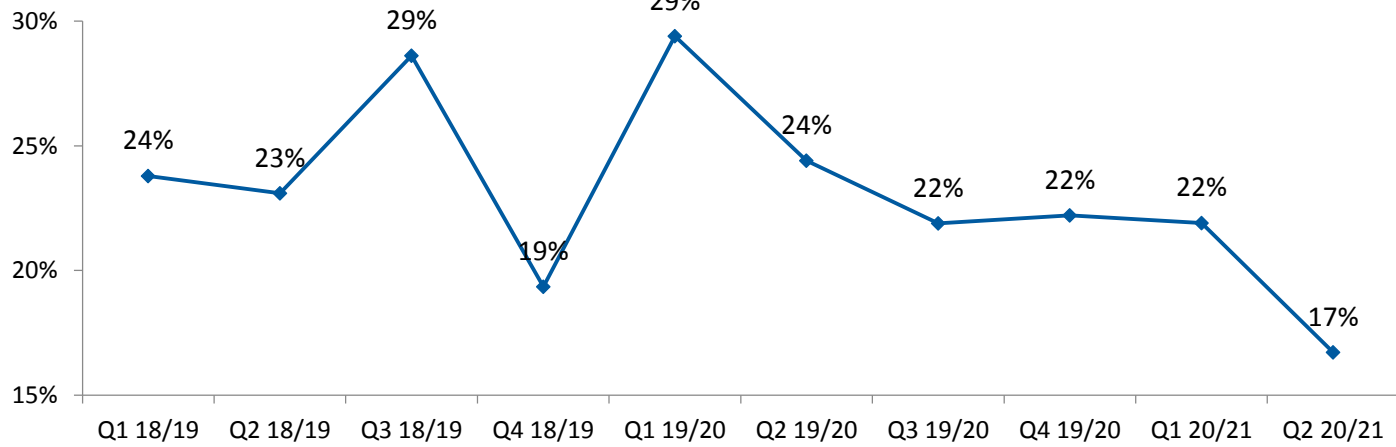


- Yes
- No
- Don't know / not sure

LPA Comparisons - % Yes



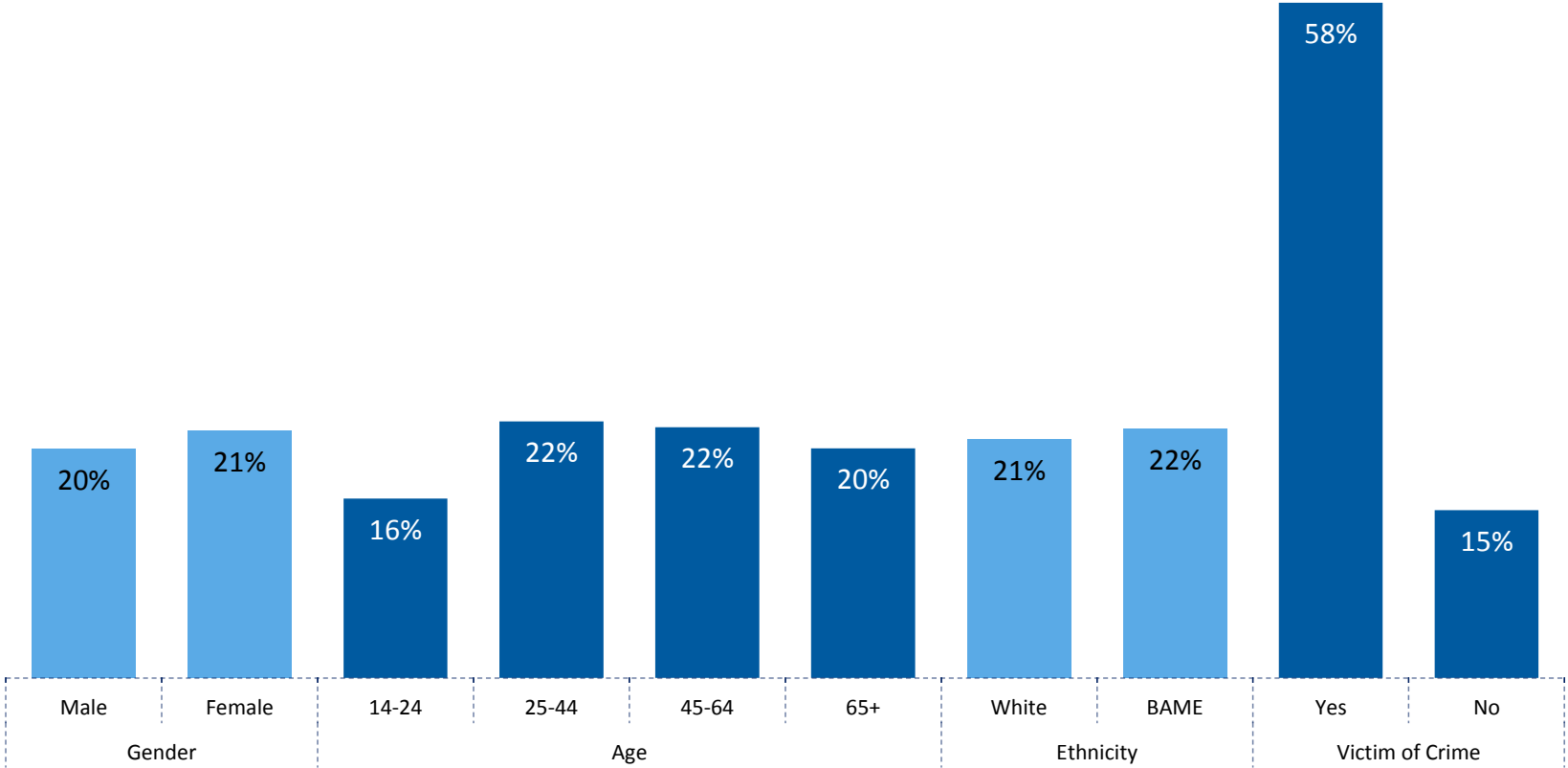
Trend over time - % Yes



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

Demographics comparisons - % Yes



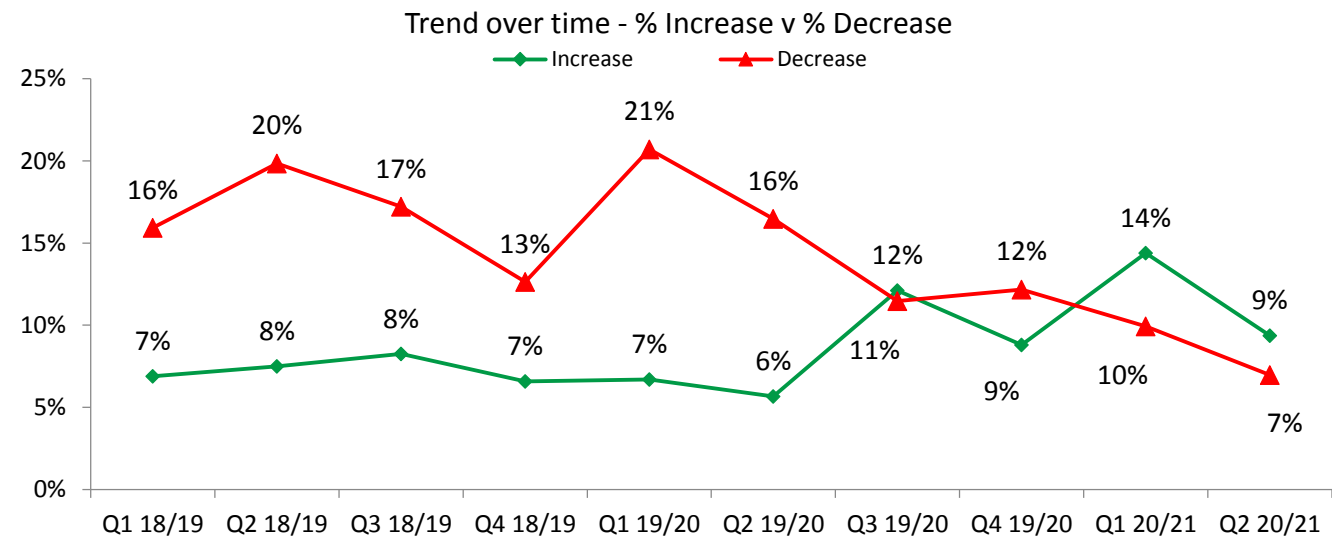
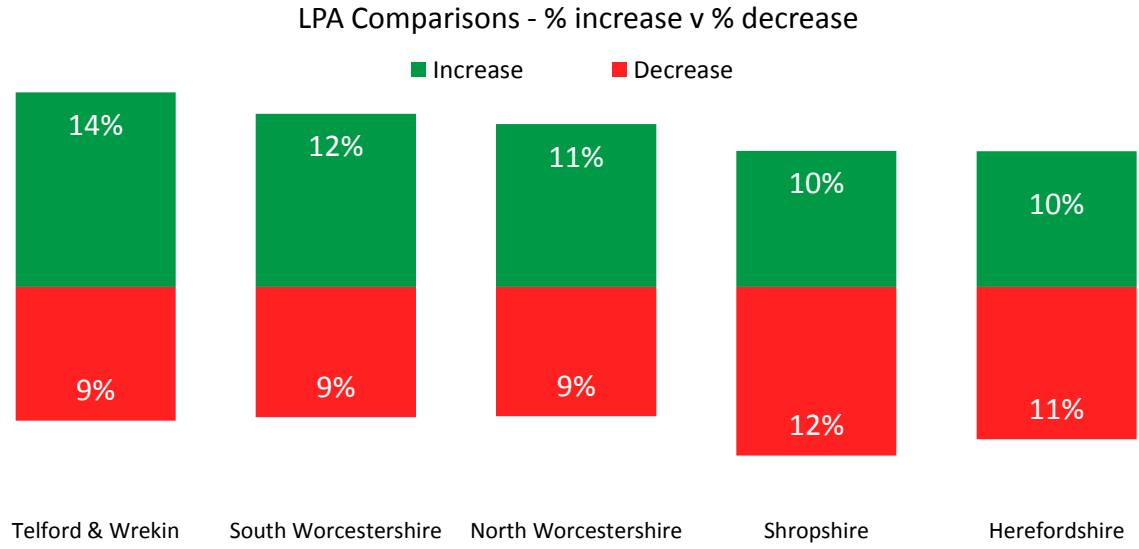
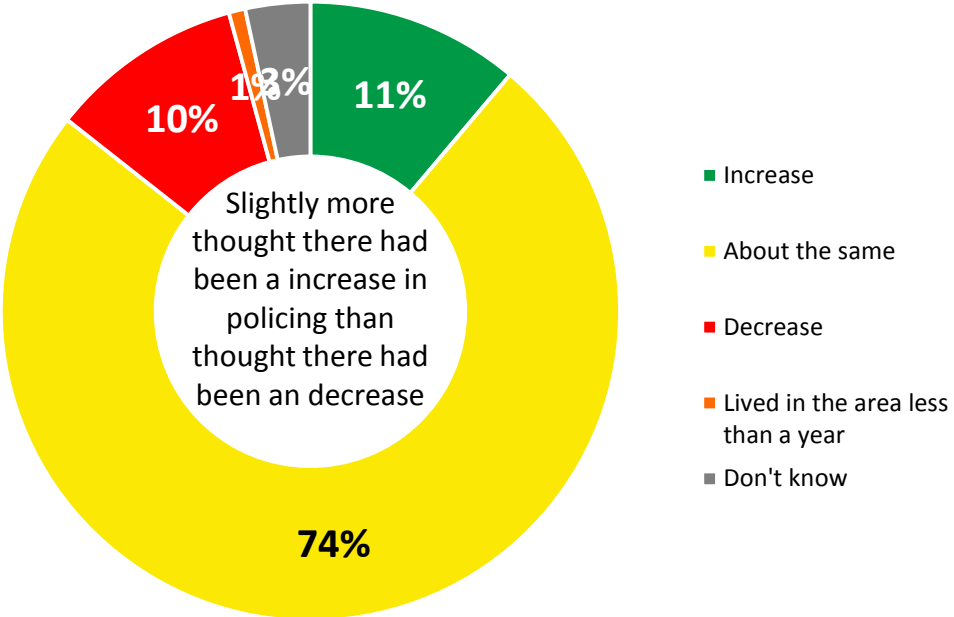
Key Insights

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

Those aged 14-24 least 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, South Worcestershire and Herefordshire most likely

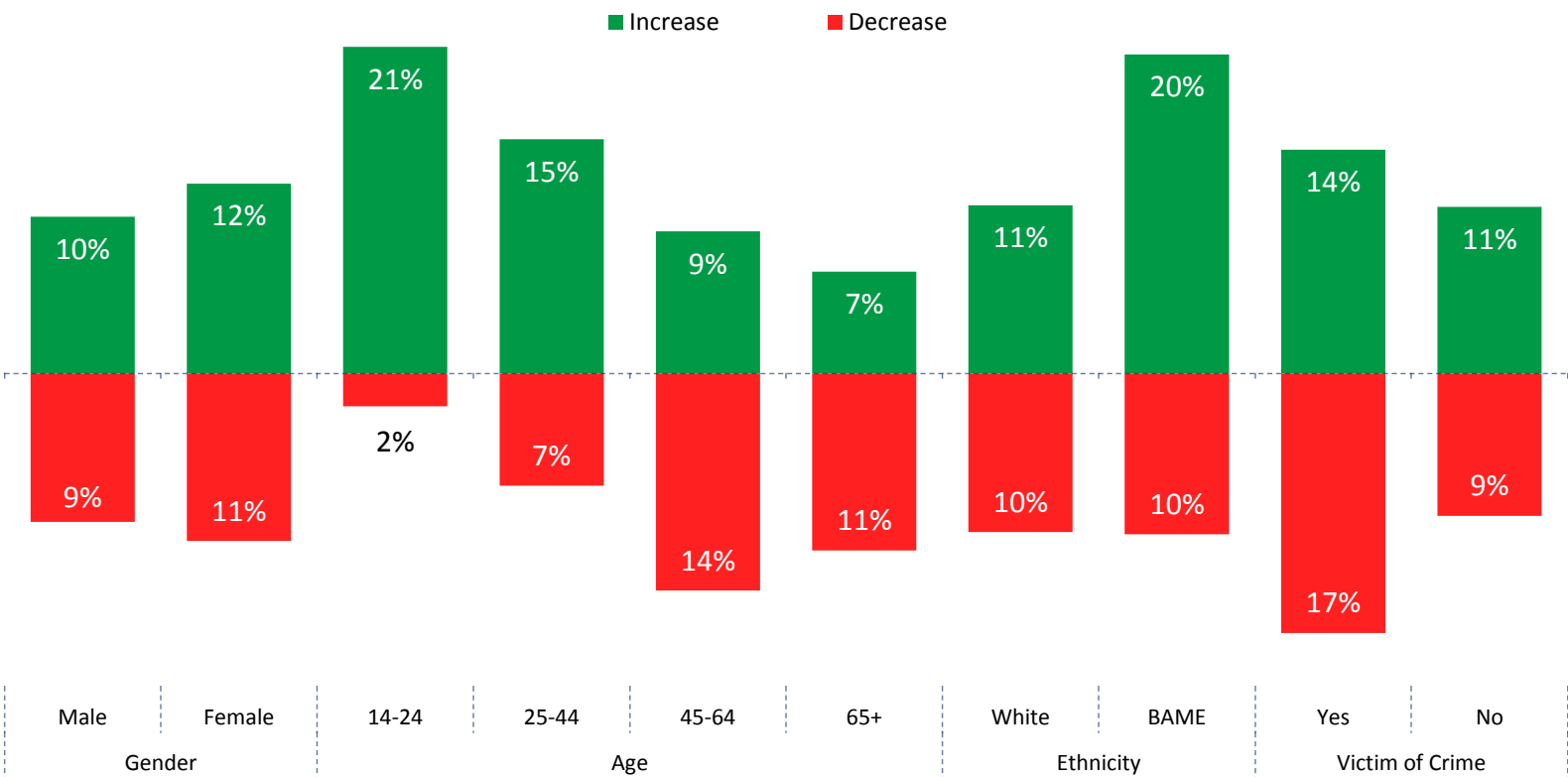
Three-quarters felt there had been no change in the level of policing



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

Three-quarters felt there had been no change in the level of policing

Demographic Comparisons - % increase v % decrease



Key Insights

Those stating a decrease in levels of policing 3% lower than the previous quarter – now at lowest level since tracking began

Under 44’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; Shropshire and Herefordshire least likely

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



SMSR
RESEARCH

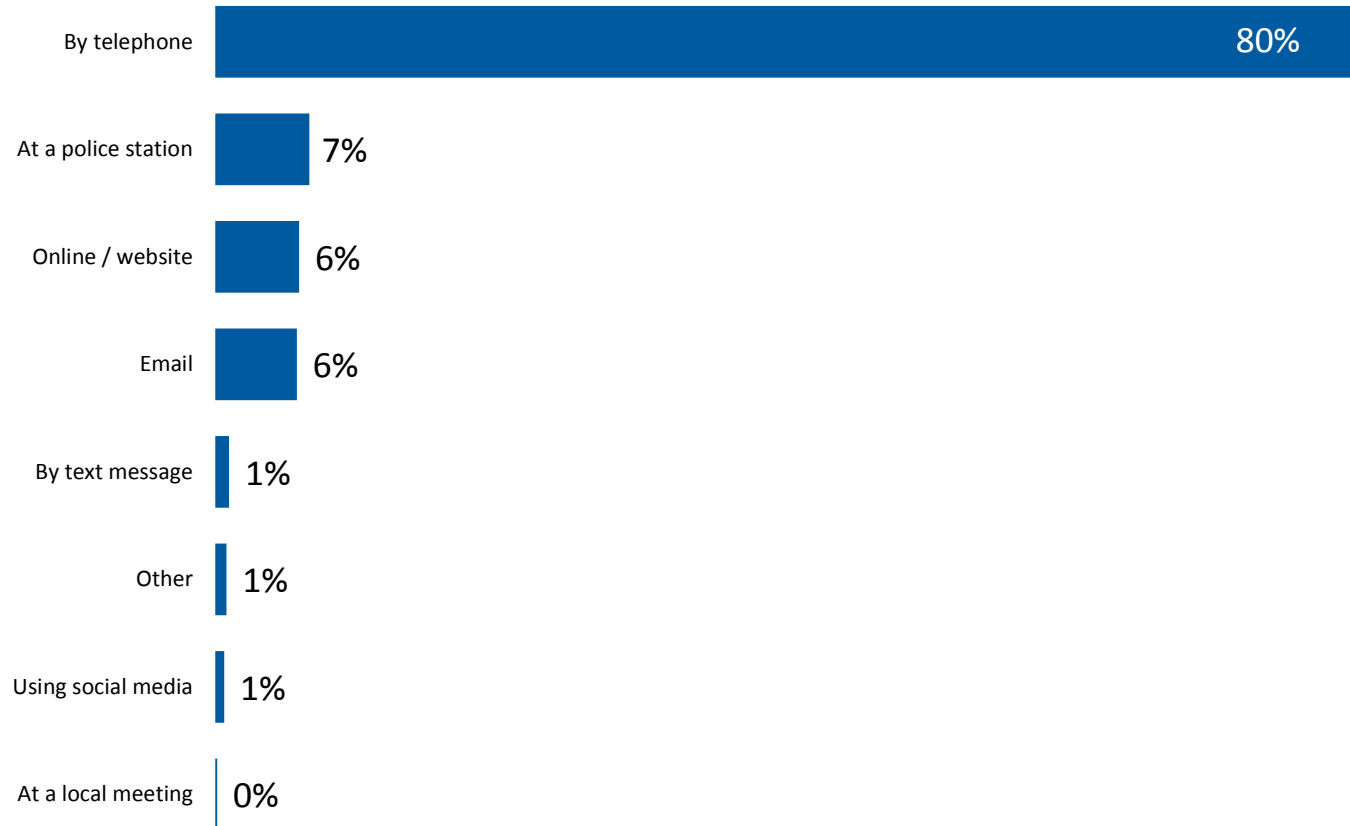


Section Three

Interaction / Access



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

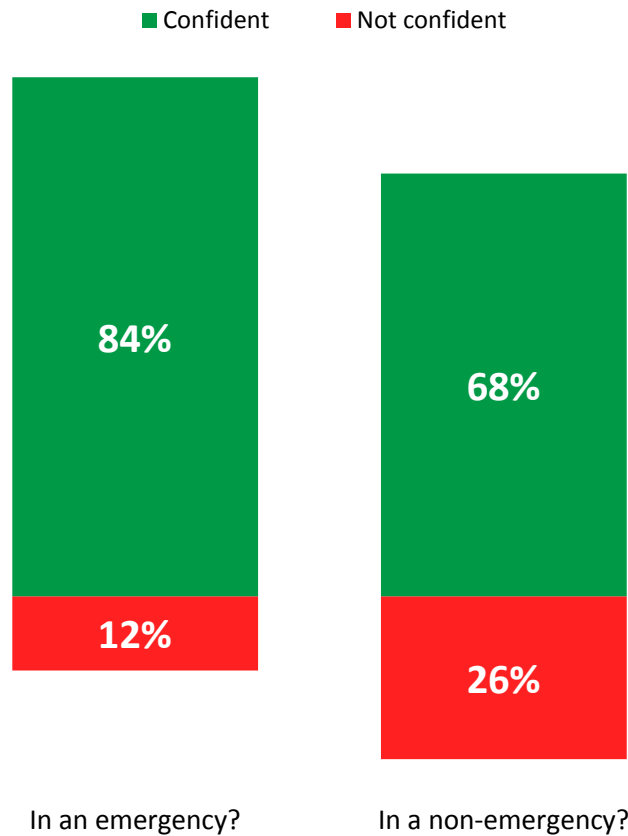


Key Insights

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

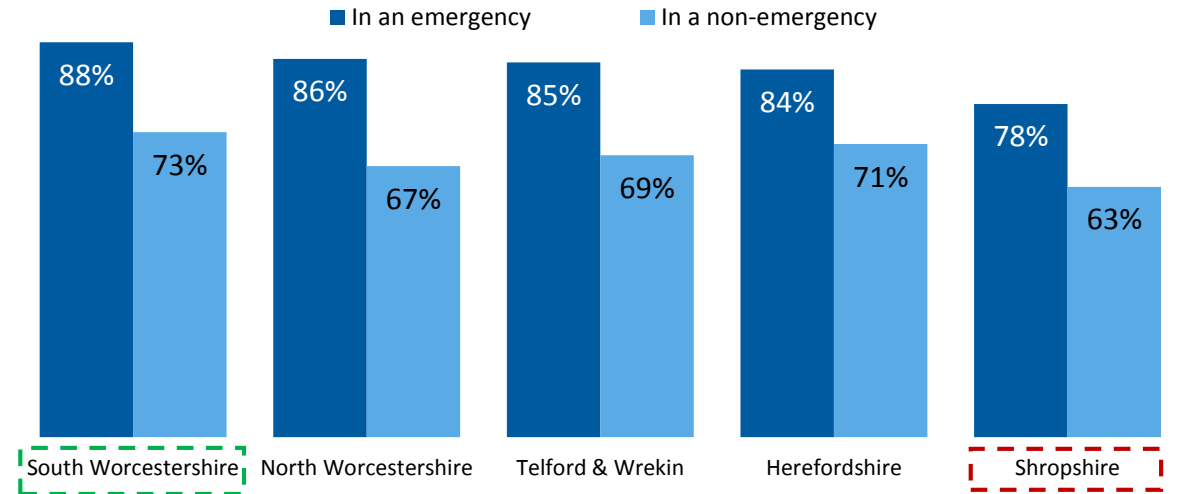
Younger residents (14-44) more likely to prefer electronic contact when compared to those aged 45+

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

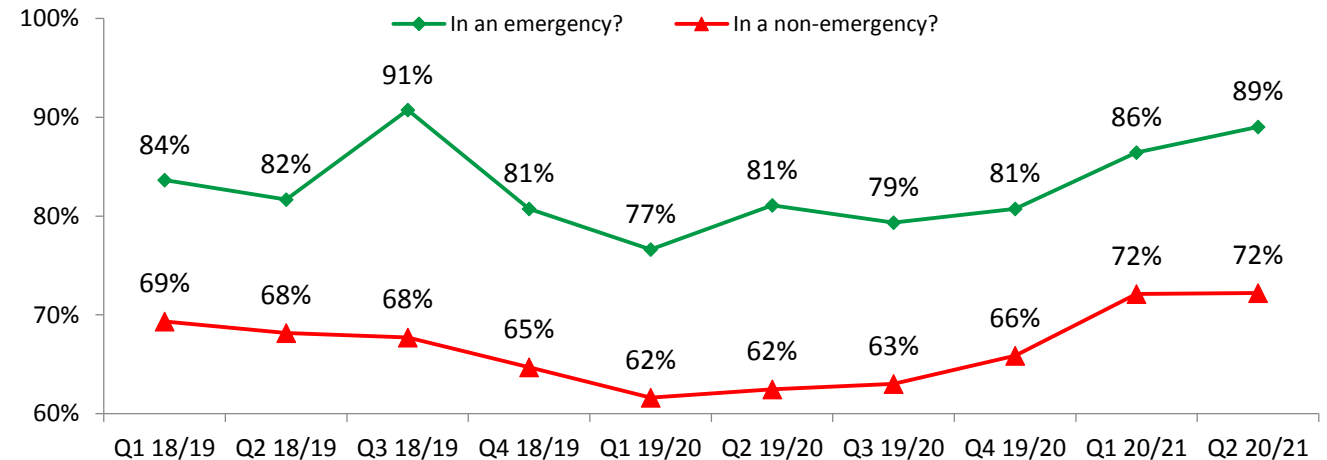


21% ↑
63%
 PPPEW – In an emergency

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



Trend over time - % Confidence in accessing police services

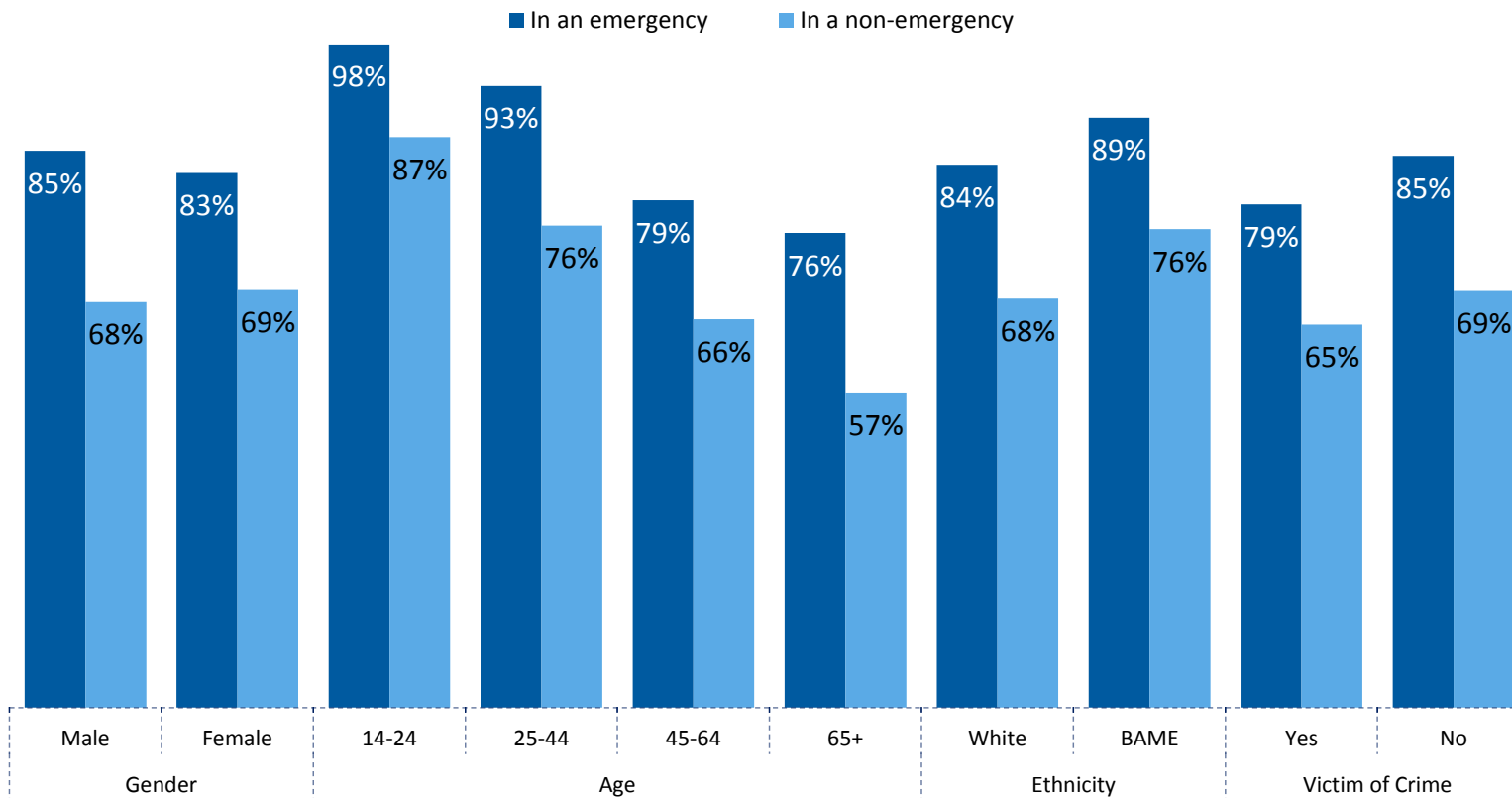


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

Over 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

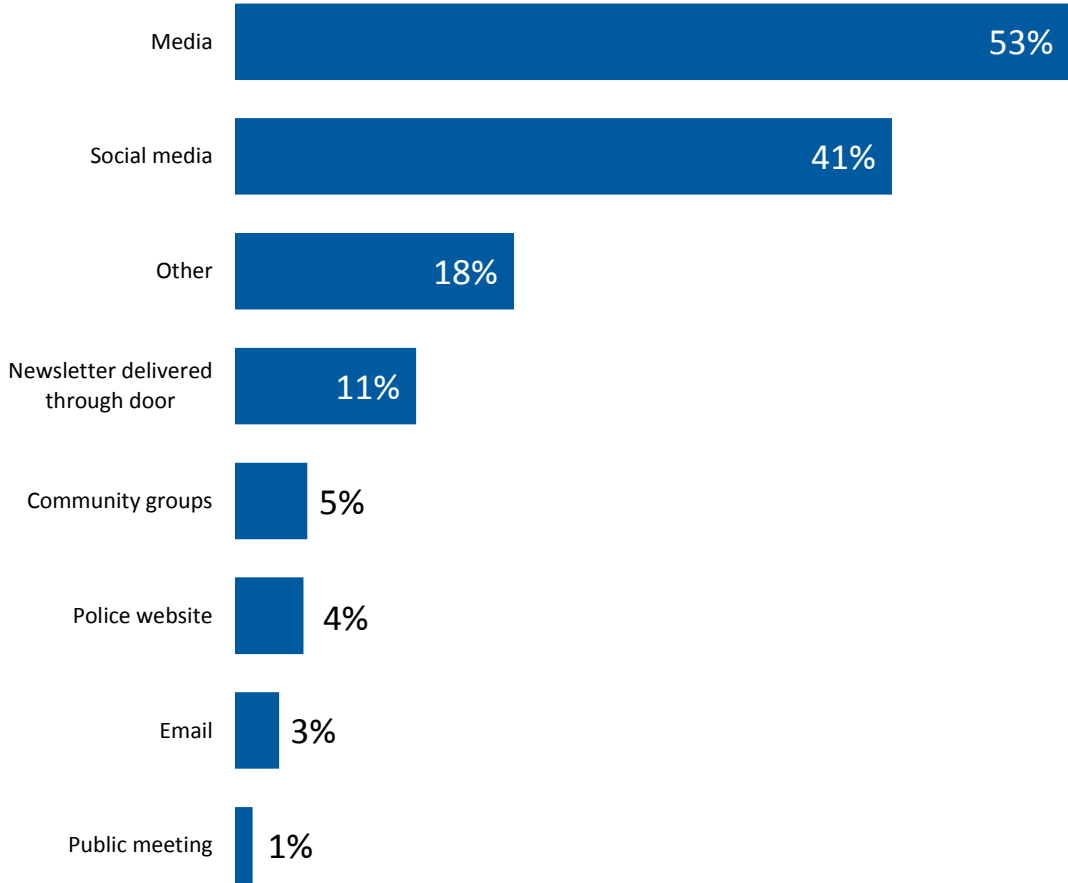
Confidence amongst residents they could access the police in an emergency has increased by 3% from the previous quarter

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 – two-fifths from social media



Key Insights

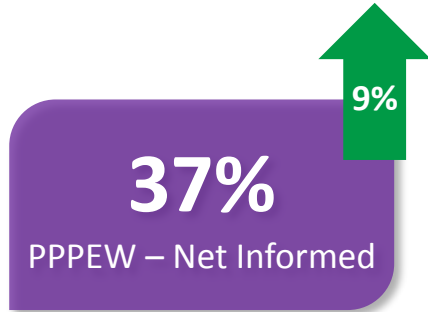
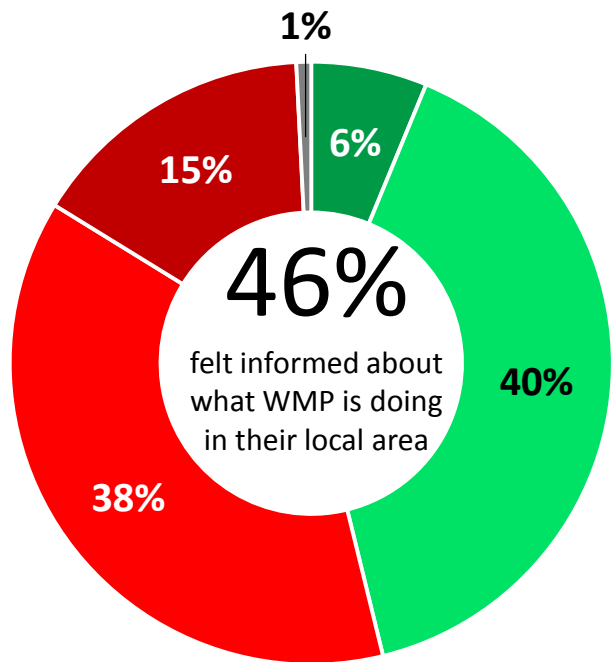
Males more likely than females to find out about crime and policing from the media

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

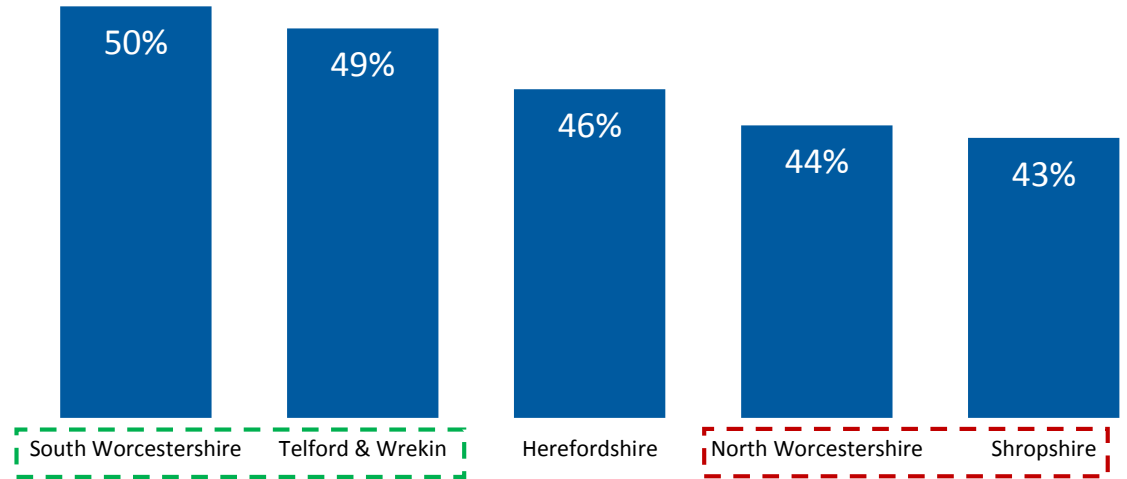
BAME residents less likely to find out through media than white residents and more likely to access information through community groups and social media compared to white respondents

Over half do not feel informed about what WMP are doing

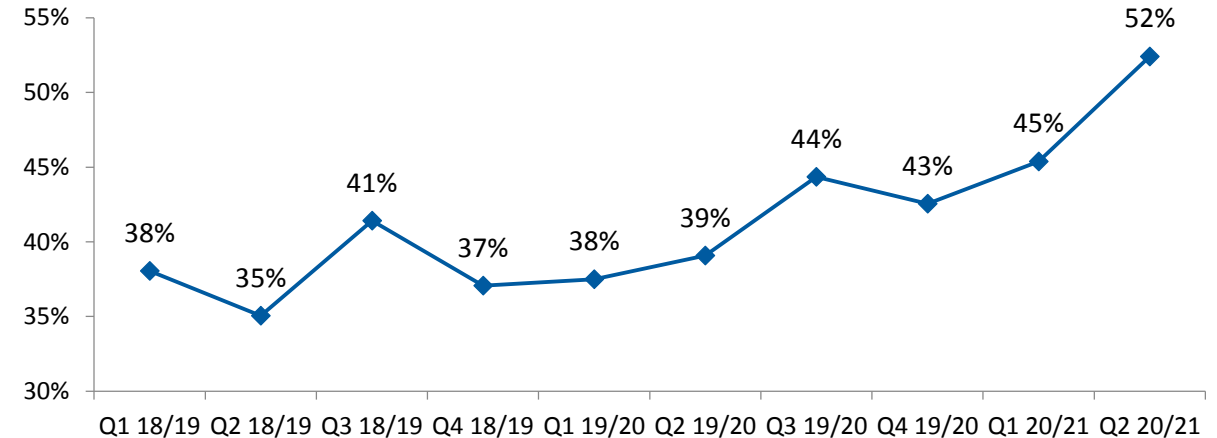


- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

LPA Comparisons - % very / fairly informed

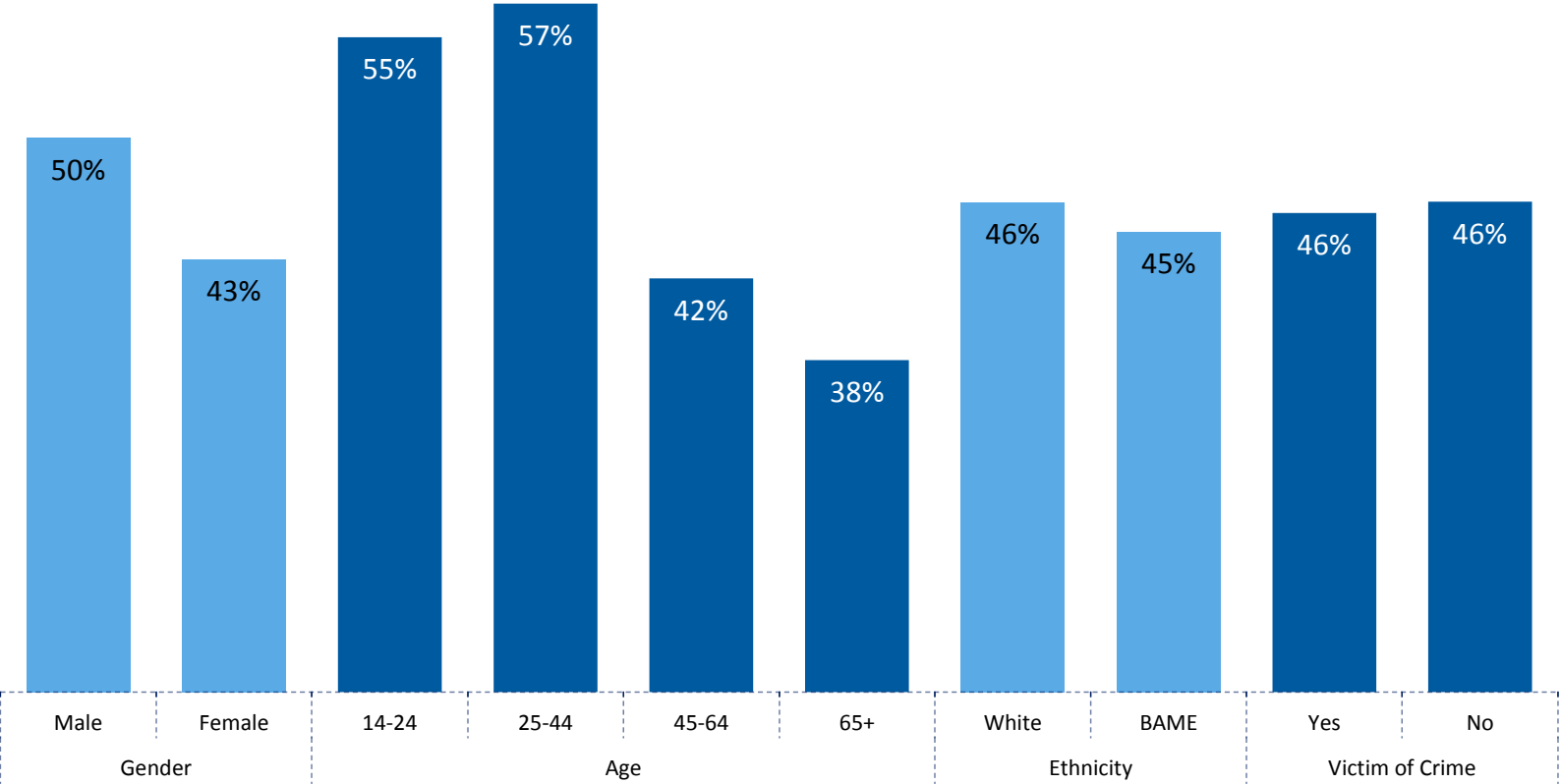


Trend over time - % Informed



Over half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



Key Insights

7% increase from previous quarter in those that felt informed; now at highest level since tracking began

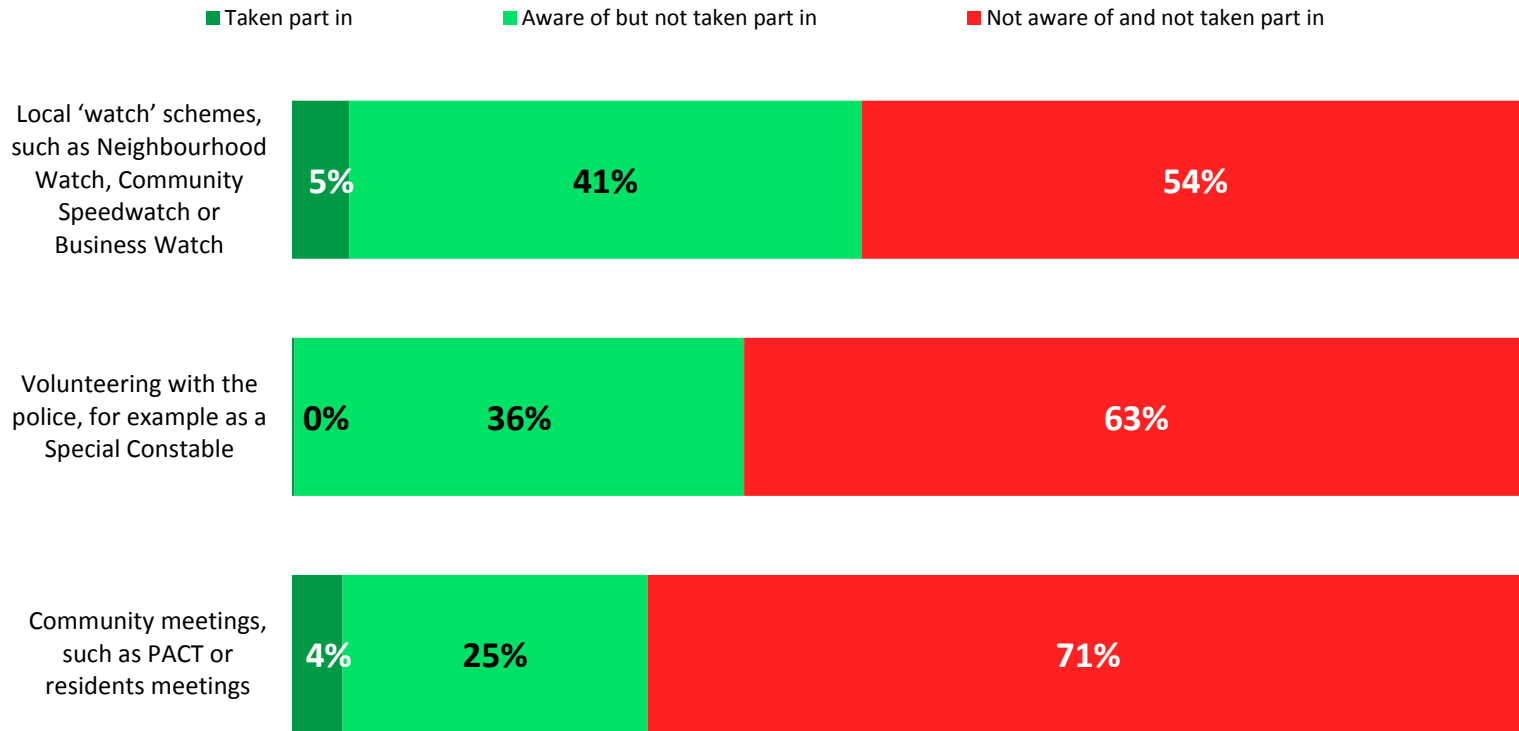
Those aged 45 and over less likely to feel informed about what WMP is doing

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 and Telford & Wrekin 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



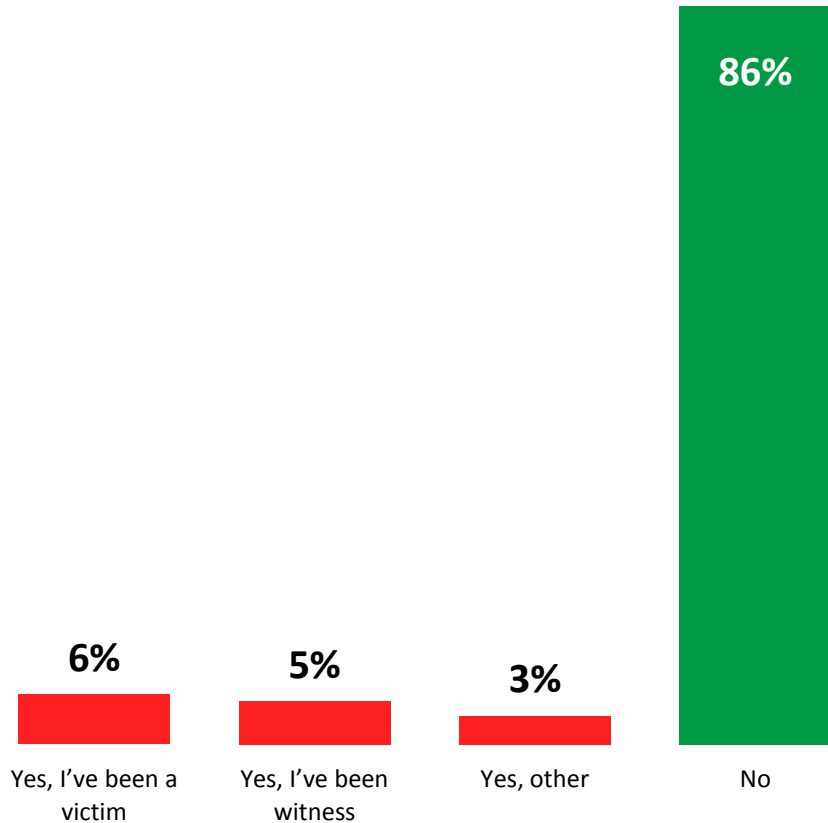
Key Insights

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

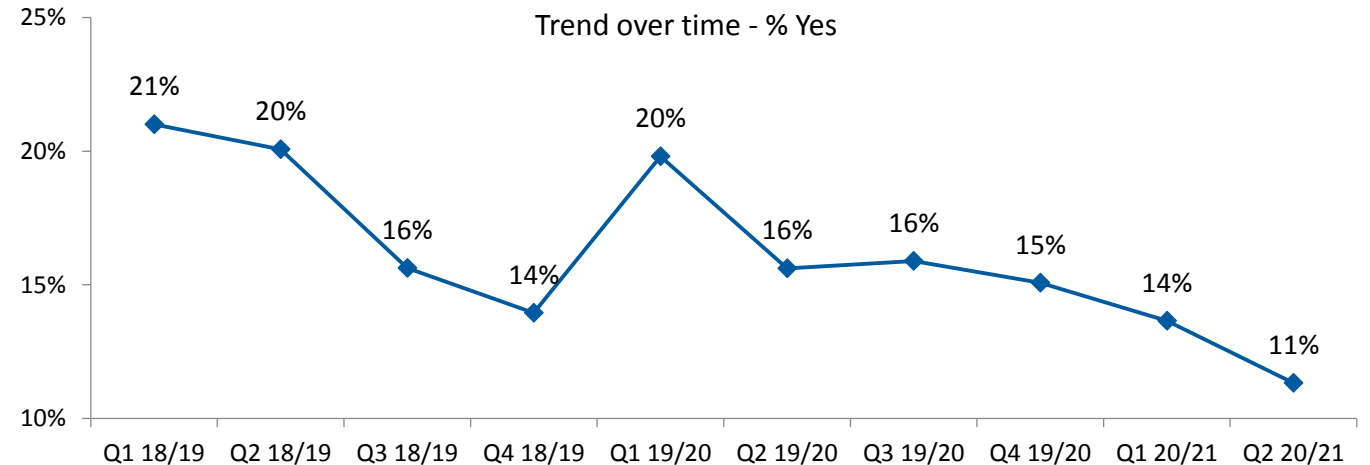
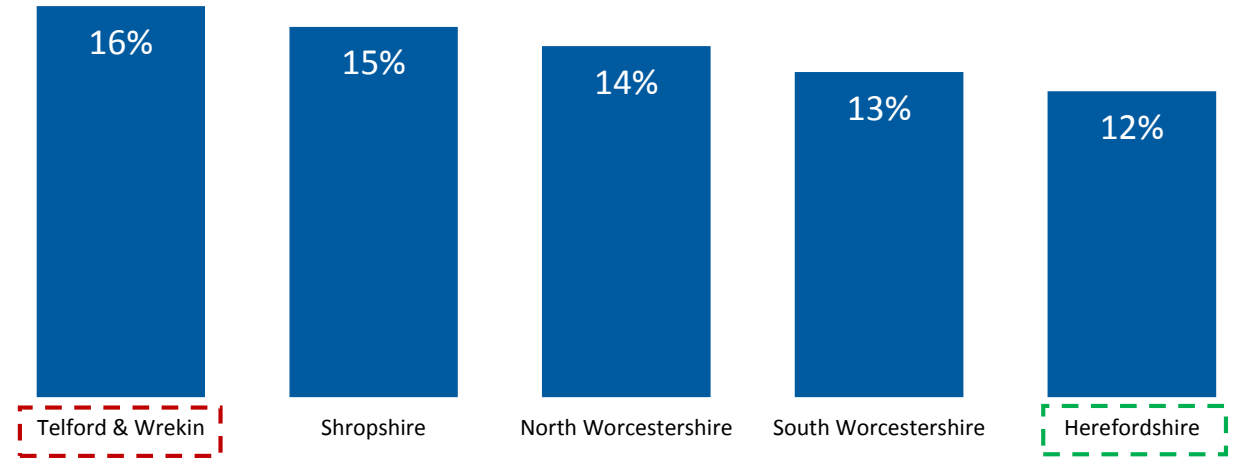
A small number of residents (6) said they had taken part in police volunteering; over a third were aware

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



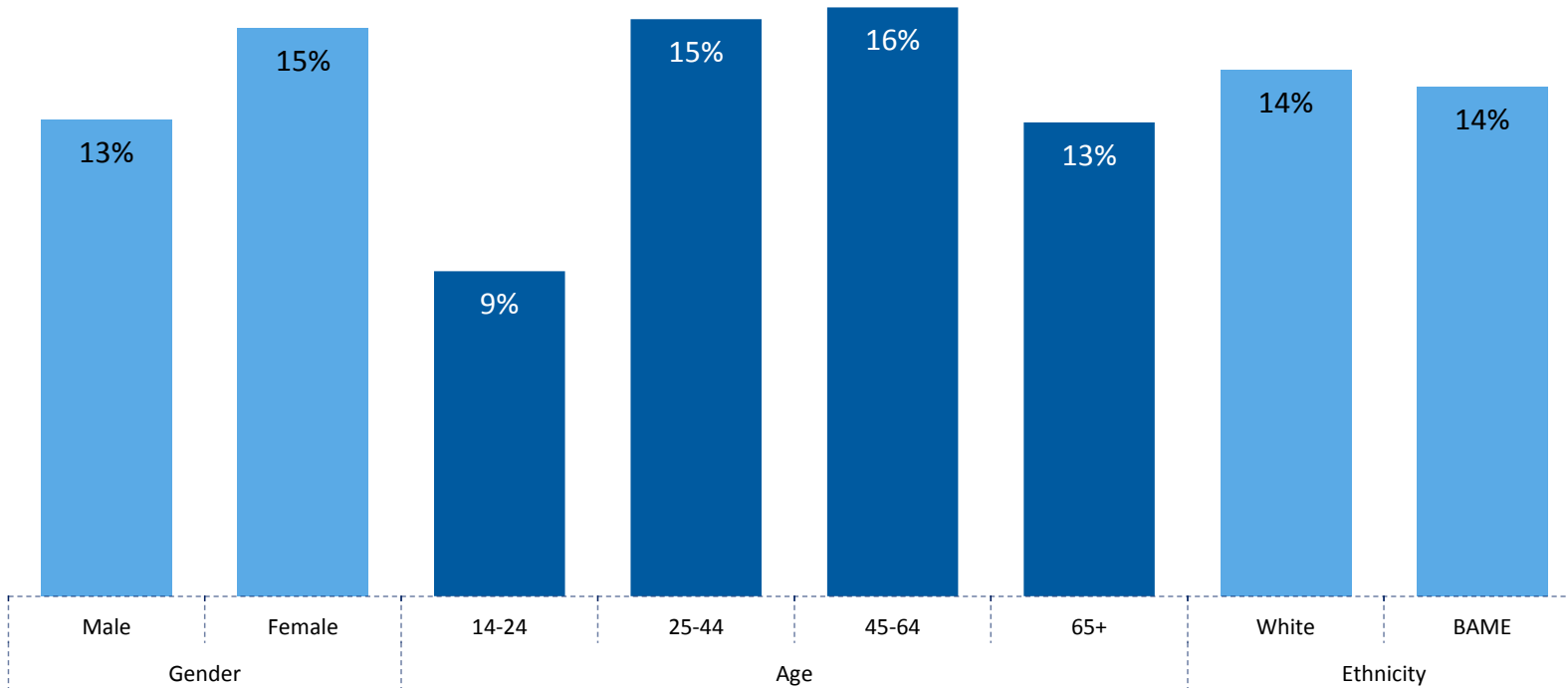
LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other



Q10 And can I ask whether you have been a victim of, or witness to, crime in the past 12 months, or you've had to contact West Mercia Police for any other issues?

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

3% drop in those that had been a victim of crime from the previous quarter – now at lowest level since tracking began

Residents in Telford & Wrekin more likely to have encountered crime, with those in Herefordshire least likely

Those aged 14-25 least likely to have been a victim of crime

88% of those that had been a victim of crime said they reported this to the police



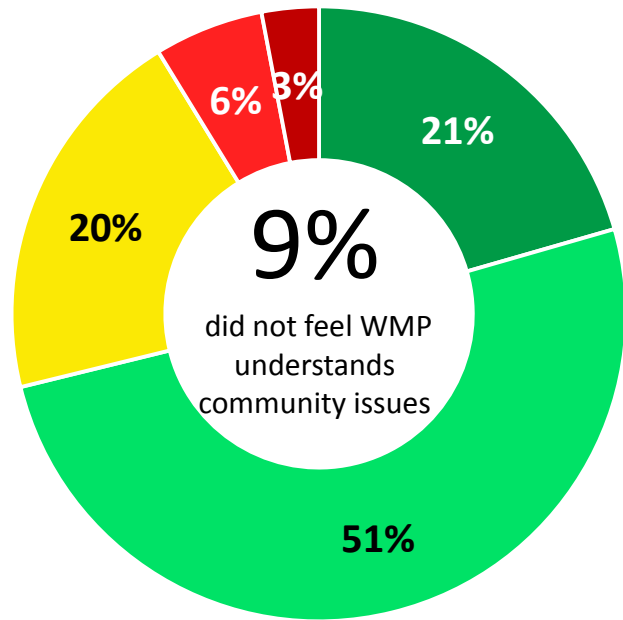
SMSR
RESEARCH



Section Four Effectiveness



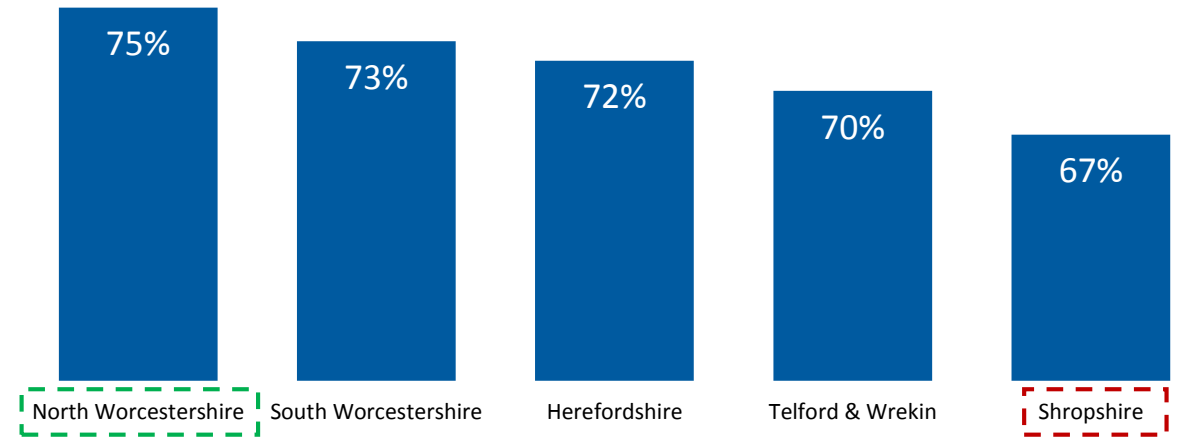
Seven-tenths felt WMP understands issues in their community



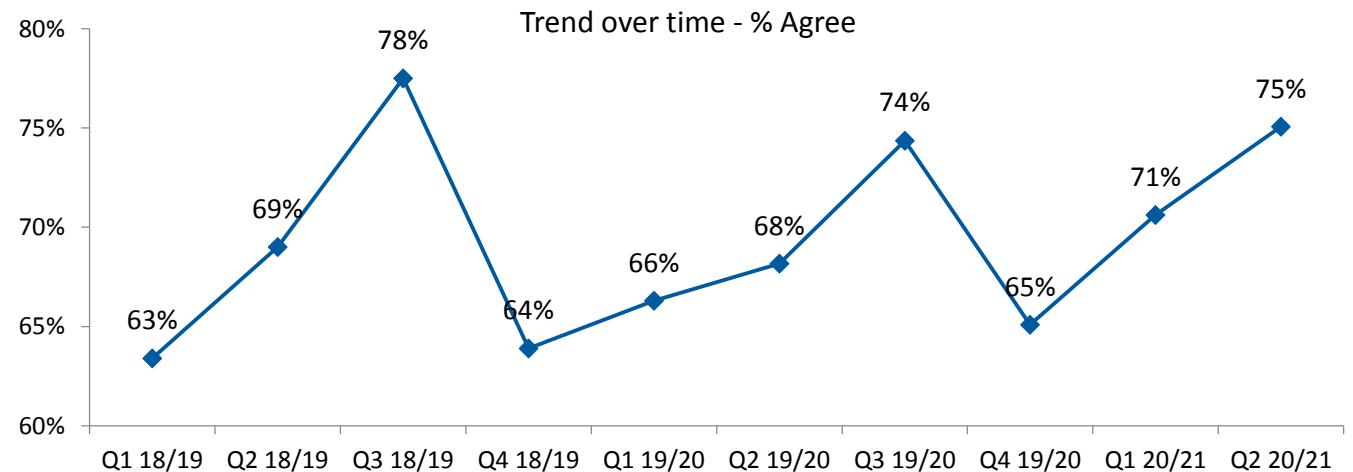
67%
CSEW MSG
Average -
Net Agree

4%

LPA Comparisons - % strongly / tend to agree



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



Seven-tenths felt WMP understands issues in their community



Key Insights

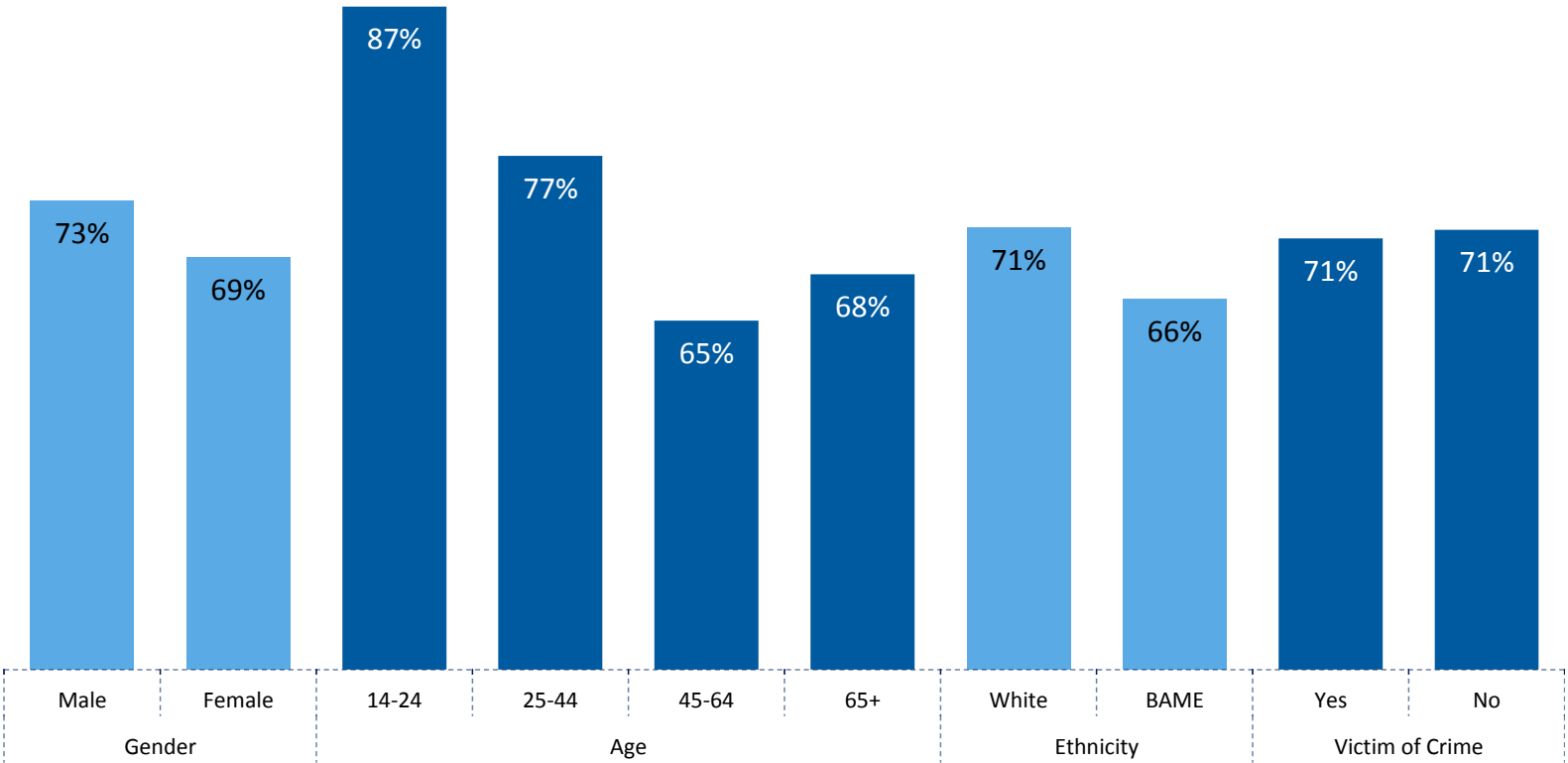
4% increase from the previous quarter in those that agreed WMP understand issues in their community

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

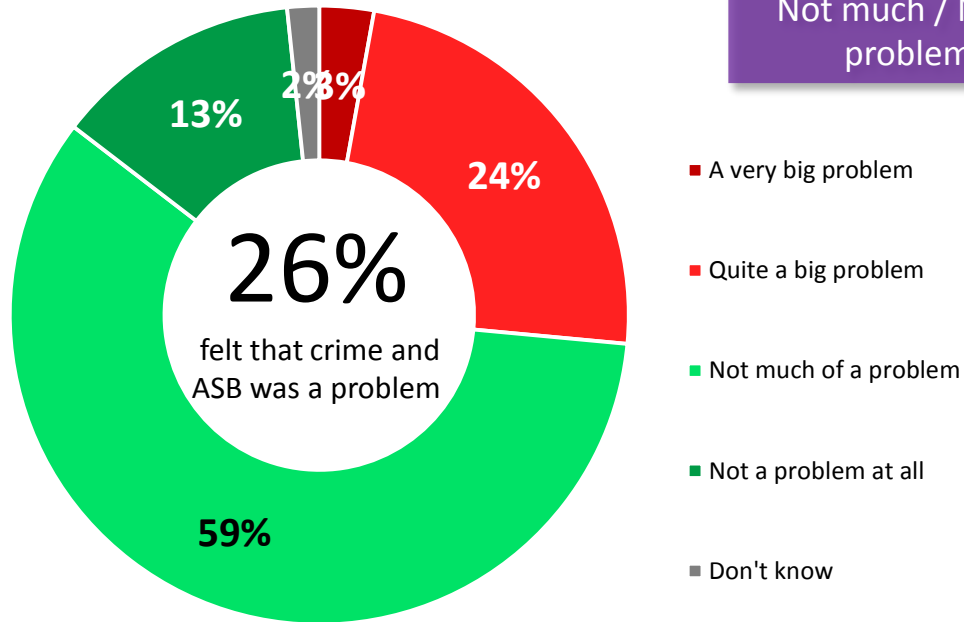
Males and White respondents more likely to agree when compared to females and BAME respondents

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

Demographic Comparisons - % strongly / tend to agree



Seven-tenths did not think crime and ASB was a problem in their local area

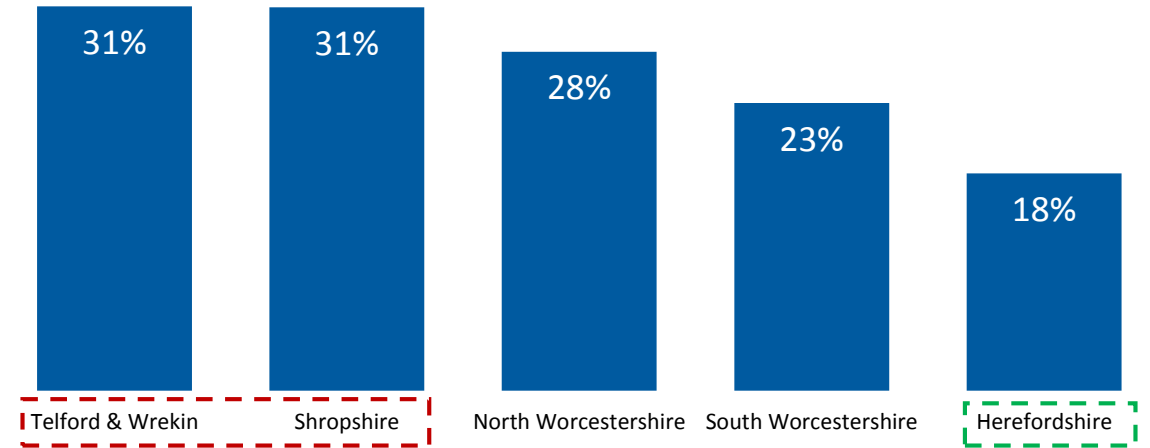


56%
PPPEW -
Not much / Not a
problem

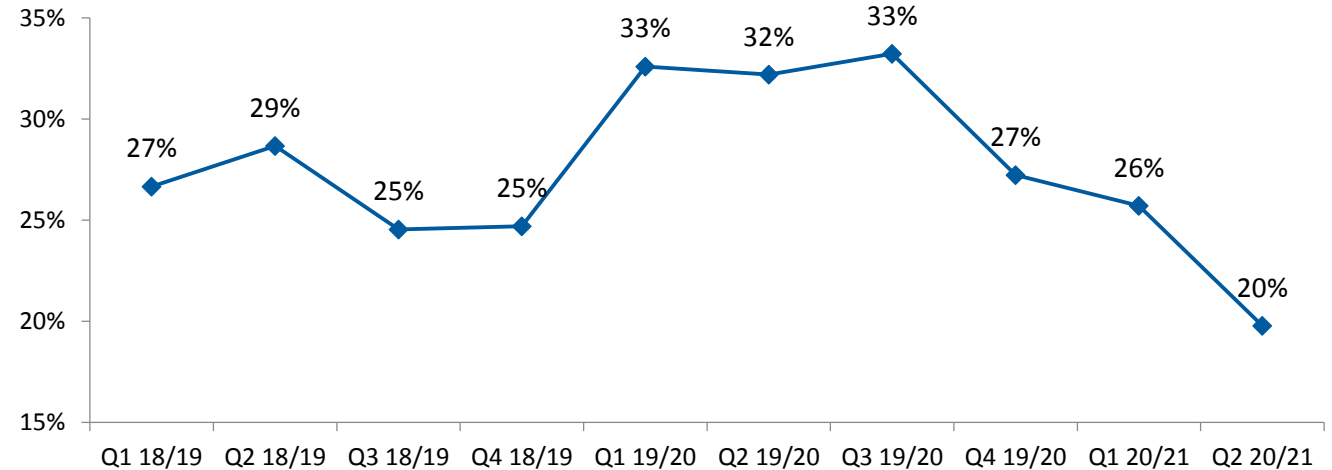
↑
16%

- 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

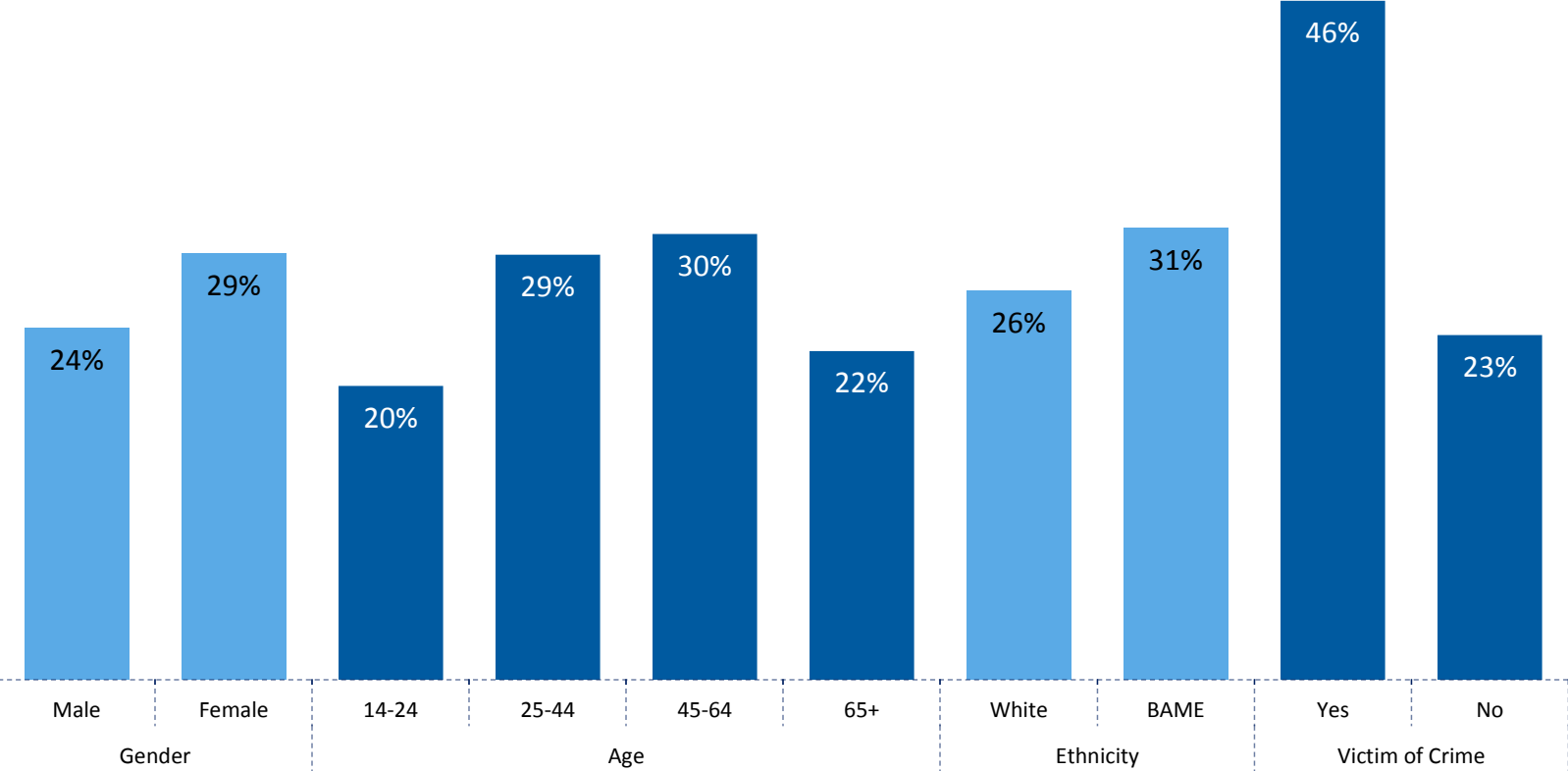


Trend over time - % A very / quite a big problem



Seven-tenths did not think crime and ASB was a problem in their local area

Demographic Comparisons - % very / quite a big problem



Key Insights

6% drop in those that felt there was a problem with crime and ASB – now at lowest levels since tracking began

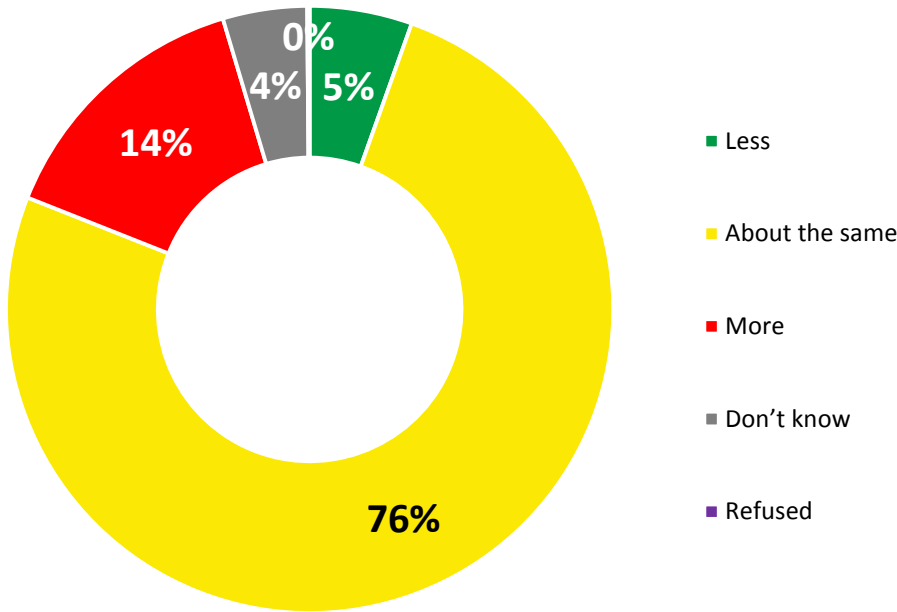
Victims of crime were twice as likely to have said crime and ASB was a problem

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

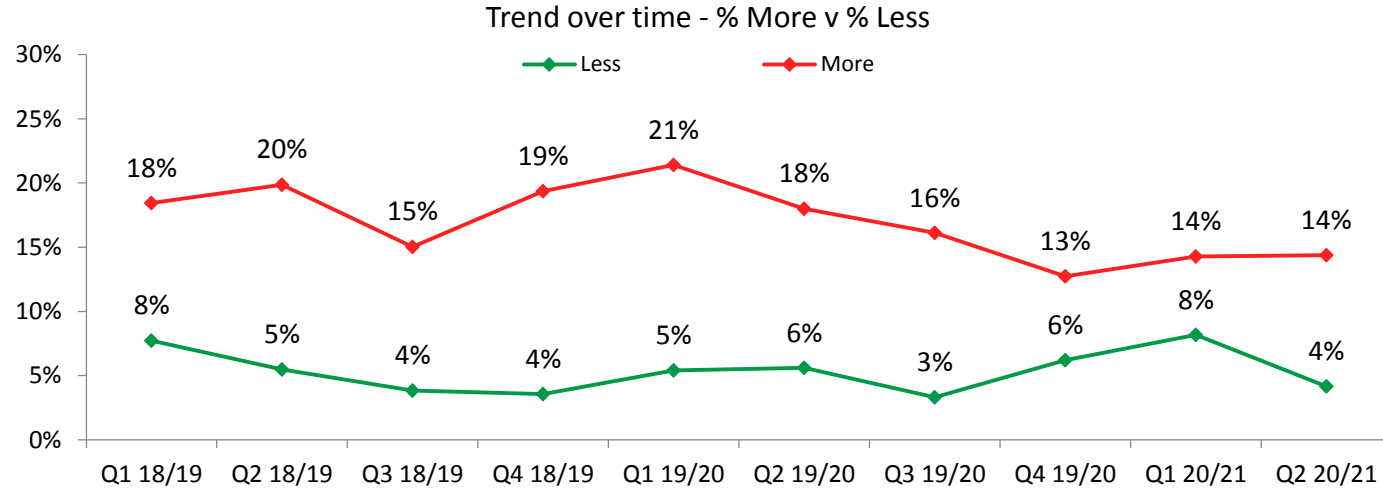
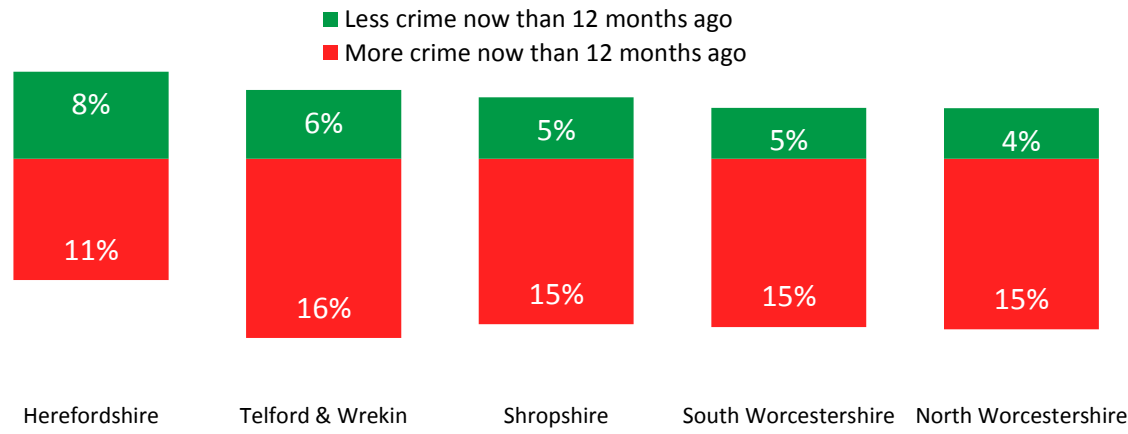
Those aged 14-24 and 65+ less likely to feel crime and ASB was a problem in their area

Residents in Herefordshire least likely to say crime and ASB was a problem; those in Telford & Wrekin and Shropshire most likely

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



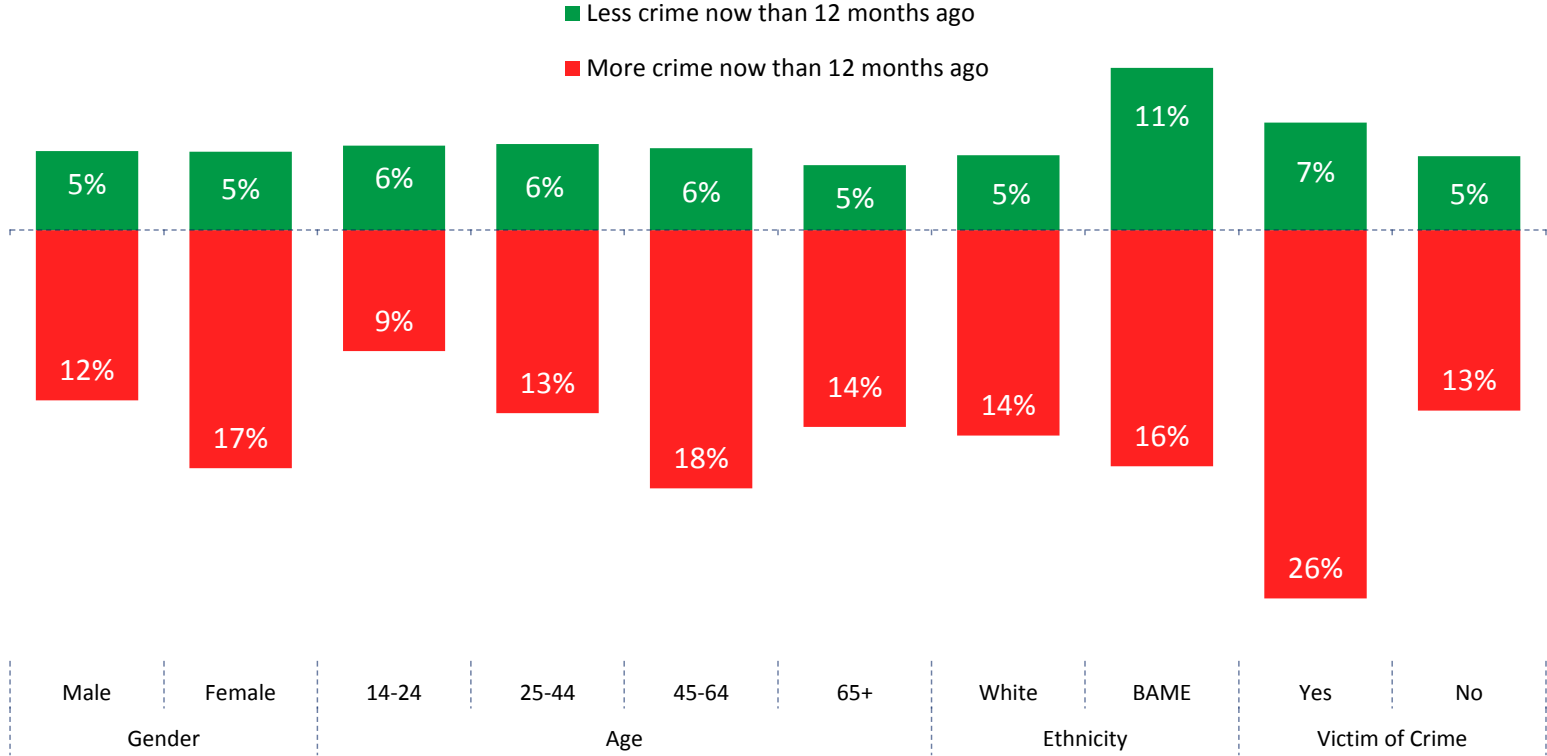
LPA Comparisons - % more crime v % less crime



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?

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

4% decrease 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

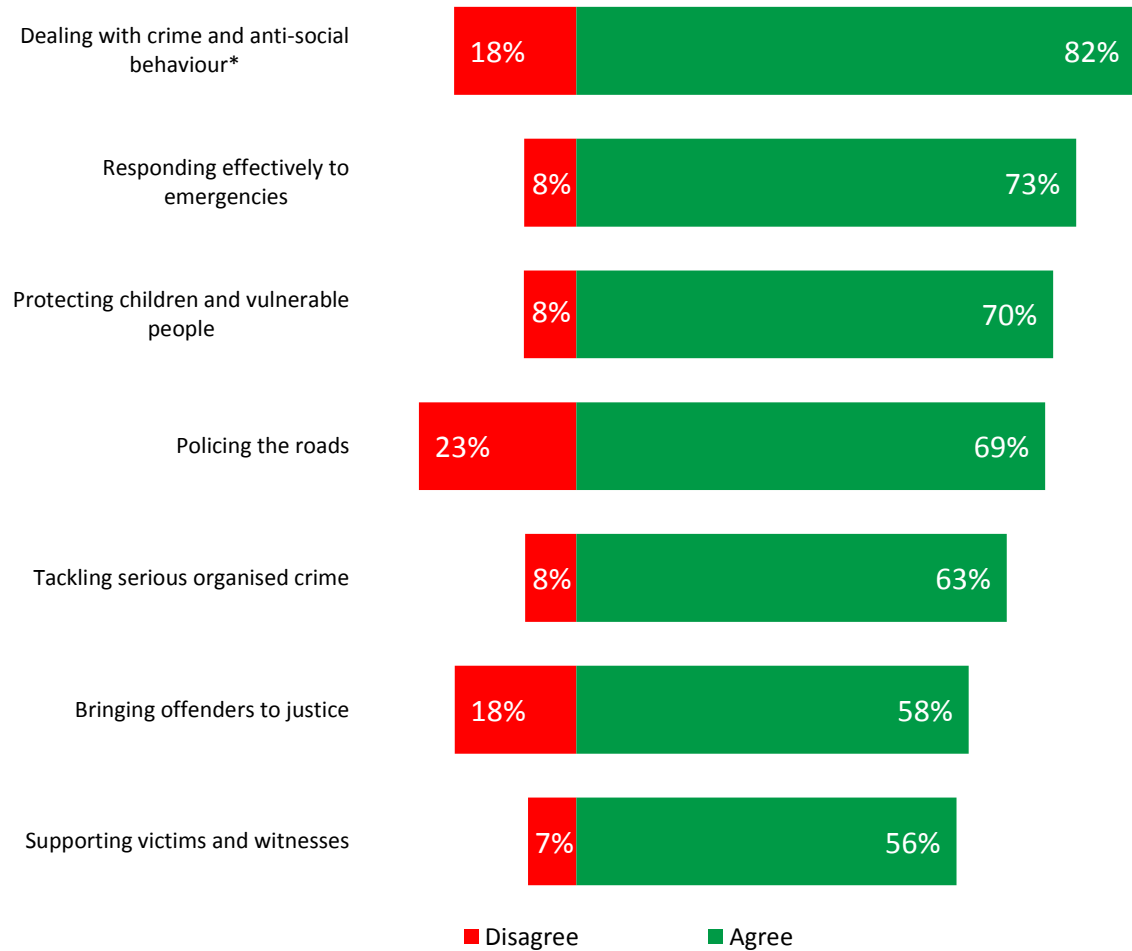
BAME respondents most likely to say there is now less crime and ASB

Females more likely than males to say crime has increased

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

↑ 28%



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
- Victims of crime typically were less agreeable than those that had not been a victim of crime
- 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?



SMSR
RESEARCH

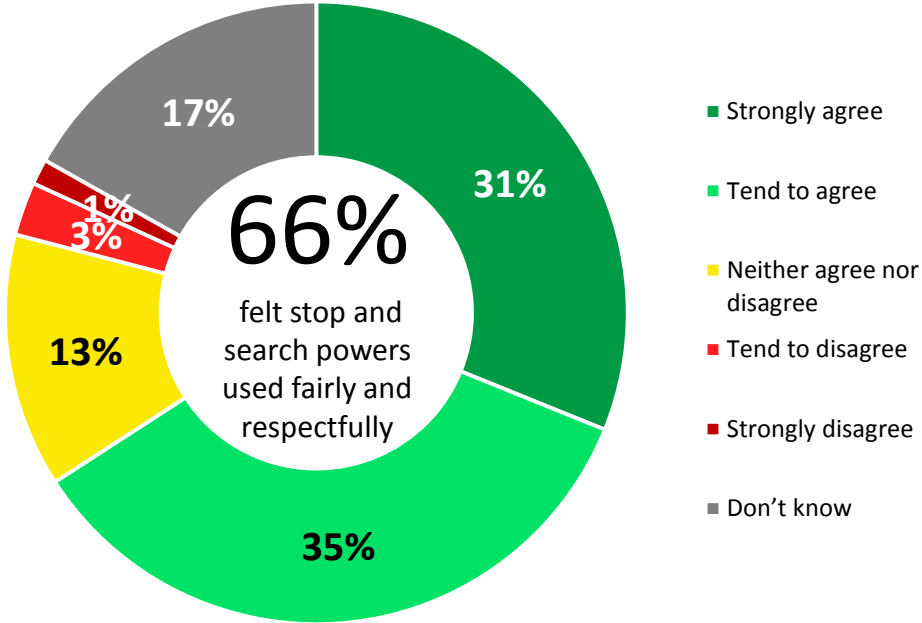


Section Five

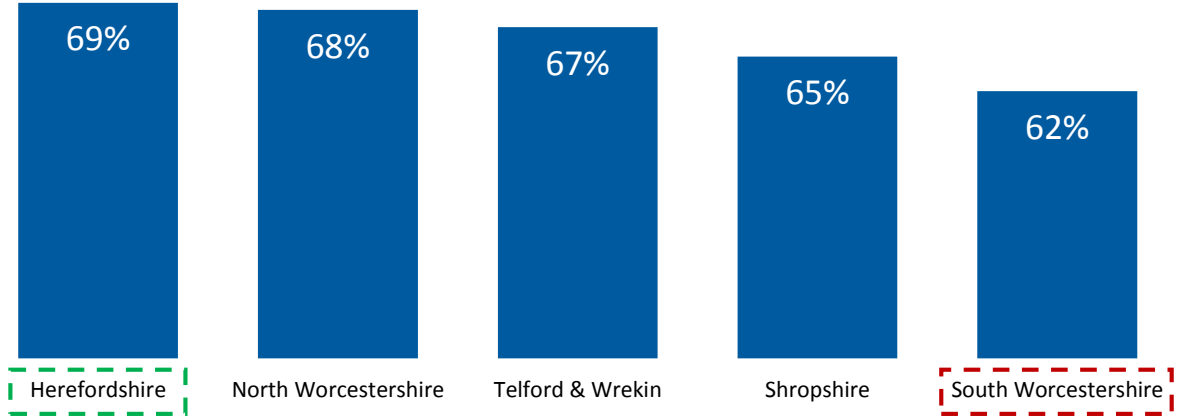
Trust / Integrity



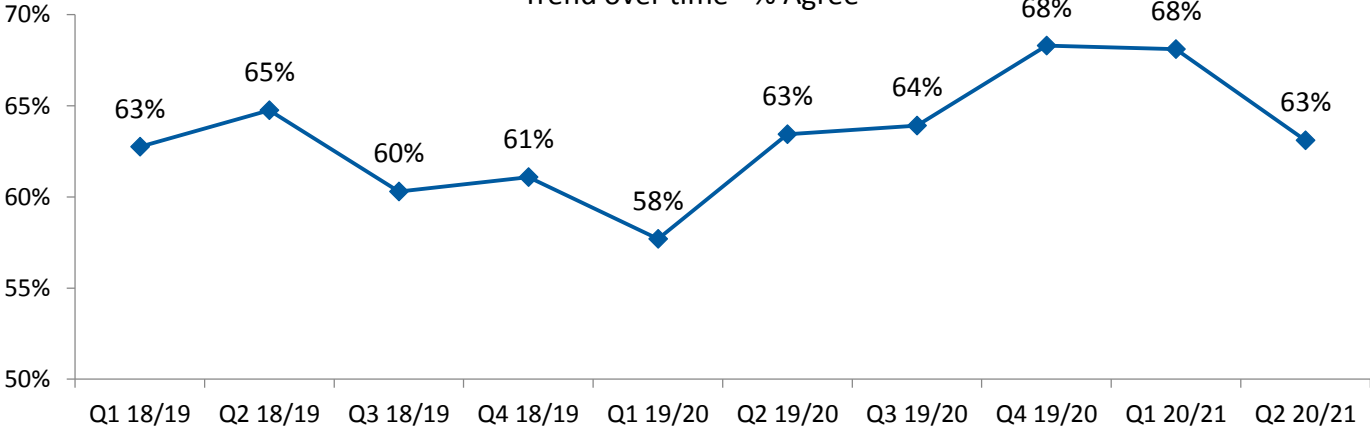
Two-thirds confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree



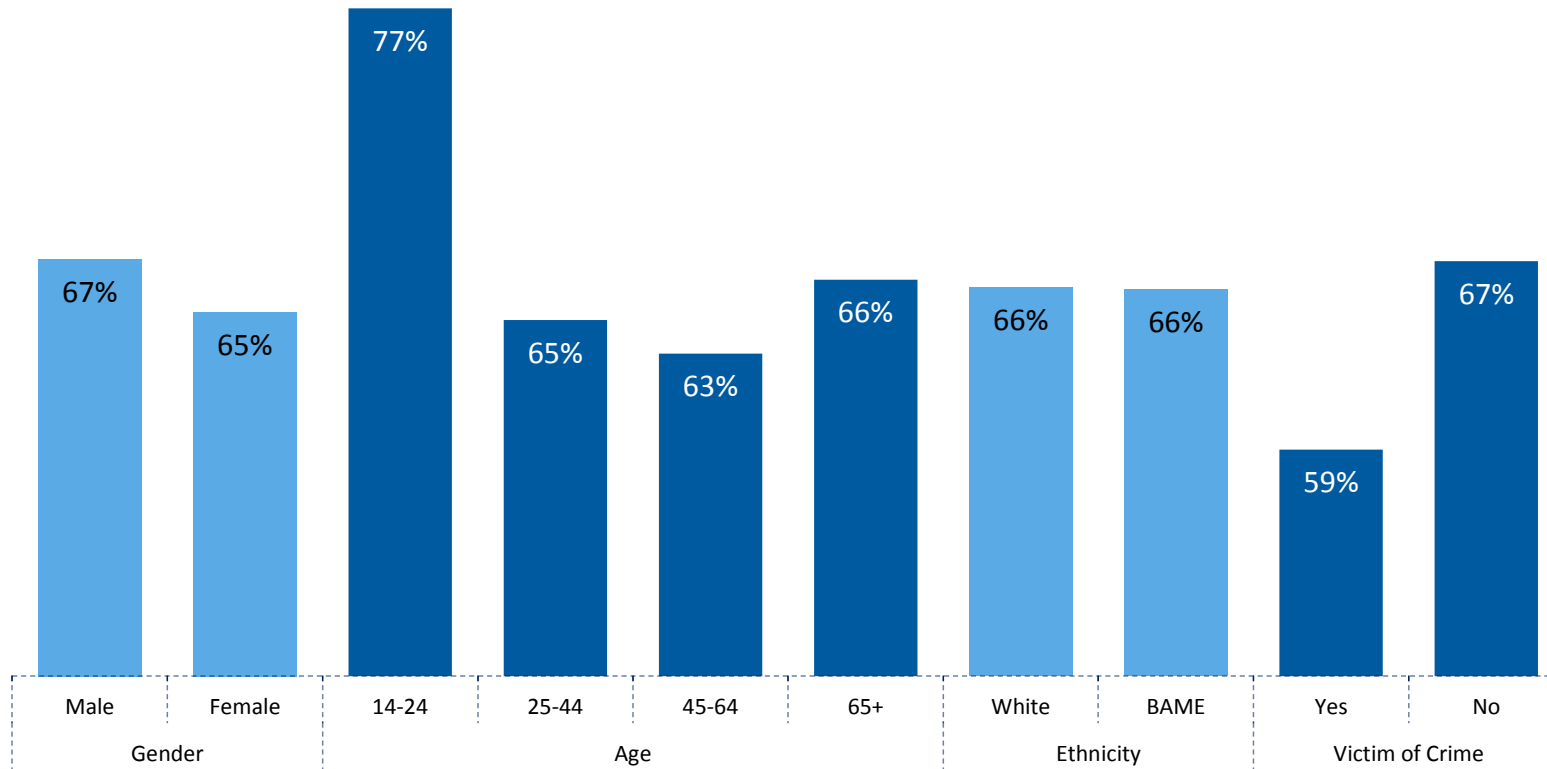
Trend over time - % Agree



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

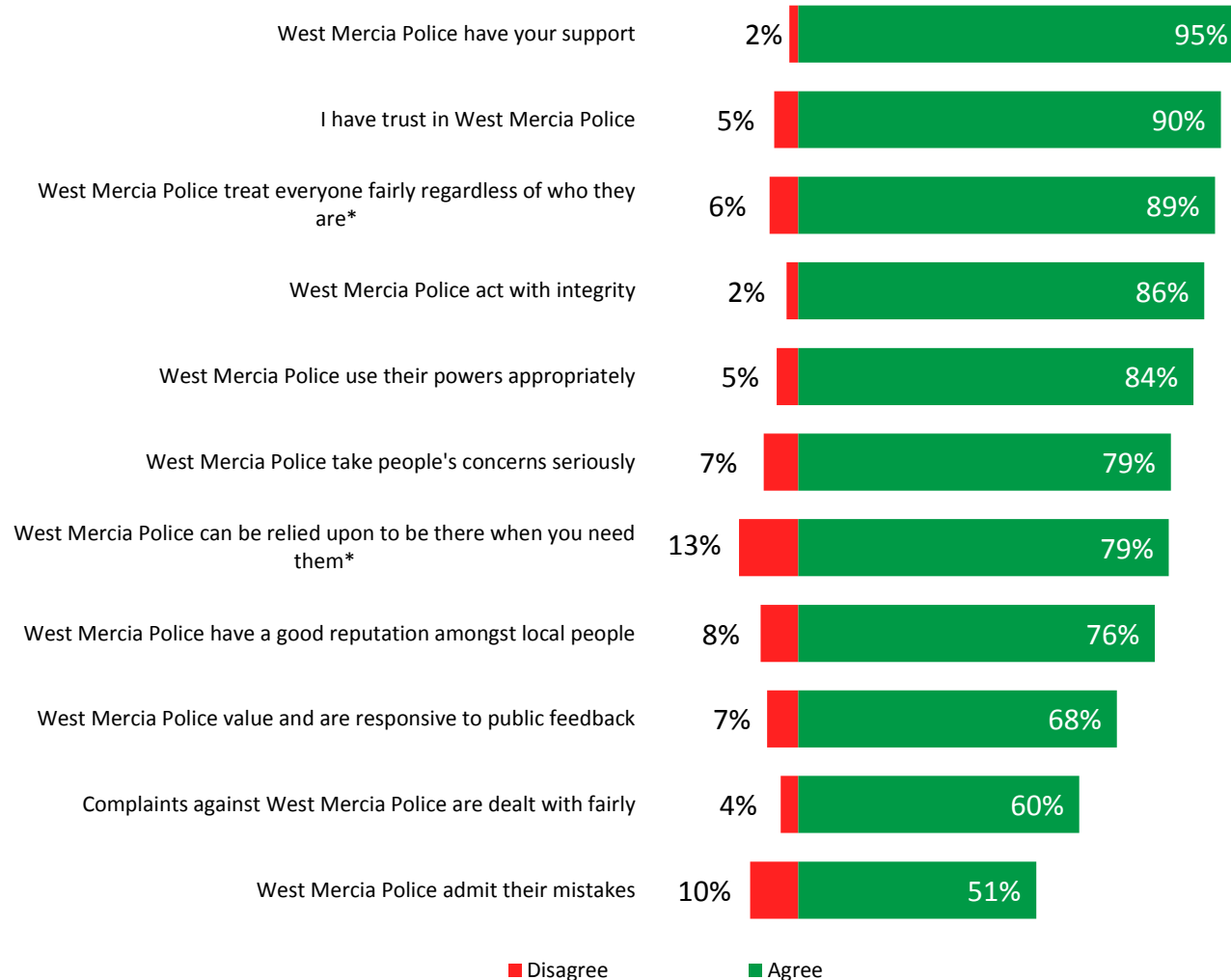
Those aged 14-24 more likely to feel confident the police use their stop and search power fairly and respectfully

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

Residents in South Worcestershire least likely to feel WMP use stop and search powers fairly and respectfully, those in Herefordshire 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 and that they have trust in WMP



Key Insights

Over 9 out of every 10 residents say that WMP have their support and that they have trust in WMP

Over 8 in 10 say 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 and admit their mistakes



SMSR
RESEARCH

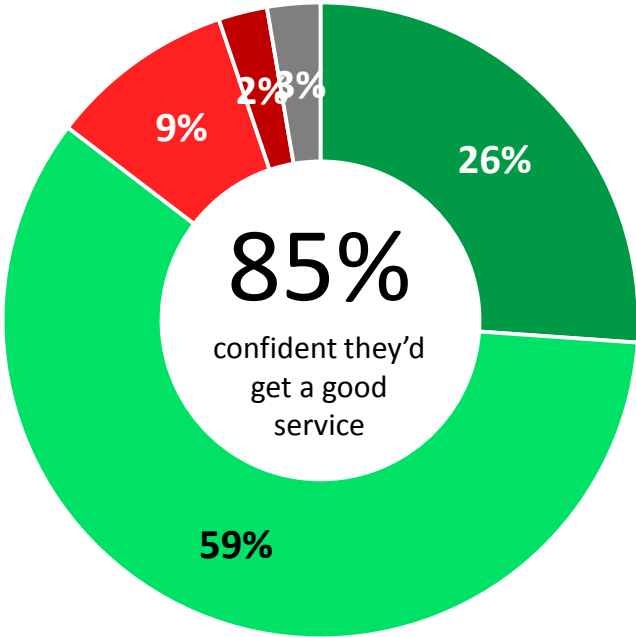


Section Six

Confidence in West Mercia Police

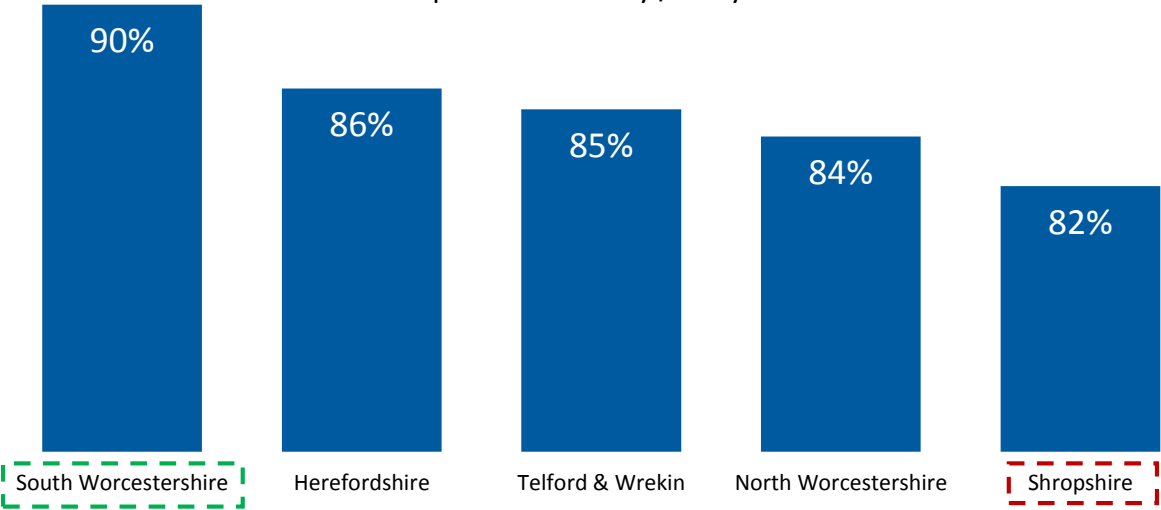


Over 8 out of 10 confident they would receive a good service from WMP

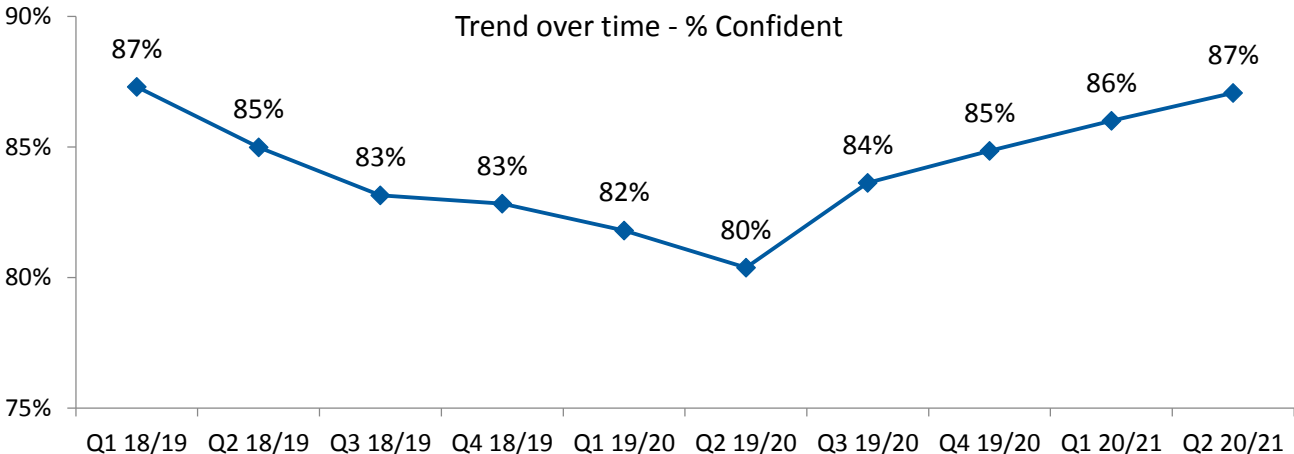


- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

LPA Comparisons - % very / fairly confident



Trend over time - % 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

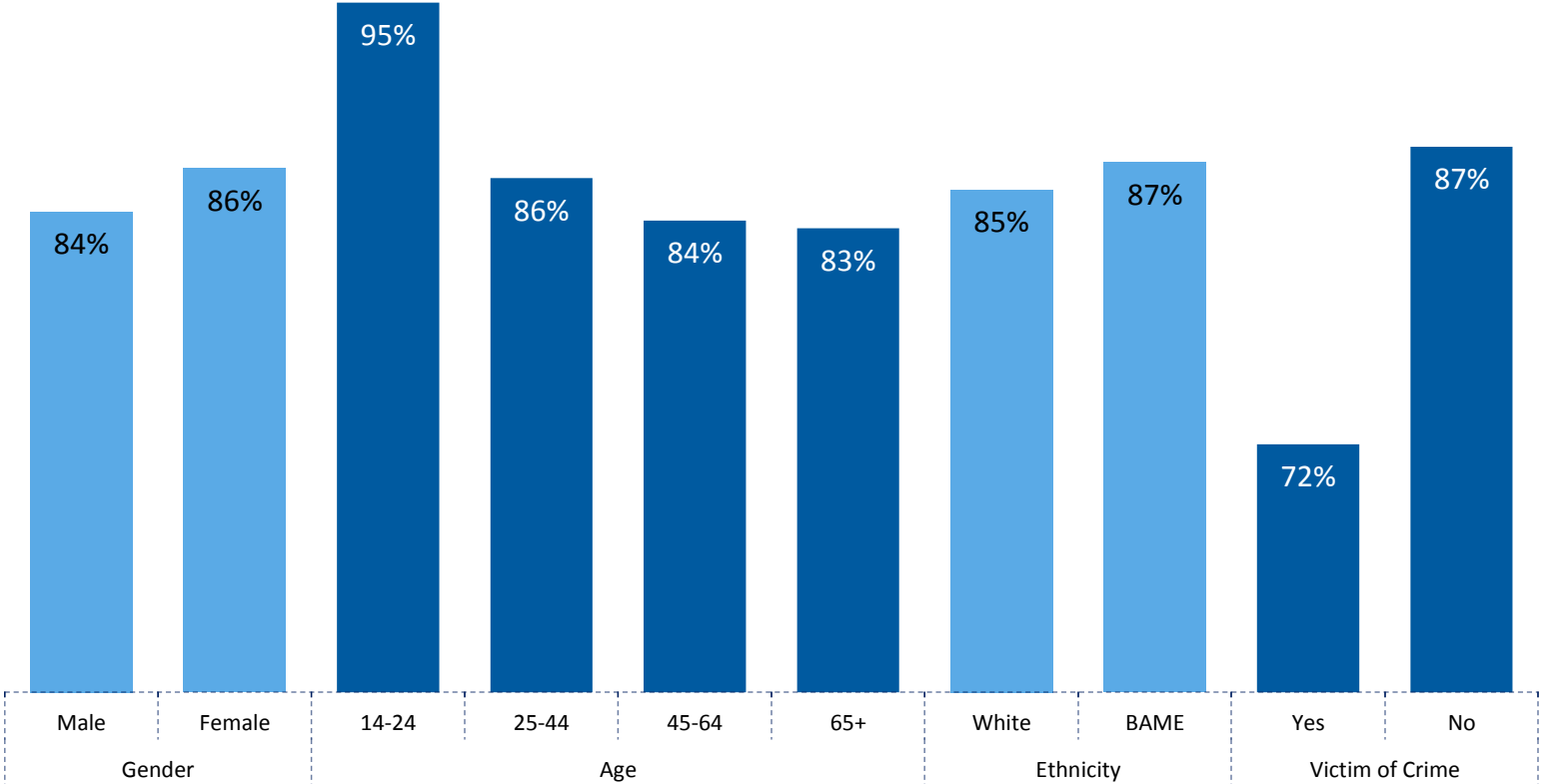
Confidence in service delivery has increase by 1% since last quarter – the fourth consecutive increase

Those aged 14-24 most confident they would receive a good service from WMP

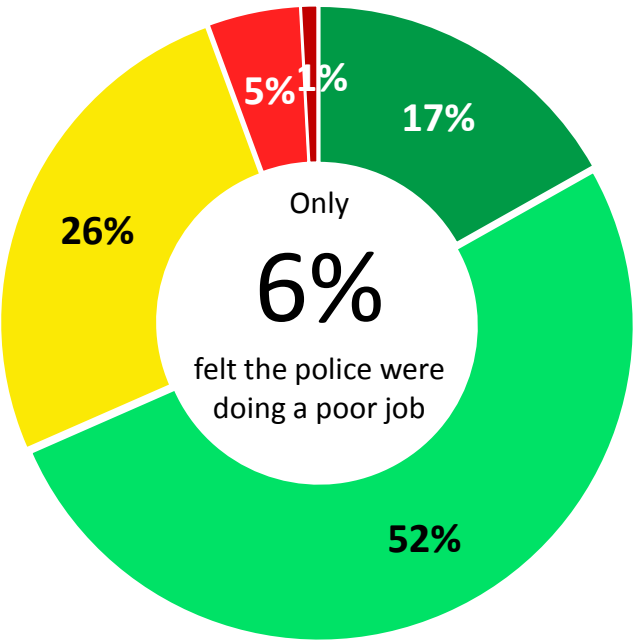
Victims of crime were less confident in receiving a good service

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

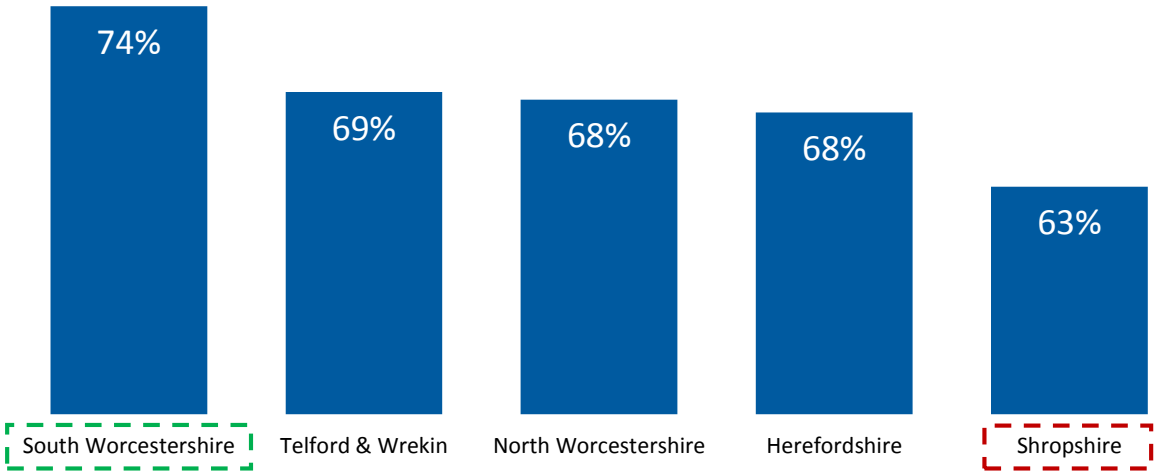


59%
CSEW MSG Average – Excellent / Good job

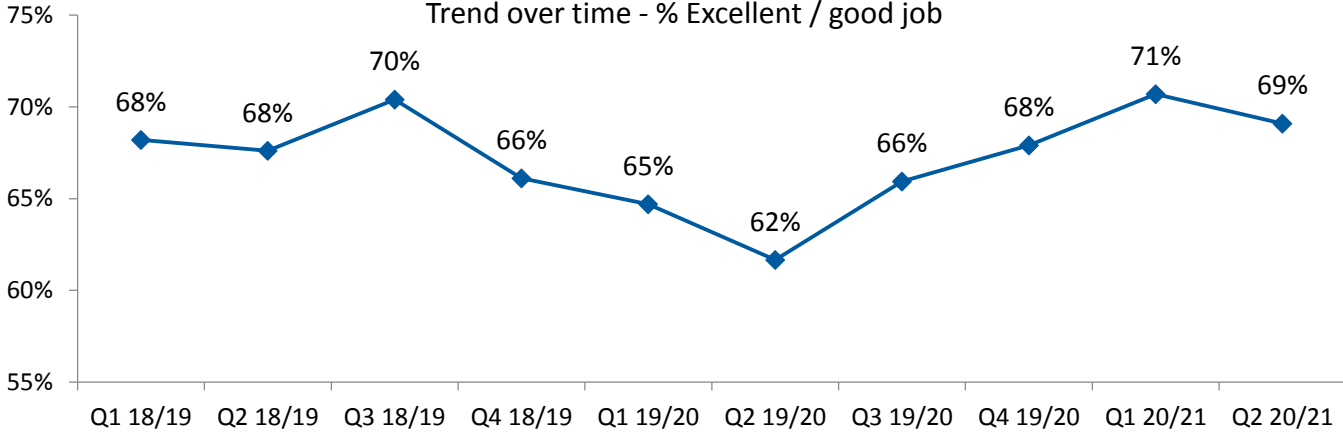


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



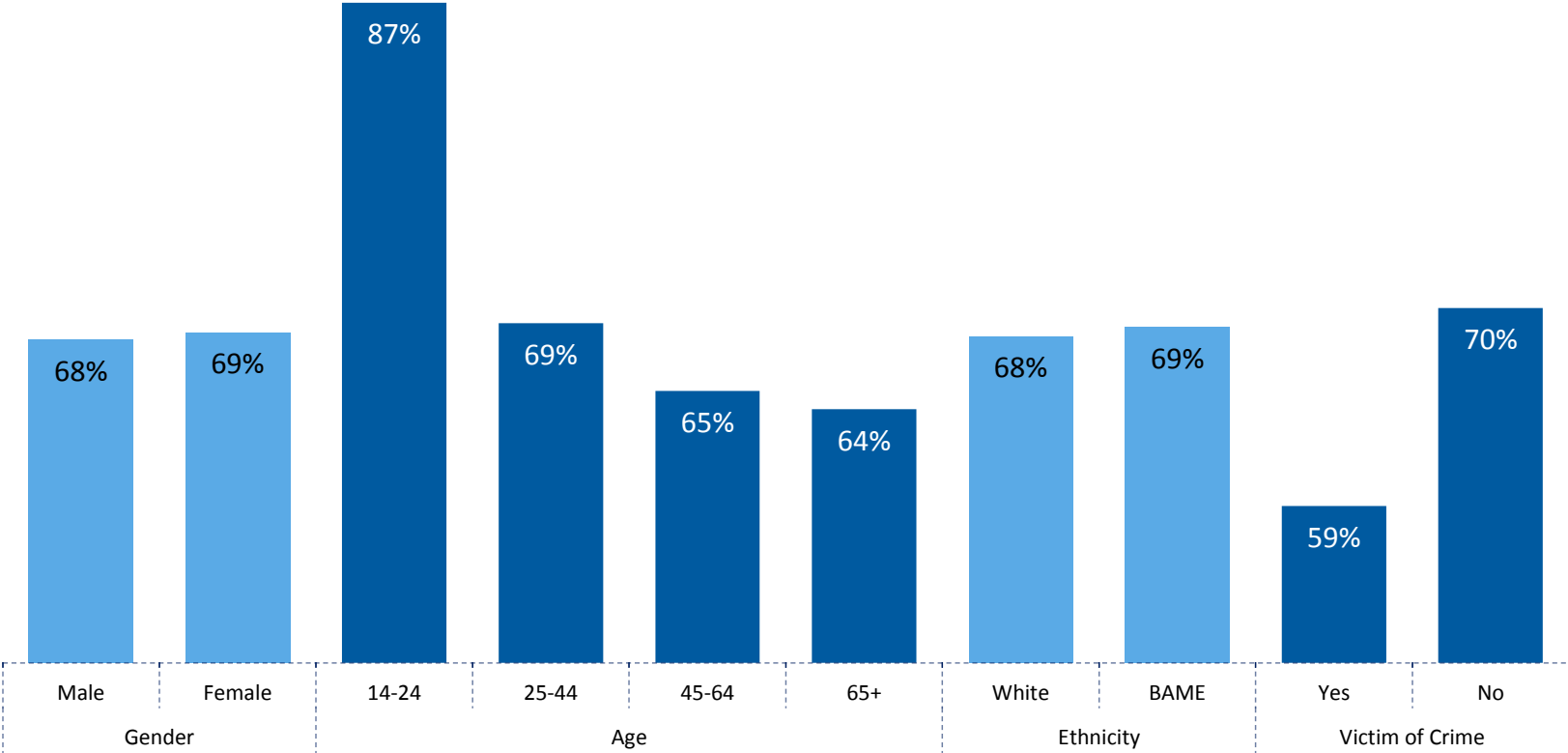
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

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

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

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

Demographic Comparisons - % excellent / good job



Key Insights

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

Victims of crime least likely 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 – those in South Worcestershire were the most likely

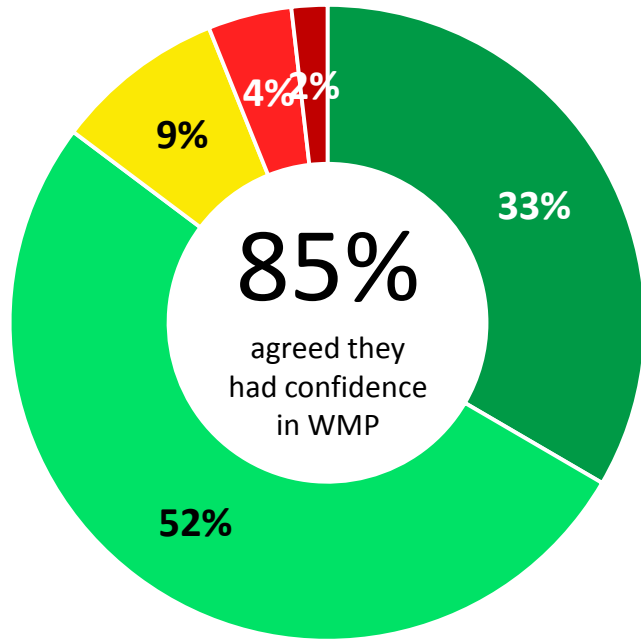
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

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

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

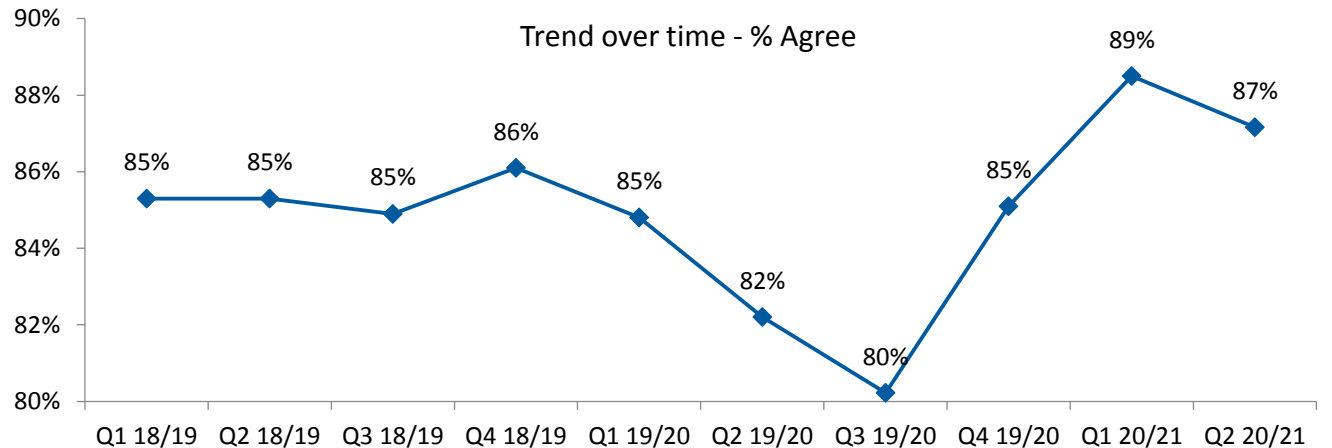
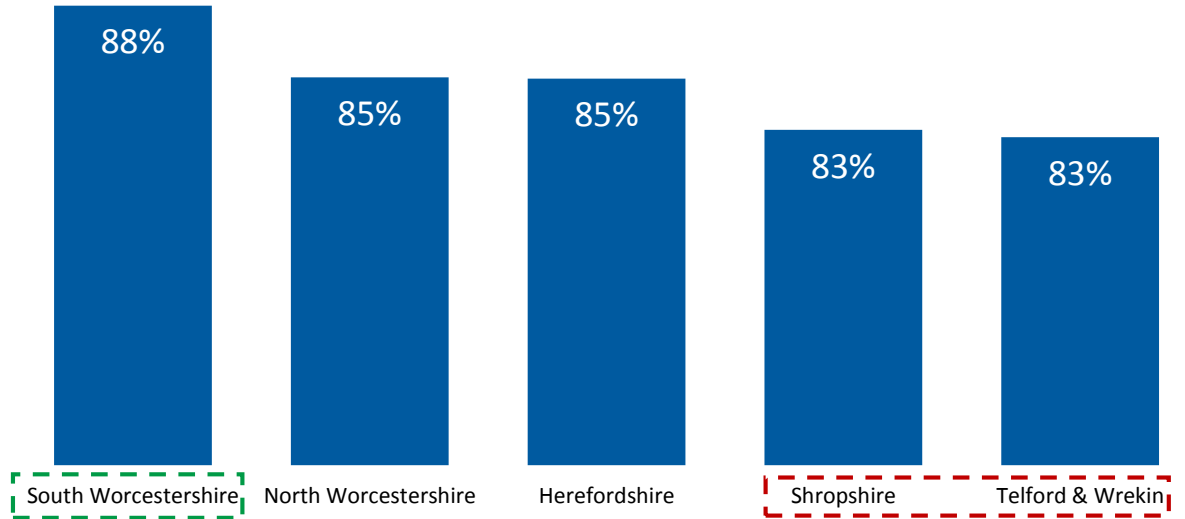
77%
CSEW MSG Average – Net Agree

8%



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

LPA Comparisons - % strongly / tend to agree



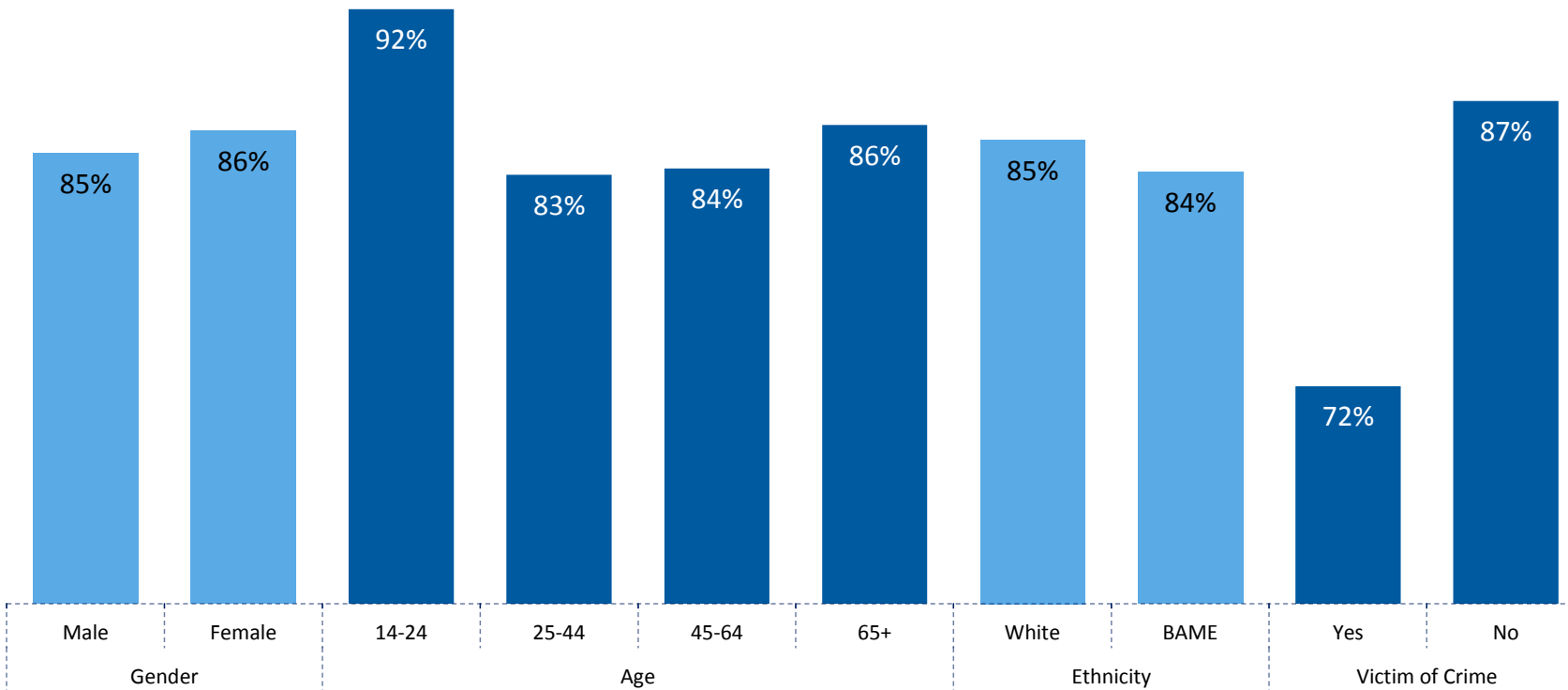
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

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

Demographic Comparisons - % strongly/ tend to agree



Key Insights

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

Victims of crime least likely be confident in WMP

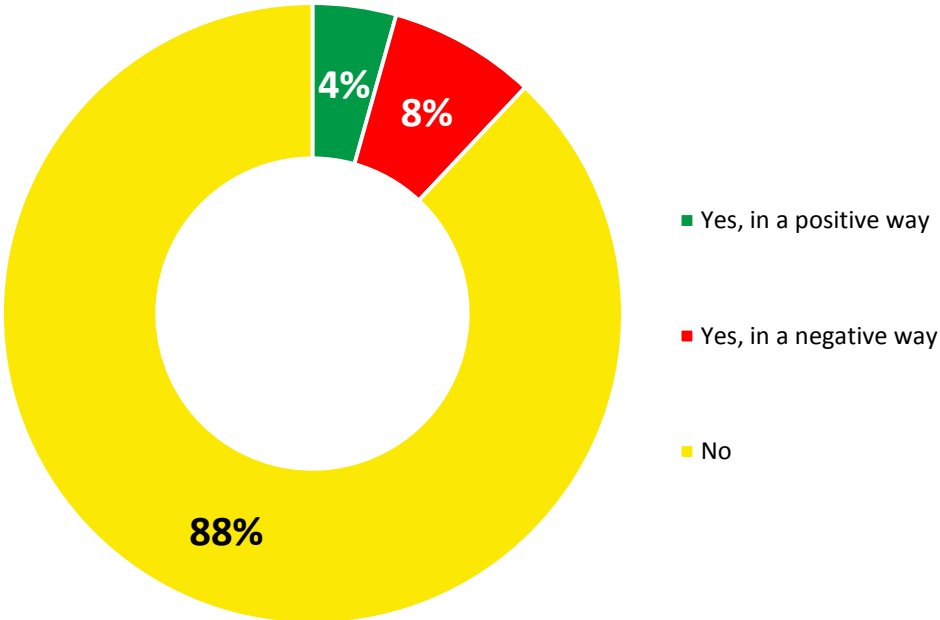
Residents in Shropshire and Telford & Wrekin least likely to be confident in WMP

Residents of South Worcestershire more likely to have confidence in WMP

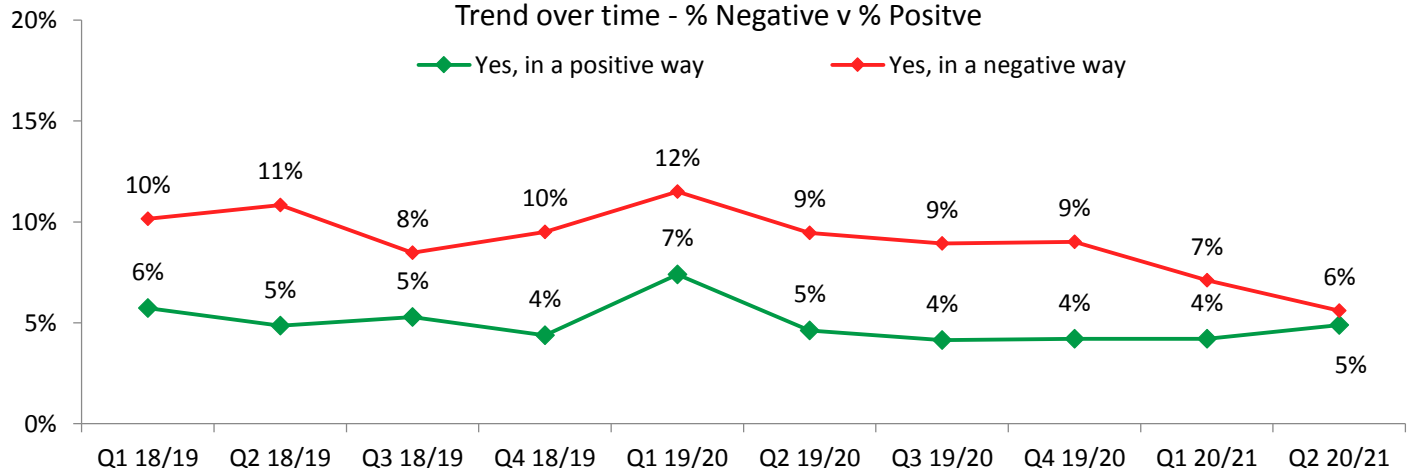
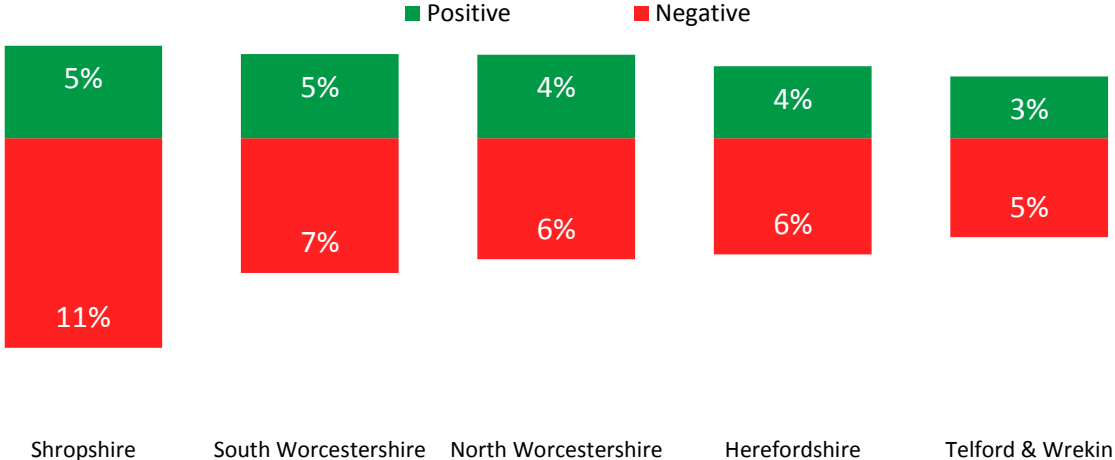
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

*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



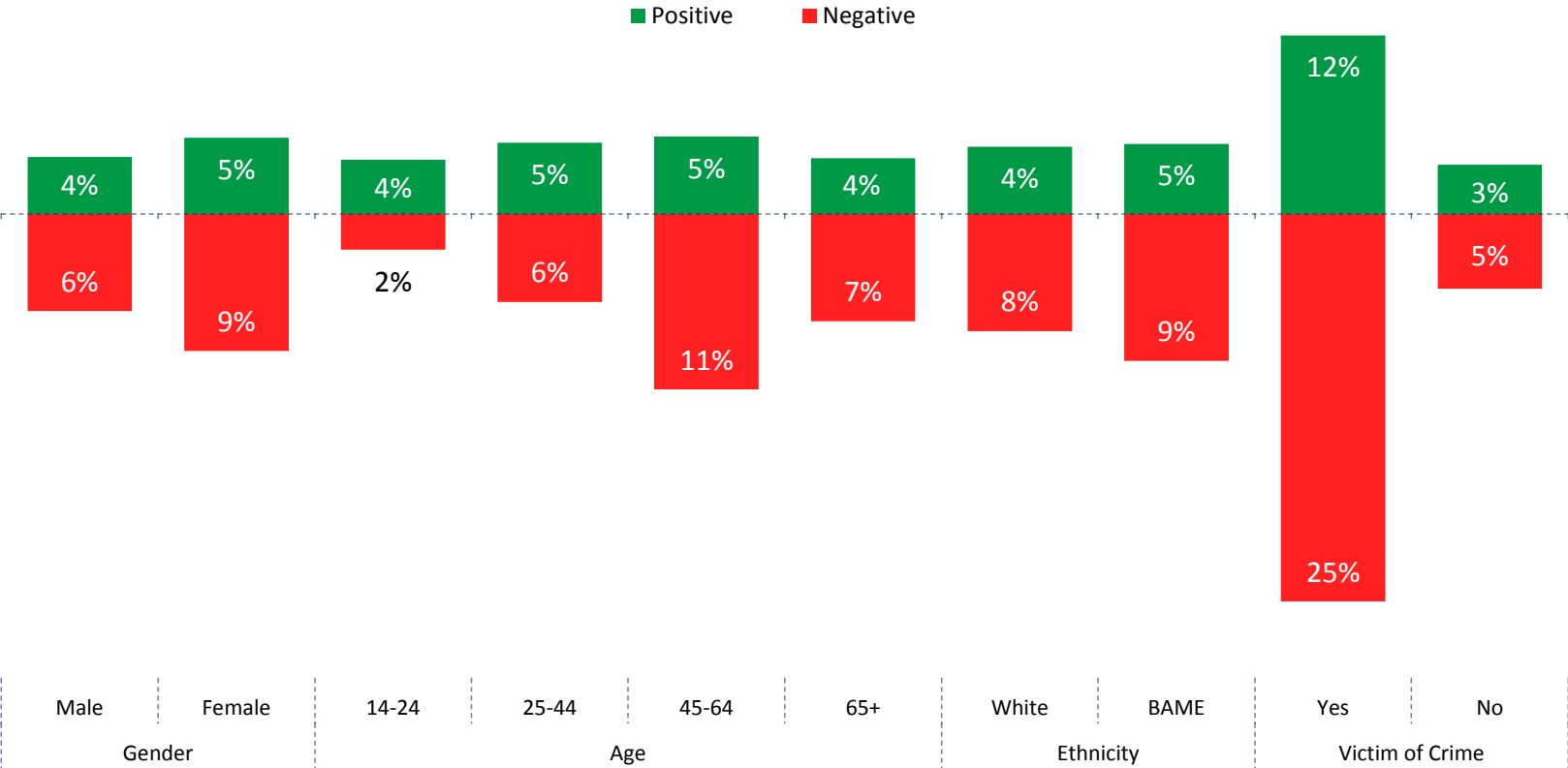
LPA Comparisons - % positive event % negative event



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

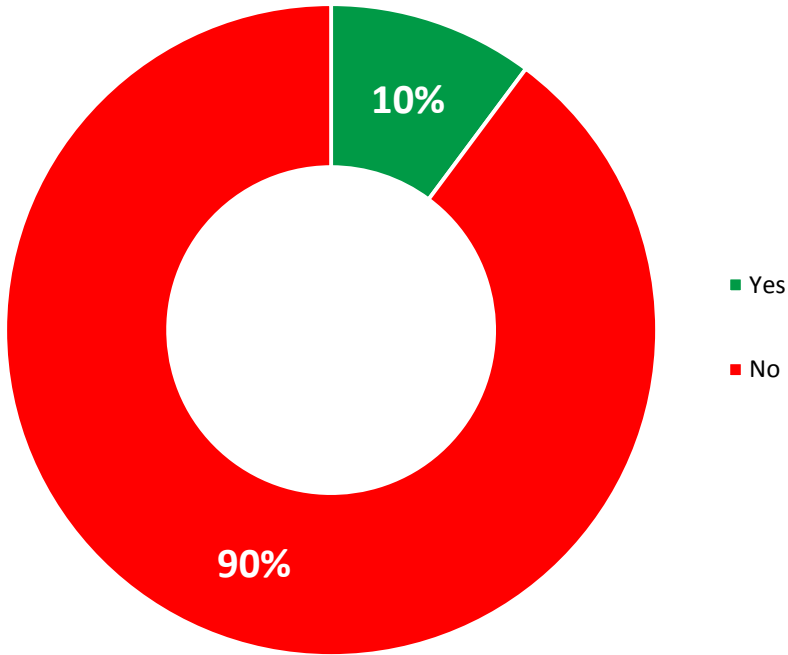
Victims of crime and were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

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

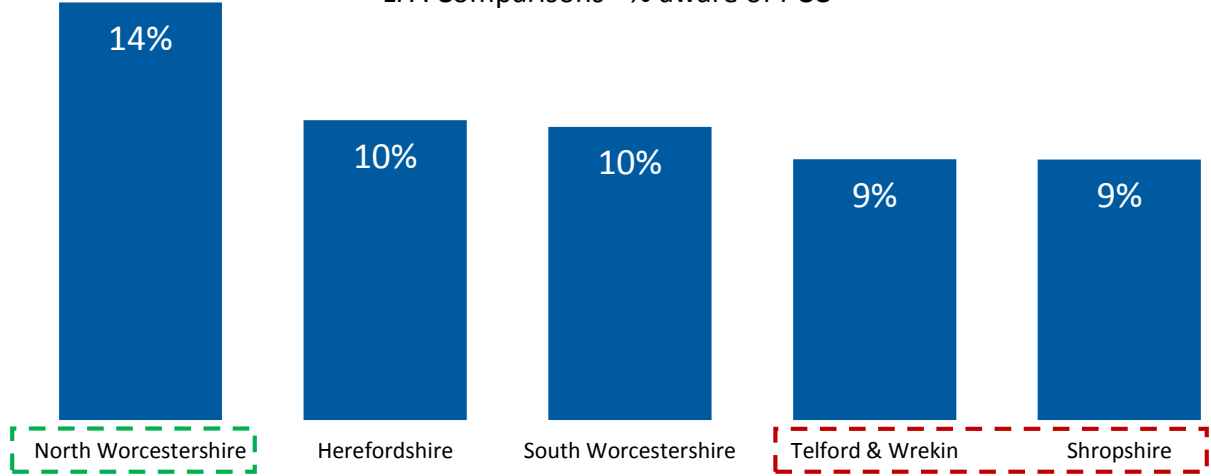
Residents in Shropshire were the most likely to have experienced an event that negatively affected their confidence in WMP

Those that experienced an event that negatively affected their confidence now at lowest level since tracking began

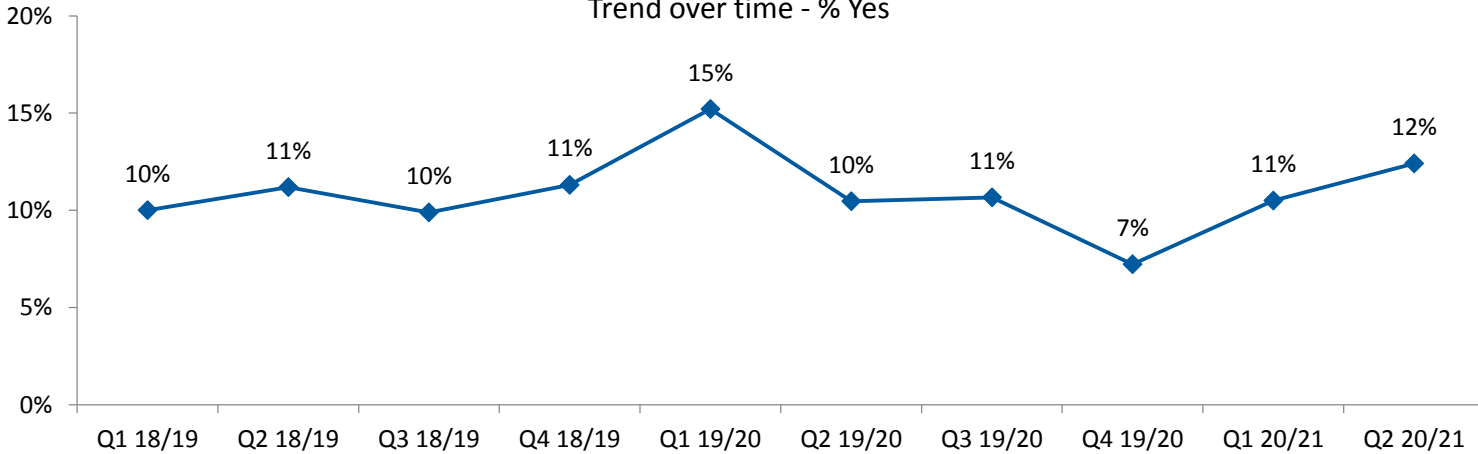
A tenth of respondents said they are aware of the Police and Crime Commissioner



LPA Comparisons - % aware of PCC



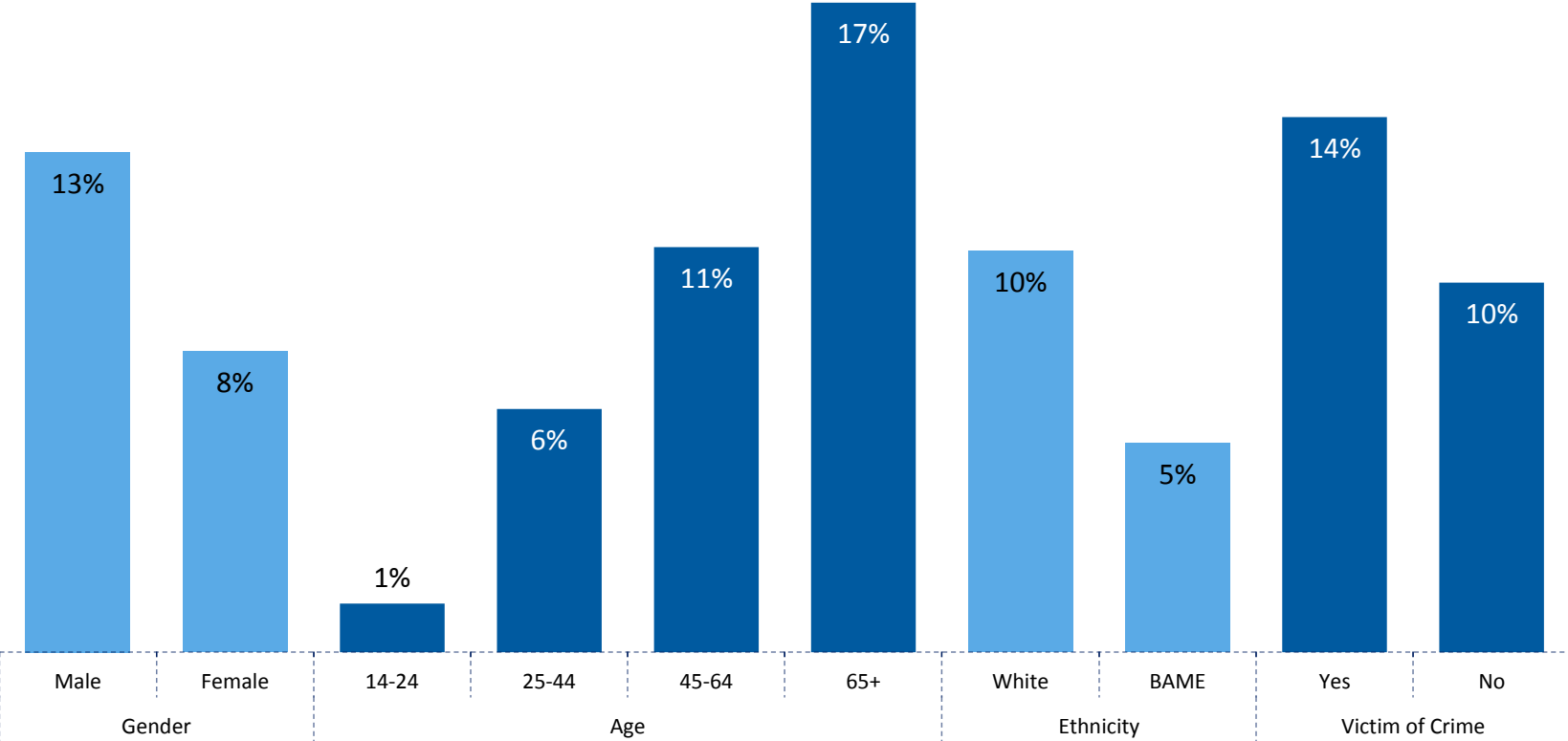
Trend over time - % Yes



Q25 Do you know who the current elected Police and Crime Commissioner is for your area?

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

Demographic Comparisons - % aware of PCC



Key Insights

Higher awareness found in North Worcestershire; least awareness in Shropshire 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

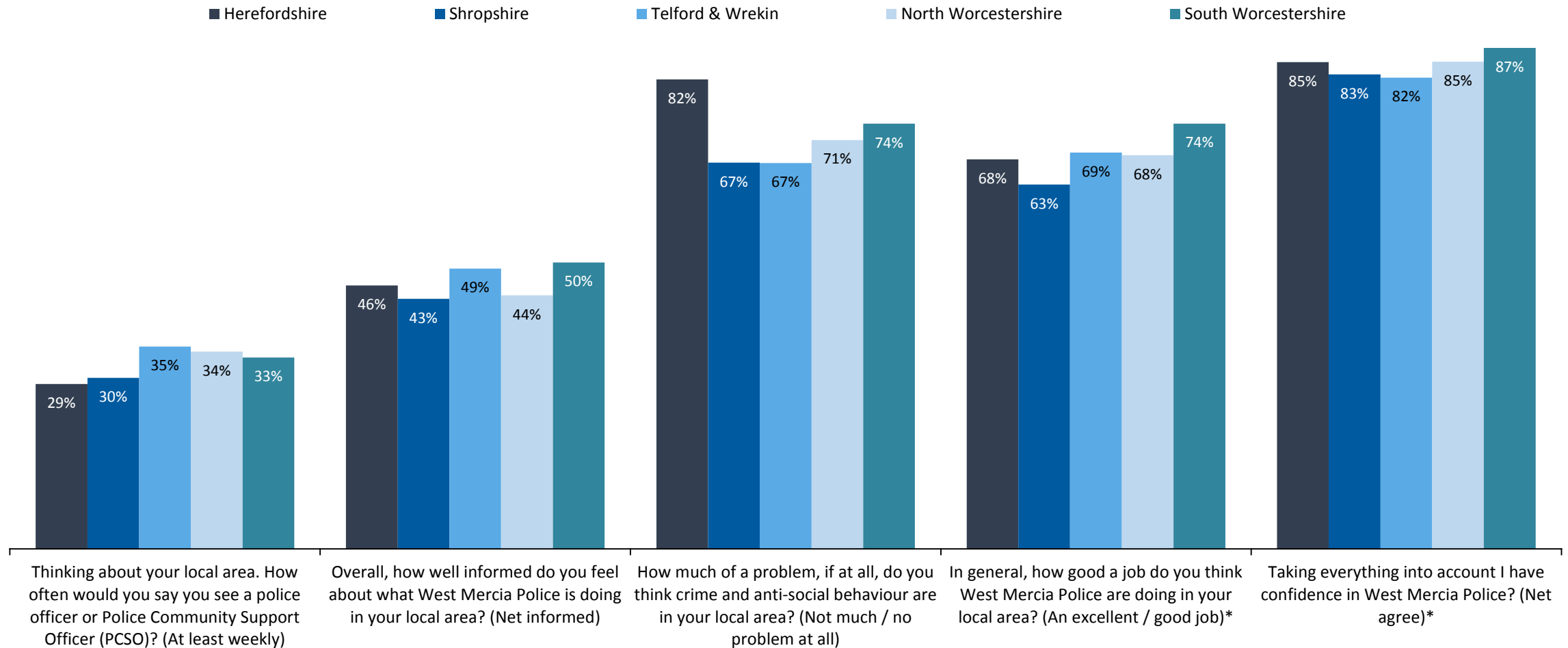


Section Seven

LPA & Victim Comparisons



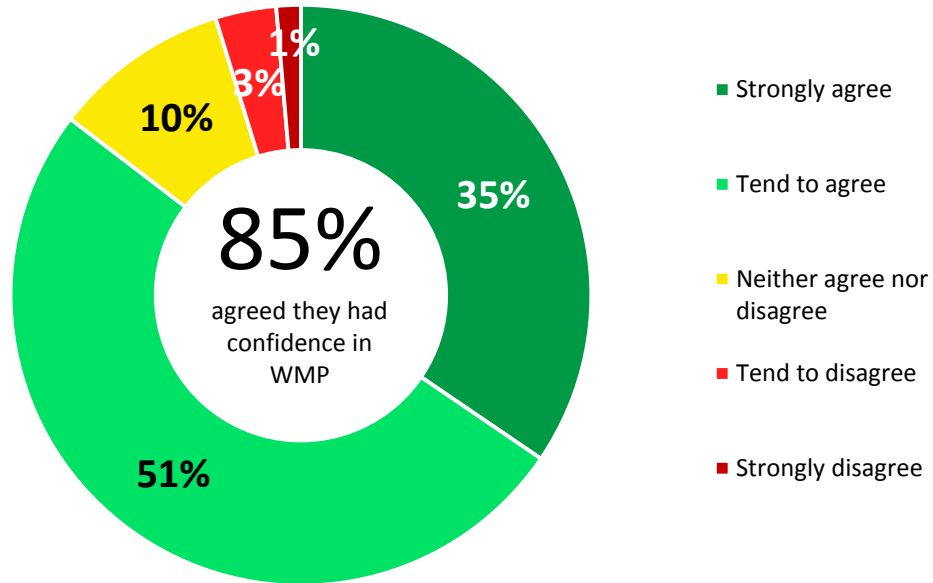
LPA Key Question Overview



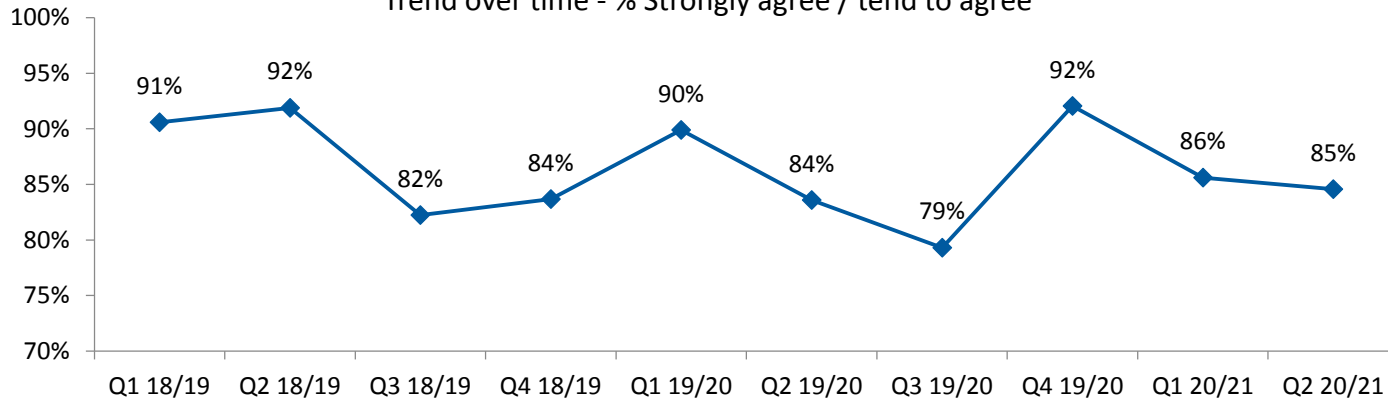
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Herefordshire

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



Trend over time - % Strongly agree / tend to agree



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



Key Findings Compared With Other NPTs

Least likely to have seen an officer or PCSO at least weekly (29%)

Most satisfied with the levels of policing in their local area (63% - joint with South Worcestershire and Telford & Wrekin)

Most likely to have spoken to an officer or a PCSO from their local policing team in the past 12 months (22% - joint with South Worcestershire and Telford & Wrekin)

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

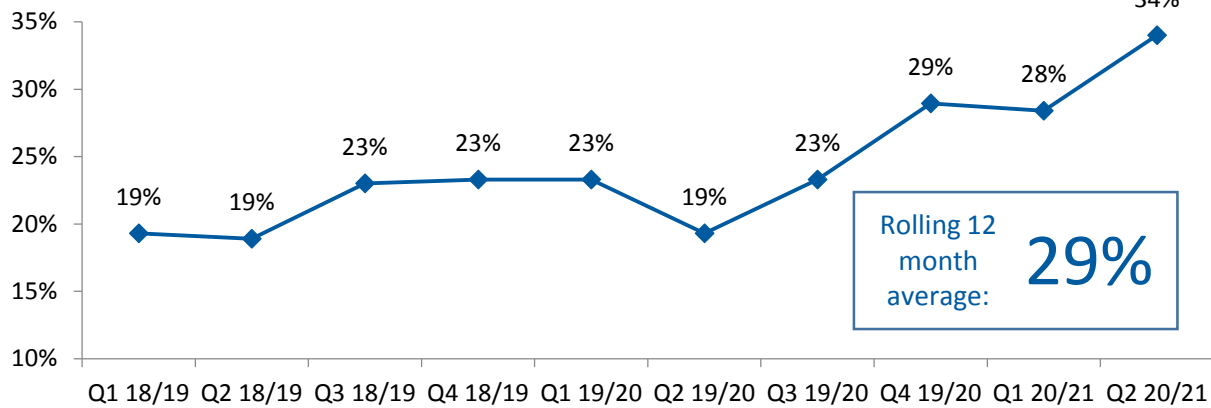
Least likely to feel crime and ASB was a problem in their area (18%)

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

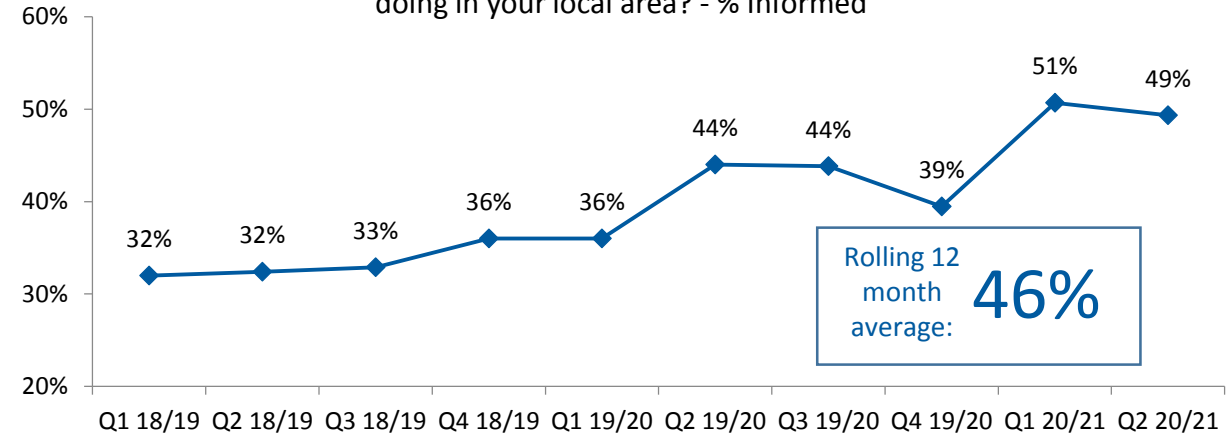
Most confident that WMP use their stop and search powers fairly and respectfully (69%)

LPA Key Findings - Herefordshire

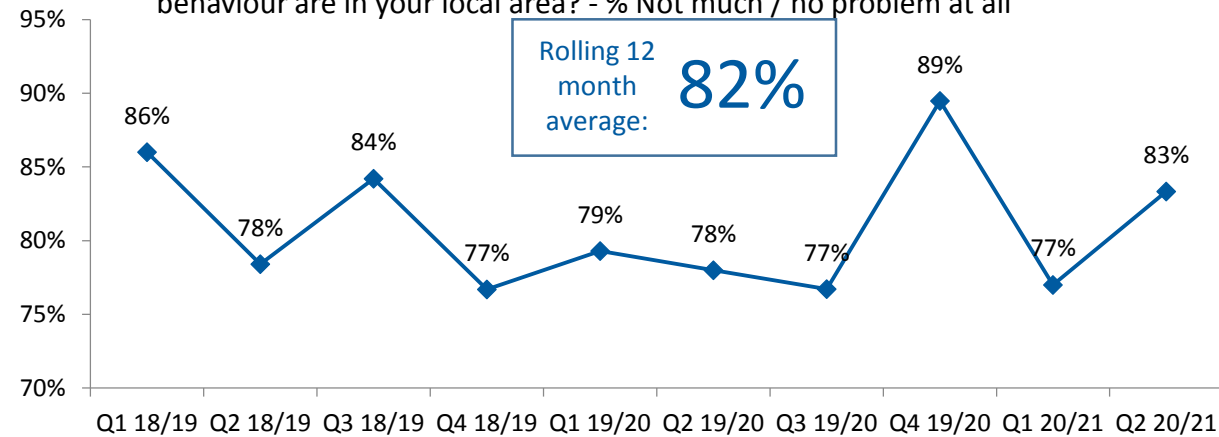
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



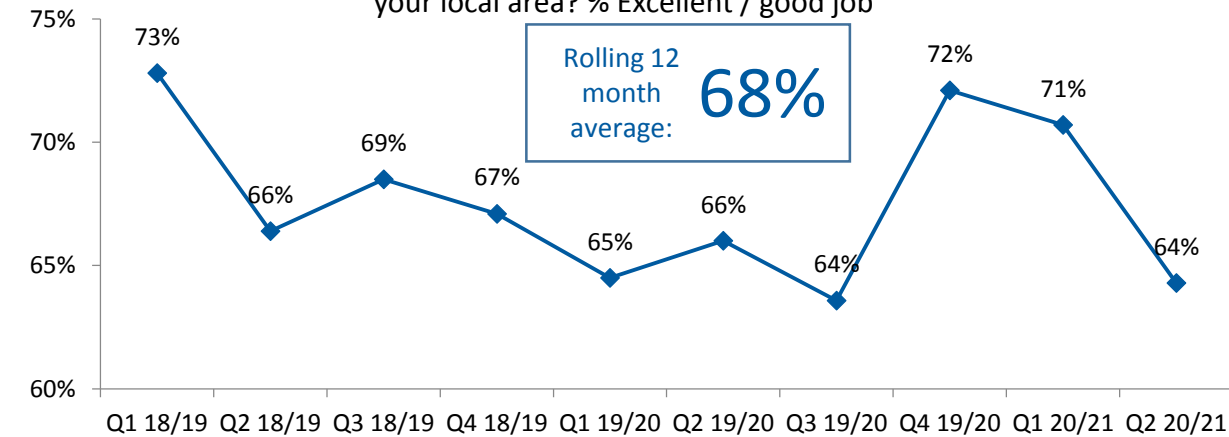
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



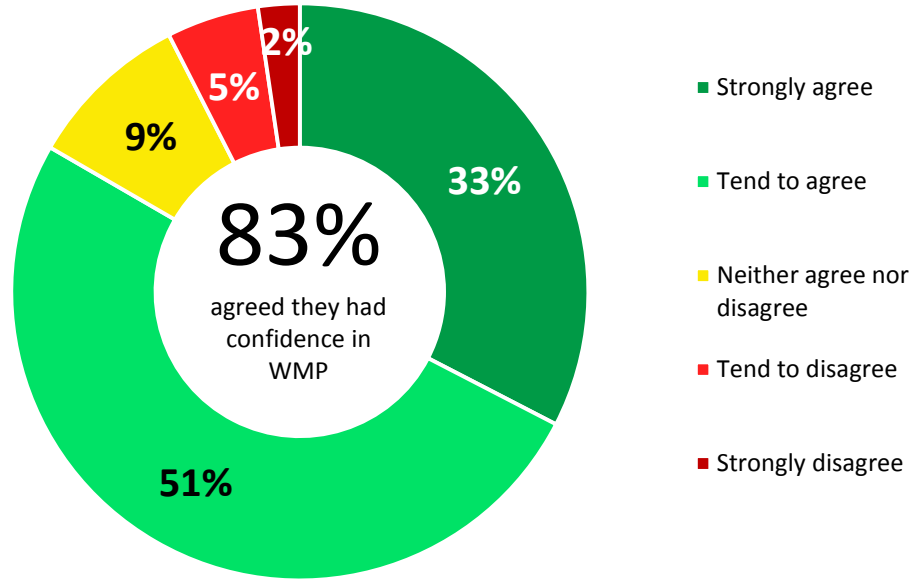
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



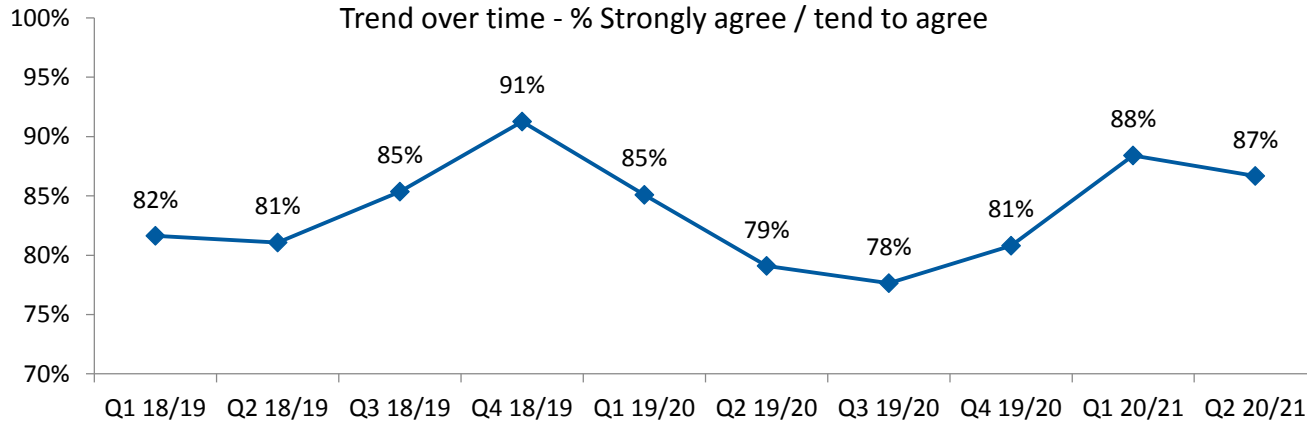
*Don't know option has been excluded from calculation to make question comparable to CSEW

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 (59%)

Least confident they could access the police services in an emergency (78%)

Least confident they could access the police services in a non-emergency (63%)

Least likely to feel informed about what WMP are doing (43%)

Least likely to have said WMP understands the issues that affect their community (67%)

Most likely to feel crime and ASB was a problem in their area (31% - joint with Telford & Wrekin)

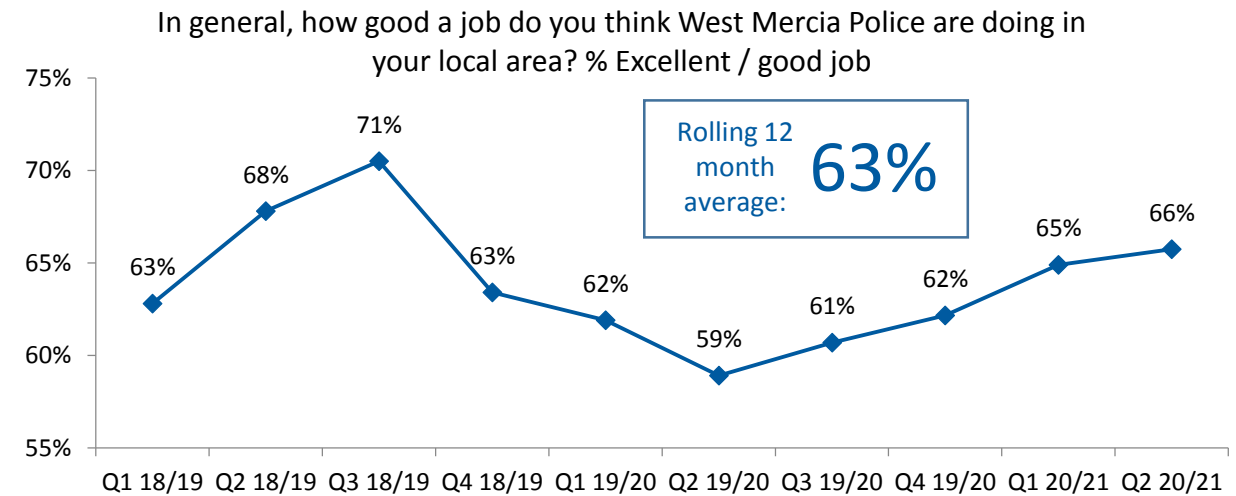
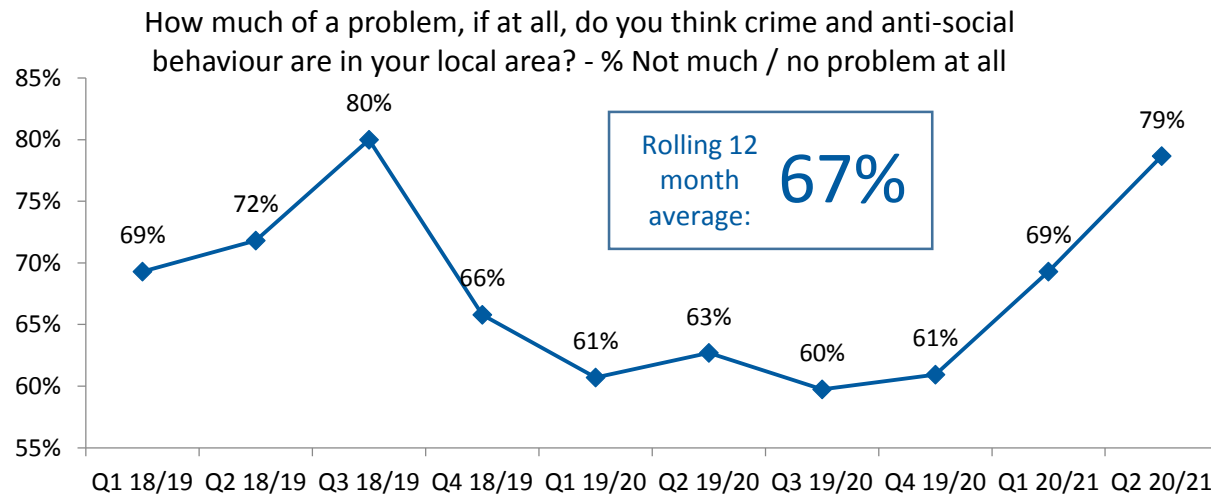
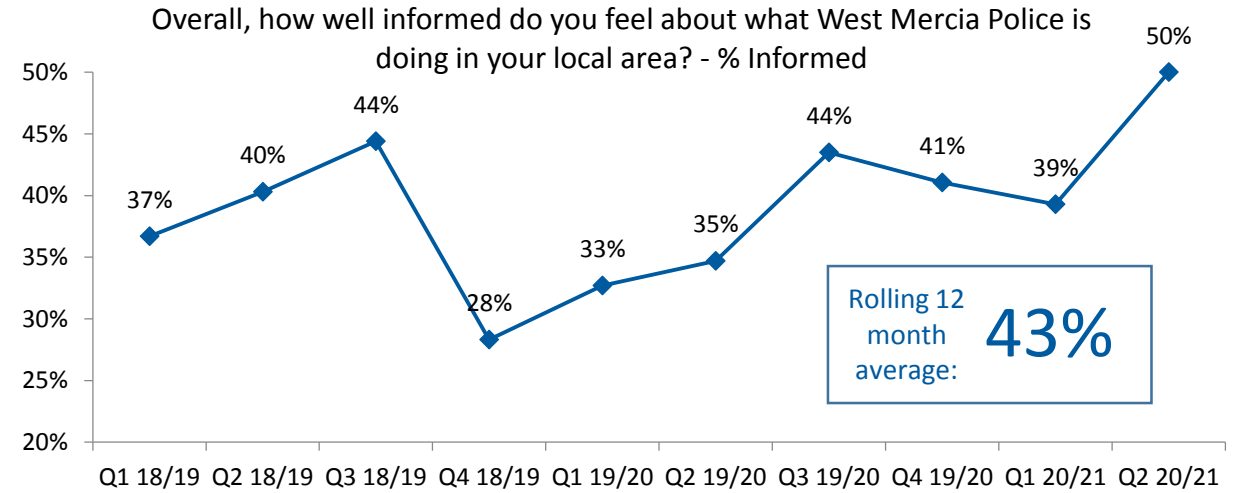
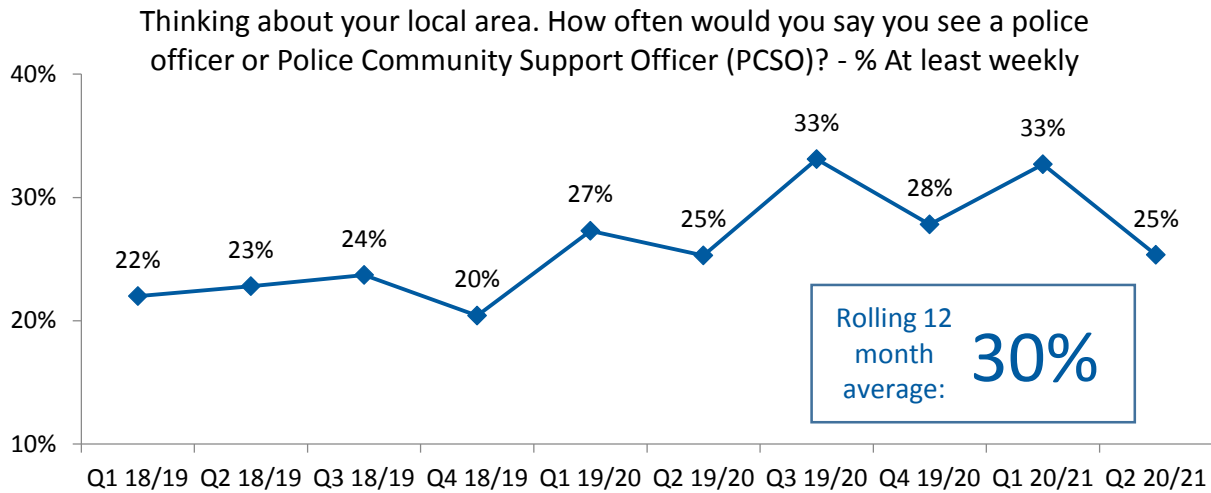
Least confident they would receive a good service from WMP (82%)

Least likely to have said the police in their area are doing an excellent or a good job (63%)

Least likely to say they have confidence in WMP (83% - joint with Telford & Wrekin)

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

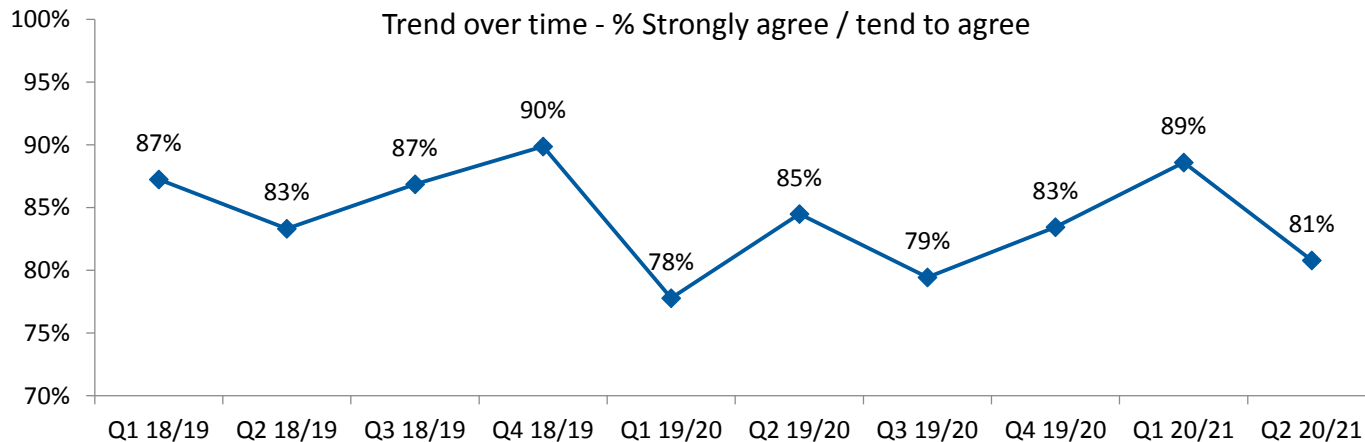
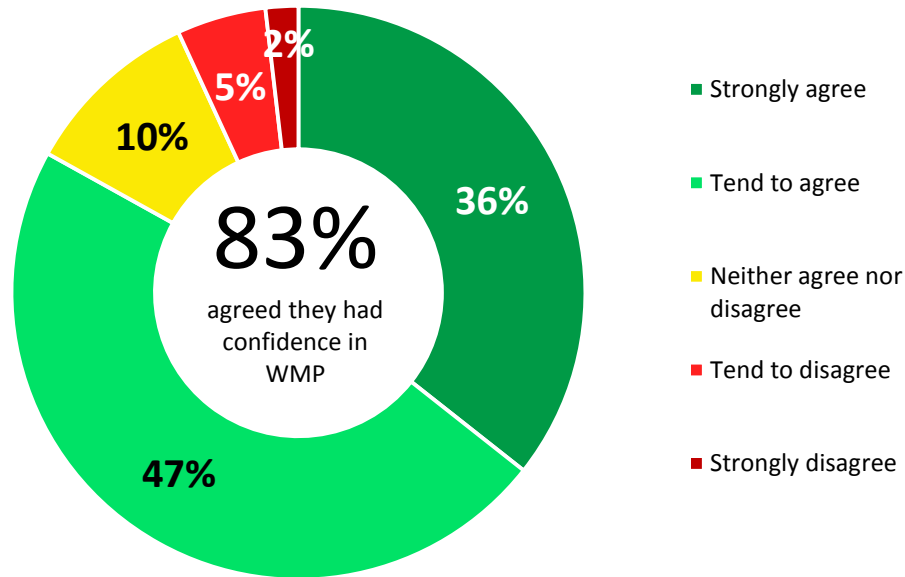
LPA Key Findings - Shropshire



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

LPA Key Findings - Telford & Wrekin

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



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



Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least weekly (35%)

Most satisfied with the levels of policing in their local area (63% - joint with South Worcestershire and Herefordshire)

Most likely to have spoken to an officer or a PCSO from their local policing team in the past 12 months (22% - joint with South Worcestershire and Herefordshire)

Most likely to feel there had been an increase in levels of policing in their area (14%)

Most likely to have been a victim or witness to a crime (16%)

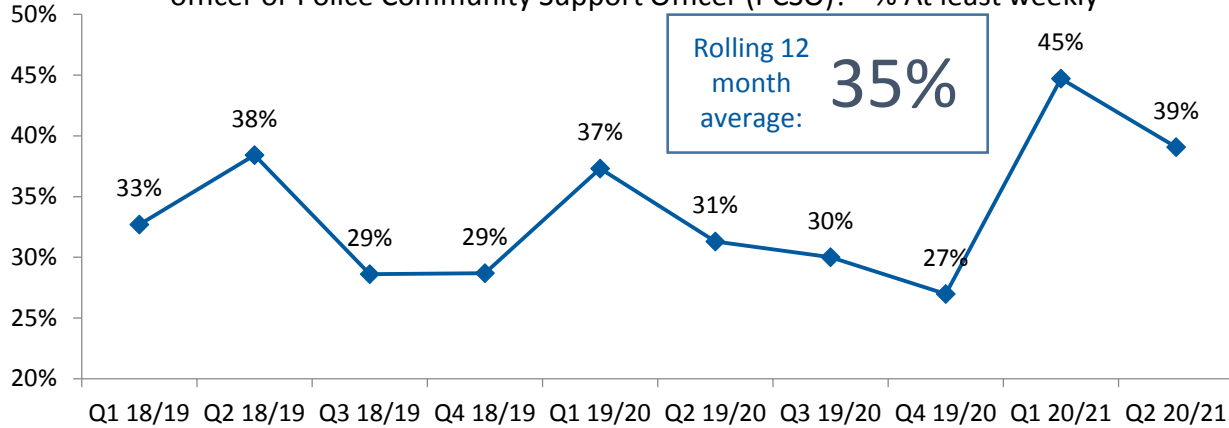
Most likely to feel crime and ASB was a problem in their area (31% - joint with Shropshire)

Least likely to say they have confidence in WMP (83% - joint with Shropshire)

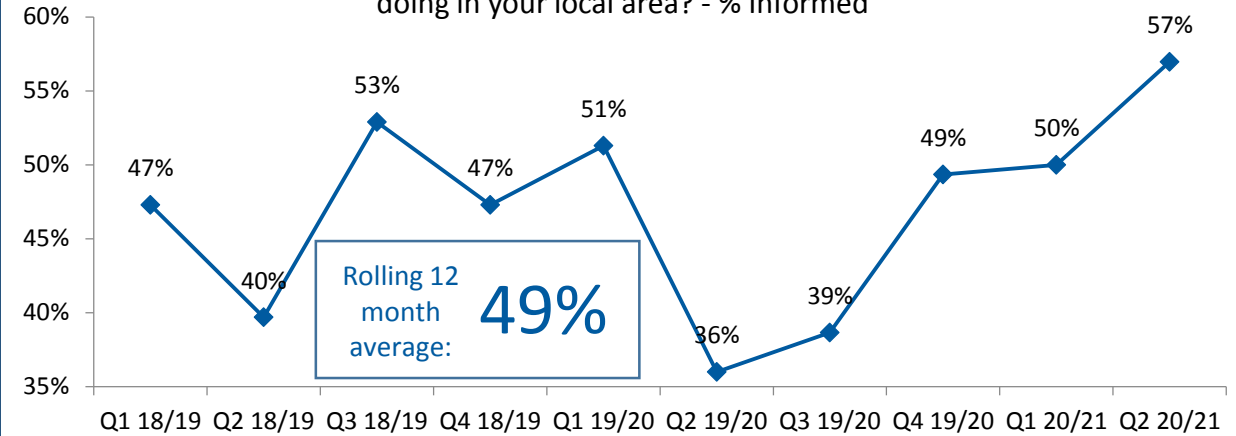
Least aware of the PCC (9% - joint with Shropshire)

LPA Key Findings - Telford & Wrekin

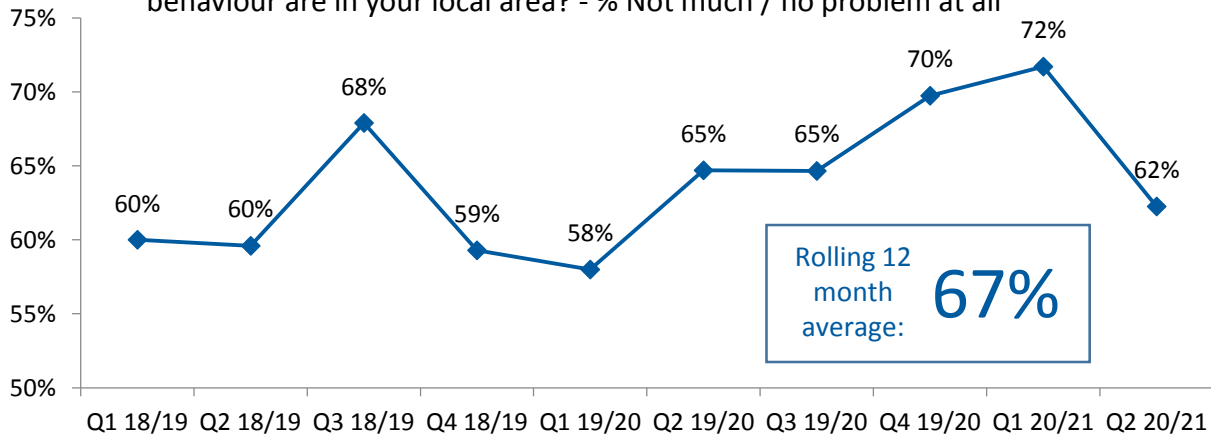
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



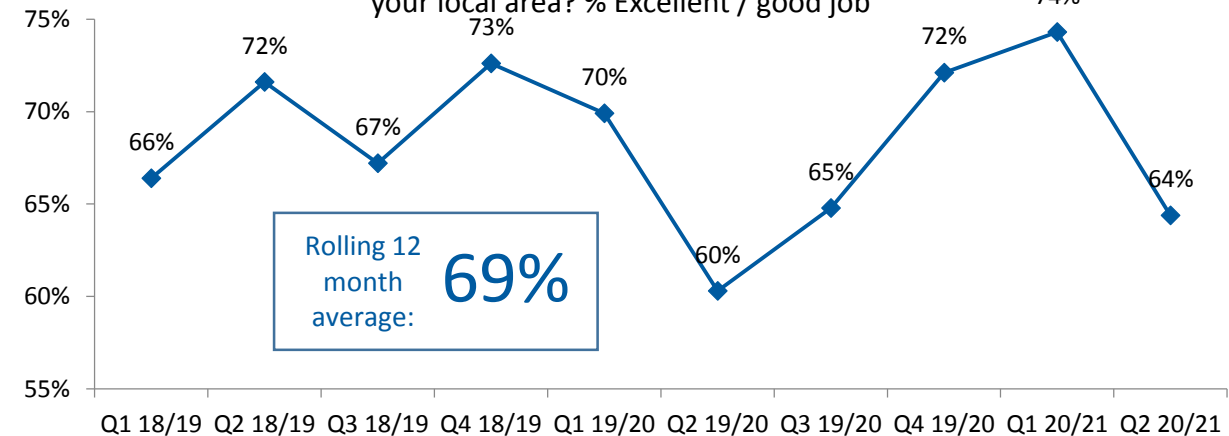
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



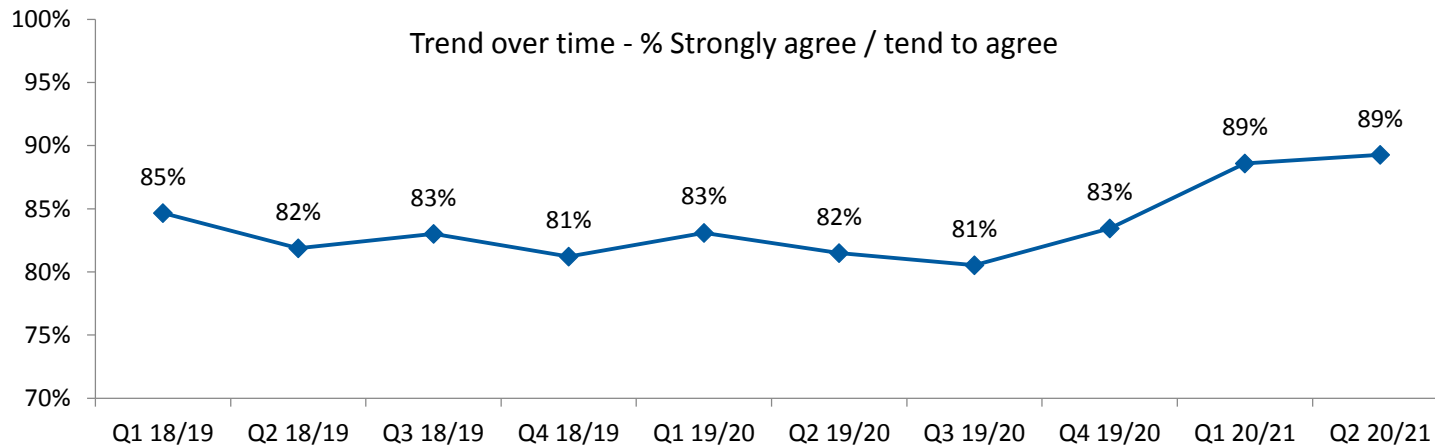
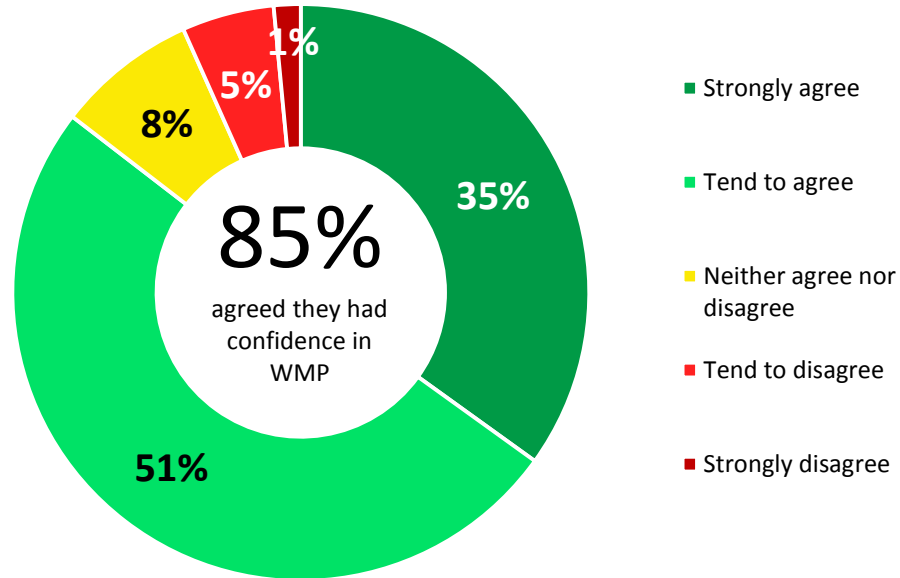
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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

Least likely to have spoken to an officer or PCSO over the past 12 months (18%)

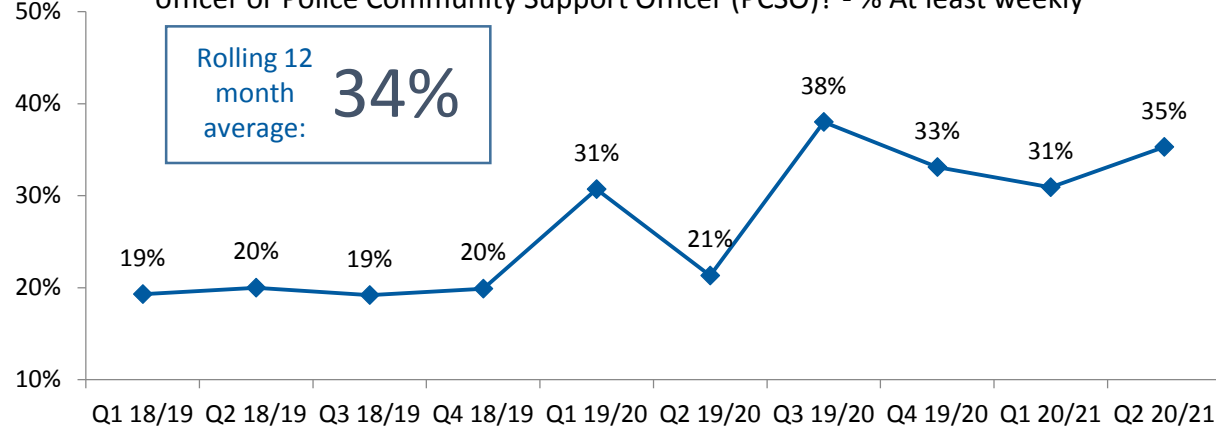
Most likely to agree that WMP understands the issues in their area (75%)

Least likely to have said there is now less crime and ASB in their area (4%)

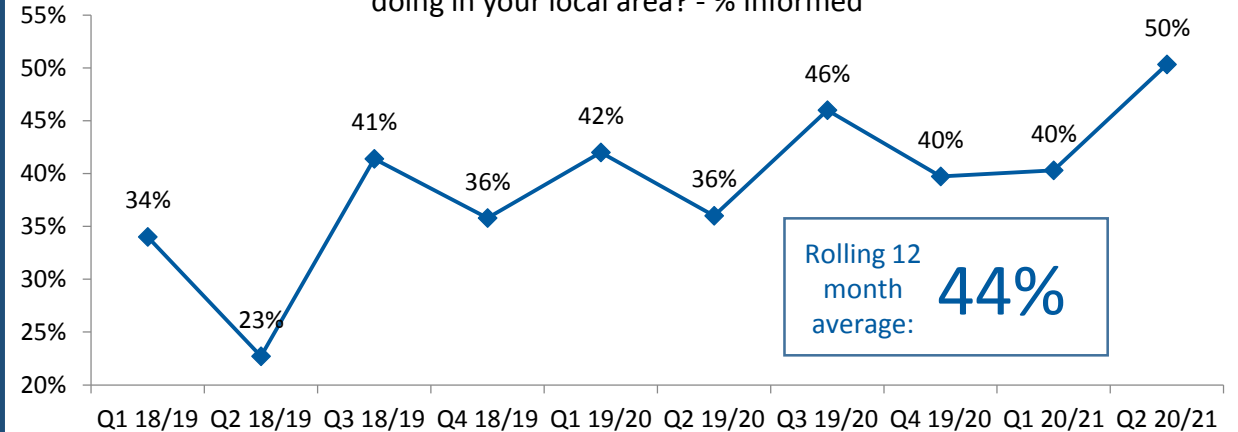
Most aware of who the Police and Crime Commissioner was (14%)

LPA Key Findings - North Worcestershire

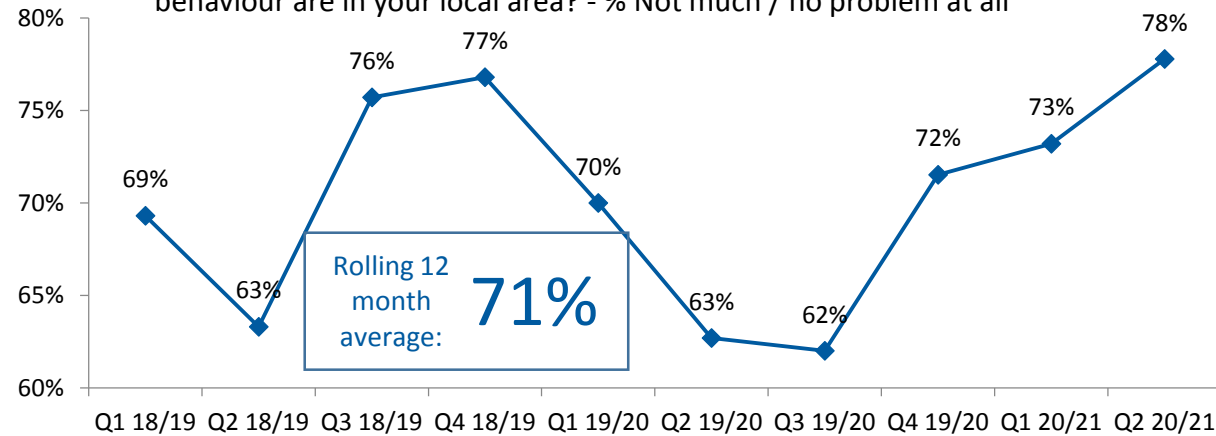
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



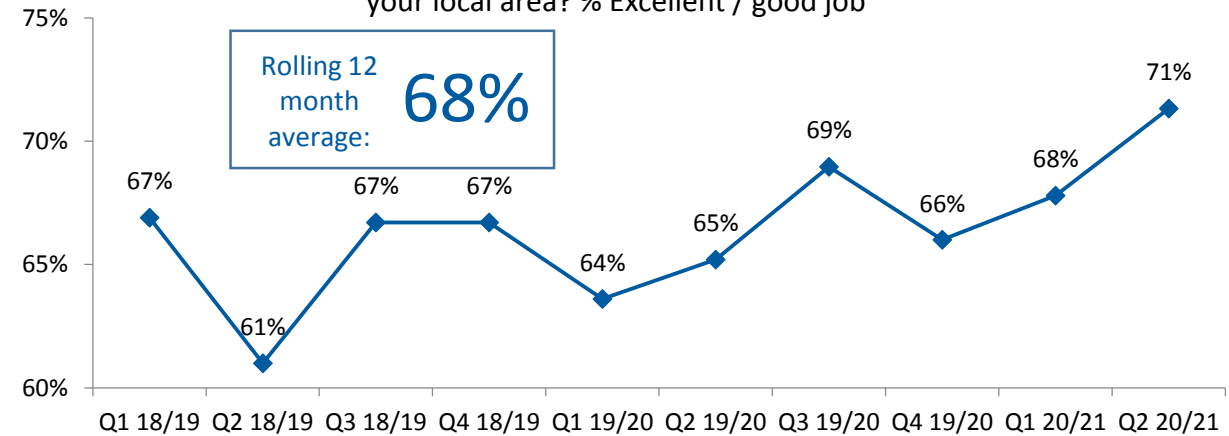
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



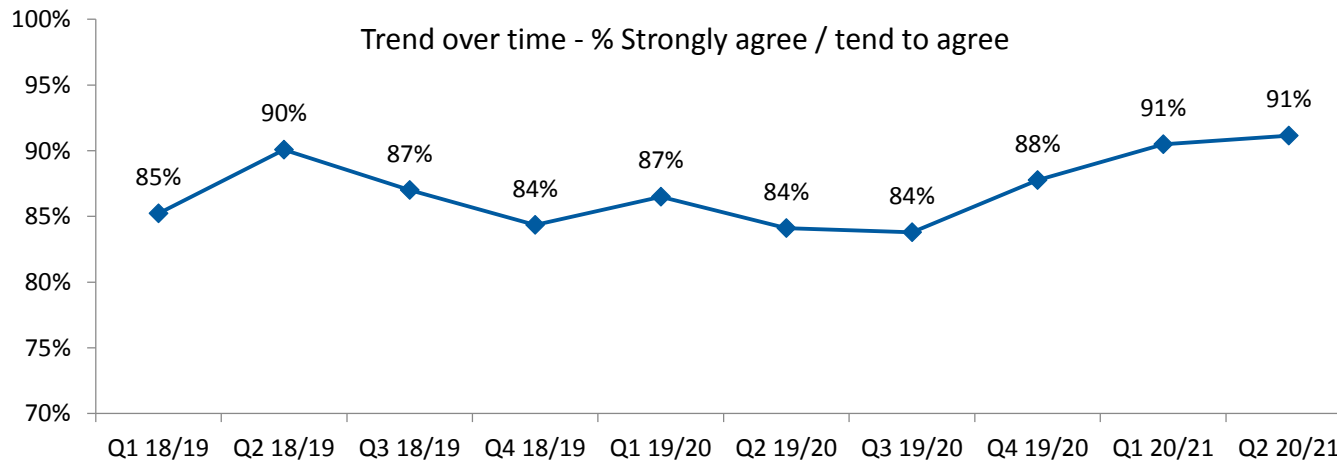
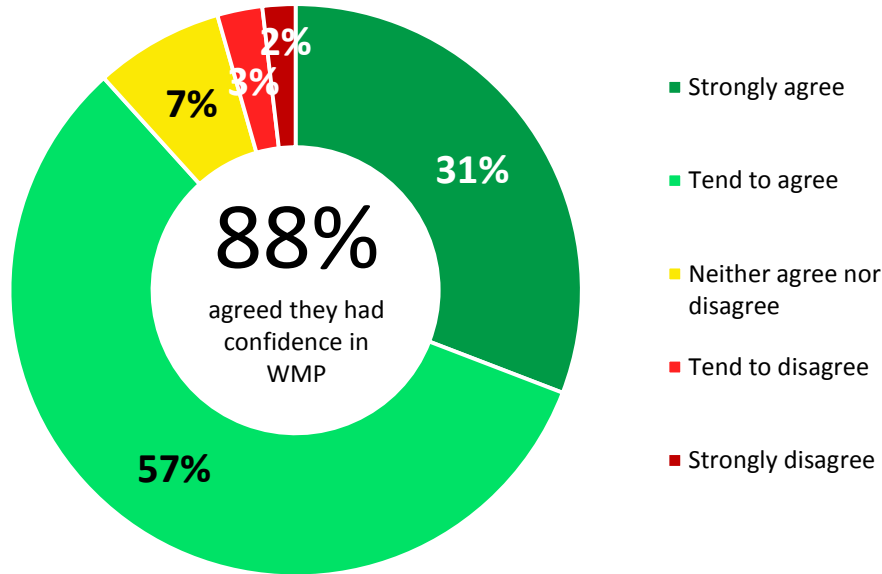
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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 satisfied with levels of policing in their local area (63% - joint with Telford & Wrekin and Herefordshire)

Most likely to have spoken to an officer or a PCSO from their local policing team in the past 12 months (22% - joint with Herefordshire and Telford & Wrekin)

Most confident they could access the police in a both an emergency (88%) and a non-emergency (73%)

Most likely to feel informed about WMP are doing (50%)

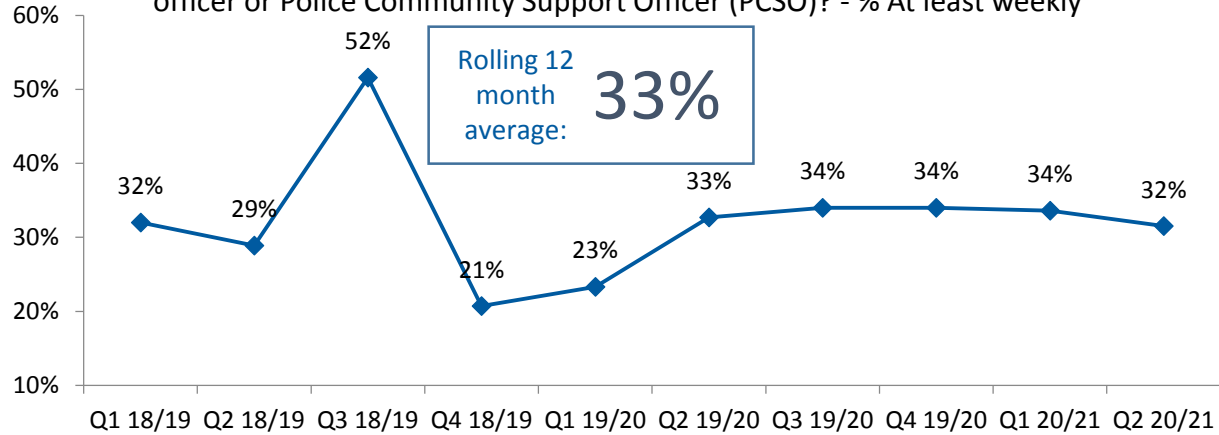
Most confident they would receive a good service from WMP if they were to report a crime or incident in the future (90%)

Most likely to feel WMP were doing either an excellent or a good job (74%)

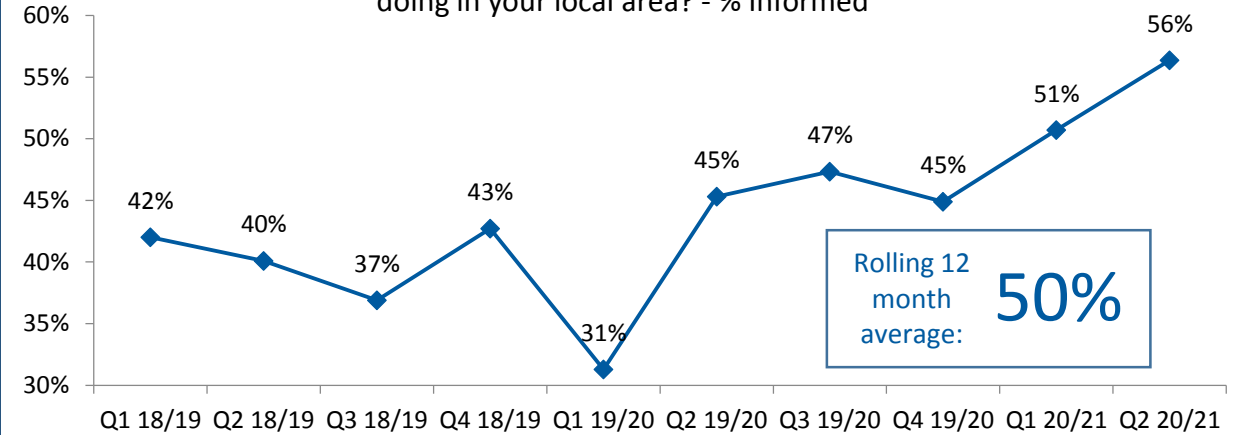
Most likely to have confidence in WMP (88%)

LPA Key Findings - South Worcestershire

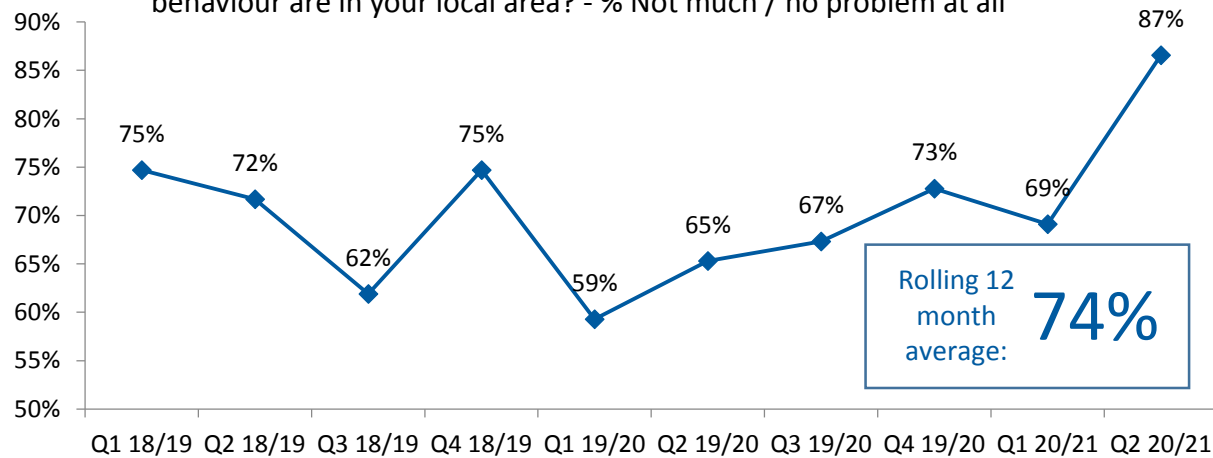
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



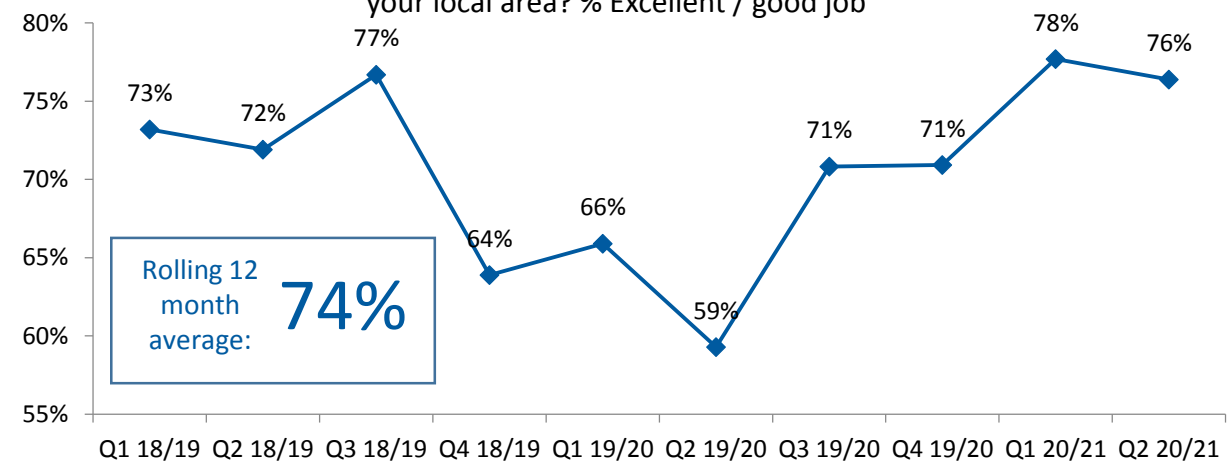
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

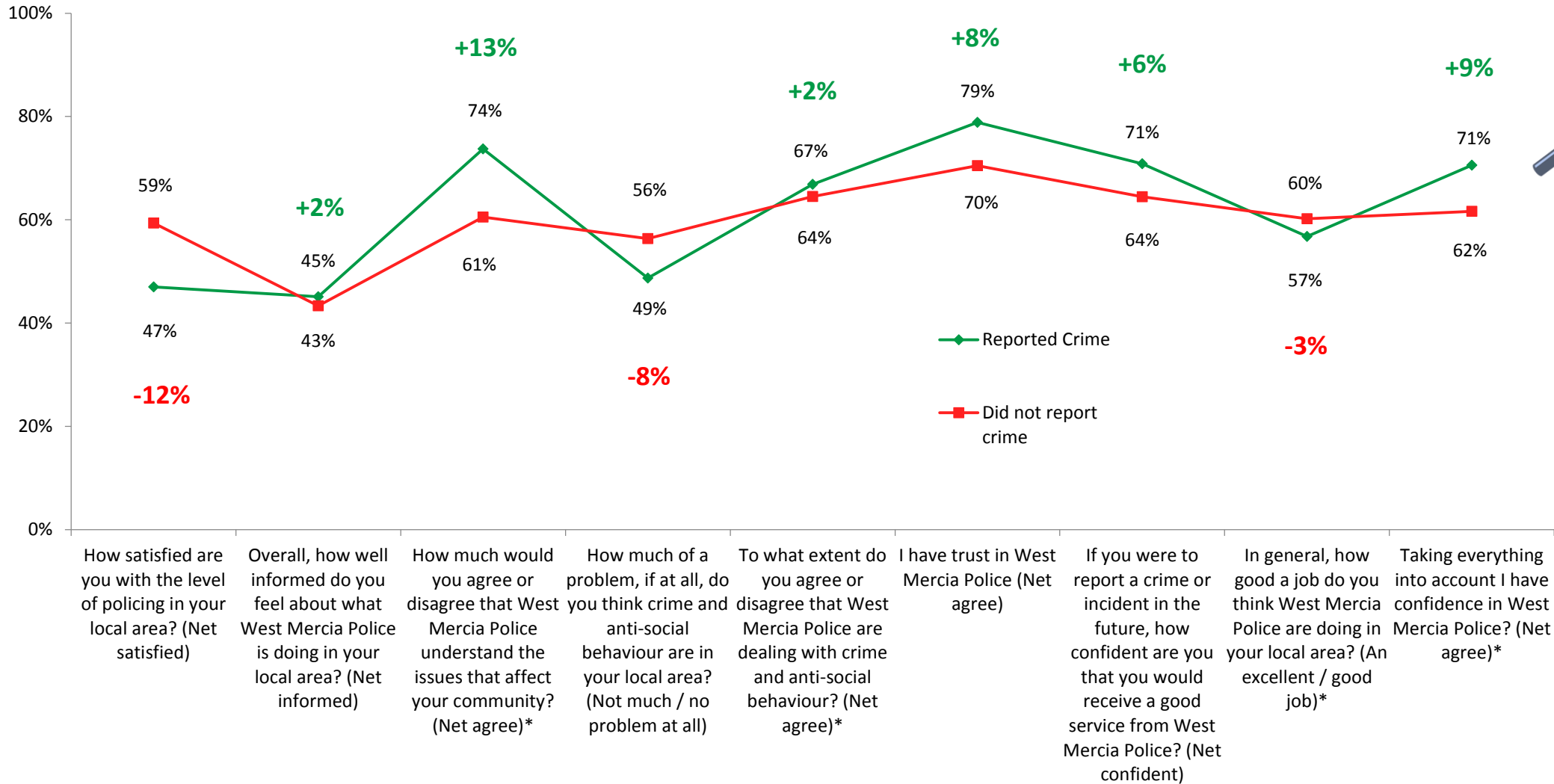


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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