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Public Views and Perceptions of Policing in West Mercia

Quarter 3 2018/19 Survey Results Presentation





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Section One

Introduction, Methodology & 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 a 12 month period (Apr 18 – Mar 19) SMSR will interview a representative sample of 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
- This third set of results (Quarter 2 Oct-Dec 18) encompasses 761 interviews
- 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.
- Overall, 7 out of every 10 felt that West Mercia Police were doing a good or excellent job and over four-fifths (83%) were confident that they would receive a good service from the force.

Visibility

- Just under a third (30%) of residents report that they see an officer or PCSO at least once a week with half satisfied with the levels of policing in their local area.
- Nearly two-thirds (63%) said that there had been no change in the level of policing; 17% believed there had been a decrease and 8% an increase. Over a quarter (29%) said that they had spoken to an officer or PCSO from their local policing team.

Interaction / Access

- More than 9 out of every 10 were confident that they could access the police in an emergency with just over two-thirds (68%) confident they could do so in a non-emergency.
- Over three-quarters (78%) said that they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- Half (50%) said that they find out about crime and policing issues from the media, with two-fifths (41%) finding out through social media. Around three-fifths (58%) said they do not feel informed about what West Mercia Police is doing.

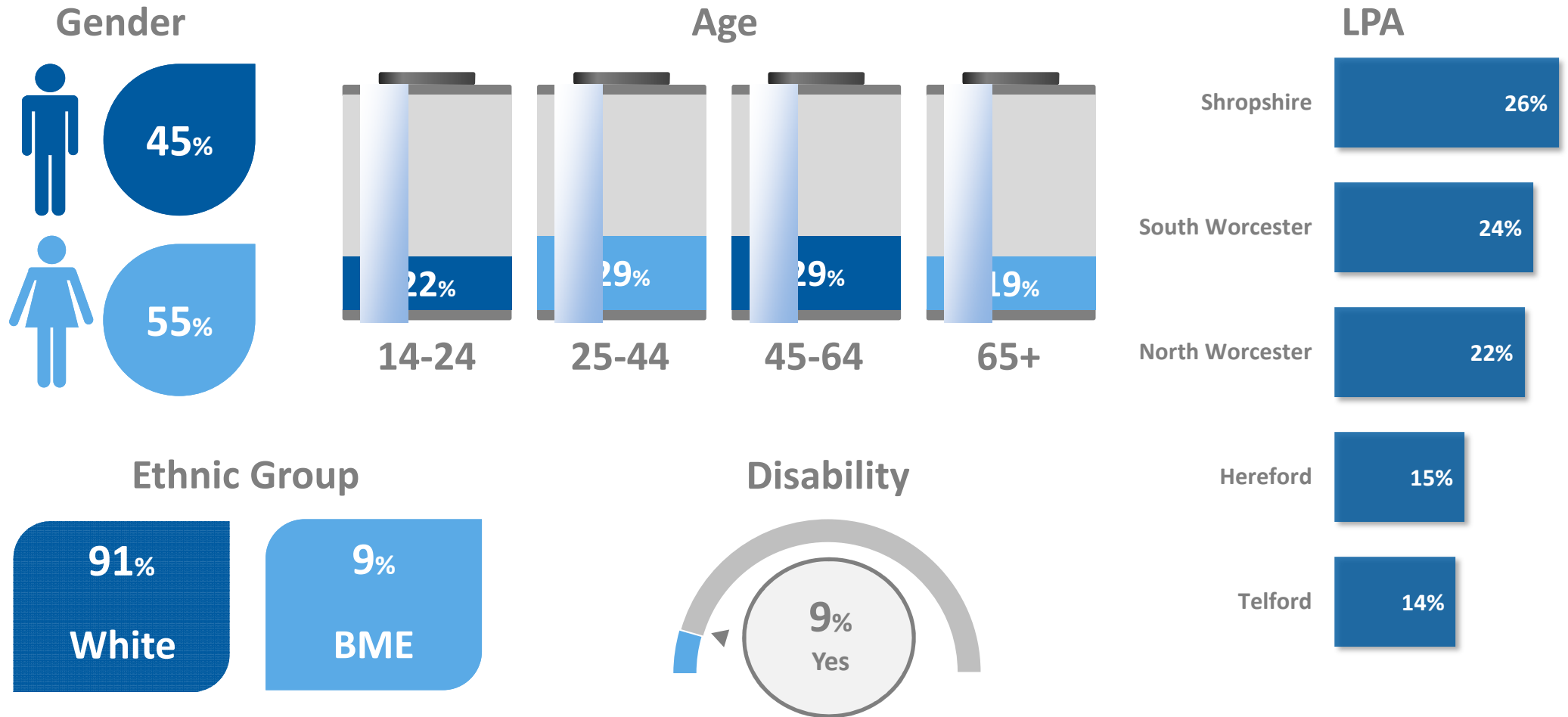
Effectiveness

- Over three-quarters (78%) of residents felt that West Mercia Police understands the issues in their community and a quarter reported that they thought that crime and ASB was a problem in their area.
- Two-thirds (67%) 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, over four-fifths (85%) agreed that West Mercia Police are dealing with crime and ASB.

Trust / integrity

- The vast majority (93%) said that West Mercia Police have their support. Over 8 in every 10 said they trust WMP, believe they treat everyone fairly regardless of who they are, act with integrity and can be relied upon to be there when you need them.
- Three-fifths (60%) are confident West Mercia Police use their stop and search power fairly and respectfully.

Respondent Breakdown



Results have been weighted to accurately represent the population size of each LPA



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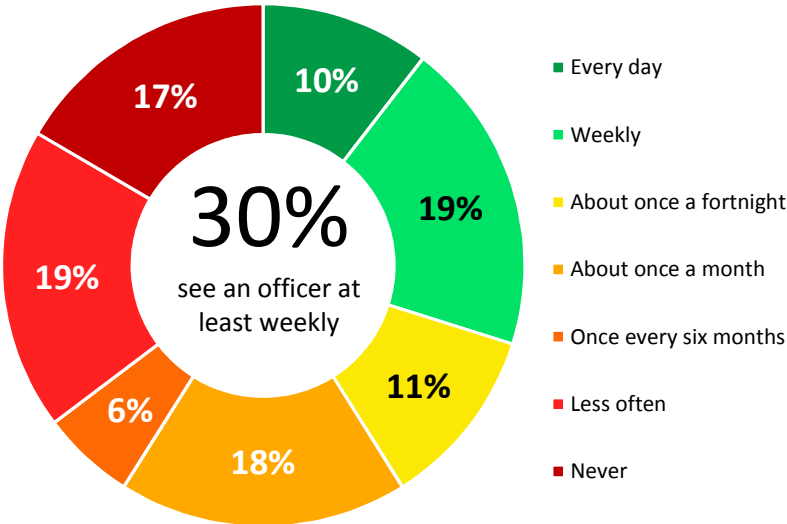


Section Two

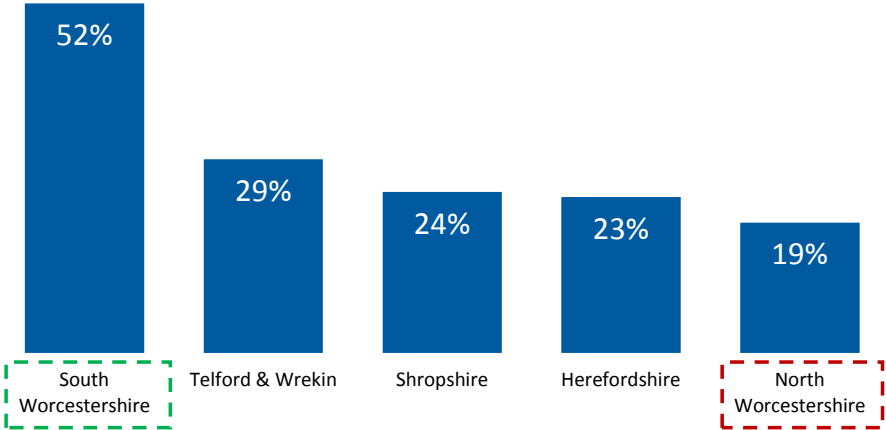
Visibility / Presence



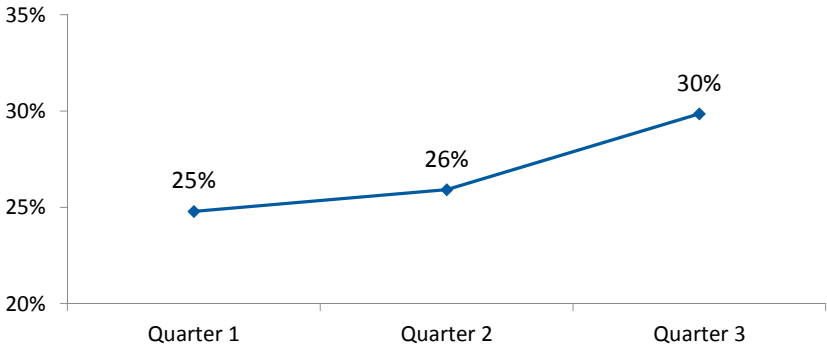
Three out of every ten see an officer or PCSO at least once a week



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



Key Insights

5% increase in those seeing an officer at least weekly from Quarter 2

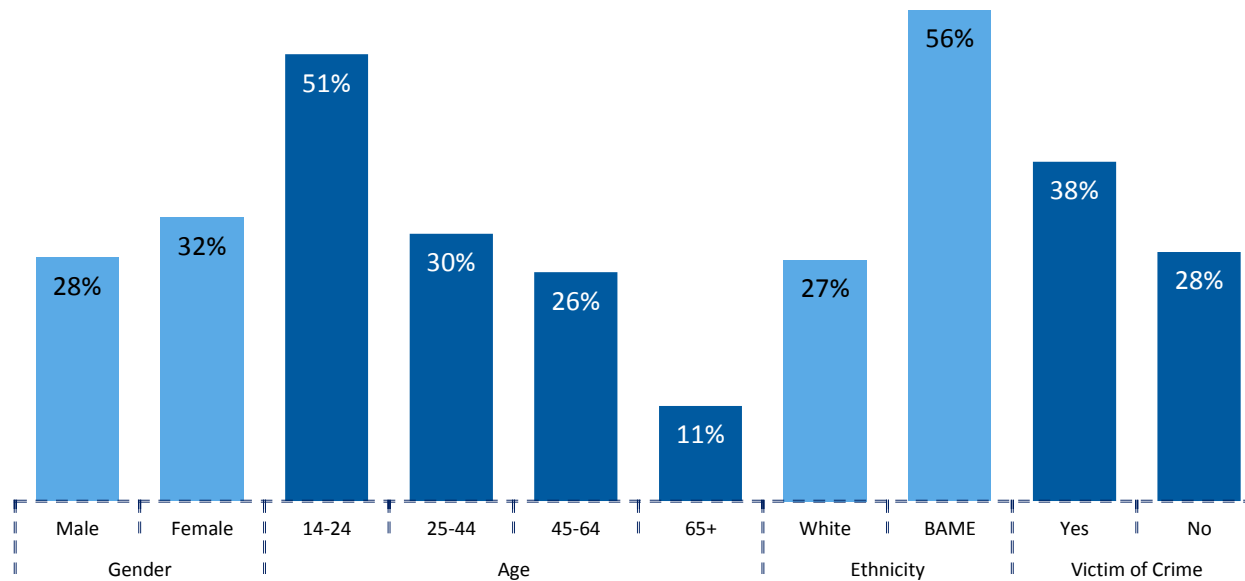
Residents of South Worcestershire significantly more likely to see an officer or PCSO at least weekly

Strong correlation between age and how often they see an officer with younger respondents much more likely to see an officer compared to older respondents

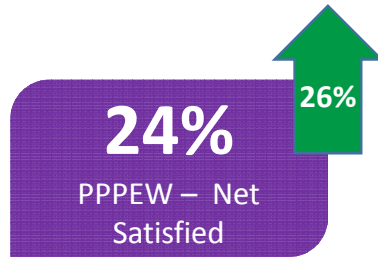
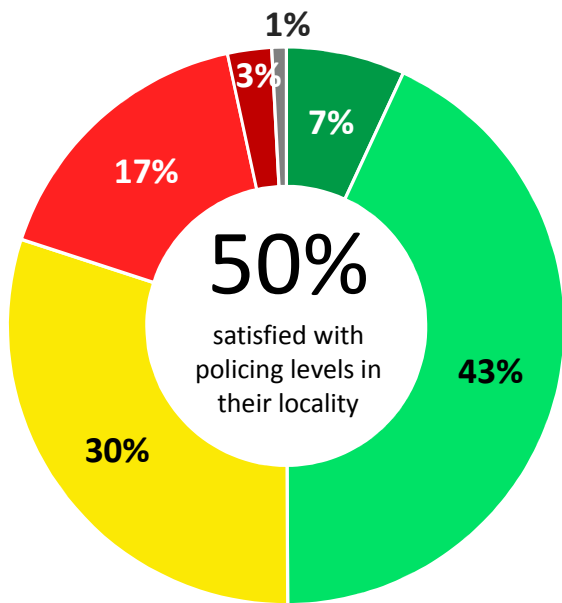
BAME respondents more likely to see an officer or PCSO at least weekly than white respondents

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

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

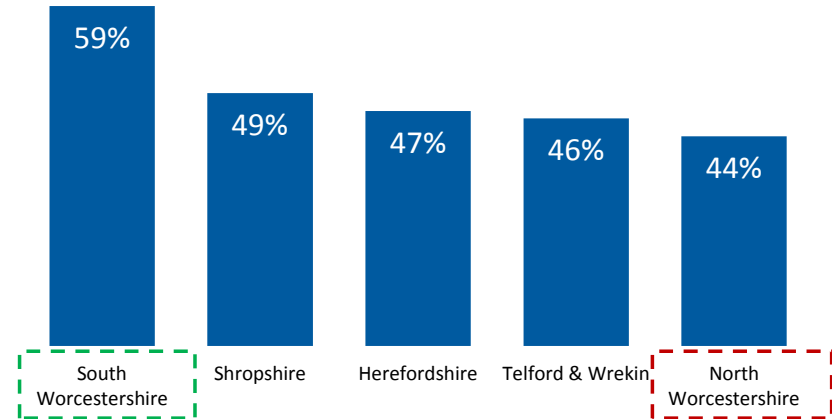


Half are satisfied with the levels of policing in their local area

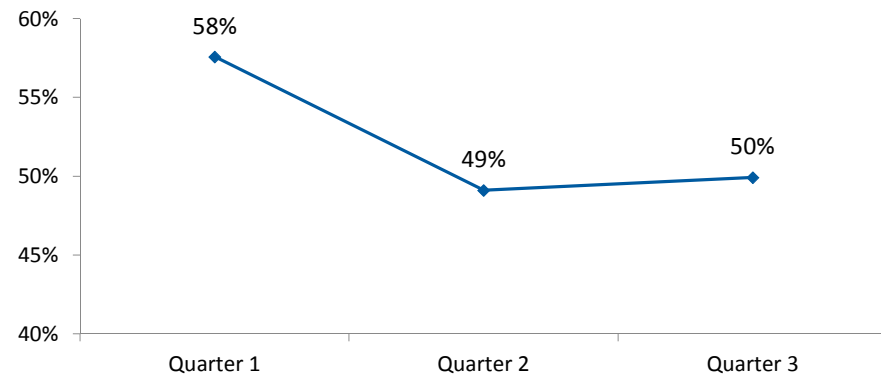


- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied



Trend over time - % Satisfied

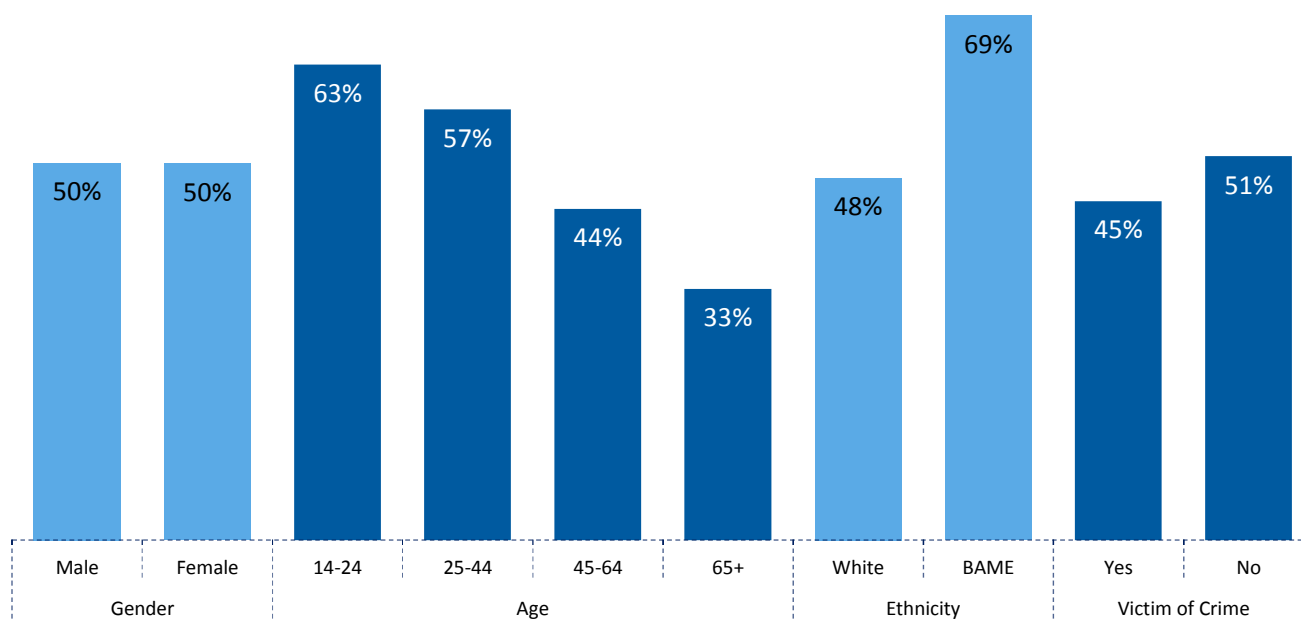


Q2 How satisfied are you with the level of policing in your local area?

PPPEW Question: How satisfied or dissatisfied are you with the frequency that you have seen police or PCSOs you have seen on foot in your local area?

Half are satisfied with the levels of policing in their local area

Demographic Comparisons - % very satisfied / satisfied



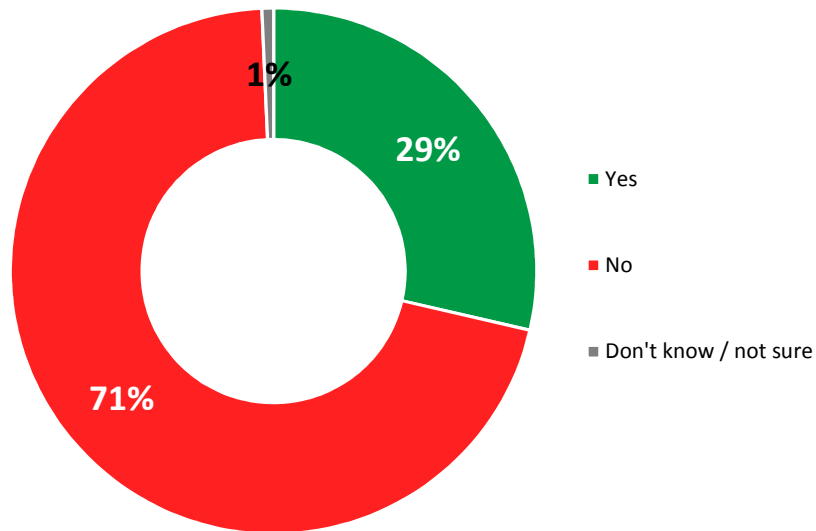
Key Insights

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

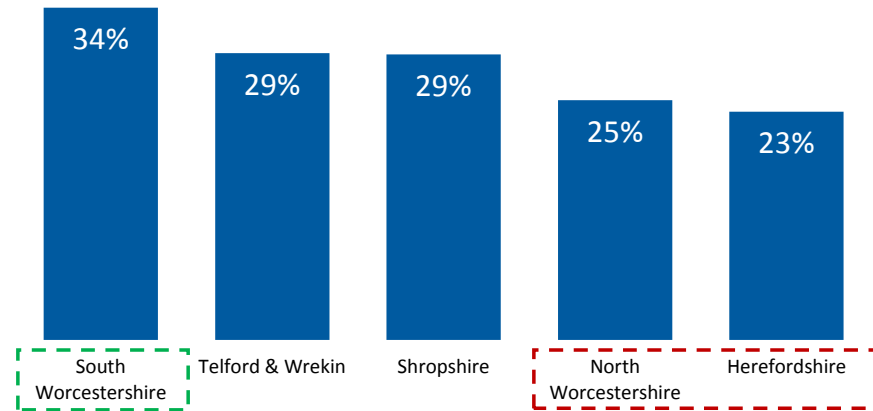
Victims of crime less likely to be satisfied with policing levels

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

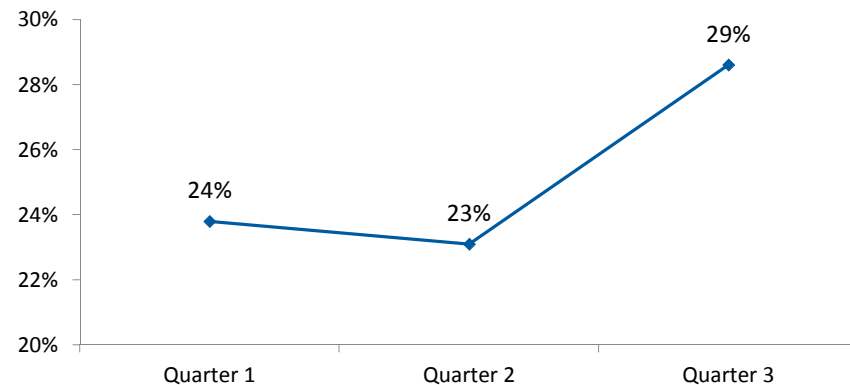
Three-tenths have spoken to an officer or PCSO from their local policing team



LPA Comparisons - % Yes



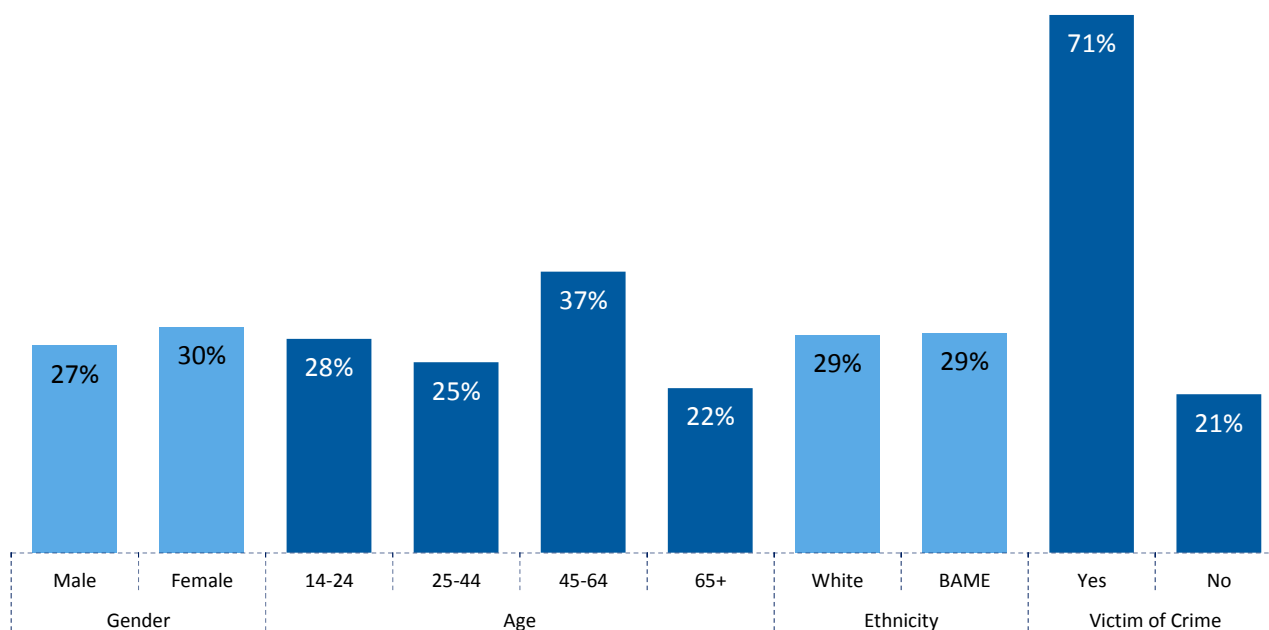
Trend over time - % Yes



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

Three-tenths have spoken to an officer or PCSO from their local policing team

Demographics comparisons - % Yes



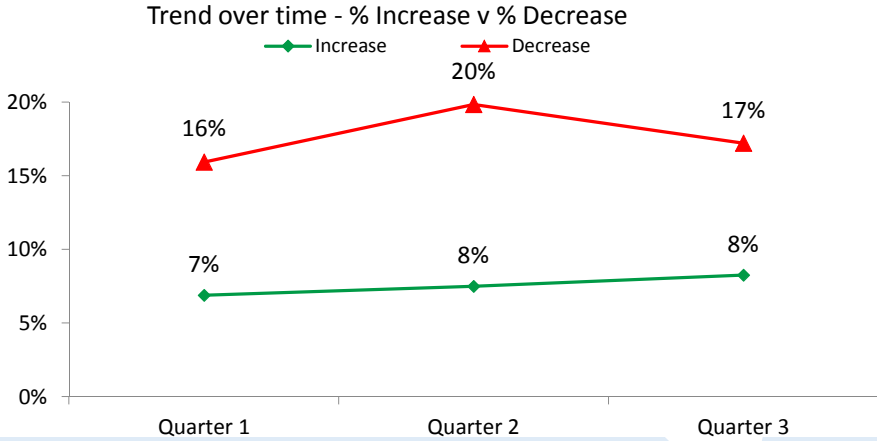
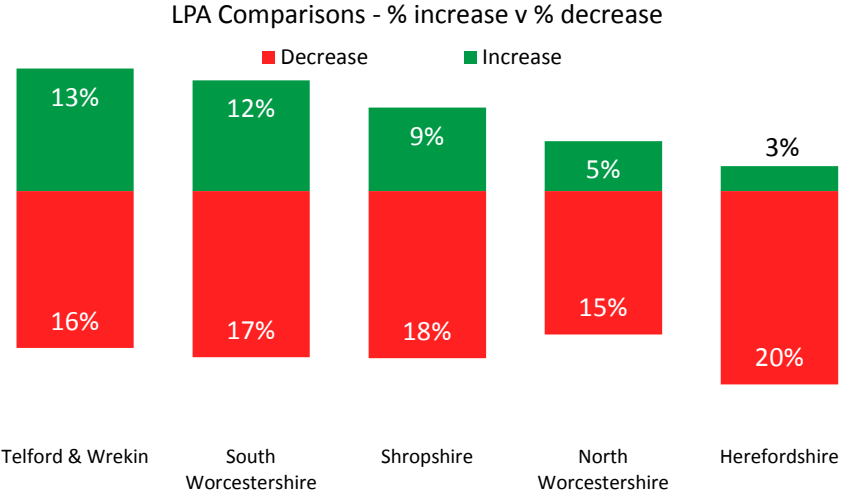
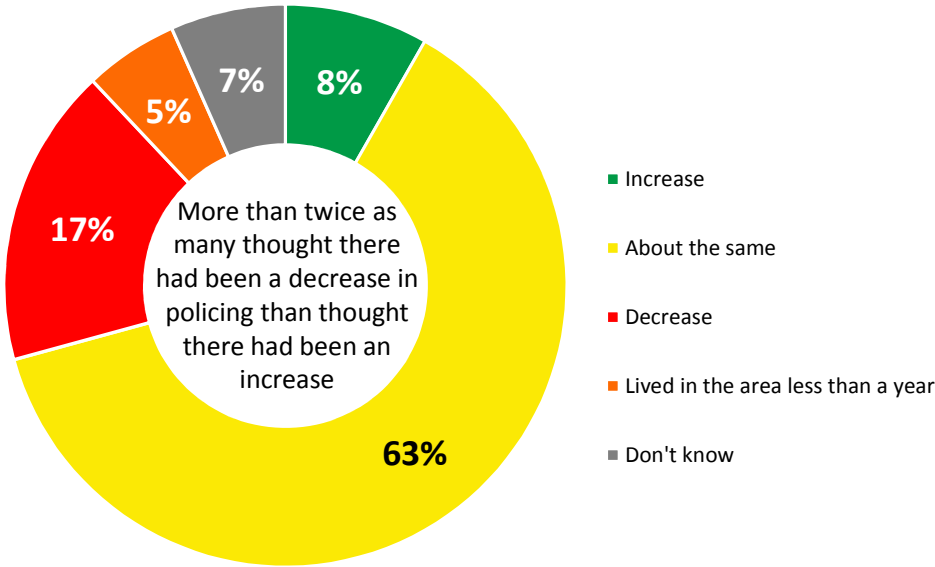
Key Insights

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

Those aged 45 to 64 were most likely to have spoken to an officer or PCSO

Residents of Herefordshire and North Worcestershire least likely to speak with a member of their policing team – residents of South Worcestershire most likely to have spoken with them

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



Key Insights

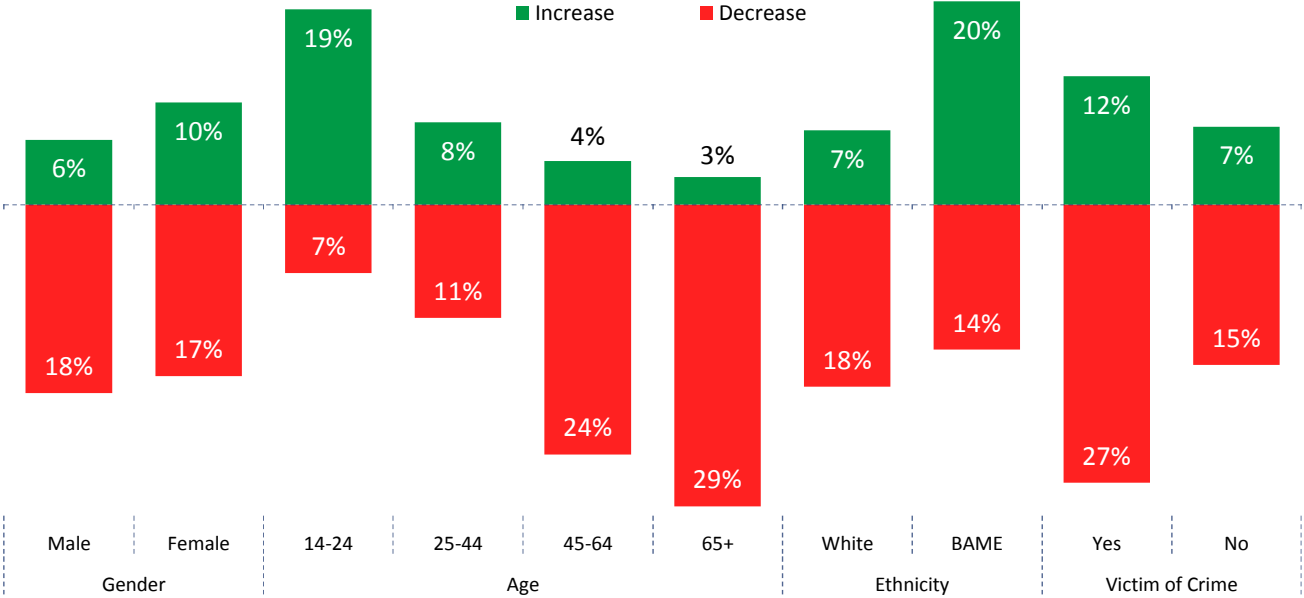
3% drop in those noticing a decrease in policing when compared to Quarter 2

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

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

Residents of Herefordshire least likely to notice an increase in policing and most likely to see a decrease in policing in their area

Demographic Comparisons - % increase v % decrease



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



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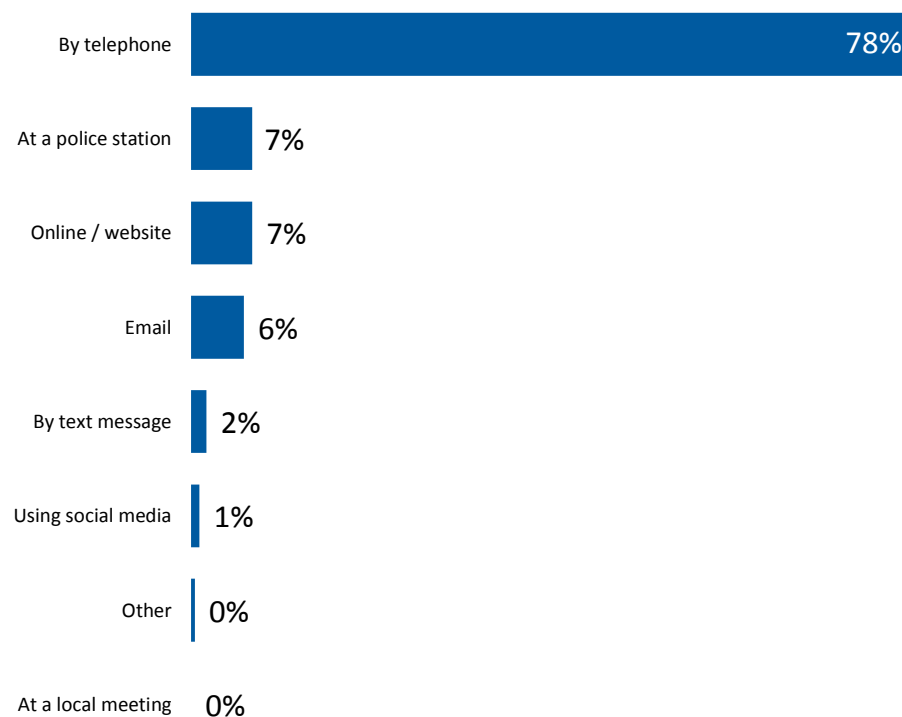


Section Three

Interaction / Access



Four-fifths said they would prefer to contact the police via telephone for a non-emergency



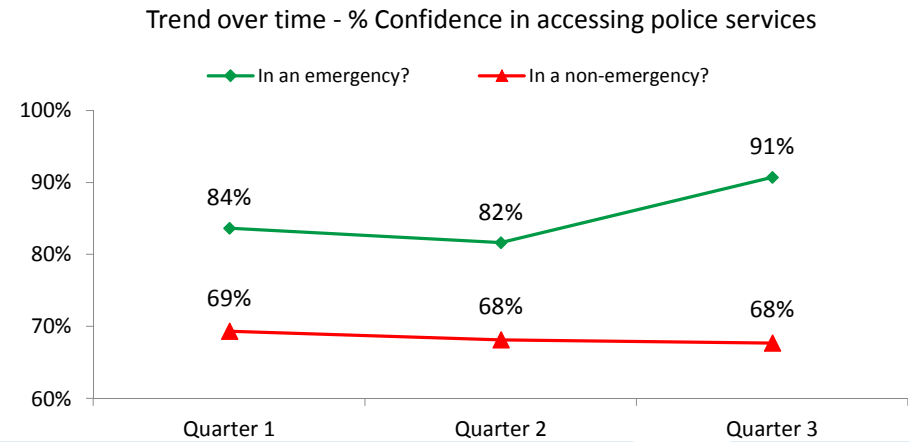
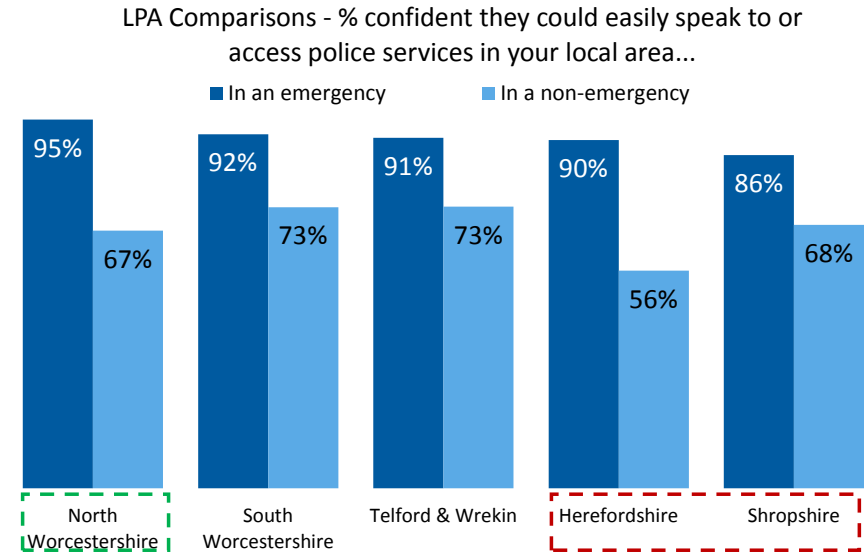
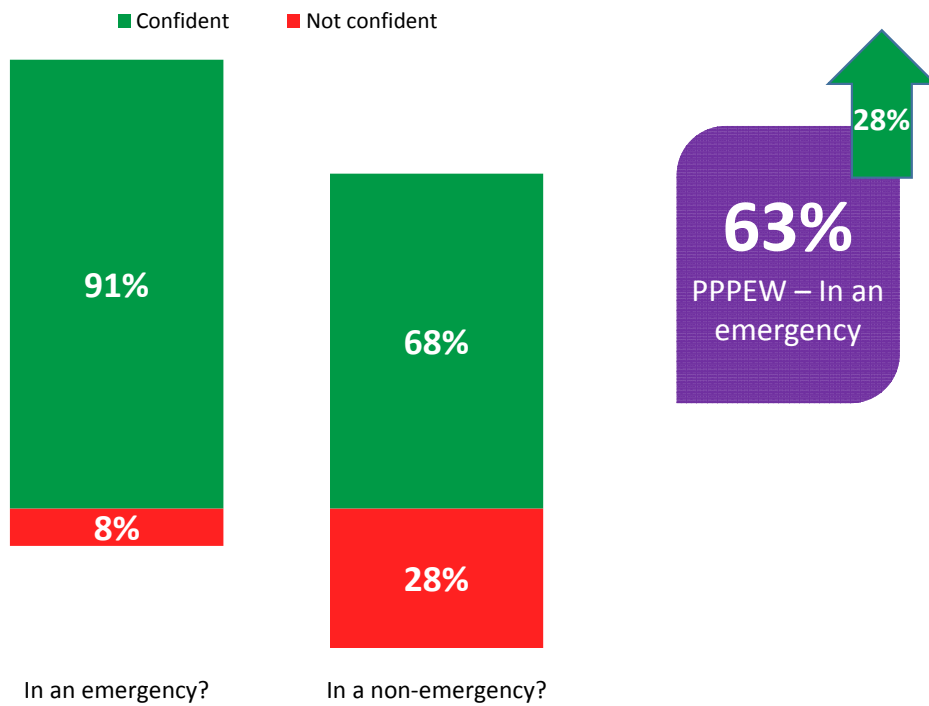
Key Insights

Those aged 65 and over more likely to prefer using telephone to contact the police, whereas those aged under 24 less likely to prefer using the telephone

BAME respondents less likely to prefer using telephone to contact the police for a non-emergency

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

More than 9 in every 10 confident they could access the police in an emergency

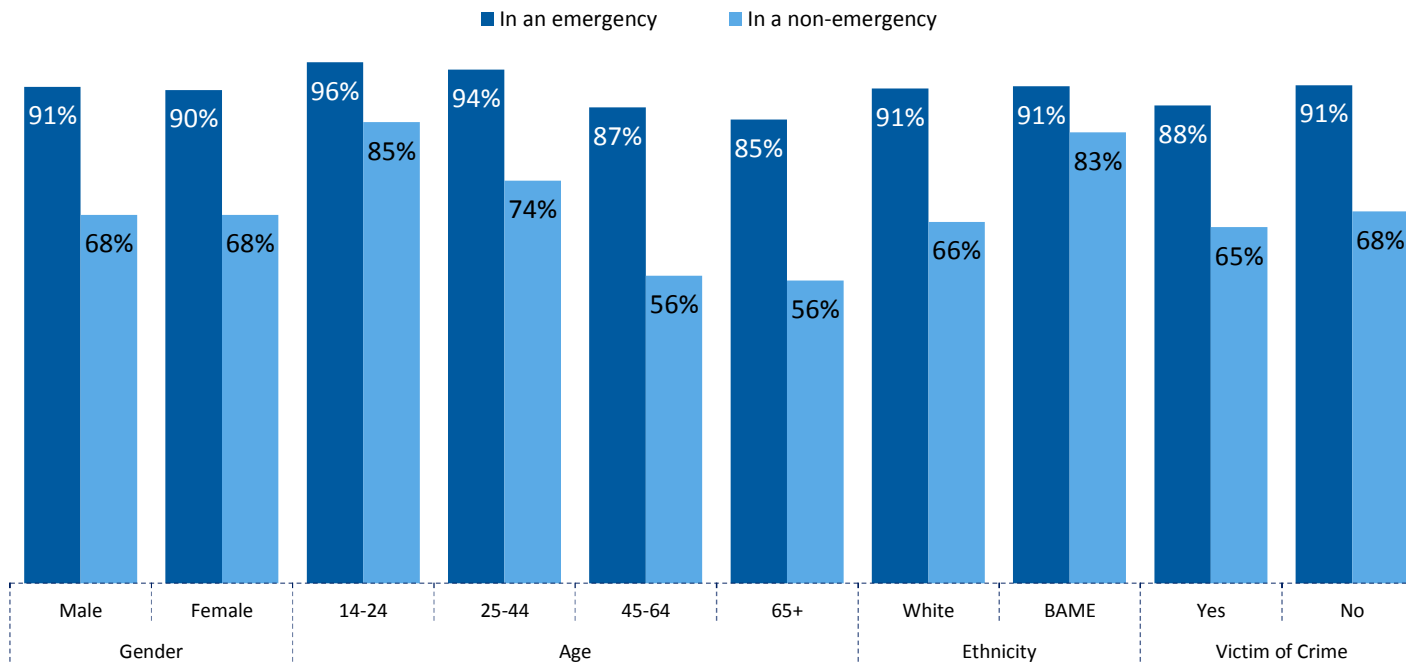


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

More than 9 in every 10 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

9% increase since Quarter 3 in those confident they could access the police in an emergency

Residents in North Worcestershire, more confident they can access WMP in an emergency, those in Shropshire least confident

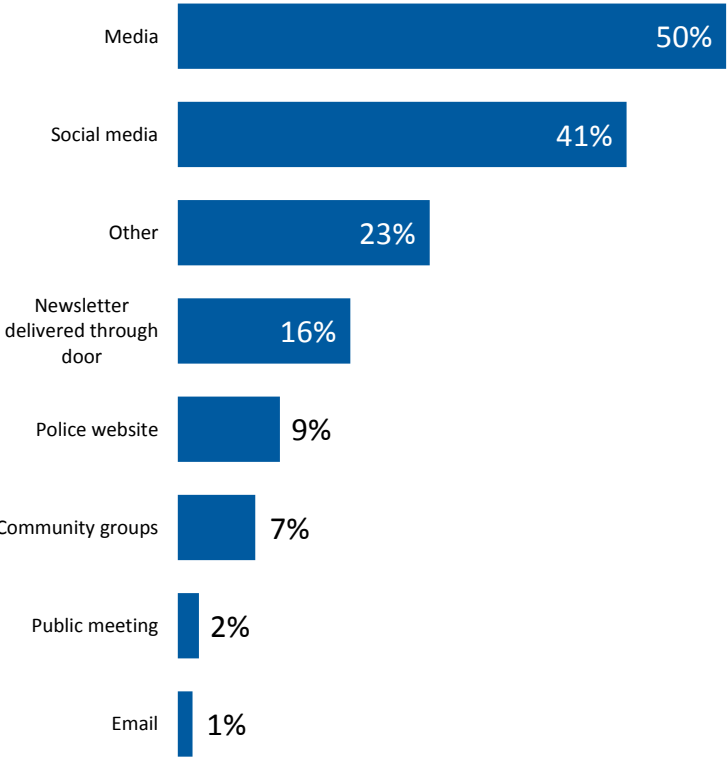
Residents in Herefordshire least confident in being able to access the police in a non-emergency

Those under 45 most likely to have confidence they can access WMP in an emergency & non-emergency; those aged 45 and over least likely

BAME respondents more confident in accessing the police in a non-emergency than White respondents

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?

Half said they found out about crime and policing from the media – slightly less from social media



Key Insights

Females were more likely to find out through social media when compared to males

Seven-tenths of 14-24 year olds found out through social media – this declined the older the respondent got

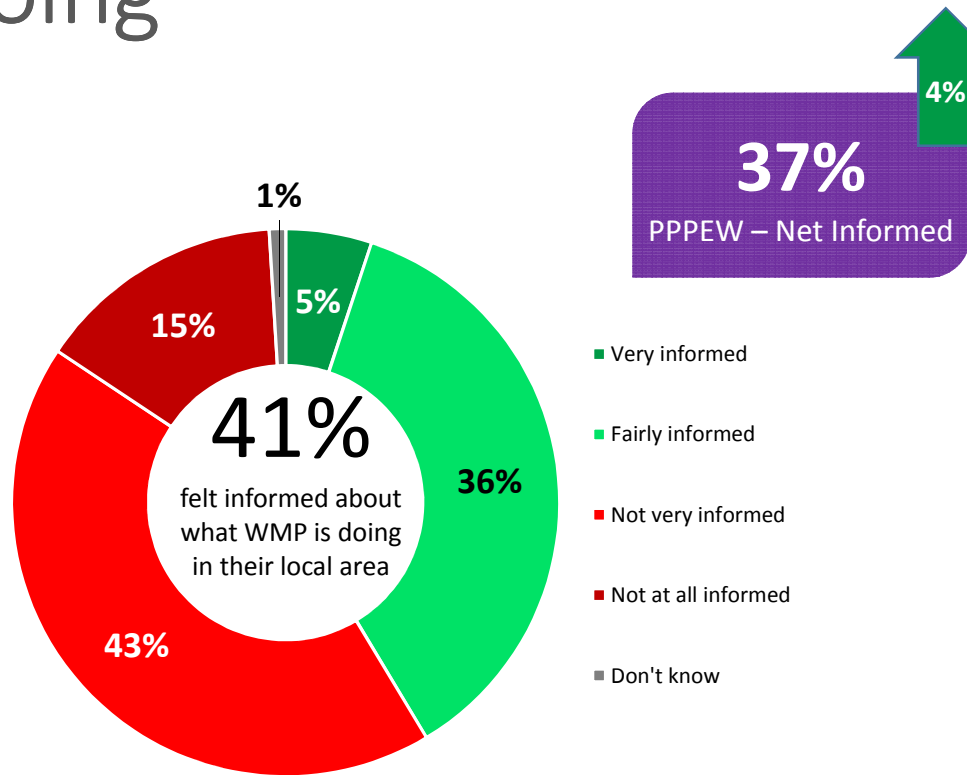
The older the respondent the more likely they were to find out about crime and policing from the media

Residents of Herefordshire were most likely to find out through the media - those in Telford & Wrekin least likely

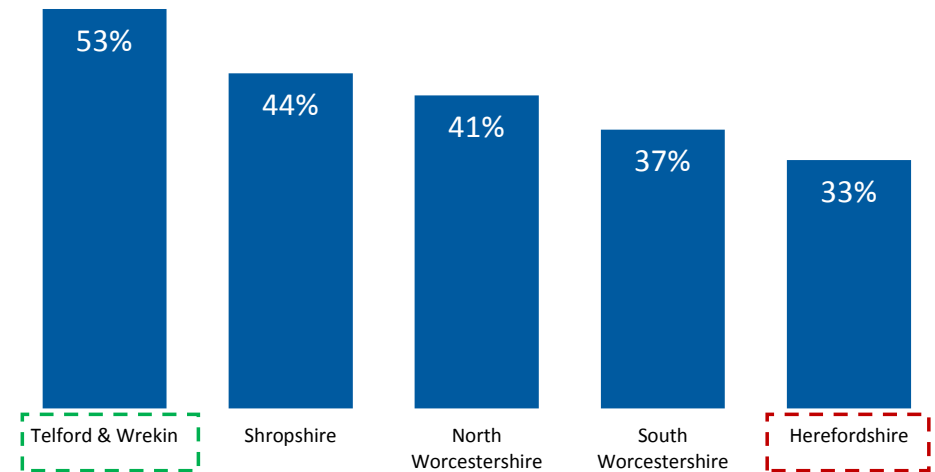
BAME respondents more likely to find out via social media and less likely through the media

Over half of residents in South Worcestershire found out about crime and policing through social media – in Herefordshire it was a quarter

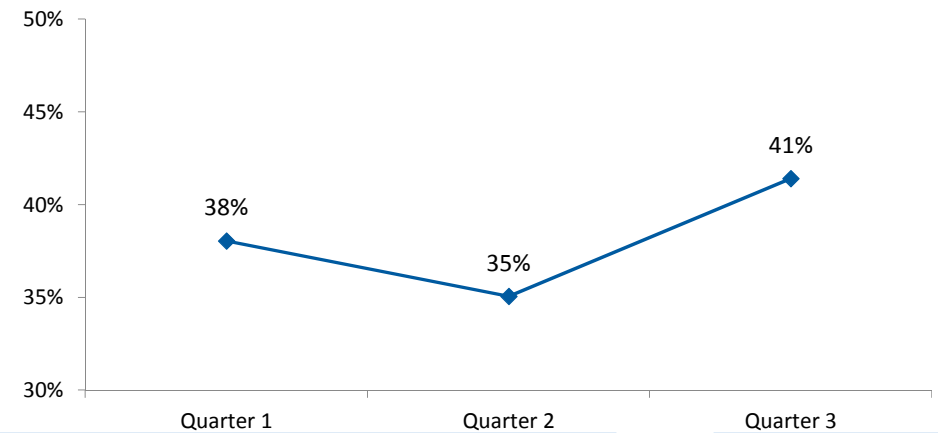
Over half do not feel informed about what WMP are doing



LPA Comparisons - % very / fairly informed



Trend over time - % Informed

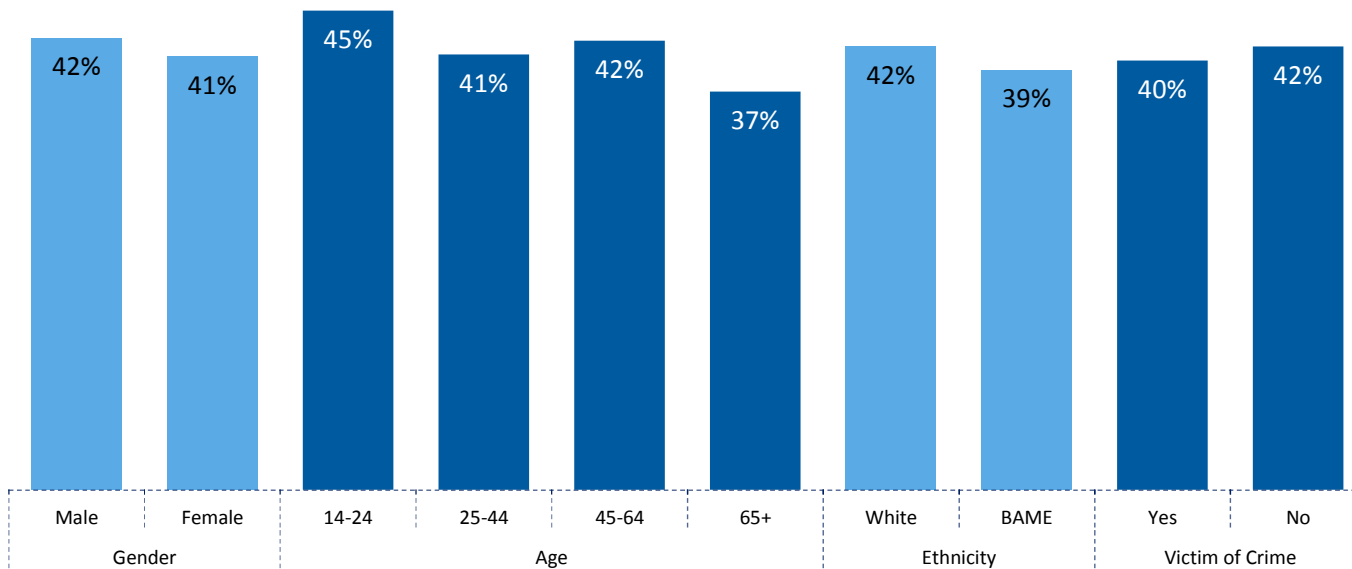


Q8 Overall, how well informed do you feel about what West Mercia Police is doing in your local area?

PPPEW Question: Overall, how well informed do you feel about what the police in your local area are doing?

Over half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



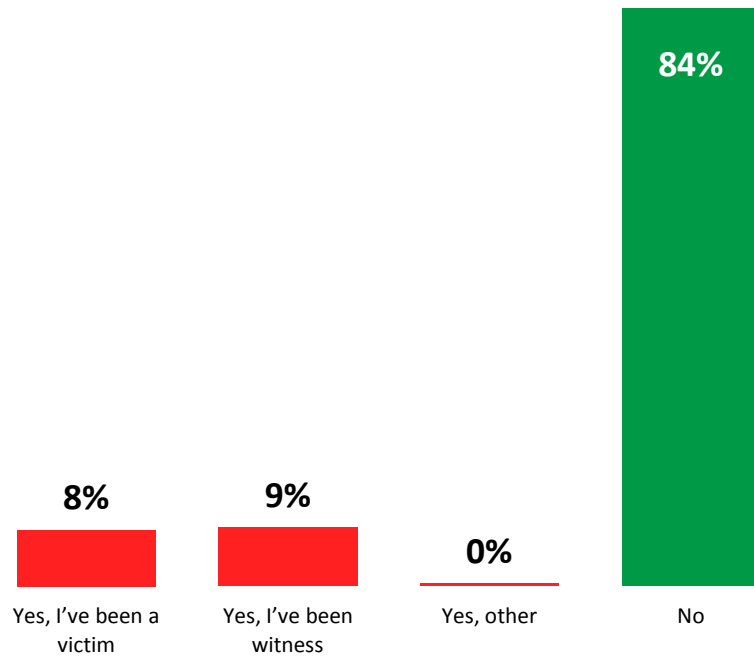
Key Insights

6% increase in those that felt informed compared to Quarter 1

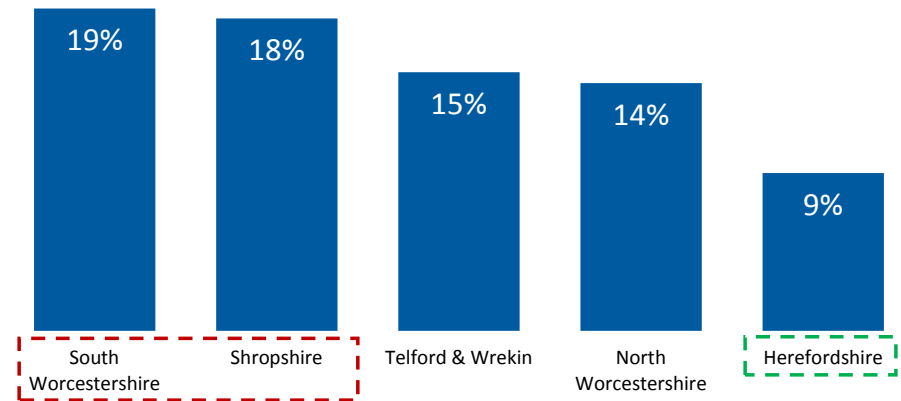
Those aged 65 and over less likely to feel informed about what WMP is doing – those aged 14 to 24 most likely to be informed

Over half of residents from Telford & Wrekin said they felt informed about what the police are doing in their local area; in Herefordshire only a third felt informed

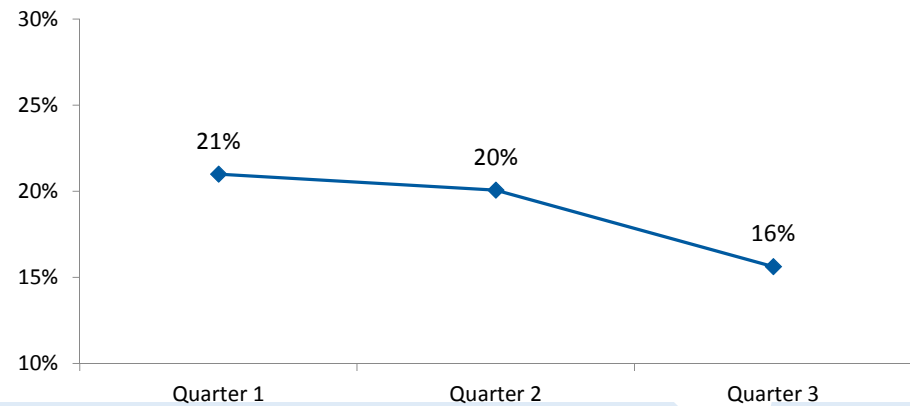
Less than a fifth have been a victim of, or witness to, a crime



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



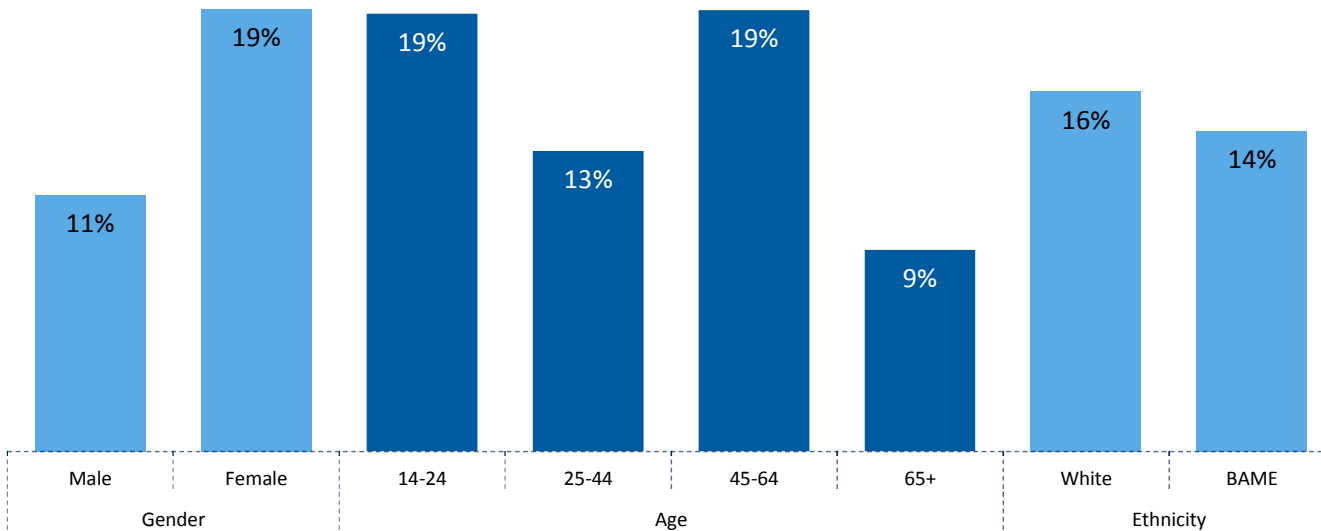
Trend over time - % Yes



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

Those aged 25-44 and over 65 were less likely to have been a victim of crime

Females more likely to have been a victim of crime than males

Residents in Shropshire and South Worcestershire were most likely to have been a victim of crime, with those in Herefordshire least likely

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



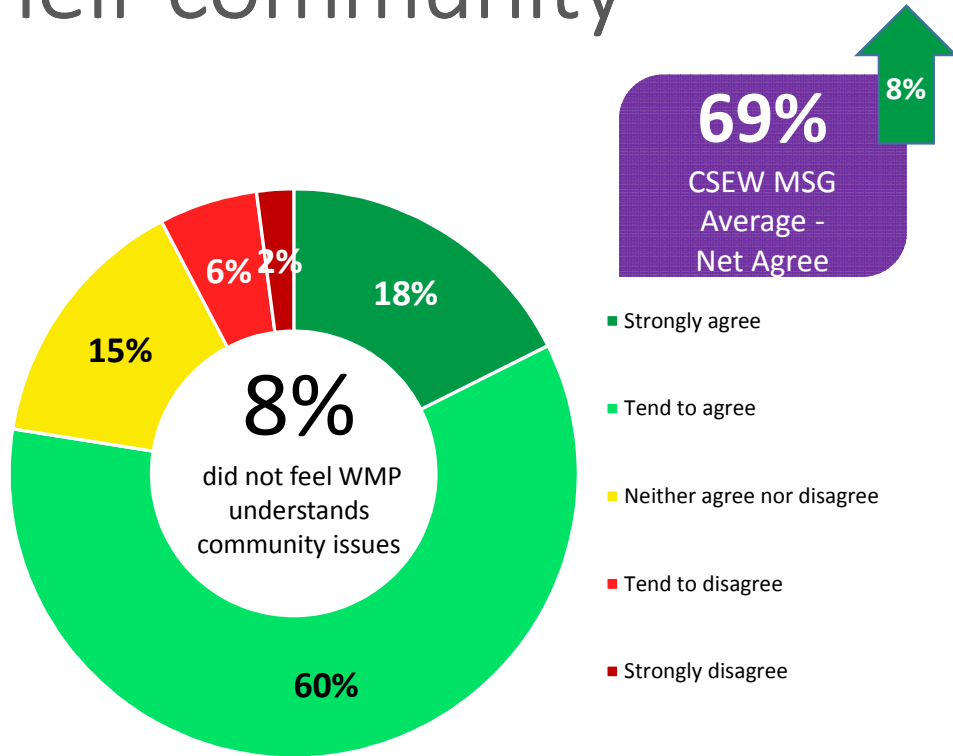
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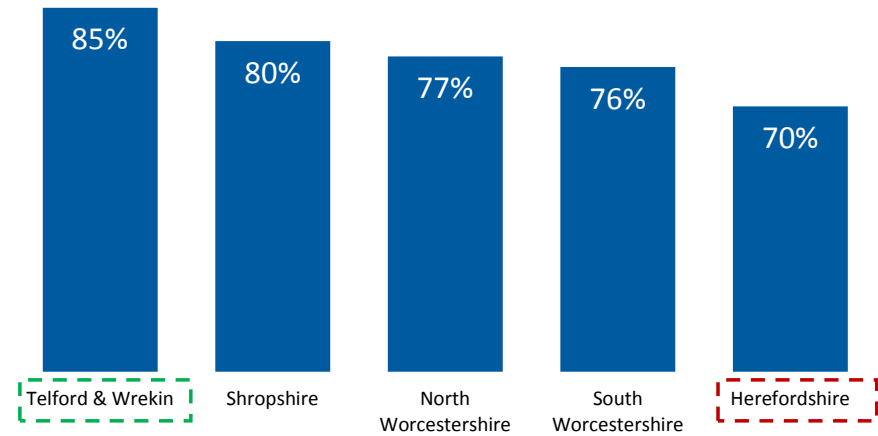
Section Four Effectiveness



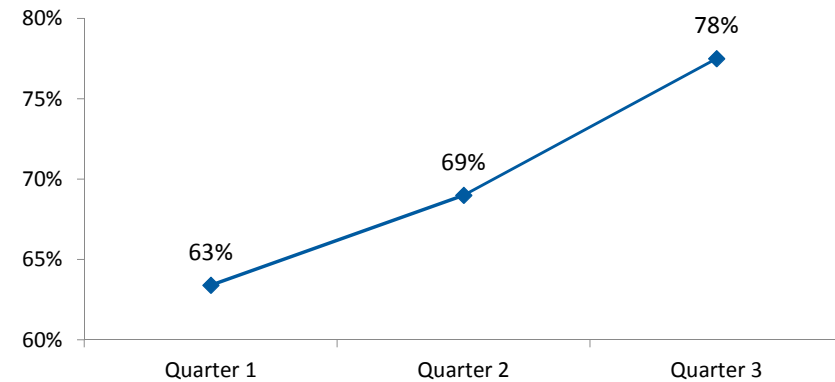
Over three-quarters felt WMP understands issues in their community



LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



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

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

Two-thirds felt WMP understands issues in their community



Key Insights

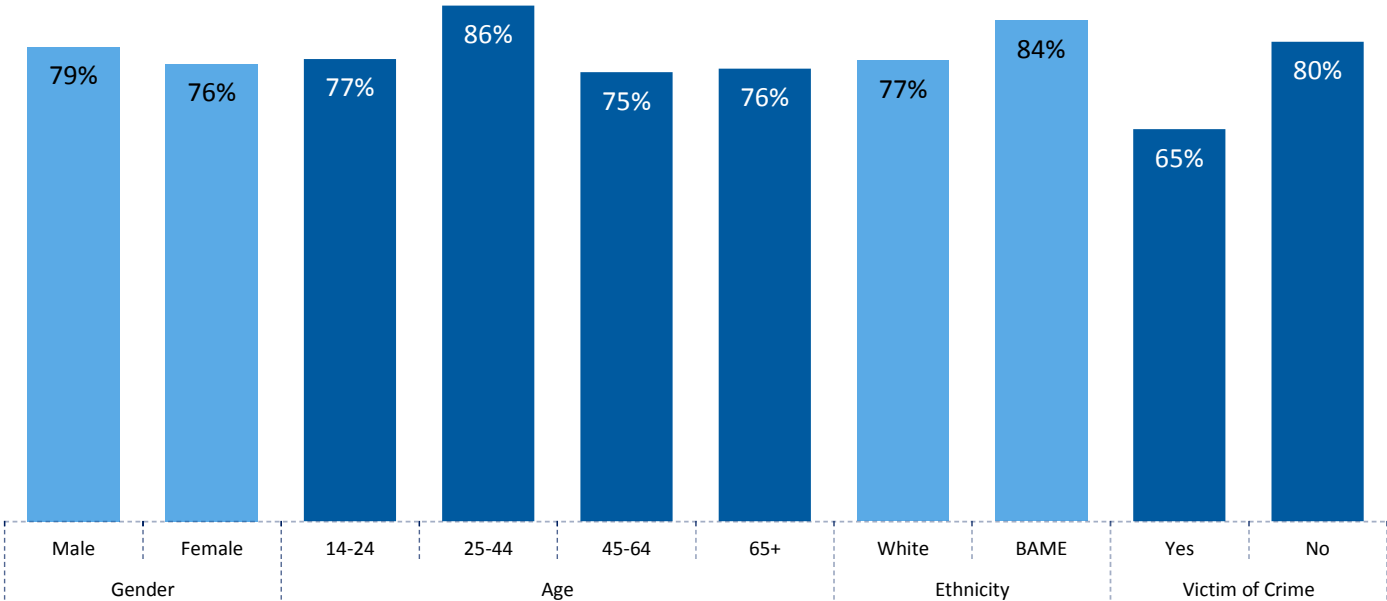
15% increase from Quarter 1 and 9% increase from Quarter 2 in those that felt WMP understands the issues in their community

Those aged 25 to 44 were most likely to agree

Victims of crime least likely to agree that WMP understands the issues in their community

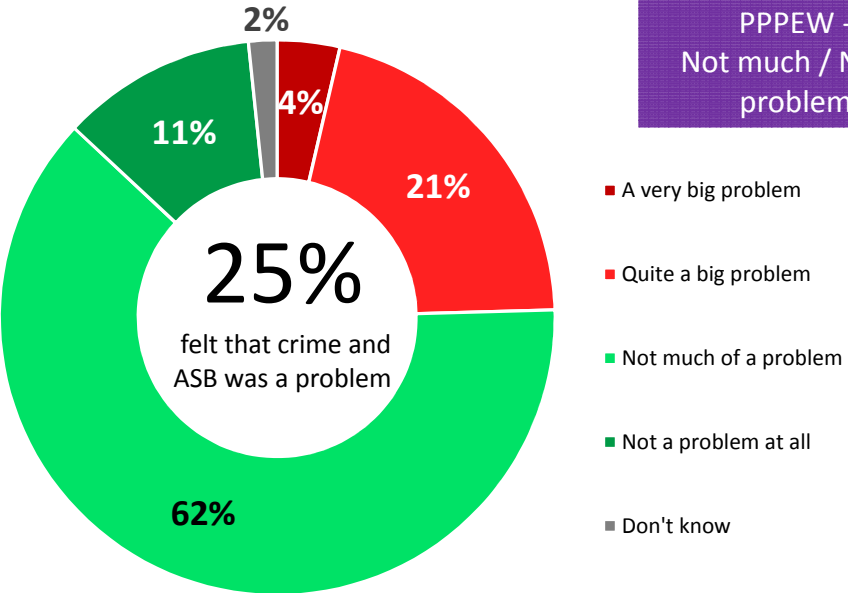
Residents in Herefordshire the least likely to agree the police understands community issues, whereas residents in Telford & Wrekin were most likely to agree

Demographic Comparisons - % strongly / tend to agree



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

Three-quarters did not think crime and ASB was a problem in their local area

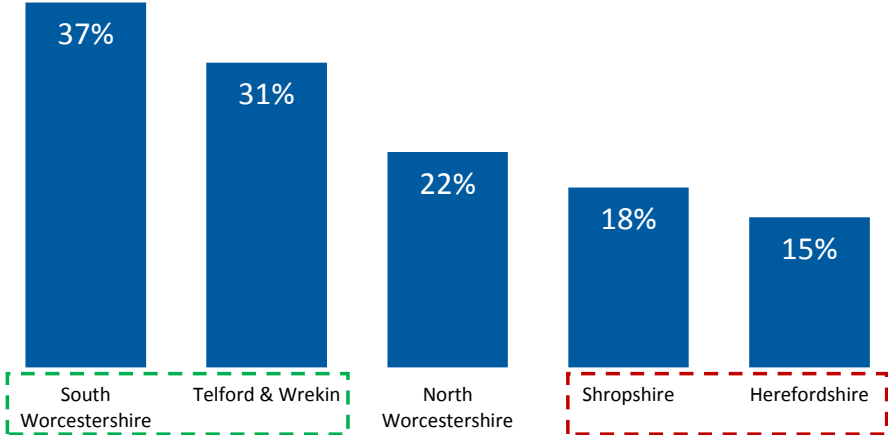


56%
PPPEW -
Not much / Not a
problem

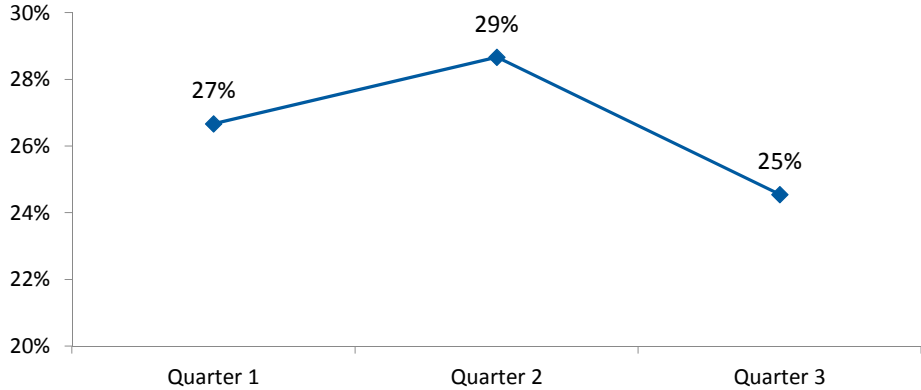
18%

- 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

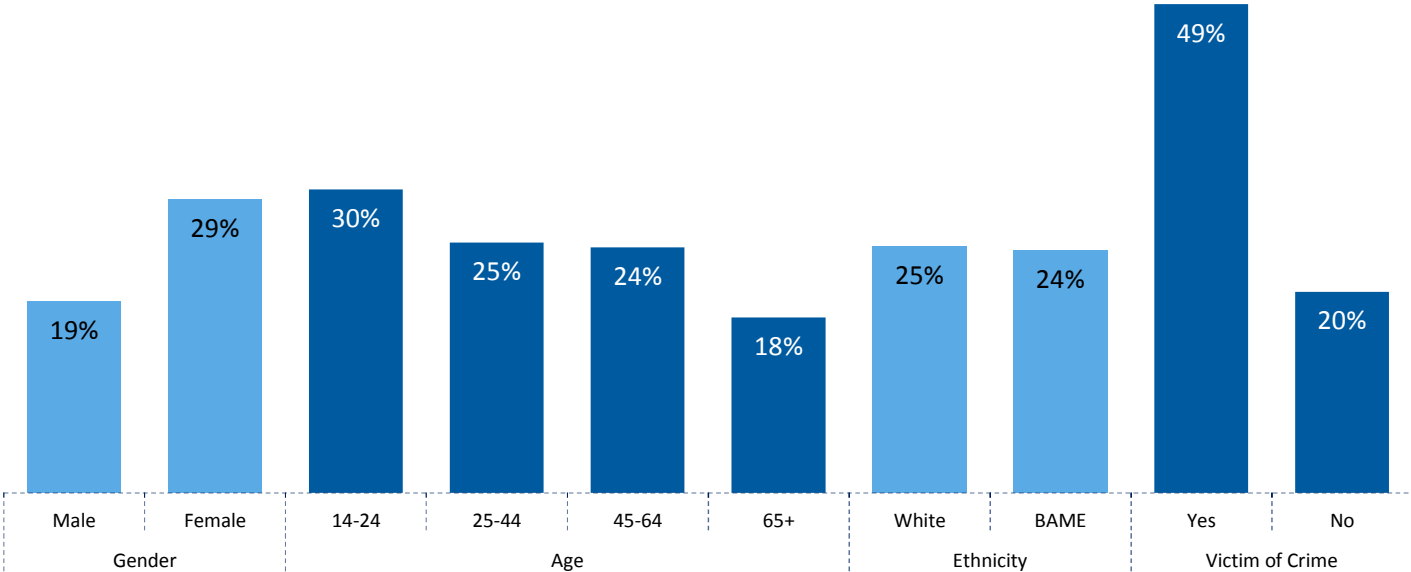


Q14 How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area?

PPPEW Question: How much of a problem, if at all, do you think crime and anti-social behaviour are in your local area?

Three-quarters did not think crime and ASB was a problem in their local area

Demographic Comparisons - % very / quite a big problem



Key Insights

4% decrease in those that felt crime and ASB was a problem when compared to Quarter 2

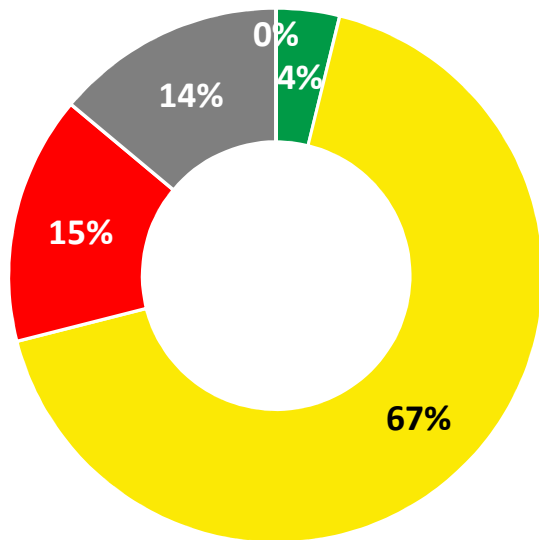
Victims of crime were significantly more likely to have said crime and ASB was a problem

Females and those aged 14 to 24 most likely to say crime and ASB a problem

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

Residents from South Worcestershire and Telford & Wrekin were most likely to say there was a problem in their local area

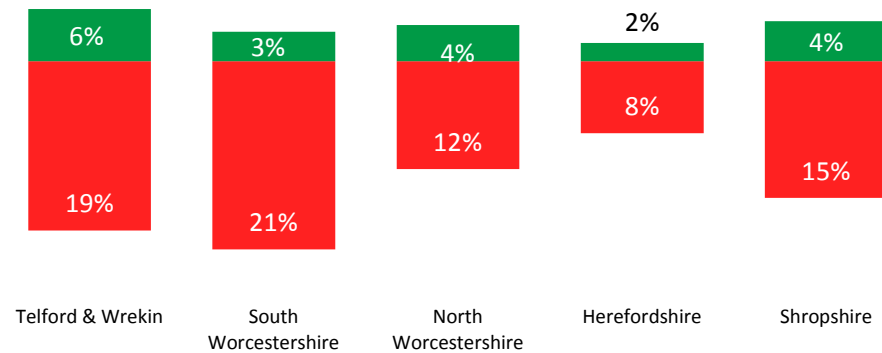
Two-thirds felt crime and ASB levels had remained the same – around a sixth felt there was more



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

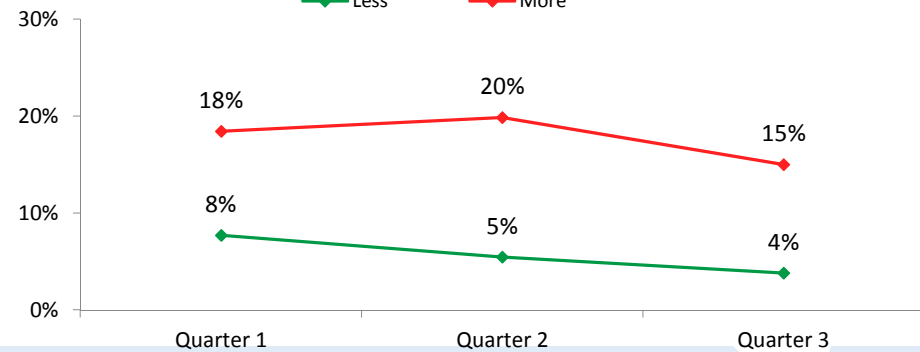
LPA Comparisons - % more crime v % less crime

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



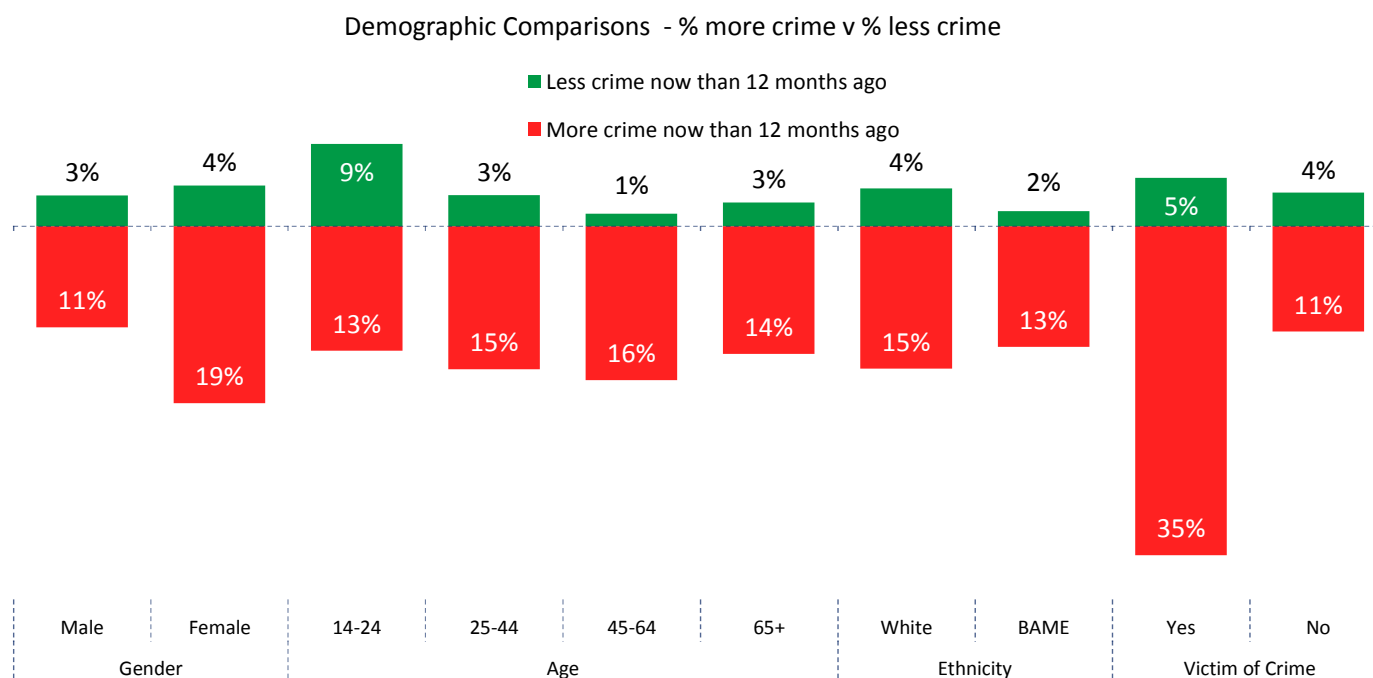
Trend over time - % More v % Less

- ◆ Less
- ◆ More



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

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



Key Insights

5% decrease in those that thought crime and ASB was more of a problem, 1% decrease on those that thought it was less of a problem compared to Quarter 2

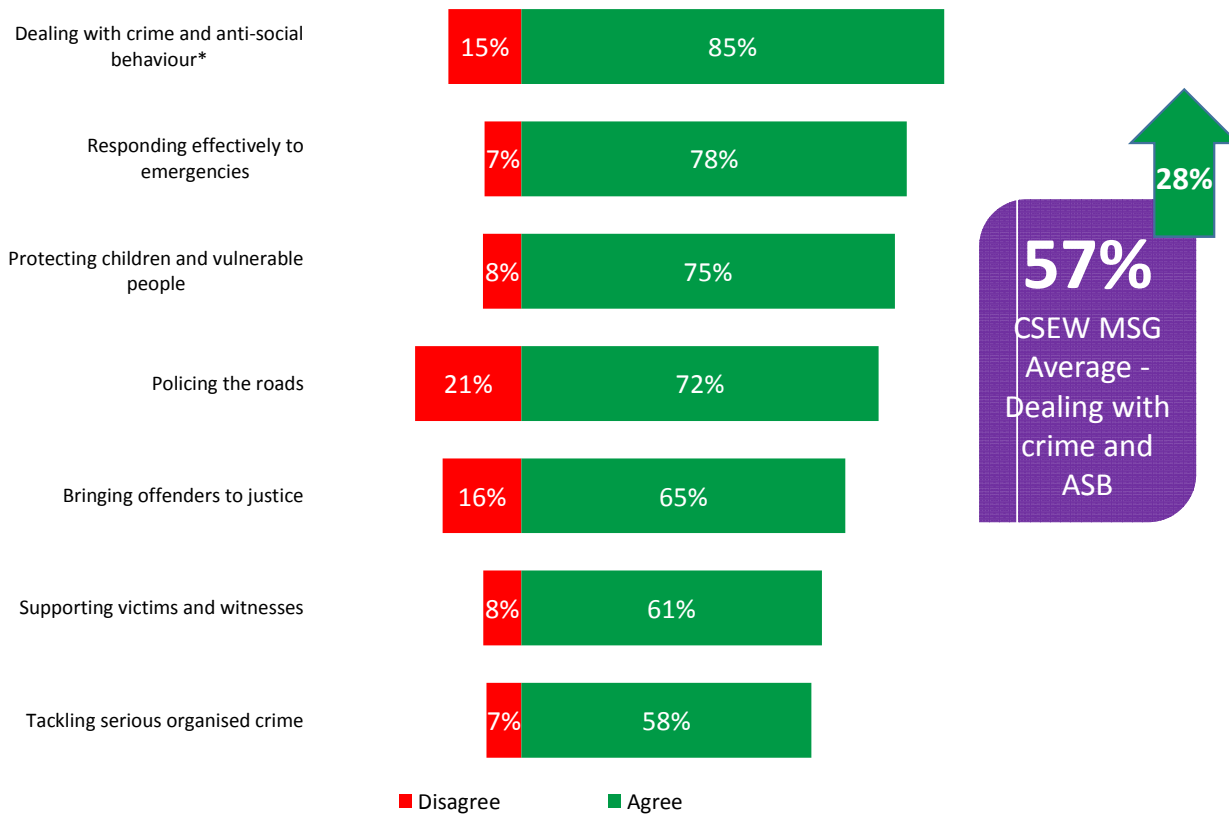
Victims of crime and females were the most likely to have said that there is more crime compared to a year ago

Those aged 14-24 most likely to have said there is less crime compared to a year ago

Residents in South Worcestershire and Telford & Wrekin were more likely to say there is now more 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?

Over three-quarters agreed WMP are dealing with crime and ASB and respond effectively to emergencies



Key Insights

Disagreement low towards all statements - only one statement (policing the roads) had more than a fifth disagreement

Agreement towards all statements declined the older the respondent was

BAME respondents more agreeable to all but one of the statements (bringing offenders to justice) compared to white respondents

Victims of crime less agreeable to all but one statement (supporting victims and witnesses)

Residents of Herefordshire less frequently agreed with these statements, whereas residents of North Worcestershire more frequently agreed

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

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

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



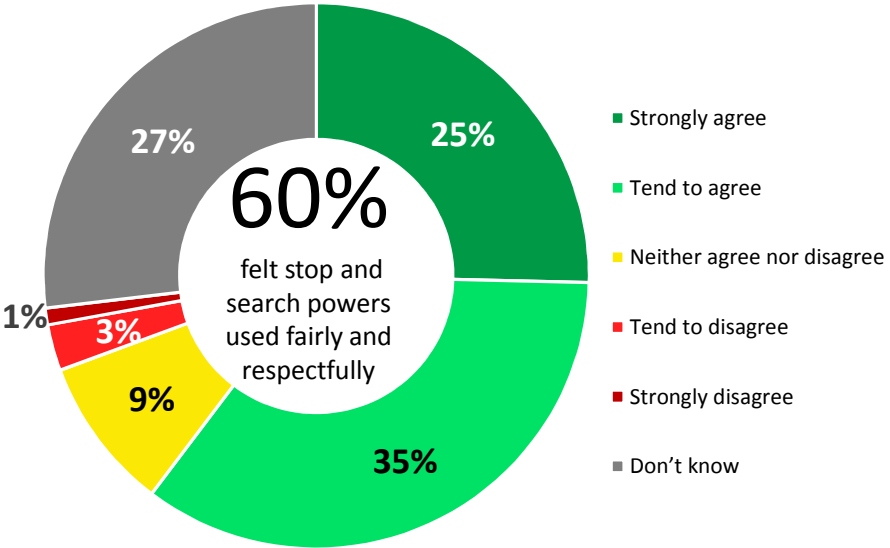
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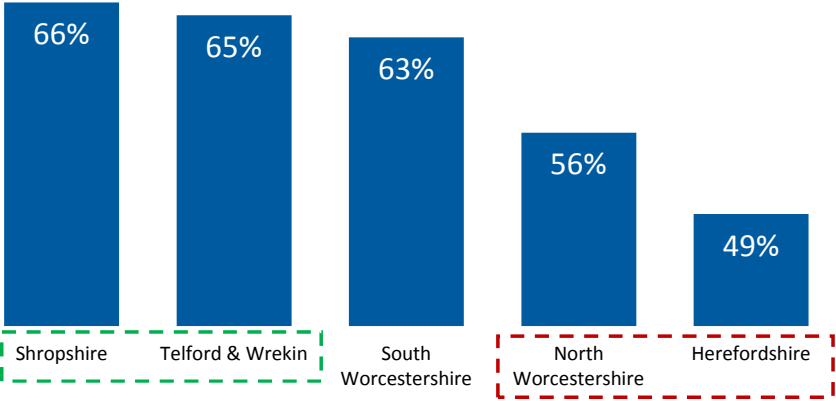
Section Five Trust / Integrity



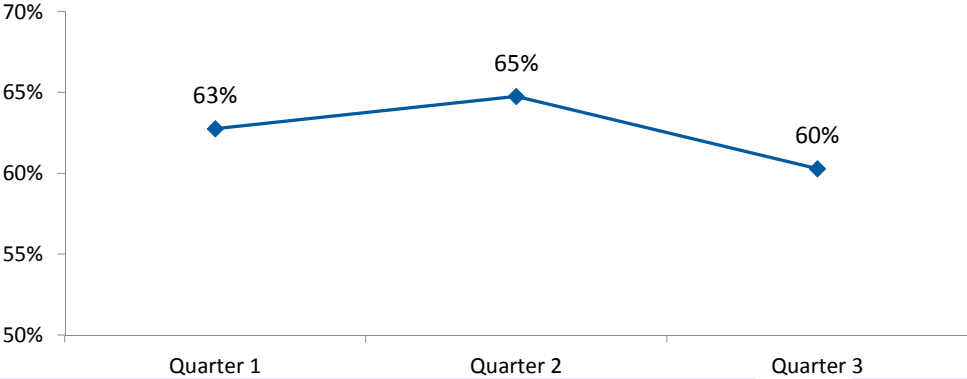
Three-fifths are confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree



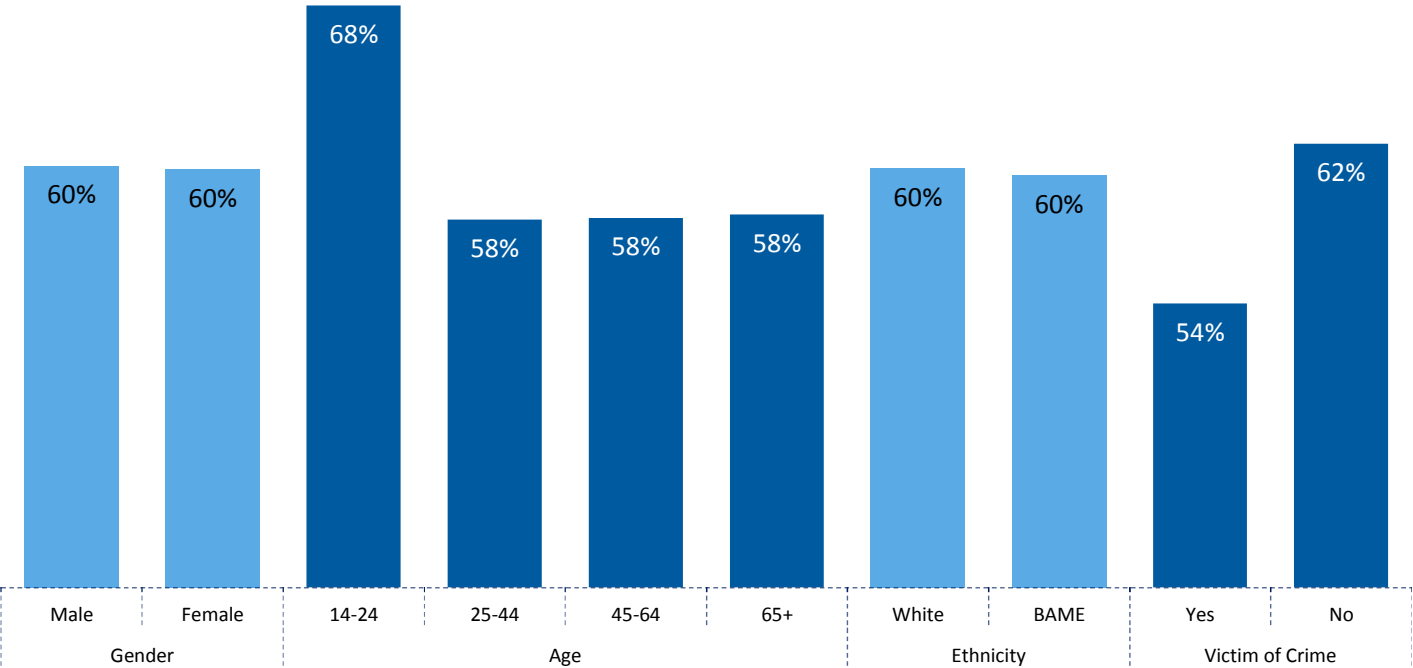
Trend over time - % Agree



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

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

Demographic Comparisons - % strongly / tend to agree



Key Insights

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

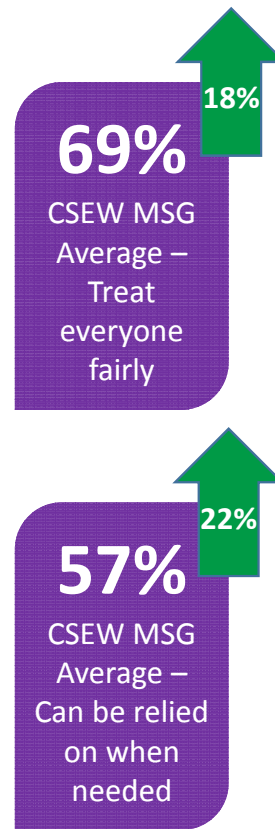
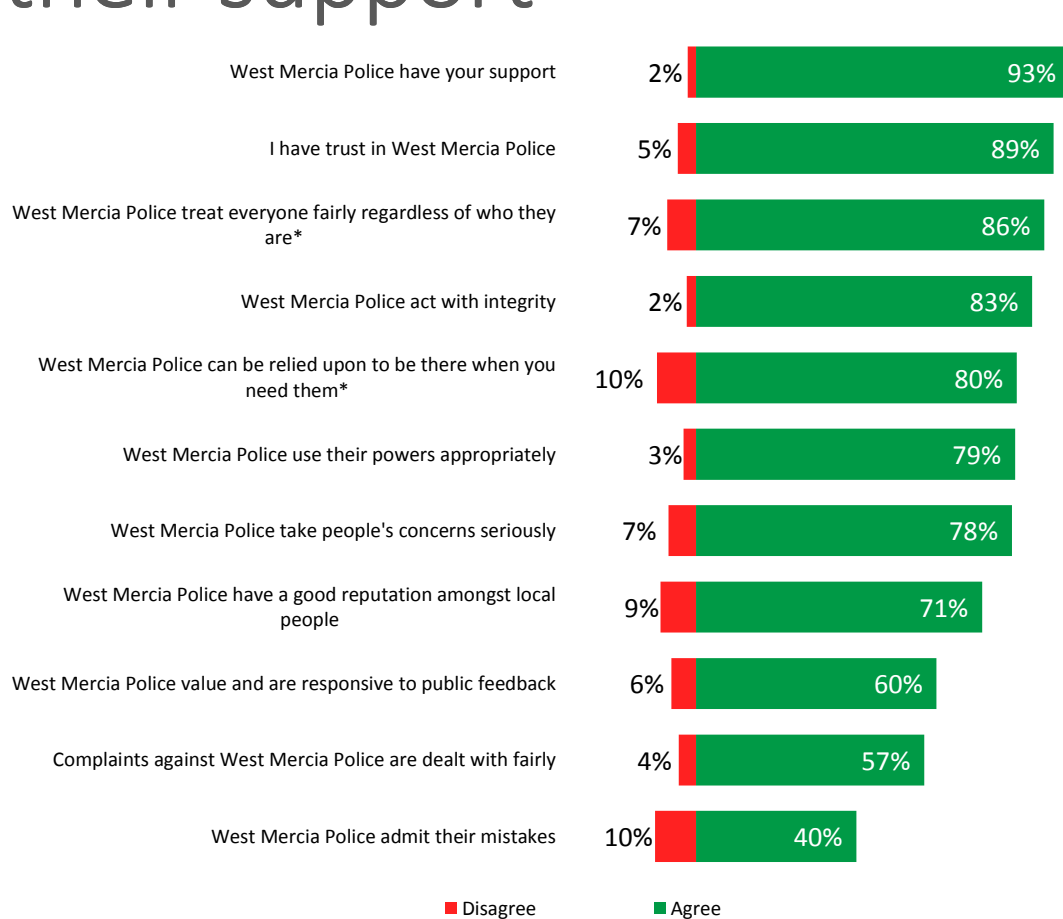
Victims of crime least likely to feel confident WMP use stop and search powers fairly and respectfully

Residents in Shropshire and Telford and Wrekin are the most likely to agree

Residents in North Worcestershire and Herefordshire least likely to feel WMP use stop and search powers fairly and respectfully

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?

The overwhelming majority say that WMP have their support



Key Insights

Disagreement was low (a tenth or less) towards all statements

Over 8 in 10 say WMP have their support, they trust WMP, believe they treat everyone fairly regardless, they act with integrity and can be relied on to be there when needed

Residents of Telford & Wrekin and South Worcestershire more frequently agreed with these statements

Residents of Herefordshire less frequently agreed with these statements

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

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

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



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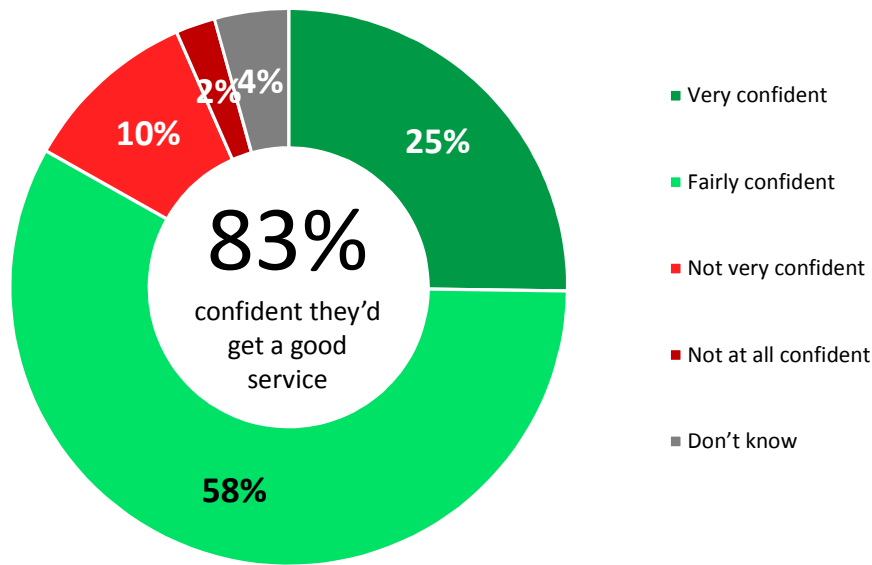


Section Six

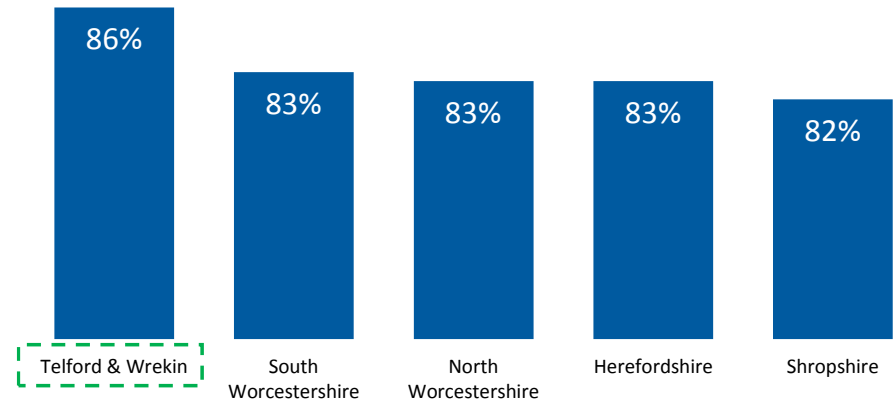
Confidence in West Mercia Police



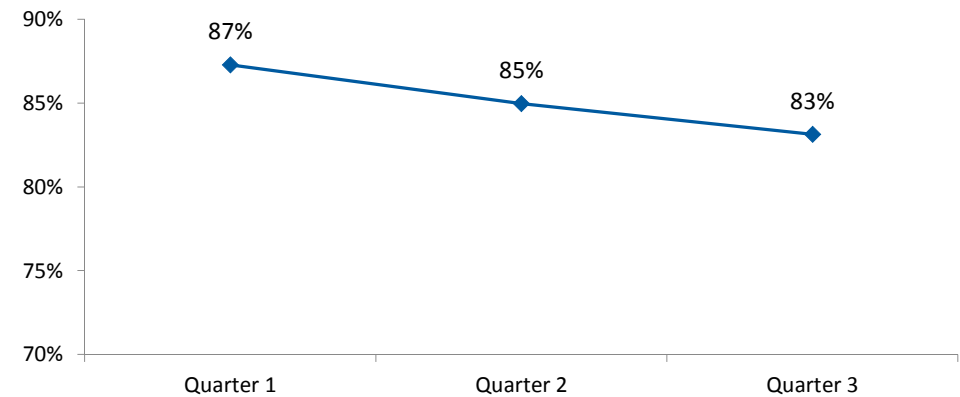
Over eight out of ten were confident they'd receive a good service from WMP



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 eight out of ten were confident they'd receive a good service from WMP



Key Insights

Confidence down 2% from Quarter 2 and 4% from Quarter 1

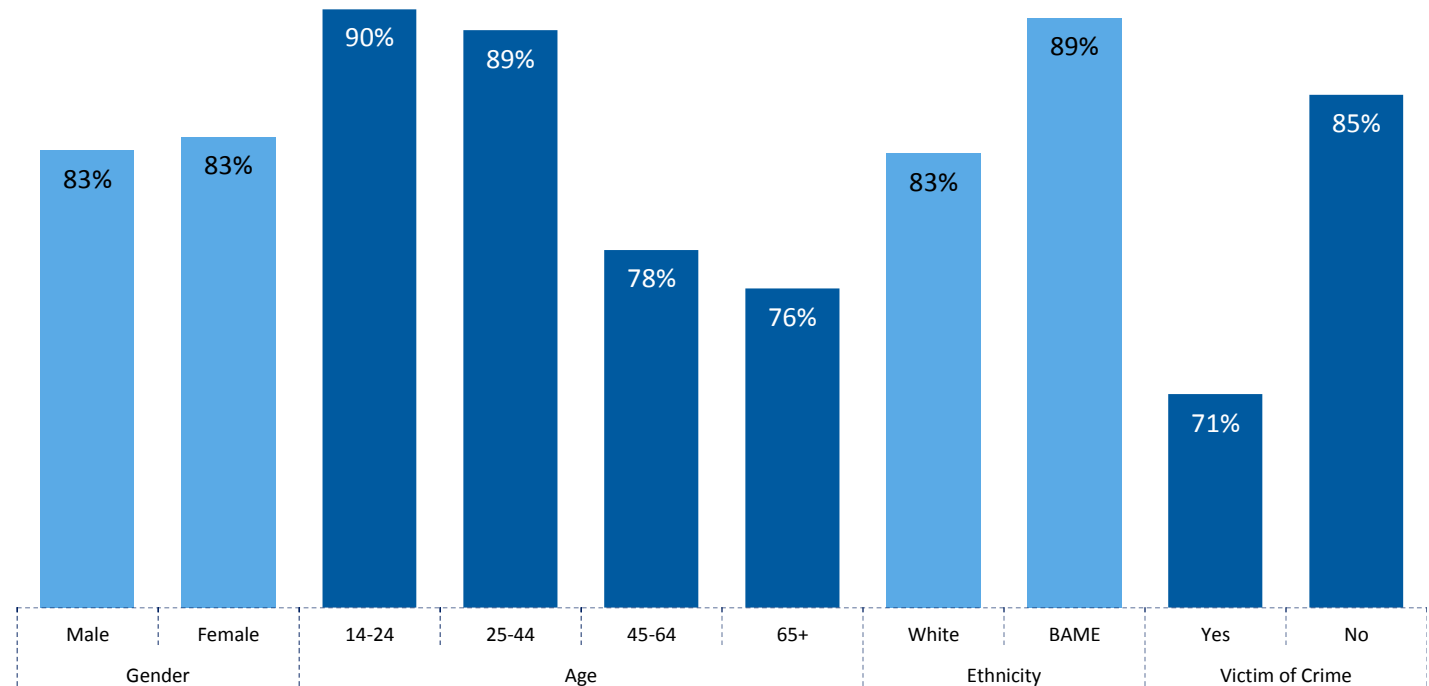
Nine-tenths of those aged 14 to 24 and 25-44 were confident they'd receive a good service from WMP; this declined the older the respondent was

Victims of crime were less confident in receiving a good service

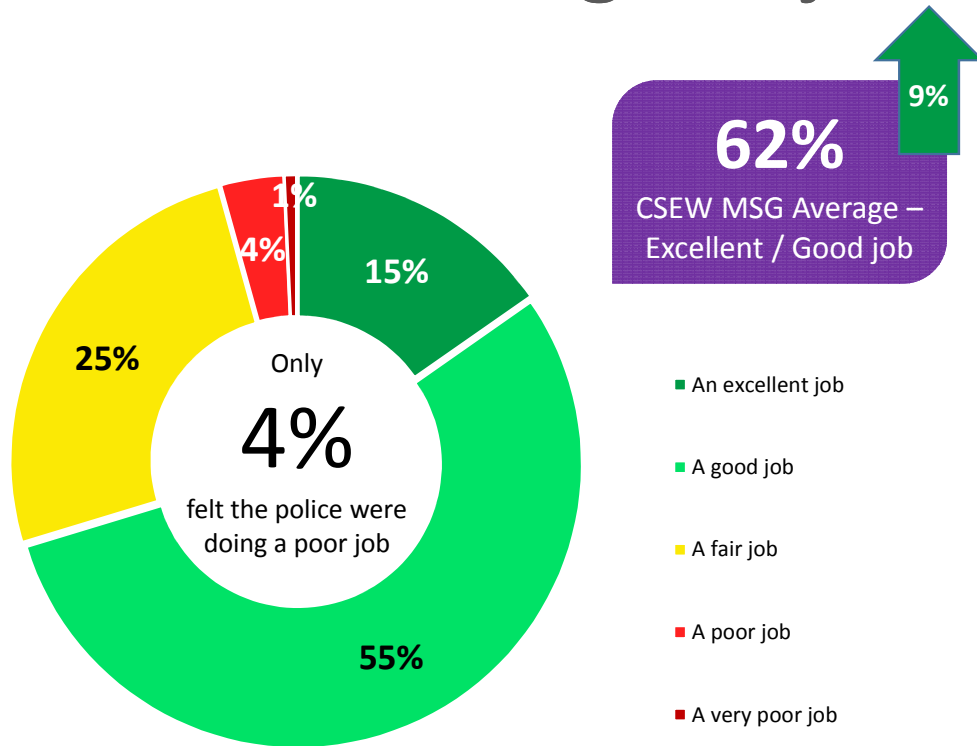
BAME respondents were more confident they'd receive a good service

Residents in Telford & Wrekin were the most likely to be confident in receiving a good service

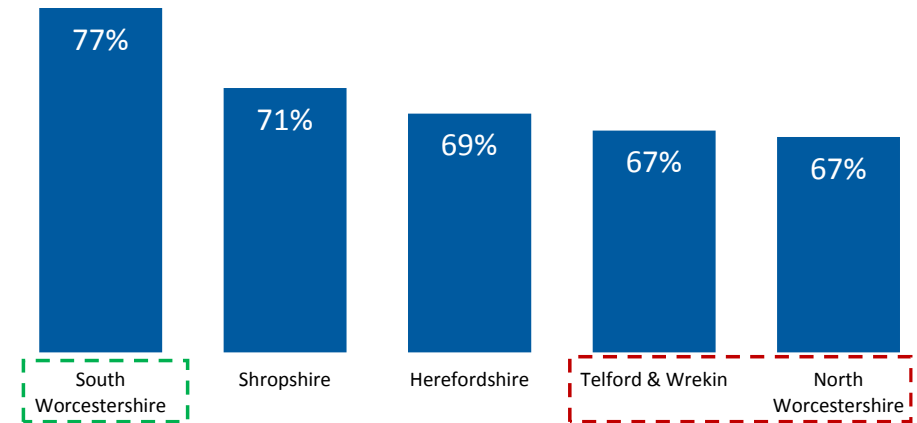
Demographic Comparisons - % very / fairly confident



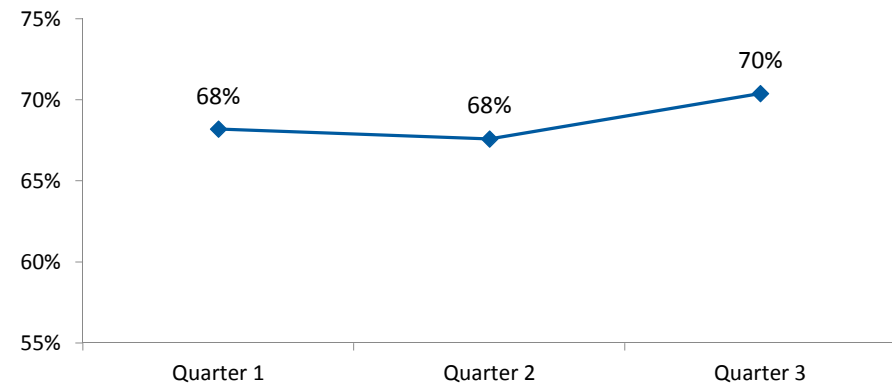
Seven-tenths felt the police were doing either an excellent or a good job



LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



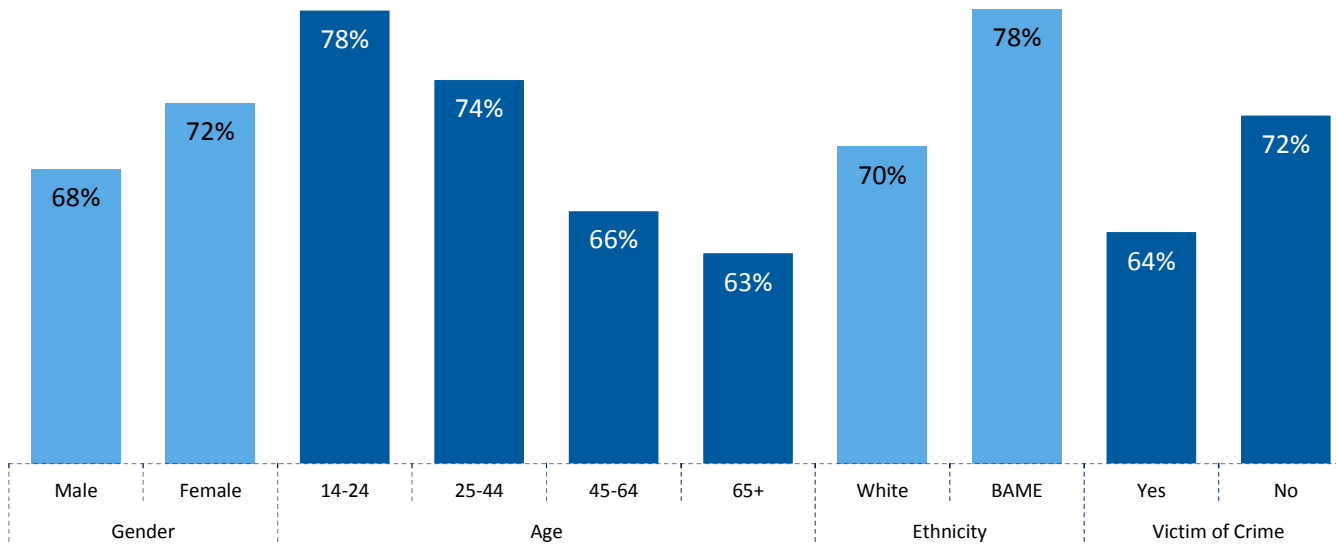
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*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?

Seven-tenths felt the police were doing either an excellent or a good job

Demographic Comparisons - % excellent / good job



Key Insights

Younger respondents (16 to 24 and 25 to 44) significantly more likely to feel the police were doing an excellent or good job compared to older respondents (45 to 64 and 65 and over)

Victims of crime were less likely to say the police are doing an excellent or good job in their local area

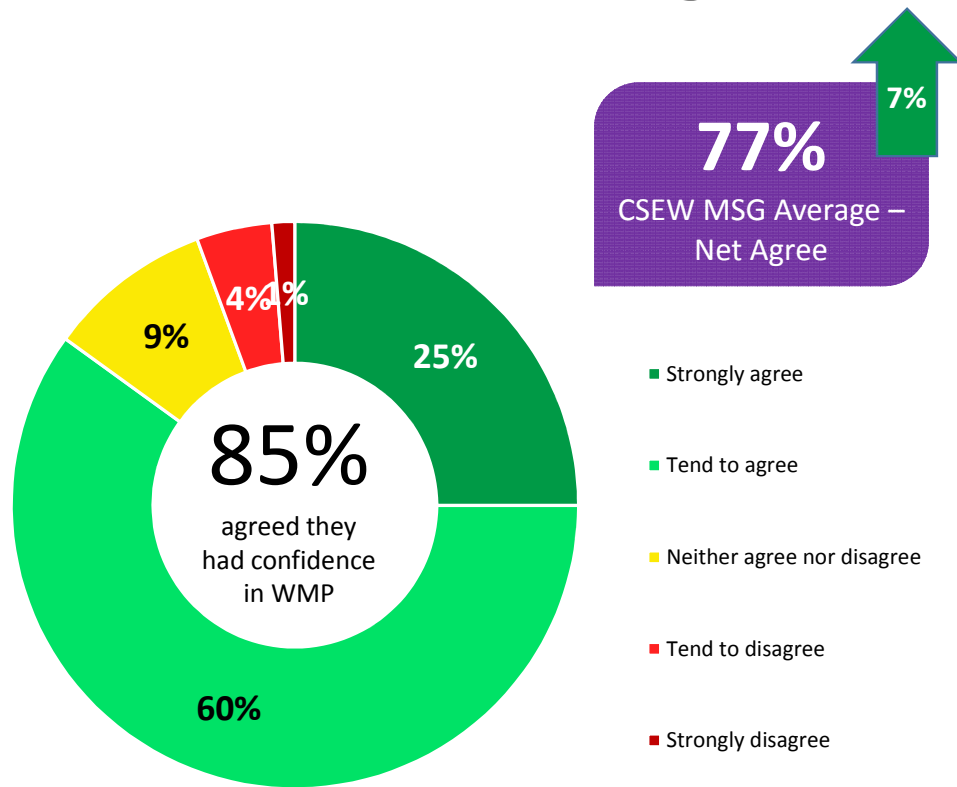
Females and BAME respondents more frequently said the police are doing an excellent or good job

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

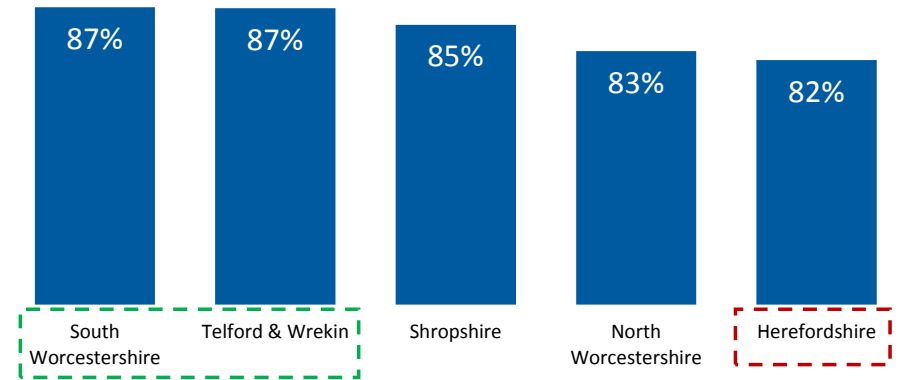
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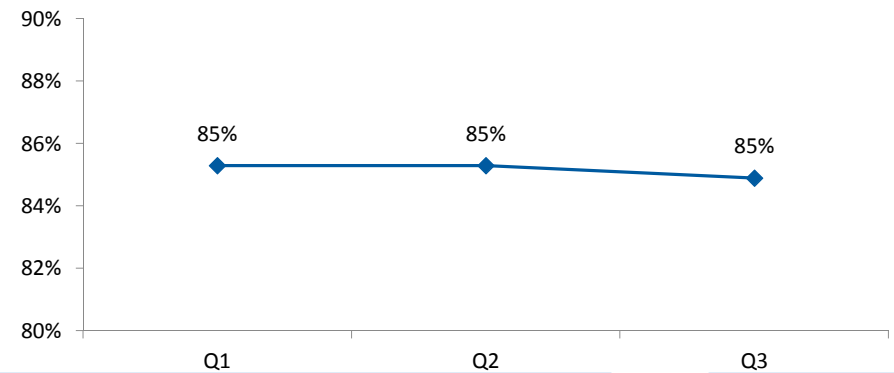
Over four-fifths agreed they had confidence in WMP



LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



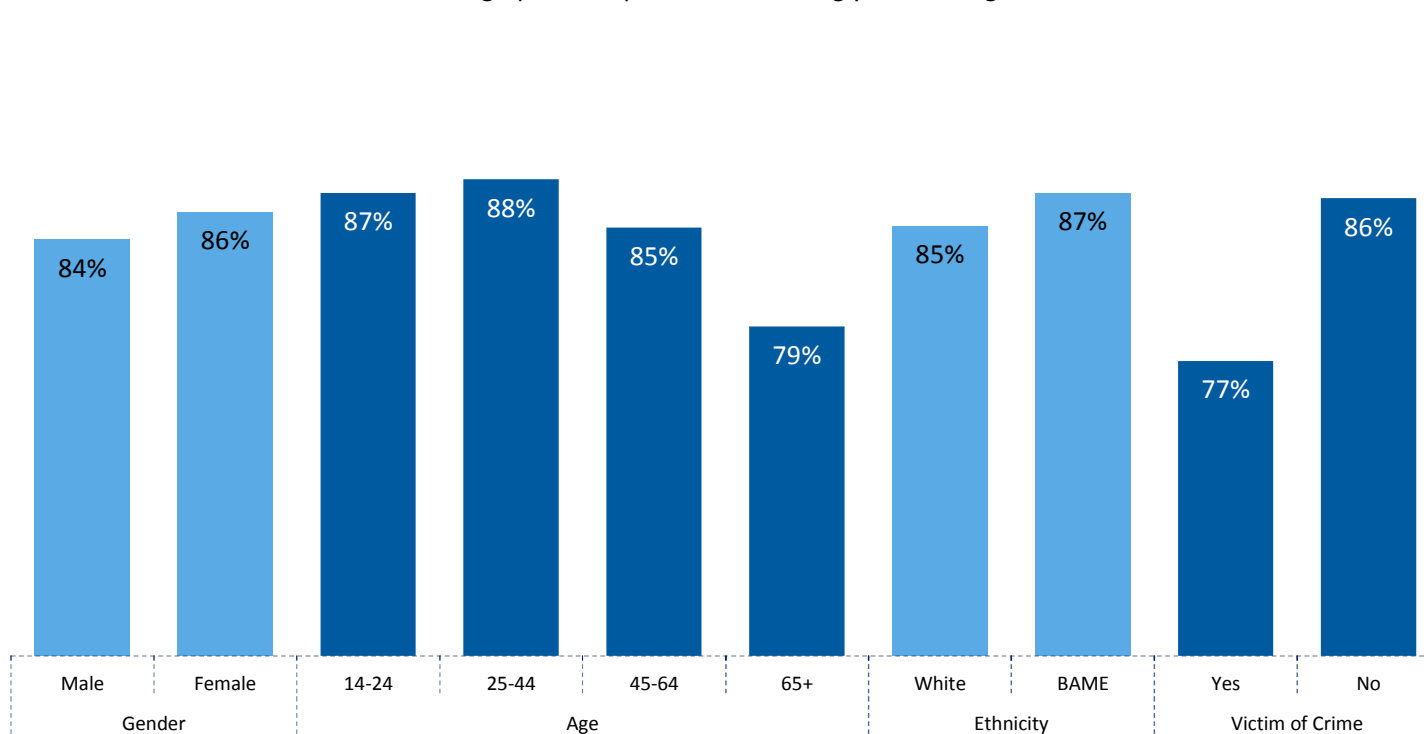
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

Over four-fifths agreed they had confidence in WMP

Demographic Comparisons - % strongly/ tend to agree



Key Insights

Victims of crime and those aged 65 and over displayed the lowest confidence in WMP

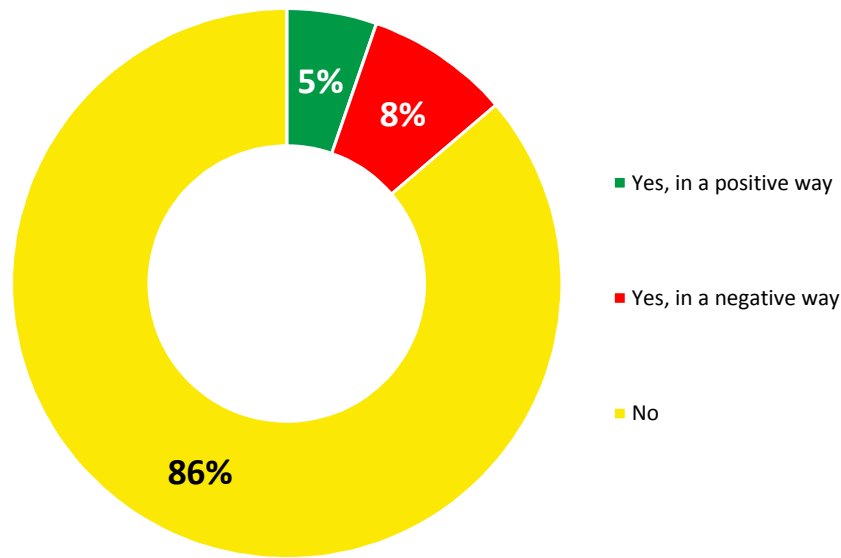
Younger respondents (14 to 24 and 25 to 44) were the most agreeable that they were confident in WMP

Residents in South Worcestershire and Telford & Wrekin were the most likely to say they had confidence in the police, whereas residents in Herefordshire were the least likely

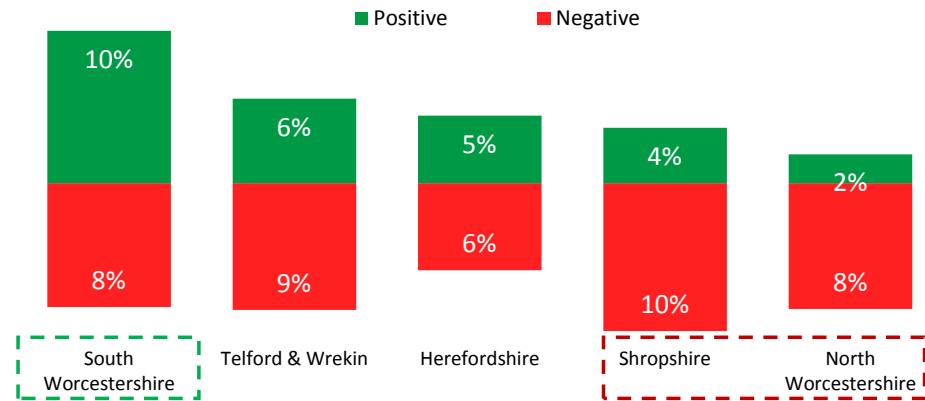
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

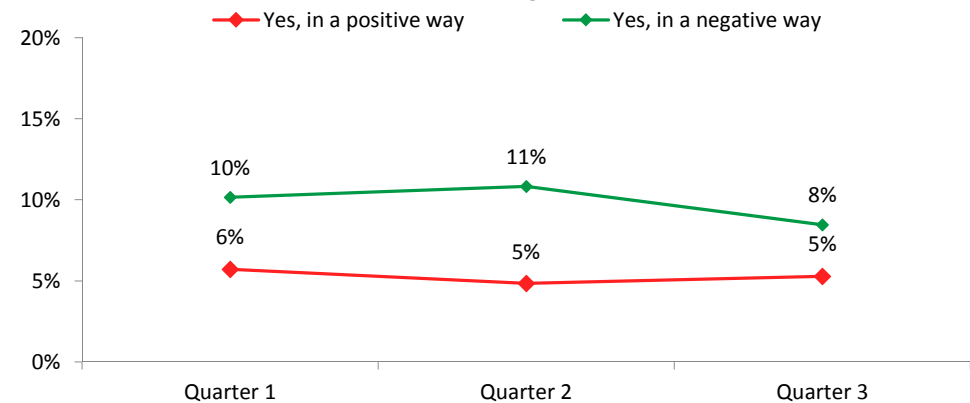
Less than a tenth had experienced an event that negatively affected their confidence in the police



LPA Comparisons - % positive event % negative event



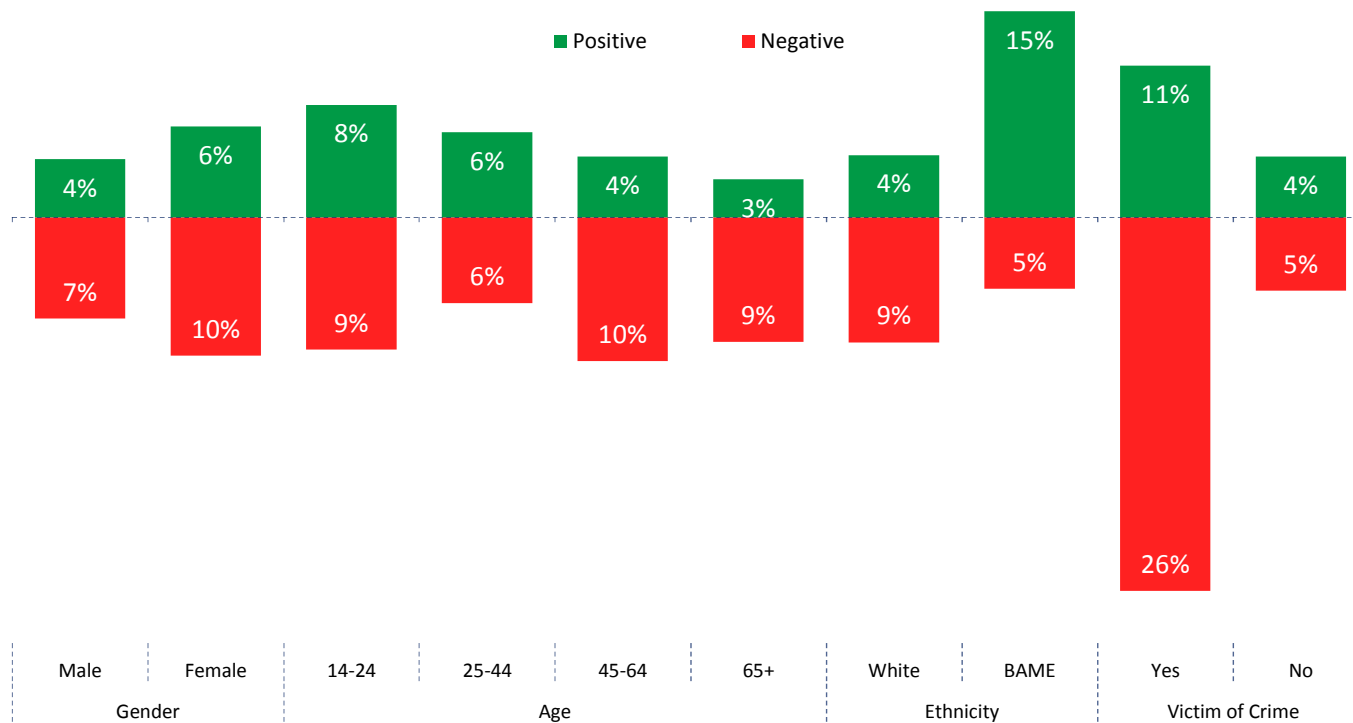
Trend over time - % Negative v % Positive



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

Less than a tenth had experienced an event that negatively affected their confidence in the police

Demographic Comparisons - % positive event v % negative event



Key Insights

Victims of crime were the most likely to experience an event that negatively affected their confidence

BAME respondents most likely to have experienced an event that positively affected their confidence and least likely to experience a negative event

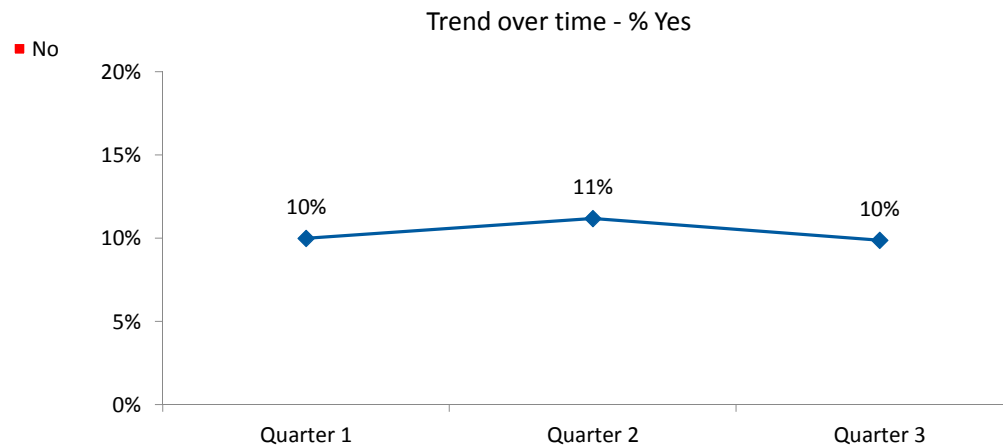
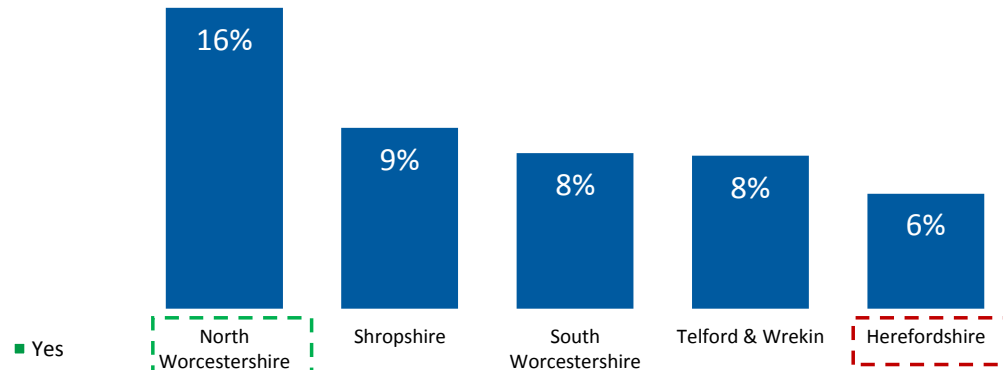
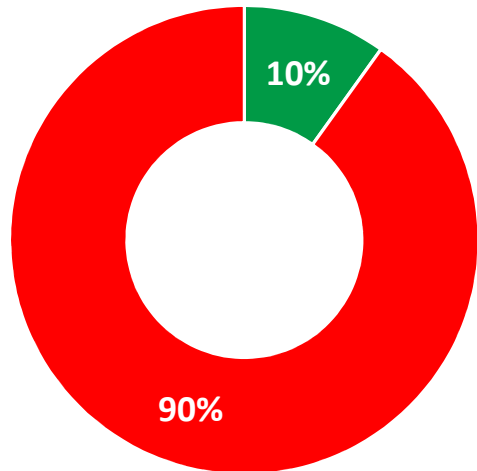
Those aged 65 and over least likely to experience a positive event and significantly more likely to experience a negative event

Residents in South Worcestershire were the most likely to have experienced an event that positively affected their confidence in the police. Residents in Shropshire and North Worcestershire were the least likely

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

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

LPA Comparisons - % aware of PCC



Key Insights

Higher awareness shown in North Worcestershire, a tenth more than in Herefordshire

Males, those aged 45 to 54 and 65 and over and BAME respondents more likely to be aware of Police and Crime Commissioner

Younger people and females less likely to be aware

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



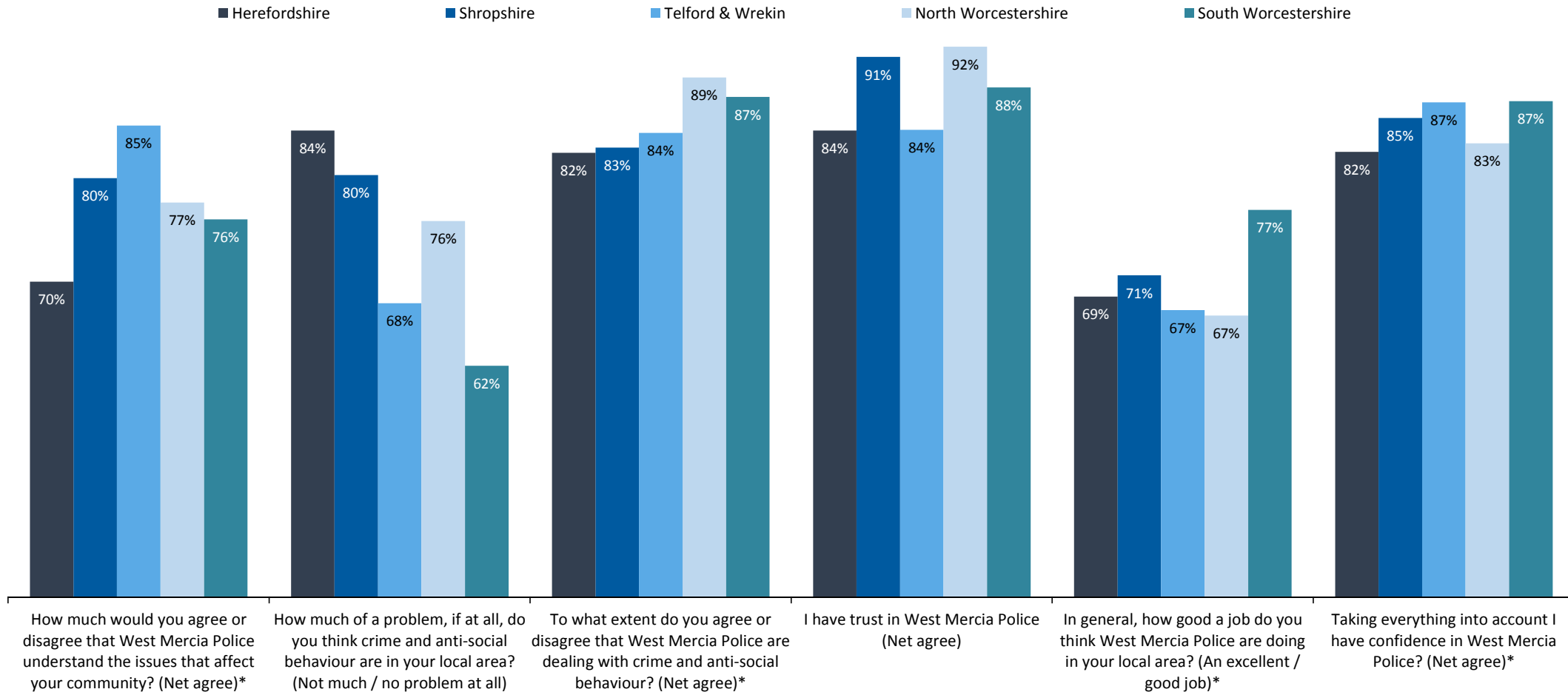
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Section Seven LPA & Victim Comparisons



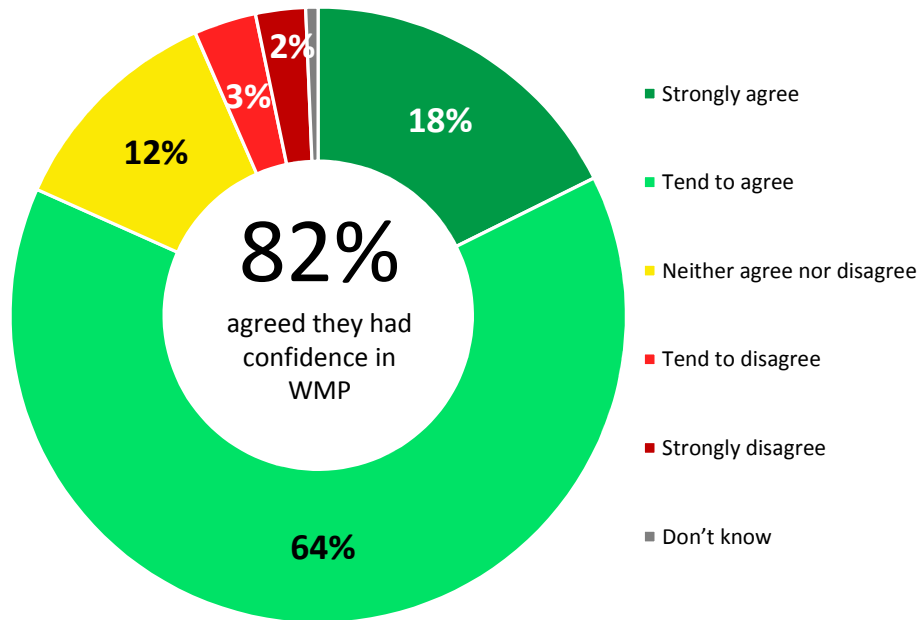
LPA Key Question Overview



*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?



Key Findings Compared With Other NPTs

Least likely to have spoken to an officer or PCSO from their local policing team (23%)

Least likely to have said there had been an increase in policing in their area (3%); also least likely to say there had been a decrease (20%)

Least confident they could access police services in a non-emergency

Least likely to have been a victim, or witness to, a crime (9%)

Least agreeable that WMP understands the issues affecting their community (70%)

Least likely to have said crime and ASB was a problem in their area (15%)

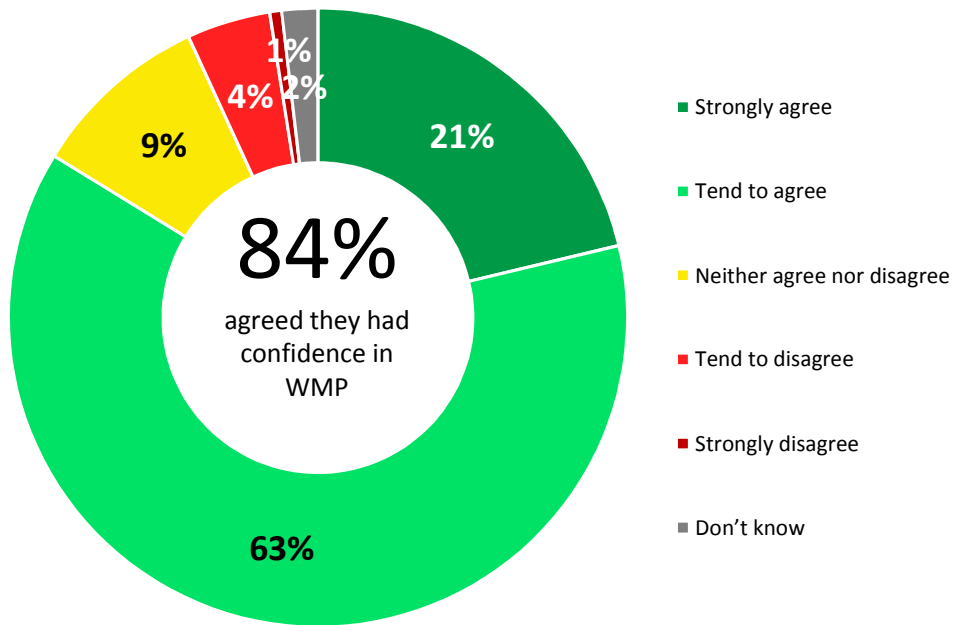
Least likely to say WMP are dealing with crime and ASB (72%)

Least confident in WMP (82%)

Least awareness of the PCC (6%)

LPA Key Findings - Shropshire

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



Key Findings Compared With Other NPTs

Least confident they could access the police services in an emergency (86%)

Most confident that WMP use their stop and search powers fairly and respectfully (66%)

Most likely to agree WMP are tackling serious organised crime (64%) and policing the roads (74%)

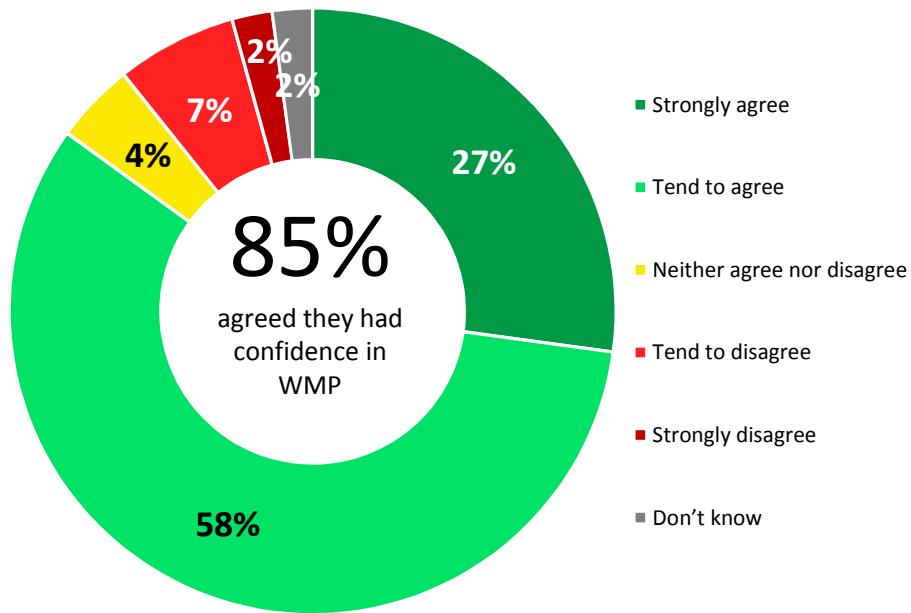
Most likely to agree WMP treat everyone fairly regardless of who they are

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

Most likely to have said they said experienced an event that had a negative affect on their confidence in the police (10%)

LPA Key Findings - Telford & Wrekin

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



Key Findings Compared With Other NPTs

Most likely to see an increase in policing over the past year (13%)

Most likely (alongside South Worcestershire) to have confidence in being able to access WMP in a non-emergency

Most likely to feel informed about what WMP is doing in their area (53%)

Most likely to have said WMP understand the issues affecting their community (85%)

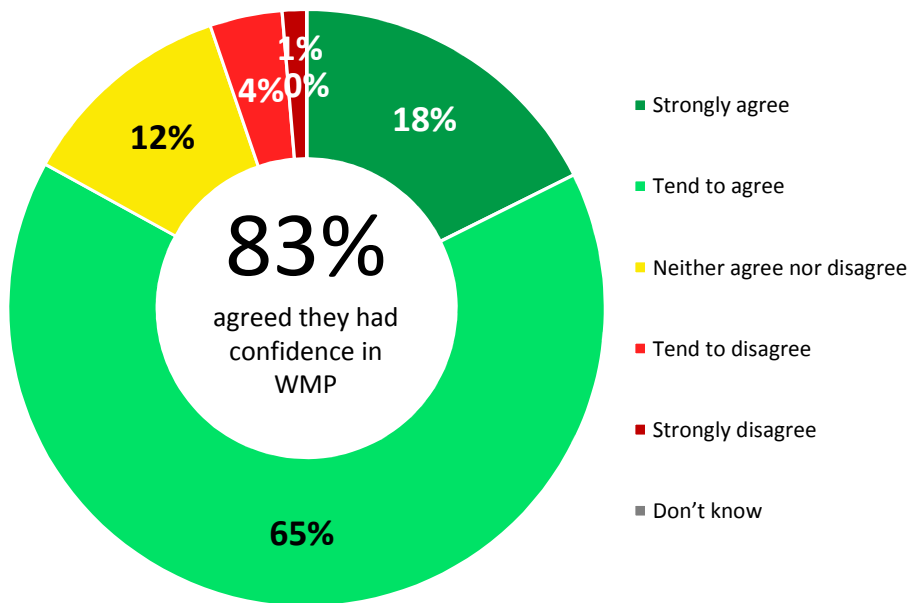
Most confident they'd receive a good service from WMP (86%)

Least likely (alongside North Worcestershire) to have said the police were doing an excellent or good job in their area (67%)

Most confident (alongside South Worcestershire) in WMP (87%)

LPA Key Findings – North Worcestershire

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



Key Findings Compared With Other NPTs

Least likely to see an officer or PCSO at least weekly (19%)

Least satisfied with levels of policing in their area (44%)

Most confident they could access police services in an emergency (95%)

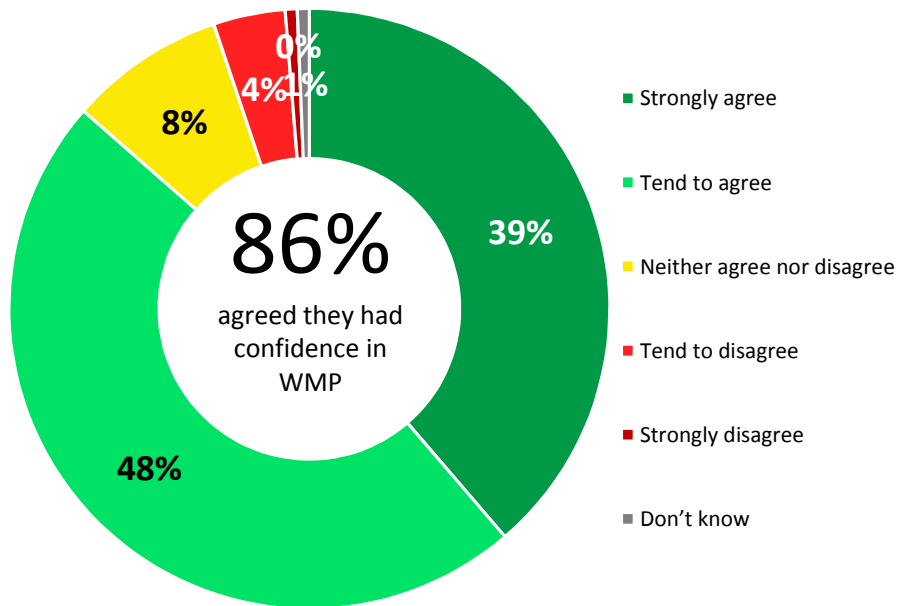
Least likely to have experienced an event that had a positive affect on their opinion of the police (2%)

Least likely (alongside Telford & Wrekin) to have said the police were doing an excellent or good job in their area (67%)

Most aware of who the Police and Crime Commissioner was (16%)

LPA Key Findings – South Worcestershire

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



Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least weekly (52%)

Most satisfied with the levels of policing in their area (59%)

Most likely to have spoken to an officer or PCSO from their local policing team (34%)

Most confident (alongside Telford & Wrekin) they could access police services in a non-emergency (73%)

Most likely to have been a victim or witness to a crime (19%)

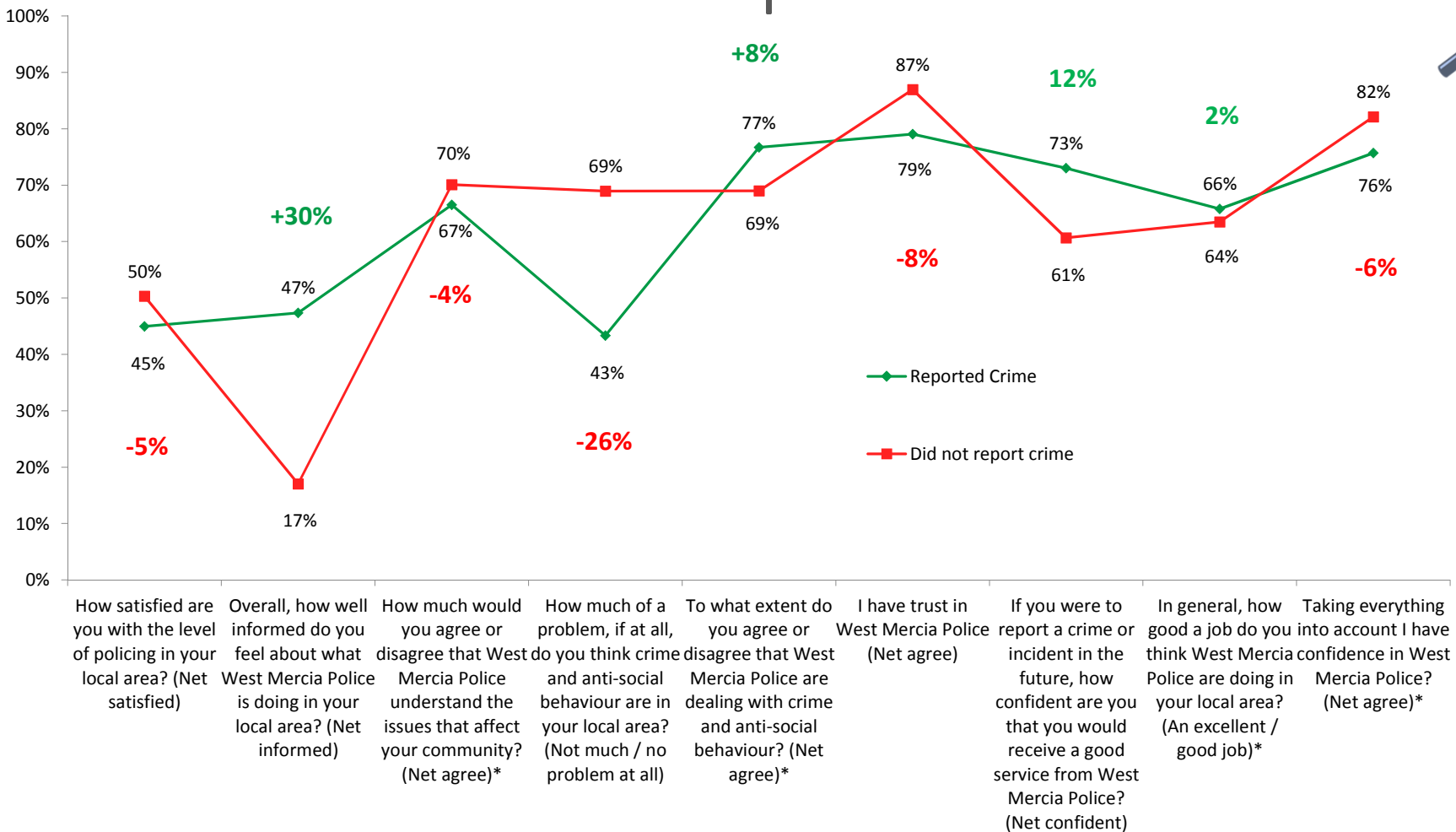
Most likely to feel crime and ASB was a problem in their area (37%)

Most likely to have said the police were doing either an excellent or a good job in their area (74%)

Most confident (alongside Telford & Wrekin) in WMP (87%)

Most likely to have experienced an event that positively affected their confidence in the police (10%)

Victim of Crime Comparisons



Key Insights

Those who had contact with the police when reporting a crime more likely to be informed on what WMP is doing, be confident in receiving a good service, feel WMP and deal with crime and ASB and think WMP are doing either a good or excellent job in their area

Those who did not report the crime were over a quarter more likely to have said crime and ASB is not a problem in their area and around a tenth more likely to have trust in WMP

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