



**SMSR**  
RESEARCH



# Public Views and Perceptions of Policing in West Mercia

## 2020/21 Survey Quarter 4 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. Comparisons with CSEW are based on the most recent results available (March 2020)
- Over the 12 month period (April 20 – March 21) 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 (86%) agreed that they had confidence in West Mercia Police with a similar proportion confident that they would receive a good service from the force (88%).
- Seven-tenths (72%) felt that West Mercia Police were doing either a good or excellent job.

## Visibility

- Three out of every ten residents (30%) report that they see an officer or PCSO at least once a week with around three-fifths (61%) satisfied with the levels of policing in their local area.
- Three-quarters (76%) said that there had been no change in the level of policing; around a tenth (12%) believed there had been an increase and slightly less (7%) thought there had been a decrease.
- Under a fifth (16%) said that they had spoken to an officer or PCSO from their local policing team.

# Interaction / Access

- Nine-tenths (90%) were confident that they could access the police in an emergency with three-quarters (74%) 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 (55%) said that they find out about crime and policing issues from the media, with three-fifths (43%) finding out through social media. Just under half (49%) said they felt informed about what West Mercia Police is doing, with slightly more (50%) that stated they did not feel informed.

# Effectiveness

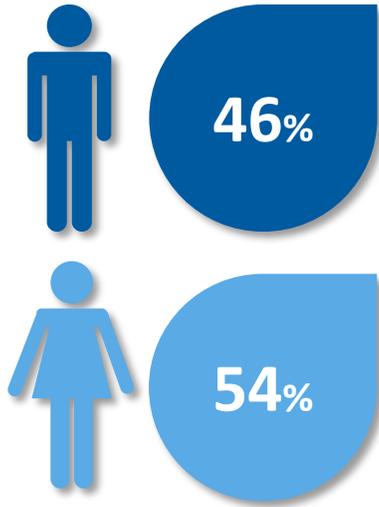
- Three-quarters (74%) of residents felt that West Mercia Police understand the issues in their community and around a quarter (24%) reported that they thought that crime and ASB was a problem in their area.
- Three-quarters (74%) thought that crime and ASB had remained the same compared to 12 months ago with just over a tenth (12%) reporting an increase. Further to this, over 8 in every 10 residents (84%) agreed that West Mercia Police are dealing with crime and ASB.

# Trust / integrity

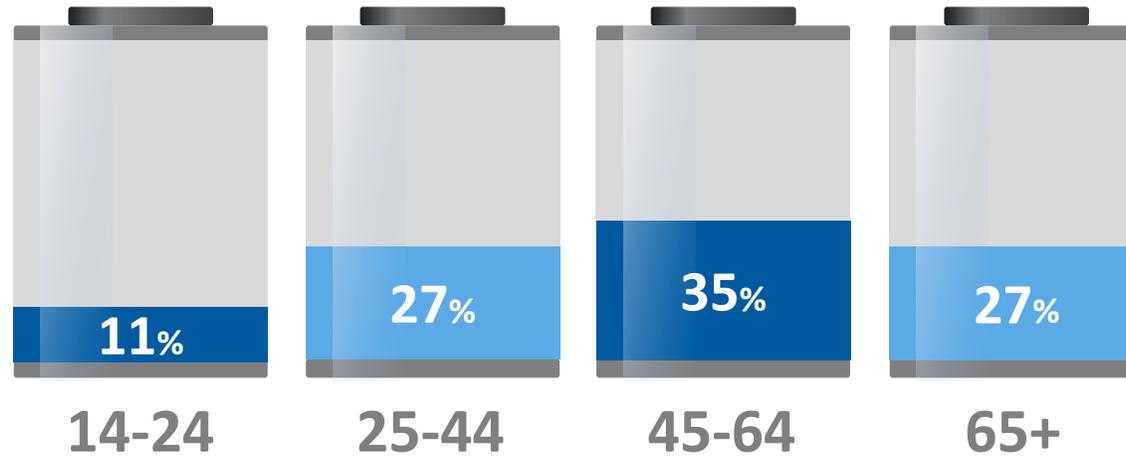
- The vast majority (95%) said that West Mercia Police have their support with over nine-tenths (92%) that said they trust WMP and that they believe they treat everyone fairly regardless of who they are (90%). Over 8 in every 10 said felt West Mercia Police act with integrity (88%) use their powers appropriately (83%), can be relied to be there when you need them (82%) and take people's concerns seriously (80%).
- Over three-fifths (63%) are confident West Mercia Police use their stop and search power fairly and respectfully. Only 3% felt West Mercia Police did not use their stop and search powers fairly and respectfully.

# Respondent Breakdown

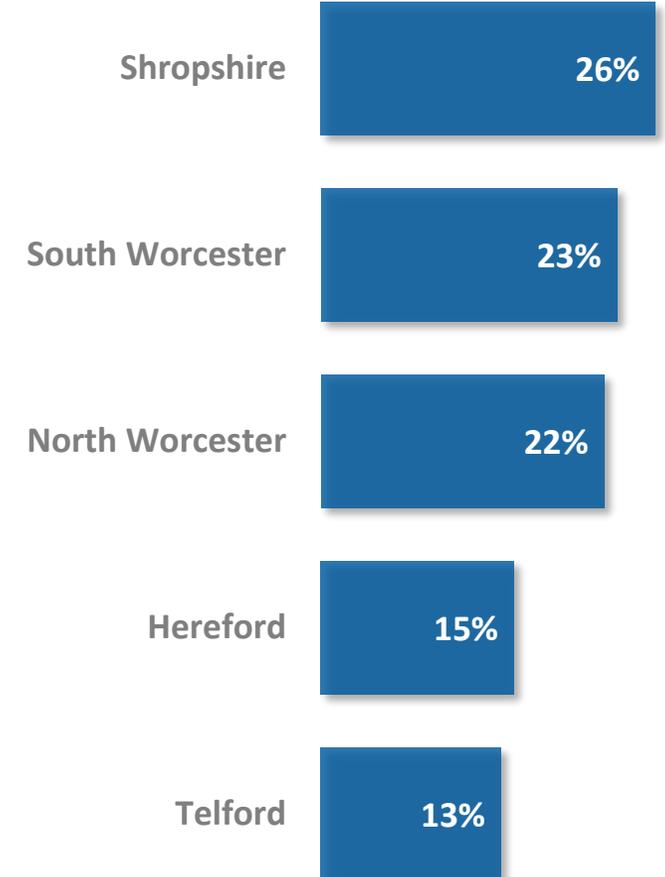
## Gender



## Age



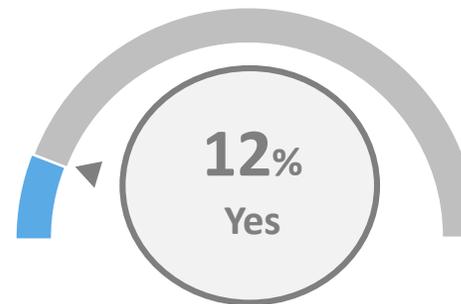
## LPA



## Ethnic Group



## Disability





**SMSR**  
**RESEARCH**

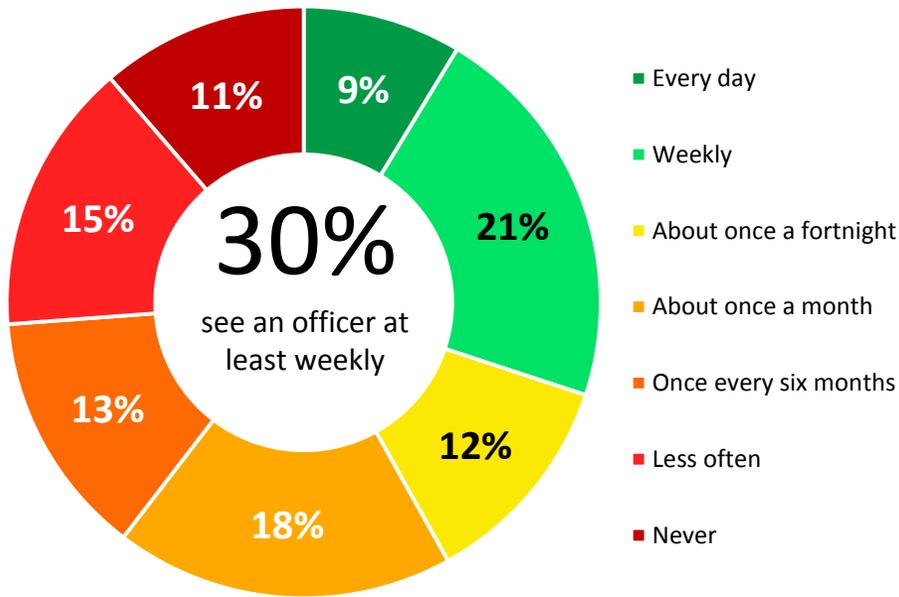


# Section Two

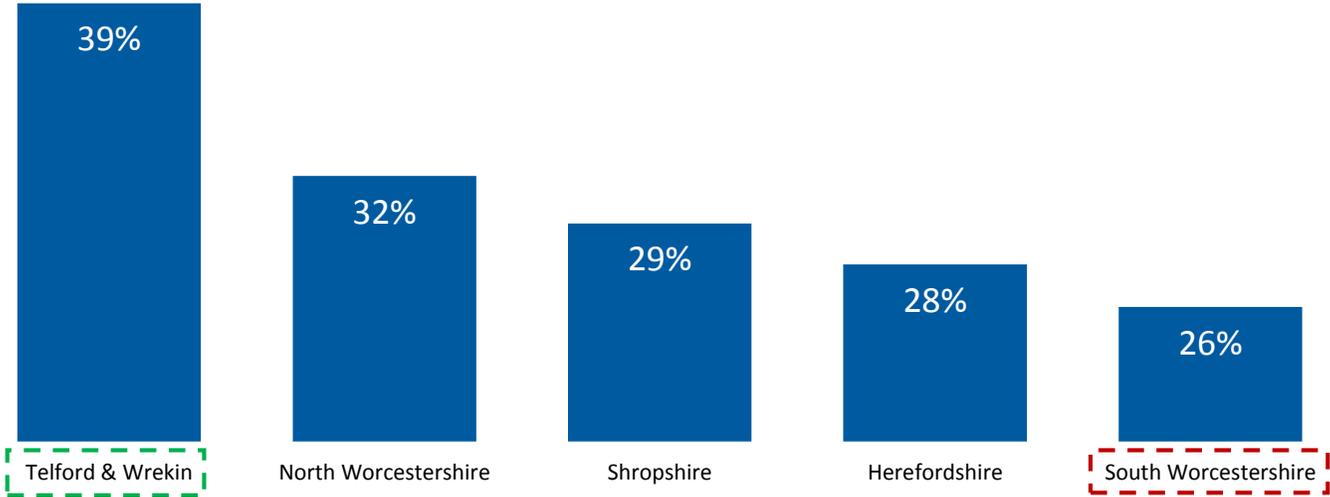
## Visibility / Presence



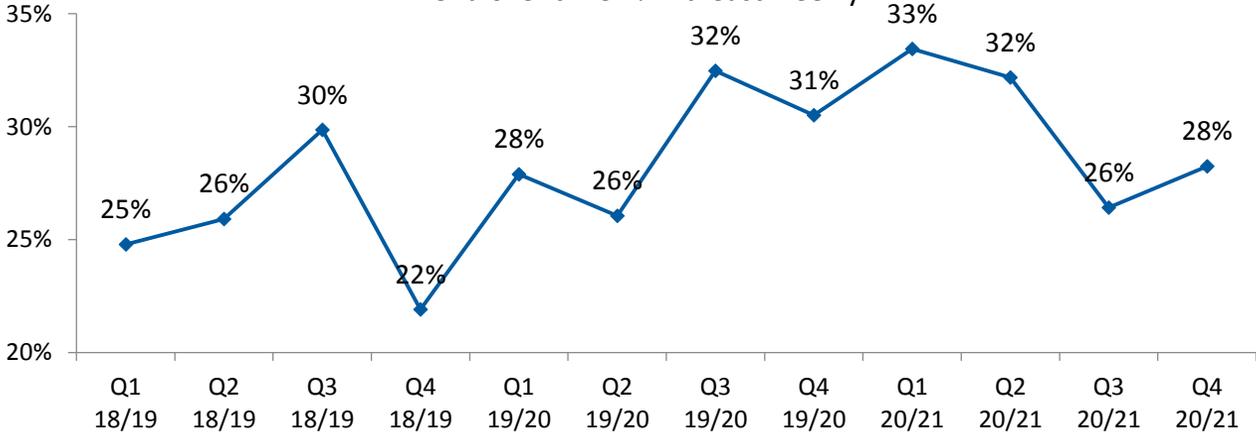
# Three out of every ten see an officer or PCSO at least once a week



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



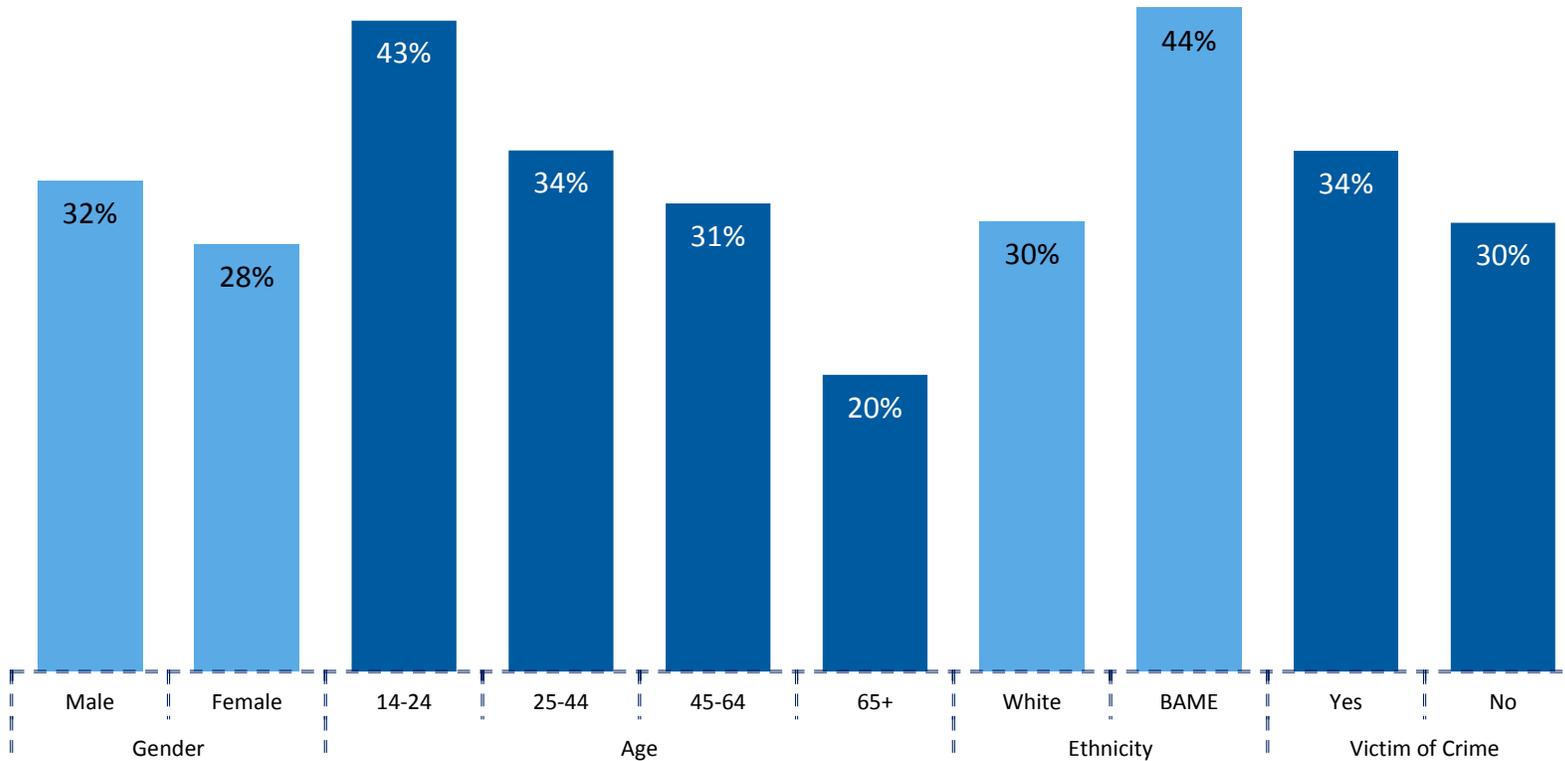
Trend over time - % At least weekly



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

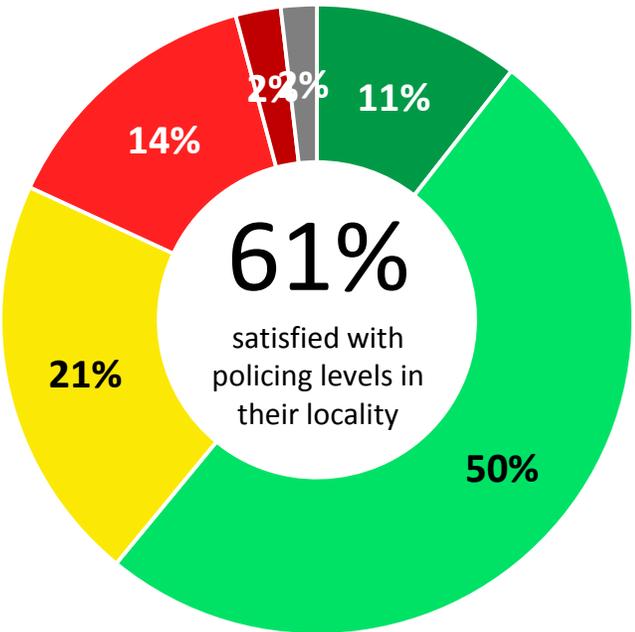
Residents of South Worcestershire least likely to see an officer at least weekly

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

BAME respondents 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

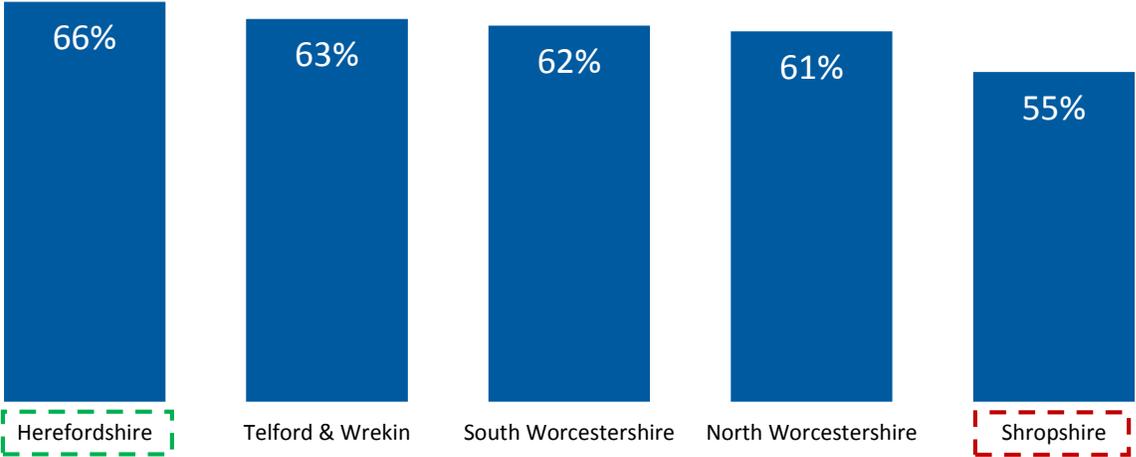
# Three-fifths are satisfied with the levels of policing in their local area



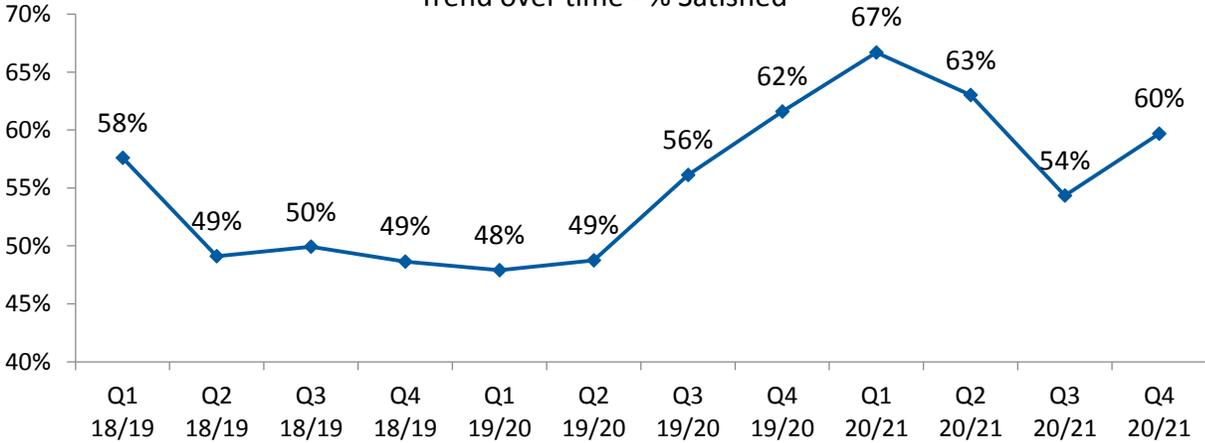
**61%**  
PPPEW – Net Satisfied

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

LPA Comparisons - % very satisfied / satisfied

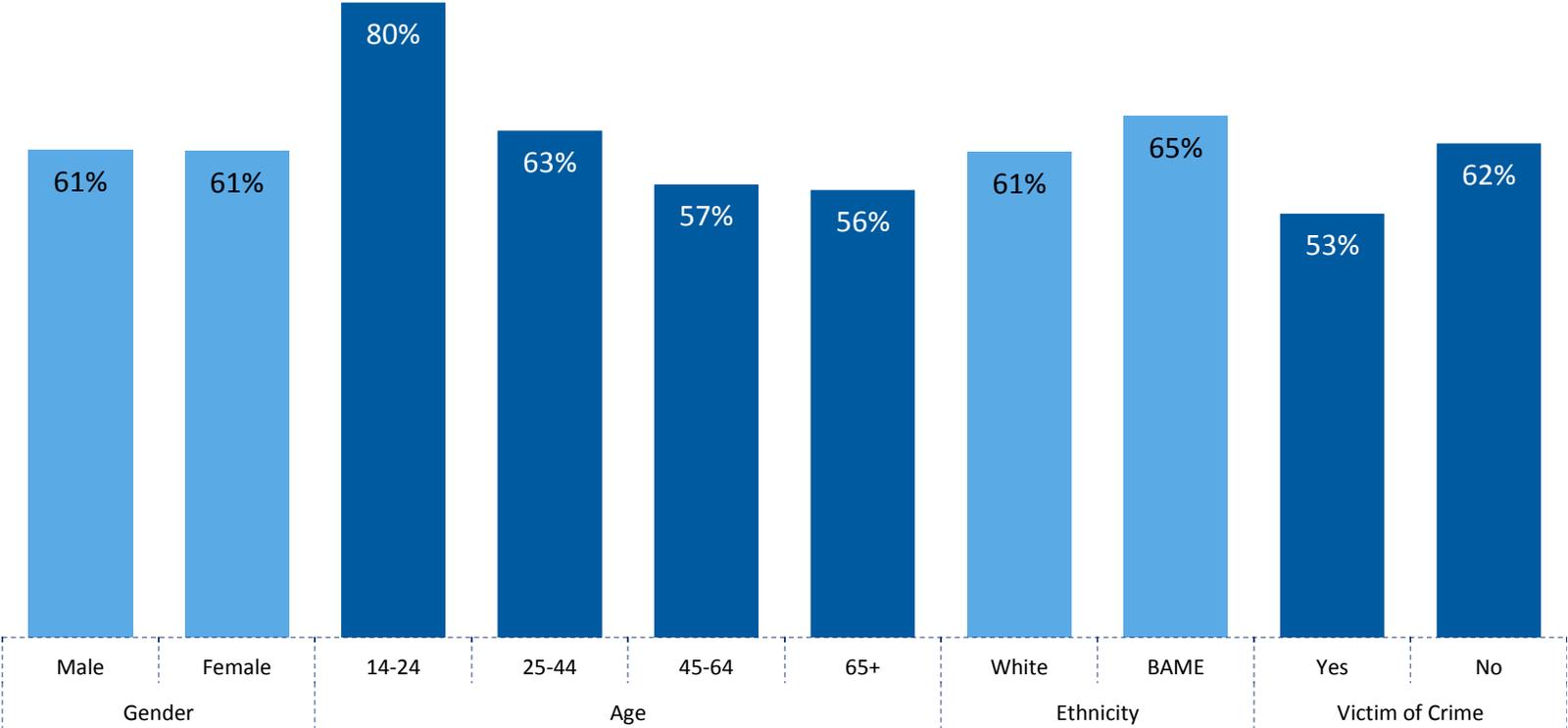


Trend over time - % Satisfied



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

Demographic Comparisons - % very satisfied / satisfied



### Key Insights

Satisfaction with visibility has increased 6% from the previous quarter

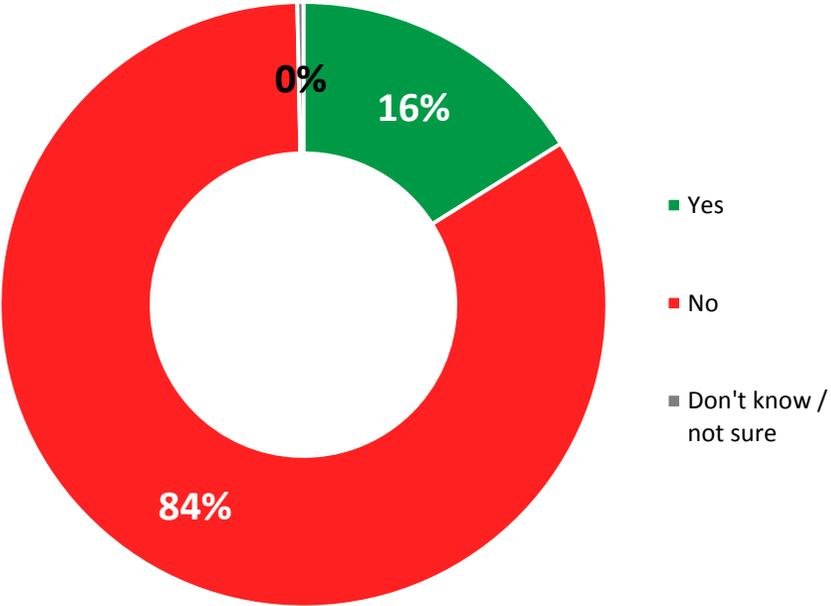
Under 24's and BAME respondents more likely to be satisfied with policing levels in their local area

Victims of crime less likely to be satisfied with policing levels

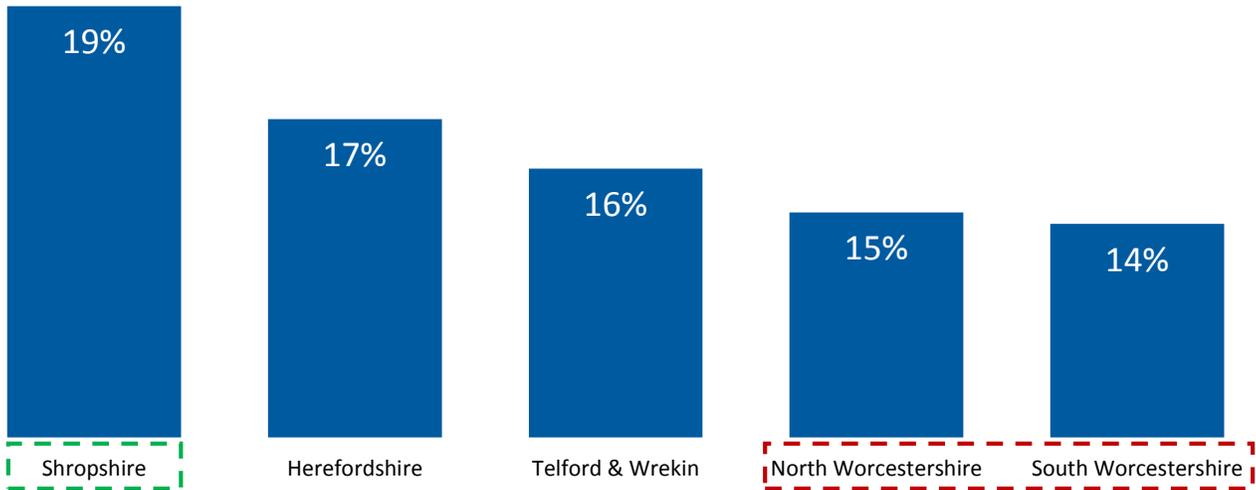
Residents of Shropshire least likely to be satisfied with policing levels

Those in Herefordshire more likely to be satisfied

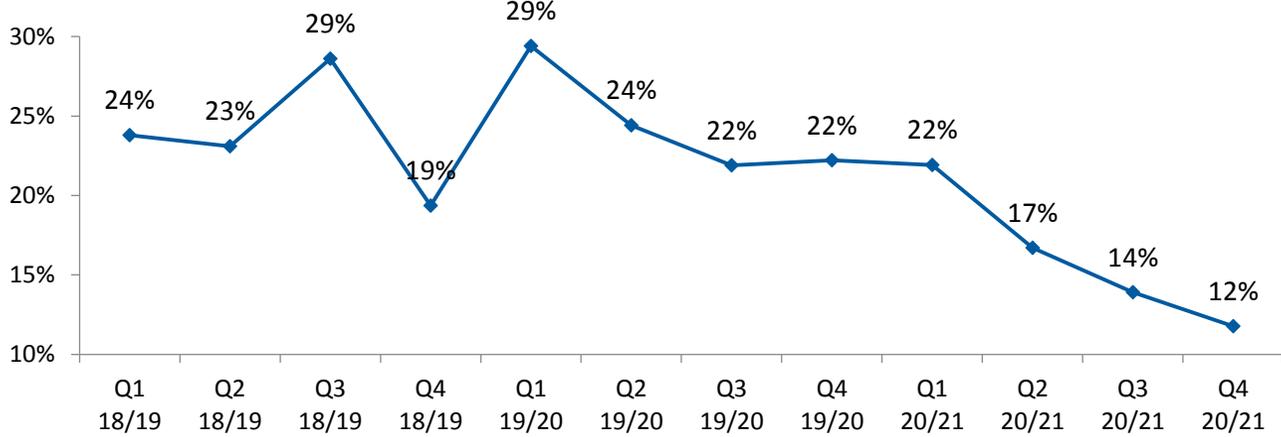
# A sixth have spoken to an officer or PCSO from their local policing team



LPA Comparisons - % Yes



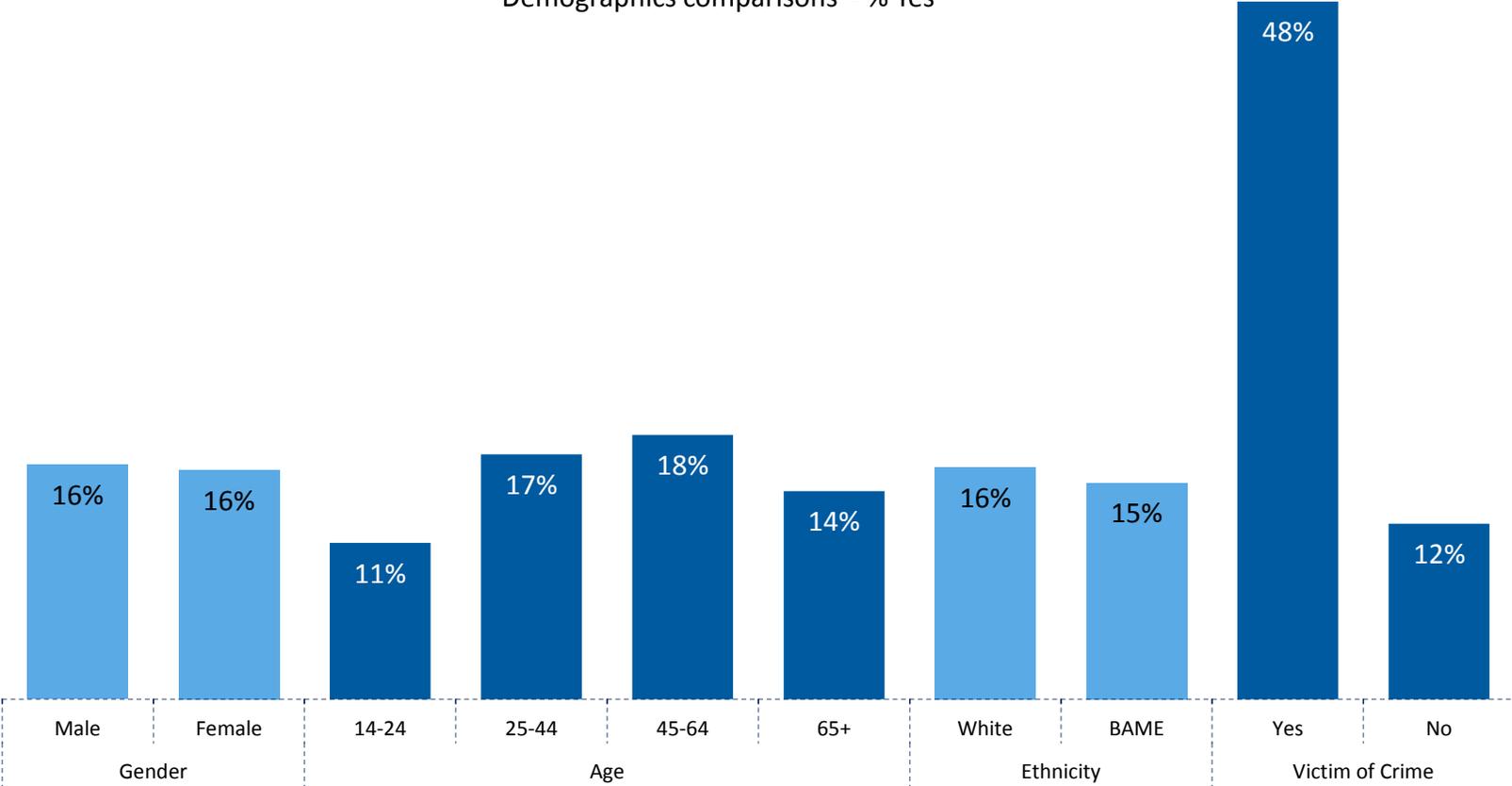
Trend over time - % Yes



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

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

Demographics comparisons - % Yes



### Key Insights

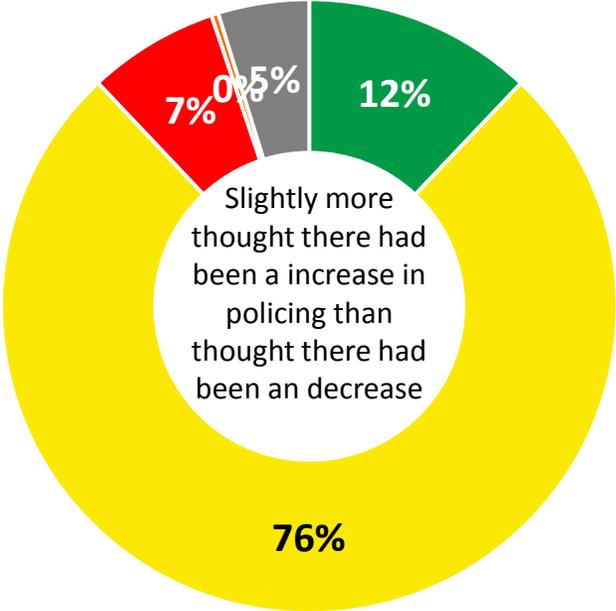
Victims of crime four times as likely to have spoken to a member of their local policing team

Those aged 14-24 least likely to have spoken to local policing team

Residents of South Worcestershire and North Worcestershire least likely to have spoken to their local policing team; those in Shropshire most likely

Those who have spoken to an officer or PCSO from their local policing team has dropped 2% from the previous quarter and is now at it's lowest level since tracking began

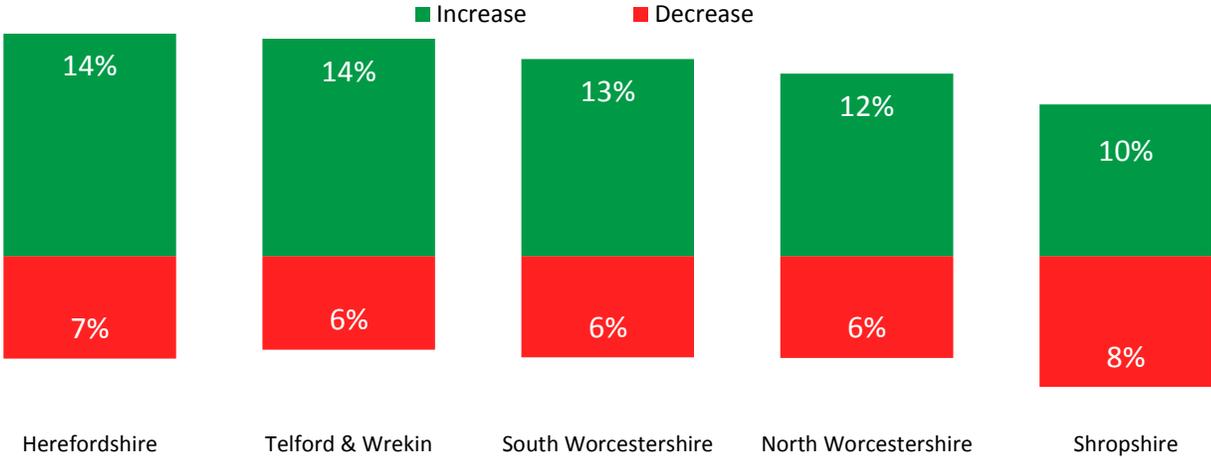
# Three-quarters felt there had been no change in the level of policing



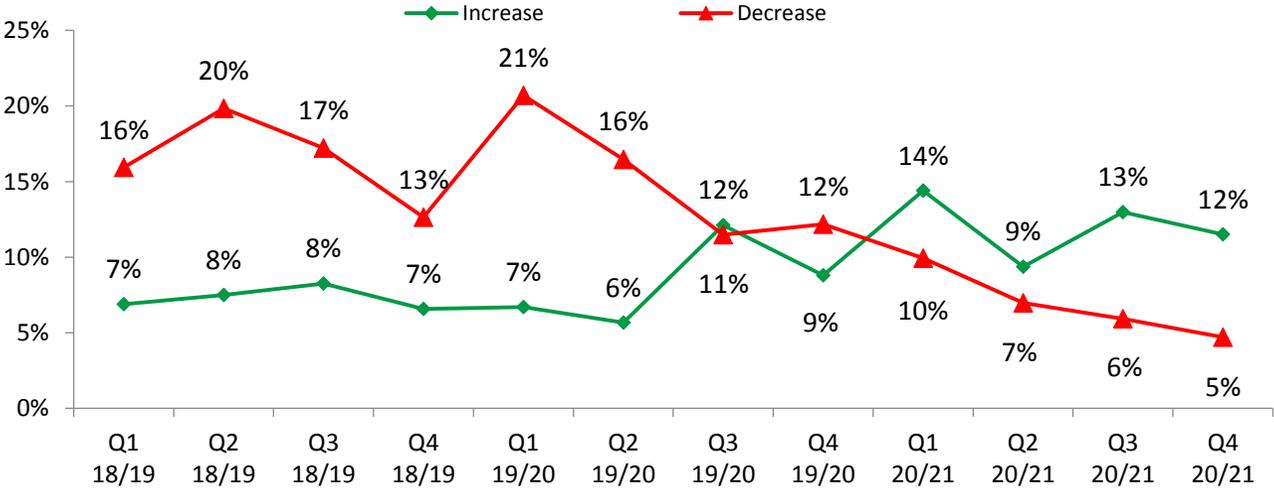
Slightly more thought there had been a increase in policing than thought there had been an decrease

- Increase
- About the same
- Decrease
- Lived in the area less than a year
- Don't know

LPA Comparisons - % increase v % decrease

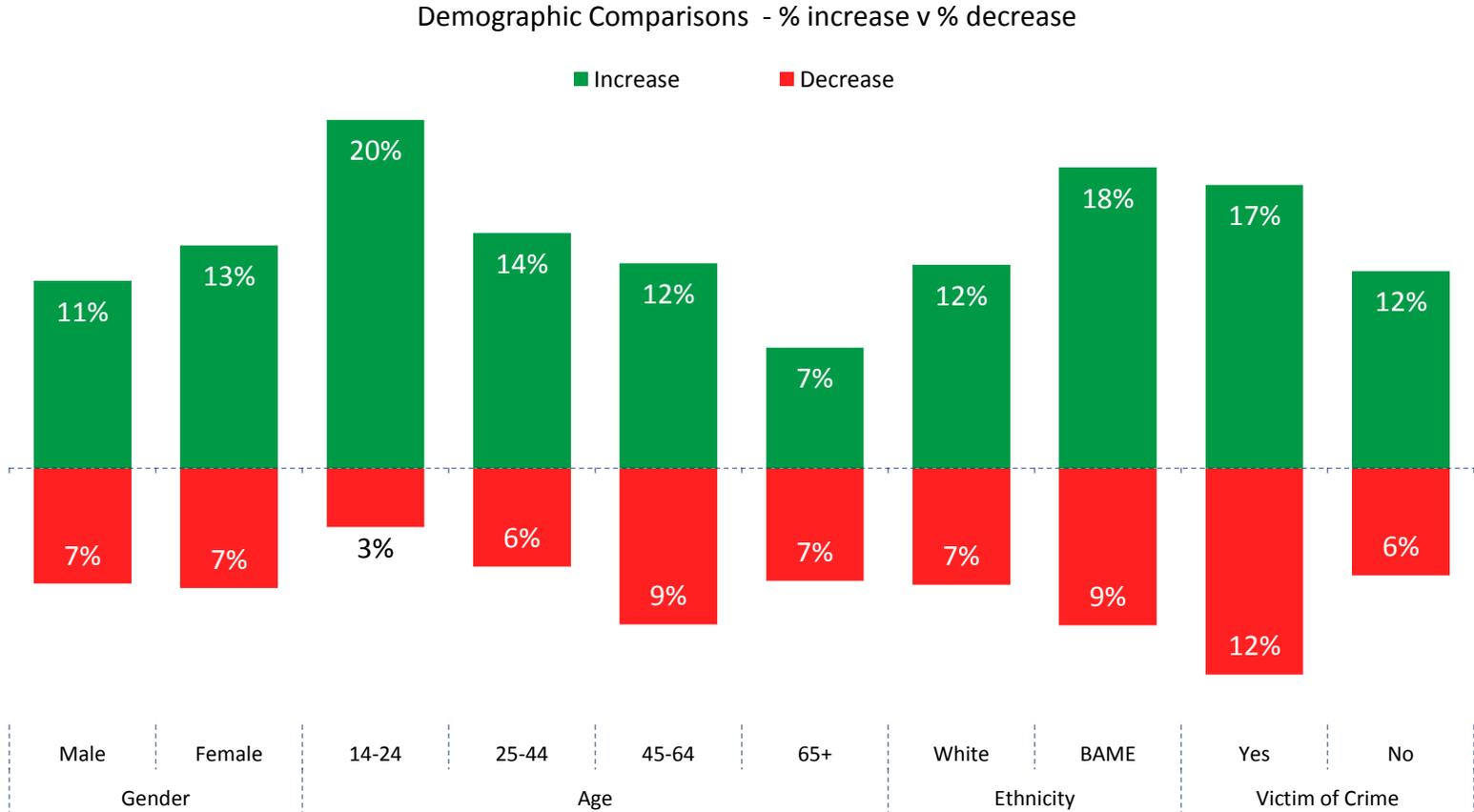


Trend over time - % Increase v % Decrease



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

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



### Key Insights

Those stating a decrease in levels of policing 1% lower than the previous quarter – now at lowest level since tracking began

Under 24’s, BAME respondents and victims of crime were more likely to notice an increase in levels of policing

Victims of crime most likely to notice a decrease in levels of policing

Residents of Herefordshire and Telford & Wrekin most likely to notice an increase in policing; Shropshire least likely

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



**SMSR**  
RESEARCH

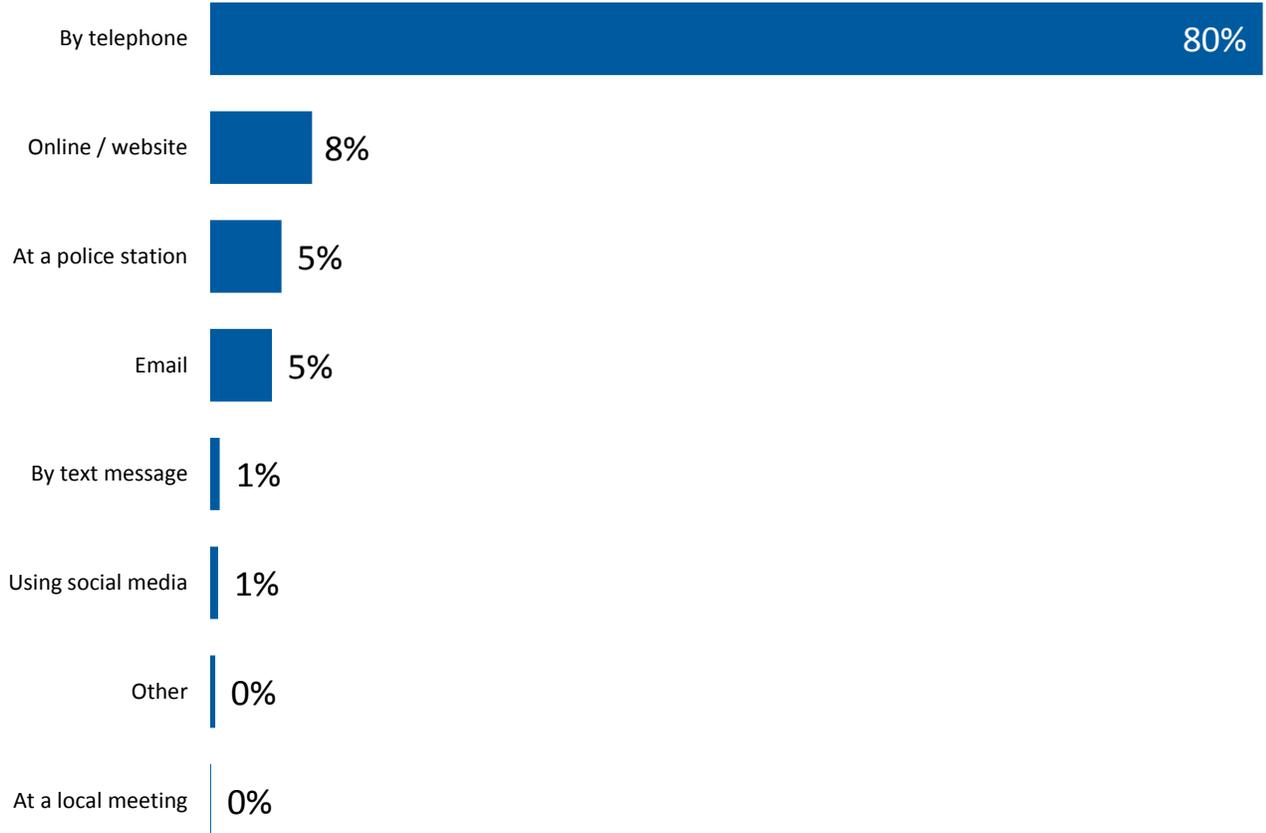


# Section Three

## Interaction / Access



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

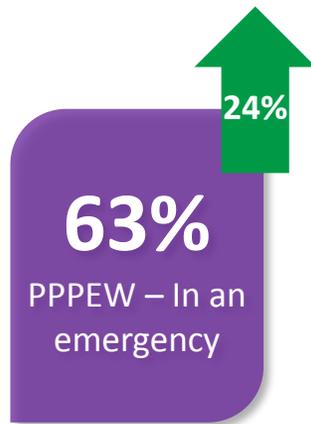
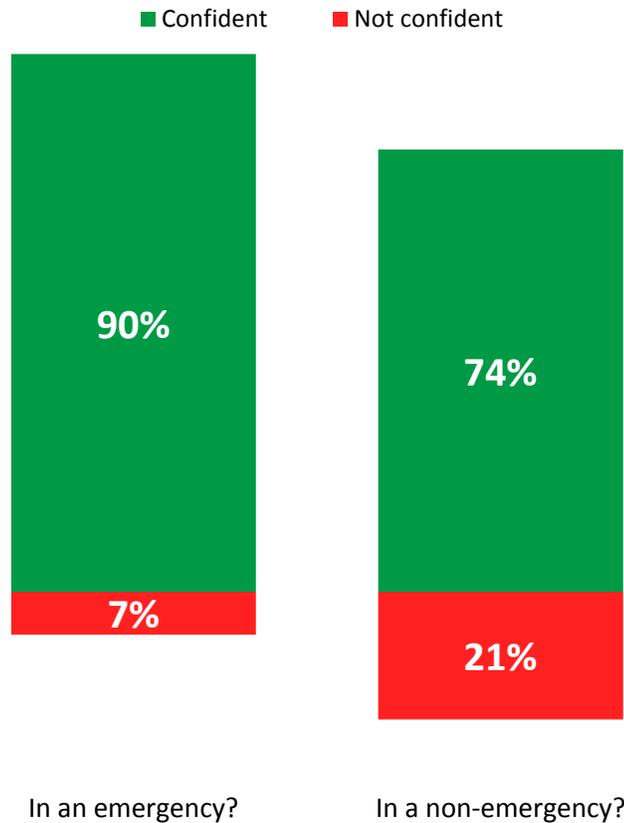


### Key Insights

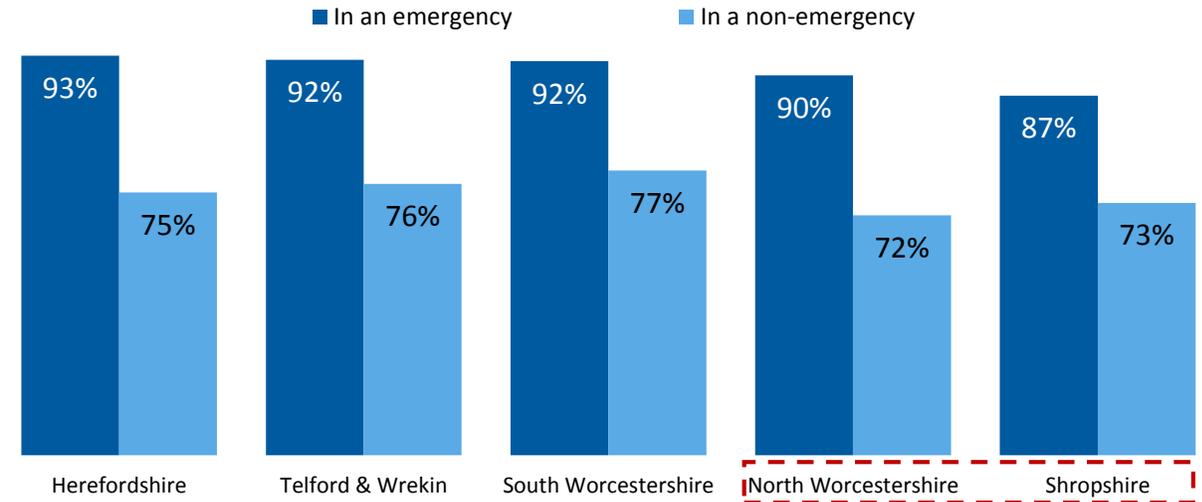
Preference of telephone contact increases with age but by far the most preferred method overall

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

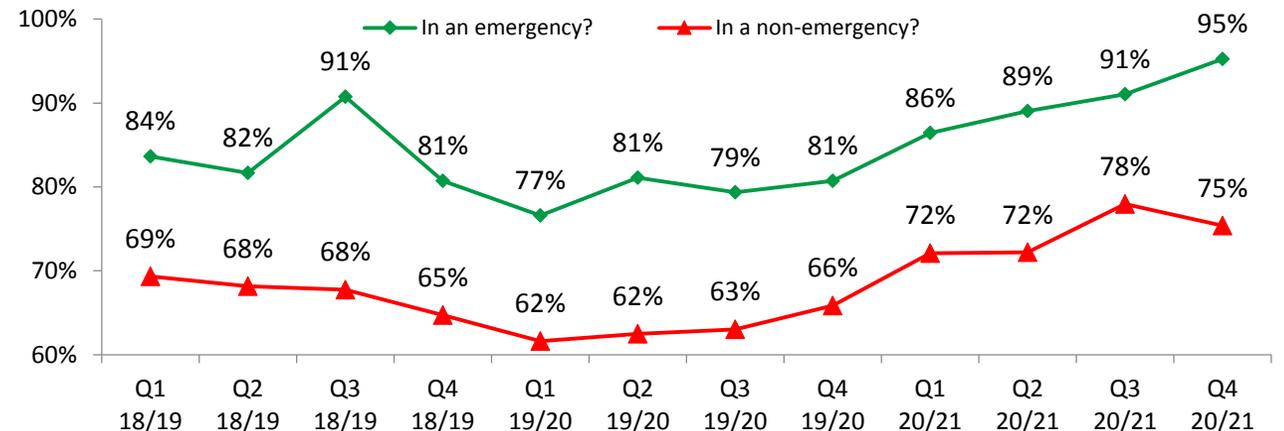
# Nine-tenths confident they could access the police in an emergency



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



Trend over time - % Confidence in accessing police services

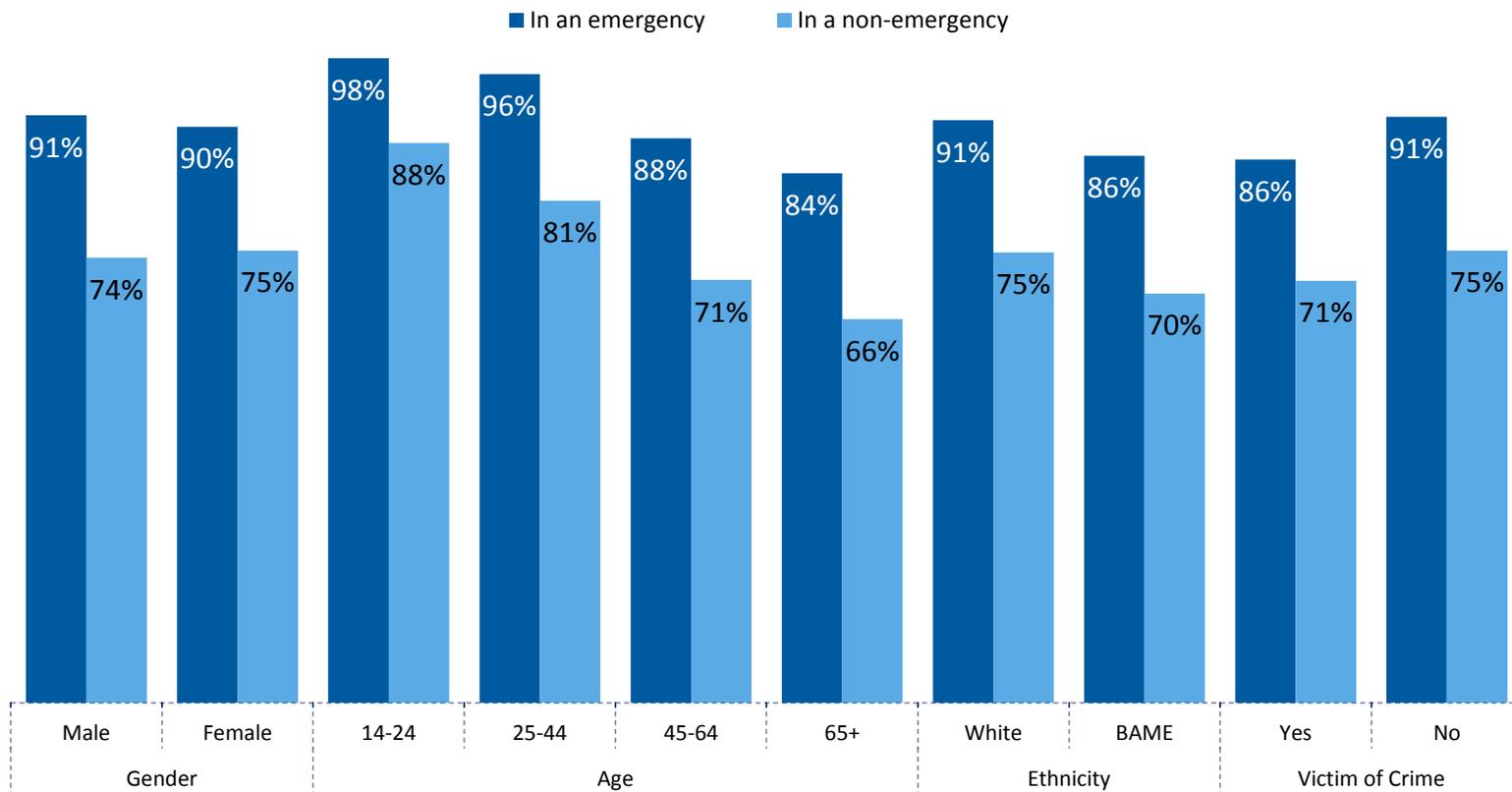


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

# Nine-tenths 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

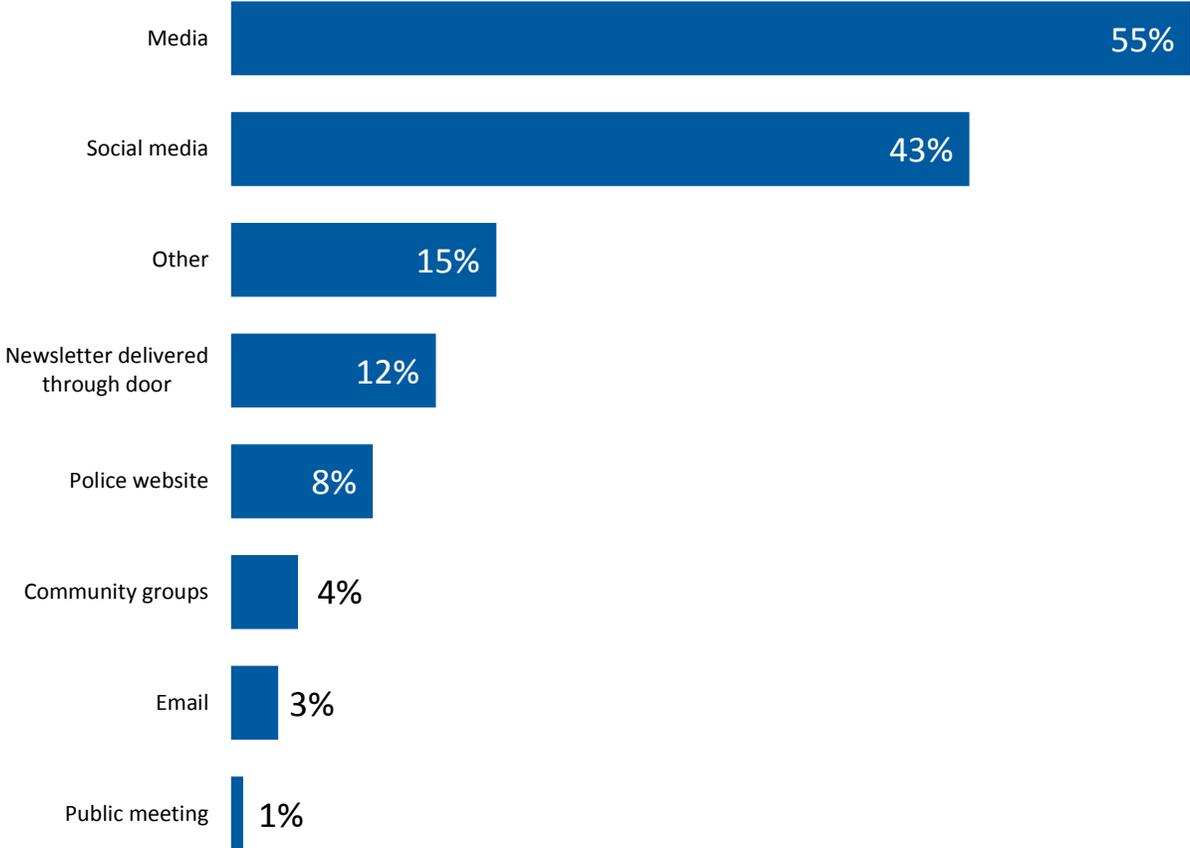
Confidence amongst residents they could access the police in an emergency has increased by 4% from the previous quarter and is now at the highest level since tracking began

Residents in Shropshire least confident in being able to access the police in an emergency; North Worcestershire least confident in a non-emergency

Residents of Herefordshire most confident in an emergency; South Worcestershire most confident in a non-emergency

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

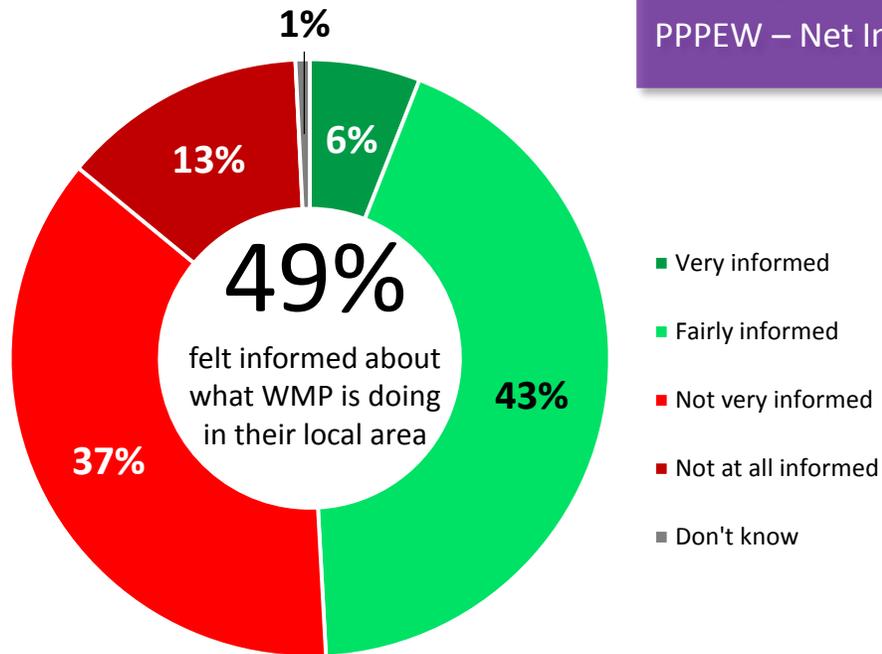
# Over half said they found out about crime and policing from the media – two-fifths from social media



### Key Insights

- Males more likely than females to find out about crime and policing from the media
- Females more likely than males to find out about crime and policing from social 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 and victims of crime less likely to find out about crime and policing from the media

# Half do not feel informed about what WMP are doing

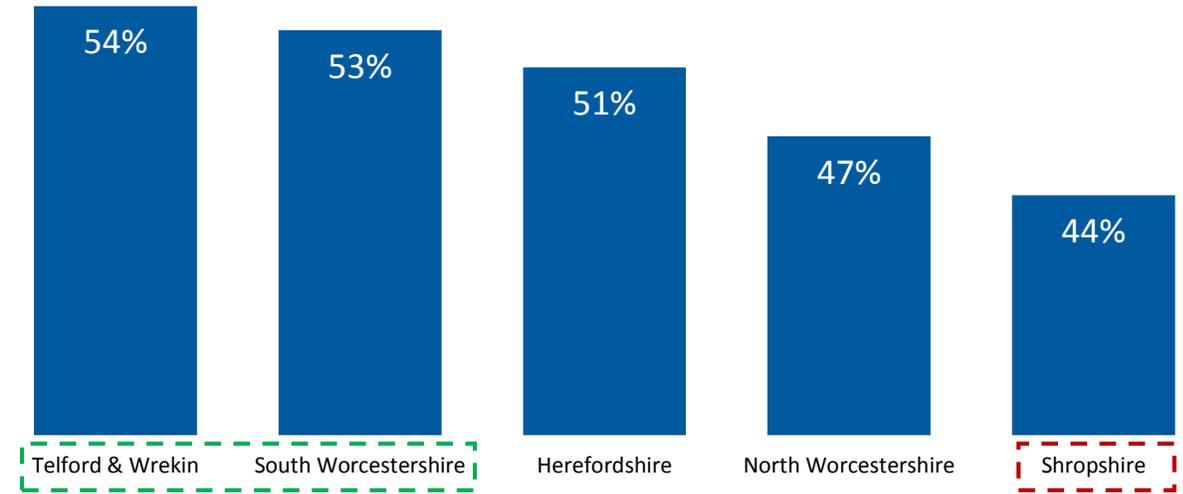


**37%**  
PPPEW – Net Informed

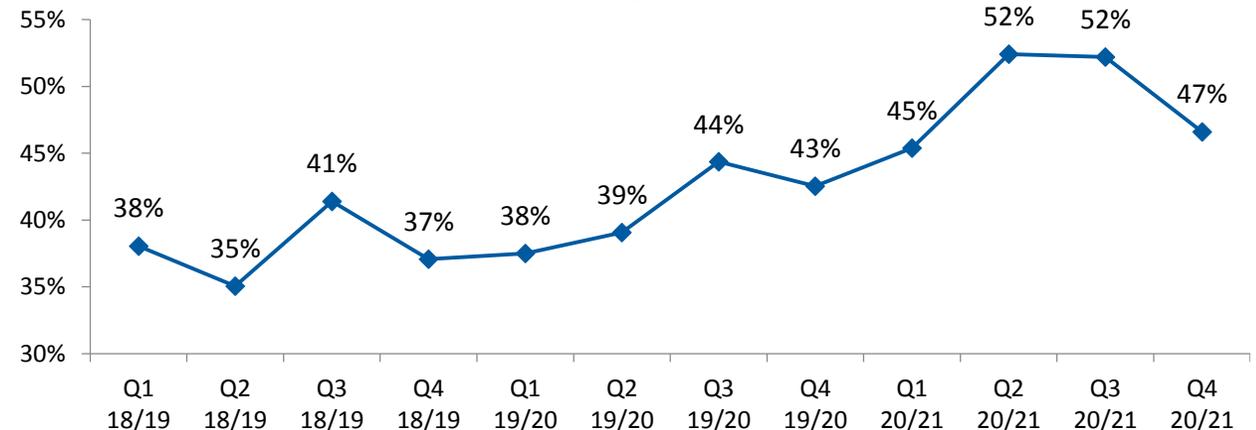
↑ 11%

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

LPA Comparisons - % very / fairly informed



Trend over time - % Informed

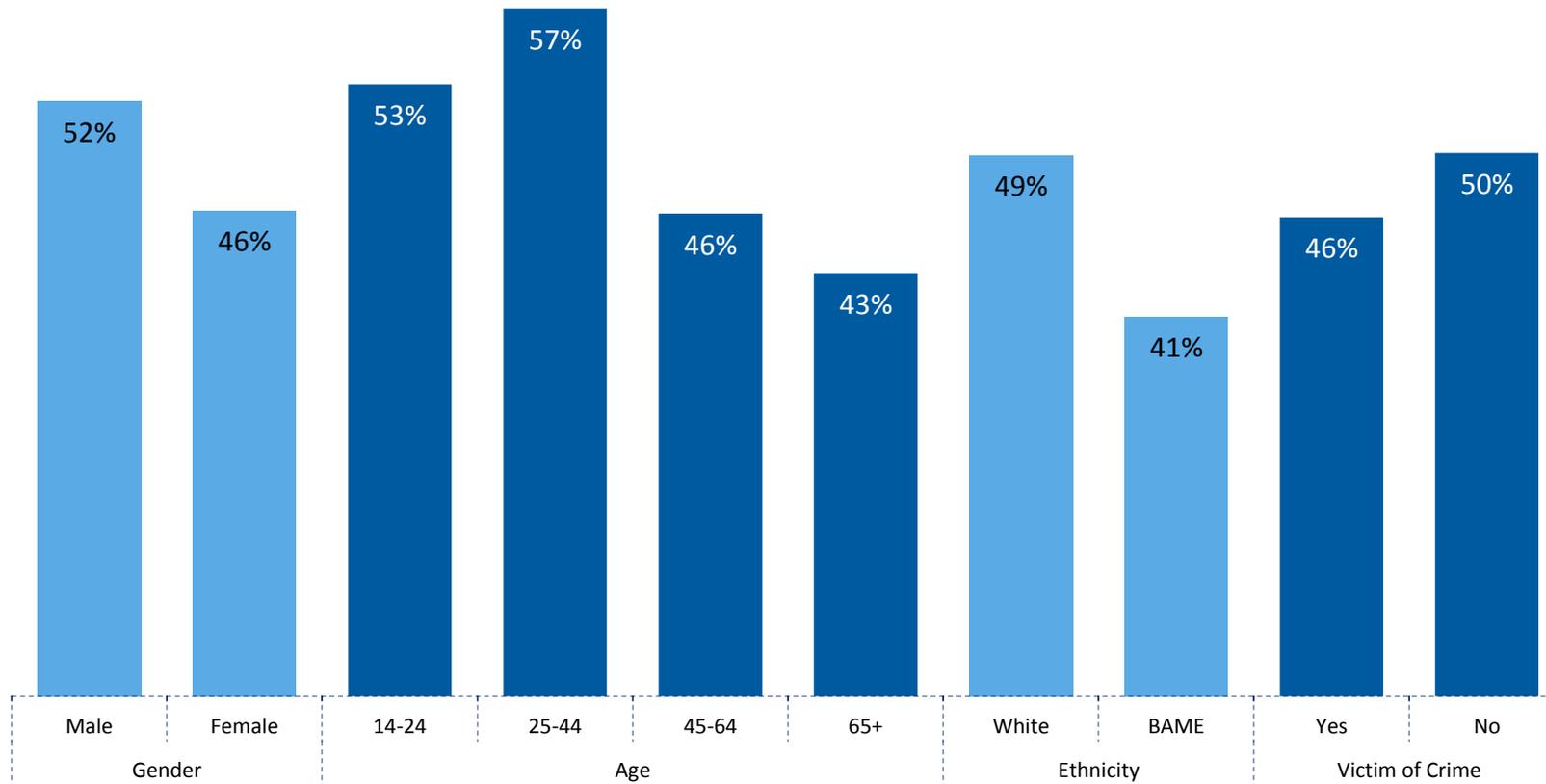


Q8 Overall, how well informed do you feel about what West Mercia Police is doing in your local area?

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

# Half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



## Key Insights

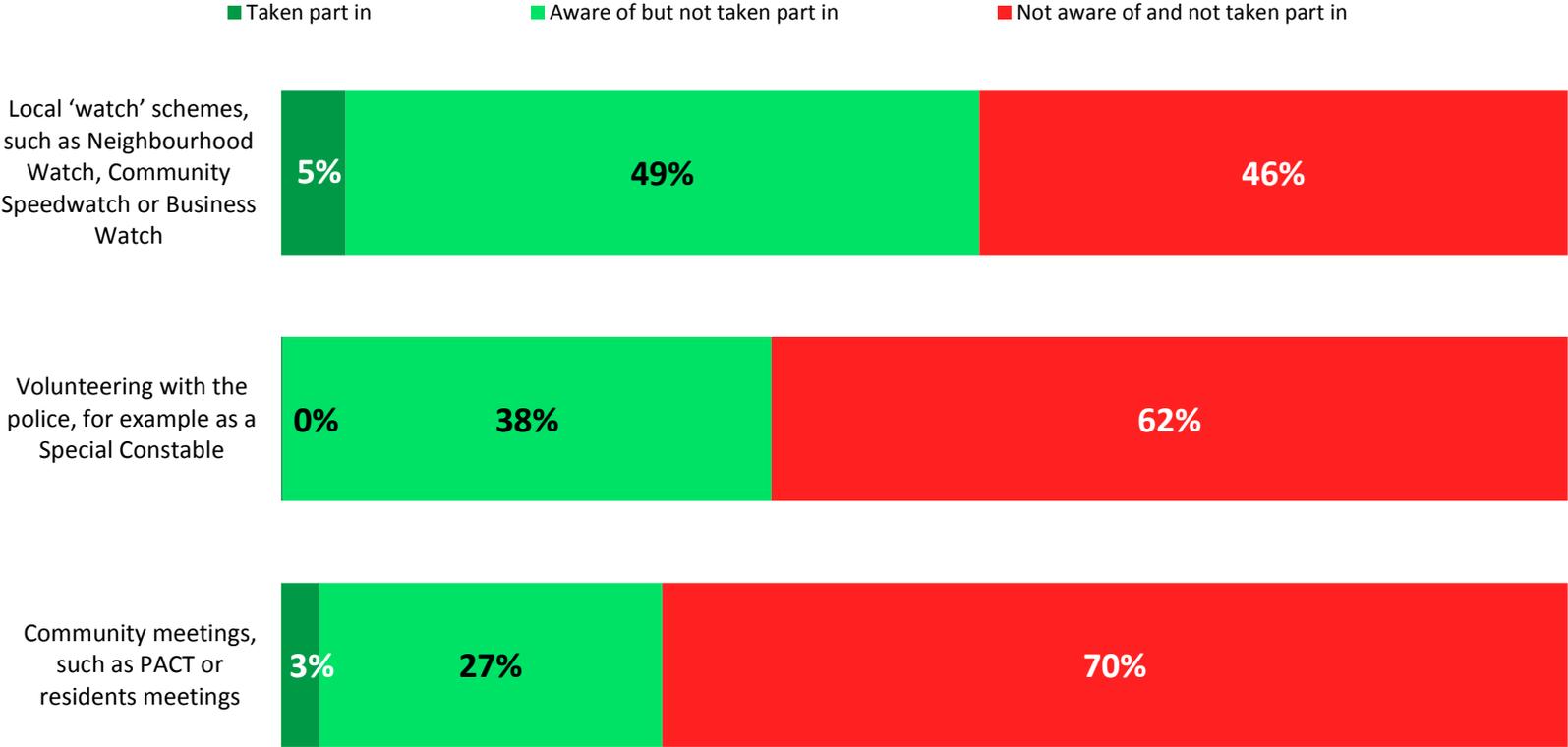
Those aged 45 and over less likely to feel informed about what WMP is doing

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

Males and white respondents felt more informed than females and BAME respondents

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

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



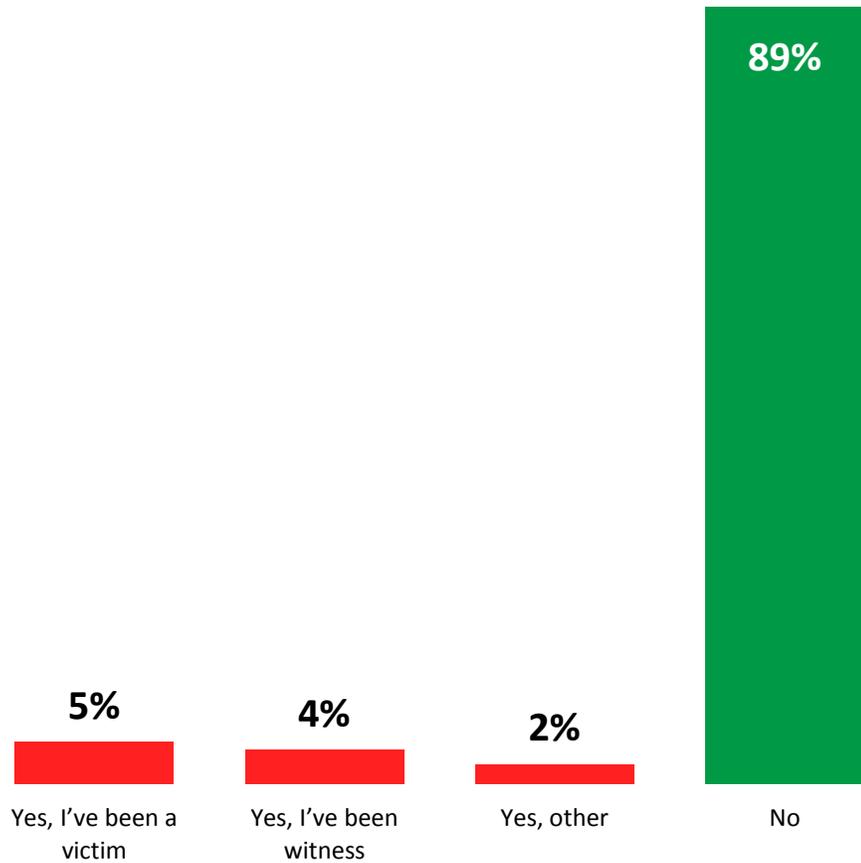
### Key Insights

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

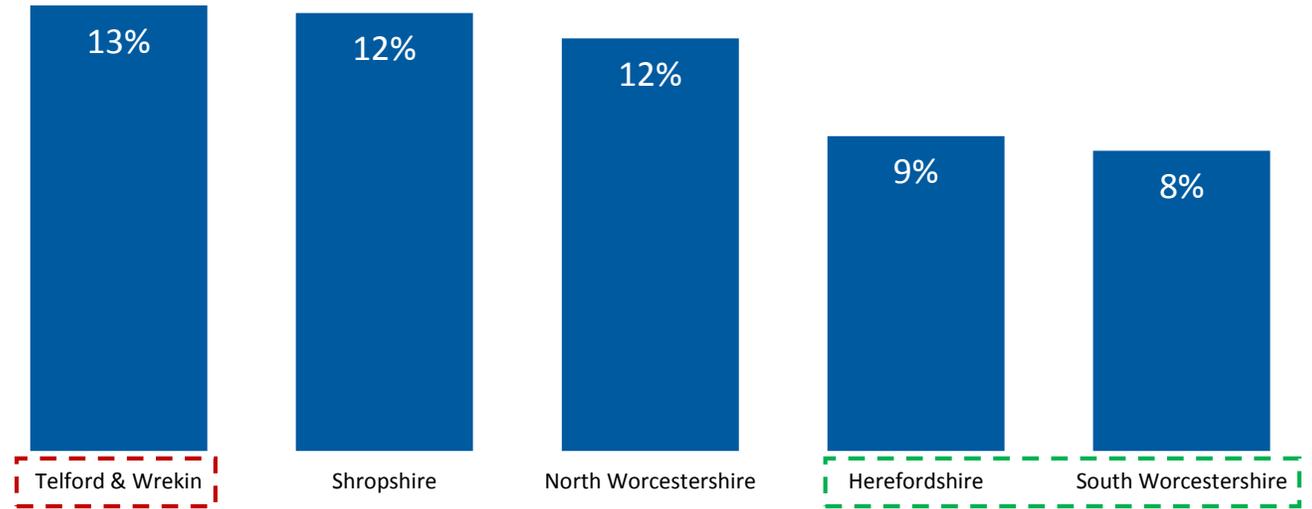
A small number of residents (4) said they had taken part in police volunteering; over a third were aware

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

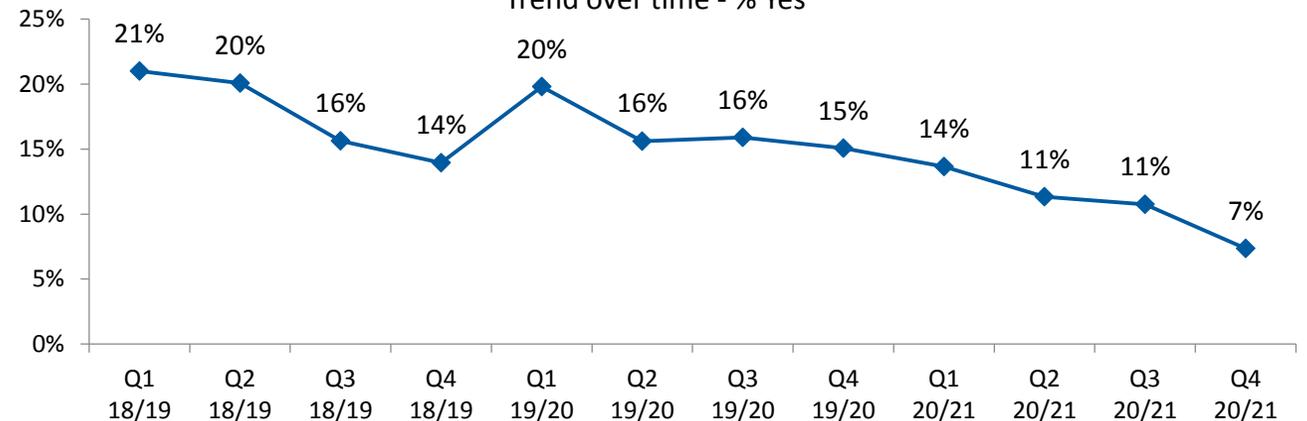
# Just over a tenth have been a victim of, or witness to, a crime



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



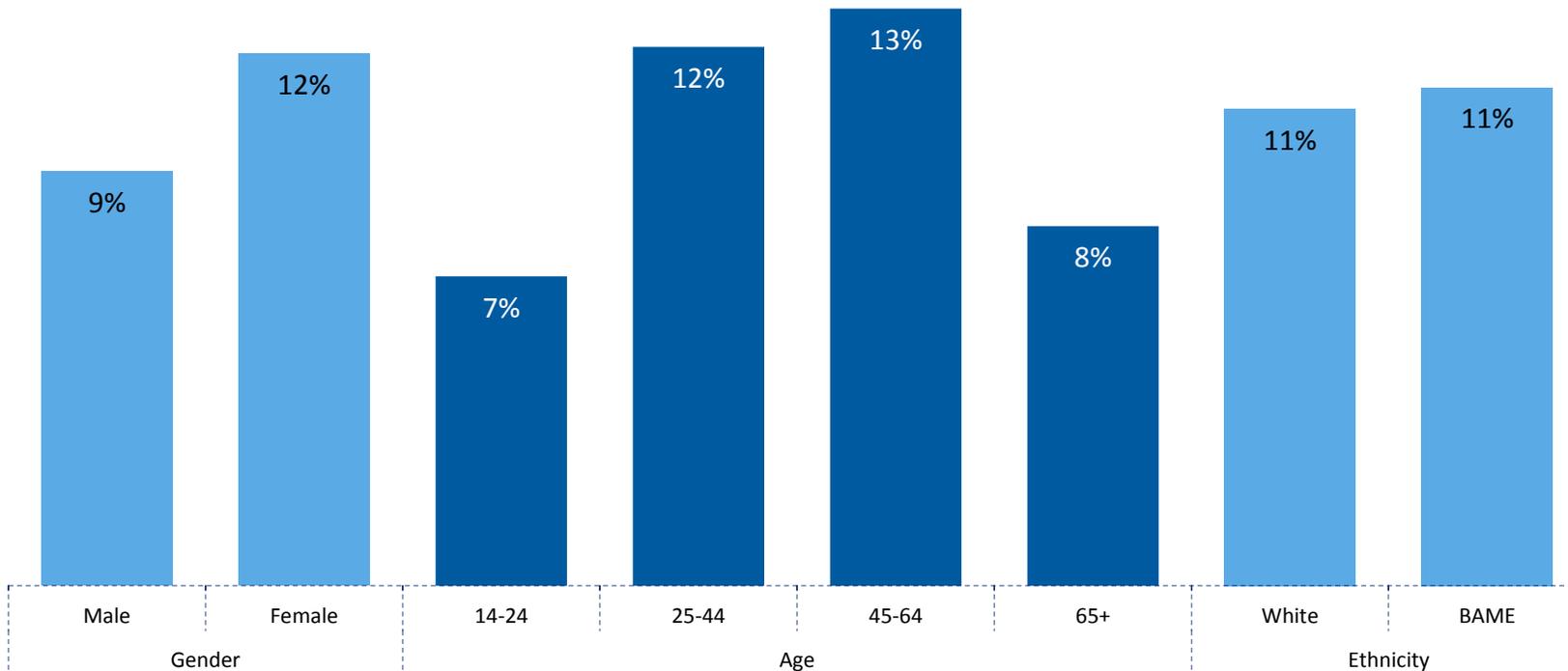
Trend over time - % Yes



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?

# Just over a tenth 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 that had been a victim of crime now at lowest level since tracking began

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

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

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

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



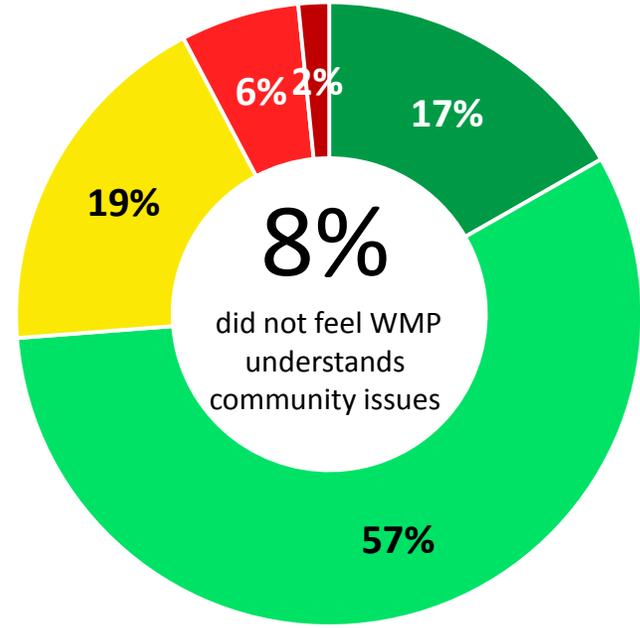
**SMSR**  
**RESEARCH**



# Section Four Effectiveness



# Three-quarters felt WMP understands issues in their community

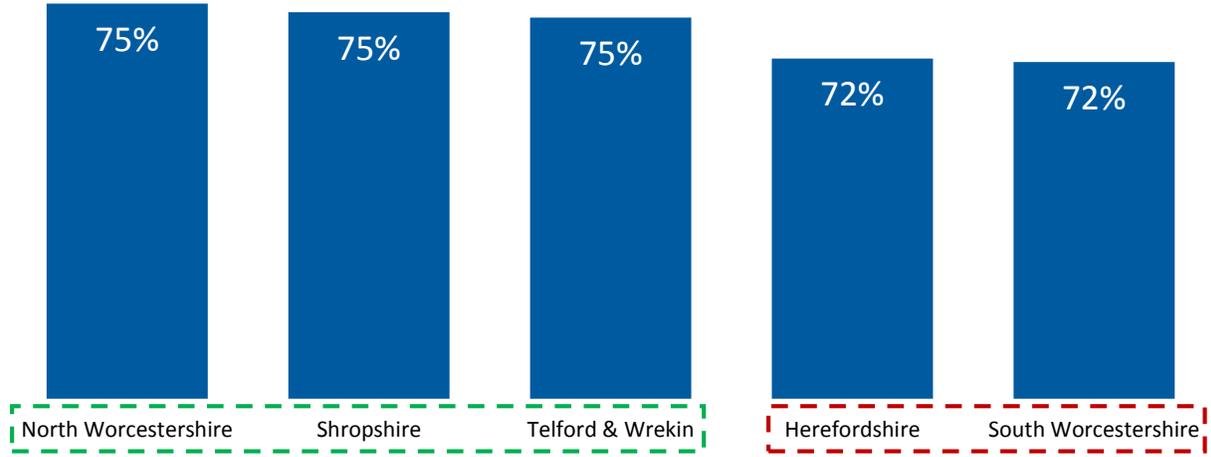


**67%**  
CSEW MSG  
Average -  
Net Agree

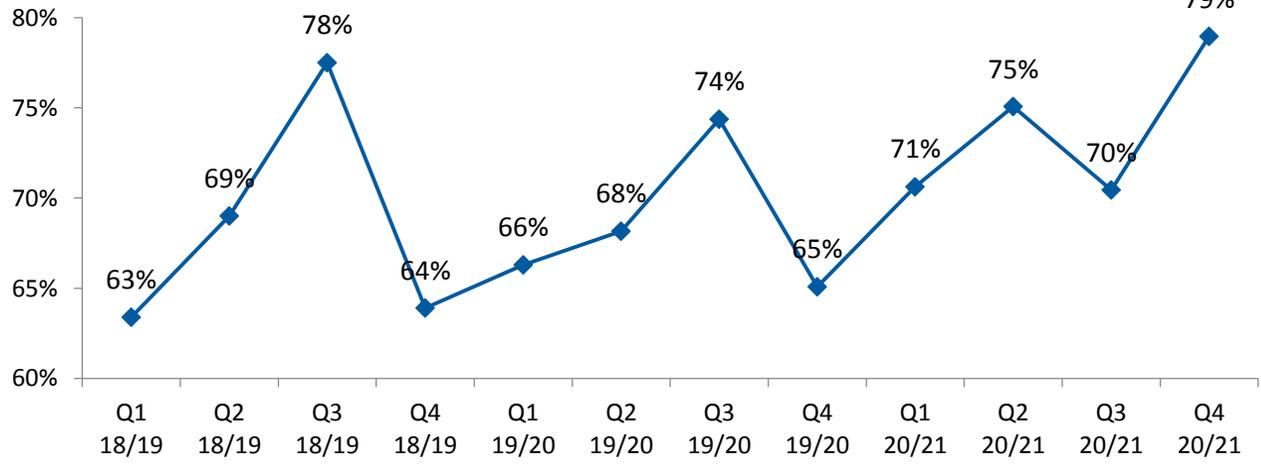
↑ 3%

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

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



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

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

# Three-quarters felt WMP understands issues in their community



## Key Insights

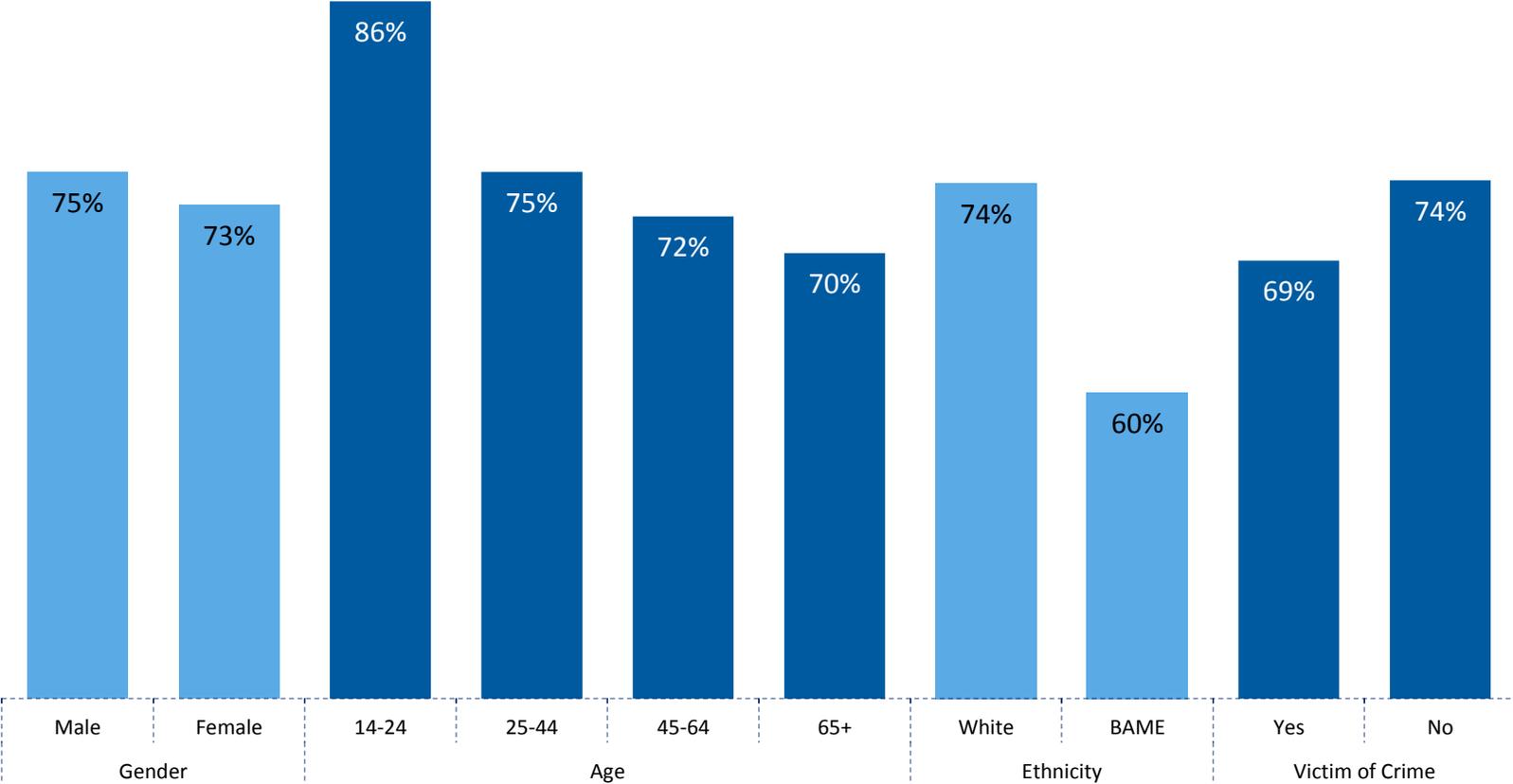
9% increase from the previous quarter in those that agreed WMP understand issues in their community – now at highest level since tracking began

Residents aged 14-24 more likely to agree, with agreement declining the older the respondent was

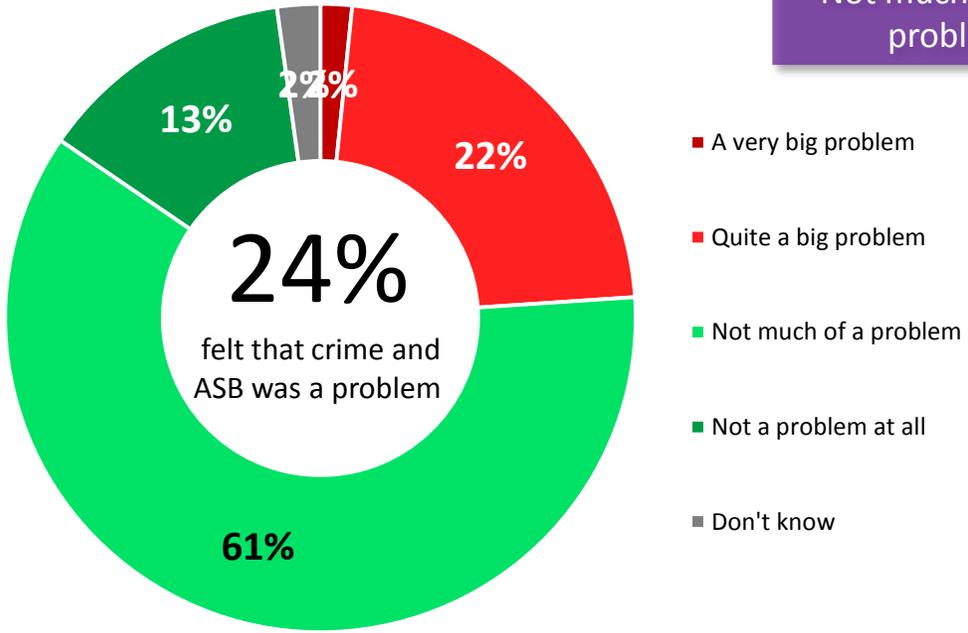
White respondents more likely to agree when compared BAME respondents

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

Demographic Comparisons - % strongly / tend to agree



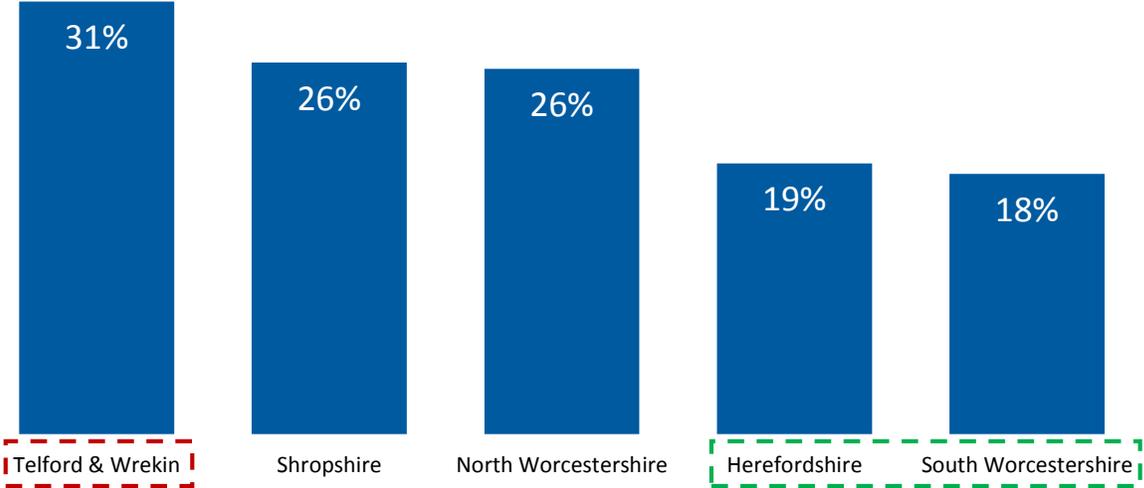
# Around three-quarters did not think crime and ASB was a problem in their local area



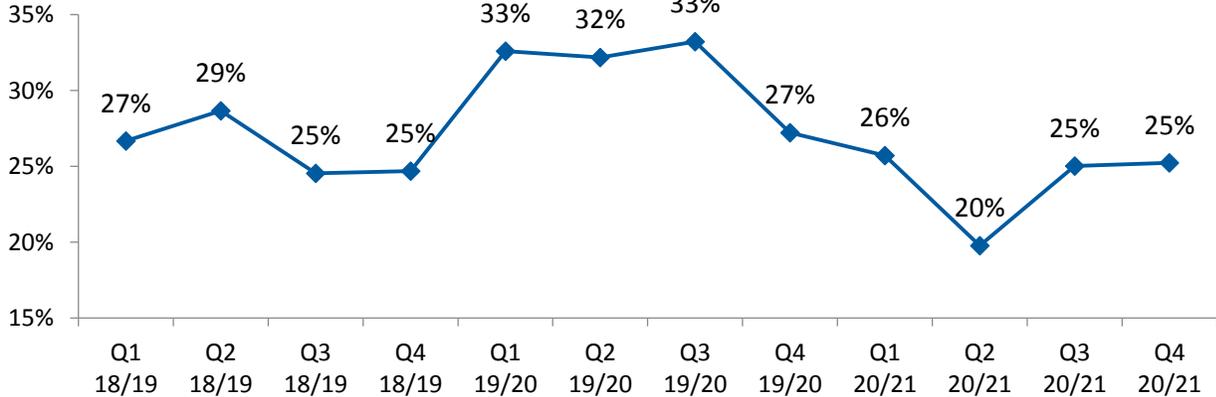
**56%**  
PPPEW -  
Not much / Not a  
problem

↑ 17%

LPA Comparisons - % very / quite a big problem

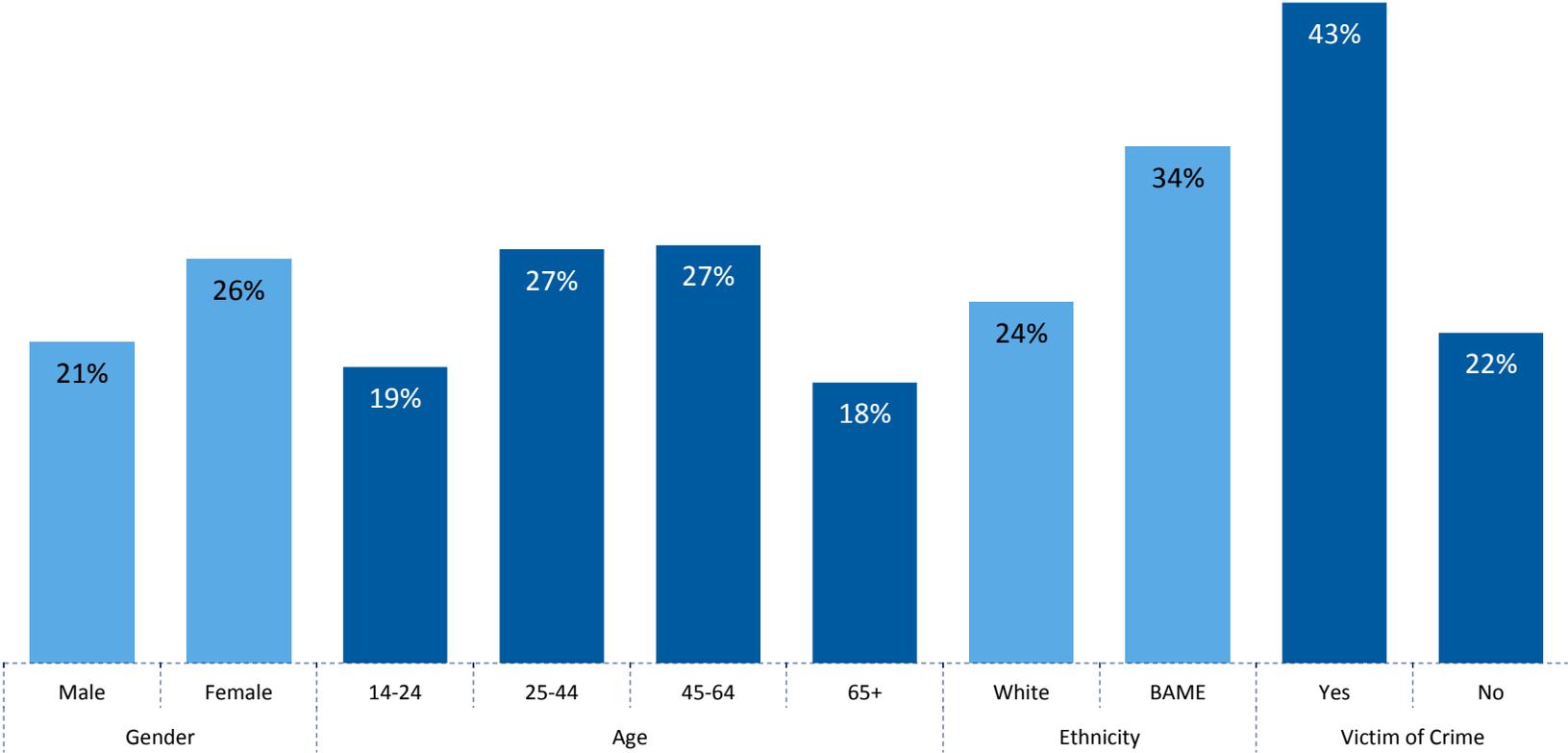


Trend over time - % A very / quite a big problem



# Around three-quarters did not think crime and ASB was a problem in their local area

Demographic Comparisons - % very / quite a big problem



### Key Insights

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

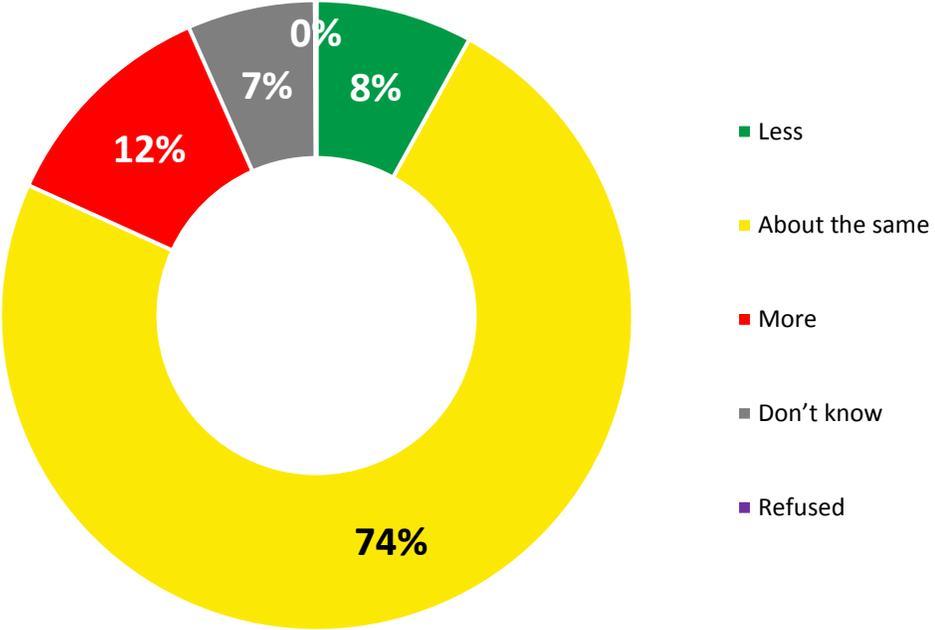
Females more likely to say crime and ASB a problem than males

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

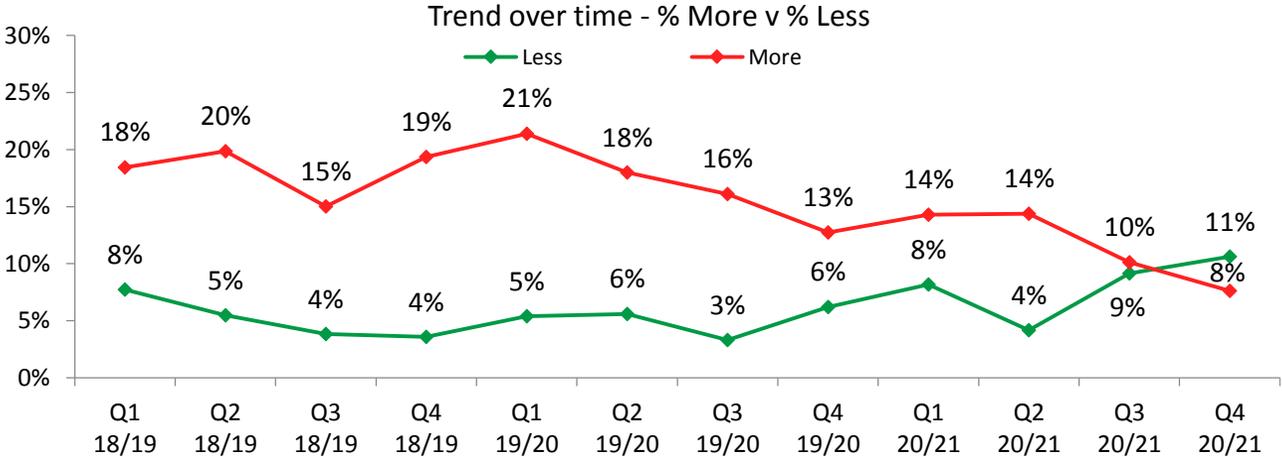
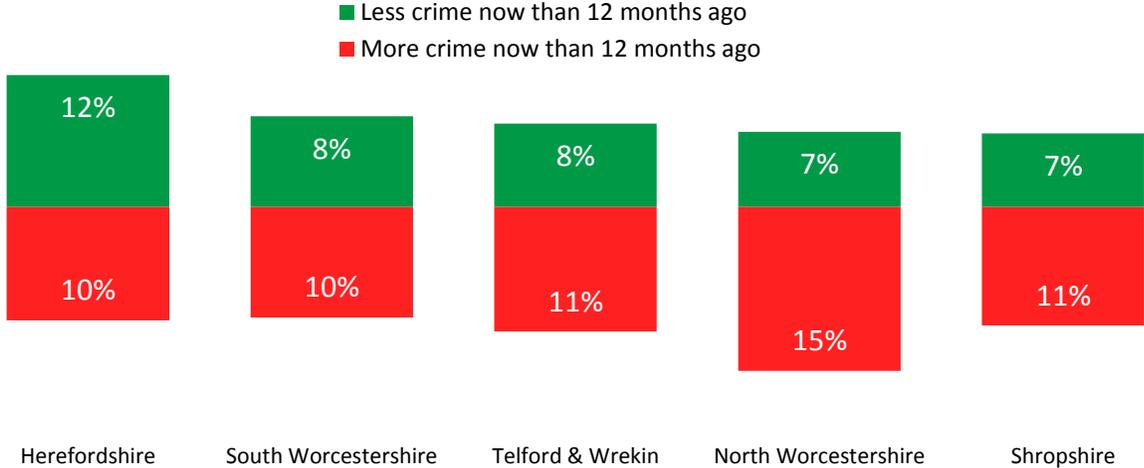
BAME respondents more likely than White respondents to say crime and ASB is a problem

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

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



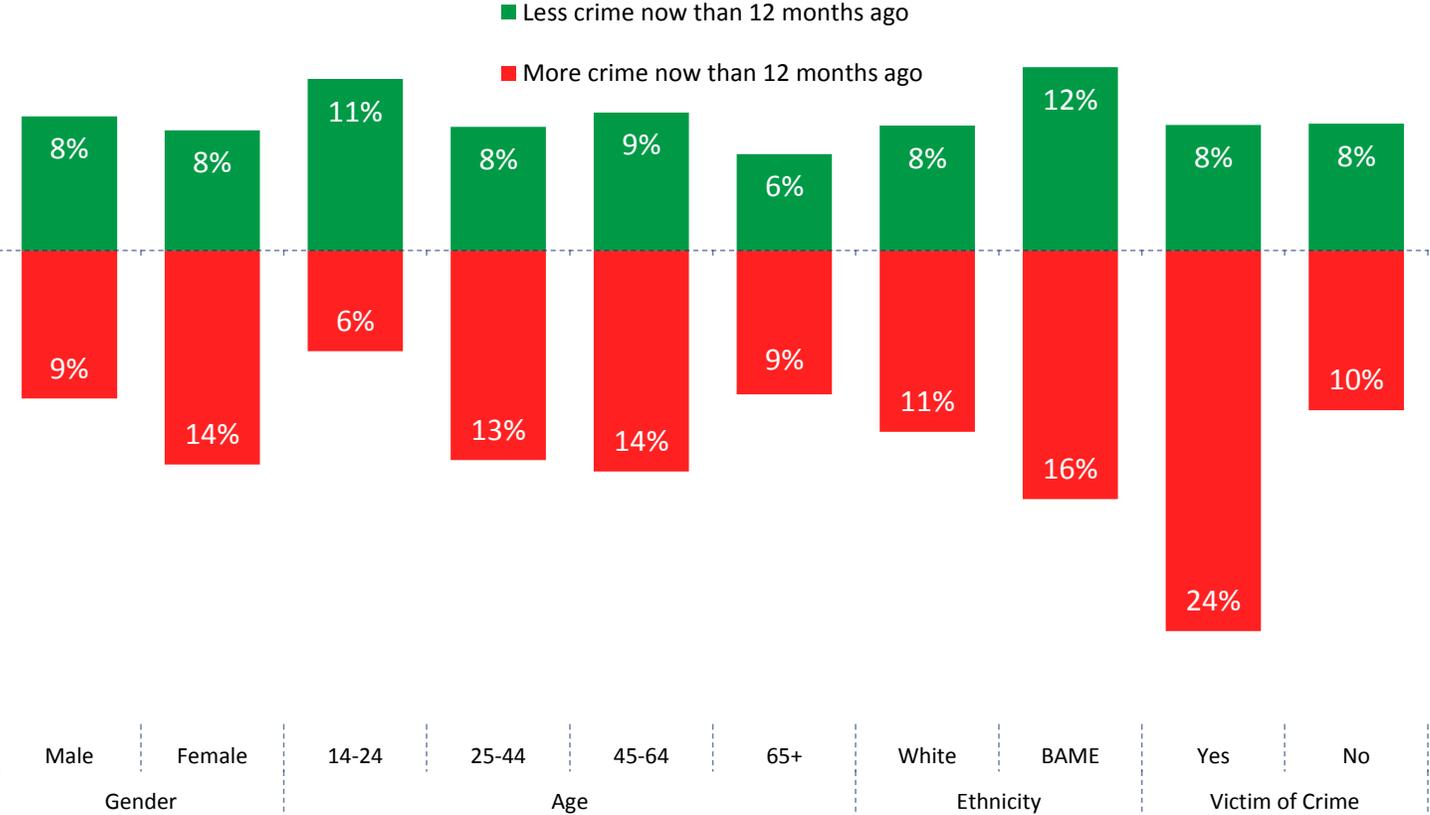
LPA Comparisons - % more crime v % less crime



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

2% decrease in those that felt there was more crime and ASB; now at lowest level since tracking began

2% increase in those that felt there was less crime and ASB; now at highest level since tracking began

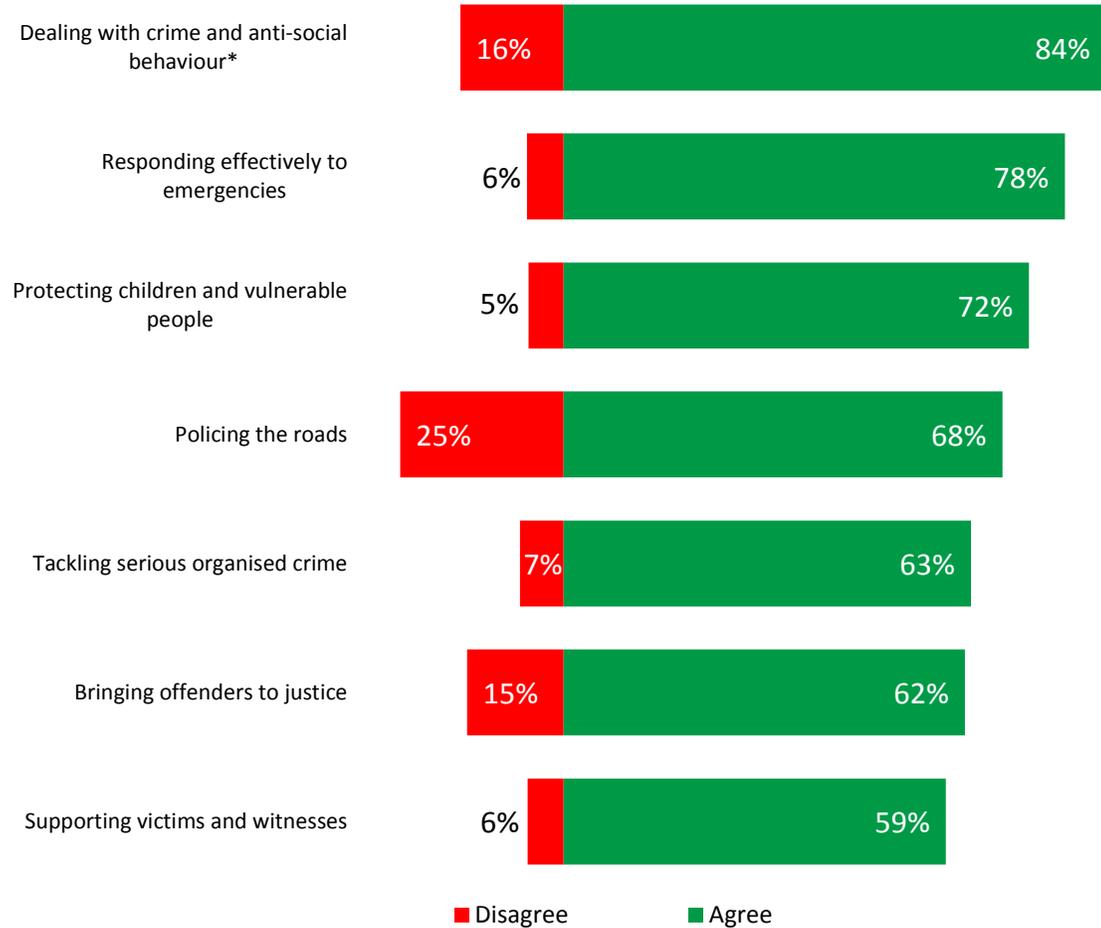
For the first time since tracking began there are more people think there is less crime and ASB than think there is more crime and ASB

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

Females more likely than males to say crime has increased

Residents in North Worcestershire most likely to say there is now more crime compared to 12 months ago

# Over 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

- Around a sixth 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
- BAME respondents tended to be less agreeable towards these statements compared to white respondents
- Residents in Telford & Wrekin more 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**

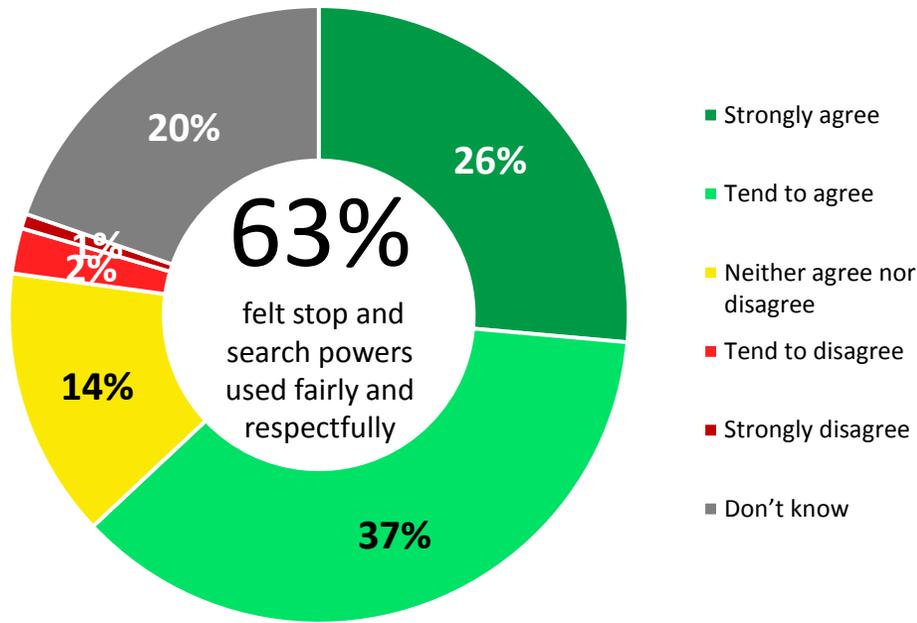


# Section Five

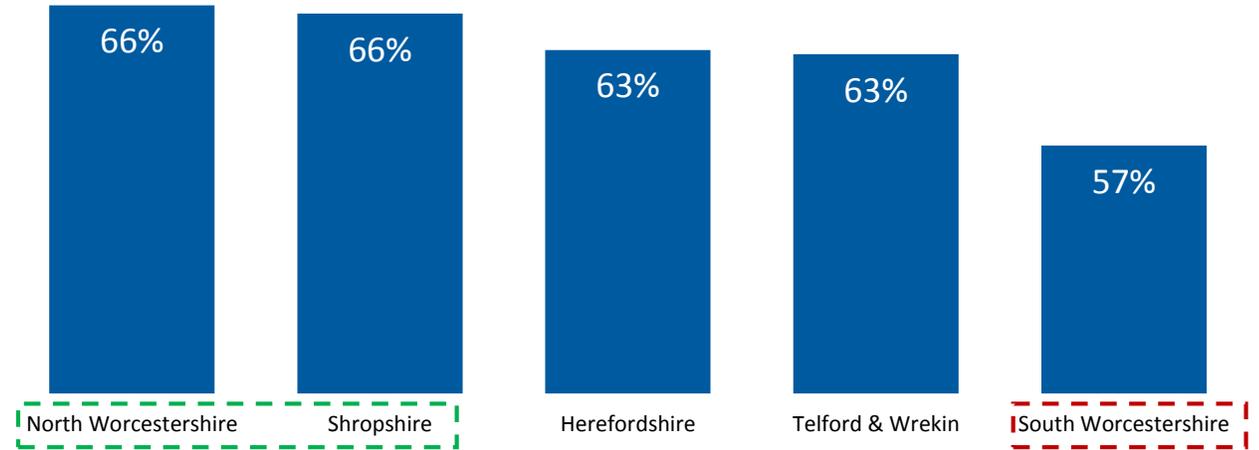
## Trust / Integrity



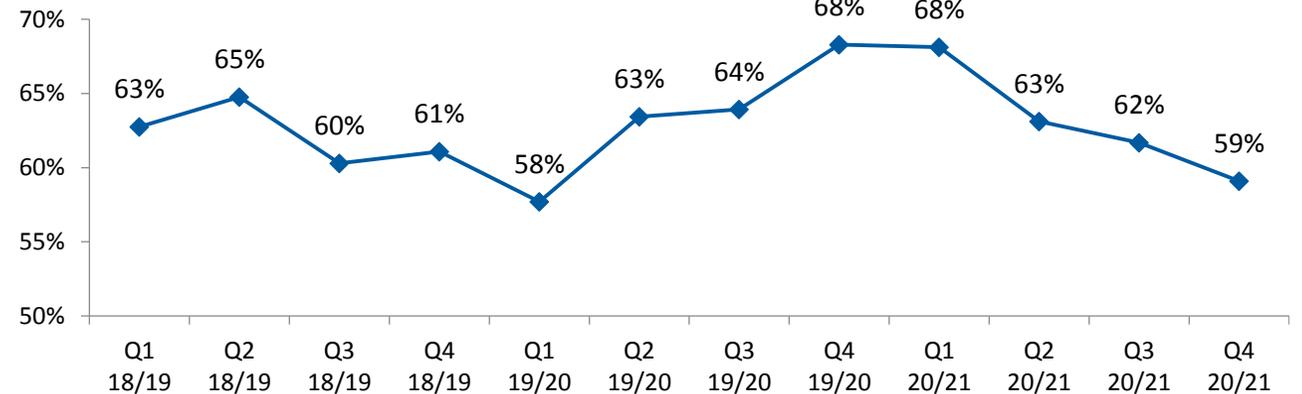
# Just under two-thirds confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree

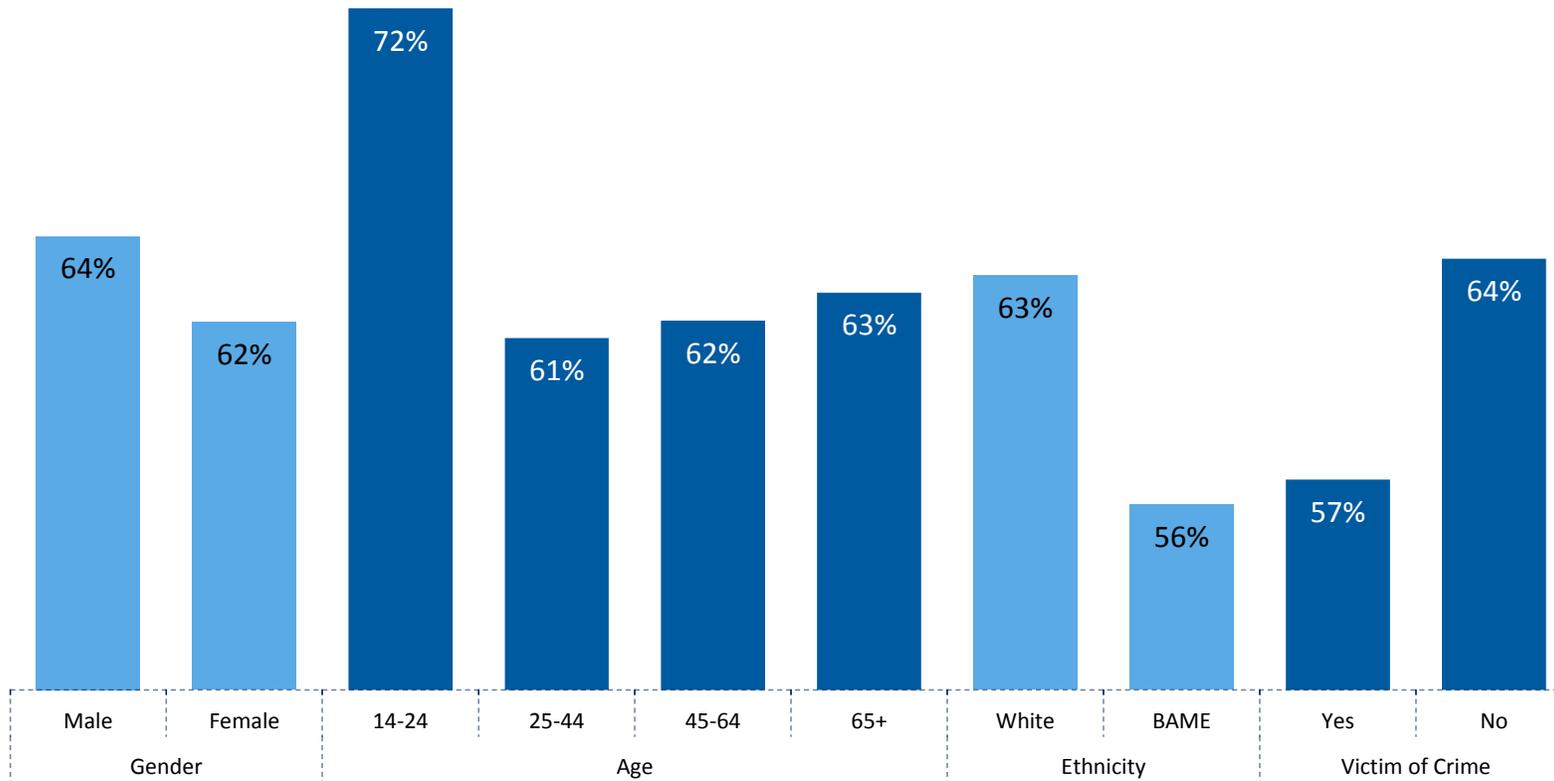


Trend over time - % Agree



# Just under two-thirds confident WMP use their stop and search power fairly and respectfully

Demographic Comparisons - % strongly / tend to agree



## Key Insights

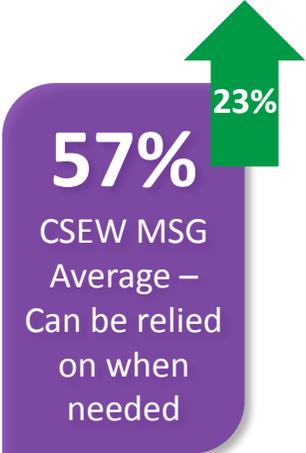
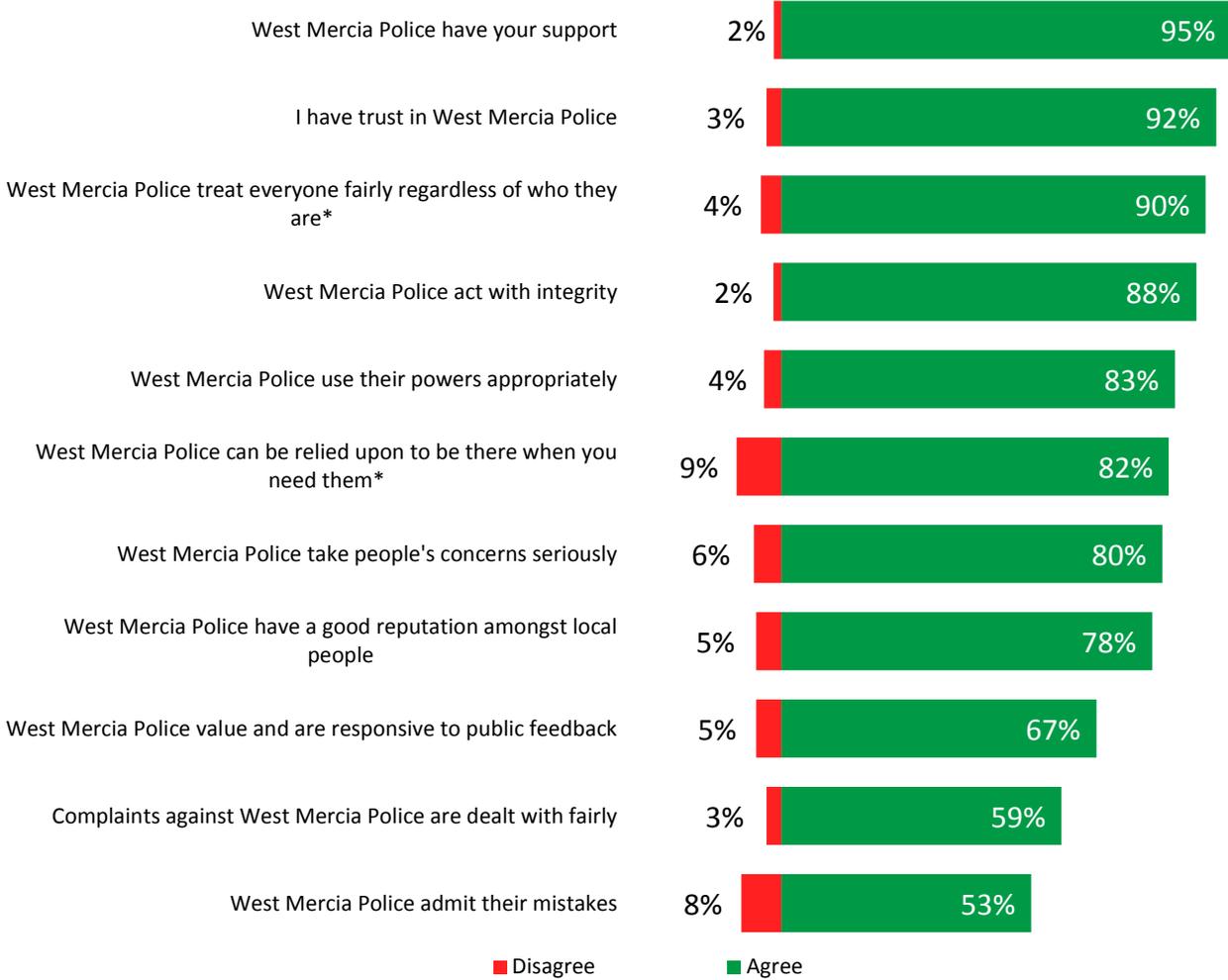
BAME respondent less confident the police use their stop and search power fairly and respectfully compared to white respondents

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 Shropshire and North Worcestershire most likely

# 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, that they have trust in WMP and that they believe WMP treat everyone fairly regardless of who they are

Over 8 in 10 say WMP act with integrity, use their powers appropriately, can be relied upon to be there when you need them and take people’s concerns seriously

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

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



**SMSR**  
**RESEARCH**

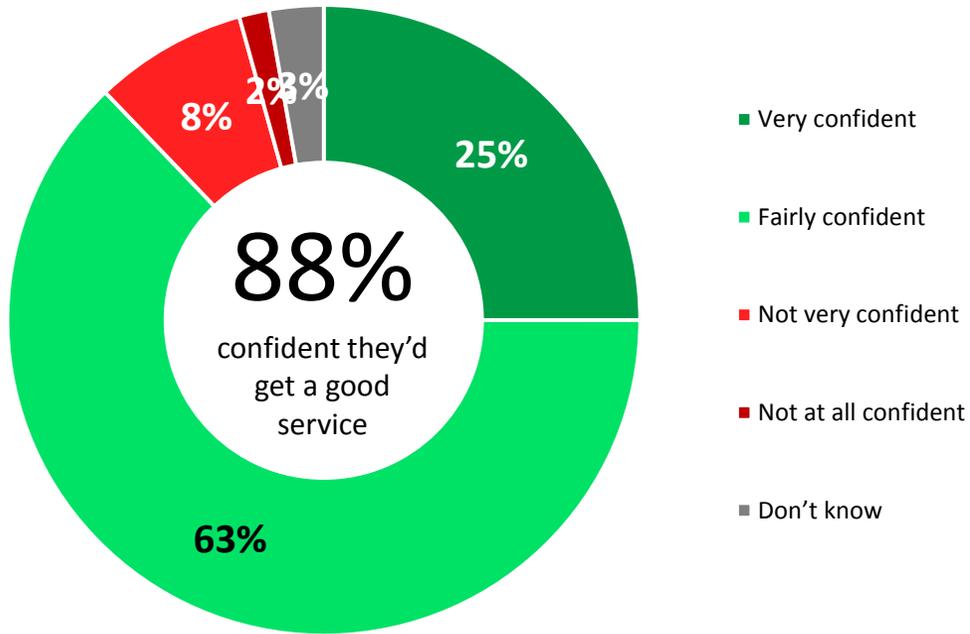


# Section Six

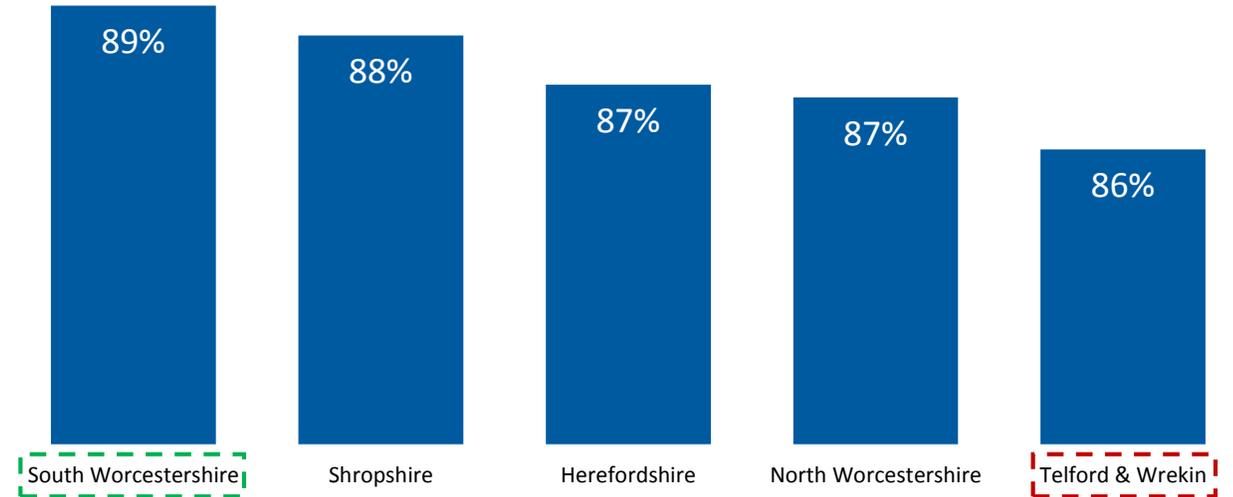
## Confidence in West Mercia Police



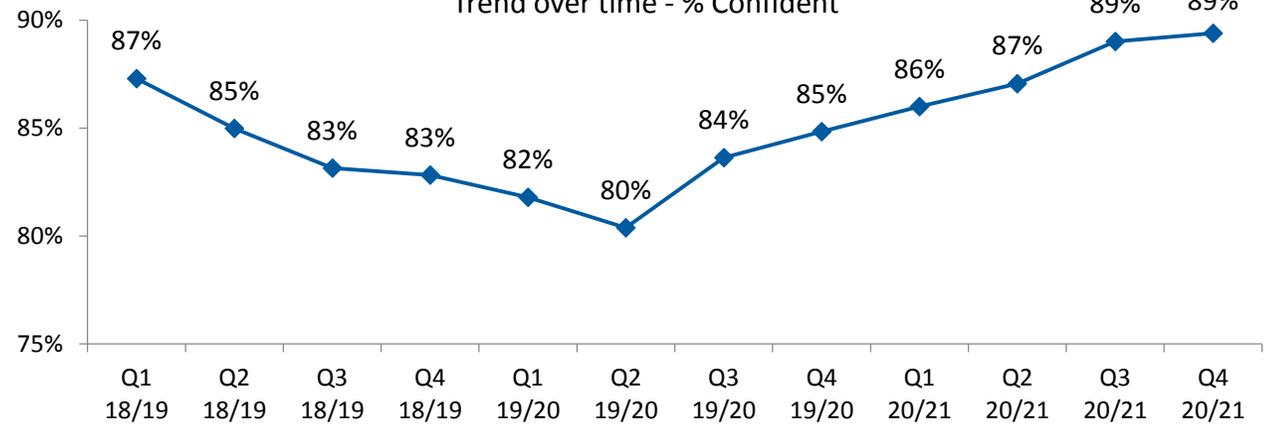
# Just under 9 out of 10 confident they would receive a good service from WMP



LPA Comparisons - % very / fairly confident



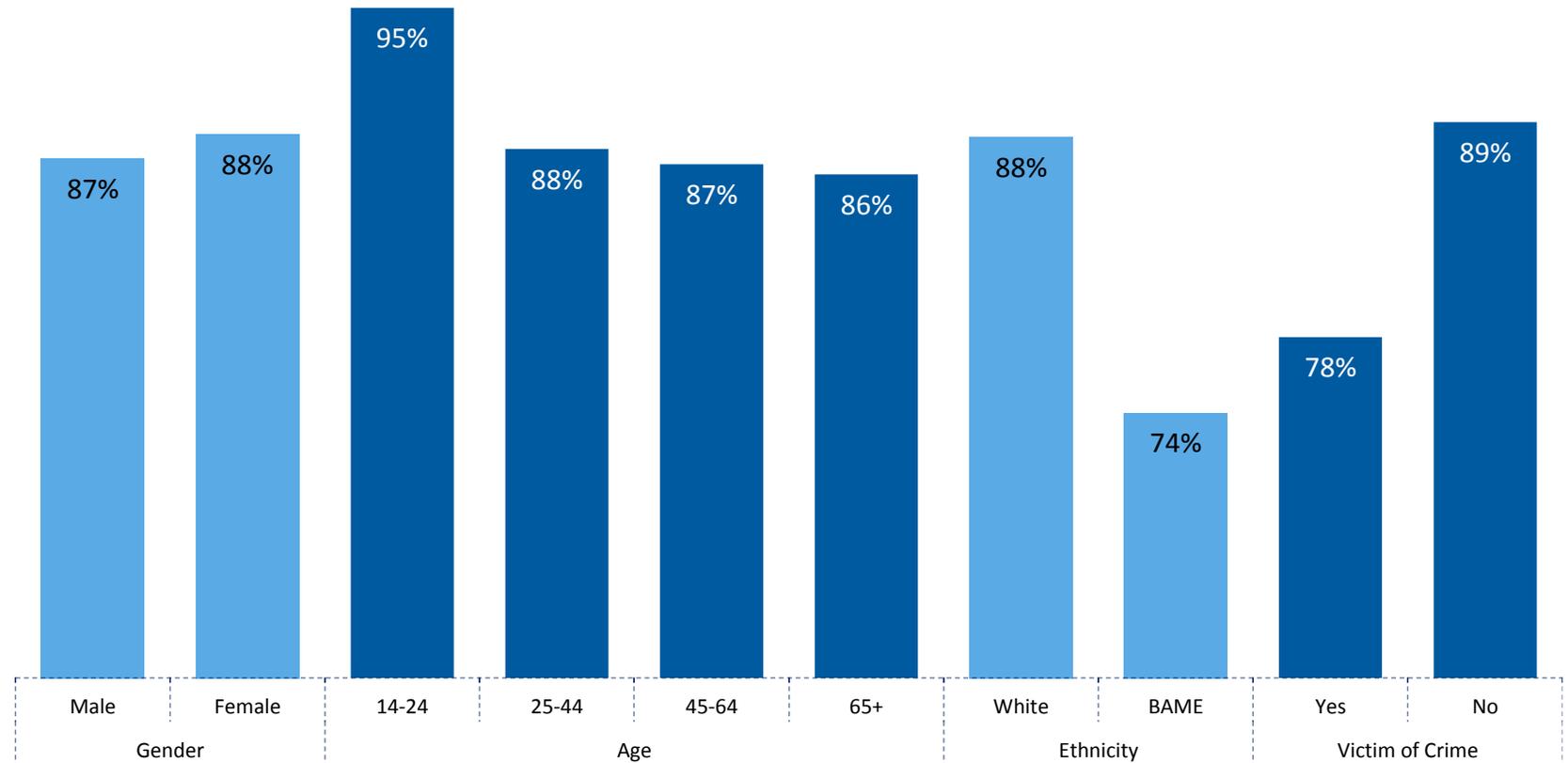
Trend over time - % Confident



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?

# Just under 9 out of 10 confident they would receive a good service from WMP

Demographic Comparisons - % very / fairly confident



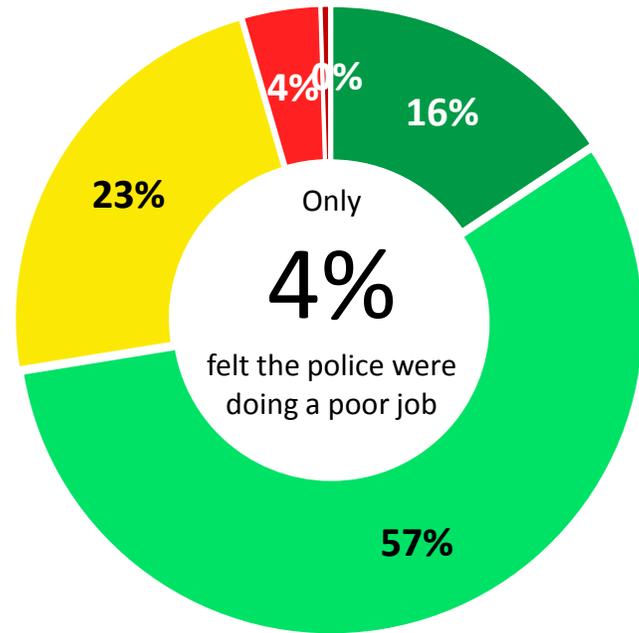
## Key Insights

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

BAME respondents and victims of crime were less confident in receiving a good service

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

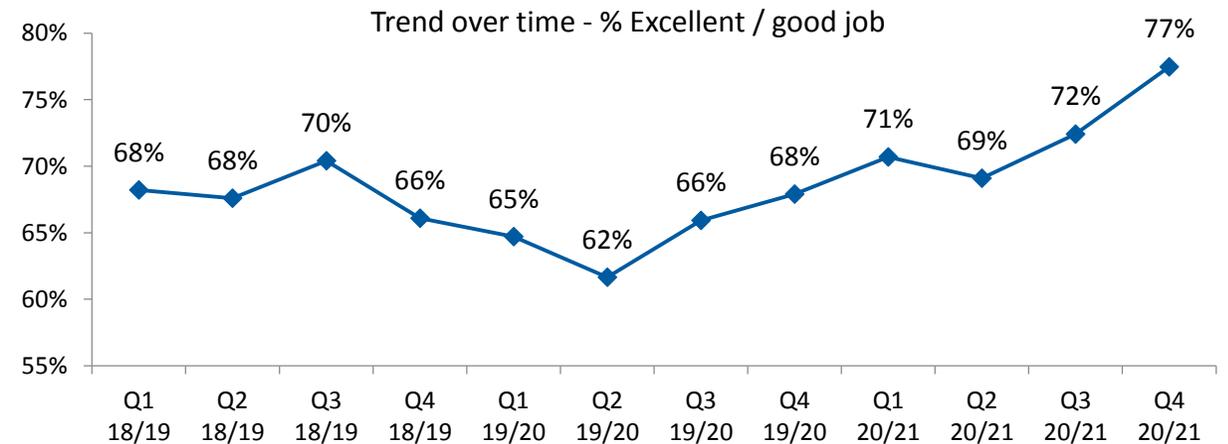
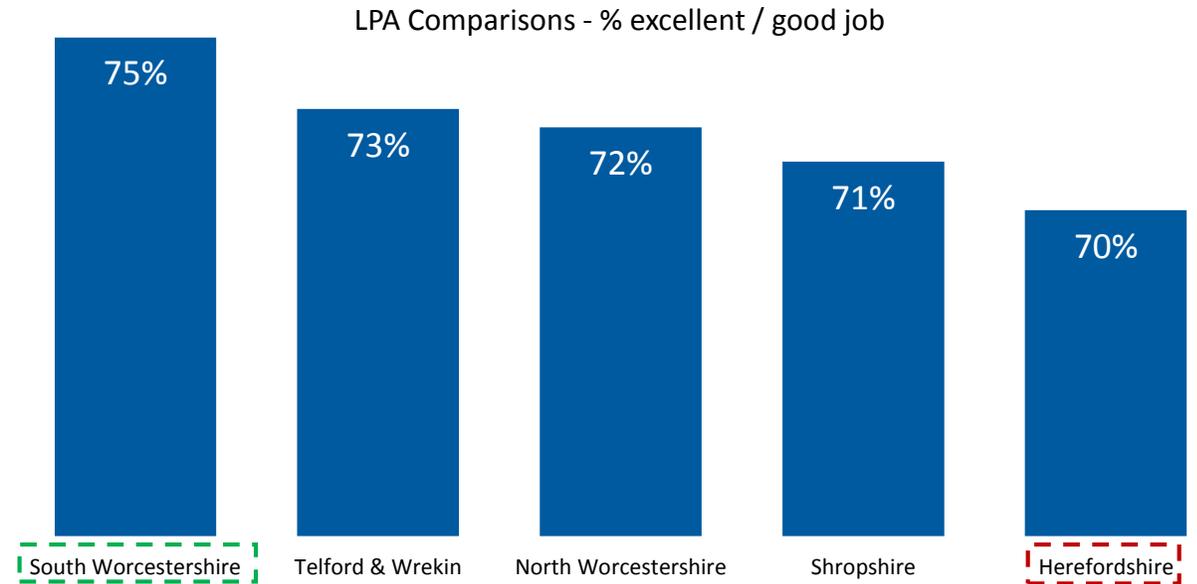
# Seven-tenths felt the police were doing either an excellent or a good job



**59%**  
CSEW MSG Average – Excellent / Good job

↑ 11%

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



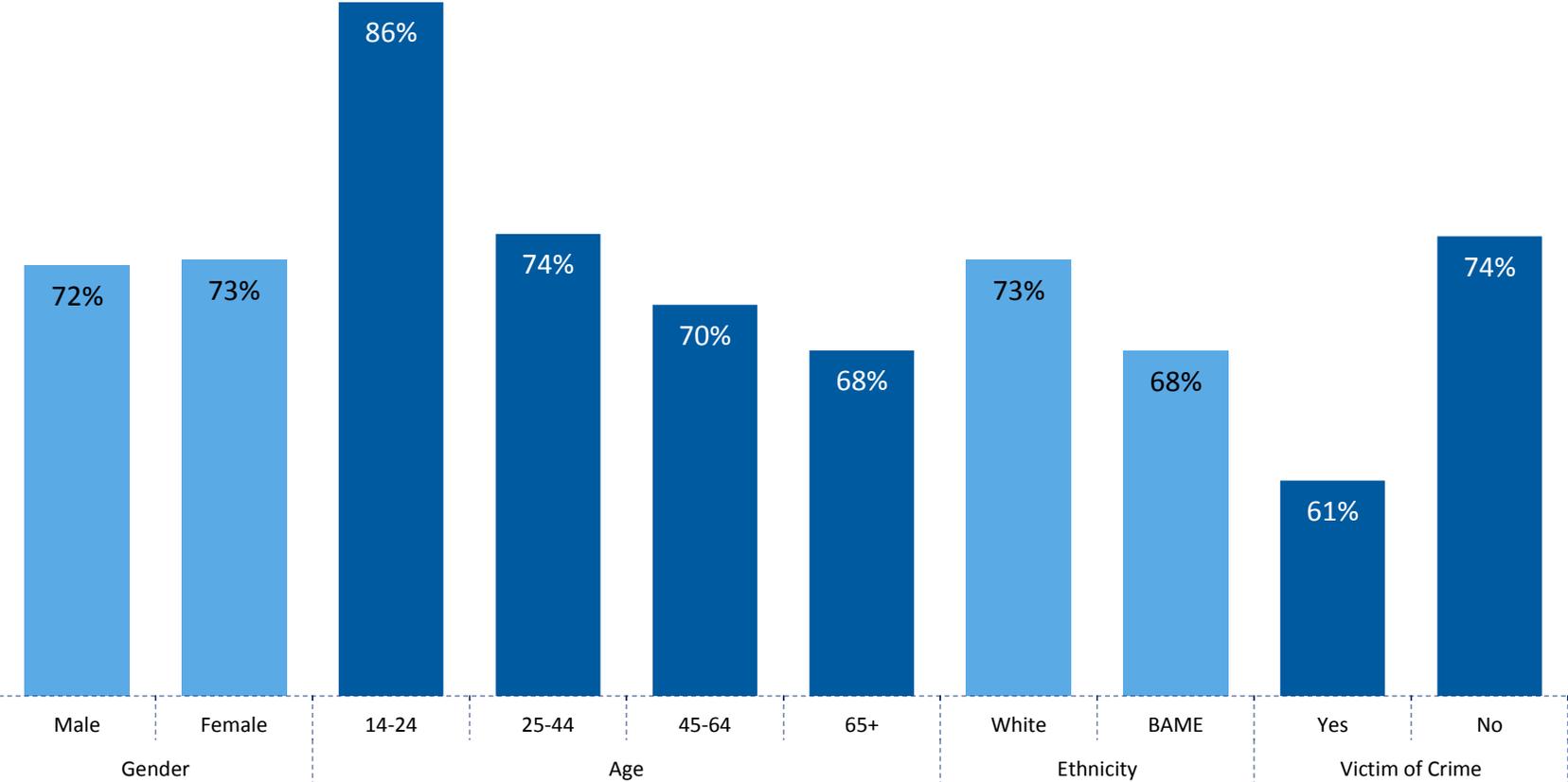
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

\*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

5% increase from the previous quarter in those that feel the police are doing an excellent or good job – now at highest level since tracking began

Those aged 14-24 significantly more likely to feel the police were doing an excellent or good job compared to other age groups

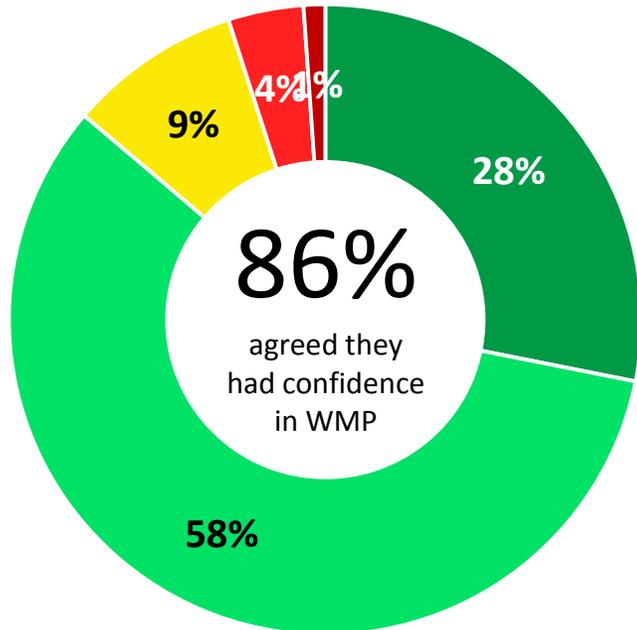
Victims of crime least likely to feel the police were doing an excellent or good job

Residents in Herefordshire 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

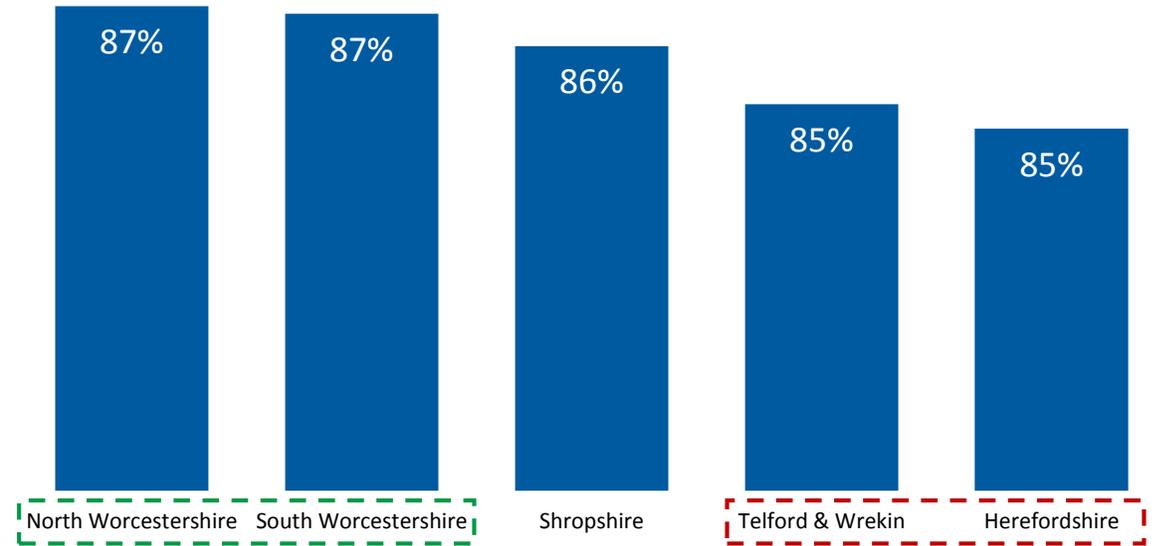


**77%**  
CSEW MSG Average – Net Agree

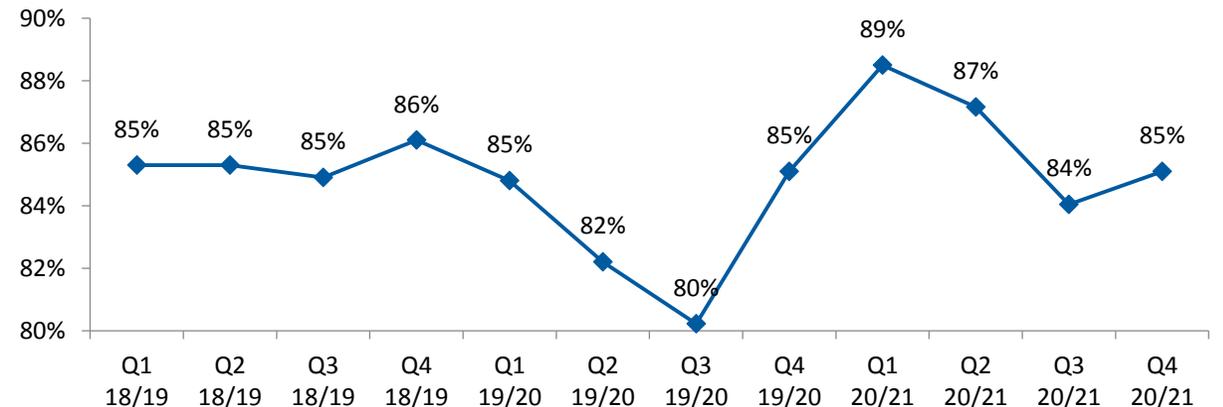
**9%** ↑

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

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



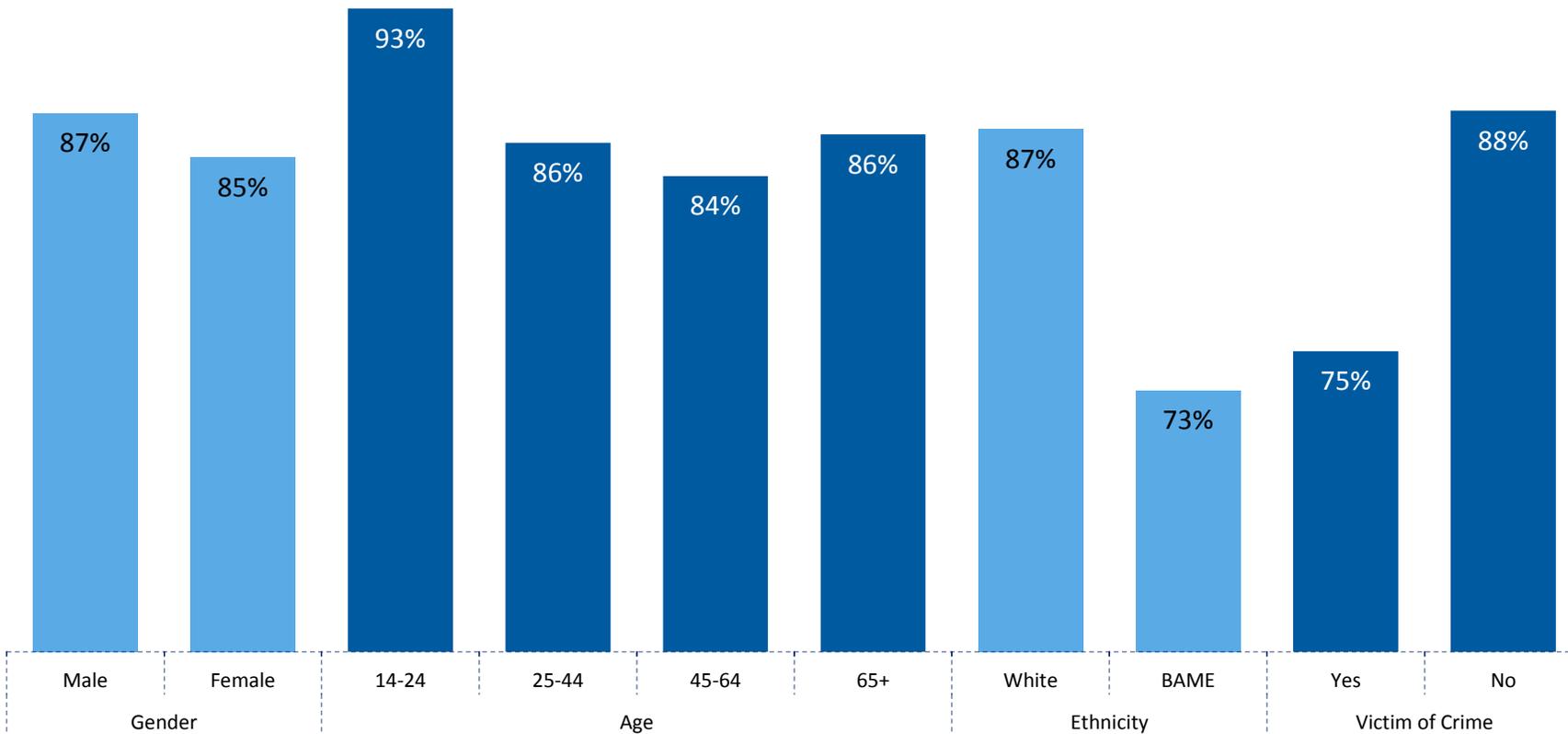
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

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

Demographic Comparisons - % strongly/ tend to agree



## Key Insights

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

Victims of crime and BAME respondents less likely be confident in WMP

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

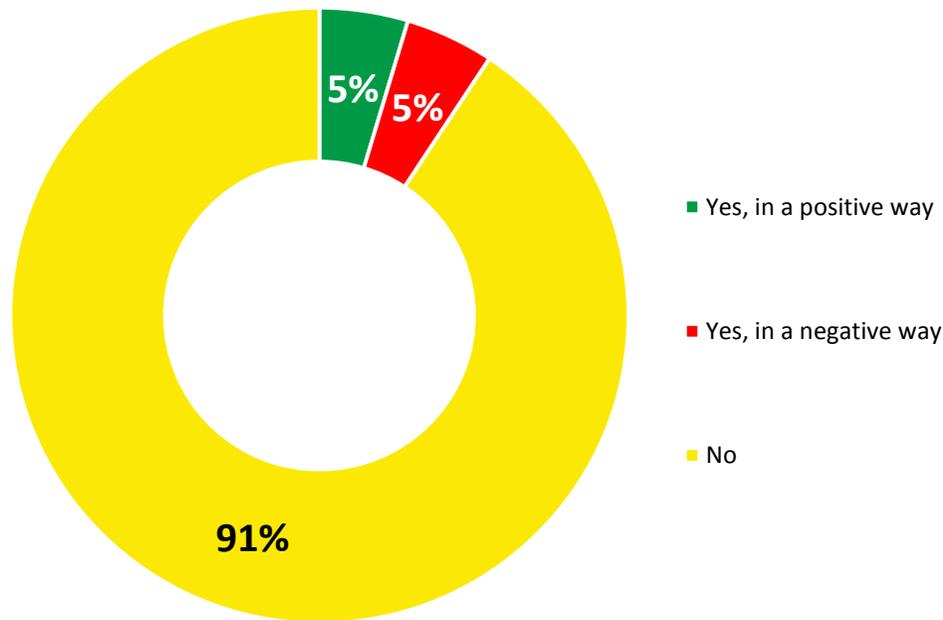
Residents of North Worcestershire and South Worcestershire more likely to have confidence in WMP

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

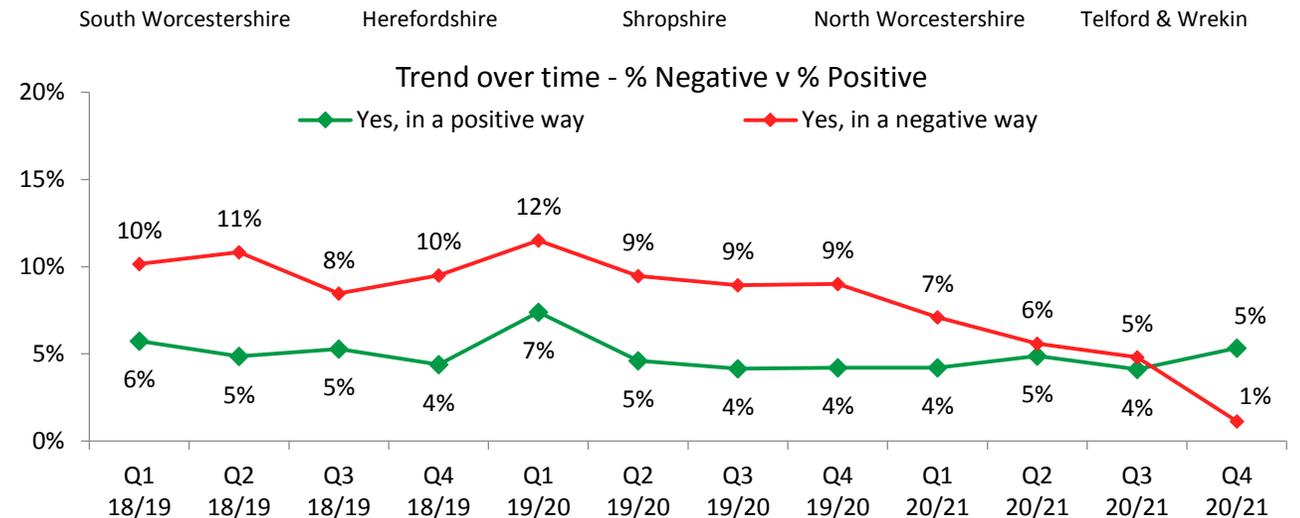
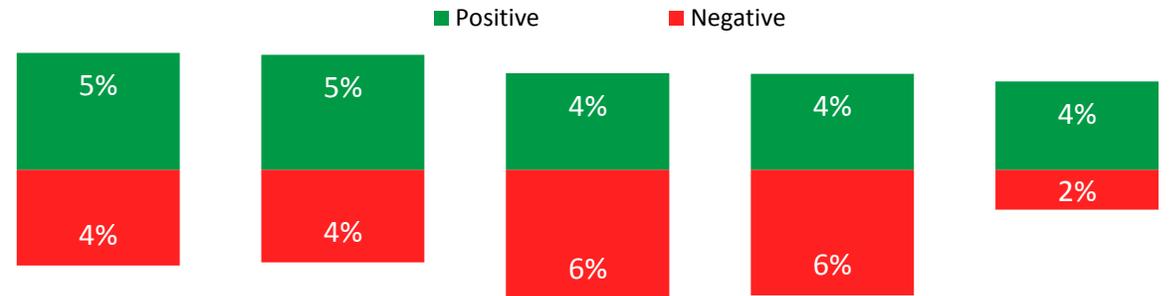
\*Don't know option has been excluded from calculation to make question comparable to CSEW



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

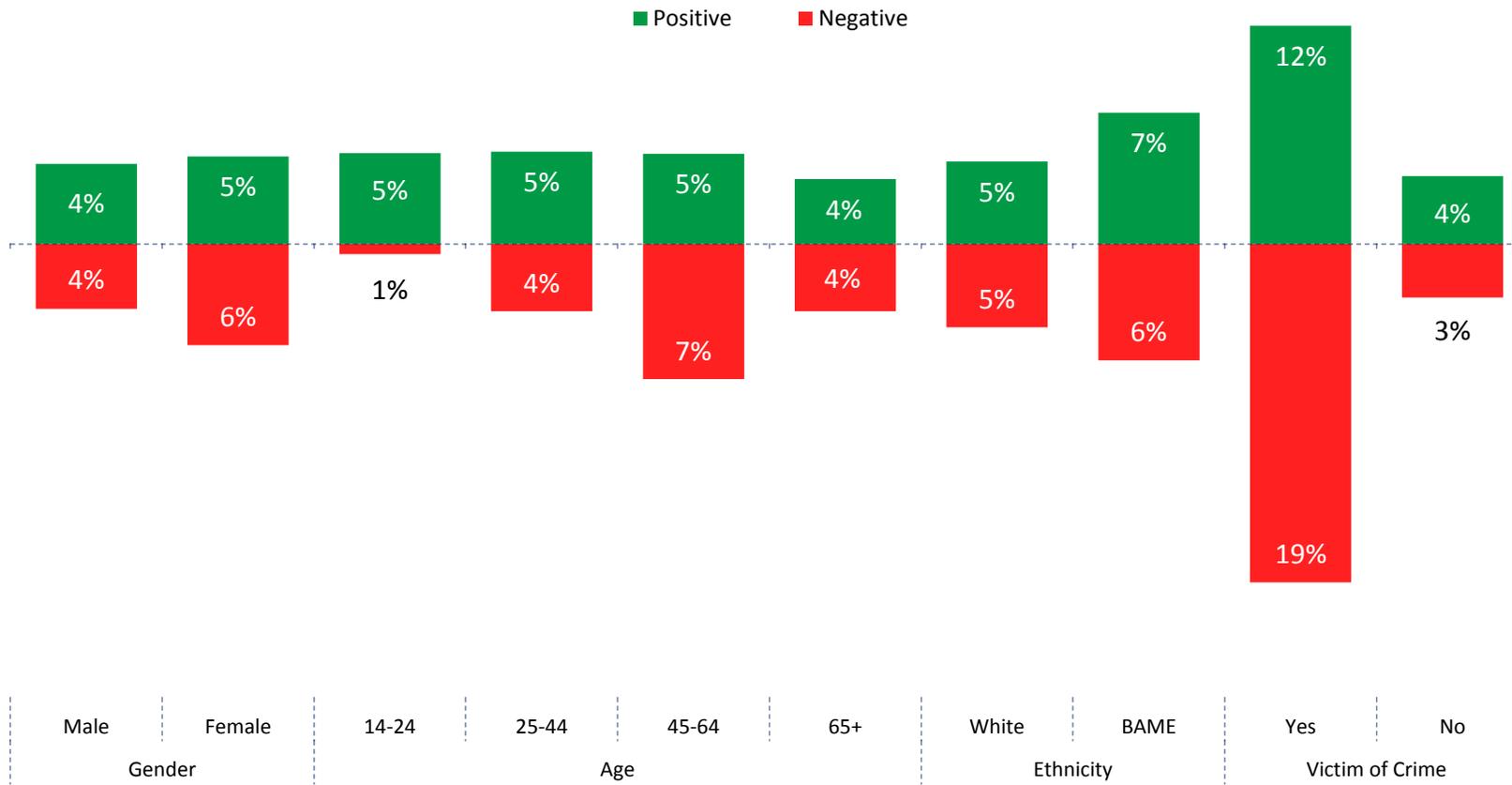


LPA Comparisons - % positive event % negative event



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

Demographic Comparisons - % positive event v % negative event



## Key Insights

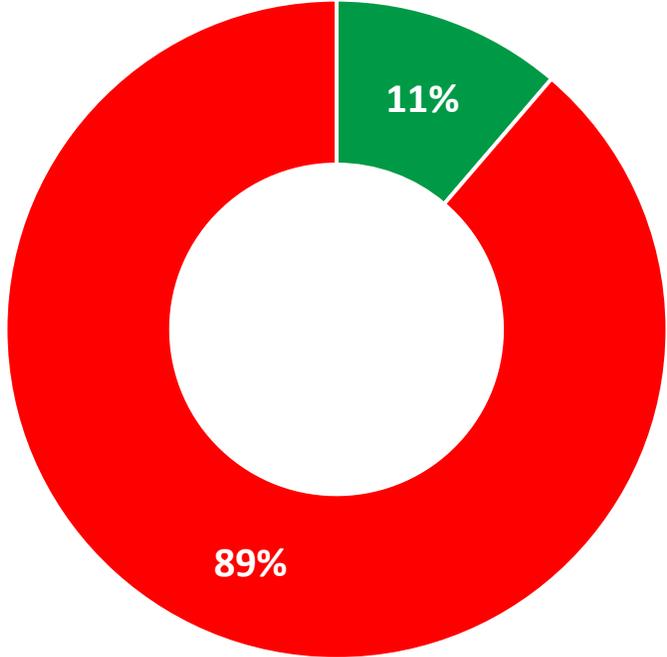
Victims of crime were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

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

Residents in Shropshire and North Worcestershire 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

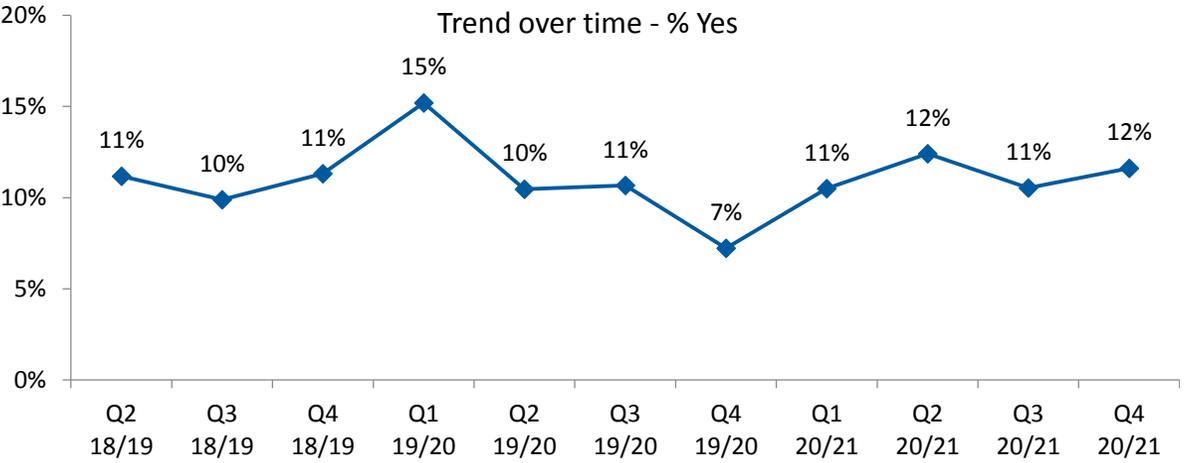


■ Yes  
■ No

LPA Comparisons - % aware of PCC



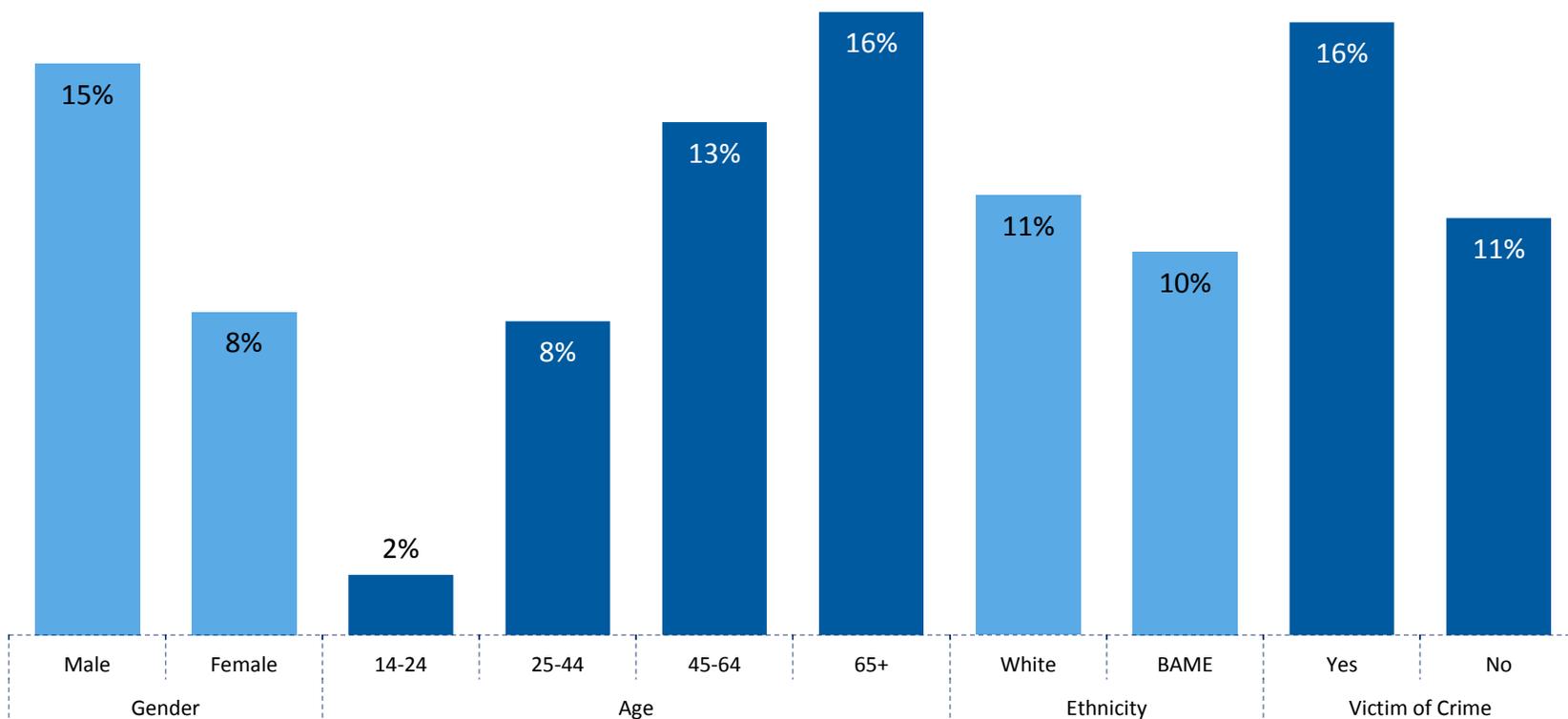
Trend over time - % Yes



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

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



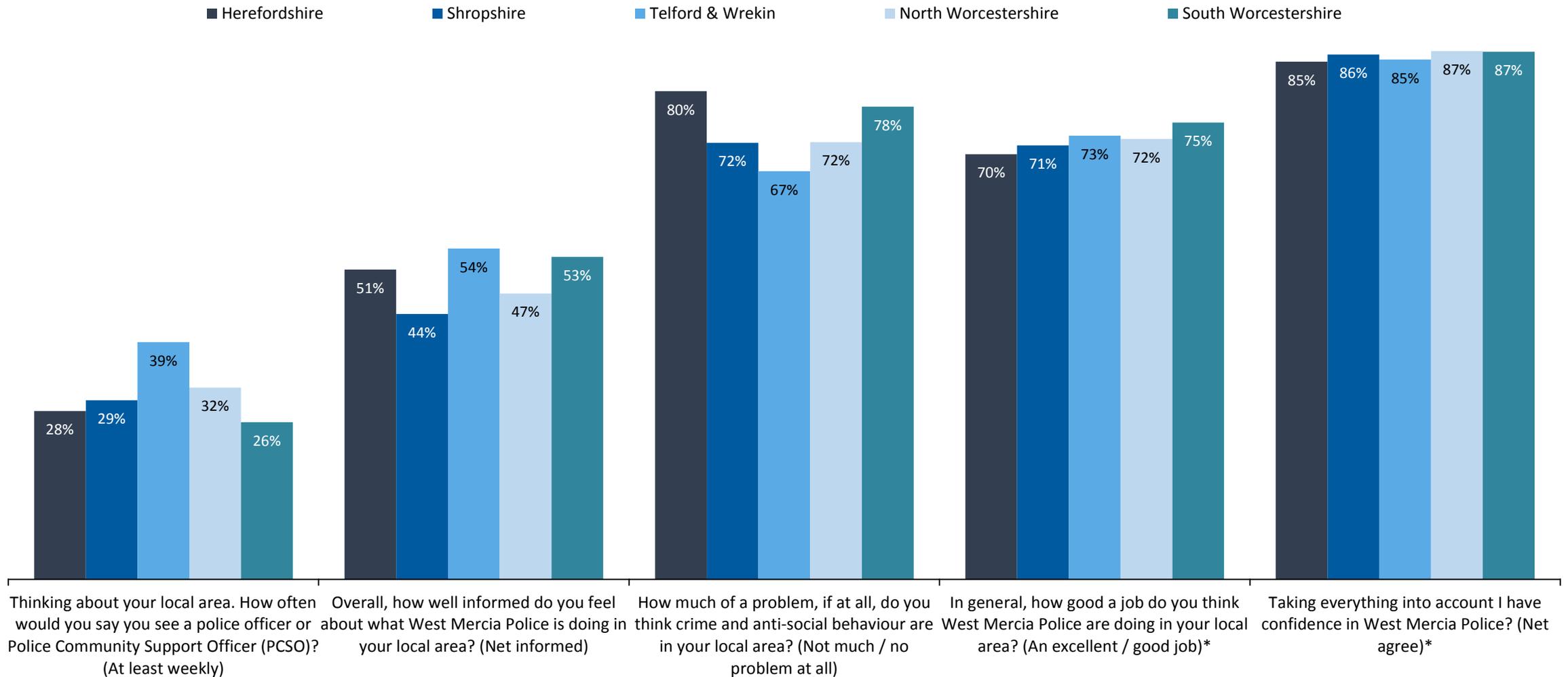
**SMSR**  
RESEARCH



# Section Seven LPA & Victim Comparisons



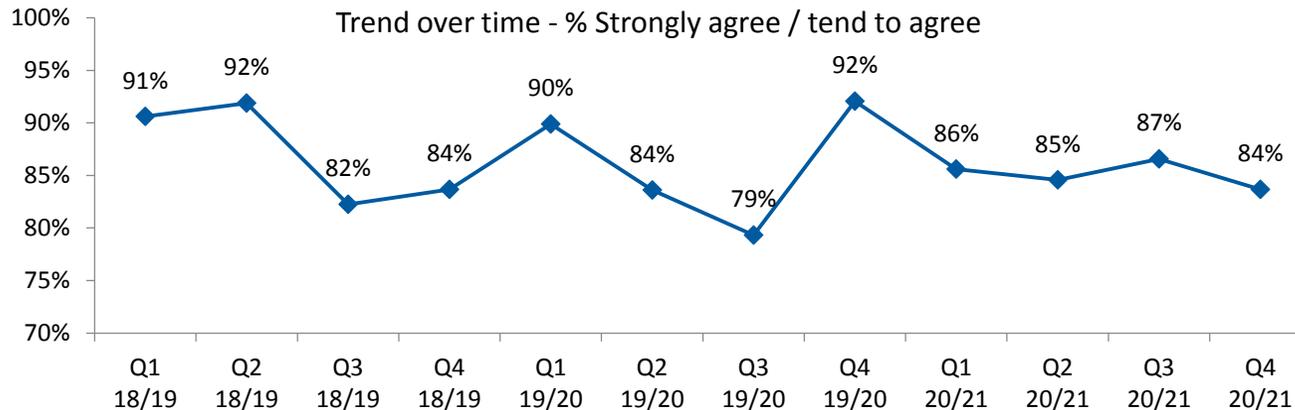
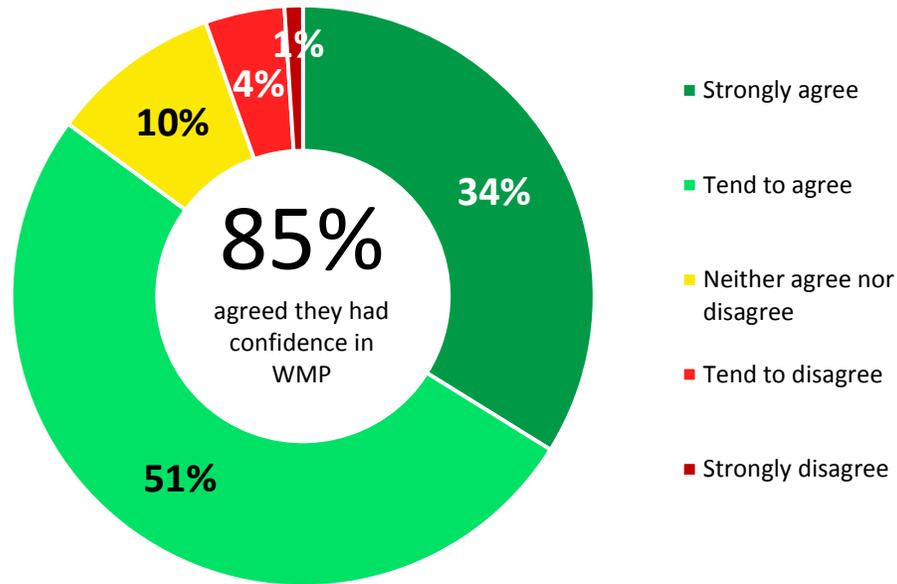
# LPA Key Question Overview



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

# LPA Key Findings - Herefordshire

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



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



## Key Findings Compared With Other NPTs

**Most** satisfied with the levels of policing in their local area (66%)

**Most** likely to feel they could access the police in an emergency (93%)

**Least** inclined to feel WMP understand the issues that affect their area (72% - joint with South Worcestershire)

**Least** likely have said there is now more crime and ASB in their area (10%)

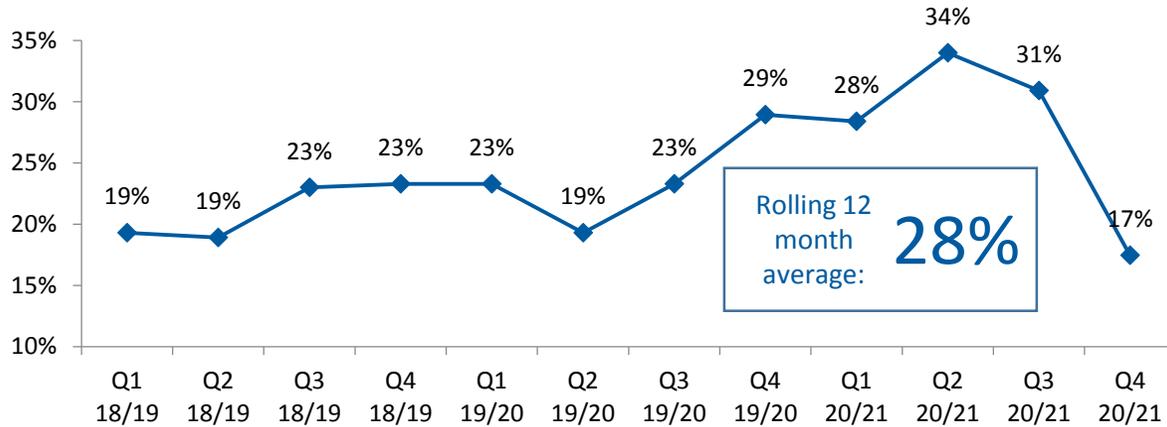
**Most** likely to say there is now less crime and ASB in their area (12%)

**Least** likely to say that WMP were doing either a good or an excellent job (70%)

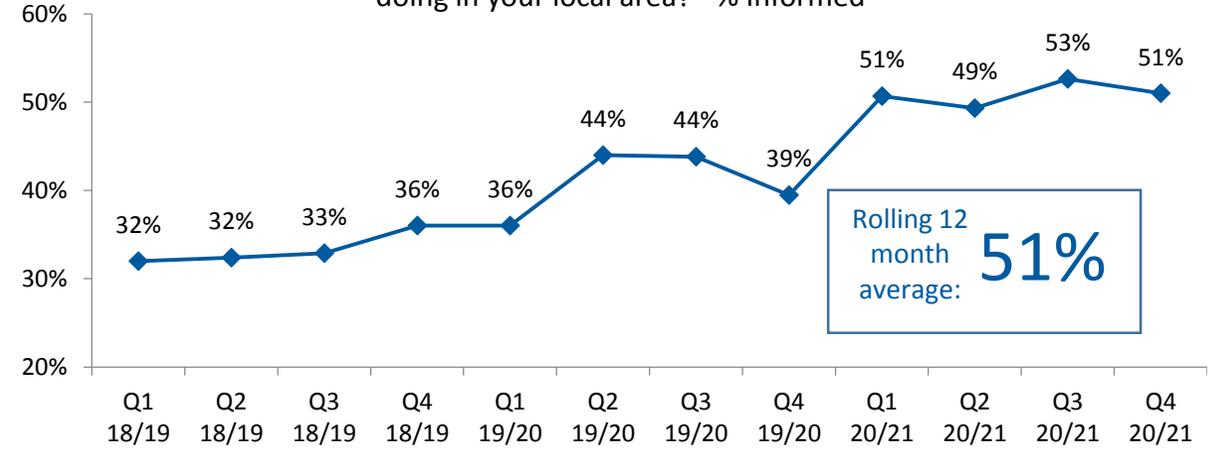
**Least** confident in WMP (85% - joint with Telford & Wrekin)

# LPA Key Findings - Herefordshire

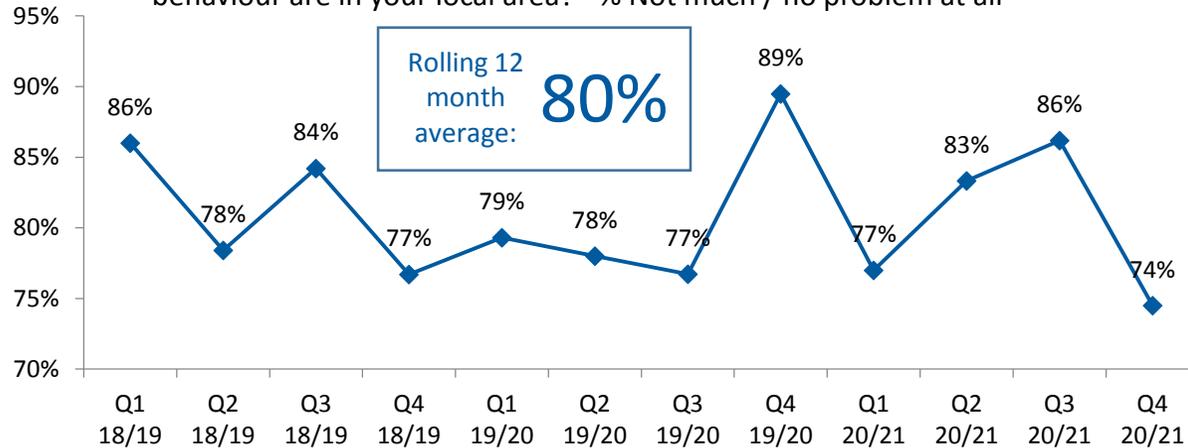
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



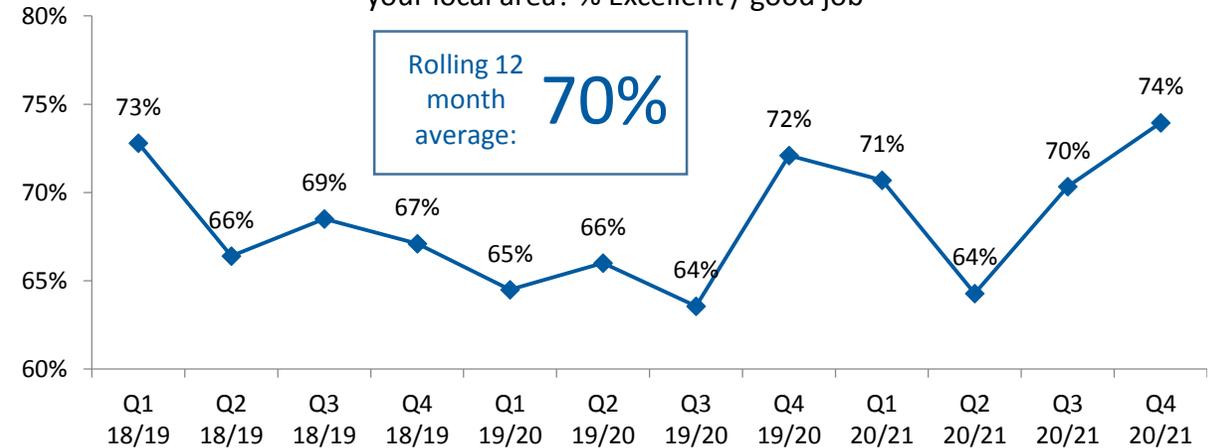
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



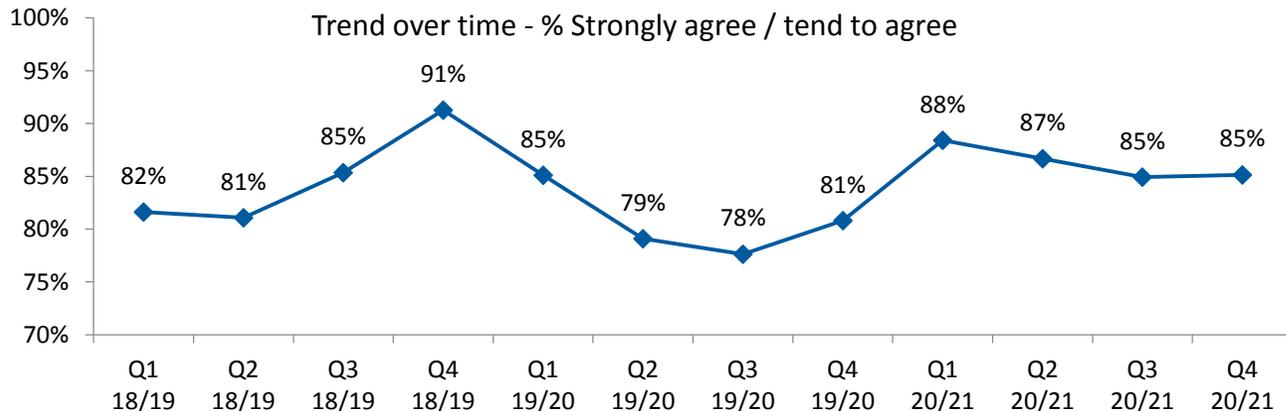
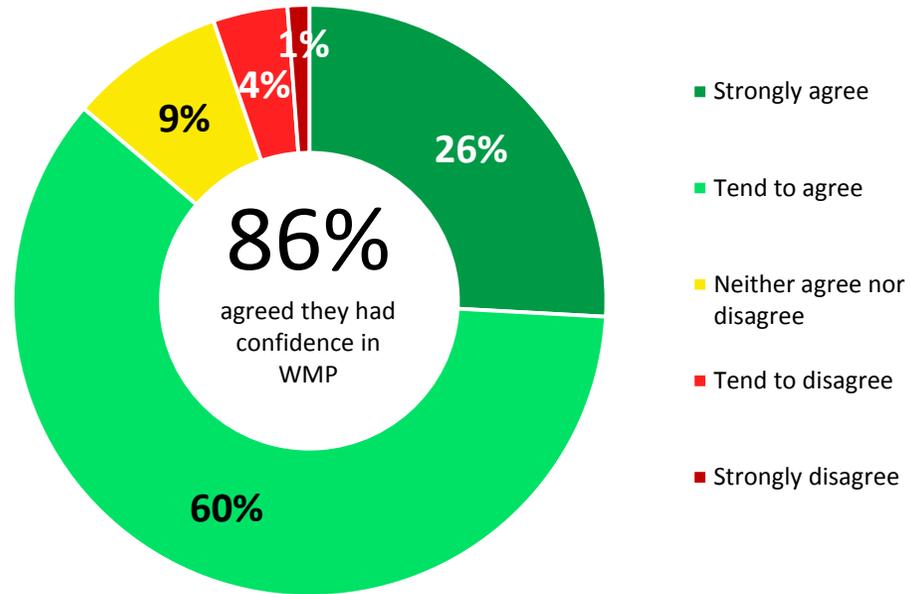
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

# LPA Key Findings - Shropshire

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



\*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 (55%)

**Most** likely to have spoken to an officer or PCSO from their local policing team in the last 12 months (19%)

**Least** confident they could access the police services in an emergency (87%)

**Least** likely to feel informed about what WMP are doing (44%)

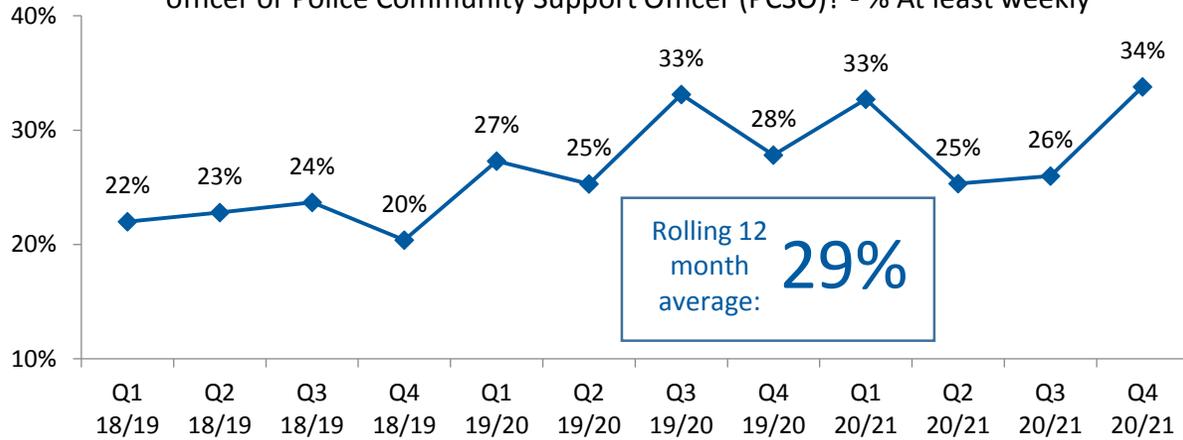
**Most** likely to feel WMP understand the issues that impact their area (75% - joint with North Worcestershire and Telford & Wrekin)

**Most** confident WMP use their stop and search powers fairly and respectfully (66% - joint with North Worcestershire)

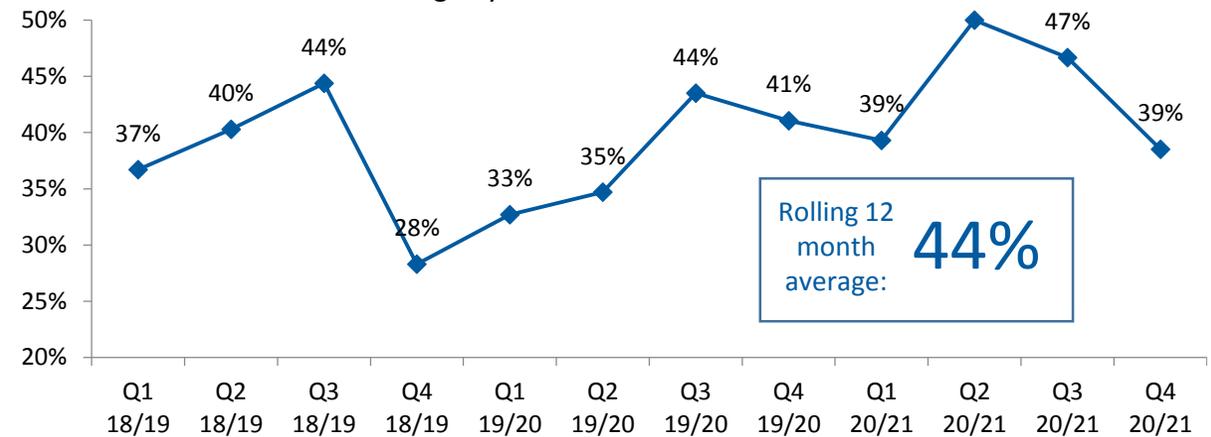
**Least** aware of the PCC (8% - joint with Telford & Wrekin)

# LPA Key Findings - Shropshire

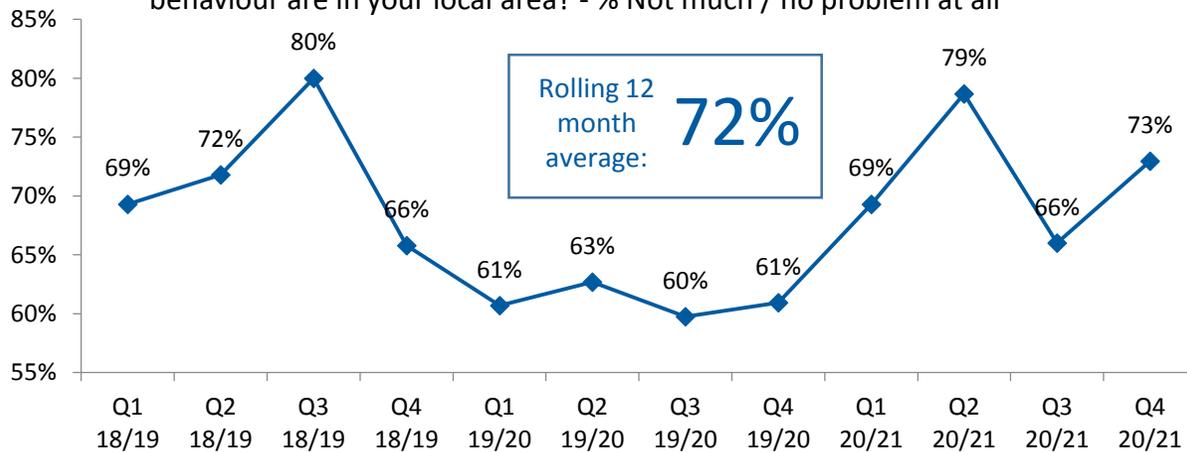
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



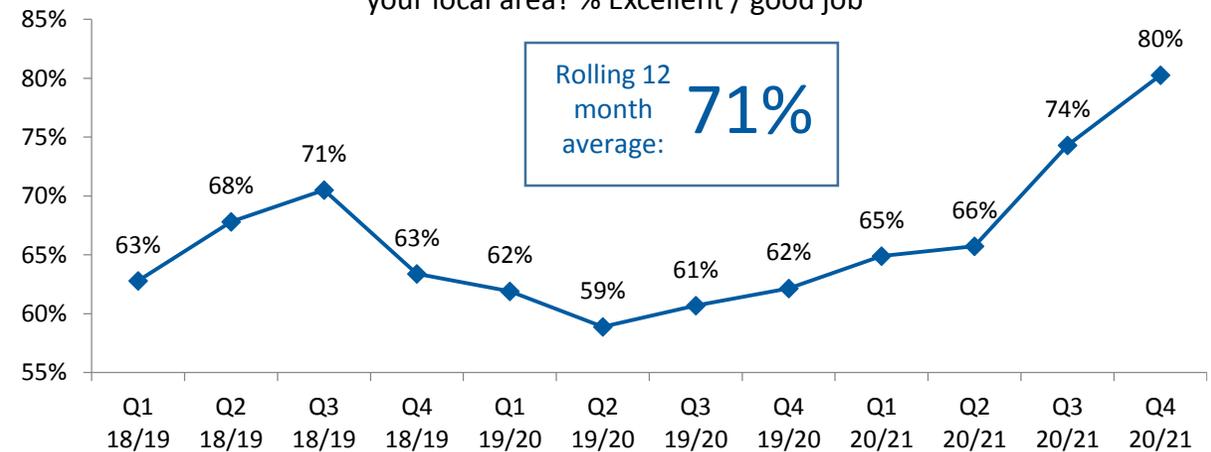
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



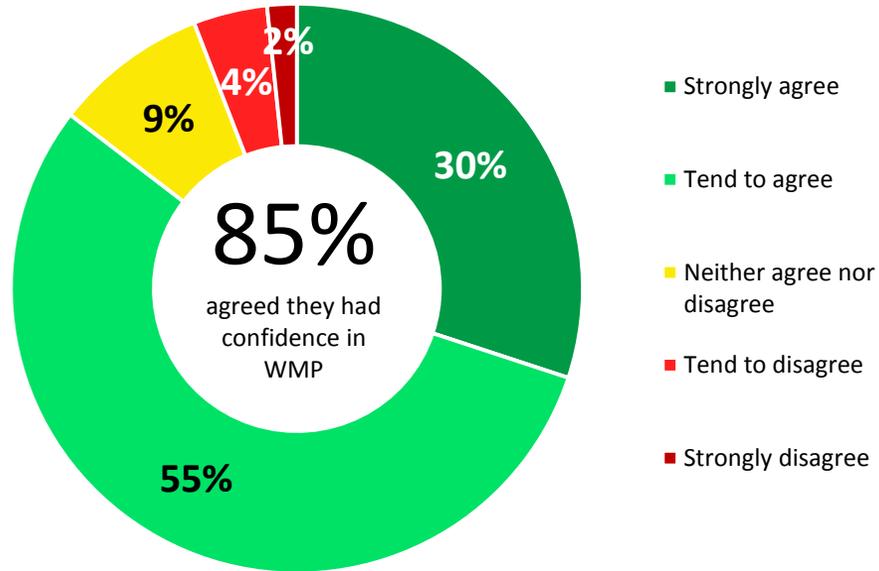
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



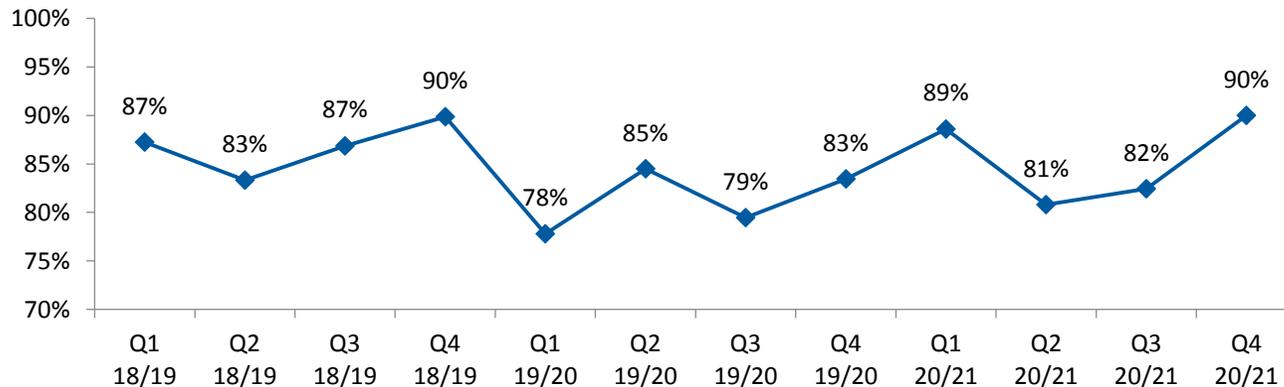
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Telford & Wrekin

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Most** likely to see and officer or PCSO at least weekly (39%)

**Most** likely to feel informed about what WMP are doing in their local area (54%)

**Most** likely to have been a victim or witness to crime over the past 12 months (13%)

**Most** likely to feel WMP understand the issues that impact their area (75% - joint with North Worcestershire and Shropshire)

**Most** likely to feel crime and ASB was a problem in their local area (31%)

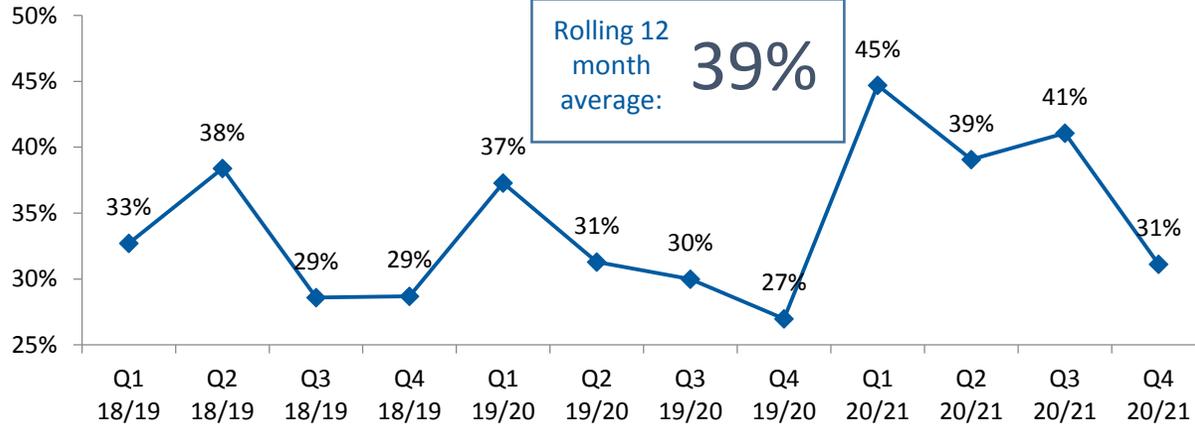
**Least** confident they would receive a good service from WMP (86%)

**Least** likely to say they have confidence in WMP (85% - joint with Herefordshire)

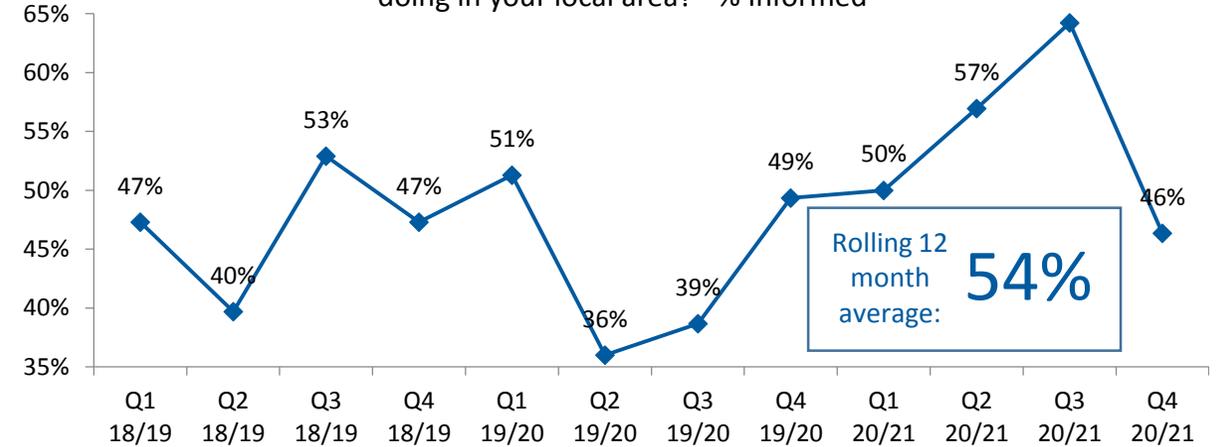
**Least** aware of the PCC (8% - joint with Shropshire)

# LPA Key Findings - Telford & Wrekin

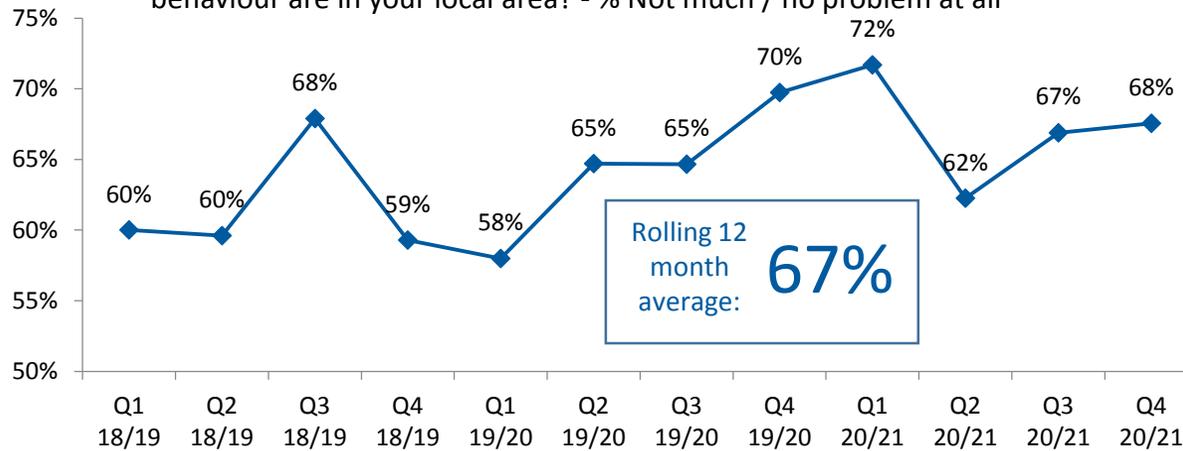
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



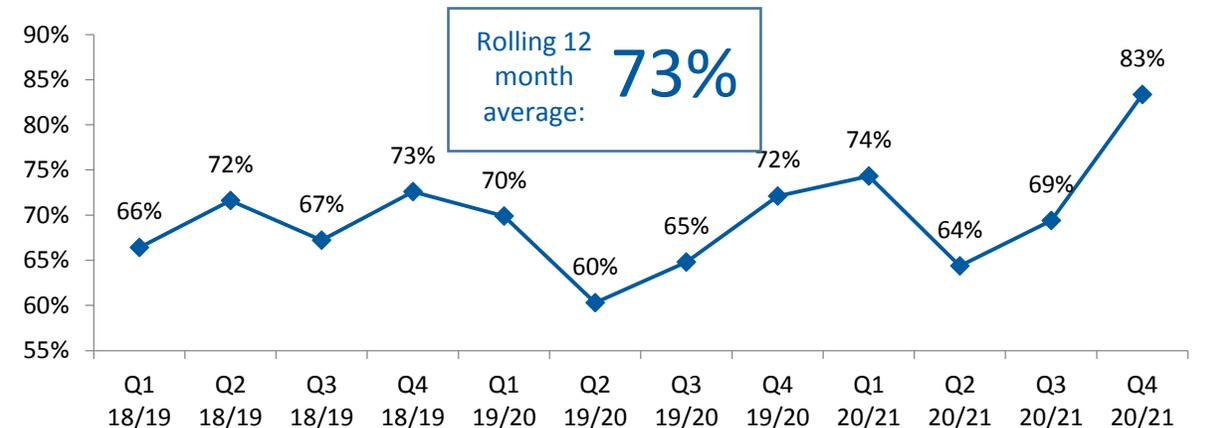
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



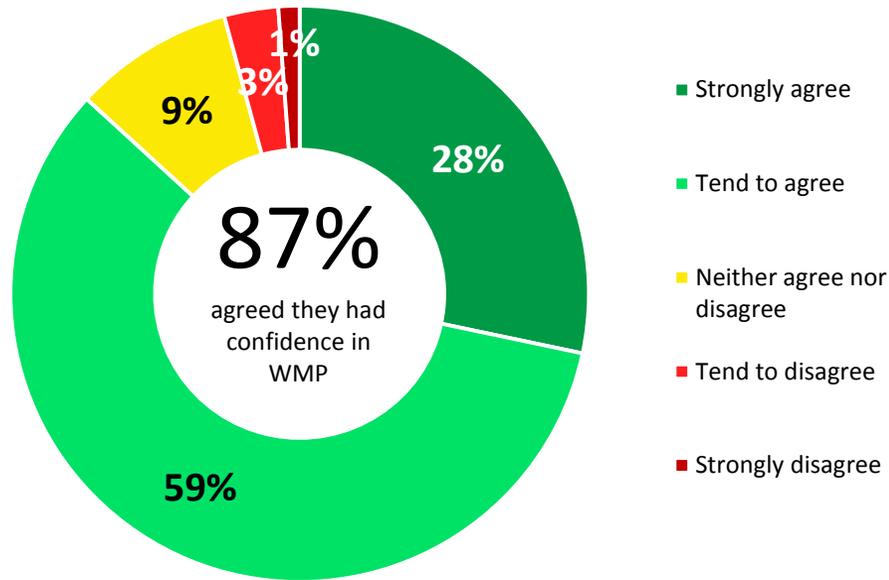
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



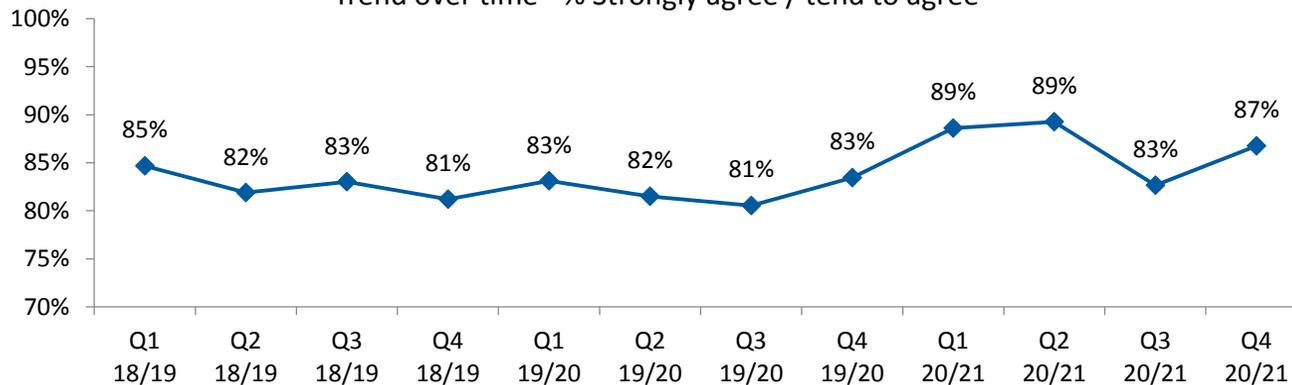
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - North Worcestershire

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



Trend over time - % Strongly agree / tend to agree



## Key Findings Compared With Other NPTs

**Least** confident they could access the police in a non-emergency (72%)

**Most** likely to feel WMP understand the issues that impact their area (75% - joint with Telford & Wrekin and Shropshire)

**Most** confident WMP use their stop and search powers fairly and respectfully (66% - joint with Shropshire)

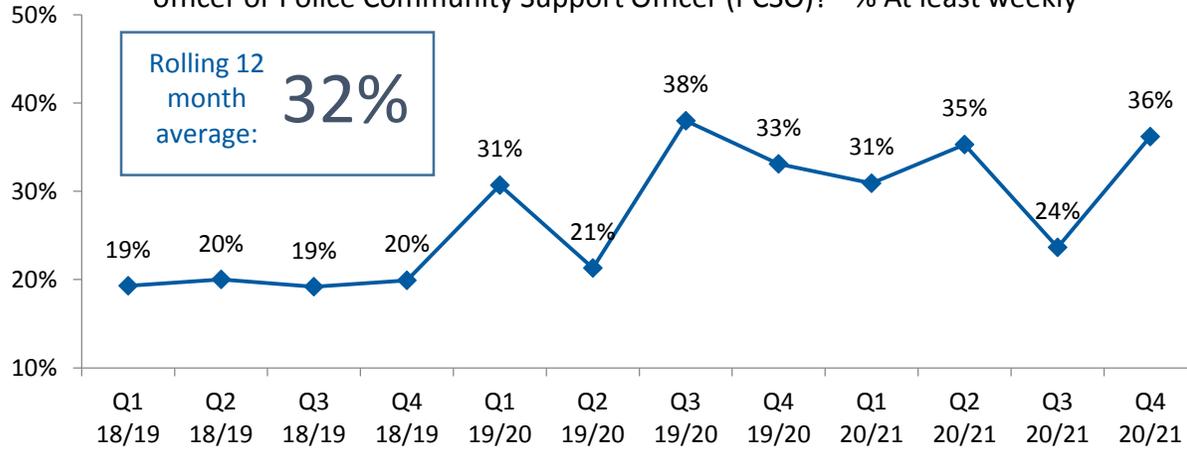
**Most** likely to have confidence in WMP (87% - joint with South Worcestershire)

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

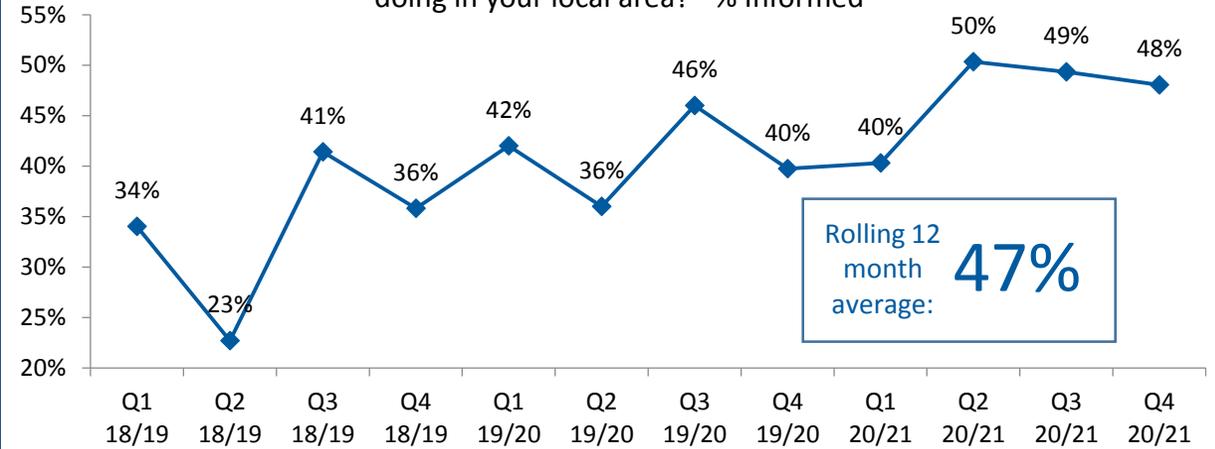
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - North Worcestershire

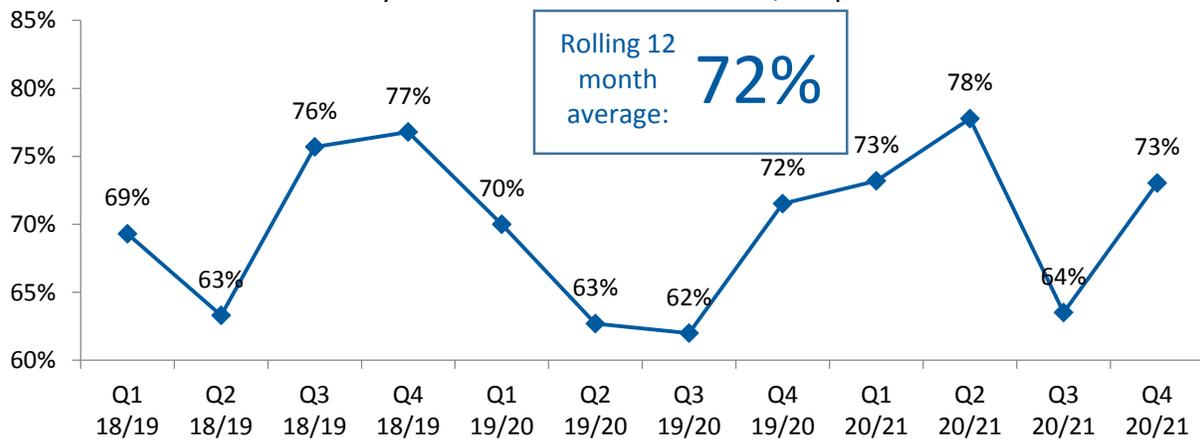
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



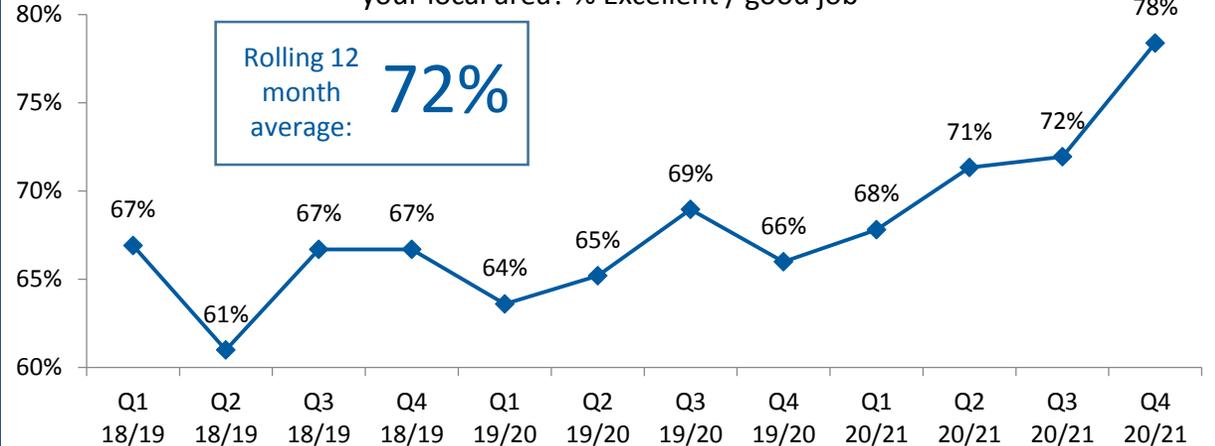
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



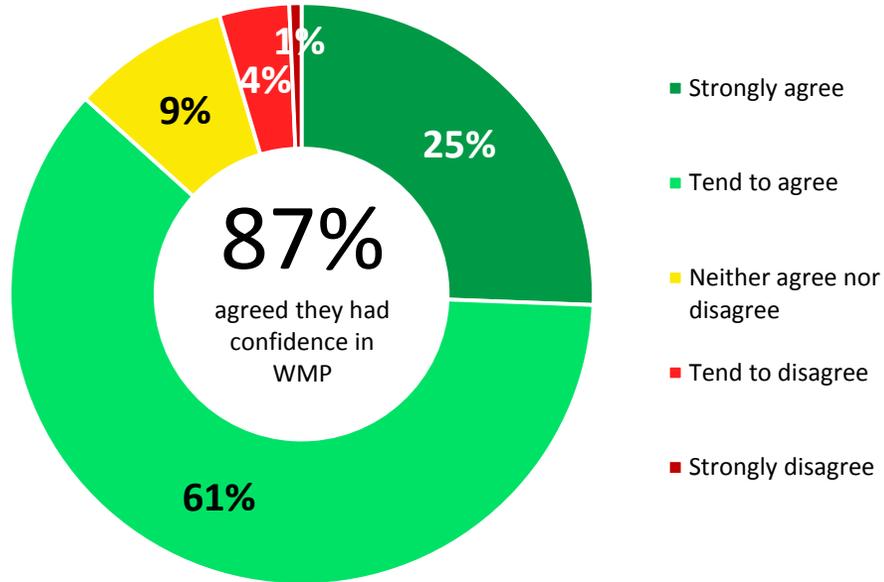
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



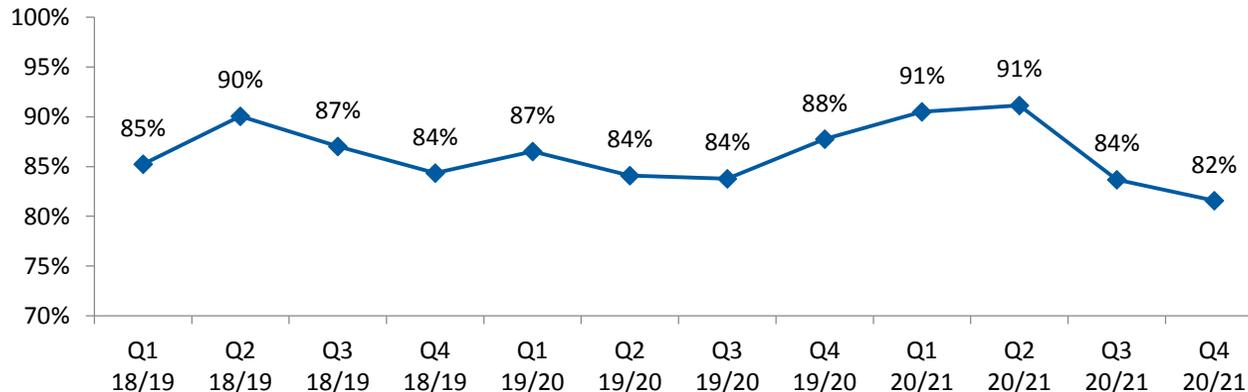
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - South Worcestershire

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



Trend over time - % Strongly agree / tend to agree



## Key Findings Compared With Other NPTs

**Least** likely to see an officer or PCSO at least weekly (26%)

**Most** confident they could access the police in a non-emergency (77%)

**Least** likely to have been a victim or witness to crime over the past 12 months (8%)

**Least** inclined to feel WMP understand the issues that affect their area (72% - joint with Herefordshire)

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

**Most** confident they would receive a good service from WMP if they were to report a crime or incident in the future (89%)

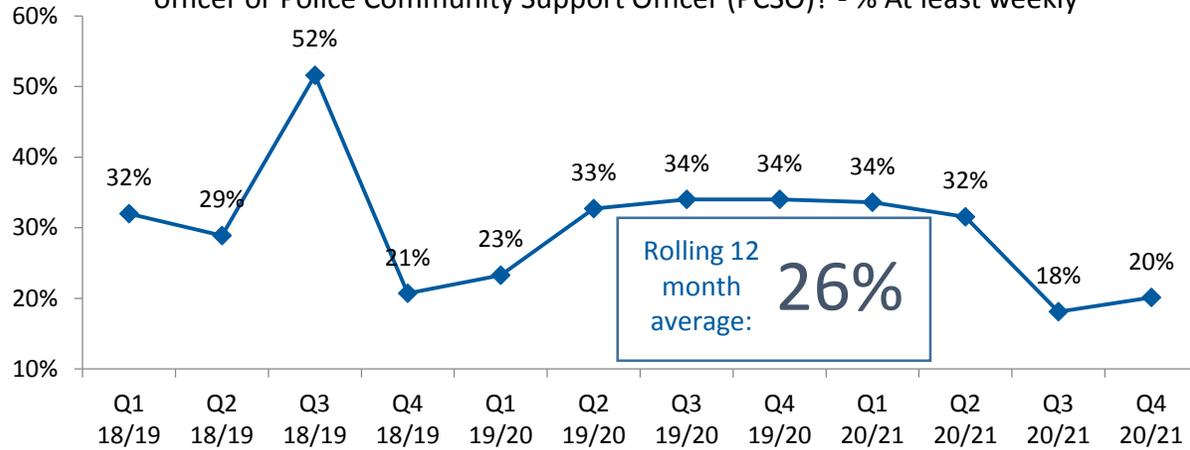
**Most** likely to feel WMP were doing either an excellent or a good job (75%)

**Most** likely to have confidence in WMP (87% - joint with North Worcestershire)

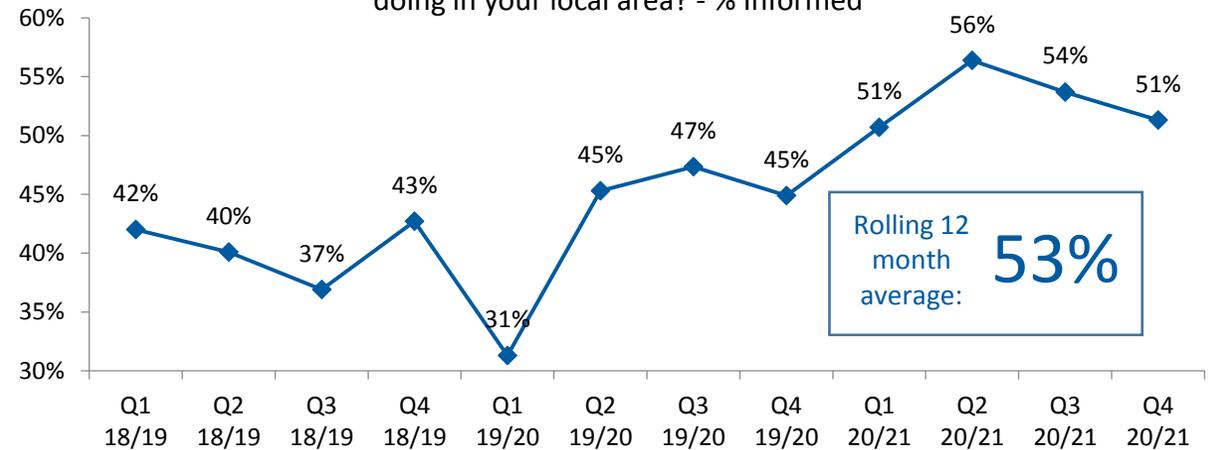
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - South Worcestershire

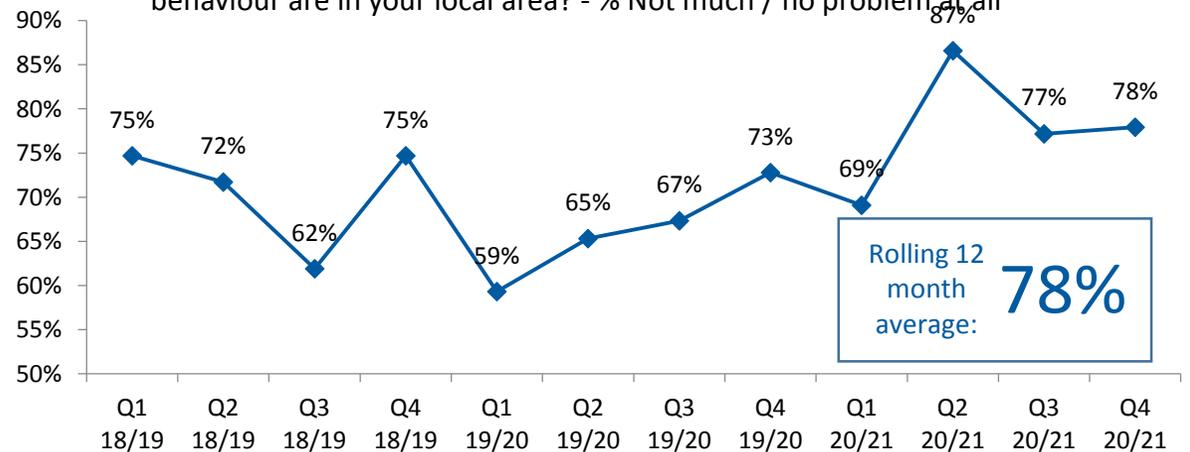
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



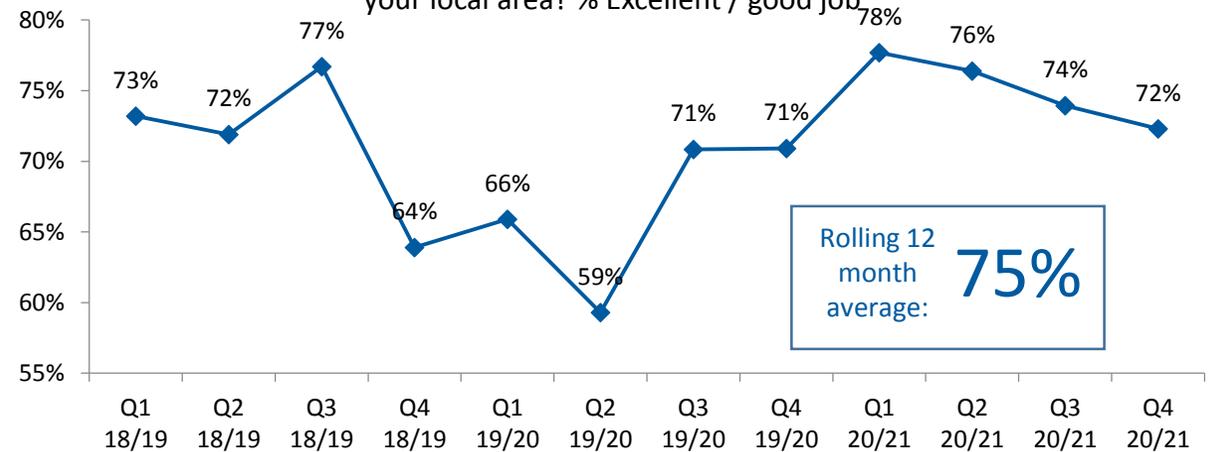
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

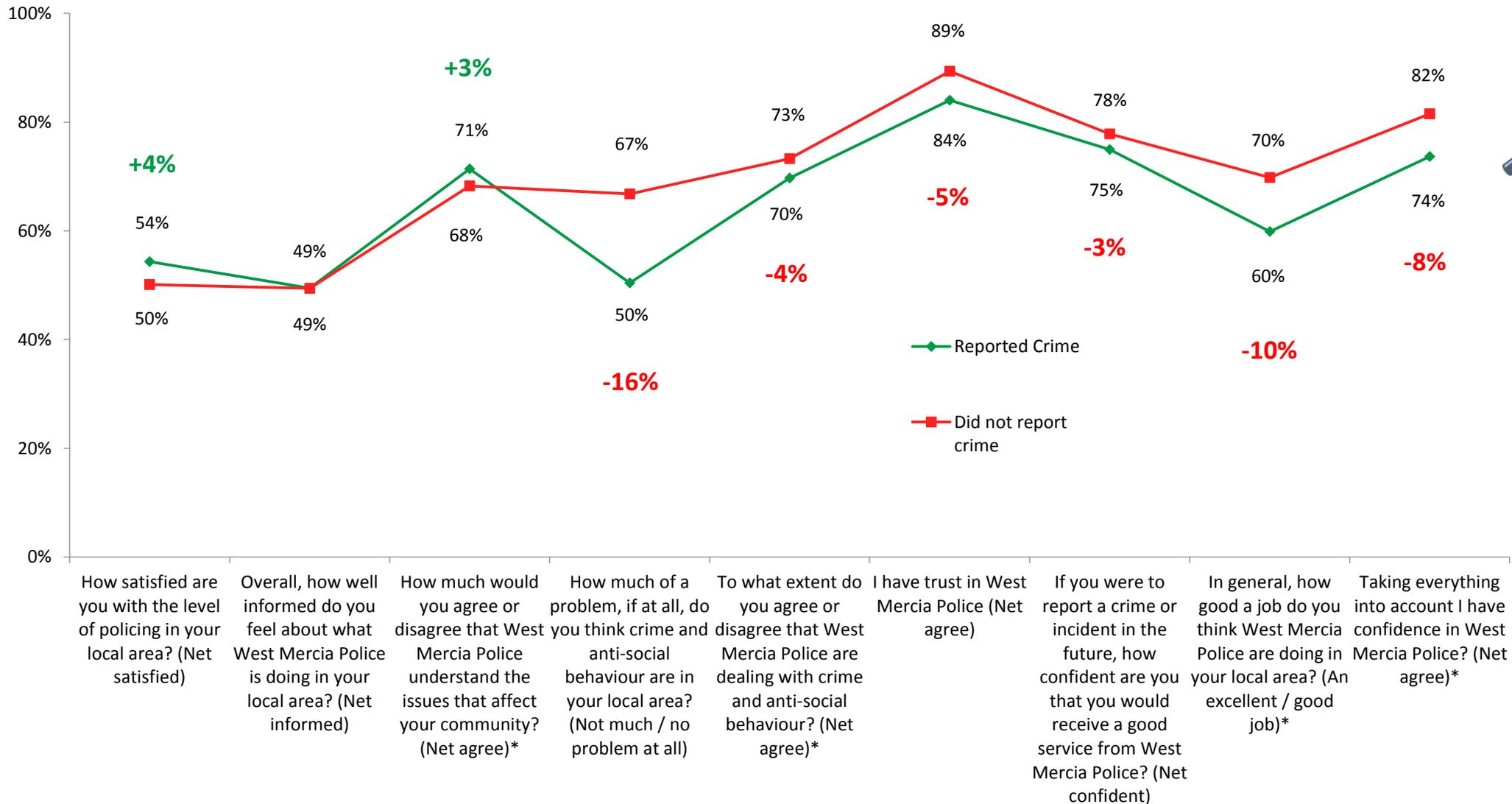


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

# Victim of Crime Comparisons



## Key Insights

For most statements respondents who did not report the crime typically were more positive towards WMP than those that did report the crime

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