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# Public Views and Perceptions of Policing in West Mercia

## 2021/22 Survey Quarter 1 Results Presentation





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# Section One

## Introduction & Methodology, Summary & Respondent Breakdown



# Introduction & Methodology

- West Mercia Police (WMP) & the Police and Crime Commissioner, John Campion, seek to obtain the views of residents, including their confidence in WMP, to inform the PCC's plan priorities and support decision making around the Safer West Mercia agenda
- WMP & the OPCC commissioned SMSR, a third party research agency, to conduct surveys over the phone and face to face with West Mercia residents and victims of crime
- The questionnaire includes key questions taken from the Crime Survey for England and Wales (CSEW) and the 2018 Report on Public Perceptions of Policing in England and Wales (PPPEW)
- Where relevant, comparisons with CSEW AND PPPEW are displayed. Comparisons with CSEW include the average score of forces included in West Mercia Police's most similar group (MSG)\*\*. Where comparisons have been made, results have been consistently analysed in accordance with this external reporting. Comparisons with CSEW are based on the most recent results available (March 2020)
- Over the 12 month period (July 20 – June 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 (85%) agreed that they had confidence in West Mercia Police with a similar proportion confident that they would receive a good service from the force (89%).
- Three-quarters (74%) 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 (60%) satisfied with the levels of policing in their local area.
- Over three-quarters (78%) said that there had been no change in the level of policing; a a tenth (10%) believed there had been a increase and slightly less (7%) thought there had been an decrease.
- Less than a fifth (15%) said that they had spoken to an officer or PCSO from their local policing team.

# Interaction / Access

- Over nine-tenths (93%) were confident that they could access the police in an emergency with three-quarters (73%) confident they could do so in a non-emergency.
- The majority (81%) said they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- Over three-fifths (61%) said that they find out about crime and policing issues from the media, with two-fifths (42%) finding out through social media. Half (50%) said they felt informed about what West Mercia Police is doing, with slightly less (49%) that stated they did not feel informed.

# Effectiveness

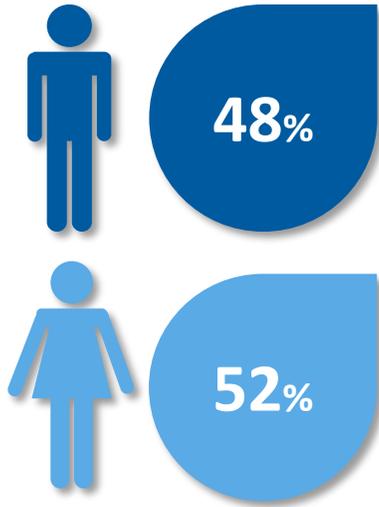
- Three-quarters (75%) of residents felt that West Mercia Police understand the issues in their community and a quarter (25%) reported that they thought that crime and ASB was a problem in their area.
- Just under three-quarters (72%) thought that crime and ASB had remained the same compared to 12 months ago with just over a tenth (11%) reporting an increase. Further to this, over 8 in every 10 residents (85%) agreed that West Mercia Police are dealing with crime and ASB.

# Trust / integrity

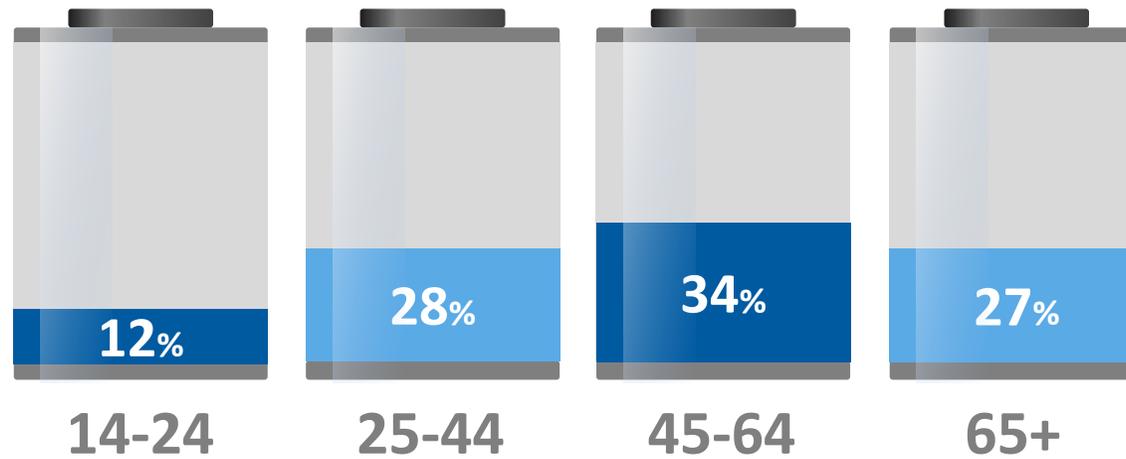
- The vast majority (96%) said that West Mercia Police have their support with over nine-tenths that said they trust WMP (93%), that they believe they treat everyone fairly regardless of who they are (90%) and they act with integrity (90%). Over 8 in every 10 said felt West Mercia Police use their powers appropriately (83%), take people's concerns seriously (82%) and can be relied to be there when you need them (81%).
- Over three-fifths (62%) 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

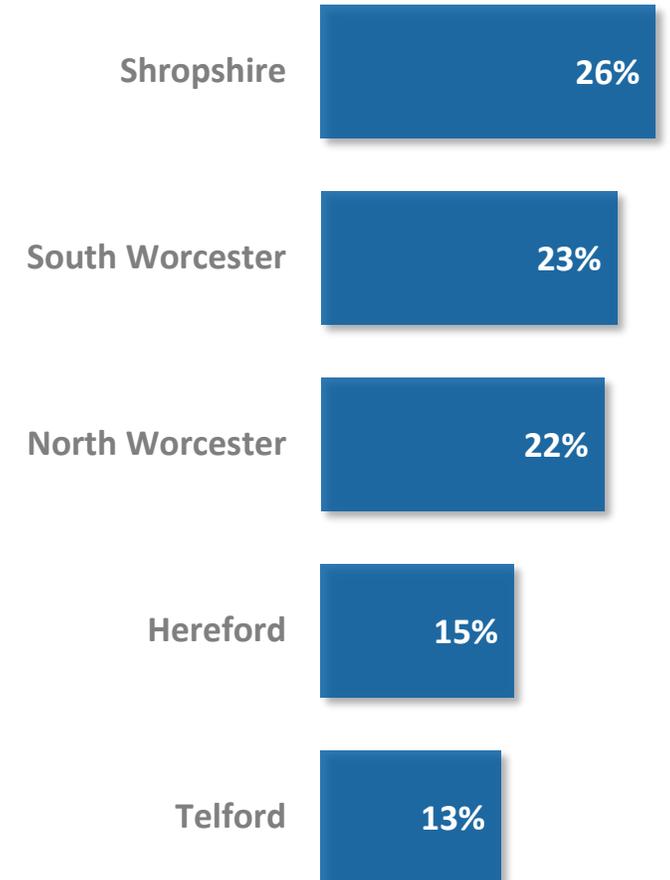
## Gender



## Age



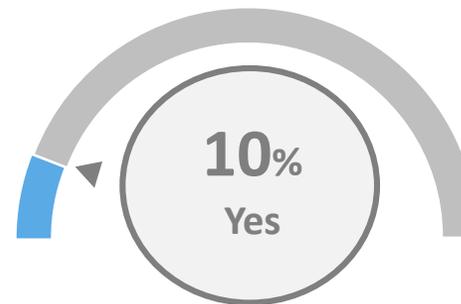
## LPA



## Ethnic Group



## Disability





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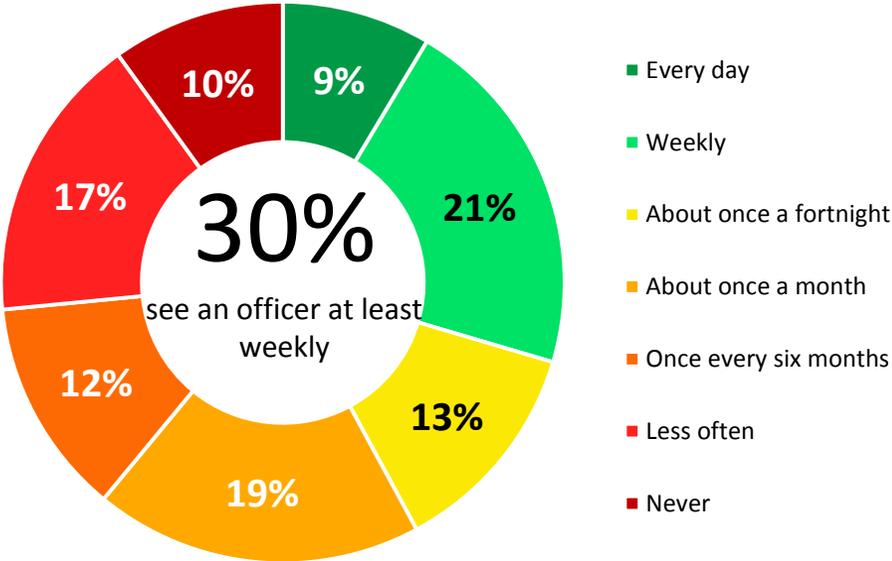
# Section Two

## Visibility / Presence

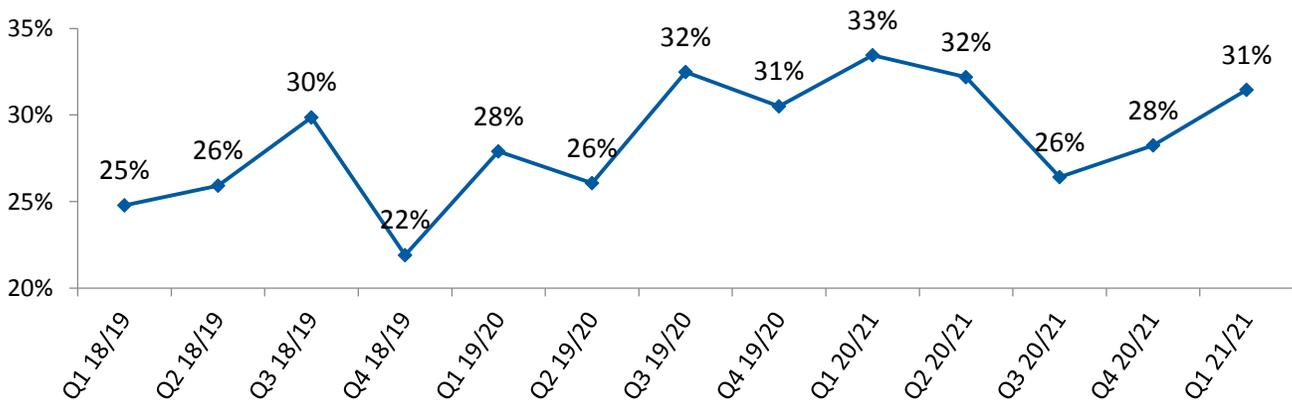


# Three out of every ten see an officer or PCSO at least once a week

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



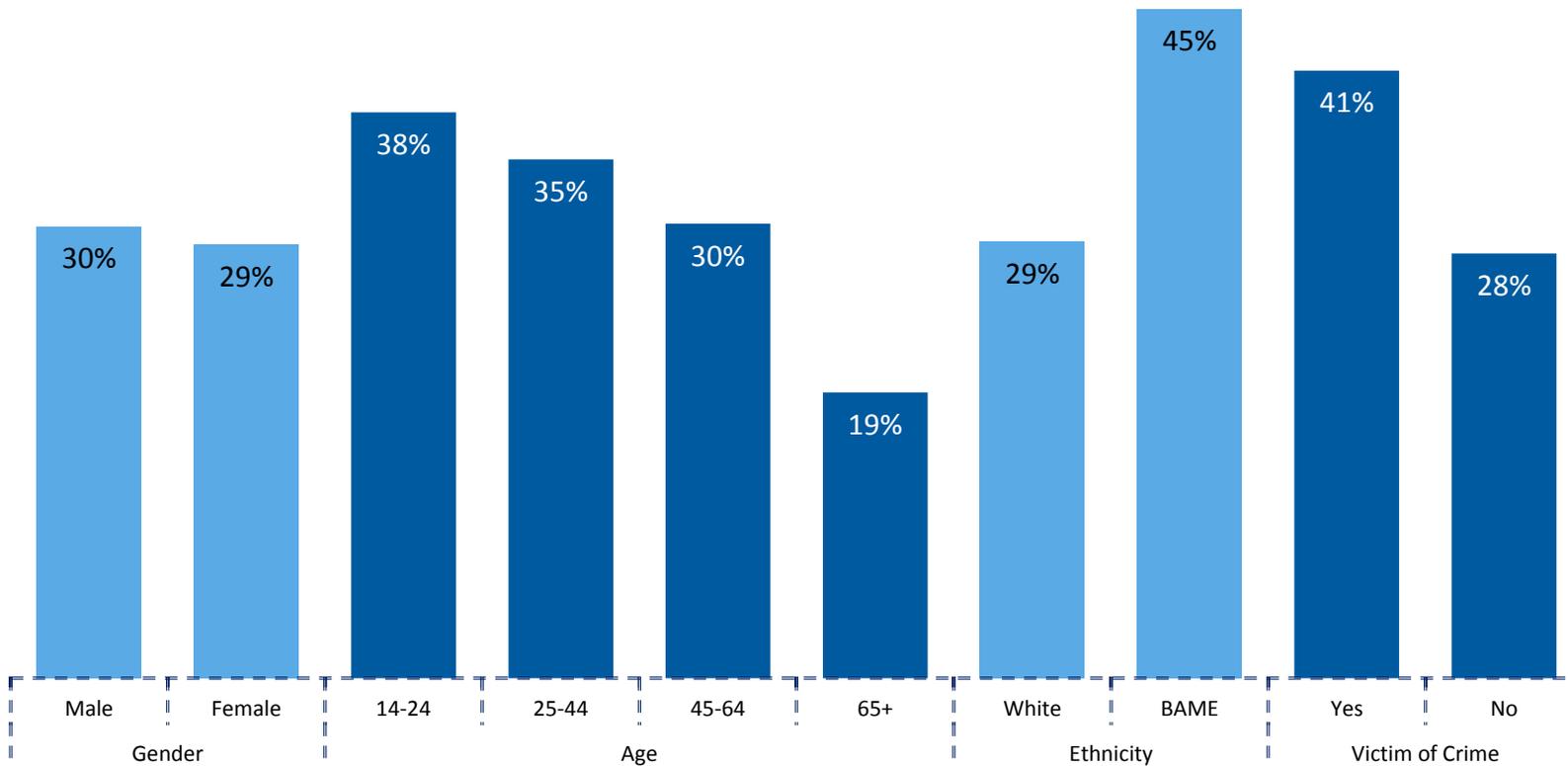
Trend over time - % At least weekly



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

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

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



## Key Insights

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

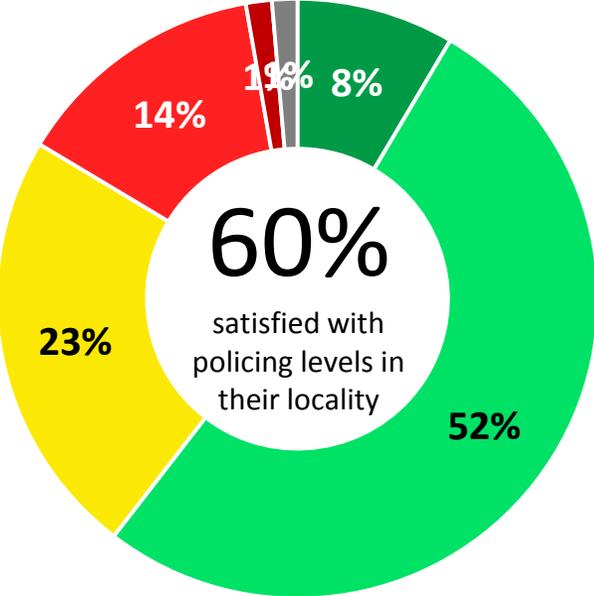
Residents of Herefordshire and Shropshire least likely to see an officer at least weekly

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

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

Victims of crime more likely to see an officer or PCSO weekly

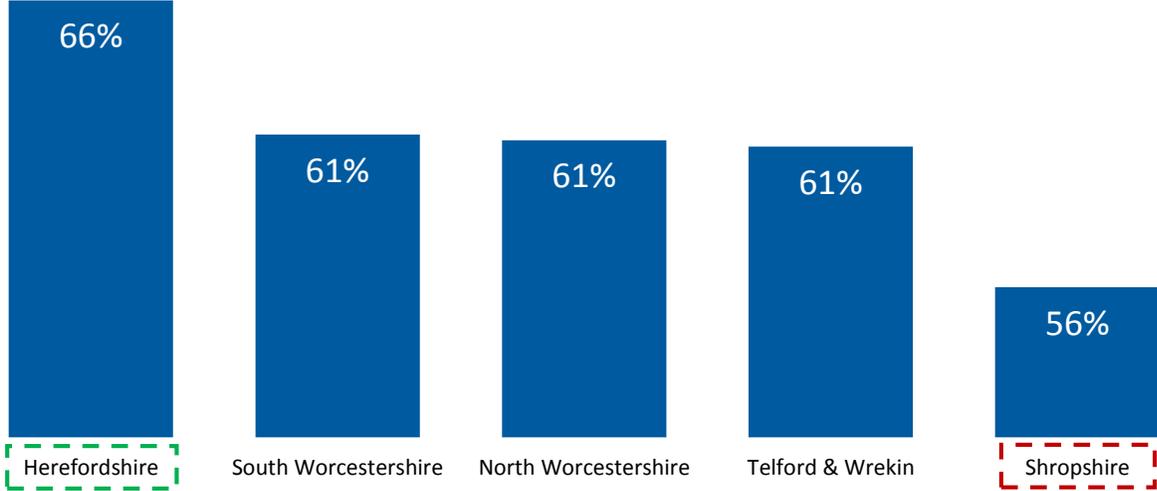
# Three-fifths are satisfied with the levels of policing in their local area



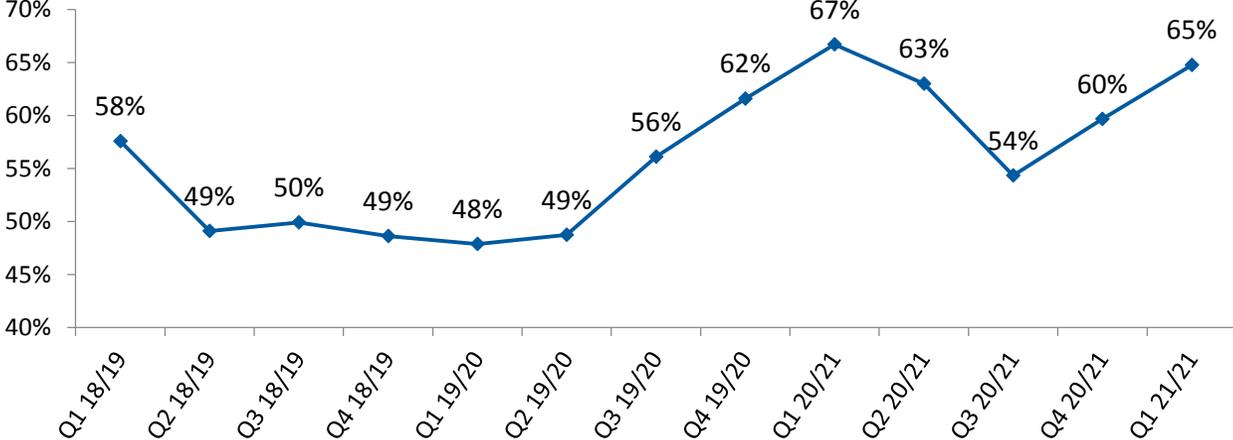
**61%**  
PPPEW – Net Satisfied  
↓ 1%

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

LPA Comparisons - % very satisfied / satisfied

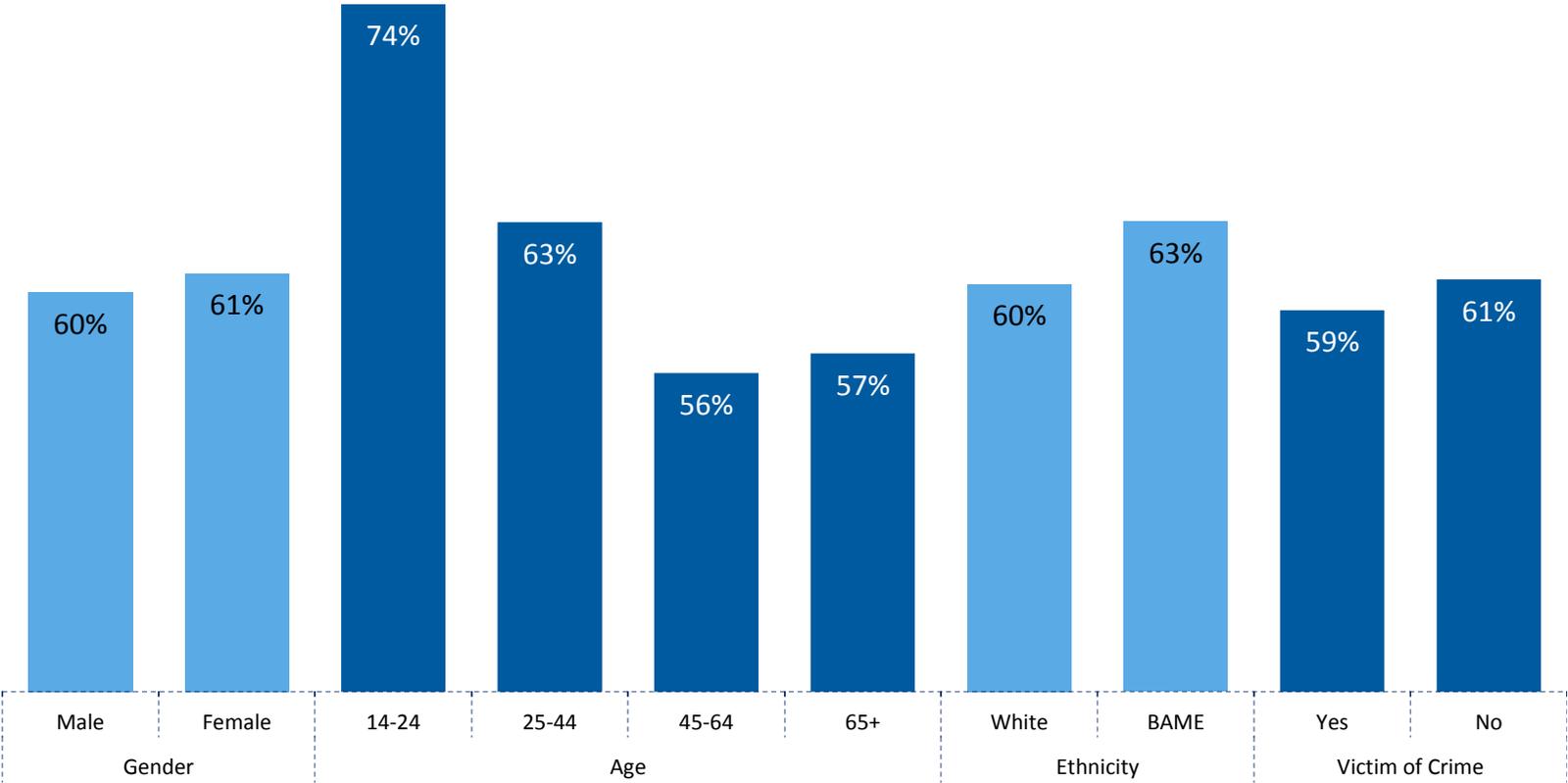


Trend over time - % Satisfied



# 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 5% from the previous quarter

Under 24's most likely to be satisfied with policing levels in their local area

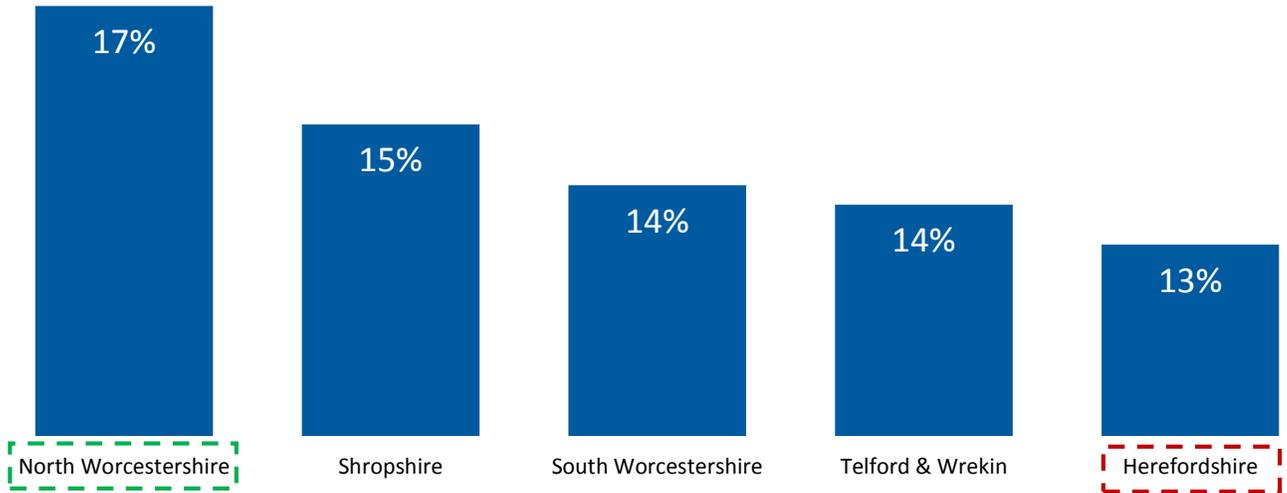
Those aged 45 and over less likely to be satisfied with policing levels

Residents of Shropshire least likely to be satisfied with policing levels

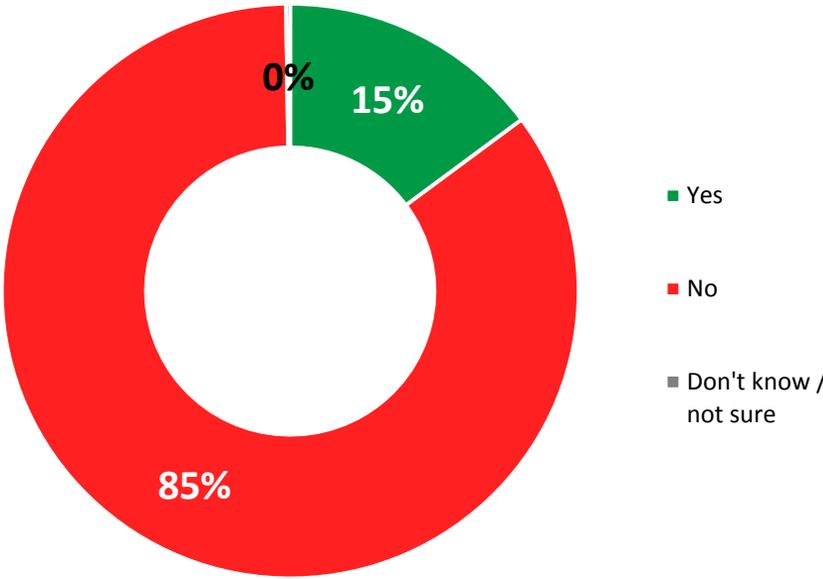
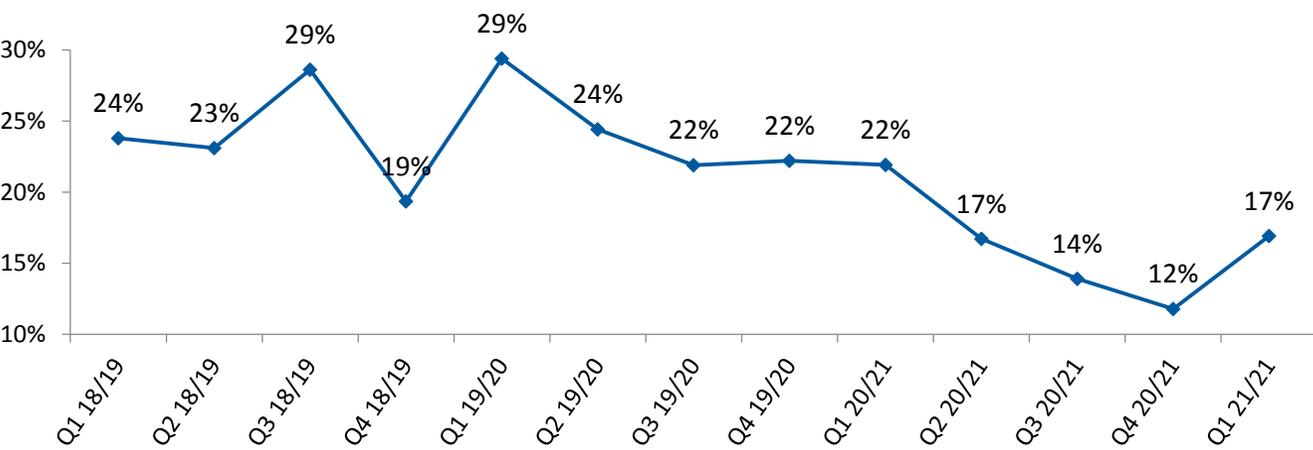
Those in Herefordshire more likely to be satisfied

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

LPA Comparisons - % Yes



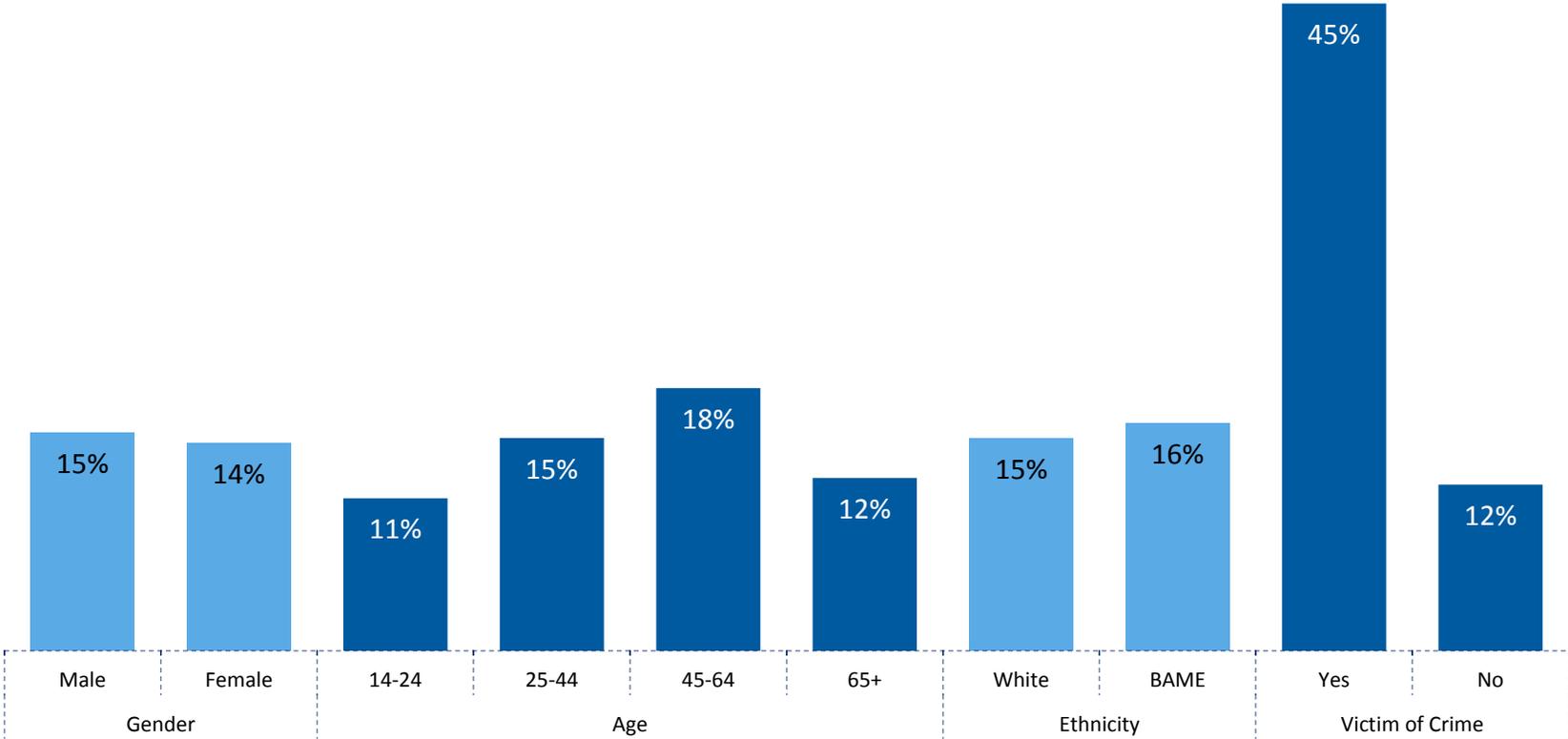
Trend over time - % Yes



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

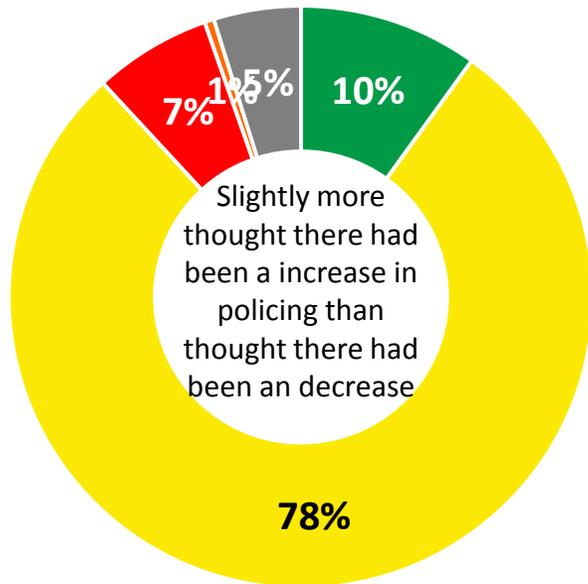
Victims of crime almost four times as likely to have spoken to a member of their local policing team

Those aged 14-24 and 65 and over least likely to have spoken to local policing team

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

Those who have spoken to an officer or PCSO from their local policing team has increased 5% from the previous quarter

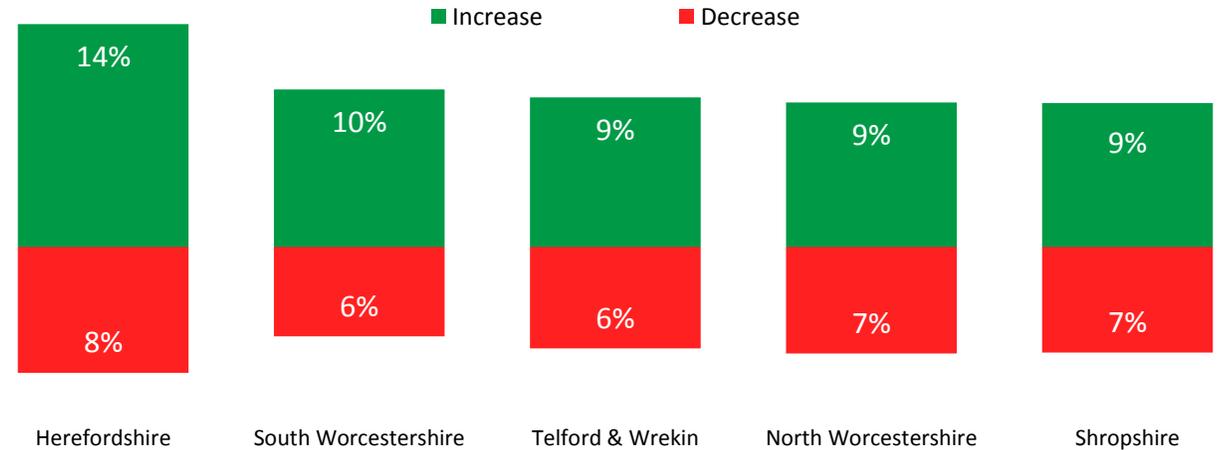
# Over three-quarters felt there had been no change in the level of policing



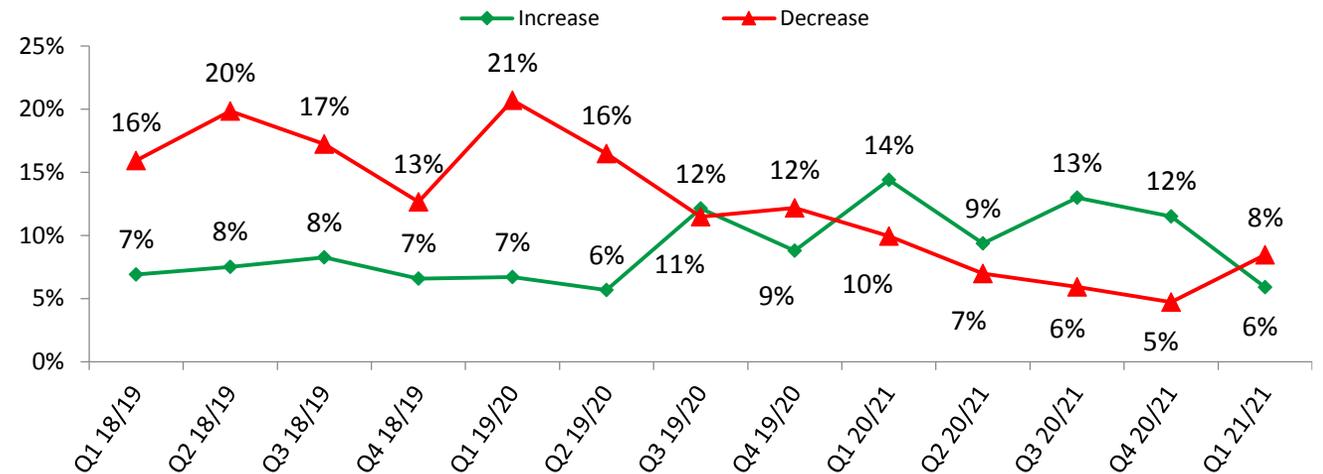
Slightly more thought there had been an increase in policing than thought there had been a decrease

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

LPA Comparisons - % increase v % decrease

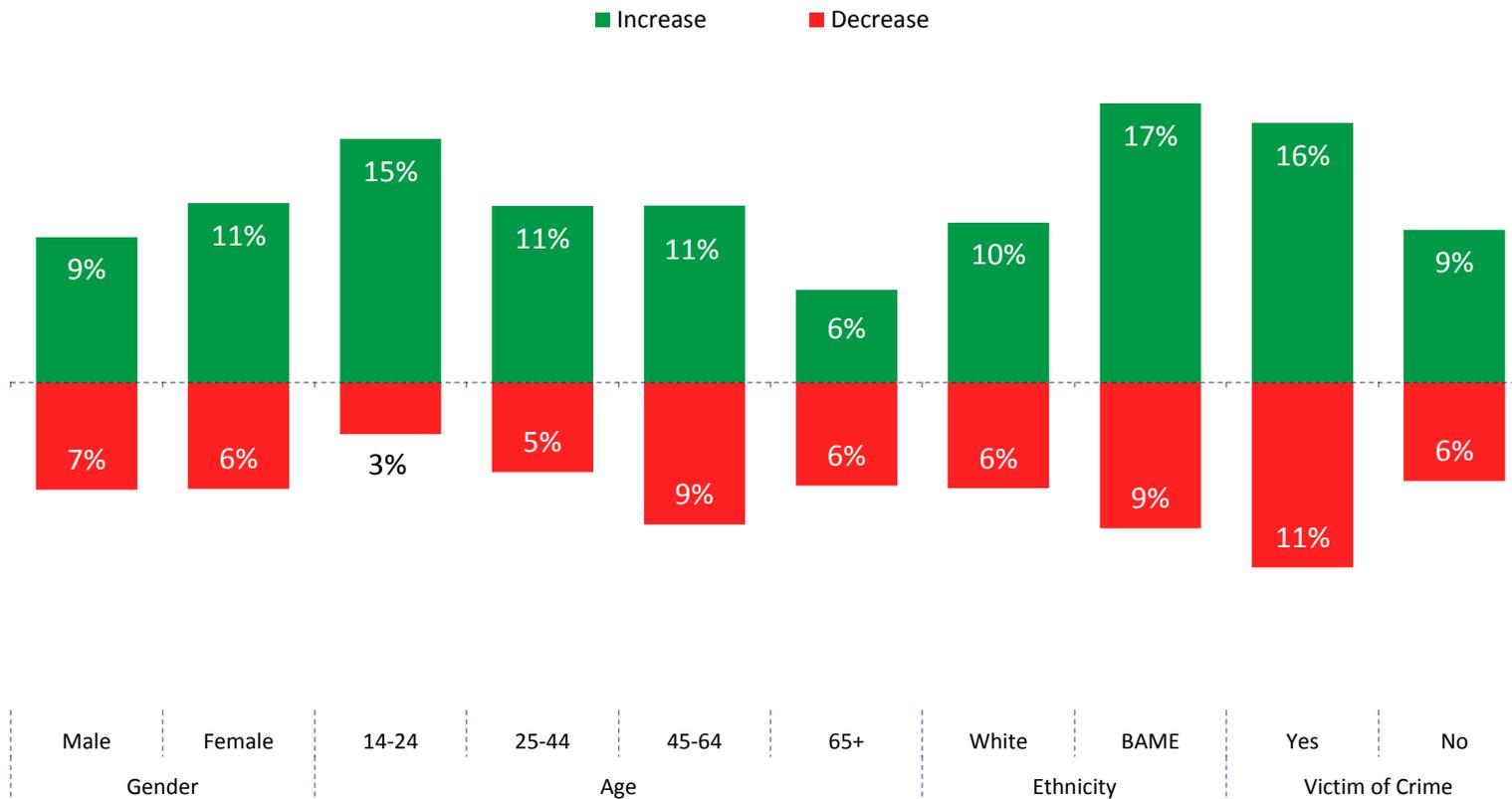


Trend over time - % Increase v % Decrease



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

Demographic Comparisons - % increase v % decrease



## Key Insights

Those stating an increase in levels of policing 6% 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 most likely to notice an increase in policing

Residents of Herefordshire also most likely to notice a decrease in policing levels



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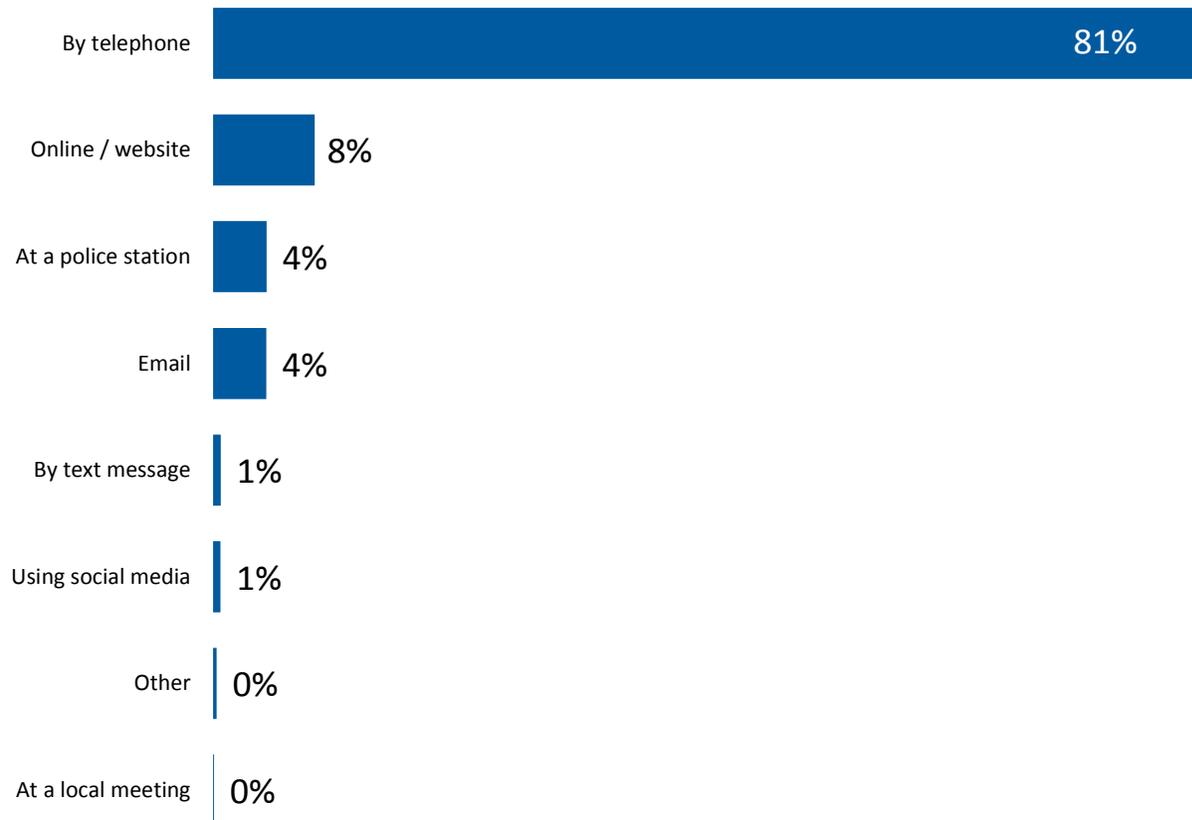


# Section Three

## Interaction / Access



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

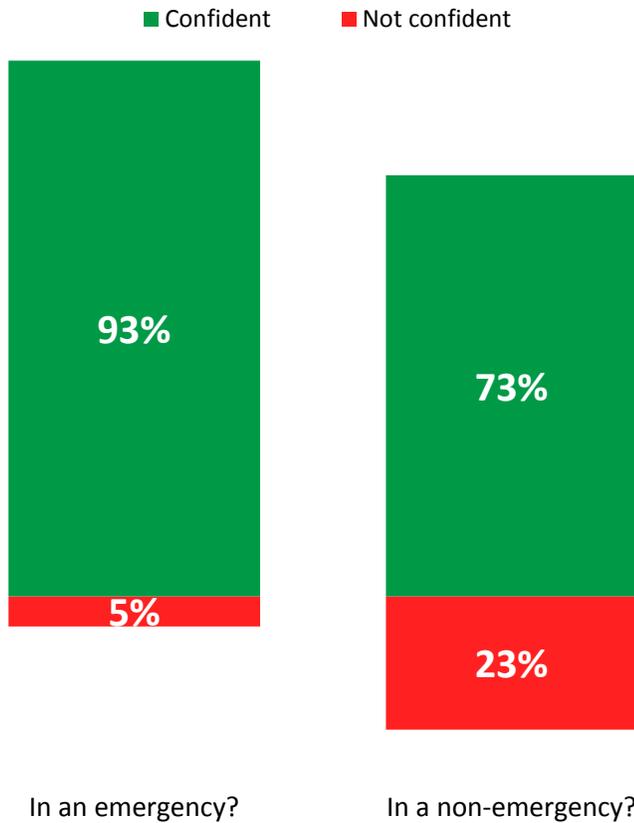


## Key Insights

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

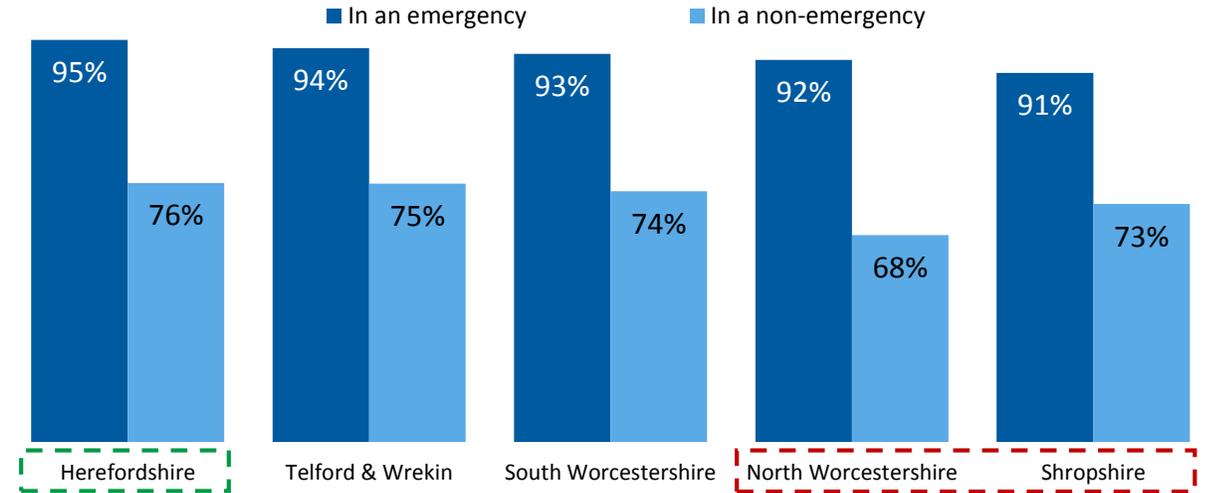
Younger residents (14-44) more likely to prefer electronic contact when compared to those aged 45+

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

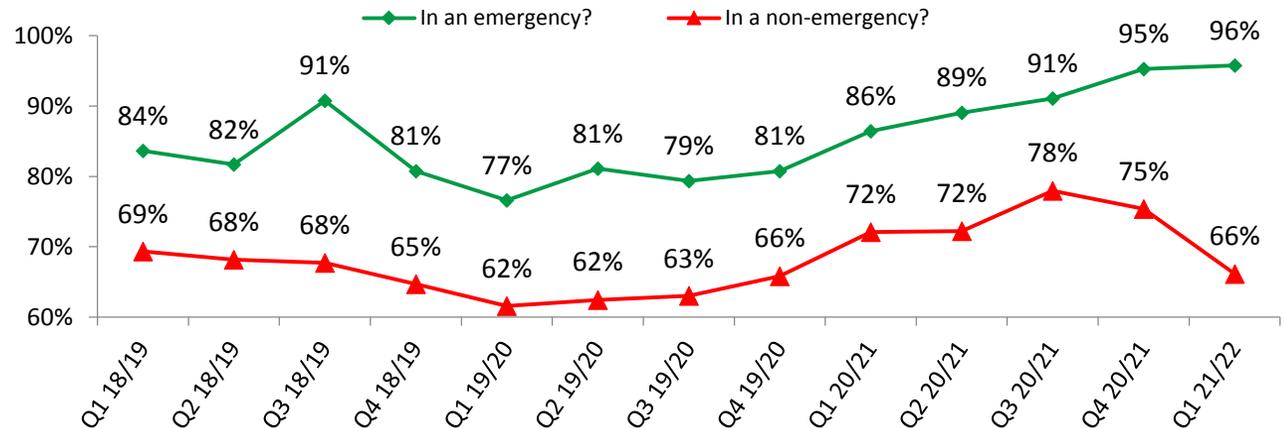


↑  
30%  
63%  
 PPPEW – In an emergency

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



Trend over time - % Confidence in accessing police services

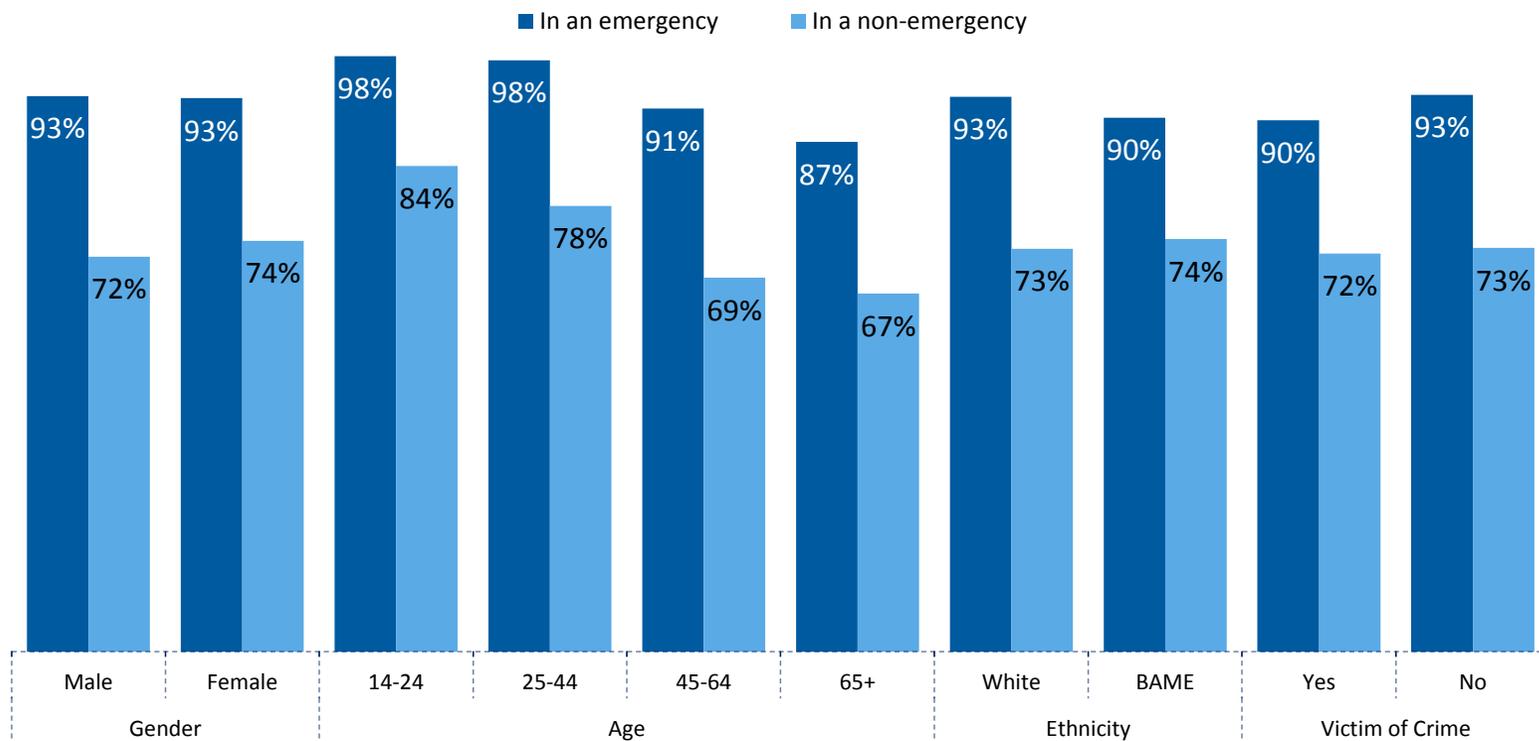


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

# 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

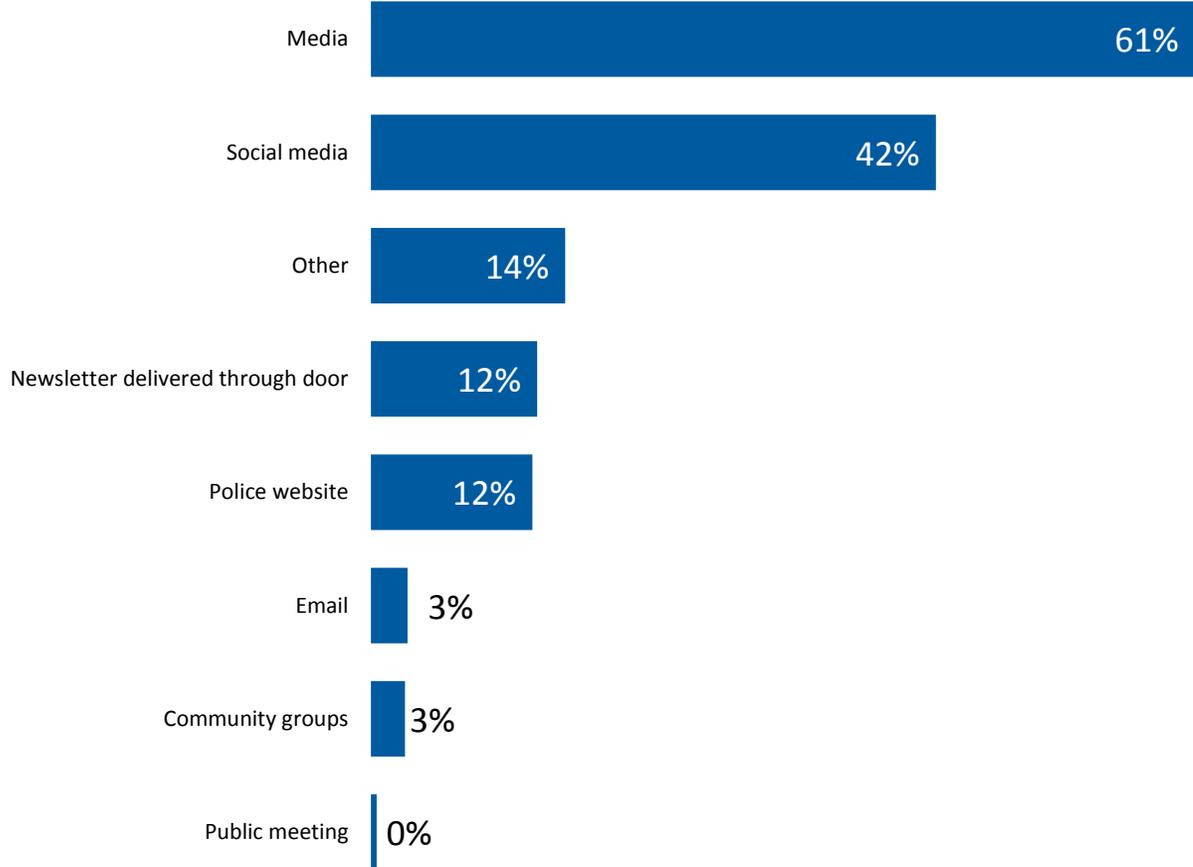
Confidence amongst residents they could access the police in a non-emergency has decreased by 9% from the previous quarter

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 they could access the police in both an emergency and a non-emergency

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

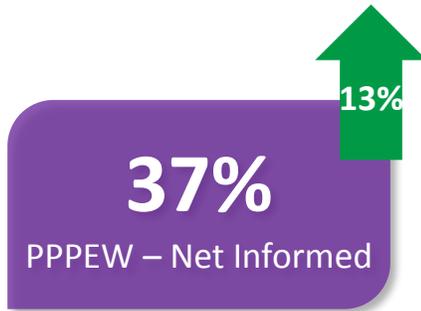
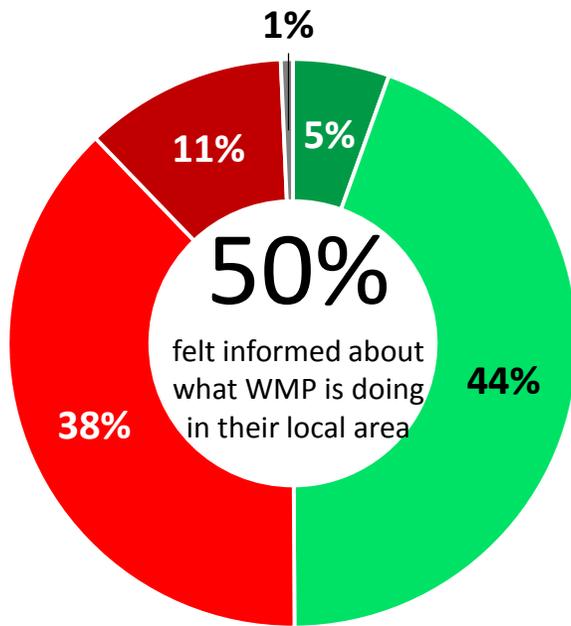
# Three-fifths said they found out about crime and policing from the media – two-fifths from social media



### Key Insights

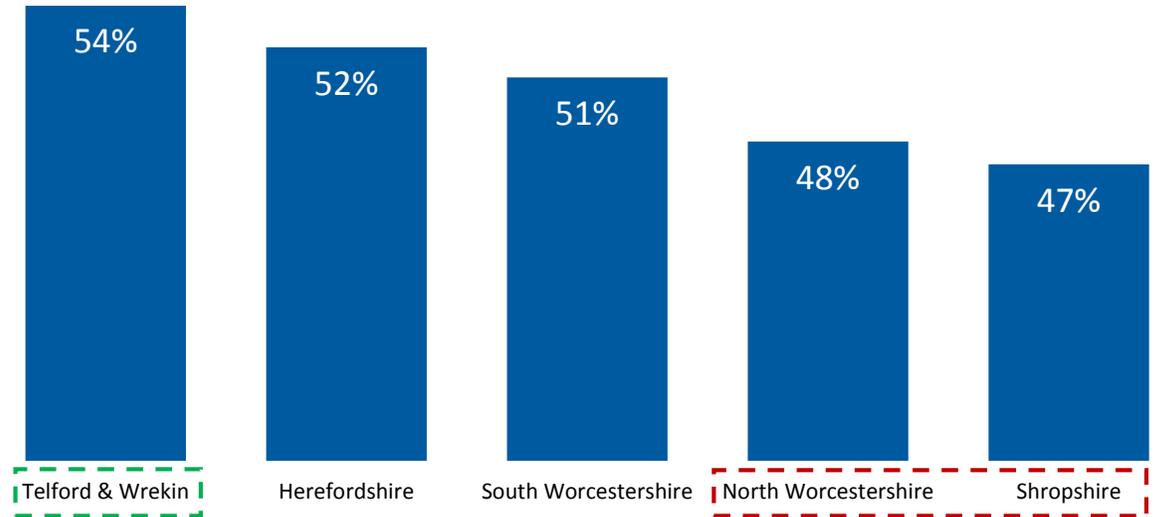
- Males more likely than females to find out about crime and policing from the media
- Females more likely than males to find out about crime and policing from social media
- Those aged 65+ more likely to find out about crime and policing from the media
- Those aged 14-24 most likely to find out about 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 – more likely to find out through social media

# Half do not feel informed about what WMP are doing

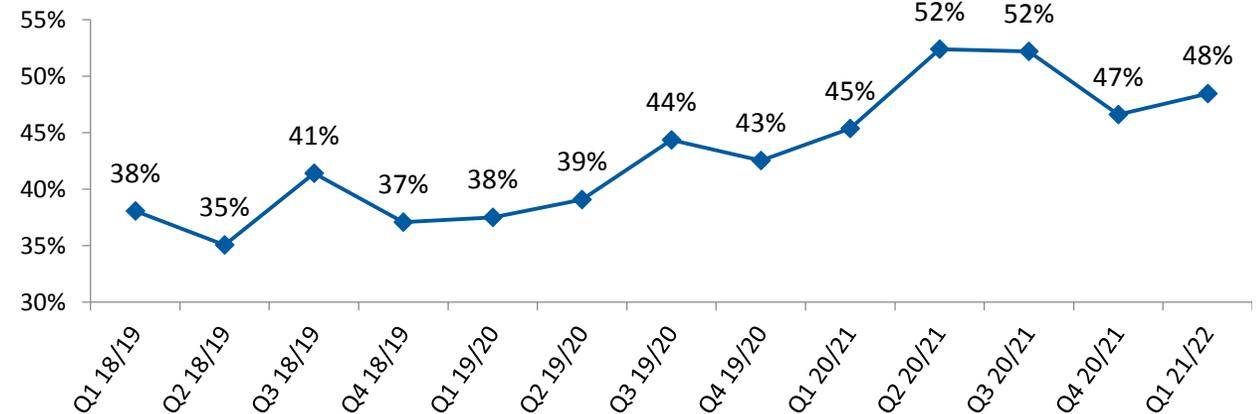


- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

LPA Comparisons - % very / fairly informed

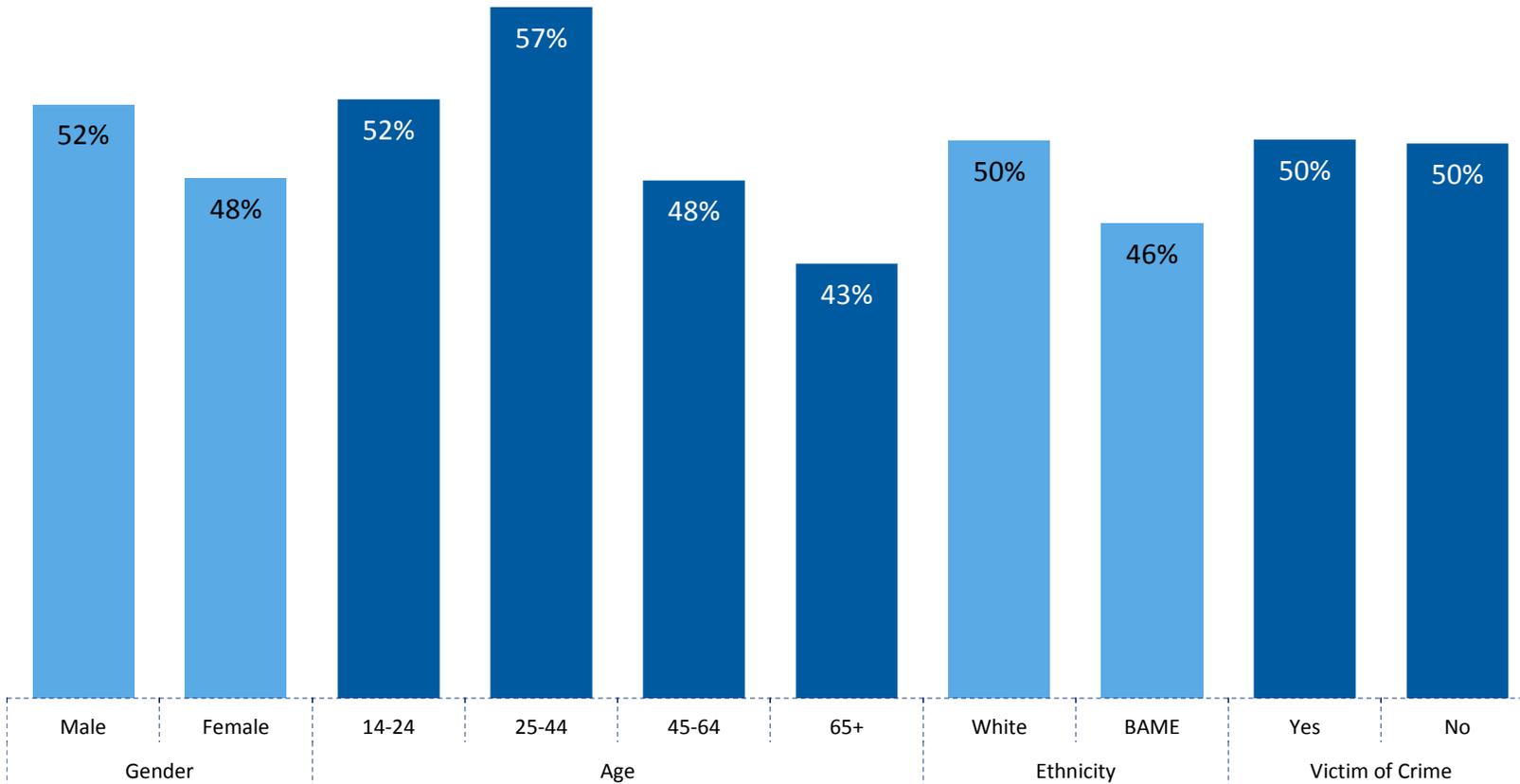


Trend over time - % Informed



# Half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



## Key Insights

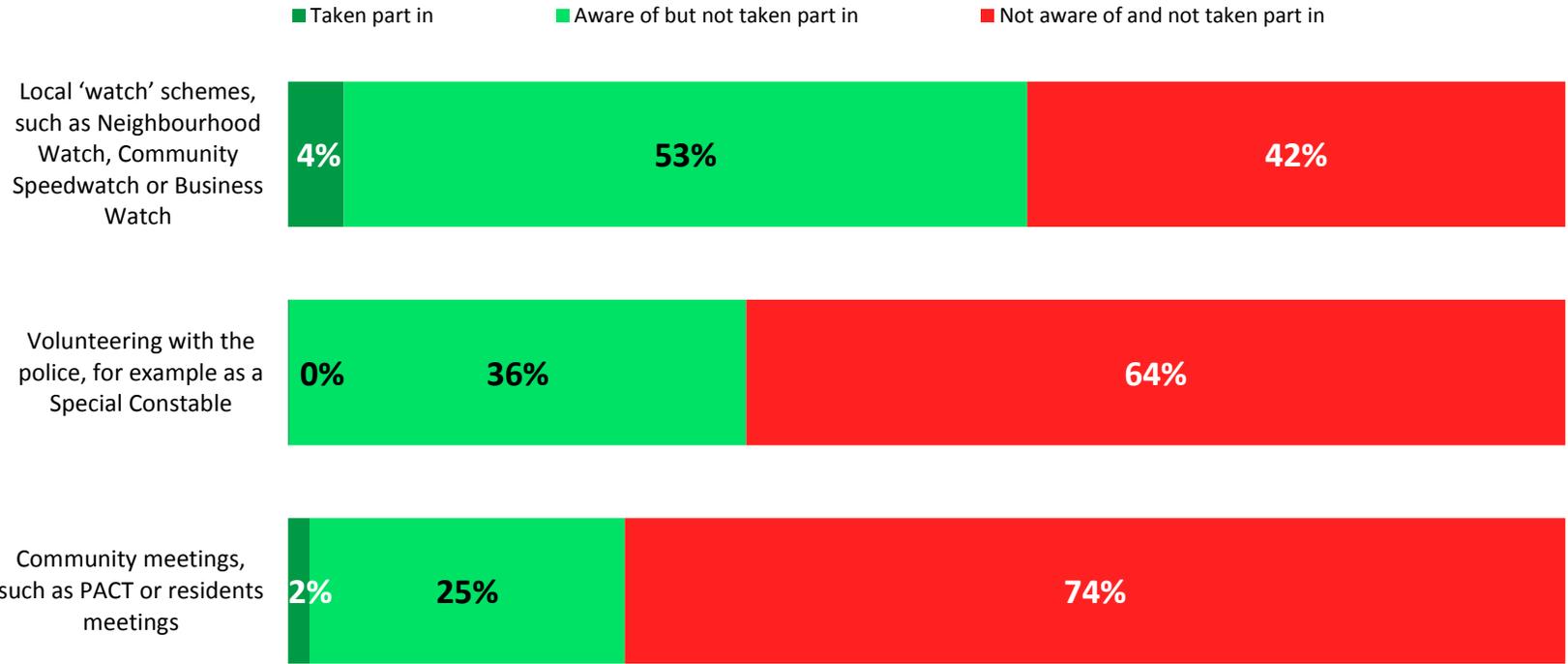
Those aged 45 and over less likely to feel informed about what WMP is doing

Younger respondents (under 44) 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 felt most informed about what the police are doing in their local area; those from Shropshire and North Worcestershire least informed

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



### Key Insights

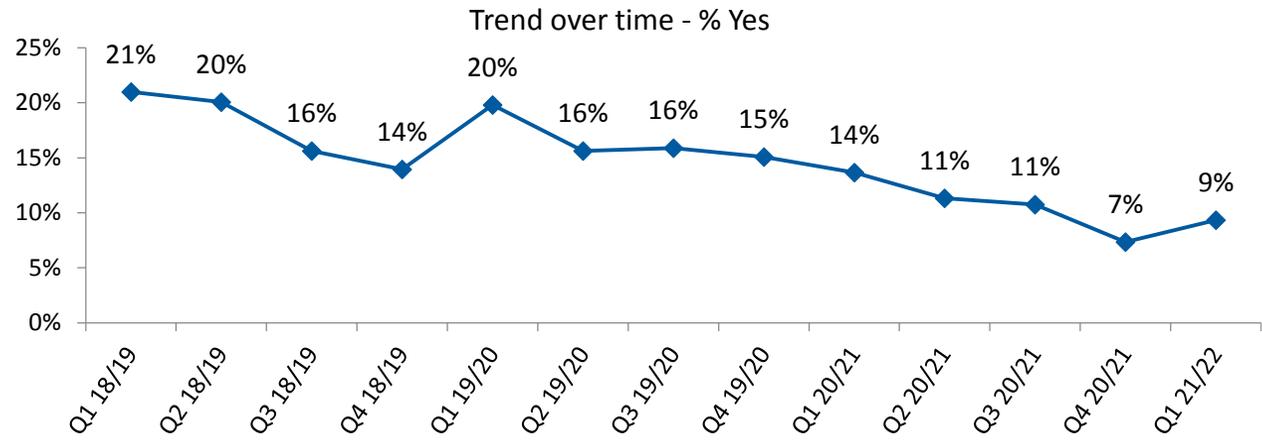
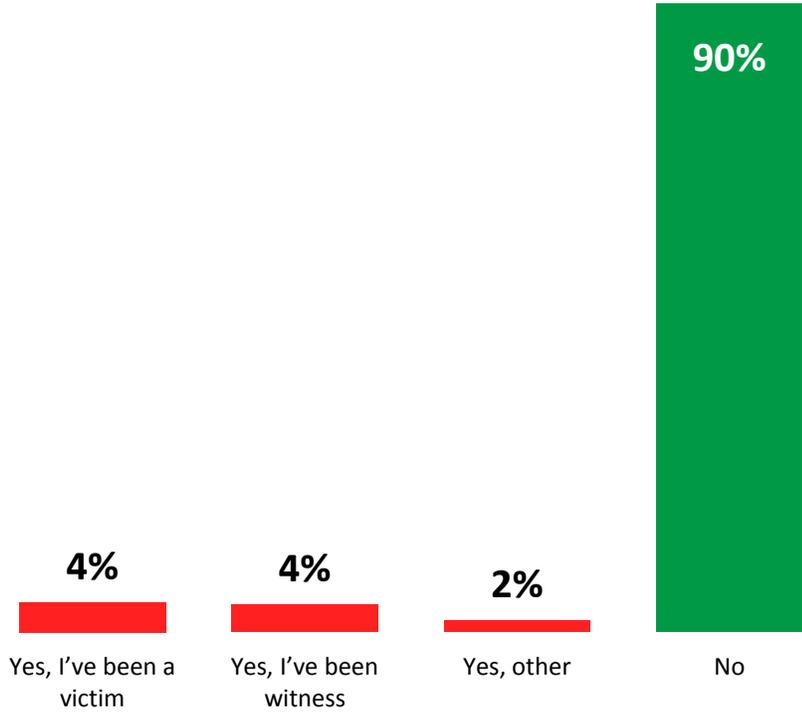
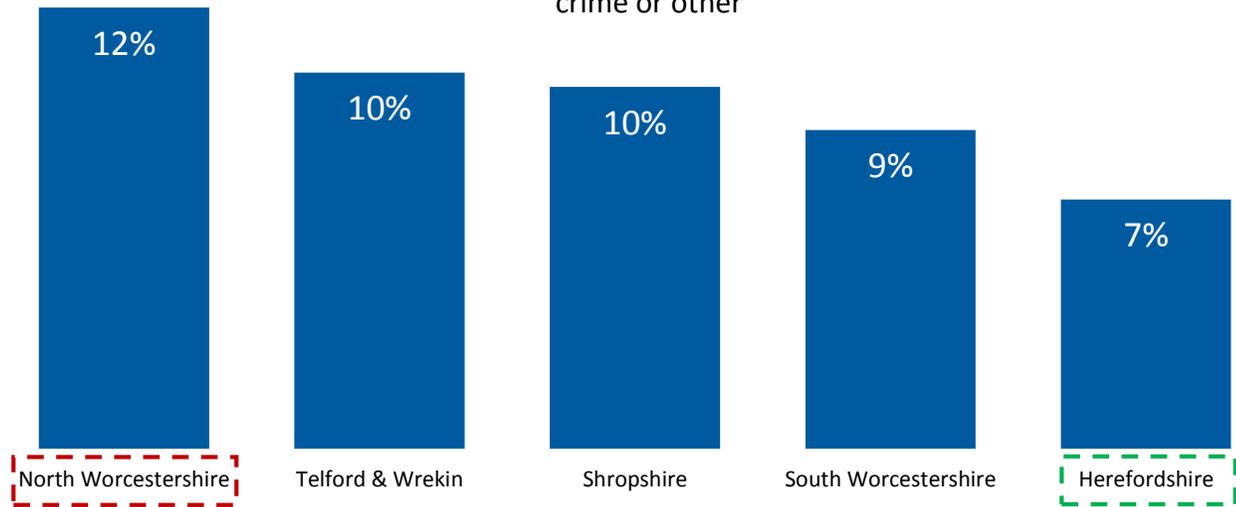
Just over half aware of local 'watch' schemes; a small percentage have taken part

A small number of residents (3) said they had taken part in police volunteering; over a third were aware

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

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

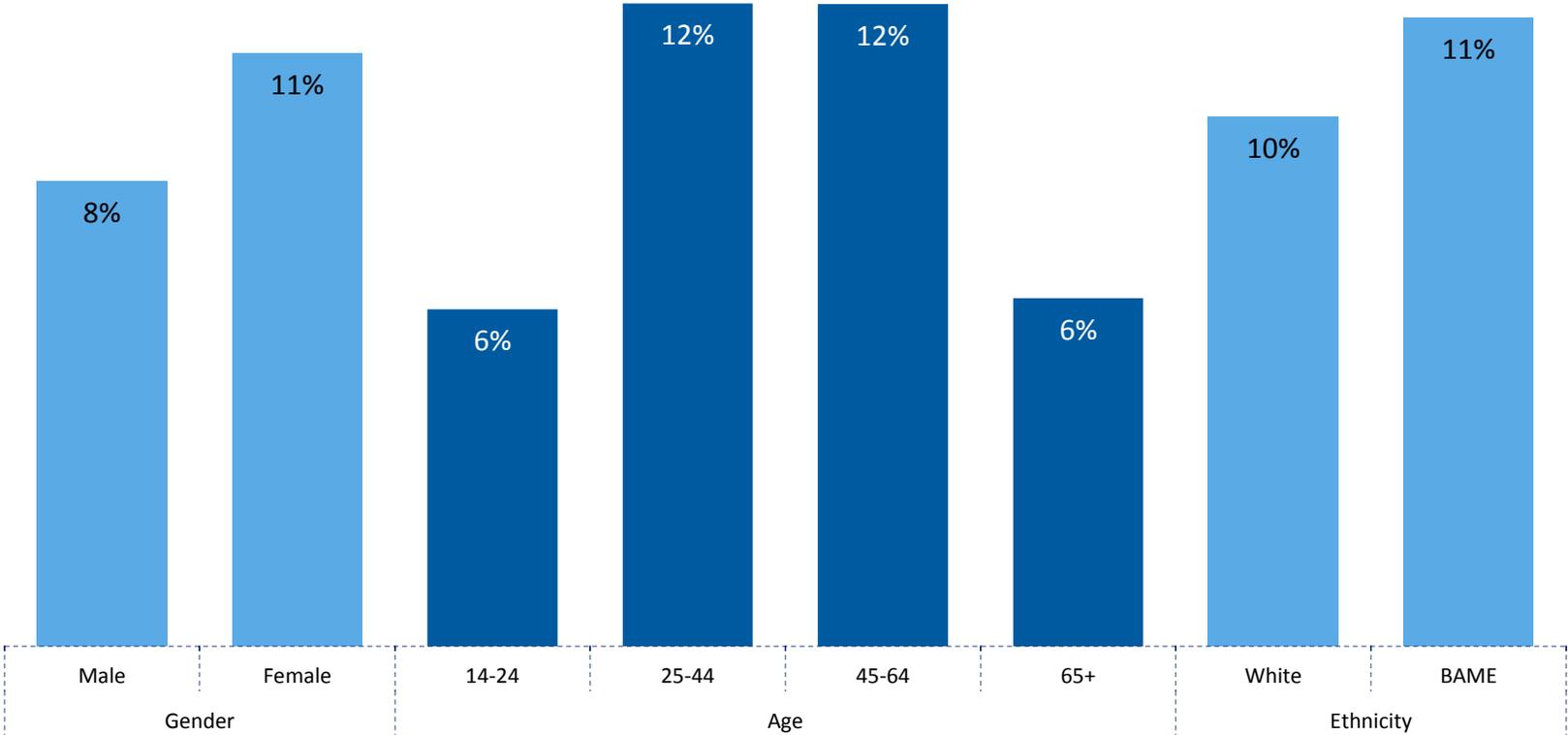
LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other



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?

# 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

- Slight increase (+2%) in those that had been a victim of crime since the previous quarter
- Residents in North Worcestershire more likely to have encountered crime, with those in Herefordshire least likely
- Those aged 14-25 and 65 and over least likely to have been a victim of crime
- Females more likely than males to have been a victim of crime
- 90% of those that had been a victim of crime said they reported this to the police



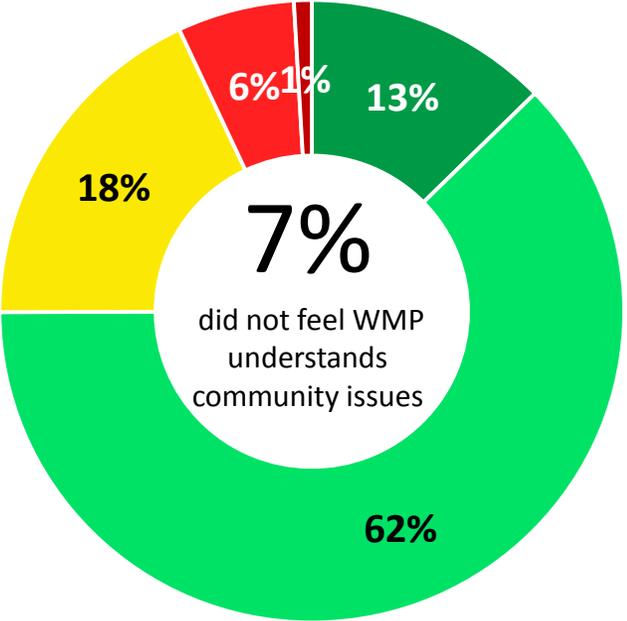
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# Section Four Effectiveness



# Three-quarters felt WMP understands issues in their community

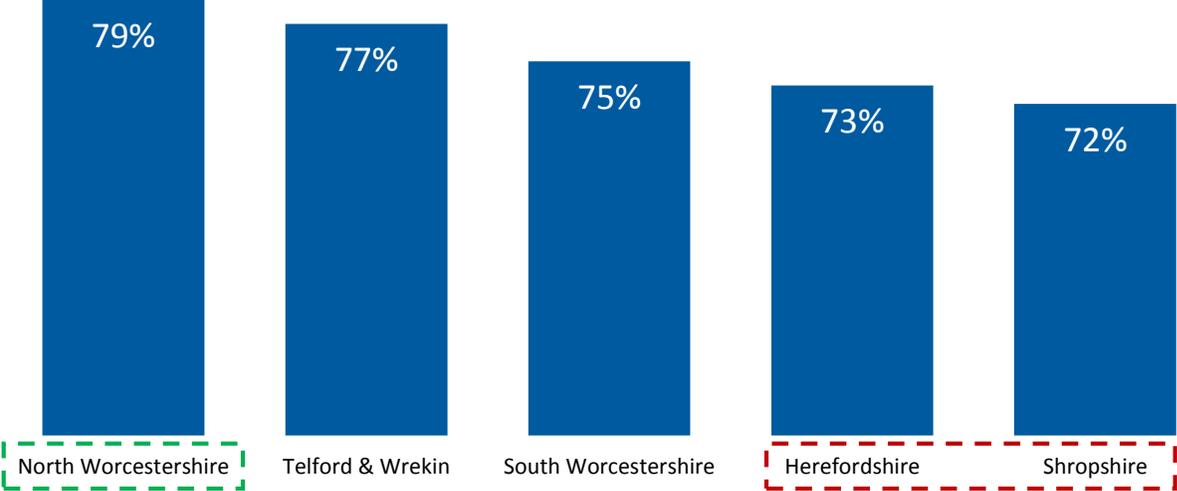


**67%**  
CSEW MSG  
Average -  
Net Agree

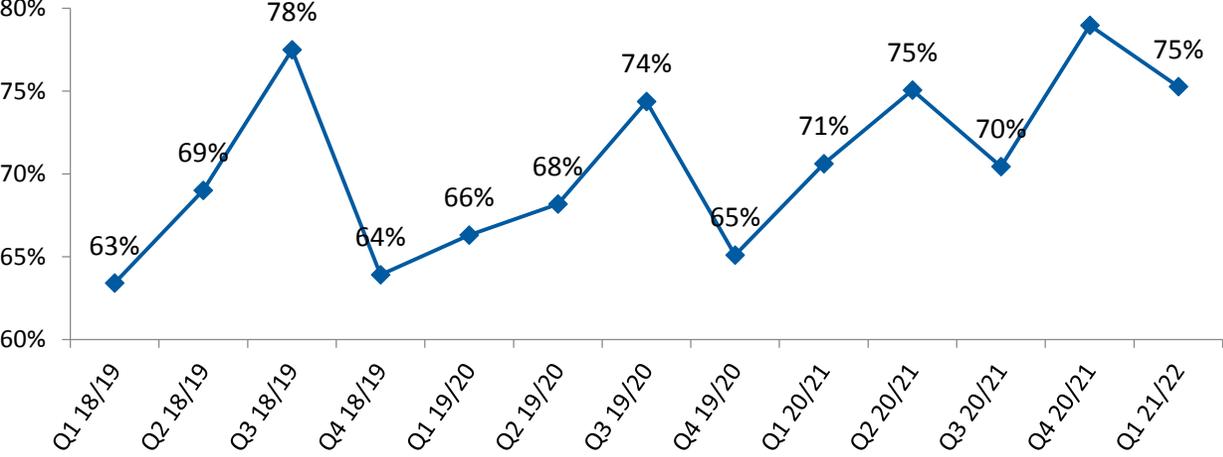
8%

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

LPA Comparisons - % strongly / tend to agree



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

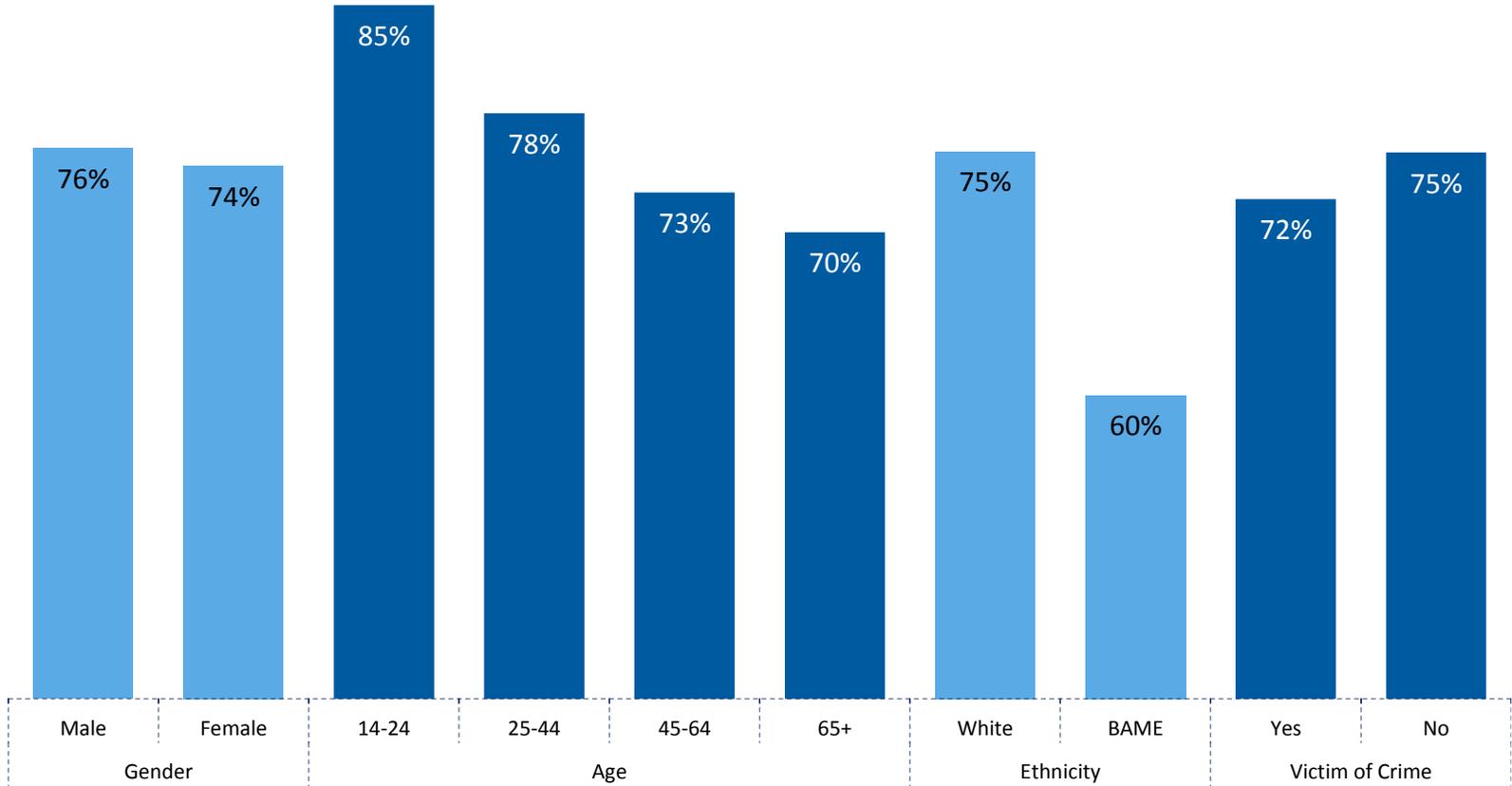
Residents aged 14-24 more likely to agree, with agreement declining the older the respondent was

White respondents more likely to agree when compared BAME respondents

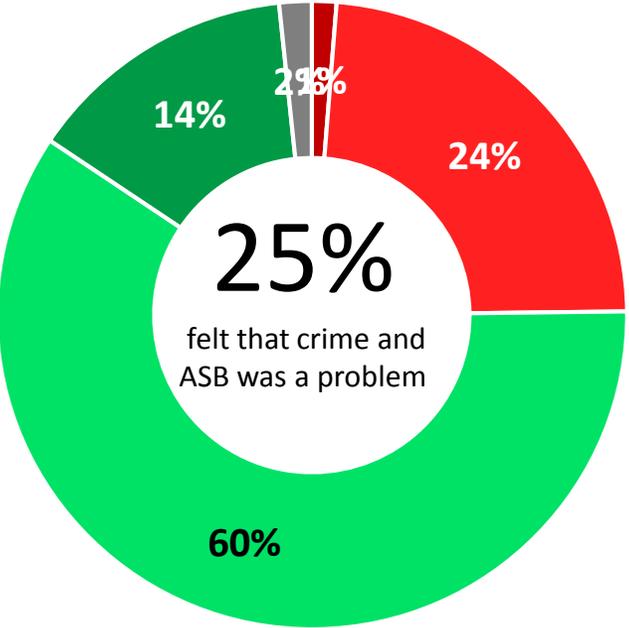
Residents in Shropshire and Herefordshire least likely to agree the police understands community issues

Residents in North Worcestershire most 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

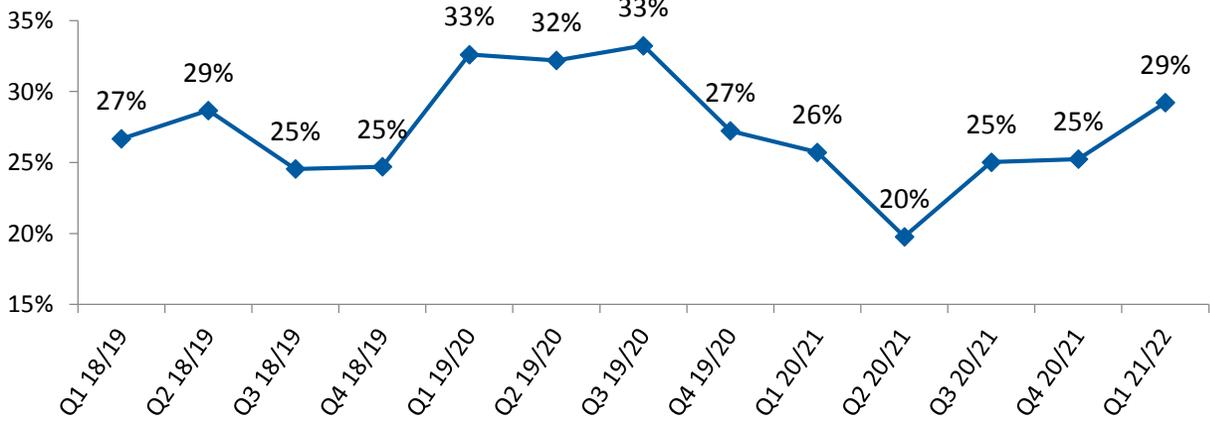
- A very big problem
- Quite a big problem
- Not much of a problem
- Not a problem at all
- Don't know

18%

LPA Comparisons - % very / quite a big problem

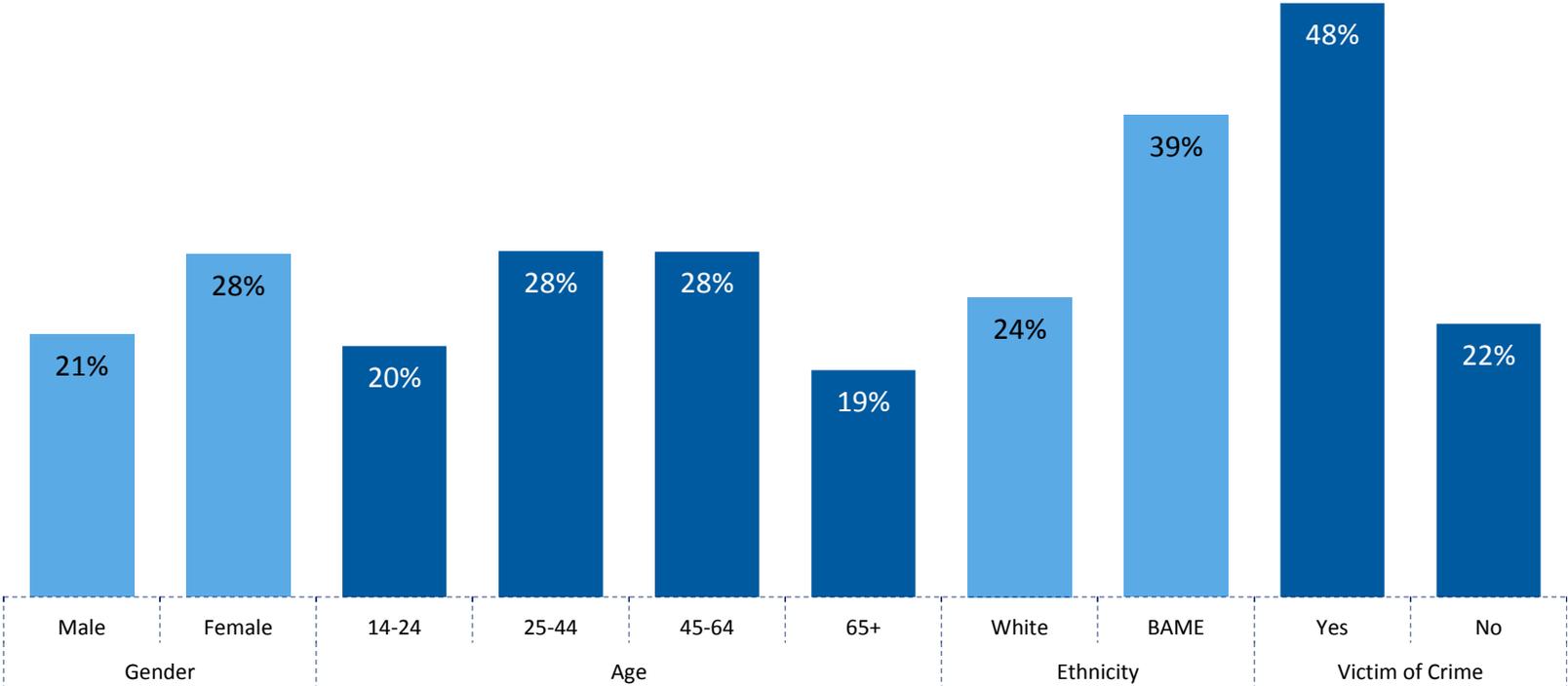


Trend over time - % A very / quite a big problem



# 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 more than twice as likely to have said crime and ASB was a problem

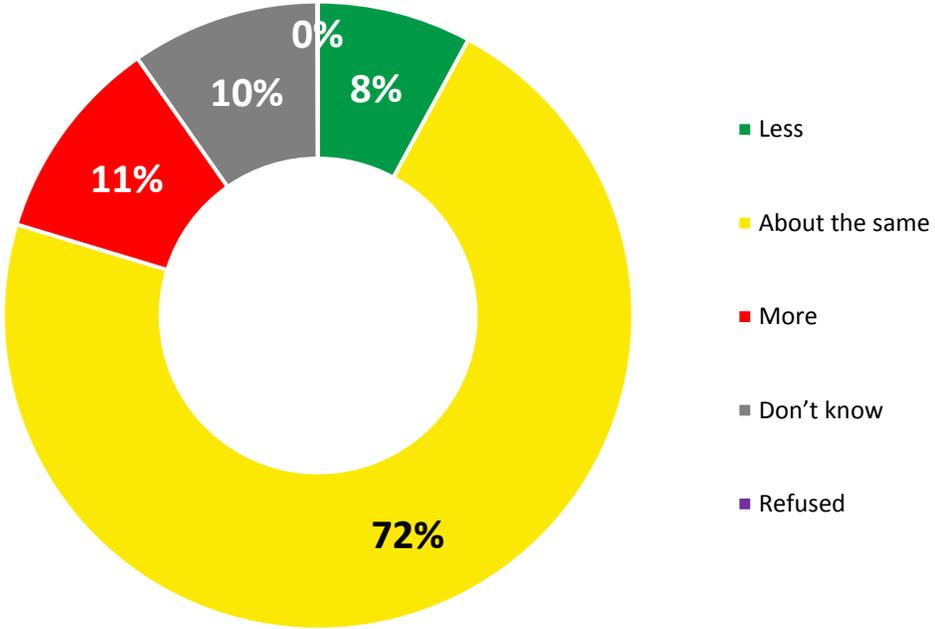
Females more likely to say crime and ASB a problem than males

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

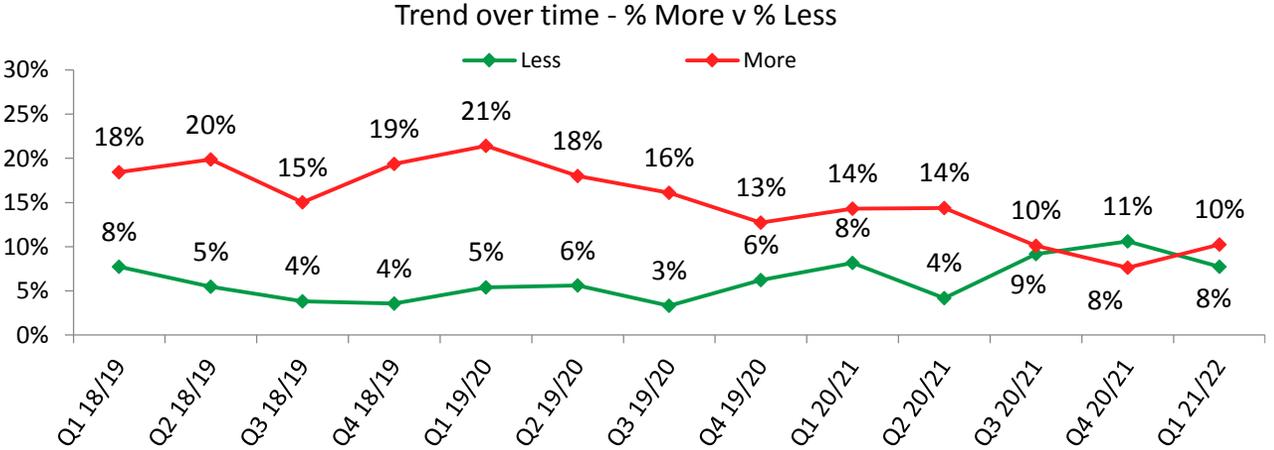
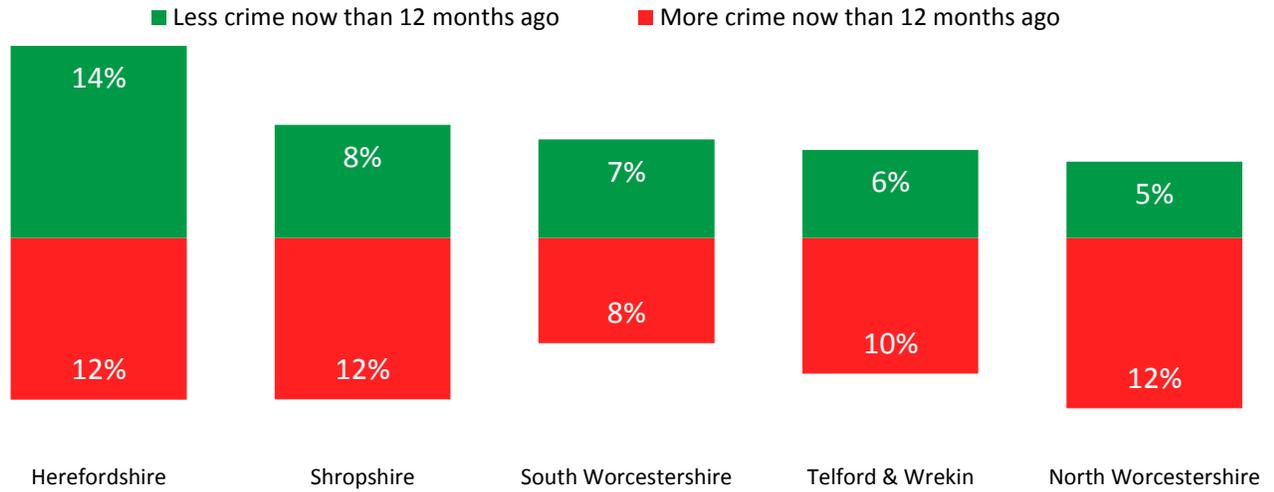
Residents in Herefordshire least likely to say crime and ASB was a problem; those in Telford & Wrekin and North Worcestershire most likely

# Around three-quarters felt crime and ASB levels had remained the same – a tenth felt there was more



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

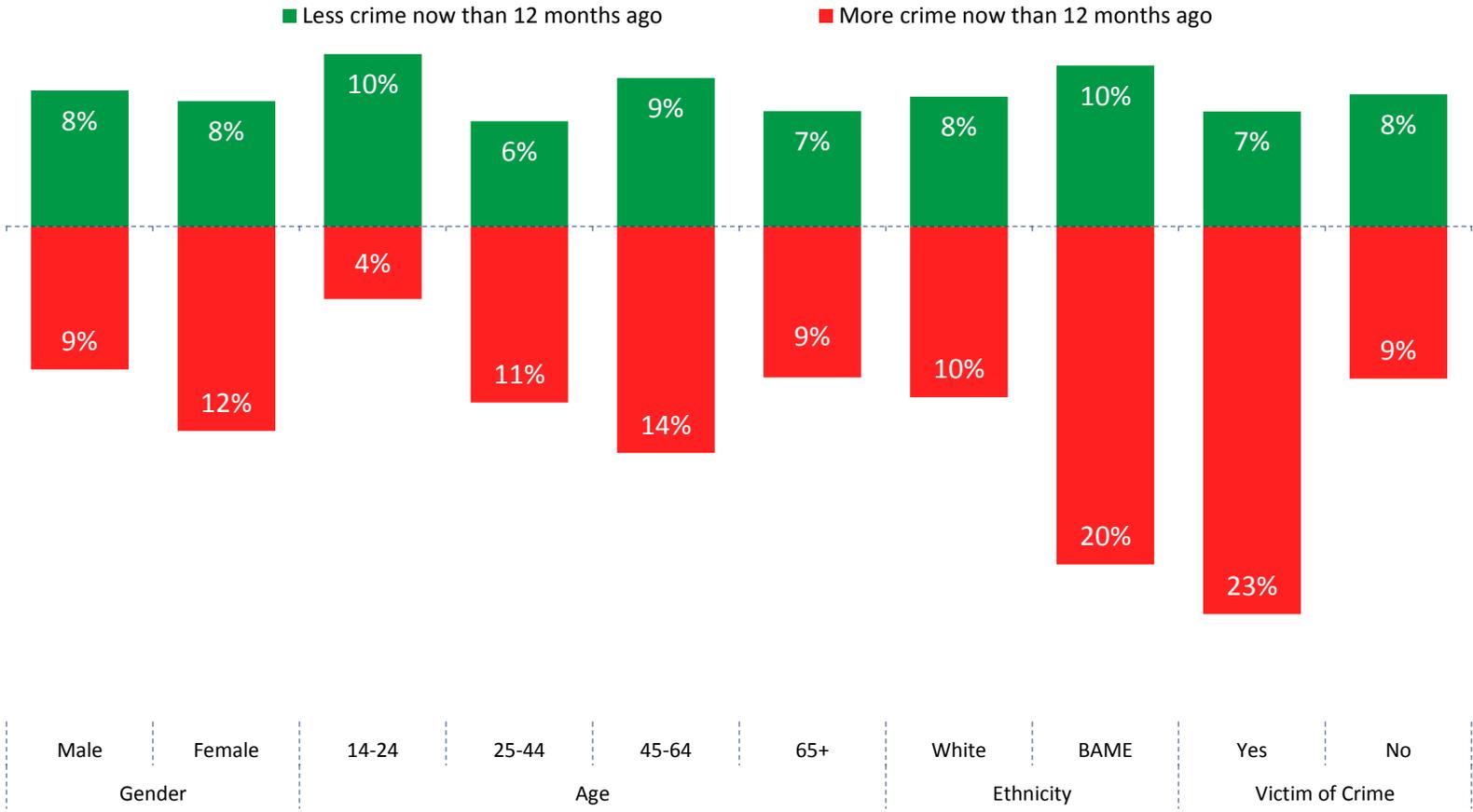
LPA Comparisons - % more crime v % less crime



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?

# Around three-quarters felt crime and ASB levels had remained the same – a tenth felt there was more

Demographic Comparisons - % more crime v % less crime

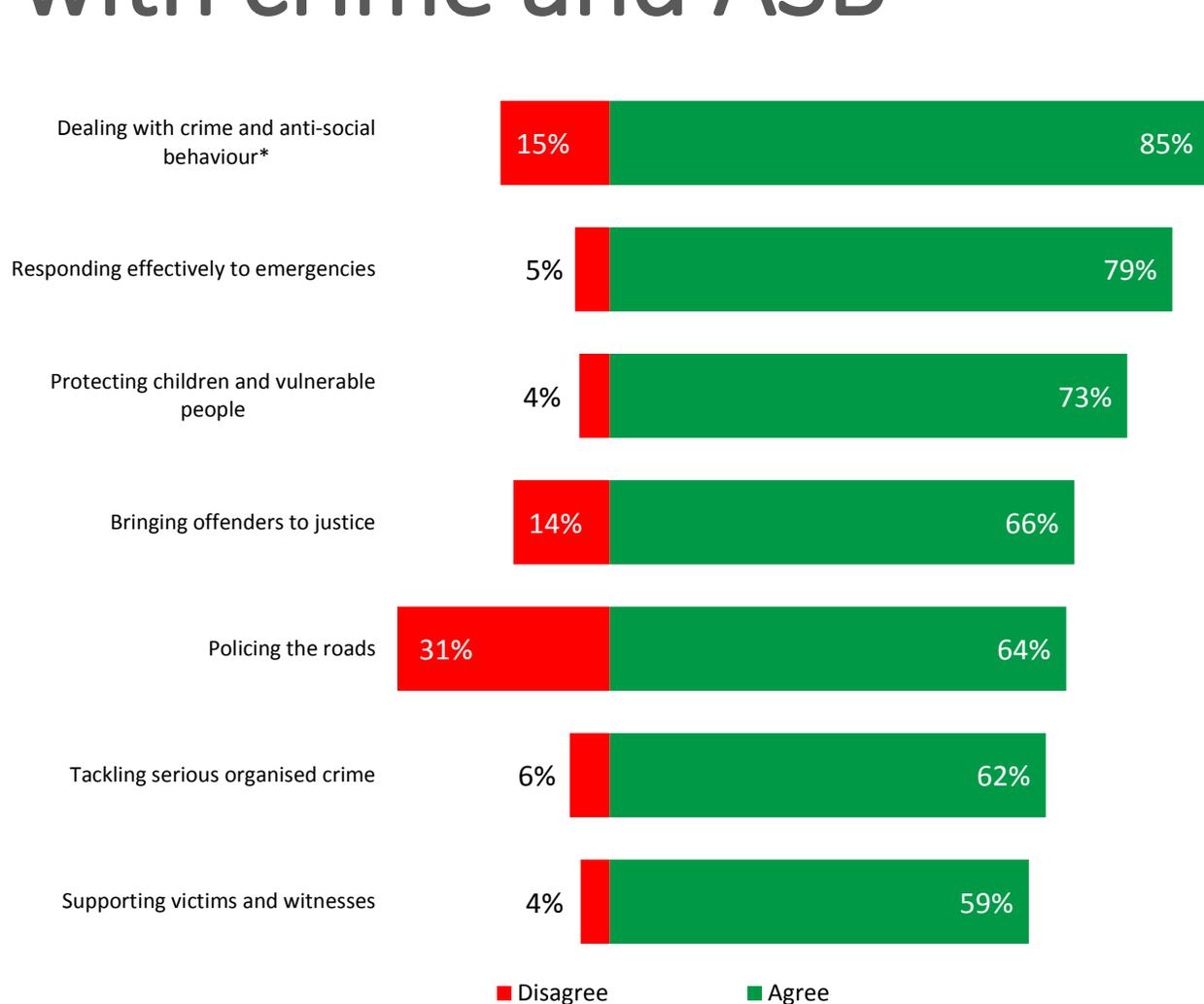


### Key Insights

- 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
- BAME respondents twice as likely than white respondents to feel that crime and ASB has increased
- Those aged 45-64 more likely to feel there has been an increase in crime over the past 12 months

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 8 out of every 10 agreed WMP are dealing with crime and ASB



**54%**  
CSEW MSG Average - Dealing with crime and ASB

↑ 30%



## Key Insights

Around a sixth disagree that WMP are dealing with crime and ASB and bringing offenders to justice

Nearly a third 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

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

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

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



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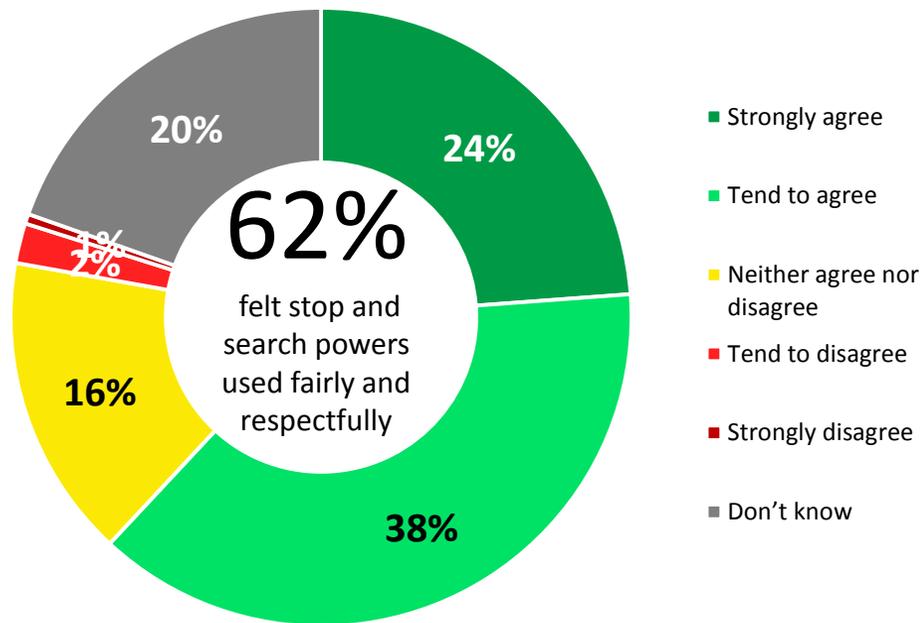


# Section Five

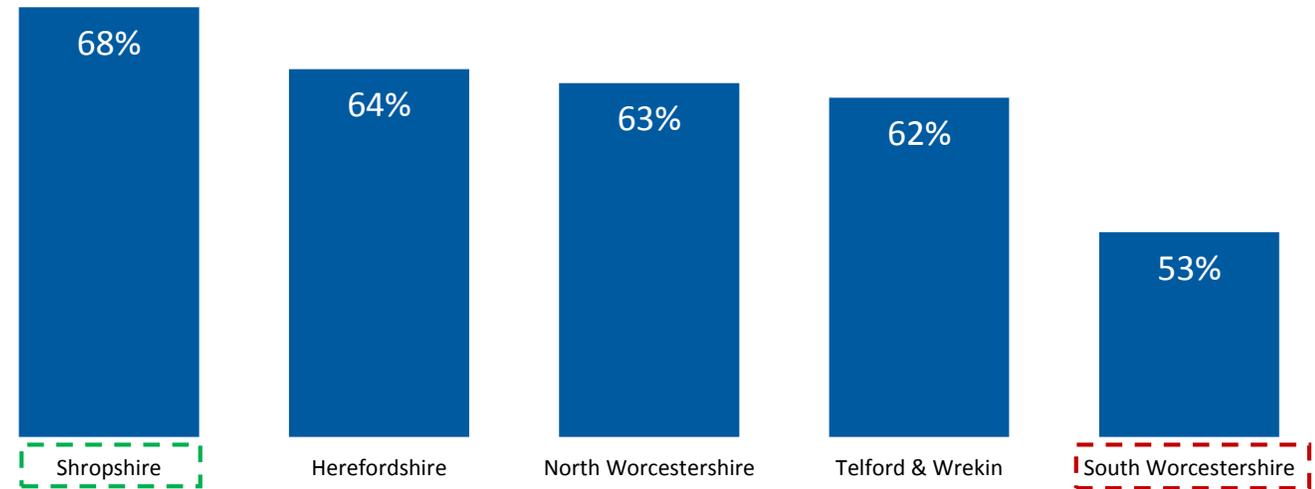
## Trust / Integrity



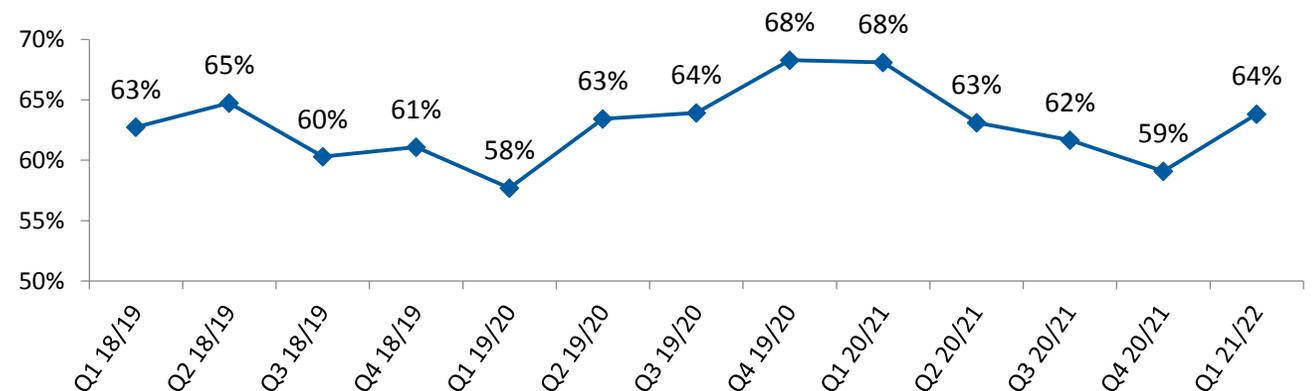
# Over three-fifths confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree

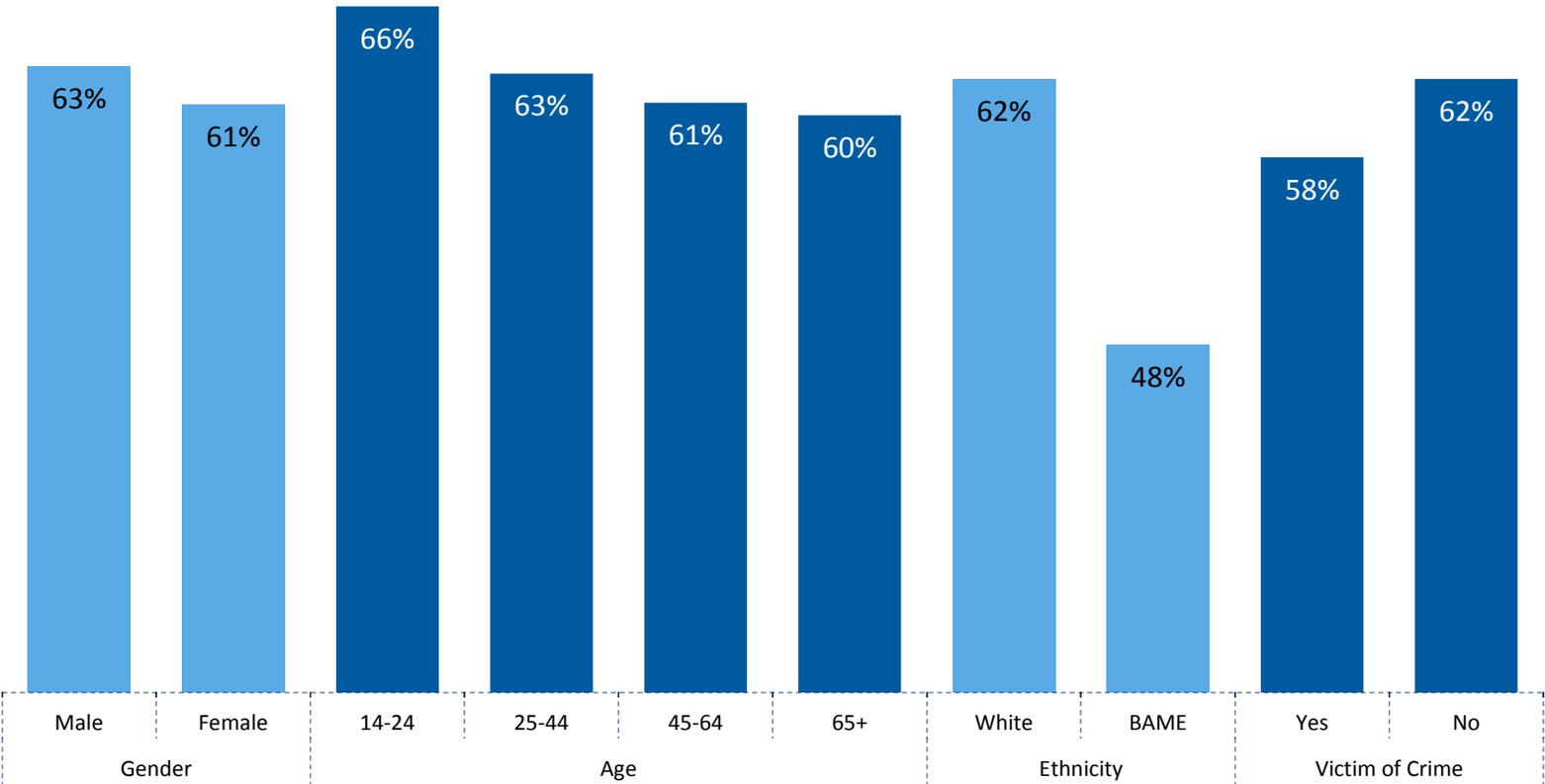


Trend over time - % Agree



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

Demographic Comparisons - % strongly / tend to agree



### Key Insights

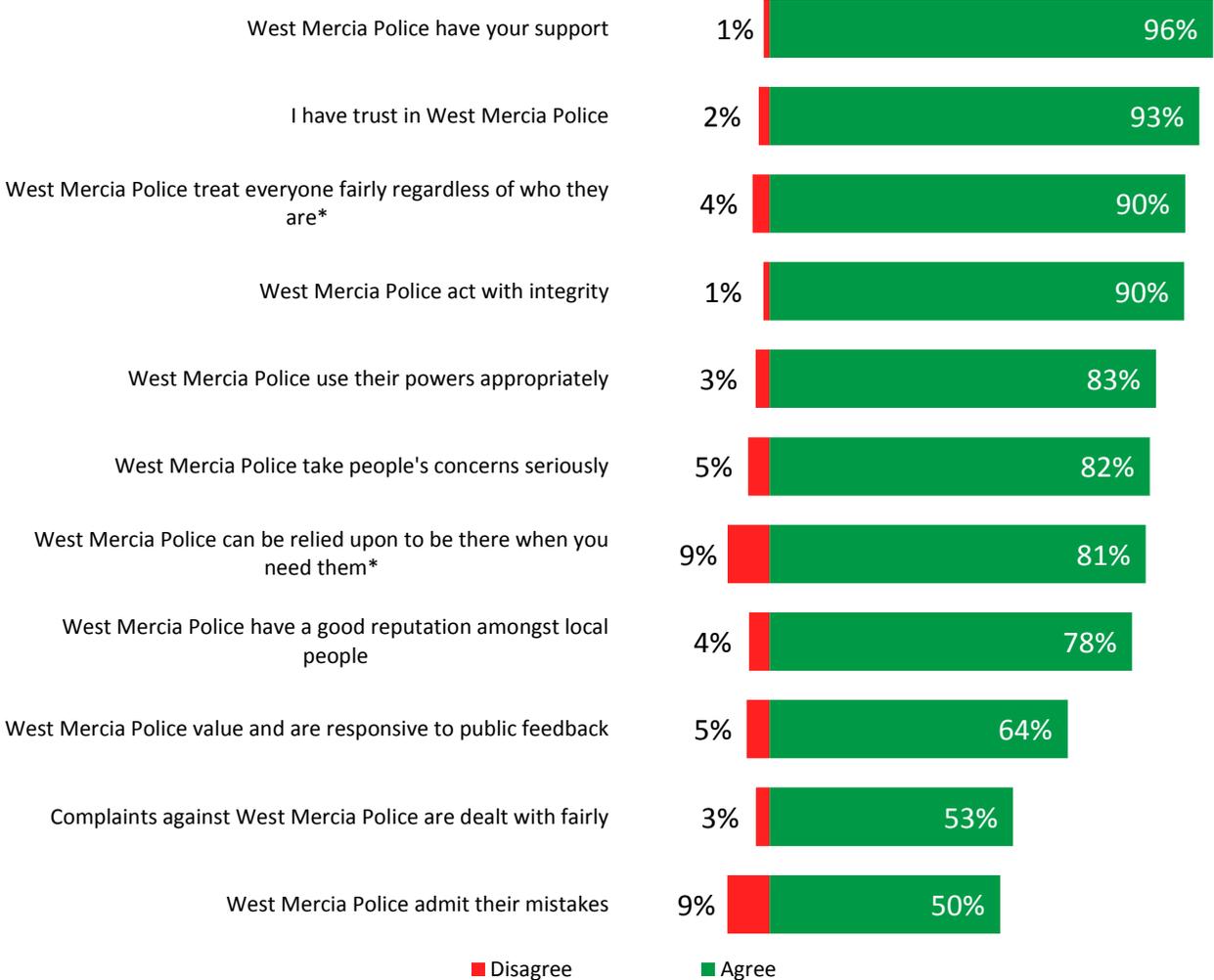
BAME respondent less confident the police use their stop and search power fairly and respectfully compared to white respondents

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 most likely

# Over nine-tenths say that WMP have their support and that they have trust in WMP



**69%**  
CSEW MSG Average – Treat everyone fairly

↑ 21%

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

↑ 24%



### Key Insights

Over 9 out of every 10 residents say that WMP have their support, that they have trust in WMP, that they believe WMP treat everyone fairly regardless of who they are and WMP act with integrity

Over 8 in 10 say WMP 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

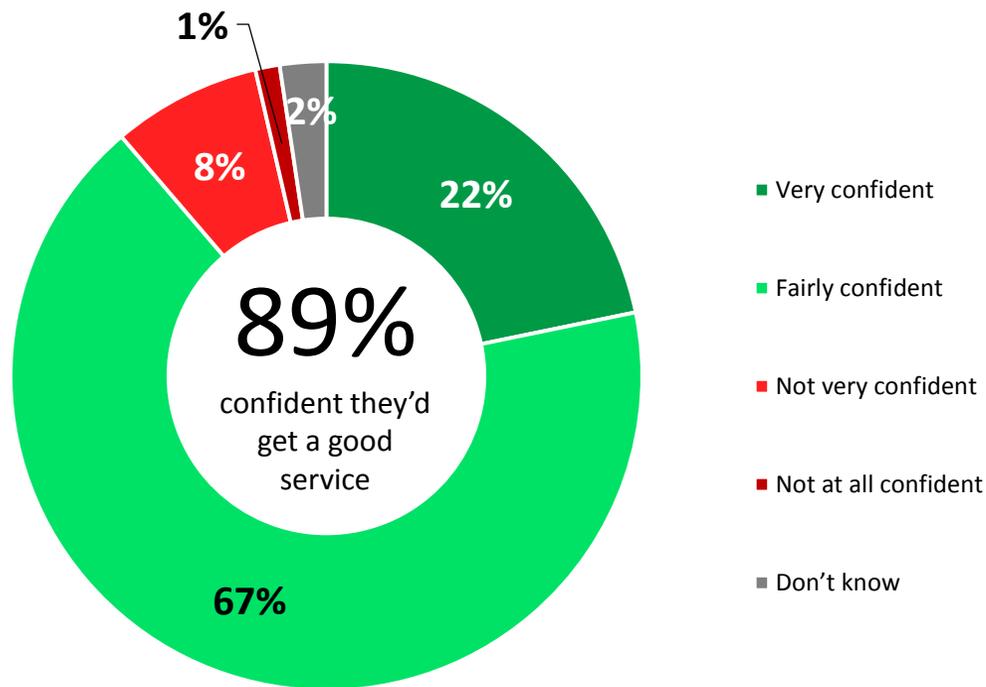


# Section Six

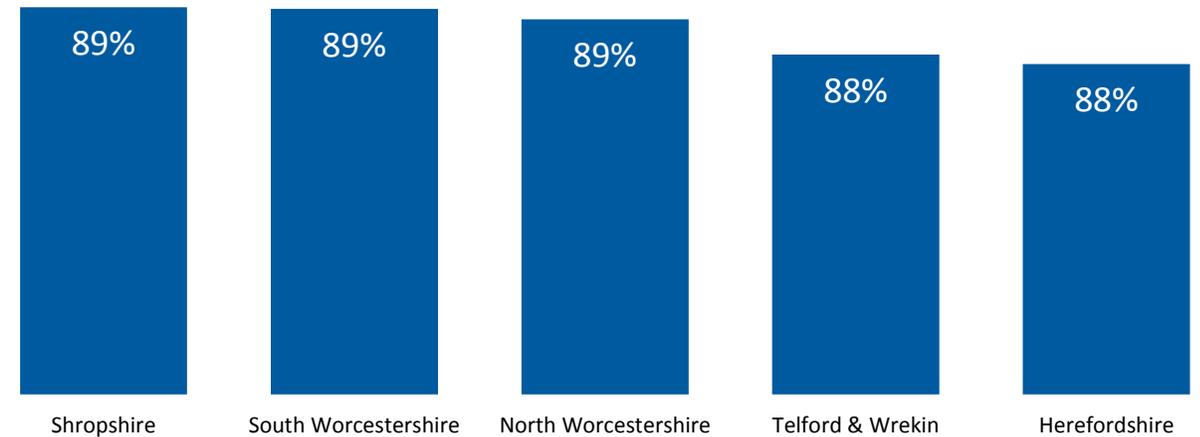
## Confidence in West Mercia Police



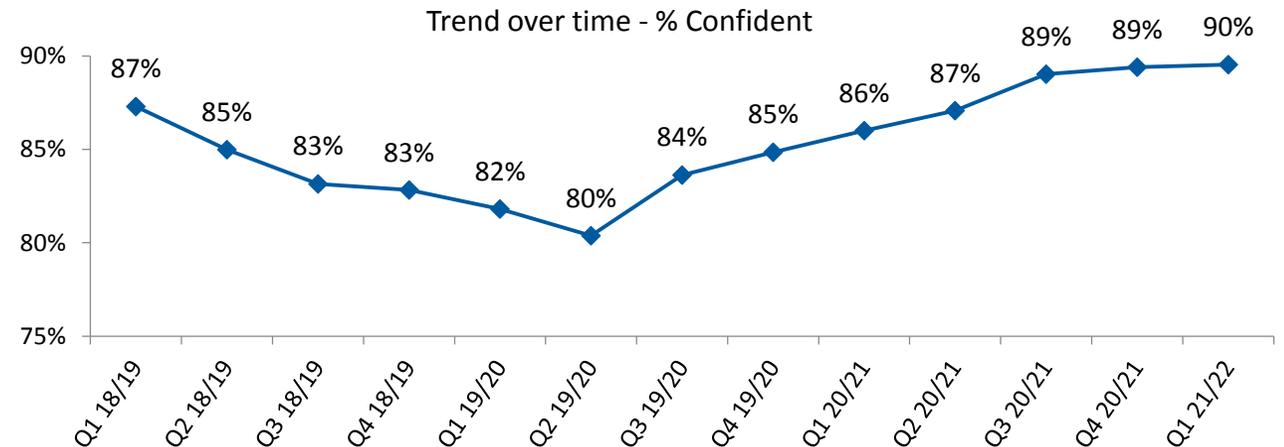
# Just under 9 out of 10 confident they would receive a good service from WMP



LPA Comparisons - % very / fairly confident

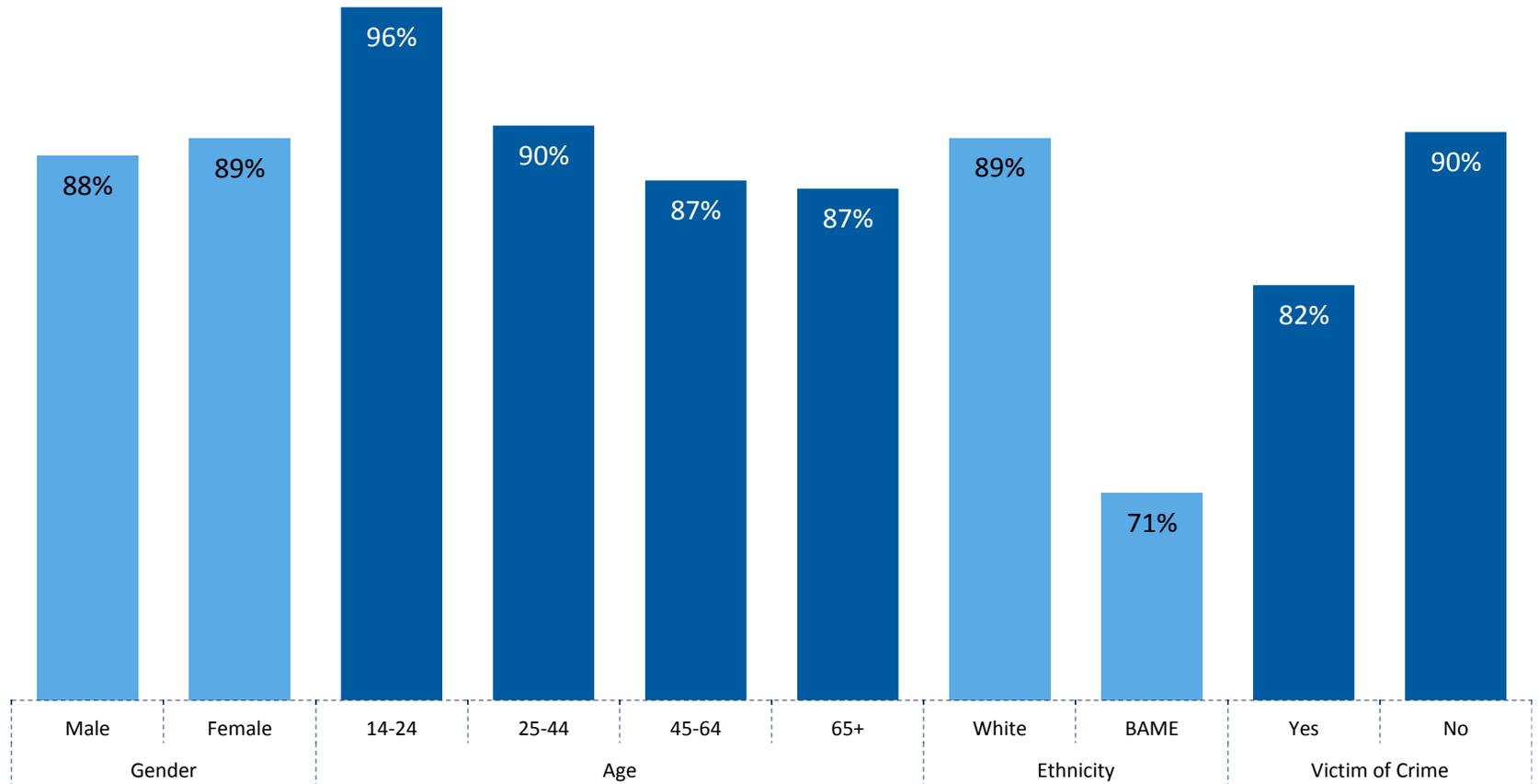


Trend over time - % Confident



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

Demographic Comparisons - % very / fairly confident



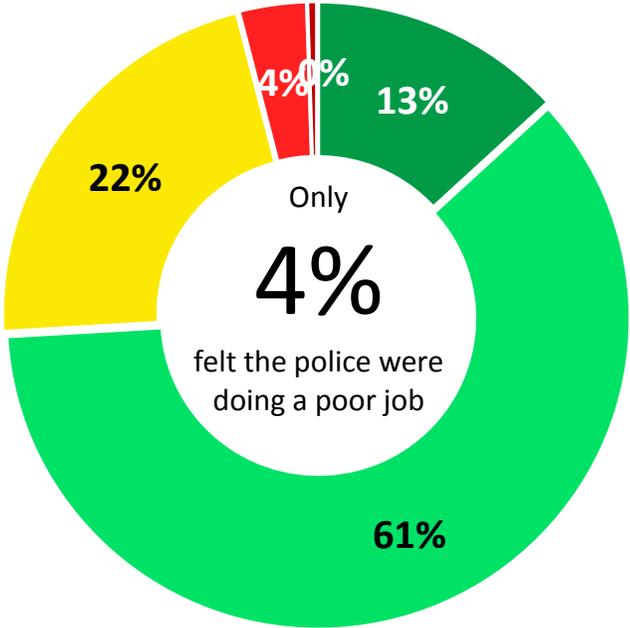
## Key Insights

Confidence has increased 1% from the previous quarter and is now at the highest level since tracking began

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

# Three-quarters felt the police were doing either an excellent or a good job



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

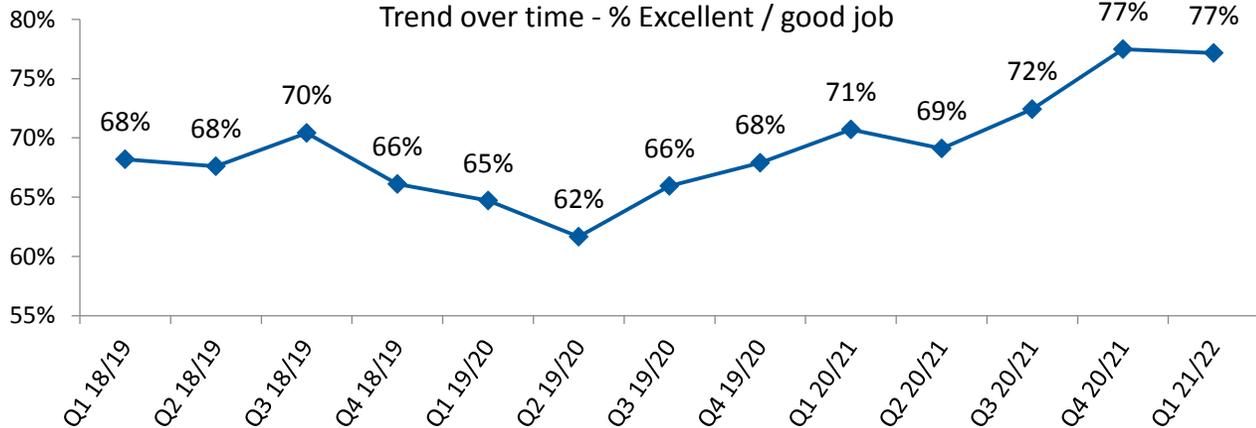


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



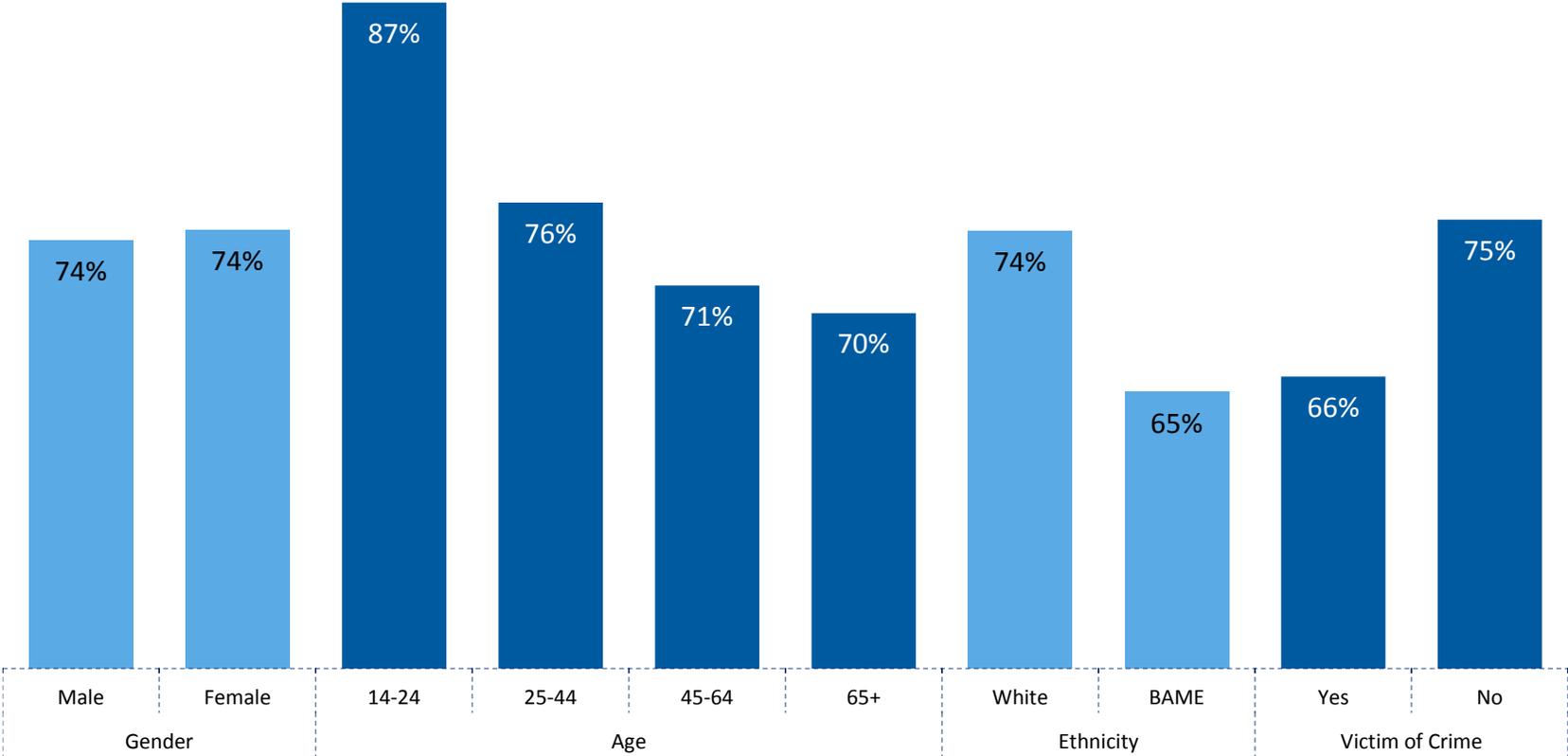
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

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

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

# Three-quarters felt the police were doing either an excellent or a good job

Demographic Comparisons - % excellent / good job



## Key Insights

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

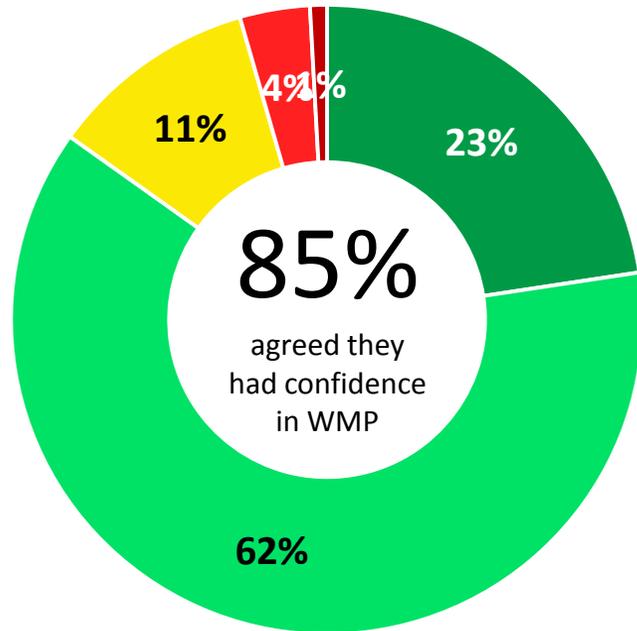
Victims of crime and BAME respondents least likely to feel the police were doing an excellent or good job

Residents in Herefordshire and Shropshire were the least likely to say WMP were doing an excellent or good job – those in North Worcestershire were the most likely

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

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

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

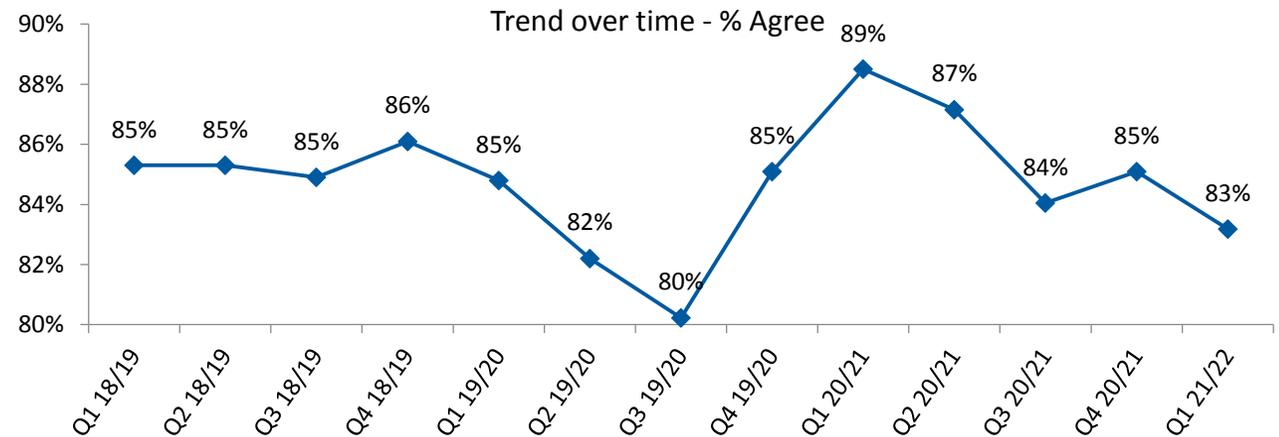
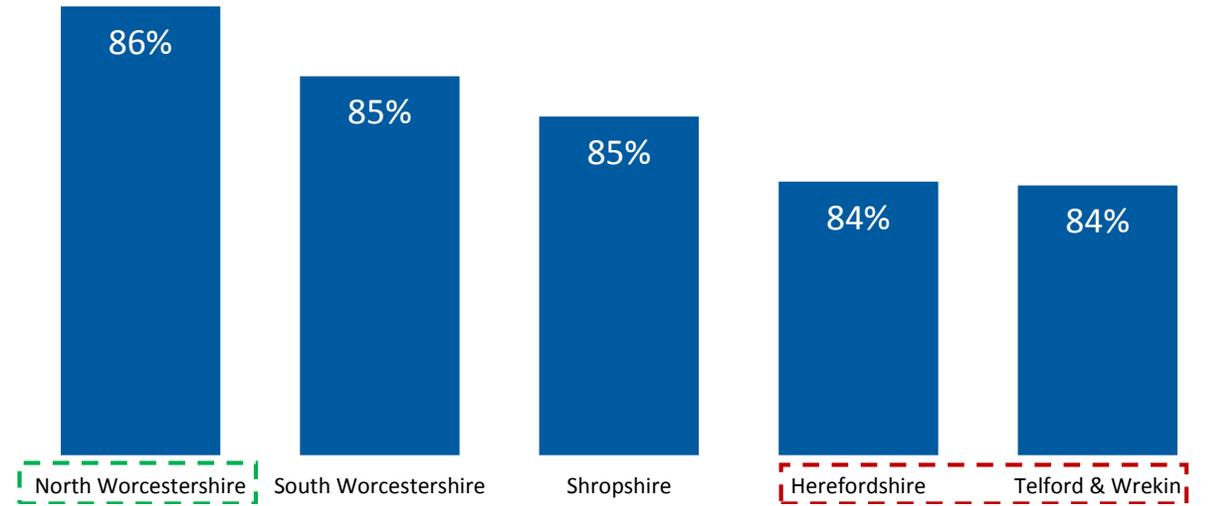


**77%**  
CSEW MSG Average – Net Agree

↑ 8%

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

LPA Comparisons - % strongly / tend to agree



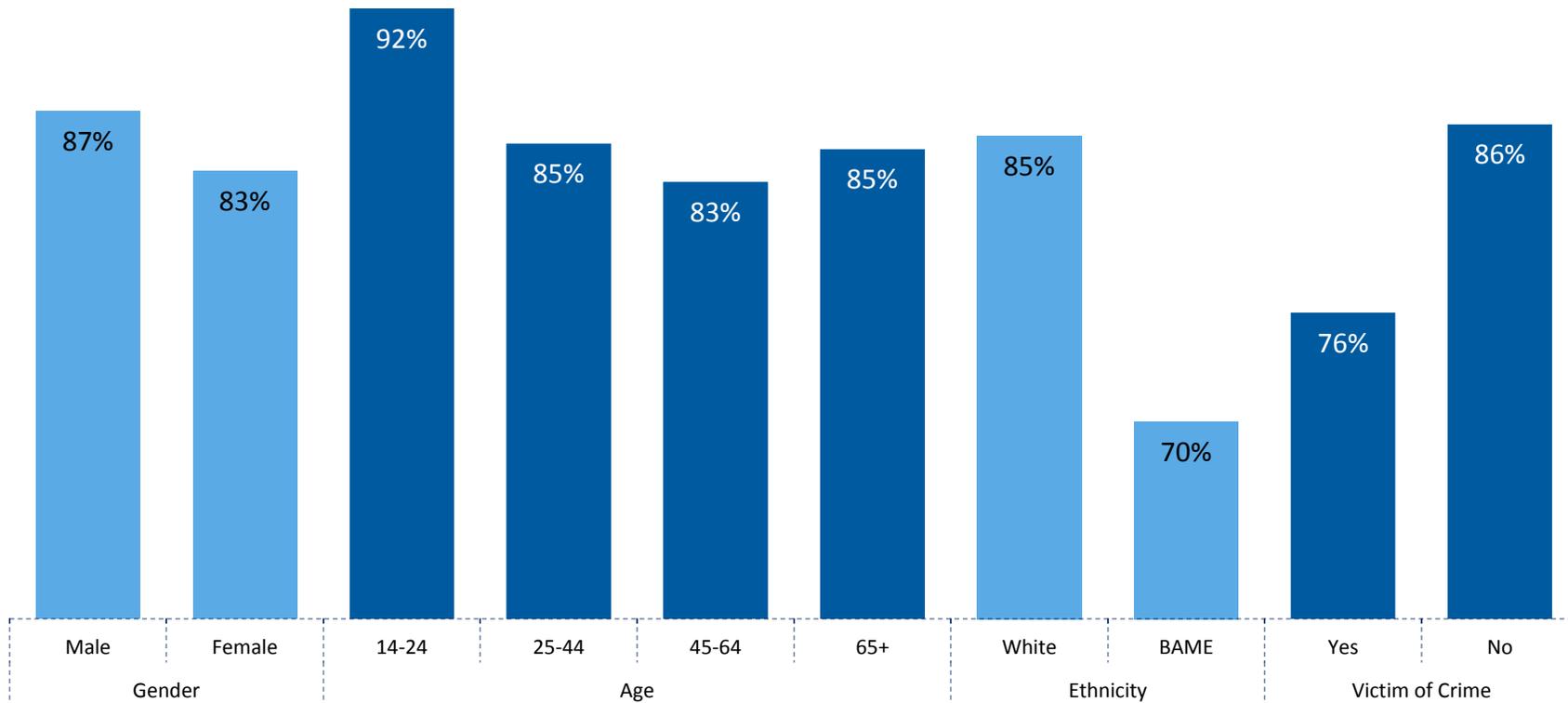
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

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

Demographic Comparisons - % strongly/ tend to agree



## Key Insights

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

Victims of crime 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 more likely to have confidence in WMP

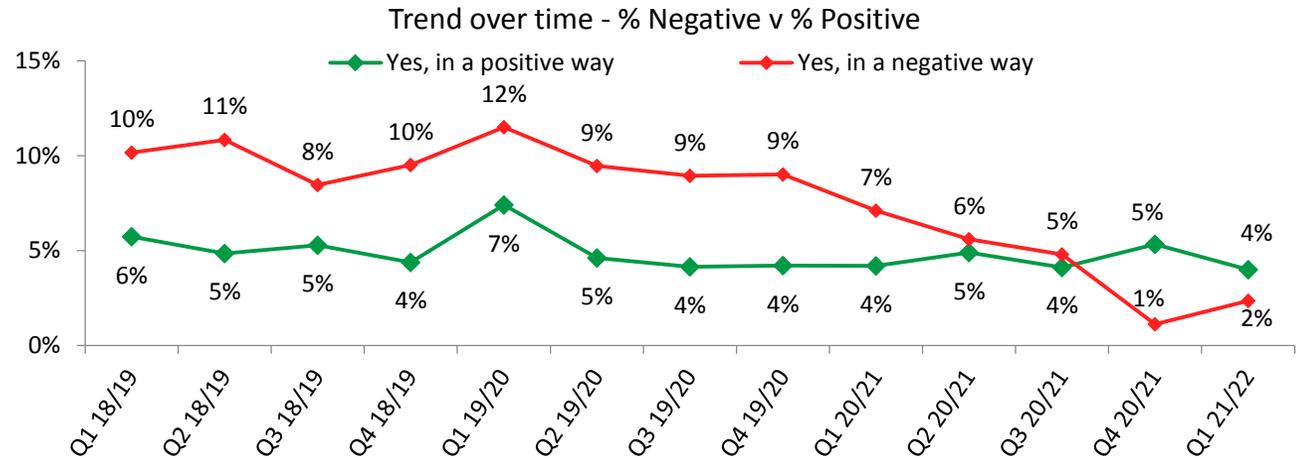
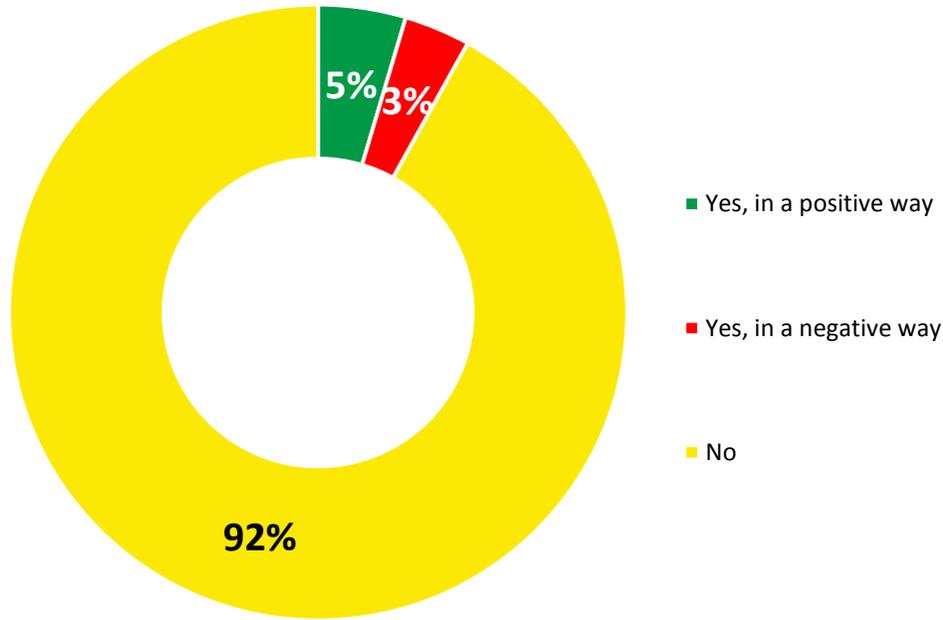
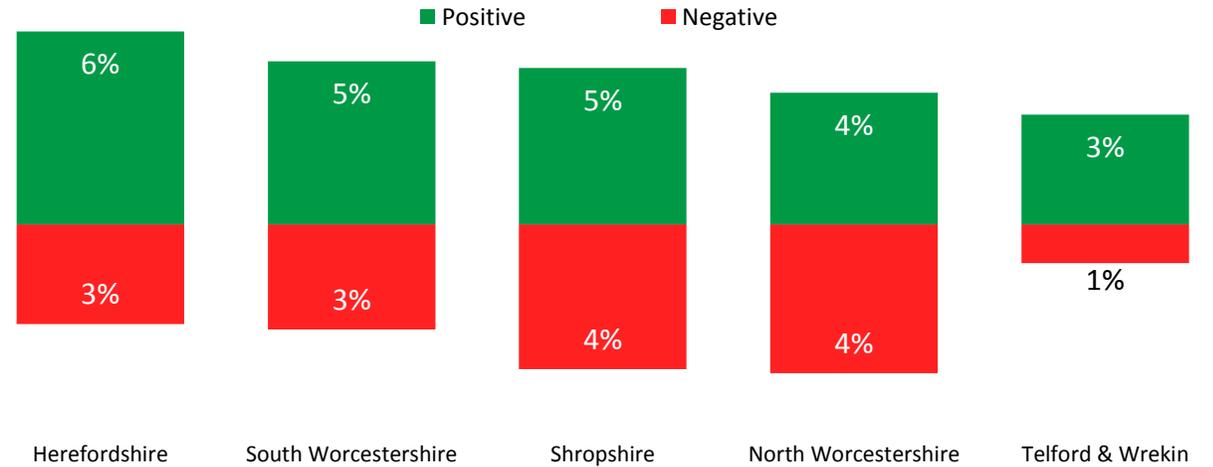
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

\*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

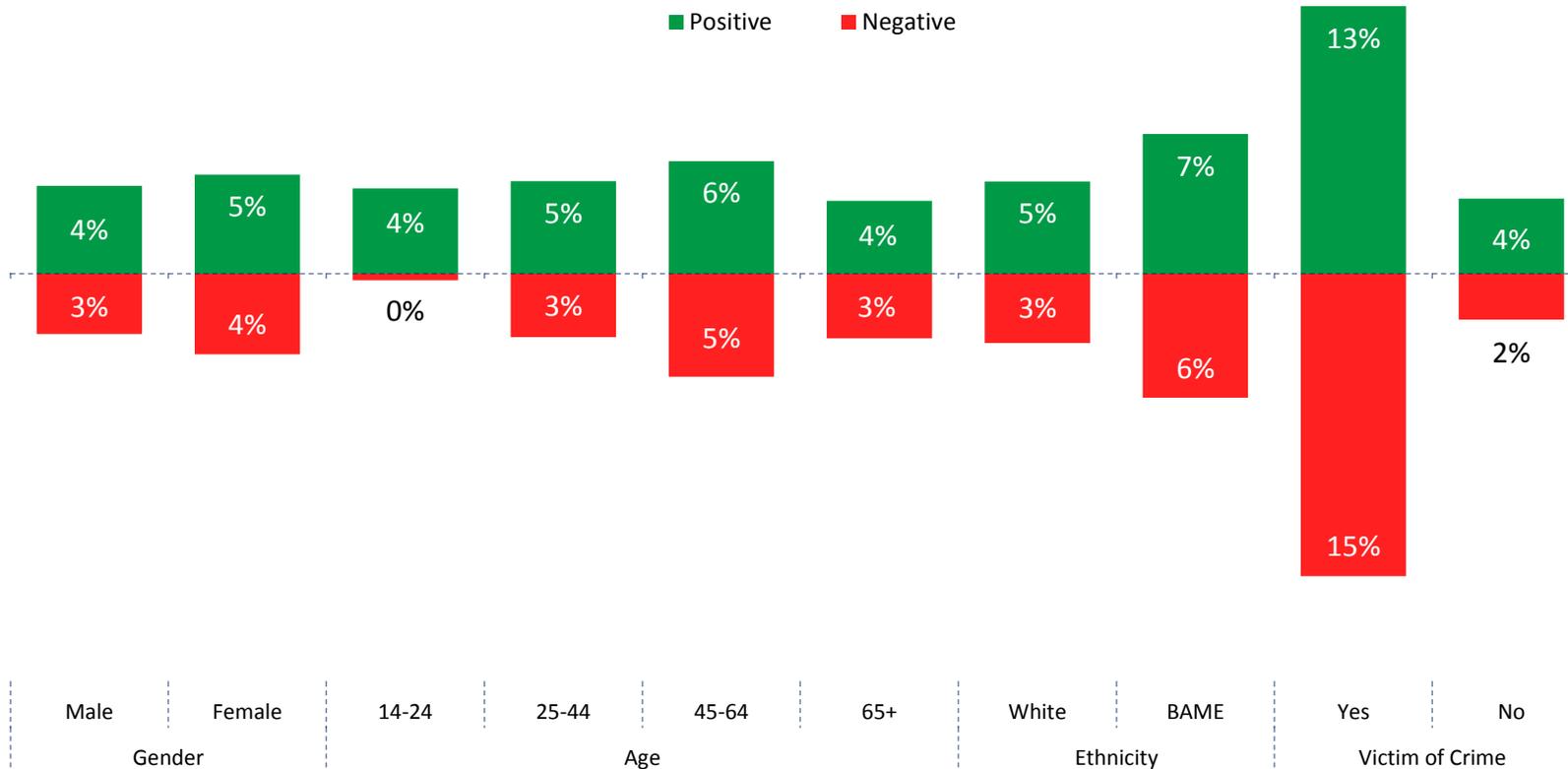
LPA Comparisons - % positive event % negative event



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

# 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

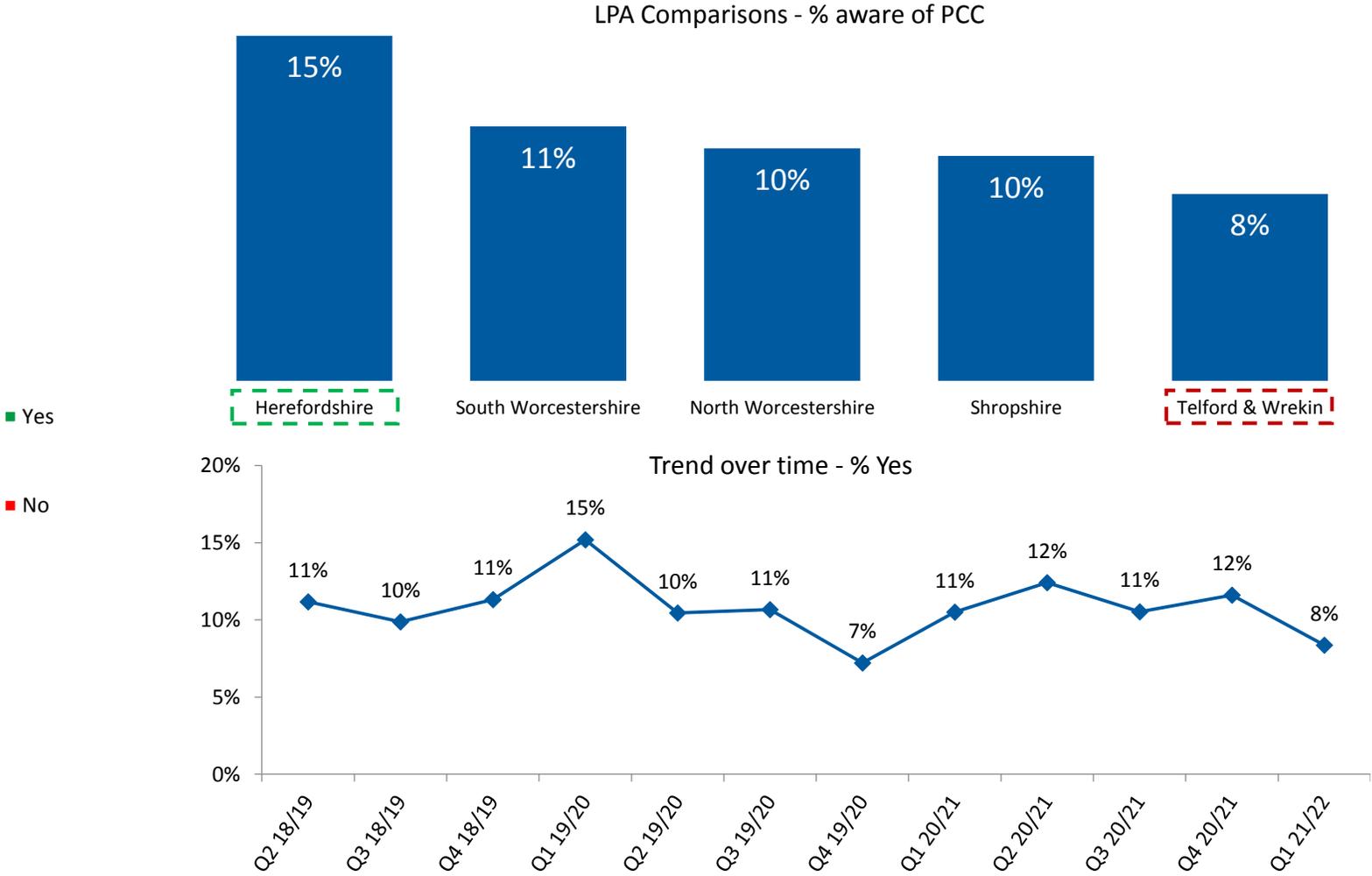
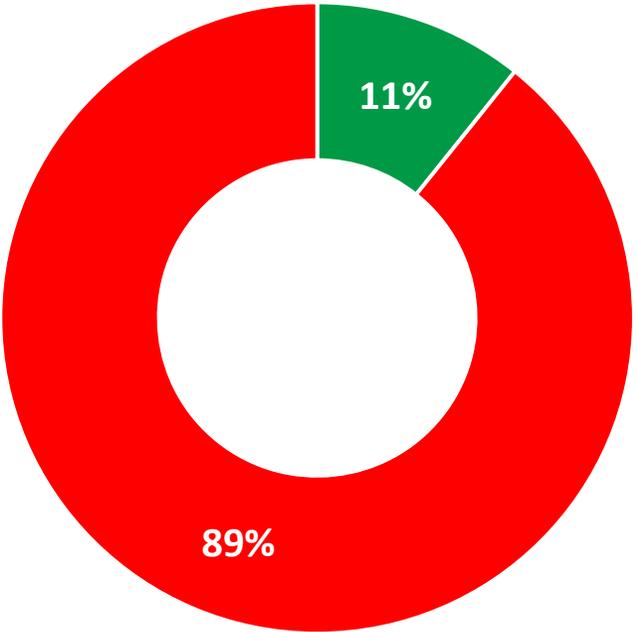
Victims of crime were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

BAME respondents more likely to experience an event that affected them negatively compared to white respondents

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 remains lower than those experiencing a positively affected them for a second consecutive quarter

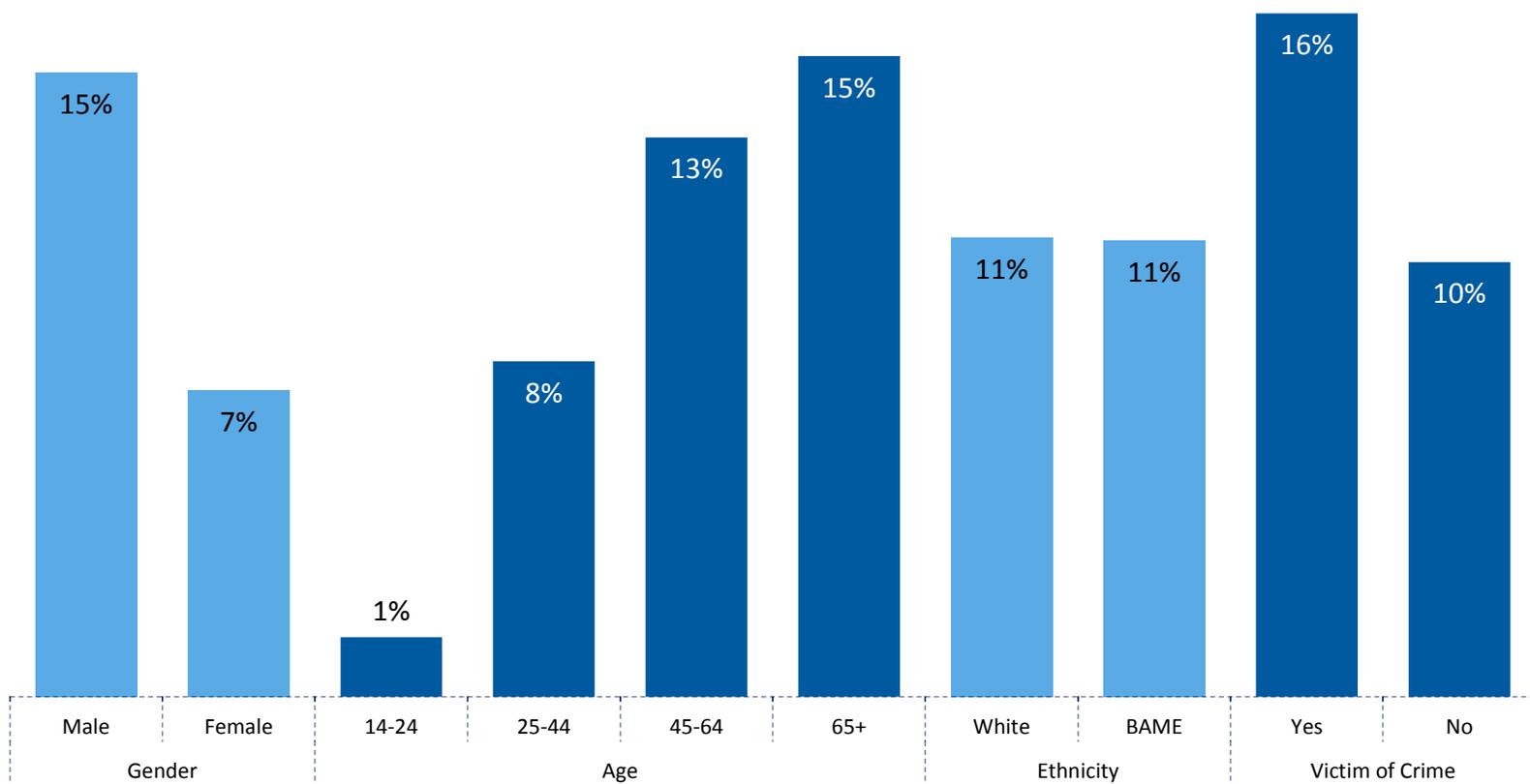
# A tenth of respondents said they are aware of the Police and Crime Commissioner



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 Herefordshire; least awareness in Telford & Wrekin

Males twice as likely to be 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.



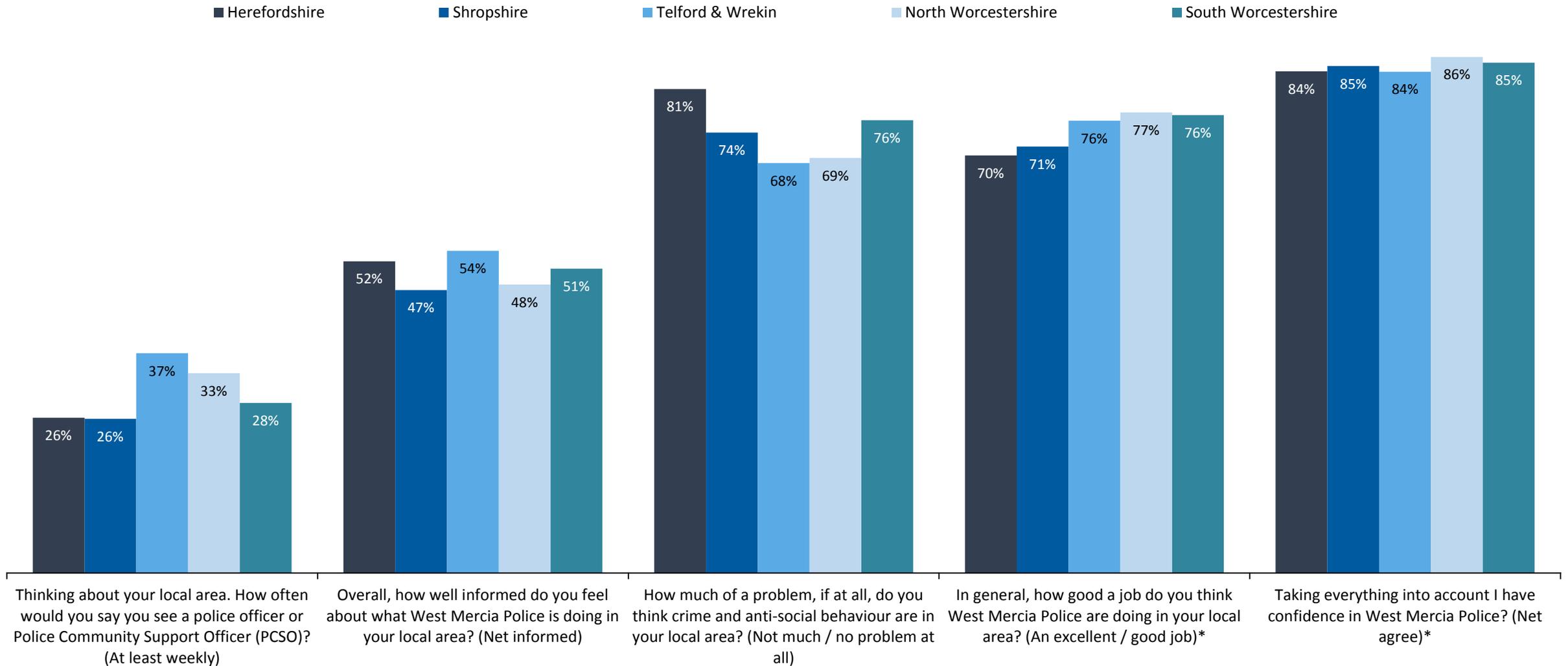
**SMSR**  
RESEARCH



# Section Seven LPA & Victim Comparisons



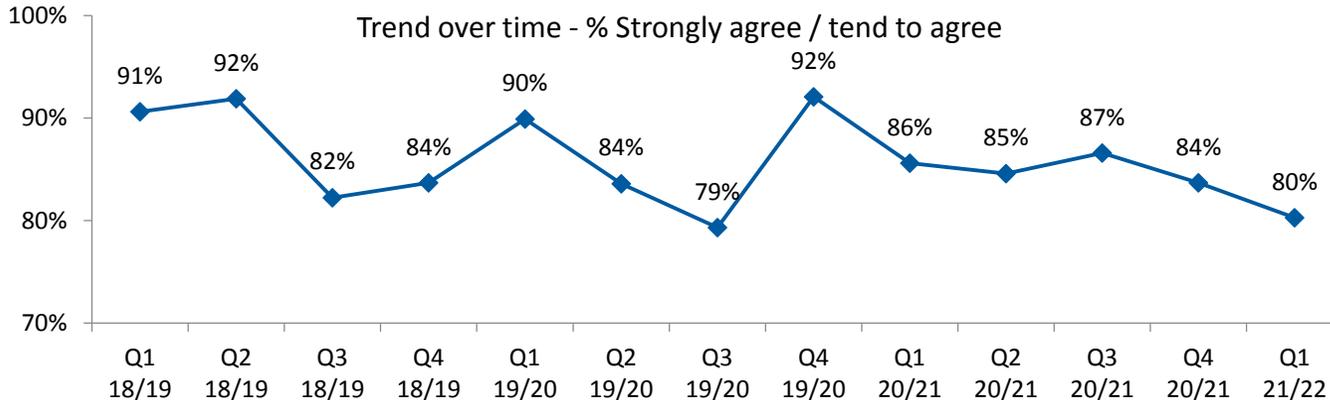
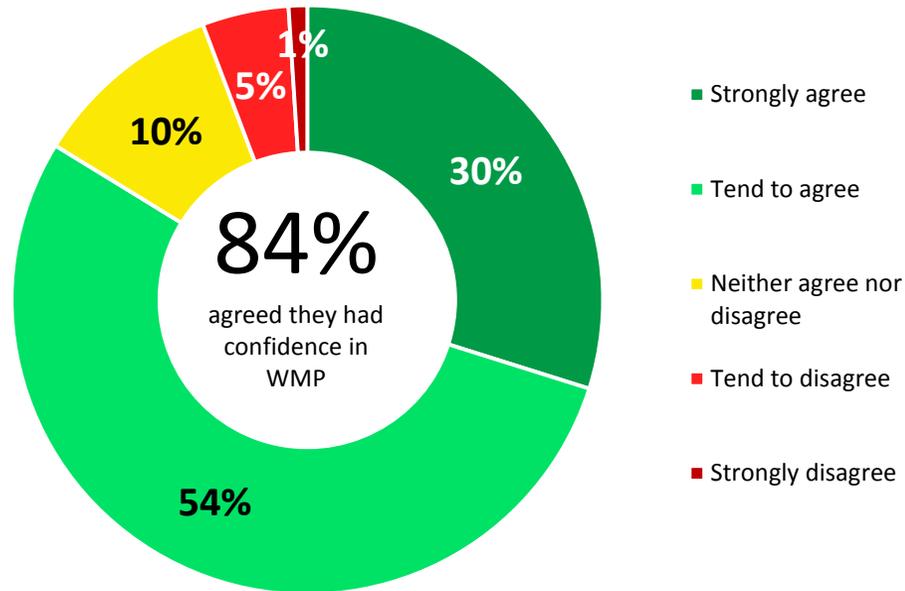
# LPA Key Question Overview



\*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

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

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

**Most** likely to feel they could access the police in both an emergency (95%) and non-emergency (76%)

**Least** likely to have been a victim of crime over the past year (7%)

**Least** likely have said crime and ASB is a problem in their area (19%)

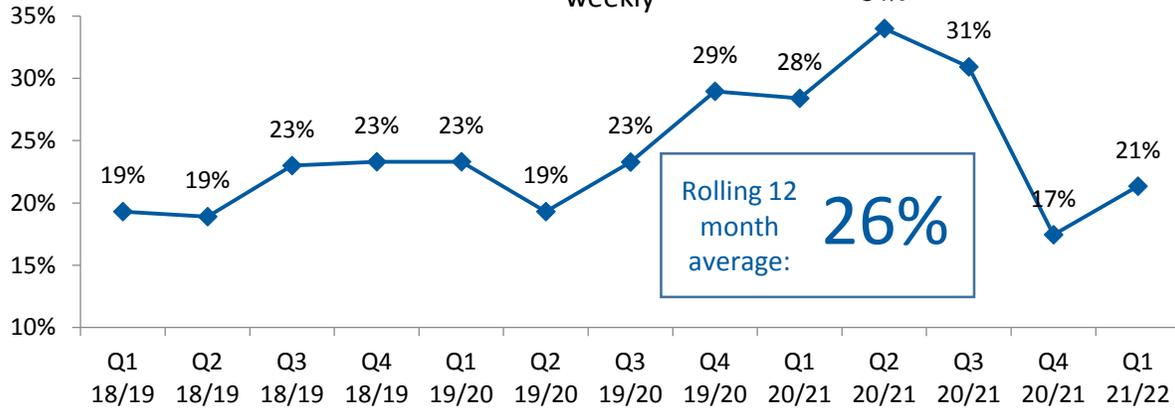
**Least** likely to say that WMP were doing either a good or an excellent job (70%)

**Least** confident in WMP (84% - joint with Telford & Wrekin)

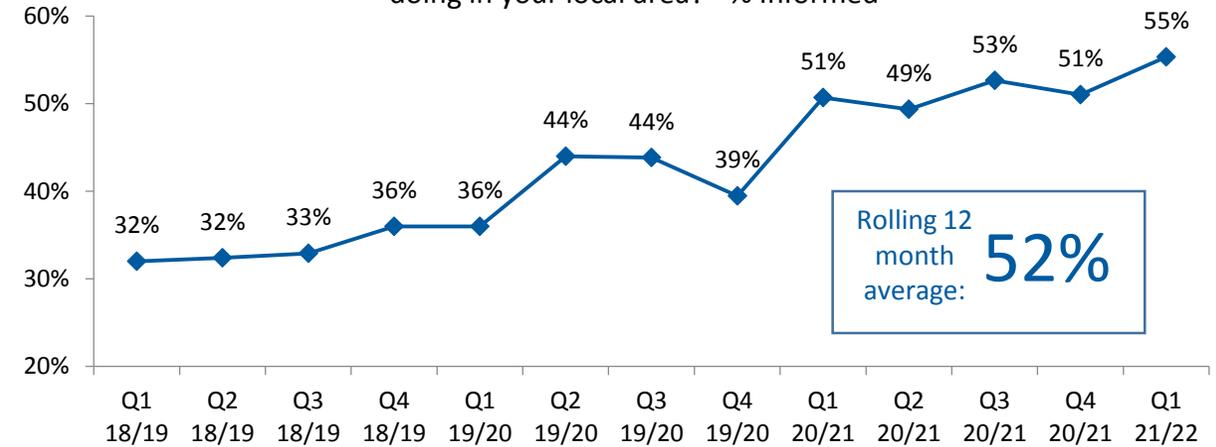
**Highest** awareness of the PCC (15%)

# LPA Key Findings - Herefordshire

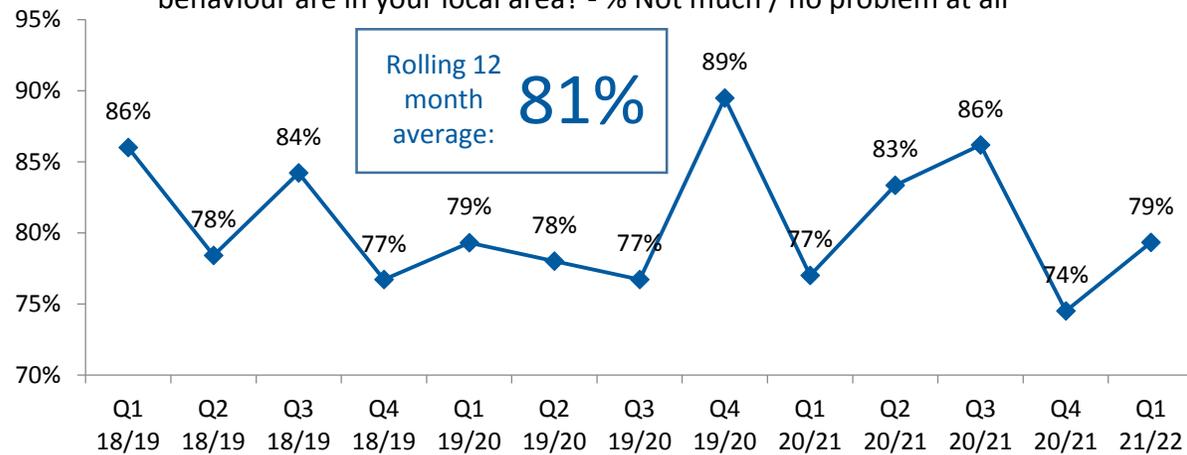
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



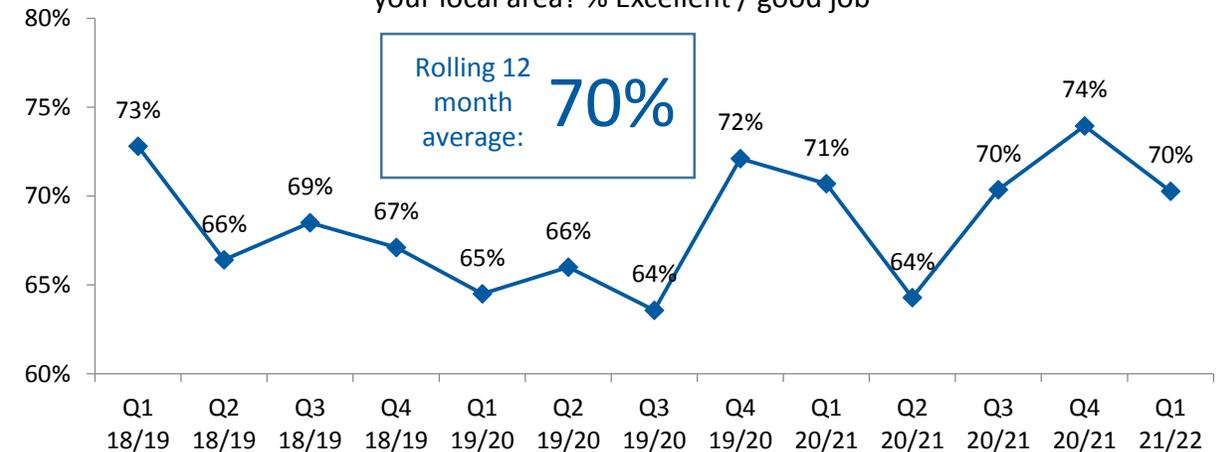
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



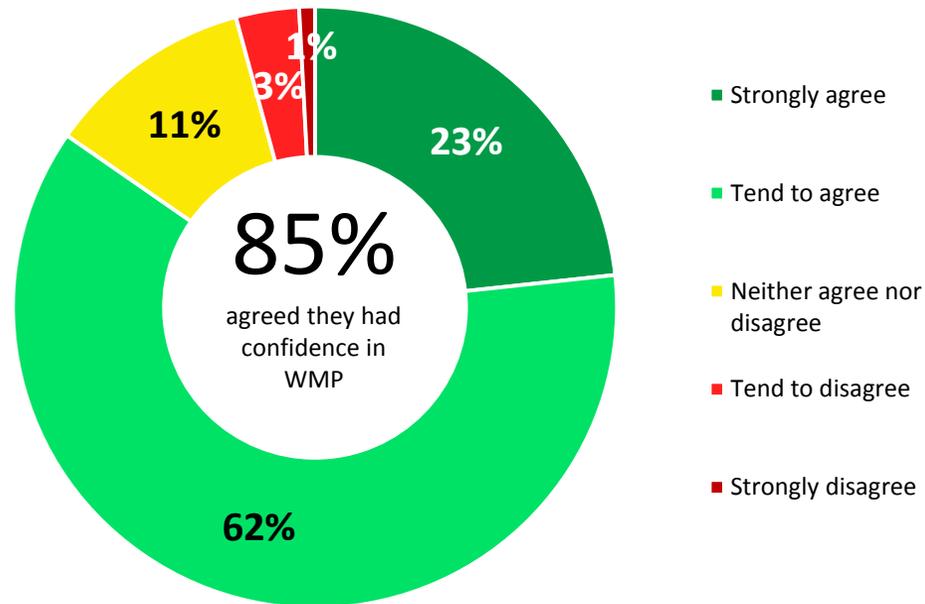
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



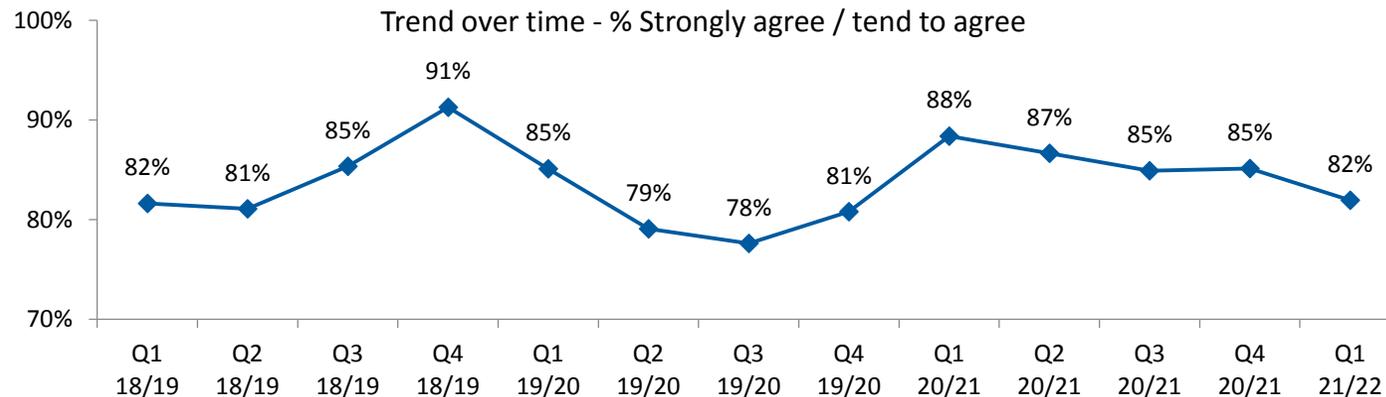
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Shropshire

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



Trend over time - % Strongly agree / tend to agree



## Key Findings Compared With Other NPTs

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

**Least** satisfied with the levels of policing in their local area (56%)

**Least** confident they could access the police services in an emergency (91%)

**Least** likely to feel informed about what WMP are doing (47%)

**Most** likely to feel WMP understand the issues that impact their area (72%)

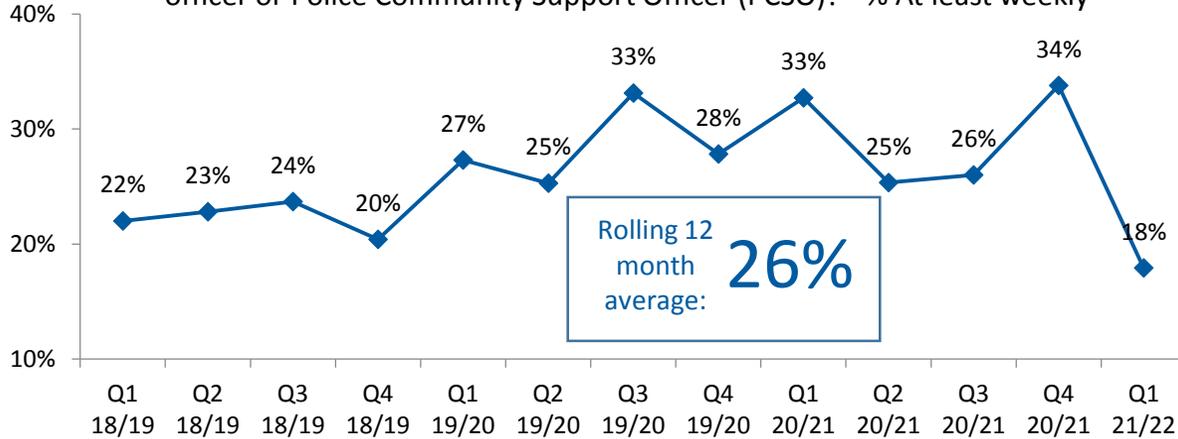
**Most** confident WMP use their stop and search powers fairly and respectfully (68%)

**Most** confident they would receive a good service from WMP (89% - joint with South Worcestershire and North Worcestershire)

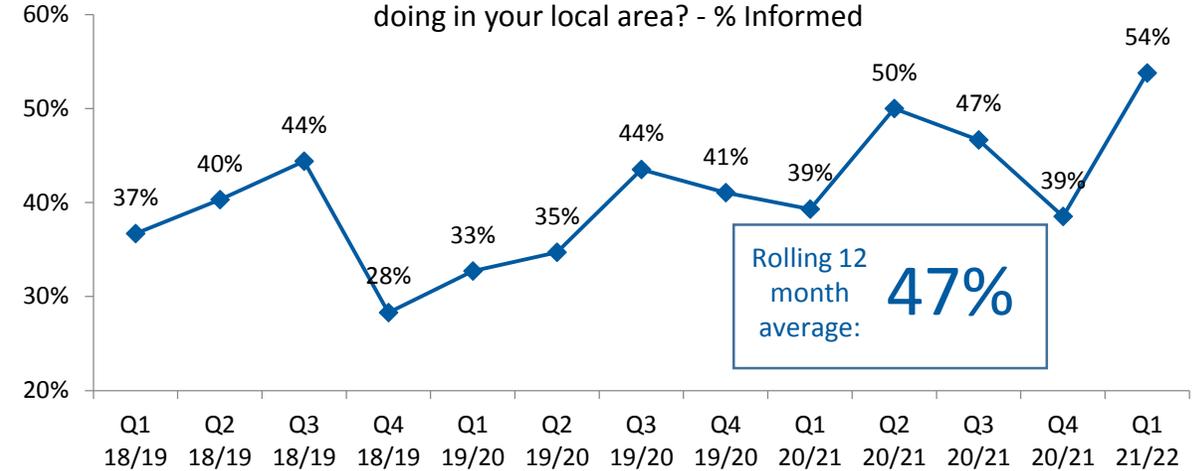
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Shropshire

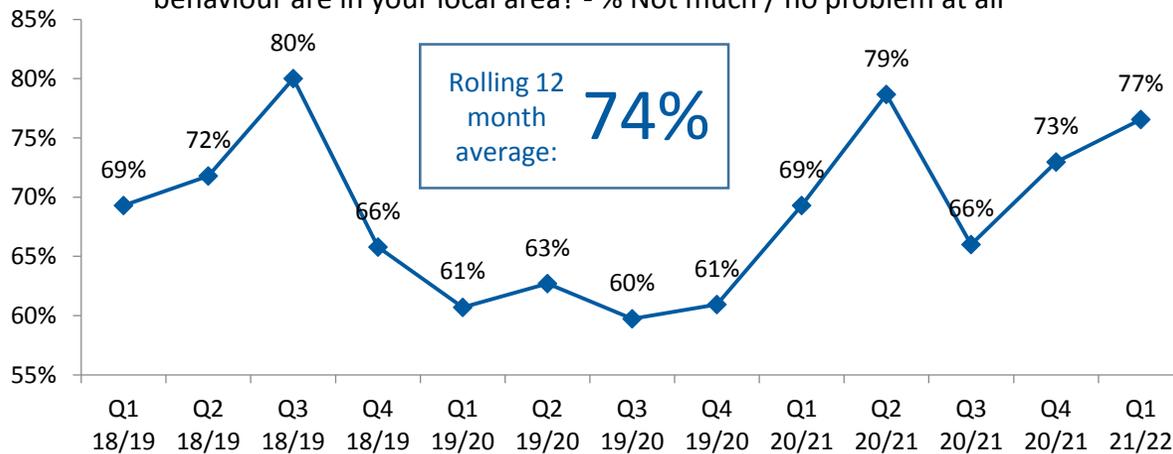
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



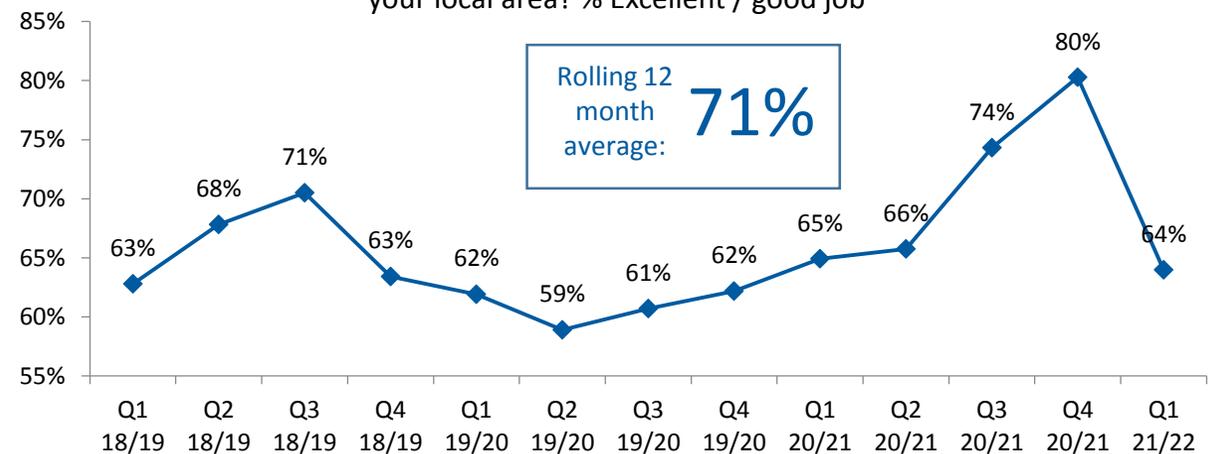
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



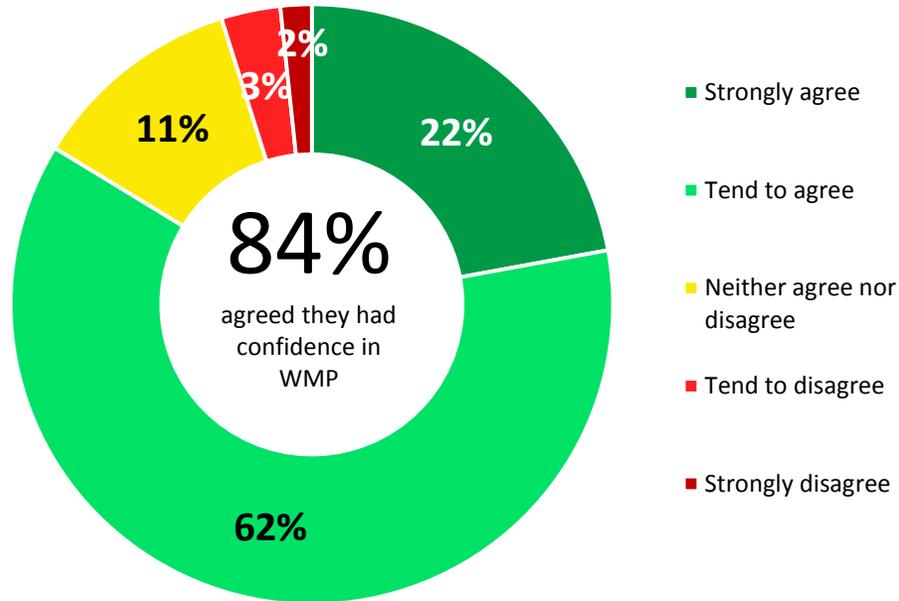
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

# LPA Key Findings - Telford & Wrekin

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



## Key Findings Compared With Other NPTs

**Most** likely to see an officer or PCSO at least weekly (37%)

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

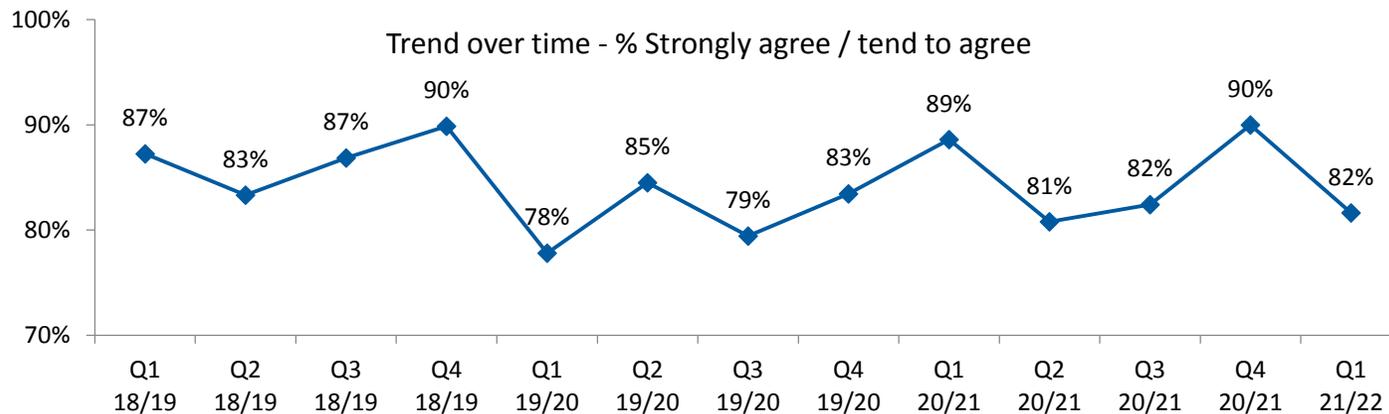
**Most** likely to feel crime and ASB was a problem in their local area (30%)

**Least** confident they would receive a good service from WMP (88% - joint with Herefordshire)

**Least** likely to say they have confidence in WMP (84% - joint with Herefordshire)

**Least** aware of the PCC (8%)

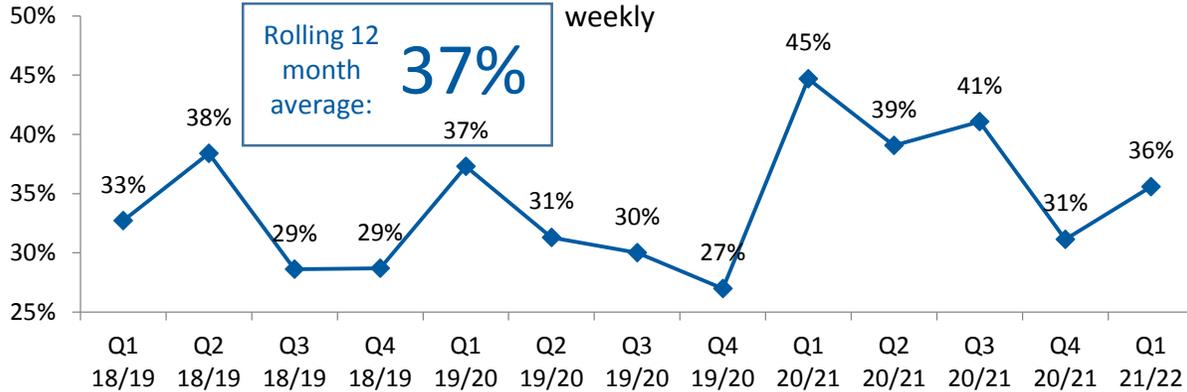
Trend over time - % Strongly agree / tend to agree



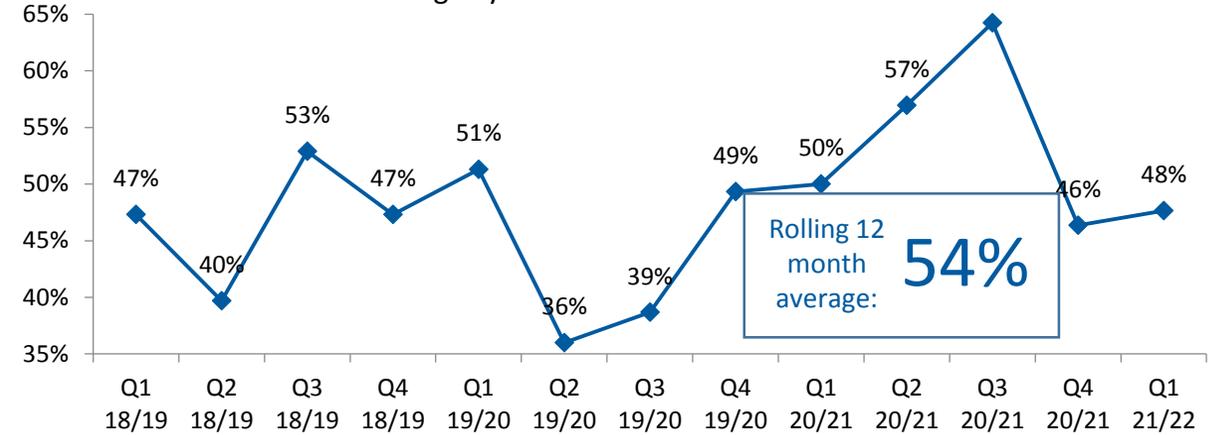
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Telford & Wrekin

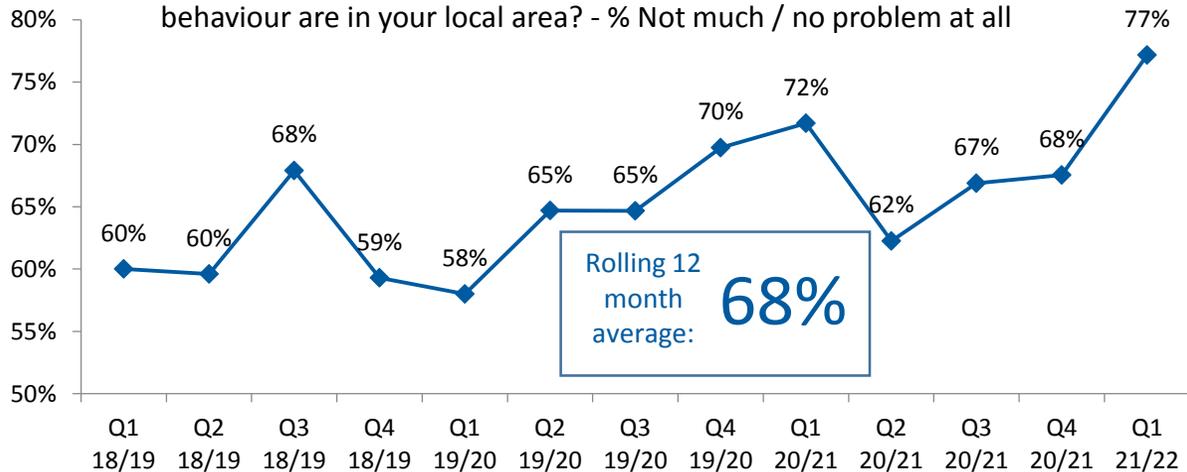
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



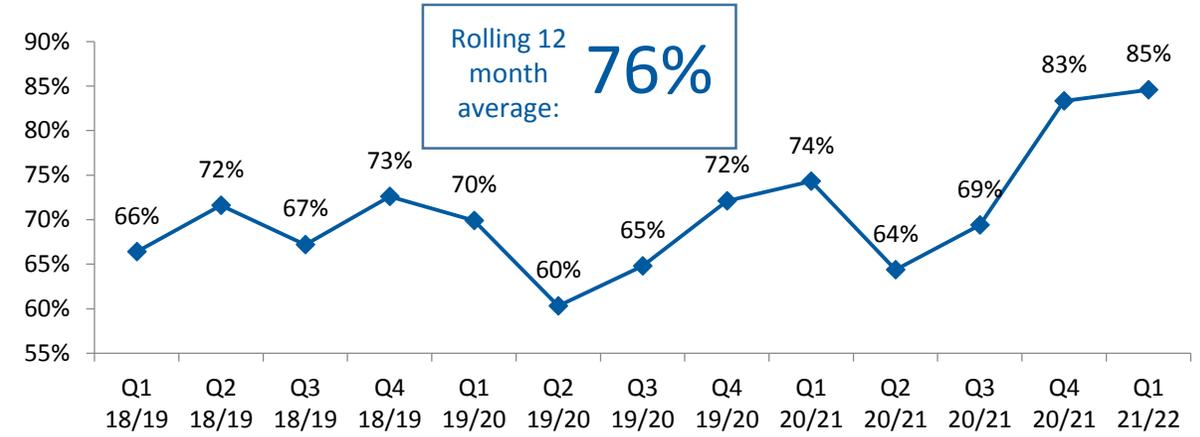
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



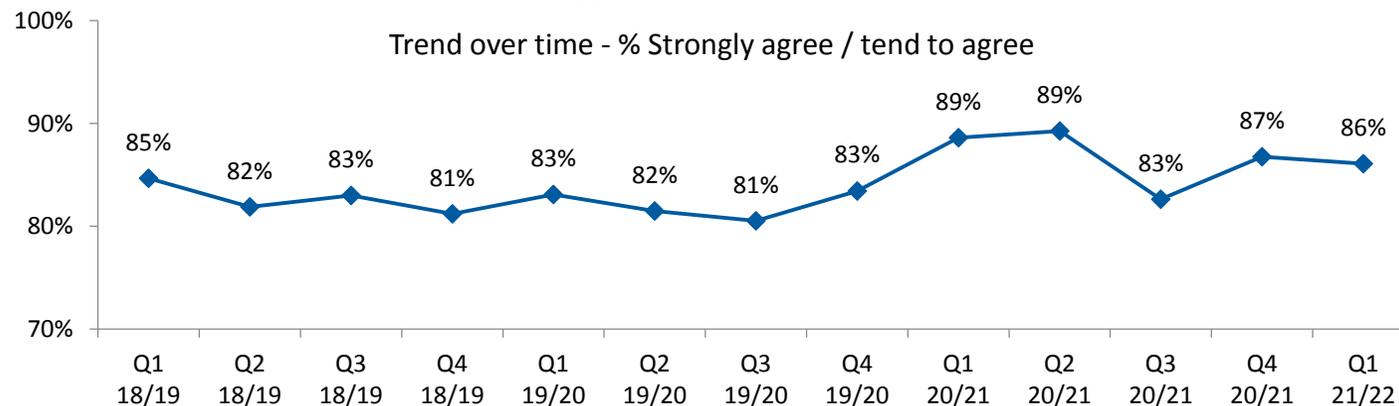
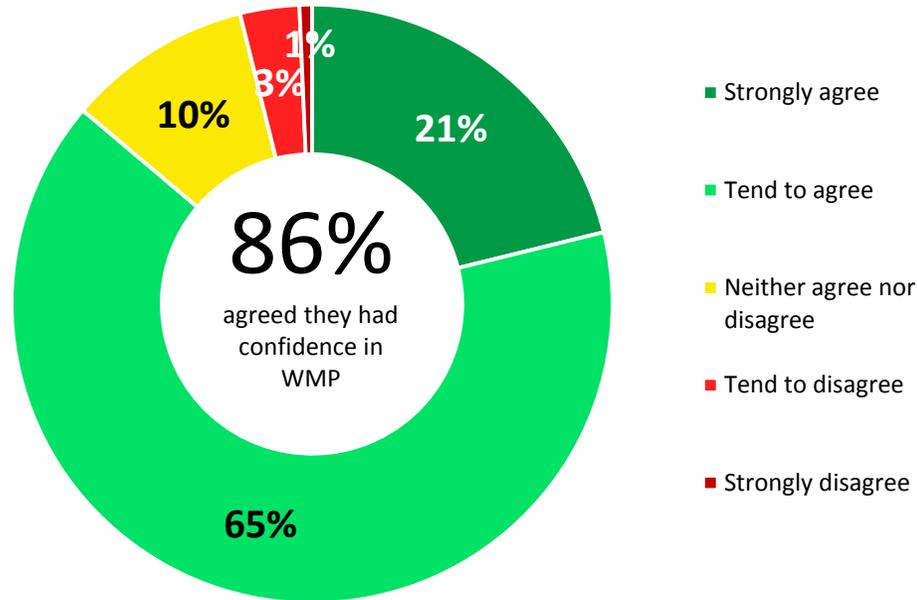
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

# LPA Key Findings - North Worcestershire

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



## Key Findings Compared With Other NPTs

**Most** likely to have spoken to an officer or PCSO from their local policing team (17%)

**Least** confident they could access the police in a non-emergency (68%)

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

**Most** likely to feel WMP understand the issues that impact their area (79%)

**Most** confident they would receive a good service from WMP (89% - joint with South Worcestershire and Shropshire)

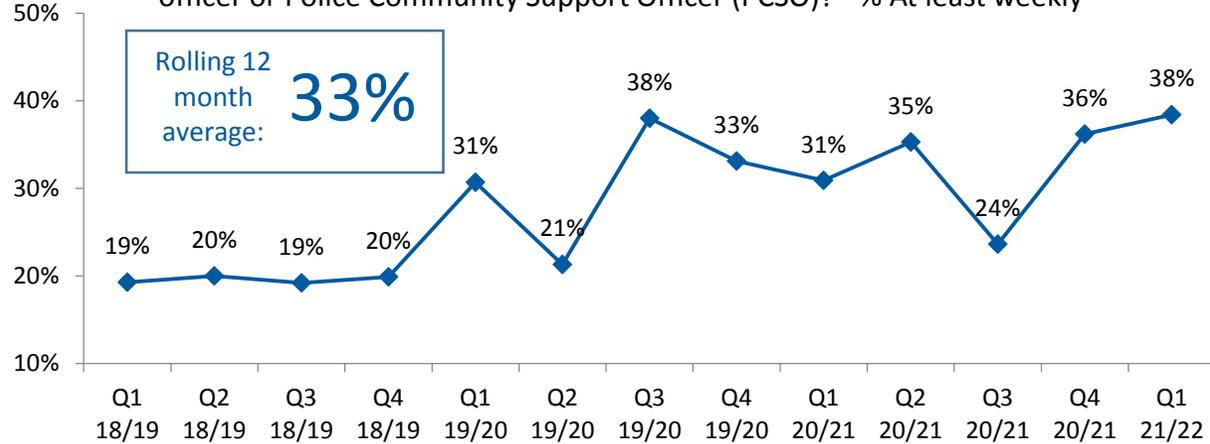
**Most** likely to feel WMP were doing a good or excellent job (77%)

**Most** likely to have confidence in WMP (86%)

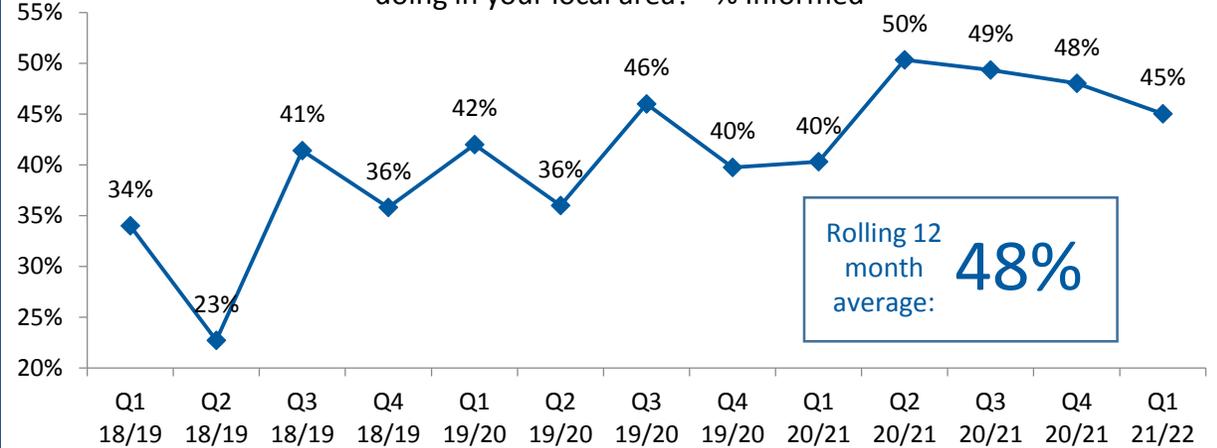
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - North Worcestershire

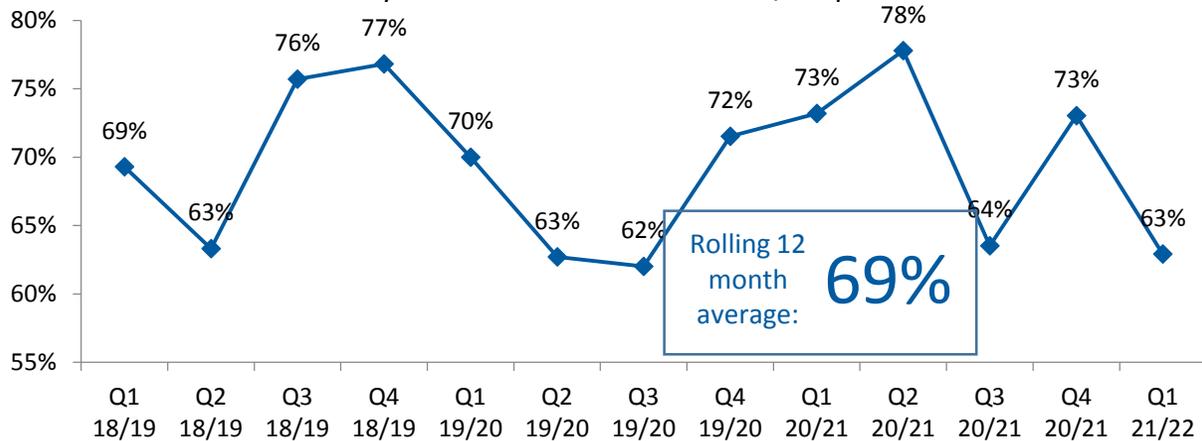
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



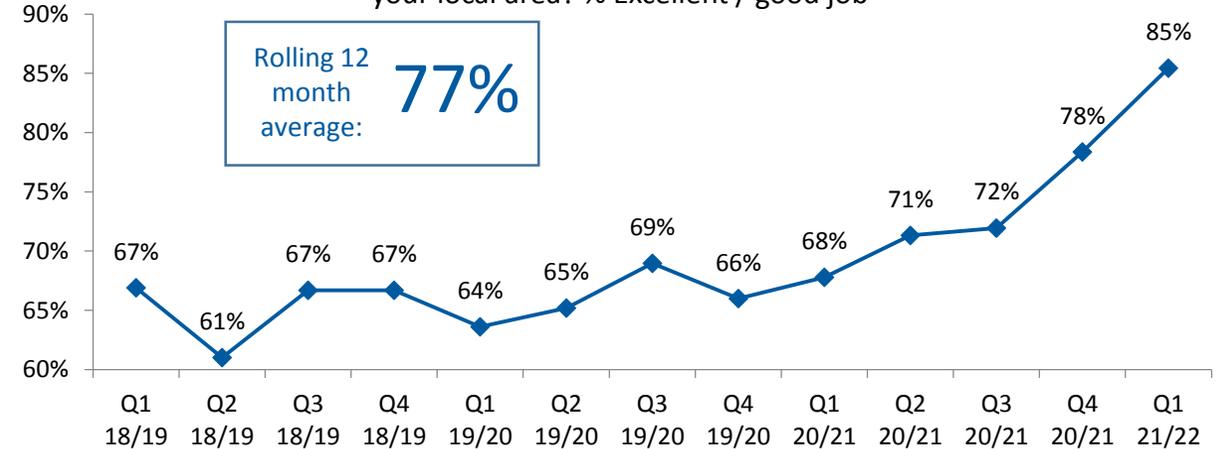
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



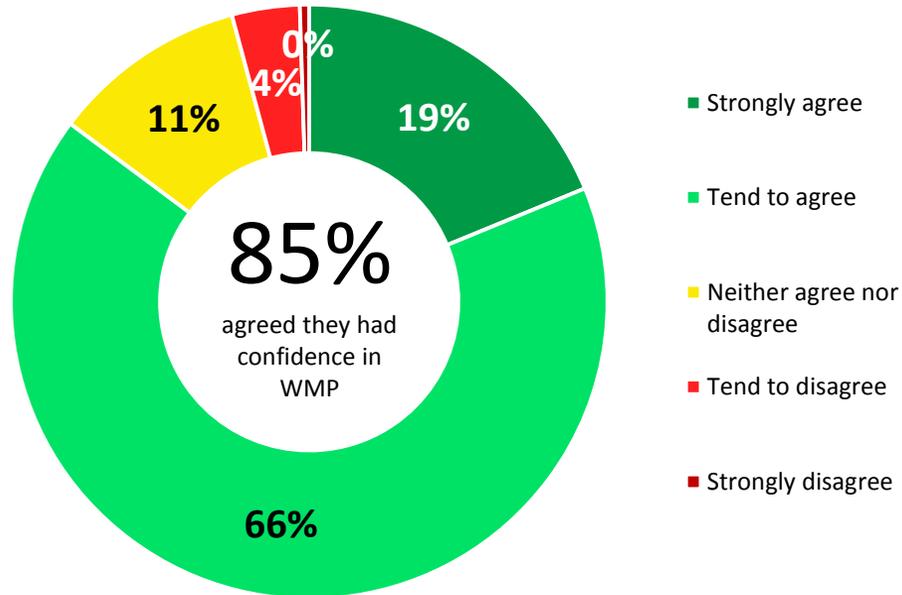
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



\*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?



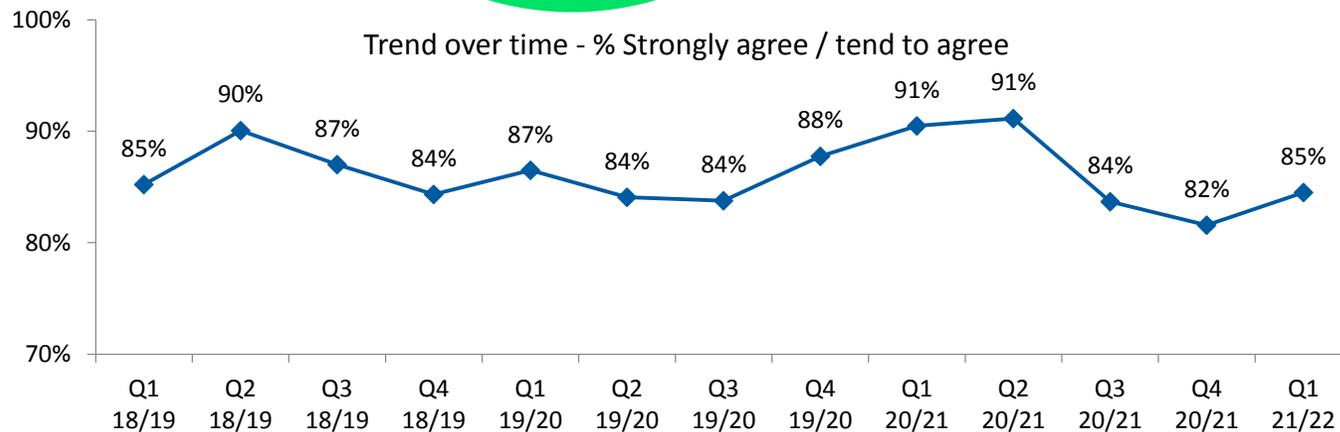
## Key Findings Compared With Other NPTs

**Least** confident that WMP use their stop and search powers fairly and respectfully (53%)

**Least** likely to feel there is now more crime and ASB compared to a year ago (8%)

**Most** confident they would receive a good service from WMP if they were to report a crime or incident in the future (89% - joint with Shropshire and North Worcestershire)

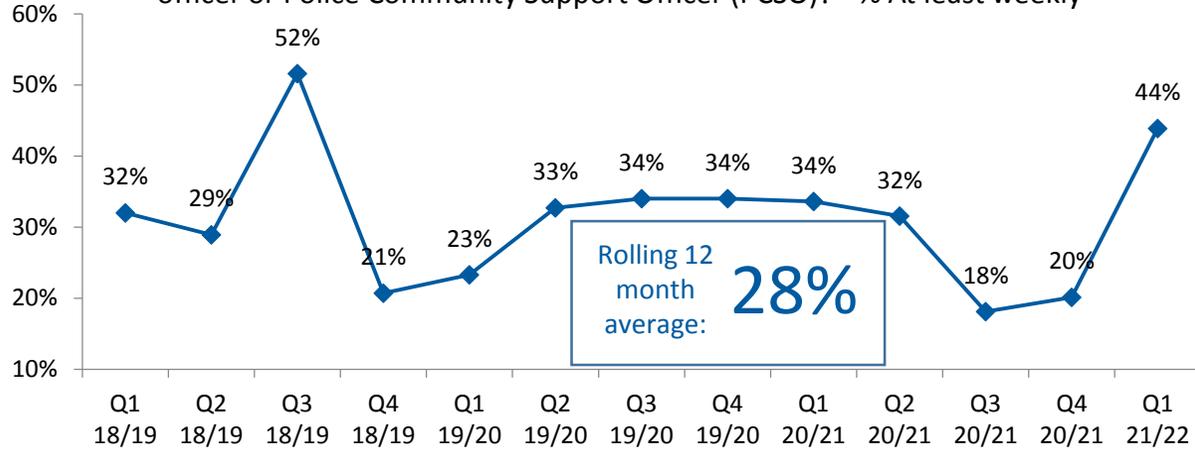
Trend over time - % Strongly agree / tend to agree



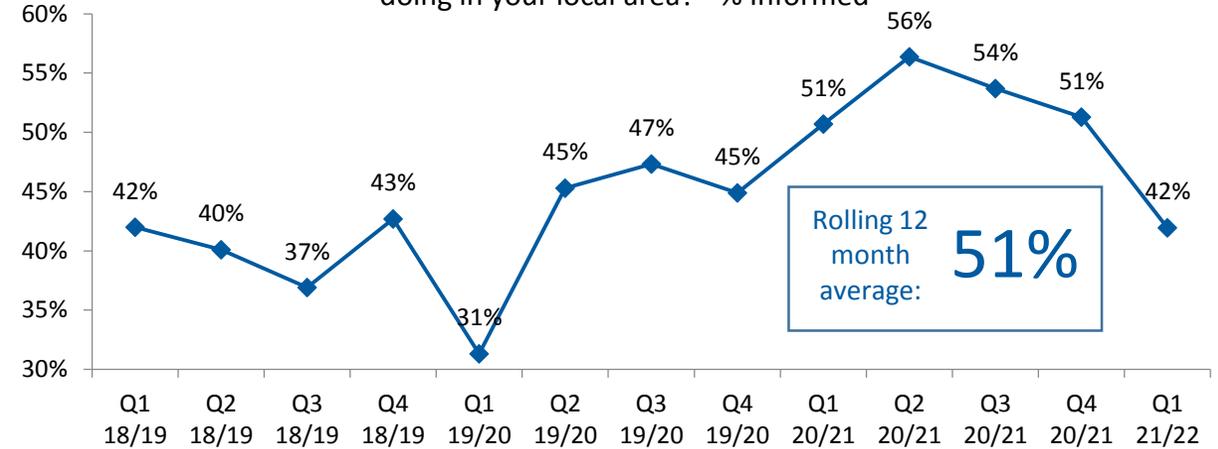
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - South Worcestershire

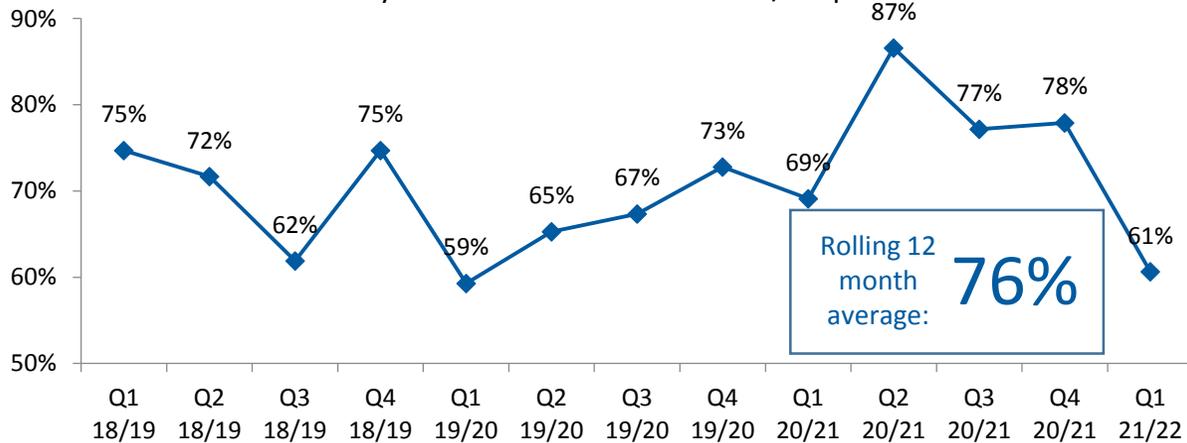
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



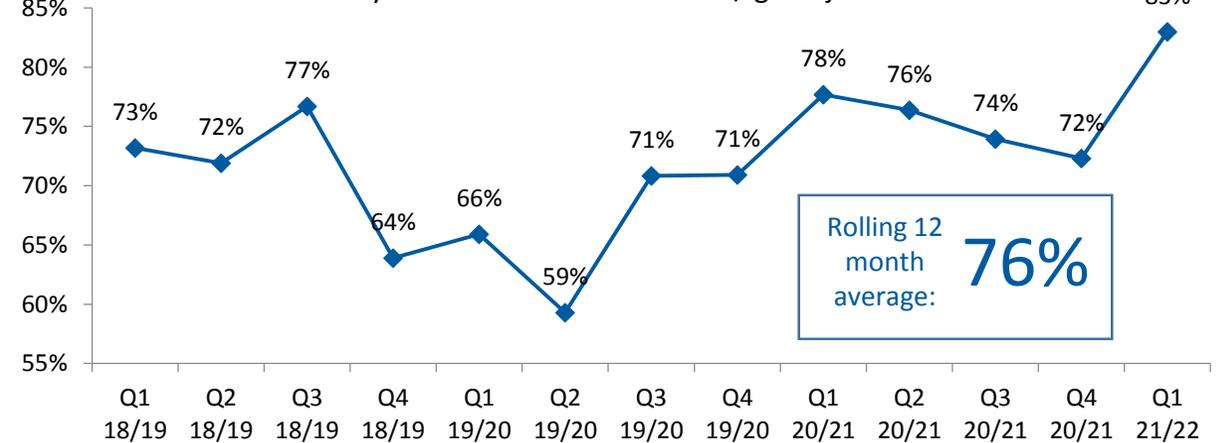
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

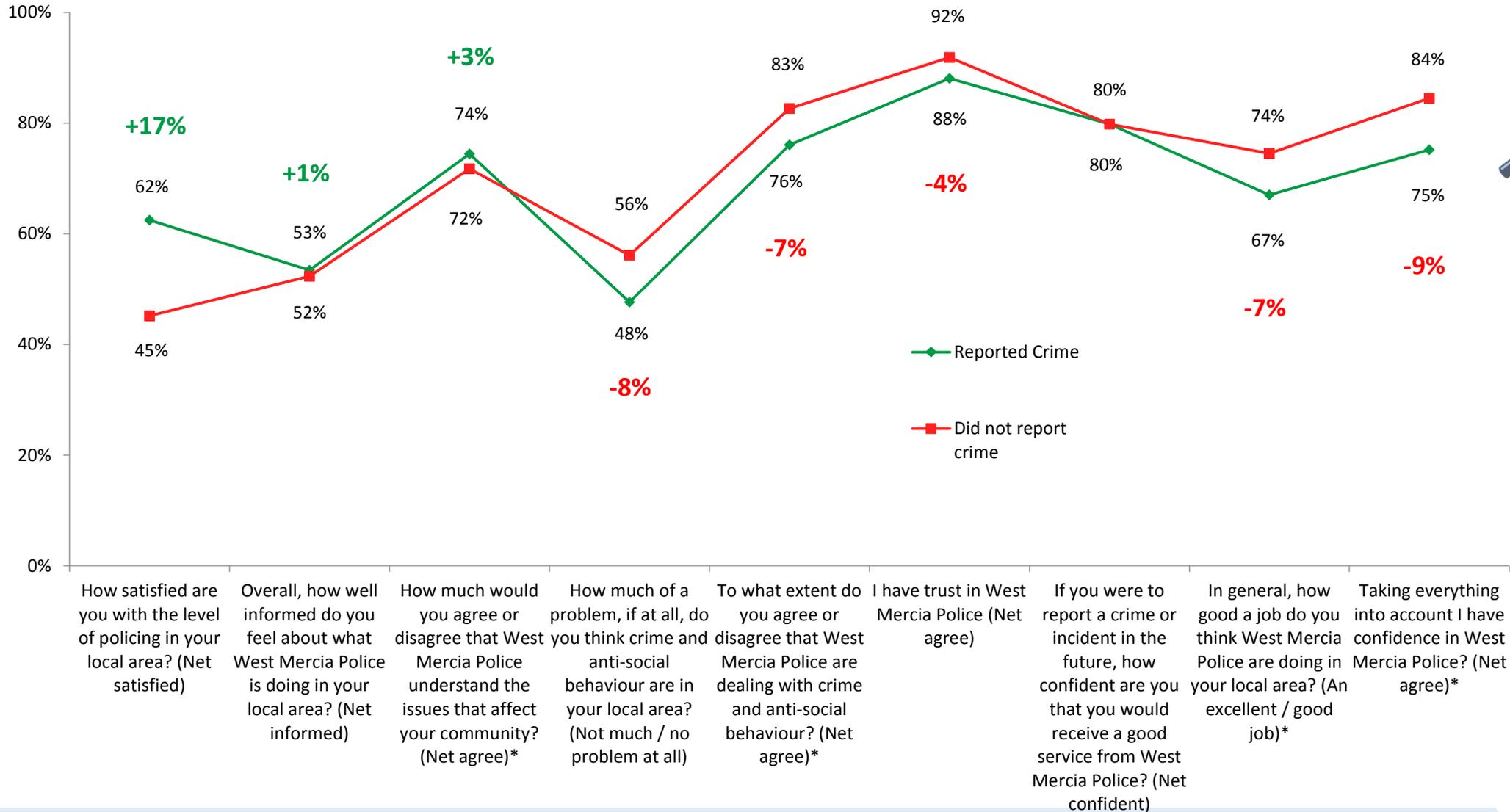


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



\*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