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# Public Views and Perceptions of Policing in West Mercia

## 2021/22 Survey Quarter 3 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 (January 2021 – December 2021) 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 (82%) agreed that they had confidence in West Mercia Police with a slightly higher proportion confident that they would receive a good service from the force (86%).
- Seven out of every ten (71%) felt that West Mercia Police were doing either a good or excellent job.

## Visibility

- A quarter of residents (25%) report that they see an officer or PCSO at least once a week with over half (55%) satisfied with the levels of policing in their local area.
- Over three-quarters (77%) said that there had been no change in the level of policing; around a tenth (11%) believed there had been a decrease and slightly less (7%) thought there had been an increase.
- A sixth (17%) 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 two-thirds (66%) confident they could do so in a non-emergency.
- The majority (84%) said they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- Two-thirds (66%) said that they find out about crime and policing issues from the media, with over a third (37%) finding out through social media. Less than half (43%) said they felt informed about what West Mercia Police is doing, with 56% that stated they did not feel informed.

# Effectiveness

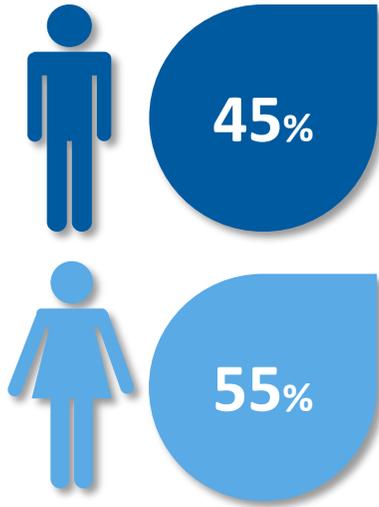
- More than seven-tenths (71%) of residents felt that West Mercia Police understand the issues in their community and a quarter (27%) reported that they thought that crime and ASB was a problem in their area.
- Around two-thirds (68%) thought that crime and ASB had remained the same compared to 12 months ago with just over a tenth (13%) 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

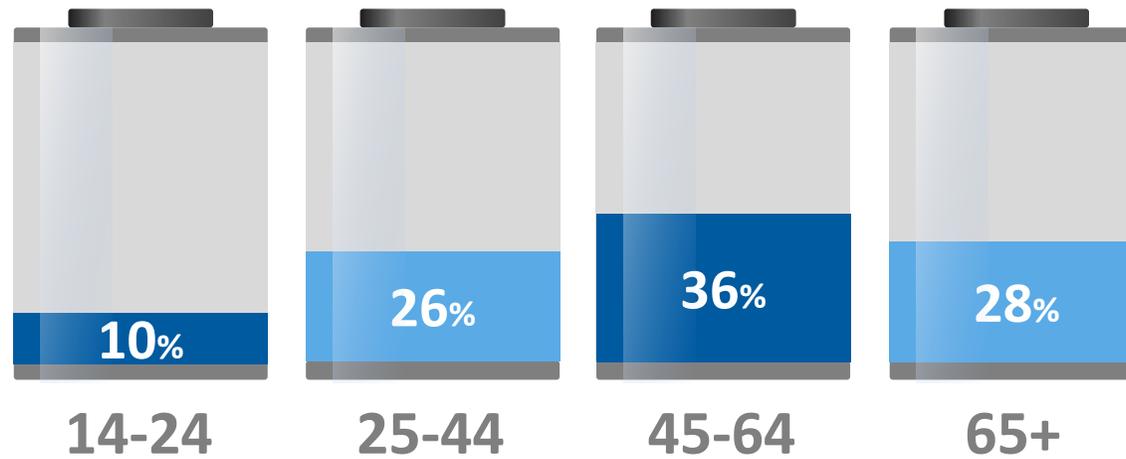
- The vast majority (95%) said that West Mercia Police have their support with nine-tenths that said they trust WMP (90%). Over 8 in every 10 said that they act with integrity (87%), they believe they treat everyone fairly regardless of who they are (86%), they take people's concerns seriously (81%), can be relied to be there when you need them (80%) and they felt West Mercia Police use their powers appropriately (80%).
- Three-fifths (59%) 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

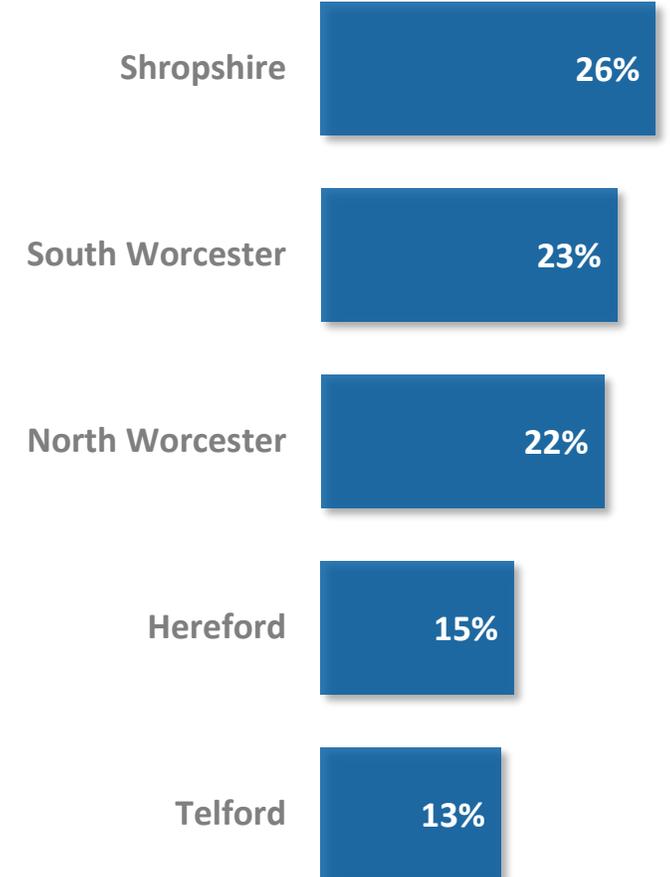
## Gender



## Age



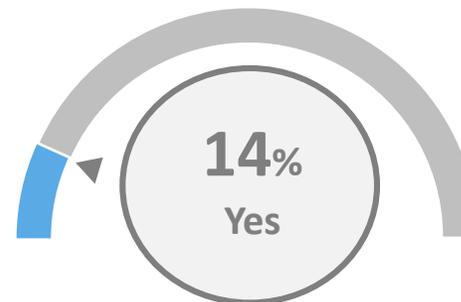
## LPA



## Ethnic Group



## Disability





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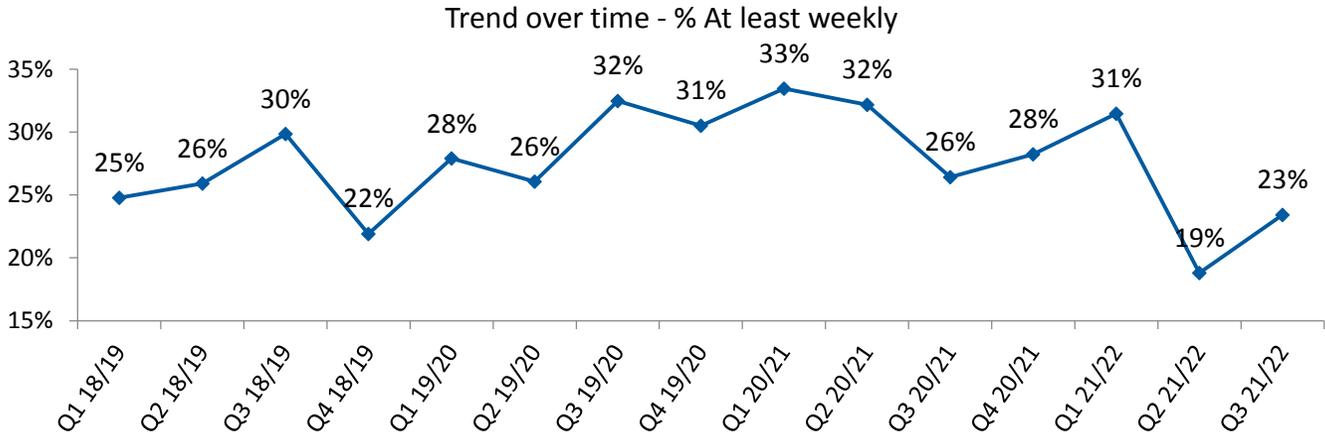
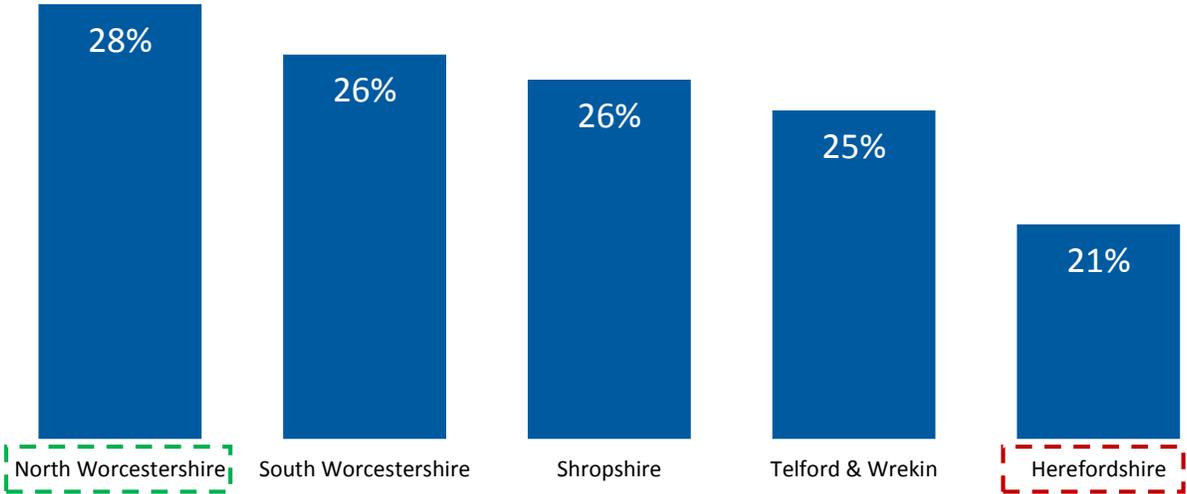
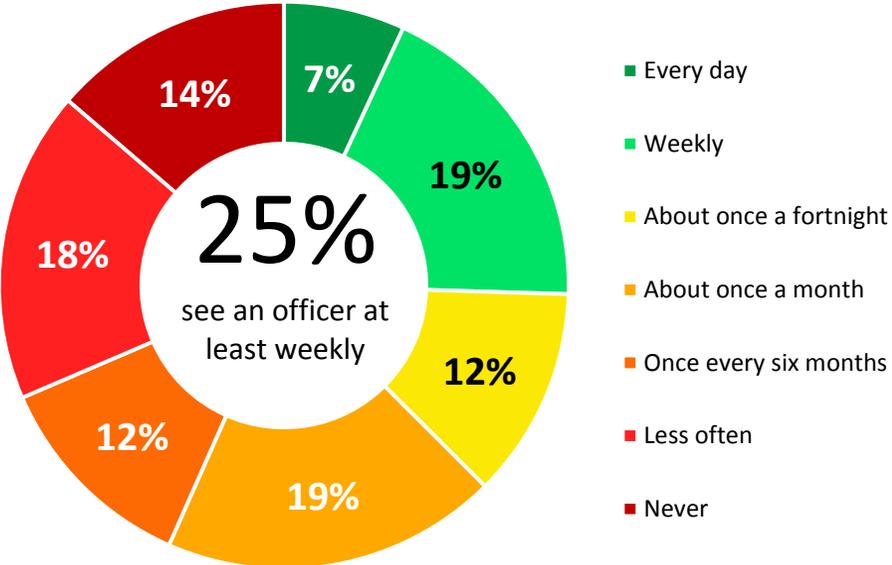
# Section Two

## Visibility / Presence



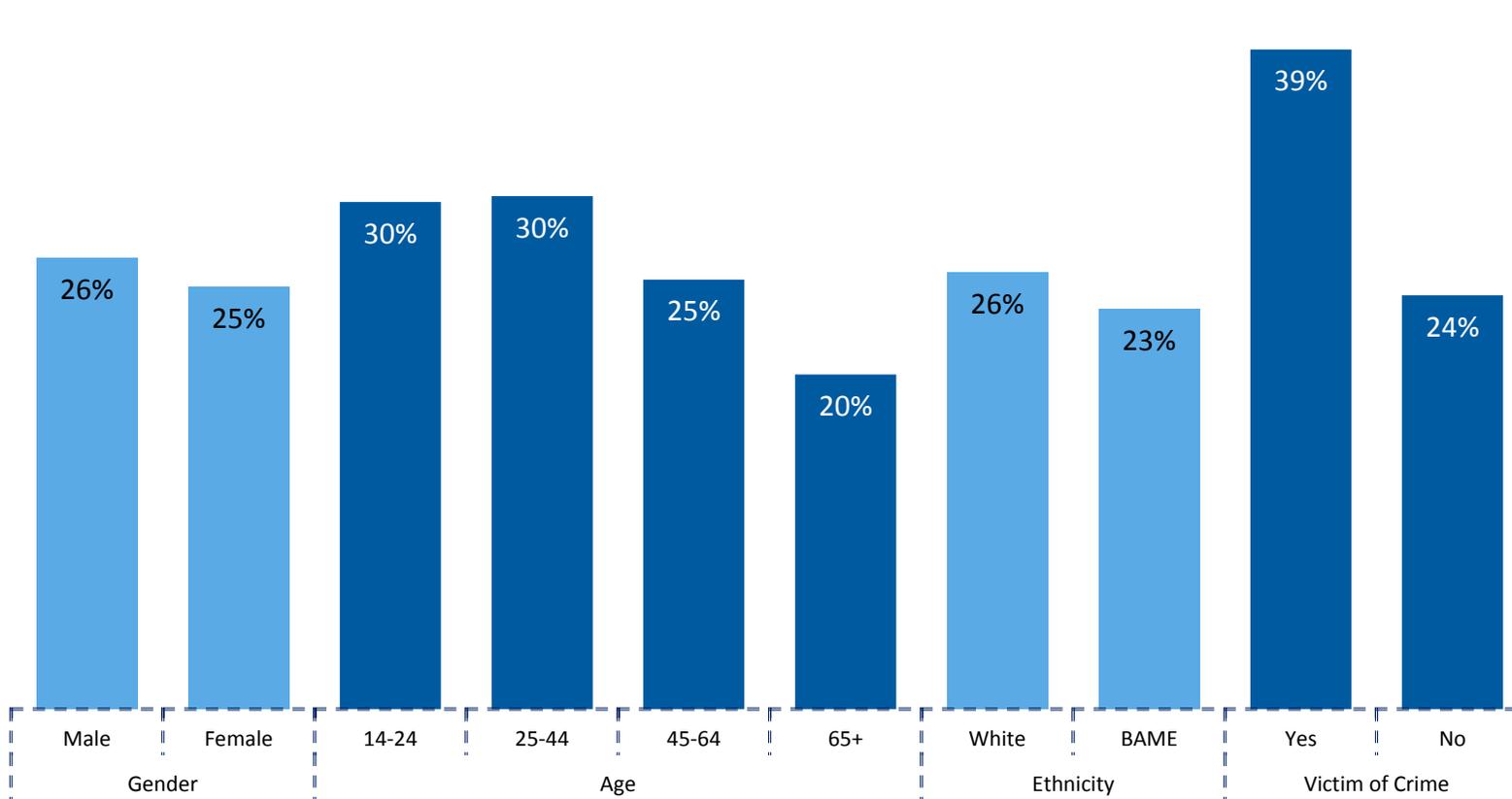
# A quarter see an officer or PCSO at least once a week

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



# A quarter 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 North Worcestershire more likely to see an officer or PCSO at least weekly

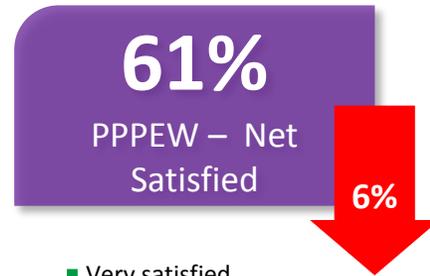
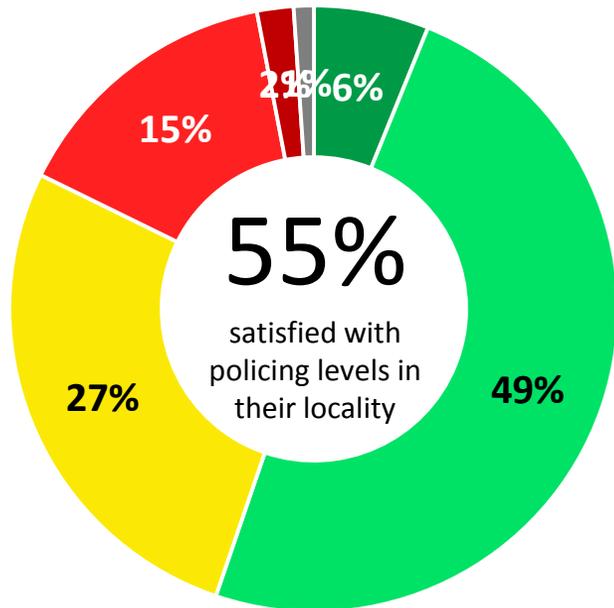
Residents of Herefordshire least likely to see an officer at least weekly

Older respondents least likely to see an officer or PCSO at least weekly

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

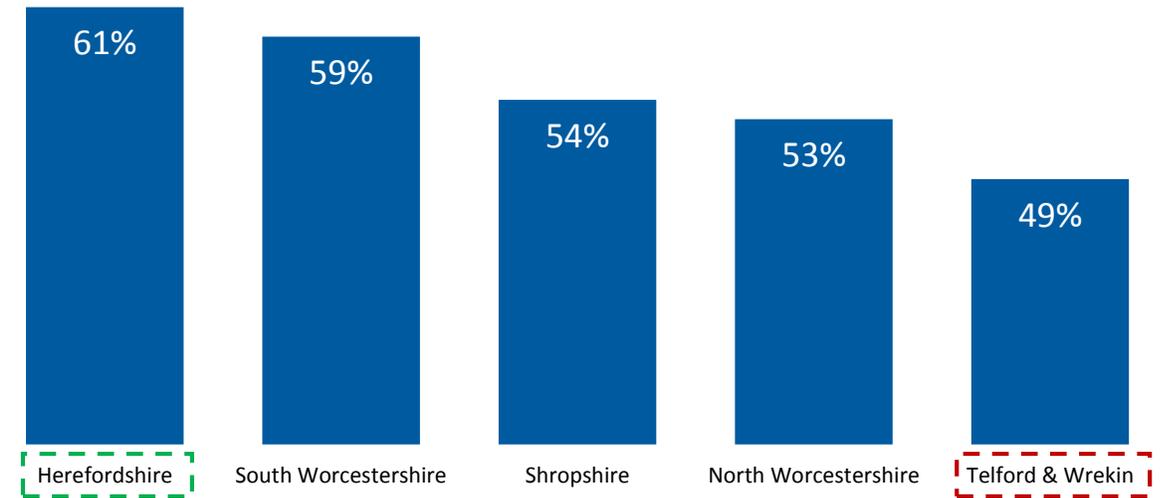
Visibility has increased 4% since the previous quarter

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

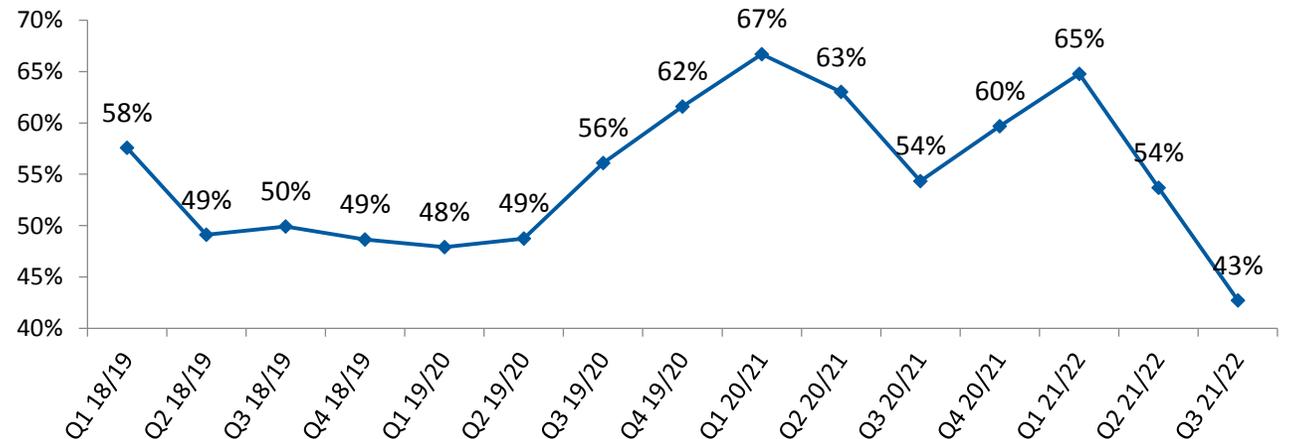


- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied

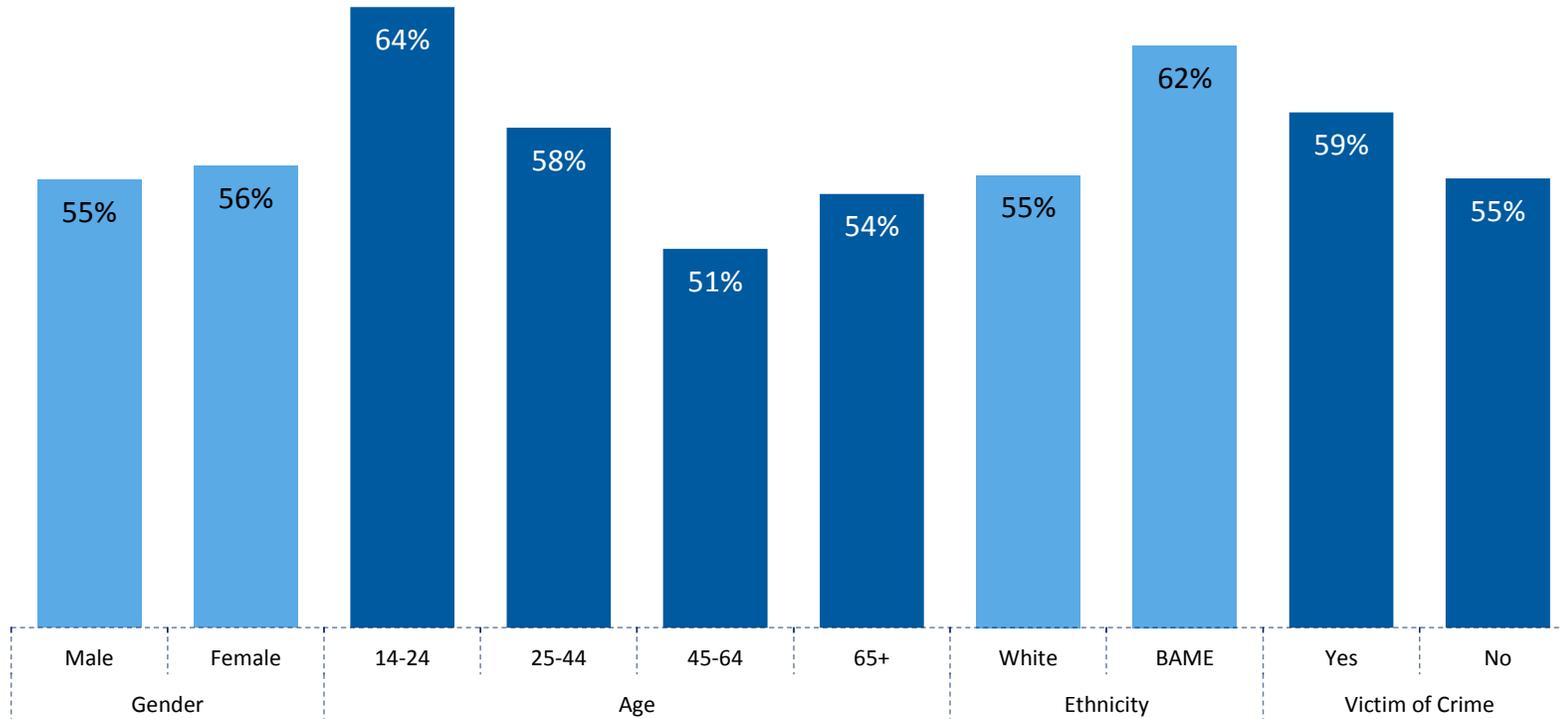


Trend over time - % Satisfied



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

Demographic Comparisons - % very satisfied / satisfied



## Key Insights

Satisfaction with visibility has decreased 11% from the previous quarter – now at lowest level since tracking began

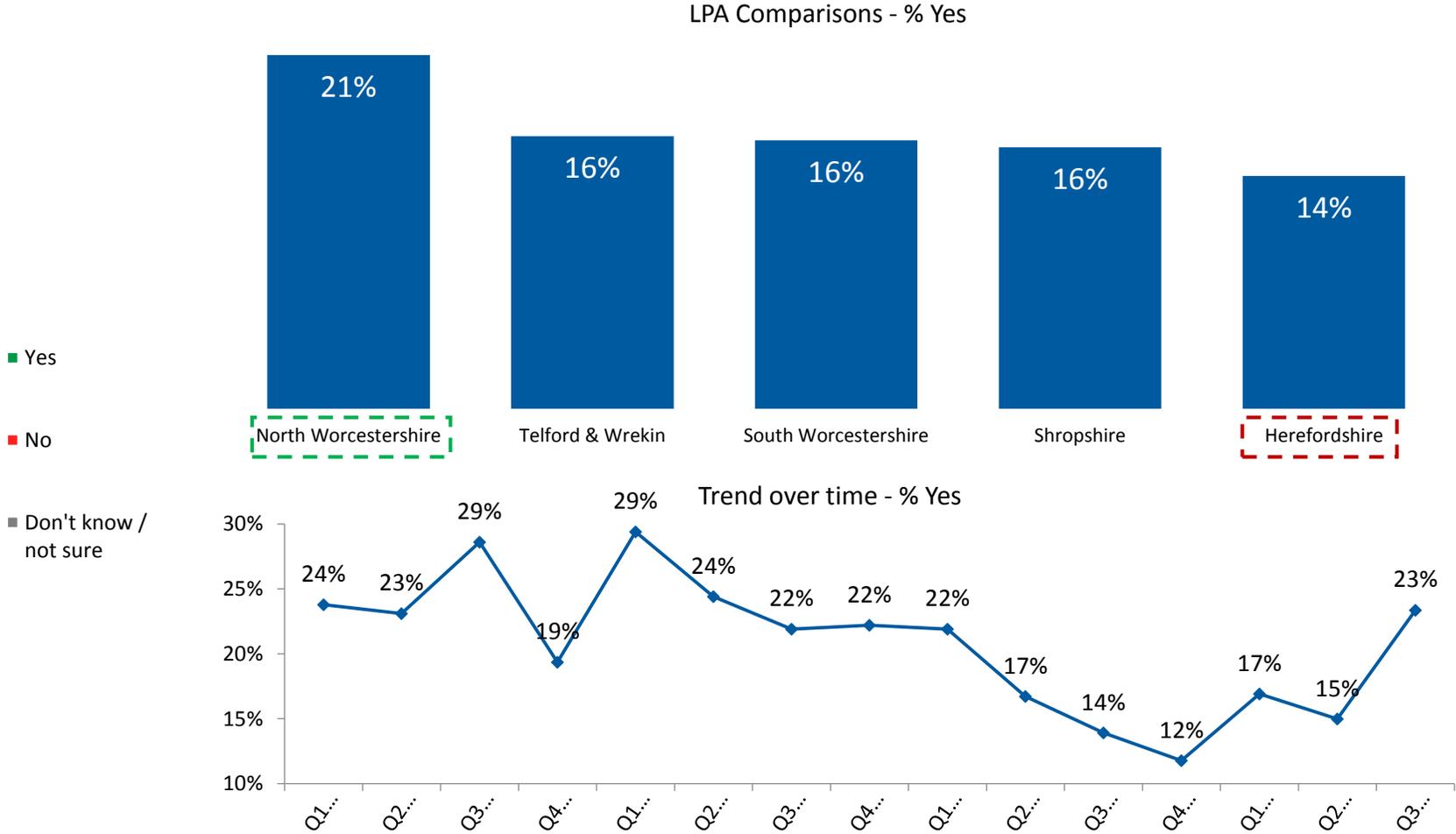
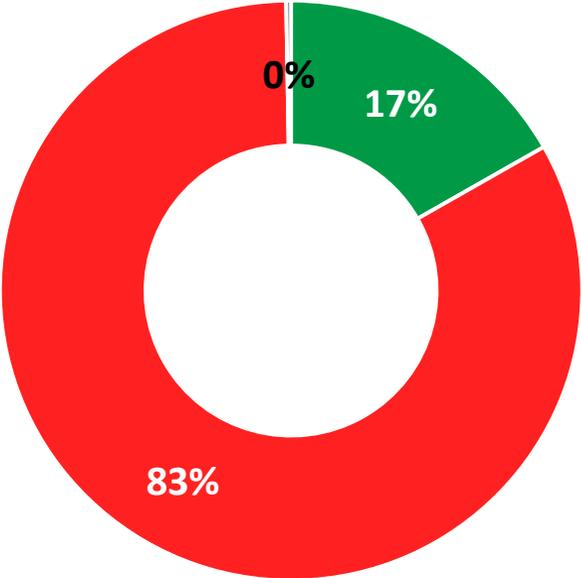
Under 24's most likely to be satisfied with policing levels in their local area - those aged 45-54 least likely to be satisfied with policing levels

BAME respondents more likely to be satisfied than White respondents

Residents of Telford & Wrekin least likely to be satisfied with policing levels

Those in Herefordshire more likely to be satisfied

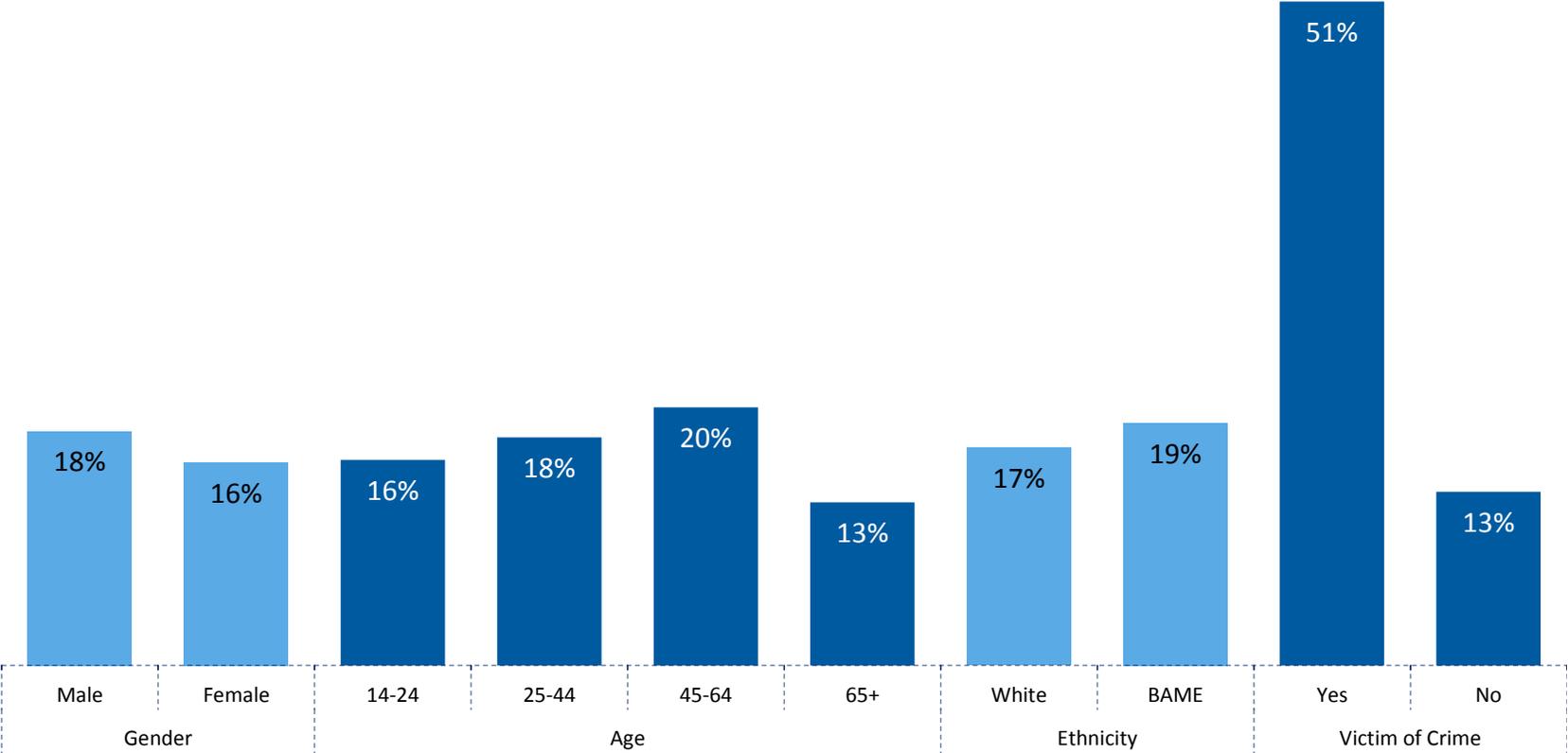
# Around a sixth have spoken to an officer or PCSO from their local policing team



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

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

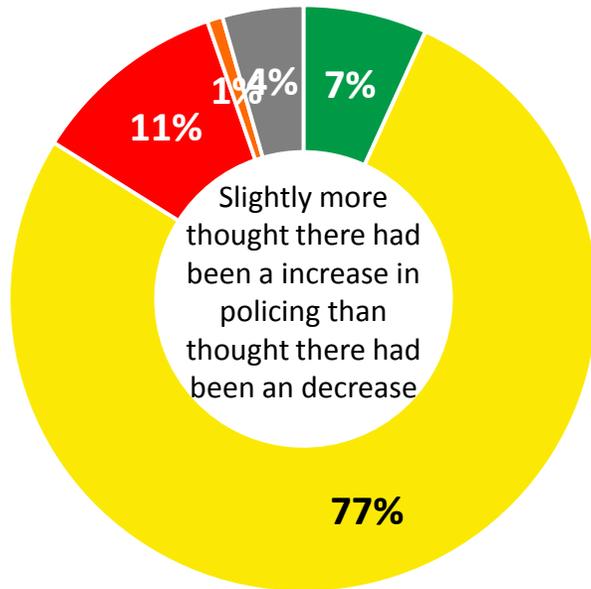
Demographics comparisons - % Yes



### Key Insights

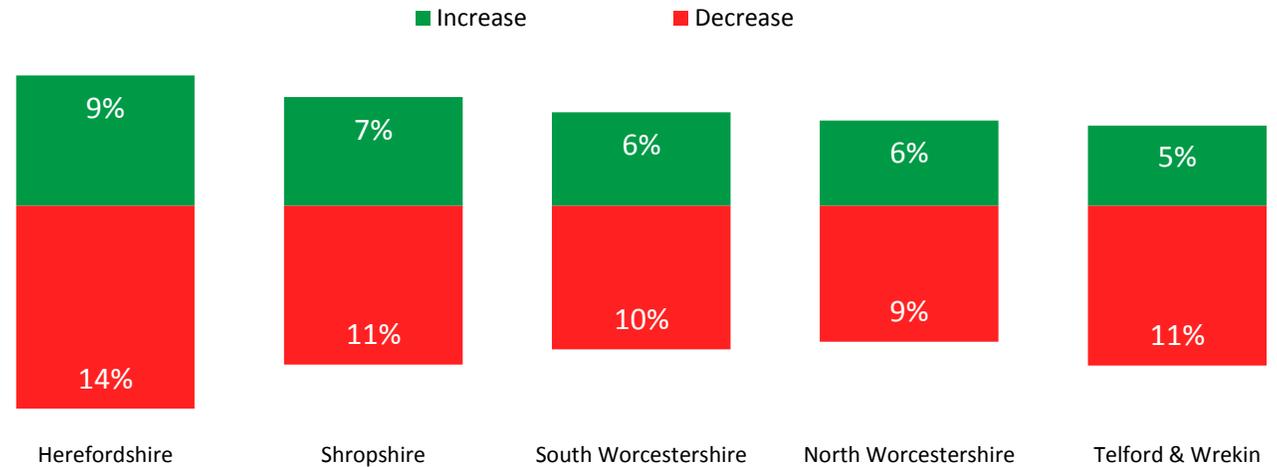
- Victims of crime four times as likely to have spoken to a member of their local policing team
- Those aged 65 and over least likely to have spoken to local policing team
- Residents of Herefordshire least likely to have spoken to their local policing team; those in North Worcestershire most likely
- Increase of 8% from previous quarter in those that have spoken to a member of their local policing team

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

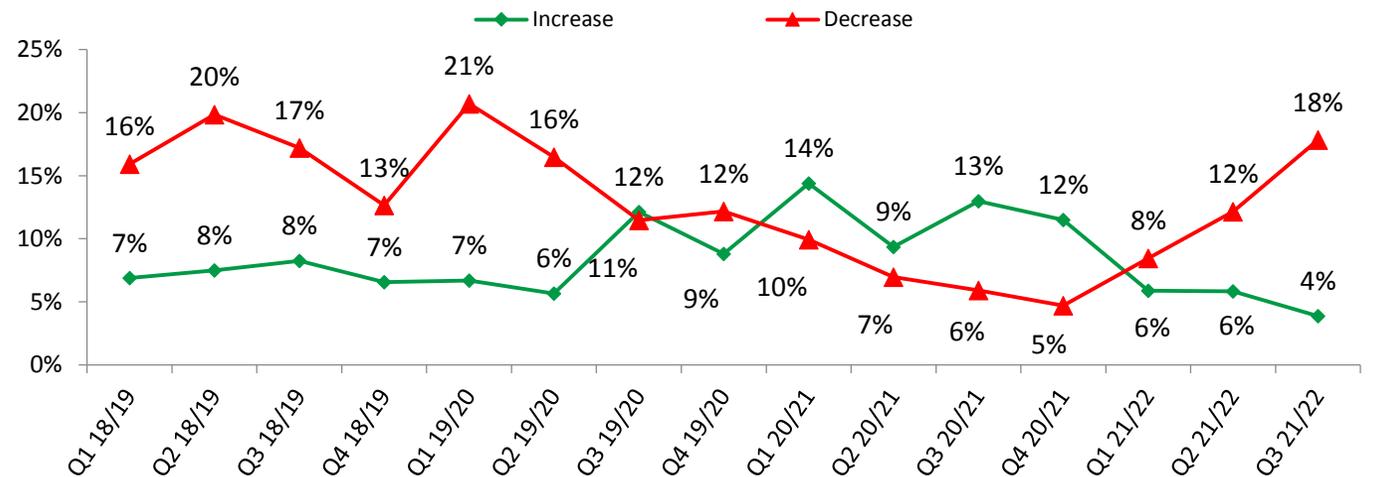


- Increase
- About the same
- Decrease
- Lived in the area less than a year
- Don't know

LPA Comparisons - % increase v % decrease

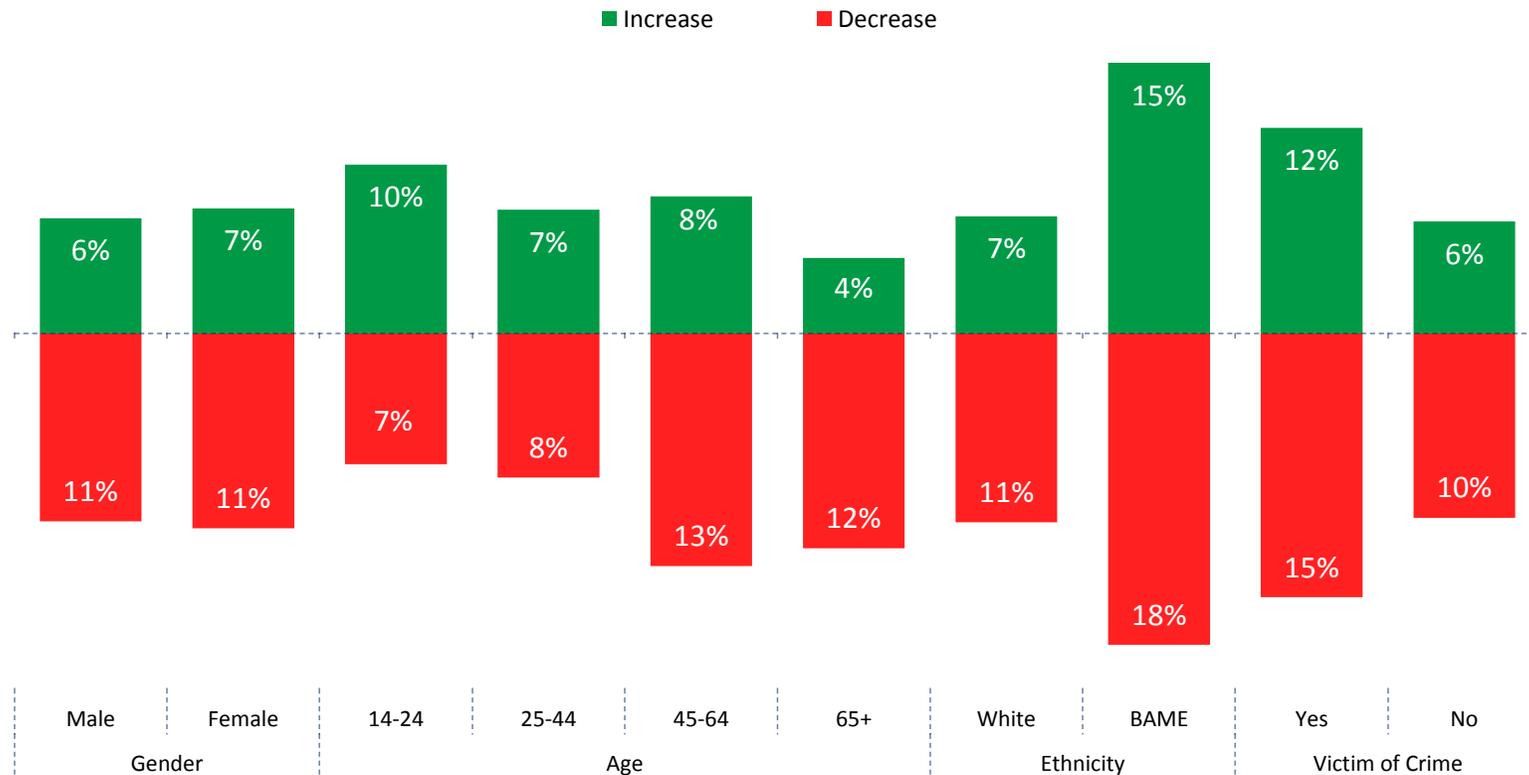


Trend over time - % Increase v % Decrease



# 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 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 and BAME respondents also 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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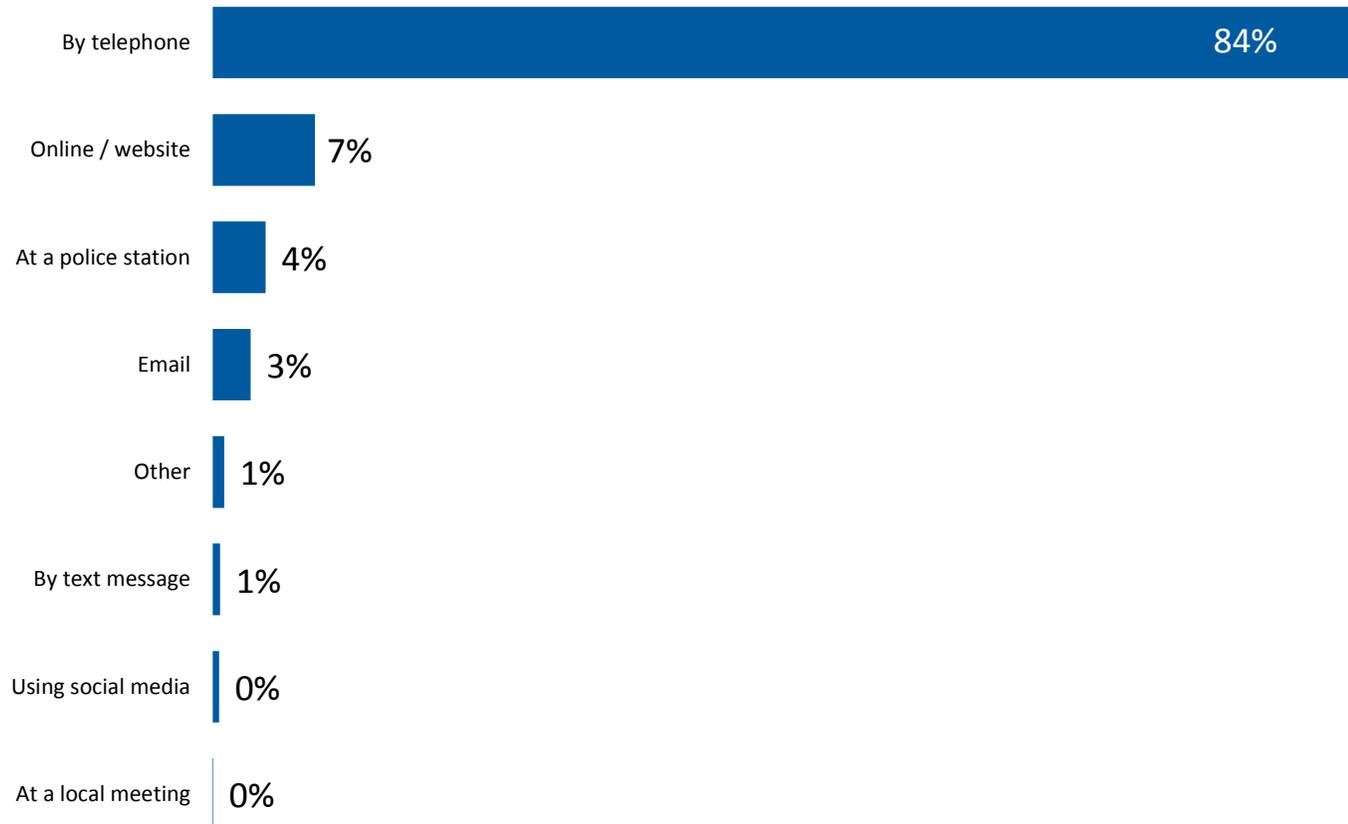


# Section Three

## Interaction / Access



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

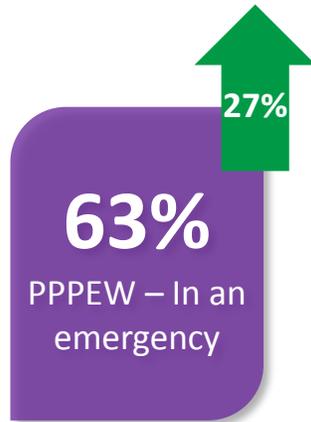
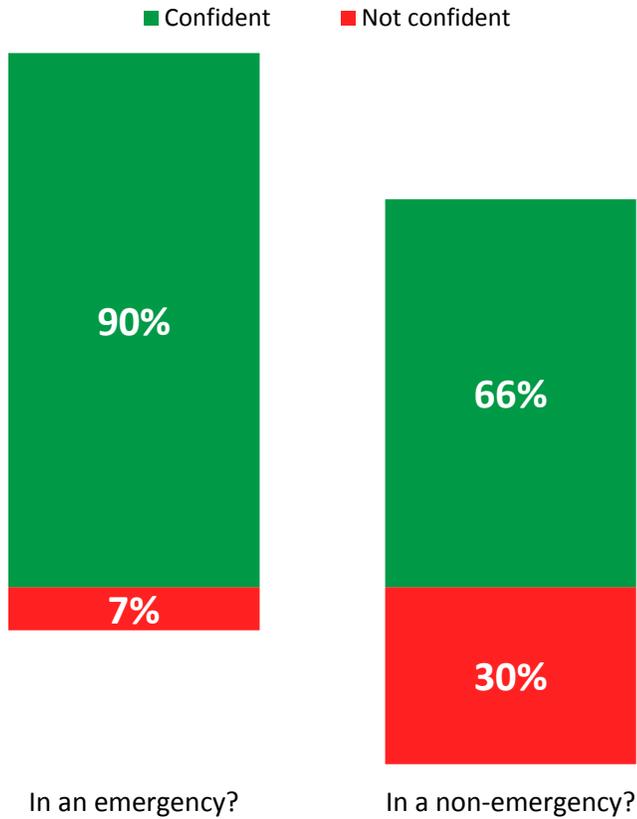


## Key Insights

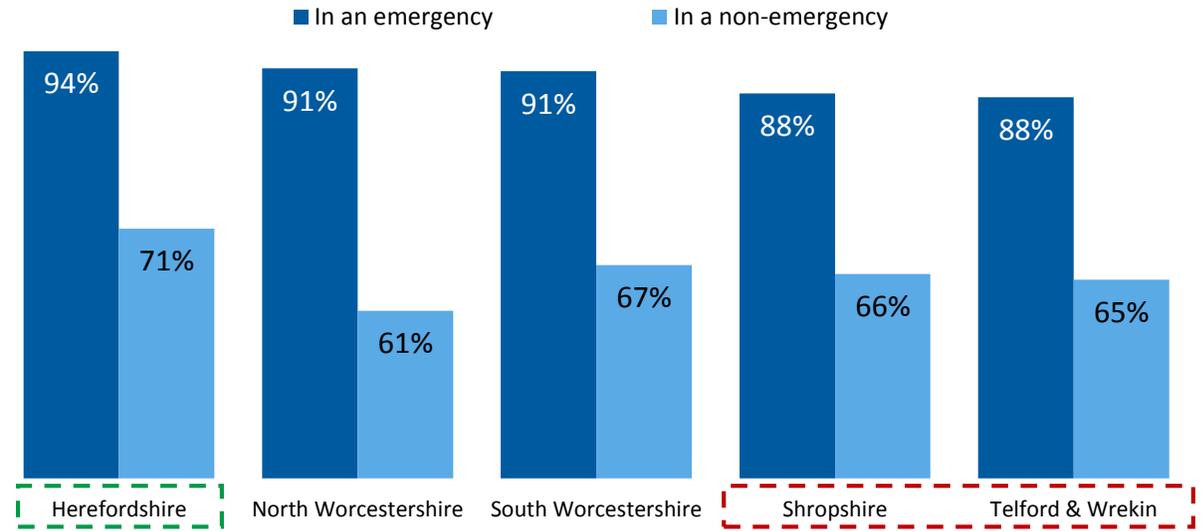
Preference of telephone contact increases with age but by far the most preferred method overall

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

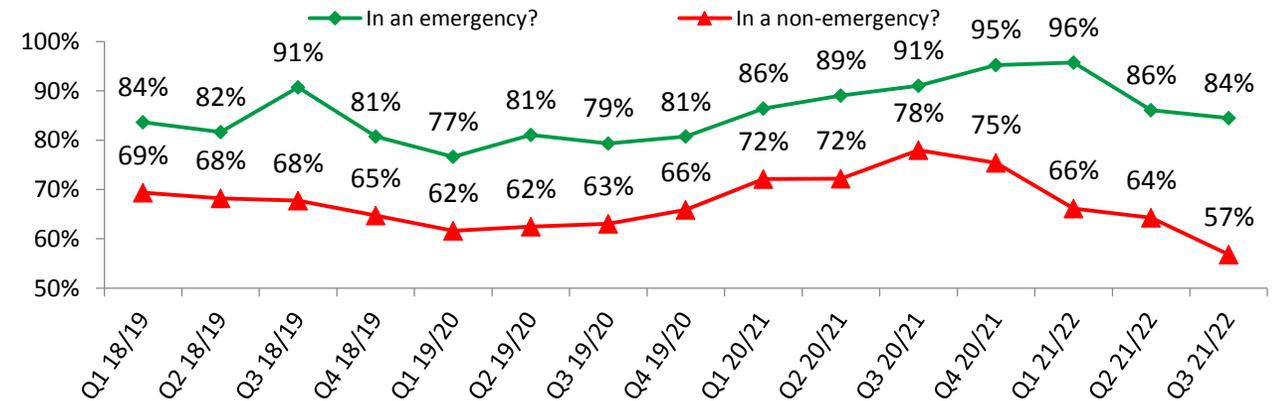
# Nine-tenths confident they could access the police in an emergency



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



Trend over time - % Confidence in accessing police services

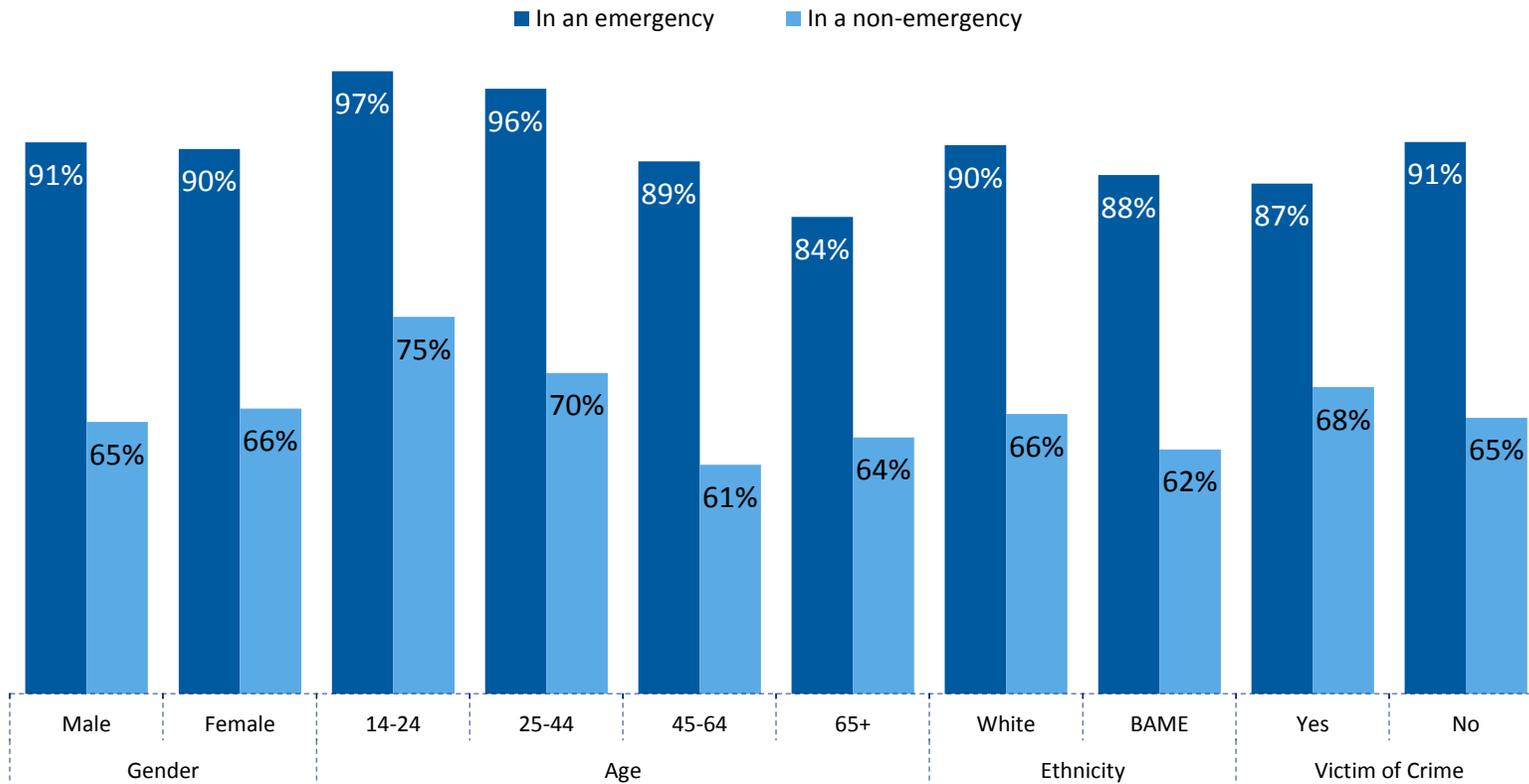


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

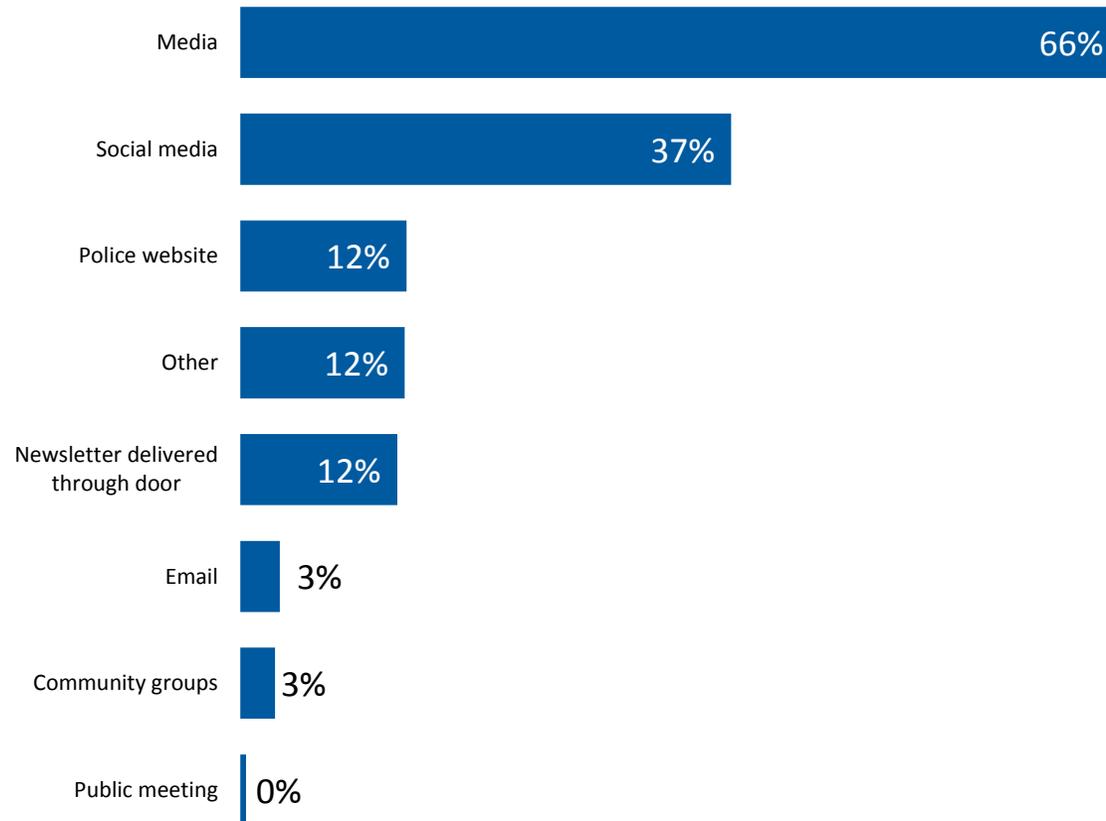
Confidence amongst residents they could access the police in a non-emergency has decreased by 7% from the previous quarter – now at lowest since tracking began

Residents in Telford & Wrekin and Shropshire least confident in being able to access the police in an emergency

Residents of Herefordshire most confident 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+

# Two-thirds said they found out about crime and policing from the media – over a third from social media



## Key Insights

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

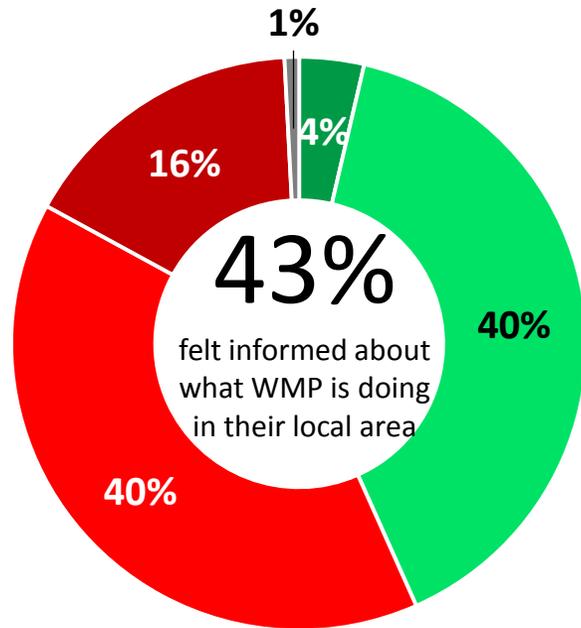
Females more likely than males to find out about crime and policing from social media

Those aged 14-24 least 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

# Over half do not feel informed about what WMP are doing



**37%**  
PPPEW – Net Informed

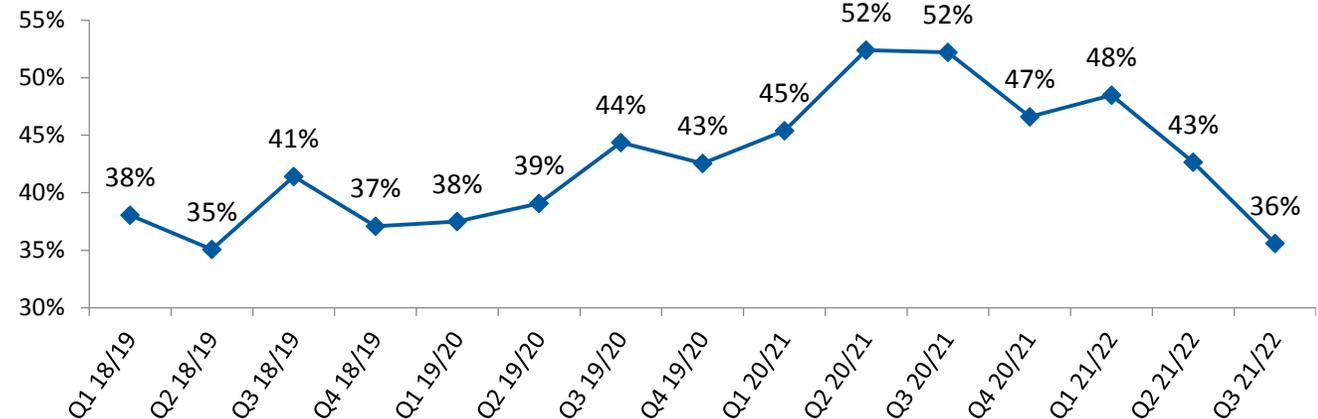
↑ 6%

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

LPA Comparisons - % very / fairly informed

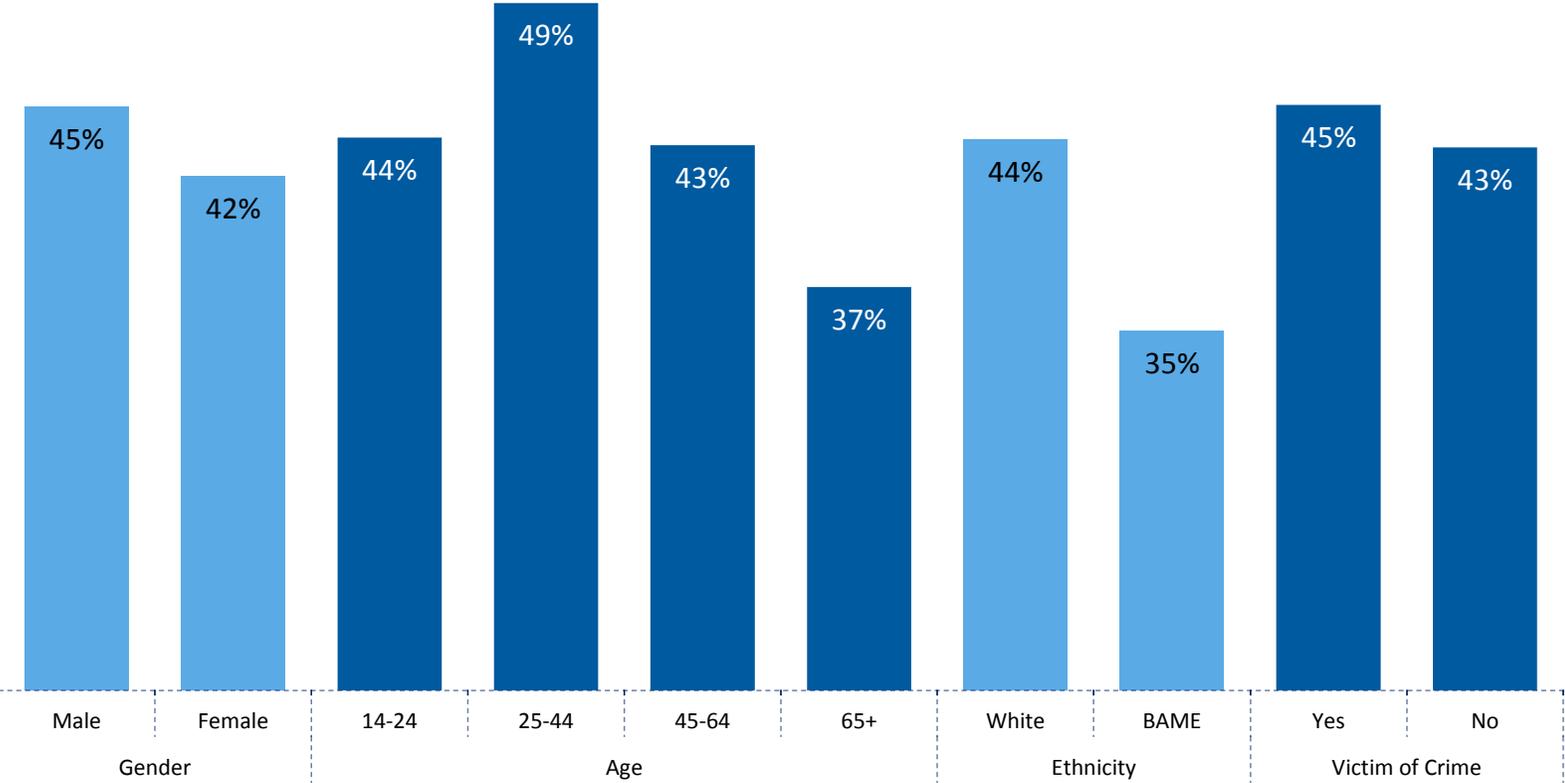


Trend over time - % Informed



# Over half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



### Key Insights

7% drop in those that felt informed compared to the previous quarter

Those aged 65 and over less likely to feel informed about what WMP is doing

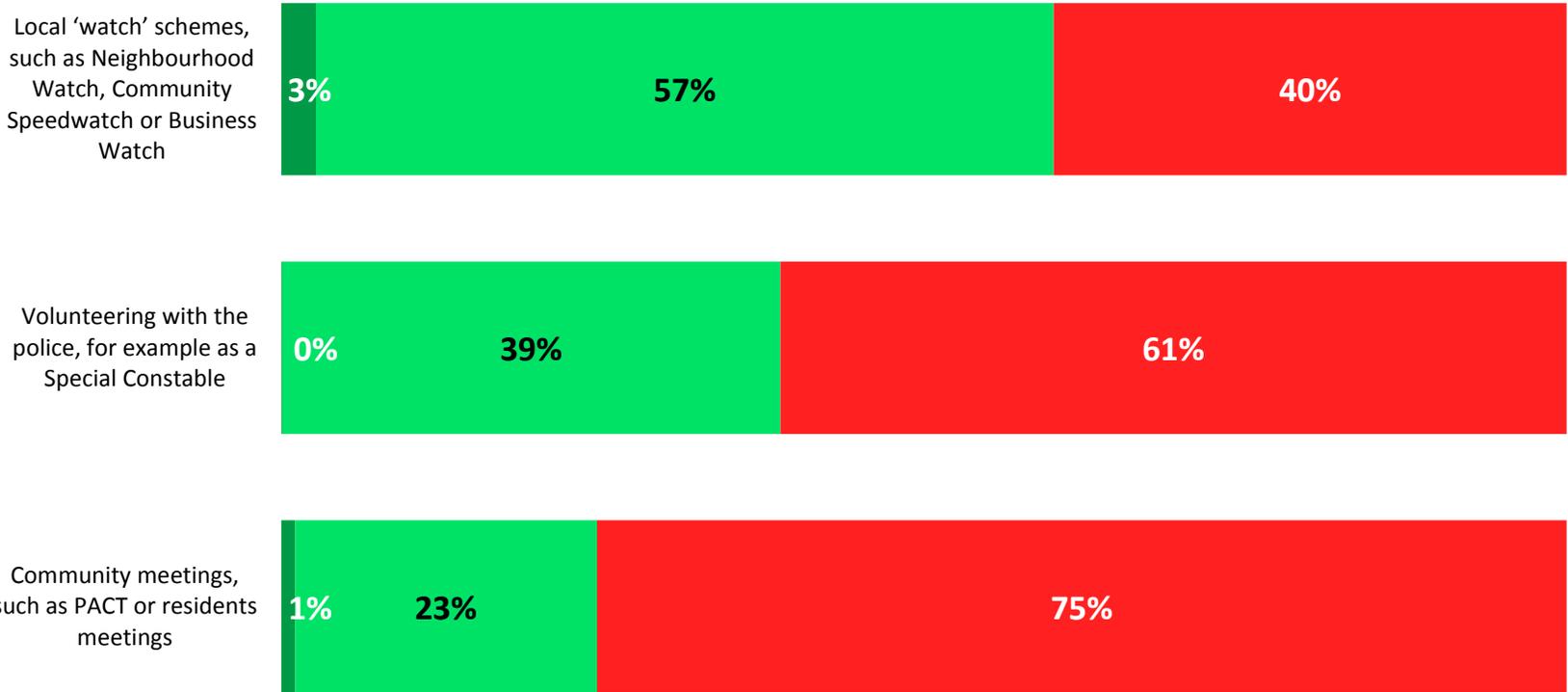
Those aged 25-44 more likely to feel informed about what the police are doing

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

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

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

■ Taken part in
 ■ Aware of but not taken part in
 ■ Not aware of and not taken part in



### Key Insights

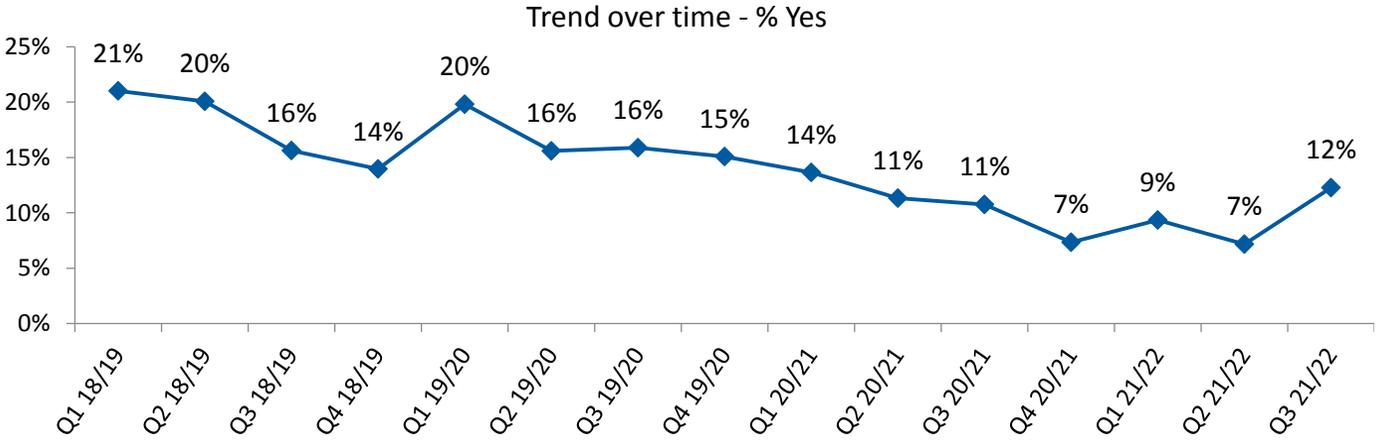
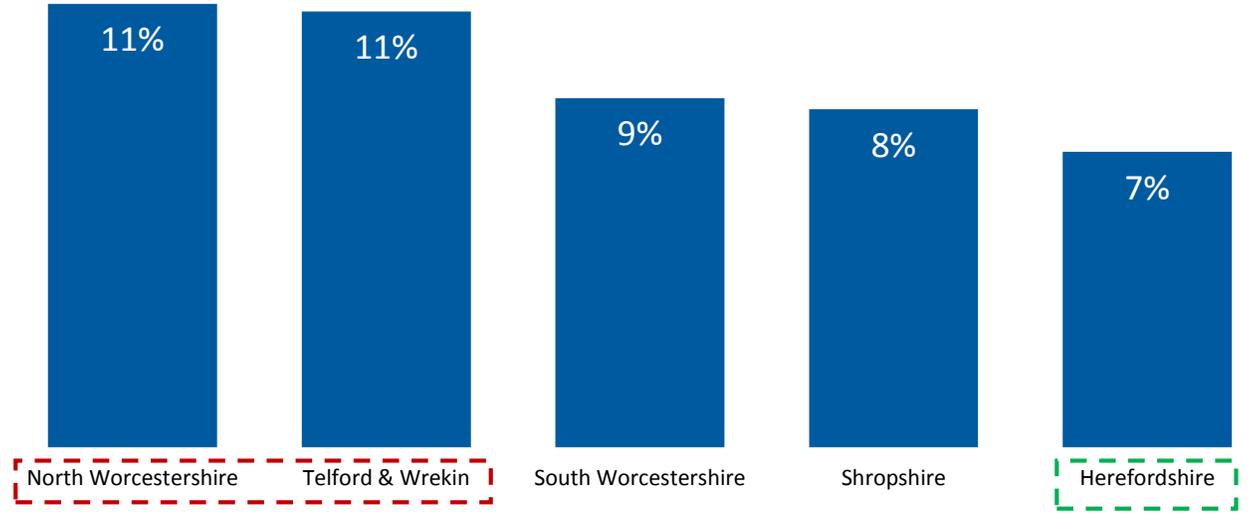
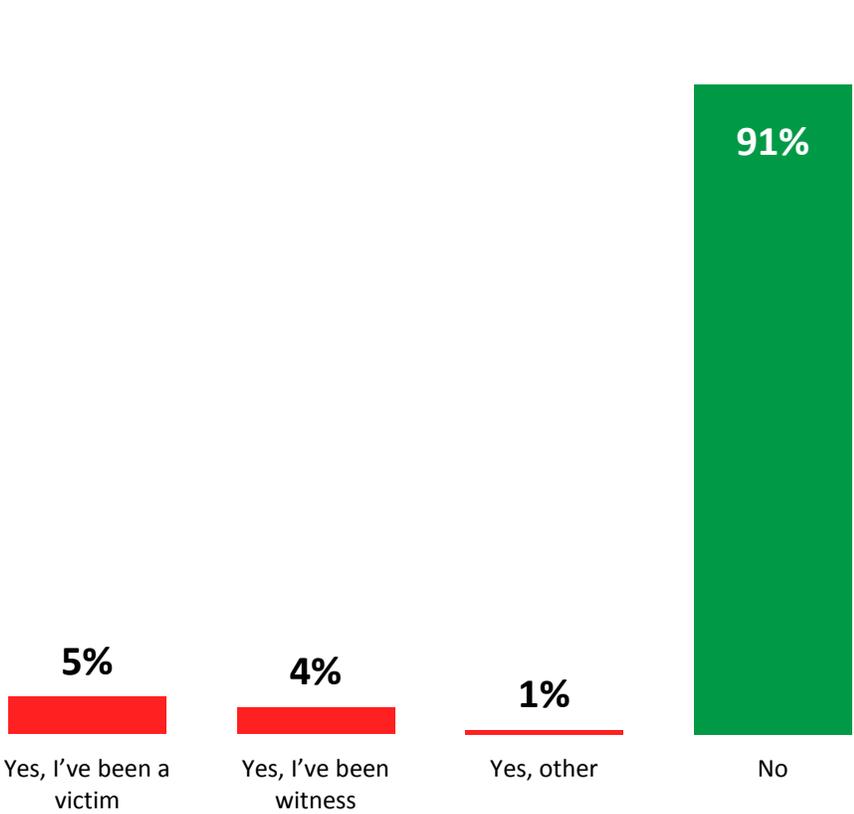
Over half aware of local 'watch' schemes; a small percentage have taken part

Over a third were aware of volunteering with the police; only two respondents had taken part

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

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

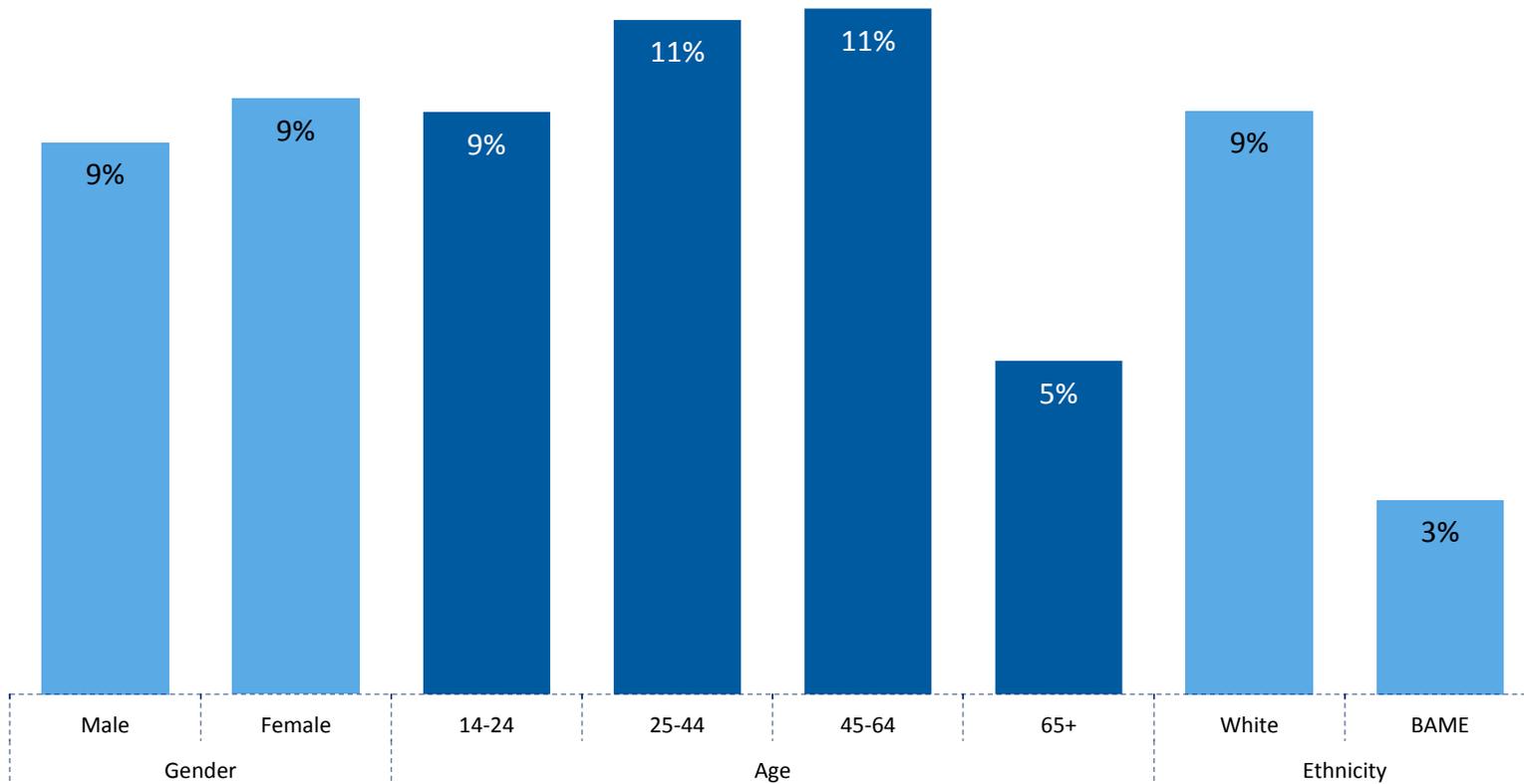
LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other



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

Residents in North Worcestershire and Telford & Wrekin more likely to have encountered crime

Those in Herefordshire least likely to have been a victim of crime

Those aged 65 and over least likely to have been a victim of crime

White respondents more likely than BAME respondents to have been a victim of crime

89% of those that had been a victim of crime said they reported this to the police



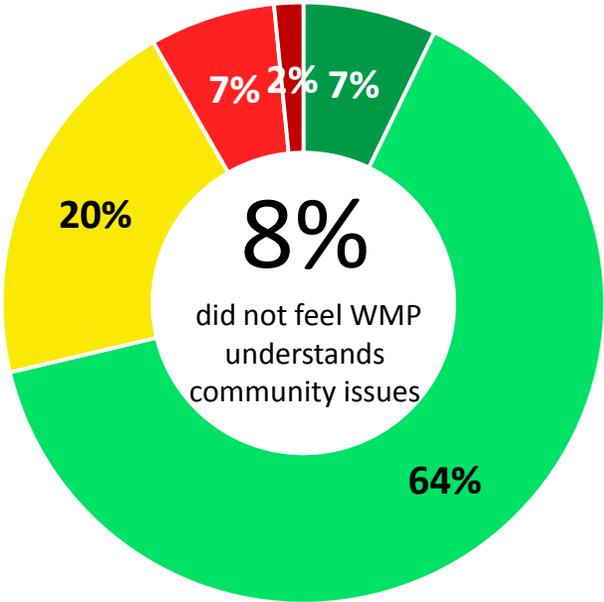
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# Section Four Effectiveness



# Just under three-quarters felt WMP understands issues in their community

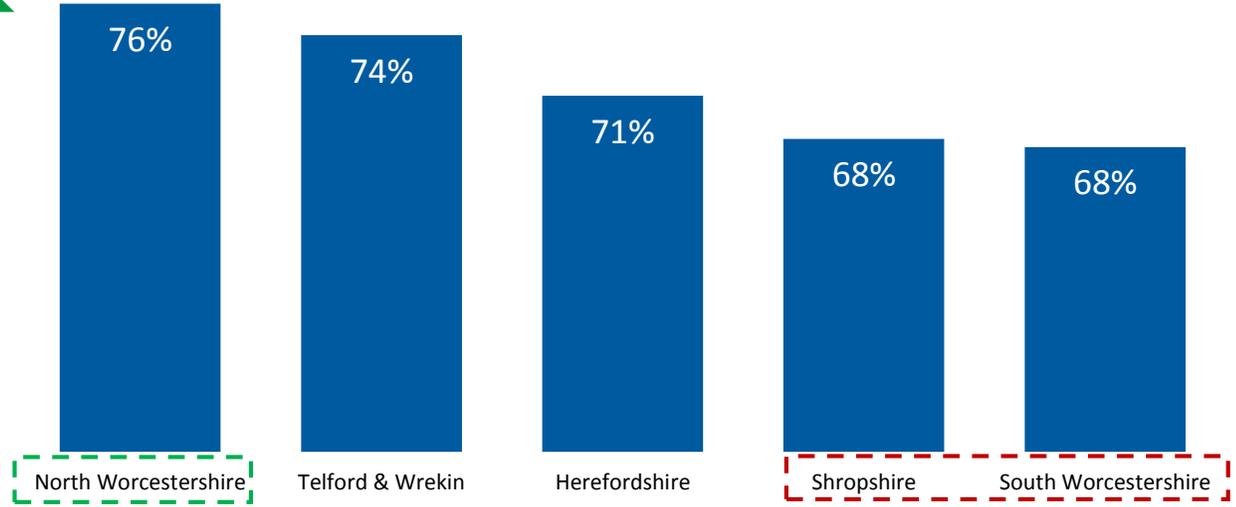


**67%**  
CSEW MSG  
Average -  
Net Agree

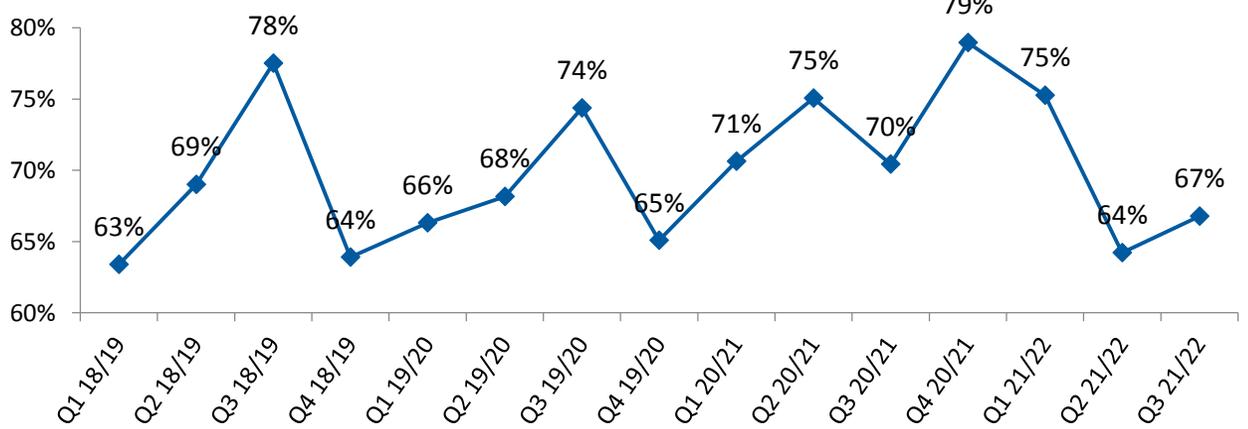


- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

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

# Just under three-quarters felt WMP understands issues in their community



## Key Insights

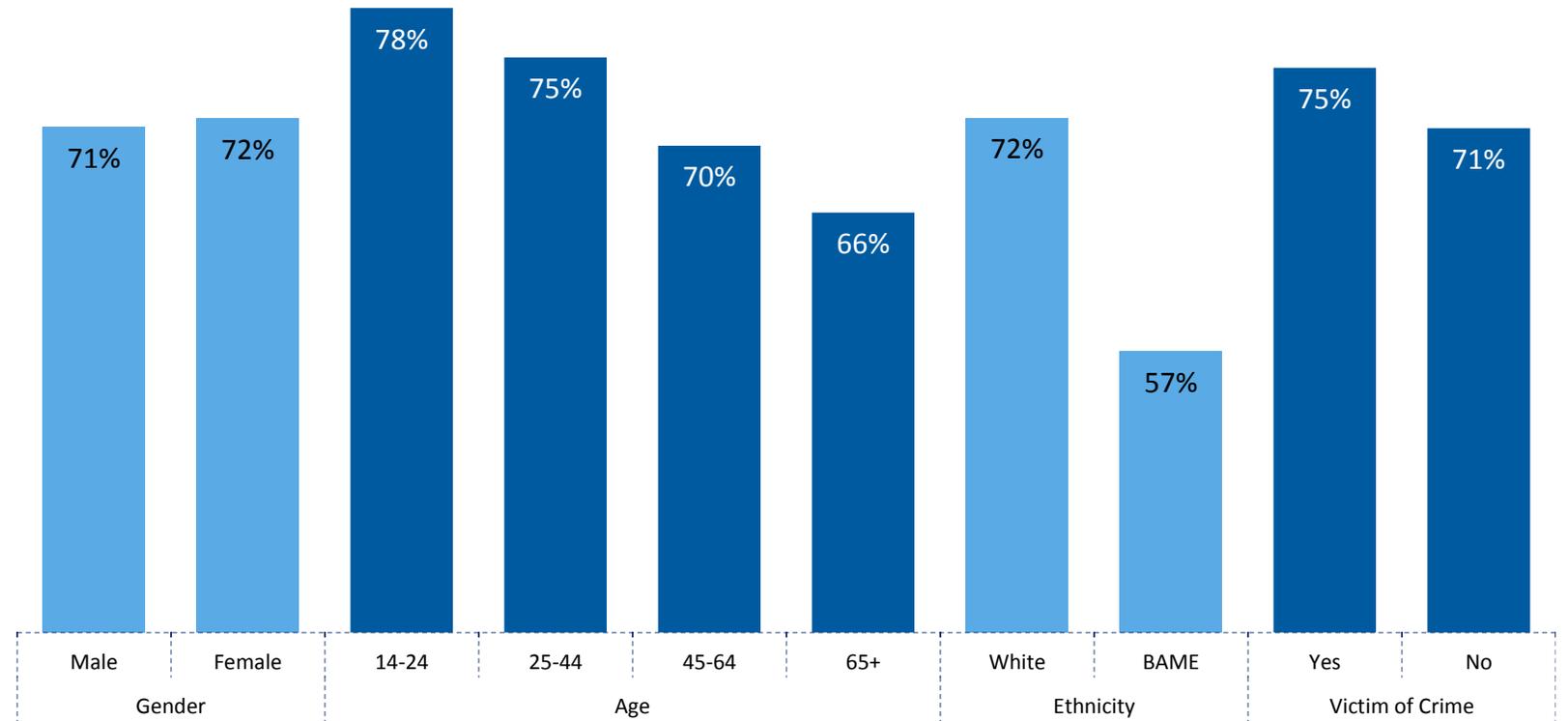
Residents aged 14-24 most likely to agree, with agreement declining the older the respondent was

White respondents more likely to agree when compared BAME respondents

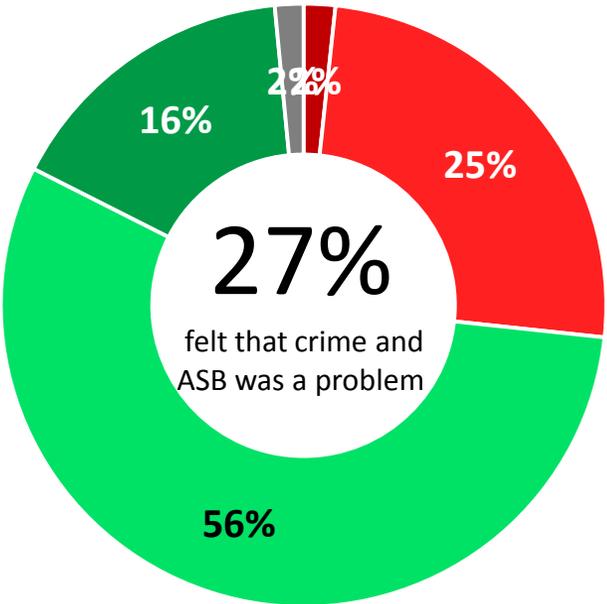
Residents in Shropshire and South Worcestershire least likely to agree the police understands community issues

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

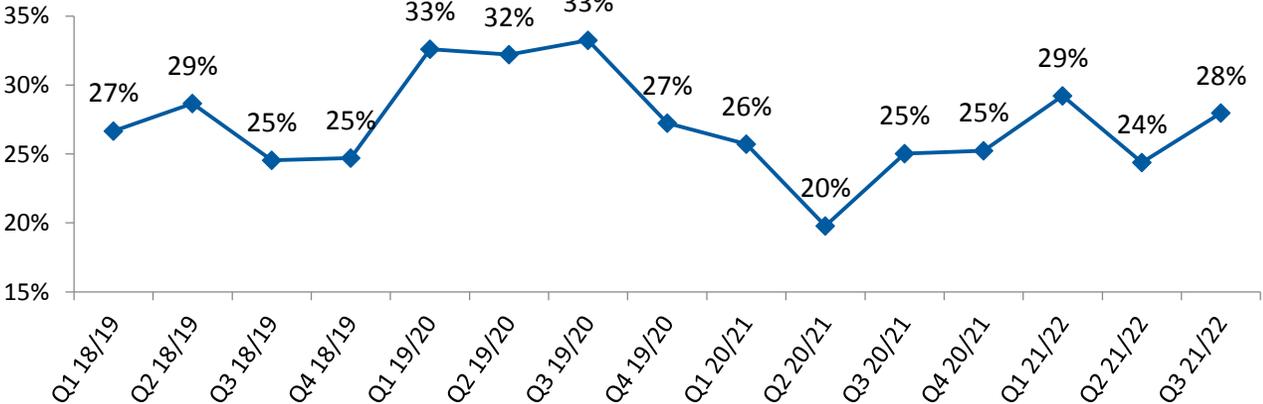
16%

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

LPA Comparisons - % very / quite a big problem

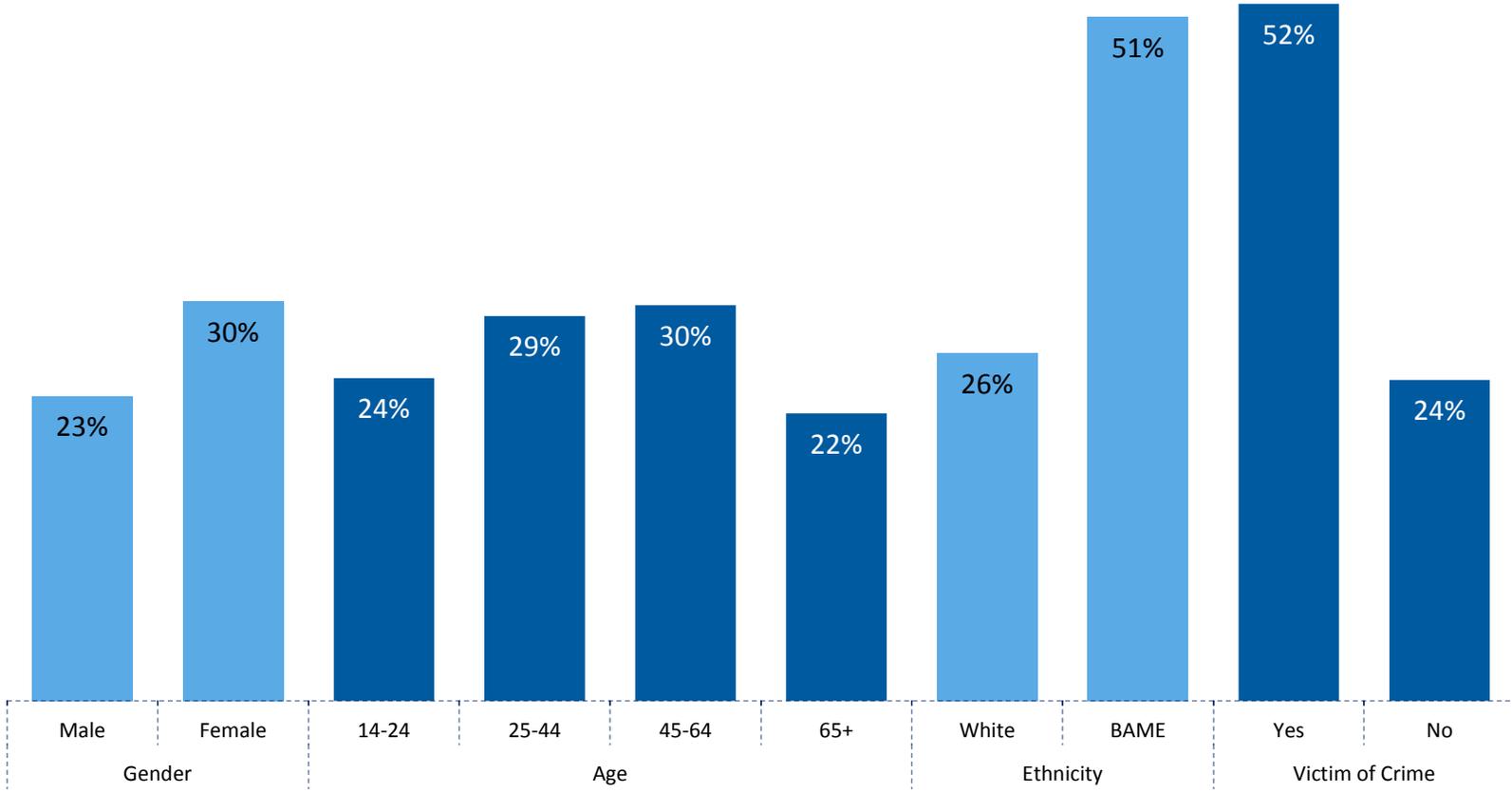


Trend over time - % A very / quite a big problem



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

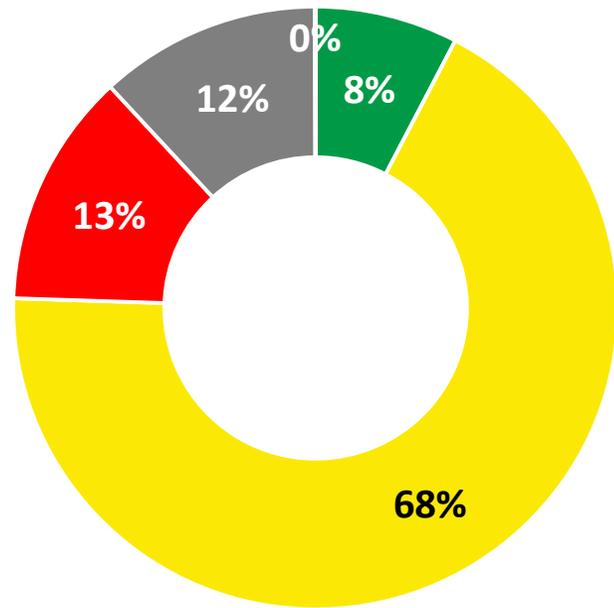
Demographic Comparisons - % very / quite a big problem



### Key Insights

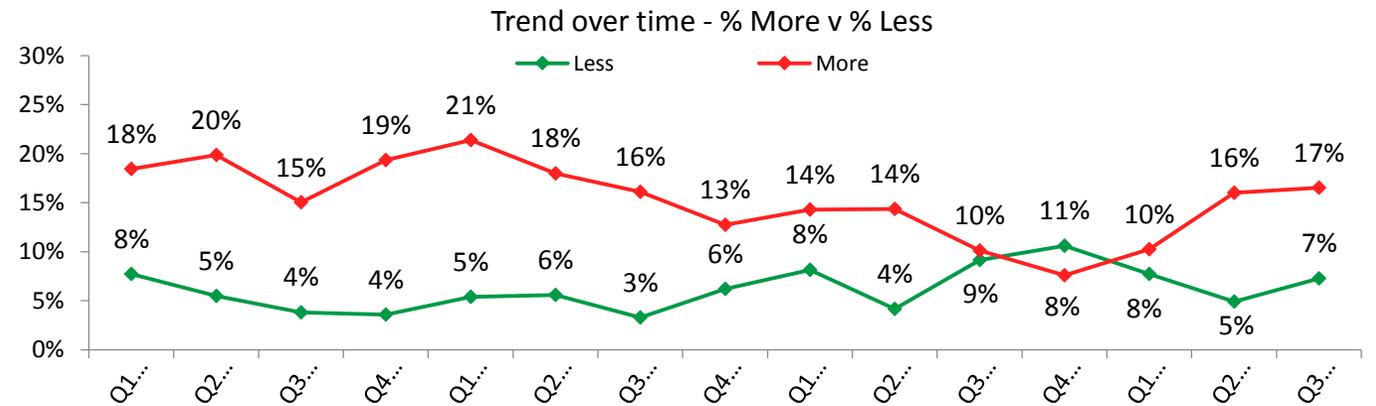
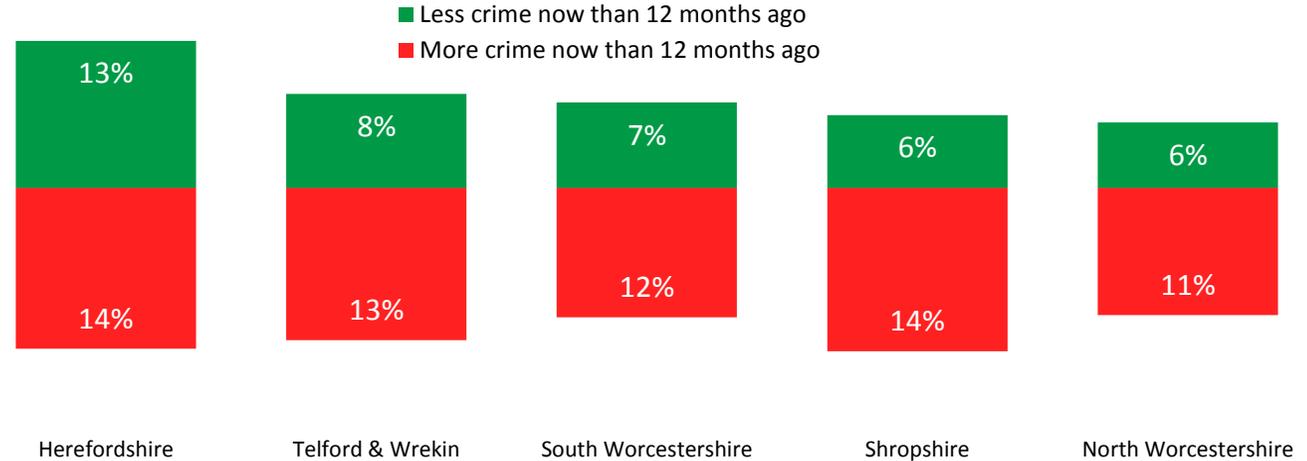
- Victims of crime twice as likely to have said crime and ASB was a problem
- BAME respondents more likely than White respondents to say crime and ASB is a problem
- Females more likely to say crime and ASB a problem than males
- Those aged 14-24 and 65 and over less likely to feel crime and ASB was a problem in their area
- Residents in Herefordshire least likely to say crime and ASB was a problem; those in Telford & Wrekin most likely

# Over two-thirds felt crime and ASB levels had remained the same – a tenth felt there was more



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

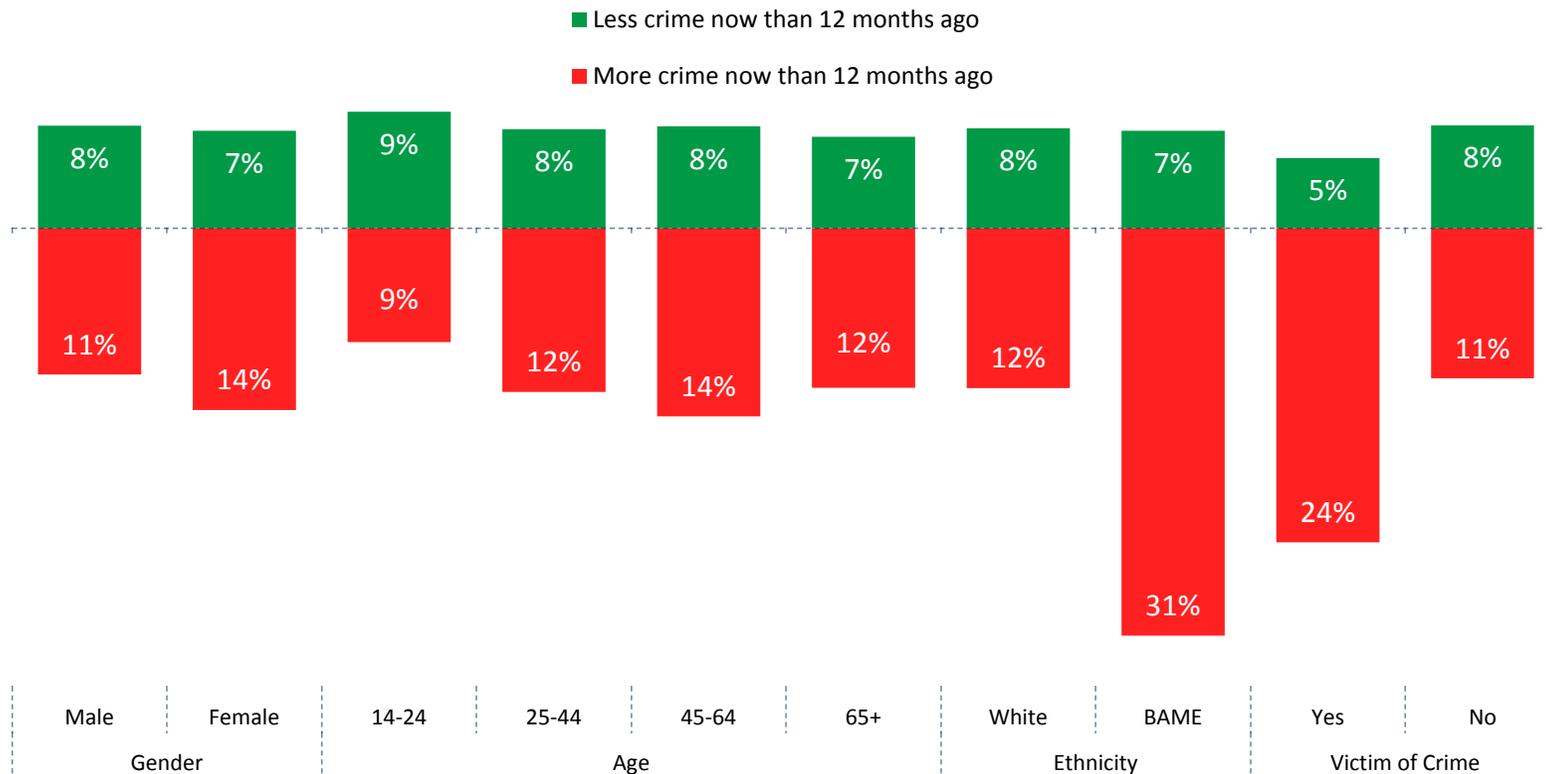
LPA Comparisons - % more crime v % less crime



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?

# Over two-thirds felt crime and ASB levels had remained the same – a tenth felt there was more

Demographic Comparisons - % more crime v % less crime



## Key Insights

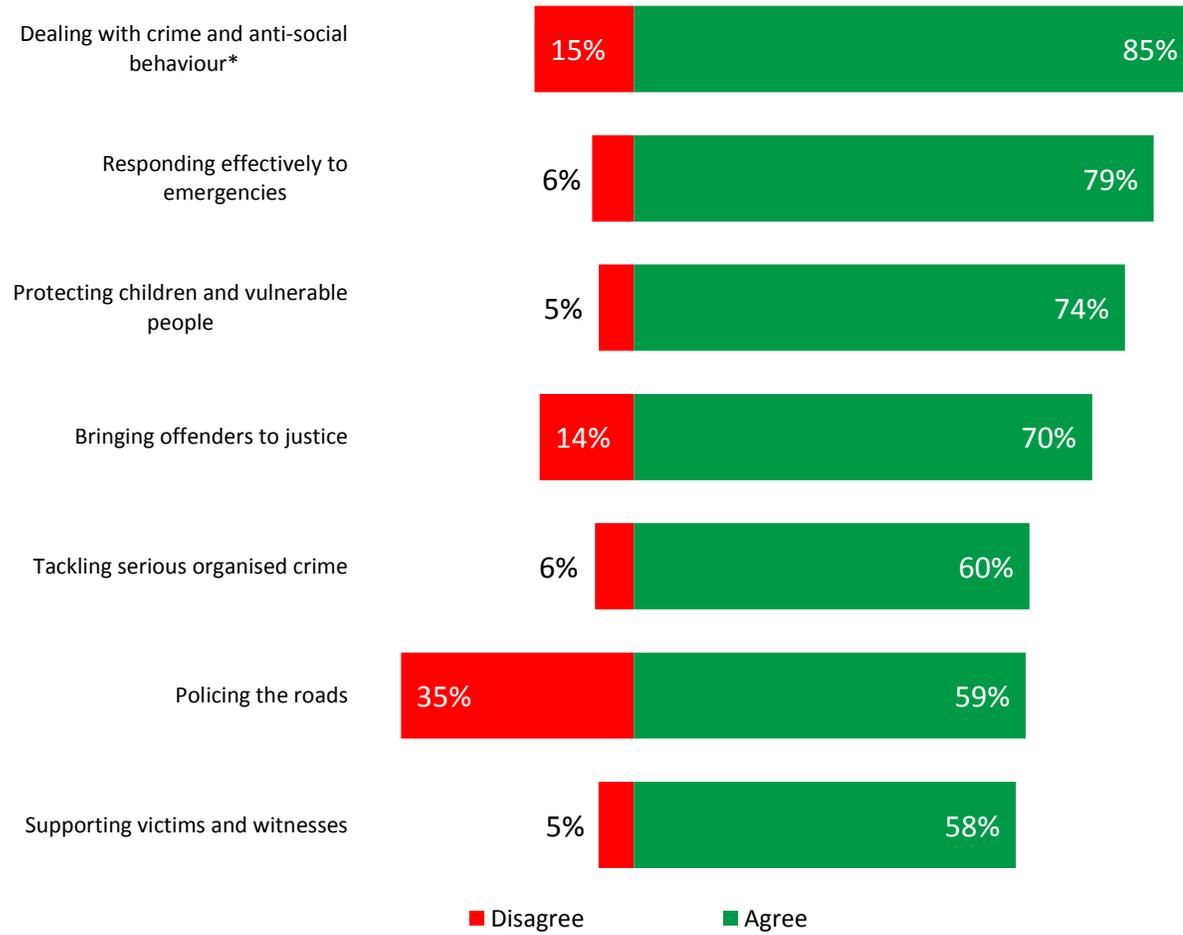
Victims of crime more likely to feel that crime and ASB levels had risen in the last 12 months compared to non-victims

BAME respondents more inclined than white respondents to feel that crime and ASB has increased

Females more likely than males to say crime has increased

Those aged 45-64 more likely to feel there has been an increase in crime over the past 12 months

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



31% ↑

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



## Key Insights

Just under four-fifths agreed WMP are responding effectively to emergencies

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

Over a third disagreed that WMP are policing the roads

Agreement towards statements generally declined the older the respondent was

BAME respondents tended to be more 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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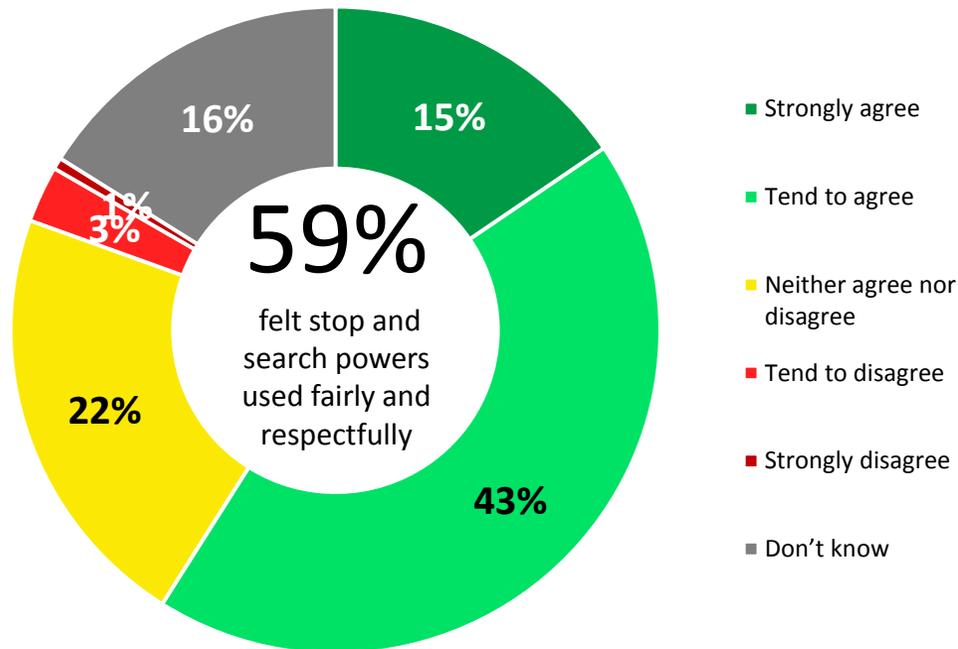


# Section Five

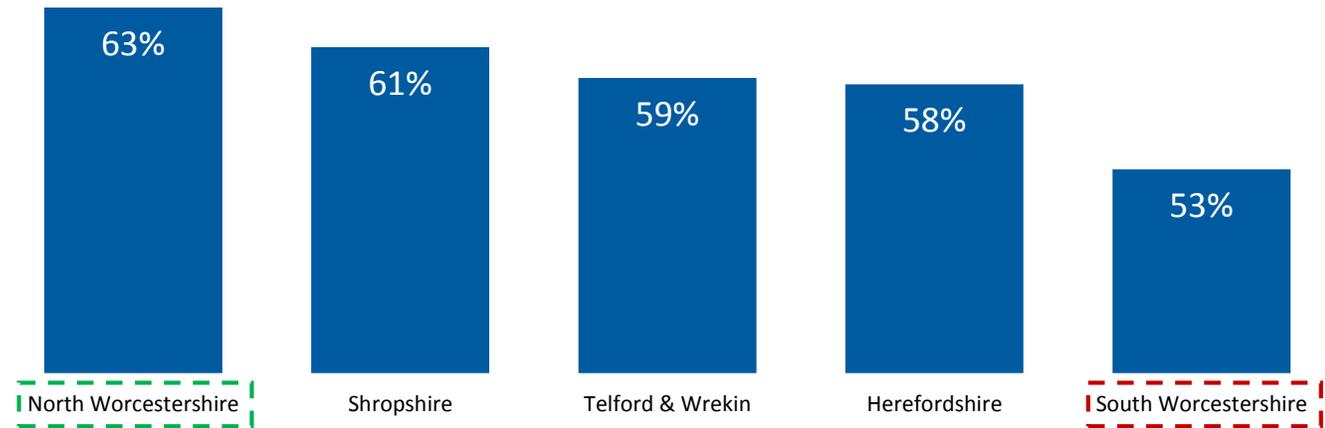
## Trust / Integrity



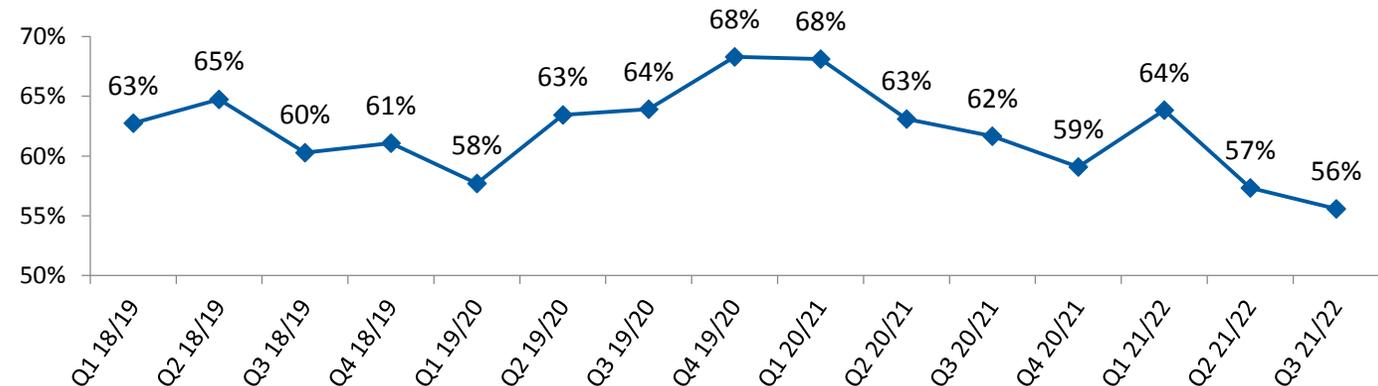
# Three-fifths confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree

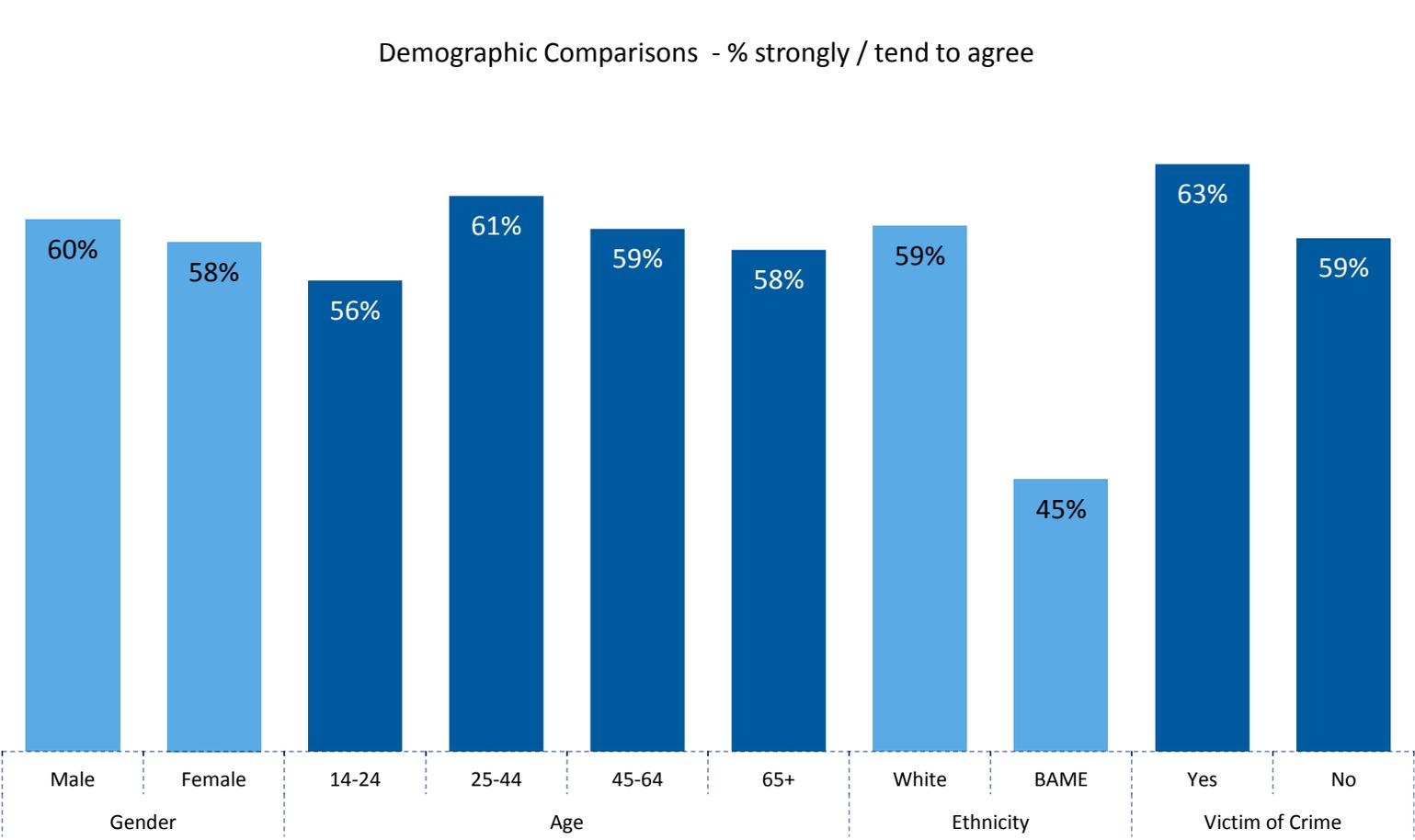


Trend over time - % Agree



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

Demographic Comparisons - % strongly / tend to agree



### Key Insights

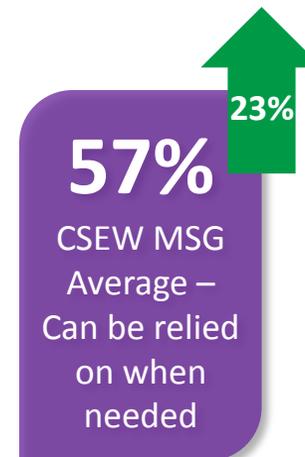
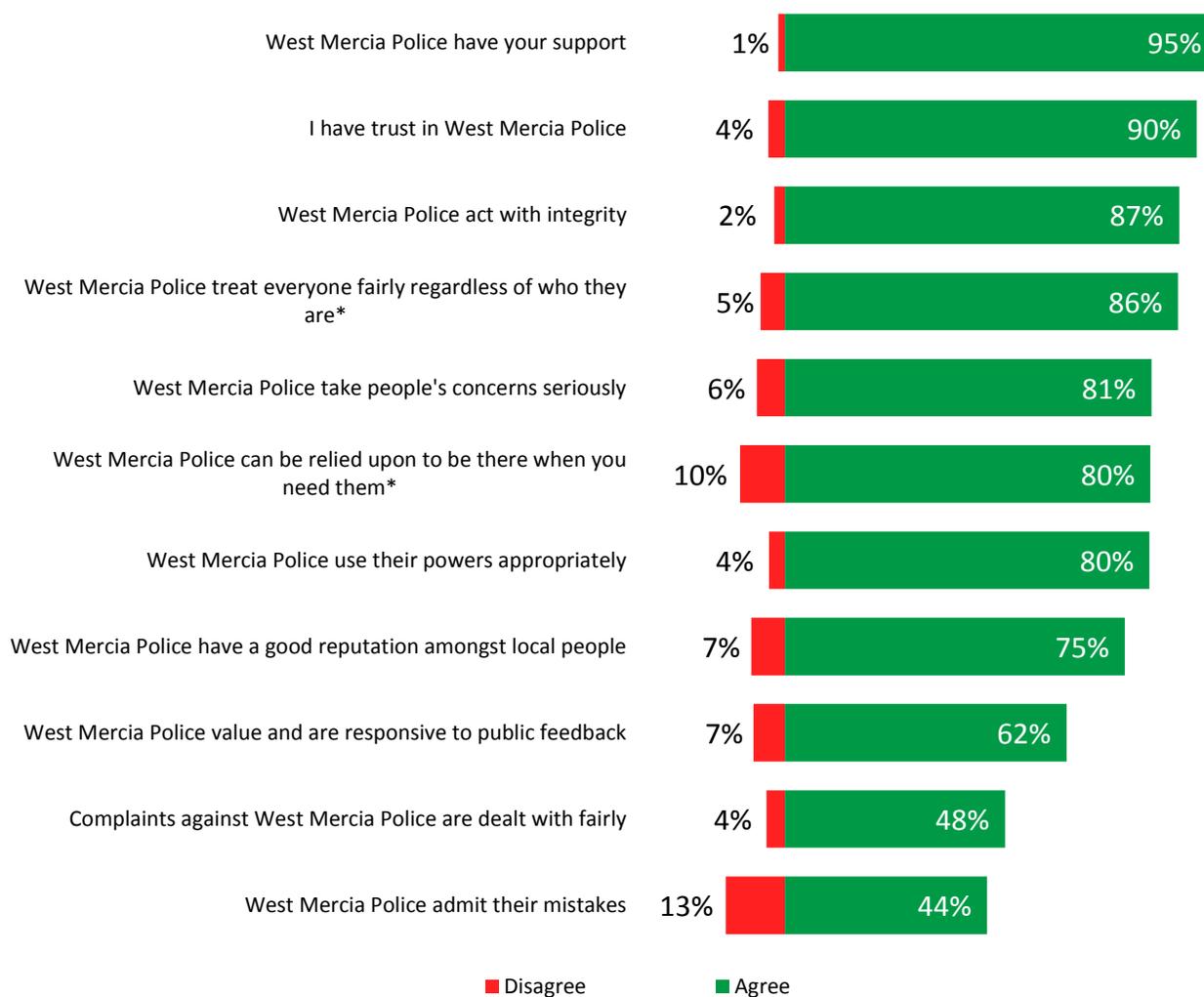
BAME respondent less confident the police use their stop and search power fairly and respectfully compared to white respondents

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

Victims of crime more 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 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 and that they have trust in WMP

Over 8 in 10 say they believe WMP treat everyone fairly regardless of who they are, WMP act with integrity, 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



**SMSR**  
RESEARCH

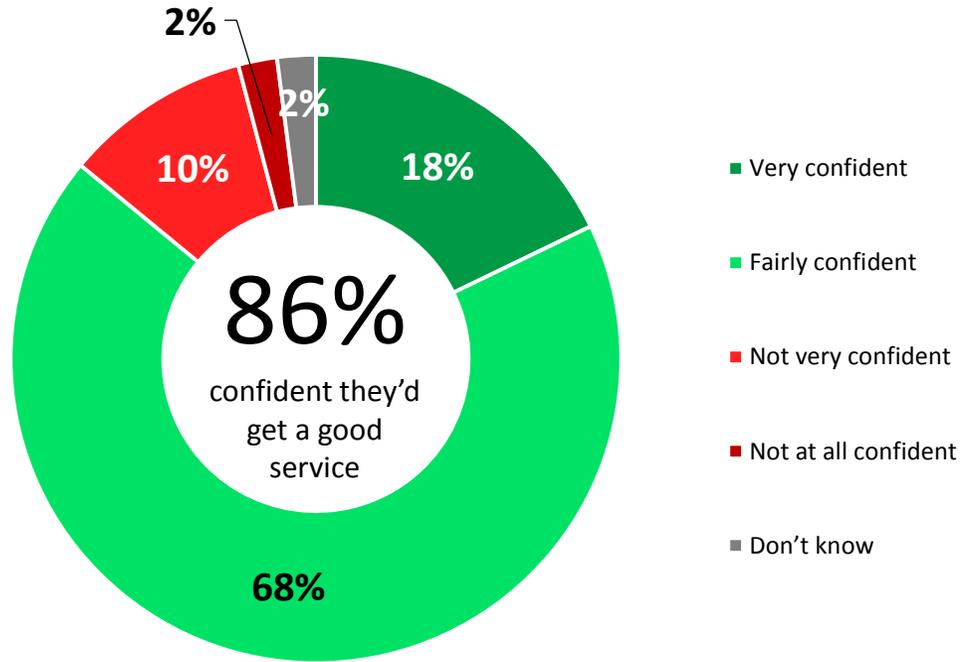


# Section Six

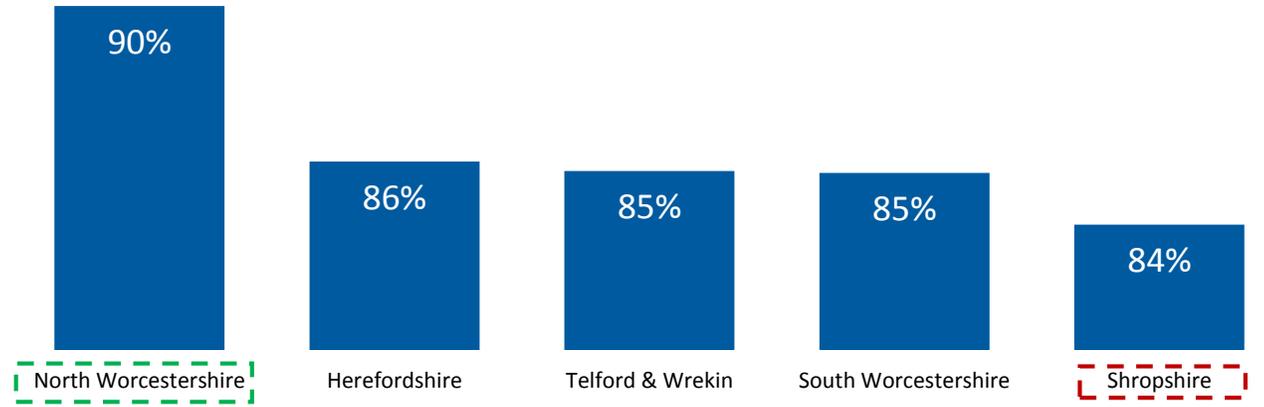
## Confidence in West Mercia Police



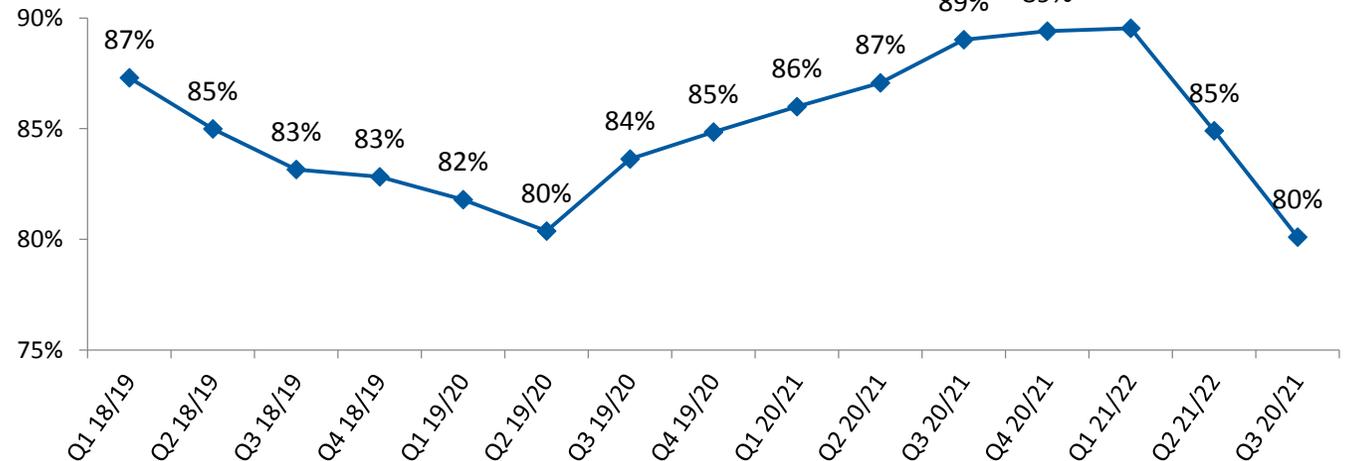
# Just under 9 out of 10 confident they would receive a good service from WMP



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



## Key Insights

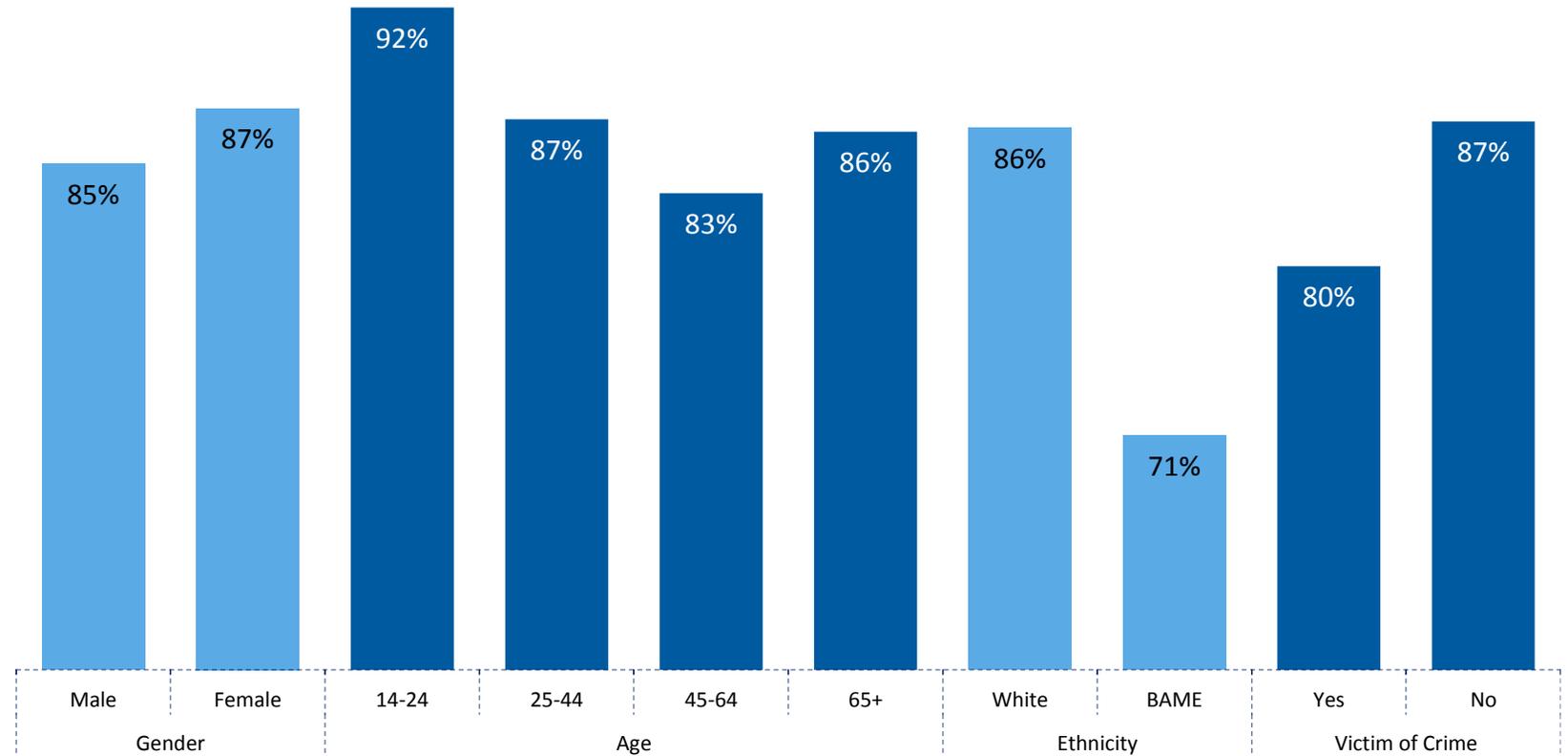
Confidence has decreased 5% from the previous quarter

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

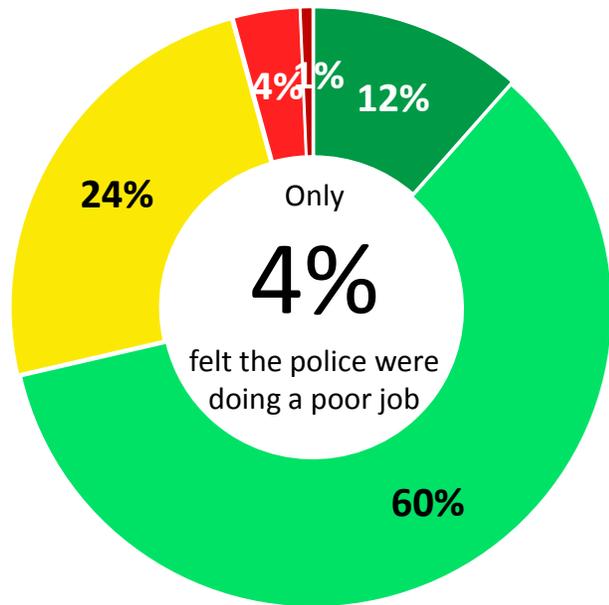
BAME respondents and victims of crime were less confident in receiving a good service

Residents in North Worcestershire most confident they would receive a good service, those in Shropshire least confident

Demographic Comparisons - % very / fairly confident



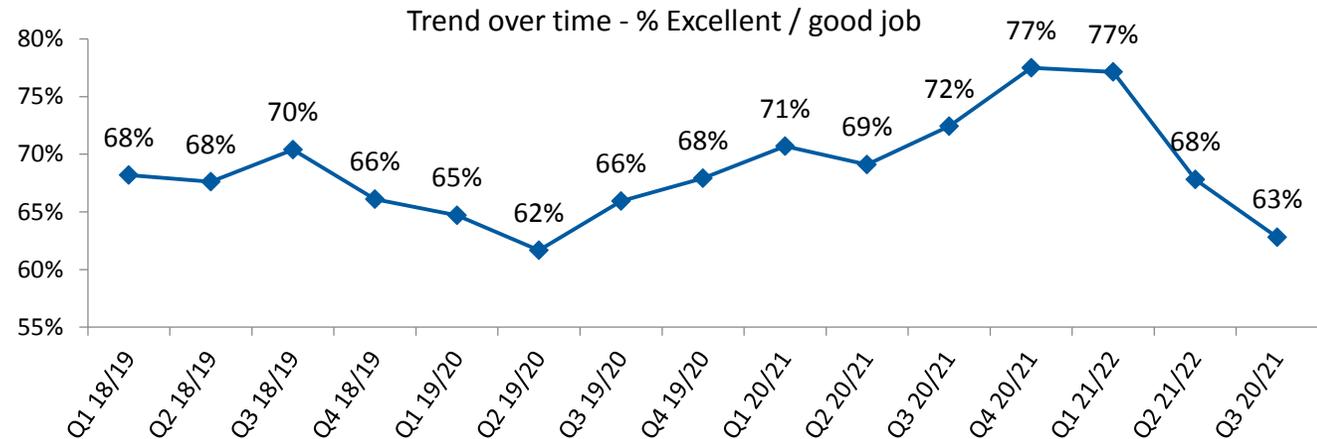
# Seven-tenths felt the police were doing either an excellent or a good job



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



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



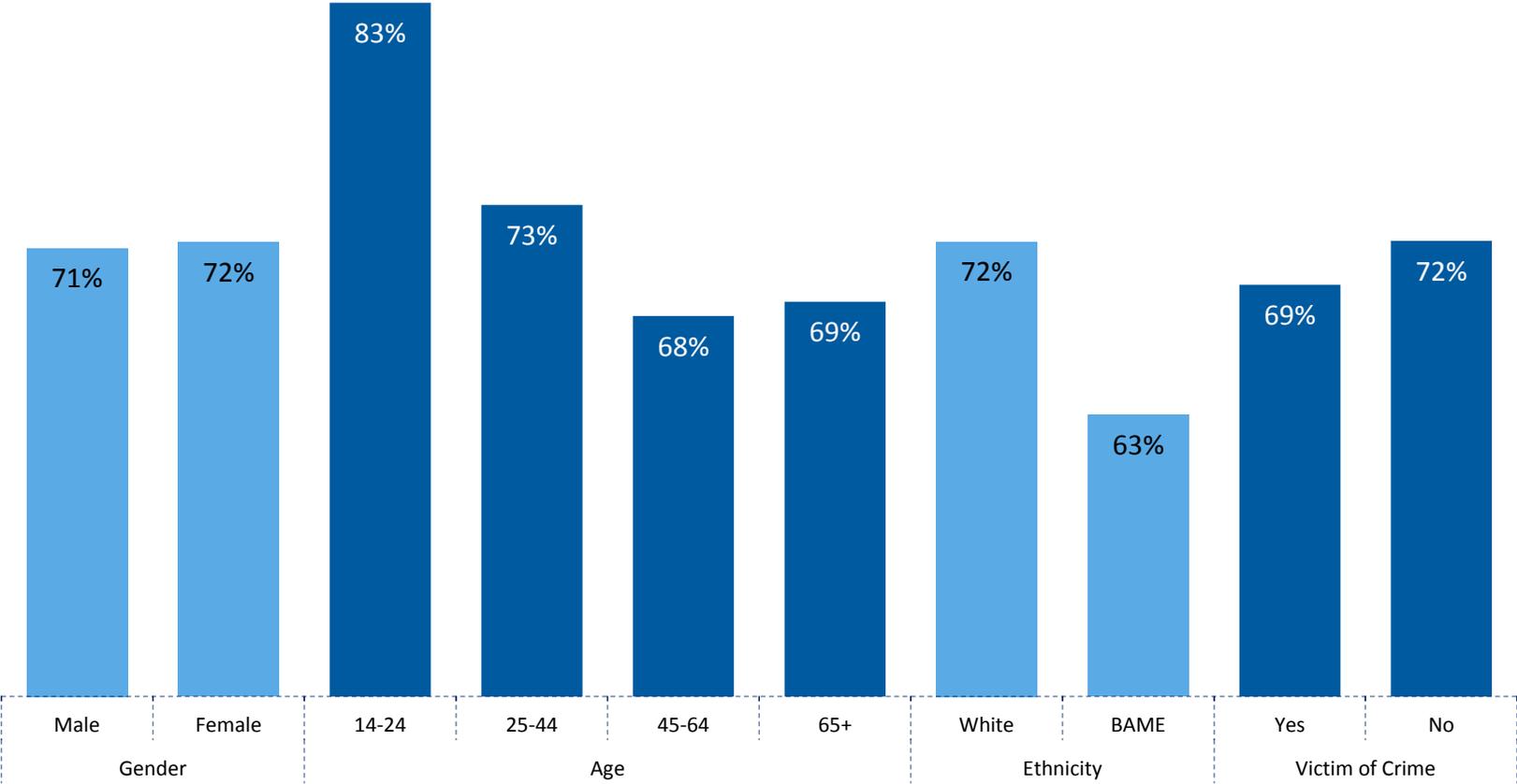
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

\*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

Decrease of 5% from the previous quarter in those that felt the police were doing an excellent or good job

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

BAME respondents least likely to feel the police were doing an excellent or good job

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

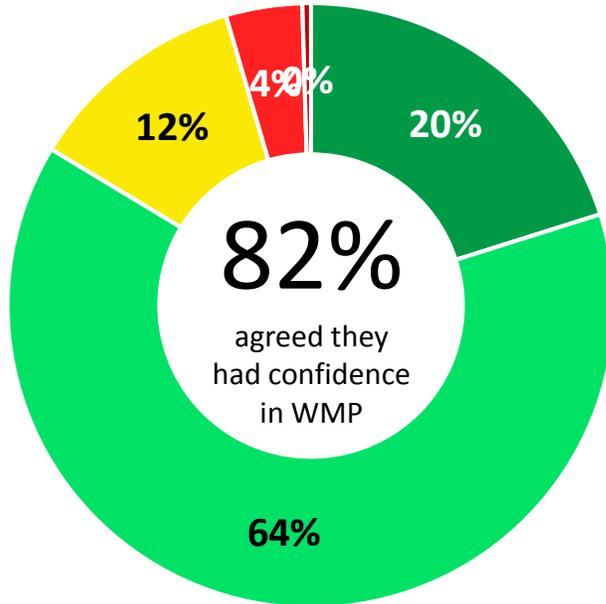
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

\*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

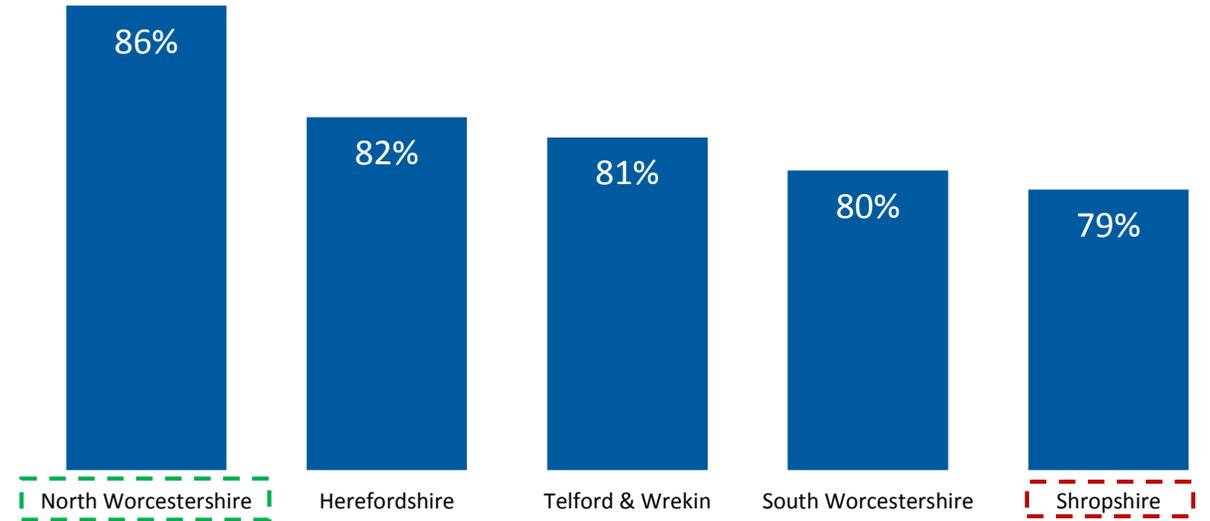
**77%**  
CSEW MSG Average – Net Agree

↑ 5%

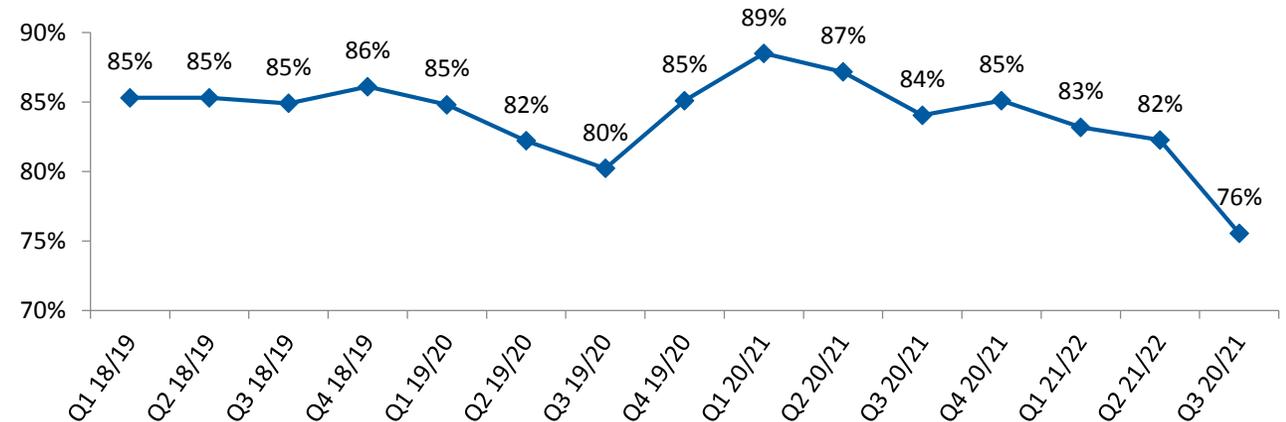


- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



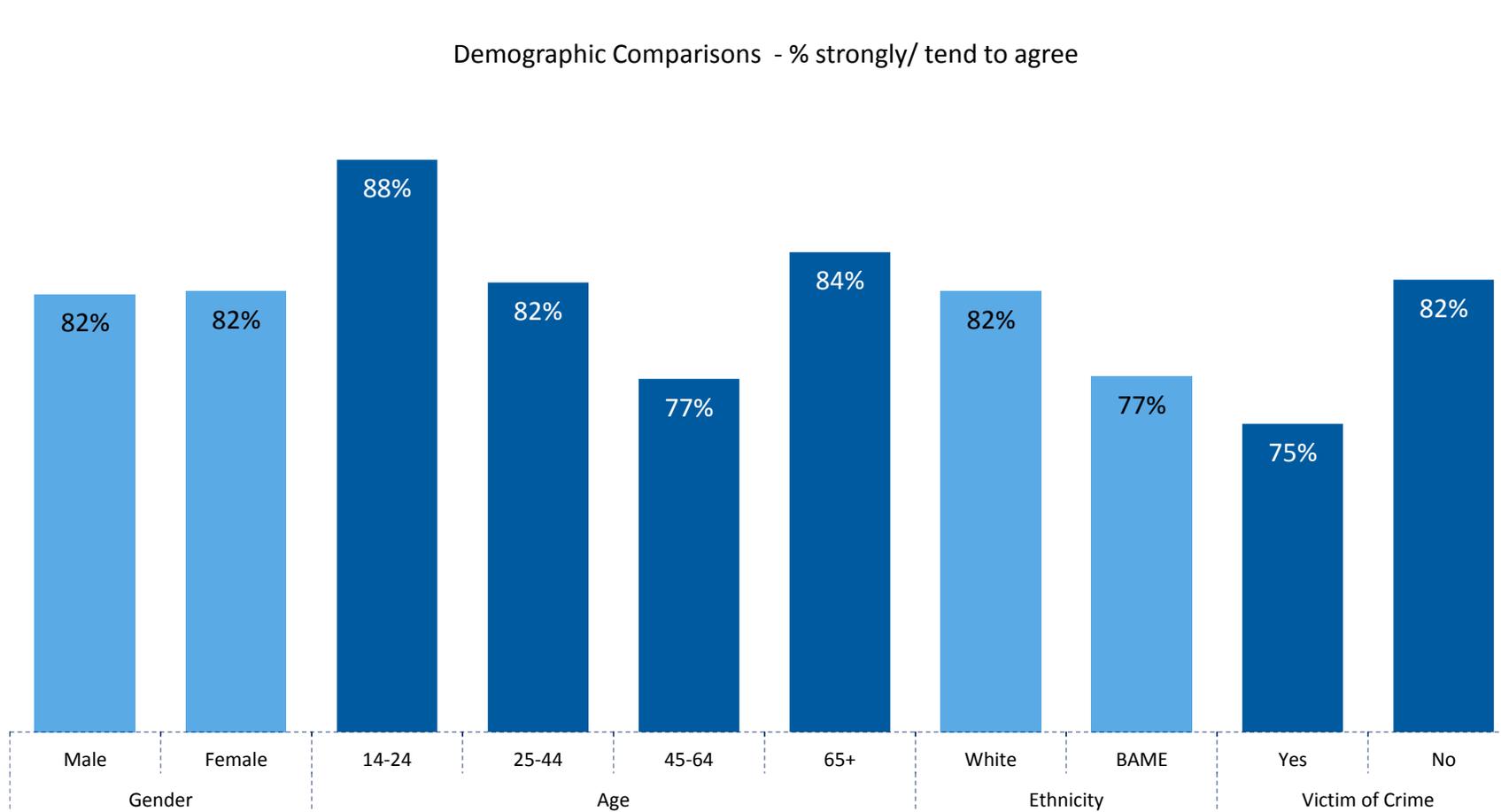
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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 have confidence in WMP compared to other age groups

Those aged 45-64 less inclined to have confidence in WMP

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

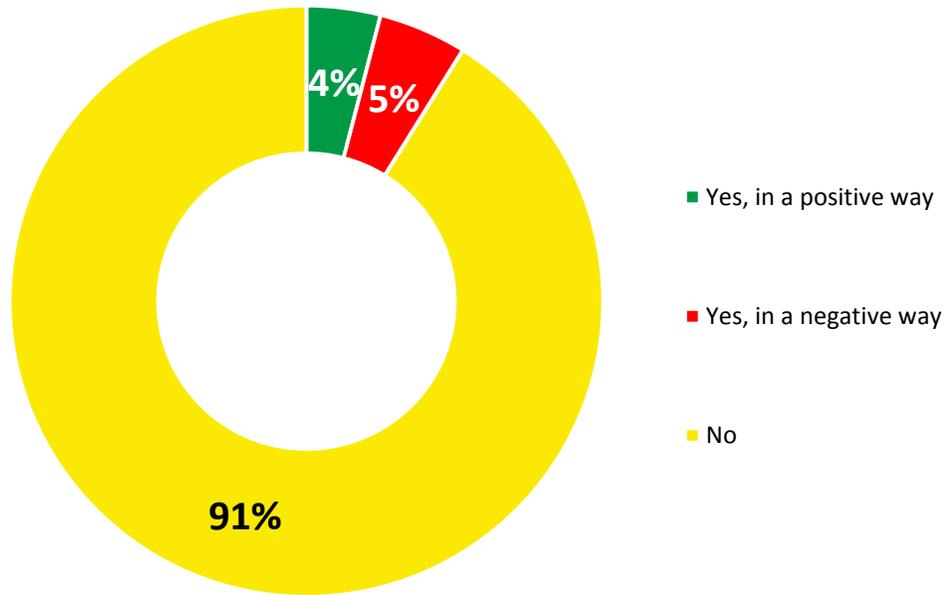
Residents of North Worcestershire more likely to have confidence in WMP - those in Shropshire less likely to have confidence

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

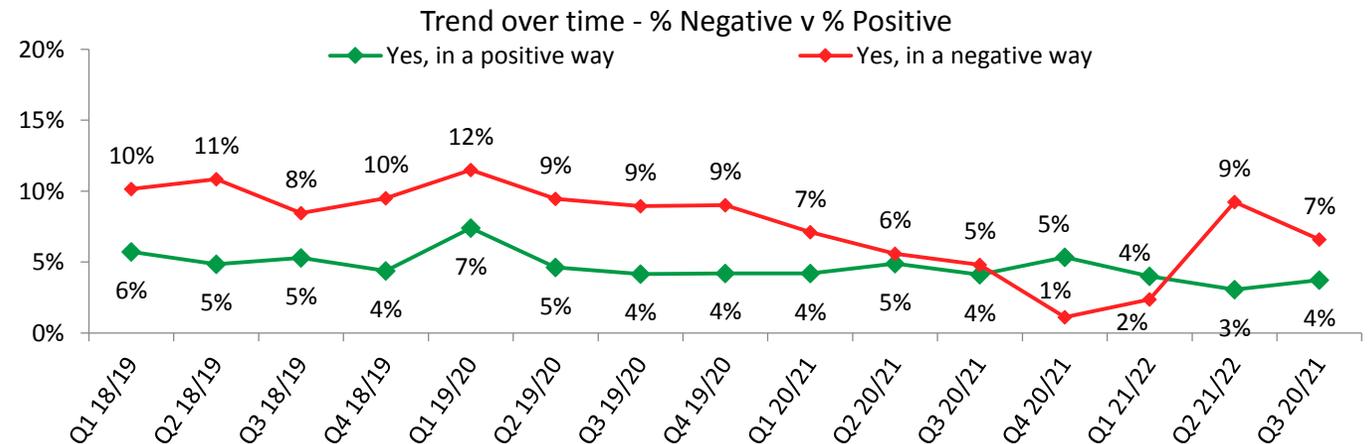
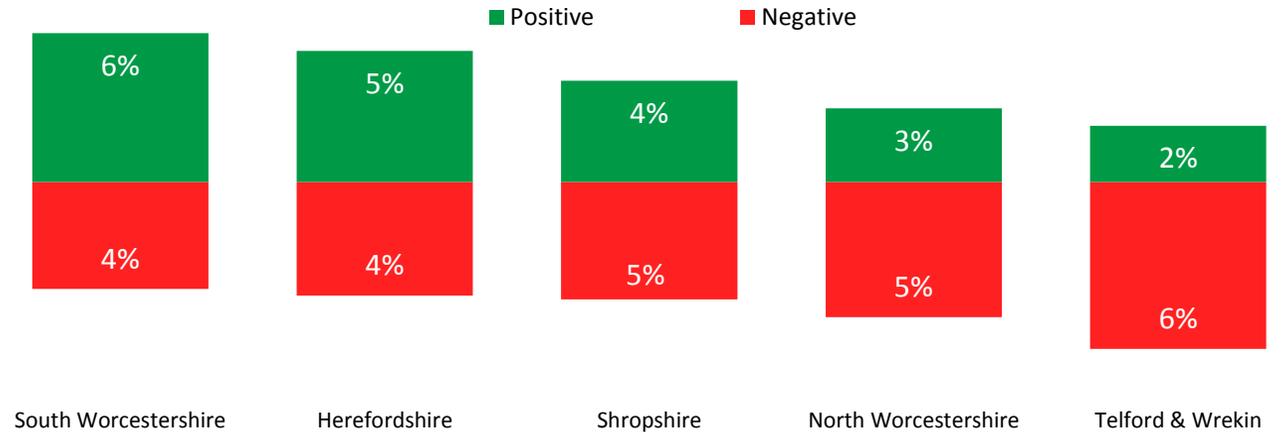
\*Don't know option has been excluded from calculation to make question comparable to CSEW



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

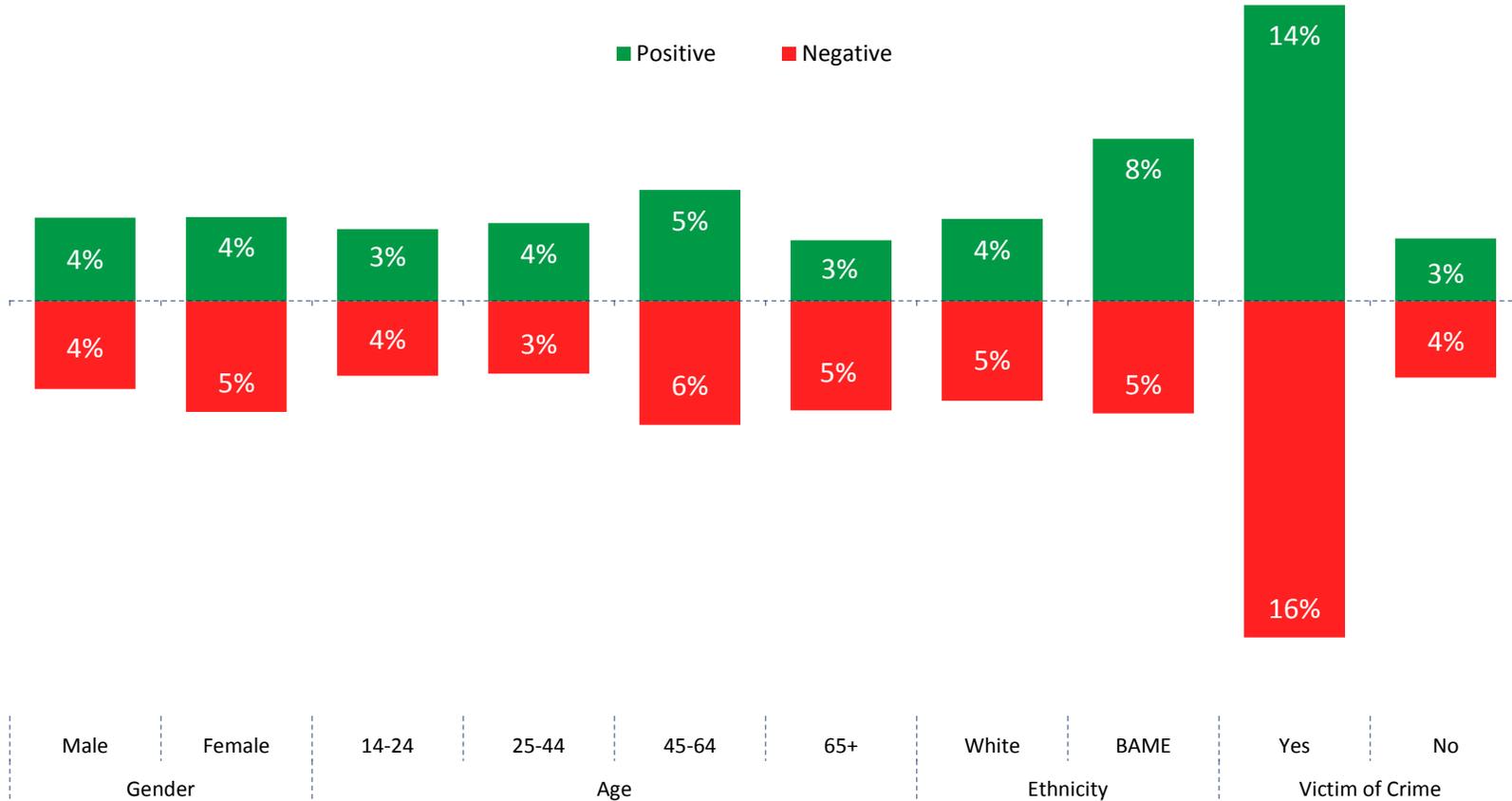


LPA Comparisons - % positive event % negative event



# 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

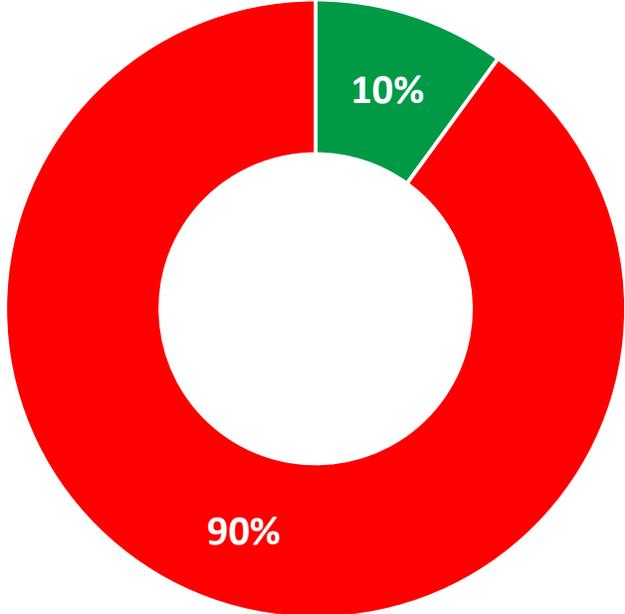
Victims of crime were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

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

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

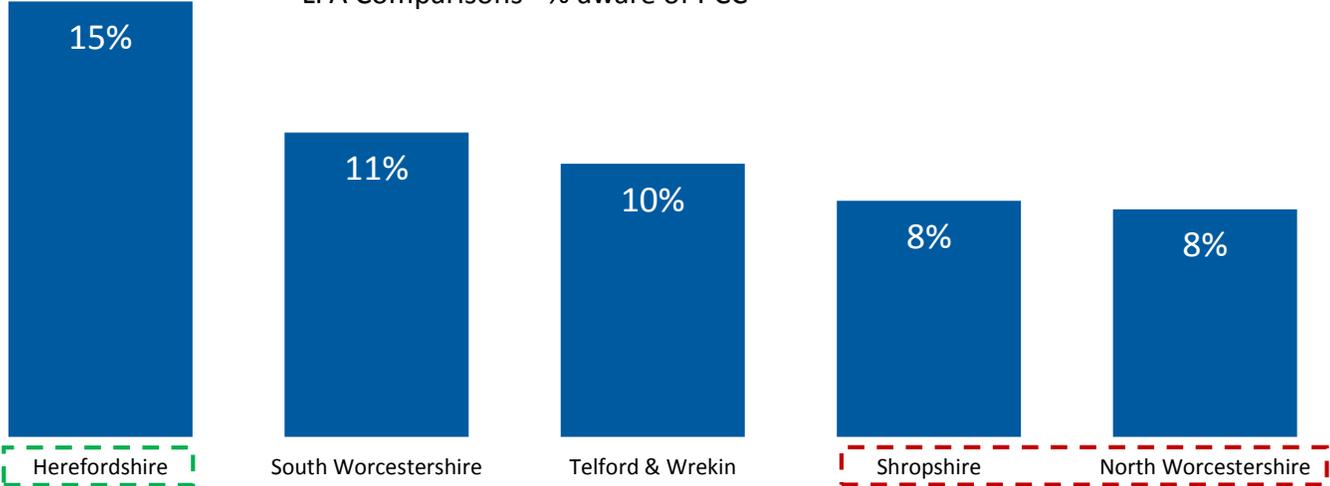
Residents in Shropshire more likely to have experienced an event that positively affected their confidence in WMP

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

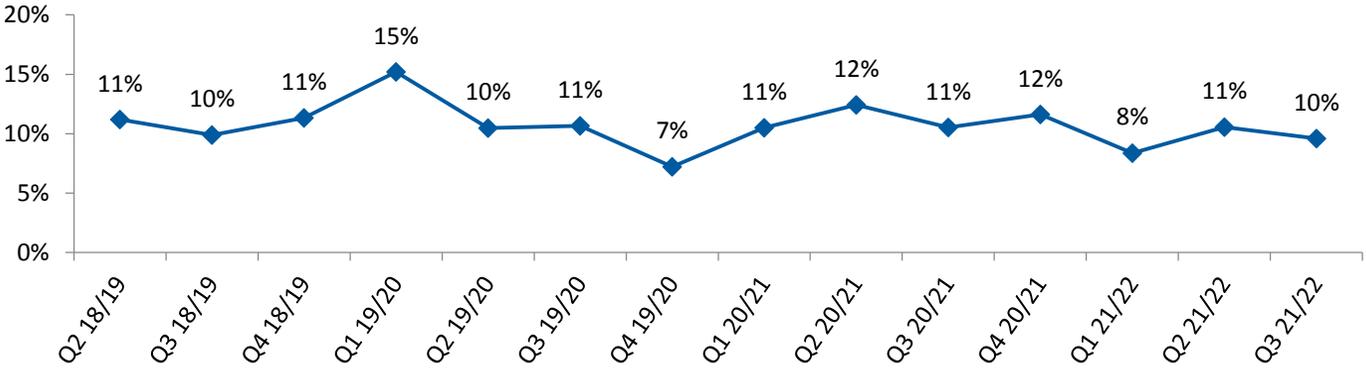


■ Yes  
■ No

LPA Comparisons - % aware of PCC

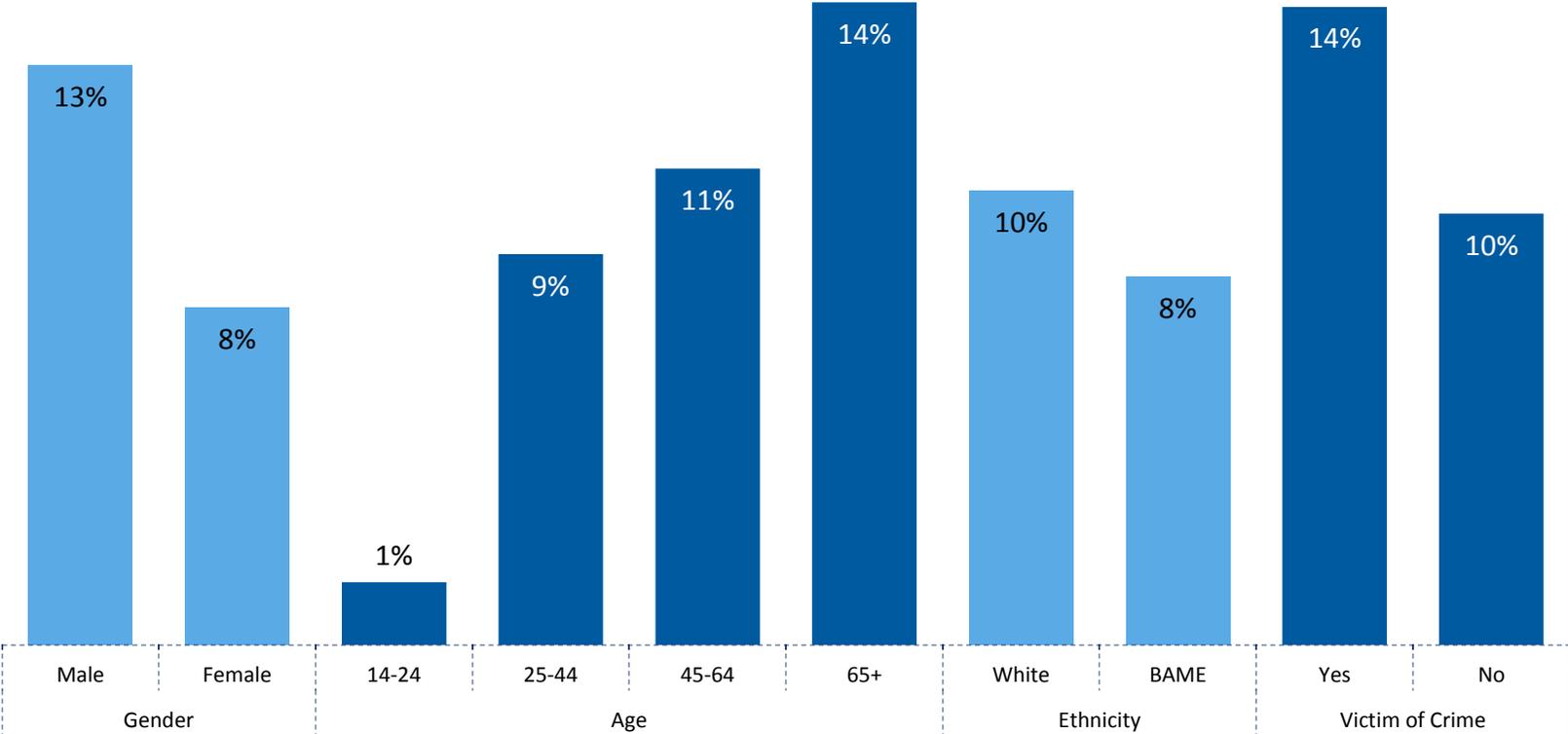


Trend over time - % Yes



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

Demographic Comparisons - % aware of PCC



### Key Insights

Higher awareness found in Herefordshire; least awareness in Shropshire and North Worcestershire

Males more 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**

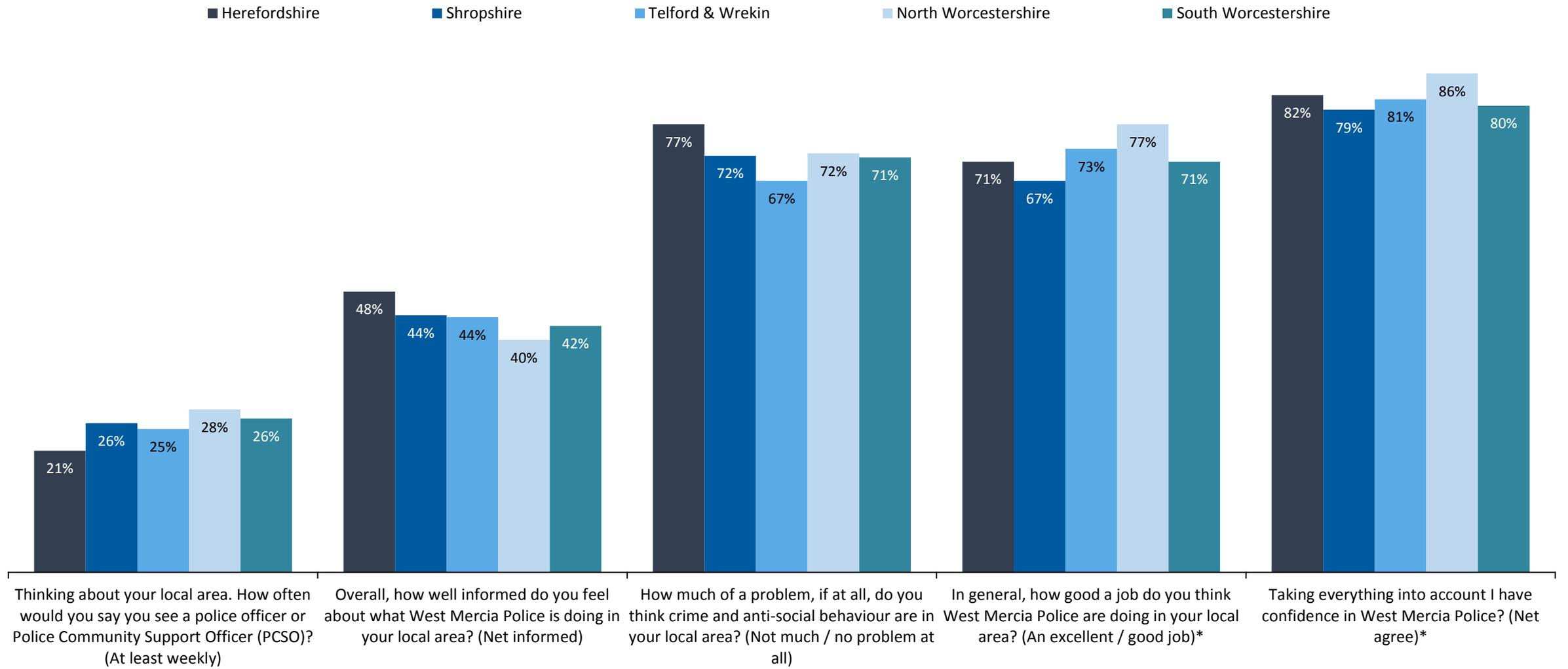


# Section Seven

## LPA & Victim Comparisons



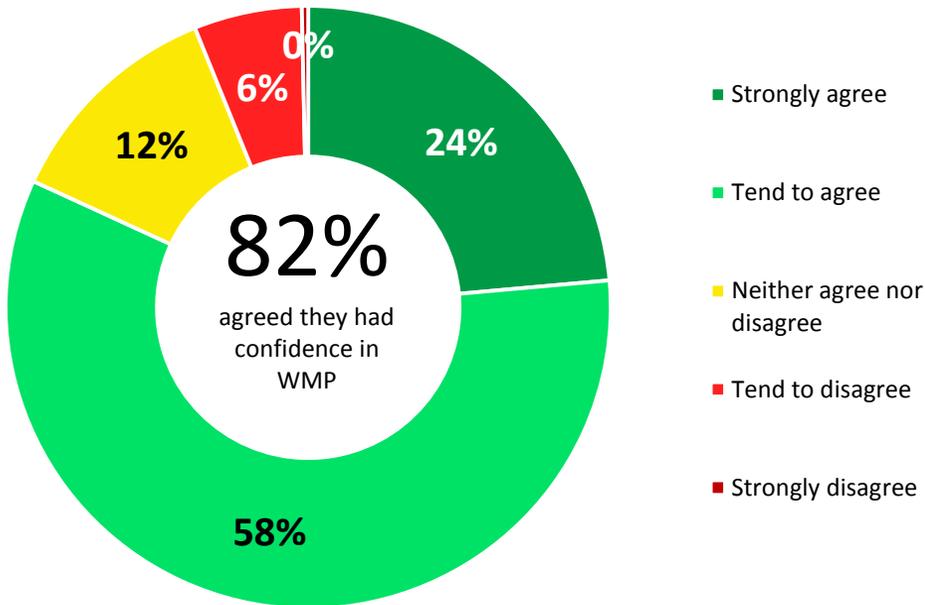
# LPA Key Question Overview



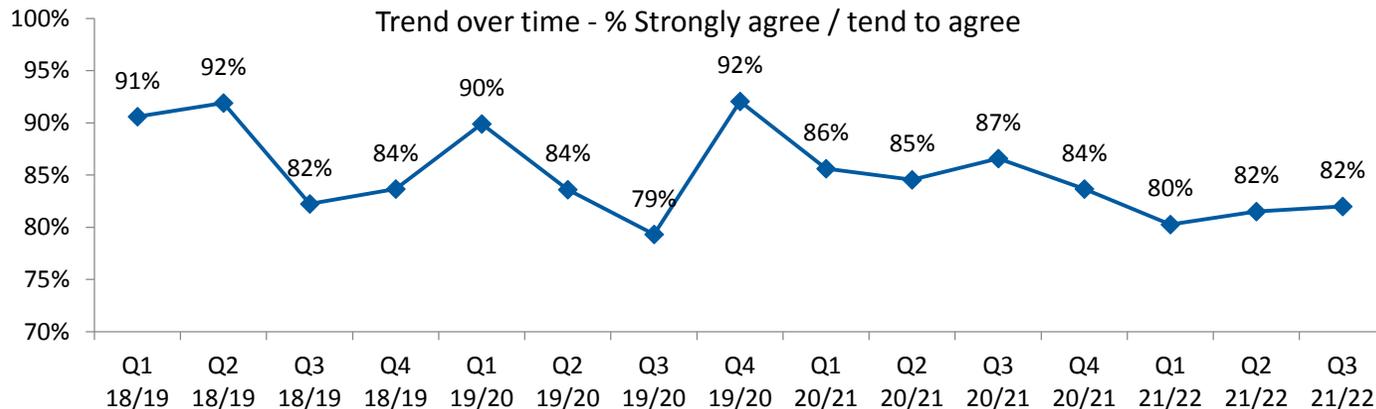
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Herefordshire

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



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 (21%)

**Most** satisfied with the levels of policing in their local area (61%)

**Most** likely to feel they could access the police in both an emergency (94%) and non-emergency (71%)

**Most** informed about what WMP are doing (48%)

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

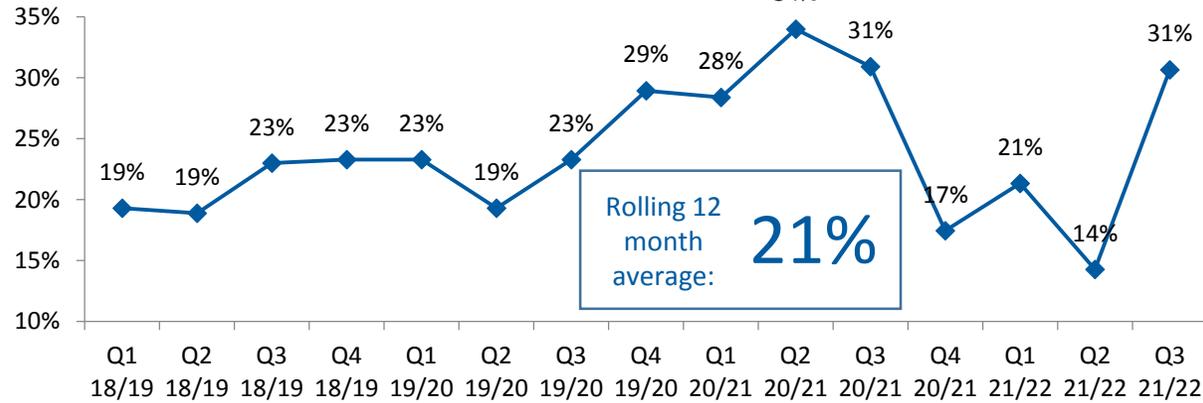
**Least** likely have said crime and ASB is a problem in their area (22%)

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

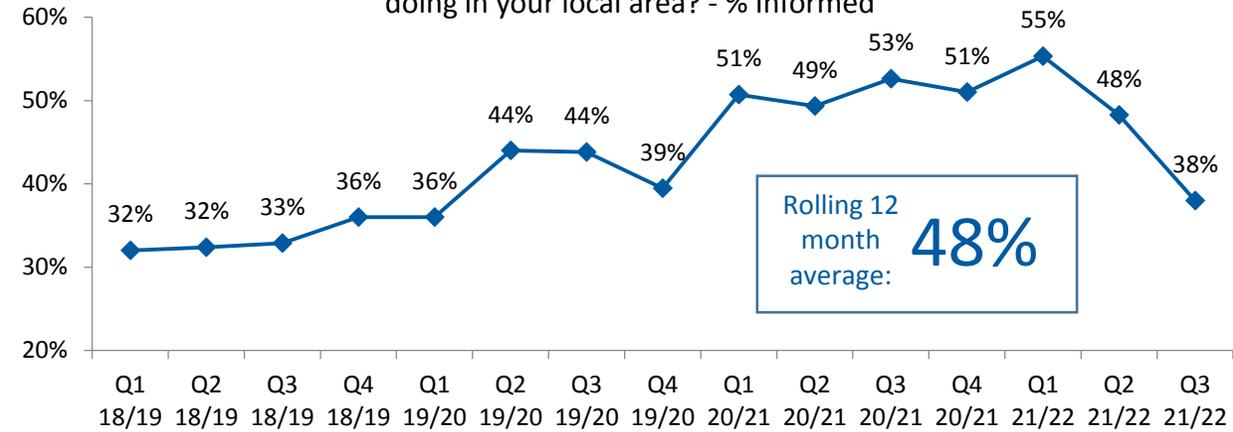
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Herefordshire

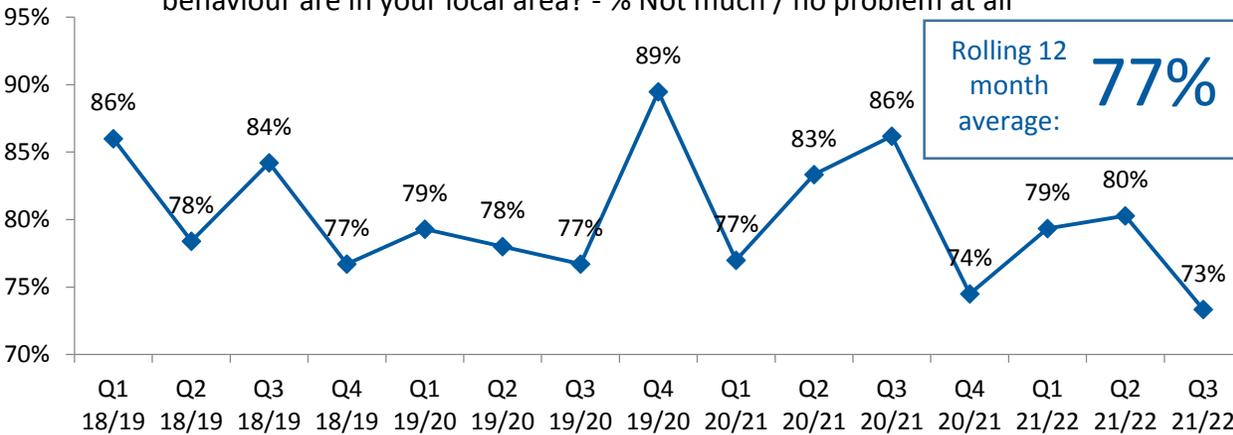
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



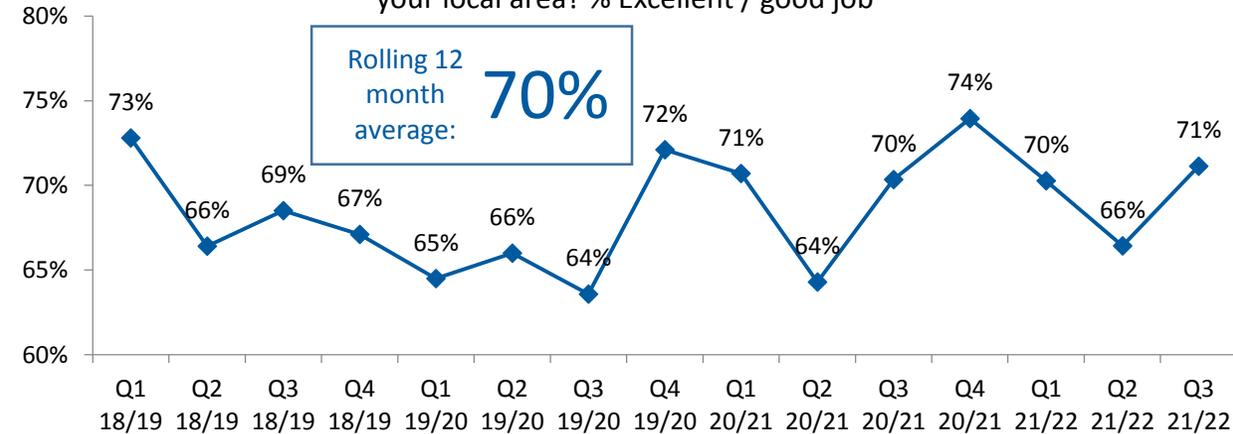
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



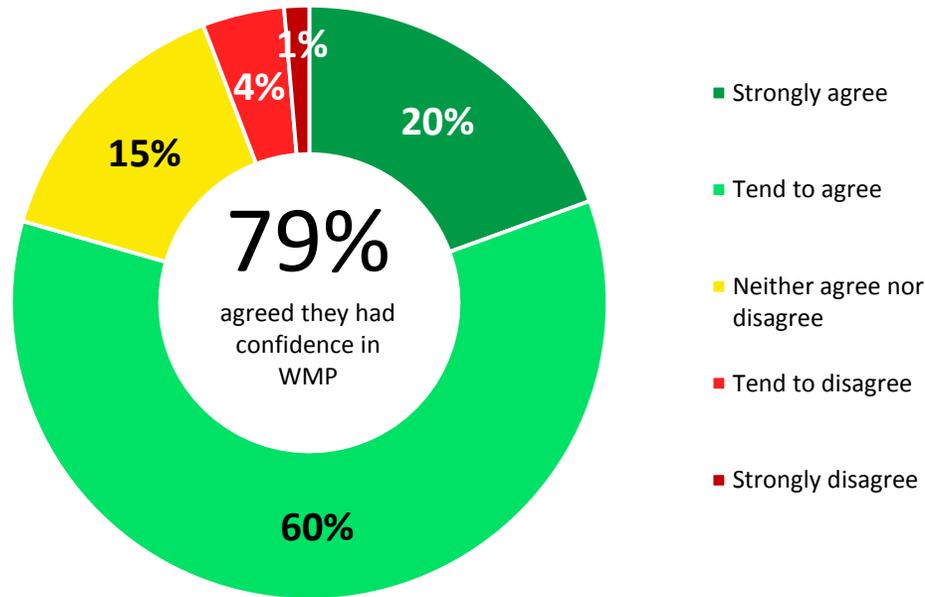
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



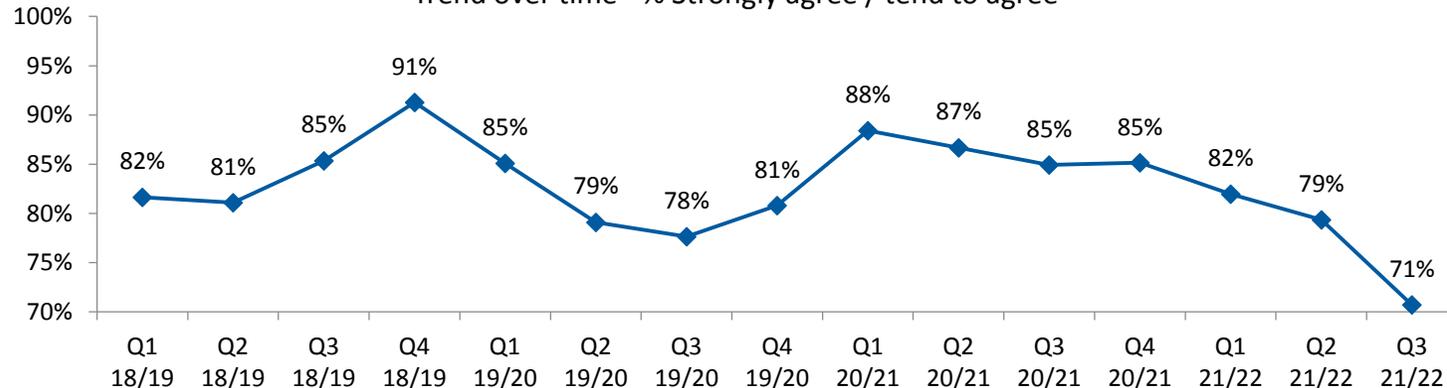
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Shropshire

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Least** confident they could access the police in an emergency (88% - joint with Telford & Wrekin)

**Least** likely to feel WMP understand the issues that impact their area (68% - joint with South Worcestershire)

**Least** confident they would receive a good service from WMP (84%)

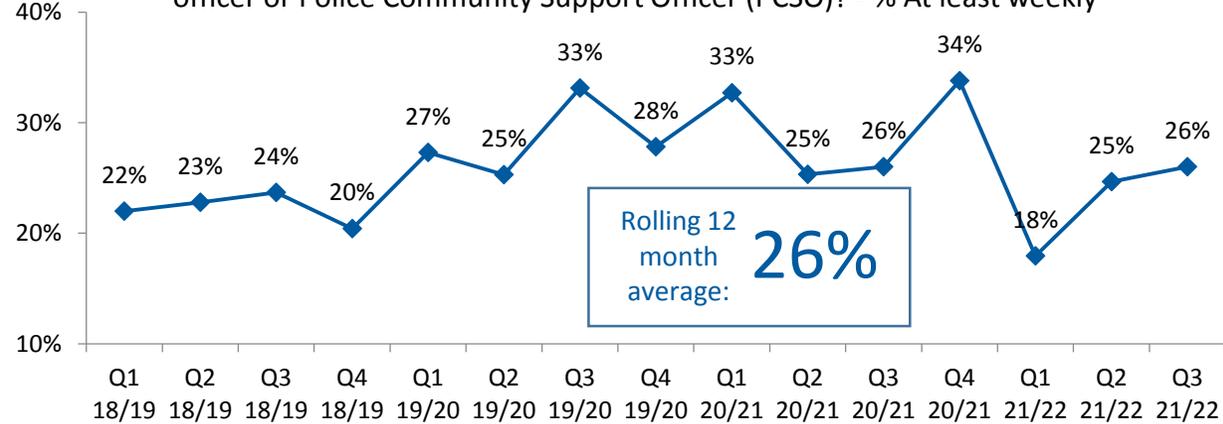
**Least** likely to feel WMP are doing either an excellent or a good job (67%)

**Least** likely to say they have confidence in WMP (79%)

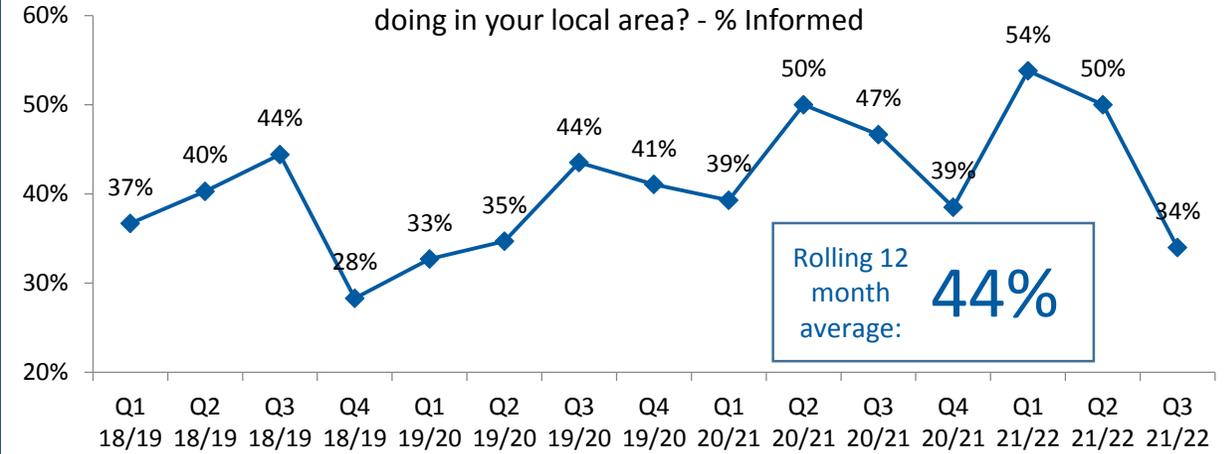
**Least** aware of the PCC (8% - joint with North Worcestershire)

# LPA Key Findings - Shropshire

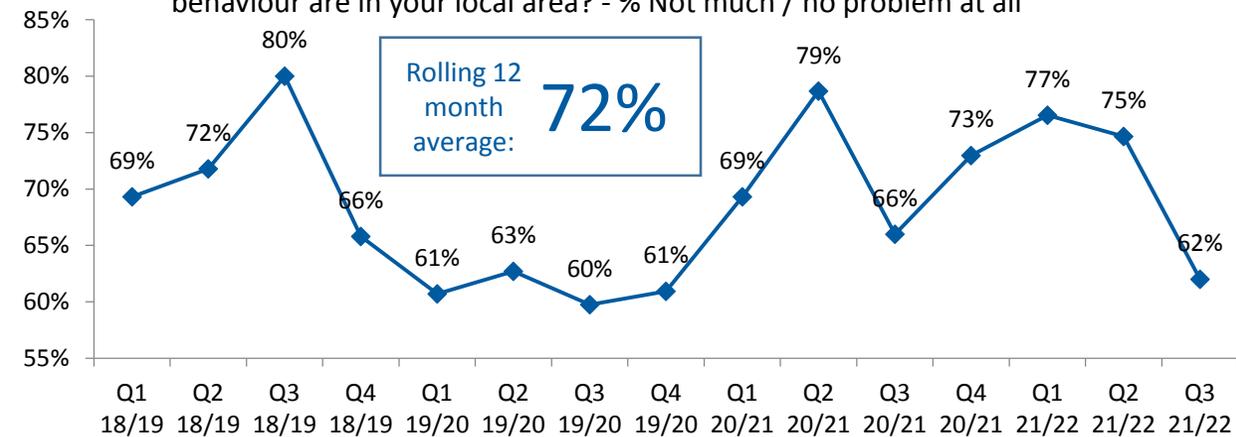
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



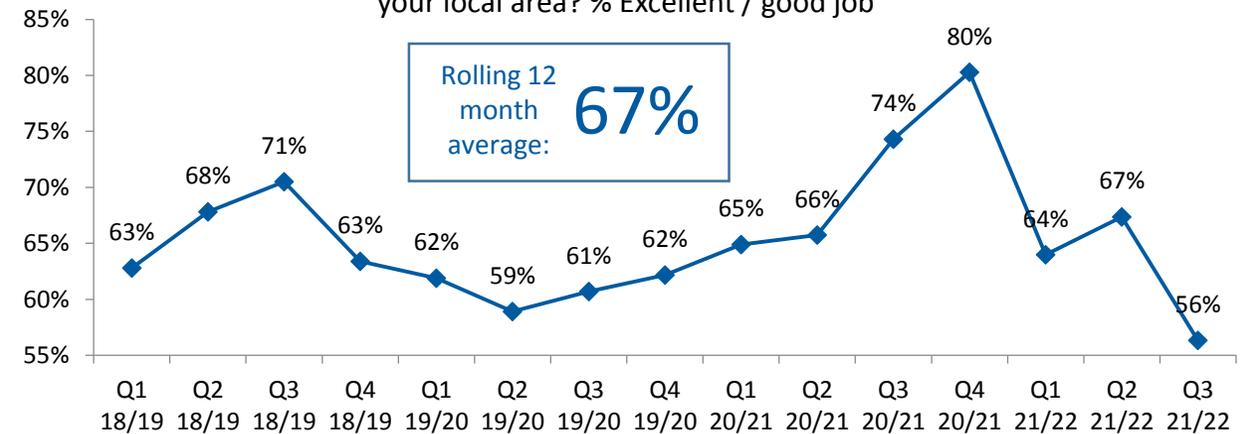
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



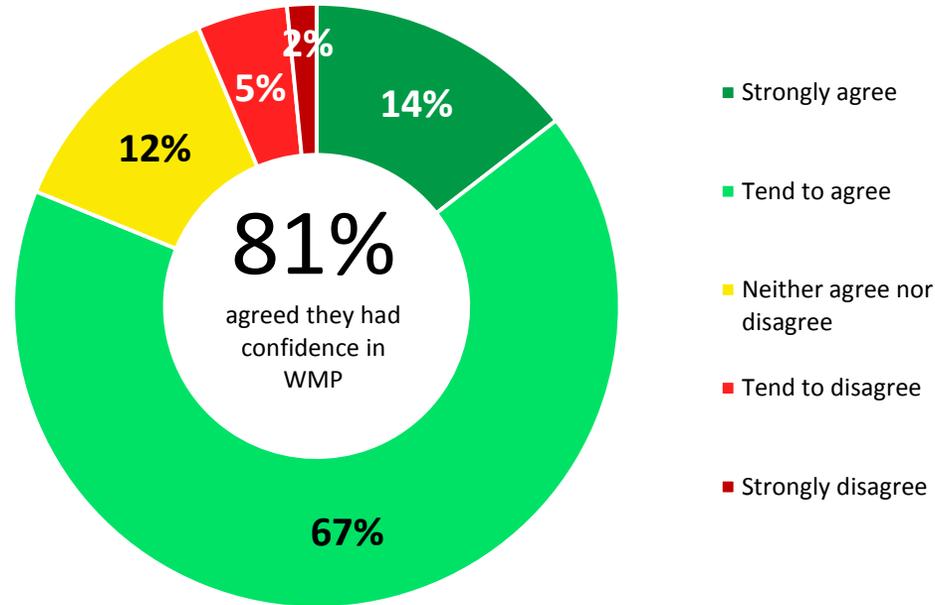
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



\*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

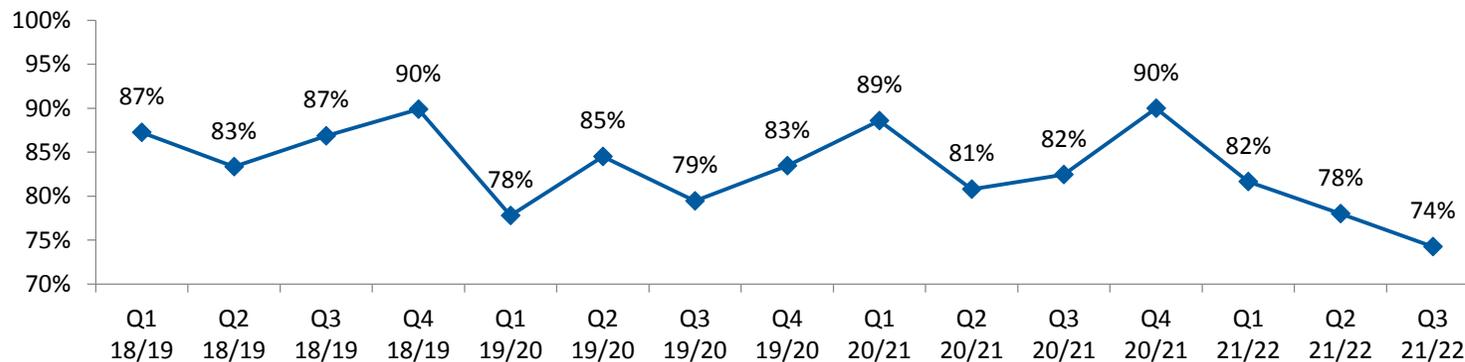
**Least** satisfied with levels of policing in their local area (49%)

**Least** confident they could access the police in an emergency (88% - joint with Shropshire)

**Most** likely to have been a victim of crime (11% - joint with North Worcestershire)

**Most** likely to say that crime and ASB is a problem in their area (30%)

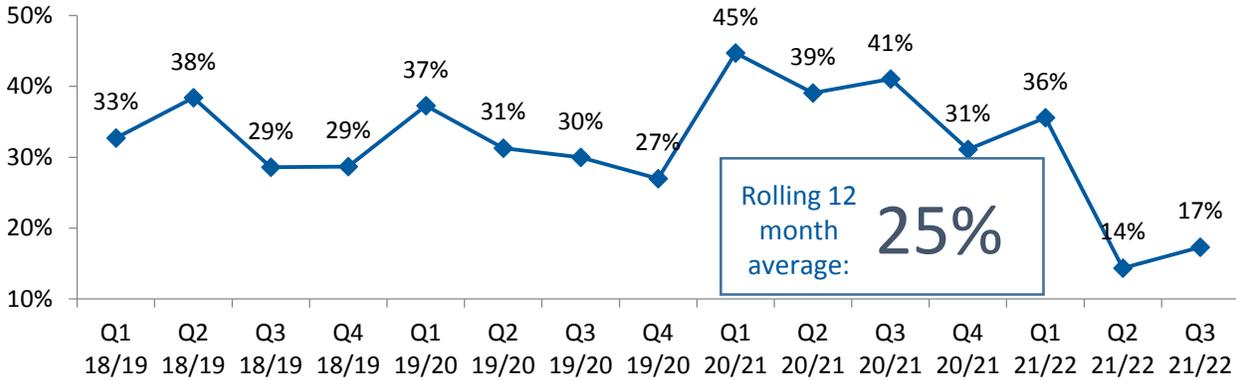
Trend over time - % Strongly agree / tend to agree



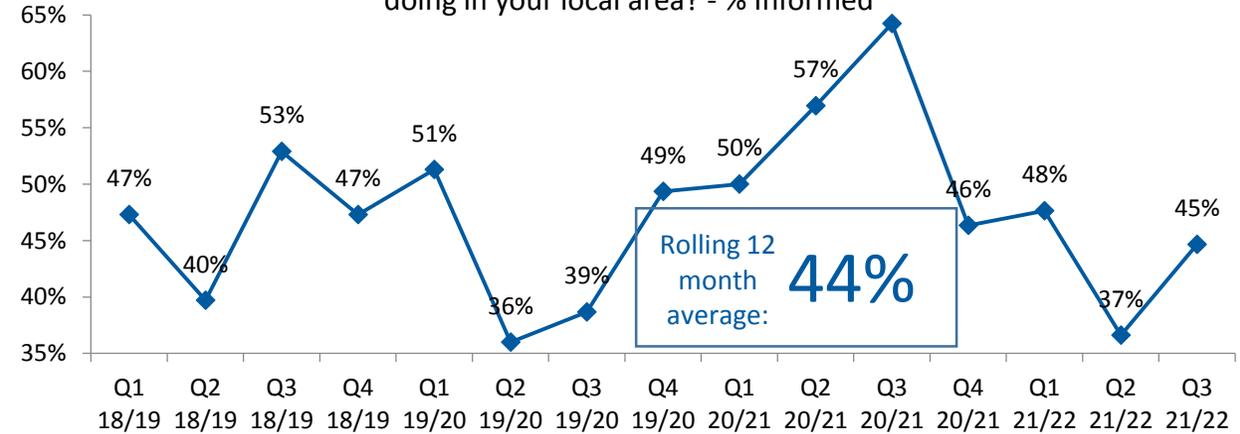
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Telford & Wrekin

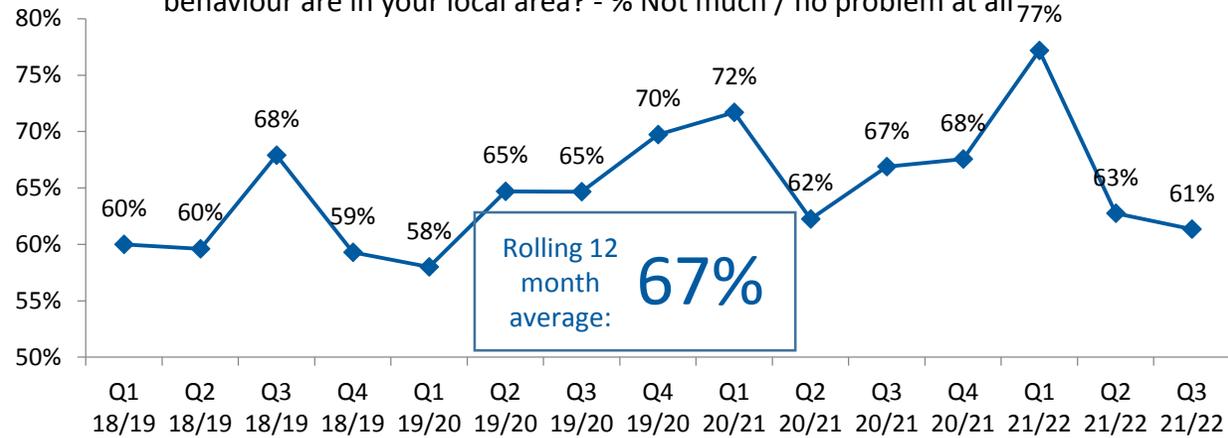
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



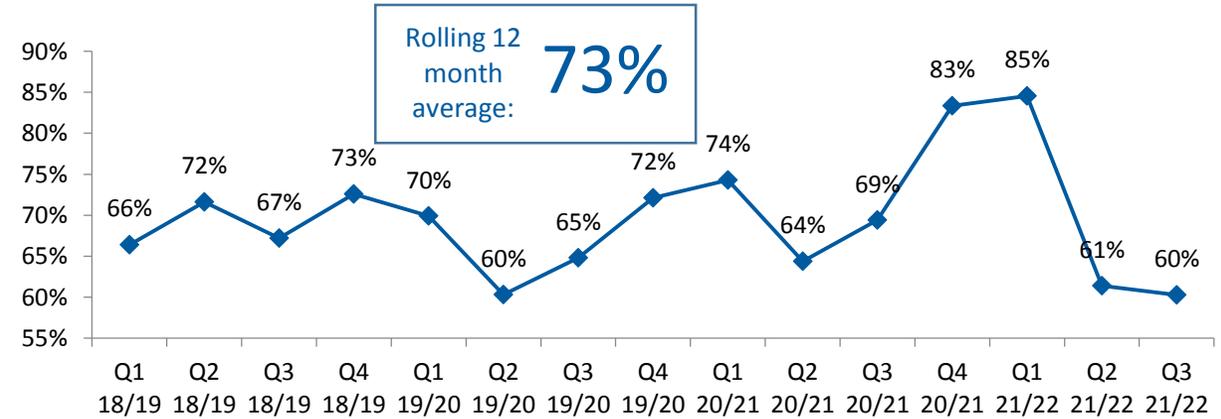
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



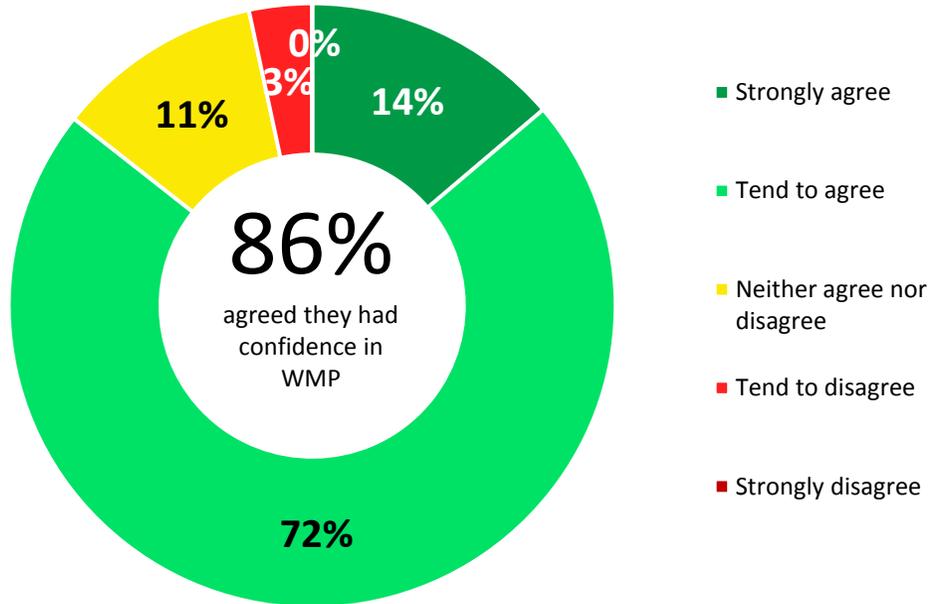
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



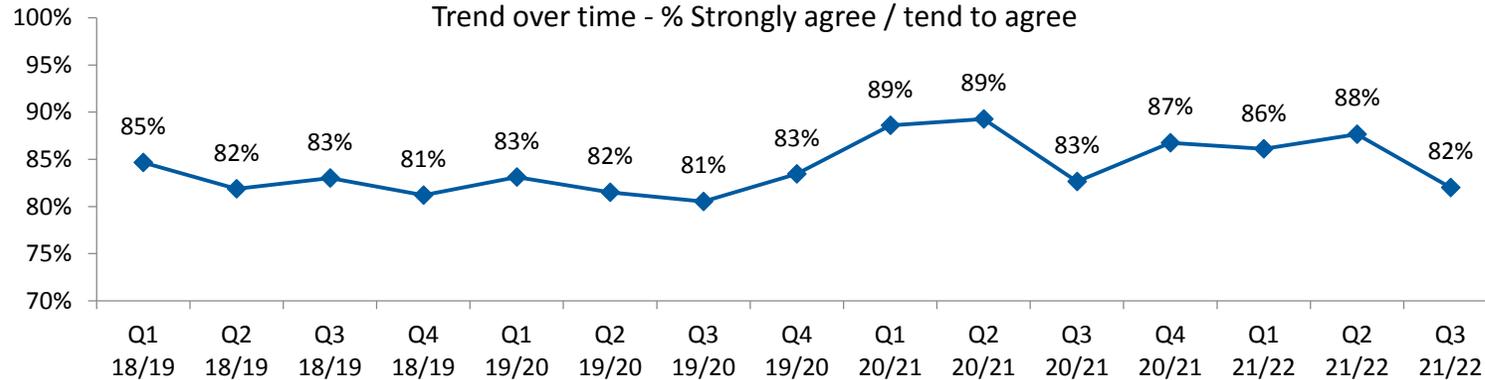
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - North Worcestershire

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



Trend over time - % Strongly agree / tend to agree



## Key Findings Compared With Other NPTs

**Most** likely to see an officer or PCSO at least once a week (28%)

**Most** likely to have spoken to an officer or PCSO from their local policing team (21%)

**Least** confident they could access the police in a non-emergency (61%)

**Least** informed about what WMP are doing (40%)

**Most** likely to have been a victim, or witness to, a crime (11% - joint with Telford & Wrekin)

**Most** likely to feel WMP understand the issues in their community (76%)

**Most** confident they would receive a good service from WMP (90%)

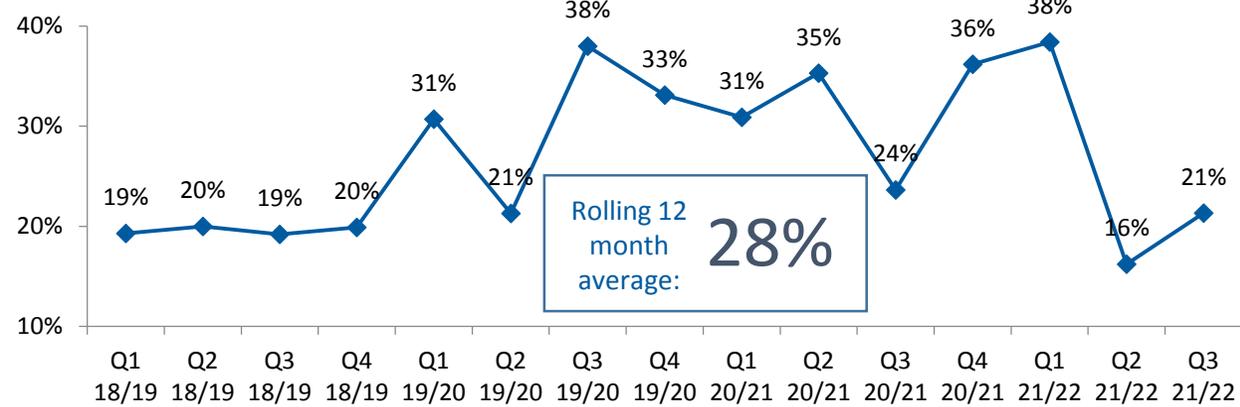
**Most** likely to feel WMP were doing a good or excellent job (77%)

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

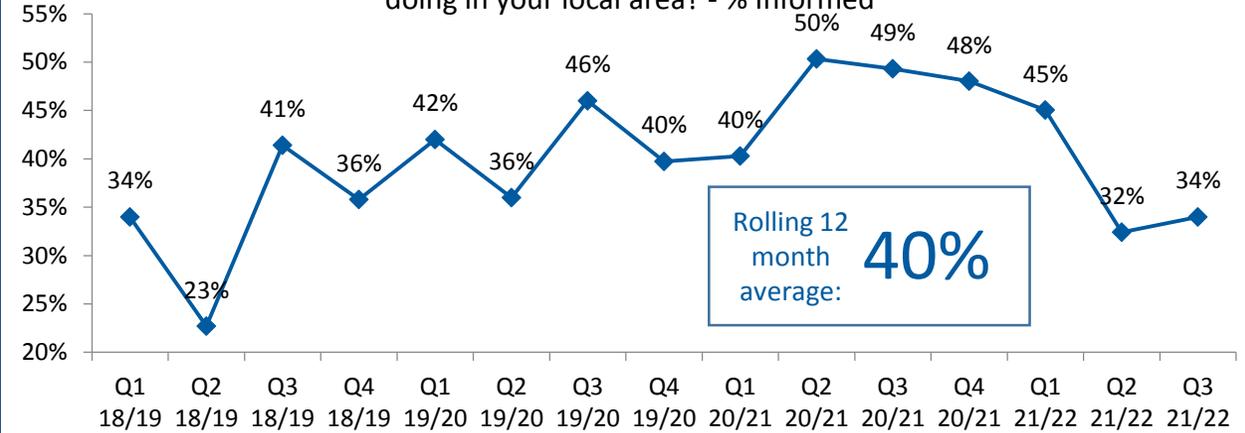
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - North Worcestershire

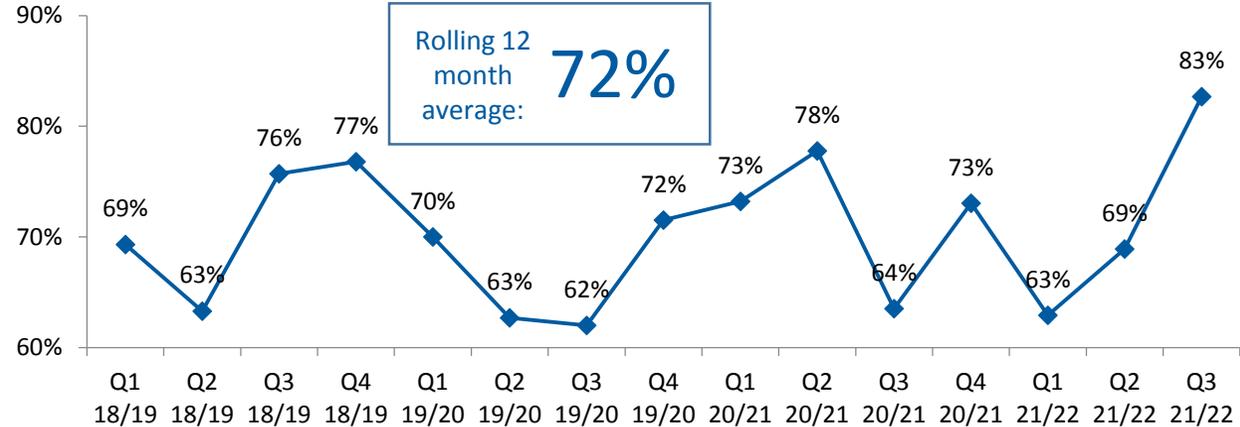
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



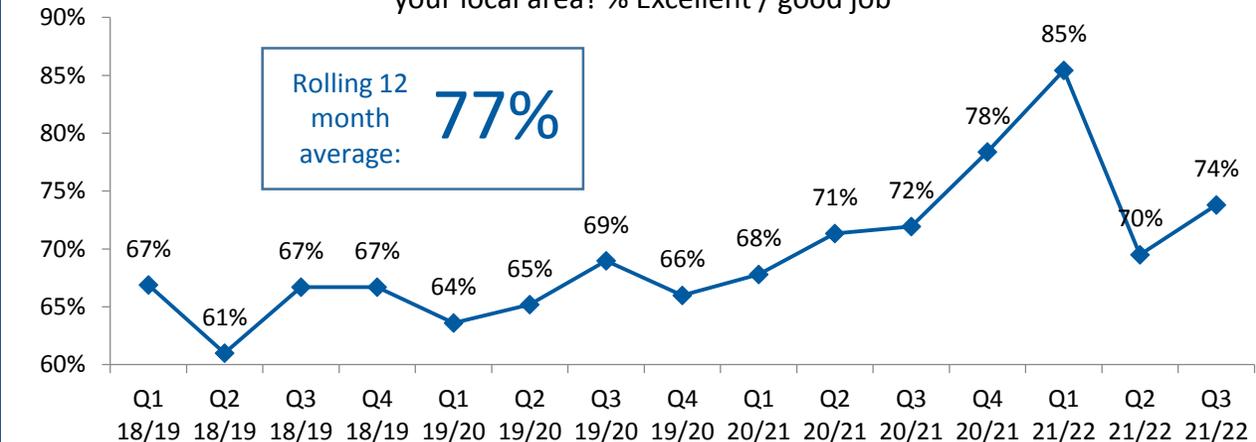
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



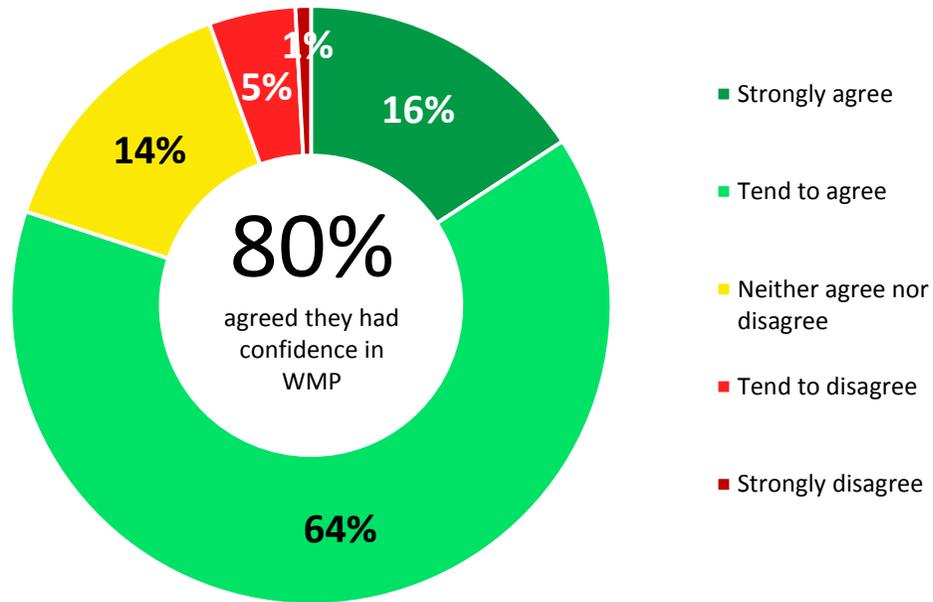
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



\*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?

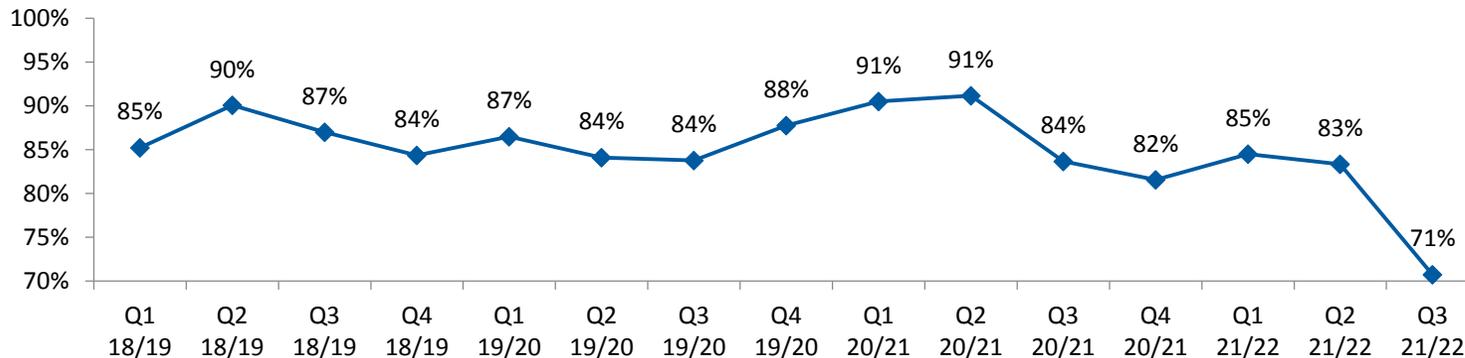


## Key Findings Compared With Other NPTs

**Least** likely to feel that WMP understands the issues in their community (68% - joint with Shropshire)

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

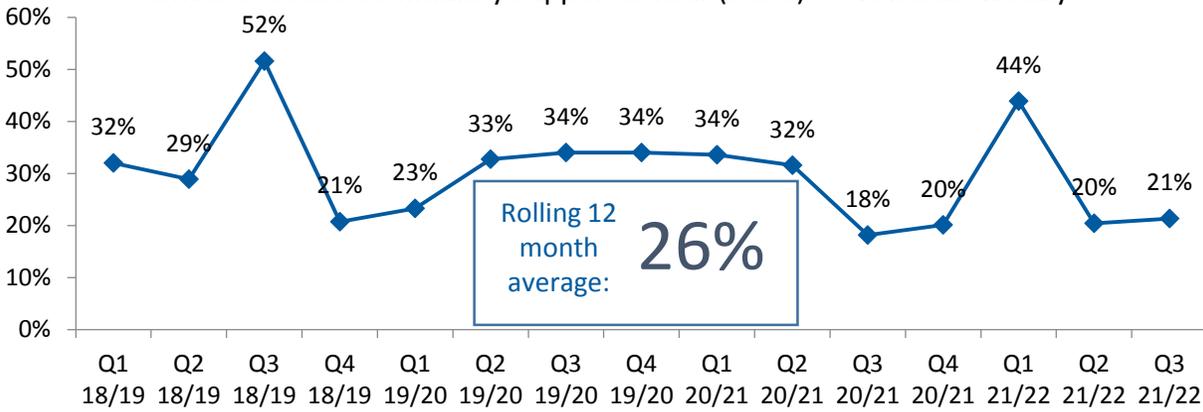
Trend over time - % Strongly agree / tend to agree



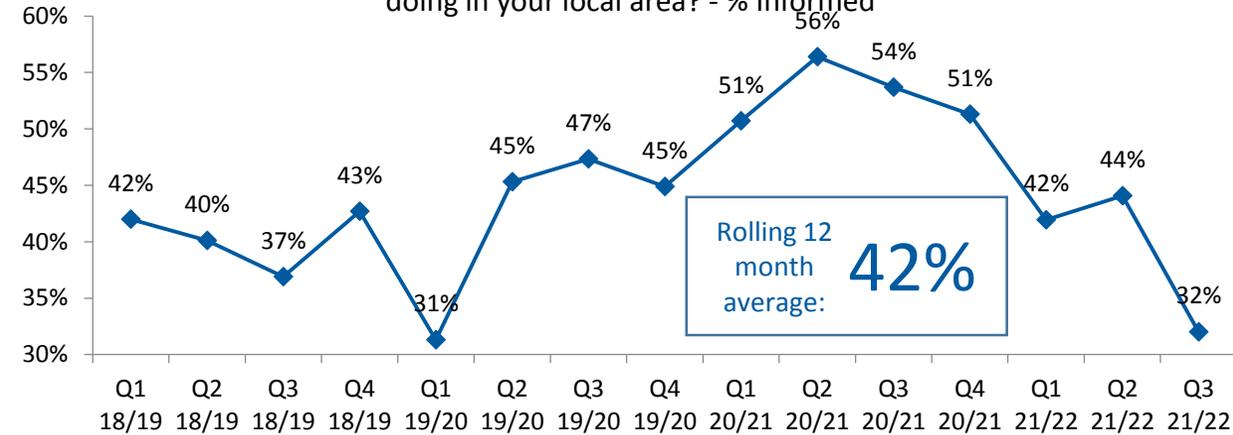
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - South Worcestershire

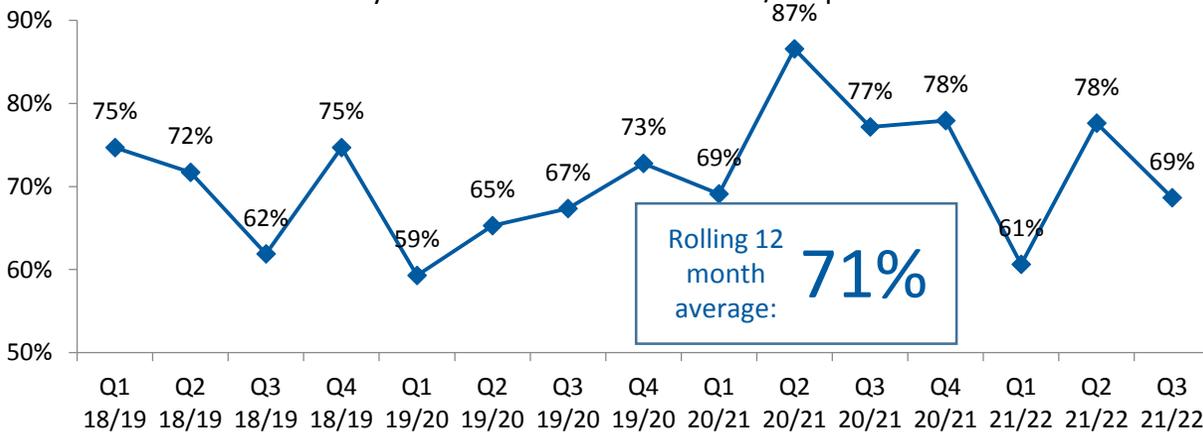
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



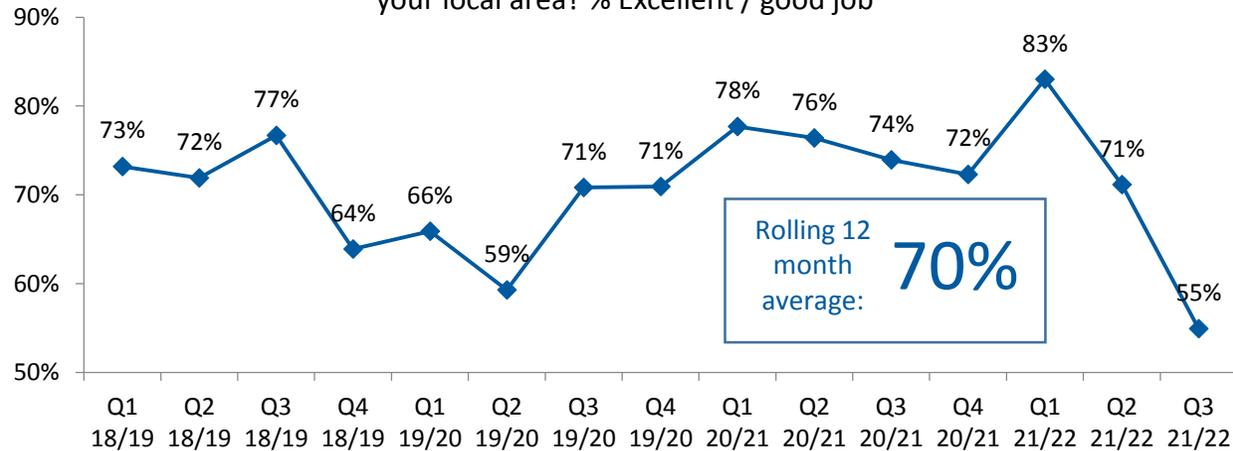
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

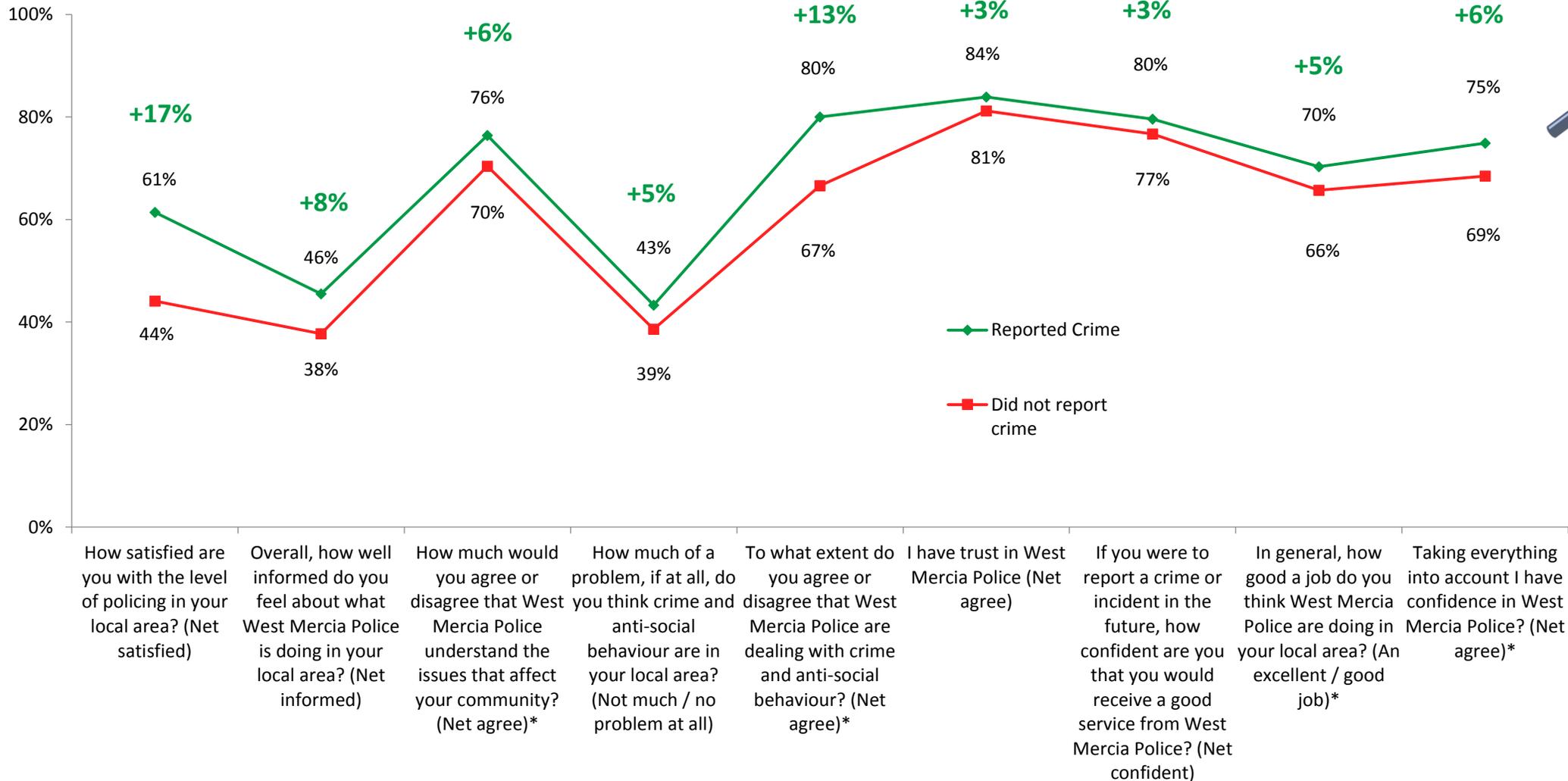


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

# Victim of Crime Comparisons



## Key Insights

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

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