



SMSR
RESEARCH



Public Views and Perceptions of Policing in West Mercia

2021/22 Survey Quarter 4 Results Presentation





SMSR
RESEARCH



Section One

Introduction & Methodology, Summary & Respondent Breakdown



Introduction & Methodology

- West Mercia Police (WMP) & the Police and Crime Commissioner, John Campion, seek to obtain the views of residents, including their confidence in WMP, to inform the PCC's plan priorities and support decision making around the Safer West Mercia agenda
- WMP & the OPCC commissioned SMSR, a third party research agency, to conduct surveys over the phone and face to face with West Mercia residents and victims of crime
- The questionnaire includes key questions taken from the Crime Survey for England and Wales (CSEW) and the 2018 Report on Public Perceptions of Policing in England and Wales (PPPEW)
- Where relevant, comparisons with CSEW AND PPPEW are displayed. Comparisons with CSEW include the average score of forces included in West Mercia Police's most similar group (MSG)**. Where comparisons have been made, results have been consistently analysed in accordance with this external reporting. Comparisons with CSEW are based on the most recent results available (March 2020)
- Over the 12 month period (April 2021 – March 2022) 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 (81%) 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 (85%).
- Around seven out of every ten (68%) felt that West Mercia Police were doing either a good or excellent job.

Visibility

- A quarter of residents (24%) report that they see an officer or PCSO at least once a week with over half (56%) satisfied with the levels of policing in their local area.
- Three-quarters (76%) said that there had been no change in the level of policing; more than a tenth (13%) believed there had been a decrease with less than a tenth (6%) that thought there had been an increase.
- Just under a fifth (18%) said that they had spoken to an officer or PCSO from their local policing team.

Interaction / Access

- Nine-tenths (89%) were confident that they could access the police in an emergency with two-thirds (65%) confident they could do so in a non-emergency.
- The majority (82%) said they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- Three-fifths (61%) said that they find out about crime and policing issues from the media, with over a third (38%) 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

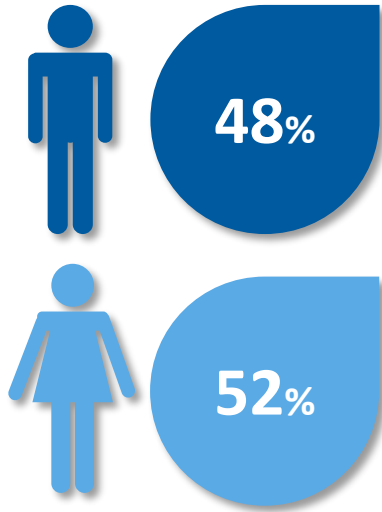
- More than seven-tenths (70%) of residents felt that West Mercia Police understand the issues in their community and a quarter (25%) reported that they thought that crime and ASB was a problem in their area.
- Over two-thirds (69%) thought that crime and ASB had remained the same compared to 12 months ago with over a tenth (14%) reporting an increase. Further to this, over 8 in every 10 residents (83%) agreed that West Mercia Police are dealing with crime and ASB.

Trust / integrity

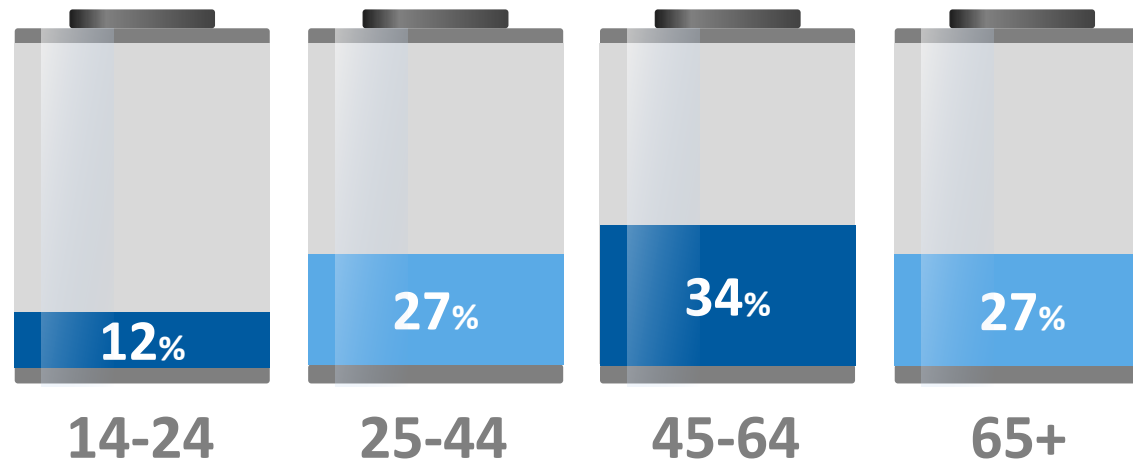
- The vast majority (94%) said that West Mercia Police have their support with just under nine-tenths that said they trust WMP (89%). Over 8 in every 10 said that they act with integrity (85%) and they believe they treat everyone fairly regardless of who they are (85%). Over three-quarters felt West Mercia Police use their powers appropriately (79%), they take people's concerns seriously (77%) and can be relied to be there when you need them (77%).
- Three-fifths (60%) are confident West Mercia Police use their stop and search power fairly and respectfully. Only 4% felt West Mercia Police did not use their stop and search powers fairly and respectfully.

Respondent Breakdown

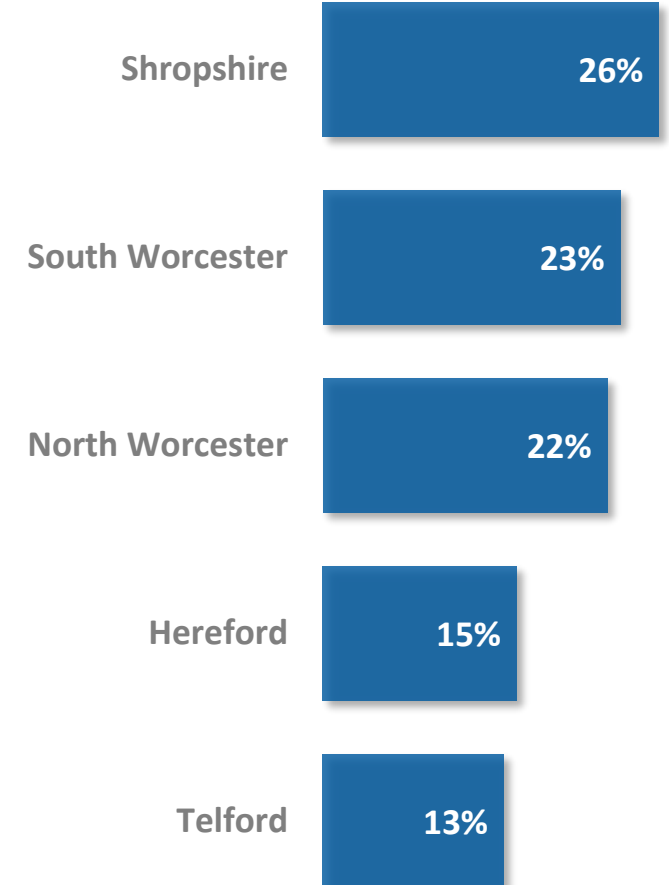
Gender



Age



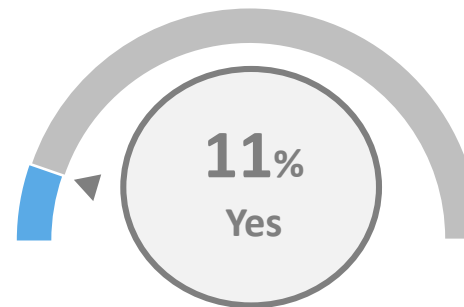
LPA



Ethnic Group



Disability





SMSR
RESEARCH



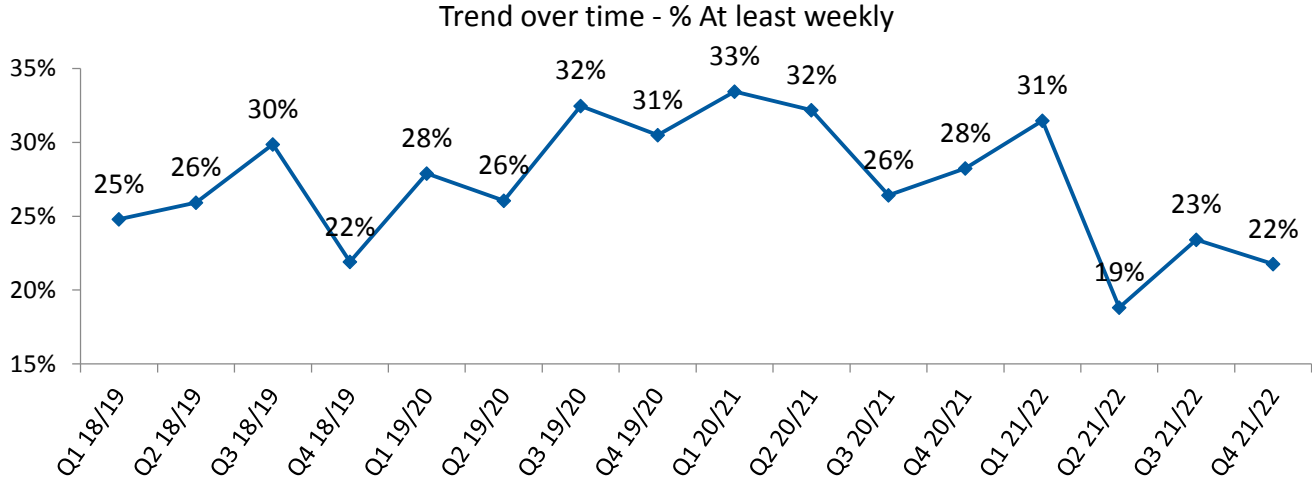
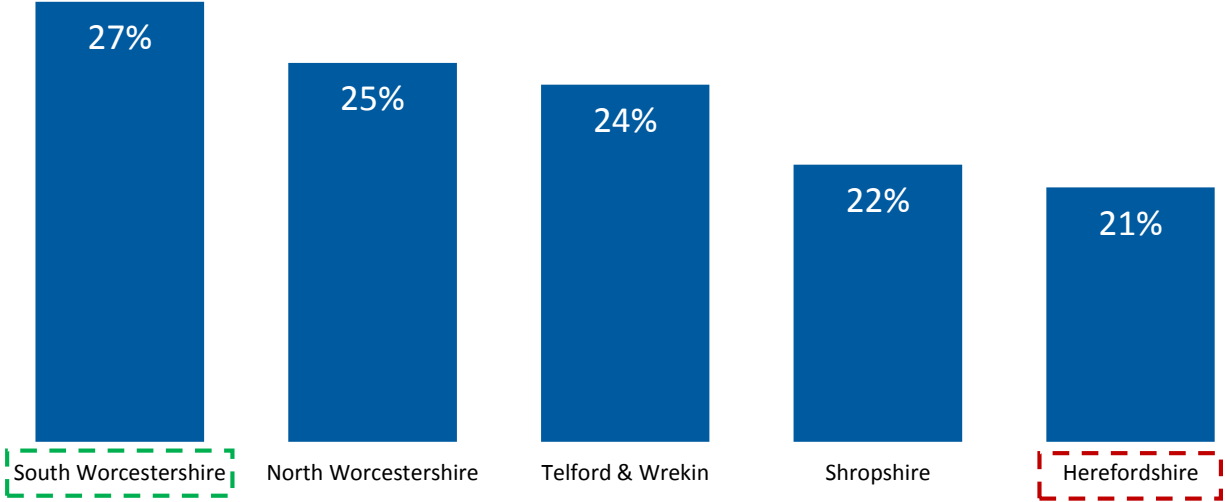
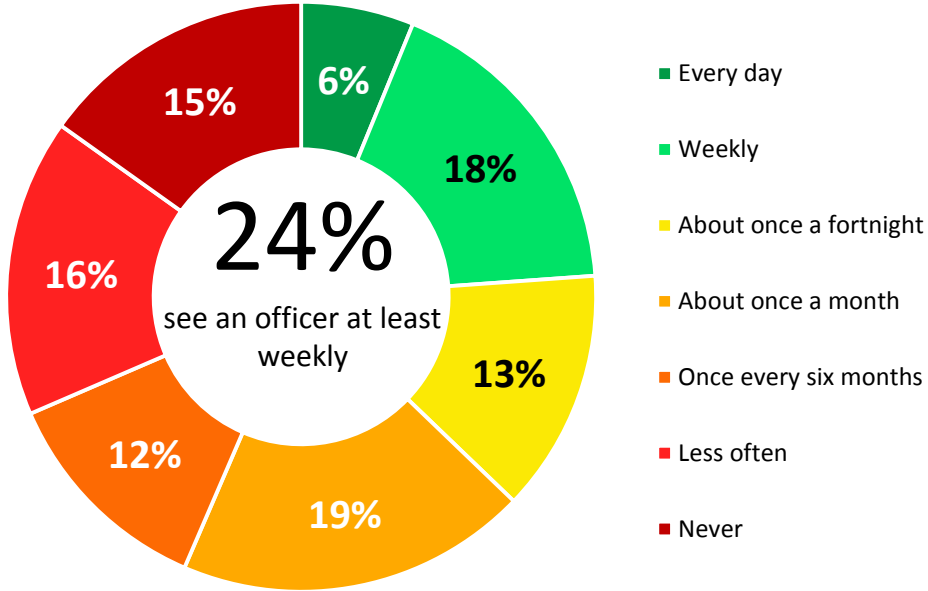
Section Two

Visibility / Presence



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

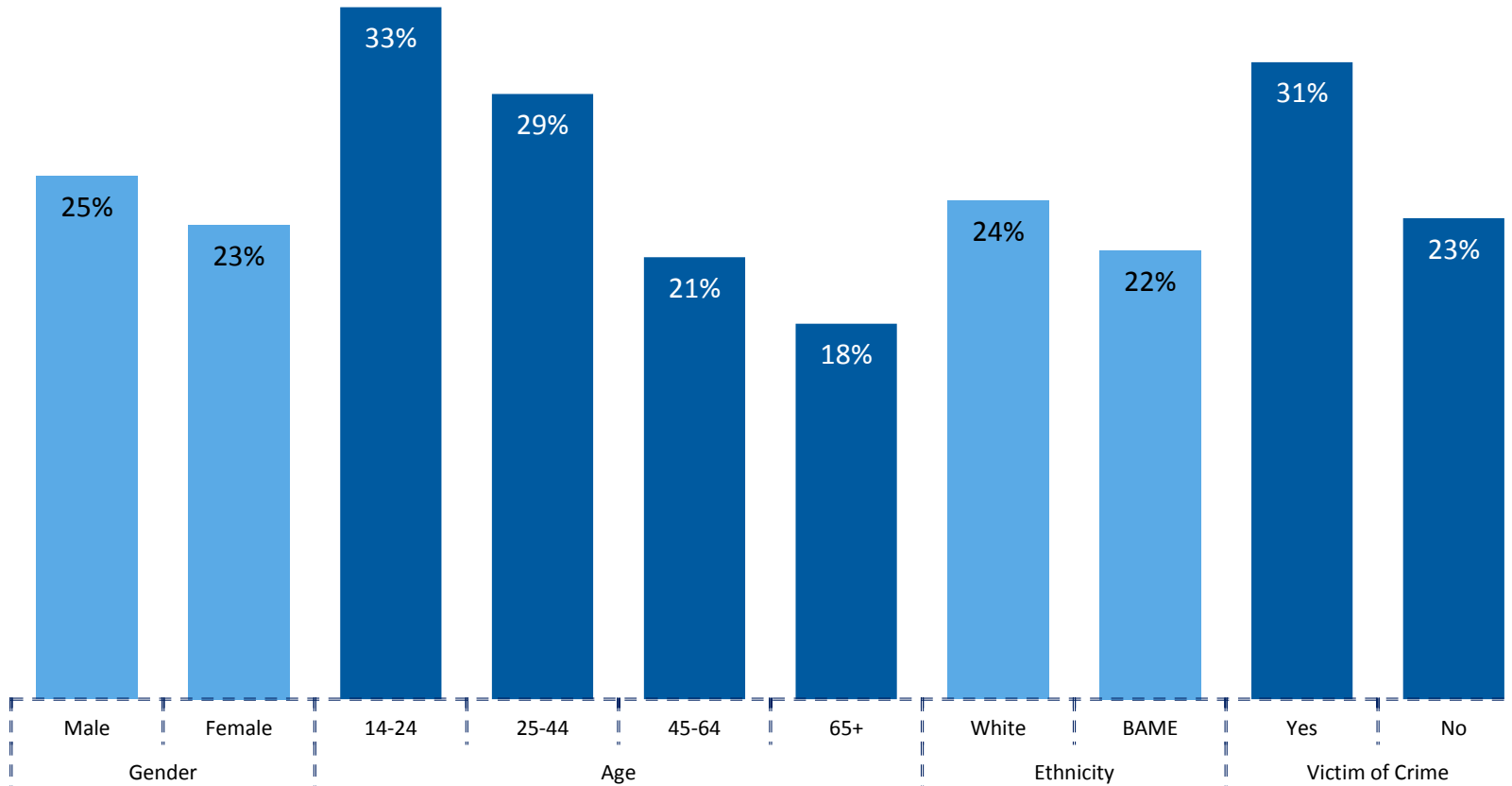
LPA Comparisons - % seeing a police officer or PCSO at least weekly



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

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

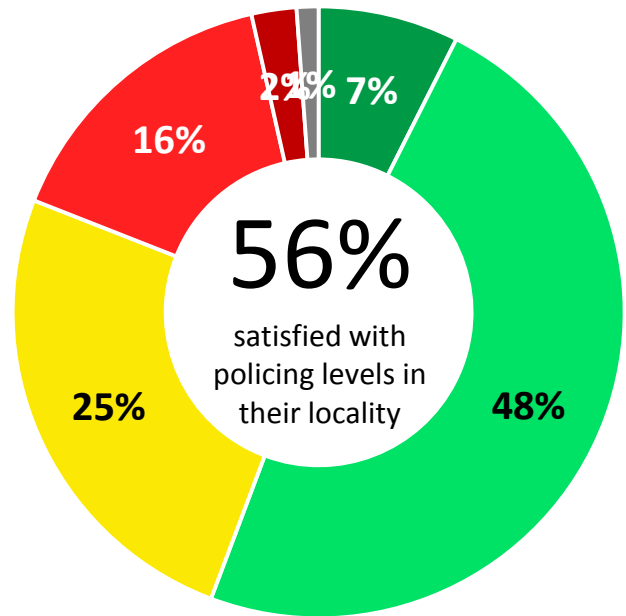
Residents of South Worcestershire more likely to see an officer or PCSO at least weekly

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

The older the respondent the less likely they were to see an officer or PCSO at least weekly

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

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



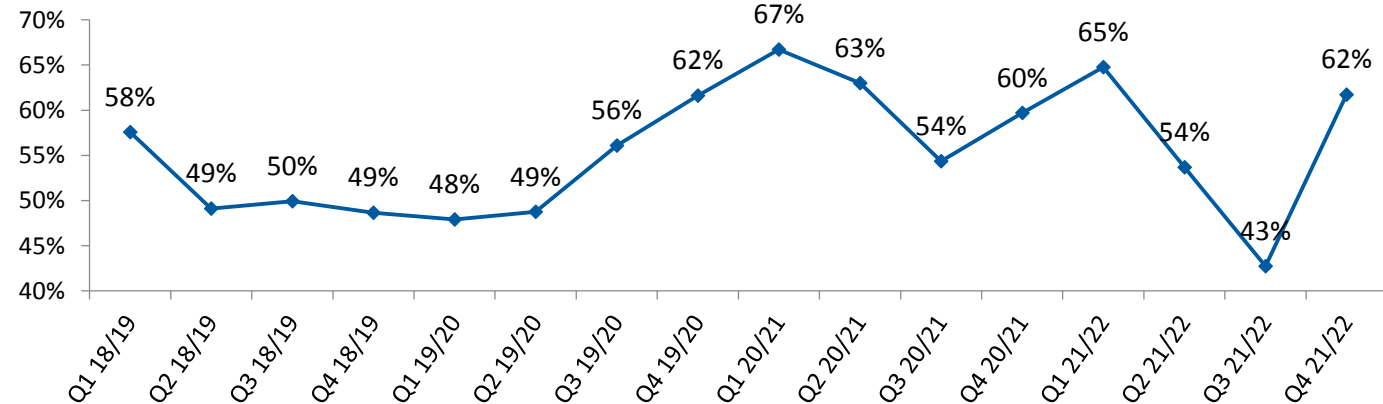
61%
PPPEW – Net Satisfied
↓ 5%

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

LPA Comparisons - % very satisfied / satisfied

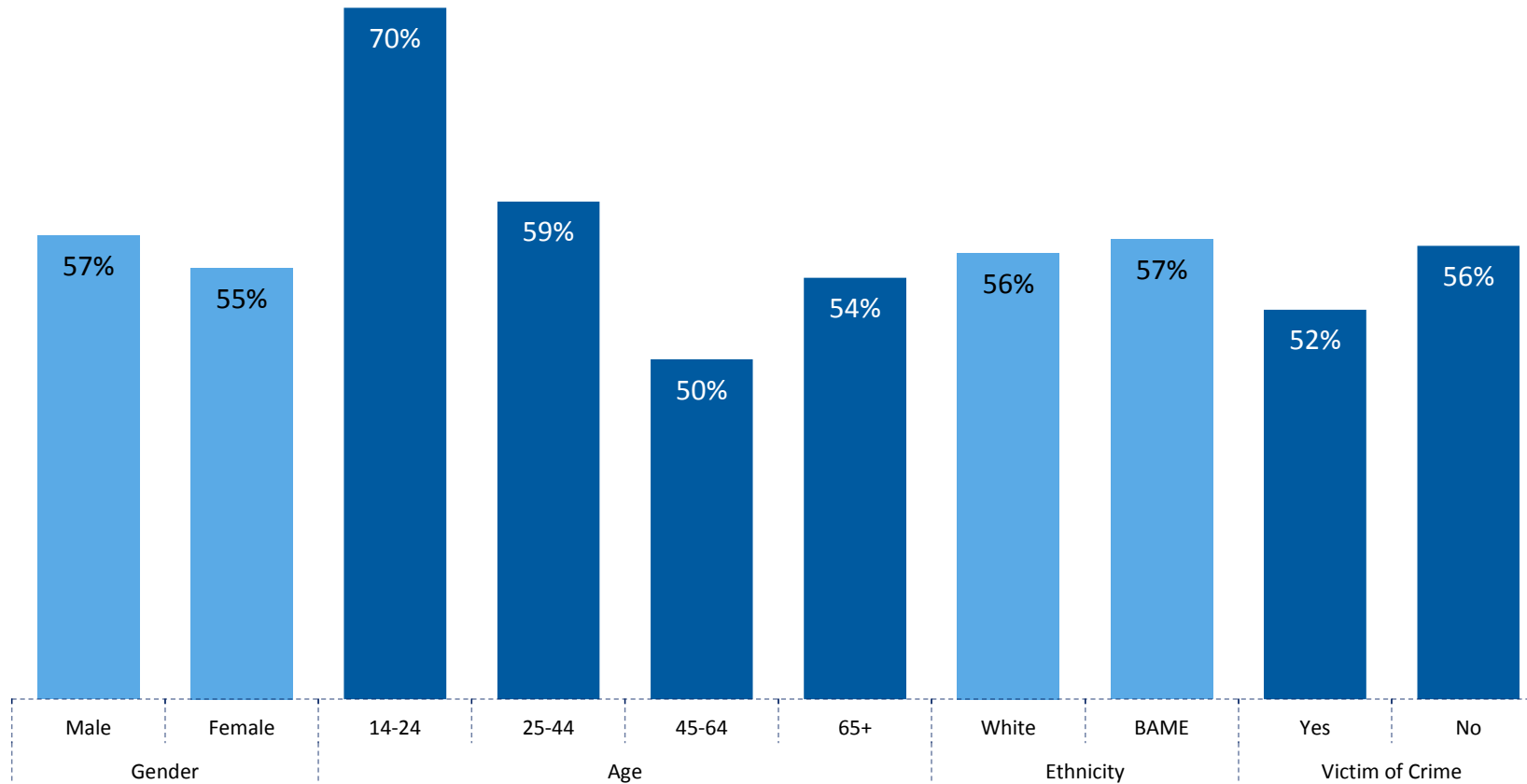


Trend over time - % Satisfied



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

Demographic Comparisons - % very satisfied / satisfied



Key Insights

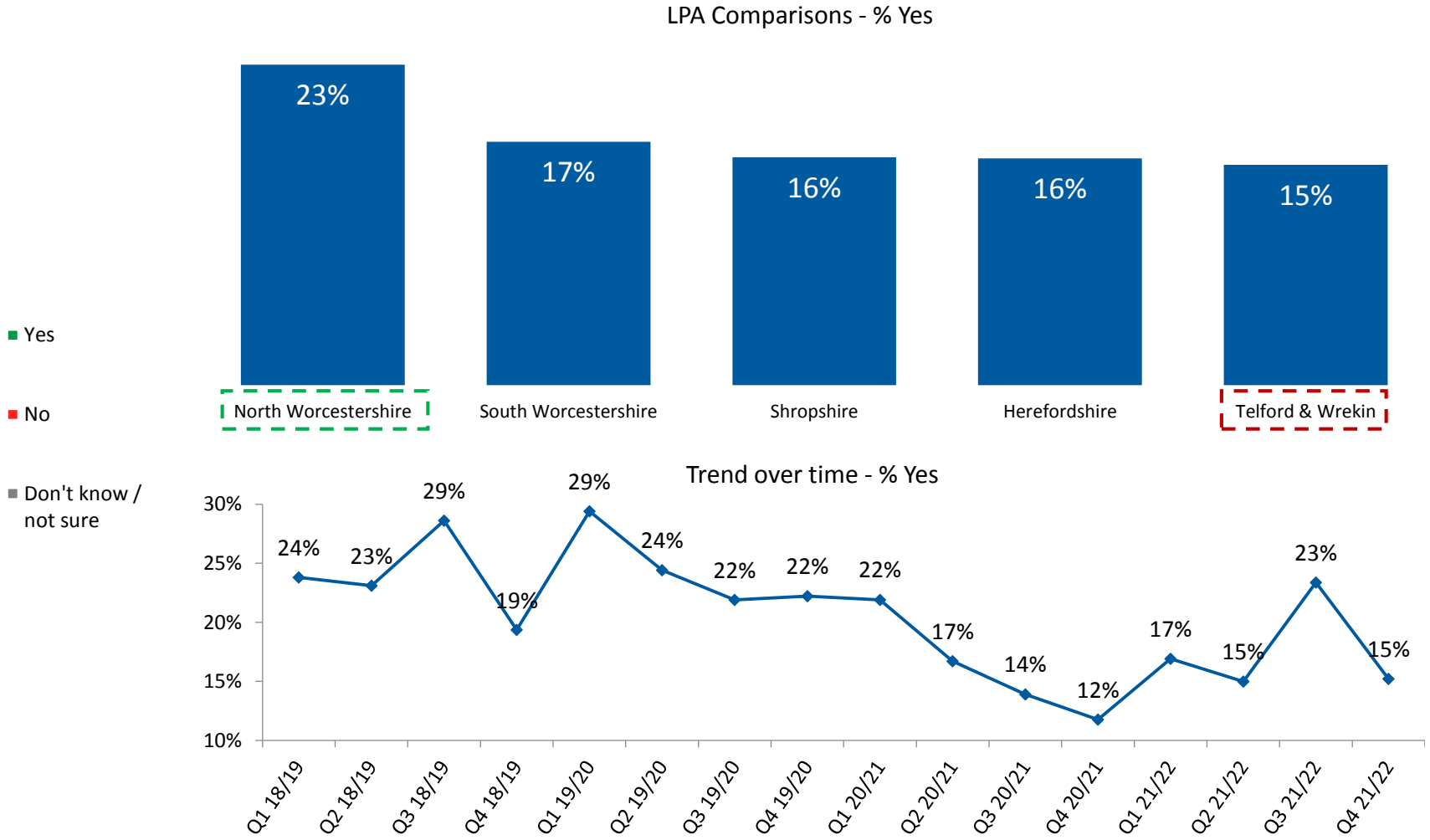
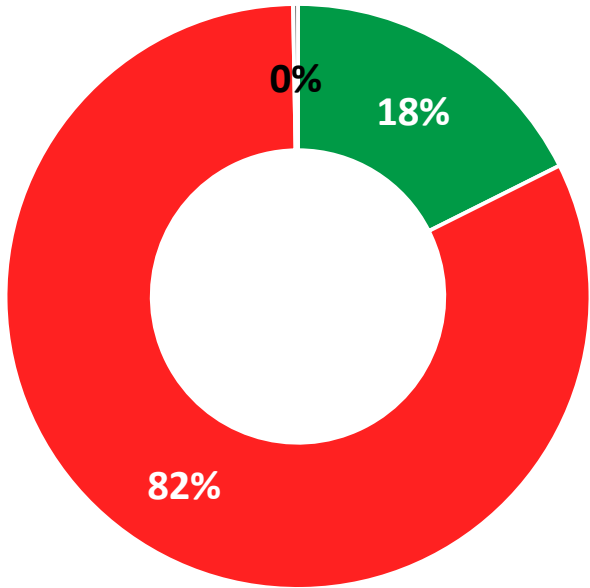
Satisfaction with visibility has increased 19% from the previous quarter

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

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

Those in Herefordshire, Shropshire and South Worcestershire more likely to be satisfied

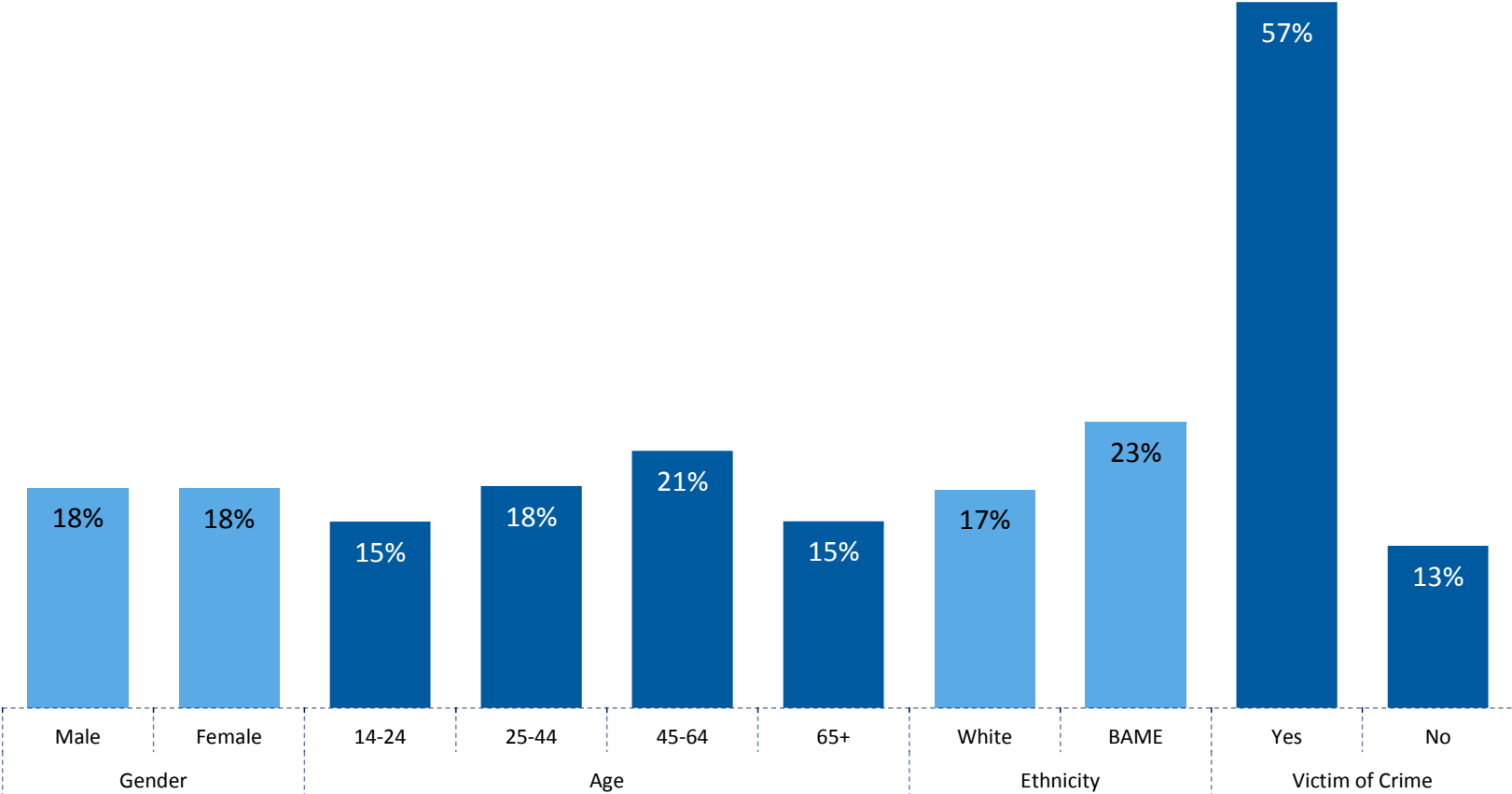
Around a fifth have spoken to an officer or PCSO from their local policing team



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

Demographics comparisons - % Yes



Key Insights

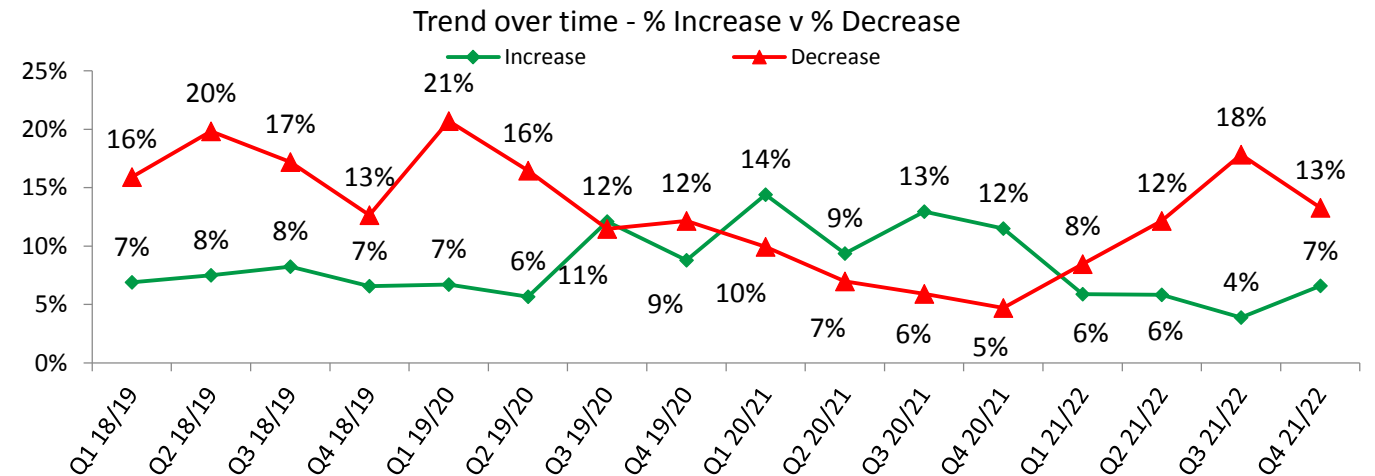
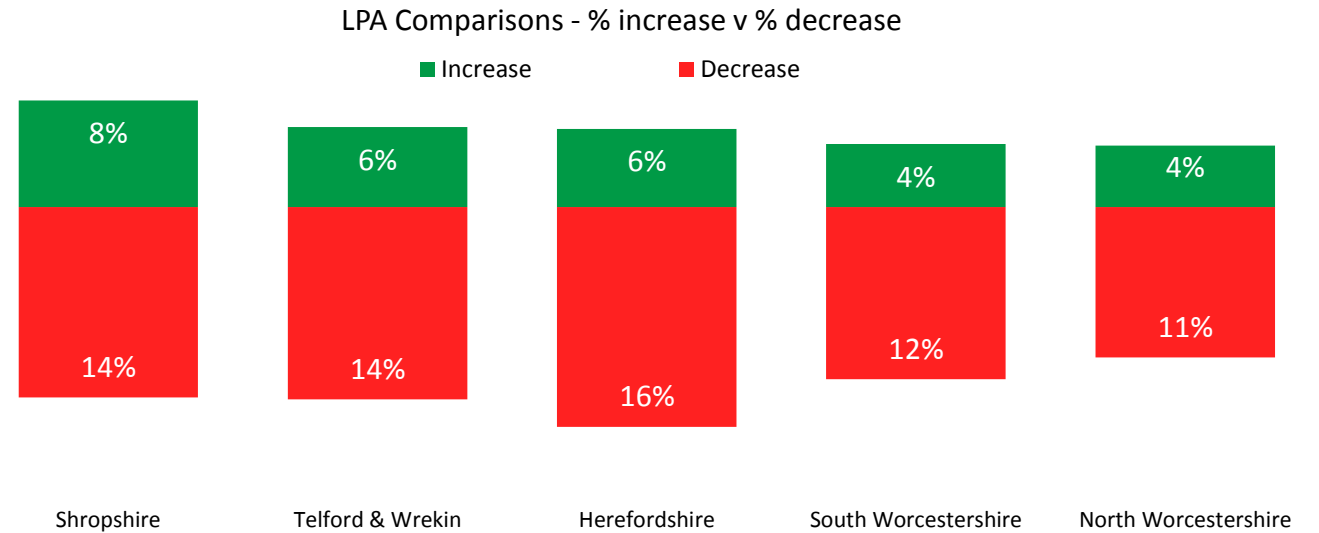
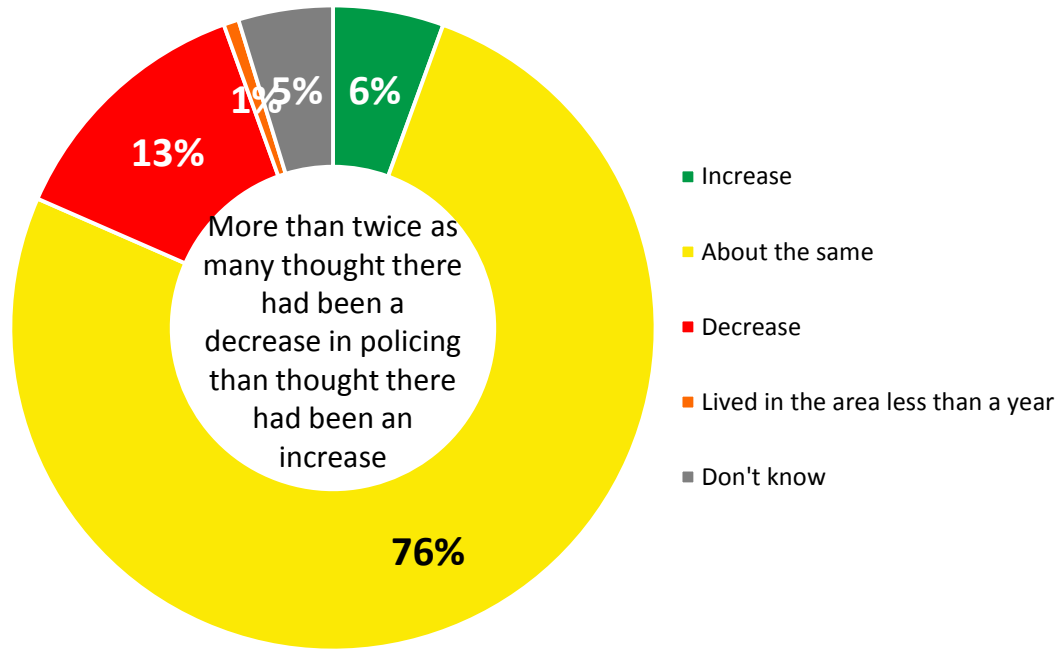
Victims of crime four times as likely to have spoken to a member of their local policing team

Those aged 45-64 more likely to have spoken to local policing team

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

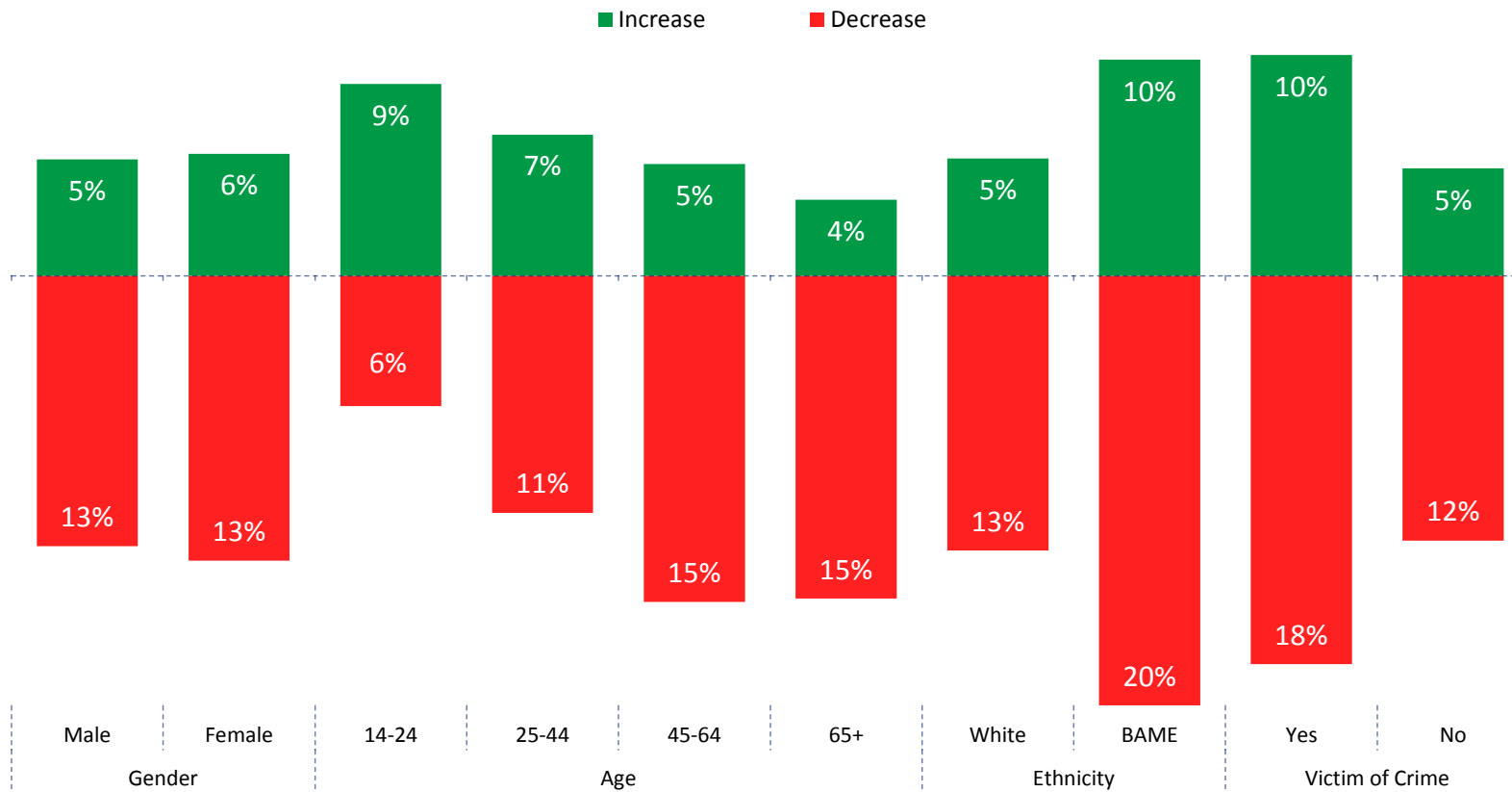
Decrease of 8% from previous quarter in those that have spoken to a member of their local policing team

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



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

Demographic Comparisons - % increase v % decrease



Key Insights

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 Shropshire most likely to notice an increase in policing

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



SMSR
RESEARCH

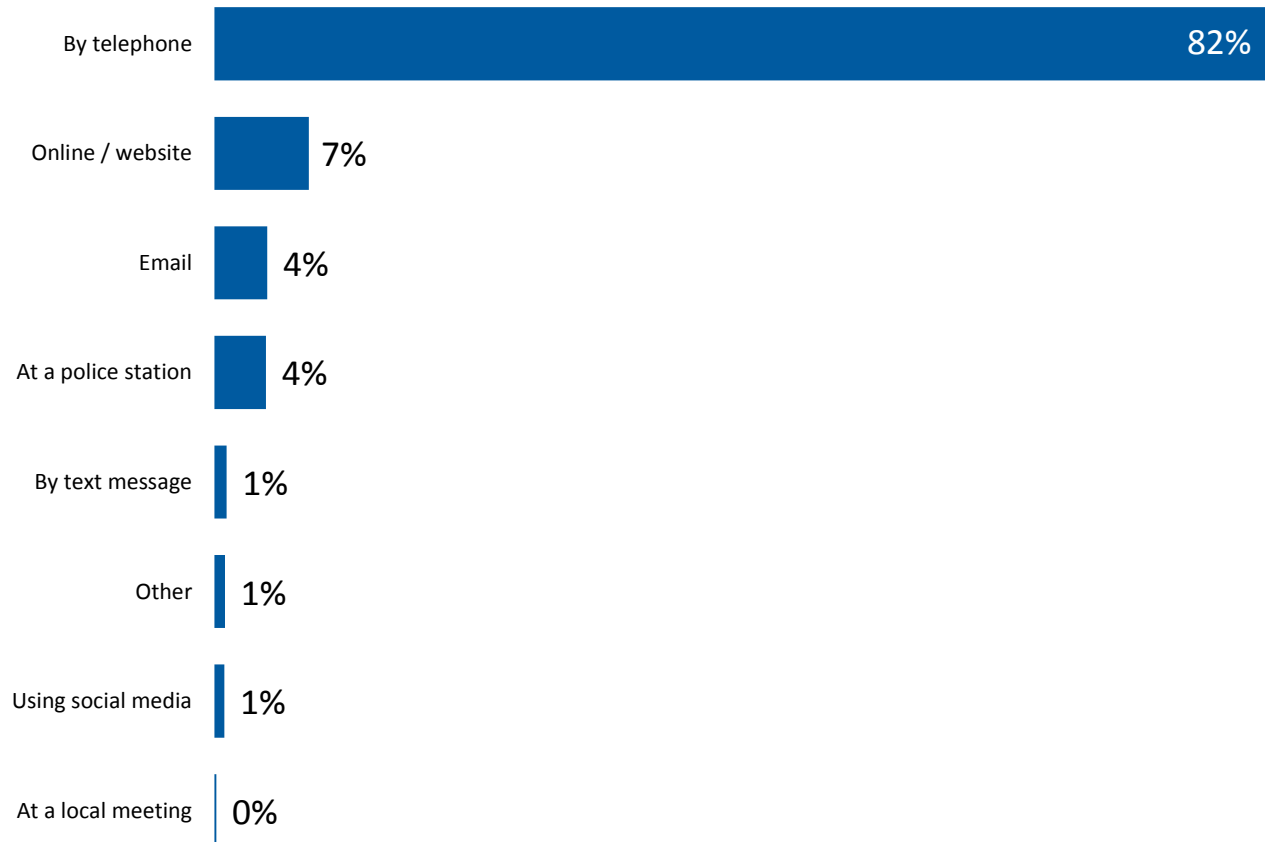


Section Three

Interaction / Access



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

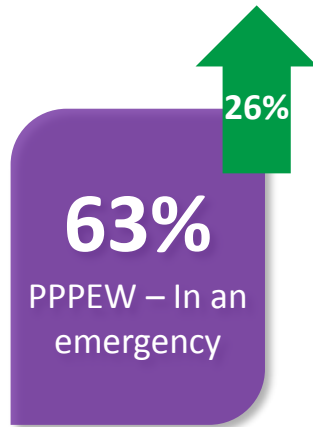
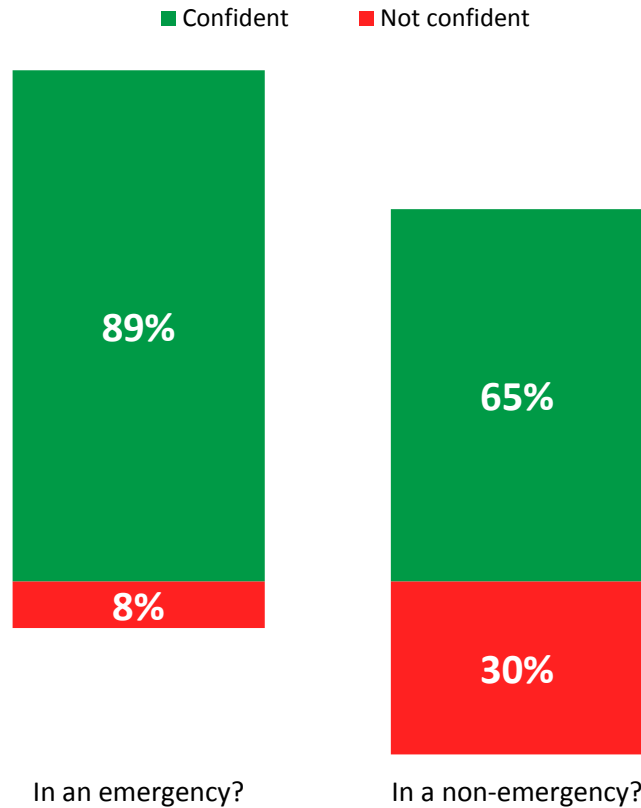


Key Insights

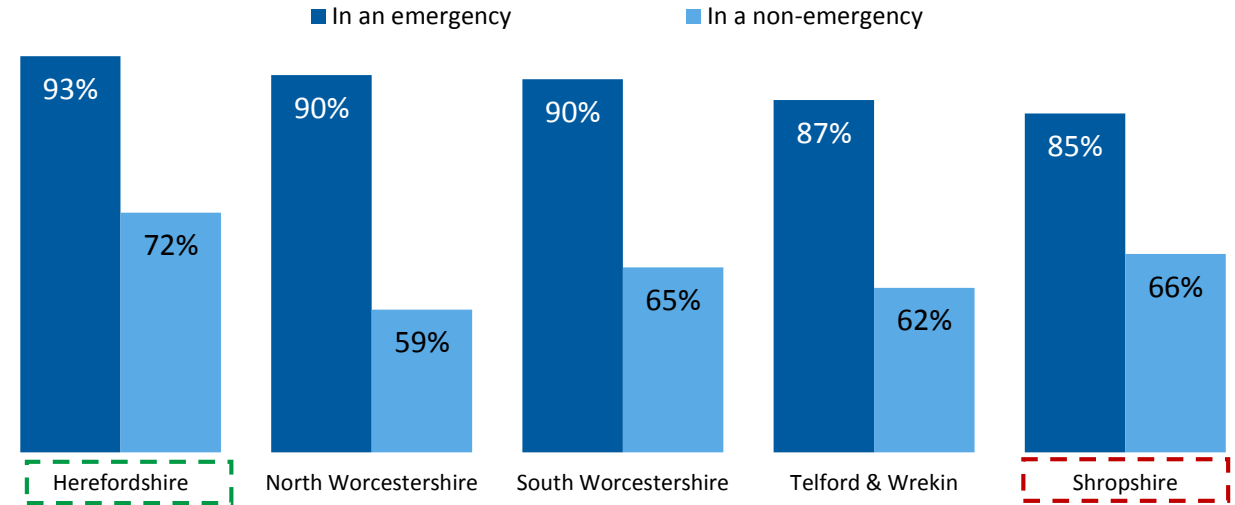
Preference of telephone contact increases with age but by far the most preferred method overall

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

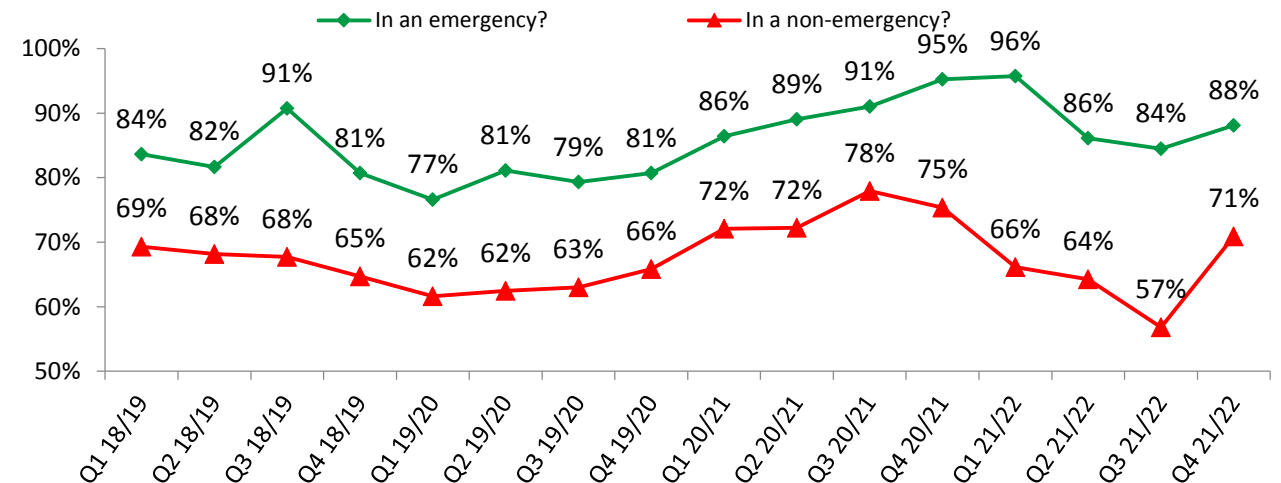
Nine-tenths confident they could access the police in an emergency



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



Trend over time - % Confidence in accessing police services

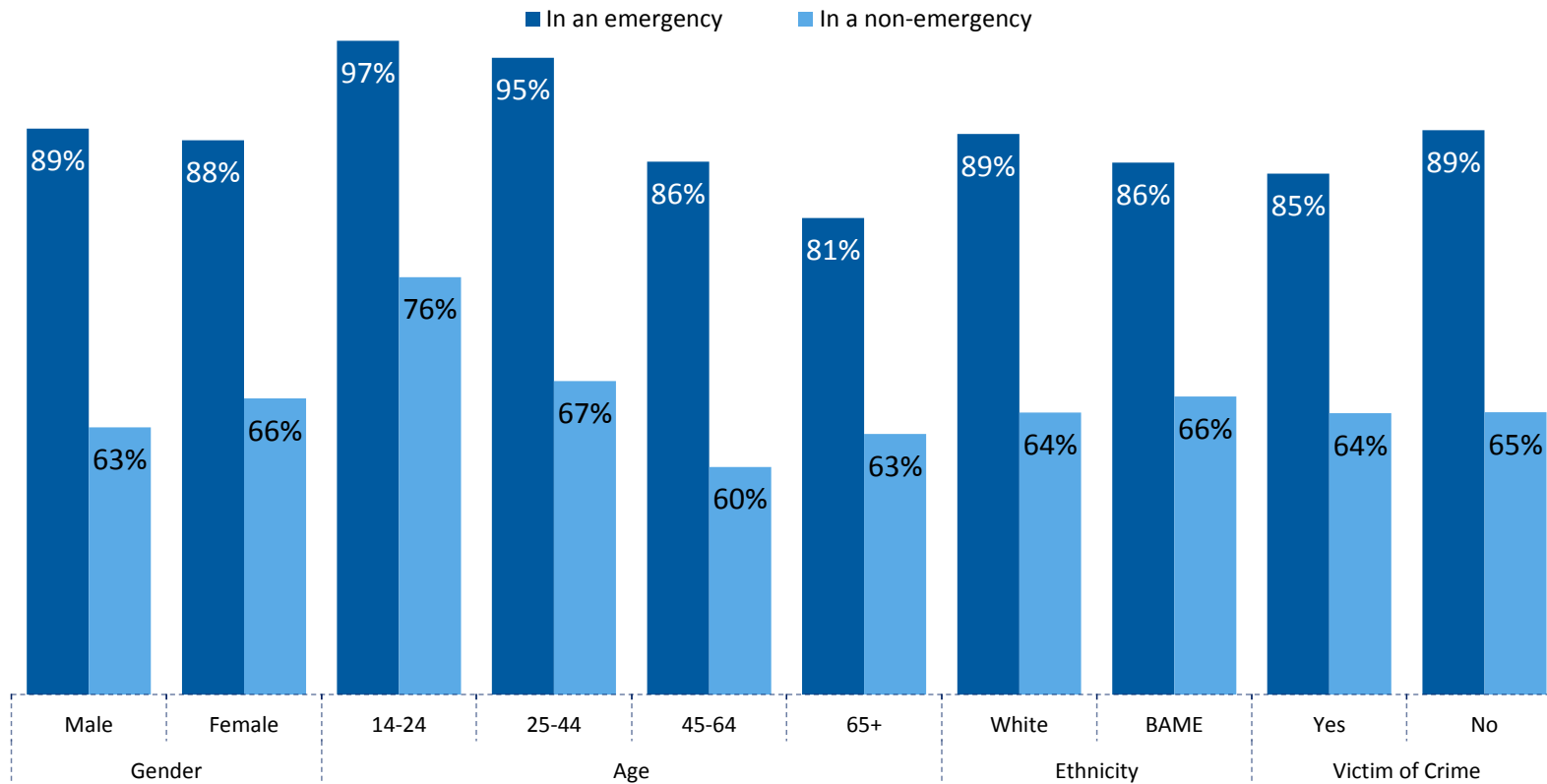


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

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

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



Key Insights

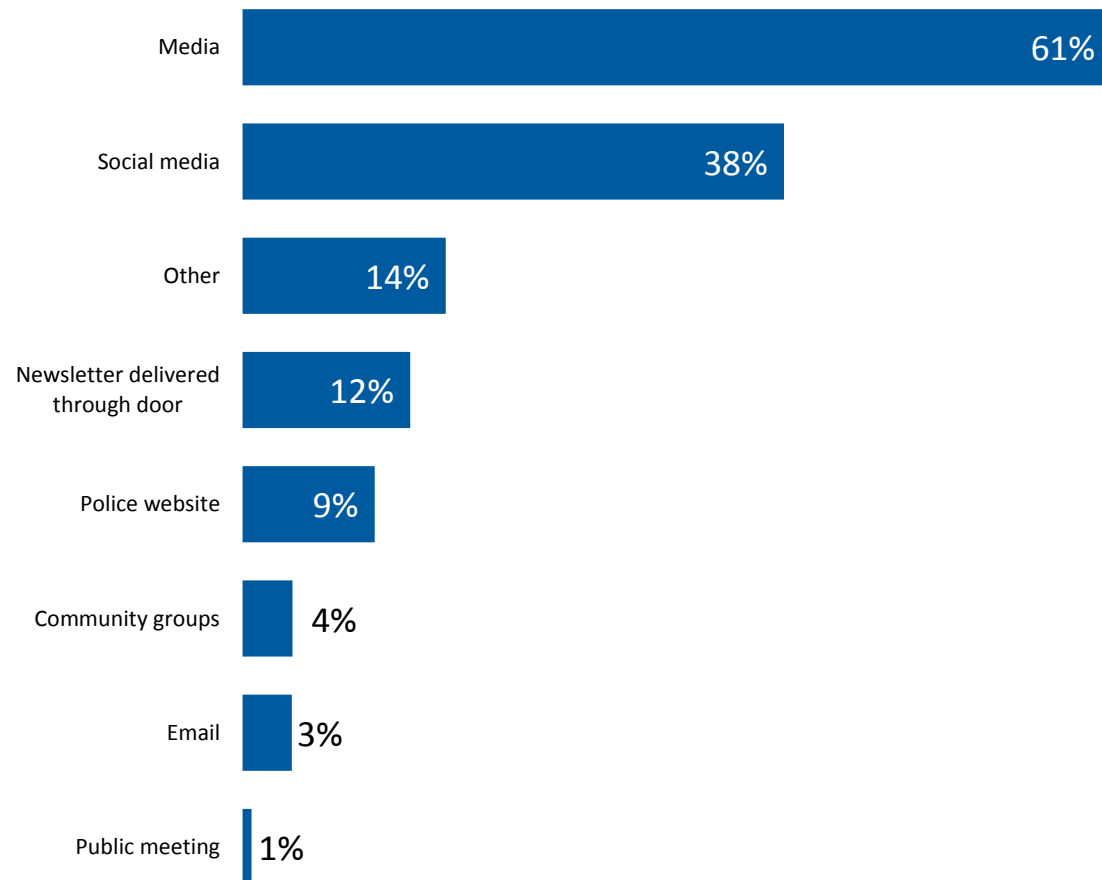
Confidence amongst residents they could access the police in a non-emergency has increased by 14% from the previous quarter

Residents in 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 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

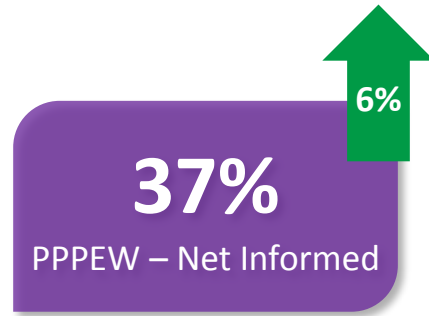
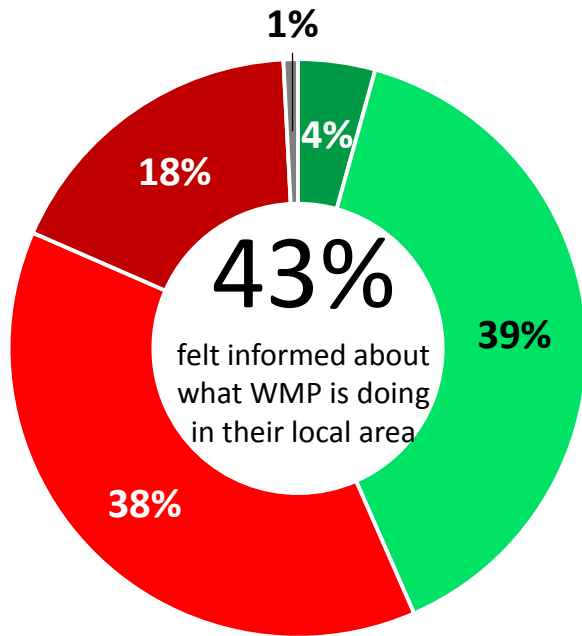
Females more likely than males to find out about crime and policing from social media

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

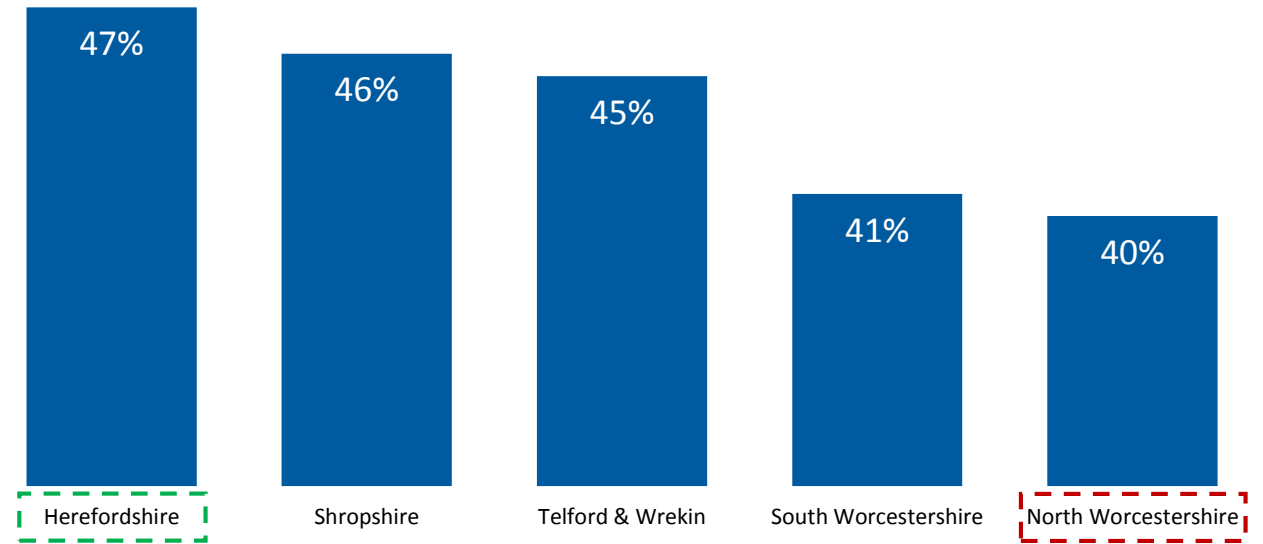
BAME residents and victims of crime less likely to find out about crime and policing from the media – more likely to find out through social media

Over half do not feel informed about what WMP are doing

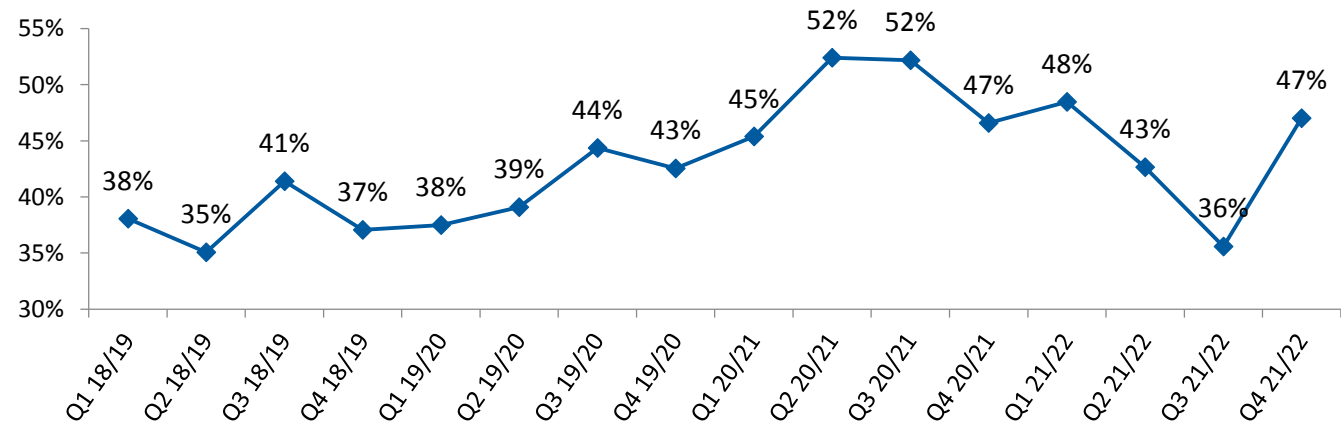


- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

LPA Comparisons - % very / fairly informed

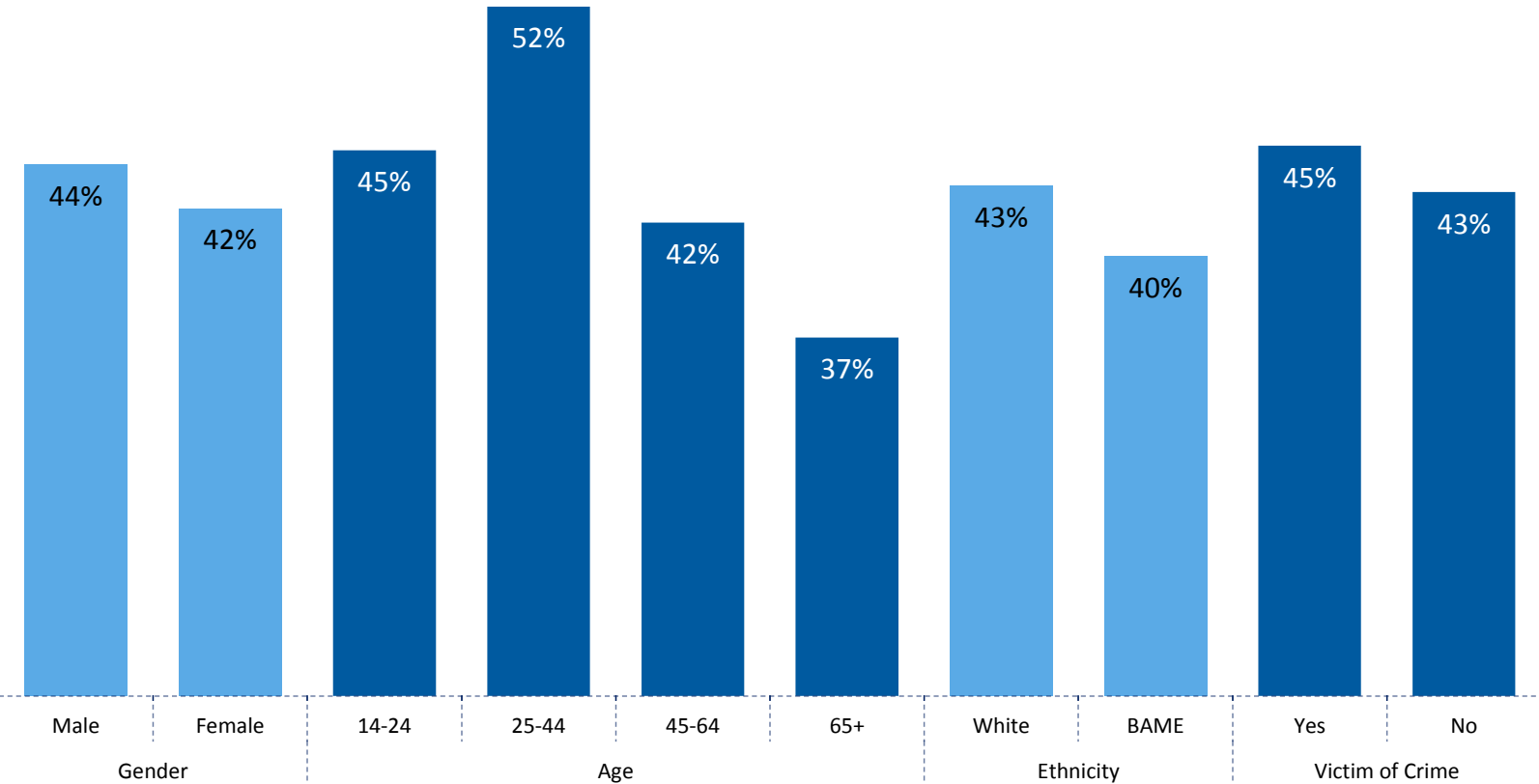


Trend over time - % Informed



Over half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



Key Insights

11% increase in those that felt informed compared to the previous quarter

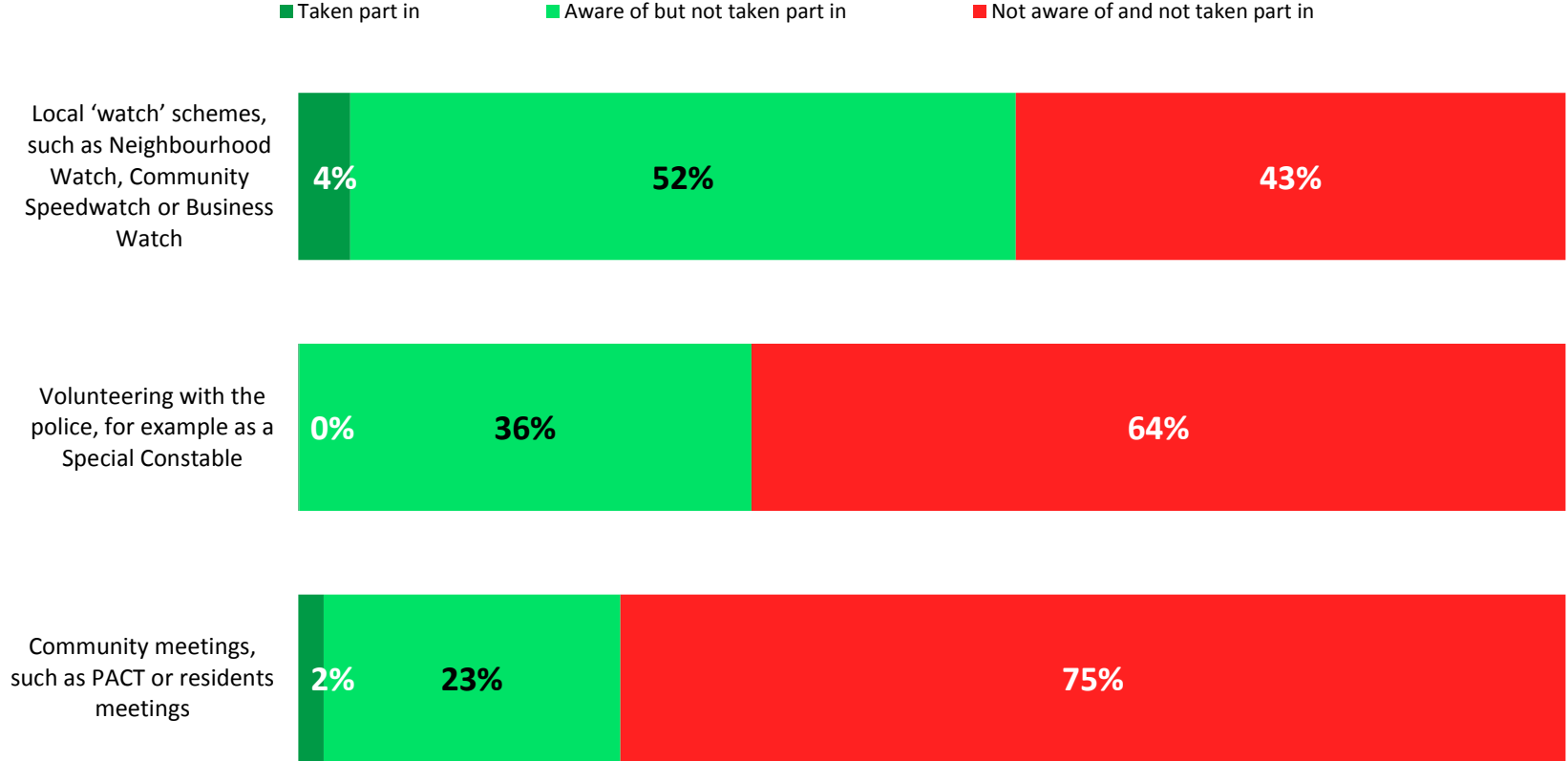
Those aged 65 and over less likely to feel informed about what WMP is doing

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



Key Insights

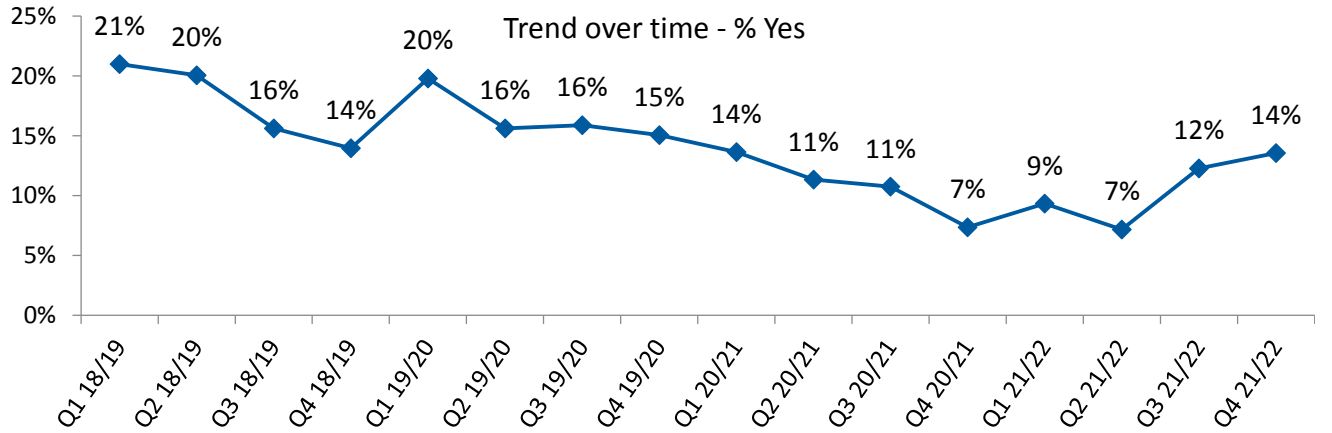
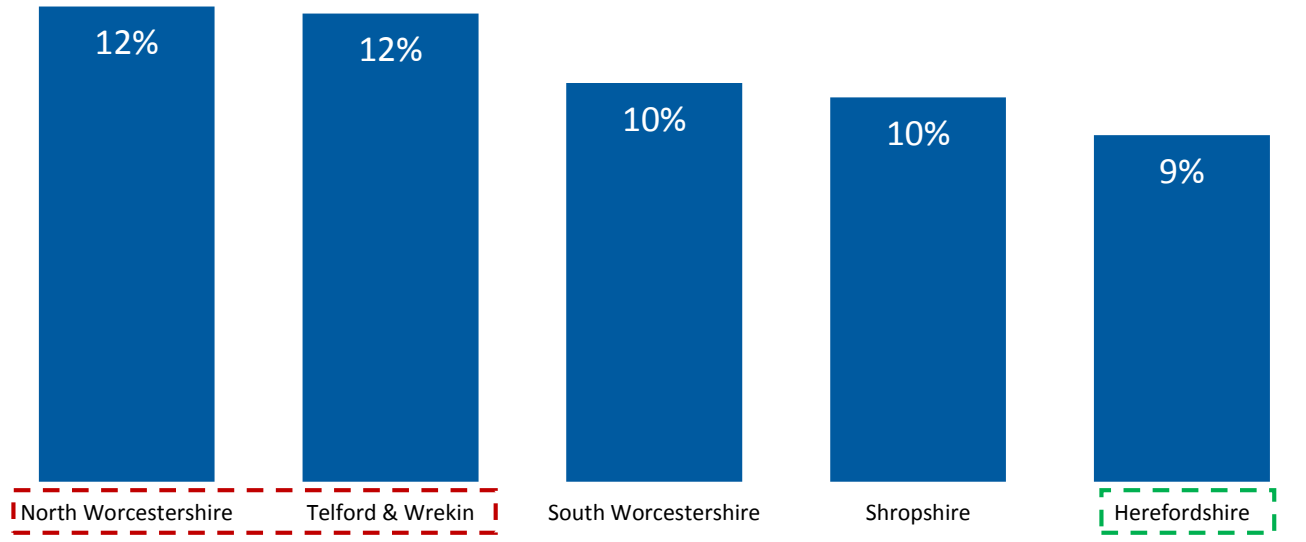
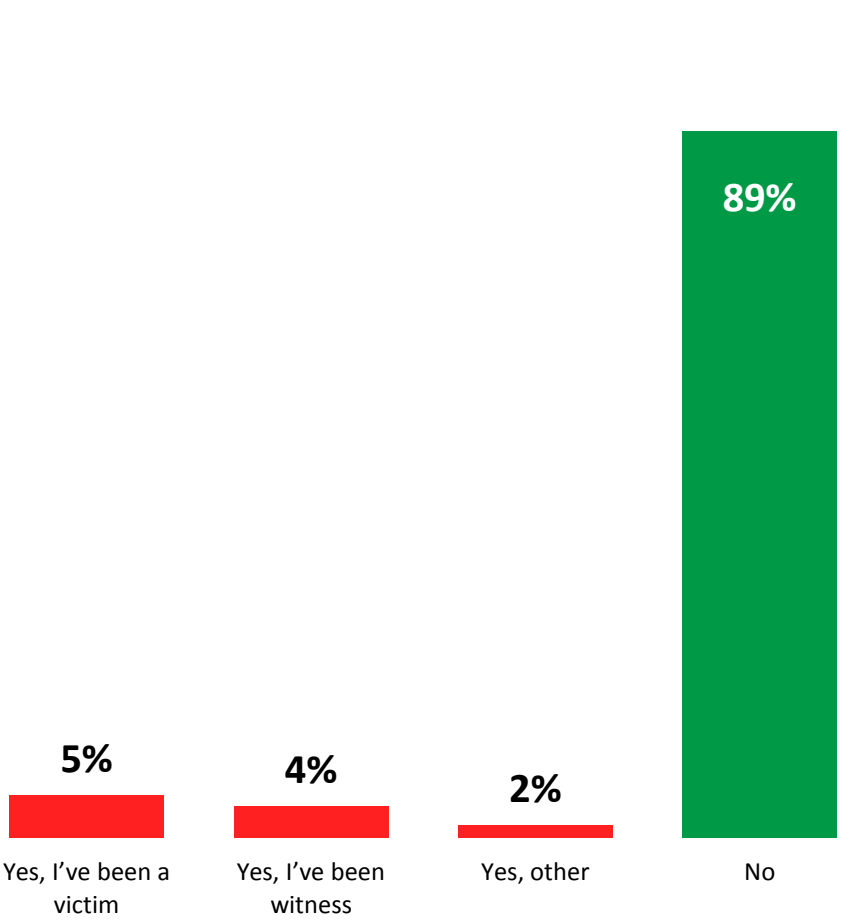
Over half aware of local 'watch' schemes; a small percentage have taken part

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

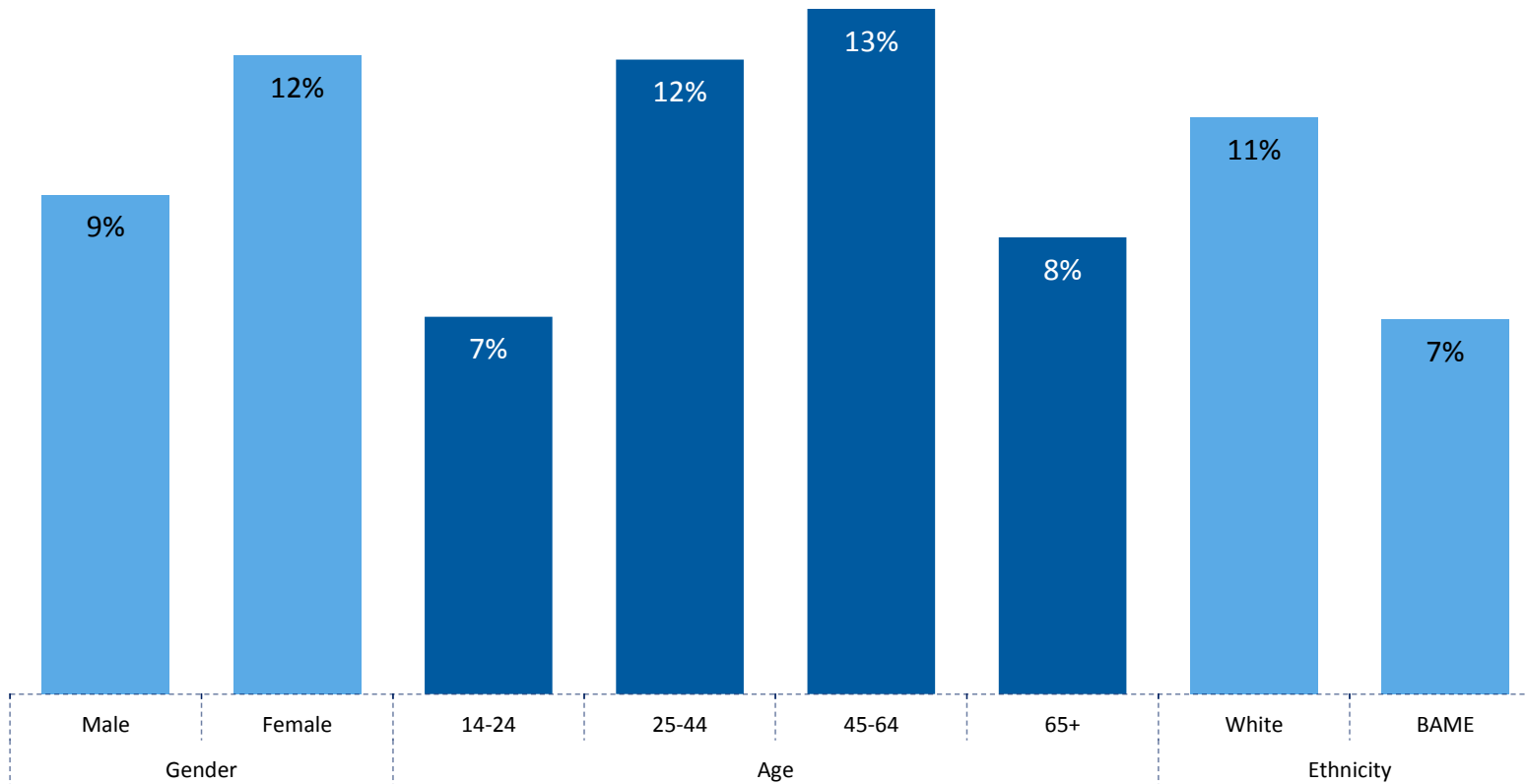
LPA Comparisons - % that had been either a victim of a crime, witness to a crime or other



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 14-24 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



SMSR
RESEARCH

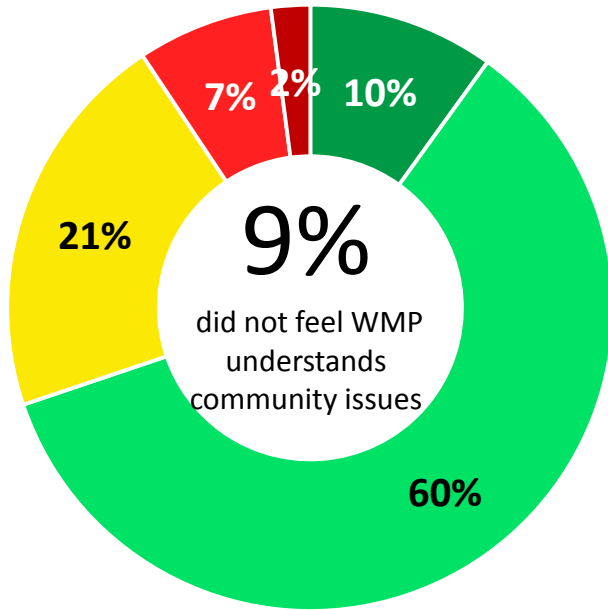


Section Four Effectiveness



Seven out of every ten felt WMP understands issues in their community

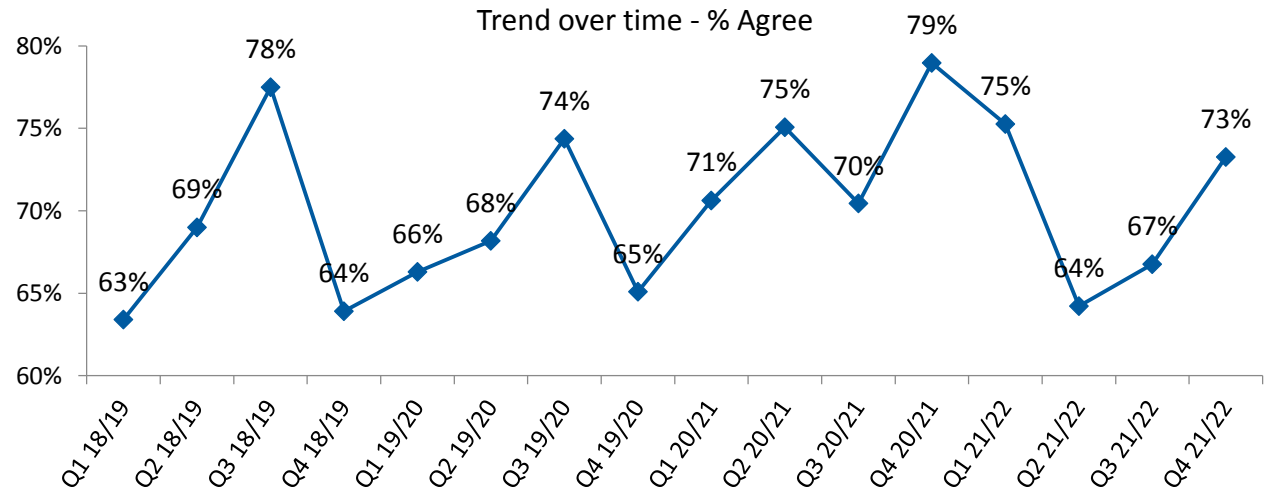
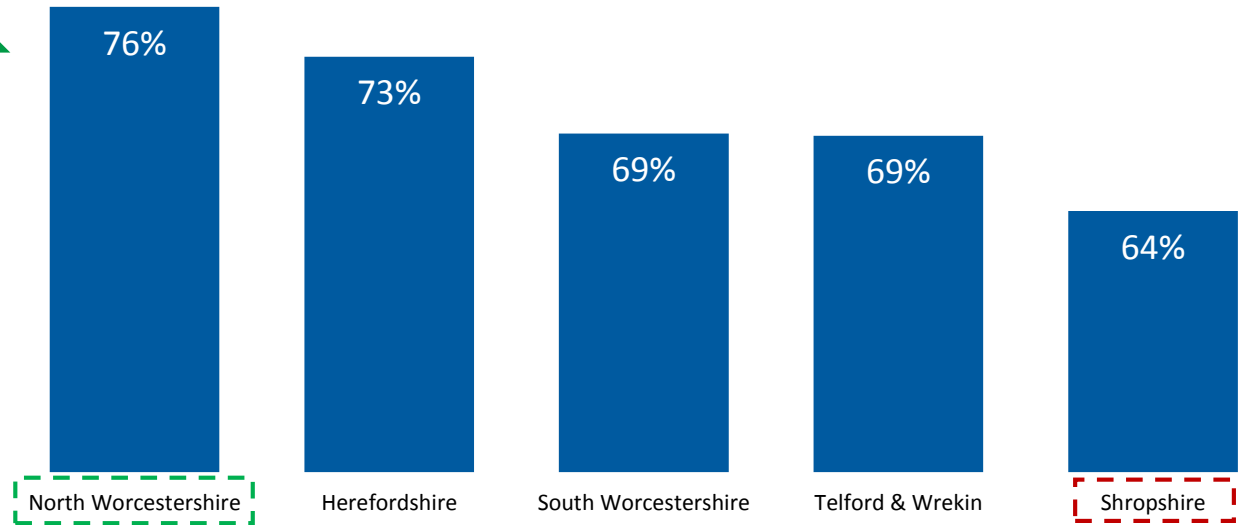
LPA Comparisons - % strongly / tend to agree



67%
CSEW MSG
Average -
Net Agree

3%

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



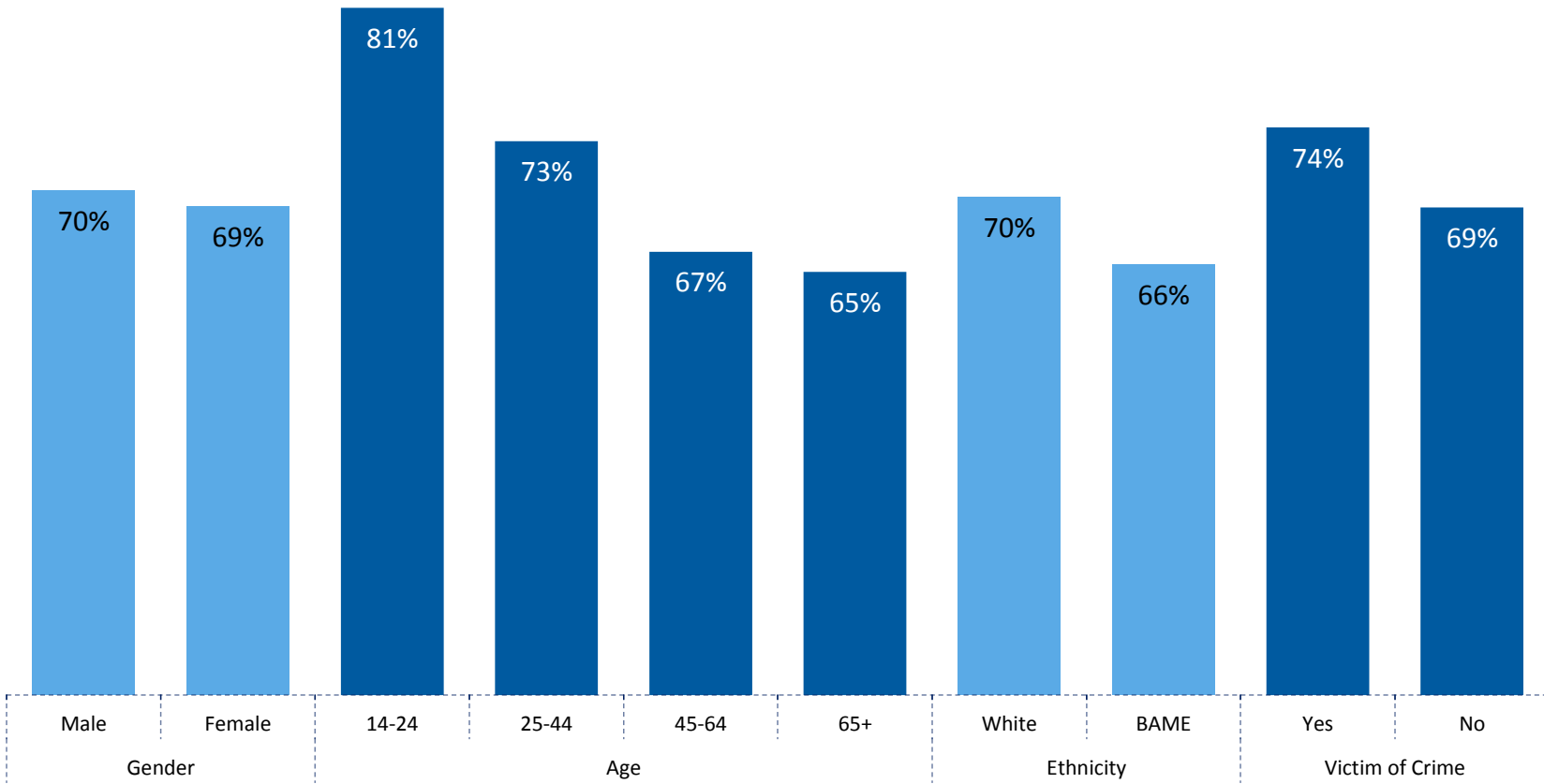
Seven out of every ten felt WMP understands issues in their community

Demographic Comparisons - % strongly / tend to agree



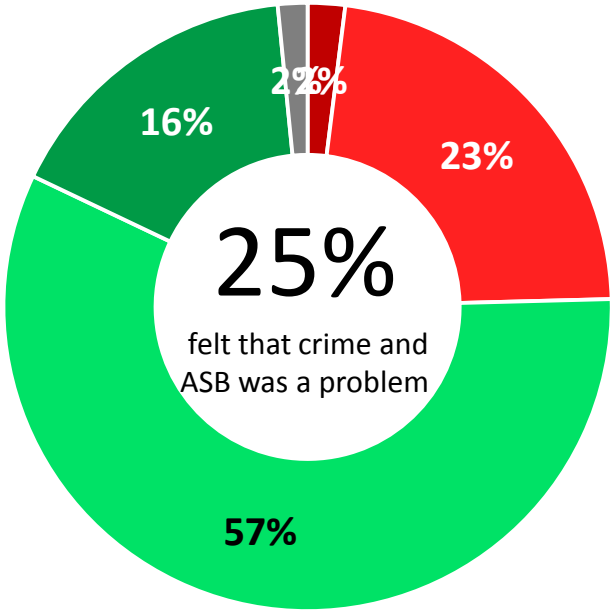
Key Insights

- Residents aged 14-24 most likely to agree, with agreement declining the older the respondent was
- Victims of crime more likely to agree when compared those that had not been a victim of crime
- Residents in Shropshire least likely to agree the police understands community issues
- Residents in North Worcestershire most likely to agree the police understands community issues



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

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

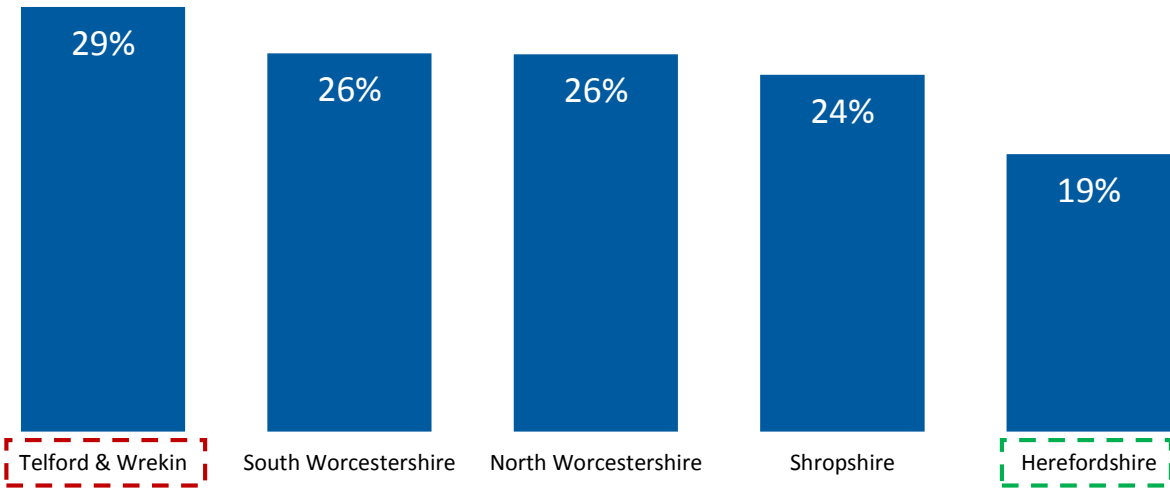


56%
PPPEW -
Not much / Not a
problem

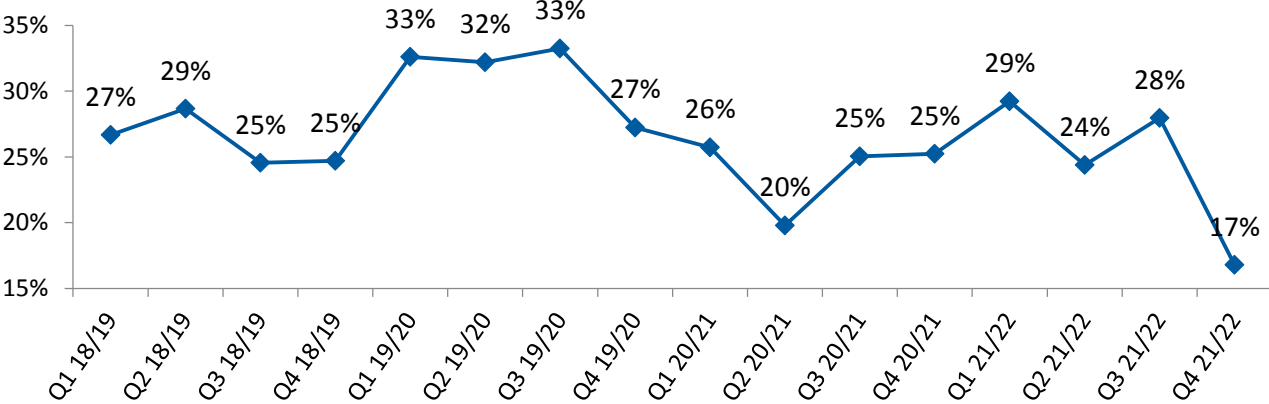
↑ 18%

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

LPA Comparisons - % very / quite a big problem

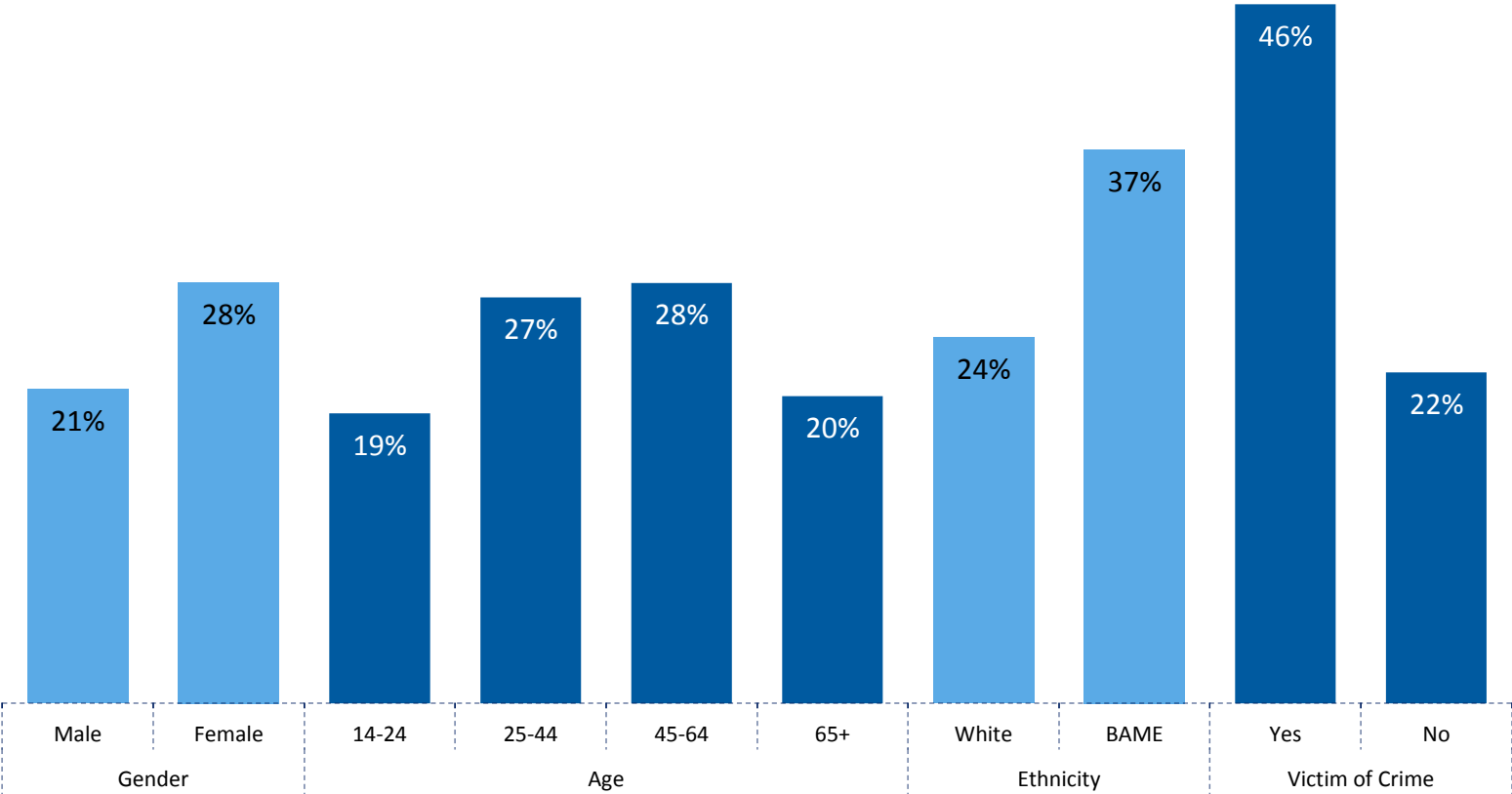


Trend over time - % A very / quite a big problem



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

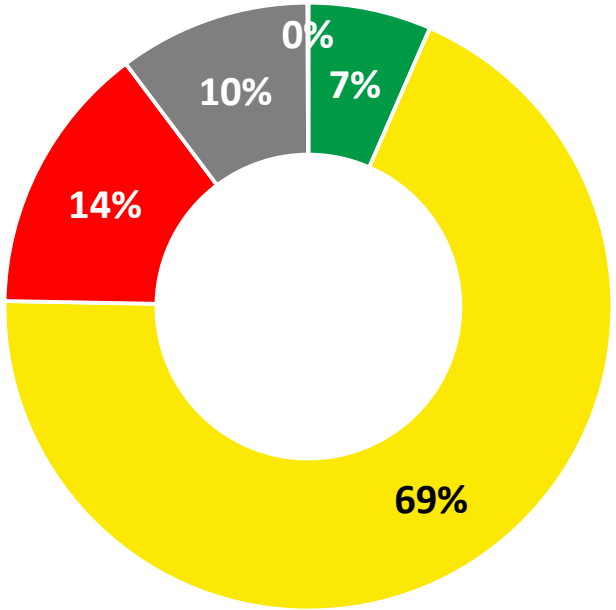
Females more likely to say crime and ASB a problem than males

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

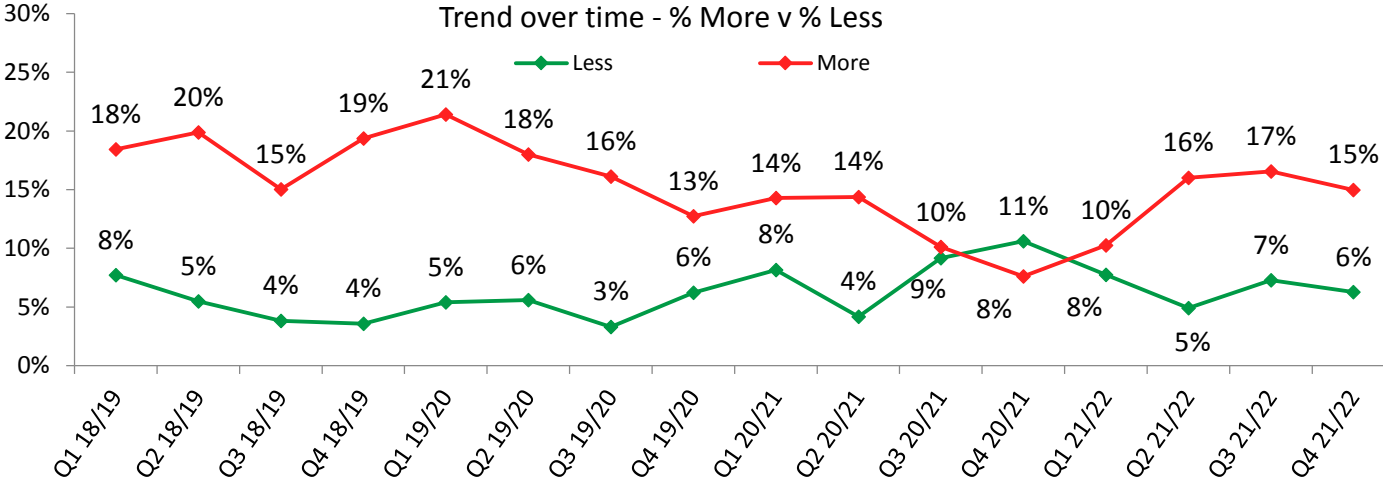
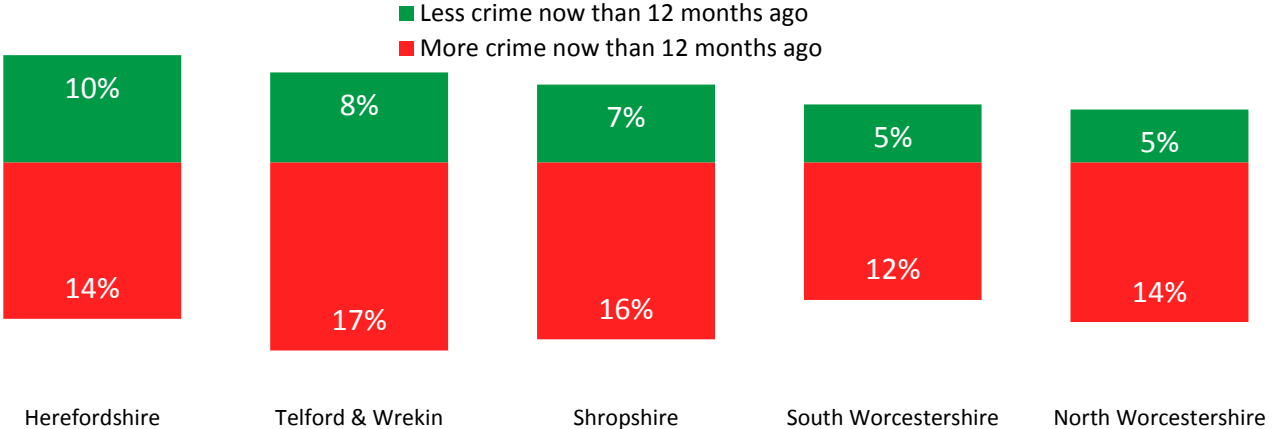
Decrease of 11% from the previous quarter that felt crime and ASB was a problem

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



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

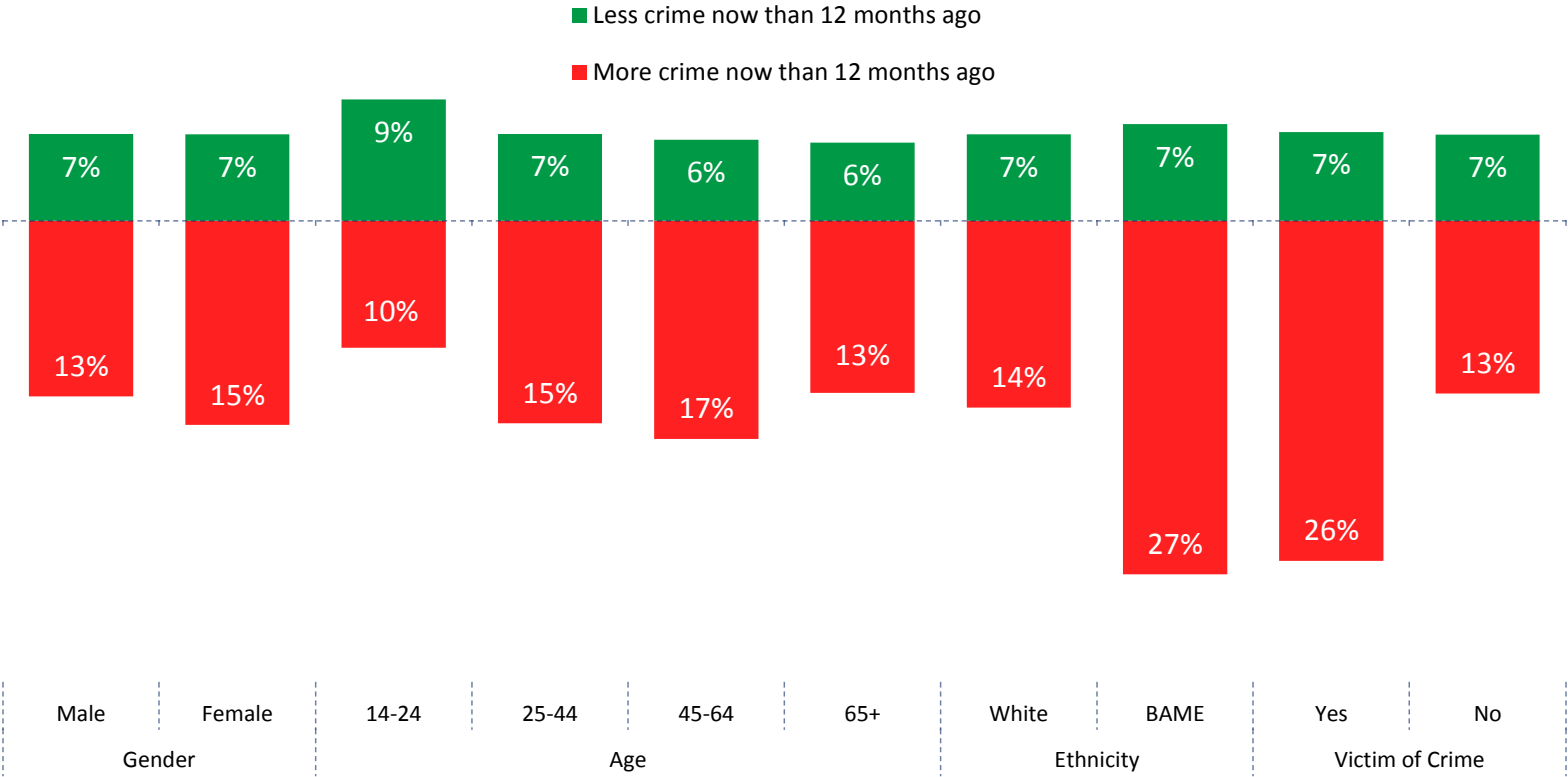
LPA Comparisons - % more crime v % less crime



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 – over 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

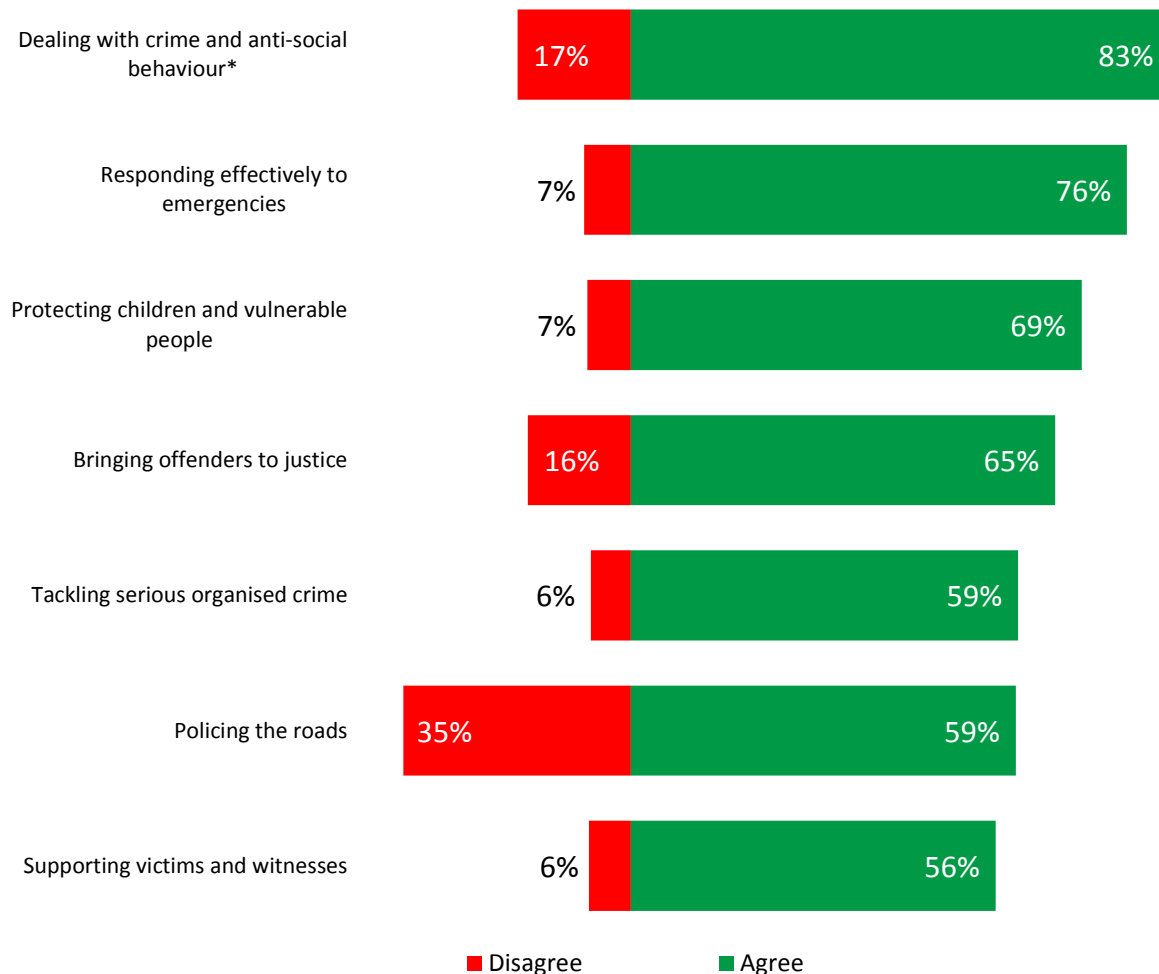
BAME respondents more inclined than white respondents to feel that crime and ASB has increased

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

Residents of Telford & Wrekin more incline to feel there has been an increase in crime and ASB

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

↑ 28%



Key Insights

A quarter 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?



SMSR
RESEARCH

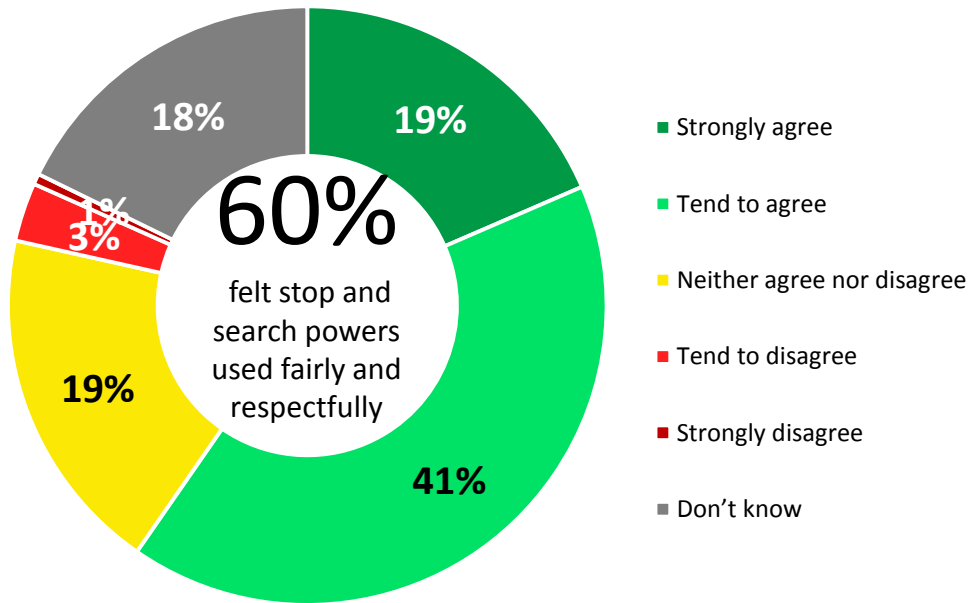


Section Five

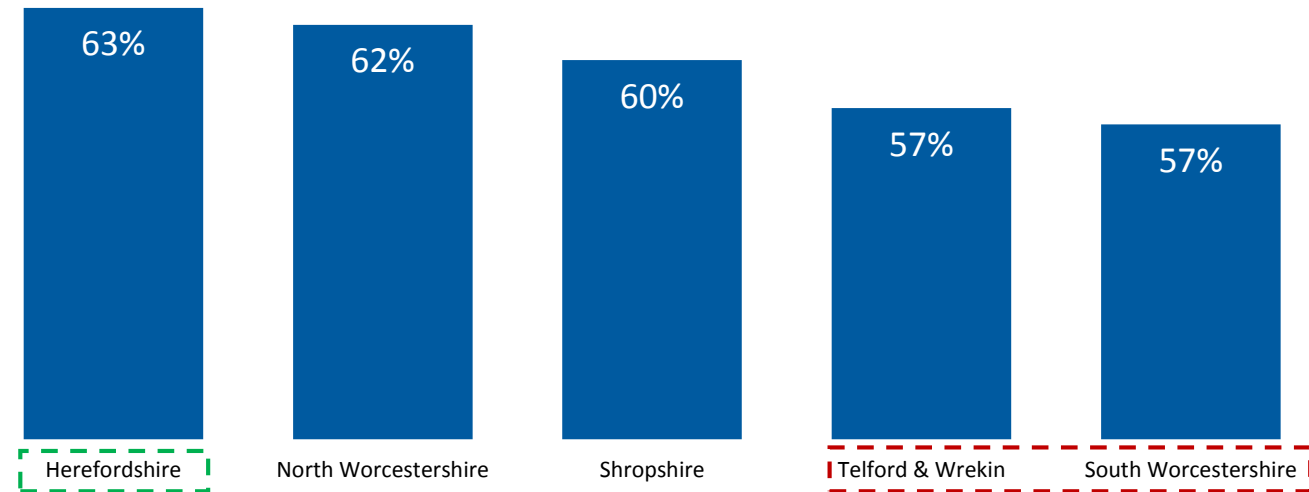
Trust / Integrity



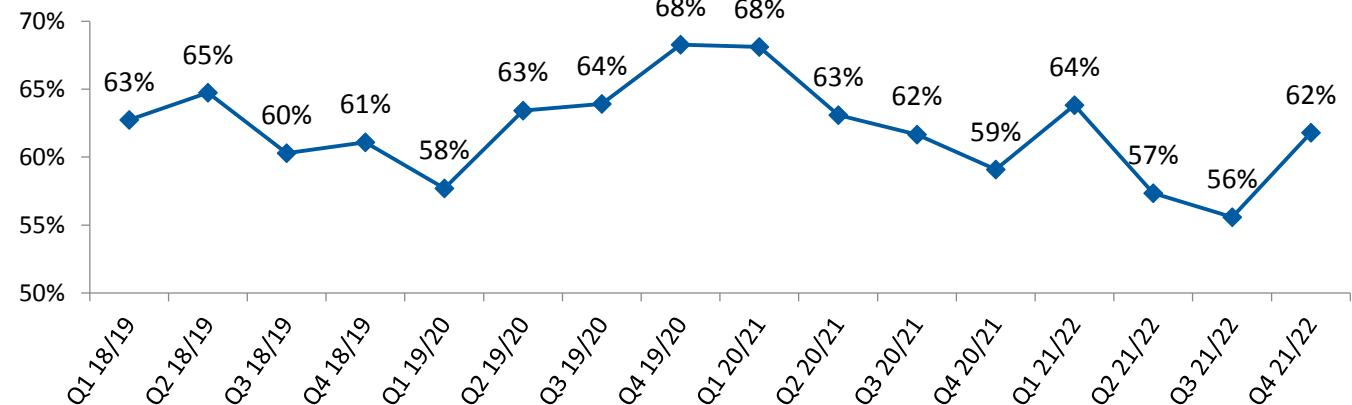
Three-fifths confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree



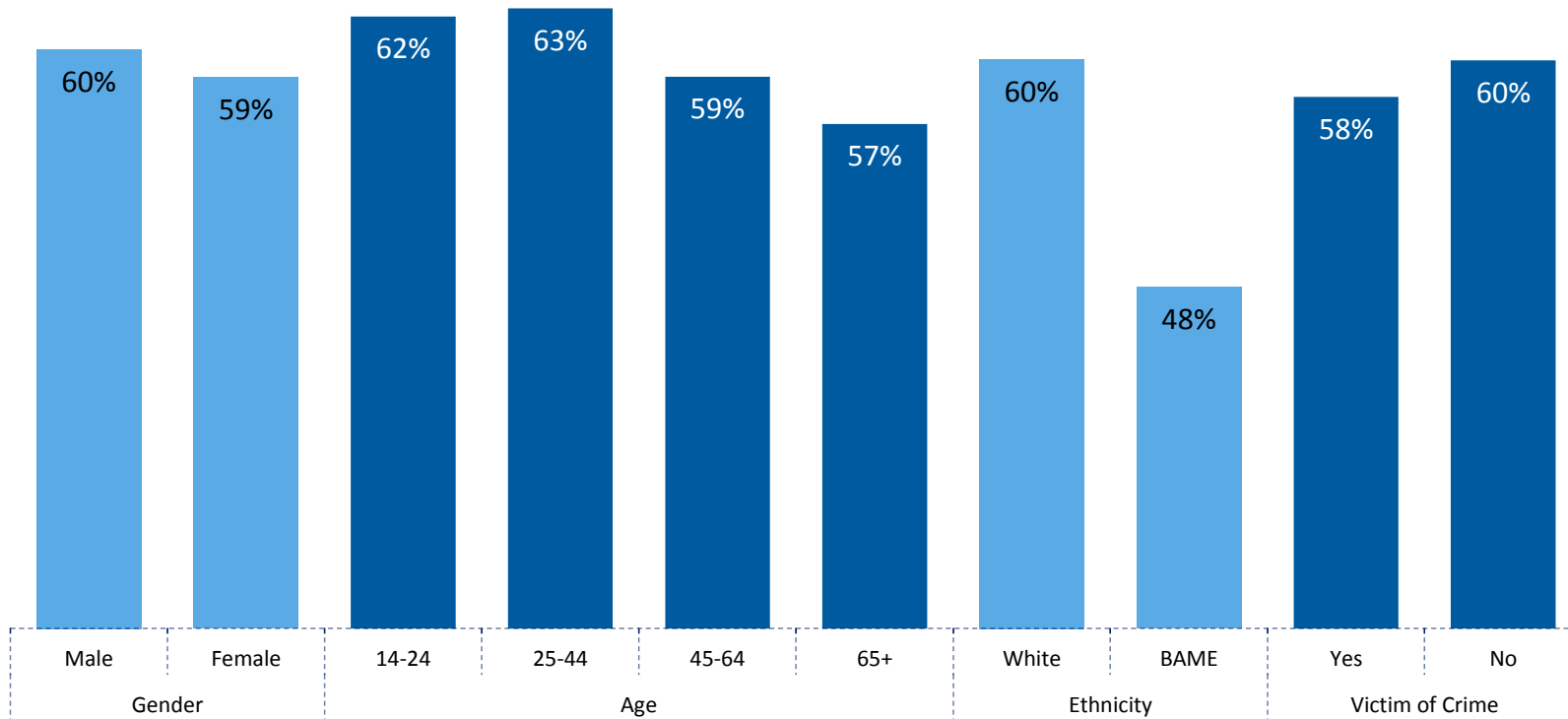
Trend over time - % Agree



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

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

Demographic Comparisons - % strongly / tend to agree



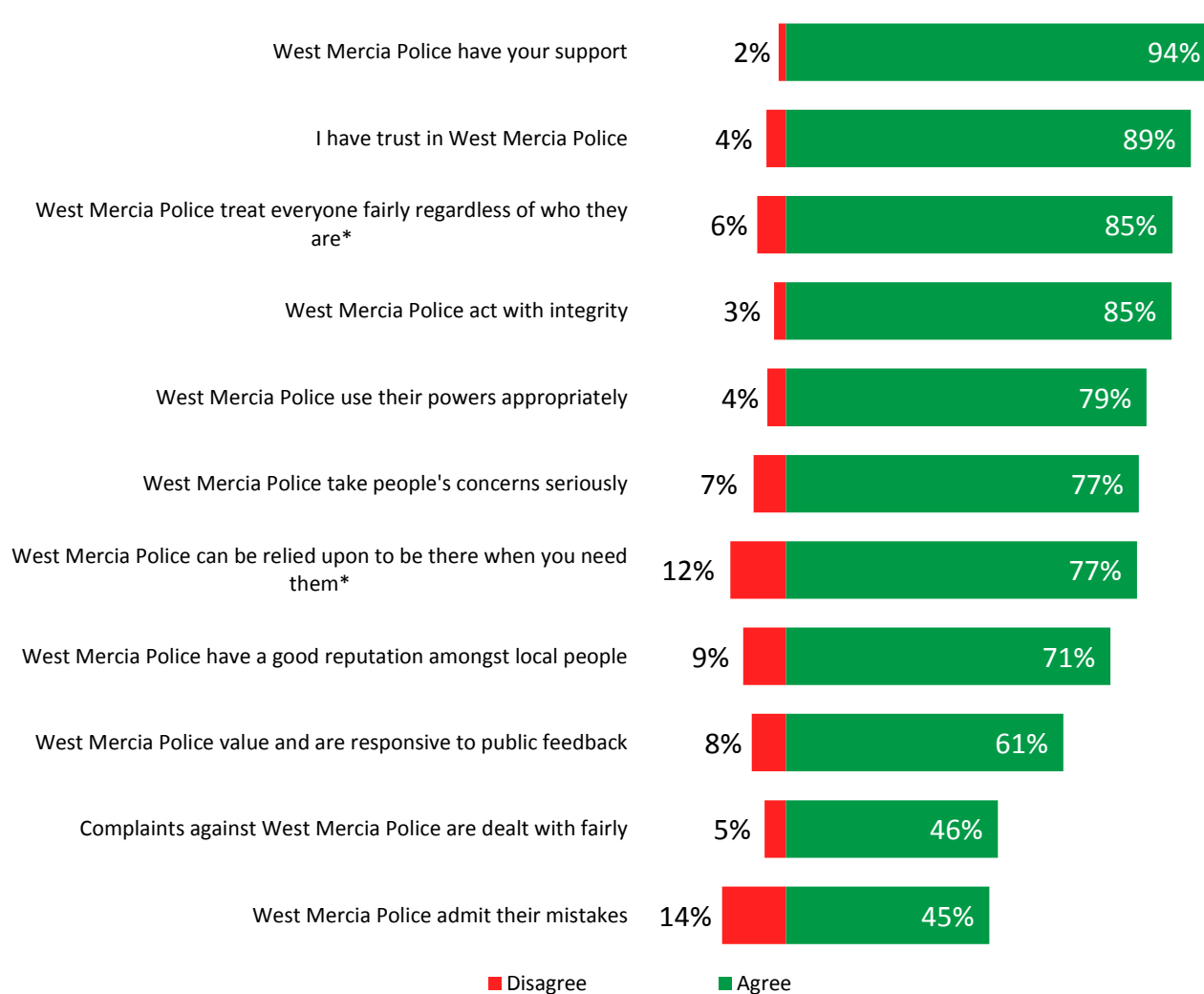
Key Insights

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

Those aged 14-24 and 25-44 more likely to feel confident the police use their stop and search power fairly and respectfully

Residents in South Worcestershire and Telford & Wrekin least likely to feel WMP use stop and search powers fairly and respectfully, those in Herefordshire most likely

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



69%
CSEW MSG
Average –
Treat
everyone
fairly

↑ 16%

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

↑ 20%

Key Insights

Over 9 out of every 10 residents say that WMP have their support

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

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

Less than half felt complaints against WMP are dealt with fairly and that WMP admit their mistakes



SMSR
RESEARCH

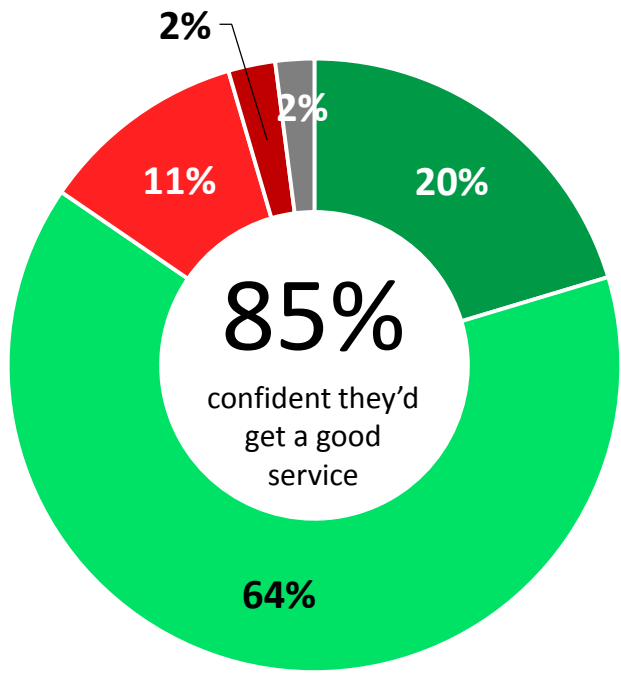


Section Six

Confidence in West Mercia Police

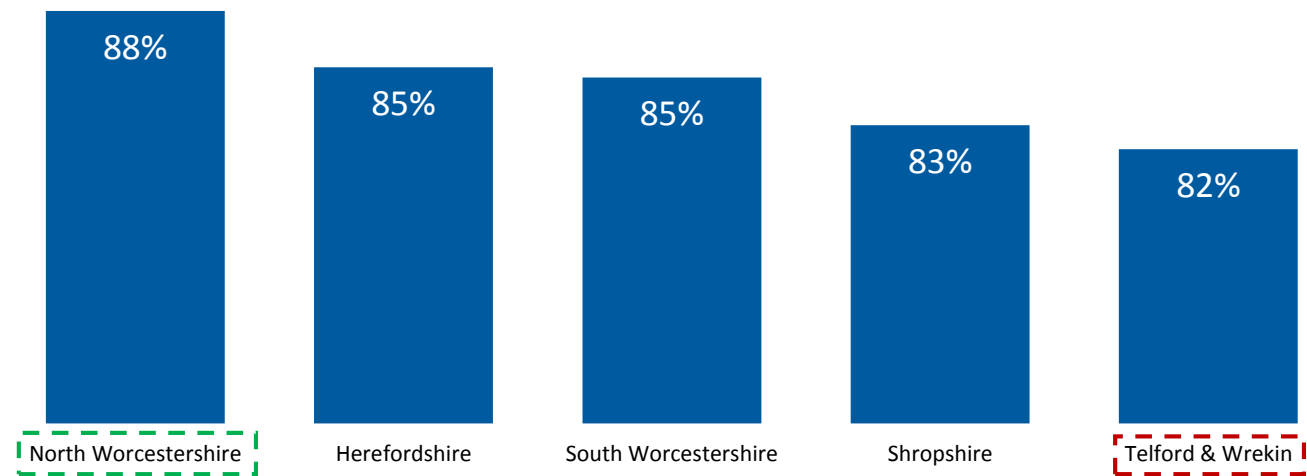


Just under 9 out of 10 confident they would receive a good service from WMP

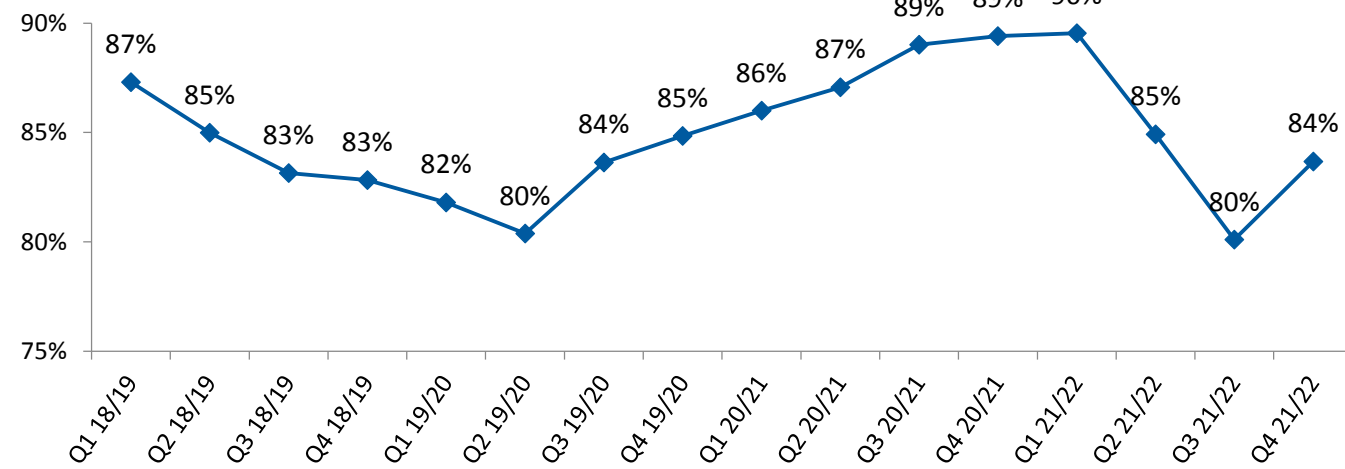


- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

LPA Comparisons - % very / fairly confident



Trend over time - % Confident



Q19 If you were to report a crime or incident in the future, how confident are you that you would receive a good service from West Mercia Police?

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



Key Insights

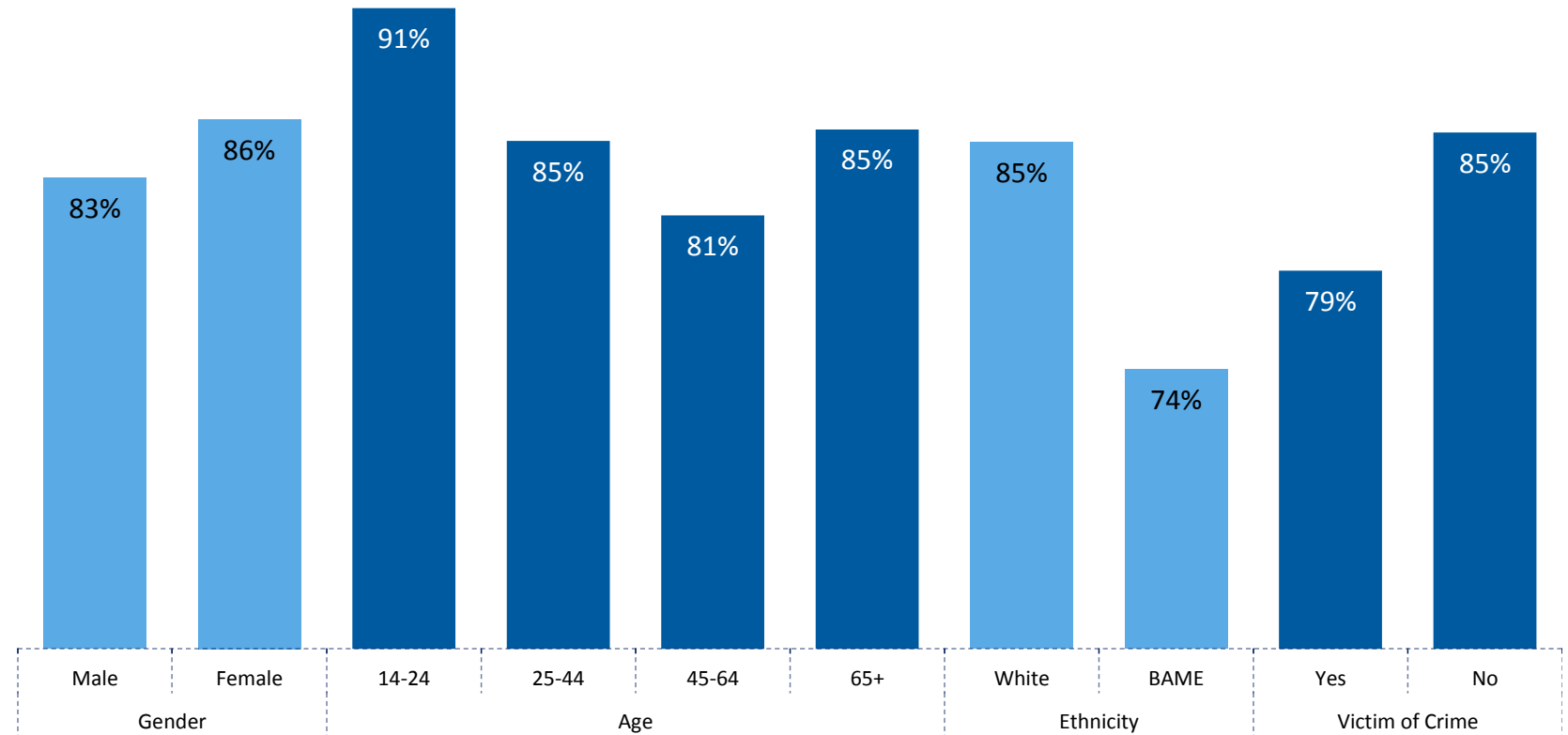
Confidence has increased 4% from the previous quarter

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

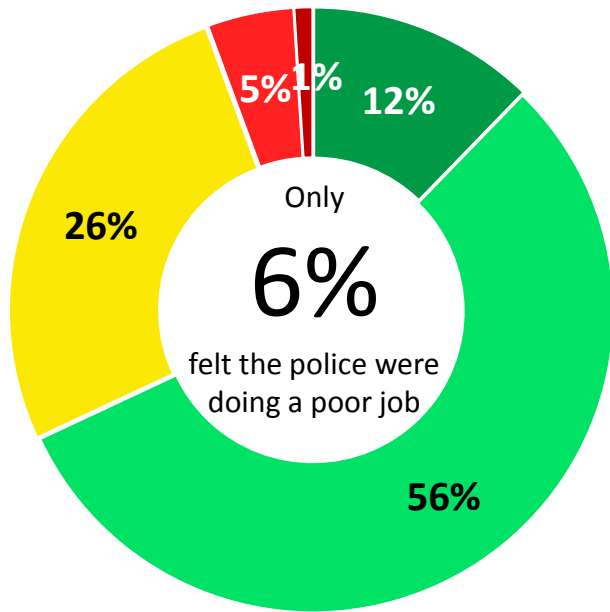
BAME respondents and victims of crime were less confident in receiving a good service

Residents in North Worcestershire most confident they would receive a good service, those in Telford & Wrekin least confident

Demographic Comparisons - % very / fairly confident



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

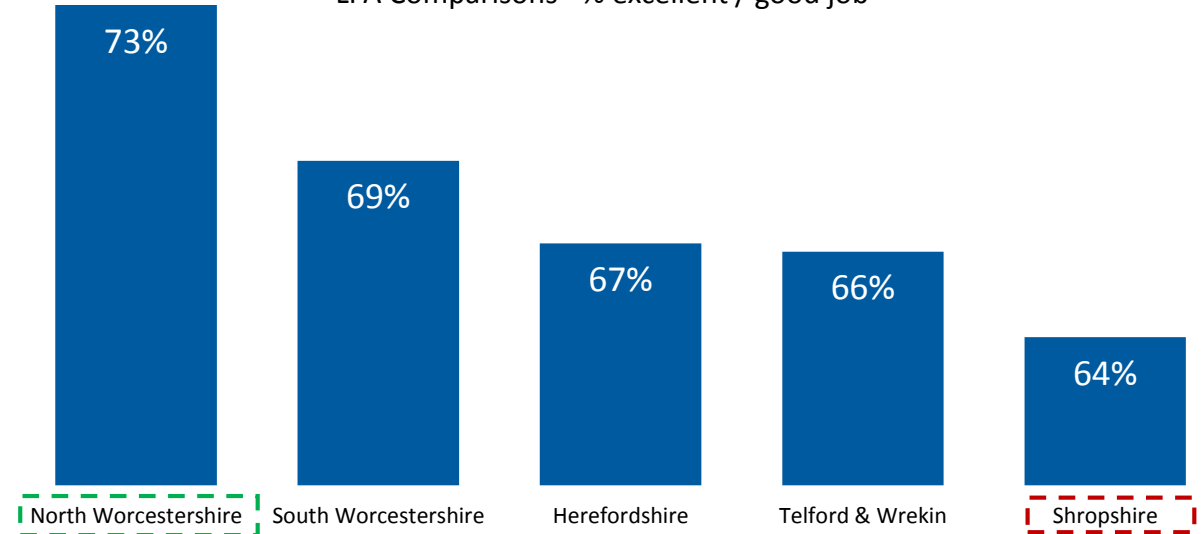


59%
CSEW MSG Average –
Excellent / Good job

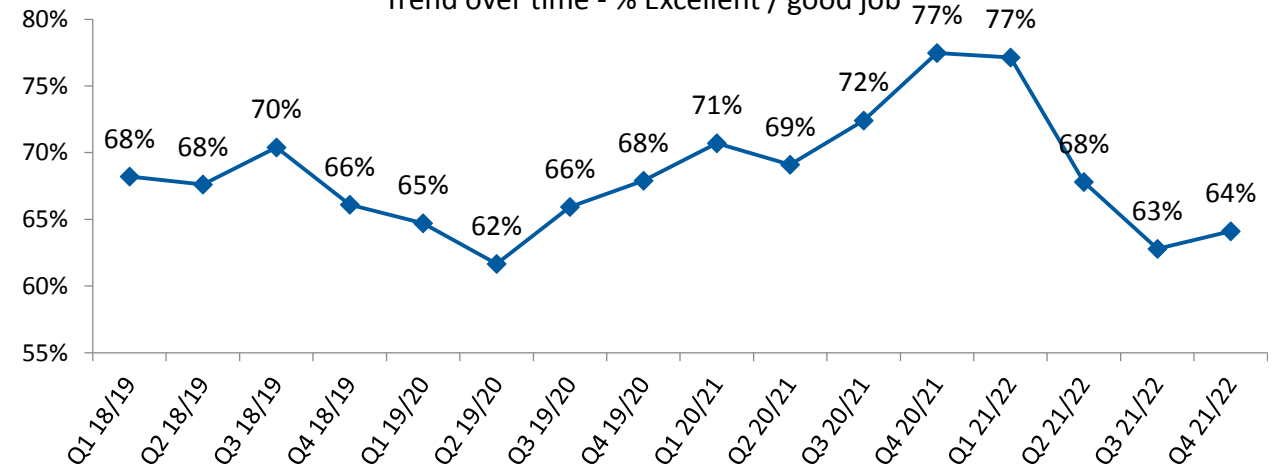
9%

- 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



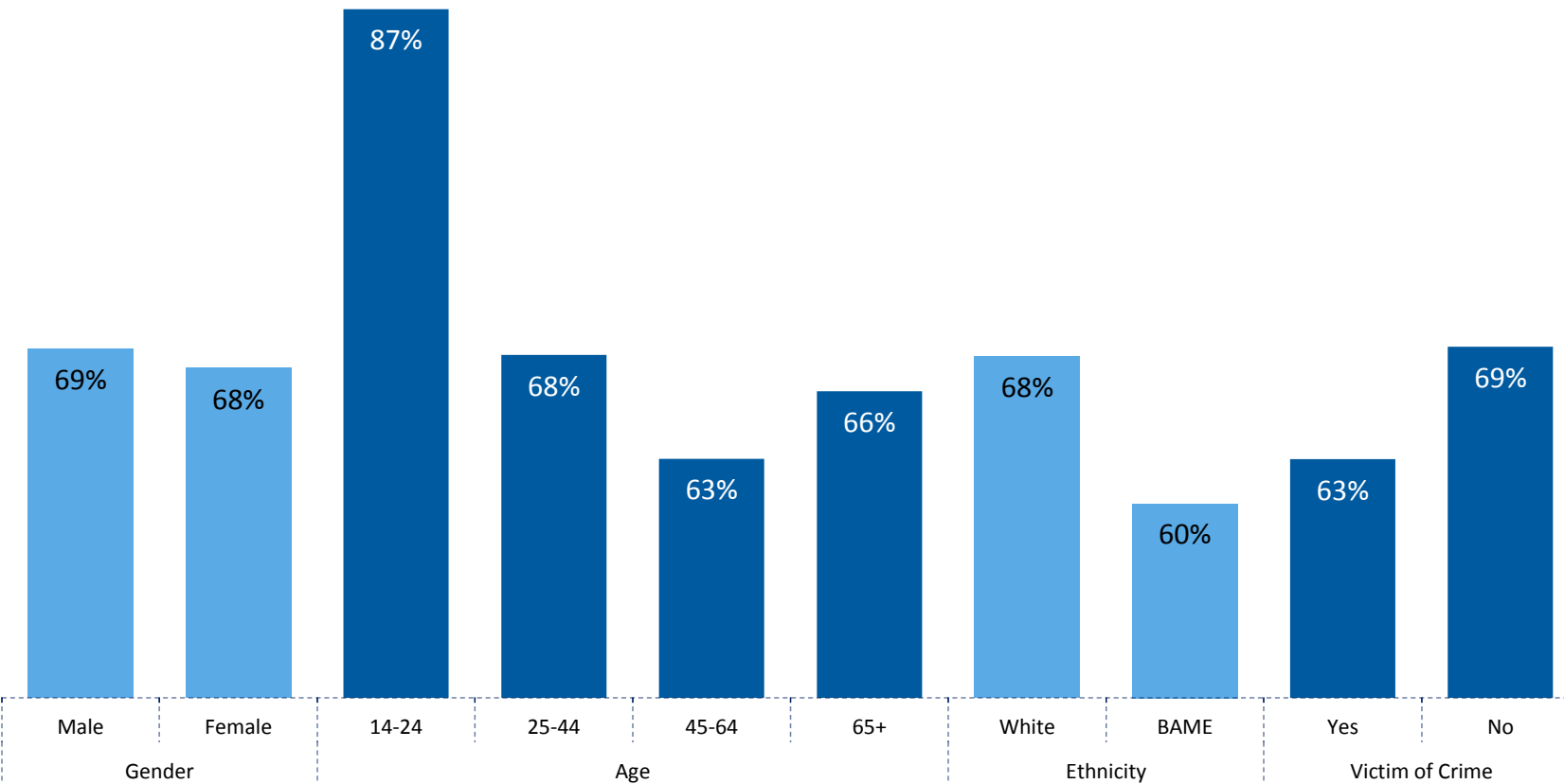
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*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?

Over two-thirds 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

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

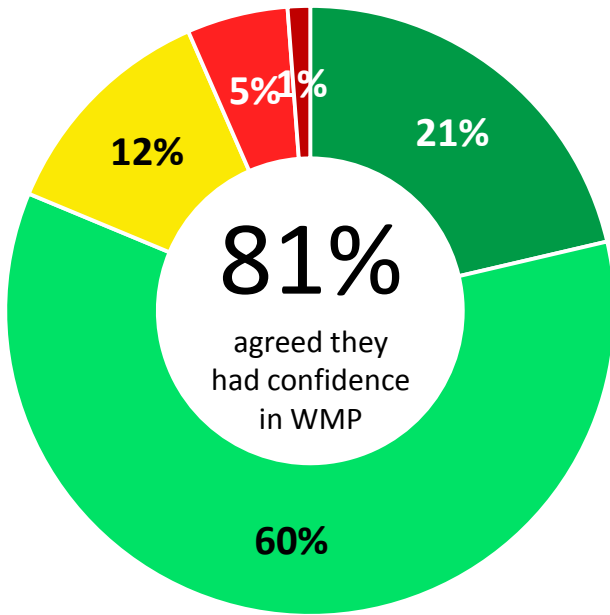
Residents in Shropshire least likely to say WMP were doing an excellent or good job

Those in North Worcestershire were the most likely to say WMP were doing either an excellent or 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

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

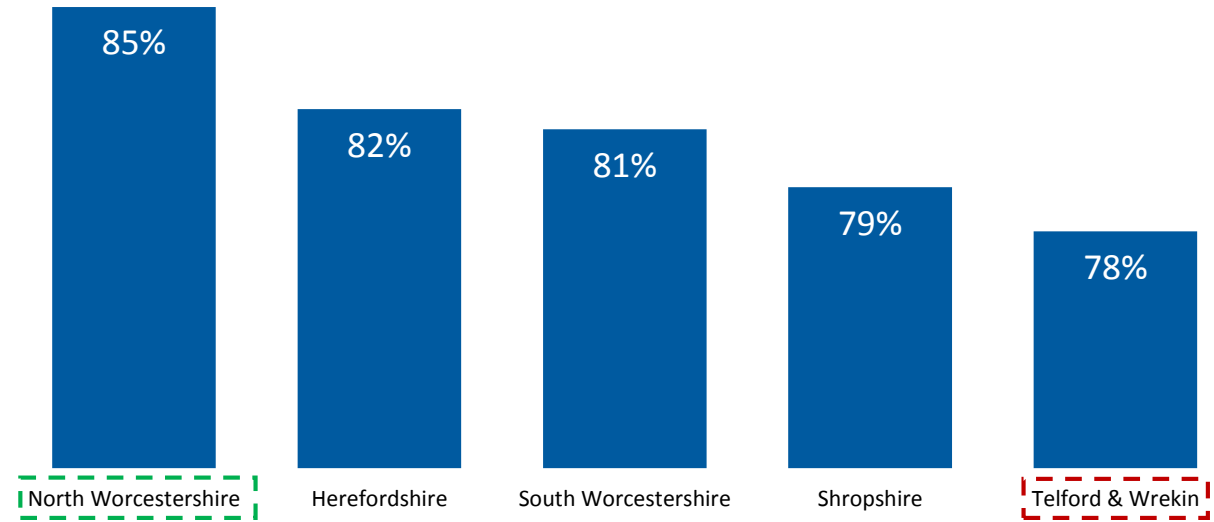


77%
CSEW MSG Average – Net Agree

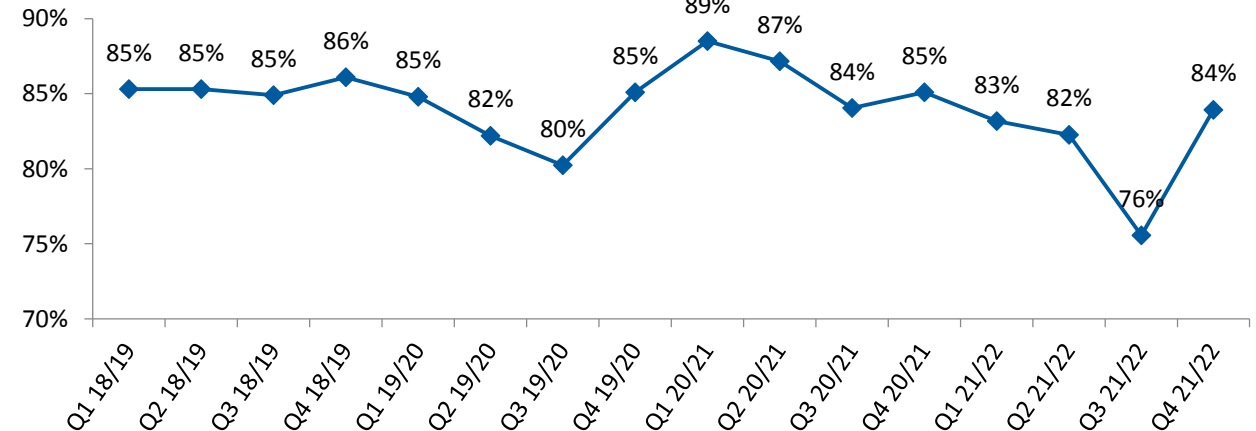
4% ↑

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

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



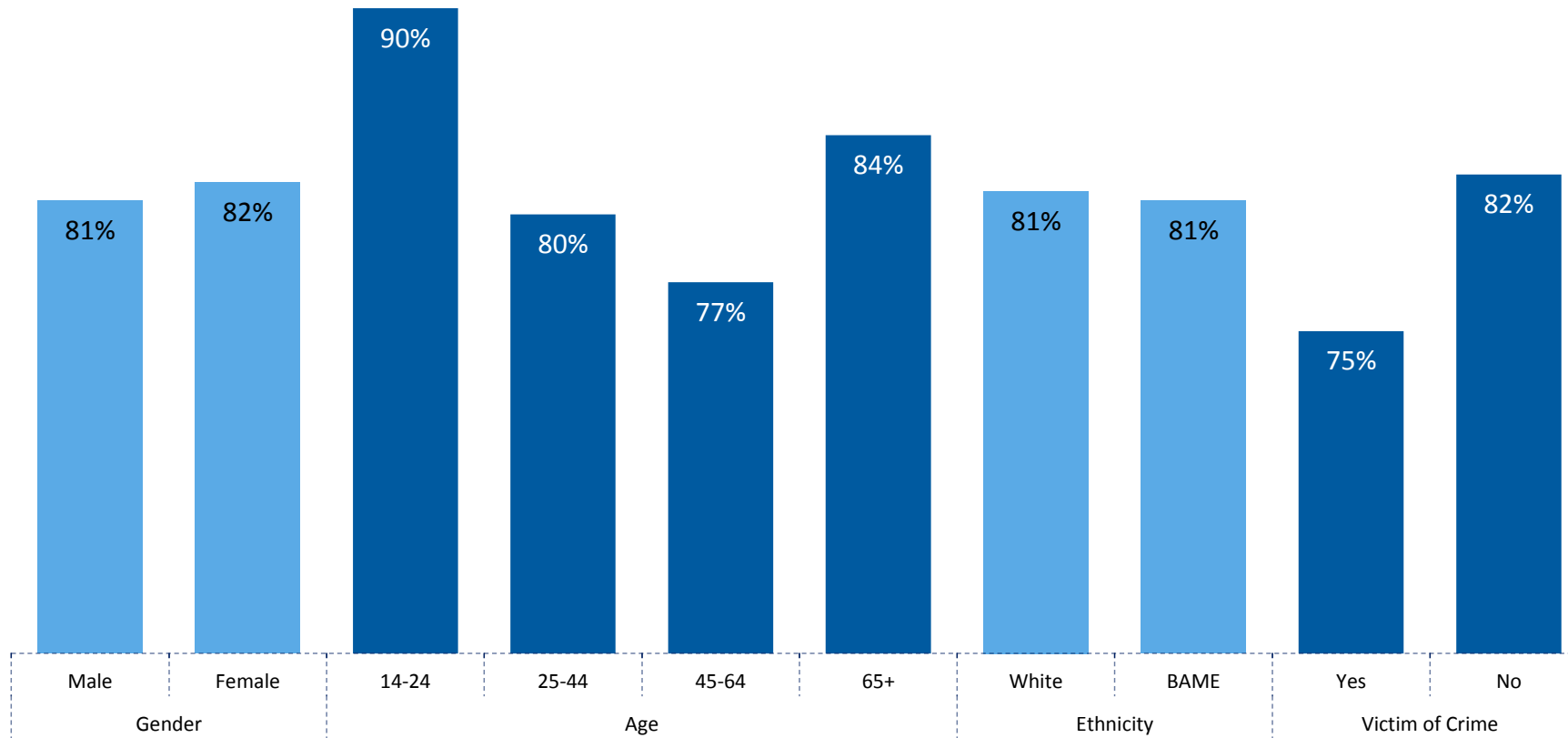
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

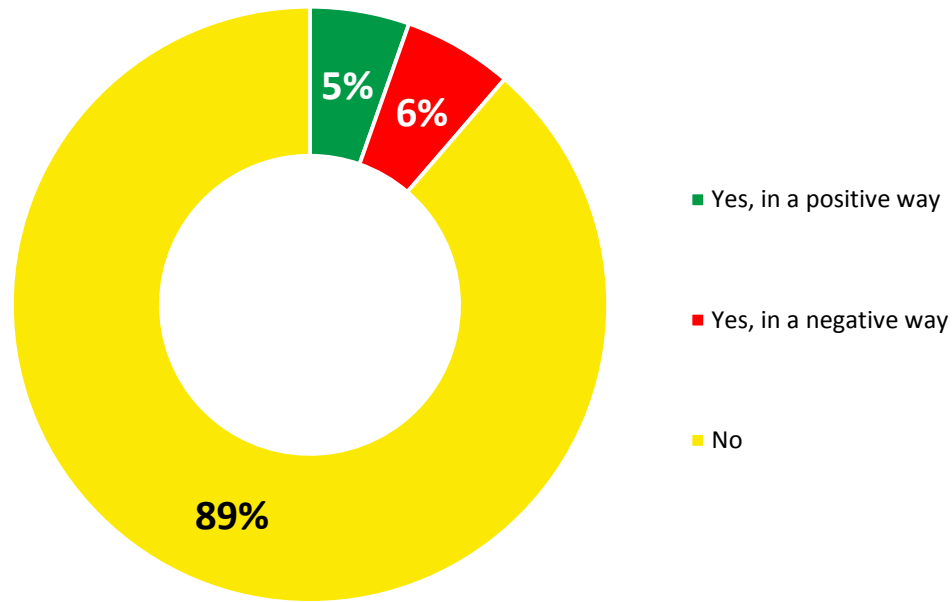
Victims of crime less likely be confident in WMP

Residents of North Worcestershire more likely to have confidence in WMP - those in Telford & Wrekin less likely to have confidence

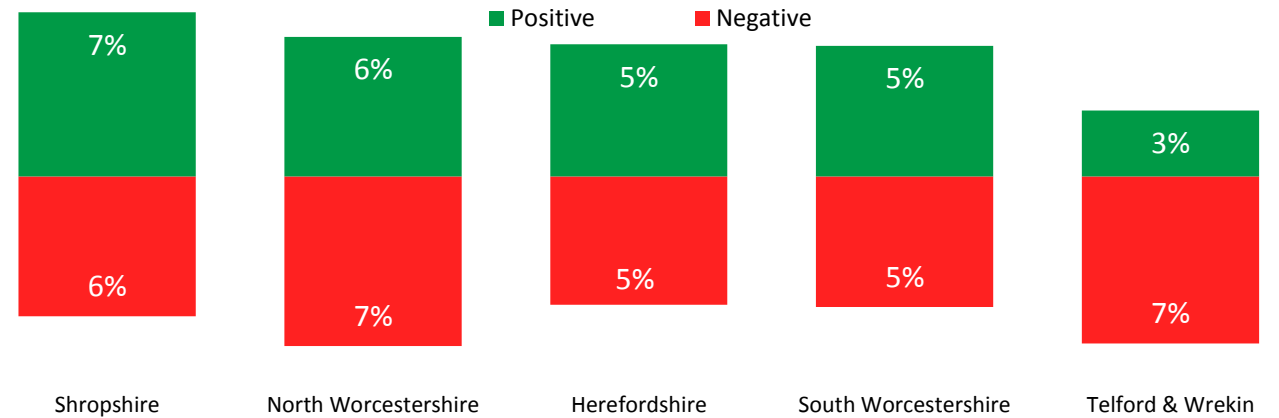
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

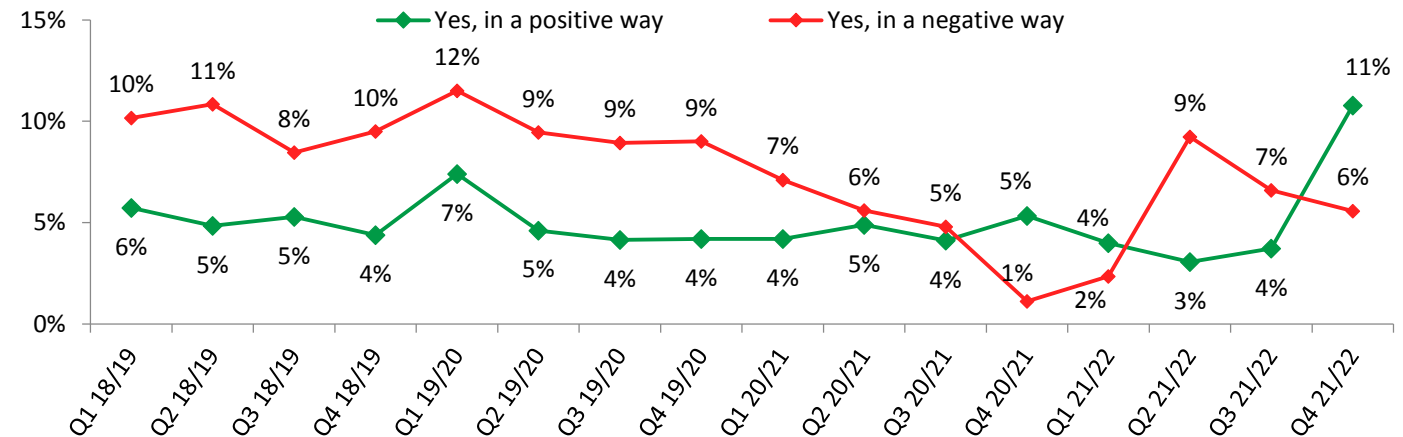
Less than a tenth have experienced an event that negatively affected their confidence in the police



LPA Comparisons - % positive event % negative event

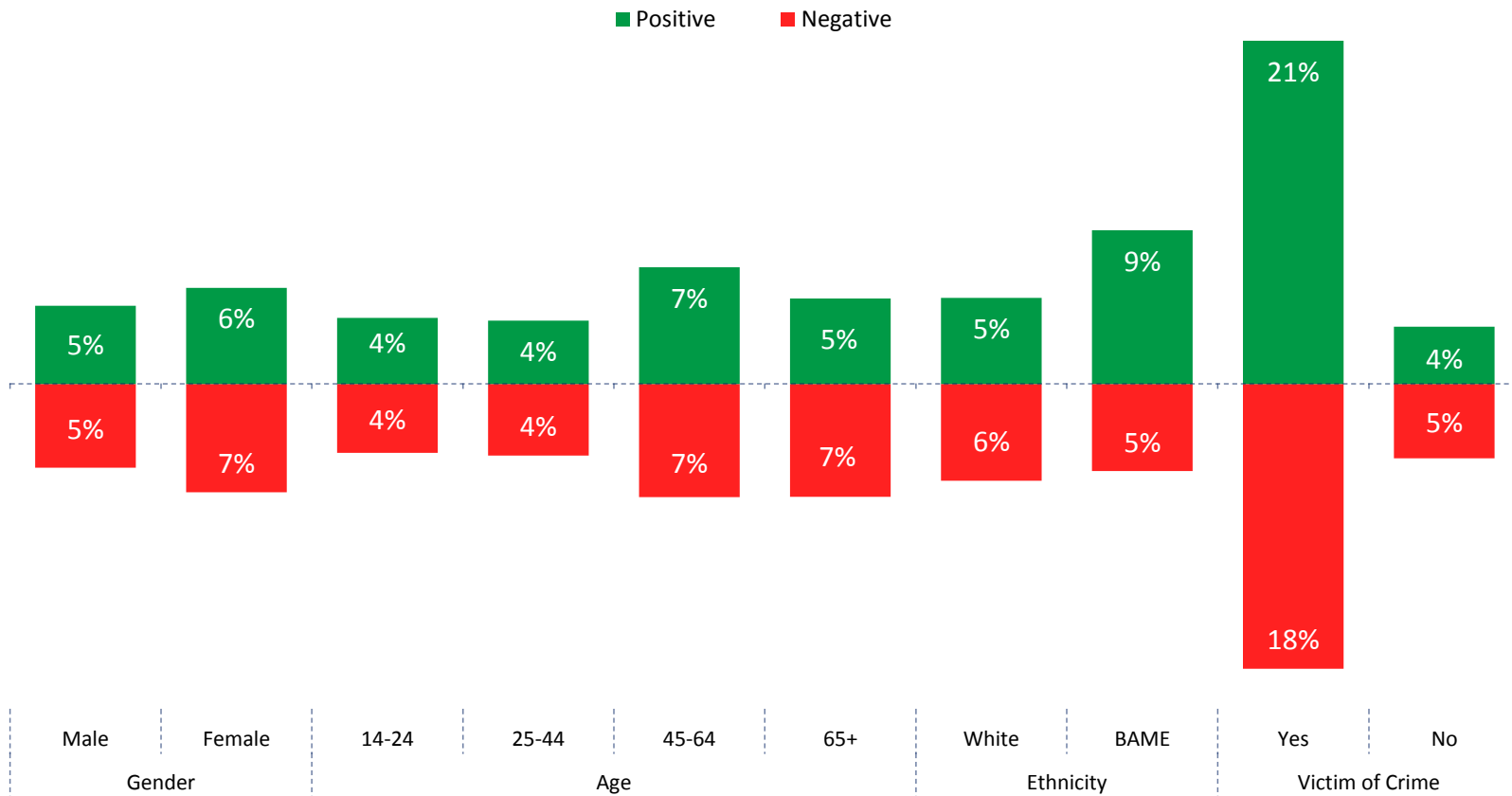


Trend over time - % Negative v % Positive



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

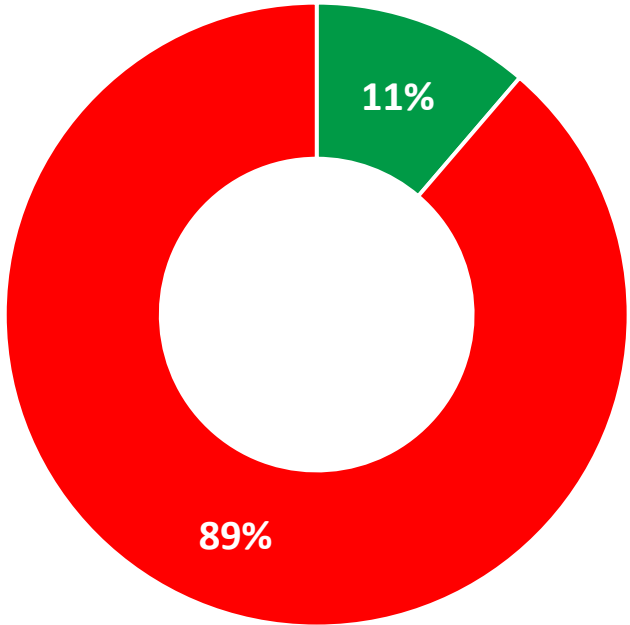
Victims of crime were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

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

Residents in Telford & Wrekin and North Worcestershire 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

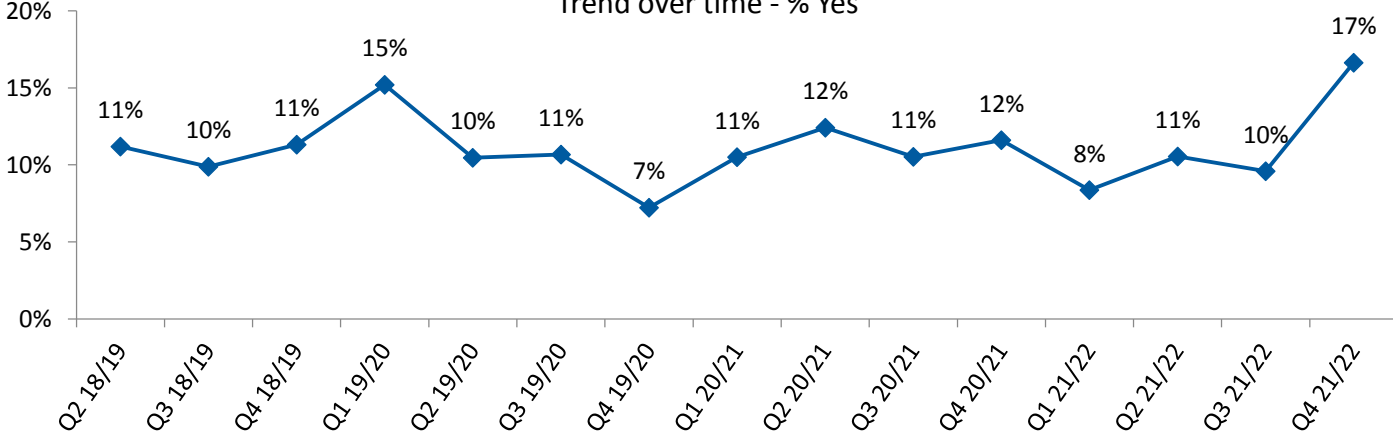
A tenth of respondents said they are aware of the Police and Crime Commissioner



LPA Comparisons - % aware of PCC

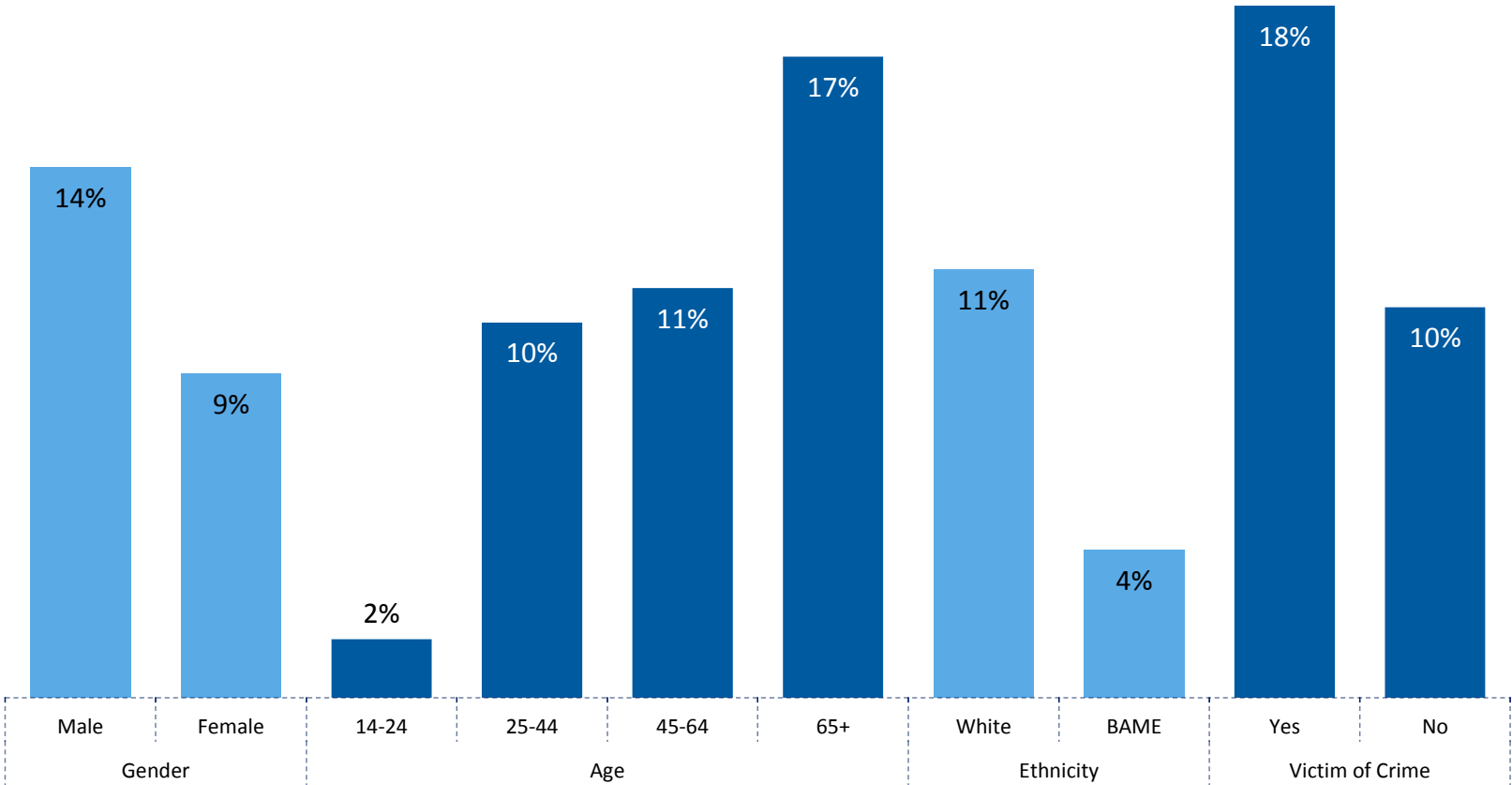


Trend over time - % Yes



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 South Worcestershire and North Worcestershire

Males more likely to be aware of the PCC compared to females

Awareness lower amongst BAME respondents when compared to White respondents

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

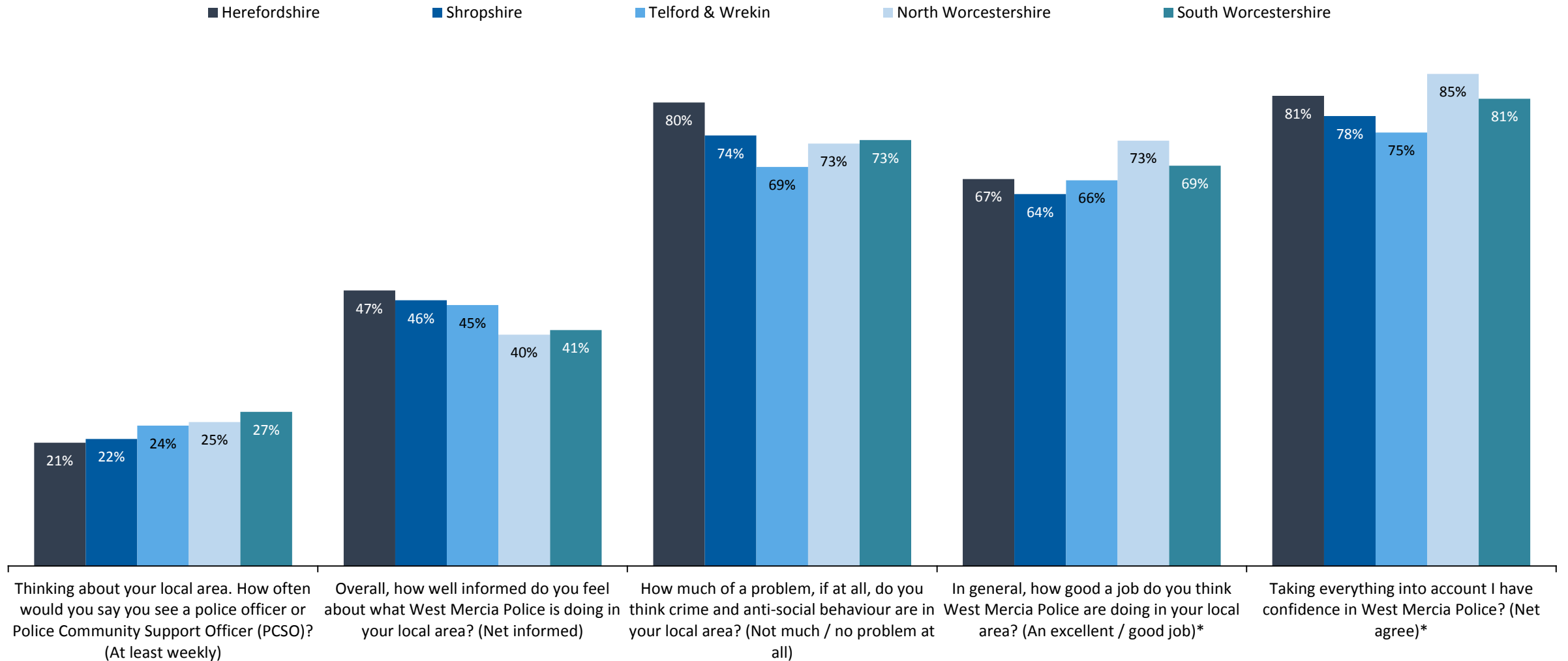


Section Seven

LPA & Victim Comparisons



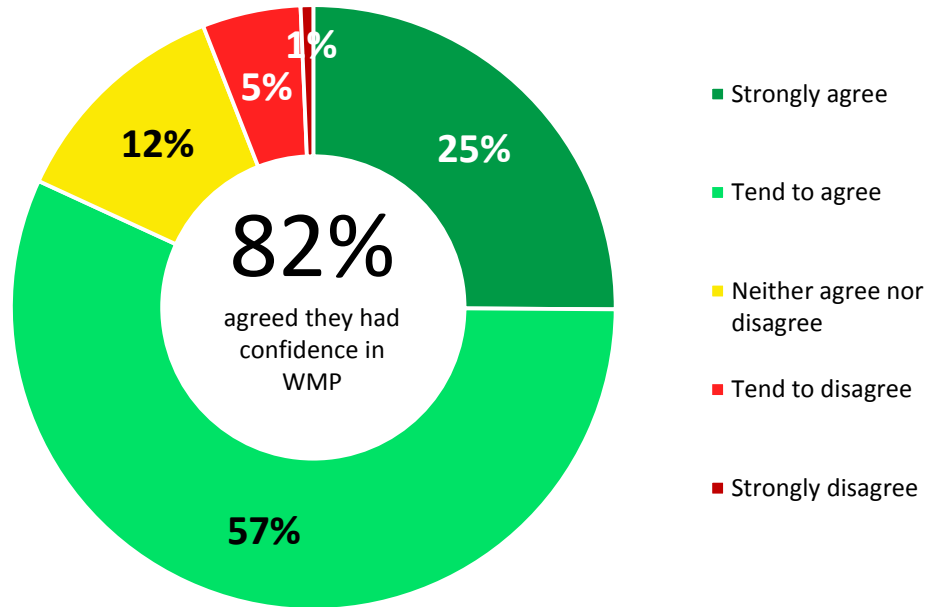
LPA Key Question Overview



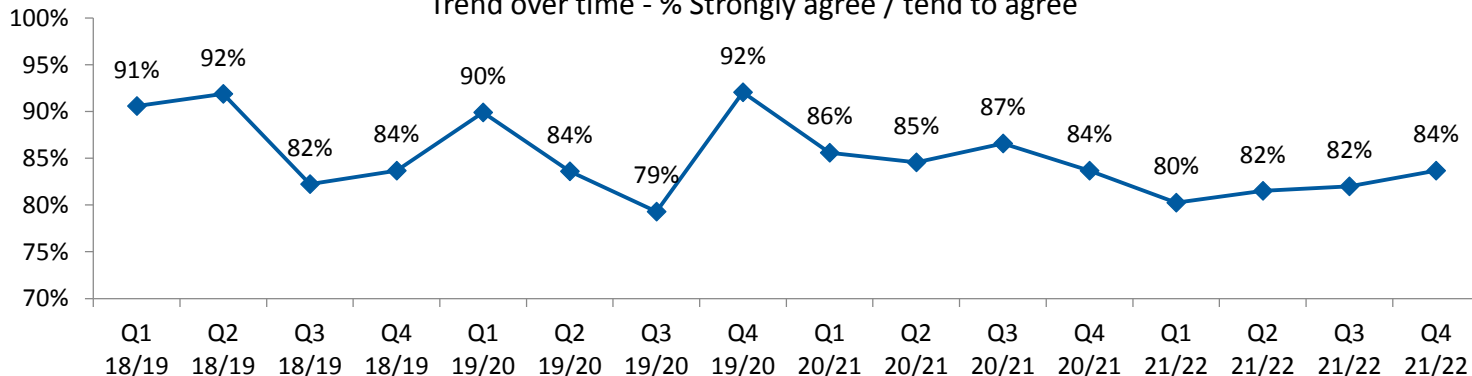
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Herefordshire

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



Trend over time - % Strongly agree / tend to agree



*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 (21%)

Most satisfied with the levels of policing in their local area (58% - joint with Shropshire and South Worcestershire)

Most likely to feel they could access the police in both an emergency (93%) and non-emergency (72%)

Most informed about what WMP are doing (47%)

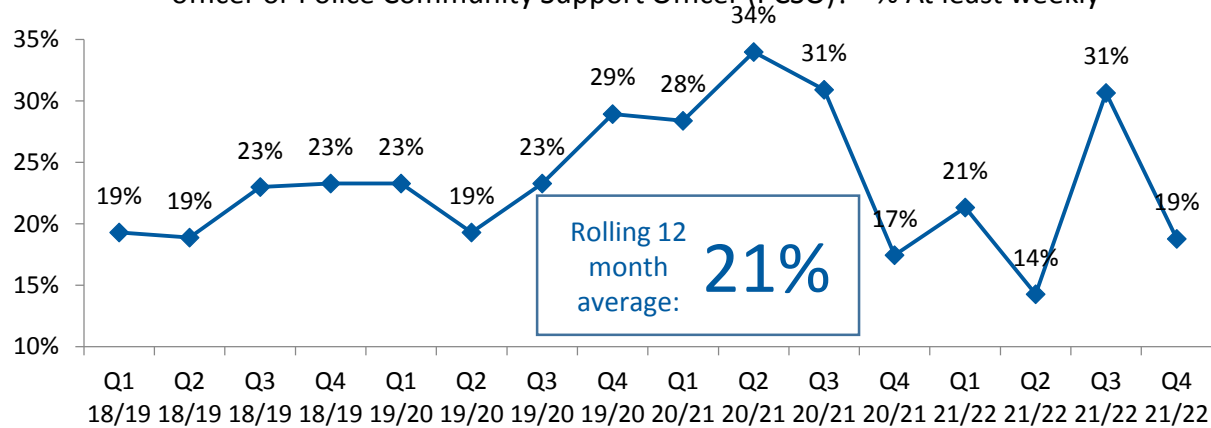
Least likely to have been a victim of crime over the past year (9%)

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

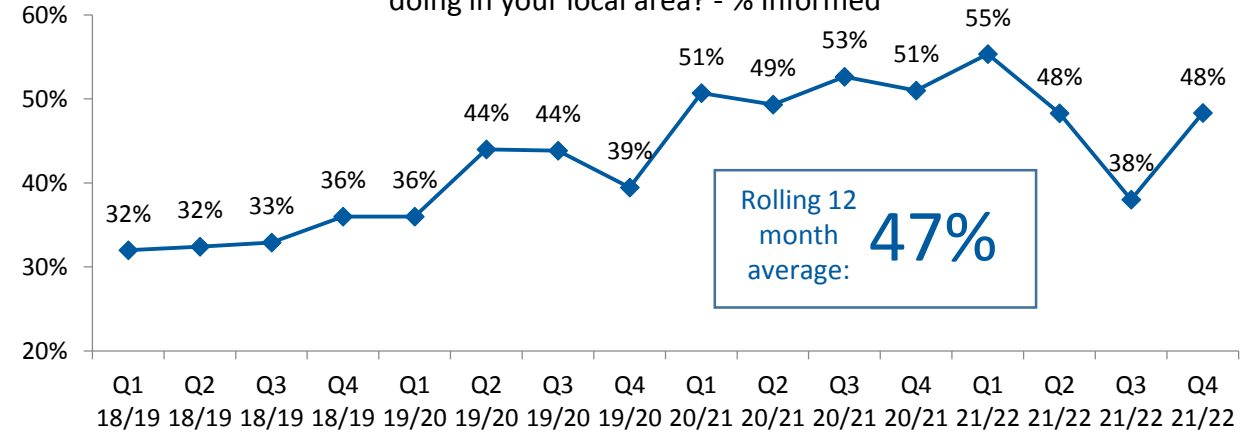
Highest awareness of the PCC (14%)

LPA Key Findings - Herefordshire

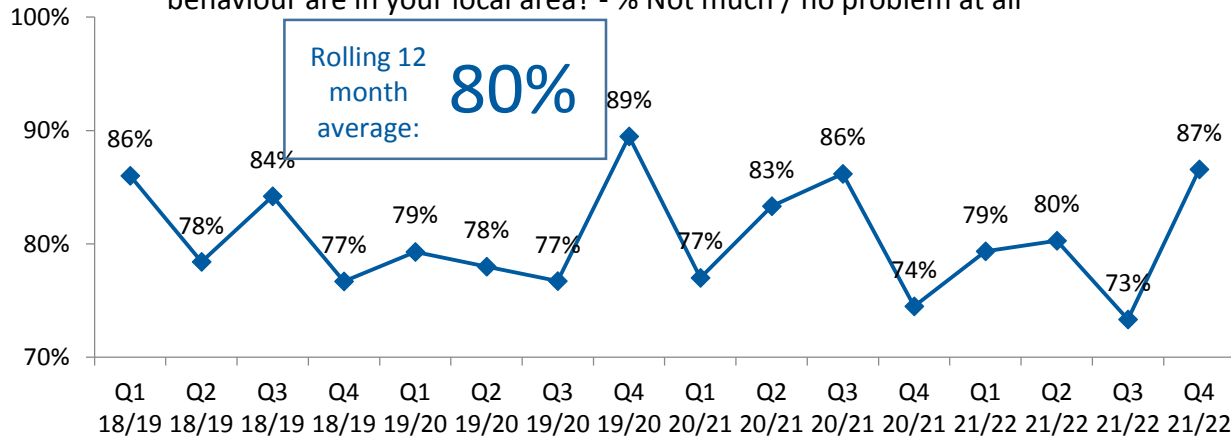
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



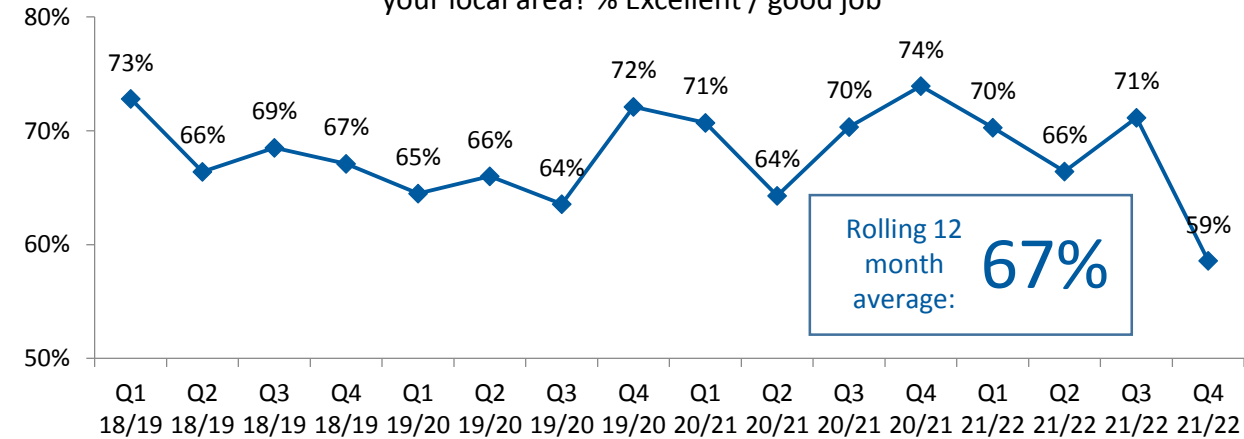
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



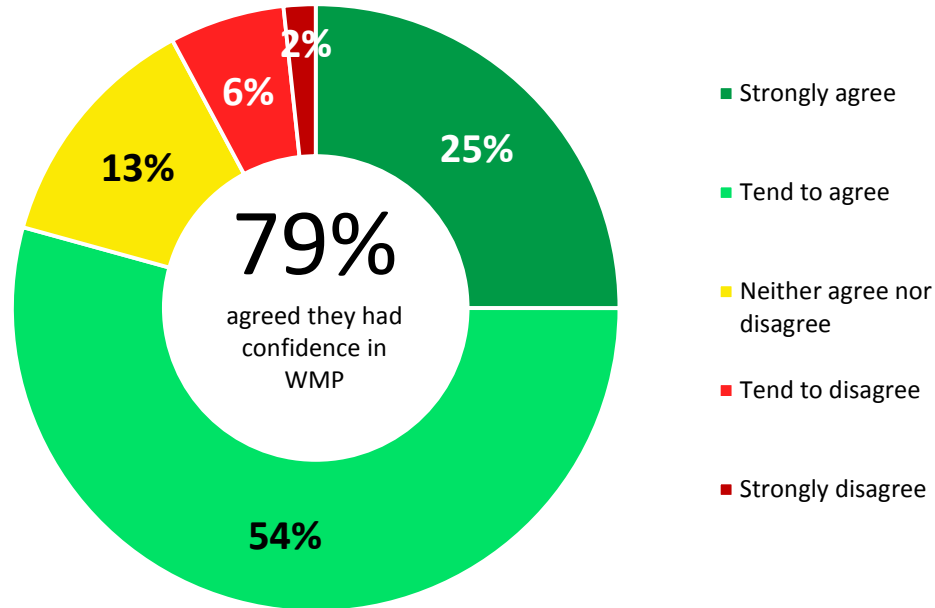
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



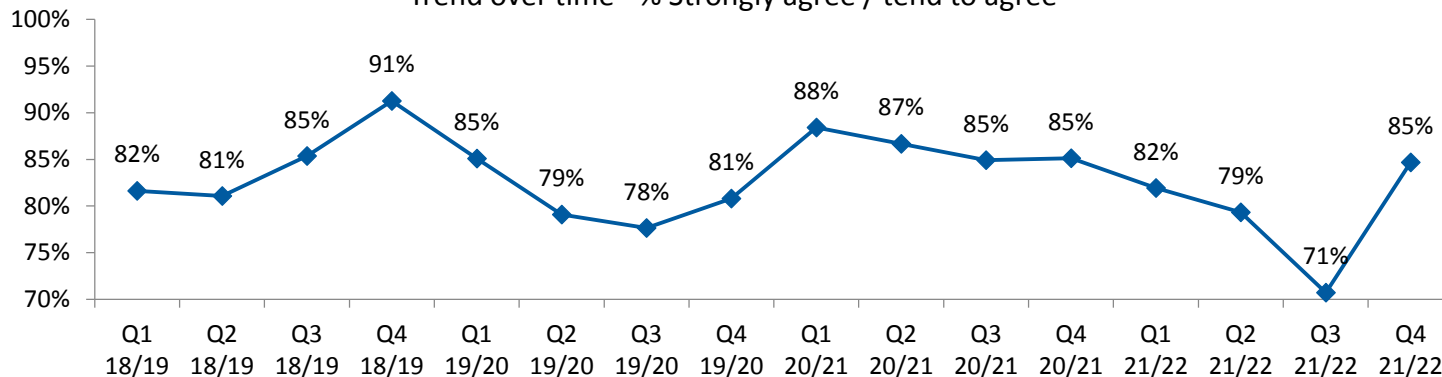
*Don't know option has been excluded from calculation to make question comparable to CSEW

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

Most satisfied with the levels of policing in their local area (58% - joint with Herefordshire and South Worcestershire)

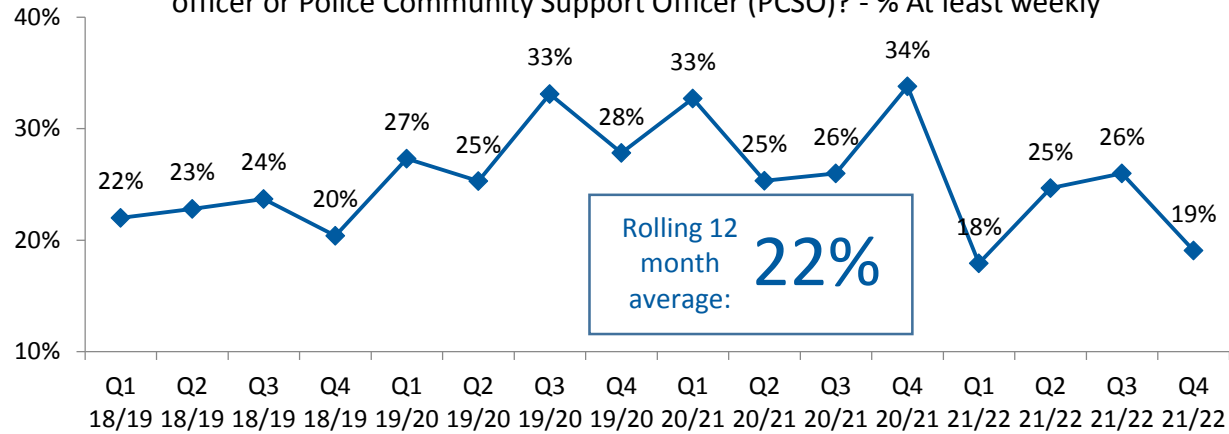
Least confident they could access the police in an emergency (85%)

Least likely to feel WMP understand the issues that impact their area (64%)

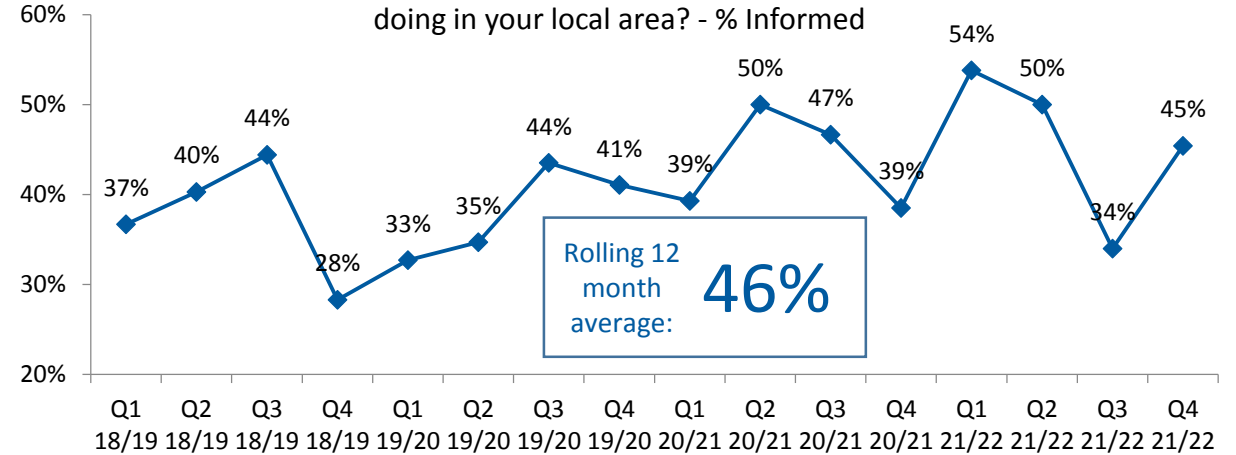
Least likely to feel WMP are doing either an excellent or a good job (64%)

LPA Key Findings - Shropshire

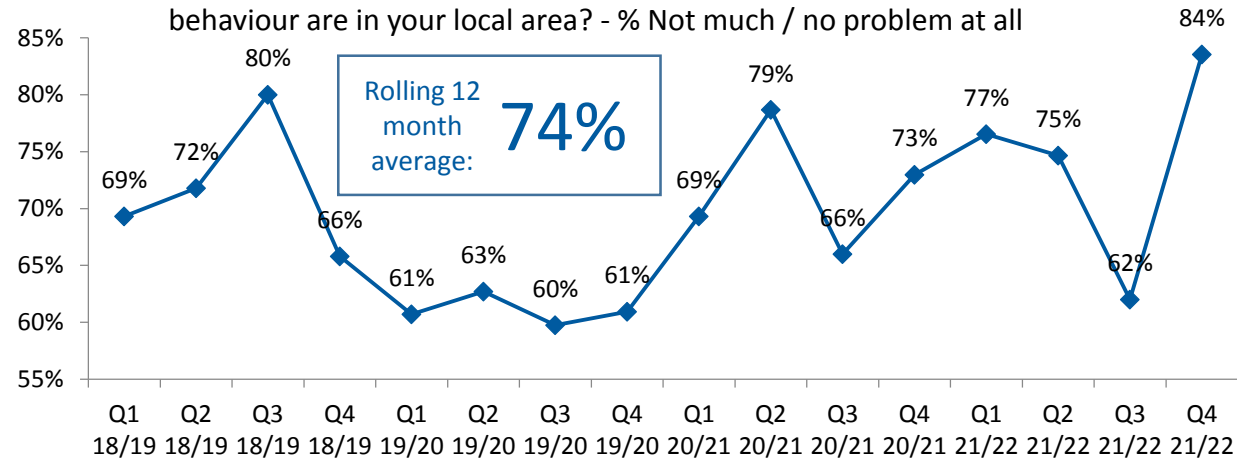
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



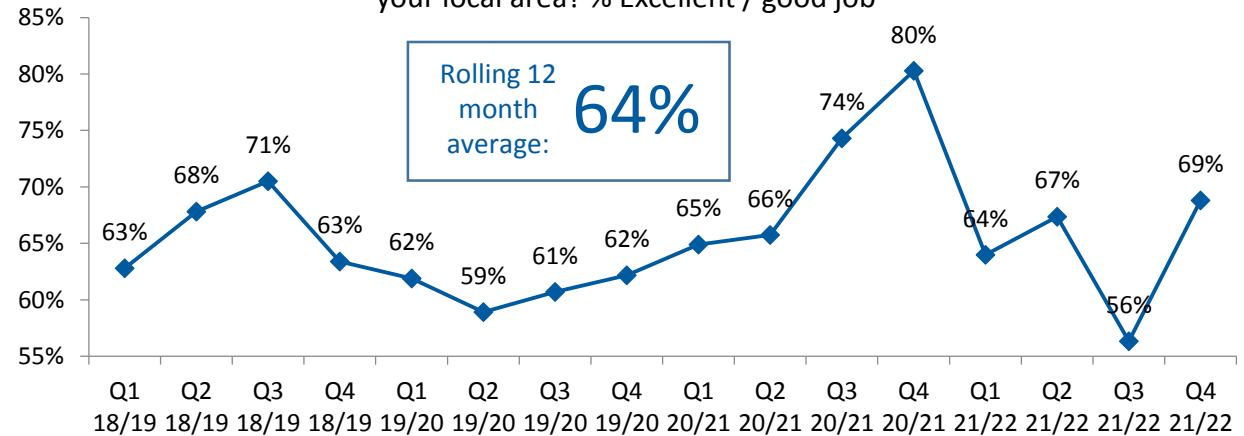
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



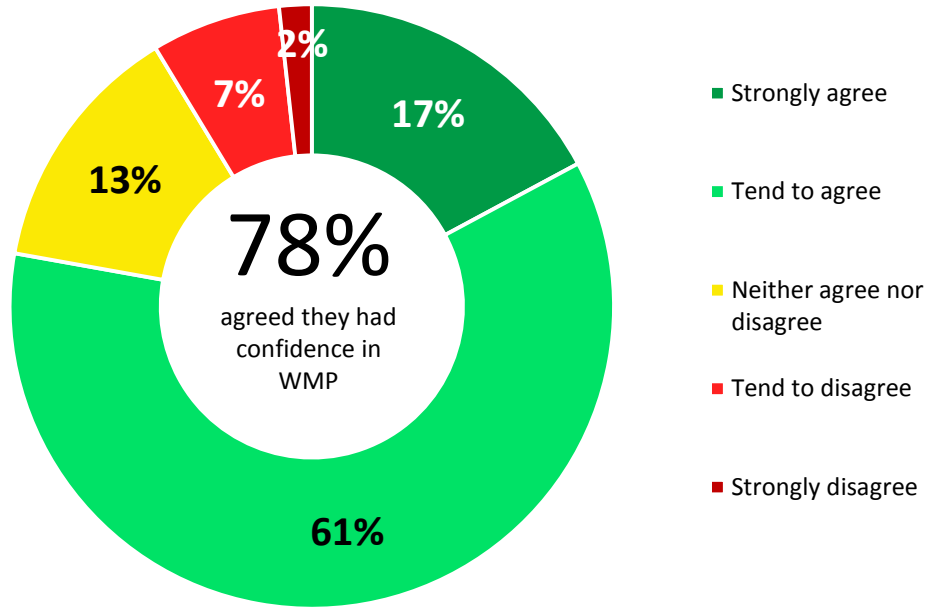
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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 (50%)

Least likely to have spoken to a local officer or PCSO (15%)

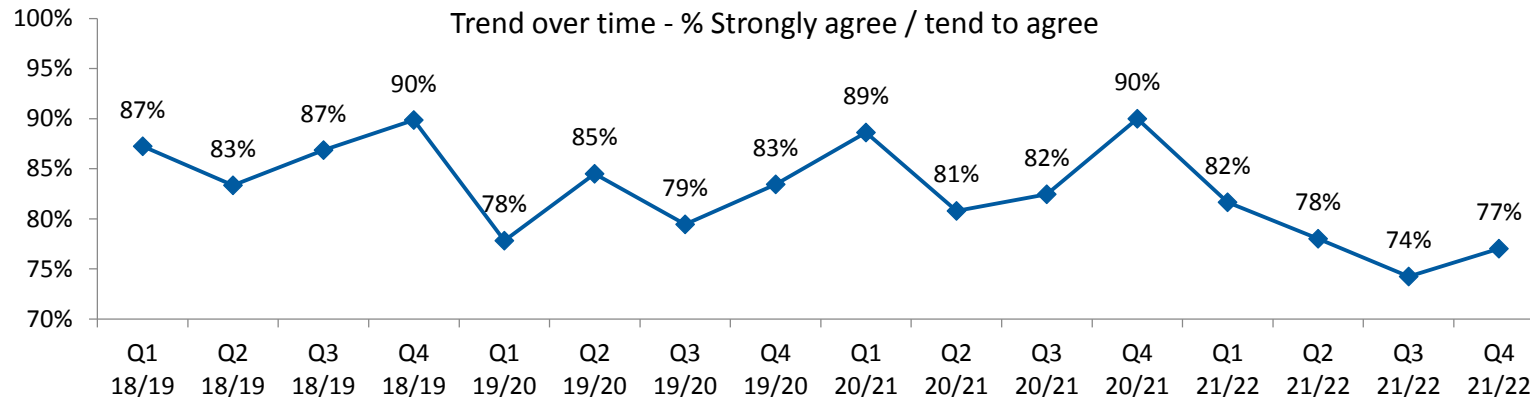
Most likely to have been a victim of crime (12% - joint with North Worcestershire)

Most likely to say that crime and ASB is a problem in their area (29%)

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

Least likely to have confidence in WMP (78%)

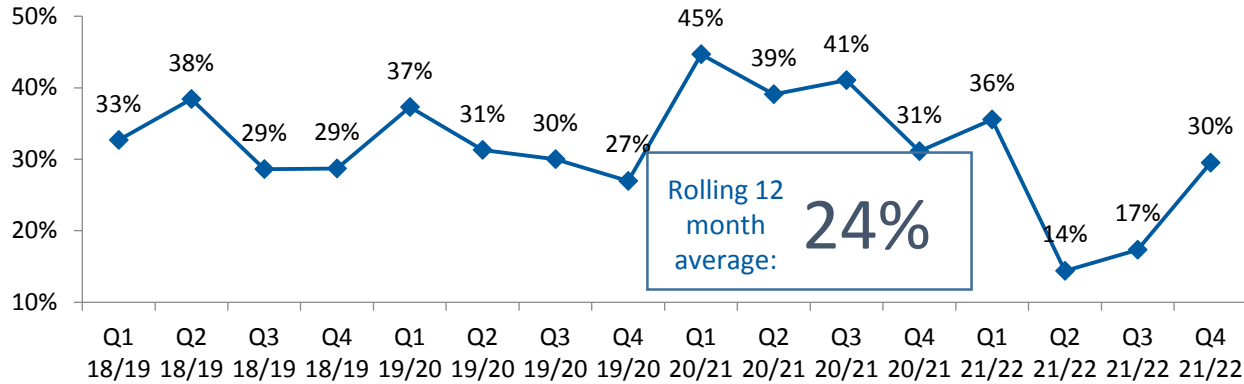
Trend over time - % Strongly agree / tend to agree



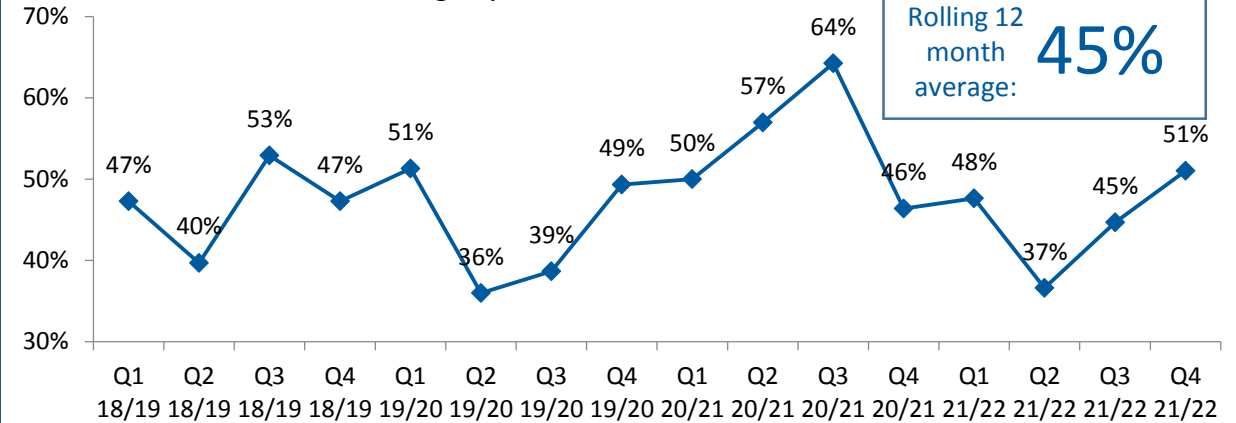
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Telford & Wrekin

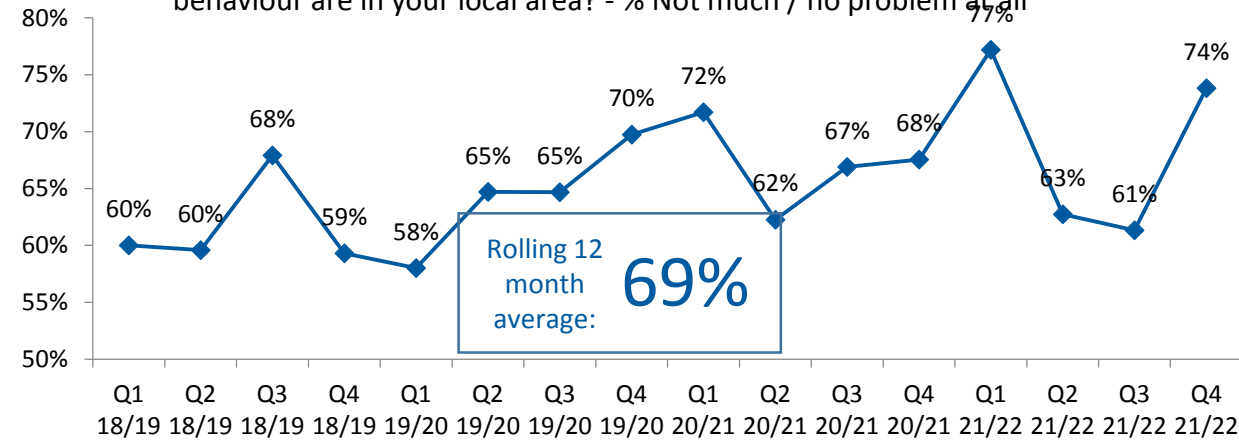
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



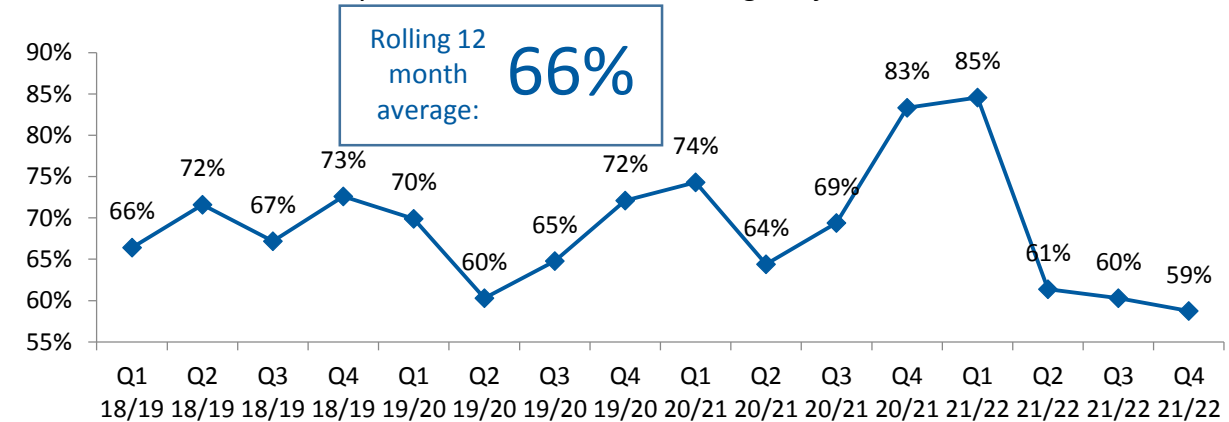
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



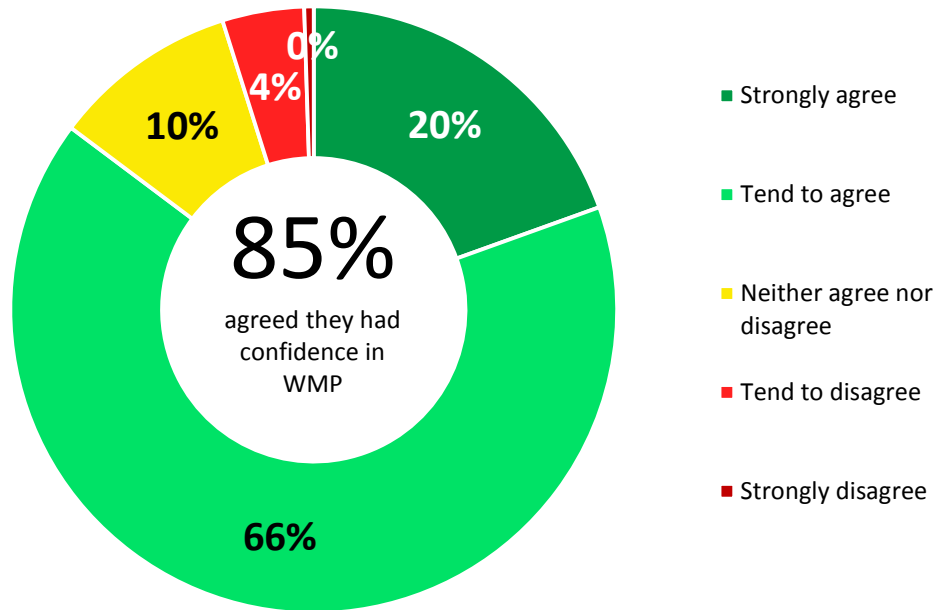
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



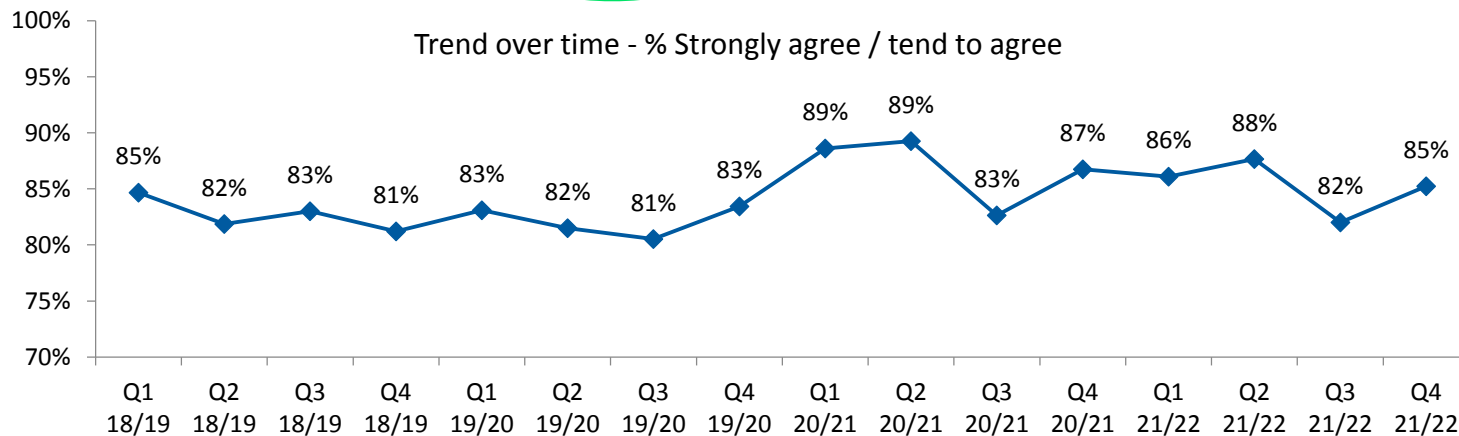
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - North Worcestershire

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



Trend over time - % Strongly agree / tend to agree



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



Key Findings Compared With Other NPTs

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

Least confident they could access the police in a non-emergency (59%)

Least informed about what WMP are doing (40%)

Most likely to have been a victim, or witness to, a crime (12% - joint with Telford & Wrekin)

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

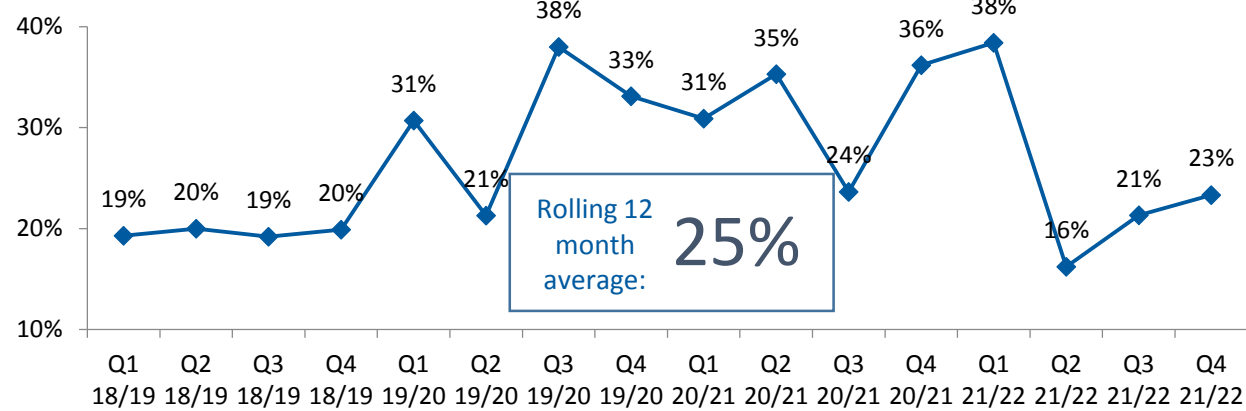
Most confident they would receive a good service from WMP (88%)

Most likely to feel WMP were doing a good or excellent job (73%)

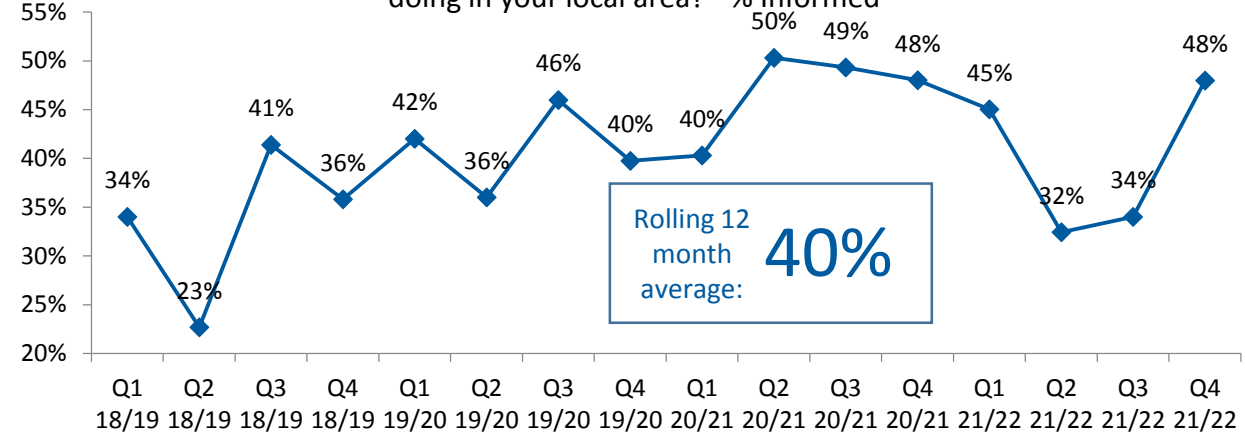
Most likely to have confidence in WMP (85%)

LPA Key Findings - North Worcestershire

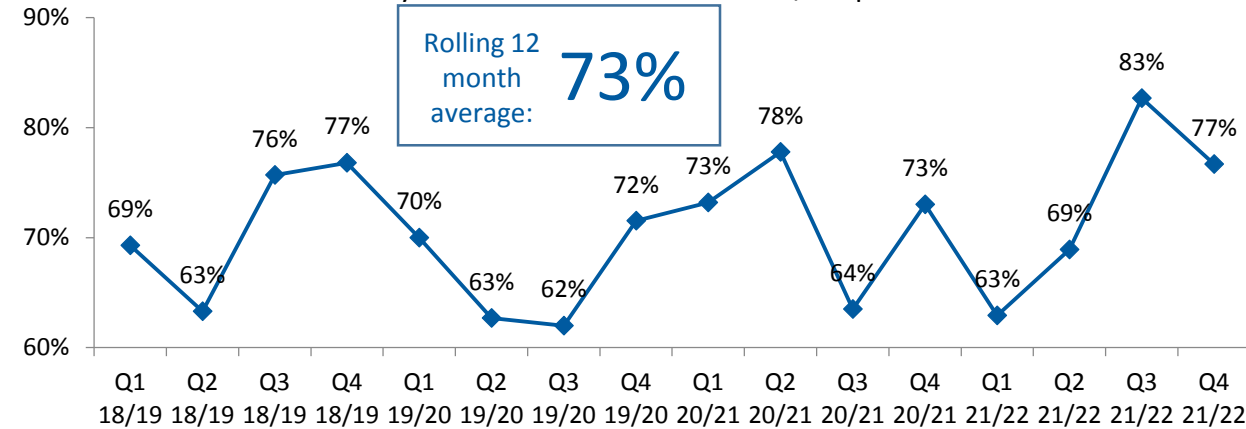
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



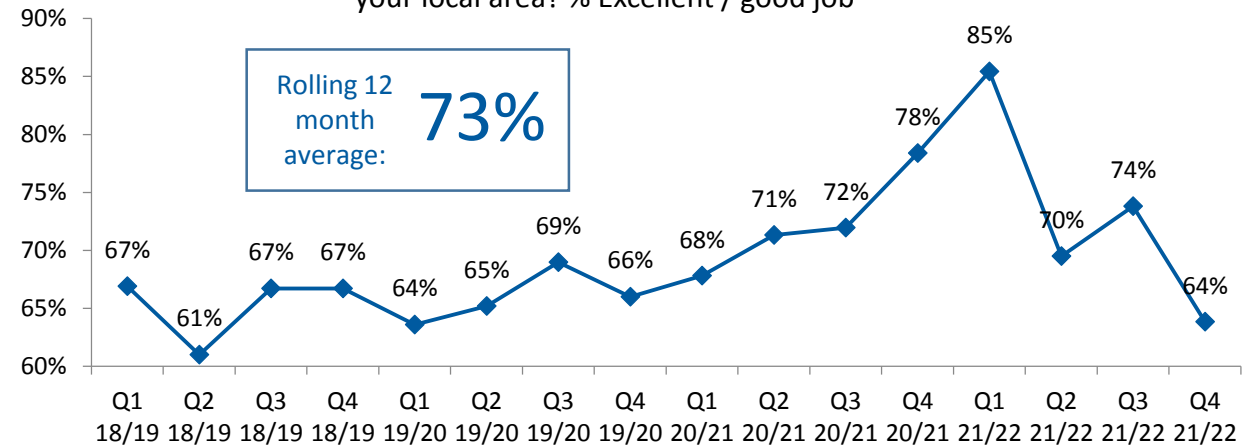
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



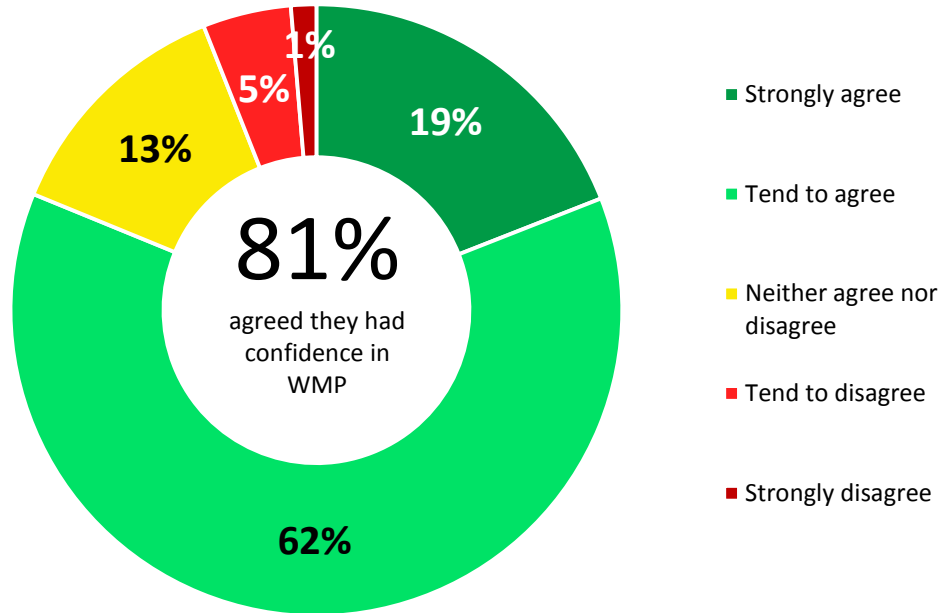
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



*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?



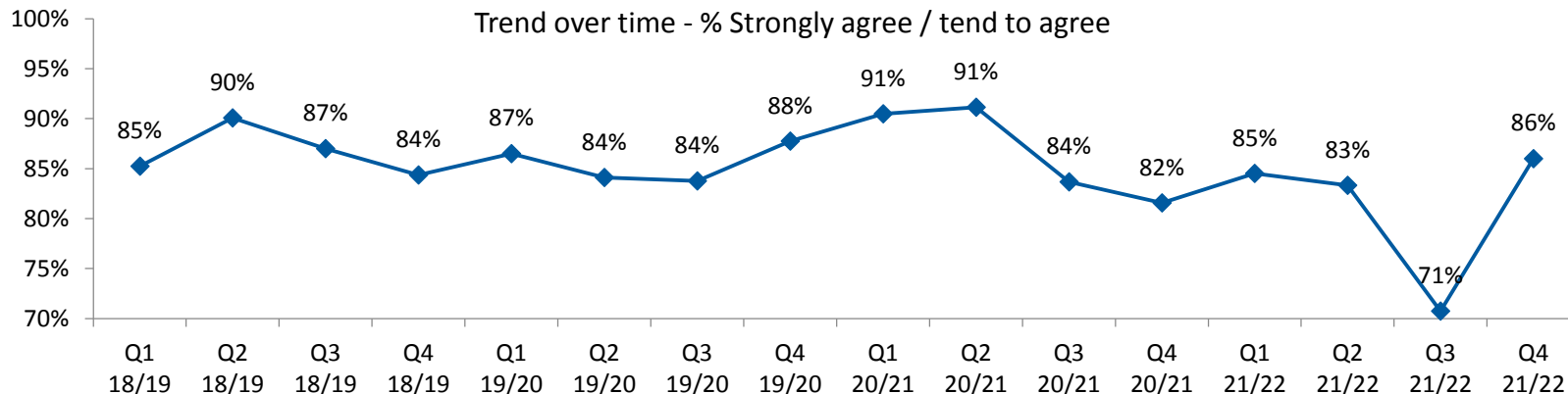
Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least once a week (27%)

Most satisfied with the levels of policing in their local area (58% - joint with Shropshire and Herefordshire)

Least confident that WMP use their stop and search powers fairly and respectfully (57% - joint with Telford & Wrekin)

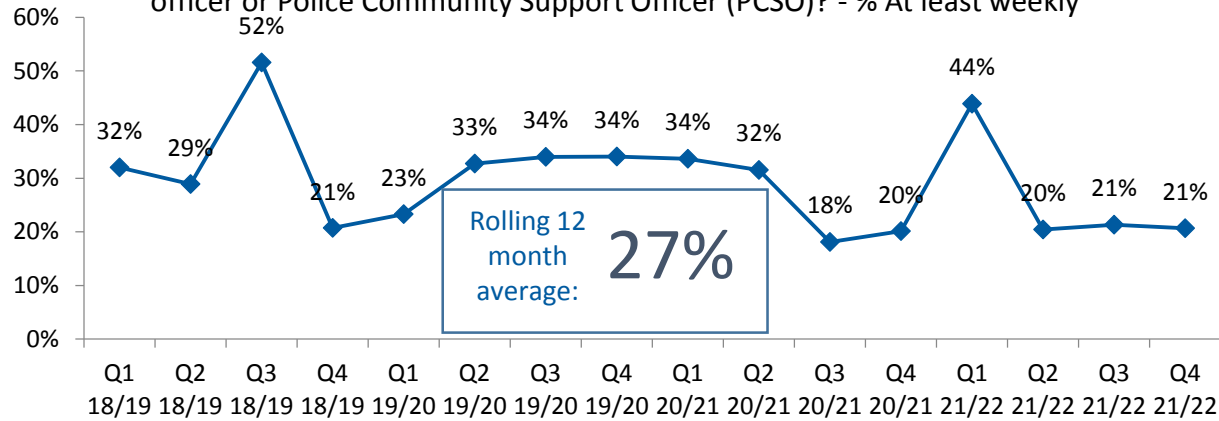
Least aware of the PCC (10% - joint with North Worcestershire)



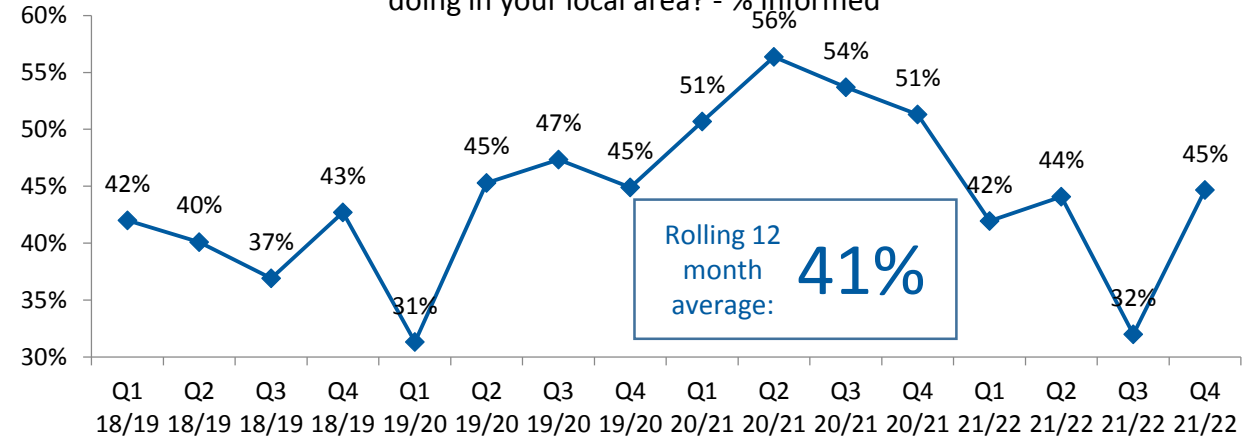
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - South Worcestershire

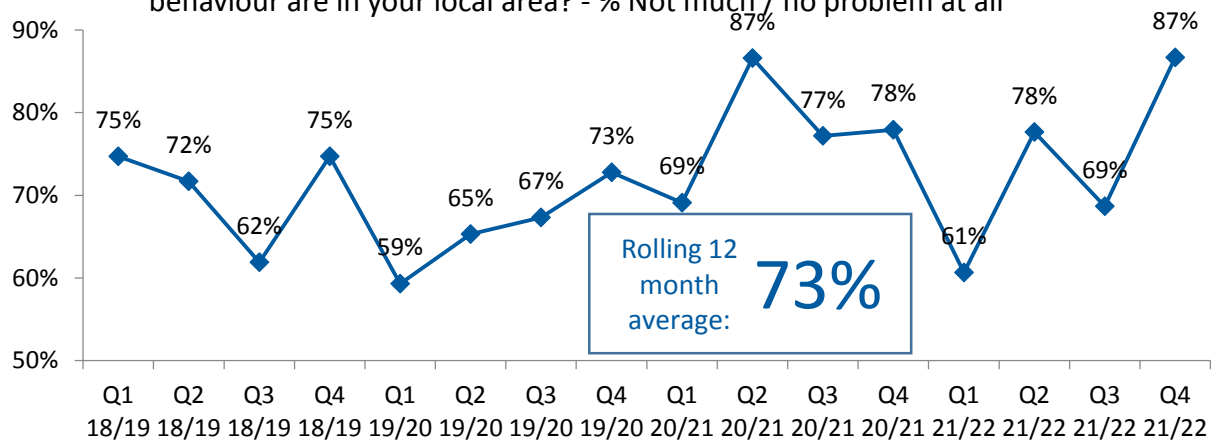
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



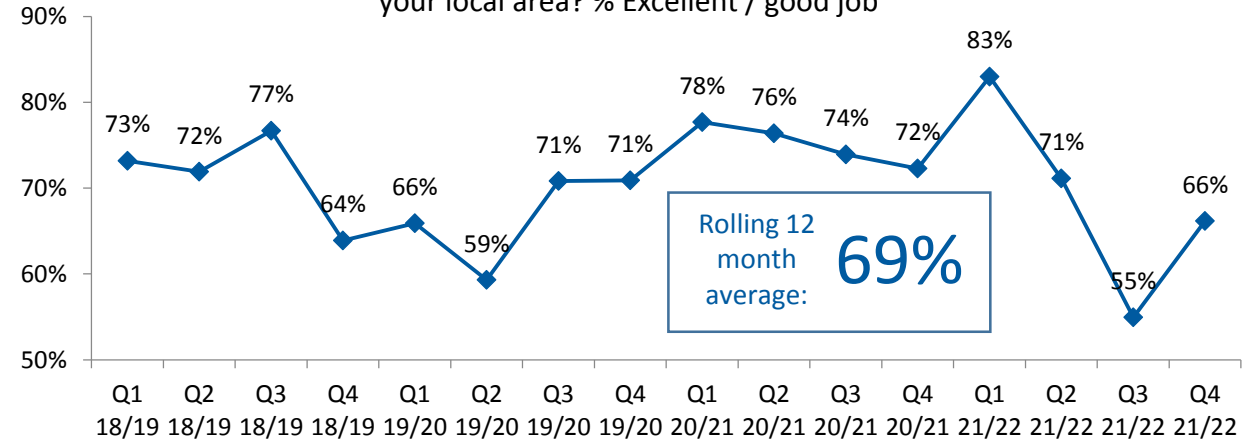
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

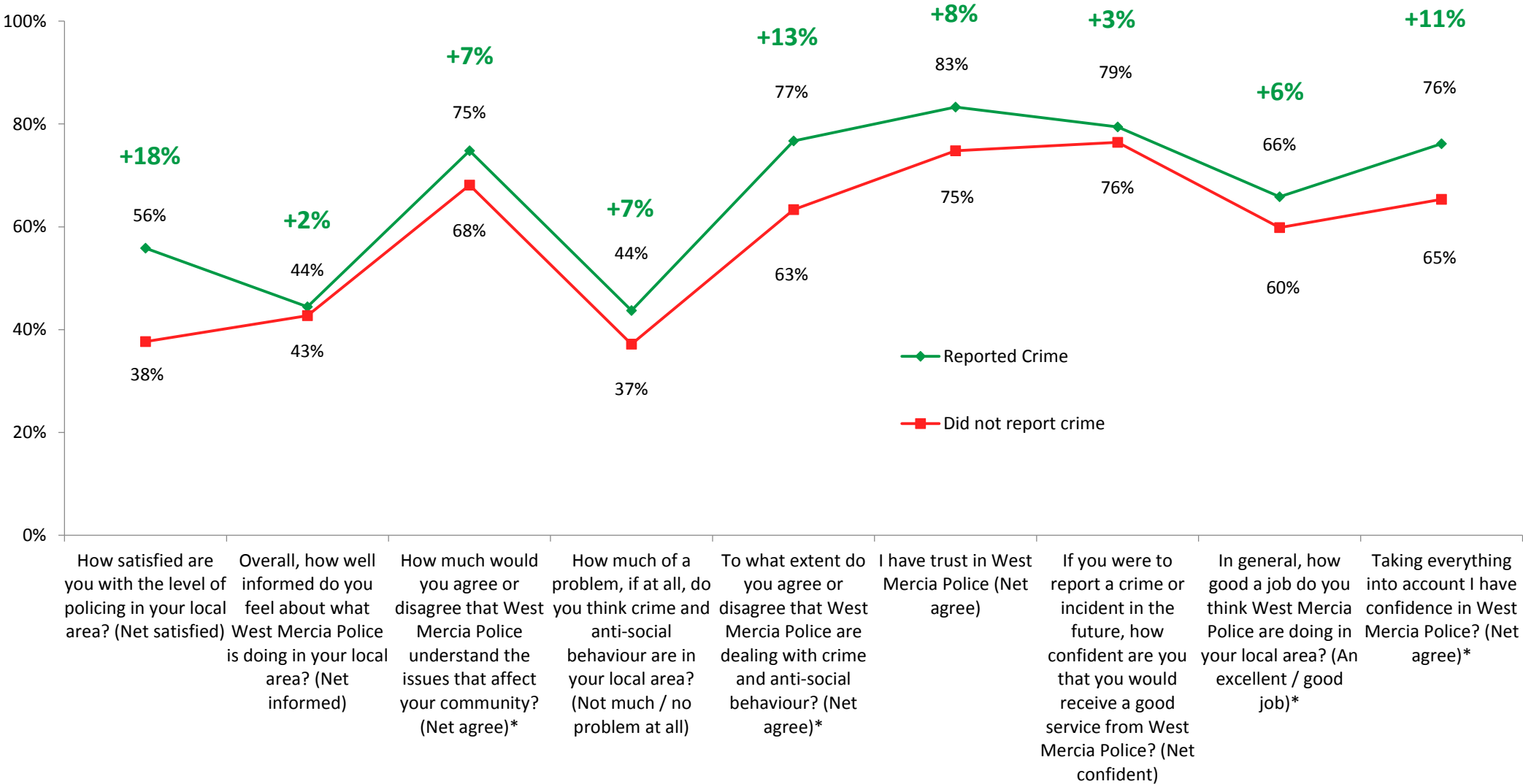


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

Victim of Crime Comparisons



Key Insights

For 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