



West Mercia Police and Crime Commissioners
Annual Town and Parish Council Survey 2021

Summary report

December 2021

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1. About the town and parish council survey.

1.1 Introduction

The following report details the findings from the 4th annual town and parish council survey, published by the Police and Crime Commissioner (PCC) for West Mercia. The survey is designed to give town and parish councils from Shropshire, Telford & Wrekin, Herefordshire, North Worcestershire and South Worcestershire the chance to share their views and opinions on key policing areas. The survey provides the opportunity to inform policing priorities and directions. The key issues which local town and parish councils can express their views on include police visibility, contact and engagement and crime and antisocial behavioural issues. The findings from the survey help to inform the priorities of both the PCC and wider West Mercia police force, as well as highlighting what's working well, and where changes need to be made in order to consistently deliver an efficient and effective police service.

This year's survey ran from 26th May 2021 to the 18th August 2021. The questions in this year's survey were the same as in the previous three surveys with the only exception being the inclusion of two new questions, surrounding the launch of the new Local Policing Community Charter (the Charter) in March 2021. The Charter sets out six key areas for improved service delivery local communities can expect.

1.2 Methodology

The survey consisted of 23 questions covering four main topic areas: Local Policing, the Charter, Contact and Engagement and Crime and Anti-Social Behaviours (ASB). The survey is predominantly multiple choice but also includes questions on geographic area and town/parish Size.

A blank copy of the 2021 survey is included in this report and is located in appendix A.

Councils were given the option of completing the survey online or completing an electronic version and returning it via post or email to the PCC's office. Distribution of the survey was

via direct emails to town and parish councils, and via the Shropshire Association of Local Councils (SALC), the Worcestershire County Association of Local Councils (CALC) and the Herefordshire Association of Local Councils (HALC) who were all contacted and given details of the survey for onward distribution.

1.3 Demographics

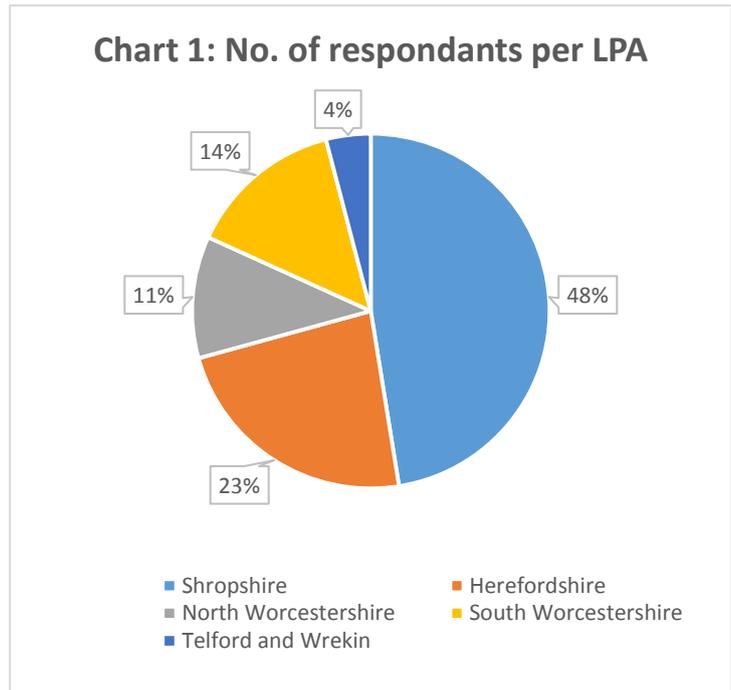
The survey was distributed to the town and parish councils across the West Mercia policing area, which covers the three unitary councils of Herefordshire, Shropshire, Telford & Wrekin and the two tier county of Worcestershire. The 458 town and parish councils within West Mercia are divided into 135 in Herefordshire, 173 in Shropshire and Telford & Wrekin and 150 in Worcestershire.

2. Executive Summary

A total of 200 responses were submitted but only 97 of these were fully complete. This year's response rate equates approximately to 21% of eligible councils, 7% lower than the 2020 survey. Key Findings include:

- Town and parish councils still believe police visibility to be an issue.
- 67% of town and parish councils were aware of the new Local Policing Community Charter.
- 34% of councils stated they consider ASB to be a big or fairly big problem in their local area, a 50% reduction when compared to 2019 and 2020.
- Speeding remained the area causing greatest concern amongst town and parish council members.

Chart 1 shows the responses to the 2021 town and parish council survey split between local policing areas. This report only includes the submissions which have been fully completed. Responses which have been partially completed are not included in this report, as it is not possible to determine if they are from the West Mercia policing region or if they have completed the survey at a later date.



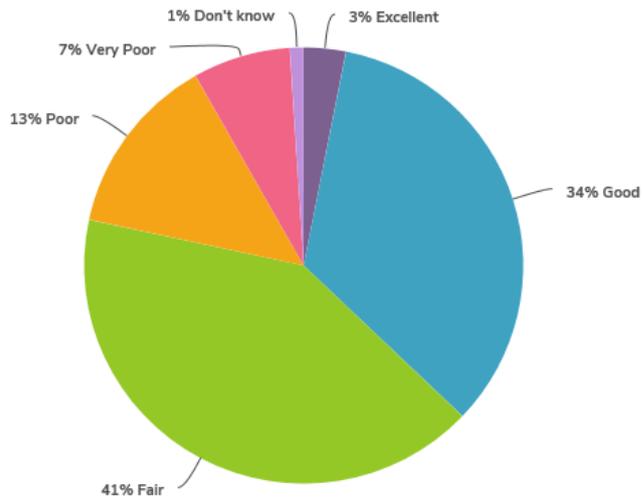
The number of returns is such that it is not possible to conclude that the findings represent the views of all town and parish councils within the West Mercia policing area. This report reflects only the opinions of those councils who submitted a completed return.

3. Local Policing

The first section of the survey was centred on local policing teams and the councils overall perception of the local police.

Chart 2 (below) show cases the town and parish council's response to the question regarding *'In the Council's opinion, how good a job do you think the police are doing in your town / parish'*

Chart 2: In the Council's opinion, how good a job do you think the police are doing in your town / parish'



The 2021 responses highlight that approximately 37% of town and parish councils surveyed believed the police to be doing an excellent or good job. This is a slight decrease on the previous year where the response was at 40% but the figure was higher than in 2018 and 2019. There has been an increase in the town and parish councils who believe the police are doing a poor or very poor job. The 2021 figure stood at 20% an increase from the previous year which was only 11%.

Chart 3 'In the Councils opinion, how would you rate the visibility of police in your town or parish?'

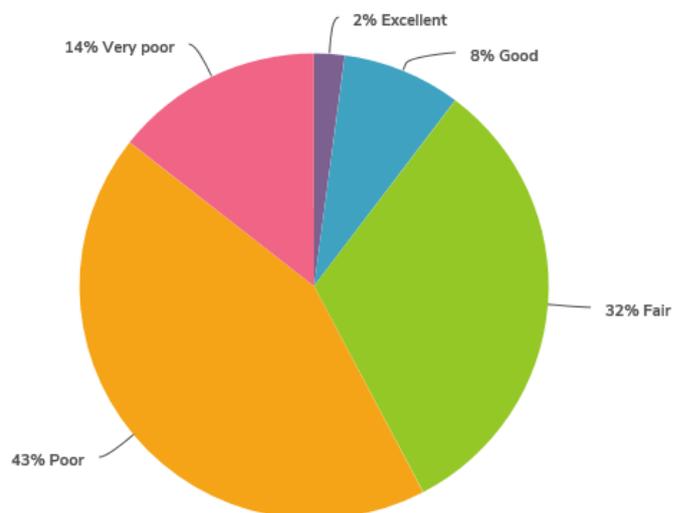


Chart 3 (Above): Is a breakdown of the responses to the 2021 survey when asked the question **‘In the Councils opinion, how would you rate the visibility of police in your town or parish?’**

Table 1: Comparative data from the previous surveys when asked ‘In the Councils opinion, how would you rate the visibility of police in your town or parish?’	Percentage rated as Good or Excellent	Percentage rated as Poor or Very Poor
2018	11%	63%
2019	12%	56%
2020	13%	55%
2021	10%	57%

This year survey saw 10% of councils believe the visibility of the police to be Excellent or Good. The new Local Policing Community Charter aims to improve this and to improve council’s perceptions on the visibility of the police. A more accurate comparison will be possible from next year when the Charter has become more established. However, the number of town and parish councils believing the visibility of the police is Poor or Very Poor remained in line with previous years, with 57% responding in this way only a slight percentage increase on the year before. Table 1 (above) highlights the previous year’s responses rate to this question

The next two questions on the survey focussed on the partnerships between the Councils and local policing teams. Councils were asked how far they agreed with the following statements:

- ‘The police work well with the Council to identify and address local crime and disorder issues’
- ‘The Council has confidence in the police to resolve crime and disorder issues raised within the local community’.

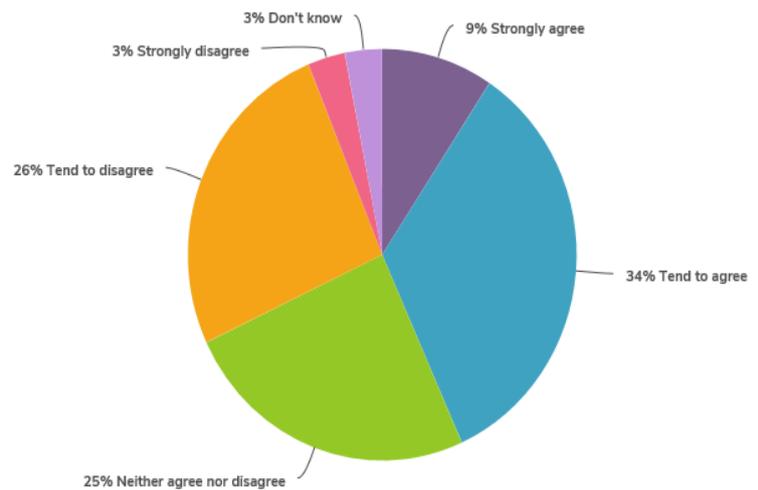
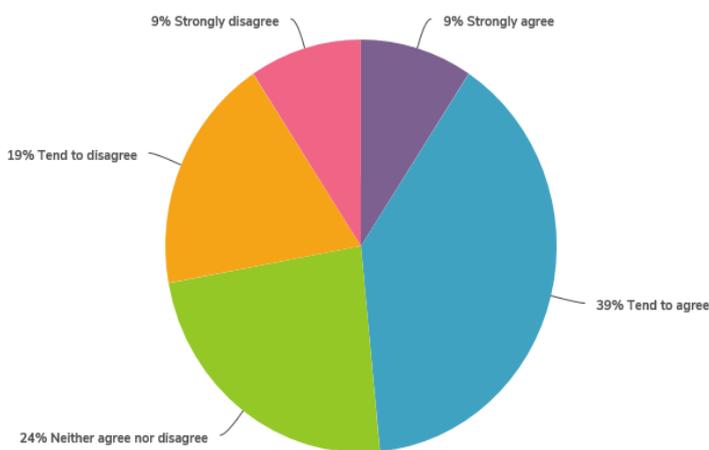
49% of local town and parish councils tended to agree or strongly agree that the police work well with the council to identify and address local crime and disorder issues. This is a slight

reduction on the previous year where the figure stood at 53%. The number of Councils responding to this statement disagreeing or strongly disagreeing has increased from 23% in the previous year survey to 28%. (Chart 4 below).

In regards to the second statement there was a reduction in the number of Councils strongly agreeing or agreeing that the police work well with the council to identify and address local crime and disorder issue. 43%, compared to just over 50% in the previous year however, the 2021 is still significantly higher than in both 2018 and 2019 (chart 5 below).

Chart 4: Is a breakdown of the council responses to the question 'The police work well with the Council to identify and address local crime and disorder issues'

Chart 5: Is a breakdown of the council responses to the question 'The Council has confidence in the police to resolve crime and disorder issues raised within the local community'



The next question the survey asked was in relation to how often the council contact the police to raise concerns about crimes or other issues. In line with previous years the typical response to this question was 2-6 months with 41% of councils responding this way. This was the same response rate as on the previous year and above the levels seen in 2018 and 2019.

The final section in the 'Local Policing' section asked local town and parish councils how they would rate the police's response to crime and disorder issues or incidents raised by the council. In the 2020 survey the majority of respondents said fair at 32% - followed by good

at 28%. This year's survey saw the same top two responses but with a lower percentage. Fair was selected by 30% of respondents and 23% answered good.

4. Local Policing Community Charter

New to the 2021 survey was a section on the new Local Policing Community Charter, which was launched in March 2021 by West Mercia Police.

A copy of the Charter can be found on the West Mercia Police website Link:

<https://www.westmercia.police.uk/SysSiteAssets/media/downloads/west-mercia/public-charter.pdf>

Of the Councils responding to the survey 67% were aware of the Charter. Whilst this cannot be considered representative of all town and parish councils in the West Mercia force area it does provide an indication that councils are becoming aware of the Charter.

The second question on the Charter asked: *'have the police been in touch to identify your priorities as a Town/Parish Council'*. 55% of town/parish councils responding to the survey had been contacted by the police to identify their priorities.

5. Contact and Engagement.

The third section of the survey focused on how the town and parish councils perceived the contact and engagement of the police to be.

The number of town / parish councils who replied 'Very Easy and Fairly Easy' to the question *'How easy and convenient is it to access your local policing team'* was 74% this was in line with the previous year. The number who replied 'Fairly Difficult or Very Difficult' is comparable to the previous year's figure of 19%.

Table 2: Highlights the responses to the question ' <i>How easy and convenient is it to access your local policing team</i> '.	Percentage of respondents replying 'Fairly easy or Very easy'	Percentage of respondents replying 'Fairly difficult or Very difficult'
2018	66%	24%
2019	65%	24%
2020	75%	19%
2021	74%	19%

The results indicate a positive trend in the level of contact and engagement when we compare the results to 2018 and 2019 figures.

Following this councils were asked '**how easy and convenient it is to access the relevant information for the local community from the police**'.

Chart 6: How easy and convenient it is to access the relevant information for the local community from the police?

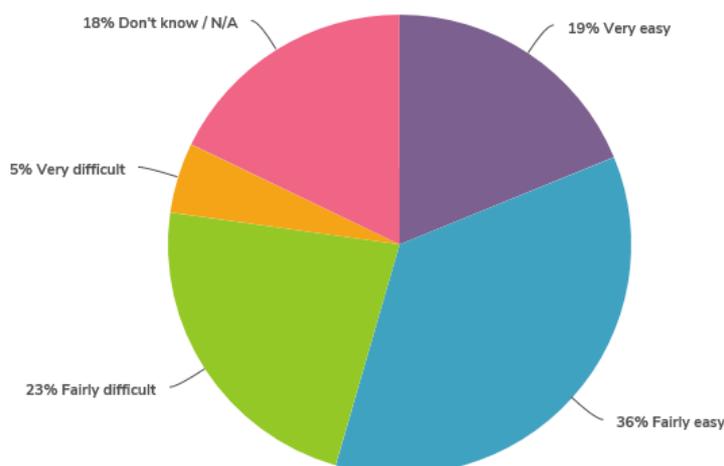
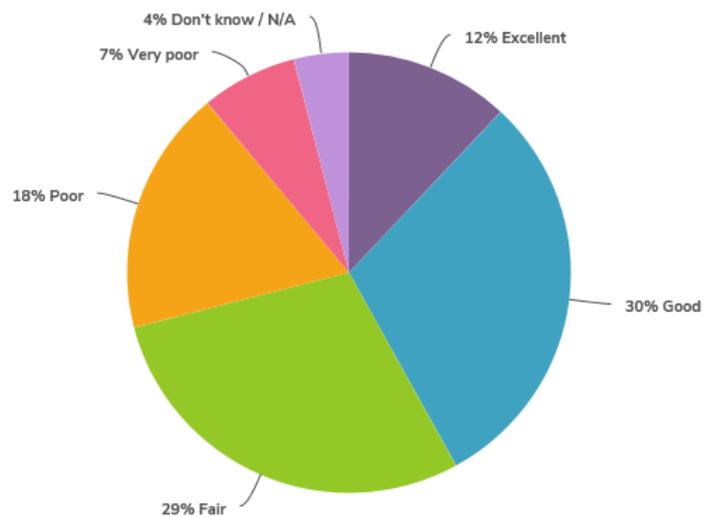


Chart 6 (above) shows the town and parish council responses to this question. 57% responded they found it fairly easy or very easy in accessing relevant information from the police, in line with the previous year. However, the number responding saying they find it fairly difficult or very difficult has risen to 28% up from 23% the previous year.

The next question on the survey asked town and parish councils to rate the level of contact they have with the police. 42% of councils believed they had Good or Excellent contact with the police with only 25% believing the contact to be Poor or Very Poor. *Chart 7* below shows a detailed breakdown of the responses (*Chart 7* below).

Chart 7: In the Council's opinion how would you rate the level of contact you have with the police?



The survey then asked councils to select what method of communication is used to contact the police (multiple methods could be selected). Similarly with last year, phone and email remained the most used form of communication. The number of councils choosing not to contact the police has reduced significantly when compared to the previous survey (Graph 1 Below).

Graph 1: Detailing the form of communication used by councils to contact the police.

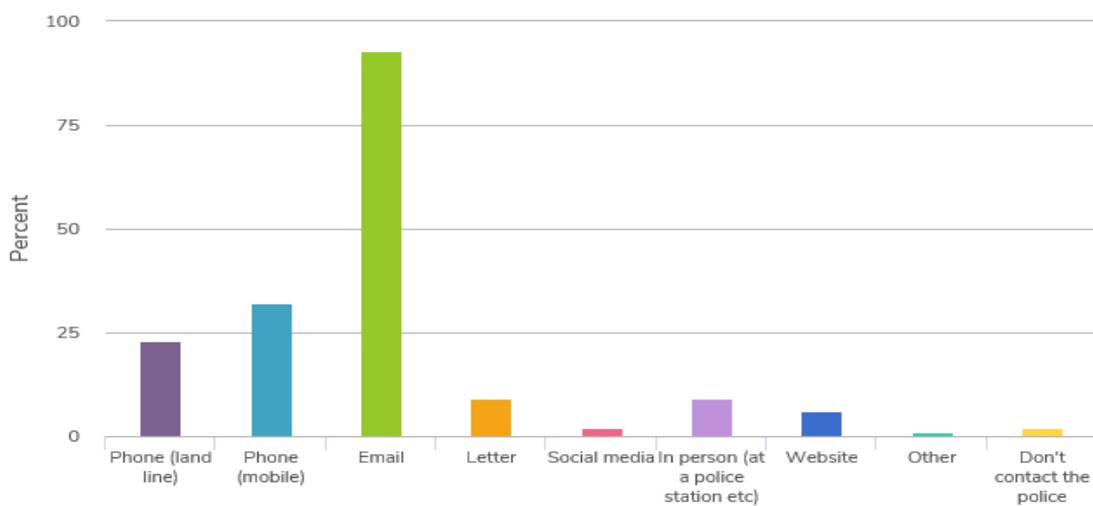
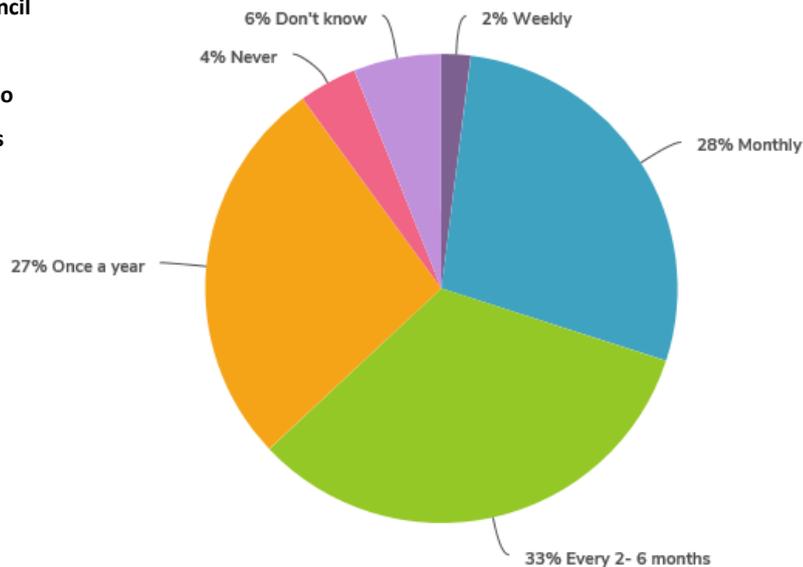


CHART 8: 'how often does the council contact the police to discuss local issues, seek information or invite to meetings / community events (this excludes the reporting of crimes)'.



When asked 'how often does the council contact the police to discuss local issues, seek information or invite to meetings / community events (this excludes the reporting of crimes)' (Chart 8 above)

A small majority, 33%, responded by saying they contact the police every 2-6 months with, 28% replying monthly and 27% once a year. Chart 8 shows the full breakdown of how often the local Town or Parish council contact the police.

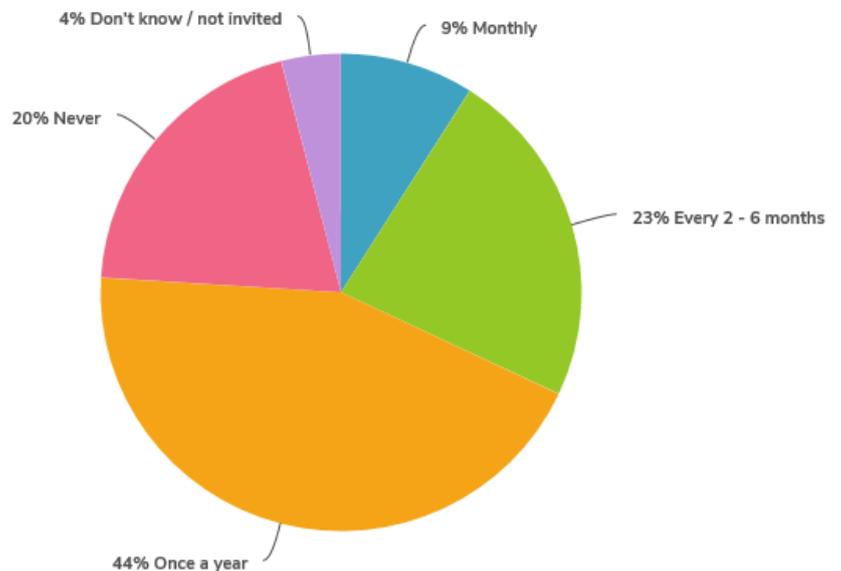
Councils were asked to rate the police response to requests for information or meetings. The overall response to this was indicating the forces willingness to engage with local town and parish councils. Only 16% thought the police response was Poor or Very Poor where as 35% thought it was Excellent or Good.

The Councils were then asked to rate the police response to requests for information and meetings. 35% of councils rated the response as 'Excellent' or 'Good' this was the joint highest response rate level alongside 'Fair', only 16% of councils rated the police response as 'Poor' or 'Very Poor'. Whilst this cannot be used as an accurate tool to judge the performance of the force it does indicate that the majority of councils are satisfied.

When asked how often do the police attend Council meetings or other community events in your town or parish area? The majority of Councils, 44%, responded 'once a year' up from 33% the year before. The number of Councils responding that the police never attend meetings or community events at 20% was in line with the previous year's survey. The

number of Councils saying the police attend every 2-6 months has also reduced when compared to last year's survey 23% compared to 29% (Chart 9 below).

Chart 9: Asking how often do the police attend Council meetings or other community events in your town or parish area



When the Councils were asked '*how often do the police proactively contact the Council to raise awareness of local issues, share information etc*' 45% of Councils indicated that the police proactively contact them 'monthly or every 2-6 months'. This suggests that the police in the West Mercia policing area are proactively approaching Councils regularly to discuss local issues. This is in line with the response rate to the similar question regarding the new community Charter. Moving forward, if effective the impact of the Charter should result in further increases.

The 2021 survey has seen the lowest number of Councils reply 'Very Familiar or Somewhat Familiar' to the question of '*does the Council know the members of the police's local Safer Neighbourhood Team*'. 56% of Councils replied to this question in this way.

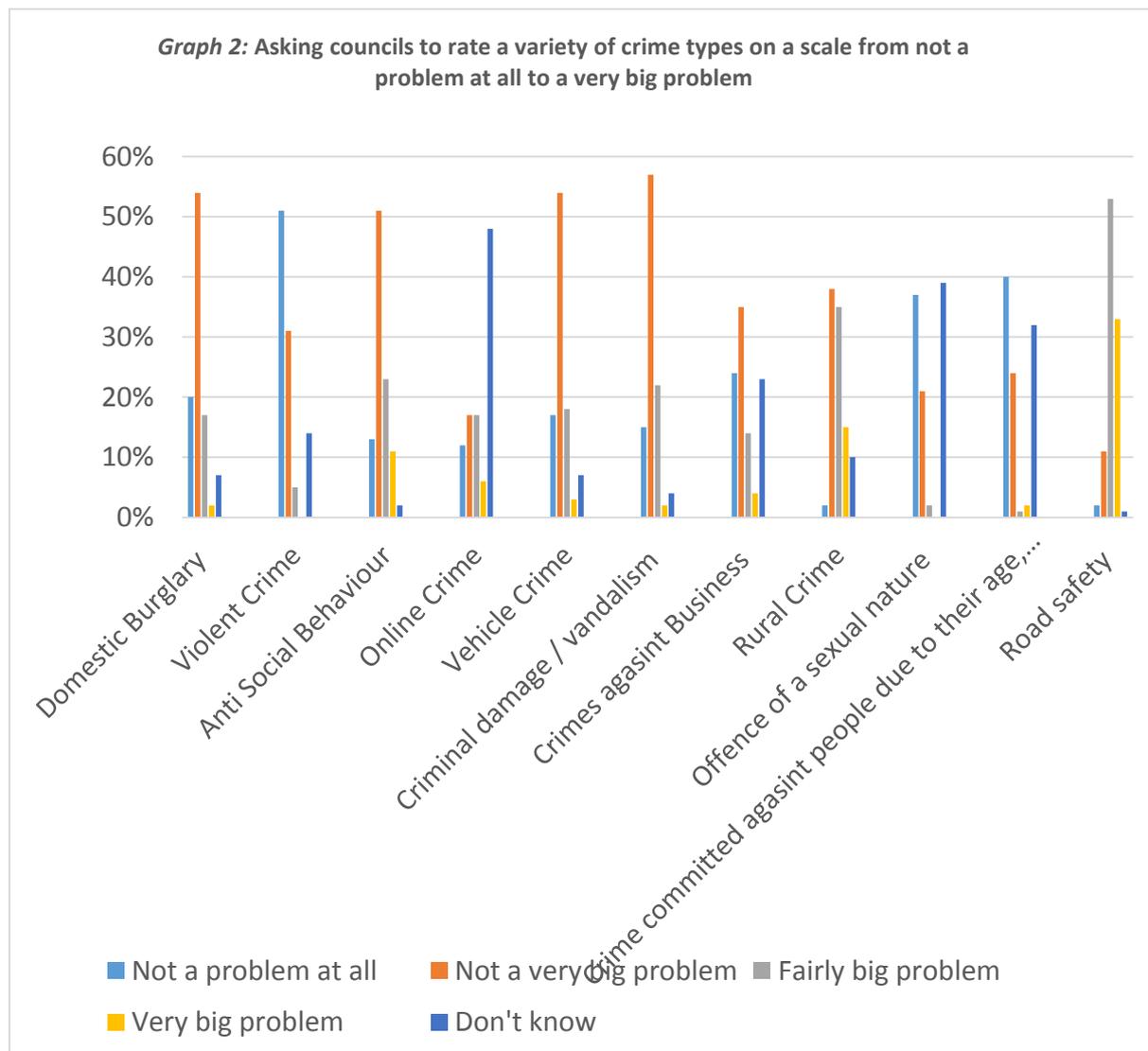
5. Crime and Antisocial Behaviour

The survey's final section related to crime and antisocial behaviour in the local town and parish council areas.

Councils were asked to rate a variety of crime types on a scale from not a problem at all to a very big problem this is shown in Graph 2 (below). Councils were also able to add any other crime types they considered to be a problem.

As with previous years road safety was the crime type with the largest number of councils selecting this as a very big problem at 33%. The 2nd highest at 15% and this was for rural crime. Domestic burglary, violent crime, vehicle crime, criminal damage and crime against businesses, offences of a sexual nature and crimes against people due to their age, race, ethnicity, disability or sexuality (protected characteristics), were, for the fourth year in a row not highlighted as a crime of concern.

A positive this survey has highlighted is that many Councils believe ASB to be on the decline. In both the 2019 and 2020 survey 64% and 65% of local town and parish councils believed ASB to be a very big problem or fairly big problem. In the 2021 survey this figure was only 34%, a near 50% decrease.



Graph 2 (above) breakdowns the Councils response rate to the various crimes they were asked to comment on. Councils were offered the chance to voice any crimes they felt that were missed in the list provided. Crimes of particular concern were notably speeding, fly tipping (Which the PCC has recently announced funding of £100,000 to deal with this issue) and animal crime.

6. Conclusion

It is unclear what caused the drop in responses for the 2021 survey compared to the high seen in the 2020 survey. The drop in responses can be partially to blame for the poorer performance seen in the survey responses. There is no metric to determine if the same councils are completing the survey each time to allow for like for like comparisons thus we cannot say if councils are seeing an improvement in the services from the police. It is clear there is a high degree of disparity in the number of responses per Local Policing Area.

On local policing issues there are clear results showing that council's opinions were evenly split when asked about the police performance. Police Visibility was a performance where a large proportion of councils were disappointed with the police and something that should be looked into this was an issue of concern raised in last year's survey as well.

New to the 2021 survey was a question regarding the Charter the force released earlier this year. 67% of councils had heard of the Charter which is encouraging as it had only just been released and by 2022 survey it is hoped this Charter will become more widespread and mainstream.

As seen in previous years speeding was still a consistent issue raised by the councils however, crime and ASB was still perceived as not being a problem. Many Councils believe ASB to be on the decline. In both the 2019 and 2020 survey 64% and 65% of local town and parish councils believed ASB to be a very big problem or fairly big problem. In the 2021 survey this figure was only 34%, a near 50% decrease.

Last year saw fly tipping emerge as a problem for many councils across West Mercia, which could have been in part, be linked to the closure of refuse disposal sites following the first Covid-19 lockdown. The PCC has recently £100,000 into solving the issue.

To fully understand the views of councils and obtain a representative sample more responses are required and greater consistency in response rate across policing areas.

7. Local Policing Area Findings

7.1 Herefordshire

- 22 Councils across Herefordshire completed the survey this was down 9 from the year before.
- 50% of respondents came from areas with a population between 501-1000.

Local Policing

- 86% of Councils believed the police to be doing an 'Excellent, Good or Fair' job this was a 12% increase on the year before and an encouraging sign.
- There was an increase in the number of Councils who thought the visibility of the police was 'Poor'. The 2021 survey saw 50% answer in this way. Up from 42% the previous year.
- 41% of Councils tended to agree that the police work well with the Council to identify and address local crime and disorder issues, this was an increase on the previous year where only 32% of Councils responded this way.
- The majority of Councils had confidence in the police to resolve crime and disorder issues.
- Overall 63% of Herefordshire Councils rated the police response to crime and disorder issues raised by the council as 'Excellent, Good or Fair' in line with the 2020 survey but notably higher than the level seen in the 2019 survey.

Local Policing Charter

- 57% of Herefordshire Councils were aware of the Charter.
- The same number of respondent (57%) noted that the police had been in touch to identify the priorities of the Town/Parish Council.

Contact and Engagement

- 73% of respondents said it was 'very easy or fairly easy' to contact the local policing team this was in line with the previous year. 23% of respondents indicated it was fairly difficult, this was a 3% rise from the previous year. None of the Herefordshire Councils that completed the survey believed it to be very difficult to contact the local policing teams.
- 59% of Councils believed it was 'very easy or fairly easy' to access the relevant information for the local community from the police.
- The level of contact with the police was rated 'excellent, good or fair' by 64% of respondents.
- Email remained the primary contact source used by Herefordshire Councils to contact the police with 95% using this form of communication.
- 41% of respondents indicated that the police contact them once a year. The same number of respondents indicated that the police contact them every 2-6 months this was up 5% from the previous year. There is a marked decrease in the number of respondents responding that the police never contact them. The 2020 survey saw 26% of Herefordshire Councils note that the police never contact them. The 2021 survey saw 0 Councils respond in this way.
- A majority of Herefordshire Councils rated the police's response to request for information's and meetings as 'excellent, good or fair' at 64%.
- The majority of Councils (59%) see a police presence at a meeting once a year. 23% of Councils noted that the police have never attended a meeting.
- In terms of how well known the members of the police's Safer Neighbourhood Team are to the council 64% replied somewhat familiar or very familiar this was up from 49% the previous year.

Crime and Anti-Social Behaviour Issues

- When asked how big of an issue crime and ASB is in the local area 82% responded it was not a problem at all or a not a very big problem. Furthermore, 18% said it was a fairly big problem this is up 5% on the previous year.
- Road safety was deemed the crime type which has the largest proportion of respondents noting it is a very big problem. However, most other crime types

including; domestic burglary, violent crime, offences of a sexual nature, vehicle crime, vandalism were deemed not a problem.

- Issues relating to littering, speeding and county lines were also raised as problems for Herefordshire Councils.

7.2 Shropshire

- 46 town and parish councils completed the 2021 survey this was only 1 less than the previous year.
- 30% of Councils indicated their population was less than 500.

Local policing

- Just under three quarters (72%) of Councils believed the police are doing a 'Good or Fair' job this is in line with the previous year. 60% of Shropshire Councils thought the visibility of the police to be 'Poor or Very Poor' this was a slight decrease on the 2019 and 2020 survey, where the number stood at 62%. 39% said the visibility of police to be 'Good or Fair' in line with the 2020 survey.
- Most councils tended to agree that the police worked well with them to address local crime and disorder. In addition most also agreed they had confidence in the police to resolve such issues.
- Most councils said they contacted the local police every 2-6 months to raise concerns about crime or incidents.
- Overall 56% of Shropshire Councils rated the police's response to crime and disorder issues as 'Excellent, Good or Fair'.

Local Policing Charter

- 76% of the Shropshire Councils who responded to this survey were aware of the new Charter.
- Only 59% of Councils said the police have been in touch to identify the priorities of the town and parish council.

Contact and Engagement

- 76% of Councils believed it to be easy and convenient to contact the highest positive response rate in the four years of the surveys existence.
- Improvements were also seen in the number of Councils saying it is easy and convenient to access relevant information with 59% of councils acknowledging it was easy and convenient.
- Three quarters of Councils (75%) rated the level of contact they have with the police as 'excellent, good or fair'.
- Email was again the preferred method of contact to be used by the town and parish councils when contacting the police.
- Majority of respondents rated the police response to requests for information as fair good or excellent.
- 17% of Councils noted that the police never attend meetings or community events. The majority of councils responded that the police attend once a year.
- 37% of Shropshire Councils responded that they are aware of the members of the local safer neighbourhood team.

Crime and Anti-Social Behaviour

- 63% of Shropshire Councils believed crime and ASB was not a problem this was a 10% drop on the year before.
- 36 Councils indicated that road safety was a problem in their own council areas this was a rise of 2 Councils on the previous year.
- Rural crime was also seen as an issue within the area.
- Crimes such as violent crime, offences of a sexual nature and crimes committed against people due to their age, race, ethnicity, disability or sexuality etc were all deemed not a problem at all.

7.3 Telford and Wrekin

- Only 4 Councils within the Telford area completed the town and parish councils survey this was done from 7 the previous year.

Local Policing

- Only 1 out the 4 Councils believed the police to be doing a 'Good' job in their area with the other 3 councils thinking the police are doing a 'Fair' job.
- The Councils perception of the visibility of the police has improved when compared to the previous year. 70% of Councils thought the visibility to be poor or very poor in the 2020 survey however, this year it is only 25% with 75% thinking it was 'Fair'.
- 75% tended to agree that the police worked well with the Council to identify and address local crime and disorder however, this figure dropped to 50% when asked if the Council had confidence in the police to resolve crime and disorder.
- 3 of the Councils responded that the police contact them monthly with the other noting the police contact them every 2-6 months.
- 2 Councils thought the police's response to crime was 'Fair' with the other two Councils. One thought the response was 'Excellent' and the other indicated the response was 'Poor'.

Local Policing Charter

- It was a 50/50 split between the town and parish councils who had heard of the Charter. It was the same response rate for the town and parish councils who noted that the police have been in contact to identify the priorities of the local area.

Contact and Engagement

- Three out of four respondents said it was easy and convenient to access both local policing teams and relevant information.
- 50% rated the contact with the police as 'Fair' and the other 50% thought it was 'Good'.
- Phone (Land Line) and Email was used by all the Councils to contact the police (Not including reporting crimes).

- 3 of the Councils responded that they contact the police monthly to discuss local issues with the other noting the police contact them every 2-6 months.
- There was positive responses to the town and parish councils who rated the police response to request for information's with all of them rating it 'Good, Fair or Excellent'.
- 3 Councils said they attended Council meetings every 2-6 months with the other Council noting the police attend monthly.
- 50% of Councils did not know how often the police proactively contact the Council to raise awareness of local issues.
- 75% of Councils were familiar with the police's local safer neighbourhood team.

Crime and Anti-Social Behaviour

- There was even split between the number of Councils who thought crime and ASB was a problem versus it was not a problem.
- Road safety was deemed the crime type which was the biggest problem.
- Crimes such as violent crime, offences of a sexual nature and crimes committed against people due to their age, race, ethnicity, disability or sexuality etc were all deemed not a problem at all. Coinciding with the thoughts of the previous year's survey.

7.4 North Worcestershire

- 11 Councils responded from the North Worcestershire area these came from places such as Redditch, Wyre Forrest and Bromsgrove.
- The number of responses was down on the 2020 survey where 13 town and parish councils completed the survey.

Local Policing

- 81% of respondents rated the Polices job as 'Fair, Good or Excellent'.
- There was a drop in the number of Councils thinking the visibility of the police was 'Fair, Good or Excellent' at 54% this was a decline on the 2020 survey where 69% responded in this way. This coincides with the increase thinking the visibility is 'Poor or Very Poor' as this was up 30% from 15% to 45% in this year's survey results.

- 36% of town and parish councils in the North Worcestershire area thought the police worked well with the Councils to address local issues this was down from 70% the year before with a large majority now neither agreeing nor disagreeing. 36% agreed they had confidence in the police to resolve instances of crime and disorder down from 62% last year. 36% neither agreed nor disagreed and 37% disagreed a slight rise from the 2020 result of 23%.
- The majority of Councils contact the police every 2-6 months to raise concerns about crime and incidents.
- 36% thought the police's response to crime and disorder was poor. With 64% saying either excellent or fair. Whilst this is a drop on the previous year it is the first time in two years that Councils have replied the police responses to be 'Excellent'.

Local Policing Charter

- 73% said they had heard of the Charter.
- 82% of local town and parish councils have been contacted by the police to discuss the priorities of their local area.

Contact and Engagement

- The majority of councils said it was easy to access local policing teams and relevant Information.
- Roughly 75% of Councils rated the level of contact they had with the police as 'Good, Fair or Excellent'.
- Every Council used email as a form of communication method to contact the police.
- The majority of Councils contact the police every 2-6 months to discuss local issues. With 36% of Councils noting that the Police attend meetings once a year and 27% note the police never attend.
- Only 18% of Councils would rate the police response to requests for information as 'Poor'. This was a drop from 23% on the previous year.
- 27% of Councils responded that the police never proactively contact the Council. 27% also noted police contact the Council proactively every 2-6 months. 36% noted the police are in contact monthly.

- Local Safer Neighbourhood Teams were rated as familiar by 63% however the other 37% said they were not well known or totally unknown.

Crime and Antisocial Behaviour Issues

- The majority of Councils said crime and ASB was not a very big problem.
- Road safety was highlighted as a crime of particular concern – Road safety was the crime type of greatest concern out of all crimes listed.
- Wildlife crime was highlighted as a potential issue.

7.5 South Worcestershire

- 14 South Worcestershire councils responded to this year's town and parish councils survey a drop of over 50% on the year before.

Local Policing

- 21% rated the police's performance as poor or very poor. 36% rated it as good and 43% rated as fair.
- The council's response in regards to rating the police presence was not exceptional. 64% said the visibility was poor or very poor this is higher than the 2020 and 2019 survey. The remaining 36% rated it only as fair.
- 43% of councils agreed and 43% disagreed that the police worked well with the council to identify issues.
- 43% of councils tended to agree that they have confidence in the police to resolve crime and disorder issues with 29% disagreeing and 29% neither agreeing nor disagreeing.
- The majority of councils contact the police every 2-6 months to raise concerns about local issues.
- 72% of town and parish councils rated the police response to crime and disorder issues as 'Good or Fair' with 21% saying it was poor. The remaining 7% responding 'Unsure'.

Local Policing Charter

- There was an even split of 50% of the town and parish councils that were aware of the Charter.

- A large proportion of councils (79%) indicated that the police had not been in touch to identify the priorities of the Town/Parish council.

Contact and Engagement

- 71% of Councils noted it was easy and convenient to access local policing teams with only 21% saying it was difficult. However, in contrast when asked how easy and convenient it is to access relevant information for the local community from the police 57% said it was difficult with only 21% saying it was easy.
- When asked to rate the level of contact the Town/Parish councils had with the police 43% said it was either poor or very poor, with 58% noting it was either good or fair.
- Once again and continuing with previous trends email was used by 100% of councils as a primary means of contact with the police to discuss local issues.
- A majority of councils said they contacted the police every 2-6 months to discuss local issues and seek information.
- 64% of councils rated the police response for requests of information as fair, good or excellent and only 21% indicated it was poor with the remaining 14% indicating that they don't know.
- 64% replied that the police attend meetings or other community events once a year, 14% noted it was every 2-6 months and 21% said the police have never attended.
- There was a mix of responses to the survey question regarding how often the police proactively contact the council to raise awareness of local issues. 7% said it was monthly – 36% noted it was every 2-6 months – 14% once a year – 21% never and 21% also replied they were unsure.
- A majority of councils (57%) were unaware of the members of the police's local safer neighbourhood team.

Crime and Antisocial Behaviour Issues

- 57% said crime and ASB was not an issue this was down 10% from the previous year's survey.
- All the councils responded that road safety was an area of concern and 65% thought rural crime was also a problem area.

- Crimes such as violent crime, offences of a sexual nature and crimes committed against people due to their age, race, ethnicity, disability or sexuality etc were all deemed not a problem at all. Coinciding with the thoughts of the previous year's survey.
- Fly tipping and trespassing were crimes which were highlighted as potential problems.

8. Appendix A



TOWN AND PARISH COUNCIL SURVEY 2021

**Please select one answer for each question, unless asked to do otherwise.
Please ensure only one questionnaire is completed and returned for your individual town/ parish council**

LOCAL POLICING

1 In the Council's opinion, how good a job do you think the police are doing in your town / parish?

Excellent Good Fair Poor Very poor Don't know

2 In the Council's opinion, how would you rate the visibility of police in your town / parish?

Excellent Good Fair Poor Very poor Don't know

How much does the Council agree or disagree with the following statements:

3 The police work well with the Council to identify and address local crime and disorder issues

Strongly agree Tend to agree Neither agree nor disagree

Tend to disagree Strongly disagree Don't know

- 4 The Council has confidence in the police to resolve crime and disorder issues raised within the local community
- | | | |
|------------------|-------------------|----------------------------|
| Strongly agree | Tend to agree | Neither agree nor disagree |
| Tend to disagree | Strongly disagree | Don't know |
- 5 On average, how often does the Council contact the police to raise concerns about crime or incidents?
- | | | |
|-------------|---------|--------------------|
| Weekly | Monthly | Every 2 – 6 months |
| Once a year | Never | Don't know |
- 6 Overall, how would you rate the police response to crime and disorder issues or incidents Raised by the Council?
- | | | | | | |
|-----------|------|------|------|-----------|-----------------|
| Excellent | Good | Fair | Poor | Very poor | Don't know / NA |
|-----------|------|------|------|-----------|-----------------|

LOCAL POLICING CHARTER

In March 2021 the Local Policing Charter was launched by West Mercia Police outlining their ongoing commitment to improving the local policing delivery and providing a service that communities both expect and deserve. It sets out the commitment for a truly community based and holistic policing approach. To deliver a consistent, high-quality service to be proud of and that not only keeps people safe, but makes them feel safe. The charter been put together in consultation with local communities, and covers six key areas for improved service delivery: visibility & accessibility, responding to communities, prevention, vulnerability, relationships and partnerships.

The Local Policing Charter can be found at <https://www.westmercia.police.uk/SysSiteAssets/media/downloads/west-mercia/public-charter.pdf>

- 7 Are you aware of the Local Policing Charter?
- | | |
|-----|----|
| Yes | No |
|-----|----|
- 8 Have the police been in touch to identify your priorities as a Town/Parish Council?
- | | |
|-----|----|
| Yes | No |
|-----|----|

CONTACT AND ENGAGEMENT

- 9 In the Council's opinion, how easy and convenient is it to access your local policing teams? (This may be in any form – face to face, email, telephone etc)
- | | | |
|----------------|------------------|------------------|
| Very easy | Fairly easy | Fairly difficult |
| Very difficult | Don't know / N/A | |

10 In the Council's opinion, how easy and convenient is it to access relevant information for the local community from the police?

Very easy	Fairly easy	Fairly difficult
Very difficult	Don't know / N/A	

11 In the Council's opinion how would you rate the level of contact you have with the police?

Excellent	Good	Fair	Poor	Very poor	Don't know / NA
-----------	------	------	------	-----------	-----------------

12 How does the Council contact the police to discuss local issues, seek information or invite to meetings / community events? (Not including reporting crimes)

Please tick all that apply

Phone (land line)	Phone (mobile)	Email
Letter	Social media	In person (at a police station etc)
Website	Other	Don't contact the police

13 How often does the Council contact the police to discuss local issues, seek information or invite to meetings / community events etc? (not including reporting crimes)

Weekly	Monthly	Every 2 – 6 months
Once a year	Never	Don't know

14 How would the Council rate the police response to requests for information / meetings etc?

Excellent	Good	Fair	Poor	Very Poor	Don't know / N/A
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15 How often do the police attend Council meetings or other community events in your town or parish area

Weekly	Monthly	Every 2 – 6 months
Once a year	Never	Don't know / not invited

16 How often do the police proactively contact the Council to raise awareness of local issues, share information etc?

Weekly	Monthly	Every 2 – 6 months
Once a year	Never	Don't know

17 Does the Council know the members of the police's local Safer Neighbourhood Team? These teams include Inspectors, Sergeants, PCs and PCSOs.

Very familiar

Somewhat familiar

Not well known

Totally unknown

N/A

CRIME AND ANTI SOCIAL BEHAVIOUR ISSUES

18 In the Councils opinion how much of a problem, if at all, would you say that crime and anti-social behaviour is in your town / parish council area?

Not a problem at all

Not a very big problem

Fairly big problem

Very big problem

Don't know

19 Which if any of the following issues would the Council say are currently a problem to people in the town / parish area?

Please tick one box in each row

	Not a problem at all	Not a very big problem	Fairly big problem	Very big problem	Don't know
Domestic burglary					
Violent crime					
Anti-social behaviour					
Online crime					
Vehicle crime					
Criminal damage / vandalism					
Crimes against businesses					
Rural crime					
Offences of a sexual nature					
Crimes committed against people due to their gender, age, race, ethnicity religion, disability or sexuality					
Road safety					
Other (please specify in the box below)					
Other:					

ABOUT YOUR COUNCIL

20 What is the name of your council (or councils if it is a combined parish council group)?

21 Please confirm which Borough / District / City / Unitary area your council is in

Herefordshire	Shropshire	Telford & Wrekin
Redditch	Wyre Forest	Worcester City
Malvern Hills	Wychavon	Bromsgrove

22 Approximately how many people live in your town / parish area?

Less than 500	501 - 1000	1001 - 5000
5001 – 10,000	Over 10,000	

23 Please provide an appropriate, current email address the Commissioner or his staff may use to contact the Council when necessary. Your email will be stored in secure web-based systems. It would not be shared more widely with other third parties.

Yes No | Would you like to receive the PCC's monthly newsletter to this email address?

Thank you for taking the time to complete our survey. The survey results will be available to view online at www.westmercia-pcc.gov.uk

EMAIL RETURNS: If you have chosen to complete a word version of the survey, email your completed survey to: opcc@westmercia.pnn.police.uk

POSTAL RETURNS: If you have chosen to print a copy of this survey to complete and return via Royal Mail (instead of completing online / emailing), post your completed survey to: John Campion, Police and Crime Commissioner, OPCC, West Mercia Police HQ, Worcester, WR3 8SP

