



---

West Mercia Police and Crime Commissioner's Annual  
Town and Parish Council Survey 2022

---

## SUMMARY REPORT

## Contents

|   |    |
|---|----|
| Contents.....                                 | 2  |
| About the Town and Parish Council Survey..... | 3  |
| Introduction .....                            | 3  |
| Methodology.....                              | 3  |
| Demographics .....                            | 4  |
| Executive Summary.....                        | 4  |
| Response Data .....                           | 4  |
| Local Policing.....                           | 5  |
| Contact and Engagement.....                   | 5  |
| Crime and ASB.....                            | 5  |
| Findings .....                                | 6  |
| Local Policing.....                           | 6  |
| Local Policing Community Charter .....        | 9  |
| Contact and Engagement.....                   | 9  |
| Crime and Antisocial Behaviour .....          | 12 |
| Conclusion:.....                              | 15 |
| Local Policing Area Findings .....            | 15 |
| Herefordshire.....                            | 15 |
| Shropshire .....                              | 17 |
| Telford & Wrekin.....                         | 19 |
| North Worcestershire .....                    | 20 |
| South Worcester .....                         | 22 |
| Appendix A:.....                              | 24 |

## About the Town and Parish Council Survey

### Introduction

Since 2018 the Police and Crime Commissioner (PCC) has published the findings from the annual Town and Parish Council Survey. Presented to the Town and Parish Councils of West Mercia's five local policing areas (LPAs): Herefordshire, Shropshire, Telford & Wrekin, North Worcestershire and South Worcestershire. The survey is designed as a platform for councils to share their views on local policing, contact and engagement, crime and anti-social behaviour (ASB) as well as on the local policing charter – which was introduced last year with the intention of improving service delivery in local communities. The responses will be used to align the priorities of the PCC and wider West Mercia Police force with those of the communities they serve. Highlighting best practices and areas for improvement will allow the PCC to consistently deliver an efficient and effective police service.

This year's survey ran over a two-month period from the 13<sup>th</sup> of June to the 8<sup>th</sup> of August 2022.

### Methodology

Composed of 24 questions the survey was divided into five parts, the four mentioned above – Local Policing, Local Policing Community Charter, Contact and Engagement and Crime and ASB – followed by a section requesting details about the responding council. These questions were predominately multiple choice.

Councils were given the option of completing the survey online or completing an electronic version and returning it via email or post to the PCC's office. Which was distributed 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. Whilst it is acknowledged that not all 470 town and parish councils are members of their local association this method was deemed the most efficient and effective way of engaging with local communities. Additionally, the survey was promoted by the Police and Crime Commissioners Office via social media and local media outlets.

A copy of the 2022 survey questionnaire is included in this report as Appendix A.

Instances where percentages on charts, graphs and tables do not add up to 100% is a product of rounding.

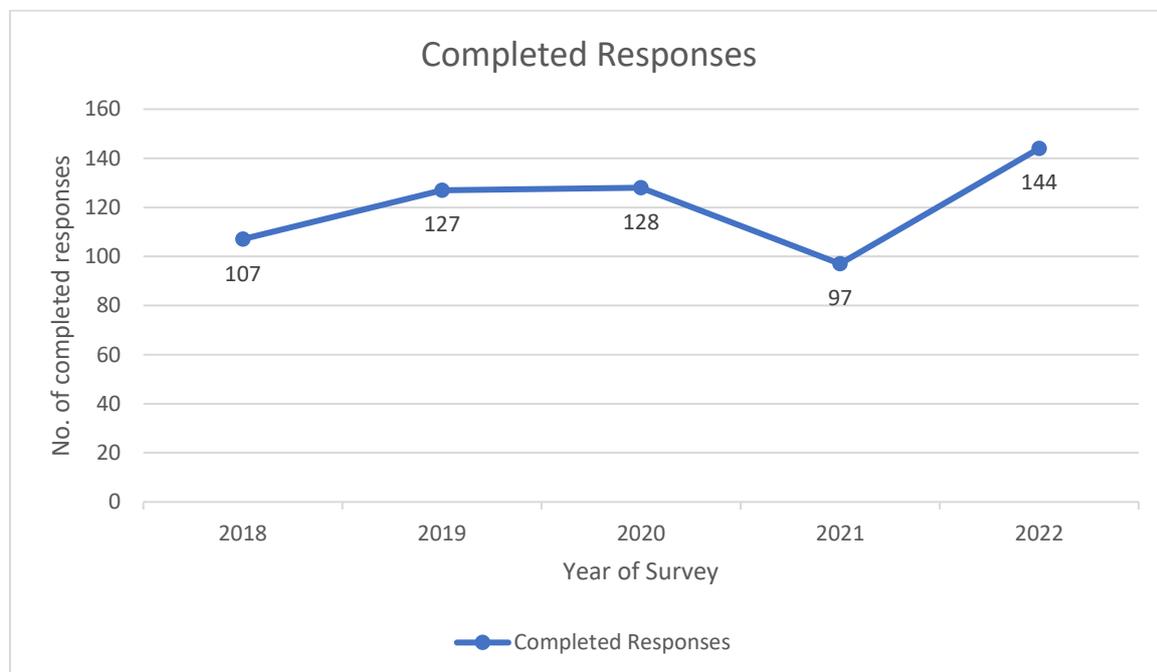
## Demographics

West Mercia is covered by three unitary councils Herefordshire, Shropshire and Telford & Wrekin and two-tier council of Worcestershire. Within these counties there is a total of 470 town and parish councils, 137, 154, 179 respectively.

## Executive Summary

### Response Data

Of the 261 responses submitted only 144 were completed entirely. In continuity with the previous four years the partially completed survey responses will be excluded from this report.



It is encouraging to see the number of town and parish councils completing the survey reach an all-time high.

| Policing Area        | Number of respondents | Number of respondents as a percentage |
|----------------------|-----------------------|---------------------------------------|
| Herefordshire        | 32                    | 22%                                   |
| North Worcestershire | 21                    | 15%                                   |
| South Worcestershire | 29                    | 20%                                   |
| Shropshire           | 52                    | 36%                                   |
| Telford & Wrekin     | 10                    | 7%                                    |

144 responses equate to approximately 30% of all town and parish councils within West Mercia. Whilst not an insignificant amount, it is not possible to conclude that these findings represent the views of all town and parish councils across West Mercia. This report reflects only the opinions of those councils who submitted a return.

### Local Policing

- 79% of respondents believed the police were doing a fair, good or excellent job in their town and parish council. On the other hand, only 17% found the police to be doing a poor or very poor job, an improvement on the 20% of last year.
- Police visibility has been and continues to be a persistent issue for councils, 48% now rate the visibility of police fair, good or excellent. This includes the highest number of excellent (14%) and the fewest number of poor or very poor (52%) responses on record.
- 83% of town and parish councils were aware of the Local Policing Community Charter. An anticipated and welcomed improvement over the 67% who did so this time last year.
- 19 councils have stated they are already seeing a reduction in crime and increased feeling of safety as a result of the Local Policing Charter that was introduced in March 2021.

### Contact and Engagement

- The vast majority, over 80%, of councils found it easy and convenient to access local policing teams. This is the highest percentage on record and was complemented by the lowest percentage of respondents who answered fairly or very difficult, 17%.
- Over 70% of respondents believe the level of contact they have with the police is fair, good or excellent, similar to previous results.
- 68% of town and parish councils have some degree of familiarity with the members of the police's local Safer Neighbourhood Team.

### Crime and ASB

- Nearly three quarters of participants do not believe they have a big problem with crime and anti-social behaviour in their town/parish area.
- Crime and anti-social behaviour are only considered a very big problem in 3% of town and parish councils. This figure has been trending down over the last few years.
- Road safety including speeding is overwhelmingly the most common and pronounced issue facing the residents of town and parish councils. With over 70% classifying this issue as a fairly or very big problem. This has been a recurring theme across previous surveys.

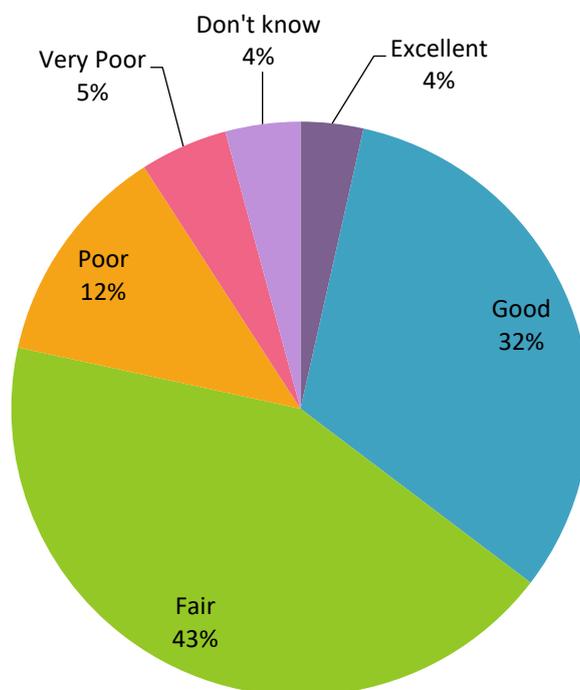
## Findings

### Local Policing

The first section of the Town and Parish Council Survey was centred on local policing teams and the council's overall perception of the local police; including visibility and confidence.

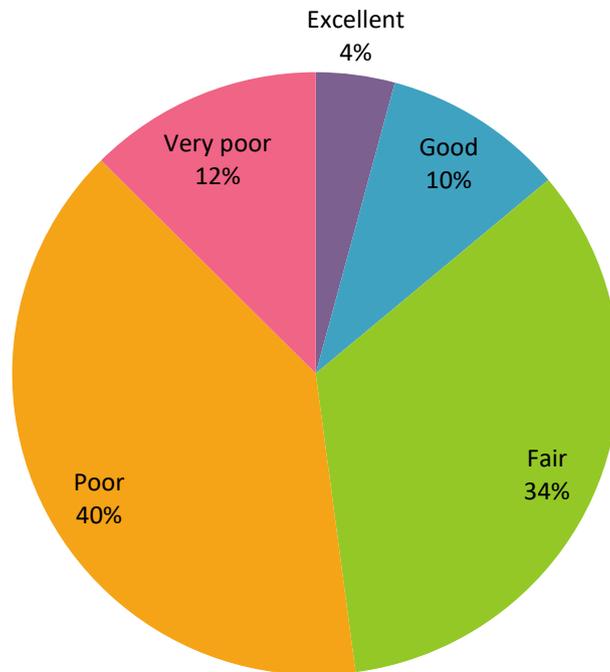
When asked how good a job the police are doing in their area, 36% responded good or excellent with an additional 43% stating it was fair. The 79% of these two combined is slightly higher than last year.

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



The second question of the survey focused on the visibility of the police within town and parish communities. The breakdown of responses is captured below:

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



| Survey Year | 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%                                   |
| 2022        | 14%                                   | 52%                                   |

*Table 1: Comparative breakdown to the responses to 'In the Council's Opinion, how would you rate the visibility of police in your town parish?'*

As shown there has been a small but noteworthy rise in good and excellent ratings of 4%, accompanied with a 5% decrease in the number of councils who felt police visibility is poor or very poor. This represents an improvement from last year's results and boasts the highest Good or Excellent rating and lowest Poor or Very Poor rating in the five-year history of the Town and Parish Council survey. It is anticipated that additional investment made by the PCC into increasing the numbers of police officers on the frontline in West Mercia will help to reassure communities and improve police visibility.

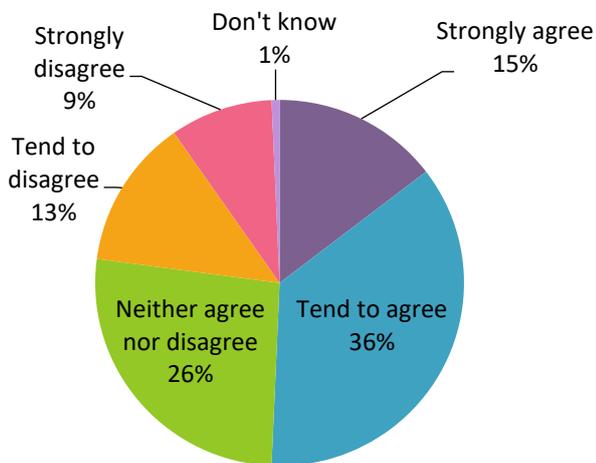
The following two questions of the survey focused on the partnerships between Councils and local policing teams. Councils were asked how well they agreed with the following statements:

- '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'.

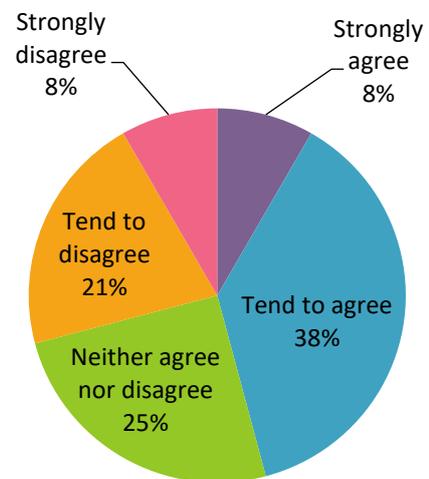
51% tended either to agree or strongly agree that the police work well with the council to identify and address local crime and disorder issues. This is a slight improvement from the 49% seen last year; the number of councils who disagreed or strongly disagreed with the first statement witnessed a more pronounced change of 6%. Falling from 28% last year to 22% this year.

As for the second statement on the ability of local police to solve the issues raised by the community, those who agree or strongly agree has risen slightly to 46% from 43% last year, whilst the percentage of Councils who disagree or strongly disagree remains unchanged from last year at 29%.

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



**Figure 4: 'The Council has confidence in the police to resolve crime and disorder issues raised within the local community'**



In line with previous year's most councils (37%) contact the police every 2-6 months to raise concerns about crimes or incidents. This is a lower percentage than the previous two years but still by a big margin the most typical answer.

The final question relating to local policing asked the councils how they rate the police’s response to crime and disorder issues, or incidents raised by the council overall. Only 9% of respondents believed the police’s response was poor or very poor, with 33% citing the response as good or excellent. Fair or Good ratings were the most common answer 33% and 26% respectively; this is a characteristic shared by previous surveys.

### Local Policing Community Charter

The Local Policing Community Charter (LPCC) was launched in March 2021 by West Mercia Police and first included in last year’s Town and Parish Council Survey.

A copy of the charter can be found on the [West Mercia Police Website](#).

Of the councils who completed the survey 83% of them are now aware of the charter. This is a significant and encouraging increase from the 67% witnessed during its debut year.

75% of respondents stated that police had been in touch with town and parish councils to identify local priorities. Up from 55% last year. Subsequently, police have acted upon the priorities set out in 56% of cases. It is encouraging to see that the number of councils in which the police have begun to take action surpasses the number of councils who had simply established their priorities as of last year. Already, 14% of town and parish councils have been able to attribute a reduction in crime and increased feeling of safety within their communities to the Local Policing Charter.

### Contact and Engagement

The third section of the survey asked town and parish councils how convenient and conducive they perceived the contact and engagement between themselves and the police to be.

Most councils found it easy and convenient to access local policing teams, 29% said it was very easy and 52% said it was fairly easy. Only 7% found it very difficult. As table 2 depicts councils have found it consistently more convenient to access their local policing teams since 2018 according to the results of the Town and Parish Council Survey. 2022 reflects the most positive response to date.

| Survey Year | Percentage of respondents who answered fairly or very easy | Percentage of respondents who answered fairly or very difficult. |
|-------------|--|--|
| 2018        | 66%  | 24%  |
| 2019        | 65%  | 24%  |
| 2020        | 75%  | 19%  |
| 2021        | 74%  | 19%  |
| 2022        | 81%  | 17%  |

*Table 2: Comparative breakdown of the responses to: ‘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)’*

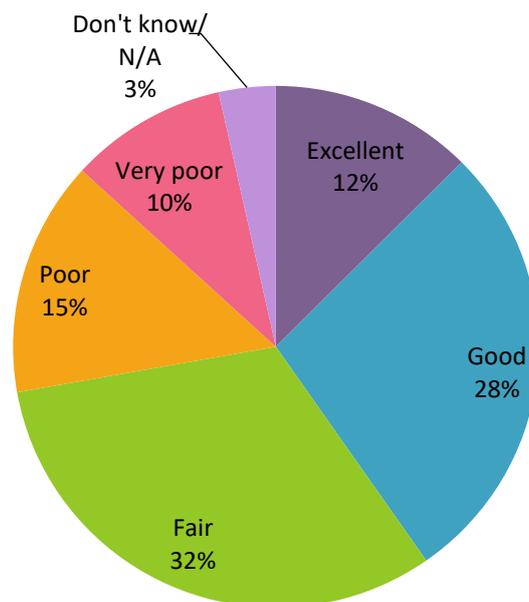
In a similar vein, councils were asked how easy and convenient it is to access the relevant information for the local community from the police. Around 61% found it fairly or very easy; mirroring the trend displayed in the previous question, rising from 12% since 2019. Those who found accessing information from the police difficult has also fallen to 23% from 28% last year.

| Survey Year | Percentage of respondents who answered fairly or very easy | Percentage of respondents who answered fairly or very difficult |
|-------------|--|---|
| 2019        | 49%  | 31%   |
| 2020        | 58%  | 23%   |
| 2021        | 47%  | 28%   |
| 2022        | 61%  | 23%   |

*Table 3: Comparative breakdown of responses to 'How easy and convenient is it to access the relevant information for the local community from the police?'*

When asked to rate the level of contact with the police, 40% of councils rated contact as good or excellent with 25% stating poor or very poor. This denotes a marginal change from last year's results which was 42% and 25% respectively. The breakdown of responses for this year are depicted below:

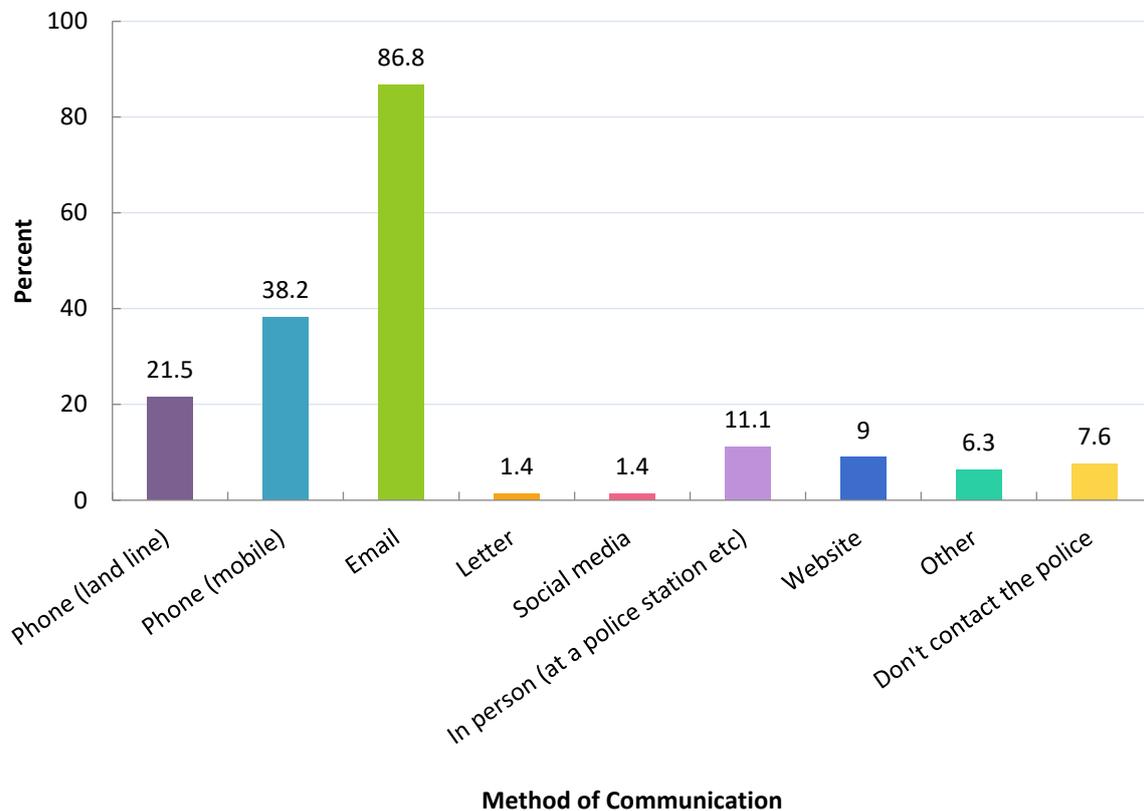
**Figure 5: 'In the councils opinion, how would you rate the level of contact you have had with the police?'**



Town and Parish councils most commonly contacted the police to discuss local issues, seek information or invite them to meetings and community events (excluding the reporting of crimes) on a 2-6 monthly basis; in 36% of cases. On the other hand, 9% stated they never contacted the police; this is aligned with the range of survey results received over the years ranging between 4-9%. Furthermore, we found email to be the most prevalent method of communication between local councils and the police, 86.8%. Contact via phone either mobile or landline was the second most

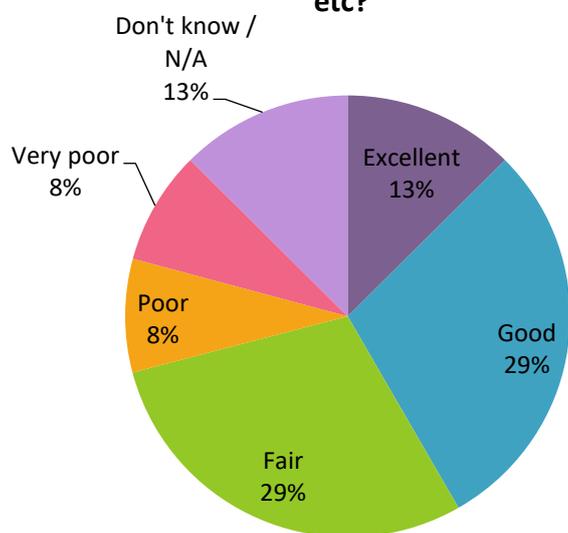
popular with 59.7% of respondents using this method. Similarly, this mirrors the results from previous surveys. It should be noted that multiple methods could be selected for this question.

**Figure 6: How does the Council contact the police to discuss local issues, seek information or invite to meetings/community events? (Not including reporting crimes)**

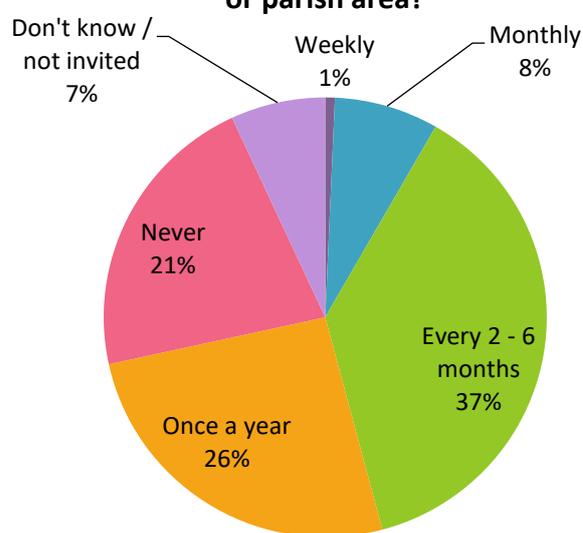


The police’s response to requests for information and meetings was rated either good or excellent by 42% of councils, higher than 35% seen in the previous year. Poor and very poor responses totalled 16%, the same figure as last year. When asked how often the police attend council meetings or other community events most said every 2-6 months (37%). This is a positive improvement in contrast to 2020 and 2021 where police most commonly attended once a year, most likely facilitated by the end of the COVID-19 pandemic. Around 21% of councils stated that the police never attend, this is comparable to the findings of the last two years surveys. Figures 7 and 8 below break down the responses to the two aforementioned questions.

**Figure 7: 'How would the Council rate the police response to requests for information/meetings etc?'**



**Figure 8: 'How often do the police attend Council meetings or other community events in your town or parish area?'**



Police predominantly undertook proactive contact with councils to raise awareness of local issues and share information on a monthly or 2–6-month basis, as was the case with 53% of responses. A welcomed improvement over the 45% seen last year. This increase may be linked to the LPCC being embedded in local policing activity. On the other hand, 21% of councils stated that the police never engaged in proactive contact. Again, this figure coincides with the findings from the LPCC safety charter in which 24% of councils stated that their priorities had not been mapped by local police. Future surveys should see this figure decline as the Charter is more widely adopted and implemented.

Finally, in relation to contact and engagement, councils were asked to grade their familiarity with the members of the police’s local safer neighbourhood team (SNT). Around 68% of respondents felt they were very or somewhat familiar with their SNT’s. This is the highest number on record and a vast improvement from the 56% recorded last year. However, there is still work to be done surrounding the 5% who are totally unknown and the 27% who are not well known.

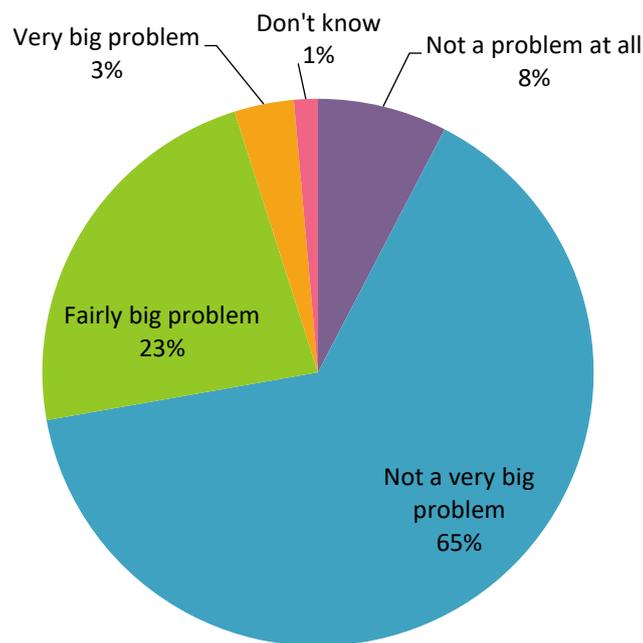
### Crime and Antisocial Behaviour

The final section of the survey consisted of two questions on crime and antisocial behaviour (ASB) within each town and parish council area.

First, illustrated in figure 9, councils were asked how much of a problem crime and antisocial behaviour is in their local area. This year, 73% said that crime and ASB was not a problem in their area. Only 3%,

equivalent to 5 out of the 144 participants, expressed it as being a very big problem compared to the 7% in 2021. Similarly, those who stated a fairly big problem fell marginally from 24% to 23% over the course of the last year. Alternatively, 73% of town and parish councils believed they had no problem at all or not a very big problem with crime and ASB. Also, a slight improvement on last year's 68%.

**Figure 9: 'In the Council's opinion, how much of a problem, if at all, would you that crime and antisocial behaviour is in your town/parish area?'**



The next question asked respondents to apply the same labels, from no problem to a very big problem, across a wide range of crime types. Road safety, including speeding, was the most prevalent crime type causing fairly or very big problems in over 70% of town and parish councils. This has been a recurring issue, apparent in all previous surveys.

Rural crime follows, raised as a problematic issue by 44.3% of respondents with only 2.8% not experiencing any problems related to it. This is down just over 5% from the same combined reading last year. The number of councils who categorised rural crime as a very big problem exclusively has fallen significantly from 15% last year to just under 6% this year.

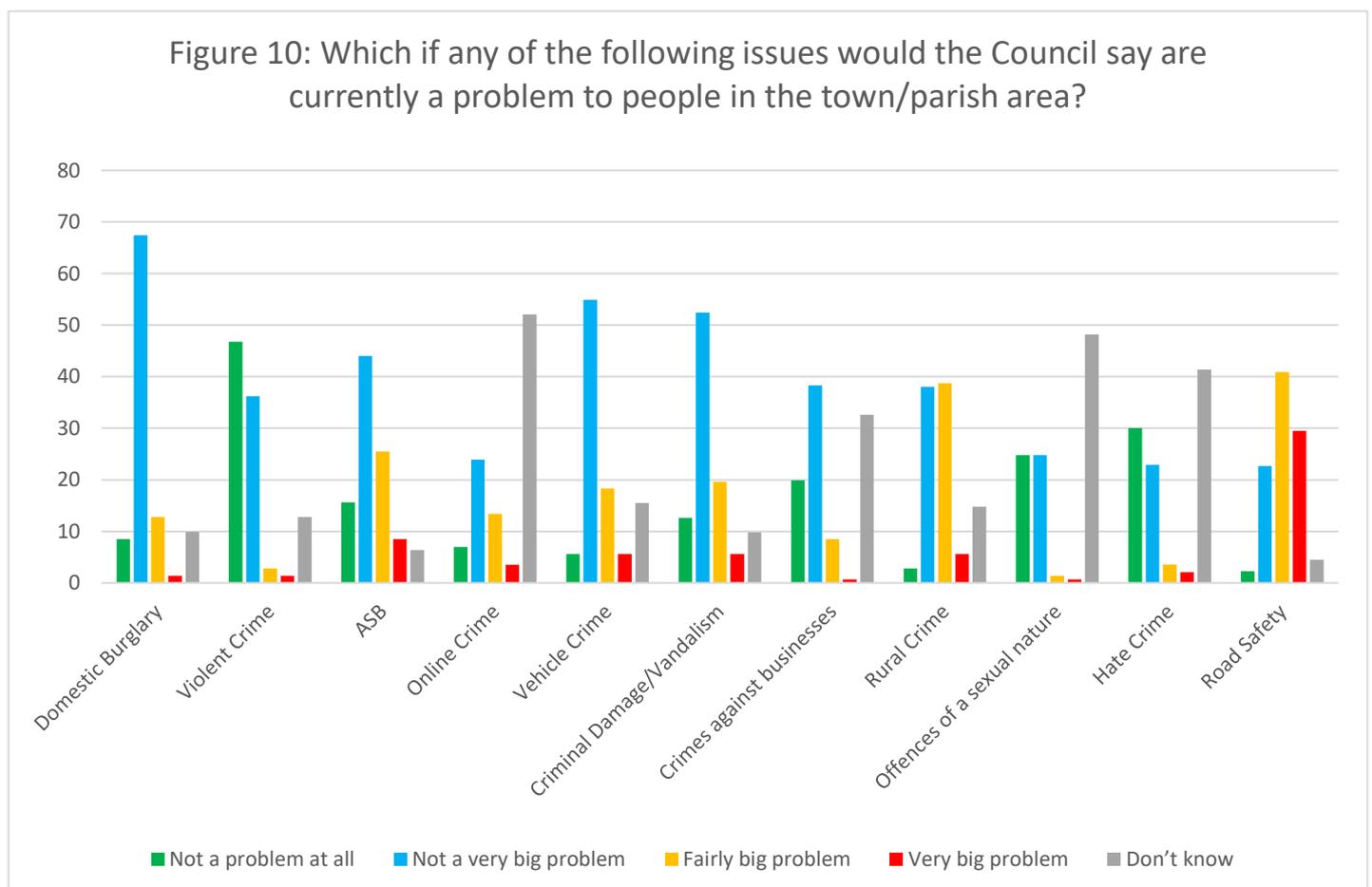
The third most pronounced issue causing problems for town and parish councils is ASB. With 34% of councils rating it, a fairly or very big problem, the same figure as last year. Encouragingly however, this has halved since the 64% and 65% readings in 2019 and 2020.

Fortunately, violent crime was deemed not a problem at all by approximately 46% of town and parish councils. Whilst this is comparable to 2021 and 2020 both those years had over 50% of respondents with no issue at all.

The label ‘Hate Crime’ on figure nine refers to crimes ‘committed against people due to their age, race, ethnicity, disability or sexuality’. Alongside online and sexual offences this crime type had a large number of councils who did not know the extent of the problem when compared to more conventional crimes. This can be explained by the intrinsically complex and often implicit nature of these offences. They are usually the most underreported, meaning councils are not always well placed to witness it.

Respondents also had the opportunity to submit ‘other’ crime types not provided in the survey. Of note fly-tipping was mentioned on more than one occasion: akin to last year’s responses.

A complete breakdown of results can be found below, using a spectrum of red (very big problem) to green (no problem at all) to illustrate the survey response. It should be noted that this question was not compulsory and the number of responses to each crime type varies.



## Conclusion:

Coming out of the Covid-19 pandemic it is encouraging to receive the highest number of responses in the history of the Town and Parish Council Survey. The Police and Crime Commissioner appreciates the input from town and parish councils and values this survey as a less formal medium for councils to inform, shape and evidence the building of a safer West Mercia.

In totality, the findings documented in this report suggest that town and parish councils are seeing improvements in their interactions with local police. They show the most positive responses to date on matters of police visibility, SNT accessibility and familiarity. This is a welcomed improvement and likely the result of initiatives such as the Local Policing Charter and recent budget investment into officer numbers. Whilst the results of this survey provide reassurance to the Commissioner and the force that the impact of their ongoing efforts is being felt by local communities; there is still work to be done to make sure the experience of residents is consistent across all of West Mercia.

## Local Policing Area Findings

### Herefordshire

- 32 councils from across Herefordshire completed the survey, this is 10 more than last years and 1 more than the year before that.
- 40% of these indicated that their population was between 501 and 1000 residents

### Local Policing

- 85% of respondents believed the police were doing a fair, good or excellent job. This is almost identical to last years which itself was a 12% improvement from the year before.
- Visibility of the police was deemed poor by 44%. This is a welcome improvement from the 50% recorded in 2021.
- 62% tended to agree or strongly agreed that the police worked well with councils to identify and address local crime and disorder issues; compared to 19% who tended to disagree or strongly disagree. This translated into 56% confidence in the police to resolve these locally raised issues of crime and disorder with 22% of councils lacking confidence.
- Overall, 65% councils rated the police response to crime and disorder issues fair, good or excellent. A marginal 2% increase from last year and the same as 2020. The joint highest reading in 4 years.

## **Local Policing Charter**

- 84% of respondents are aware of the Local Policing Charter, a significant improvement from 57% last year.
- In 66% of cases the police had been in touch to identify the priorities of the Town/Parish Council area, an increase from 57% in 2021.
- Of the aforementioned 66%, the priorities had been acted upon in 45% of councils. Subsequently 21% of councils perceived a reduction in crime as a result of the Charter launch. Historical comparison is not possible in this instance as the Charter was only introduced in March 2021 and its impact could not have been measured in its debut year.

## **Contact and engagement**

- 88% of respondents said it was 'very easy or fairly easy to access their local teams, an improvement on the last two years which were 73% in 2020 and 74% in 2021. Only 6% found it fairly difficult and the same amount very difficult. This is a welcome decline from 23% who found it very difficult last year.
- Requests for information and meetings did similarly well, with 72% of councils finding it fairly or very easy, up 13% from last year. Only one council found the police's response to be poor and very poor.
- The level of contact with the police was rated fair, good or excellent by 88% of respondents. This is the highest reading since the survey began.
- Councils overwhelmingly used email (87.5%) to contact the police to discuss local issues; followed by mobile and landline (37%). This is consistent with previous years. Most commonly this occurred on a 2-6 month basis.
- Police usually attended a council meeting or community event once a year, as is the case with 41% of councils. 12% of councils stated police had never attended.
- Police failed to proactively contact local councils about local issues and relevant information in 25% of cases. This is almost identical to the 2020 report but a stark increase from the nil number of councils last year.
- 75% of councils felt very familiar or somewhat familiar with the members of their SNT. An improvement from last year's 64% and confirmation of a positive trend seen since the 49% reported in 2019.

## **Crime and ASB**

- No Herefordshire town/parish councils cited having a very big problem with crime and antisocial behaviour (ASB), 87% had no problem at all or not a very big problem. The breakdown of responses is broadly aligned with that of previous years but does show a slight improvement.
- Road safety, rural crime and ASB – in that order – were the most prevalent issues for the councils of Herefordshire. This is consistent with previous survey results and the regional picture. Fly tipping was a miscellaneous crime type reported as a concerning problem by more than one council.

## Shropshire

- 52 councils from across Herefordshire completed the survey, this is 6 more than last years and 5 more than the year before that.
- 36.5% of these indicated that their population was less than 500 residents

## **Local Policing**

- 69% of respondents believed the police were doing a fair, good or excellent job. This continues a gradual decline witnessed over the last few years.
- Visibility of the police was deemed poor or very poor by 61%. This is consistent and within the range of previous surveys, 60% in 2021, 62% in 2020 and 2019.
- 46% tended to agree or strongly agreed that the police worked well with councils to identify and address local crime and disorder issues; compared to 27% who tended to disagree or strongly disagree. This translated into 48% confidence in the police to resolve these locally raised issues of crime and disorder with 31% of councils lacking confidence.
- Overall, 67% councils rated the police response to crime and disorder issues fair, good or excellent. A noteworthy 11% increase from last year and highest reading in 4 years.

## **Local Policing Charter**

- 88% of respondents are aware of the Local Policing Charter. Up significantly from the 76% last year.
- In 88% of cases the police had been in touch to identify the priorities of the Town/Parish Council area. A welcomed increase from the previous year's 59%.

- Of the aforementioned 88%, the priorities had been acted upon in 52% of councils. Subsequently, 13% of councils perceived a reduction in crime as a result of the Charter launch.

### **Contact and engagement**

- 71% of respondents said it was 'very easy or fairly easy to access their local teams, down from the last two years which were 76% and 75% respectively. Only 2 councils found it very difficult.
- Requests for information and meetings were fairly or very easy to conduct for 54% of councils. Whilst down 5% from last year this figure remains comparable to previous results.
- The level of contact with the police was rated fair, good or excellent by 62% of respondents. A notable decline from 75% in 2021
- Councils overwhelmingly used email (84.6%) to contact the police to discuss local issue, followed by mobile and landline (56.7%). This is consistent with previous years. Most commonly this occurred on a monthly basis.
- Police usually attended a council meeting or community event every 2–6 months, as is the case with 34% of councils. 25% of councils stated police had never attended, this is higher than the 17% who failed to attend last year.
- Police failed to proactively contact local councils about local issues and relevant information in 23% of cases. An improvement on the 32% of cases in 2020.
- 65% of councils were familiar with their SNT members, with 4% totally unknown. This is a significant improvement in both aspects compared to previous years. Only 37% of councils in were familiar in 2021 and 19% totally unknown in 2020.

### **Crime and ASB**

- Two Shropshire town/parish councils believed they had a very big problem with crime and antisocial behaviour (ASB), 79% had no problem at all or not a very big problem. This is a 16% increase on last year and higher than the levels seen in 2020 and 2019 as well.
- Road safety was highlighted as the most pressing issue within Shropshire, deemed a fairly or very big problem by 64.5% of participating councils. Rural crime was also a crime type of concern with 43.2%. On the other hand, 58.8% had no problem at all with violent crime and no councils reported a fairly or very big problem with it. These patterns are similar throughout the survey's history.

## Telford & Wrekin

- 10 councils from across Telford & Wrekin completed the survey, this is 6 more than last years and 3 more than the year before that. It should be noted that small sample sizes hinder the ability of the following results to be interpreted as a reflective snapshot of the Telford & Wrekin LPA.
- 40% of respondents indicated that their population was between 1000-5000 residents.

### Local Policing

- All of the respondents thought the police were doing a fair or good job in their town/parish, 50% for each. No councils rated the policies activities as poor or very poor.
- Visibility of the police was rated poor, fair and excellent by 20%, 40% and 40% respectively.
- 70% tended to agree or strongly agreed that the police worked well with councils to identify and address local crime and disorder issues. Interestingly whilst no councils tended to disagree, 10% strongly disagree. This translated directly into 70% confidence in the police to resolve these locally raised issues of crime and disorder with 10% of councils lacking confidence.
- Half of councils contacting the police to raise concerns about crimes and incidents on a monthly basis. All respondents rated the police response fair, good or excellent at 30%, 30% and 40% respectively.

### Local Policing Charter

- 100% of councils are aware of the Local Policing Charter and have had contact with the police to identify local priorities. Last year this figure was only 50% in both cases
- In 70% of cases police had acted on the established priorities, subsequently only one council witnessed a reduction in crime and increased feeling of safety as a result.

### Contact and engagement

- Responses were split 50/50 between fairly and very easy to access their local policing teams. 80% found it fairly easy and convenient to access relevant information for the local community from the police; the remaining 20% answered do not know/not applicable.
- Only 1 respondent rated the level of contact they have had with the police as very poor. The rest citing fair, good or excellent contact with 40% choosing the later.
- Councils overwhelmingly used a combination of email (90%) and mobile or landline (80%) to contact the police about local issues, seeking information or inviting to meetings and community events. This occurs a monthly basis for half of the councils.

- Police usually attended a council meeting or community event every 2 – 6 months, as is the case with 70% of councils. 20% of councils stated police had never attended.
- In no cases did the police fail to proactively contact the council to raise awareness of local issues and share information. 70% stated they received updates on a weekly or monthly basis.
- 90% of councils expressed familiarity with members of their local SNT, with none being totally unknown. This is an improvement from the 70%-75% experienced in previous years.

### **Crime and ASB**

- Half of respondents have a very big or fairly big problem with crime and ASB, the remainder have a small but existent problem with it. This is the same as last year.
- Road safety continues to be the biggest problem facing the town and parish councils of Telford & Wrekin, cited as a fairly big problem by 7 councils. Criminal damage, vandalism and rural crime were also popular. This is broadly consistent with previous findings.

### **North Worcestershire**

- 21 councils from across North Worcester completed the survey, this is 10 more than last years and 8 more than the year before that. This is a welcomed increase in participation.
- A third of councils indicated that their population is between 1000 – 5000 residents.

### **Local Policing**

- 91% of respondents believed the police were doing a fair, good or excellent job. This is 10% higher than last year's reading.
- Visibility of the police was deemed poor or very poor by 33%. This is a welcome reduction from the 45% last year. 67% found visibility to be fair or excellent, also an improvement on 2021 figures.
- 57% tended to agree or strongly agreed that the police worked well with councils to identify and address local crime and disorder issues; compared to 14% who tended to disagree or strongly disagree. This translated into 29% confidence in the police to resolve these locally raised issues of crime and disorder with 23% of councils lacking confidence.
- Overall, 62% councils rated the police response to crime and disorder issues fair or good, with no excellent responses, consistent with the 64% recorded last year. 14% of respondents felt the polices response was poor or very poor, a significant downside improvement from the 36% in 2021.

## **Local Policing Charter**

- 67% of respondents are aware of the Local Policing Charter. Surprisingly, this figure has fallen from the 73% achieved last year.
- In 71% of cases the police had been in touch to identify the priorities of the Town/Parish Council area. Again, this is unexpectedly less than the 82% recorded during the Charter's debut year.
- Of the aforementioned councils, the priorities had been acted upon in 61% of the time. Subsequently 14% of councils perceived a reduction in crime as a result of the Charter launch.

## **Contact and engagement**

- 81% of respondents said it was 'very easy or fairly easy to access their local teams, this is comparable to previous years.
- Requests for information and meetings were fairly or very easy to conduct for 61% of councils. However, 29% found it somewhat or very difficult.
- The level of contact with the police was rated fair, good or excellent by just 90% of respondents. An encouragingly high figure and an improvement compared to the 75% last year
- Councils overwhelmingly used email (85.7%) to contact the police to discuss local issue, followed by mobile and landline (52.4%). This is consistent with previous years. Most commonly this occurred on a monthly basis (48%).
- Police usually attended a council meeting or community event every 2 – 6 months, as is the case with 52% of councils. Just 5% of councils stated police had never attended, significantly lower than the 27% in 2021.
- Police failed to proactively contact local councils about local issues and relevant information in 14% of cases. This is an improvement on the 27% of cases last year.
- 76% of councils were familiar with their SNT members, with 5% totally unknown. This is an improvement in both aspects compared to previous years as only 63% of councils in 2021 were familiar.

## **Crime and ASB**

- No councils stated they had a very big problem or not one at all within their town or parish council with crime and ASB. 57% did not have a very big problem with the remainder citing a fairly big problem.

- Road safety appears a fairly or very big problem for three quarters of respondents. ASB, rural crime, criminal damage and vehicle crime were cited as one of the categories by over 35% of respondents.

### South Worcester

- 29 councils from across South Worcester completed the survey, this is nearly double the 15 participants recorded last year.
- Nearly 40% of these indicated that their population is between 1000 – 5000 residents

### Local Policing

- 73% of respondents believed the police were doing a fair, good or excellent job. This is slightly lower than last year's results.
- Visibility of the police was deemed poor or very poor by 65%. Not much changed from the 64% last year. There were no 'excellent' responses this year and only 14% good
- 34% tended to agree or strongly agreed that the police worked well with councils to identify and address local crime and disorder issues; compared to 28% who tended to disagree or strongly disagree. This translated into 35% of councils being confident in the police to resolve these locally raised issues of crime and disorder with 44% of councils lacking confidence.
- Overall, 59% councils rated the police response to crime and disorder issues fair or good, with no excellent responses. Whilst this is notably lower than the 72% recorded last year. It is supplemented to a degree by the only 17% of respondents who felt the police response was poor or very poor, lower than the 21% last year.

### Local Policing Charter

- 79% of respondents are aware of the Local Policing Charter. A welcome improvement from the 50% of respondents who were aware last year.
- In 57% of cases the police had been in touch to identify the priorities of the Town/Parish Council area. Again, this shows a positive improvement from last year whereby in 79% of Town/Parish councils the police had not been in touch to discuss local priorities
- Of the aforementioned councils, the priorities had been acted upon in 60% of the time. Subsequently 10% of councils perceived a reduction in crime as a result of the Charter launch.

## Contact and engagement

- 65% of respondents said it was 'very easy or fairly easy to access their local teams, last year this figure was 6% higher.
- Requests for information and meetings were fairly or very easy to conduct for 55% of councils. However, 31% found it somewhat or very difficult. This is an improvement in both aspects from 2021 whereby it was 21% and 57% respectively.
- The level of contact with the police was rated fair, good or excellent by 55% of respondents. Whilst this is marginally lower than the 57% recorded last year it should be noted that no excellent responses accompanied the higher percentage.
- Councils overwhelmingly used email (89.7%) and mobile/landline (75.9%) to contact the police to discuss local issues. This is consistent with previous years. Most commonly this contact occurred on a monthly basis (48%).
- Police failed to attend Council meetings or other community events 38% of the time. Concerningly this was the most frequent response with 'once a year' or 'every 2-6 months' occurring 24% and 28% of the time.
- Police failed to proactively contact local councils about local issues and relevant information in 24% of cases. A slight increase over the 21% recorded last year.
- 52% of councils were familiar with their SNT members, with 10% totally unknown. This is a drastic improvement over last year whereby 57% of councils were unaware.

## Crime and ASB

- 59% of councils in South Worcestershire did not have a very big problem with crime and ASB. One council stated they had no problem at all and two indicated they were suffering from very big crime and ASB problems. This is a marginal improvement from last year's 57% but still down noticeably from the 67% recorded in 2020.
- Finally, road safety is again the most prevalent crime type with over 85% of respondent citing a fairly or very big problem. Rural crime and ASB feature again as issues of concern behind road safety. The extent of hate, online and sexual offences was largely unknown by the councils 40%.

Appendix A:



## TOWN AND PARISH COUNCIL SURVEY 2022

**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

9 If answered yes in question 8. In the Councils opinion have the police acted upon the priorities you set out?

Yes      No

10 In the Councils opinion have you seen a reduction of crime and increased feeling of safety as a result of the launch of the Local Policing Charter in March 2021?

Yes      No

## CONTACT AND ENGAGEMENT

11 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

12 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 |                  |

13 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 |
|-----------|------|------|------|-----------|-----------------|

14 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            |

15 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         |

16 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 |
|-----------|------|------|------|-----------|------------------|

17 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 |

18 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         |

19 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**

20 In the Council's 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

21 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**

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

23 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       |

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

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

25 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](http://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.police.uk](mailto:opcc@westmercia.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

Closing Date: Monday 8<sup>th</sup> August 2022