



**John Campion**  
**Police and Crime Commissioner**  
**West Mercia**

**SMSR**  
**RESEARCH**



# Public Views and Perceptions of Policing in West Mercia

## 2022/23 Survey Quarter 3 Results Presentation





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# Section One

## Introduction & Methodology, Summary & Respondent Breakdown



# Introduction & Methodology

- West Mercia Police (WMP) & the Police and Crime Commissioner, John Campion, seek to obtain the views of residents, including their confidence in WMP, to inform the PCC's plan priorities and support decision making around the Safer West Mercia agenda
- WMP & the OPCC commissioned SMSR, a third party research agency, to conduct surveys over the phone and face to face with West Mercia residents and victims of crime
- The questionnaire includes key questions taken from the Crime Survey for England and Wales (CSEW) and the 2018 Report on Public Perceptions of Policing in England and Wales (PPPEW)
- Where relevant, comparisons with CSEW AND PPPEW are displayed. Comparisons with CSEW include the average score of forces included in West Mercia Police's most similar group (MSG)\*\*. Where comparisons have been made, results have been consistently analysed in accordance with this external reporting. Comparisons with CSEW are based on the most recent results available (March 2020)
- Over the 12 month period (January 2022 – December 2022) SMSR have interviewed a representative sample of over 3000 residents – 600 across each of the 5 Local Policing Areas (LPA): Hereford; Shropshire; Telford & Wrekin and North & South Worcestershire
- Results have been weighted to accurately represent the population size of each LPA
- The report tracks changes in perception levels, identifies high performing areas and those with need for improvement

# Summary – Overall Views

- The majority of residents (83%) agreed that they had confidence in West Mercia Police with the slightly fewer that felt they would receive a good service from the force (81%).
- More than three-fifths (62%) felt that West Mercia Police were doing either a good or excellent job.

## Visibility

- A fifth of residents (20%) report that they see an officer or PCSO at least once a week with three-fifths (60%) satisfied with the levels of policing in their local area.
- Three-quarters (74%) said that there had been no change in the level of policing; more than a tenth (12%) believed there had been a decrease with less than a tenth (6%) that thought there had been an increase.
- More than a tenth (13%) said that they had spoken to an officer or PCSO from their local policing team.

# Interaction / Access

- Just under nine-tenths (89%) were confident that they could access the police in an emergency with seven-tenths (70%) confident they could do so in a non-emergency.
- The majority (76%) said they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- Over half (53%) said that they find out about crime and policing issues from the media, with just under half (46%) finding out through social media. Half (51%) said they felt informed about what West Mercia Police is doing, with 49% that stated they did not feel informed.

# Effectiveness

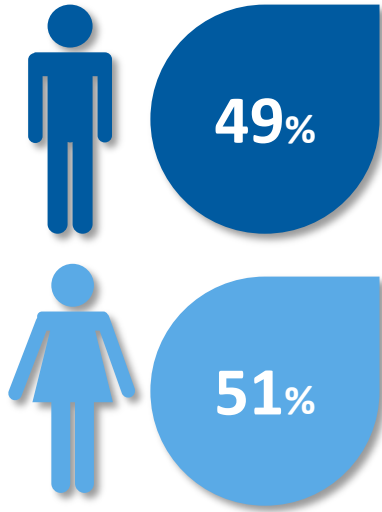
- Nearly three-quarters (74%) of residents felt that West Mercia Police understand the issues in their community and just under a fifth (19%) reported that they thought that crime and ASB was a problem in their area.
- Three-quarters (75%) thought that crime and ASB had remained the same compared to 12 months ago with over a tenth (14%) reporting an increase. Further to this, over 8 in every 10 residents (78%) agreed that West Mercia Police are dealing with crime and ASB.

# Trust / integrity

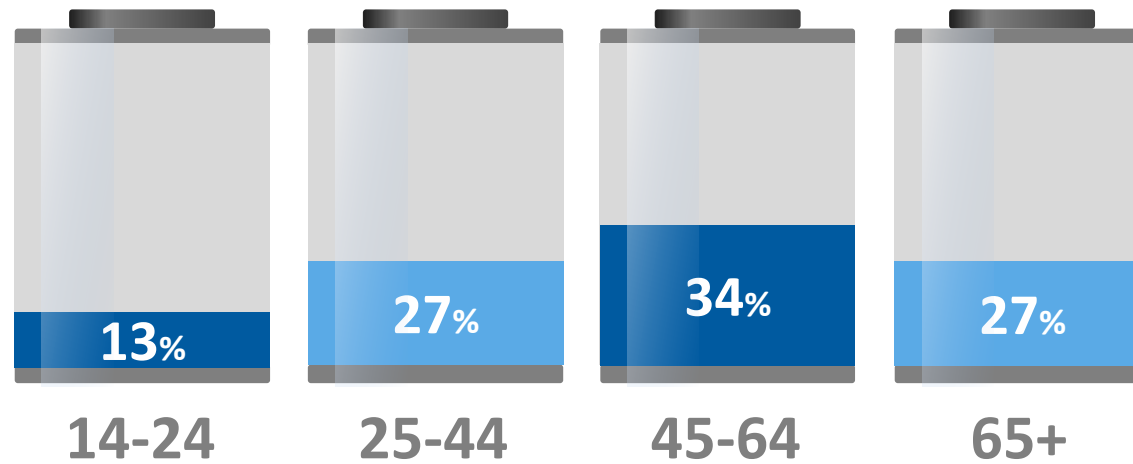
- The vast majority (94%) said that West Mercia Police have their support with just under nine-tenths that said they trust WMP (89%). Over 8 in every 10 said that they act with integrity (84%) and they believe they treat everyone fairly regardless of who they are (89%). Around three-quarters felt West Mercia Police use their powers appropriately (79%), they take people's concerns seriously (76%) and can be relied to be there when you need them (74%).
- Three-fifths (62%) are confident West Mercia Police use their stop and search power fairly and respectfully. Only 4% felt West Mercia Police did not use their stop and search powers fairly and respectfully.

# Respondent Breakdown

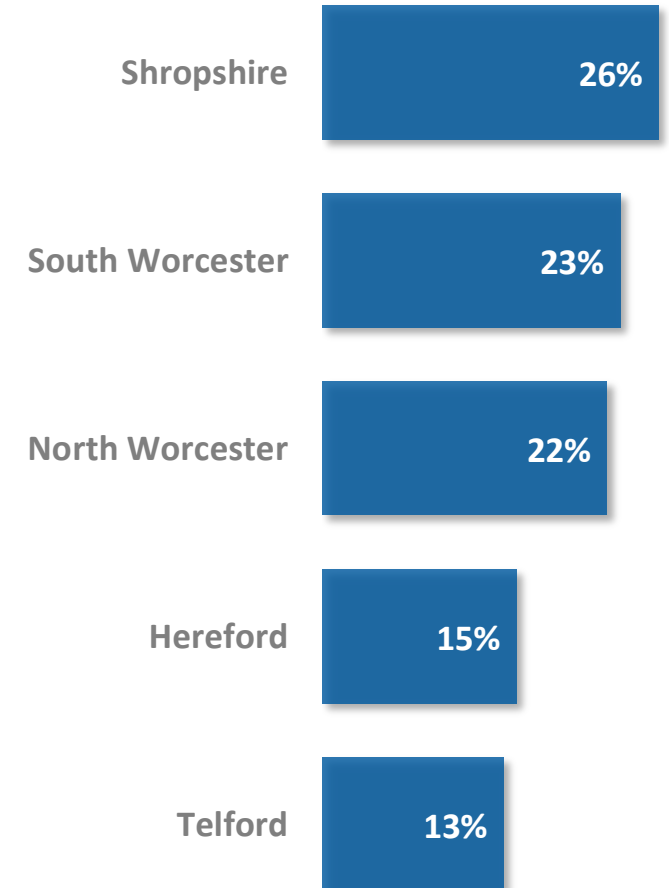
## Gender



## Age



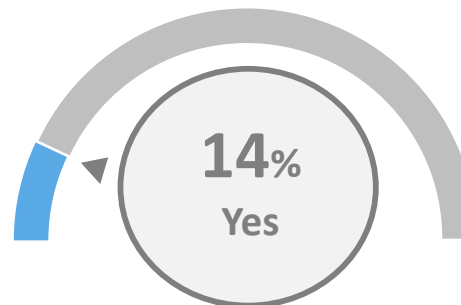
## LPA



## Ethnic Group



## Disability





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# Section Two

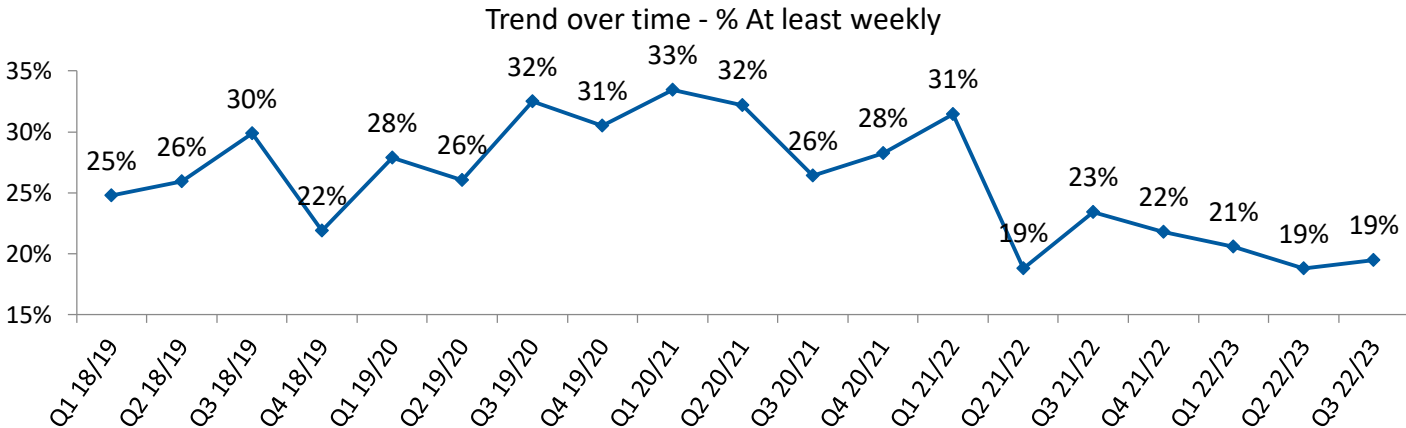
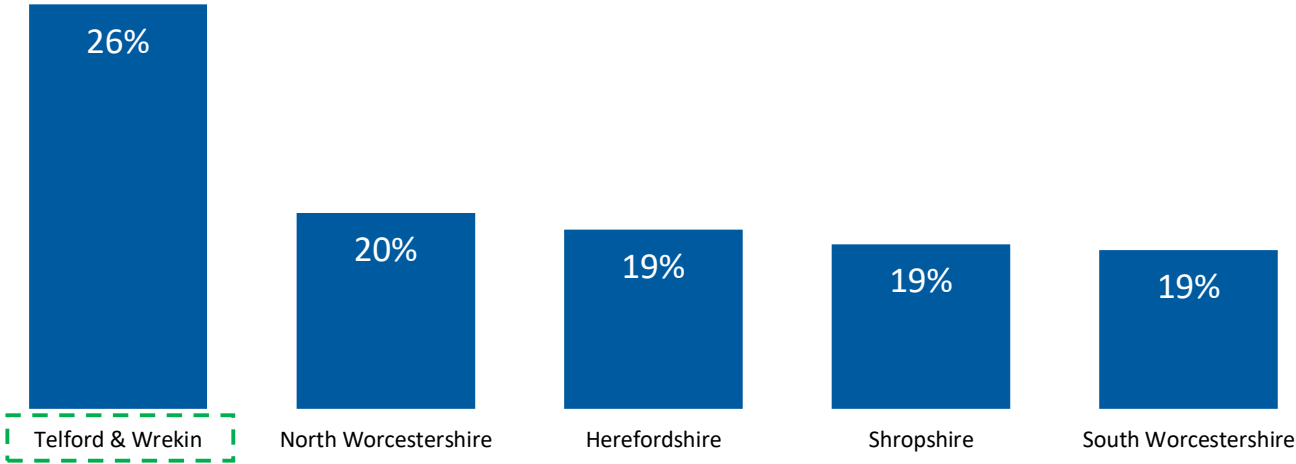
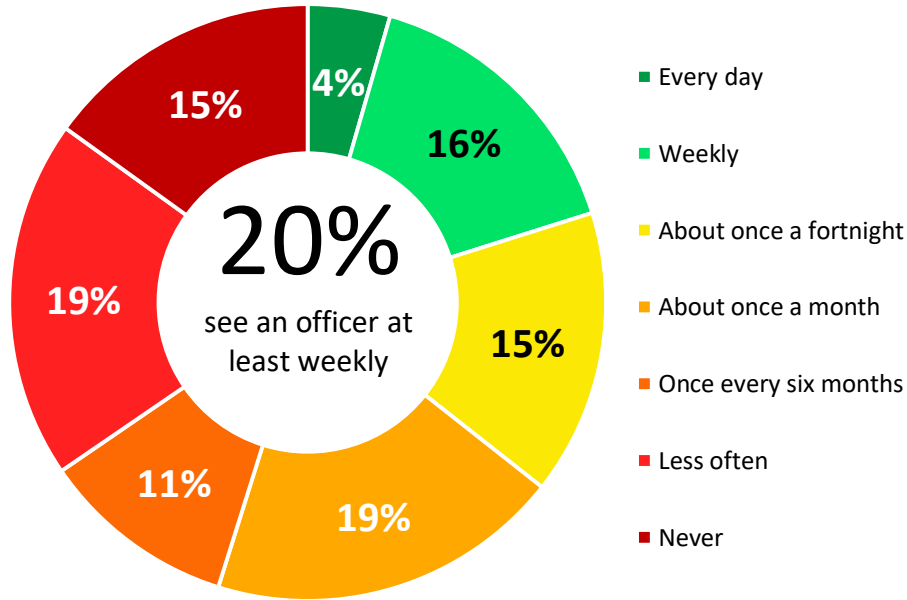
## Visibility / Presence





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

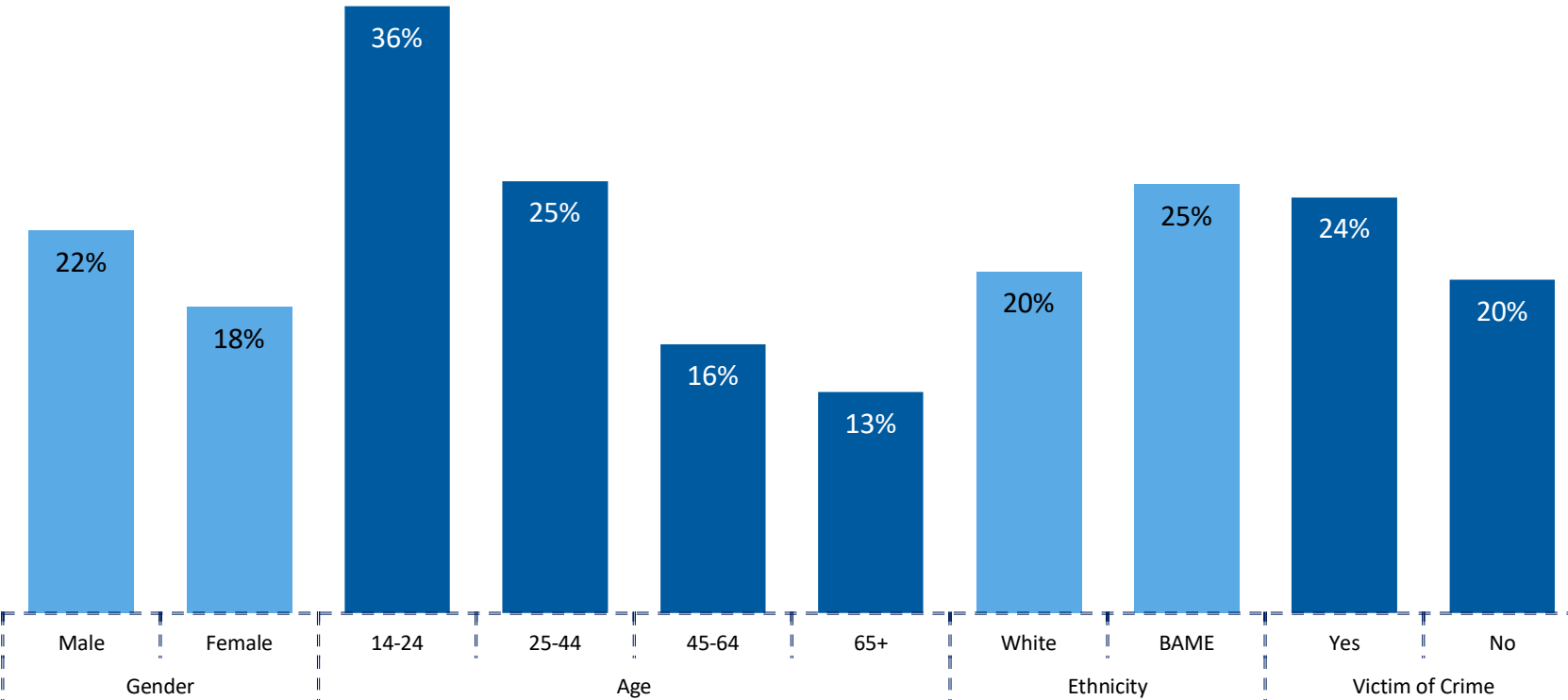
LPA Comparisons - % seeing a police officer or PCSO at least weekly



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

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

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



## Key Insights

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

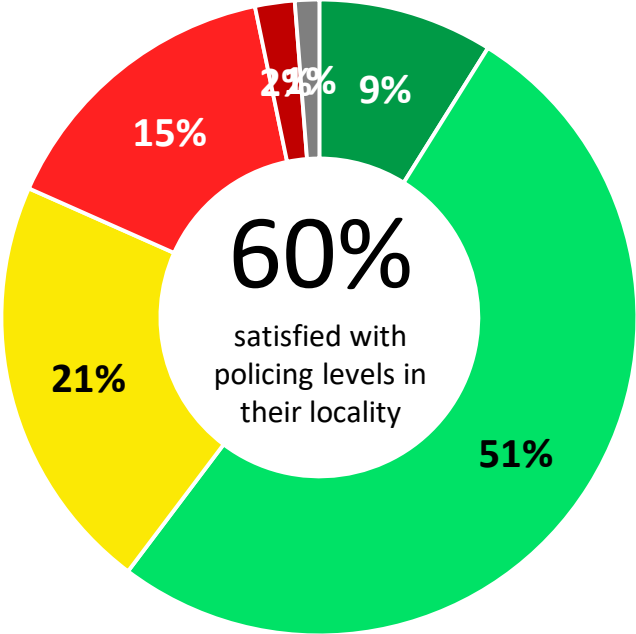
The older the respondent the less likely they were to see an officer or PCSO at least weekly

BAME respondents more likely to see an officer or PCSO weekly

Males more likely than females to see an officer or PCSO at least weekly

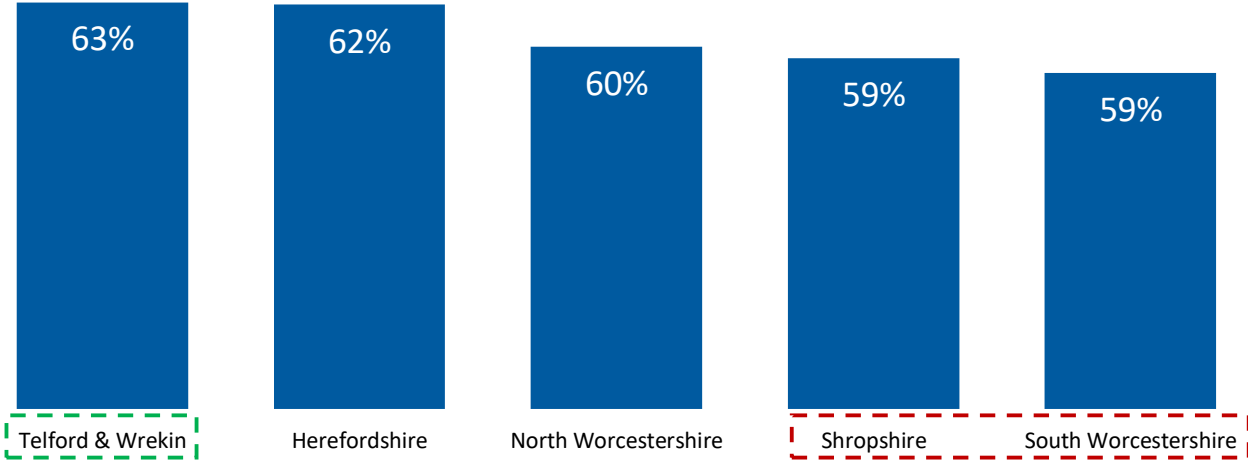
# Three-fifths satisfied with the levels of policing in their local area

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

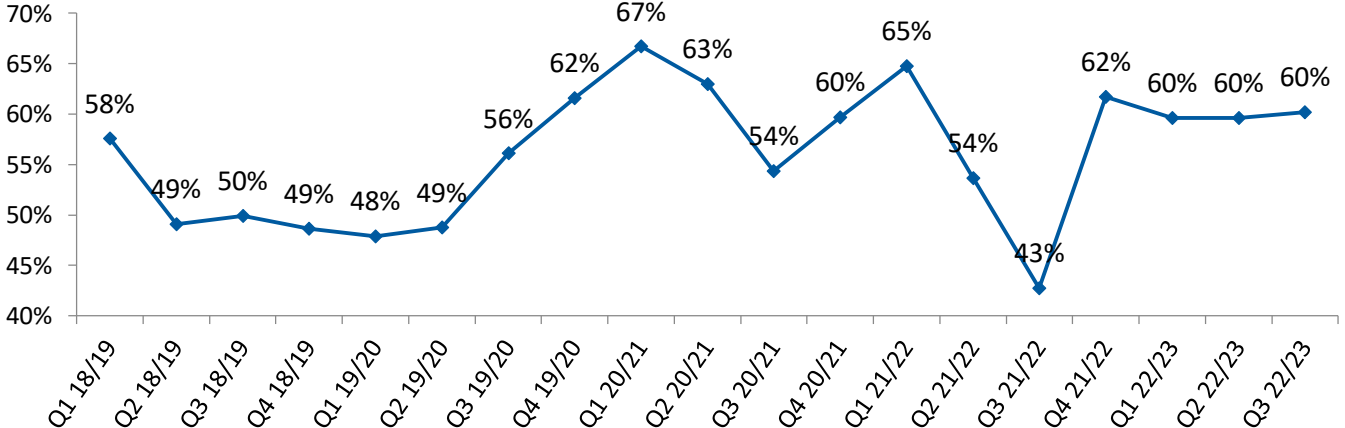


- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied

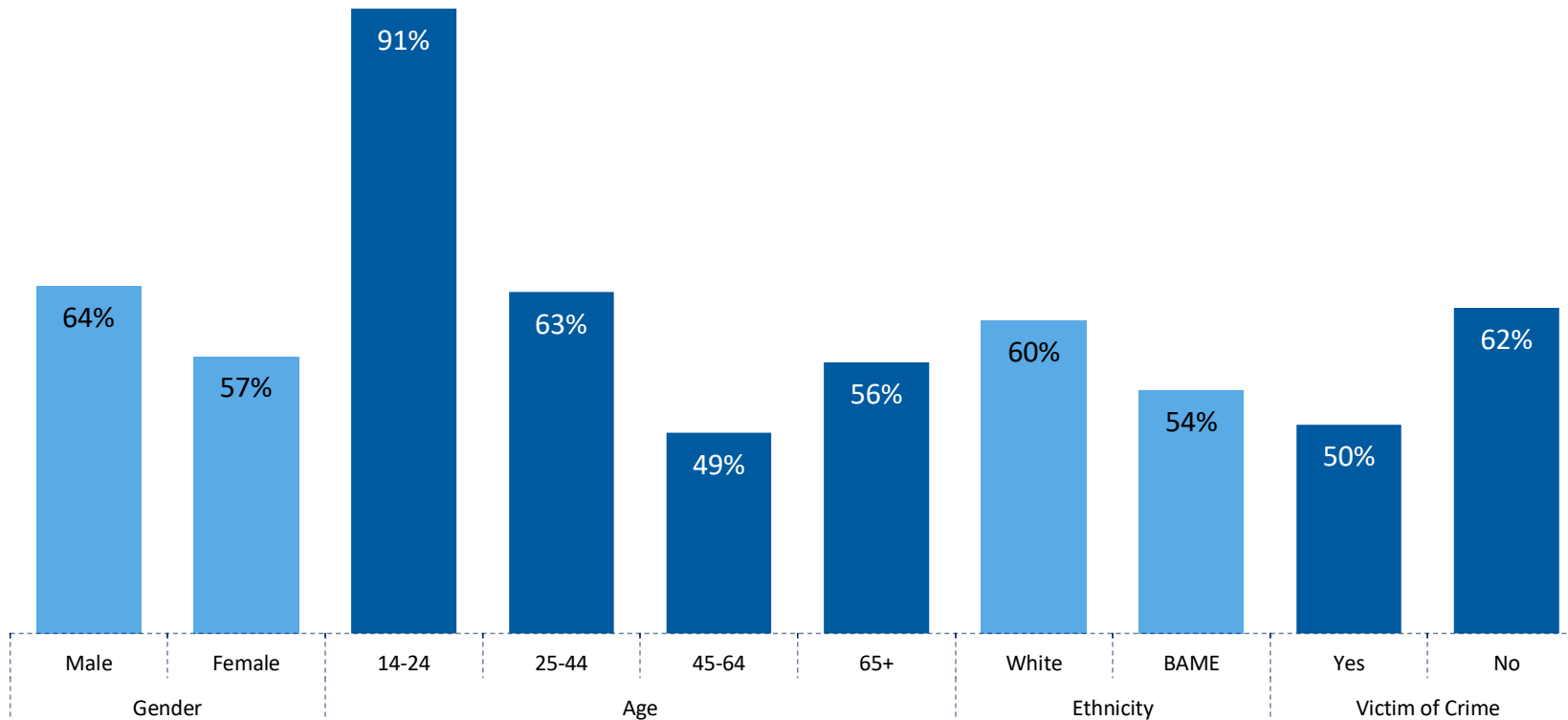


Trend over time - % Satisfied



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

Demographic Comparisons - % very satisfied / satisfied



## Key Insights

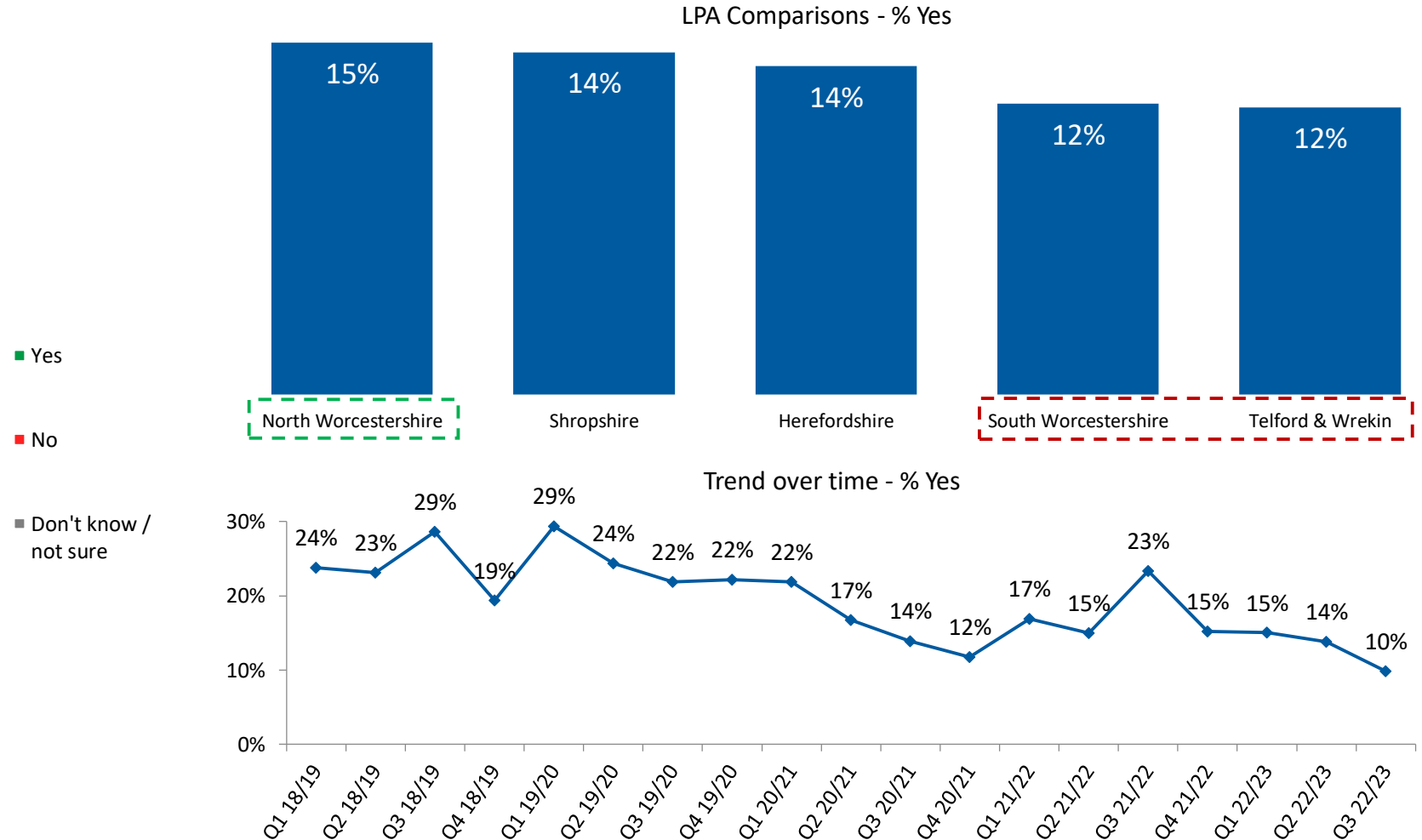
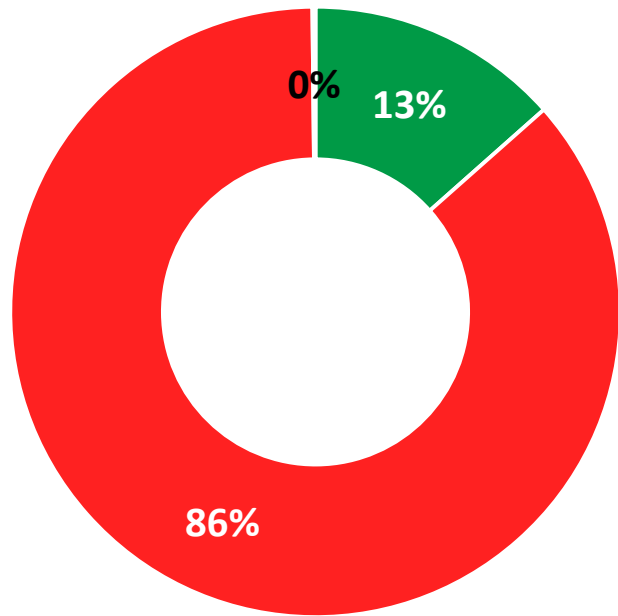
Under 24's most likely to be satisfied with policing levels in their local area - those aged 45-64 least likely to be satisfied with policing levels

Females less likely to be satisfied with levels of policing compared to males

Residents of South Worcestershire and Shropshire least likely to be satisfied with policing levels

Those in Telford & Wrekin more likely to be satisfied

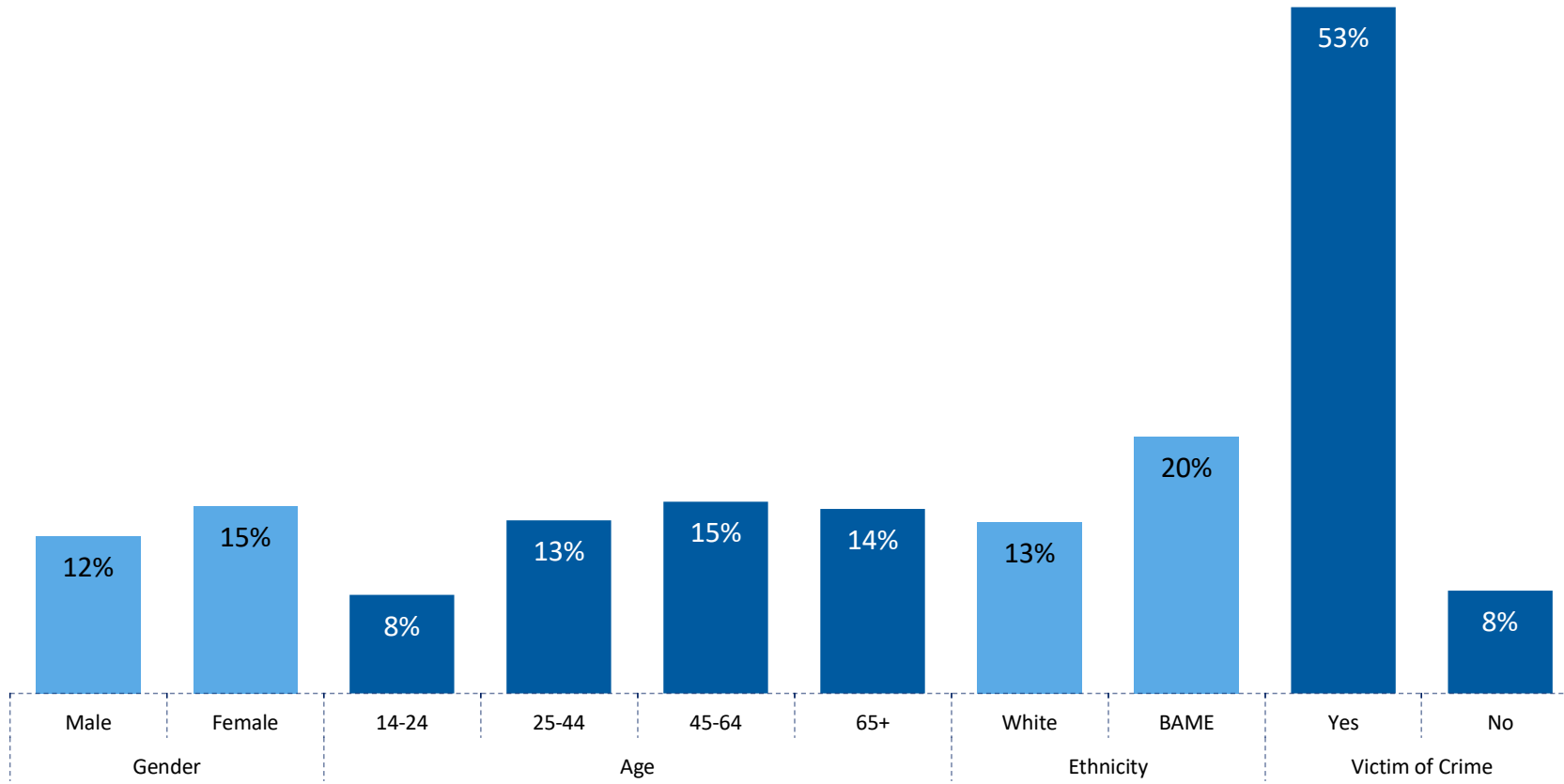
# More than a tenth have spoken to an officer or PCSO from their local policing team



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

# More than a tenth have spoken to an officer or PCSO from their local policing team

Demographics comparisons - % Yes



## Key Insights

4% drop since the previous quarter – now at lowest level since tracking began

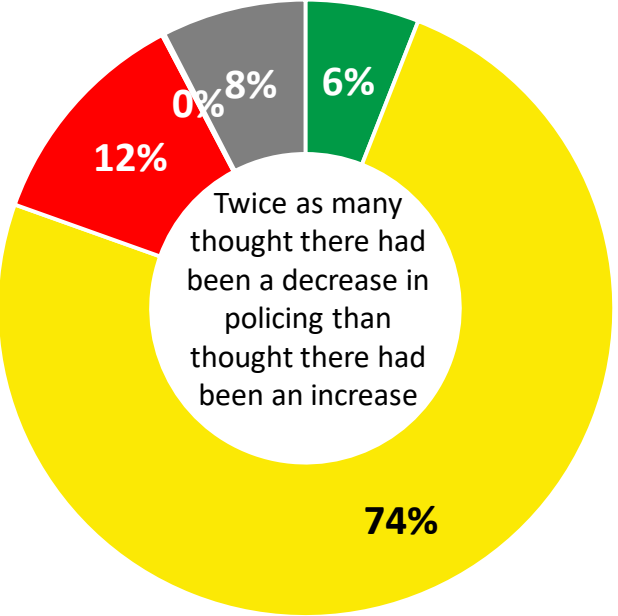
Victims of crime more than five times as likely to have spoken to a member of their local policing team

BAME respondents more likely to have spoken to local policing team

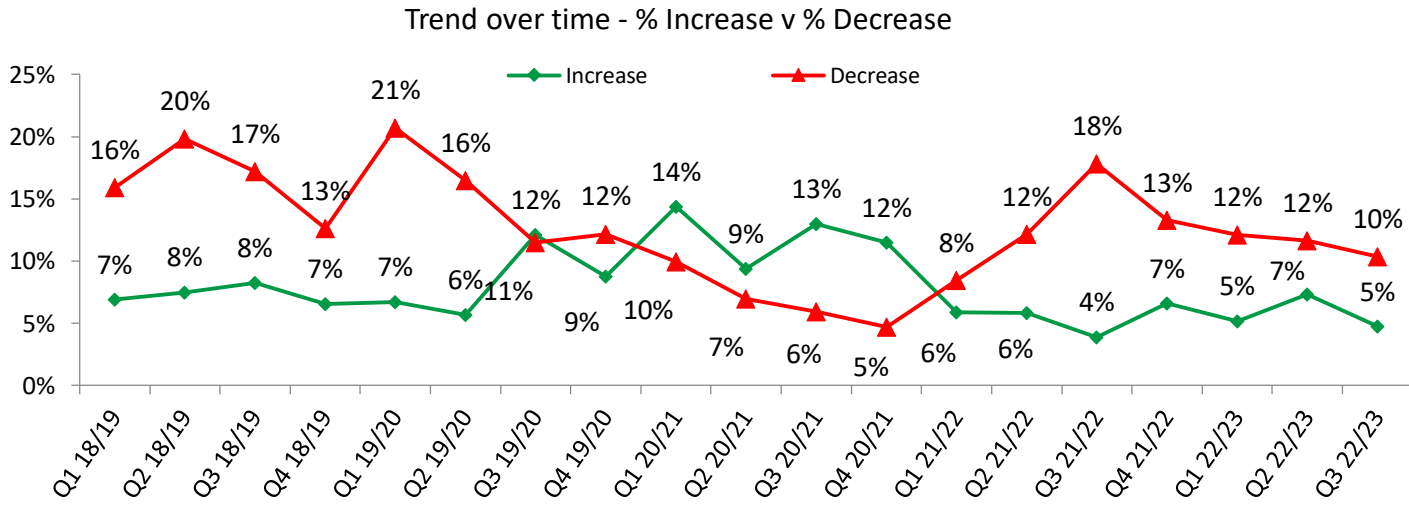
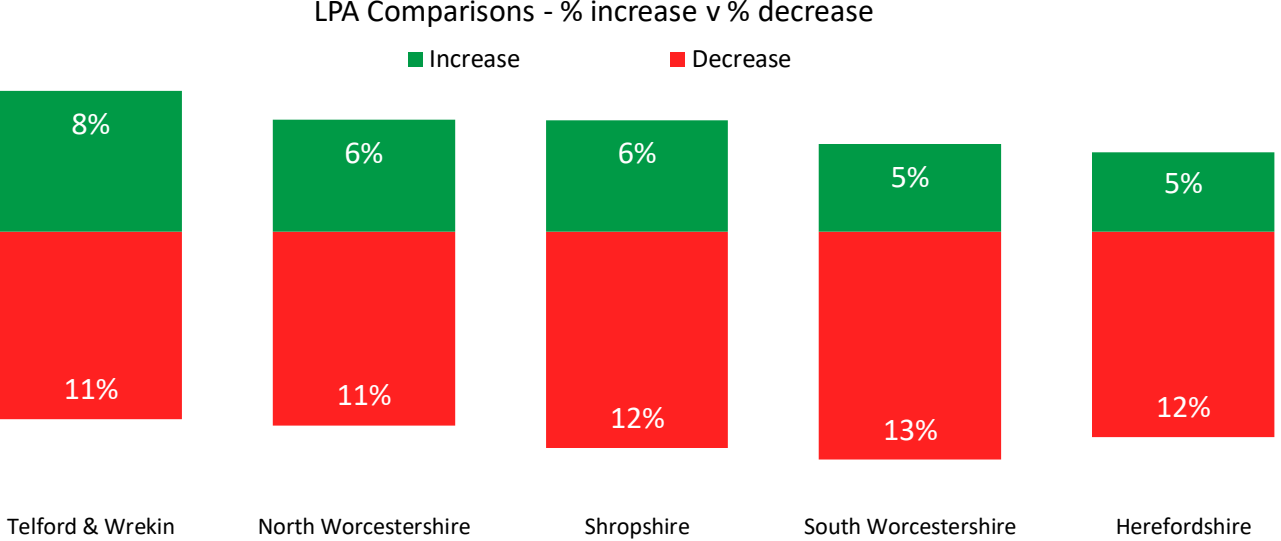
Residents of South Worcestershire and Telford & Wrekin least likely to have spoken to their local policing team

Those in North Worcestershire most likely to have spoken to their local policing team

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

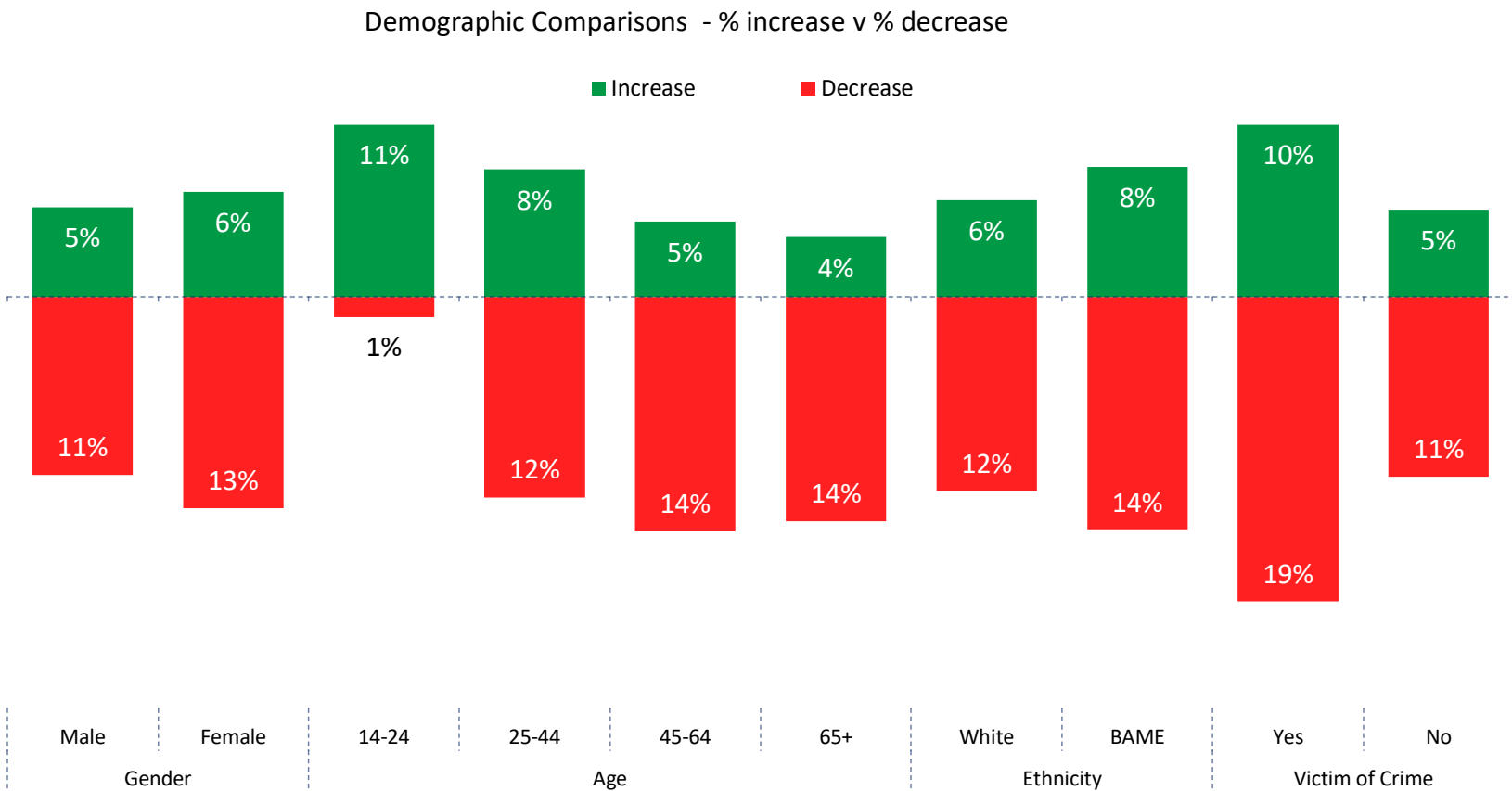


- Increase
- About the same
- Decrease
- Lived in the area less than a year
- Don't know



Q4 Compared to the last 12 months do you feel there has been a change in the level of policing in this area?

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



**Key Insights**

- Under 24's, BAME respondents and victims of crime were more likely to notice an increase in levels of policing
- Victims of crime and BAME respondents also more likely to notice a decrease in levels of policing
- Residents of Telford & Wrekin most likely to notice an increase in policing

Q4 Compared to the last 12 months do you feel there has been a change in the level of policing in this area?





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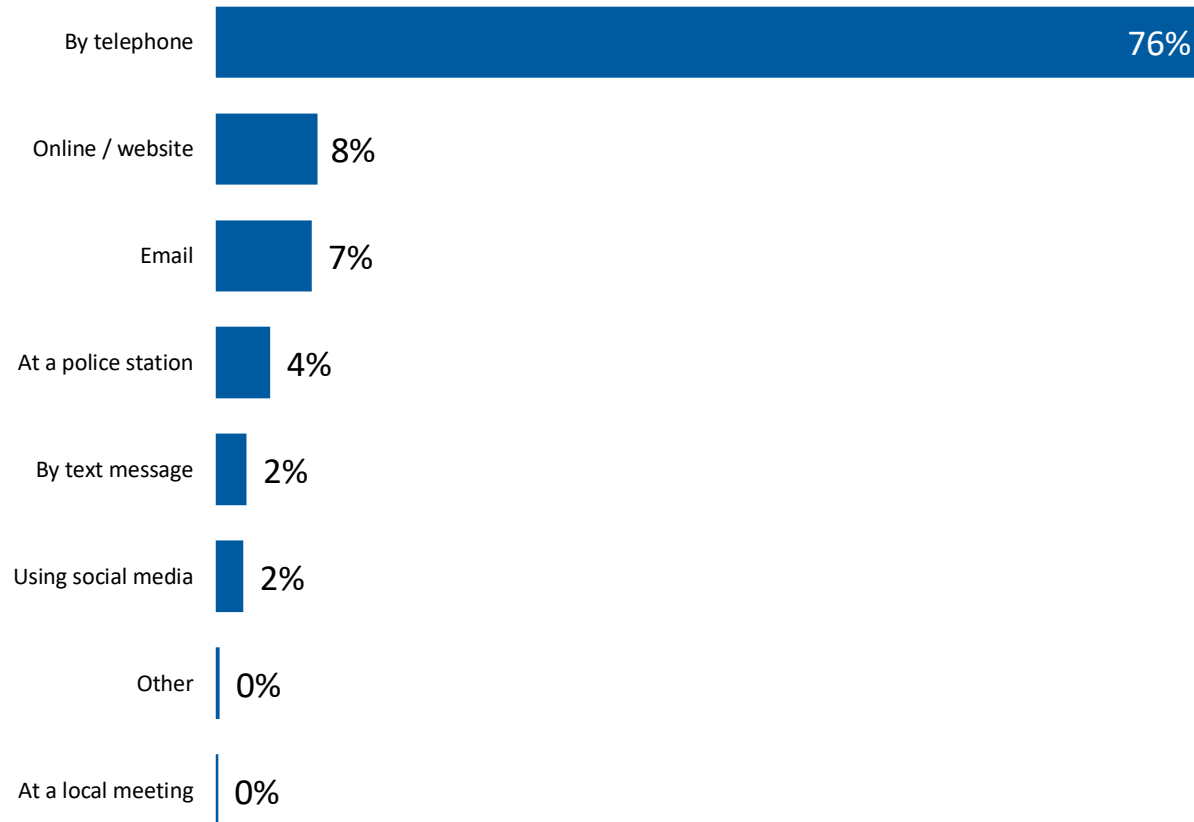


# Section Three

## Interaction / Access



# Three-quarters said they would prefer to contact the police by telephone for a non-emergency



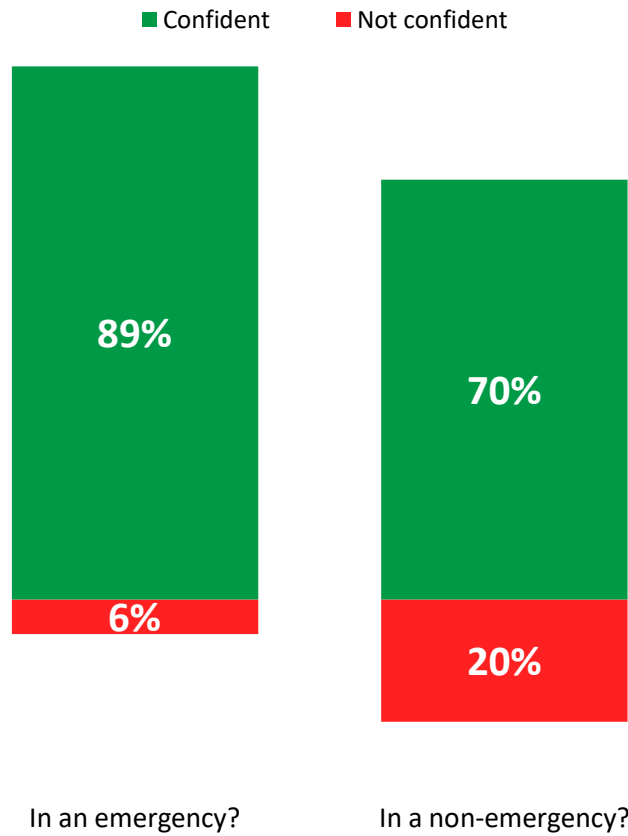
## Key Insights

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

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

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

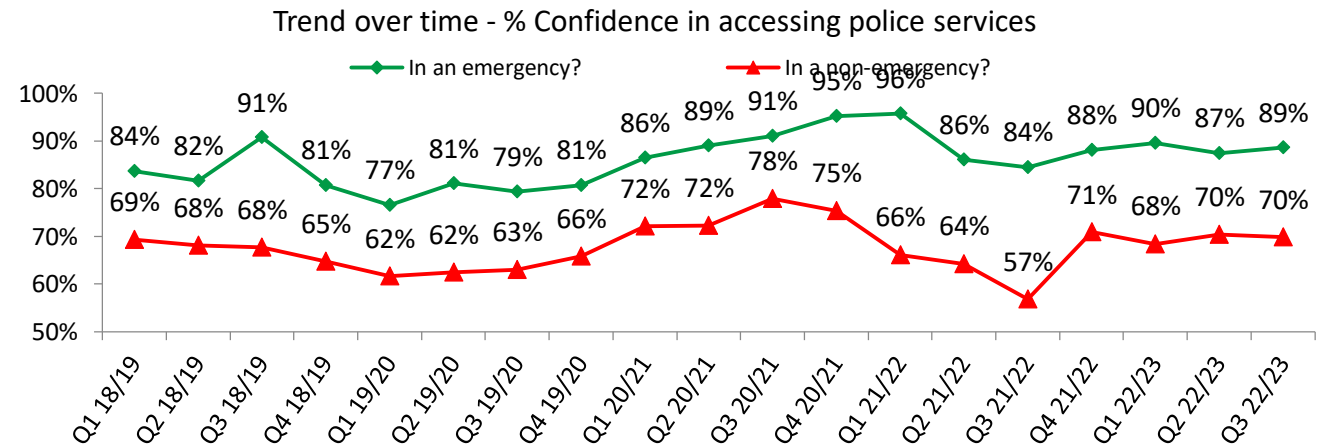
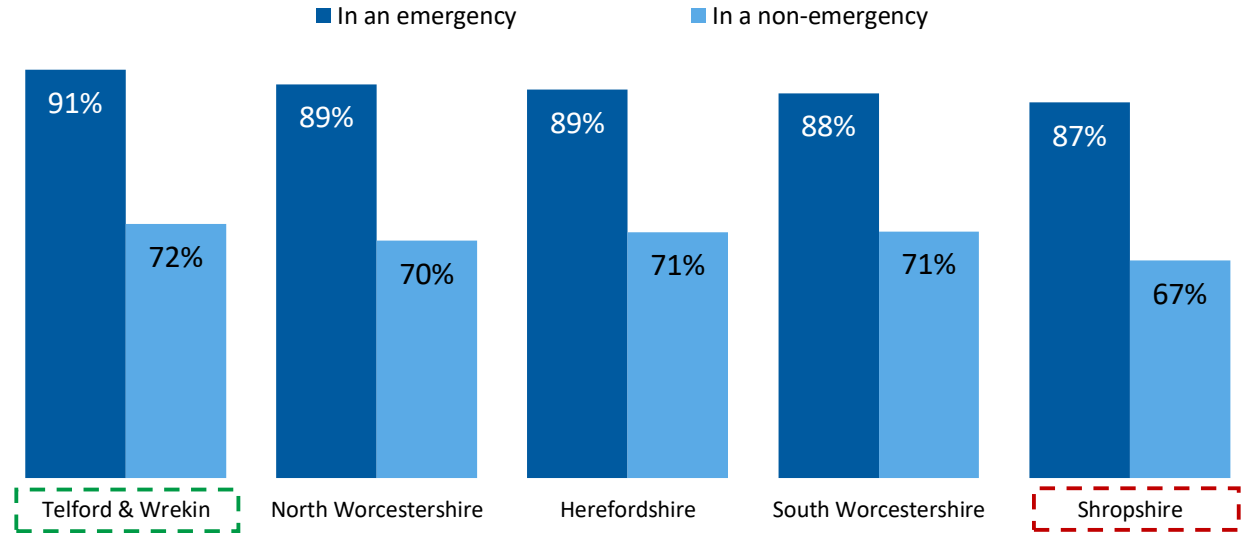
LPA Comparisons - % confident they could easily speak to or access police services in your local area...



↑  
26%

63%

PPPEW – In an emergency

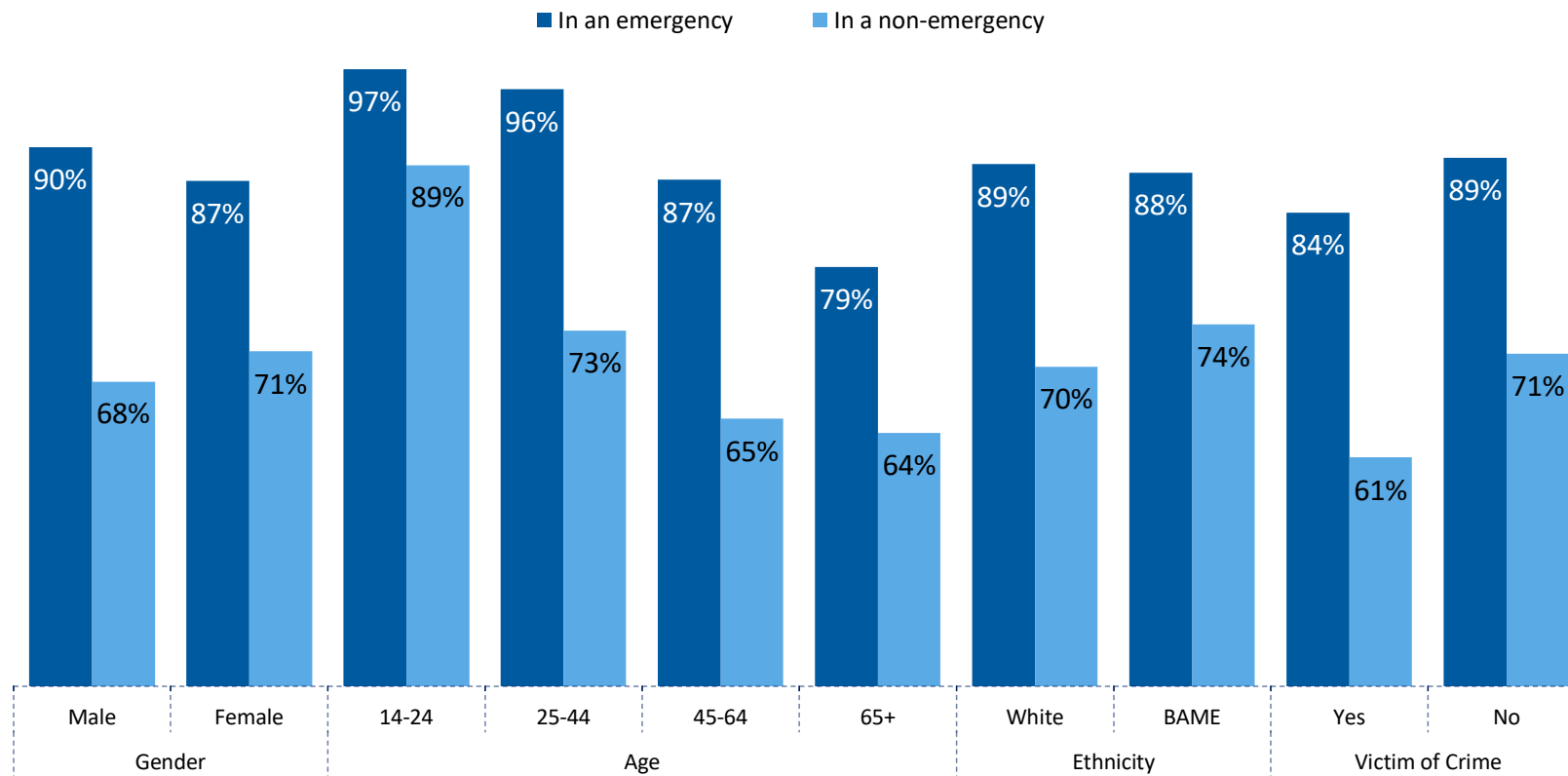


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

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

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



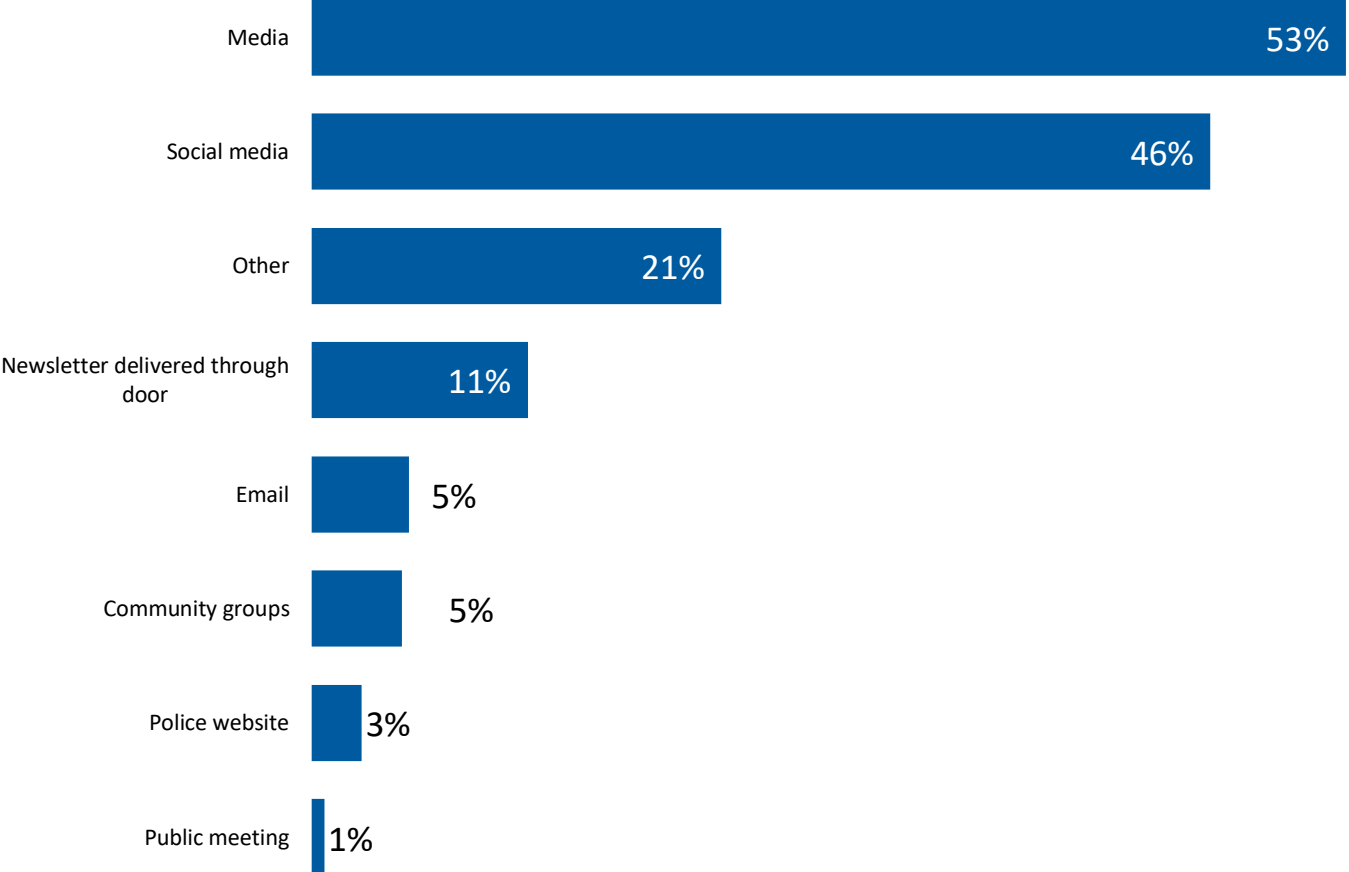
## Key Insights

Residents in Shropshire least confident in being able to access the police in both an emergency and a non-emergency

Residents of Telford & Wrekin most confident they could access the police in both an emergency and a non-emergency

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

# Over half said they found out about crime and policing from the media – just under half from social media



### Key Insights

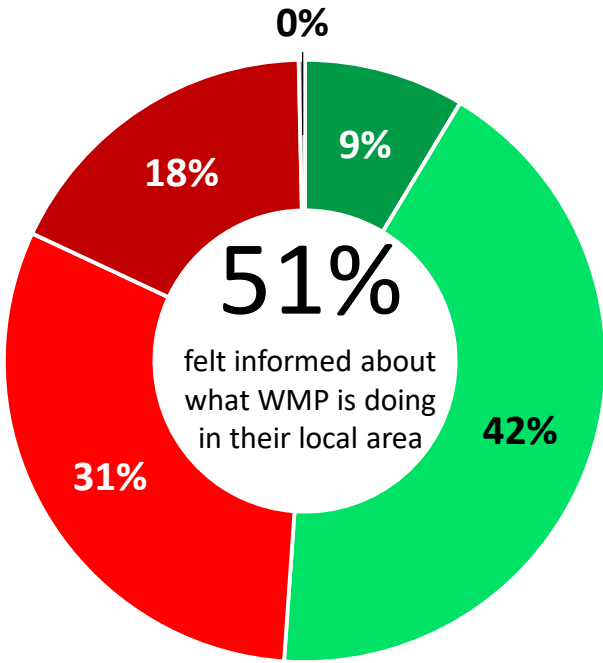
Males more likely than females to find out about crime and policing from the media

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

Those aged 14-24 least likely to find out about crime and policing from the media

Those aged 14-24 most likely to find out about crime and policing via social media channels; the younger the resident, the more likely to extract information from this source

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

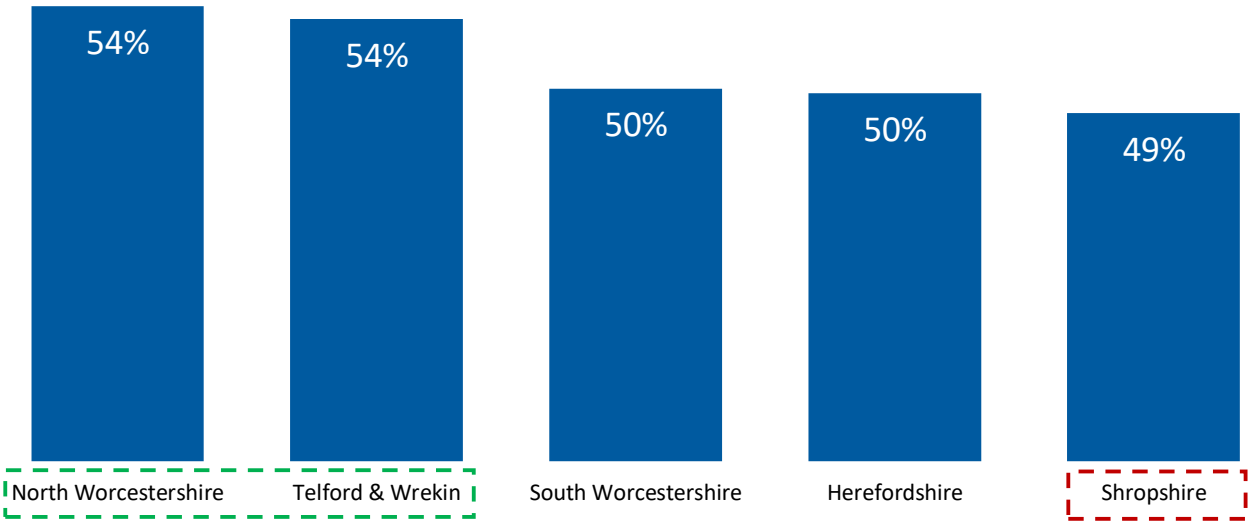


- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

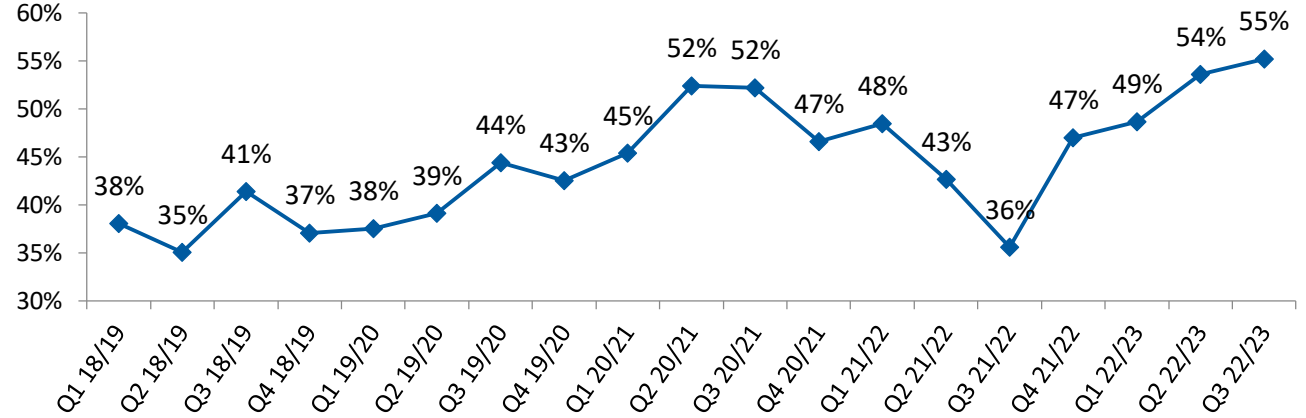
**37%**  
PPPEW – Net Informed

↑ 14%

LPA Comparisons - % very / fairly informed



Trend over time - % Informed

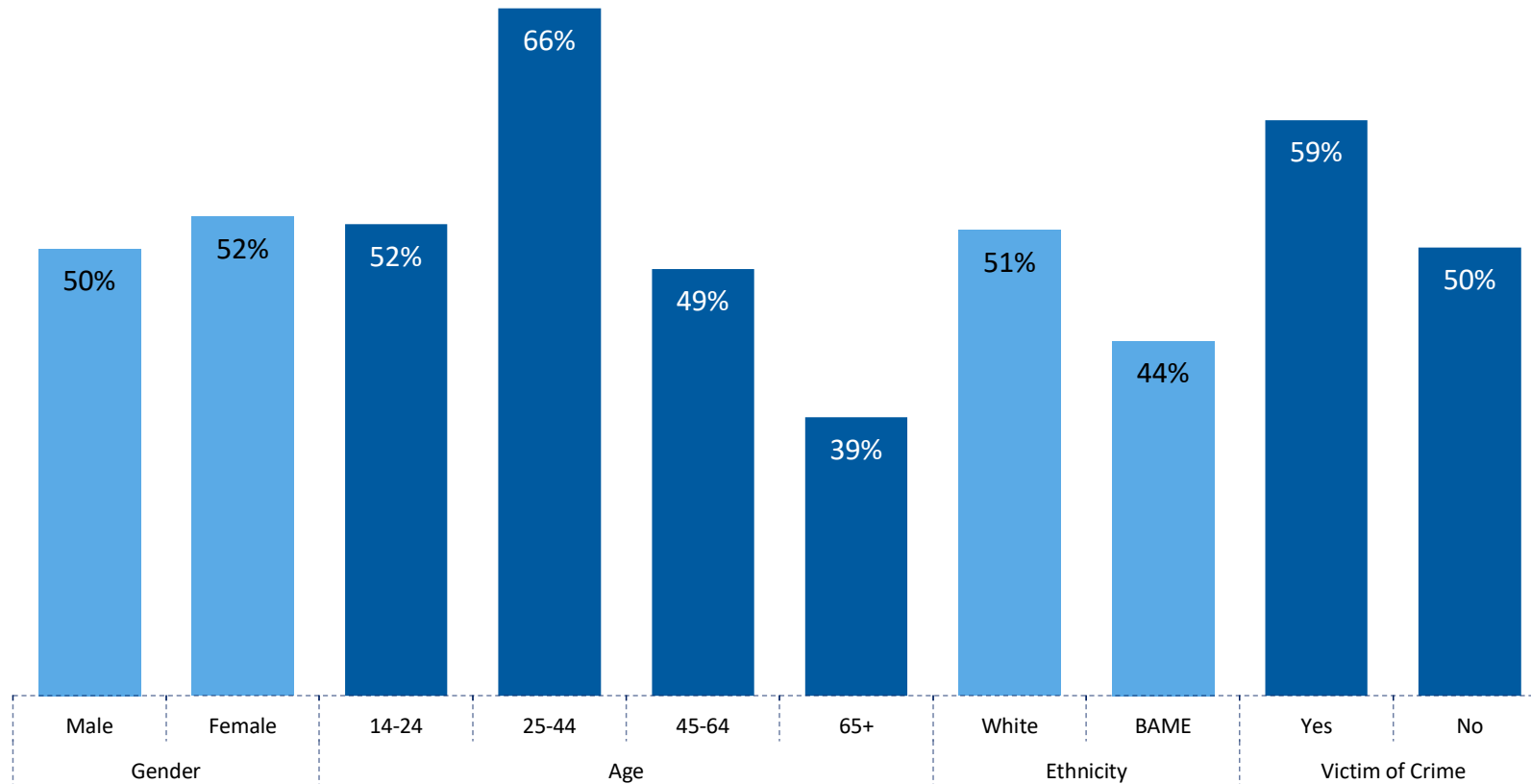


Q8 Overall, how well informed do you feel about what West Mercia Police is doing in your local area?

PPPEW Question: Overall, how well informed do you feel about what the police in your local area are doing?

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

Demographic Comparisons - % very / fairly informed



## Key Insights

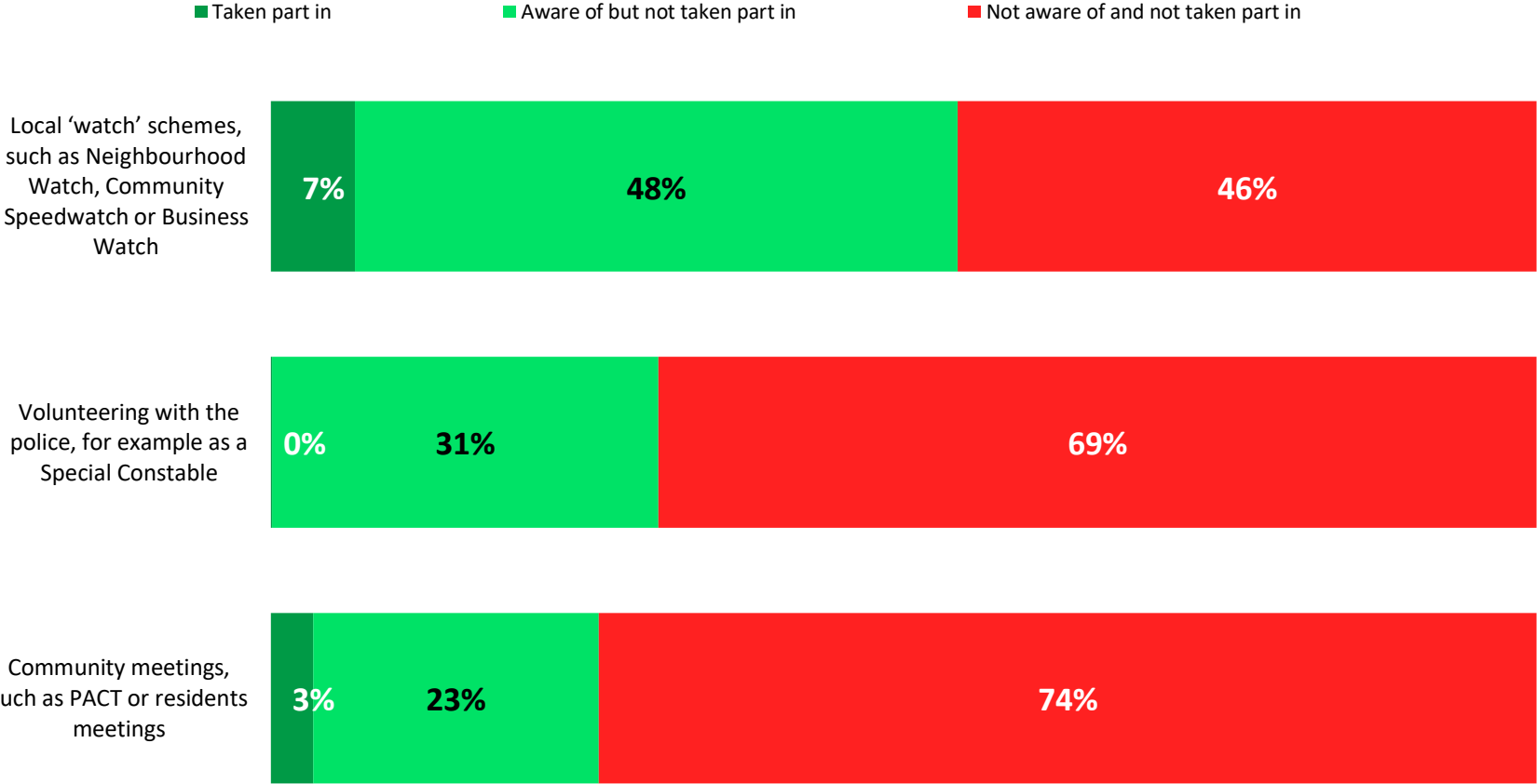
1% increase in those that felt informed compared to the previous quarter – now at highest level since tracking began

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

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

Residents from North Worcestershire and Telford & Wrekin felt most informed about what the police are doing in their local area; those from Shropshire least informed

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



### Key Insights

Half were aware of local 'watch' schemes; a small percentage have taken part

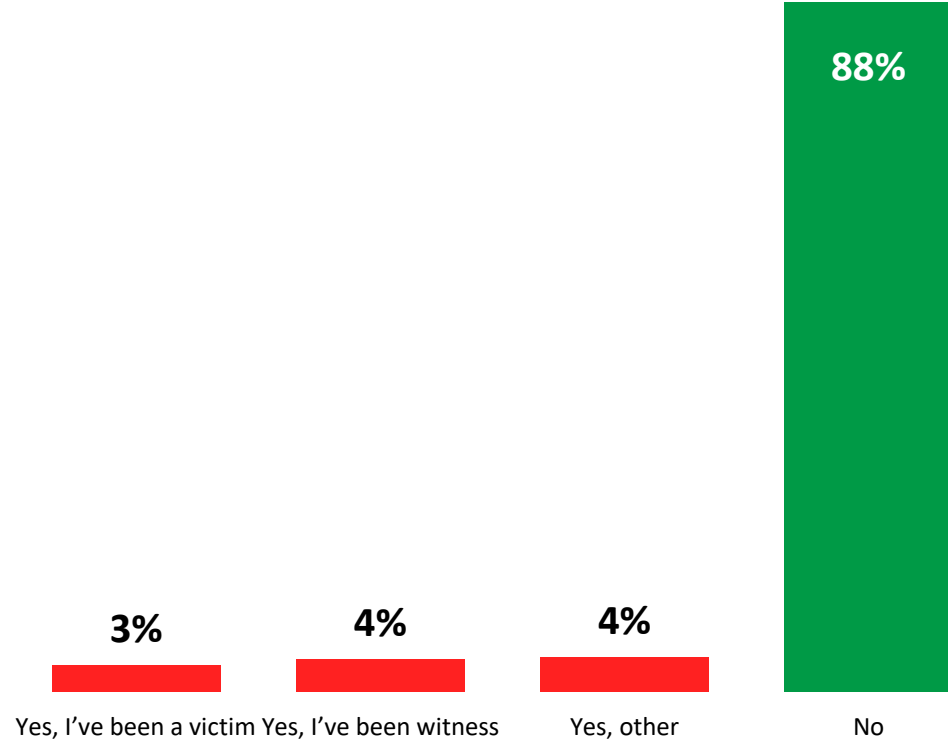
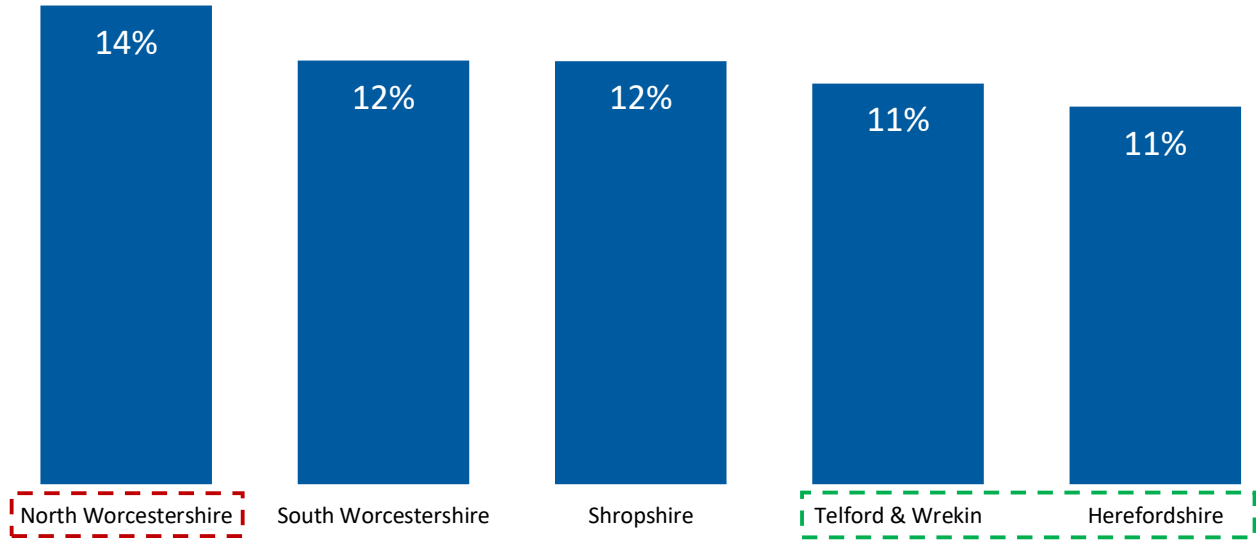
Less than a third were aware of volunteering with the police; only 2 respondents had taken part

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

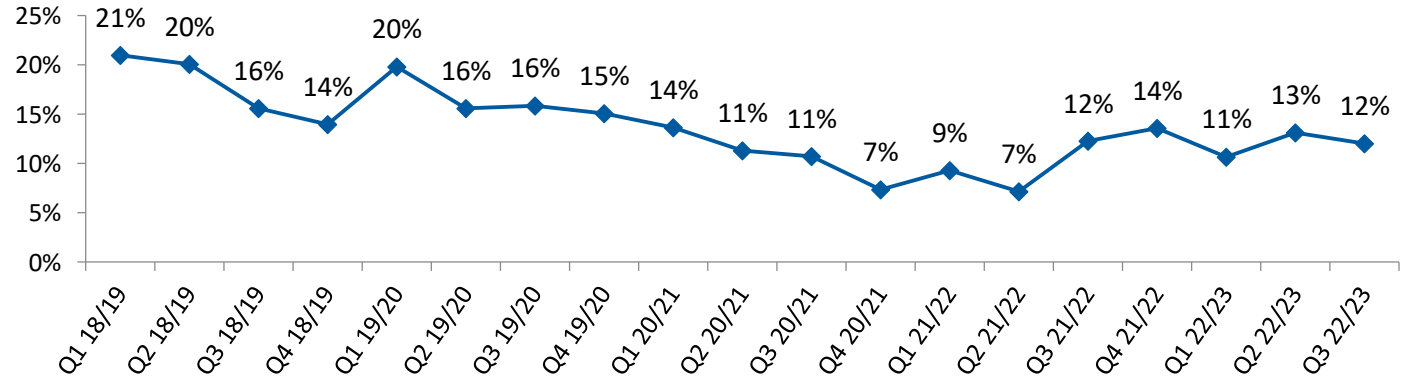


# A tenth have been a victim of, or witness to, a crime

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



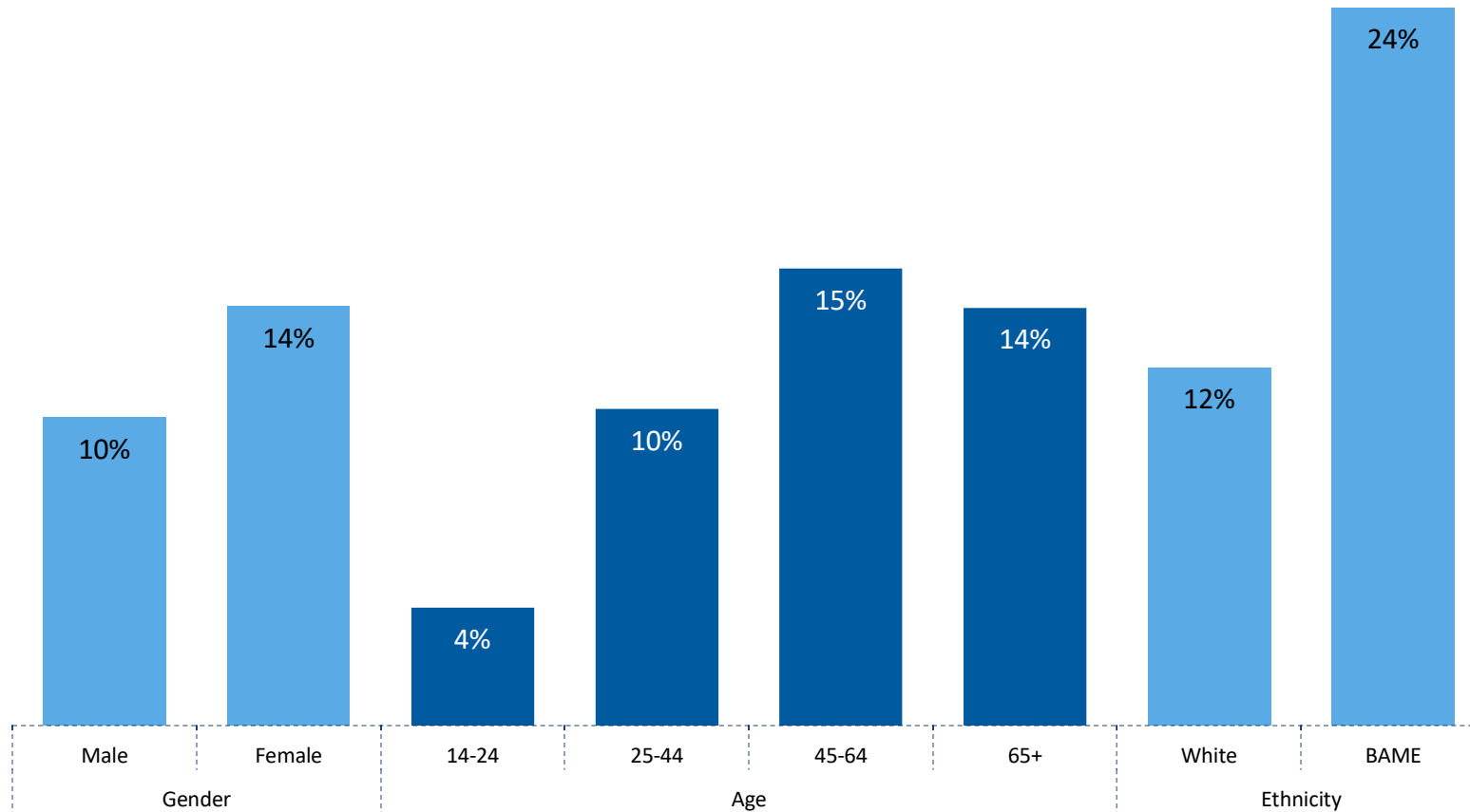
Trend over time - % Yes



Q10 And can I ask whether you have been a victim of, or witness to, crime in the past 12 months, or you've had to contact West Mercia Police for any other issues?

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

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



## Key Insights

Residents in North Worcestershire more likely to have encountered crime

Those in Herefordshire and Telford & Wrekin least likely to have been a victim of crime

Those aged 14-24 least likely to have been a victim of crime, those aged 45-64 most likely to have been a victim of crime

BAME respondents more likely to have been victims of crime compared to White respondents

92% of those that had been a victim of crime said they reported this to the police



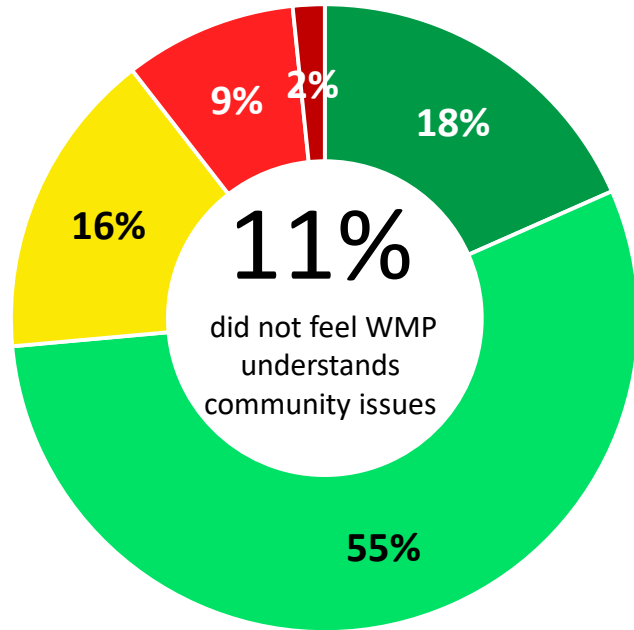
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# Section Four Effectiveness



# Nearly three-quarters felt WMP understands issues in their community

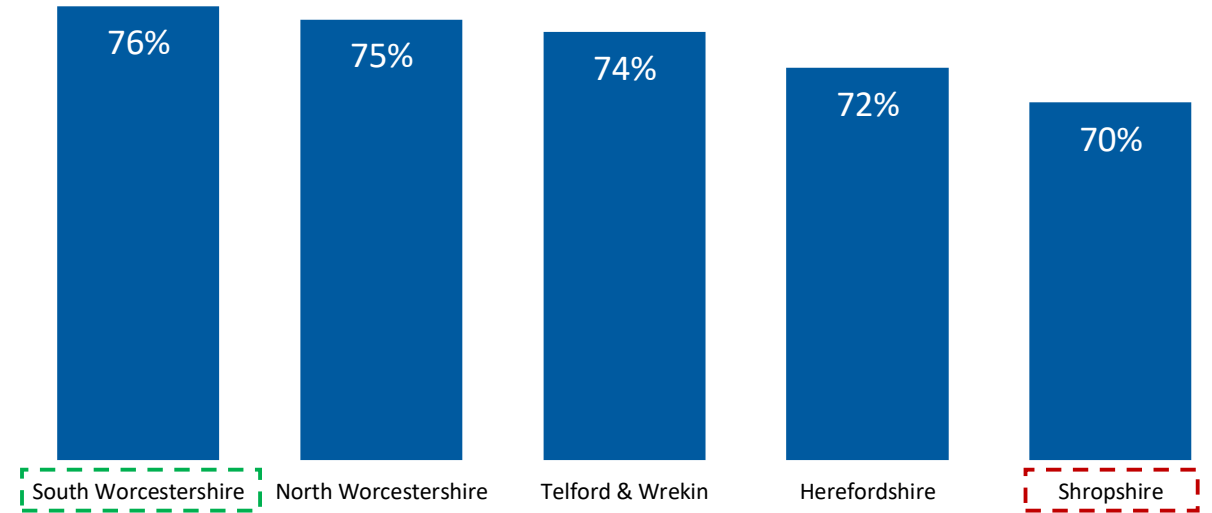


**67%**  
CSEW MSG  
Average -  
Net Agree

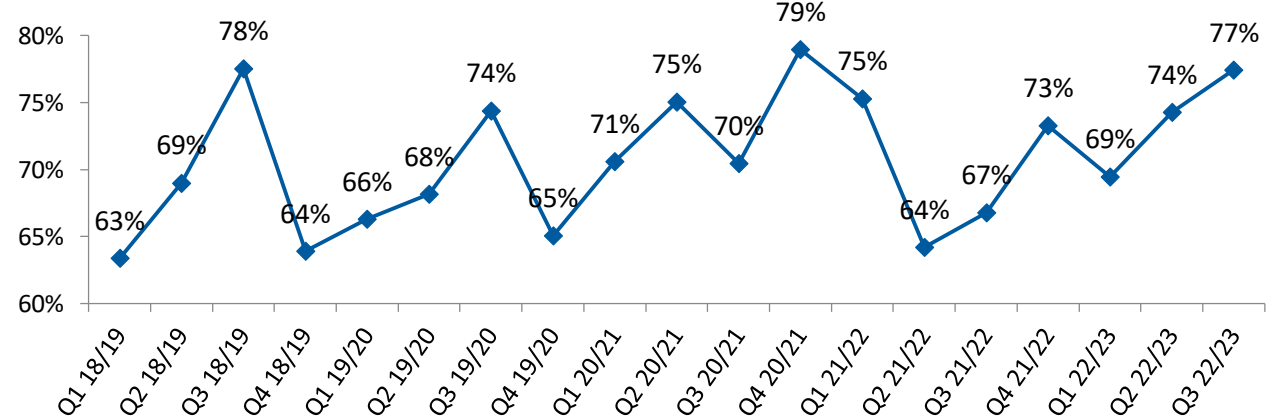


- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



Q13 How much would you agree or disagree that West Mercia Police understand the issues that affect your community? \*Don't know option has been excluded from calculation to make question comparable to CSEW

CSEW Question: They (the police in this area) understand the issues that affect this community

# Nearly three-quarters felt WMP understands issues in their community

Demographic Comparisons - % strongly / tend to agree



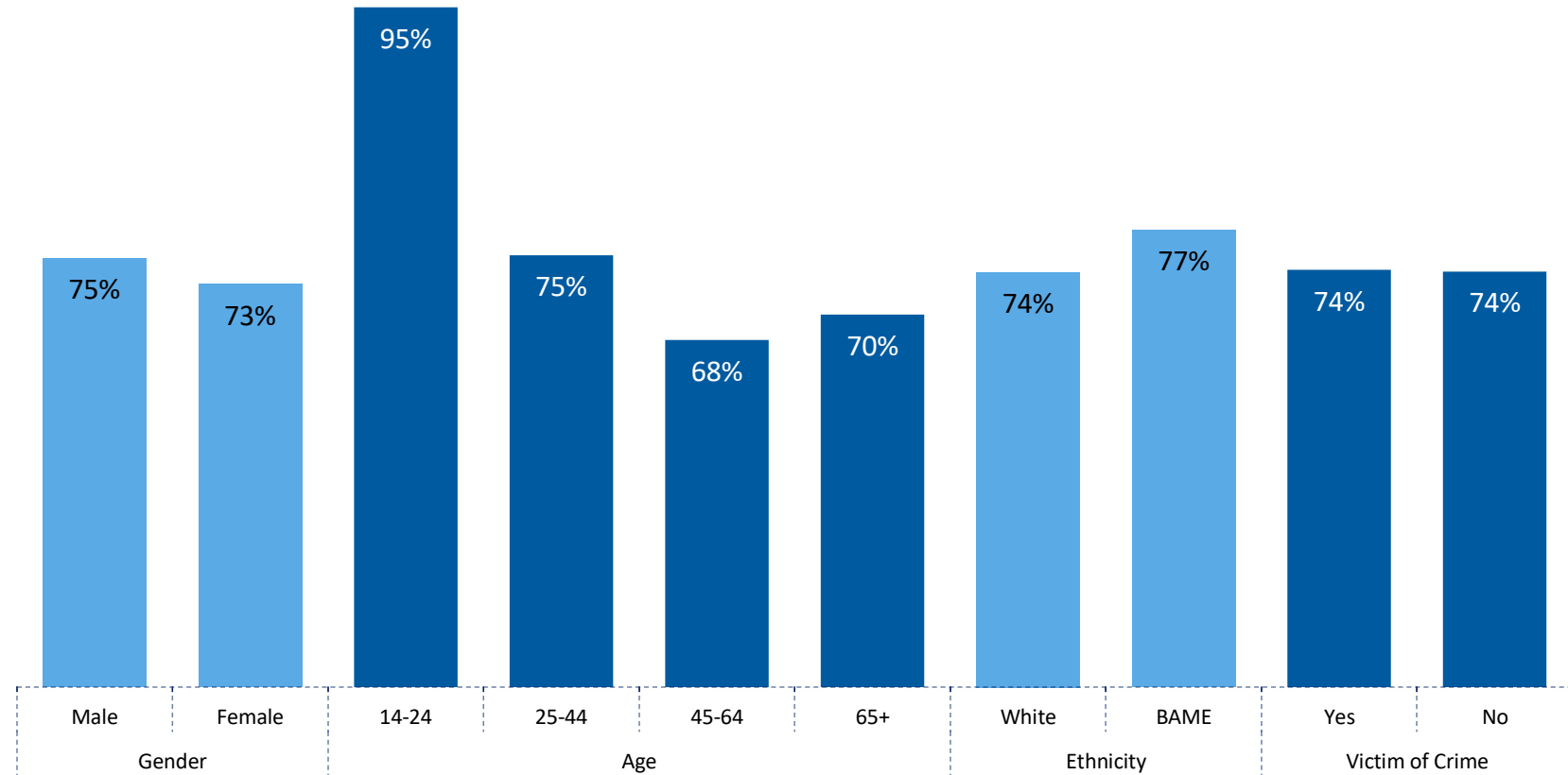
## Key Insights

Residents aged 14-24 most likely to agree WMP understand the issues in their area

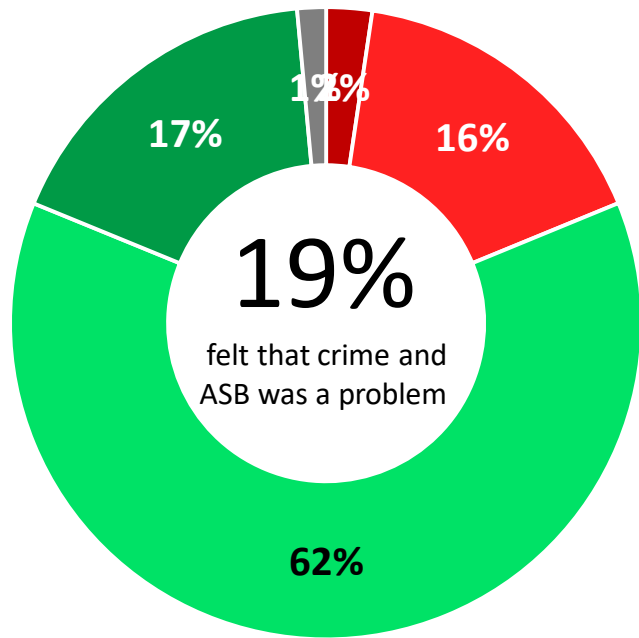
Residents in Shropshire least likely to agree the police understands community issues

Residents South Worcestershire most likely to agree the police understands community issues

3% increase in agreement from the previous quarter



# Four-fifths did not think crime and ASB was a problem in their local area

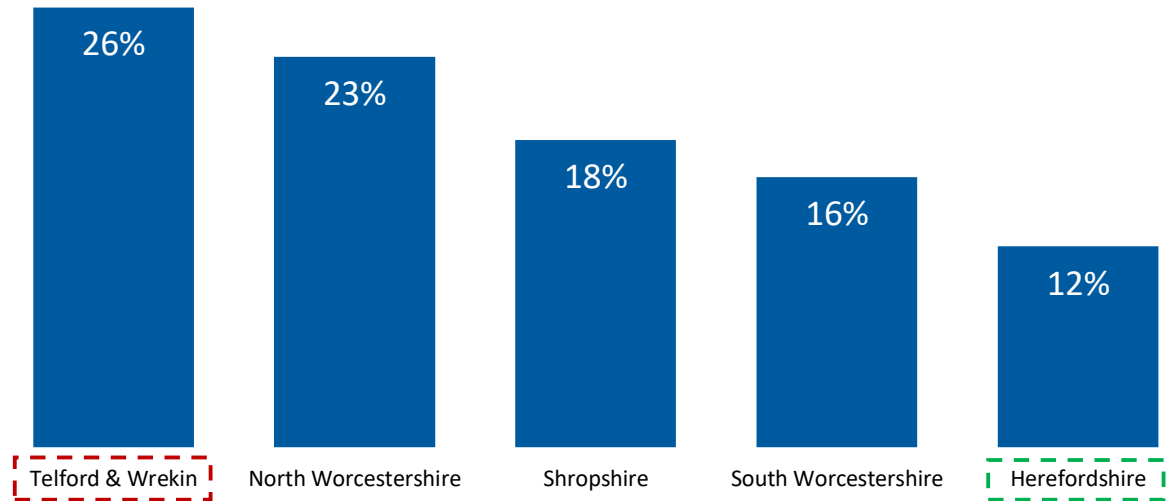


**56%**  
PPPEW -  
Not much / Not a  
problem

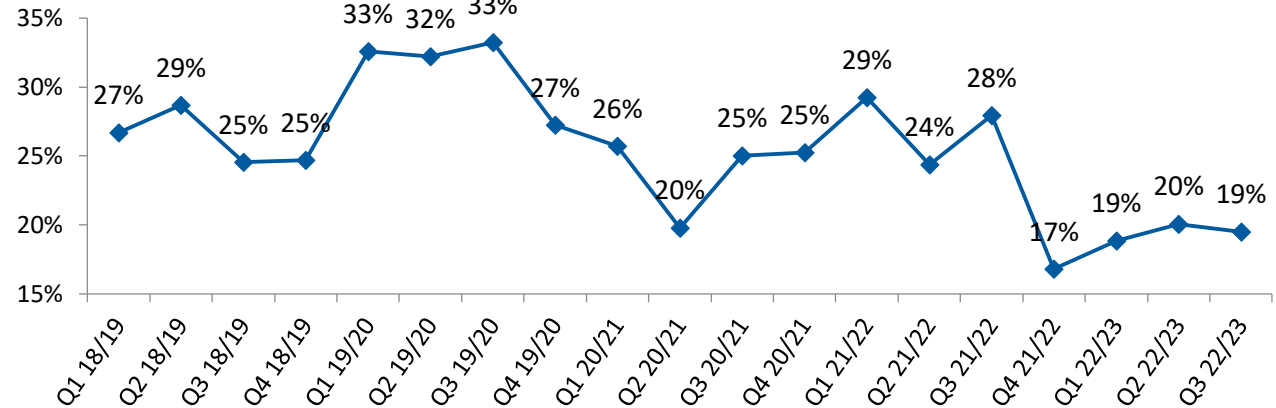
- A very big problem
- Quite a big problem
- Not much of a problem
- Not a problem at all
- Don't know

↑  
24%

LPA Comparisons - % very / quite a big problem

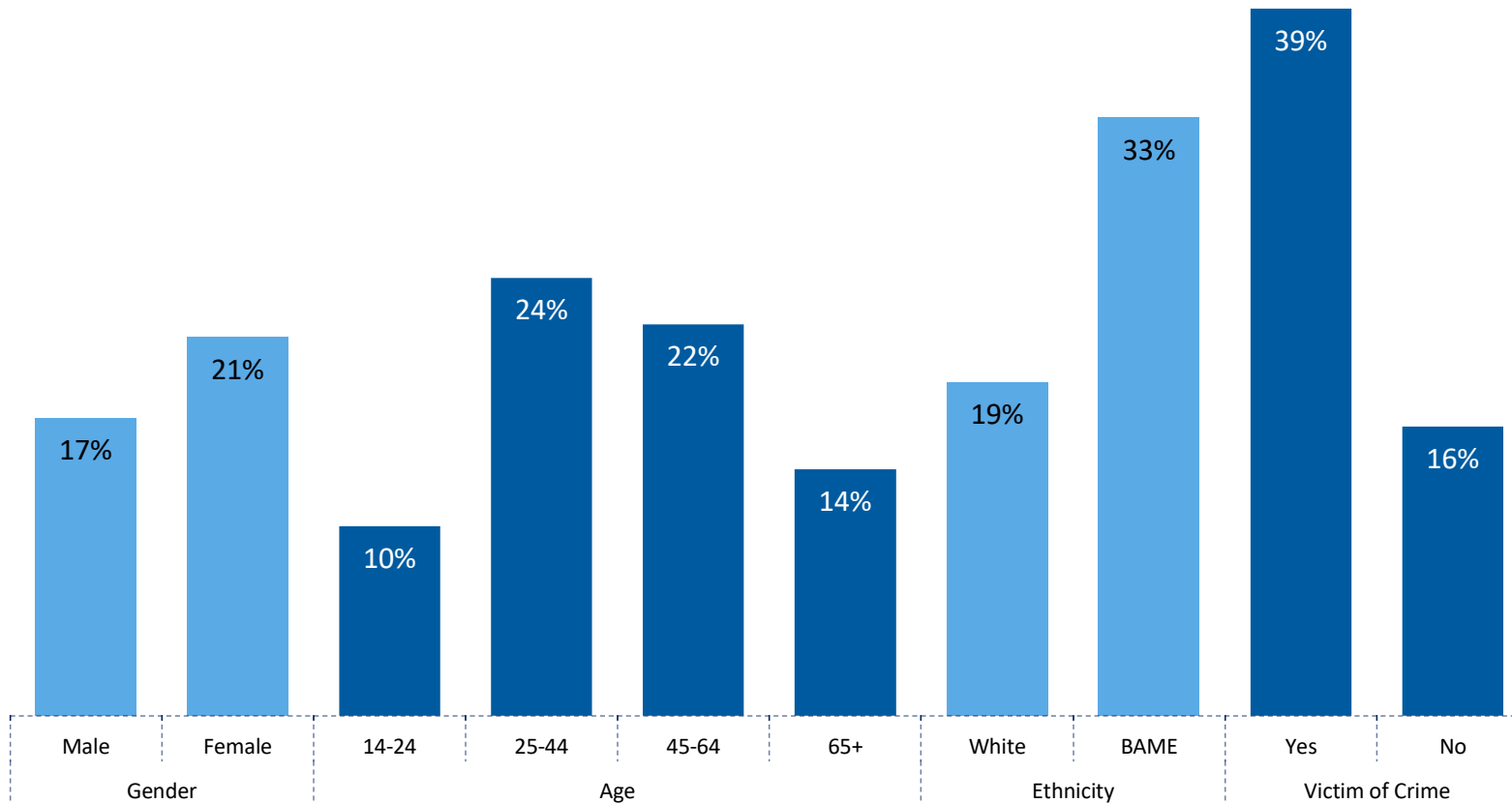


Trend over time - % A very / quite a big problem



# Four-fifths did not think crime and ASB was a problem in their local area

Demographic Comparisons - % very / quite a big problem



## Key Insights

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

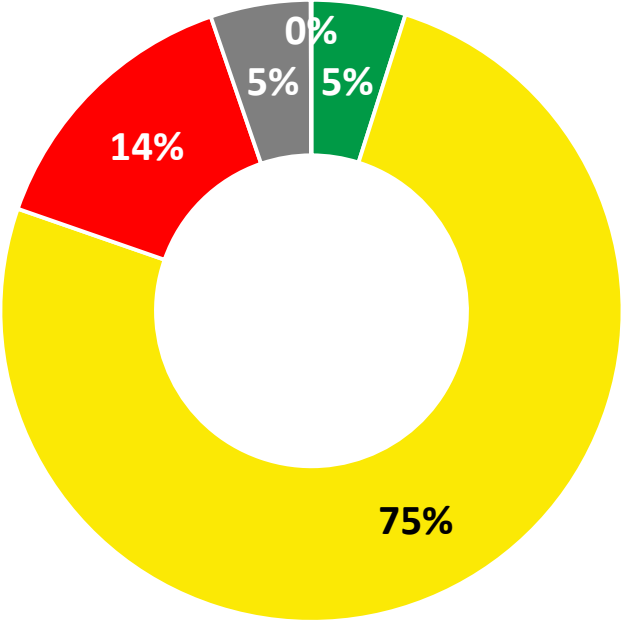
BAME respondents more likely than White respondents to say crime and ASB is a problem

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

Those aged 14-24 less likely to feel crime and ASB was a problem in their area

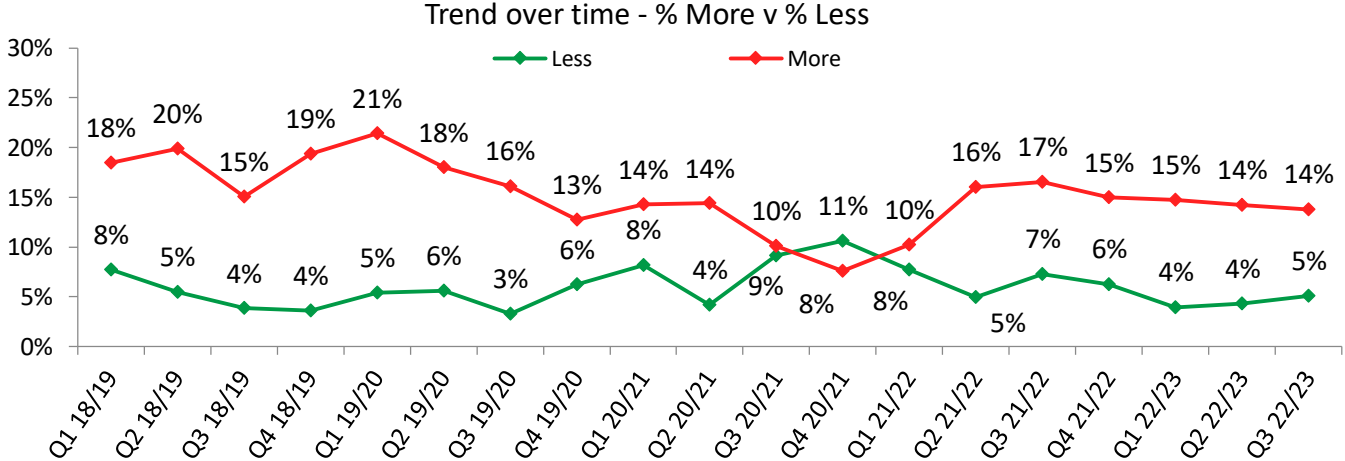
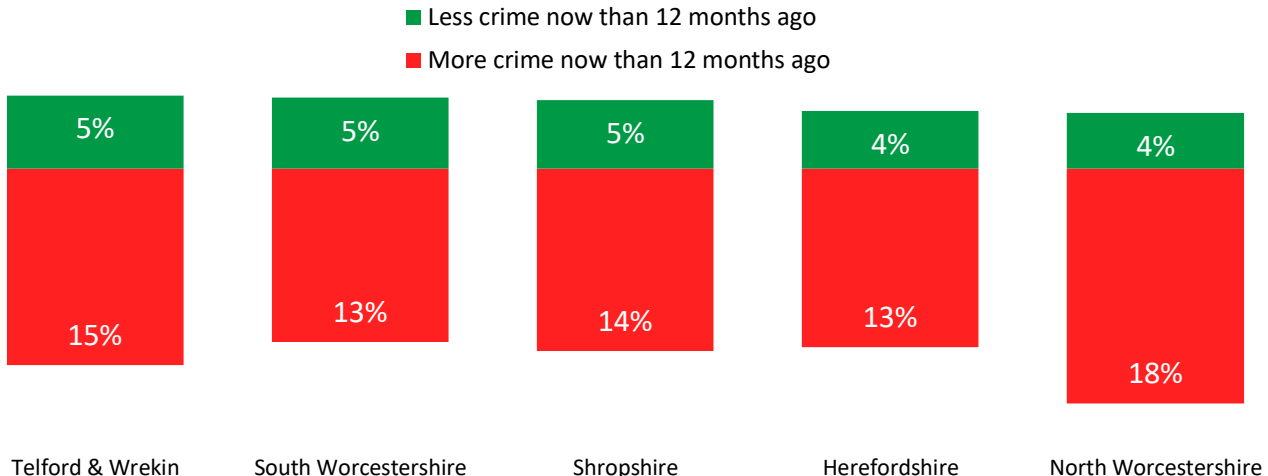
Residents in Herefordshire least likely to say crime and ASB was a problem; those in Telford & Wrekin most likely

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



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

LPA Comparisons - % more crime v % less crime

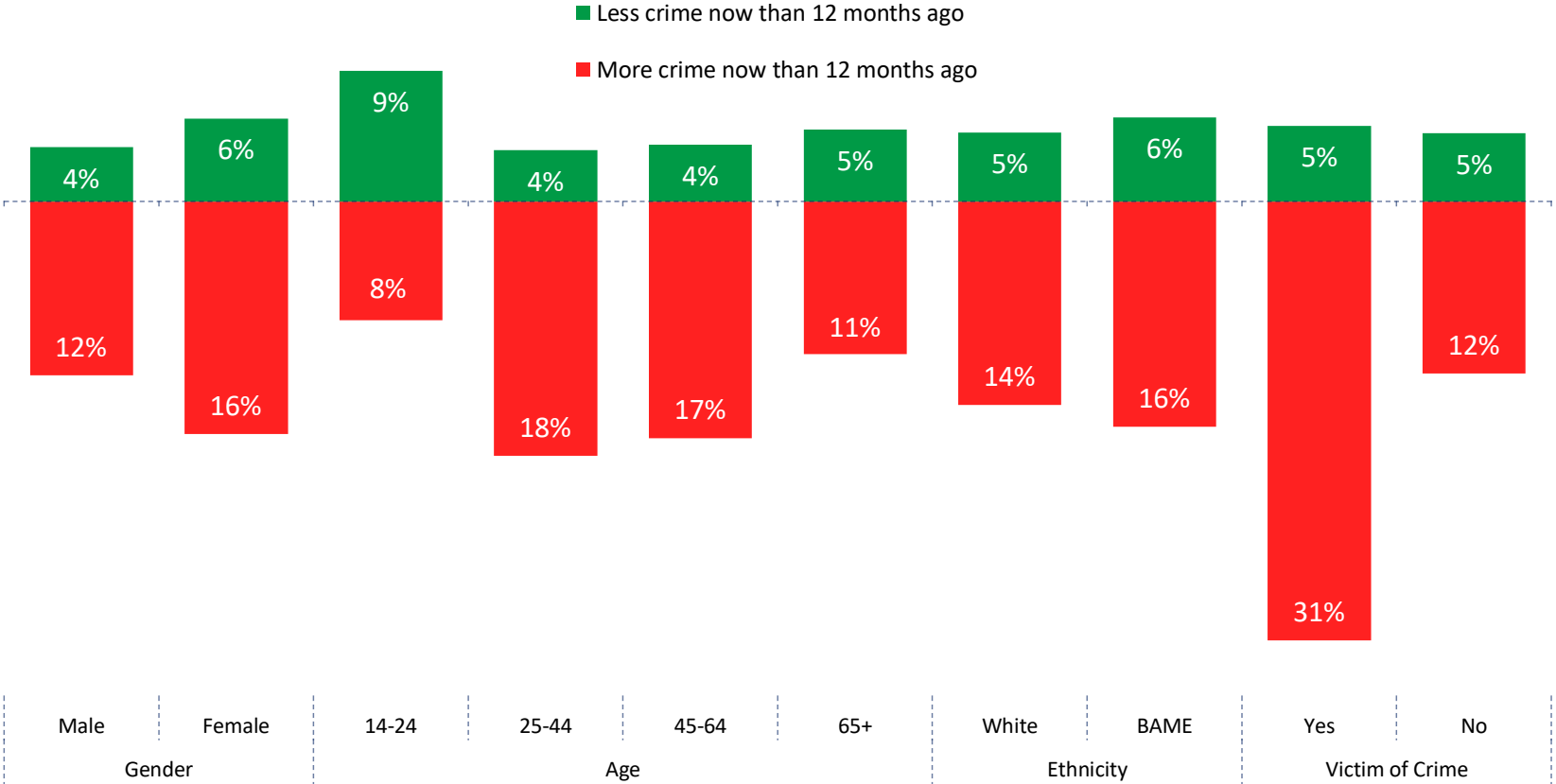


Q15 Compared to 12 months ago, would you say there is now more crime and ASB in the area you live in, less crime and ASB or about the same?



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

Demographic Comparisons - % more crime v % less crime



### Key Insights

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

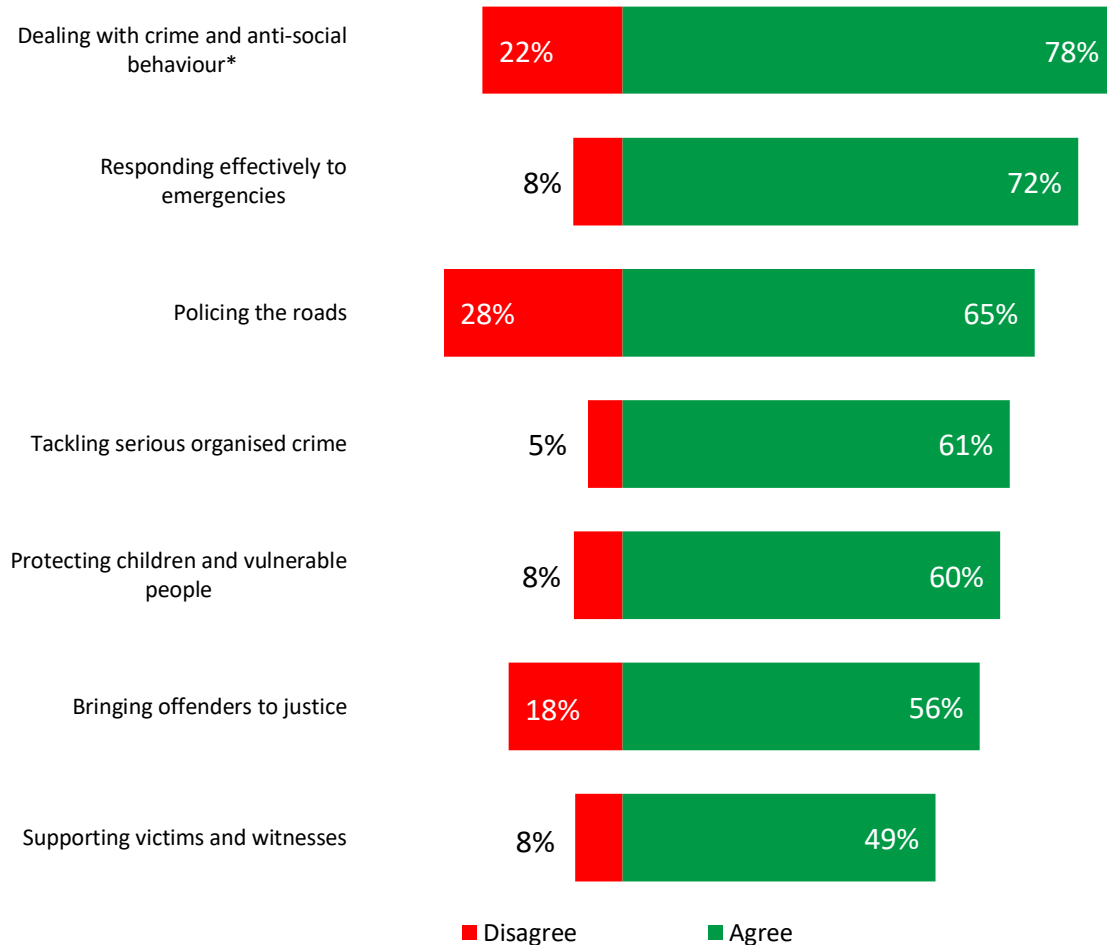
Females more inclined than males to feel that crime and ASB has increased

Those aged 25-44 and 45-64 more likely to feel there has been an increase in crime over the past 12 months

Residents of North Worcestershire more inclined to feel there has been an increase in crime and ASB

Q15 Compared to 12 months ago, would you say there is now more crime and ASB in the area you live in, less crime and ASB or about the same?

# Over three-quarters agreed WMP are dealing with crime and ASB



24% ↑  
**54%**  
 CSEW MSG Average - Dealing with crime and ASB



## Key Insights

Just under three-quarters agreed WMP are responding effectively to emergencies

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

More than a quarter disagreed that WMP are policing the roads

Agreement towards statements generally declined the older the respondent was

BAME respondents tended to be more agreeable towards these statements compared to white respondents

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

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

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



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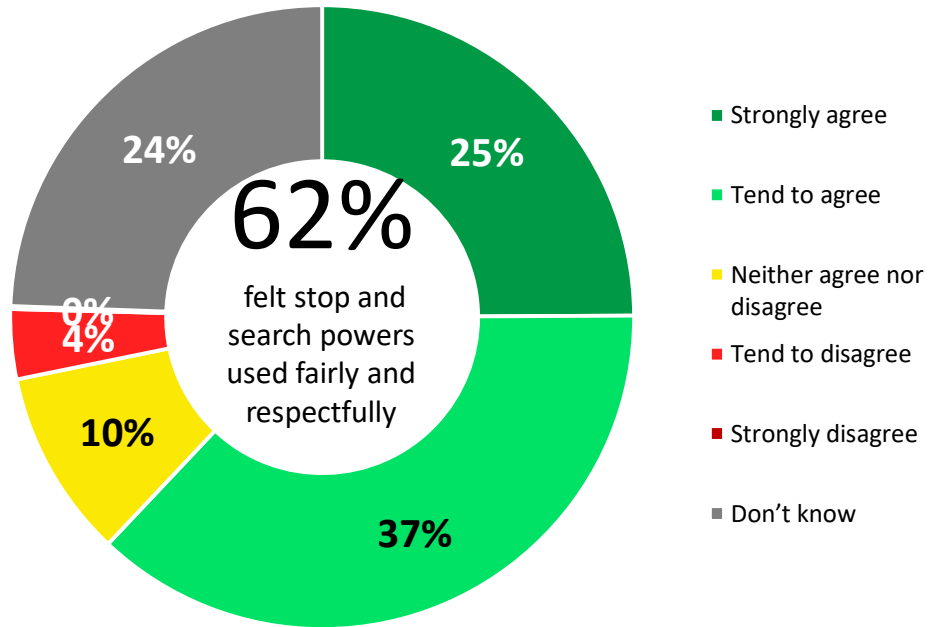


# Section Five

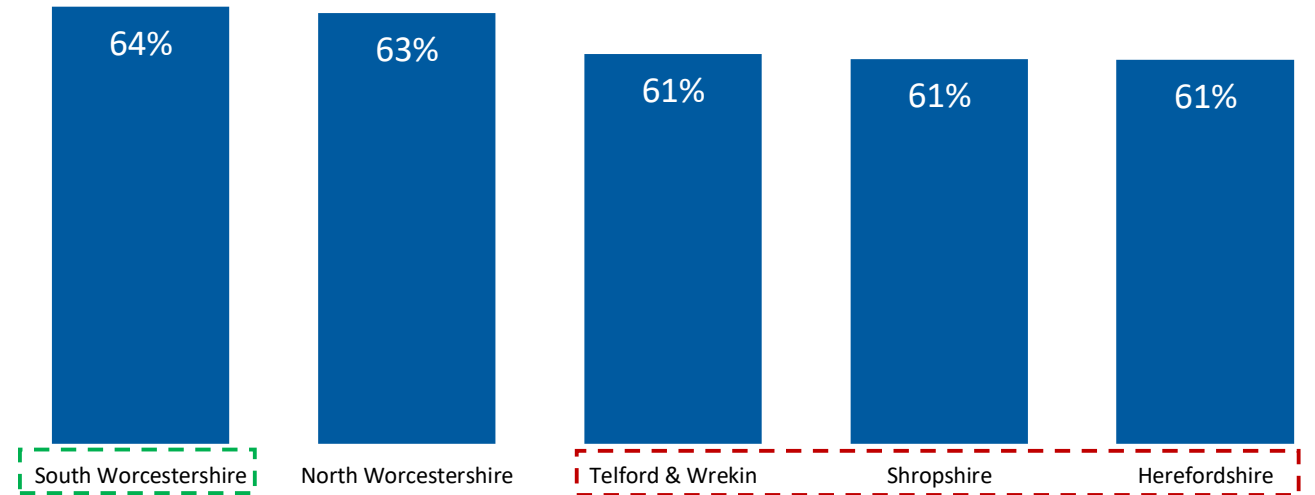
## Trust / Integrity



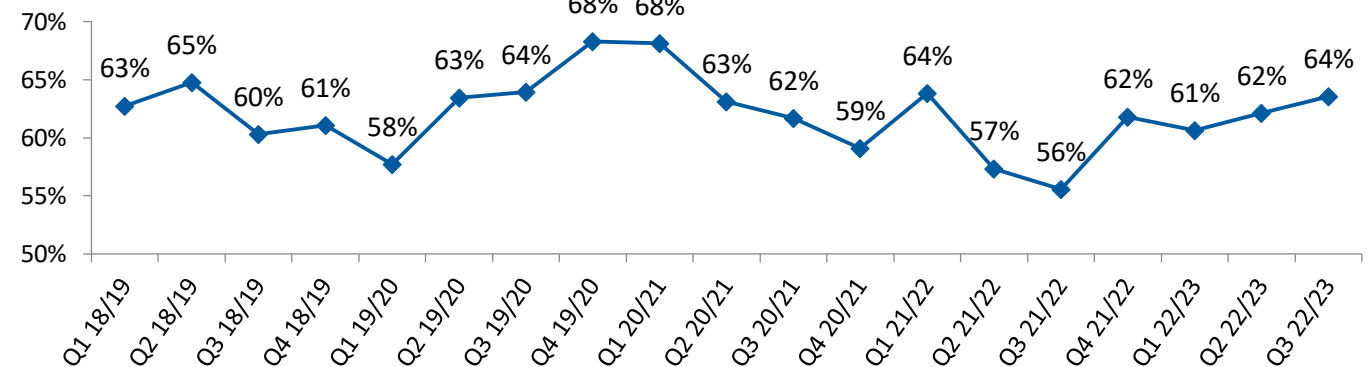
# Three-fifths confident WMP use their stop and search power fairly and respectfully



LPA Comparisons - % strongly / tend to agree



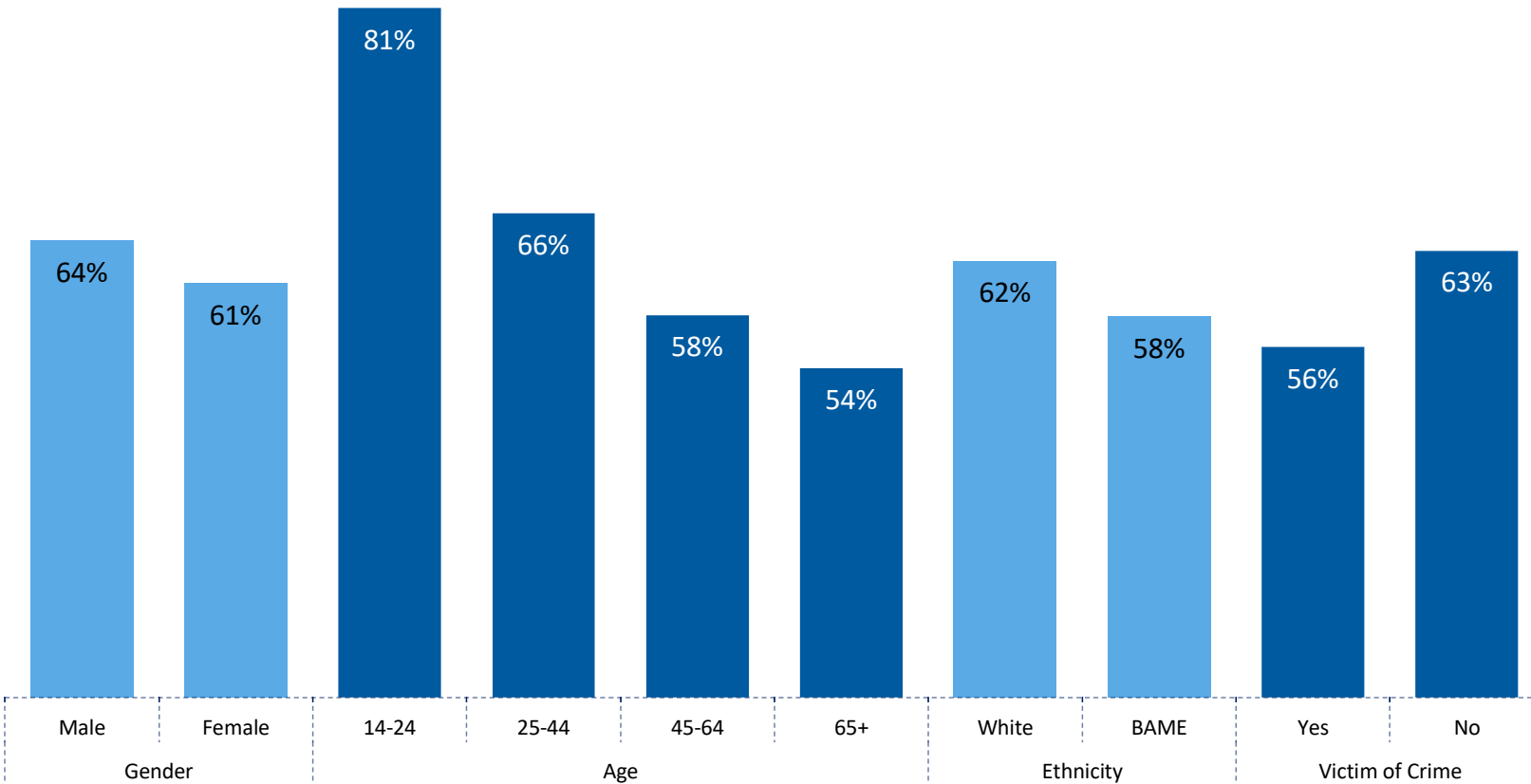
Trend over time - % Agree



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

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

Demographic Comparisons - % strongly / tend to agree



## Key Insights

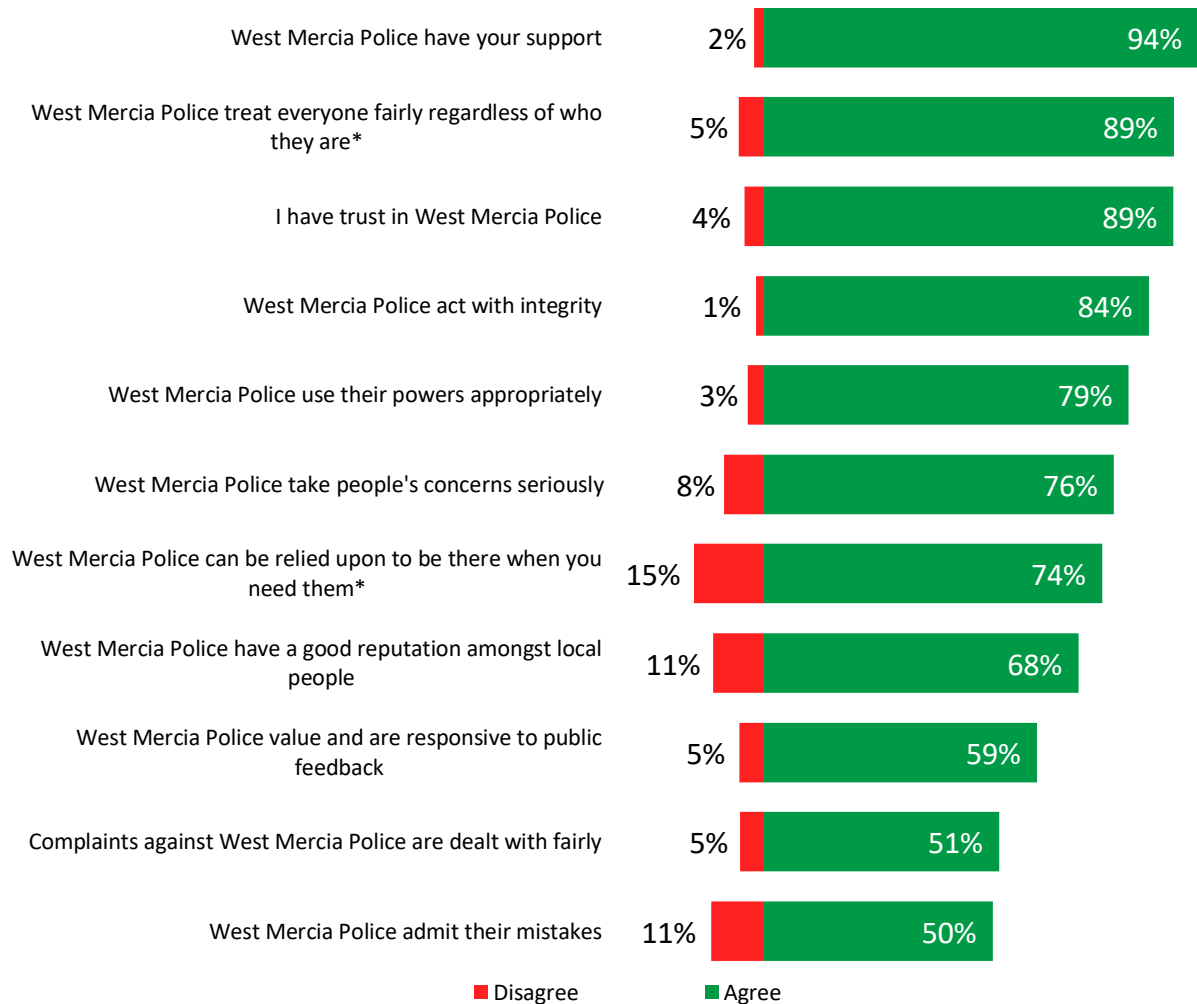
Those aged 14-24 more likely to feel confident the police use their stop and search power fairly and respectfully, with confidence declining the older the respondent was

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

Victims of crime less confident than those that had not been a victim of crime that the police use their stop and search power

Residents in South Worcestershire most likely to feel WMP use stop and search powers fairly and respectfully

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



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

↑ 20%

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

↑ 16%



### Key Insights

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

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

More than a tenth disagreed WMP can be relied upon to be there when needed, have a good reputation amongst local people and admit their mistakes

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

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



**SMSR**  
RESEARCH

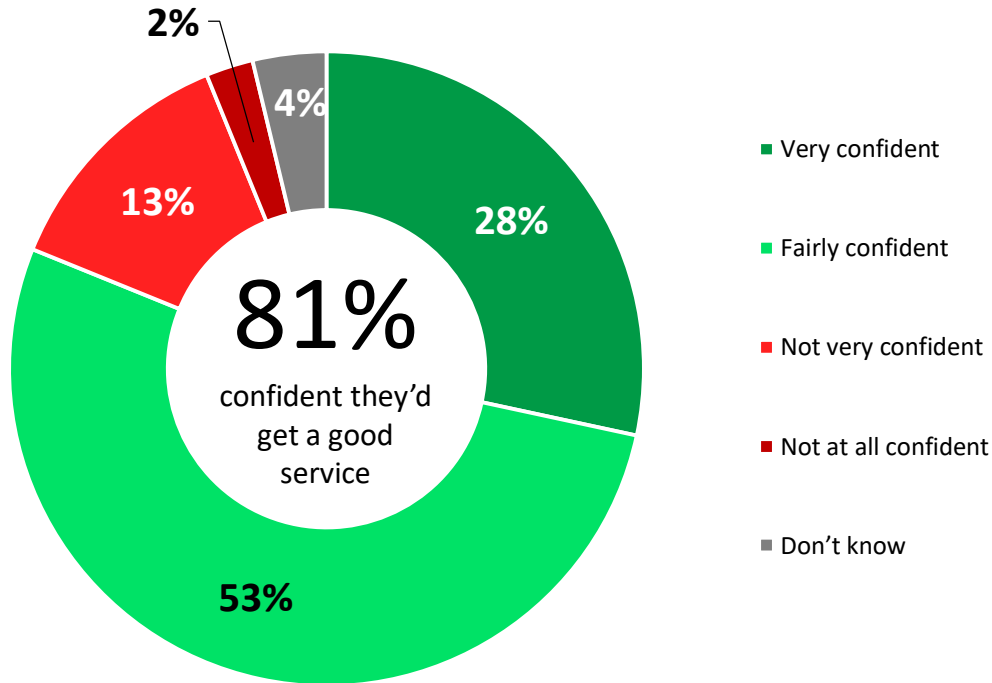


# Section Six

## Confidence in West Mercia Police



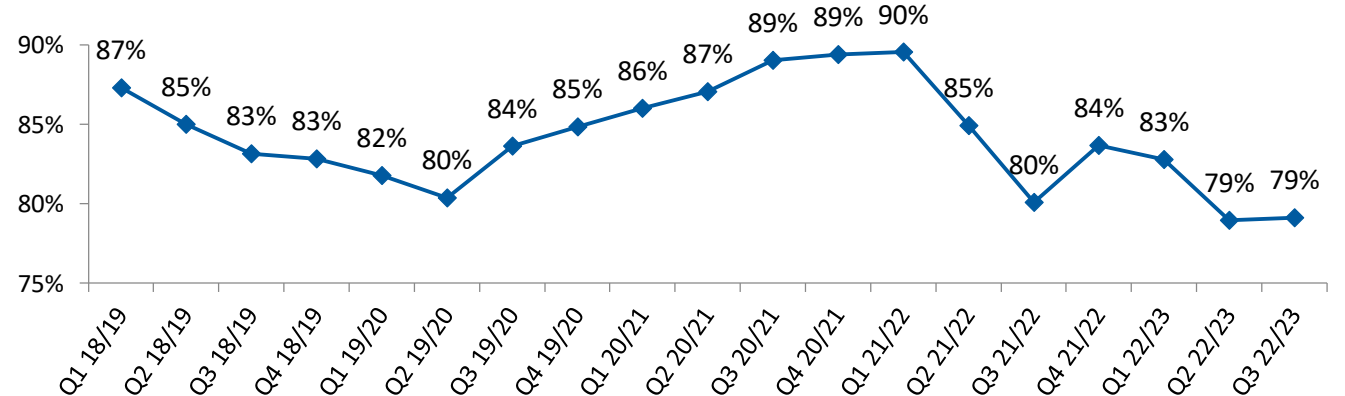
# More than four-fifths confident they would receive a good service from WMP



LPA Comparisons - % very / fairly confident



Trend over time - % Confident





# More than four-fifths confident they would receive a good service from WMP

Demographic Comparisons - % very / fairly confident

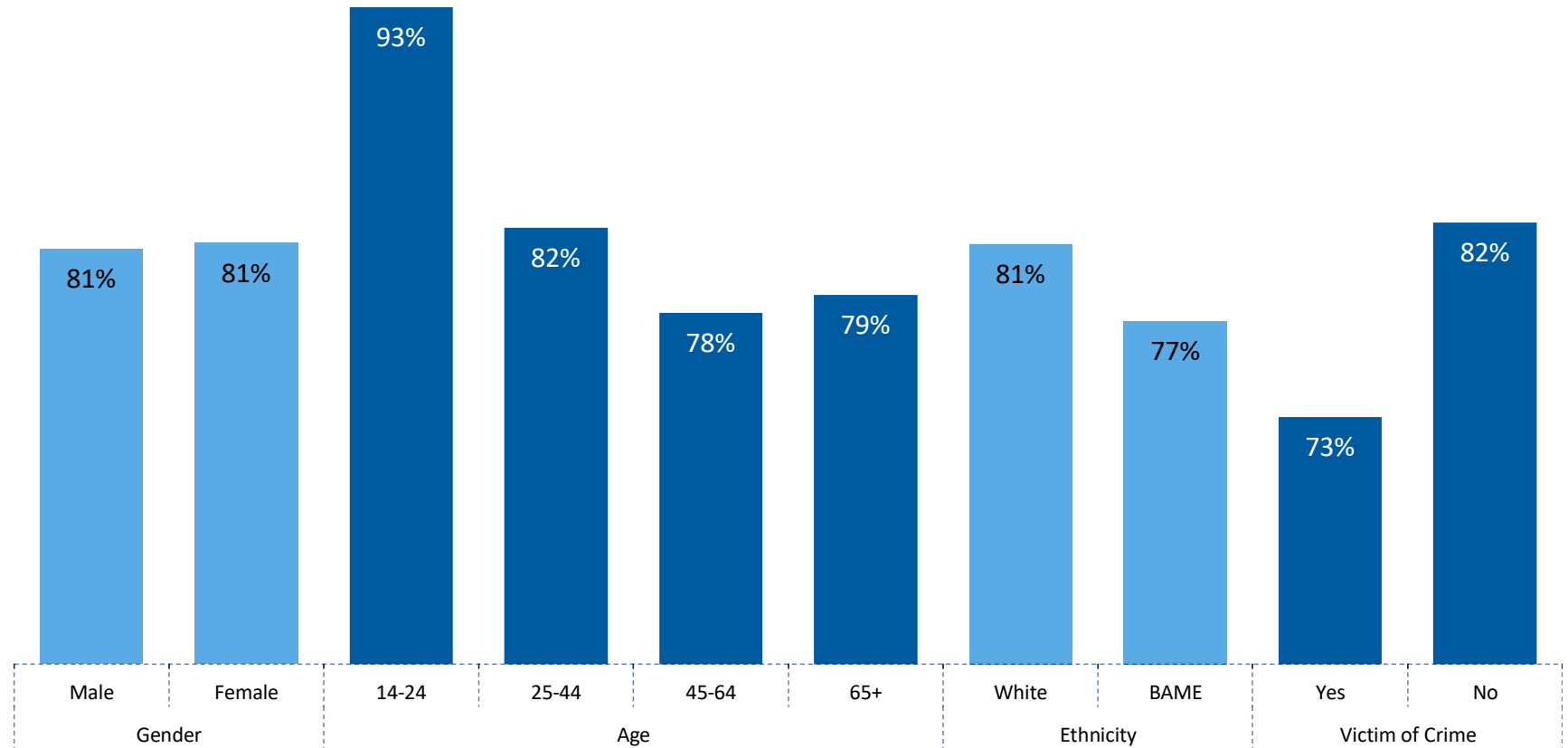


## Key Insights

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

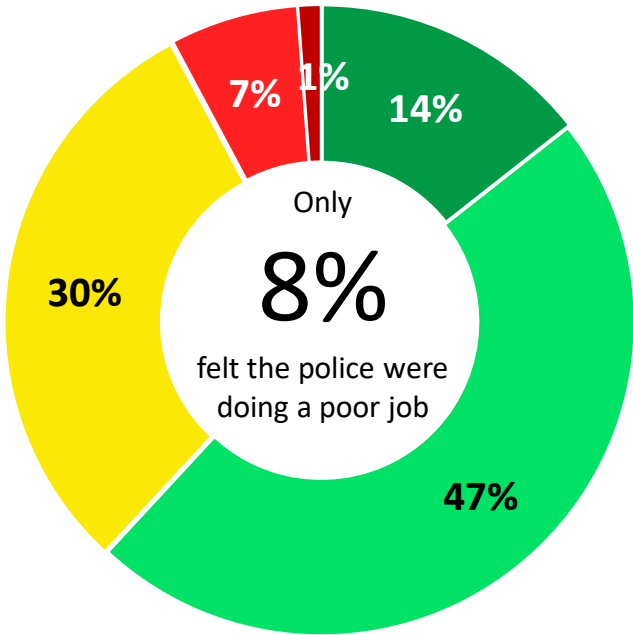
BAME respondents and victims of crime were less confident in receiving a good service

Residents in Shropshire and Telford & Wrekin most confident they would receive a good service, those in Herefordshire least confident



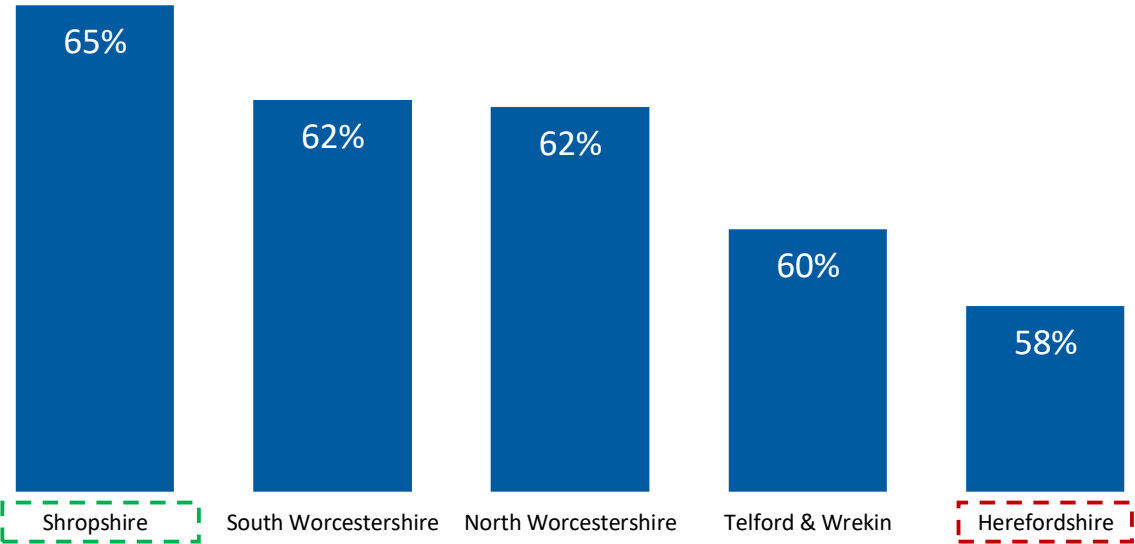
# Three-fifths felt the police were doing either an excellent or a good job

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

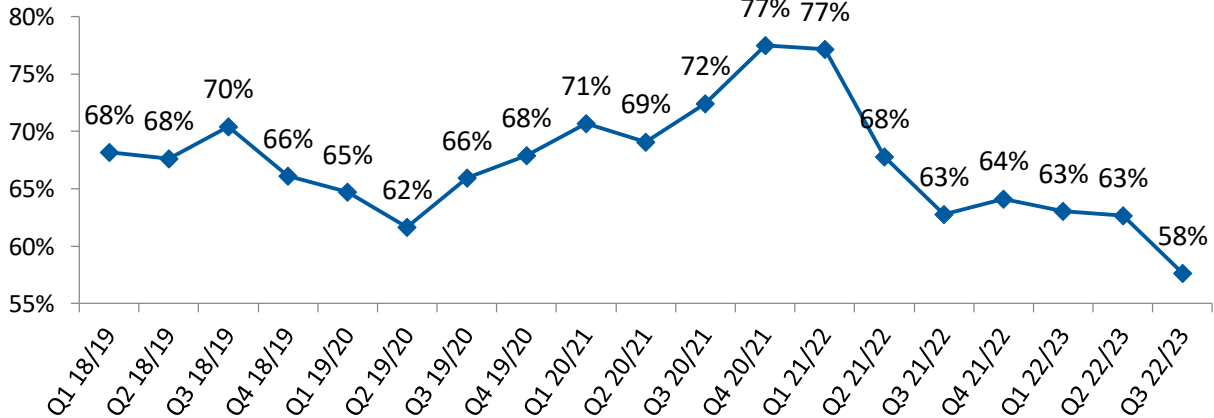


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



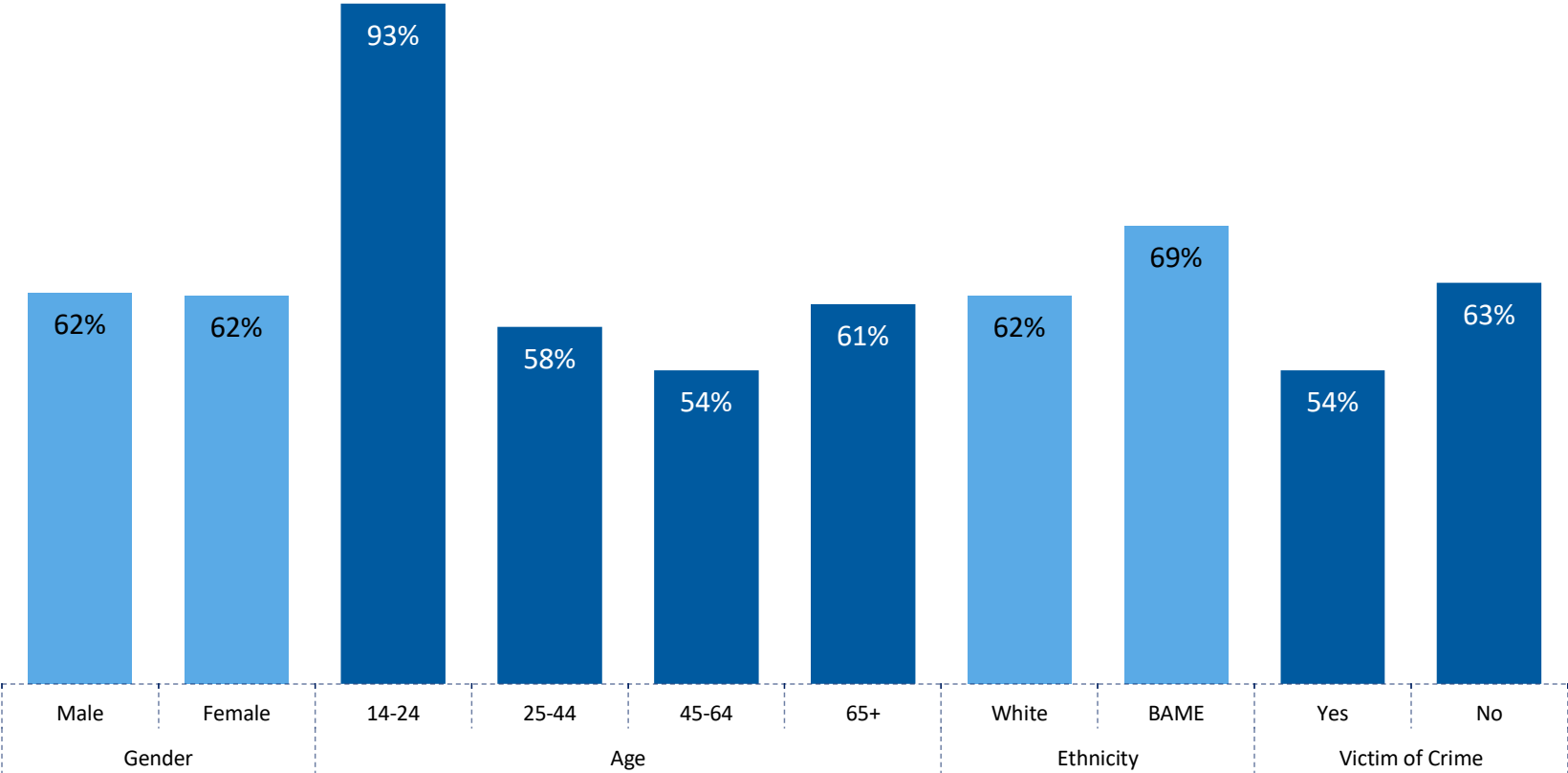
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

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

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

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

Demographic Comparisons - % excellent / good job



## Key Insights

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

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

Those in Shropshire were the most likely to say WMP were doing either an excellent or good job

Victims of crime less likely to feel the police were doing either an excellent or good job

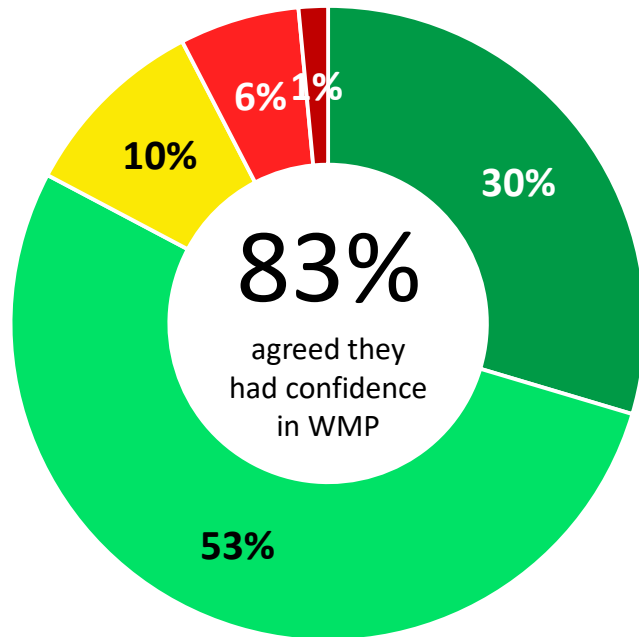
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

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

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

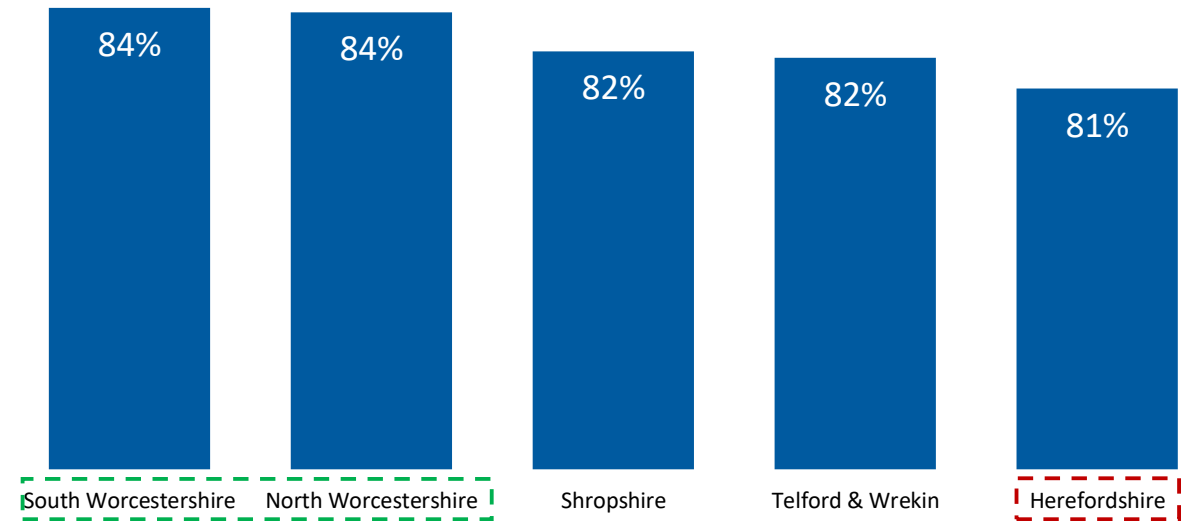
**77%**  
CSEW MSG Average – Net Agree

↑ 6%

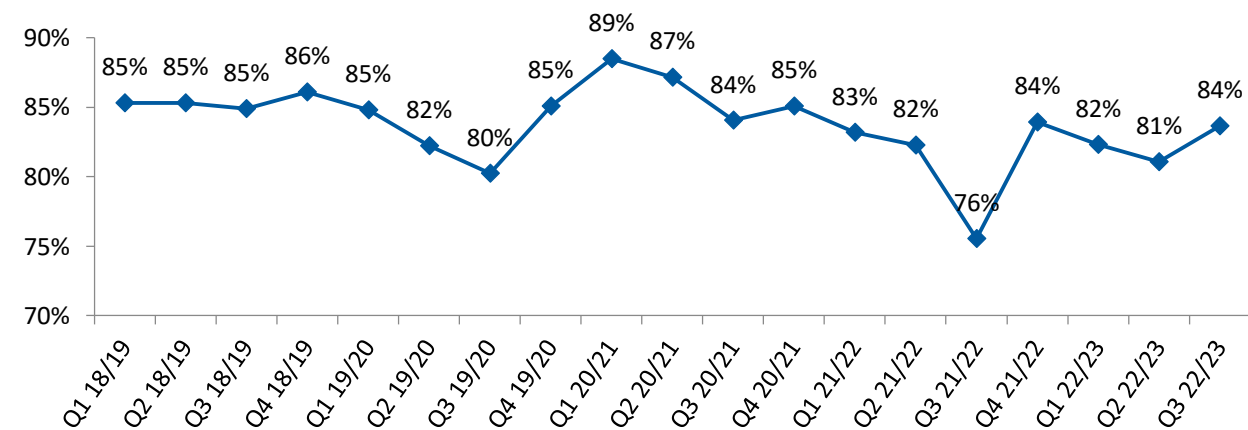


- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



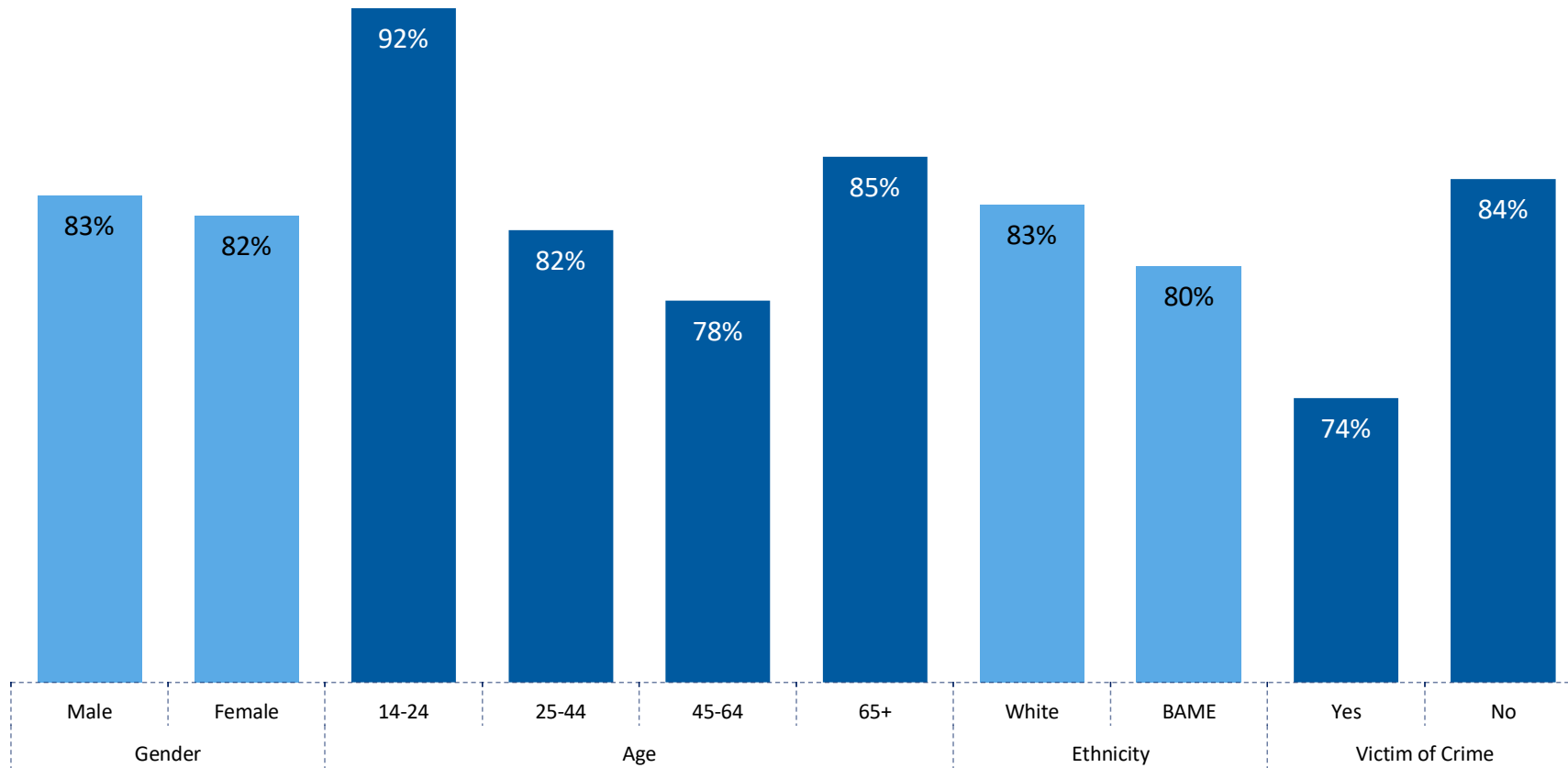
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

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

Demographic Comparisons - % strongly/ tend to agree



## Key Insights

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

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

Victims of crime less likely to be confident in WMP

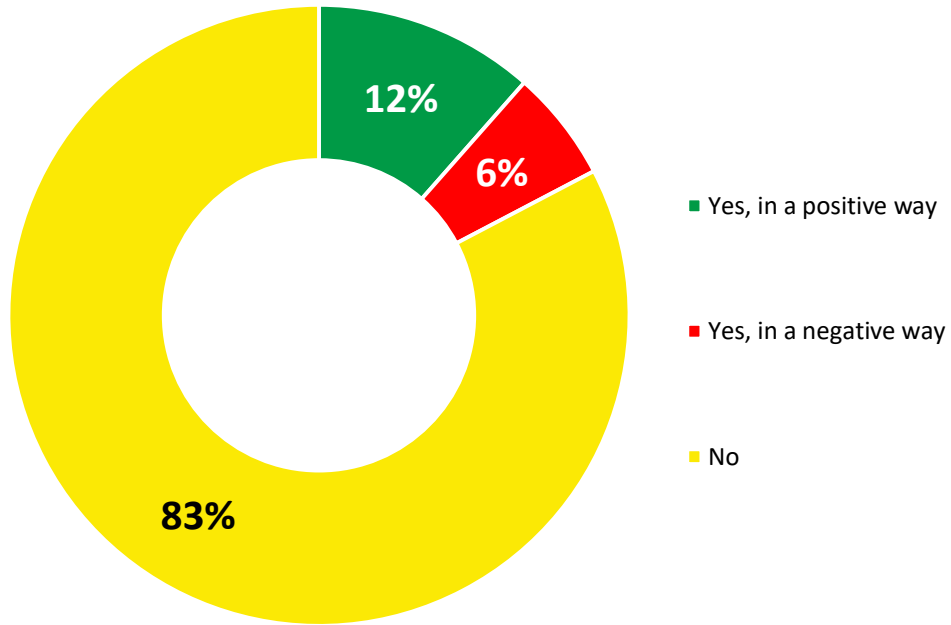
Residents of South Worcestershire and North Worcestershire more likely to have confidence in WMP - those in Herefordshire less likely to have confidence

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

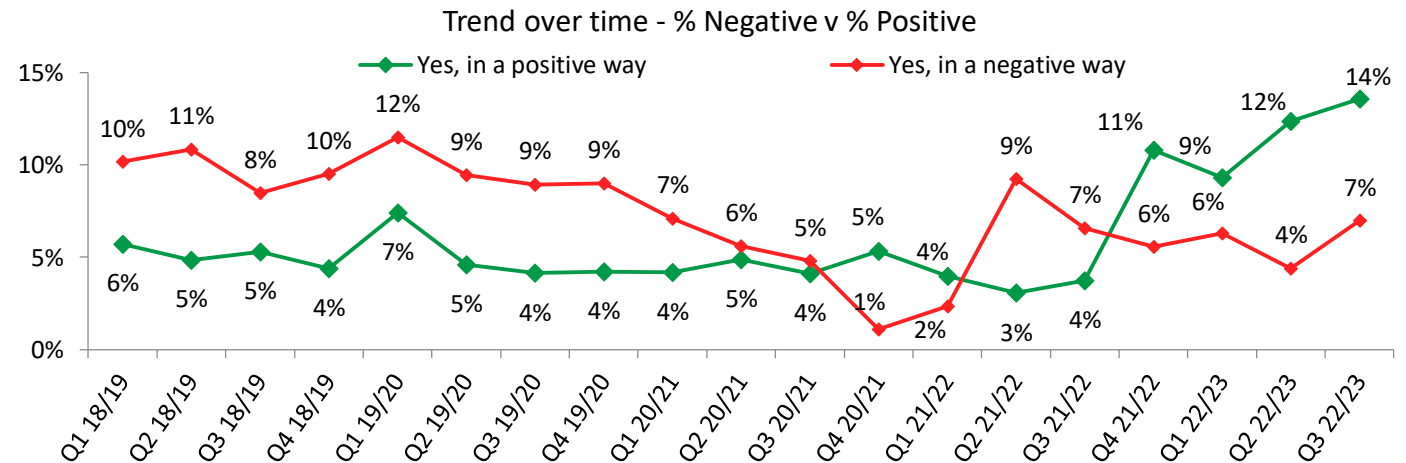
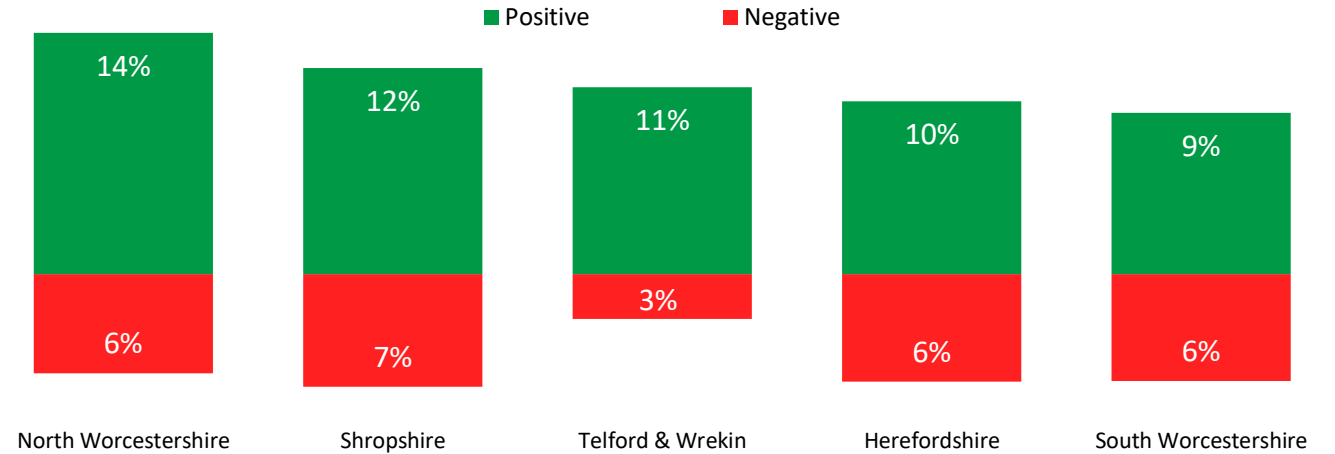
\*Don't know option has been excluded from calculation to make question comparable to CSEW



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

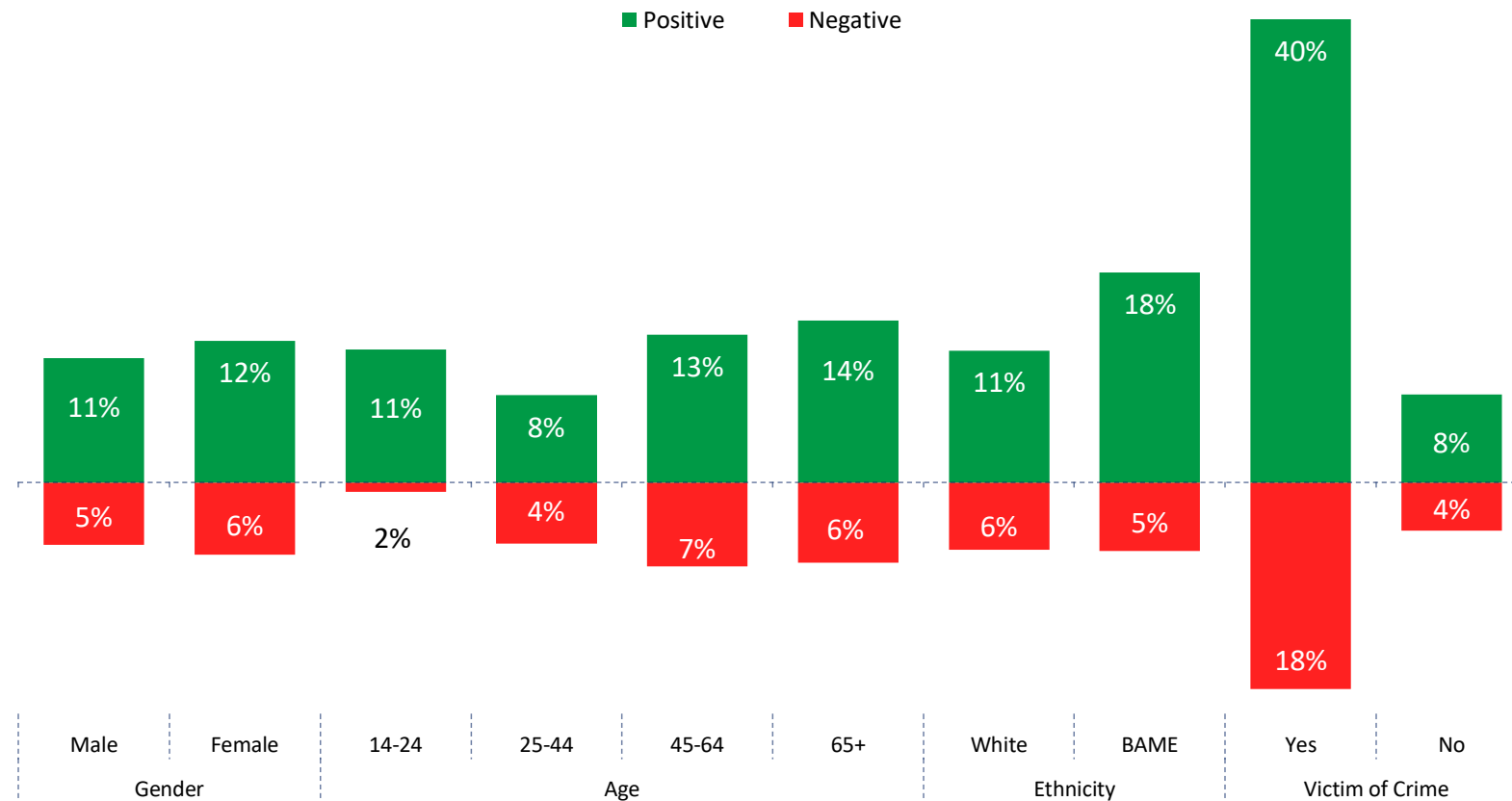


LPA Comparisons - % positive event % negative event



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

Demographic Comparisons - % positive event v % negative event



## Key Insights

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

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

Residents in North Worcestershire were the most likely to have experienced an event that negatively affected their confidence in WMP

Those that had experienced an event that had positively affected them now at highest level since tracking began

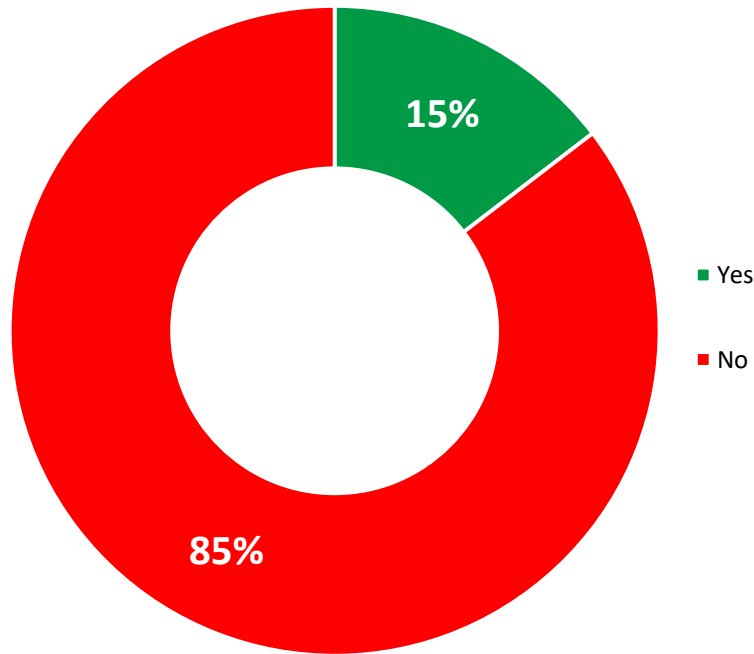
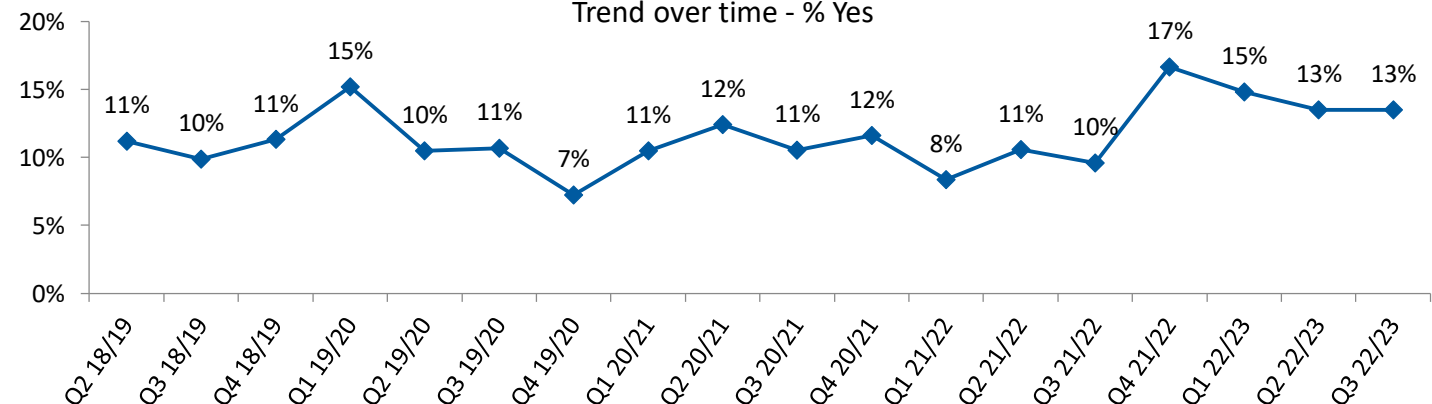


# More than a tenth of respondents said they are aware of the Police and Crime Commissioner

LPA Comparisons - % aware of PCC



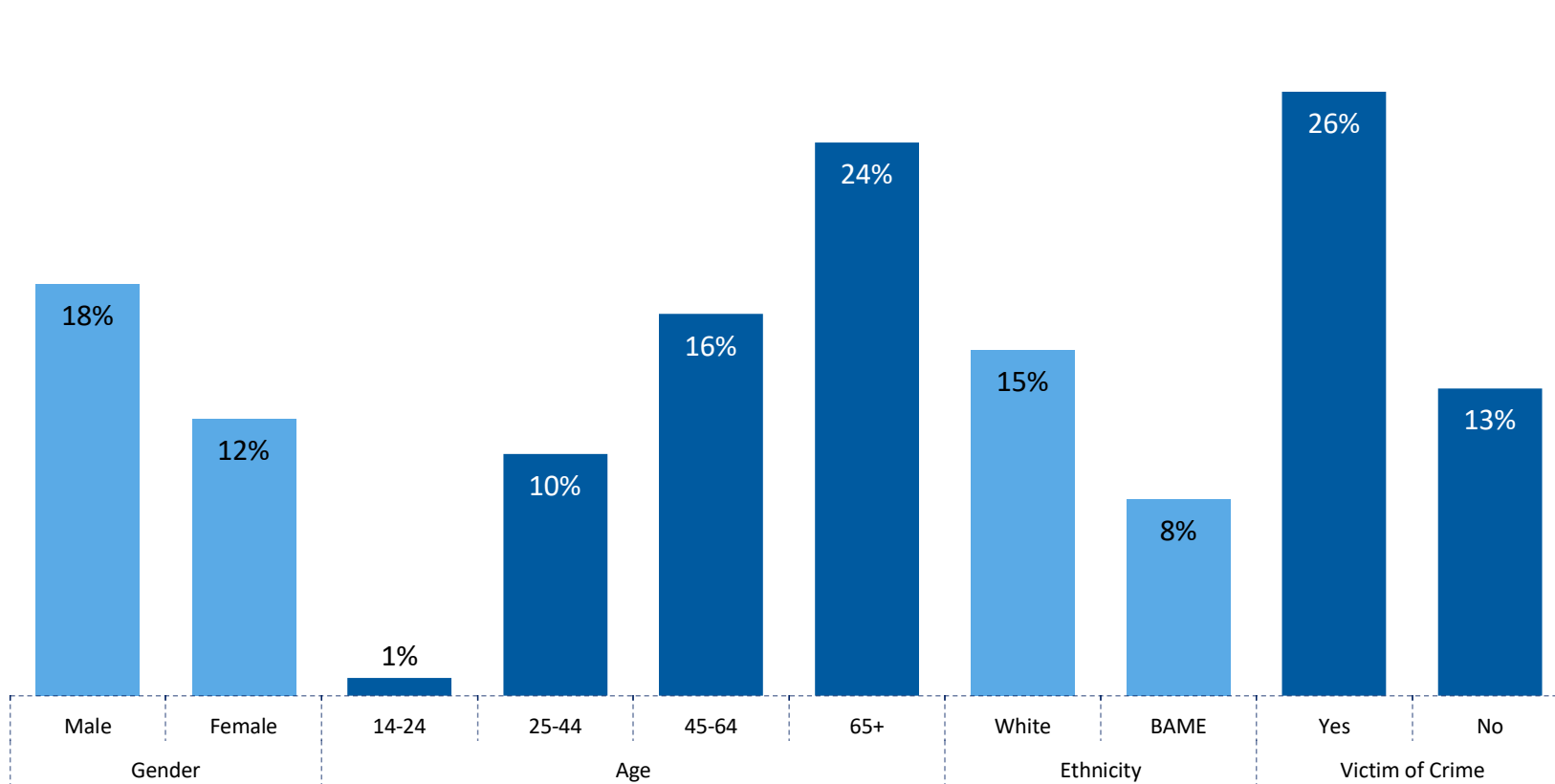
Trend over time - % Yes



Q25 Do you know who the current elected Police and Crime Commissioner is for your area?

# More than a tenth of respondents said they are aware of the Police and Crime Commissioner

Demographic Comparisons - % aware of PCC



## Key Insights

Higher awareness found in North Worcestershire; least awareness in Telford & Wrekin

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

Awareness lower amongst BAME respondents when compared to White respondents

The older the respondent the more likely they were to be aware of the PCC

Perceptions surveys typically record awareness of 8-15% based on previous research conducted by SMSR.



**John Campion**  
**Police and Crime Commissioner**  
**West Mercia**

**SMSR**  
**RESEARCH**

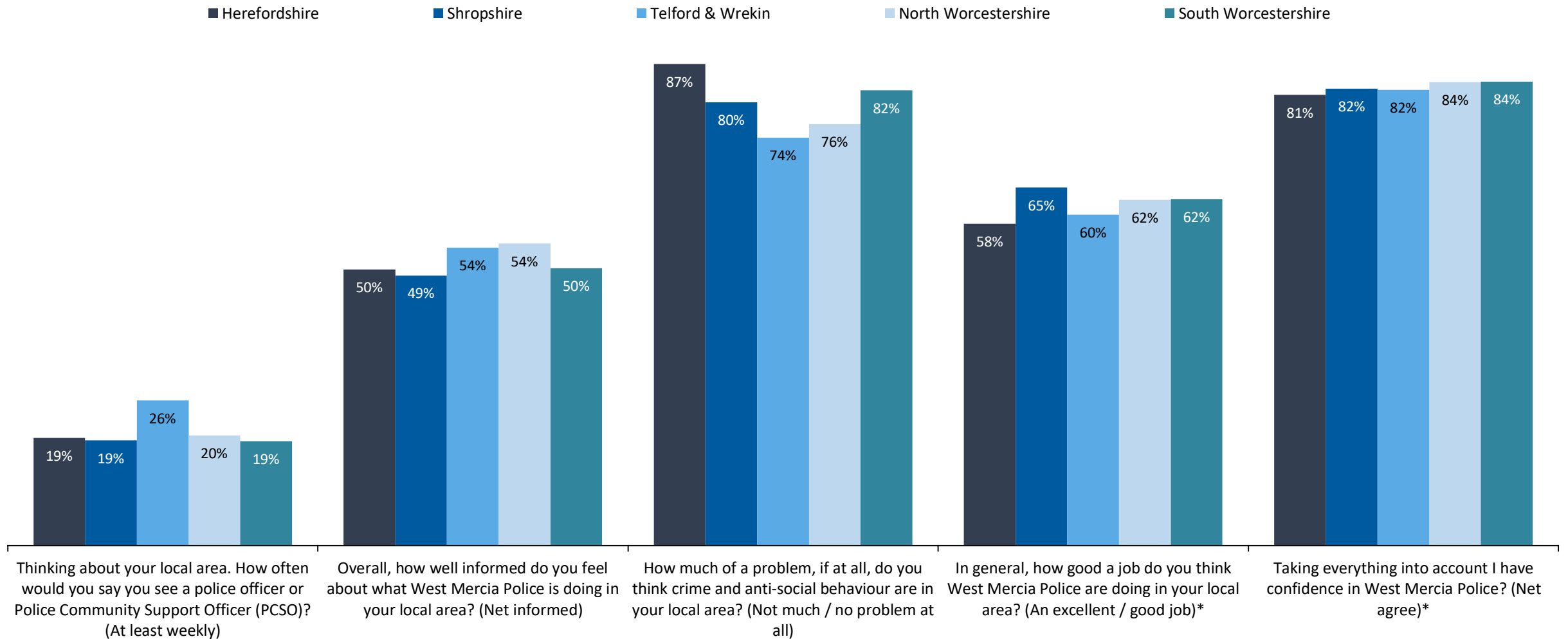


# Section Seven

## LPA & Victim Comparisons



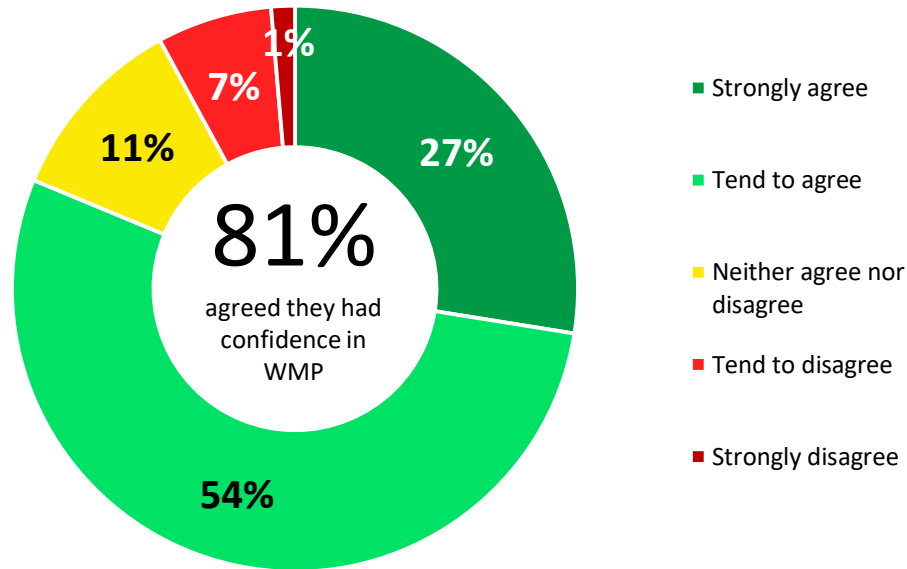
# LPA Key Question Overview



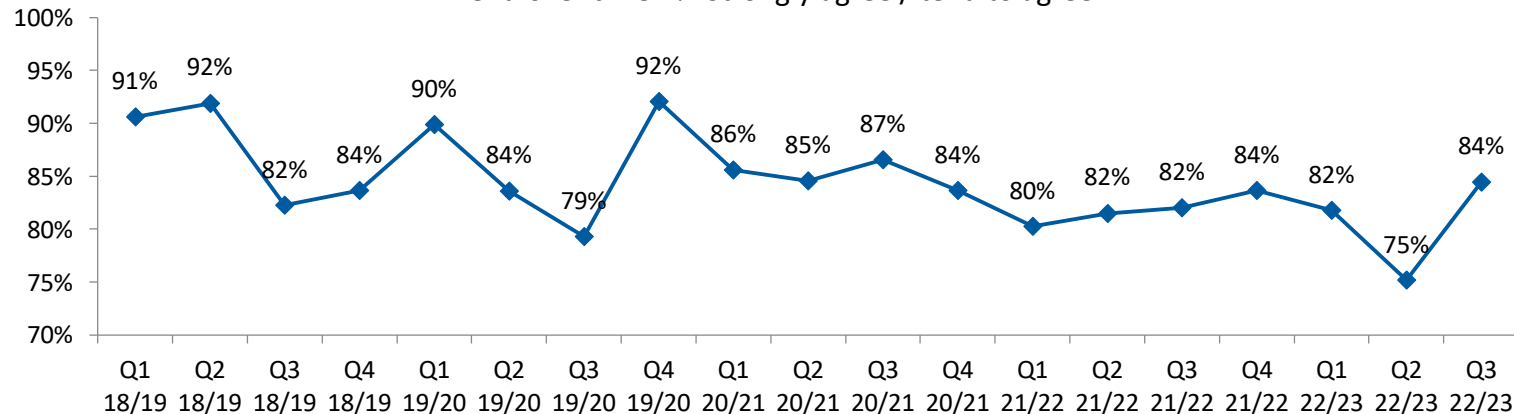
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Herefordshire

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Least** likely to see an officer or PCSO at least weekly (19% - joint with South Worcestershire and Shropshire)

**Least** likely to have been a victim of crime over the past year (11% - joint with Telford & Wrekin)

**Least** likely have said crime and ASB is a problem in their area (12%)

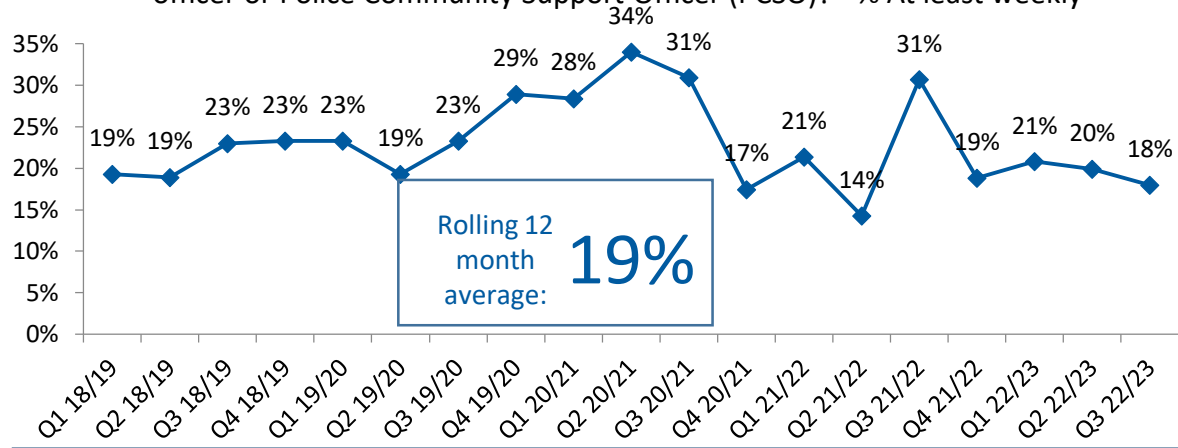
**Least** likely to feel WMP use their stop and search powers fairly and respectfully (61% - joint with Telford & Wrekin and Shropshire)

**Least** confident they would receive a good service from WMP (79%)

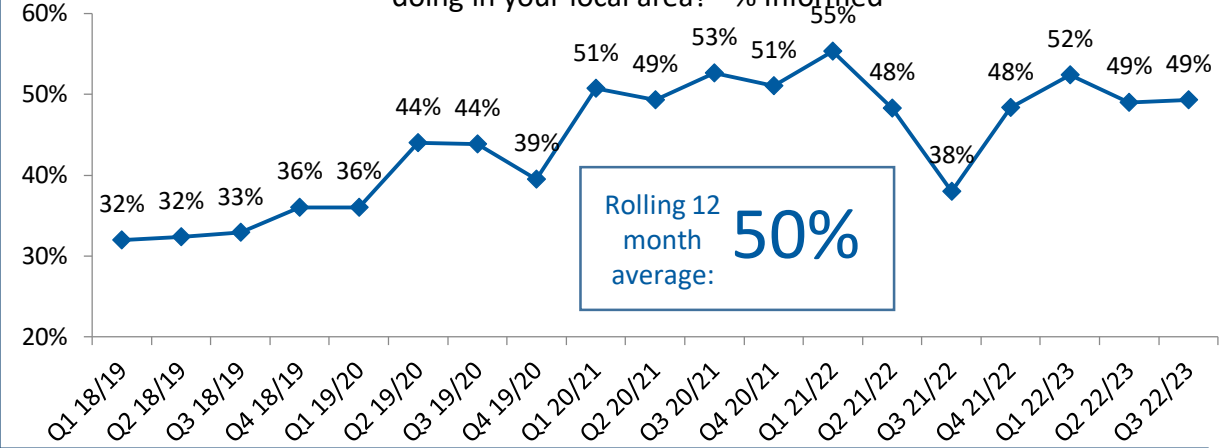
**Least** likely to have confidence in WMP (81%)

# LPA Key Findings - Herefordshire

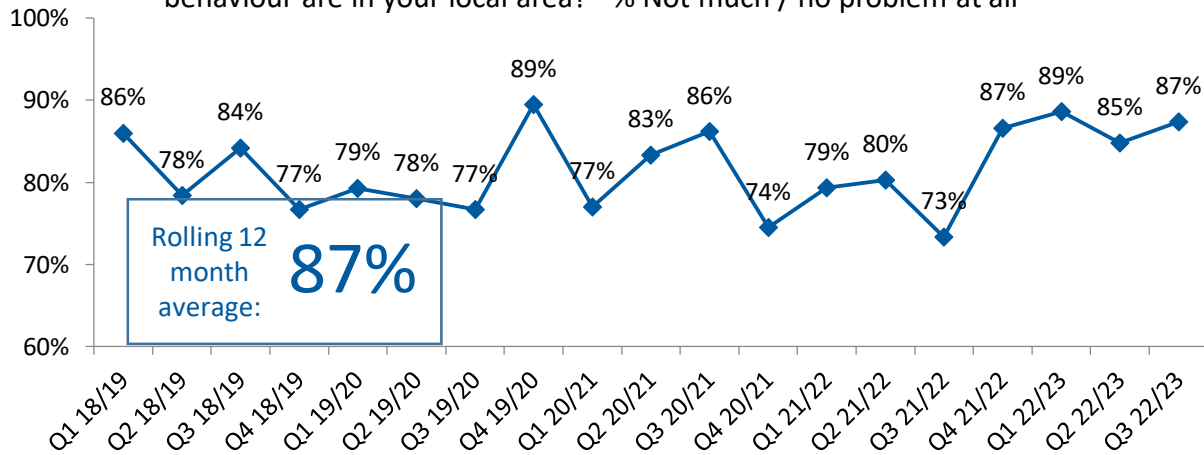
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



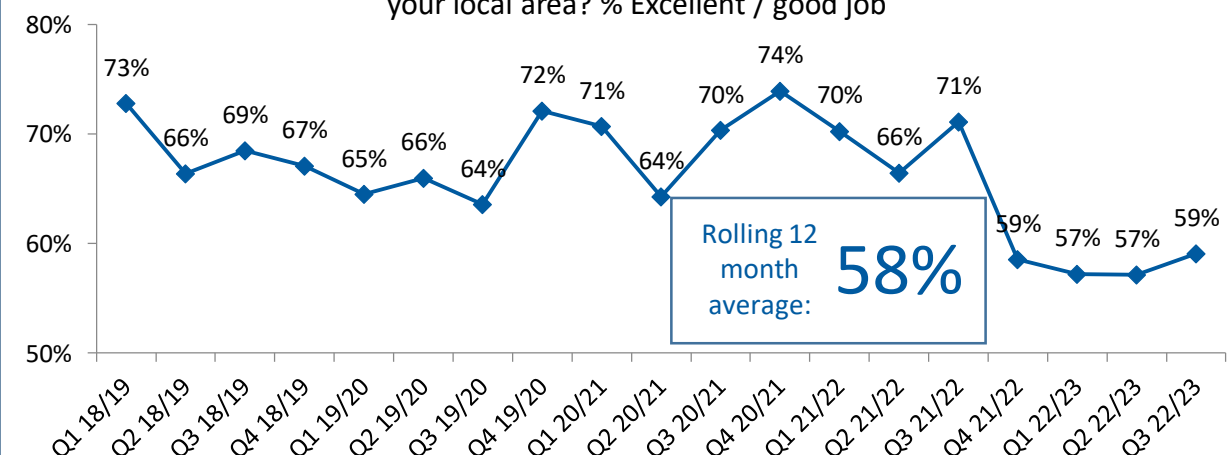
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



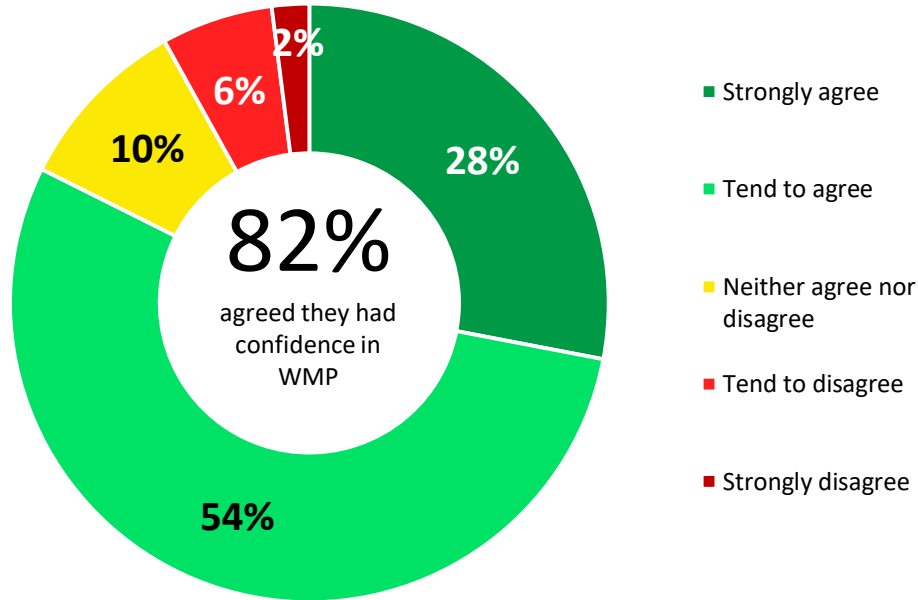
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



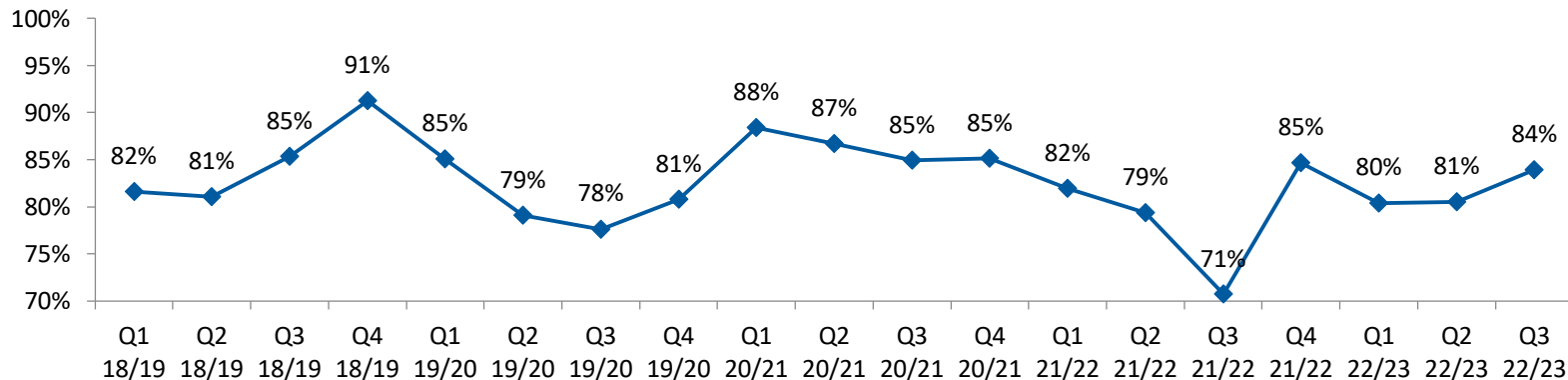
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - Shropshire

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Least** likely to see an officer or PCSO at least weekly (19% - joint with South Worcestershire and Herefordshire)

**Least** satisfied with the levels of policing in their local area (59% - joint with South Worcestershire)

**Least** confident they could access the police in both an emergency (87%) and in a non-emergency (67%)

**Least** informed about what WMP are doing (49%)

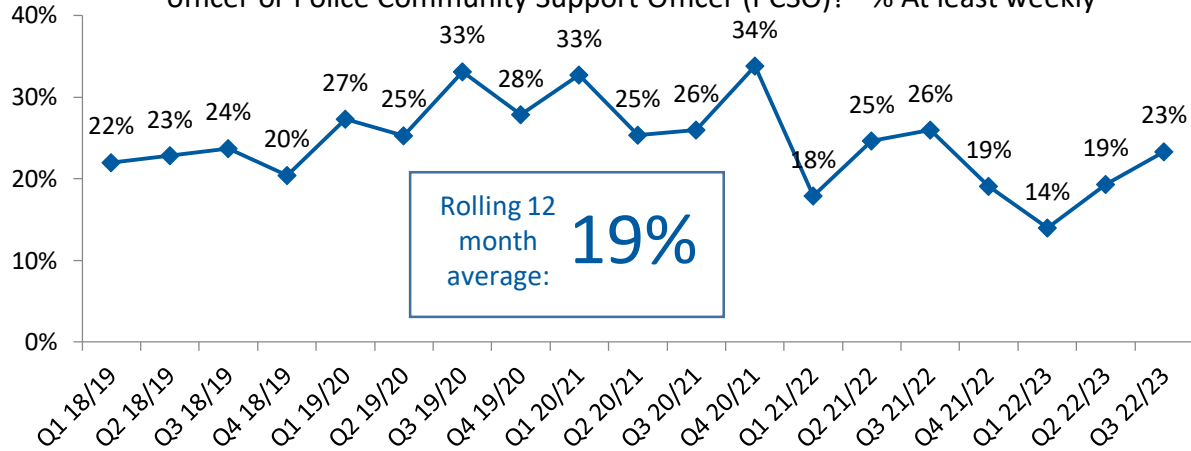
**Least** likely to feel WMP understands issues in their community (70%)

**Most** confident they would receive a good service from WMP (82% - joint with Telford & Wrekin)

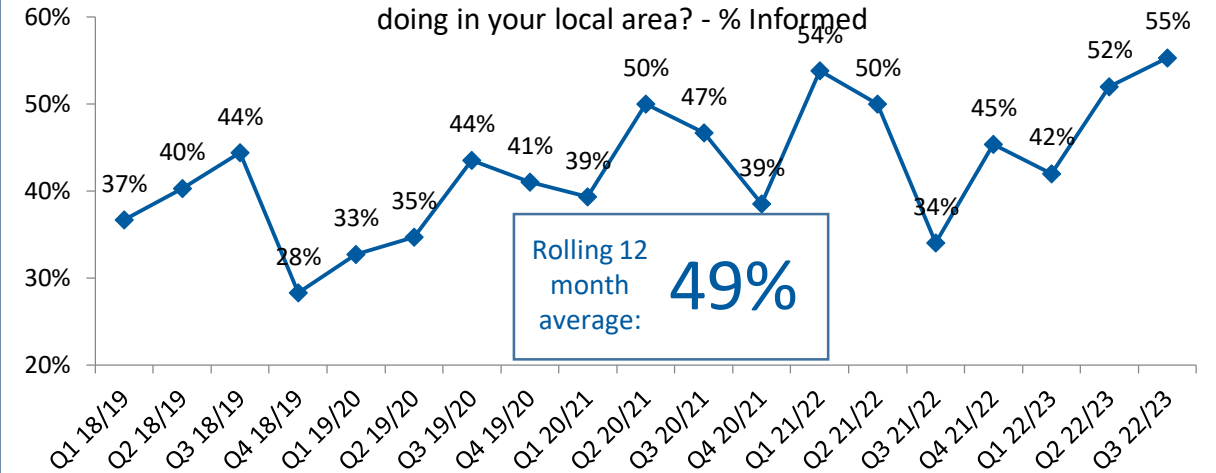
**Most** likely to feel the police were doing either an excellent or good job (65%)

# LPA Key Findings - Shropshire

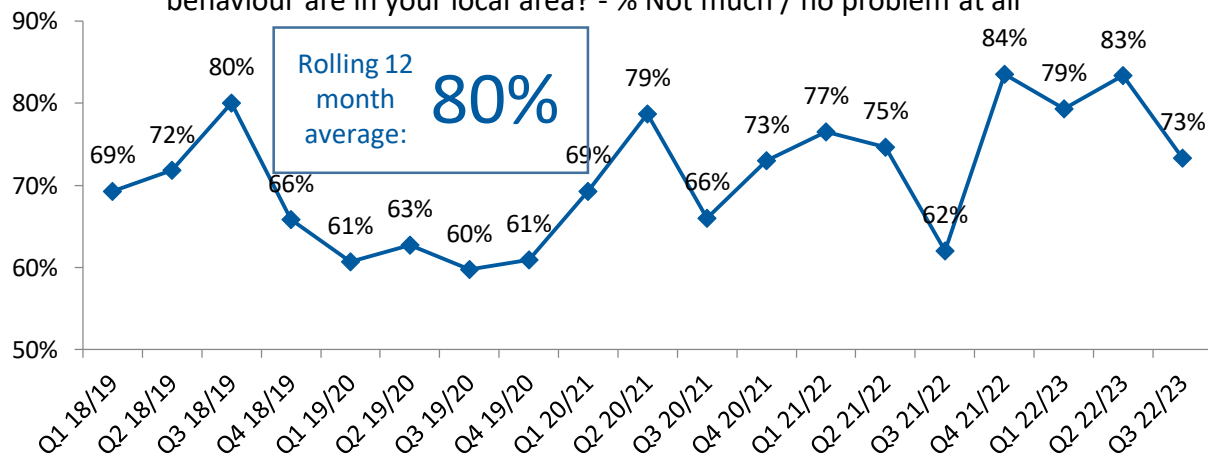
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



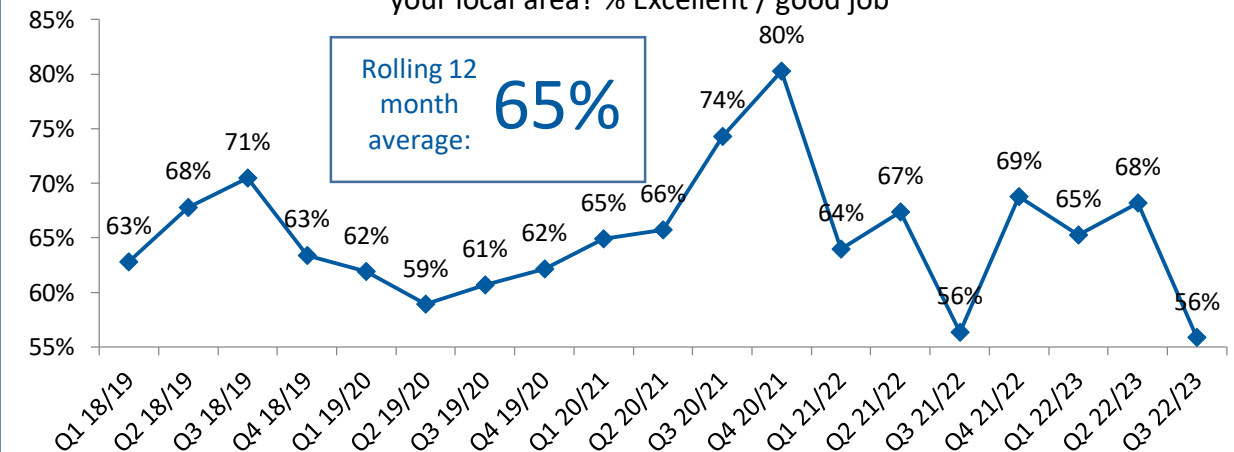
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



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

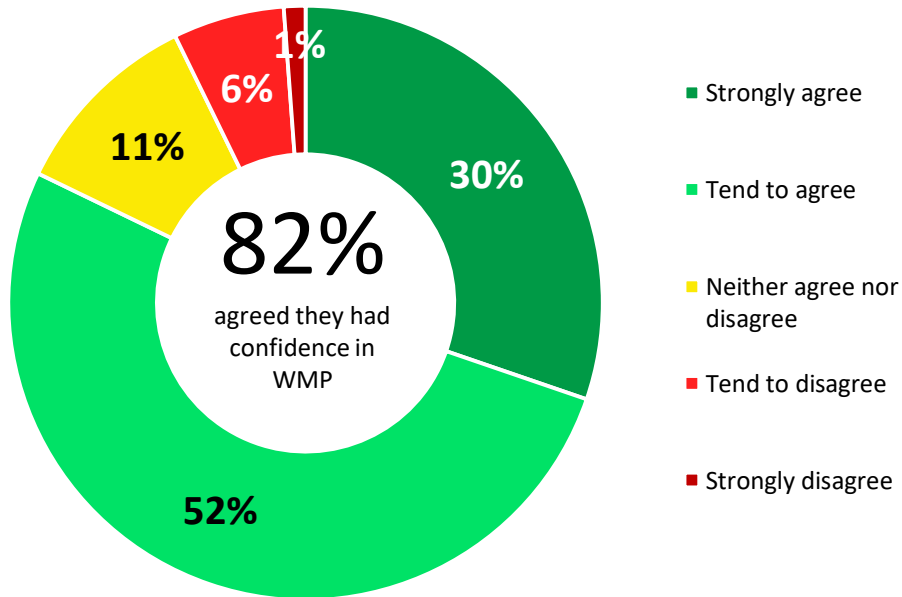


\*Don't know option has been excluded from calculation to make question comparable to CSEW

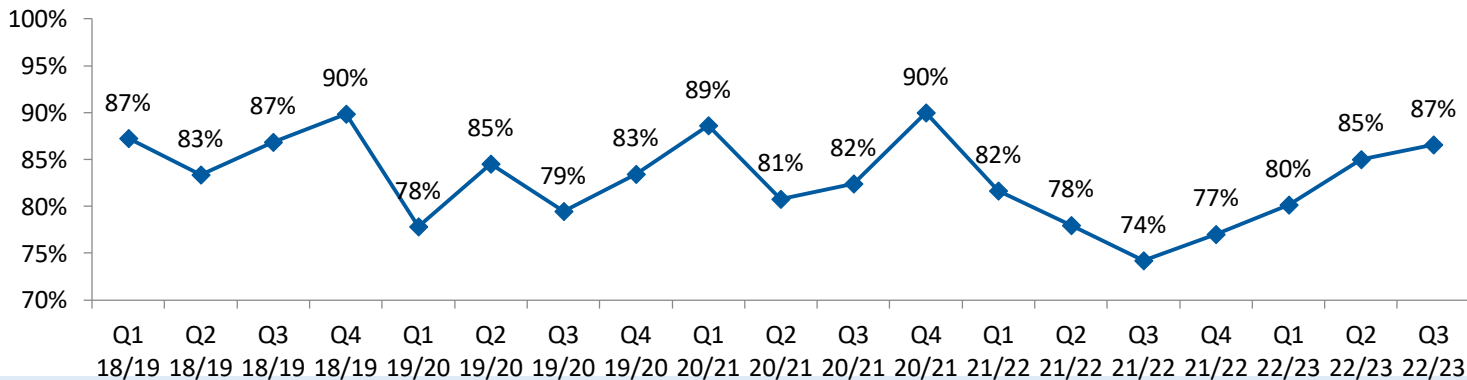


# LPA Key Findings - Telford & Wrekin

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Most** likely to see an officer or PCSO at least weekly (26%)

**Most** satisfied with the levels of policing in their local area (63%)

**Most** confident they could access the police in both an emergency (91%) and non-emergency (72%)

**Most** informed about what WMP are doing in their area (54% - joint with North Worcestershire)

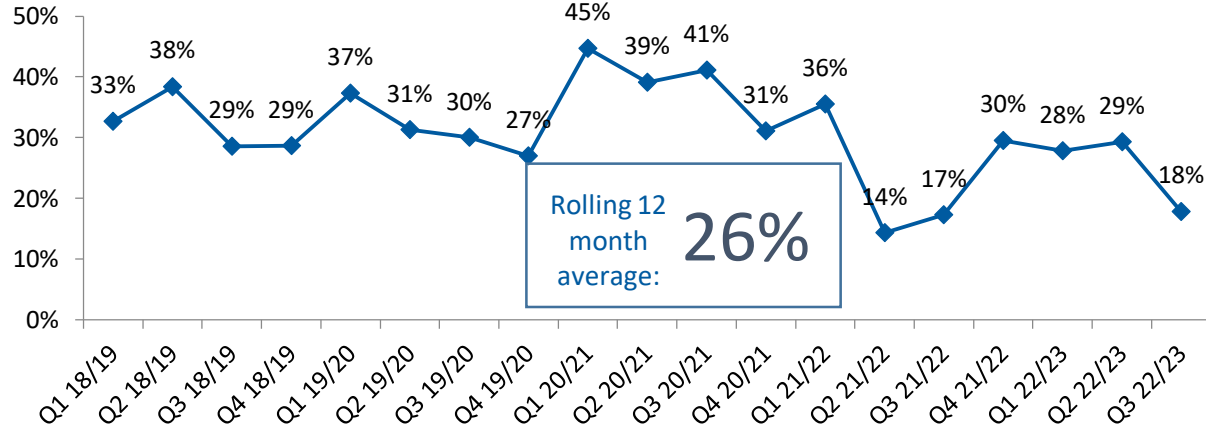
**Least** likely to have been a victim of crime (11% - joint with Herefordshire)

**Most** confident they would receive a good service from WMP (82% - joint with Shropshire)

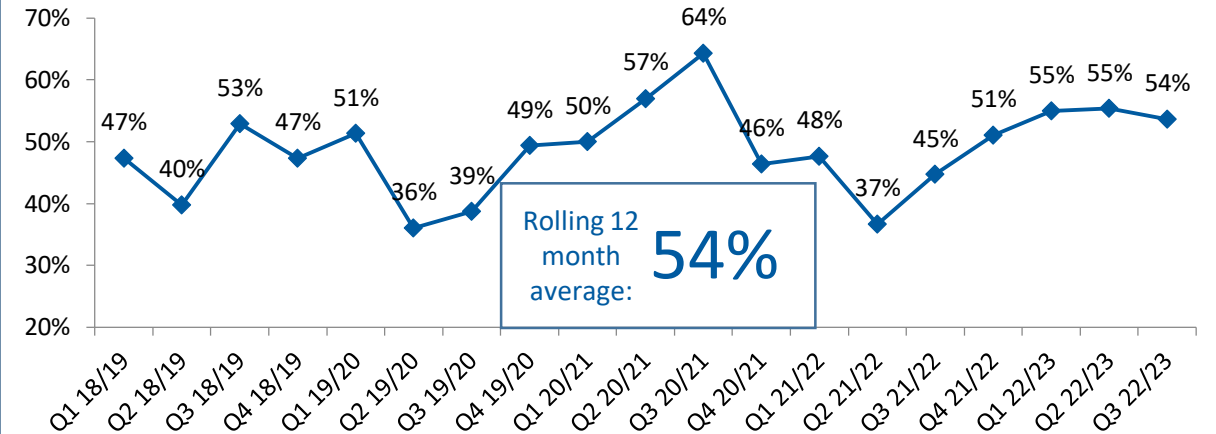
**Least** awareness of the PCC (12%)

# LPA Key Findings - Telford & Wrekin

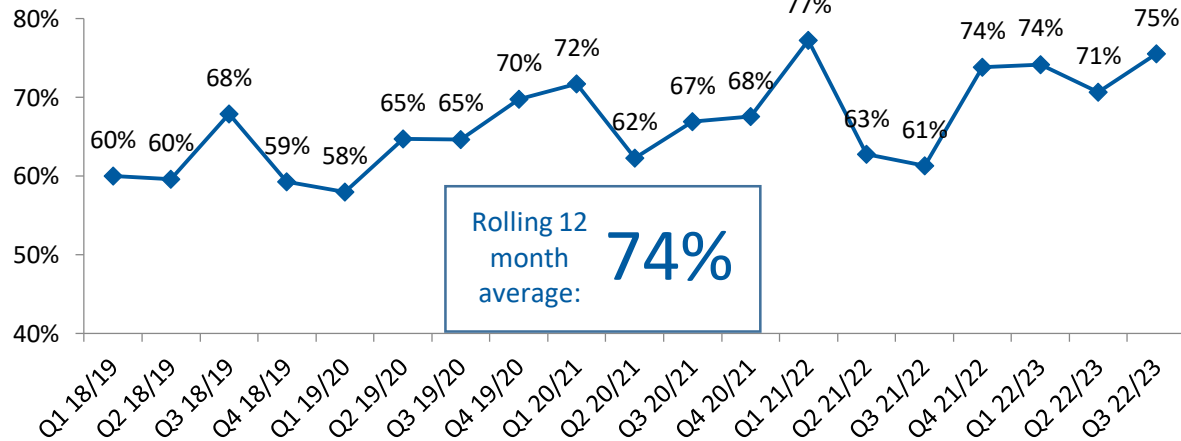
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



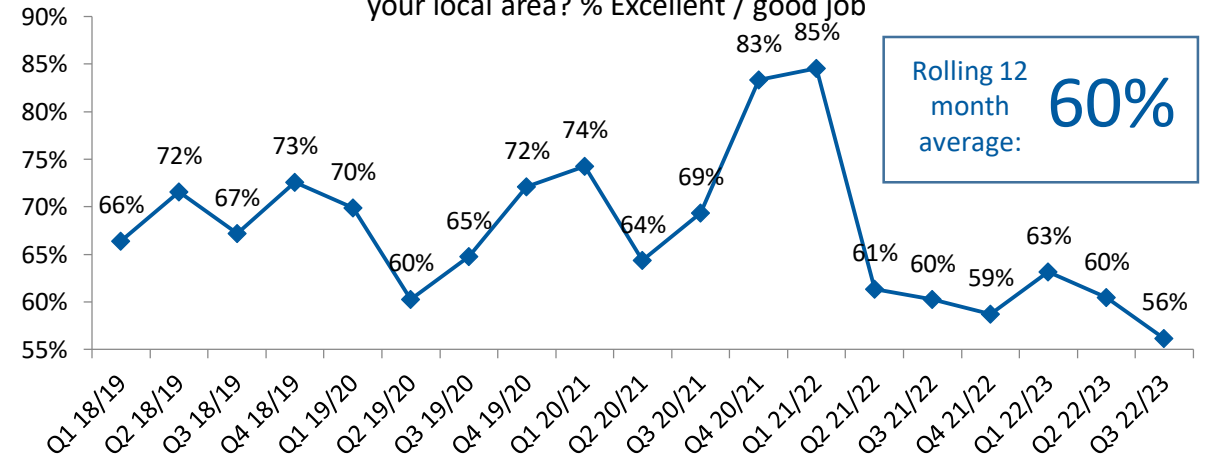
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



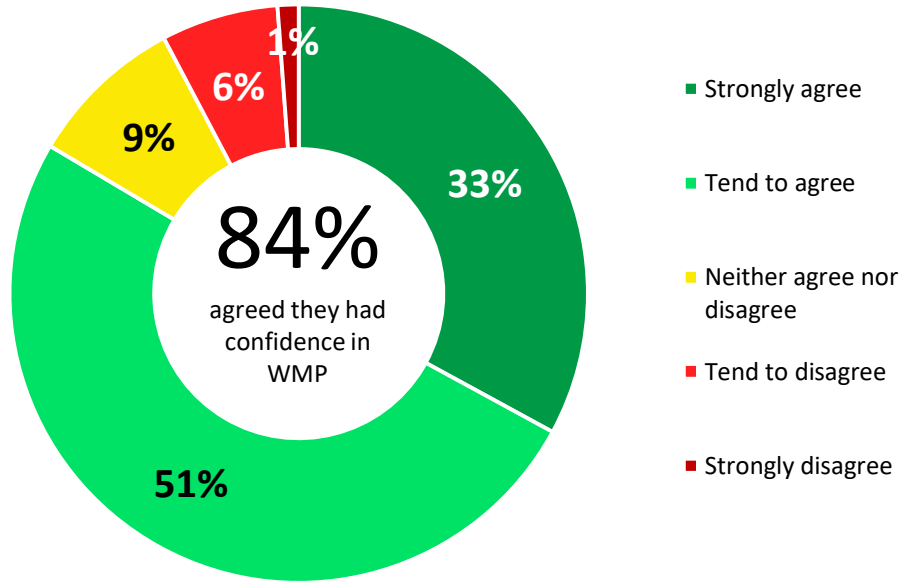
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



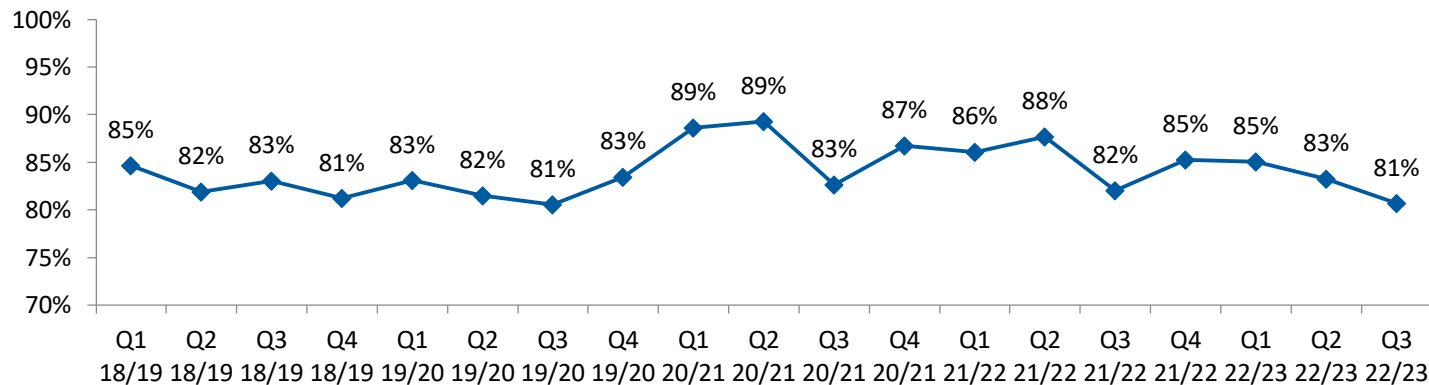
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - North Worcestershire

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Most** likely to have spoken to an officer or PCSO from their local policing team (15%)

**Most** informed about what WMP are doing (54% - joint with Telford & Wrekin)

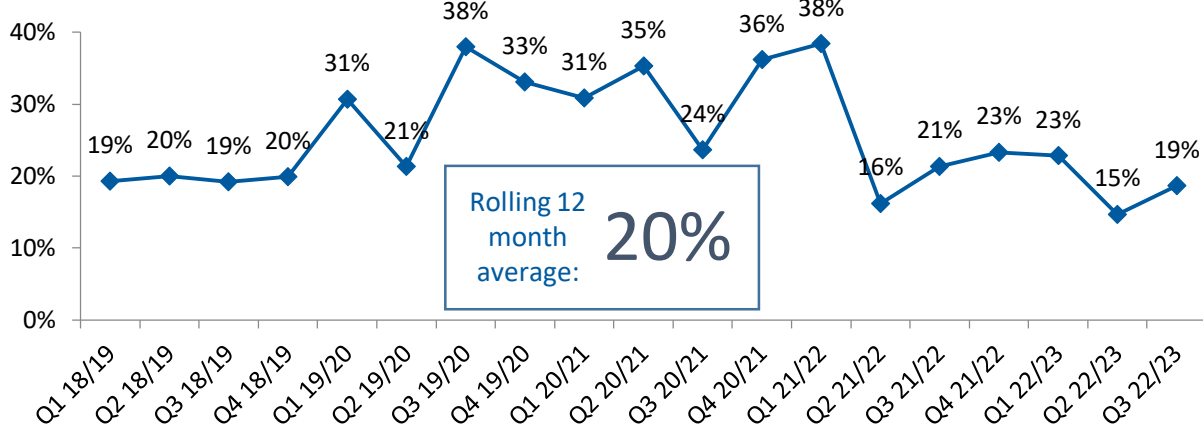
**Most** likely to have been a victim of crime (14%)

**Most** likely to have confidence in WMP (84% - joint with South Worcestershire)

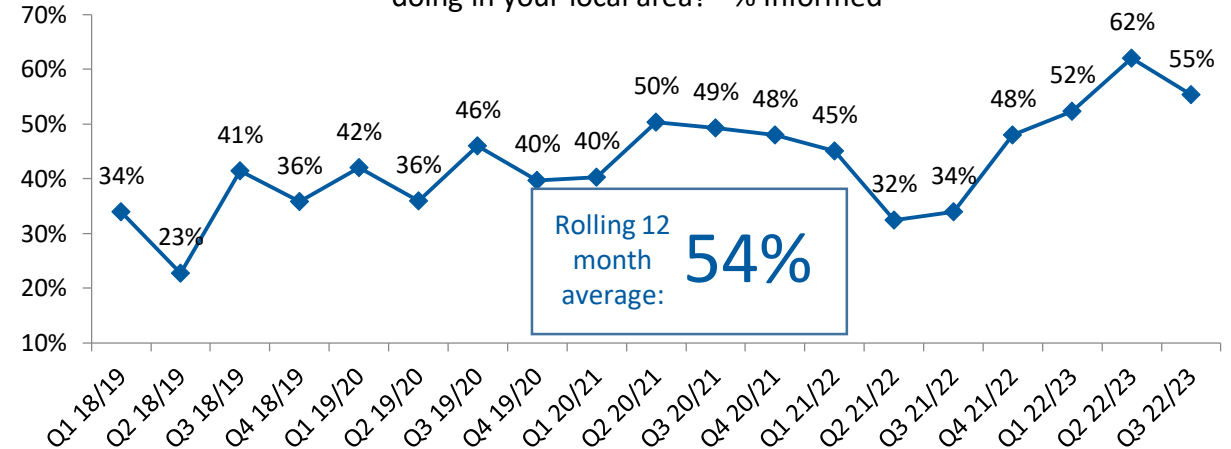
**Most** awareness of the PCC (16%)

# LPA Key Findings - North Worcestershire

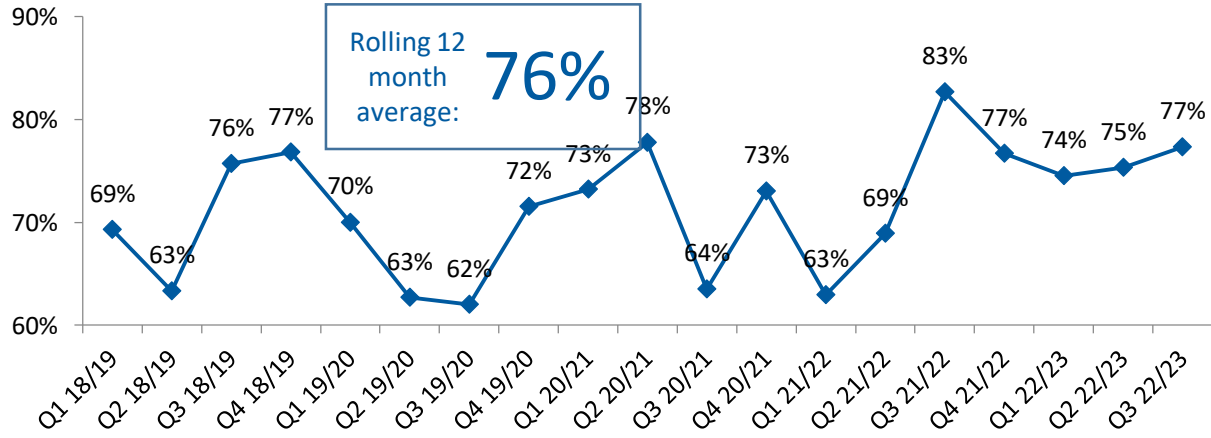
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



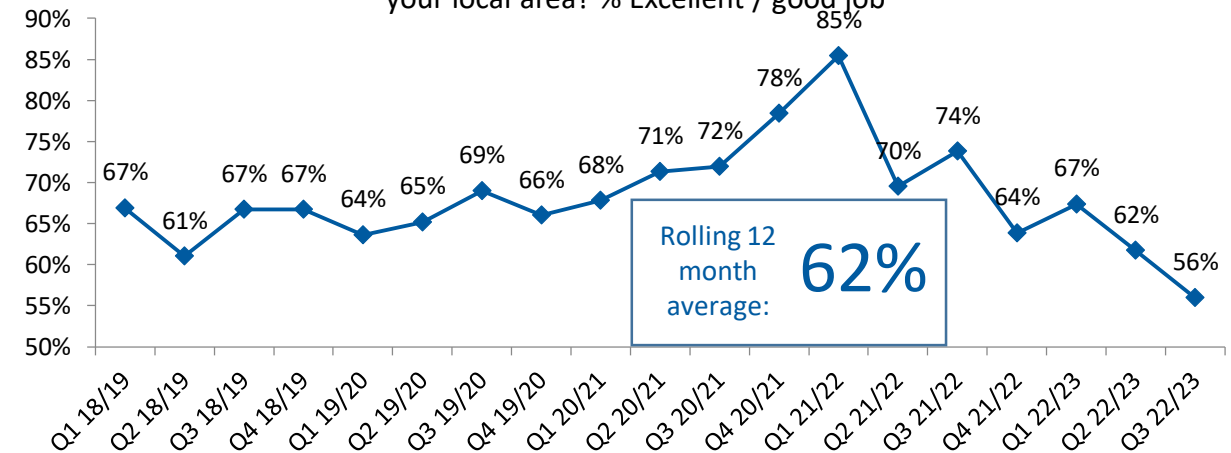
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



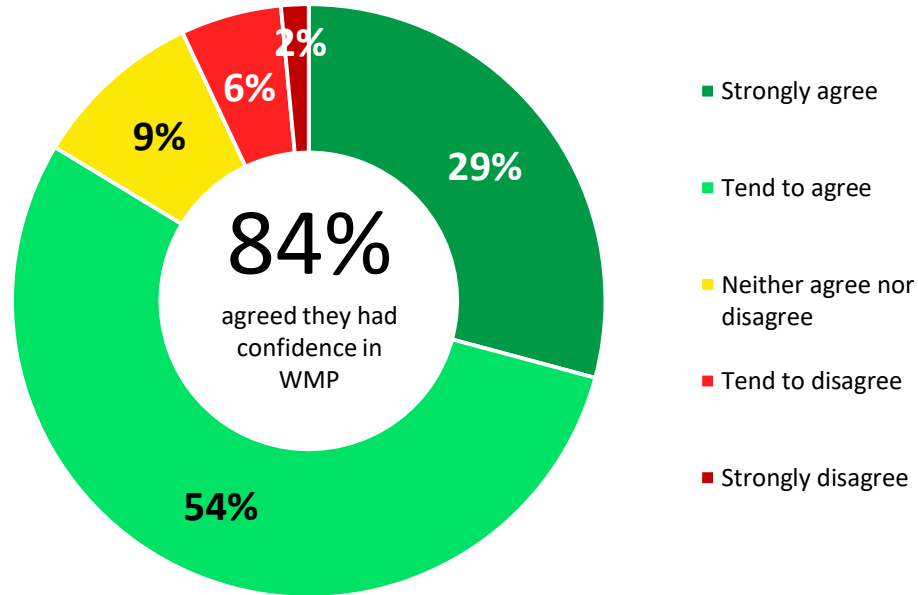
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



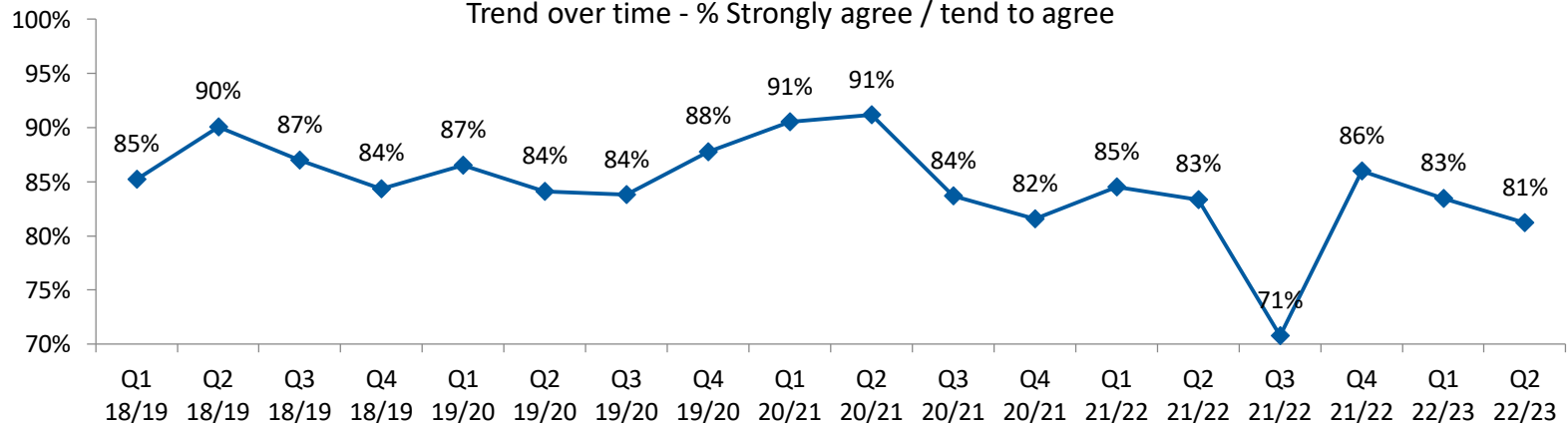
\*Don't know option has been excluded from calculation to make question comparable to CSEW

# LPA Key Findings - South Worcestershire

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



Trend over time - % Strongly agree / tend to agree



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



## Key Findings Compared With Other NPTs

**Least** likely to see an officer or PCSO at least weekly (19% - joint with Herefordshire and Shropshire)

**Least** satisfied with the levels of policing in their local area (59% - joint with Shropshire)

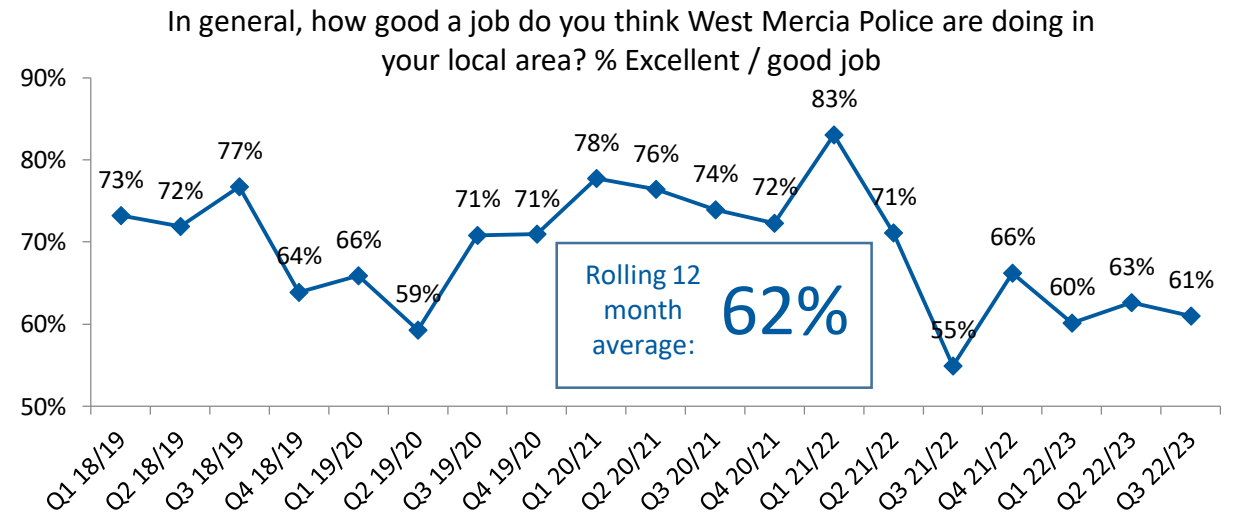
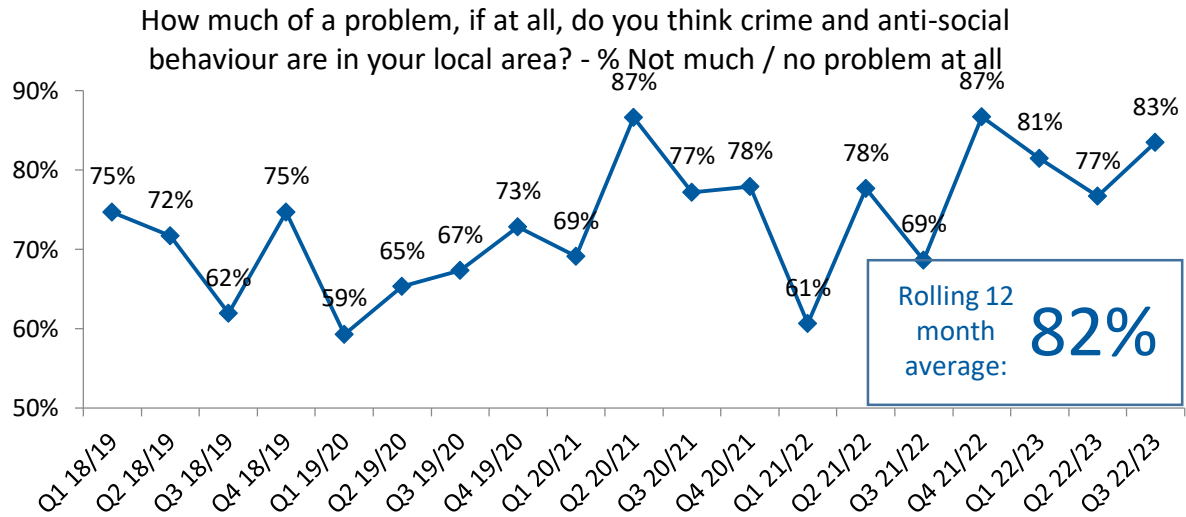
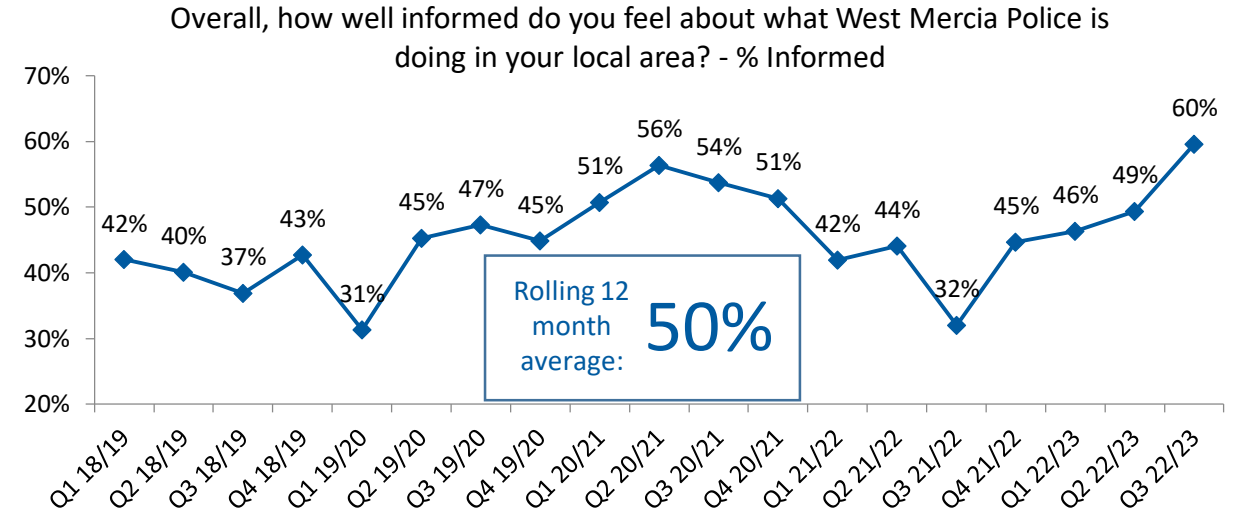
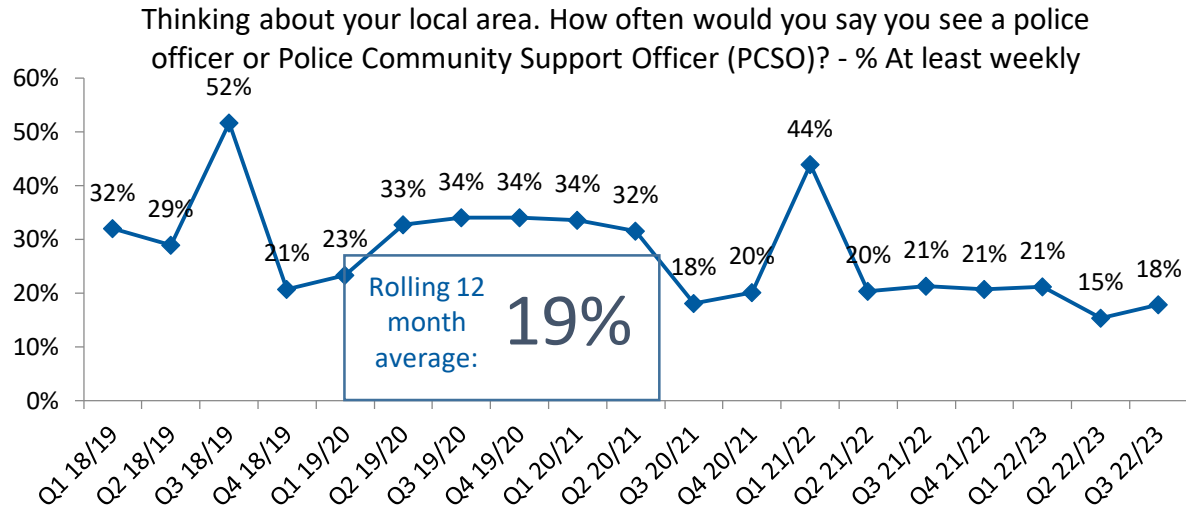
**Least** likely to have spoken to an officer or PCSO from their local policing team (12% - joint with Telford & Wrekin)

**Most** confident that WMP understands the issues in their community (76%)

**Most** likely to feel WMP use their stop and search powers fairly and respectfully (64%)

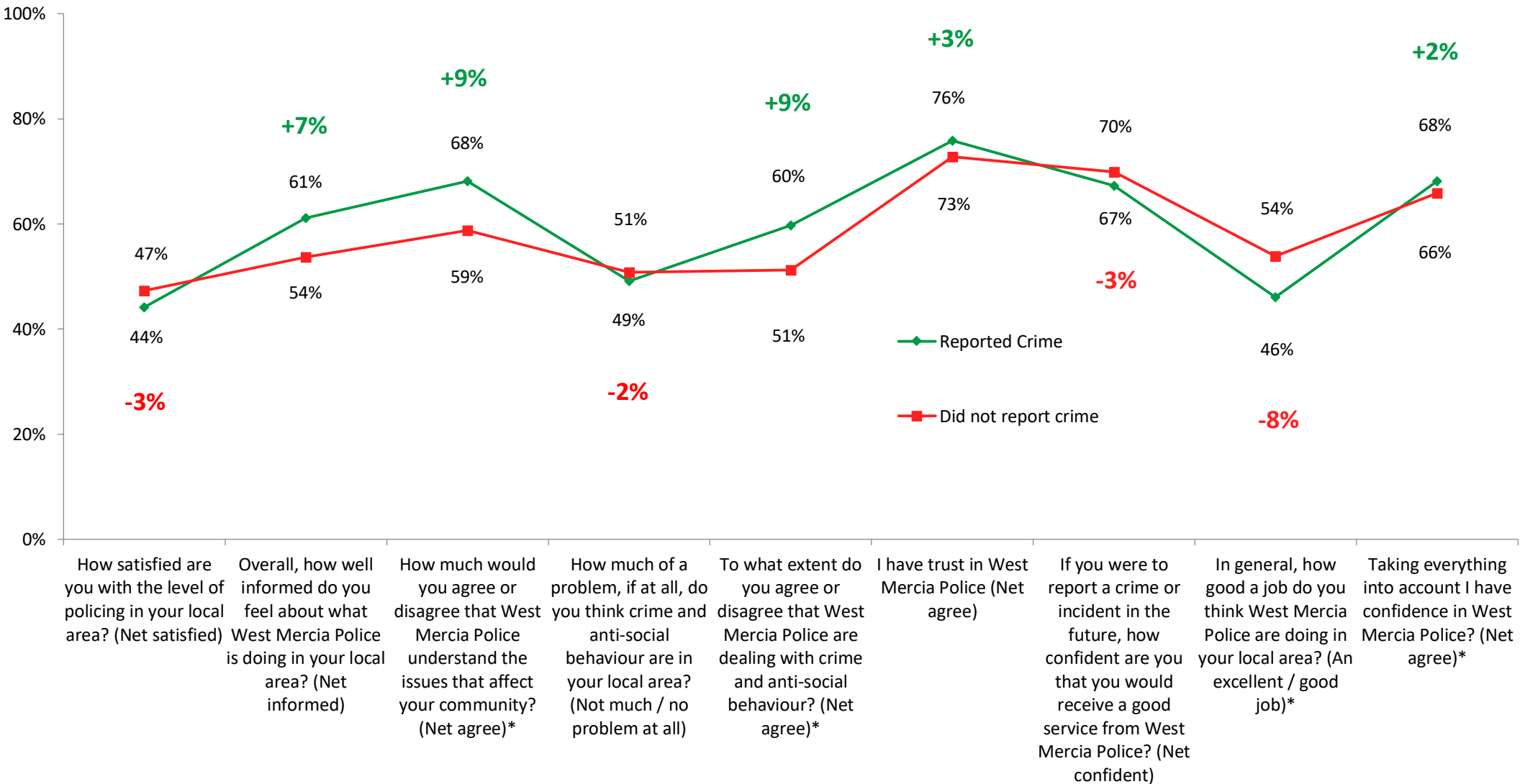
**Most** likely to have confidence in WMP (84% - joint with North Worcestershire)

# LPA Key Findings - South Worcestershire



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

# Victim of Crime Comparisons



## Key Insights

For five out of the nine statements respondents who did report the crime were more positive towards WMP than those that did not report the crime

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