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Public Views and Perceptions of Policing in West Mercia

2022/23 Survey Quarter 4 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 (April 2022 – March 2023) SMSR have interviewed a representative sample of over 3000 residents – 600 across each of the 5 Local Policing Areas (LPA): Hereford; Shropshire; Telford & Wrekin and North & South Worcestershire
- Results have been weighted to accurately represent the population size of each LPA
- The report tracks changes in perception levels, identifies high performing areas and those with need for improvement

Summary – Overall Views

- The majority of residents (82%) agreed that they had confidence in West Mercia Police with the slightly fewer that felt they would receive a good service from the force (80%).
- Three-fifths (60%) felt that West Mercia Police were doing either a good or excellent job.

Visibility

- A fifth of residents (19%) 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 (76%) said that there had been no change in the level of policing; a tenth (10%) believed there had been a decrease with less than a tenth (6%) that thought there had been an increase.
- More than a tenth (12%) 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 (56%) said that they find out about crime and policing issues from the media, with just under half (49%) finding out through social media. More than half (54%) said they felt informed about what West Mercia Police is doing, with 46% that stated they did not feel informed.

Effectiveness

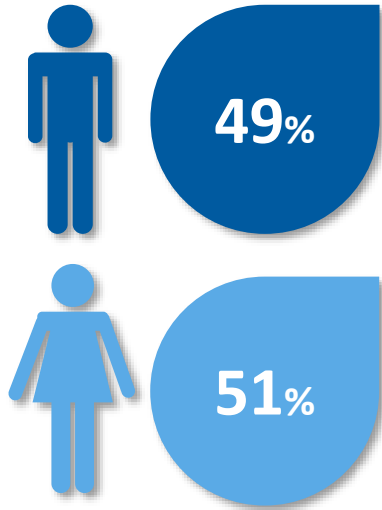
- Nearly three-quarters (74%) of residents felt that West Mercia Police understand the issues in their community and a fifth (20%) reported that they thought that crime and ASB was a problem in their area.
- Three-quarters (75%) thought that crime and ASB had remained the same compared to 12 months ago with over a tenth (14%) reporting an increase. Further to this, over three-quarters (77%) agreed that West Mercia Police are dealing with crime and ASB.

Trust / integrity

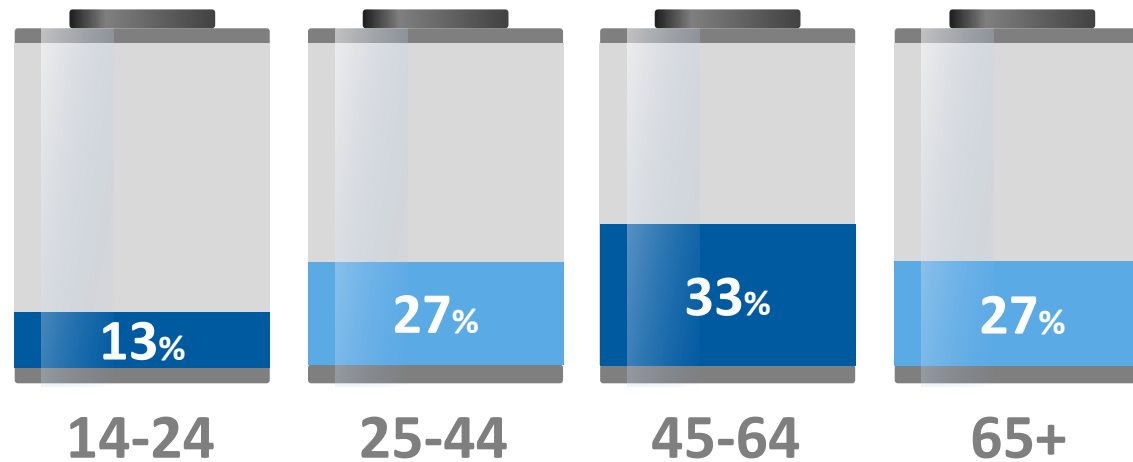
- The vast majority (94%) said that West Mercia Police have their support with just under nine-tenths that said they trust WMP (89%). Over 8 in every 10 said that they act with integrity (84%) and they believe they treat everyone fairly regardless of who they are (90%). Around three-quarters felt West Mercia Police use their powers appropriately (78%), they take people's concerns seriously (77%) and can be relied to be there when you need them (73%).
- Three-fifths (63%) are confident West Mercia Police use their stop and search power fairly and respectfully. Only 3% felt West Mercia Police did not use their stop and search powers fairly and respectfully.

Respondent Breakdown

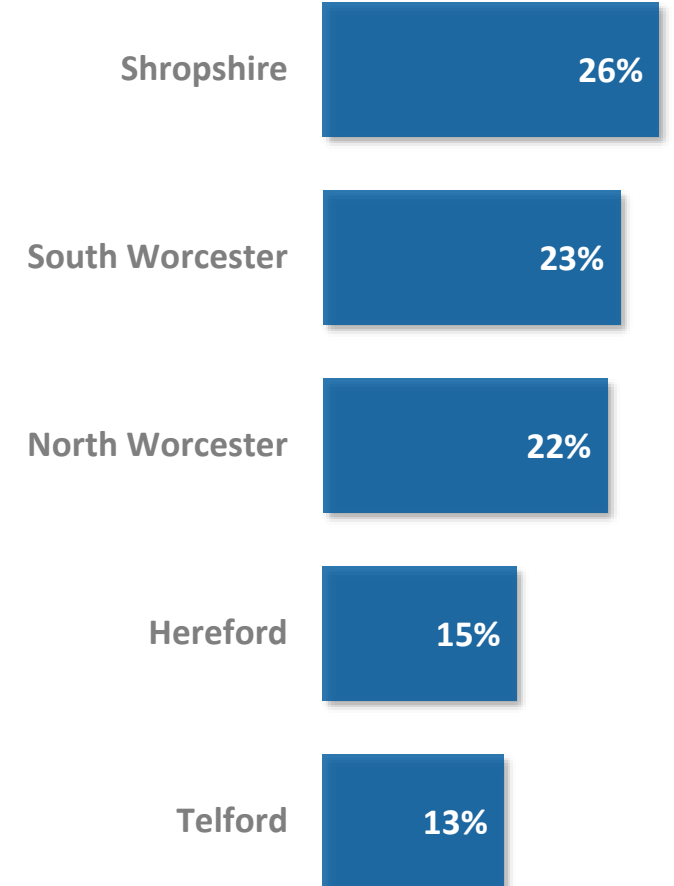
Gender



Age



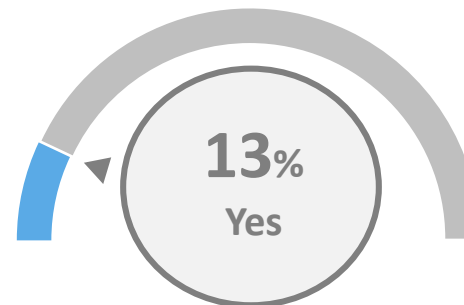
LPA



Ethnic Group



Disability





John Campion
Police and Crime Commissioner
West Mercia

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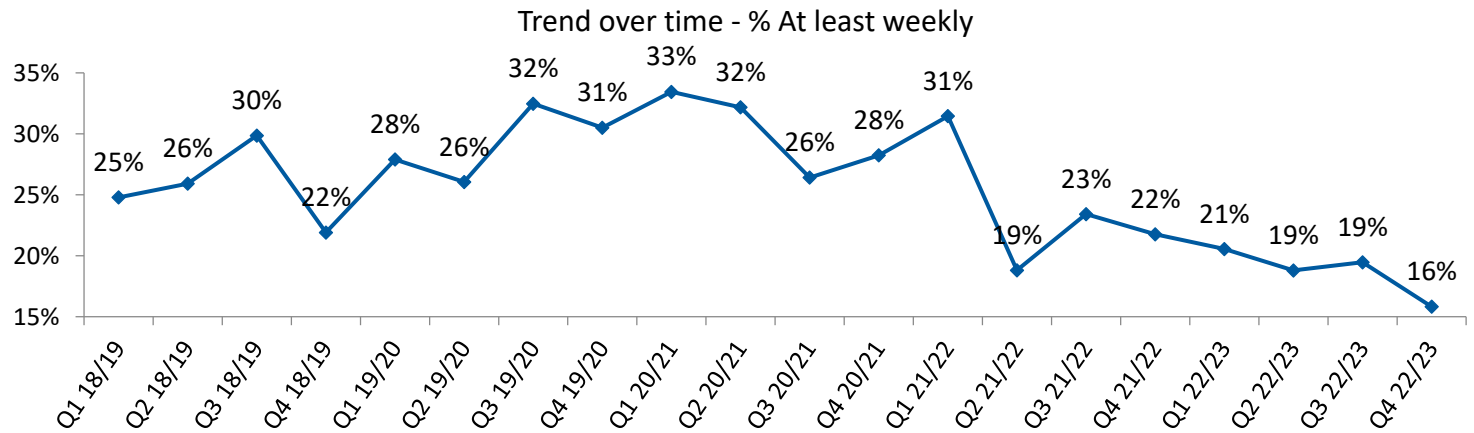
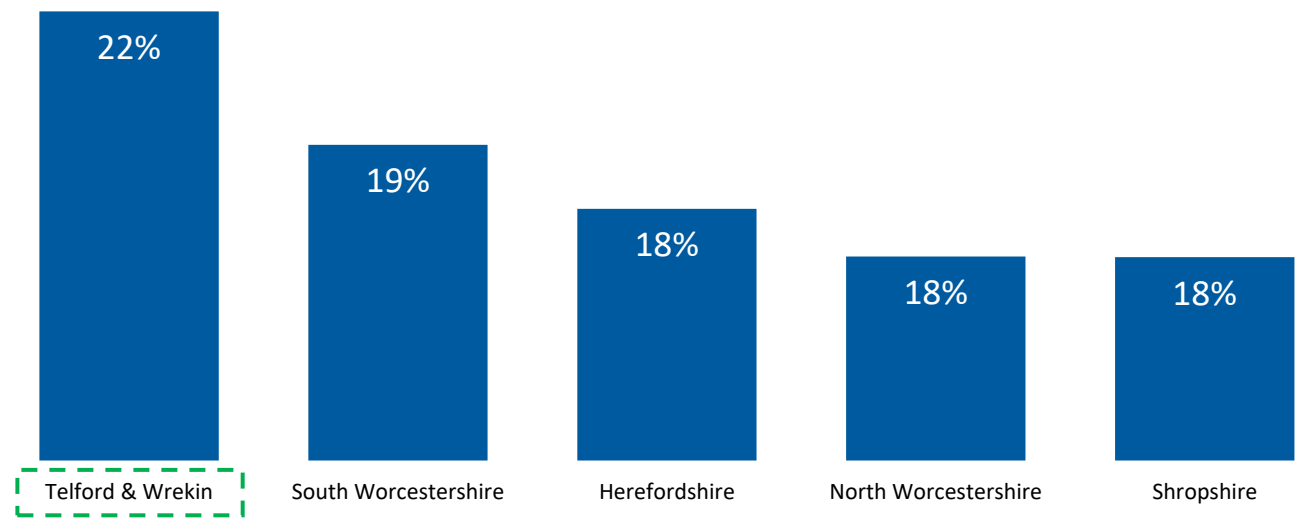
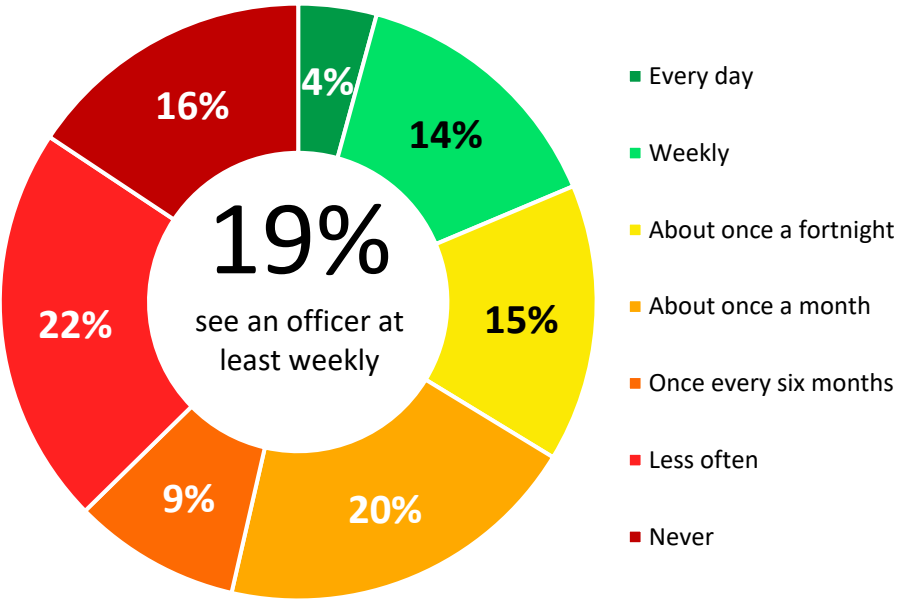
Section Two

Visibility / Presence



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

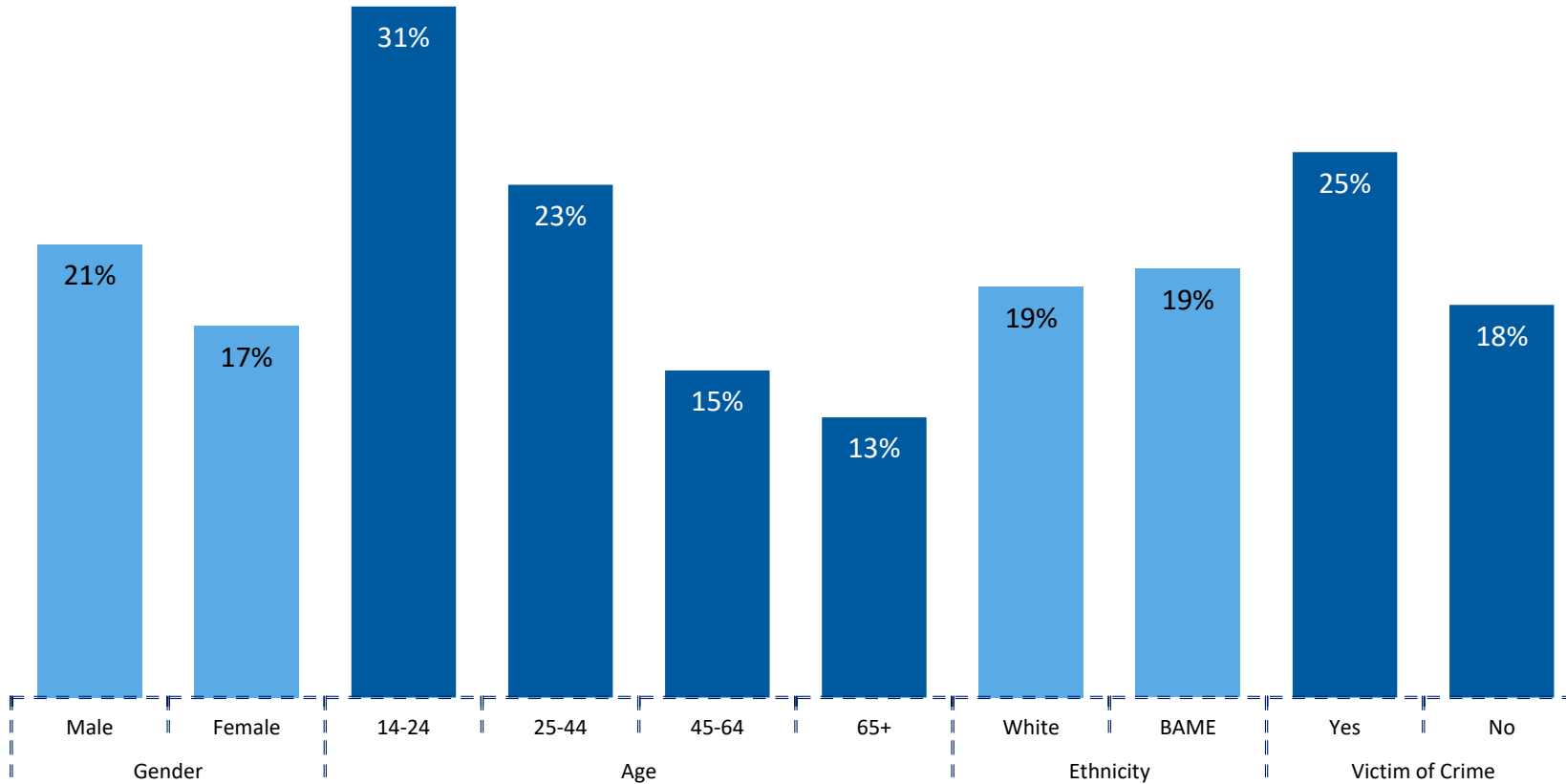
LPA Comparisons - % seeing a police officer or PCSO at least weekly



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

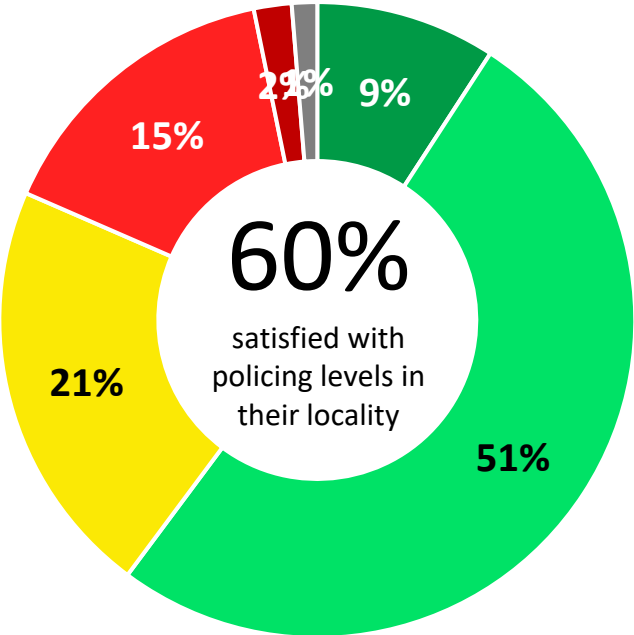
The older the respondent the less likely they were to see an officer or PCSO at least weekly

Decrease of 3% from the previous quarter in those that see an officer or PCSO at least weekly – now at lowest level since tracking began

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

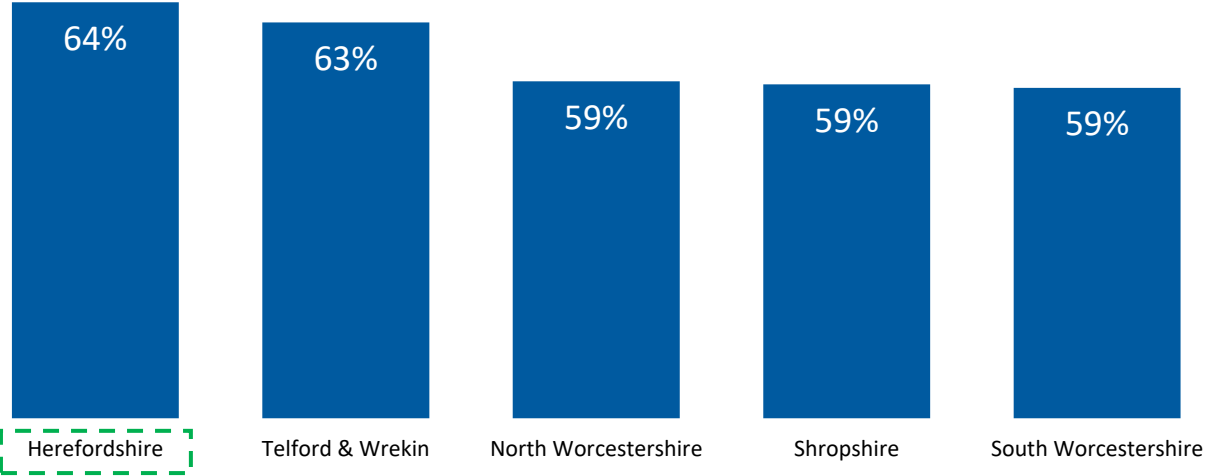
Three-fifths satisfied with the levels of policing in their local area

61%
PPPEW – Net Satisfied
1%

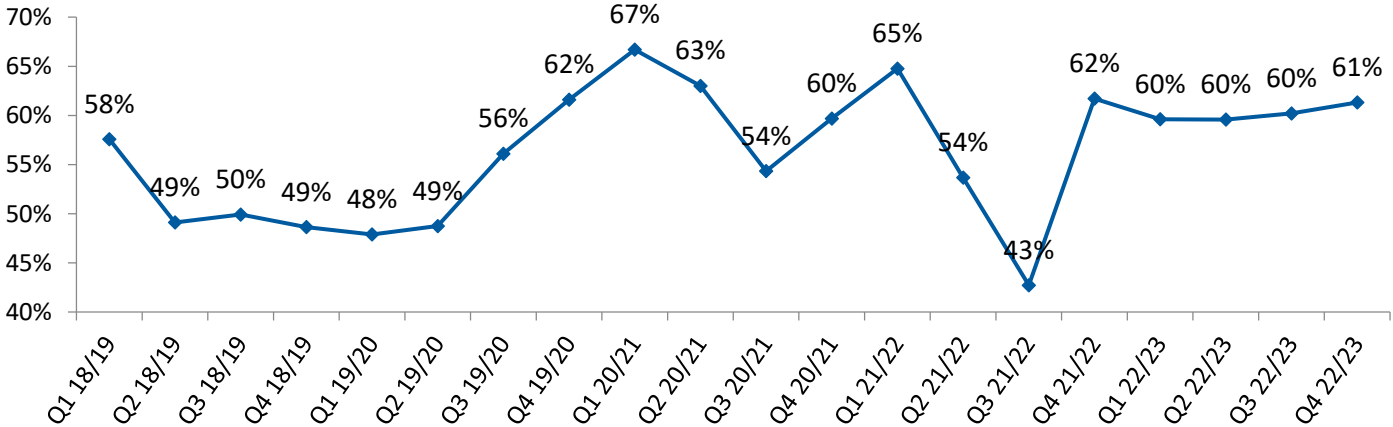


- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Don't know

LPA Comparisons - % very satisfied / satisfied

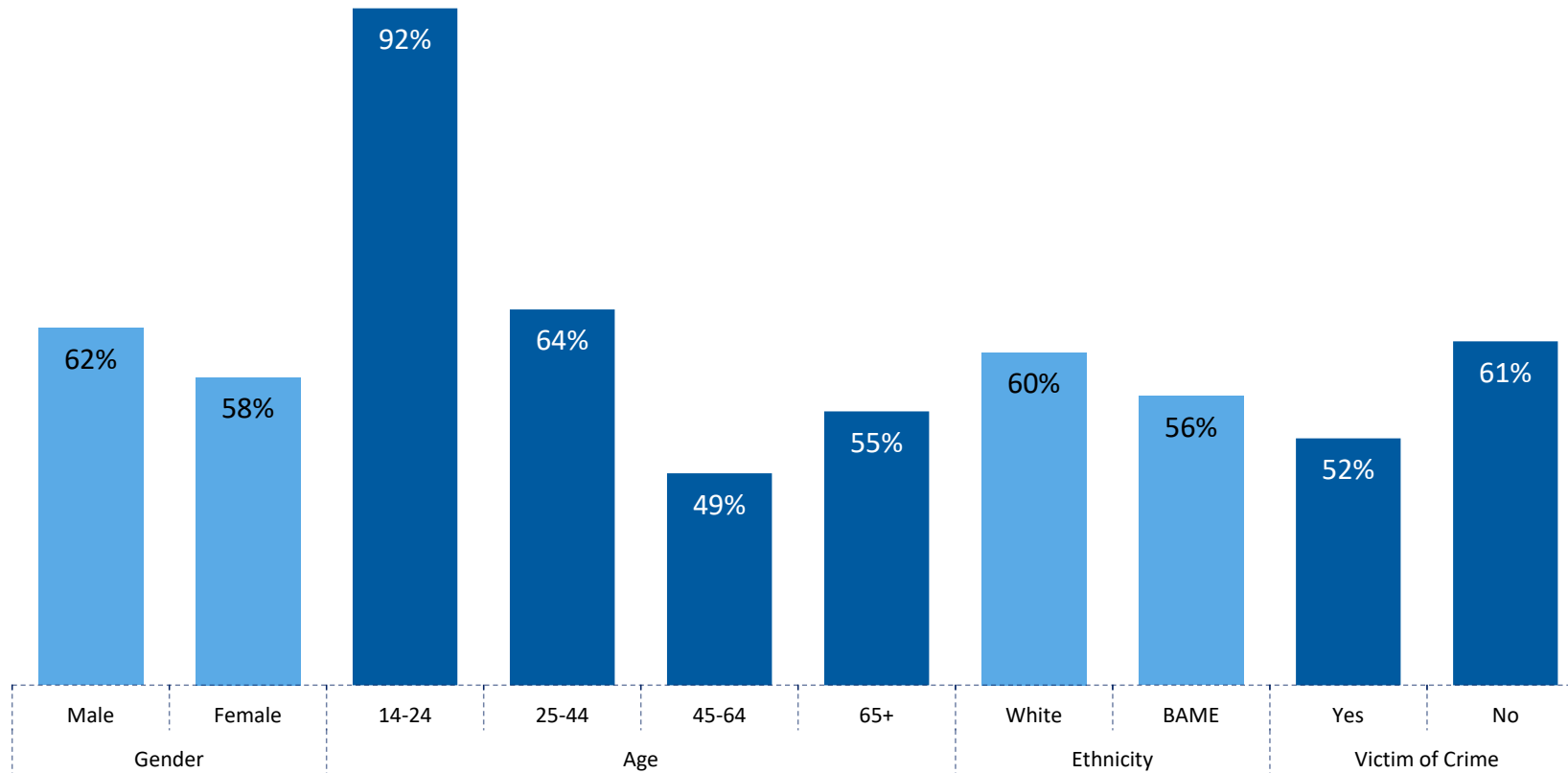


Trend over time - % Satisfied



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

Demographic Comparisons - % very satisfied / satisfied



Key Insights

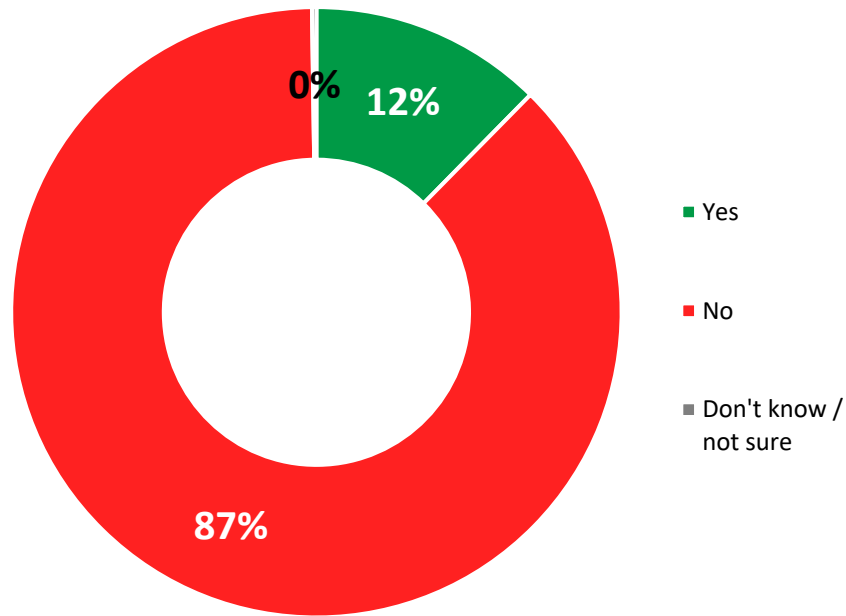
Under 24's most likely to be satisfied with policing levels in their local area - those aged 45-64 least likely to be satisfied with policing levels

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

BAME respondents less inclined to be satisfied compared to white respondents

Those in Herefordshire more likely to be satisfied

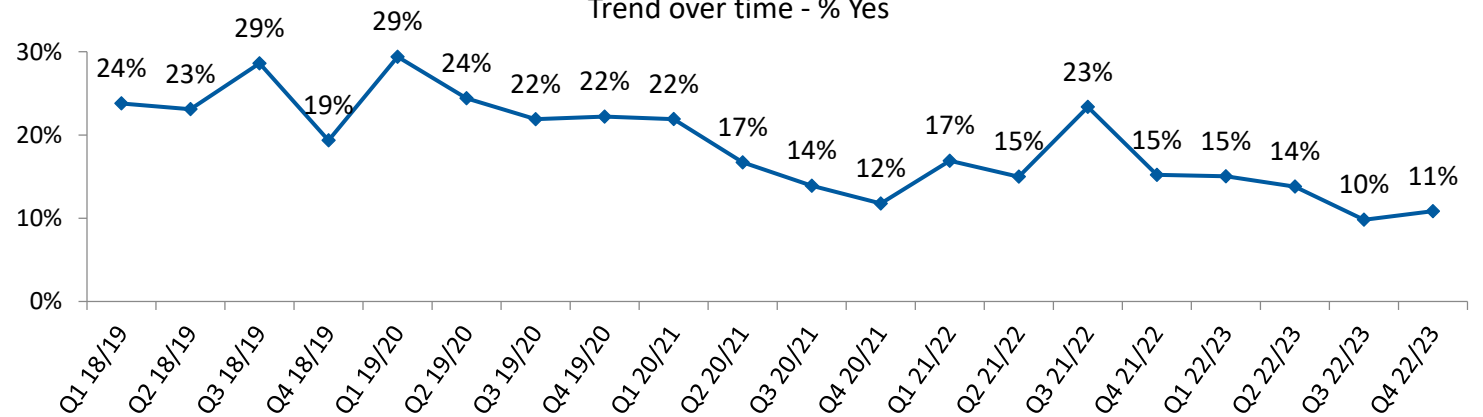
More than a tenth have spoken to an officer or PCSO from their local policing team



LPA Comparisons - % Yes



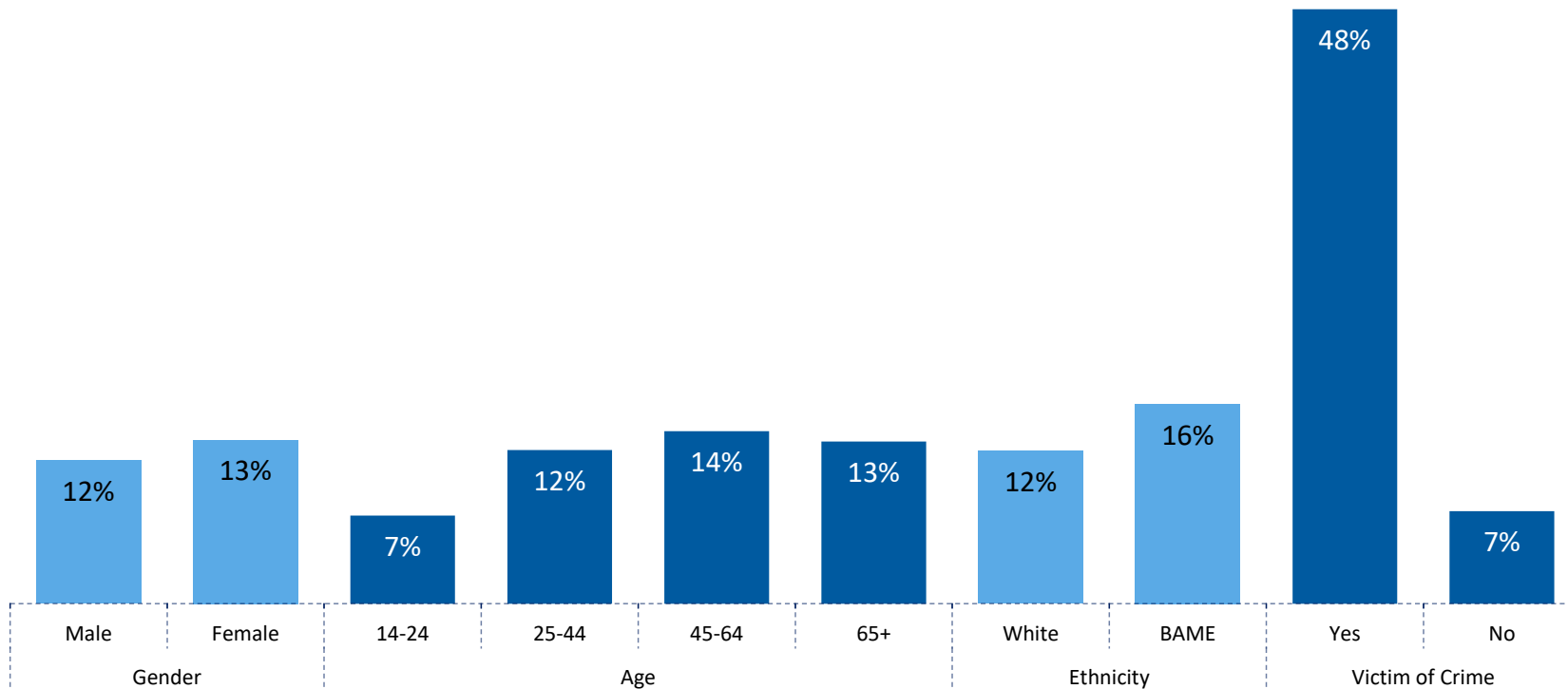
Trend over time - % Yes



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

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

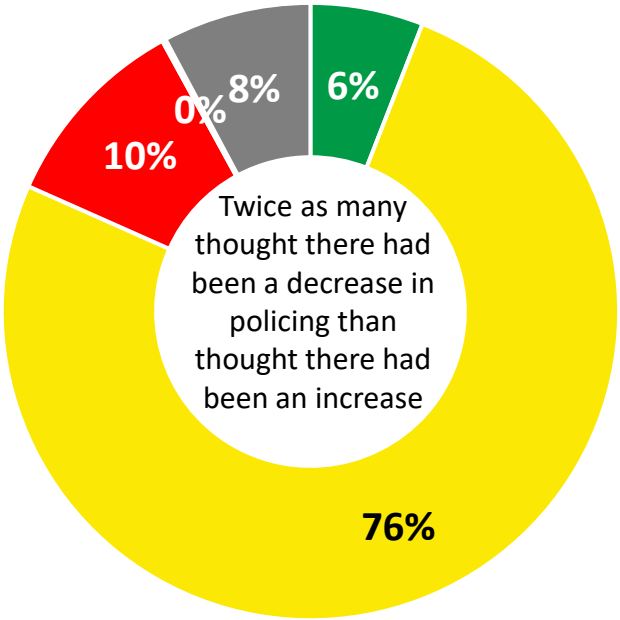
BAME respondents more likely to have spoken to local policing team

Those aged 16-24 least likely to have spoken to an officer or PCSO

Residents of South Worcestershire 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

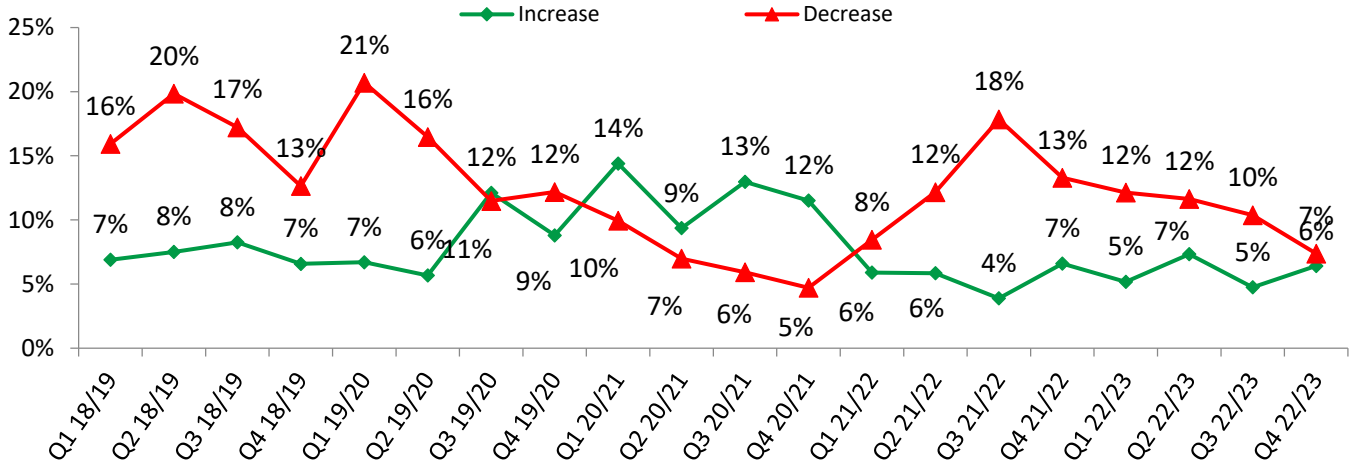


- Increase
- About the same
- Decrease
- Lived in the area less than a year
- Don't know

LPA Comparisons - % increase v % decrease



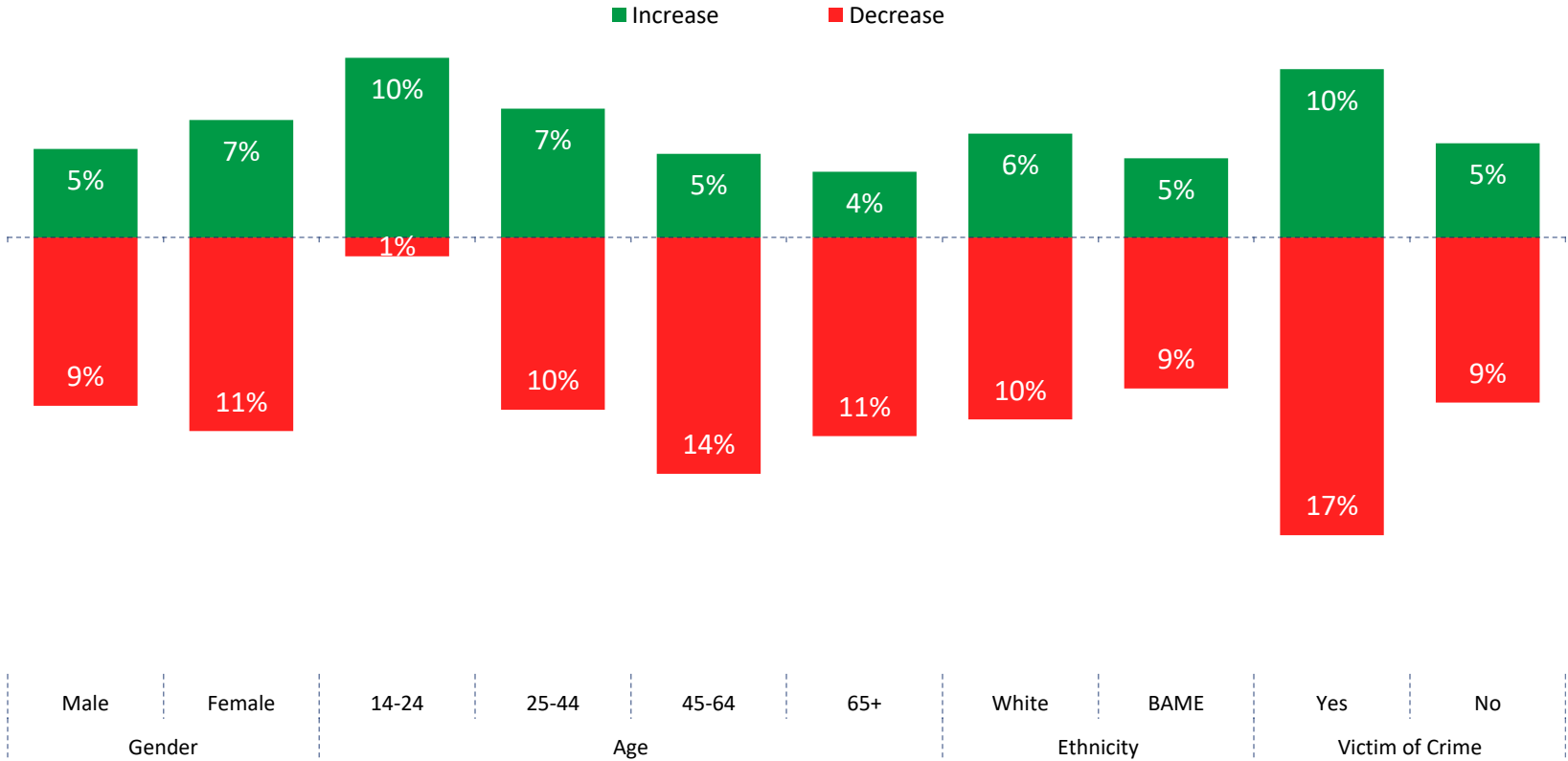
Trend over time - % Increase v % Decrease



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

Demographic Comparisons - % increase v % decrease



Key Insights

Under 24's and victims of crime were more likely to notice an increase in levels of policing

Victims of crime also more likely to notice a decrease in levels of policing

Residents of Shropshire most likely to notice an increase in policing



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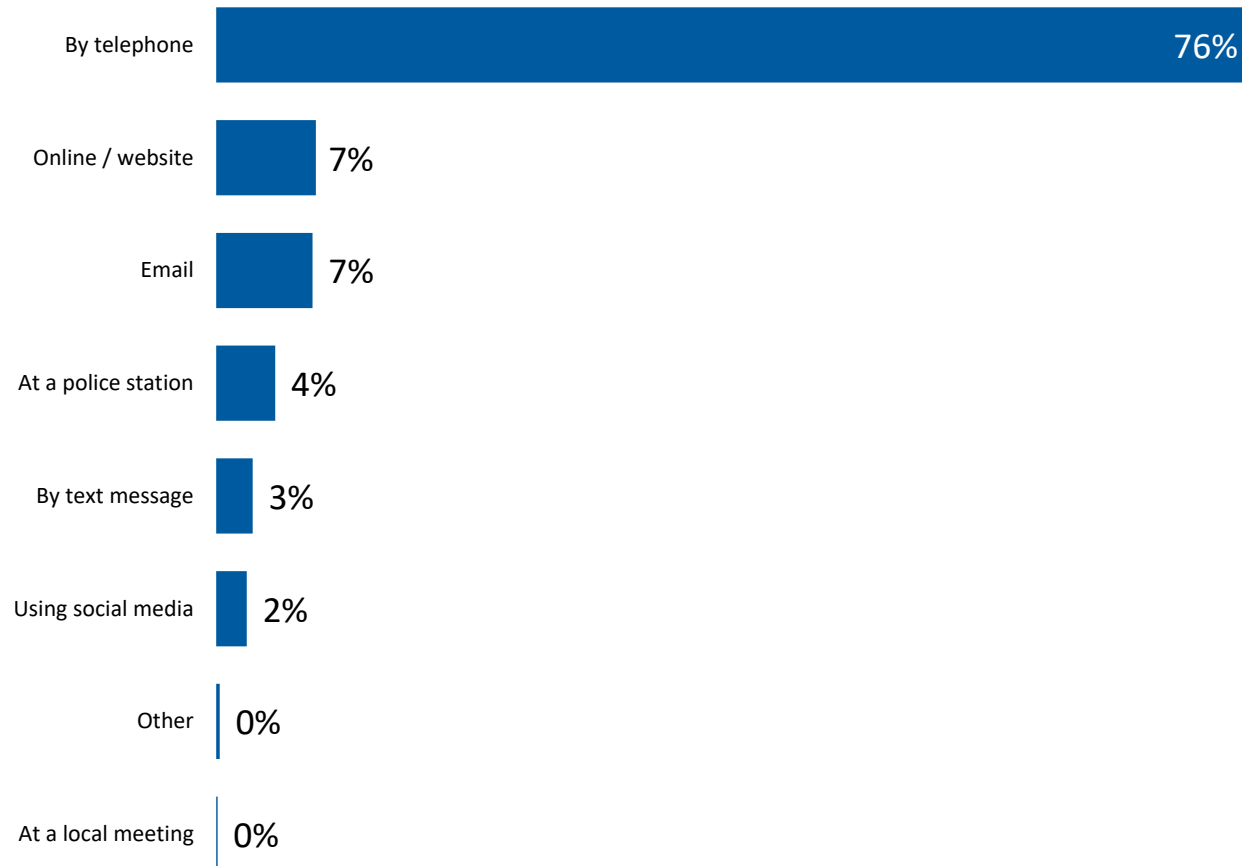


Section Three

Interaction / Access



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



Key Insights

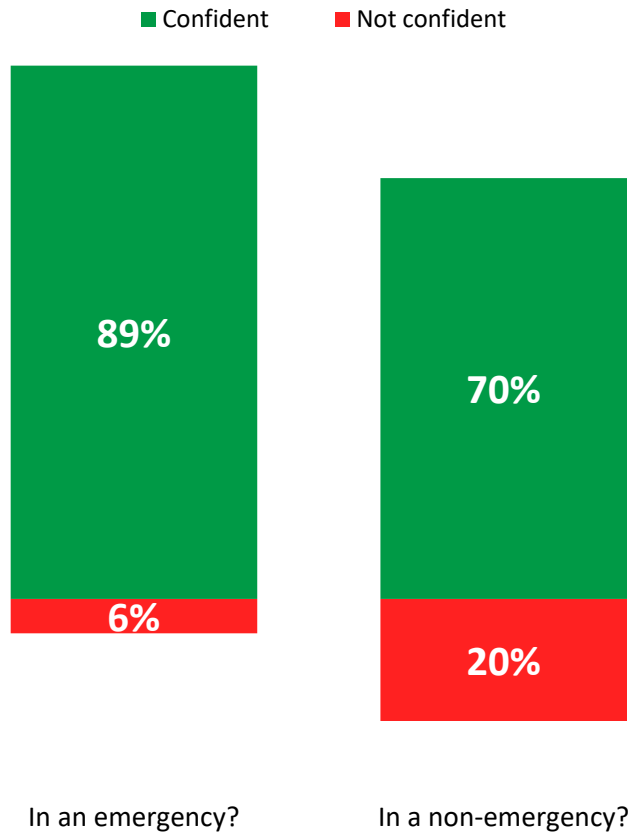
Preference of telephone contact increases with age but by far the most preferred method overall

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

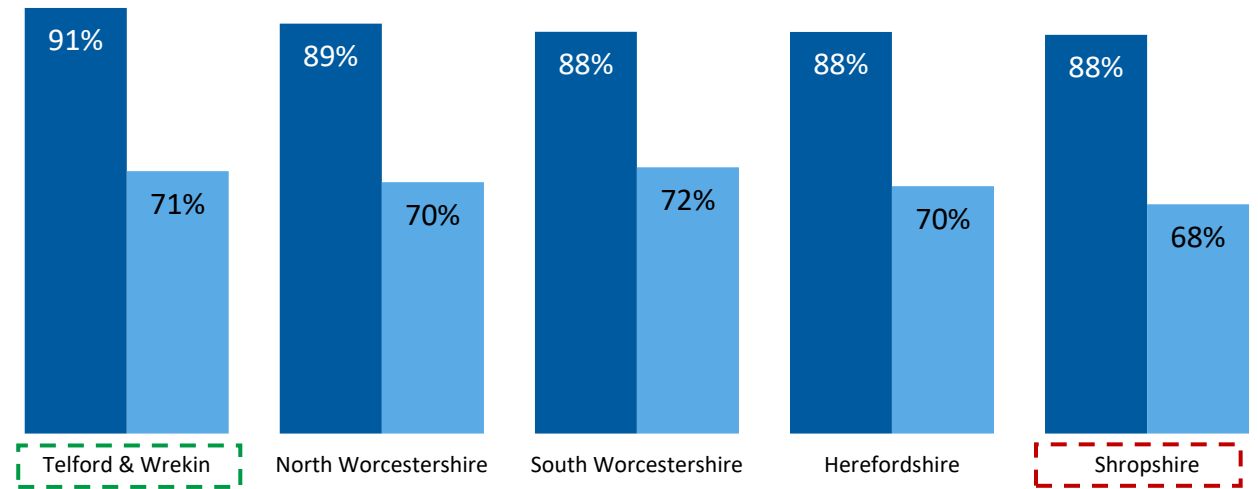
Nearly nine-tenths confident they could access the police in an emergency

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

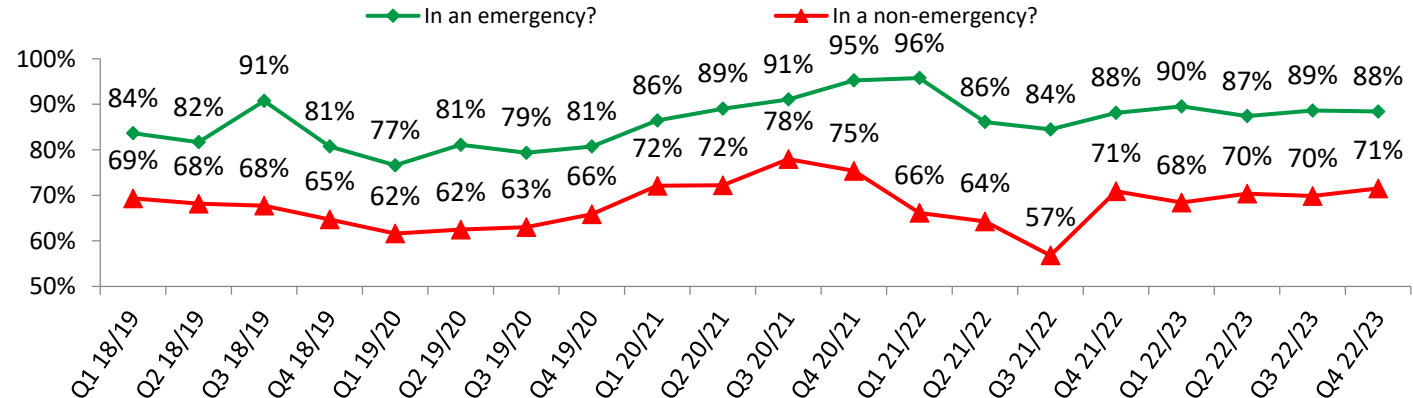
■ In an emergency ■ In a non-emergency



26% ↑
63%
 PPPEW – In an emergency



Trend over time - % Confidence in accessing police services

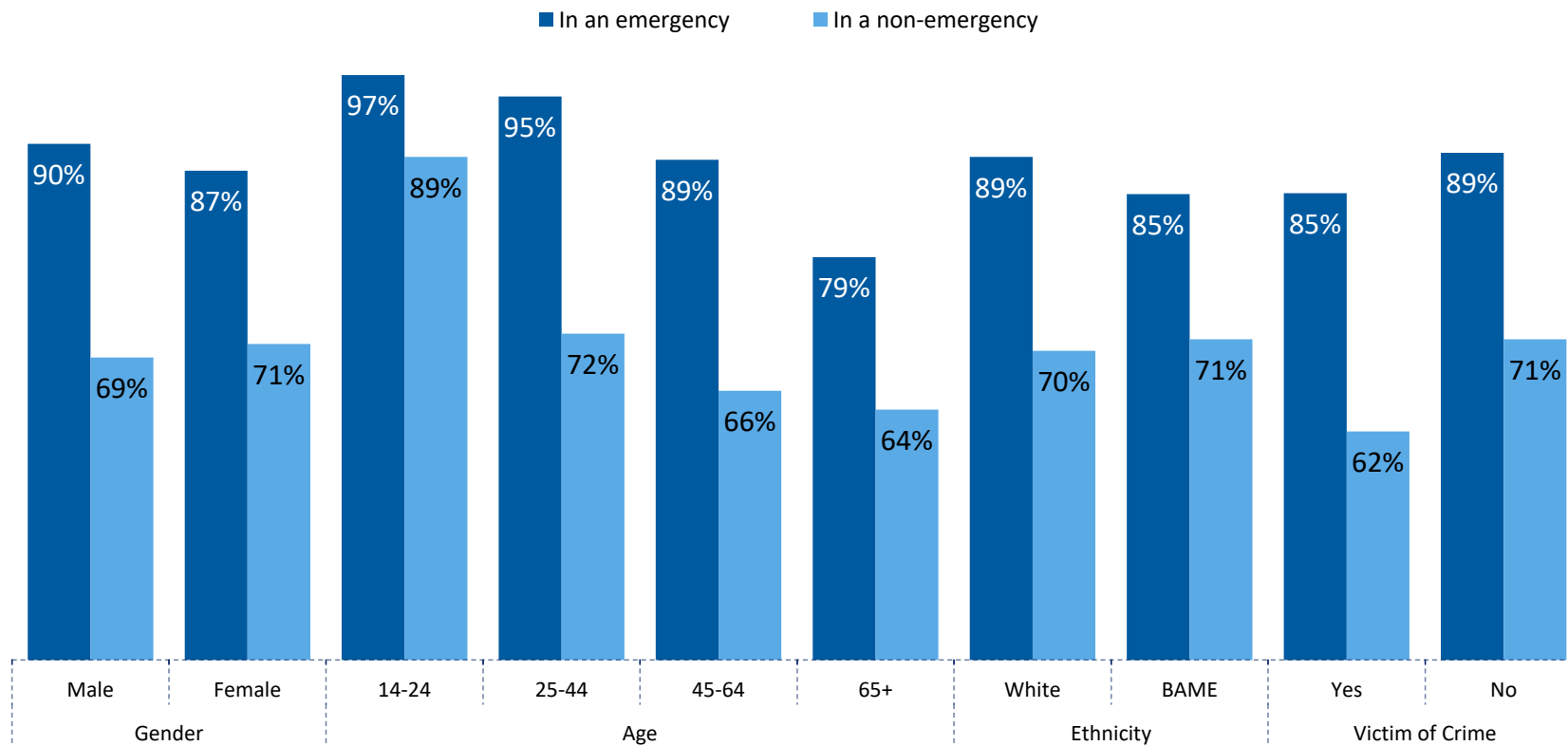


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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

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...



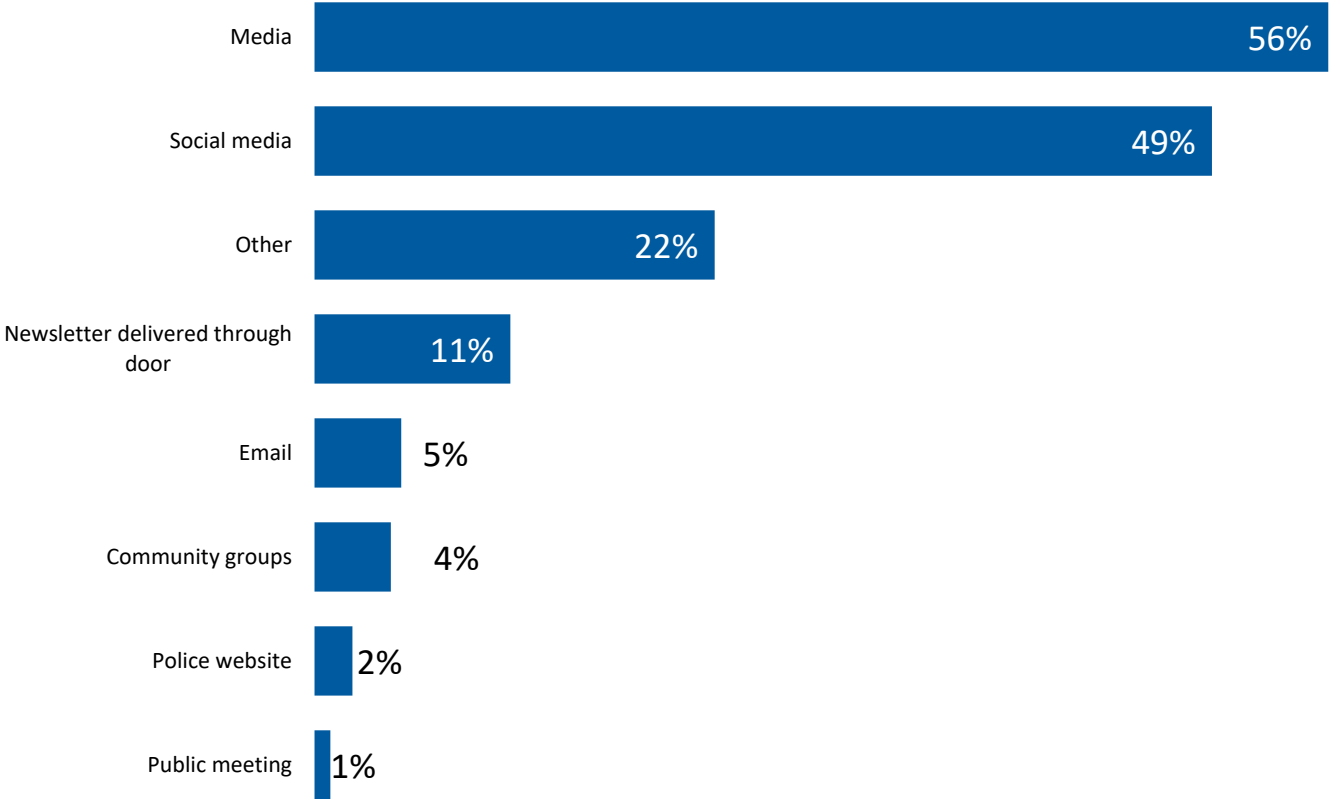
Key Insights

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 an 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

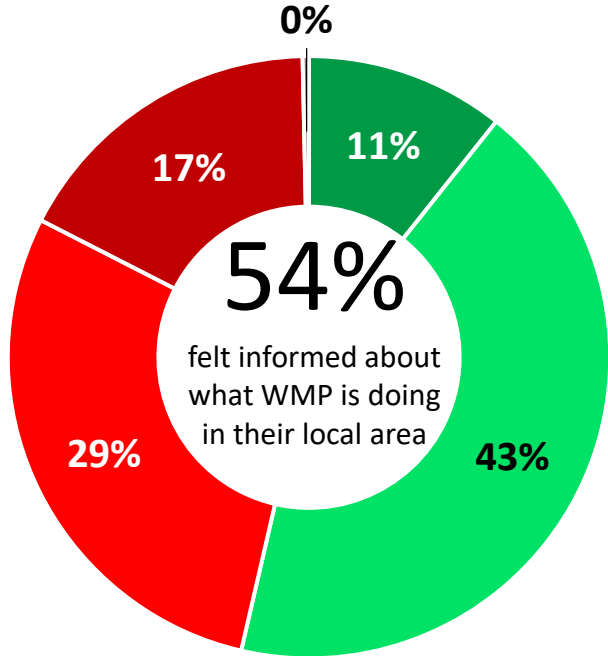
Males more likely than females to find out about crime and policing from the media

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

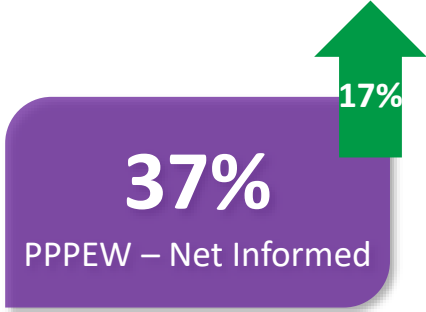
Those aged 14-24 least likely to find out about crime and policing from the media

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



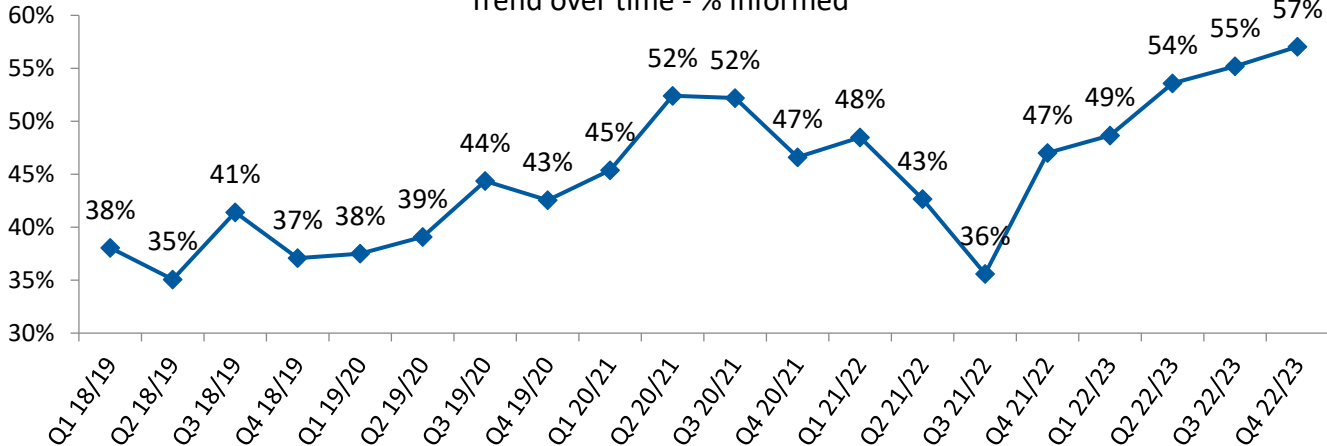
- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know



LPA Comparisons - % very / fairly informed



Trend over time - % Informed

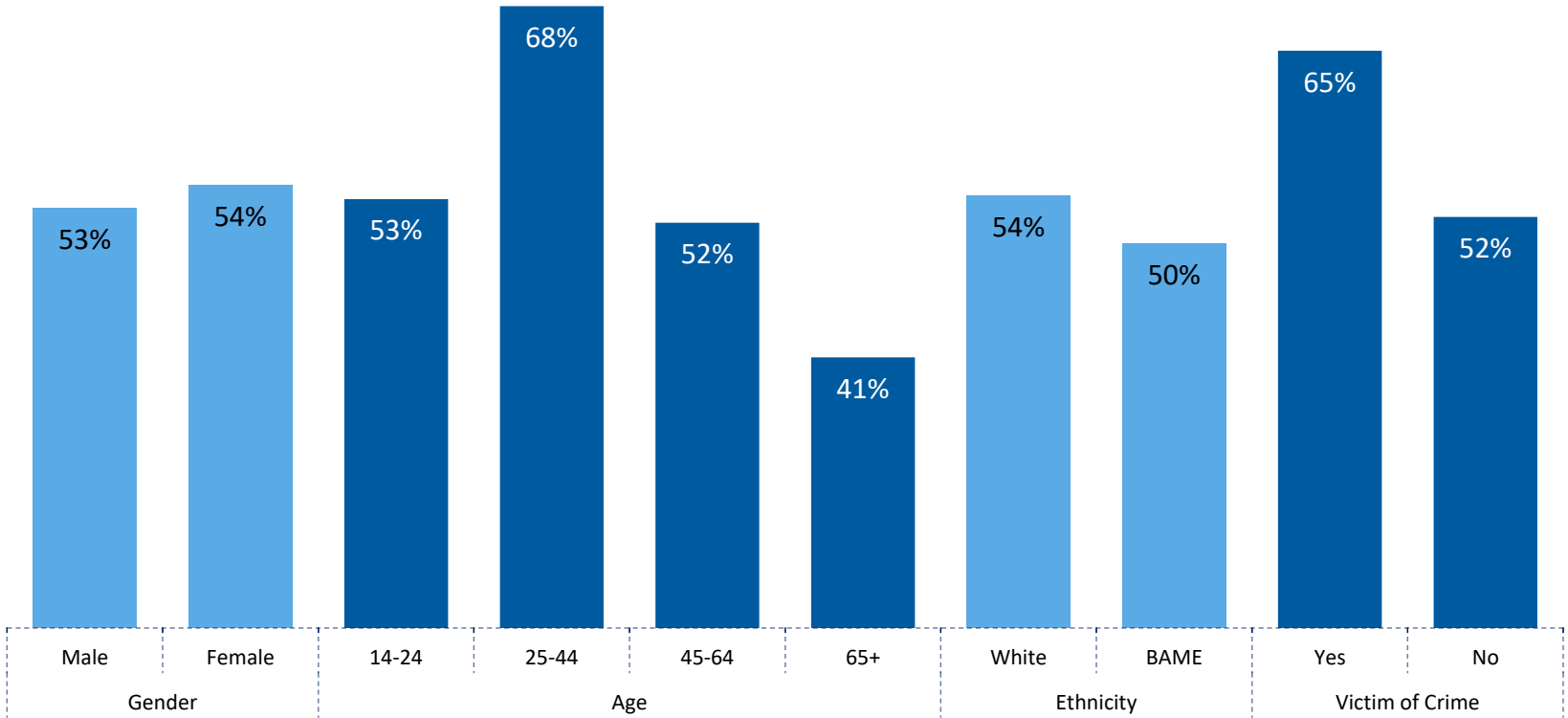


Q8 Overall, how well informed do you feel about what West Mercia Police is doing in your local area?

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

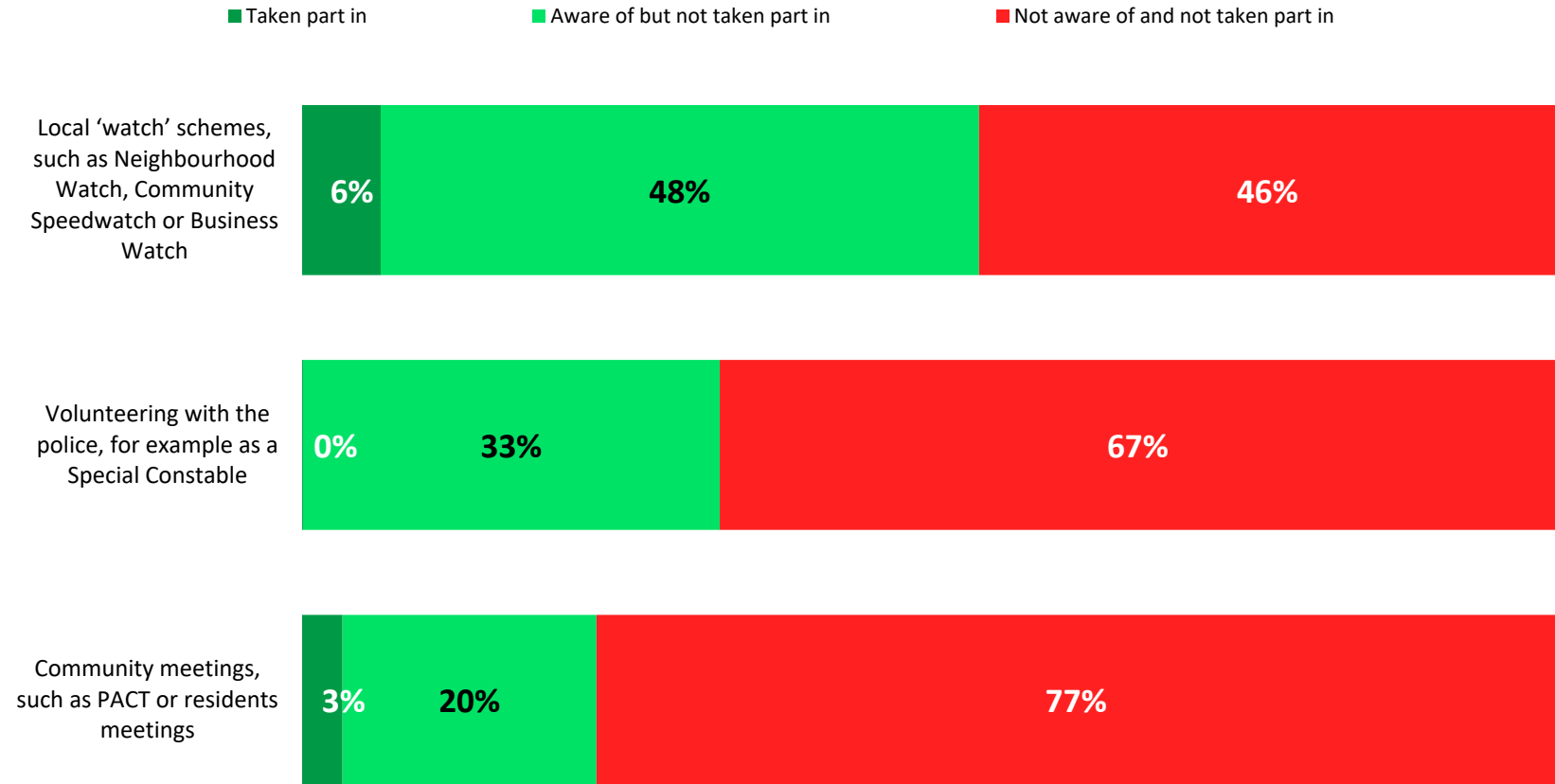
2% increase in those that felt informed compared to the previous quarter – now at highest level since tracking began

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

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



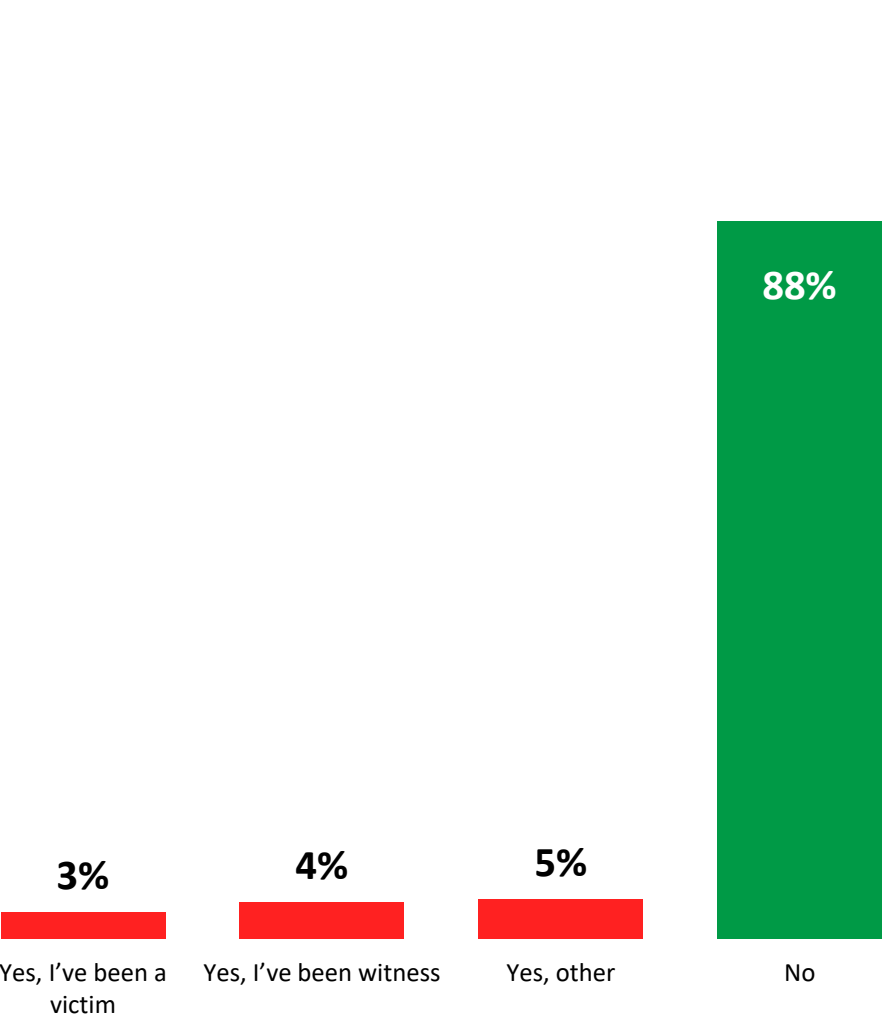
Key Insights

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

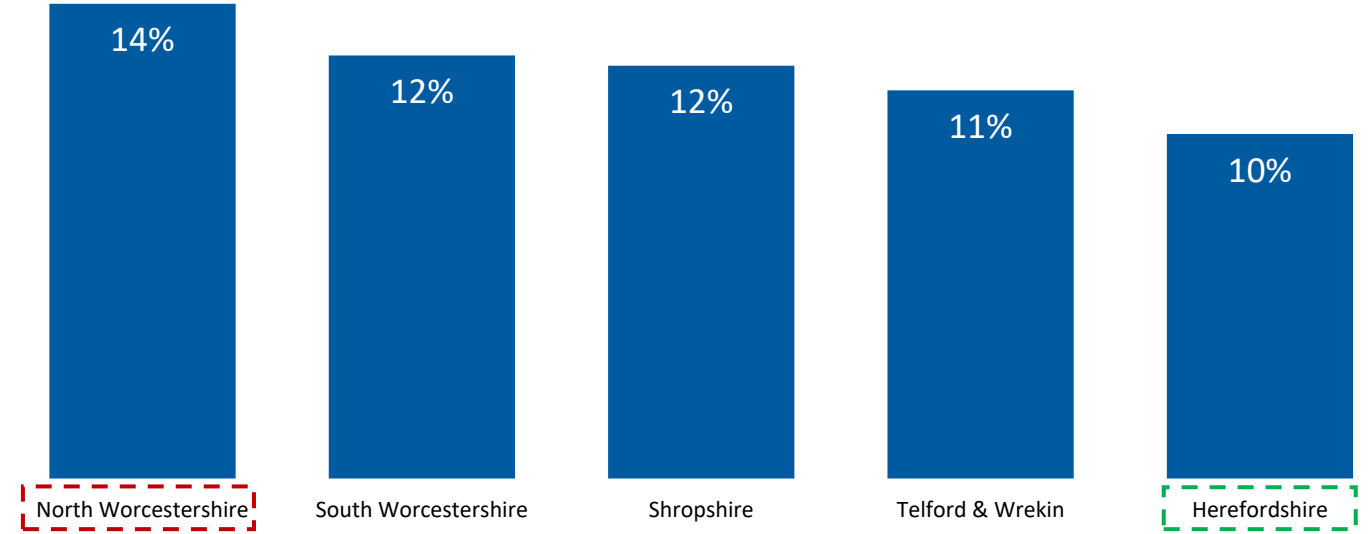
A third were aware of volunteering with the police; only 2 respondents had taken part

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

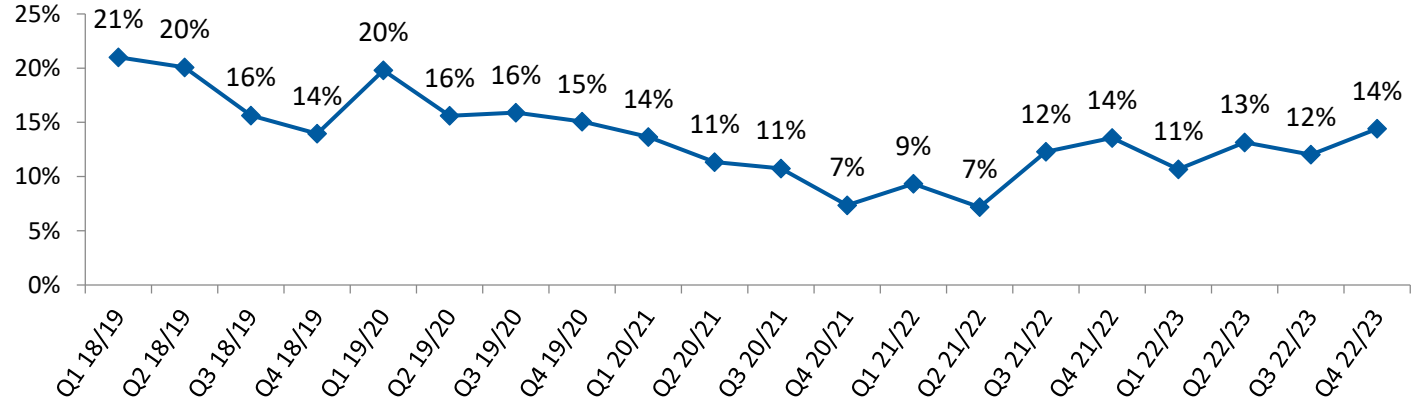
A tenth have been a victim of, or witness to, a crime



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



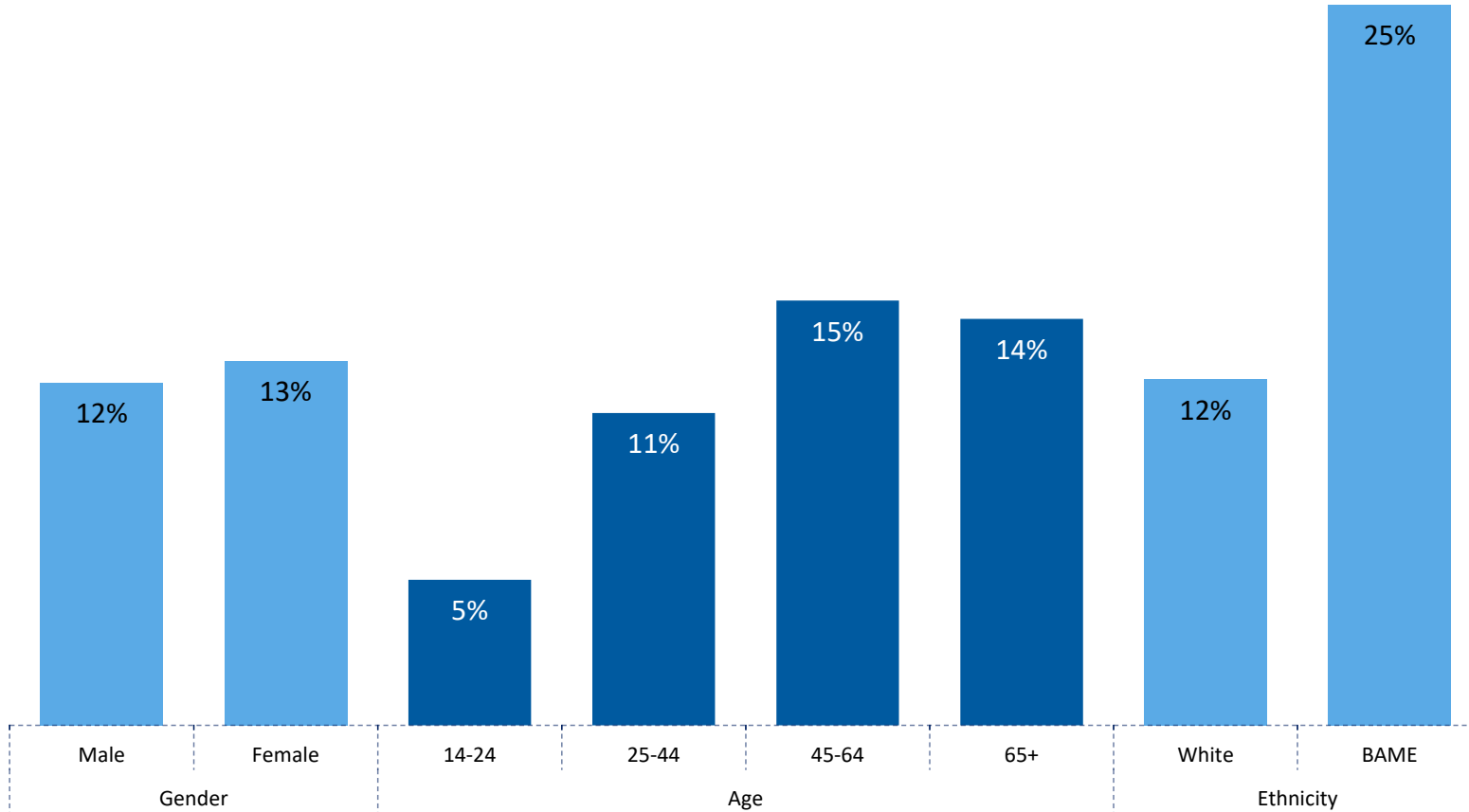
Trend over time - % Yes



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 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 twice as likely to have been victims of crime compared to White respondents

95% of those that had been a victim of crime said they reported this to the police



John Campion
Police and Crime Commissioner
West Mercia

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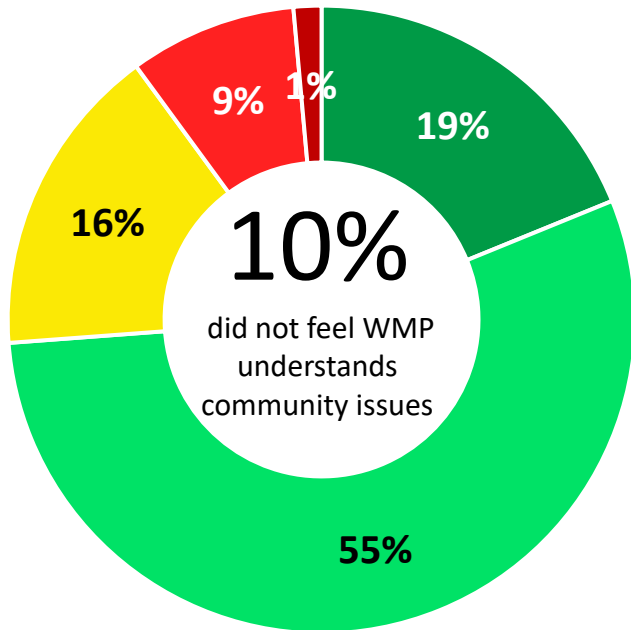
Section Four Effectiveness



Nearly three-quarters felt WMP understands issues in their community

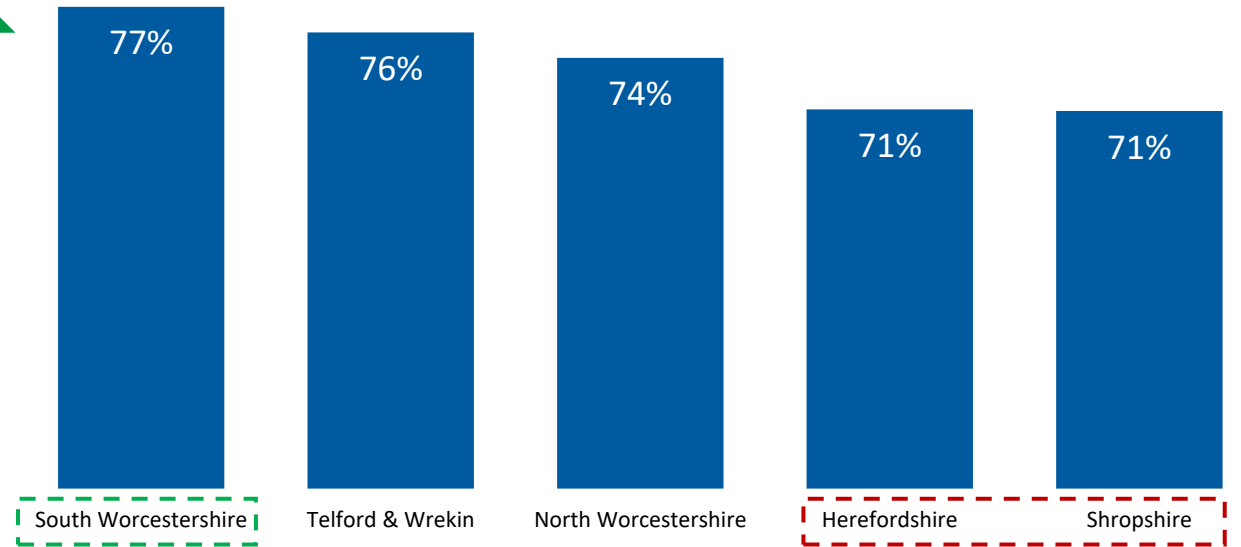
67%
CSEW MSG
Average -
Net Agree

7%

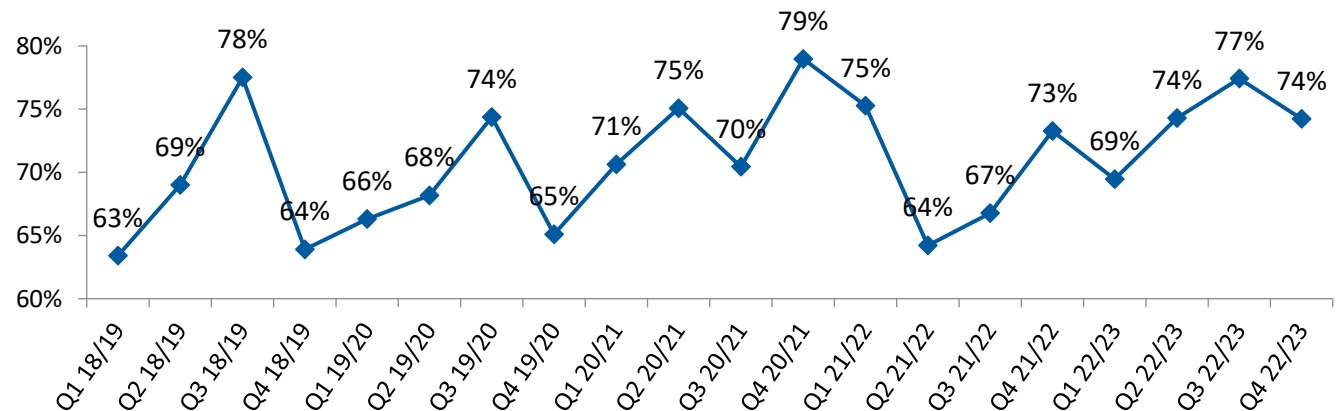


- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

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



Key Insights

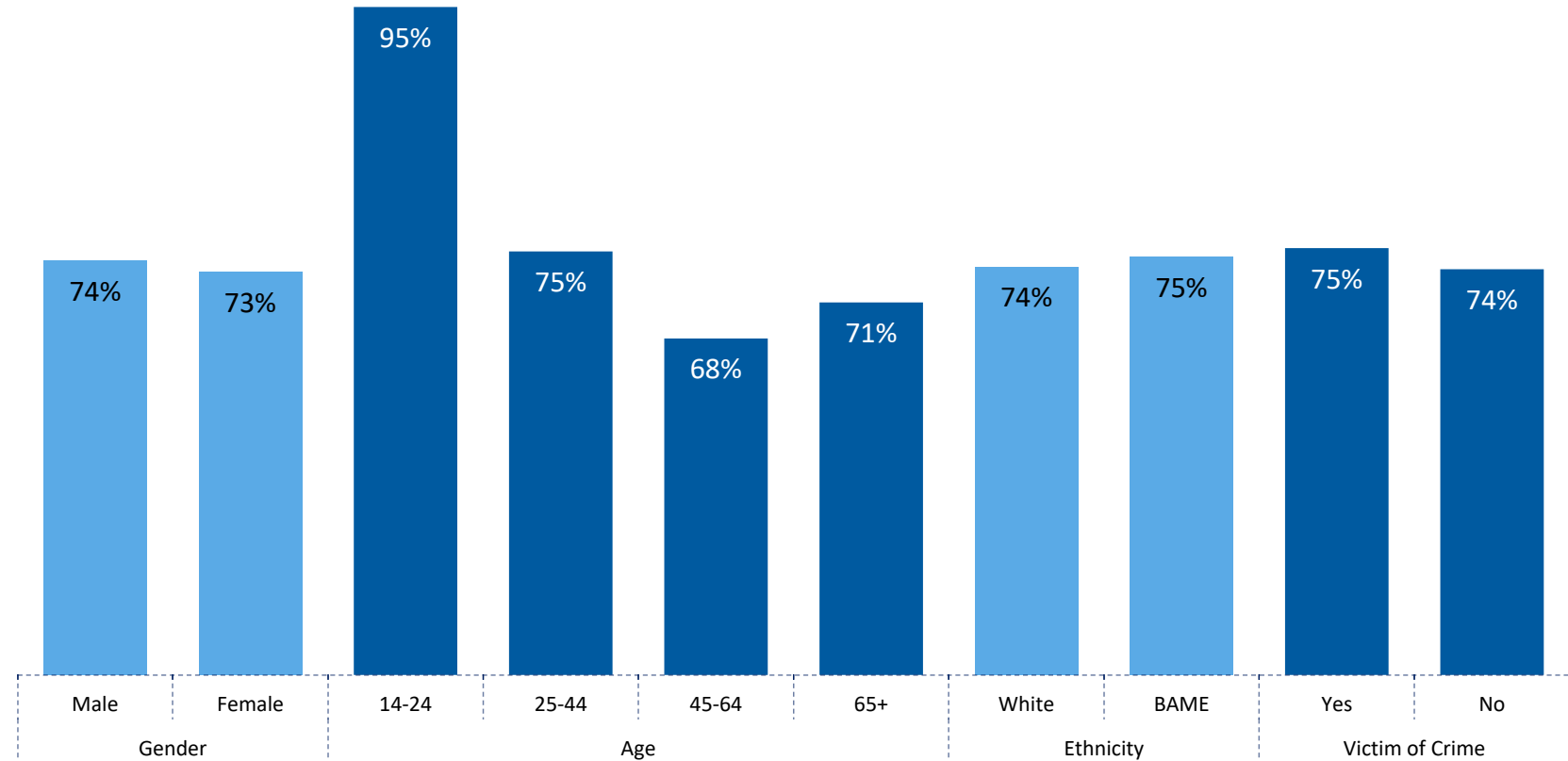
Residents aged 14-24 most likely to agree WMP understand the issues in their area

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

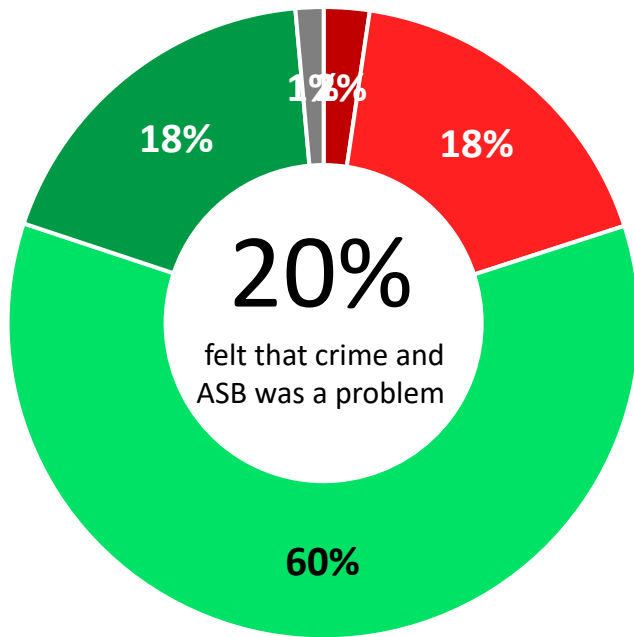
Residents South Worcestershire most likely to agree the police understands community issues

3% decrease in agreement from the previous quarter

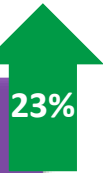
Demographic Comparisons - % strongly / tend to agree



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

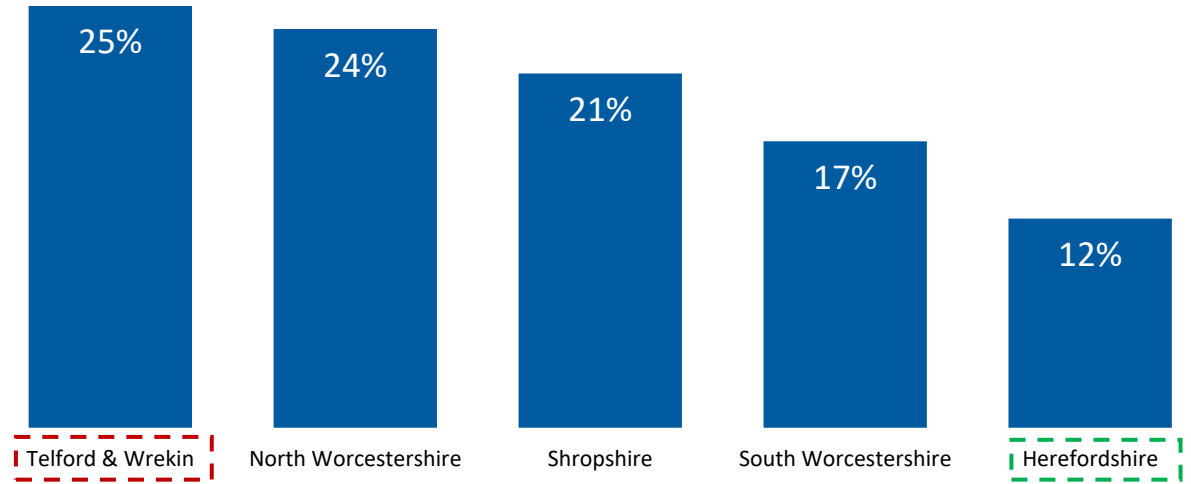


56%
PPPEW -
Not much / Not a
problem

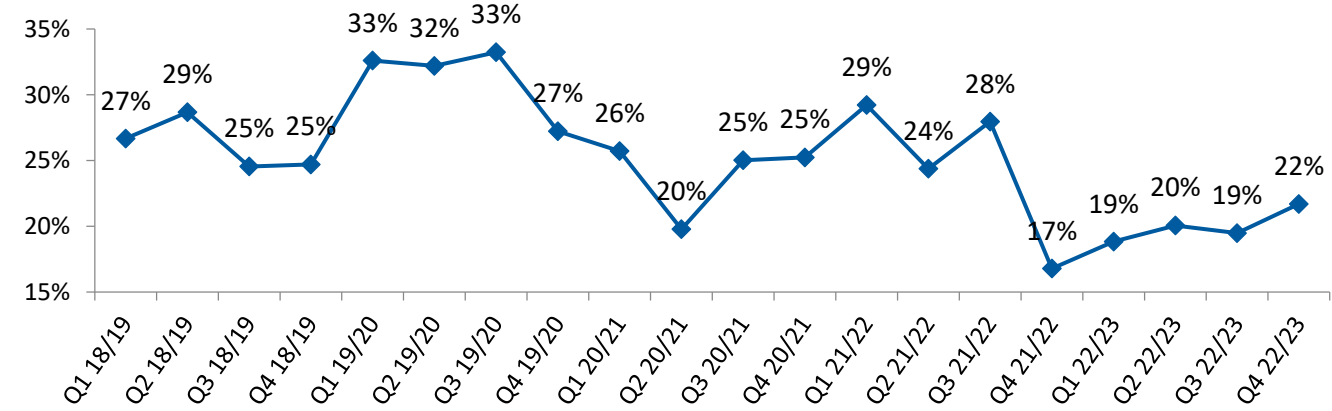


- A very big problem
- Quite a big problem
- Not much of a problem
- Not a problem at all
- Don't know

LPA Comparisons - % very / quite a big problem

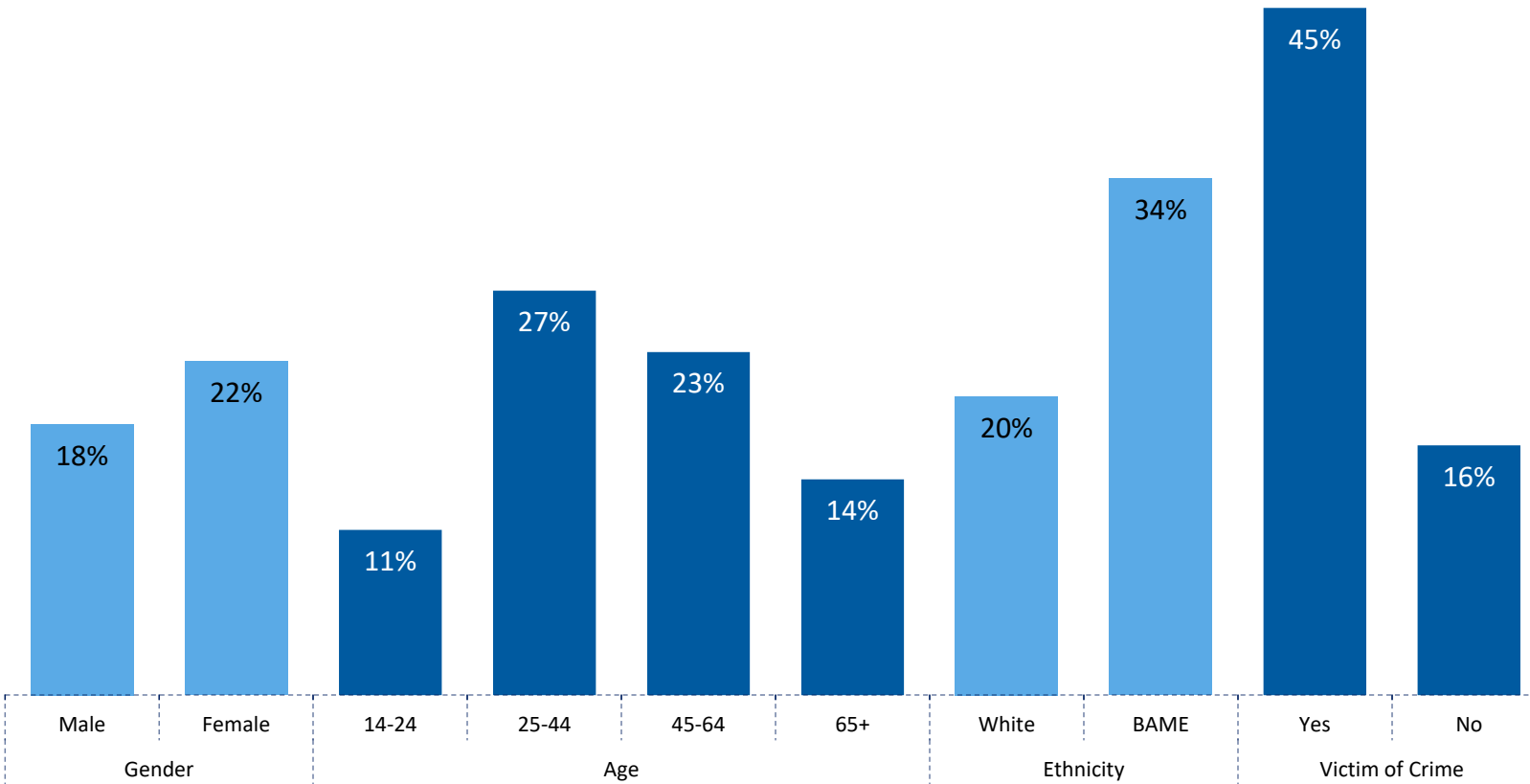


Trend over time - % A very / quite a big problem



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

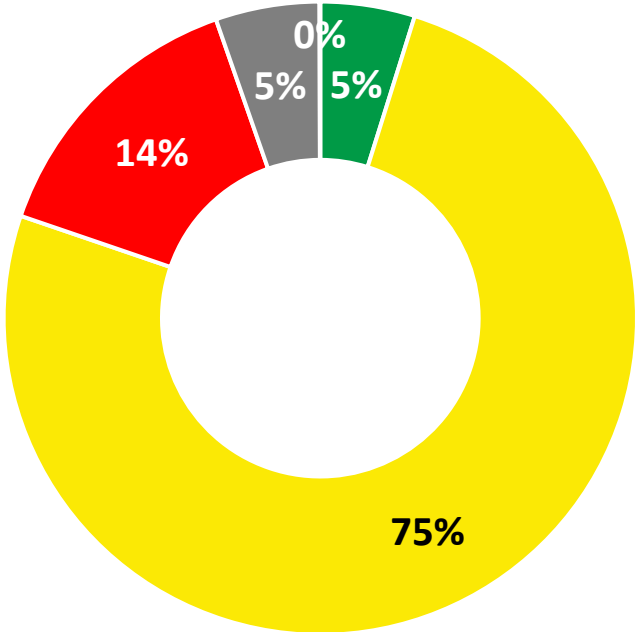
BAME respondents more likely than White respondents to say crime and ASB is a problem

Females more likely to say crime and ASB is 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



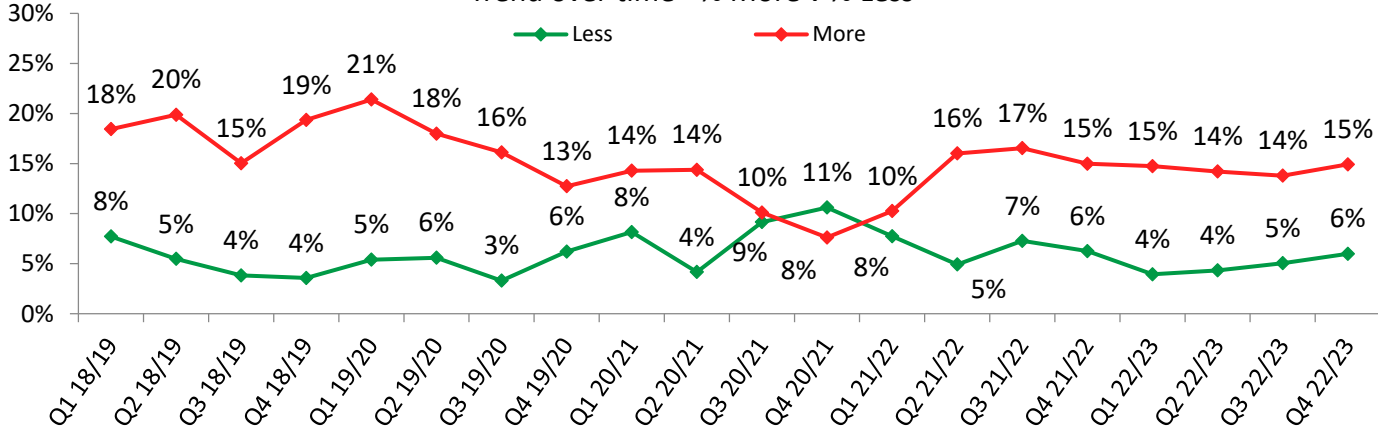
LPA Comparisons - % more crime v % less crime

■ Less crime now than 12 months ago ■ More crime now than 12 months ago



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

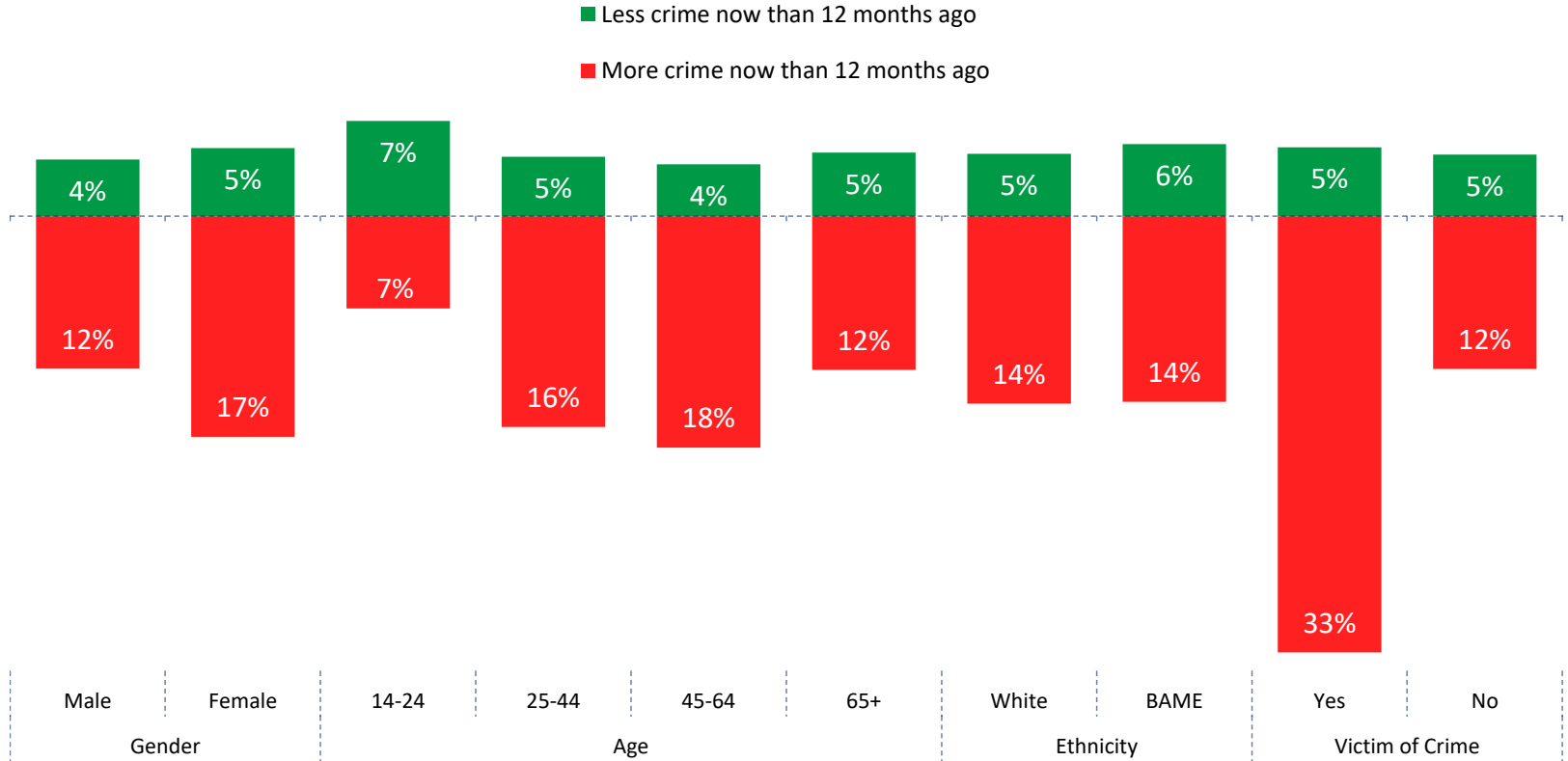
Trend over time - % More v % Less



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

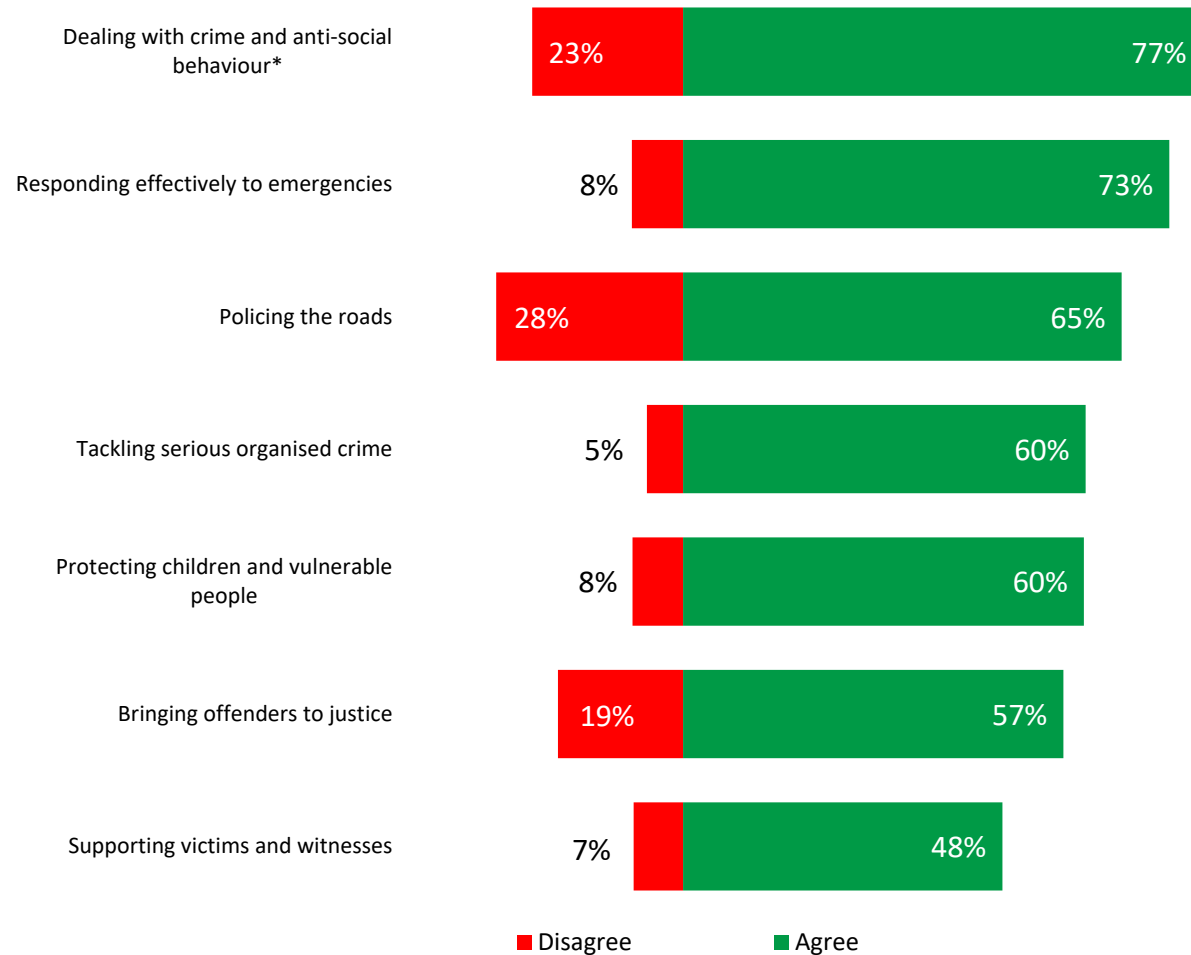
Females more inclined than males to feel that crime and ASB has increased

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



54%
CSEW MSG Average - Dealing with crime and ASB

↑ 23%



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



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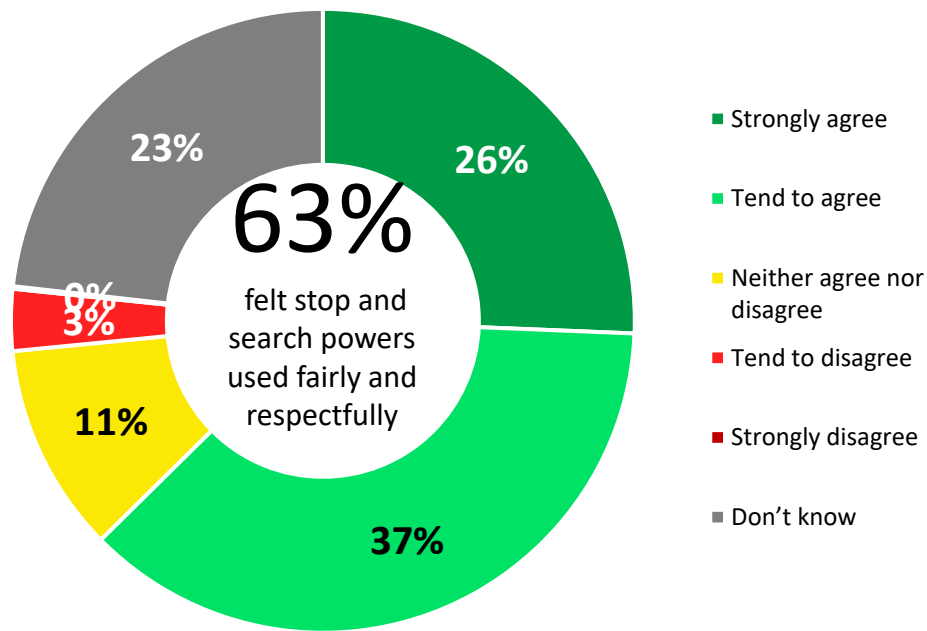


Section Five

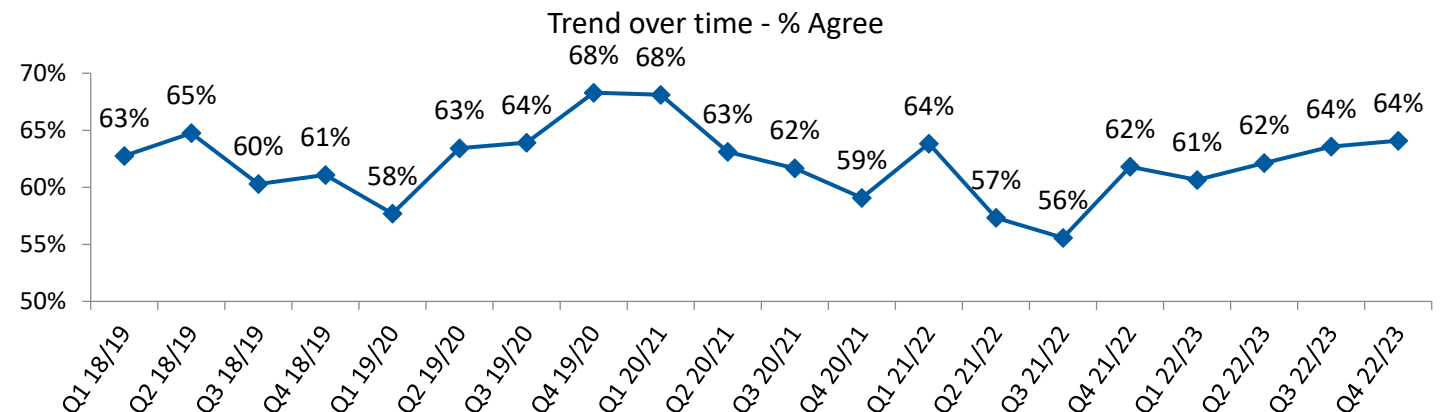
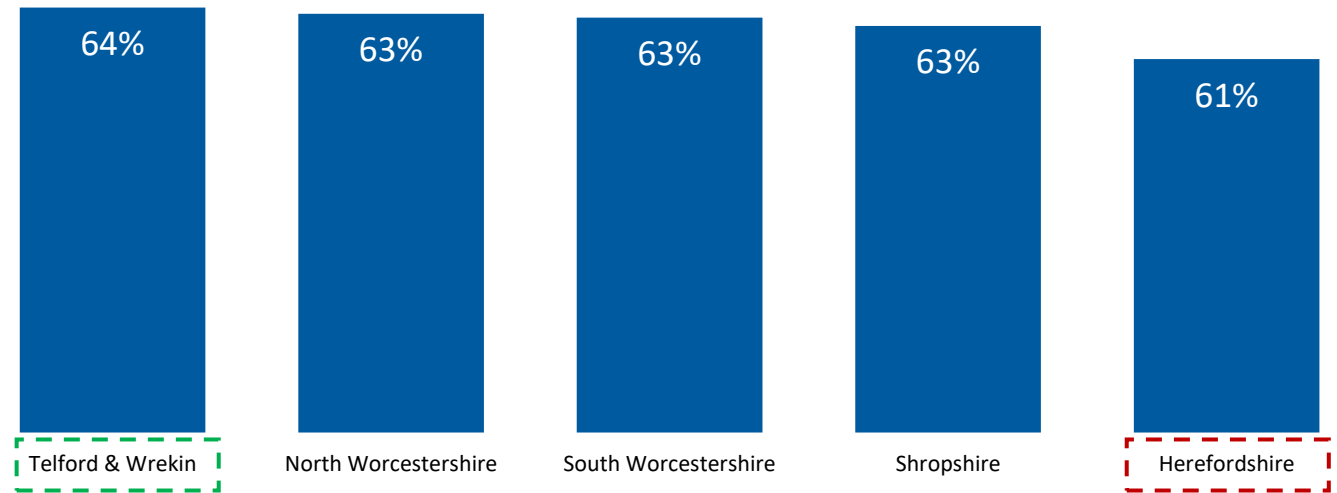
Trust / Integrity



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

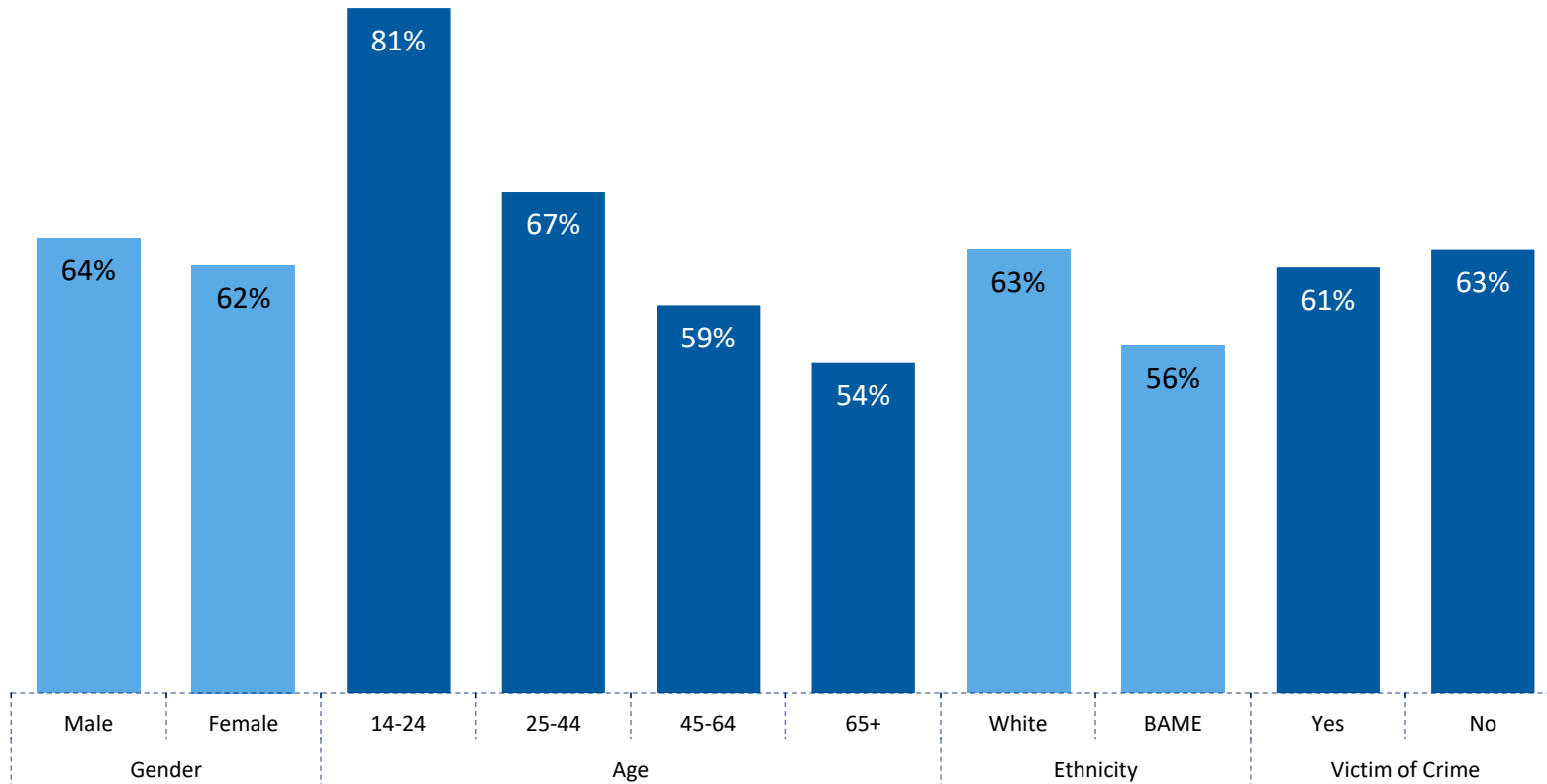


LPA Comparisons - % strongly / tend to agree



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

Demographic Comparisons - % strongly / tend to agree



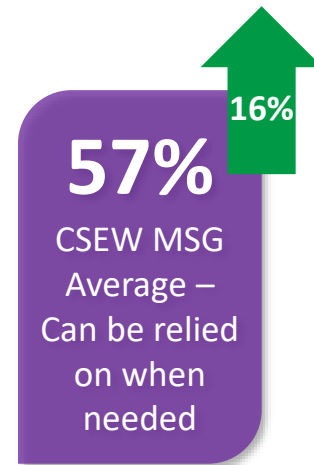
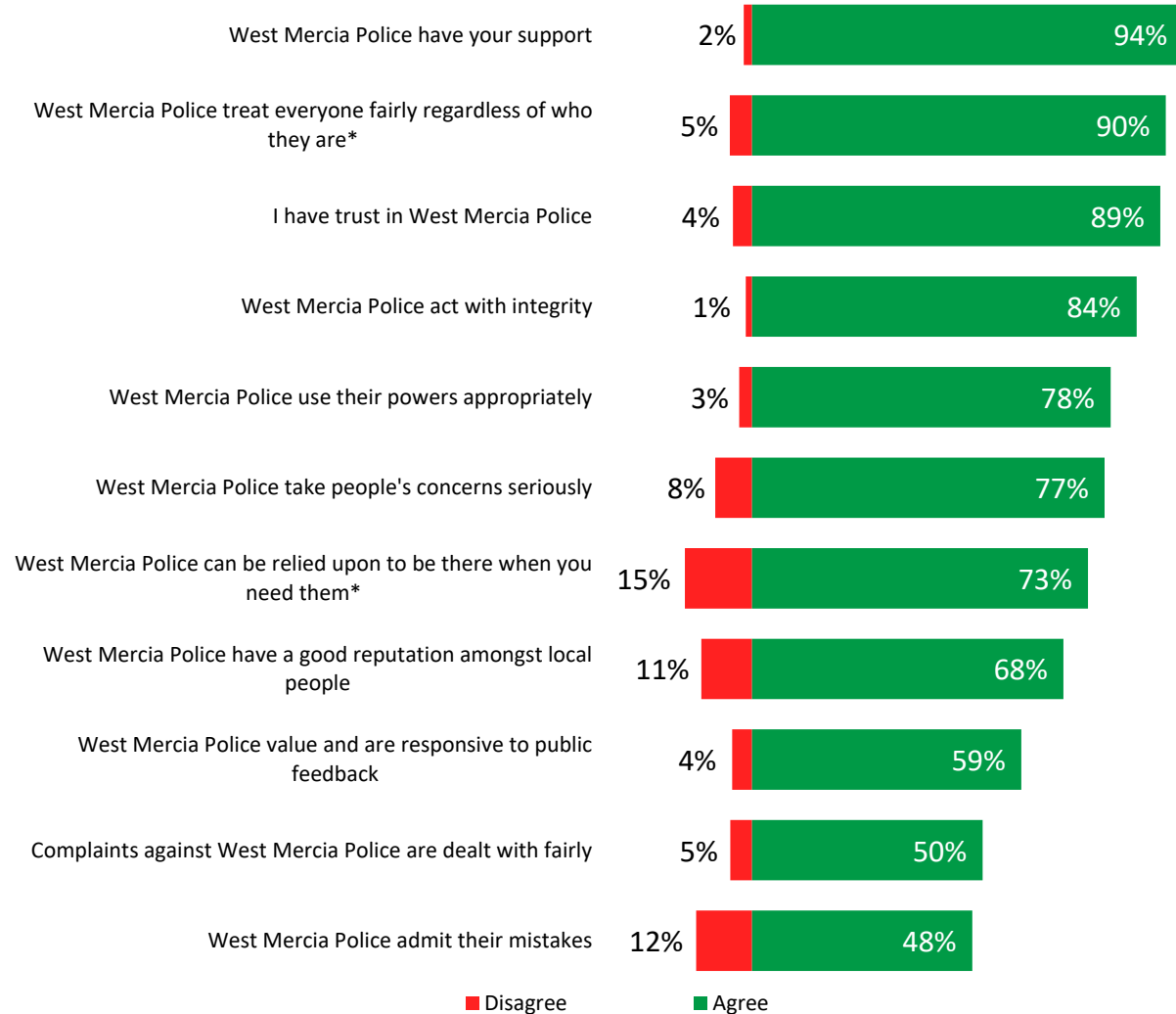
Key Insights

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

Residents in Herefordshire least 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



Key Insights

Over 9 out of every 10 residents say that WMP have their support and believe WMP treat everyone fairly regardless of who they are

Over 8 in 10 say they have trust in WMP 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



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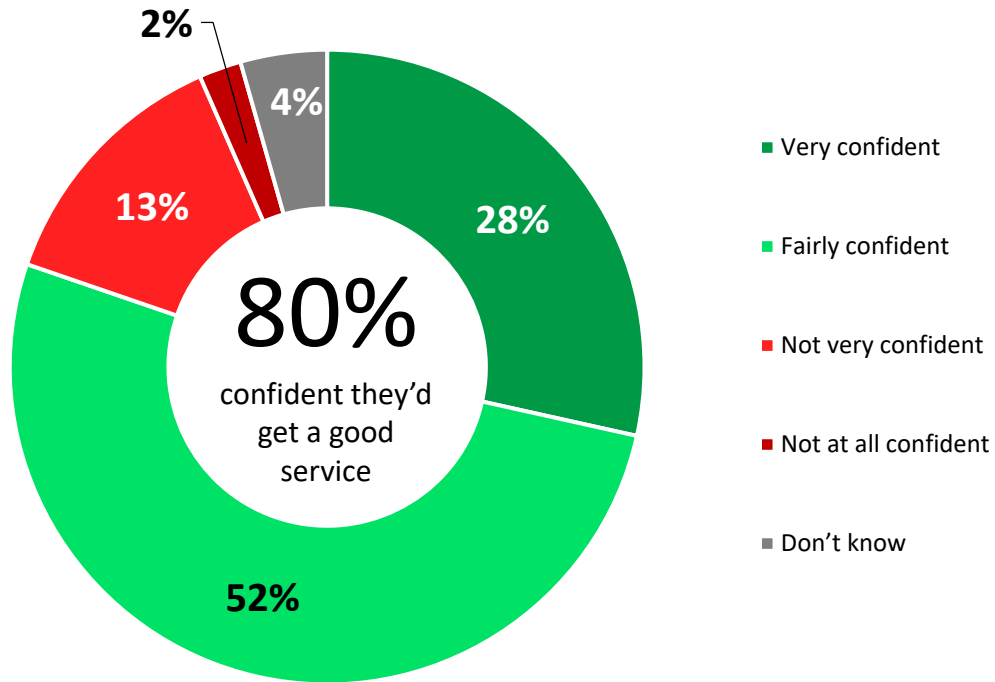


Section Six

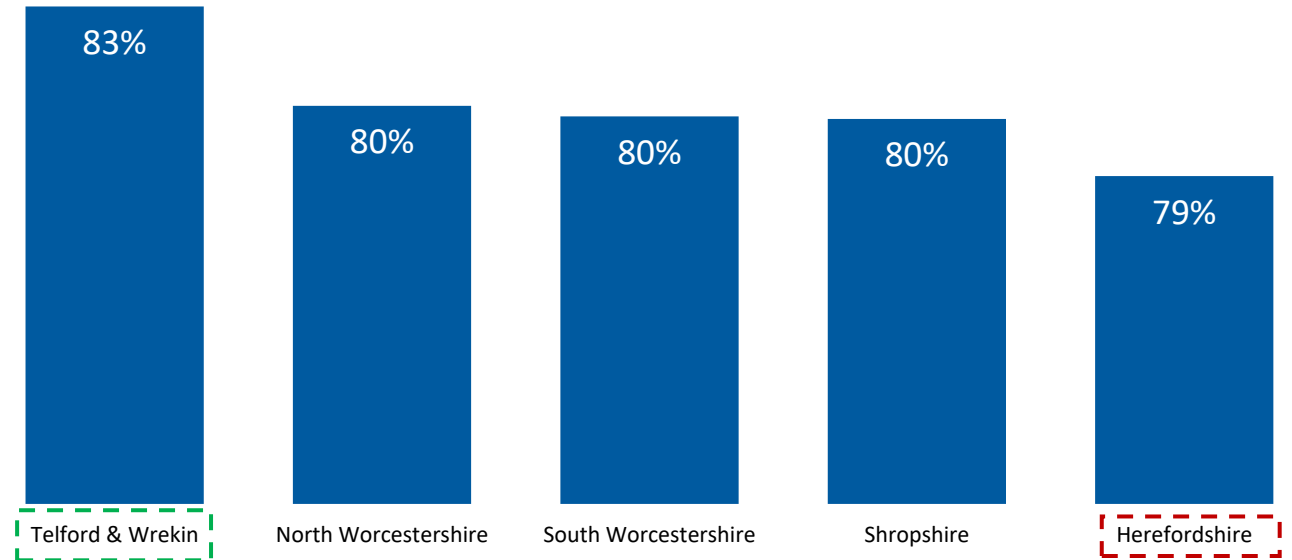
Confidence in West Mercia Police



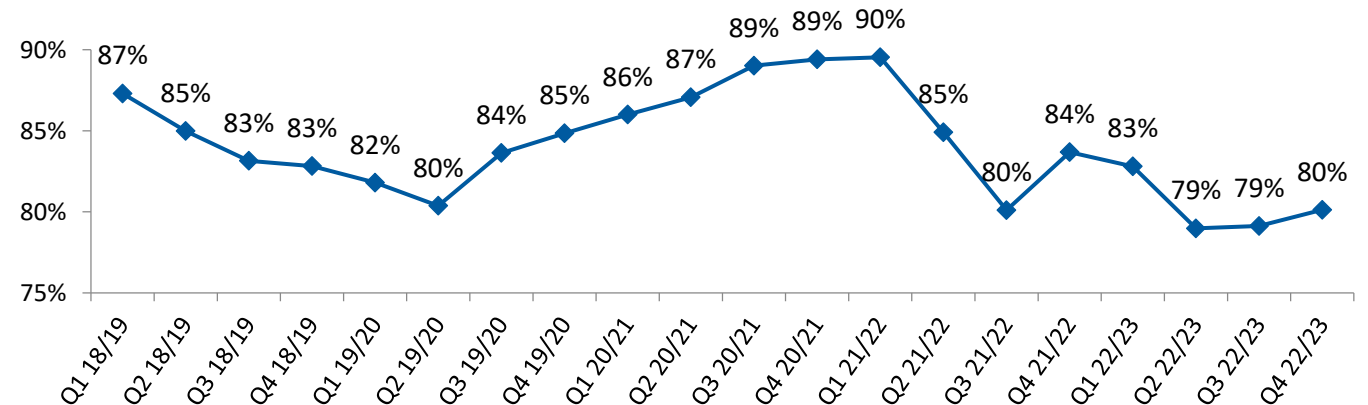
Four-fifths confident they would receive a good service from WMP



LPA Comparisons - % very / fairly confident



Trend over time - % Confident



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

Four-fifths confident they would receive a good service from WMP

Demographic Comparisons - % very / fairly confident

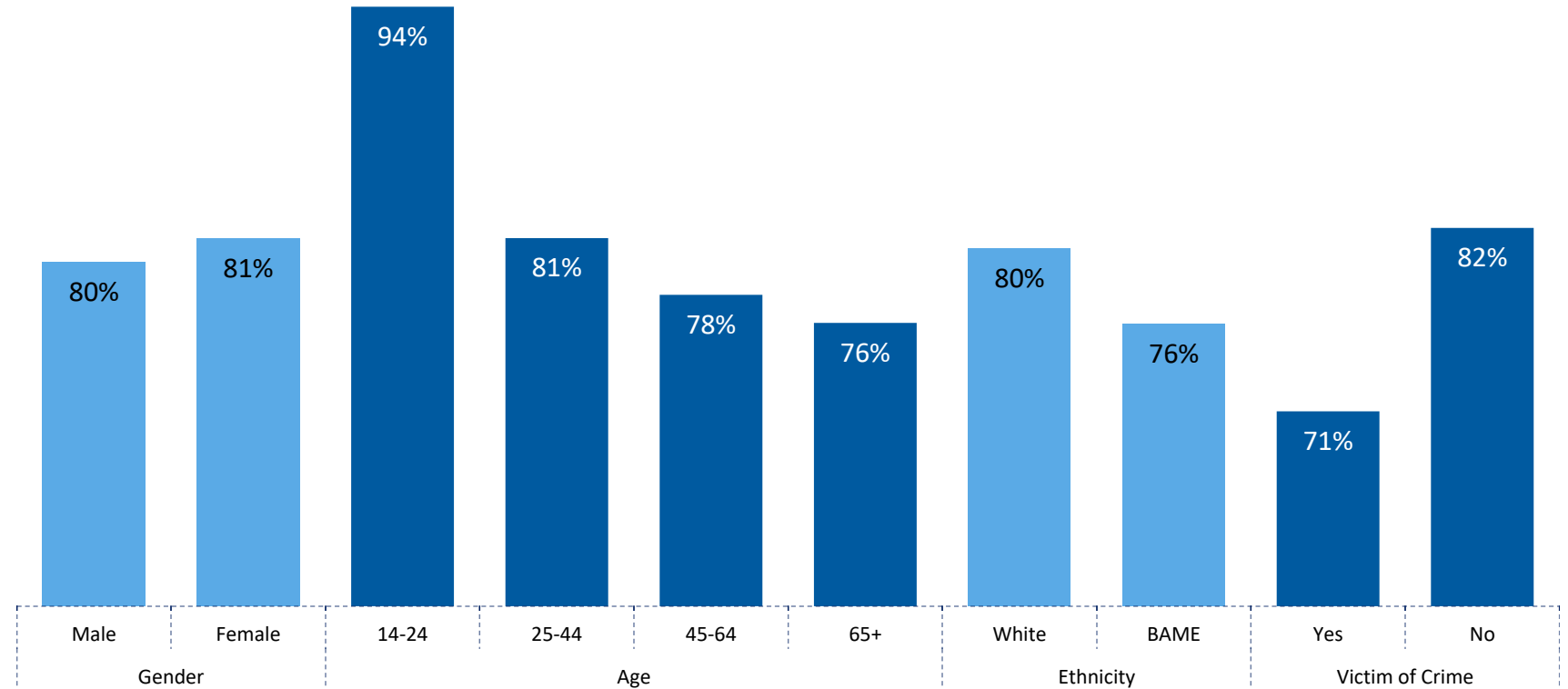


Key Insights

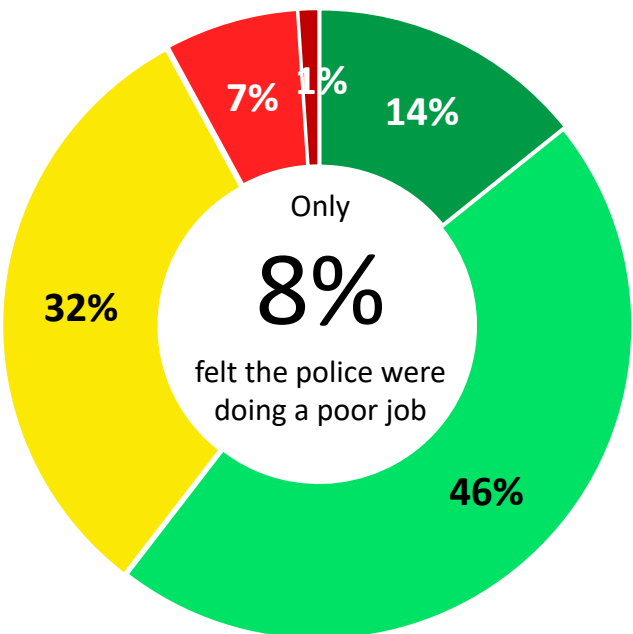
Those aged 14-24 most confident they would receive a good service from WMP

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

Residents in 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

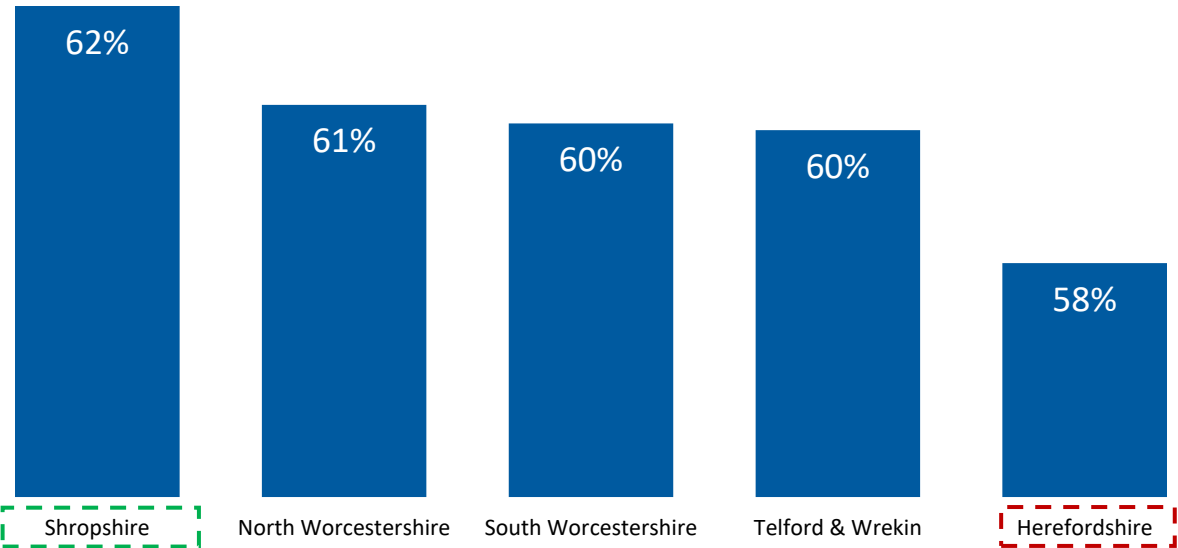


59%
CSEW MSG Average – Excellent / Good job

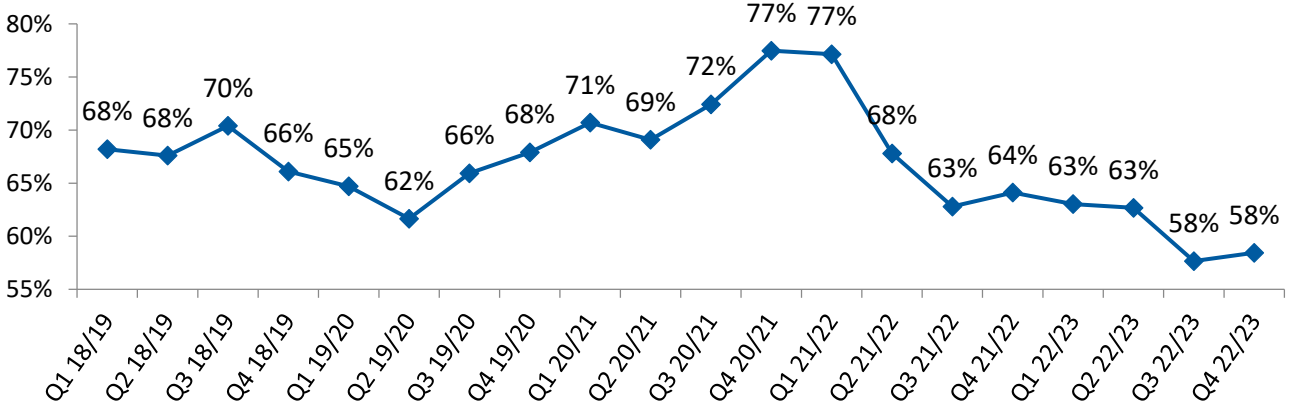


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



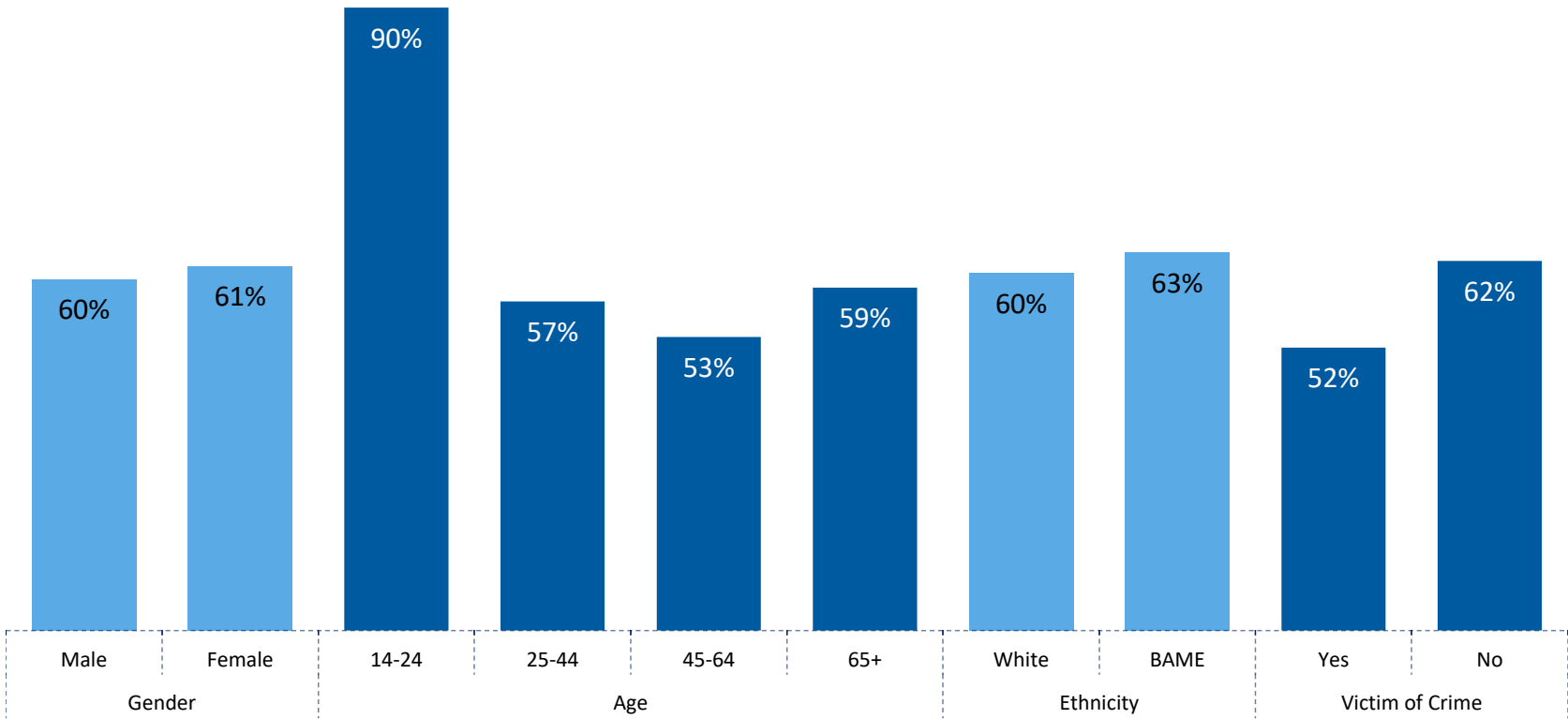
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*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

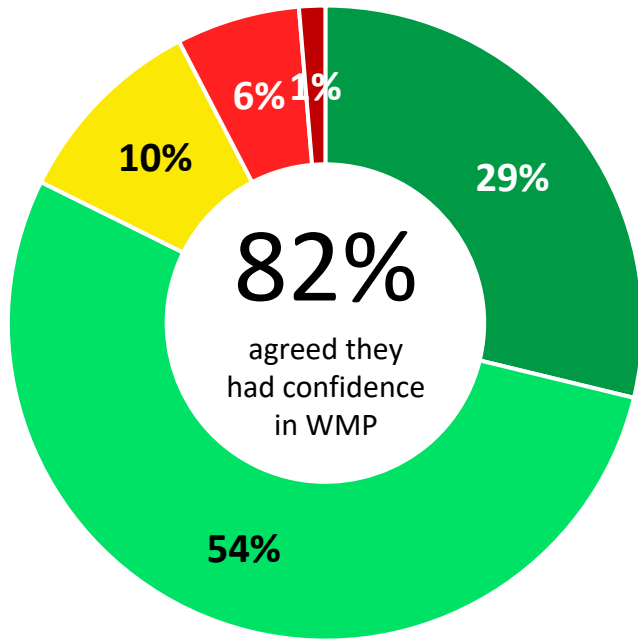
Residents in Herefordshire least likely to say WMP were doing an excellent or good job

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

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

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

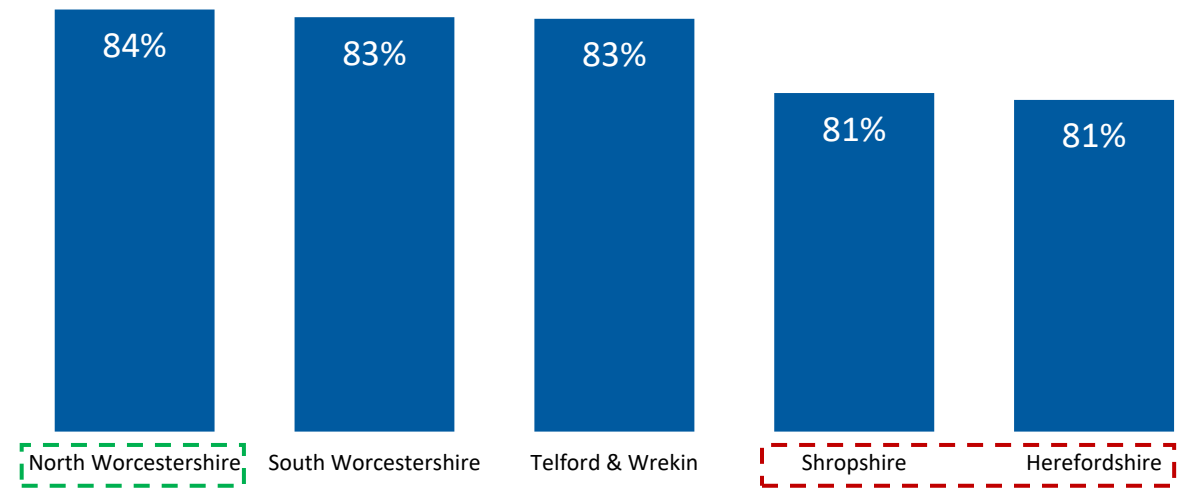


77%
CSEW MSG Average – Net Agree

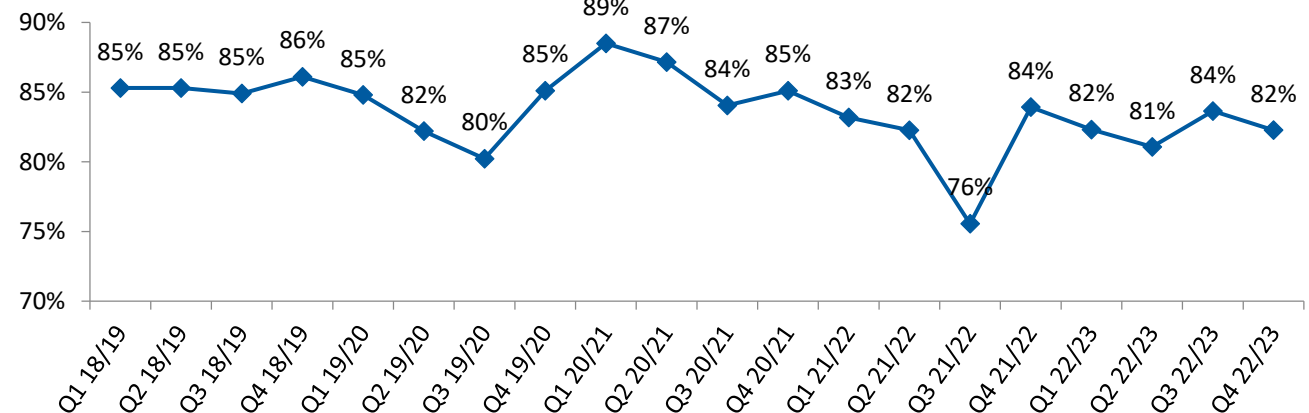
5% ↑

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

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



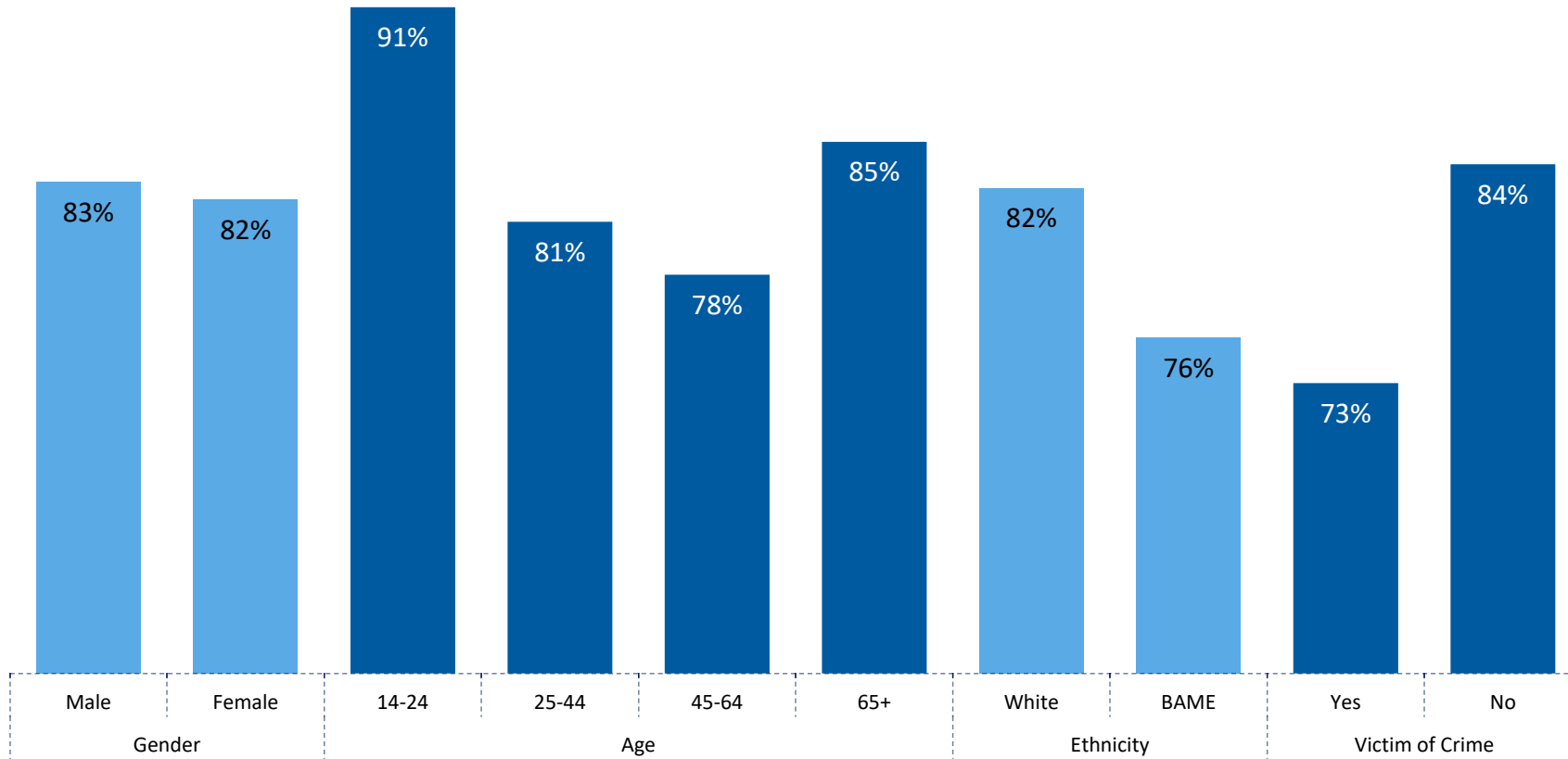
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

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

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

Demographic Comparisons - % strongly/ tend to agree



Key Insights

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

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

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

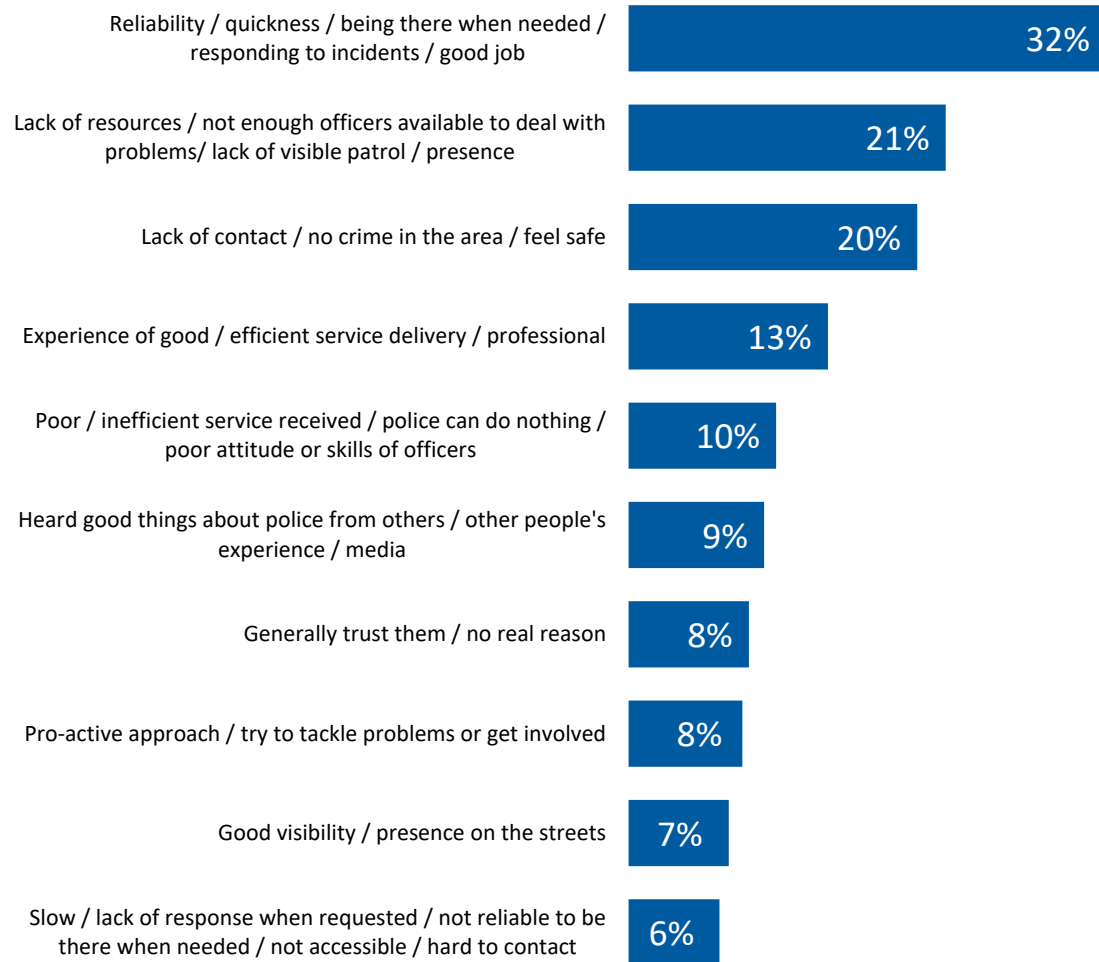
Residents of North Worcestershire more likely to have confidence in WMP - those in Herefordshire and Shropshire less likely to have confidence

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

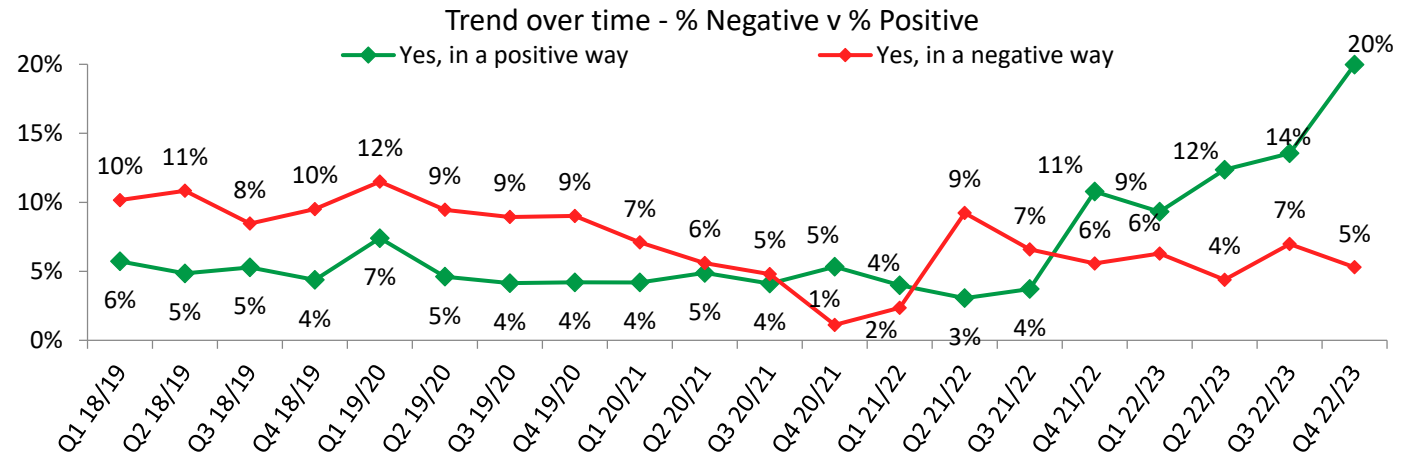
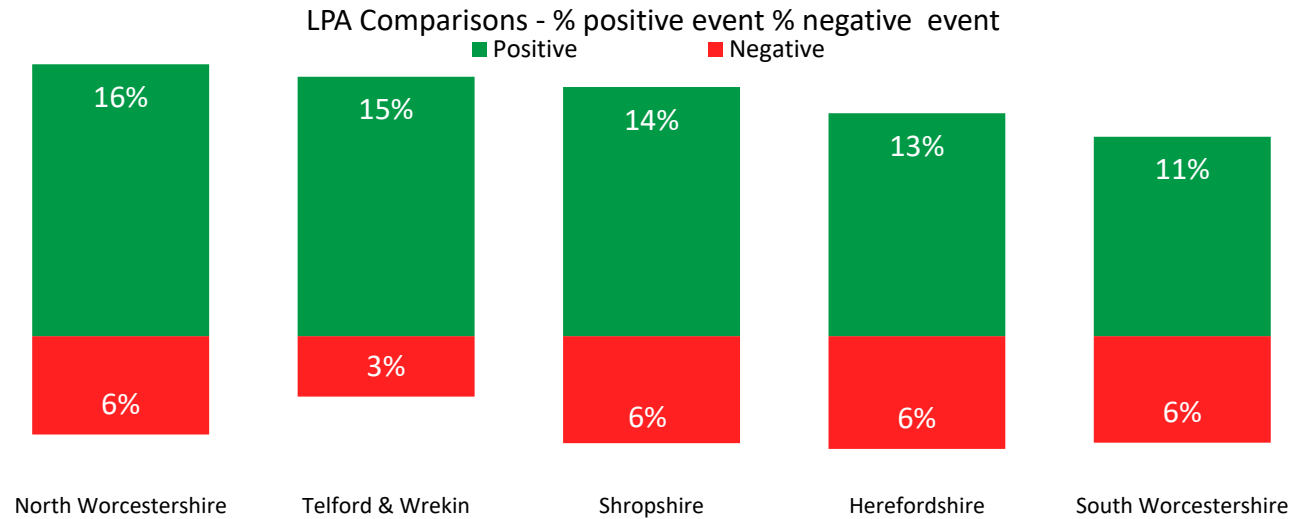
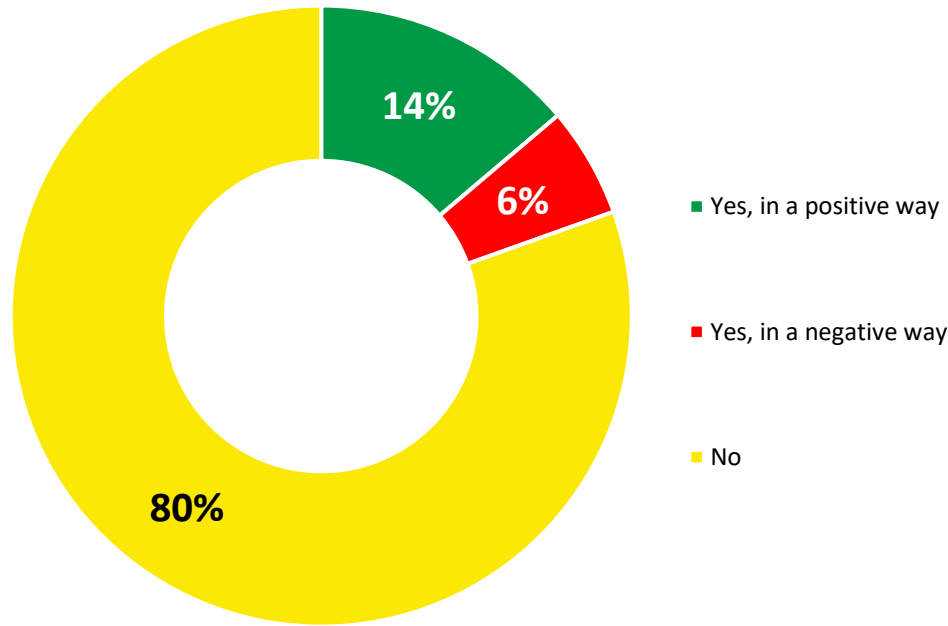
*Don't know option has been excluded from calculation to make question comparable to CSEW

Factors influencing confidence

Top 10 answers



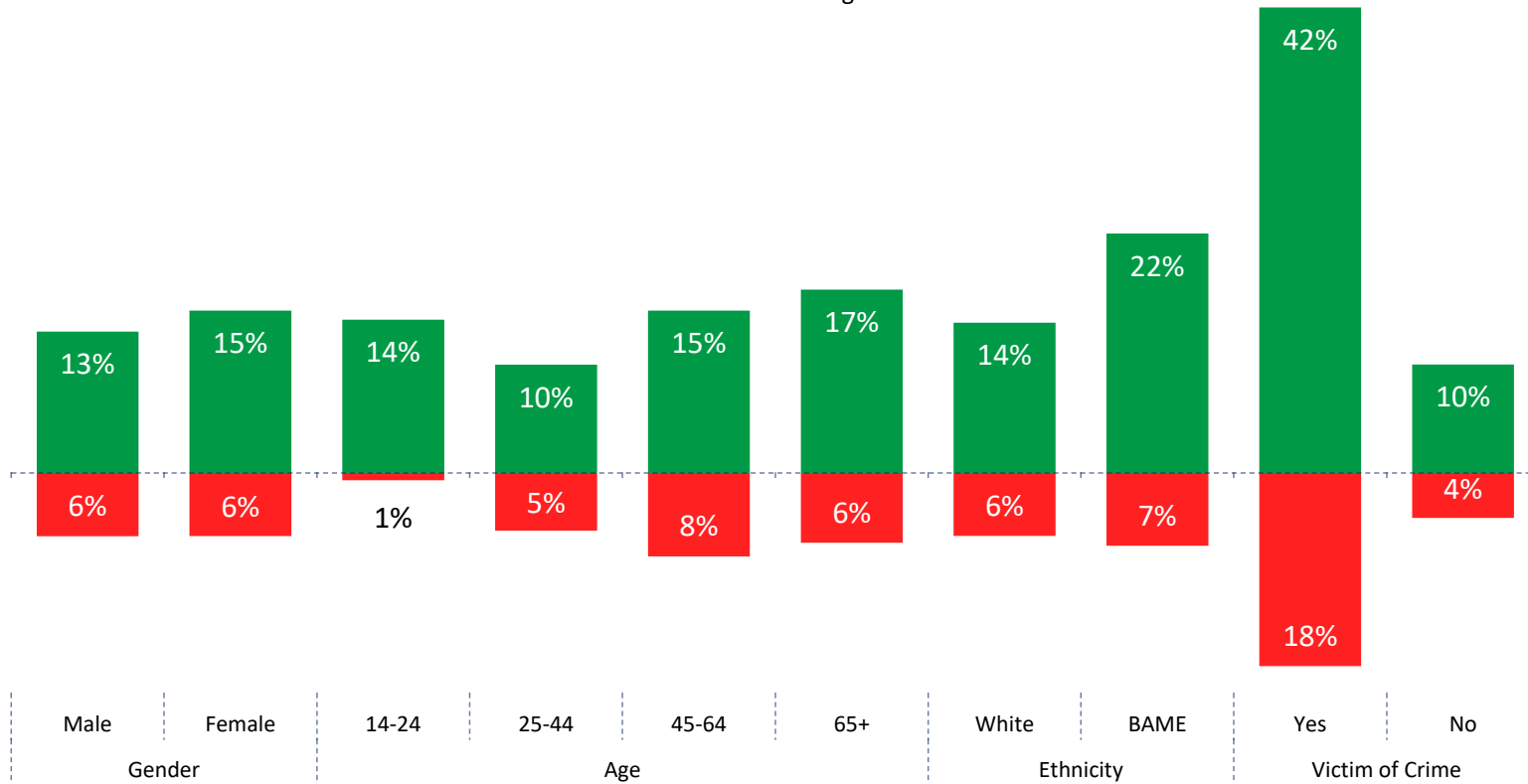
Less than a tenth have experienced an event that negatively affected their confidence in the police



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

Demographic Comparisons - % positive event v % negative event

■ Positive ■ Negative



Key Insights

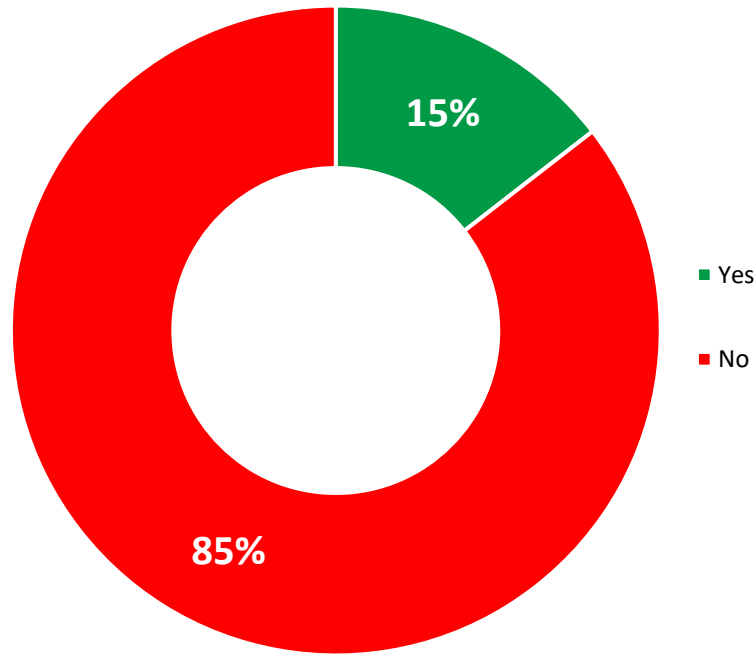
Victims of crime were the most likely to experience an event that negatively affected their confidence; victims were also more likely to be affected in a positive way

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

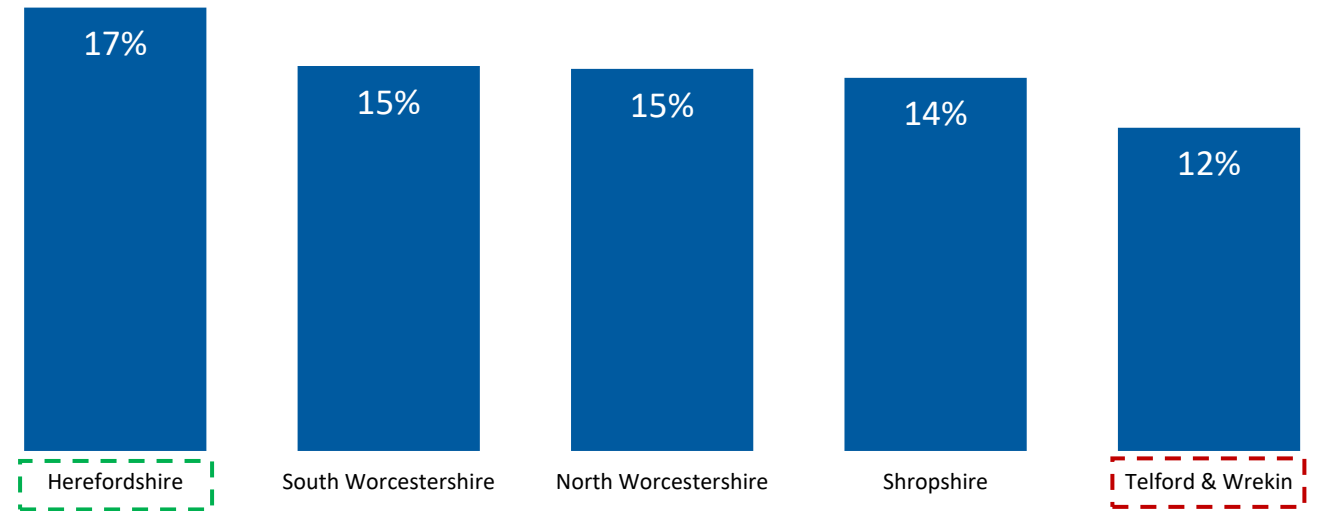
Residents in North Worcestershire were the most likely to have experienced an event that positively affected their confidence in WMP

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

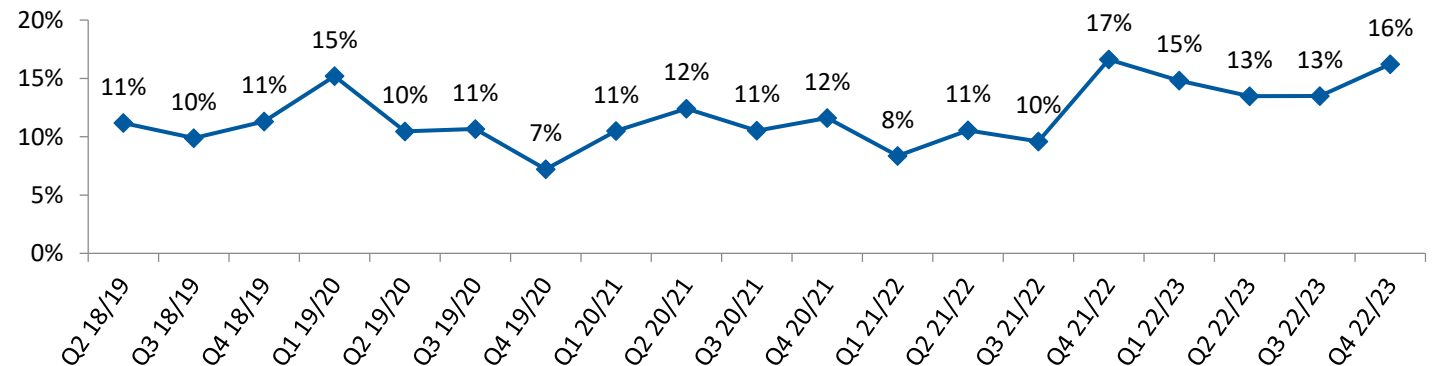
More than a tenth of respondents said they are aware of the Police and Crime Commissioner



LPA Comparisons - % aware of PCC

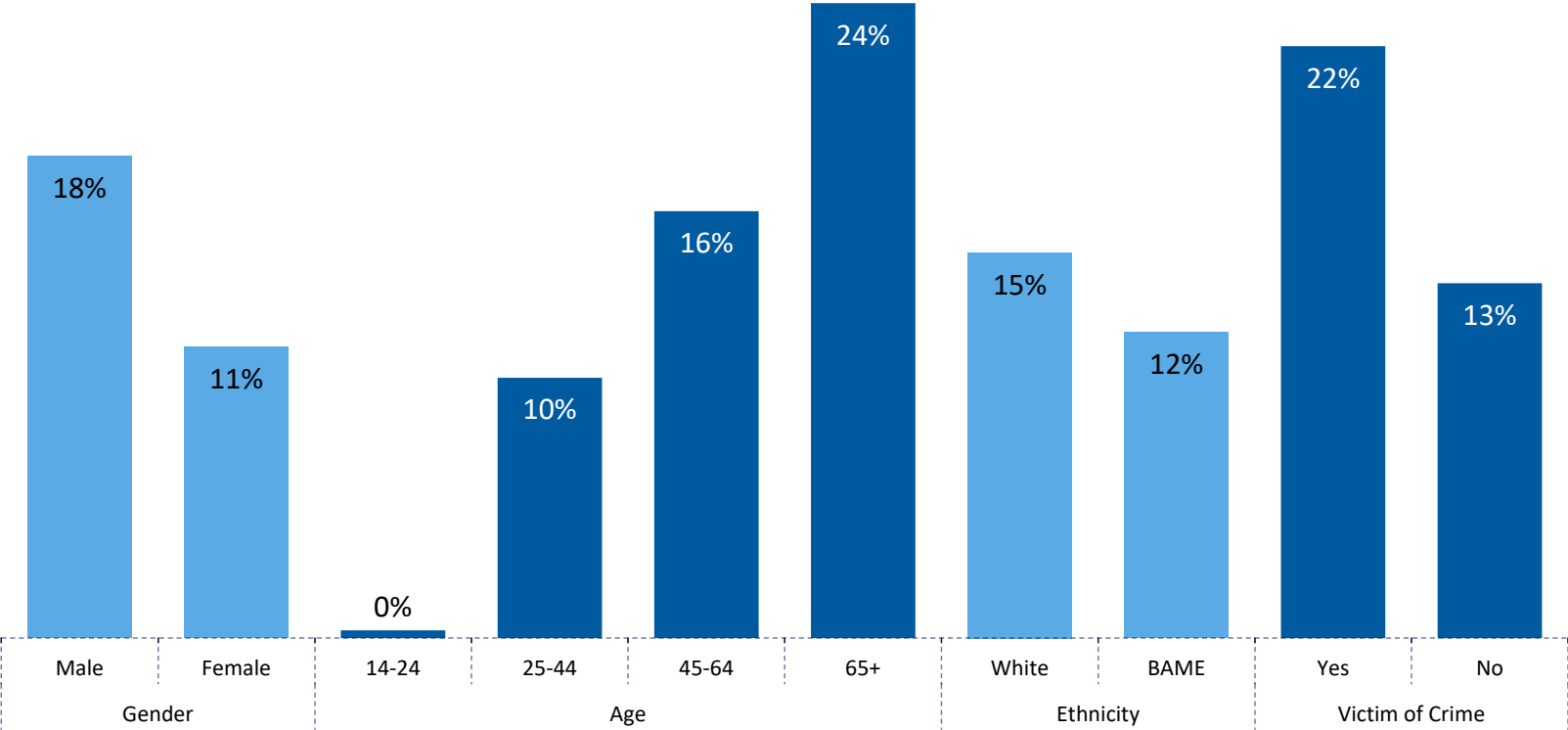


Trend over time - % Yes



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 Herefordshire; 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

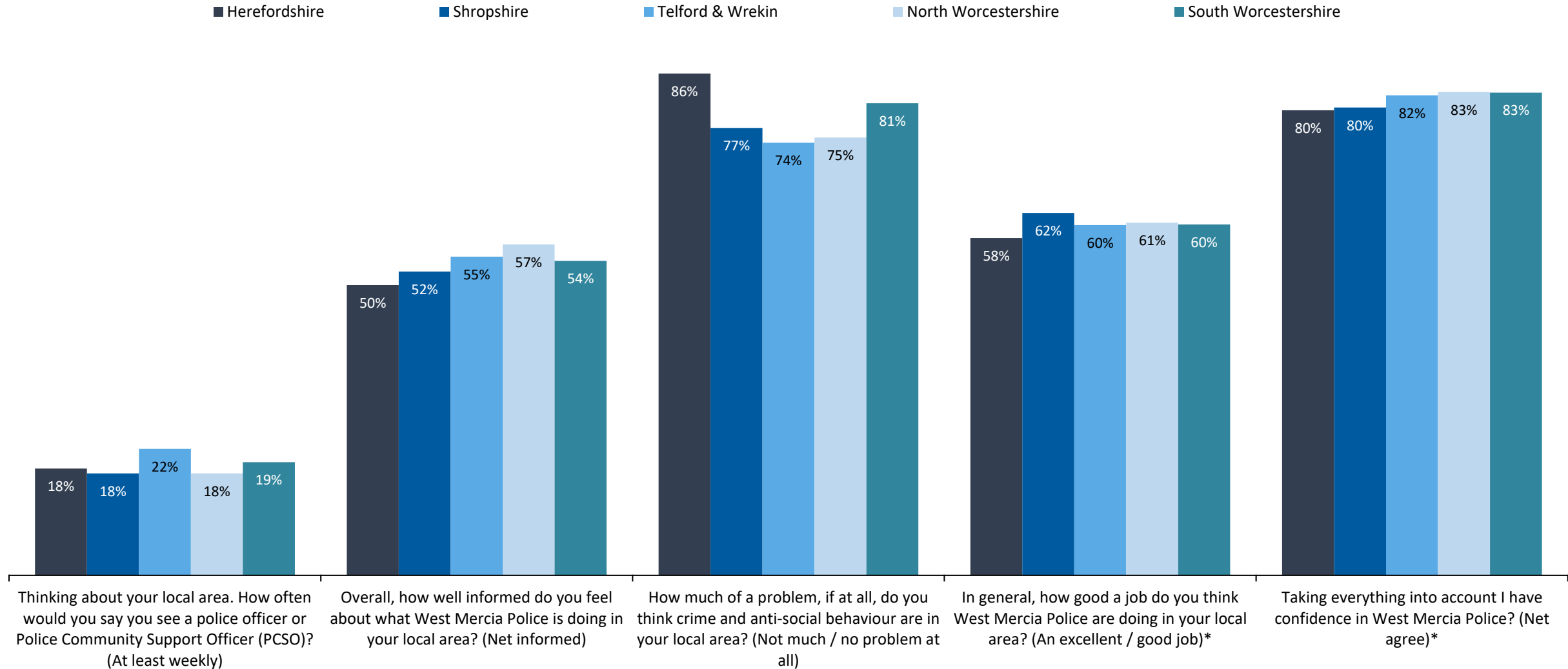


Section Seven

LPA & Victim Comparisons



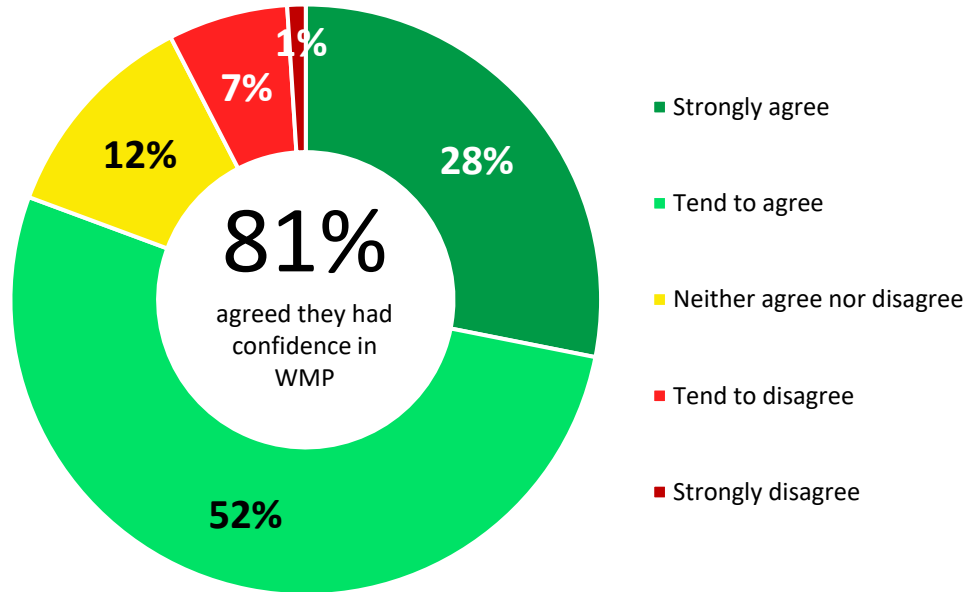
LPA Key Question Overview



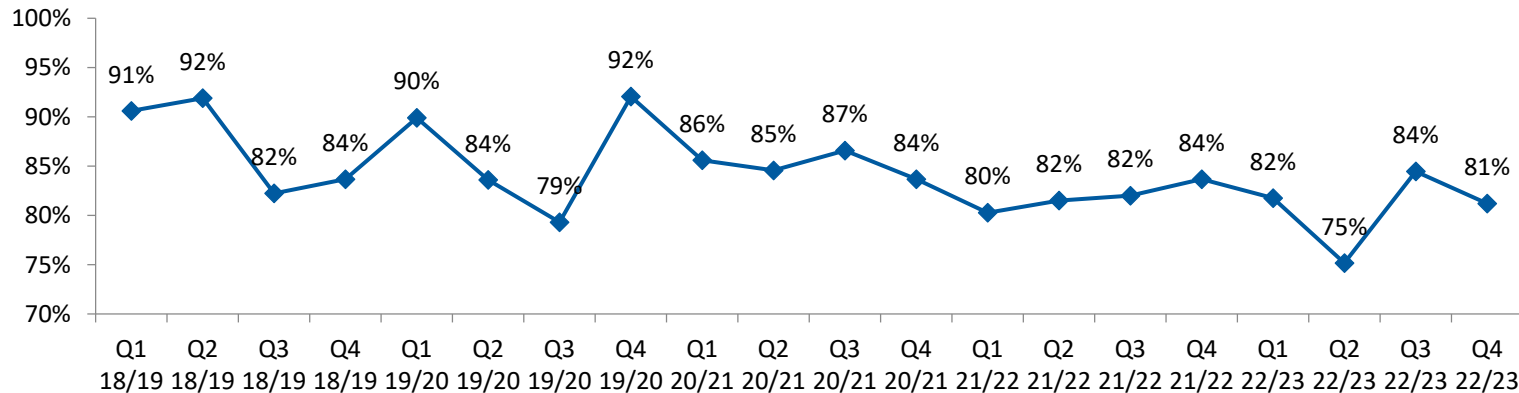
*Don't know option has been excluded from calculation to make question comparable to CSEW

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 (18% - joint with North Worcestershire and Shropshire)

Most satisfied with levels of policing in their local area (64%)

Least informed about what WMP are doing in their local area (50%)

Least likely to have been a victim of crime over the past year (10%)

Least likely to feel WMP understand issues in their community (71% - joint with Shropshire)

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

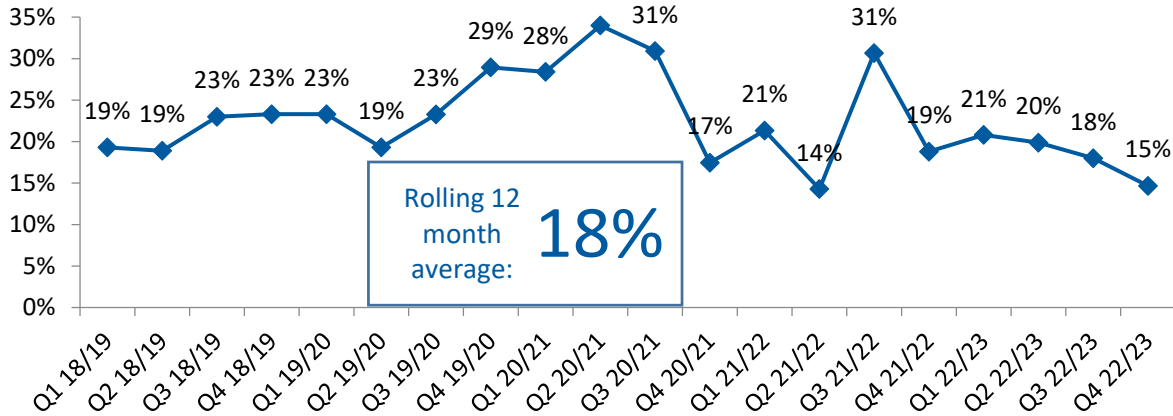
Least confident they would receive a good service from WMP (79%)

Least likely to feel the police were doing either an excellent or a good job in their local area (58%)

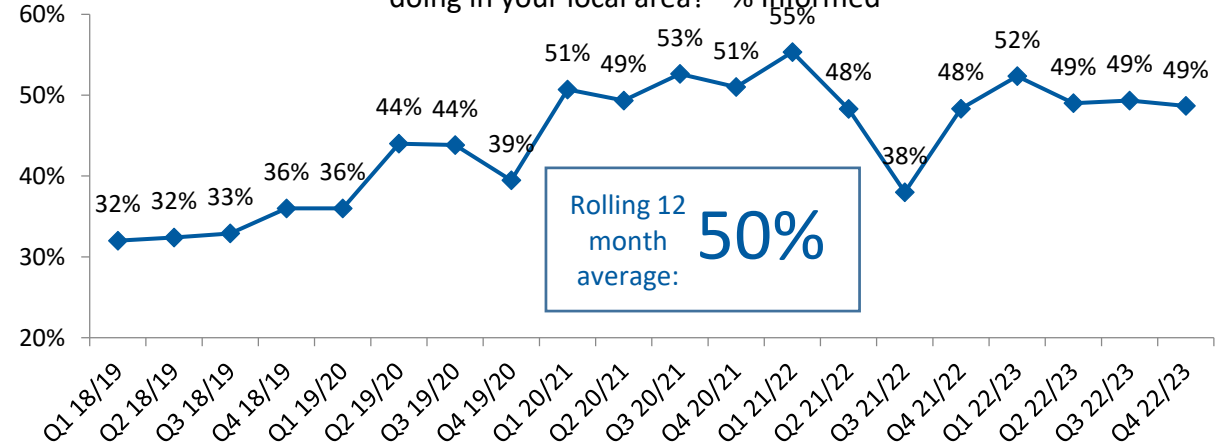
Least likely to have confidence in WMP (81% - joint with Shropshire)

LPA Key Findings - Herefordshire

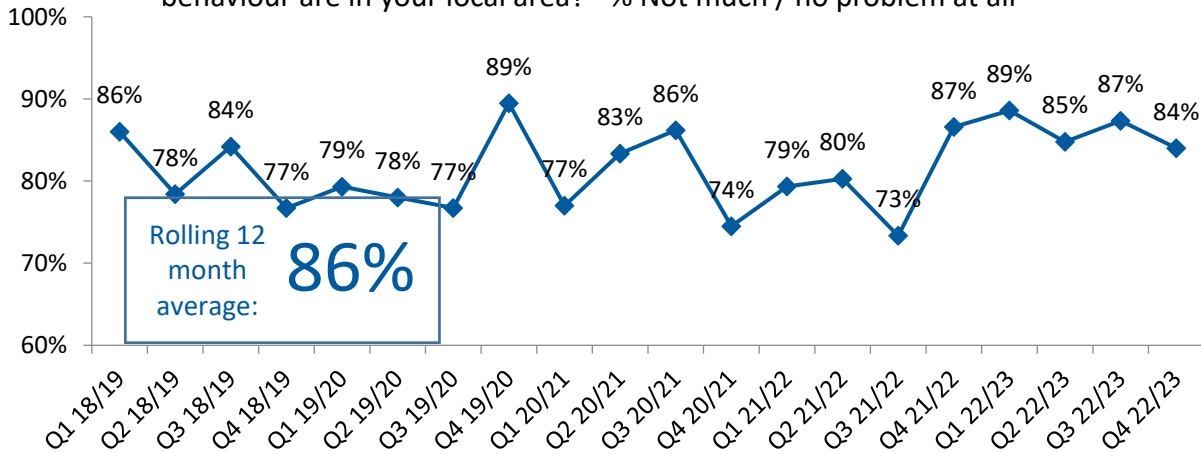
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



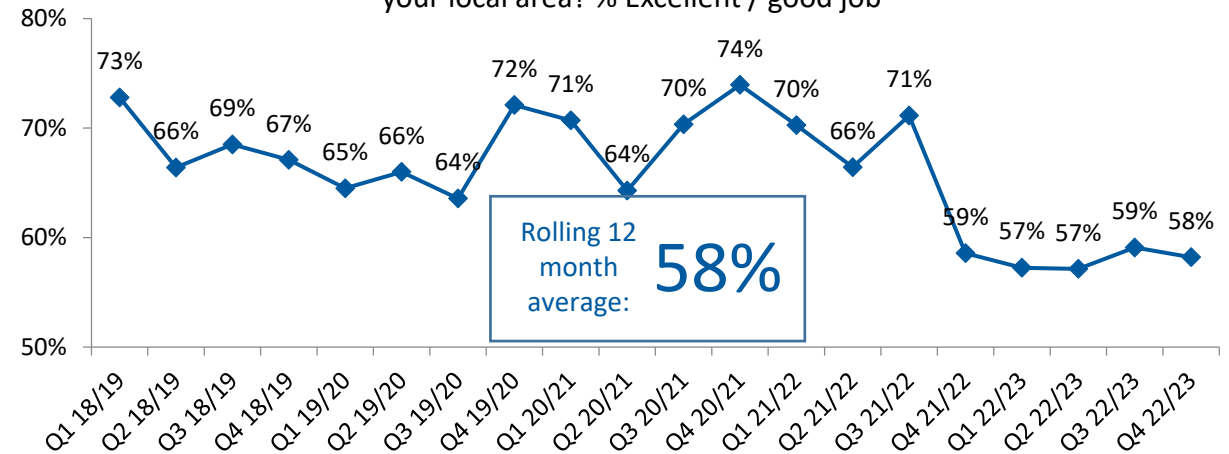
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



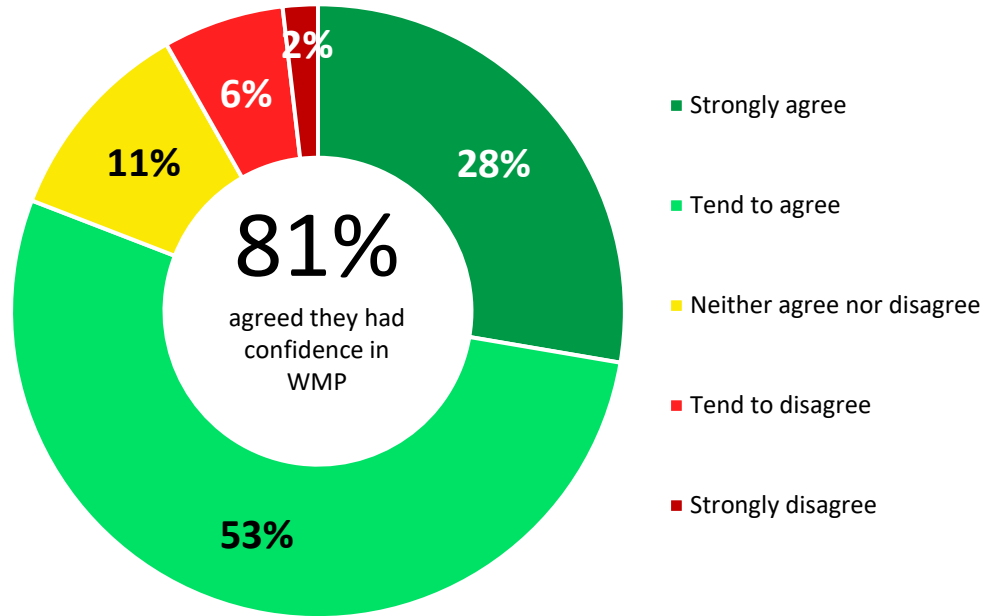
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



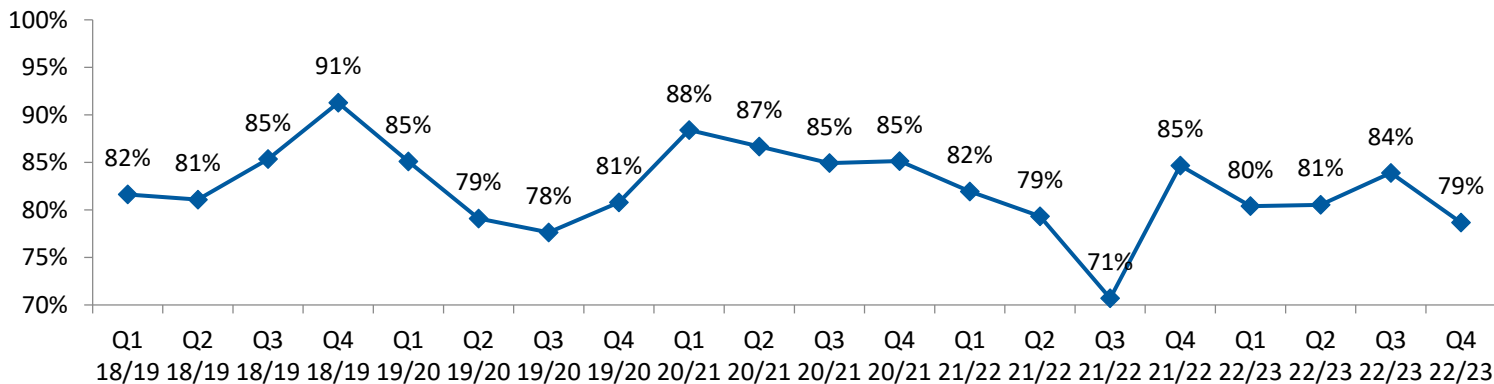
*Don't know option has been excluded from calculation to make question comparable to CSEW

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 (18% - joint with North Worcestershire and Herefordshire)

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

Least confident they could access the police in both an emergency (88% - joint with Herefordshire and South Worcestershire) and in a non-emergency (68%)

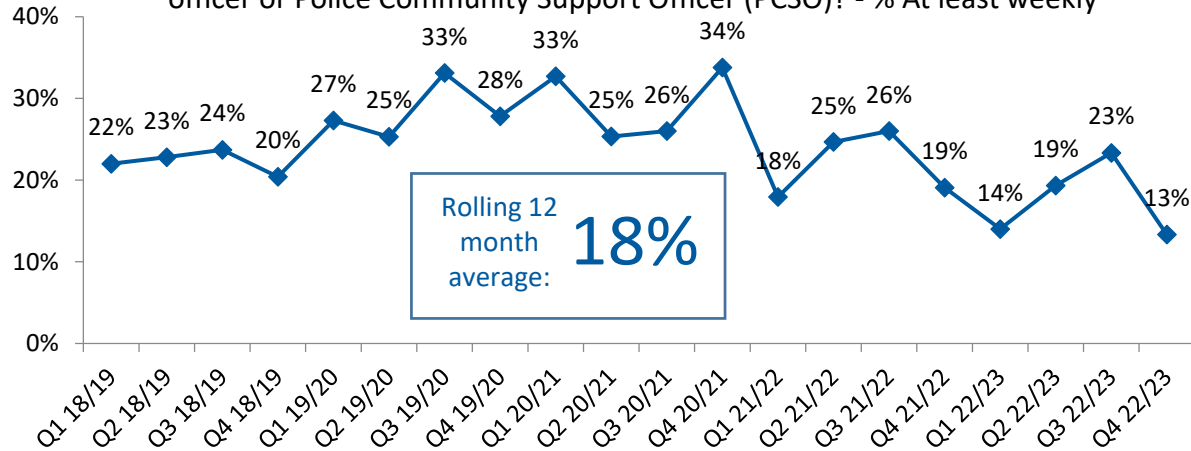
Least likely to feel WMP understands issues in their community (71% - joint with Herefordshire)

Most likely to feel the police were doing either an excellent or good job (62%)

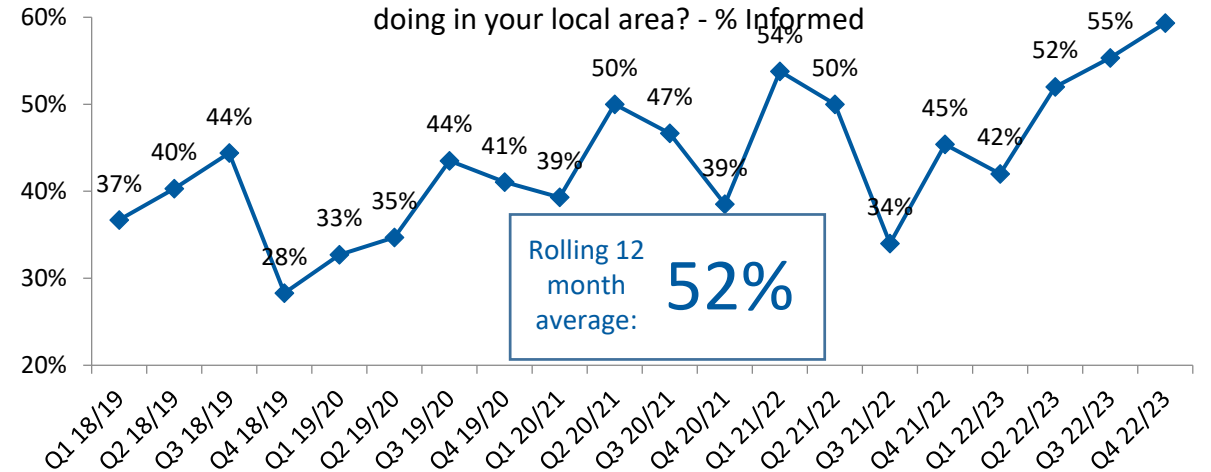
Least likely to have confidence in WMP (81% - joint with Herefordshire)

LPA Key Findings - Shropshire

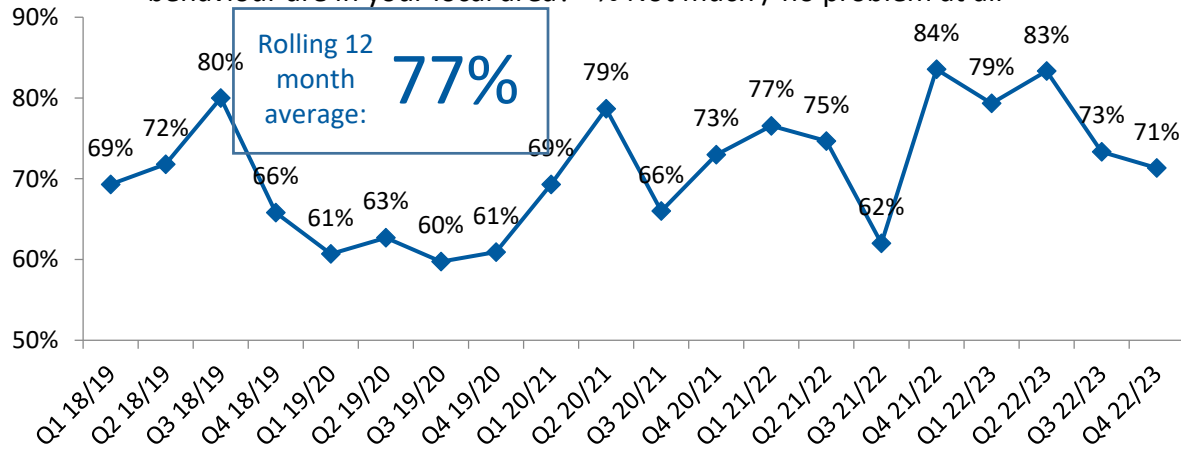
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



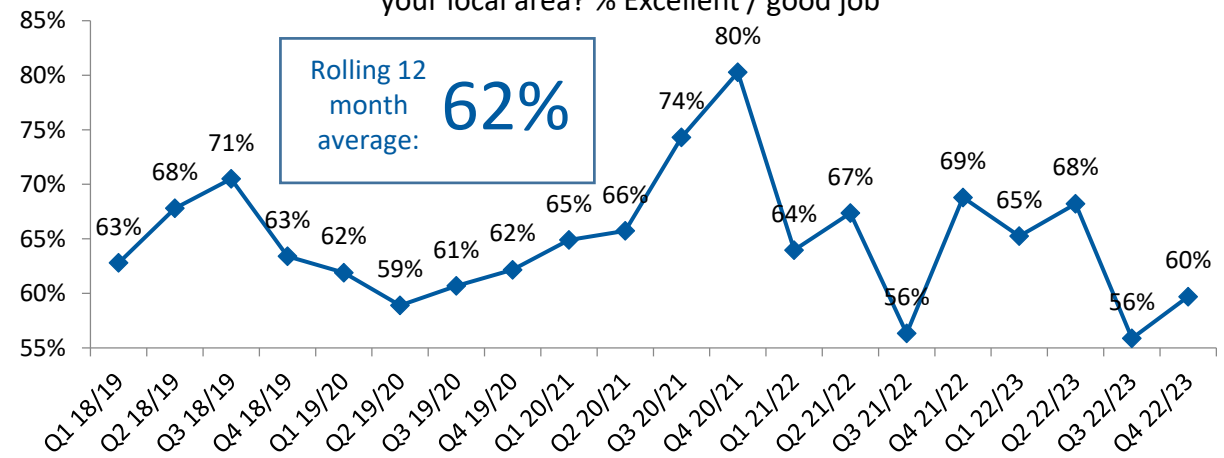
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



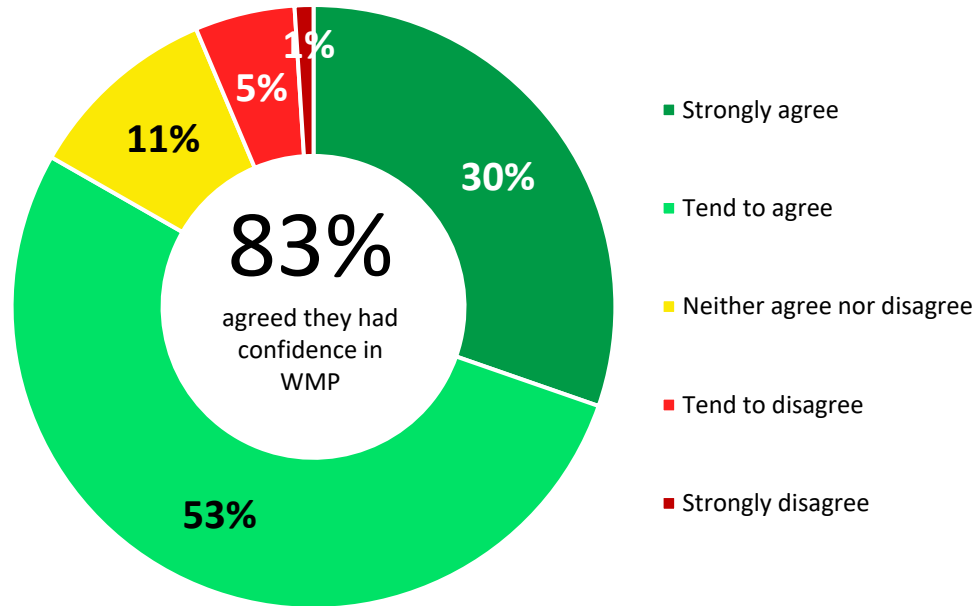
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



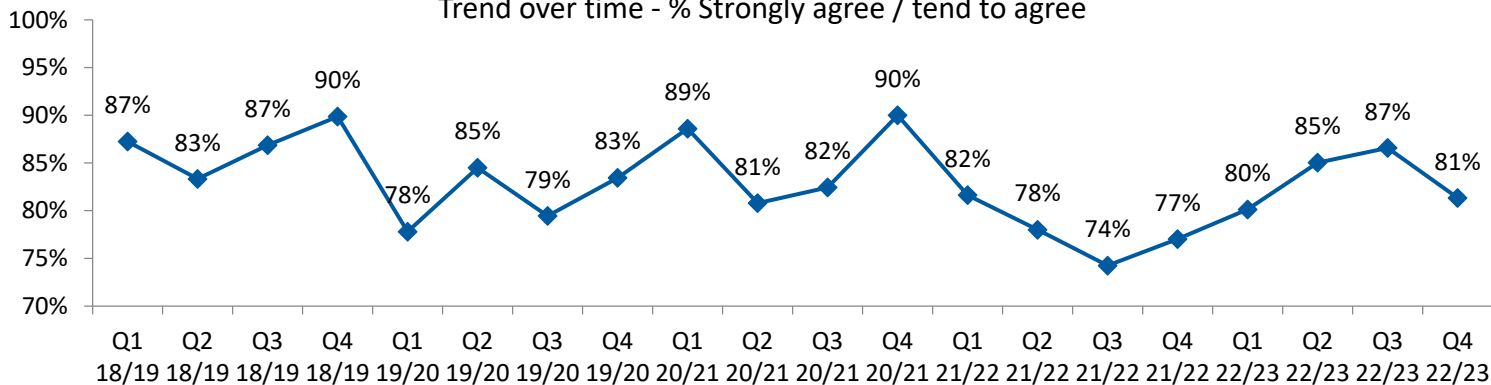
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Telford & Wrekin

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



Trend over time - % Strongly agree / tend to agree



Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least weekly (22%)

Most confident they could access the police an emergency (91%)

Most likely to think that crime and ASB was a problem in their local area

Most confident that WMP use their stop and search powers fairly and respectfully (64%)

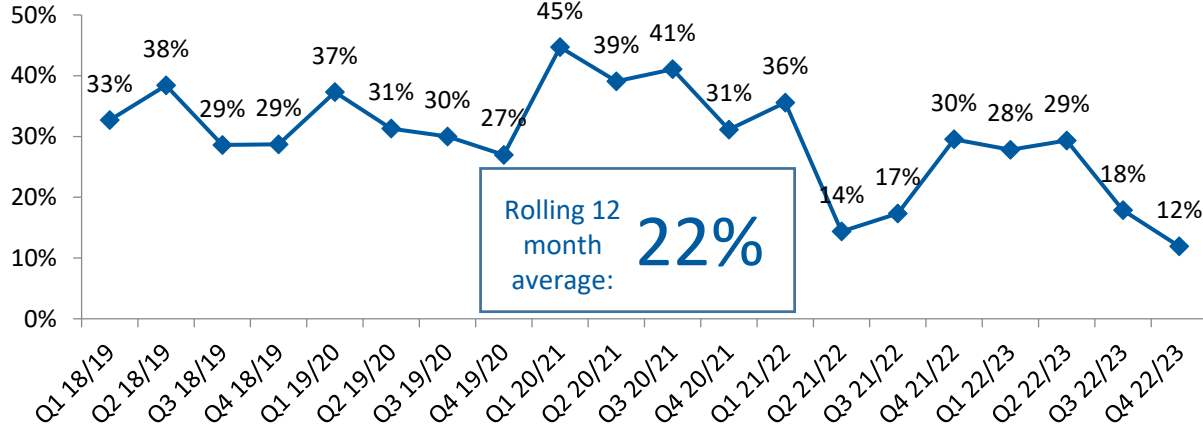
Most confident they would receive a good service from WMP (83%)

Least awareness of the PCC (12%)

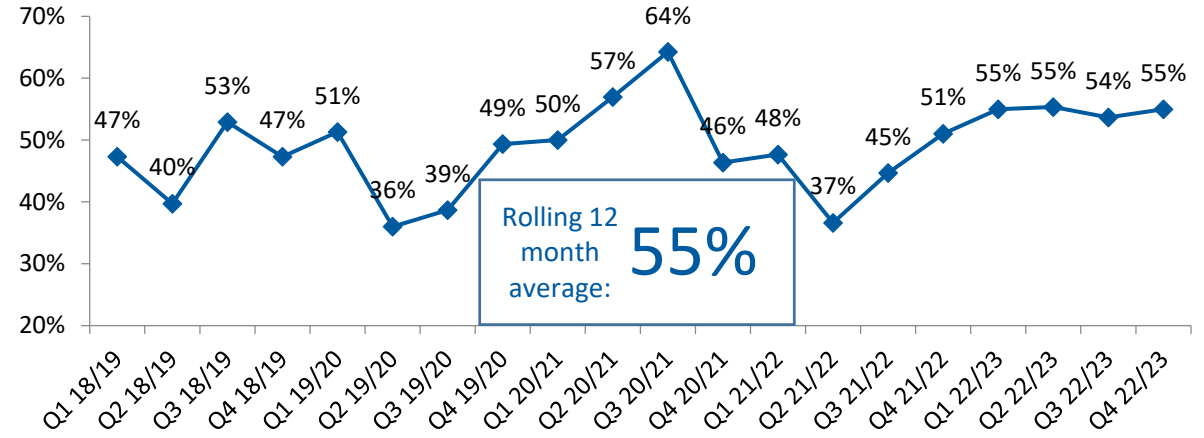
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Telford & Wrekin

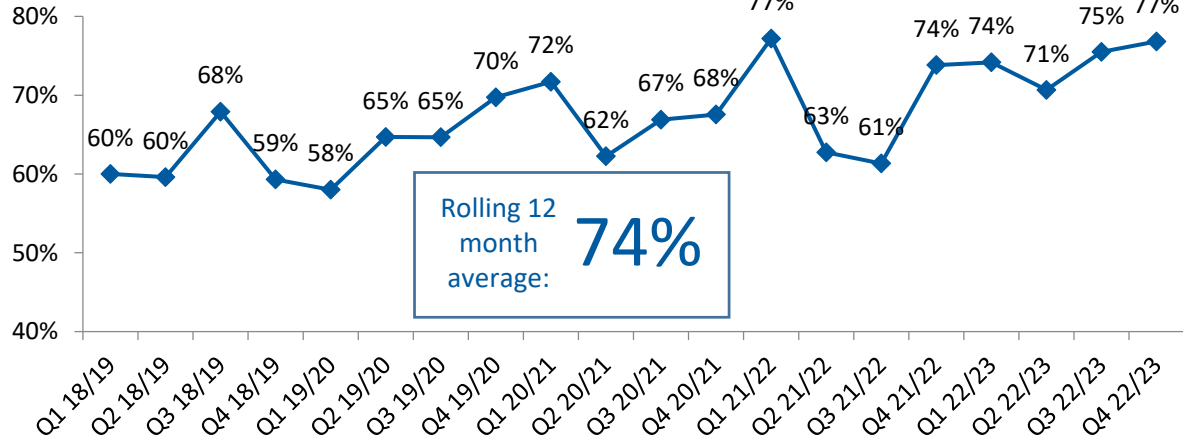
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



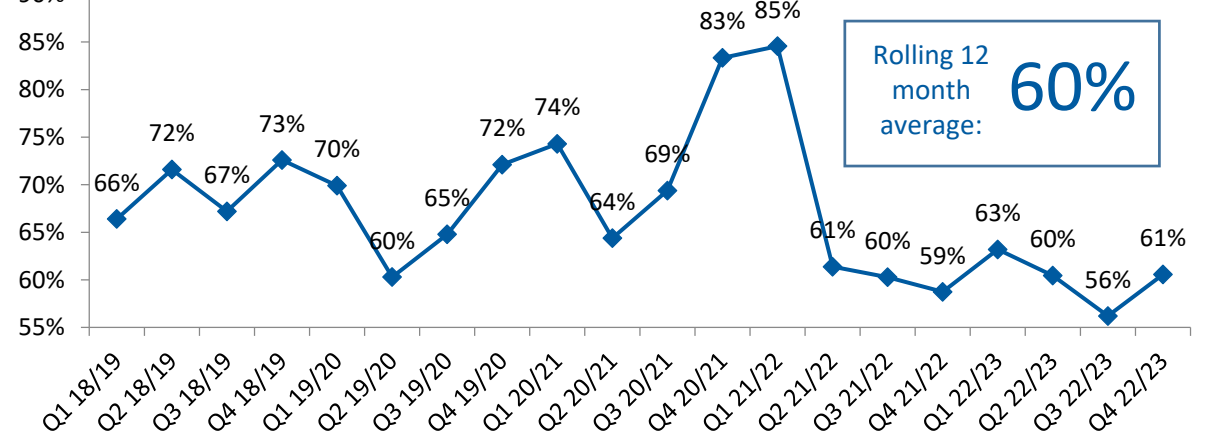
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



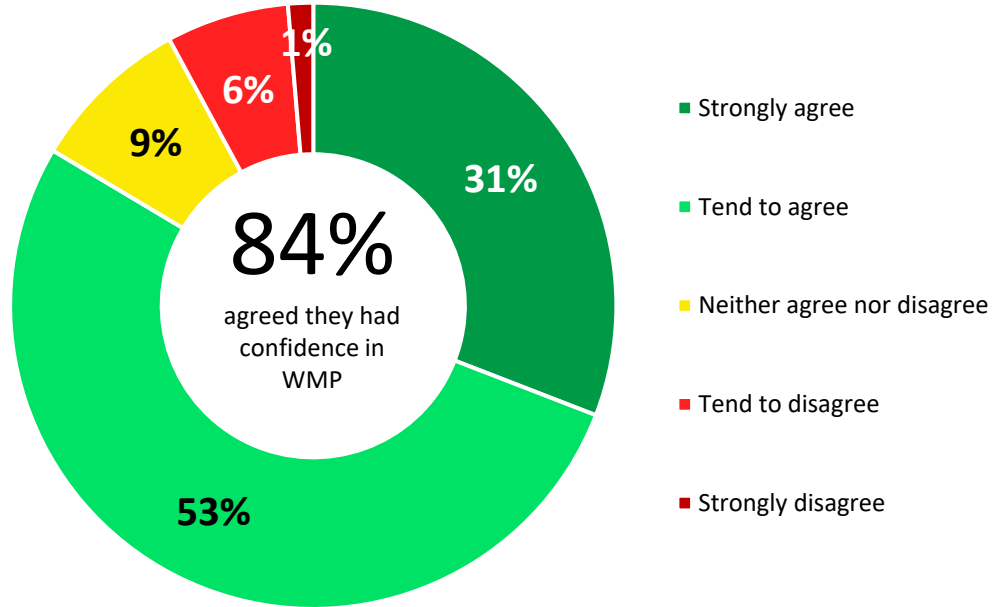
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



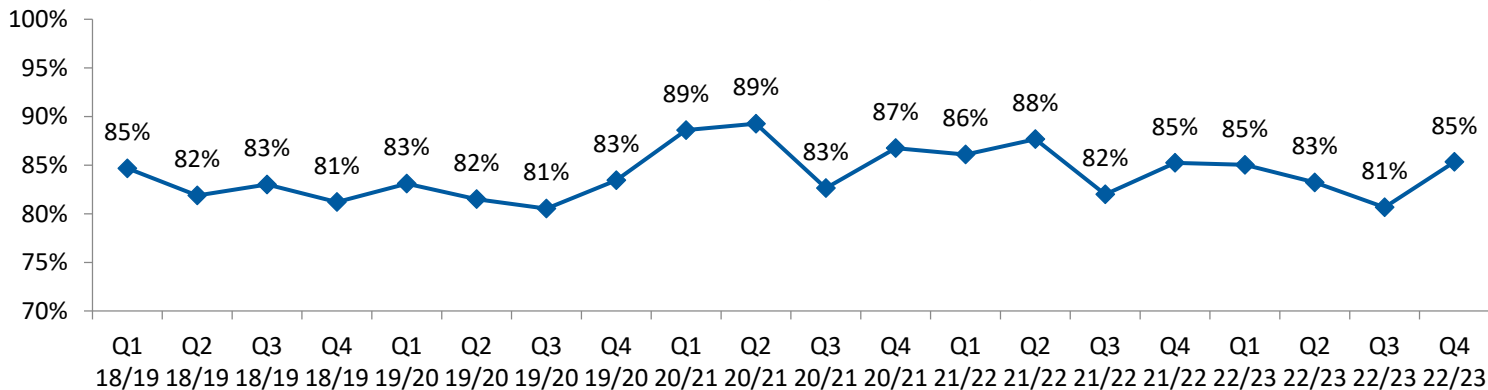
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - North Worcestershire

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



Trend over time - % Strongly agree / tend to agree



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



Key Findings Compared With Other NPTs

Most likely to have spoken to an officer or PCSO from their local policing team (14%)

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

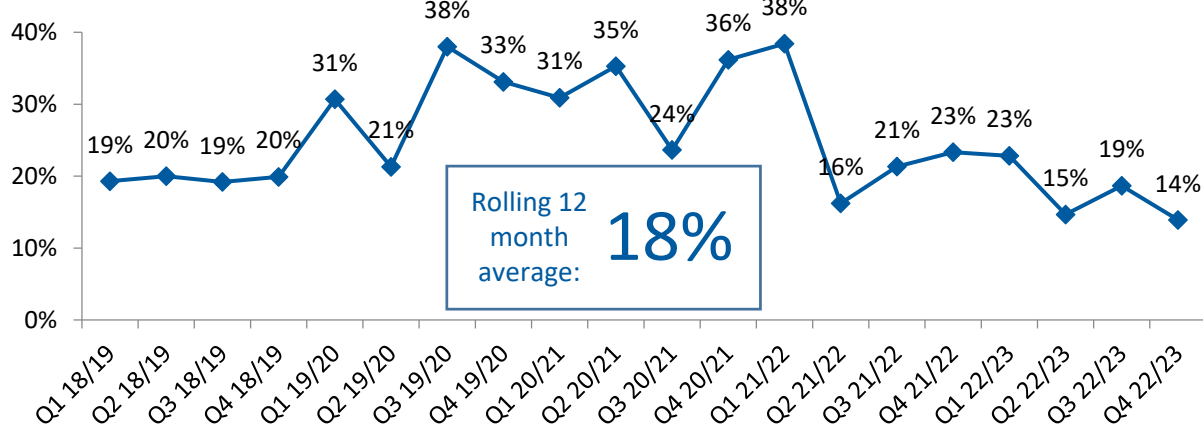
Most informed about what WMP are doing (57%)

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

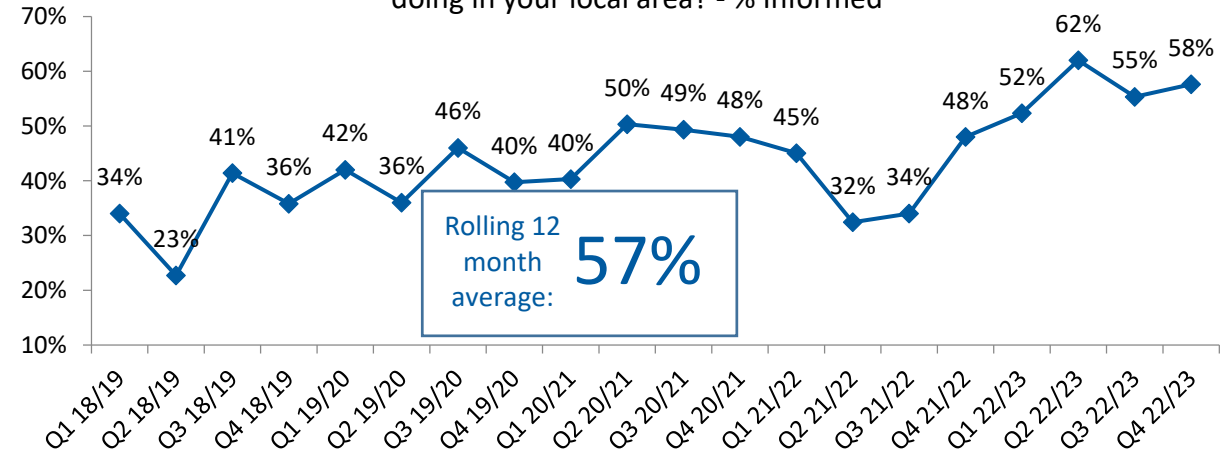
Most likely to have confidence in WMP (84%)

LPA Key Findings - North Worcestershire

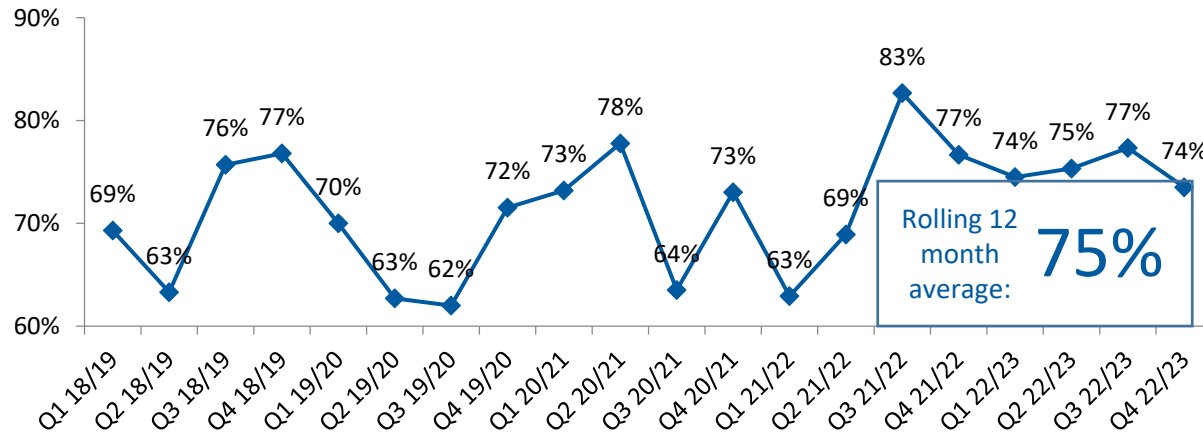
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



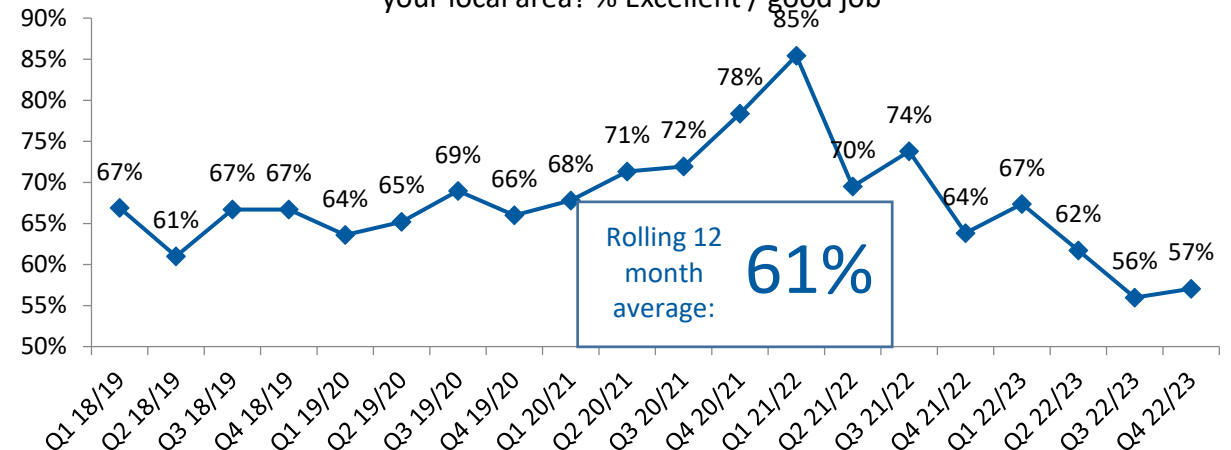
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



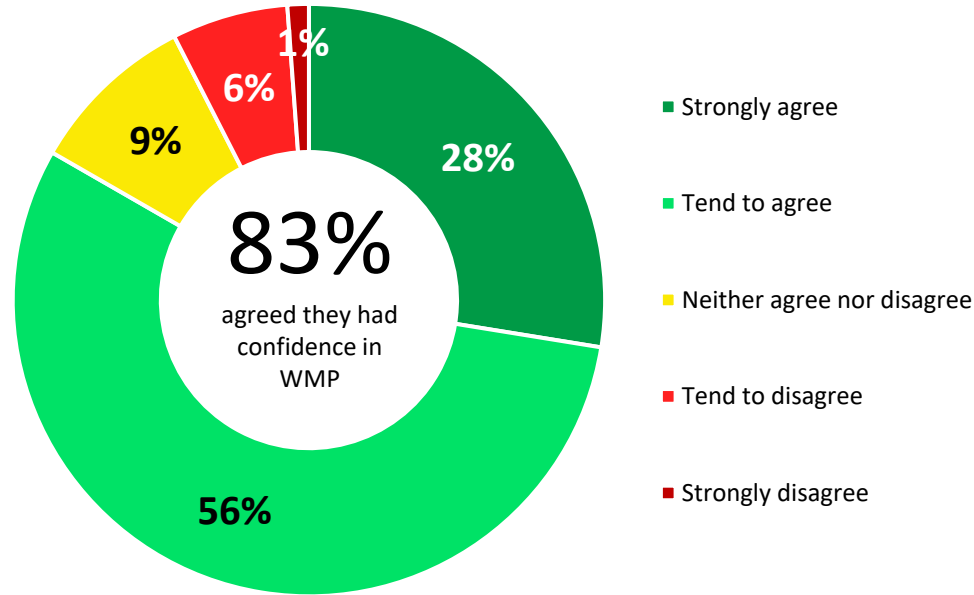
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



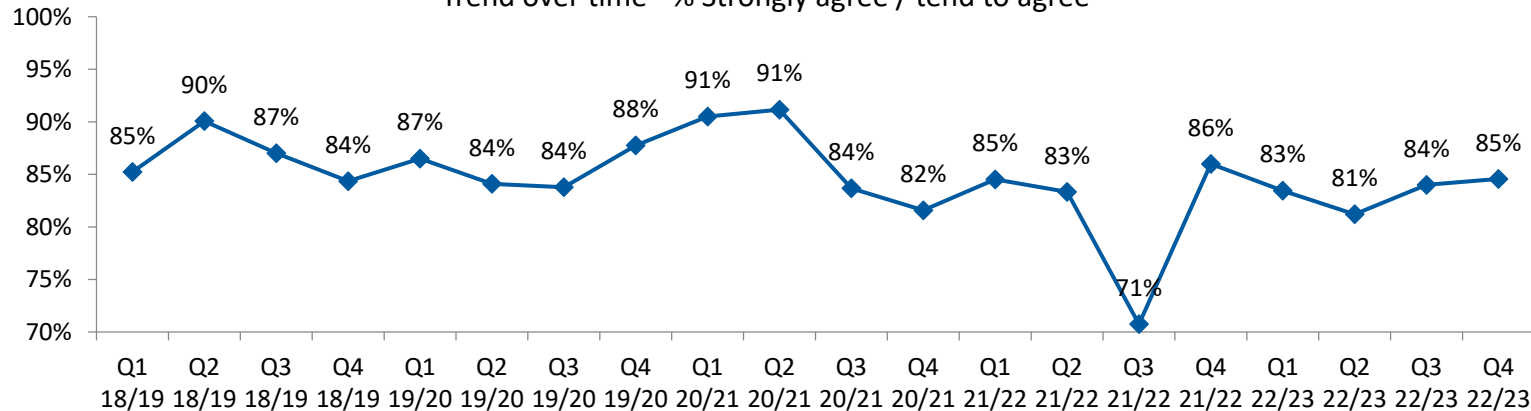
*Don't know option has been excluded from calculation to make question comparable to CSEW

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 satisfied with the levels of policing in their local area (59% - joint with Shropshire and North Worcestershire)

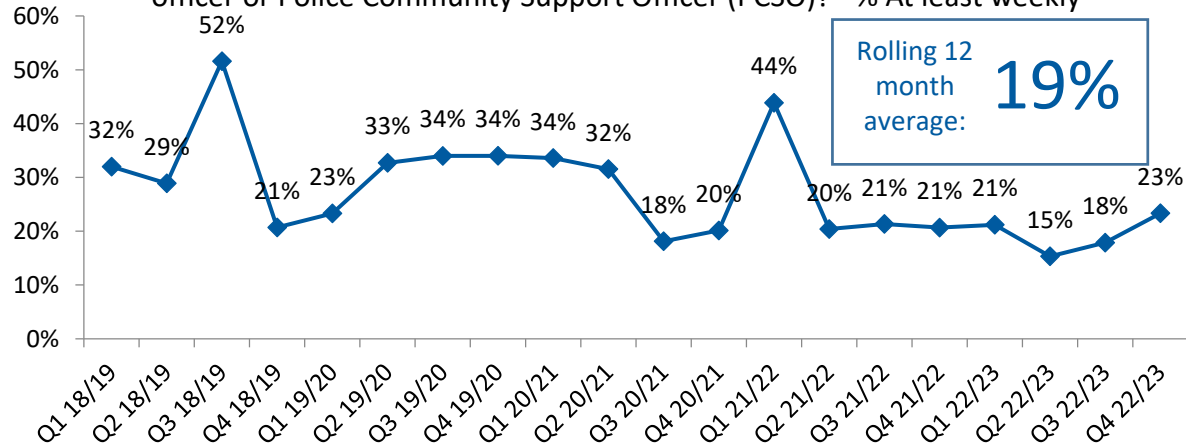
Least likely to have spoken to an officer or PCSO from their local policing team (11%)

Most confident they could access the police a non-emergency (72%)

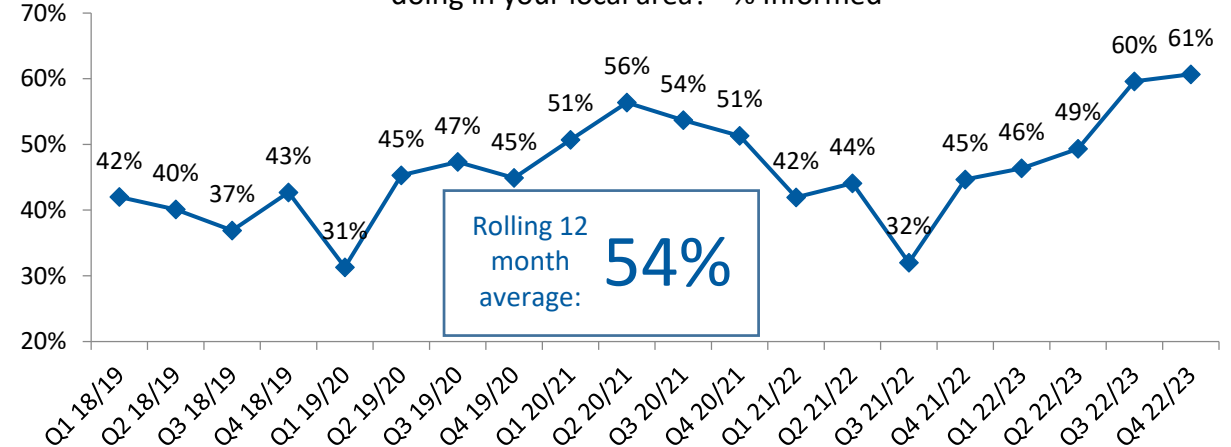
Most confident that WMP understands the issues in their community (77%)

LPA Key Findings - South Worcestershire

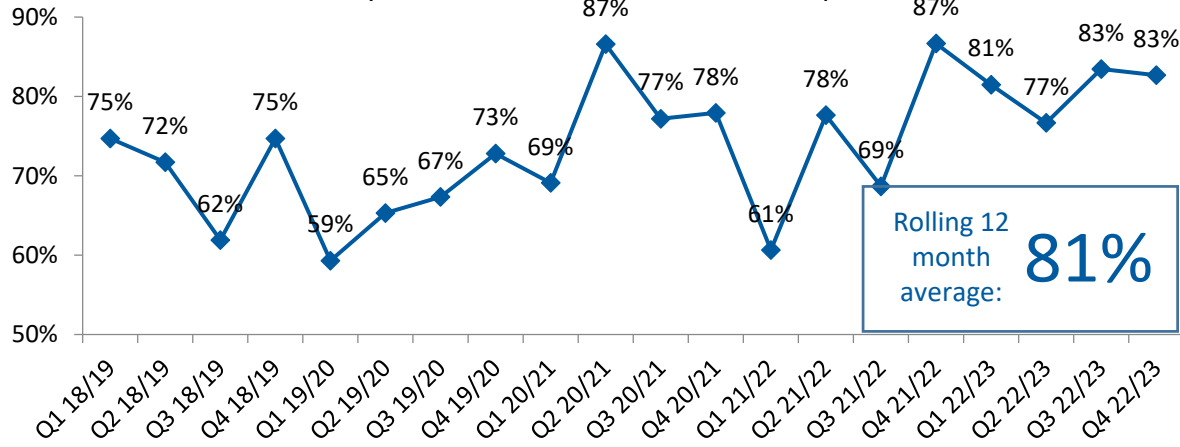
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



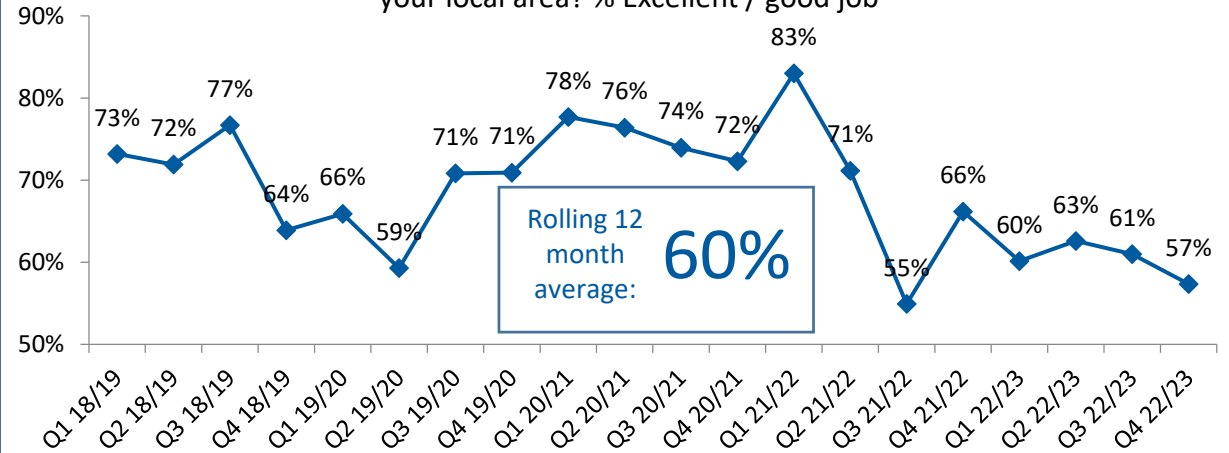
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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

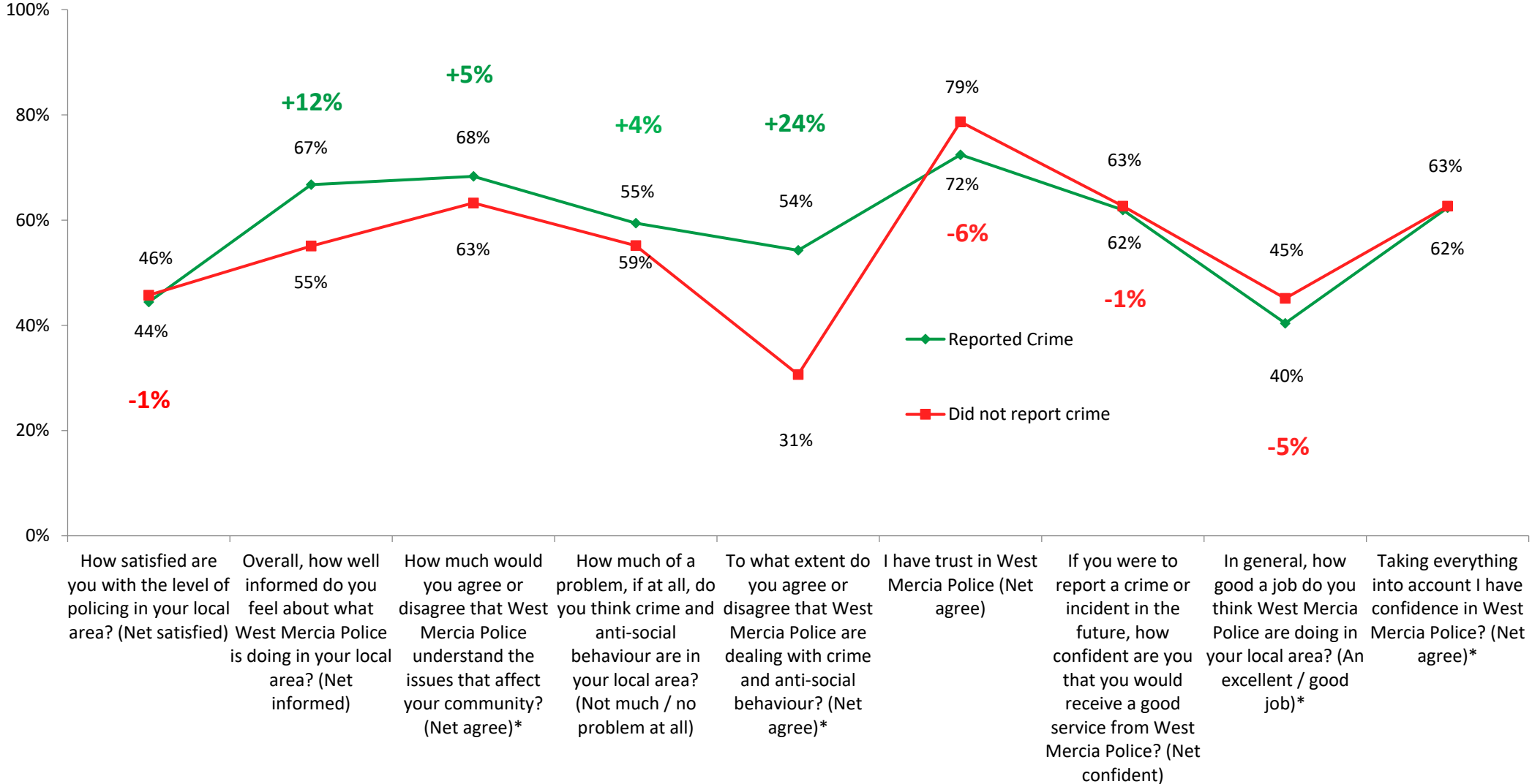


In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



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

Victim of Crime Comparisons



Key Insights

For four 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