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Public Views and Perceptions of Policing in West Mercia

2023/24 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 2023 – December 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

- More than 8 in every 10 agree they have confidence in West Mercia Police (82%); the same proportion say they are confident they would receive a good service from the force (82%).
- Three-fifths (63%) say that West Mercia Police are doing either a good or excellent job.

Visibility

- A fifth of residents (18%) report that they see an officer or PCSO at least once a week and three-fifths (63%) are satisfied with the levels of policing in their local area.
- The majority (79%) feel there has been no change in the level of policing; a tenth (9%) say there has been a decrease and fewer (6%) believe there has been an increase.
- A tenth (10%) have spoken to an officer or PCSO from their local policing team in the past 12 months.

Interaction / Access

- Almost nine-tenths (89%) are confident that they could access WMP in an emergency with fewer (70%) confident they could do so in a non-emergency.
- The majority (78%) continue to say they would prefer to contact West Mercia Police by telephone for a non-emergency issue.
- More than half find out about crime and policing issues from the media in general (56%) or from social media (54%), Half (50%) are informed about what WMP is doing in their local area.

Effectiveness

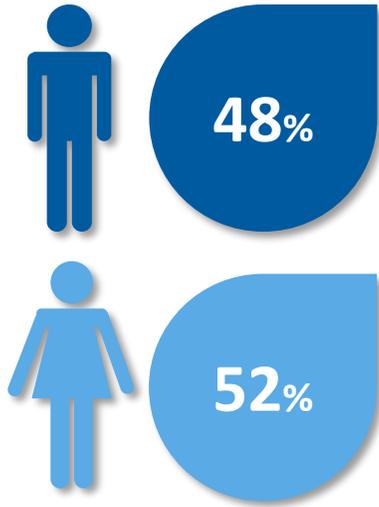
- Almost three-quarters (71%) agree WMP understand the issues in their community; around a quarter (24%) say that they crime and ASB is a problem in their area.
- Three-quarters (76%) say that crime and ASB had remained the same compared to 12 months ago; more than a tenth (14%) report an increase. More than three-quarters (77%) agree that WMP are dealing with crime and ASB.

Trust / integrity

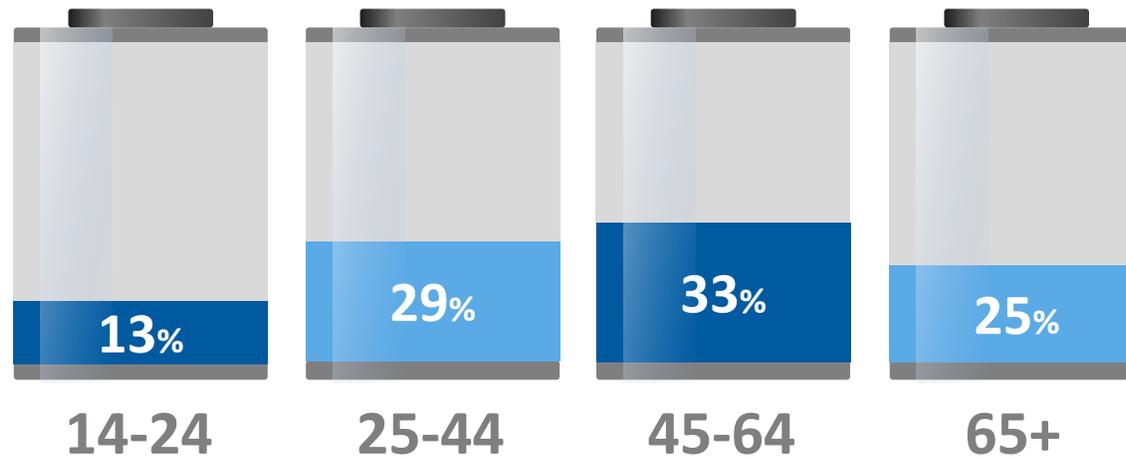
- The vast majority (93%) continue to say that WMP has their support, and they have trust in the force (88%). More than 8 in every 10 said that WMP act with integrity (84%), and agree they treat everyone fairly, regardless of who they are (89%). Three-quarters agree WMP use their powers appropriately (78%), take people's concerns seriously (77%) and can be relied to be there when you need them (73%).
- Nearly two-thirds (65%) are confident West Mercia Police use their stop and search power fairly and respectfully. A small percentage disagree with this statement (2%).

Respondent Breakdown

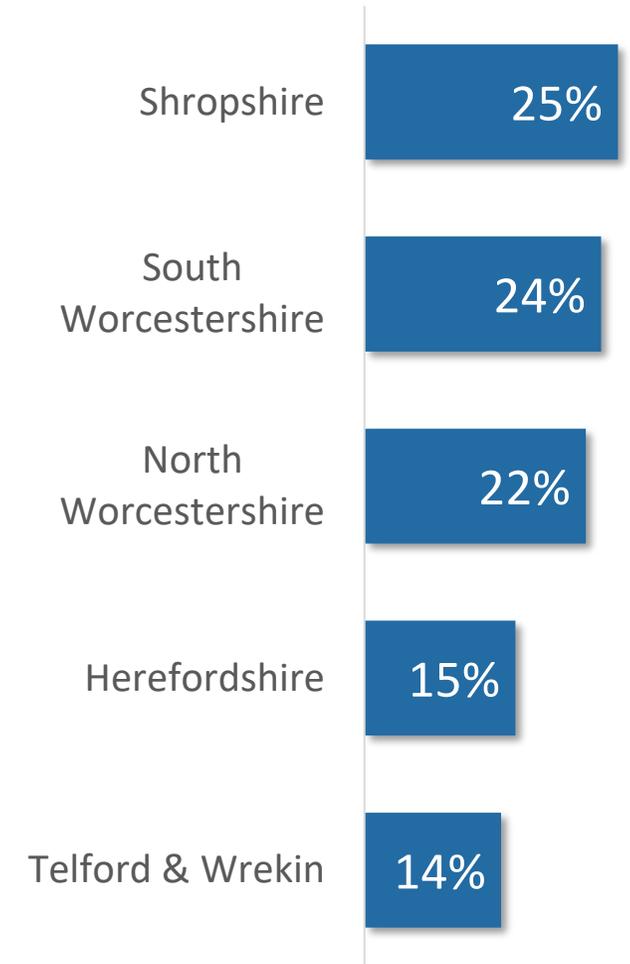
Gender



Age



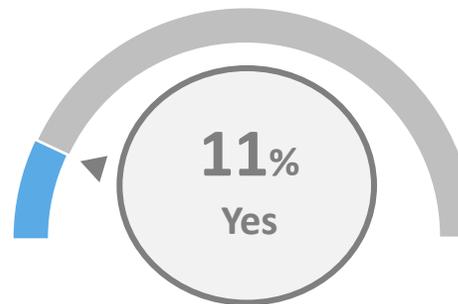
LPA



Ethnic Group



Disability





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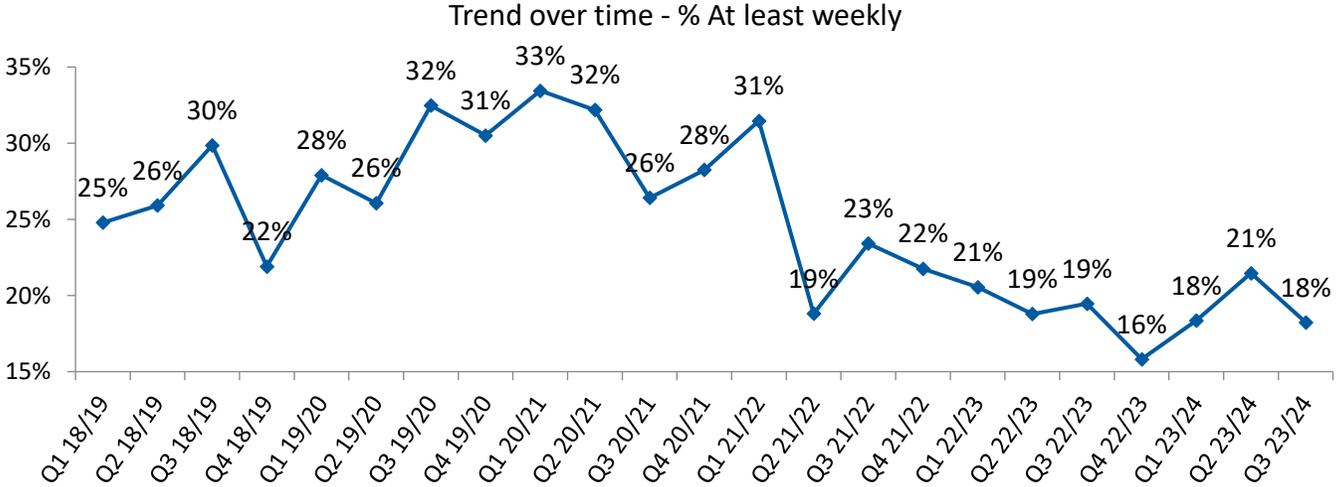
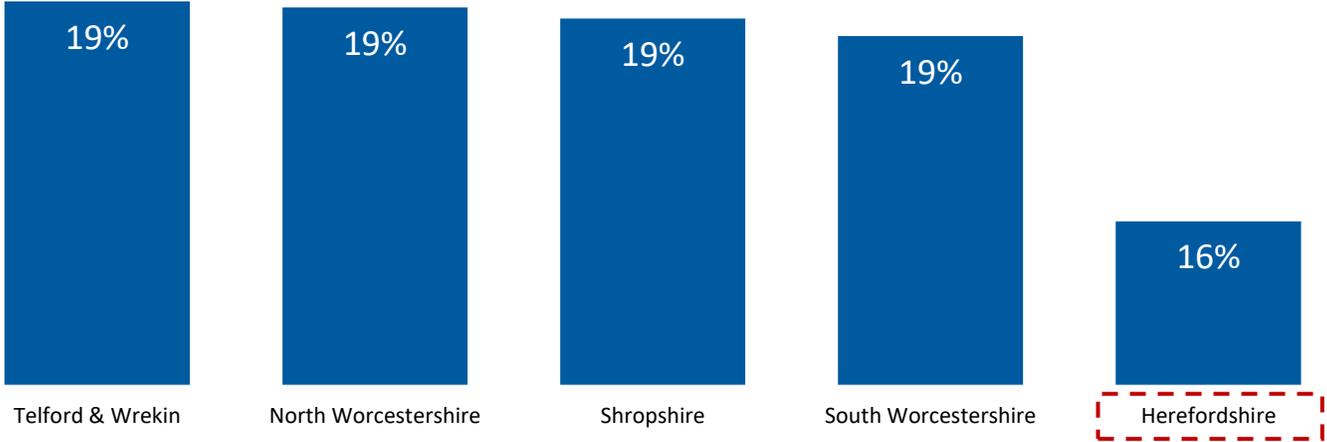
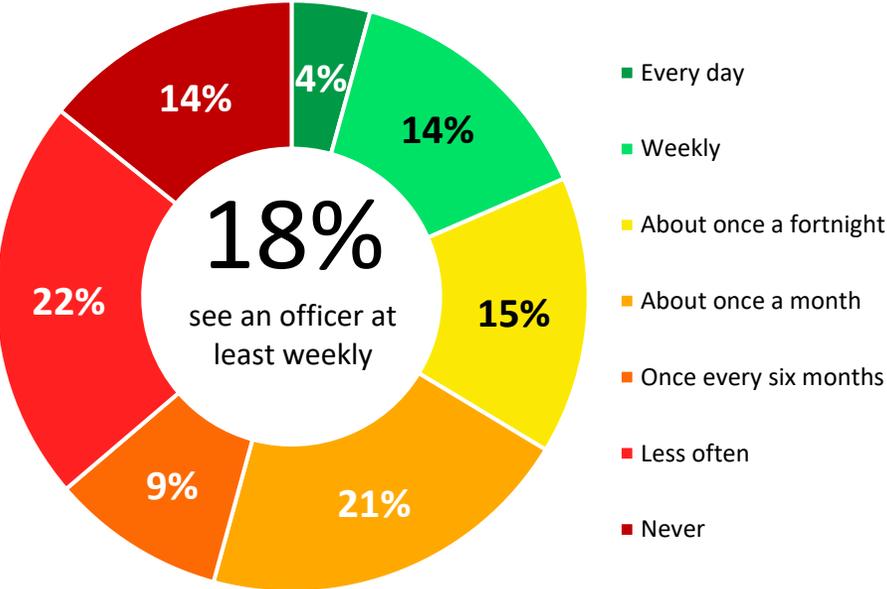
Section Two

Visibility / Presence



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

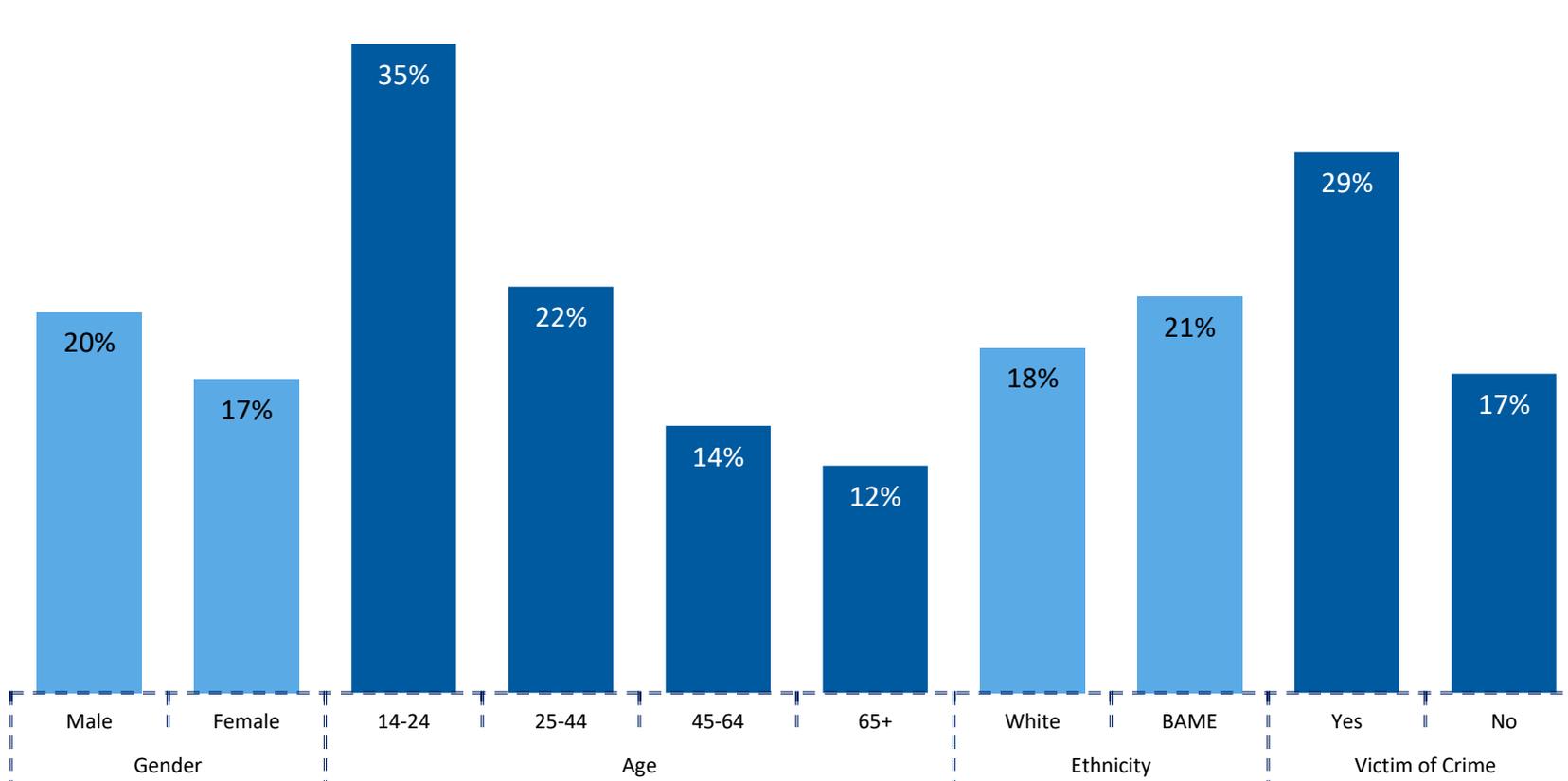
LPA Comparisons - % seeing a police officer or PCSO at least weekly



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



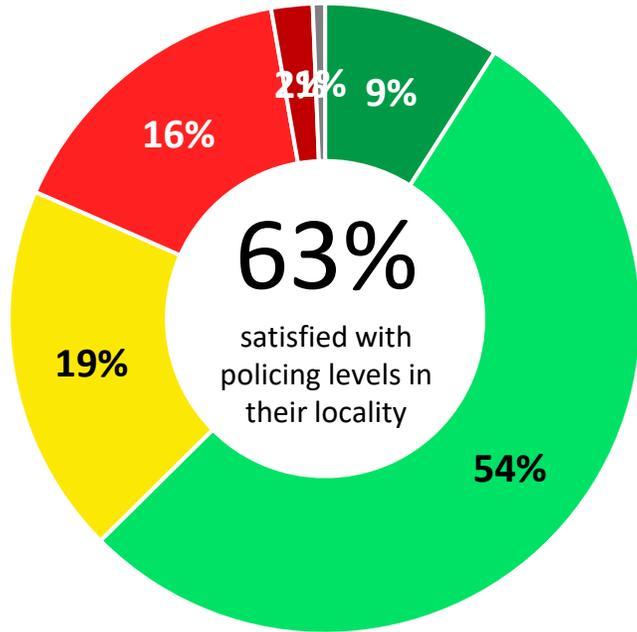
Key Insights

Those residing in Herefordshire least likely to see an officer or PCSO at least weekly

Older residents are less likely to see officers or PCSOs on a weekly basis; more than a third of young people see officers at least weekly

Victims of crime more likely than non-victims to see an officer or PCSO at least weekly

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

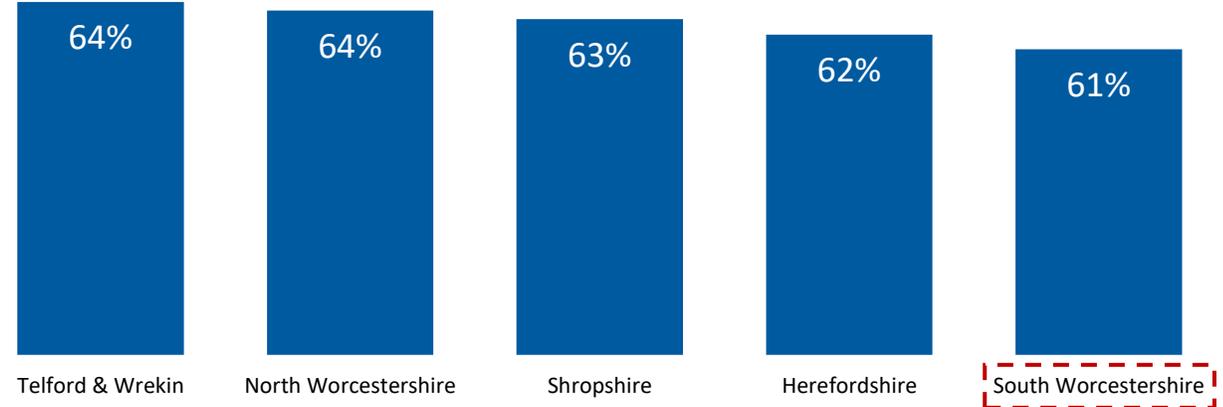


61%
PPPEW – Net Satisfied

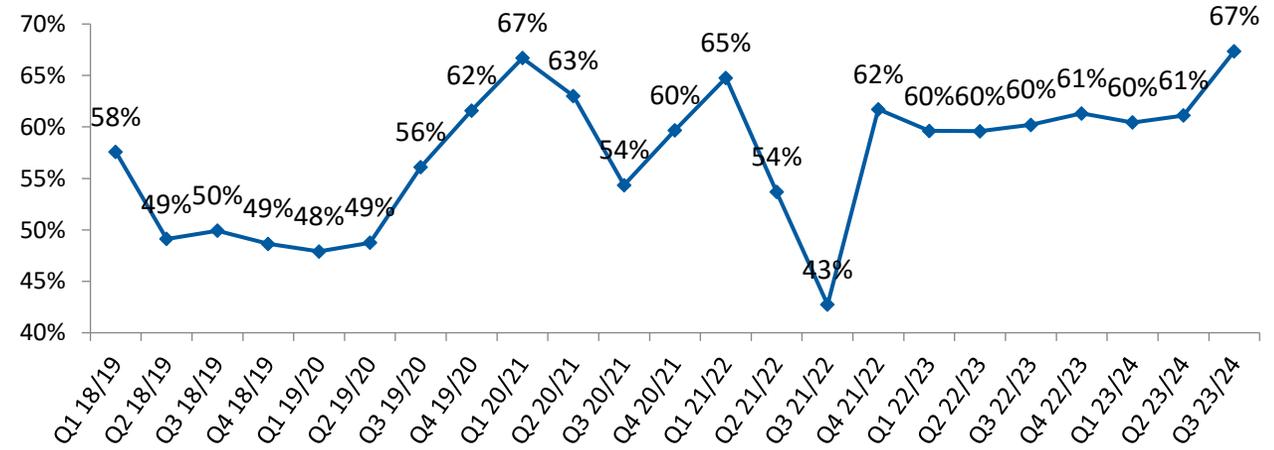
↑ 2%

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

LPA Comparisons - % very satisfied / satisfied



Trend over time - % Satisfied

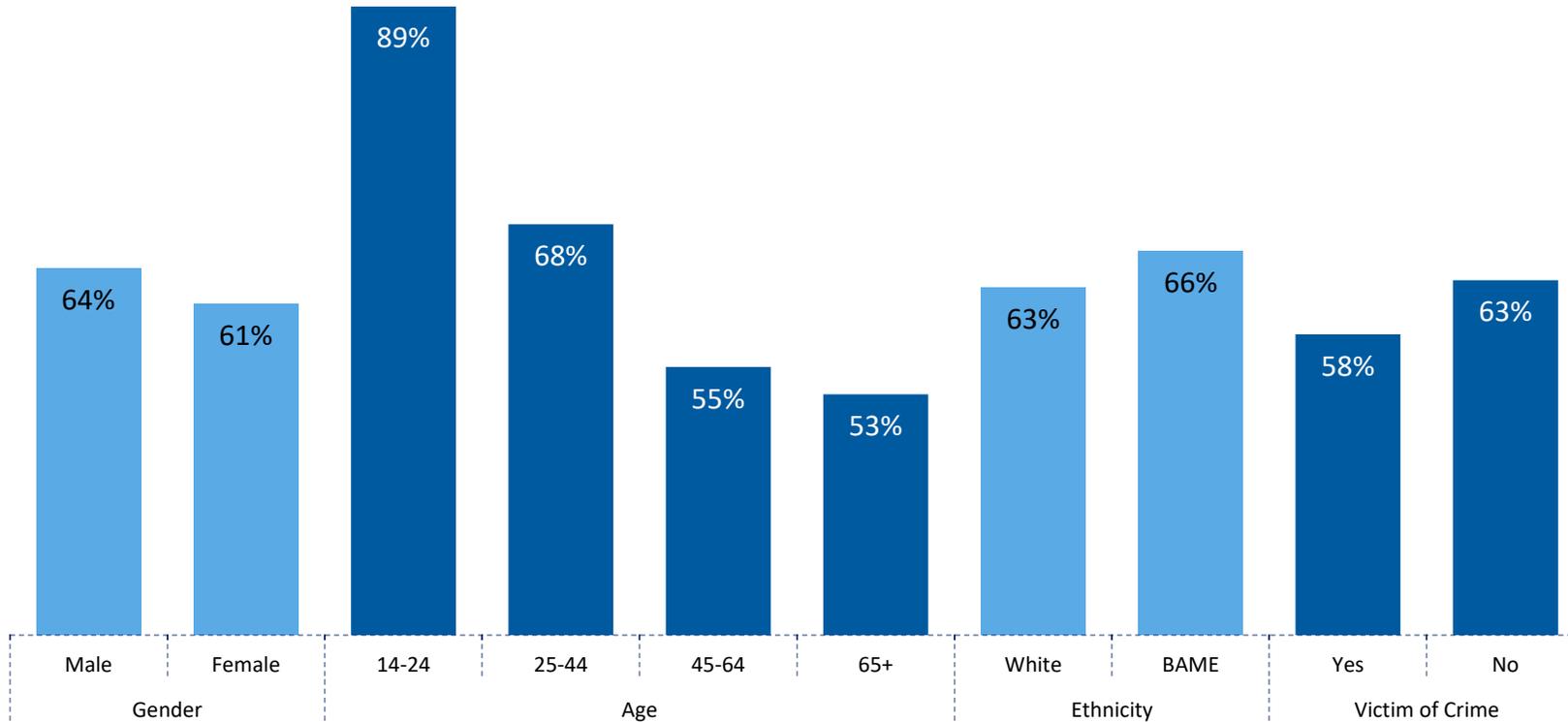


Q2 How satisfied are you with the level of policing in your local area?

PPPEW Question: How satisfied or dissatisfied are you with your local police force?

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

Demographic Comparisons - % very satisfied / satisfied



Key Insights

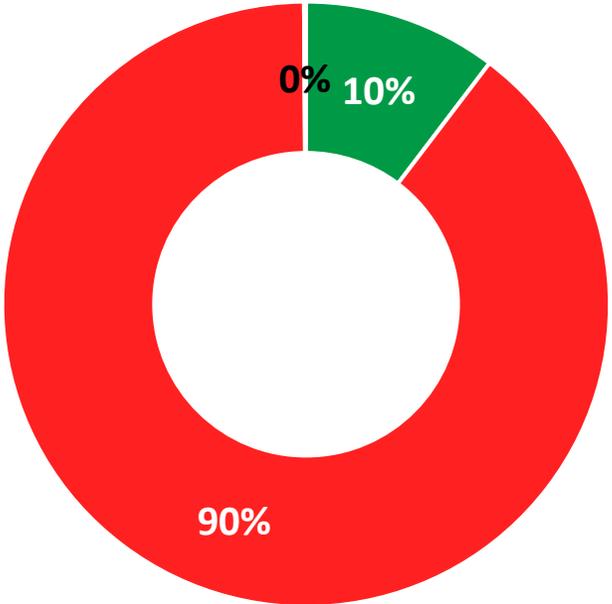
Young people, aged 14-24 most likely to be satisfied with policing levels in their local area. Those aged 45 or over are less likely to be satisfied

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

Residents in South Worcestershire least likely to be satisfied

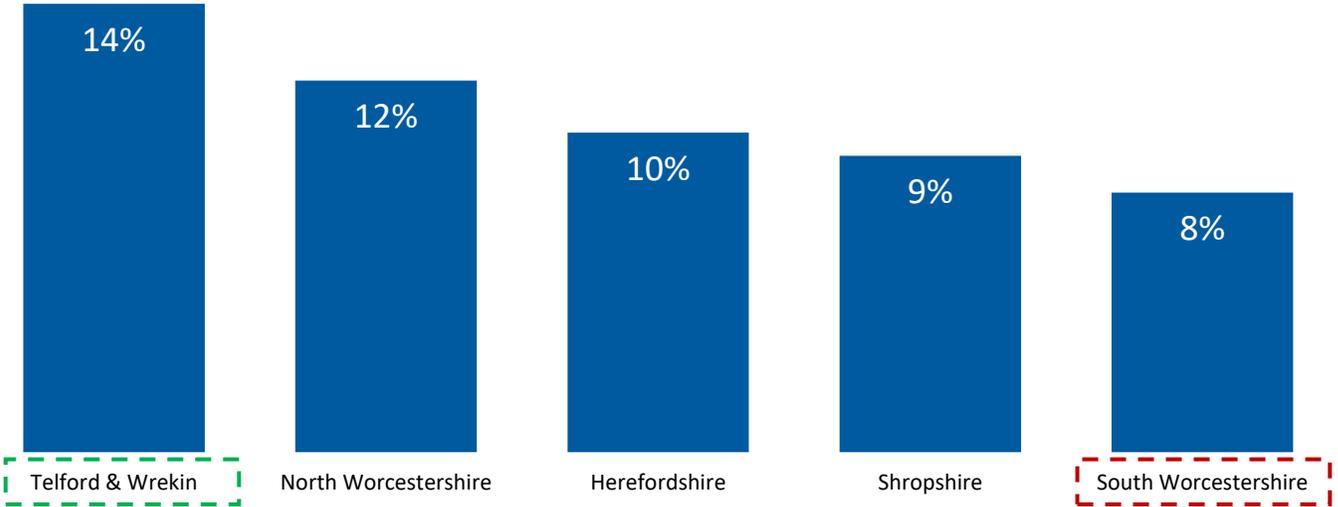
Victims of crime less likely to be satisfied with policing levels compared to non-victims

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

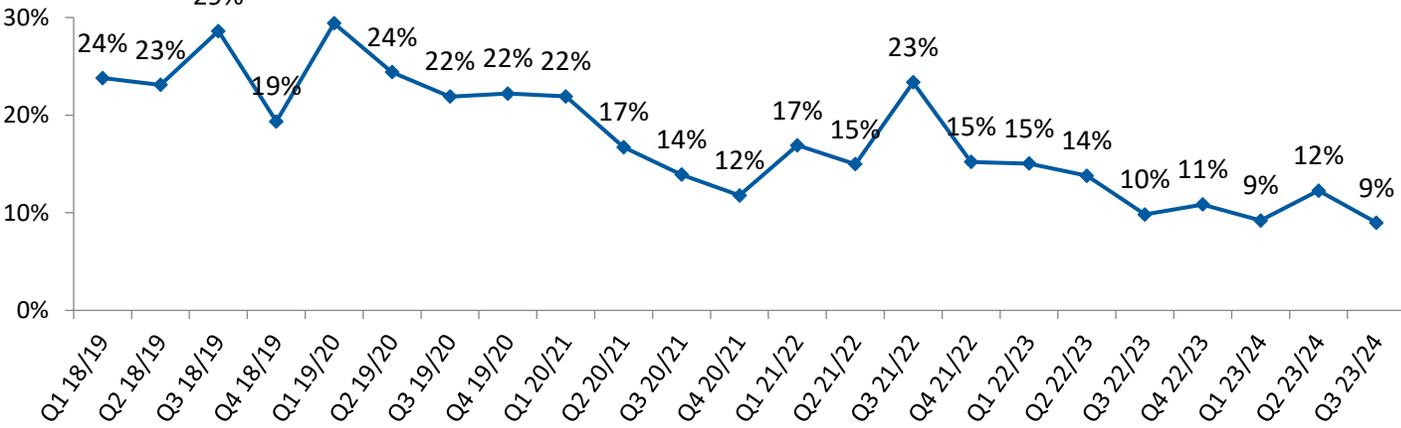


- Yes
- No
- Don't know / not sure

LPA Comparisons - % Yes



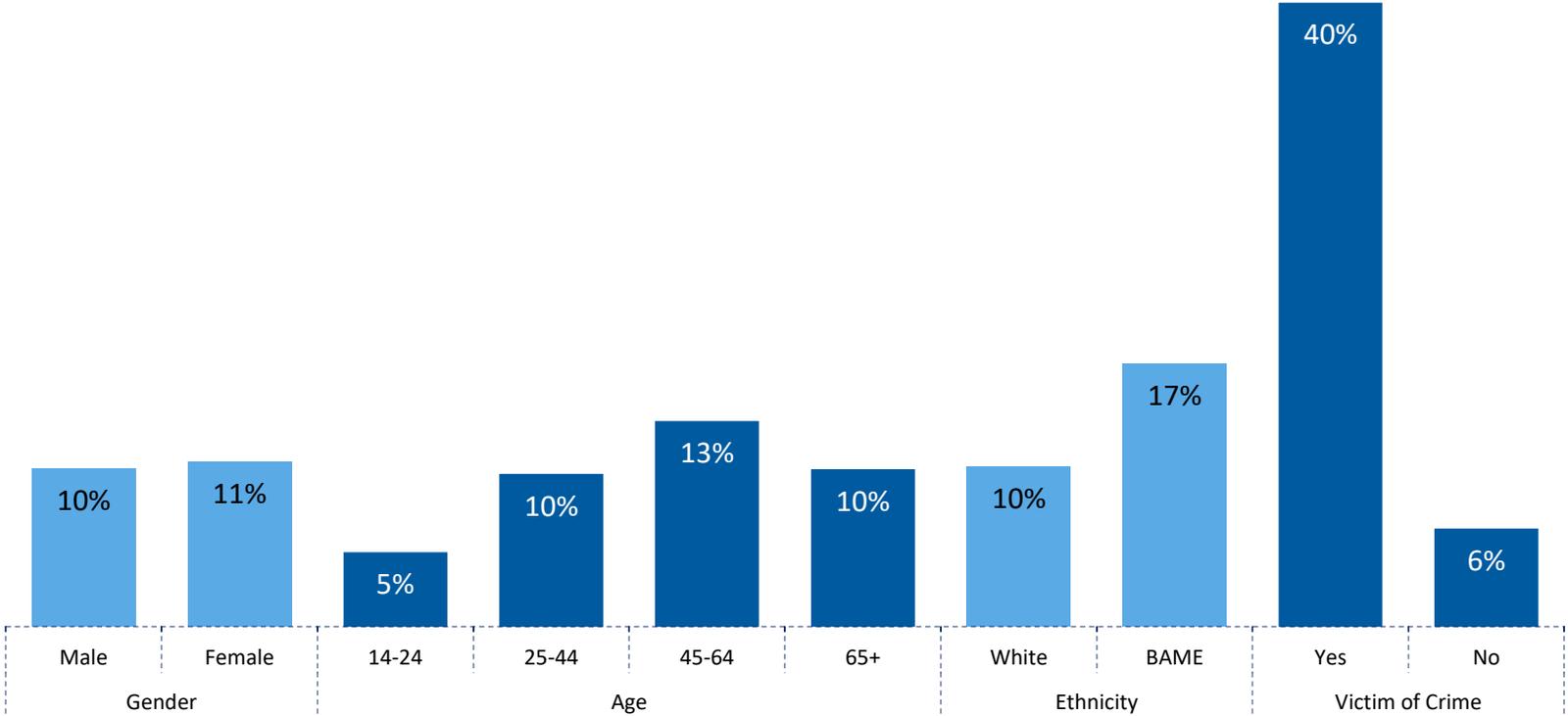
Trend over time - % Yes



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?

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

Demographics comparisons - % Yes



Key Insights

Victims of crime most likely to have engaged with officers from their LPT

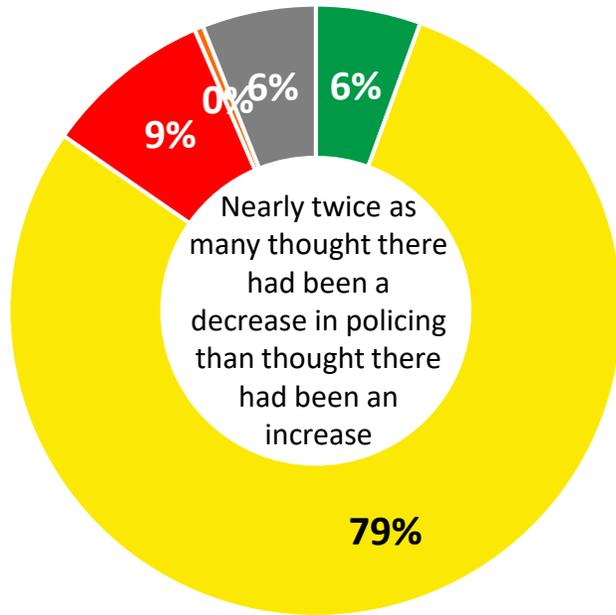
BAME respondents more likely to have spoken to local policing team

Those aged 14-24 least likely to have spoken to an officer from their local policing team

Residents of South Worcestershire least likely to have spoken to their local policing team

Those in Telford & Wrekin most likely to have spoken to their local policing team

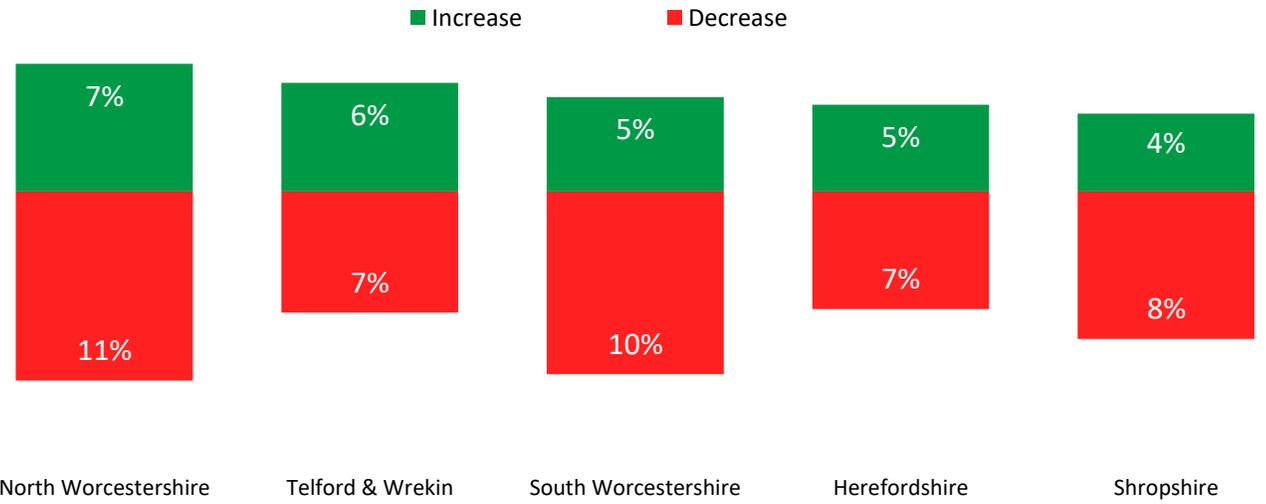
Four-fifths felt there had been no change in the level of policing



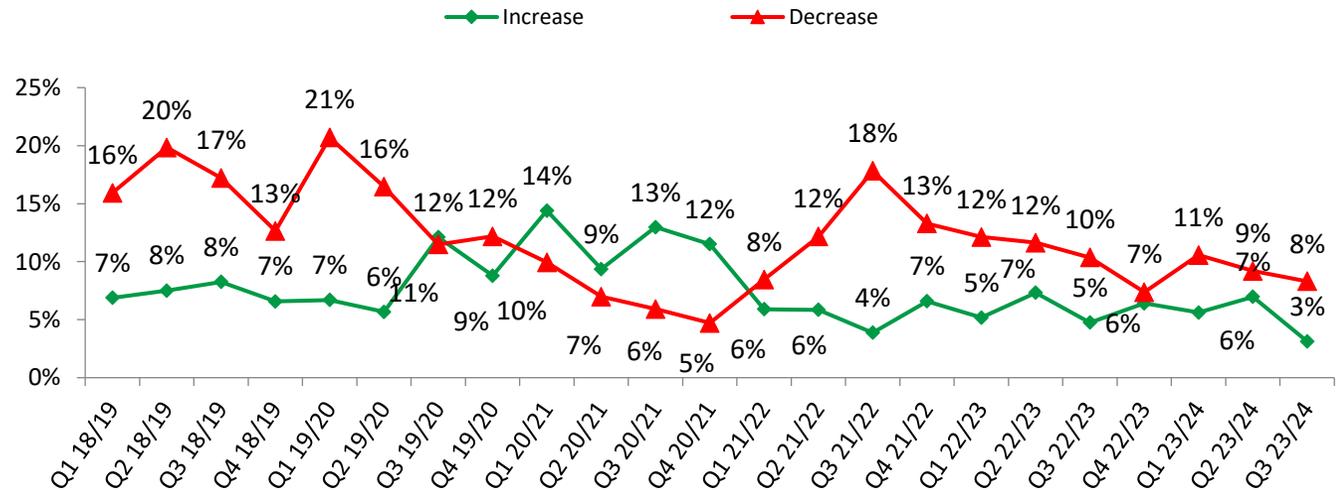
Nearly twice as many thought there had been a decrease in policing than thought there had been an increase

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

LPA Comparisons - % increase v % decrease



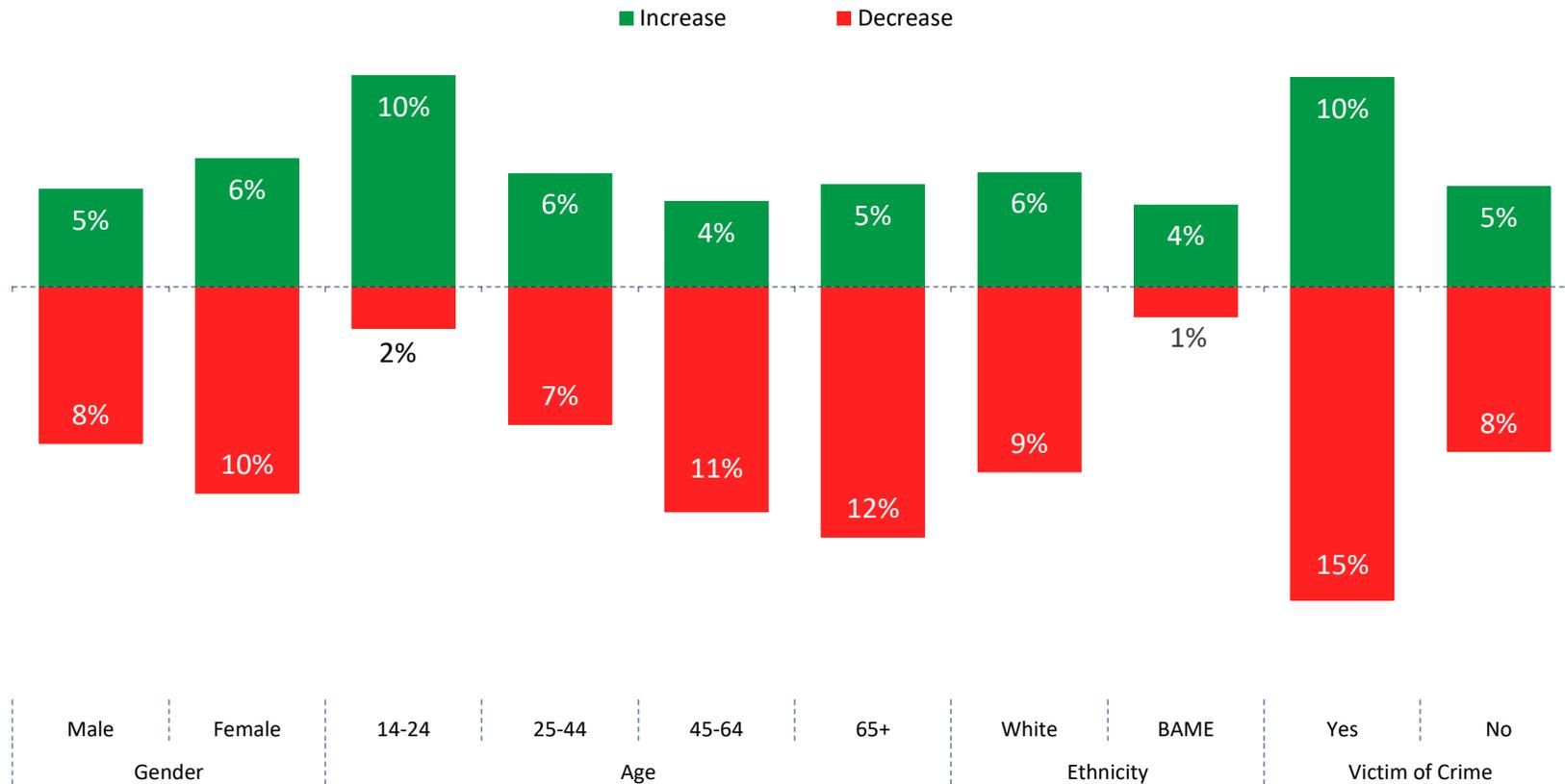
Trend over time - % Increase v % Decrease



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

Four-fifths 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

However, victims of crime are also more likely to believe there has been a decrease in levels of policing

Increase in perception that levels of policing has decreased the older the age group

Residents of North Worcestershire most likely to notice an increase in policing



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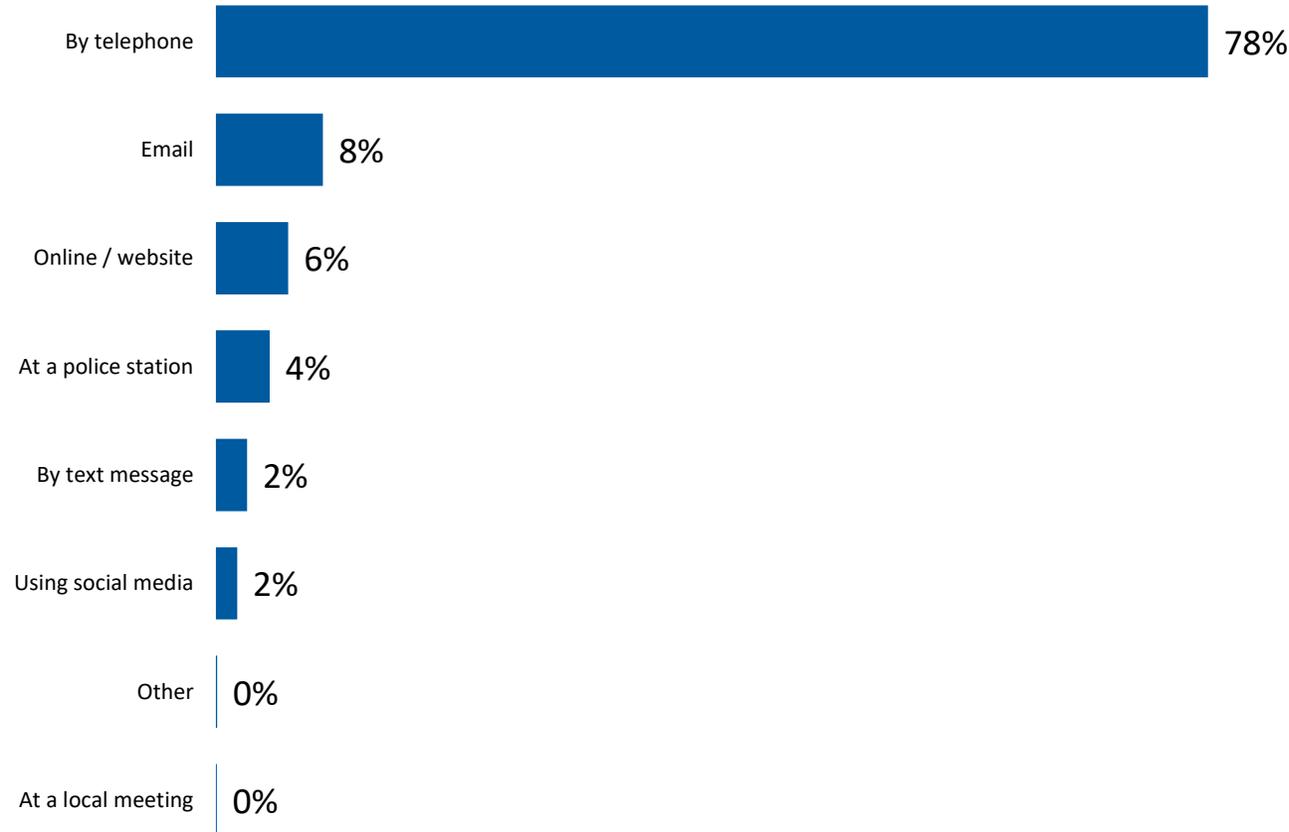


Section Three

Interaction / Access



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

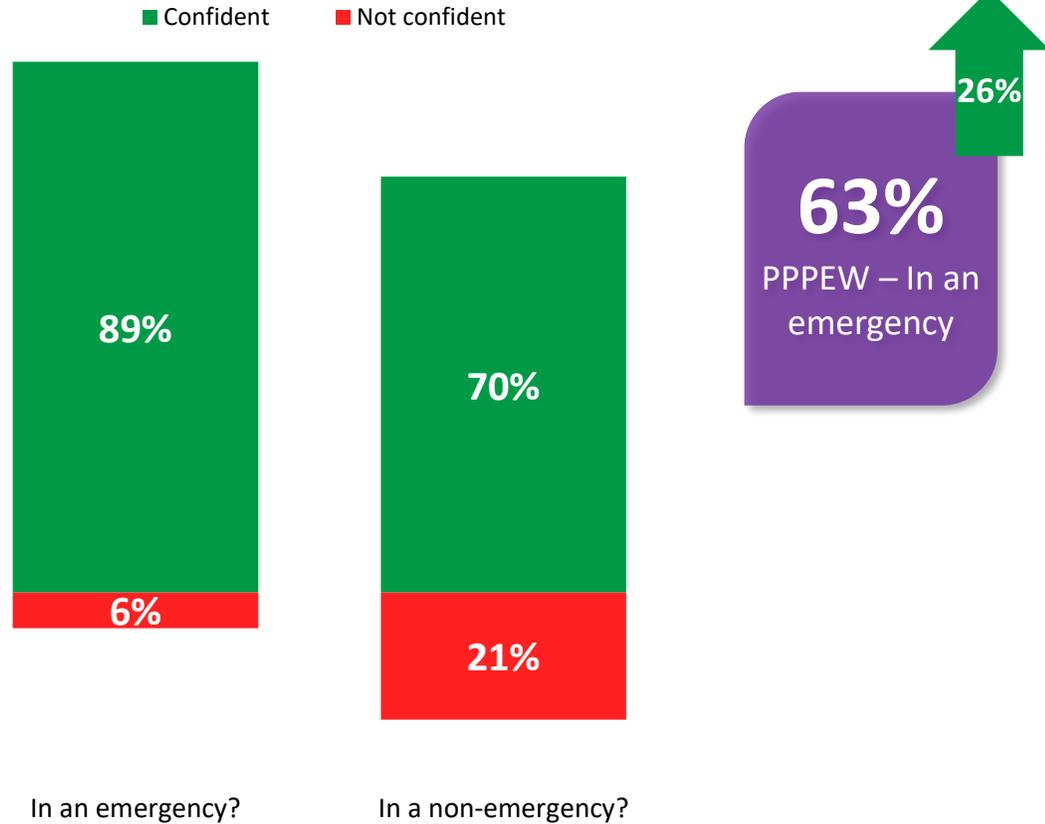


Key Insights

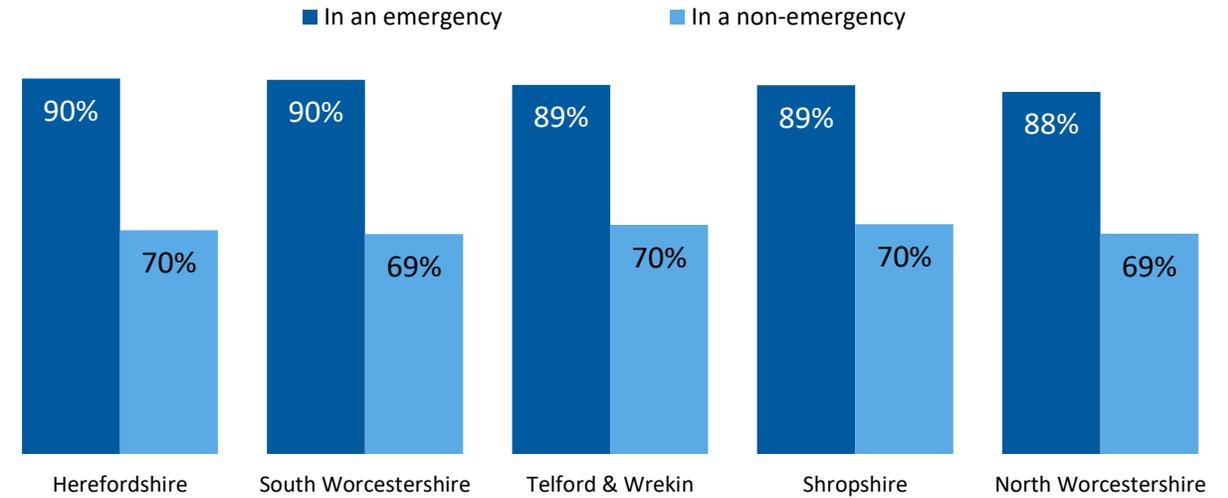
Older residents more likely to choose telephone contact but remains the most universally approved method of contact

Younger residents <45 years more likely to prefer electronic contact methods than older residents

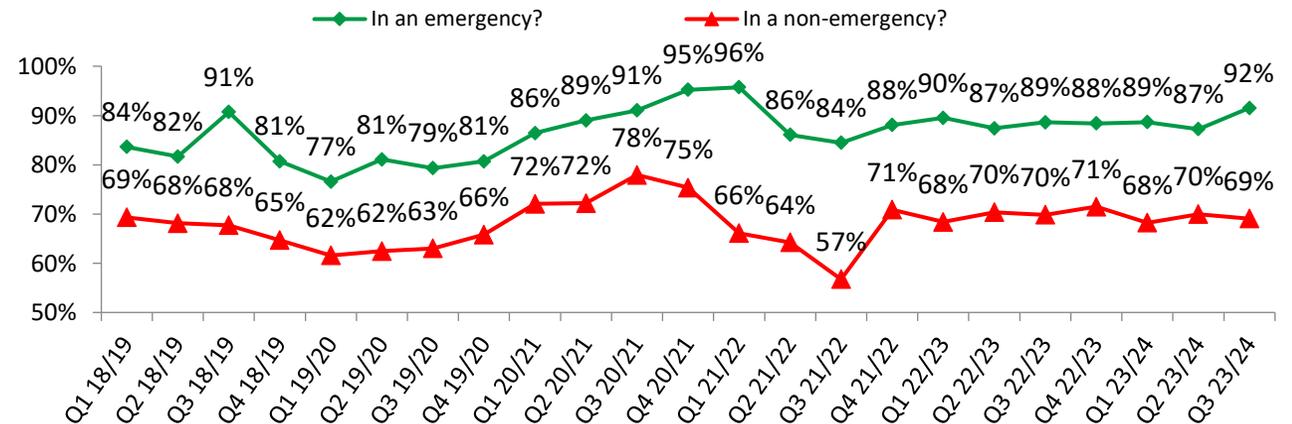
Nearly nine-tenths confident they could access the police in an emergency



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



Trend over time - % Confidence in accessing police services

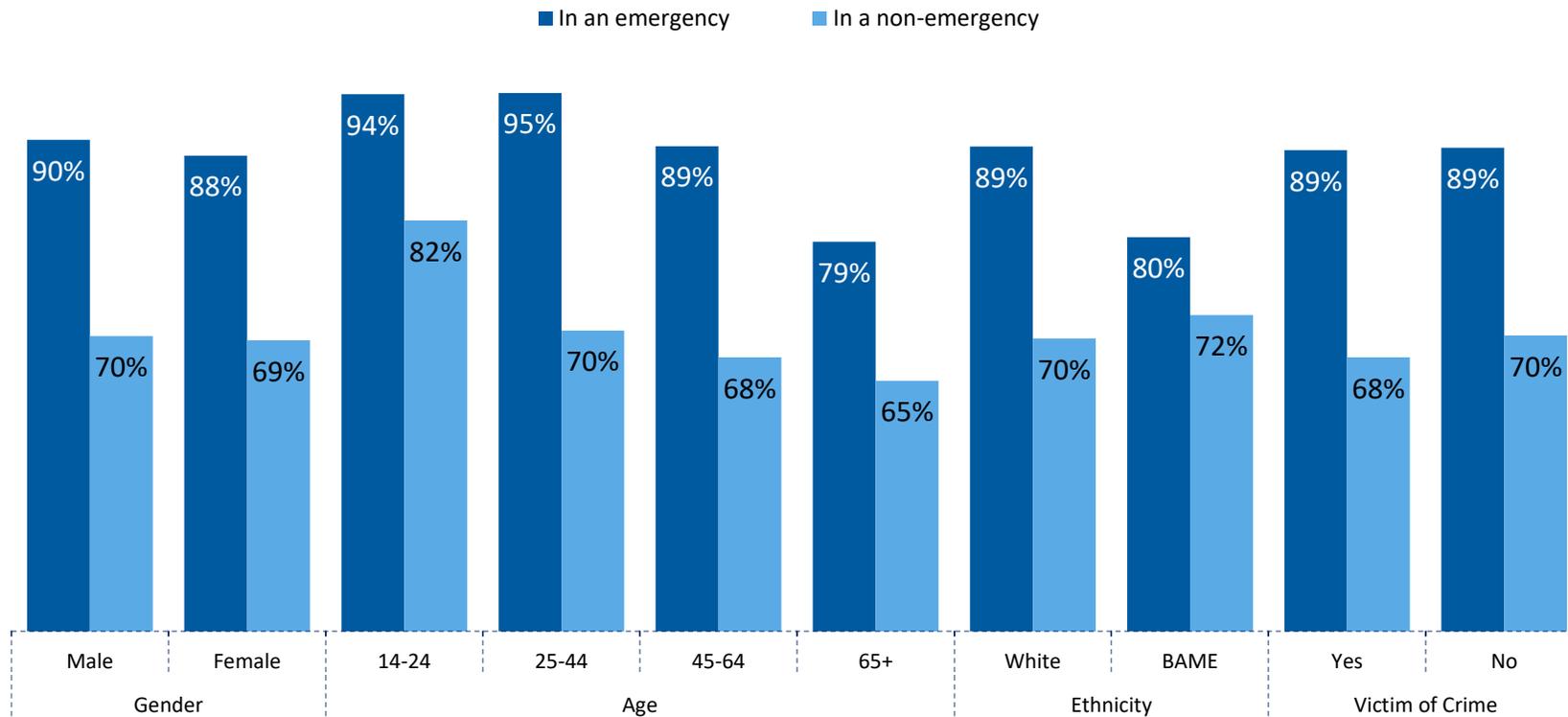


Q6 How confident are you, if at all, that you could easily speak to or access police services in your local area if you (or someone else) needed help in an emergency / non-emergency?

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...



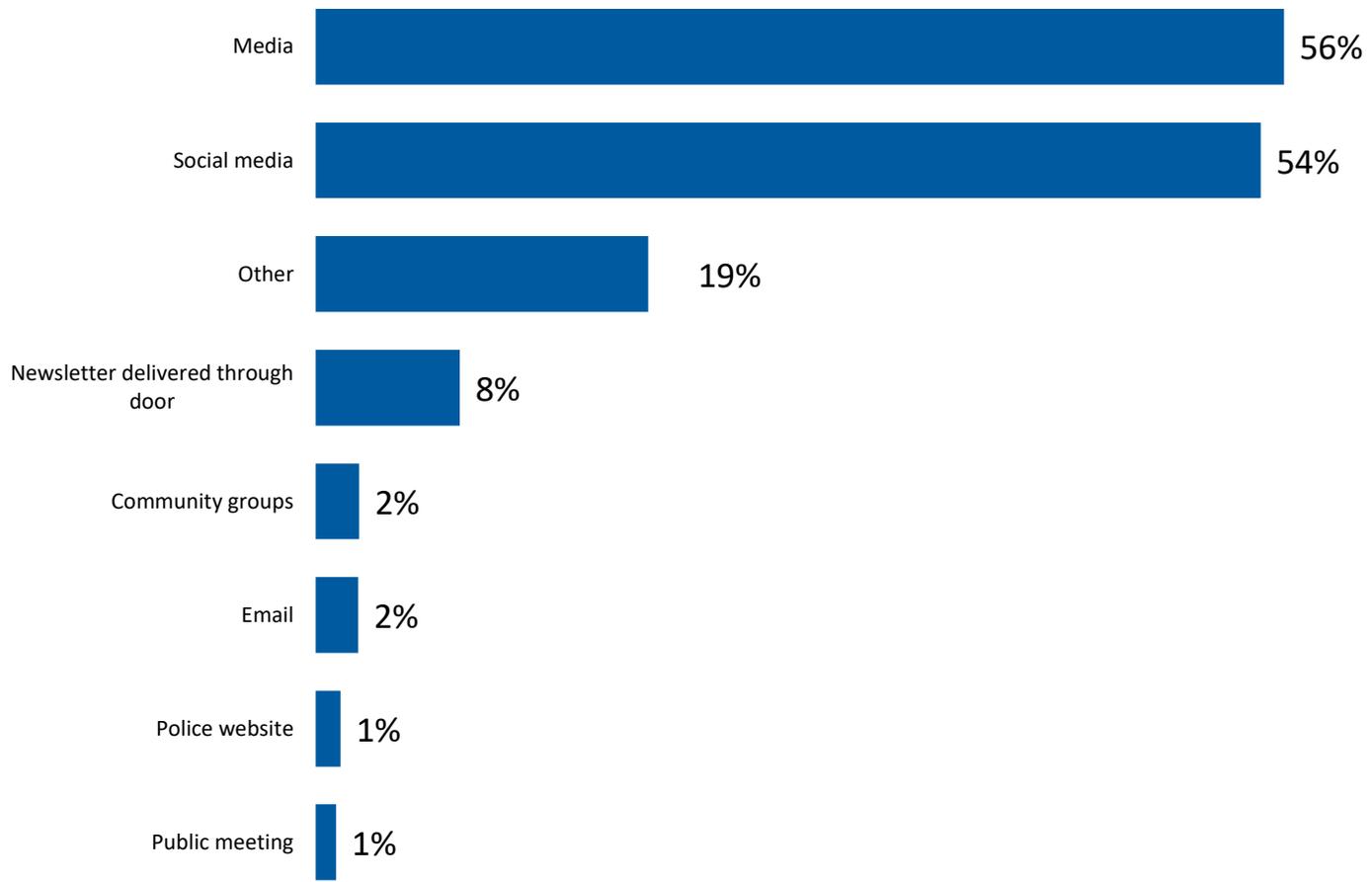
Key Insights

Those under 45 show higher levels of confidence they can access WMP in an emergency

Confidence in contacting WMP both in an emergency and non-emergency generally decreases with age

Residents from an ethnic minority background less confident in an emergency compared to white people

Over half said they found out about crime and policing from either the media or from social media



Key Insights

Almost three-fifths of males get information from the media in general compared to half of females.

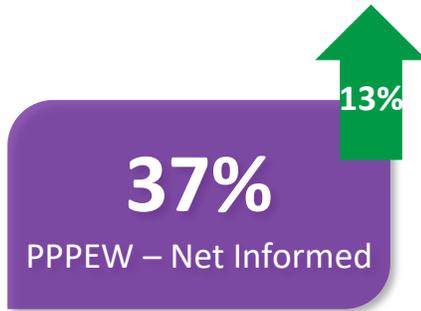
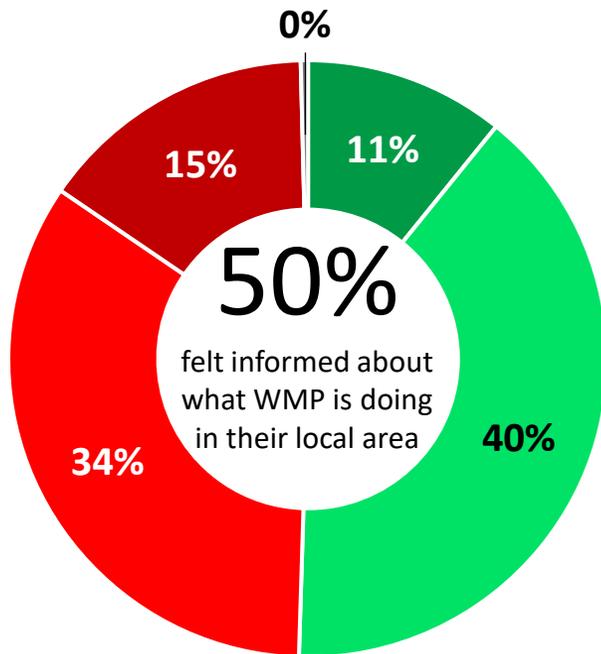
However, females are more likely to access information through social media channels

Almost all residents aged <25 years old say they access information through social media compared to a fifth of those aged 65+. Social media use decreases with age

Less than a fifth of those aged <25 years old access information through the general media

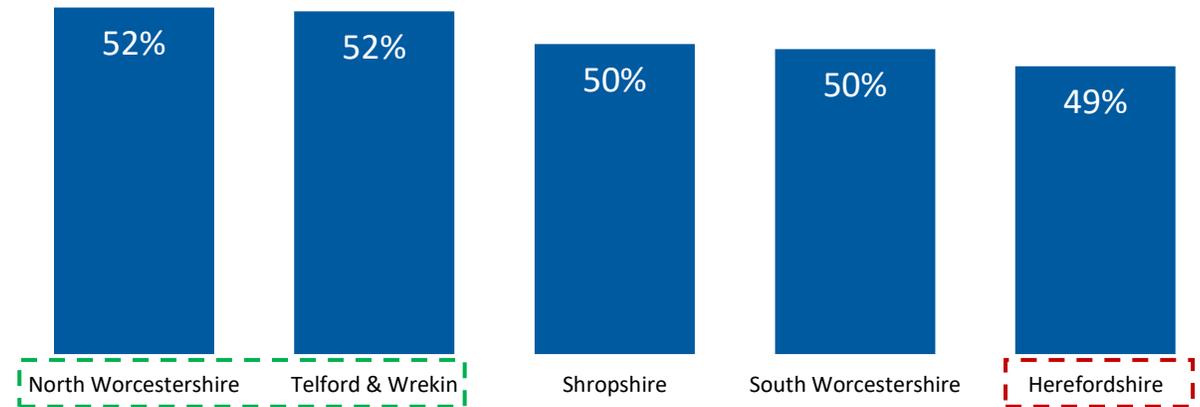
The majority of those who mentioned 'other sources' mentioned word of mouth or that they do not hear anything

Half do not feel informed about what WMP are doing

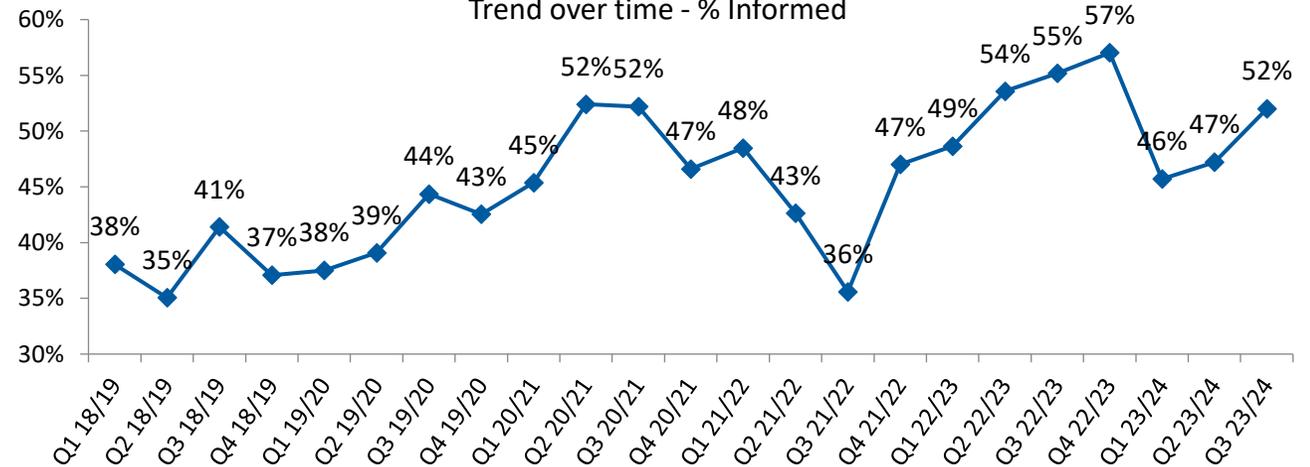


- Very informed
- Fairly informed
- Not very informed
- Not at all informed
- Don't know

LPA Comparisons - % very / fairly informed

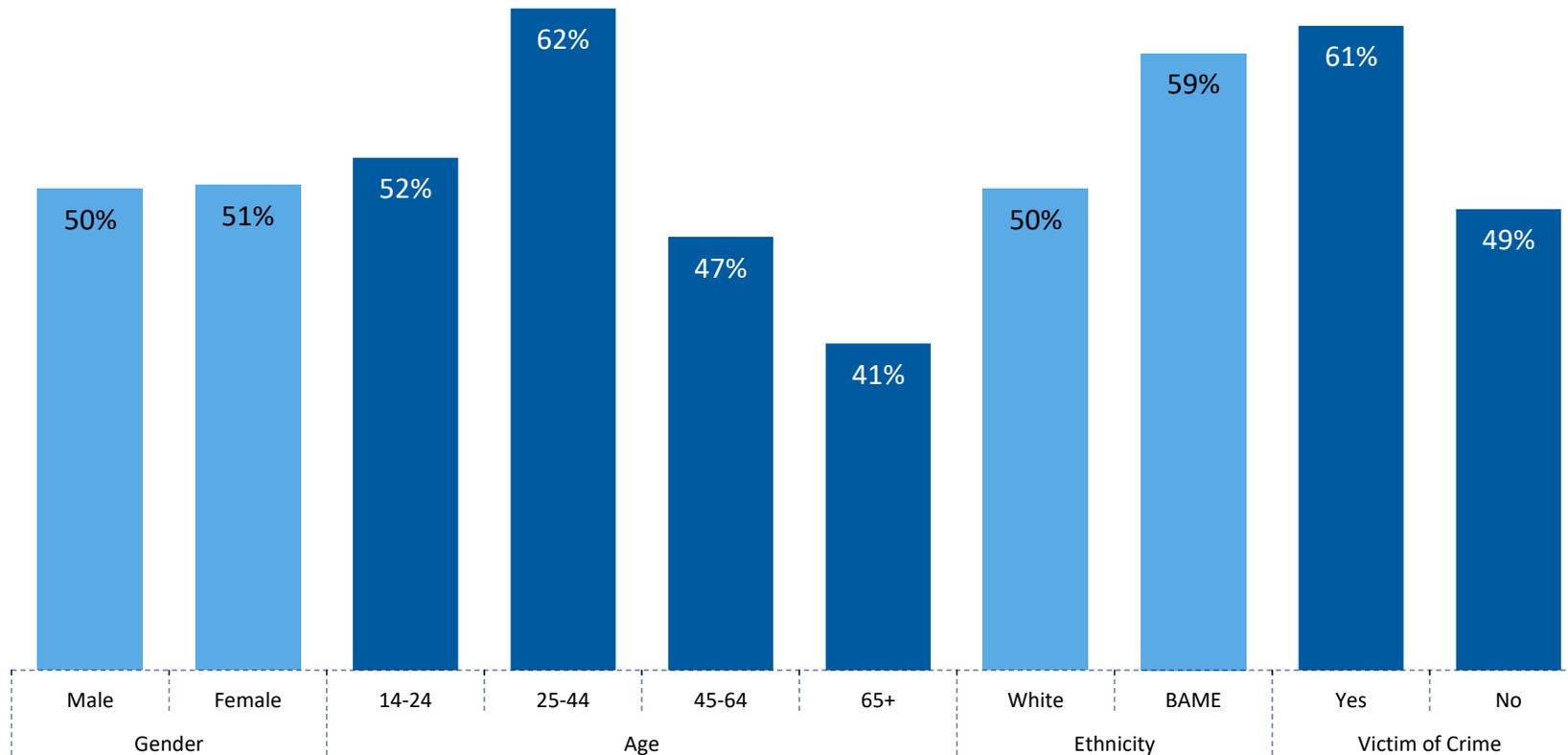


Trend over time - % Informed



Half do not feel informed about what WMP are doing

Demographic Comparisons - % very / fairly informed



Key Insights

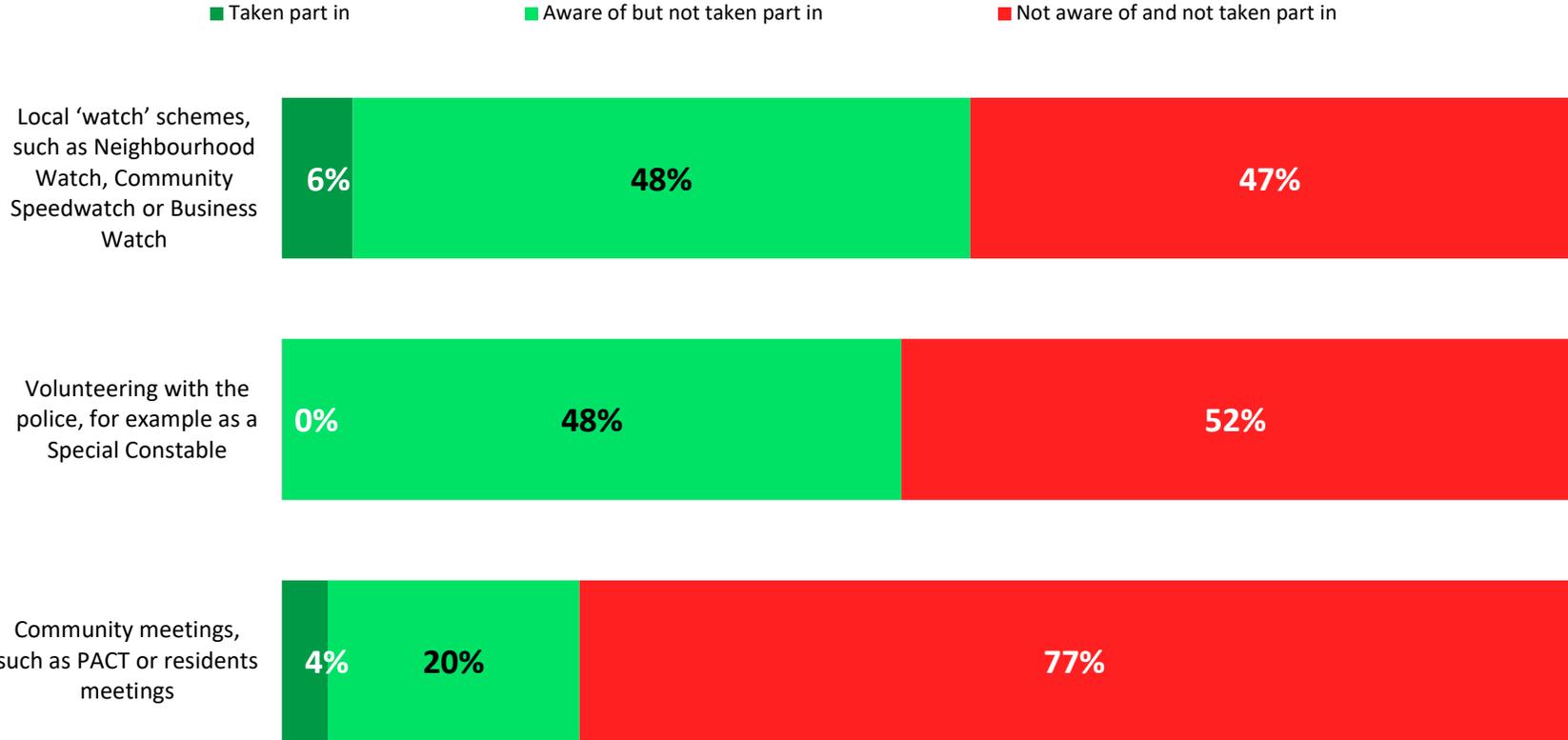
Those aged 65+ least likely to feel informed about what WMP is doing compared to other age groups

Those aged 25-44 most likely to feel informed

Victims of crime more likely to feel informed

Residents from Telford and Wrekin and North Worcestershire 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

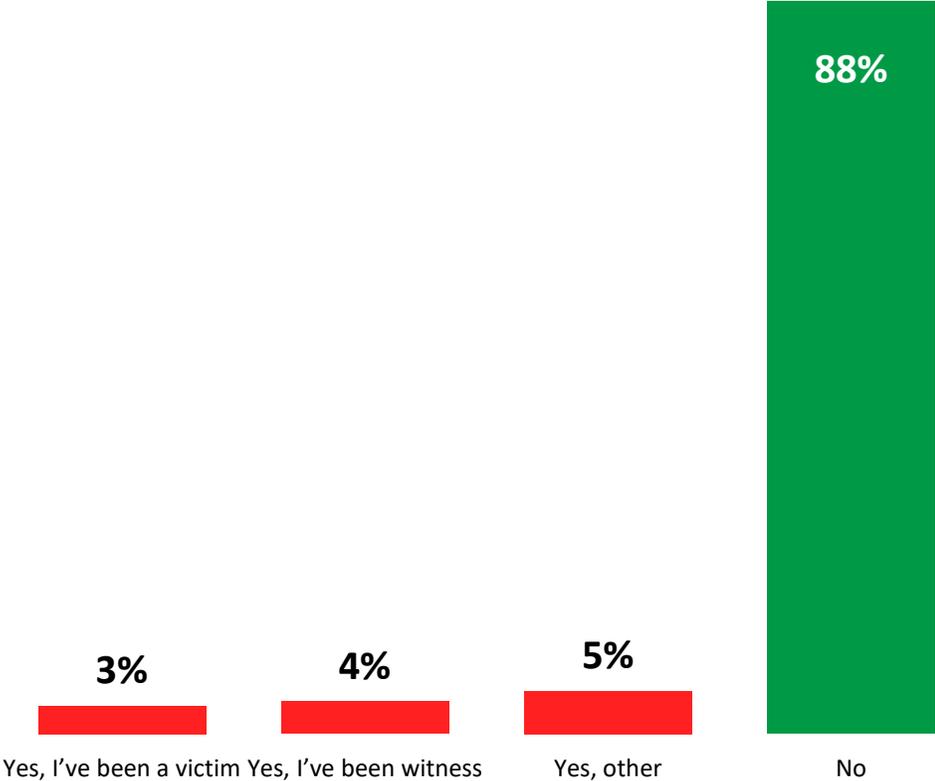
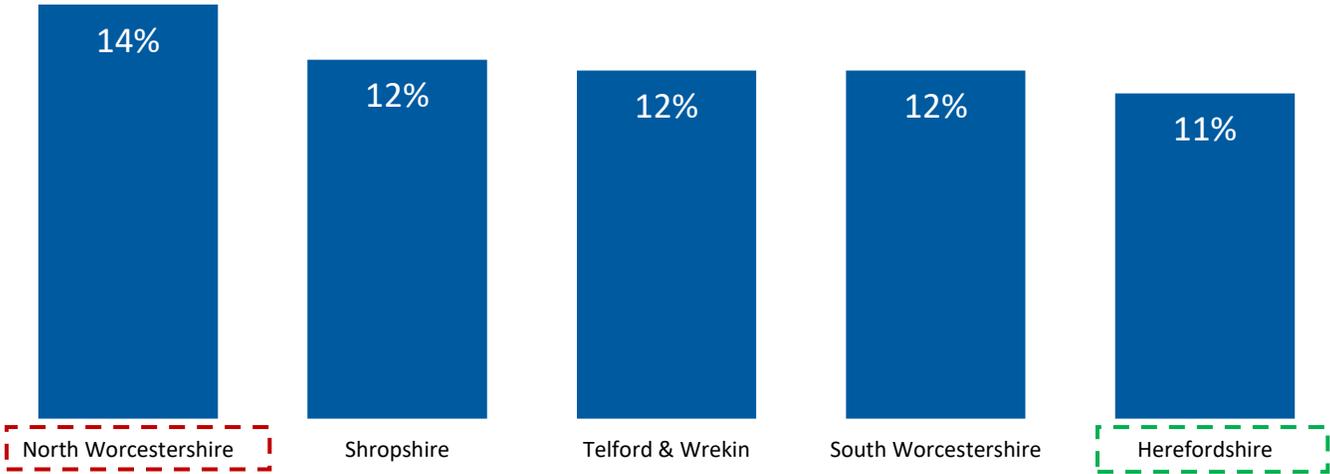
Half were aware of local 'watch' schemes; less than a tenth have taken part

Two fifths are aware of police volunteering opportunities with less than a percent of those interviewed confirming they had taken part

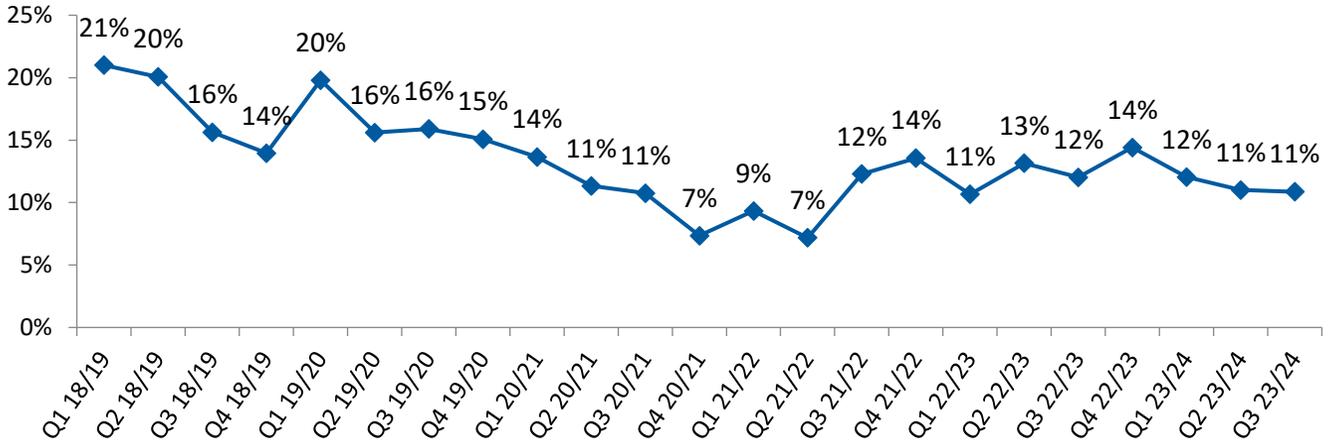
A fifth say they are aware of community meetings and a small percentage have taken part

Around 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



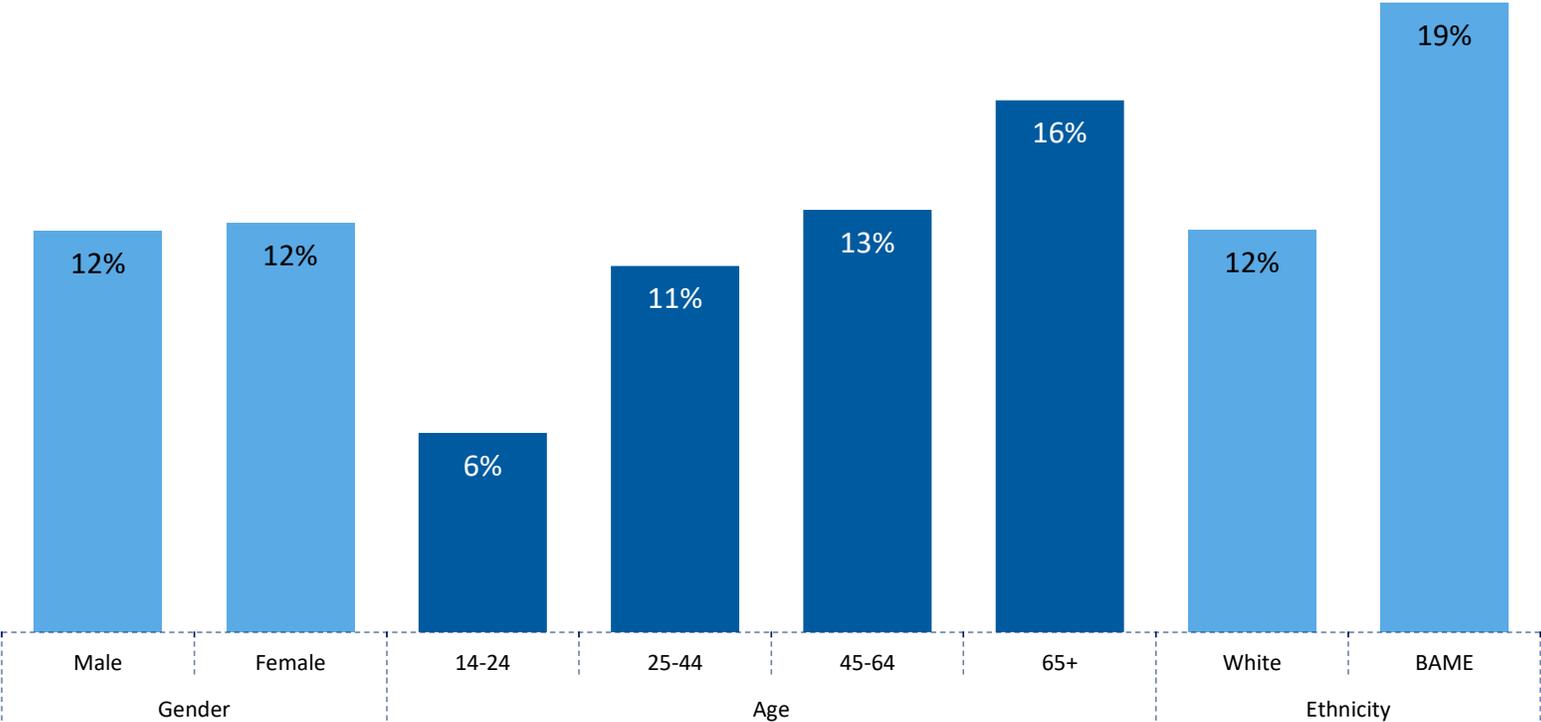
Trend over time - % Yes



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?

Around 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 in some form

Those in Herefordshire least likely to have been involved in crime as a victim, witness or other

Less than a tenth of those under 25 say they have witnessed or been a victim of crime

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

The vast majority (94%) of residents who had been a victim of crime said they reported this to the police



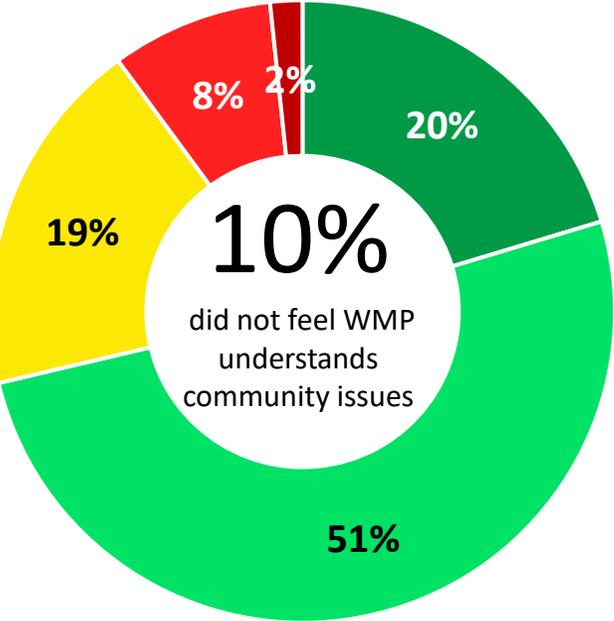
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Section Four Effectiveness



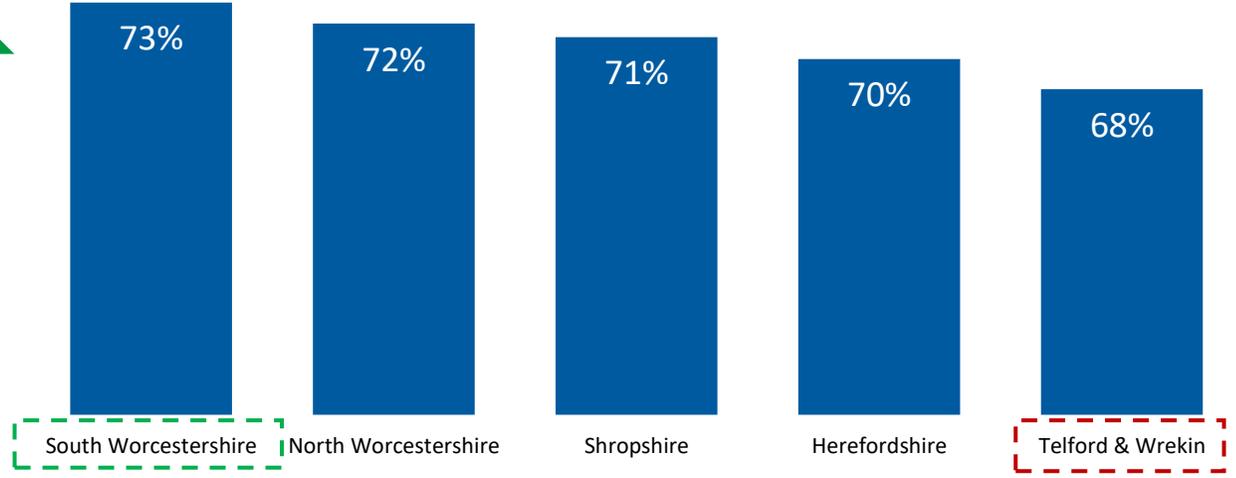
Almost three-quarters felt WMP understands issues in their community



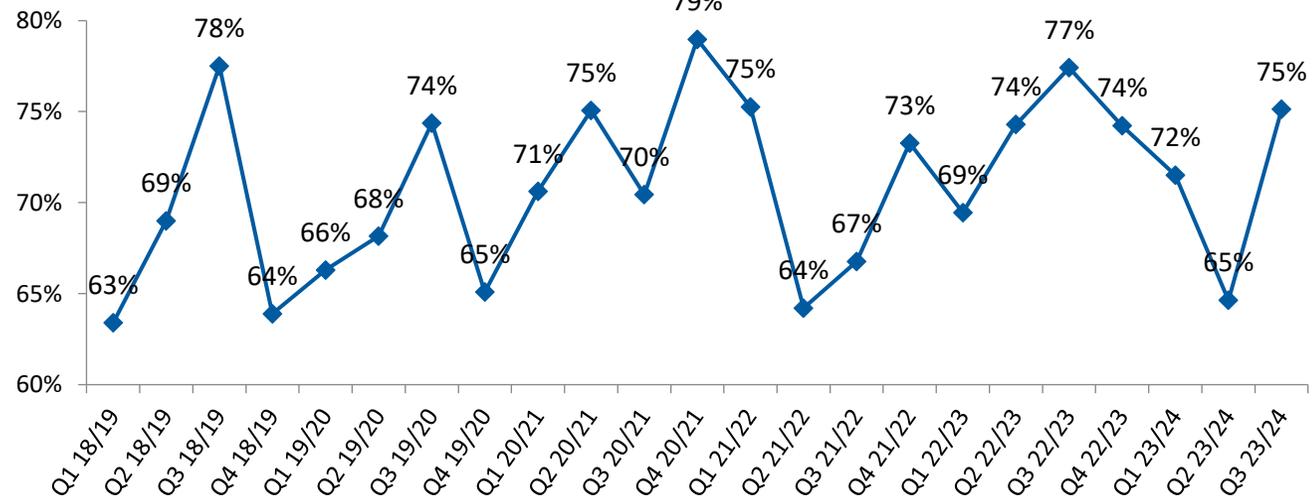
67%
CSEW MSG
Average -
Net Agree



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

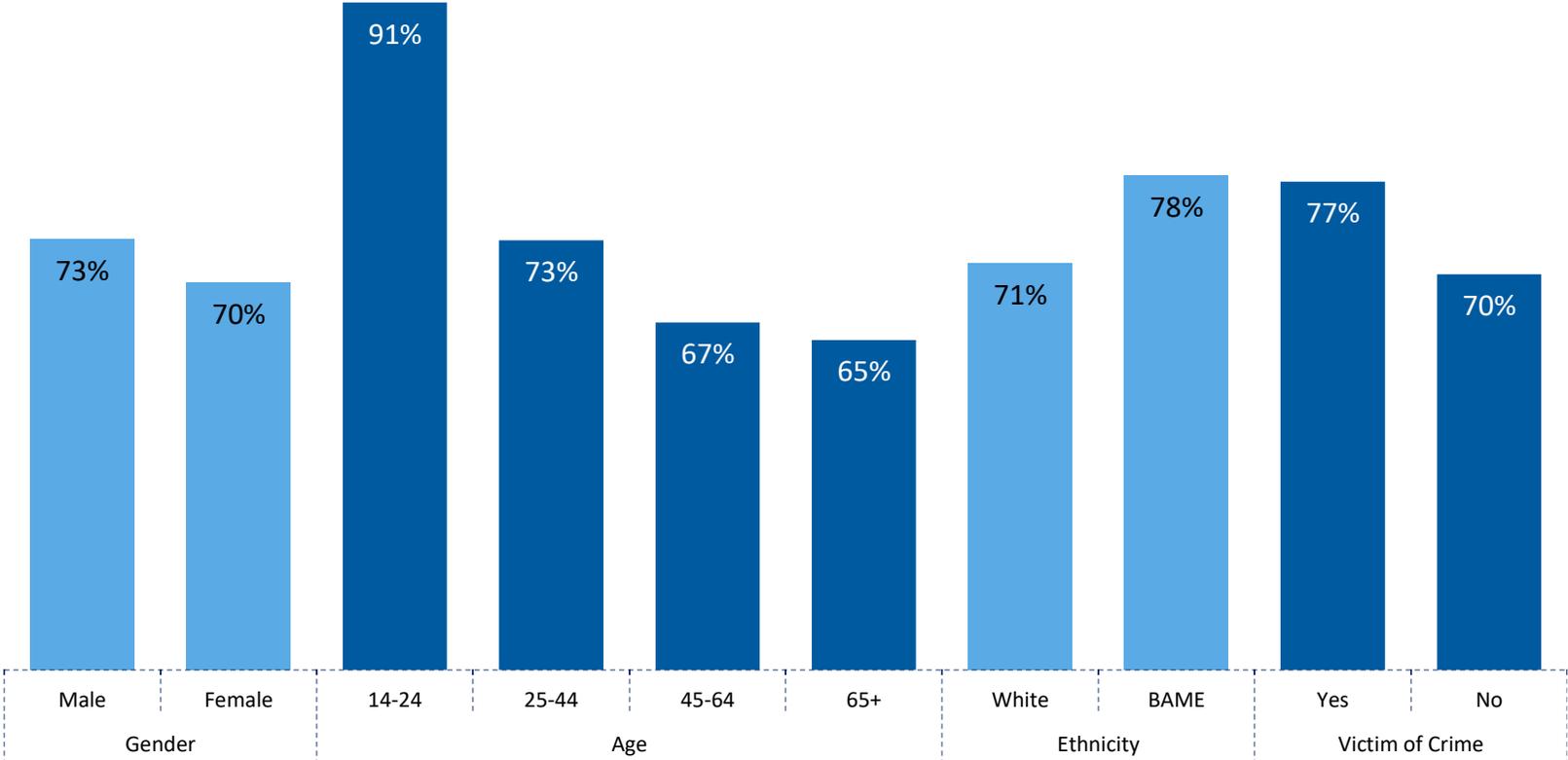
CSEW Question: They (the police in this area) understand the issues that affect this community

Almost three-quarters felt WMP understands issues in their community

Demographic Comparisons - % strongly / tend to agree

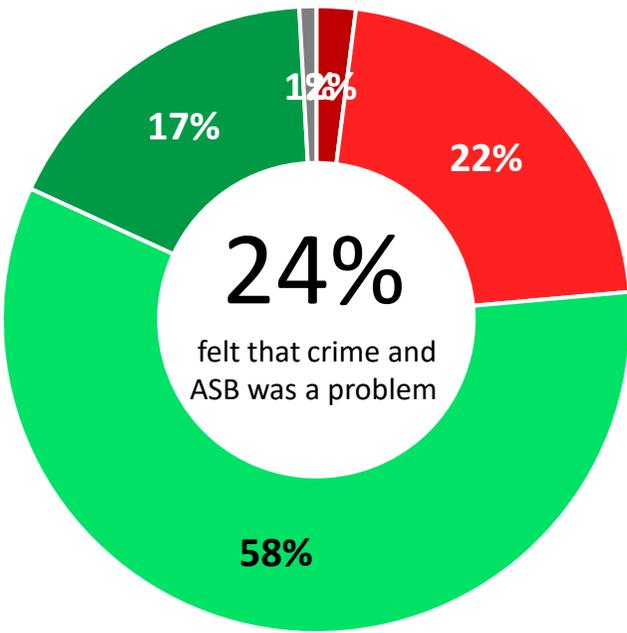
Key Insights

- Residents aged 14-24 years most likely to agree WMP understand the issues in their area
- Residents in South Worcestershire most likely to agree the police understand the issues in their area
- Significant increase in levels of agreement since Q2
- Residents from an ethnic minority background more likely to agree WMP understand issues compared to White people



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

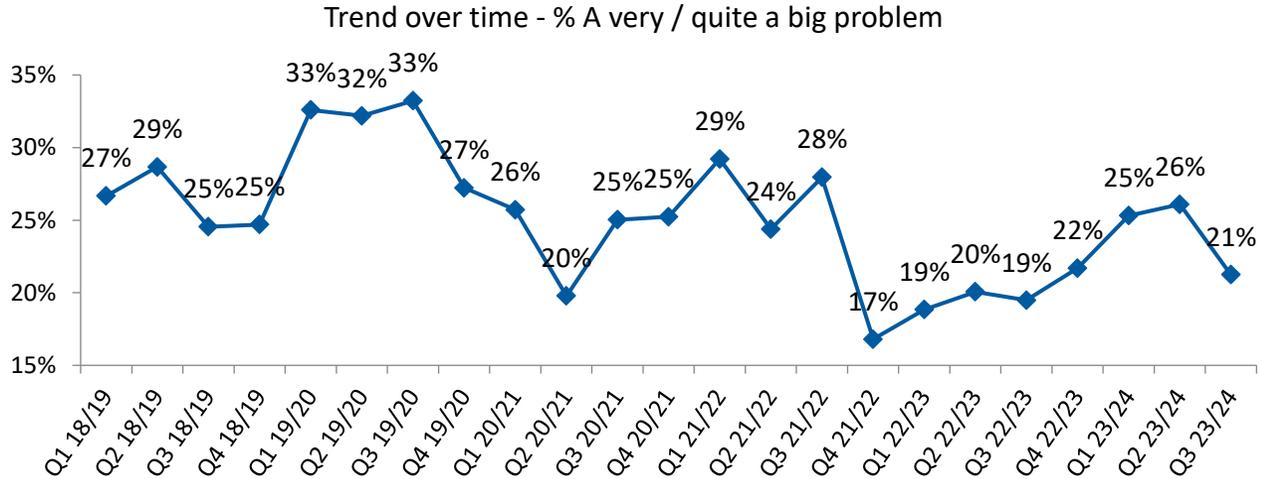
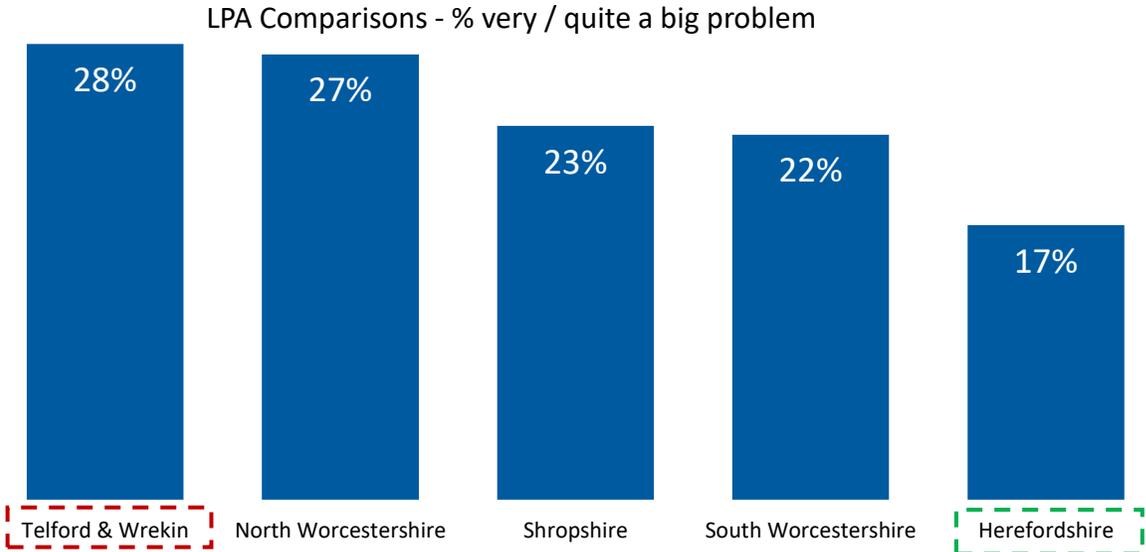
Three-quarters do not feel crime and ASB is a problem in their local area



56%
 PPPEW -
 Not much / Not a
 problem

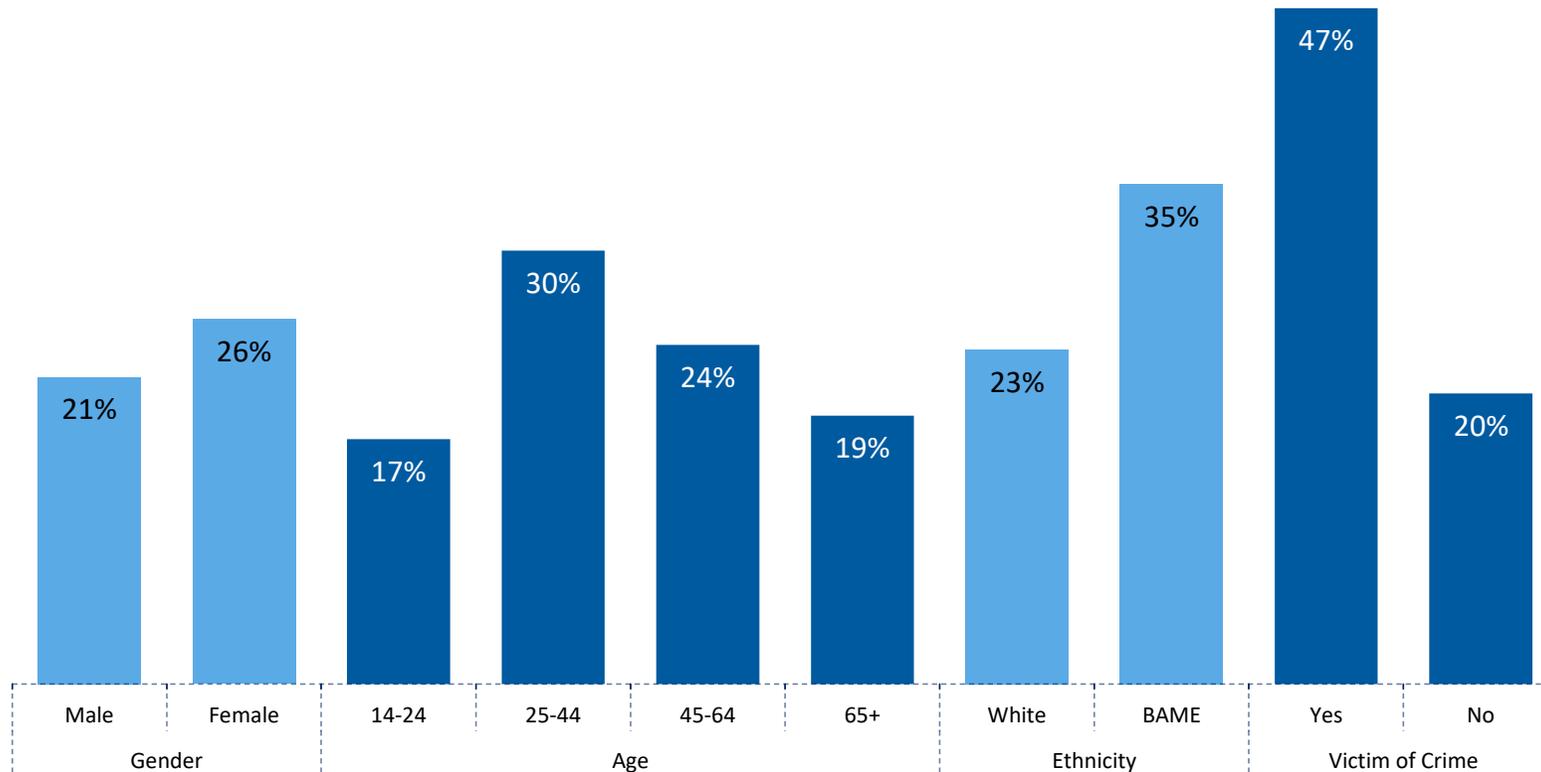
↑ 20%

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



Three-quarters do not feel crime and ASB is a problem in their local area

Demographic Comparisons - % very / quite a big problem



Key Insights

Almost half of victims feel that crime and ASB is a problem in their area

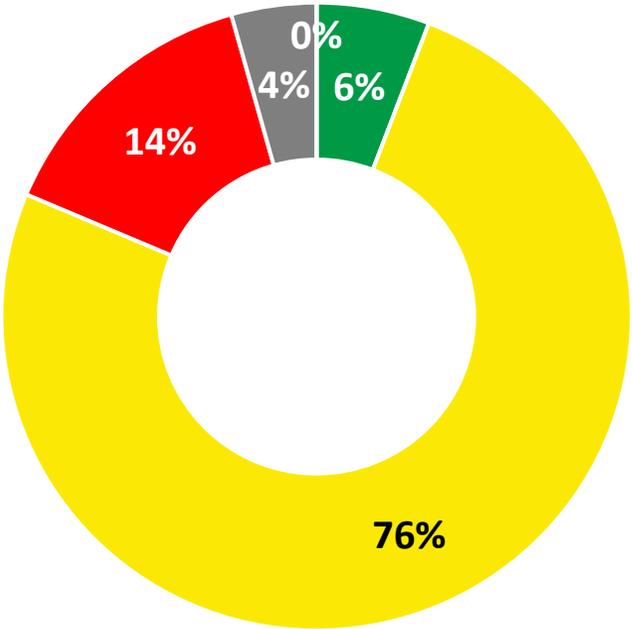
BAME respondents more likely than White respondents to say crime and ASB is a problem

Females also more likely to say crime and ASB is a problem compared to males

Younger people aged 14-24 and those over 65+ are less likely to feel that crime and ASB is a problem

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 – more than a tenth felt there was more



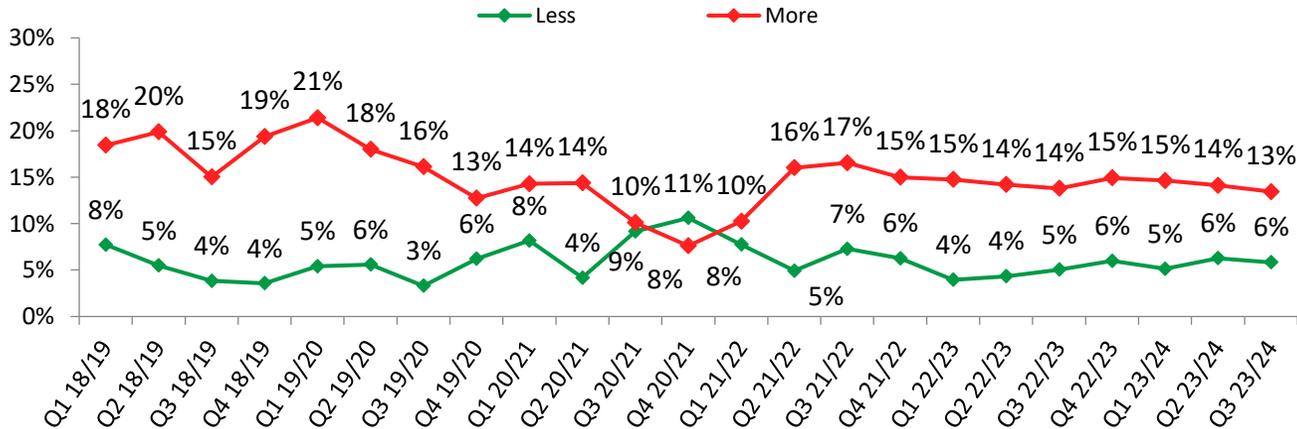
- Less
- About the same
- More
- Don't know
- Refused

LPA Comparisons - % more crime v % less crime

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



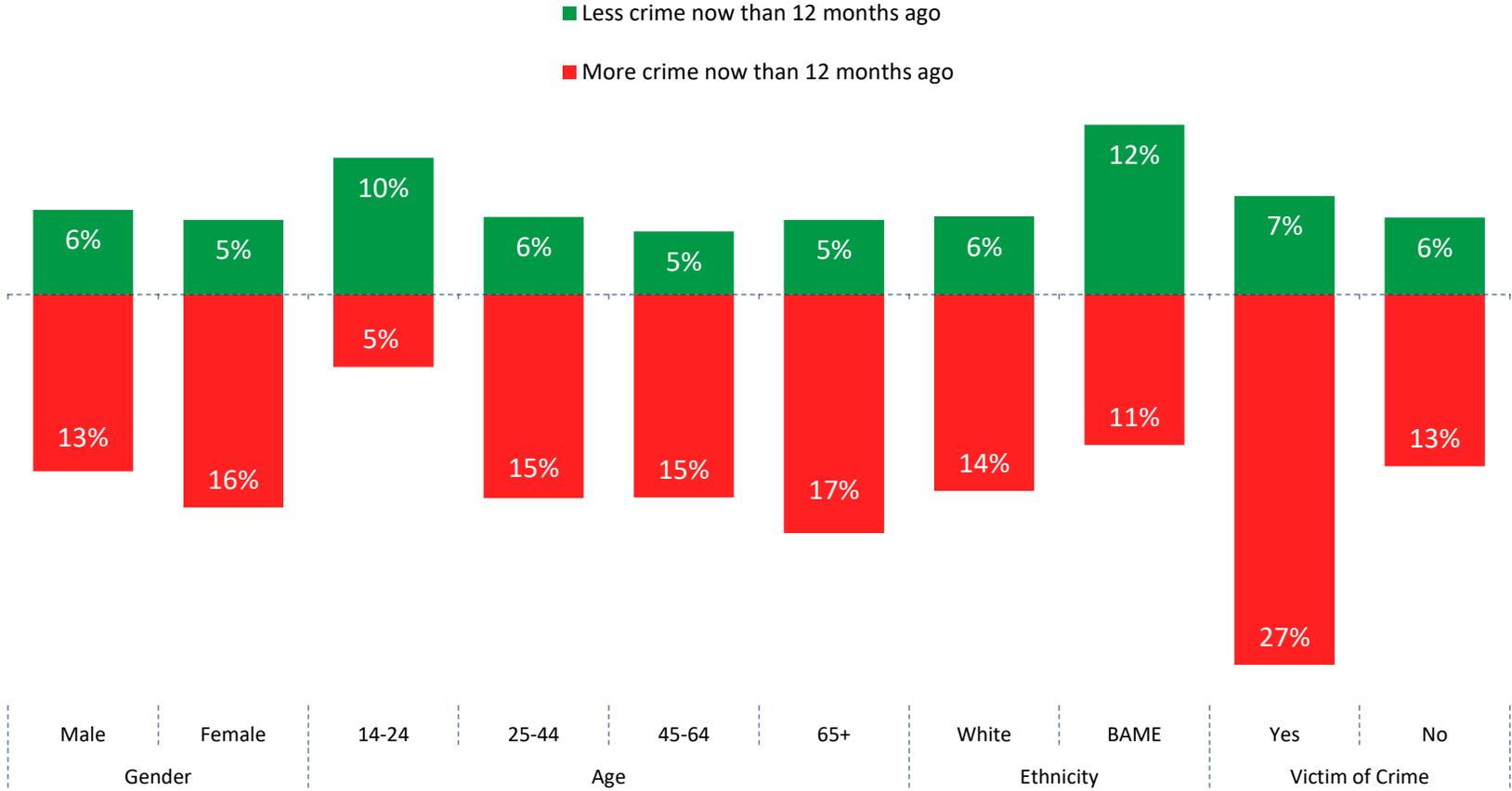
Trend over time - % More v % Less



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 – more than a tenth felt there was more

Demographic Comparisons - % more crime v % less crime



Key Insights

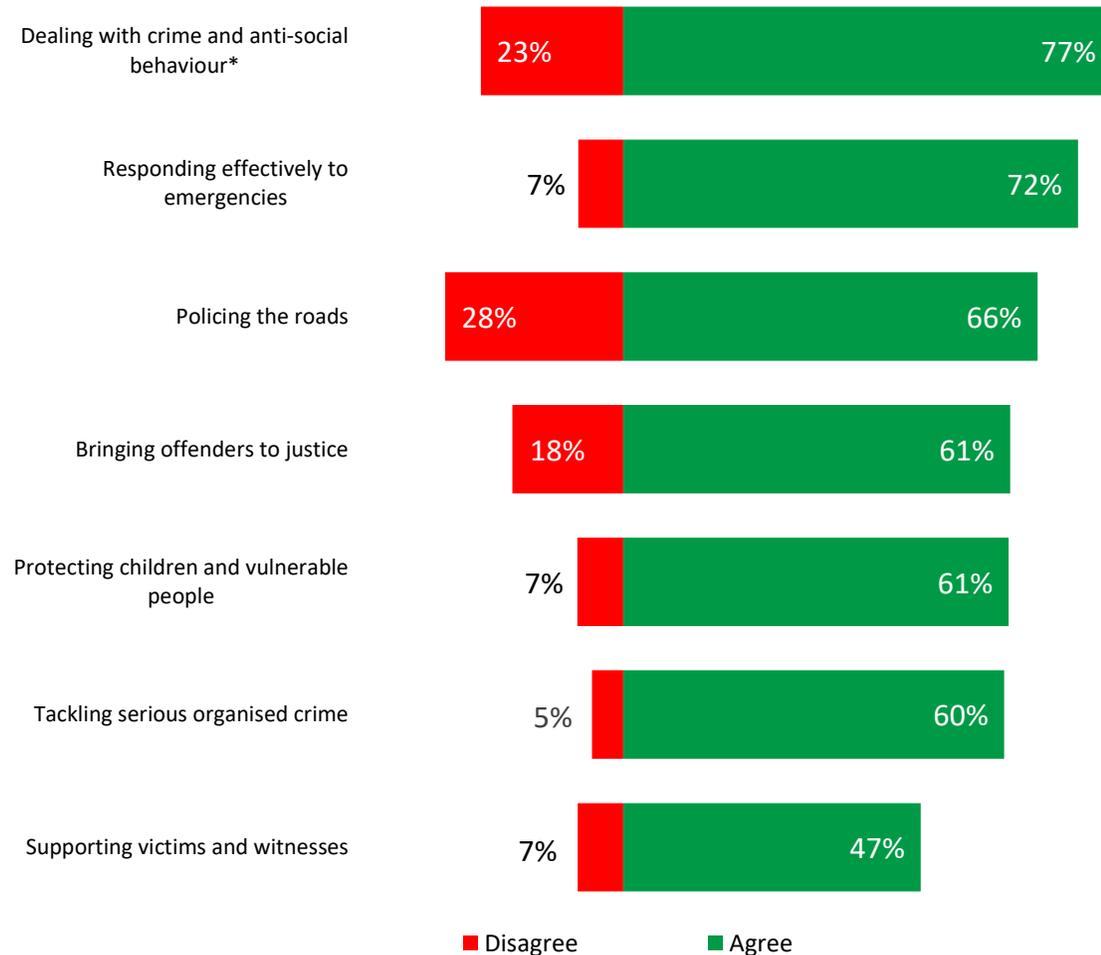
Victims of crime most likely to feel that crime and ASB levels had risen in the last 12 month

Females more likely than males to say that crime and ASB has increased

Those aged 65+ more likely to feel there has been an increase in crime over the past 12 months than other age groups

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

More than three-quarters agree WMP are dealing with crime and ASB

Just under three-quarters say WMP respond effectively to emergencies; less than a tenth disagree

Almost two thirds say WMP are policing the roads, however, more than a quarter disagree

Fewer agree that WMP are protecting children and vulnerable people and tackling organised crime, however, there are low levels of disagreement towards these aspects

Around a fifth disagree WMP are bringing offenders to justice

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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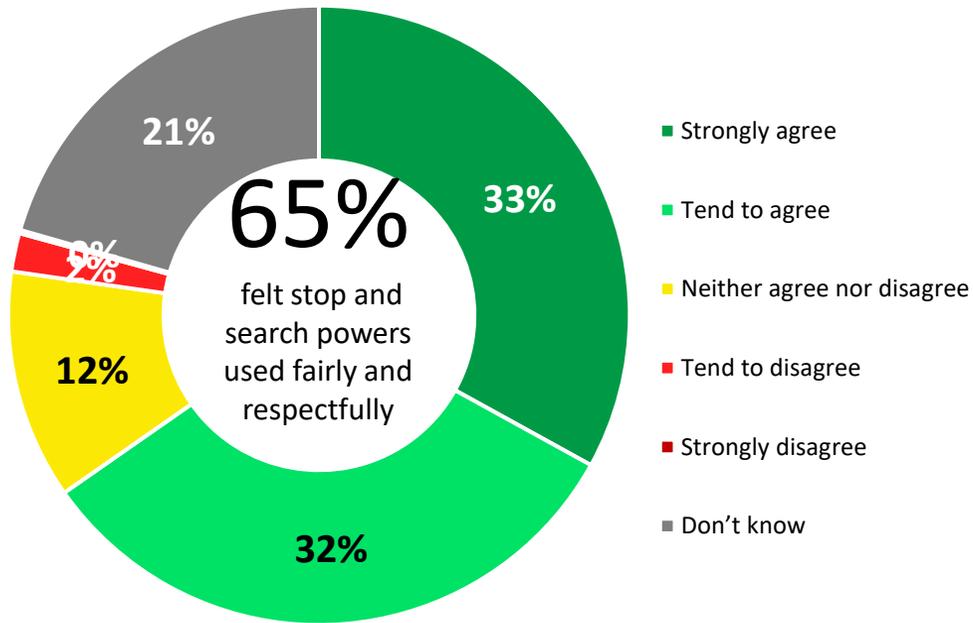


Section Five

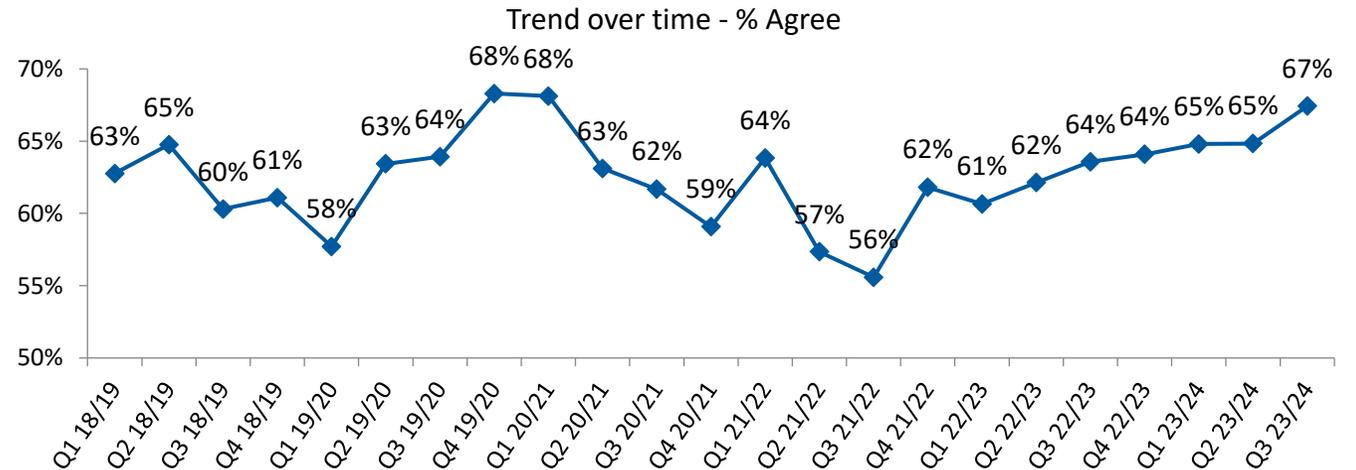
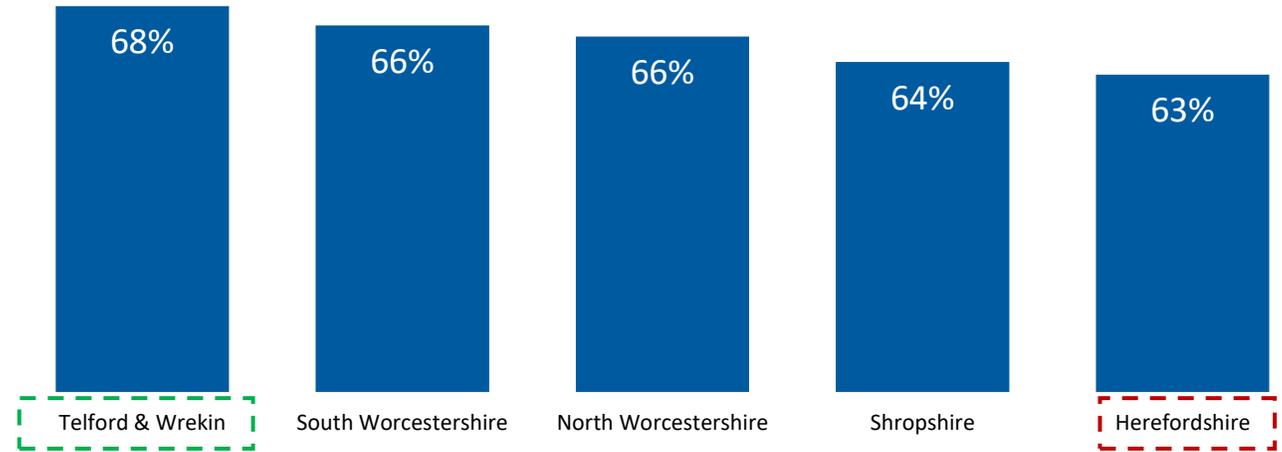
Trust / Integrity



Nearly two-thirds confident WMP use their stop and search power fairly and respectfully



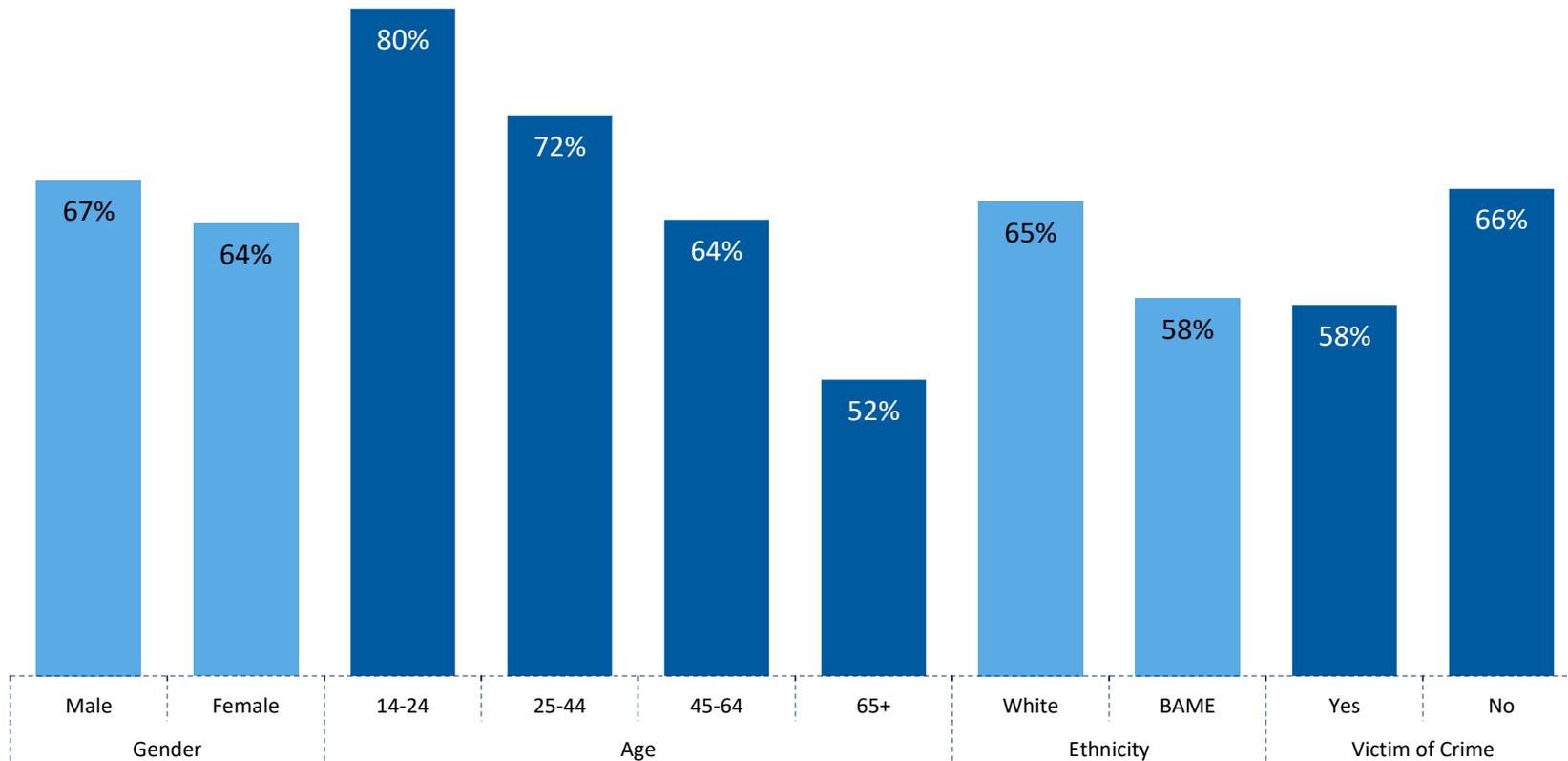
LPA Comparisons - % strongly / tend to agree



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?

Nearly two-thirds confident WMP use their stop and search power fairly and respectfully

Demographic Comparisons - % strongly / tend to agree



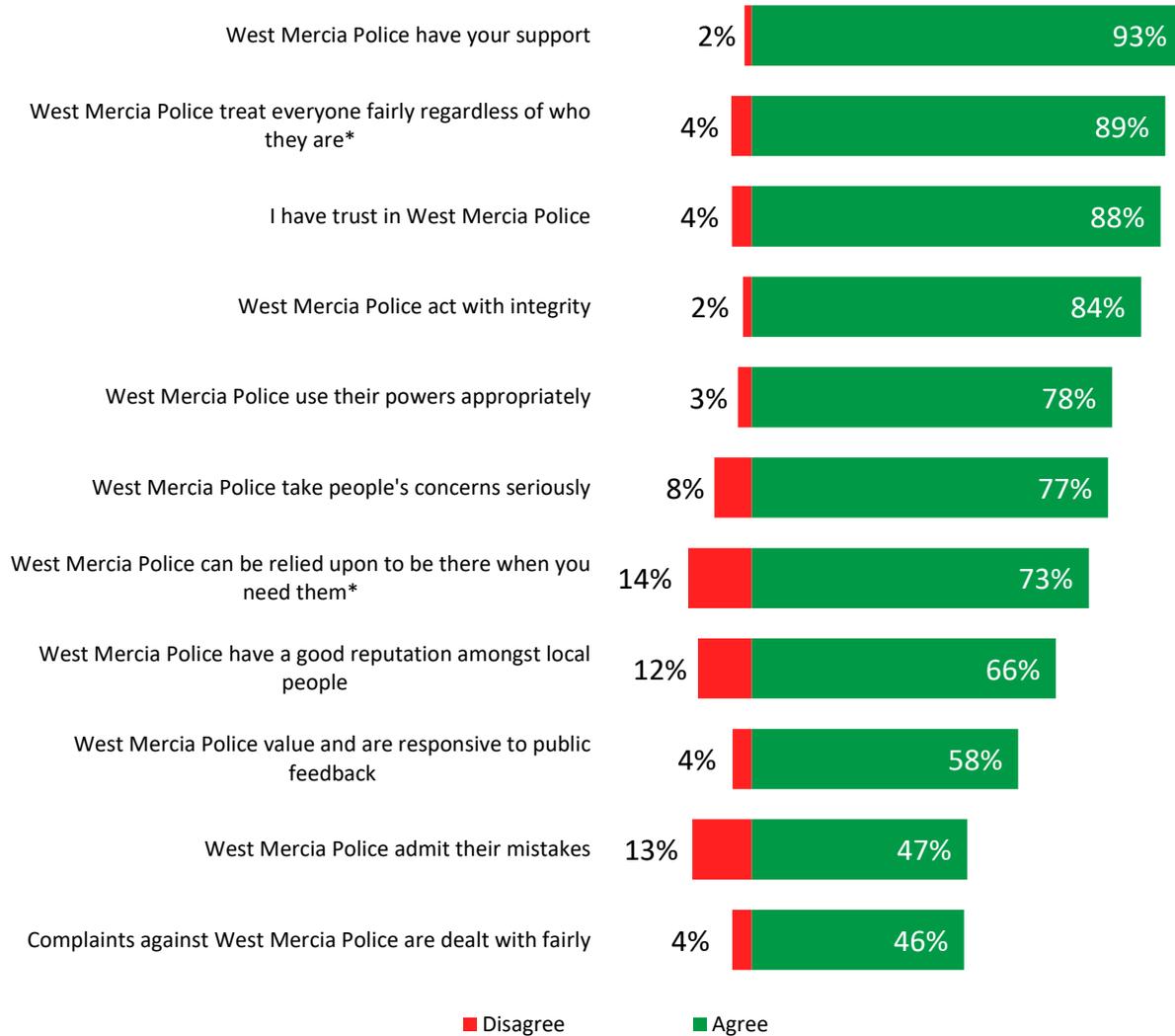
Key Insights

Confidence in stop search procedure decreases with age

Four-fifths of those aged 14-24 say they are confident in the process

Residents from an ethnic minority background less likely to say they are confident the process includes fairness and respect compared to White people.

9 in every 10 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

More than 9 out of every 10 residents say that WMP have their support with slightly fewer that felt WMP treat everyone fairly, regardless of who they are

The vast majority say they have trust in WMP and feel WMP act with integrity

More than three-quarters say that WMP use powers appropriately and take people’s concerns seriously

Highest levels of disagreement attributed to reliability and admitting mistakes

Two thirds say that WMP have a good reputation.



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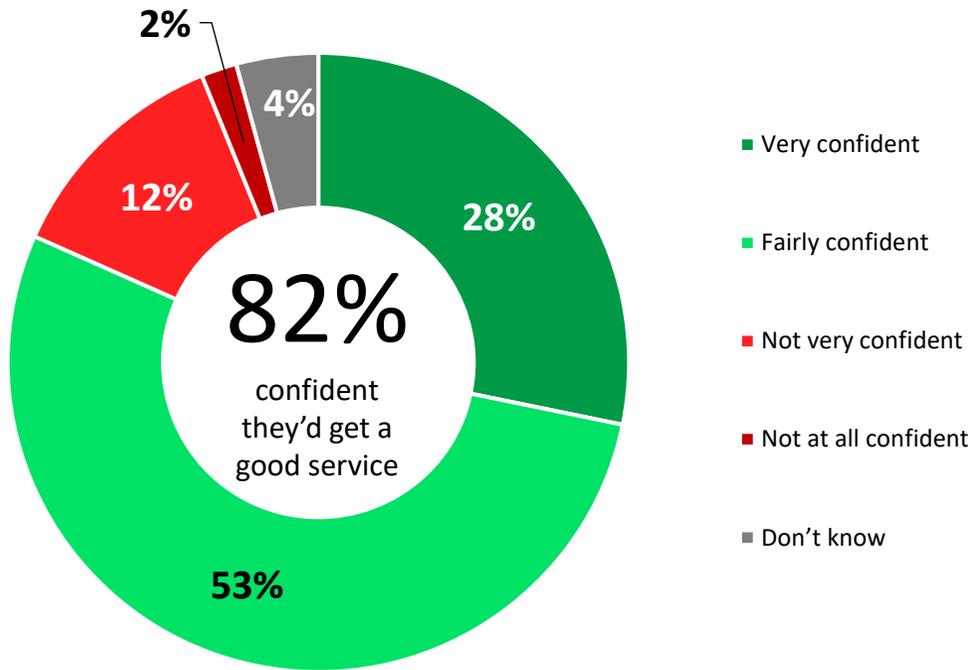


Section Six

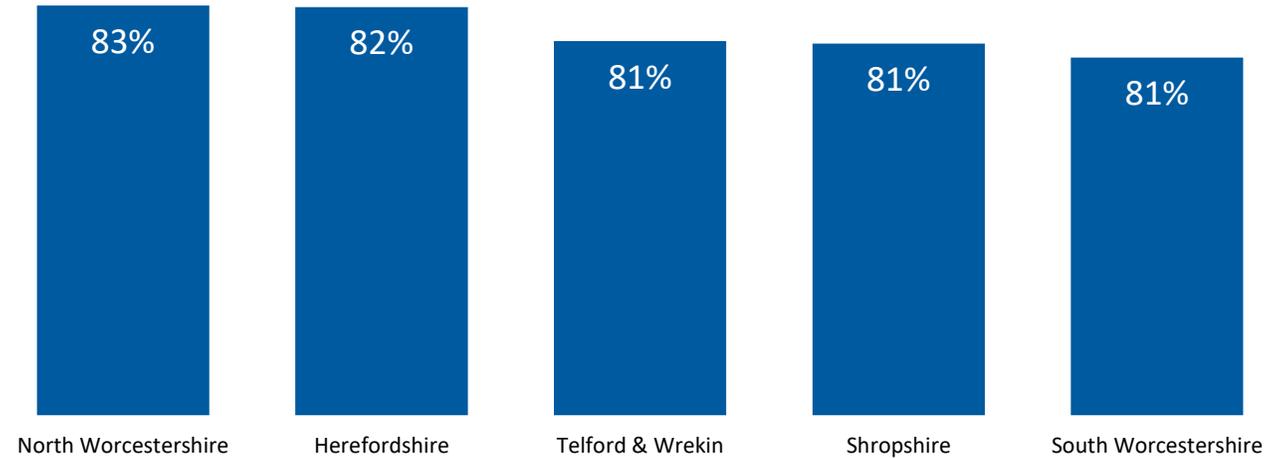
Confidence in West Mercia Police



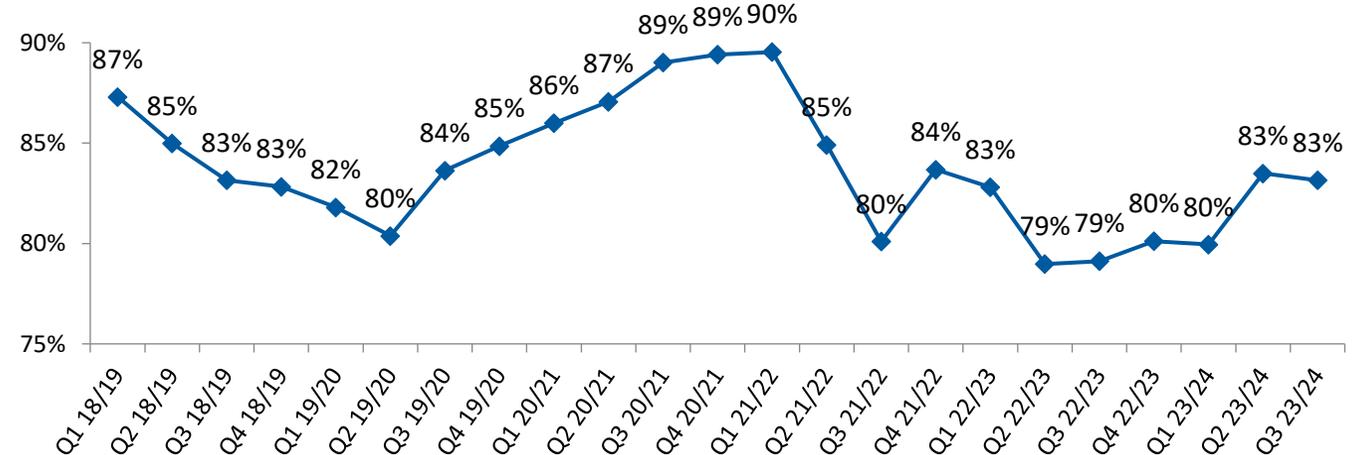
Four-fifths confident they would receive a good service from WMP



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



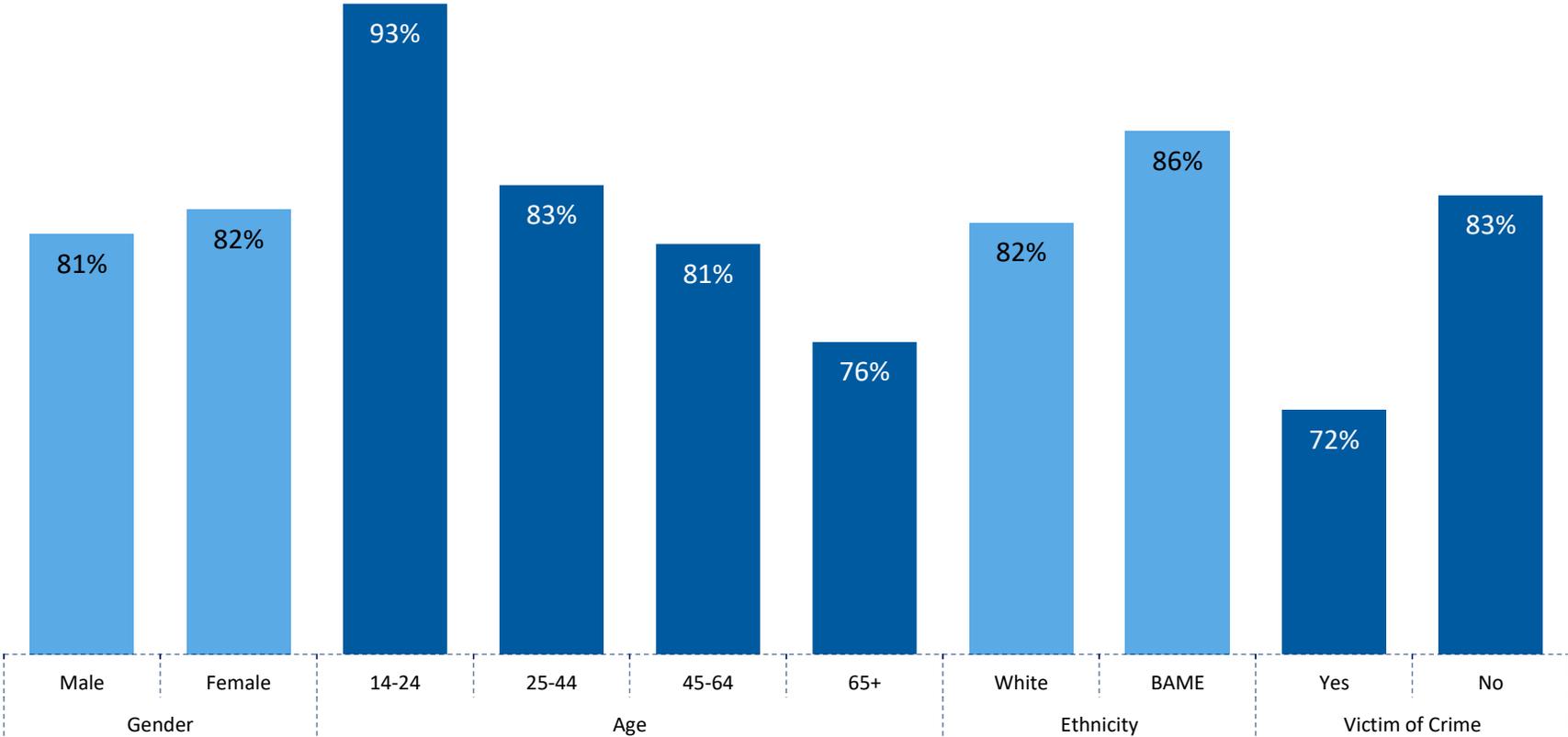
Key Insights

More than 9 in every 10 aged 14-24 are confident they would receive a good service from WMP compared to three-quarters of those aged 65+

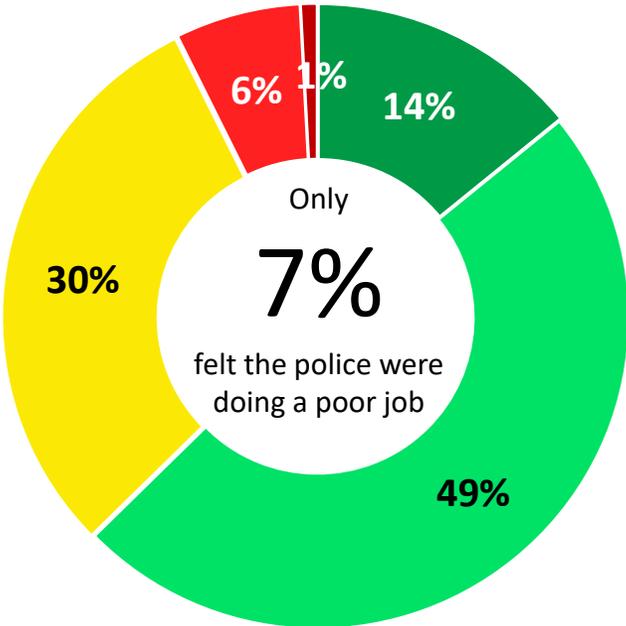
Residents in North Worcestershire most confident they would receive a good service

Victims of crime significantly less confident than non-victims

Demographic Comparisons - % very / fairly confident



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

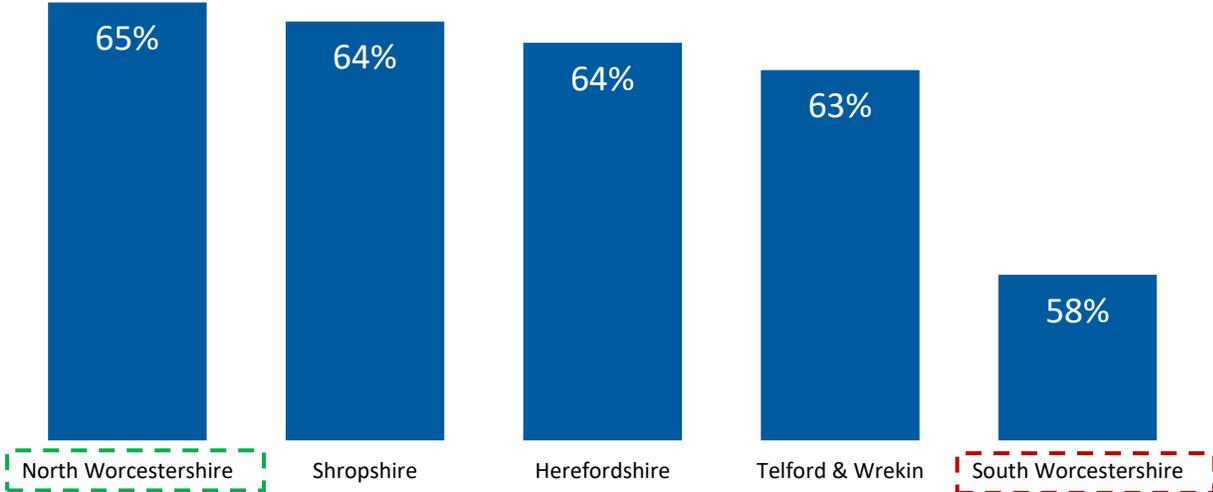


59%
CSEW MSG Average – Excellent / Good job

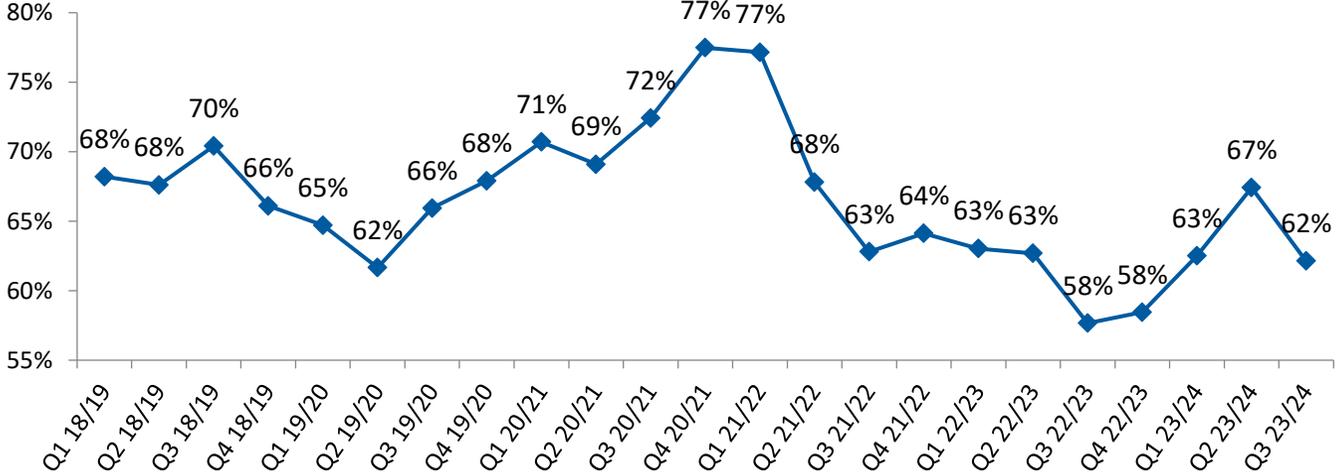


- An excellent job
- A good job
- A fair job
- A poor job
- A very poor job

LPA Comparisons - % excellent / good job



Trend over time - % Excellent / good job



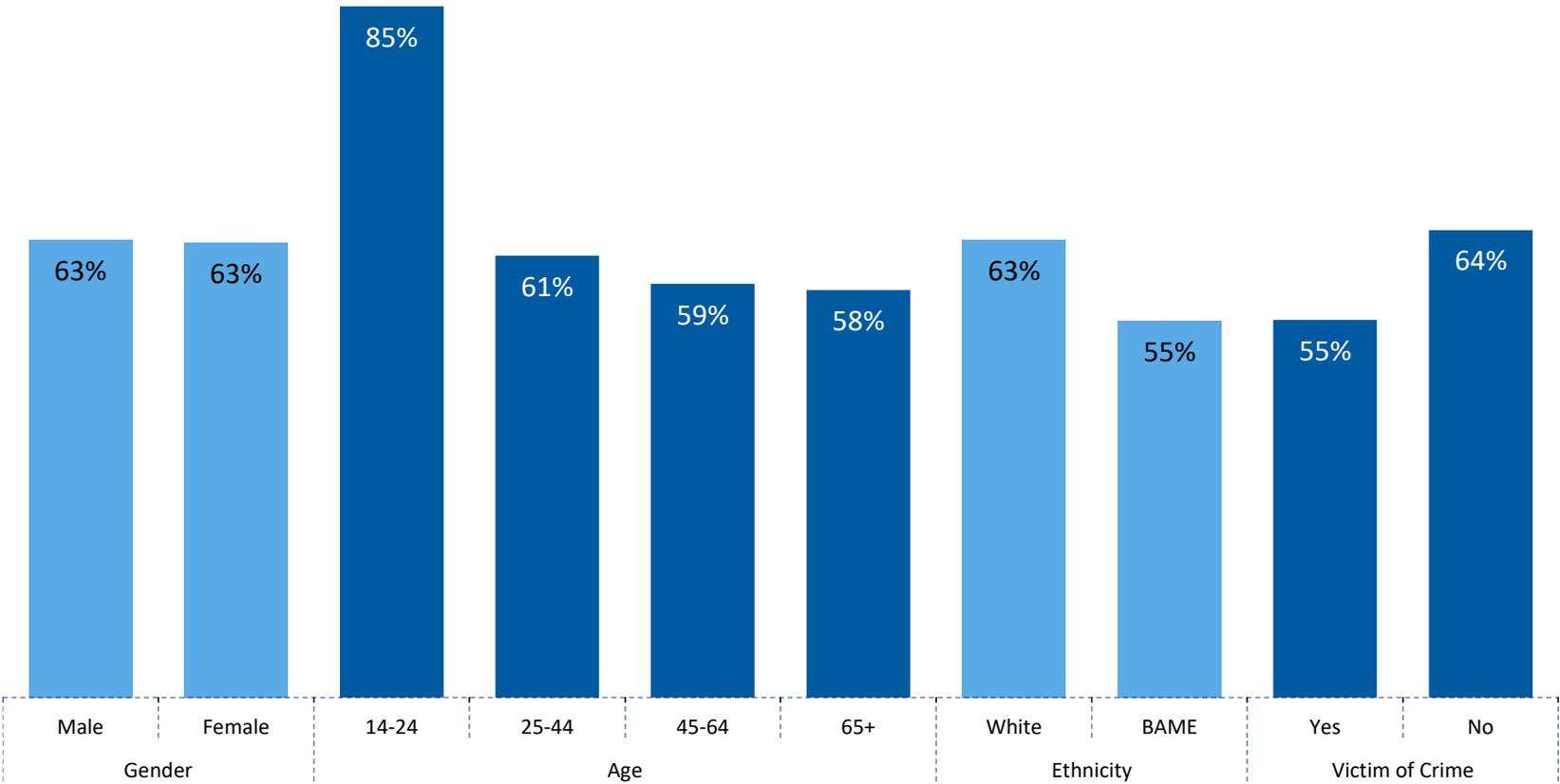
Q20 In general, how good a job do you think West Mercia Police are doing in your local area?

*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

Ethnic minority groups less inclined to feel the police were doing an excellent or good job compared to white respondents

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

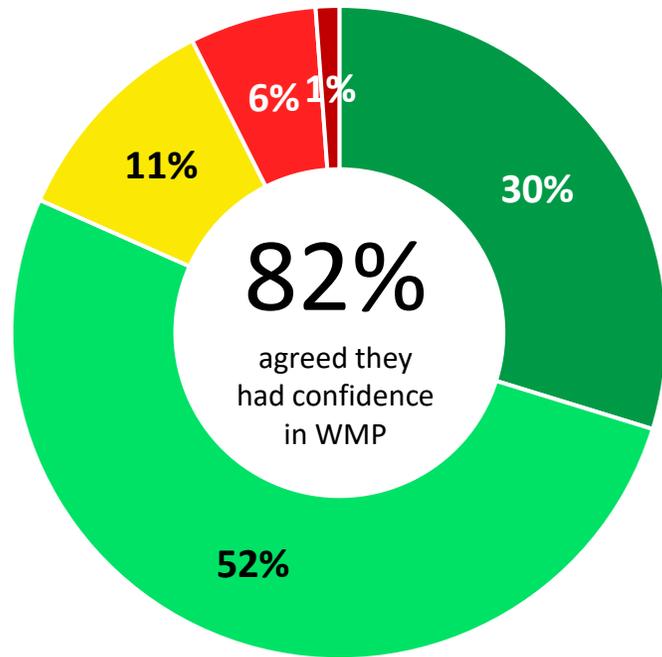
Those in North Worcestershire are most likely to say WMP were doing either an excellent or good job

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

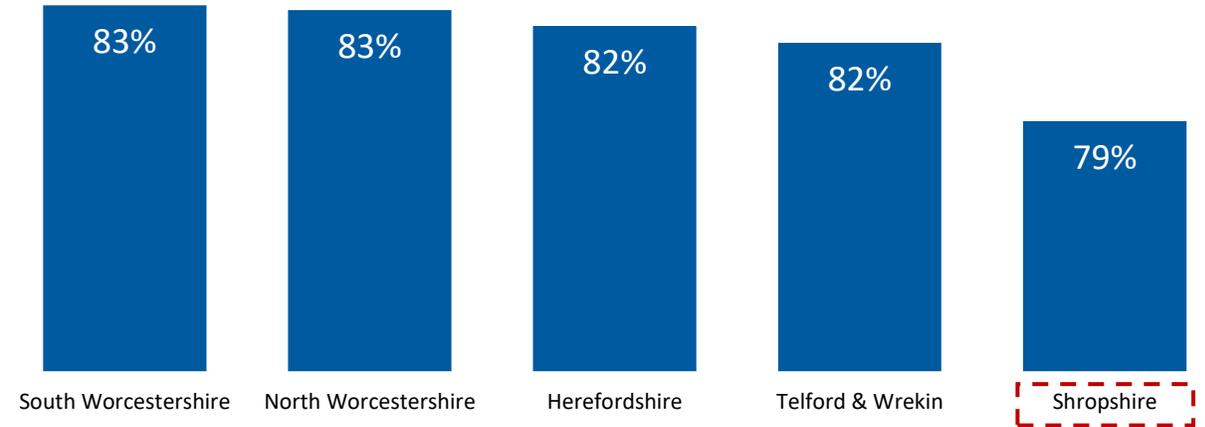


77%
CSEW MSG Average – Net Agree

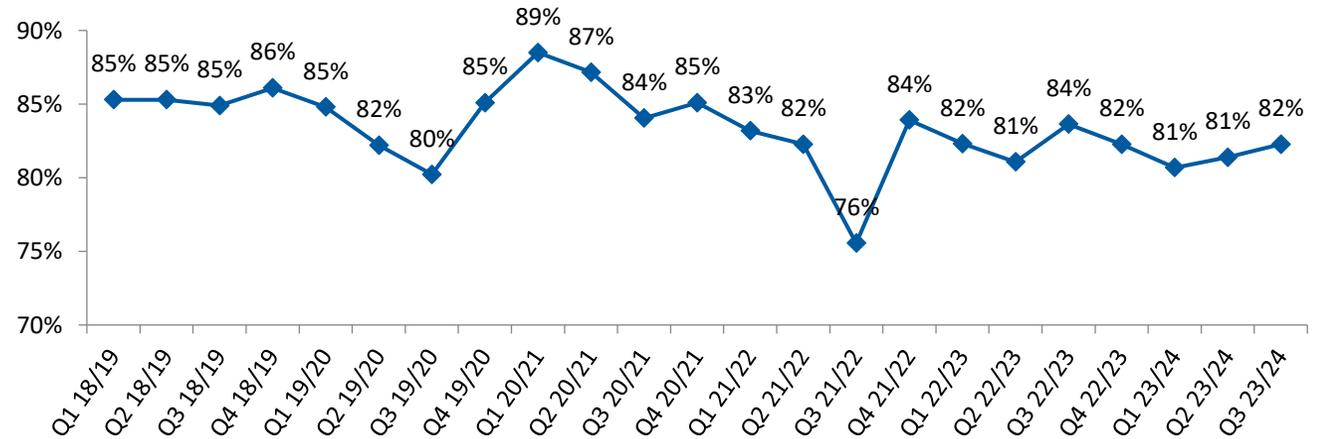
↑ 5%

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

LPA Comparisons - % strongly / tend to agree



Trend over time - % Agree



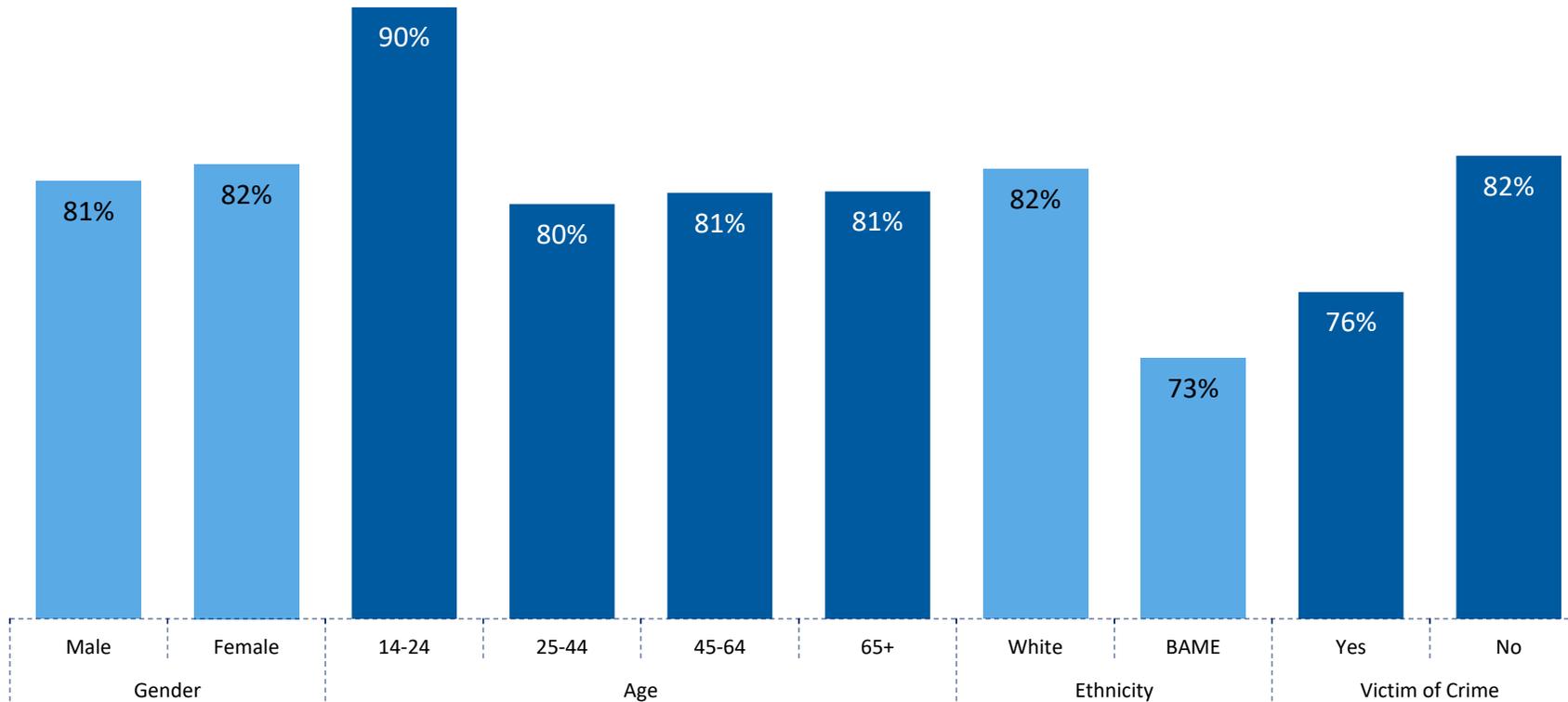
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

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

Victims of crime less likely to agree they have confidence in WMP than non-victims

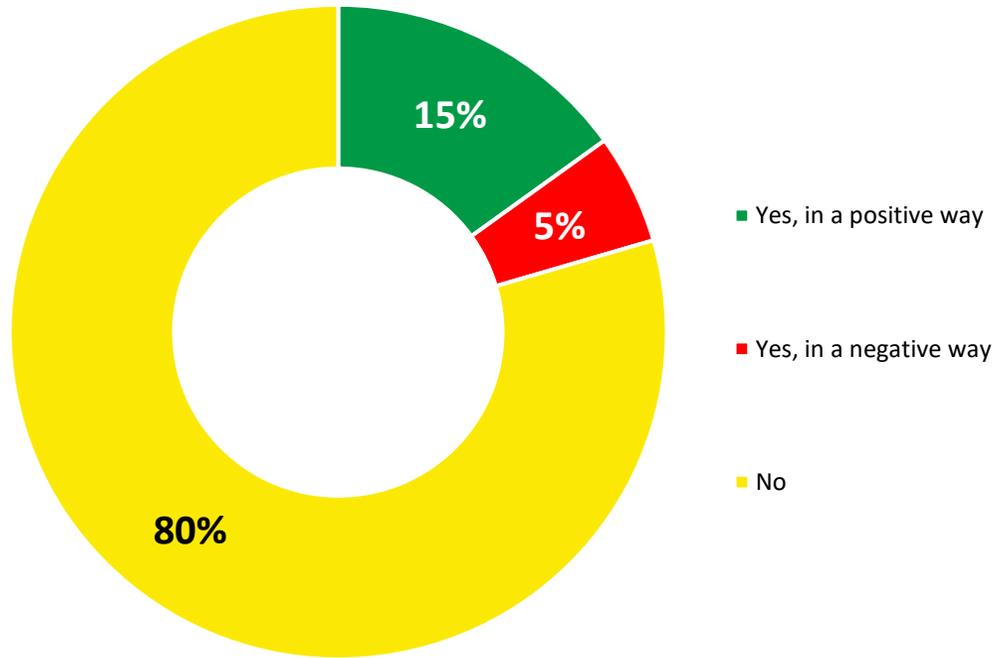
People from an ethnic minority background less likely to say they are confident compares to White residents

Residents of Shropshire have the lower levels of confidence compared to other LPAs

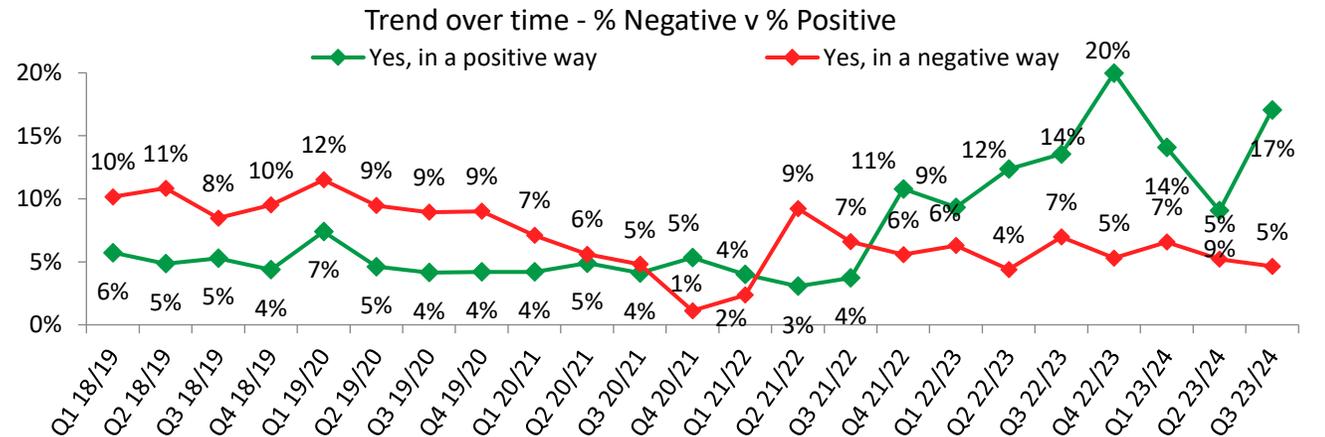
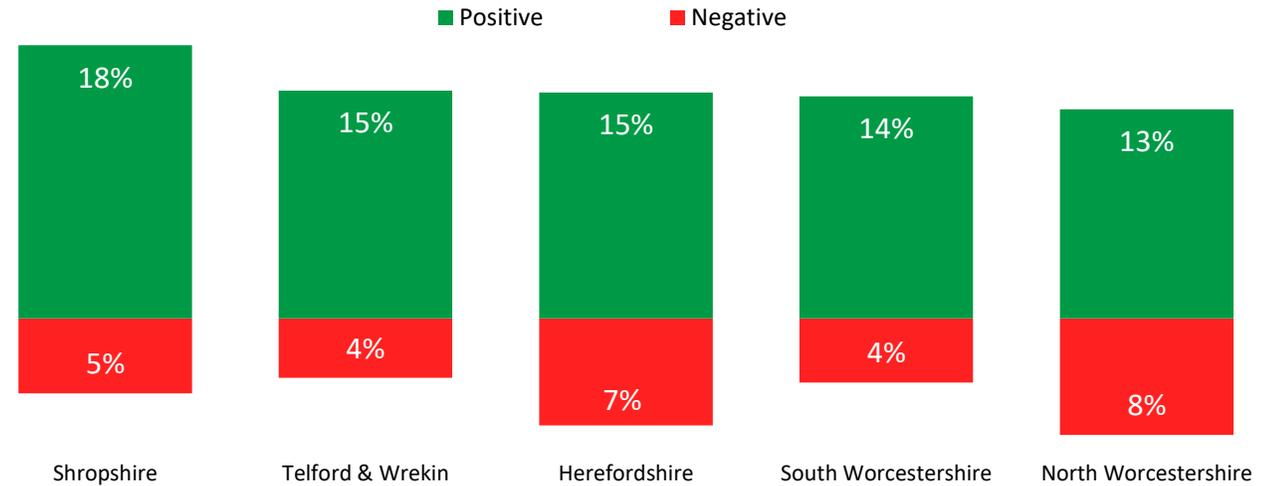
Q21 Please say how much you agree or disagree with the following statement: Taking everything into account I have confidence in West Mercia Police?

*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

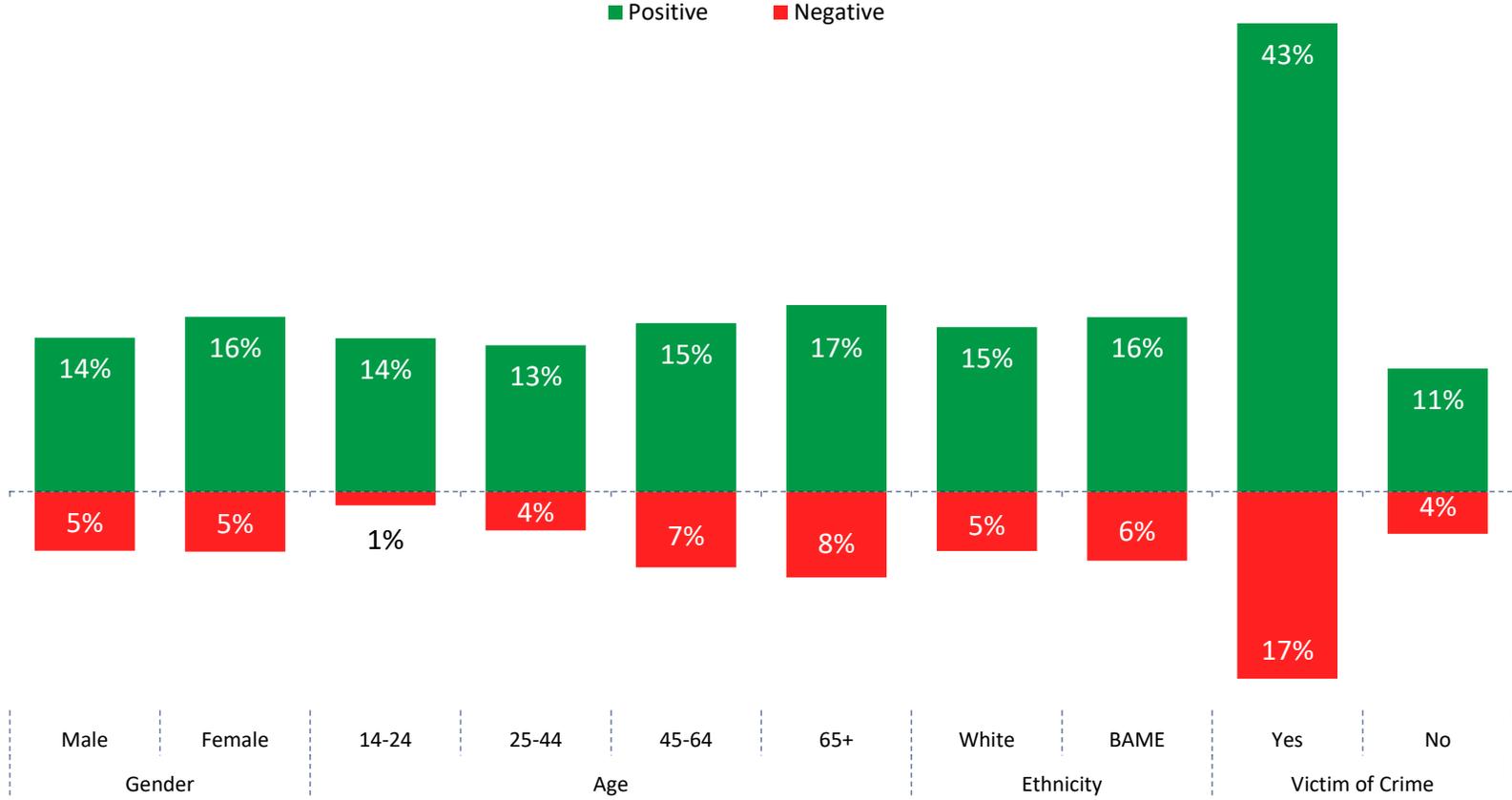


LPA Comparisons - % positive event % negative event



Victims more likely to be affected in both a positive and negative way

Demographic Comparisons - % positive event v % negative event



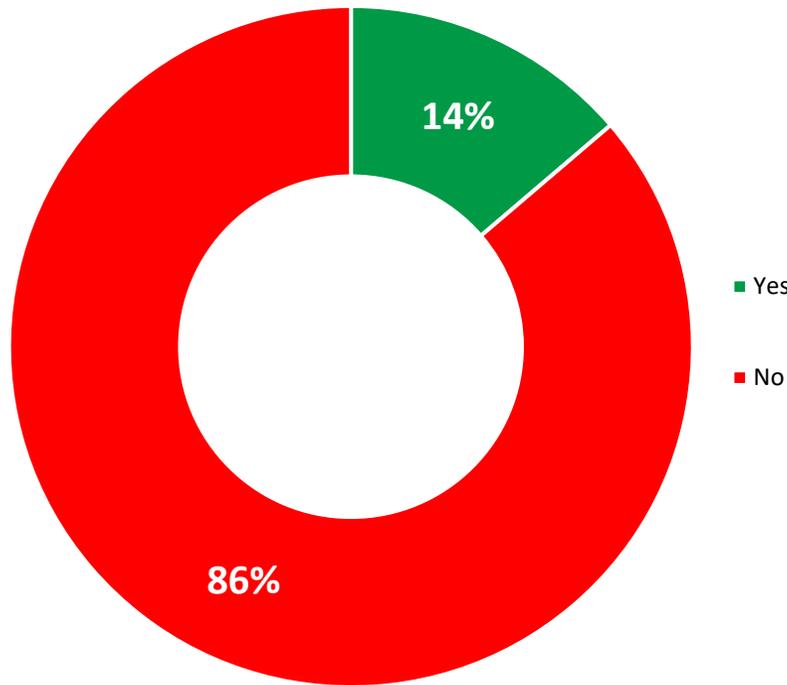
Key Insights

Victims of crime were most likely to say they experienced an event that negatively affected their confidence; however, victims were also more likely to be affected in a positive way

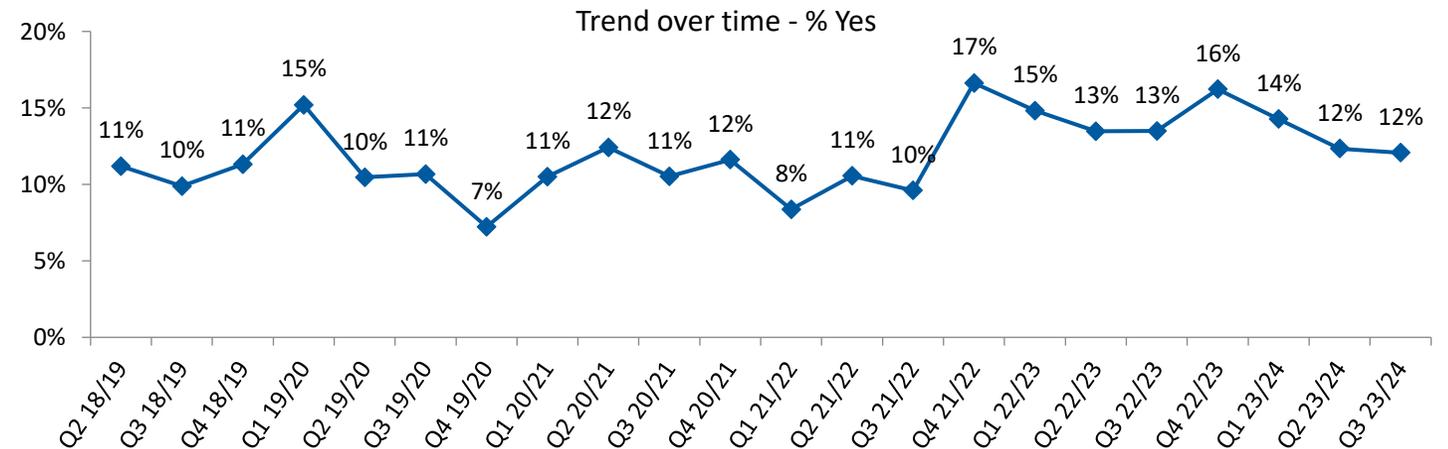
Those who experiences a negative event increases with age

Those living in Shropshire were more likely to have experienced an event that positively affected their confidence in WMP

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

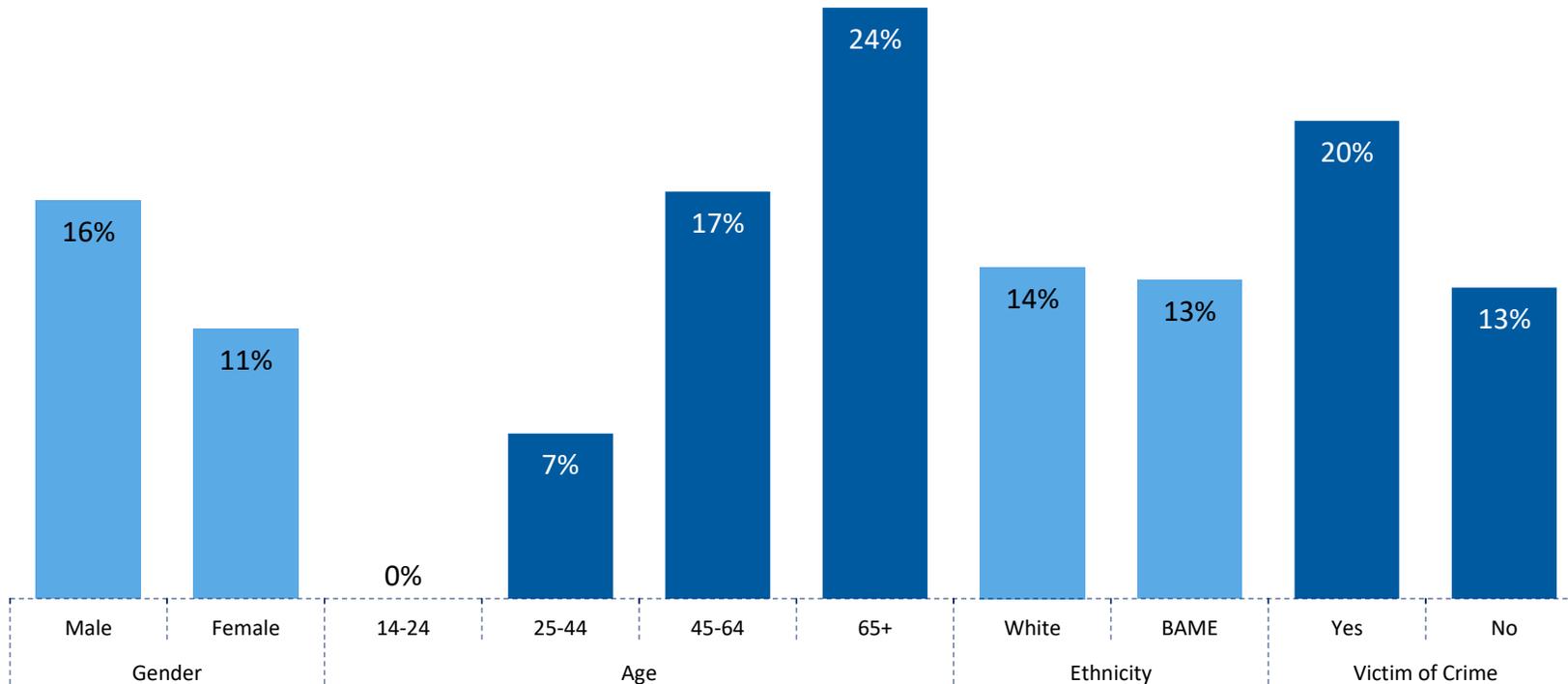


LPA Comparisons - % aware of PCC



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

Demographic Comparisons - % aware of PCC



Key Insights

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

No-one aged <25 years say they are aware of the Police and Crime Commissioner

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.



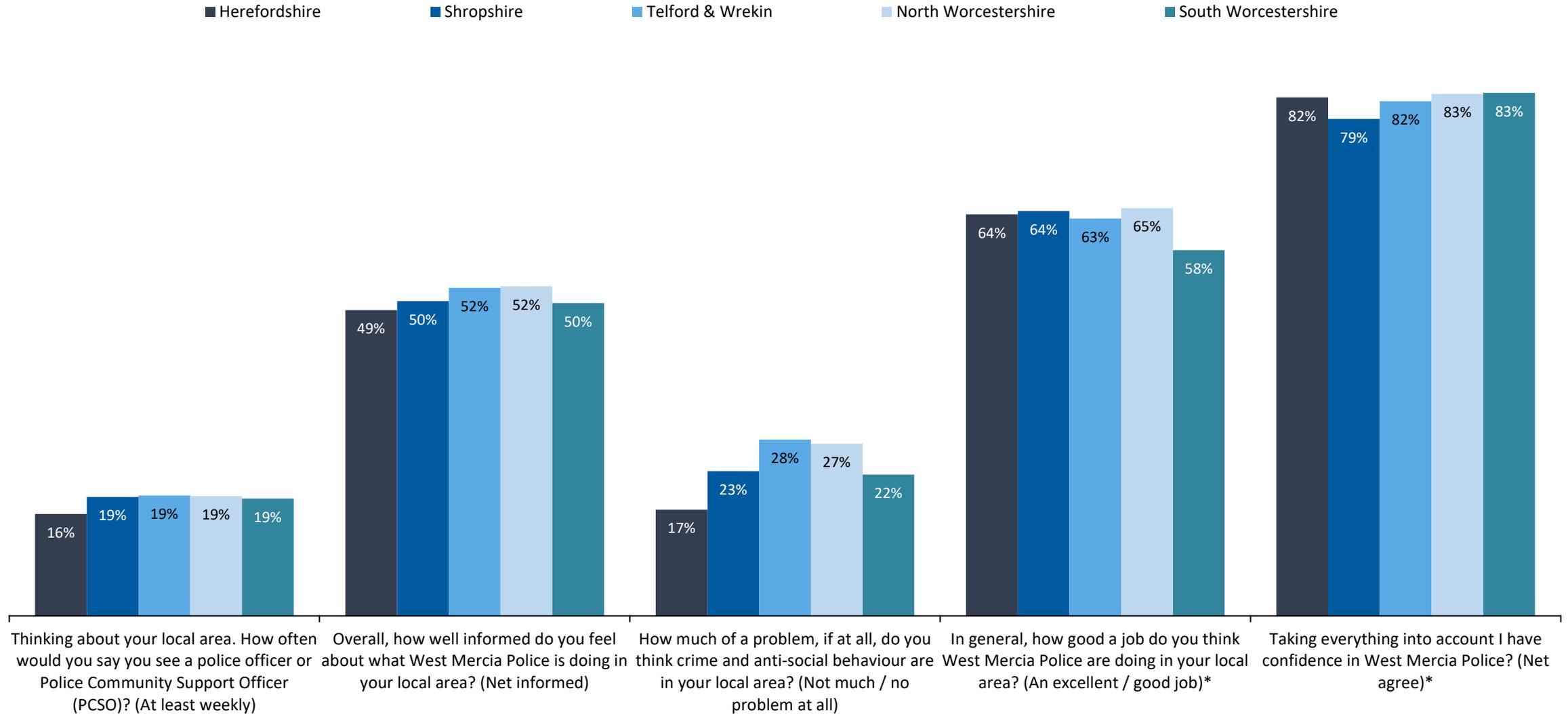
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Section Seven LPA & Victim Comparisons



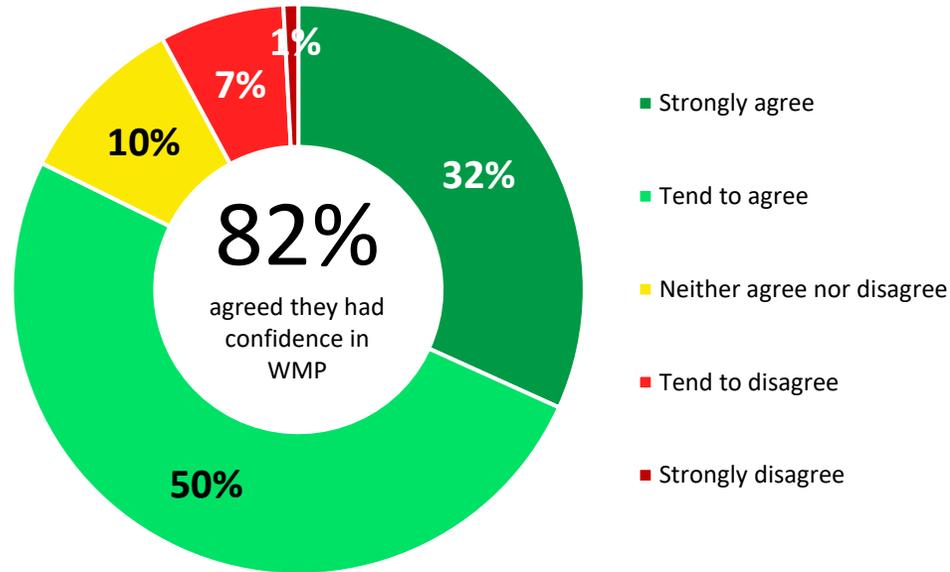
LPA Key Question Overview



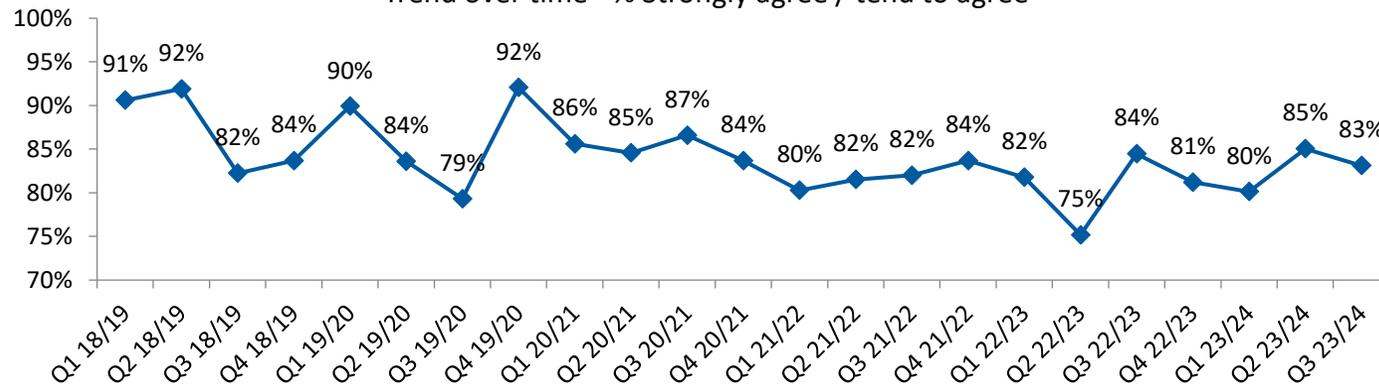
*Don't know option has been excluded from calculation to make question comparable to CSEW

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 (16%)

Most confident they could access the police in both an emergency (90% - joint with South Worcestershire) and a non-emergency (70% - joint with Telford & Wrekin and Shropshire)

Least informed about what WMP are doing in their local area (49%)

Least likely to have experienced crime over the past year (11%)

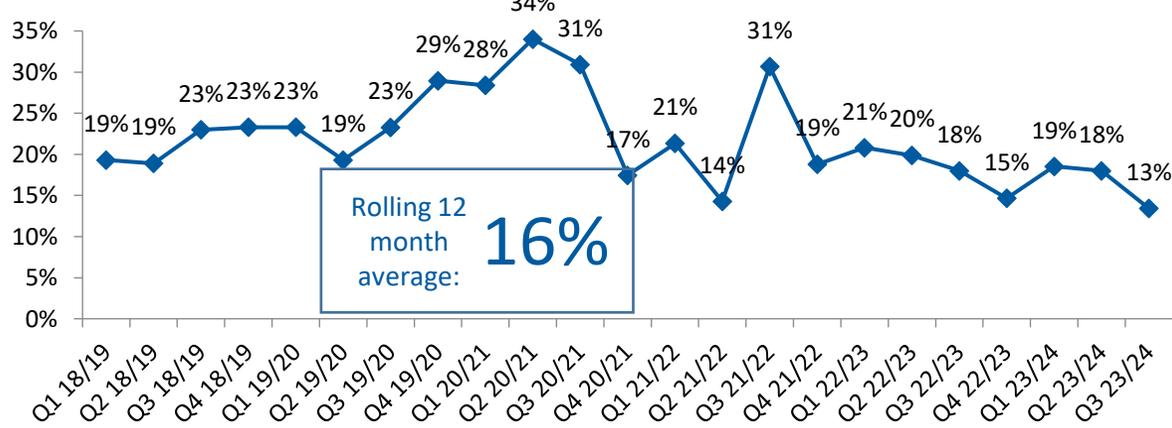
Least likely have said crime and ASB is a problem in their area (17%)

Least confident that WMP use stop and search powers fairly and respectfully (63%)

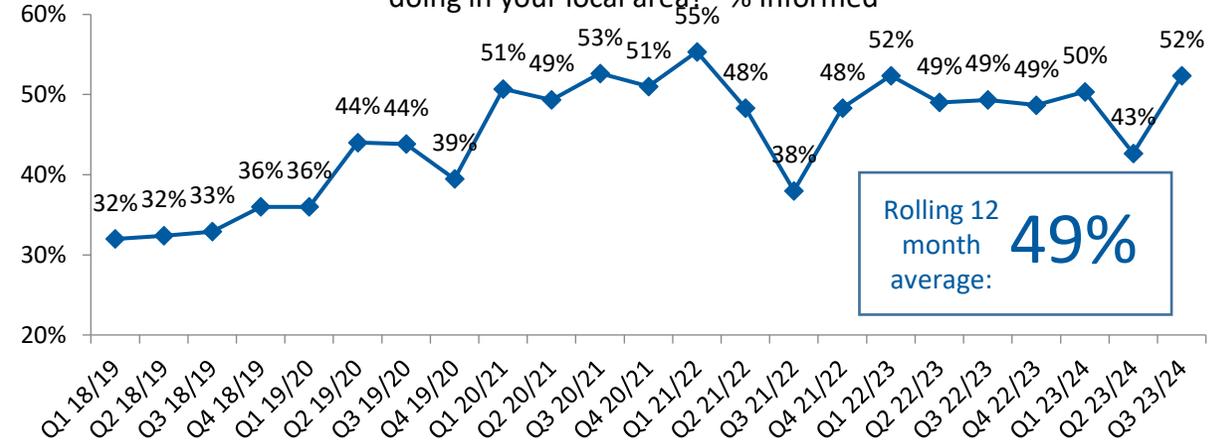
Highest awareness of the PCC (16%)

LPA Key Findings - Herefordshire

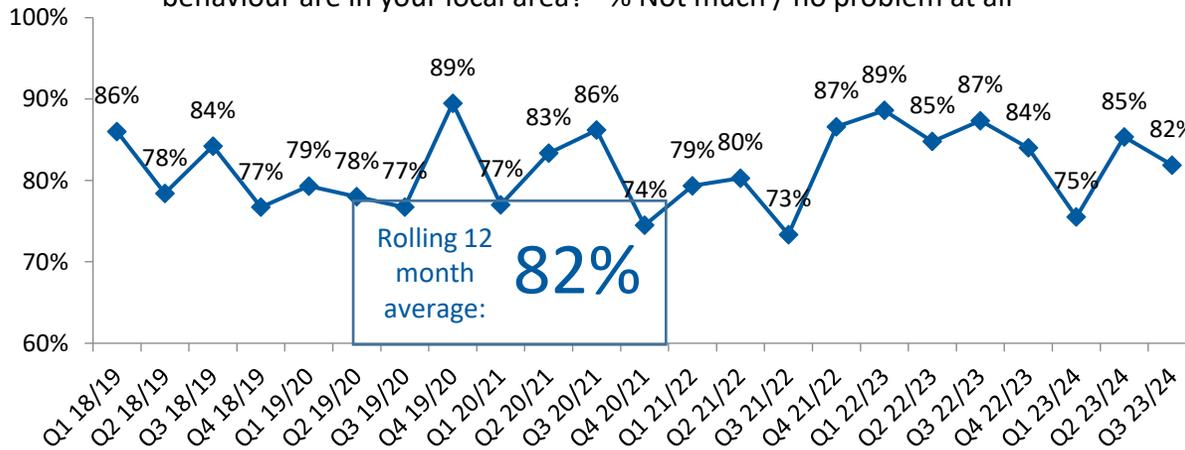
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



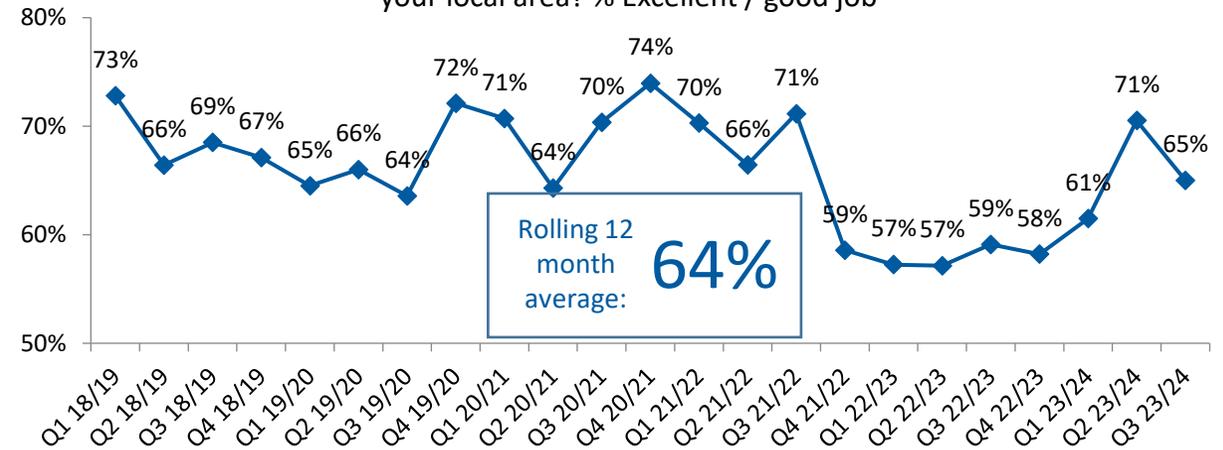
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



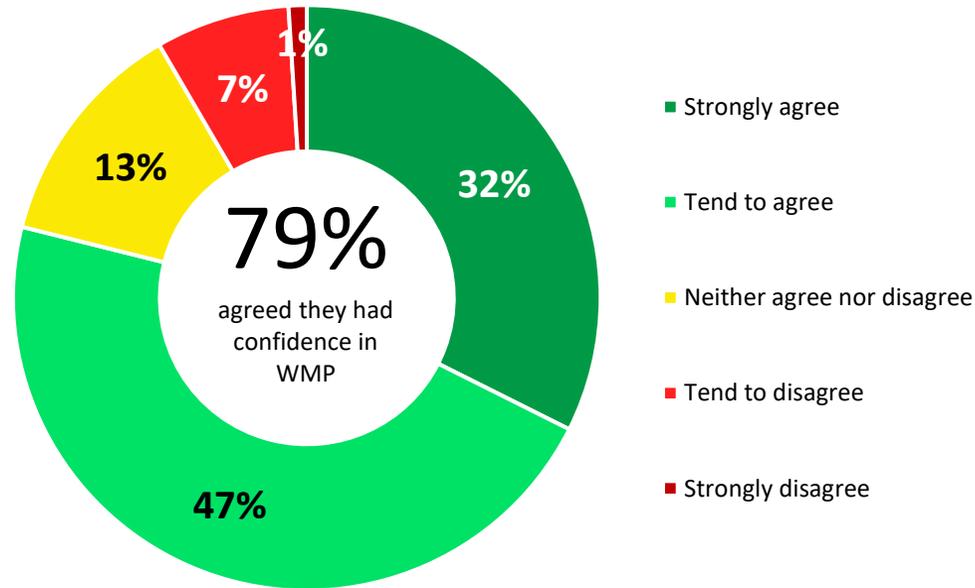
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



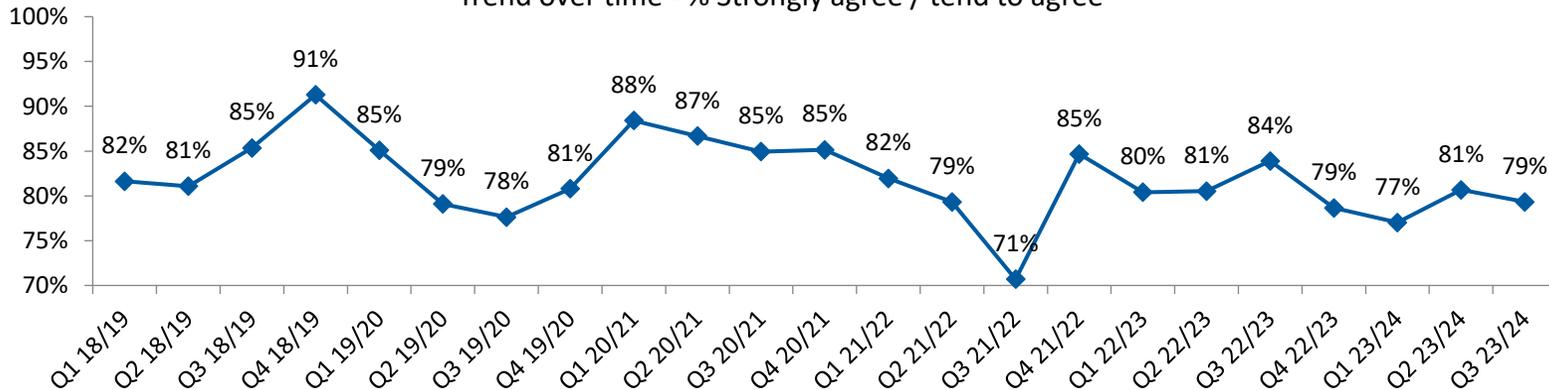
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Shropshire

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



Trend over time - % Strongly agree / tend to agree



Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least weekly (19% - joint with Telford & Wrekin, North Worcestershire, and South Worcestershire)

Most confident they could access the police in a non-emergency (70% - joint with Herefordshire and Telford & Wrekin)

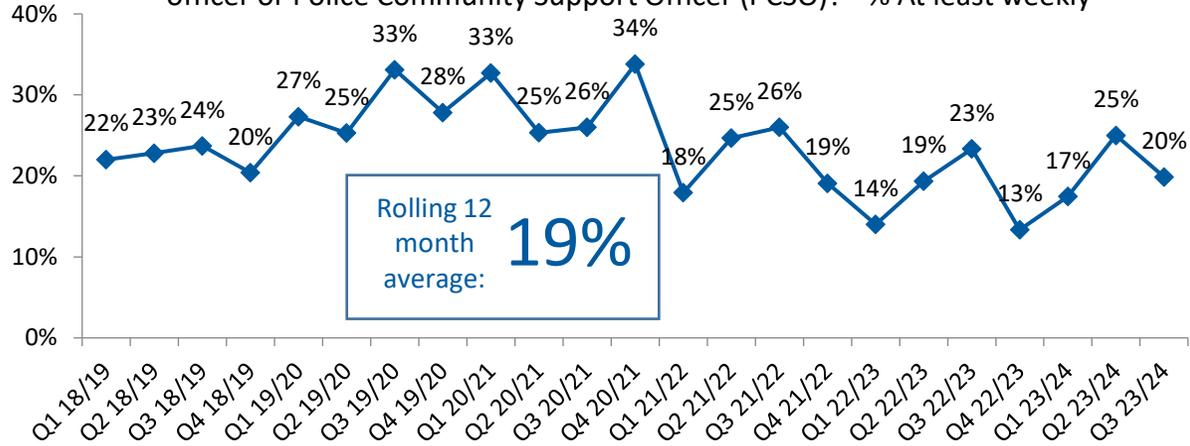
Least confident they would receive a good service from WMP (81% - joint with Telford & Wrekin and South Worcestershire)

Least likely to have confidence in WMP (79%)

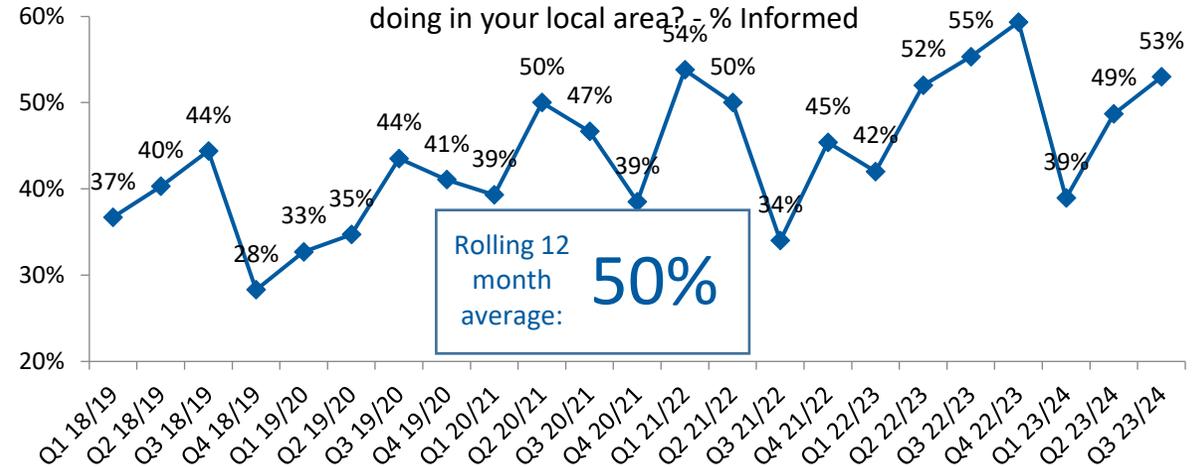
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Shropshire

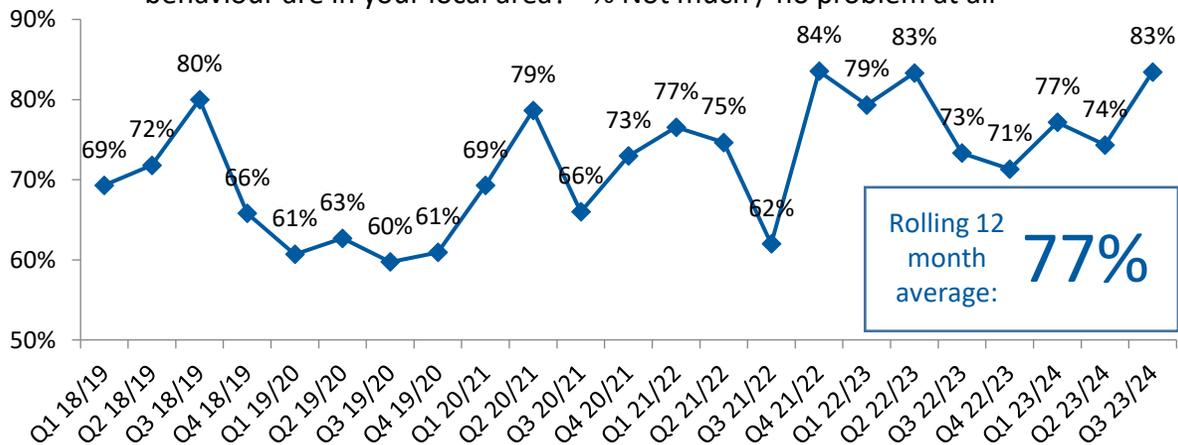
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



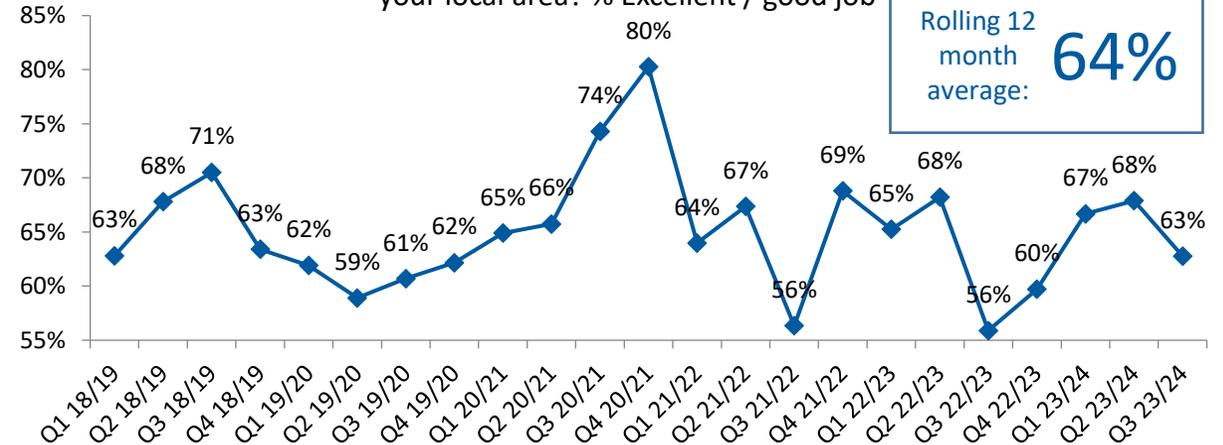
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



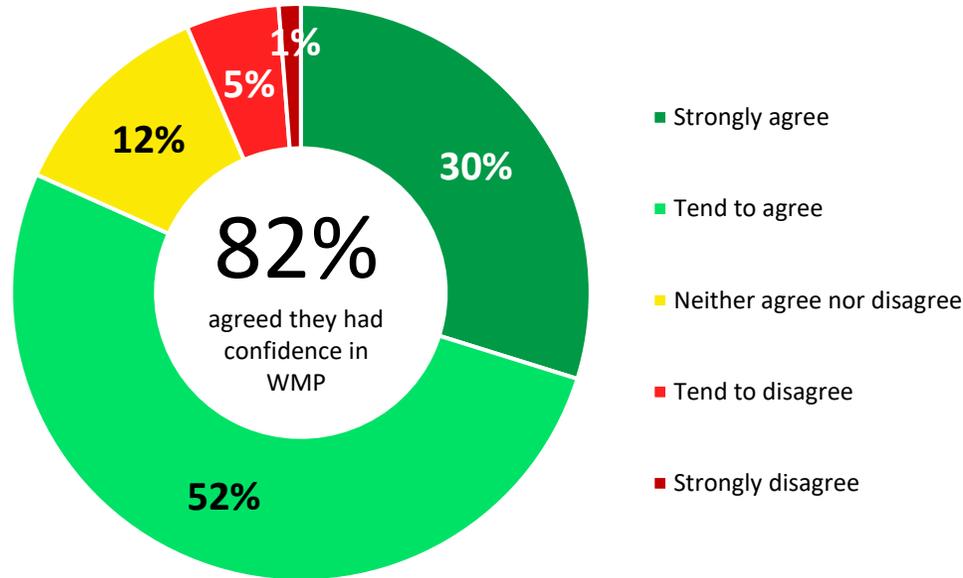
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



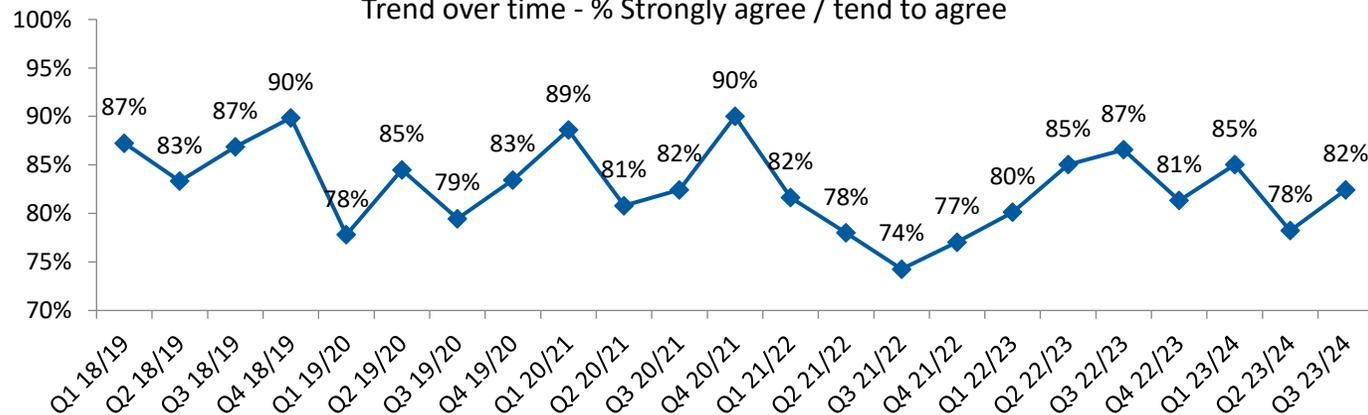
*Don't know option has been excluded from calculation to make question comparable to CSEW

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 (19% - joint with North Worcestershire, Shropshire and South Worcestershire)

Most satisfied with the levels of policing in their local area (64% - joint with North Worcestershire)

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

Most confident they could access the police in a non-emergency (70% - joint with Herefordshire and Shropshire)

Most informed about what WMP are doing in their local area (52% - joint with North Worcestershire)

Least likely to feel WMP understand issues in their community (68%)

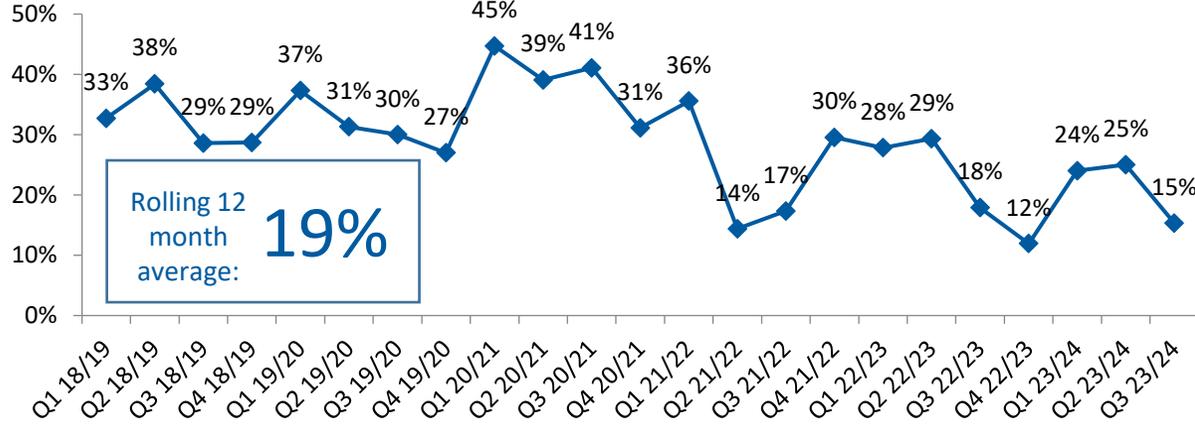
Most likely to think that crime and ASB was a problem in their local area (28%)

Most confident that WMP use stop and search powers fairly and respectfully (68%)

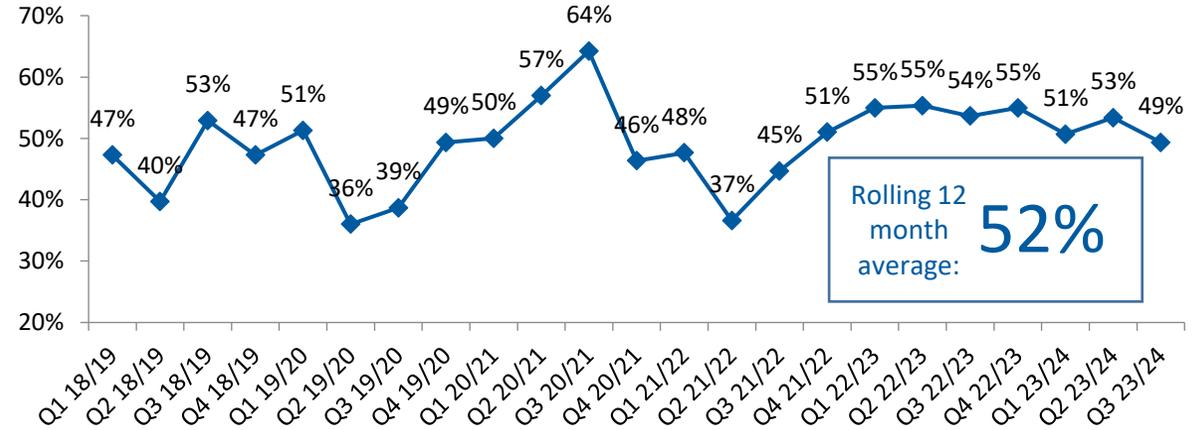
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - Telford & Wrekin

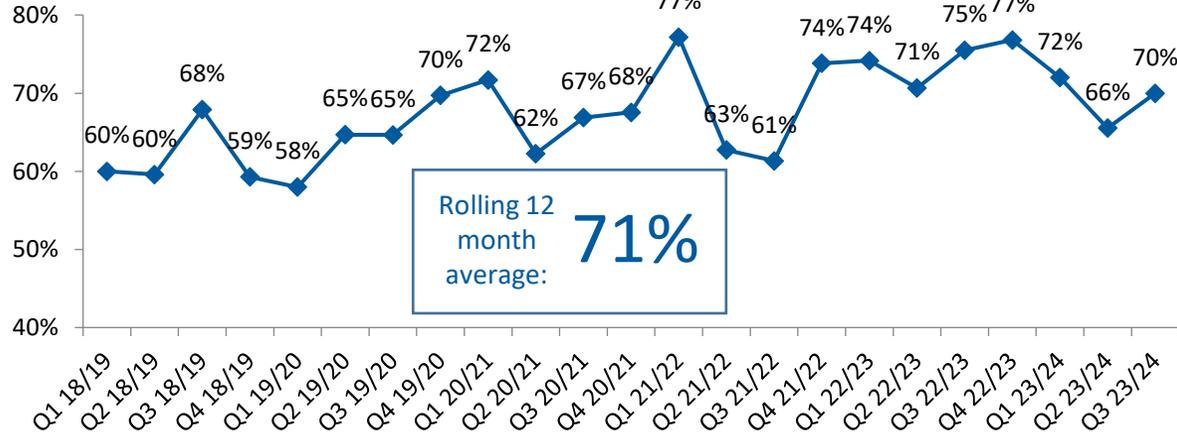
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



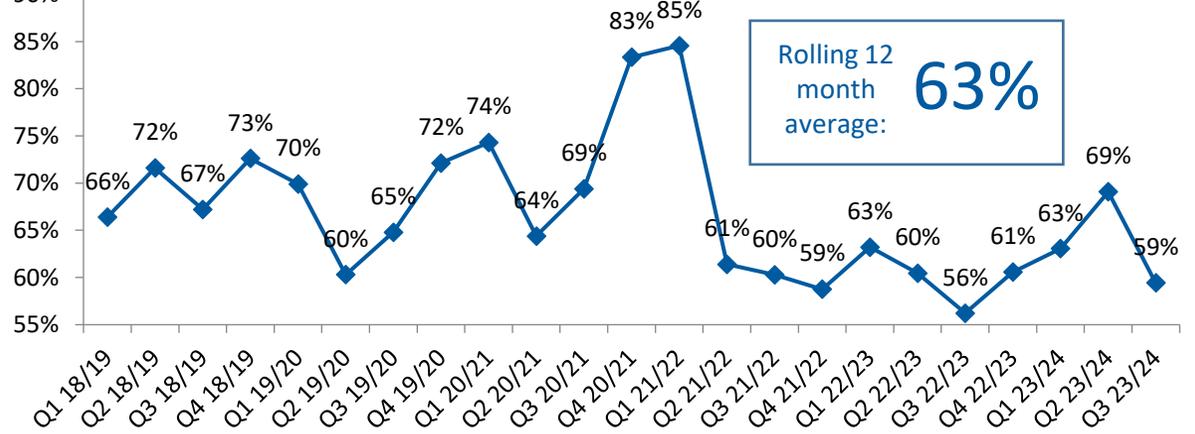
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



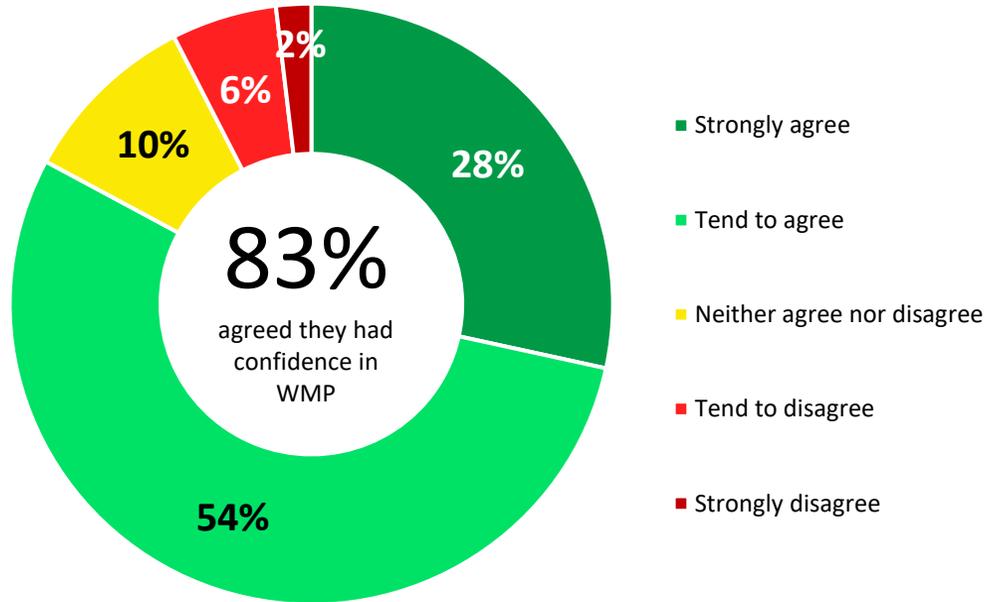
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



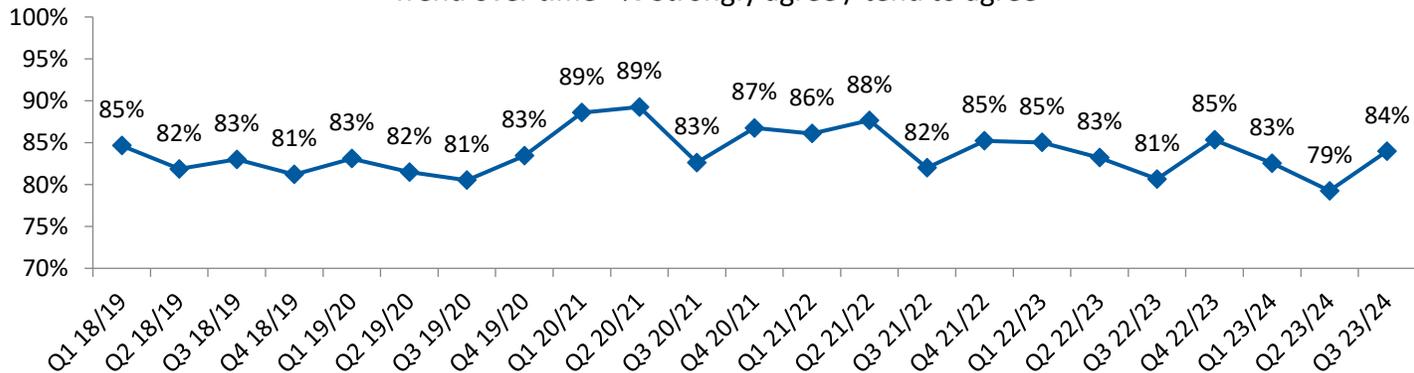
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - North Worcestershire

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



Trend over time - % Strongly agree / tend to agree



Key Findings Compared With Other NPTs

Most likely to see an officer or PCSO at least weekly (19% - joint with Telford & Wrekin, Shropshire and South Worcestershire)

Most satisfied with the levels of policing in their local area (64% - joint with Telford & Wrekin)

Least confident they could access the police in both an emergency (88%) and a non-emergency (69% - joint with South Worcestershire)

Most informed about what WMP are doing in their local area (52% - joint with Telford & Wrekin)

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

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

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

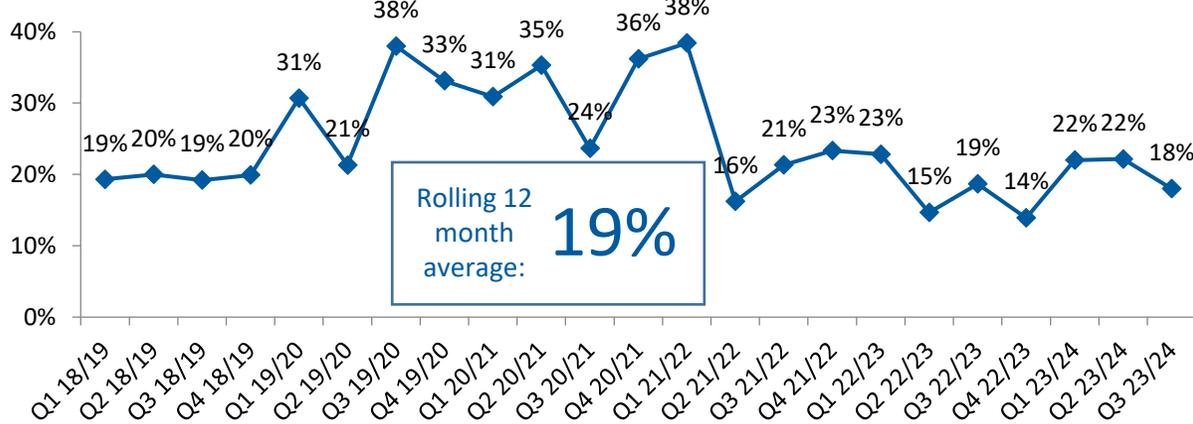
Most likely to have confidence in WMP (83% - joint with South Worcestershire)

Lowest awareness of the PCC (12%)

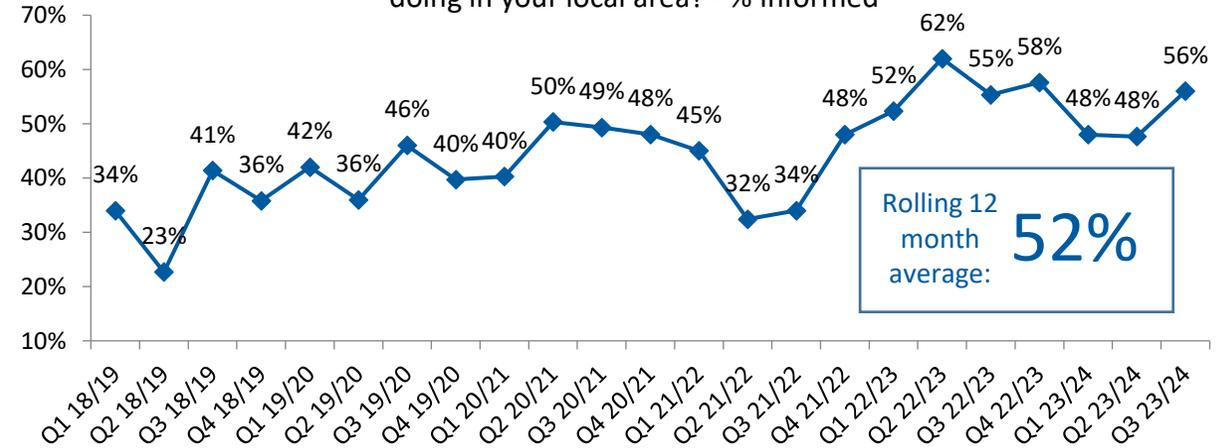
*Don't know option has been excluded from calculation to make question comparable to CSEW

LPA Key Findings - North Worcestershire

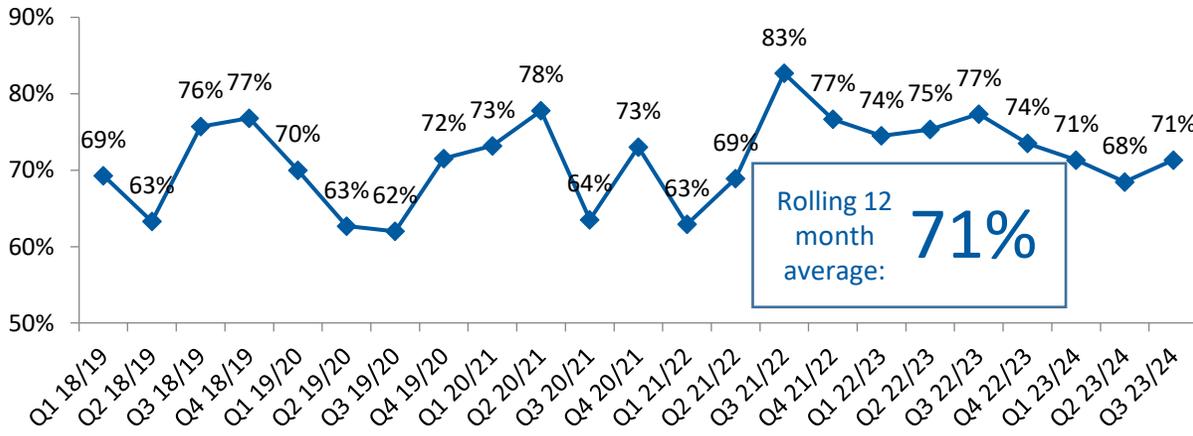
Thinking about your local area. How often would you say you see a police officer or Police Community Support Officer (PCSO)? - % At least weekly



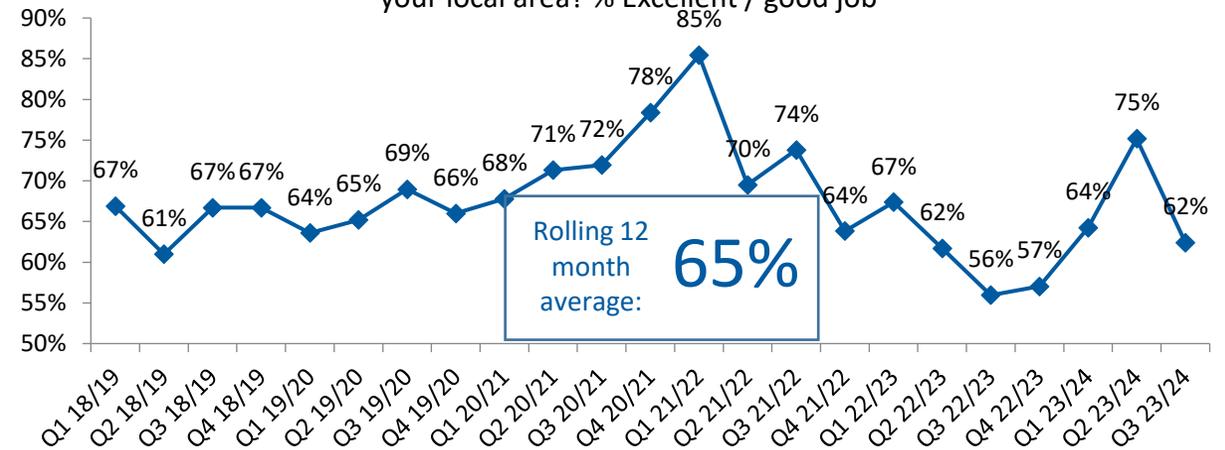
Overall, how well informed do you feel about what West Mercia Police is doing in your local area? - % Informed



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



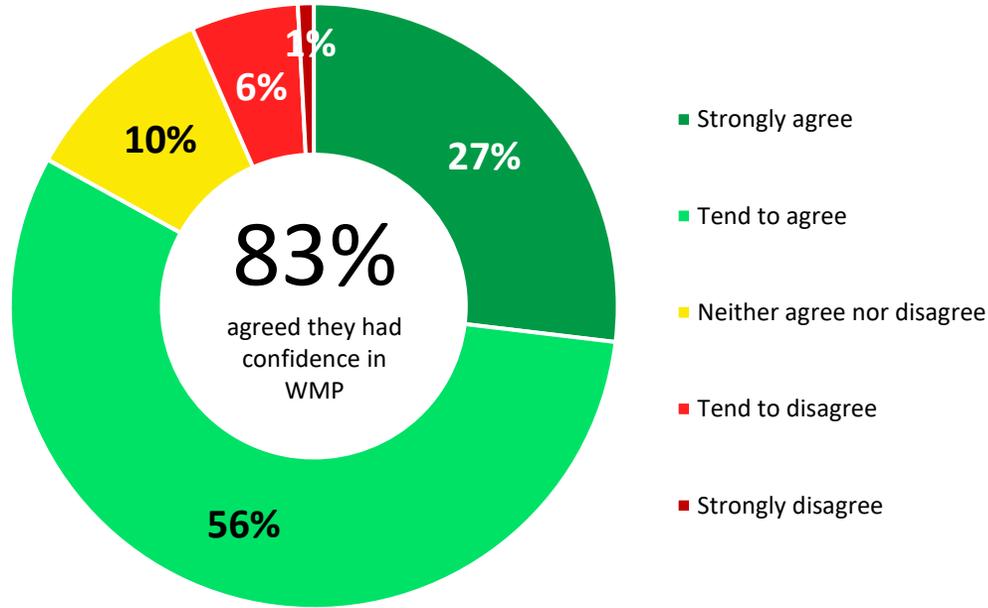
In general, how good a job do you think West Mercia Police are doing in your local area? % Excellent / good job



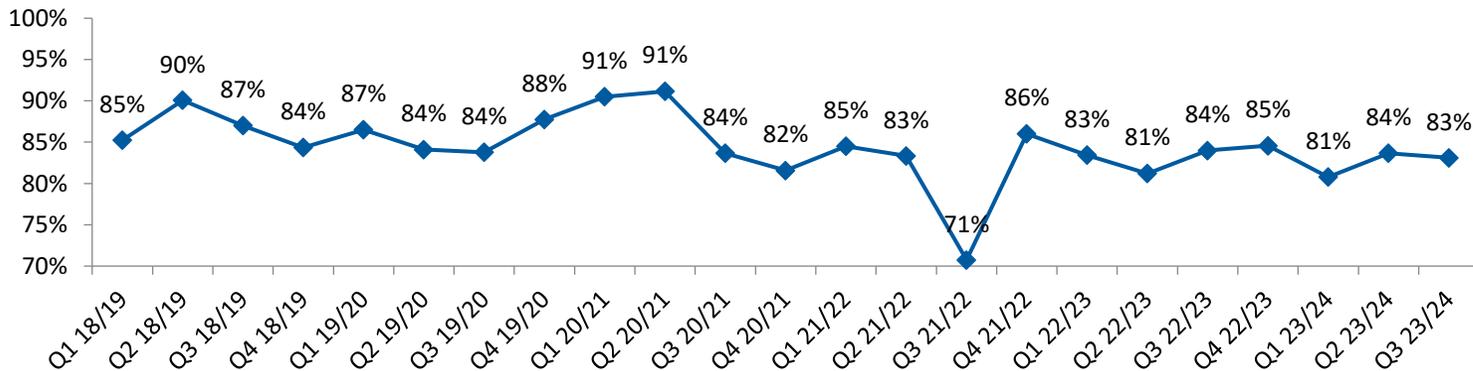
*Don't know option has been excluded from calculation to make question comparable to CSEW

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

Most likely to see an officer or PCSO at least weekly (19% - joint with Telford & Wrekin, Shropshire and North Worcestershire)

Least satisfied with the levels of policing in their local area (61%)

Least likely to have spoken to an officer or PCSO from their local policing team (8%)

Most confident they could access the police in an emergency (90% - joint with Herefordshire)

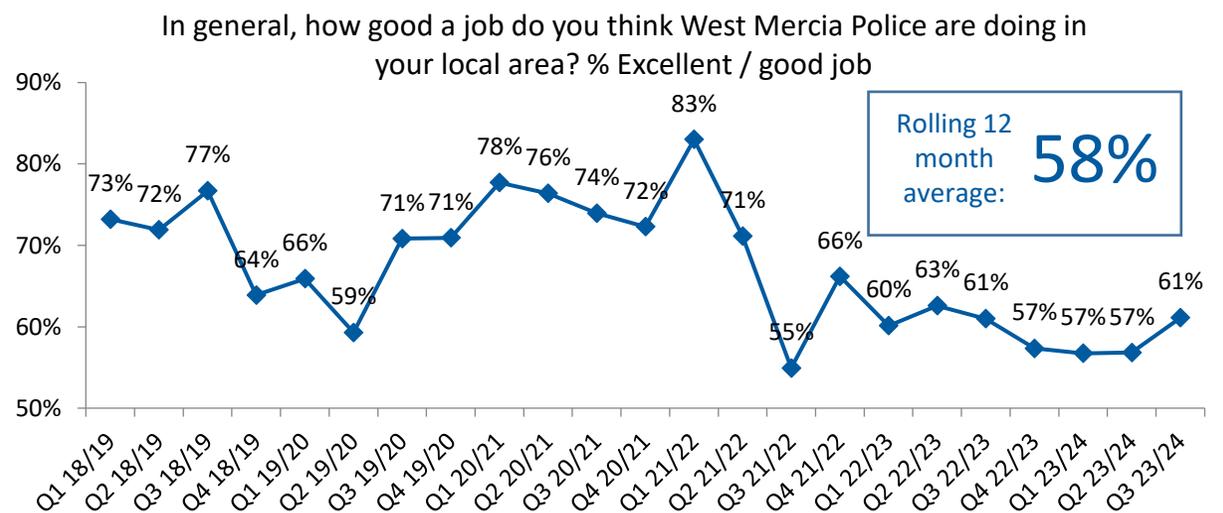
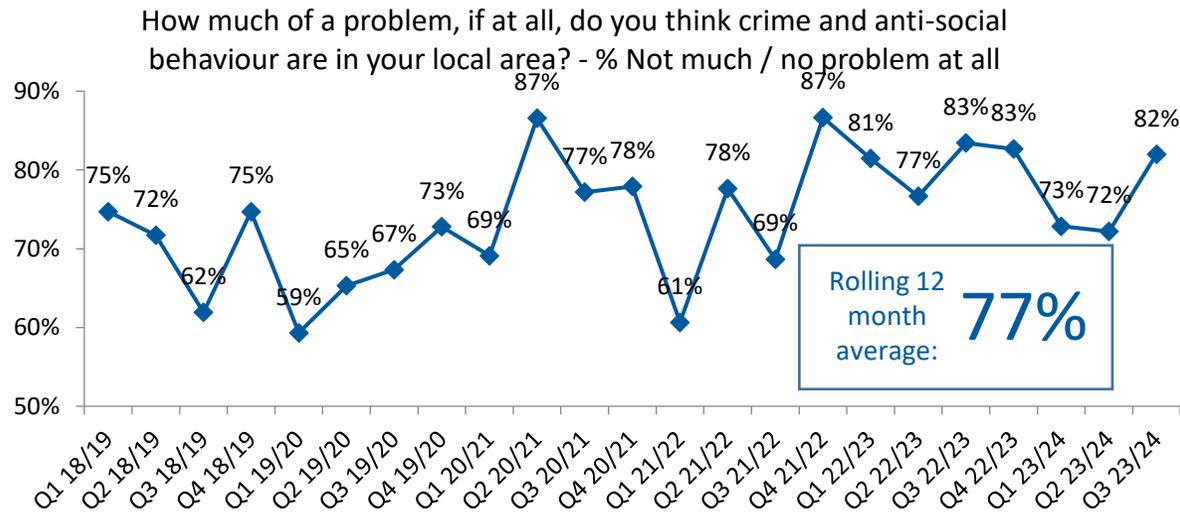
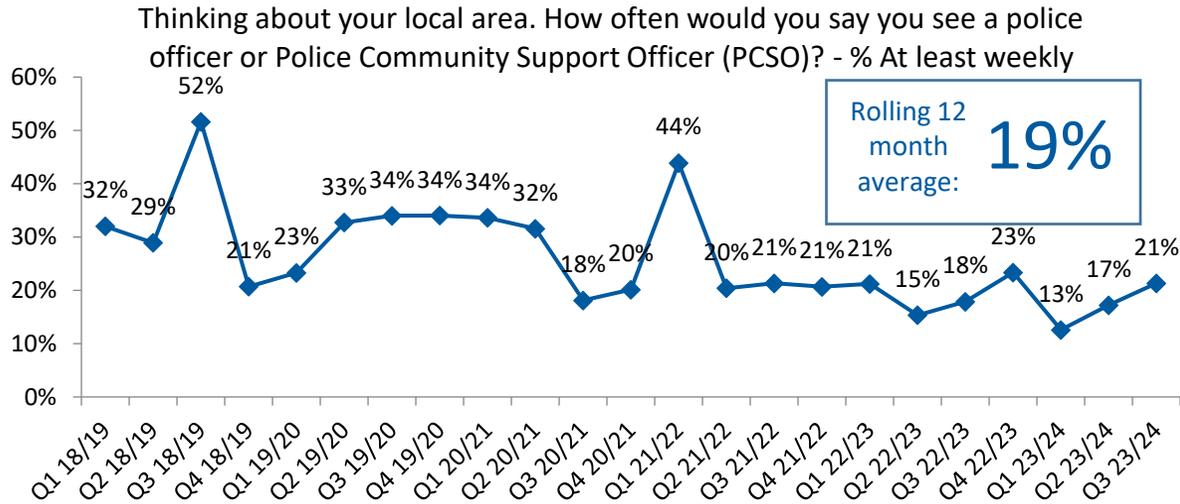
Most confident that WMP understands the issues in their community (73%)

Least confident they would receive a good service from WMP (81% - joint with Telford & Wrekin and Shropshire)

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

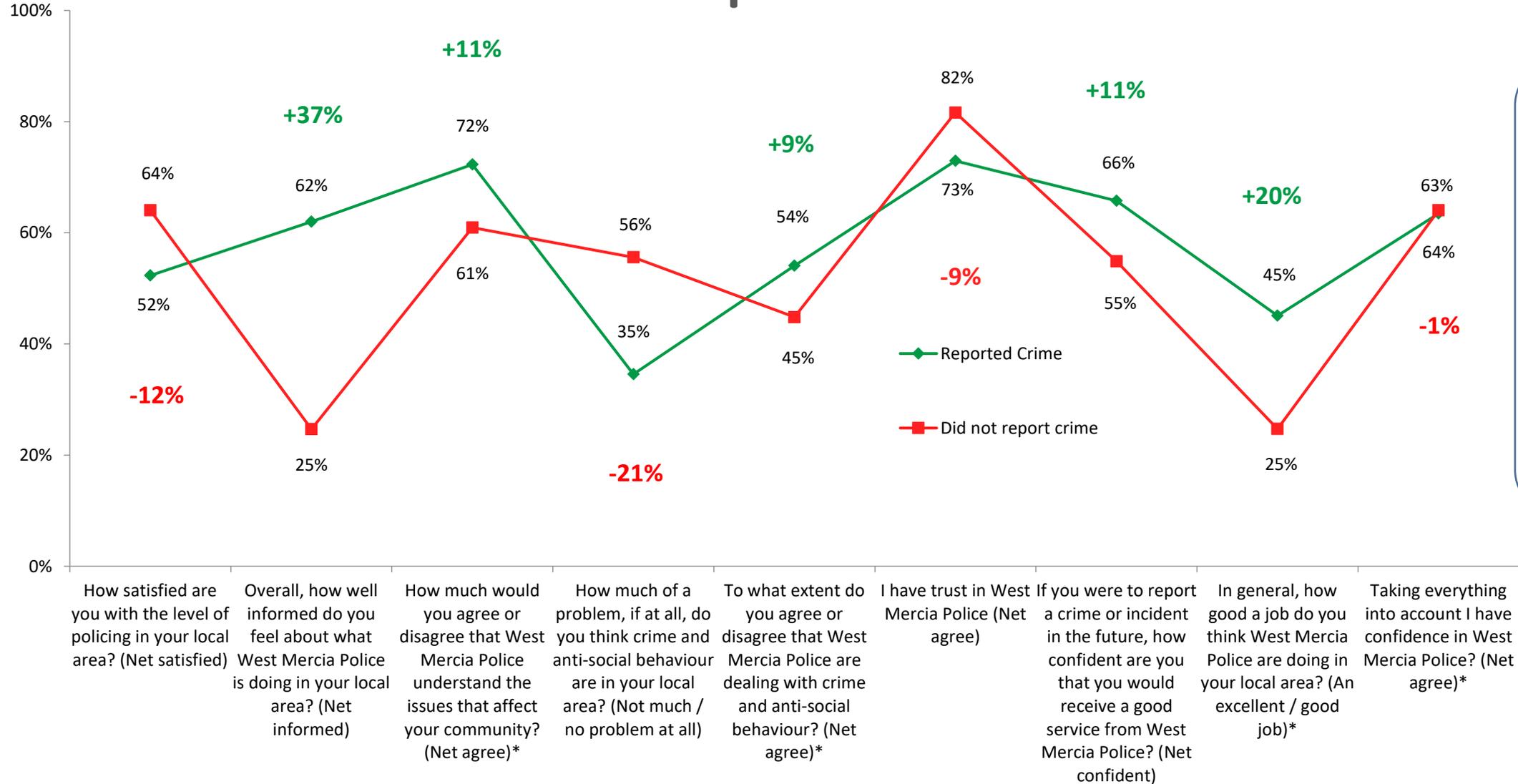
Most likely to have confidence in WMP (83% - joint with North Worcestershire)

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

In general, Victims who reported crime were more positive towards WMP than those that did not report their crime

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