



Your voice: what matters to you?

SUMMARY REPORT

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Section 1. About the Survey

Introduction

This report provides a summary of findings from the Police and Crime Commissioner's (PCC) Your Voice- what matters to you survey. The survey went live on the 5th October 2020 and closed on the 2nd November 2020.

The purpose of the survey is to understand the views members of the public on local policing, contact and engagement, crime and anti-social behavioural issues and views towards the council tax precept to help inform both the PCC and the police force. This includes identifying views towards policing and what priorities are important to the public. It provides the local communities a voice on issues they feel affect their local area.

Findings have been supported with data from the PCC's Public Confidence and Perceptions survey Q2 20/21 and the 2020 PCC Town and Parish Council survey.

Executive summary

In total 1395 responses were received. It is important to note that of the 1395, 399 of responses were only partially completed so were disqualified from the final results. As a result the report is based off of 995 responses. This report only reflects the views of those individuals who submitted a return. It is not possible to conclude that the findings are representative of all within West Mercia.

Policing in West Mercia

- Around 72% of respondents suggest they feel safe in their local area although 67% say they feel worried about the level of crime in their area.
- Around 58% of respondents think that there has been an increase in the level of crime and ASB over the last 12 months whilst 32% think there has been no change.
- Around 54% of respondents don't agree that the local police are dealing with issues that matter to them with the remaining 46% saying they do.
- The majority of respondents (67%) agree that the police do a good job.
- Respondents are more confident they could access the police in an emergency than in a non-emergency
- Issues seen as being a problem in local areas included ASB, rural crime, criminal damage/vandalism, drugs and road safety whilst domestic burglary, violent crime and vehicle crime were seen as less of a problem.
- The majority of respondents (53%) felt that they level of policing had remained the same whilst 38% perceived a decrease and only 8% perceived an increase.
- ASB and burglary and theft were most common ranked as a high issue or priority whilst preventing re-offending and supporting victims was ranked as least.

Council tax

- Around 58% of respondents suggest they would be willing to pay more council tax to maintain existing levels of service
- Of those 58% that said yes to paying more:
 - 31% would be willing to pay £20 extra
 - 27% would be willing to pay £10 extra
 - 23% would be willing to pay £5 extra
 - 11% would be willing to pay £2.50 extra and
 - 8% would be willing to pay £15 extra.
- When asked to assign tokens representing money to a number of different areas the average money assigned was as follows from most tokens assigned compared to least.
 - Visible Policing (most tokens assigned)
 - Resources to tackle serious crimes (i.e domestic abuse, sexual violence and CSE)
 - Reforming police IT and improving technology for officers and staff
 - Resources to tackle road safety
 - Crime Prevention initiatives
 - Supporting victims
 - Police infrastructure and estates
 - Reducing re-offending (least tokens assigned)

Methodology

This survey consists of multiple choice questions looking at policing in West Mercia and Council tax. This survey was accessed online via a link published on PCC social media and the webpage for all to access.

The survey went live on the 5th October 2020 and closed on the 2nd November 2020. A total of 995 complete responses were received and analysed to create this report. A copy of the survey questions can be found in Appendix A.

Demographics

This survey was made public for all to complete. The break down from the 995 responses can be seen in the table below.

Policing Area	Count	Percent %
Worcestershire	654	65
Shropshire	176	18
Telford & Wrekin	78	8
Herefordshire	76	8
Other	12	1

Of the 'other' responses, 7 were from individuals outside of the West Mercia force area, in areas that border West Mercia.

Around 98% of respondents were responding as a member of the public with the remaining 2% responding as a business owner.

Section 2. Findings

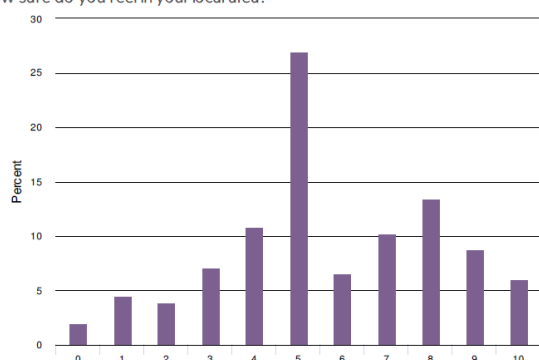
Policing in West Mercia

The first set of questions in the survey were associated with perceptions around crime and antisocial behaviour in the area and overall perceptions of the local police.

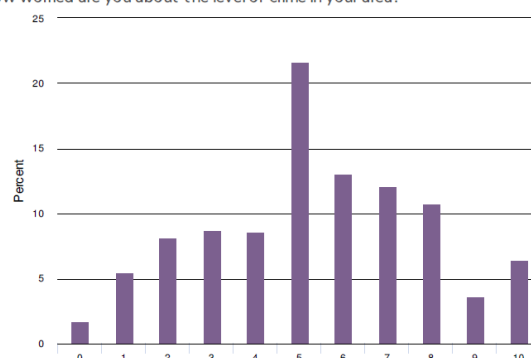
When asked to rate on a scale of 0-10 of how safe they felt in their local area, with 0 being very unsafe and 10 being very safe, around 72% of respondents ranked from 5 to 10 suggesting that they felt safe to very safe.

Although the majority felt safe, when asked to rate how worried they were about the level of crime in their area. With 0 being not at all worried and 10 being very worried, the graph shows that around 67% of respondents feel worried to very worried about the level of crime.

4. How safe do you feel in your local area?



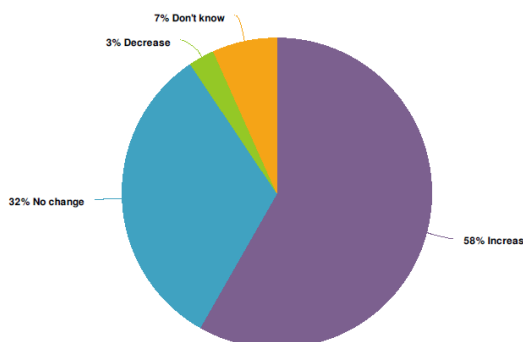
5. How worried are you about the level of crime in your area?



Respondents were asked if they thought there had been a change in the level of crime or anti-social behaviour in their area. Around 58% responded that they perceive an increase in the level of crime, whilst 32% perceive no change and 3% perceive a decrease.

Comparatively, the latest public confidence and perception survey found that 72% of residents felt it was about the same whilst 14% thought there was an increase and only 5% felt there had been a decrease in crime and ASB levels.

6. Over the last 12 months, do you think there has been a change in the level of crime or anti-social behaviour in your area?

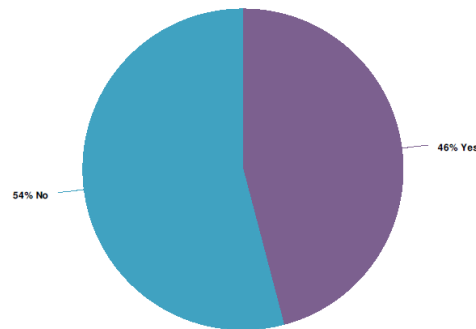


Please Note: Not all respondents answered every question. Unless otherwise stated any percentage figure referred to is the percentage of respondents answering that particular question.

Shown in the below graph is perceptions of whether police are dealing with the issues that matter most to respondents. It shows that the 54% don't think police are dealing with issues whilst the remaining 46% think they are. When asked to explain why they thought police weren't dealing with issues that mattered most, responses included lack of resources, little visibility/presence, not dealing with drug dealing and ASB and lack of investigating around burglary, theft and rural crime.

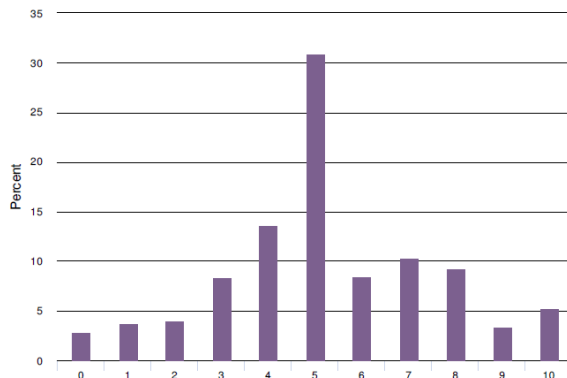
Alternatively, in the 2020 Town and Parish Council Survey when asked if the council had confidence in the police to resolve crime and disorder issues raised in the community, 53% agreed whilst only 23% disagreed. This increased to 72% of residents in the public confidence and perceptions survey with only 9% disagreeing.

7. Do you think that your local police are dealing with issues that matter to you?



The next question asked respondents to what extent they agreed that 'West Mercia Police do a good job'. Around 68% ranked from 5-10 suggesting they agree to strongly agree that the police do a good job. The remaining 33% ranked from 0-4 suggesting they least agreed with the statement. Similarly, the public confidence and perceptions survey found that 69% of residents felt the police were doing a good or excellent job.

9. To what extent do you agree with the following statement 'West Mercia Police do a good job'

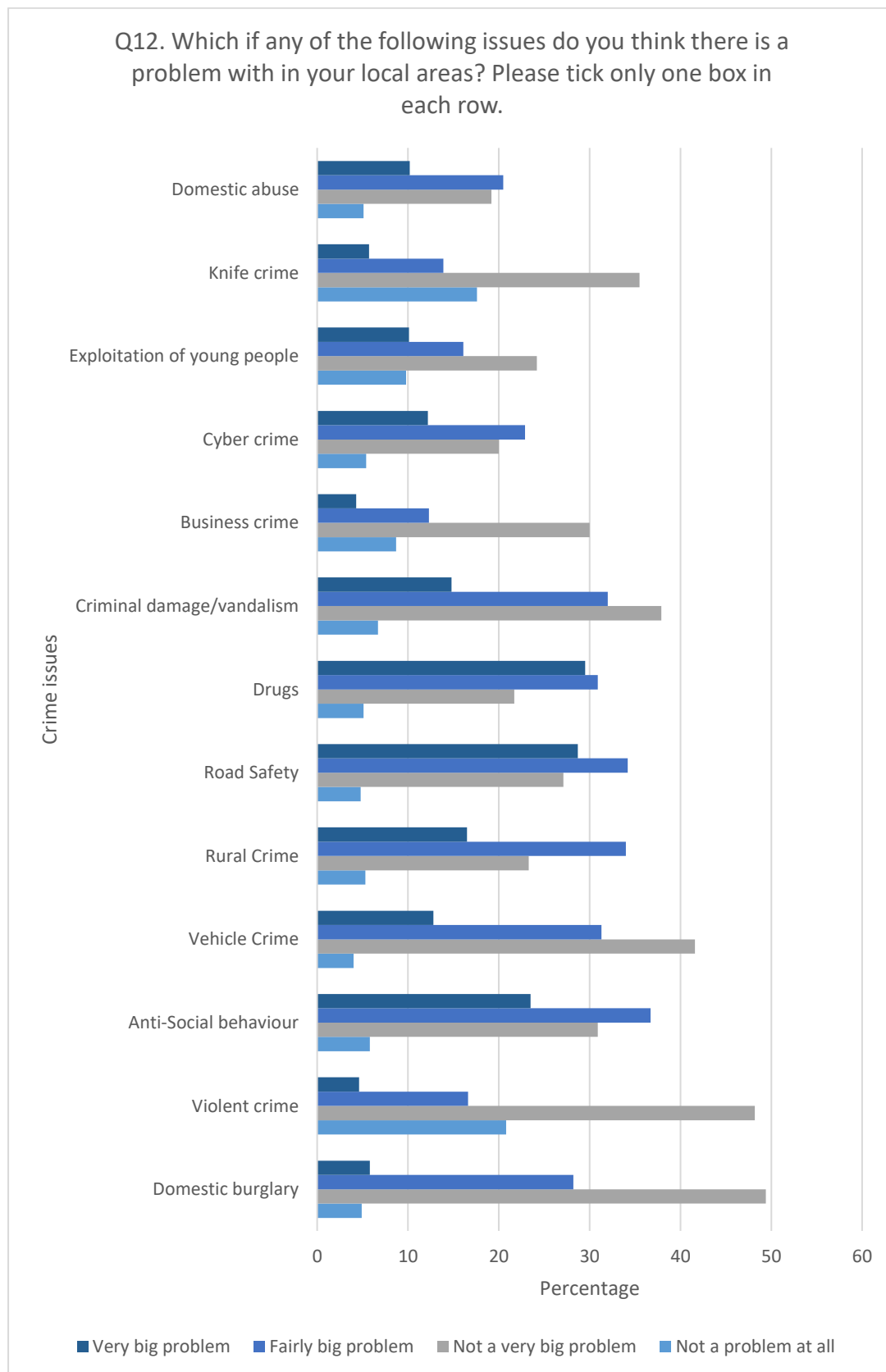


of residents felt the police were doing a good or excellent job.

When asked how confident they were they could access the police in an emergency, 62% of respondents suggest they were confident. However, this decreased to 43% when asked about contacting the police in a non-emergency. In the public confidence and perceptions survey when asked the same question 94% of respondents were confident they could access the police in an emergency whilst 68% were confident they could in a non-emergency.

For Q12. respondents were asked to tick a box suggesting whether they thought the following issues were 'not a problem at all', 'not a very big problem', 'a fairly big problem', a

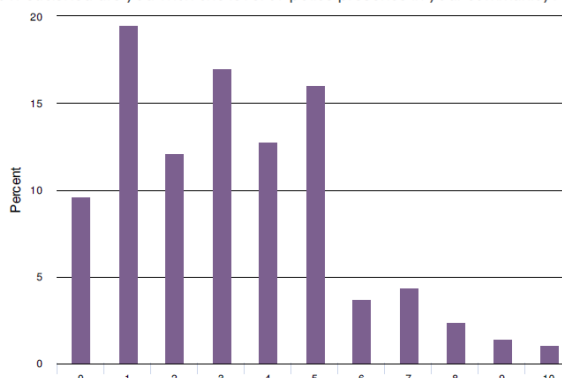
‘very big problem’ or ‘don’t know’. The below chart shows the responses given but ‘don’t know’ responses have been removed for ease of interpretation.



Please Note: Not all respondents answered every question. Unless otherwise stated any percentage figure referred to is the percentage of respondents answering that particular question.

When asked how satisfied they were with the level of police presence in their community, only 43% ranked from 0-5 suggesting they were satisfied whilst the remaining 57% ranked from 6-10 suggesting they were least satisfied. However, in the latest public confidence and perception survey 62% of residents say they are satisfied with the level of policing in their community with only 18% suggesting they are dissatisfied. In the Town and Parish Council survey, when asked how they would rate the level of contact councils have with the police, 46% rated the response as excellent or good.

13. How satisfied are you with the level of police presence in your community?



For Q14, respondents were asked whether over the last 12 months they had perceived a change in the level of policing in their area. The majority of 53% suggest that they perceive no change, whilst 39% perceive a decrease and only 7% perceive an increase. The latest public confidence and perceptions survey found that 74% thought it was about the same, 11% perceived an increase and 10% perceived a decrease.

The below table shows the response to Q15 where respondents were asked to rank the key community safety issues/priorities that concerns them the most. It shows that anti-social behaviour and burglary and theft were most commonly ranked as the top priority whilst preventing reoffending and supporting victims were less of a priority.

Item	Overall Rank	Rank Distribution
Anti-social behaviour	1	
Burglary and theft	2	
Police presence	3	
Police response (speed that officers respond to non emergency and emergency calls and incidents)	4	
Road safety	5	
Serious and organised crime (drug dealing, knife crime)	6	
Rural crime	7	
Domestic abuse	8	
Hidden crimes (cyber crime, modern slavery, human trafficking, fraud, child sexual exploitation)	9	
Supporting victims	10	
Preventing re-offending	11	

Lowest Rank Highest Rank

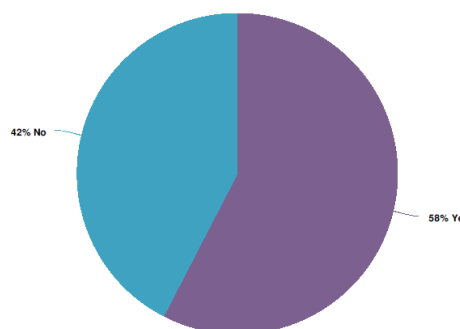
behaviour and burglary and theft were most commonly ranked as the top priority whilst preventing reoffending and supporting victims were less of a priority.

Please Note: Not all respondents answered every question. Unless otherwise stated any percentage figure referred to is the percentage of respondents answering that particular question.

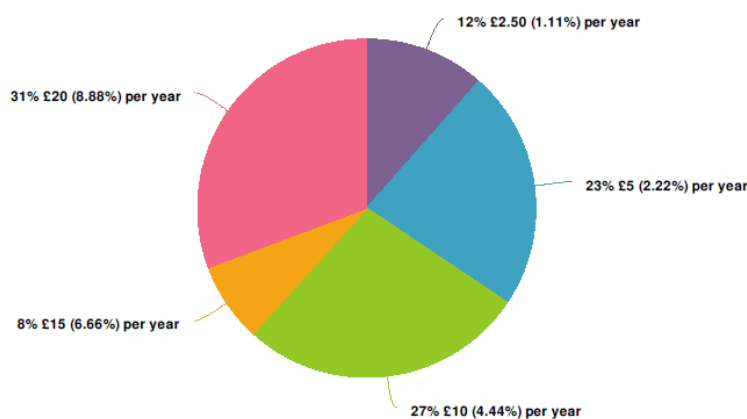
When asked whether they thought they got value for money from West Mercia Police, 56% of respondents ranked from 5-10 suggesting they thought they got value for money, whilst the remaining 44% felt they got less value for money.

Council tax

The next part relates to the council tax precept. As part of the PCC’s role he is responsible for setting the budget for policing including how much council tax residents in West Mercia contribute to policing. When asked if they would be willing to pay more council tax to maintain existing levels of service if funding was impacted as a result of COVID-19, 58% of respondents say they would contribute more whilst the remaining 42% said no.



Of the 58% respondents that said yes to paying more council tax, they were given 5 options (£2.50, £5, £10, £15 and £20) and asked how much extra they would be willing to pay. Around 31% of respondents, the majority, answered that they would be prepared to pay an extra £20 a year, followed by 27% for £10, 23% for £5, 12% for £2.50 and 8% for £15.



To further support this Q19, created a scenario where respondents were given 100 tokens and asked to assign them to a number of key areas, to represent budget setting. The key areas were visible policing, reforming police IT and improving technology for officers and staff, reducing re-offending, crime prevention initiatives, supporting victims, police infrastructure and estates, resources to tackle road safety and resources to tackle serious crimes.

The below list demonstrates the order they were placed in from most money spent to least.

1. Visible Policing (most tokens assigned)
2. Resources to tackle serious crimes (i.e domestic abuse, sexual violence and CSE)
3. Reforming police IT and improving technology for officers and staff
4. Resources to tackle road safety
5. Crime Prevention initiatives
6. Supporting victims
7. Police infrastructure and estates
8. Reducing re-offending (least tokens assigned)

Local policing area findings

Herefordshire

- 76 responses were received from residents in Herefordshire.

Policing in West Mercia

- 86% of residents suggested they felt safe to very safe in their local area whilst 61% suggested they are worried about the level of crime in their area.
- When asked if there had been a change in the level of crime and ASB over the last 12 months, 55% perceived an increase, 32% perceived no change and 35% perceived a decrease.
- 51% agree that the police are dealing with issues that matter to them and 72% suggested that they agree that West Mercia Police are doing a good job.
- 65% of respondents are confident they could access the police in an emergency whilst 50% are confident they could access the police in a non-emergency.
- When asked what crime types caused the biggest problem in their area, residents most commonly suggested rural crime and drugs. Those issues ranked as being less of a problem include violent crimes, ASB, vehicle crime and domestic burglary.
- 31% of residents suggest they are satisfied with the level of policing in Herefordshire, whilst the remaining 69% are less satisfied.
- When asked if there had been a change in the level of policing over the last 12 months, 54% say there had been no change in the level of policing, 38% perceived a decrease and 8% perceived an increase.
- Key community safety issues/priority were ranked, the highest ranking issues were road safety, rural crime and police response whilst preventing re-offending and supporting victims were ranked least of a priority.

Council tax

- When asked if they would be prepared to pay more in council tax to maintain existing levels of service 71% of respondents said yes to increasing council tax
- Of the 71% that said yes to increasing council tax, 32% said they would pay £10, 26% would pay £20, 17% would pay £5, 15% for £2.50 and 9% for £15.
- When asked to assign tokens to budget areas in a scenario. The tokens were assigned in the following order from most tokens spent to least.
 - Visible policing
 - Resources to tackle serious crime (i.e. domestic abuse, sexual violence)
 - Reforming police IT and improving technology for officers and staff.
 - Crime prevention initiatives
 - Resources to tackle road safety
 - Supporting victims
 - Reducing re-offending

- Police infrastructure and estates

Shropshire

- 176 responses were received from residents from Shropshire

Policing in West Mercia

- 71% of respondents suggested they felt safe in their local area whilst 67% of respondents suggested they are worried about the level of crime in their area.
- 68% perceive an increase in the level of crime of ASB in their area over the last 12 months whilst 3.4% perceive a decrease and 24% no change.
- 63% of respondents say that police are not dealing with issues that matter to them whilst 64% suggest that they agree that West Mercia Police are doing a good job.
- 55% suggest they were confident they could access the police in an emergency whilst only 36% were confident that they could access police in a non- emergency.
- When asked what crime types caused the biggest problem, residents most commonly suggested rural crime, roads safety, drugs and ASB. Those seen as less of a problem include domestic burglary, violent crime, vehicle crime, criminal damage and knife crime.
- Only 20% of residents suggest they are satisfied with the level of policing in Shropshire, the remaining 80% are not.
- When asked if there had been a change in the level of policing over the last 12 months, 49% of respondents think policing has remained the same, 46% think there has been a decrease, and the remaining 4% perceive an increase.
- Key community safety issues/priority were ranked, the highest ranking issues were ASB and police presence whilst supporting victims and preventing re-offending was most commonly ranked as least important.

Council tax

- When asked if they would be prepared to pay more in council tax to maintain existing levels of service. 52% said they would be prepared to pay extra council tax whilst the remaining 48% say they wouldn't.
- Of the 52% that said yes to the above question, 43% said they would pay £20 more a year, 21% £10 a year, 20% £5, 11% £2.50 and 4% £15 extra a year.
- When asked to assign tokens to budget areas in a scenario. The tokens were assigned in the following order from most tokens spent to least.
 - Visible policing (most tokens spent)
 - Resources to tackle serious crimes (i.e domestic abuse, sexual violence)
 - Reforming police IT and improving technology for officers and staff
 - Resources to tackle road safety
 - Crime prevention initiatives
 - Police infrastructure and estates
 - Supporting victims
 - Reducing re-offending.

Telford & Wrekin

- 78 responses were received from residents in Telford and Wrekin

Policing in West Mercia

- 57% residents suggested they felt safe in their local area whilst 80% suggest they are worried about the level of crime in their area.
- 68% perceive an increase in the level of crime of ASB in their area over the last 12 months whilst, 17% perceive no change and 4% perceive a decrease.
- 55% of respondents say that the police aren't dealing with issues that matter to them whilst 72% suggest they agree that West Mercia Police are doing a good job.
- Around 65% are confident they could access the police in an emergency whilst only 37% are confident they could access the police in a non-emergency.
- When asked what crime types caused the biggest problem in their area, residents most commonly suggested ASB, road safety, exploitation of young people and drugs. Those issues ranked as being less of a problem include domestic burglary, violent crimes and vehicle crimes.
- 31% of residents suggest they are satisfied with the level of policing in Telford, whilst the remaining 69% suggesting they are least satisfied.
- When asked if there had been a change in the level of policing over the last 12 months, 54% say there had been no change in the level of policing, 13% perceived an increase and 32% perceive a decrease.
- Key community safety issues/priority were ranked, the highest ranking issues were ASB, serious and organised crime and police response whilst rural crime and supporting victims were ranked as less of a priority.

Council tax

- When asked if they would be prepared to pay more in council tax to maintain existing levels of service, 49% of resident said yes to council tax increase whilst the remaining 51% said no.
- Of the 49% that said yes, 26% of them would be willing to pay £20, 26% for £10, 26% for £5, 16% would pay £2.50 and 5% £15.
- When asked to assign tokens to budget areas in a scenario. The tokens were assigned in the following order from most tokens spent to least.
 - Resources to tackle serious crime (i.e domestic abuse, sexual violence etc.)
 - Visible policing
 - Reforming police IT and improving technology for officers and staff
 - Reducing reoffending
 - Supporting victims
 - Crime prevention initiatives
 - Resources to tackle road safety
 - Police infrastructure and estates.

Worcestershire

- Worcestershire accounted for the most responses with 654 respondents.

Policing in West Mercia

- 73% of residents suggested they felt safe in their local area whilst 67% suggest they are worried about the level of crime in their area.
- When asked if there had been a change in the level of crime and ASB over the last 12 months, 54% perceived an increase, 37% perceived no change and 3% perceived a decrease.
- 48% agree that the police are dealing with issues that matter to them whilst 68% suggest that they agree that West Mercia Police are doing a good job.
- 63% of respondents are confident that they could access the police in an emergency whilst only 45% are confident they could access the police in a non-emergency.
- When asked what crime types caused the biggest problem in their area, residents most commonly suggested ASB, road safety and drugs. Those issues ranked as being less of a problem include knife crime and violent crime.
- 31% of residents suggest they are satisfied with the level of policing in Worcestershire, whilst the remaining 69% are less satisfied.
- When asked if there had been a change in the level of policing over the last 12 months, 55% say there had been no change, 37% perceived a decrease and 8% perceived an increase.
- Key community safety issues were ranked, the highest ranking issues were burglary and theft, ASB and police presence whilst preventing re-offending and supporting victims were ranked least of a priority.

Council tax

- When asked if they would be prepared to pay more in council tax to maintain existing levels of service 59% of respondents said yes to increasing council tax.
- Of the 59% that said yes to increasing council tax, 29% said they would pay £10, 29% would pay £20, 24% would pay £5, 10% for £2.50 and 9% for £15.
- When asked to assign tokens to budget areas in a scenario. The tokens were assigned in the following order from most tokens spent to least.
 - Visible policing
 - resources to tackle serious issues (i.e domestic abuse, sexual violence)
 - Reforming police IT and improving technology for officers and staff
 - Resources to tackle road safety
 - Crime prevention initiatives
 - Supporting victims
 - Police infrastructure and estates
 - Reducing reoffending

Section 3. Conclusions

Conclusions

Although, there is no consistent coverage of responses with Worcestershire accounting for the majority of responses, the results still provide an insight into resident's views on local policing.

Overall, responses show support for the police with the majority agreeing that they are doing a good job and that residents feel safe in their local area. However, although the majority of residents were confident they could access the police in an emergency, less were confident they could access the police in a non-emergency. Residents were also less satisfied with the level of police presence in their local areas.

Issues seen as being less of a problem in local areas include burglary, theft and violent crimes whilst ASB, criminal damage, rural crime, drugs and roads safety were seen as being a bigger problem. Reducing reoffending and supporting victims was seen as less of a community safety issue.

The majority of residents would be willing to contribute more council tax to maintain the existing level of service if funding was impacted by COVID-19, with the majority willing to pay an extra £20 per year. Residents think more money should be spent on visible policing and resources to tackle serious crime whilst less should be spent on reducing re-offending and police infrastructure and estates.

Section 4. Appendix A

Survey Questionnaire 2020

Your voice - what matters to you?

Hello

Ahead of setting next year's budget for your police force and victim services, I'm using this survey to seek the views of communities across Herefordshire, Shropshire, Telford & Wrekin and Worcestershire.

I will continue to ensure that your views are at the heart of my decision making as your Commissioner. With the Covid pandemic having an impact on the economy, and wider public finances, there are greater uncertainties than usual as we head towards next year's policing budget.

In this survey you will be asked about your priorities, what it's like where you live from a policing perspective, and in which areas of policing you would choose to spend more or less money.

The survey should take no longer than 10 minutes to complete.

Thank you for taking the time.

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

Public consultation

*1) Are you a resident of West Mercia?**

Yes

No

2) Which area do you live in?*

- Shropshire
- Telford & Wrekin
- Herefordshire
- Worcestershire
- Other (please state): _____

3) Are you responding as:*

- A member of the public
- A business owner

Policing in West Mercia

4) How safe do you feel in your local area?*

0 _____ [] _____ 10

5) How worried are you about the level of crime in your area?*

0 _____ [] _____ 10

6) Over the last 12 months, do you think there has been a change in the level of crime or anti-social behaviour in your area?*

- Increase
- No change
- Decrease
- Don't know

7) Do you think that your local police are dealing with issues that matter to you?*

- Yes
- No

8) If no, please say why.

9) To what extent do you agree with the following statement 'West Mercia Police do a good job'*

0 _____ [] _____ 10

10) How confident are you that you could access West Mercia Police in an emergency?*

0 _____ [] _____ 10

11) How confident are you that you could access West Mercia Police in a non-emergency?*

0 _____ [] _____ 10

12) Which if any of the following issues do you think there is a problem with in your local areas?

Please tick only one box in each row.*

	Not a problem at all	Not a very big problem	Fairly big problem	Very big problem	Don't know
Domestic burglary	[]	[]	[]	[]	[]
Violent crime	[]	[]	[]	[]	[]
Anti-social behaviour	[]	[]	[]	[]	[]
Vehicle crime	[]	[]	[]	[]	[]
Rural crime	[]	[]	[]	[]	[]
Road safety	[]	[]	[]	[]	[]
Drugs	[]	[]	[]	[]	[]
Criminal damage/vandalism	[]	[]	[]	[]	[]

Please Note: Not all respondents answered every question. Unless otherwise stated any percentage figure referred to is the percentage of respondents answering that particular question.

Business crime	[]	[]	[]	[]	[]
Cyber crime	[]	[]	[]	[]	[]
Exploitation of young people	[]	[]	[]	[]	[]
Knife crime	[]	[]	[]	[]	[]
Domestic abuse	[]	[]	[]	[]	[]

13) How satisfied are you with the level of police presence in your community?*

0 _____ [] _____ 10

14) In the past 12 months, do you feel that there has been a change in the level of policing in your area?*

() Increase

() About the same

() Decrease

() Lived in the area for less than a year

15) What is the key community safety issue/priority that concerns you the most in your local area?

The below priorities are ranked in no particular order. Please rank them in order with your highest priority at the top.*

_____ Anti-social behaviour

_____ Road safety

_____ Domestic abuse

_____ Burglary and theft

_____ Hidden crimes (cyber crime, modern slavery, human trafficking, fraud, child sexual exploitation)

_____ Rural crime

_____ Serious and organised crime (drug dealing, knife crime)

_____ Preventing re-offending

_____ Supporting victims

_____ Police response (speed that officers respond to non emergency and emergency calls and incidents)

_____ Police presence

16) Do you think you get value for money from West Mercia Police?*

0 _____ [] _____ 10

Council Tax

Police and Crime Commissioner John Campion is responsible for setting the budget for policing in Herefordshire, Shropshire, Telford & Wrekin and Worcestershire. This also includes setting the council tax and how much you contribute.

17) As Commissioner I have kept council tax increases for policing amongst the lowest in the country over the last four years. Spending your money wisely on an efficient and effective police service before asking you to pay any more will always be my priority.

COVID-19 has already had a significant impact on the economy, and it is likely to affect the funding streams for policing. If that impact on funding was to happen and it reduced the level of policing, would you be prepared to pay more in council tax to maintain existing levels of service in policing?*

Yes

No

18) If yes, by how much extra?

The below options are based on annual figures for a Band D property, see the table below for how that would affect other council tax bands.

£2.50 (1.11%) per year

£5 (2.22%) per year

£10 (4.44%) per year

£15 (6.66%) per year

£20 (8.88%) per year

Tax

Band	1.11%	2.22%	4.44%	6.66%	8.88%
A	£1.67	£3.33	£6.67	£10.00	£13.33
B	£1.94	£3.89	£7.78	£11.67	£15.56
C	£2.22	£4.44	£8.89	£13.33	£17.78
D	£2.50	£5.00	£10.00	£15.00	£20.00
E	£3.06	£6.11	£12.22	£18.33	£24.44
F	£3.61	£7.22	£14.44	£21.67	£28.89
G	£4.17	£8.33	£16.67	£25.00	£33.33
H	£5.00	£10.00	£20.00	£30.00	£40.00

19) To help me understand what is important to you, I am giving you 100 tokens, which in this scenario equates to the budget available for policing. Using these tokens as money, please place values next to areas you would like to spend more or less on...

NB. The token value is displayed at the bottom to help you keep track of tokens used. This is not an exact science, but a useful guide.

- _____ Visible policing
- _____ Reforming police IT and improving technology for officers and staff
- _____ Reducing re-offending
- _____ Crime prevention initiatives
- _____ Supporting victims
- _____ Police infrastructure and estates (i.e custody, equipment, police stations)
- _____ Resources to tackle road safety
- _____ Resources to tackle serious crimes (i.e. domestic abuse, sexual violence and child sexual exploitation)

20) Do you have any further concerns or issues you wish to highlight?

NB. If your concerns exceed the number of characters, please send an email to opcc@westmercia.pnn.police.uk

Thank you!

Thank you for taking the time to complete the survey.

Your response is very important to the PCC and will be used to shape the future of policing within West Mercia.
